

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** 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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USER GUIDE



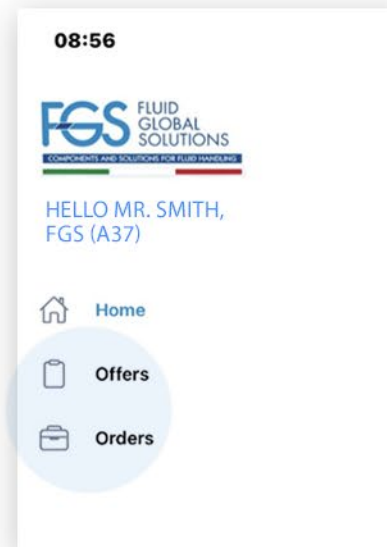
HOME SCREEN

Once logged in, the home screen will appear:

By clicking on the
THREE LINES



You will able to access
orders and offers



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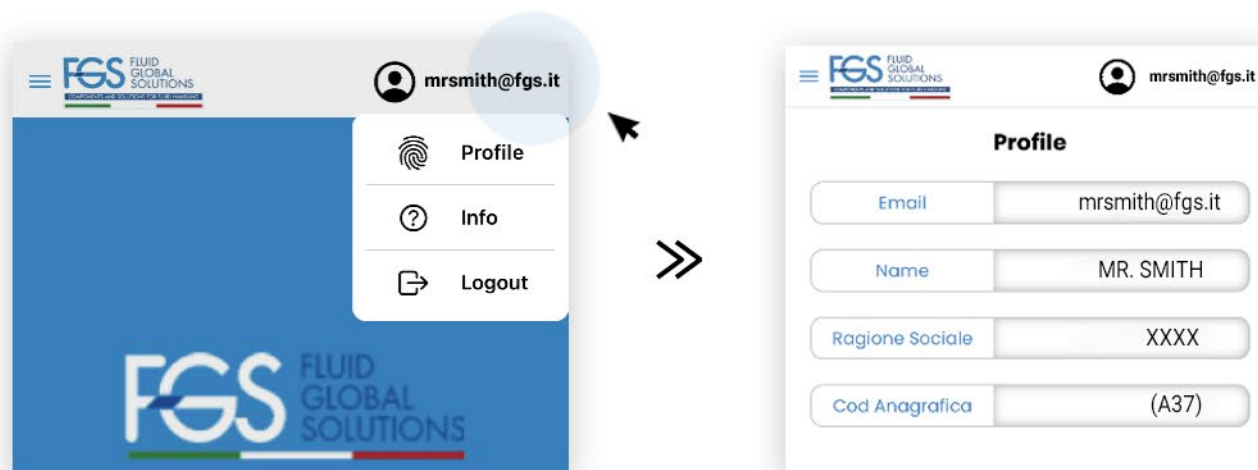
USER GUIDE

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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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

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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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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



VISUALIZE
THE ORDER'S DETAILS



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mrsmith@fgs.it

Orders - Mr. Smith (A37)

From 28/09/2022 To 28/03/2023

Number Vessel Status

Order Number	Status	Customer...
39034	In progress	FGS_11102...
Vessel	Date	
BAKI AKAR	12/10/2022	

Order Number	Status	Customer...
39032	Ready to dispatch	2201120-22
Vessel	Date	
T.CAROLINE	11/10/2022	

Order Number	Status	Customer...
39033	Ready to dispatch	REF-220112...
Vessel	Date	
VARKAN EGE	11/10/2022	



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

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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)

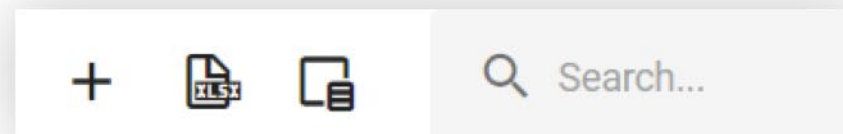
The supervisor could, in turn, add other users and decide in total autonomy
who amongst the users is able to visualize data.
That's why only the supervisors have access to this section.

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:



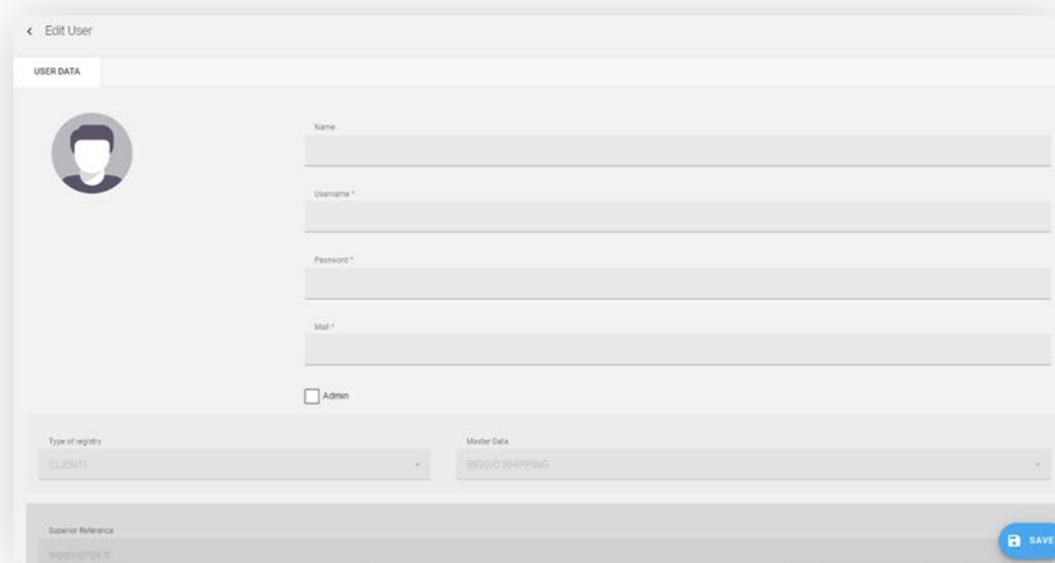
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USER GUIDE

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' (currently showing 'CLIENT') and 'Master Data' (currently showing 'BASIC SHIPPING'). Below these is a 'Superior Reference' field with the text 'BASIC SHIPPING IT'. A blue 'SAVE' button with a white 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.

USER GUIDE

B: ICON EXPORT USER'S DATA



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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

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