



# Frequently Asked Questions

## General Information

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### **What information does JWA To Go provide?**

#### **Quoting based on:**

- Mill capability (Specifications considered standard production)
- Lead time
- Estimated price (Fabrication, metal, freight)
  - Metal price is an indicator only

#### **Order Status**

- View of all processing and shipped orders with up to 6 months of history
- Latest estimated Available to Ship Date for orders in process

#### **Document Repository**

- Certifications
- Packing List



### **Where can I find JWA To Go?**

Using your smart phone or tablet, JWA To Go is available for download in the Apple App Store or Google Play.



### **What devices support the JWA To Go App?**

Apple devices running iOS 7 and iOS 8. The following platforms have been tested and verified to work:

- iPhone 5 and 6
- iPad Air

Android devices running Jelly Bean 4.1x and higher. The following platforms have been tested and verified to work:

- Samsung S3, S4, S5
- Nexus 5



### **How do I sign up? Can I sign up my coworker?**

After downloading the app, you can request login information by providing your name, company, email address and phone number. After a short validation process, a specific user account will be created and an email will be sent with your user name and password. You can sign up your coworkers by following the same process as above, only entering their name, email address and phone number.



### **Is there technical support?**

Yes. You can email or call your Inside Sales Representative (ISR) who will then review your concern and forward to the appropriate personnel.

## Frequently Asked Questions Continued



### **How do I change my password?**

An email can be sent to [jwatogo@jwaluminum.com](mailto:jwatogo@jwaluminum.com) to request a password change. Please include your user name when submitting the request.



### **Will there be updates to the App?**

Similar to existing apps, the Apple App Store or Google Play will inform you when an update is available.

## Functionality

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### **At what frequency is the information in JWA To Go updated?**

Information is updated in real time.



### **How do I know if my quote is approved? When does my quote expire?**

You will receive an email within minutes of submitting the quote informing you that your quote has been approved. You can also search the status in JWA To Go. In the quote section of the app you will see:

- Pending: These quotes are either awaiting approval from JWA or require more information for you to complete.
- Approved: Fully approved by JWA.
- Expired: All quotes expire after 48 hours and will be removed from the Expired tab in 9 days.



### **What do I need to do after my quote is approved?**

After your quote is approved, you will have 48 hours to submit your PO to your Inside Sales Representative. They will confirm an updated metal price and actual lead-time via an Order Acknowledgment.



### **What is the source of the metal prices?**

Pricing is based on the London Metal Exchange and includes the Midwest Transaction Pricing. Metal prices are updated in real-time during business hours of the London Metal Exchange.

- LME closes weekdays at 2:00 pm EST



### **Why is the specification I require not an option to quote?**

Specifications not listed as an option are outside our standard capability. Please contact your JWA Representative to see if we are able to develop and trial your requirement.



### **Why am I unable to quote an existing SKU?**

To ensure we deliver product that meets our customer specifications, all existing SKU's are placed in an inactive status if they have not shipped in the past 12 months. If there is an additional inquiry for this SKU, our Engineering and Quality team will then review the specifications to ensure we can still meet your requirements. If you cannot query a SKU, you can proceed with configuring a new spec or contact your JWA Representative to see if we are still able to produce this product.

## Frequently Asked Questions Continued



### **Can I place an order in JWA To Go?**

No, you will need to submit your PO and contact your Inside Sales Representative to confirm your order.



### **You have four production facilities. What mill will produce my order?**

Capabilities and lead time will determine the best fit for your order. If you have previously received a similar specification, it will typically be produced at the same mill. If there is a need to produce at a different mill and we have not previously supplied you product from this mill, the ISR will communicate this change.



### **What is the difference between Acknowledged Ship Date and Available Ship Date?**

The Acknowledged Ship Date is the date provided at the time of order acknowledgement. The Available Ship Date is the latest estimated date we expect the material will be available to ship.



### **Is the Available to Ship date a firm date?**

No. Although we strive to meet all of our commitments, unplanned events can occur, which may cause this date to change from the Acknowledged Ship Date. Our goal is to provide the most up-to-date, real time input to allow you adequate response time to potential delays. This date is updated based on inputs from planning, scheduling and manufacturing.



### **Can I print documents from my device?**

No you cannot print from the app. You are able to view documentation from your device and can email the documents (see below) to another device, like your desktop or laptop, to print.



### **Can I send an email with documents attached?**

Yes. You are able to send an email with a PDF attachment for all approved quotes and order documentation.



### **Can I see my available allocations/reserves?**

No. Currently allocations and reserves are not available, but may be considered in future enhancements of the app.



### **Why is the quoted price showing different than my contractual price?**

JWA To Go pricing is based on our standard list price.



### **Why is the price I quoted different than the last time I placed a quote?**

Standard list price is based on market conditions and is subject to change without notice.

## Frequently Asked Questions Continued



### **Can I turn on alerts/notifications, etc. to inform me of changes to my quote or order?**

There is no need to turn on alerts or notifications. When you log onto the app, you will see a red circle with a number that indicates changes since you last logged in. All new orders placed, a change to a ship date on an existing order, or a product that has shipped will be listed. You will be taken to the specific order by selecting any of the lines listed.



### **Can I search for information on a specific PO or Quote?**

Yes. JWA To Go is designed to search for orders and quotes via the following:

- **For a specific Order**
  - Search: PO Number
    - Alpha characters are case sensitive
    - Partial PO#'s are accepted
- **For a specific Quote**
  - Search: Quote Number or Item Description

## Communication

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### **If I have a question regarding the information in JWA To Go, who should I contact?**

Contact your Inside Sales Representative or Sales Manager.



### **Why should I use JWA To Go instead of using the current communication method?**

- Ease of use
- Information on your time schedule 24/7
- Elimination of wait time for a response from your JWA Representative
- Easy access to specific documents



### **Can I still contact my ISR/Sales Manager?**

Yes. Your Inside Sales Representative and/or Sales Manager are still available to assist you.



### **If I have an idea for a new feature for the app, who do I contact?**

JW Aluminum is always looking for ways to improve our service to our customers. We are very interested in hearing suggestions on how to improve. Please contact your Inside Sales Representative or Sales Manager with your suggestions and we will evaluate it for inclusion in a future release.

## Frequently Asked Questions Continued

### Troubleshooting:

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#### **Having trouble accessing JWA To Go?**

Check the following:

- Connection to the internet: Are you connected to a Wi-Fi network with internet access, or are you connected to a cellular network with good signal strength?
- Confirm the following:
  - Other services used by the app, like the internet, are working
  - Your device is running the latest operating software version



#### **Still having trouble?**

Restart your device.



#### **Still experiencing difficulty?**

You may have to re-install the app.

- Uninstall the app
- Restart your device
- Re-install the app and retest the issue



#### **None of the above works?**

Call 877.586.5314 to speak with an Inside Sales Representative

### Miscellaneous:

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#### **Can anyone besides JW Aluminum see my information?**

No. All accounts are password protected so only authorized users have access to your information.



#### **Do your competitors have an app providing the same service?**

No. JWA is the first in the industry to offer this tool free to their customers. It gives you the flexibility and speed you need to get a quote quickly and easily, check the status of your orders and access key documents all from your mobile device. Streamlining the process so you and the JWA Team can focus on more value added tasks to help you succeed.

## Frequently Asked Questions Continued

### Glossary




#### Orders

|                            |   |
|----------------------------|---|
| Shipped                    | Items will appear here ONLY once ALL lines within an ORDER# have closed/shipped complete.   |
| Processing                 | Items will appear here if ANY lines within an ORDER# has closed/shipped complete.   |
| Order#                     | The number JW Aluminum gives to a set of lines for production purposes.   |
| Line                       | Individual items within an Order#. Can be broken into multiple lines due to multiple items, multiple shipments or production needs. |
| Item#                      | Reflects the customer part number if available.   |
| G:                         | Gauge   |
| W:                         | Width   |
| Lb. Shipped                | Quantity shipped against the line   |
| Ordered                    | Quantity of the line (NOTE: May be different than the actual order quantity on customer PO)   |
| Acknowledged Ship Date     | Date we promised to ship the material via the Order Acknowledgement at booking  |
| Remaining Quantity to Ship | Quantity remaining to produce and ship against the line   |

#### Quotes

|          |   |
|----------|---|
| Pending  | Quotes awaiting final approval by JW Aluminum   |
| Approved | Active quotes   |
| Expired  | Quotes which are older than 48 hours (NOTE: They cannot be reinstated — they must be recreated) |

#### Icons

|   |   |
|---|---|
| Hamburger Menu<br> | Houses the following: <ul style="list-style-type: none"> <li>• Metal Price</li> <li>• Return to Main Dashboard (Quotes/Orders)</li> <li>• Help &amp; Support (Email/Call)</li> <li>• Log Out</li> </ul> |
| Sort Tab<br>       | Click on this icon to view options for sorting data   |
| New Quote Tab<br>  | Click on this icon anywhere within JWA To Go to begin a new quote   |