

TRUMPF



MyTRUMPF

Customer portal
for a reduced
workload.



Achieve more. Activate MyTRUMPF.

Overview and tracking of all your orders

All service calls under control

An E-Shop that knows your needs

Your advantages at a glance

Instantly accessible programming data

Up-to-date software provided

Machine data in one location

MyTRUMPF makes things easier for you.

Customized, informative and intuitive operation. With the MyTRUMPF customer portal, you can bundle processes concerning your TRUMPF machines in one location. The advantages are clear: A better overview, direct access and a streamlined workflow for you. Once set up, you will benefit from it every day. Your personal customer portal is ready and waiting. We make it easy for you to get started in the world of MyTRUMPF.



Machines



E-Shop



Programming data for punching and bending tools



Software



Overview and tracking



Service calls

Register now for free at
www.trumpf.com/mytrumpf





E-Shop

Order around the clock.

The TRUMPF E-Shop makes purchasing convenient, fast and selective. It helps you to identify the correct Genuine Parts, compares the order with your machines and offers you different ways to determine the correct and individually suitable Genuine Part. A corresponding OCI interface and other convenient functions, such as the option of uploading an order list as a CSV file or creating favorites lists for re-ordering, ensure an optimal integration into your company processes.



Overview and tracking

Keep an eye on all orders.

Full transparency across all orders. The overview and tracking functions enable you to keep track of your current order status, the location of your order and when it will arrive. You can place repeat orders with just a few clicks using the "Order again" function, and you can even change the quantity. Invoices are also available for download here. Order tracking also works for purchases that are made over the phone or via other channels.

Service calls

You can react directly on the machine.

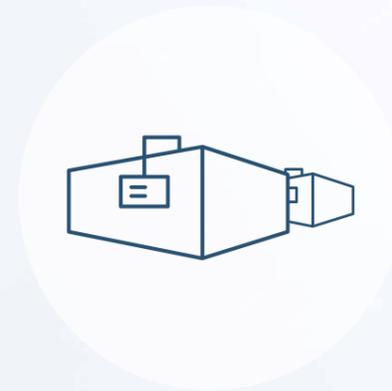
Context help, online messenger and service monitor at the same time. You can resolve some service calls yourself. You can access the technical guides via the service app (via error code entry). If you need support from an inhouse service technician, you can communicate this directly from the production hall via the service app or alternatively via our customer portal on our web page. You will also receive feedback from the technician via the service app or on your desktop. No queues. Progress is displayed in real time. The current status of ongoing service calls is available to you at any time.*



Software

Stay up to date.

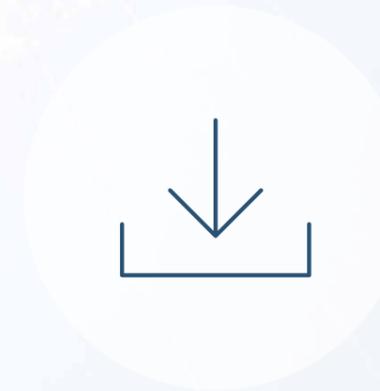
In the current software overview, you will find all the information about current service agreements and the version of your software products in use. Current updates are available to download. Here, you can also find installation manuals, release information and other documentation that you can also download as necessary. Software updates are only available with a valid software maintenance contract.



Machinery

Take a look in the log book.

You can find the relevant data, the current set-up, Service Agreements and warranties for each of your machines. You can also download operator manuals and service reports for repairs and maintenance directly.



Programming data for punching and bending tools

Start production as soon as the tool arrives.

In the Download Center you can find software updates as well as programming data for your tools. The requested data is usually available before the tools have arrived at your premises. A clear speed advantage, since you can start preparing for work immediately after downloading the programming data. No external hardware is required, so you can download your software updates and programming data securely.

This is how to set up MyTRUMPF with your preferences.

The new dimension of efficiency.

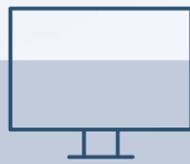
02



Confirm

Please **confirm** by clicking the link sent to you by **e-mail**.

01



Register

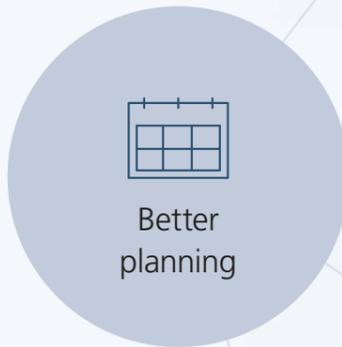
Simply register at www.trumpf.com/mytrumpf (with your customer number or machine number).

03



Activation

Wait for TRUMPF to carry out the security checks and **approve** your registration. Then you are ready to go.



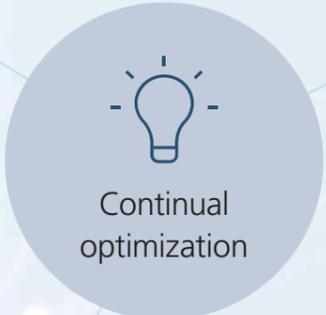
Better planning



Quicker product search



Reduced downtime



Continual optimization



Noticeable workload reduction



Greater transparency



More know-how



MyTRUMPF in a minute.

How MyTRUMPF works. Short videos at: www.trumpf.com/s/8r0nij



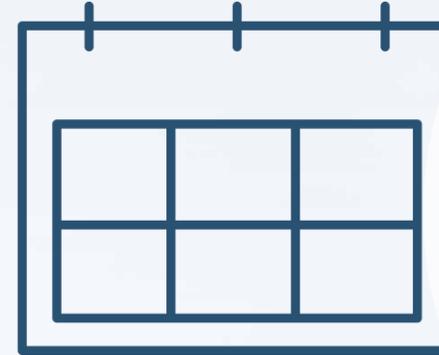
Reduced downtime

Service calls can be created using your office desktop PC or directly via the app on your machine. You can even resolve common machine problems yourself using the Technical Guides. The E-Shop is open around the clock. Programming data can be accessed before your punching and bending tool even arrives. What happens at your end is our priority. You can also take advantage of the dedicated online contact portal to contact TRUMPF for all other requirements, unforeseen issues or tangible machine problems.



Better planning

The MyTRUMPF customer portal helps you to appropriately prepare for the next steps. Even before purchasing, you can see which Genuine Parts are currently available. You can prepare for the arrival of your parts and tools using the order tracking for your current orders.



Quicker product search

The object recognition function in the service app helps you to select the right items. The new version of the TRUMPF E-Shop has many different ways to help you find the right Genuine Part. The machine comparison checks your orders against your existing machinery, meaning errors are avoided from the start and shopping is made even more risk-free and accurate.



More know-how

At the end of the day, it's all about your performance. That's why we support you as best we can. Make use of our expert knowledge, fix machine malfunctions yourself under our instruction, find out about suitable training sessions and take advantage of attractive benefits.



Greater transparency

Whether it's information on machinery, orders, service calls, software or relevant training, the intuitive user prompts make it easy for you to access all relevant information and data. By clicking into your personal online customer portal, you can always find the latest information. Additionally, you reduce the size of your filing system and take a big step towards paperless documentation.



Innovative apps for your smartphone.

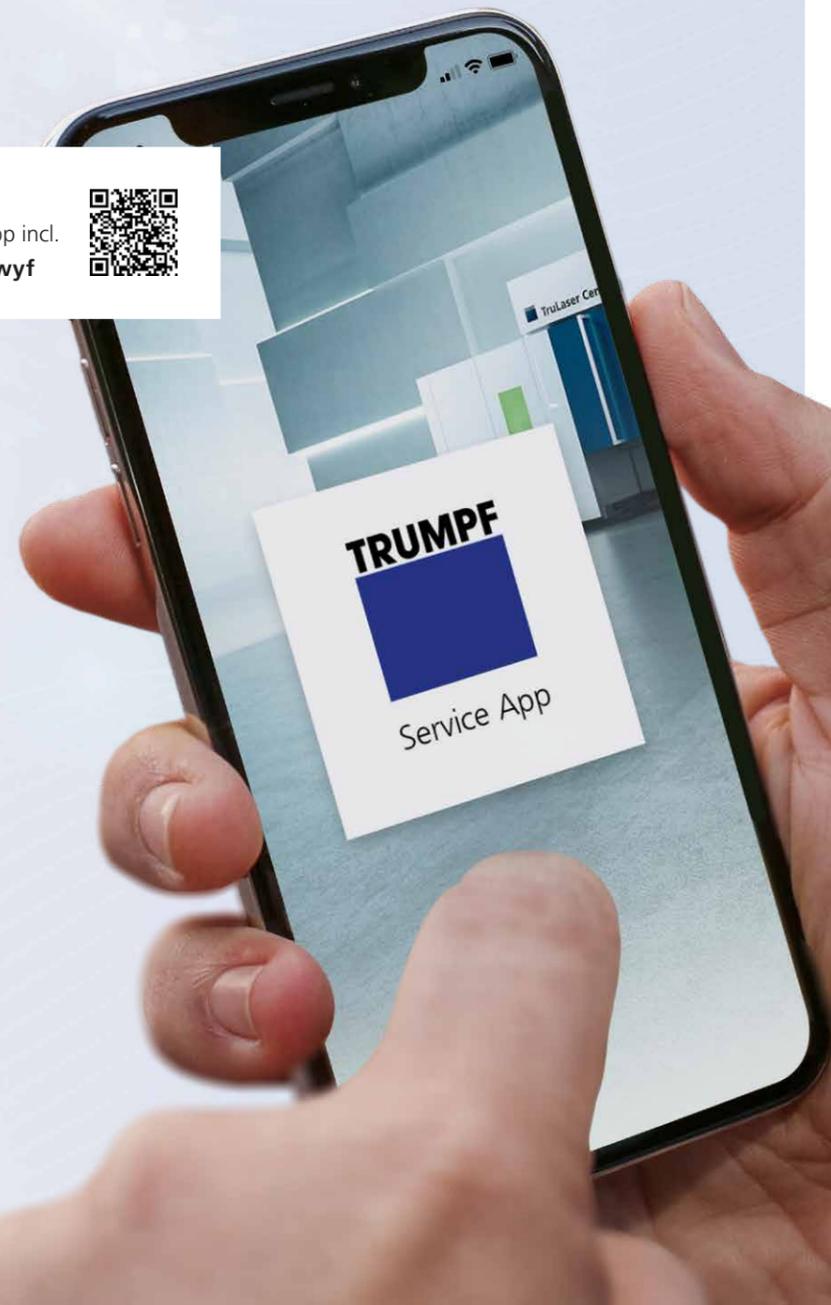
Service App

Want to be able to report service calls at any time and keep an eye on current processing statuses? That's no longer a problem. With the Service app, you can send your service report to the Service Department quickly and easily via the app. And the best thing: You and your colleagues are always kept informed of the current status of the processing. Want to fix an error yourself? The Service App also provides practical information for this. Explanations of error messages can be found in the Technical Guide. We help you to help yourself.



Download the app now!

More information about the service app incl. download: www.trumpf.com/s/djhwf



Noticeable workload reduction

The support provided by the customer portal begins with the commissioning of your TRUMPF machine. Whether it's maintenance, preparation for production, spare parts ordering, troubleshooting a machine malfunction or even software updates, in the MyTRUMPF online portal, you'll find numerous functions that will make your day-to-day production easier and help you better achieve your goals.



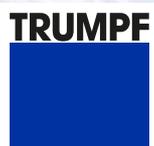
Continual optimization

The future belongs to networked production. MyTRUMPF allows you to manage your machinery online. TRUMPF is continuously developing its online customer portal and working to add more smart functions. Everything we do is to facilitate your work preparation and speed up production sequences.



MyTRUMPF

Simply register at www.trumpf.com/mytrumpf
(with your customer number or machine number).



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