



tesa[®] PRO

Upgrades my business

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

Smart, individual, and user-friendly, this 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 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 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®.

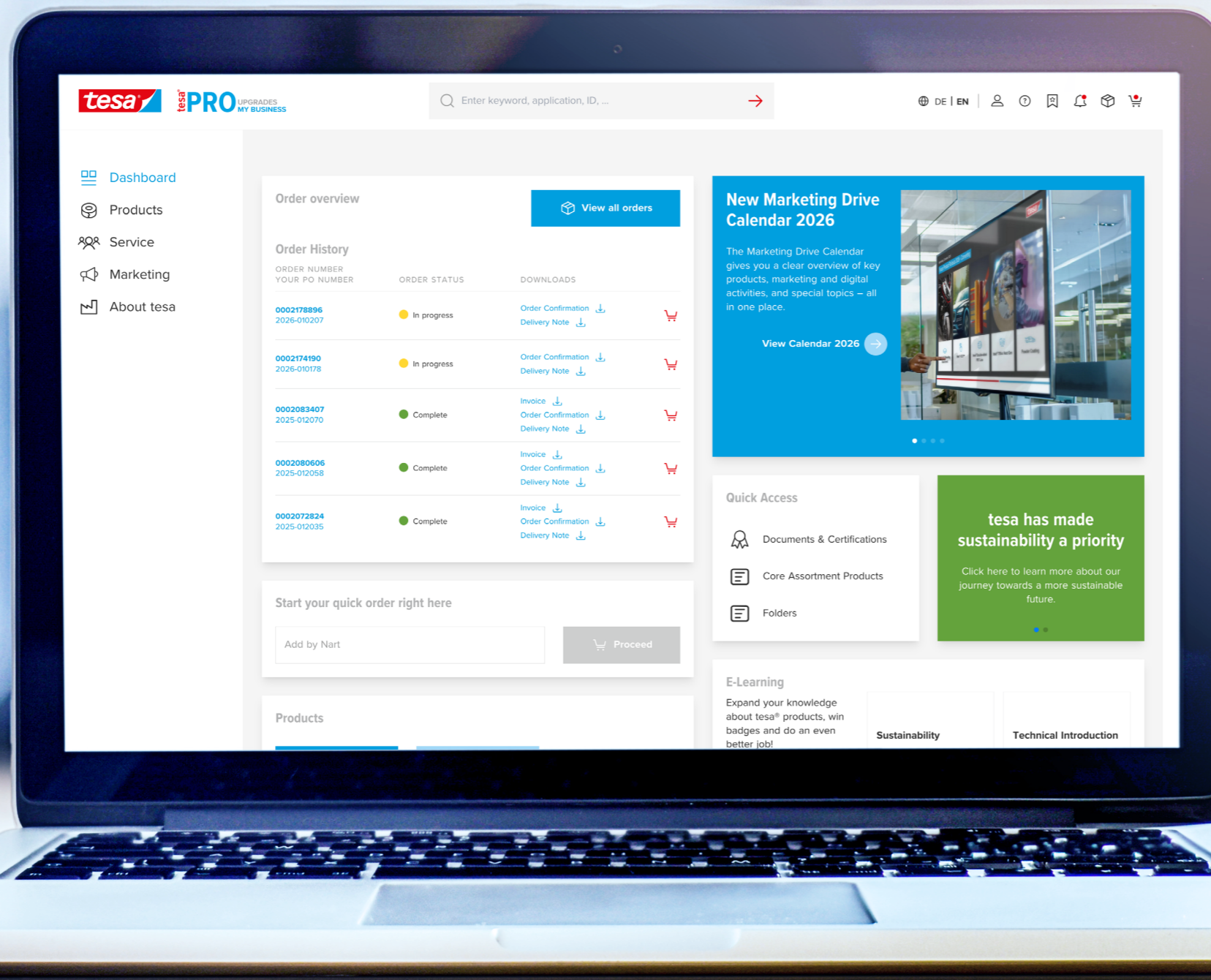
Upgrade your work with the help of these and other useful features:

- 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

Help & Support

- Contact form
- FAQ





















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



User manual

Content

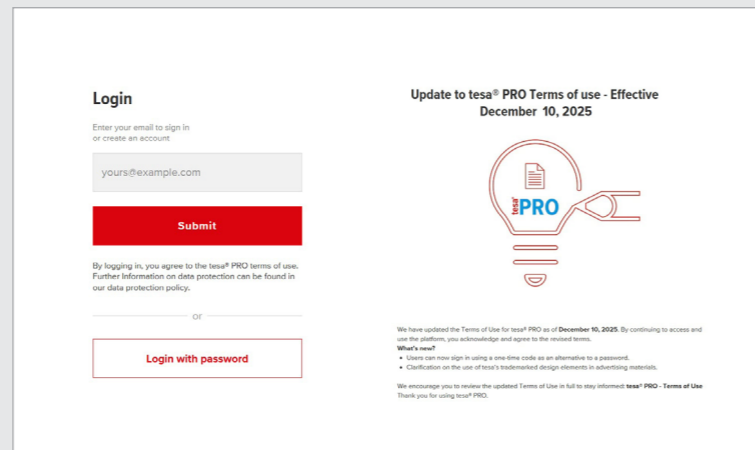
On the following pages, you will find a comprehensive overview with descriptions and images of the various functions available on the tesa® PRO platform. Not every user will have access to all the platform's functions, only to those relevant for their work.

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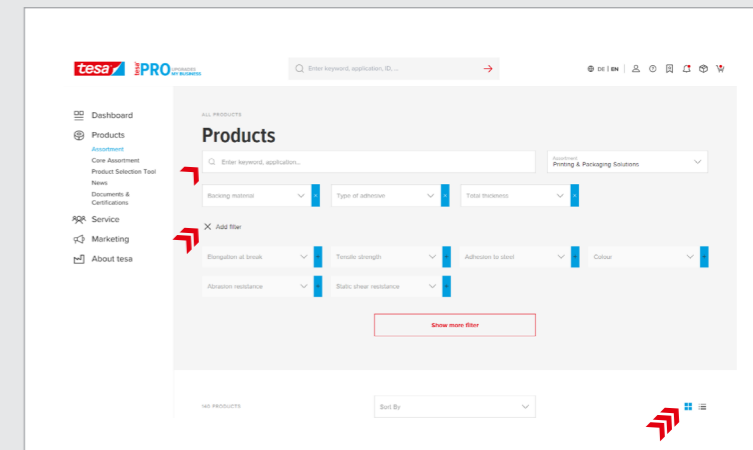
Login / Account activation

- The user needs to activate the account in few simple steps.
- User receives an e-mail with an activation link
 - User clicks on the link and sets new password
 - User gets redirected to tesa® PRO
 - User sees the welcome screen and is asked to login
 - User enters credentials and agrees to terms and conditions
 - Account is set and good to go
 - After logging in for the first time, the user can choose between password login or one-time code login



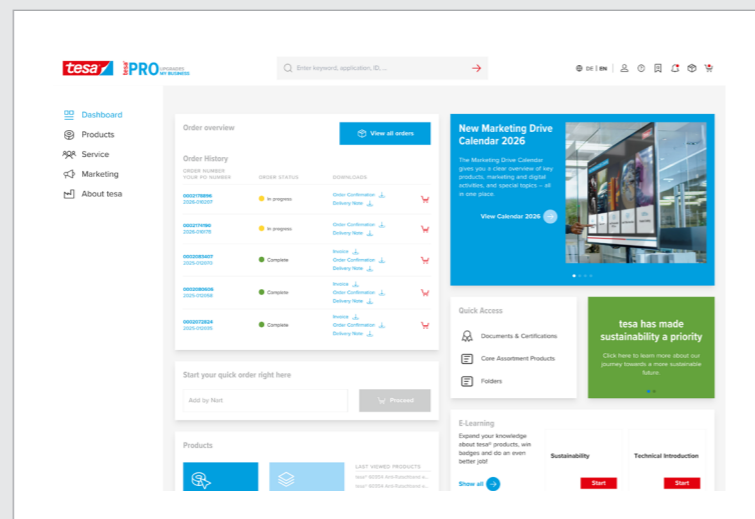
Products

- Basic product search (↗):**
 - search for technical attributes, tesa article numbers, product categories
 - 4 standard filters available
- Pro product search (↗):**
 - search for technical attributes, tesa article numbers, product categories
 - choice of all available product attributes as filters
- Selection of assortments
- Selection of list or tile overview (↗)



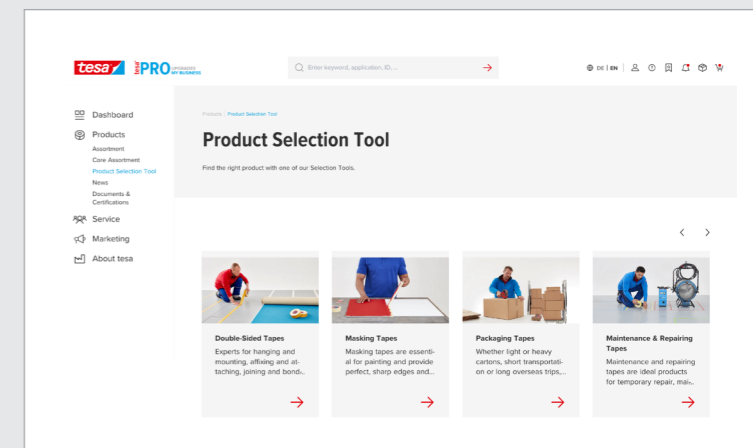
Dashboard

- Global search
- Individual dashboard
- Fast access to key information and tools, such as:
 - Latest orders
 - Download area for order documents
 - Quick order functionality
 - Latest news
 - Recently viewed products



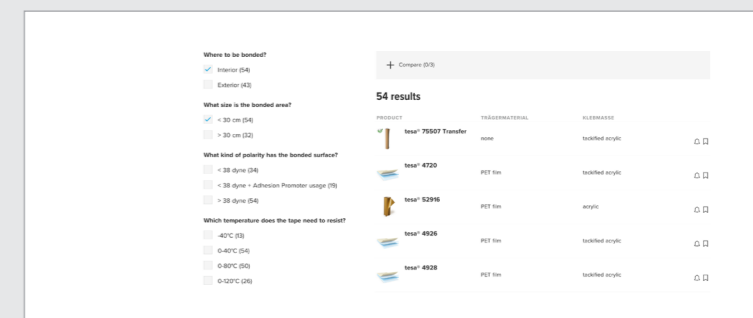
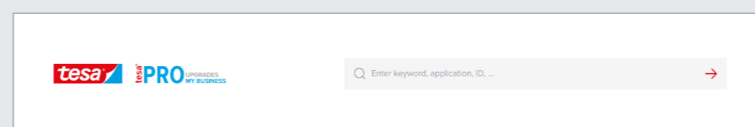
Product Selection Tool

- To help users quickly identify the best solution, tesa® PRO offers:
 - Guided product search within specific product categories
 - Question-based recommendations tailored to user needs
 - Product comparison tools for evaluating recommended options



Site search

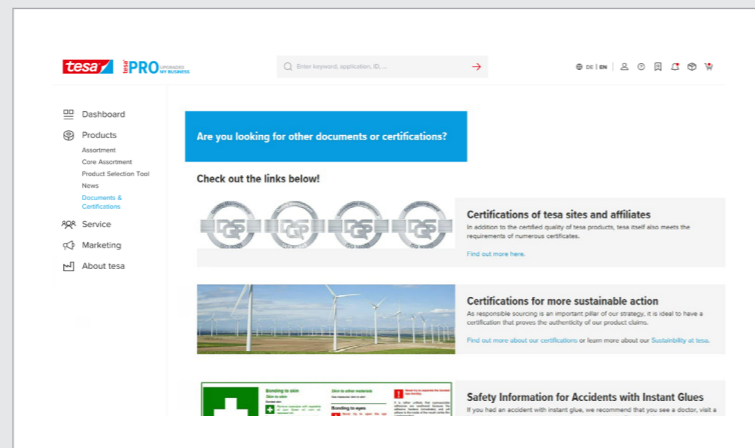
- Simple search
- Search for products and pages
- Always available on page header





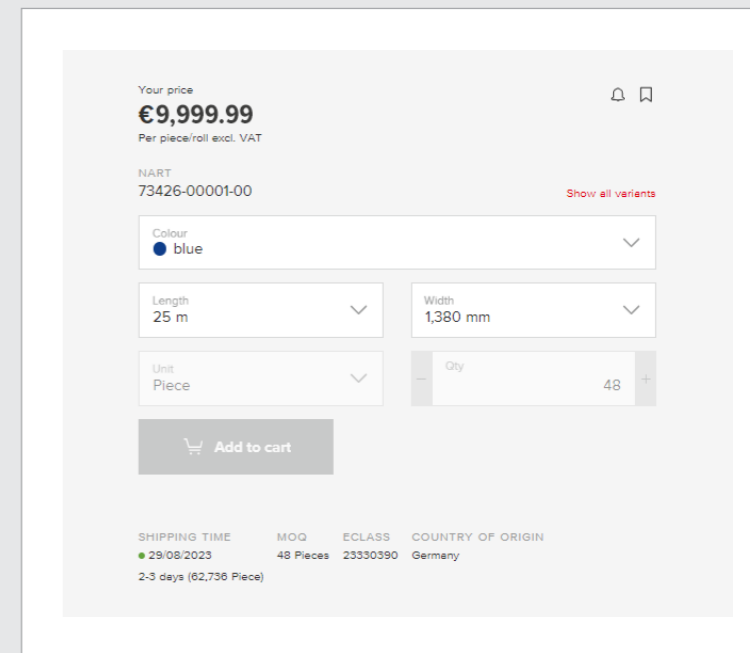
Documents & Certifications

- Learn where to find certificates for tesa plants, subsidiaries, and headquarters
- Learn how to access and download safety data sheets, regulatory data sheets, and product data sheets



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 user can see the individual price information

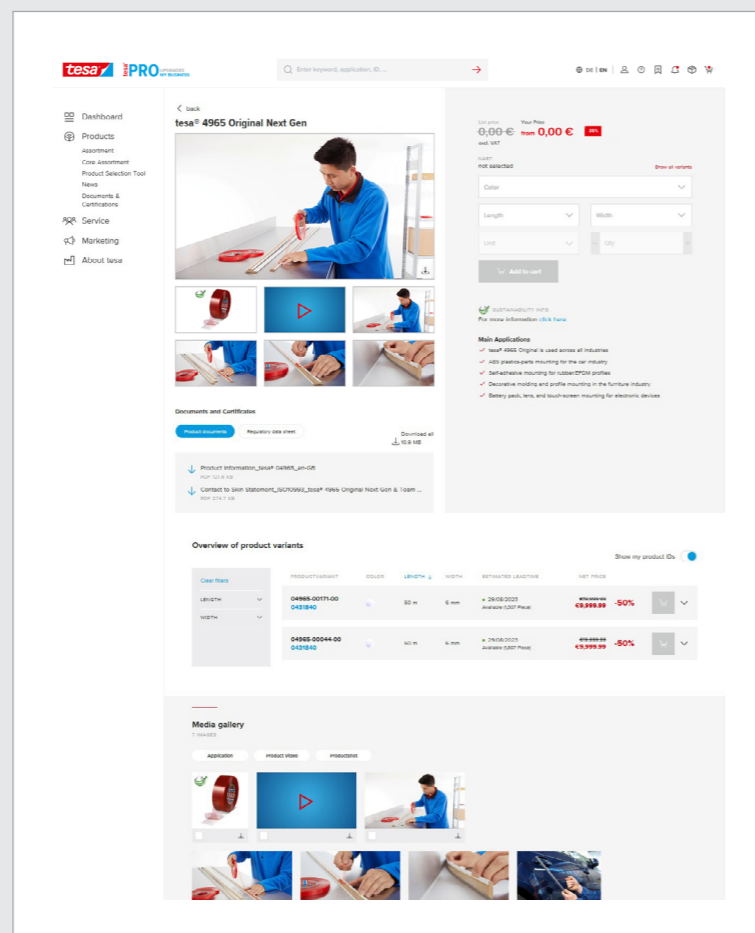


Individual prices are only visible to select user roles.



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
 - Documents and Certificates
 - Customer product IDs (if maintained)
 - Download: images, videos & product information sheet
 - Add to personal favorite list
 - Add to cart (if user rights granted)



Check product availability / lead times / MOQ

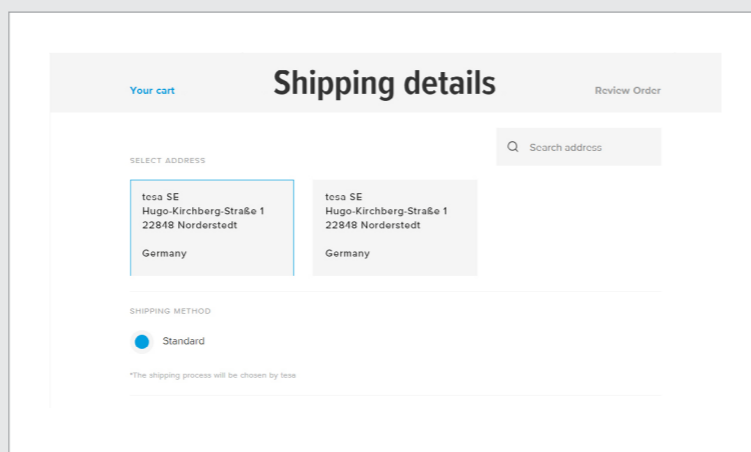
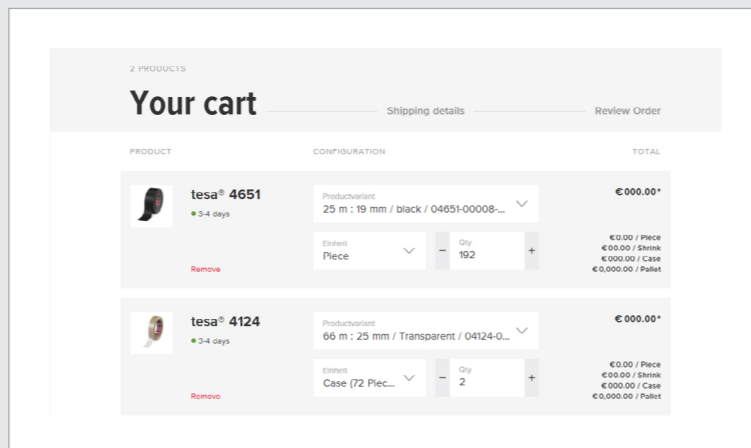
- User can check product availability (in stock/not in stock) for every product variant

Overview of product variants			
PRODUCT VARIANT	LEAD TIME	PRICE	
+ 25 m : 19 mm / black / 04651-00008-00	3-4 days	€00.00	
+ 25 m : 19 mm / white / 04651-00043-00	3-4 days	€00.00	
+ 25 m : 19 mm / blue / 04651-00079-00	8 days	€00.00	
+ 25 m : 19 mm / yellow / 04651-00114-00	22 days	€00.00	
+ 25 m : 19 mm / red / 04651-00141-00	8 days	€00.00	
+ 50 m : 12 mm / black / 04651-00545-00	3-4 days	€00.00	
+ 50 m : 12 mm / gray / 04651-00572-00	8 days	€00.00	



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

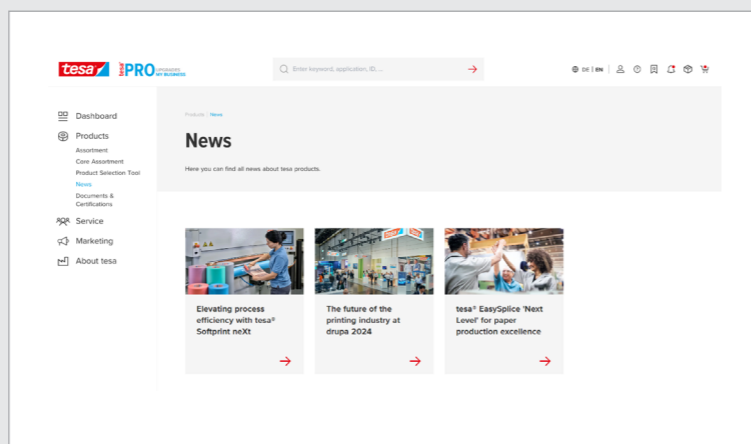


This feature is only visible to select user roles.



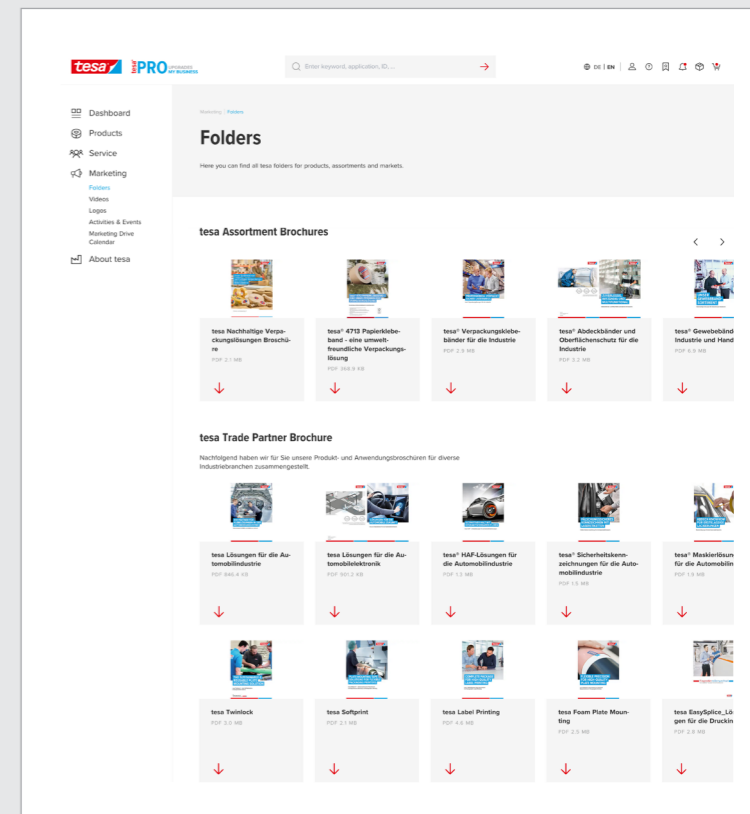
News

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



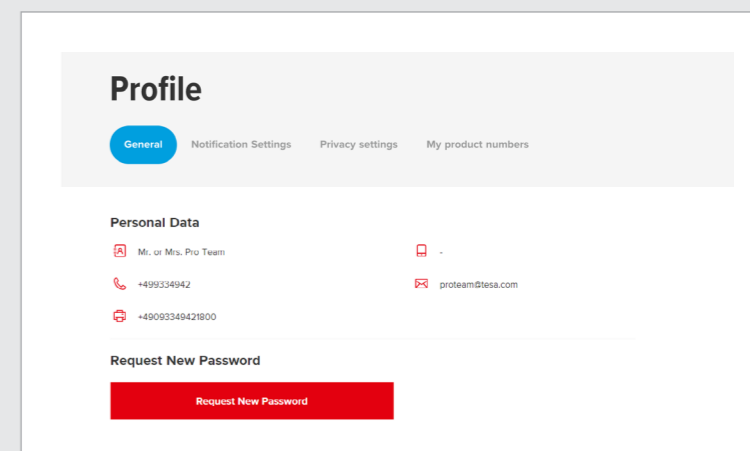
Marketing

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



Profile

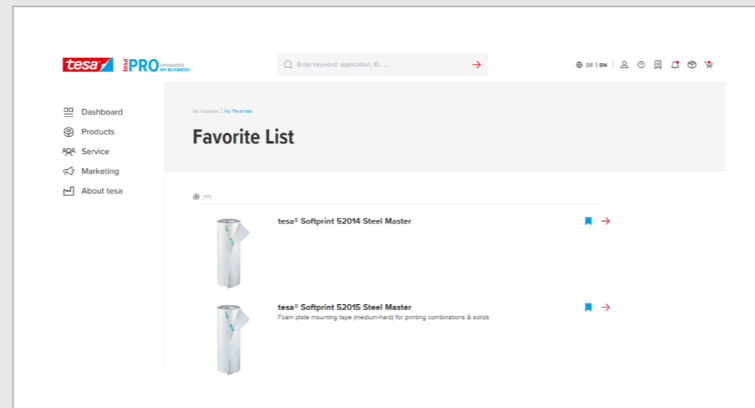
- User can maintain settings
 - Preferred shipping address
 - Subscriptions to newsletter & order confirmation
 - Notifications
 - Privacy settings
 - Customer product numbers
 - Project offers (if available)





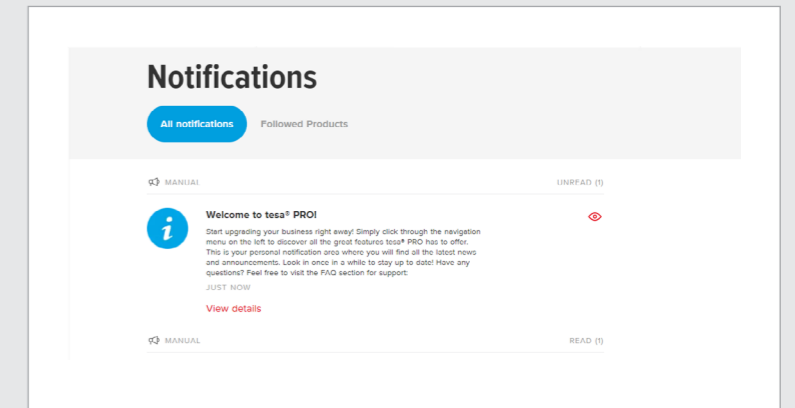
My Favorites

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



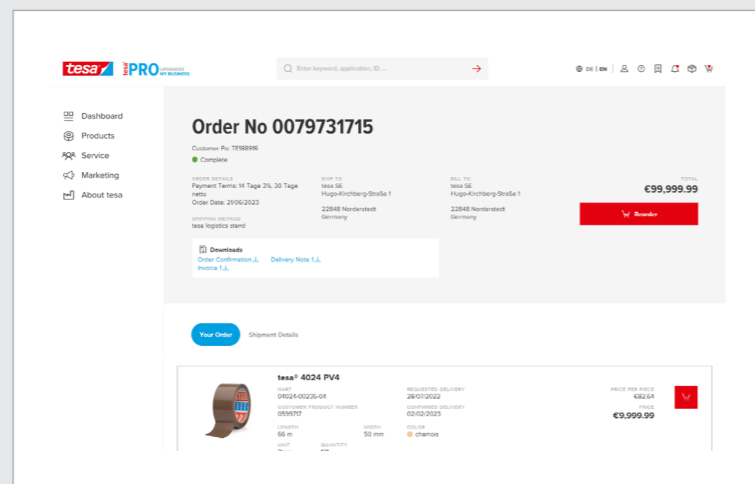
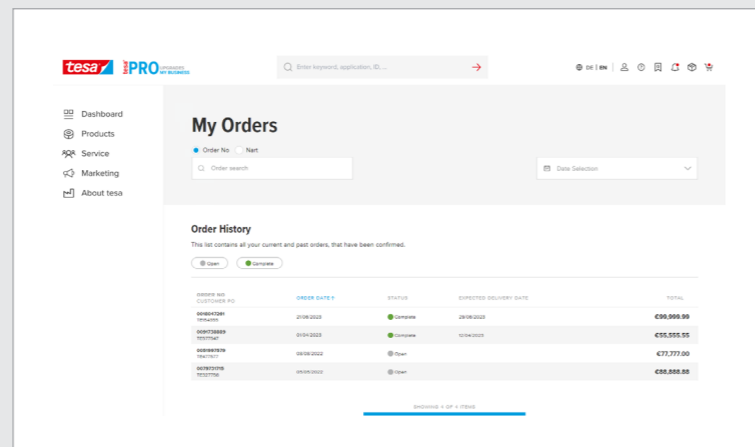
Notifications

- 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

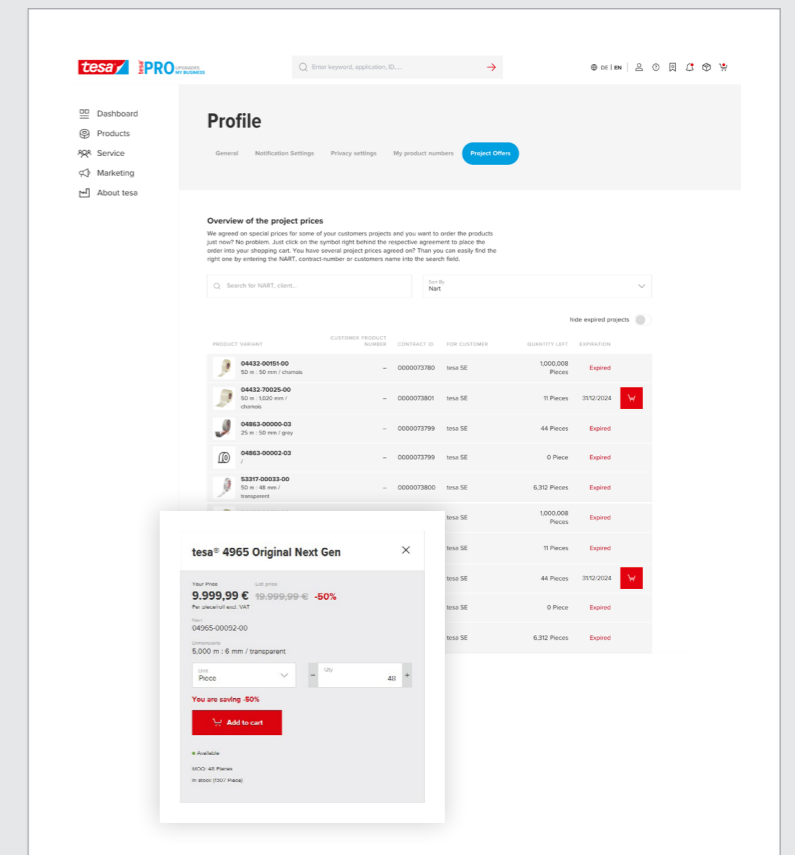


This feature is only visible to select user roles.



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
 - tesa article number
 - Contract ID
 - Quantities
 - Expiration date

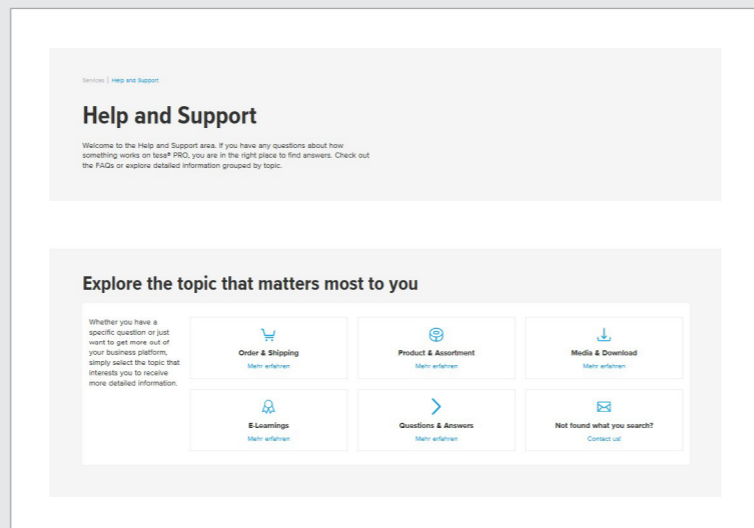




Help & Support

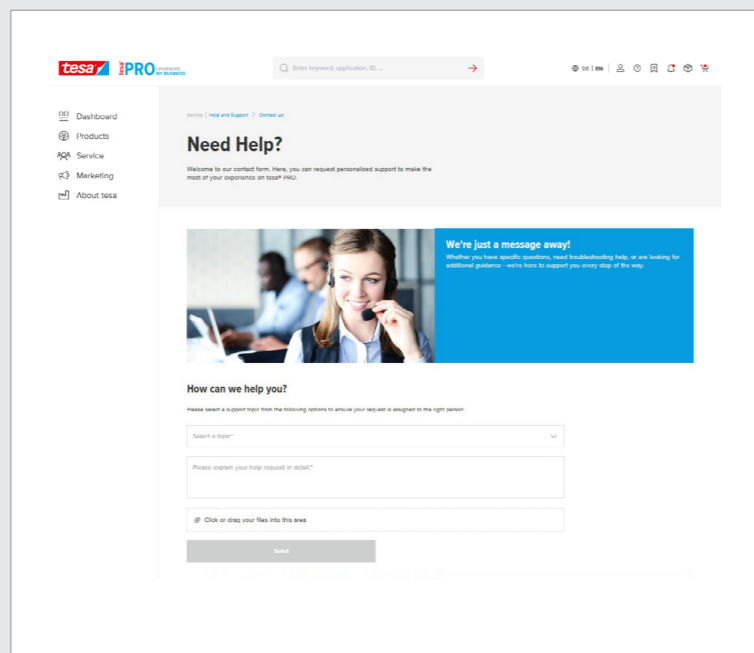
Find answers to frequently asked questions.

- In this section, users will find:
 - Clear answers to common questions about how tesa® PRO works, including FAQs and topic-based information
 - Helpful guidance to better understand features and make the most of the business platform
 - A direct way to request personal assistance through the contact form when individual support is needed



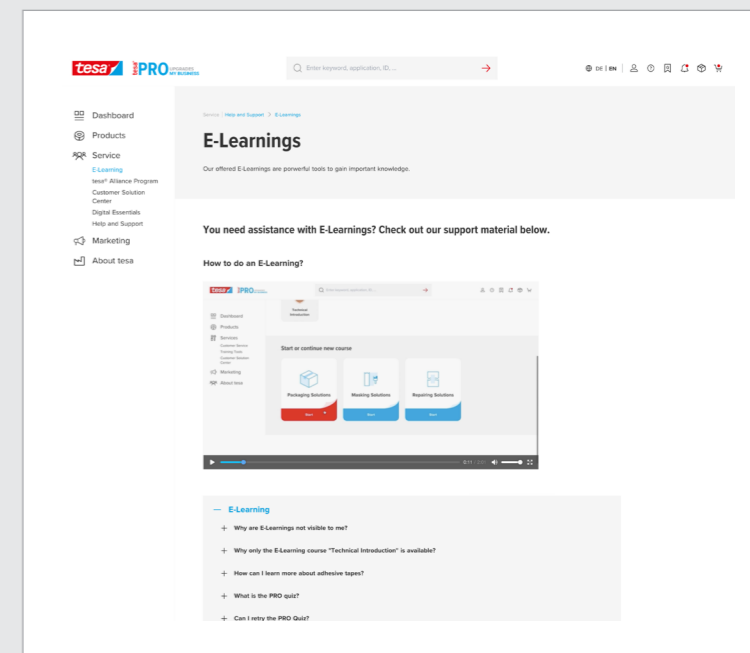
Contact

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



Training & Know-How

- Users can expand their knowledge of tesa® products and application fields through a variety of learning resources:
 - E-learning courses with structured training, quizzes, and downloadable certificates
 - Training videos or brochures
 - Tailored to specific country and market requirements





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