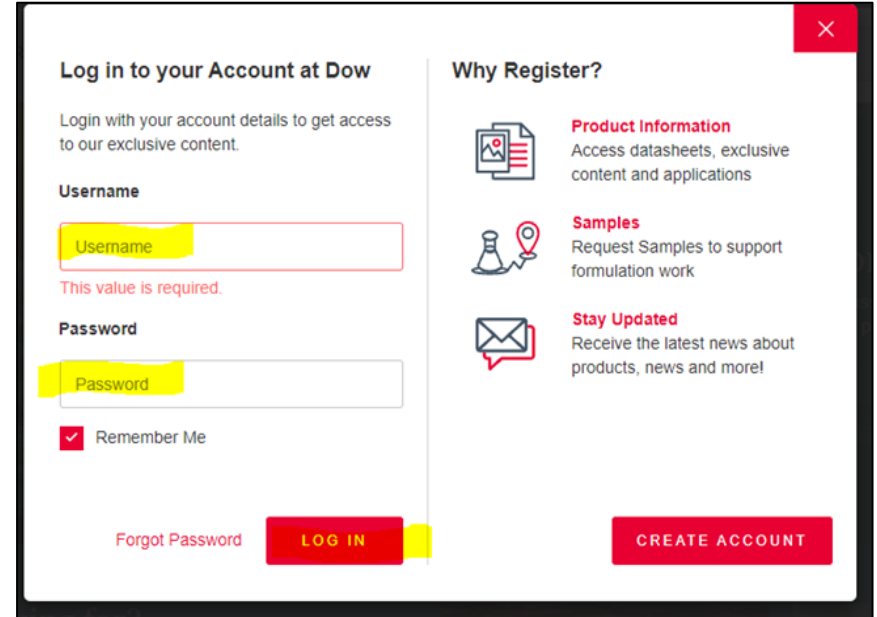
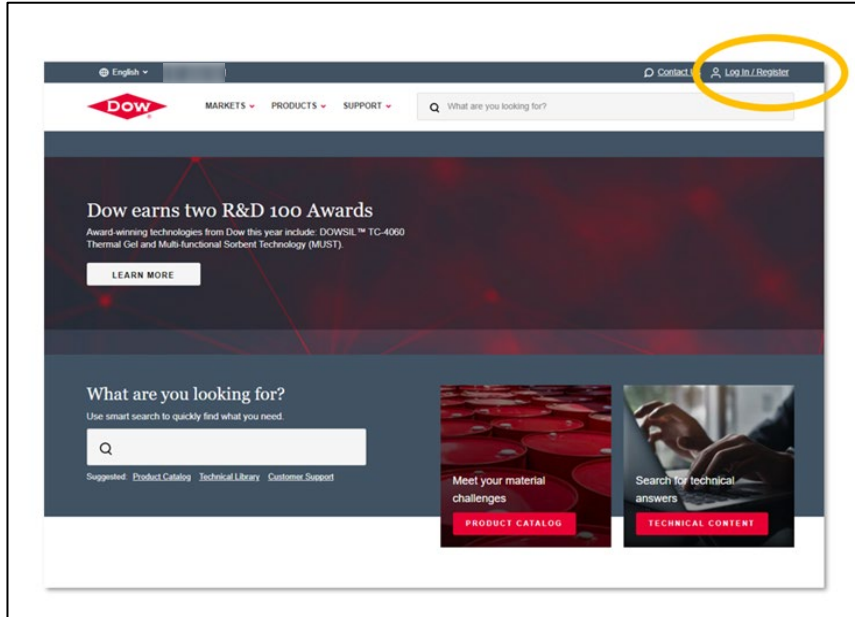




DOW.COM INTRODUCTION GUIDE

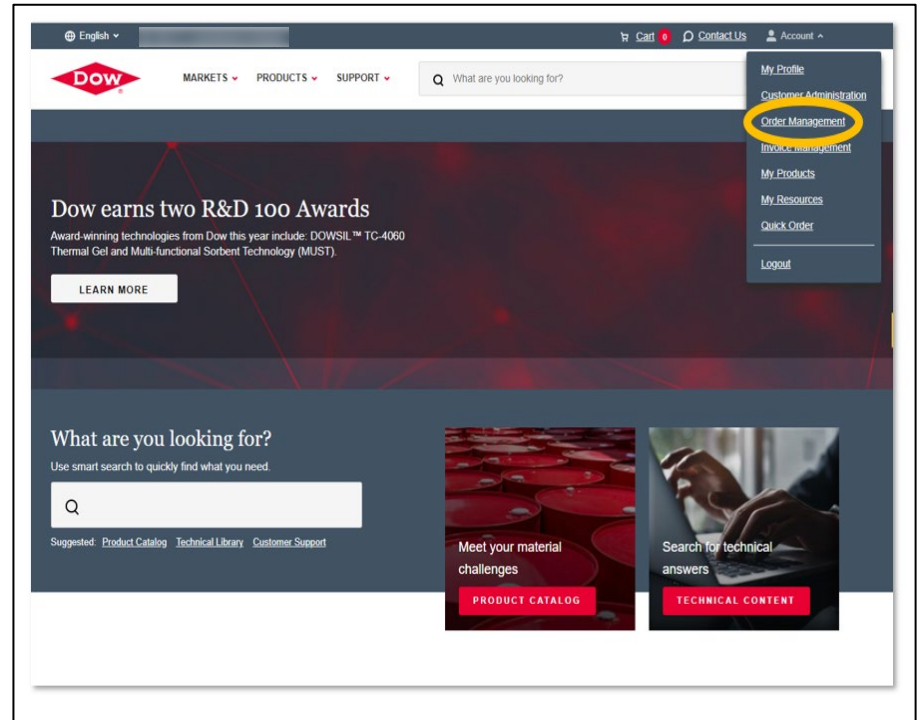
HOW TO ACCESS DOW.COM

- Go to [Dow.com](https://www.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.



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.

The screenshot shows the Dow Order Management interface. At the top, there is a navigation bar with the Dow logo, 'APPLICATIONS', 'PRODUCTS', and 'SUPPORT' menus, and a search bar. Below this is a 'My Account' section with links for 'My Profile', 'Order Management' (circled in yellow), 'Invoice Management', 'My Products', 'My Resources', and 'Admin'. The 'Order Management' section has tabs for 'ORDERS' and 'DELIVERIES'. There are filter buttons for 'Delivery Addresses', 'Company Addresses', 'Order Type', 'Order Status', and 'Order Date' (circled in yellow), along with a 'Clear Filters' button and a 'Sort' button. Below the filters, it says '61 Orders Found'. There is a search bar for 'Enter P.O No.' and a dropdown for 'PO No.'. There are also links for 'Download Order' and 'Edit', and a 'View All' toggle switch. The main content is a table with columns: 'Delivery Address', 'PO No.', 'Order No.', 'Order Date', 'Order Status', 'Items', and 'Company Address'. The 'Order Date' column is highlighted by a yellow oval. The table contains five rows of data:

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
XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	22 Dec 2021	SHIPPED	1	

Order Status

Order 113314181 [ORDER ACK](#)

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

Item 10

[SHIPPED](#) [SDS](#)

Quantity	Pickup Date	UNIT	UNIT
1	17 Jan 2022	KG	KG

[REORDER](#)

Order Date: 22 Dec 2021

Order Type: Standard Order

PO: [XXXXXXXXXX](#)

Order Summary

Subtotal: [XXXXXXXXXX](#)

Tax: [XXXXXXXXXX](#)

Total: [XXXXXXXXXX](#)

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

The screenshot shows the Dow Order Management system. The 'DELIVERIES' tab is selected in the top navigation bar. Below the navigation, there are search filters for 'Delivery Addresses', 'Company Addresses', 'Delivery Status', and 'Delivery Date'. A search bar contains '9 Deliveries found'. Below this is a table with columns: Delivery Address, PO No., Delivery No., Delivery Date, Status, Shipment Number, and Company Address. The 'Delivery Date' and 'Status' columns for the first five rows are circled in yellow.

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		
BEDFORD PARK, US	4525119435	0822451796	24 Dec 2021	IN-TRANSIT	0039990089	BEDFORD PARK, US

Delivery Details

De

TRACK DELIVERY

SDS

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. At the top, there are navigation links for 'English', 'Cart', 'Contact Us', and 'Account'. Below this is a search bar and a navigation menu with 'APPLICATIONS', 'PRODUCTS', and 'SUPPORT'. The main content area is titled 'Order Management' and includes tabs for 'ORDERS' and 'DELIVERIES'. Under 'ORDERS', there are filter tabs: 'Delivery Addresses', 'Company Addresses', 'Order Type', 'Order Status', and 'Order Date' (circled in yellow). A green arrow points from the 'Order Date' tab to the 'Sort' button. Below the filters, it says '33 Orders Found' and provides a search bar for 'Enter P.O. No.' and a 'PO No.' dropdown. There are also links for 'Download Order' and 'Edit', and a 'View All' toggle. The main table displays order data with columns: Delivery Address, PO No., Order No., Order Date, Order Status, Items, and Company Address.

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	

This screenshot shows the same Dow website interface as the previous one, but with a 'Filter Order Date' modal open on the right side. The modal has a title 'Filter Order Date' and three radio button options: 'Last 30 Days', 'Last 60 Days', and 'Last 90 Days' (circled in yellow). Below these options is a 'Date Range' section with a subtext 'Select within a 365-day range | e.g. 03/02/2019 to 03/02/2020'. There are 'From' and 'To' input fields, both containing 'DDMMYYYY'. At the bottom of the modal, there are 'Clear Filter' and 'View' buttons, with the 'View' button circled in yellow. The background of the website is dimmed.

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.

The screenshot shows the Dow Order Management web application. The top navigation bar includes the Dow logo, 'English' language selector, and links for 'Cart', 'Contact Us', and 'Account'. Below the navigation are tabs for 'APPLICATIONS', 'PRODUCTS', and 'SUPPORT', along with a search bar. The main content area is titled 'Order Management' and has sub-tabs for 'ORDERS' and 'DELIVERIES'. A search bar with the placeholder 'Enter P.O. No.' and a 'PO No.' dropdown is visible. Below the search bar, there are buttons for 'Download Order' and 'Edit', with the 'Edit' button circled in yellow. A green arrow points from the 'Edit' button to a modal window.

The modal window titled 'Create Your Downloadable Order Document' contains a list of fields that can be selected for export. A red 'Download' button is located in the top right corner. The fields are organized into four columns:

<input type="checkbox"/> Save as Default	<input type="checkbox"/> Order Type	<input type="checkbox"/> Line Item	<input checked="" type="checkbox"/> Order Number
<input checked="" type="checkbox"/> PO Number	<input checked="" type="checkbox"/> Order Entry Date	<input checked="" type="checkbox"/> Item Status	<input checked="" type="checkbox"/> Total Item Quantity Ordered
<input checked="" type="checkbox"/> Requested Delivery Date	<input checked="" type="checkbox"/> Confirmed Quantity	<input checked="" type="checkbox"/> Material Number	<input checked="" type="checkbox"/> Sales Unit of Measure
<input checked="" type="checkbox"/> Material Description	<input type="checkbox"/> Line Item Net Value	<input type="checkbox"/> Unit Price	<input type="checkbox"/> Customer Specifications
<input type="checkbox"/> CMIR Part Number	<input type="checkbox"/> Currency	<input checked="" type="checkbox"/> Sold To Name	<input checked="" type="checkbox"/> Sold To Number
<input type="checkbox"/> CMIR Description	<input type="checkbox"/> Color Code	<input checked="" type="checkbox"/> Estimated Delivery Date	<input checked="" type="checkbox"/> Planned Ship Date
<input checked="" type="checkbox"/> Ship To Number	<input checked="" type="checkbox"/> Ship To Name	<input checked="" type="checkbox"/> Contract Number	<input type="checkbox"/> End User Name
<input type="checkbox"/> Forwarding Agent	<input type="checkbox"/> Inco Terms (Inco 1 and 2)	<input type="checkbox"/> End User Number	
<input type="checkbox"/> Source Plant			



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