

# Welcome to Customer Connect Training



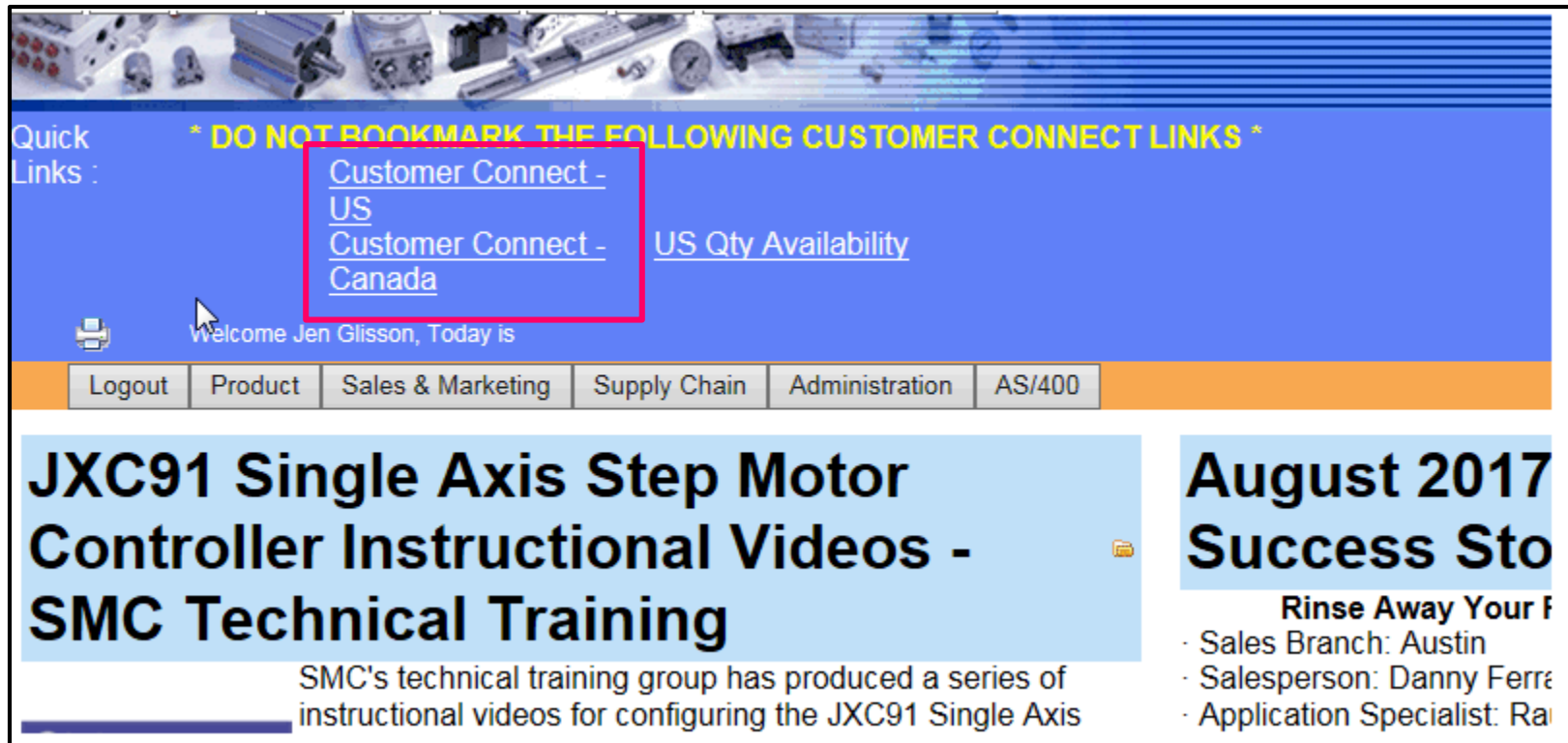
# Signing In to Customer Connect

You will access Customer Connect through SMC's Extranet at the following link:

<http://smcext01.smcusa.com/extranet.nsf>

The link to Customer Connect will be at the top of your Extranet screen

*Select the appropriate Customer Connect country link*



Quick Links :

**\* DO NOT BOOKMARK THE FOLLOWING CUSTOMER CONNECT LINKS \***

[Customer Connect - US](#)  
[Customer Connect - Canada](#)

[US Qty Availability](#)

Welcome Jen Glisson, Today is

Logout | Product | Sales & Marketing | Supply Chain | Administration | AS/400

## JXC91 Single Axis Step Motor Controller Instructional Videos - SMC Technical Training

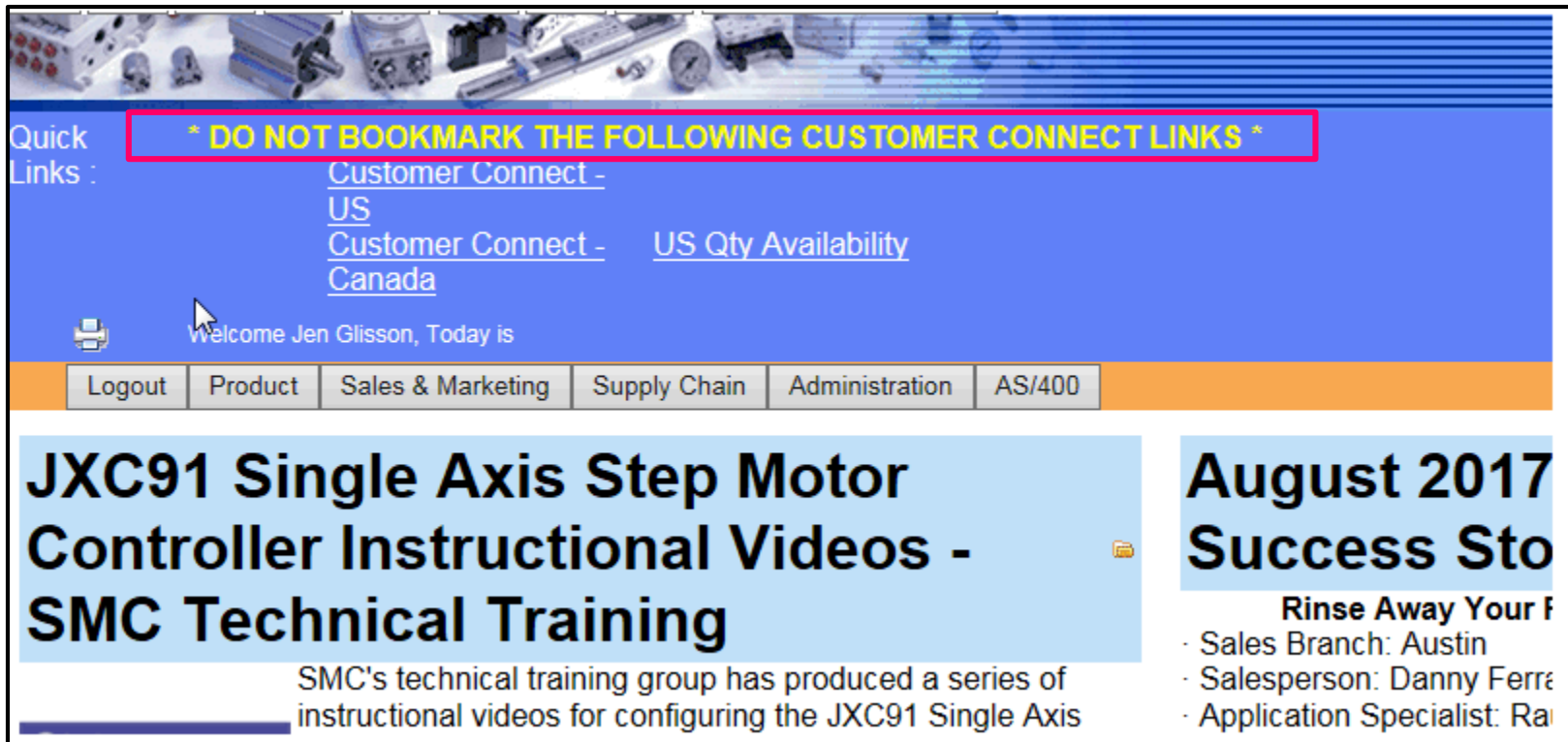
SMC's technical training group has produced a series of instructional videos for configuring the JXC91 Single Axis

## August 2017 Success Sto

**Rinse Away Your F**

- Sales Branch: Austin
- Salesperson: Danny Ferr
- Application Specialist: Ra

It's **important** that you do not **bookmark** this link as we are continuously updating this site which will not carry over onto your bookmarked link which could cause performance issues for you.



The screenshot shows the top portion of the SMC website. At the top is a banner image of various industrial components. Below it is a blue navigation bar with a yellow warning box containing the text: **\* DO NOT BOOKMARK THE FOLLOWING CUSTOMER CONNECT LINKS \***. Underneath the warning, there are links for 'Customer Connect - US', 'Customer Connect - Canada', and 'US Qty Availability'. A user greeting 'Welcome Jen Glisson, Today is' is visible. Below the navigation bar is an orange menu bar with buttons for 'Logout', 'Product', 'Sales & Marketing', 'Supply Chain', 'Administration', and 'AS/400'. The main content area features two promotional boxes: one for 'JXC91 Single Axis Step Motor Controller Instructional Videos - SMC Technical Training' and another for 'August 2017 Success Sto' with sub-points: 'Rinse Away Your f', 'Sales Branch: Austin', 'Salesperson: Danny Ferr', and 'Application Specialist: Ra'.

Quick Links :

**\* DO NOT BOOKMARK THE FOLLOWING CUSTOMER CONNECT LINKS \***

[Customer Connect - US](#)

[Customer Connect - Canada](#)

[US Qty Availability](#)

Welcome Jen Glisson, Today is

Logout | Product | Sales & Marketing | Supply Chain | Administration | AS/400

## JXC91 Single Axis Step Motor Controller Instructional Videos - SMC Technical Training

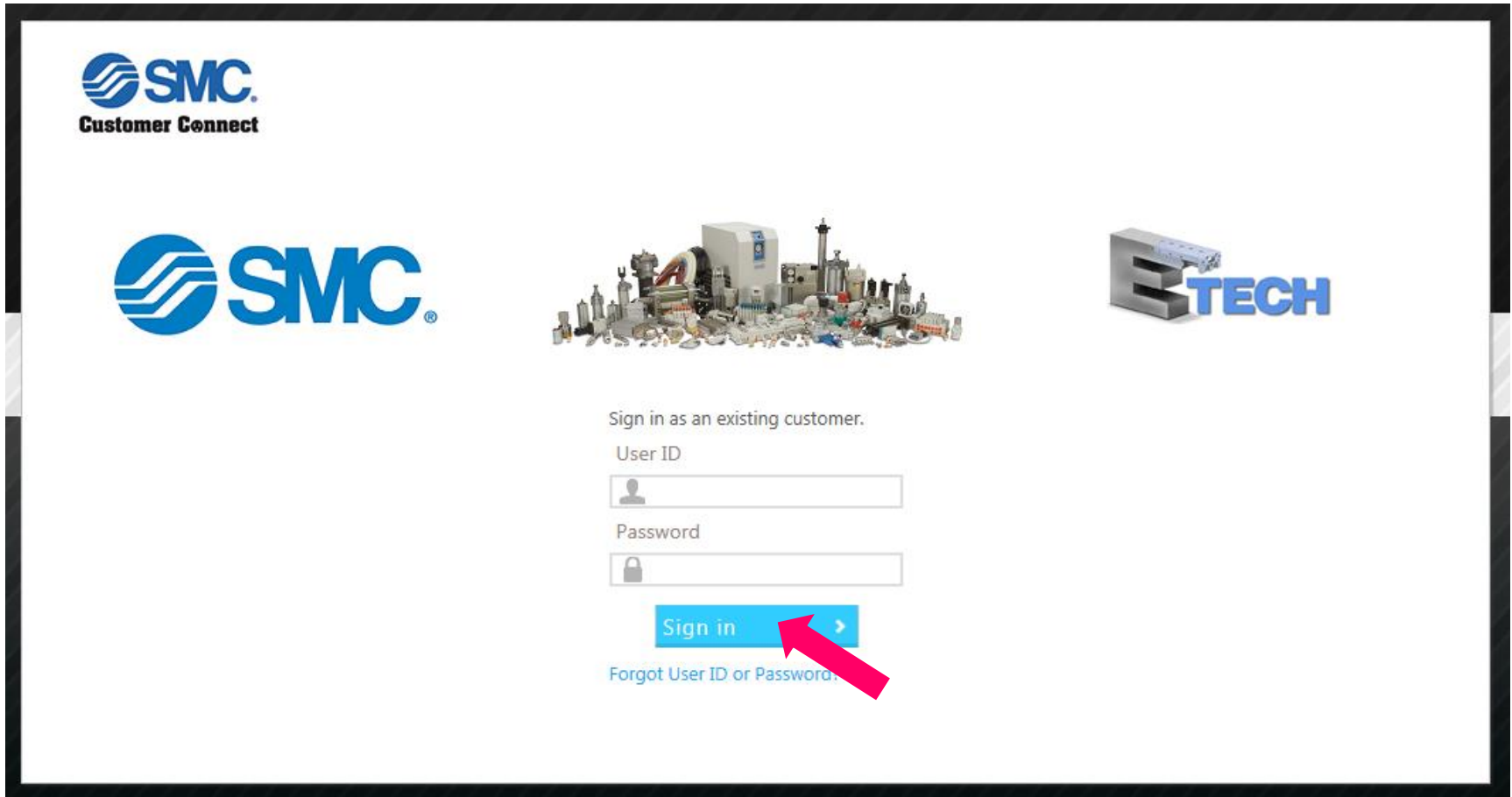
SMC's technical training group has produced a series of instructional videos for configuring the JXC91 Single Axis

## August 2017 Success Sto

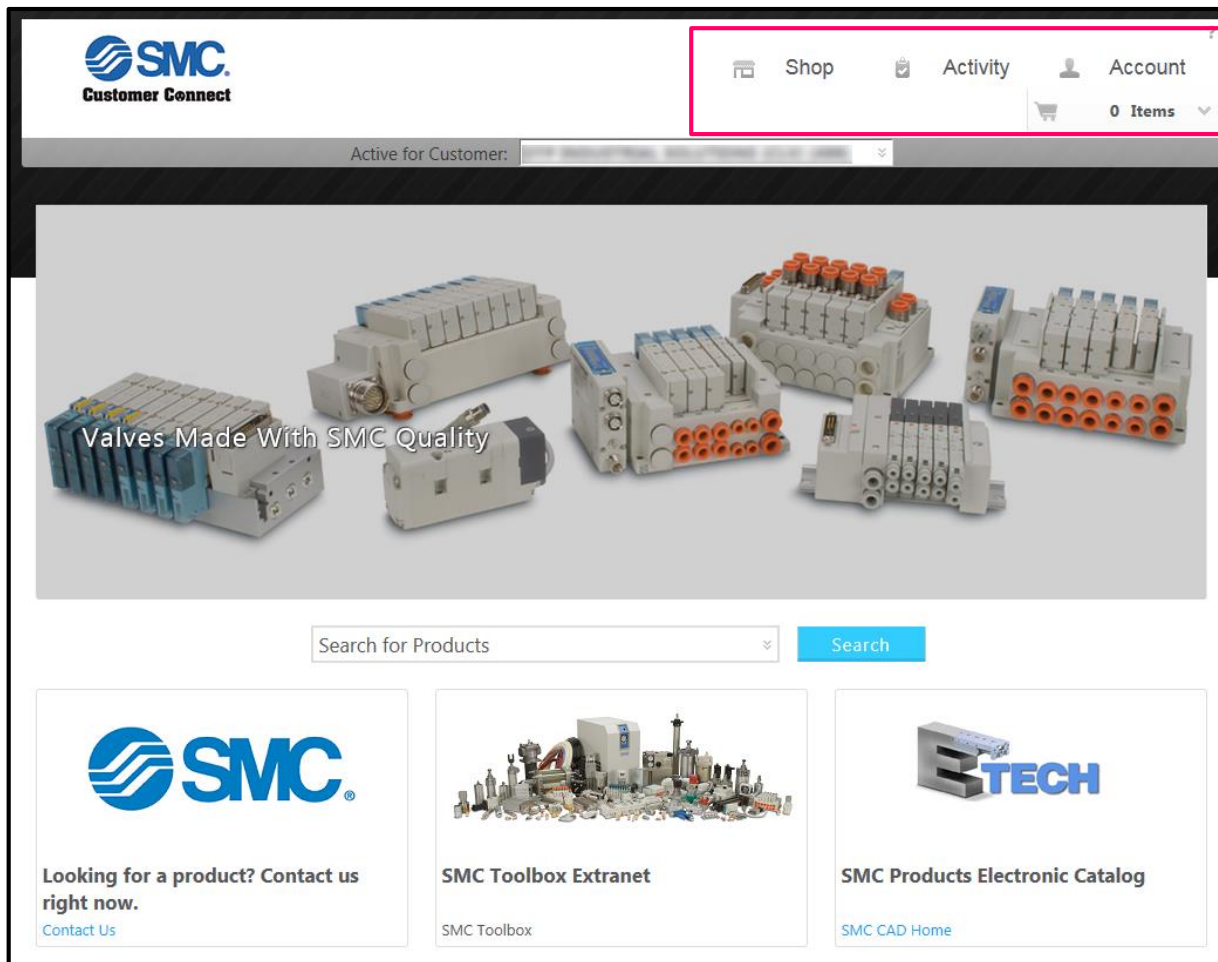
Rinse Away Your f

- Sales Branch: Austin
- Salesperson: Danny Ferr
- Application Specialist: Ra

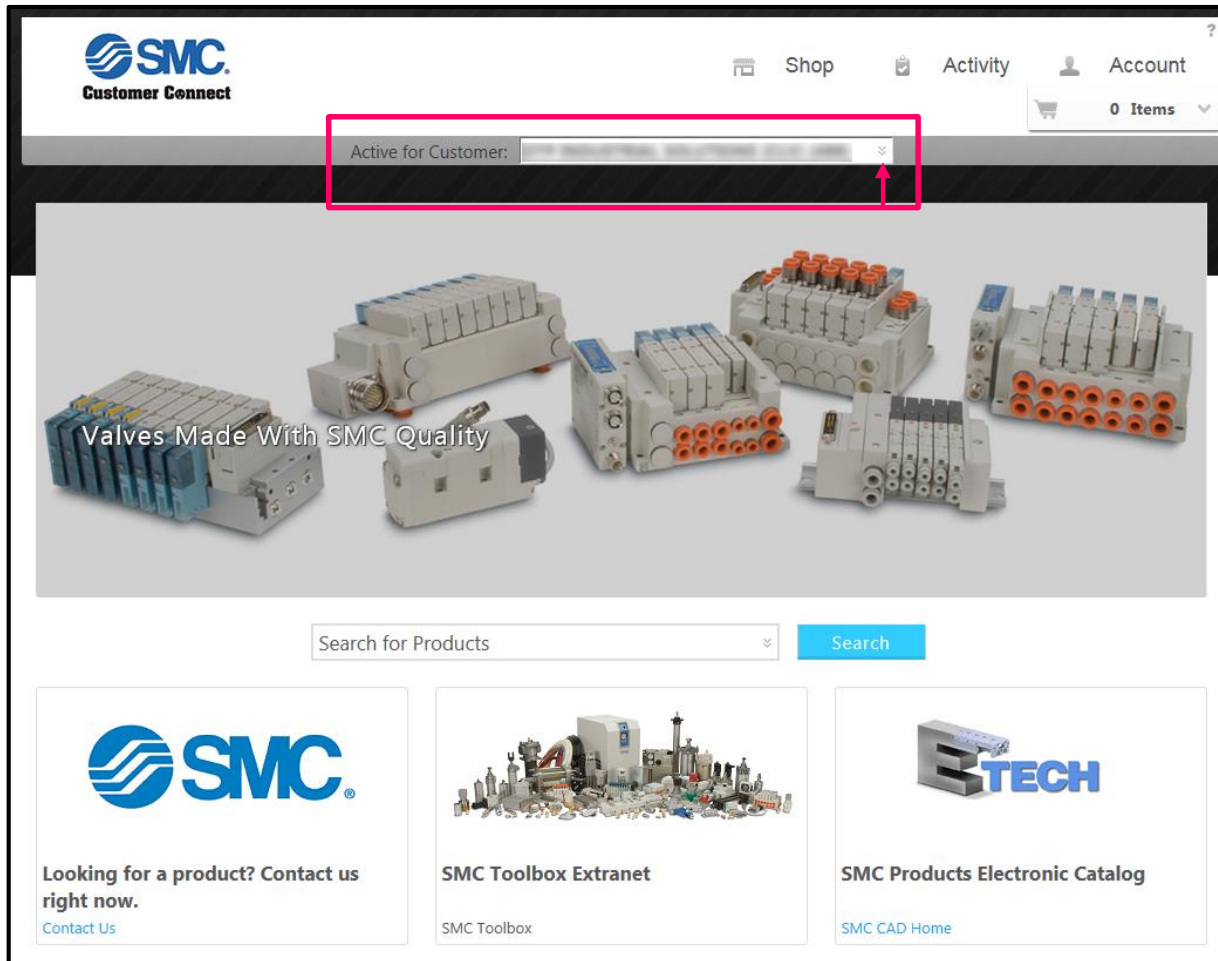
From the sign in screen enter your User ID and Password provided by SMC IT. You must click the “Sign in” button (not enter) to access the site.

A screenshot of the SMC Customer Connect sign-in page. The page features the SMC logo and "Customer Connect" text in the top left. In the center, there is a large image of various industrial machinery. To the right of the machinery is the "E TECH" logo. Below the machinery, the text "Sign in as an existing customer." is displayed. Underneath this text are two input fields: "User ID" with a person icon and "Password" with a lock icon. A blue "Sign in" button with a right-pointing arrow is positioned below the password field. A red arrow points to the "Sign in" button. At the bottom, there is a link that says "Forgot User ID or Password."

This is the home screen within Customer Connect. The toolbar at the top referencing Shop, Activity, Accounts and Shopping Cart are your main available options.



Account alignment will default to your main corporate account and all other accounts can be seen by clicking the drop down arrow



SMC Customer Connect

Shop Activity Account

0 Items

Active for Customer:

Valves Made With SMC Quality

Search for Products Search

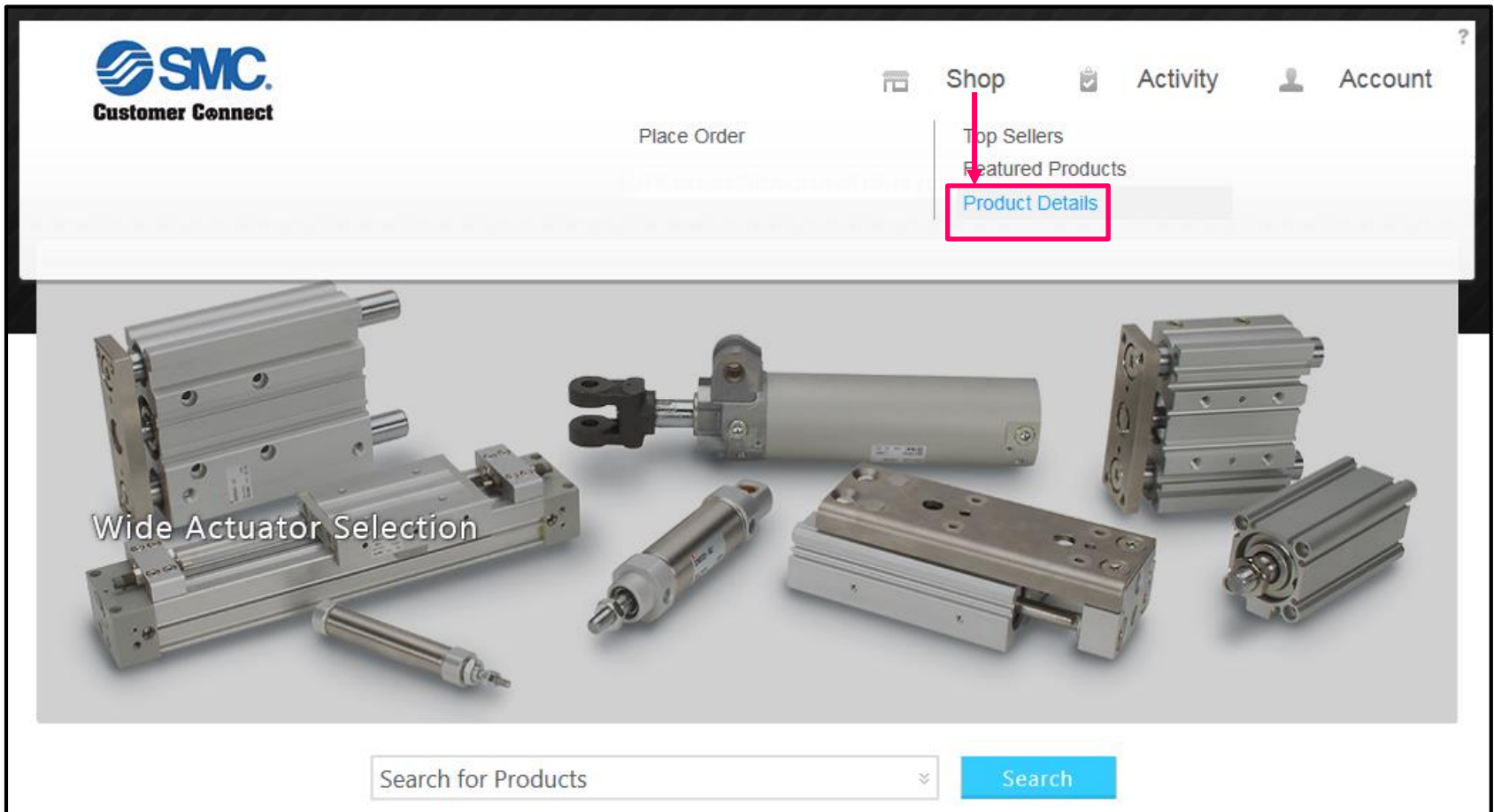
Looking for a product? Contact us right now. Contact Us

SMC Toolbox Extranet SMC Toolbox

SMC Products Electronic Catalog SMC CAD Home

# Product Details

Search by item for pricing and availability

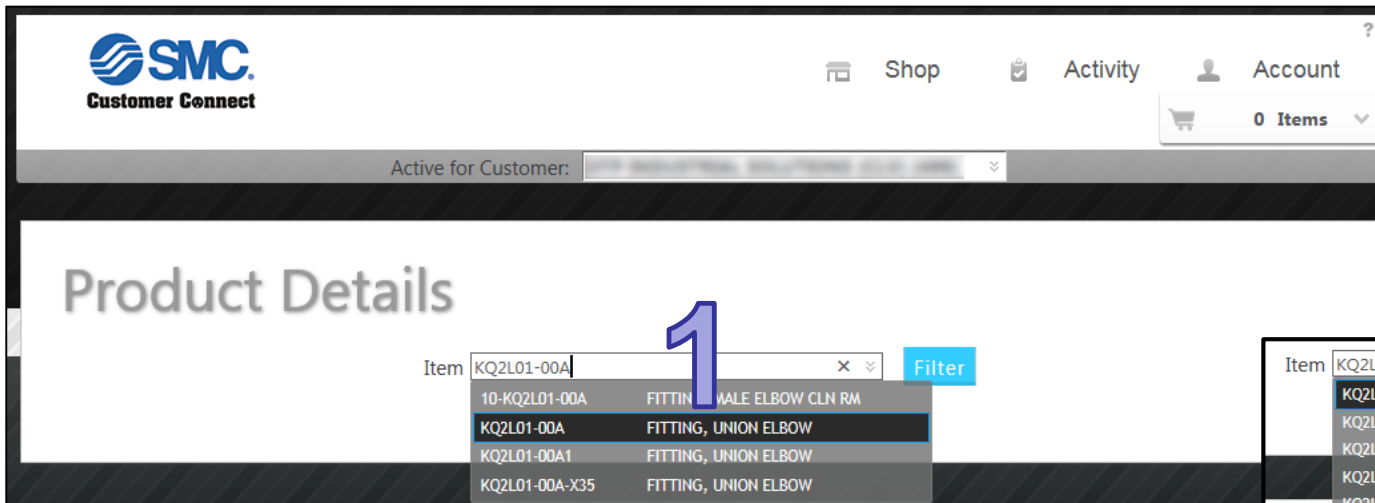


The screenshot displays the SMC Customer Connect website interface. At the top left is the SMC logo with the text "Customer Connect". To the right are navigation links for "Shop", "Activity", and "Account". Below the "Shop" link, a dropdown menu is open, showing "Top Sellers", "Featured Products", and "Product Details", which is highlighted with a red rectangular box. A red arrow points from the "Shop" link to the "Product Details" option. Below the navigation bar is a "Place Order" button. The main content area features a collection of various pneumatic actuators and cylinders, with the text "Wide Actuator Selection" overlaid on the left side. At the bottom, there is a search bar with the placeholder text "Search for Products" and a blue "Search" button.



# Item Search

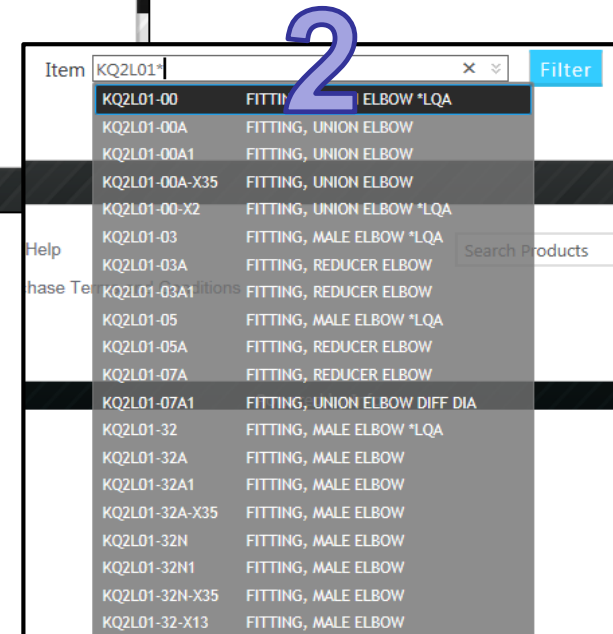
Key in the part number and the system will display a drop down box to select from (example 1) or you can key in a partial item to view the variations within that series by using a wild card search (\*) (example 2) and select from the drop down box.



Product Details

Item  Filter

10-KQ2L01-00A	FITTING, MALE ELBOW CLN RM
KQ2L01-00A	FITTING, UNION ELBOW
KQ2L01-00A1	FITTING, UNION ELBOW
KQ2L01-00A-X35	FITTING, UNION ELBOW



Item  Filter

KQ2L01-00	FITTING, UNION ELBOW *LQA
KQ2L01-00A	FITTING, UNION ELBOW
KQ2L01-00A1	FITTING, UNION ELBOW
KQ2L01-00A-X35	FITTING, UNION ELBOW
KQ2L01-00-X2	FITTING, UNION ELBOW *LQA
KQ2L01-03	FITTING, MALE ELBOW *LQA
KQ2L01-03A	FITTING, REDUCER ELBOW
KQ2L01-03A1	FITTING, REDUCER ELBOW
KQ2L01-05	FITTING, MALE ELBOW *LQA
KQ2L01-05A	FITTING, REDUCER ELBOW
KQ2L01-07A	FITTING, REDUCER ELBOW
KQ2L01-07A1	FITTING, UNION ELBOW DIFF DIA
KQ2L01-32	FITTING, MALE ELBOW *LQA
KQ2L01-32A	FITTING, MALE ELBOW
KQ2L01-32A1	FITTING, MALE ELBOW
KQ2L01-32A-X35	FITTING, MALE ELBOW
KQ2L01-32N	FITTING, MALE ELBOW
KQ2L01-32N1	FITTING, MALE ELBOW
KQ2L01-32N-X35	FITTING, MALE ELBOW
KQ2L01-32-X13	FITTING, MALE ELBOW

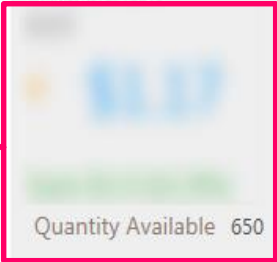
# Product Details

Item  Filter

Your Pricing  
&  
Total Quantity  
Available

## FITTING, UNION ELBOW

KQ2L01-00A




Quantity Available 650


Availability & Pricing

Quantity

+ Add to Order

Policy	Yes	Country Of Origin	SG
IPD/IED Eligible	N/A	ROHS Eligible	
HTS Code	7412.20.0035	Weight	1.60 G
Order Minimum	10	Product Code	KQ2

 Documents

 Prior Orders

**Additional Information:**

- Policy Yes = On the Shelf
- IPD/IED = International Shipping Options
- HTS Code = Tariff Code
- Order Minimum = Order Quantity Required
- Country of Origin = Product Manufactured Country of Origin
- ROHS Eligible = Product Eligibility Yes or No
- Weight = Actual Product Weight
- Product Code = Product Series

# Product Details

Item

## FITTING, UNION ELBOW

KQ2L01-00A

**Two options from this screen after item has been selected are:**

1. Availability & Pricing
2. Add to Order after a quantity is selected


**1** Availability & Pricing

**2** Quantity

Policy Yes  
IPD/IED Eligible N/A  
HTS Code 7412.20.0035  
Order Minimum 10

Country Of Origin SG  
ROHS Eligible  
Weight 1.60 G  
Product Code KQ2

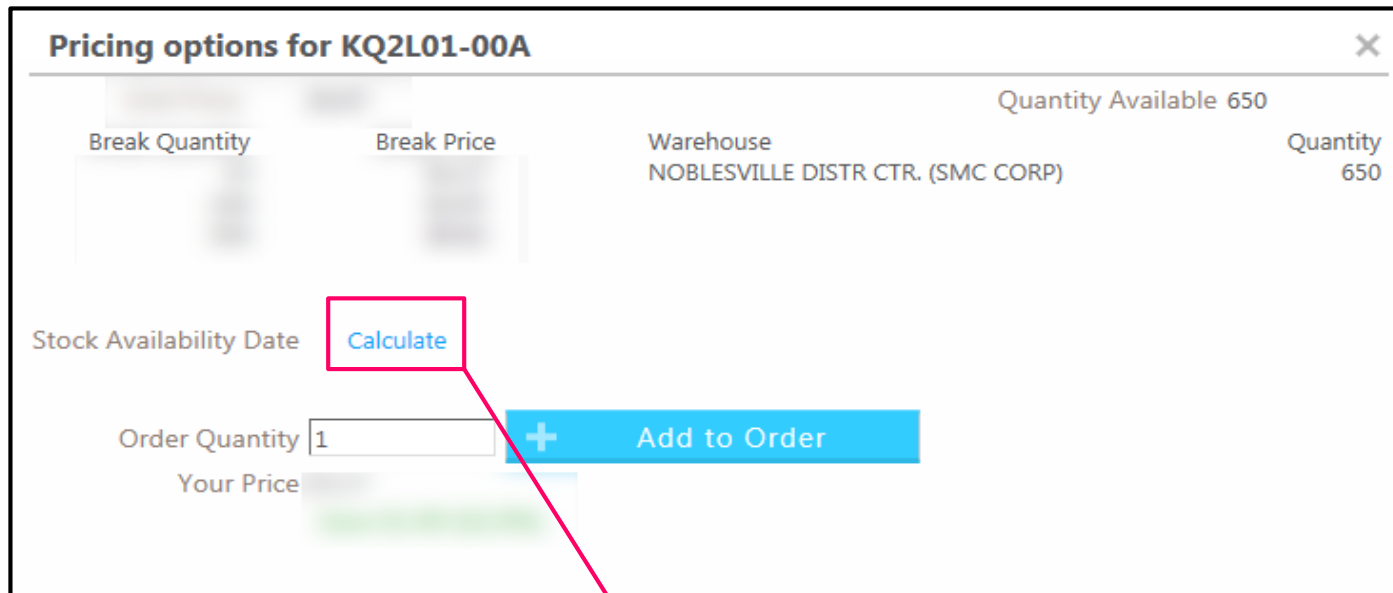


 Documents

 Prior Orders

# Option 1 – Availability & Pricing

From this screen you can see Break Quantity, Break Price, Total Quantity Available and Quantity by Warehouse



**Pricing options for KQ2L01-00A** ✕

Break Quantity	Break Price	Warehouse	Quantity
		NOBLESVILLE DISTR. CTR. (SMC CORP)	650

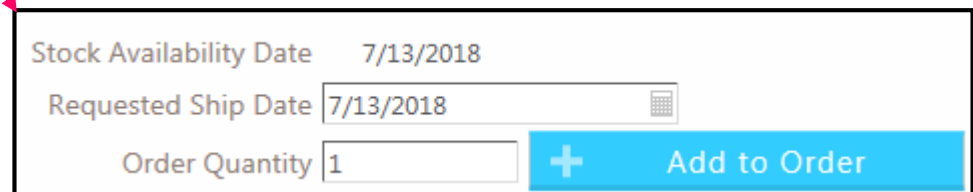
Quantity Available 650

Stock Availability Date Calculate

Order Quantity  + Add to Order

Your Price

Once your quantity is entered then select the calculate button and the stock availability date will populate as the best estimated ship date.



Stock Availability Date 7/13/2018

Requested Ship Date  📅

Order Quantity  + Add to Order

# Option 1 – Availability & Pricing

### Pricing options for KQ2L01-00A ✕

Quantity Available 650

Break Quantity	Break Price	Warehouse	Quantity
		NOBLESVILLE DISTR CTR. (SMC CORP)	650

Stock Availability Date [Calculate](#)

Order Quantity  [+ Add to Order](#)

Your Price

After calculations are completed, you can then add the item into your Place Order cart by selecting Add to Order.

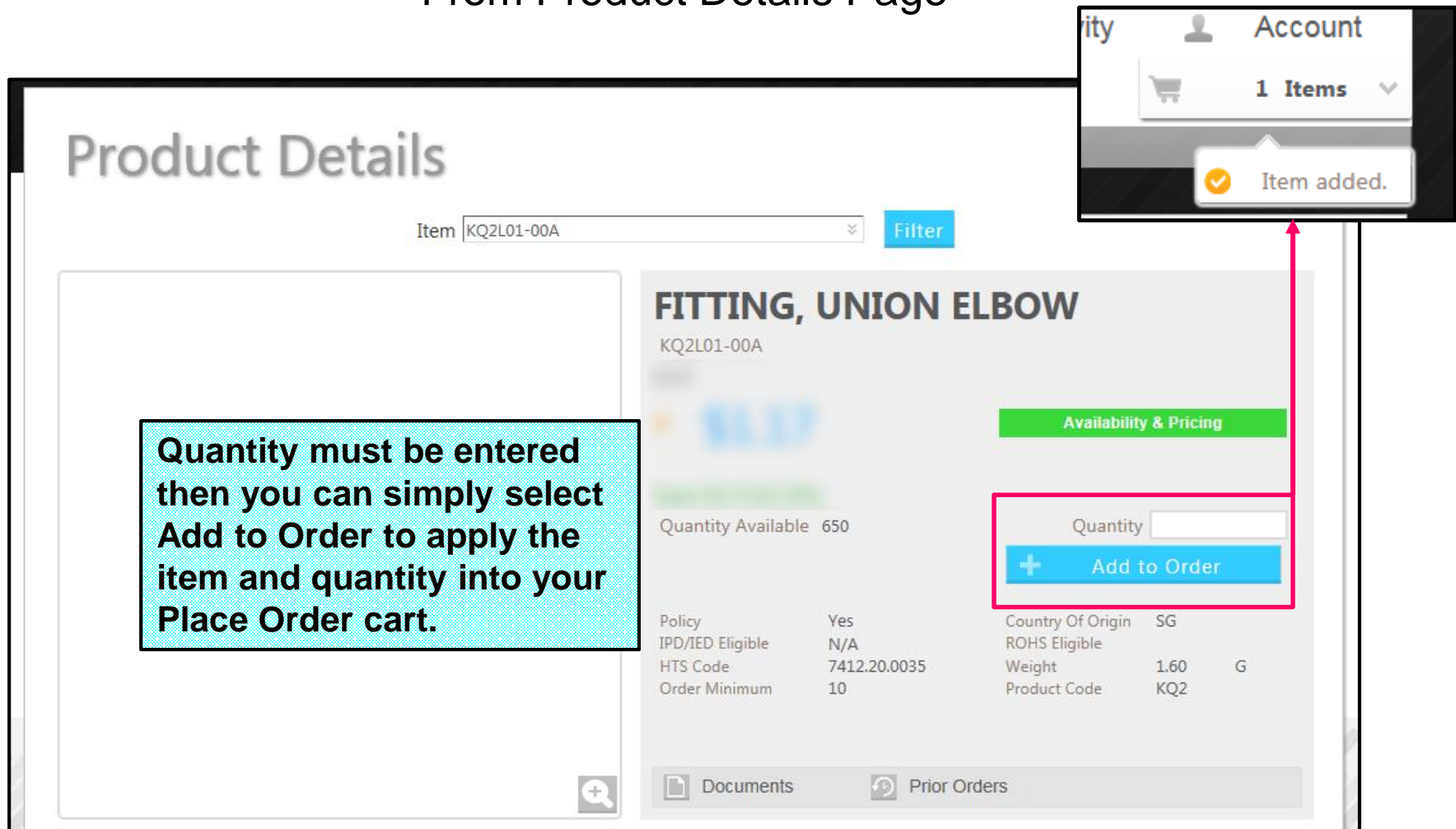
Stock Availability Date

Requested Ship Date

Order Quantity  [+ Add to Order](#)

# Option 2 – Add to Order

## From Product Details Page



**Quantity must be entered then you can simply select Add to Order to apply the item and quantity into your Place Order cart.**

Item  [Filter](#)

### FITTING, UNION ELBOW

KQ2L01-00A

Quantity Available 650

Availability & Pricing

Quantity

[+ Add to Order](#)

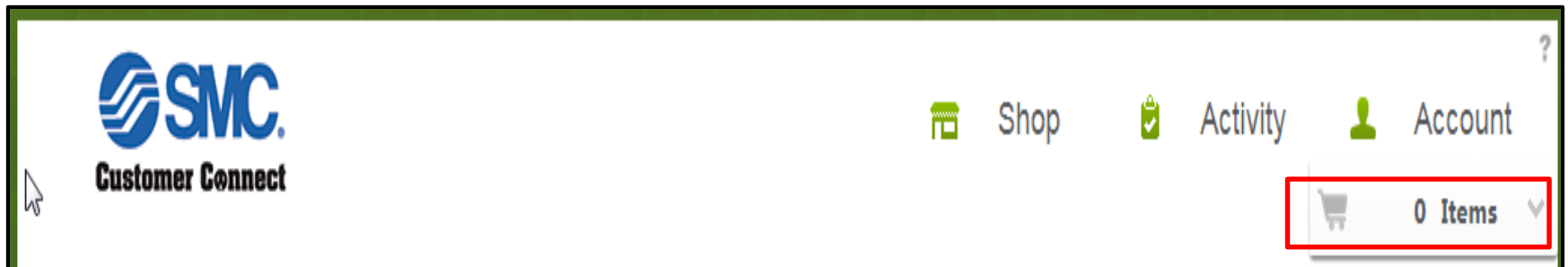
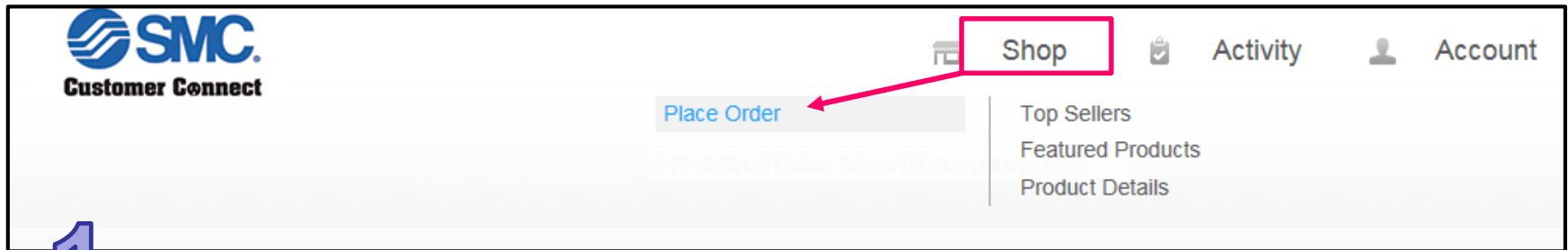
Policy	Yes	Country Of Origin	SG
IPD/IED Eligible	N/A	ROHS Eligible	
HTS Code	7412.20.0035	Weight	1.60 G
Order Minimum	10	Product Code	KQ2

[Documents](#) [Prior Orders](#)

Account   
 1 Items   
 Item added.

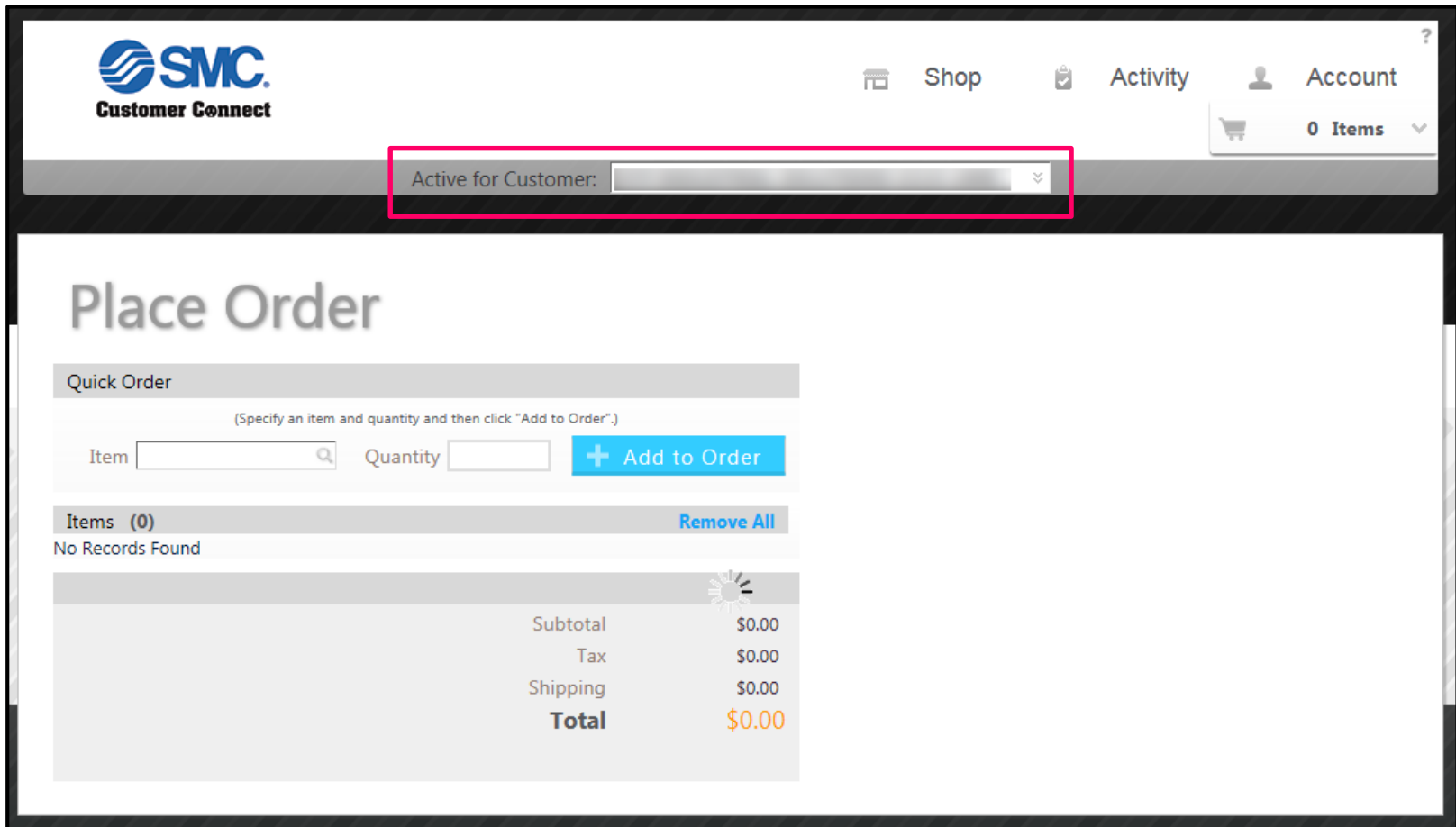
# Place Order

There are two ways of placing an order. Option (1) is to select **SHOP** from the tool bar. Option (2) is to go directly into your shopping cart (located at the top right hand side of the screen).



When in the Place Order screen, verify you have the correct account selected for order alignment.

This option will allow you to enter the item(s) and quantity in which you want to order. The number of items you purchase is not limited.



SMC Customer Connect

Shop Activity Account

0 Items

Active for Customer: [Dropdown Menu]

## Place Order

Quick Order

(Specify an item and quantity and then click "Add to Order".)

Item  Quantity  [+ Add to Order](#)

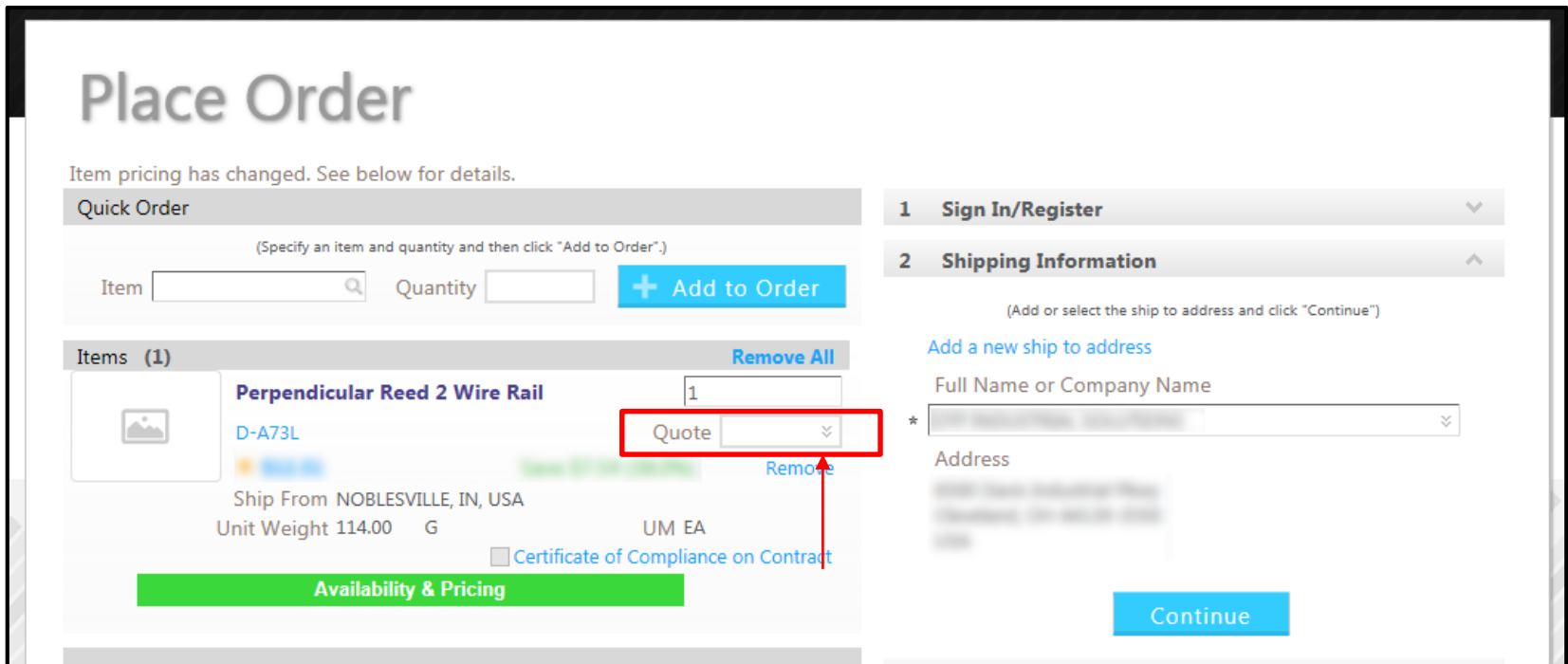
Items (0) [Remove All](#)

No Records Found

Subtotal	\$0.00
Tax	\$0.00
Shipping	\$0.00
<b>Total</b>	<b>\$0.00</b>



**Once an item has been entered into the shopping cart, you will see the additional information which is listed below**



**Place Order**


Item pricing has changed. See below for details.

**Quick Order**

(Specify an item and quantity and then click "Add to Order".)

Item  Quantity  **+ Add to Order**

**Items (1)** [Remove All](#)

	<b>Perpendicular Reed 2 Wire Rail</b> D-A73L Ship From NOBLESVILLE, IN, USA Unit Weight 114.00 G UM EA <input type="checkbox"/> Certificate of Compliance on Contract	1 <b>Quote</b> <input type="text"/>	<a href="#">Remove</a>
---	--	--	------------------------

**Availability & Pricing**

**1 Sign In/Register**

**2 Shipping Information**

(Add or select the ship to address and click "Continue")

Add a new ship to address

Full Name or Company Name  
\*

Address

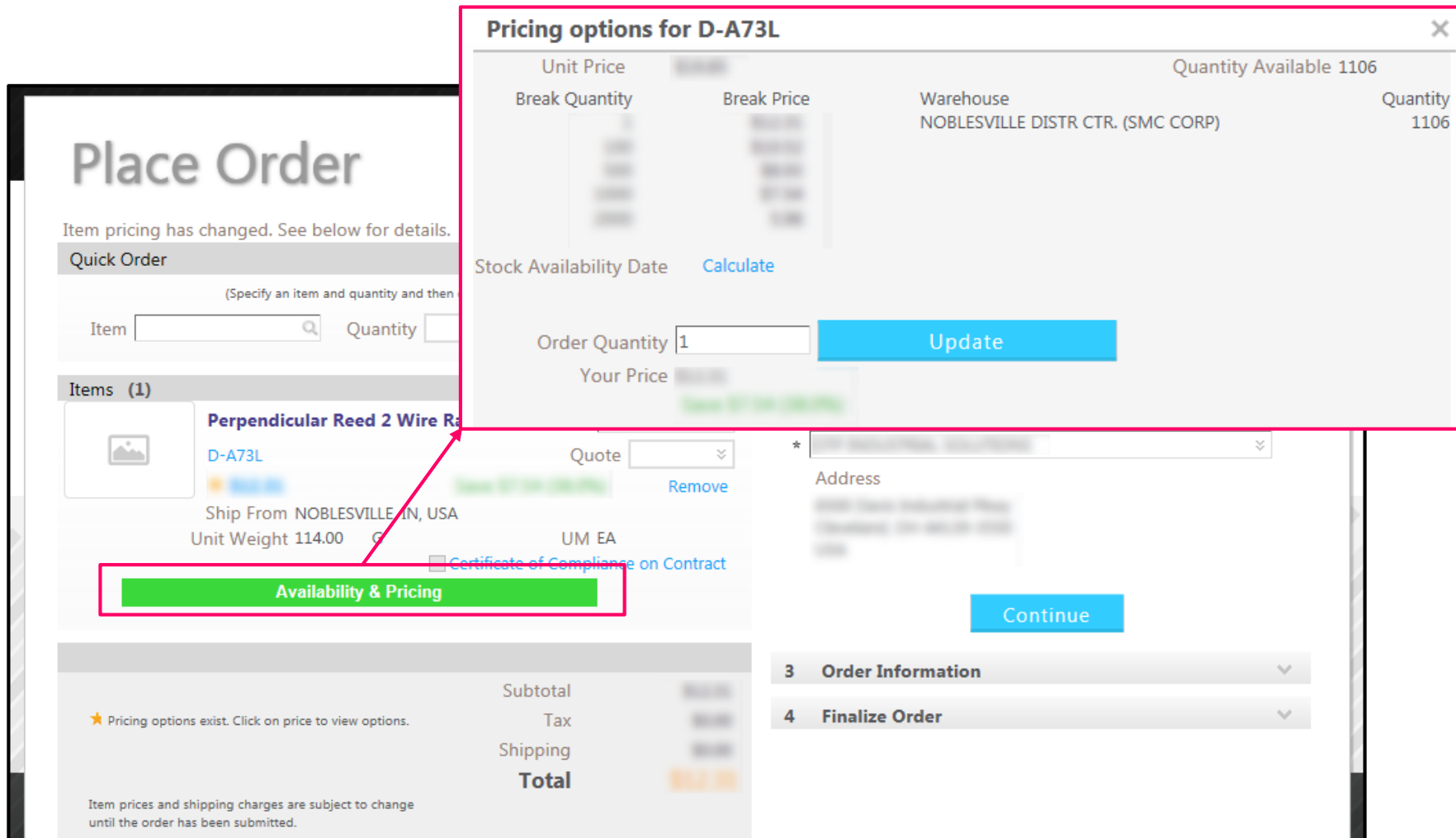
**Continue**

### **Additional Information:**

- Quote = Special Pricing Quote (*In order to see quote information you must select the drop down arrows. Please be advised that you must complete your availability and pricing in order for the quote to be appropriately applied.*)
- Ship From = Default Warehouse
- Unit Weight = Actual Product Weight
- UM = Unit of Measure
- Certificate of Compliance on Contract = Select When Required



You can also go directly into Availability & Pricing screen within the place order screen. Should you need to apply a quote to the line, you will need to add this **after** you complete the Availability & Pricing option.



The screenshot shows the 'Place Order' interface. A modal window titled 'Pricing options for D-A73L' is open, displaying pricing details for item D-A73L. The modal includes fields for Unit Price, Break Quantity, Break Price, Warehouse (NOBLESVILLE DISTR CTR. (SMC CORP)), and Quantity Available (1106). It also features a 'Calculate' button for the Stock Availability Date and an 'Update' button for the Order Quantity (set to 1). A red box highlights the 'Availability & Pricing' button in the main screen and the modal window.

**Place Order**

Item pricing has changed. See below for details.

Quick Order

(Specify an item and quantity and then)

Item  Quantity

Items (1)

**Perpendicular Reed 2 Wire R**

D-A73L

Ship From NOBLESVILLE, IN, USA

Unit Weight 114.00 G

UM EA

Certificate of Compliance on Contract

**Availability & Pricing**

**Pricing options for D-A73L**

Unit Price

Quantity Available 1106

Break Quantity

Break Price

Warehouse NOBLESVILLE DISTR CTR. (SMC CORP)

Quantity 1106

Stock Availability Date  [Calculate](#)

Order Quantity  [Update](#)

Your Price

Quote

[Remove](#)

[Continue](#)

3 **Order Information**

4 **Finalize Order**

Subtotal

Tax

Shipping

**Total**

★ Pricing options exist. Click on price to view options.

Item prices and shipping charges are subject to change until the order has been submitted.

Utilizing the calculate option under availability and pricing will allow you to update the quantity for the item in addition to the requested ship date. Once you have confirmed this information is correct, select [update](#) and your order line will reflect the selected information.

### Pricing options for D-A73L ✕

Unit Price		Quantity Available	1106
Break Quantity	Break Price	Warehouse	Quantity
		NOBLESVILLE DISTR. CTR. (SMC CORP)	1106

Stock Availability Date [Calculate](#)

Order Quantity  [Update](#)

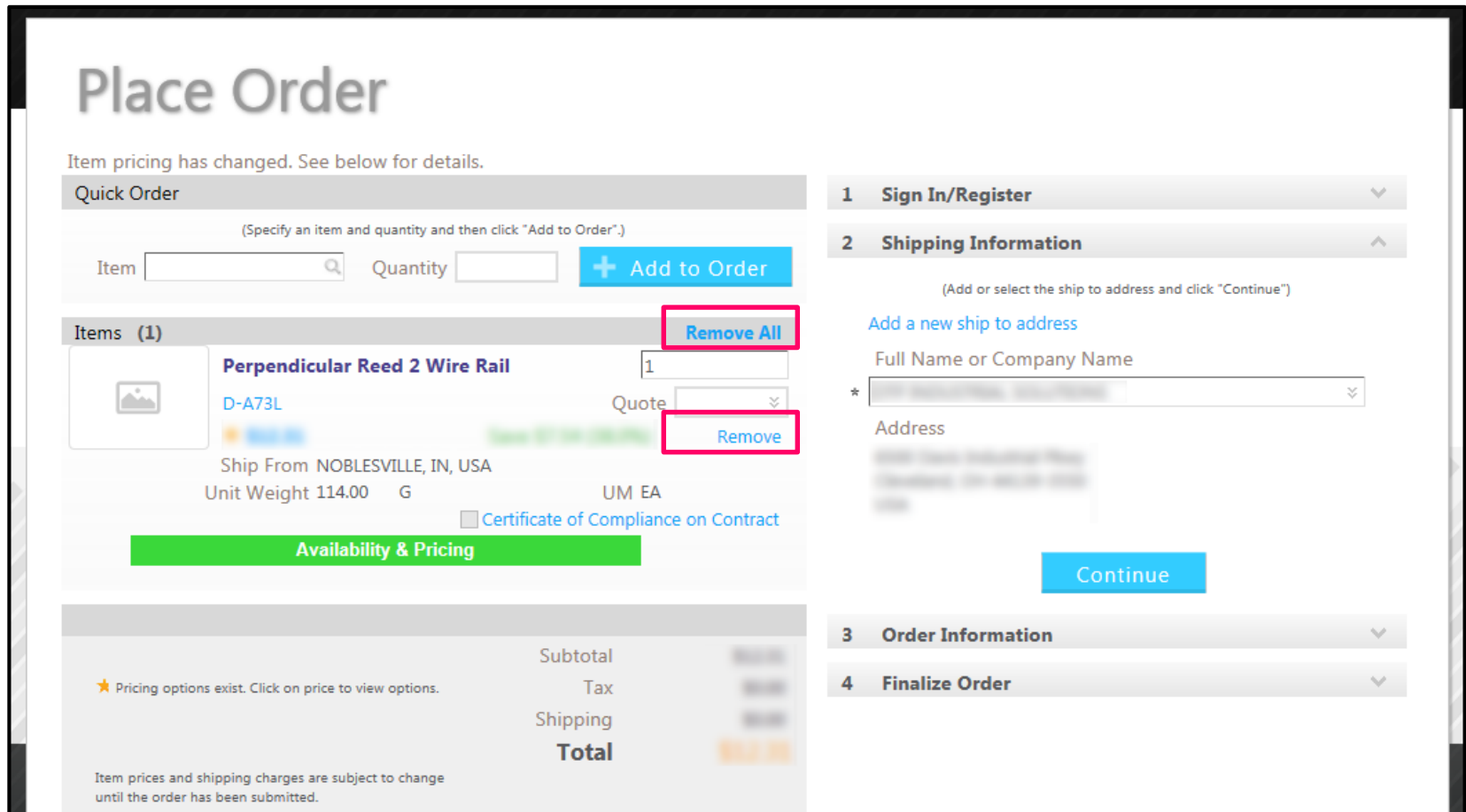
Your Price

Stock Availability Date 8/31/2018

Requested Ship Date

Order Quantity  [Update](#)

You also have the ability to remove one item or all items out of your shopping cart.



**Place Order**


Item pricing has changed. See below for details.

**Quick Order**

(Specify an item and quantity and then click "Add to Order".)

Item  Quantity  [+ Add to Order](#)

**Items (1)**

	<b>Perpendicular Reed 2 Wire Rail</b>	<input type="text" value="1"/>	<a href="#">Remove All</a>
	D-A73L	Quote <input type="text"/>	<a href="#">Remove</a>
	Ship From NOBLESVILLE, IN, USA		
	Unit Weight 114.00 G	UM EA	
	<input type="checkbox"/> Certificate of Compliance on Contract		
<a href="#">Availability &amp; Pricing</a>			

★ Pricing options exist. Click on price to view options.

Subtotal	
Tax	
Shipping	
<b>Total</b>	

Item prices and shipping charges are subject to change until the order has been submitted.

**1 Sign In/Register** ▾

**2 Shipping Information** ▲

(Add or select the ship to address and click "Continue")

[Add a new ship to address](#)

Full Name or Company Name

\*

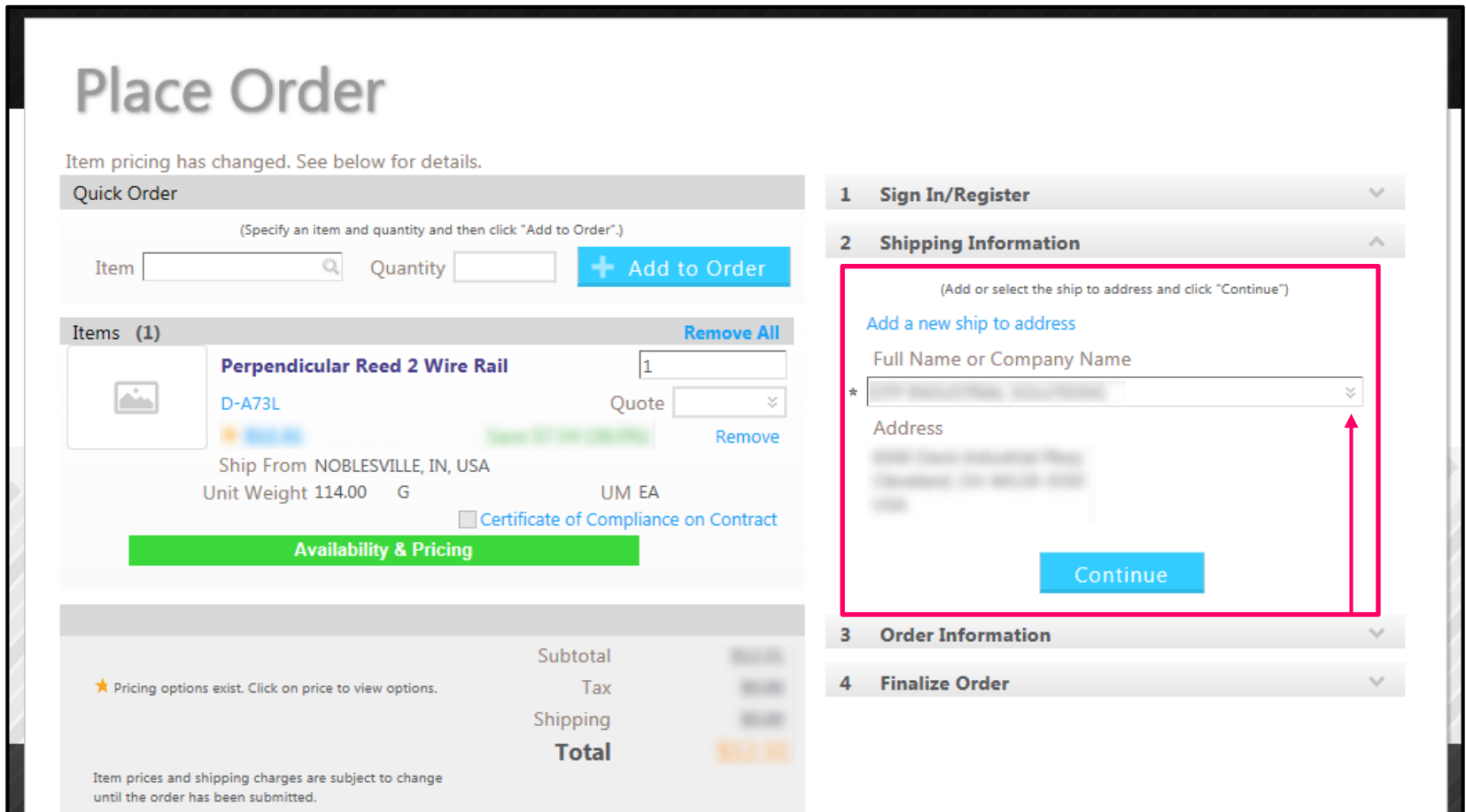
Address

[Continue](#)

**3 Order Information** ▾

**4 Finalize Order** ▾

Once you've added all the items, your next step is to provide the shipping information. If you need to change the Ship To your first step will be to select the drop down or you can start typing in the box for the Company Name.



**Place Order**


Item pricing has changed. See below for details.

**Quick Order**

(Specify an item and quantity and then click "Add to Order".)

Item  Quantity  [+ Add to Order](#)

**Items (1)** [Remove All](#)

 **Perpendicular Reed 2 Wire Rail**

D-A73L  [Remove](#)

Ship From NOBLESVILLE, IN, USA  
Unit Weight 114.00 G UM EA

Certificate of Compliance on Contract

[Availability & Pricing](#)

**1 Sign In/Register**

**2 Shipping Information**

(Add or select the ship to address and click "Continue")

[Add a new ship to address](#)

Full Name or Company Name

\*

Address

[Continue](#)

**3 Order Information**

**4 Finalize Order**

★ Pricing options exist. Click on price to view options.

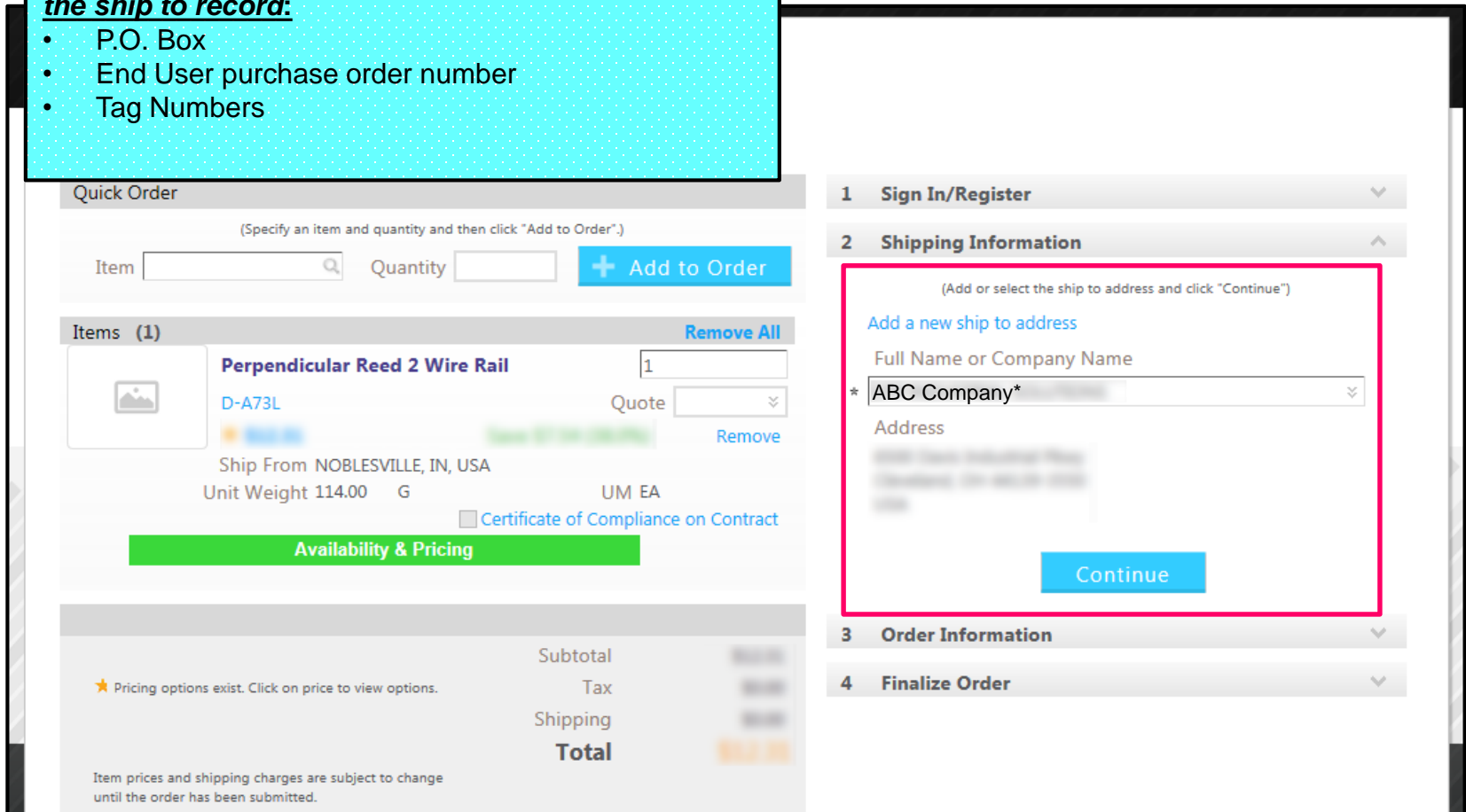
Subtotal	
Tax	
Shipping	
<b>Total</b>	

Item prices and shipping charges are subject to change until the order has been submitted.

It is extremely important that you search for existing ship to records prior to entering a new record. You can use the same wild card (\*) search functionality in this field as well. If the address is not listed, you have the option to Add a new ship to address at the top of this section.

**The following information should not be added to the ship to record:**

- P.O. Box
- End User purchase order number
- Tag Numbers



The screenshot displays the SMC Quick Order interface. On the left, the 'Quick Order' section includes an 'Item' search field, a 'Quantity' field, and a '+ Add to Order' button. Below this, an 'Items (1)' section shows a product 'Perpendicular Reed 2 Wire Rail' with a quantity of 1. The shipping origin is 'NOBLESVILLE, IN, USA' and the unit weight is '114.00 G'. A green button labeled 'Availability & Pricing' is visible. On the right, a vertical navigation menu lists steps: '1 Sign In/Register', '2 Shipping Information', '3 Order Information', and '4 Finalize Order'. The 'Shipping Information' step is expanded, showing a form with the following fields: 'Full Name or Company Name' (with a dropdown menu showing '\* ABC Company\*'), 'Address', and a 'Continue' button. A pink box highlights the 'Shipping Information' form area.

**Order Information:** The mandatory fields are the ones with the asterisks on them which are required to proceed to the next step.

The phone number should be your companies number should there be any shipping issues. Payment method will always be On Account. Select the appropriate Ship Method you want your order to ship by. This information will default from your ship to record 1 that is stored in Syteline. Enter your purchase order number on the Customer PO field. You also have the ability to add another order number reference on the End User PO field but be aware this will override your PO number on the packing slip with shipment.

## Place Order


Item pricing has changed. See below for details.

**Quick Order**

(Specify an item and quantity and then click "Add to Order")

Item  Quantity  + Add to Order

**Items (1)** Remove All



**Perpendicular Reed 2 Wire Rail**

D-A73L

\$114.00 \$114.00

Ship From NOBLESVILLE, IN, USA

Unit Weight 114.00 G UM EA

Certificate of Compliance on Contract

Availability & Pricing

1

Quote

Remove

★ Pricing options exist. Click on price to view options.

	Subtotal	\$114.00
	Tax	\$0.00
	Shipping	\$0.00
	<b>Total</b>	<b>\$114.00</b>

Item prices and shipping charges are subject to change until the order has been submitted.

**1 Sign In/Register** v

**2 Shipping Information** v

**3 Order Information** ^

(Enter or select the requested information and click "Continue")

Order Contact

Phone

\* 4403493900

Payment Method

\* On Account v

Ship Method

\* (IED) Int'l Economy Direct v

Customer PO

\* 111111

End User PO

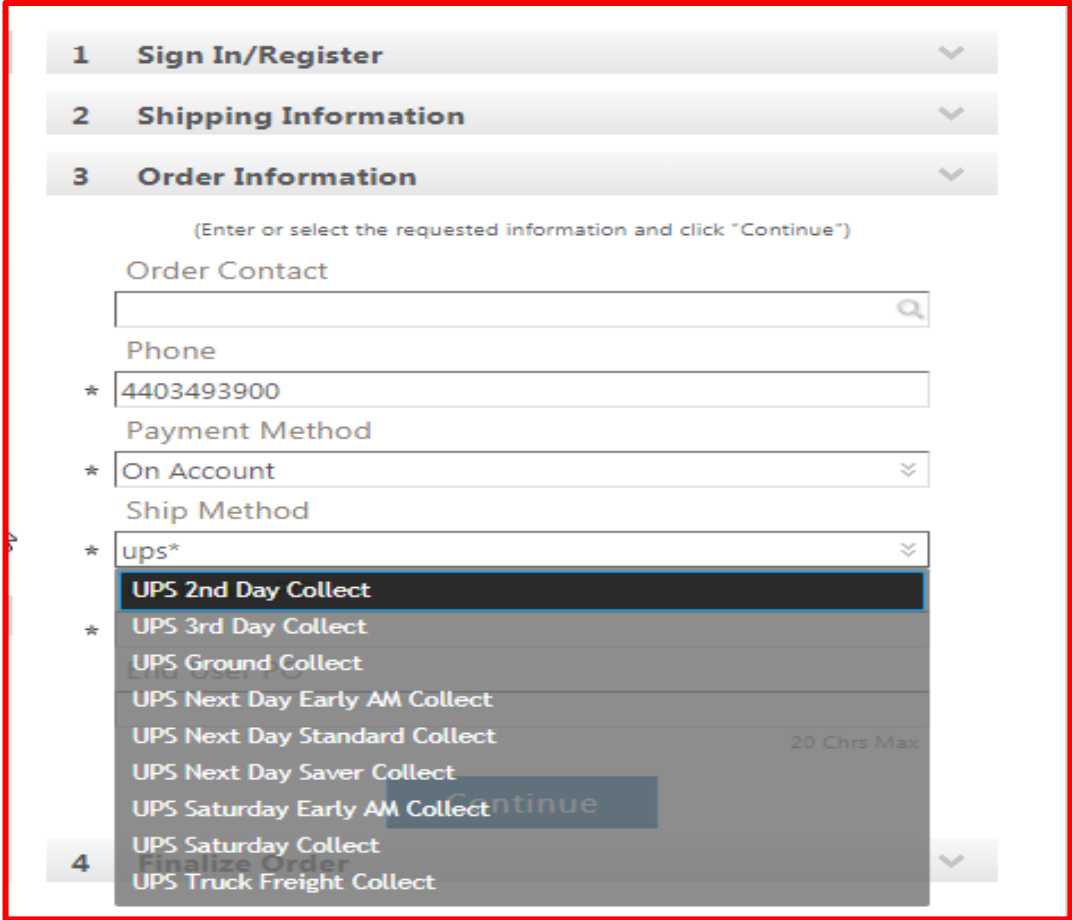
20 Chrs Max

Continue

**4 Finalize Order** v



If you are currently signed up for auto procurement, the ship method will automatically default to IED/IPD. You have the capabilities to change the ship method by utilizing the wild card function (\*) in the ship method field. A collect number will be required if you choose a collect method. Prior to selecting a ship method, please be sure that service is offered in that particular ship to area.



1 Sign In/Register

2 Shipping Information

3 Order Information

(Enter or select the requested information and click "Continue")

Order Contact

Phone

\* 4403493900

Payment Method

\* On Account

Ship Method

\* ups\*

- UPS 2nd Day Collect
- \* UPS 3rd Day Collect
- UPS Ground Collect
- UPS Next Day Early AM Collect
- UPS Next Day Standard Collect 20 Chrs Max
- UPS Next Day Saver Collect
- UPS Saturday Early AM Collect
- UPS Saturday Collect
- UPS Truck Freight Collect

4 Finalize Order

Continue

Finalize Order: Review your information prior to submitting your order.

#### 4 Finalize Order

(Verify billing address and amount then click "Submit Order")

Billing Address

Address

You will be billed

A copy of the order will be sent to

# Order Confirmation

Once submitted, you will be provided the SMC Customer Order number. You can click on this number and it will take you to the Order Status screen.

**Order Confirmation** ✕

---

Order [PU00286083](#) Submitted Date 7/13/2018

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# Order Status Filtering

On the top of the screen you have multiple ways to filter the form to retrieve your order information. You can select one or multiple fields to then filter. The wild card (\*) search is also available.

## Order Status

Purchase Order	<input type="text"/>	Order	<input type="text"/>	Item	<input type="text"/>	Site	<input type="text"/>	Filter
Status	<input type="text"/>	Ship To	<input type="text"/>					

# Order Status Header

The information shown below is reflecting the order header and total summary based on the status of the order. To expand to see the line level, you'll want to select the arrow to the left to see the details.

Order Status								
Purchase Order	<input type="text"/>	Order	<input type="text"/>	Item	<input type="text"/>	Site	<input type="text"/>	<input type="button" value="Filter"/>
Status	<input type="text"/>	Ship To	<input type="text"/>					
Order	Purchase Order	Order Date	Status	Total Charged				
> CU00601748		7/13/2018	Ordered	\$0.00				
> PU00286083		7/13/2018	Shipped	\$0.00				
∨ CU00601642		7/13/2018	Ordered	\$220.83				

# Order Status - Line Level



At the line level you will see the item, quantity ordered, requested date, last ship date, due date, ship via, shipping address as well as the quantity shipped. To view tracking information select the quantity shipped (*quantity must show greater than zero*).

## Order Status

Purchase Order  Order  Item  Site  Filter  
 Status  Ship To

Order	Purchase Order	Order Date	Status	Total Charged
> CU00601748		7/13/2018	Ordered	\$0.00
> PU00286083		7/13/2018	Shipped	\$0.00
∨ CU00601642		7/13/2018	Ordered	\$220.83

Item	Status	Line	Quantity Ordered	U/M	Quantity Shipped	Net Price	Shipping Address
 NCDGBA50-0250-DUM01278 <b>SPECIAL AIR CYLINDER</b>	Ordered	1	1	EA	0		
		Due Date		7/17/2018			
		Last Ship Date					
Ship Method		FedEx Ground Collect		Requested Ship Date		7/14/2018	
Warehouse		NOBL					
 SY7140-DUN00467 <b>VALVE W/ SPECIAL LABEL</b>	Ordered	2	3	EA	0		
		Due Date		7/18/2018			

### Order Tracking

Tracking #	Shipment ID	Package ID
046261284763759	SHP17442391	02190348002062898

Ship Method FedEx Ground Collect      Requested Ship Date 7/14/2018  
 Warehouse NOBL

# Invoices

You have the ability to filter by the Invoice #, Order #, and/or Purchase Order #. To reprint the invoice, select the box to the left of the invoice number and then submit. You will receive the invoice PDF via email. You also have an option to select multiple invoices which will provide you individual invoice PDF's via email.

## Invoices

**Reprint Invoices** ×

---

**Invoice 341263268 : Process Completed Successfully**

	Request	Invoice	Site	Due Date	Amount	Purchase Order	
<input type="checkbox"/>	341263268	PRD_USD	8/12/2018	\$500.03			
<input type="checkbox"/>	341263330	PRD_USD	8/12/2018	\$67.37			
<input type="checkbox"/>	341263317	PRD_USD	8/12/2018	\$3,468.89			
<input type="checkbox"/>	341263261	PRD_USD	8/12/2018	\$1,037.43			
<input type="checkbox"/>	341261540	PRD_USD	8/11/2018	\$540.76			
<input type="checkbox"/>	341260642	PRD_USD	8/11/2018	\$399.53			
<input type="checkbox"/>	341260080	PRD_USD	8/11/2018	\$367.78			
<input type="checkbox"/>	341260636	PRD_USD	8/11/2018	\$400.91			
<input type="checkbox"/>	341259721	PRD_USD	8/11/2018	\$1,108.00			
<input type="checkbox"/>	341260675	PRD_USD	8/11/2018	\$79.96			

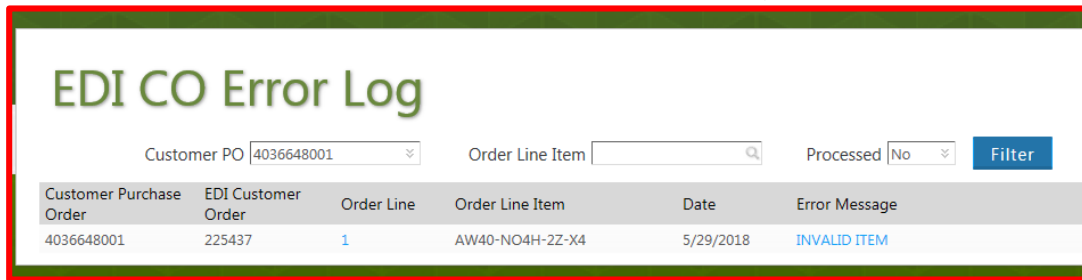
<< < 1 - 10 >> >>>

**\*\*\* Please be advised that the invoice emails will be sent to the email address on file under the users profile which can be located under account management.**

# EDI Customer Connect

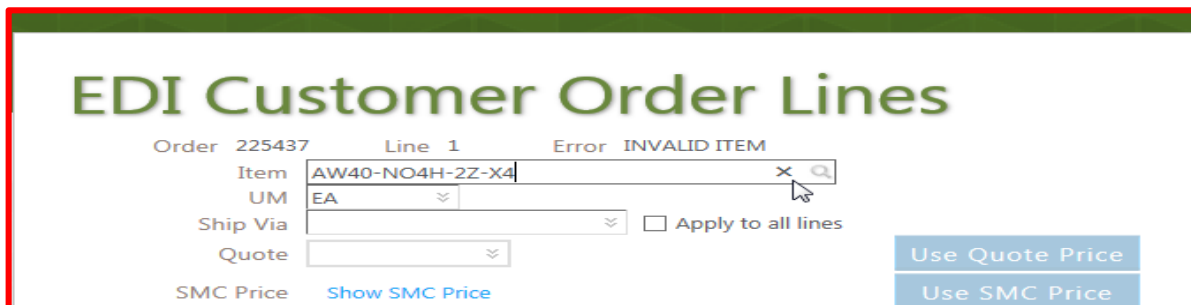
EDI error log was created to users more visibility and flexibility with maintaining EDI orders that are in error.

- On the EDI CO Error Log Page, you will see the 'INVALID ITEM' error message. Once you click on this error message, you will be directed to the EDI Customer Order Lines Page.



Customer Purchase Order	EDI Customer Order	Order Line	Order Line Item	Date	Error Message
4036648001	225437	1	AW40-NO4H-2Z-X4	5/29/2018	INVALID ITEM

- When you are on the EDI Customer Order Lines page, to change the item, you will need to click on the 'X' within the Item field (the customer will need to click on the field to display the 'X').



Order 225437    Line 1    Error INVALID ITEM

Item  X

UM

Ship Via

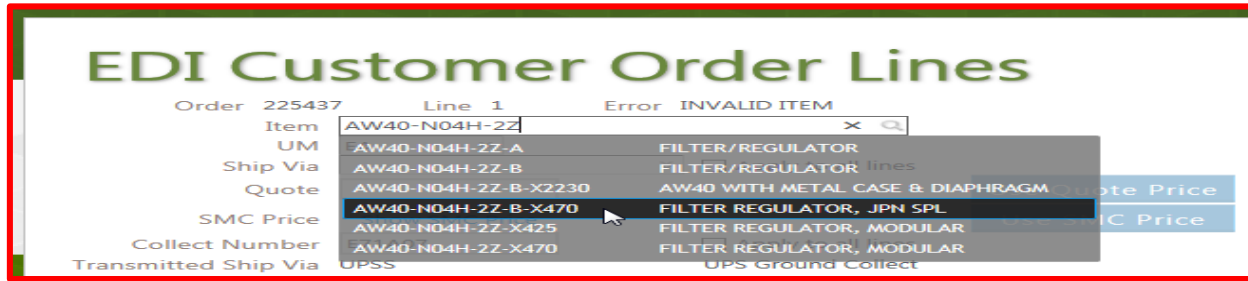
Quote

SMC Price [Show SMC Price](#)



**EDI Continued**

- Once you click on the 'X', the field will clear, and you can start entering the text of the new item number. A drop-down box will be displayed where you can see the items that begin with the entered text. You can click on a listed item to select.



**EDI Customer Order Lines**

Order 225437 Line 1 Error INVALID ITEM

Item

UM

Ship Via

Quote

SMC Price

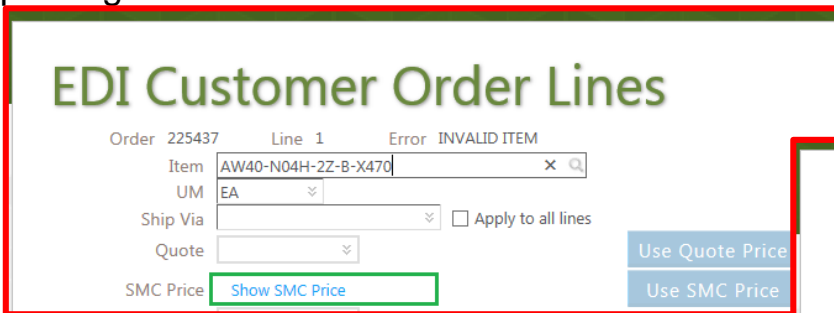
Collect Number

Transmitted Ship Via

Filter/Regulator options: FILTER/REGULATOR, FILTER/REGULATOR lines, AW40 WITH METAL CASE B DIAPHRAGM, FILTER REGULATOR, JPN SPL, FILTER REGULATOR, MODULAR, FILTER REGULATOR, MODULAR

Buttons: Use Quote Price, Use SMC Price

- When the new item is selected, you should click on 'Show SMC Price' to view the price of the newly selected item. To prevent pricing errors, you should then click on 'Use SMC Price' before updating.



**EDI Customer Order Lines**

Order 225437 Line 1 Error INVALID ITEM

Item

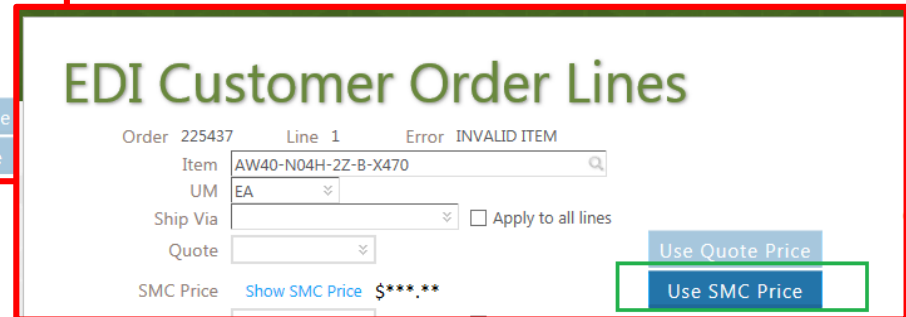
UM

Ship Via

Quote

SMC Price

Buttons: Use Quote Price, Use SMC Price, Show SMC Price



**EDI Customer Order Lines**

Order 225437 Line 1 Error INVALID ITEM

Item

UM

Ship Via

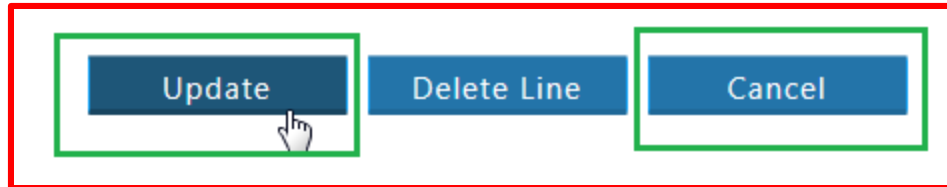
Quote

SMC Price

Buttons: Use Quote Price, Use SMC Price

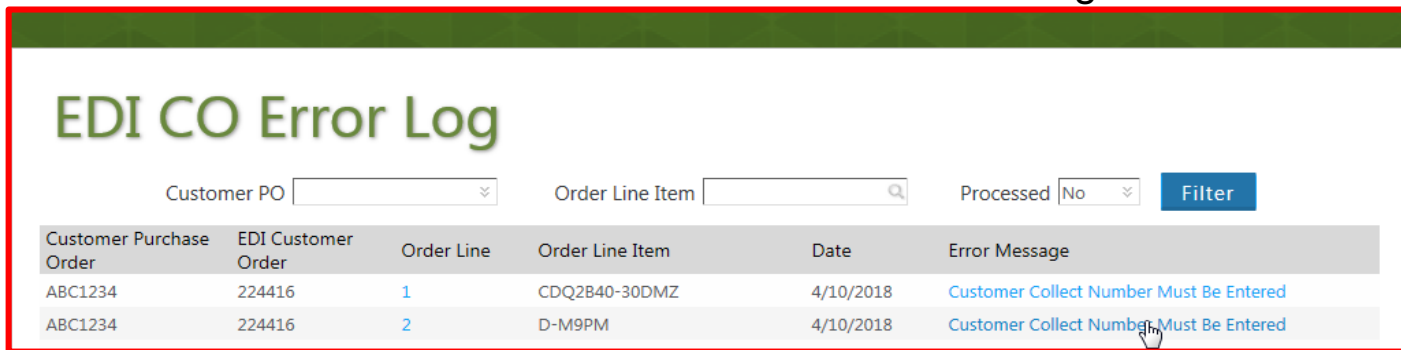
*EDI Continued*

- At this point you can choose to Update the line with the newly item and price or cancel the change operation by clicking on 'Cancel'. Once you select 'Update' or 'Cancel', you will be taken back to the EDI CO Error Log page.



# Error: Invalid Ship Via Collect Number

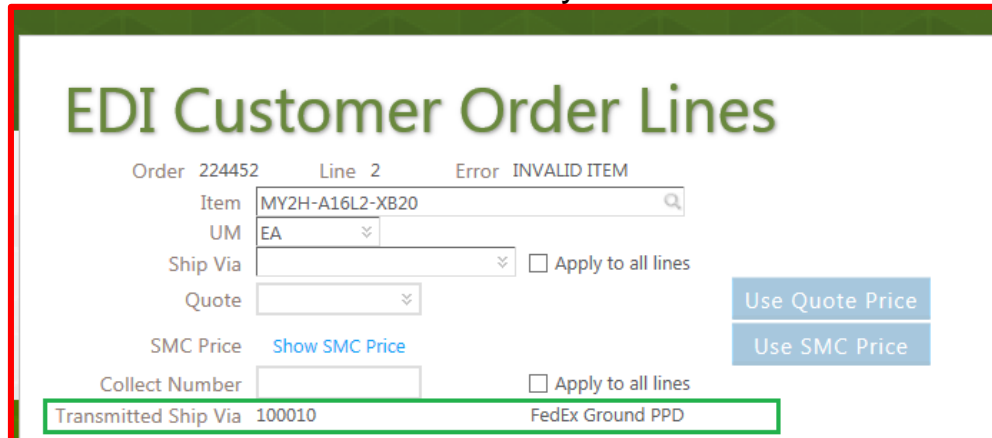
When you are on the EDI CO Error Log Page, you will see the 'Customer Collect Number Must Be Entered' error message. Once you click on this error message, you will be directed to the EDI Customer Order Lines Page.



The screenshot shows the 'EDI CO Error Log' page with a search bar and a table of error entries. The table has columns for Customer Purchase Order, EDI Customer Order, Order Line, Order Line Item, Date, and Error Message. Two entries are visible, both with the error message 'Customer Collect Number Must Be Entered'.

Customer Purchase Order	EDI Customer Order	Order Line	Order Line Item	Date	Error Message
ABC1234	224416	1	CDQ2B40-30DMZ	4/10/2018	<a href="#">Customer Collect Number Must Be Entered</a>
ABC1234	224416	2	D-M9PM	4/10/2018	<a href="#">Customer Collect Number Must Be Entered</a>

- Once you are on the EDI Customer Order Lines page within the EDI CO Error Log on the Portal, you will now see your Transmitted Ship Via along with the value that SMC has mapped to in the cross-reference table. You will not have the ability to edit this value.

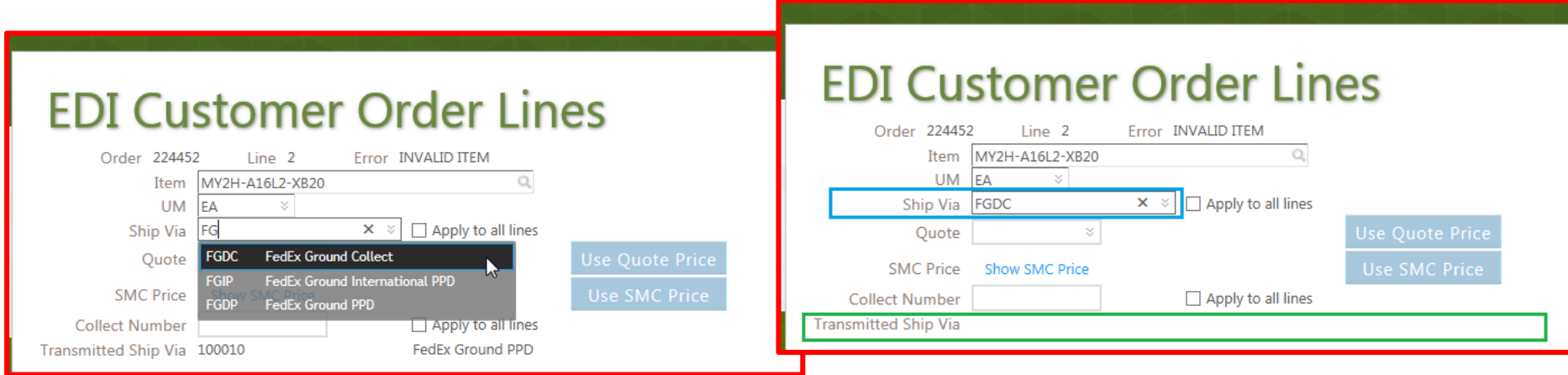


The screenshot shows the 'EDI Customer Order Lines' page for Order 224452, Line 2. The error is 'INVALID ITEM'. The 'Transmitted Ship Via' field is highlighted with a green box and contains the value '100010'. The 'Ship Via' field is empty. There are buttons for 'Use Quote Price' and 'Use SMC Price'.

Order	224452	Line	2	Error	INVALID ITEM
Item	MY2H-A16L2-XB20				
UM	EA				
Ship Via	<input type="text"/> <input type="checkbox"/> Apply to all lines				
Quote	<input type="text"/>				
SMC Price	<a href="#">Show SMC Price</a>				
Collect Number	<input type="text"/>				
Transmitted Ship Via	100010		FedEx Ground PPD		

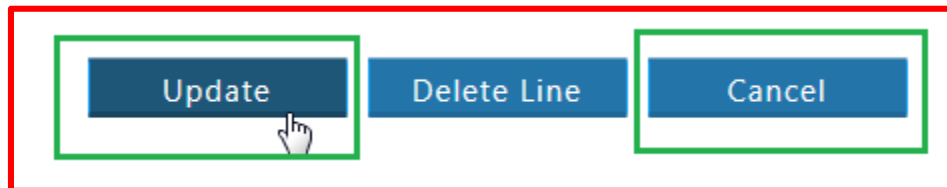
**EDI Continued**

- Once you select an SMC Ship Via that is different than the one aligned to the Transmitted Ship Via, the customer's Transmitted Ship Via will be cleared.



The image displays two screenshots of the 'EDI Customer Order Lines' web interface. Both screenshots show the following fields: Order 224452, Line 2, Error INVALID ITEM, Item MY2H-A16L2-XB20, UM EA, Ship Via FG, Quote FGDC, SMC Price FGIP, Collect Number, and Transmitted Ship Via 100010. In the left screenshot, a dropdown menu is open for 'Ship Via', showing options: FGDC (selected), FGIP, FGDP, FedEx Ground Collect, FedEx Ground International PPD, and FedEx Ground PPD. In the right screenshot, the 'Transmitted Ship Via' field is empty. Both screenshots include buttons for 'Use Quote Price' and 'Use SMC Price'.

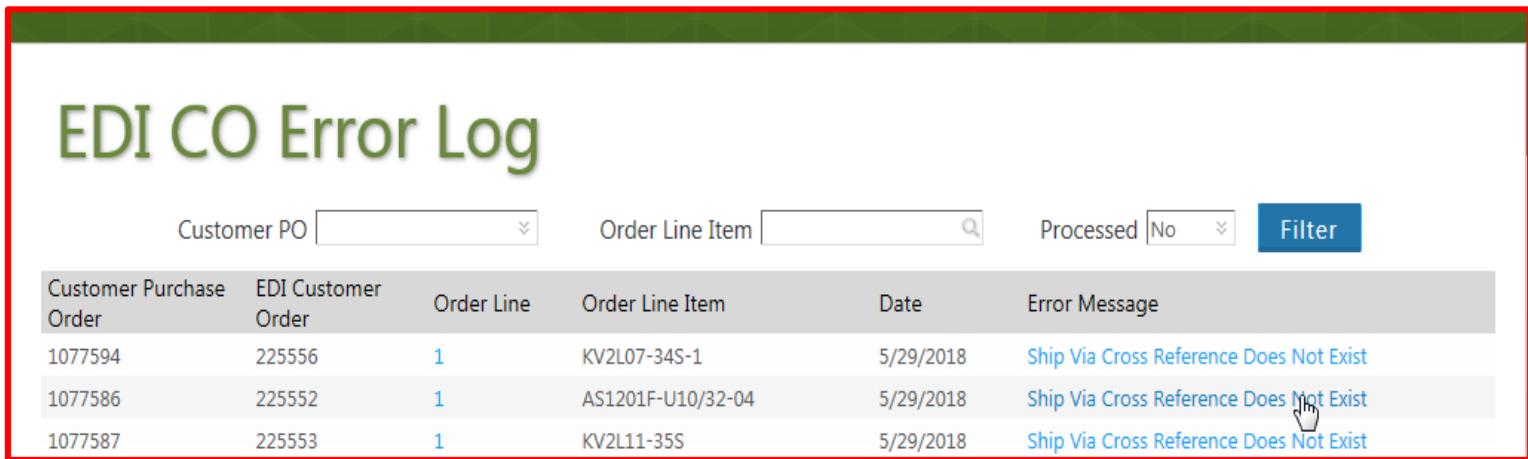
- At this point you can choose to Update the line with the newly selected SMC Ship Via code, or they can cancel the change operation by clicking on 'Cancel'. Once they select 'Update' or 'Cancel', they will be taken back to the EDI CO Error Log page.



The image shows three buttons arranged horizontally: 'Update', 'Delete Line', and 'Cancel'. The 'Update' button is highlighted with a green border and a mouse cursor pointing to it.

# Error: Invalid Ship Via Selection

When on the EDI CO Error Log Page, you will see either 'Customer Collect Number Must Be Entered' or 'Ship Via Cross Reference Does Not Exist' error messages. Once you click on the error message, you will be directed to the EDI Customer Order Lines Page.

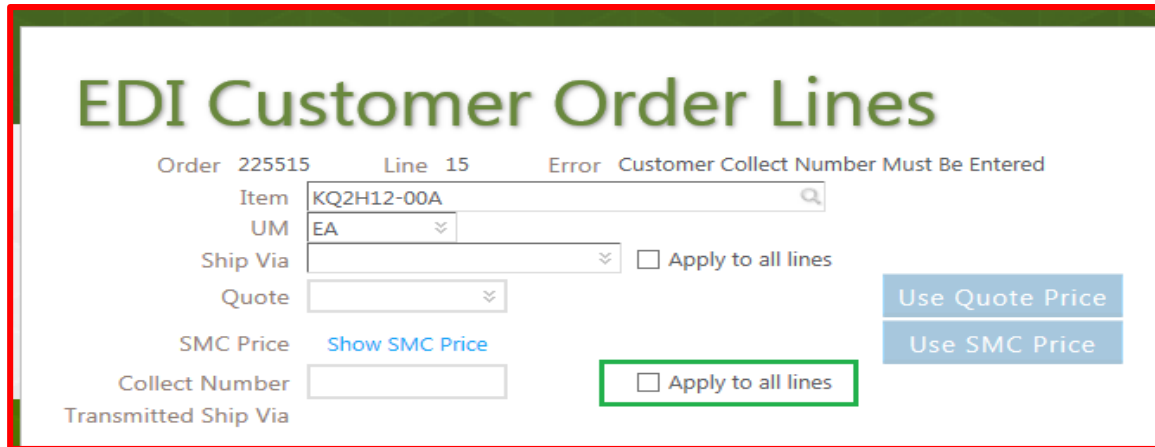


The screenshot shows the 'EDI CO Error Log' interface. At the top, there are search filters: 'Customer PO' (dropdown), 'Order Line Item' (text input with search icon), 'Processed' (dropdown set to 'No'), and a blue 'Filter' button. Below the filters is a table with the following data:

Customer Purchase Order	EDI Customer Order	Order Line	Order Line Item	Date	Error Message
1077594	225556	1	KV2L07-34S-1	5/29/2018	<a href="#">Ship Via Cross Reference Does Not Exist</a>
1077586	225552	1	AS1201F-U10/32-04	5/29/2018	<a href="#">Ship Via Cross Reference Does Not Exist</a>
1077587	225553	1	KV2L11-35S	5/29/2018	<a href="#">Ship Via Cross Reference Does Not Exist</a>

*EDI Continued*

- Once in the EDI Customer Order Lines page on Customer Connect, you will now see the option 'Apply to all lines' next to the Ship Via and Collect Number Fields. When you select a new Ship Via, you can now check this option. When this option is selected, all lines that contain the error 'Ship Via Cross Reference Does Not Exist' will be updated with the newly selected Ship Via.

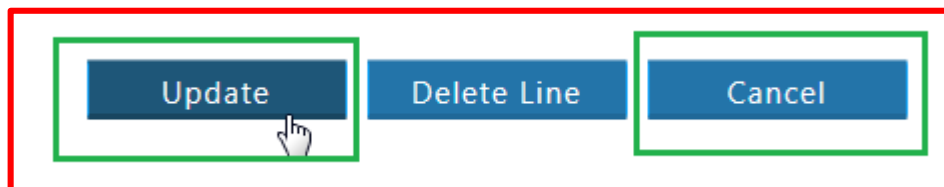


The screenshot shows the 'EDI Customer Order Lines' interface. At the top, it displays 'Order 225515', 'Line 15', and an error message: 'Error Customer Collect Number Must Be Entered'. The form includes the following fields and controls:

- Item: KQ2H12-00A
- UM: EA
- Ship Via: [Dropdown menu]
- Quote: [Dropdown menu]
- SMC Price: Show SMC Price
- Collect Number: [Text input]
- Transmitted Ship Via: [Text input]

There are two 'Apply to all lines' checkboxes, one next to the Ship Via field and one next to the Collect Number field. The latter is highlighted with a green box. Additionally, there are two blue buttons: 'Use Quote Price' and 'Use SMC Price'.

- At this point you can choose to Update the line with the newly selected SMC Ship Via code and/or the newly entered Collect Number; or you can cancel the change operation by clicking on 'Cancel'. Once you select 'Update' or 'Cancel', you will be taken back to the EDI CO Error Log page.




# Claims/Complaints

Here you can search for an open claim request with SMC to determine the status of the claim and reason code.

Claims/Complaints					
CCR#	<input type="text"/>		Item	<input type="text"/>	<input type="button" value="Filter"/>
CCR#	CCR Date	Status	Item	Qty	Reason Code
24337	7/2/2018	Closed	TU0805R1-20	1	Wrong P/N Shipped
24249	6/28/2018	Closed	SYJ712-6GZ-01N	1	Product Issue

# POS Options

Should you have POS reporting, see your instructions from SMC's SIS department. Should you have additional questions contact them at [posquestions@smcusa.com](mailto:posquestions@smcusa.com)



SMC Customer Connect

Shop Activity Account

0 Items

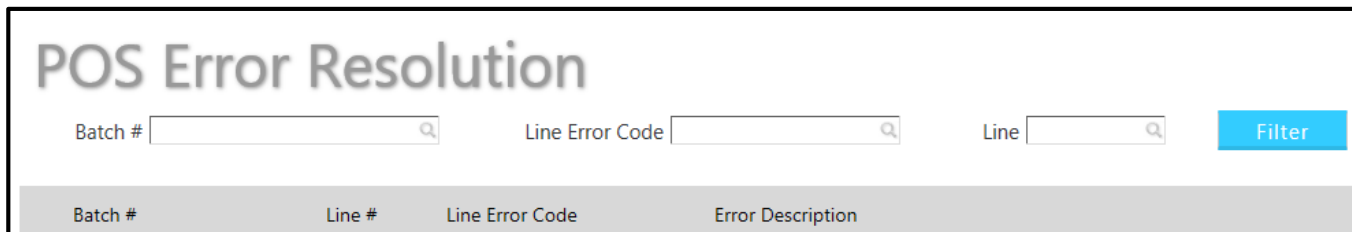
Active for Customer: OTP INDUSTRIAL SOLUTIONS (CLV) ( 499)

## POS VAP

Parent Part  Revision  Status

Parent Part Description

Parent Part Number	Description	Revision	Status	Effective	Deactivated	<input type="button" value="New VAP"/>
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## POS Error Resolution

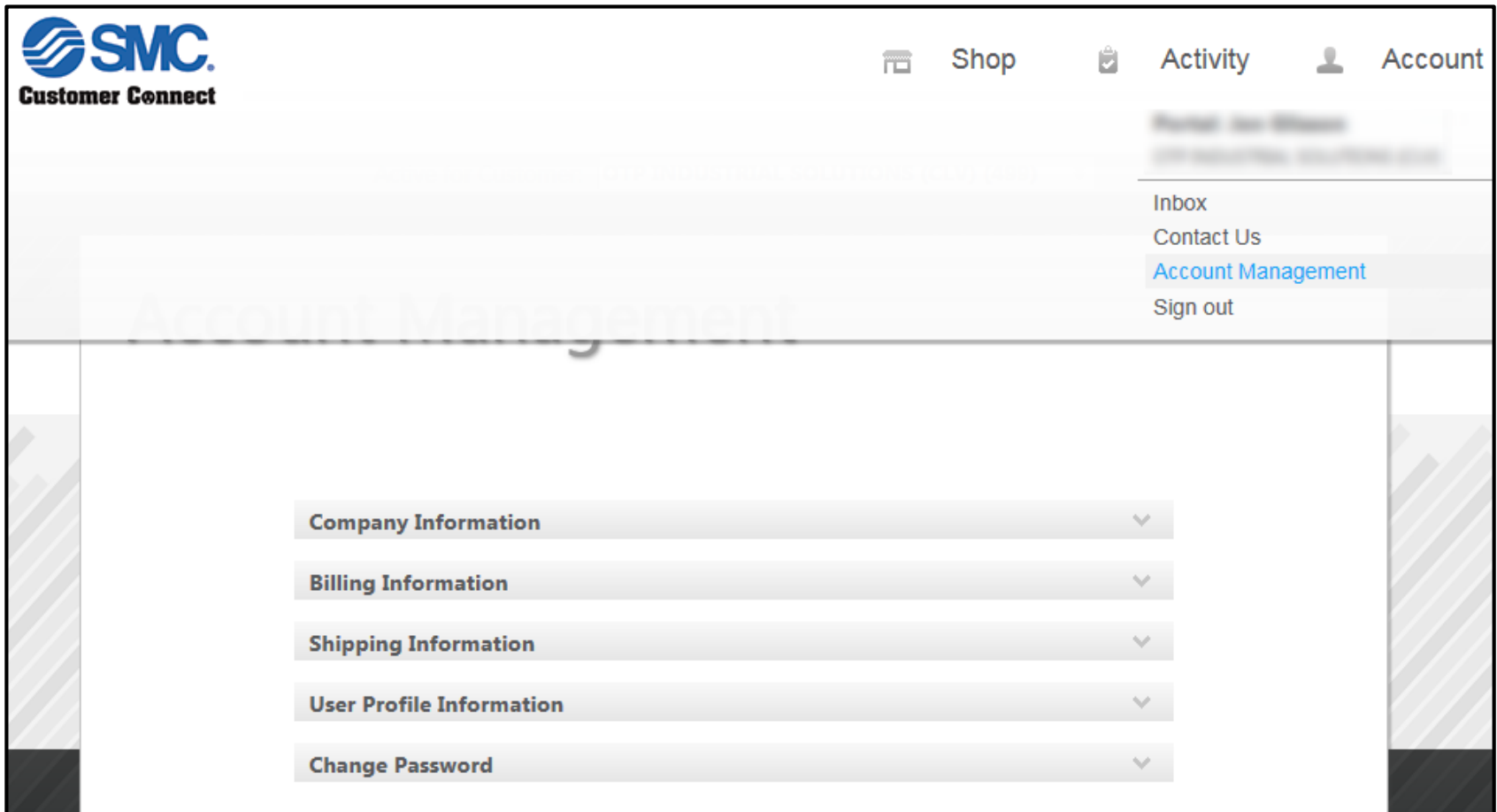
Batch #  Line Error Code  Line

Batch #	Line #	Line Error Code	Error Description
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# Account Information

Under the Account option, you can find account details of your Company Information, Billing Information, Shipping Information, User Profile Info and the option to Change Password.



The screenshot displays the SMC Customer Connect interface. At the top left is the SMC Customer Connect logo. The top navigation bar includes 'Shop', 'Activity', and 'Account'. The 'Account' dropdown menu is open, showing options for 'Inbox', 'Contact Us', 'Account Management' (highlighted in blue), and 'Sign out'. Below the navigation, a large 'Account Management' heading is visible. A list of account management options is shown, each with a downward arrow:

- Company Information
- Billing Information
- Shipping Information
- User Profile Information
- Change Password



**To reset your Extranet and/or Customer Connect password contact SMC IT Department**

Email: [support@1smc.com](mailto:support@1smc.com)

**All other questions, comments or troubleshooting should be sent to SMC Inside Support**

Email: [insidesupport@smcusa.com](mailto:insidesupport@smcusa.com)

Toll Free: 1-800-762-7621

**Thank you for your attention and we hope this has been informative for you!**

