



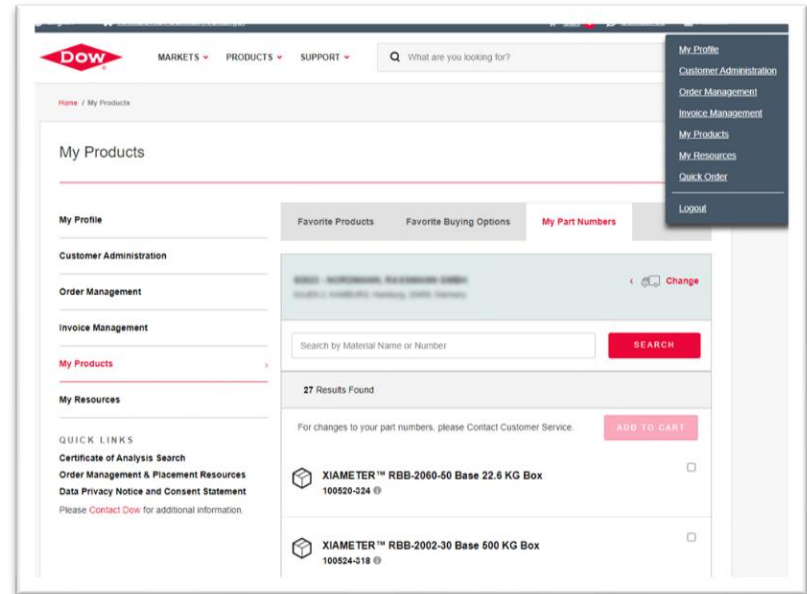
DOW.COM ORDER PLACEMENT GUIDE

DOW.COM ORDER PLACEMENT GUIDE OVERVIEW

Dow is working hard to improve the customer journey, making it easy, enjoyable and effective to conduct business with us. We are offering 24/7 access to Dow.com to help your business succeed in the new business environment.

This guide provides instructions on delivery address and language selection, and the five different order methods or ways to add materials to the cart.

- **Product Catalog Search**
- **My Part Numbers**
- **Reorder**
- **Quick Order**
- **Quick Add**
- **Previous Purchases**

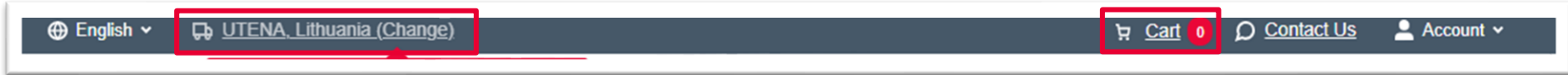




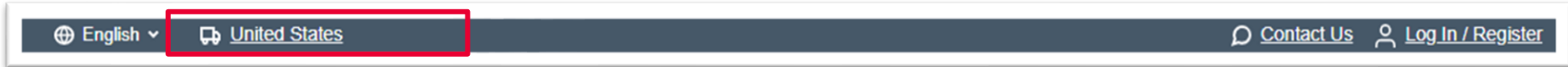
DELIVERY ADDRESS & LANGUAGE SELECTION

DELIVERY ADDRESS SELECTION

- **External User** Logged in with delivery address(es) associated to account will display a header bar as seen below:



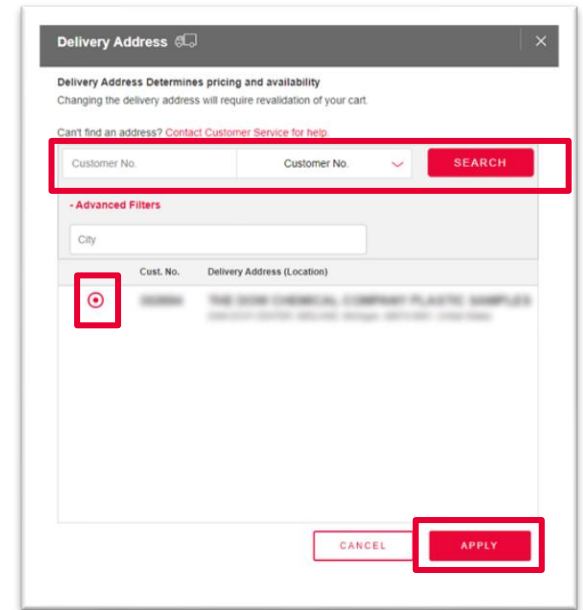
- **Anonymous** or **Basic User** (self registered without any permissions) will display a header bar as seen below:



**If you are unable to place an order or have any questions, please contact your Dow CSR*

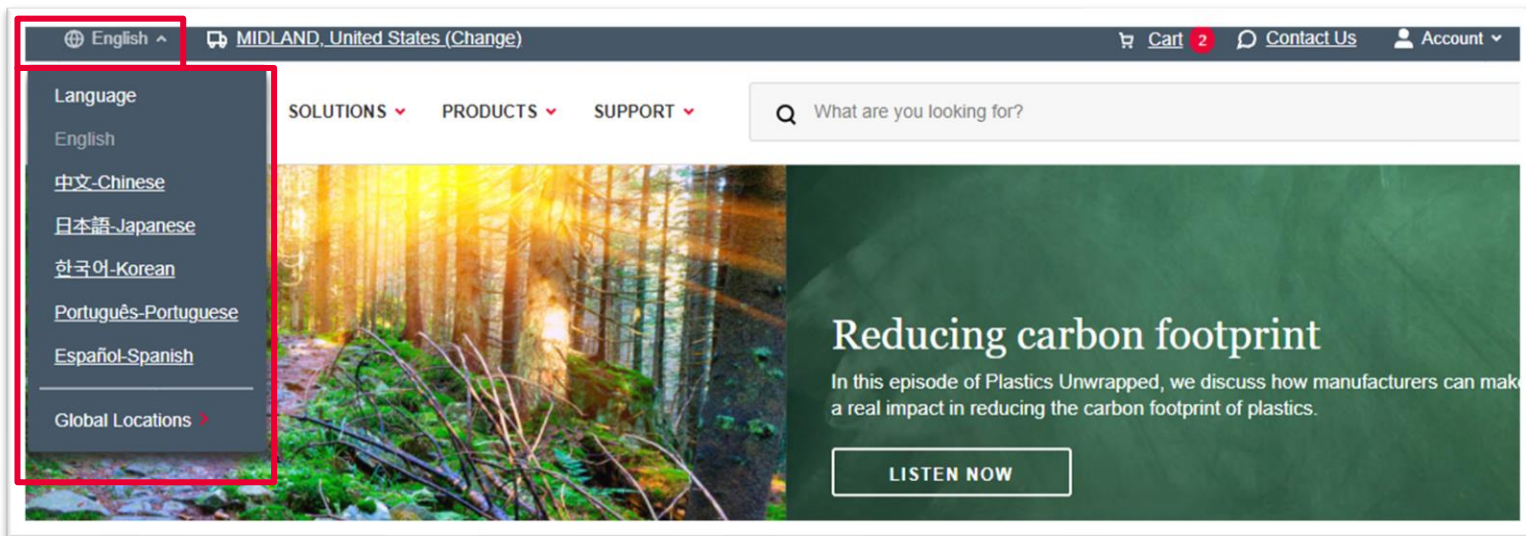
DELIVERY ADDRESS SELECTION (CONTINUED)

- If you have multiple delivery addresses associated with your account, you will have the option to change the address by clicking on (Change) next to the current address selected in the header bar.
- A list of addresses associated to your account will immediately populate.
- If needed, select or search for a different address within the list.
- Click “**Apply**” to change the address.



LANGUAGE SELECTION ON DOW.COM

- Dow.com offers 6 different languages – English, Chinese, Japanese, Korean, Portuguese and Spanish.
 - By clicking the Globe icon in the top left corner, you will see the languages offered.
 - Click on the preferred language and the site will refresh with translated content.



LANGUAGE SELECTION USING GOOGLE CHROME

How to change your default translation settings for Dow.com using Google Chrome

- Step 1 – Open Chrome and select the “Customize and control Google Chrome” icon.
- Step 2 – From the dropdown menu select “Settings”.
- Step 3 – Scroll down the page and on the left side click “Advanced” and then click on language.
- Step 4 – Expand Language tab by clicking on the down arrow.
- Step 5 – Click **Add languages** and select your desired language. Then click Add.
- Step 6 – Once it is added click the three column dots, next to that language, and choose “Offer to translate pages in this language”.
- Step 7 – Go to Dow.com, it will appear in your original language.
- Step 8 – Right click on the page (not on an image) and a pop-up box will appear. Click on ‘Translate to <language>’. The page will automatically refresh in the desired translated language.
- *NOTE: As you continue to navigate to other pages, you may need to repeat Step 8 to have the page translated.*

Contact Us: For all language inquiries, please contact the Digital Commerce functional mailbox at fdigcom@dow.com.



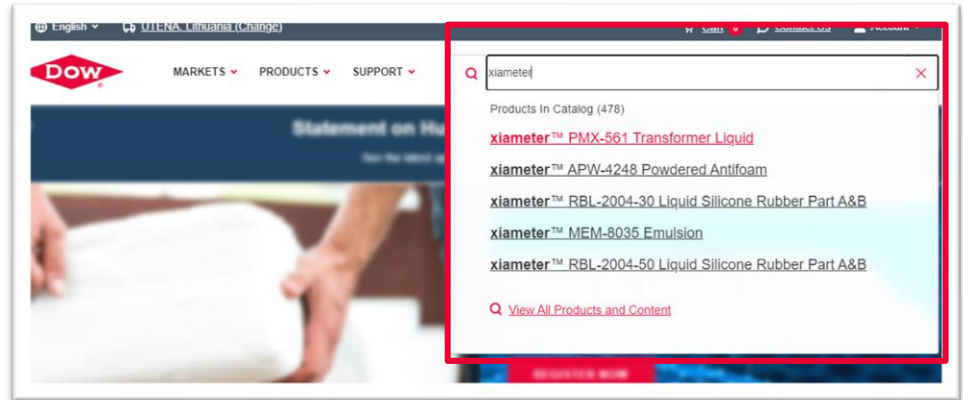


ORDER METHODS

OPTIONS TO ADD MATERIALS TO CART– PRODUCT CATALOG SEARCH

Add a single item through Buying Options in Product Catalog Search.

1. Click in the search bar, next to the magnifying glass.
2. Input a material number, name of a product or keyword and press **enter**.
 - You can enter a Dow material description, Dow material number or customer material number, if previously set up with a CSR.
3. From the search results, click on the product name to visit the Product Detail Page (PDP).



OPTIONS TO ADD MATERIALS TO CART– PRODUCT CATALOG SEARCH (CONTINUED)

4. On the PDP, click on **‘Buying Options’**.
5. Available buying options will appear. View the package options and click the check box to select. Click **‘Add to Cart’**.
6. This will take you to the Order Entry Screen to complete your checkout.

The image displays two screenshots of the Dow website's Product Detail Page (PDP) for XIAMETER™ PMX-561 Transformer Liquid. The top screenshot shows the navigation tabs: Overview, Sample Options, Buying Options (highlighted with a red box), and Find a Distributor. The bottom screenshot shows the 'Buying Options' section, which includes a list of products. The first product, XIAMETER™ PMX-561 Transformer Fluid Tanker Truck (Material Number 4085361), is highlighted with a red box, and its 'ADD TO CART' button is also highlighted with a red box. The second product, XIAMETER™ PMX-561 Transformer Fluid 20 KG Jerrican (Material Number 4085521), is also visible below it.



OPTIONS TO ADD MATERIALS TO CART– PRODUCT CATALOG SEARCH (CONTINUED)

Additional Product Detail Page details:

- **Find a Distributor** is an option to purchase from a distributor if available.
- **Lead Time/Availability** displays an estimated lead time and availability/stocking strategy
- Clicking on the star will add the material to your **“Favorite Buying Options”** list, located within your Account, under My Products.
- Your customer description and part number will display only if they were previously set up with your Dow CSR.

The screenshot displays the Dow product catalog search results for XIAMETER™ PMX-561 Transformer Liquid. The page features a navigation bar with the Dow logo and menu items: MARKETS, PRODUCTS, and SUPPORT. A search bar is present with the text "What are you looking for?". Below the navigation bar, the product name "XIAMETER™ PMX-561 Transformer Liquid" is displayed with a star icon. A horizontal menu contains four tabs: Overview, Sample Options, Buying Options (highlighted in red), and Technical Content. A "Find a Distributor" button is highlighted with a red box. The "Buying Options" section shows "4 products found" and a filter input field. View options are set to "Detailed View". Two product entries are listed:

- XIAMETER™ PMX-561 Transformer Fluid Tanker Truck
Material Number 4088361
Lead Time/Availability
- XIAMETER™ PMX-561 Transformer Fluid 20 KG Jerrican
Material Number 4088521
Lead Time/Availability

An "ADD TO CART" button is located on the right side of the page. A star icon next to the second product entry is also highlighted with a red box.

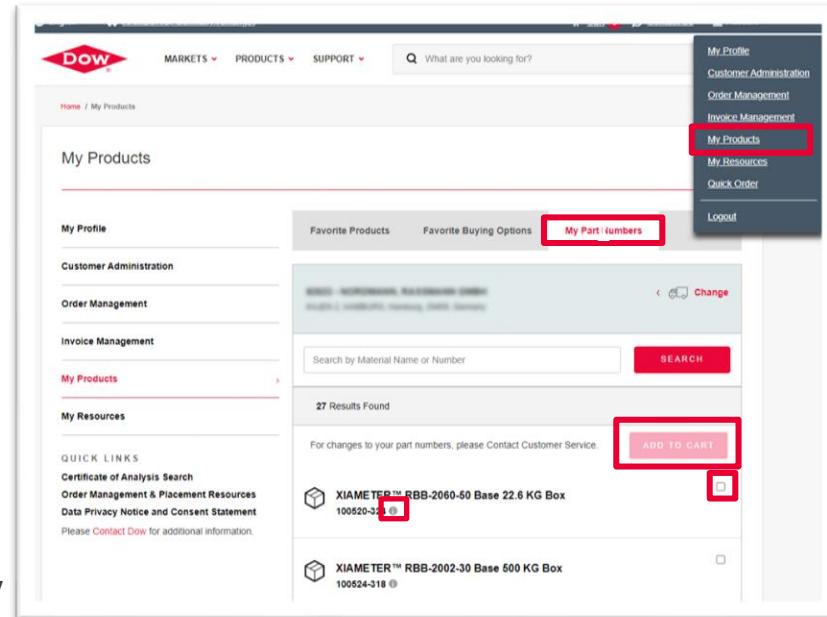
**Purchasing through Favorite Buying Options is the same as My Part Number. Favorite Buying Options are saved on the site and My Part Number are CMIRs set up through the Dow SAP system.*



OPTIONS TO ADD TO MATERIALS TO CART– MY PART NUMBERS

Add an item through My Products, My Part Numbers tab.

- ‘My Part Numbers’ only appears if buying access has been granted.
- This list includes materials previously set up with your Dow CSR, specific to your Dow account.
 - You can set up material descriptions and customer material numbers with your CSR.
 - **Search** – allows you to search for a material by name/number.
 - **Check Box** – allows you to add that material to the Cart. You may select one or multiple items.
 - **i Bubble** – displays the Dow material description.
- Clicking ‘Add to Cart’ will take you to the Order Entry Screen to proceed with checkout.



**If you are not seeing My Part Numbers, contact your Dow CSR*



OPTIONS TO ADD MATERIALS TO CART– REORDER

Reorder an item from a previously placed order

1. Click on ‘**Order Management**’ in the header bar.
2. Click on a previous purchase order number.
3. Within the Order Status screen, a Reorder option will appear. Click ‘**Reorder**’ to copy the order into your Cart.

Delivery Address	PO No.	Order No.	Order Date	Order Status	Items	Company Address
BEDFORD PARK, US	0111811526	0111811526	11/10/2020	PARTIALLY SHIPPED	11	BEDFORD PARK, US
BEDFORD PARK, US	0111816209	0111816209	11/10/2020	IN PROCESS	2	BEDFORD PARK, US
BEDFORD PARK, US	0111816210	0111816210	11/10/2020	PARTIALLY SHIPPED	2	BEDFORD PARK, US
BEDFORD PARK, US	0111821061	0111821061	11/11/2020	IN PROCESS	1	BEDFORD PARK, US

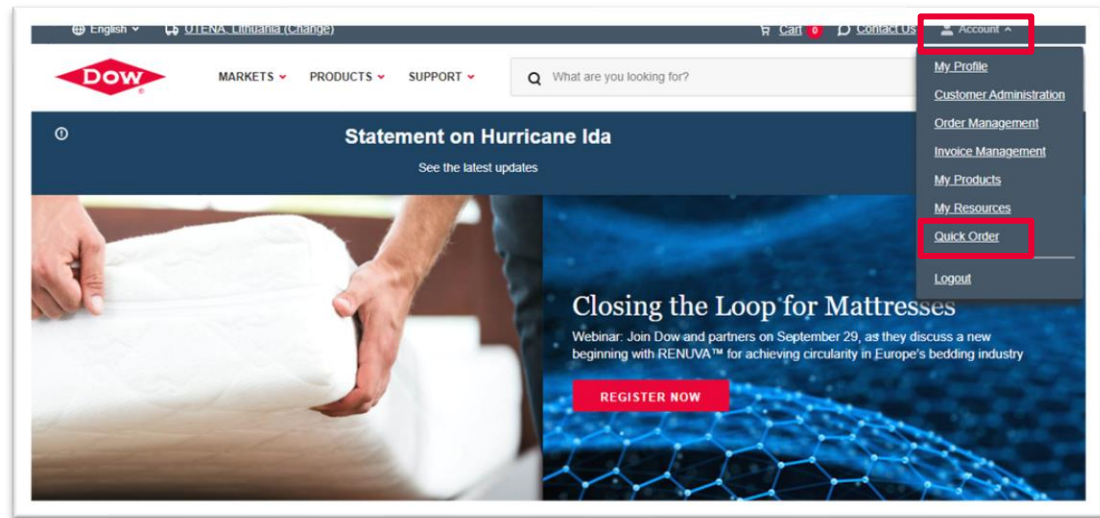
*Order Management design enhancements coming soon



OPTIONS TO ADD MATERIALS TO CART– QUICK ORDER

Use Quick Order to add multiple items to your order.

1. Click **'Account'** in the header bar.
2. Click **'Quick Order'** from the dropdown menu.



OPTIONS TO ADD MATERIALS TO CART– REORDER (CONTINUED)

Within the Cart:

- The shell of the previous order will pull through, including the product(s) and quantities.
- The new delivery date will need to be selected.
- The new PO will need to be entered.
- Click **'Edit Item'** to go to the Order Entry Screen and select or change your delivery quantity and date. After doing so, you will be brought back to the Cart to proceed with Checkout.

The screenshot shows a web cart interface. At the top, it says "Cart". Below this, there is a notification box with a warning icon and the text: "One or more items in your cart are incomplete. Please edit or remove items indicated to proceed to checkout." Below the notification is an orange button labeled "EDIT ITEM (1)".

Below the notification is a section for "Delivery Address" and "Company". The address is partially obscured by a grey box, and there is a "Change" link to the right.

The main item in the cart is "BOSS 322 SIL/SNT 205 KG DRM BK" with a quantity of 144633. Below the item name is a table with the following columns: "Quantity", "Requested Delivery Date", "Unit Price", and "Unit Total". The values in the table are: Quantity: --, Requested Delivery Date: --, Unit Price: --, and Unit Total: --. Below the table are two buttons: "EDIT ITEM" (highlighted with a red box) and "REMOVE".

On the right side of the cart, there is a "Purchase Order Number" section with a text input field containing "Please enter a P.O. number" (highlighted with a red box) and a "Pay by Credit Card" checkbox. Below this is an "Order Summary" section with a "Subtotal" label and a "Total charges calculated at checkout" label. At the bottom of the summary are two buttons: "CHECKOUT" and "EMPTY CART".

OPTIONS TO ADD MATERIALS TO CART– QUICK ORDER (CONTINUED)

Use Quick Order to add multiple items to your cart.

1. Input material number or customer part number, if set up (do not search by name).
2. Adding a preferred delivery date is an option for each material added. When selected, a calendar will appear.
3. Press enter, tab or click into the next box to validate the material.
4. You can enter a max of 25 items.
5. Click '**Add to Cart**' to specify the quantity and check availability.

The screenshot displays the Dow Quick Order Form. At the top, there is a navigation bar with the Dow logo, 'MARKETS', 'PRODUCTS', and 'SUPPORT' menus, and a search bar containing the text 'What are you looking for?'. Below this is a 'Quick Order Form' header. The form is divided into two main sections. The first section, 'Confirm or change Delivery Address.', features a 'Delivery Address' field with a 'Change' button. The second section, 'Enter the items you wish to order.', contains a table with columns for 'Material Number / Part Number', 'Preferred Delivery Date (Optional)', and 'Material Name'. The first row in the table has '4021383' in the first column, 'DOWSIL™ 2-1912 Fluid 210 KG (463 LB) / 61X61X90 Drum, 4/Pallet' in the third column, and a calendar for 'September 2021' in the second column. The calendar is currently open, showing the days of the week (Su, Mo, Tu, We, Th, Fr, Sa) and the dates (1-30). A 'CANCEL' button and an 'ADD TO CART' button are located to the right of the table. Red boxes highlight the '4021383' material number, the 'ADD TO CART' button, and the calendar.

Material Number / Part Number	Preferred Delivery Date (Optional)	Material Name
4021383		DOWSIL™ 2-1912 Fluid 210 KG (463 LB) / 61X61X90 Drum, 4/Pallet

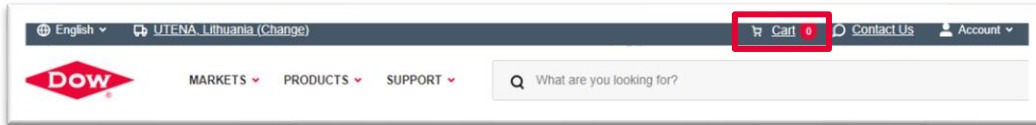
September 2021

Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

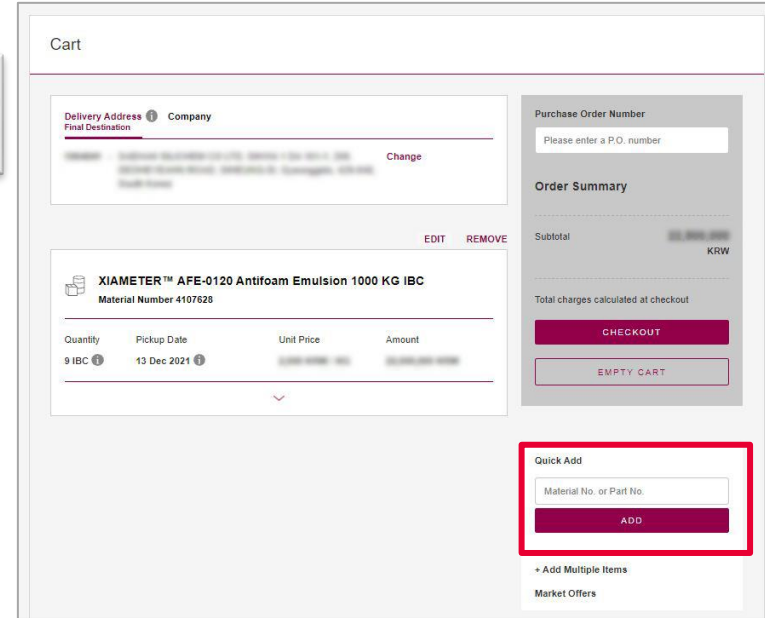
OPTIONS TO ADD MATERIALS TO CART– QUICK ADD

Use Quick Add to individually add items to your cart.

1. Click **'Cart'** in the header bar.



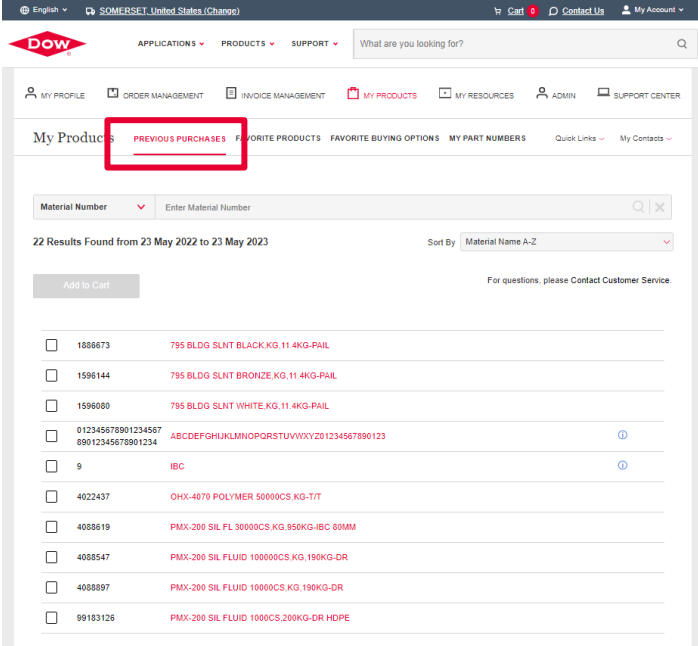
2. The Quick Add box will appear in the bottom right corner. Type a Dow material number or customer material number, if set up, and click **'Add'**.
 - Clicking on **'Add Multiple Items'** will take you to the Quick Order Form.
3. Clicking **'Add'** takes you to the Order Entry Screen to specify the quantity and check availability.



OPTIONS FOR ADDING TO THE CART- PREVIOUS PURCHASES

Use Previous Purchases to see a list of all products purchased previously to add to cart

1. Click the 'My Account – My Products' icon from header bar.
2. The **Previous Purchase** tab will show a list of products. This list is generated based off materials purchased previously and are currently available for purchase on the web.
3. Select the material(s) you would like to purchase and then click '**Add to Cart**' button. This will take you through the add to cart process.



The screenshot shows the Dow My Products page. The 'PREVIOUS PURCHASES' tab is highlighted with a red box. Below the navigation bar, there is a search bar for 'Material Number' and a filter for 'Sort By' set to 'Material Name A-Z'. A table lists 22 results found from 23 May 2022 to 23 May 2023. The table includes columns for checkboxes, material numbers, and descriptions. An 'Add to Cart' button is visible above the table.

Material Number	Description
<input type="checkbox"/> 1886673	795 BLDG SLNT BLACK.KG.11.4KG-PAIL
<input type="checkbox"/> 1596144	795 BLDG SLNT BRONZE.KG.11.4KG-PAIL
<input type="checkbox"/> 1596080	795 BLDG SLNT WHITE.KG.11.4KG-PAIL
<input type="checkbox"/> 012345678901234567 89012345678901234	ABCDEFGHIJKLMNQRSTUUVWXYZ01234567890123
<input type="checkbox"/> 9	IBC
<input type="checkbox"/> 4022437	OHX-4070 POLYMER.50000CS.KG-T/7
<input type="checkbox"/> 4088619	PMX-200 SIL FL.30000CS.KG.950KG-IBC 80MM
<input type="checkbox"/> 4088547	PMX-200 SIL FLUID.100000CS.KG.190KG-DR
<input type="checkbox"/> 4088897	PMX-200 SIL FLUID.10000CS.KG.190KG-DR
<input type="checkbox"/> 99183126	PMX-200 SIL FLUID.1000CS.200KG-DR HDPE



ORDER ENTRY, CART & CHECKOUT SCREENS

INITIAL ORDER ENTRY SCREEN

- Each item will be added to your cart, individually through the order entry screen.
- Within the Order Entry Screen, you will:
 - Add a quantity (min/mult/max will be shown).
 - Select a delivery date.
 - ✓ 'First Available' will display the first date Dow can deliver your material.
 - ✓ 'Choose a Specific Date' will display a calendar for you to choose a date from.
 - Select other options such as the contract applicable, the end user, forwarding agent, custom color number or customer specification.
- Click '**Check Availability**' to receive delivery proposals.
- Press '**Cancel**' to back out of the Order Entry Screen for that item and go back to the Cart or to the next item, if you have selected multiple.
- Click on '**Update Cart**' to move to the Cart Review and Checkout Process.

DOWSIL™ FB-9586 Silicone Elastomer Blend 15 KG PIL
Material Number: 4066104

Options
Quantity (PL)
4

Preferred Delivery Date
 First Available Choose a Specific Date
06 Oct 2021

CHECK AVAILABILITY

Pricing and Availability
INCO Terms: CIP GYEONGGI-DO
Lead Time
4 PL can be delivered on Wednesday, October 6, 2021

Qty (KG)	Unit Price (KRW/KG)
0.001+	15,000
1 PL = 15 KG	

CANCEL **UPDATE CART**

Seek Together®

My Part Number: [redacted]

Options
Quantity (IBC)
4

Preferred Delivery Date
 First Available Choose a Specific Date
23 Sep 2021

Minimum of 1
Multiple of 1
Maximum of 18

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		



CART REVIEW & CHECK-OUT PROCESS

- Cart Review allows customers to confirm materials specified and related information is correct.

1. Click on the Expand icon to view details.
2. View Quantity, Requested Delivery Date, Unit Price, Amount, Inco Terms, Shipped From, Terms & Conditions, Business Rules and Surcharges & Discounts, if applicable.
3. Enter a required Purchase Order Number, prior to checkout.
4. Click on 'Checkout' to view your summary in the Checkout.

The screenshot shows a web interface for a shopping cart. At the top, a product card for 'XIAMETER™ PMX-200 Silicone Fluid 100 cSt 1000 KG IBC' is shown with a red box and the number '1' around an expand icon. Below this, the main cart area contains a table with columns for Quantity, Requested Delivery Date, Unit Price, and Amount. A red box with the number '2' highlights the product details section, including Inco Terms, Shipped from, and Rules Applied. To the right, a 'Purchase Order Number' field is highlighted with a red box and the number '3'. Below that, a 'CHECKOUT' button is highlighted with a red box and the number '4'. The interface also includes a 'Delivery Address' section, an 'Order Summary' with a subtotal, and a 'Quick Add' section at the bottom.

Quantity	Requested Delivery Date	Unit Price	Amount
1 IBC ⓘ	12 Oct 2021 ⓘ	1,000.00	1,000.00

INCO Terms: CIP BEDFORD PARK
Shipped from: BEDFORD PARK, 2700 WILSON DRIVE
Rules Applied: Standard Business Rules, Terms And Conditions

Purchase Order Number: Please enter a P.O. number

Subtotal: 1,000.00

Total charges calculated at checkout

CHECKOUT

EMPTY CART

Quick Add: Material No. or Part No. ADD



CHECKOUT— AGREE & PLACE ORDER

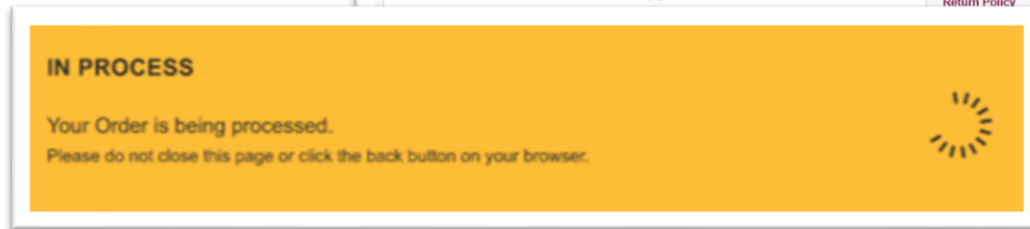
- Review additional items such as payment terms, taxes and surcharges & discounts if applicable.
- **'Agree & Place Order'** is the final step before the order is generated.
- **'Cancel'** will return you to the cart to update/remove/add and take you to an empty cart.
- After pressing **'Agree & Place Order'** a message will appear indicating the order has been placed.

The screenshot displays a checkout interface with the following sections:

- Delivery Address & Company:** A header section with a red underline.
- Product Details:** XIAMETER™ PMX-200 Silicone Fluid 100 cSt 1000KG IBC 783786.
- Table:**

Quantity	Requested Delivery Date	Unit Price	Amount
4 IBC	23 Sep 2021	2,300.00	9,200.00
- Contract & End User:** 42015854.Contract and associated address information.
- Payment Terms:** INCO Terms: CIP BEDFORD PARK.
- Shipped from:** Bedford Park, UK.
- Rules Applied:** Standard Business Rules Terms And Conditions.
- Summary Table:**

Subtotal	10,000.00
Tax	800.00
Total	10,800.00
- Buttons:** A red-bordered button labeled "AGREE & PLACE ORDER" and a "CANCEL" button below it.
- Footer:** "Return Policy" link.

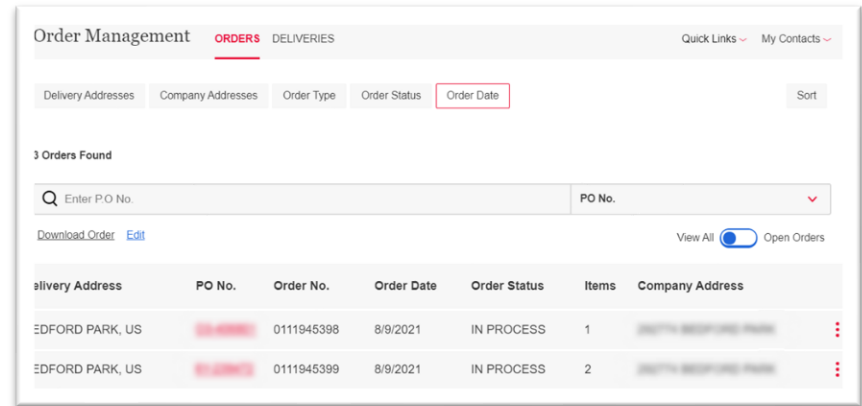
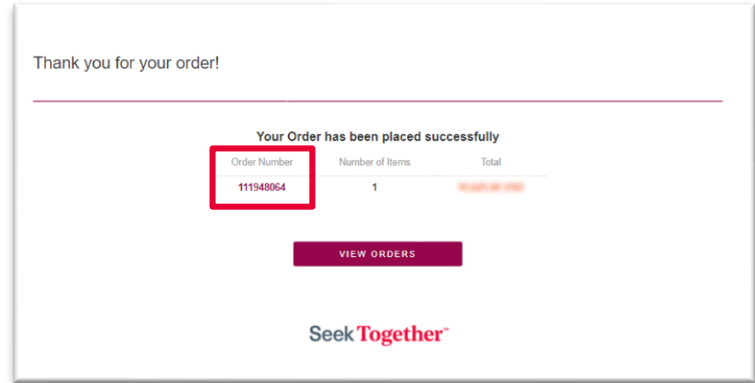




ORDER RECEIPT

ORDER RECEIPT

- On the order receipt page, you may see one or more order numbers returned based on Dow's order splitting rules.
- Clicking on the order number takes you to view the Order Status for the specific order.
- Clicking 'View Orders' takes you to Order Management to search all orders.



*Order Management design enhancements coming soon

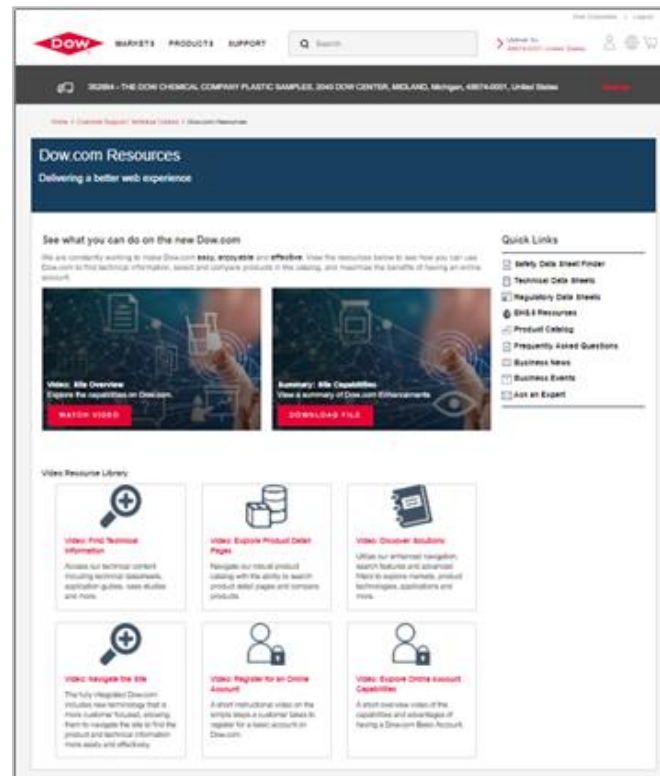




ADDITIONAL RESOURCES

RESOURCES— DOW.COM RESOURCES PAGE

- **Dow.com Resources** is a web page on Dow.com with tools and resources to help customers navigate Dow.com to find product and technical information.
- Available resources include;
 - **Site Overview Video** (2 minutes)
 - **Site Summary/One-Pager**
- **6 Videos** (2-3 minutes) – demonstrating the sites capabilities
 - **Find Technical Information**
 - **Explore Product Detail Pages**
 - **Discover Solutions**
 - **Navigate the Site**
 - **Register for an Account**
 - **Explore Account Capabilities**



RESOURCES— DOW.COM ORDER MANAGEMENT & PLACEMENT PAGE

- **Dow.com Order Management & Placement** is a web page on Dow.com with tools and resources to support the online buying experience and capabilities.
- Available resources include;
 - **Order Management Training Video** (7 minutes)
 - **Shipment Visibility Video** (3.5 minutes)
 - **Order Management Summary/One-Pager**
 - **Dow.com Customer Webinar Replays**
 - **Order Placement Training Video** (4 minutes)
 - **Order Placement Training Guide**
 - **Video Resource Library** includes more than 10, 1-minute order-related video clips





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