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CONNECT Store

Manual

Table of contents

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1.   Introduction

This document explains the use of the CONNECT Store and answers frequently asked questions. The following content is useful for everybody who is working with the CONNECT Store or is interested in doing so in the future.

The document is divided into four sections:

- System Specifications: How can I connect? What do I need to provide?

- Onboarding: First steps to and within the platform.

- Features: Usability and possibilities of features.

- Request process: How does it work?

2.   System Specification

Which system specifications are relevant for using the CONNECT Store?

You can access / log in to the CONNECT Store from any browser or device. The only precondition is to have access to the internet. The store is mobile optimized and state–of–the–art usable on mobile devices.

No extra system is needed (on customer side).

How can I contact my local sales manager? https://www.gfps.com/com/en/services/footer/contact.html

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3.   Onboarding

3.1. What is the CONNECT Store?

It is an online ordering and self-service information tool for our valued distributors and OEMs.

The store provides instant access to GF product availabilities, and your unique login ensures that the pricing you see is tailored for you (pricing as negotiated). This allows you to place orders online quickly and easily, view order history, check the current status of your orders, and download order documents all in the one online space. The CONNECT Store is integrated in the GF Piping Systems website via https://www.gfps.com/com/en/services/customer-area.html.

To visit the customer store within your local GF Piping Systems website, just add the term "/services/customer-area.html" to your local URL.

Example: https://www.gfps.com/au/en-au/services/customer-area.html

3.2. How can I get access to the Store?

Contact your local sales manager in order to get access to the store. The sales manager can support you in setting up your account for the CONNECT Store and answer all open questions.
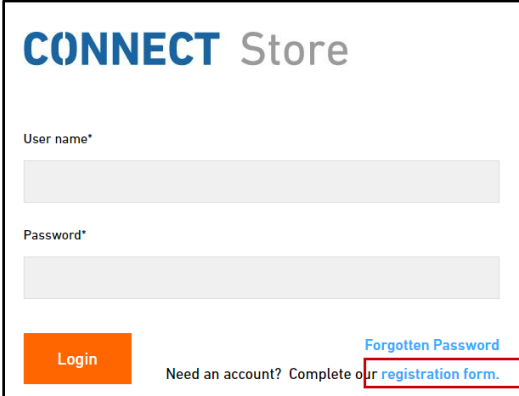
Please note: The CONNECT Store is running via our SAP system. The process to set up your CONNECT Store account will take up to 3-4 working days. The secure administration of your individual data is our highest priority.

How can I contact my local sales manager? https://www.gfps.com/com/en/services/footer/contact.html

3.3. How can I login/register to the store?

When opening the link to the customer area of the store, you will be able to enter your individual user name and password.

If you are visiting the CONNECT Store for the first time, please follow the "Complete our registration form" to request an account. You will be transferred to a contact form, which you can fill out to request access to the CONNECT Store.

CONNECT Store

User name*

Password*

Forgotten Password

Login   Need an account? Complete our **registration form.**

3.4. Did you forget your password?

In case you forgot your password, please click the link "Forgotten password". You will be able to request a new password with at least the following requirements:

- Minimum 8 characters

- Containing up- and lower case characters

- Containing a number

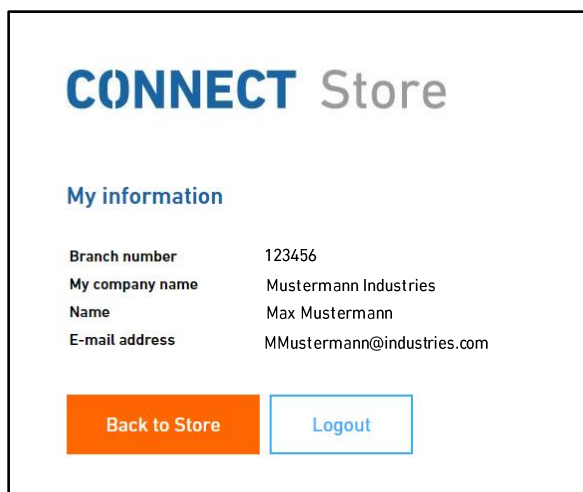- Needs to be different than already used passwords

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3.5. What do I need to lookout for when entering the store for the first time?

When visiting your store for the first time, it is recommended to check the following data:

My information

- Company name

- Customer name

- My e-mail address

"My information" can be found at the bottom of the customer area page. Simply scroll down.

If you are lost on the website, do not worry. You are always able to return to the customer area either by clicking the "CONNECT Store" logo or on the breadcrumb navigation at the top of your website.

If you have left the customer area you can return to it by clicking on the "customer" icon in the top right corner (and you will also find a good option there to get back to the starting point of the CONNECT Store).
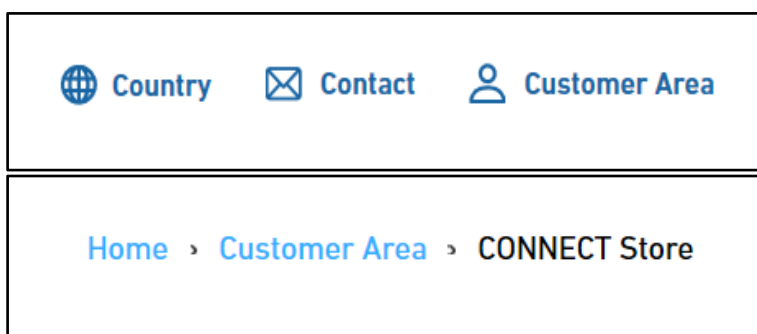
3.6. What do I need to lookout for when entering the store for the first time? – Part 2

You are always able to check on the current content of your cart. A cart icon on the right side of the website follows you around the CONNECT Store. The small number on top signifies the quantity of products added to the cart. When you click on the cart button, a short information screen appears, where you identify the products and solutions which were added to the cart. You will not leave the previous page you visited. Also, you can see the current costs of your "filled" cart to keep track on your budget.

If you would like to open the cart (and leave the previous site), you can click on the "See all" button.
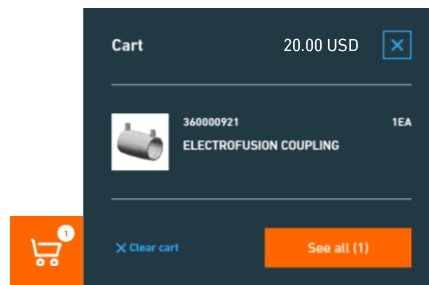
3.7. Branch selection – What happens after I login?

After entering your login data, you will need to select the branch (customer number), on which you would like to work on. It is possible to maintain more than one customer within your login. Select your customer by marking the name and clicking on the "Select button". You will then proceed to the customer area. In case you have only one customer number assigned; you are directly redirected to the store after adding your user information.

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4.   Features

4.1. Overview

We offer various features in our current CONNECT Store. By clicking on them you will be forwarded to each feature directly.
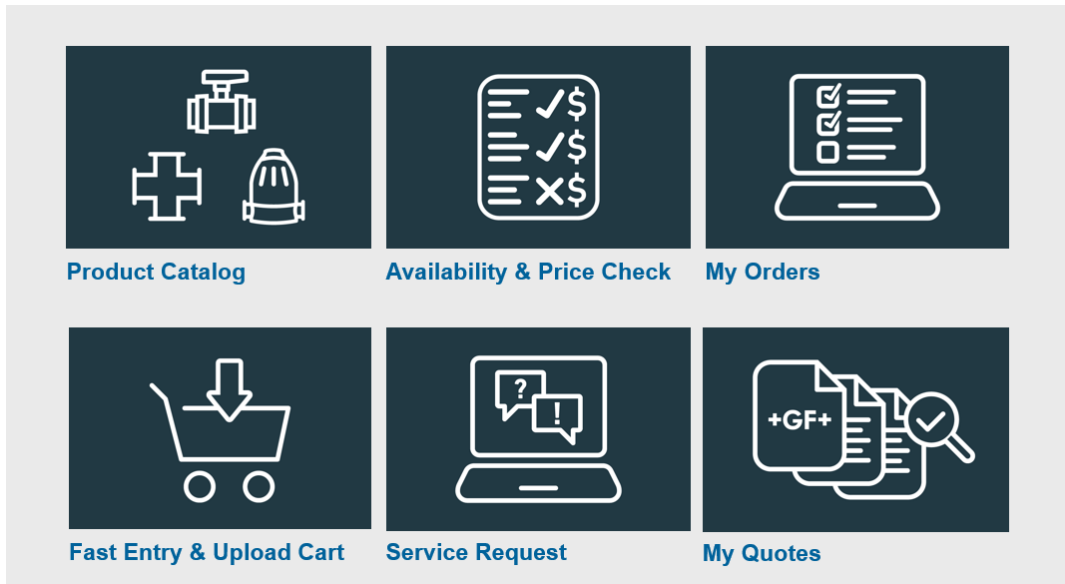
4.2. Product Catalog

You can find "Product Catalog" under this section in the CONNECT Store.

In the "Product Catalog" feature, you are able to check out more than 60.000 quality products and tailored piping systems for the treatment and distribution of water and the safe transport of industrial fluids and gases.

You can specify your search by using the dropdown menu, applying filters or making use of the "search" function within the catalog.

You will find the following information to each product:

- Technical data (measurements, specifications, …)

- BIM/CAD connections

- Pictures

- Descriptions

- Datasheets

- Spare parts & accessories

- …

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4.3. Availability and Price Check

You can find "Availability and Price Check" under this section in the CONNECT Store.

The "Availability and Price Check" feature gives you the possibility to

- Get quick access to the availabilities of all the GF products

- Check your individual prices

- Use additional delivery details to prepare your order

You can easily check availability/prices for single or multiple items by entering code numbers into the box. If you already have an existing list created, you can simply use the copy and paste functionality. Then click the "Check" button below the box in order to see the results in the product listing. The quantity of each item can be adapted in there. In order to see additional shipping information, you need to open the drop-down by clicking the arrow on the left side of the product row.

4.4. Availability and Price Check

You can now add single products to your cart or adding all of them by using the "cart" button below the product listing.

Depending on your sales company, you will be able to see prices of the various products.

The availability of the products; depends on the quantities you want to order. This means according to the quantity of products, the availability display changes:
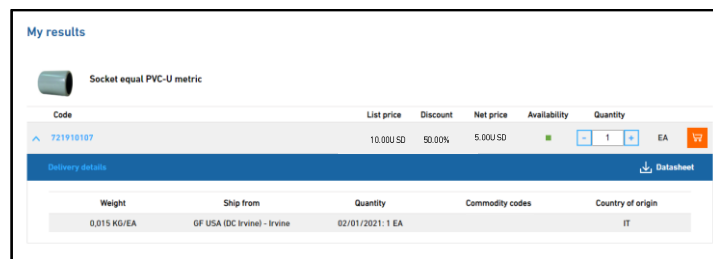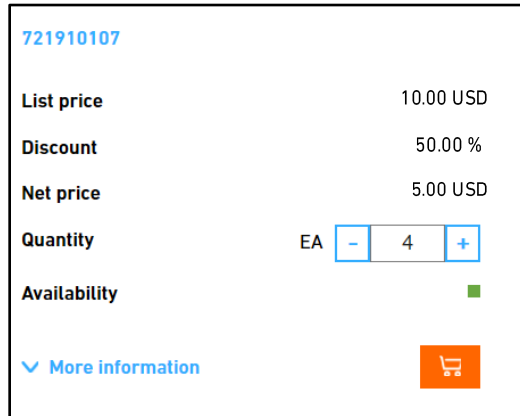
Green icon: The product quantity is available and ready for shipping.

Yellow icon: The product is only partially available in this specific moment. In this case, get in contact with your sales manager.

Specific figure: Exact number of available products

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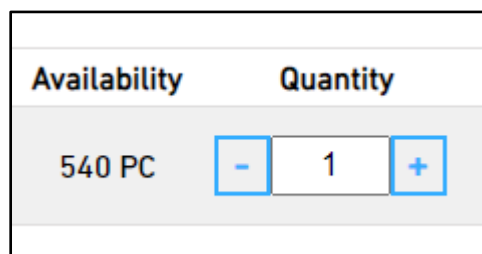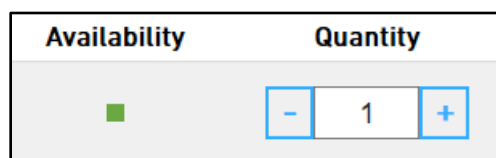
4.5. My Orders

You can find "My Orders" under this section in the CONNECT Store.

Find recently placed orders as well as your complete order history in the "My Orders" feature. In addition, you can check the latest order status, download documents, or track your deliveries.

You are able to search by order number, purchase number or product code. The overview can also be filtered by date or order status.

To open an order and get more details, just click on the order number of the order you have selected.
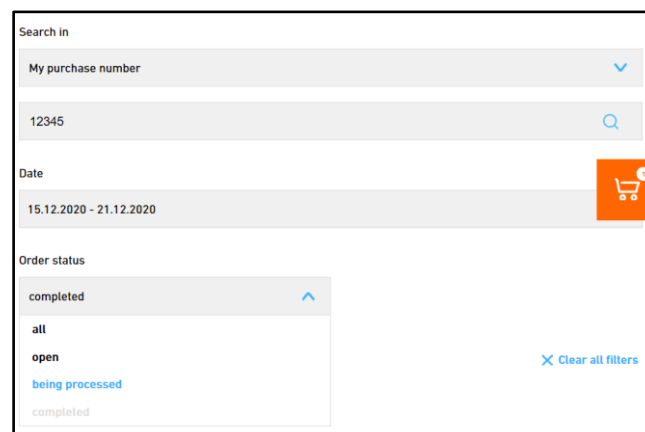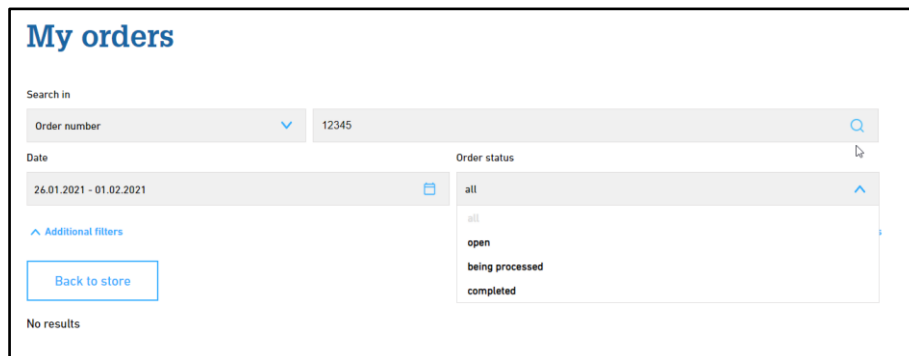
4.6. Fast Entry & Upload Cart

You can find "Fast Entry & Upload Cart" under this section in the CONNECT Store.

This is the fastest and easiest way to create a cart! Add a product to the cart by just inserting the product code and quantity to the fast entry feature or add multiple products by simply uploading a prepared csv file.

Example Fast Entry

Adjusting quantity by using the input field or pressing +/-. Click "Add" to add the product to your cart.

Example Upload Cart

Here you can either download products you already added to the cart into a csv file or upload a csv file by selecting a file and only adding the column number of product code and quantity.

In both cases (Fast Entry & Upload Cart) you will receive the following confirmation message on top of the "cart" icon on the right.
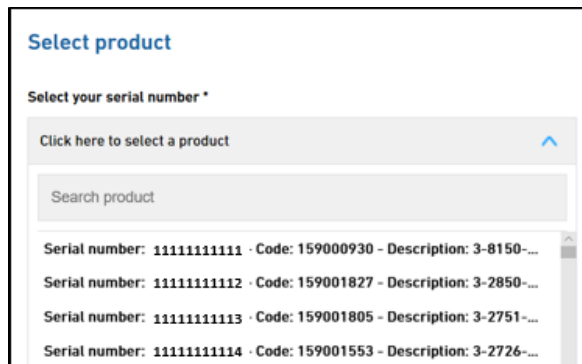
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4.7. Service Request

You can find "Service Request" under this section in the CONNECT Store.

Do you need any support for one of your GF Piping Systems products? Use the service request to give us information about the product and the problem you have. We will get in contact with you soon.

You are able to select your concerned products (via the dropdown menu of serial numbers).
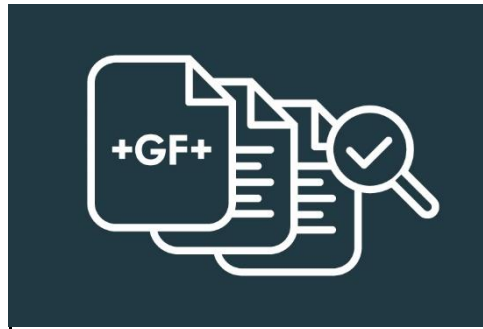
In addition, you can attach any files and leave notes.

It is possible that this feature does not exist in your feature overview. This is no need to worry. If you have any problems or questions you can reach us via (support.connectstore.ps@georgfischer.com).

4.8. My Quotes

You can find "My Quotes" under this section in the CONNECT Store.

To request a quotation within the CONNECT Store, please add products to your cart (via Fast Entry or Availability & Price Check) and click the button "Request Quotation". Go through the checkout process in order to send your request.

Please consider that a request is not visible in the overview until our team has generated the quote from it.

Get an overview of all your GF quotes in the section "My Quotes". Here you can easily convert open, quoted items to orders. Search and sort your quotes by filtering for your quote number, date and/or quotes status.

Now you receive an overview of the quotes according to your filter. In the table, you can find information about your quote, such as the date, net value, expiration date and quote status. In addition, you can download the quotation document as a PDF.

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1. Quote cart — 2. My data — 3. Cart summary

Quote 9632128

My products

	Products	Availability	Quantity	List price	Discount	Net price	Net value
☑	159001770 3-9900-1BC_Transmitter Batch Panel	■	7 PC	1.500,00 USD	10,00%	1.350,00 USD	9.450,00 USD
☑	198840149 3-2536-T0_Flow Sen PVDF LoFlow 0.5-4"	■	7 PC	100,00 USD	15,00%	85,00 USD	595,00 USD
☐	721310010 Inst Fittng PVC/EPDM PN16 d50DN40	■	7 PC	200,50 USD	10,00%	80,45 USD	563,15 USD

Click on "Quote cart" to transform your quote into an order. Here you can either convert your complete quote into an order or select individual order lines by clicking on the check boxes next to the product image. Then you can proceed with the checkout as usual.

Please note that you can only convert quotes which have the following status into orders: "Being processed" or "Open". Expired quotes cannot be converted into orders. Please contact our team if you have any questions about expired quotes.

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5.   Checkout Process

5.1. How do checkout processes via the system work?

In each of the following processes, you will go through three checkout steps.

- Place an order
- Request for a quotation
- Convert quote to order

Step 1: You can check and modify your order/quotation.
Step 2: Adapt your personal data (f.e. shipping method/delivery details).
Step 3: View your cart/request summary and make a final check.

Confirm your order/request to finalize the process.

6.   Conclusion

If you need further information, please get in contact with support.connectstore.ps@georgfischer.com

7.   Contact Information

This manual has been put together by the CONNECT Store Team. If you have any questions or feedback please let us know.

support.connectstore.ps@georgfischer.com

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