

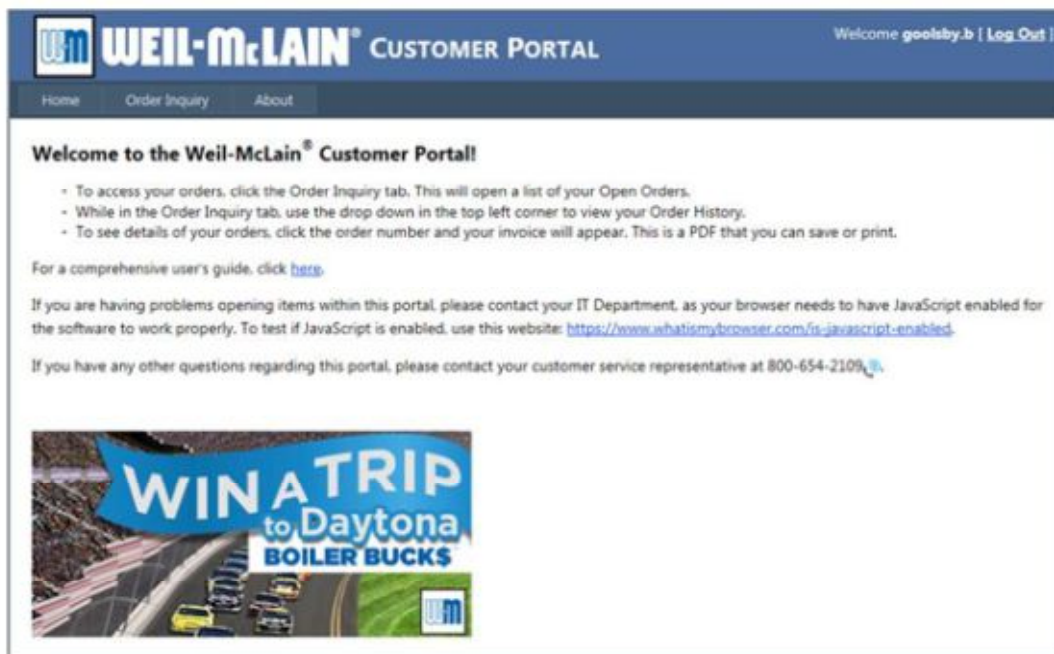


Order Inquiry Customer Portal Updates

Dear Weil-McLain Distributors:

As a reminder our Distributor Support representatives are available Monday through Friday 7am – 4pm CST. Distributor Support may be reached by calling 1-800-654-2109, Option 4. They can assist with placing or revising an order, or with other inquiries such as order tracking, general pricing, availability, or even invoicing.

As an added option, available 24/7, our self-service portal is available to view order status, order detail and even retrieve invoices. It also shows shipment details such as PRO numbers and carrier names for LTL/TL shipments and UPS tracking #'s with hyperlinks to the UPS website. The portal is located on the Distributor section of the Weil-McLain website, [Order Inquiry Customer Portal](#). We've also prepared a [comprehensive user's guide](#) for a complete step by step of the system. For help establishing your log-in credentials or recovering your username and password, e-mail login.help@weil-mclain.com.

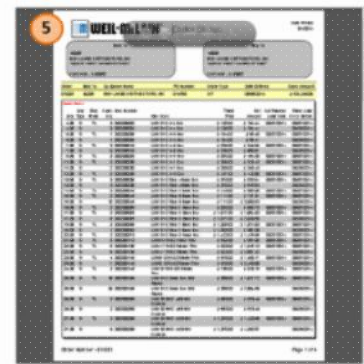
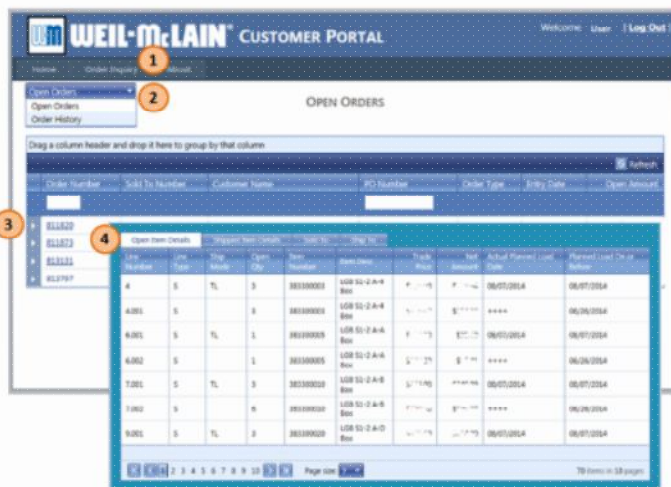


Navigation

The interface will aid in overall navigation within the portal.

1. Click on **Order Inquiry**
2. Use the dropdown arrow to choose **Open Orders** and/or **Order History**
3. Use the Arrow to expand the order to provide order details
4. View the **Order Details** screen

- Click on the **Order Number** (underlined) to view a copy of the Order Status to print or save

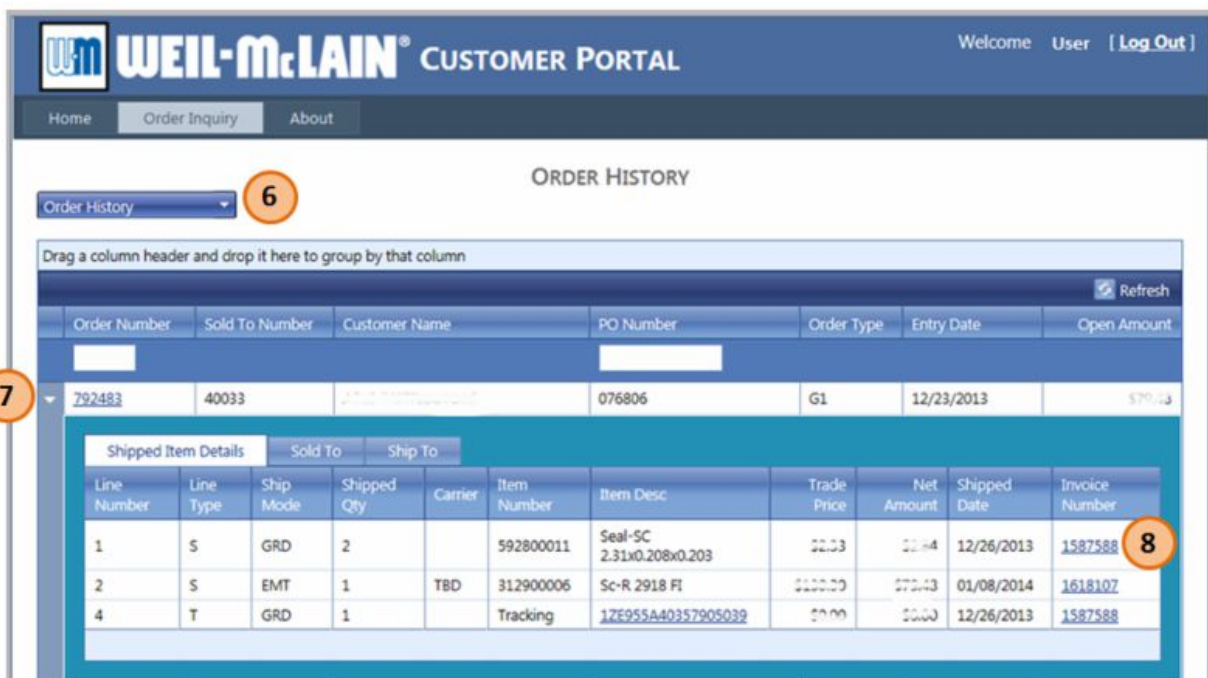


Invoice Retrieval

This Order Inquiry Portal also has an added enhancement of invoice retrieval. To view an invoice, you must be in the Order History Screen.

- Choose **Order History**
- Click the arrow to expand the **Shipped Item Details**
- Click on the **Invoice Number**

If you get a note: **Invoice Image Not in System**, this is an older invoice that didn't carry over with the new system. In this instance, please contact your customer service representative for a copy of an invoice if you need it.



Tracking Numbers

You will also notice tracking numbers on UPS shipments. You can click the hyperlink and it will open the UPS website automatically. When LTL/TL carrier information is entered, you can also access PRO numbers and carrier names to track down your shipments.

Search, Sort, and Grouping Capability

Another feature is the ability to *search* by an Order Number (9) or PO Number (10). By entering your WM Order Number (if known) or PO Number (no dots, dashes or spaces) and clicking ENTER, the search will retrieve Order or PO Numbers with that search criteria. To remove the sort, back space/remove the Order or PO Number and click the Refresh button on the top right hand side.

To *sort* the order lines, just click on the column header titles to sort ascending and click again to sort descending.

For our customers who manage different branches or need to track orders via UPS or LTL/TL separately, use the *grouping* feature (11). Just grab the available field (Sold to Number or Order Type in this example) and drag it to the header that reads "Drag a column header and drop it here to group by that column".

The screenshot shows a web interface for the Order Inquiry Customer Portal. At the top, there is a header bar with a blue background. On the left, it says "Drag a column header and drop it here to group by that column" with a circled "11" next to it. On the right, there is a "Refresh" button. Below the header bar, there is a table with columns: "Order Number", "Sold To Number", "Customer Name", "PO Number", "Order Type", "Entry Date", and "Open Amount". Below the table, there are two input fields. The first field is labeled with a circled "9" and the second field is labeled with a circled "10".

We hope you find the Order Inquiry Customer Portal a valuable tool.

