

Frequently Asked Questions

The purpose of this document is to provide a quick guide to the newly launched Pilkington E-commerce application.

Below you see the indexed questions in order to see the answers please press CTRL button on your keyboard and hover over the question.

All data used in this is dummy (customer, prices etc) and there is no connection to the real customers.

If you have any questions which are not included in this document please contact your local Pilkington Customer Service.

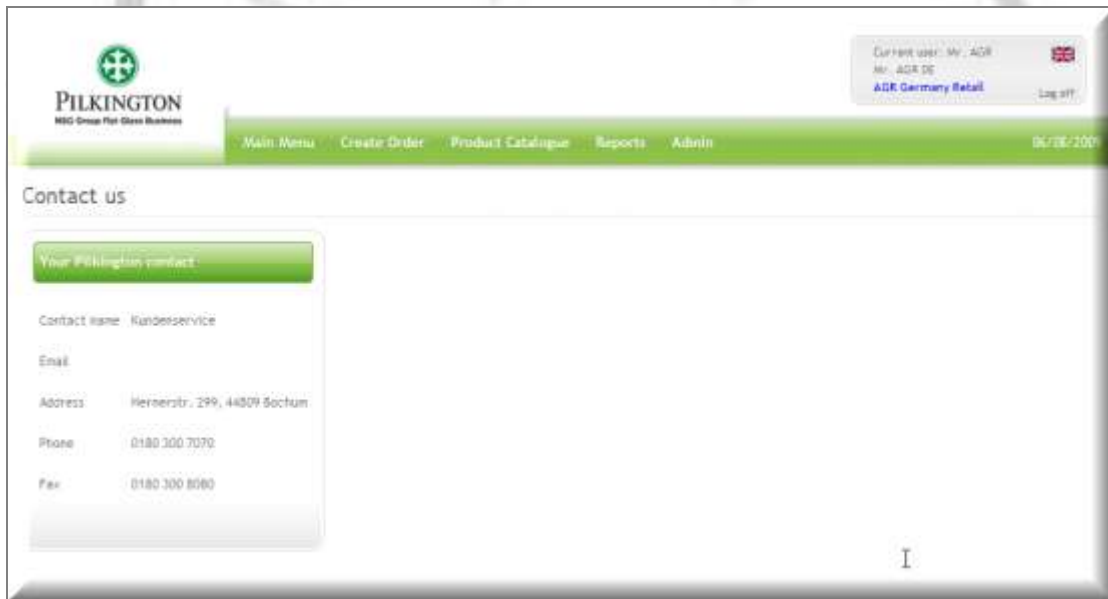
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1 How to contact us?

To access the Pilkington Contact Details, from any screen, place your mouse over the Admin tab in the green toolbar.



When you click the *Contact Us* tab you will be shown the contact information of your local sales representative.

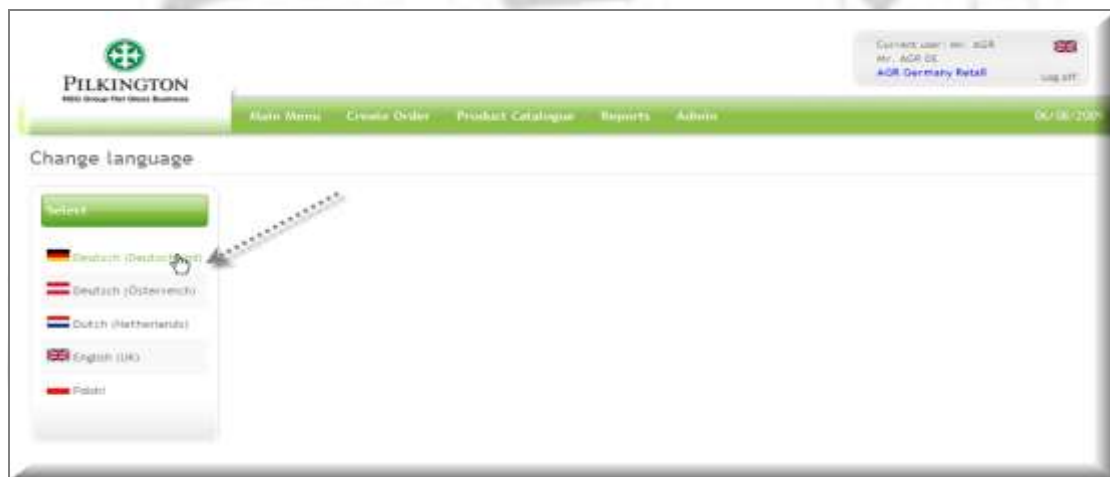


2 How to change a language of the application?

The language of the application defaults from the user setting. However if you want to change the language simply click of the flag in 'User Info' box.



Choose the required language by clicking on the language description.



The language of the application will change automatically.



PLEASE NOTE: Try to change the language when you are on the main menu screen. If you try to change the language while using any of the allowed applications the system will take you to the main menu screen – therefore you can lose some data.

3 How to make this web site part of your favourite / bookmark

On the login screen before entering your user ID and password, click on "bookmark this page" at the top right corner. Choose where to store the link within your favourites and press the Ok button.

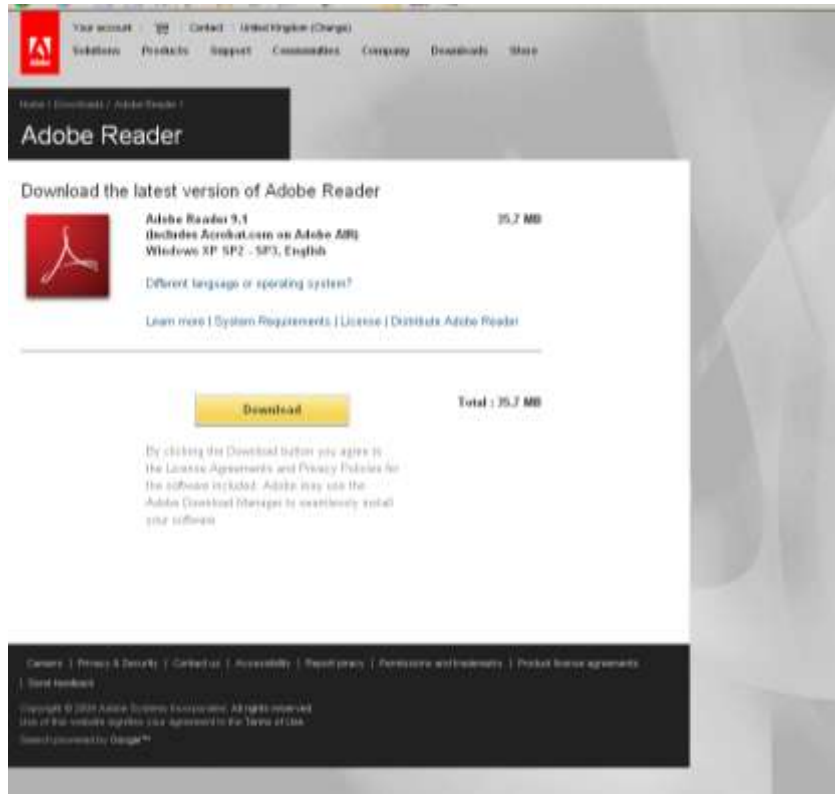


4 What to do if I cannot download any documents?

If you cannot download any of the documents on your Pilkington e-commerce website it may be because you do not have Adobe Reader. From the 'Admin' screen there is a link to the Adobe Reader download page. It is free to download this program.



This is the Adobe Reader download page you will be directed to:



5 How to download invoice documents?

You can download any invoices through the 'View/Download Invoices' application. All invoices which have been issued to you will be available through this report (historical and current ones).

To access the 'View/Download invoices' application either click on 'View/Download Invoices' icon or use the reports option in the menu bar.





On the selection screen please specify the date of the invoices and click on 'Search' icon.

In order to download the invoice – click on the invoice number. The PDF document will be downloaded for you.



6 How to download order acknowledgements?

You can download the order acknowledgements through the order status report.

To access order status report either click on 'Order status' icon or use the 'Reports' option in the menu bar:





On the selection screen please specified the date of the orders and click on 'Search' icon.

In order to download the order acknowledgement – click on the order number. The PDF document will be downloaded for you.



7 How do I know which Pilkington company I am placing an order with?

The Pilkington entity which you are dealing with is clearly marked within the 'User Info' box.



If you are assigned to more than one Pilkington organisation – Holland Belgium for example you can switch between sales areas by clicking on the name of the Pilkington sales area.

8 How to place an Order

To place an order either click on the 'Create order' icon,



or alternatively choose 'Create order' option from the menu bar.



If you cannot see the icon "create an order", please your local Pilkington Customer Service department (see details by clicking on the "contact us" icon).

8.1 Delivery address options (only applicable if you have more than one delivery address)

If you have more than one delivery address the full list of all possible address will be displayed.



You can quickly search for the correct delivery option by typing a city or name in Search field. The list will reduce instantly.

To choose the delivery address - simply click on the address.



8.2 Product search

Once you have chosen the delivery address the system will take you to the product search screen.

(if you don't have any additional delivery addresses the product search screen will be the first screen you see when creating an order)



On the product search screen you can use different combinations to find required product.

- **Free text field** – this field is used to search for parts based on the product code.

RECOMMENDATION: In order to optimise the product search we would recommend you to enter full product codes. However you can also enter the partial product code (you need to enter at least 4 digits of product code)

- **Drop down menus** - make, model, product type, model year etc. To use this option click on the required option and the list will open. Type in first letters of required model and the system will take you to the models which start with this letter.

RECOMMENDATION: When using drop down menus we would recommend that you choose at least Make and Model and preferably the product type.

Find your product

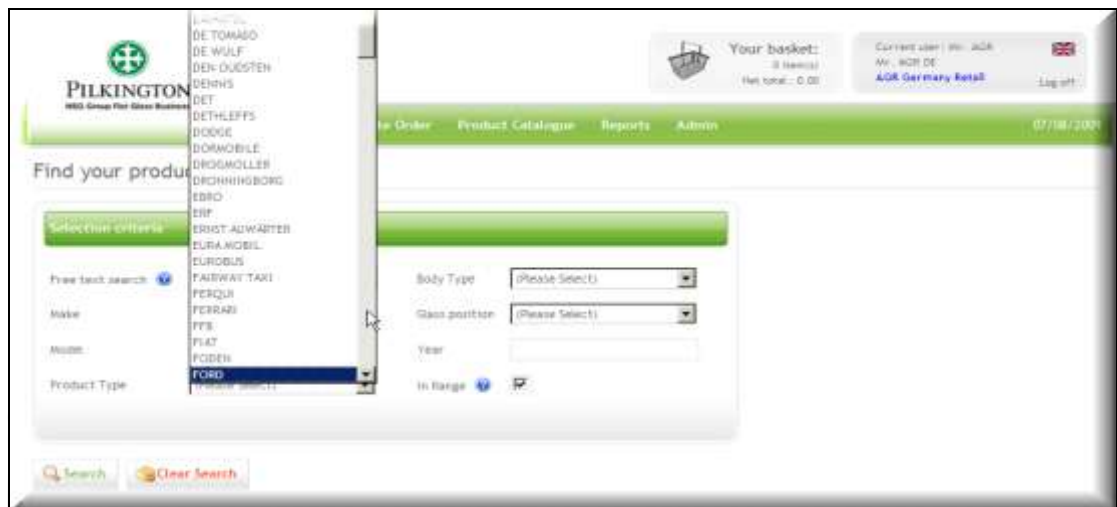
Selection criteria

Free text search Body Type

Make Glass position

Model Year

Product Type In Range



PILKINGTON
 HSG Group Flat Glass Business

Find your product

Selection criteria

Free text search Body Type

Make Glass position

Model Year

Product Type In Range

Your basket: 0 items Net total: 0.00

Current user | Mr. AGA
 Mr. AGA DE
 AGA Germany Retail

07/18/2020

- When you have finished selecting the details of your search click search or press enter.



- If you decide to change your search criteria simply press Clear Search



When you click on the search icon the following information will be displayed:

- Product code
- Product description
- Price information (*please note: for the purpose of this document the prices have been removed and substituted by text*)
- Availability of product (the traffic lights of red, amber, green)

Selection criteria

Free text search: Body Type:

Make: Glass position:

Model: Year:

Product Type: In Range:

40 prices exclude VAT

| Product Code | Description | Unit price | List price | Dealer price | Quantity |
|---------------------|--|------------|------------|--------------|-------------------------------|
| Frontscheibe | | | | | |
| 3739AGN | FORD TRANSIT 4, VAN/PICKUP, 00-; WS VSG GN SPH SD; OE NR.: 4056237 | 0.1 EUR | 0.1 EUR | 0.1 EUR | <input type="text" value=""/> |
| 3739AGGY | FORD TRANSIT 4, VAN/PICKUP, 00-; WS VSG GN+GYK SPH SD | 0.1 EUR | 0.1 EUR | 0.1 EUR | <input type="text" value=""/> |
| 3739AGNH | FORD TRANSIT 4, VAN/PICKUP, 00-; WS VSG GN HZ SPH HZ SD; OE NR.: 4557439 | 0.1 EUR | 0.1 EUR | 0.1 EUR | <input type="text" value=""/> |

In order to place the items in the basket enter the required quantity in the last box and click on 'Purchase' icon.

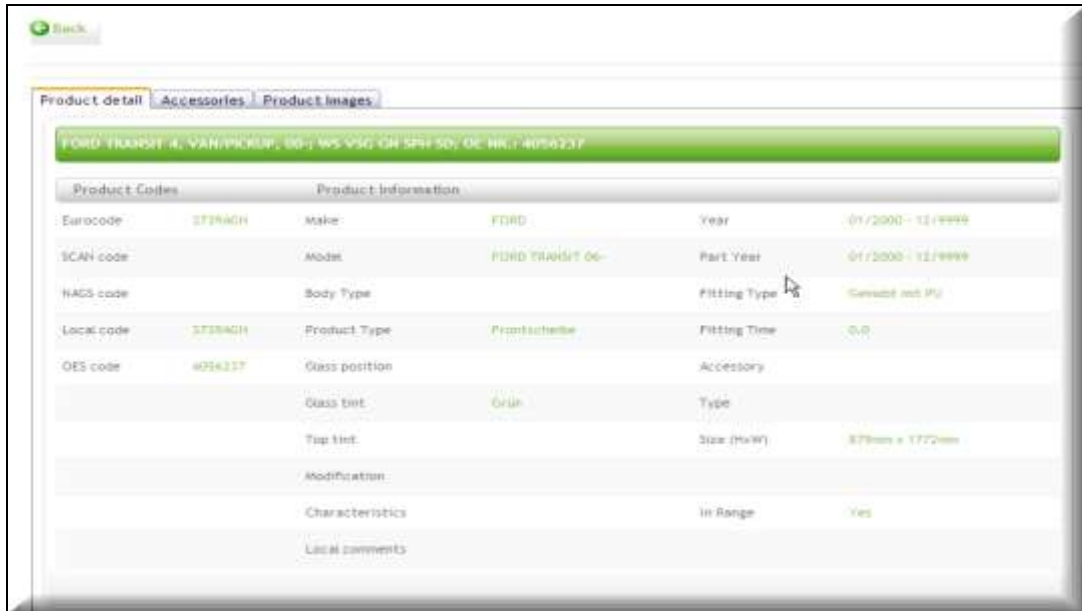
40 prices exclude VAT

| Product Code | Description | Unit price | List price | Dealer price | Quantity |
|---------------------|--|------------|------------|--------------|--------------------------------|
| Frontscheibe | | | | | |
| 3739AGN | FORD TRANSIT 4, VAN/PICKUP, 00-; WS VSG GN SPH SD; OE NR.: 4056237 | 0.1 EUR | 0.1 EUR | 0.1 EUR | <input type="text" value="2"/> |
| 3739AGGY | FORD TRANSIT 4, VAN/PICKUP, 00-; WS VSG GN+GYK SPH SD | 0.1 EUR | 0.1 EUR | 0.1 EUR | <input type="text" value=""/> |
| 3739AGNH | FORD TRANSIT 4, VAN/PICKUP, 00-; WS VSG GN HZ SPH HZ SD; OE NR.: 4557439 | 0.1 EUR | 0.1 EUR | 0.1 EUR | <input type="text" value=""/> |

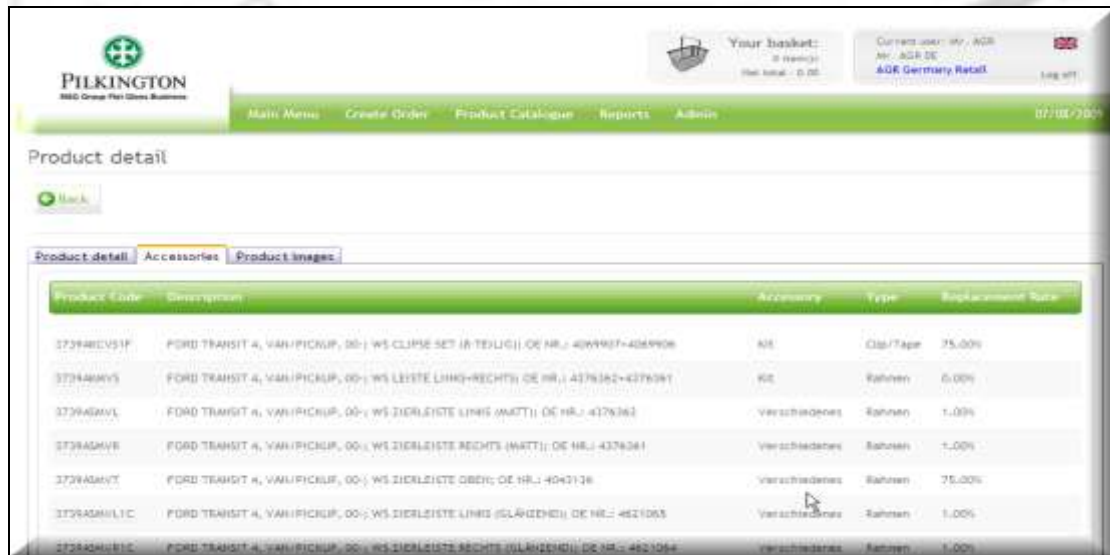
8.3 Product details

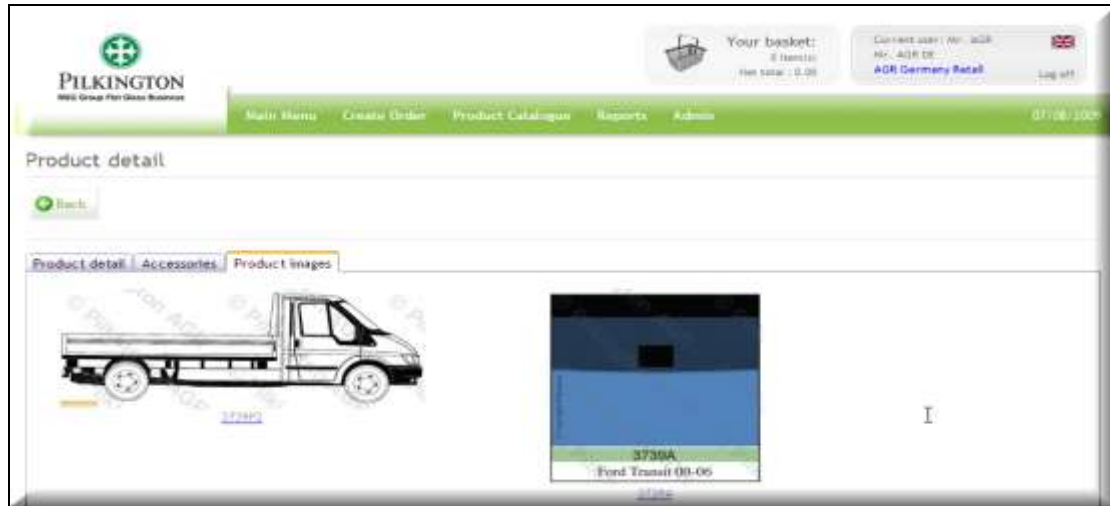
At any stage of order entry application you can check the product details, accessory (if available) and images (if available). In order to check the product details click on the product code:

| Product Code | Description |
|---------------------|--|
| Frontscheibe | |
| <u>3739AGN</u> | FORD TRANSIT 4, VAN/PICKUP, 00-; WS VSG GN SPH SD; OE NR.: 4056237 |
| 3739AGNGY | FORD TRANSIT 4, VAN/PICKUP, 00-; WS VSG GN+GYK SPH SD |
| 3739AGNH | FORD TRANSIT 4, VAN/PICKUP, 00-; WS VSG GN HZ SPH HZ SD; OE NR.: 4557439 |

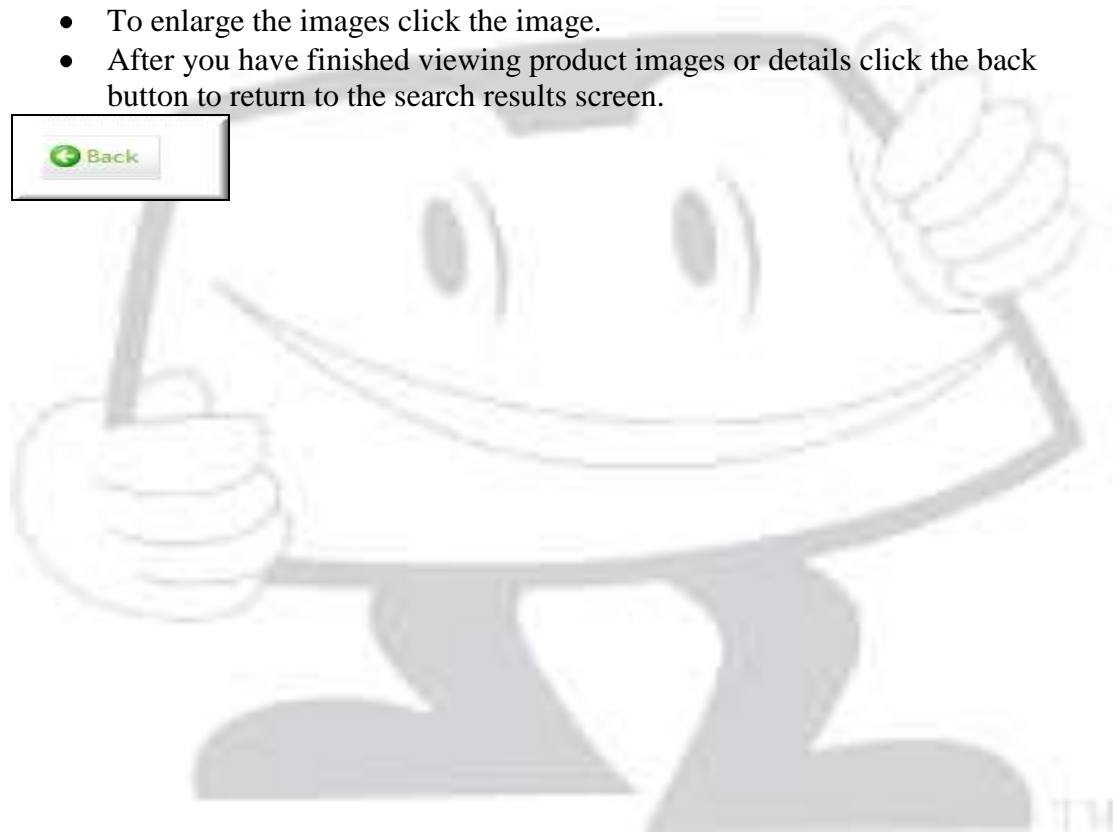
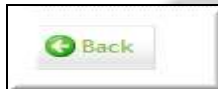


- If there is accessory linked to that product, a tab will appear next to the product details tab. You will be able to see the replacement rate, if it is a kit or a single unit and its type (clip, moulding etc).
- If there are images available for that product a tab will appear next to the product details tab.

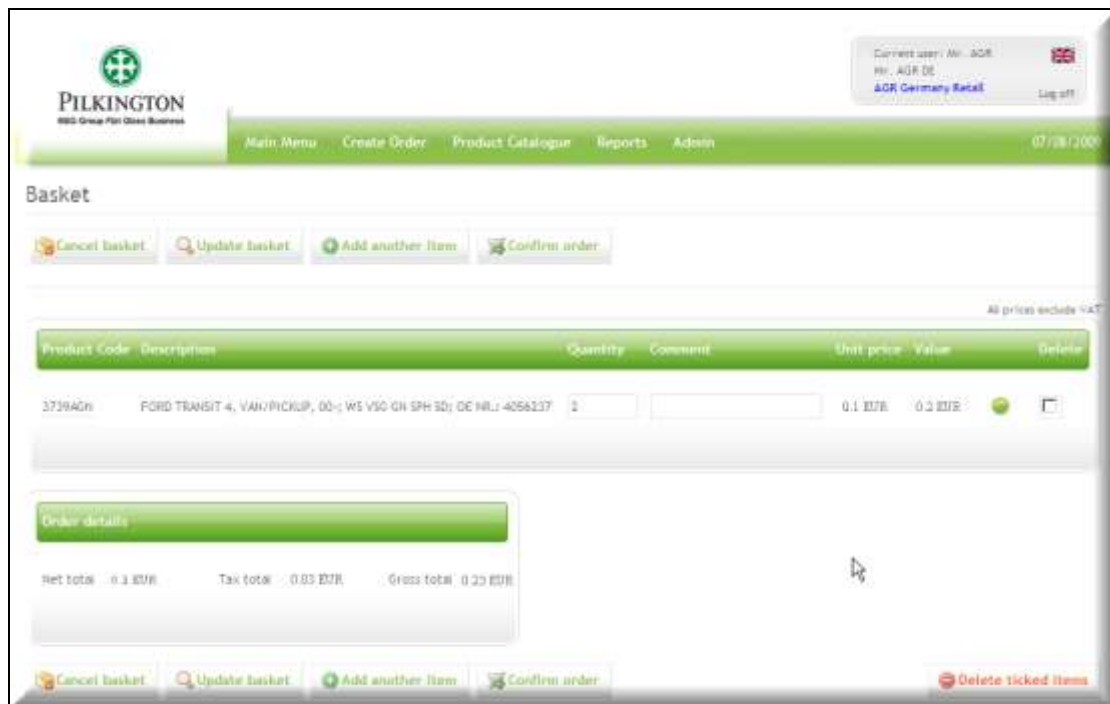




- To enlarge the images click the image.
- After you have finished viewing product images or details click the back button to return to the search results screen.



8.4 Basket



- From the basket screen you may add a comment regarding the product. For example you may want to enter the number plate of your customer in this box
- From this screen you can also decide to:

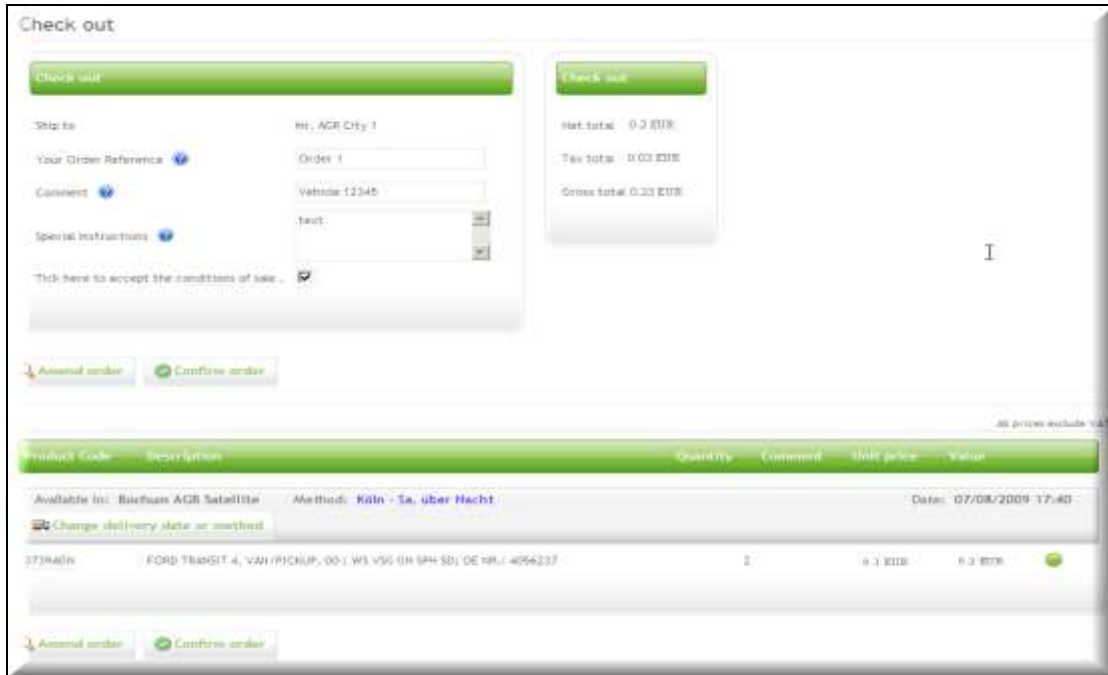


- **Cancel Basket** (this will delete everything in your order basket)
- **Update Basket** – This option allows you to save any change of quantity of your order,
- **Delete single items** (see below for details), and change comments. To delete an item from the basket click the Delete box on the far right end of the product line next to the traffic light.

- **Add Another Item** – clicking this button will take you back to the product search screen where you can search for more products to add to the basket.
- **Confirm Order** – when you have finished adding items to your basket and wish to check out click the confirm order button

By selecting ‘Confirm order’ icon you will be taken to the check out screen.

8.5 Check out

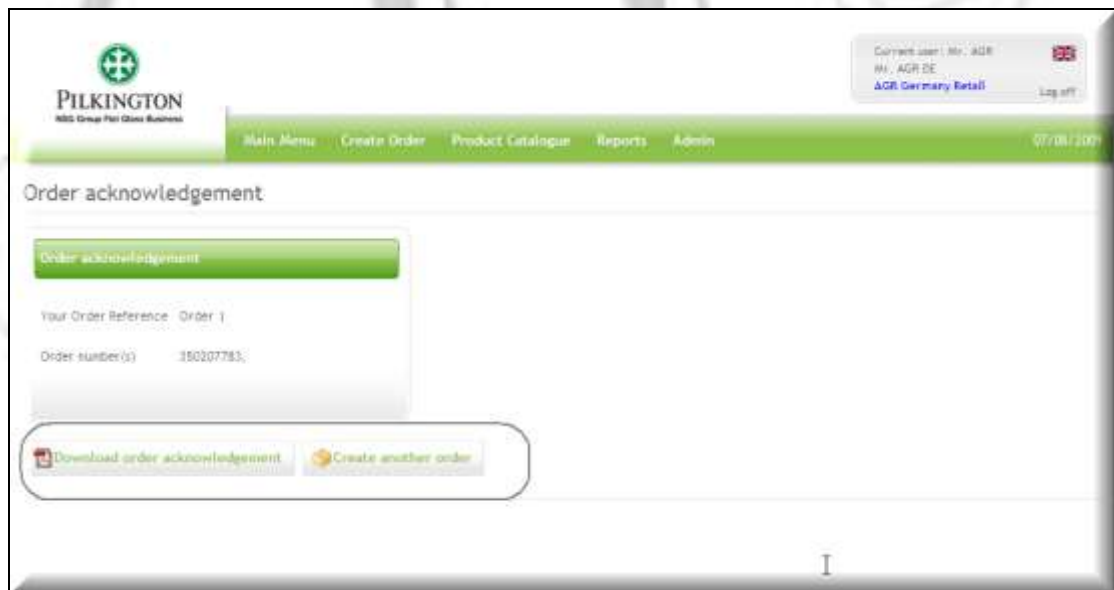


- At the check out screen you can:
 - View your chosen ship to destination
 - Add your order reference number; this information will print on your order documentation.
 - Add a comment; this text will appear on your delivery notes and invoices.
 - Add Special Instructions; in this box you can add a message which will be e-mailed to your local Pilkington Customer Service as part of your order.
 - If you are satisfied with the information located in this box click the *conditions of sale* icon to read them then. After you have read the *conditions of sale* icon to read them then. After you have read the *conditions of sale* icon to read them then. After you have read the *conditions of sale* icon to read them then. (If you do not check the box you cannot check out.)
 - If you forget to check this box and attempt to check out an error message will appear. If this happens simple check the box and then confirm order.



- If you are not satisfied with the order and wish to change it simply click the Amend order icon. This will take you back to the *Order basket*
- The box next to the check out information box contains the *Net total, Tax total, and Gross total* of your order.
- Below this information is the order basket information. The *Product Code, Description, Quantity, Comment, Unit Price and Value*.
 - This box also indicates the date on which the order was placed. If the product is available in more than one warehouse they will be displayed in separate boxes labelled by their location.
 - If you want to choose a different delivery method for your items click the *Change Delivery Date or Method* icon.
- After you have checked all the information is correct and you wish to check out click the *Confirm Order* button.

8.6 Confirmation screen



- Clicking this icon will take you to the *Order Acknowledgement* screen
- This screen states your order reference number(s)
 - This is Pilkington's order reference number
- Here you can also download the *Order Acknowledgement* to a PDF file by clicking on 'Download order acknowledgement' icon.
- You can also *create another order* by clicking on 'Create another item' icon.

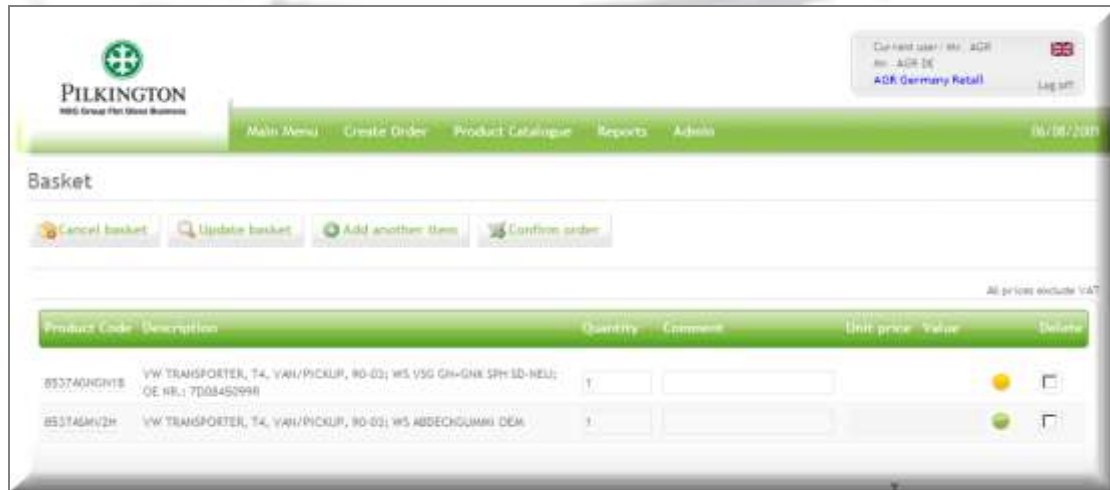
9 How long can I keep the parts in the basket?

Your basket will be kept open for 12 hours. When you decide to post the order (for example a few hours after placing your goods in the basket), the system will automatically recheck the availability of the products purchased.

PLEASE NOTE: We would advise you to post the orders as soon as they are ready. If you keep the basket open for several hours the required parts may no longer be available.

10 How can I quickly check what is in my basket?

Throughout the whole application the summary of your current basket will be visible. In order to check exactly what your basket contains just click on basket summary icon, and the system will take you to the basket page.



11 How to optimise my product search

In order to optimise your product search, we will recommend that you use:

- the full industry code within the free search field as much as you can
- enter at least 4 digits in the free search field to get results
- Use the drop down if you want to select a make and a model

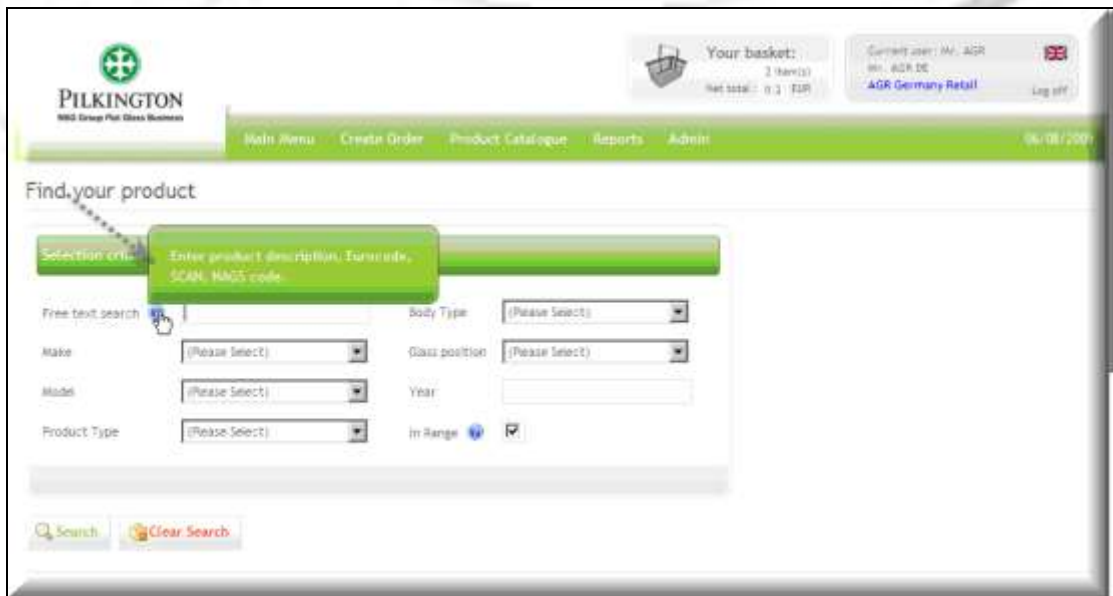
Any issue or question, please do not hesitate to contact us.

12 Can I see all of my orders or only ones placed through on line application?

The 'Order Status' report will show you all your order regardless whether they were created via on line application or Pilkington Personnel.

13 What are the question mark icons throughout the application for?

The question mark icons are to give you a quick explanation of the field meaning. If you are not sure what needs to be entered to the field – hover your mouse over the question mark and a quick help will appear:



14 What is the best way to search for products?

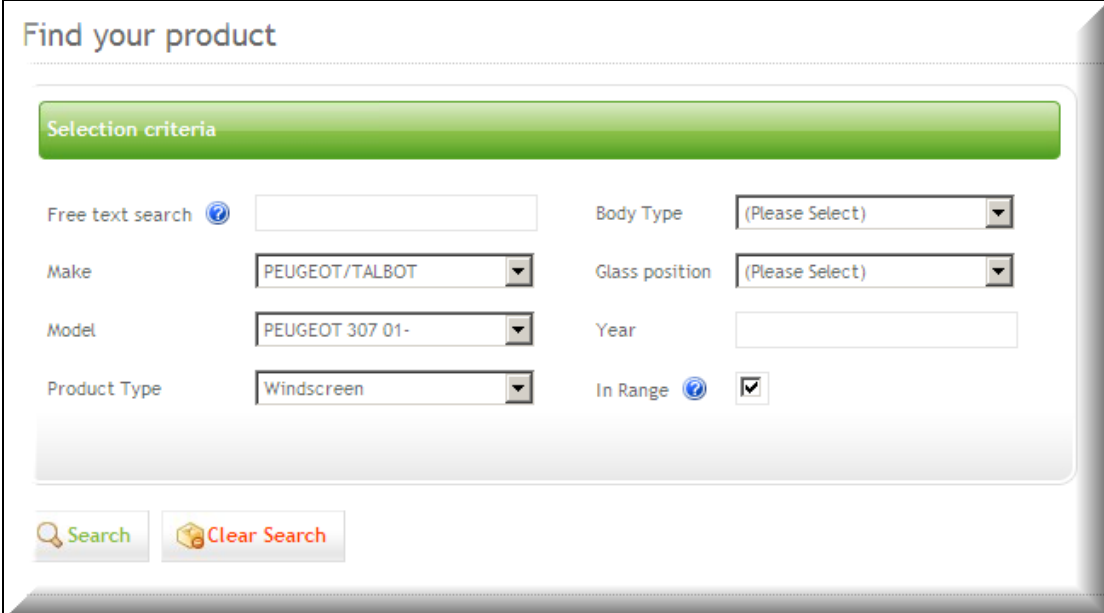
There are several ways of searching for products.

Within the product search screen there are following options:

- free text field – in this field you can enter the product code (partial or full)
- Product characteristic drop down lists:
 - i. Make – where you can choose the required make
 - ii. Model – the model in linked to the make
 - iii. Product type – choice of windscreen, backlight etc
 - iv. Body type
 - v. Glass position
 - vi. Model year.

You can use any of the options in different combinations for example:

Make, Model, product type:



Find your product

Selection criteria

Free text search ⓘ

Make

Model

Product Type

Body Type

Glass position

Year

In Range ⓘ

Make, Model, Product Type, Glass position:

Find your product

Selection criteria

| | | | |
|------------------|--|----------------|--|
| Free text search | <input type="text"/> | Body Type | <input type="text" value="(Please Select)"/> |
| Make | <input type="text" value="PEUGEOT/TALBOT"/> | Glass position | <input type="text" value="Rear Door"/> |
| Model | <input type="text" value="PEUGEOT 407 05-"/> | Year | <input type="text"/> |
| Product Type | <input type="text" value="Bodyglass-Left"/> | In Range | <input checked="" type="checkbox"/> |

Free text search:

- **Search by description:**

Also within the free text you can enter the description of the vehicle part.

NOTE: If you are searching just based on the description it may take sometime to find your products. We recommend that when searching based on the description please specified at least the product type in order to optimise the search.

Find your product

Selection criteria



| | | | |
|------------------|--|----------------|--|
| Free text search | <input type="text" value="AUDI A3"/> | Body Type | <input type="text" value="(Please Select)"/> |
| Make | <input type="text" value="(Please Select)"/> | Glass position | <input type="text" value="(Please Select)"/> |
| Model | <input type="text" value="(Please Select)"/> | Year | <input type="text"/> |
| Product Type | <input type="text" value="Windscreen"/> | In Range | <input checked="" type="checkbox"/> |

Free Text search:

- Search by Product code:

Find your product

Selection criteria

| | | | |
|--|--|--|--|
| Free text search  | <input type="text" value="3739agn"/> | Body Type | <input type="text" value="(Please Select)"/> |
| Make | <input type="text" value="(Please Select)"/> | Glass position | <input type="text" value="(Please Select)"/> |
| Model | <input type="text" value="(Please Select)"/> | Year | <input type="text"/> |
| Product Type | <input type="text" value="Windscreen"/> | In Range  | <input checked="" type="checkbox"/> |

RECOMMENDATION:

In order to optimise the product search performance - please enter as many search criteria as you can. Otherwise it may take few seconds to find your products.

15 Can I check product details without going through the order entry application?

Yes you can. If you just want to check the product details you don't have to use the order entry application. In this case you can use the 'Product catalogue' application which should give all information about products.

