

Customer Order Shop

User Manual

Business segment: Cementitious Materials

Version 2.0

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List of Abbreviations

GTC	General Terms and Conditions
COS	Customer Order Shop
FCA	Free Carrier named place [Incoterm]
FOB	Free on Board [Incoterm]
DAP	Delivered at Place [Incoterm]
e.g.	for example

1 Foreword

Ladies and Gentlemen,

We are pleased that you have chosen to use our Customer Order Shop. Our customer satisfaction survey in 2016 has once again made it clear how important it is for you and other customers to have flexibility and accessibility when ordering products from our company. Our Customer Order Shop allows you to place orders around the clock, even from your smartphone. For us, this is a further step towards meeting your needs and optimizing our service accordingly.

In addition, our Customer Order Shop gives you the best possible control over your past orders. You can call up all information about your previous orders at any time and have them evaluated for the last 12 months.

This manual gives you a brief overview of the functions of our Customer Order Shop. Should you have any further questions, please refer to section 3 "Assistance & contact" for the contact details for your specific request. If you have any suggestions regarding improvements to this manual, please feel free to contact us.

Yours sincerely,

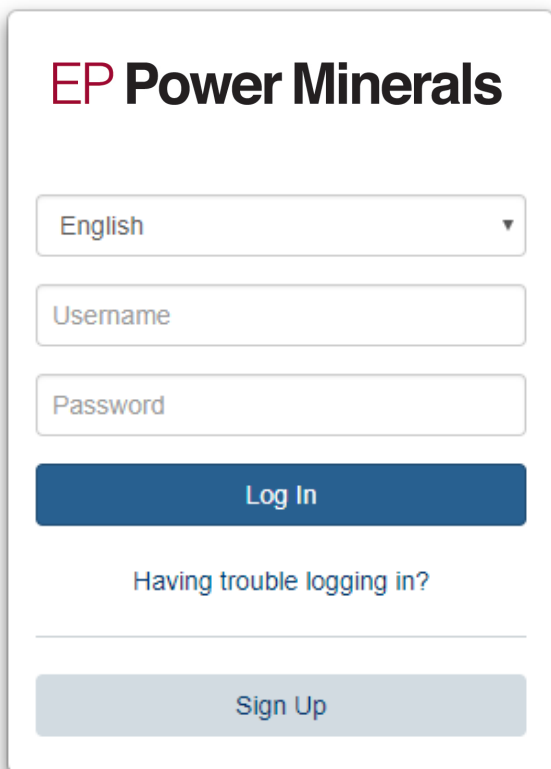
Your Process and Requirements Management Team

EP Power Minerals GmbH

2 Logging in to the COS

2.1 Registering as a customer

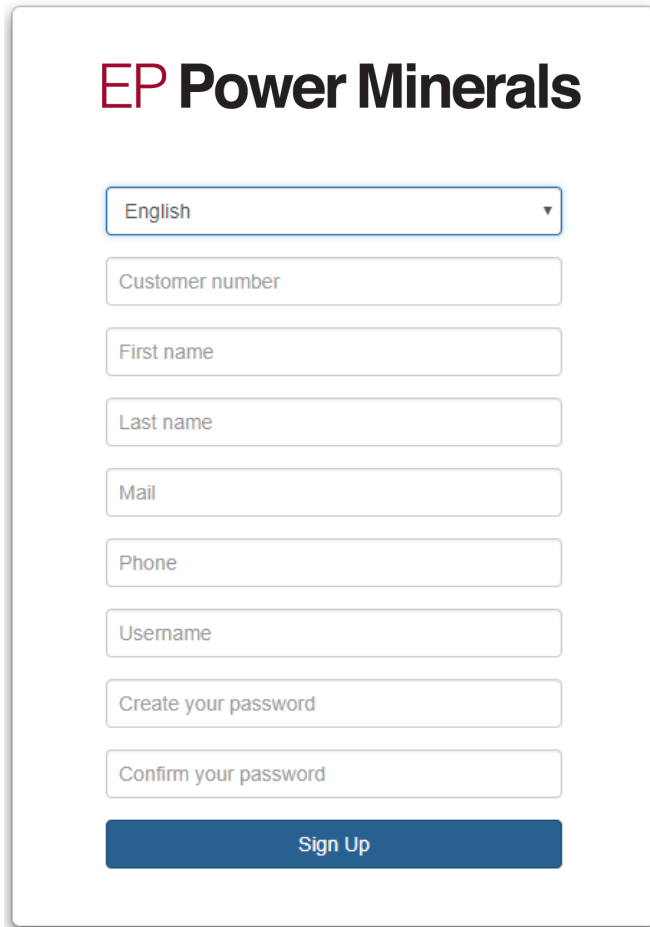
The Customer Order Shop (“COS” in short) can either be accessed via the EP Power Minerals website or directly at <https://www.spm-cos.com>. The following login screen is displayed:



The image shows a login form for EP Power Minerals. At the top left is the logo 'EP Power Minerals'. Below it is a dropdown menu with 'English' selected. There are two input fields: 'Username' and 'Password'. Below these is a blue button labeled 'Log In'. Underneath the button is a link that says 'Having trouble logging in?'. At the bottom of the form is a light blue button labeled 'Sign Up'.

Figure 1: Login screen

Click on “Sign up” to access the customer registration form. There you have to enter your menu language, customer number, first name, last name, e-mail address, phone number, a user name of your choice (e.g. e-mail address) and a password of your choice (please re-enter your password in the “Confirm password” box). Click on the “Sign up” button of the registration form to send the data to EP Power Minerals:



The image shows a registration form for EP Power Minerals. At the top left is the logo 'EP Power Minerals' in a bold, sans-serif font. Below the logo is a vertical stack of input fields: a language dropdown menu currently set to 'English', followed by text boxes for 'Customer number', 'First name', 'Last name', 'Mail', 'Phone', 'Username', 'Create your password', and 'Confirm your password'. At the bottom of the form is a prominent blue button with the text 'Sign Up' in white.

Figure 2: Registration form

In the COS you can choose between German and English as the menu language.

The password must have at least 8 characters and contain at least one uppercase and one lowercase letter as well as a number.

Please note that the user name is case sensitive.

The registration data is then manually checked and your user account is activated by EP Power Minerals. As soon as the check and account activation have taken place, you will receive the following e-mail:

Dear customer,

Your account has been activated.

Sign in

If you have any questions, please contact your IT Service Desk.

Figure 3: Account activation notification e-mail

2.2 Logging in to the COS

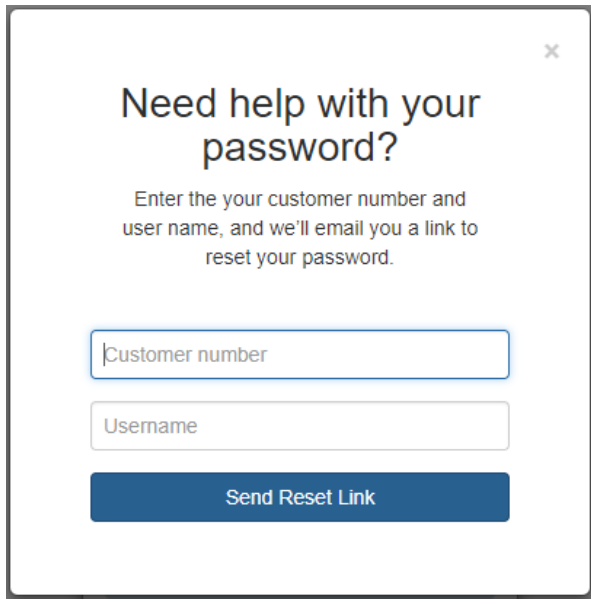
The COS can either be accessed via the EP Power Minerals website or directly at <https://www.spm-cos.com>. The login screen shown in Figure 1 now is displayed, where you must enter your user name and password and then click on the “Log in” button. You will then get to the dashboard in the COS.

2.3 Resetting your password / Trouble logging in

If you have forgotten your password, you can reset your password by clicking on the “Having trouble logging in?” button.

For this purpose, you must enter your customer number and your user name and then click on the “Send reset link” button.

After a successful password reset you will receive the following e-mail within a few seconds, and by clicking on the link you can reset your password. The password rules mentioned above apply. If logging in is still not possible, please contact the us via e-mail: info@ep-pm.com



A screenshot of a web form titled "Need help with your password?". The form contains two input fields: "Customer number" and "Username". Below the fields is a blue button labeled "Send Reset Link". The form is enclosed in a dark border with a close button (x) in the top right corner.

Figure 4: Reset password screen

Dear customer,

we have received a request to reset your password.

If you have not sent this request, simply ignore this e-mail. Otherwise, you can reset your password via this link:

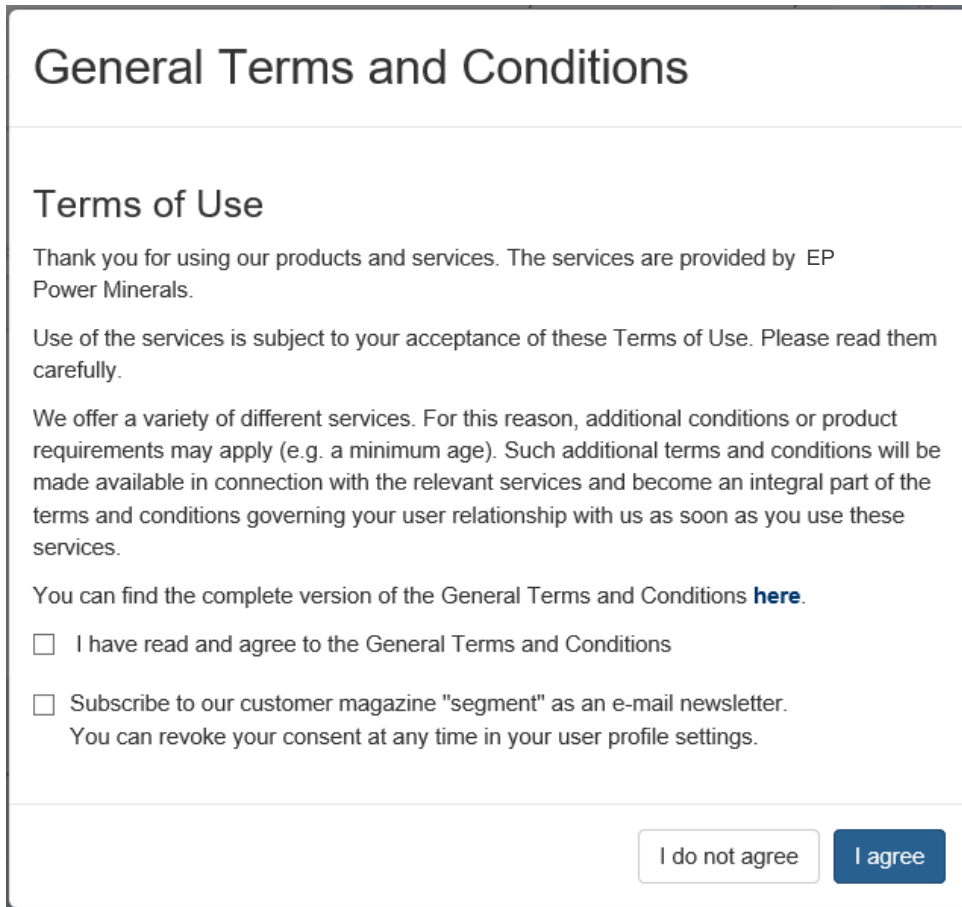
[Click here to reset your password](#)

Figure 5: Password reset e-mail

3 COS - Basic structure and use

3.1 Logging in for the first time

After you first log in, you must accept the General Terms and Conditions (GTC) of EP Power Minerals GmbH by checking the box and clicking the “I agree” button. By clicking on “here”, you can download and view the GTC in full.



General Terms and Conditions

Terms of Use

Thank you for using our products and services. The services are provided by EP Power Minerals.

Use of the services is subject to your acceptance of these Terms of Use. Please read them carefully.

We offer a variety of different services. For this reason, additional conditions or product requirements may apply (e.g. a minimum age). Such additional terms and conditions will be made available in connection with the relevant services and become an integral part of the terms and conditions governing your user relationship with us as soon as you use these services.

You can find the complete version of the General Terms and Conditions [here](#).

I have read and agree to the General Terms and Conditions

Subscribe to our customer magazine "segment" as an e-mail newsletter.
You can revoke your consent at any time in your user profile settings.

Figure 6: Acceptance of the GTC

If you refuse to accept the GTC of EP Power Minerals, click on “I do not agree”. In this case, however, you will be unable to use the COS.

If EP Power Minerals GmbH amends or modifies the GTC, you will receive a confirmation request the next time you log in to the COS.

Furthermore you have the possibility to subscribe to our E-Mail Newsletter. You can revoke your consent at any time in your user profile settings. In conclusion you will receive an E-Mail confirmation.

3.2 My profile

In the “My profile” section, the customer data (company data and user information) of the logged in user are displayed.

Customer info

Customer number	22112854
Full Name	Max Mustermann GmbH / Musterfachbetrieb
Street	Muster Straße
House Number	1
Country	DE
Postal Code	46535
City	Dinslaken
Telephone no.	+49 206460810

Figure 7: My profile: Customer information 1/2

In the “User information” subsection, you can choose to have the order confirmation also sent to the user who created the new order, in addition to the previous address. The setting can be changed by the user at any time. If this setting is chosen in the “User information” subsection, it will be used as a permanent default setting for all orders, and order confirmations will always be sent. It is also possible to request in each individual order that an additional order confirmation be sent. The user can also change the user password here and you can unsubscribe the E-Mail Newsletter.

User info

User name

Kaluzny_MM

Last seen

26.04.2018 09:32:37

First name

Benjamin

Last name

Kaluzny

Mail

benjamin.kaluzny@steag.com

Phone

02064/608-229

Settings

Send order confirmation

Subscribe to newsletters

Save


Change password

Figure 8: My profile: User information 2/2

3.3 Logging out

By clicking on “Logout” you log out of the COS. After 240 minutes of inactivity, the connection is automatically disconnected for security reasons and no more activity (e. g. order creation) can be carried out. Within this time you can update the order overview with the F5 key.

3.4 Hyperlinks, mouse-over and hidden information

If there are hyperlinks in lists such as the overview of orders or the overview of offers, this means that further information can be displayed. The user can view such further information either by clicking on hyperlinks that allow the user to navigate deeper into the respective structure or by hovering the mouse pointer over the list item to display a small popup window with the relevant information. In addition, less important information is collected behind a placeholder in result lists. These can be shown and hidden by clicking on the button . The results list is then extended vertically with further information.


3.5 Search box / Matrix search

The search box appears in the various screens and the full text search also affects hidden information. As an example, you may wish to view only those orders that have been delivered to a specific town. It is sufficient if you enter the name of the town (or even part of the town name, e.g. Oberh = Oberhausen) in the search box. In this case, only records containing the search string (alphanumeric search box) will be displayed in the list.


3.6 Sorting function

Click on the arrows to sort the list in descending  or ascending  order.


3.7 Excel export function

Click on the  button to export the overview of orders to Excel. When exporting, additional information such as the vehicle registration number (license plate) or order PIN is displayed, which has been hidden in the normal list for the sake of clarity.

3.8 PDF export function

Click on the  button to view the overview of orders as a PDF file. When converting to PDF, additional information such as the vehicle registration number (license plate) or order PIN is displayed, which has been hidden in the normal list for the sake of clarity.

3.9 Selecting columns for display

By clicking on the  column (“Select columns for display”) the user can adjust the columns displayed in the overview of orders.

Clicking on columns permanently hides them. If you click again, the columns are displayed again.

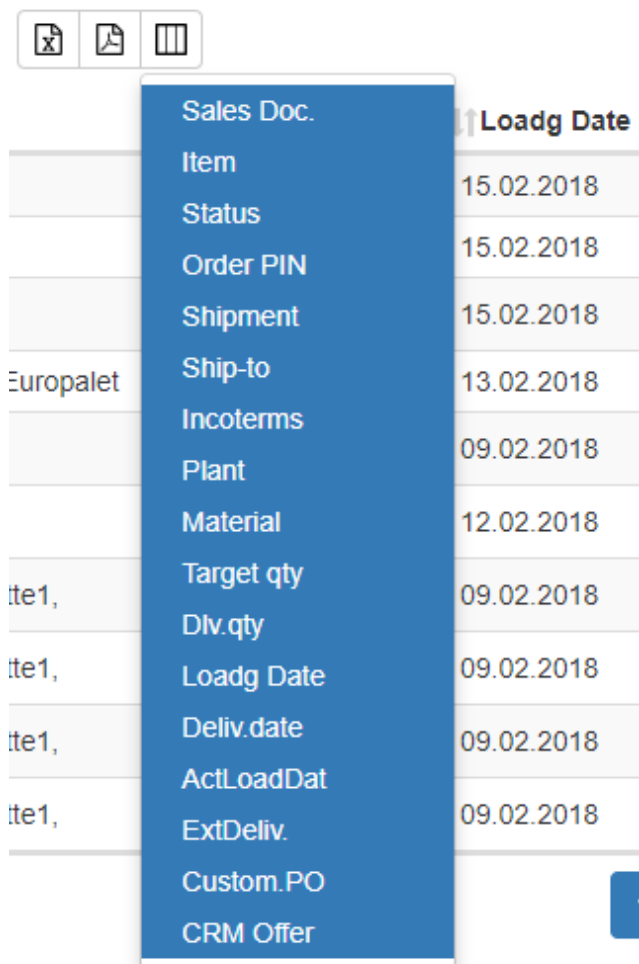


Figure 9: Selecting columns for display

White background = hidden

Blue background = displayed

3.10 Selecting period

By clicking on one of the options offered in the “Period of the last *n* months” dropdown list, the overview of orders list can be narrowed down. The default value is 1 month. You can choose between several periods up to a maximum of 12 months.



Figure 10: Selection of data period

3.11 Choosing the number of records for display

By clicking on the (number of records for display) dropdown list, you can reduce or increase the number of data records displayed on the list screen at the same time.


If there are more data records than can be displayed with the chosen setting on one screen page, they will be shown on several pages .

3.12 Assistance & contact

If you need help with the COS or other issues, please click on the "Assistance and e-mail contact" link located at the bottom right of the screen. There you can find information on whom you can turn to at EP Power Minerals.

4 COS - Menu

4.1 Dashboard

After logging in, you will first be directed to the start page or dashboard, which you can also reach via the function symbol  in the upper left corner of the menu bar. The dashboard provides you with the most important information on your TOP 5 delivery addresses and displays your orders in a calendar view. You can use both the TOP 5 delivery addresses and the calendar to execute the "Reorder" function (see section 4.5 Reordering) without having to search for the respective order via the order list. In addition, the dashboard also displays for the TOP 5 delivery addresses the number of the last 5 orders of the selected delivery address, the planned quantities in metric tons and the quantities actually delivered in metric tons. At the bottom of the screen, the quantities actually delivered are displayed as a bar chart for all delivery addresses, optionally for the current year or the last 12 months.

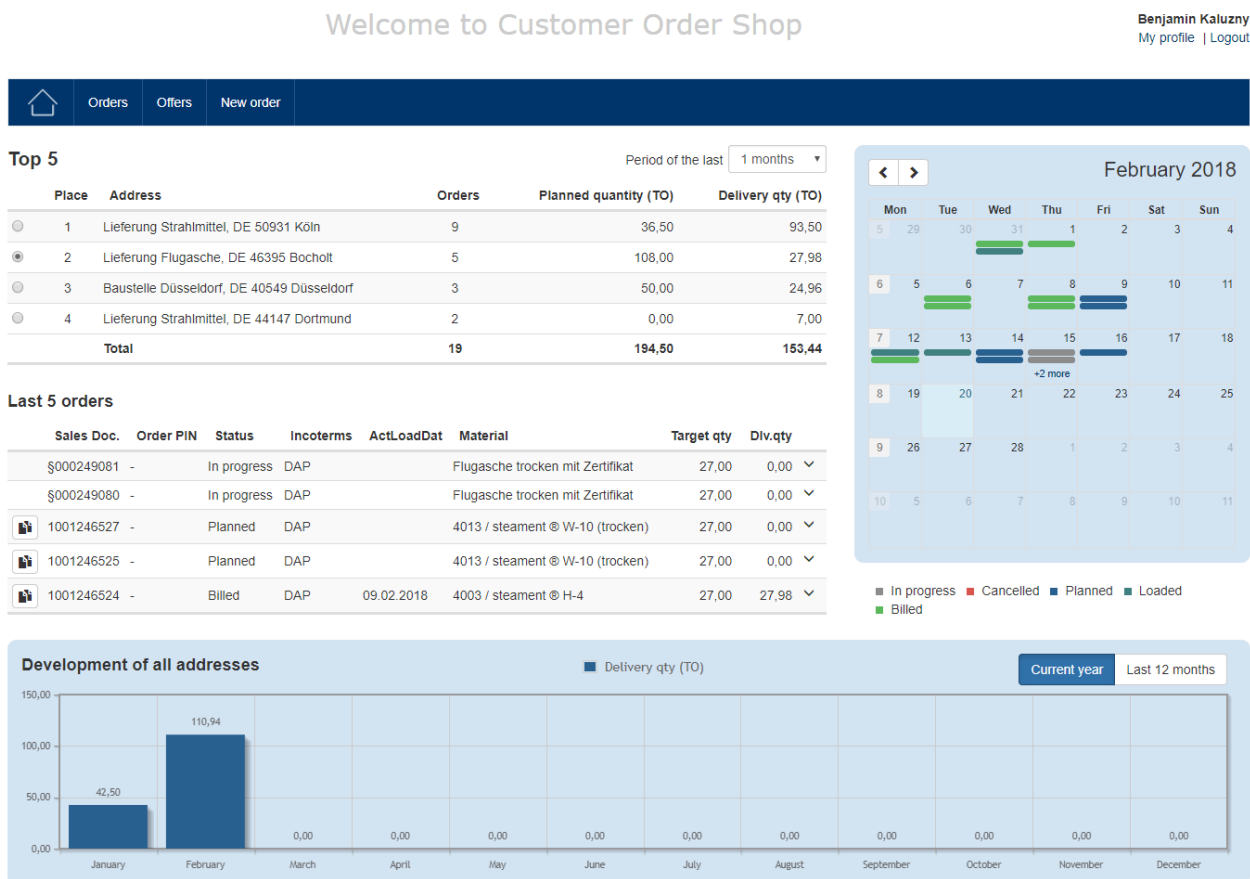


Figure 11: Dashboard screen

By clicking on an order line in the calendar, an existing order can be copied. The calendar displays all order data in the selected period/month. Using the “Reorder” button (see section 4.5, “Reordering”), the same order can be placed again with identical information and a new delivery date.

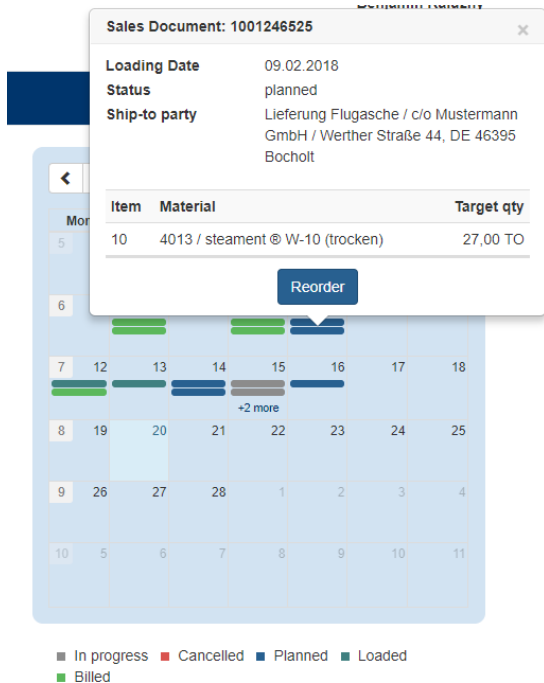



Figure 12: Detailed view of “Reorder” function in the dashboard calendar

Alternatively, you may also select one of the last 5 orders for one of the Top 5 delivery addresses for reordering. For this purpose, you must first select the delivery address from the list of the TOP 5 delivery addresses. The last 5 orders for this delivery address are then displayed in descending order, sorted by sales document number.

Place	Address	Orders	Planned quantity (TO)	Delivery qty (TO)
1	Lieferung Strahlmittel, DE 50931 Köln	9	36,50	93,50
2	Lieferung Flugasche, DE 46395 Bocholt	5	108,00	27,98
3	Baustelle Düsseldorf, DE 40549 Düsseldorf	3	50,00	24,96
4	Lieferung Strahlmittel, DE 44147 Dortmund	2	0,00	7,00
Total		19	194,50	153,44

Sales Doc.	Order PIN	Status	Incoterms	ActLoadDat	Material	Target qty	Div.qty
§000249081	-	In progress	DAP		Flugasche trocken mit Zertifikat	27,00	0,00
§000249080	-	In progress	DAP		Flugasche trocken mit Zertifikat	27,00	0,00
1001246527	-	Planned	DAP		4013 / steament @ W-10 (trocken)	27,00	0,00
1001246525	-	Planned	DAP		4013 / steament @ W-10 (trocken)	27,00	0,00
1001246524	-	Billed	DAP	09.02.2018	4003 / steament @ H-4	27,00	27,98

Figure 13: Detailed view of List of the “Top 5” delivery addresses on the dashboard screen

A click on the  button opens the Reorder function as a pop-up menu; here you can place the same order again, specifying a new desired delivery date. It is also possible to enter an order number or special comments on the order.

Reorder

Order details

CRM Offer	4000017241	Ship-to party	108259
CRM offer descript.	Lieferung SFA DAP Bocholt	Address	Lieferung Flugasche / c/o Mustermann GmbH / Werther Straße 44, DE 46395 Bocholt
Customer PO number	SAP45006600445	Sold-to party	22112854
Incoterms	DAP Bocholt	Address	Max Mustermann GmbH / Musterfachbetrieb / Muster Straße 1, DE 46535 Dinslaken
Means of transp	SILO-LKW		
Kind of transp.			

Item	Material	Incoterms	Delivery qty	Sales unit
10	4013 / steament ® W-10 (trocken)	DAP Bocholt	27,00	TO

Date:

Customer PO number:

Note:

Number of copies:

Send order confirmation (benjamin.kaluzny@steag.com)

Figure 14: Reorder screen

In the lower part of the dashboard, the quantities actually delivered are displayed as a bar chart. The period for displaying the data refers to all delivery addresses that have received quantities in the selected period and is not related to the TOP 5 delivery addresses. The buttons in the upper right-hand corner of the diagram can be used to display the values for the current year or the last 12 months.

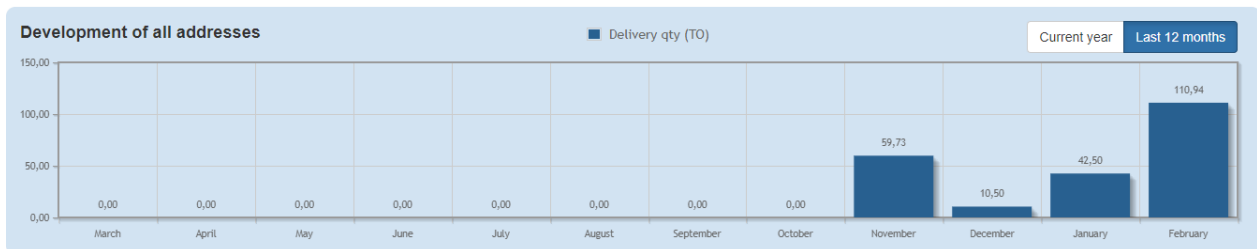


Figure 15: Annual development - Data of the last 12 months

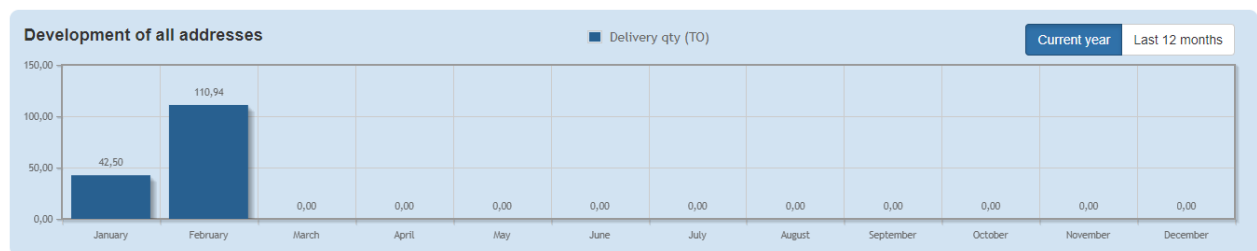


Figure 16: Annual development - Current year

4.2 Overview of orders

The overview of orders lists all orders for the selected period (e.g. the last month), together with their respective order status and data. For the sake of clarity, some of the information is not displayed in plain text but coded in IDs. By hovering the mouse pointer over the code, you can view such information in full. Currently, this includes information on the delivery address, vehicle registration number, plant name etc.

When you use the export function to download the content currently displayed as a PDF or an Excel file, all information in the exported file will appear in plain text . This enables the user to use the information for further processing.

In addition, the data selection period can be set to 1, 2, 3, 6 , 9 or 12 months. The Status management function allows you to narrow down your selection by status. The following order statuses are used:

Reserved	The order has been entered in the online portal and has not yet been transferred.
In progress	The order has been recorded in the target system and is being processed.
Planned	The oder has been processed and is thus ready for loading.
Loaded	The order has been loaded and ACTUAL data is available.
Billed	The order has been invoiced.
Canceled	The order was canceled by the user or by EP Power Minerals GmbH.

If more than one status has been selected, the status selection is displayed with two or more elements selected. This means that different statuses can be selected at the same time. For example, by selecting the statuses “Planned” and “Loaded” in combination with a date, you can create daily lists that reflect the current order situation.

On the following page, the most important buttons and configuration options are summarized in an overview of functions.

Welcome to Customer Order Shop

Benjamin Kaluzny
My profile | Logout

Logout
My profile
Time period
Quantity of orders

Period of the last: 1 months
10

4 items selected

Orders | Offers | New order

Orders

108259

Sales Doc.	Item	Status	Order PIN	Shipment	Ship-to	Incoterms	Plant	Material	Target qty	Div. Qty	Loadg Date	Deliv. date	ActLoadDat	ExtDeliv.
\$000249082	10	In progress	108259	DAP	-	108259	DAP	Fly ash dry DIN	27.000	0.000	20.02.2018	20.02.2018		0
\$000249081	10	In progress	108259	DAP	-	108259	DAP	Flugasche trocken mit Zertifikat	27.000	0.000	15.02.2018	15.02.2018		0
\$000249080	10	In progress	108259	DAP	-	108259	DAP	Flugasche trocken mit Zertifikat	27.000	0.000	15.02.2018	15.02.2018		0
1001246527	10	Planned	338801	338801	108259	DAP	2513	4013 / steamt @ W-10 (trocken)	27.000	0.000	15.02.2018	15.02.2018		0
1001246525	10	Planned	338800	338800	338799	338799	338799	β / steamt @ W-10 (trocken)	27.000	0.000	09.02.2018	09.02.2018		0
1001246524	10	Billed	338799	338799	338799	338799	338799	β / steamt @ H-4	27.000	27.980	12.02.2018	12.02.2018	09.02.2018	112233
Total: 6														

Column configuration
PDF-Export
Excel-Export
Hyperlinks / MouseOver
Assistance and e-mail contact
Imprint
Data protection

Assistance and e-mail contact | Imprint | Data protection

Figure 17: Overview of functions

4.3 Overview of offers

Your active offers are displayed in the overview of offers. There you can view the materials offered to you as well as the scale prices [these will only displayed to the COS user if explicitly released by the customer]. If there is something missing in this overview, please do not hesitate to contact our sales backoffice staff at sales@ep-pm.com.

Offer	Means of Transp	Customer PO number	Valid from	Valid to	Description
4000017241	Silo lorry	SAP45006600445	01.01.2017	31.12.2020	Lieferung SFA DAP Bocholt

Total: 1

Figure 18: Overview of offers

Mouse-over functionality is also provided in the overview of offers, so that the relevant information can be viewed without having to open the full offer.

Item	Product	Incoterms	Quantity from	Net price
10	4013 / steament @ W-10 (dry)	DAP	-	-
20	4001 / steament @ W-9	DAP	-	-
30	4003 / steament @ H-4	DAP	-	-

Total: 1

Figure 19: Overview of offers - Mouse-over

In the case of more complex offers, you use the search function to restrict your selection to a specific article, for instance. In addition, it is always possible to select an offer to view further information in addition to articles and prices.

Offer	4000017241	Description	Lieferung SFA DAP Bocholt
Valid from	01.01.2017	Customer PO number	SAP45006600445
Valid to	31.12.2020	Version	00

Item	Plant	Product	Quantity from	Quantity to	Net price	Sales unit	Incoterms	Address
10	2513 / Kraftwerk Walsum 10	4013 / steament @ W-10 (trocken)	-	-	-	TO	DAP	108259Lieferung Flugasche c
20	2512 / Kraftwerk Walsum 9	4001 / steament @ W-9	-	-	-	TO	DAP	108259Lieferung Flugasche c
30	2514 / Kraftwerk Herne	4003 / steament @ H-4	-	-	-	TO	DAP	108259Lieferung Flugasche c

Showing 1 to 3 of 3 entries

Figure 20: Offer details

4.4 New order

4.4.1 Step 1: Select delivery address

The “New order” tab lets you create new orders with reference to existing and active offers. You can choose between the product ranges “Fly ash” and “Steel abrasive & Industry minerals” Then select the delivery address.

The screenshot displays the 'New order' process flow with four steps: 1. Address, 2. Date & Product, 3. Options & Note, and 4. Overview. Step 1 is currently active. Below the flow, the 'Address' section features a search bar, a dropdown menu set to '10', and a list of results. The first result is selected and highlighted: 'Lieferung Flugasche / c/o Mustermann GmbH / Werther Straße 44, DE 46395 Bocholt'. Below the list, it indicates 'Showing 1 to 1 of 1 entries'. At the bottom, there are 'Cancel' and 'Next' buttons.

Figure 21: Selection of delivery address

If the desired delivery address is missing, please contact our backoffice (see section 3.12, Assistance & contact).

4.4.2 Step 2: Select requested delivery date and Incoterm

In this step, you can enter the requested delivery date. Please note that it is not possible to enter past dates and dates ahead can only be entered as long as the agreed prices are valid.

New order

1 2 3 4

Address Date & Product Options & Note Overview


Term & Incoterm

Incoterms	Product		
<input type="text" value="DAP"/>	<input type="text" value="Fly ash dry DIN"/>		
Date	Menge je LE	Number of tours	Delivery qty
<input type="text"/>	<input type="text" value="27,00"/>	<input type="text" value="1"/>	<input type="text" value="27,00"/>

Figure 22: Selection of requested delivery date and Incoterm

At this point, default values are suggested for all parameters where the user has no choice. Where no default values are suggested in the “Incoterms” and “Product” fields, you can choose between several values from a dropdown list; for example, you may have the option to choose between the “DAP” Incoterm (order including delivery) and the “FCA” Incoterm (order for self-collection). As regards products, a distinction is made between dry fly ash with certificate (fly ash to DIN EN 450) and dry fly ash without certificate. The actual product is assigned later in the order processing process by our scheduling department.

4.5 Reordering

You can use the “Reorder” function  to reorder a past order. In this case all order data of the past order is copied to the new order, except for the requested delivery date for the new order, which you must enter yourself. In addition, you may enter comments (e. g. information on loading and delivery times) and your own order number. If several identical orders are needed on the same day, you can increase the number of copies accordingly. As soon as you click on “Submit”, the order request will be sent. The Reorder function is available in the “Overview of orders” list, and in the “Top 5 delivery addresses” and in the “Calendar” function in the dashboard.

Reorder x

Order details

CRM Offer	4000017241	Ship-to party	108259
CRM offer descript.	Lieferung SFA DAP Bocholt	Address	Lieferung Flugasche / c/o Mustermann GmbH / Werther Straße 44, DE 46395 Bocholt
Customer PO number	SAP45006600445	Sold-to party	22112854
Incoterms	DAP Bocholt	Address	Max Mustermann GmbH / Musterfachbetrieb / Muster Straße 1, DE 46535 Dinslaken
Means of transp	Silo lorry		
Kind of transp.			

Item	Material	Incoterms	Delivery qty	Sales unit
10	4013 / steament © W-10 (dry)	DAP Bocholt	27,00	TO

Date	<input type="text"/>	Customer PO number	<input type="text" value="SAP45006600445"/>
Note	<input type="text" value="Optional"/>	Number of copies	<input type="text" value="1"/>

Send order confirmation (benjamin.kaluzny@steag.com)

Figure 26: Reorder input screen

For security reasons, no more than 20 tours per customer may be pending to be processed in total. As soon as these have been processed and finally scheduled by our Logistics Distribution Team, you can place further orders in the COS.