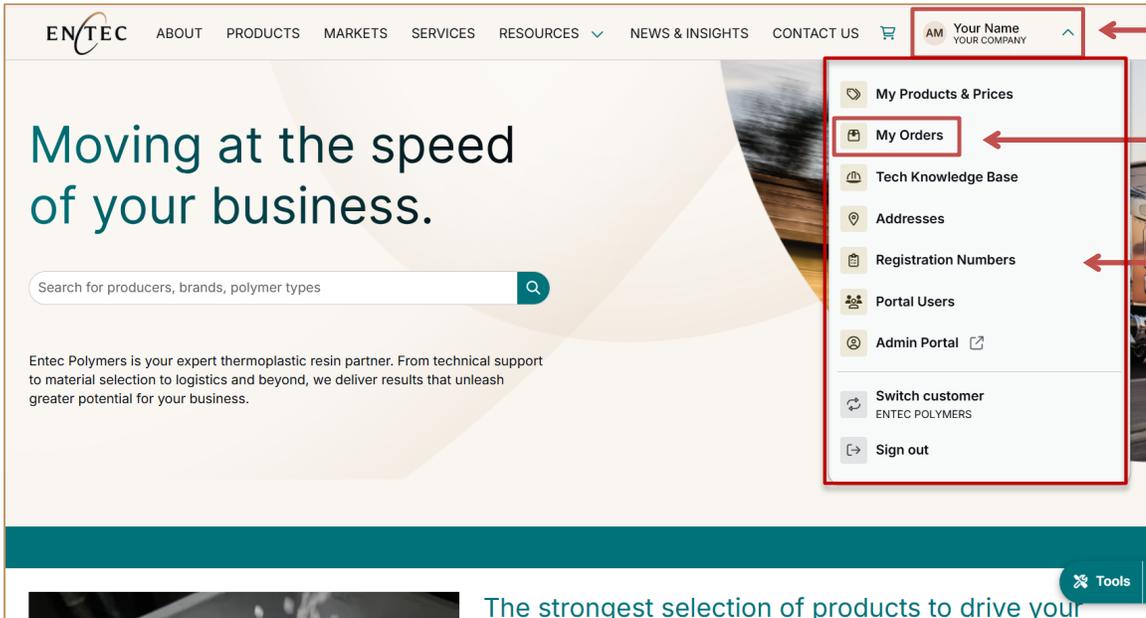


My Orders & Order-related Documents

On EntecPolymers.com in the upper right corner, click your **account name** to view the **portal menu** (you may need to sign in first by clicking **Login**). Select **My Orders**.



Account name or Login link

My Orders button

Portal menu

Review Orders

Orders with an **In Transit** or **Transport Arranged** status will appear first, including the **estimated delivery date**.

The screenshot shows the 'Orders' page with a search bar and a 'Show filters' button. Below the search bar, there are two main sections:

- In Transit** (3 items):
 - Shipment 15544764: Mafill CR HT 6344 H BLACK A20005 (19,050.88 kg). Order line: 11489590-1, Order ref: 11489585-01. Delivery date: 02/13/2026.
 - Shipment 15597292: Isoplast 202LGF40 NATURAL (999.99 kg). Order line: 11648780-1, Order ref: 11648775-01. Delivery date: 02/25/2026.
 - Shipment 15597293: Isoplast 202LGF40 NATURAL (999.99 kg). Order line: 11648807-1, Order ref: 11648806-01. Delivery date: 02/25/2026.
- Transport Arranged** (24 items):
 - Shipment 15595985: Lexan ML5500 NATURAL 111N (18,359.812 kg). Order line: 11600990-1, Order ref: 11600989-01. Delivery date: 02/23/2026.
 - Shipment 15601807: RESILITY DPDB-3170 NT 7 NATURAL (19,050.88 kg). Order line: 11650886-1, Order ref: 11650885-01. Delivery date: 02/24/2026.
 - Shipment 15604301: (No product name visible). Delivery date: 02/24/2026.

Next are tabs for **Open Orders** and **Closed Orders**, with the status of each order in the **Status** column. The status can be Received, Planned, Processing, Confirmed, In-Transit or Closed.

The screenshot shows the 'Orders' page with a search bar and a 'Show filters' button. Below the search bar, there are two tabs:

- Open orders (1)**
- Closed orders (276)**

The 'Open orders' tab is active, showing a table with the following columns: Product, Order line number, Status, Quantity, and Delivery. The table contains one row:

Product	Order line number	Status	Quantity	Delivery
Terblend N NM19XP NATURAL Order reference: 11319662-01	Order 11319665-1	Confirmed	4,409,245 lb	09/30/2025

To search for a specific order or product, use the **search bar and filters**. Click the **Show/Hide Filters** button to view or hide the available filters.

The screenshot shows the ENTEC Customer Portal interface. At the top is a navigation menu with links for ABOUT, PRODUCTS, MARKETS, SERVICES, RESOURCES, NEWS & INSIGHTS, and CONTACT US. The user is logged in as 'Your Name' from 'YOUR COMPANY'. The page title is 'Orders' under the 'Order Overview' section. A search bar is present with the placeholder text 'Search by reference, product or transport order number'. To the right of the search bar is a 'Hide filters' button. Below the search bar are filter options: 'Order date from' and 'Order date until' (both with date pickers), and 'Delivery address' (with a dropdown arrow). A 'Reset filters' button is located at the bottom right of the filter section. Red arrows and boxes highlight these elements, with labels on the right: 'Search bar' points to the search input; 'Show/Hide filters' points to the 'Hide filters' button; and 'Search filters' points to the filter input fields.

View Shipment Information

Click the **order line number** for a Transport Arranged, In-Transit or Closed order to view the **Shipment Information** (delivery terms, address and instructions). If necessary, click the drop-down arrow to expand the Shipment Information section.

The screenshot shows the EN/TEC Customer Portal interface. On the left, a table lists several orders. The order line number 'Order 11395080-1' is highlighted with a red box and a red arrow pointing to the label 'Order line number'. On the right, a detailed view for 'Order 11398011-1' is shown. The 'Shipment information' section is highlighted with a red box and a red arrow pointing to the label 'Shipment information section'. The detailed view includes order details such as 'Your order reference', 'Quantity', 'Packaging', 'Colour', and 'Unit price', along with buttons for 'Order details' and 'New quote'.

This screenshot shows the expanded 'Shipment information' section for Order 11398011-1. The section is titled 'Shipment information' and contains the following details:

- Shipment 15034739** (with a right-pointing arrow)
- Destination- and delivery term address:** STAGECOACH CARTAGE & DISTRIBUTION, 8900 SAN GABRIEL DR, LAREDO, TEXAS 78045 UNITED STATES
- Delivery instructions:** Receiving Hours: LTL/TL/BT 8am - 3pm (APPT required for TL & BT)
- Delivery term:** ORIGIN-PPD

A red arrow points to the expanded section with the label 'Expanded Shipment information section'.

Download Documents (Invoices, Credit Notes, COAs and BOLs)

Click the **order line number** for an In-Transit or Closed order to view a list of **Documents**. You may need to **scroll down** in the pop-up window to see the list of Documents.

The screenshot shows the ENTEC customer portal interface. At the top, there is a navigation menu with links for ABOUT, PRODUCTS, MARKETS, SERVICES, RESOURCES, and NEWS & INSIGHTS. Below the menu, there are input fields for dates and a delivery address. The main content area displays a list of orders with columns for Product, Order line number, and Status. The first order, 'Hypro PP-CP20/2 NATURAL', has its order line number 'Order 11398011-1' highlighted with a red box and an arrow pointing to the text 'Order line number'. A pop-up window for this order is open on the right, showing details such as 'Your order reference', 'Quantity', 'Packaging', 'Colour', 'Colour code', and 'Unit price'. The 'Documents' section at the bottom of the pop-up window is also highlighted with a red box and an arrow pointing to the text 'Documents section'.

This screenshot shows the detailed view of the 'Documents' section for Order 11398011-1. The section is titled 'Documents' and contains three sub-sections: 'Copy of invoice(s) & credit note(s)', 'Certificate(s) of Analysis (COA)', and 'Bill(s) of Lading (BOL)'. The 'Copy of invoice(s) & credit note(s)' section lists an invoice with type 'Invoice', number '25003286', and date '10/18/2025'. The 'Certificate(s) of Analysis (COA)' section lists a transport order number '11398011-01-01', a producer lot number '9309715RL', and a quantity of '8,999.999 lb'. The 'Bill(s) of Lading (BOL)' section lists a transport order number '11398011-01-01' and a 'Request' button. A red arrow points to the 'Certificate(s) of Analysis (COA)' section with the text 'Document section after scrolling down'.

To download a document, click the **download icon**. If a document is unavailable to download, a **Request** link appears; click to request the document from your Customer Account Representative via email.

Order 11398011-1 >

[Order details](#) [New quote](#)

Shipment information ✓

Documents

Copy of invoice(s) & credit note(s)

Invoice type	Invoice number
Invoice	25003286
Invoice date	
10/18/2025	

 ← Download icon

Certificate(s) of Analysis (COA)

Transport order number	Producer lot number
11398011-01-01	9309715RL
Quantity	
8,999.999 lb	

Bill(s) of Lading (BOL)

Transport order number	
11398011-01-01	Request ← Request link

Review Historical Orders

All completed orders from the past two years appear under the **Closed Orders** tab.

Order Overview

Orders

Search by reference, product or transport order number Show filters

Transport Arranged 2

Shipment 15559079 Order Delivery date 02/16/2026

Dowlex LLDPE DOWLEX 2047 G NATURAL
18,293.959 lb Order line: 11617481-1
Order ref: 11617478-01

Shipment 15603804 Order Delivery date 02/26/2026

DOW LLDPE XUS 61530.20 NATURAL
7,500 lb Order line: 11651575-1
Order ref: 11651573-01

Open orders (1) Closed orders (218) ←

Product	Order	Delivery	Status
Luran S 778 T SPF30 BLACK 28214 <small>3,201.112 lb</small>	Order line: 11640710-1 Order ref: 11640707-01	Delivered 02/23/2026	Closed
Surpass RMS245UG NATURAL <small>5,511.557 lb</small>	Order line: 11574021-1 Order ref: 11574020-01	Delivered 02/16/2026	Closed
Surpass RMS245UG NATURAL <small>39,883.207 lb</small>	Order line: 11594775-1 Order ref: 11594771-01	Delivered 02/11/2026	Closed
Hylac ABS122 BLACK <small>42,337.573 lb</small>	Order line: 11616644-1 Order ref: 11616639-01	Delivered 02/04/2026	Closed
Hylac ABS122 BLACK <small>42,337.573 lb</small>	Order line: 11592657-1 Order ref: 11592656-01	Delivered 01/30/2026	Closed
Zytel 70G33L NATURAL NC010 <small>6,613.868 lb</small>	Order line: 11589114-1 Order ref: 11589112-01	Delivered 01/29/2026	Closed
DOW 5940G NATURAL <small>8,604.642 lb</small>	Order line: 11578772-1 Order ref: 11578771-01	Delivered 01/27/2026	Closed

Closed orders