



SELF-SERVICE
PORTAL

Keltan[®] KSA Self-Service Portal

Instructions for use



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Customer Self-Service Portal



We firmly believe in giving our customers full control and on-demand visibility of necessary information, at your convenience. Our Customer Self-Service Portal is accessible 24-hours a day, 7-days a week and promises to supply you with relevant information pertaining to our Products or your Order in an extremely intuitive interface.



In the Customer Self-Service Portal you will find product information such as Product Data Sheets, General Sales Specifications, Safety Data Sheets and detailed Product Packaging information. You will also be able to place an inquiry for a Product or REACH declaration and to request for a Keltan® KSA sample.

In order to have access to our Customer Self-Service Portal,

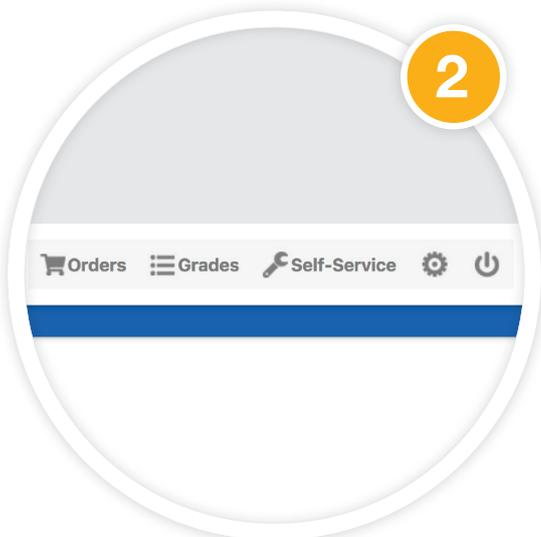
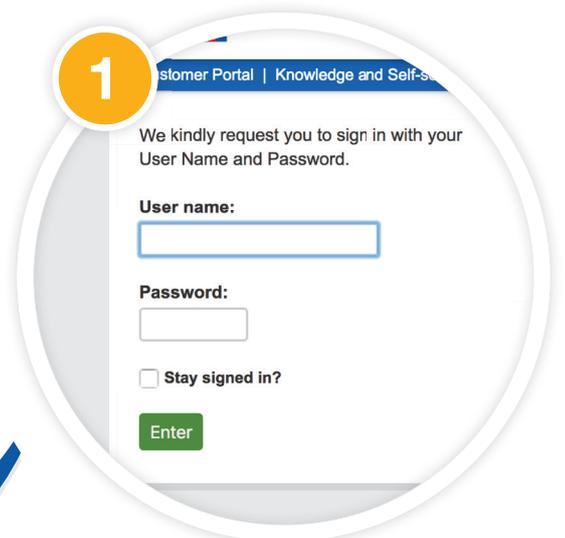
please download the registration form, fill it in and sign it. Send the signed form, together with the necessary documents (as mentioned in the form) to keltanksa_info@arlanxeo.com to complete the registration process.

Shortly after your registration you will receive an e-mail with user name, password and a link to our Customer Self-Service Portal.



Forgot your password? No worries!
An automated password request function is provided at the login screen.

Enter your credentials and press the “enter” button to login to the Self-Service Portal



On the welcome screen you will find the main menu with the “Orders”, “Grades” and “Self-Service” buttons in the top right hand corner.



Change your password and language
in the settings  panel of the portal.

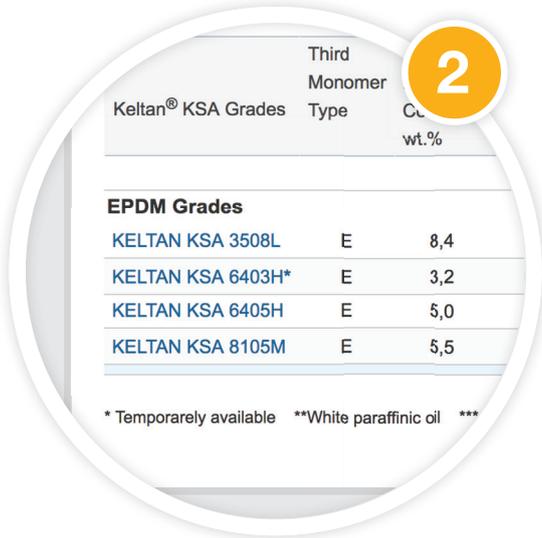
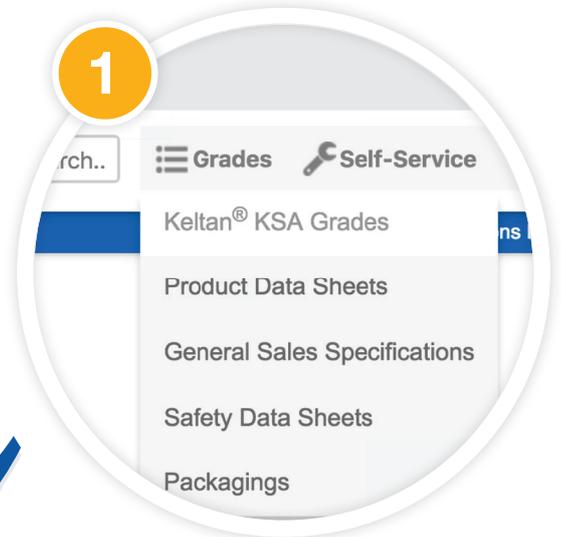
View grade information



Our Customer Self-Service Portal provides you with grade specific product information that can be consulted in just 3 simple steps.

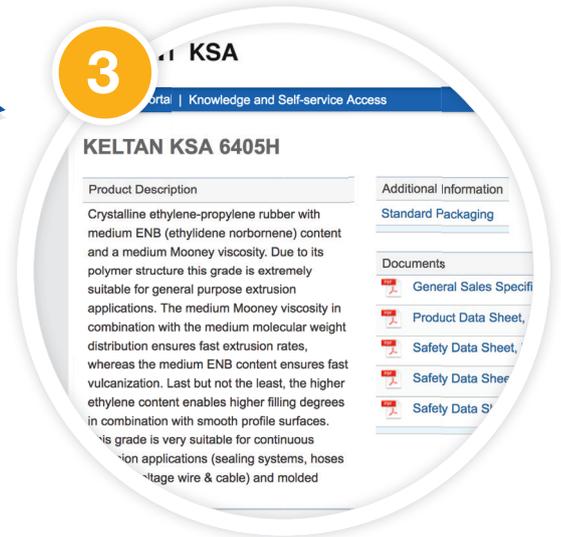


Hover or click “Grades” in the upper right hand corner of your screen to trigger a drop-down menu and choose “Keltan® KSA Grades” to get an overview of all available grades.



In the overview, click on a grade to show grade specific details and information.

In the new detailed view, you can read grade specific details, consult packaging information and download product sheets or sales specifications.



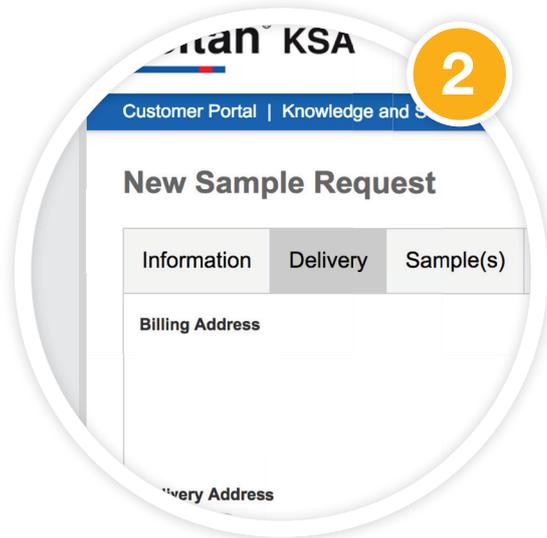
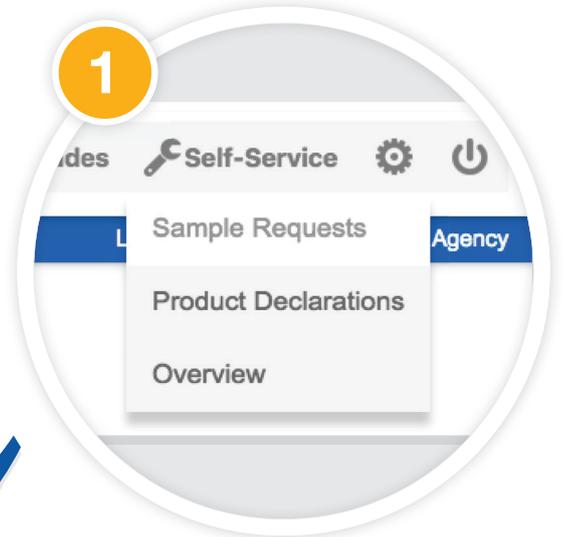
 You can also click the direct links in the drop-down menu to download **Product Data Sheets, General Sales Specifications, Safety Data Sheets or Product Packaging information.**

Request a sample

Our Customer Self-Service Portal has the unique option to allow you to request for samples in just 3 simple steps.

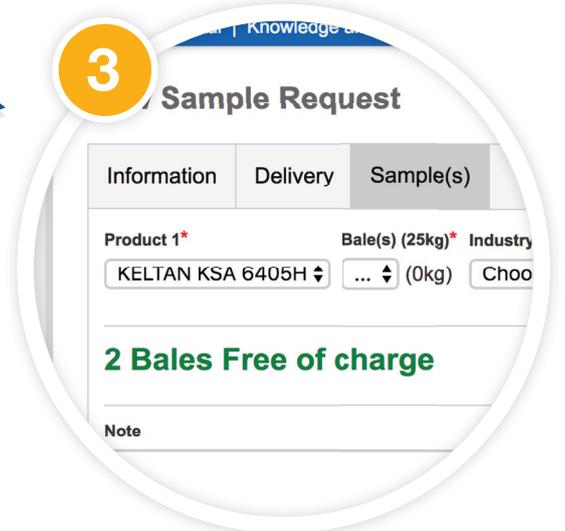


Hover or click “Self-Service” in the upper right hand corner of your screen to trigger a drop-down menu and choose “Sample Requests” to open the “New Sample Request” wizard.



Run through the 3 tabs to enter specific details. First fill out the delivery address in the second tab.

Choose the specific samples you would like to request and finalize the “New Sample Request” wizard. Your samples will be delivered shortly.



 **Push e-mails will be sent out** to provide you with track-and-trace information and updates about your sample request.

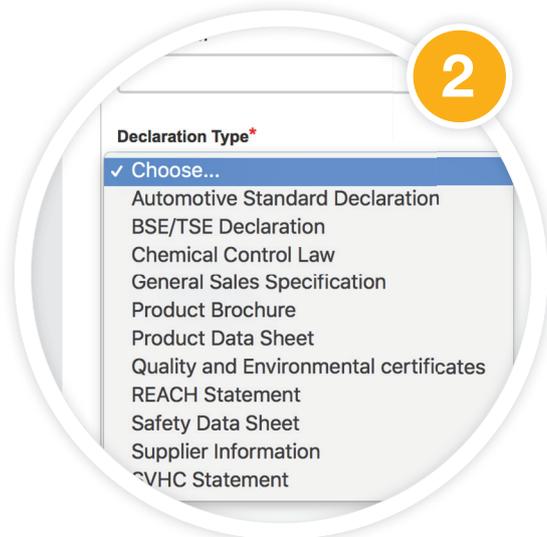
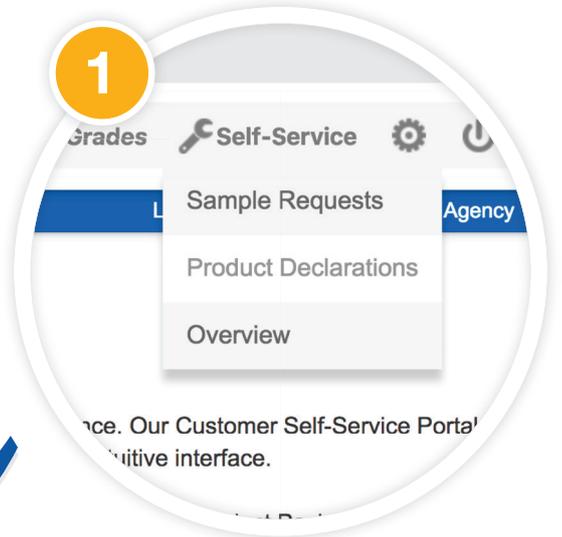
Download documents



Our Customer Self-Service Portal provides you the option to download product declaration documents on specific grades.

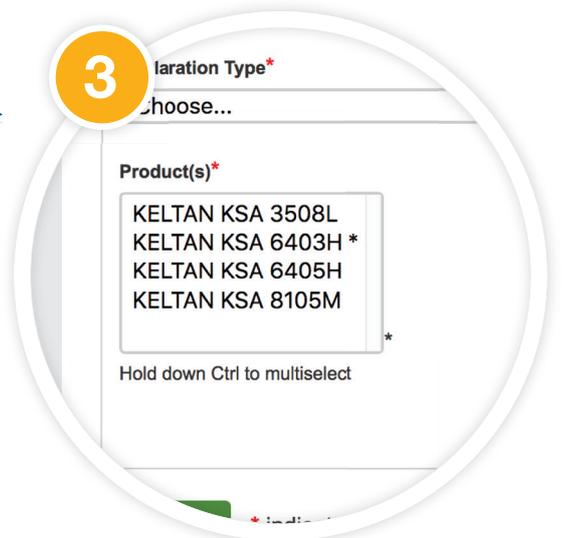


Hover or click “Self-Service” in the upper right corner of your screen to trigger a drop-down menu and choose “Product Declarations” to view a list of available documents.



In the new screen, first select the type of information that you would like to download.

After you have selected the type of document you need, go ahead and select the specific grade that you would like information about.



Future add-ons

Our Customer Self-Service Portal will be continuously updated and improved. So stay tuned for future add-ons.

The next functionality that will be online soon is a **Complaints Management Module**.



Keltan® KSA
Self-Service Portal Instructions for use V1.0
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