

## Instruction Manual

### Schenk Workwear Online Order Portal

*powered by Wiltec*

#### Step 1 – Log in to the online ordering portal

1. Go to [www.wilteconline.nl/schenk](http://www.wilteconline.nl/schenk)
2. Log in with your **Schenk email address** and **password**.

Are you logging in for the first time? Enter your **Schenk email address** as your username and click on **Forgot password**.

You will then receive a one-time password in your mailbox that you can use to log in.  
When you log in for the first time, you will be asked to create a new password immediately.  
Remember this for future use.

For security reasons and to ensure proper management, it has been decided that you can only order your workwear in the portal using your own Schenk business email address.

#### Have you not yet activated your Schenk email address?

Please contact the Schenk IT Service Desk. You can do so:

- by email: [ict\\_servicedesk@schenk-tanktransport.eu](mailto:ict_servicedesk@schenk-tanktransport.eu)
- or by telephone. Here you will find the telephone numbers and opening hours of the service desks

**Service Desk NL (BeNeLux)** - Tel: +31 78 30 36 360  
Available Monday to Friday, 8:00 a.m. to 6:00 p.m.

**Service Desk DE** - Tel: +49 209 88001 115  
Available Monday to Friday, 7:00 a.m. to 5:00 p.m.

#### Are you logging in for the first time?

Enter your Schenk email address as your username and click on **Forgot password**.  
You will then receive a one-time password in your mailbox that you can use to log in. When you log in for the first time, you will be asked to create a new password immediately. Remember this password for future use.

#### Step 2 – Now place your order

Click on **Orders** in the drop-down menu on the left.

1. Then click on **For myself**.
2. Select the item you wish to order.
3. Select your desired size.

#### PLEASE NOTE:

- o If you are ordering an item for the first time or it has been a long time since your last order, please measure yourself carefully and ensure you choose the correct size! This will prevent

unnecessary time-consuming and costly returns and ensure you receive the correct size as quickly as possible.

○ **NEW:** The new collection also includes trousers in different lengths. With the available widths and lengths from short to long, we can provide everyone with perfectly fitting trousers. Take advantage of this!

**NB >>>> This does mean that we no longer offer entertainment services and/or reimburse entertainment costs.**

**Find your perfect length using the information in the portal.**

4. Select the desired quantity.

**Please note:** You cannot order more than your maximum quantity. More information about the maximum quantities per product (group) can be found under the sign behind the balance.

5. Repeat steps 3, 4 and 5 for the other items you wish to order.
6. Is your order complete? Then click on Next step at the bottom right of the page.
7. Then click on **Next step** again.
8. Check your order carefully.

**PLEASE NOTE:**

Your order will be delivered to your home. Therefore, before placing your order, please check that the correct home address is registered.

**Is the address incorrect?** If so, please contact the HR department at your Schenk location before placing your order. They will change the address in our personnel system and it will be automatically updated in Wiltec Online the next day. You can then place your order and it will be delivered to the correct delivery address.

9. **Tick the box** to confirm that you have read and agree to the terms and conditions and the Privacy and Cookie Policy.
10. Click on **Place order**.
11. Your order has now been placed.
12. You will receive an order confirmation at your Schenk e-mail address.

### Step 3 – Processing your order

- Do you have a zero-hour contract or are you not employed by Schenk? Then your order will first be assessed by an internal approver within Schenk. After assessment, Wiltec will process your order. All other orders are processed directly by Wiltec.
- Once your order is ready and has been shipped by Wiltec, you will receive an email from DHL with a Track & Trace link to track your order.

### Questions about the clothing package?

Answers to many of the questions we receive about the clothing package can be found at:

ENG: <https://www.schenk-tanktransport.com/frequently-asked-questions-new-workwear-ppe-sheq/>

FR: <https://www.schenk-tanktransport.com/fr/questions-frequantes-nouveaux-vetements-de-travail-epi-sheq/>

NL: <https://www.schenk-tanktransport.com/nl/faq-nieuwe-bedrijfskleding-ppe/>

DU: <https://www.schenk-tanktransport.com/de/faq-neue-arbeitskleidung-psa/>

### Questions about the ordering process?

Answers to many of the questions we receive about the ordering process can be found at:



ENG: <https://www.schenk-tanktransport.com/frequently-asked-questions-workwear-online-ordering-platform-wiltec/>

FR: <https://www.schenk-tanktransport.com/fr/questions-frequentes-surportail-de-commande-en-ligne-des-vetements-de-travail-schenk/>

NL: <https://www.schenk-tanktransport.com/nl/veelgestelde-vragen-over-schenk-bedrijfskleding-online-bestelportaal/>

DU: <https://www.schenk-tanktransport.com/de/haeufig-gestellte-fragen-zumschenk-online-bestellportal-fuer-arbeitskleidung/>

**Can't find your question here?** Send an email to the PPE team in your country:

- The Netherlands: [ppe@schenk-tanktransport.eu](mailto:ppe@schenk-tanktransport.eu)
- BELUX: [PPE-BELUX@schenk-tanktransport.eu](mailto:PPE-BELUX@schenk-tanktransport.eu)
- DE: [PPE-DE@schenk-tanktransport.eu](mailto:PPE-DE@schenk-tanktransport.eu)

**NB:** Questions about logging in with your donation email address should be directed to the IT service desk. See the contact details in this document.