



Press Release

Spare parts at the touch of a button

TRUMPF facilitates the ordering of spare parts and punching tools with its app, dash buttons and parts dispenser

Ditzingen; April 10, 2018 – People often talk about ordering things at the touch of a button, but they rarely mean it literally. Now TRUMPF has introduced a new system that really does enable its customers to order parts by simply pressing a button. The company's goal is to make ordering spare parts and punching tools as clear and user-friendly as possible.

Customers who want to order consumables, spare parts or punching tools have a central point of contact with the MyTRUMPF e-shop. Here they can request parts quickly and easily. New, complementary order paths further simplify this process. Thanks to the Easy Order ordering system, customers do not even have to log in to the shop to order parts. They order per app, at the touch of a button or use a parts dispenser.

Online retailers already use dash buttons that allow customers to order a product instantly and have it automatically delivered to their home. TRUMPF has come up with its own version of this system. Customers can mount Easy Order buttons wherever they like, even on the machine itself. Each button represents a spare part or consumable. When the operator presses it, the software running in the background automatically generates an order. This is sent to TRUMPF as soon as the purchaser responsible for that item has approved it. The person pressing the button doesn't have to enter the item number or customer code.

Alternatively, customers can also simply grab their smartphone and open the Easy Order app, which covers all the most common consumables. Customers can use the app to order products such as lenses and nozzles in just a few clicks. And ordering punching tools couldn't be easier – users can simply scan the tool code to order a replacement.

Customers can also choose to connect a parts dispenser, the Genuine Parts Center, to Easy Order. This dispensing machine contains the consumables the

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customer uses most. This machine keeps everyone up-to-date with the current inventory, and it automatically generates an order as soon as stocks drop below a specified minimum level. This can then be approved by the user in the Easy Order app or on a computer.

The Genuine Parts Centers, app and buttons greatly simplify the ordering process, and they also make in-house administrative tasks easier. Whenever they need it, users can access information on who ordered which parts when, including a breakdown of which parts were ordered using the app, Genuine Parts Center or button. Customers can also set up a series of usage rights in the system to define who can order what, and who is allowed to release orders.

Easy Order is available to customers in Germany in addition to the standard order channels. Customers can still order spare parts, punching tools and bending tools from the online shop if they prefer.

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Easy Order button

Customers can use the Easy Order button as a one-touch ordering system for spare parts and consumables.



Easy Order Genuine Parts Center

This parts dispensing machine can be stocked with consumables and wear parts. The built-in inventory management system automatically generates an order as soon as stocks drop below a specified minimum level.



Easy Order app

Customers can use the app to order the most common consumables in just a few clicks. It can also be used to order new punching tools.



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The products described in this press release are available in Germany.



About TRUMPF

The high-technology company TRUMPF offers production solutions in the machine tool and laser sectors. It is driving digital connectivity in manufacturing industry through consulting, platform and software offers. TRUMPF is the world technological and market leader for machine tools used in flexible sheet metal processing, and also for industrial lasers.

In 2016/17, the TRUMPF Group – which has about 12,000 employees – achieved sales of 3.11 billion euros. With over 70 subsidiaries, it is represented in nearly all the countries of Europe, North and South America, and Asia. It has production facilities in Germany, France, Great Britain, Italy, Austria, Switzerland, Poland, the Czech Republic, the USA, Mexico, China and Japan.

For more information about TRUMPF go to www.trumpf.com

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