

Technical Service Platform

User guide: Navigating the features

LET'S DIVE IN

Now that you have logged on, we encourage you to get to know the platform and what it can do for you. This guide is meant to help you navigate the site. If any questions arise, please do not hesitate to reach out. We are here to help at digitalsupport@chr-hansen.com.

Help is also built into the site.

In addition to this guide, you will find help articles on the case view (click 'view case' on any open case to get to this page), explaining the main functionalities of the platform.

The screenshot displays the 'CASE Fermentation issue - Late Blowing' interface. At the top, it shows the case number (00252297), record type (Troubleshooting), and a progress bar with stages: Review (active), Execution, and Closed. Below this, there are sections for Meetings, Data Requests, and Collaborate. A 'Post' button and 'Relate To Project' link are visible. A 'HELP ARTICLES' sidebar is open, listing several topics. Two callout boxes provide detailed information for the 'WHERE DO I FIND ATTACHED FILES?' article. The first callout shows the 'Files' tab in the communication area with a search bar. The second callout shows the 'Access a file' section, explaining how to click on a file to download it.

CASE
Fermentation issue - Late Blowing

Case Number: 00252297 | Case Record Type: Troubleshooting | Committed Completion Date: [blank]

Review | Execution | Closed

Meetings
First step to find route cause on Issue: 11/09/2020, 11:00 AM
Marie Bozec; Hans Jensen (B2B Plus); Kasu Tang

Data Requests
Please specify production info in the [blank]

Collaborate | Case overview

Post | Relate To Project

HELP ARTICLES

- > WHERE DO I FIND ATTACHED FILES?
- > INTRODUCTION TO CASE OVERVIEW
- > SEND A SAMPLE TO CHR. HANSEN
- > WHERE DO I SEE NEW ACTIVITY ON A CASE?
- > HOW TO COMMUNICATE ON A CASE
- > HOW DO I GET HELP?
- > STAGES IN THE TIMELINE
- > HOW DO I LINK A CASE TO A "PROJECT"?

WHERE DO I FIND ATTACHED FILES?

You can easily find attachments or upload your own on the case page.

Click on the "FILES" link located in the TAB MENU BAR in the communication area.

Collaborate | Case overview | **Files** | Case team | Chr. Hansen main Contact

Post | Write to project

Enter an article

Search this text

Access a file

Simply click on the file that you need to access. You will be able to download the selected files.

Collaborate | Case overview | **Files** | Case team | Chr. Hansen main Contact

ARCHIVE (1)

Sample 000-001 of 00001
10/11/2020 10:00:00

MANAGING YOUR CASES

Access all case related information in one place.

ACTIVE CASES

REVIEW TROUBLESHOOTING
FERMENTATION ISSUE - LATE BLOWING
Continental, Natural Rind
[View case](#)

EXECUTION OPTIMIZATION
STRAWBERRY YOGURT - NEW TEXTURE
Spoonable, Fermented
Dec 3, 2020
[View case](#)

Click 'View case' to see the status, what happens next and share information with your Chr. Hansen support team.

CASE
Fermentation issue - Late Blowing

Case Number: 00252297 | Case Record Type: Troubleshooting | Committed Completion Date:

Progress: [Green bar with checkmark] → [Blue bar: Review] → [Grey bar: Execution]

Collaborate | Case overview | Files | Case Team | Chr. Hansen main Contact

Post: Relate To Project

Share an update... [Share](#)

All planned activities are collected in one place:

- › Scheduled Meetings
- › Samples to send to Chr. Hansen lab or results on the way to you.
- › Requests for additional information needed

- Collaborate:** Gather all communication in one place enabling all users to know which information has been shared
- Case overview:** Information shared on the case
- Files:** All documents shared
- Case Team:** the people involved from your and Chr. Hansen's teams

MANAGING YOUR SETTINGS

To change your sample test site, email, measurement units, or relevant cultures, click on the 'Settings' option on the side bar.

The screenshot shows the CHR HANSEN user interface. At the top, there is a navigation bar with 'Home', 'All cases', and 'Projects'. A search bar is also present. The user's name 'Rikke Best Holtz' is displayed in the top right corner. Below the navigation bar, there is a section titled 'TECHNICAL SERVICES' with the subtitle 'Enhance collaboration, improve efficiency, and review your account activities in real time'. Underneath, there is a section 'WHAT CAN WE HELP YOU WITH?' with two cards: 'TROUBLESHOOTING' (Get help with an issue) and 'COLLABORATION HUB' (Create new products or optimize existing ones). A large arrow points from the 'My Settings' option in the user profile dropdown menu to the 'My Settings' text in the adjacent list.

- Home
- My Profile
- My Settings
- My Account
- Logout

My Profile Your general information. Here you can upload a photo or share your area of expertise

My Settings Your password and preferred language

My Account Your account information and an overview of the plants you have access to see

REACHING OUT FOR TROUBLESHOOTING SUPPORT

TECHNICAL SERVICES

Enhance collaboration, improve efficiency, and review your account activities in real time

WHAT CAN WE HELP YOU WITH?

TROUBLESHOOTING

Get help with an issue



COLLABORATION HUB

Create new products or optimize existing ones



Read through relevant knowledge articles to see if there is already a recommendation for how to handle the defect you are experiencing or reach out to us using the 'Get Help' function. Here you can send a request for support. Our application specialist and your account manager will receive your request and get back to you within 24 hours.

TROUBLESHOOTING

*Select your application

Fresh Dairy

*Select your sub-application

Spoonable, Fermented

*Which of these defect categories best describe the issue?

Fermentation

TROUBLESHOOTING

Fresh Dairy > Spoonable, Fermented > Fermentation

Previous

Get Help

Resources that may help you

Before we process your request, please look through these related guides to see if they can help you solve the problem.

SLOW FERMENTATION (FRESH DAIRY)



FAST FERMENTATION (FRESH DAIRY)



Below we have listed possible causes for defects related to Fast Fermentation in Fermented Fresh Dairy. Please note that some possible causes are only relevant for certain sub applications.

Error in recipe/formulation

Recommended action

Check recipe/formulation, e.g. if protein content is lower than target

Wrong culture used

Recommended action

Check which culture was used

Accidental double inoculation

Recommended action

If you have experienced the same issue before, the system will show similar cases to enable faster troubleshooting based on previous experiences.

TROUBLESHOOTING

*Select your application
Fresh Dairy

*Select your sub-application
Spoonable, Fermented

*Which of these defect categories best describes your issue?
Fermentation

TROUBLESHOOTING

Fresh Dairy > Spoonable, Fermented > Fermentation

Previous Get Help

Resources that may help you

Before we process your request, we will help you solve the problem.

SLOW FERMENTATION

TROUBLESHOOTING

Fresh Dairy > Spoonable, Fermented > Texture

*Confirm your account
Popco A/S (B2B Test) - INTERNAL USE

*Select main defect
Blowing of Packaging

HERE ARE SIMILAR CASES YOU HAVE FILED WITH US PREVIOUSLY. WE SUGGEST YOU REVIEW THESE TO SEE IF THE INFORMATION ENCLOSED COULD BE OF USE.

ROPY TEXTURE IN BANANA YOGURT

Troubleshooting
Sub-Application: Spoonable, Fermented
Case Status: Closed
Created Date: 10/30/2020

View Case

* Name your issue for future reference

NEW PRODUCT OR OPTIMIZATION SUPPORT

TECHNICAL SERVICES

Enhance collaboration, improve efficiency, and review your account activities in real time

WHAT CAN WE HELP YOU WITH?

TROUBLESHOOTING

Get help with an issue

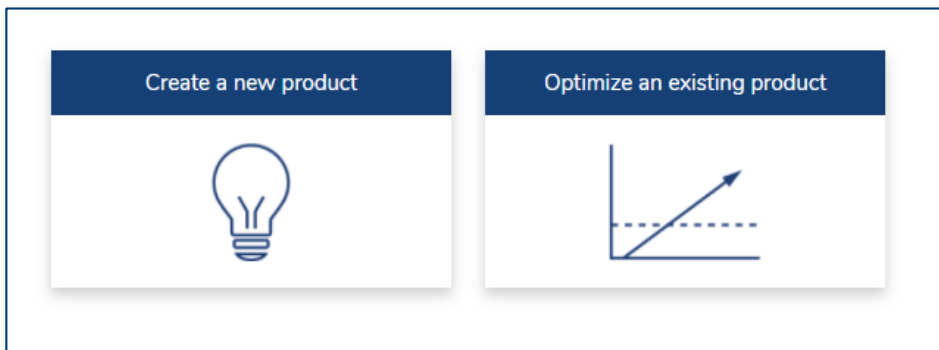


COLLABORATION HUB

Create new products or optimize existing ones



Whether you are interested in creating a new product or optimizing an existing one, we are committed to working alongside you to grow your business and ensure your success.



When entering the flow you will be asked to enter a minimum of information to create the request. You can add specification and share documents, pictures etc. to enable us to support you, the best way possible.

Your account manager will receive your request and may engage with a Chr. Hansen Application Specialist to support your request.