

# ESHOP USER GUIDE

Document details	
Topic	Comment
Name of Guideline	eShop User Guide
Version	1.0
Valid from	01.12.2016
Responsible Unit	Sales, eShop Team
Contact Responsible Person	<a href="mailto:eshop-emea@styrolution.com">eshop-emea@styrolution.com</a> Ekaterina Kuzmina; Florence Hayoz
Target Group	Customers, End users
Related Document	FAQs

## Content

1.	SIGN IN PROCESS .....	3
1.1	Sign-In .....	3
1.2	Select Sold-To .....	3
1.3	Check if you have an Active cart .....	4
2.	MY ESHOP.....	5
2.1	Create Order.....	5
2.2	Your Recommended and Personalized Order Templates .....	5
2.3	Shopping Cart.....	7
2.4	Copy Material/Order Item.....	8
2.5	Add Material Line Item .....	9
2.6	CSV Quick Order .....	9
2.7	Proceed to Order Summary and Place the Order.....	10
2.8	Acknowledgment of receipt.....	10
3.	ORDER MANAGEMENT .....	11
3.1	Search for Order .....	11
3.2	Search Result and Order Status .....	12
3.3	Sales Order Detail .....	13
3.4	Re-Order (Add to Cart) or (Override Cart).....	14
3.5	Product Details .....	16
4.	PRODUCT DOCUMENTS .....	16
5.	FAQS & CONTACT .....	17

# 1. SIGN IN PROCESS

## 1.1 Sign-In

If you have already registered on eShop you need to use your email address and password to log in, then please click on the **SIGN IN** button

### SIGN IN TO YOUR INVESTOR ACCOUNT

**Username**  
ekaterina.kuzmina@styrolution.com

**Password** [Forgot Password?](#)  
.....

**SIGN IN** [New to INEOS Styrolution?  
Investor Registration](#)

## 1.2 Select Sold-To

You will see your Sold-To details by default

### SELECT SALES REGION & SOLD-TO

**INEOS Styrolution Sales Region\***  
 Europe, Middle East and Africa  Americas

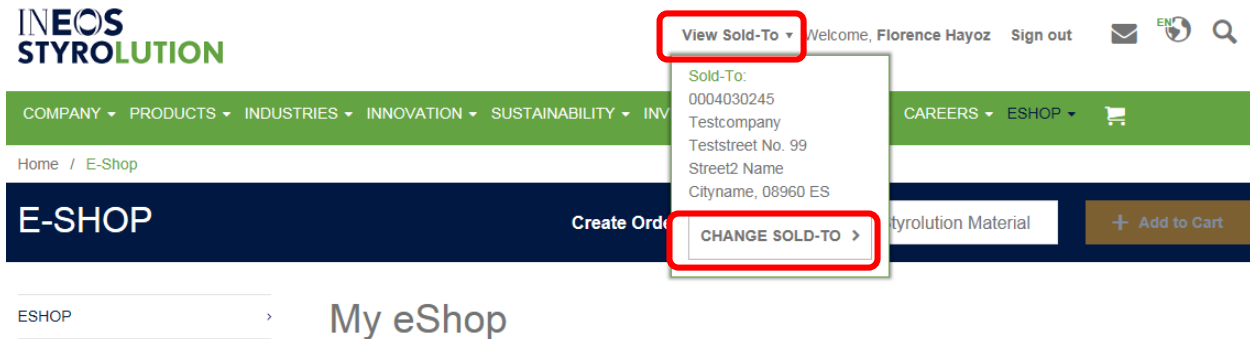
**Sold-To\***  
Testcompany, Teststreet No. 99, Street2 Name, 08960, Cityname, ES (0004030245)

\* Fields are required  Save as preference in Account Settings

**SELECT SALES REGION & SOLD-TO**

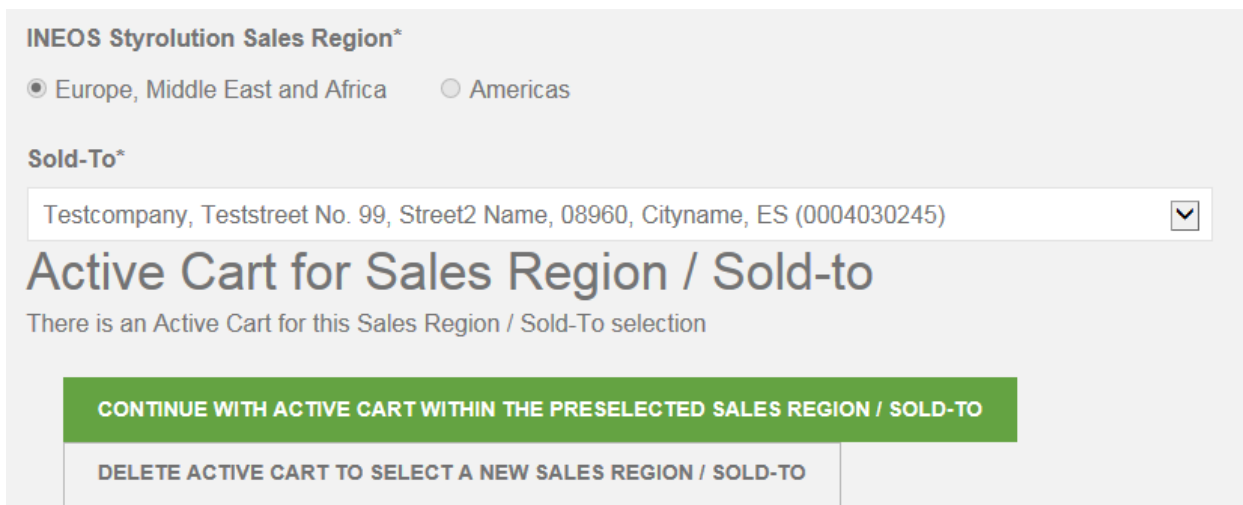
**INFOPOINT**  
If you have questions or comments, please contact our customer service.  
☎ +49 2133 51 4007  
[Contact Infopoint](#)

If your account is assigned to more than one Sold-To you can choose while signing in your Sold-To. After Sign in you can change the Sold-To with the **Change Sold-To** option at the top of the page



### 1.3 Check if you have an Active cart

After signing in with your username and password, INEOS Styrolution will check, if an Active Cart exists from your former user session. If you have an Active Cart for Sales Region / Sold-To an alert will be displayed

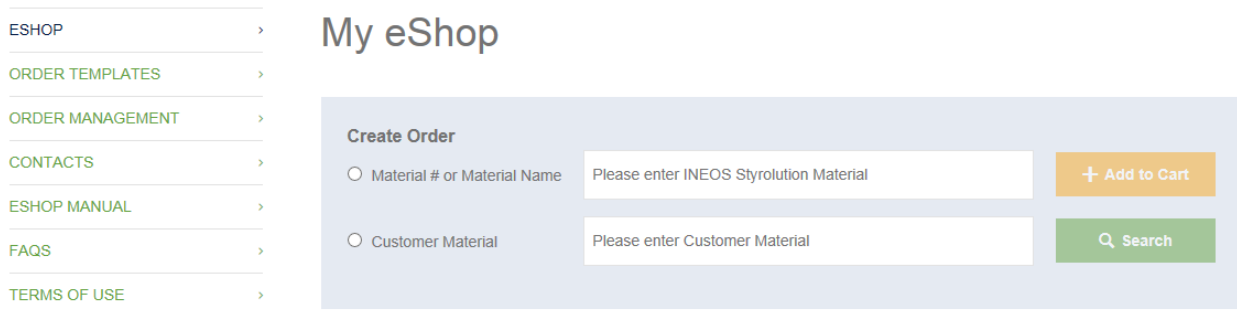


Please choose one of two options, in order to continue:

- 1) **Continue with Active Cart** within the preselected sales region: No changes are possible; you will proceed with the preselected data
- 2) **Delete Active Cart** to select a new sales region / sold-to: A new layer will open where you can change the sales region and sold-to. Your active cart and all included line items will be removed and you can start creating a new cart for the selected Sales region / Sold-to

## 2. MY ESHOP

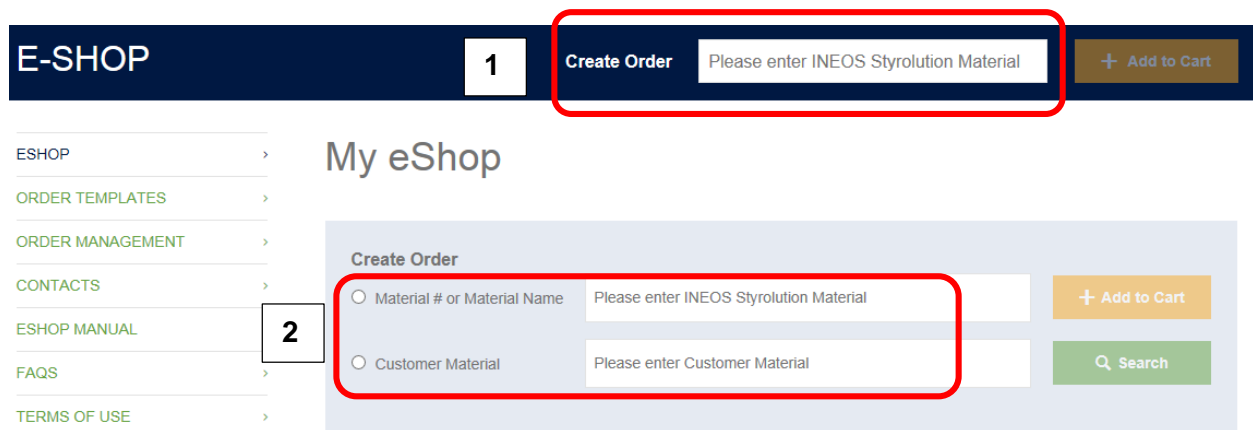
After signing in successfully you will see INEOS Styrolution eShop Homepage.



The page provides entry points to create an order and to overview the order status:

### 2.1 Create Order

You can search a product by material number or material name using the **Create Order** (1) field. Suggested list of products appears after 3 characters. Please select one material from the list and select the "**Add to Cart**" button. The Shopping cart will be displayed with your selected material.



**Note:** You can also search by **Customer Material name** or **Customer Material number** (2). However only in case your material name is set in our SAP system – this can be checked with your customer service contact.

Select one of the products and click the button "Add to Cart". You will find the added article listed in your cart.

### 2.2 Your Recommended and Personalized Order Templates

Order Template is a combination of Sold-To + Ship-To + Material. The "Order Templates" option gives an access to your most recent Recommended and Personalized Order Templates.

The **Recommended Order Templates** are based on the history of orders placed within the past 12 months.

Select the required templates

### Order Templates

**RECOMMENDED ORDER TEMPLATES**

**PERSONALIZED ORDER TEMPLATES**

Ship-to - Delivery Address, France (5 Materials)	Select
Ship-to - Companyname S.A. (2 Materials)	Select
Ship-to - Ship-To addressname (1 Materials)	Select
Ship-to - XYZ AG (8 Materials)	Select
Ship-to - Testcompany plc (2 Materials)	Select

All Recommended Order Templates

Then you need to choose the material and press “Add to cart” button. The Shopping cart will open with your selected material

Material #	Material Name	MOQ ⓘ	TDS ⓘ	SDS ⓘ	
<input type="checkbox"/> 50000063	Terluran® GP-22 NR 25kg Bag	25 kg			<b>+ Add to Cart</b>

The **Personalized Order Templates** – At this point you can create your own

### Order Templates

**RECOMMENDED ORDER TEMPLATES**

**PERSONALIZED ORDER TEMPLATES**

Delete

**Create Personalized Order Template**

In the below window you need to enter the requested information and click on the “**CREATE PERSONALIZED ORDER TEMPLATE**” button

**CREATE PERSONALIZED ORDER TEMPLATE** ✕

**SOLD-TO**

4030245  
Testcompany  
Teststreet No. 99  
Street2 Name  
Cityname  
08960 ES

Ship-To\*

Choose Ship-To ▼

Template Name\*

Add Template Name

Template Description

Add Template Description

\* Fields are required

CANCEL **CREATE PERSONALIZED ORDER TEMPLATE**

### 2.3 Shopping Cart

When you select all the necessary materials the Shopping Cart will be opened to continue your purchasing. By selecting the button "View Shopping Cart" you will be directed to your cart.

NEWS & MEDIA ▾ CAREERS ▾ ESHOP ▾ **1**

---

Material Name: STYROLUTION® PS 124N 25KG BAG

0 KG -

---

**VIEW SHOPPING CART (1)**

When you are in the Cart you will need to add Delivery Information: Ship-to, your PO #, quantity and requested delivery date for each product, **NB:** Sold-To is chosen by default (see below)

Remove

Material #	Material Name	Order Quantity*	UOM	Requested Delivery Date*
<input type="checkbox"/> 50003396	Terluran® GP-22 BK10009 1100kg OCT	<input type="text" value="1"/>	<input type="text" value="KG"/>	<input type="text" value="MM/DD/YYYY"/>
<input type="checkbox"/>	<input type="button" value="+ Copy Material Line Item"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="button" value="+ Add Material Line Item"/>				

MOQ (Minimum Order Quantity) Option is available while purchasing.

If the quantity is below the Minimum one, the system gives an alert

Entered value is below Minimum Order Quantity (11,000 KG)

After all the necessary information is in, you can

If the button "Update Cart" is not active, check your entries, some necessary information is probably missing.

## 2.4 Copy Material/Order Item

When the material has been added to the shopping cart any item can be copied simply by pressing

**Note:** Quantity and Delivery Date will be copied automatically as they are created for the item you copy from

Material #	Material Name	Order Quantity*	UOM	Requested Delivery Date*
<input type="checkbox"/> 50000061	Terluran® GP-35 NR 25kg Bag			
<input type="checkbox"/>	<input type="button" value="+ Copy Material Line Item"/>	<input type="text" value="24,750"/>	<input type="text" value="KG"/>	<input type="text" value="10/27/2016"/>
<input type="button" value="+ Add Material Line Item"/>				
<input type="checkbox"/>	Terluran® GP-35 NR 25kg Bag			
<input type="checkbox"/>	<input type="button" value="+ Copy Material Line Item"/>	<input type="text" value="24,750"/>	<input type="text" value="KG"/>	<input type="text" value="10/27/2016"/>
<input type="checkbox"/>	<input type="button" value="+ Copy Material Line Item"/>	<input type="text" value="24,750"/>	<input type="text" value="KG"/>	<input type="text" value="10/27/2016"/>

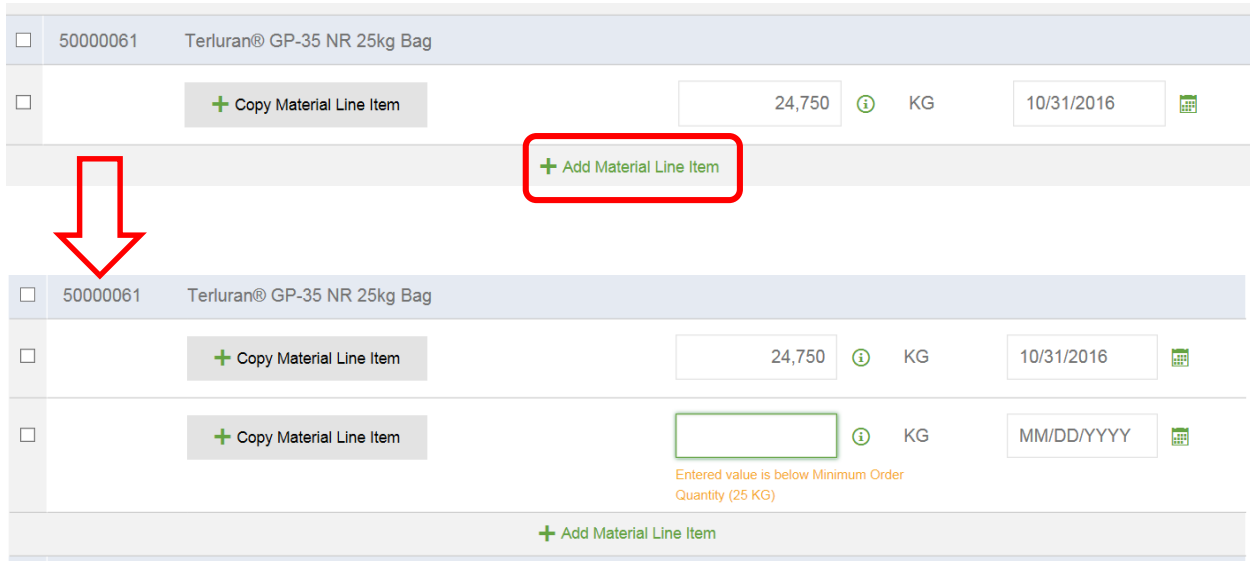
The copied date and quantity can be changed



## 2.5 Add Material Line Item

You can also use another option to add the Material line item. Click on 

**Note:** no quantity or delivery date information will be added to the new item from the previous one (to have this identical information automatically copied, please use Copy line item option).



## 2.6 CSV Quick Order

One more option to place the order is by means of CSV file.

**NB:** it is recommended to do so when you have multiple lines orders

### CSV Quick Order

Please upload an CSV file as per the formate defined in the template file below

 [Styrolution CSV Quick Order Template](#)

PDF |

 [Styrolution CSV Quick Order Template](#)

To upload the CSV file, click on [PDF |](#). You will be able to save the Excel file on your computer.

Note: For a successful upload please use the provided INEOS Styrolution CSV Quick Order Template (XLS):

- Material Number
- Material Name(Optional)
- Quantity
- Delivery Date (MM/DD/YYYY)

upload\_order [Read-Only]

	A	B	C	D	E	F
1	Article Nu	Article Na	Quantity	Delivery Date (MM/DD/YYYY)		

## 2.7 Proceed to Order Summary and Place the Order



When all the information is entered click on

The Order Summary page contains additional information regarding your current order: Total price, price per unit, INEOS Styrolution Sales Org, Payment Terms and Incoterm. The price will be shown depending on the assigned user rights. Click on the "Place Order" button to confirm your order with INEOS Styrolution.

**B** CART

Material 1

Material #	Material Name	Order Quantity	Requested Delivery Date	Price*	Price per 1000 KG*
50000863	Styrolution® PS 124N 25kg Bag				
	Order Items	11000 KG	31/10/2016	Valid price currently not available - please contact your sales representative	
Sales Organization: CH01 - INEOS Styrolution Switzerland SA				*All prices without obligation	
Payment Type: 15th day 1st month following invoice					
Inco Term: CPT - antwerpen					



## 2.8 Acknowledgment of receipt

The receipt of your order has been acknowledged. The Acknowledgment of receipt message is being displayed after you placed an order successfully in the third and last step of your order process. In addition you will receive an e-mail notification as soon as our system has assigned the sales order number.

**INEOS**  
**STYROLUTION**

Thank you very much for your order!

We are pleased to acknowledge the receipt of your order. Your order has been recorded under the following INEOS Styrolution Reference Number: 1000251230

Our online order management system provides you always the latest information regarding your order: [1000251230 details](#)

Your request was recorded and saved in our systems as follows:

Sold-To:  
0004030245  
**Testcompany**  
**Teststreet No. 99**  
**Cityname**  
08960 ES

Ship-To:  
0006018999  
**Testname of ShipTo**  
Street Name  
**Cityname**  
08755 ES

Inco **Term**, **CPT** Carriage paid to  
Payment **Term**, **Date** of invoice +5 days

Customer Inquiry #	Inquiry Reference # / Item #	Article Name	Req. Delivery Date	Inquiry Quantity
PO No. Test	1000251230/10	<b>Terluran®</b> GP-35 NR 25kg Bag	09/12/2016	24,750.00 KG

Your Comments: eShop Manual

Our system may have split your order into multiple INEOS Styrolution Sales orders, in this case you will receive separate information about additional INEOS Styrolution sales order numbers. Please refer to our online order management system for a full overview of your purchase order: [Customer Inquiry detail page: PO No. Test](#)

For questions please contact your INEOS Styrolution sales contact for this order:

### 3. ORDER MANAGEMENT

Order Management is the section of eShop where you can manage your open orders and see your order history.

#### 3.1 Search for Order

Find your order by means of several search criteria:

- a) Keywords (i.e. PO or Sales Order #)
- b) Order Status
- c) Sold-To or Ship-To
- d) By requested delivery date/Expected Delivery Date or By Purchase Order Date

You can combine the mentioned search criteria in order to find quickly your order information.

Your search criteria can also be saved as a preference for future search



### Find Order Items

a)

i

b)
Order Status

v

---

c)
Sold-To

v

Ship-To

v

---

d)

BY PURCHASE ORDER DATE
BY REQUESTED DELIVERY DATE
BY DELIVERY DATE

Last  Days
 Next  Days
 From  To

Find Order Items
Reset
 Save as preference

### 3.2 Search Result and Order Status

You will find the current order status of every order item in our eShop.

Customer PO # ▲	Sales Order # / Item # ▲	Material Name ▲	Req. Delivery Date ▲	Delivery Date ▲ ⓘ	Order Status ▲
06012014	1000026513 / 10	Styrolution® PS 486N Bulk	06/01/2014	06/01/2014	Invoiced

Order Status	Definition of Order Status
<b>Order Placed</b>	Your order has been placed with INEOS Styrolution
<b>In Process:</b>	A sales order has been created and is in process
<b>Delivery Booked</b>	Delivery is scheduled
<b>In Transit</b>	The goods are in transit
<b>Invoiced</b>	An invoice is created
<b>Cancellation Requested</b>	Your cancellation request is sent to INEOS Styrolution and subject to approval by INEOS Styrolution
<b>Cancelled</b>	Order cancellation is approved by INEOS Styrolution. The sales order is now cancelled

### 3.3 Sales Order Detail

The sales order details can be accessed by clicking on the Sales Order number of one result from the Order Management menu. The "Open Orders" option gives access to your most recent orders (next to be delivered). The order status is displayed in the last column of the table. This option shows the last 5 created orders.

When you click on Sales Order #, the details of the Sales Order will be displayed

#### Sales Order# / Item #

1000257798 / 10

Sales Org	CH01 - INEOS Styrolution Switzerland SA	Sales Contact
Order Creation	14/10/2016	Ekaterina Kuzmina
Date		7 495-739-57-23-
Payment Term	15th day 1st MFI	Ekaterina Kuzmina
Incoterm	CIF Costs, insurance & freight Saint Petersburg (ex Leningr	

---

Customer's Comments: null

#### ORDER ITEMS

Customer PO #	Sales Order # / Item #	Material Name	Req. Delivery Date	Delivery Date ⓘ	Order Status	
+ October 2016	1000257798 / 10	Terluran® GP-22 NR 25kg Bag	31/10/2016	07/11/2016	Delivery Booked	<a href="#" style="color: green;">✎ Change Item</a> <a href="#" style="color: red;">🗑 Cancel Item</a>

If you want to change or cancel the order click either [Change Item](#) or [Cancel Item](#)

**NB:** Change or Cancellation of orders will not be done automatically, in case of choosing one of these options, a request will be sent to Customer Service to proceed.

When the order status is changed to "Delivery Booked" you will then be able to get the Delivery information by clicking on the delivery number:

#### Deliveries

---

+ [Delivery # 8000598645](#)

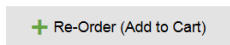
---

The following information can be seen in the delivery:

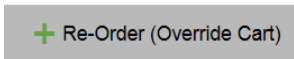
- ETA/ETD date
- Haulier information
- Point of loading/Final point of destination
- CoA pdf document
- Invoice pdf document

And when the order status is changed to “Invoiced” you will then be able to display the invoice information below the delivery.

### 3.4 Re-Order (Add to Cart) or (Override Cart)

There is an option to re-order from the existing (already placed) order if you do not want to enter it manually again. To add materials to the cart press on 

To override the selected materials out from the cart and fill it with your re-order press



E-SHOP

Create Order

+ Add to Cart

- ESHOP >
- ORDER TEMPLATES >
- ORDER MANAGEMENT >
- CONTACTS >
- ESHOP MANUAL >
- FAQS >
- TERMS OF USE >

## My eShop

**Create Order**

Material # or Material Name  + Add to Cart

Customer Material  🔍 Search

**Sales Order #10000251106**

[+ Re-Order \(Add to Cart\)](#)
[+ Re-Order \(Override Cart\)](#)

**Sold-To**  
 Testcompany Name AG  
 12345 Test City DE  
 (40XXXXX)

**Ship-To**  
 Delivery Addressname plc  
 Street1 Name  
 98765 Test City FR ES  
 (70XXXXX)

---

Sales Org: CH01 - INEOS Styrolution Switzerland      Sales Contact: SA  
 Order Creation Date: 10/31/2016      Contact Name: +41 123 456789  
 Payment Term: Date of invoice +5 days       Contact Name  
 Incoterm: CPT Carriage paid to Customer Name

---

Customer's Comments: testorder for demonstration.

**ORDER ITEMS**

Customer PO #	Sales Order # / Item #	Material Name	Req. Delivery Date	Delivery Date	Order Status	
Test	10000251106 / 10	Terluran® GP-35 NR 25kg Bag	11/04/2016	-	In Process	<a href="#">Change Item</a> <a href="#">Cancel Item</a>

**SALES ORDER DATA**

Material #	12345678	
Requested Delivery Date	11/04/2016	<a href="#">Change</a>
Requested Quantity	XX KG	
Actual Quantity	- KG	
Total Sum**	XX.xx EUR	

\*\* All prices without obligation

[X Hide Details](#)

### 3.5 Product Details

After clicking Product name in Order Details the product page will open with properties, related documents as Safety Data Sheet (SDS), Technical Data Sheet (TDS) or Regulatory documents (note that separate access rights are needed for regulatory documents). Click on the material to see the material information. Here you can choose the material and “Add to Cart”. Information about Minimum Order Quantity (MOQ) is also available here.

**NB:** An order can also be placed directly from the product Page if to click “Add to cart” button

## Styrolution PS 124N

Material #	Material Name	MOQ	
50000863	Styrolution® PS 124N 25kg Bag	11,000 kg	<div style="border: 2px solid red; border-radius: 15px; padding: 5px; text-align: center;"> <p><a href="#">+ Add to Cart</a></p> <p><a href="#">+ Add to Personalized Order Template</a></p> </div>

Here you can choose the material and “Add to Cart”.

## 4. PRODUCT DOCUMENTS

You can access the regulatory documents on the material details page (e.g., Safety Data Sheet, Technical Data Sheet and Brochures)

### Styrolution PS 165N/L

Styrolution PS 165N/L is a high molecular weight, good flowing grade, often blended with high impact extrusion grades.

#### Key Features


- High molecular weight
- Good flow characteristics
- Appropriate for blending with HIPS
- UL 94 HB (Antwerp only)


#### Applications

- Transparent parts for refrigerators
- Blending with HIPS for thermoformed cups

#### Industries

-  Toys, Sports & Leisure
-  Household

 [Technical Data Sheet](#)  
PDF | EN

 [Standard Sales Specification](#)  
PDF | EN

#### INFOPOINT

If you have questions or comments, please contact our customer service.

 +49 2133 51 4007

[Contact Infopoint](#)

#### RELATED

Links

[ISO Certificates](#)

[Document Search](#)

#### RELATED

Links

[UL Certifications](#)

[CAMPUS®](#)

[NSF Americas](#)

#### BROCHURES

[STYROLUTION® PS ECO EFFICIENCY \(EMEA\)](#)



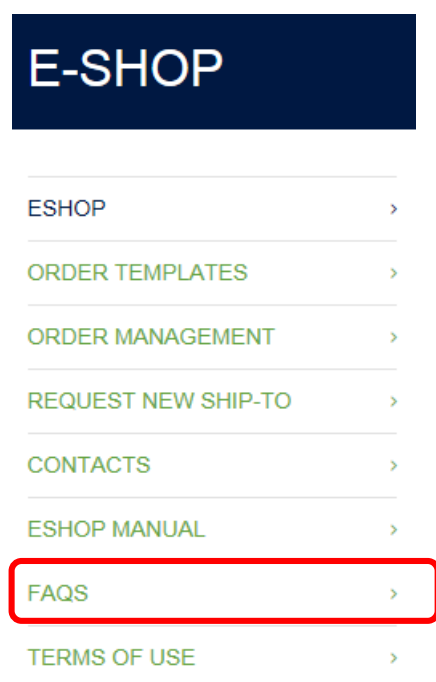
If you or any of your colleagues are interested to obtain access to the Regulatory documents, please go to the Registration page on our website and tick the box below.

**Apply for Regulatory Document Access**

The INEOS Styrolution Regulatory Document Access site enables you to access to all documents.

## 5. FAQs & CONTACT

At any time do not hesitate to also refer to the **FAQs** on our eShop page (left menu)



or to contact our **eShop Support Team** [eshop-emea@styrolution.com](mailto:eshop-emea@styrolution.com) for any questions or comments.

We would like to THANK YOU very much for using our eShop !!