

CUSTOMER USER MANUAL
FOR
LSP TENDER SYSTEM

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1 Access LSP Tender Website

Access to the LSP Tender is available via the FSP Customer and LSP Customer websites. When opening the FSP or LSP Customer websites the link to “Customer Complaints Website & LSP Tender” will be available for selection. (Direct link to the system: <https://customer.arcelormittalsa.com/Default.aspx>)

LSP Customer Website:

Welcome to Long Steel Products

The screenshot shows the LSP Customer Website login page. On the left, there is a login form with fields for Login Name, Password, and Account No. Below these are radio buttons for Account Location: Newcastle (selected) and Vereeniging. A 'Login' button is at the bottom of the form. A box with an arrow pointing to the form contains the text: "Do not login here this is the LSP Customer website". On the right, under 'Special Links', there is a link for 'Complaints and LSP Tender Website' with a sub-link '2010-04-13: Access to the Complaints and LSP Tender Website'. A box with an arrow pointing to this link contains the text: "Select this link and then login or register." Below this link are other links for 'Terms and Conditions', 'Product Catalogue', and 'Interim Results'.

FSP Customer Website:

- Select “Tender Selection Page”

The screenshot shows the FSP Customer Website home page. The header includes 'Customer Flat Steel Products' and 'Home'. Below the header is a banner image with three panels: sunflowers, a roll of steel, and a man's face. Below the banner is the text: "We produce a range of high grade products such as slab, plate, hot rolled coil, cold rolled sheets, electrolytically galvanised coil, galvanised and colour coil and tinplate." On the left is a vertical menu with items: Price List (No logon required), FSP Customer Logon, Sale Support, Account Application, Customer Complaints, Tender Selection Page (with an arrow pointing to it), Product Catalogue, Quality Certificates, Gen. Conditions of Sale, and Claims Allowance Policy. In the center is a box with 'E-Business' links: Customer logon, Register for access, and Product Catalogue, and 'Related Sites' links: ArcelorMittal South Africa and Longsteel Customer Site. On the right is a box with 'Other Related Sites' links: SAISI, SAISC, ASTPMSA, ISF, NAACAM, NAAMSA, and IISI, and a 'Fraud Hotline: 0800 00 1672'.

- The next page will open for selection of the “Long Steel Products Tender system Logon”

Tender Page

Welcome to ArcelorMittal South Africa Tender Selection Page

- [Flat Steel Products Tender System Logon \(Vanderbijlpark and Saldanha Material\)](#)
- [Long Steel Products Tender System Logon \(Vereeniging and Newcastle Material\)](#)

- Refer to point 2 for registering on the LSP Tender.

2 Register on LSP Tender

2.1 When opening the CCWS the following screen will display. You have to register on the system by selecting “Register” on the left.

The screenshot shows the ArcelorMittal Home Login page. At the top, the ArcelorMittal logo is displayed. Below the logo, the text "Home Login" is visible. To the right of "Home Login", there is a "Login" link. Below the "Login" link, there are two input fields: "User Name:" and "Password:". Below these input fields, there are four buttons: "Log In", "Change", "Forgot", and "Register". An arrow points to the "Register" button. On the left side of the page, there is a vertical menu with links for "Login", "Register", "Forgot Password", "Change Password", and "Contact Us". An arrow points to the "Register" link in this menu.

2.2 After selecting “register” the following screen will appear where you must select the applicable user type and then .

Request for Online Access

User Type

- Customer
- Administrator
- Account Manager
- Complaints Processor
- Department Manager
- Service Manager

→

2.3 Request for Online access screen will open where you have to complete the information requested. (Take note that the fields marked with a red * are compulsory)

2.4 After completion of the information as indicated below you must select “ **Create User** ”.

Request for Online Access

General Information

First Name: *

Surname: *

Job Title: *

Company Represented: *

Telephone Number: *

Cellular Number:

Complaint Types: ▼

Photo:

Security Details

Password: *

Confirm Password: *

E-mail: *

Security Question: *

Security Answer: *

Requested Account Access

Please note that account must be prefix with one of the following Organization Prefixes:

- VF - *Vanderbijlpark Account(Flatsteel)*
- CF - *Coke & Chemicals Account(Flatsteel)*
- NL - *Newcastle Account(Longsteel)*
- VL - *Vereeniging Account(Longsteel)*

e.g. VF10024, NL90230

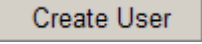
Accounts: *

Group Accounts:

Requested Business Process Access

- Manage Complaints
- Register Complaint
- Tender Long Steel

2.5 Ensure that you select “Tender Long Steel”.

2.6 As soon as you have selected  the system will generate the following message: (Select “Finish” after you have read the message)

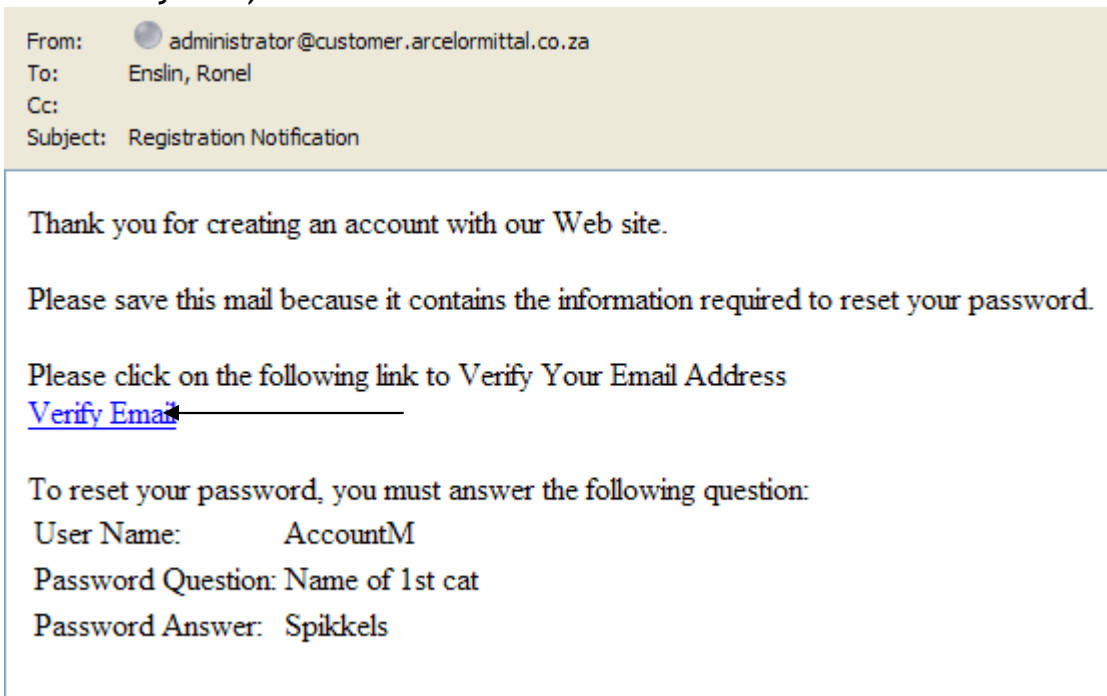
Request for Online Access

Your application to register on the system was successful. You will receive an email from the administrator containing your username and also requesting verification of your email address. You will be able to login to the system after you have received a second email informing you that your profile has been updated.



2.7 As soon as you have selected “Finish” the system will prompt you to add your username and password. **PLEASE wait for your Username that will be emailed to you. Don’t try to access the system now - close it. You will receive 2 emails before you will be able to access the system.**

2.7.1 The first email (see screen print below) you will receive contains your username and password question and answer. Select “Verify Email” on this email. The administrator of the system will then receive an email informing him/her that somebody requires access to the system. **(Don’t access the system now the administrator must still be notified and grant you access to the system)**




2.7.2 After selection of “Verify Email” the following message will display on the web site:

Thank you for verifying your email address.

You will be notified once our account details have been verified and your account has been activated.

2.7.3 The system will send an email to the Administrator that must give you the necessary access. As soon as you receive the email below the Administrator had activated your account details and you will be able to access the system:

From:  administrator@customer.arcelormittal.co.za
To: Enslin, Ronel
Cc:
Subject: Profile Updated

Your profile has been Activated.

First Name: Account
Last Name: Manager
Company: AMSA
Allocated Accounts: VF10393,

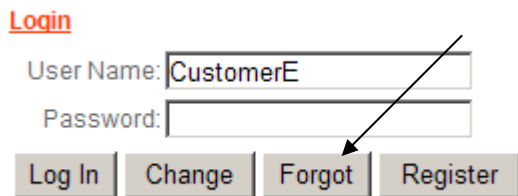
3 Forgot Password

- 3.1 We suggest that you rather select the “Forgot” button if you are not sure of your password: (The system will lock you after 3 unsuccessful attempts and then you will have to contact the administrator to unlock you)

Login

User Name:

Password:



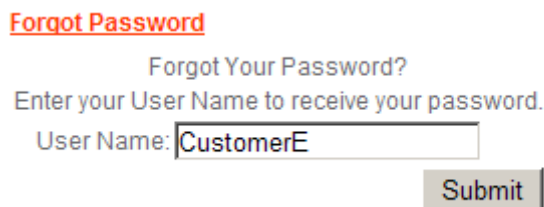
- 3.2 After selecting “Forgot” the system will prompt you to enter your username again. Enter your username and select submit.

Forgot Password

Forgot Your Password?

Enter your User Name to receive your password.

User Name:



- 3.3 When you submit the system will then prompt you to enter the answer to the Password question. Enter the answer and submit.

Forgot Password

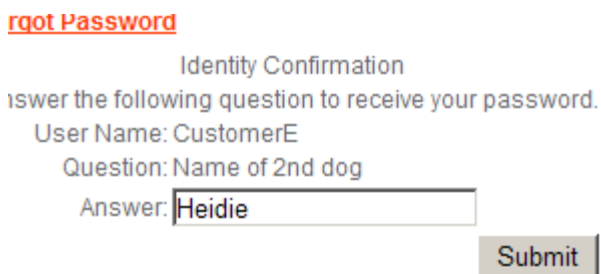
Identity Confirmation

Answer the following question to receive your password.

User Name: CustomerE

Question: Name of 2nd dog

Answer:



- 3.4 The following message will display:

Forgot Password

Your password has been sent to you.

DO NOT TRY TO LOG INTO THE SYSTEM BEFORE YOU RECEIVE AN EMAIL WITH YOUR NEW PASSWORD

- 3.5 You will receive an email with a very complicated password. (Due to security reasons) It is suggested that you copy and paste this password into the system and then change to a password of your choice ASAP.

```
Subject: Password
Please return to the site and log in using the following information.
User Name: CustomerE
Password: }v5AV}!%#Ho{^n
```

Take note that the part that must be copied and paste is selected. It will not be selected on your email this was only selected for training purposes.

- 3.6 To change you password you must submit your current password and then select change. The following screen will display that has to be completed and then “Change” must be selected:

Change Password

User Name:

Password:

New Password:

Confirm New Password:

Rules for new password”

- It must consist of at least 5 characters
- It must not be a password that was used previously

4 How to Tender

Tender will be open every second week from Monday to the next Thursday (2 week period). The tender period will display after the selection of “Submit Tender”

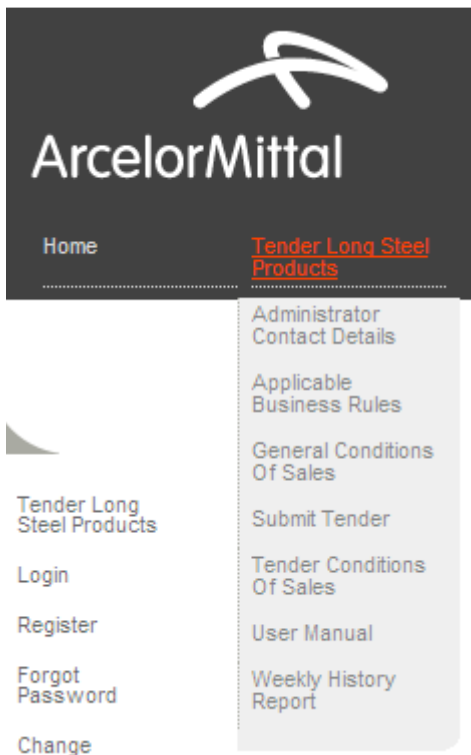
4.1 Select “Tender Long Steel Products” on the top menu



4.2 The “applicable business rules” and “general conditions of sale” will display when you log into the system for the first time and you must accept that before the list of items as indicated under point 4.3 will display.

4.3 A list of items that can be selected will display. The items that display will depend on the type of user and items applicable to the specific user. The list under point 4.4 will display for the customer.

4.4 To tender select “Submit Tender” on the menu as indicated below:



4.5 After selection of “Submit Tender” the “tender conditions for sale” will display for customers that will tender for the first time.

4.6 The following screen will display: For Newcastle Accounts the Newcastle products will show and for Vereeniging Accounts Vereeniging products for tender will show:

ArcelorMittal South Africa
Customer Complaints
NL11409

Newcastle Long Steel Products Tender

Line Number	SPE	GRD	Cast Number	Description	Size	Quality	Length (mm)	Mass Kg	Floor Price (R/Ton)	Tender Price Excl Transport & VAT (R/Ton)
1	231		1003064084	SBQ Blackbar Lengths Kockstol	33 mm	PRE-STRESSED BAR	5000	2255	R 345.00	<input type="text"/>
2	235		1004550047	Reinforcing Nostra Lengths	32 mm	SANS 920/2005 450MPa(cert) weld	5000	1355	R 22.00	<input type="text"/>
3	235		1006286068	DD Bar	20 mm	Grade 500N	5000	1518	R 654.00	<input type="text"/>
4	230		1002892026	Angles Equal Leg	150 x 150 x 18 mm	SANS 1431/2003 Gr 350WA	13000	4087	R 66.00	<input type="text"/>
5	230		1005659031	IPE-sections Parallel Flange	180 x 91 mm x 18.8 kg/m	BS EN 10025/2004 S355JR	6000	1382	R 890.00	<input type="text"/>
6	230		1005631036	IPE-sections Parallel Flange	180 x 91 mm x 18.8 kg/m	BS EN 10025/2004 S355JR	6000	1366	R 543.00	<input type="text"/>
7	230		1005314058	Flats Square Edge	130 x 12 mm	BS 4360/1990 Gr 55C	6000	460	R 33.00	<input type="text"/>
8	231a		1006063054	Wire Rod Coiled	6.5 mm	SAE/AISI 1008	0	1689	R 234.00	<input type="text"/>
9	235		1006112069	Reinforcing Nostra Lengths	16 mm	SANS 920/2005 450MPa(cert) weld	6000	2052	R 765.00	<input type="text"/>
10	231a		1006398023	Rope Wire Rod Coiled	6.5 mm	DIN 17140/1983 :Part 1 : D73-2	0	2088	R 3,000.00	<input type="text"/>

Submit Tender View Tendered Items

4.7 Please ensure that the correct account number is selected for tender. The Account number is available for selection on the top, right side of the web site.

ArcelorMittal South Africa
Customer Complaints
NL11409

4.8 To tender the tender price must be entered in the last column (Tender Price / Excl Transport)

4.9 After entering the tender price/s select submit tender.

4.10 The list of items you tendered for will then show:

Information:

Tender submitted successfully. Note, if you don't receive an email by EOB (2010/12/17). It means you were not successful on this tender.

[Newcastle Long Steel Products Tender](#)

	Tendered Date	User Name	Account Number	Host Date	Cast Number	Tendered Price Excl Transport & VAT (R/Ton)
<input type="checkbox"/>	2010/12/09 12:04:22 PM	CustomerZ	NL11409	2010/12/06	1005631036	R 545.00
<input type="checkbox"/>	2010/12/09 12:04:22 PM	CustomerZ	NL11409	2010/12/06	1004550047	R 25.00
<input type="checkbox"/>	2010/12/09 12:04:22 PM	CustomerZ	NL11409	2010/12/06	1003064084	R 355.00

4.11 You can delete a tender by selecting the applicable tender and then select “Delete Tender”

	Tendered Date	User Name	Account Number	Host Date	Cast Number	Tendered Pri
<input checked="" type="checkbox"/>	2010/12/09 12:04:22 PM	CustomerZ	NL11409	2010/12/06	1005631036	R 545.00
<input type="checkbox"/>	2010/12/09 12:04:22 PM	CustomerZ	NL11409	2010/12/06	1004550047	R 25.00
<input type="checkbox"/>	2010/12/09 12:04:22 PM	CustomerZ	NL11409	2010/12/06	1003064084	R 355.00

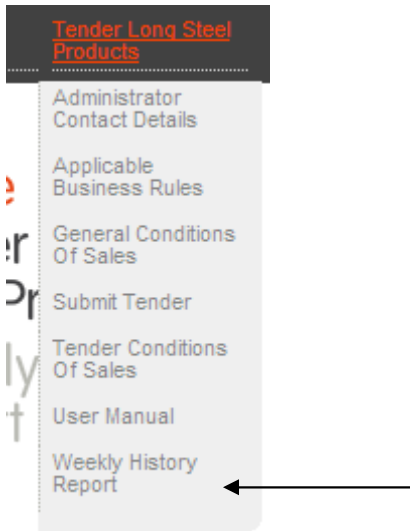
Deletion of tenders must happen before the end of the tender period.

- 4.12 Take note that you're tender is submitted and the “Tender” button at the bottom is only for submission of a new tender on the current tender list.
- 4.13 Applicable business rules, General Conditions of sale and Tender conditions for sale are available and can be selected as part of the menu items described under point 4.3
- 4.14 An email will be sent to the successful tender on the Friday following the closing of the tender. This email will include information on how to proceed with the ordering of allocated material.
- 4.15 The customer's Service Manager / Account Manager within ArcerlorMittal South Africa will also receive an email informing him/her of successful tender.

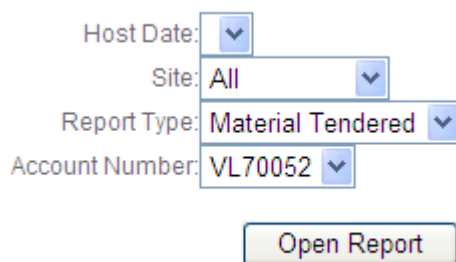
5 Reports

5.1 Tracking of tenders can be done via the Weekly History Report. The report can be exported to various formats and after export it can be printed.

5.2 Select Weekly History Report on the menu:



5.3 The following will display:

A screenshot of a report generation form. It contains four dropdown menus: "Host Date:" (empty), "Site:" (set to "All"), "Report Type:" (set to "Material Tendered"), and "Account Number:" (set to "VL70052"). Below the dropdowns is a button labeled "Open Report".

5.3.1 Select the "Host Date". (That is the date when specific tender period started.) I will usually be a Monday.

5.3.2 Enter the site or All

5.3.3 The Report type (Material tendered or Material allocated or All)

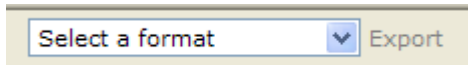
5.3.4 Applicable account number or all

5.4 Select "Open Report" and the report requested will open. (Please ensure that the pop-up blocker under tools on the internet explorer is off to be able to see the report.)

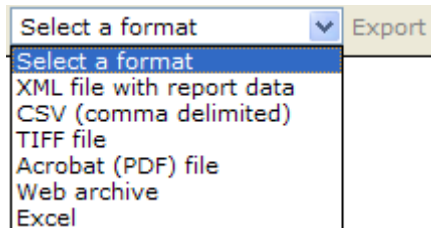
5.5 After Submission of selection a new window will open that will display the report requested

5.6 To Export the Report:

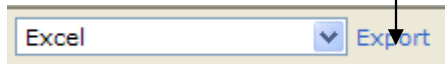
- On the top of the screen is the following field:



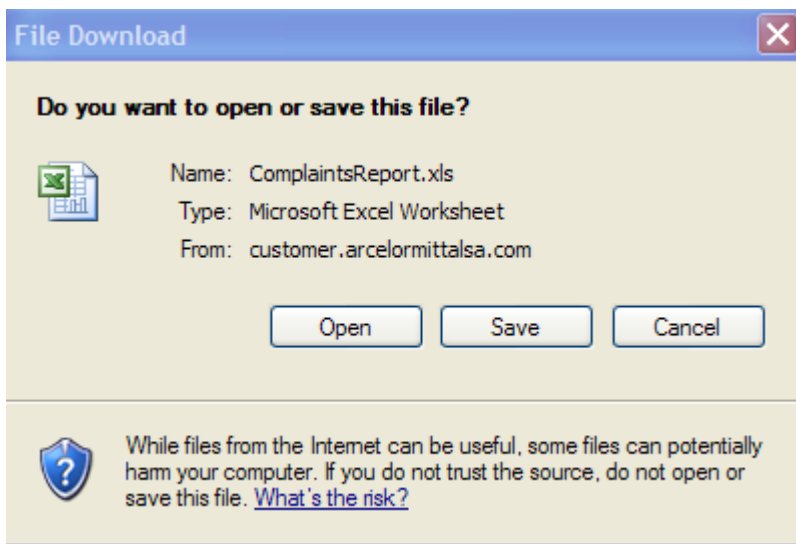
- Select the arrow and then the format you require: (Excel or PDF etc.)



- Then select “Export”



- After selecting “Export” the following window will open and you can either open it immediately or save it and then open it:



- It is recommended to export the report before printing it.