DOW.COM INTRODUCTION GUIDE
How to Access Dow.com

- Go to Dow.com and enter your credentials.
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.
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.
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.
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:

<table>
<thead>
<tr>
<th>Status</th>
<th>Road</th>
<th>Rail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open</td>
<td>Delivery created, but no shipment has been created</td>
<td>Delivery created, but no shipment has been created</td>
</tr>
<tr>
<td>Preparing to Ship</td>
<td>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</td>
<td>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</td>
</tr>
<tr>
<td>Shipment Delayed</td>
<td>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</td>
<td>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</td>
</tr>
<tr>
<td>In-Transit</td>
<td>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 = ZOTDPDCO) = Planned Shipment End Date (Deadlines tab of shipment)</td>
<td>Actual GI date on delivery has a value and Actual Shipment End Date (Deadlines tab of Shipment) has not a value</td>
</tr>
<tr>
<td>In-Transit Delayed</td>
<td>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 = ZOTDPDCO) = Planned Shipment End Date (Deadlines tab of shipment)</td>
<td>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)</td>
</tr>
<tr>
<td>Delivered</td>
<td>Actual Shipment End Date (Deadlines tab of Shipment) has a value</td>
<td>Actual Shipment End Date (Deadlines tab of Shipment) does not have a value</td>
</tr>
</tbody>
</table>
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.
With the same steps, you can retrieve the overview of all invoices: open and paid.
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.
As an overview can be exported to Excel to provide:

- Detailed visibility on order/delivery.
- More options to manipulate information needed.