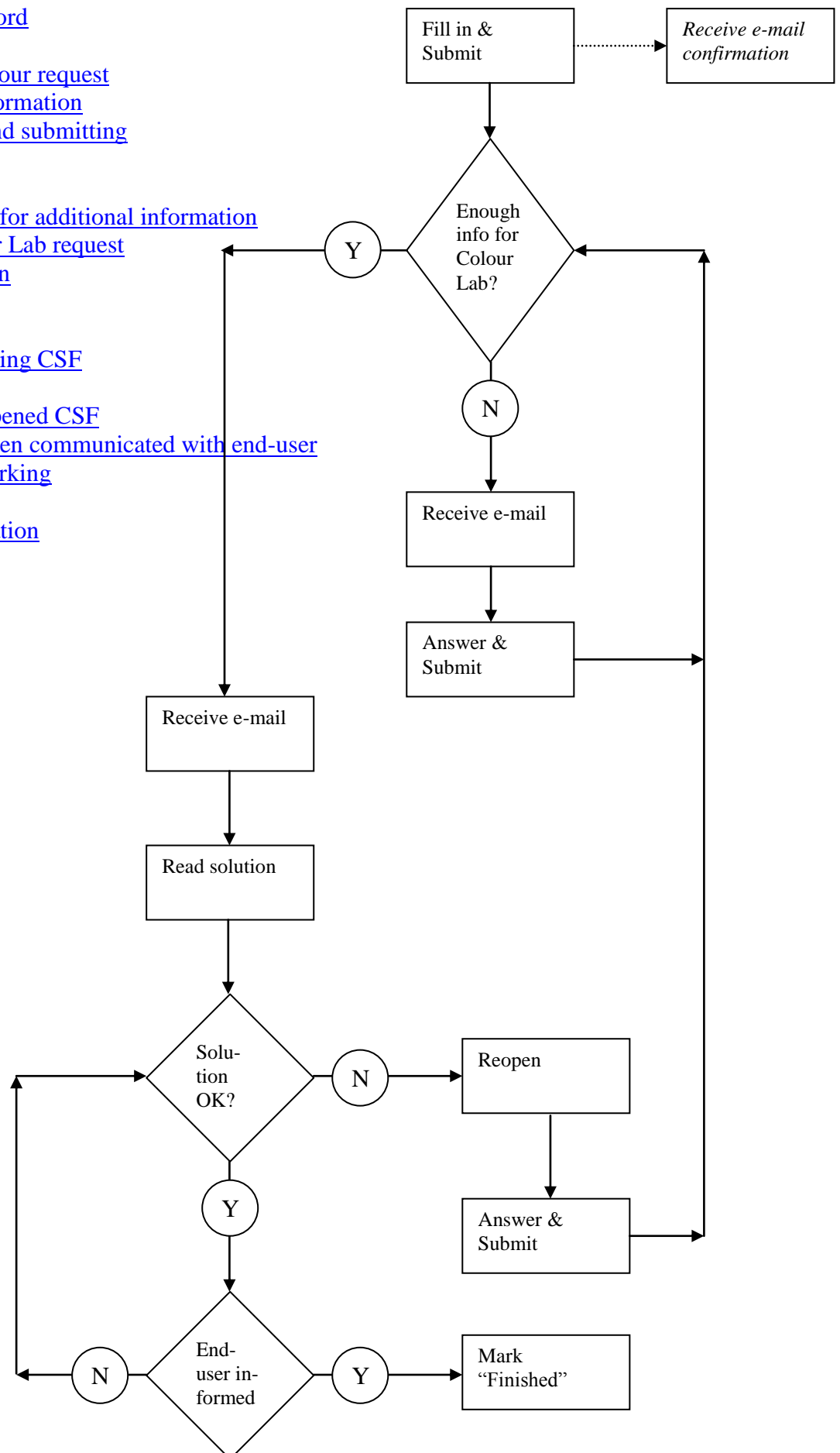


Websitelink: <http://color.supportvalspar.nl/help.php>

CSF= Colour Service Form = Document as part of our Global Colour Service

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Websitelink

Go to: <http://color.supportvalspar.nl/help.php>

You can also use the link on our website: <http://www.de-beer.com/en/index.php>

1-Log in

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valspar
web service color

Login - authorised users only

Client ID

Password

Login

You forgot your password?

Fill in

Click when done

1a-If you forgot your password

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web service color

You forgot your password?

Email

Send

*Please note: To reset your password you need to confirm automatic mail that will be sent on your email address.

Fill in

Click when done

If you forgot your Client ID, contact colour@valspar.com

2-Opening screen

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web service color

CSF> List :: New CSF Request

Color Service Form :: List All

I found 0 entries (0 Page(s)), Listing page number 1 (1-0)

Previous Page | Next Page

Logged as: Walter...

Click "New CSF Request" to insert a colour request

List is empty when you first start or will show your previous requests already filled in by us based on the faxes or emails you sent before you received your account ID and password.

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2a-Start entering a colour request

[Top of document](#)

The screenshot shows the Valspar web service interface. At the top, there is a header with the Valspar logo and the text "web service colour". Below this, there is a navigation menu with the following items: "Login", "Choose your service", "Start Colour Service", "Car Colour", "Fleet Colour", "Ask your question & send", and "Done". A yellow button labeled "Go to Color Service" is highlighted with a callout box that says "Click to start".

2b-Filling in basic information

[Top of document](#)

The screenshot shows the Valspar web service interface for filling in basic information. The "Start Colour Service" option is selected in the navigation menu. The form contains the following fields:

- Customer ID: 000085
- You Information: Full Name (Walter René), Company (Valspar bv)
- Brand and quality: Enduser (text input), Brand* (Please Select), Quality* (Please select Brand first), Car/fleet/other* (Please Select), Service type* (Please Select), Panel available?* (Please Select), Type of panel? (Please Select)

Callouts indicate that the "Brand" dropdown is selected and that all dropdown menus are to be pulled down and selected. A "Next" button is visible at the bottom of the form.

If you did not fill in screen 4 completely, you will see the following screen

[Top of document](#)

The screenshot shows the Valspar web service interface with a warning message. The "Brand" dropdown is now set to "DeBeer". The "Quality*", "Car/fleet/other*", "Service type*", and "Panel available?*" dropdowns are highlighted in red, indicating they are required fields. A callout box states "All options must be selected and completed". A "Next" button is visible at the bottom of the form.

valspar

web service colour

CSF> List :: New CSF Request

- Login
- Choose your service
- Start Colour Service
- Car Colour
- Fleet Colour
- Ask your question & send
- Done

Customer ID: 000005

You Information

Full Name: Wattez René
Company: Valspar Inc

Brand and quality

Enduser: Customer
Brand*: DeBeer
Quality*: 900
Car/fleet/other*: Car
Service type*: Request
Panel available?*: Yes
Type of panel?: Original Panel

Next

Click when finished

Logged as: Wattez René - (Logout 85)

valspar

web service color

CSF> List :: New CSF Request

- Login
- Choose your service
- Start Color Service
- Car Color
- Fleet Color
- Ask your question
- Done

Date and time: 06 August, 2008 10:17

Car specifications

Car Brand*: Alfa Romeo
Model*: 156
Year: 2002

Color specifications

Color code: 693
Color name: Azzurro Gabiano met

Specific information*

Both formulas don not match car, are too red, need other formula. Will send sample today.

* Please fill all fields marked with red star(*)

Submit

Click when finished

Fill in

Pull down and choose

Pull down and choose. When unknown, guess

By filling in you will increase our possibilities to help you

Specify your request or complaint with as much information as possible

Logged as: Wattez René - (Logout 85)



You will also receive the following computer generated e-mail confirming receipt of your request

Dear Customer,

Thank you for submitting a CSF document.

Your Request/Information/Complaint number is: 08-08-06-007.

CSF number

We will reply to you as soon as possible.

The document and status can be seen using the following link:

http://color.supportvalspar.nl/help.php?page=c_csf&action=view&id=

Yours faithfully

Valspar bv

Color Department Lelystad



CSF> List :: New CSF Request

Nr	CSF#	Brand Name	Quality	Service type	Enduser	Status	Actions
1.	08-12-02-003	DeBeer	900	Request		1. Open	

Click for details and status

valspar

web service color

[CSF> List :: New CSF Request](#)

Client	René Watter
Color Service Form	08-08-06-007
Client ID	123456
Brand Name	DeBeer
Quality	500
Service type	Request
Date Created	06/08/2008 08:49
Status	1. Opened

Color Service Form Information

Car Brand	Alfa Romeo
Model	156
Year	2002
Color code	693
Color name	Azzurro Gabiano met.

Specific information

Both formulas don not match car, are too red, need other formula. Will send sample today.

Logged as: Watter René - (Logout 85)

If we need more info, you will be notified by the following e-mail

Dear Customer,

We are pleased to inform you abin the status of your CSF number 08-08-06-007.

[We have sent you a request for additional information.](#)

[Please use the following link to open the document and provide us with the information needed:](#)

http://color.supportvalspar.nl/help.php?page=c_csf&ad

Yours faithfully

Valspar bv

Color Department Lelystad

Note that we need additional information. Use the link and open the concerning CSF number to view the requested info



Colour lab request for additional information

valspar

web service color

[CSF> List :: New CSF Request](#)

Color Service Form :: List All

Nr	CSF#	Brand Name	Quality	Service type	Date Created	Status	Actions
1.	08-08-06-007	DeBeer	500	Request	6/8/2008	2. Replied by CD	 

I found 1 entries (1 Page(s)). Lasting page number 1 (1-1).

[Previous Page](#) | [Next Page](#)

Logged as: Watter René - (Logout 85)

Click to view request for additional information



web service color

[CSF> List :: New CSF Request](#)

Client	René Watterz
Color Service Form	08-08-06-007
Client ID	123456
Brand Name	Delbeer
Quality	500
Service type	Request
Date Created	06/08/2008 08:49
Status	2. Replied by CD

Color Service Form Information

Car Brand	Alfa Romeo
Modell	156
Year	2002
Color code	693
Color name	Azzurro Gabiano met.

Specific information

Both formulas don not match car, are too red, need other formula. Will send sample today.

Answer CD on 06/08/2008 09:23

Question Can you give us more information about the cartype / model?
 Status Waiting for your sample

Additional Info

Answer Customer

Additional Info *

Submit

Our question

Type your answer

Click when finished

Confirmation



web service color

[CSF> List :: New CSF Request](#)

Dear Watterz René,

Thank you for your reply/extra information.
We will reply to you as soon as possible.

Yours faithfully
Valspar bv
Color Department Leystad

Logged as: Watterz René - (Logout 85)

You will also receive the following computer generated e-mail confirming receipt of your answer

Dear Customer,

Thank you for your reply/extra information on CSF number: 08-08-06-007

If we need even more information, the procedure will be repeated.

We will reply to you as soon as possible.

The document and status can be seen using the following link:

http://color.supportvalspar.nl/help.php?page=c_csf&action=view&id=

Yours faithfully

Valspar bv

Color Department Lelystad

When we have solved your request, you will be notified by the following e-mail

Dear Customer,

We are pleased to inform you that your CSF number 08-08-06-007 has been finished. More information can be found in the document.

The document can be seen using the following link:

http://color.supportvalspar.nl/help.php?page=c_csf&action=view&id=

We hope that the provided information will be useful. Thank you for your patience and help.

Yours faithfully

Valspar bv

Color Department Lelystad

Note that we finished your request. Use the link and open the concerning CSF number to view our solution





Colour Lab solution

[Top of document](#)

valspar
web service colour

CSF> List :: [New CSF Request](#)

Colour Service Form :: List All

Nr	CSF#	Brand Name	Quality	Service type	Enduser	Status	Actions
1.	08-09-17-009	DeBeer	900	Request		4. Finished	   

Click for details on finished request

valspar

web service colour

[CSF> List :: New CSF Request](#)

Client René Watter
Color Service Form 08-09-06-007
Client ID 123456
Brand Name DeBeer
Quality 500
Service type Request
Date Created 06/08/2008 08:49
Status 4. Finished
Closing Date 06/08/2008 09:49

Color Service Form Information
Car Brand Alfa Romeo
Model 156
Year 2002
Color code 693
Color name Azzurro Gabriele met.

Specific information
 Both formulas don not match car, are too red, need other formula. Will send sample today.

Answer CD on 06/08/2008 09:23
Question Can you give us more information about the car type / model?
Status Waiting for your sample
Additional Info

Answer Client on 06/08/2008 09:40
 It is a special anniversary model.

CSF Closed/Finished on 06/08/2008 09:49
Answer

Attachment [alfa 693.doc](#)
Status Closed / finished

When applicable, our final remarks,

Link to attached formula, when applicable

valspar

web service colour

[CSF> List :: New CSF Request](#)

Colour Service Form :: List All

Nr	CSF#	Brand Name	Quality	Service type	Enduser	Status	Actions
1.	08-09-17-009	DeBeer	900	Request		4. Finished	

Click "Reopen" icon, if you want to reply to the solution offered

Confirming reopening CSF

[Top of document](#)

The screenshot shows the valspar web service interface. The header includes the valspar logo and the text "web service colour". Below the header, there is a navigation menu with "CSF> List :: New CSF Request" selected. The main content area displays a dialog box titled "Colour Service Form :: Reopen this CSF" with a sub-header "Reopen this CSF". The dialog asks "Are you sure?*" and has two buttons: "Yes" and "No". An arrow points from the "Yes" button to a text box that says "Confirm decision to reopen by clicking 'Yes'".

Returning to List



[Top of document](#)

The screenshot shows the valspar web service interface. The header includes the valspar logo and the text "web service colour". Below the header, there is a navigation menu with "CSF> List :: New CSF Request" selected. A text box with the text "Click 'List'" has an arrow pointing to the "List" link in the navigation menu. The main content area displays a dialog box titled "Colour Service Form :: Reopen this CSF" with a sub-header "Reopen this CSF". The dialog contains the text "CSF reopened successfully."

Continue with reopened CSF

[Top of document](#)

The screenshot shows the valspar web service interface. The header includes the valspar logo and the text "web service colour". Below the header, there is a navigation menu with "CSF> List :: New CSF Request" selected. The main content area displays a table titled "Colour Service Form :: List All". The table has the following columns: Nr, CSF#, Brand Name, Quality, Service type, Enduser, Status, and Actions. The first row contains the following data: 1., 08-09-17-009, DeBeer, 900, Request, Enduser, 2. Replied by CD, and an information icon and a question mark icon. A text box with the text "Click on '?' icon to open CSF" has an arrow pointing to the question mark icon in the Actions column.

Nr	CSF#	Brand Name	Quality	Service type	Enduser	Status	Actions
1.	08-09-17-009	DeBeer	900	Request	Enduser	2. Replied by CD	 

Now follow procedure again from step:
[Replying to Colour Lab](#)

Marking a CSF when communicated with end-user

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valspar

web service colour

CSF> List :: New CSF Request

Colour Service Form :: List All

Nr	CSF#	Brand Name	Quality	Service type	Enduser	Status	Actions
1.	08-09-17-009	DeBeer	900	Request		4. Finished	  

Confirming

[Top of document](#)

valspar

web service colour

CSF> List :: New CSF Request

Colour Service Form :: Mark this CSF as read

Mark this CSF as read

Are you sure? **Yes** ← **No**

Click "Mark this CSF as read" icon.

Confirm decision to reopen by clicking "Yes".

Returning to list

[Top of document](#)

valspar

web service colour

CSF> List :: New CSF Request

Colour Service Form :: Mark this CSF as read

Mark this CSF as read

Mark success.

Click "List"

Final finished situation




[Top of document](#)

valspar

web service colour

CSF> List :: New CSF Request

Colour Service Form :: List All

Nr	CSF#	Brand Name	Quality	Service type	Enduser	Status	Actions
1.	08-09-17-009	DeBeer	900	Request		4. Finished	  

Green "Lock" icon, indicating the CSF result as communicated with the end-user