

# My FGS

## USER GUIDE



**1: LOGIN**

# My FGS

## USER GUIDE

☐ Remember me

LOGIN

### LOGIN PANEL:

The MY FGS app gives our clients the possibility to verify from any device and in any time the status of their offers and orders.

Once downloaded, the client will have to communicate to the following email address [sales@fluidglobalsolutions.com](mailto:sales@fluidglobalsolutions.com) that they wish to access the app.

The client will receive two emails from FGS containing the login credentials necessary to log into the app.



### FOLLOWING STEPS

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### HOME SCREEN

Once logged in, the home screen will appear:

By clicking on the  
**THREE LINES**



You will be able to access  
**orders and offers**

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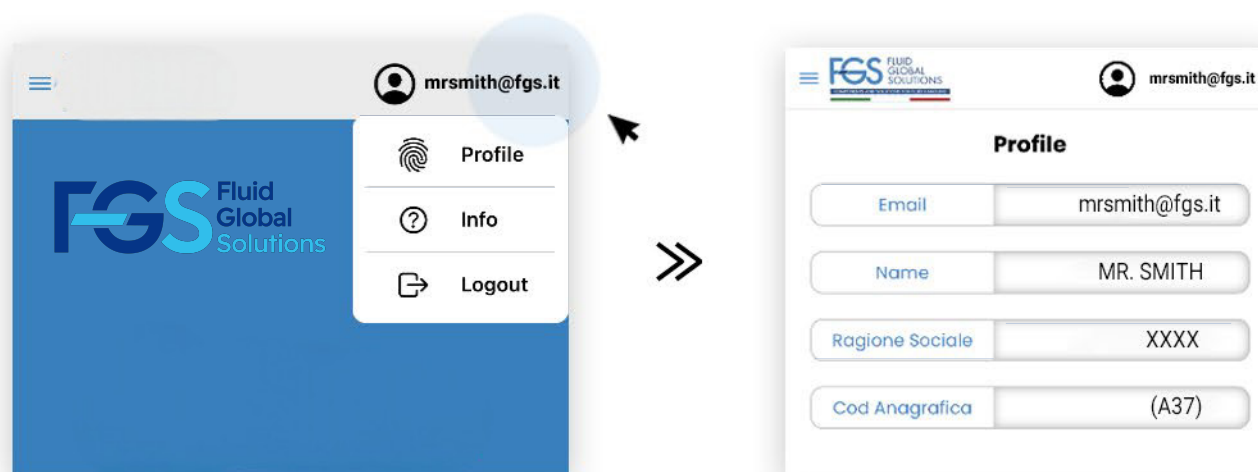
## USER GUIDE

### PROFILE

By clicking on your email, a window will open where it will be possible to visualize your profile's details, information on the business and the possibility to log out.



By clicking on Profile you will be able to see the email, name, corporate name and the client's ID code.



## 2: OFFERS

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## USER GUIDE

### OFFERS - STEP 1:

From this page you will be able to visualize all offer requests and its related details.  
The actions that you will be able to do on this part will be:

FILTER THE OFFERS  
BY DATE



09:58

FGS Fluid Global Solutions

mrsmith@fgs.it

Offers - Mr. Smith (A37)

From 08/11/2022 To 08/05/2023

Number Vessel Status

| Offer Number   | Status        | Customer... |
|----------------|---------------|-------------|
| 214321         | In processing | LG/23/0051  |
| Vessel         | Date          |             |
| LUIGI LAGRANGE | 21/03/2023    |             |

| Offer Number | Status     | Customer...  |
|--------------|------------|--------------|
| 214227       | Sent       | LG/22/020... |
| Vessel       | Date       |              |
| LAGRANGE     | 20/03/2023 |              |

| Offer Number     | Status     | Customer... |
|------------------|------------|-------------|
| 213808           | Sent       | VO/23/00... |
| Vessel           | Date       |             |
| ALESSANDRO VOLTA | 13/03/2023 |             |

| Offer Number     | Status     | Customer... |
|------------------|------------|-------------|
| 213290           | Sent       | VO230035    |
| Vessel           | Date       |             |
| ALESSANDRO VOLTA | 06/03/2023 |             |



SEARCH VIA OFFER NUMBER,  
SHIP NAME IF AVAILABLE  
OR BY OFFER STATUS

VISUALIZE THE  
OFFER'S DETAILS



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## USER GUIDE

### OFFERS - STEP 2:

By clicking on "Offer number" you will access the offer's details.

★  
All offers will acquire a different status regarding on the following conditions:

**IN PROCESSING:**  
When the offer has been considered

**PENDING:**  
When the offer is pending  
(for the reasons listed in NOTES)

**IN PROGRESS:**  
When the offer is in elaboration

**SENT:**  
When the offer has been sent

**NOT AVAILABLE:**  
When the offer has been declined

★  
For any offer it's possible to send an email with your name and the email's text

**OFFER NUMBER:**  
OUR reference number of the offer  
**REQUESTED BY:**

Commercial reference of who has sent the requested

**STATUS:**  
Offer status

**DATE:**  
Offer's date of origin

**CUSTOMER REFERENCE:**  
Client's reference

**VESSEL:**  
Ship's name (if available)

**OFFER ISSUED BY:**  
Commercial reference of who has created the offer

**DELIVERY DATE:**  
Delivering times

**NOTE:**  
Communications on the offer if its status is in "pending"

# 3: ORDERS

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## USER GUIDE

### ORDERS - STEP 1

From this page you will be able to visualize the orders and its related details.  
The actions you will be able to take on this part will be:

FILTER ORDERS  
BY DATE



SEARCH YOUR ORDERS  
BY ORDER NUMBER,  
SHIP NAME IF AVAILABLE  
OR BY STATUS

VISUALIZE  
THE ORDER'S DETAILS



# My FGS

## USER GUIDE

### ORDERS - STEP 2

By clicking on "Order number" you will access the order's details:



#### ORDER'S STATUS

All orders will acquire a different status regarding on the following conditions:

##### IN PROCESSING:

When the order has been considered

##### PENDING:

When the order is pending  
(for the reasons listed in NOTES)

##### UNDER EVALUATION

When the order is under evaluation

##### IN PROGRESS:

When the order is in elaboration

##### READY TO DISPATCH:

When the order is ready for shipping

##### DISPATCHED:

When the order has been shipped

##### REJECTED:

When the order has been rejected



For any order it's possible to send an email with your name and the email's text

#### ORDER NUMBER:

OUR reference number for the order

#### REQUESTED BY:

Commercial reference of whom has sent the order

#### STATUS:

Order status

#### DATE:

Order's date of origin

#### CUSTOMER REFERENCE:

Client's reference

#### VESSEL:

Ship's name (if available)

#### ORDER ISSUED BY:

Commercial reference of who has taken charge of the order

#### DELIVERY DATE:

Shipping date

#### NOTES:

Communications on the order if its status is in "pending"

# 4: USERS

### USERS

The users are divided in: supervisors and users (employees).  
The supervisor is the one that will receive from us the login credentials  
(see page.3)

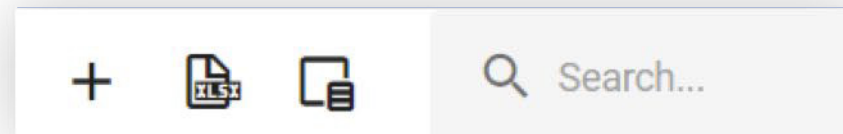
The supervisor could, in turn, add other users and decide in total autonomy  
who amongst the users is able to visualize data.  
That's why only the supervisors have access to this section.

The users that will be added from the supervisor will be able to visualize only  
orders and offers.

The visualization of this screen is only allowed on Desktop (PC)

### ACTION OVER USERS

In the right upper corner you will find the following icons:



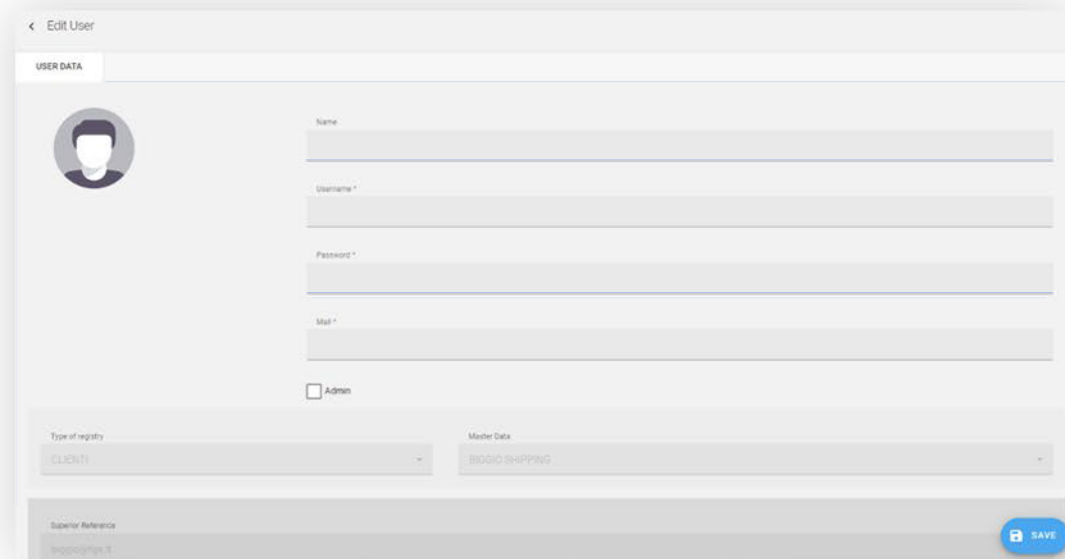
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## USER GUIDE

### ACTION OVER USERS

#### A: ICON +

By clicking on the + icon the following window will pop up:



The screenshot shows a mobile application interface for editing a user. At the top, there is a back arrow and the title 'Edit User'. Below this is a tab labeled 'USER DATA'. The form includes a circular profile picture placeholder on the left. To the right of the picture are four text input fields labeled 'Name', 'Username \*', 'Password \*', and 'Mail \*'. Below these fields is a checkbox labeled 'Admin'. At the bottom of the form, there are two dropdown menus: 'Type of registry' with 'CLIENT' selected, and 'Master Data' with 'BASIC SHIPPING' selected. Below these dropdowns is a 'Superior Reference' field with the value 'Ingeniería, S.A.'. A blue 'SAVE' button with a floppy disk icon is located in the bottom right corner of the form.

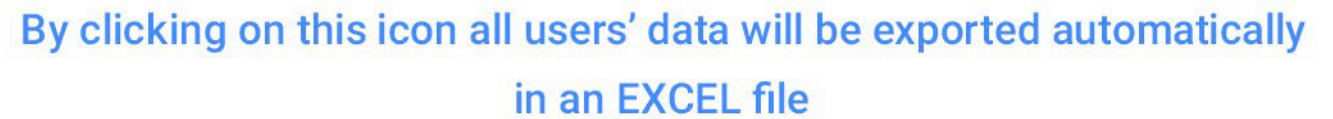
From here it will be possible to insert the info of the user you want to add.

The username and password will be needed by the users to be able to log into the app.

The username/email must always be different from the others previously added.

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## B: ICON EXPORT USER'S DATA



Fluid  
Global  
Solutions

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## USER GUIDE

### ACTIONS OVER USERS

#### C: ICON TO HIDE USER'S DETAILS



By clicking on this icon a window will pop up in which you will be able to drag a users' detail to hide it from the main columns.

User Management

| User           | Mail         | Name  | Admin                    |
|----------------|--------------|-------|--------------------------|
| ⋮ james@fgs.it | james@fgs.it | James | <input type="checkbox"/> |
| ⋮ kate@fgs.it  | kate@fgs.it  | Kate  | <input type="checkbox"/> |

Column selection

- Category
- Superior
- Master Group

It is also possible to modify or cancel users by selecting the following icons at the end of each user's row.



| User           | Mail         | Name  | Admin                    |                                                                                                                                                                             |
|----------------|--------------|-------|--------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ⋮ james@fgs.it | james@fgs.it | James | <input type="checkbox"/> |   |
| ⋮ kate@fgs.it  | kate@fgs.it  | Kate  | <input type="checkbox"/> |   |

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If you want to let us know what you think, write us on  
**[assistant@fluidglobalsolutions.com](mailto:assistant@fluidglobalsolutions.com)**

APP DEVELOPED BY

