



# CEMEX Go

## Customer Information

## INTRODUCTION

In an effort to innovate and improve our customer's experience, CEMEX has created an integrated digital solution called CEMEX Go that will allow you to manage your business in real time.

### Learning Objective:

In this guide, you will learn how to use the **Customer Information** functionality.

### Benefits:

- Manage your main information through a practical new process
- Request new locations and add internal contacts

## CONTENT

- 01 Location Details
- 02 New Location Request

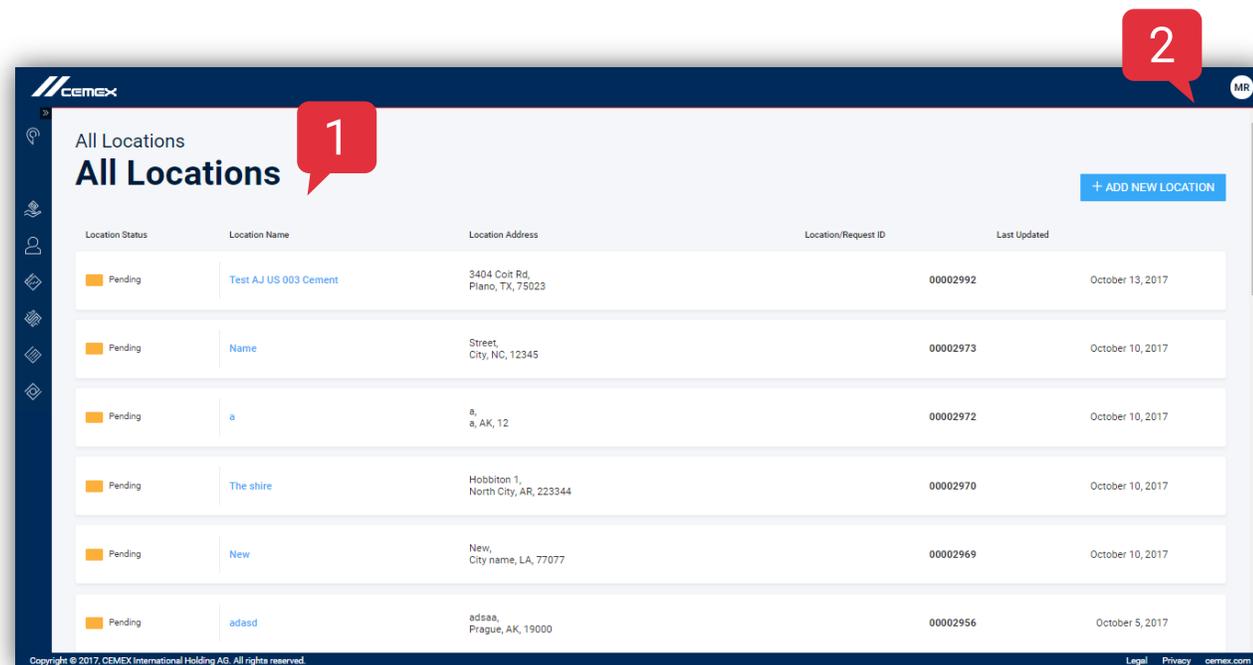
# HOW TO BEGIN?

Click on the following link:

<http://www.cemexgo.com>

# 01 Location Details

1. After logging into the Customer Information module, the following screen appears showing all **locations (jobsites)**. Based on the default sort you will see first all pending locations, then all active ones.
2. In the upper right corner you have the option to **log out** or change the language.



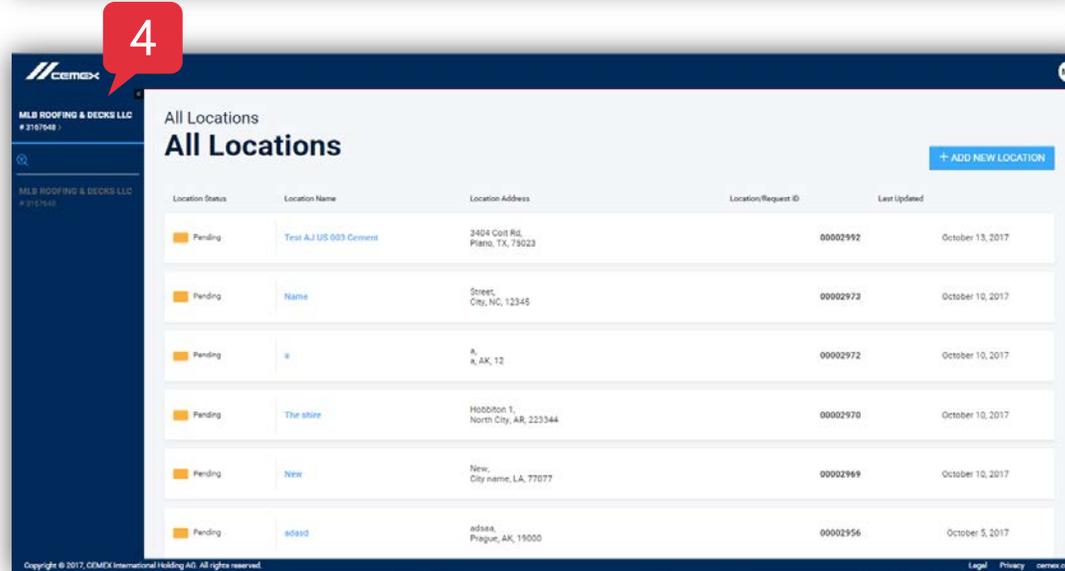
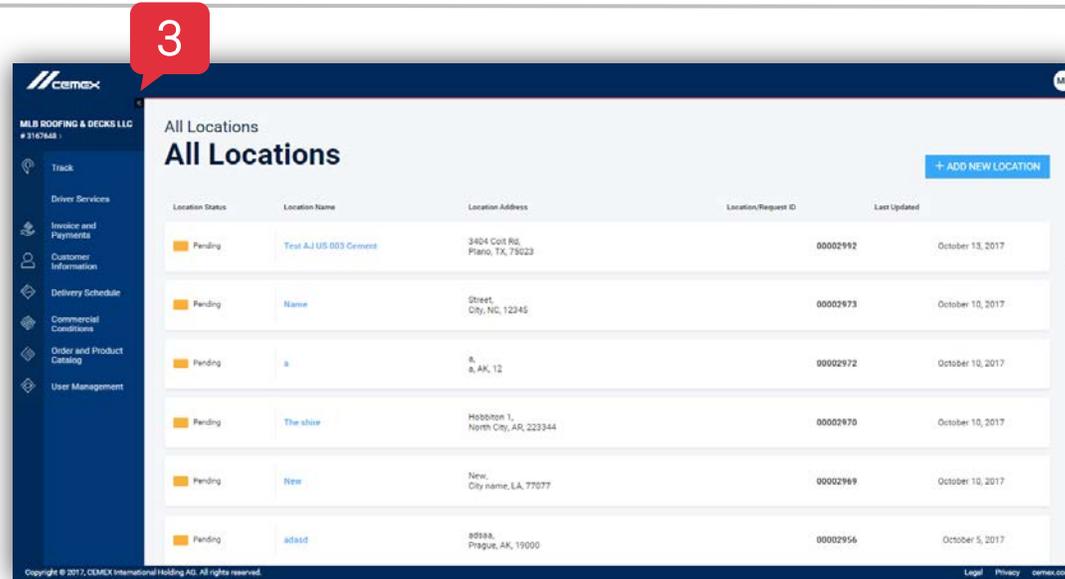


**Orange** = pending new location request

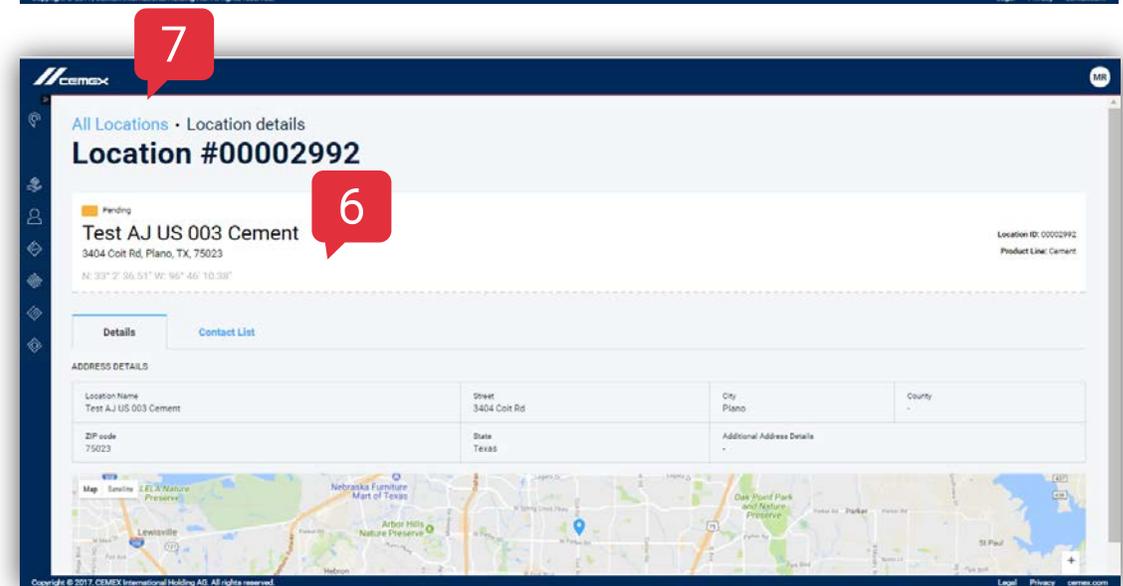
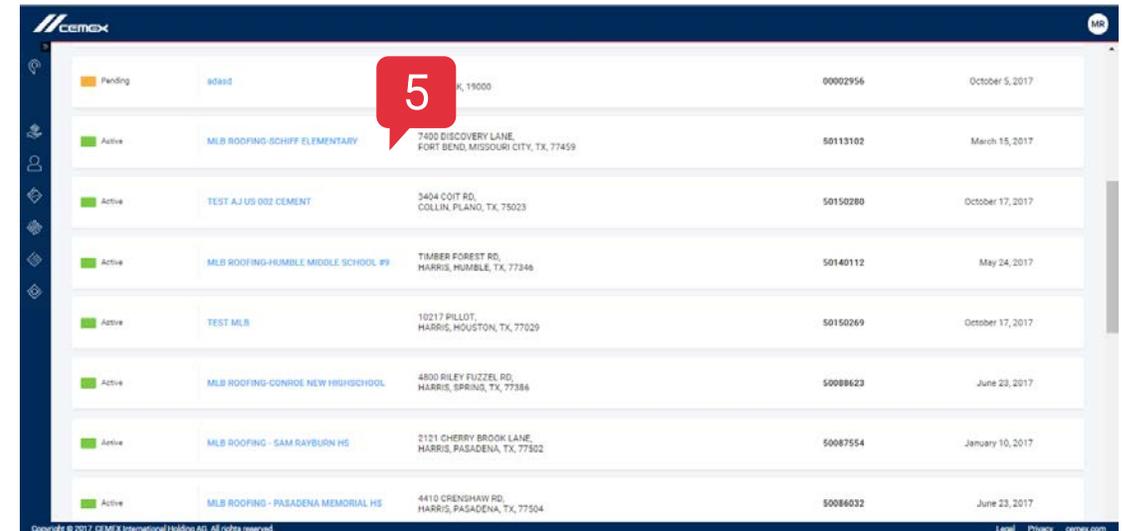
**Green** = existing location

# 01 Location Details

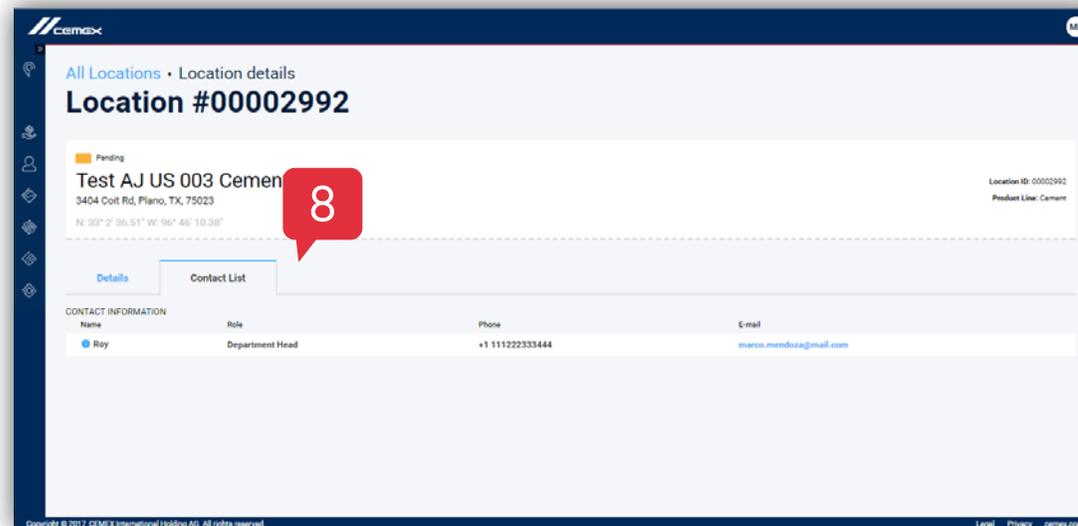
3. Click on the **black arrow icon** to expand the left hand menu and view your legal entity.
4. Click on the **legal entity** to view the full list of legal entities or to search for a specific one.



5. Open a **Location** and view all associated information by clicking directly on it. You will be directed to a new window.
6. Once the Location is open, you can see **details** and the associated **address**. You may also view the location on a map.
7. Return to the main screen at any time by clicking on **All Locations** in the upper left corner.

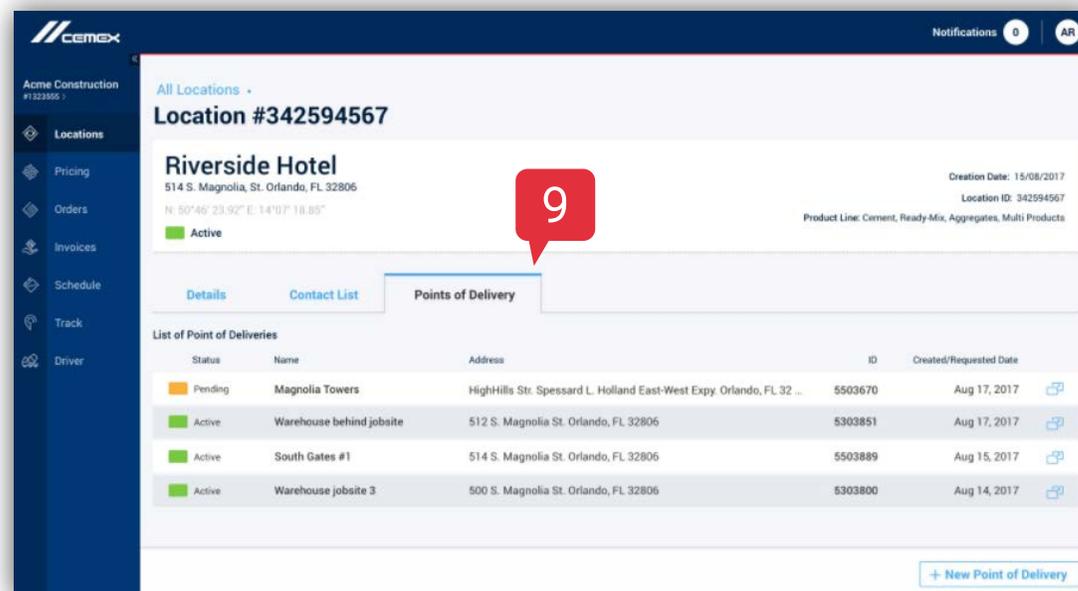


- The second tab within the open Location shows the **Contact List**. It includes the name, role, phone number, and email address of each contact person.
- The third tab within the open Location shows the **points of delivery** (POD's) associated with that location. Open details for a point of delivery by clicking directly on it. You will be directed to a new window.



The screenshot shows the CEMEX interface for Location #00002992. The location is in a "Pending" state. The name is "Test AJ US 003 Cemen" and the address is "3404 Colt Rd, Plano, TX, 75023". A red callout bubble with the number "8" points to the "Contact List" tab. Below the tabs, there is a table with contact information.

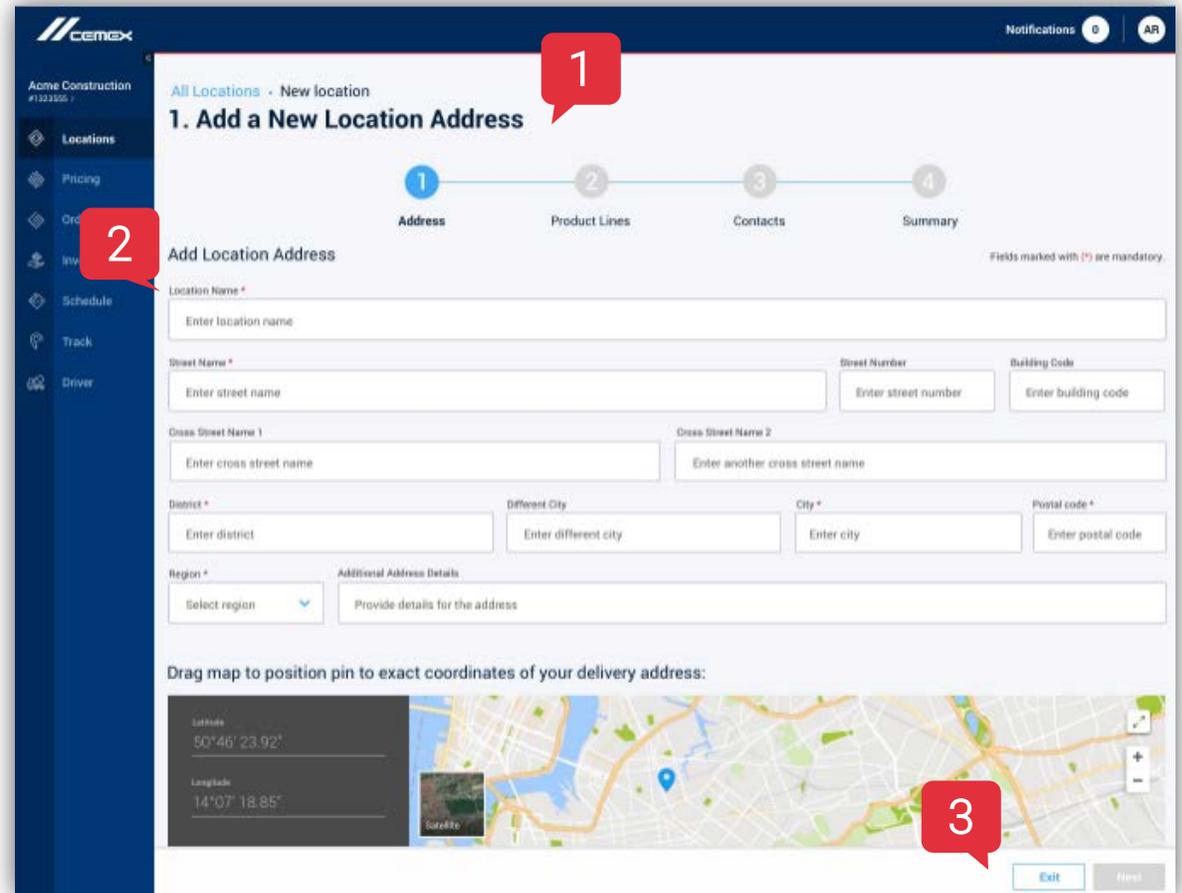
CONTACT INFORMATION			
Name	Role	Phone	E-mail
Roy	Department Head	+1 111222333444	marco.mendoza@gmail.com



The screenshot shows the CEMEX interface for Location #342594567. The location is "Active" and named "Riverside Hotel" at "514 S. Magnolia, St. Orlando, FL 32806". A red callout bubble with the number "9" points to the "Points of Delivery" tab. Below the tabs, there is a table listing points of delivery.

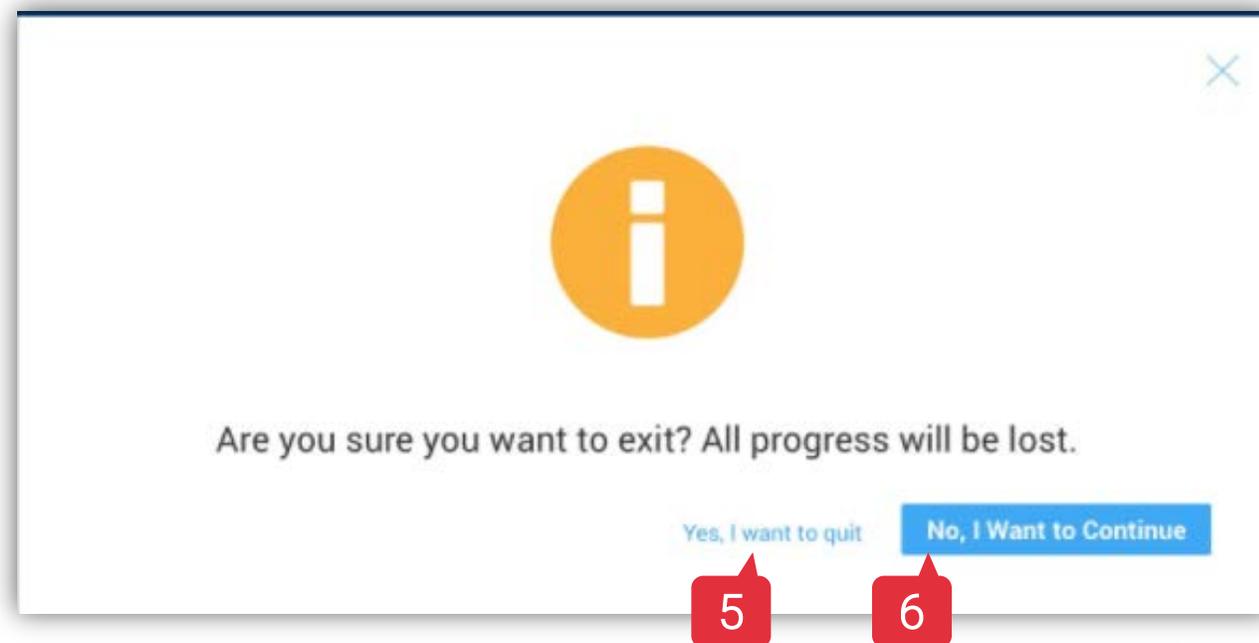
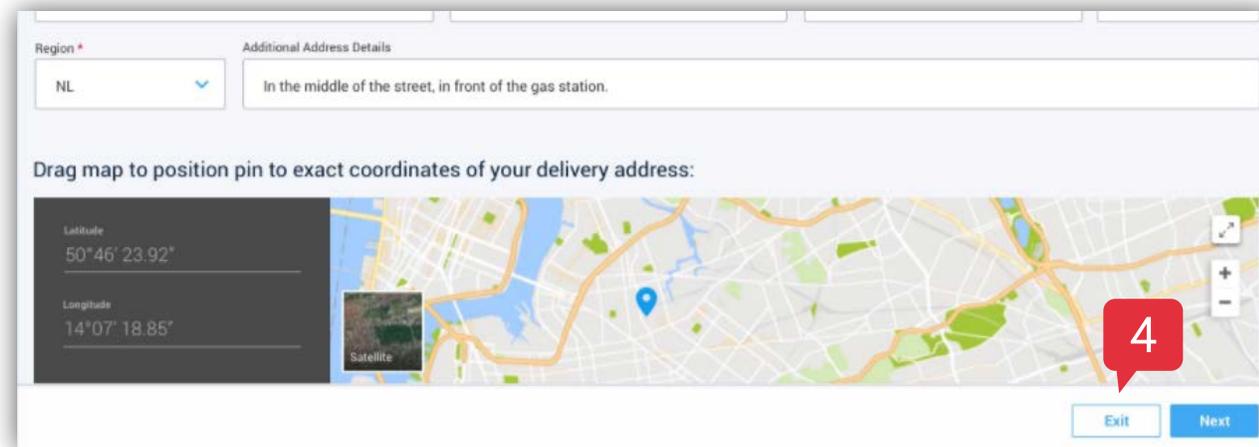
List of Point of Deliveries					
Status	Name	Address	ID	Created/Requested Date	
Pending	Magnolia Towers	HighHills Str. Spessard L. Holland East-West Expy. Orlando, FL 32...	5503670	Aug 17, 2017	
Active	Warehouse behind jobsite	512 S. Magnolia St. Orlando, FL 32806	5303851	Aug 17, 2017	
Active	South Gates #1	514 S. Magnolia St. Orlando, FL 32806	5503889	Aug 15, 2017	
Active	Warehouse jobsite 3	500 S. Magnolia St. Orlando, FL 32806	5303800	Aug 14, 2017	

1. Back at the home screen, click on **Add New Location** on the right side to begin creating a location. You will be directed to a new window.
2. Fill in the fields shown. Required fields are indicated by a **red asterisk**. Follow the instructions above the map to specify the exact location.
3. Select the green **Next Step** button to continue. Select **Exit** to cancel.



If the **Next Step** button is not highlighted, it means there are required fields which have not been filled.

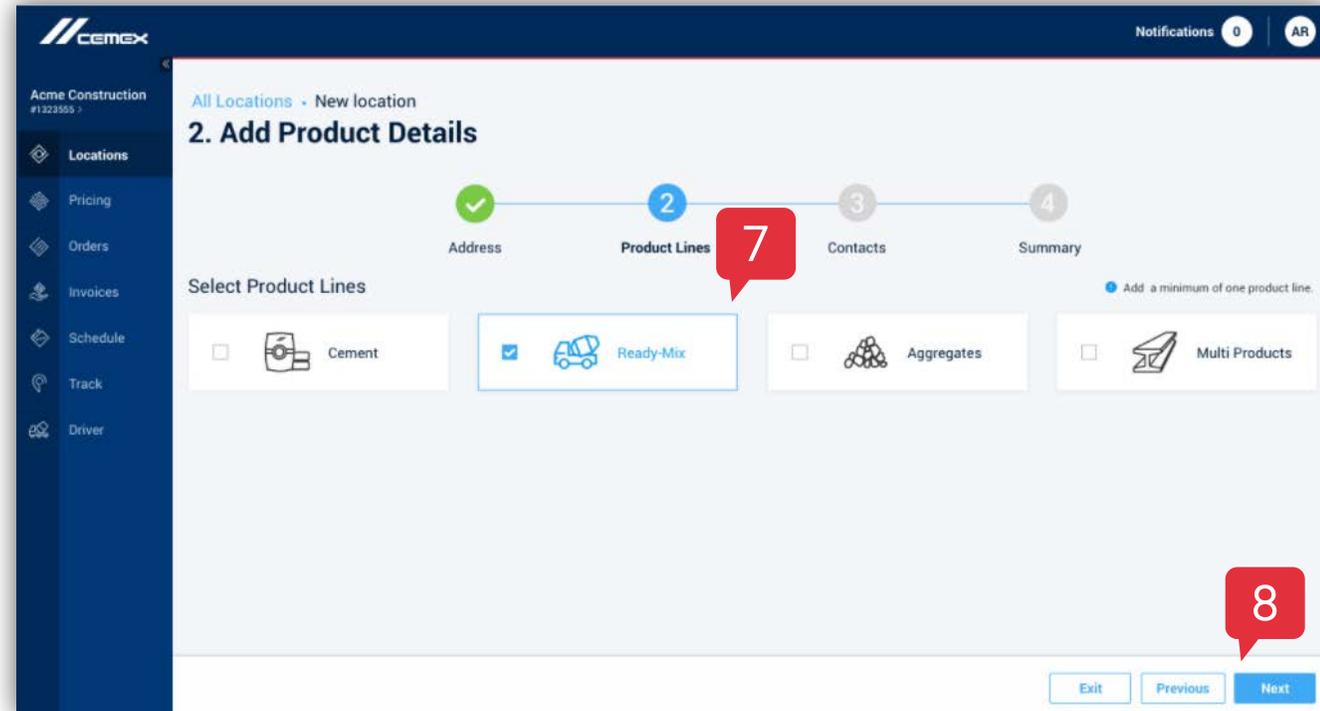
4. When you select **Exit** during the location request process this pop-up window will appear.
5. By selecting **Yes, I want to quit**, you will be redirected to the main screen and any progress will be lost.
6. By selecting **No, I Want to Continue**, you can return to your request and no information will be lost.



# 02 New Location Request

7. The next step is to select your **product line**: the product which will be used at this location. You can select more than one product line; any that you select will be highlighted in **blue**.

8. To return to the previous step, select **Previous**. To continue, select **Next**.



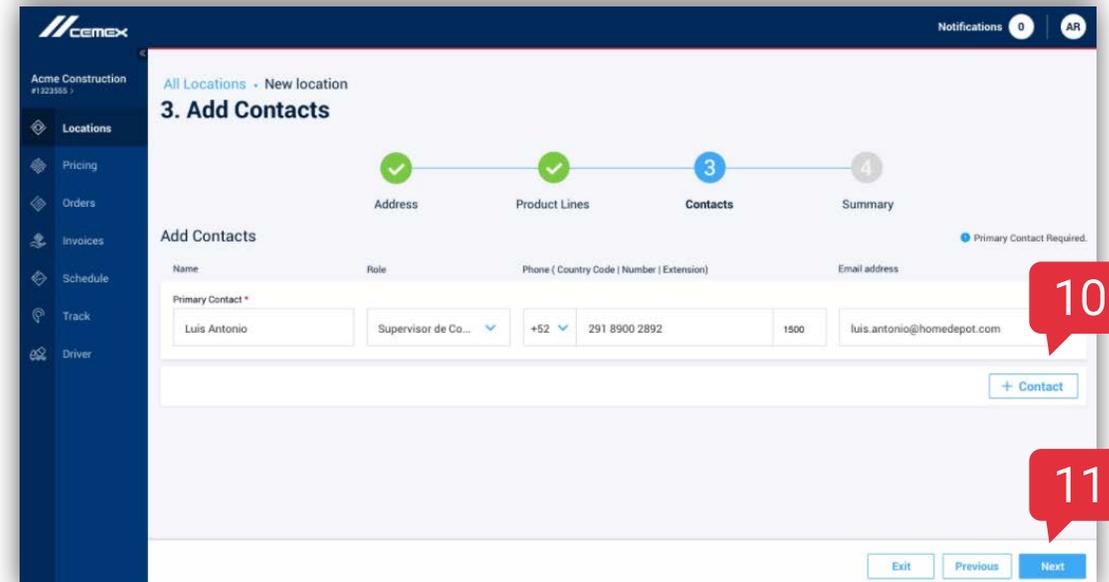
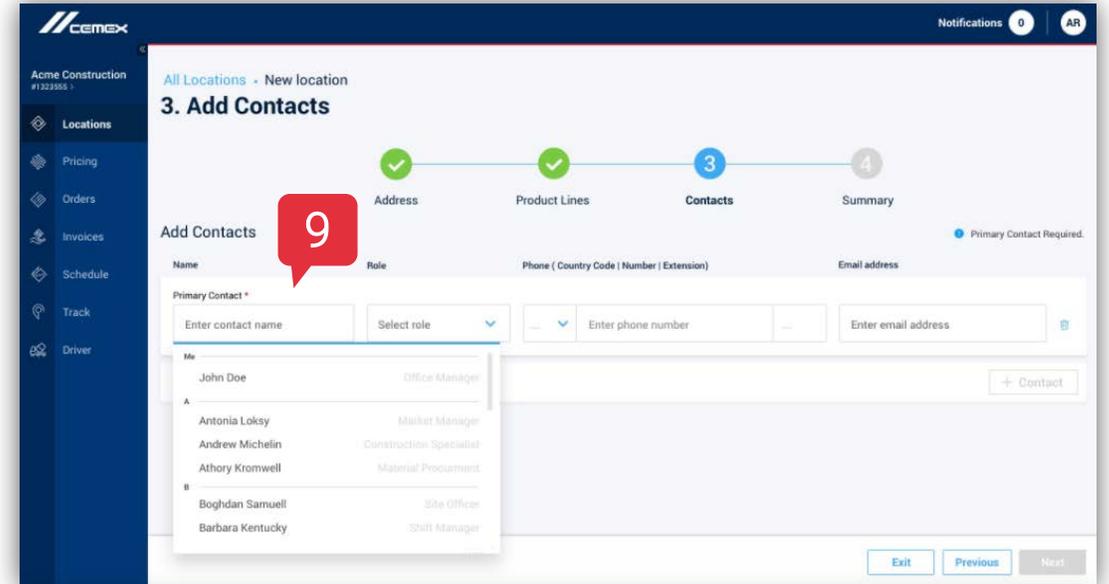
When you select the **Exit** button, a pop-up window will appear asking if you would like to exit or continue. If you choose to exit, any information entered will not be saved.

# 02 New Location Request

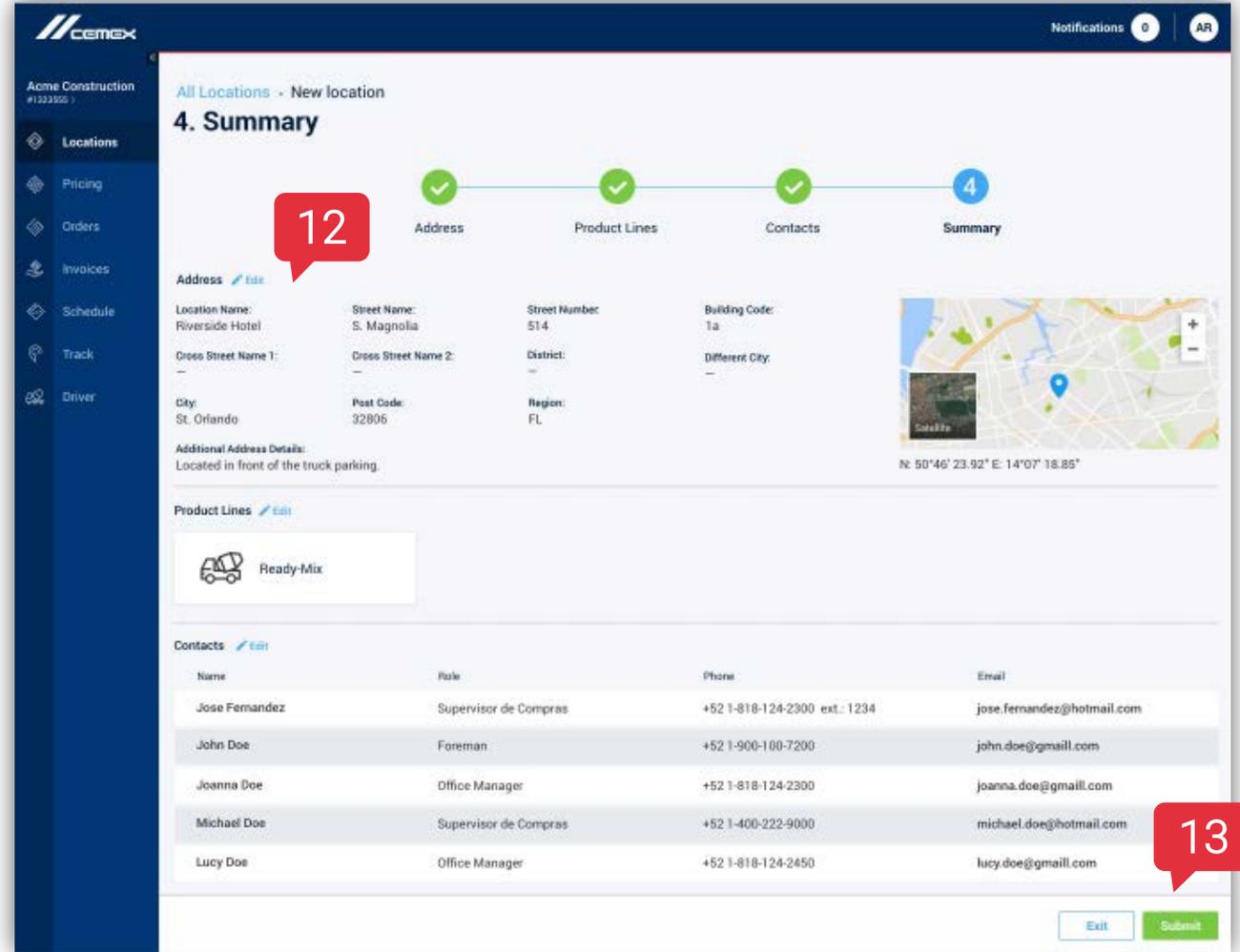
9. Next, add contacts for your location. Once you begin typing a name, a dropdown list will appear. This is a list of your **already existing** contacts. When you select a name from the list, all fields will pre-fill automatically.
10. After filling in the fields for the first contact, you have the option to **Add Another Contact**.
11. To continue to a summary of your new location, click **Next**.



Be aware when adding contacts: by changing one of the pre-filled fields for a contact person, you will change this field across all occurrences of this contact person. In the case of any doubt, it is best to create a new contact rather than edit a pre-existing contact.



12. You will then see a summary of your new location. Make changes or corrections to any section by selecting the blue **Edit** icon. You will be led directly to the section you wish to edit and then asked to proceed through the steps to get back to the Summary page.
13. Select **Submit** to make this a pending location. A pop up window will appear to notify you that you have successfully sent your request.



**4. Summary**

Address Product Lines Contacts Summary

**12**

**Address** [Edit](#)

Location Name: Riverside Hotel Street Name: S. Magnolia Street Number: 514 Building Code: 1a  
 Cross Street Name 1: Cross Street Name 2: District: Different City:  
 City: St. Orlando Post Code: 32806 Region: FL

Additional Address Details:  
 Located in front of the truck parking.

**Product Lines** [Edit](#)

Ready-Mix

**Contacts** [Edit](#)

Name	Role	Phone	Email
Jose Fernandez	Supervisor de Compras	+52 1-818-124-2300 ext.: 1234	jose.fernandez@hotmail.com
John Doe	Foreman	+52 1-900-100-7200	john.doe@gmail.com
Joanna Doe	Office Manager	+52 1-818-124-2300	joanna.doe@gmail.com
Michael Doe	Supervisor de Compras	+52 1-400-222-9000	michael.doe@hotmail.com
Lucy Doe	Office Manager	+52 1-818-124-2450	lucy.doe@gmail.com

[Exit](#) [Submit](#)

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# Congratulations!

You have completed Customer Information.

