

myWestlakeRoyal



Sales Offices

Phoenix, ARIZONA  
Corona, CALIFORNIA  
Lathrop, CALIFORNIA  
Oceanside, CALIFORNIA  
Rialto, CALIFORNIA  
Stockton, CALIFORNIA  
Denver, COLORADO

Lake Wales, FLORIDA  
Okeechobee, FLORIDA  
Pompano Beach, FLORIDA  
Henderson, NEVADA  
Fort Worth, TEXAS  
Katy, TEXAS



SIDING & ACCESSORIES TRIM & MOULDINGS ROOFING STONE WINDOWS OUTDOOR LIVING



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THE PRODUCTS TO DO EVERYTHING. THE POWER TO DO EVEN MORE.

There are no limits to how far we innovate, how deeply we express, how strongly we commit, how boldly we go.

Westlake  
Royal Building Products™

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**Westlake**  
Royal Building Products™ | ROOFING SOLUTIONS

# myWestlakeRoyal

**ONLINE ORDERING AND SERVICES AT YOUR FINGERTIPS**



## ONLINE ORDERING AND ACCOUNT SERVICES

Our web-based business portal “**myWestlakeRoyal**” delivers a comprehensive array of online business tools at your fingertips. Designed to simplify the ordering process and manage your account, this one-stop resource provides the information you want, when you need it. **myWestlakeRoyal** offers a simple and highly efficient means to place, manage and review your product orders in real time, all from the convenience of your computer, tablet or smartphone.

Improving customer service is a driving force for Westlake Royal Roofing Solutions™. We are dedicated to delivering the advanced business tools your company needs to facilitate and simplify the buying process when purchasing Westlake Royal Roofing Solutions™ products: **US Tile® Clay Roofing Products** and **Newpoint™ Concrete Roof Tile, Unified Steel® Stone Coated Roofing**, and a full line of **Westlake Royal™ Roofing Components**. Of course, no one knows better than you what services your company needs. That is why **myWestlakeRoyal** was developed with the valuable input of our customers. We encourage you to try our online services and share your thoughts with us. Your feedback is vital to helping Westlake Royal Roofing Solutions™ continue to create new web based features and online tools that will help your business succeed. Please send your ideas to [RoofingE-Business@Westlake.com](mailto:RoofingE-Business@Westlake.com) so that **myWestlakeRoyal** can continue to be the voice of the customer.

## GETTING STARTED IS SIMPLE

We've made getting started easier than ever before. Simply create your account by registering as a **myWestlakeRoyal** user at Westlake Royal Roofing Solutions™ website: [WestlakeRoyalRoofing.com](http://WestlakeRoyalRoofing.com). Once you've completed the online registration form, one of our experienced representatives will contact you directly to complete the setup of your personal account.

## MANY WAYS TO ACCESS YOUR ACCOUNT

Improving your efficiency and order accuracy is a breeze with our many on-line services. As a registered user, you can access, manage or change order information on your account 24 hours a day, seven days a week. Keep in mind that **myWestlakeRoyal** is available for you to use on your desktop, laptop, tablet and smartphones. Through the **myWestlakeRoyal** site, you may access:

- **HOME PAGE DASHBOARD** with your most recently placed orders and most recent deliveries with quick links to confirmations, Proof of Delivery and Invoices.
- **RESOURCE LIBRARY ON THE myWestlakeRoyal HOME PAGE** encompasses a whole section of PowerPoint Demos, reference documents, communications, and forms to help you navigate through all the business processes when partnering with Westlake Royal Roofing Solutions™.
- **REMOTE ACCESS TO MULTIPLE ACCOUNTS.** For large companies with multiple branches, users can be setup to login once and switch around to orders for groups of their branches without having to log in and out.
- **GLOBAL AVAILABILITY CHECK (GAC)** Browse availability for Westlake Royal Roofing Solutions™ products in all plants around the country to easily find what you need. This looks great on the smart phone and gives you easy access to check availability on a product your customer may be asking you about while you are talking to them.

- **PROJECT QUOTE MAINTENANCE (PQM)** View all of your projects with Westlake Royal Roofing Solutions™, and create orders from them - applying the appropriate pricing for the job.
- **SAMPLE ORDER ENTRY (SOE)** Place a sample or literature order in real time.
- **SALES ORDER STATUS (SOS)** Check the status of your orders; change the dates, products, quantities, purchase order number or delivery address on your orders; cancel them if you need to; and retrieve documents associated with the orders.
- **DIRECT ORDER ENTRY (DOE)** Enter new orders for standard, last call and close out products in real time.
- **ORDER AVAILABILITY CHECK (OAC)** Gives you a quick way to check the status of a particular order and see if everything is available. This looks great on the smart phone and gives you easy access to order updates.
- **DELIVERIES ON LINE (DOL)** Allows you, your brokers, truckers, etc. to go online and setup your deliveries ahead of time so the product is ready when the truck arrives at the Westlake Royal yard for quick and accurate turnaround.
- **CLAIMS ENTRY SYSTEM (CES)** Allows you to enter any product claims you may have so that Westlake Royal Roofing Solutions™ can get working on investigating them for you immediately.
- **RETURN ENTRY SYSTEM (RES)** Allows you to setup returns on eligible shipments so that your truck is unloaded quickly at the Westlake Royal Roofing Solutions™ yard with no authorization or paperwork delays.
- **WOODEN PALLET RETURN (WPR)** Allows customers, truckers or employees to enter a wooden pallet return, properly identifying who should get credit for the wooden pallets that will be on the truck when it arrives.
- **STATEMENTS ON LINE (SOL)** View any open items on your account and secure copies of pertinent delivery tickets and invoices.
- **AGING ON LINE (AOL)** Provides you with your payables aging with Westlake Royal Roofing Solutions™ in the traditional way – with totals in each period - current, 31 – 60 days, etc. to assist you in keeping an eye on your payment performance and any straggling items.
- **WARRANTY REGISTRATION** for you and your customers to register the product warranty for the property it has been installed on with immediate confirmations provided.
- **FEEDBACK SYSTEM** Allows you to tell us if you are having any problems on the site, recommend enhancements and contact customer service for assistance.
- **DOCUMENTS ON DEMAND (DOD)** Request immediate copies of the most frequently requested documents and reports associated with your orders and shipments.
- **CUSTOMER OUTPUT PREFERENCES (COP)** Enables your company's Super User to establish the preferences for documents your company would like to receive automatically on a regular basis by email and fax and how frequently you would like to get them.

- **MY OUTPUT PREFERENCES (MOP)** Enables each user in your company to setup which reports and documents you want to get automatically on a regular basis by email and how frequently you would like to get them.
- **MATERIALS (BRM)** Create a custom list of Westlake Royal Roofing Solutions™ Materials appropriate to your business and download for your use.
- **LEAD TIMES (BLT)** Browse Westlake Royal Roofing Solutions™ product lead times by Plant, Profile, Made to Stock and Made to Order so you can plan.
- **STOCK ORDER (BSO)** Create a truckload Stock Order of available material for you to bring into your yard, with immediate availability and pickup window.
- **SIMULATORS (MOS) TRUCK ESTIMATOR** Figure out how much product you can fit on a truck prior to placing orders.
- **SIMULATORS (MOS) ESTIMATE** Create an estimate including all the materials you think you want to order, including pricing for material and freight. Later convert into a real sales order.

## EXPERIENCE THE BENEFITS

### EASY-TO-USE ONLINE NAVIGATION

Find and access the information you need quickly and easily.

**RELIABLE 24/7 INFORMATION ACCESS** for our channel members, Distributors, Roofers, Builders, Architects, Westlake Royal Roofing Solutions™ Employees, so each can get involved in their portion of the business cycle, getting accurate information you need, when you want it.

### REAL-TIME ORDER ENTRY

Provides instantaneous control over every aspect of your order process.

### IMPROVED ORDER ACCURACY

View details of your exact product order, make changes as needed and receive instant pricing and order confirmation.

### SHORTENED ORDERING CYCLE

Reduces paperwork and improves efficiency by streamlining all aspects of your ordering process with Westlake Royal Roofing Solutions™.

### CUSTOMIZED MANAGEMENT OPTIONS

Provides comprehensive administration tools that let you decide who in your company is authorized to use the system and what order information they can access and change, as well as choose which documents and reports you want to receive when and how.

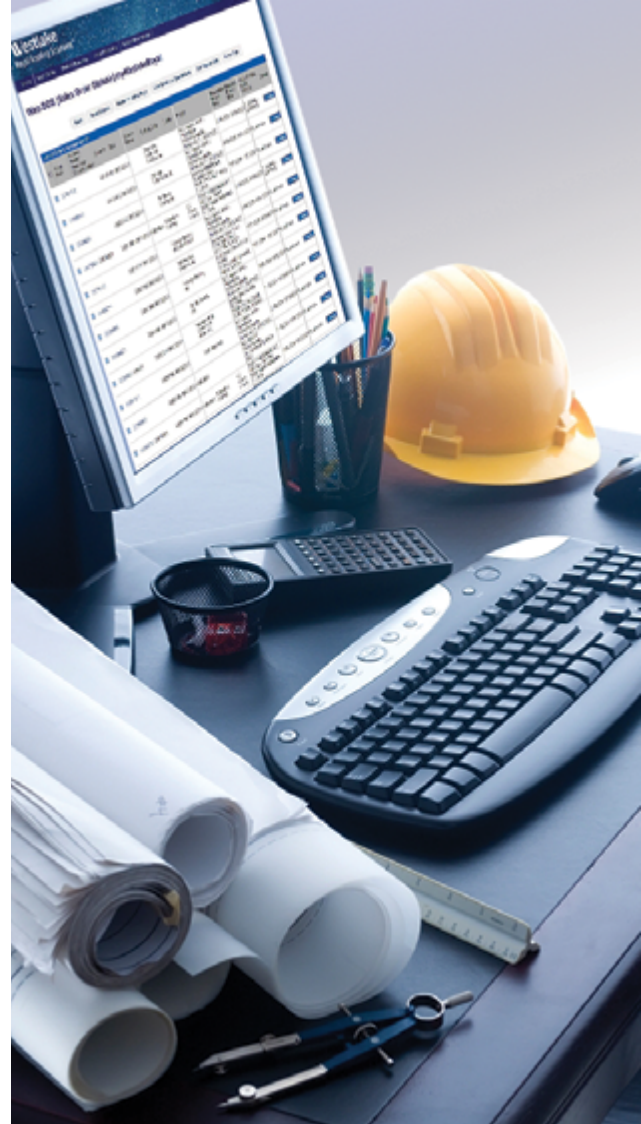
### SECURITY

Westlake Royal Roofing Solutions™ has taken every precaution to ensure the security of your account information. You can feel safe knowing that only those authorized by you can access or edit your data.

**EASIER TO DO BUSINESS WITH WESTLAKE ROYAL ROOFING SOLUTIONS™** than other manufacturers that have manual processes, service and supply organizations.

**SALES EMPLOYEES** also have real-time access through their mobile devices to provide quoting, order sampling, and see everything our customers can see, to provide whatever information is needed on demand to anyone in the channel real time.

**VENDORS** also have access to our **myWestlakeRoyal** portal, so our purchase order process is more transparent and efficient, which ultimately makes us better at buying and making the products you need when you need them.



*"No other company we deal with has anything like myWestlakeRoyal. It's great. I love it. When I have a shortage, I can simply go online and find out if the product is available and then order it instantaneously."*

Lori Bach - Latite Roofing, Pompano Beach, FL\*

*"I am absolutely delighted to be able to enter our own orders 24/7, 365 days a year. I now have real-time buying and billing. We no longer have to wait on hold for delivery notes or invoices to be copied and faxed or mailed to us."*

Terri McInnis - ABC Supply Company, Beloit, WI\*

*"Just wanted to tell you I placed my first order on line yesterday and it went seamlessly! From checking stock, to placing a PO, to printing my own confirmation. Great experience, will do it this way more often..."*

Paul Binder - Branch Manager, RWC Building Products, Palm Springs, CA\*\*

\* Quoted from Roofing Contractor, "Web-based Product Ordering: Roofers Enter the 21st Century", Copyright 2004.

\*\* Direct customer quote.

For more information or assistance, call Westlake Royal Roofing Solutions Customer Service or use our feedback system on the bottom of our [myWestlakeRoyal](#) website pages.