INTRODUCTION

• What are the benefits to use our eShop?

  SHOPPING CART
  - 24/7 availability
  - Order products with a few steps

  ORDER
  - 24/7 check your order status
  - Easy re-ordering
  - Make use of your order history
  - Make use of existing templates

  DELIVERY
  - Download documents such as certificates
  - Check your shipment information

  INVOICE
  - Download a PDF copy of your invoice at any time

• Where do I find further training documents on eShop?

  ESHOP
  ORDER TEMPLATES
  ORDER MANAGEMENT
  REQUEST NEW SHIP-TO
  CONTACTS
  ESHOP MANUAL
  FAQS
  TERMS OF USE
  MY PROFILE SETTINGS
• First, please register to our eShop (Order Management and/or Regulatory Documents access) by accessing our website www.ineos-styrolution.com and click on the Registration button:

• Fill in the registration form. Mandatory fields are marked with a *:

  - I am an existing customer and apply for Online Order Management Access
  - I register as a new customer

  The INEOS Styrolution Online Order Management site enables our customers to easily place direct order and track its status. You can also select products from our eShop.

  You can browse our wide range of styrenics solutions or find specific products quickly with the INEOS Styrolution product search function – 24 hours a day, seven days a week.

  Choose Sales Region:
  - Europe, Middle East and Africa (EMEA)
  - Americas
  - Asia-Pacific (AP)

  Your INEOS Styrolution Sales Contact:

  You already have a INEOS Styrolution sales contact? Please add the contact’s e-mail address.

  Comments or Questions

  ✔️ I accept the Terms and Conditions of the respective INEOS Styrolution entity for all orders via this eShop.
• Create the order online using one of the four options:
MY ESHOP
Order Creation Options

Option 1:
Suggested list of material appears after a few characters are entered (Displays up to 30 entries)
Select one material from the list and click on the "Add to Cart " button. The cart will be displayed with your selected material.

Option 2:
You can also search by Customer Material (Name or Number)
Enter your material number (Name/Number must be provided to the responsible Customer Service Representative up-front), click Search, Select your material and click the "Add to Cart" button. The selected product is now in your cart.

Option 3:
Re-Order from order history. Go to Order Management, select previous order, click on

Option 4:
Make use of the Recommended Order Templates which are based on the history of eShop orders, Select material and click on Add to Cart.
MY ESHOP
Order Creation – Copy or Add Material

• **Copy Material Order Item** – identical order line will be created
  Note: Quantity and Delivery Date will be copied automatically

• **Add Material Line Item** – new empty/free material line item will be created
PLACE THE ORDER & Acknowledgment of receipt email

When all the information is entered press Proceed to Order Summary

• The Order Summary page contains additional information regarding your current order: Sold-To, Ship-To, PO number, Comments, INEOS Styrolution Sales Org, Payment Terms and Incoterms.

• Click on the "Place Order" button to confirm your order with INEOS Styrolution.

Acknowledgment of receipt

• Once the order has been submitted, the SAP order number will be created and the acknowledgment email sent to the customer
### ORDER MANAGEMENT

#### Search Functions & Orders Status

<table>
<thead>
<tr>
<th>Order Status</th>
<th>Definition of Order Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Order Placed</td>
<td>Your order has been placed and acknowledged with INEOS Styrolution. Order number was sent to eShop</td>
</tr>
<tr>
<td>In Process</td>
<td>Sales order created in SAP. Material availability check is taking place</td>
</tr>
<tr>
<td>Delivery Booked</td>
<td>Delivery number is created</td>
</tr>
<tr>
<td>In Transit</td>
<td>The transport has been booked and goods are issued</td>
</tr>
<tr>
<td>Invoiced</td>
<td>Invoice is created and PDF link visible</td>
</tr>
<tr>
<td>Cancelled</td>
<td>Order cancellation is approved by INEOS Styrolution. The sales order is now cancelled / Line item is rejected</td>
</tr>
</tbody>
</table>
• The **PRODUCTS** page will give you all details about:
  – Key Applications, Properties
  – Brochures
  – Price
  – Product Path Finder
  – Documents (TDS, SDS, etc)

• Click on the required Product and keep clicking

Click here to go back to eShop
• You can access the regulatory documents on the material details page (e.g. Safety Data Sheet, REACH Documents, Food Contact Declarations)
Questions ? Contact the eShop Team

INSTY.eshop@ineos.com