

# R-M Mobile Order

Manual 03-2019



Perfection made simple



# R-M Mobile Order



## 1. Registration process for new users..... [Slide 3](#)

User is not created in the order app backend tool and needs to register for this. He also needs to apply for a password.

## 2. Password assignment only ..... [Slide 6](#)

User is already created by local key user in the order app backend tool. He only needs to apply for a password.

## 3. Order app manual

### 3.1 Log in ..... [Slide 8](#)

### 3.2 Settings ..... [Slide 10](#)

### 3.3 Search or usual scanner ..... [Slide 11](#)

### 3.4 Multi Scan ..... [Slide 12](#)

### 3.5 Adjust quantity and send order ..... [Slide 14](#)

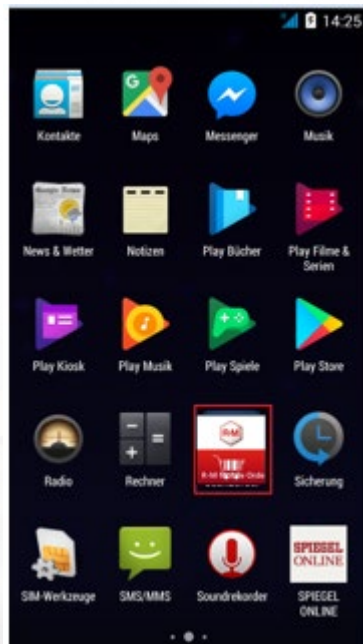
### 3.6 After sales ..... [Slide 16](#)

### 3.7 Email notification ..... [Slide 17](#)

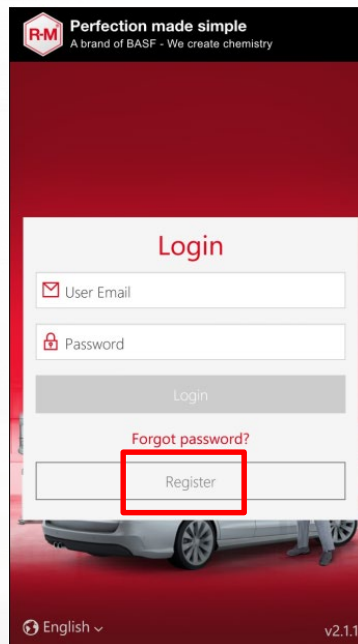
### 3.8 General information ..... [Slide 18](#)



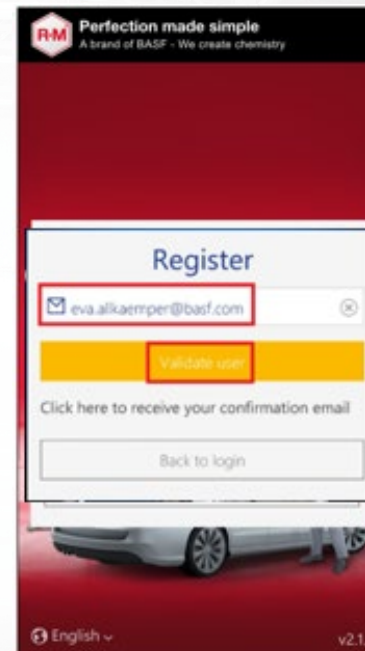
# Registration Process- new user



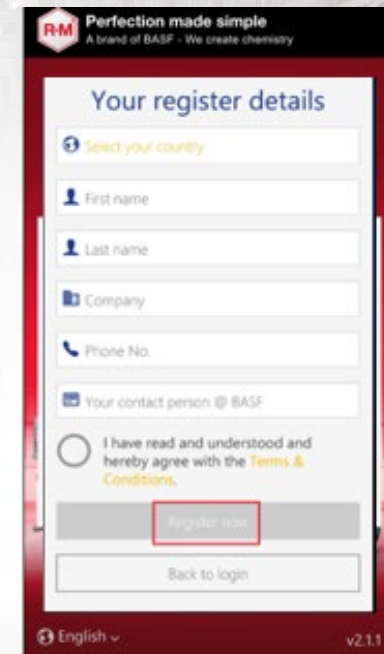
Open the app



Click "Register"



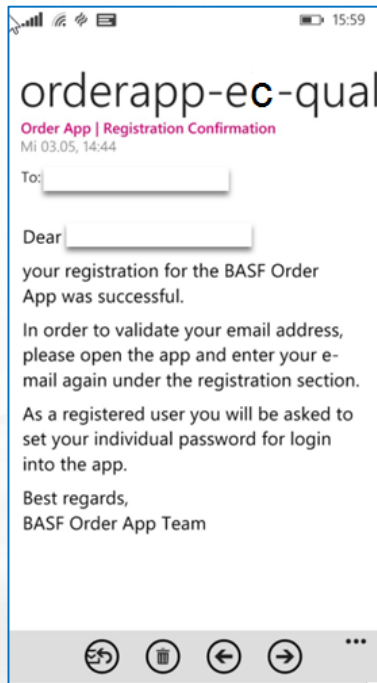
Enter your email address and click on "Validate User"



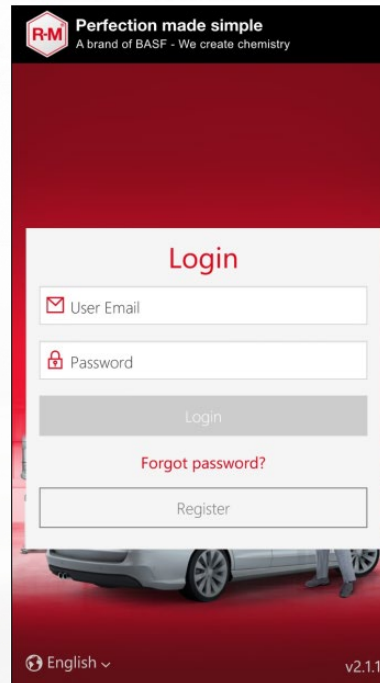
Enter your registration details and click on "Register now" - \*

\*Your registration request will be sent to the country app master. You will receive a confirmation email that your request is processed. Within 48 hours the app master will create your user in the app backend. You will receive a verification email to activate your login and create your password.

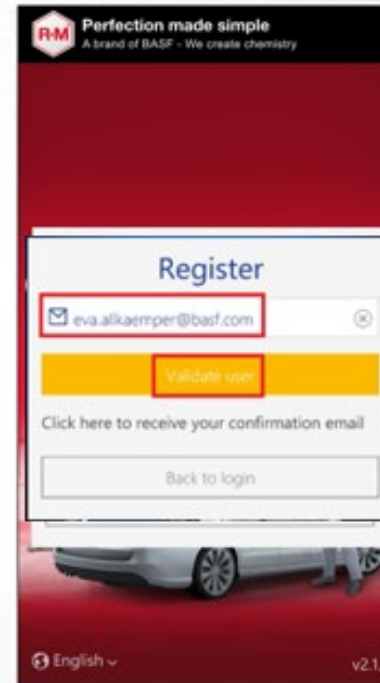
# Registration Process- new user



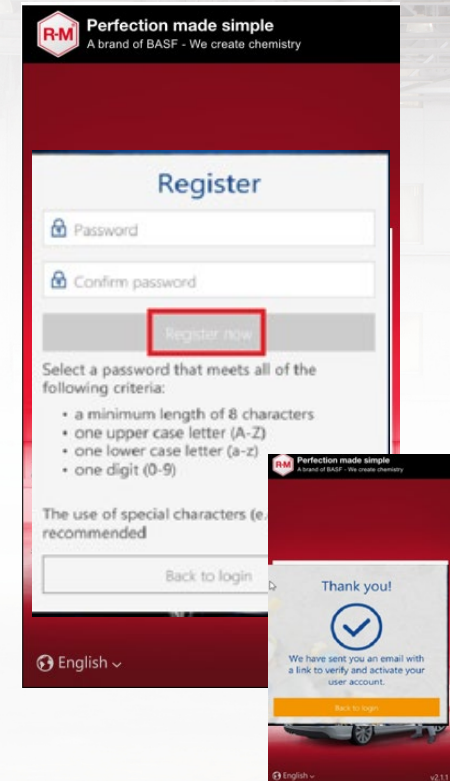
Once you receive a registration confirmation mail



Click "Register"



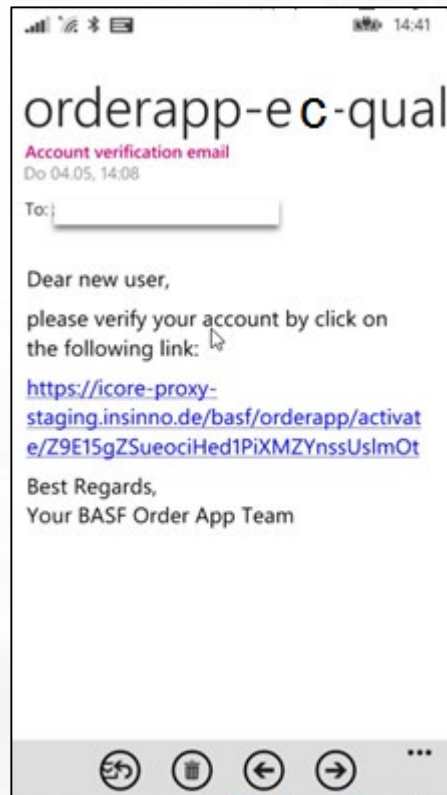
Enter your email address again and click on "Validate User"



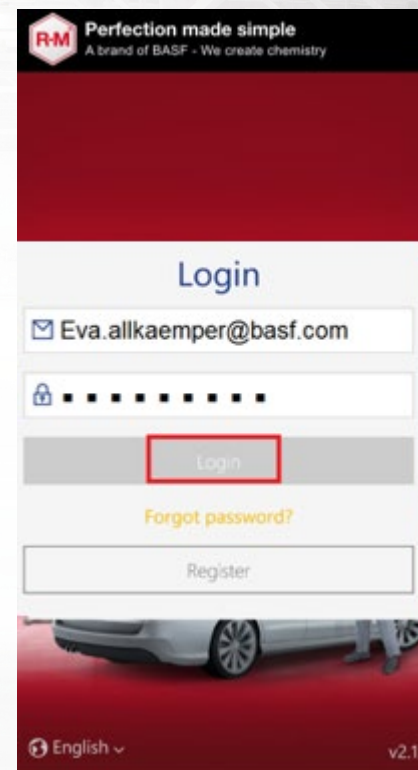
Enter your own password, you will receive an email with final approval



# Registration Process- new user



**Confirm and verify  
your account by  
clicking on the link!**



Return to login a enter your  
user ID and the newly set  
password

# Password Assignment Only



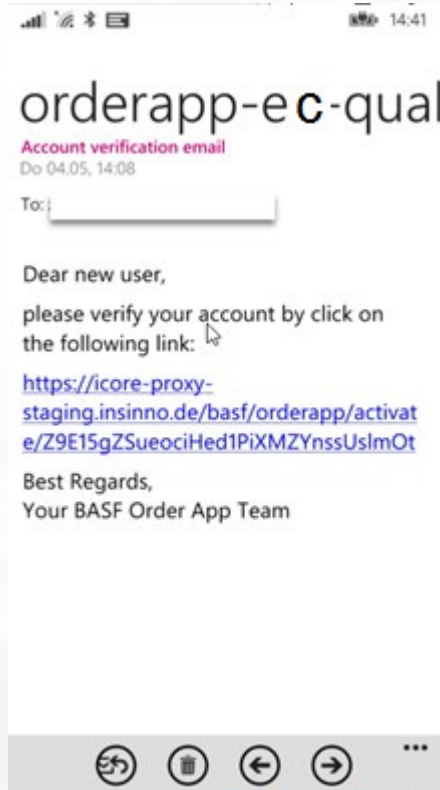
Click "Register"

Enter your email address again and click on "Validate User"

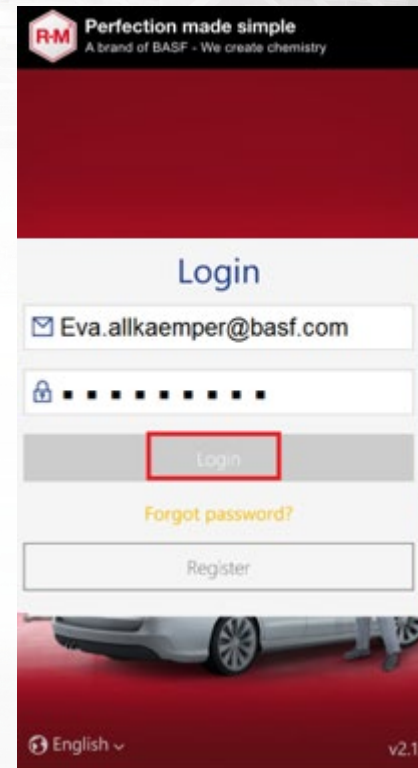
Enter your own password, you will receive an email with final approval



# Password Assignment Only



**Confirm and verify  
your account**



Return to login a enter your  
user ID and the newly set  
password

# Log in



Enter your user e-mail and password. Apply for new password in case you lost it. Language will be the one of your device settings. Bottom left you can chose the language of the app. The app will remind your selection.

Agree on safety advice. In case you disagree you can't log-in.

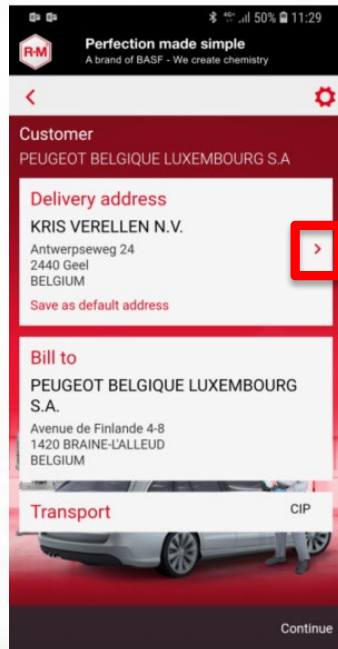
If you don't want to have automatic log-off after **X** minutes of inactivation, please click "yes". **KEY USER: This only appears if it is activated in the backend tool!**

If you are responsible for more that one sold-to-party, please chose the one you want to place an order for.

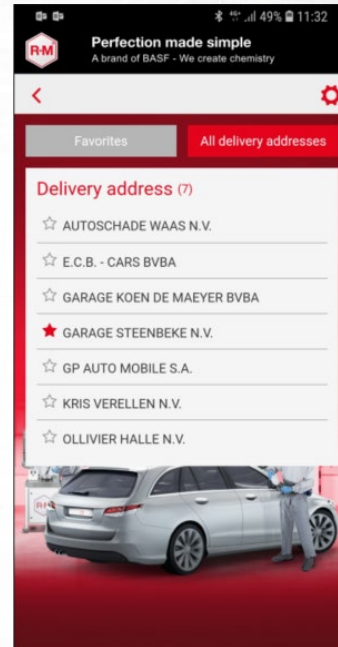
In the sold-to overview you can select your BASF contact person. **KEY USER: Only if this is activated in the backend tool!**



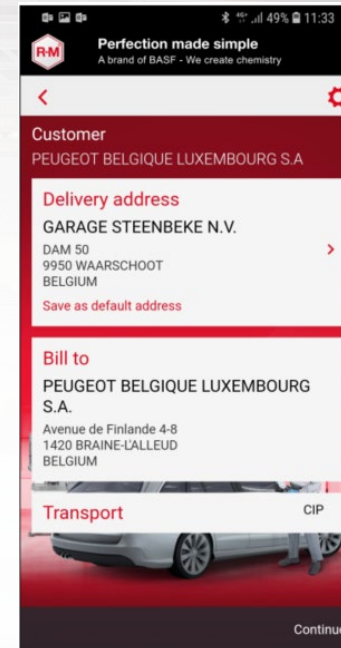
# Log in



If the customer has more than one ship-to, he can select the one he wants to place the order for by clicking on the arrow right beside the address.

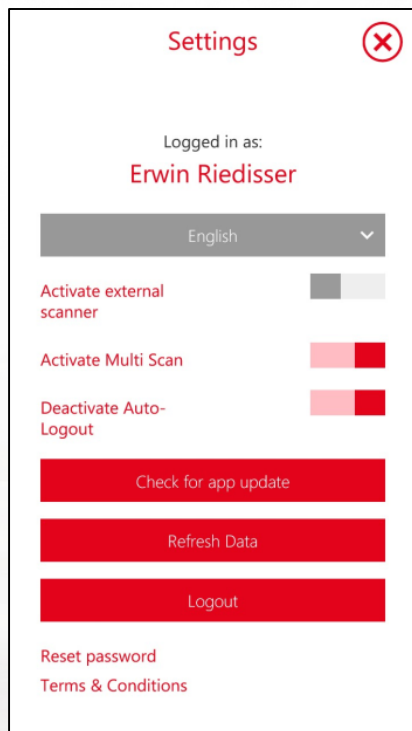


Select the one that should appear in the starting page by clicking on the star. If the star is yellow, the address is the favorite. Click on the ship-to name and it's taken over.

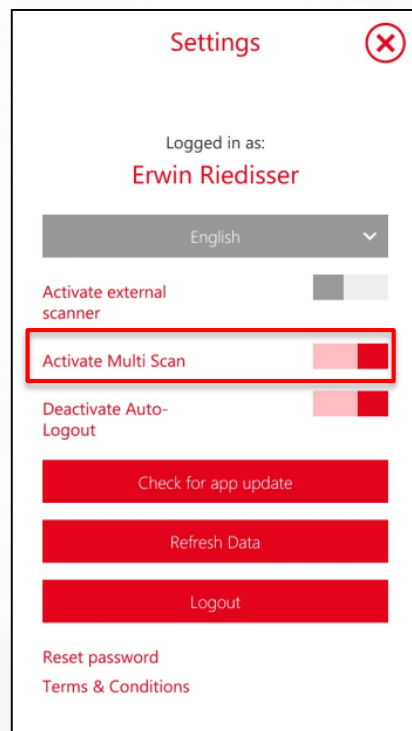


Save as default address. Next time this will directly appear.

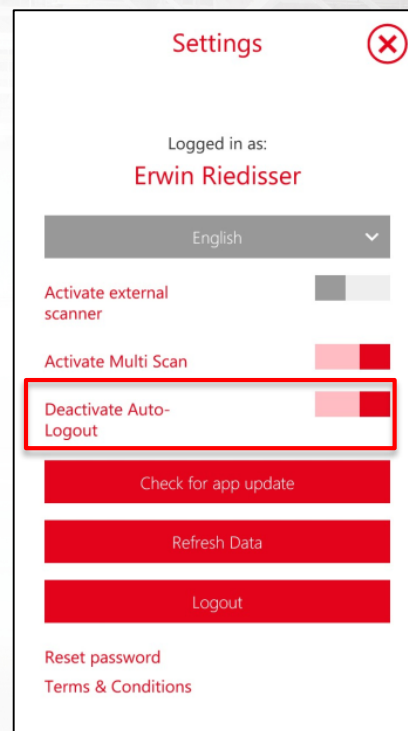
# Settings



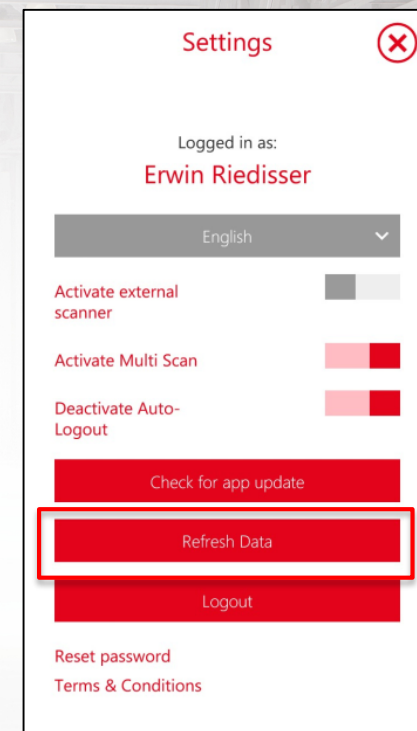
In the settings you can maintain your default language, activate external scanner and Multi Scan, deactivate Auto-logout, Check for app-update in the app store, refresh data, logout, reset password and read terms and conditions.



**Activate Multi Scan:** If you want to scan multiple products and adjust quantity in the cart if necessary. Please see chapter [3.4](#)



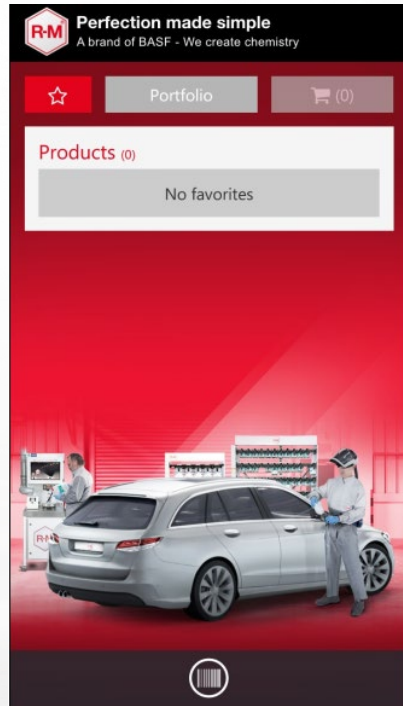
**Deactivate auto logout:** If you don't want to be logged out automatically, please activate this. Please be aware that BASF is not accountable in case of "joke orders" done by third person. **Key user: this only appears if you allowed this in the backend tool!**



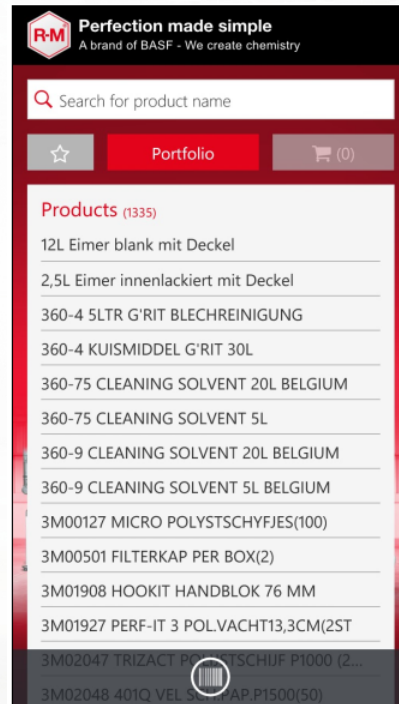
**Refresh date:** If you selected the deactivation of the auto logout, there is not automatic data refresh anymore. Please do this yourself from time to time. **Key user: this only appears if you allowed this in the backend tool!**



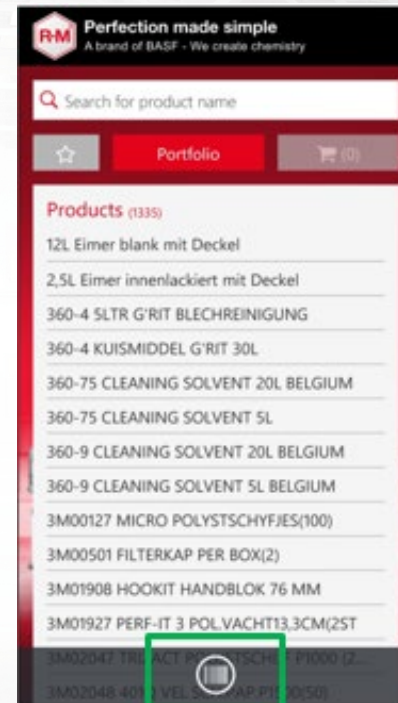
# Fill cart by search or usual scanner



To find the article you want to order, you can look up in your favorite list.



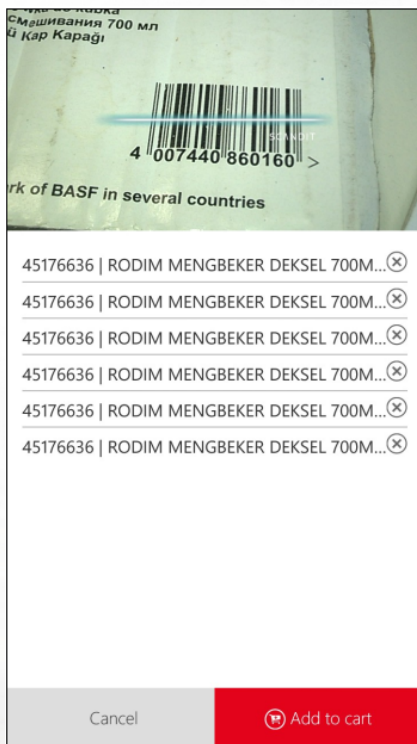
Or you can search in the full portfolio by using the search bar.



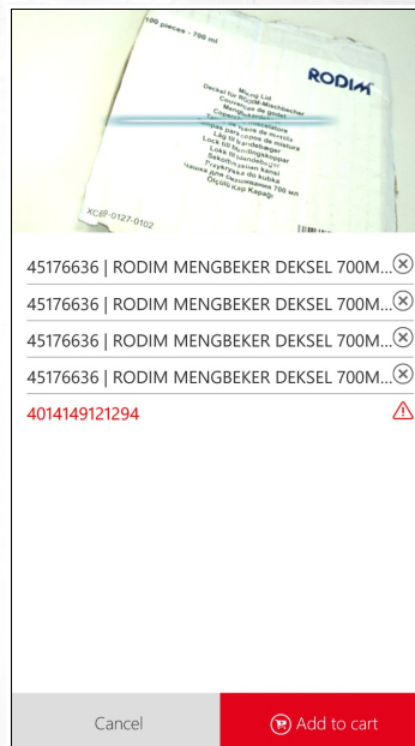
Or you can switch to the scanning mode and use the barcode scanning function.



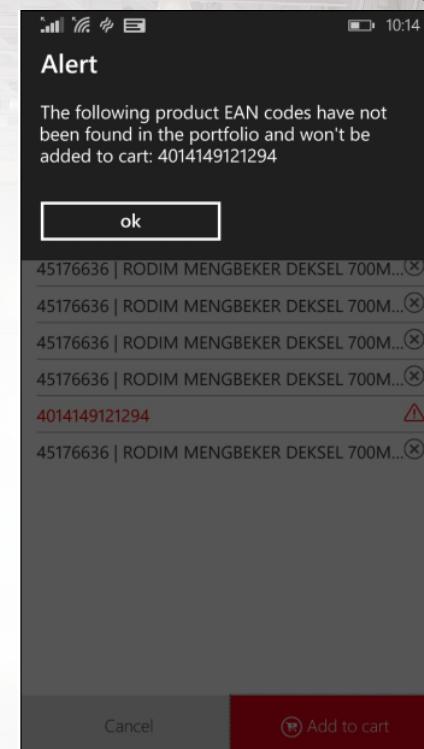
## 3.4 Fill cart with Multi Scan



With the Multi Scan option you can scan one item after the other quickly sequentially. They will be listed. When finished, all items can be added to the cart all together. View can be supported by flashlight (top left icon).



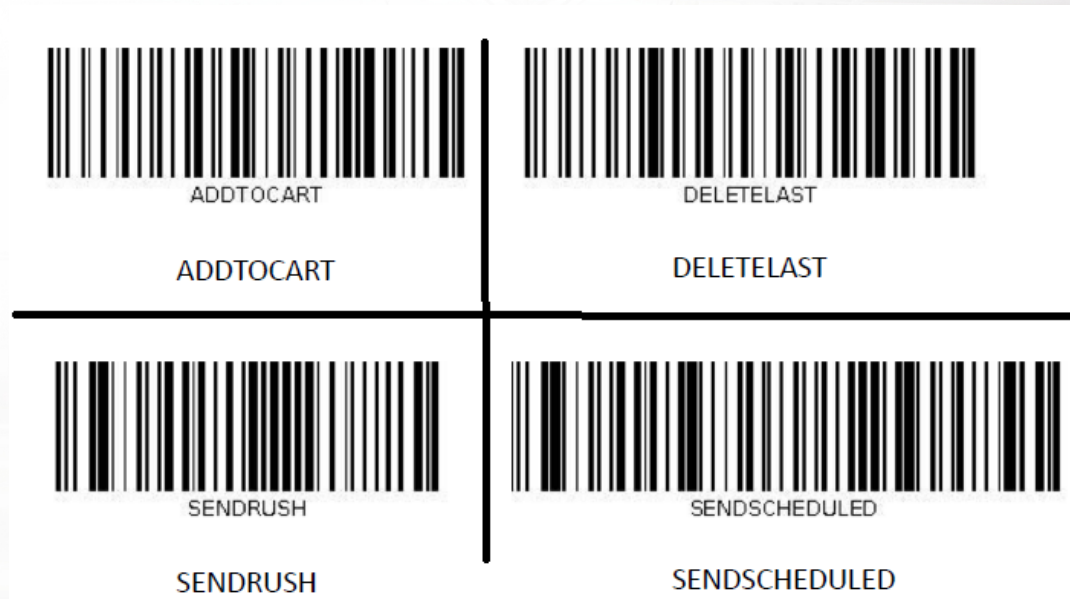
If the EAN code is unknown an alert appears. It shows the EAN code. It simply will not be transported to the cart.



If the list that is added to the cart contains unknown article(s), an alert will pop-up.

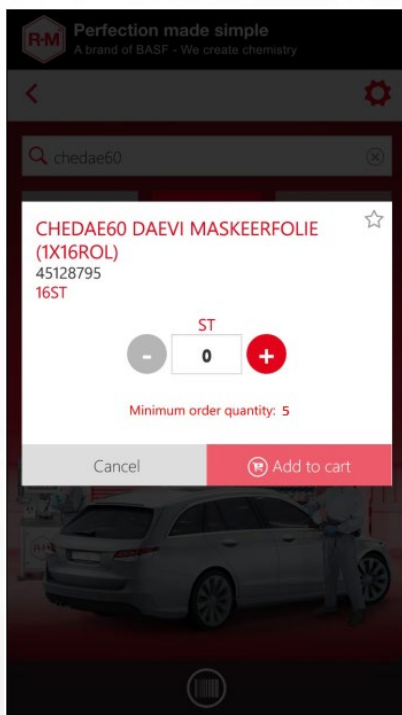


### 3.4 Fill cart with Multi Scan

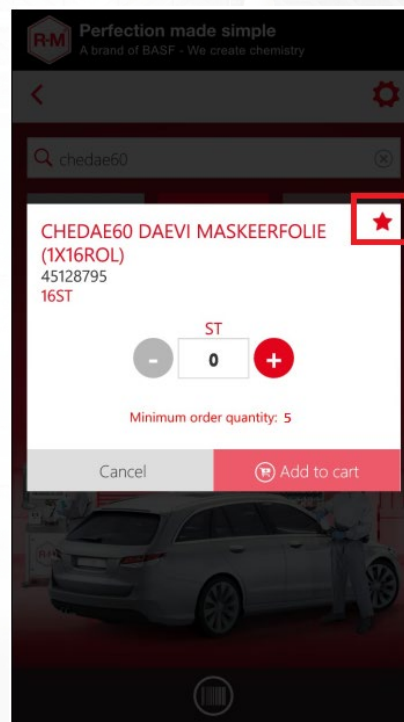


In the Multi Scan option it is possible to prepare and scan the order without touching the screen, by using the above bar codes. Delete last will delete the last scanned in item in the Multi Scan list. Add to cart will add the whole scanned in articles to the cart. Send rush will directly out of the Multi Scan send the items as a scheduled order. Send Scheduled will keep it as a scheduled order and send it to BASF at the agreed time. **Key user: this will only work in the Multi Scan Mode! If the user is not authorized for this, it will not work.**

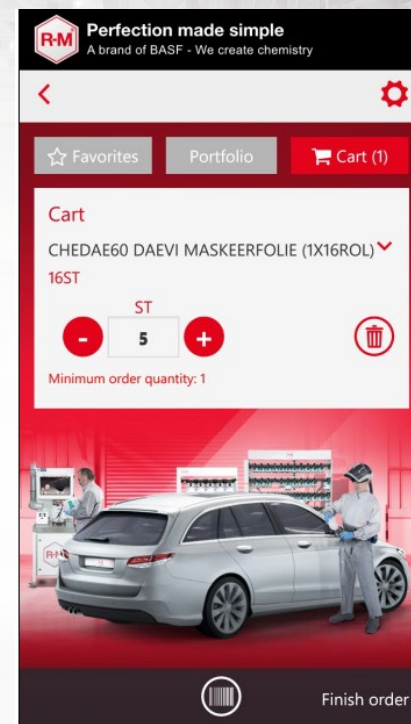
## 3.5 Adjust quantity and send order



After choosing the article you need to select a quantity. For articles with a minimum order quantity (MOQ) it is only possible to select in MOQ steps.



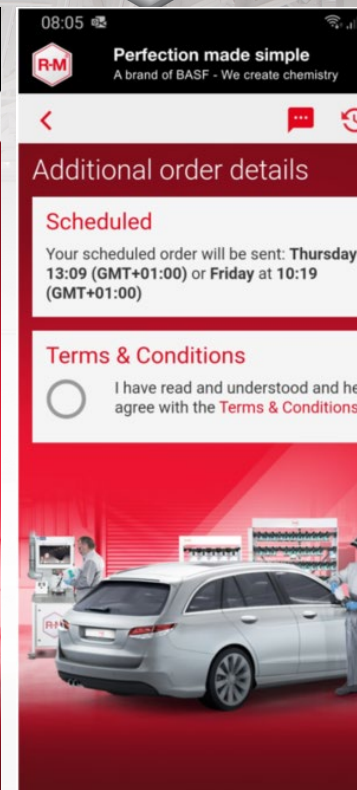
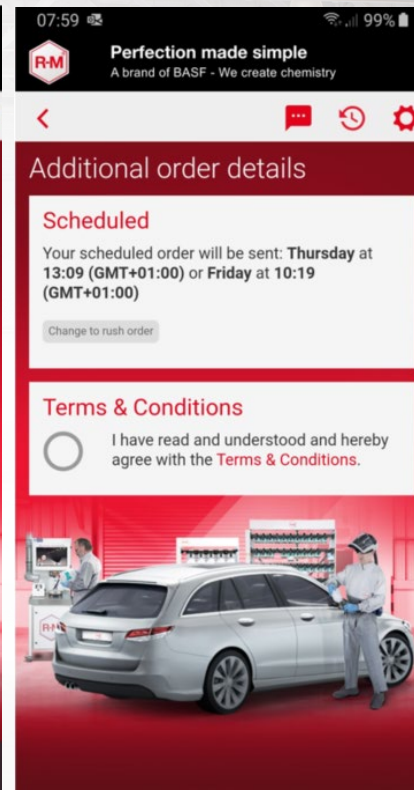
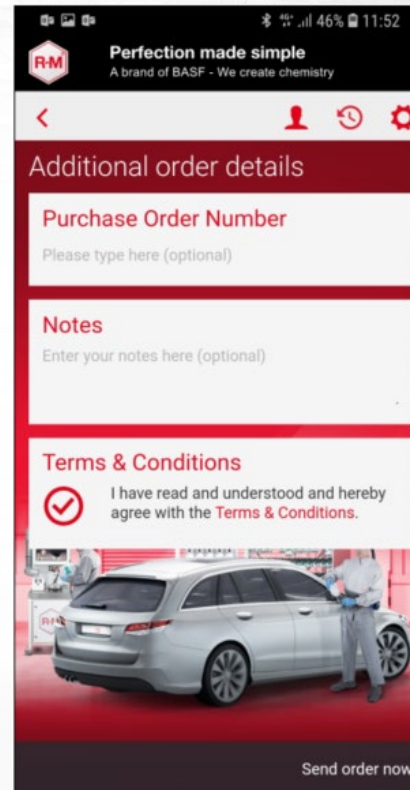
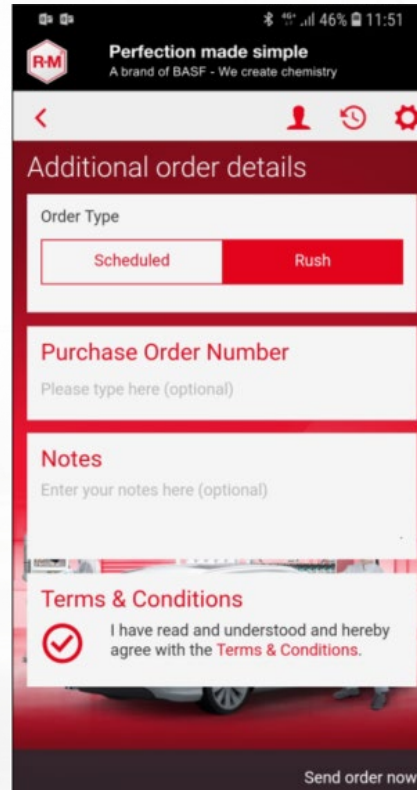
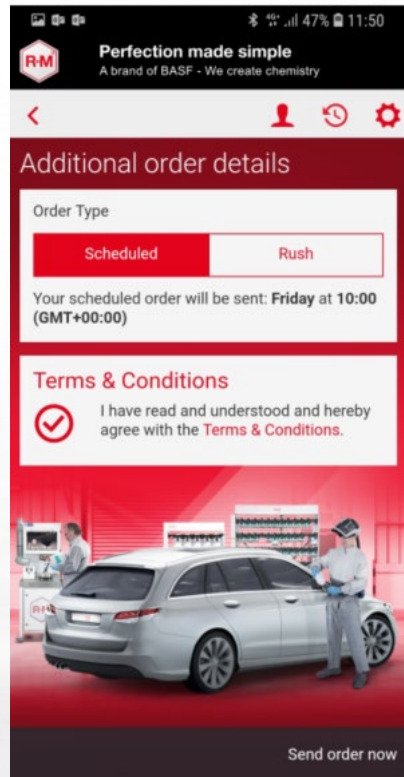
Click on the star if you want to add it to your favorite list.



In the shopping cart you can adjust quantity, delete items or go "back" to add more. Then you can "finish order".



## 3.5 Adjust quantity and send order



Chose either scheduled order if the article should be added to the weekly order or rush order if it should be placed directly. **Key user: this only appears if you allowed this in the backend tool!**

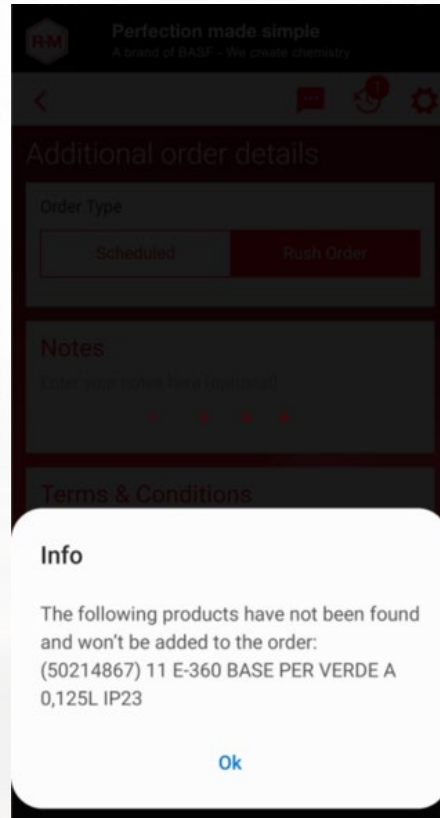
In the rush order an own purchase order number and a note can be created. Agree on the terms and "send order now". Purchase order number only allows numbers and letters, no special characters. **Key user: this only appears if you did not allow scheduled order in the backend**

The default setting for placing an order is the scheduled ordering. If you want, you can also place a rush order, but depending of your service level agreement this can lead to a surcharge. **Key user: this only appears if you**

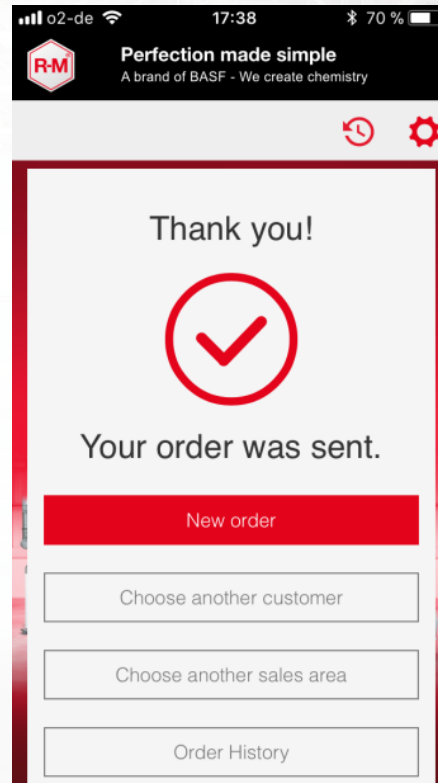
Your order will be sent to BASF on a scheduled day (**up to 2 days a week**), as agreed with your management. **Key user: this only appears if you did only allow scheduled order in the backend tool!**



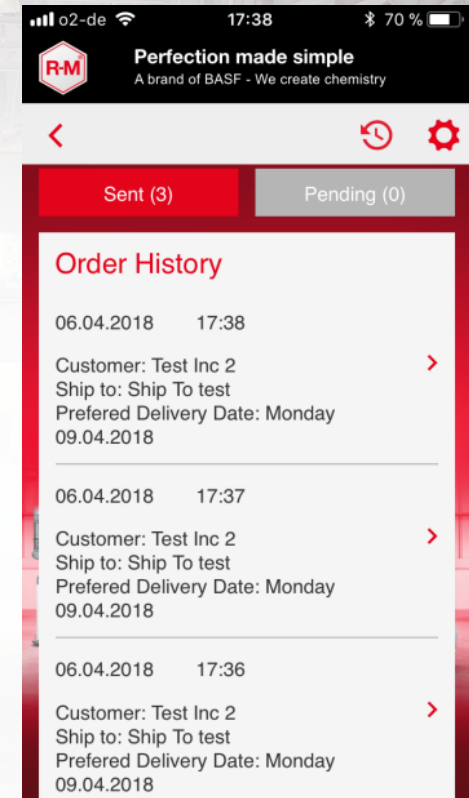
## 3.6 After sales



It might happen that an article is not offered anymore by BASF, but you didn't update the portfolio in the app. If you want to order an outphased article, you will get a message.



If you are online, the order will be sent immediately. You will see this confirmation. If you are offline, it will be stored in pending orders and send automatically when being online again.



In the order history you will see all orders that have been sent by your device for the chosen ship-to.



## 3.7 Email notification



- In the backend tool it can be maintained if the customer gets this notification mail out of the app (not Cor2E)

orderapp@basf.com

Order App | Order Confirmation (app\_order\_2017\_09\_06\_10\_54)

An: salesrep@stefan-prager.com,

Antwort an: orderapp@basf.com

Dear Stefan Prager,

thank you for ordering with the Order App!

Below please find all order details. Soon you will get an order confirmation via email.

Best regards

Order App Team - Country not listed

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Customer: Test Inc 2

Customer No.: 0099

Order Date: 2017-09-06

Preferred Delivery Date: 2017-09-07

---

Order: 200 x Test Product 1 (Artikelnummer: 0815-1)

---

Delivery Address: Ship To test (87878787)

Street 2

342352 City

---

Billing Address: Bill To Test (98798798)

Street 22

42141 City

Germany

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Notes:



## 3.8 General information



**Key User, pls chose one option for your manual.**

**The following if you still have logout after 12 hrs:**

- **Delta load: Only changes will be loaded. In the backend tool it can be maintained when a data refresh is triggered.**
- **Automatic logout after 12 hours of inactivity.**
- **Shopping cart is stored if user logs out.**

**The following if you don't have automatic logout anymore. To be adjusted inthe backend tool. In this case the customer need to refresh data mauully, as there is not log in anymore!**

- **Delta load: Only changes will be loaded. In the backend tool it can be maintained when a data refresh is triggered.**
- **Automatic logout after 12 hours of inactivity.**
- **Shopping cart is stored if user loggs out.**