Welcome to
Customer Connect Training
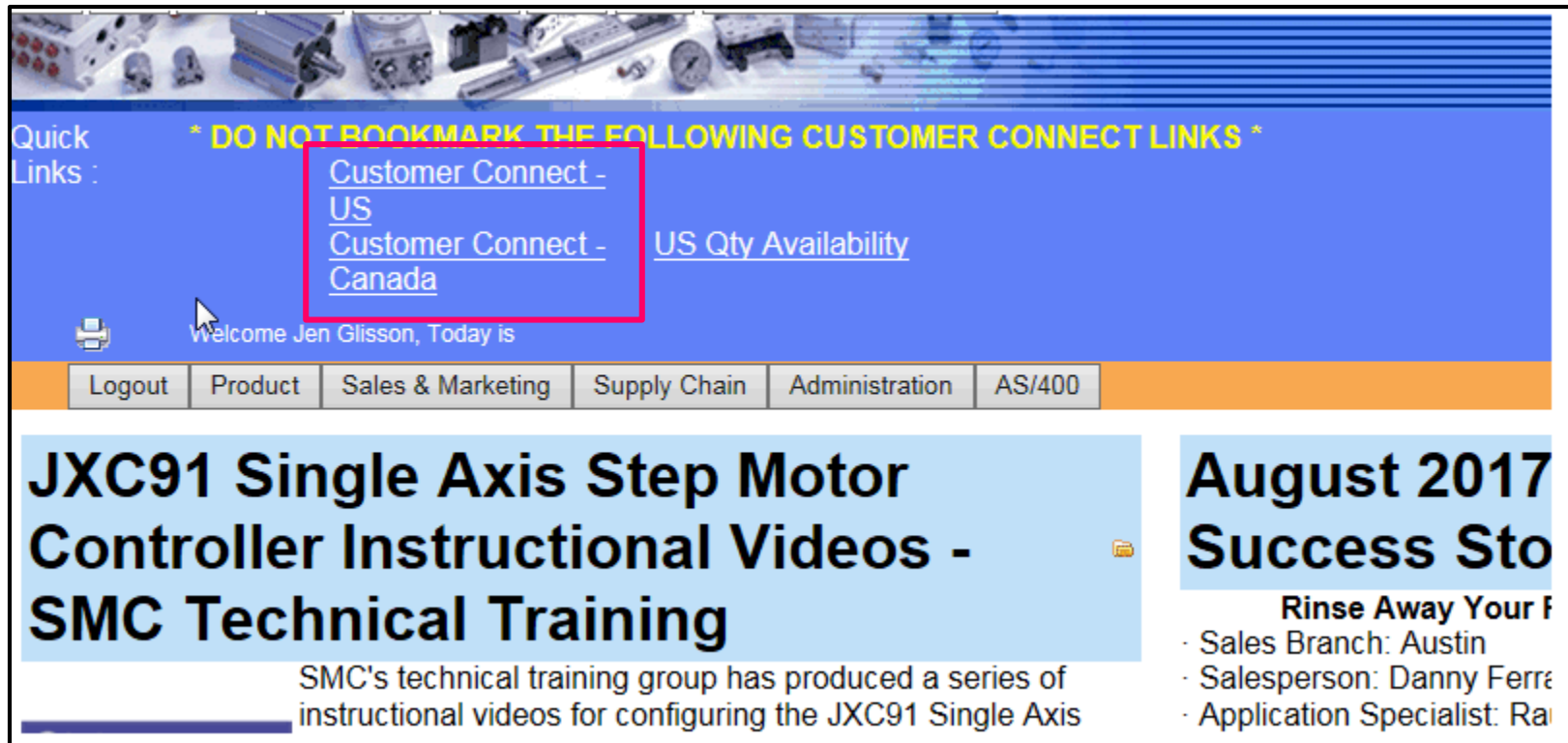
Signing In to Customer Connect

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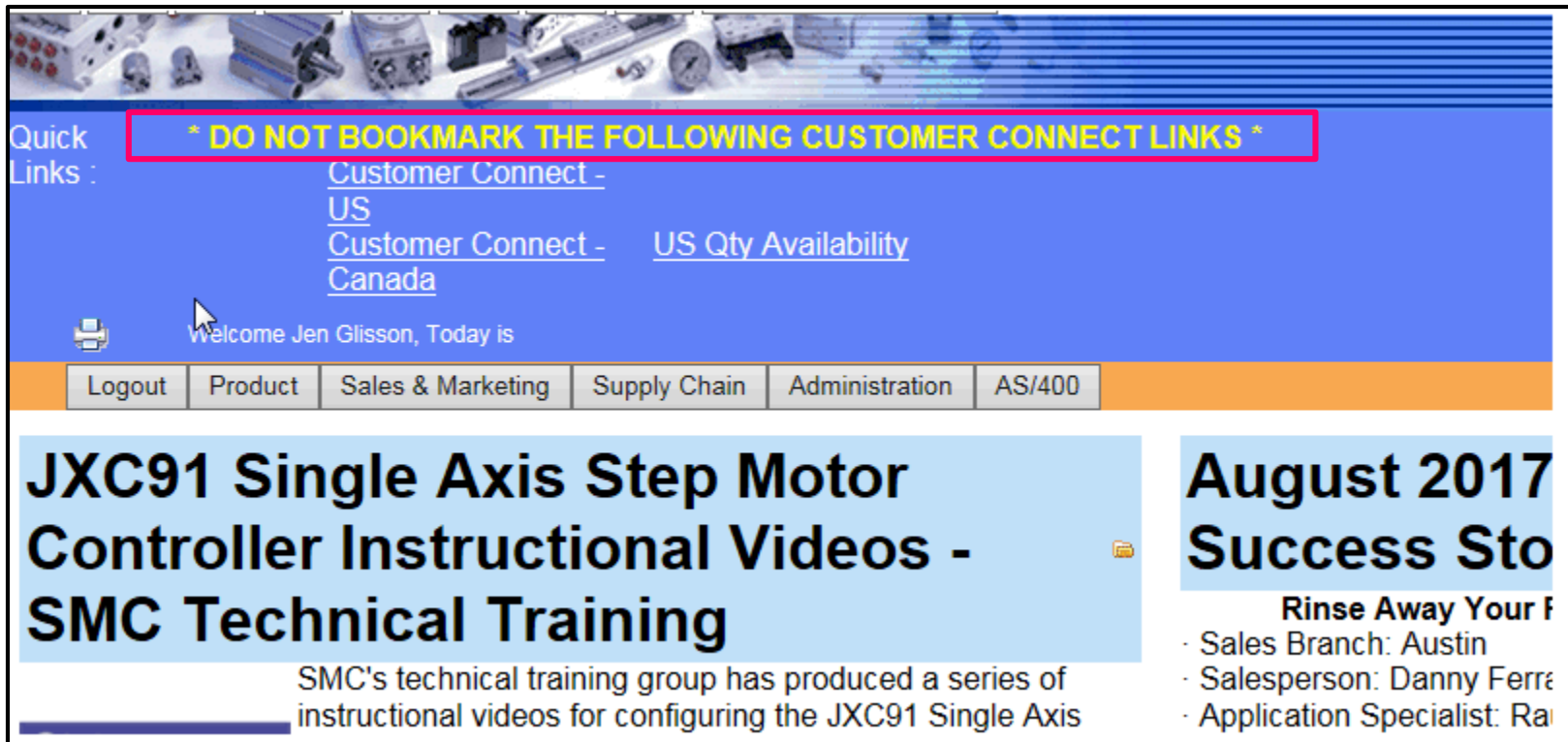
It's **important** that you do not **bookmark** this link as we are continuously updating this site which will not carry over onto your bookmarked link which could cause performance issues for you.

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.

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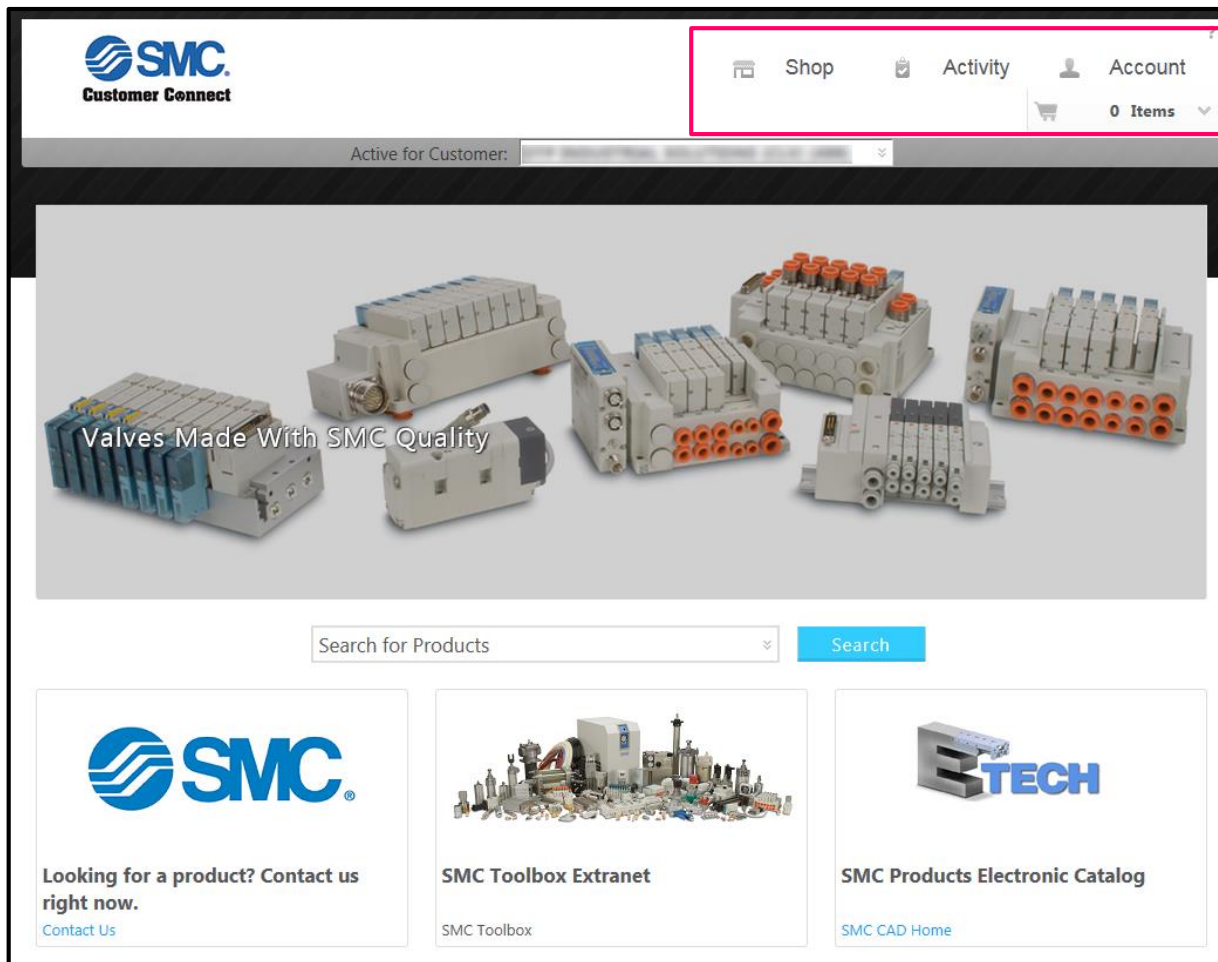
Account alignment will default to your main corporate account and all other accounts can be seen by clicking the drop down arrow
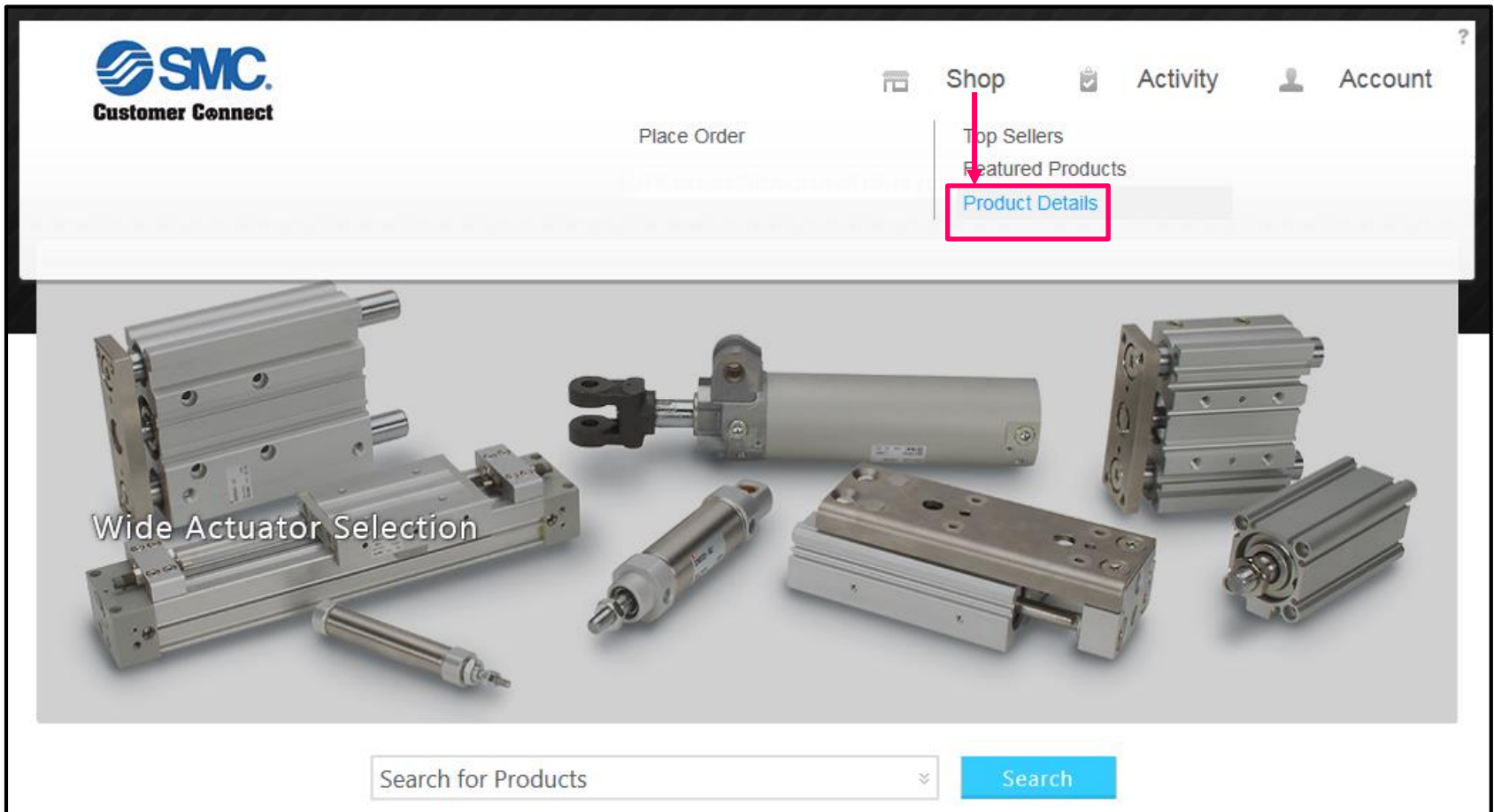
Product Details

Search by item for pricing and availability

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 KQ2L01-00A ⌄   **Filter**

FITTING, UNION ELBOW

KQ2L01-00A

Your Pricing
&
Total Quantity
Available

Availability & Pricing

Quantity Available 650

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 KQ2L01-00A ⌄   Filter

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 [   ]
  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	
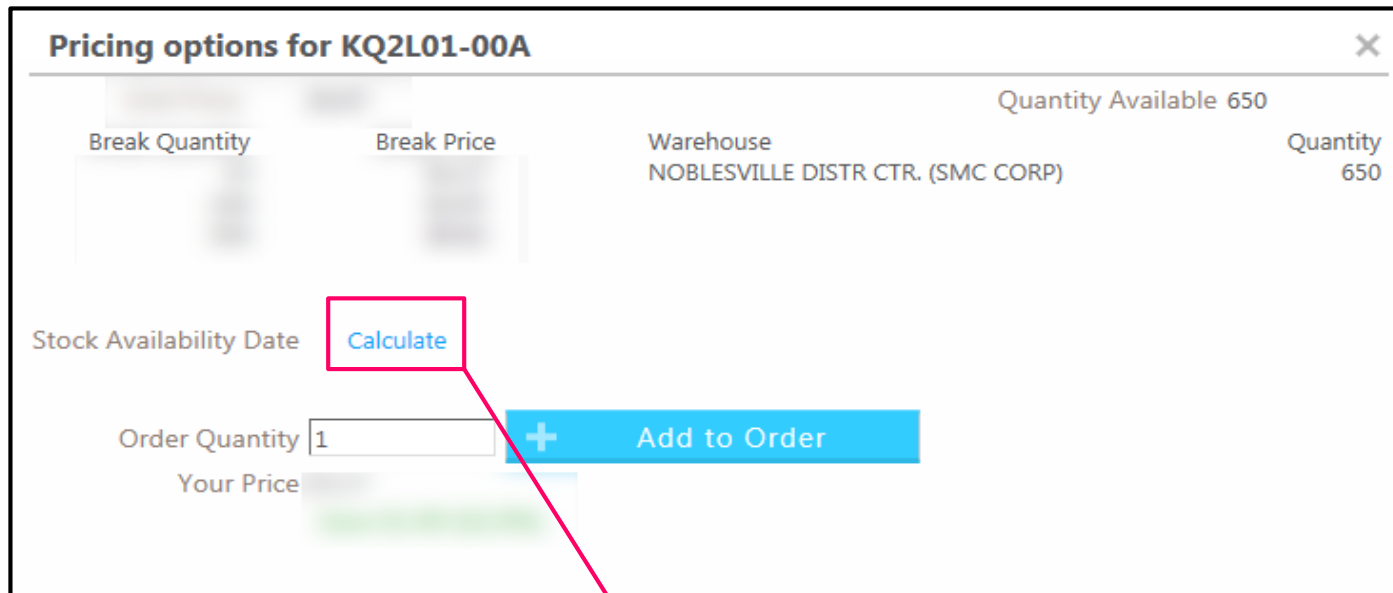
📄 Documents   🕐 Prior Orders

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 ✕

Quantity Available 650

Break Quantity	Break Price	Warehouse	Quantity
		NOBLESVILLE DISTR CTR. (SMC CORP)	650
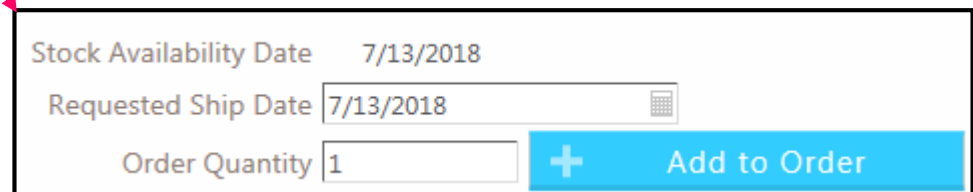
Stock Availability Date   Calculate

Order Quantity 1   ➕ 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 7/13/2018
Order Quantity 1   ➕ Add to Order

Option 1 – Availability & Pricing

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

Product Details

Item KQ2L01-00A

Filter

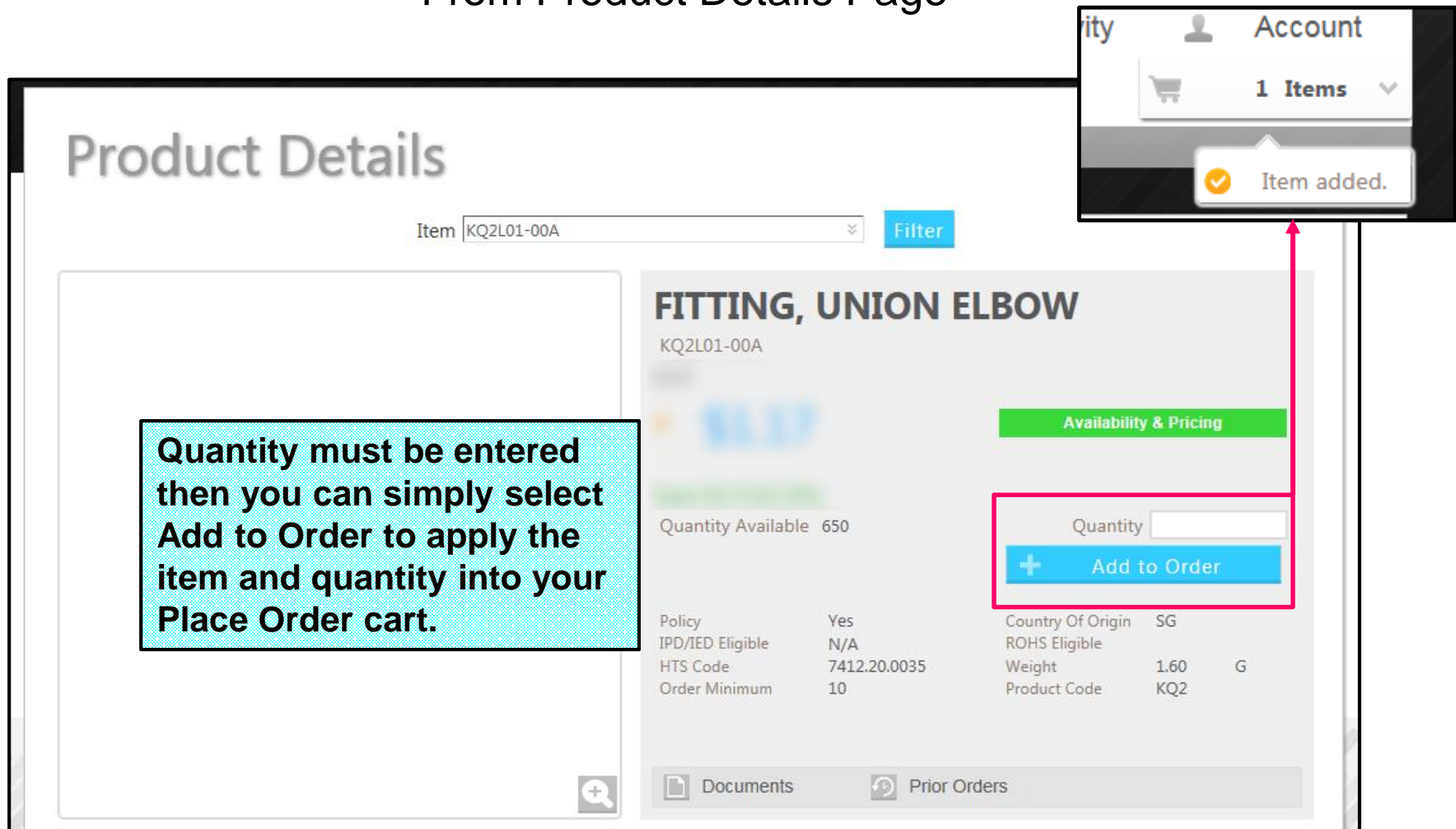FITTING, UNION ELBOW
KQ2L01-00A

Availability & Pricing

Quantity Available 650

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).

1

2
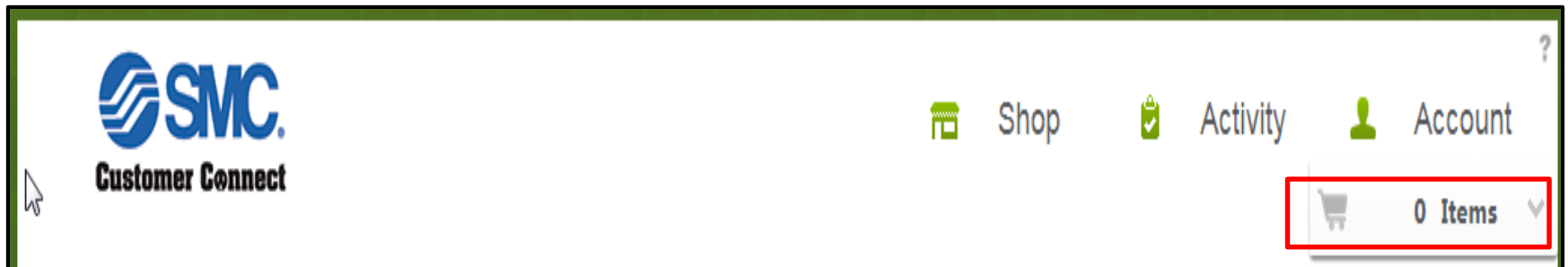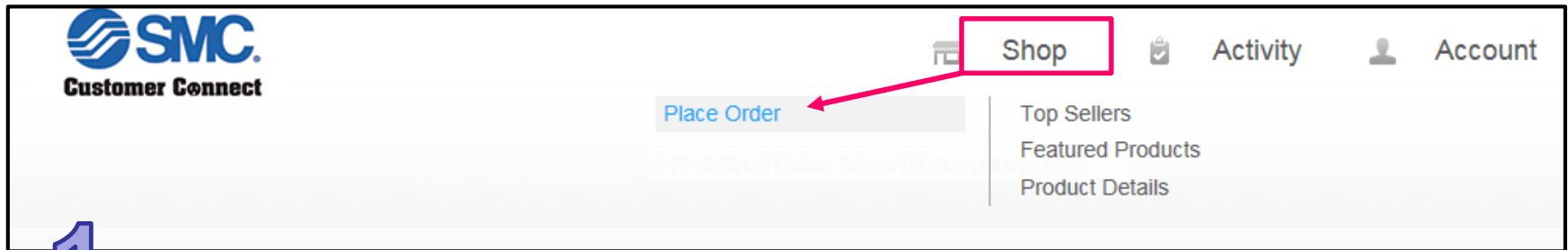
When in the Place Order screen, verify you have the correct account selected for order alignment.
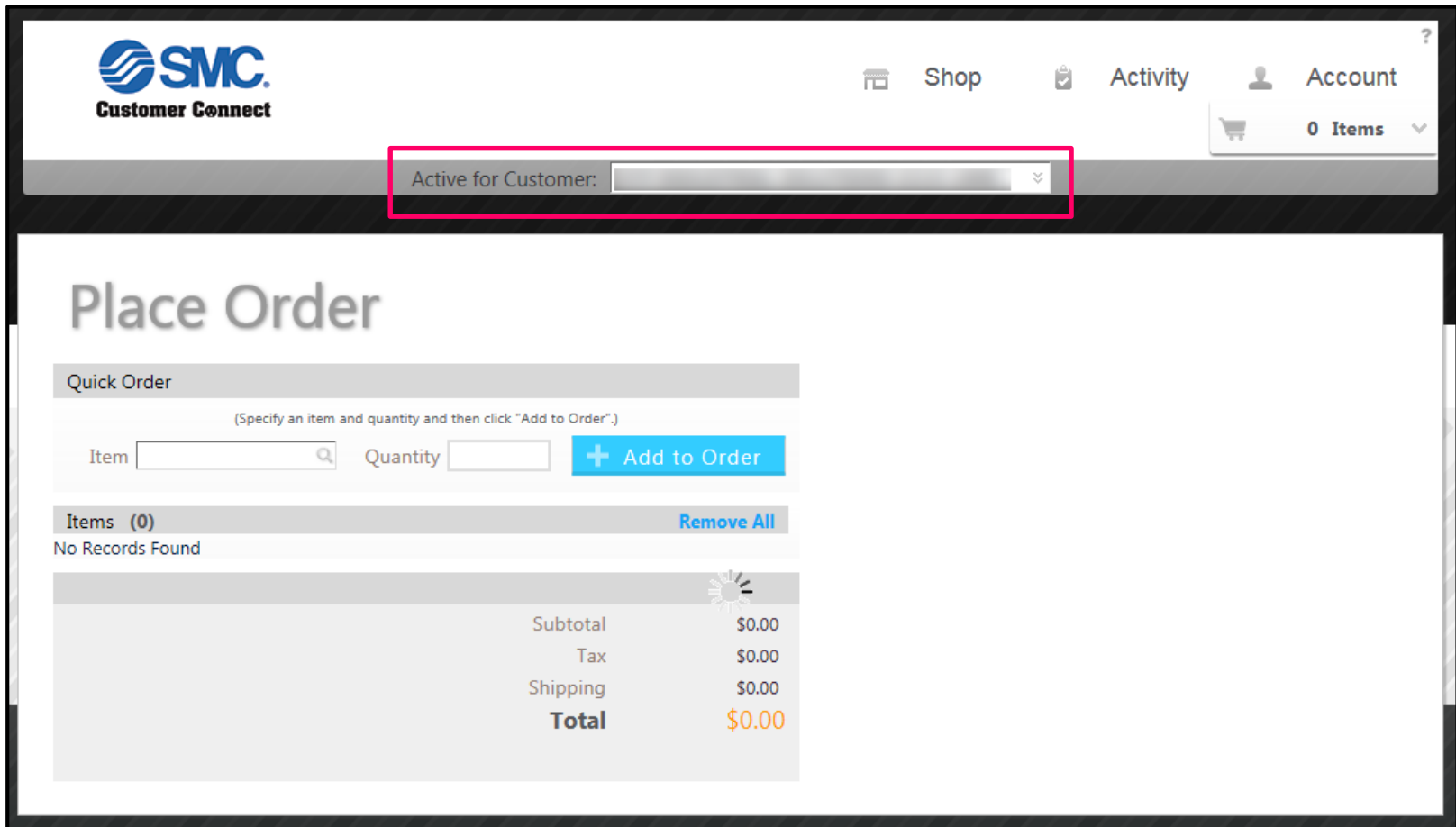
This option will allow you to enter the item(s) and quantity in which you want to order. The number of items you purchase is not limited.
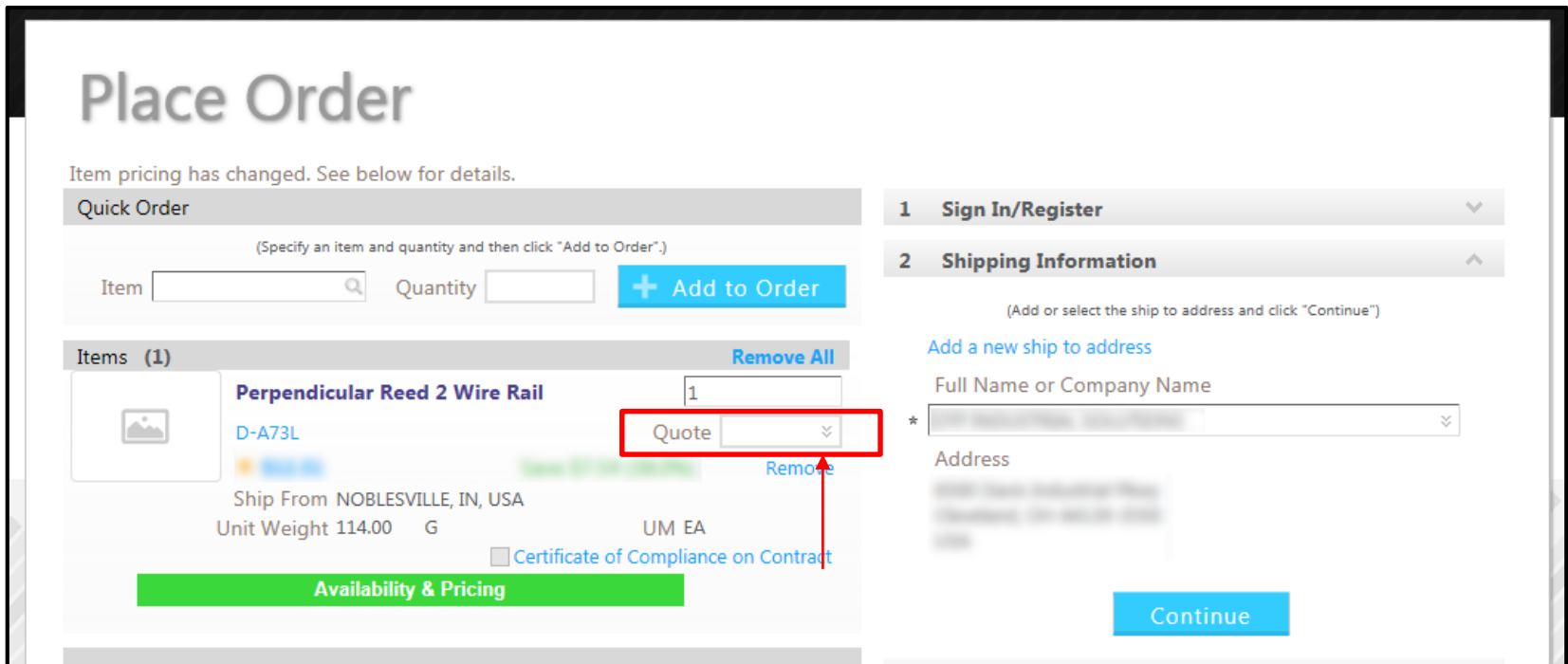
Once an item has been entered into the shopping cart, you will see the additional information which is listed below

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

Your pricing will auto populate for the particular item(s) your purchasing. At the bottom it will also calculate the order total for you to reference.

Please double check pricing here prior to moving on to the next step.

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.

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
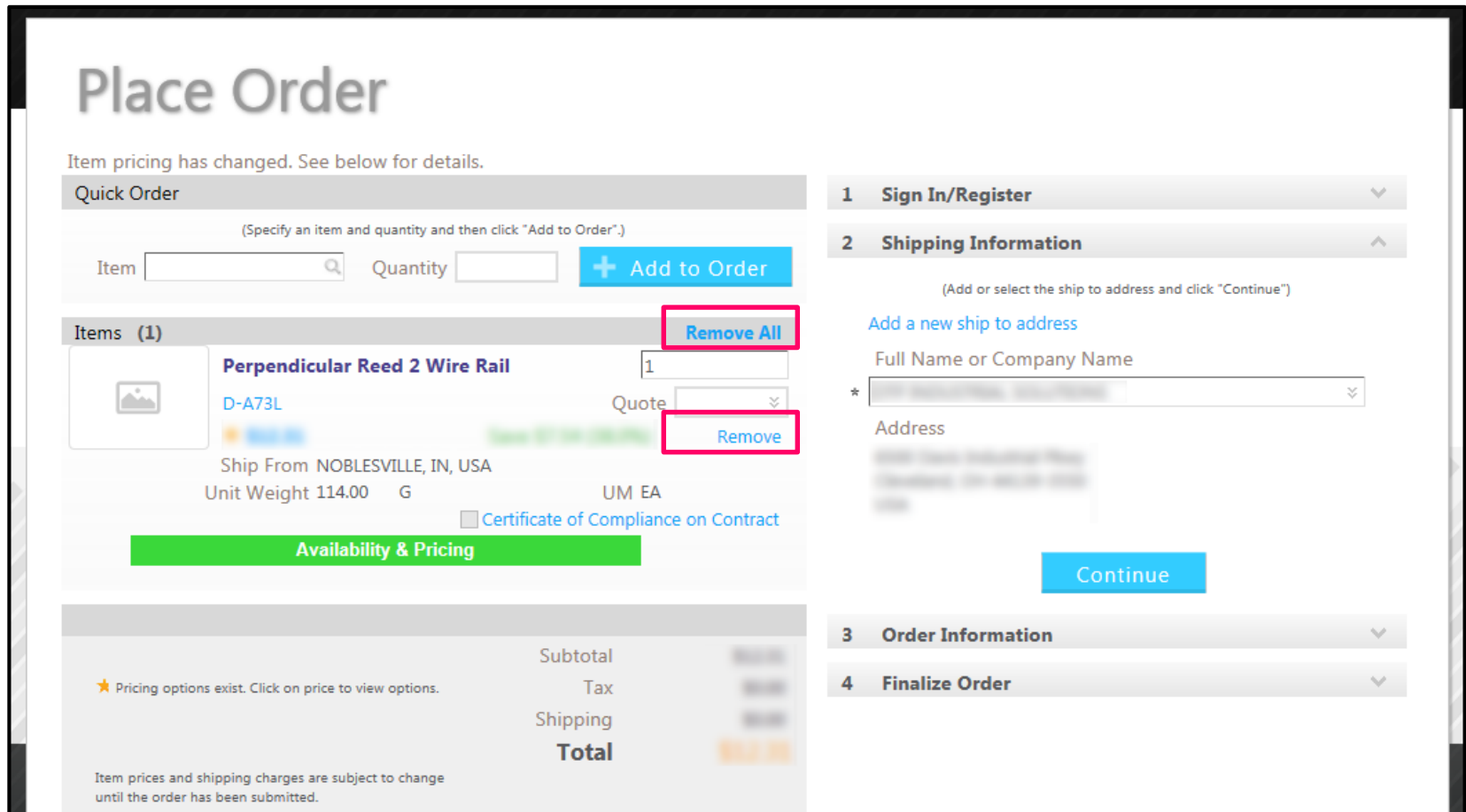
Order Quantity `1`   **Update**

Your Price

Stock Availability Date   8/31/2018

Requested Ship Date `09/28/2018`

Order Quantity `10`   **Update**

You also have the ability to remove one item or all items out of your shopping cart.
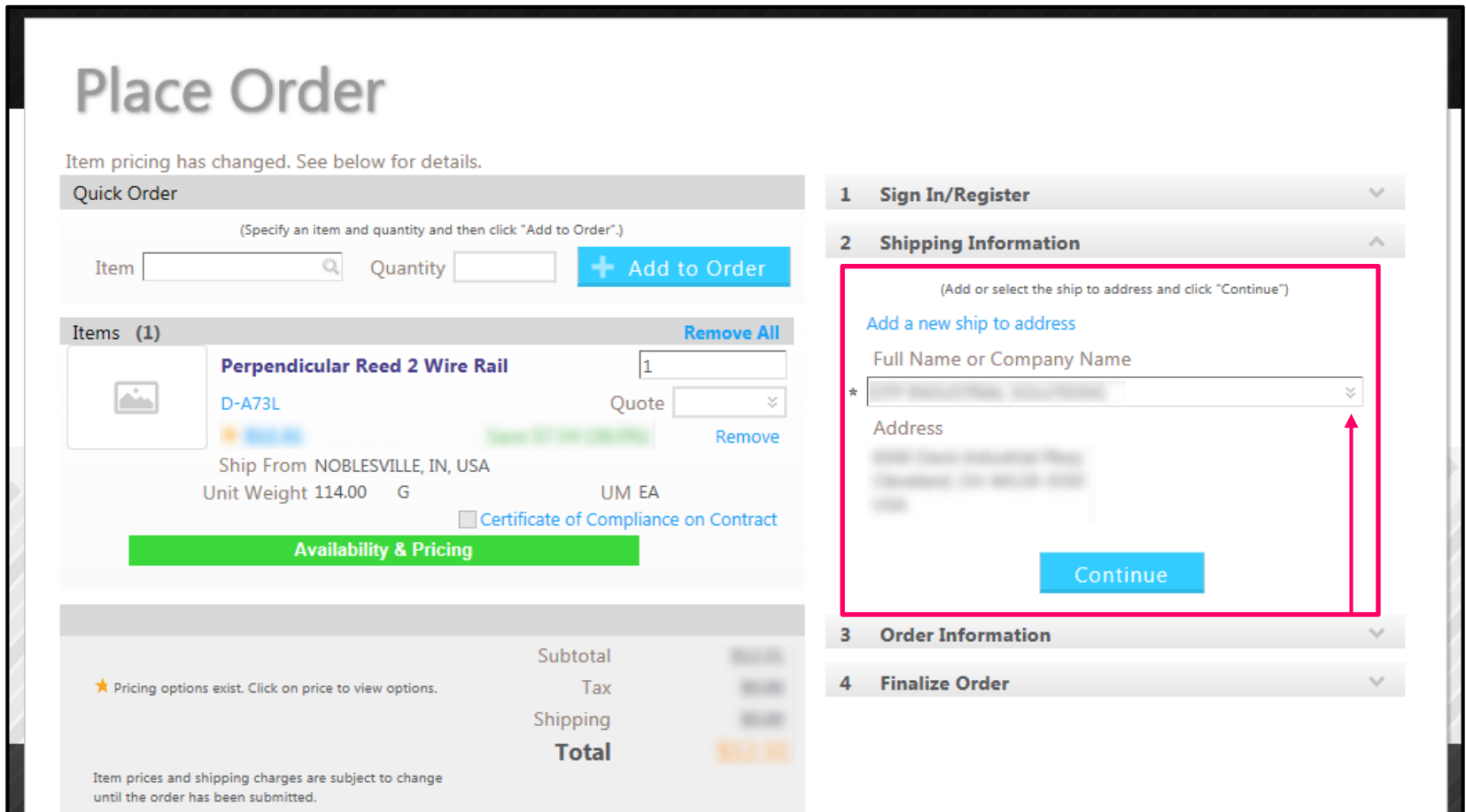
Once you've added all the items, your next step is to provide the shipping information. If you need to change the Ship To your first step will be to select the drop down or you can start typing in the box for the Company Name.

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

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.

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   ⌄]
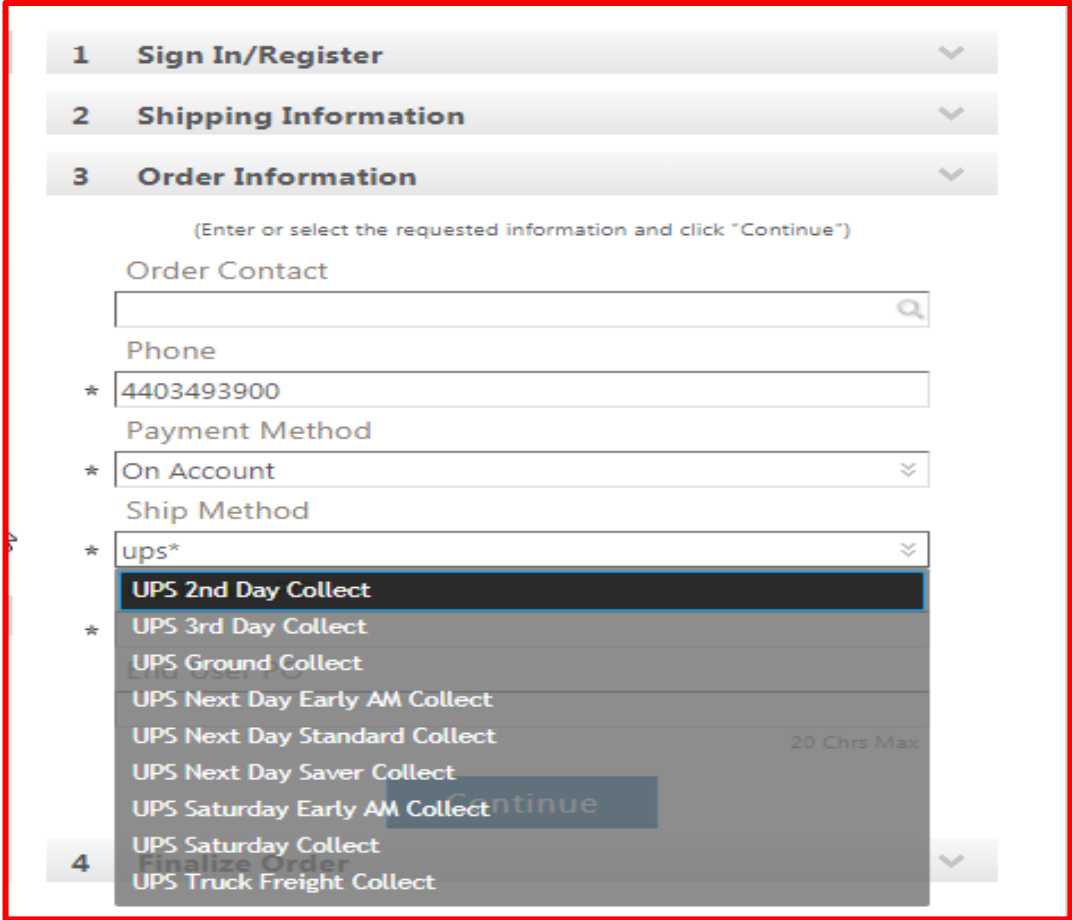
Ship Method

* [ups*   ⌄]

| UPS 2nd Day Collect |
| UPS 3rd Day Collect |
| UPS Ground Collect |
| UPS Next Day Early AM Collect |
| UPS Next Day Standard Collect |
| UPS Next Day Saver Collect |
| UPS Saturday Early AM Collect |
| UPS Saturday Collect |
| UPS Truck Freight Collect |

20 Chrs Max

Continue

| 4 | Finalize Order | ⌄ |

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

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 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 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 - 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 <u>quantity shipped</u> (*quantity must show greater than zero*).

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 receiving 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

Invoice [   ]

Reprint Invoices   ✕

Invoice 341263268 : Process Completed Successfully

Filter

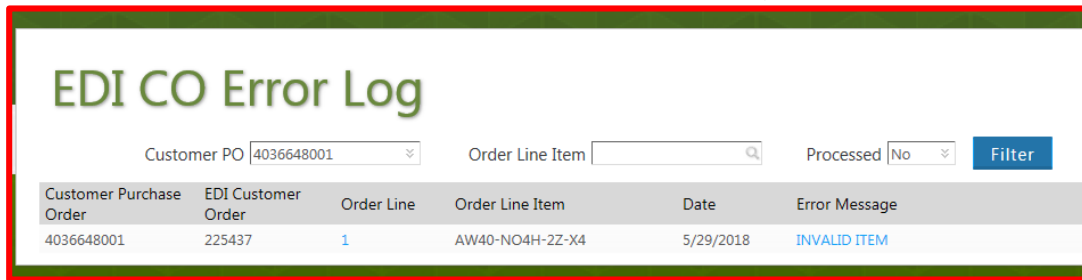|	Invoice	Site	Due Date	Amount	Purchase Order	
☐	341263268	PRD_USD	8/12/2018	$500.03		
☐	341263330	PRD_USD	8/12/2018	$67.37		
☐	341263317	PRD_USD	8/12/2018	$3,468.89		
☐	341263261	PRD_USD	8/12/2018	$1,037.43		
☐	341261540	PRD_USD	8/11/2018	$540.76		
☐	341260642	PRD_USD	8/11/2018	$399.53		
☐	341260080	PRD_USD	8/11/2018	$367.78		
☐	341260636	PRD_USD	8/11/2018	$400.91		
☐	341259721	PRD_USD	8/11/2018	$1,108.00		
☐	341260675	PRD_USD	8/11/2018	$79.96		

Request

<< < 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.
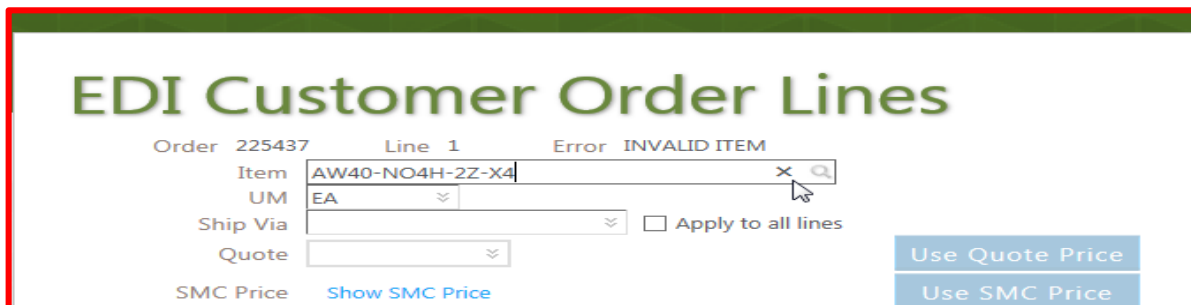
EDI Customer Connect

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.

- 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').
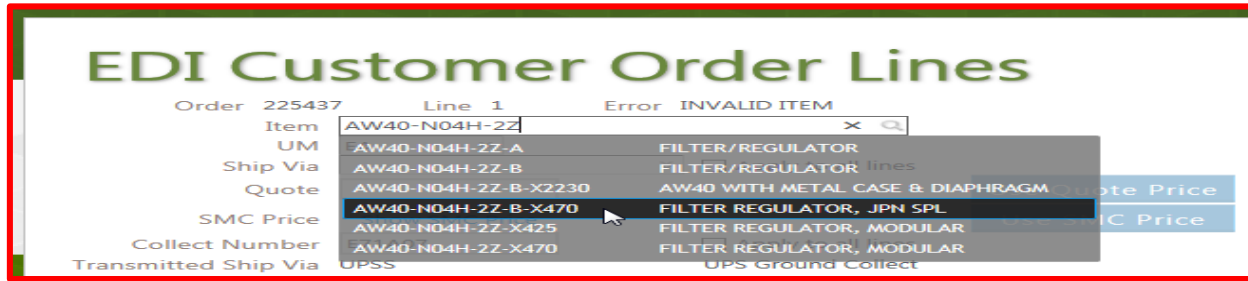
- Once you click on the 'X', the field will clear, and you can start entering the text of the new item number. A drop-down box will be displayed where you can see the items that begin with the entered text. You can click on a listed item to select.
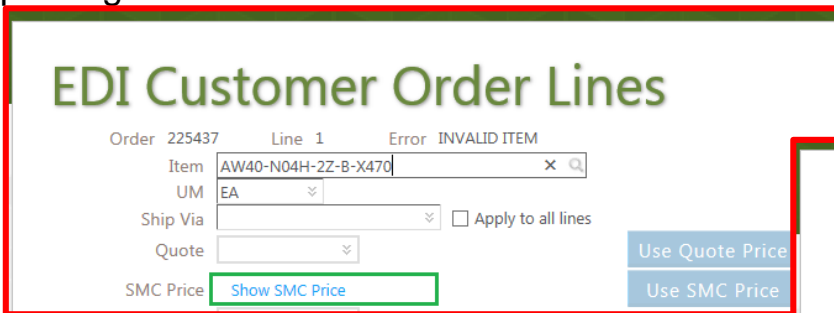
- When the new item is selected, you should click on 'Show SMC Price' to view the price of the newly selected item. To prevent pricing errors, you should then click on 'Use SMC Price' before updating.
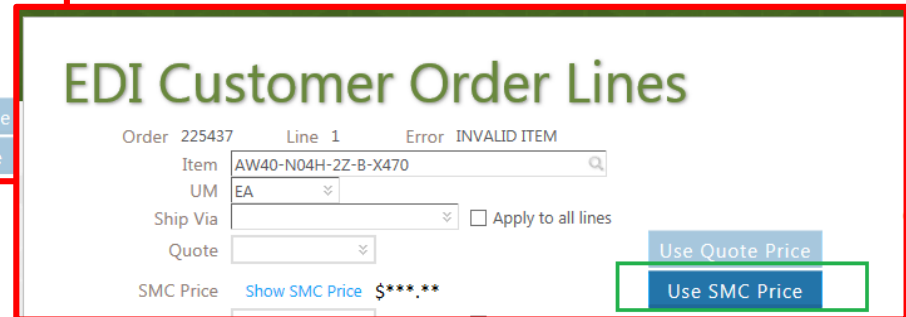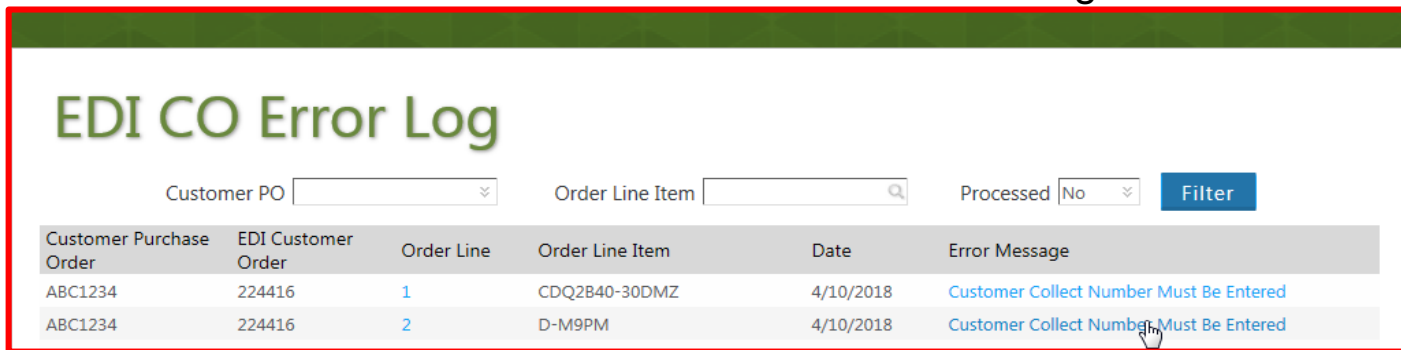
- At this point you can choose to Update the line with the newly item and price or cancel the change operation by clicking on 'Cancel'. Once you select 'Update' or 'Cancel', you will be taken back to the EDI CO Error Log page.
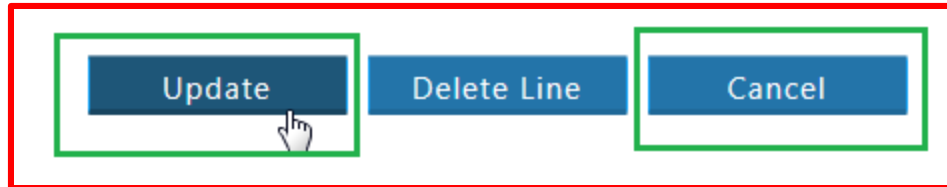
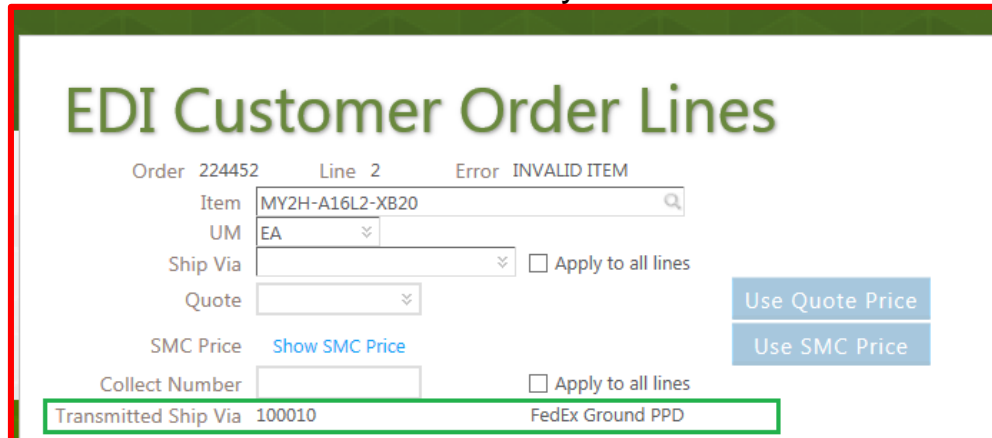# Error: Invalid Ship Via Collect Number

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.

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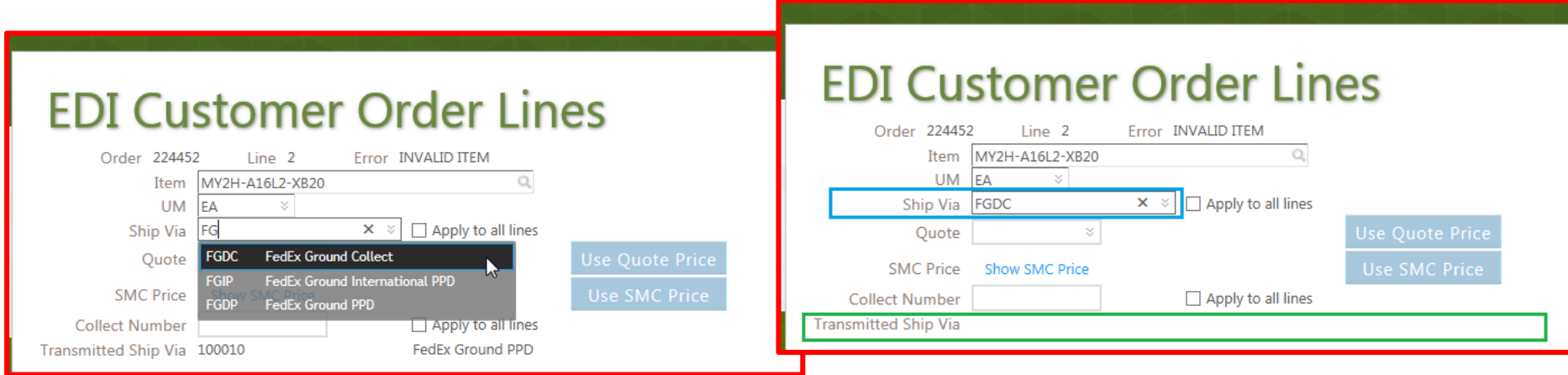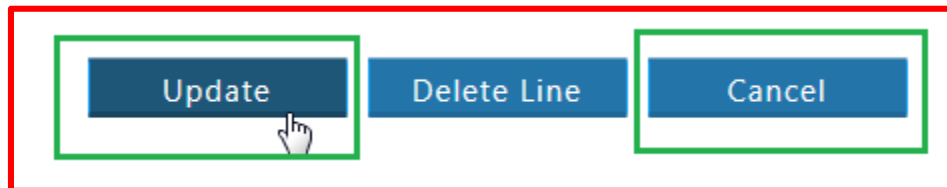
- Once you select an SMC Ship Via that is different than the one aligned to the Transmitted Ship Via, the customer's Transmitted Ship Via will be cleared.
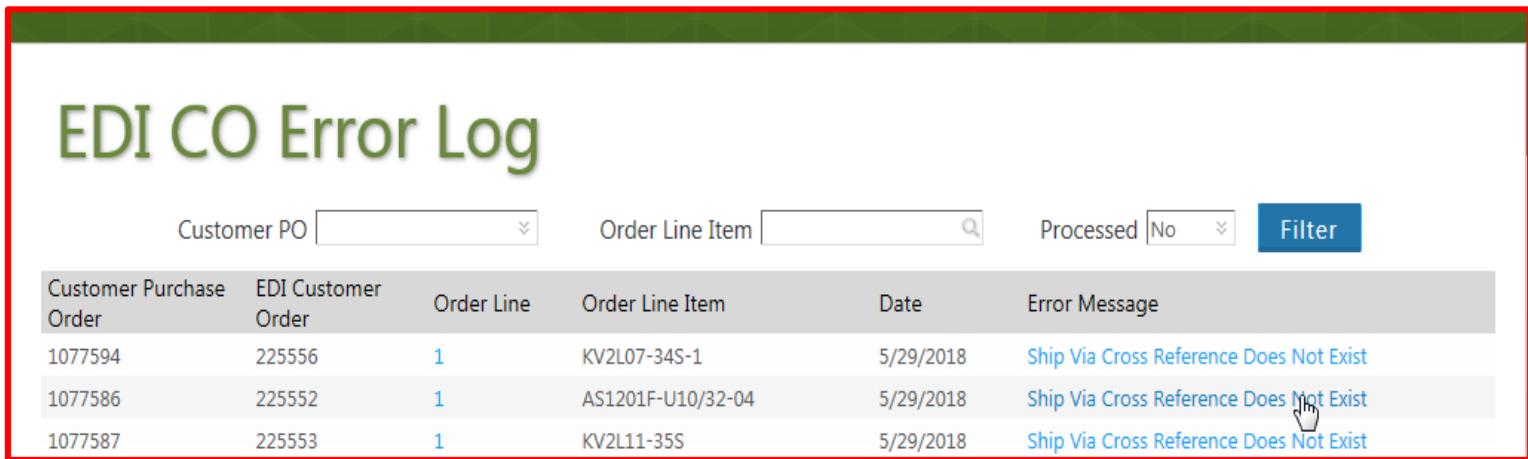

- At this point you can choose to Update the line with the newly selected SMC Ship Via code, or they can cancel the change operation by clicking on 'Cancel'. Once they select 'Update' or 'Cancel', they will be taken back to the EDI CO Error Log page.

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.
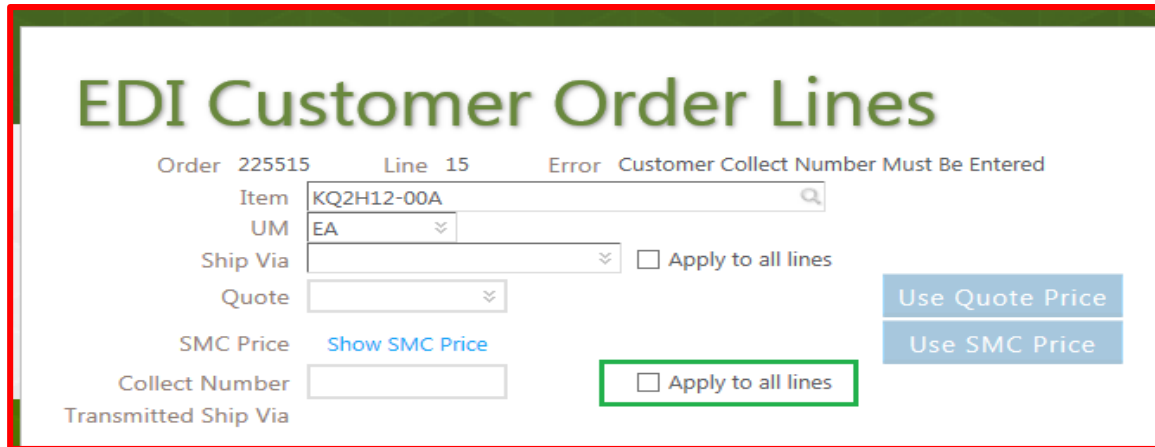
EDI CO Error Log

Customer PO [⌄]   Order Line Item [🔍]   Processed [No ⌄]   **Filter**

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

- 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.
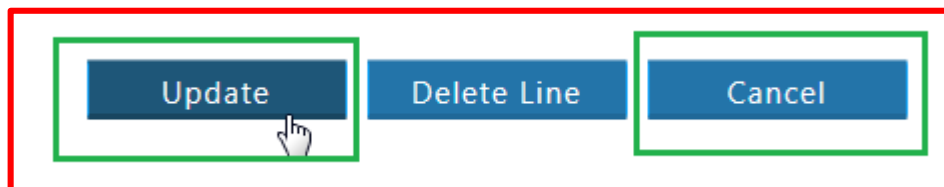

- At this point you can choose to Update the line with the newly selected SMC Ship Via code and/or the newly entered Collect Number; or you can cancel the change operation by clicking on 'Cancel'. Once you select 'Update' or 'Cancel', you will be taken back to the EDI CO Error Log page.

Claims/Complaints

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

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
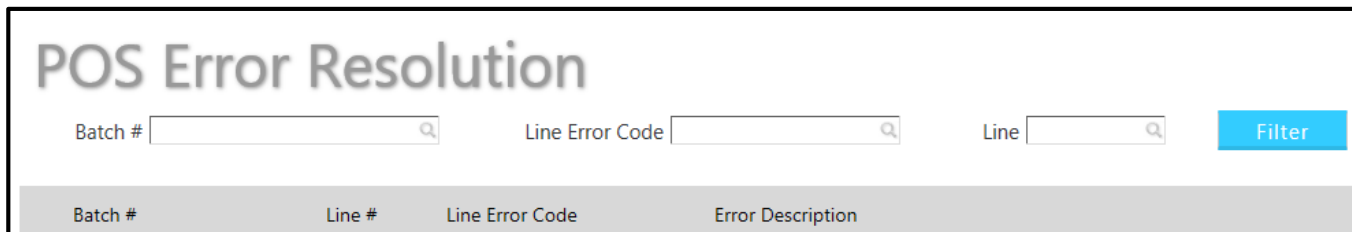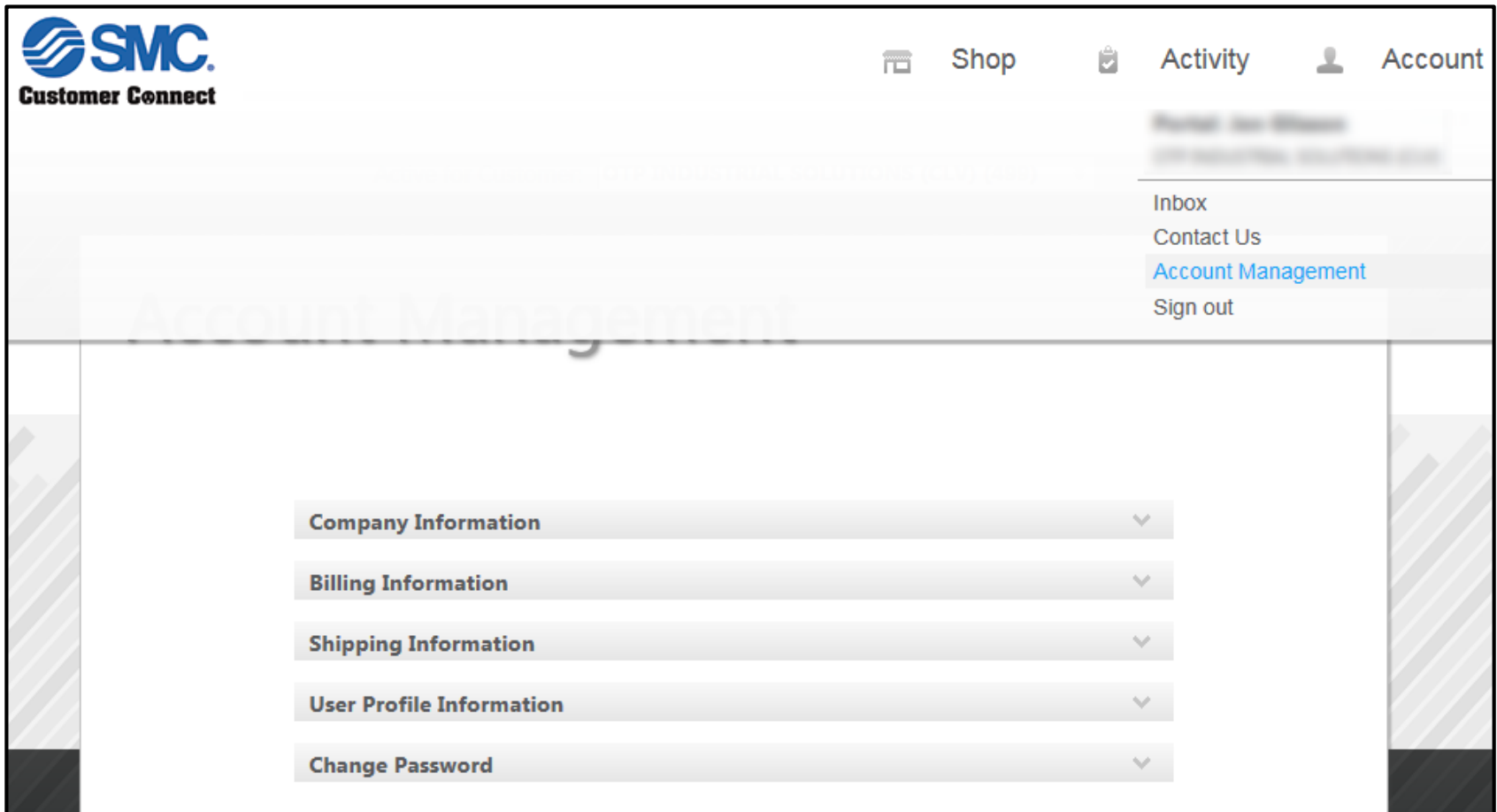
Account Information

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.

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

Email: support@1smc.com

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

Email: insidesupport@smcusa.com

Toll Free: 1-800-762-7621

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

Have a GREAT Day!