



CEMEX Go Customer Information

Version 2.0

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

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Customer Information



CONTENT







HOW TO BEGIN?

Click on the following link: http://www.cemexgo.com

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- 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

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01 Location Details

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

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01 Location Details

- Open a Location and view all associated information by clicking directly on it. You will be directed to a new window.
- 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.

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Pending	adapd	5 K, 19000	0000295	6 October 5, 2017
Autive	MLB RODFING-SCHIFF ELEMENTARY	7400 DISCOVERY LANE, FORT BEND, MISSOURI CITY, TX, 77459	5011310	8 March 15, 2017
Active	TEST AJ US 002 CEMENT	3404 COIT RD, COLLIN, PLANO, TK, 75023	5015028	0 October 17, 2017
Active	MLB ROOFING-HUMBLE MIDDLE SCHOOL #9	TIMBER FOREST RD. MARRIS, HUMBLE, TX, 77346	5014011	2 May 24, 2017
Aztive	TEST MLB	10217 PILLOT, HARRIS, HOUSTON, TX, 77029	5015026	0 October 17, 2017
Active	MLB ROOFING-CONROL NEW HIGHSCHOOL	4800 RILEY FUZZEL RD; HARRIS, SPRING, TX, 77386	5008862	June 23, 2017
Active	MLB ROOFING - SAM RAYBURN HS	2121 CHERRY BROOK LANE, HARRIS, PASADENA, TX, 77502	5008755	January 10, 2017
Active	MLB ROOFING - PASADENA MEMORIAL HS	4410 CRENSHAW RD, HARRIS RATADENA TV 27504	5008603	2 June 23, 2017
All Locatio Locat Test AJ S404 Coir Rd, P N: 37 7 36, 55' Details ADDRESS DETAILS	Ins - Location details ion #00002992 US 003 Cement Hano, TX, 75023 W: Set -46 10.387 Contact List	2944	cy.	Location ID: 00002992 Product Line: Commer County
Test AJ US 003 (Cement	3404 Colt Rd	Plano	
		State	Additional Address Details	

01 Location Details

 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.

9. 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.



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- 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.
- 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.





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



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







- 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.



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- 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.

sss >	All Locations - New	v location			
Locations	4. Summary				
Pricing			0	0	-4
Orders	1	2 Address	Product Lines	Contacts	Summary
Invoices	Address / fair				
Schedule	Location Name: Riverside Hotel	Street Name: S. Magnolia	Street Number 514	Building Code: 1a	1.7~
Track	Cross Street Name 1:	Cross Street Name 2: 	District:	Different City:	V. A. S.S.
Driver	City: St. Orlando	Post Code: 32806	Region: FL		
	Additional Address Details: Located in front of the tru	ick parking.		N: 5	0"46' 23.92" E: 14"07" 18.85"
	Product Lines 🖌 🖬				
	Ready-Mic	x			
	Contacts /ten				
	Name	Plate		Phone	Email
	Jose Fernandez	Superviso	r de Compras	+521-818-124-2300 ext.: 1234	jose.fernandez@hotmail.com
	John Doe	Foreman		+52 1-900-100-7200	john.doe@gmaill.com
	Joanna Doe	Office Ma	nager	+52 1-818-124-2300	joanna.doe@gmaill.com
	Michael Doe	Superviso	r de Compras	+52 1-400-222-9000	michael.doe@hotmail.com

Congratulations!

You have completed Customer Information.

