



### 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

**Updated – Thursday, October 08, 2015**  
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

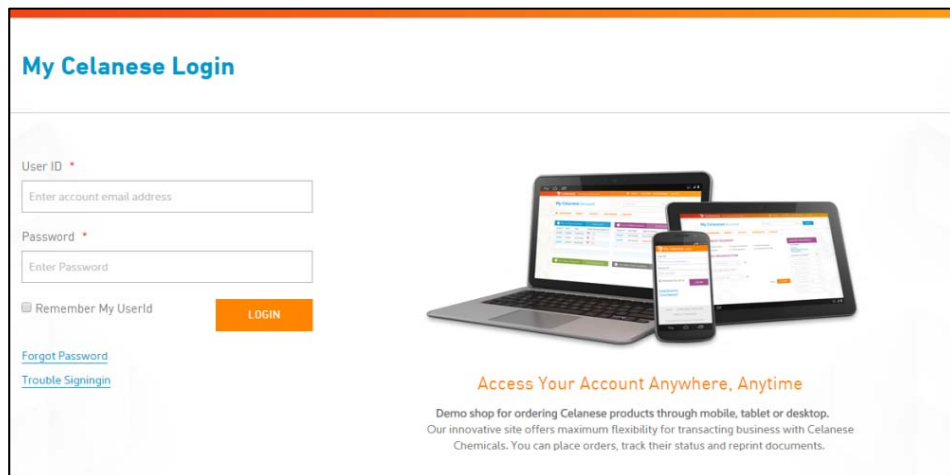
## Login & Account Preferences

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.

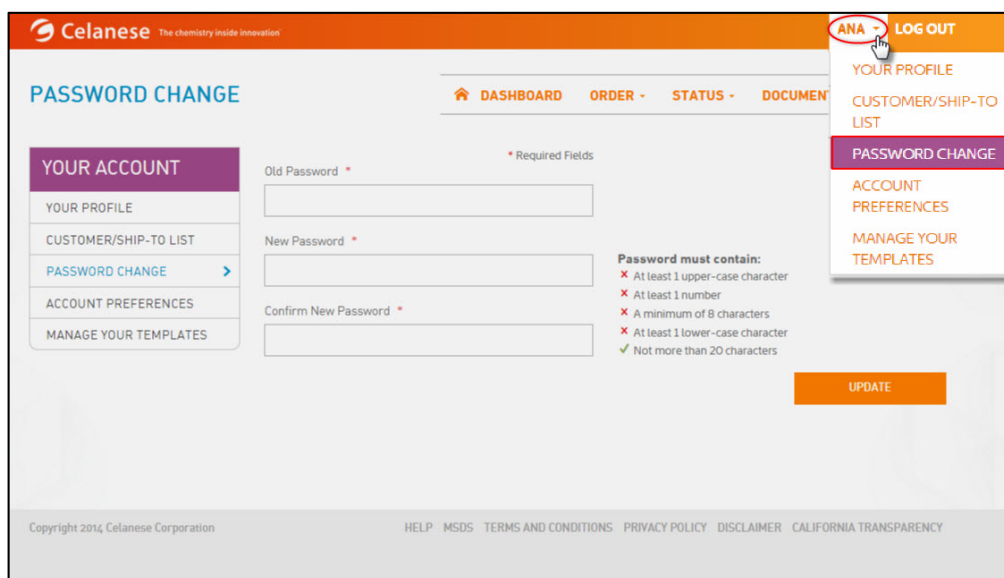
**Trouble Signing** will direct you to the help page



The image shows the 'My Celanese Login' page. It features a login form with fields for 'User ID' (labeled 'Enter account email address') and 'Password' (labeled 'Enter Password'). There is a 'Remember My Userid' checkbox and a 'LOGIN' button. Below the form are links for 'Forgot Password' and 'Trouble Signing'. To the right, there is an illustration of a laptop, a smartphone, and a tablet, all displaying the Celanese website. Below the illustration, the text reads: '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.'

### ► 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 navigation links: DASHBOARD, ORDER, STATUS, and DOCUMENT. A user profile dropdown menu is open, showing options: YOUR PROFILE, CUSTOMER/SHIP-TO LIST, PASSWORD CHANGE (highlighted), ACCOUNT PREFERENCES, and MANAGE YOUR TEMPLATES. The main content area is titled 'PASSWORD CHANGE' and contains a 'YOUR ACCOUNT' sidebar with links to YOUR PROFILE, CUSTOMER/SHIP-TO LIST, PASSWORD CHANGE (active), ACCOUNT PREFERENCES, and MANAGE YOUR TEMPLATES. The password change form includes fields for 'Old Password', 'New Password', and 'Confirm New Password', all marked as required. To the right of the form, a list of password requirements is shown: '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 a green checkmark for 'Not more than 20 characters'. An 'UPDATE' button is at the bottom right. The footer contains copyright information and links to 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 a user menu for 'ANA' with a 'LOG OUT' option. A navigation bar contains 'DASHBOARD', 'ORDER', 'STATUS', and 'DOCUMENTS'. On the left, a 'YOUR ACCOUNT' sidebar lists 'YOUR PROFILE', 'CUSTOMER/SHIP-TO LIST', 'PASSWORD CHANGE', 'ACCOUNT PREFERENCES' (highlighted with a blue arrow), and 'MANAGE YOUR TEMPLATES'. The main content area has 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 orange '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 bar are identical to the previous page. The 'YOUR ACCOUNT' sidebar is the same, but 'YOUR PROFILE' is now highlighted with a blue arrow. The main content area contains a form with the following fields: 'First Name' (Ava), '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 blue callout bubble stating 'To reset email please contact your Customer Service Representative'. An orange '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
02 00000002	ANALOG COMPANY
03 00000003	ANALOG COMPANY
04 00000004	ANALOG COMPANY
05 00000005	ANALOG COMPANY
06 00000006	ANALOG COMPANY
07 00000007	ANALOG COMPANY
08 00000008	ANALOG COMPANY
09 00000009	ANALOG COMPANY
10 00000010	ANALOG COMPANY

SELECT

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

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.

Celanese

ANA

LOG OUT

DASHBOARD

Search Customer

DASHBOARD

ORDER

STATUS

DOCUMENTS

CONTACT

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 SINGAPORE	Chemicals US
<a href="#">0987654321_CETEST</a>	3M COMPANY(2004299)	CHEMOLITE SINGAPORE	Chemicals US

Corporation

HELP

MSDS

TERMS AND CONDITIONS

PRIVACY POLICY

DISCLAIMER

CALIFORNIA TRANSPARENCY

SHOPPING CART

CONTINUE

Required Fields

Shippoint

Mode Of Transport

Incoterm

Transportation Group

PO #

USC Houston, L.P. INC

SEA

CPT

Bulk Liquid

Celanese Material

Your Material #

Ethyl acetate (50000455)

10 0000 0000 0

Requested Qty

Unit Of Measure

Requested Delivery Date

189000

US pound

3rd Party/Line Item PO

Release #

ADD ITEMS

Clear Cart

Back

CONTINUE

ORDER PROGRESS

CUSTOMER

BUSINESS SEGMENT

SELLING ENTITY

SALES ORDER TYPE

SHIP-TO ADDRESS

UNLOADING POINT

BILL-TO PARTY

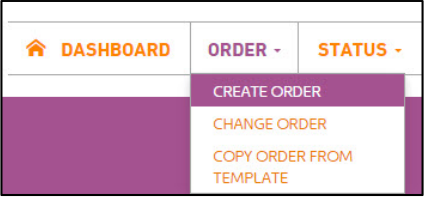
PRODUCT SELECTION

SHOPPING CART

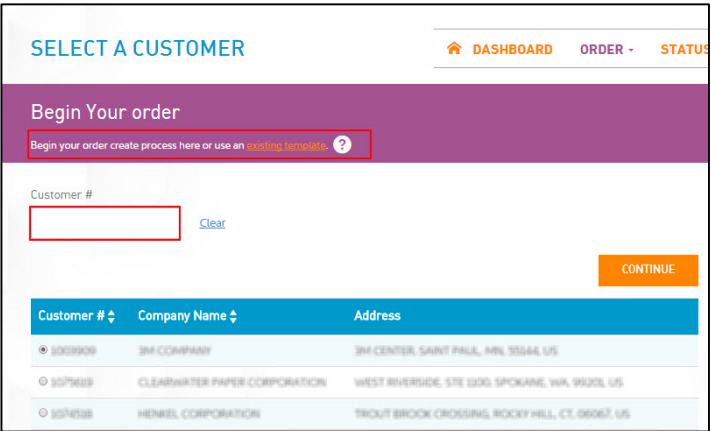
FINAL REVIEW

Order Create

► **Order Create:** To begin creating an order, select 'Create Order' from the menu bar.



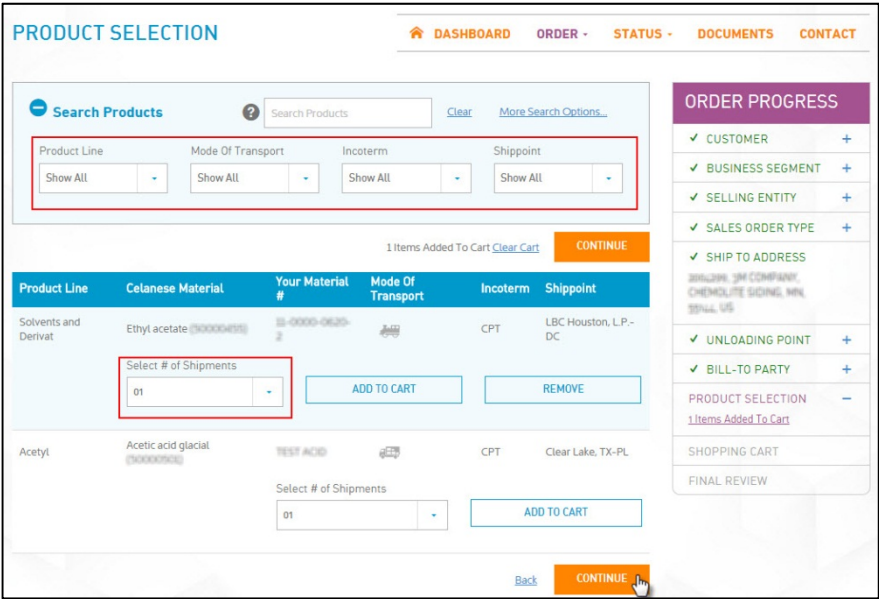
► **Search Customer:** Select a customer by searching the Customer # which is a Celanese assigned identifier; then, validate this information by company name and/or address. You may select to create an order from an existing template on this page rather than creating a new order.



► **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.

**Shopping Cart**

**Required Fields**

Shippoint: LBC Houston, L.P.-DC  
 Mode Of Transport:   
 Incoterm: CPT  
 Transportation Group: Bulk Liquid  
 PO #:

**Celanese Material** | **Your Material #**

Ethyl acetate (50000455) | 11-0000-0620-2

Requested Qty: 189,000.000 | Unit of Measure: US pound  
 3rd Party/Line Item #:   
☐ Combine Load

Requested Delivery Date: **MARCH 2015**  
 22 23 24 25 26 27 28  
 1 2 3 4 5 6 7  
 8 9 10 11 12 13 14  
 15 16 17 18 19 20 21  
 22 23 24 25 26 27 28  
 29 30 31 1 2 3 4  
 TODAY

**Warning!**  
 Are you sure you want to delete?  
 DO NOT DELETE | DELETE ITEM

**ADD ITEMS** | Clear Cart

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**PRODUCT SELECTION**

**Search Products**

Search Products:  Clear

Product Line: Show All | Mode Of Transport: Show All | Incoterm: Show All | Shippoint: Show All

1 Items Added To Cart | Clear Cart | CONTINUE

Product Line	Celanese Material	Your Material #	Mode Of Transport	Incoterm	Shippoint
Solvents and Derivat	Ethyl acetate (50000455)	11-0000-0620-2		CPT	LBC Houston, L.P.-DC

Select # of Shipments: 01 | ADD TO CART | REMOVE

Back | CONTINUE

- **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-sections 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 the shipping details, 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 box highlights the 'EDIT ITEMS' button. At the bottom, there is a checkbox for 'I agree with these terms and conditions and confirm the ship to address and material are correct.' and a 'SUBMIT ORDER' button. On the right side, there is an 'ORDER PROGRESS' section with a list of steps: CUSTOMER, BUSINESS SEGMENT, SELLING ENTITY, SALES ORDER TYPE, SHIP TO ADDRESS, UNLOADING POINT, BILL-TO PARTY, PRODUCT SELECTION, and SHOPPING CART. The 'FINAL REVIEW' step is currently selected. Below this, there is a 'Your Support Contacts' section with contact information for Customer Service Representative, Customer Sales Support, and Customer Sales Representative.

- **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 'CONTINUE' button at the top right. Below it, there is a 'Clear Cart' link. The page displays shipping details: Shippoint (LBC Houston, L.P.-DC), Mode Of Transport (JBL), Incoterm (CPT), Transportation Group (Bulk Liquid), and PO #. A table lists the items in the cart, including 'Ethyl acetate (00000405)' with a quantity of 11-0000-0020-2. Below the table, there are fields for 'Requested Qty', 'Unit Of Measure', 'Requested Delivery Date', '3rd Party/Line Item #', and 'Release #'. At the bottom, there are buttons for 'ADD ITEMS', 'Clear Cart', 'Back', and 'CONTINUE'.

- **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.

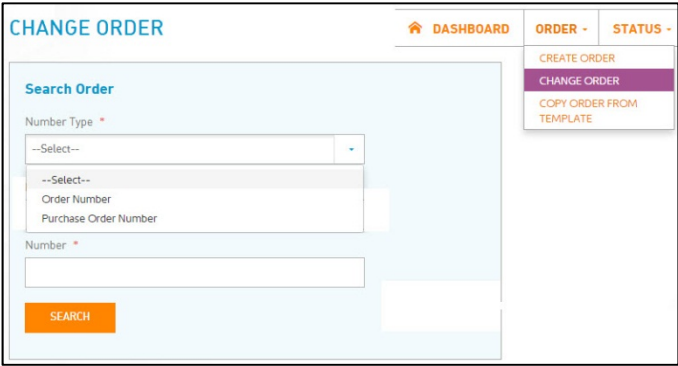
The screenshot shows the 'THANK YOU FOR YOUR ORDER!' confirmation page. It includes the text: 'Shortly you will receive an order acknowledgement via e-mail to your email address(ana.payne@celanese.com)'. Below this, it displays the 'Celanese Order # 1557047' and 'PO # 546545646545'. At the bottom, there is a red box containing the text 'SAVE THIS ORDER AS A TEMPLATE' and a right-pointing arrow.

Order Change

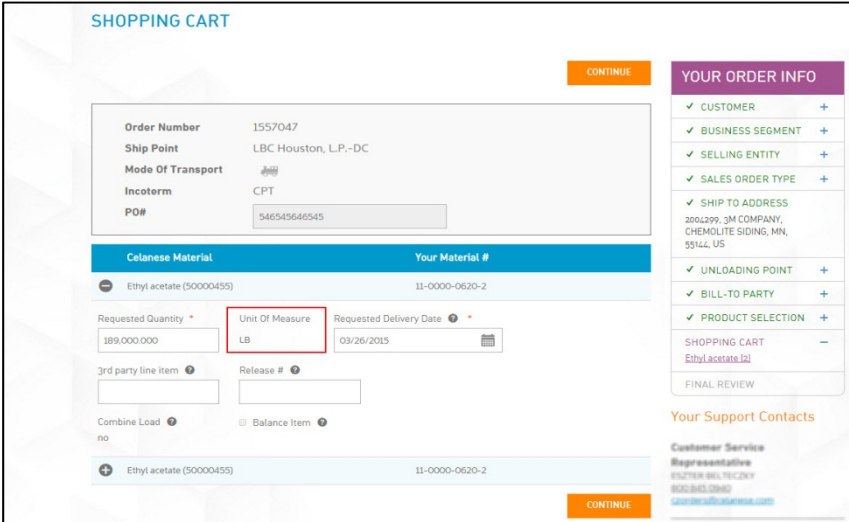
- **Order Change:** To begin changing your order, select ‘Change Order’ from the home menu bar.



- **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 quatity 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.

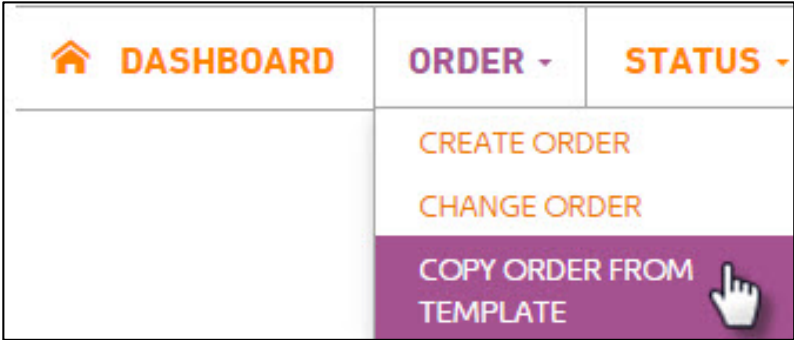


Copy Order from Template

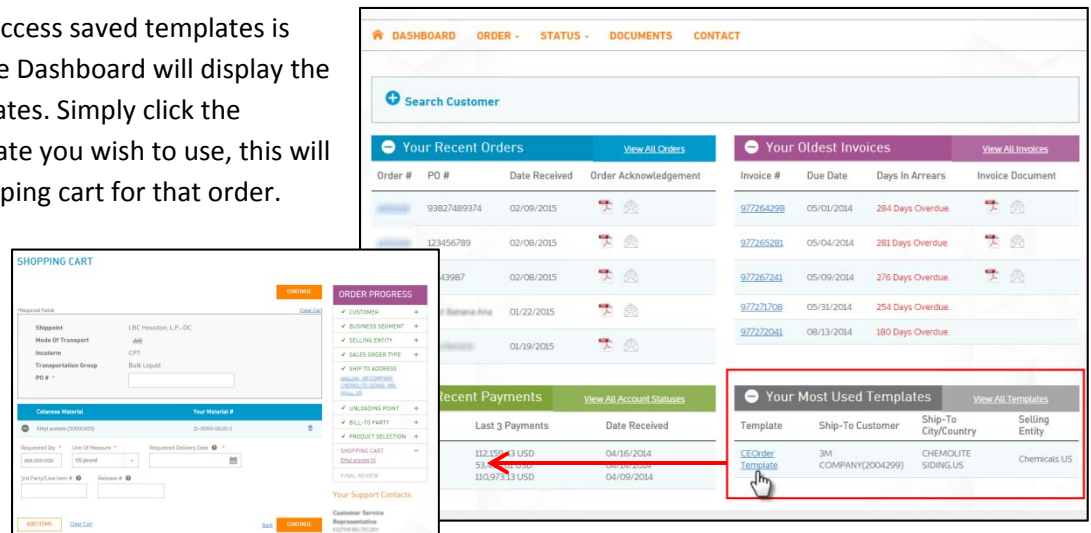
- **Utilize Templates:** An order which uses the same ship to, same product, and same additional information should be saved as a template for simple reorder. Templates should be saved during the order create process (see Order create pg.10 for further instructions.)

- **Accessing Templates:**

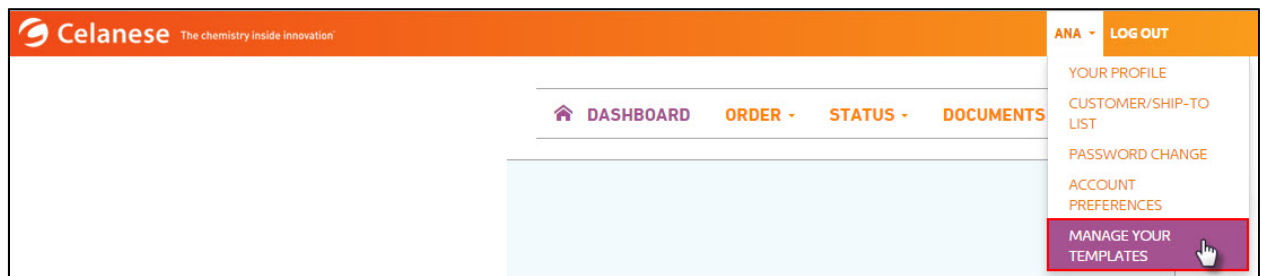
1. One of many ways access saved templates is through the Order menu drop down on your main menu bar. Select, ‘Copy Order From Template’.



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.

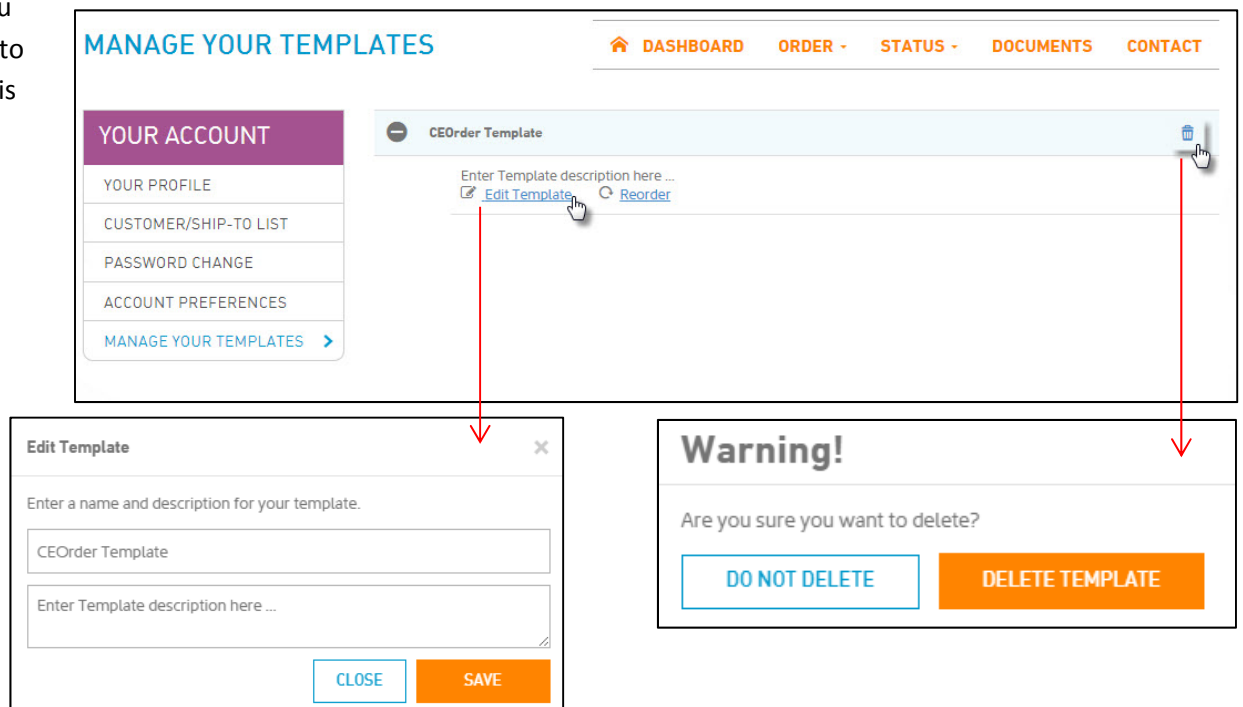


- **Manage and Maintain Templates:** To access the main management page for all templates, select 'Manage Your Templates' located in the profile drop-down menu on the top right-hand corner of the main account screen.



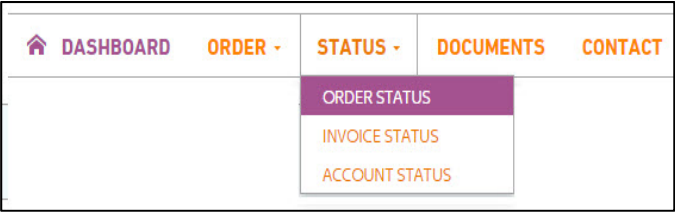
- **Edit Templates:** Editing templates ensures that you are maintaining the most up to date information for efficient, simple and quick product reorder. Edit template names, descriptions and/or delete templates that will no longer be utilized.

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

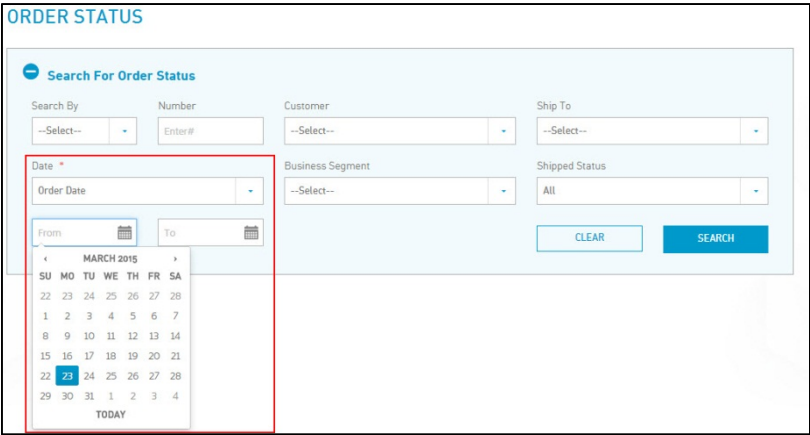


# Order Status

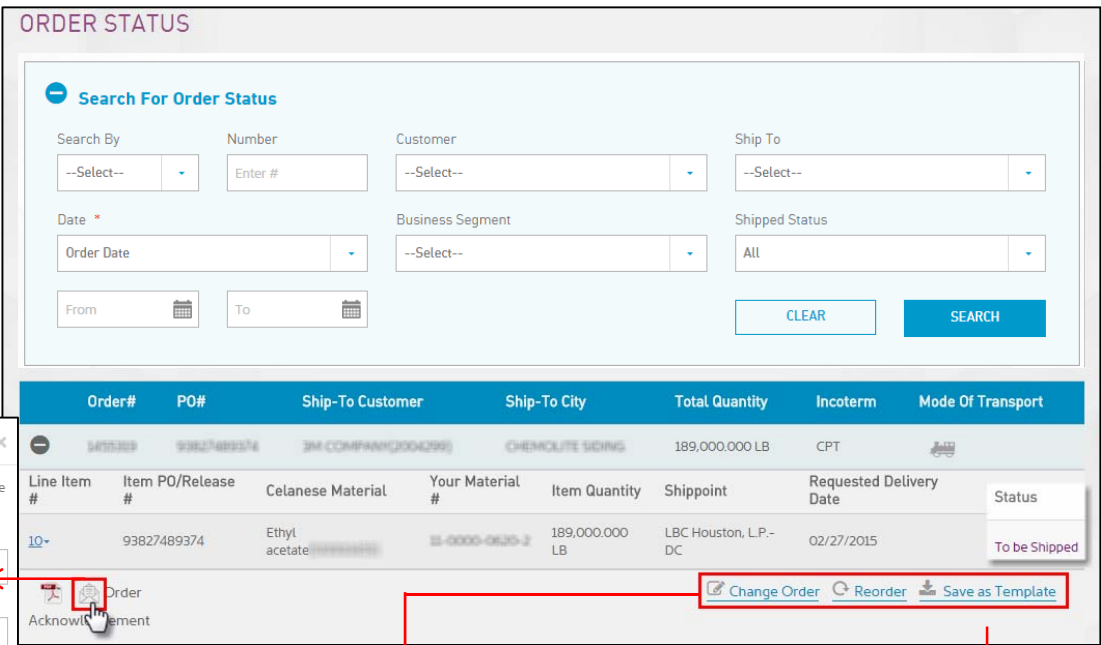
► **Accessing Order Status:** To access the order status page select 'Status' from the home menu bar, then click 'Order Status' from the drop-down menu. The order status page allows you to search all of your orders, check the status (shipped/delivered), review detailed order information, change order,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



**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 - 1455143

Enter Message \*

Document has been attached...

CLOSE SEND

**SHOPPING CART**

\*Required Fields

Shippoint LBC Houston, L.P.-DC

Mode Of Transport

Incoterm CPT

Transportation Group Bulk Liquid

PO # \*

**Save Order As Template**

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

Template name \*

Template description

enter template description

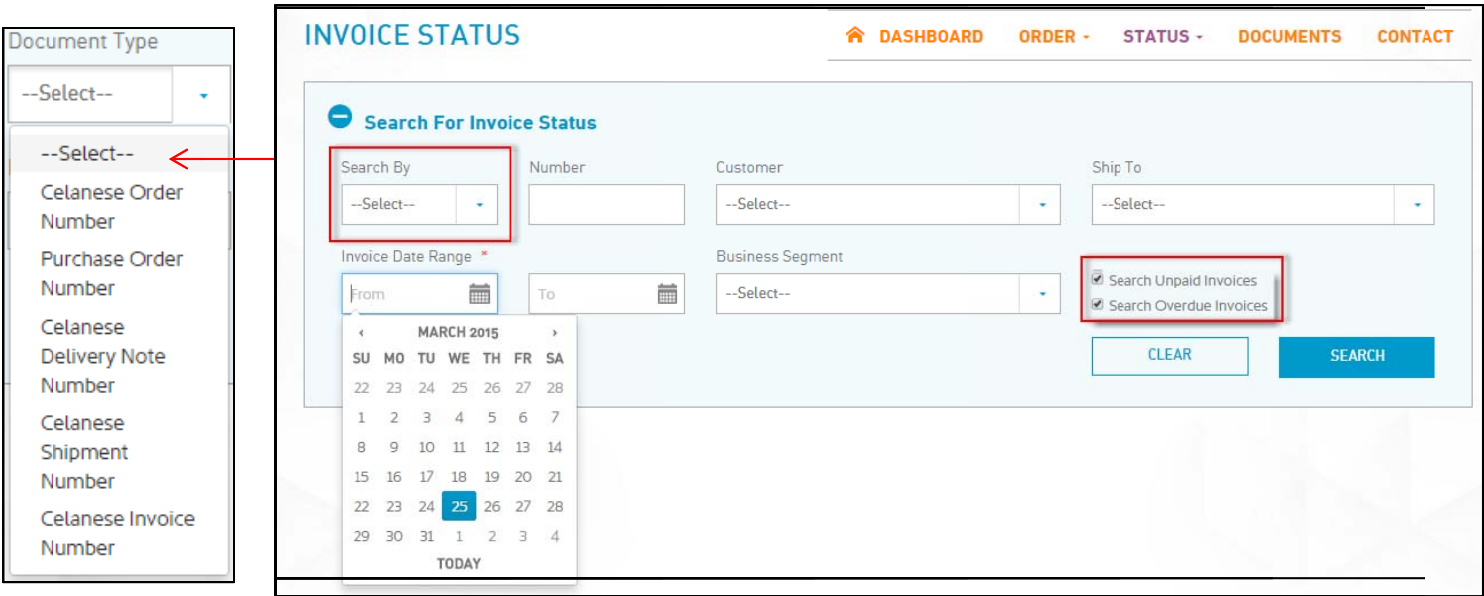
CLOSE SAVE

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.

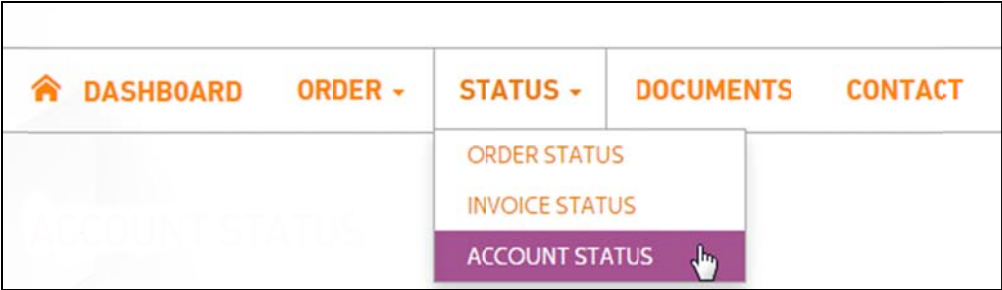


- ▶ **Search Invoice:** Search for an invoice by selecting the required date- range field and/or Document type.



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

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"/> 3075629	CLEARWATER PAPER CORPORATION	WEST RIVERSIDE, STE 100, SPOKANE, WA, 99203, US
<input type="radio"/> 3080923	ROTHMANS, BENSON & HEDGES INC	DON MILLS ROAD, NORTH YORK, ON, M3B 3L1, CA
<input type="radio"/> 3052689	OCY MEXICO S DE RL DE CV	COMANALUCAN 502, TLAXCALA, TLX, 90434, MX
<input type="radio"/> 3067735	HENKEL LTDA	AVENIDA PRON VERNON KREIBEL, ITAPEVA, SP, 06696-070, 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.	<b>Open AR balance</b>	<b>Last 3 payment amounts received by Celanese</b>	<b>Date last 3 payments were received</b>

## 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

► **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.