**CONNECT** Store

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# FAQs CONNECT Store

Please find all frequently asked questions concerning the CONNECT Store below.

## General CONNECT Store user

### I can't remember my password. / Where can I change my password?

To request a new password, click the blue „Forgot Password" button below the login field. For submitting the request, you will need your user name and customer number. You will receive an e-mail with a link. Open the link to get to the change password page. Add new password twice and confirm.

To change your password within the Store, go to the change password page. This can be found by clicking the button „Change Password" below your account information. You will be able to change your password by entering your old password and then the new one twice. Finally, click on ‚Change password' to confirm the change.

### How can I change user details (email, user, contact information)?

Our team will be happy to help you if you want to change your personal user data. Please get in touch with us via support.connectstore.ps@georgfischer.com

## Availability and price check

### What do the different availability colors mean?

Green: Green means that the requested quantity is available.
Orange: Orange means that there may be limited availability at the moment.
You can find additional information by clicking on the "arrow down" symbol next to the part number in your results list.

### How do I know where the product will be sent from?

You can find information regarding the ship-from location by clicking on the "arrow down" symbol next to the part number in your results list.

### How does the Availability and Price check feature work?

Manually type in or copy/paste product codes separated by line, comma, semicolon or space. Then click the „Check" button below the box in order to see the results in the product listing. After that, you can change the quantity of the items and add them to your cart.

### Do you offer additional discounts for large quantities? Is there special project pricing?

In the CONNECT Store you have the opportunity to request a quotation to get further information about discounts and special pricing.

## Cart upload

### What is a CSV-file?

A Comma Separated Values (CSV) file is a plain text file that contains a list of data. To convert your Excel worksheet to a CSV file, please use the „Save As" command in Excel and then select the option to save your Excel file as CSV in the „Save type" field.

### How can I convert my order into a CSV-file?

In your cart, you have the opportunity to download your order as a CSV file by clicking on the corresponding button.

### How do upload a CSV file?

Please click on the „Upload products" to upload your CSV file (needs to contain a header line and at least the product code and quantity). After you have selected the file, you have the option to replace your cart or add the products to the existing cart. Then you can specify which column contains product code and quantity and upload your cart. You may see a message that indicates possible error-prone rows.

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## Orders and tracking

### What does the status „being processed" mean?
Your order is being processed and partially shipped or is about to be shipped shortly. For further details, you can always refer to the order details in your order overview.

### Where can I find my tracking number?
Your tracking number will be available as soon as the delivery leaves our facility and is handed over to the shipping company.
You can find the tracking number for the delivery in the delivery notes or order lines of your order.

### Who is the carrier/shipping company?
The carriers are the standard logistics partners of GF Piping Systems in your country. In most cases and for most shipping options there are multiple partners and the partner is automatically selected by the system to ensure the fastest proceeding of the delivery at the given moment.

### Why is there delivery information, but no tracking information?
Your tracking number will be available as soon as the delivery number is marked as complete (when the shipment leaves our facility). The tracking number is generated by our external logistics partners and shown immediately once provided by them.

### How can I change/delete my order? (change ship-to address)
If you would like to change or delete your order, our team would be happy to help you with that. Use the contact form or contact support. connectstore.ps@georgfischer.com

### How can I add a different delivery address?
You can select another delivery address from the drop-down menu or add a „Add one-time ship-to address" by clicking the box next to it. Then you can enter the name of the company, as well as the corresponding address.

## Invoices and documents

### My order has been shipped – why can't I see my invoice?
You can find all your order invoices and other order-related documents in the order overview in the CONNECT Store. Simply click on the order number of the order you would like to view and then click on the invoice to view or download the pdf file. For further information, please get in touch with our experts.

**Any open questions? Please contact us directly via support.connectstore.ps@georgfischer.com**