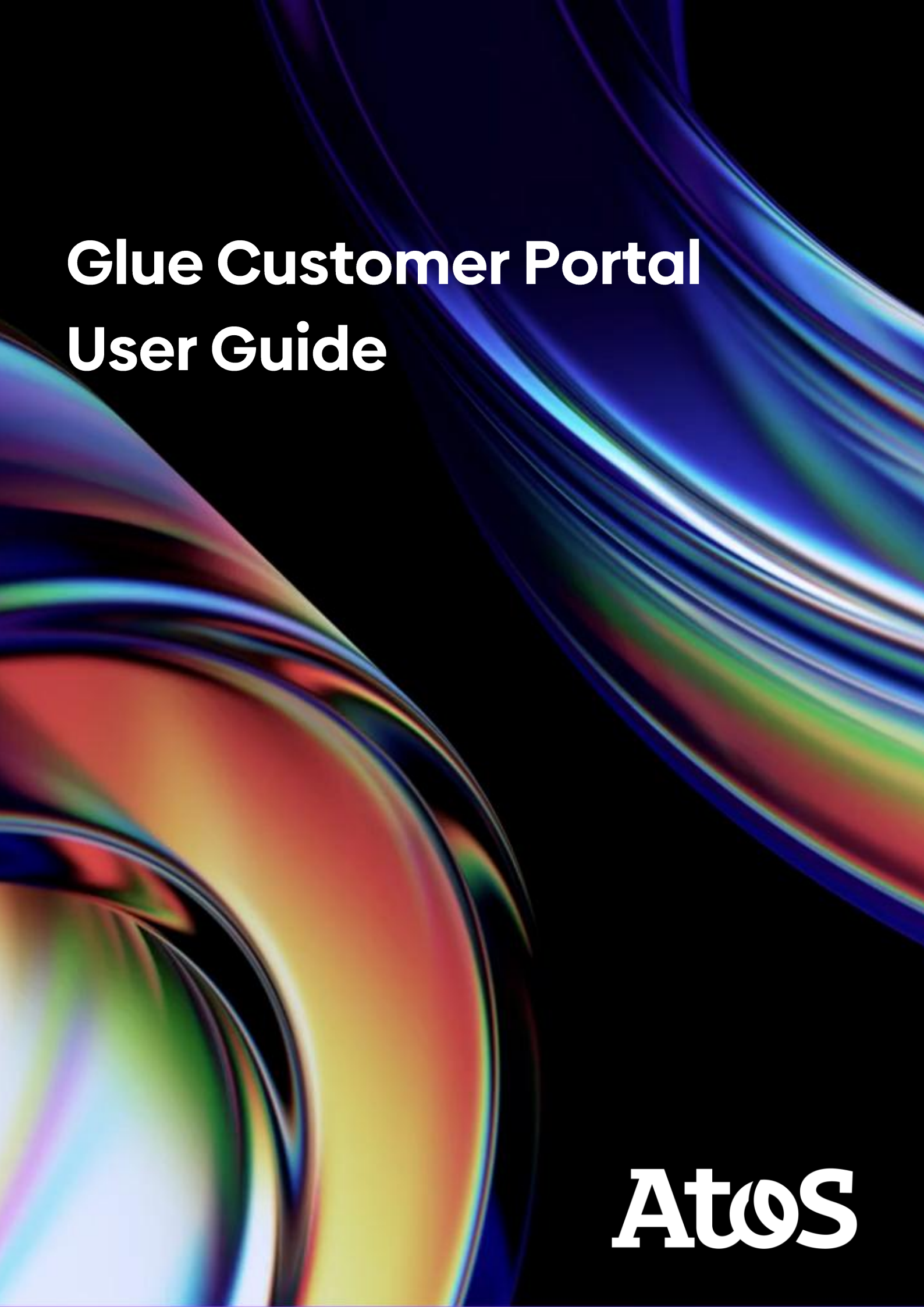
Glue Customer Portal User Guide



About this guide

This guide explains how external Customers can use the Glue Customer Portal to create new Demands, follow their status, review Quotations, provide feedback, confirm or reject Quotations, and view Orders and Projects.

Table of Contents

Table of Contents **3**

1 Introduction **4**

2 Customer portal **5**

2.1.1 Access and login 5
2.1.2 Home screen 5
2.1.3 Create a new Demand 7
2.1.4 Demands 8
2.1.5 Quotations 9
2.1.6 Orders 12
2.1.7 Projects (New in Phase 2) 13
2.1.8 Communication and notifications 14
2.1.9 Satisfaction survey (new in Phase 2) 14

1 Introduction

At Atos, we manage Demands in the **End-2-End Demand Management process.**

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*A **Demand** is any request, regardless of size, from an existing Customer, within an existing contract, for a service, resource, team, project, product, change, support activity, … to be assessed, quoted, ordered, fulfilled and invoiced.*

The **process** contains different phases:



- **Request:** the Demand has been submitted and is being reviewed.
- **Quotation:** Atos is preparing a Quotation.
- **Order:** the Quotation has been sent and is awaiting your decision or purchase order.
- **Project:** the Quotation has been confirmed and delivery is in progress.

Glue is our tool to manage Demands across their lifecycle. Glue has different types of records:

- **Demand**. The request. They have a Dxxxxxx number.
- **Quotation**. They have a Qyyyyyy number. Multiple Quotations can exist for one Demand (e.g. for multiple options, or for add-ons during Project delivery). When a Quotation is confirmed, it is called an Order.
- **Project**.
- **Task**.

As a Customer, you can use the Customer Portal of Glue to create new Demands, view the status of existing Demands, review Quotations, exchange messages with Atos, confirm or reject Quotations, and view Orders and Projects linked to your company.

Use Glue as the single place to request new work, track progress, review Quotations, and keep communication related to your Demands together

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For any issues, questions about what you can see in the portal, or feedback on the process, contact your Atos representative or the E2E Demand Management team at e2e-demand-management@atos.net.

2 Customer portal

The Customer Portal is the Customer facing part of Glue.

2.1.1 Access and login

Glue can be found on:

glue.myatos.net

In the beginning, you will receive an invitation to activate your Glue account. Open the invitation and follow the instructions to activate your account.

If you already have an account, go to the Glue portal and sign in with your registered email address, password and 2FA (if you configured this).

2.1.2 Home screen

When you access Glue, you will first see the home page:

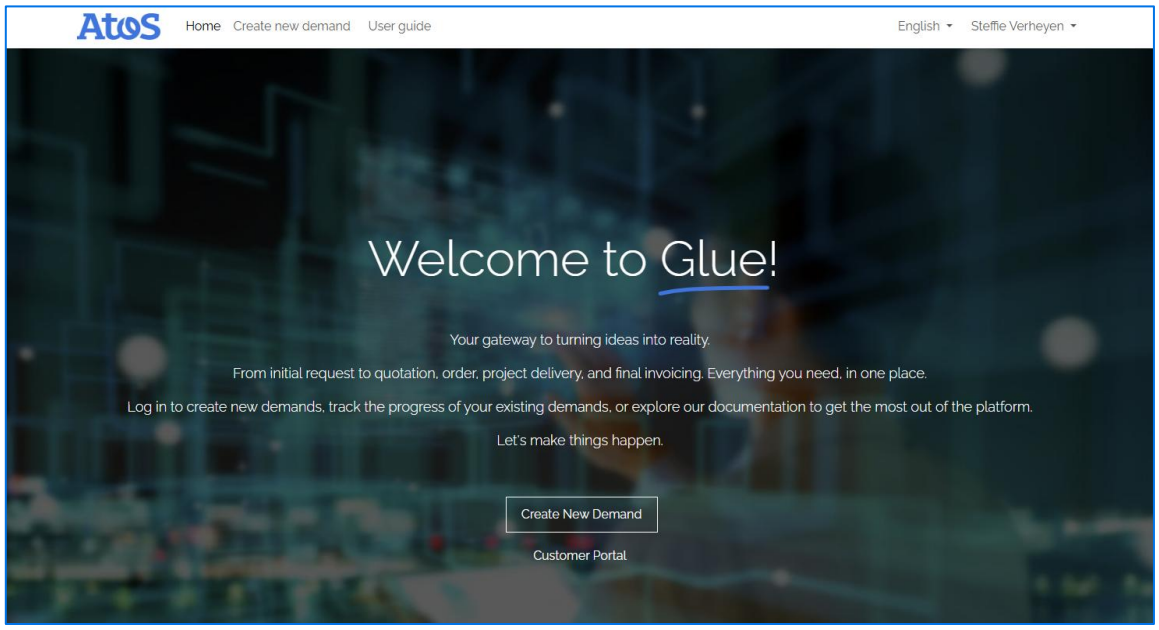


Figure 1: Customer portal home page

In the home screen there are two buttons:

- CREATE NEW DEMAND, which brings you to the New Demand form immediately (see 2.1.3)
- CUSTOMER PORTAL, which brings you to the following screen:

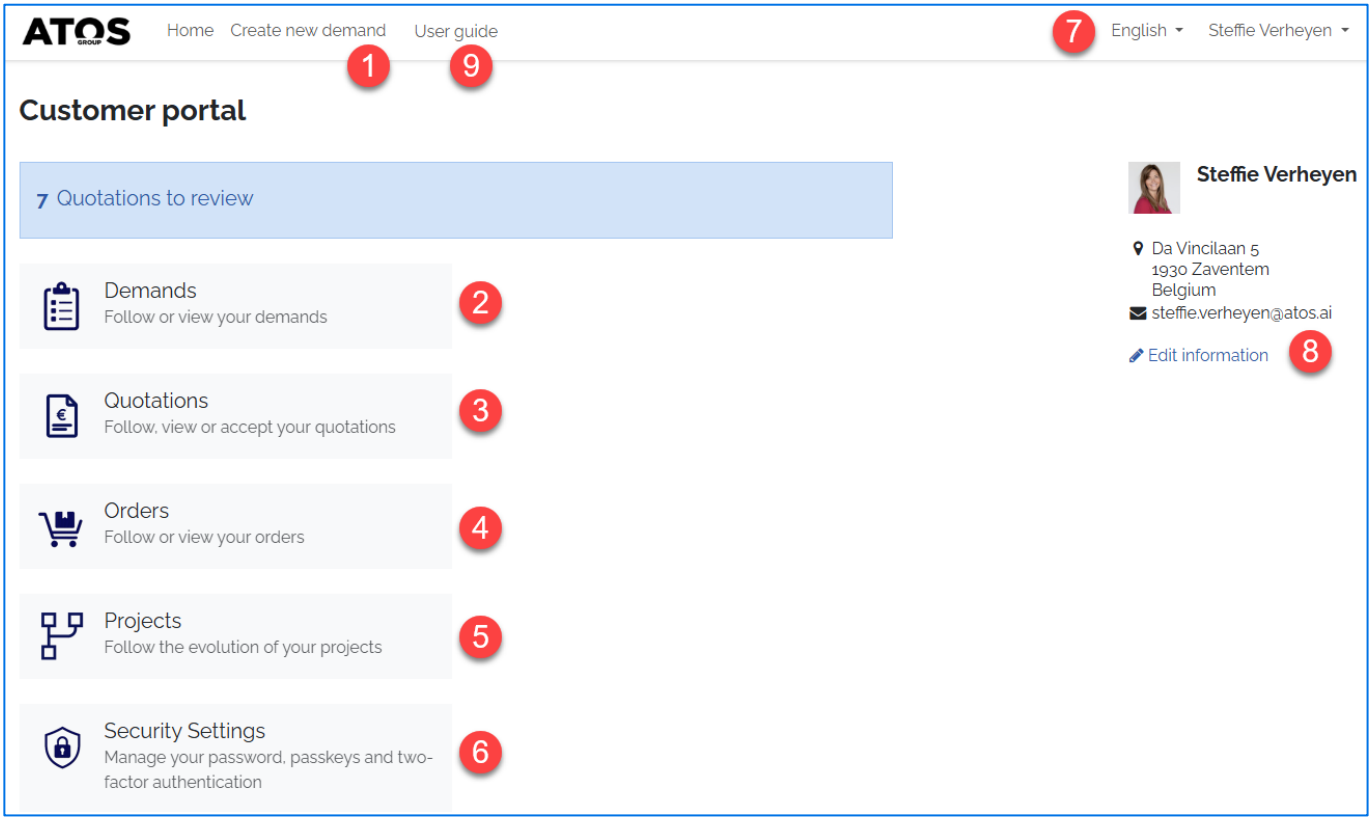


Figure 2: Customer Portal

Here you can:

1. Create new Demands
2. See your Demands and their current status
3. See, comment, confirm/reject Quotations. When there are Quotations waiting for your review, you will also see a blue banner at the top.
4. See your confirmed Quotations (= Orders)
5. See your Projects linked to confirmed Quotations
6. Manage your Security Settings (password, passkey, 2FA)
7. Change your language
8. Edit your name and email
9. Download the User guide for the Customer portal

Download the User guide for the Customer portal

These features are described in more detail in the following sections.

We can set per user whether he/she only sees his/her own records, or all records for your company. Contact E2E DM team (e2e-demand-management@atos.net) to have this changed.

2.1.3 Create a new Demand

When you click on CREATE NEW DEMAND (either in the top menu, or on the home screen), you will get a form where you can enter your Demand.

1. **Enter a clear title for the Demand**. Note that this title will be used further down the chain, in the Quotation and Project. So please be clear. The length is limited to 75 characters, so avoid unnecessary words like "request for quotation for…".
2. **Describe what you need**, including relevant background, scope, expected outcome, preferred timing, and any constraints. Please provide us as much information as possible. Collecting missing information will delay the Quotation process.
3. Attach **supporting files** if available.
4. Click on SUBMIT DEMAND to create a new Demand.

After submission, Atos will review the Demand. If more information is needed, Atos may contact you through the portal communication history or another agreed channel.

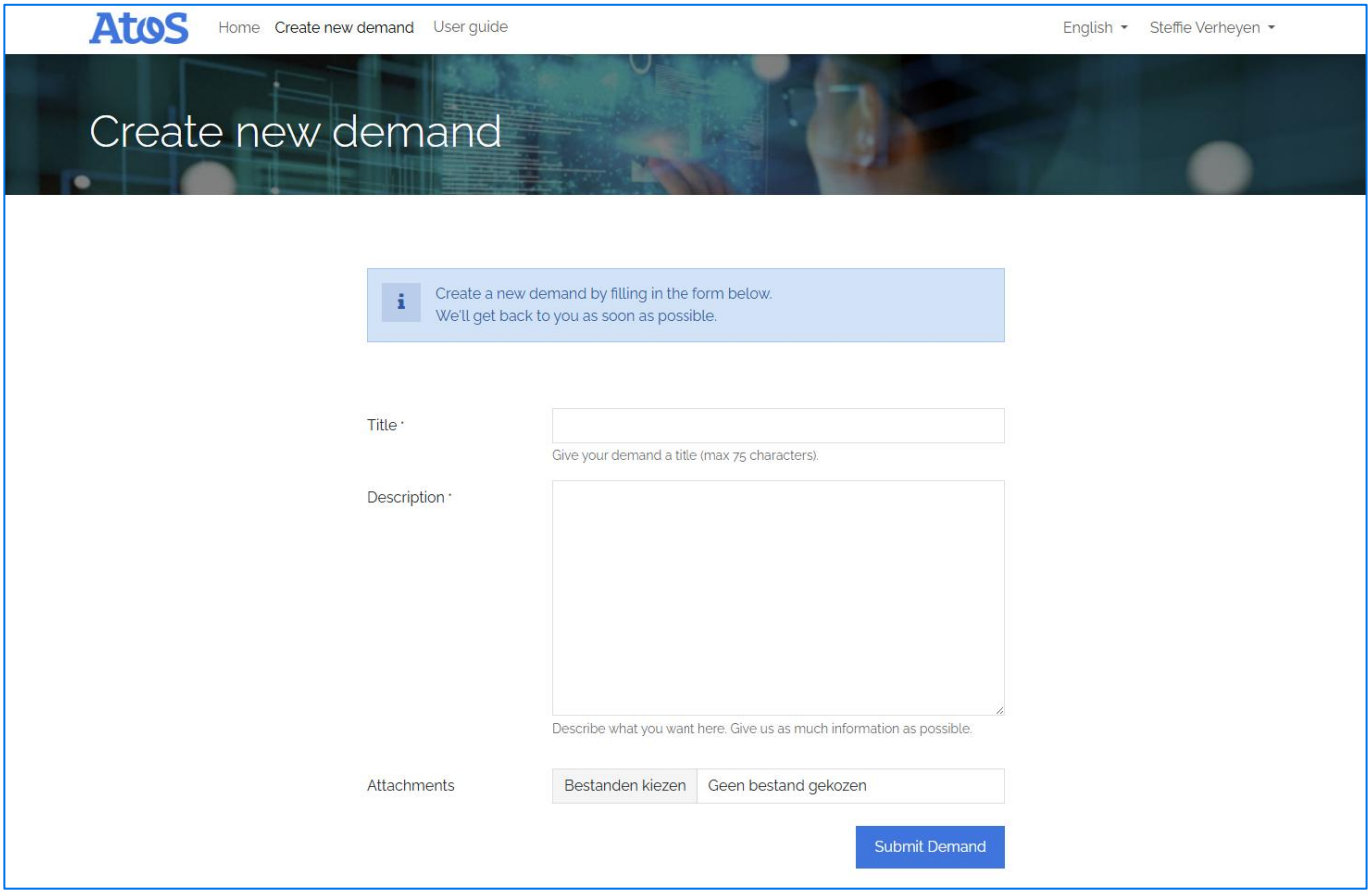
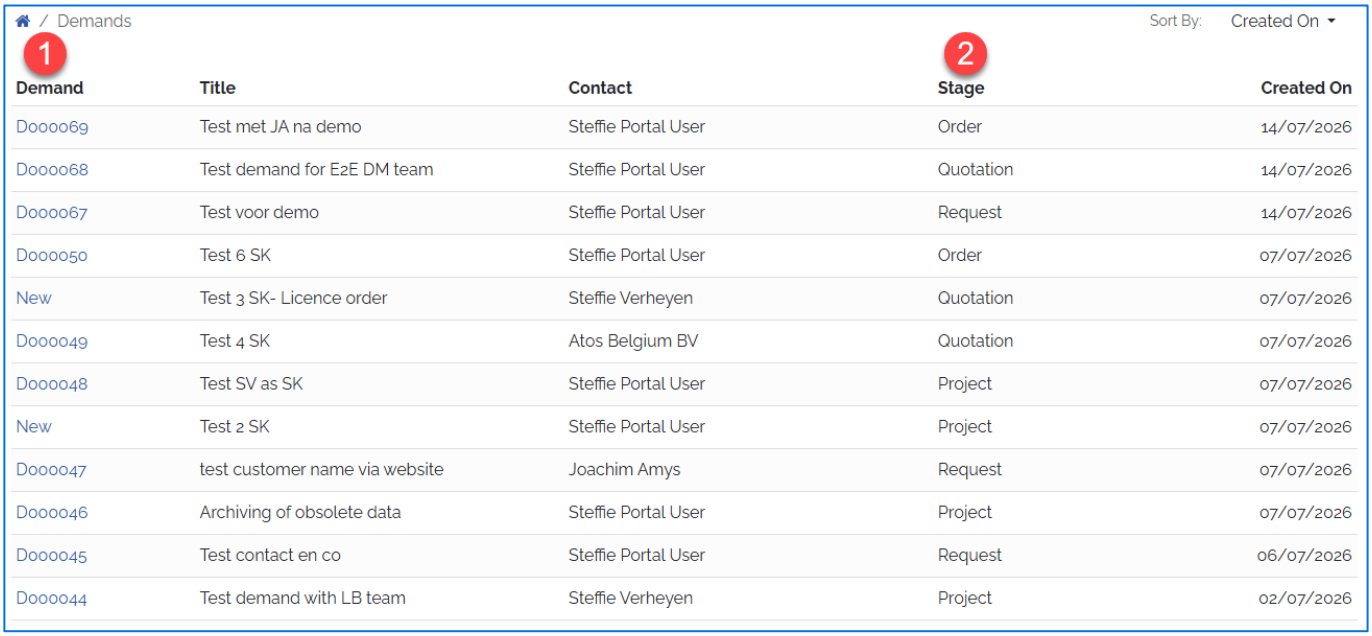


Figure 3: Create new demand form

2.1.4 Demands

On the Customer Portal, under DEMANDS you see a list of your Demands ❶ and in which Stage they currently are ❷.



Demand	Title	Contact	Stage	Created On
Dooo069	Test met JA na demo	Steffie Portal User	Order	14/07/2026
Dooo068	Test demand for E2E DM team	Steffie Portal User	Quotation	14/07/2026
Dooo067	Test voor demo	Steffie Portal User	Request	14/07/2026
Dooo050	Test 6 SK	Steffie Portal User	Order	07/07/2026
New	Test 3 SK- Licence order	Steffie Verheyen	Quotation	07/07/2026
Dooo049	Test 4 SK	Atos Belgium BV	Quotation	07/07/2026
Dooo048	Test SV as SK	Steffie Portal User	Project	07/07/2026
New	Test 2 SK	Steffie Portal User	Project	07/07/2026
Dooo047	test customer name via website	Joachim Amys	Request	07/07/2026
Dooo046	Archiving of obsolete data	Steffie Portal User	Project	07/07/2026
Dooo045	Test contact en co	Steffie Portal User	Request	06/07/2026
Dooo044	Test demand with LB team	Steffie Verheyen	Project	02/07/2026

Figure 4: Customer Portal (Demands - overview)

When you open a Demand, you see the information provided in the Demand ❸, and the Quotations already created for this Demand (if any) ❹. You can also see the communication history, or send us a new message ❺.

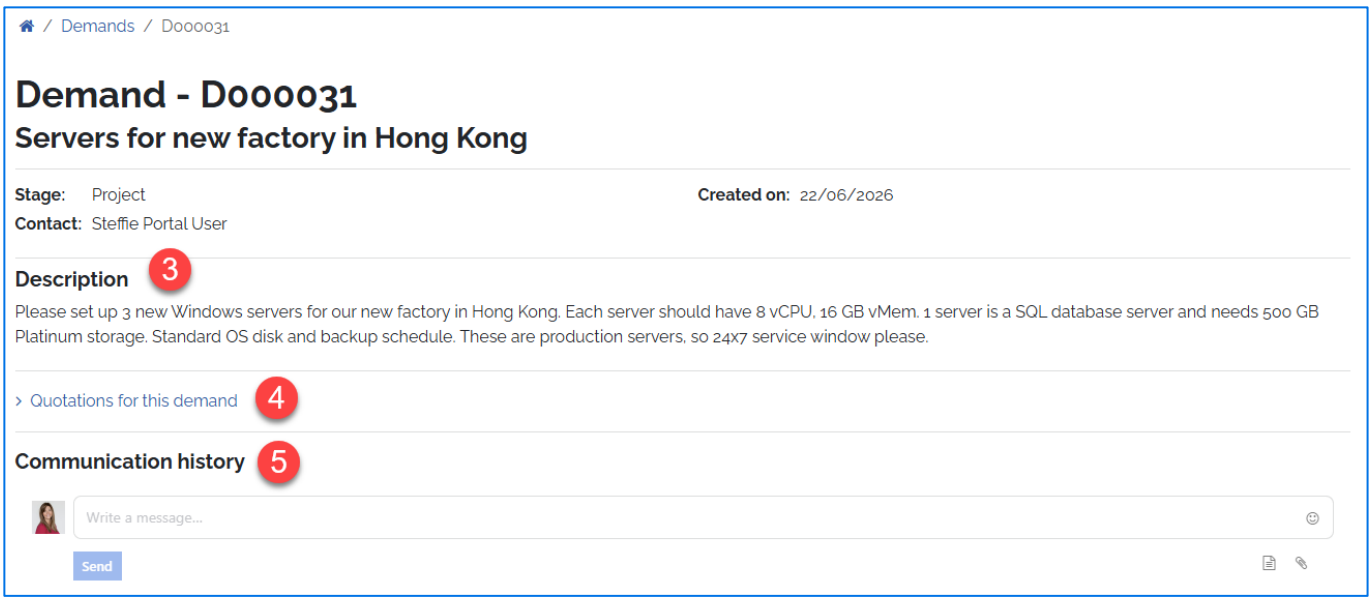


Figure 5: Customer Portal (Demands - detail)

2.1.5 Quotations

When a new Demand is created, our Bid Team will review it and determine whether it is clear. If it's not clear, clarification will be requested from you until it is clear.

If the Demand is clear, our Bid Team will create the Quotation and send it to you via Glue. You will receive a notification mail when the Quotation is ready.

In the Customer Portal, under QUOTATIONS you see a list of your Quotations ❶, to which Demand they belong ❷, until when they are valid ❸, and a status ❹ (To review, Expired, Cancelled).

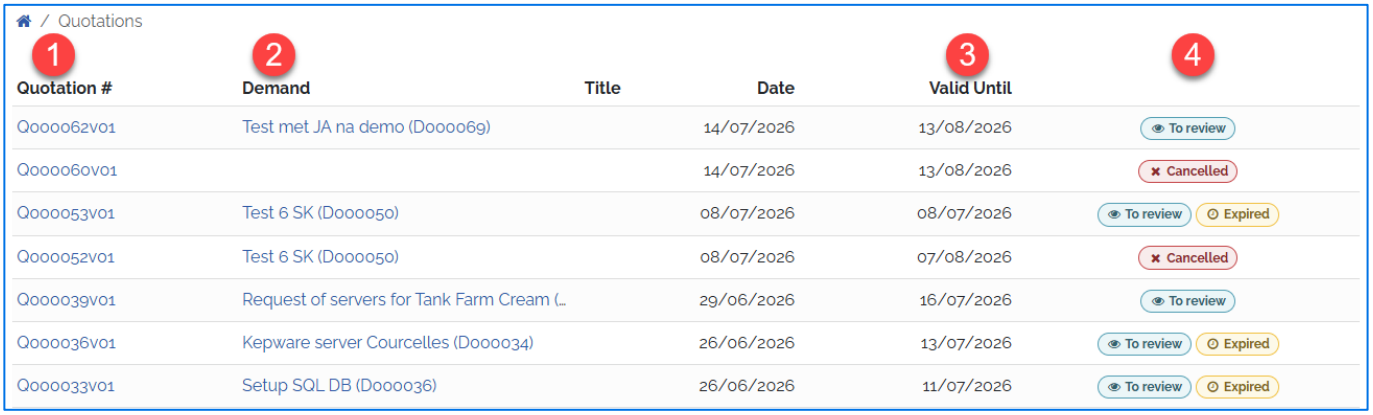


Figure 6: Customer Portal (Quotations - overview)

When you open a Quotation, you see the Quotation details ❺, and can accept/reject the Quotation using the buttons ❻:

- ACCEPT & SIGN: confirm that you accept the Quotation. If optional items are presented, select the quantities you want to include before confirming.
- FEEDBACK: send a message or ask questions about the Quotation.
- REJECT: decline the Quotation. Provide feedback to request rework if applicable.

You can also see the communication history, or send us a new message ❼.

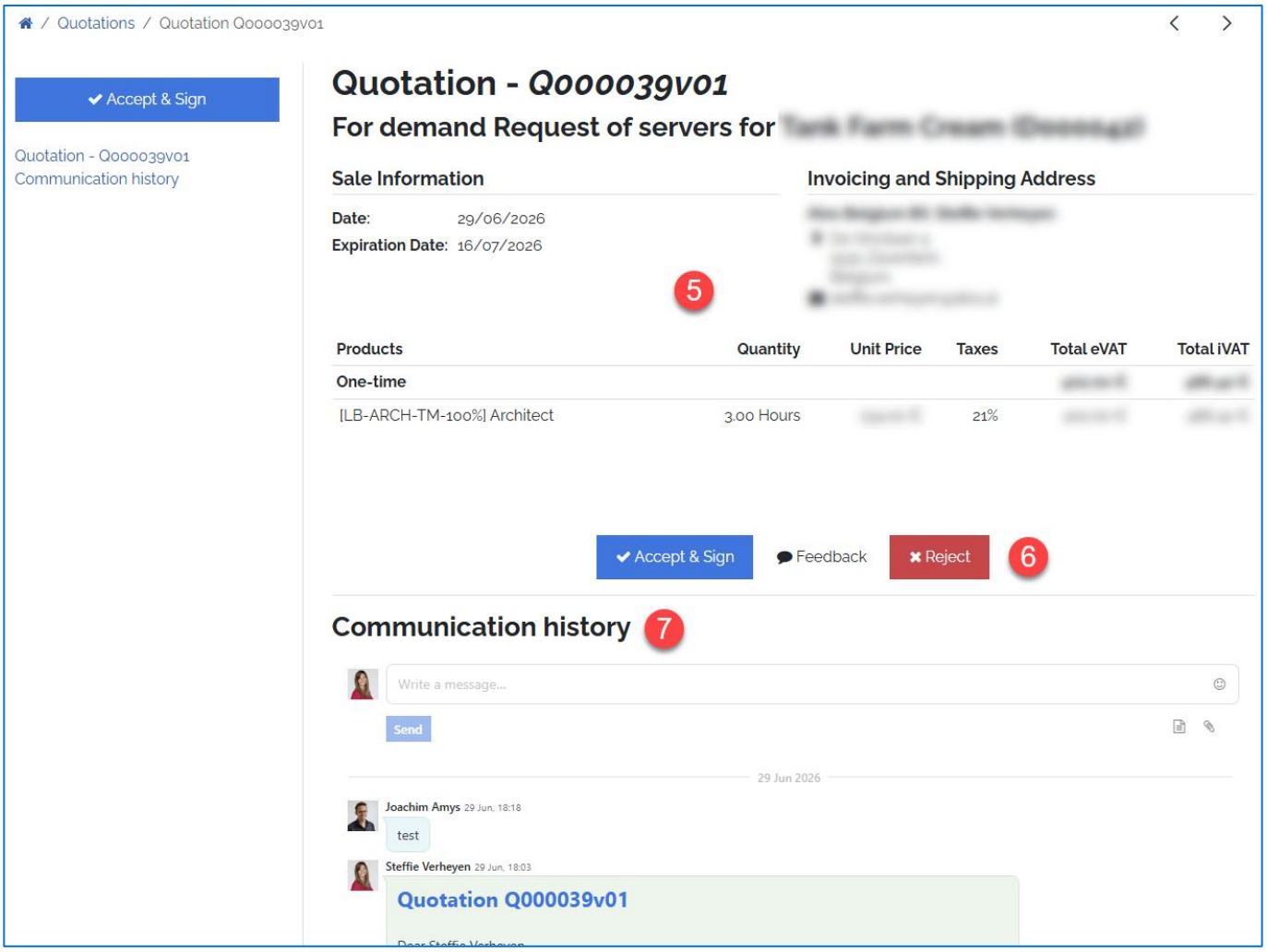


Figure 7: Customer Portal (Quotations - detail)

When you click the ACCEPT & SIGN button, you get the following pop-up, where you can sign the Quotation ❽.



Figure 8: Customer Portal (Accept & Sign a Quotation)

If your company uses purchase orders, enter and/or attach the purchase order information in the designated fields ❾. If your company uses another agreed confirmation method, follow the instructions provided by Atos.

You can also add the PO number and/or document later on (see 2.1.6).

When you click the REJECT button, you get the following pop-up, where you can give us some feedback on why you are rejecting the Quotation, and whether you want an adapted Quotation or not.

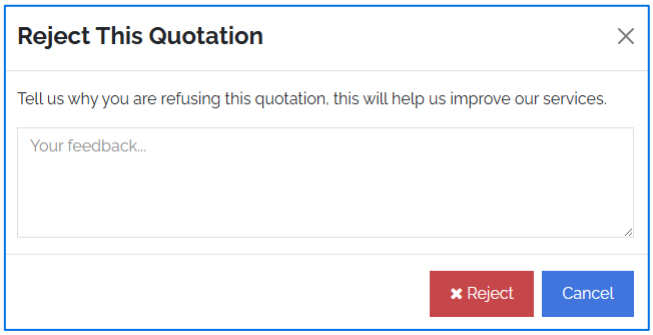


Figure 9: Customer Portal (Reject a Quotation)

2.1.6 Orders

Once a Quotation is accepted, it becomes an Order. In the Customer Portal, under ORDERS you see a list of your Orders ❶, to which Demand they belong ❷, and when they were ordered ❸.

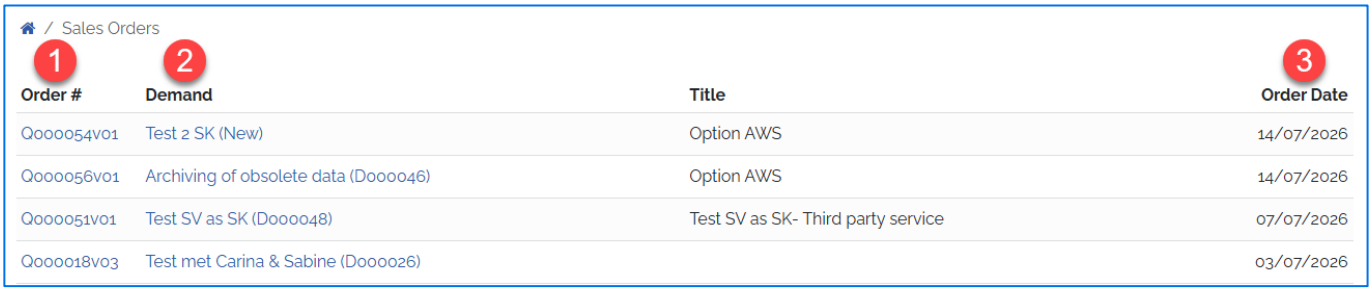


Figure 10: Customer Portal (Orders - overview)

When you open an Order, you see the Order details ❹. (New in Phase 2) You can add the PO number and/or PO document if it hasn't been entered when the Quotation was confirmed ❺. At the bottom, you can see the communication history, or send us a new message ❻.

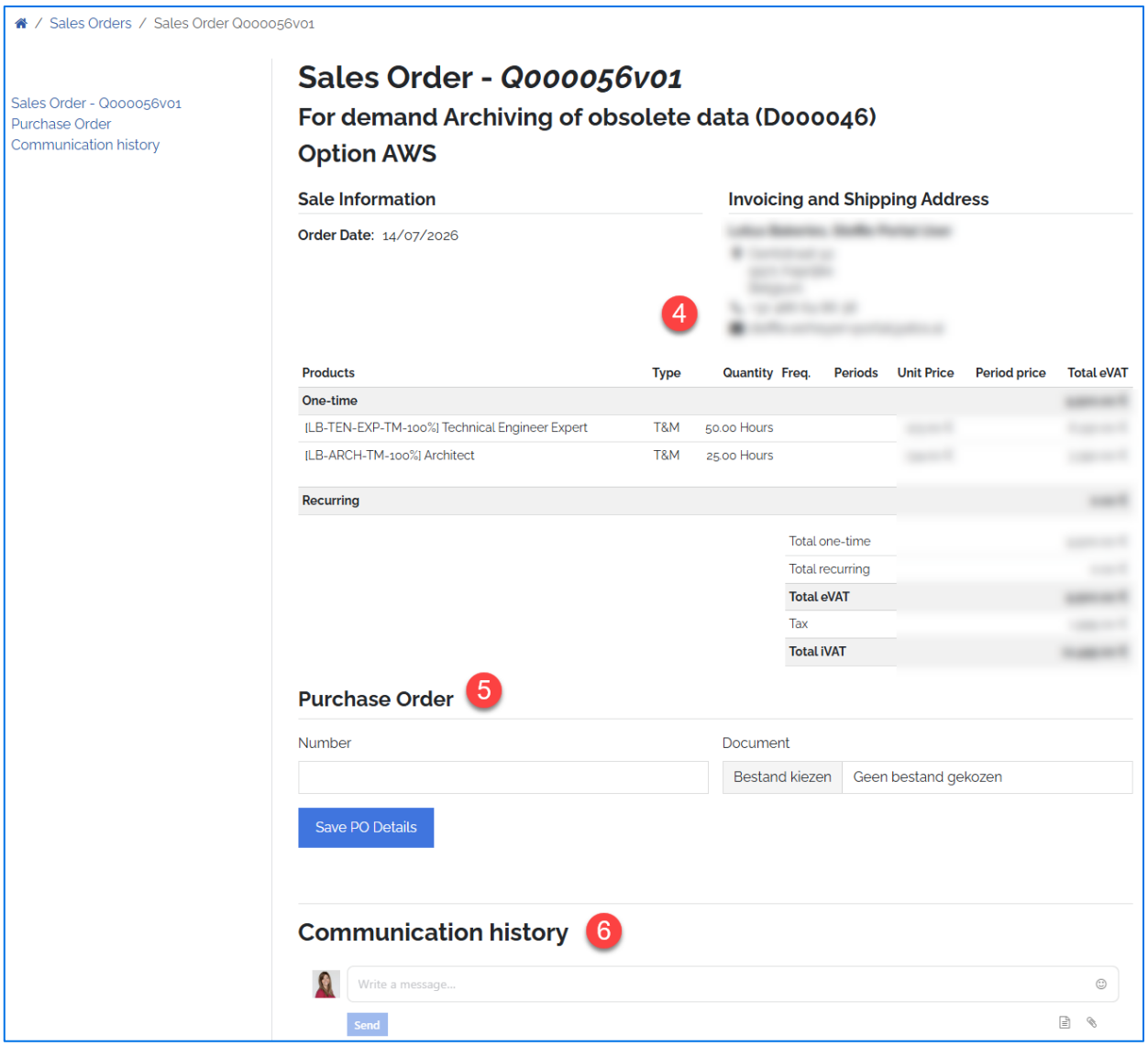


Figure 11: Customer Portal (Orders - detail)

2.1.7 Projects (New in Phase 2)

If a Quotation contains one-time activities, a new Project is created upon confirming the Quotation. In the Customer Portal, under PROJECTS you see a list of your Projects ❶, the period for which they are planned ❷, a Progress bar ❸, the Stage they are in ❹, and the number of tasks that are part of this Project ❺.

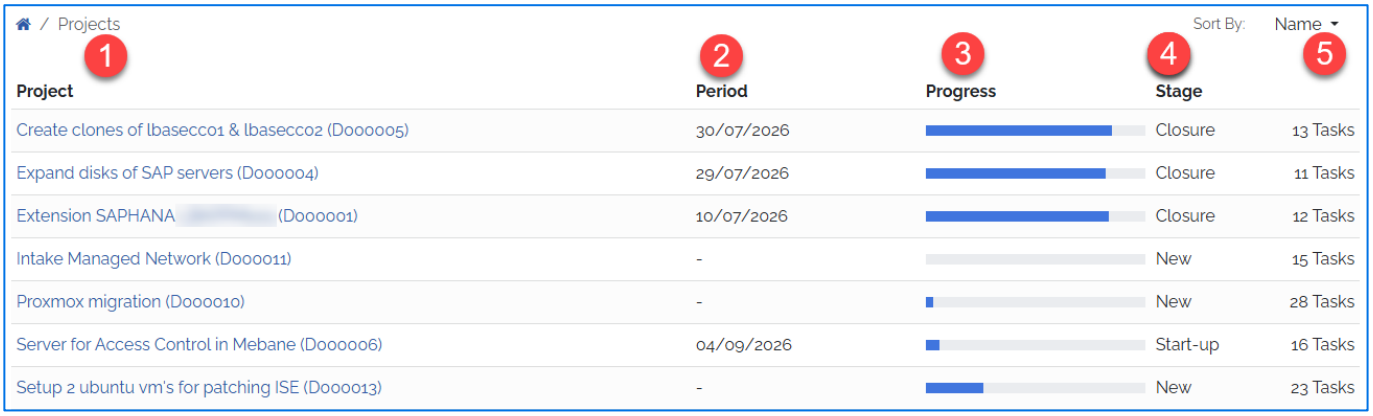


Figure 12: Customer Portal (Projects - overview)

When you open a Project, you see the Tasks inside the Project ❻, their assignees ❼ and status ❽. You can sort and group by the desired fields ❾.

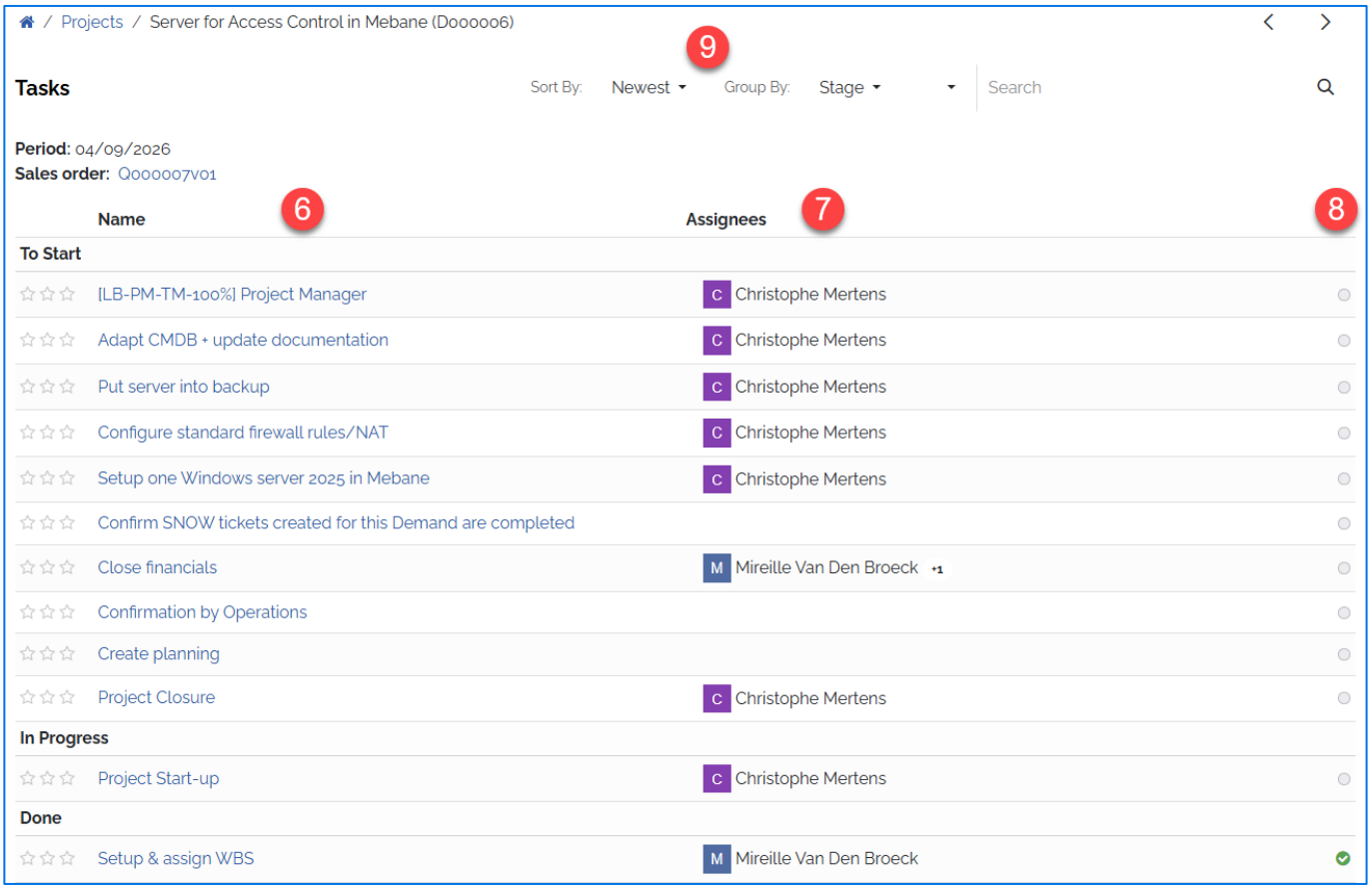


Figure 13: Customer Portal (Project - Tasks)

2.1.8 Communication and notifications

Use the communication area on a Demand, Quotation, Project or Task to send feedback, ask questions, or provide clarification. Keeping communication in the portal helps both you and Atos to maintain a clear history of the Demand.

You will receive notifications when a Quotation is sent, when a Quotation is pending review, or when relevant portal activity occurs.

2.1.9 Satisfaction survey (new in Phase 2)

When a Project reaches the Closure stage, you will receive an invitation (email) to fill in a Satisfaction Survey. The link in the email brings you to the following simple and quick survey.

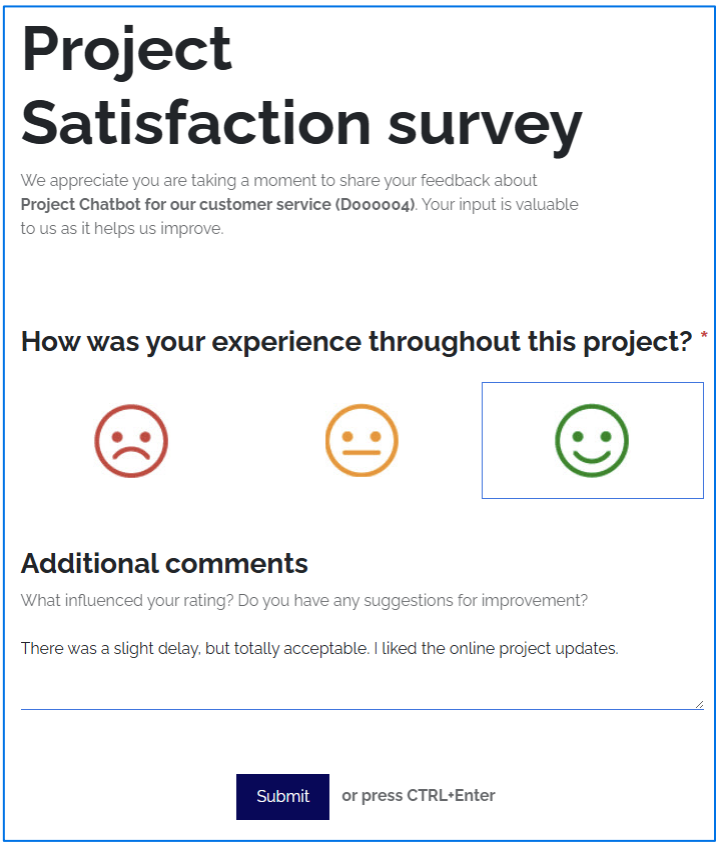


Figure 14: Customer portal (Satisfaction survey)