



tesa[®]PRO

Upgrades my business

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

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

USER MANUAL

tesa[®]PRO
pro.tesa.com

Minimum effort, maximum efficiency

Accomplish even more with the help of tesa®PRO

Constantly offering new solutions and optimizing processes – that's what you expect from tesa®! 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® 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®.

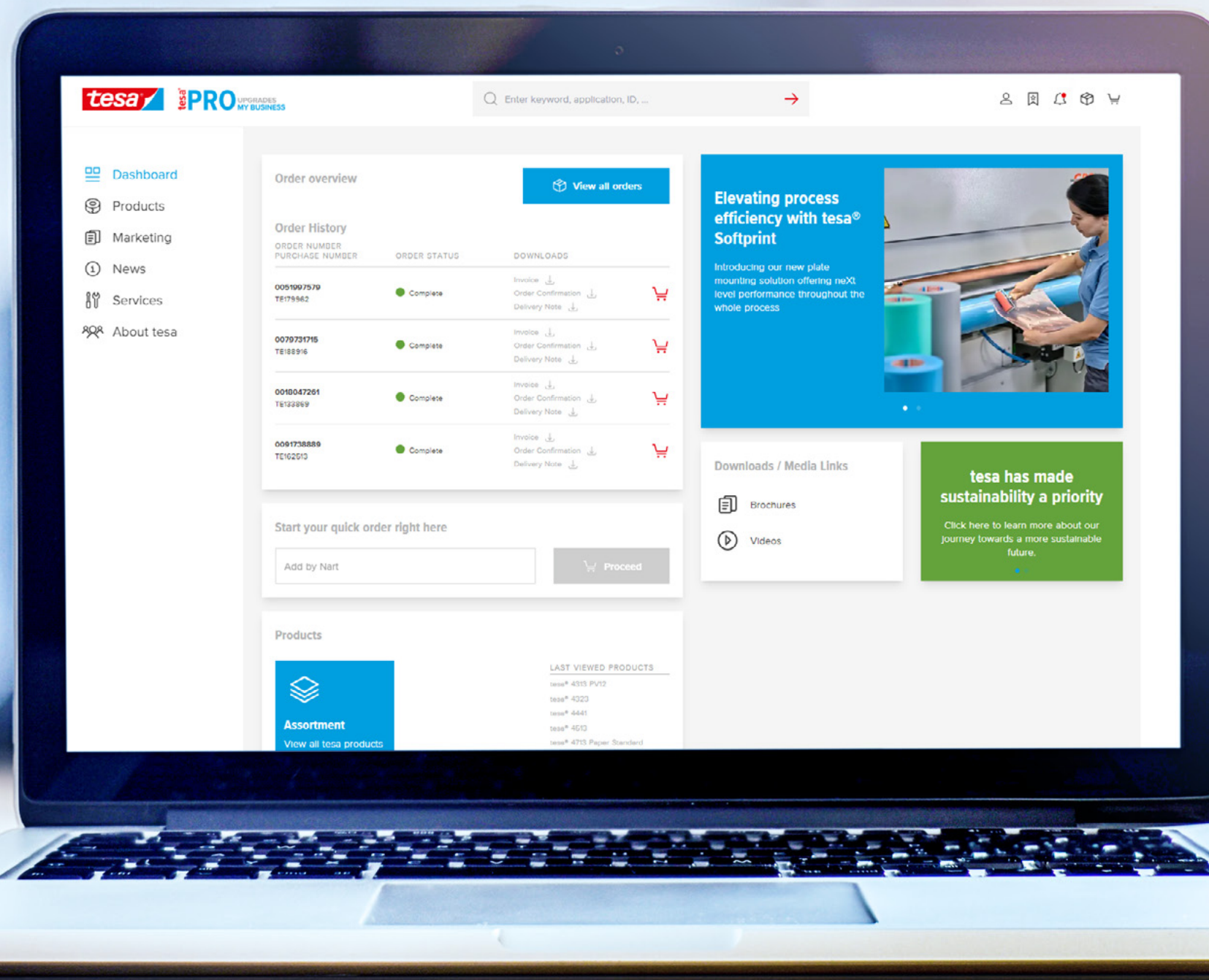
Upgrade your work with the help of these and other useful features:

- 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®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

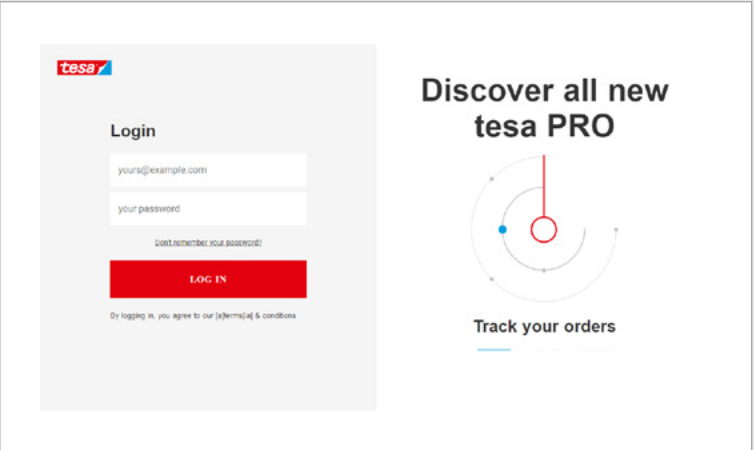
On the following pages, you will find a comprehensive overview with descriptions and images of the various functions available on the tesa® PRO platform. Not every user will have access to all the platform's functions, only to those relevant for their work.

	Login / Account activation	8		News	12
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	Products	9		My Favorites	14
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	Product detail page	10		Project offers	15
	Check price	11		FAQ	16
	Check product availability / lead times / MOQ	11		Contact	16
	Place an order	12			



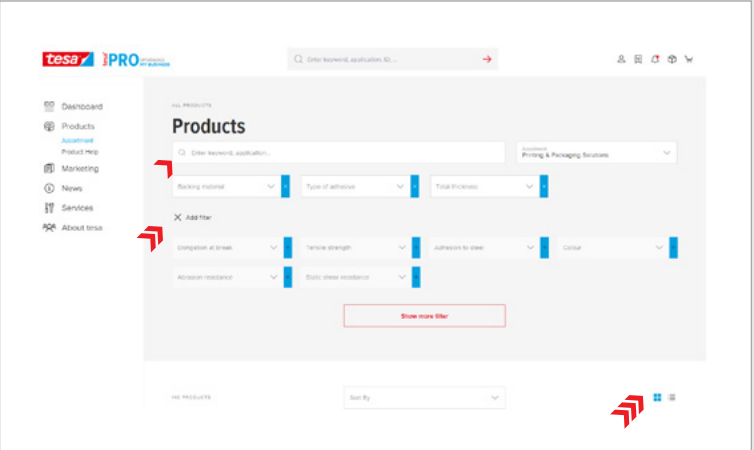
Login / Account activation

- The user needs to activate the account in few simple steps.
1. User receives an e-mail with an activation link
 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



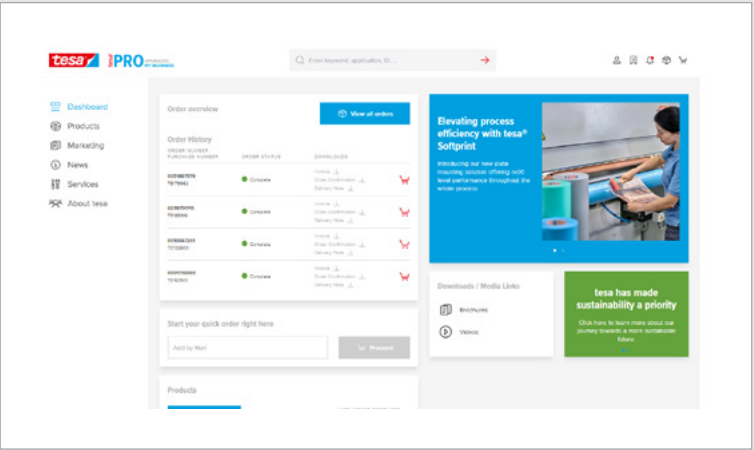
Products

- Basic product search (↗):**
 - search for technical attributes, Narts, IBNRs, product categories
 - 4 standard filters available
- Pro product search (↗):**
 - 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 (↗)



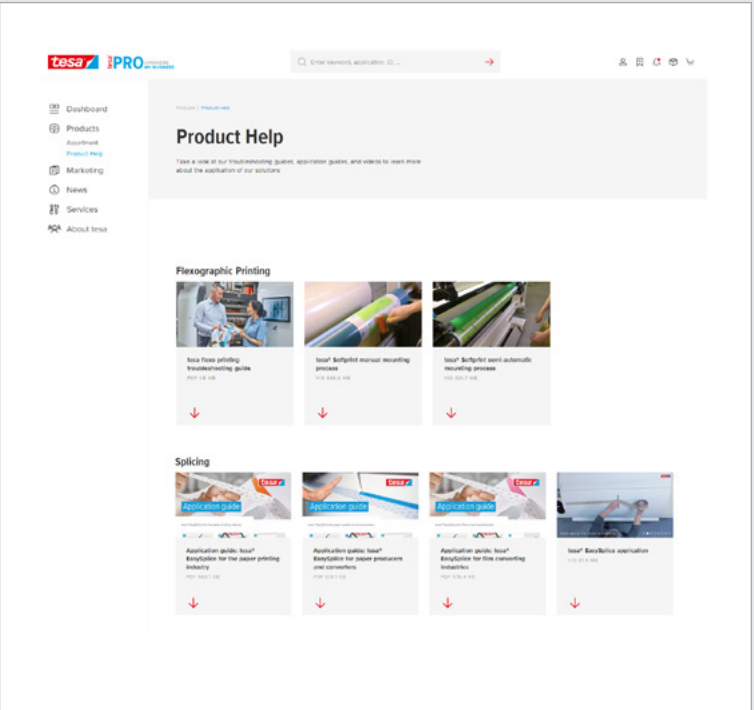
Dashboard

- 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



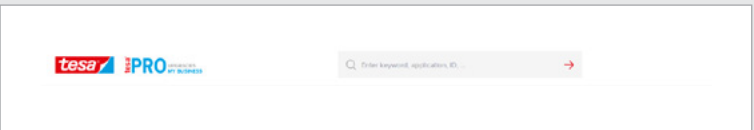
Product Help

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



Site search

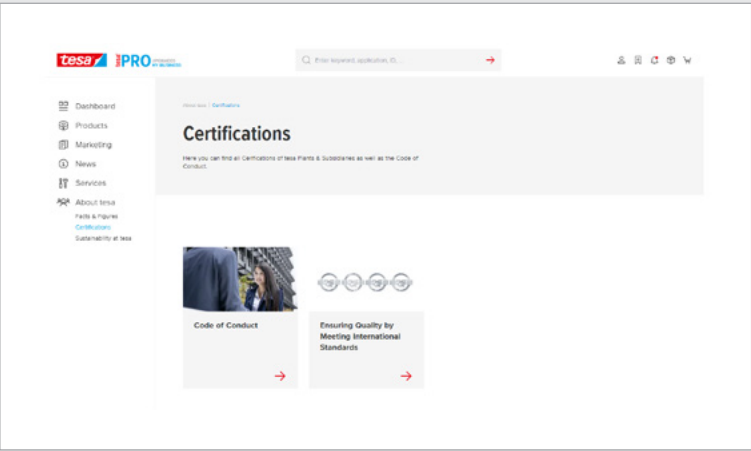
- Simple search
- Search for products and pages
- Always available on page header





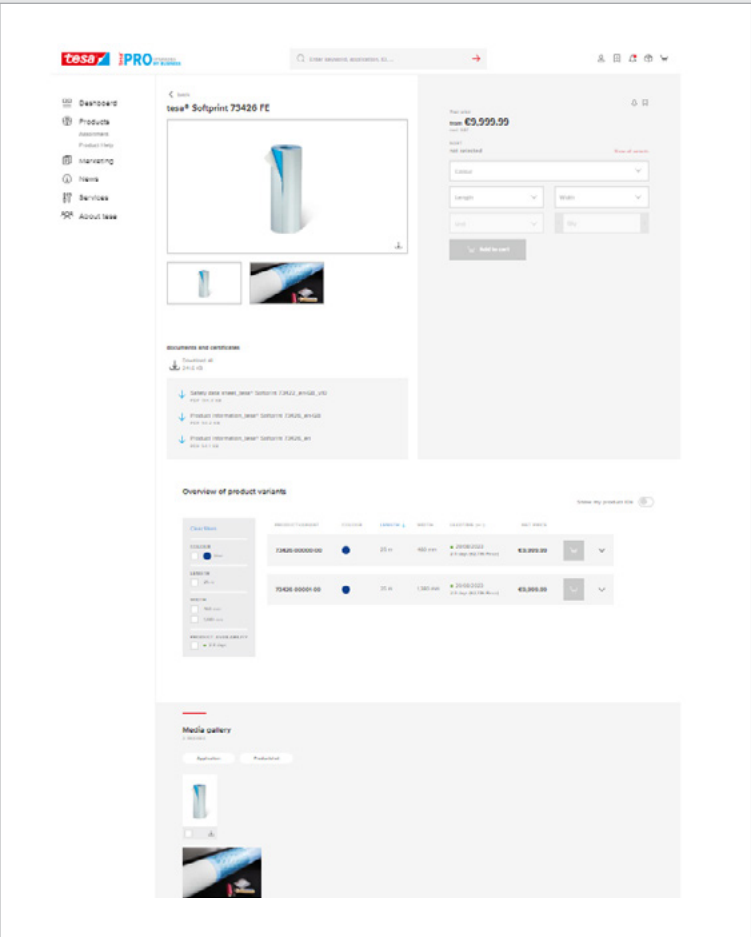
Certifications & Safety information

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



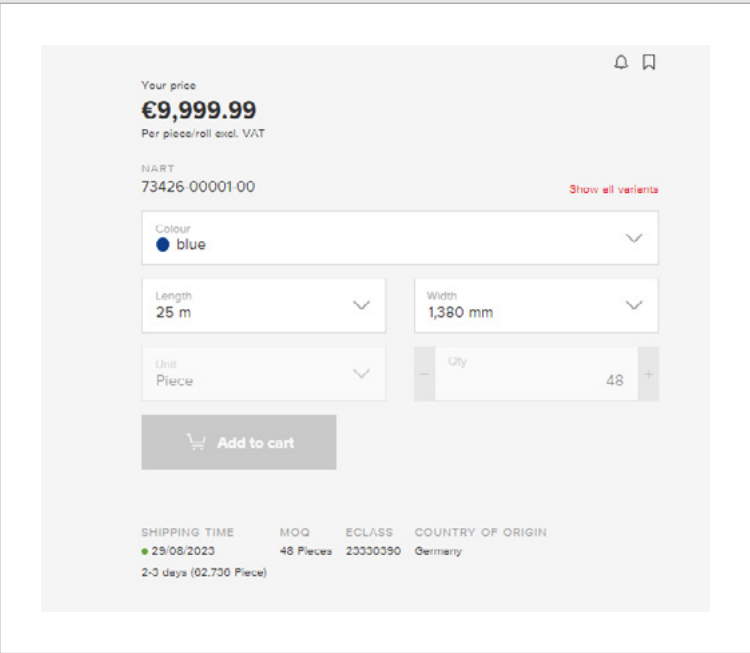
Product detail page

- 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 information sheet
 - Add to personal favorite list
 - Add to cart (if user rights granted)



Check price

- 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

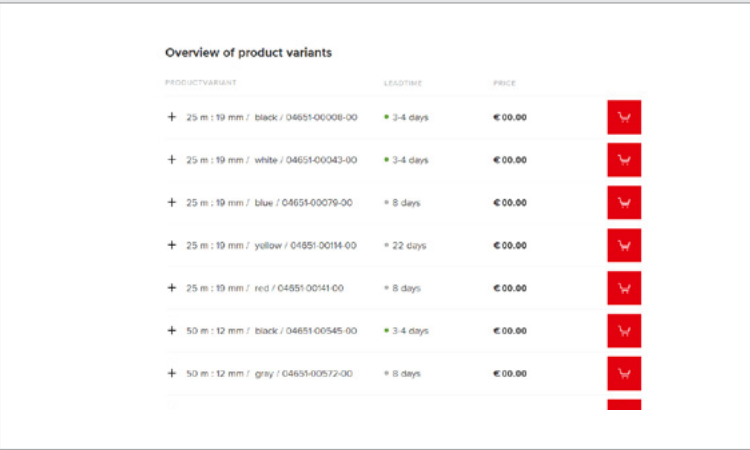


Individual prices are only visible to select user roles.



Check product availability / lead times / MOQ

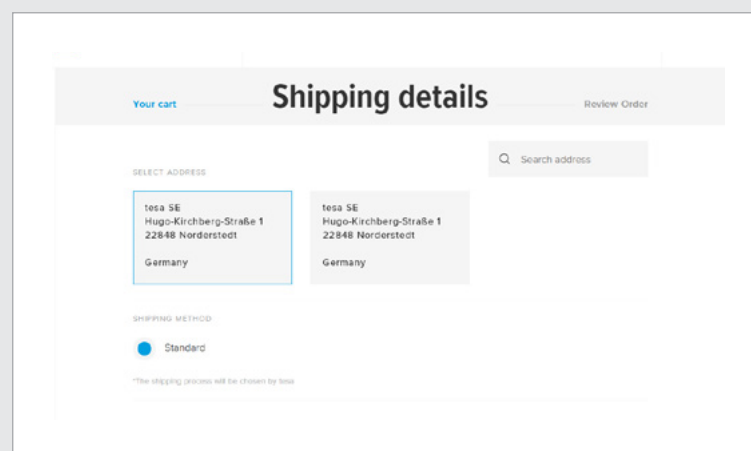
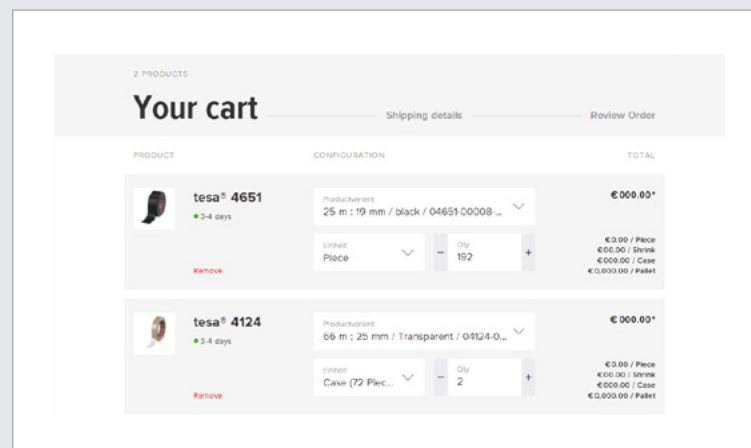
- User can check product availability (in stock/ not in stock) for every product variant





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

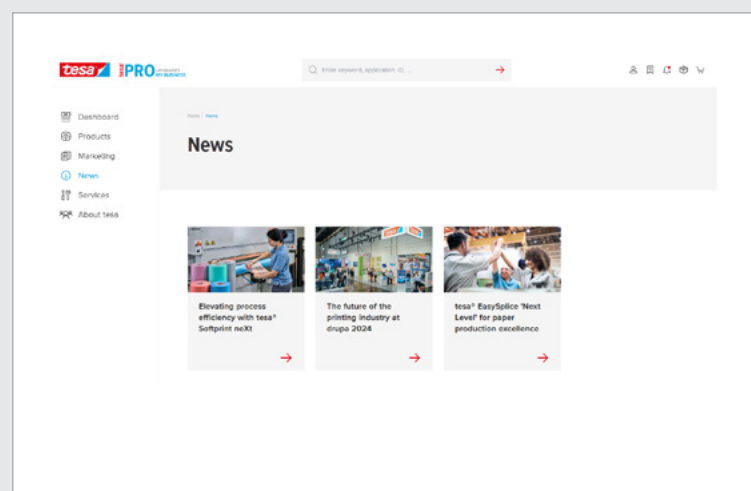


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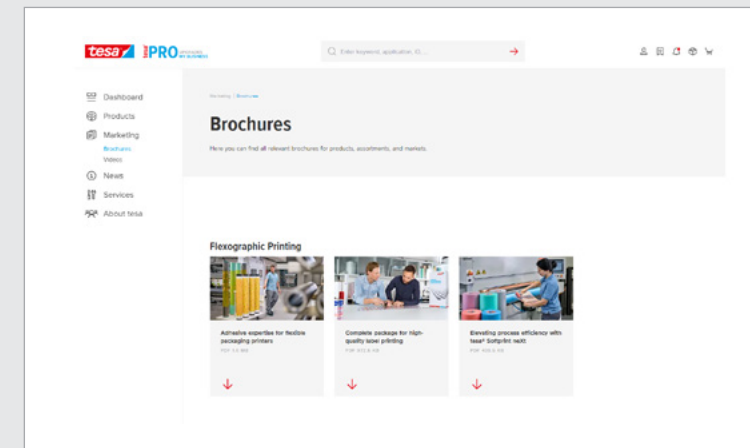
News

- tesa® provides news and updates on various topics such as product launches, company matters, platform updates



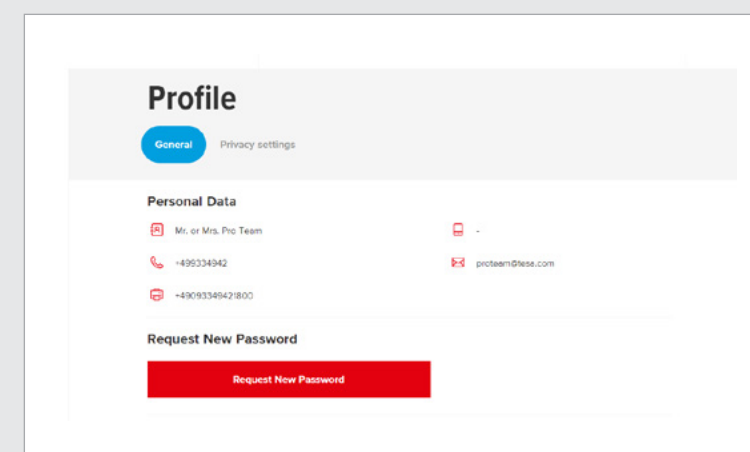
Marketing

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



Profile

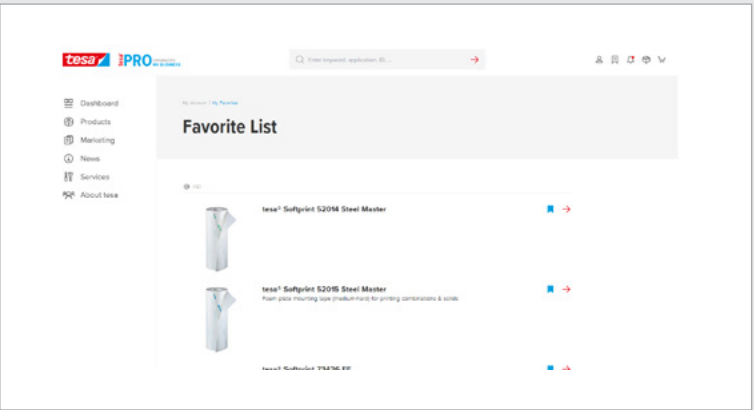
- User can maintain settings
 - Preferred shipping address
 - Subscriptions to newsletter & order confirmation
 - Notifications
 - Privacy settings





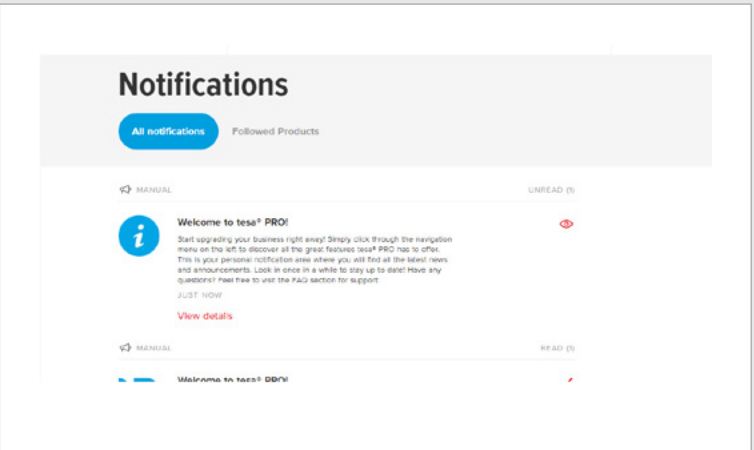
My Favorites

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



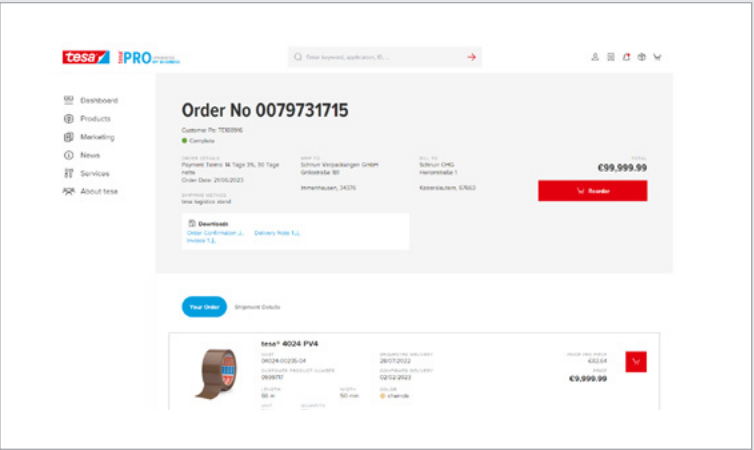
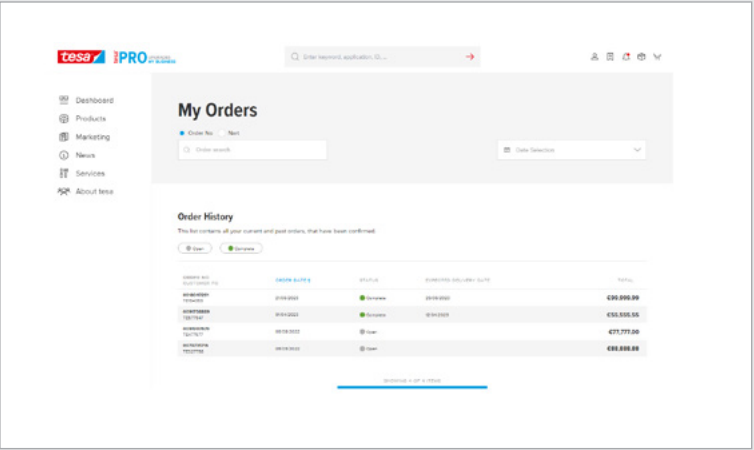
Notifications

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



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 possibility
 - Delivery note

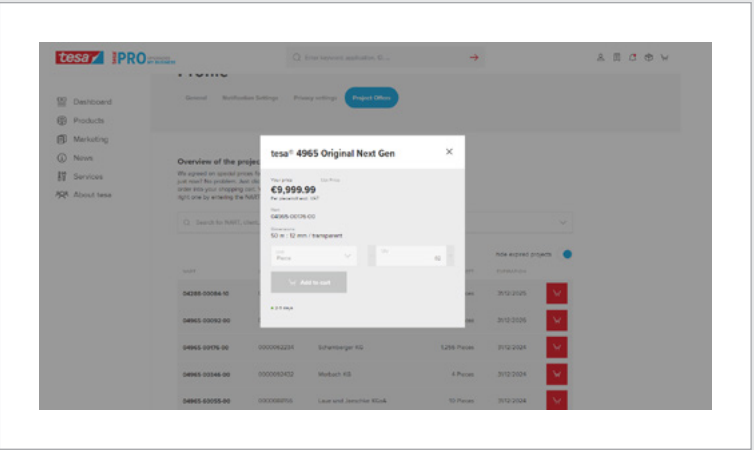
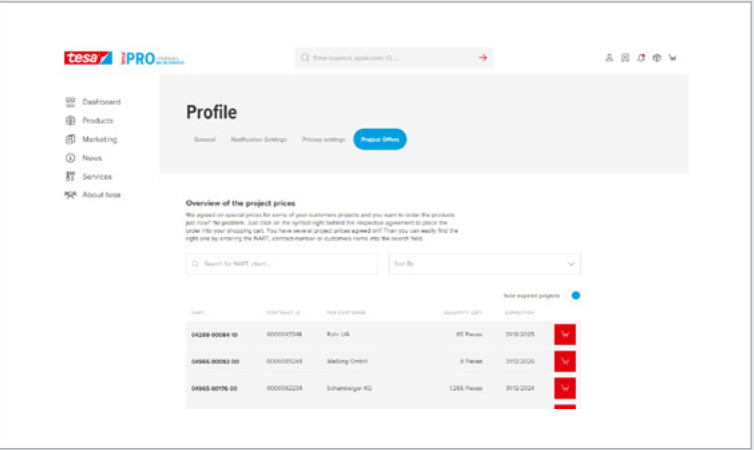


This feature is only visible to select user roles.



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





FAQ

Find answers to frequently asked questions.

• **tesa® PRO Usage**

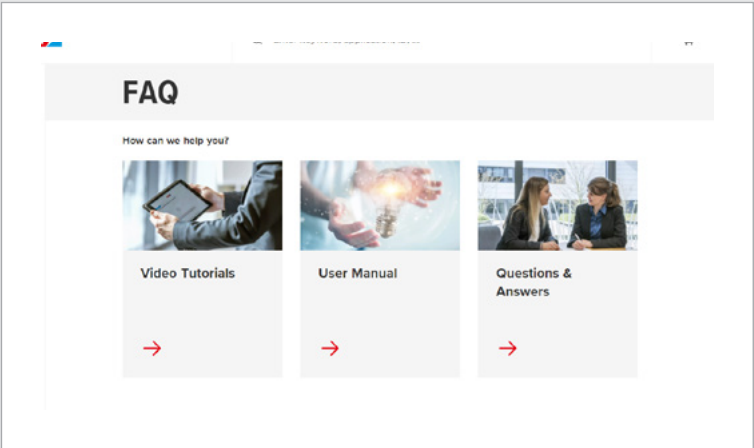
- What are the benefits of using tesa® PRO?
- How can my colleagues gain access to tesa® PRO?
- Can I freely distribute the materials I download from tesa® PRO?
- How to download media data/PI sheet?
- What are web cookies?
Do I need to enable cookies on my browser?
- I have other questions unrelated 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?

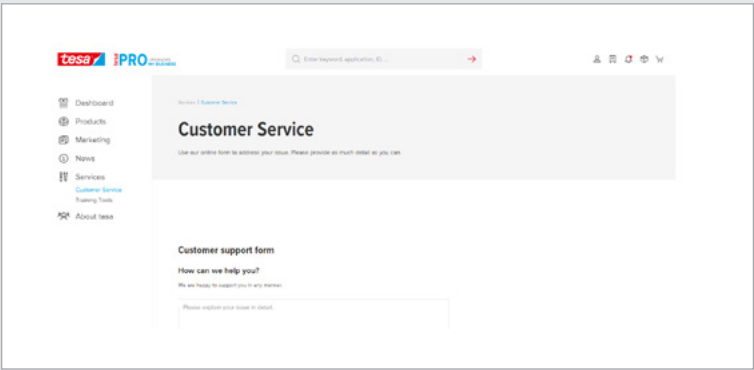


- How do I re-order a previously ordered product?
- When will my order ship?
- Can I use my own shipping carrier?
- How do you handle freight fees?
- How to track my order?
- How do I process a claim?



Contact

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





Still have questions?

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

tesa SE
Phone: +49 40 88899 0
tesa.com/company/locations

tesa.com