myBühler
Customer Portal

IAOM Western District Meeting 2017
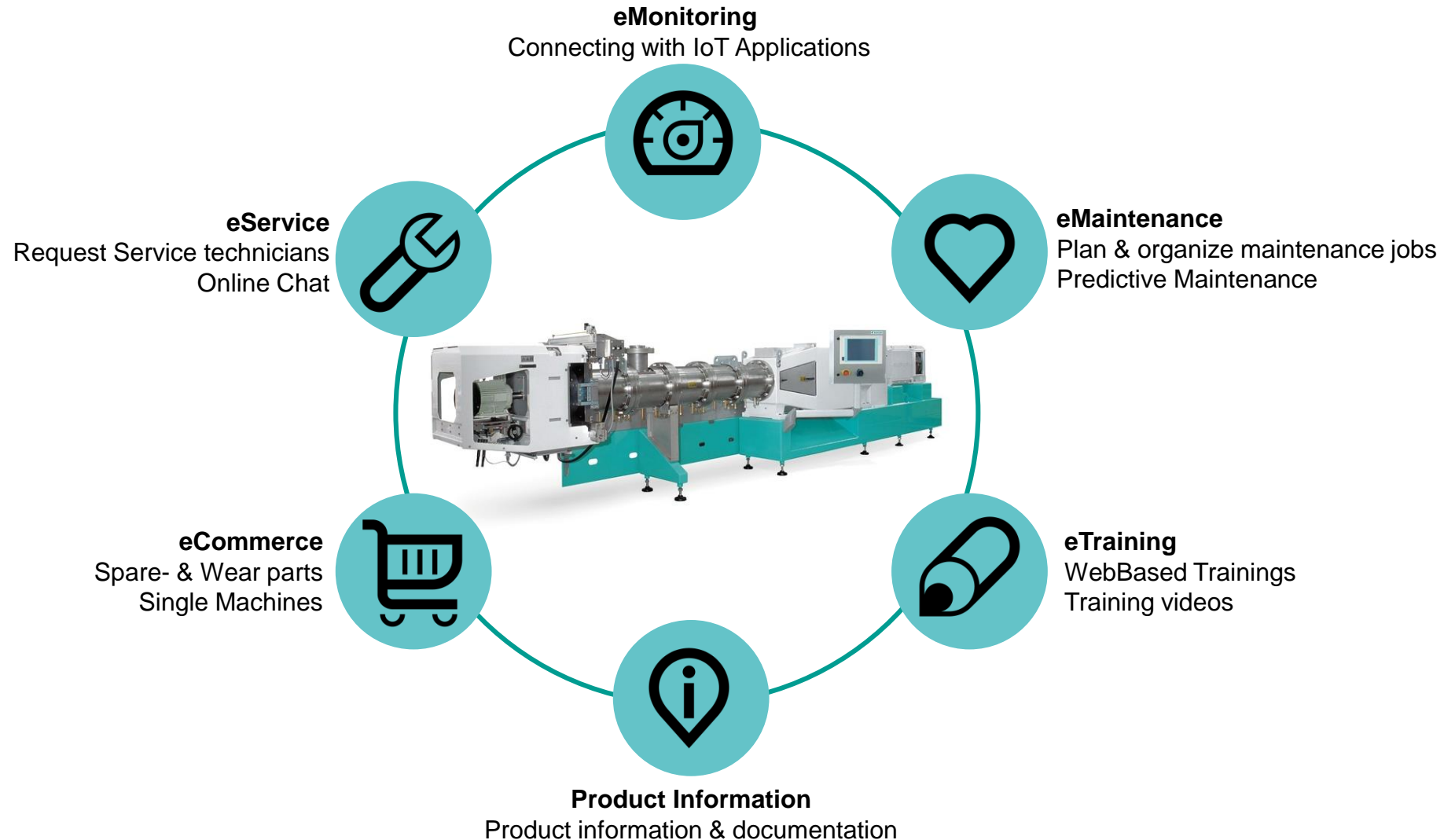Cory Lare

Innovations for a **better world**.

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Overview

myBühler customer portal.
Our vision.

eMonitoring
Connecting with IoT Applications

eMaintenance
Plan & organize maintenance jobs
Predictive Maintenance

eService
Request Service technicians
Online Chat

eTraining
WebBased Trainings
Training videos

eCommerce
Spare- & Wear parts
Single Machines

Product Information
Product information & documentation

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Your benefits.
Easy to do business with Bühler!

Information
Fast & 24/7.

Machines
Customer installation overview.
Documentation for your machines.

Parts
Prices, availability, pictures.

Quotes & Orders
Quotation & order status, order history, documents.

Identification
First time right.

List of parts per machine
(as-built information).

Less effort and time in identification process through part pictures and 360° view.

Find-a-part Service.

Integration
Lean processes.

Speed-up your purchase process through direct access to price and material information.

Create your quotations directly online in myBühler.

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myBühler Modules

Overview myBühler Modules.
What to expect…

myMachines
Get an overview about your Bühler machines, additional information as well as related documents.

myParts
Find the correct spare and wear parts and check the part details as well as photos or the 360° view.

myOrders
Get an overview about your quotations/orders and the status including tracking information.

myCalendar
Get an overview about your maintenance plans and expected deliveries.

myTemplates
Save time with shopping templates for frequently used parts.

myAccount
Manage your details or administrate roles of users within your company.

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myMachines.
Overview about your plant/line.

- **Overview** about your Bühler equipment.

- **Information** about your machines
  - Machine details
  - Documents
  - Parts

- **Search & Filter** possibilities

- **Manage your machines** with possibilities to enter your personal machine information like notes, identification name, process ,line, building, floor.

myMachines.
Details about your machines.

- **Machine Details**
  Find useful information like Machine No, Cipher, Type, Year of Construction,…
- **MyInformation**
  Maintain your own notes and structure your machines in lines, buildings or processes.
- **Documents**
  Find useful documents like user manuals, spare parts catalogs.
- **myParts Favorites**
  Tag the most frequent parts as your favorites to get easy access.
- **Maintenance Plan**
  Create your maintenance plan for your machines in myBühler.
- **Get Parts**
  Get a part list for your machine or browse through the as-built structure

Five-roll refiner
FINER

Machine Number: 10494233

Get Parts

| Machine Details | My Information | Documents | myParts Favorites | Maintenance Plan |

Technical documents

English

Name	Language
pdf Spare Parts Catalog	English
pdf Operating Manual	English

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myParts.
Overview about parts.

- **Find the right parts** for your machine or browse through the Bühler spare & wear part assortment to find what you're looking for.

- **Identify a part** using the pictures or the 360° view of the parts (more than 19'000 parts available).

- **Check the details** of a part including price, availability, dimensions and weight.

- **Find out** in which of your machines the part is used.

- Can't find what you are looking for?
  Use the online **«Find-a-part Service»** and our specialists will help you out!

DPSA-50001-020

Sealing ring

Volume:	133.848 Cubic centimeter
Height:	22.0 Millimeter
Length:	78.0 Millimeter
Width:	78.0 Millimeter
Weight:	0.481 Kilogram
Spare / Wear Part:	Yes
Planned Availability:	2 days

< 1 > Piece

CHF 144.00

Open 360° view

This part is also available in following machines:

Pellet mill

Pellet mill

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myOrders.
Overview about quotes & orders.

- **Get an overview** about your quotations and orders.

- **Check the status** of your orders including order tracking.

- **Order your quotations** directly online.

- **Download documents** like quotation, order confirmation, delivery and invoices.

- **Quick & easy** reorder

My Quotations

10

< 1 2 3 4 5 >

	Status	Quotation No.	Reference No.	Date	Total	Actions
	Expired	2013438690	Find a Part Service	2016-02-04	CHF 0.00	
	Expired	2013438689	Find a Part Service	2016-02-04	CHF 0.00	
	Ordered	2013436437	myBühler-20160707093	2015-04-29	CHF 2,907.50	Order >
	Ordered	2013436341	myBühler-20160707093	2015-04-28	CHF 293.05	Order >
	Ordered	2013434924	myBühler-20160707093	2015-04-22	CHF 18,879.50	Order >
	Offering	2013410740	myBühler-20160707093	2015-01-13	CHF 7,458.10	
	Ordered	2013409599	myBühler-20160707093	2015-01-07	CHF 12,718.10	Order >
	Offering	2013400782	myBühler-20160707093	2014-11-18	CHF 281.80	
	Ordered	2013382997	myBühler-20160707093	2014-08-26	CHF 0.00	Order >
	Offering	2013371067	myBühler-20160707093	2014-06-24	CHF 110,472.40	

10

< 1 2 3 4 5 >

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myTemplates.
Your personal shopping list.

- Shopping templates enable you to create online «shopping lists»

- Use the shopping templates for parts that you order frequently oder periodically.

myCalendar.

- Use the calendar to get an overview about the maintenance jobs that you have entered for your machines.

- Check when your deliveries will arrive.

August 2016

Mo	Tu	We	Th	Fr	Sa	Su
01 🔧	02 🔧	03	04	05 🔧	06	07
08	09 🔧	10	11	12	13	14
15 🔧	16 🔧	17	18	19	20	21
22	23 🔧	24	25 🚚	26	27	28
29	30 🔧	31				

22. – 28. August 2016

23 🔧 Maintenances

Job name	Machine No	myMachine Name	Cipher	Status	
oil	10313606		MDDO	Done	🔧
Change Beaters	10177341		MNSG	Open	🔧

25 🚚 Deliveries

Order No.	Delivery number	Reference No.	Tracking
3013742446	6013517346		No tracking data available

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myAccount.

- Overview about your **personal details, language settings.**

- **Administrate** all myBühler users within your company.

- myBühler offers **three different roles**
  - Administrate users
    Setup and change other users within your organization.
  - Request quotations
    User can request quotes but no authorization to place orders directly.
  - Place orders
    User can directly place orders within myBühler.

8/24/2017

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myBühler Punchout.
Integration in to your purchasing process (system integration)!

Benefits

- As a customer you will get direct access from your purchasing system into myBühler.
- Browse through myBühler to search and identify your required parts and add them to your shopping cart.
- Finally your shopping cart can be transferred with one click into your purchasing system.
- Finalize your purchase request and send out the order.

Facts

- Setup of the interface will cause effort on both sides and therefore needs to be checked before realization.
- myBühler uses a standard technology for the interface called OCI (Open Catalog Interface).
  Further technologies can be added on request.
- Further details and customer specific requirements have to be checked before realization.

Purchase system

Login

Button myBühler

Complete purchase order

Send out order

myBühler

Search and identification of spare parts.

Add parts to shopping cart
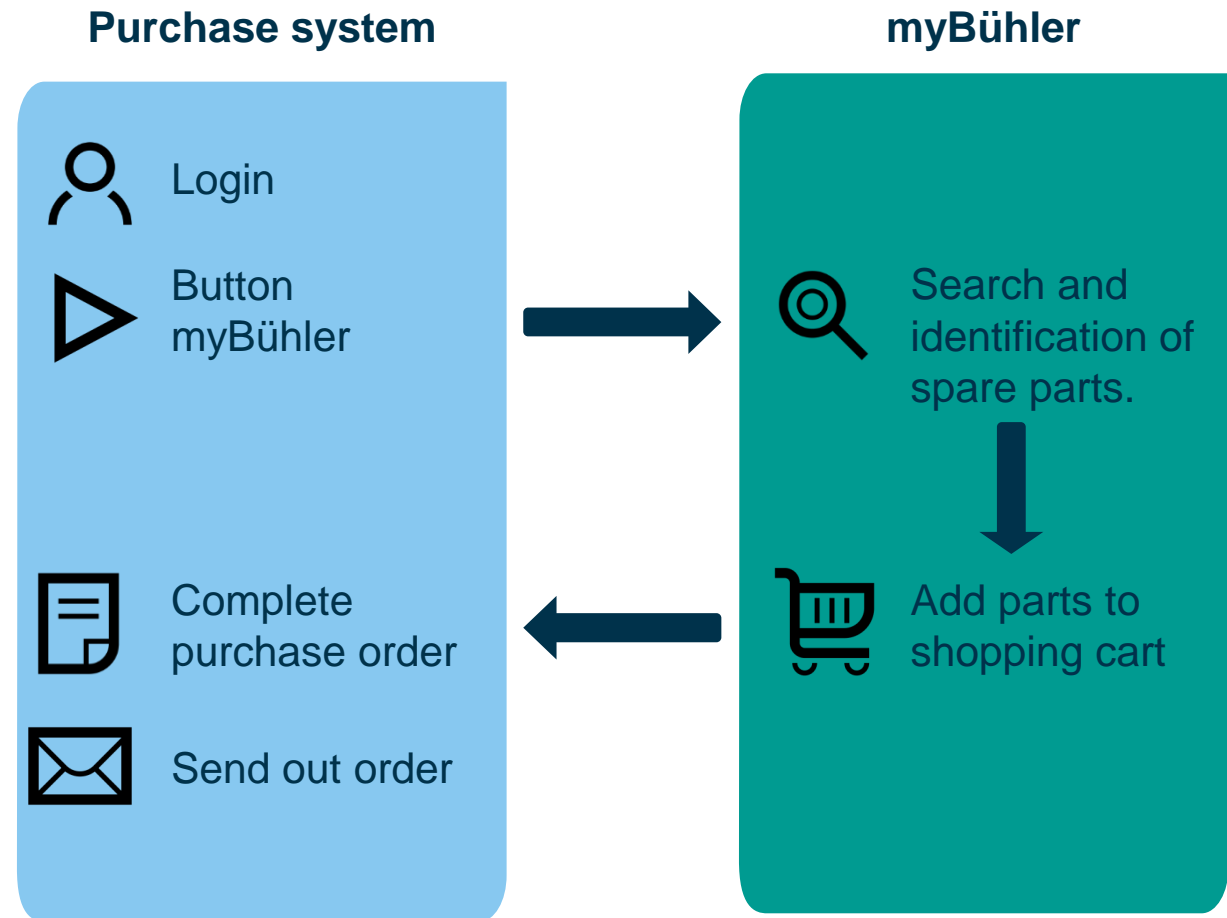
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myBühler speeds up your purchasing process.

myBühler

Login

↓

Search and identify spare parts.

↓

Add parts to shopping cart

↓

Checkout: Request Quotation

Purchase system

Create purchase order with reference to Quotation.

↓

Get purchase order number

Option 1 →

myBühler

Add your PO number.

↓

Create order out of quotation

Option 2 →

Send out order by e-mail.
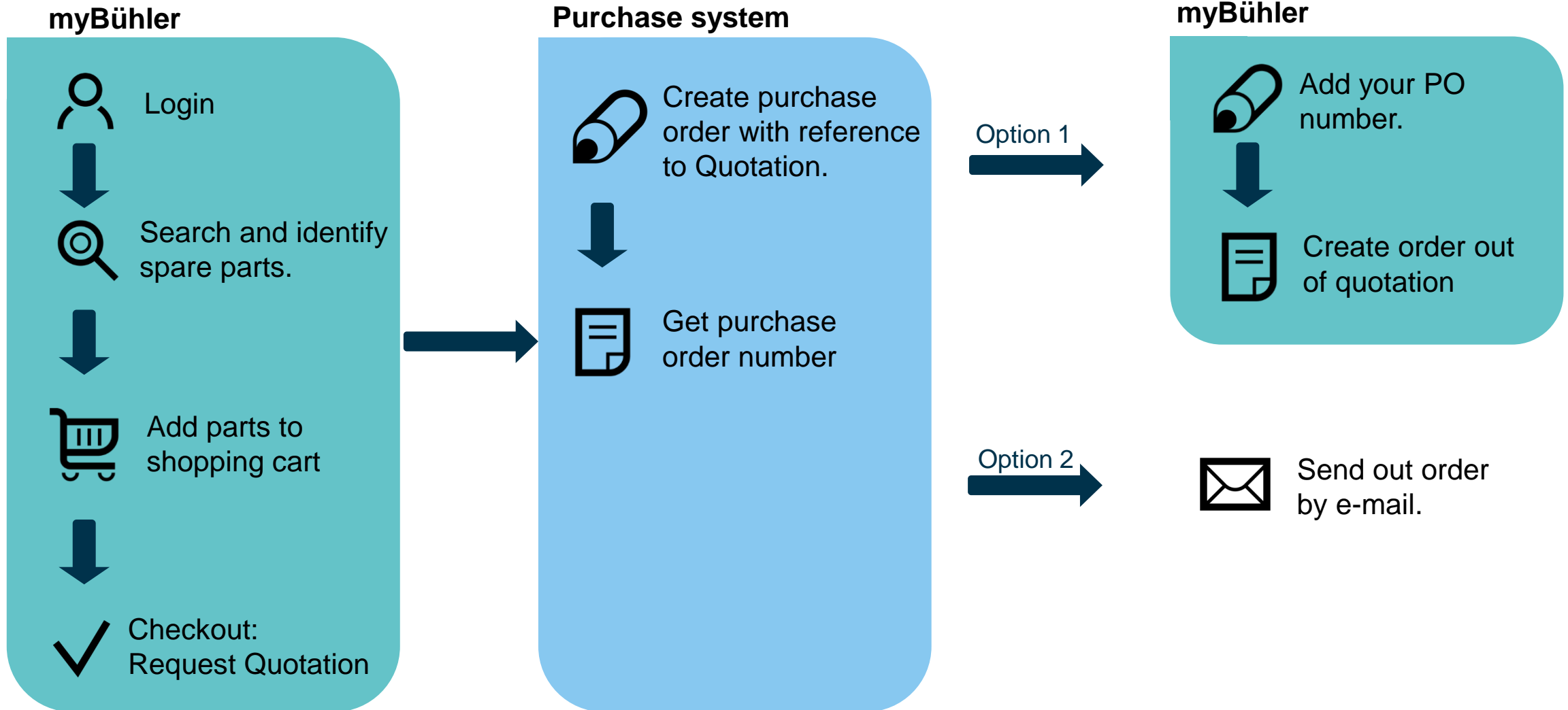
BUHLER

myBühler App.
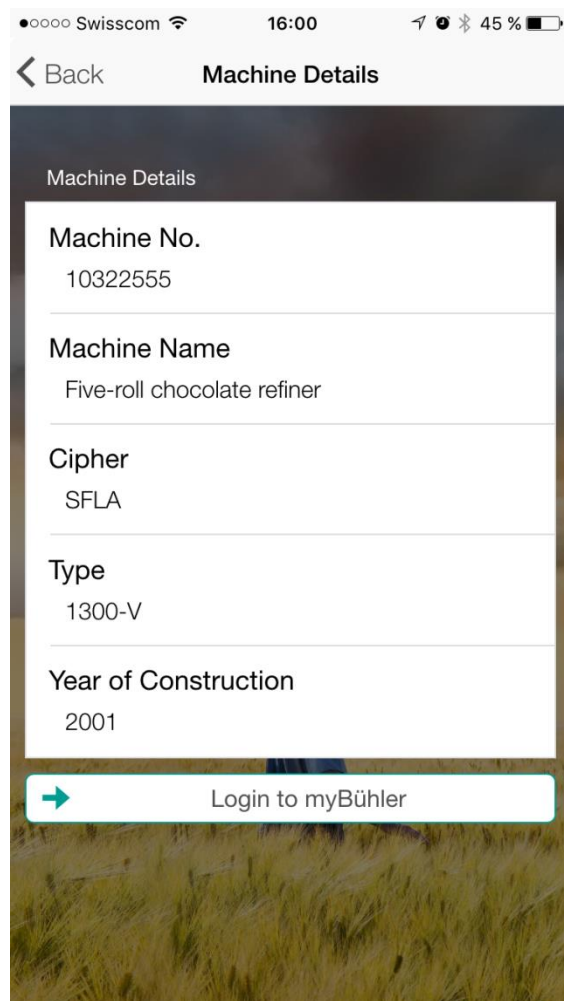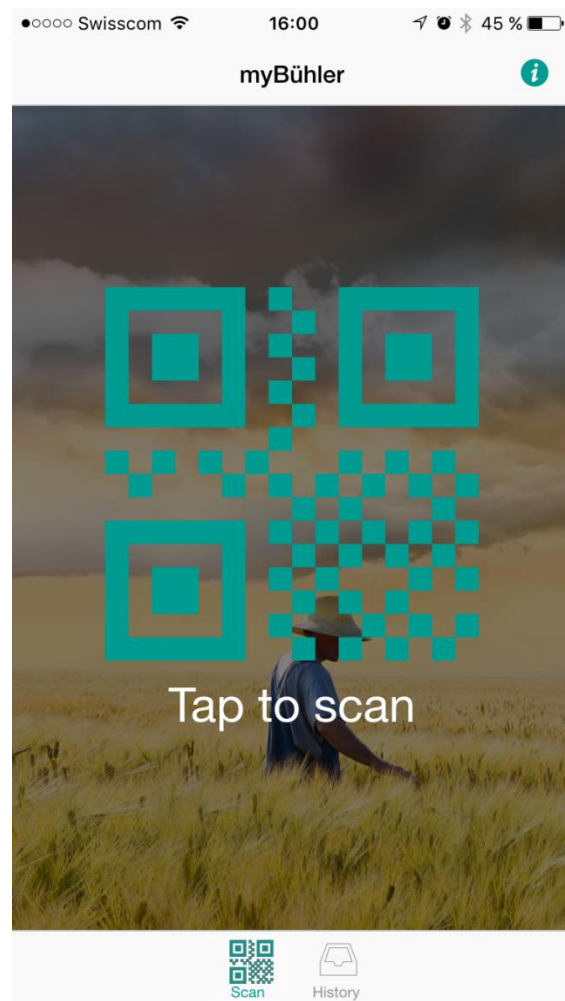
Demo

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Welcome to myBühler!

Please sign in using your e-mail and password.

Username

Demo1@mybuhler.com

Password

1234

Forgotten your password?

Any questions?
Contact the myBühler Customer Care Team

Login

NOVAPRIME & NOVABLUE

Innovations for a **better world**.

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Customer survey
What our customers want…

Important properties for plansifters
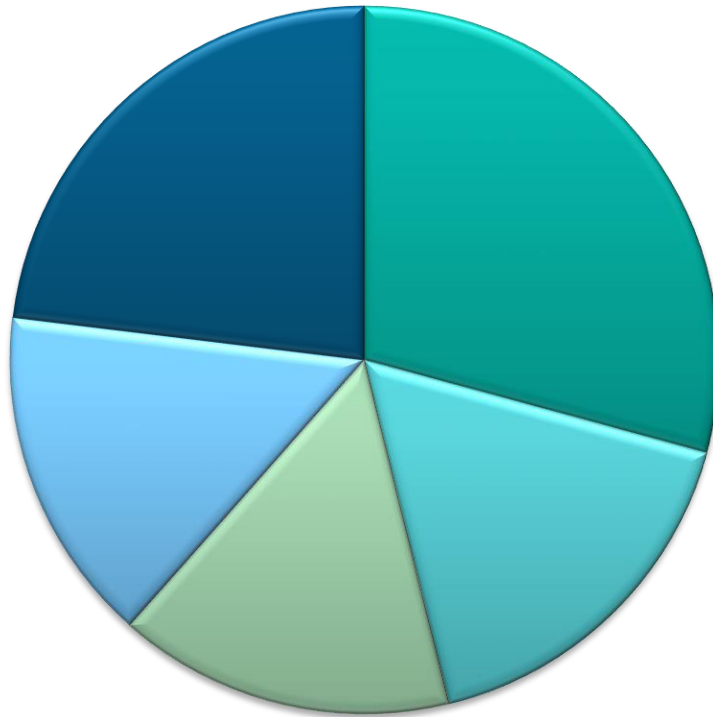
- ■ Food Safety
- ■ Operational reliability
- ■ Easy maintenance
- ■ High performance
- ■ Various

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Bühler products & services
…and how we fulfill their requirements

NOVABLUE
Bristleless and optically detectable sieve cleaner

SIEVE TENSIONING
Bühler service quality

Products & Services

NOVAFIX
Glue for best adhesion

Thermal treatment
of insertion frames

Conditioning
in climatic chamber

NOVAPRIME
High quality
Bühler sieve fabric

BÜHLER

NOVAPRIME
Bühler sieve fabric

For tensioning, we use our new **high quality Bühler NOVAPRIME sieve fabric**.

With NOVAPRIME, Bühler now provides its own sieve fabric, which is optimally adapted to the specifications of the various plansifter types.

Made of polyamide (PA) plastic yarn, it provides the highest accuracy in terms of size and uniformity of meshes.

We also offer a sieve tensioning service for steel mesh.

product catalog

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NOVATENS

NOVATENS is a **pneumatic stretching system** for tensioning of insertion frames for plansifters and purifiers.

- Frame sizes 500 – 730mm

- For wooden and aluminum frames as well as for insertion frames made of stainless steel.

- All types of sieve fabrics, i.e. polyamide (PA), polyester (PET) and metal mesh.

Advantages

- Easy handling
- Suitable for all frame types and fabrics
- Uniform stretching in all directions

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Blue colored and metal detectable plastics
What is already on the market?

Problems of food industries

- risk that during production fragments of plastics contaminate end products
- bad consequences for product quality, consumer health and reputation
- higher food safety requirements

Application examples

- metal detectable silicone rubber gaskets
- metal detectable plastics
- other detectable equipment

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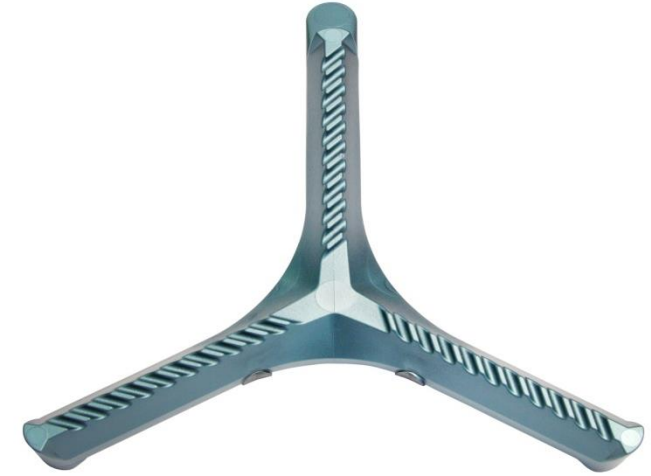
NOVABLUE
Bristleless and detectable sieve cleaner

Food safety

The new sieve cleaner NOVABLUE is our answer to increasing food safety

requirements.

NOVABLUE comes **without bristles** and is **detectable.**

Customer benefits

- no more bristles → highest sanitation

- blue colored material → optical detectability

- optimized weight → longer service life of the sieve fabric

- ferrite additives → metal detectability

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NOVABLUE
Application

For flour sieves

For our customers who prefer cleaners for flour sieves without bristles or for those who are not allowed to use sieve cleaners with bristles, the new NOVABLUE is the perfect solution.

NOVABLUE is suitable for use in the production of **hard and soft wheat** as well as **durum**.

NOVABLUE
Application

Replaces classical cleaners

Offering the same performance, NOVABLUE can replace the conventional sieve cleaners with natural or artificial bristles and cleaners with nubs, which were used for flour sieves.

NOVABLUE is suitable for cleaning of sieve fabrics with mesh sizes from **85 µm to 250 µm**.

The high quality elastomeric plastic is temperature-, fat- and enzyme-resistant.

NOVABLUE

85 µm

250 µm

800 µm

Cleaners with natural or artificial bristles

Cleaners with nubs

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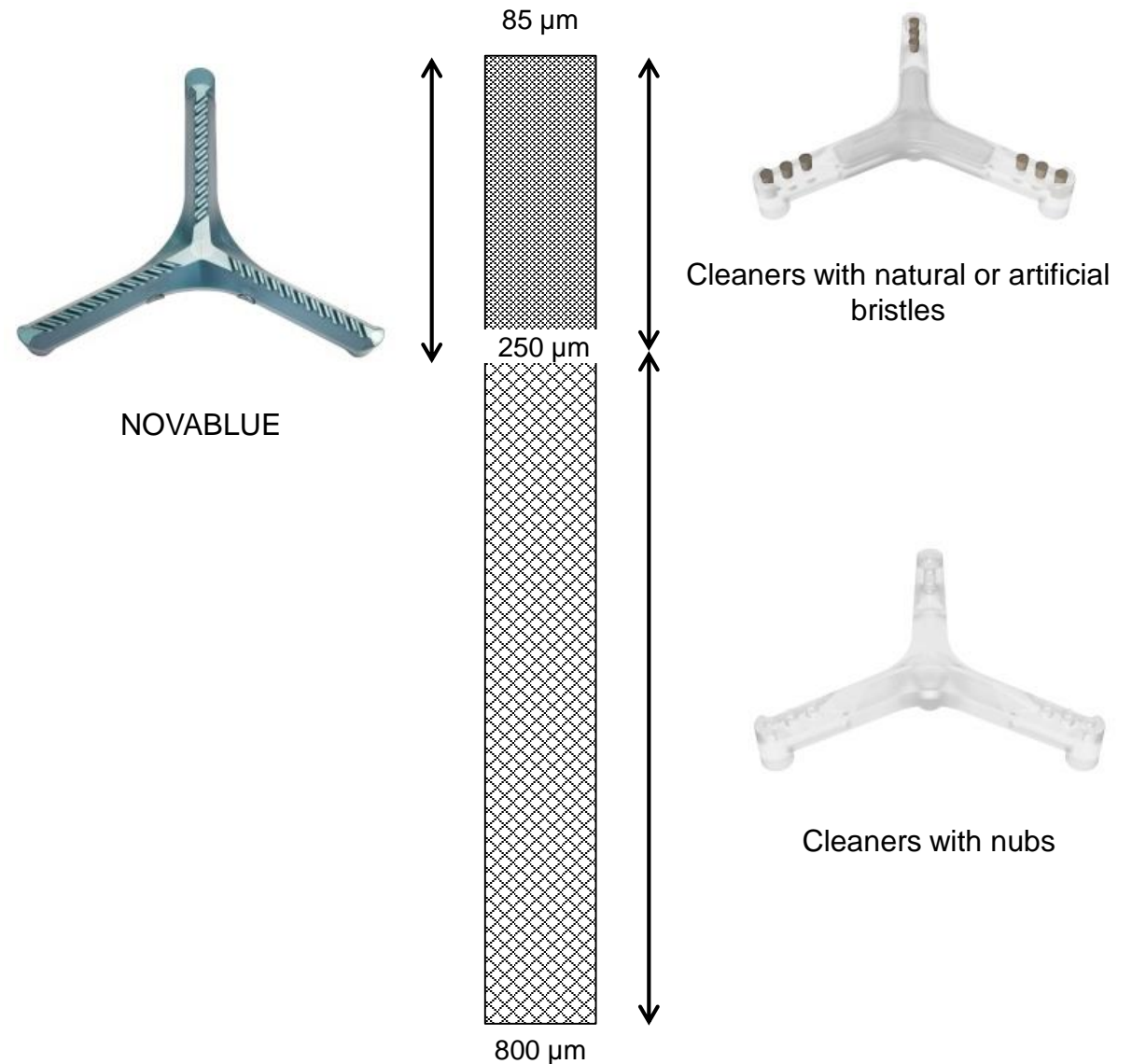
Engineering Customer Success

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