

- Manual for customers -

How to complete your application and apply for advice

Version 1.0

CONTENTS

| | |
|---|----|
| Create a customer account | 3 |
| Creating your new password | 6 |
| Submit a new project request | 9 |
| Page one: start | 10 |
| Page two: Yearly information | 11 |
| Page three: Organisation details | 12 |
| Page four: Legal information | 12 |
| Page five: Additional information | 13 |
| Your project request has been approved, how to proceed? | 15 |
| You approved the CV of the proposed expert, how to proceed? | 16 |
| After the mission, the debriefing | 17 |

Dear entrepreneur,

Welcome to PUM Netherlands senior experts. If you want to apply for advice you first need to create a customer account before you can submit a project request. You can do this yourself or if needed, ask help of one of the representatives in your country.

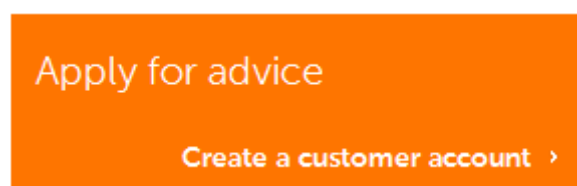
CREATE A CUSTOMER ACCOUNT

Please visit www.pum.nl

Select the button: Get advice



Read the information about applying for advice. After reading go to the button: Apply for advice



Now you can create a customer account on our website. Please fill in the web form as shown on the next page.

Create customer account

Portal of website:
Website

Start

Contact Person

Complete

Before you start ..

Filling out this form will take about 5 minutes of your time. After successfully completing the form, you will have then created an account. The account details will then be sent to you by email after which you can log in, set your own password, and fill out the project request.

Organisational Information

Organisation Name *

Address *

Postal Code

City *

Country *

Is this also your postal address?

Communication

Phone Number *

Phone Number 2

Website

Facebook page of organisation

PUM Conditions

I hereby state that I have read and understood and agree with the [PUM Conditions](#).

Representative

Please choose your representative, using their last name. If you are not sure who to choose, please select the country of your choice on [the world map](#) and choose your representative.

Your representative *

[Next Page >](#)

Please make sure that you choose the right representative for your country/region. The world map on our homepage will give you an overview of all countries where PUM is active. Click on the country of your choice and you will see the names of the representatives of that country/region.

If your country does not have a representative it is possible that we are not active in your country. You are unable to proceed with your application.

When PUM is active in your country you can finish the application by submitting your authorised contact. He or she will get the e-mail with your details and will be your contact person throughout the mission.

Create customer account

Portal of website:
Website

Start Contact Person Complete

Name and position of the Contact Person

| | | | |
|---|----------------------------|--------------------------|----------------------|
| Gender * | Initials | First Name * | Surname * |
| <input type="text" value="- Select -"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Phone Number * | Skype Name | | |
| <input type="text"/> | <input type="text"/> | | |
| Date of birth | Job Title | | |
| Year <input type="text"/> | Month <input type="text"/> | Day <input type="text"/> | <input type="text"/> |

Contact person email address and newsletter

If you are a customer, please use a personal email address. If you do not have an email address, then please leave it blank and contact the representative for further assistance. In case you receive the message after submitting 'the name is already taken' or 'the email address is already registered', please report this to our helpdesk at helpdesk@pum.nl.
If you are a representative, please do not use your personal email address for the customer.

Email

Would you like to receive our digital newsletter?
 Yes

< Previous Page

Submit

A welcome message with further instructions has been e-mailed to the new user

Create customer account

Start Contact Person Complete

Thank you for your interest in PUM Netherlands senior experts. You have succeeded in creating your profile. Within a couple of minutes you will receive an email with information on how to activate your account. Once you have activated your account, you will be able to continue filling out your project proposal.

CREATING YOUR NEW PASSWORD

After several minutes you will receive an automatically generated e-mail with instructions. Click on the link to change the password.

[Redacted]

A site administrator at PUM Netherlands senior experts has created an account for you. You may now log in by clicking this link or copying and pasting it to your browser:

https://accept.pum.nl/user/reset/6394/1446025469;PN_AWPFAaDSUp_9hrv6QPF...

This link can only be used once to log in and will lead you to a page where you can set your password.

After setting your password, you will be able to log in at <https://accept.pum.nl/user> in the future using:

username: [Redacted]
password: Your password

Please note that you can still access PRINS on the website old.pum.nl using your current account details (user name and password).

Please note after login you can access the manual for your reference: <https://www.pum.nl/portal/manual>

-- PUM Netherlands senior experts

After clicking the link you will get the following notification, please notify that you can only use this button once.

Reset password

This is a one-time login for [Redacted] and will expire on 29 October, 2015 - 10:44.

Click on this button to log in to the site and change your password.

This login can be used only once.

Login

After clicking the Login button a new window opens and here you can change your password.

You have just used your one-time login link. It is no longer necessary to use this link to log in. Please change your password.

HOME / MY ACCOUNT / 6394

Your username

View Edit

Account Name and Address

Name

Your username

Email

Your e-mail address

E-mail address *

More information?

Password Password strength:

Confirm password

To change the current user password, enter the new password in both fields.

▼ **Email settings**

Plaintext email only
More information?

Language settings

Language
English ▼

More information?

▼ **Locale settings**

Your time zone setting will be automatically detected if possible. Confirm the selection and click save.

Time zone
Europe/Paris: Wednesday, 28 October, 2015 - 11:58 +0100 ▼

More information?

Email preferences

Forum

Blog

News

Poll

Library item

More information?

Save

Please create a strong password and write it down somewhere so you cannot forget it after a period of time.

Password Password strength: **Strong**

●●●●●●●●

Confirm password Passwords match: yes

●●●●●●●●

To make your password stronger:

- Add punctuation

To change the current user password, enter the new password in both fields.

When you have changed your password you will automatically be forwarded to PUMnet where you can submit your project request.

Portal

Dear entrepreneur,

Welcome on PUMnet! This site helps you to do business with PUM as it facilitates information and knowledge sharing between you, your PUM representative, our senior experts and the rest of our organisation: PUM Netherlands senior experts.

In the menu on the right hand side, you will find multiple options:

My Work:

If there are any tasks, e.g. a debriefing form that needs to be completed, you will find this here.

By organisation

Click on this tab to view the details of your organisation.

My project requests

Here you will find an overview of your (previous) project requests, in case there are any. You will also be able to monitor the status of any project requests made.

Submit new project request

If you are an existing or new client of PUM, you can submit a new project request here.

Contact

If you need help with the application process, please contact one of our representatives. You will find their details by selecting the country of your choice on the worldmap on www.pum.nl.

My Work

My Projects

By Organisation

My project requests

Submit new project request

SUBMIT A NEW PROJECT REQUEST

After you have changed your password you can submit a new project request. Please be aware that the form cannot be saved online with the intention to finish it later. Leaving the form will delete all your entries.

Please read the given information carefully about how to fill in the form so it will take a minimum of your time. If the **next page** button is not working, you will see an error message and the field which is not filled in correctly will lighten up with a red outline.

Please check what went wrong, fill it in correctly and pursuit to the next page.

PAGE ONE: START

Please be specific in the reason, activities and expected results so we can select the right expert for your project.

Submit new project request

Portal of website:
Portal

Start Yearly information Organisation details Legal information Extra

Before you start ..

In this application form, we will ask you to answer some questions and this will take about 15 minutes of your time. We need your answers to these questions in order to be able to determine whether your organisation meets the criteria of our sponsors, and if so, to select the best expert for a first fact-finding visit to your organization. To see PUM's application criteria, [click here](#).

Customer

Select your organisation

- Choose your organisation -

Project details

What is the reason for this request for assistance? *

Which project activities do you expect the expert to perform? *

What are the expected results of the project (please be specific)? *

Next Page >

PAGE TWO: YEARLY INFORMATION

Please be aware that you can only enter numbers, so no comma's, dots or any other signs and the amount has to be greater or equal as 0.

Submit new project request

Portal of website:

Portal

Start

Yearly information

Organisation details

Legal information

Extra

Yearly information

Please enter all amounts in Euro's. Note that you can only enter numbers, so no comma's, dots or any other signs. The amount of the number has to be greater than zero (0).

Last Year

| | | |
|-----------------------------------|------------------------------|-----------------------------|
| Year | Permanent employees * ? | Non-permanent employees * ? |
| <input type="text" value="2014"/> | <input type="text"/> | <input type="text"/> |
| Total turnover (in €) * | Balance sheet total (in €) * | |
| <input type="text"/> | <input type="text"/> | |

Last Year but one

| | | |
|-----------------------------------|------------------------------|---------------------------|
| Year | Permanent employees * | Non-permanent employees * |
| <input type="text" value="2013"/> | <input type="text"/> | <input type="text"/> |
| Total turnover (in €) * | Balance sheet total (in €) * | |
| <input type="text"/> | <input type="text"/> | |

Last Year but two

| | | |
|-----------------------------------|------------------------------|---------------------------|
| Year | Permanent employees * | Non-permanent employees * |
| <input type="text" value="2012"/> | <input type="text"/> | <input type="text"/> |
| Total turnover (in €) * | Balance sheet total (in €) * | |
| <input type="text"/> | <input type="text"/> | |

PAGE THREE: ORGANISATION DETAILS

Which operational model approaches your organisation the most?

- Distribution: Delivery of good or service to the target audience, whether through traditional transport or infrastructure
- Financial Services: Financial products and services
- Processing/Packaging: Processing and or packaging goods
- Production/Manufacturing: Production and/or manufacturing of goods
- Services: Services such as education, health, communication, transportation, social services, tourism, etc.
- Wholesale/Retail: Intermediary organisation that purchases goods and sells them to new target customers

Be specific in what your enterprise offers and in what area you need assistance from a PUM expert. For example, you are an organisation which exports tomatoes but need assistance in how to manage your Human Resource department.

Submit new project request

Portal of website:



Organisation details

What is the operational model of the organisation? *

Choose some options

What are the products and/or services offered? *

Where and how are the products and/or services sold? *

< Previous Page

Next Page >

PAGE FOUR: LEGAL INFORMATION

What is the legal form of your operation? Please provide ownership information.

- Select -
- Sole-proprietorship
- Limited Liability Company
- Partnership
- Associations
- Co-operative
- Non-Profit/Non-Governmental Organisation Joint Stock Company
- Other

Submit new project request

Portal of website:
Portal

Start Yearly information Organisation details Legal information Extra

Legal information

In which year did your organisation start operations? *

What is the legal form of the organisation? *

Is your company part of a holding/group of companies? *

Does your company work under a franchising contract?

Is there any foreign ownership? *

Type of Ownership

The total of the following 3 questions should be 100%.

Percentage of ownership - Private

Percentage of ownership - Government

Percentage of ownership - Other

< Previous Page

Next Page >

PAGE FIVE: ADDITIONAL INFORMATION

If you want an expert to visit your company at a specific time of the year, during for example harvest or sowing season, to get the best advice, please let us know in the **Additional comments Project request**. So we can find the right expert for your company.

Also we like to know: where did you hear about PUM?

- None -

From a private sector support organisation in my country (sector associations, consultancy firms etc)

From a public sector support organisation in my country (governments, chamber of commerce etc)

From an international development organisation

Other, please specify which one:

Through a PUM seminar

Through support from the Netherlands in the past

Through the embassy

Through the internet

Through the local PUM Representative or contact person

If you have any documents you would like to share about your company or the upcoming project you can upload them here by using the browse button.

Submit new project request

Portal of website:
Portal

Start Yearly information Organisation details Legal information Extra

Additional information

How did your company first hear about PUM?

- None -

Additional comments Projectrequest

Documents

If you want to add any documents, use file upload.

No file selected.

If you have any questions about the Project request form you can contact your representative or send an e-mail to helpdesk@pum.nl

After submitting your request you can find a summary on PUMnet in My Projects > My project requests.

My Projects

By Organisation

My project requests

Submit new project request

My project requests

| Organisation | Date | Subject | Status |
|--------------|------------------------|---------|--|
| | 4 August, 2015 - 00:00 | | Completed View project request |

After receiving your project request the representative will receive a notification that you have submitted a new project request. If necessary the representative will contact you for further information about your company so he or she can finish the project request.

After this assessment your request will be evaluated by the Country Coordinator, the Sector Coordinator and the Monitoring department of PUM. When they all approve of the application you will be notified by e-mail.

When your request is rejected you will also get a notification.

YOUR PROJECT REQUEST HAS BEEN APPROVED, HOW TO PROCEED?

After approving your project request the Sector Coordinator will search for the right expert. The expert will be asked to fill in his project qualifications, available period for visiting your company and any questions he or she wants to ask you.

After receiving the project qualifications of the expert we will send you an e-mail stating that the CV of the expert is available online. You need to log in on www.pum.nl to accept or reject the proposed expert.

Click on Proposed Expert

My Work

| Proposed expert(s) (1) |
|------------------------|
| |

By clicking on the Expert's name you will get access to his or her CV and project qualifications.

Proposed expert(s)

| Expert for | Customer | Expert | Start Date | End Date | |
|------------|----------|--------|-------------|--------------|--------------|
| Advice | | | 6 July 2015 | 19 July 2015 | (Dis-) agree |

Go back to the previous page or click again on Proposed Expert in the right-hand menu to agree or disagree with this proposed expert by clicking on (Dis-) agree.

Advice Customer (dis-) agreement of Proposed Expert

Portal of website:
Portal

Expert

Does the proposed expert match your request? *

- Select -

- Select -

Yes

No

Submit

If you disagree please motivate your denial so we can look for a better match.

If the expert suits your project but you have another period in mind please submit a new preferred period.

YOU APPROVED THE CV OF THE PROPOSED EXPERT, HOW TO PROCEED?

The Project Officer that will handle all operational matters from the office in The Hague in the Netherlands will now complete the match and prepare the travel case for the expert. When we know the flight details the Project Officer will prepare a new activity for you so you can fill in the pick-up information.

When you log in you will find the activity in My Work > Airport Pickup info

My Work

Debriefing (1)

Airport Pickup info (1)

Enter the activity to see the travel information with flight details.

Enter airport pickup info

| Customer | Traveler | Arrival date/time | Destination | Flight number | (Return) Departure time | (Return) Flight number | |
|----------|----------|---------------------|-------------|---------------|-------------------------|------------------------|---------------------|
| | | 2015-09-28 15:35 | Yogyakarta | GA 212 | 2015-10-06 00:00 | | Provide pickup info |

Click on **Provide pickup info**. You can now provide the pickup information for the expert so he or she will know who to look out for and where he or she will be staying.

Pick up Information

Portal of website:
Portal

Pick Up Information

Please provide the pick up information.

Name of pickup person *

Telephone number of pickup person *

Accommodation

Name and address details of hotel or guesthouse *

Telephone number hotel or guesthouse *

Other information


Please fill out any other relevant information concerning the pick up and/or accommodation.

Submit

AFTER THE MISSION, THE DEBRIEFING

When the mission is completed and the expert has returned to the Netherlands the debriefing form will be online in a couple of days.

You can find the debriefing form on PUMnet in My Work > Debriefing

Debriefing (1) 

Debriefing

| Date ▲ | Case Type | Customer | Activity |
|------------------|-----------|----------|--|
| 2015-07-19 20:35 | Advice | | Advice Debriefing Customer Debriefing form |

Please be aware that the form cannot be saved online with the intention to finish it later. Leaving the form will delete all your entries. Please read the given information carefully about how to fill in the form so it will take a minimum of your time.

Advice Debriefing Customer

Portal of website:
Portal

Customer

Customer contact

General

Please give us your opinion about the services we provided to you.

How do you currently rate the (expected) results in relation to the costs incurred for the expert? *

- Select -

How do you rate the degree in which the expert qualifications matched the needs of the project? *

- Select -

Please rate the assistance of the PUM representative with the preparation of the project. *

- Select -

Please rate the time PUM needed to present the expert's CV to your company/institution. *

- Select -

Focus

Please indicate the focus of the mission on the following areas, on a scale of 1 to 5, whereby 1 is not important at all and 5 is very important.

Financial management *

Leading, organising and planning the business *

Marketing the product or service *

Requirements of (inter)national buyers *

Ways to retain, motivate and train employees *

Technologies in production or service delivery *

Efficient organisation of the production or service delivery process *

Improving product or service quality *

New product or service development *

Follow up

Are you interested in additional PUM support? Please select one or more options. *

-
- No, thank you
- Advisory Mission
- Business
- Grant
- Remote Coaching
- Seminar

Additional remarks you have regarding this project.

Submit

In case of questions you can always contact your representative or send an e-mail to helpdesk@pum.nl.