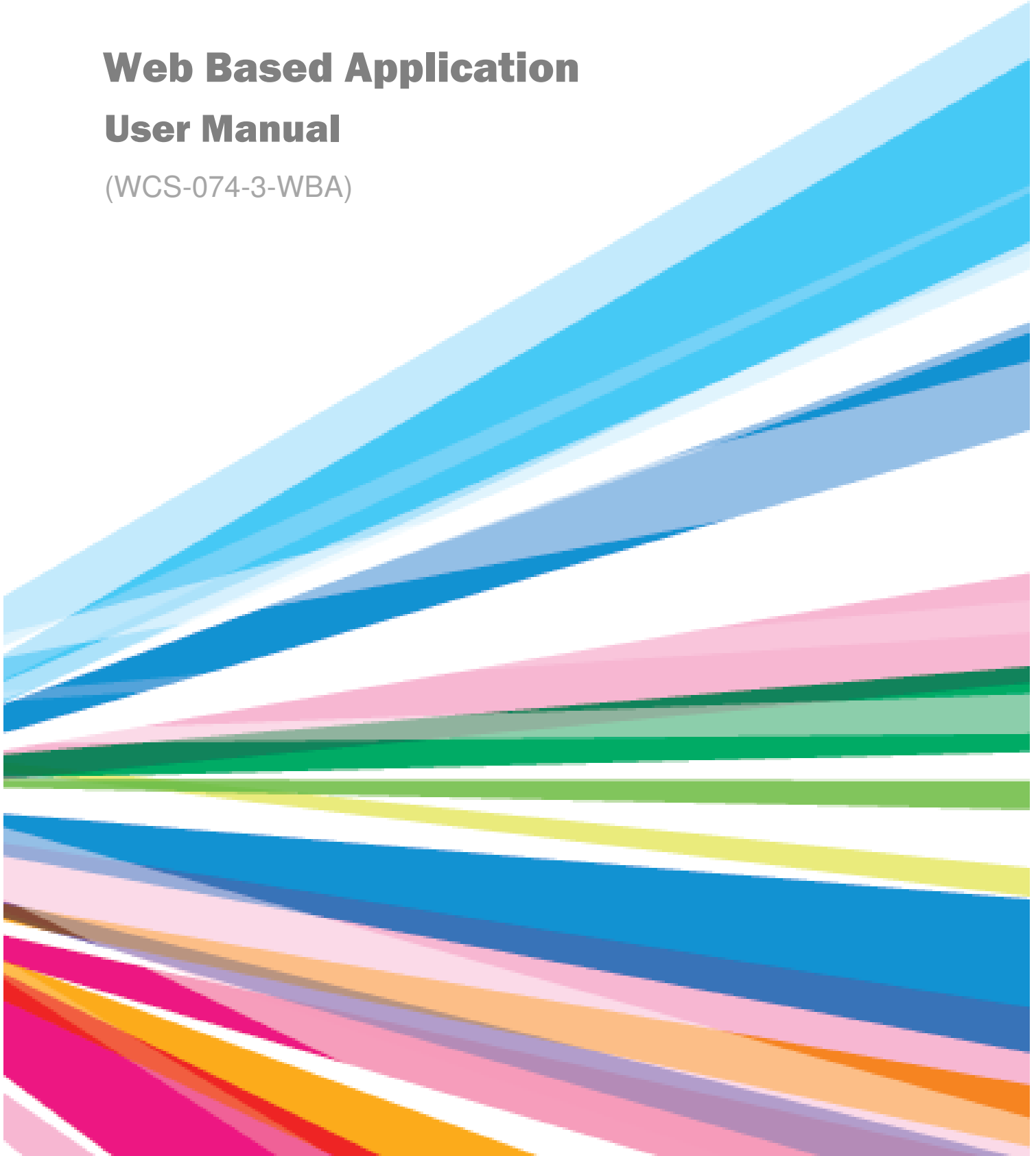




Coats
Colour Express

Web Based Application User Manual

(WCS-074-3-WBA)



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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

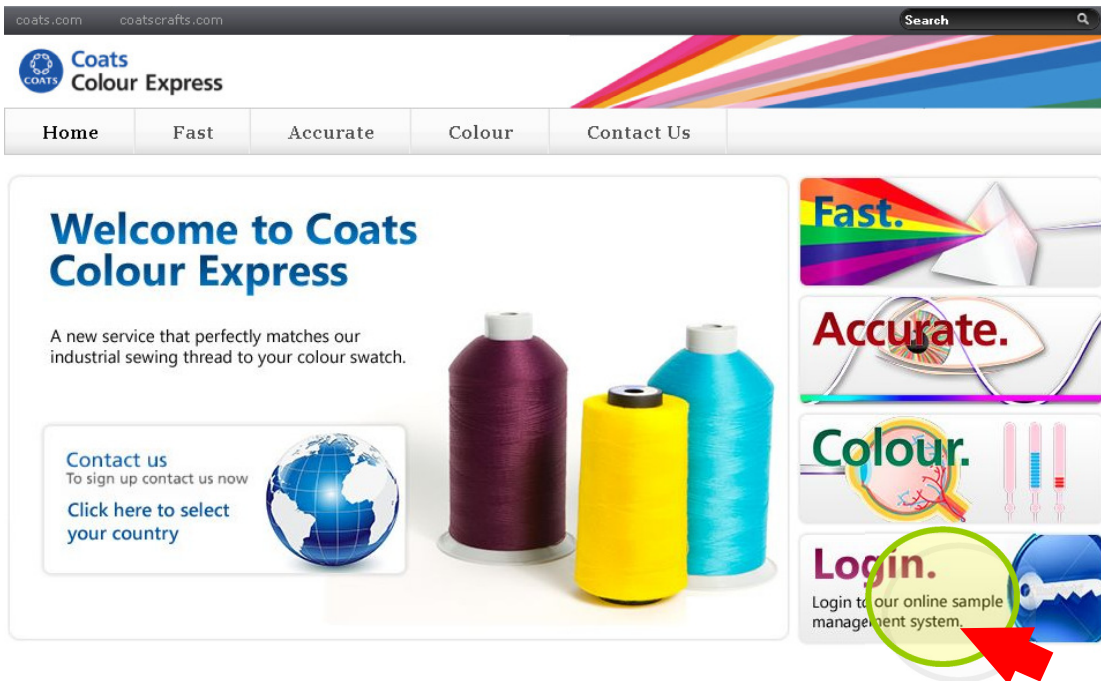
3. ABBREVIATIONS

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

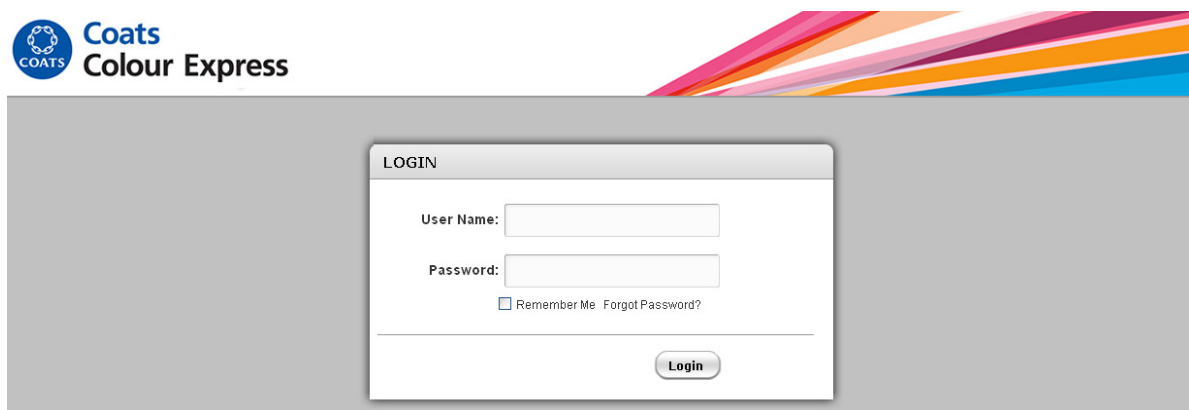
4. LOGIN

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.



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



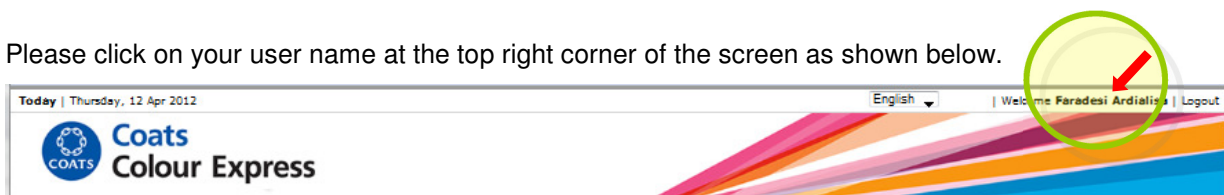
Colour

5. PROFILE

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.

PROFILE

First Name* Faradesi

Last Name* Ardialisa

User Name faradesi.ardialisa@coats.com

Password

User Type Administrators

Country ID

Timezone Asia/Jakarta

Language English

Date Format 2000-01-15

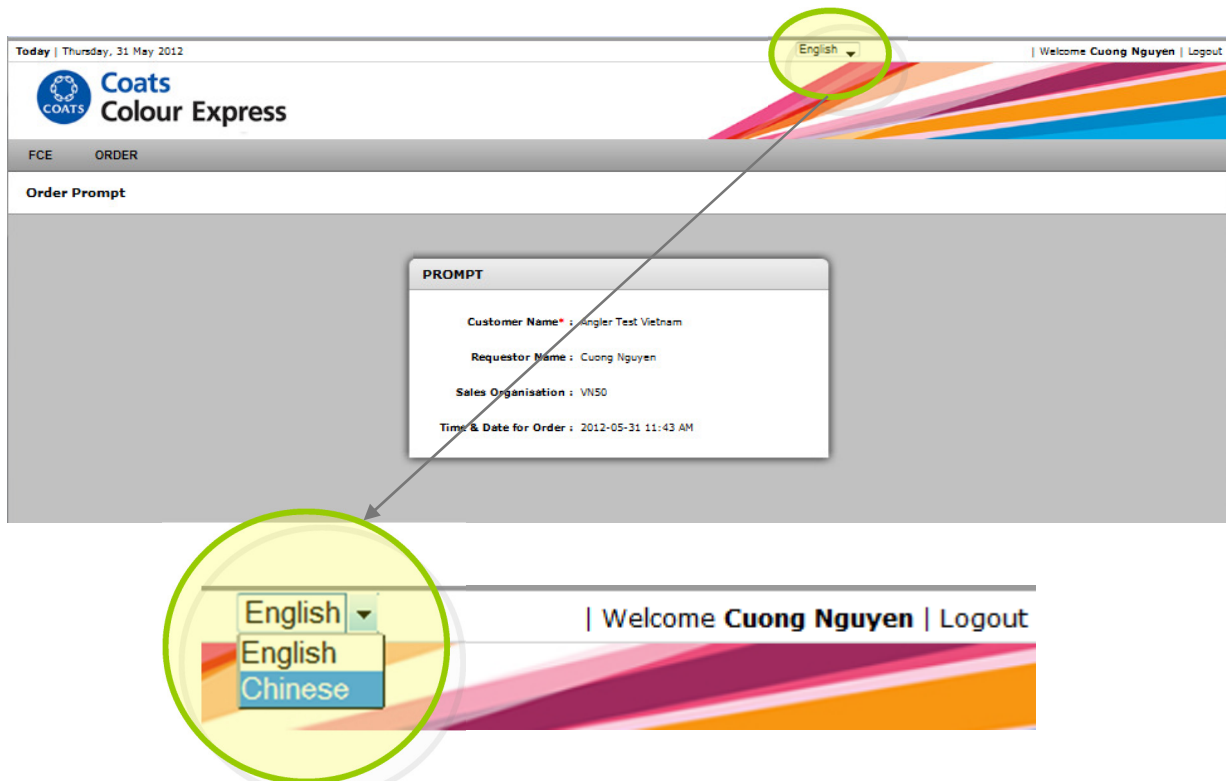
Time Format 13:00

Mobile Number* +6282117425614

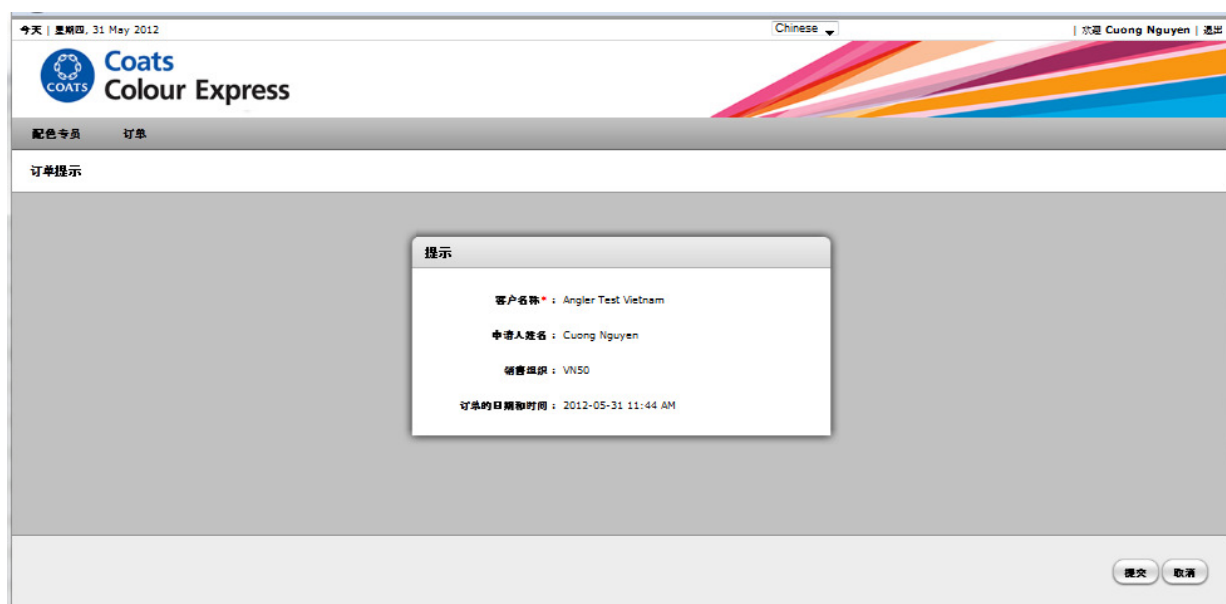
SMS ☒ Enable ☐ Disable

* Indicated fields are mandatory

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.

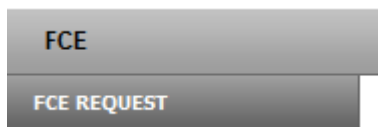


Example below is the page in Chinese:

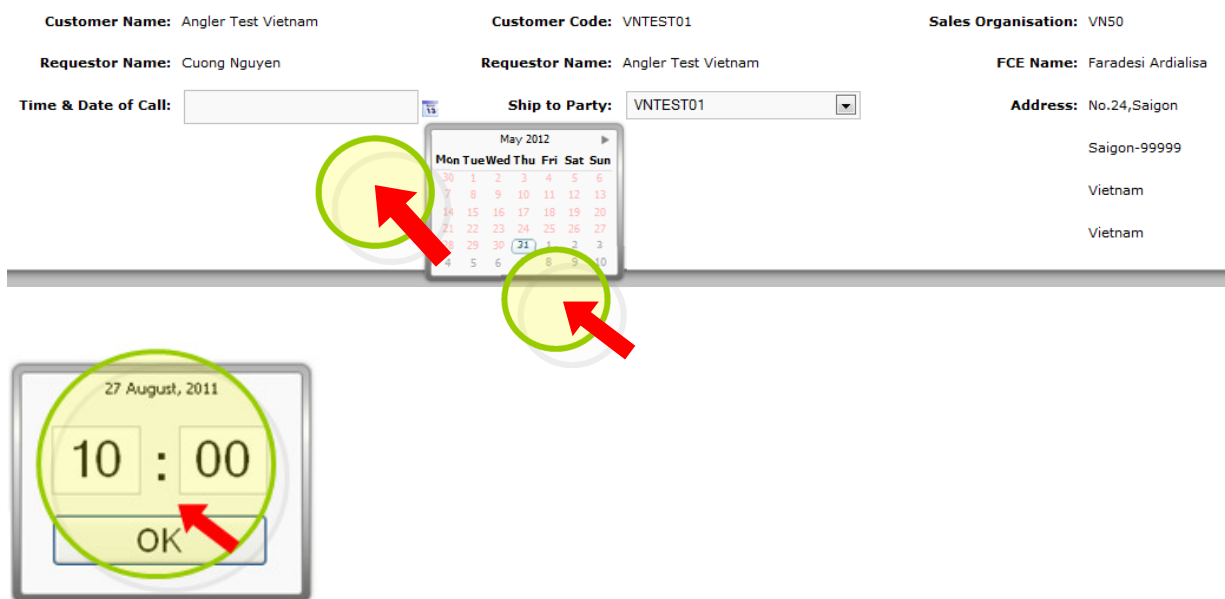


6. Field Colour Expert (FCE) / Sales Representative (SR) Request

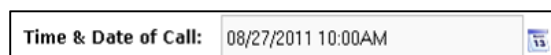
When you need presence of our FCE or SR in your location, you can simply navigate on the menu FCE and click on the FCE REQUEST.



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.

A screenshot of a web form for 'FCE REQUEST'. The form contains several fields: 'Customer Name' (Angler Test Vietnam), 'Customer Code' (VNTEST01), 'Sales Organisation' (VN50), 'Requestor Name' (Cuong Nguyen), 'Requestor Name' (Angler Test Vietnam), 'FCE Name' (Faradesi Ardialisa), 'Address' (No.24,Saigon), 'Saigon-99999', 'Vietnam', and 'Vietnam'. There is a 'Time & Date of Call' field with a calendar icon. A calendar for May 2012 is open, showing dates from 30 to 31. A red arrow points to the date '27'. Below the calendar is a time picker showing '10 : 00' and an 'OK' button. A red arrow points to the 'OK' button. The form is divided into two sections by a horizontal line.

Click “OK”. You will see the time & date updated in the field as below.

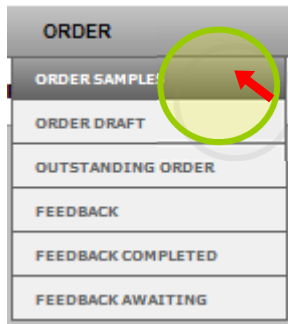
A screenshot of the 'Time & Date of Call' field. The field contains the text '08/27/2011 10:00AM' and a small calendar icon on the right.

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

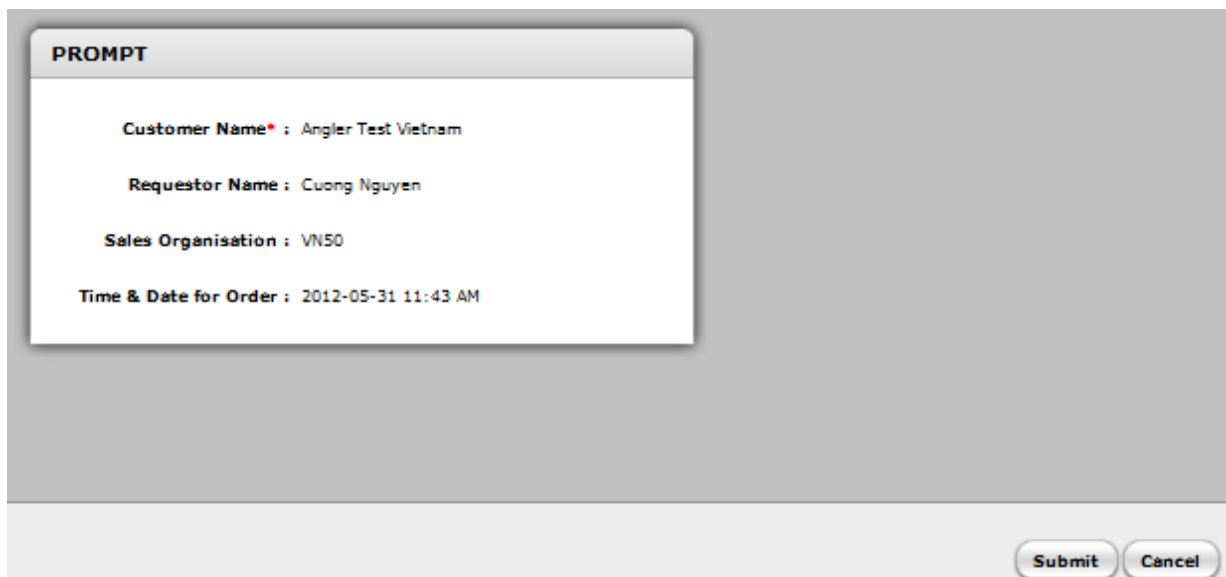
7. ORDER PROCESSING

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)

ORDER DETAILS

Customer Name	: Angler Test China	Creation Date	: 2012-04-07 10:18 PM
Requestor Name	: Tri Sandhi	Due Date	: 2012-04-09 10:18 PM
Sales Organisation	: CNS2	Hub	: CNH004
Ship to Party No.*	: 34345354	Ship To Address	: 1144, Trichy Road, Ramanathapuram Coimbatore, Tamil Nadu Phone :

LIGHT SOURCE

Business Principal*	: Others	1st Light Source*	: process
2nd Light Source	: test1	3rd Light Source	: test2

ORDER LINE

10 Add Another Line

Article	:		Type of End Product	:	Garments
Brand*	:	Select	Requirements	:	
Ticket*	:	Select	Customer Reference	:	
Shade Code	:		Quantity*	:	
MUM Type	:	<input type="radio"/> COP <input checked="" type="radio"/> CONE <input type="radio"/> VICONE			
Request Type	:	<input checked="" type="radio"/> Color Matching <input type="radio"/> Sewing			

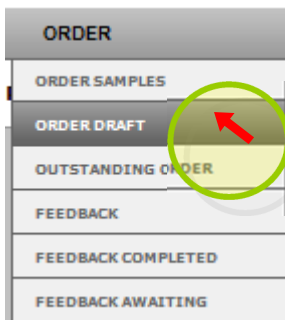
1. This section will be auto populated from the COATS database. You may change the values of “Business principal” & “Party No” if needed.
2. You can change the light source in the order entry. The default setting is still based on the business principal masters.
3. Here you need to enter / select relevant 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.

Outstanding Order Draft

Your Order < 10008823 > has successfully saved

OUTSTANDING ORDER DRAFT

Order No.: Customer Code: Requestor Name:

Hub: Sales Organisation:

Date From: Date To:

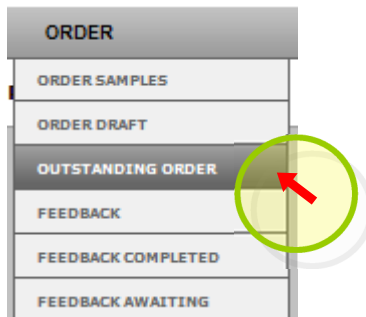
List Orders

Customer Name	Requestor Name	Order No.	Date	Due Date	Priority	Order Line	Current SOS	MUM Type	Article	Sample Required For	Order Stage	Edit	Cancel	View
Angler Test Vietnam	Cuong Nguyen	10008823	2012-05-31 12:00 PM	2012-06-02 12:00 PM	01	10	--	CONE	--	Color Matching	Order Drafts			

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

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.

Outstanding

OUTSTANDING

Order No.:

Customer Code:

Requestor Name:

Hub:

Sales Organisation:

Date From:

Date To:

Order Stage:

List Orders

Customer Name	Requestor Name	Order No.	Date	Due Date	Priority	Order Line	Current SOS	MUM Type	Article	Sample Required For	Order Stage	View
Angler Test Vietnam	Cuong Nguyen	10008796	2012-05-23 10:59 AM	2012-05-25 10:59 AM	01	10	Lab	VICONE	--	Sewing	Lab SOS	
Angler Test Vietnam	Cuong Nguyen	10008797	2012-05-23 10:44 AM	2012-05-25 10:44 AM	01	20	Lab	VICONE	--	Sewing	Lab SOS	

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: --

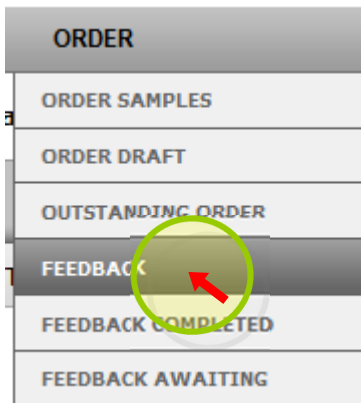
Line Item No	Article	COATS Brand	Ticket	Mum Type	Shade Code	Quantity	Sample Required For	End Product	Requirements	Shipping Information	
Miami Exports (Pvt) Ltd.	Kirhaan Fernando	10000144	2011-09-23 05:22 AM	2011-09-25 05:22 AM	03	10	--	CONE	--	Color Matching Received at Hub	✗
DONGGUAN SHIJIE SHUINAN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

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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**”.

A screenshot of a web application interface for entering customer feedback. At the top is a navigation bar with links: ORDER, HUB, INBOX, CONFIRM PRODUCTION, REFILL CABINET, REPORTS, and ADMIN. Below the navigation bar is a header area with the word 'feedback'. The main content area is a form titled 'CUSTOMER DETAILS' with the following fields: 'Order No:' with a text input, 'Line Item No:' with a dropdown menu, 'Customer Name:' with a text input and the placeholder 'Select Order Number', and 'Raised By:' with a dropdown menu. Below the 'CUSTOMER DETAILS' section is a question: 'ARE YOU HAPPY WITH SAMPLE SHADES PROVIDED ?' with two radio buttons, 'Yes' (selected) and 'No'. At the bottom right of the form are two buttons: 'Save' and 'Cancel'. At the very bottom of the page is a copyright notice: 'Copyright © 2011 www.coats.com | All rights reserved'.

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**”

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.

The screenshot shows a feedback form with three main sections. The first section, 'ARE YOU HAPPY WITH SAMPLE SHADES PROVIDED ?', has radio buttons for 'Yes' and 'No', with 'No' selected. The second section, 'DO YOU REQUIRE A REMATCH', has radio buttons for 'Yes' and 'No', with 'No' selected. The third section, 'REJECTION REASON', contains a grid of rejection reasons with radio buttons. The reasons are: Different Hue, Metamerism, Too Light, Too Full, Too Bright, Too Dull, Delivery is too late, and Others. The 'Delivery is too late' option is selected. Below the grid is a text box labeled 'Please Mention Reason'. At the bottom right are 'Save' and 'Cancel' buttons. Red curly braces group the rejection reasons and the text box. A green circle highlights the 'No' radio button in the 'DO YOU REQUIRE A REMATCH' section, with a red arrow pointing to it. Two arrows point from labels at the bottom to the form: 'Rejection Reasons' points to the grid, and 'Additional Comments' points to the text box.

ARE YOU HAPPY WITH SAMPLE SHADES PROVIDED ?

☐ Yes ☒ No

DO YOU REQUIRE A REMATCH

☐ Yes ☒ No

REJECTION REASON

Different Hue	<input type="radio"/>	Metamerism	<input type="radio"/>	Too Light	<input type="radio"/>	Too Full	<input type="radio"/>
Too Bright	<input type="radio"/>	Too Dull	<input type="radio"/>	Delivery is too late	<input checked="" type="radio"/>	Others	<input type="radio"/>

Please Mention Reason

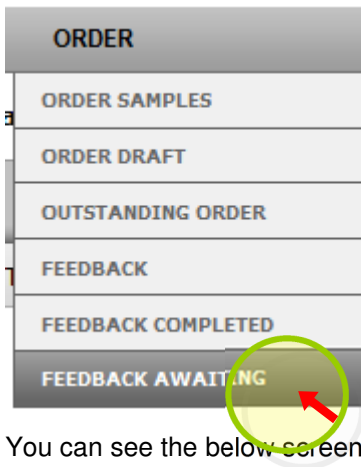
Save Cancel

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	Chantha- Shadowline Katunayaka - (Embroida	<input type="checkbox"/>	🔍
				20	C9700	Known Shade	Chantha- Shadowline Katunayaka - (Embroida	<input type="checkbox"/>	🔍
104672	MAS Intimates (Pvt) Ltd.	CoatsME Raveen	10008462	10	A3169	Known Shade	Sidni - Ballerina gown - Holoiday '12	<input type="checkbox"/>	🔍
129596	Hirdaramani Mercury Seethawaka	Gayan Weerasinghe	10008427	10	A7933	Known Shade		<input type="checkbox"/>	🔍
				30	C1712	Known Shade		<input type="checkbox"/>	🔍
				40	C1712	Known Shade		<input type="checkbox"/>	🔍
				50	C7960	Known Shade		<input type="checkbox"/>	🔍

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.