

Get to know the digital tool that optimizes they way you work

Smart, individual, and user-friendly, this new business platform provides maximum transparency in operation and immediate support.



**USER MANUAL** 

# Accomplish even more with the help of tesa®PRO

Constantly offering new solutions and optimizing processes – that's what you expect from tesa<sup>®</sup>! Now we have developed a great new tool that will help you stay on top of things. Find everything you need on one official platform simply with a mouse click and enjoy full transparency in the operations relevant for your work.

Meet tesa<sup>®</sup> PRO – the new business platform that upgrades your daily business.



Continual use of tesa® PRO is the best way to simplify all your processes and always be up to date. When you need to track an order, print a certificate, check the current pricing of an item or carry out any other standard operation, you can now easily do it online. The platform's user-friendly design and intuitive use enables you to exploit its full potential. Simply log in to access all the relevant tools needed for your daily work.

### Your direct benefits:

- Access to advanced services
- Complete transparency in operations
- Personalized information and solutions
- Improved customer experience
- One single source of information
- Effective and convenient self-service

### Precisely the right advantages

No distractions here: every user role comes with its respective set of available features to maximize efficiency and optimize the tesa® PRO user experience. To learn more about which tools and services are accessible to which roles, please check the User Manual Content, where you will find a comprehensive list of all platform features.



Features marked with this symbol are only visible to select user roles or have specific user role restrictions.



### Simple is better

Now you have access to relevant information and services and can conduct operations whenever it's comfortable for you. This platform is a great tool for enhancing efficiency and optimizing processes, just as you would expect from tesa<sup>®</sup>.

Upgrade your work with the help of these and other useful features:

- Product search
- Product availability and lead times
- Actual and individual pricing
- Placing orders
- Order tracking and history
- Overview of new and updated products
- Product asset download
- Certifications & Safety information
- Marketing materials for download
- Individual notifications and updates service
- Help & FAQ



# tesa<sup>®</sup>PRO All functions at a glance

The easy-to-use platform offers all services and functions required to handle basic tasks independently and effortlessly – by modifying the available functions for each individual user and their respective company role. This high level of customization makes tesa® PRO a great upgrade for all. For a quick overview of how these and other functions work, go ahead and have a look at the short explanation videos available at pro.tesa.com.



### **Products & Solutions**

- Product Search
- Product information
- Data sheets
- Media assets
- Product variants & availability
- Lead times
- Product order
- News & Updates

### Service & Tools

- Training & Know-How
- Media Library
- Customer solution center

### My account

- Profile
- My orders
- Order Details
- Order Tracking
- Order History
- Project offers
- Notifications
- My favorites

### **Contact & Support**

- Customer service
- FAQ

User feedback and functionality requests are much appreciated. Please contact your tesa® representative and let us know what you think.





# User manual Content

On the following pages, you will find a comprehensive overview with descriptions and images of the various functions available on the tesa® PRO platform. Not every user will have access to all the platform's functions, only to those relevant for their work.

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## Login / Account activation

- The user needs to activate the account in few simple steps.
- 1. User receives an e-mail with an activation link
- $\ensuremath{\text{2.}}$  User clicks on the link and sets new password
- 3. User gets redirected to tesa® PRO
- 4. User sees the welcome screen and is asked to login
- 5. User enters credentials and agrees to terms and conditions
- 6. Account is set and good to go



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### Dashboard

- Individual dashboard
- Fast access to information and services
- The first section are user individual tiles, for example:
- Unread notifications
- Favorite product list
- Orders in progress
- Last searches
- Sustainability





## Products

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- Basic product search (¬):

   search for technical attributes, Narts, IBNRs, product categories
   4 standard filters available
- Pro product search (٦):
- search for technical attributes, Narts, IBNRs, product categories
- choice of all available product attributes as filters
- Selection of assortments
- Selection of list or tile overview (7)

## **Product Help**

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- Learn more about tesa applications, guide lines and solutions
- In the section flexographic printing, for example:
- Printing troubleshooting guide
- tesa<sup>®</sup> Softprint manual mounting
- tesa<sup>®</sup> Softprint sem-automatic mounting
- In the section splicing, for example:
- tesa® EasySplice for paper printing
- tesa® EasySplice for paper producers and converters
- tesa<sup>®</sup> EasySplice for film converting
- tesa® EasySplice application video

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### Certifications & Safety information

- User can access and download of our plants, headquarters and subsidiaries
- User can access and download various material safety data sheets

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### Product detail page

- All product variants
- Local list/individual price (depends on user rights)
- Logistical information
- Product availability
- Product description
- Technical data
- Images & Videos
- Additional functionality
- Download: images, videos
- & product inforamtion sheet
- Add to personal favorite list
- Add to cart (if user rights granted)

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### Check price

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- Customer price is only shown when user has the role "tesa" PRO management" or "tesa" PRO purchasing"
- If the user has sufficient user rights and a customer specific price is available he/she can see the individual price information

Individual prices a select user roles. Individual prices are only visible to

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### Check product availability / lead times / MOQ

• User can check product availability (in stock/ not in stock) for every product variant

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### Place an order

- The function "place an order" is only shown when user has the role "tesa" PRO management" or "tesa" PRO purchasing"
- User can add products to a central cart
- Checkout / purchase products
- Cart view
  - Add product by article number
  - Remove products
  - Change quantity
- Shipping & order information
- Shipping address
- Shipping method
- Delivery date
- Additional information such as PO and customer comment
- Instant feedback if order has been sent successfully



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This feature is only visible to select user roles.
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### News

 tesa<sup>®</sup> provides news and updates on various topics such as product launches, company matters, platform updates



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### Marketing

- Search for media data sorted by type (image, document, video)
- Download media data



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- User can maintain settings
- Preferred shipping address
- Subscriptions to newsletter & order confirmation
- Notifications
- Privacy settings

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### My Favorites

- Products can be added to personal favorite list
- On product detail page
- On products basic / pro search page
- Remove products from list

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## My Orders

- The function "my orders" is only shown when user has the role "tesa" PRO management" or "tesa" PRO purchasing" or if additional userrights are granted
- User can access all open / shipped orders (if user access rights granted)
- Initially last year's orders will be loaded
- User can search by purchase number (PO), order number, status and date
- Order details with
- Basic order information
- Shipment status incl. partial shipments
- Invoice copy download
- Re-order possibilityDelivery note



## Notifications

- User can subscribe to different notifications
- Order changes
- Product changes
- News

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- User receives notification on tesa® PRO
- User can activate notification via e-mail
- Subscriptions for the notifications can be maintained in the user profile notification section

# Project Offers

- Overview of the projects and special prices
- Click on the shopping cart to add the respective agreement into your shopping cart
- Click on the project to see all details
   NART
  - Contract ID
  - Quantities
- Expiration date



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This feature is only visible to select user roles.

Notifications		
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### FAQ

Find answers to frequently asked questions.

### • tesa<sup>®</sup> PRO Usage

- What are the benefits of using tesa® PRO?How can my colleagues gain access
- to tesa® PRO? - Can I freely distribute the materials I
- download from tesa® PRO?
- How to download media data/PI sheet?
- What are web cookies?
- Do I need to enable cookies on my browser? - I have other questions unrelated to any FAQ
- topics; who can I contact for support? - I'm facing a technical problem.
- Who can I contact?

### User Account Management

- My contact information is incorrect, how do I update it?
- How can I change, add, or update my shipping address?
- How do I change my password?
- How do I manage my notifications?

### Order & Order Tracking

- How do I place an order?
- I'm interested in ordering a product that is not available. What should I do?
- Where can I find the lead time/MOQ/ product availability?
- The wrong pricing is showing up for certain products.
- How do I view what's in my shopping cart?



- How do I re-order a previously ordered product?
- When will my order ship?
- Can I use my own shipping carrier?
- How do you handle freight fees?
- How to track my order?
- How do I process a claim?

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## Contact

- Contact form for customer service
- Mail is generated and sent to defined local contact address

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	How can we help you?
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## Still have questions?

Our tesa® PRO team is happy to help. Contact your tesa® representative or visit **pro.tesa.com** 

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tesa.com