

## Ifm customer service

Your way to join us Individual, free of charge, without obligation - your connection to the ifm service centre. For customer enquiries about products, prices or delivery conditions, but also for engineering and planning offices for technical and commercial information.

Tools for project planning, engineering and e-procurement The customer portals ePLAN data portal and e-procurement catalogues help you with your project planning. They offer a free download of catalogue data such as data sheets, photos and scale drawings.

Here you will find various support services relating to our products, such as the Download Center, the Product Availability Matrix and the Ticket System. You will also find information on product errors or possible solutions in our notes and can find out about the planned features of the upcoming release in the roadmap.

We are always working on making the customer portal even more convenient for you, but we need good master data to do this! You don't have an administrator yet? Then open a ticket with the Service Customer Portal and tell us the G-UserID for this function. Your SAP installation number is also important: You can check this in the "Tickets" menu under "Enter installation number" (in the sidebar). There you can see at a glance which SAP installation numbers are stored at your location. Please complete your data.

Administrators now have the option of managing customer users themselves, creating additional locations for their company and maintaining their SAP system landscape. But that's not all: you can now also view the registration keys per installation number, product and plant here!

Contact us for free full report



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