SUPERIOR PRODUCTS

CUSTOMER MANAGEMENT SYSTEM

COMPLETE ACCOUNT MANAGEMENT IS WITHIN ARMS REACH

www.superiorprod.com
With the new Superior Products Customer Management System (CMS), you now have easy access to:

- Receive support for your specific account with Superior Products
- Review account history and receive up-to-date information for:
  - Part pricing and availability
  - Orders
    - Past orders
    - Open orders
    - Shipment tracking
  - Part specifications
  - Quality control
  - Quotes
  - Invoices
  - Account profile
Superior Products CMS Introduction
Pricing & Availability
Quickly navigate through results to find what you’re looking for
Typing a search term in the search box (upper right) and hitting “Enter” or “Tab” will find matching results within the section you are currently in. For example, searching for N-20 while in the “Orders” section will display results closely matching the term “N-20”
Typing search term in the search box (upper right) and hitting “Enter” or “Tab” will find matching results within the section you are currently in.

For example, searching for N-20 while in the “Parts” section will take you directly to the part information screen for “N-20”.

```
<table>
<thead>
<tr>
<th>Reference Number</th>
<th>7</th>
</tr>
</thead>
</table>
```

```
<table>
<thead>
<tr>
<th>Company Name</th>
<th>WESTERN ENTERPRISES</th>
</tr>
</thead>
</table>

**Open Sales Orders**

**Order History**

**Quality Issues / Returns**

**Special Quotes**
You can perform a full search across all sections by clicking the magnifying glass to the right of the box.
Pricing & Availability
Provides you with:
- Current pricing, what’s in stock, and estimated lead time
- Weight of parts for shipping instructions

Allows you to specify:
- Shipping address, PO number, shipping instructions, contact information, and request date
- Enter web quotes and place orders
Find a Configured Pigtail Part Number:

1. Click the drop-down arrow next to “Configure Part Number” and select the type of flexible pigtail you are looking for.
Navigating **Pricing & Availability:**

**Configuring a Pigtail**

**Find a Configured Pigtail Part Number:**

2. Select the inlet connection
Navigating Pricing & Availability: Configuring a Pigtail

Find a Configured Pigtail Part Number:
3. Select the outlet connection
Find a Configured Pigtail Part Number:
4. Specify the desired length (up to 600")
Find a Configured Pigtail Part Number:
5. Click “Add to Quote”
Find a Configured Pigtail Part Number:
6. After selecting “Add to Quote” system will display cost and estimated lead time for configured pigtail
Find a Configured Medical Hose Assembly Part Number:
1. Click the drop-down arrow next to “Configure Part Number” and select Medical Hose Assembly
Navigating Pricing & Availability: Configuring a Medical Hose Assembly

Find a Configured Medical Hose Assembly Part Number:
2. Select the type of hose required
Find a Configured Medical Hose Assembly Part Number:
3. Specify the desired hose length (8” to 240”)
Find a Configured Medical Hose Assembly Part Number:
4. Specify the inlet connection
Find a Configured Medical Hose Assembly Part Number:
5. Specify the outlet connection

Superior Products, LLC
Phone: 800-651-9490
www.superiorprod.com
Email: spiweb@superiorprod.com
Find a Configured Medical Hose Assembly Part Number:
6. Select “Add to Quote”
Find a Configured Medical Hose Assembly Part Number:
7. After selecting “Add to Quote” system will display cost and estimated lead time for configured medical hose assembly
Navigating **Pricing & Availability:**

Configuring a Manifold Pipe

**Find a Configured Manifold Pipe Part Number:**

1. Click the drop-down arrow next to “Configure Part Number” and select “Manifold Pipe”
Find a Configured Manifold Pipe Part Number:
2. Specify the desired Manifold Pipe length (unit of measure is feet)
Navigating **Pricing & Availability:**
**Configuring a Manifold Pipe**

Find a Configured Manifold Pipe Part Number:
3. Select “Add to Quote”
### Navigating Pricing & Availability: Configuring a Manifold Pipe

#### Find a Configured Manifold Pipe Part Number:

3. After selecting “Add to Quote” system will display **cost** and **estimated lead time** for configured manifold pipe.
To enter a web quote:
1. Enter part number
   *Note: You can search for parts by Superior Products part number, your part number, or Western cross reference part number
To enter a web quote:
2. Enter quantity, then click “Add to Quote”
After entering part number and quantity, the system will display:
• Your current distributor price
• Current retail
• Estimated lead time
• Total weight of package
• Total cost
Quantity can be changed *after* adding parts, the system will update:

- **Total cost**
- **Total weight of package**
- **Estimated lead time**

*Note: Hovering over a part number will display part image, clicking part link will allow you to view part details*. 
Navigating Pricing & Availability:
Entering a Web Quote/PO

To order part:
1. Specify your PO/Reference number
2. Select requested date
To order part:

3. Select “Ship To” location from drop down menu
   *Note: Drop down menu will list all previous shipping locations. To specify a drop ship location, select “Drop Ship” and enter shipping information

4. Select “Email as Order To”
If you are not ready to submit a Web Quote as an order, you can:

- Save the Web Quote
- Delete the Web Quote
- Start a new Web Quote
- Delete a line
- Review a saved Web Quote
Navigating **Pricing & Availability:**

**Configuring a Part**

Once a Web Quote is saved it is listed under “Previously Saved Web Quotes/PO’s” and can be selected to review at a later time.
Orders

- View all orders that are open, closed, and shipping today for any or all locations
- Pull up a specific order to review pricing or shipping status
- Access UPS and FedEx tracking numbers that link directly to their delivery status
- See graphed ordering trends by year, month or day
- Print acknowledgements
Order screen will display:
- Parts included in open orders
- Open sales orders
- Orders shipping today
Order screen will display:

- Complete account order history
- **Closed sales orders**
- Purchase orders – yearly dollars
- Purchase order – monthly dollars
Click on any order number to view specific order information, review pricing, and receive shipping status.
Clicking on any order number in the Orders screen will display specific order information such as pricing and tracking number for shipping status.

Order acknowledgment/confirmation can be reprinted at any time.
**Parts**

- Find a specific part number, see what is on hand at a location near you
- Use the link to add a part directly to a web quote/PO
- View part order history
- Open/download the drawing
- Review any special in-house quotes or quality issues of a part
- View all parts ever ordered for any or all locations
### Parts Screen Displays:
- **Parts included in open orders**
- **Top 5 moving parts**
  - Order management metrics (average order quantity, frequency, last order)
- **All parts ever ordered**
Click on any part number to view part information screen
## Navigating Parts: Part Information Screen

### General Part Information
- **Part Number:** N-20
- **Description:** N, OXY, B-SIZE, 9/16-18RH-INT
- **Drawing Rev:** A
- **Retail Pricing:** $0.850
- **Keywords:** CGA 022, NUT

### Cross References
- **Reference Number:** 7
- **Company Name:** WESTERN ENTERPRISES

### Order History
<table>
<thead>
<tr>
<th>Order Number</th>
<th>Customer PO Number</th>
<th>Invoice</th>
<th>Qty</th>
<th>Price</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>100001563</td>
<td>600796</td>
<td>1022782</td>
<td>800</td>
<td>0.340</td>
<td>10/09/12</td>
</tr>
<tr>
<td>100001558</td>
<td>600788</td>
<td>1022718</td>
<td>600</td>
<td>0.340</td>
<td>09/25/12</td>
</tr>
</tbody>
</table>

### Quality Issues / Returns
- **QCA ID:**
  - 1009: Superior Products
  - 601: Superior Products
  - 599: Superior Products

### Special Quotes
- **Quote ID:**
  - 1009: Superior Products
  - 601: Superior Products

### Parts information screen displays:
- Part number
- Description
- Retail pricing
- Availability
- Weight
- Tariff code
- UPC number
- Order history
- Quality issues
- Cross references
- Quotes

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**Superior Products, LLC**

**Phone:** 800-651-9490

**www.superiorprod.com**

**Email:** spiweb@superiorprod.com
Click “Sales Drawing” to display sales drawing/specifications of part
Click “Add to Web Quote” to add part to Pricing and Availability Web Quote/PO
### General Part Information

<table>
<thead>
<tr>
<th>Part Number</th>
<th>Description</th>
<th>Standard Box Qty</th>
<th>Piece Weight</th>
<th>Tariff Code</th>
<th>UPC Number</th>
<th>Unit of Measure</th>
<th>Available to Ship (Cleveland)</th>
<th>Available to Ship (Seattle)</th>
</tr>
</thead>
<tbody>
<tr>
<td>N-20</td>
<td>N, OXY, B-SIZE, 9/16-18RH-INT</td>
<td>25</td>
<td>0.0361 lbs</td>
<td>7412.20</td>
<td>747252036554</td>
<td>EA</td>
<td>1637</td>
<td>50</td>
</tr>
</tbody>
</table>

- **Keywords:** CGA 022, NUT

### Cross References

<table>
<thead>
<tr>
<th>Reference Number</th>
<th>Company Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>7</td>
<td>WESTERN ENTERPRISES</td>
</tr>
</tbody>
</table>

### Order History

<table>
<thead>
<tr>
<th>Superior Order Number</th>
<th>Customer PO Number</th>
<th>Invoice</th>
<th>Qty</th>
<th>Price</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1000061563</td>
<td>600796</td>
<td>1022782</td>
<td>800</td>
<td>0.340</td>
<td>10/09/12</td>
</tr>
<tr>
<td>1000061558</td>
<td>600788</td>
<td>1022718</td>
<td>600</td>
<td>0.340</td>
<td>09/25/12</td>
</tr>
</tbody>
</table>

### Quality Issues / Returns

<table>
<thead>
<tr>
<th>QCA ID</th>
<th>Customer Name</th>
<th>Date Issued</th>
<th>Closed</th>
</tr>
</thead>
<tbody>
<tr>
<td>1009</td>
<td>Superior Products</td>
<td>09/29/11</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Superior Products</td>
<td>10/10/05</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>Superior Products</td>
<td>10/05/05</td>
<td>Yes</td>
</tr>
</tbody>
</table>

### Special Quotes

<table>
<thead>
<tr>
<th>Quote ID</th>
<th>Customer Name</th>
<th>Start Date</th>
<th>Date Due</th>
<th>Status</th>
<th>Qty</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>1009</td>
<td>Superior Products</td>
<td></td>
<td>Superior Products</td>
<td>No</td>
<td>0.00</td>
<td></td>
</tr>
<tr>
<td>601</td>
<td>Superior Products</td>
<td></td>
<td>Superior Products</td>
<td>Yes</td>
<td>0.00</td>
<td></td>
</tr>
</tbody>
</table>

Click “QCA ID” to view summary of quality control alert
Quality Control Alert screen will display a summary of the quality control issue and the steps taken to resolve the issue.
Click on any order number to review open orders for parts
Clicking on any order number in the Parts screen will display open order information such as pricing and tracking number for shipping status of parts.
Quality

- Review quality control alerts
- View status of parts received back at Superior Products or credit being issued
Parts screen displays a list of:

- **Open quality issues**
- **Closed quality issues**
Clicking any QCA Number allows you to view a status update for open quality issues and a summary of the issue and resolution to closed quality issues.
Navigating **Quality**: Quality Control Alert

**Quality Issue / Return Information**

<table>
<thead>
<tr>
<th>QCA Number</th>
<th>Issue Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>10097</td>
<td>09/29/11</td>
</tr>
</tbody>
</table>

**Customer**

- **Superior Products**

**Contact**

- **ANNIE**

**Phone**

- 409-735-5569

**Email**

- spiweb@superiorprod.com

**Line Items**

<table>
<thead>
<tr>
<th>Line</th>
<th>Part</th>
<th>Qty</th>
<th>Credit Reverting</th>
<th>Invoice</th>
<th>SO</th>
<th>Total Credit Amt: $962.00</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>NP-10</td>
<td>300</td>
<td>Yes</td>
<td>102119</td>
<td>10000145368</td>
<td>0</td>
</tr>
<tr>
<td>2</td>
<td>C-50</td>
<td>50</td>
<td>Yes</td>
<td>102119</td>
<td>100001453</td>
<td>0</td>
</tr>
<tr>
<td>3</td>
<td>C-51</td>
<td>100</td>
<td>Yes</td>
<td>102119</td>
<td>100001452</td>
<td>0</td>
</tr>
<tr>
<td>4</td>
<td>S-344</td>
<td>550</td>
<td>Yes</td>
<td>102119</td>
<td>100001453</td>
<td>0</td>
</tr>
<tr>
<td>5</td>
<td>N-20</td>
<td>250</td>
<td>Yes</td>
<td>102119</td>
<td>100001453</td>
<td>0</td>
</tr>
<tr>
<td>6</td>
<td>7325</td>
<td>1000</td>
<td>Yes</td>
<td>102119</td>
<td>100001453</td>
<td>0</td>
</tr>
<tr>
<td>7</td>
<td>N-21</td>
<td>225</td>
<td>Yes</td>
<td>102119</td>
<td>100001453</td>
<td>0</td>
</tr>
</tbody>
</table>

**Customer Claims for Line 1**

- **Reasons**: Sales / Customer Service
- **Notes**: Order was duplicated...Customer is returning parts. Please credit their account per invoice 102119 (PO SUP09) Customer will return parts using our UPS #

**Engineering Disposition for Line 1**

- **Reasons**: Return to stock
- **Notes**: Quantity Actually Returned: 15

**Status for Line 1**

<table>
<thead>
<tr>
<th>Date</th>
<th>Evaluation</th>
<th>Corrective Action</th>
<th>Customer Response Sent</th>
<th>Credit Sent</th>
<th>QCA Closed</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/06/11</td>
<td></td>
<td>N/A</td>
<td>10/12/11</td>
<td></td>
<td>Closed</td>
</tr>
</tbody>
</table>

**Quality Control Alert screen** will display a summary of the quality control issue and the steps taken to resolve the issue.
Clicking any quote number will take you to the Quote Information screen.
**Navigating Quotes: Specific Quote Information**

<table>
<thead>
<tr>
<th>Quote Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Quote Number</strong></td>
</tr>
<tr>
<td><strong>Stared, Due</strong></td>
</tr>
<tr>
<td><strong>Date Sent</strong></td>
</tr>
<tr>
<td><strong>Follow-Up Date</strong></td>
</tr>
<tr>
<td><strong>Terms</strong></td>
</tr>
<tr>
<td><strong>FOB</strong></td>
</tr>
<tr>
<td><strong>Lead Time</strong></td>
</tr>
<tr>
<td><strong>Status / Reason</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Customer Info</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Customer</strong></td>
</tr>
<tr>
<td><strong>Contact</strong></td>
</tr>
<tr>
<td><strong>Ph / Fx / Email</strong></td>
</tr>
<tr>
<td><strong>Addr</strong></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Reason Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Line Items</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Line</strong></td>
</tr>
<tr>
<td>1</td>
</tr>
<tr>
<td>2</td>
</tr>
</tbody>
</table>

Clicking any quote number will take you to the Quote Information screen and allow you to view quote details.
Invoices

- Lookup and review an invoice
- Reprint an invoice, certificate of compliance, or NAFTA paperwork
- Find freight charges from a shipment
- View invoice aging for any location
- Print account statement
Invoices screen displays:
• Account history
• Account terms and credit information
• Accounts payable/Accounts receivable analysis

From the invoice screen, you can print your Statement of Account
Clicking an invoice number will take you to the Invoice Information screen.
Navigating **Invoices: Invoice Information Screen**

Invoice information screen displays:
- Shipping information
- Order information
- Invoice summary
From the Invoice information screen you can reprint
- Invoice
- NAFTA Paperwork
- Certificate of Compliance
**Keywords**

View part categories and application types
- Parts are assigned to industry standard keywords that are classified under various CGA, DISS, and DIN specs
- Other keywords like “Adaptor” and “Stem” also have parts assigned to them
- It is possible your location is used as a customer keyword to group parts specific to your company
Navigating Keywords

Selecting a keyword will display all parts associated with the keyword.
If there are parts specific to your company, selecting “Your part list” from the top toolbar will display a list of all parts specific to your company.
Personal Profile

- Update your name, email, or password
- If you have access to multiple locations, change the default location for this site here
- Request addition of locations, changes to existing locations, or deactivation of account
**Update Personal Profile**

Your email is used to login, and as an address for any information you've requested.

- **First Name**
- **Last Name**
- **Email**

Change password (takes effect immediately, stores as 40 character encryption for security)

- **Password**
- **Retype Password**

Add one or more locations to view from your login

<table>
<thead>
<tr>
<th>Add new row</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Company Name</th>
<th>City / Zip Code</th>
<th>Access all locations that use this bill-to</th>
<th>Site default</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Locations currently set up on your login

- Find: [ ]

**Location**
- **SHL/CLEVELAND (bill-to location)**
- **SPL/CLEVELAND (Superior Products)**
- **MTL/KIRKLAND**

**Notes to be sent with your request**

- [ ]

**Update**

Deactivate Account
Update and modify account information:
- Type updated information in blank fields
- Click updated when finished to save changes
The Customer Management System has multilingual language support. Selecting any supported language from the tool in the top left will provide approximate translations for website content.
For more information contact us at:

Phone: 800-651-9490 or Email: spiweb@superiorprod.com

www.superiorprod.com