

CRAMO BUSINESS SUPPORT

USER
MANUAL



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USER INFORMATION

User name: _____

Password _____

My Cramo contact for Business Support

LOGGING INTO BUSINESS SUPPORT

Any company interested in access to Business Support must be a Cramo customer.

The company must designate a user administrator, who has access to all the company's customer numbers. Once designated, **the company's principal administrator of Business Support** will then have access to the service.

When the principal user administrator has logged into the system, that person is responsible for providing other users with the company's different customer numbers and authorisation levels for different customer numbers.

The user administrator can also be "cloned"; that is, other user administrators are created who also have access to all the company's customer numbers.

Every company that uses Business Support must have at least one such user administrator who is responsible for administering all the company's Business Support users. To delete any user administrator, a new user administrator must be created with the same authorisation.

The screenshot shows the Cramo website homepage with a red header and navigation menu. The main content area is divided into several sections:

- Maskinuthyrning** (Machine rental)
- Flyttbara lokaler** (Movable offices)
- Tjänster** (Services)
- Kundservice** (Customer service)
- Om Cramo** (About Cramo)

Key sections include:

- VI KÖPER BALAN SRÄKNINGAR OCH SÄLJER FLEXIBILITET** (We buy balance sheet reductions and sell flexibility) - A video player showing a man speaking.
- Hyr Byggmaskiner ONLINE** (Rent construction machines online) - A section with icons for "Byggmaskiner", "Anläggningsmaskiner", "Lift och Ställning", and "Bodar och Moduler".
- Flyttbara lokaler** (Movable offices) - A section describing office solutions.
- Begagnad utrustning** (Used equipment) - A section for used equipment.
- Snyttmaskiner ONLINE** (Cleaner machines online) - A yellow button.
- Snabbänkar** (Quick links) - A list of links, with "Login Business Support" circled in red.
- Våra depåer** (Our depots) - A section with a dropdown menu.
- Sök produkter** (Search products) - A search bar and filter options.
- facebook** - A social media link.

The "Login Business Support" link is highlighted with a red circle, indicating the focus of the document.

GETTING STARTED WITH BUSINESS SUPPORT

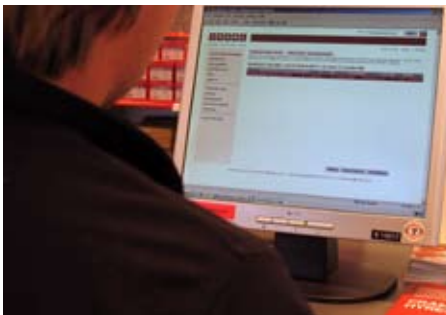
HOW TO FIND BUSINESS SUPPORT

Go to Cramo's website, www.cramo.se



Look under the headline "Snabblänkar" to the right (quick links) and then log on to Business Support. Fill in your user name (your e-mail address) and password, which was sent to you by e-mail. You must change your password before you first use Business Support. However, before you can change your password, you must read and accept the user terms and conditions. If you forget your password, you can use the function "Forgot your login information" on the home page. Your password will be sent to you automatically by e-mail.

When you come to the home page, you can choose which information you want to look at. For a quick review of the system, you can follow the instructions below. Please note: depending on your level of authorisation, some functions below may not be available to you.



STARTMENUN IN BUSINESS SUPPORT

Choose the customer number you would like to look at by double-clicking on the link (company). If you only have access to one customer number, the function will automatically show the places of delivery available. The customer number you are logged in under is displayed as a reminder up on the right.



HELP

The Help option directs you to a comprehensive user guide. Each Business Support screen also has its own Help option. It directs you to the part of the user guide concerning the function displayed on the screen at the moment.

CONTACT US

You can send an e-mail if you have any questions or queries about anything to do with Business Support.

MY INFORMATION

You can change your own information and change your password.

CURRENT ORDERS

The places of delivery that have current orders are shown once a customer number is selected.



Select a place of delivery to show the rows of orders that are currently open (first tab).

Returned items remain in Current Orders until all items in the order are returned. When the final invoice for the order is generated, the information is removed and moved to Economic Statistics.

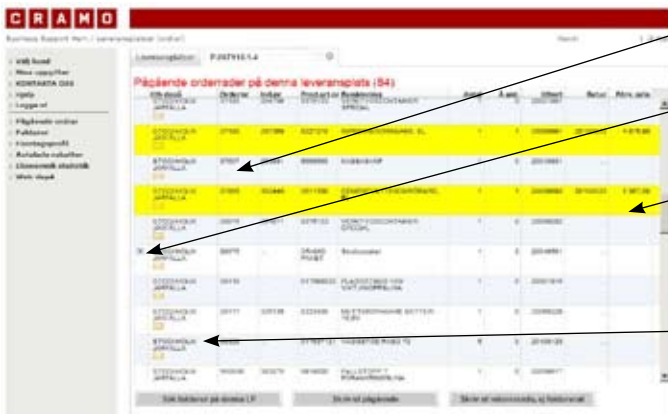
There may be a plus sign in the first column. This means that the product/item is a “structural item”, that is, it includes several parts. If you click on the plus sign, you will see all the parts included in the structural item.

All columns can be sorted except for “Projected Price”, and sorting is done by clicking on the column heading.

You can also see more details for a given order. Double-click on the order number. Then everything included in that order is displayed.

You can print a detailed view for a place of delivery. If you select “Print”, the system will generate a printer-friendly version in Word, which looks just like the actual print-out.

NOTE
Double-click to continue on



Display more by double-clicking on the order number

“+” sign = Structural item (consists of several parts)

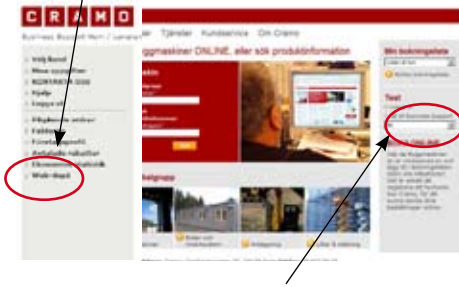
Projected price is taken from the customer’s current pricelist. The price may differ from the

Click on “Letter” to send an e-mail

Click on the depot name to get depot information [address, telephone etc.]

WEB DEPOT

Click on the menu option "Web Depot" in the menu to the left.



Select customer number.

ITEM SEARCH

Select a group of items, like "Construction Machinery", and click your way to the relevant sub-group, like "Rebar Cutters".



Explanation of the colour codes in "Add to booking list"
Green: Available for immediate booking.

- = Boka direkt, maskiner för leverans inom 14 dagar
- = Skicka hyresförfrågan. Skickas från Cramo för möjlig leverans

Yellow: Cramo will contact you about availability.

Click on one of the icons in "Add to booking list". The item field in "Add to booking list" is then updated.



Add more products or close by clicking on "Send booking list".

Specify the time period (the day's date or sometime in the future).



VIEW INVOICES

In the “Invoice” function, you can search and view invoices in print format (PDF or AFP) for the customer selected.

SEARCH INVOICES

A user must log in and select a customer number to get access to this service. The user must also be authorised as an “administrator” or “super user plus” for the customer number in question. There are three ways to search invoices.

Main alternative – select “Invoices”

1. Select “Invoices” in the menu
2. Search using the form (customer name and customer number are preselected and locked – applies to all searches for external users)
3. Invoice is displayed

Alternative – select “Place of Delivery”

1. Select a place of delivery
2. Click on “Search invoices”
3. Search using the form (place of delivery is preselected)
4. Invoice is displayed

Alternative – select an order

1. Select a place of delivery
2. Select an order number
3. Click on “Search invoices”
4. Search using the form (order number is preselected)
5. Invoice is displayed

LIST OF RESULTS

The search results are shown in a list. If there are more than 500 hits, the first 500 are shown. If you want to see all of them, click on “Show all hits” and the search will be done again. Please note that only the results shown are sorted and that there is a maximum of 1,500 hits. You can sort the results by clicking on a column heading.

To view an invoice, click on the invoice number. The system will then show a printer-friendly version that looks like the actual print-out. Select to print or save.

You can read more about “View Invoices” if you click on “Help”. Help is available as general help in the menu

to the left, or you can get to the right place by using the “Help” function up on the right.



ECONOMIC STATISTICS

Click on the option "Economic Statistics" in the menu to the left. Then select the customer you want to see economic statistics for or click on the plus sign to the right for the customer name. Then all the places of delivery will be displayed for the customer number selected.

By checking the box in front of "Place of Delivery" and clicking on "Select" in the right corner, economic statistics are displayed for that place of delivery. Select a year or period.

Click on the button "Save/Print", and a fully expanded summary showing all information for the customer number is displayed.

The screenshot shows the CRAMO Business Support interface. The header includes the CRAMO logo and the text "Business Support Hem / Ekonomisk statistik". A navigation menu on the left lists options like "Valj kund", "Hjälp", "Logga ut", "Fågående ordrar", "Företagsprofil", "Avtal", "Ekonomisk statistik", and "Web-döpa". The main content area displays a table of economic statistics for a selected customer, with columns for "Produktomsöta", "Helt", and "Rätt". A calendar on the right allows selecting a year (2007, 2006, 2005) and a period (Bulande 12). Buttons for "Fågående", "Spara/Skriv ut", and "Andra period" are visible at the bottom.

Produktomsöta	Helt	Rätt
ARLÄGGNINGSMASKINER	20 922	
SUGGMASKINER	1 260 459	41 594
HISSAR	145 379	
LIFTFAR	36 066	
BODAR	1 027 987	17 850
TILLBENÖR	305 076	190 030
TRUCKAR	62 763	
LÄTTMETALLSTÄLLNING	131 266	30 294
TUNGS STÄLLNING	44 124	
IN-COMBI SAFE	4 812	
Övrigt	-29 466	379 155
Totalt	3 139 588	659 288

TECHNICAL FACTS ABOUT BUSINESS SUPPORT

SYSTEM RESTRICTIONS BUSINESS SUPPORT

Today our users can only see information from the business system used in our regular equipment rental operations. This means that information about modular space can not yet be displayed in this service.

The service is currently available every day from 6:00 a.m. to 10:00 p.m. The service is closed for system maintenance during other times.

SECURITY

All communication prior to log-in is done using an encrypted connection.

INSTALLATION AND WEB BROWSER REQUIREMENTS

Business Support uses "cookies", which are small text files placed on your hard drive by the web server you have visited. They serve as IDs and cannot be run as code or carry any virus.

They are yours alone and can only be read by the server you received them from. Information associated with the user that is needed by the web server (in our case, the Business Support service) is saved in the text file.

We recommend a resolution of 1024 x 768 pixels.

The service has been developed and tested for Microsoft Internet Explorer 7.0. The service has not been developed or tested for Mac.

AUTHORISATION DETAILS WORTH BEARING IN MIND

THE AUTHORISATION STRUCTURE FOR BUSINESS SUPPORT

The authorisation structure for Business Support is based on authorisation allowing access to various functions and customer numbers.

AUTHORISATION BY FUNCTION

The user's authorisation level determines which functions the user is authorised to use.

The five authorisation levels are:

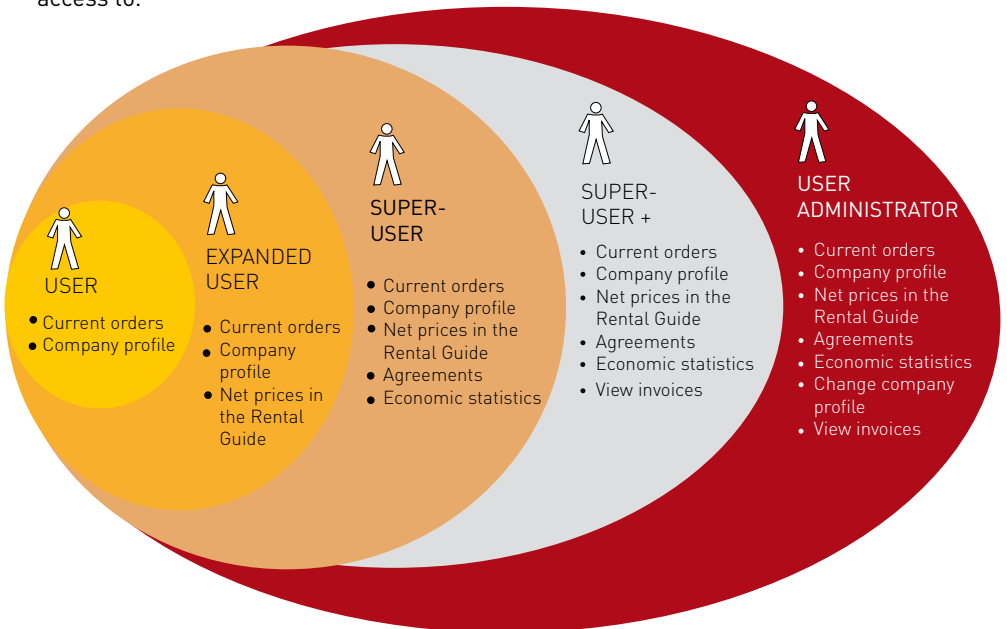
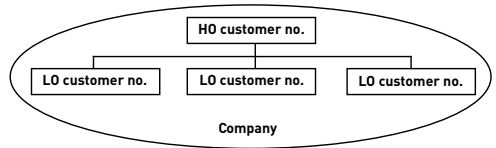
- User
- Extended user
- Super user
- Super user +
- User administrator

The image below illustrates which functions these authorisation levels give access to.

AUTHORISATION FOR CUSTOMER NUMBER

Every customer/company is represented as one or more customer numbers in Cramo's system.

If the company is represented by different offices in the country, the representation in Cramo's system looks like the illustration below – one customer number for the head office, which includes one or more customer numbers to local offices (LO).





**If you have questions or comments about
the Business Support service, please
contact:**

**Yvonne Schmidt, 08-623 54 00
or your regular Cramo representative**

E-mail: business.support.se@cramo.com