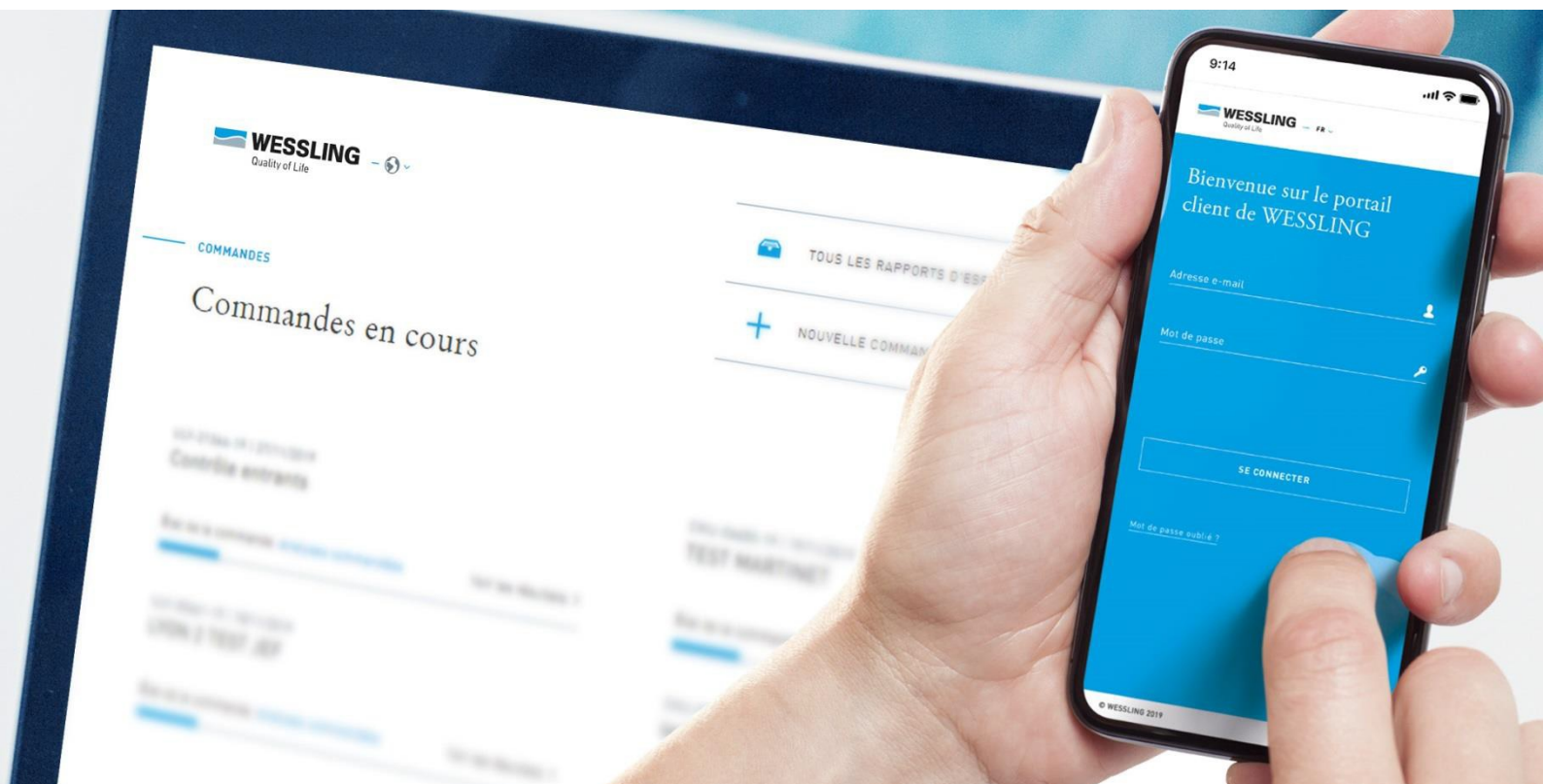


Getting started with the new WESSLING customer portal

-
January-March 2020



SUMMARY

1. First connection	2
2. View your current orders and history	2
3. Place your first order in a fewclicks	3
A. Selection of the quotation corresponding to the project	3
B. Define the framework of the order	4
C. Adding and editingsample information	4
..... General information	4
Adding the barcodesof the bottles	5
D. Choose youranalyses	6
E. Summary ofyour order	8
F. Validation of theorder	9

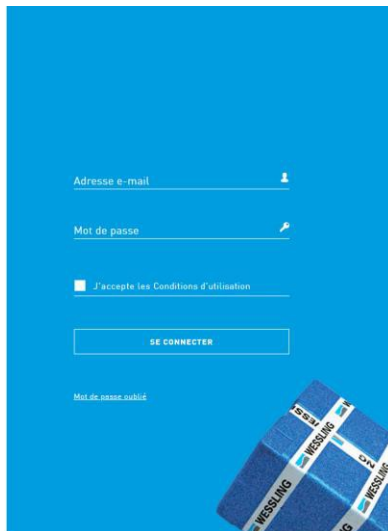


COMMANDEZ ET CONSULTEZ VOS ANALYSES

Bienvenue sur le portail client de WESSLING

En quelques clics jusqu'aux analyses : Avec le nouveau portail client WESSLING nous vous guidons rapidement à travers les étapes de commande. Nos experts se tiennent à votre entière disposition pour toutes questions sur vos échantillons et commandes.

> CONTACTEZ-NOUS
> VERS LE SITE WESSLING



The screenshot shows the login interface with the following elements:

- Input field for "Adresse e-mail" with a dropdown arrow.
- Input field for "Mot de passe" with a dropdown arrow.
- A checkbox labeled "J'accepte les Conditions d'utilisation".
- A "SE CONNECTER" button.
- A link for "Mot de passe oublié" at the bottom.

1. First connection

To log in to the [new customer portal](#) for the first time, please use the password that was sent to you by e-mail.

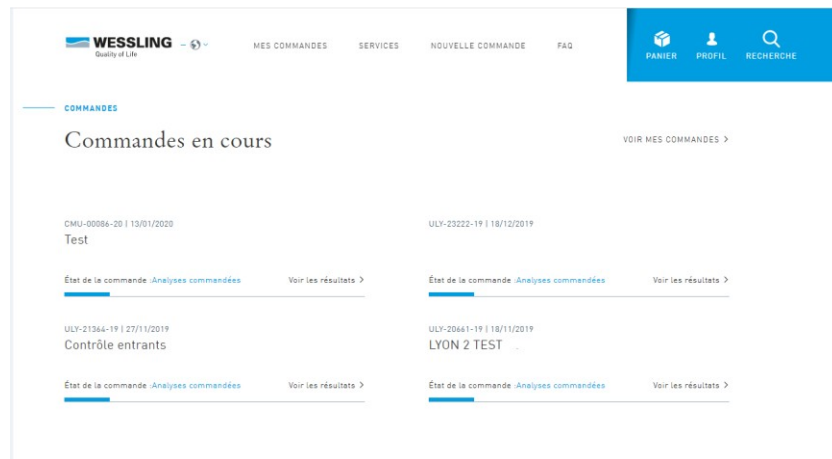
The first time you log in, you will be asked to change your password in order to personalise it. You can then log in again and start learning.

Note: Your old reports are automatically transferred to the new customer portal. You will therefore not lose any data.

2. View your current orders and history

Once logged in, you can :

- Monitor the status of your orders in real time,
- View your existing test reports, by clicking on "all test reports"
- Place a new order, by clicking on "new order".



Would you like to know what exactly your order status means?

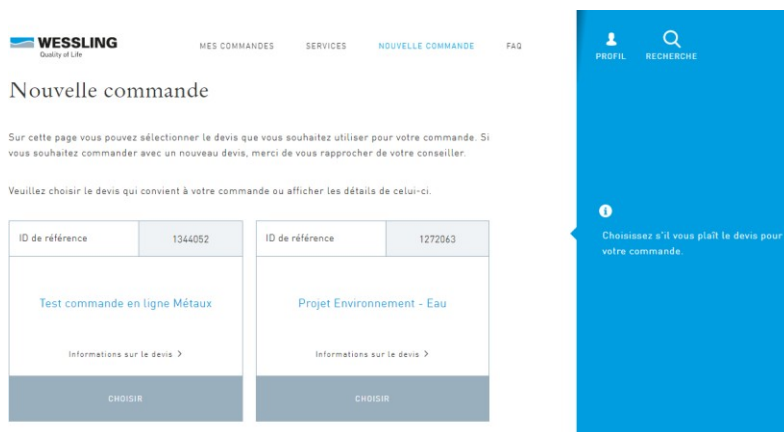
State/Status	Meaning
Commissioned analyses	You have placed an order but the samples are not have not yet arrived at WESSLING.
Delivered samples	Your samples have arrived at WESSLING but have not yet been sent to the laboratory.
Samples in process	Your samples are sent to the laboratory and the analyses are underway.
Full analyses	All test results have been entered.
Validated samples	The test results have been approved by the authorised personnel. The test report is issued or will be issued shortly.
Samples on hold	This status is displayed if you have not ordered any analyses on the samples or if you have defined that they will not be tested.
Important information	Please contact your dedicated client manager.

3. Place your first order in a few clicks

A. *Selection of the quotation corresponding to the project*

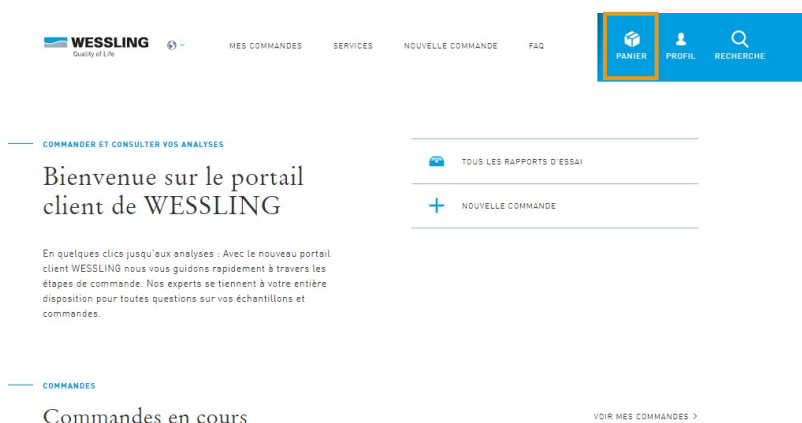
To start your order you have **three** possibilities.

1. Either you click on "New order" in the menu at the top of the page and you will find the quotations previously defined with your consultant. You then select the one corresponding to the sampling and analysis project in progress.



2. Or you click on "+ New order" on the home page. On the new page that appears, you can click on "set up a new order". Here you will find the quotations previously defined with your advisor. You then select the one corresponding to the current sampling and analysis project.

3. If you have already placed orders via this portal and saved them "as a template", you can go directly to your shopping cart and quickly place a previously saved order again.



B. Define the framework of the order

Once you have selected the quote, you will be taken to a new page where you can specify your order by filling in the various information requested.

Then click on the "Sample Information" button at the end of the form to fill in the details of the samples.

Note: Please do not include several different matrices in one order. For example, if you want to order water and soil analyses, please place two separate orders.

C. Adding and editing sample information

General information

In the next step, you can modify the sample information (correct errors, adapt sample names or prefixes, add the sampler's name, etc.).

To do this, you have the choice of **three possibilities** - Remember to **use only one per order** to avoid losing the information you have previously entered:

1

Do you only have a few samples to analyse?

Then you can change the information manually for each sample.

2

Do you have several samples whose information does not differ much?

Edit the information for all samples at once, remembering to click on This is a "apply to all samples" approach.

3

You have a large number of samples to indicate.

Download an excel file with the information according to our template. To do this, first download our template file without changing the columns and add the requested details.

Remarks :

- When you upload an excel file, the information provided by the file will overwrite any information you have entered manually.
- If your order needs to be processed urgently, please contact your dedicated customer service representative to confirm the deadline.



Adding the barcodes of the bottles

When defining the sample information, we recommend that you add the barcodes of the vials for better tracking.

You can either insert it manually or use a barcode reader that we have configured. Do not hesitate to ask your dedicated customer service representative for such a reader!

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MES COMMANDES SERVICES NOUVELLE COMMANDE FAQ

PROFIL RECHERCHE

traitée pour le :

Votre commentaire :
Par ex. fortement contaminé, ou suspicion d'amiante, ou toute information utile pour la santé et la

+ AJOUTER DES CODES-BARRES À L'ÉCHANTILLON

Code-barres

Cet échantillon doit être mis en attente. ?

Attacher un fichier ?

SUPPRIMER VALIDER

Ask us for a barcode reader!

D. Choose your analyses

Moving down the page, you then have the option to "choose the analyses" to be performed for the different samples by clicking on "to the choice of analyses".

Note: At this stage you still have the possibility of cancelling or interrupting your order, which will then be saved in the basket and can be finalised later. This voluntary cancellation can be particularly interesting if the sampler is not able to select the analyses to be carried out. In this way, the sampler prepares the order but leaves the project manager to validate and order the final analyses.

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PROFIL RECHERCHE

+ AJOUTER D'AUTRES ÉCHANTILLONS

CHOISIR LES ANALYSES

Voulez-vous procéder à un choix détaillé de votre programme analytique ? Vous pouvez ici commander des analyses spécifiques de votre devis ou choisir des packs d'analyses.

VERS LE CHOIX DES ANALYSES

ANNULER < RETOUR TERMINER LA COMMANDE >

After clicking on "to test selection", the page entitled "Test selection" opens:



Choix des analyses

i Veuillez choisir les analyses pour votre échantillon. Vous pouvez marquer les lignes et les colonnes pour un traitement plus rapide si nécessaire.

Analyse eau Rhône

Devis Projet Environnement - Eau	Eau Rhône 01	Eau Rhône 02	Eau Rhône 03	Prix
i ANALYSES D'EAUX	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

To view all the possible analyses for the different samples, click on the small chevron sign on the right of the page. This will act as a drop-down menu and you will see the different analyses. You can check or uncheck them for the sample displayed at the top of the column.

Note By clicking on the small "i" you have the possibility to see the complete service included in the selected analysis.

Devis Projet Environnement - Eau	Eau Rhône 01	Eau Rhône 02	Eau Rhône 03	Prix
i Manganèse dissous	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	52,00 €
i Manganèse total	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	104,00 €
i Chrome VI	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	58,00 €
i PCB [7] : 28, 52, 101, 118, 1...	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	116,00 €
i DCO	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	38,00 €
i COT	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	56,00 €

Montant de la commande : 604,00 €

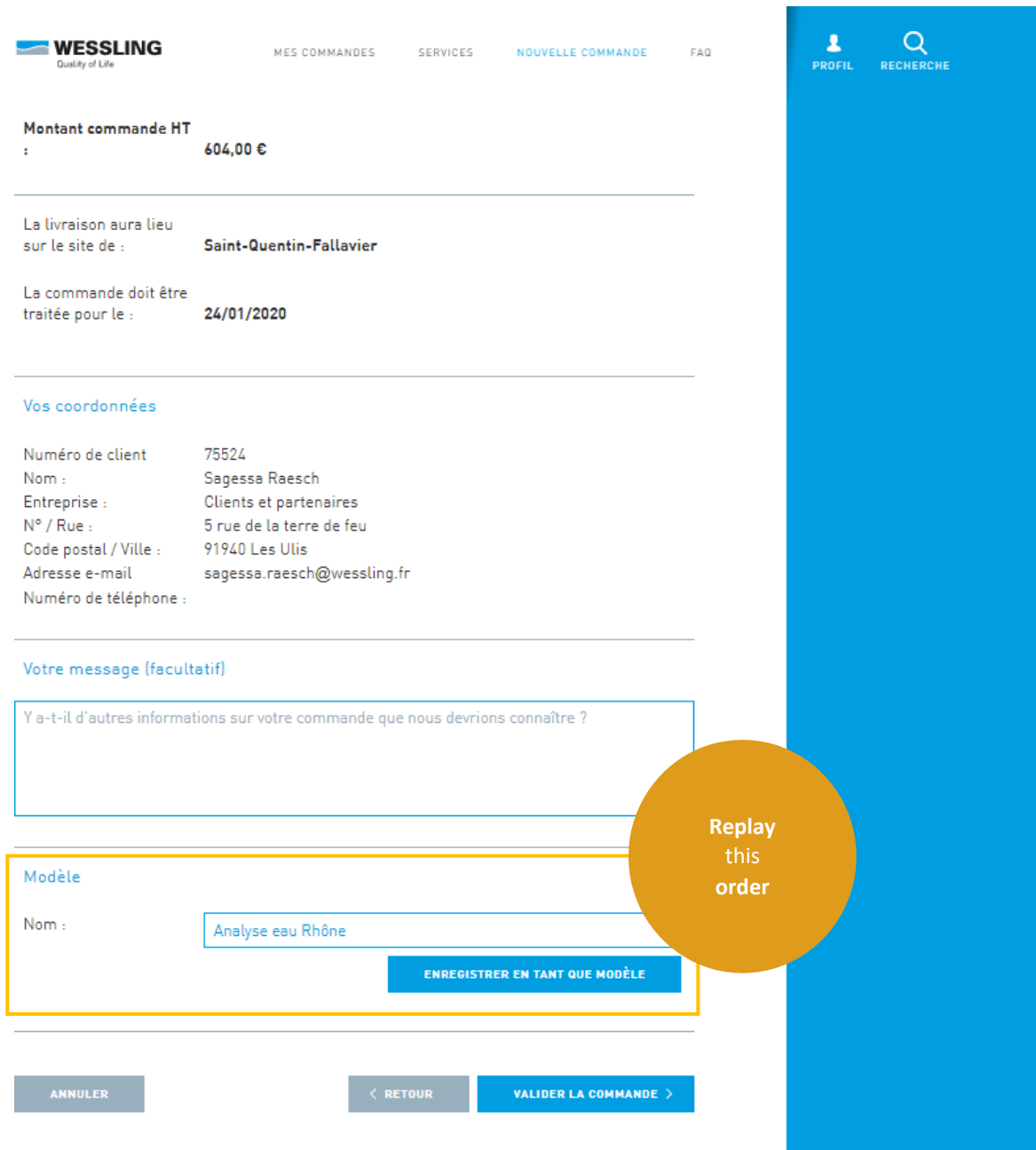
ANNULER < RETOUR VÉRIFIER LA COMMANDE >

Here you have control over the total cost of the tests you are about to order and you can proceed to the final stage of the order by clicking on "check order".

E. Summary of your order

You will then have a summary of the order so that you can check it one last time before sending.

Here you have the possibility to correct the information entered in case of error or omission, simply by clicking on "back".



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MES COMMANDES SERVICES **NOUVELLE COMMANDE** FAQ

PROFIL RECHERCHE

Montant commande HT : **604,00 €**

La livraison aura lieu sur le site de : **Saint-Quentin-Fallavier**

La commande doit être traitée pour le : **24/01/2020**

Vos coordonnées

Numéro de client : 75524
Nom : Sagessa Raesch
Entreprise : Clients et partenaires
N° / Rue : 5 rue de la terre de feu
Code postal / Ville : 91940 Les Ulis
Adresse e-mail : sagessa.raesch@wessling.fr
Numéro de téléphone :

Votre message (facultatif)

Y a-t-il d'autres informations sur votre commande que nous devrions connaître ?

Modèle

Nom : Analyse eau Rhône

ENREGISTRER EN TANT QUE MODÈLE

ANNULER < RETOUR VALIDER LA COMMANDE >

Replay this order

How often do you place this order?

So remember to save it as a "template" before validating it. It will then be available in your basket and you will be able to repeat it quickly afterwards.

Note: If you cancel an order in progress, it will also appear in your shopping cart, accessible from the home page. You can then take it back at any time!



F. Validation of the order

Have you checked the information entered and made any changes? Then you can

confirm the order.

You will then see the page

You will receive a "confirmation of order" which will attest to the correct sending of the order. A summary of this order is also sent to you by e-mail.



Remarks :

- You will not find your order directly on the portal - A creation delay is necessary.
- Don't forget to print the first page of the confirmation email you received and add it to your samples in the WESSLING Box. For order tracking purposes, the transaction number in the confirmation email is necessary. It allows us to know which package and which samples are associated with which order.

And now, take a few minutes to discover the whole portal!

Search for your past reports using the "search" module at the top right of your screen or have a look at the FAQ... In any case, don't hesitate to send us your remarks by contacting your dedicated client manager!