

1. INTRODUCTION

These instructions describe how to use the PlanWeb Spare Part Online Ordering System. Please read the instructions carefully before using the system.

PlanWeb is an online ordering system which enables you to place new orders, search for your existing orders and view our spare part price list. The system provides you with real-time order process information and updated prices at all times.

By using this system you can order spare parts as listed on the Planmeca/Planmed (later PM) spare part price list. No other articles or products can be ordered.

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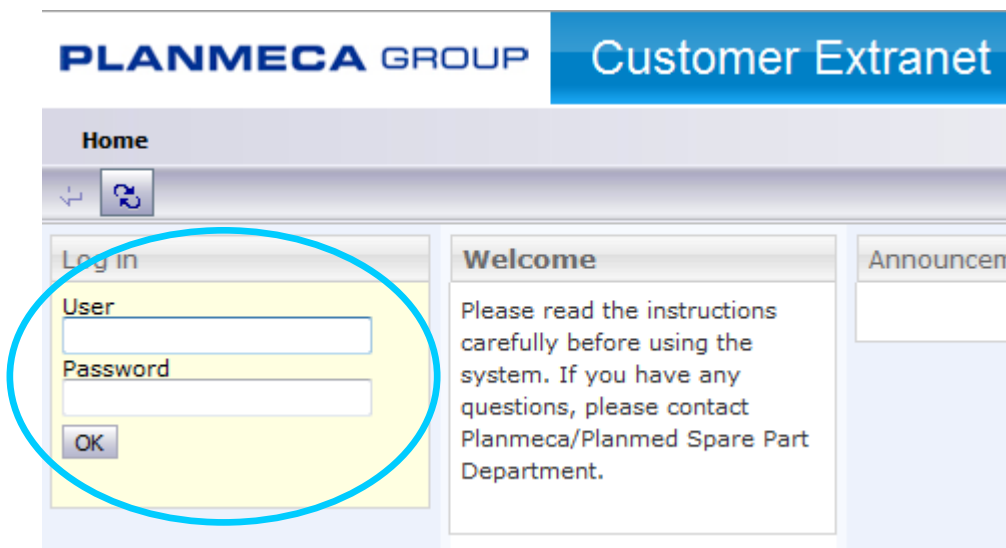
2. TECHNICAL REQUIREMENTS

Use of PlanWeb requires access to the Internet and a web browser, i. e. Internet Explorer (version 8 or later) or Firefox (version 3 or later).

3. LOGGING INTO SYSTEM

To access the system, go to our website (www.planmeca.com or www.planmed.com) and then select **Extranet > PlanWeb for Customers**.

You will first be asked to enter your user code and password. Then click **OK**.



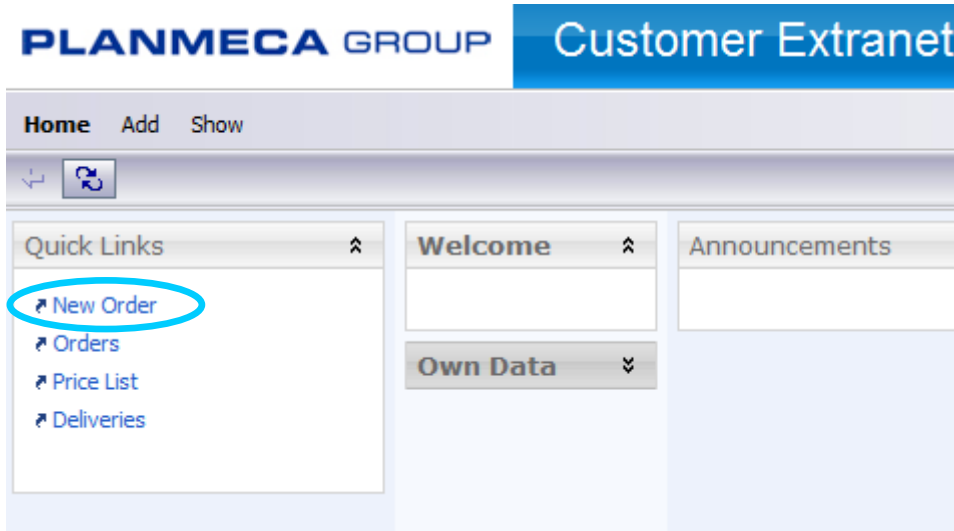
Your user code specifies your user rights according to the customer profile that has been created for you by PM. Each user can view and modify only his or her company's orders.

Your user code and password can be changed by PM only.

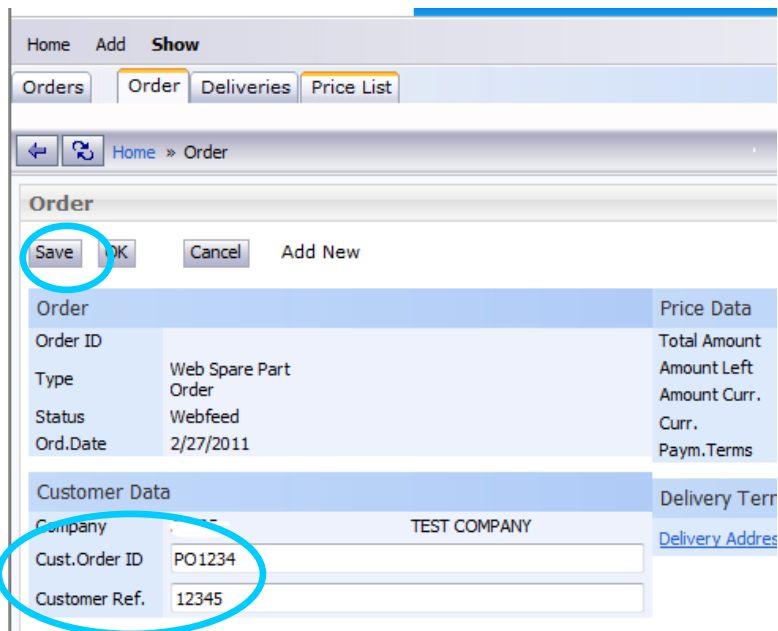
User codes and passwords may only be used by the specified user. If a PlanWeb user leaves your company you should contact us without delay so that his or her user rights can be withdrawn.

4. NEW ORDER

a) To enter a new order start by selecting **Quick Links > New Order**.



b) Fill in your order number in the **Cust. Order ID** field and your reference code in the **Customer Ref.** field and then click **Save**.



The system automatically assumes that your orders will always be delivered to the same delivery address. To view or change this default delivery address, click **Delivery Address**.

If required, you can manually change the delivery address for your order. Fill in the correct information in the address fields and then click **Refresh** and **OK**.

c) To add a new order row click **New** and enter the item ID (part number) in the **Item ID** field. Then type the order quantity in the **Qty Ord.** field and finally click **Save**.

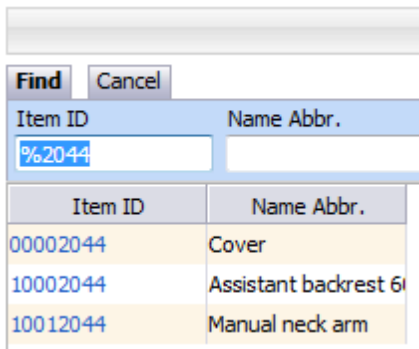
Row	Item ID	Item Name	Info 1	Status	Qty Ord.	Qty Out	Qty Left	S.Unit	Unit Price	Amount Curr.
10	00000019	Adjusting screw		Webfeed	1.00		1.00 kpl		4.00	4.00
20	00000044	Front plate console		Webfeed	1.00		1.00 kpl		28.70	28.70
40	00000041	Bushing for axle	Webfeed	Webfeed	1					

You can use the **Info** field for any product information you wish to add to your order row.

Note: If you do not know the item ID, you can search for it as follows.

Use the percent sign (%) to search for an item ID or product name. Then click **Find** and select the item from the list that appears.

For example, to search for item ID 00002044, you can type in "000020%", "%2044" or "%204%", i.e. any combination is allowed. Searches can be numeric (for example %204%) or alphabetic (for example %cover%).



Item ID	Name Abbr.
00002044	Cover
10002044	Assistant backrest 6
10012044	Manual neck arm

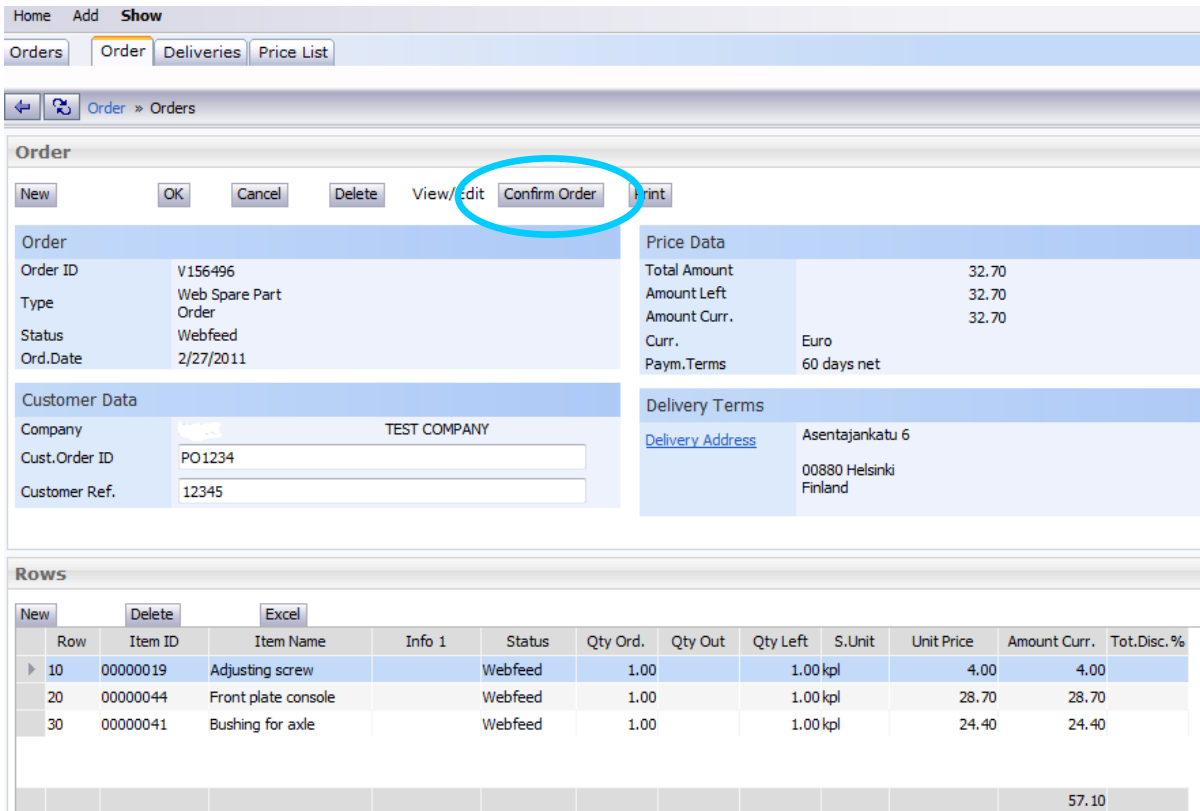
If you can not find the product, contact PM Helsinki for availability.

d) Repeat the procedure to feed in your next order row(s). The total order sum will be recalculated each time you add a new order row.

To delete a row select the row and click **Delete**.

You can print a copy of the order for your own records by clicking **Print**.

e) Finally, send your order to us by clicking **Confirm Order**.



Home Add Show

Orders Order Deliveries Price List

Order > Orders

Order

New OK Cancel Delete View/Edit **Confirm Order** Print

Order

Order ID V156496
Type Web Spare Part Order
Status Webfeed
Ord.Date 2/27/2011

Price Data

Total Amount 32.70
Amount Left 32.70
Amount Curr. 32.70
Curr. Euro
Paym.Terms 60 days net

Customer Data

Company TEST COMPANY
Cust.Order ID PO1234
Customer Ref. 12345

Delivery Terms

Delivery Address Asentajankatu 6
00880 Helsinki
Finland

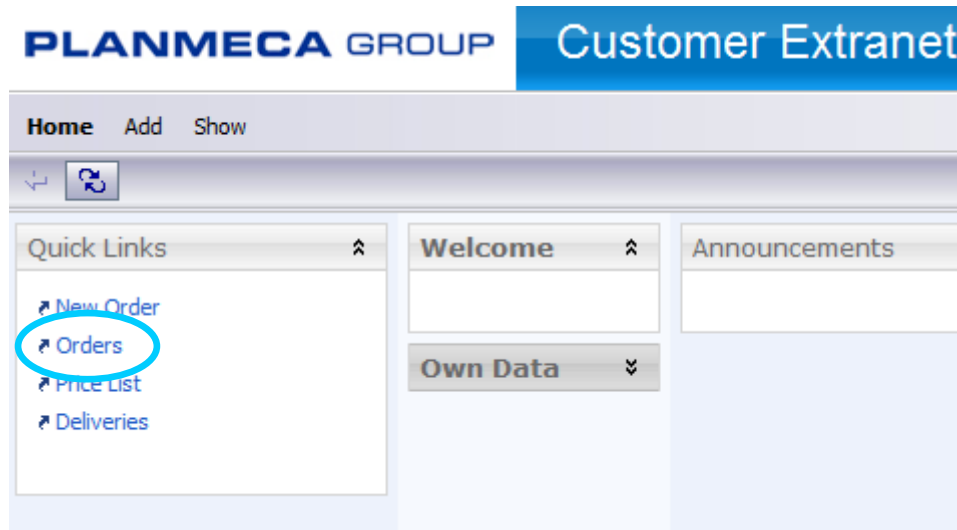
Rows

Row	Item ID	Item Name	Info 1	Status	Qty Ord.	Qty Out	Qty Left	S.Unit	Unit Price	Amount Curr.	Tot.Disc.%
10	00000019	Adjusting screw		Webfeed	1.00		1.00 kpl		4.00	4.00	
20	00000044	Front plate console		Webfeed	1.00		1.00 kpl		28.70	28.70	
30	00000041	Bushing for axle		Webfeed	1.00		1.00 kpl		24.40	24.40	
										57.10	

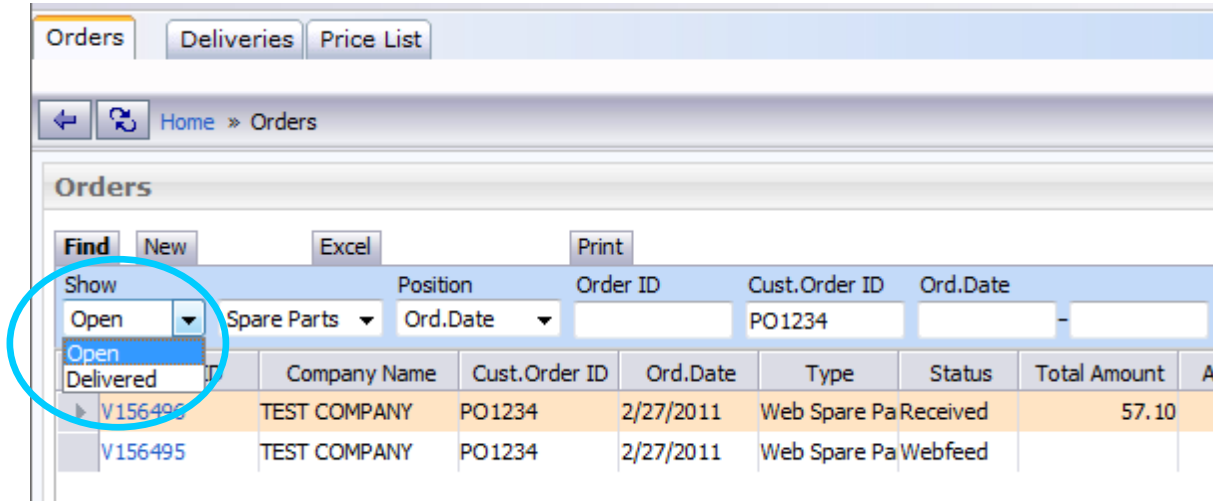
f) Your order has now been sent and you cannot change or delete it any more. The status of your order will now change to Received. At this stage your order can be changed by PM only.

5. REVIEWING AN ORDER

You can review your orders and follow their status by selecting **Quick Links > Orders**.

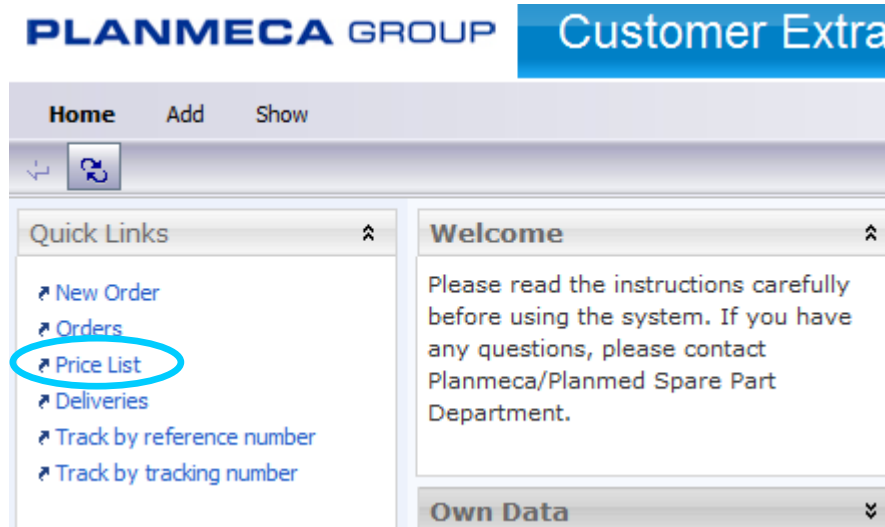


Depending on the selected option in the **Show** pulldown menu (Open or Delivered), the system will search for your open or delivered orders.

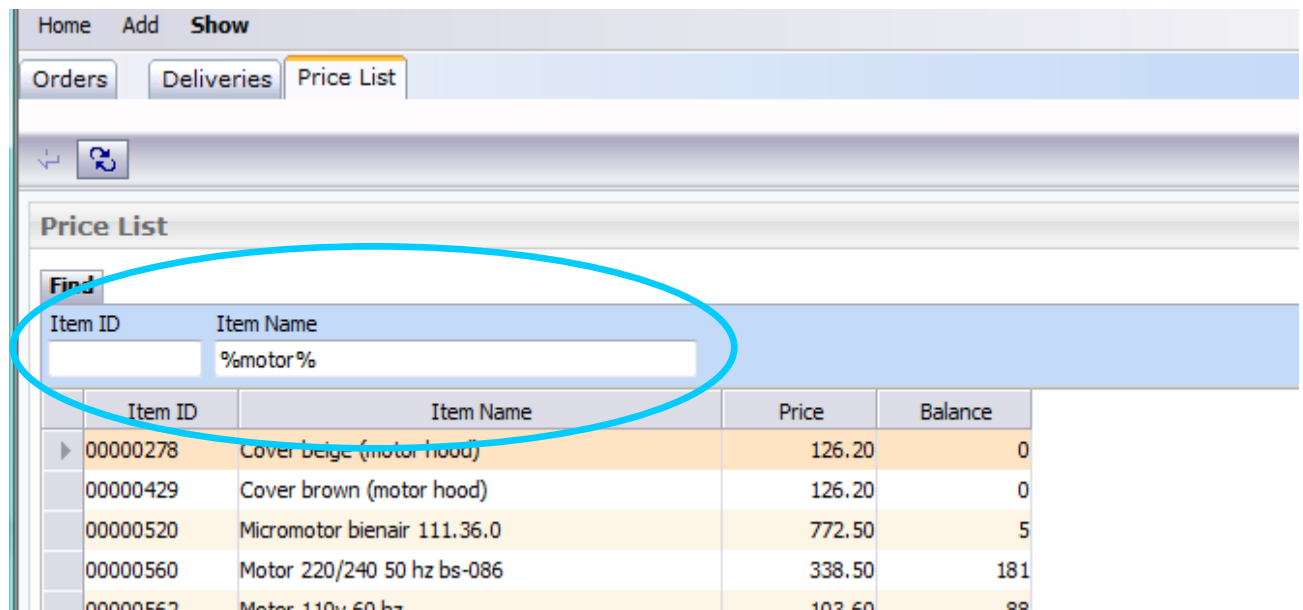


6. PRICE LIST

You can browse through our spare part list and check prices and stock availability by selecting **Quick Links > Price List**.

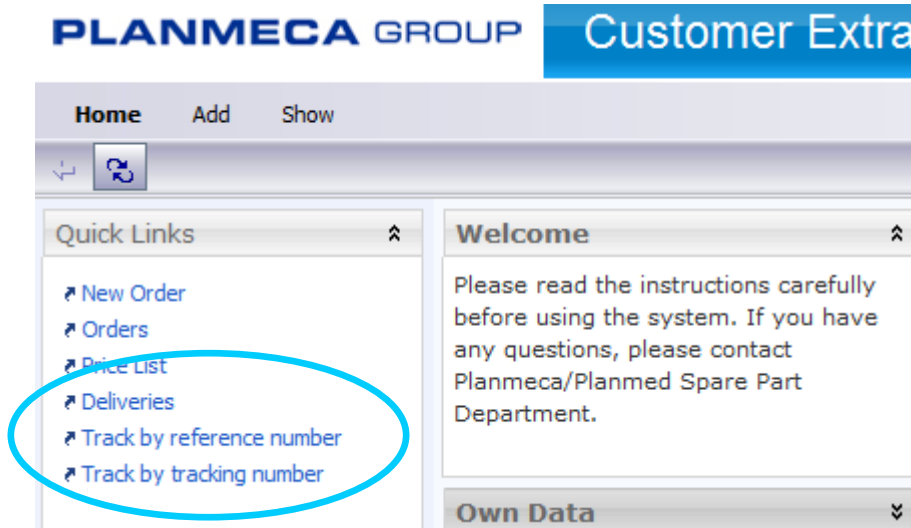


You can search products by entering an Item ID or Item name. You can use the percent sign (%) if you do not know the full code or name.

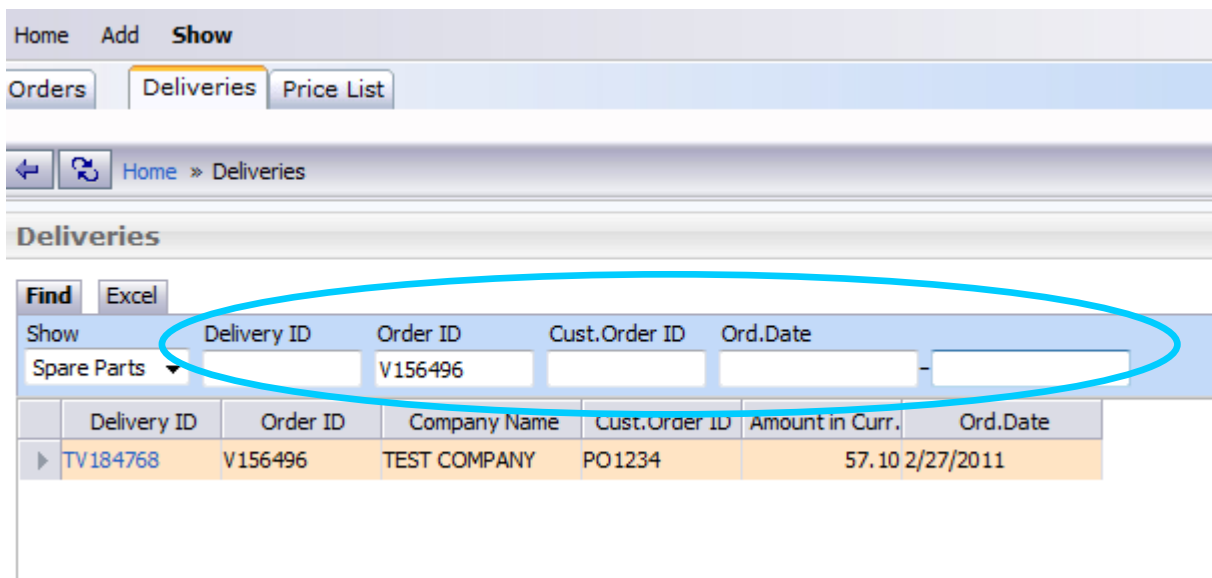


7. DELIVERIES

You can view your deliveries and follow their status by selecting **Quick Links > Deliveries**.



You can search deliveries by entering a Delivery ID, Order ID, Cust.Order ID or Ord.Date.



You can use the UPS Tracking Service to track orders that have left our company. The UPS Tracking Number is shown on the screen.

Tracking

Track Packages & Freight

Quantum View

Flex Global View

▼ Track by Number

Tracking or InfoNotice Numbers: ?

Enter up to 25 tracking or InfoNotice numbers, one per line.

By selecting the Track button, I agree to the [Terms and Conditions](#) .

Track

▶ Track by Reference

▶ Track by E-mail

▶ Import Tracking Numbers

Recently Tracked

Tracking Number	Description
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[Login](#) or [Register](#) to view your r