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*
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.
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.
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
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).
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.
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.

*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.*
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.

<table>
<thead>
<tr>
<th>Delivery Address</th>
<th>PO No.</th>
<th>Order No.</th>
<th>Order Date</th>
<th>Order Status</th>
<th>Items</th>
<th>Company Address</th>
</tr>
</thead>
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</tr>
</tbody>
</table>

*Order Management design enhancements coming soon
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.
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.
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.
ORDER ENTRY, CART & CHECKOUT SCREENS
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.
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.

![Cart Review & Check-out Process Diagram]
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.
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