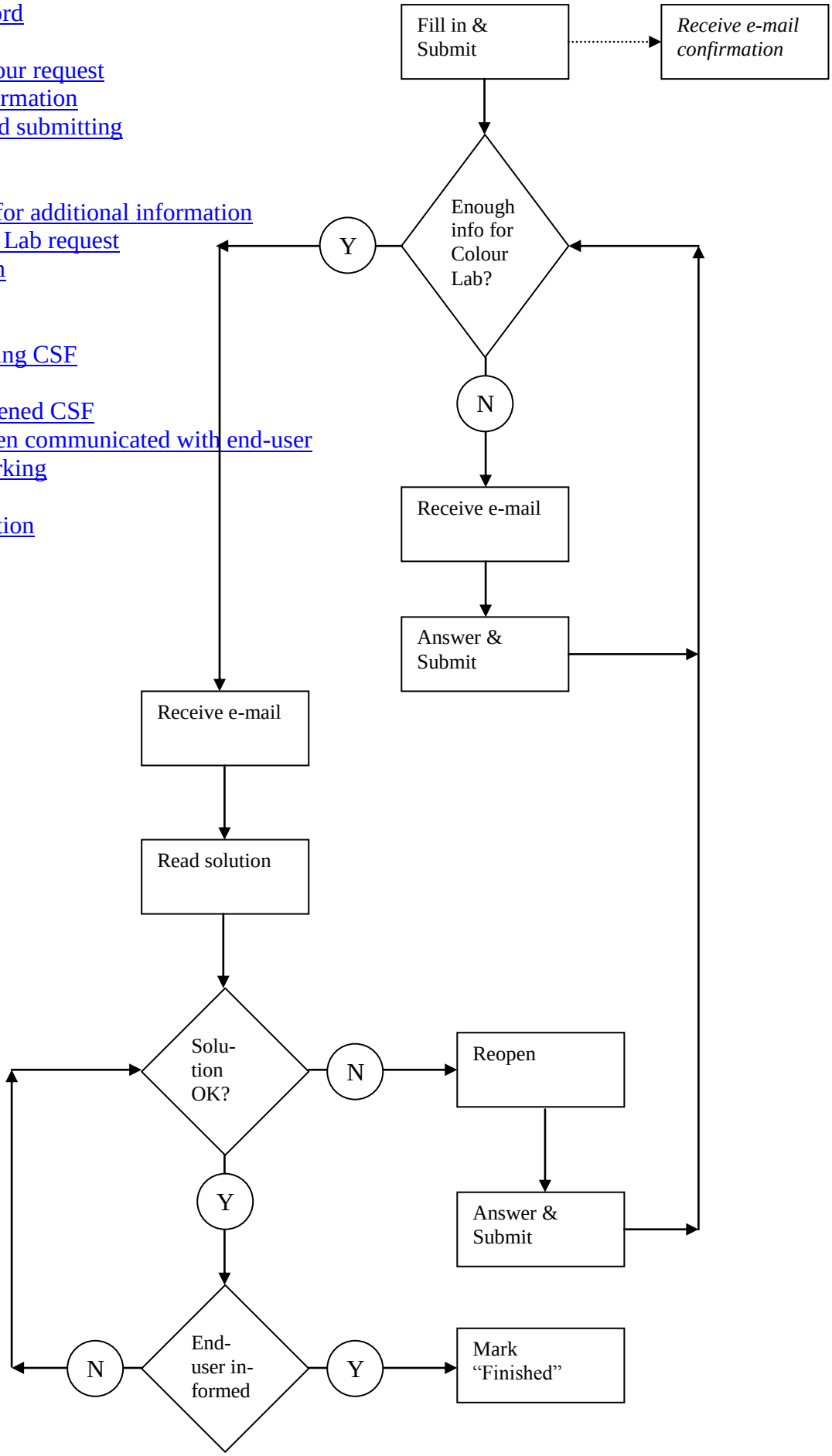
Websitelink: http://color.supportvalspar.nl/help.php
CSF= Colour Service Form = Document as part of our Global Colour Service

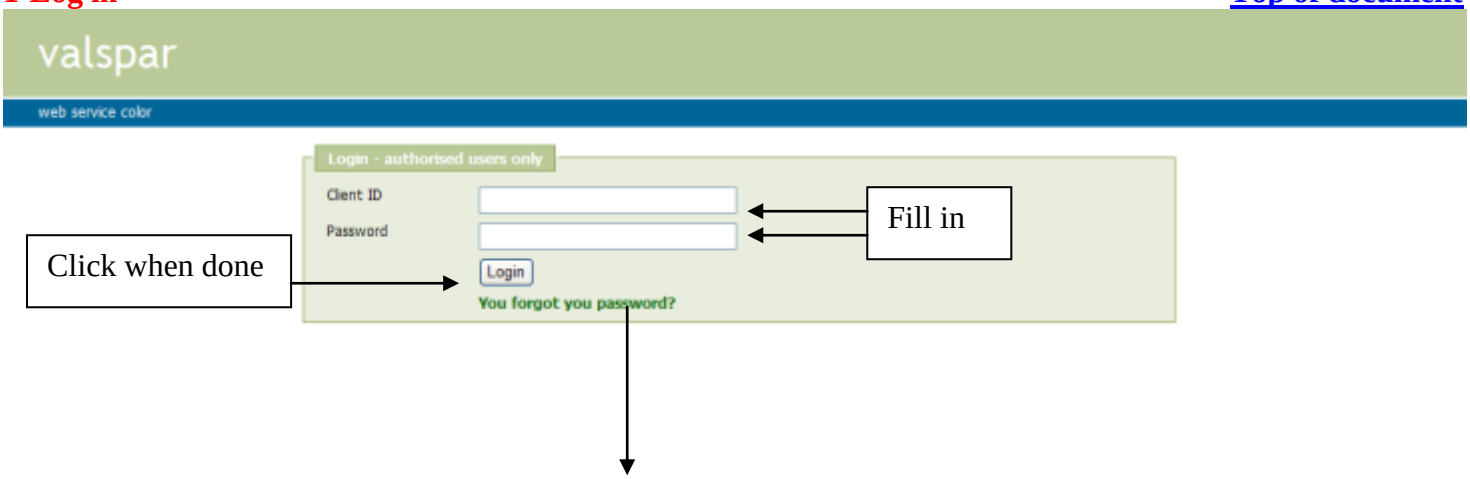
1 Logging in
1a Forgot your password
2 Opening screen
2a Start entering a colour request
2b Filling in basic information
2c Filling in details and submitting
3 List with CSF's
3a Details
4 Colour lab request for additional information
4a Replying to Colour Lab request
5 Colour Lab solution
5a Details of solution
6 Reopening CSF
6a Confirming reopening CSF
6b Returning to List
6c Continue with reopened CSF
7 Marking a CSF when communicated with end-user
7a Confirming the marking
7b Returning to list
7c Final finished situation



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

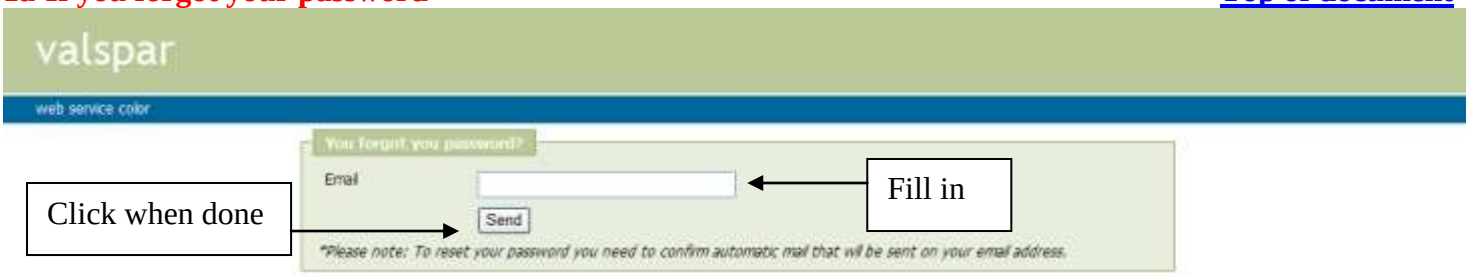
1-Log in

Top of document



1a-If you forgot your password

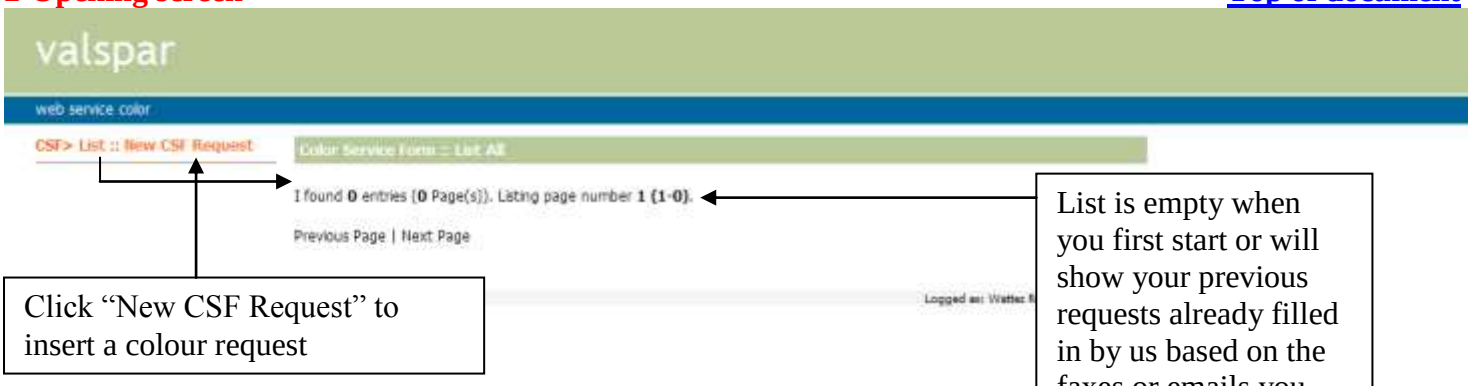
Top of document



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

2-Opening screen

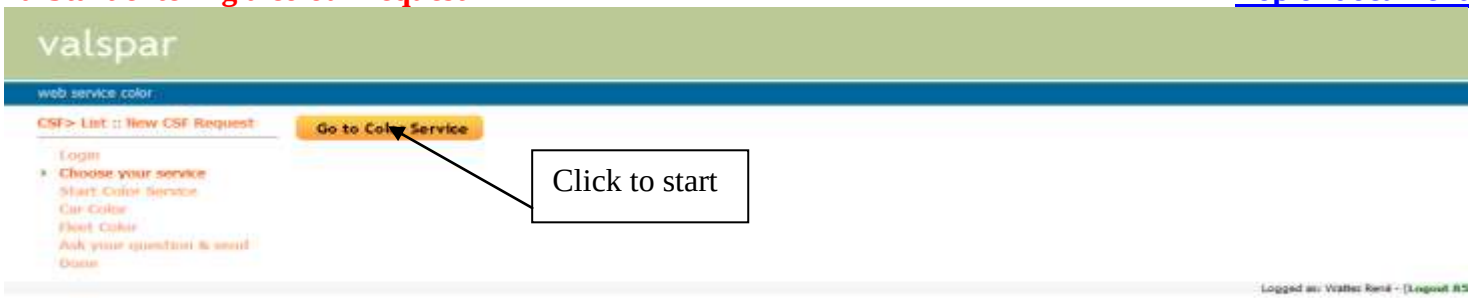
Top of document



Top of Document

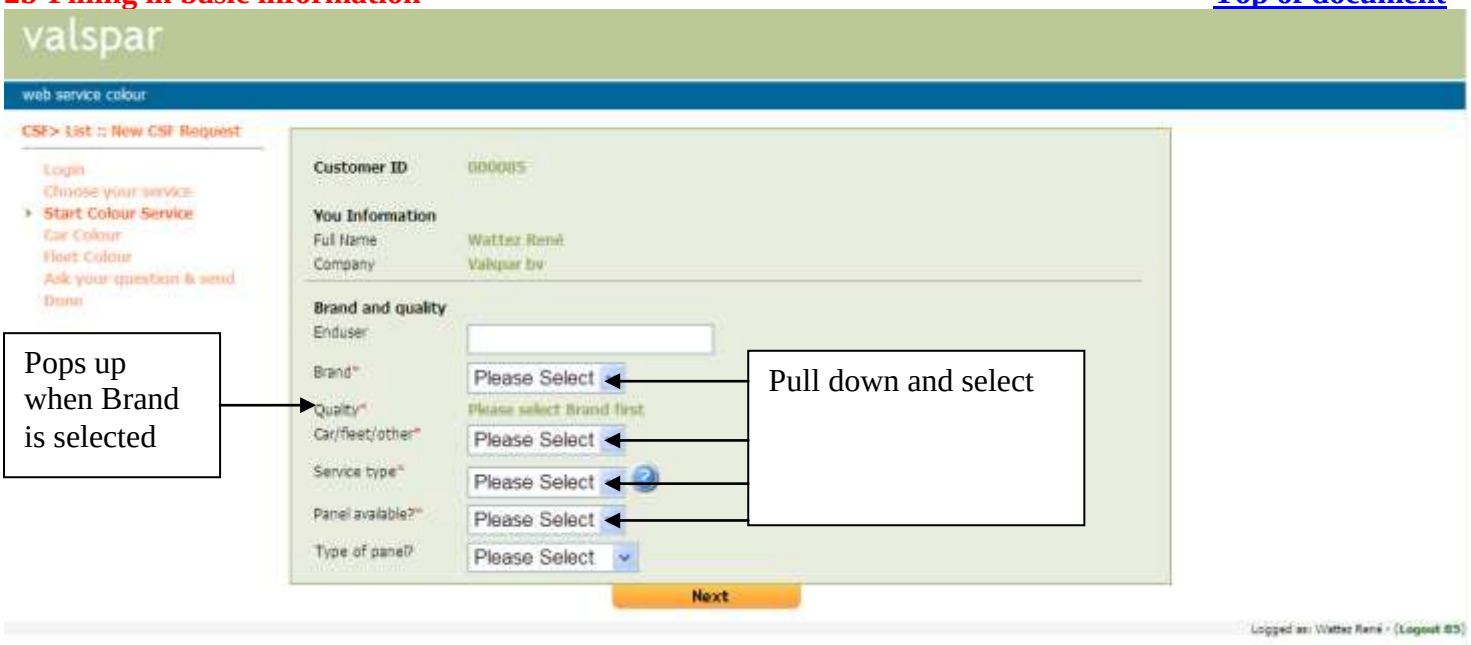
2a-Start entering a colour request

Top of document



2b-Filling in basic information

Top of document



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

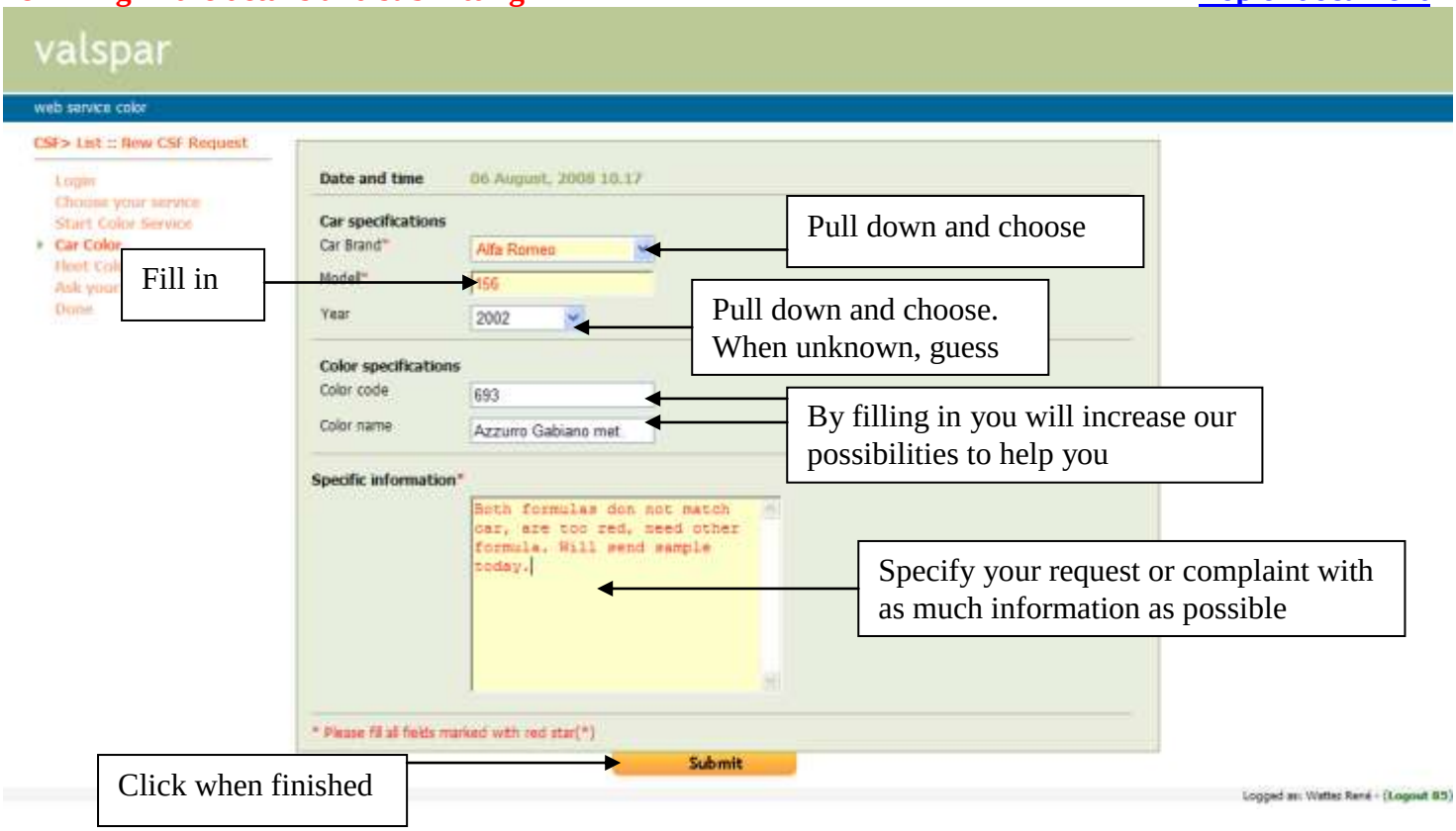
Top of document

Confirm selection and continue

Top of document

2c-Filling in the details and submitting

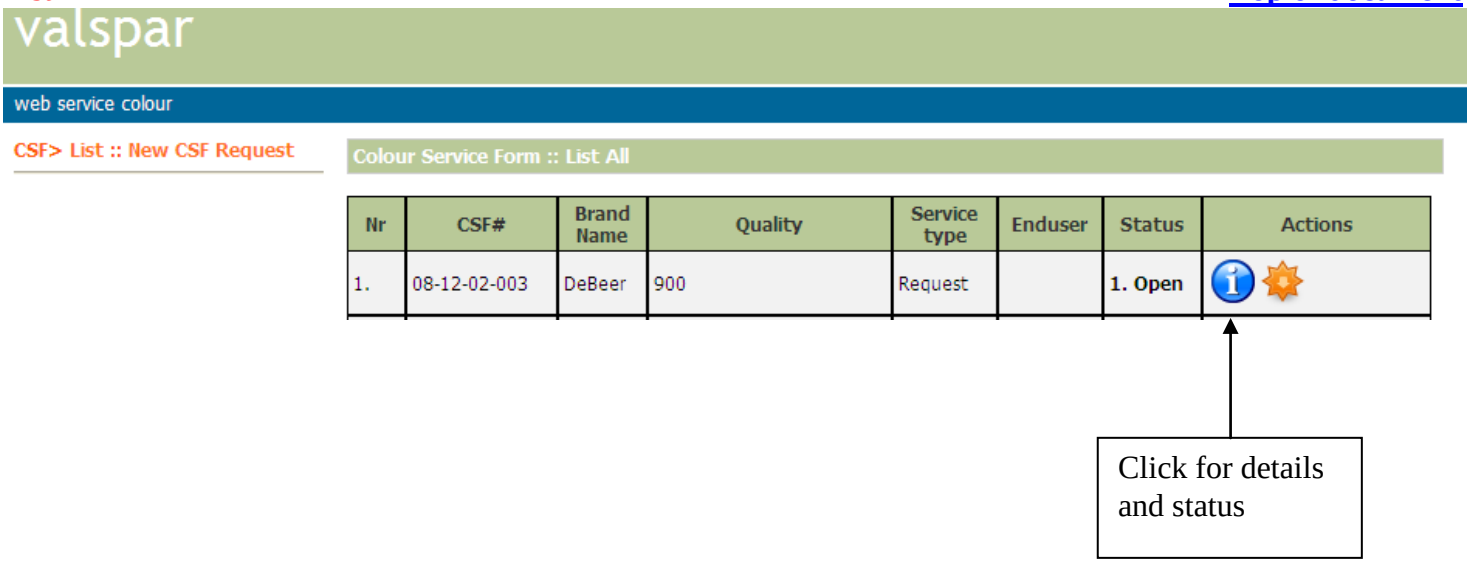
Top of document



Confirmation and Go To List Top of document

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

List Top of document



Details [Top of document](#)

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&a

Yours faithfully

Valspar bv

Color Department Lelystad

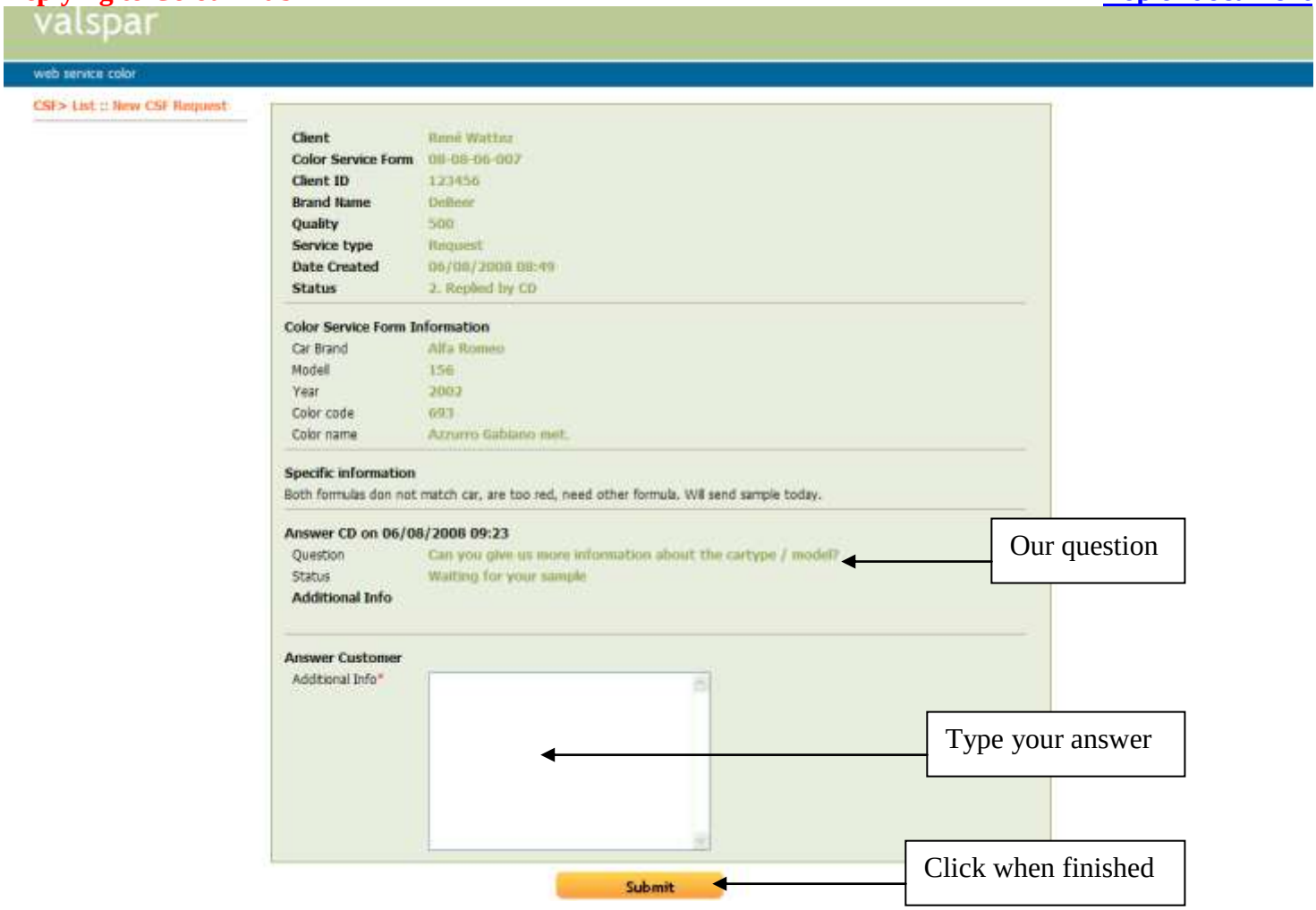
Note that we need additional information. Use the link and open the concerning CSF number to view the requested info

Colour lab request for additional information [Top of document](#)

Click to view request for additional information

Replying to Colour Lab

Top of document



Confirmation

Top of document

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.

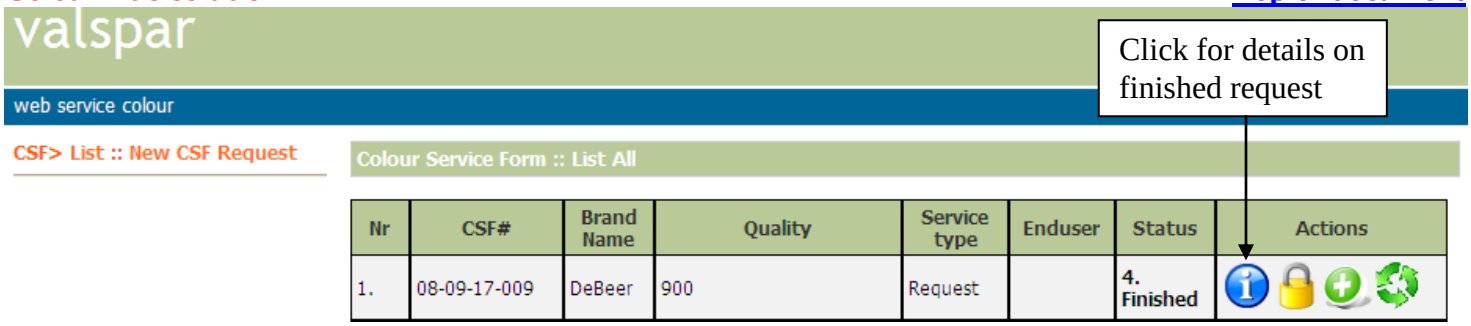
We will reply to you as soon as possible.
The document and status can be seen using the following link:
http://color.supportvalspar.nl/help.php?page=c_csf&action=view&id=
Yours faithfully

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

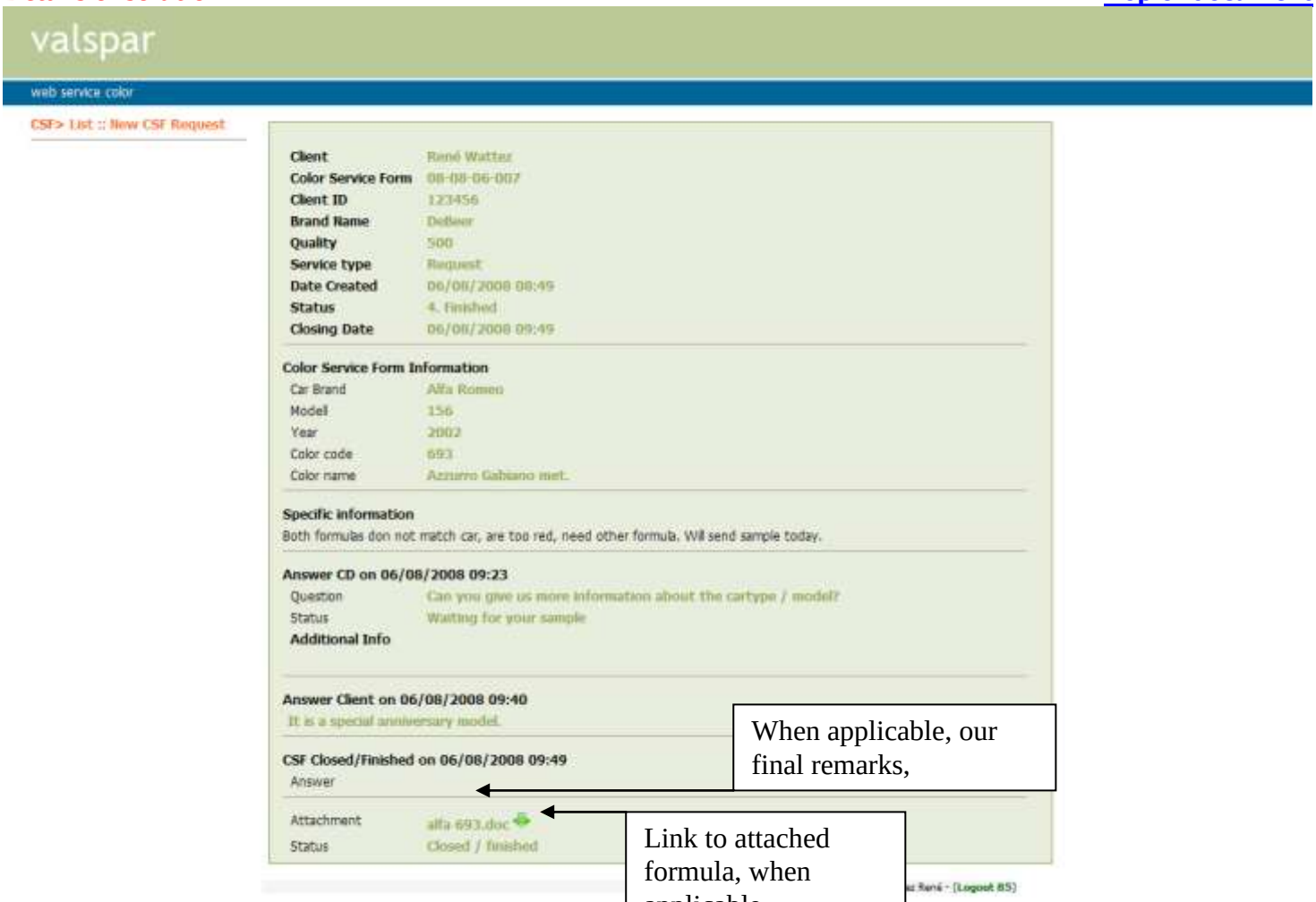
Note that we finished your request. Use the link and open the concerning CSF number to view our solution

Colour Lab solution **Top of document**



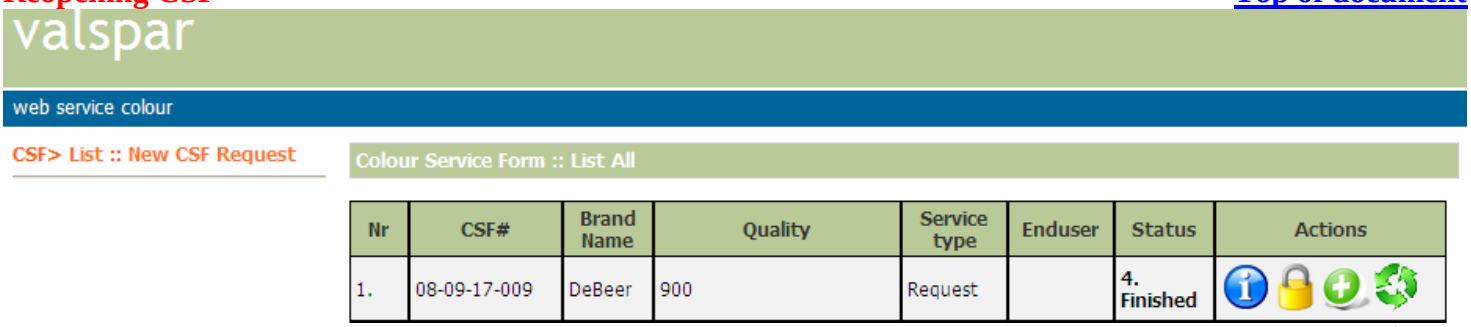
Details of solution

Top of document



Reopening CSF

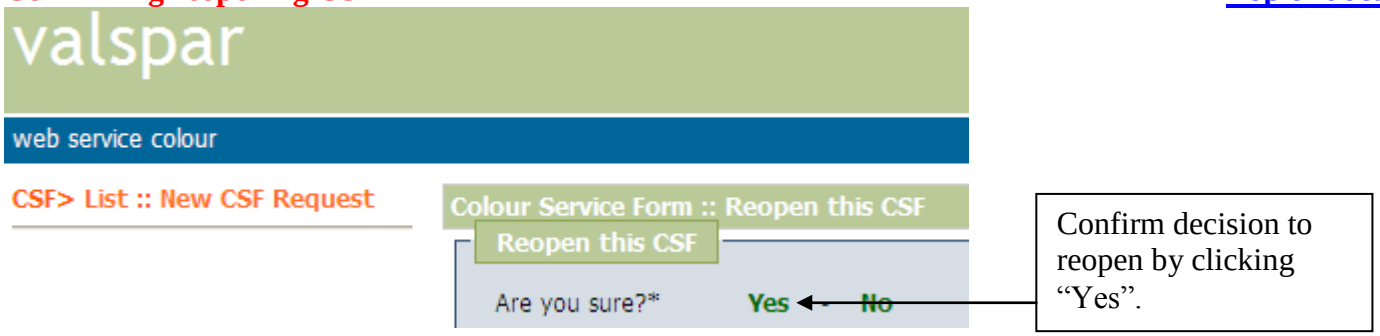
Top of document



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

Confirming reopening CSF

Top of document

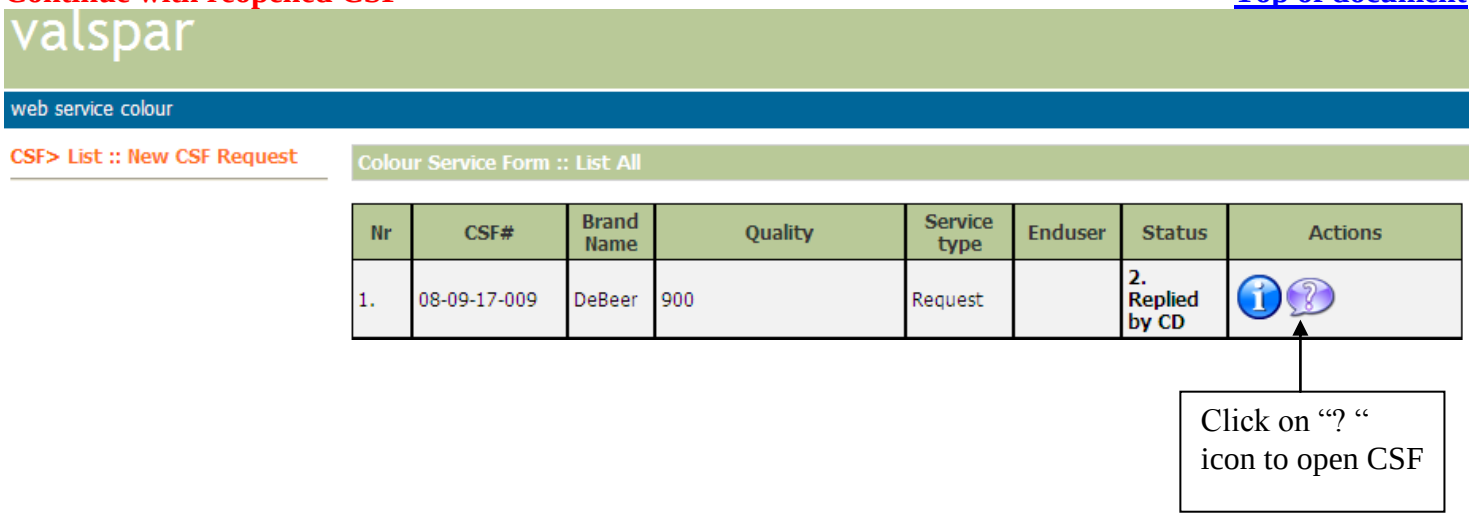


Returning to List

Top of document

Continue with reopened CSF

Top of document



Now follow procedure again from step:
Replying to Colour Lab

Marking a CSF when communicated with end-user

Top of document

Click "Mark this CSF as read" icon.

Confirming

Top of document

Confirm decision to reopen by clicking "Yes".

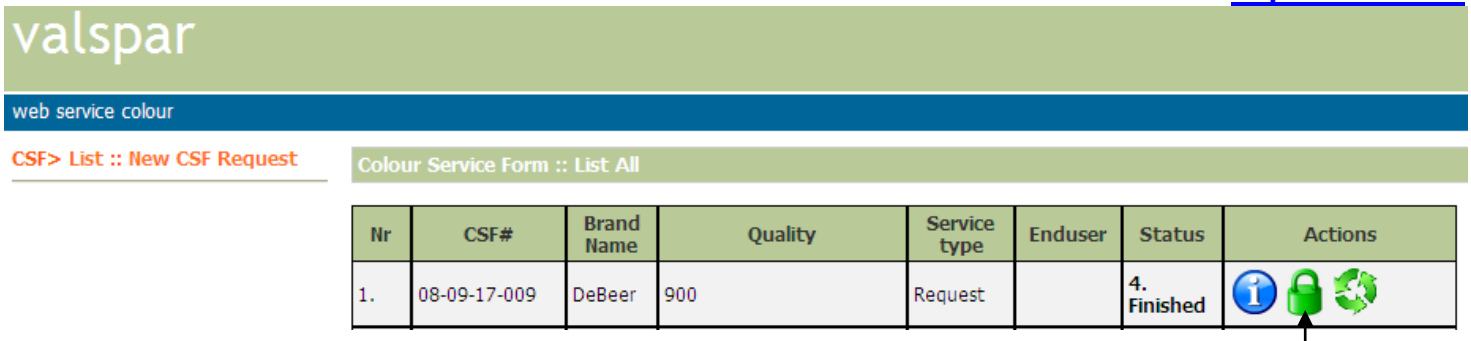
Returning to list

Top of document

Click "List"

Final finished situation

Top of document



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