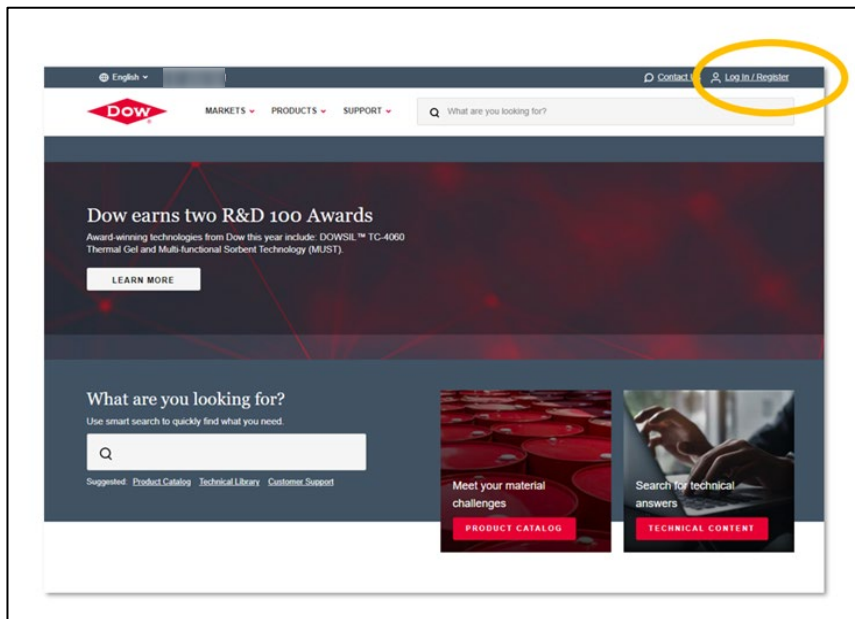




DOW.COM INTRODUCTION GUIDE

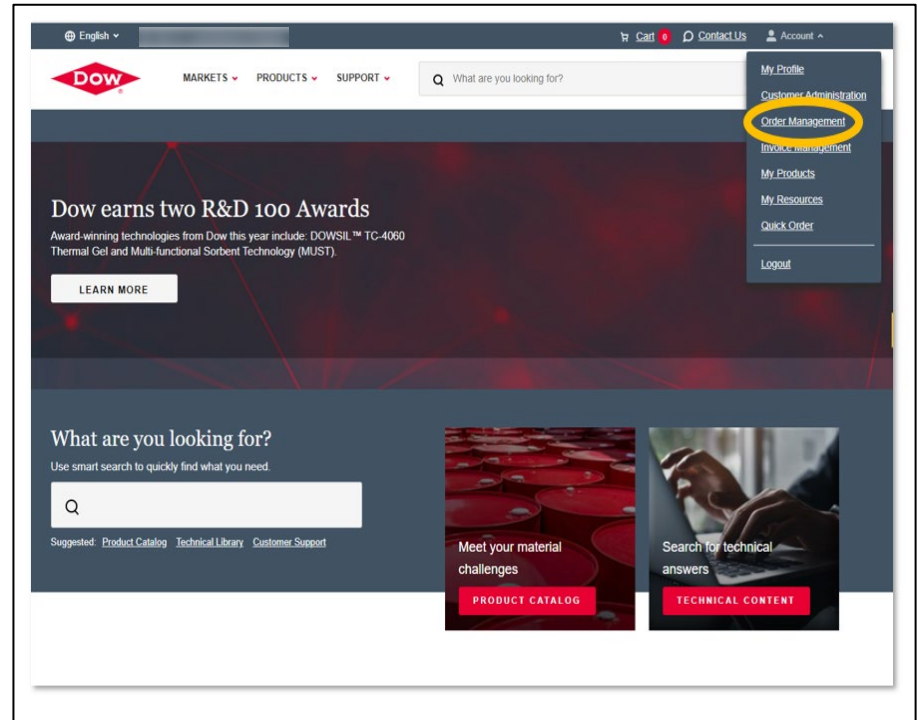
HOW TO ACCESS DOW.COM

- Go to [Dow.com](https://www.dow.com) and enter your credentials.

A screenshot of the 'Log in to your Account at Dow' form. The form includes fields for Username and Password, both highlighted in yellow. Below the Password field is a 'Remember Me' checkbox. There are links for 'Forgot Password', 'LOG IN', and 'CREATE ACCOUNT'. To the right of the form, there's a section titled 'Why Register?' with three benefits: Product Information, Samples, and Stay Updated, each with an icon and a brief description.

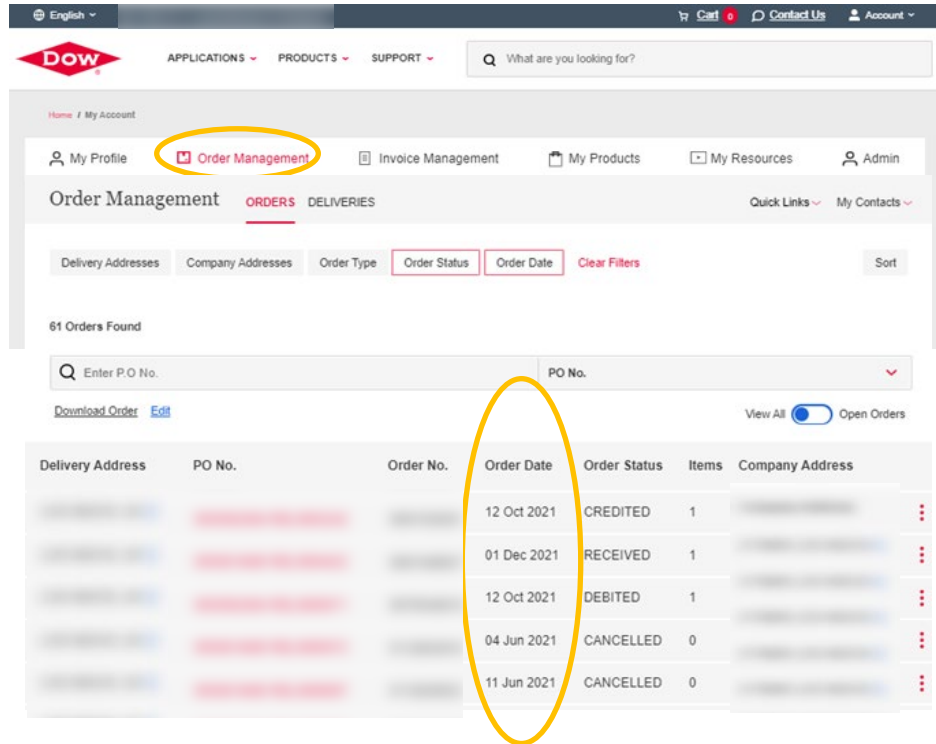
DOW.COM ORDER MANAGEMENT BENEFITS

- Provides 24/7 access to order and delivery information.
- Access to view and export order documents.
- Enables real-time shipment tracking.
- Displays a list of internal Dow contacts.



ORDERS OVERVIEW

- Within the Order Management screen, you can;
 - View all orders placed
 - Search by PO number
 - Find your Dow contact
- Order Date is the date when you placed the order.



English ▾

APPLICATIONS ▾ PRODUCTS ▾ SUPPORT ▾

What are you looking for?

Home / My Account

My Profile **Order Management** Invoice Management My Products My Resources Admin

Order Management **ORDERS** DELIVERIES

Quick Links ▾ My Contacts ▾

Delivery Addresses Company Addresses Order Type Order Status Order Date Clear Filters Sort

61 Orders Found

Enter P.O No. PO No. ▾

Download Order Edit View All ☒ Open Orders

Delivery Address	PO No.	Order No.	Order Date	Order Status	Items	Company Address
			12 Oct 2021	CREDITED	1	
			01 Dec 2021	RECEIVED	1	
			12 Oct 2021	DEBITED	1	
			04 Jun 2021	CANCELLED	0	
			11 Jun 2021	CANCELLED	0	

ORDERS OVERVIEW – CONTINUED

- Clicking on the PO number for the order will bring you to the specific order details (ORDER ACK = Order Acknowledgement).
- The date on the Order Acknowledgement might differ from your requested delivery date. This happens often just after your order placement and can be for numerous reasons.
- We need 24-48 hours to confirm the final delivery date.
- If you still have doubts about the delivery dates, please reach out to your Dow contact.

1 Orders Found

Q PO No.

[Download Order](#) [Edit](#) View All ☐ Open Orders

Delivery Address	PO No.	Order No.	Order Date	Order Status	Items	Company Address
113314181	113314181	113314181	22 Dec 2021	SHIPPED	1	

Order Status

Order 113314181 ORDER ACK

[Delivery Address](#) [Company](#) [Payer](#)

Item 10

SDS

SHIPPED

Quantity Pickup Date

17 Jan 2022

REORDER

Order Date 22 Dec 2021

Order Type Standard Order

PO

Order Summary

Subtotal

Tax

Total

DELIVERIES OVERVIEW

- All pending deliveries can be found here.
- The Status of the delivery is defined by:
 - Planned shipping date
 - Delivery date
- A delivery can be one of the status' below:

Status	Road	Rail
Open	Delivery created, but no shipment has been created	Delivery created, but no shipment has been created
Preparing to Ship	Shipment number exists and Actual GI date on delivery is blank and Planned Shipment Completion Date (Deadlines tab of Shipment) + 1 day is greater than or equal to today	Shipment number exists and Actual GI date on delivery is blank and Planned Shipment Completion Date (Deadlines tab of Shipment) + 3 days is greater than or equal to today
Shipment Delayed	Shipment number exists and Actual GI date on delivery is blank and Planned Shipment Completion Date (Deadlines tab of Shipment) + 1 day is prior to today	Shipment number exists and Actual GI date on delivery is blank and Planned Shipment Completion Date (Deadlines tab of Shipment) + 3 days is prior to today
In-Transit	Actual GI date on delivery has a value and Actual Shipment End Date (Deadlines tab of Shipment) is blank and Estimated Delivery Date Actual (Further Dates Event Type = 'ZOTDPCD') <= Planned Shipment End Date (Deadlines tab of shipment)	Actual GI date on delivery has a value and Actual Shipment End Date (Deadlines tab of Shipment) does not have a value.
In-Transit Delayed	Actual GI date on delivery has a value and Actual Shipment End Date (Deadlines tab of Shipment) is blank and Estimated Delivery Date Actual (Further Dates Event Type = 'ZOTDPCD') > Planned Shipment End Date (Deadlines tab of Shipment)	Actual GI date on delivery has a value and Actual Shipment End Date (Deadlines tab of Shipment) does not have a value and Estimated Time of Arrival (ETA-from GVP integration) is more than 3 days later than the Planned Shipment End Date (Deadlines tab of Shipment)
Delivered	Actual Shipment End Date (Deadlines tab of Shipment) has a value	Actual Shipment End Date (Deadlines tab of Shipment) has a value

Delivery Address	PO No.	Delivery No.	Delivery Date	Status	Shipment Number	Company Address
			20 Dec 2021	SHIPPED		
			20 Dec 2021	SHIPPED		
			20 Dec 2021	SHIPPED		
			03 Jan 2022	SHIPPED		
			31 Dec 2021	SHIPPED		
			10 Jan 2022	SHIPPED		
			11 Jan 2022	SHIPPED		
			17 Jan 2022	SHIPPED		
			24 Jan 2022	OPEN		

DELIVERIES OVERVIEW – CONTINUED

- Clicking on the purchase order brings you to the delivery details.
- Here you can find:
 - Delivery Note
 - Packing List
 - Safety Data Sheets
 - Certificate Of Analysis
- Real-time shipment tracking is also available for select customers.

Order Management **ORDERS** **DELIVERIES** Quick Links My Contacts

Delivery Addresses Company Addresses Delivery Status Delivery Date Sort

102 Deliveries found

Q Enter Delivery No. Delivery No. ▾

[Download Delivery Results](#) [Edit](#)

Delivery Date	Status
06 Jan 2022	DELIVERED
22 Dec 2021	DELIVERED
24 Dec 2021	IN-TRANSIT

BEDFORD PARK, US 4525119435 0822451796 0039990089 BEDFORD PARK, US

Delivery Details

De

TRACK DELIVERY

SDS

INVOICES MANAGEMENT

- With the same steps, you can retrieve the overview of all invoices: open and paid.

The left screenshot shows the Dow General Business portal. The user menu is open, and 'Invoice Management' is highlighted. The main content area features a banner for 'Dow earns two R&D 100 Awards' and a search bar with suggested links for Product Catalog, Technical Library, and Customer Support.

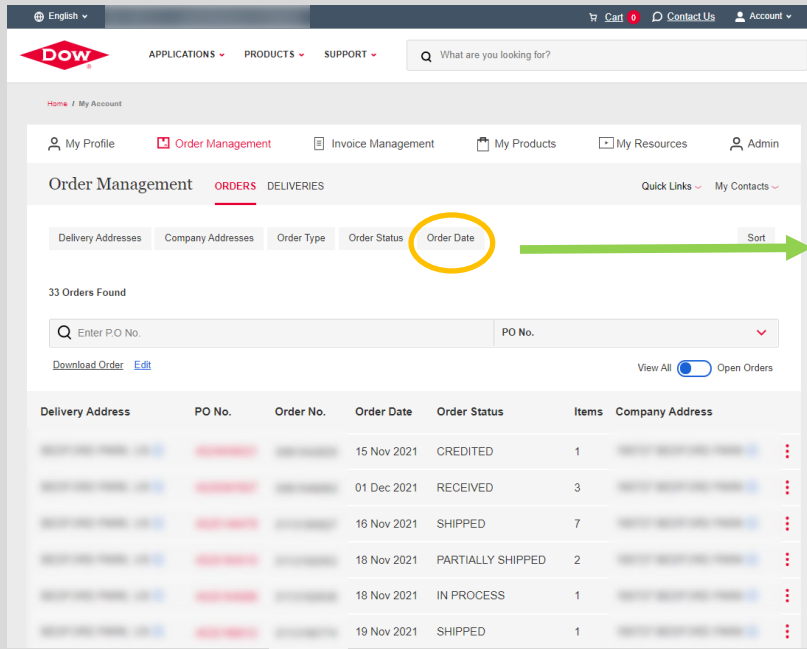
The right screenshot shows the 'Invoice Management' page. The 'ACCOUNT SUMMARY' tab is selected. The page displays a table with 5 results found. The table has columns for 'Invoice Number', 'Invoice Date', 'Invoice Amount', and 'Total Due'. The 'Legal Entity' is listed as RH CHEMICALS.

Invoice Number	Invoice Date	Invoice Amount	Total Due
11111111111111111111	2023-01-01	1,111,111.11 USD	1,111,111.11 USD
22222222222222222222	2023-01-01	193.34 USD	127,780.03 USD
33333333333333333333	2023-01-01	193.34 USD	127,780.03 USD
44444444444444444444	2023-01-01	193.34 USD	127,780.03 USD
55555555555555555555	2023-01-01	193.34 USD	127,780.03 USD
TOTAL		1,111,111.11 USD	286,693.81 USD

Legal Entity: RH CHEMICALS

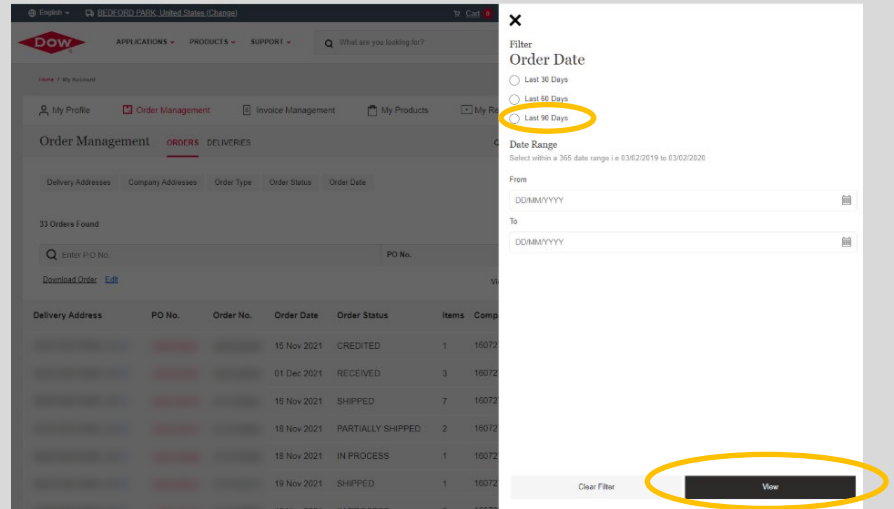
FILTER SETUP

- The overview on the website shows 30 days, but you can go up to 90 days of visibility by applying filters on dates and materials or select a custom date range of 365 days.



The screenshot shows the Dow website's Order Management interface. The 'Order Date' filter tab is highlighted with a yellow circle. A green arrow points from this tab towards the right, indicating the next step in the filter setup process.

Delivery Address	PO No.	Order No.	Order Date	Order Status	Items	Company Address
			15 Nov 2021	CREDITED	1	
			01 Dec 2021	RECEIVED	3	
			16 Nov 2021	SHIPPED	7	
			18 Nov 2021	PARTIALLY SHIPPED	2	
			18 Nov 2021	IN PROCESS	1	
			19 Nov 2021	SHIPPED	1	



The screenshot shows the Dow website's Order Management interface with the 'Filter Order Date' modal open. The 'Last 90 Days' radio button is selected and circled in yellow. The 'View' button at the bottom right of the modal is also circled in yellow.

Filter Order Date

☐ Last 30 Days

☐ Last 60 Days

☒ Last 90 Days

Date Range

Select within a 365 date range i.e. 03/02/2019 to 03/02/2020

From

DOMMYYYY

To

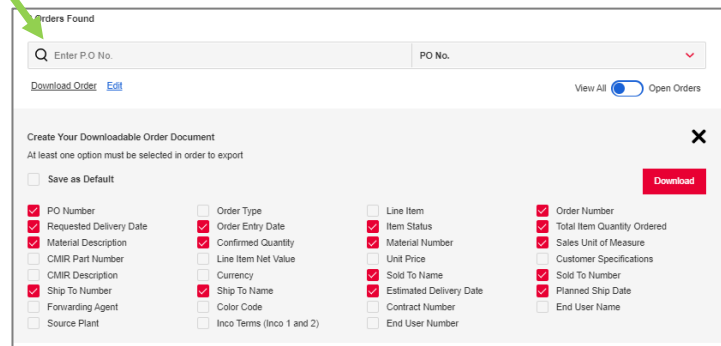
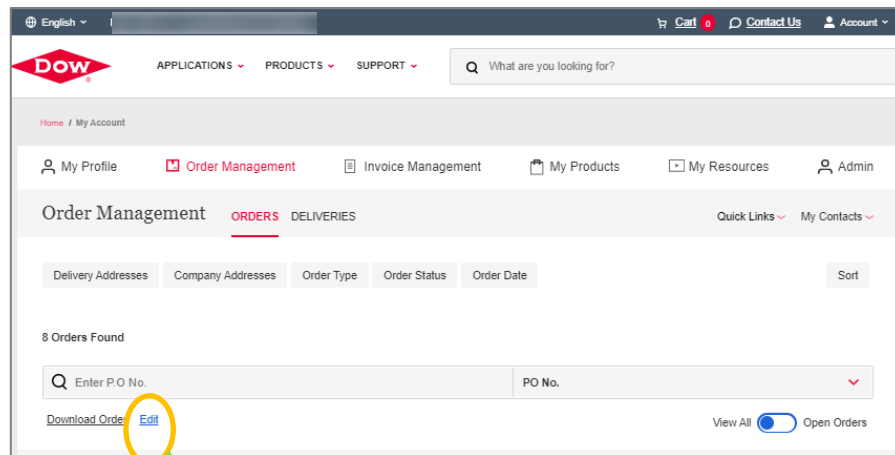
DOMMYYYY

Clear Filter

View

EXPORT ORDERS, DELIVERIES & INVOICES TO EXCEL

- An overview can be exported to Excel to provide:
 - Detailed visibility on order/delivery.
 - More options to manipulate information needed.





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