



Keltan[®] KSA Web Shop

Instructions for use

We firmly believe in giving our customers full control and on-demand visibility of necessary information, at your convenience. Our Web Shop is accessible 24-hours a day, 7-days a week and provides you with the ability to order Keltan[®] KSA products all by yourself in an extremely intuitive interface.



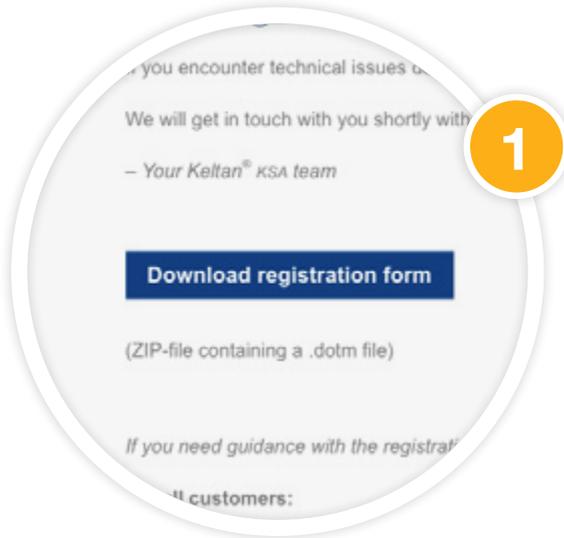
This short guide will show you in a few steps how you can order products. You register, login and place your order. We process and send your order while we keep you informed about delivery. Safe and simple!

Step 1

Register first! In order to have access to our Web Shop you must be a registered user.



Register

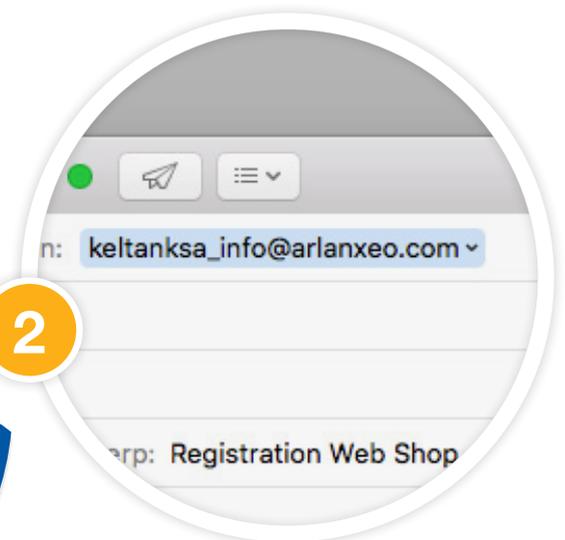


1

Download the registration form on keltanksa.com, fill it in and sign it.

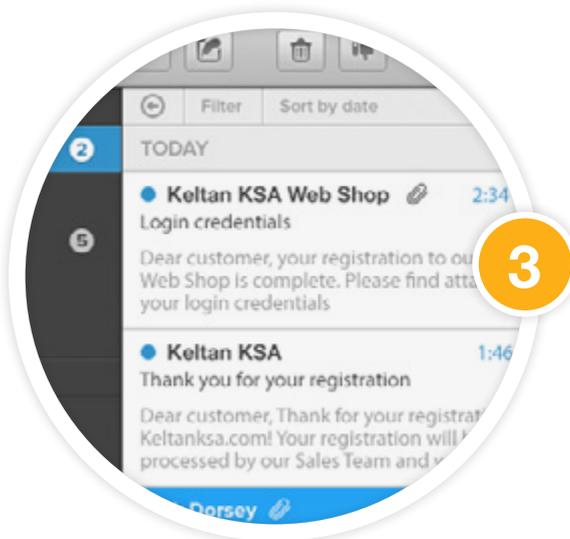
Send the signed form including the required documents to keltanksa_info@arlanxéo.com

2



You will receive an email with your user name and password.

3

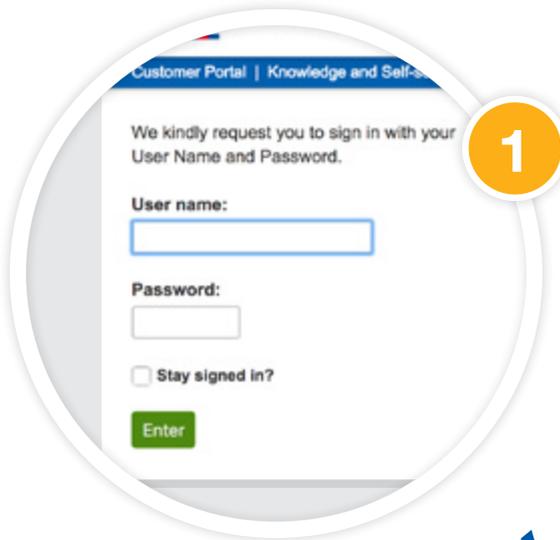


Step 2

Logging in is easy. Go to portal.keltansa.com, use your credentials and enter!



Login



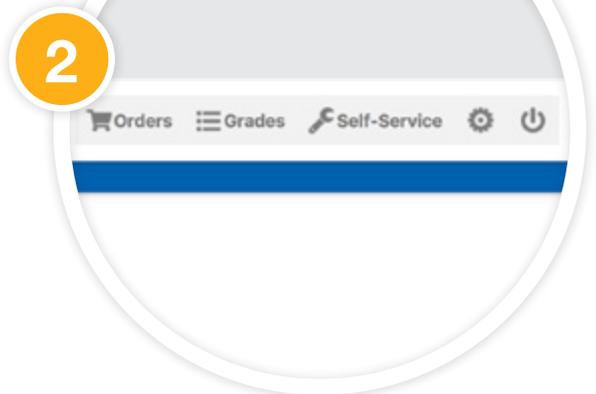
Enter your credentials and press "Enter".



Forgot your password? No worries!

An automated password request function is provided at the login screen. You can change your password and language any time in the settings  panel of the portal.

You are now in the main menu and can start ordering.

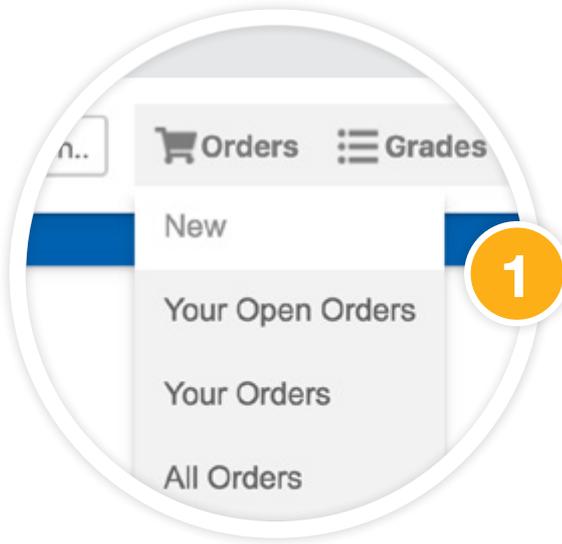


Step 3

Welcome to our Web Shop!
Start shopping and place an order.



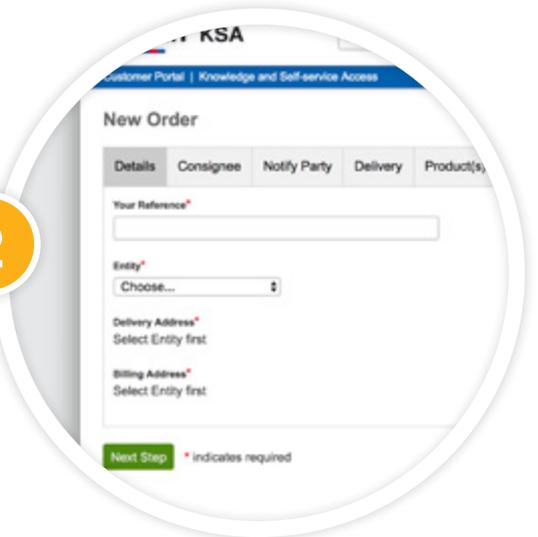
Order



Go to “Orders” and choose “New” to place a new order.

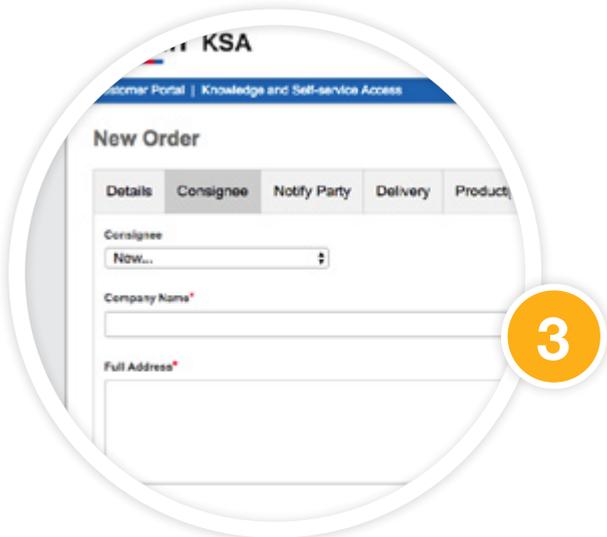
Enter your specific details and hit “Next Step”

2



Fill in the details for the consignee and the notify party.

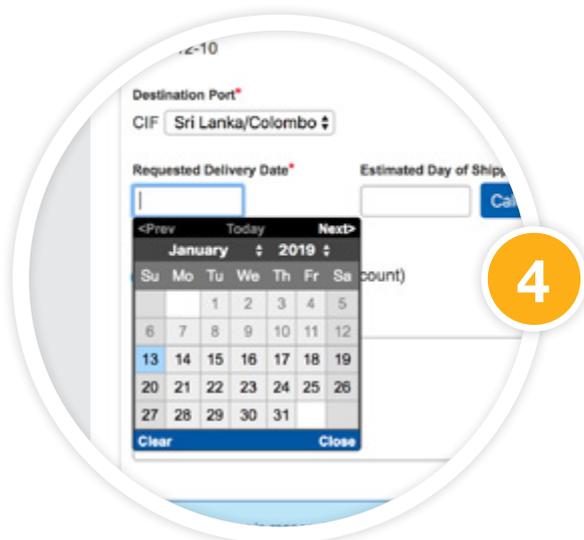
3



Ease of use! For returning customers, most of the details are already pre-filled. You will be done in the blink of an eye.



PLACE AN ORDER



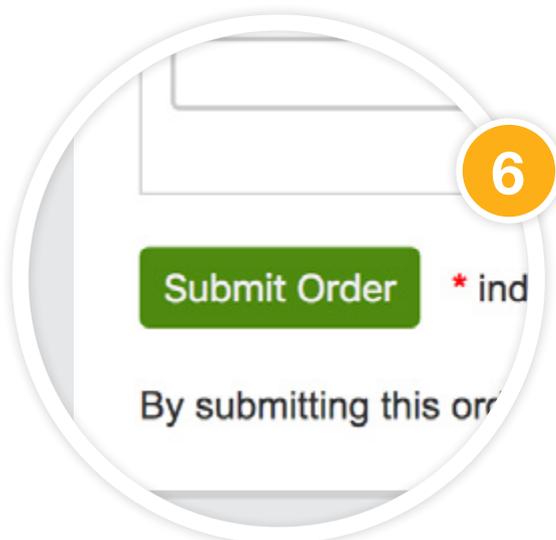
Under the 'Delivery' tab

select a destination port, delivery date and payment term.



Ease of use! Destination ports are preselected based on the region of your selected branch. Delivery time will be calculated based on this information. Only dates that qualify as possible delivery dates will be selectable.

Under the product tab select your grade, the quantity and the industry and application you tend to use it for.



Submit your order request.

A confirmation mail will be sent to you while we start processing your order.

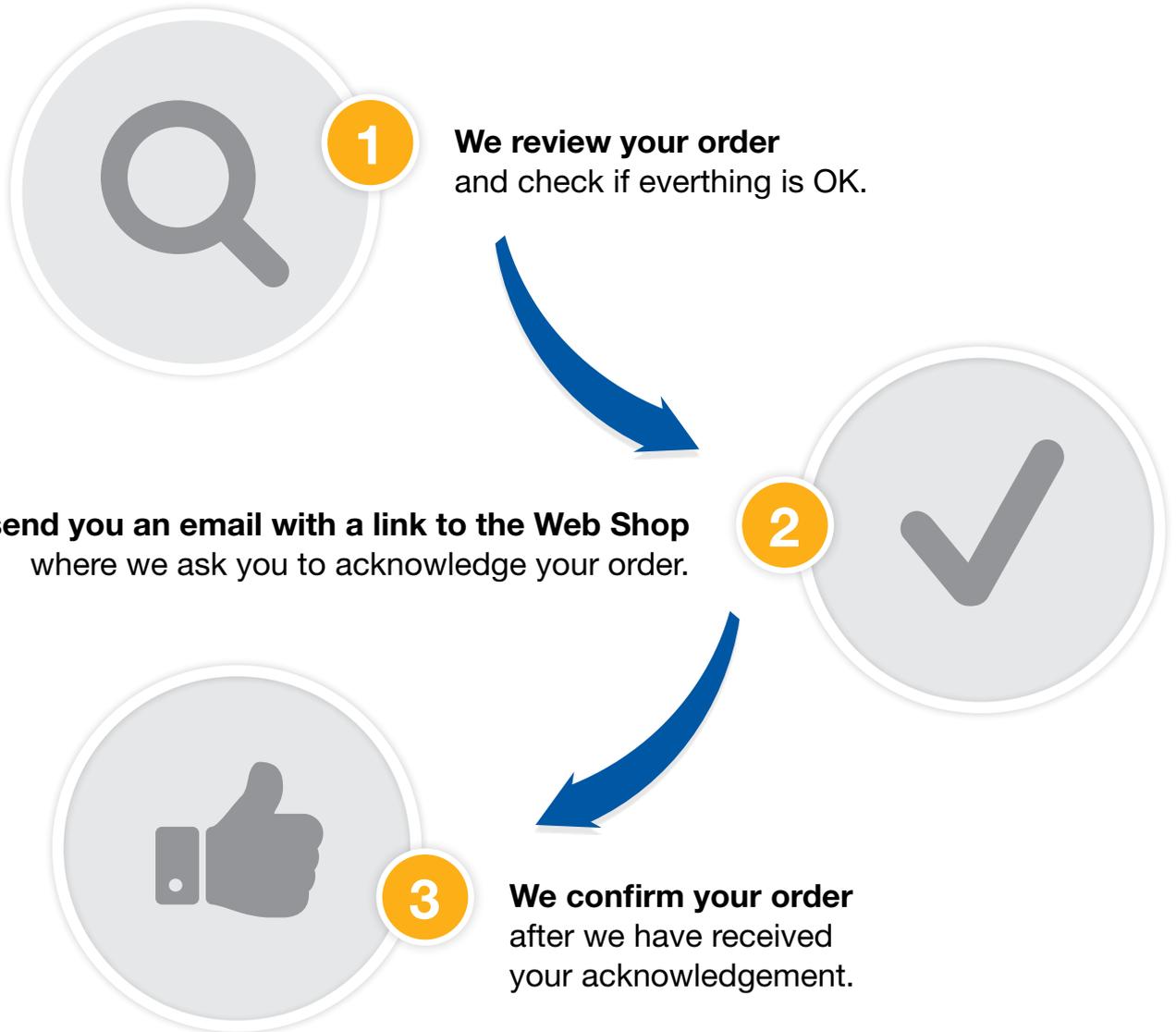
Step 4

What happens next?

We process your order and ask you a few things.



Process



Better safe than sorry! By asking you to acknowledge your order we make sure everything is OK before we start processing.

Step 5

Time to deliver!
Get ready for your order.



Delivery



We will send your order
according confirmed order details.

You will be informed every step of the way
via status updates.



Your order arrives!
You can pick it up at the harbor you selected.



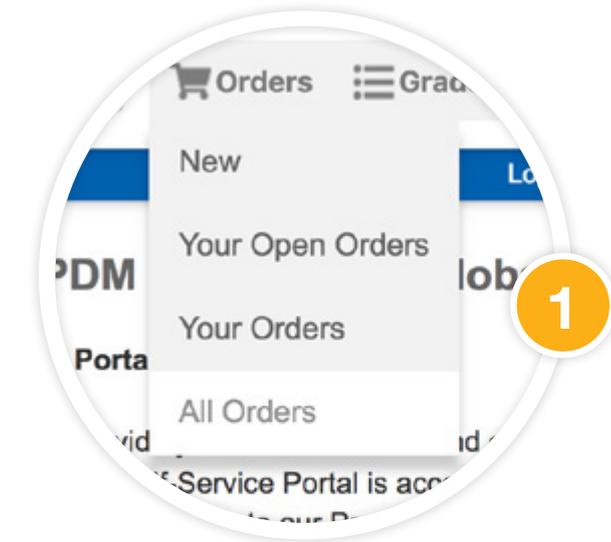
Conveniently arranged in the Web Shop!
All delivery related documentation about your order, like invoice and packing list can be found in the Web Shop.

Step 6

Our service doesn't stop, once your order has been delivered.

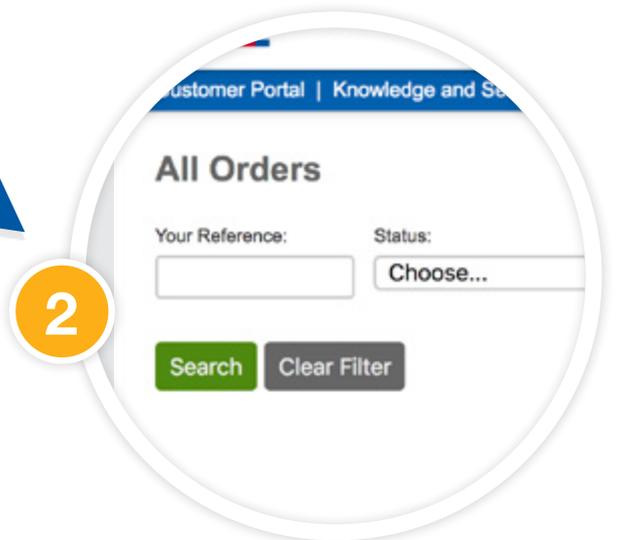


After sales



Check your account regularly for an overview and details of all of your orders.

Filter options to view the status of your orders from all purchasers of your company or department.



We will always notify you by email in case important information like overdue payments need your attention.



One-Stop-Shop! Your account shows you everything you need to know about your Orders.

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

Web Shop Instructions for use V1.0

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