



ONLINE CUSTOMER PORTAL

NOW INTEGRATES ADVANCED, CUSTOMER-DIRECTED FEATURES

Visit customer.owenind.com

As one of the most innovative steel processors in North America, Owen Industries takes pride in the products we craft and the service we provide to customers. We recognize that getting the right finished product, to the right place, at the right time, can be a challenging task. Increasing pressure to have all the

answers at any given moment, means our customers need real-time access to order details, status reports, material specs, heat certs and more. Thanks to advanced features built in response to customer input, our Online Customer Portal is now one of the most powerful supply chain management tools available.

HOW IT WORKS

- Contact your sales representative or email support to request access to our Customer Portal for your company
- Continue to initiate orders the same way you do today
- When entered into our back-end ERP system, orders immediately appear in your Customer Portal
- Log-in from any browser, on any device to securely access your company's orders
- Quickly view real-time order status or complete a heat cert search

VIEW ORDER STATUS FUNCTIONALITY

- Search the system by: PO #, part and/or sales order
- Check the status of orders, line items, deliveries and invoices
- Click on sortable column headings to view items any way you like
- Track the progress of specific line items as they move through the production process
- Keep tabs on parts and quantities to ensure that everything is scheduled to be ready when you need it
- View, print or download customer-facing documents – order confirmations, heat certs, deliveries, invoices, etc.
- Look-up your sales order history for quick reference

SEARCH HEAT CERTS FUNCTIONALITY

- Search our entire Heat Certification Library (over 100,000 documents) by heat number or job number
- Easily trace materials you need to know about – today or five years from now
- View, print or download legal heat certifications for your orders, or any material handled by Owen Industries

ADMIN TOOLS

- Assign a customer administrator within your company to self-manage users and roles
- Admin has the ability to fully manage all end user functions:
 - Add/modify/remove user accounts
 - Reset passwords for user accounts
 - Set/modify/remove user permissions
 - Invite new users and deactivate users as needed

ONGOING ENHANCEMENTS – THESE FEATURES COMING SOON!

- Get immediate notification and email delivery of signed bills of lading
- Gain the flexibility to select orders by due date
- Submit inquiries on sales orders, specific line items, deliveries and invoices from within the Portal



Our Online Customer Portal streamlines the management of the steel products you depend on. It's easy-to-use, it's free, and we're always here to help – so why not take a test run?

✓ Accessible from any type of device (Windows or Mac-based tablets, smartphones or computers)

✓ Works on any browser, and automatically adjusts to portrait and landscape modes

✓ Simple user interface with online, up-to-date User's Guide and Contact Us link accessible from every page

To get started, there are a number of ways you can contact us listed below!

[**customerportal@owenind.com**](mailto:customerportal@owenind.com)

800.831.9252

[**customer.owenind.com**](http://customer.owenind.com)

Request access to our Owen Industries' Customer Portal for your company today!