

The new Mert Döküm Customer Portal offers a faster, more organized way to communicate with our team and manage all your project-related requests in one place.

It is designed for **customers, contractors, consultants, engineers, infrastructure professionals, and project teams** who need quick access to pricing support, technical files, product information, and service communication.

Mert Customer Portal

- Overview
- Create Quote Request
- My Quotes
- My Sales Inquiries
- BIM / CAD Requests
- Favorite Products
- Download Center
- Profile
- Mert Döküm Website

Customer Mini Portal
Giriş yapan kullanıcı: sojld@mertdokum.com.tr [sojld@mertdokum.com.tr](#) [Logout](#)

Welcome
In the Mert Döküm customer portal, you can track your quotation requests, technical questions, BIM / CAD requests, and favorite products from a single panel.

Portal Activity Summary

Category	Count
Quote	1
Question	1
File	2
Favorite	1

FEEDBACK / COMPLAINT 5
Your support records [View](#)

GENERAL / PRODUCT QUESTIONS 2
Sales and technical requests [View](#)

BIM / CAD REQUESTS 3
Requested files [View](#)

QUOTATION REQUESTS 2
Your quotation processes [Create Quote](#)

Recent Activity
Latest records in your account

- New inquiry record created - tester - 14.03.2026
- New inquiry record created - asdfasdfsaf - 14.03.2026
- BIM / CAD request created - M1122 - BIM - 14.03.2026
- Quote request created - test - 14.03.2026
- Quote request created - Proje abc - 28.02.2026

Quick Actions
Frequently used actions

- Create Quote Request**
Open a new RFQ record and quickly add your products.
- BIM / CAD Request**
Submit a technical drawing or BIM / CAD request.
- Create New Complaint**
Create a support or complaint record.
- Favorite Products**
View your saved products and add them to the quotation process.

2 Favorite Products
0 File Center
12 Total Records

By creating an account, you can access technical resources, project support, and customer services specially designed for infrastructure, construction, and engineering professionals. Through the portal, you can:

- Track all your requests, records, and transactions from one dashboard
- Request pricing and receive official quotations
- Submit product, sales, and technical inquiries
- Request BIM / CAD files and technical documents
- Download official technical data sheets in PDF format
- Request CAD drawings such as DWG / DXF
- Request BIM models such as IFC / RVT
- Send feedback, complaints, or support requests
- Submit project-specific technical questions
- Save frequently used products to your favorites
- Access approved downloadable resources from one place

The dashboard and quick action areas are structured around quotation requests, product and sales inquiries, BIM / CAD file requests, feedback records, favorites, and download center access.

How to Access the Portal

1. Visit www.mertdokum.com
2. Click **Login / Portal**
3. Enter your registered email address and password
4. After login, you will be redirected to your customer dashboard

If you do not yet have an account, you can register or request access through the website.

Sign up and Register at Mert Dokum

Create an account to access technical resources, project support, and customer services designed for infrastructure, construction, and engineering professionals.

- Track all requests and activities from a centralized dashboard
- Request prices and receive formal quotations
- Download official technical datasheets (PDF)
- Request CAD drawings (DWG / DXF)
- Request BIM models (IFC / RVT)
- Submit technical support requests and project-related questions
- Send customer feedback and product-related complaints

Sign in > if you already have an account

sajidturkiye@gmail.com

First Name

.....

Minimum 8 characters recommended.

Last Name

Mobile

Company Name

Company Address

Company Website

-Select Country-

Select Industry

For security purposes, please complete the verification below:

u8d8K

Enter Captcha

Refresh

REGISTER

Dashboard Overview

After signing in, you will see your **Dashboard**, which provides a quick summary of your portal activity.

From the dashboard, you can view:

- Feedback / complaint records
- General / product inquiries
- BIM / CAD requests
- Quote requests
- Favorite products
- Download center activity
- Recent activity and status updates

The customer dashboard also includes quick links for creating a quote request, submitting a BIM / CAD request, opening a support/complaint record, and viewing favorite products.

Request a Quotation

The portal allows you to request a quotation directly for your project needs.

Mert Customer Portal

Overview

Create Quote Request

My Quotes

My Sales Inquiries

BIM / CAD Requests

Favorite Products

Download Center

Profile

Mert Döküm Website

Customer Mini Portal

Giriş yapan kullanıcı: sajjaturkiye@gmail.com

sajjaturkiye@gmail.com Logout

Create Quote Request RFQ/Quotation Request

Create an RFQ for our sales team. You can track it with the request number.

1) Project Information **2) Product Items** **3) Delivery & Notes**

1) Project & Contact
This information speeds up quote preparation.

Project Name Company

Contact Person Phone Currency

2) Product Items
Add by product code (eg: V200-330).

Product Code Search Quantity

No products added yet.

3) Delivery & Notes
Critical information for the export team.

Country City Incoterms

Delivery Address Target Date

General Notes

Attachment (optional)
 No file chosen

PDF/DOCX/PNG/JPG recommended. (Max limit depends on IIS settings)

Summary

Check before submitting the request.

Number of Items	0
Currency	USD
Incoterms	-

Tips

Load class and quantity speed up the quotation process.
If there is a project specification, upload it as an attachment.
Add rows for multiple products.

When to use this section

Use **Quote Request** when you need:

- Official price quotations
- Project-based pricing
- Quantity-based evaluation
- Commercial follow-up from the sales team

Typical process

1. Open **Create Quote Request**
2. Add the related product or products
3. Enter the required quantity
4. Provide project details, delivery-related notes, or special conditions
5. Submit your request

Once submitted, your request is recorded in the system and reviewed by the Mert Döküm sales team.

Submit a Product or Technical Inquiry

If you need information before requesting a quotation, use the **Sales / Product Inquiry** area.

The screenshot displays the 'Mert Customer Portal' interface. On the left is a dark sidebar with navigation options: Overview, Create Quote Request, My Quotes, My Sales Inquiries, BIM / CAD Requests, and Favorite Products. The main content area is titled 'Customer Mini Portal' and shows the user's login information: 'Giriş yapan kullanıcı: sajjdturkiye@gmail.com'. Below this is a section for 'My General / Product Inquiries' with a '+ New Inquiry' button. A search bar is present with the placeholder text 'Search (Message / Company / Country / City / Product)' and an example 'Eg: D400, BIM, price, delivery...'. A dropdown menu for 'Type' is set to 'Tümü' and a 'Filter' button is visible. The main content area currently displays 'You do not have any messages yet.' and navigation buttons for '← My Account', 'My Quotes', and 'My Complaints'.

You can ask about:

- Product dimensions
- Load classes
- Technical suitability
- Installation and application details
- Product recommendation for a project condition
- General sales or commercial questions

This section is useful when you need clarification before purchasing or specifying a product.

Request BIM / CAD Files

The portal includes a dedicated section for **BIM / CAD Requests**, allowing you to request technical files for engineering and design work.

My BIM / CAD File Requests

Track the status of the files you requested.

[+ New File Request](#)

Search (Product / Type) Status

Eg: V200-330, BIM, CAD... All ▼ Filter

You do not have any file requests yet.

[← My Account](#) [My Quotes](#) [My Complaints](#) [My Questions](#)

You can request:

- BIM models
- CAD drawings
- Technical support files
- Engineering-related digital resources

Typical process

1. Open the **BIM / CAD Requests** section
2. Select the relevant product
3. Choose the type of file you need
4. Submit the request

After review, the engineering team can prepare and provide the requested files.

The portal dashboard explicitly includes BIM / CAD request tracking and a dedicated quick action for opening this type of request.

Recent Activity

The portal dashboard includes a Recent Activity area so that users can quickly understand what has happened in their account.

This can help you monitor:

- Newly created quote requests
- New inquiries
- BIM / CAD submissions
- Feedback or complaint submissions
- General movement within your portal records

Submit Feedback or a Complaint

Customer service and product feedback are important to us. The **Feedback / Complaint** section allows you to send issues, comments, and service-related concerns directly to our team.

You can use this section for:

- Service issues
- Complaint records
- Product-related concerns
- Suggestions for improvement
- Support follow-up

This helps centralize customer communication and allows your records to be tracked more efficiently.

The portal dashboard includes this section as one of the main activity cards and quick actions.

Favorite Products

The **Favorite Products** feature helps you save products that you regularly review, compare, or use in projects.



The screenshot displays a list of actions for a product:

- BIM Model Request**: Request IFC, RVT, or Revit-compatible BIM model files for your projects.
- CAD Drawing Request**: Request DWG or DXF technical drawings for your engineering work.
- Create Quote Request**: Create a quick quote request for this product by adding quantity and project details.
- Ask a Technical Question**: Send your technical questions about application area, dimensions, load class, or installation.
- Add to Favorites**: Save this product to your favorites list for quick access later.

Technical specifications shown in the diagram:

- Top diameter: $\varnothing 675$
- Bottom diameter: $\varnothing 630$ and $\varnothing 640$
- Height: 125

Product attributes:

- WEIGHT: 55 ± 3 kg
- LOAD CLASS: C250
- LOCKING SYSTEM

Some actions may require sign-in. After signing in, the selected product information will be automatically transferred to the request form.

Benefits of favorites

- Easier product tracking
- Faster access to frequently used products
- Quicker quotation preparation
- Better project planning for repeat items

Saved products can support a faster workflow, especially for returning customers and ongoing project teams.

Best Practices for Faster Response

To help our team support you more efficiently:

- Provide clear project details
- Add accurate product references when possible
- Use the **Quote Request** section for pricing-related needs
- Use the **BIM / CAD** section only for technical file requests
- Use the **Feedback / Complaint** section for service-related matters
- Keep your contact information updated
- Use favorites to manage frequently referenced products

Need Help?

If you need assistance, you can:

- Submit a request directly through the portal
- Use the support / feedback section
- Contact Mert Döküm through the website

Our goal is to make technical communication, quotation handling, and project support easier and faster for every customer.

What This Means for You

With the new Mert Döküm Customer Portal, you now have:

- Faster communication
- Direct access to engineering and sales support
- Centralized request management
- Easier access to technical files and resources
- Better visibility across your quotations, inquiries, and support records

Thank you so much for using mertdokum.com.