

myBühler Customer portal.



Innovations for a **better world.**





Fast. Convenient. myBühler.

myBühler is Bühler's official customer portal. In myBühler, you can find all your Bühler equipment, as well as corresponding information such as operational manuals or spare part catalogs. Among many other features, myBühler offers you a personalized online shop where you can get quotations and order spare parts, or request service engineers.

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**General
information.**



Quick facts.

The myBühler customer portal was launched in 2016 and has grown significantly since then. Today, myBühler is trusted by more than 8,000 customers in over 130 countries worldwide. Our customers like myBühler especially because it allows them to work independently, in an efficient, reliable and convenient way. Nonetheless, we keep adding new features to myBühler in order to better meet the needs of our customers. We are very proud of the fact that myBühler is climate neutral, as well as ISO:27001 certified.



Trusted by
over **8,000**
customers.



myBühler is **customized**
to your needs.

myBühler is **climate neutral** as we fully
compensate our CO₂
emissions.

 **ClimatePartner**



Many myBühler
customers
process most of
their quotes and
orders online.

myBühler is
ISO 27001
certified for
its IT security
standards.



Our myBühler
customers come from
over **130 countries**
worldwide.



**Efficient,
reliable, and
convenient**

myBühler is **available**
in 8 languages.



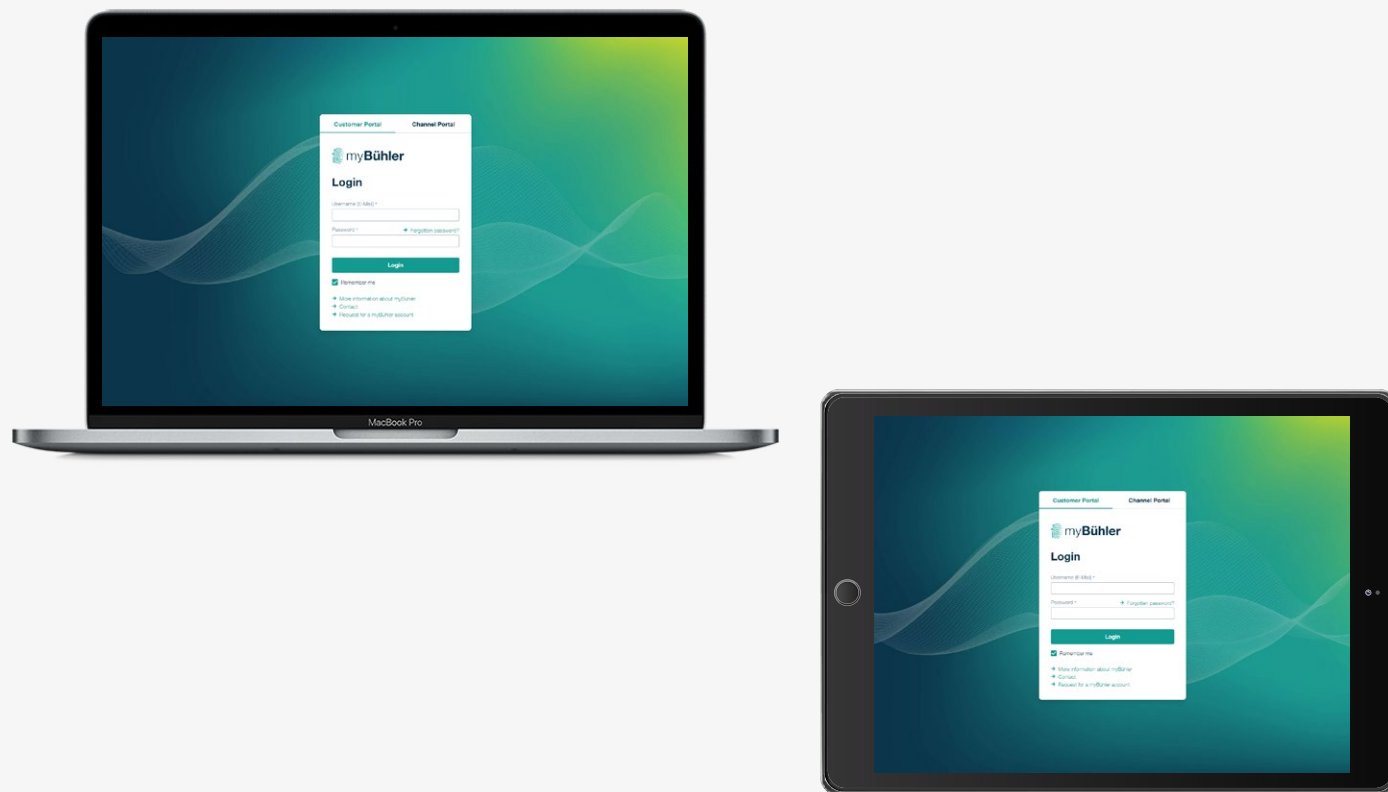
English, German,
French, Portuguese,
Spanish, Italian,
Chinese, and Japanese.



The largest myBühler
customer has almost
5,000 machines online.

myBühler is a
free service.





Registration and login.

myBühler is available for free and designed for Bühler customers.

Your Bühler contact person can set up an account for you, and you will receive login credentials via e-mail as soon as your account is activated.

You can change your password at any time on myBühler.

Don't worry if you forget your password: you can request a new one directly on the login page or via your personal myBühler ambassador contact.

Use the "Remember me" function to stay logged in.

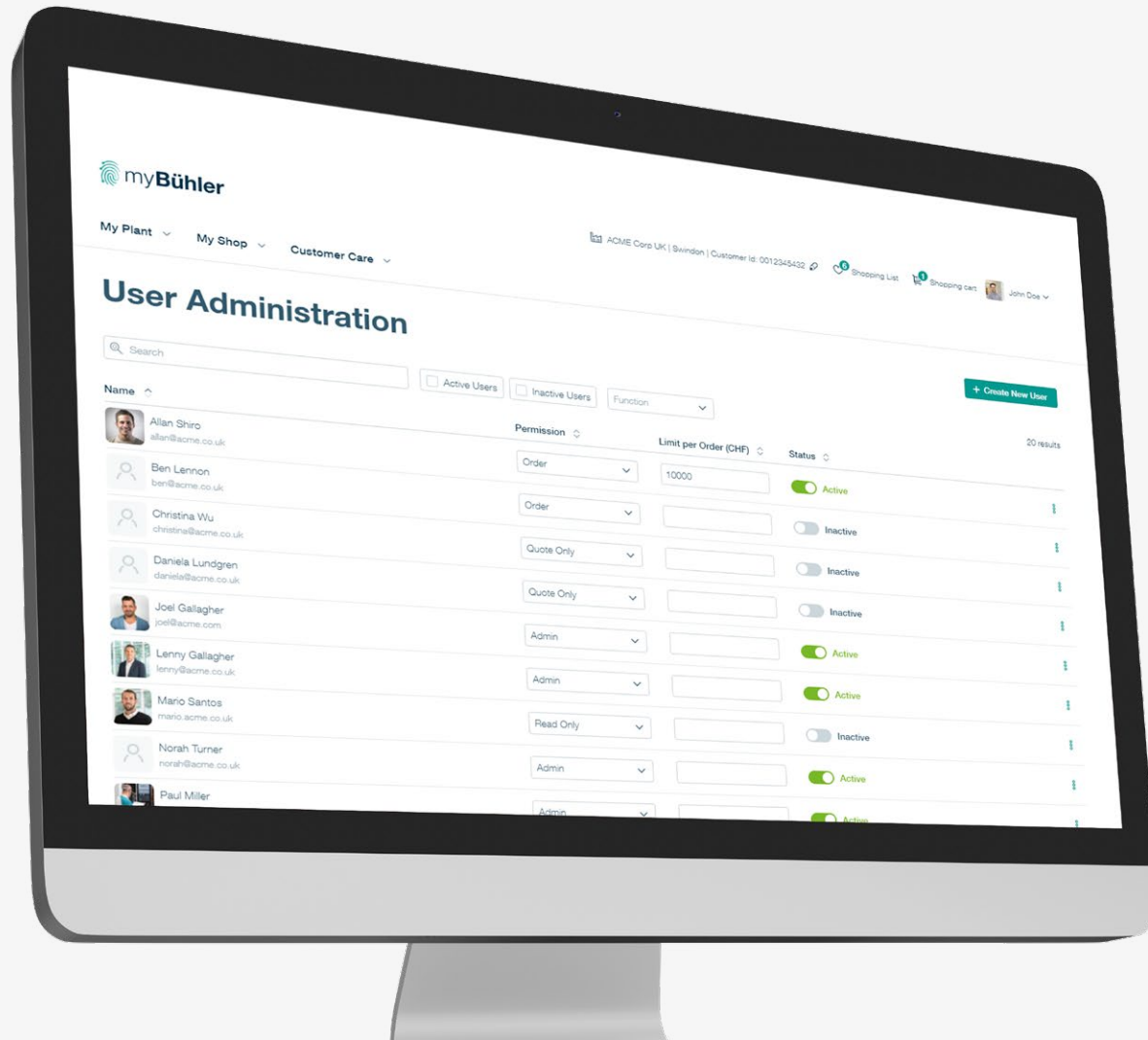
Multiple plant access.

As part of their daily work, many of our users manage multiple plants and need access to multiple locations accordingly (e.g. Central Purchase Manager, employee at headquarters, etc.). It is therefore possible to assign a user to several plants in myBühler in order to switch between plants with just a few clicks.





User
management.



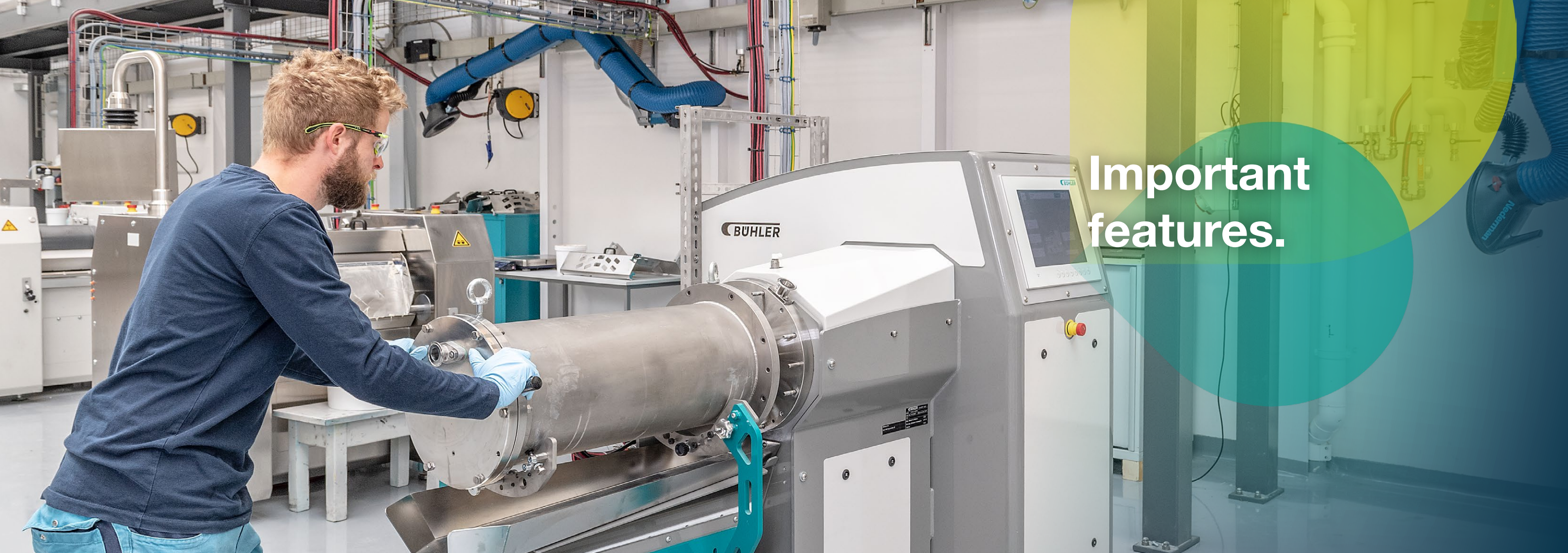
User administration.

When you have administrator permission, you can independently manage the users assigned to your plant(s) in myBühler. In the administration menu, you can create new users, change the data or rights of existing users, or delete users.

Permission levels.

myBühler has four kinds of permission levels: Read, Quote, Order and Administrator. These permission levels allow you to maintain myBühler autonomously from the very beginning, as well as create, maintain, or delete accounts for the employees in your company.

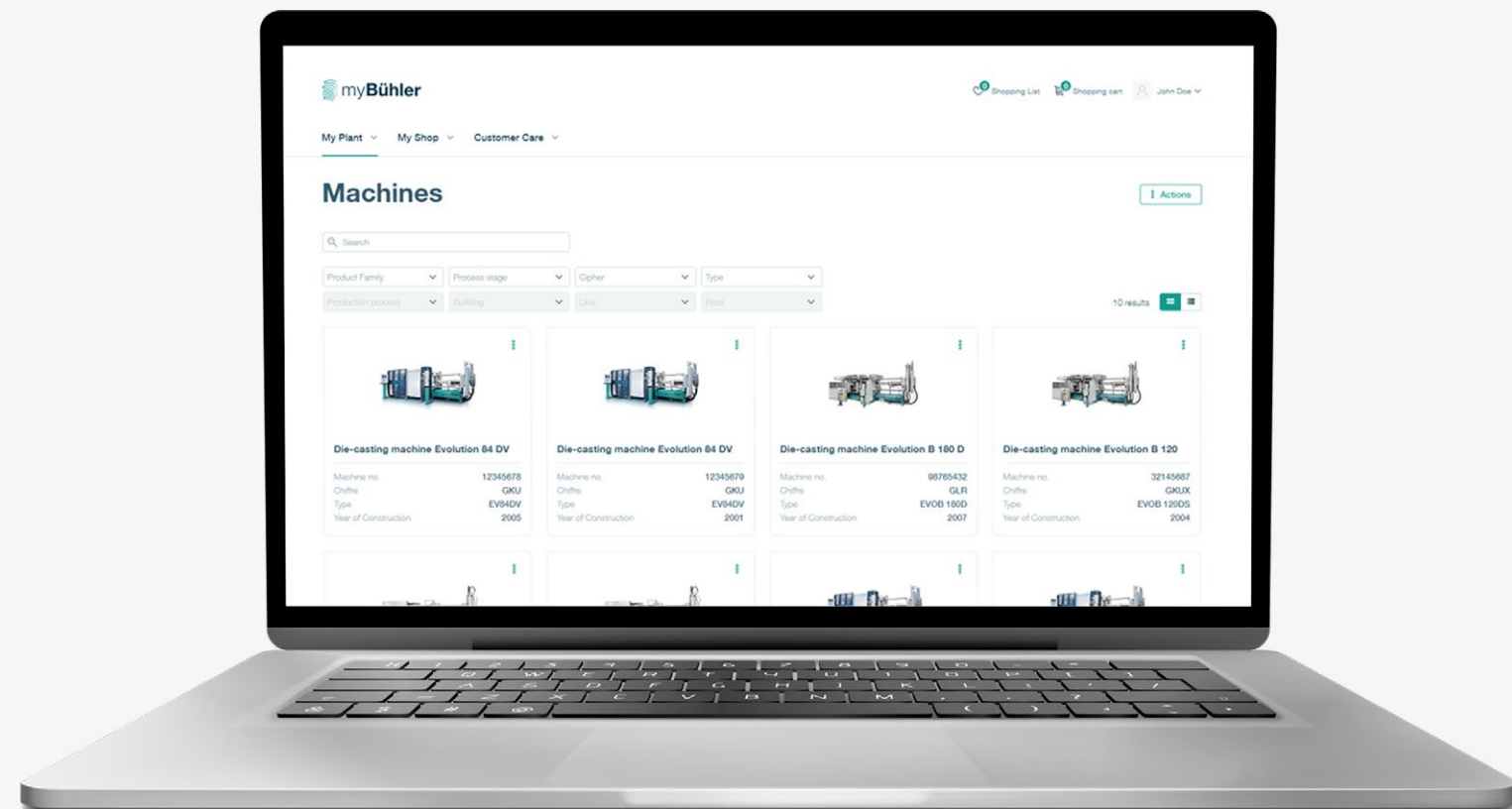
	Read	Quote	Order	Administration
See information without prices	✓	✓	✓	✓
Put products on shopping list	✓	✓	✓	✓
Change own profile settings	✓	✓	✓	✓
Contact Bühler for help	✓	✓	✓	✓
See prices		✓	✓	✓
Ability to quote / Request an offer		✓	✓	✓
Ability to order			✓	✓
Add, maintain, and delete other users				✓

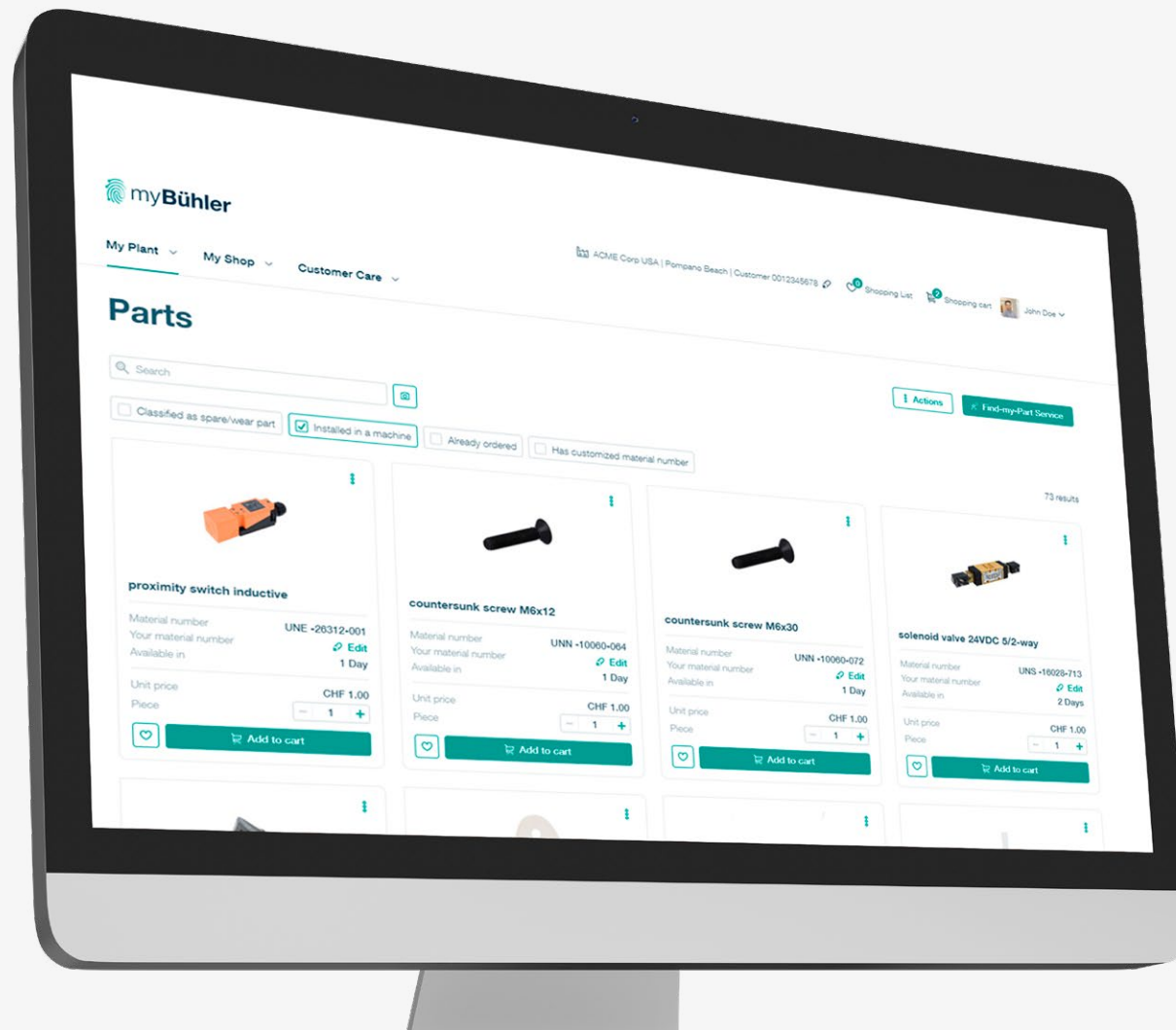


Important
features.

Your equipment.

myBühler presents you with an overview of your Bühler machines. You can search and filter by various criteria such as machine number, your unique machine number, process stage, and so on. You can ask us to register a machine for you if one is missing. We provide you with a detailed page for every machine, with which you can view important general information, relevant documents, or a list of available spare parts. Service engineers can be requested for your machine directly in myBühler.



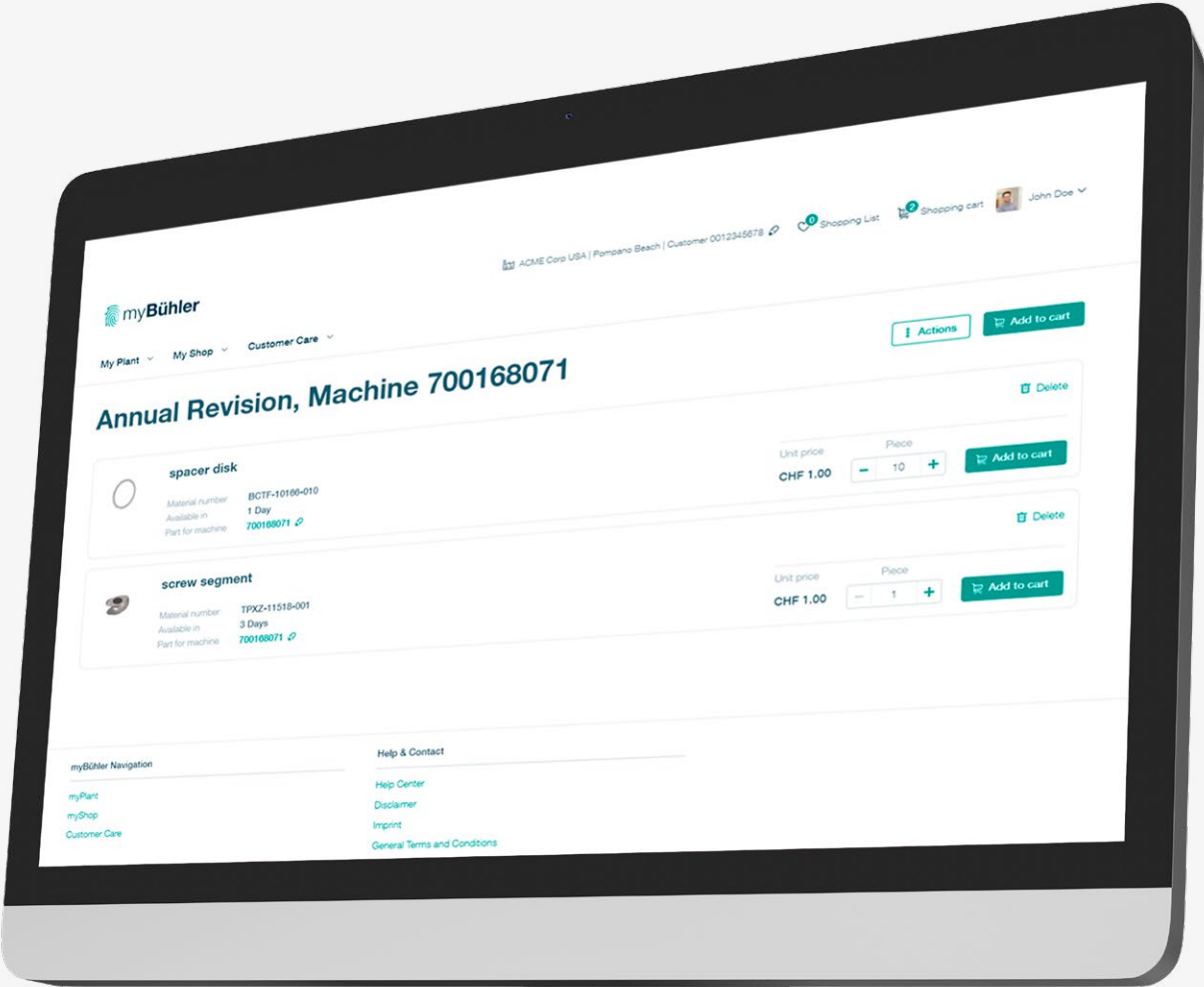


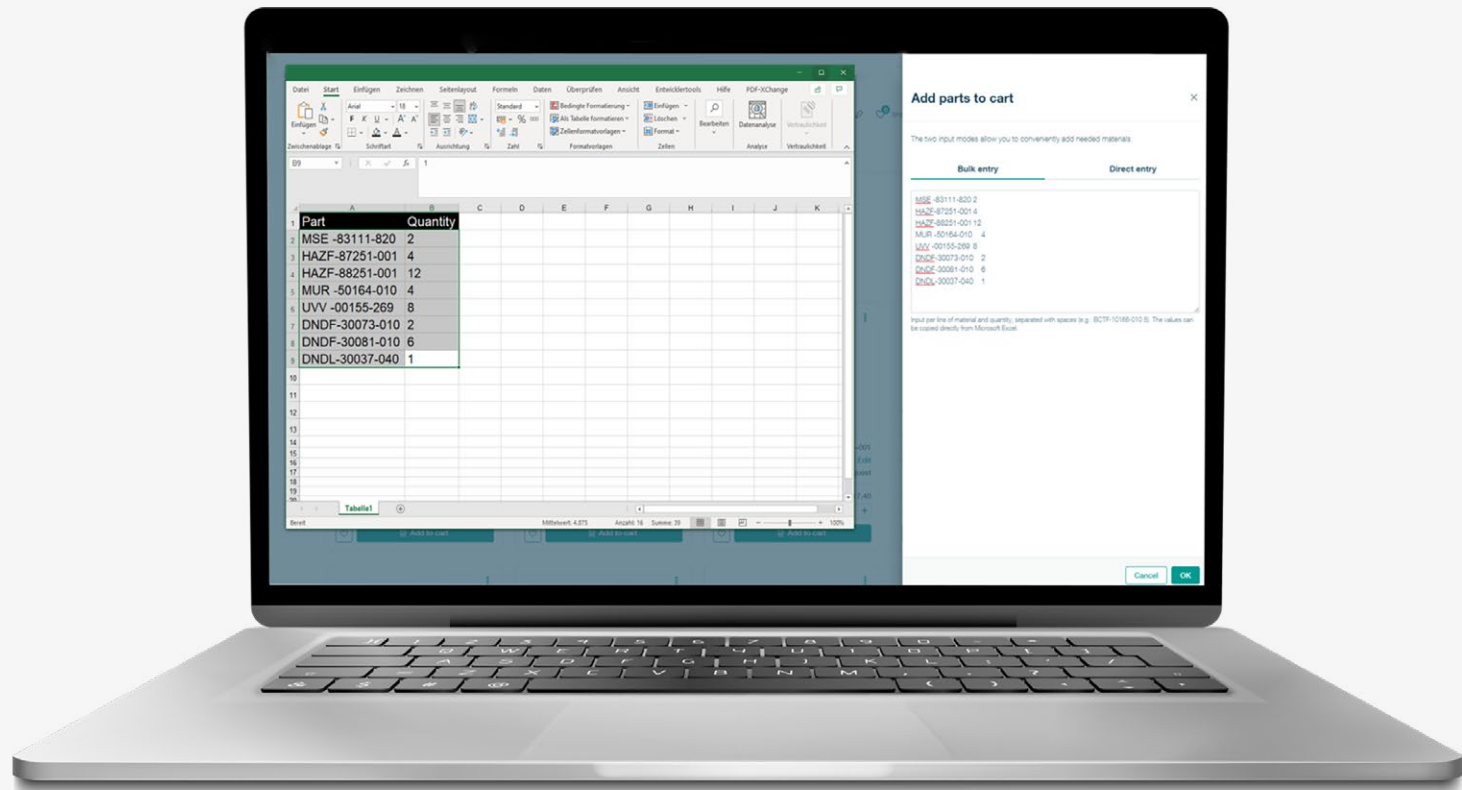
Part identification and shop.

In myBühler, you can search for and order spare parts for your machines. For every spare part, we provide you with detailed information such as 360° images or specifications that allow you to easily identify the right part. We offer a full-text search and various filters to help you find your parts faster (e.g. already ordered, built into a machine, etc.). If you still cannot find a spare part, our “Find-My-Part” service is available for you. Simply send us a photo and the machine number of the desired spare part and our technicians will find it for you – for free.

Shopping templates.

With myBühler, you can efficiently organize recurring orders and save quite a bit of time. Our shopping templates are at your disposal for this very purpose. With these templates, you can conveniently create blueprints for your orders and then reorder as often as you like with just a few clicks.



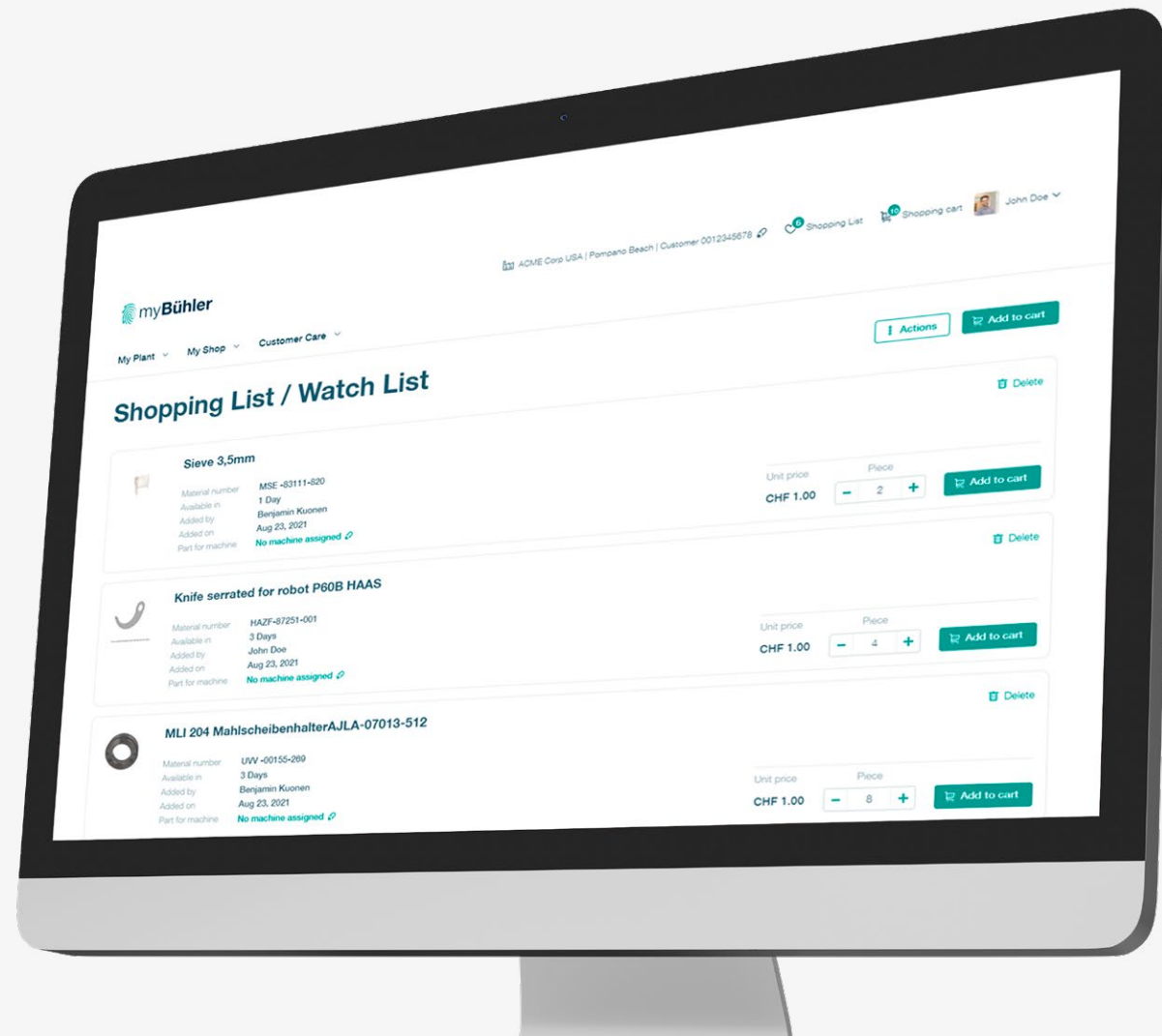


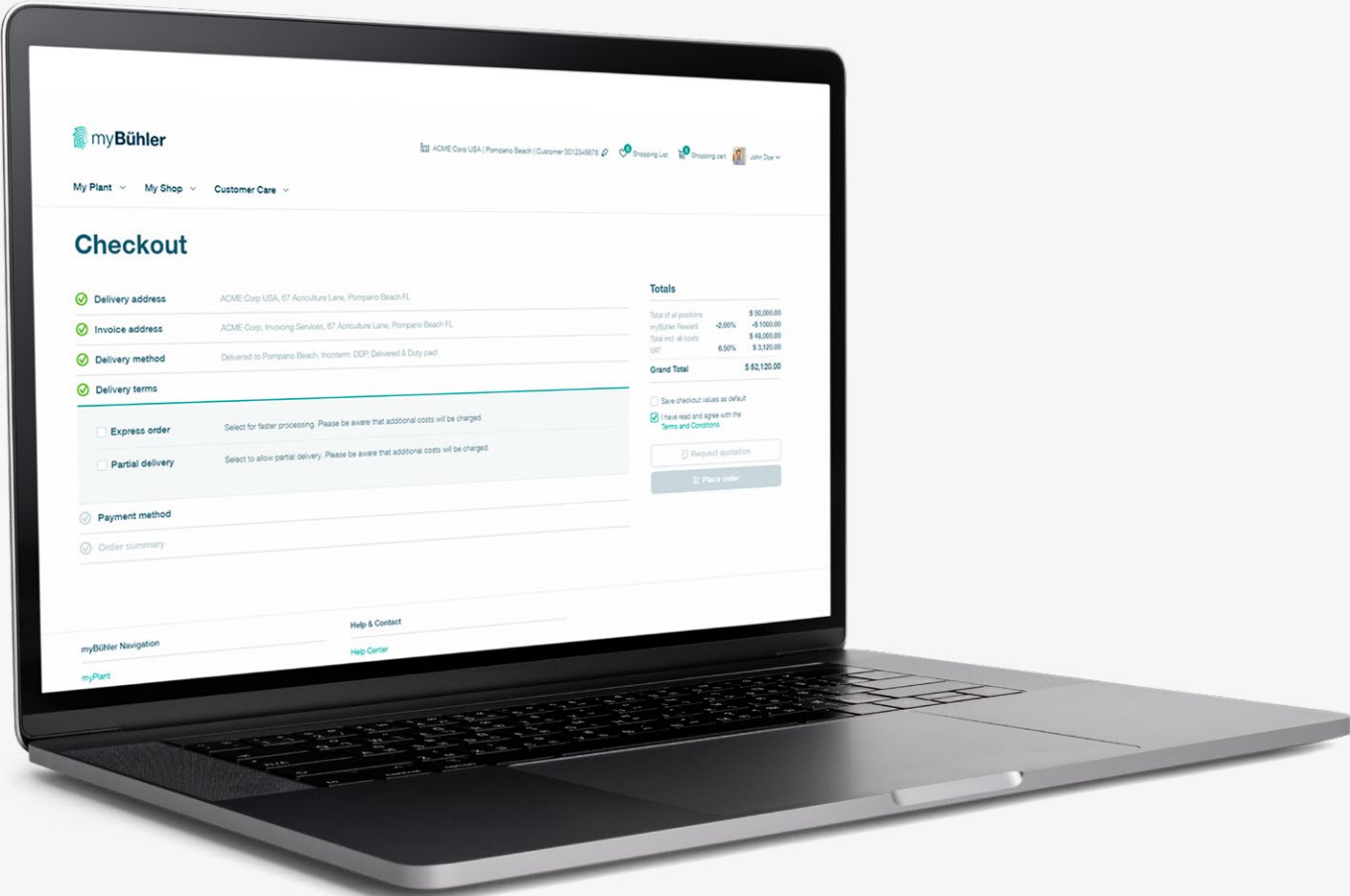
Bulk orders.

Our bulk ordering feature allows you to add multiple parts quickly and easily to your cart. Thanks to the “Copy + Paste” function, you can simply copy the material numbers and the desired quantity from an Excel file (or another system) to myBühler and instantly process a large list of parts.

Shopping list.

Our shopping list (watch list) enables you to purchase efficiently across your organization. Any user – regardless of authorization – can add items to the list and share the list with other users in your organization. This allows you to consolidate demands and orders, saving both time and money.



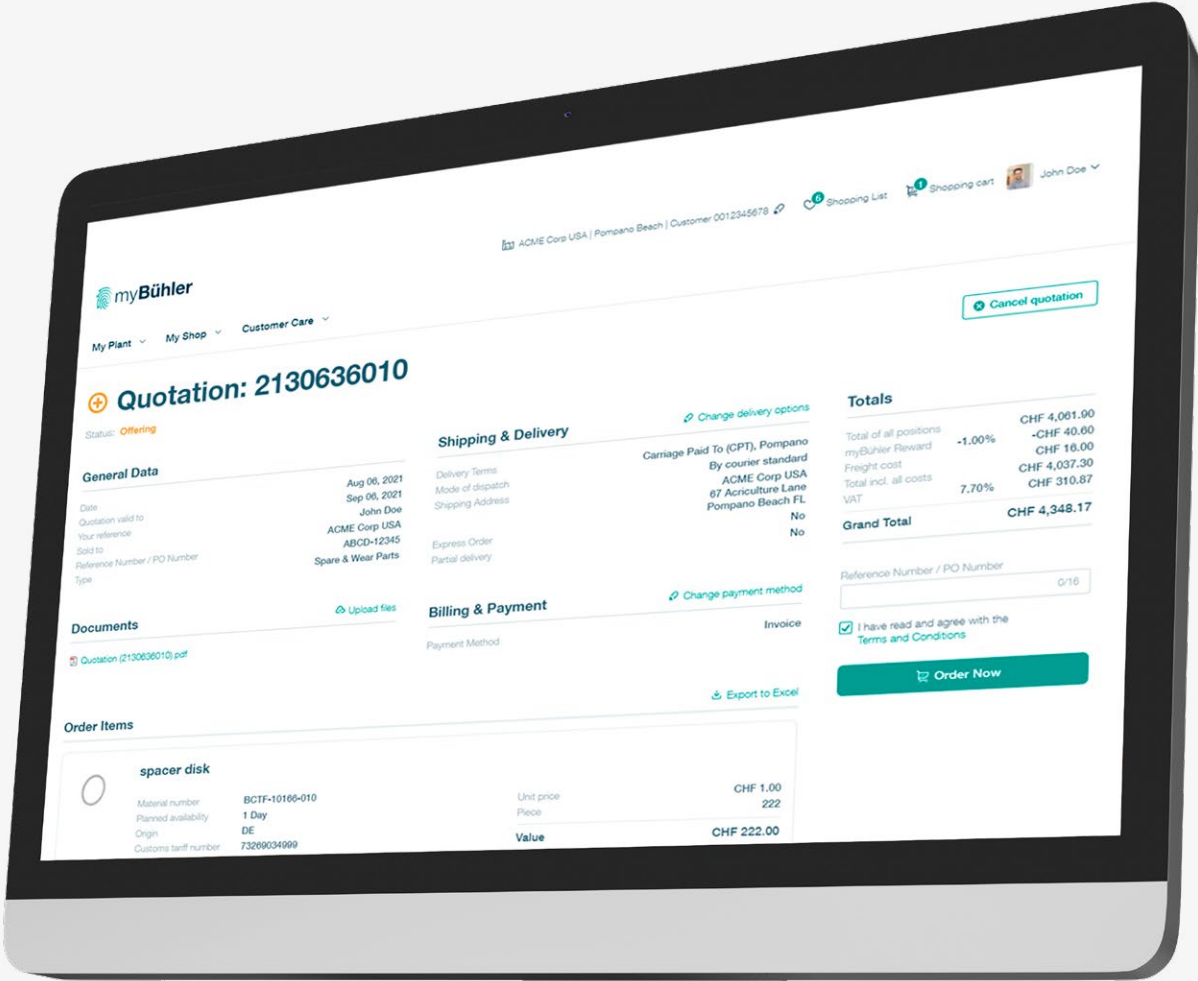


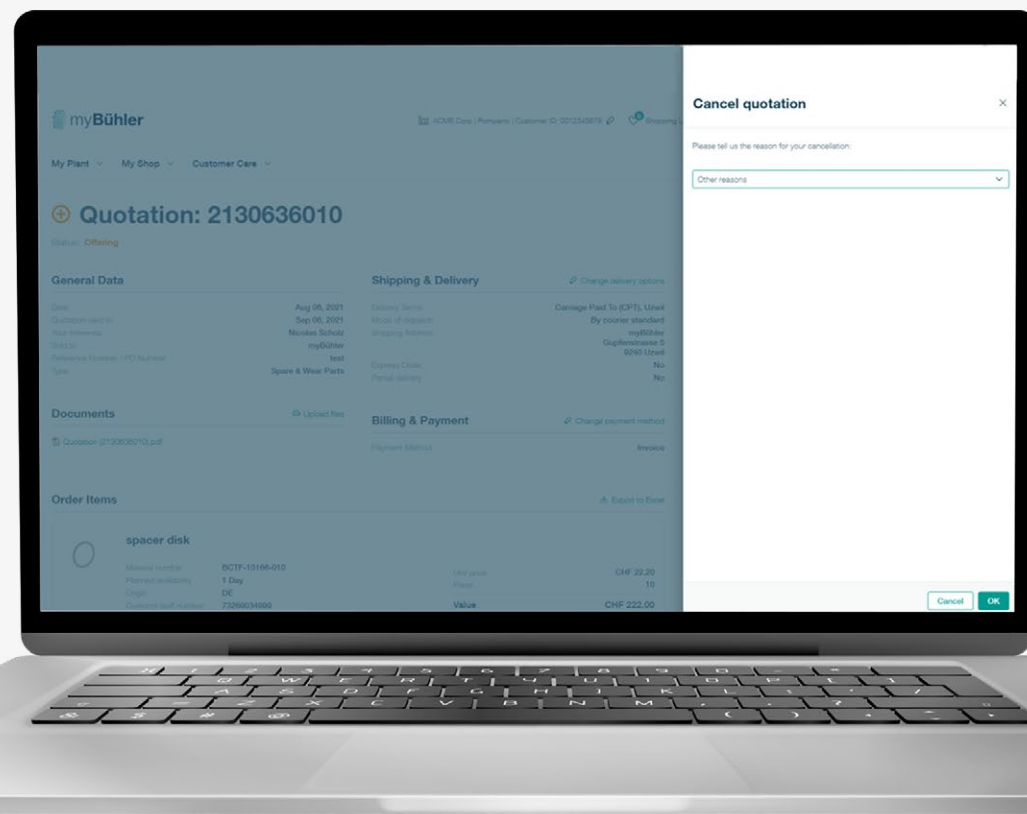
Checkout.

Our checkout process brings you flexibility and high efficiency. You are guided through the process and can set your preferences, define delivery conditions, and inform us directly of any special requests. If you repeatedly select the same delivery conditions, you have the option to save your settings for even more efficiency.

Your quotes and orders.

Once you have received a quote or ordered the items you need, you can view and track them all until they are delivered – even those you did not place via myBühler. Every quotation/order has a detail page on which you can see important information or related documents. Don't worry if you need to make changes – you can change the delivery settings and payment methods, upload your own corresponding documents, revise a quotation, or directly contact your personal Bühler contact on the detail page.



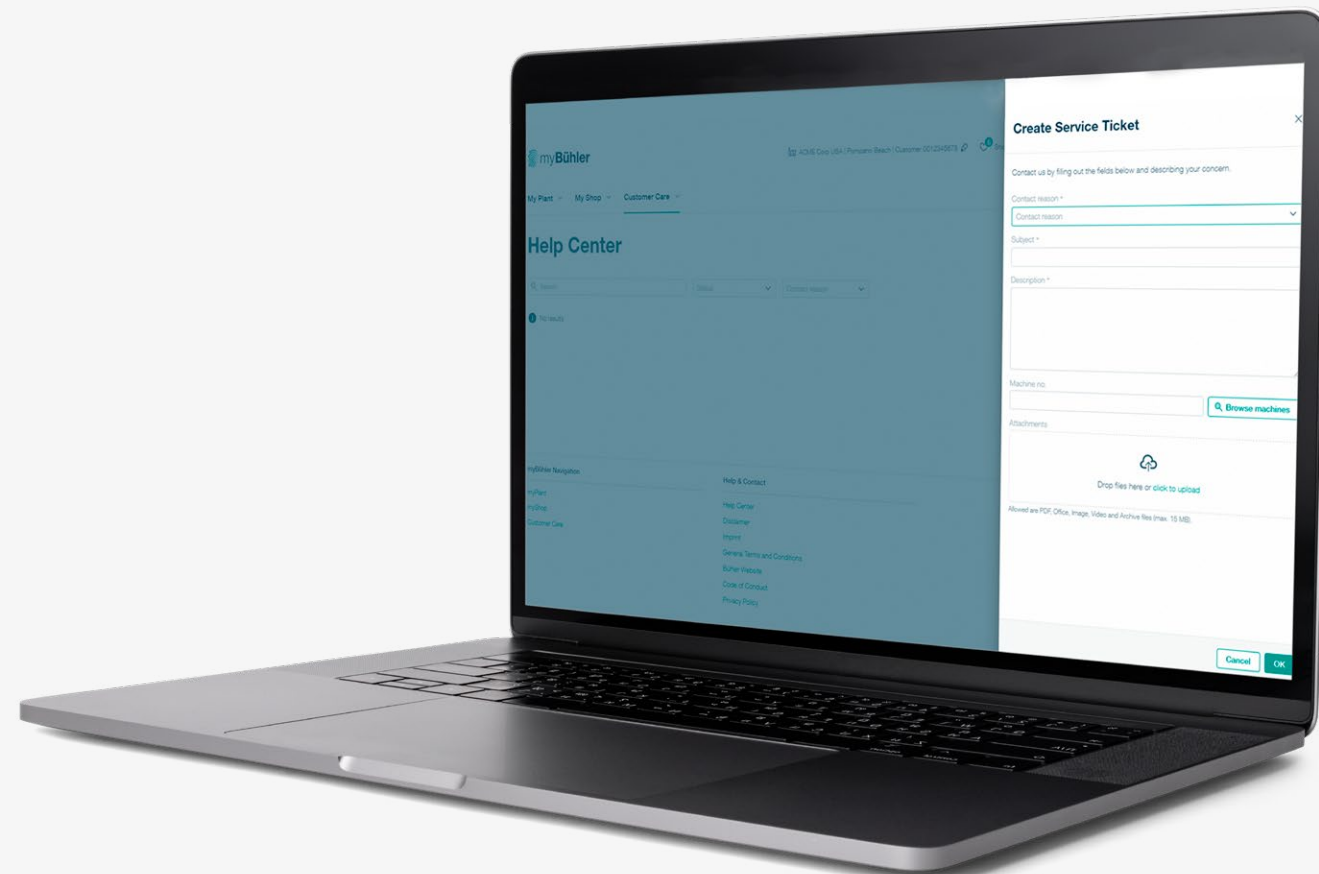


Cancellations and returns.

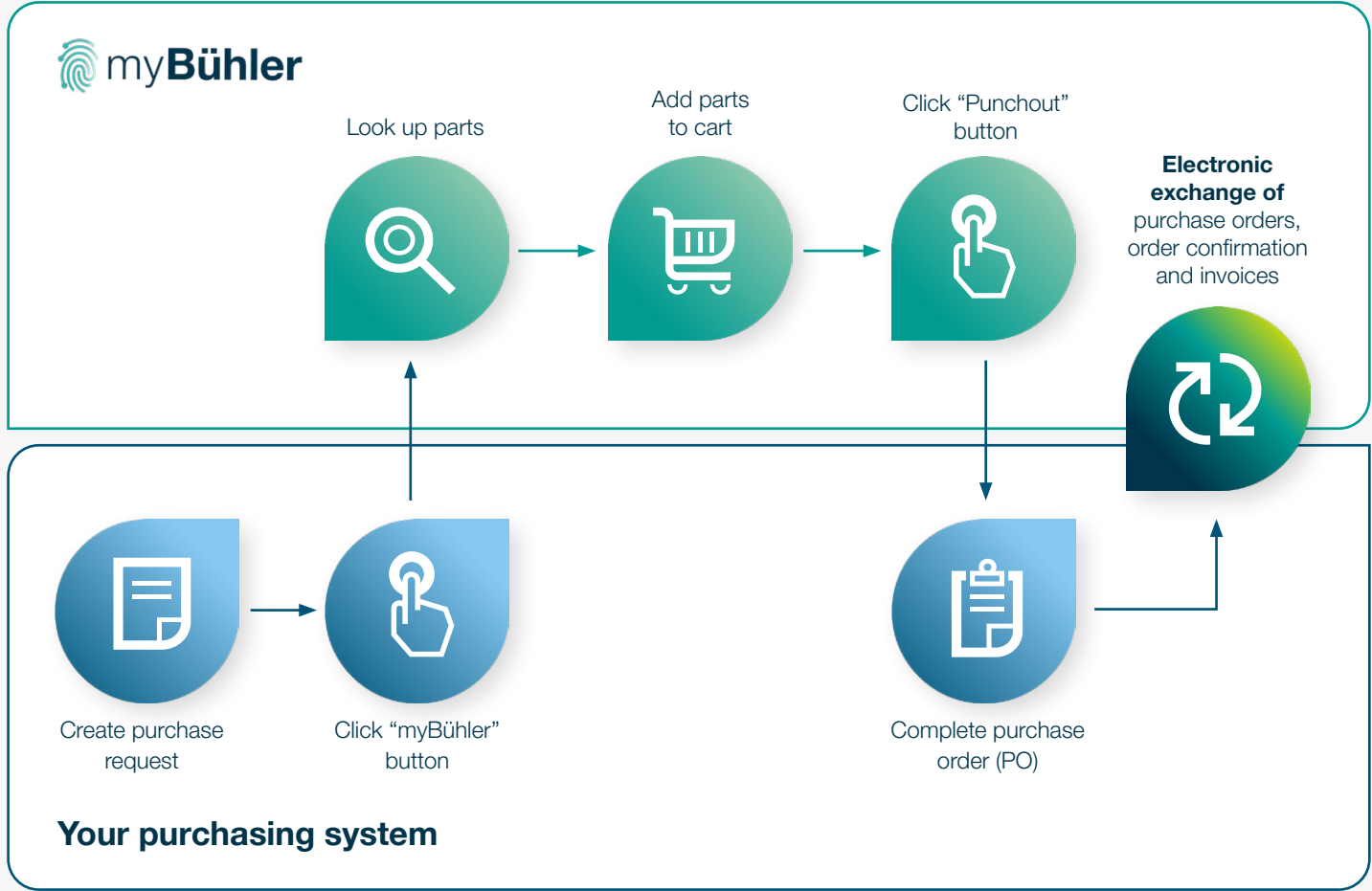
If you have requested or ordered the wrong item, there is no need to worry. In myBühler, you can easily cancel or change your quotations at any time with just a few clicks and without any additional cost. Even if you have ordered something by mistake, you can request a cancellation directly via myBühler. Returns can also be entered and registered in myBühler. In short, thanks to myBühler, you can shop safely and concentrate fully on your day-to-day business.

Support.

If you get stuck, just visit our support area. Here you will find portal instructions, FAQs, and information about the latest features. You can also create new support tickets and view existing ones in our help center. Thanks to multi-channel capabilities, you can see support tickets that you created on channels other than myBühler. You can also use web support to share your screen with our employees and get the support you need remotely.







Procurement systems.

myBühler is more than just a shop – it offers various functions such as access to machines, documentation, machine-specific parts lists, and even your order history. If you wish, myBühler can also be linked to your own purchasing system via an interface so that myBühler is an integral part of your process. Contact your Bühler representative for further information.

Customer feedback.

Over 8,000 customers trust myBühler and regularly place a large portion of their orders using the platform. Two of our customers tell us what they appreciate in particular about myBühler.



“Access to machine-specific documentation is very important to us and thanks to myBühler, we now have easy access to all our Bühler documentation online.”

– **Rolf Schaffner,**
Head of Maintenance at Chocolate Frey



“It used to take much longer to order but with myBühler shopping templates we were able to make our ordering process faster and more efficient.”

– **Andi Estermann,**
Head of Maintenance at Amrein Aktiv-Futter

More information.

This brochure would be much thicker if we described all of the features available in myBühler, so what you see here is a small selection. If you would like to learn more about myBühler, feel free to visit our website at any time. Simply scan the QR code or visit <https://mybuhler.com>. Enjoy!



Scan QR-Code
to login or visit
<https://mybuhler.com>

Your personal login.

Link	https://mybuhler.com
<hr/>	
Username	
<hr/>	
Password	

Your personal contact.

Your Consultant	
<hr/>	
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