General information

Portal
BASF Forward AM Debinding and Sintering order management portal streamlines the process of turning your Ultrafuse 316L and 17-4PH stainless steel filament parts into full metal. By providing a complete overview of your part’s movement throughout the debinding and sintering process, the D&S portal ensures that you always have an up to date and fully transparent understanding of who is handling your parts. The integrated calendar allows quick and easy production planning and can be easily integrated into your project’s agenda.

Process chain overview
Automatic cost calculation, integrated logistics and preparation planning provide you with full control of resource usage. Online tools and documentation provide process status insights and order progress tracking. Even before logging into the D&S portal, a complete overview of the process chain and procedure are provided. In addition to a complete list of all preferred D&S service partners, the integrated calendar provides information on available service times.

Full transparency
With complete documentation of all process details, the BASF Forward AM D&S portal answers the questions you or your organization may have regarding the service, workflow, and status of your orders, all in real time. All service provider address and contact information are provided offering full transparency regarding who comes into contact with your parts.

Notice
For more detailed information on the processing and handling of Ultrafuse metal filaments, please visit www.forward-am.com.
How to use the D&S Portal - Workflow

Calendar Overview
The integrated calendar overview provides available D&S service dates per region.

Portal Use - private
To use the D&S portal and all its amenities setup your personal account with register at the portal. After confirming your mail address and the required account information like shipping address you can start the process.
Portal Use – Business
To use the D&S portal and all its amenities setup your business account with register at the portal. After confirming your mail address and the required account information like shipping address and company information like VAT ID you can start the process.

Top-up Balance
By buying vouchers from one of our distributors, you can increase your D&S balance (virtual currency) by entering your individual voucher ID.
See [ForwardAM Ultrafuse Distributors](#)
Place a D&S order and
Select the Ultrafuse metal filament you want to sinter.

The order summary will summarize the given facts automatically.

Please read user guideline for metal printing to make sure the part dimensions are right for debinding and sintering specifications. So please send no parts larger than 100mm*100mm*100mm and do not request D&S of parts with walls thicker than 25mm. Parts larger than 100mm*100mm*100mm are excluded from our service offer without further consultation. Parts with a wall thickness larger than 25mm will suffer from insufficient debinding and will fail during the sintering step.

Detailed instructions per part can be placed in comments if needed.
To increase the planning reliability, select the targeted shipping deadline.

With the summary of the shipping details which provides you a complete overview about the given details you can check them before you “Book order” to confirm the T&C and further details.

Please print the Customer Order Details and add it to your shipment as a delivery bill. All necessary data for the shipment as well as the assignment of your service order for the service provider are on it and enable the clear assignment of your order.

Now you can check you Order History and see the status of your saved, open and closed orders.

Within the Order Details the process documentation and the further details are available to provide you an overview about the individual process steps.
Beside the general overview and the status of your product to have live process tracking, you can have a look into the documentation of the individual process steps, to check the process details of your parts.

Your Customer Console provides you with all needed information due to the whole process.

Besides the option to top-up your balance or to balance your order, you can have a look in your order history, your voucher history, which provides you all information about what voucher was used when for which order, the shipping recommendations and the D&S process report.