



The eService Platform

Communicating with our customers

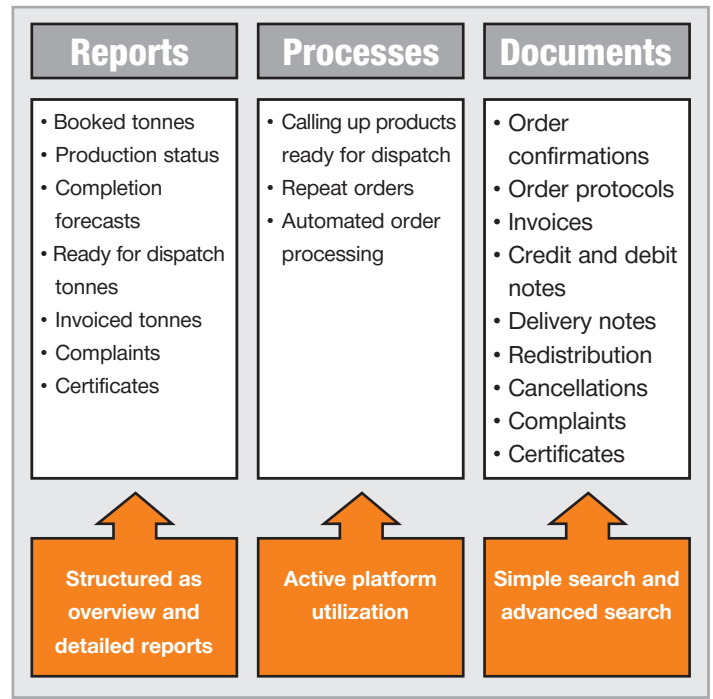
The eService Platform – So simple, and so much better

Order processing in the steel industry is characterized by complex processes that necessitate a considerable amount of coordination. In response to this situation, Salzgitter Flachstahl has created the eService Platform. These new service offerings stand for additional clarity and transparency in the provision of information and order processing.

As a Salzgitter Flachstahl customer, eService enables you to track and trace the entire course of your orders. With the help of the platform, central access to all order related documents is only a mouse click away. In addition, you can call up important data that you require for the reliable handling and processing of your orders. This includes, for example, the current production status, or completion forecasts. Moreover, staff at Salzgitter Flachstahl access the same information and data sets.

You have the option of rapid and simple system entry by way of the report overview, as well as taking a more targeted course by individually defined search criteria. The latest developments include a dialog function for calling up products ready for dispatch, and an option for requesting reports and their distribution by e-mail.

Benefit from the advantages of the eService Platform:



Rapid access to decisive information – The report system

The report system is the first of three areas of the eService platform. It provides you with all the data that are relevant to your orders. The report system is a reliable, always up to the minute – and therefore essential – source of information for the customers and staff of Salzgitter Flachstahl.

The clear and concise structure of the report system ensures both simple and rapid access to the information you require. You can also call up the desired reports in a selective, targeted manner. There are a number of filter functions and detailed search queries available here – reaching right down to the lowest order item level. In this way, you will receive only the information that you actually require. You can also determine the scope and the arrangement of the data.


The following individual reports are available:

- Booked tonnes
- Production status
- Completion forecasts
- Ready for dispatch tonnes
- Invoiced tonnes
- Complaints
- Certificates

Defining search criteria

By way of an easy to navigate search window you can set the selection criteria of the desired report, as well as defining how many hits or matches should be displayed.


 Limit filter values


 Remove filter values

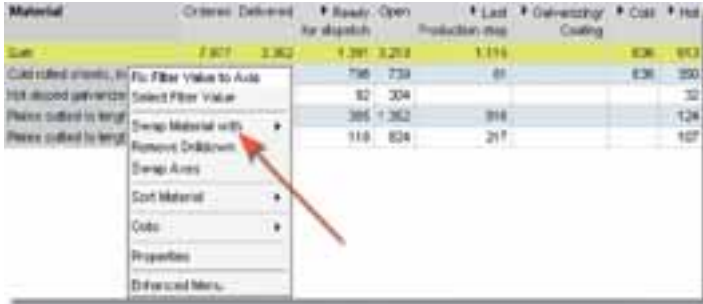


Adjusting table output

You can adjust the output of contents in tables exactly to your requirements by exchanging, removing and adding columns and lines.

 Add columns or lines

 Remove columns or lines.



Switch to other reports or to the documents (Go to)














With your current report you switch to other reports or to the eService platform document system at any time. Any data compiled before will be retained and are therefore available in the course of further searches.



The report system

Additional functions

There are a number of different options at your disposal for the further processing of your reports. You can use an automatic e-mail dispatching function, or export the reports you have compiled in an xls or csv format, for example.

- | | | |
|---|---|---|
|  Save personalized view |  Export to CSV |  Tables with scrollbar |
|  Delete personalized view |  Show sums at the bottom |  Tables for page turning |
|  Print preview |  Show sums at the top |  Distribute report |
|  Export to MS Excel 2000 |  Hid sum | |
|  Export to MS Excel 2000 with repetition rows |  Display sum | |

Direct process integration – The processes

There are various process modules on the eService Platform facilitating the processing of your orders.

Calling up products ready for dispatching (RFD)

In order to call up products ready for shipping you can access an overview showing total tonnage displayed according to storage location. Based on this list you can individually determine the desired quantities as well as the delivery date.



The screenshot shows a table with columns for 'Storage location', 'Material', 'Product description', 'Quantity', 'Unit', 'Customer material', and 'Inventory status'. The table contains several rows of data, with some rows expanded to show more details.

Repeat orders

In the case of repeat orders, you can view all orders to date according to various selection criteria in an overview. After selecting the desired order, you can initiate a repeat order at Salzgitler Flachstahl. All you have to do is add the desired quantity and delivery date as additional data.

Moreover, it is also possible automatically process your order and delivery call-up data. We will set up the required process in close coordination with you.



The screenshot shows a 'Repeat order' form with fields for 'Purchase order number', 'Purchase order number Agent', 'Purchase order number User', 'Ship to Party', 'Shipping type', and 'Repeated delivery date'. Below the form is a table with columns for 'Material', 'Product description', 'Quantity', 'Unit', 'Customer material', and 'Inventory status'. The table contains three rows of data.

All your important documents in one place – The document system

The document system is the third major area of the eService platform. Here, you will find all order related data and documents at a single central source – simple and rapid access is ensured at all times.

The document system contains the following:

- Order confirmations
- Order protocols
- Invoices
- Credit and debit advices
- Delivery notes
- Stock transfer
- Cancellations
- Complaints
- Certificates

Order files

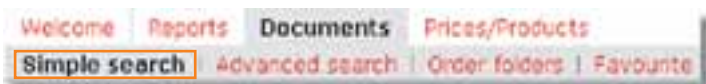
All of the documents pertaining to an order are stored in an order file. On entering the document system, you will see a concise overview of the current order files. After opening a file you will be provided with an overview and the access options of all documents that have been created to date in connection with the order you have selected. Various search masks provide the most rapid access of the desired document and ensure that you are always fully informed on the progression of an ongoing order.

Order file	Purchase no.	Purchase order date	Confirmed date
Order 00100001	March 10 2006 C48	14.12.2005	17.02.2006



Simple search functions

Opting for the simple search function, all you have to do is enter the order number or the order date to rapidly access the desired document.



Order file	Document - contract version	Order date	Purchase no.	Purchase order date
Order 00100001	Order confirmation 00100001	14.12.2005	March 10 2006 C48	14.12.2005

And that's only the beginning – Planned additions are now underway

The eService Platform features a modular structure. Development work on new contents and functions is constantly in progress. In this way, the system will be consistently tailored to meet individual client wishes and requirements, and also geared to the ever-increasing tasks in order related communication processes.

Currently in the pipeline:

- New order data transmission options
- A new function for graphic information processing



When will you be logging on?

The eService Platform services have been tailored to meet your requirements. By joining in, you will also contribute to enhancing the transparency and efficiency of the processing of your orders at Salzgitter Flachstahl. These services are geared to significantly improving the quality of your order data, and make a valuable contribution to keeping communication as concise as possible.

This is the ideal solution – not only for large-scale corporations, but also, and especially, for SMEs in view of the investment and risk free participation.

The convincing advantages of the eService Platform are now at your disposal. If you would like to register, or require any additional information, please contact our experts.

Contact:

Maja Blankenburg

Phone: +49 5341 21 28 08

Fax: +49 5341 21 85 36

Gerhard Römer

Phone: +49 5341 21 46 55

Fax: +49 5341 21 40 62

System requirements for participation in the eService Platform

Hardware: Industry standard PC, Pentium II (400 MHz), 128 MB RAM, 512 MB hard disk space, 32 MB RAM graphics card, display resolution 1024 x 768, and 60 Hz refresh rate.

Network: DSL; we recommend channel bundling if only ISDN is available.

Operating system: Windows NT 4.0 SP 6a, Windows 2000 or Windows XP.

Internet browser: Internet Explorer 6.0. If required, we would be pleased to advise you on the required browser settings.

Salzgitter Flachstahl GmbH
Eisenhüttenstraße 99
38239 Salzgitter
Germany
Tel.: +49 5341 21-2890
Fax.: +49 5341 21-8536

Postal address:
38223 Salzgitter
Germany

www.salzgitter-flachstahl.de