

AMFMethod™ Customer Introduction

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Scope

The following is a general introduction overview for **AMFMethod™** Documentation and Training client access.

AMFMethod™ Description

AMFMethod™ provides users access to equipment manuals and documentation, while incorporating a variety of interactive Computer Based Training (CBT) and specific task oriented Video Based Training (VBT), as being developed for new AMF equipment.

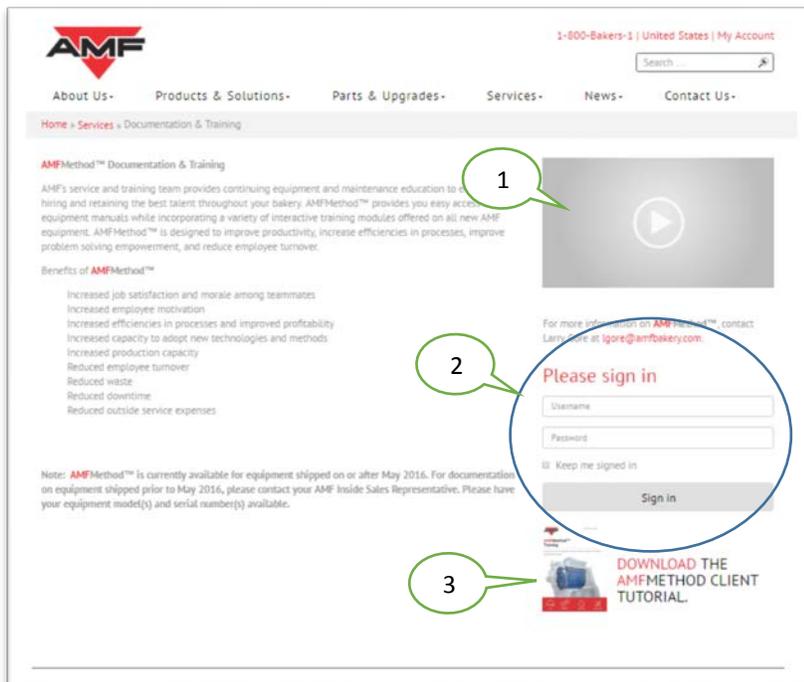
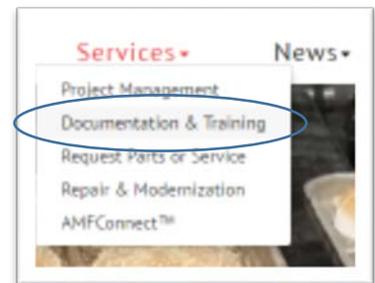
Website User Access

Access to the **AMFMethod™** site, can either be made from the new 2016 www.amfbakery.com site, or alternatively directly accessed at www.amfmethod.com.

AMF Site Home Page:

The new www.amfbakery.com website will have a link and specific page for accessing the documentation and training delivery site, which is reference as **AMFMethod™**.

- Follow link to the AMF development site: www.amfbakery.com
- Navigate the top menu selections as follows:
 - **Services Pull Down Menu > Documentation and Training**
 - Entry point for User Name and Password to access site



1) User Navigation Tutorial Video

2) User Log In

3) User Navigation Tutorial Document

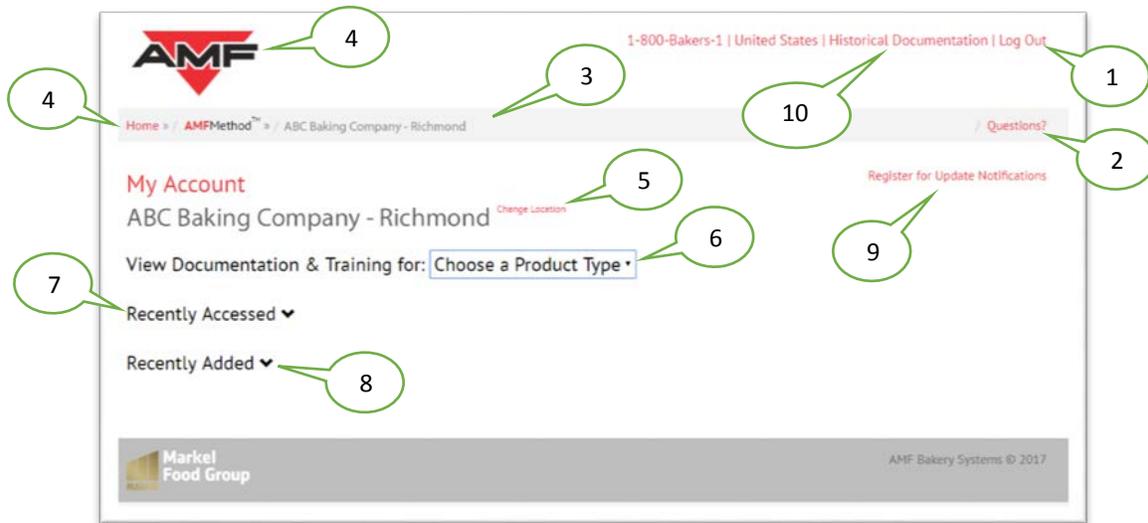
Note: AMFMethod™ is currently available for documentation on equipment shipped prior to May 2016.

AMFMethod™ User Landing Page

To directly access and preview the AMFMethod™ Documentation and Training development site:
<http://www.amfmethod.com/>

Site Overview

The following is a general overview of the various typical sections of the AMFMethod™ initial landing page the user will experience.



- 1) Log Out – Takes you back to “Documentation and Training” page.
- 2) Questions – Form for providing questions and feedback – Email sent to feedback@amfmethod.com
- 3) Navigation “Breadcrumb Trail”.
- 4) Home or Logo - Navigates back to www.amfbakery.com home page.
- 5) Corporate Level Sign in Only- Selection of location sites.
- 6) Selection of “Product Type” at location.
- 7) Recently Accessed – Information recently looked at.
- 8) Recently Added – Information that was recently added in the last month.
- 9) Register for Update Notification- This is for adding other individuals in company for email notifications. (Note: This link location may change.)
- 10) Historical Documentation

Content Organization

Website user content is sorted in our system either by product code or by serial number specific information.

Product Code Content

Example of Product Code content includes generic base documentation and training information packages. These include the general Computer or video based training presentations, general user manuals, and aftermarket support information, such as kits and accessories, that may be applicable to the equipment model. Categories are only visible when content is available.

Serial Number Content

Serial Number specific content, as available, may include order specific information such as the Bill of Material (BOM), and the mechanical and electrical drawing packages, Recommended Spare Parts List (RSPL), Custom Documentation, Localized Translation copies, and OEM information. Categories are only visible when content is available.

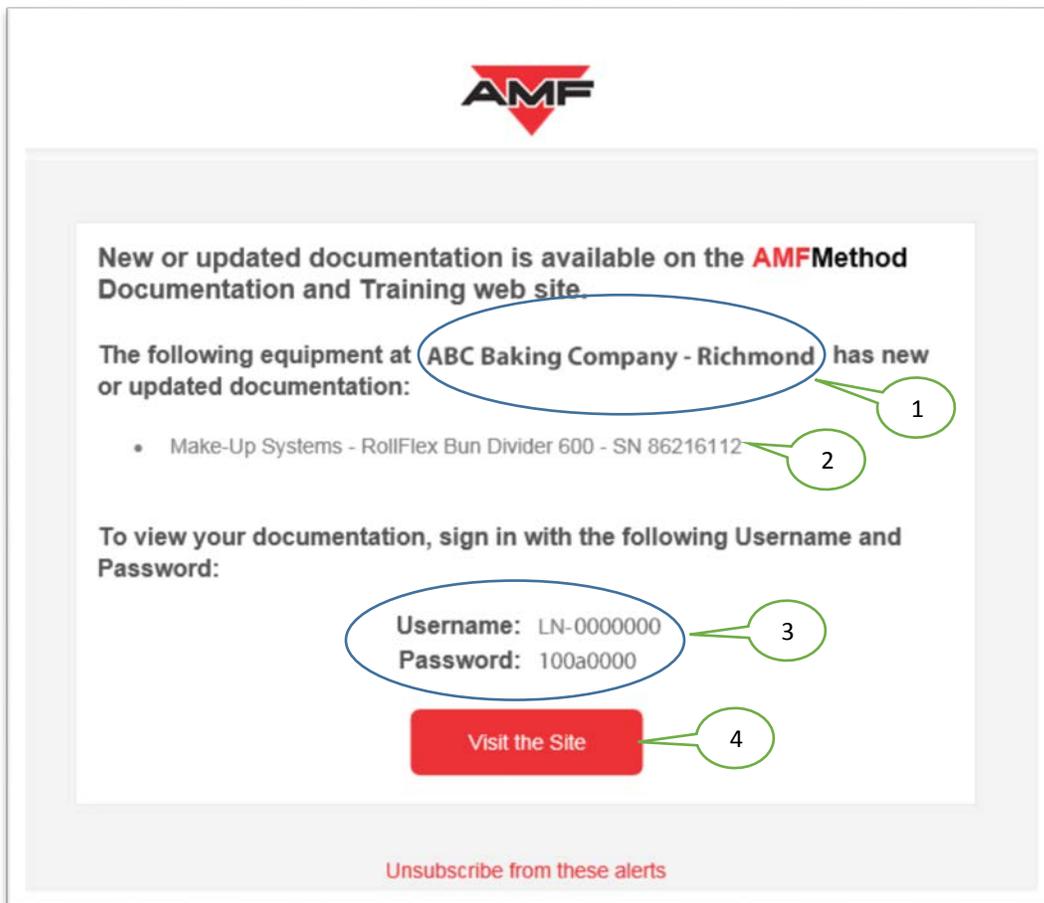
User Notification Methods

Initially, after information has been uploaded into the **AMFMethod™** system and the order has been internally marked as shipped from AMF, the end users primary contact for the associated project order, will be automatically notified that information is available by email, with the user name and password and link to access the site.

Automated System Notification

Note: This User Name and Password is generated and assigned by the AMFMethod system and cannot be changed by the end user. You may save a copy of this email be saved for future reference or contact your AMF representative for assistance if lost.

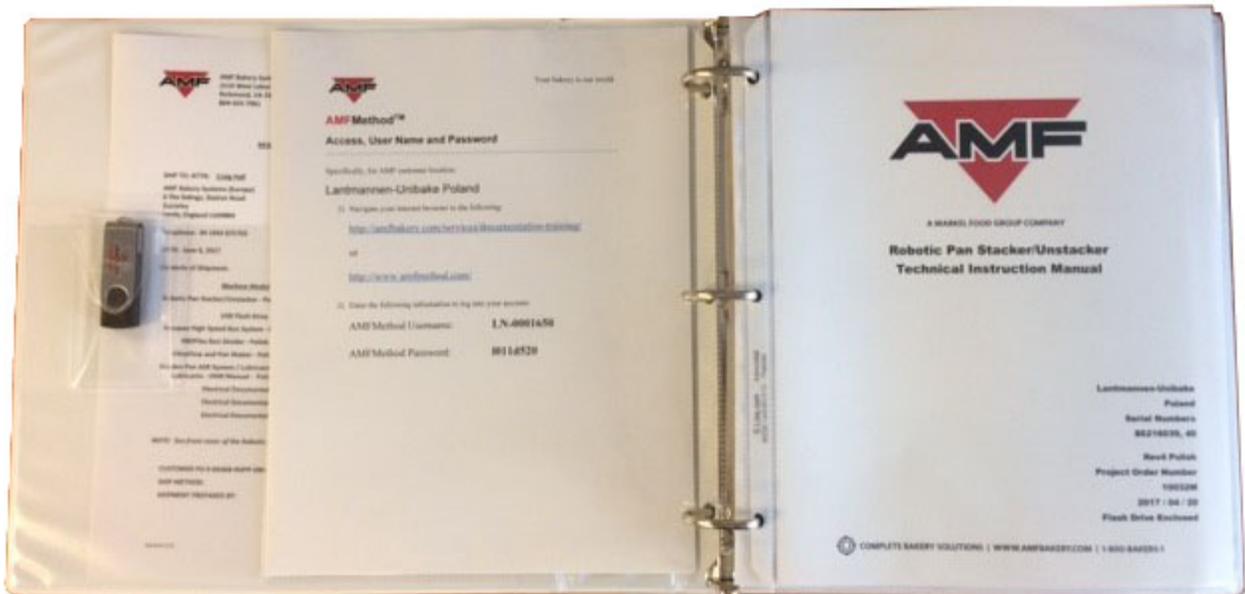
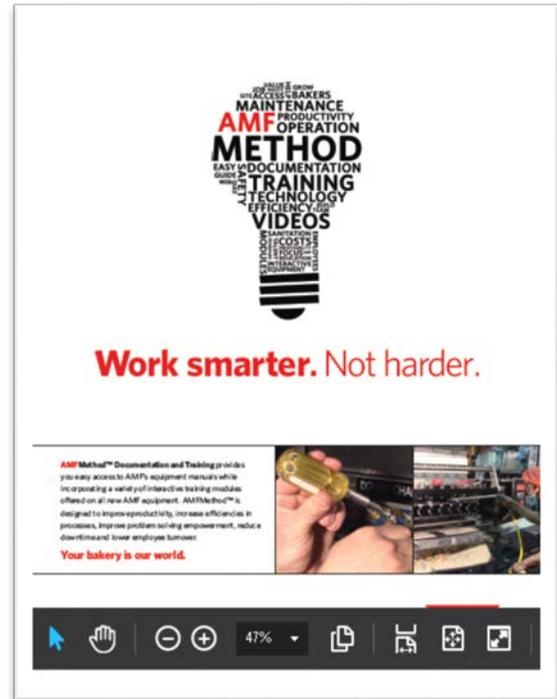
This is an example of the automatic notification to expect that will be sent out when there is a match in the system to newly updated information has been recognized in the system by Product Code or Serial Number. Notifications (as applicable to those in the customer organization signed up to receive them) will be sent to the end user after a routine nightly system refresh update has been run. Customer can select the “Visit the Site” link at the bottom and simply copy and paste the User Name and Password to access their information.



- 1) Customer Name
- 2) Equipment Information
- 3) Login Information
- 4) Link Button to <http://amfbakery.com/services/documentation-training/>

Customer Documentation Insert

Currently, to further build awareness for our customers, the initial cover page for the manuals have a **AMFMethod™** promotional flyer and client access information inserts to alert the user to this feature and provide site access. This access information file is also saved to their shared flash drive as well.



Site Access and Navigation Review

The following steps are a general summary overview for site navigation assistance to help become familiar for the upcoming show in case you need to access and demonstrate:

Client Sign In

Selecting this link will take you to the **AMFMethod™** site, initially to the “Login” entry point pop up window.

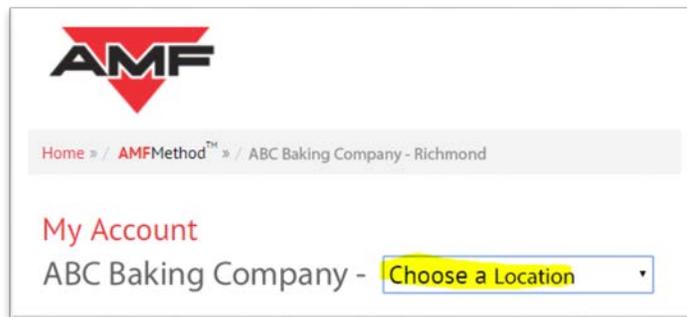
Note: Client User name and password is located in PLM.



A login form titled "Please sign in" with a red header. It contains a yellow input field with the text "CUS-000217", a blue input field with masked characters "*****", a checkbox labeled "Keep me signed in", and a grey "Sign in" button.

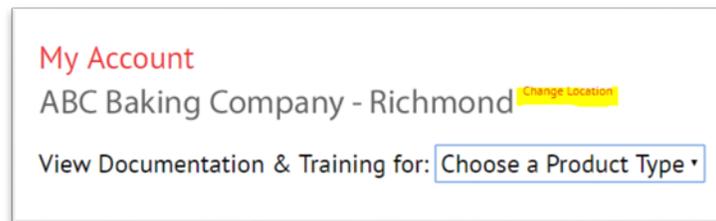
Site Navigation

Once the User name and password information has been entered, navigation within the site is as follows:



The AMFMethod website navigation area. It features the AMF logo at the top, a breadcrumb trail: "Home » / AMFMethod™ » / ABC Baking Company - Richmond". Below this is the "My Account" section, which displays "ABC Baking Company -" followed by a dropdown menu labeled "Choose a Location".

- If logged in as a Corporate level user for a company with multiple locations, one may choose a location to display available content for the location site.



The "My Account" section of the website. It shows "My Account" in red, followed by "ABC Baking Company - Richmond" and a yellow "Change Location" link. Below this is a section for "View Documentation & Training for:" with a dropdown menu labeled "Choose a Product Type".

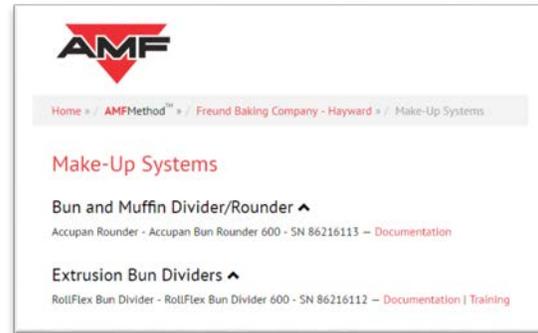
Note: Choosing a location, will access any available information specific to the site otherwise this display will be site location specific if logged in as a Location user for the customer.

- After the initial location selection, has been made, one can change the location to another by selection of the link to the right of displayed location.

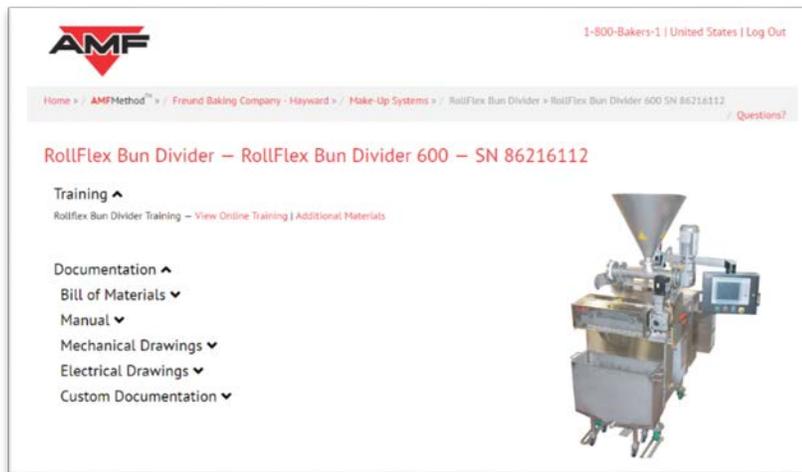
Note: Active links for navigation are in red and identified by hovering with your mouse pointer.

- Choose and select “Product Type” to filter by product selecting “Make-Up Systems” for this example.
- Selecting “Make-Up Systems” will load specific equipment content under that category with display of product serial number and the image of the product.

Once at the product level, as applicable, there are equipment specific links for Documentation and / or Training which will load options for available information material.

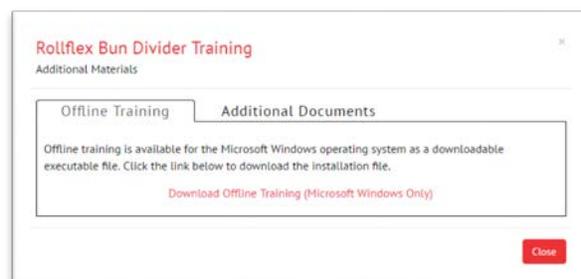


Note: Only links with available content will be displayed. Where a “Caret” type of symbol (^) or “caron” (v) exists, you can further expand or contract the menu for additional menu content selections where you can view or download files.

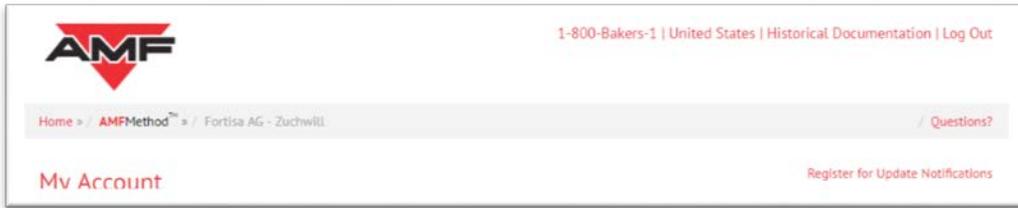


- Under Training, “View Online Training” and “Additional Materials” links.

- The Online Training will launch and stream an available Computer Based Training (CBT) package in a window directly.
- The Additional Materials will launch another window for additional information such as Offline training option (.exe file download) for Windows based PC viewing. Videos (typically mp4 format) for Video Based Training (VBT), and additional training may also be available for viewing here.



Miscellaneous Navigation and Use



Breadcrumb Navigation

- To further navigate, at the top of the site page, is a ribbon link “Bread Crumb” trail menu list with various hyperlinks that you can select to different level locations you have navigated through.



Note: Selection of “Home”, or the “AMF Logo”, will navigate the user back to the AMF home page, but can return through the portal without logging back in.

Historical Documentation Access

For users who have previous access to general archived base equipment manuals for equipment sold prior to PLM spring of 2016, by request, we have added that capability back into the system.



Questions and Feedback

- “Questions” link below the “Log Out” will provide a separate page for user to email us questions or provide general feedback. The email address location this goes to is feedback@amfbakery.com.

The form is titled "Register for Update Notifications". It includes a text input field for "Send Email Notifications to:". Below that, there are two sections: "About Updates to:" with checkboxes for "Training" and "Documentation" (both checked), and "For:" with radio buttons for "This Location" (selected) and "All Locations". At the bottom are "Save" and "Cancel" buttons.

Register for Update Notifications

User may elect to register others for AMFMethod update notifications for specific location (if entered by a corporate account user), and specific type of notification, whether training and / or service.

Logging Out

- “Log Out” link to exit is in upper right of site page. Navigates the user back to the log in page where one must enter the credentials to log back in.

The form is titled "AMFMethod™ Documentation & Training Questions". It contains several input fields: "Name*", "Company Name", "Email Address*", "Phone Number", and "Questions or Comments*". A red "Submit" button is at the bottom.