



DOW.COM OVERVIEW

CUSTOMER PRESENTATION

Last Updated: October 2024



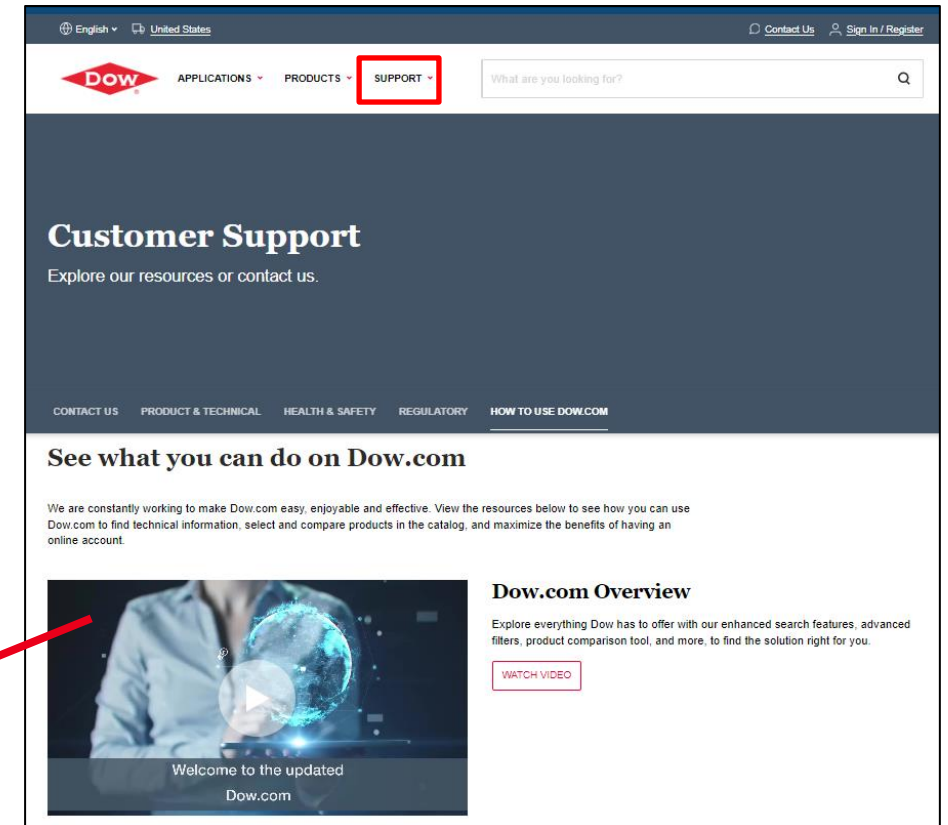
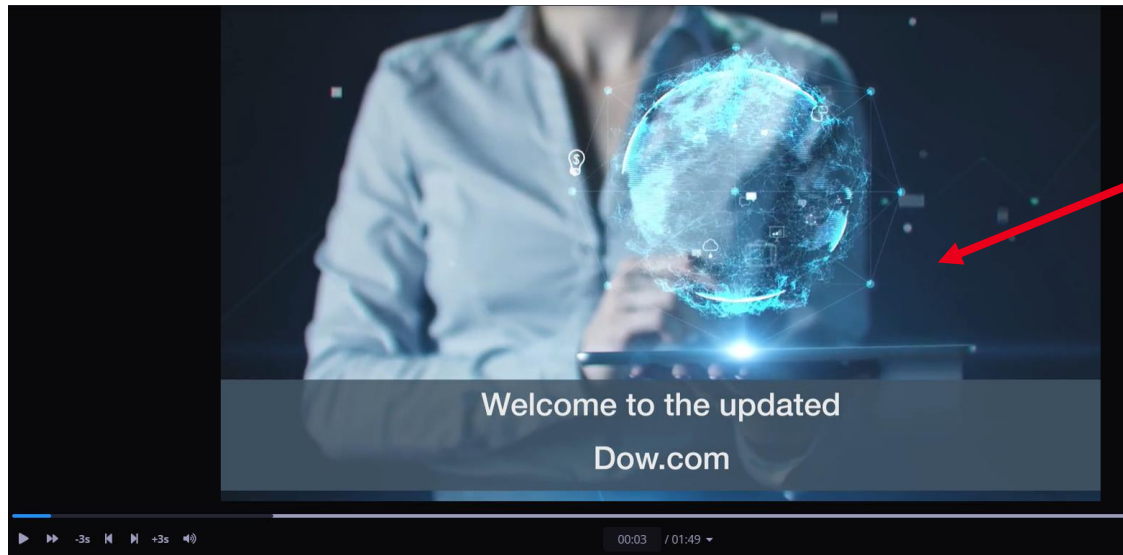
AGENDA

- [Dow.com 1-minute Overview Video](#)
- [Improving Your Online Digital Customer Experience – Choose & Use](#)
- [Choose: Product Search & Technical Information](#)
- [Choose: Product Selectors](#)
- [Choose: Sample Requests](#)
- [Use: Buyer Dashboard](#)
- [Use: Order & Delivery Management](#)
- [Use: Shipment Visibility](#)
- [Use: Order Placement](#)
- [Dow.com Resources](#)



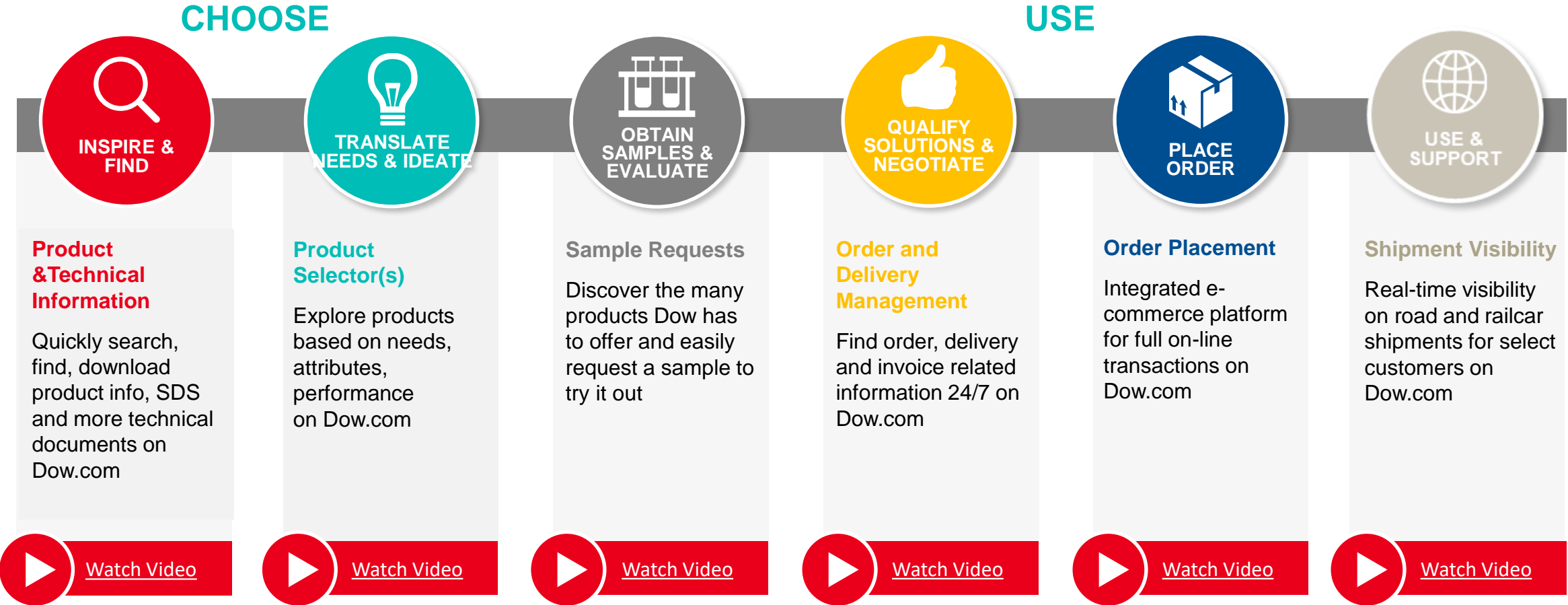
DOW.COM OVERVIEW & INTRODUCTION

A lot has been done to make Dow.com easier, more enjoyable and more effective for you, our valued customer. Watch [this](#) quick 2-minute video to learn more about the capabilities we will walkthrough today.



IMPROVING THE ONLINE DIGITAL CUSTOMER EXPERIENCE

Dow is working hard to improve your customer journey. We are offering 24/7 access to Dow.com to help our customers succeed in this new business environment.







CHOOSE: PRODUCT SELECTORS

TRANSLATE
NEEDS &
IDEATE

- The Guided Product Selector is a custom tool that guides you through the selection of products within a specific Market, Submarket or Product Technology.
- This process makes it easy to simulate and identify a short list of product options that will work for your specific needs.

Industrial Release Guided Product Selector

Start again Hide Questions

In what application will the industrial release agent be used?
Please select one application

What type of system is needed?
Select a system

Reset All Filters Hide Filters

Active Content
Surfactant Type

☐ 50-59% ☐ 60-100% ☐ High (>70%) ☐ Low (<30%) ☐ Medium (30%-70%)
☐ Anionic ☐ Nonionic

Results 1-10 of 34

List View Card View Sort By

DOWSIL™ SM 8709 SR Emulsion
Silicone emulsion of amino functional silicone oil and this product will form film layer. It can be used for softening agent of textile and dying additive.
Favorite Documents Sample & Buy Compare

DOWSIL™ SR 2472
Silicone resin dispersion for release coating
Favorite Documents Sample & Buy Compare

United States Contact Us Sign In / Register

What are you looking for?

Product Comparison TABLE Save / Print PDF

	DOWSIL™ SM 8709 SR Emulsion	DOWSIL™ SR 2472	DOWSIL™ BY 22-749 SR Emulsion
View Product	View Product	View Product	View Product
Favorite	Favorite	Favorite	Favorite
Sample & Buy	Sample & Buy	Sample & Buy	Sample & Buy
Performance Ratings			
Durability	High	—	—
Add Property			
Application Benefits			
Application Benefits	Easy Dislutable, Lubrication	—	Durability, Film Forming, Low Release Force, Lubrication, Water Repellency
Add Property			
Product Use and Formulating			
Coatability	Yes	—	—



CHOOSE: SUSTAINABLE SOLUTIONS



- Dow introduces Sustainability Science branding – making it easier for customers to find and purchase our products with sustainability benefits – while adhering to high standards of transparency and claim substantiation.

The screenshot displays the Dow Sustainability Science website. The top navigation bar includes links for English, United States, Contact Us, Sign In / Register, and a search bar. The main header features the Dow logo and navigation links for Applications, Products, and Support. Below this, a large banner image shows a green field with the text "Sustainability Science" and the tagline "Supporting customers' ability to easily identify and select products with specific sustainability attributes." A red arrow points from the "Sustainability Science" banner to a section titled "A brand new sustainability experience". This section describes Dow's commitment to sustainability and lists six brand pillars: Decarbium, Ecolibrium, Renuva, Circulibrium, Returna, and Resource. A red box highlights these pillars, and a red arrow points from the "Resource" pillar to a detailed view of the "Resource" product solution. This view shows the "Resource" product solution, which is a high-density polyethylene resin material available in North America for profile extrusion and use as a processing aid. Below this, the "Product solutions" section lists various products, including ADCOTE™ 37295 BW Water-Borne Heat Seal Coating, AXELERON™ FO 6548 BK Telecom Cable Compound, DOW™ DFD-3642 NT LLDPE Resin for LV Insulation, and DOW™ HDPE DGD-2426 NT Bimodal Polyethylene Resin. The "Brand solutions" section features six product cards: CONTINUUM™ Bimodal Polyethylene Resins, DOWLEX™ Resins, DOWSIL™ Adhesive Emulsion, ELITE™ Enhanced Polyethylene Resins, ENGAGE™ Polyolefin Elastomers, and PRIMAL™ Emulsion.



CHOOSE: SAMPLE REQUESTS



- To help evaluate products and find the ones that work best for you, simply put in a request to experience the product first-hand before purchasing.

***Product Catalog or Product Detail Page**

The screenshots illustrate the following steps:

- Search Results:** A search for '791' yields results for DOWSIL™ 791 Weatherproofing Sealant. The 'Sample & Buy' button is highlighted.
- Product Detail Page:** The 'SAMPLE OPTIONS' tab is highlighted in the navigation menu.
- Sample Options Form:** A form is shown with dropdown menus for 'Market' (Building, Construction And Infrastructure), 'Submarket' (Select One), and 'Application' (Select One). Each option has an 'Add to Sample Cart' button.



USE: ORDER & DELIVERY MANAGEMENT



Conveniently access all order and delivery information at any time. The buyer **Dashboard** provides access to see important activities in one place!

- Next 5 Deliveries Scheduled to Arrive
- Last 5 Orders Placed
- Contacts
- Quick Links
- And more! (depending on access)

The screenshot displays the Dow Buyer Dashboard for a user named Tonya Price. The dashboard is organized into several sections:

- Offers:** A row of five product offers for XAMS 15K™ PMS 200 Silencers, each with a price of 20.00 USD/90.
- Upcoming Deliveries:** A table with 5 rows showing delivery details.
- Recent Orders:** A table with 5 rows showing order details.
- Contracts:** A table with 5 rows showing contract details.
- My Contacts:** A section with three contact cards for Beggs, Michelle; Eagly, Tiffany; and Oryshels, Brittany.
- Quick Links:** A section with two links: "Order Placement Video" and "Order Management Video".

Delivery No.	Planned/Actual Delivery Date	Status
0115792494	20 Jun 2024	Open
0115792495	20 Jun 2024	Preparing to Ship
0115792496	20 Jun 2024	Shipped
0115792497	20 Jun 2024	Delivered
0115792498	20 Jun 2024	Delivered

Order No.	P.O. No.	Status
0111032400	020224	In Process
0111032401	090225	In Process
0111032402	080225	In Process
0111032403	020024	In Process
0111032404	090223	In Process

Contract No.	Status	Action
02 Contract Member	Pending Approval	Approve & Place Order
02 Contract Member	Order Created	Approve & Place Order
02 Contract Member	Order Created	Approve & Place Order
02 Contract Member	Order Pending	Cancel Contract Service

Name	Phone	Email
Beggs, Michelle	+1 554 964 431	
Eagly, Tiffany	+1 909 021 236	
Oryshels, Brittany	+1 909 064 308	



USE: ORDER & DELIVERY MANAGEMENT



The [Order Management Page](#) provides access to all your history and order/delivery documents. Here you can also manage your account balances, cases, contacts and other documents.

- Find **order details** – order status, line-item detail, order date and order acknowledgements
- Find **delivery details** – delivery status, ship date, delivery date, carrier and delivery notes
- Find **account details** – current balance, past due balance and total balance for any account
- Find **invoice details** – invoice number, invoice status and invoice documents
- Access other documents – packaging lists, certificate of analysis, and safety data sheets

The screenshot shows the Dow Order Management web application. At the top, there's a navigation bar with the Dow logo, links for APPLICATIONS, PRODUCTS, and SUPPORT, and a search bar. Below this is a secondary navigation bar with 'My Account', 'DASHBOARD', 'ORDER MANAGEMENT' (highlighted with a red box), 'MY PRODUCTS', 'RESOURCES', and 'PROFILE'. A red 'ORDER' button is also present. Under 'ORDER MANAGEMENT', there are tabs for ORDERS, DELIVERIES, COA, ACCOUNT SUMMARY, INVOICES, CASES, and CONTRACTS. The main content area has a 'Filter By' section with dropdowns for Addresses, Order Date, Order Type (showing 1), and Order Status. There are also radio buttons for 'View All' and 'Open Orders', and links for 'Download Order Results' and 'Edit'. A search bar for 'PO No.' is available. Below this, it states '5 Orders found from 09 Apr 2022 to 06 Oct 2022' and a 'Sort By' dropdown set to 'Order Date - Newest/Oldest'. A table displays order data with columns: Delivery Address, PO No., Order No., Order Date, Status, Items, and Company Address. The table shows three rows, all with 'BALTIMORE, US' as the delivery address and 'REORDER' as the status.

Delivery Address	PO No.	Order No.	Order Date	Status	Items	Company Address
BALTIMORE, US ⓘ				REORDER		ⓘ
BALTIMORE, US ⓘ				REORDER		ⓘ
BALTIMORE, US ⓘ				REORDER		ⓘ

USE: SHIPMENT VISIBILITY



- Quickly access the exact location of your order in real-time by clicking on the Track Delivery button on the Delivery Status Page.
- This capability provides a real-time map of where your shipment is in transit and live status updates from on the road or in the yard.

Dow APPLICATIONS PRODUCTS SUPPORT

What are you looking for?

Delivery Status

Delivery 0827316377 [View Header Documents](#)

Track Delivery

Delivery Address	Company	Carrier

Delivery Type	Outbound Delivery
Ship Mode	Road
Ship Date	05 Apr 2024
Delivery Date	29 Mar 2024
Status	In-Transit Delayed

Item 10

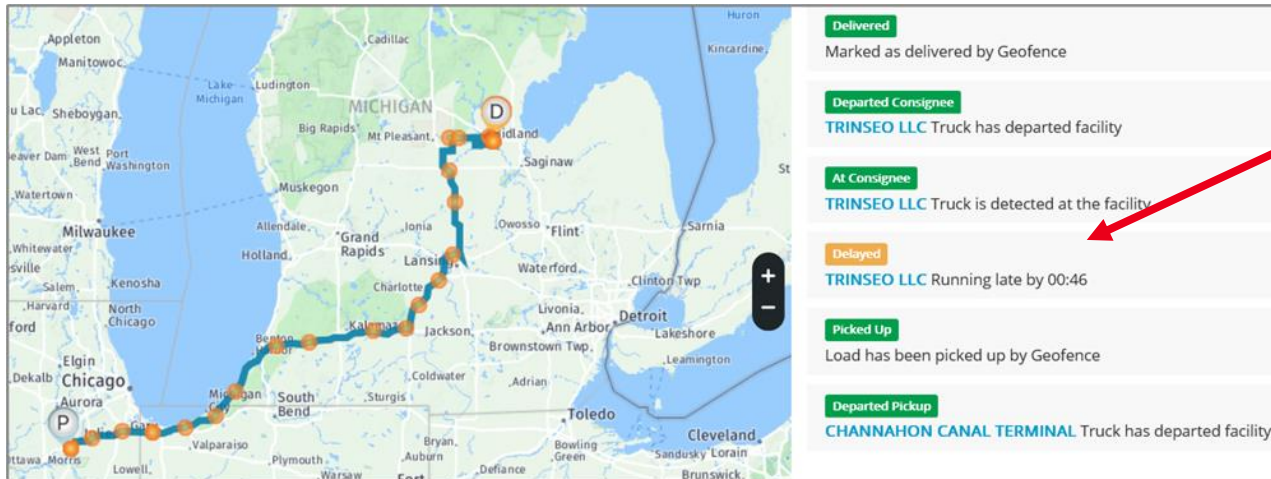
DOWSIL™ 888 Silicone Joint Sealant 280.3 KG Drum, 4 per Pallet Material No. 4105682

P.O. No.	Order No.	Order Item No.	Order Quantity	Documents
				SDS Product Handling Spec (Store Pkg)

Batch	Batch Quantity	Documents
H05001B005	24.0 DR	COA

Dow Seek Together™

in t f y o



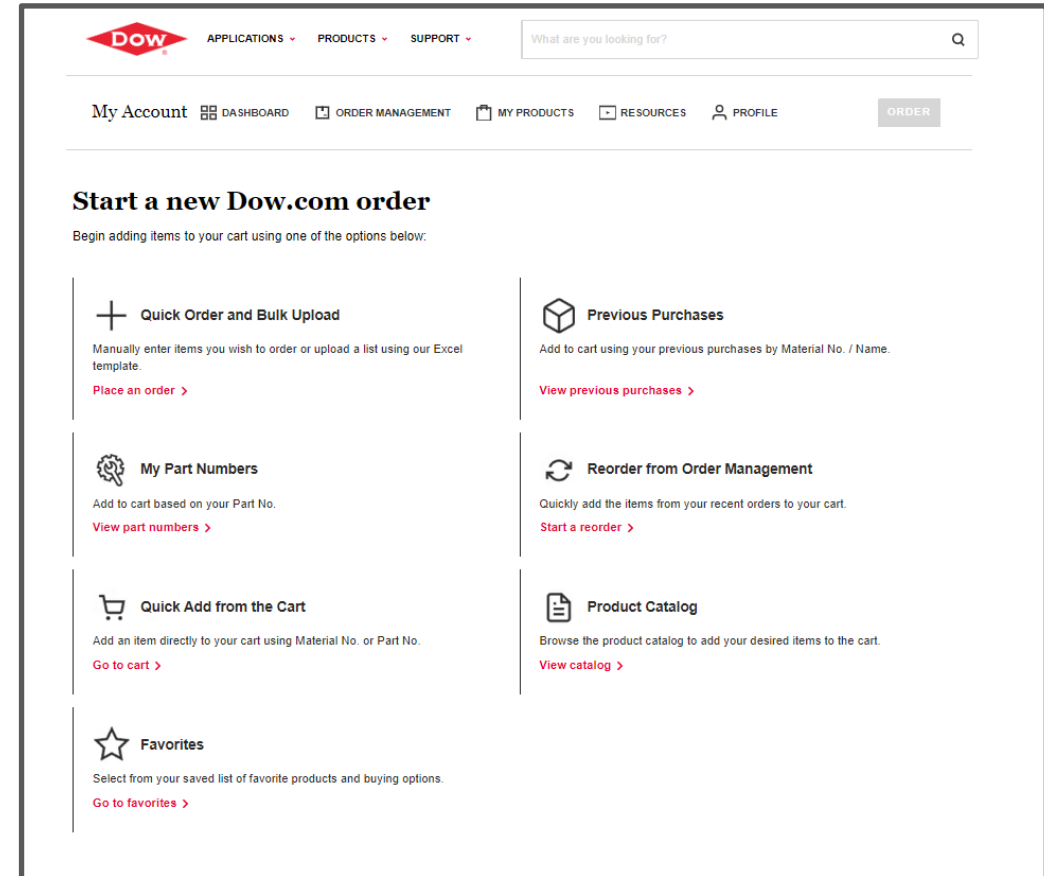
USE: ORDER PLACEMENT



You can save time and easily place orders for products* currently available online, anytime 24/7. By simply adding materials to your cart using one of the six ways below you can place an order in the matter of minutes.

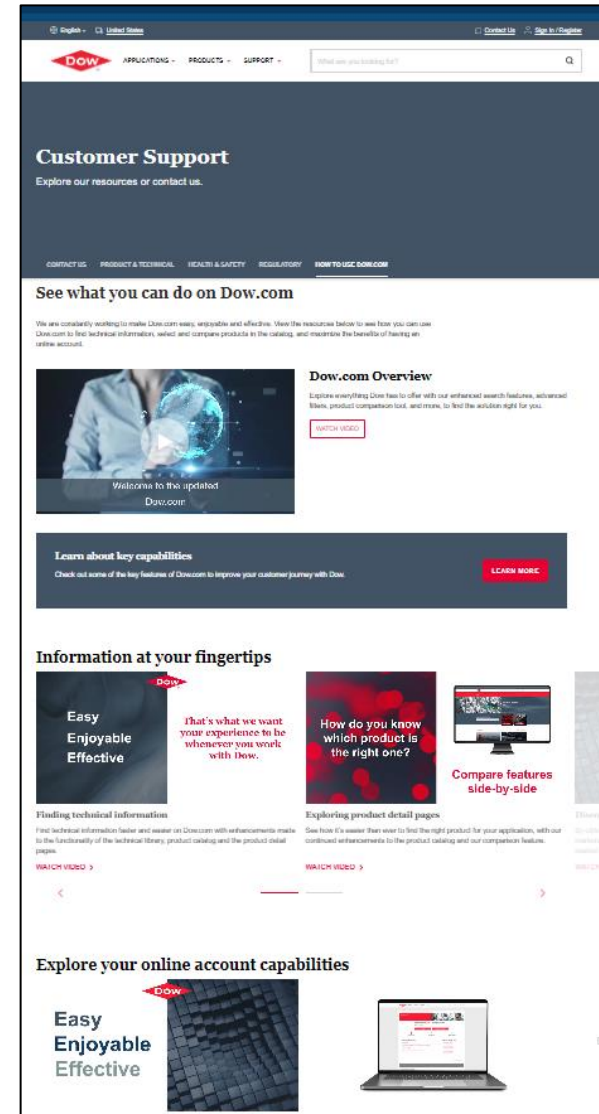
1. Product Catalog Search
2. My Part Numbers
3. Reorder
4. Quick Order and Bulk Upload
5. Quick Add
6. Previous Purchases

*Only certain products are sold on Dow.com at this time – please contact your Customer Service Representative for more information.



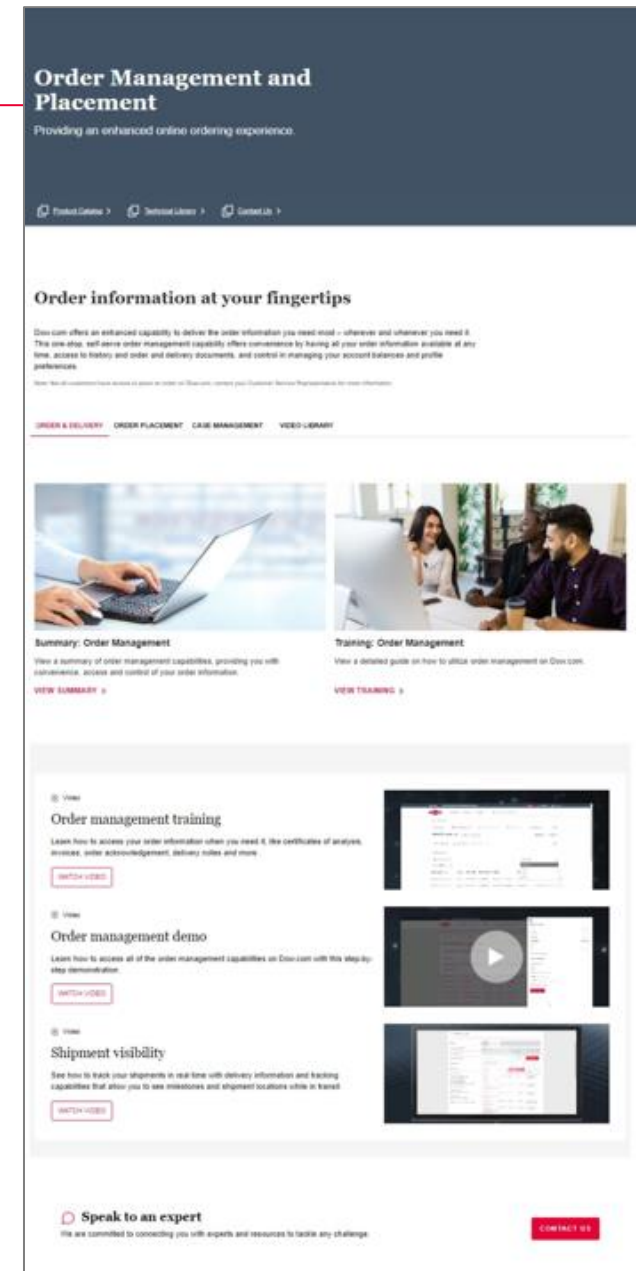
DOW.COM RESOURCES

- [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 each) – demonstrating the sites capabilities
 - [Find Technical Information](#)
 - [Explore Product Detail Pages](#)
 - [Discover Solutions](#)
 - [Navigate the Site](#)
 - [Register for an Account](#)
 - [Explore Account Capabilities](#)



DOW.COM ORDER MANAGEMENT & PLACEMENT

- [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](#)
 - [Shipment Visibility Video](#)
 - [Order Management Summary/One-Pager](#)
 - [Dow.com Order Management Demo](#)
 - [Order Placement Training Video](#)
 - [Order Placement Training Guide](#)
 - [Order Placement One-Pager](#)
 - **Video Library** includes more than 10, 1-minute order-related video clips





Seek

Together™