



CELSA[™]
GROUP

CELSA
STEEL UK

2017

Customer Portal Manual

Customer Portal Manual

The CELSA **Customer Portal** is an interactive web page that will allow you to access real-time order and delivery information. Inside you will be able to access important documents such as Order Confirmations, Delivery Documents, Test Certificates and Invoices. If you deal with multiple CELSA factories, you will be able to see all your information in the same place with only one set of login information. All of this is accessible wherever you are 24 hours a day from your computer, tablet and smartphone.

Our goal is to make this the best tool possible, to accompany and improve the service that we currently provide, so honest and ambitious feedback is key. If something is not working or you would like to see some more functionality please tell your Back-Office contact or email benjamin.morris@celsauk.com so that we can improve the **Customer Portal**.

This manual will walk you through the basics in setting up your admin account, how to add other users from your organisation (giving them varying levels of permissions and visibility), navigating around the portal and how to download important documents.

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Registering as a User

To register you will need to go to:
<http://cp.gcelsa.com/OV55/Account/Register>

or

<http://celsauk.com>
and click the Customer Portal button

You can register as a new user by using either your company's unique CELSA customer number or by using your VAT registration details. You should be informed of your customer number by your relevant office contact at CELSA but if you have not then please feel free to call us at any time. You will also need to fill in some other contact details (pictured right).

Your phone number will need to begin with your relevant country dialling code – e.g. +44 for UK

Please ensure that the email address you, or any of your users enter, is a company email address e.g. Joe.Bloggs@celsauk.com and not a personal one e.g. Joe.Bloggs@hotmail.co.uk

Once you accept the Terms you will receive an email confirming your access.

Please note once you have received your email and accepted your access you will still need to be granted access from a CELSA UK admin.

PASSWORD HELP:

The password must contain at least one uppercase letter, one lowercase letter, one number and one special character (``~@#$$%^&*()_+={}|\\|:;'"<=>.,?/`)

NOTE:

Should you interact with multiple CELSA Group companies you will not need to do anything additional, the relevant information will be ready and visible as soon as you login. Each CELSA Group company admin will need to grant you access individually.

A screenshot of the 'Sign Up' registration form on the CELSA Group website. The form is titled 'Sign Up' and includes the following fields: 'Customer Number', 'Name', 'Last Name', 'Phone Number' (with a UK flag icon and a dropdown arrow), 'Email', 'Password', and 'Confirm password'. Below the fields is a checkbox labeled 'I agree to the Terms of Usage and Privacy Policy'. At the bottom of the form are two buttons: a red 'Register' button and a white 'Back' button. In the bottom right corner, there is a question mark icon followed by the text 'NEED HELP? Contact support'.

Navigation Pane & Dashboard

Now you are registered you can start using the functionalities of the portal.

After you have logged in, you will be greeted with the Navigation Panel and the Dashboard.

From this screen you can easily and quickly reach all of the following areas of the portal with one or two clicks:

- Orders
- Deliveries
- Invoices
- Stocks
- Production Plan
- Documentation
- User Management

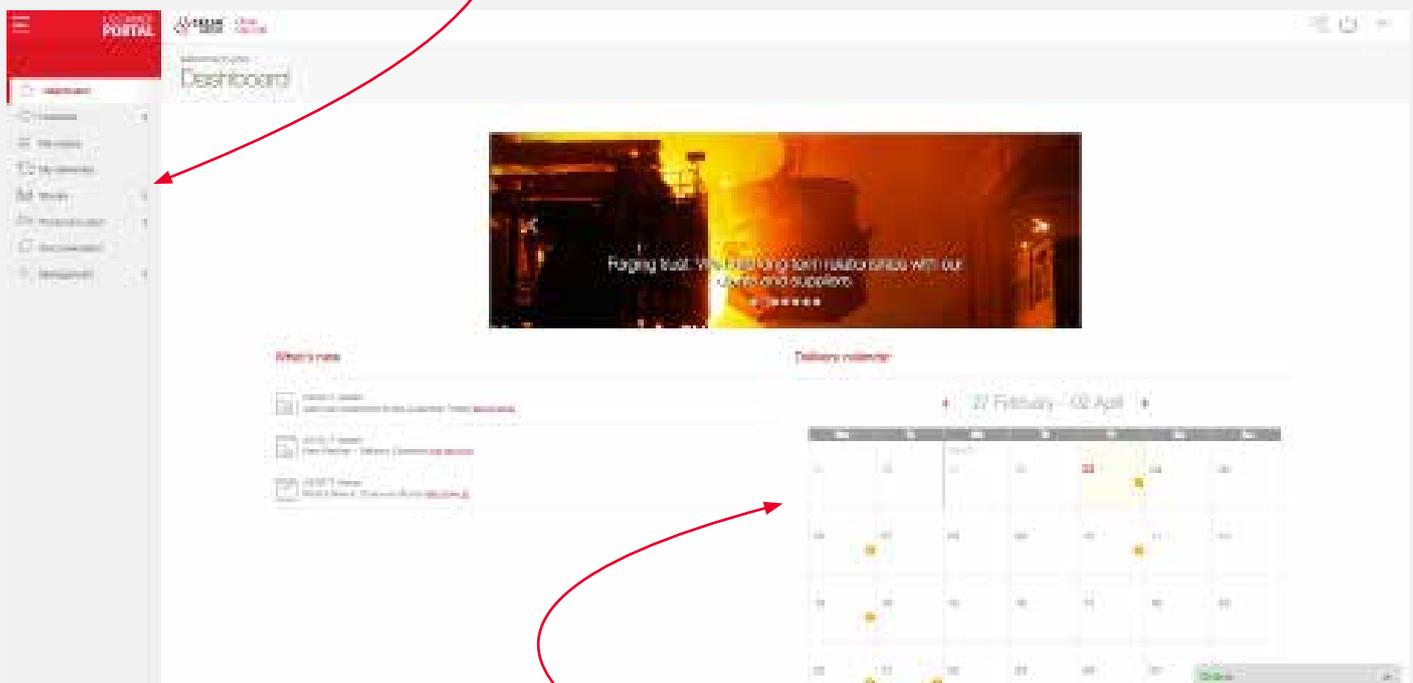
You can also see all of the latest updates we have made to the portal as well as a handy delivery calendar that shows you all of your upcoming scheduled deliveries.

If at any point you are having any technical issues then you can click on the chat screen on the right hand side of the portal and one of our IT team will be happy to assist you.

NOTE:

The normal link you will use to access the portal is

www.cp.gcelso.com/OV55 or www.celsauk.com



Delivery Calendar - New Feature!

You can now see an overview of planned deliveries directly from the Dashboard.

My Orders

From the orders screen you will be able to see any of your open orders as well as those that are complete/partially complete. You can navigate between these options by clicking on the dropdown shown here to the left.

Open Orders will show anything you the tonnage by order that you currently have on order with us that is yet to be planned for delivery.

The All Orders tab will show you everything you have ordered whether not/partially or completely delivered.

Open Orders ✓

Open Orders

All Orders

The basic order screen will show you a quick overview of each order but if you would like further information then you can double click into it at any point.

This will give you more in depth information regarding this order including progress of the load, line items & prices. From here you can also jump to any delivery or documentation associated with the order by clicking the below icons when seen:

The screenshot displays the 'CUSTOMER PORTAL' interface for CELSA GROUP and CELSA STEEL UK. The main heading is 'Order' with an 'Open' status icon. The order details are as follows:

ORDER DATE 08/03/2017	TOTAL AMOUNT GBP	TOTAL NET WEIGHT 26,000.00 KG
CUSTOMER NAME Celsa UK	SHIP TO NAME QUESTRANCE	OVERALL PROGRESS 0.00 %
SHIPPING ADDRESS		DELIVERED 0.00 KG
		TOTAL ORDER QUANTITY 26,000.00 KG

Navigation tabs include 'Product details' (selected) and 'Deliveries'. A sidebar on the left contains icons for home, search, and various order management functions. At the top right, there are utility icons for quality certificates, order acknowledgments, delivery confirmations, and export options.

My Deliveries

You can either access your deliveries from within your orders screen, as shown above, or from your Dashboard.

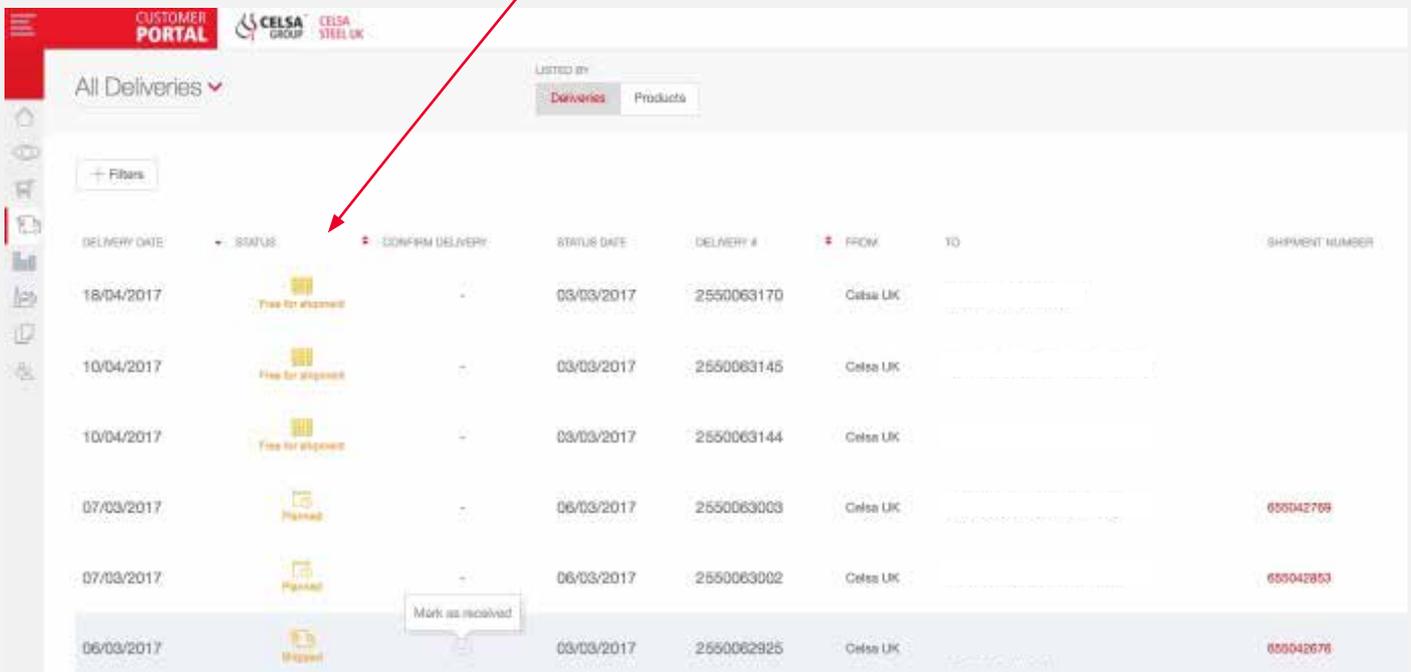
Again, you will have the option to view Open Deliveries or All Deliveries. Open Deliveries are any deliveries that have been planned but not dispatched.

You will also be able to refine what deliveries you see by timeframe in the top right hand corner of your screen.

Viewing the list of deliveries you will be able to see important details regarding your deliveries, such as:

- Haulier
- Delivery date
- Status of load - i.e. planned/loading/dispatched

Just like the orders screen you can click into any delivery and see much more detailed information. This includes the packing details of your load and all of the individual weights and bundle Id's for any deliveries already dispatched.



DELIVERY DATE	STATUS	CONFIRM DELIVERY	STATUS DATE	DELIVERY #	FROM	TO	SHIPMENT NUMBER
18/04/2017	Free for shipment	-	03/03/2017	2550063170	Celsa UK		
10/04/2017	Free for shipment	-	03/03/2017	2550063145	Celsa UK		
10/04/2017	Free for shipment	-	03/03/2017	2550063144	Celsa UK		
07/03/2017	Planned	-	06/03/2017	2550063003	Celsa UK		655042769
07/03/2017	Planned	-	06/03/2017	2550063002	Celsa UK		655042853
06/03/2017	Dispatched	-	03/03/2017	2550062925	Celsa UK		655042676

Stocks (Sections and Merchants)

Additional to the stock report you receive from the Commercial office on a weekly basis you will now be able to use the Portal to access stock information 24/7.

To do this you will need to use the sidebar navigation panel.

You will then have the option to view various types of products.

NOTE: Currently only the Merchant and Sections stock lists are in function

You will then be able to look at stock sheets for any product you require by clicking through the drop down and choosing from Flats, Angles etc.

You can also click onto any size stock square to see the next rolling date and material measurements.

NOTE

Stock information is currently being updated once per day but we are constantly pushing towards live information and should you need further information you can contact your Office contact at any time.

CUSTOMER PORTAL CELSA CERSA
UNEQUAL ANGLES
QUALITY: S275-EP LAST UPDATE: 03/03/2017 00:00

PRODUCTION (mm)	6	7	8	9	10	11	12	
75x50	6	12	6	12	6	12	6	12
100x50	6	12	6	12	6	12	6	12
100x60	6	12	6	12	6	12	6	12
100x75	6	12	6	12	6	12	6	12
125x60	6	12	6	12	6	12	6	12
125x75	6	12	6	12	6	12	6	12
150x75	6	12	6	12	6	12	6	12

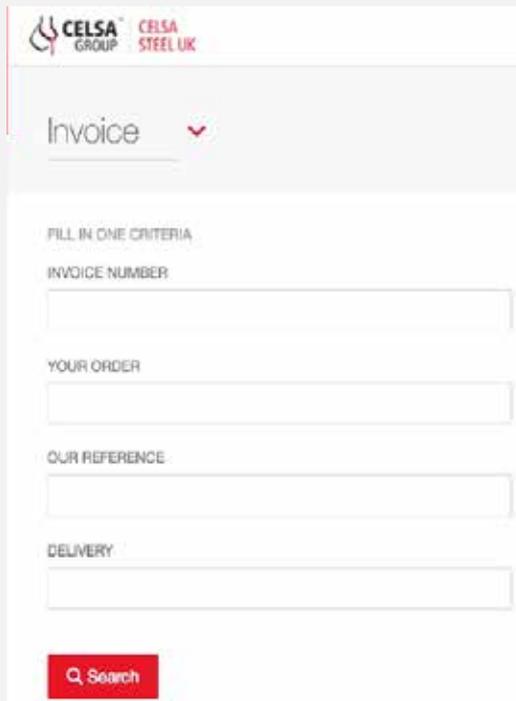
OTHER INFORMATION
Average bundle weight: 2 Tn
Tolerances: +/- 100 mm

- Not manufactured
- MTO without stock
- In stock
- Contact
- Out of stock
- Material with planning calendar
- Click/tap to see details

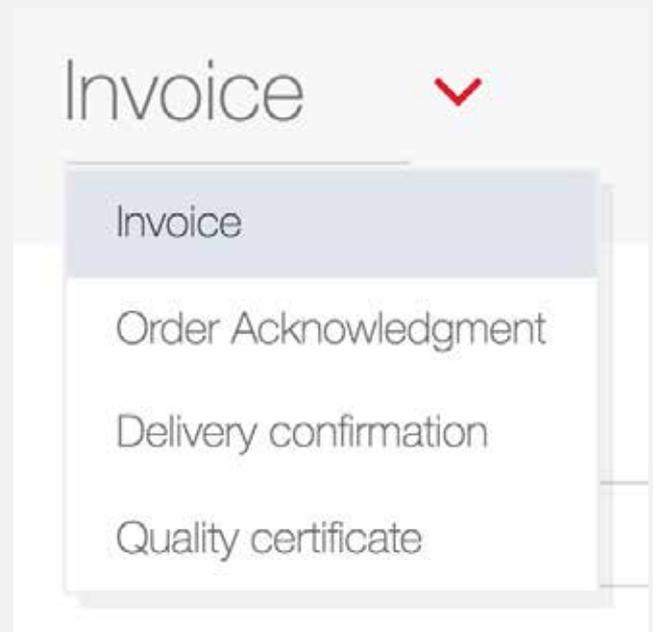
Documentation

As well as from your My Orders and My Deliveries screens you can also access all documentation from the Documentation section found on the Navigation side pane.

From there you can select which type of documentation you need and then you will be prompted to enter a reference in order to find that document i.e. Order number, Delivery number etc.



The screenshot shows the CELSA GROUP logo at the top left. Below it, the word "Invoice" is displayed with a red downward arrow. Underneath, there is a section titled "FILL IN ONE CRITERIA" with four input fields: "INVOICE NUMBER", "YOUR ORDER", "OUR REFERENCE", and "DELIVERY". At the bottom left, there is a red button with a magnifying glass icon and the text "Search".



The screenshot shows a dropdown menu with the word "Invoice" at the top and a red downward arrow. Below it, there are four options: "Invoice", "Order Acknowledgment", "Delivery confirmation", and "Quality certificate".

User Management

Within your company you will be able to create sub users and give them varying access to different depots/delivery addresses as well as controlling whether they have access to order, delivery and stock information.

By setting up separate accounts for your sub users it allows the primary or admin user(s) to see the entire company overview and sub-users to just see specific information.

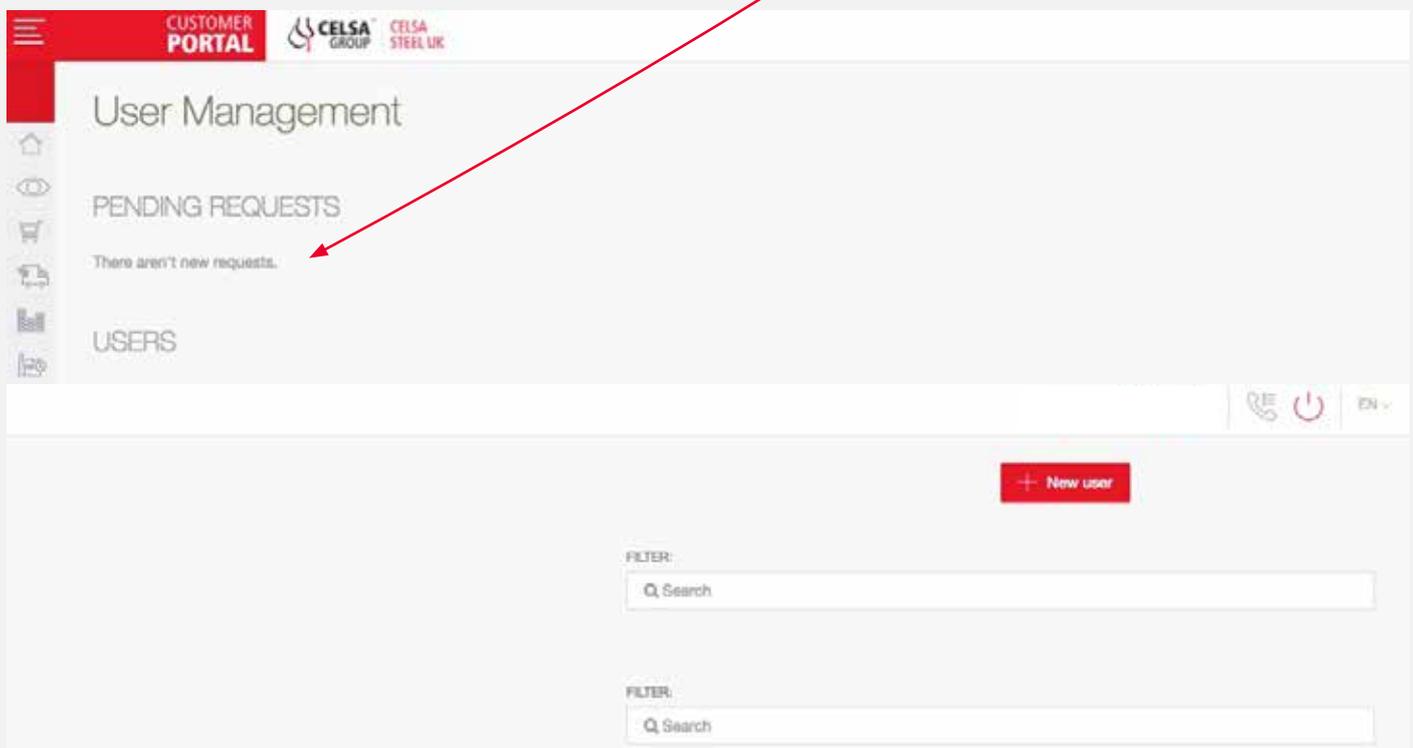
You can do this from the navigation pane by selecting User Management.

As an admin, you will be in charge of all users, whether they are added by you, or if they use the "Register New Account" method.

By clicking on a sub-user that has been added, you will be able to edit certain Personal Information, send a password reset link, and set various Permission levels.

NOTE

The account Administrator will need to accept those who have used the "Register New Account" method. They will appear as a pending requests.



The screenshot shows the 'Customer Portal' interface for 'User Management'. The top navigation bar includes the 'CUSTOMER PORTAL' logo and the 'CELSA GROUP' and 'CELSA STEEL UK' logos. The main content area is titled 'User Management' and contains three sections: 'PENDING REQUESTS', 'USERS', and a '+ New user' button. The 'PENDING REQUESTS' section displays the message 'There aren't new requests.' and is highlighted by a red arrow. Below the 'PENDING REQUESTS' section, there are two search filters, each labeled 'FILTER:' and containing a search input field with a magnifying glass icon.

Contact

If you have any technical issues with the portal you can find a helpdesk number by clicking the phone icon in the top of your screen.

The helpdesk number is shown in green with an email address that you can send technical queries to.

Alternatively, you can use the online chat function (located at the bottom right of any screen in the Customer Portal) to speak to a member of our IT team if you are having issues as well as finding all of our social media channels to see everything that is happening here at CELSA



+34 937 767 200
Monday to Friday from 8am to 9pm
Or send an email to customer.portal.support@gcelsa.com
If you prefer, we can also call you



Online 

CLAIM MANAGEMENT

You can now also use the portal to track and manage your claims.

To access your claims, go to the home screen and scroll down to the bottom to the 'NEED HELP?' section and select 'Claims'

