



# Dow Customer Automation Services

## Improve Service, Productivity and Business Results



Everyone wants to save time, save money and avoid hassles. Dow customer automation helps improve service, productivity and business results, and recent improvements in Dow technology and systems now make it even easier for you to do business with Dow. Our solutions are focused on making your job easier and saving time and costs for your company by ensuring that you have precisely what you need, when you need it. And best of all, you can get automated in a simple three-step process that maps your purchasing and payment process to our service system in order to:

- Save time and costs
- Increase convenience
- Gain greater control
- Find relevant information fast
- Access support and documentation
- Accelerate orders and payments

### You Don't Have to be Big to Get Big Benefits

Dow has a solution for your company regardless of the type of product you order, order volumes, frequency or location. Our globally integrated technologies improve the ease and effectiveness of obtaining information on-line and reliably conducting day-to-day business for any company – from large multi-national corporations to smaller, single-location businesses.

### Order and Invoice Automation Can Help:

- Increase order accuracy
- Improve on-time delivery
- Better control credit and cash flow control
- Improve product availability
- Reduce order cycle times
- Provide visibility and transparency

### Customer Automation Service Suite

Dow Customer Service professionals can help you develop the right solutions with flexible options that provide around-the-clock access, streamlined information and access to productivity tools. Automation allows you to spend more time with your sales, service and technical contacts – improving working relationships and developing new solutions. Dow has the right solution that can be tailored to your needs from four distinct services that can be used independently or in combination.

- **Print-to-XML (P2X) order capture** technology automatically captures orders faxed or emailed.
- **MyAccount customer portal** provides real-time transaction data and information access.
- **Business-to-business (B2B) integration** connects your systems and processes with Dow using standardized electronic messaging and documentation.
- **Vendor Managed Inventory (VMI)** via telemetry handles re-orders based on your pre-determined inventory and usage levels.

*"Print-to-XML is always available, helps us stay organized, reduces email volume and is the most effective way for our company to place orders."*

– Gina Marasco  
Sales and Procurement Manager  
KA Steel Chemicals

# Easy Automation Through Flexible Options

## Automatic Orders with Print-to-XML (P2X)

Companies that want easy automation at the lowest cost with little, if any, change to their existing order format and process choose P2X to automate purchase orders sent via fax or email. If you order by phone, consider email to take advantage of P2X. It reduces the time required to place an order and helps prevent potential delays as a result of errors. The technology captures orders from your pre-defined format, automatically digitizes them and converts them into orders in Dow's system. Since P2X is always open for business, you can be assured that we are processing the order from the moment you send it. Many customers using P2X combine it with MyAccount for increased convenience and capabilities.

## Convenient Access with MyAccount Customer Portal

You can have 24/7 access to real-time information and gain greater control with MyAccount. This service provides you with secure, web-based access to a broad range of self-service transaction tools, including order placement, order history and other targeted information you need on a regular basis. You can view and download supporting documentation, such as invoices, packing lists, Electronic Certificate of Analysis (eCOA) and Material Safety Data Sheets (MSDSs), directly from an order and open a list of recently created orders for quicker re-ordering.



## Maximum Business-to-Business (B2B) Integration

Dow can work with large volume customers who wish to achieve maximum enterprise system integration with full or partial connectivity. This advanced level of automation provides the greatest degree of control and customization. The service is provided to Dow customers with support from Elemica™, an independent, global chemicals and plastics industry network hub that facilitates the buying and selling of a broad range of products. Our B2B service includes full automation of the entire end-to-end process, including orders, changes, acknowledgements, shipment notices and invoices.

## Just-In-Time Supply with Vendor Managed Inventory (VMI)

Customers with consistent and predictable product supply needs gain confidence that the Dow products they use regularly will be available when needed. We use the latest telemetry technology to continuously monitor your inventory levels and consumption rates to automatically place product re-orders.



Combine MyAccount and P2X for powerful functionality, real time visibility and fast access.

## Get Automated in Three Simple Steps

Get started today by contacting your Dow customer service representative or sales professional. They will help ensure that you gain access to the right solution that best fits your unique needs. Typically, establishing an automated connection takes very little time, effort or cost for your company – and it's a simple three-step process.

1. We meet to discuss your needs, review your process, and plan the steps, process and timing.
2. Dow develops and tests the solution using your purchase order format.
3. We engage again to ensure proper training for a seamless and smooth transition.

For additional information about automation services from Dow, please contact your customer service representative, sales professional or visit: <http://www.dow.com/ebusiness/>

[dow.com](http://www.dow.com)