SABIC FANAR+ eShop

INSTRUCTION TO MANAGE ORDERS

DATE: MAY, 2015
LANGUAGE: ENGLISH

CHEMISTRY THAT MATTERS™

Monitor / change orders in the SABIC eShop

For monitoring the status of your orders in our shop and maybe adjust them you login to the shop using the account username and password supplied by your SABIC contact.
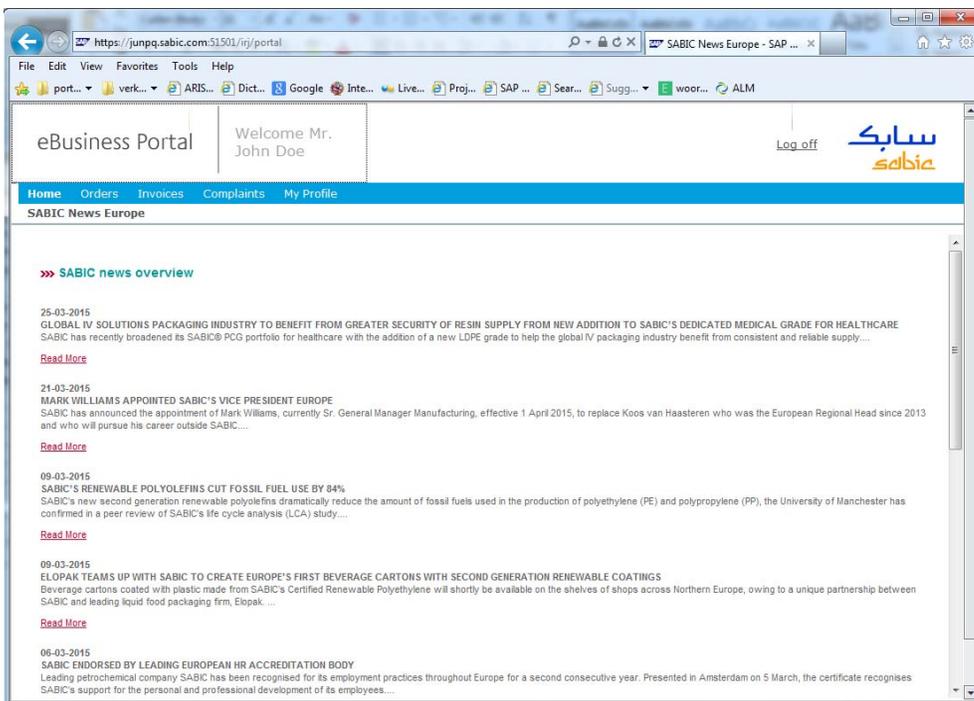
The URL for the SABIC web shop is: https://ebusiness.sabic.com/irj/portal

Click submit to enter the portal

SABIC eShop

For monitoring orders you select "Order Tracking" from the menu: "Orders". In the next screen you find a list of all your order line items with SABIC. The options you have are:

Home	Orders	Invoices	Complaints	My Profile

New Order | **Orders Tracking** | Orders History

Order Tracking

Select Sold-To: [_____] ▼

Filter By

Product: [Product ▼]   Ship-To: [Ship To ▼]
Period: [Last 4 weeks ▼]   Status: [Status ▼]

[Search By Order] [Search By Delivery] [Search By Shipment #] [Search By PO#] [Search by Confirmed Delivery Date] [Download Excel 🖨] [Clear Filter]

Order Status	Packaging	Order #	Line Item #	Material Description	Delivery #	Shipment #	Line Item PO	Confirmed Quantity	Confirmed Delivery Date
🔲 Order not planned	🛍 Bags	1209049	000010	SABIC® LLDPE 118NJ 00900					
🔲 Order not planned	🚚 Bulk	1209050	000010	SABIC® LLDPE 118WJ 00900					
🔲 Order not planned	🛍 Bags	1209514	000010	SABIC® LLDPE 118WJ 00900			PO reference 1234-00		
🔲 Order not planned	🛍 Bags	1209514	000020	SABIC® LLDPE 118WJ 00900			PO reference 1234-00		
🔲 Order not planned	🛍 Bags	1209514	000030	SABIC® LLDPE 118WJ 00900			PO reference 1234-00		
🔲 Order not planned	🛍 Bags	1209514	000040	SABIC® LLDPE 118WJ 00900			PO reference 1234-00		
🔲 Order not planned	🛍 Bags	1209514	000050	SABIC® LLDPE 118WJ 00900			PO reference 1234-00		
🔲 Order not planned	🛍 Bags	1209724	000020	SABIC® LLDPE 118WJ 00900			PO-reference 1234-00	27500.000	21.05.2015
🔲 Order not planned	🛍 Bags	1209724	000030	SABIC® LLDPE 118WJ 00900			PO-reference 1234-00	27500.000	21.05.2015
🔲 Order not planned	🛍 Bags	1209724	000040	SABIC® LLDPE 118WJ 00900			PO-reference 1234-00	27500.000	21.05.2015

- You can filter the list of line-items on material by selecting that material in the appropriate dropdown list.

Filter By

Product: [Product ▼]   Ship-To: [Ship To ▼]
Period: Status: [Status ▼]

Product
22000077 SABIC® LLDPE 118WJ 00900
22008408 SABIC® LLDPE 118NJ 00900
22000081 SABIC® LLDPE 118WJ 00900

[Search By] [hipment #] [Search By PO#] [Search by Confirmed Delivery Date]

- You can filter the list of line-items on period by selecting that period in the appropriate dropdown list:

- You can filter the list of line-items on ship-to by selecting it in the appropriate dropdown list:

- You can also filter the list of line-items on status by selecting this in the appropriate dropdown list:

You can also select/find individual orders by:

- Order number: click the button: **Search By Order** and subsequently enter the order number in:

- By deliver number: click the button: **Search By Delivery** and subsequently enter the SABIC delivery number in:

- By Shipment number: click the button: **Search By Shipment #** and subsequently enter the SABIC shipment number in: **Enter Shipment #** [ ] **Search By Shipment #** 🔍

- By PO reference number: click the button: `Search By PO#` and subsequently enter your own Purchase Order reference number in: **Enter PO#** [   ] `Search By PO# 🔍`

- By confirmed delivery date: click the button: `Search by Confirmed Delivery Date` and subsequently enter a range of dates for the by SABIC confirmed delivery date in:

Confirmed Delivery Date [   ] 📅 **To** [   ] 📅 `Search by Confirmed Delivery Date 🔍`

You can combine searching for any of these items simply by selecting them prior to entering the criteria. You can clear your search filter by selecting the button: `Clear Filter`.

A faster way to search for individual order line-items based on particular item numbers or status is by entering a criterion in one of the appropriate fields in the row marked with : 🔽. By then clicking on the icon: 🔽 the filtering is in effect. This applies to the columns:

- Line Item number
- Material Description
- SABIC Sales Order number
- SABIC Delivery number
- SABIC Shipment number
- Line item Purchase Order reference number
- Confirmed Quantity
- Confirmed Delivery Date

You can adjust the sequence in which the columns are displayed simply by dragging the appropriate column to a new position. If you want to revert to the original order you can do so by positioning the mouse in the line:

Order Status	±	Packaging	Line Item #	Material Description	Order #	Delivery #	Shipment #	Line Item PO	Confirmed Quantity	Confirmed Delivery Date	▲

And right clicking it.

Select menu option: , "Restore Original Sequence".

User Settings	▶	Hide Table column "Delivery #"
		Restore Original Sequence
Hide Quick Help		More...

Another option you have to download the list of order line items displayed by clicking the button: `Download Excel 🖨`

Zooming into an order

By clicking on a link being the SABIC Sales Order number you zoom into that particular order:

Apart from reviewing the information on the line-item in this screen you can also:

- Alter the PO reference number by just entering a new text in the appropriate field and clicking Update ;

- Create a complaint in our system related to this particular order line-item. Simply click the button: Create New Complaint to start this sequence;

- Go back to the list with outstanding order line-items by clicking on: ◀ Back

Modifying the requested delivery data

As long as the status of the order is: "Order Planned" and no Delivery is mentioned you can alter the requested delivery date:

Simply replace the requested delivery date with the new date and click on Update . The next step is that our shop evaluates your request and gives you feedback on your request. To confirm you need to click Confirm and go back to the list of line-items.