



### Access Your Account Anywhere, Anytime

Demo shop for ordering Celanese products through mobile, tablet or desktop. Our innovative site offers maximum flexibility for transacting business with Celanese Chemicals. You can place orders, track their status and reprint documents.

# My.Celanese.com User's Guide

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Part No. 1.1

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## Preface

This guide contains the information you will need to set up and utilize your My.Celanese.com account. It also contains detailed information about the following:

- Overview of dashboard functionality
- Password troubleshooting
- Creating/ changing order
- Maintaining Templates
- Retrieving order related documents
- Viewing account status'

This preface explains how this user's guide is organized

# User Guide

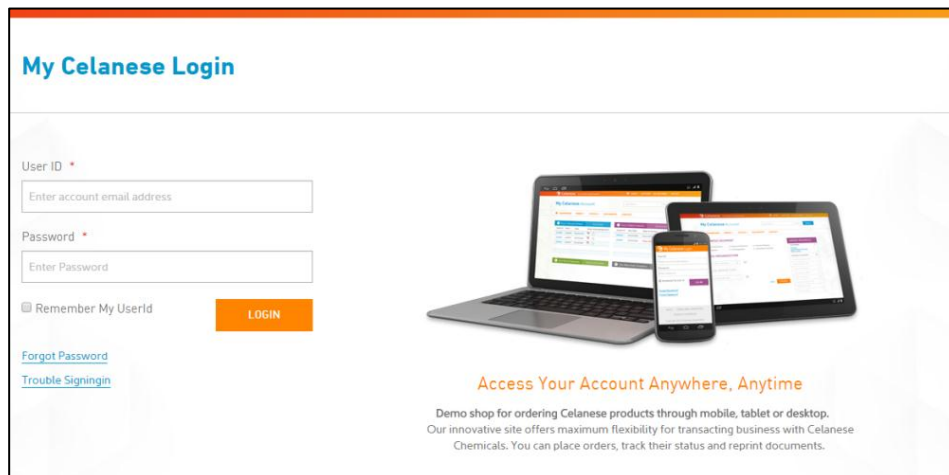
## Login & Account Preferences

Login to your account using the My.Celanese.com credentials sent via email. If you did not receive your Email/User ID and password, please contact your Customer Service Representative.

### NOTE:

**Forgot Password** will reset your password and send a temporary via registered email.

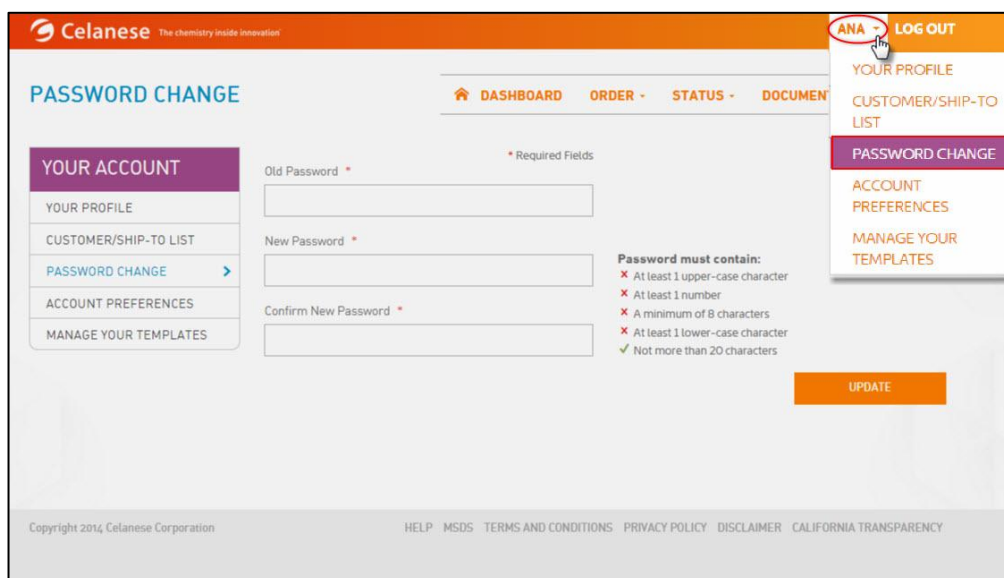
**Trouble Signing** will direct you to the help page.



The image shows the 'My Celanese Login' page. It features a header with the title 'My Celanese Login'. Below the title, there are two input fields: 'User ID \*' with a placeholder 'Enter account email address' and 'Password \*' with a placeholder 'Enter Password'. To the right of the password field is a 'Remember My Userid' checkbox. Below these fields are two links: 'Forgot Password' and 'Trouble Signing'. To the right of the login fields is an orange 'LOGIN' button. Further right is an image of a laptop, a smartphone, and a tablet displaying the website. Below the image, the text reads: 'Access Your Account Anywhere, Anytime'. At the bottom, a small paragraph states: 'Demo shop for ordering Celanese products through mobile, tablet or desktop. Our innovative site offers maximum flexibility for transacting business with Celanese Chemicals. You can place orders, track their status and reprint documents.'

### ► Password

If you have forgotten your password, select the Forgot Password link. A temporary password will be sent via email. For security purposes, immediately change the password upon login. For additional sign in troubleshooting, select Trouble Signing in. Passwords are case sensitive and must contain the following criteria: at least 1 upper case character, 1 number, a minimum of 8 characters, at least one lower case character, and no more of 20 characters.



The image shows the 'Celanese Password Change' page. The header includes the Celanese logo and tagline 'The chemistry inside innovation'. The main heading is 'PASSWORD CHANGE'. On the left, there is a 'YOUR ACCOUNT' sidebar with links: 'YOUR PROFILE', 'CUSTOMER/SHIP-TO LIST', 'PASSWORD CHANGE' (highlighted with a blue arrow), 'ACCOUNT PREFERENCES', and 'MANAGE YOUR TEMPLATES'. The main content area has three input fields: 'Old Password \*', 'New Password \*', and 'Confirm New Password \*'. To the right of these fields is a list of password requirements: 'Password must contain:' followed by four red 'X' marks for 'At least 1 upper-case character', 'At least 1 number', 'A minimum of 8 characters', and 'At least 1 lower-case character', and one green checkmark for 'Not more than 20 characters'. An orange 'UPDATE' button is at the bottom right. A top navigation bar includes 'ANA' (circled in red), 'LOG OUT', and a dropdown menu with 'YOUR PROFILE', 'CUSTOMER/SHIP-TO LIST', 'PASSWORD CHANGE' (highlighted), 'ACCOUNT PREFERENCES', and 'MANAGE YOUR TEMPLATES'. The footer contains copyright information and links for 'HELP', 'MSDS', 'TERMS AND CONDITIONS', 'PRIVACY POLICY', 'DISCLAIMER', and 'CALIFORNIA TRANSPARENCY'.

- **Default Settings :** After successfully logging in and changing your password, it is recommended to update your account preferences; this includes setting your default settings. Default settings allow you to customize your profile such as choosing your default start page, default decimal point, date format and default language.

The screenshot shows the 'ACCOUNT PREFERENCES' page in the Celanese portal. The header includes the Celanese logo and navigation links: DASHBOARD, ORDER, STATUS, and DOCUMENTS. A user menu in the top right shows 'ANA' and 'LOG OUT'. A sidebar on the left lists account management options: YOUR PROFILE, CUSTOMER/SHIP-TO LIST, PASSWORD CHANGE, ACCOUNT PREFERENCES (highlighted), and MANAGE YOUR TEMPLATES. The main content area contains four settings: 'Default Start Page' (set to Dashboard), 'Default Decimal Notation' (set to 1,234,567.89), 'Date Format' (set to mm/dd/yyyy), and 'Default Language' (set to English). An 'UPDATE' button is at the bottom right.

- **Profile, Customer/Ship To list & Manage Templates :** In account preferences, you may also review your profile, Customer/Ship to list and manage your templates. Please note, to make any changes to your Email/User ID you must contact your Customer Service Representative.

The screenshot shows the 'YOUR PROFILE' page in the Celanese portal. The header and navigation are identical to the previous page. The sidebar highlights 'YOUR PROFILE'. The main content area contains a form with the following fields: First Name (Ana), Last Name (Payne), Company (Celanese), Address 1 (225 E John Carpenter FWY), Address 2 (Suite 1200), City (Irving), Country (United States), State/Province (Select One), Zip/Postal Code (75062), and Phone Number (9724434523). The 'Email (User ID)' field is empty and highlighted with a red box, with a callout bubble stating 'To reset email please contact your Customer Service Representative'. An 'UPDATE' button is at the bottom right.

Dashboard

► **Dashboard:** The dashboard page allows an overview of account status' including your most recent orders, oldest invoices, recent payments and most used templates. If you have more than one customer, select the customers account search for the customer accounts you wish to view.

Search Customer

Enter #

Clear

Customer #	Company Name
01 00000001	ANA COMPANY
01 00000002	ANALOG COMPANY
01 00000003	ANALOG COMPANY
01 00000004	ANALOG COMPANY
01 00000005	ANALOG COMPANY
01 00000006	ANALOG COMPANY
01 00000007	ANALOG COMPANY
01 00000008	ANALOG COMPANY
01 00000009	ANALOG COMPANY
01 00000010	ANALOG COMPANY

SELECT

► **Send Documents:** Click the mail icon to send order related documents via email.

Celanese

ANA - LOG OUT









DASHBOARD

DASHBOARDORDERSTATUSDOCUMENTSCONTACT

Search Customer







Your Recent Orders

View All Orders

Order #	PO #	Date Received	Order Acknowledgement
<a href="#">1557046</a>	456321_CE TEST	03/23/2015	 
<a href="#">1557045</a>	456321_CE TEST	03/23/2015	 
<a href="#">1557042</a>	0987654321_CETEST	03/23/2015	 
<a href="#">1557041</a>	0987654321_CETEST	03/23/2015	 

Your Oldest Invoices

View All Invoices

Invoice #	Due Date	Days In Arrears	Invoice Document
<a href="#">977386387</a>	02/04/2015	47 Days Overdue.	 
<a href="#">977387899</a>	02/08/2015	43 Days Overdue.	 
<a href="#">977389086</a>	02/12/2015	39 Days Overdue.	 

Your Recent Payments

View All Account Statuses

Last 3 Payments	Date Received
25,116.90 USD	02/06/2015
109,517.77 USD	02/02/2015
110,575.56 USD	01/27/2015

Your Most Used Templates

View All Templates

Template	Ship To Customer	Ship To City/Country	Selling Entity
<a href="#">CEOrderTemplate</a>	3M COMPANY(2004299)	CHEMOLITE SINGLUS	Chemicals US
<a href="#">0987654321_CETEST</a>	3M COMPANY(2004299)	CHEMOLITE SINGLUS	Chemicals US

Corporation

HELPMSDSTERMS AND CONDITIONSPRIVACY POLICYDISCLAIMERCALIFORNIA TRANSPARENCY

Email File

To get this document enter the email address and the recipient will receive the document attached in the mail

Enter Email Address \*

ana.payne@celanese.com

Enter Subject \*

Order Acknowledgement - 1455302

Enter Message \*

Document has been attached...

CLOSE

SEND

► **Reorder with Templates:** Easily reorder most common used templates by clicking your saved order template icon.

SHOPPING CART

CONTINUE

ORDER PROGRESS

Shippoint

Mode Of Transport

Incoterm

Transportation Group

PO #

USC Houston, L.P. INC

SHIP

CPT

Bulk Liquid

Celanese Material

Your Material #

Ethyl acetate (50000455)

10.00000000

Requested Qty

Unit Of Measure

Requested Delivery Date

189000

US pound

3rd Party/Line Item PO

Release #

ADD ITEMS

Clear Cart

Back

CONTINUE

CUSTOMER

BUSINESS SEGMENT

SELLING ENTITY

SALES ORDER TYPE

SHIP-TO ADDRESS

UNLOADING POINT

BILL-TO PARTY

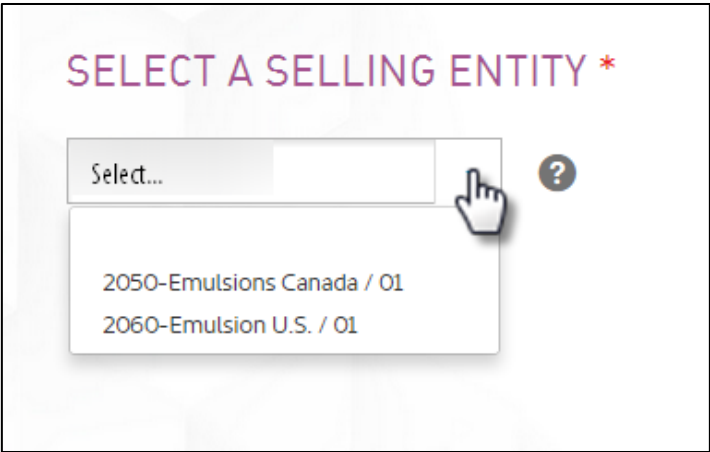
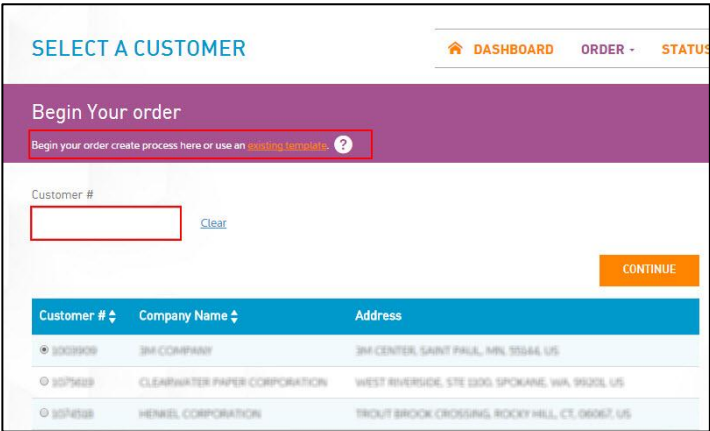
PRODUCT SELECTION

SHOPPING CART

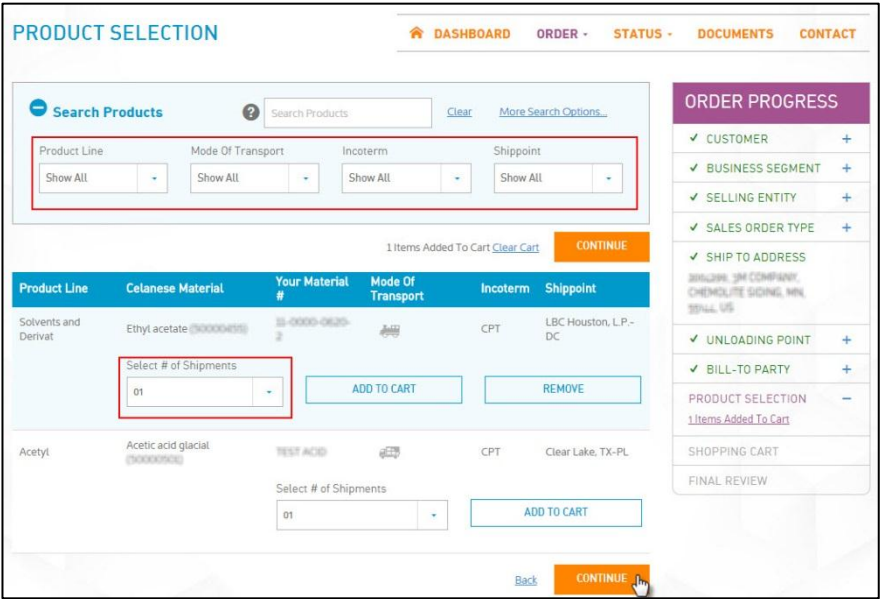
FINAL REVIEW

Order Create

- **Order Create:** To begin creating an order, select ‘Create Order’ from the menu bar.
- **Search Customer:** Select a customer by searching the Customer # which is a Celanese assigned identifier; then, validate this information by company name and/or address. You may select to create an order from an existing template on this page rather than creating a new order.
- **Selling Entity:** If necessary, select the selling entity.



- **Product Selection:** Search and select products by entering the product name or filtering by product line, mode of transport, incoterm, or shippoint. After selecting the number of shipments needed (up to 50 line items), validate that the ship to address is correct on the order progress bar [located at the right-hand side of the screen]. Lastly, click the ‘Add to Cart’ to add products to your cart.



- **Shopping Cart:** In the shopping cart, complete the required fields: PO#, requested quantity, unit of measure and requested delivery date. If applicable, enter your 3<sup>rd</sup> party/line item PO# and Release # and combine/ balance items if necessary. You can also delete items from the shopping cart from this screen.

- **Combine Item:** two or more materials combined to create one shipment.

- **Balance item:** for combined loads only, a balance item is a flexible quantity to reach maximum weight capacity.

- **Add Items:** Select the 'Add Items' button to return to the product selection screen and add/edits products.
- **Availability:** If there are any availability issues with the requested material based upon the requested date, an error message will appear on this screen. After successfully completing all required information in the shopping cart, select continue.



- **Final Review:** Please review the shipping details to confirm product order information is correct. Add additional external shipping instructions by expanding the 'Additional Instructions' sections located below the PO #. To enter line item, such as special instructions for a material, expand the 'Item Text' located below each product order and enter text.

The screenshot shows the 'FINAL REVIEW' page of the Celanese ordering system. On the left, there are two sidebars. The top sidebar, titled 'Additional Instructions', contains a 'Freight Forwarder Instruction' field and a 'Shipping Instructions External' section with sub-fields for DRIVER INSTRUCTIONS, ADDITIONAL CARRIER INSTRUCTIONS, SPLIT LOAD (STOP OFF) INSTRUCTIONS, DROP TRAILER INSTRUCTIONS, EQUIPMENT WAIVER INSTRUCTIONS, FREIGHT BILL INSTRUCTIONS, and SCHEDULE/CONTACT INFORMATION. The bottom sidebar, titled 'Item Text', contains a 'Freight Forwarder Instruction' field, 'Ship Marks', and another 'Shipping Instructions External' section. Red arrows point from these sidebars to the main 'FINAL REVIEW' area. In the main area, the 'Additional Instructions' and 'Item Text' sections are highlighted with red boxes. Below these, there is a table of items with columns: Celanese Material, Line Item #, Your Material #, Quantity, Requested Delivery Date/Time, and Unit Price. The table lists two items: Ethyl acetate (Line Item 10) and Ethyl acetate (Line Item 20). Below the table, there are fields for '3rd Party/Line Item #', 'Release #', 'Combine Load Yes', and 'Balance Item Yes'. A red arrow points from the 'Item Text' sidebar to the 'Item Text' field in the main area. At the bottom of the main area, there is a red box containing the text 'I agree with these terms and conditions and confirm the ship to address and material are correct.' and a red arrow pointing to the 'SUBMIT ORDER' button.

- **Edit Items:** Selecting the 'Edit Items' button will return you to the shopping cart, allowing you to add/edit/modify cart.

The screenshot shows the 'SHOPPING CART' page. It features a 'Freight Forwarder Instruction' field, a 'Shipping Instructions External' section, and a table of items. The table has columns: Celanese Material, Line Item #, Your Material #, Quantity, Requested Delivery Date/Time, and Unit Price. The table lists two items: Ethyl acetate (Line Item 10) and Ethyl acetate (Line Item 20). Below the table, there are fields for '3rd Party/Line Item #', 'Release #', 'Combine Load Yes', and 'Balance Item Yes'. At the bottom, there is a red box containing the text 'I agree with these terms and conditions and confirm the ship to address and material are correct.' and a red arrow pointing to the 'SUBMIT ORDER' button.

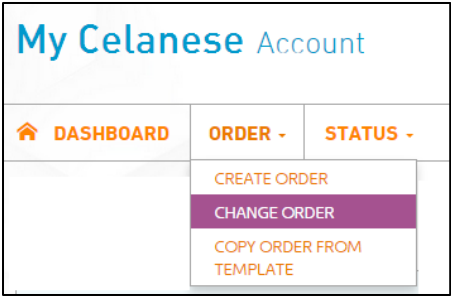
- **Terms and Conditions:** To successfully complete the ordering process, you must accept the Celanese Terms and Conditions. In case of issues or questions regarding Terms and Conditions, please contact your Sales Representative. Finally, submit order after agreeing.

- **Order Confirmation:** After submitting the order, your Celanese Order Number and the PO # will be displayed for reference. Additionally, an Order Acknowledgement will be sent via email.
- **Save Order As a Template:** With orders using the same ship to, same product, and same additional information as future orders, it's recommended to save these orders as templates for future reorders.

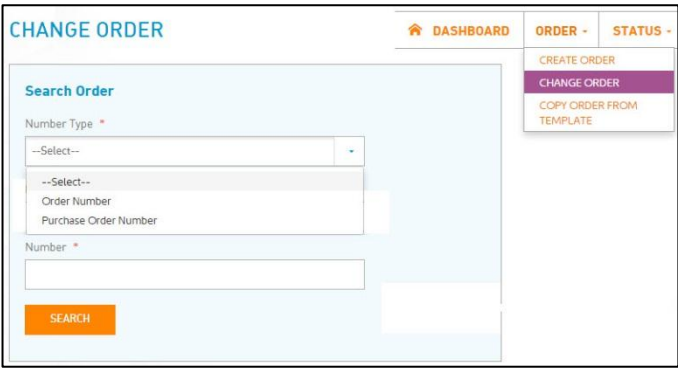
The screenshot shows the 'THANK YOU FOR YOUR ORDER!' confirmation page. It displays the order details: 'Celanese Order # 1557047' and 'PO # 546545646545'. At the bottom, there is a red box containing the text 'SAVE THIS ORDER AS A TEMPLATE' and a red arrow pointing to the right.

## Order Change

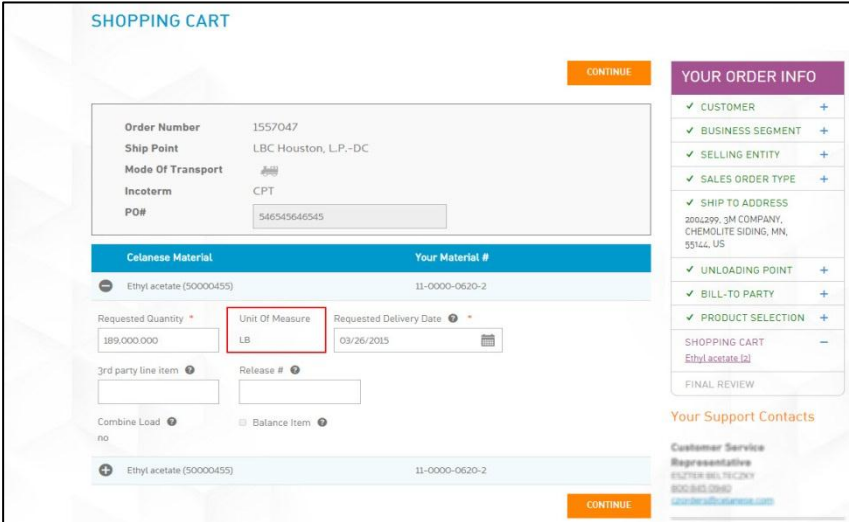
- **Order Change:** To begin changing your order, select 'Change Order' from the home menu bar.



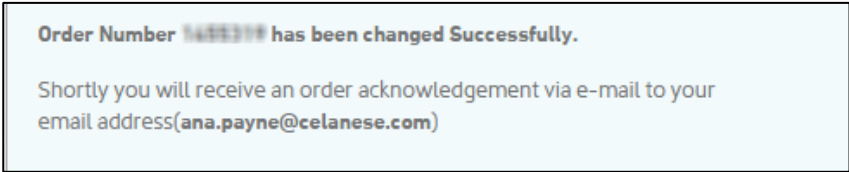
- **Search Order:** Search for the order you want to modify by searching the Celanese Order Number or your Purchase Order Number. Then, select 'Search'.



- **Change Shopping Cart:** The change order cart allows you to add quantity and modify requested delivery date. It is important to note that you cannot change the Unit of Measure or cancel orders through order change. To change the UOM or cancel shipments, contact your Customer Service Representative who will be able to assist in these activities.



- **Submit Order:** Once complete with modifications, select continue and complete the final review. Lastly, submit your order to receive confirmation, an Order Acknowledgement will be sent via email.



## Copy Order from Template

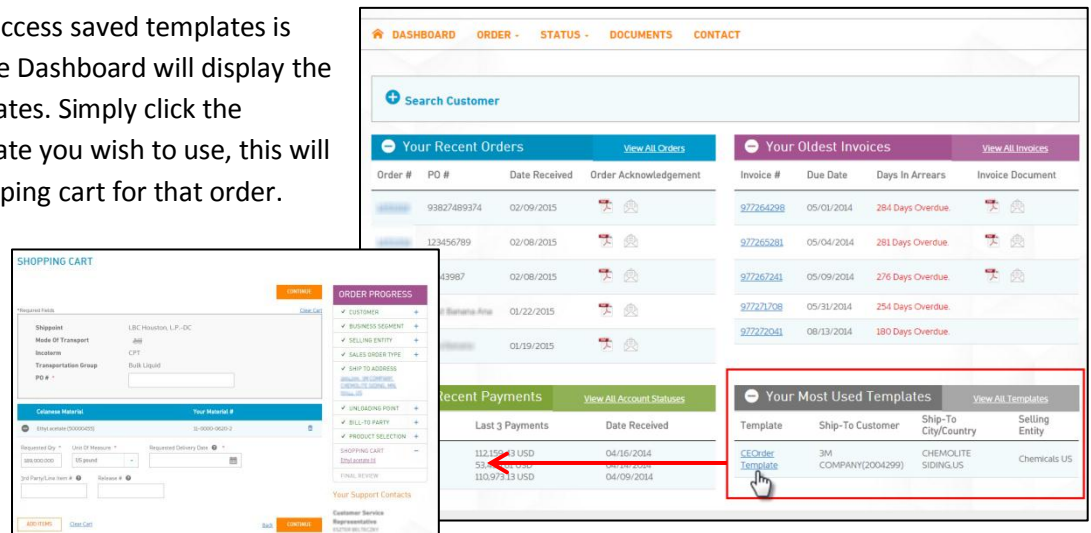
- **Utilize Templates:** An order which uses the same ship to, same product, and same additional information should be saved as a template for simple reorder. Templates should be saved during the order create process (see Order create pg.10 for further instructions.)

- **Accessing Templates:**

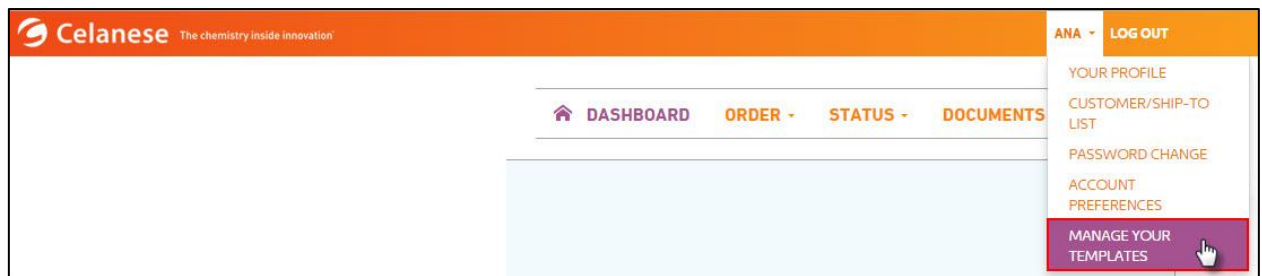
1. One of many ways access saved templates is through the Order menu drop down on your main menu bar. Select, 'Copy Order From Template'.



2. An additional method to access saved templates is through your Dashboard. The Dashboard will display the 3 most common used templates. Simply click the highlighted title of the template you wish to use, this will take you directly to the shopping cart for that order.

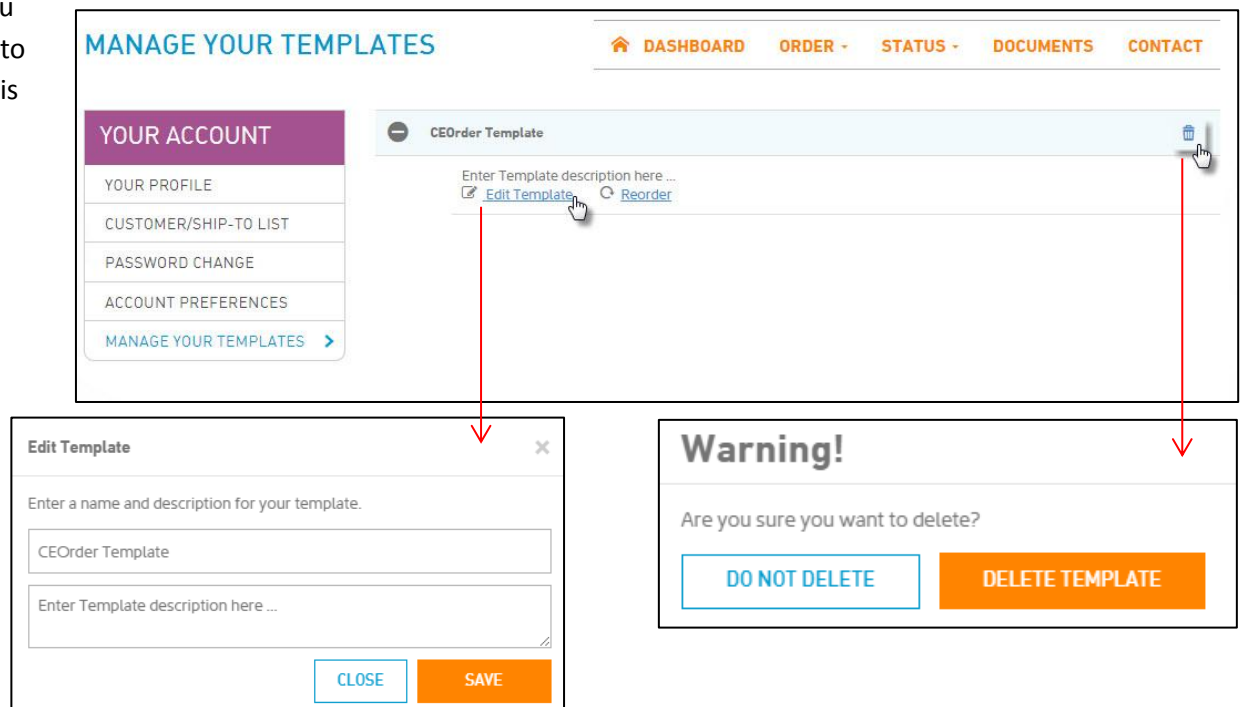


- **Manage and Maintain Templates:** To access the main management page for all templates, select 'Manage Your Templates' located in the profile drop-down menu on the top right-hand corner of the main account screen.



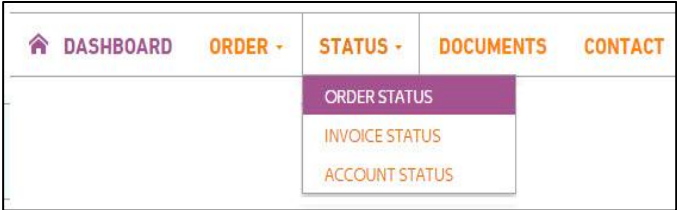
- **Edit Templates:** Editing templates ensures that you are maintaining the most up to date information for efficient, simple and quick product reorder. Edit template names, descriptions and/or delete templates that will no longer be utilized.

Additionally, you may also select to reorder from this page.

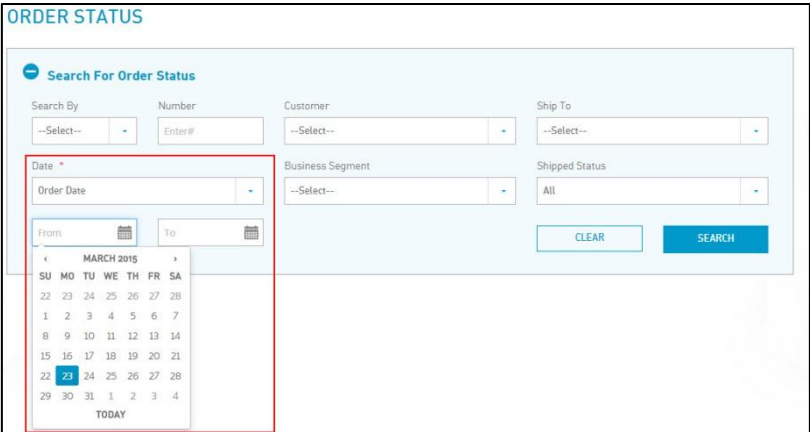


Order Status

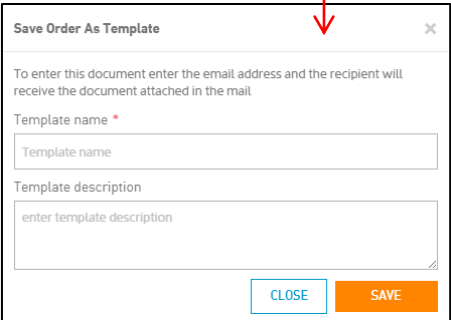
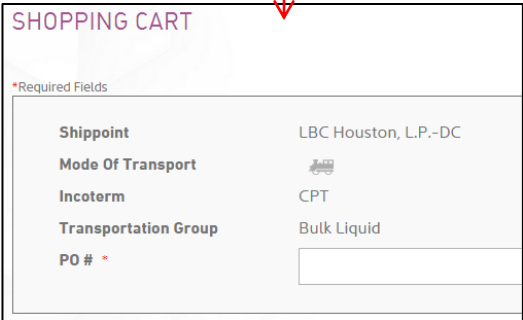
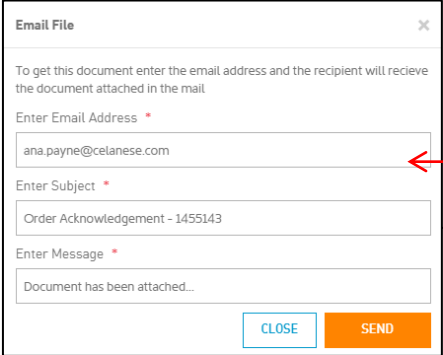
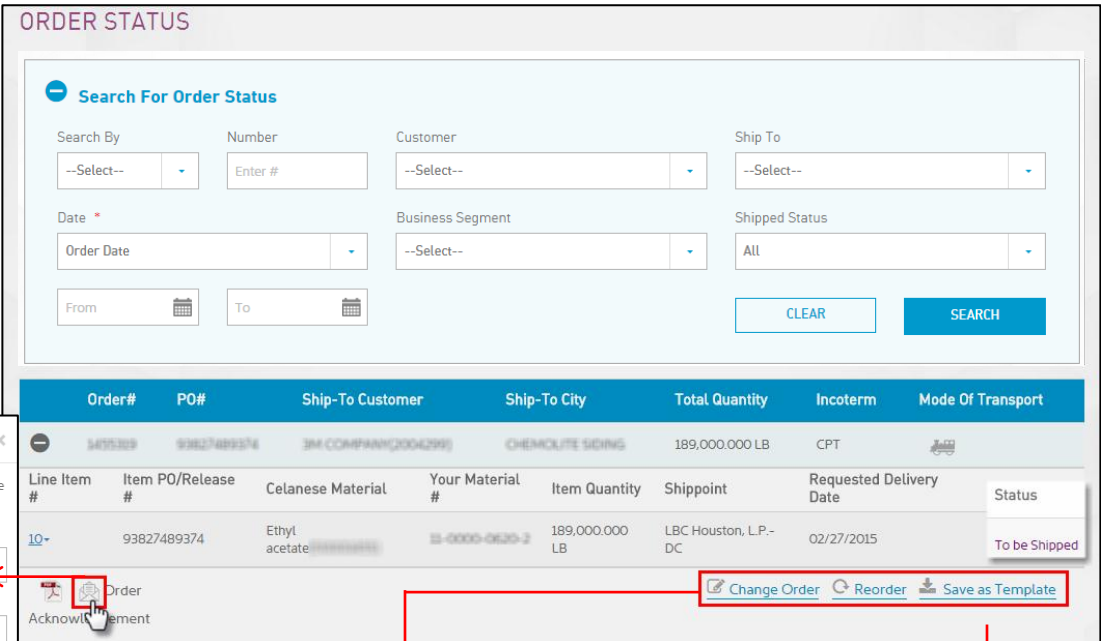
► **Accessing Order Status:** To access the order status page select 'Status' from the home menu bar, then click 'Order Status' from the drop-down menu. The order status page allows you to search all of your orders, check the status (shipped/delivered), review detailed order information, change order, reorder, or save an order as template.



► **Search for Order:** Search for an order date or delivery date by selecting the required date-range field. Maximize search results by filtering on document type, number, customer, ship to, business segment and/or shipped status.

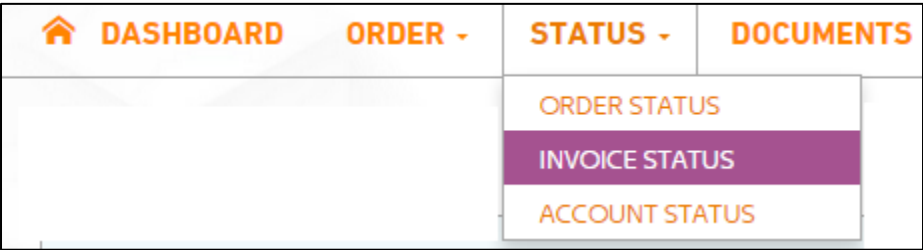


► **Send Order Acknowledgement:** Select the mail icon to send order documents via email.

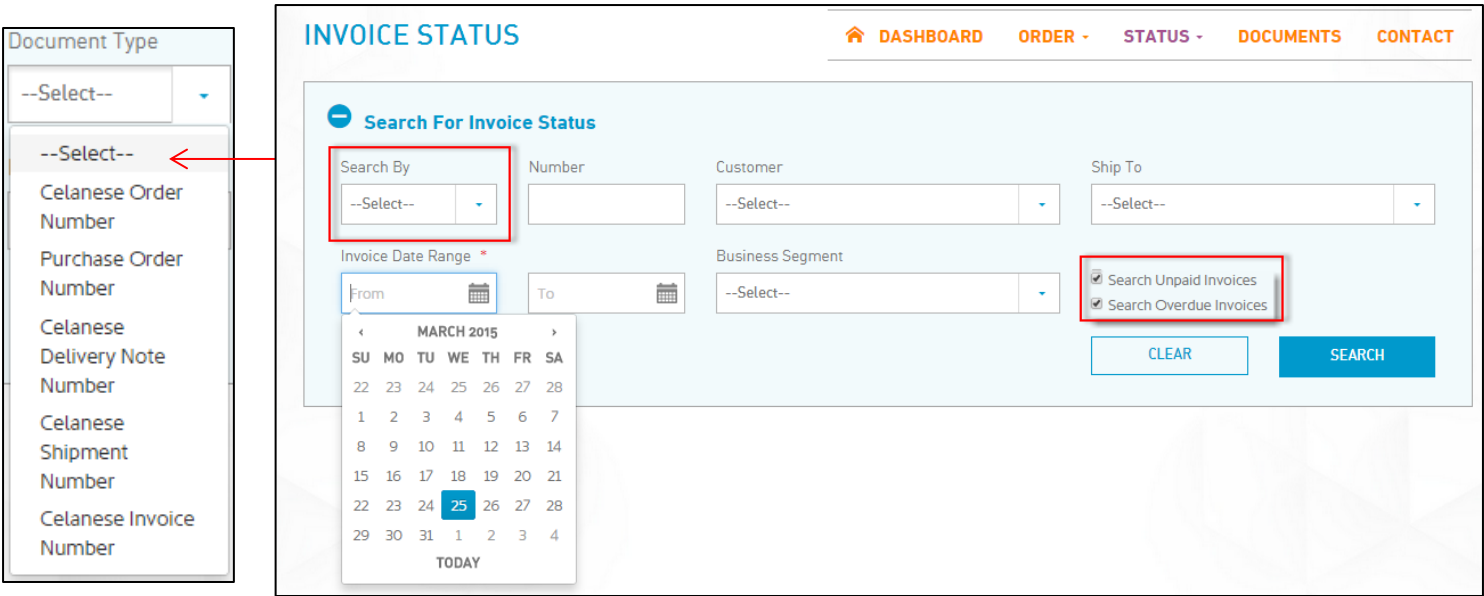


## Invoice Status

- **Accessing Invoice Status:** Access the order status page select 'Status' from the home menu bar, then click 'Order Status' from the drop-down menu. The invoice status page allows you to view detailed invoice status information.

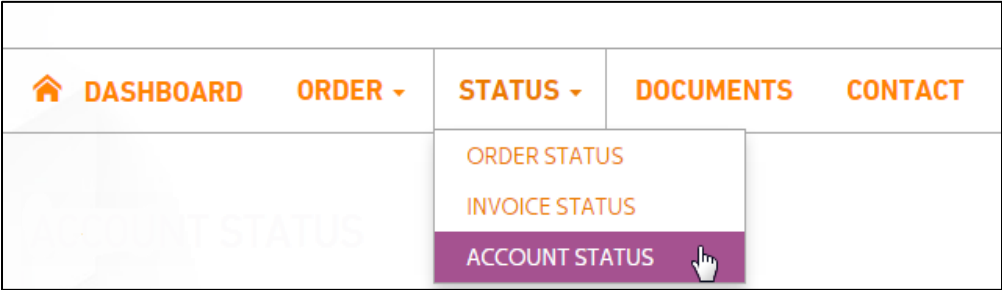


- **Search Invoice:** Search for an invoice by selecting the required date- range field and/or Document type.



## Account Status

**Accessing Account Status:** To access the account status page select 'Status' from the home menu bar, then click 'Account Status' from the drop-down menu. The account status page allows you to review payment terms, open accounts receivable amount and last 3 payments made to Celanese.



- **Select account:** If more than one account has been assigned to the user, select the radio button to see the account status for the desired account, then click the “SUBMIT” button. Only one account can be viewed at a time. If the user only has one account, the user will automatically be shown the account status information.

ACCOUNT STATUS

DASHBOARD ORDER STATUS DOCUMENTS CONTACT

Search Customer

Enter # Clear

Customer #	Company Name	Address
<input type="radio"/> 3008909	3M COMPANY	3M CENTER, SAINT PAUL, MN, 55144, US
<input type="radio"/> 3074558	HENKEL CORPORATION	TROUT BROOK CROSSING, ROCKY HILL, CT, 06067, US
<input checked="" type="radio"/> 3075029	CLEARWATER PAPER CORPORATION	WEST RIVERSIDE, STE 1000, SPOKANE, WA, 99203, US
<input type="radio"/> 3000023	ROTHMAN, BENSON & HEDGES INC	DON MILLS ROAD, NORTH YORK, ON, M3B 3L1, CA
<input type="radio"/> 3052669	OCY MEXICO S DE RL DE CV	COMANALUCAN 502, TLAXCALA, TLA, 90434, MX
<input type="radio"/> 3067736	HENKEL LTDA	AVENIDA PRICK, VERNON KRIEBEL, ITAPEVA, SP, 06695-070, BR

SELECT

- **Account status information:** If a user has multiple accounts assigned to their user id, multiple lines for each Celanese selling entity will be displayed

ACCOUNT STATUS

Search Customer

Payer

This area includes the Payer account information.

Payment Terms

Celanese Ltd. ( Chemicals US ) Payment terms

Balance/Payment Summary

	Open A/R Amount	Last 3 Payments	Date Paid
Celanese Ltd.	Open AR balance	Last 3 payment amounts received by Celanese	Date last 3 payments were received

## Document Retrieval

**Document Retrieval:** Copies of the following documents are available on My.Celanese.com:

- Order Acknowledgement
- Invoice
- Certificate of Analysis (COA),
- Bill of Lading
- Packing list
- International Documents

- **Accessing Documents:** To access any of these documents, select ‘Documents’ from the home menu bar.

DASHBOARD ORDER STATUS DOCUMENTS CONTACT



- The document area allows you to search for documents, by different ways, based on the type of document requested.

Use the drop down under “Document Type” to select the desired document. Next, use the drop down to select the type of information to use for the search, then, enter the search information into the blank field. After populating the information, select the “SEARCH” button.

**“Didn’t find what you are looking for?”** If you didn’t find the document, using this link will take you to order status. Here, different search options are available to help locate documentation.

If a document matches the search criteria, the document information will be displayed, along with two icons. The PDF icon allows you to view the document online; the envelope icon allows you to e-mail the document. If you click on the document number, this will take you to Order Status.

- **To email a document**, click the envelope icon. The following message box will appear (pre-populated). Any information in the box can be changed as desired, and then select the “SEND” button. Please note, all fields marked with an asterisk are required.