Coats
Colour Express

Web Based Application

User Manual

(WCS-074-3-WBA)
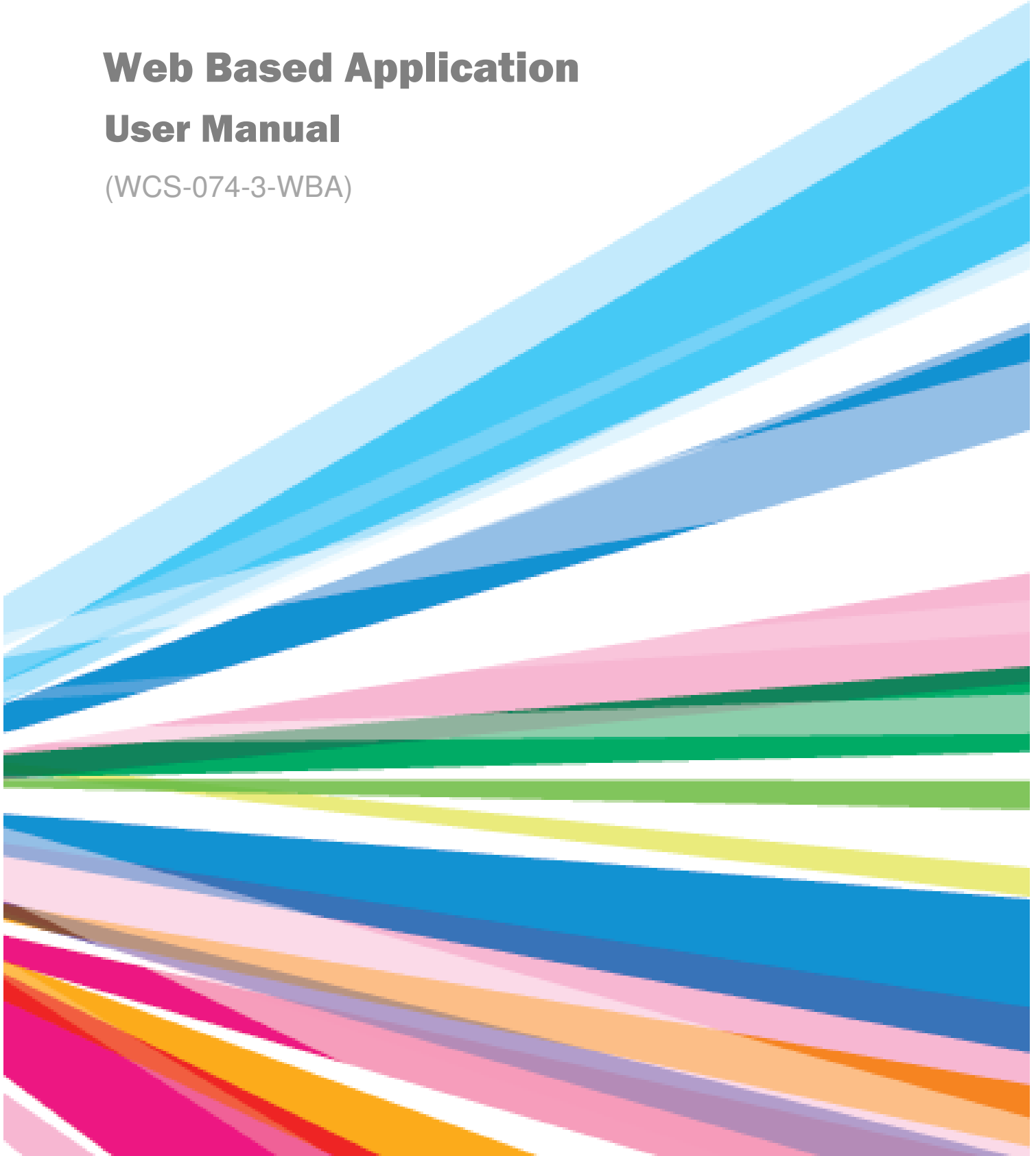
CONTENTS

1. INTRODUCTION

Web Based Application (WBA) of Coats Colour Express was developed to ensure the accurate sample and fast delivery to the customers. As our Customers, you can now place the sample orders online and track the status anytime.

2. WHAT YOU CAN DO

With the WBA, you can:

- Maintain your profile and edit the few information whenever necessary
- Request our Field Colour Experts or Sales Representative by fixing appointment with them
- Enter your sample order real time
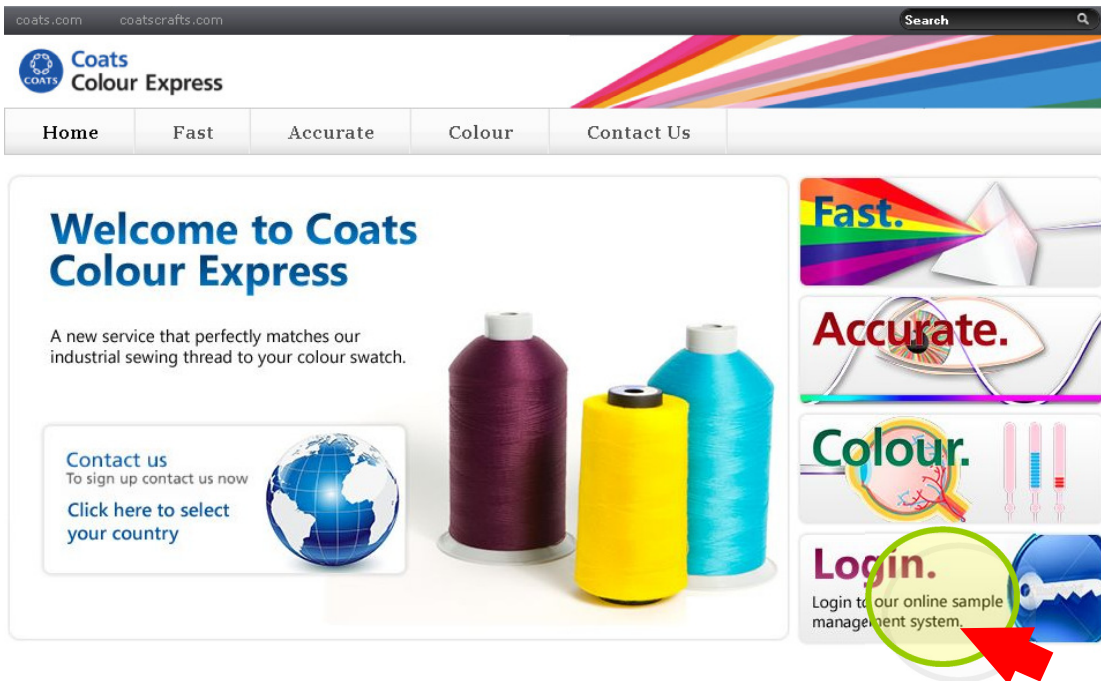- Submit your Feedback to Coats

3. ABBREVIATIONS

- WBA – Web Based Application
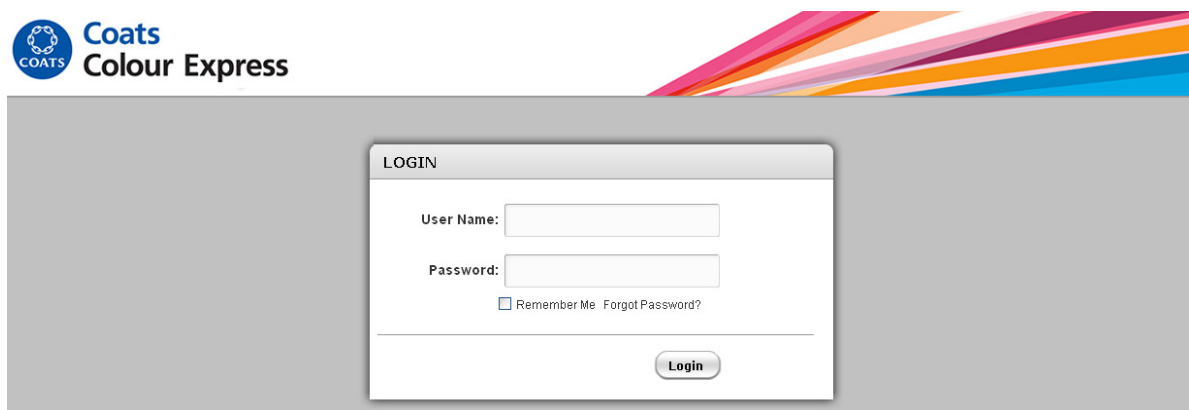- FCE – Field Colour Expert

4. LOGIN

Go to **www.coatscolourexpress.com** in your web browser and click on the login button which appears in the home page as shown below (pointed by **red** arrow).

Or simply type the **wcs.coatscolourexpress.com**.

You will see the login page as shown below. Enter the "Username" and "Password" provided by Coats to login.

Now you are able to view the "Online Sample Management System" opening screen as shown below. Opening screen will be the home page.

Coats
Colour Express

FCE   ORDER

Home

Welcome to Coats Colour Express

A revolutionary application from Coats, that provides you
with the fastest sampling service in the world for
industrial sewing thread.

Fast   **Accurate**   **Colour**

You can place the sample order request on behalf of any users. Click on the menu "ORDER→ORDER SAMPLES" from the menu bar.

You can change your first name, last name, password, mobile number in your profile page. You can also enable or disable the SMS option in this session.

Please click on your user name at the top right corner of the screen as shown below.
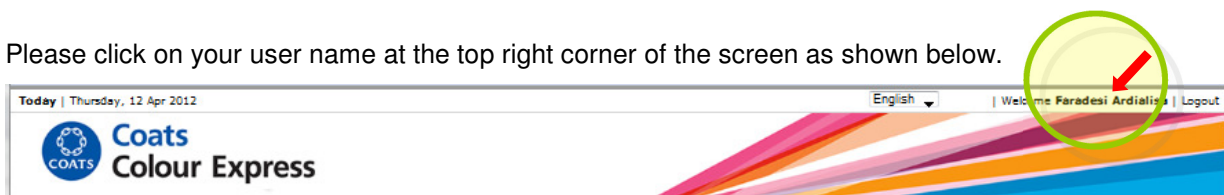
Click on your username. You will get the below screen where you can edit your details and click update button.

You can choose your language preference in here. Only English and Chinese languages are available now. You can also change your preference of language at the top right corner.
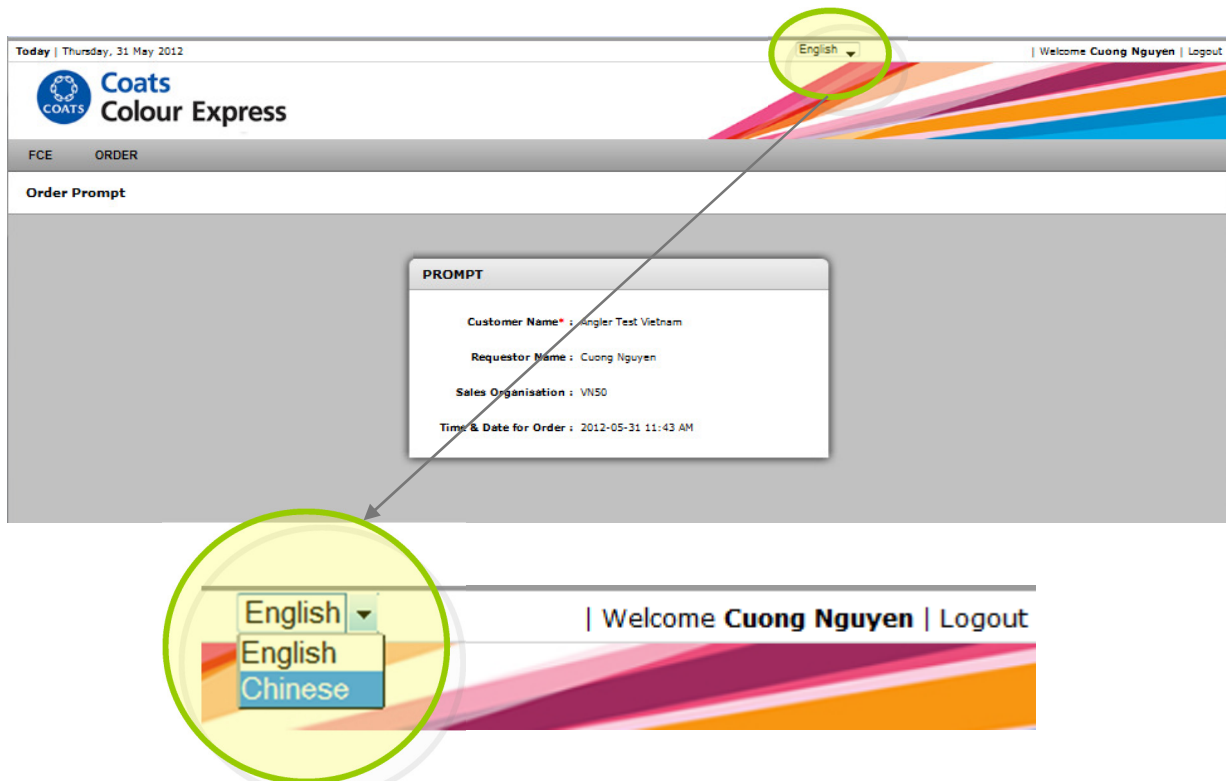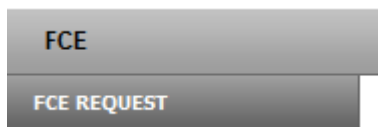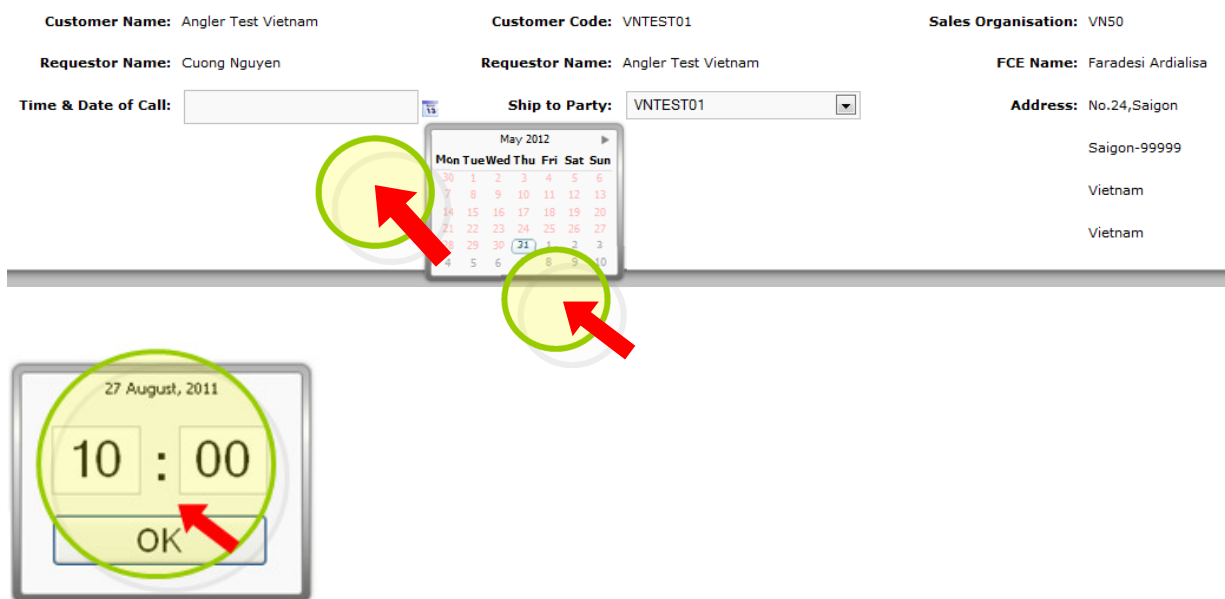
Example below is the page in Chinese:
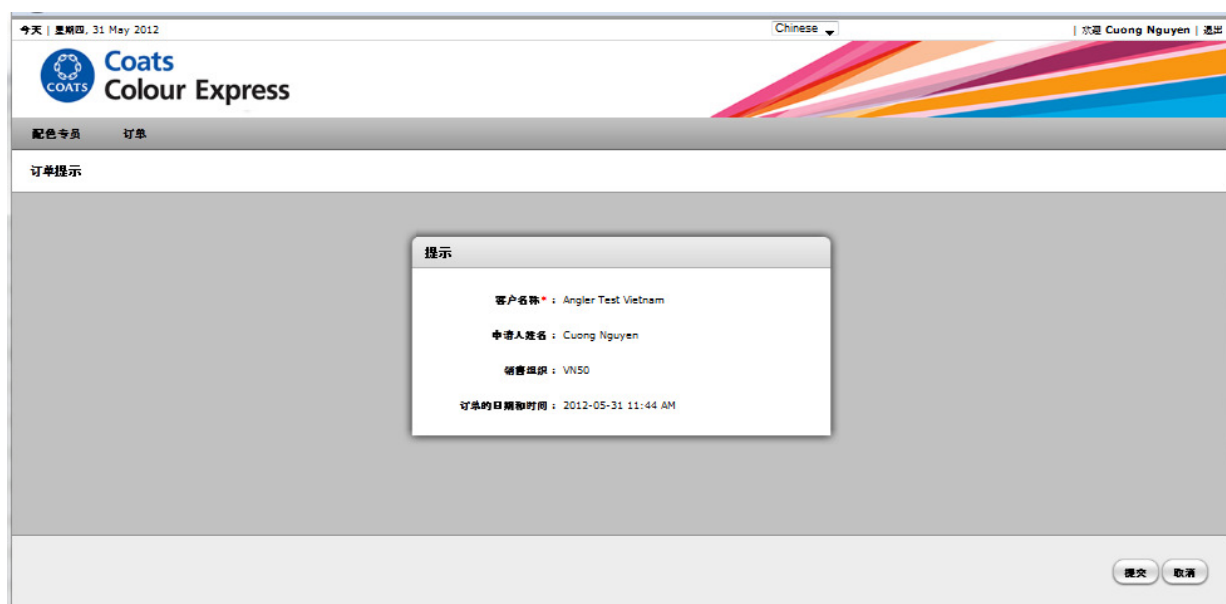
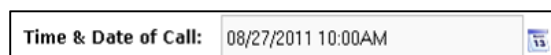# 6. Field Colour Expert (FCE) / Sales Representative (SR) Request

When you need presence of our FCE or SR in your location, you can simply navigate on the menu FCE and click on the FCE REQUEST.

You will have the following screen. And what you need to do is to enter the Time & Date of Call as below shown in red arrow.

Click "**OK**". You will see the time & date updated in the field as below.

Now click "Save". FCE will see the visit request and contact customers for further arrangement.
You can use both Map / Satellite view.

7. ORDER PROCESSING

7.1. Order Entry

You can place the sample order request on behalf any user. Click on the menu "ORDER→ORDER SAMPLES" from the menu bar.
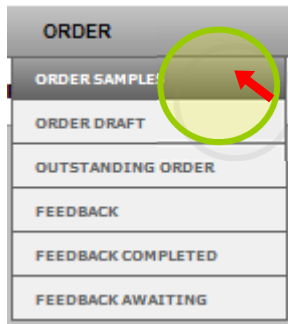
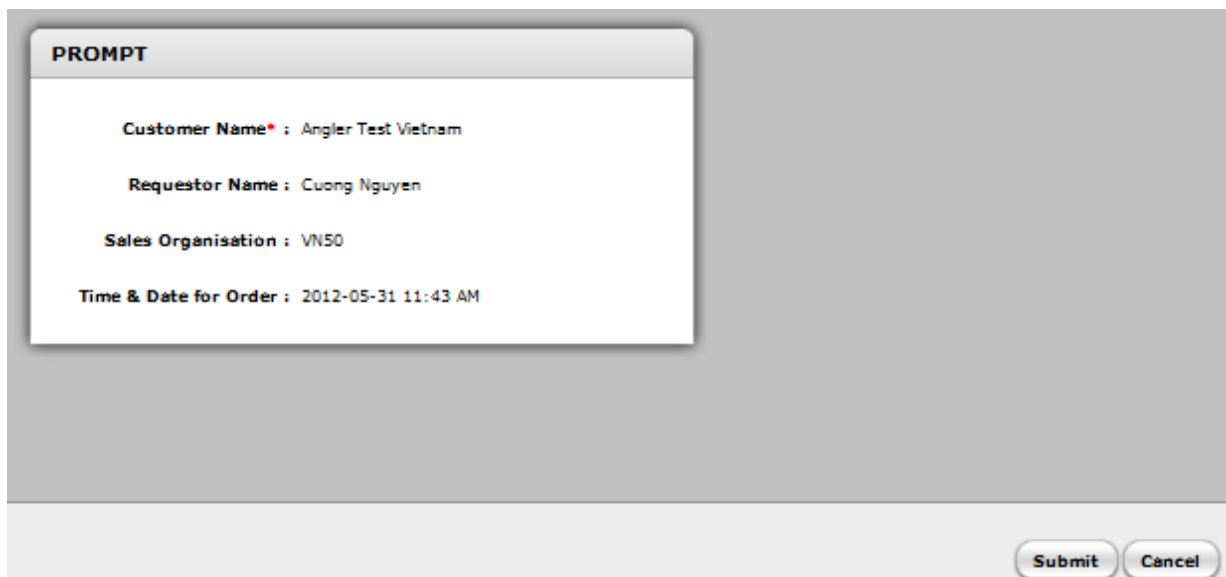It will show prompt window containing your company name and your name. Click on the submit button to go to next screen to process the thread sample request.

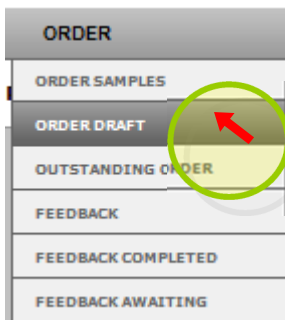This will be the resulting screen (create order screen)

1. This section will be auto populated from the COATS database. You may change the values of "Business principal" & "Party No" if needed.

2. You can change the light source in the order entry. The default setting is still based on the business principal masters.

3. Here you need to enter / select relevant values to process the "Sample thread requirement".
   a. Article (Optional)
   b. Brand (Mandatory)
   c. Ticket (Mandatory)
   d. Shade code (If the shade is known; if the shade is not known, please leave it blank)
   e. Cop / Cone / Vicone (Mandatory)
   f. For Colour Matching / Sewing (Mandatory)
   g. Type of end product (Mandatory)
   h. Requirements (Mandatory; if no requirement, please enter N/A)
   i. Customer Reference (Mandatory; if no reference, please enter N/A)
      Note: This information will appear on the Delivery Notes
   j. Quantity (Mandatory)

4. Others:

- The above particular entry belongs to line items (i.e. 10 and 20).
- You can click on "**Add another Line Item**" button to make multiple line order. Numbering is automated and you cannot change it. (Example: 10, 20, 30 etc).
- You can add up to **max 12 line item** per order
- If you create three line items and submit, then all these line items will be provided with the **8-digit order number** and sent to COATS
- You can also choose "**Pend Order**" to save to the draft list and submit after sometime whenever required.
- Later you can view those orders in the "**Draft List**" and submit (see section 7.2).
- The requestor and the customer will receive SMS with the order number after submitting the order. COATS FCE will contact you very soon after submission of the order.

7.2. Order Draft

As discussed in the previous session, you can view the drafted orders in the menu ORDER→ DRAFT ORDERS.

As a result you can see the below shown page with the drafted orders.

Note: You can also Edit / View & Cancel the order by clicking on the icons.

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8. OUTSTANDING ORDERS

Click on the menu ORDER → OUTSTANDING ORDERS as shown below to see all the outstanding orders made by you.
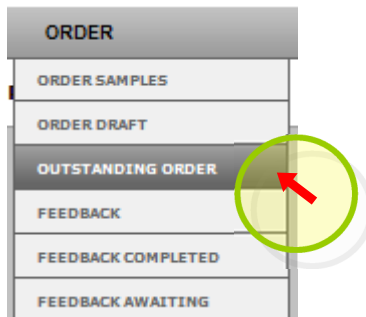
As a result you can see the below shown page of outstanding orders made by the users. **Order stage** column will indicate the present stage of order under process. You can click on the view icon to see the order in detail.

Order Stage   *View icon*

If you click on the view icon then you can see the particular order in detail as shown below. Press **Esc** key / the **close menu** to go back to the outstanding orders list page.

OUTSTANDING

close or Esc Key

ORDER DETAIL

Date Started: 2011-09-23 06:09 AM	Requestor Name: Kirhaan Fernando	Sales Organization: LK53
Requested Due Date: 2011-09-25 06:09 AM	Business Principal: Others	Hub: LKH003
Order Number: 10000150	Customer Name: Miami Exports (Pvt) Ltd.	Customer Number: 104873

Ship to Address: No.63, Galawilla Road, No.63, Galawilla Road, Homagama. Sri Lanka

**LIGHT SOURCE**

Primary: D65　　　Secondary: --

Line Item No.	Article	COATS Brand	Ticket	Mum Type	Shade Code	Quantity	Sample Required For	End Product	Requirements	Shipping Information		
Kirhaan Fernando	10000144	2011-09-23 05:22 AM	2011-09-25 05:22 AM	03		10	--	CONE	--	Color Matching	Received at Hub	🔍
Shijie Shuinan	10000143	2011-09-23 05:12 AM	2011-09-25 05:12 AM	01		10	--	CONE	--	Color Matching	Delivered	🔍

Customer Name

Miami Exports (Pvt) Ltd.
Miami Exports (Pvt) Ltd.
Miami Exports (Pvt) Ltd.
Miami Exports (Pvt) Ltd.
Miami Exports (Pvt) Ltd.
Miami Exports (Pvt) Ltd.
DONGGUAN SHIJIE SHUINAN

9. FEEDBACK

9.1. Entering Customer Feedback

Click on the menu ORDER →FEEDBACK to make a feedback on the received order on behalf of any user.
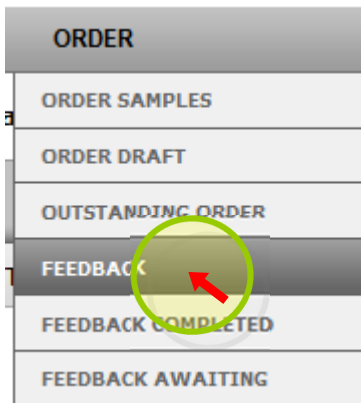
You will get the below screen and you need to mention the order number so that the corresponding line item will be populated in the line item dropdown. Now you can select the particular line item no to give feedback on the sample received.

You can click "**Yes**" and "**save**" for the question "**ARE YOU HAPPY WITH THE SAMPLE SHADES PROVIDED?**" if you are satisfied, click "Yes"; otherwise click" **No**".

You will be provided with additional two questions when you click "No".

1. DO YOU REQUIRE A REMATCH?

    If you need a rematch then please click on the "**Yes**" otherwise click "**No**"

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2. REJECTION REASON

Select the exact rejection reason from the screen.

Rejection Reasons are listed below:

1. Different Hue
2. Metamerism
3. Too Light
4. Too Full
5. Too Bright
6. Too Dull
7. Delivery is too late
8. Others

You can also mention any additional comments in the description box for selected reason. Then click Save to confirm your feedback.
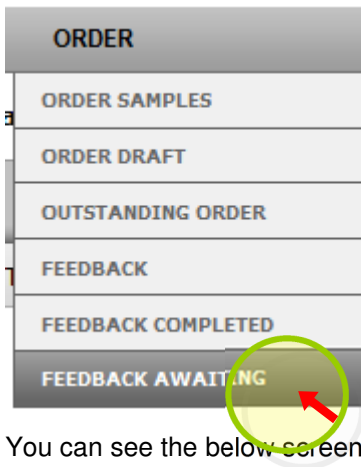
This is shown in the below screen.

Rejection Reasons

Additional Comments

9.2. Feedback Awaiting

Click on the menu ORDER → FEEDBACK AWAITING to view the orders those are awaiting the feedback.

You can see the below screen of orders those are awaiting the feedback.

Feedback Awaiting

Customer Code	Customer Name	Requestor Name	Order No.	Order Line	Shade Code	Scenario	Customer Reference	Accept	Load
104672	MAS Intimates (Pvt) Ltd.	CoatsME Raveen	10008463	10	C9700	Known Shade	Charitha- Shadowline Katunayaka - (Embroida	☐	🔍
				20	C9700	Known Shade	Charitha- Shadowline Katunayaka - (Embroida	☐	🔍
104672	MAS Intimates (Pvt) Ltd.	CoatsME Raveen	10008462	10	A3169	Known Shade	Sidni - Ballerina gown - Holoiday '12	☐	🔍
129596	Hirdaramani Mercury Seethawaka	Gayan Weerasinghe	10008427	10	A7933	Known Shade		☐	🔍
				30	C1712	Known Shade		☐	🔍
				40	C1712	Known Shade		☐	🔍
				50	C7960	Known Shade		☐	🔍

If you need to give feedback as accepted for multiple orders select accept check box which line items you need to accept and press save. Now the details are got saved.