

User Guide

Improving your digital browsing and shopping experience

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If you have any issues with this document or our website, please go to www.dormerpramet.com and visit our “Contact Us” page where you can fill out our form or email/telephone our team directly.

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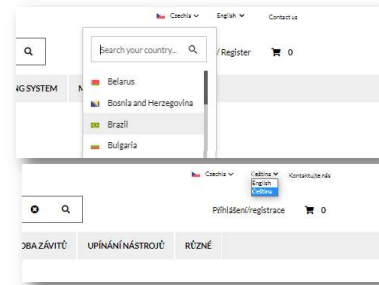
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Selecting Your Country and Language

To deliver an optimal user experience, please first select your country and then select the available language within your country. Users will only see the products that are available to be purchased within their specific country.

Please note: Not all markets have multiple languages.

Please note: If you are a user with a login, your country and language will be pre-selected by our system.

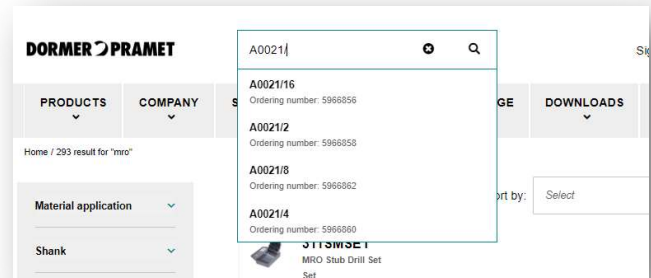


Searching for Products

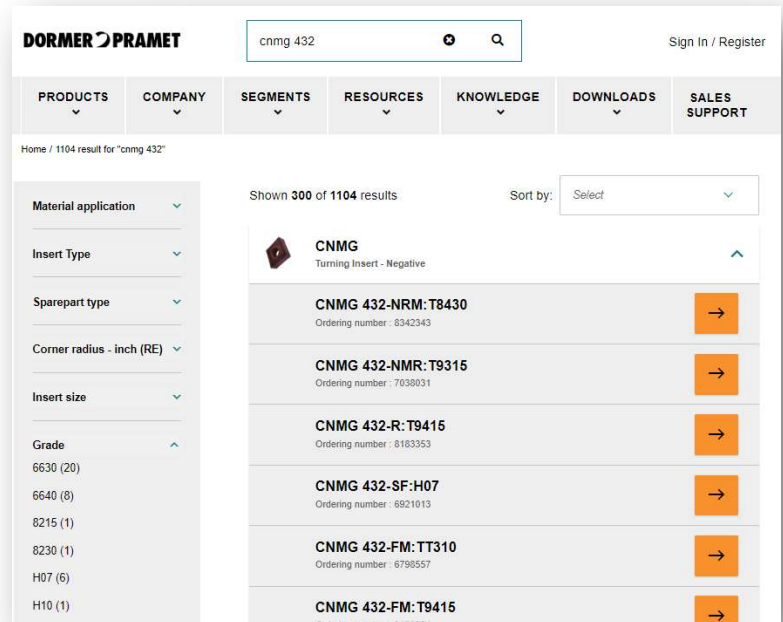
There are two ways in which you can search and select products. Either using the search bar at the top of the site or by using the filters which appear on the left side of the product listing display.

Using the Search Bar

- 1) You can type in the exact Ordering Number or Ordering Code in the search bar and the system will offer up the closest match to your suggestion.



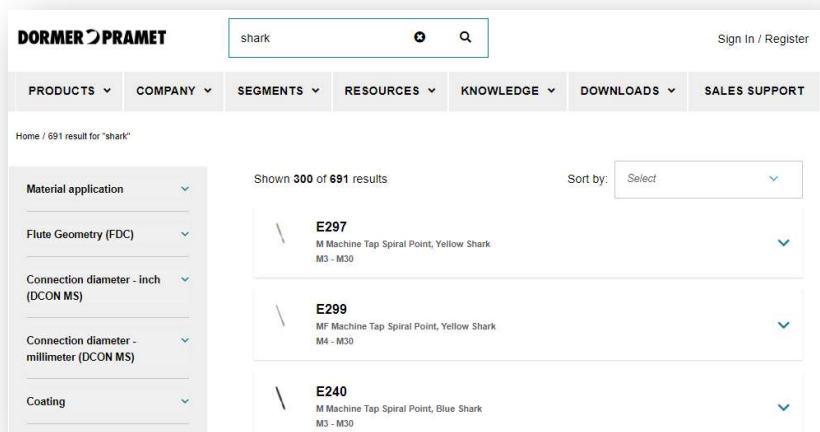
- 2) If you don't know the exact Ordering Number or Ordering Code, use both the Search Bar and Filters.
 - a. Input the first part of the Ordering Code (or the PSF) and hitting enter.
 - b. You can then use the filters to select specific attributes of the desired product.



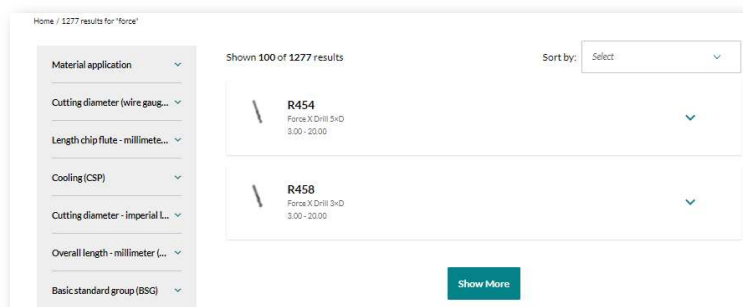
Open Text Searching

Using the general search field, which is always at the top of our site, users can input various general descriptors of the specific cutting tool or accessory.

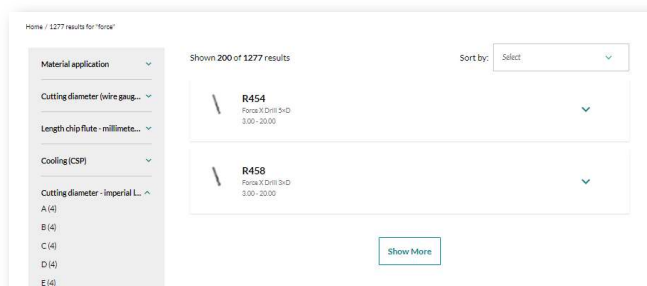
Search results are grouped by their Product Series Family (PSF).



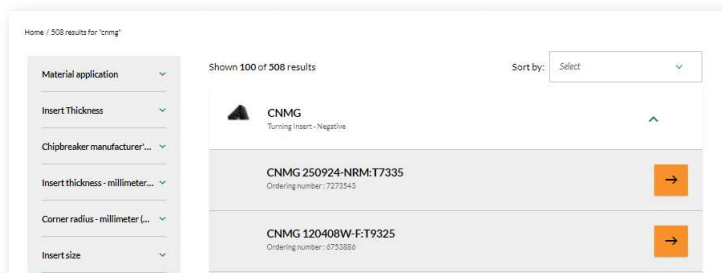
The product listing page that will appear shows the most relevant products. You can click on the Show More to broaden your search.



Or the user can filter on pre-defined attributes visible on the left side of the search results screen.



To find specific items within the PSF, click the PSF to show all products in the series.



Users can click on specific part numbers to be redirected to the specific product page or, if the user has a direct purchasing account, they can add items to the cart directly from the search result view.

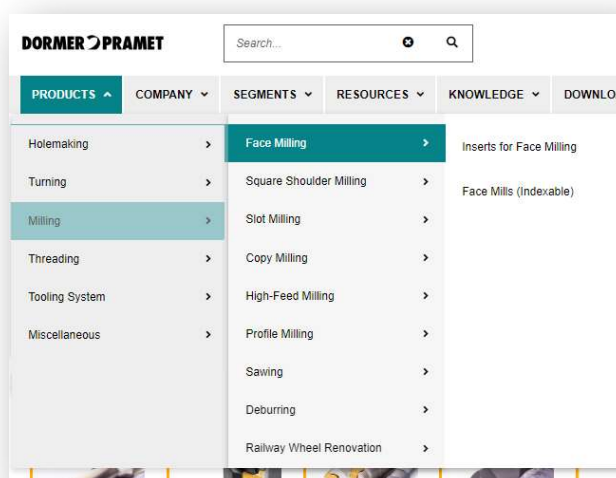
Browsing through Product Hierarchies

If users do not know the specific products, they can use our product hierarchy to better filter down results based on application.

Our first level hierarchy structure is:

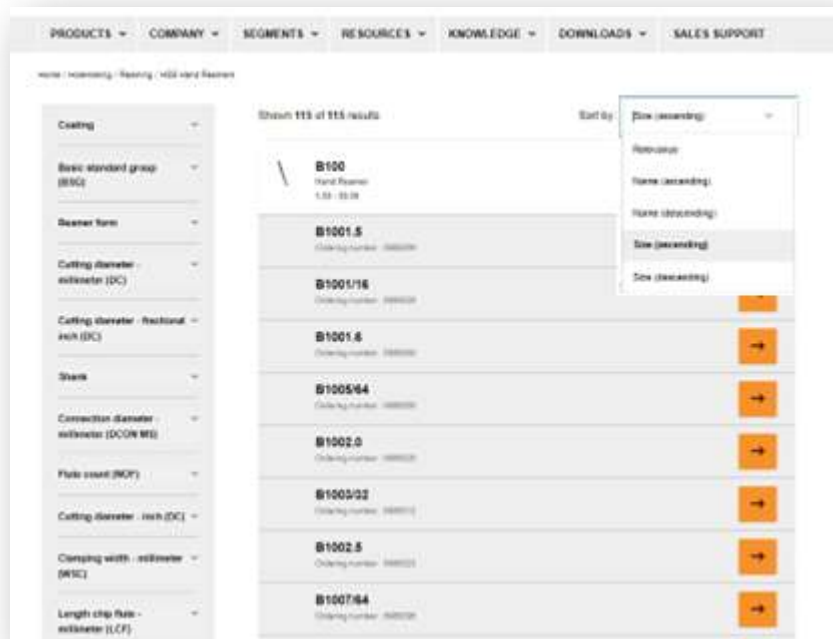
- Holmaking
- Turning
- Milling
- Threading
- Tooling Systems
- Miscellaneous

We also have a second and third product hierarchy to further define results. The user can view all results within the third product hierarchy by clicking on the specific product type. The breadcrumb trail will show you where you are within the product structure.



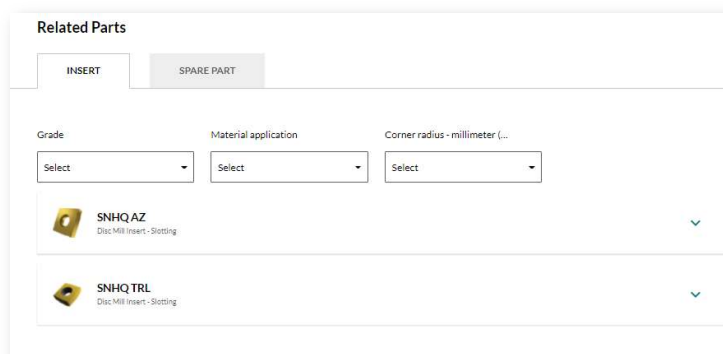
Sorting by Size on the Product Listing Page

When a user has landed on the third hierarchy or on a specific Product Family Series, individual products within the listing can be sorted by size, either descending or ascending, for easier browsing of options.



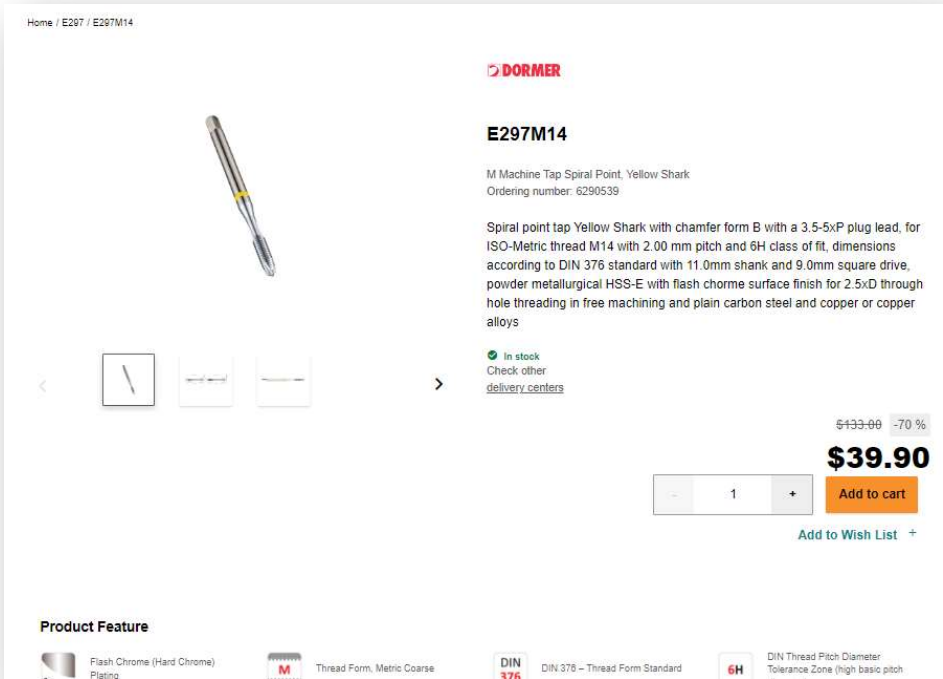
Related Parts

Many of our cutting tools, such as our round tool sets and our indexable cutters and inserts, have linked relationships within our product information management system. These products can be found under “Related Parts” at the bottom of the linked part number page.

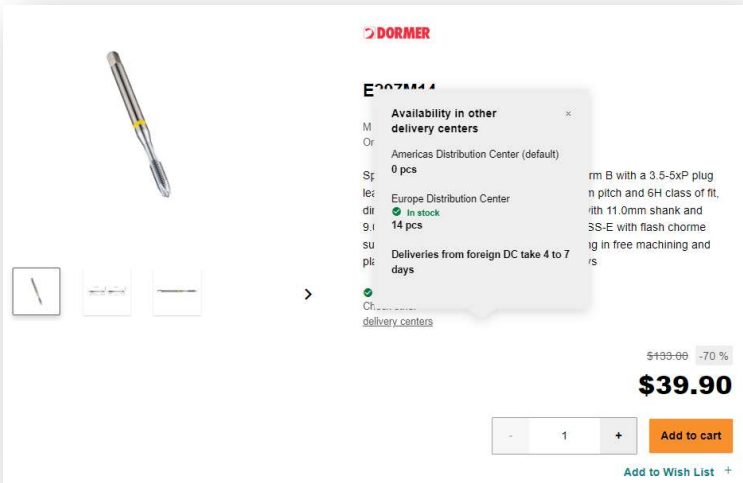


Checking Stock, List Pricing and Net Pricing

For users with a login, they will be able to view their list pricing, net pricing and stock availability. All this information is accessible from the Product Landing Page.



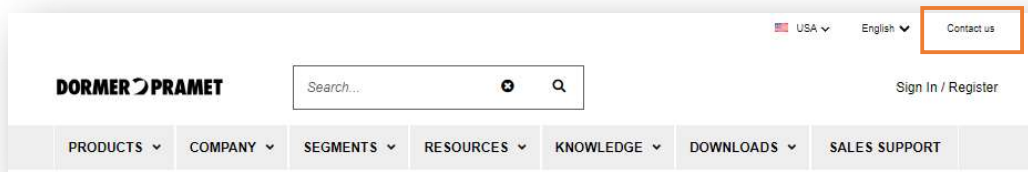
By hovering the mouse over the “Check other delivery centers”, users can view the stock at local and alternative distribution centers.



Contacting Us

We want to ensure that you can reach out to us no matter how you are navigating our website. There are various means in which you can get in touch with us, including the product landing pages.

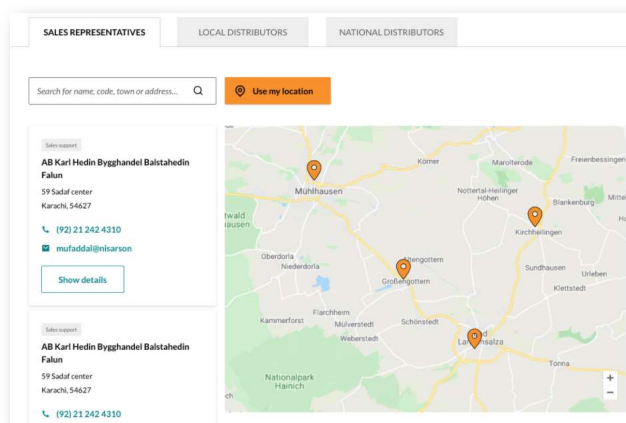
The easiest way to get in touch is to click the “Contact Us” link in the upper top section of our website. You can fill out the form on this page and someone will get back with you shortly.



Finding a Sales Team Member or Channel Partner / Distributor

Our sales team members, sales representatives and channel partners are an important part of our end user support. If you are not authorized to purchase direct from us, we recommend you reach out to our sales team or one of our authorized channel partners.

The listing of our sales personnel and channel partners can be found by clicking the relevant call out on each Product Display Page. These links will redirect users to the local market sales contacts and/or distributors who are authorized to sell our cutting tools.



Requesting a Login

Users without a login can browse and explore our comprehensive product offer. This includes general searching, speeds and feeds information, technical specifications, and channel partner locations.

Only users who are authorized to purchase direct will have access to the log-in portion of our website.

If a visitor has an authorized account or would like to request an account, they can visit the “Login” page and click the “Register” link. Users will be required to fill in basic information and set a password.

This information will be processed by our local customer service team and, if an account already exists within our system, the user will receive a separate email with confirmation details.

If an account is not active in our system, our customer service team will reach out to you for more details.

Please note: Not all users who request a login will be granted a login. Login details are provided to users who are associated to approved authorized direct accounts or channel partners.

Forgot your Password?

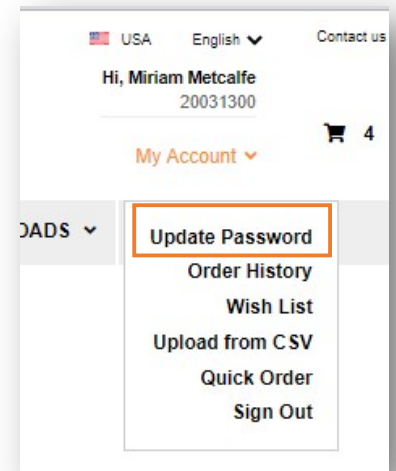
If you have forgotten your password, on the Login page, click “Forgot Password”. You will be prompted to fill out a form and a new password will be emailed to you.

The email will come from your local customer service member.

If your username is not an active email address, you will need to contact our customer support team for them to manually reset your password.

Updating your Password

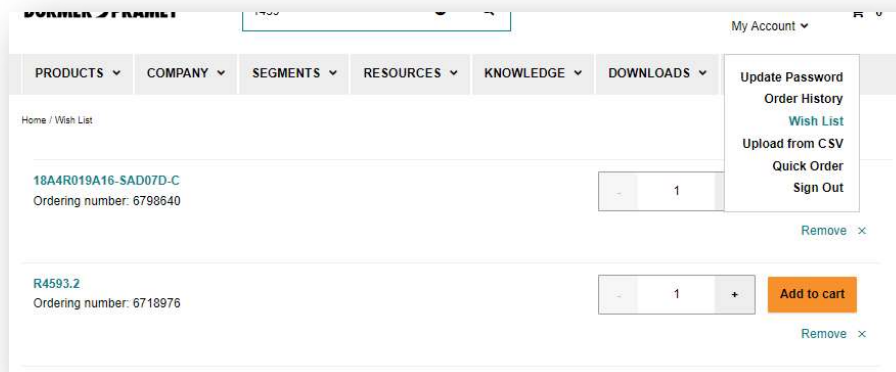
Once a user is logged in, the password can be changed by clicking on the “Update Password” link in the “My Account” dropdown, which is located on the upper right are of the website.



Wish List Functionality

To optimize your shopping experience, users with a login can add items directly to their Wish List.

From their Wish List, they can then add those items to their cart for easy reordering.



Adding Items to Your Wish List

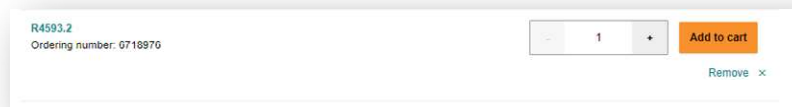
Individual products can be added to the Wish List by clicking the “Add to Wish List” icon on the specific product landing page.



Items cannot be added in bulk to a user’s Wish List.

Removing Items from your Wishlist

Items can be removed from the Wish List by directly removing them from the Wish List.



Or users can visit the specific page and remove the item from the Wish List on the product page.



Adding Items to Your Cart

Only logged in users can add items to their cart.

There are four ways items can be added to a user’s cart.

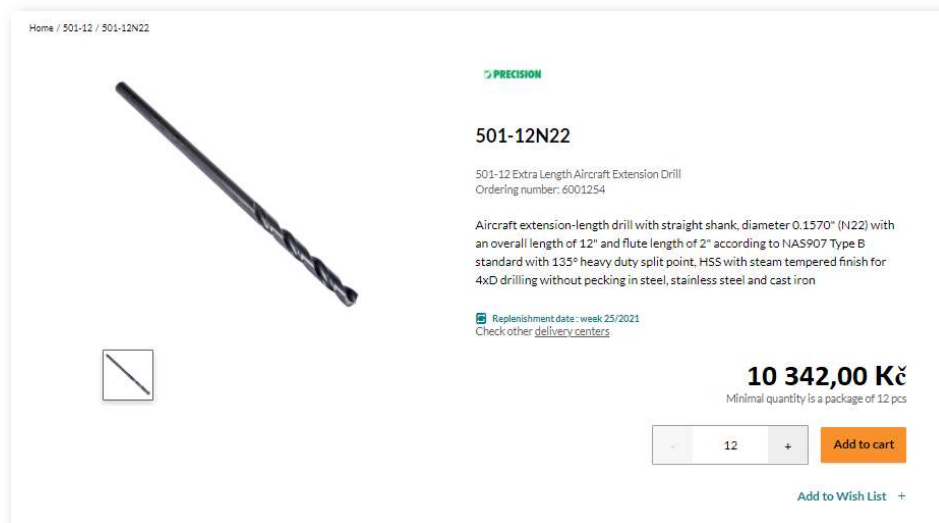
- 1) Directly from the product landing page
- 2) Directly from the search results
- 3) By single or mass adding with Quick Order
- 4) By mass upload using a csv file

Please note: The minimum pack quantity must be added to the cart.

Please note: Additional quantities added will also be in the appropriate pack quantity.

Directly from the product landing page

By searching and landing on a product specific page, users can click on the “Add to Cart” icon on the product page. This will pop up a box which will guide the user to the appropriate quantity they wish to add to their cart.



Directly from the search results

On the search results page, users can select the Add to Cart icon which is displayed next to the relevant product.

Just like the option on the product landing page, a pop up will appear and users can add the specific quantity to their cart.

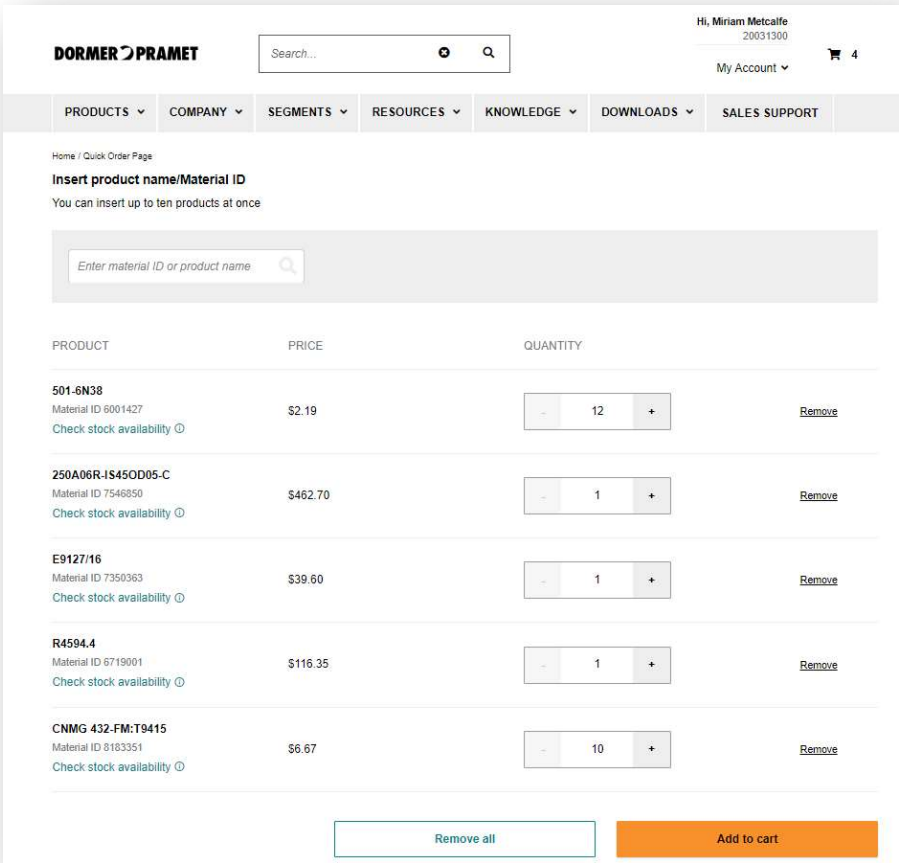
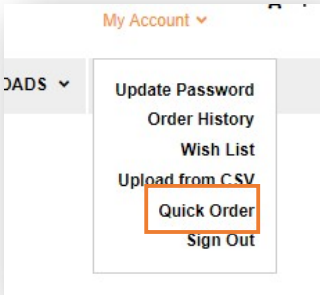


Adding items to Your Cart using Quick Order (Single or Mass additions)

To quickly add items to the cart, navigate to the Quick Order function.

On this page, users can add up to 10 items at once to their cart.

Items can be added using any type of Part Number identifier (Material ID, EDP, Ordering Code, ANSI, ISO or SAP codes).



With Quick Order, users can check stock levels and change item number quantities prior to adding all items to cart.

10 items can be added to a user’s cart at a time. If more items are needed to be added, the user can stay on this page and add a further 10 items.

Adding items to Your Cart using *.csv file (Mass additions)

If users have multiple items to add to their cart, it is recommended to use the “Upload From CSV” option which is located under the “My Account” area.

Home / Upload to cart from csv

Upload products directly to your cart with a *.csv file.

There should be two columns in your spreadsheet:

- 1. Part Number**
This can be Ordering Number (Material ID), Ordering Code (ISO or ANSI)
- 2. Quantity**
This is the number of pieces for the specific part number. Quantity added to cart will automatically be rounded up to nearest pack quantity if not already provided.

Format of file needs to be CSV. Separating value can be ; (semicolon) or , (comma).

Products	Amount
HNGX 0906ANSN-F-M8330	60
7447891	20

As an example:
HNGX 0906ANSN-F-M8330;60
7447891;20

Upload CSV file

Please select a file:

- Create a spreadsheet with three columns:
 - Part Number
 - This is the Material ID (MID), ISO, ANSI, SAP or EDP
 - The system will only recognize Dormer Pramet part numbers. It will not recognize end user or channel partner part numbers.
 - Quantity
 - This is the number of individual pieces for the specific part number.
 - Quantity added to cart will automatically be rounded up to nearest pack quantity.
 - Expected Delivery Date
 - The formatting can be either dd-mm-yyyy or yyyy-mm-dd
- Save the spreadsheet as a *.csv file format.
 - Separating values can be ; (semicolon) or , (comma).
 - Examples of lines are:
 - HNGX 0906ANSN-F:M8330;60
 - 7447891,20
- On the “Upload From CSV” page, click the “Choose File” button at the bottom of the page.
- Locate the file you wish to upload.
- Click “OK”
- Click “Upload”
- Items will automatically be added to your cart.

Please note: If there is an error in upload, the site will display the error message.

Adding Delivery Date, Comments, Part Numbers, Contract Codes and Connecting Lines within the Cart

Each of the above items can be added to line items within the cart, depending on market availability.

- Delivery Date: This is a standard function available in all markets. To select, click the “Request shipping date” option and populate the date.

Clicking “Additional Info” at the top of the cart will make the following options appear:

- Contract Code: This is not available for all markets. This is the end user specific contract code, as negotiated with your sales team member.
- Part number: This is the end user or distributor part number and will be referenced on paperwork.
- Open text: This is a comment field for the line item that will appear on paperwork.
- Connect code: This connects lines and ensures that they ship together. There are a maximum of 8 connection codes per order.

Checking Out (Placing Your Order)

Once you have items in your cart, you can begin the checkout process.

Click the cart icon in the upper right corner of the website to be redirected to your cart.

Click the “Proceed to Checkout” icon within the shopping cart.

There are four steps to checkout. Markets that require a “Shipping Method” to be selected will have five steps:

1) Select Your Method of Payment

- Purchase order number: This is a required field that will accompany your order through our ERP system. It will appear on Order Acknowledgements and Invoices. If you don't have purchase order number, click "Generate" to create one.
- By default, payment method will be by invoice.
- Order comments: These are comments that will follow the order through our ERP system.

2) Shipping Address

- Select Your Shipping Address.
 - Some markets can only select authorized addresses from Dormer Pramet's ERP. These markets will not be able to edit or delete addresses from their eShop.
 - Some markets can directly add shipping address by clicking "Add new address". Users with this access can also edit and delete addresses that are displayed.

3) Choose Shipping Method (only for select markets)

- Markets with this option will need to select their shipping method prior to continuing.

4) Review Order

- Confirm that the information on this page is correct.
- Line items can be removed, quantities can be changed and specific delivery dates for specific line items can be modified by going to back to cart.
- Once you click “Place Order”, this order cannot be modified online.
- By clicking “Place Order”, the user is pushing the order into Dormer Pramet’s ERP system.

Description	Item price	Qty	Total
Product name Ordering number: ordering number	8,33 €	12	100,00 €
Product name Ordering number: ordering number	8,33 €	12	100,00 €

5) Order Confirmation

- Once you have placed your order, navigator to the Order History page and the Dormer Pramet order confirmation number will be displayed next to the order that has been placed.

Order History

Users can view and search all orders placed through email, EDI (electronic data interchange) or online.

ORDER #	DATE	PO #	STATUS	TOTAL
0151503751	10-02-2022	26-01-2022	Open	1 535,00 K€
0151503750	10-02-2022	10-02-2022	Open	2 218,00 K€

Orders are listed by date with the order status visually easy to see.

Clicking on the order will show the specific line items on the order and further details of the specific order.

Welcome to our digital team!

Our company and team are the proven and reliable manufacturer for cutting tools. We continue to improve our products and support and we are glad that you have joined in on this challenge.

Whether it’s an application that positively impacts our world, a tool to make a process more efficient or something nobody’s thought of yet—we are excited for the tomorrow that we can create together. We hope you experience the simply reliable nature of our website and welcome your continuous feedback and thoughts for improvement.