Manual
Customer Portal
Georgsmarienhütte GmbH

Table of Contents

1. General

The customer portal of Georgsmarienhütte GmbH (GMH) has the task to facilitate the process of scheduling shipments and planning the quantities ready for dispatch between the customers and Georgsmarienhütte GmbH and to ensure the respective transparency in the dispatch process.
By means of the web application the quantities ready for dispatch can be called off at any time and the respective requirements and release orders respectively can be transmitted to the shipping department of GMH.
The release orders made in the application are directly transferred to the SAP-system of GMH. The shipping department checks and processes incoming release orders and prepares by means of the application the shipping orders and shipments required. The respective processing status of the release order and the shipment prepared can be seen in the customer portal.
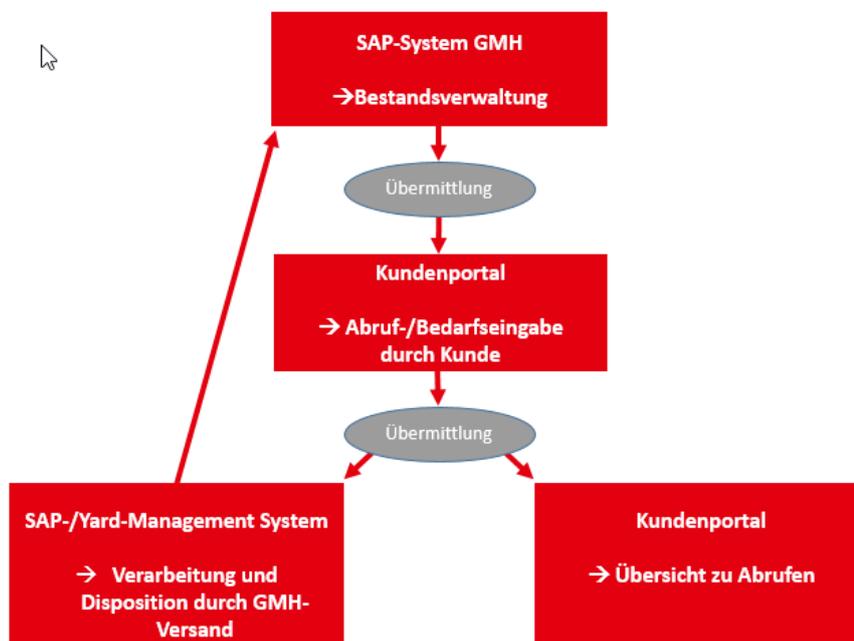
2. Processes in the Customer Platform

The purpose of the web application provided is the basic exchange of information between GMH and the customer. The exchange of information comprises both the notification of finished material in stock at GMH and the transmission of release orders and their status tracking.
The chart given below schematically shows the process of the notification of finished material, the entry of release orders and their tracking.
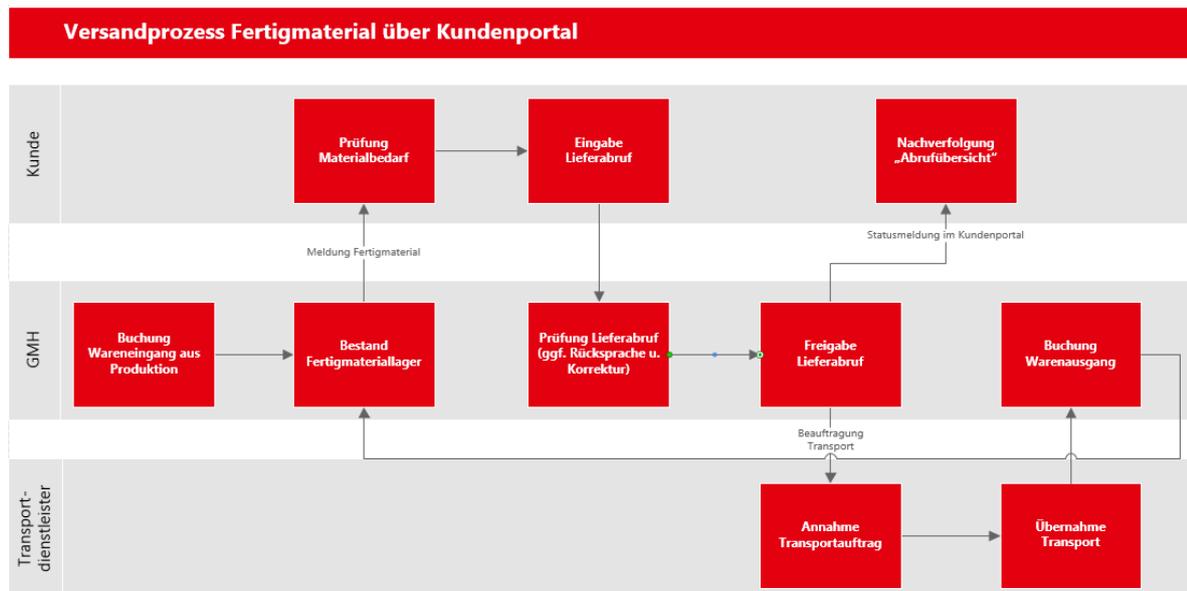
Due to reasons related to the system technology release orders for quantities not ready for shipment so far cannot be processed via the customer portal. In these special cases the documents must be created manually. Alternatively, the user can be granted the option to create the request for shipment in the customer portal in the first instance while allocating the quantities only after final production of the material.

The basic operations on the customer platform are described in detail in the chapters below. The web application allows individual settings of views and filters for every user. Below the process with the default settings is described. Chapter 3 describes how to create individual views.

2.1. Registration for the Customer Platform

The access to the web application is granted via the link https://yms.gmh.de/kundenportal.
The web – portal requires a log-in to authenticate the customer. The log-in data (user name and password) are provided by GMH.

Benutzer	
Kennwort	
Sprache	EN - English ⌄

Anmelden

Kennwort ändern

Kennwort vergessen?

2.1.1. Change Password

We recommend to change the password to an individual and secure password the first time you log in. Furthermore it is recommended to change the password at regular intervals.

After entering the user name the dialogue for changing the password can be started with the button "Change Password".

2.2. Working in the Customer Portal

The application basically offers three fields of application which can be used by clicking on the respective "tile".

Below the individual applications (tiles) and their functions are described in detail.

2.2.1. Stock Overview

The tile "Stock Overview" provides a general overview of all quantities ready for dispatch held in storage at GMH.

The superior filter criteria stated below are available to select according to particular characteristics:

Via the button Start the filter criteria entered are confirmed and the data selected accordingly.

In addition to the quantities ready for dispatch the quantities already supplied and/or scheduled are also displayed, so that the user is provided with a detailed overview of the shipping situation of the respective customer/orders.

Furthermore the column Notes can be used to store useful information on the respective order item, where appropriate. The free text field can be edited both by GMH users and by the customer and is automatically saved when entering.

2.2.2. Materials Planning

In the tile "Materials Planning" the finished material can be called off. Furthermore the release and a potential correction of the allocated quantities are offered.

The area of application is divided into two sections. On the left-hand side all documents are listed which still have the status "In Planning Customer" and still have to be released or can be processed by the customer. The search field offers the option to limit the number of documents. On the right-hand side there is the input field used to allocate the quantities ready for dispatch.

2.2.2.1. Planning Shipment and Quantity

Releases from the finished goods inventory of GMH can be made for one delivery date each per mode of transport. If allocations shall be made for several days and/or different modes of transport these allocations must be executed separately.

1. Select Action – Enter Customer and Receiver:
First, the customer who the allocation shall be made for is to be selected in the area 'Select Action'. For each customer, any number of receivers can be determined in the master data so that subsequently it may be necessary to select the receiving center in the field 'receiver'. The respective selection is made via the drop-down menu. If there is only one customer determined for the user or only one receiving center for the customer, the fields are initialised accordingly. Then an alternative selection is not possible.

2. Selection Planning Type:
The field is usually already initialised with the option "Plan shipment & quantity", so that here no further entry is required.

3. Data for Shipping Orders:
In the field of the data relevant to shipping orders, first the desired mode of transport for the shipment must be selected. If transport by road is intended only no further selection is possible.
Afterwards the favoured date of delivery must be selected. By means of the button "Calendar" 📅 the calendar menu can be opened and the desired date selected by clicking the mouse.
The field 'notes' additionally offer the possibility to provide the shipping department of GMH with information relevant to the current scheduling. (e.g. information regarding deviating delivery times etc.).

data of shipping order

mode of transport:	LKW
delivery date:	27.10.2020
notes:	XXX

4. Selection of the Finished Materials:

In the lower section you now can select the individual items from the stock of finished materials which shall be assigned to the current schedule.

For this purpose, the requested order item is to be marked by mouse click. By selecting a customer order item the system first plans the entire quantity ready for dispatch of the respective item.

If only a partial quantity of a customer order item shall be scheduled (e.g. as unloading) the scheduled quantity can be adjusted in the field 'quantity'.

So the scheduled quantity is shown in the area of the planning data (above the material ready for dispatch). By means of the quantity selected the system checks the number of shipping documents to be prepared. Here minimum and maximum weights for the materials allocated are specified for the specific customers to ensure a sufficient utilisation of the carrier.

In the example given the application thus generated 5 truck documents for the current schedule. The green bar in the chart illustrates that the quantity scheduled is within the defined tolerances.

If the bar in the chart is displayed in red the scheduled quantity is outside the specified tolerance. So the release order cannot be saved. In such a case, the quantity scheduled must be adjusted.

Note: If a respective correction or completion cannot be made the shipment can be scheduled as part of a part load. In such a case, please contact the customer manager in the shipping department of GMH.

By means of the button [+ Speichern] the planning data entered are saved. Via the interface the data are transferred to the SAP-system of GMH. Here, the required shipping

documents are automatically created and the requirement transferred to the designated forwarders. After having the documents successfully created the pop-up window shows the created transport yard - document number.
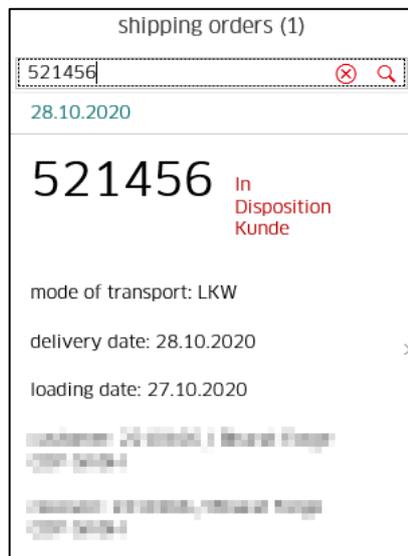
ⓘ Information
quantity and shipping orders successfully scheduled! Transportyardbelegnummer(n):\n 0000521456 \n 0000521457 \n 0000521458 \n 0000521459 \n 0000521460 \n wurde(n) erstellt
OK

The pop-up window can be closed by the OK-button.

2.2.2.2. Changing the Allocation of Quantities

The quantities allocated to the created shipping requirement can be changed as long as the planning data have not been released.

To modify the items scheduled for the shipment the requested document must first be selected in the overview of documents on the left. The number of documents displayed can be limited by using the search field.

shipping orders (1)

521456 ⊗ 🔍

28.10.2020

521456 In Disposition Kunde

mode of transport: LKW

delivery date: 28.10.2020

loading date: 27.10.2020

After selecting the document the planning data of the document are displayed.

With the button ![process] the document can be put into the change mode.

Now the allocated items must be marked and subsequently deleted from the shipment by clicking the button ![delete] .

Below the previous planning data the available stock on hand is now listed again. Then the desired material can be selected from this stock. If necessary, the quantity must be manually adapted to the mode of transport selected so that it is within the specified tolerances. With the button ![inventory management] the selected items are allocated to the shipment.

The quantities selected were allocated to the document and the entries are saved by clicking the button ![complete processing] .

2.2.2.3. Release of Individual Documents

In order to enable further processing and the related scheduling of shipments by the shipping department of GMH the release orders entered must be confirmed. This release of release orders can be done individually for every document in the tile 'Materials Planning'. Several documents can be simultaneously released via the tile "Overview of Release Orders"; this is described in chapter 2.2.3.1.

To release an individual shipment, the required document must be selected in the overview shown on the left. The number of the selected documents can be limited by means of the search field. After selecting the document the planning data of the document selected are displayed.
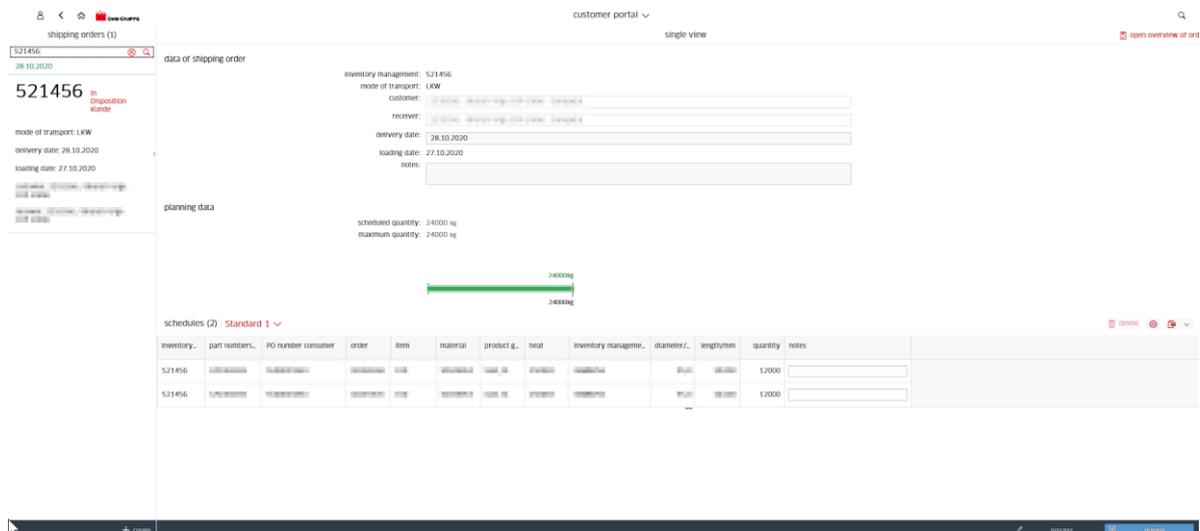
By means of the button [release] the shipping order can now be confirmed and transmitted to the shipping department of GMH for further processing.

? Confirmation

Shall the shipping order really be released?

OK   Cancel

The confirmation prompt can be confirmed by clicking on OK.

ℹ Information

release successful

OK

After successful processing the document has now the status "Release customer" and is processed and scheduled by the shipping department of GMH respectively.

2.2.3.   Overview of Release Orders

In addition to a general overview of the delivery schedules entered the tile "Overview of Release Orders" also allows to release several shipping requirements at the same time.

The created documents can be called up by using the filter options in the upper area of the application. For this purpose the following filter options are available:

- Delivery date: By means of the button "Calendar" 🗓 the calendar menu can be opened and the requested period selected by clicking the mouse.

- Status: By means of the drop-down list the requested document status can be selected.
    - **In Planning Customer**→ release order created, release by customer has <u>not</u> been effected so far.
    - **Release customer**→ release order created and released by the customer. The release/processing by the shipping department of GMH has <u>not</u> been effected so far.
    - **Release by shipping department GMH effected**→ release order created, released by customer and shipping department GMH. For the shipping order the respective SAP-shipments are created and scheduled.
    - **All** →Irrespective of the respective processing status all documents in the selection list are displayed.

- Customer: By means of the drop-down list the requested customer can be selected (applicable only, if the user is authorised for several customers).

2.2.3.1.   Collective Release of Release Orders

In order to enable further processing and the related scheduling of shipments by the shipping department of GMH the release orders entered must be confirmed. The tile 'overview of release orders' allows to release several release orders simultaneously.

To transmit the planning data to the shipping department of GMH the relevant documents have to be selected first. By means of the selection guides all release orders in the status "In Planning Customer" can be called. Now the selected documents can be chosen in the first column.

Tip: If all documents selected shall be marked simply mark the line above. Then all documents are automatically highlighted.

By means of the button [release] the shipping orders can now be confirmed and transmitted to the shipping department of GMH for further processing.

After successful processing the documents are now in the status "Release customer" and processed and scheduled by the shipping department of GMH.

3. Managing Personal Views

The customer portal offers every user the option to modify the view in the respective field of application as requested. The arrangement and way of sorting as well as the functions hiding and displaying of columns/characteristics must be executed and saved once separately for each tile.

Customizing is effected via the button ⚙ in the respective view. First the desired columns/characteristics must be selected in the view. The columns/characteristics are listed in the sequence of marking. The arrangement or sequence can be altered by using the arrow keys.
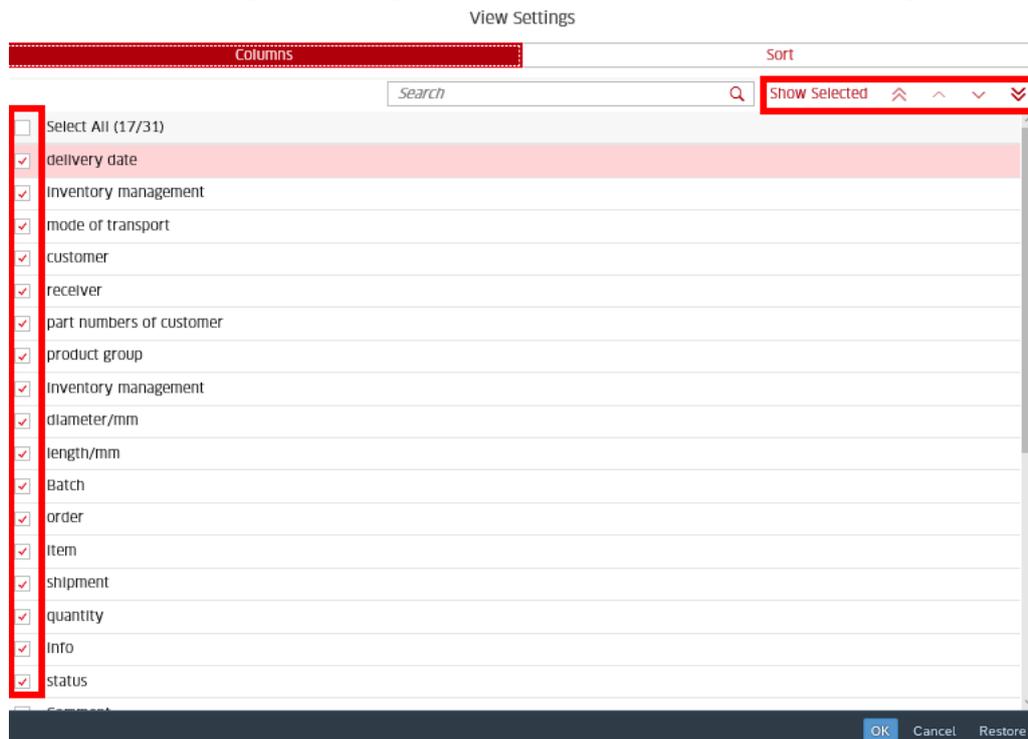
Furthermore it can be specified what characteristic is used to sort the entries.
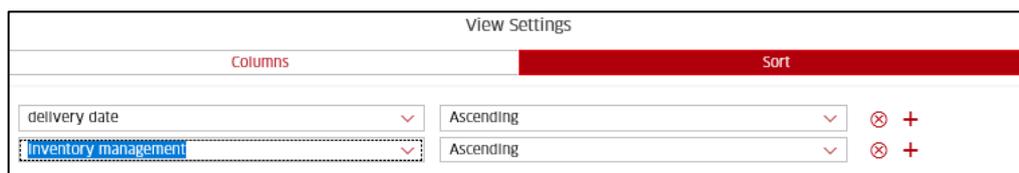
The settings are adopted by clicking the button OK .
The asterisk above the title of the view indicates that the original view has been changed and not saved yet.

Via the button ⌄ the save dialogue can be started.

➔ Save: The view selected before is overwritten with the modifications.

➔ Save as: Saves the modifications as the new view.

Customer Portal Georgsmarienhütte – Manual Customer

- o Enter name and set as default, if desired
  (public, if other users shall also be able to select the view.)