The purpose of the document is to describe how the Material Handling Guidelines Repository functions. This document is intended for Dow Chemical purposes only. For additional help, contact your Dow Representative.

1.0 Material Search

1.1 Enter the Validation Question
1.2 Enter the material number to search and select ‘Search for Material’

*Use the help button if you are unsure where to find the material Number*

1.3 The material will be displayed with the material description

*Be sure that the description matches what is on the documentation being used*

2.0 Accessing the prior content list – view online and export

2.1 Select the material from the material search
2.2 Select the required mode from the drop down and select ‘Get Material Documents’

2.2.1 For Tank Truck and ISO Tank Containers, Shipping From will also need to be selected before the ‘Get Material Documents’ is available. See Help button for direction.

At this point, any of the three options can be used to access the prior content list (see green boxes):

- **Prior Content Website Search** can be used to get the latest prior content in a form you can search with
- **Viewable documents** can be used to view through a web page the whole list at once
- **Documents to export** can be used to export the prior content list in excel

*Note: Export of the data can be done throughout the website. These exported documents are uncontrolled and should not be used for daily operations. They are only for ad hoc purposes as they will not reflect ongoing updates. Note the Carrier Action or Business Rule when exporting the document.*
Viewable documents

2.3 View the prior content list by clicking on the document under ‘Viewable Documents’

A link to the MSDS on the dow.com website is also available

2.4 The prior content list and Carrier Action statement will be viewable on the webpage - export by clicking the 'Export to excel' button

Documents to Export

2.5 Select the checkbox beside the document list and select ‘Export Selected Document(s)’
3.0 Search on a Prior Content List

3.1 Using the same steps 1-2, select Prior Content Website Search’ button

When ‘Shipping From’ is selected as US or Canadian Site the below will be displayed:

When ‘Shipping From’ is selected as Non US or Canadian Site the below will be displayed:
3.2 Filter the search using the name and or CAS number search boxes and select ‘Apply filters’

The search name needs to match the prior content name on the Wash Certificate. If the Wash Certificate name is a Trade Name, the MSDS makeup will need to be included

See the ‘Carrier Action’ section to understand what actions you should take given the search results (see green)

3.3 Select the name of a prior content to show the high level information

3.4 Search on a new prior for the existing material selected or select ‘New Search’ if you want to search on a new Material Number
Using the Pre Load Checklist (Shipping from U.S. or Canada sites; Tank Truck and ISO Tank only)

The Pre-Load check is an option that carriers can use instead of filling out this information when they arrive at the site. This form is optional and is acceptable at all Dow U.S and Canada ship from sites.

*The NA Bulk Chemical Truck Inspection Requirements are also available for your review*

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**Pre-Load Checklist Form Options:**

- Generate Blank form with no material search information included (unclick box)
- Generate form with current material search information at the top of the form
- Generate form with current material search information and Prior Content Search at the top of the form

*All versions can be filled in through the website or left blank and filled in after printing*

- Generate Blank form with no material search information included (unclick box)
Generate form with current material search information at the top of the form

Generate form with current material search information and Prior Content Search at the top of the form
3.5 Complete all the fields within the form and select ‘Create Pre-Load Checklist’ to create and display the electronic wash ticket.

For additional questions, contact your Dow Representative.
4.0 Updating Website Documentation
To update any website documentation including:

- MHG Repository User Job Aid
- Marine Only_Material Number Cross Reference File
- MHG Repository Monthly Change Log

Please refer to the document change file located: \Usnt36\NALOGISTICS-Public\ReadWrite\MHG Information\MHG Website Files

5.0 Troubleshooting

5.1 Supported browsers
- If the website does not work, some buttons don’t work or the PDF viewer always shows “Initializing…”
  - Please check the browser, only below ones are supported
    ▪ IE 11 or Edge
    ▪ Chrome
    ▪ Firefox
    ▪ Safari

5.2 Email Verification Issues
- Verification email not received
  - Please wait – may take 2-3 minutes for it to appear. There’s no expiration time for the email.
  - Please check if it is marked as junk email
  - Please check “Unread Email” folder instead of “Inbox” as some system may not be able to put the email into the correct folder
- Email verification fails
  - Must use the same browser with which the user filled in login information to open the verification link in the email
  - If the user submitted multiple times and received multiple emails, only the last email is valid
- The website sends an email verification link to me every time I login which can be up to 10 times a day. This problem that logging status cannot be remembered could be caused by several reasons:
  - Using a non-compatible web browser
  - Browser Cookies function being disabled
  - Not accessing the site with the proper link (should be https://mhg.dow.com, without any suffix. Do NOT save the login page as the bookmark)

5.3 Tool Display and Login Issues
- The website doesn’t behave correctly while it worked before. Or why some displaying text breaks up?
  - Open the website https://mhg.dow.com
- Wait for the page to be completely loaded
- Press “Ctrl” (Control) and “F5” key from the keyboard together to force the browser to get
  the latest pages

- The Prior Content Website Search page is slow
  - Modern browsers such as Chrome or Firefox will be quicker, especially when there’re a large
    amount of items

- Login status is required each time you enter the website.
  - The website stores login information up to 90 days, after 90 days, the user has to log in
    again
  - If user disables the Cookies, the login status won’t be stored
  - If user clear the browser Cookies, the login status will lost
  - If user open the site in another browser, he has to log in again

- Why some fields lost when I refresh the page?
  - Not all of the data will be stored. If you meet this situation, please just go to the new search
    page and try again

- Why PDF documents are not being displayed in some browsers?
  - Some browsers (e.g. Google Chrome) will block embedded scripts by default. To solve this
    problem, please click the small “Shield” icon on top right of the address bar and allow scripts
    to be loaded

- Error – This page can’t be displayed: Turn on TLS 1.0 TLS 1.1 and TLS 1.2 in Advanced settings.
  - Enable Use SSL 2.0/3.0, Use TLS 1.0/1.1/1.2 in Advanced tab of the Internet Options from
    the Tools menu of Internet Explorer.

5.4 Printing
- How to print the wash ticket horizontally without header and footer?
  - Please print the page via IE – Tools – Print – Print preview then uncheck the header and
    footer and choose horizontal mode

- How to remove the large margin of the generated PDF file of the wash ticket?
  - Please resize the width of the browser window to around 1366px – about 5/6 width of a
    1600 pixel width screen. For a 1366 pixel width screen, maximizing the window will work

- Cannot open the PDF file in a mobile device
  - Please install 3rd party PDF reader application to open the PDF files. The website will not
    display PDF files on mobile devices

- Cannot print the downloaded Prior Content List Excel file
Please Save As the file as Excel Worksheet (.xlsx) format, close the current opened file, and open the newly saved file to print. You may need to set the page width from "Automatic" to 1 page in "Page Layout" menu if you want to put all columns into 1 page.