The complete solution for the hearing health of professional people exposed to noise

Your customer area at www.cotral.co.uk

View your fleet of COTRAL protections
Manage monitoring of your equipment with just a few clicks
Download your prevention media "Auditools"

Your personalised customer area makes it easy to manage your COTRAL hearing protections. By means of your customer no., your unique password and your email address, you can access a rapid view of the equipped individuals, their protections and your orders. You benefit from the many tools that we have developed to assist you in your prevention campaigns. You can also make your aftersales requests.

For you 5 key points

- Your personal area is available 24 hours a day and assists you in managing your fleet of COTRAL protections.
- Consult the history and the details of your orders with just a few clicks.
- Make your requests for aftersales service on line, to save time.
- Take advantage of our 20 years of experience by benefiting from advice.
- Download the media on prevention of the risks of noise under the item "documents to download - audiotools" of the Internet site.

The advantages of the web

for managing your protections

Your fleet of COTRAL protections visible from your computer

- all your orders
- the list of equipped individuals in your company and the protections issued to them
- the guarantee expiry dates

Tools just for you

Previews of information, the ability to view the status of your orders, tools to assist implementation of your protections, without forgetting that this portal can be used to make your aftersales service requests directly online.

You remain in control of your "auditory protections" file

A misspelled name, an employee who has retired, a person changing department... You can update your list and it's recorded! You wish for the list of the individuals equipped with COTRAL protections, programme your renewals, identify the owner of a lost protection... it's very simple - everything is within easy reach!

You will appreciate...

AUDITOOLS : A online box with free dowlodable documents at www. cotral.co.uk for hearing health management.

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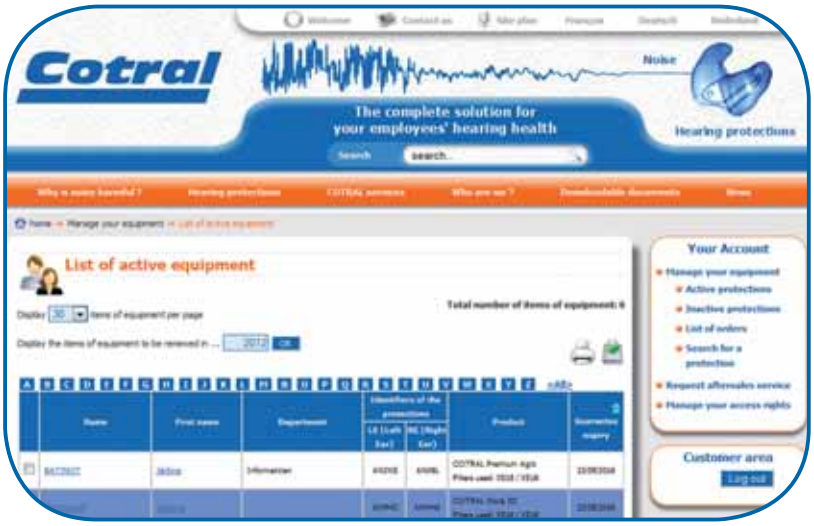
How does your customer area make it easier to manage your protections?

1 Manage your fleet of COTRAL protections



Very simply from your personal area, view **the list of "active* protections"** in your company. It groups together all the individuals equipped with COTRAL hearing protections.

View the options and the historic of your protections

- By clicking on the name or first name of one of your employees, from this list, you will **see** the options available to him/her in addition to the **historic of his/her protections** (date of impressions taking, the aftersales services performed...). You can **deactivate the protections** belonging to employees who no longer belong to your company or who no longer work in a noisy environment.

Organise your equipped personnel by department

- For a completely independent update, you can also **change the spelling** of the names and first names and **include the department** to which the person belongs.

Plan the renewals of the protections at the end of the guarantee period

- Each year, it is easy to **check which protections are coming to the end of their guarantee** and prepare your renewal campaigns easily.

To log in:

1. Go to www.cotral.co.uk

2. Indicate your customer no., your password and your email.
You were provided these data on reception of your 1st order. In order to obtain them again, you can contact customer service at +33 (0) 2 31 69 36 36 who will send them to you or click on **"forgotten password?"**. It will be communicated to you by email as soon as possible.

* All these lists of equipment are printable and may also be downloaded under Microsoft Office Excel®.

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Manage your access to the customer area

Since there may be many of you working on the noise file in your company, you can open up access to your customer area to your employees fully independently, while retaining its administration.

* All these lists of equipment and orders are printable and may also be downloaded under Microsoft Office Excel®.

2 Track your orders

All your orders are recorded and accessible via the order list*. By clicking on one of them, you will see the references of the protections ordered with the type of filter, the names of the employees involved for this equipment and the orde date...
You will view the scheduled dispatch date in the case of a current order.

3 Look for a protection

The complete information concerning an item of equipment can be retrieved at any time by indicating:

- a part of the user's name
- all or part of the alphanumerical code of one of the protections
- by running a search by order date (from date to date).

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4 Make an aftersales service request

• From your Customer area

You can very easily record your aftersales service requests directly from your personalised area at **www.cotral.co.uk**

Follow the instructions that appear on the screen. Depending on the protection model, you will be informed of the elements to be returned to us (impressions, protections...). After recording, our customer service department will be directly informed and will be able to deal with your request as soon as possible.

You can also call on the aftersales service

by telephone at **+33 (0) 2 31 69 05 13** from Mondays to Fridays between 8.30 a.m. and 12 a.m. and 1.30 p.m. and 5. p.m.

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