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### Introduction

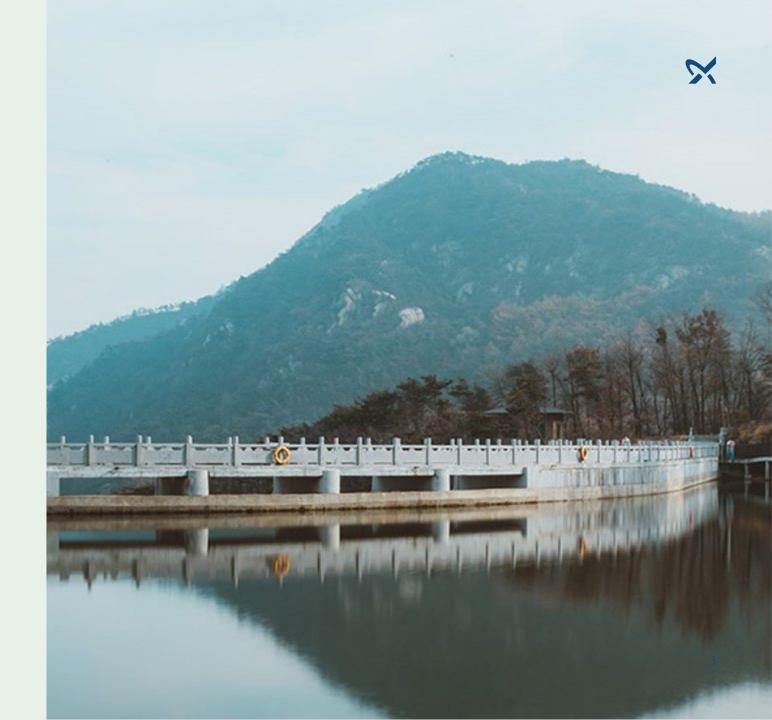
Thank you for using the Grundfos Extranet.

We are happy to serve you with our 24/7 web-shop, supplying you with up-to-date information on prices, product availability, your orders, invoices, deliveries, quotations and a lot more!

Because we are continuously working on improving the experience and functionality, the illustrations in this guide might vary from the screens you see in practice.

Also, please be aware, that the Grundfos Extranet, uses roles depending on the access rights of the user. In addition, local variations in functionality can also apply and therefore you might experience that this guide extends beyond your access rights and some functionalities might not be available to you.

We hope you will find this guide helpful and your local Grundfos contact is always ready to assist you.

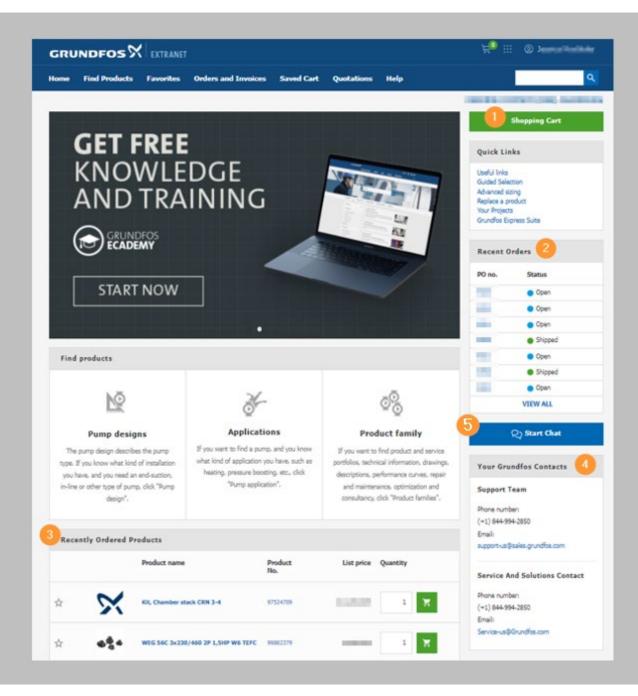


#### Home

The Grundfos Extranet homepage will be your news and support section.

In the upper right-hand corner, you have the option of updating your profile. You can also click on the shopping cart to be directed to the quick order screen where you can start placing your order.

- 1 Shopping cart/quick order button allows you to go directly into placing an order/Shopping cart.
- Recent orders: This shows your most recent orders. Click the order line to open information about that specific order.
- Also, here you find your recently ordered products for quick add to cart and purchase.
- In this section you can find your local Grundfos contact information.
- Chat with Grundfos by clicking the blue 'Start Chat' button.





### **Find Products**

#### Product Detail Page Checking Availability

Searching for a product is now much easier due to an intelligent search technology which makes the selection more accurate as you type along. Simply type the product number or name in the search bar and click the product.

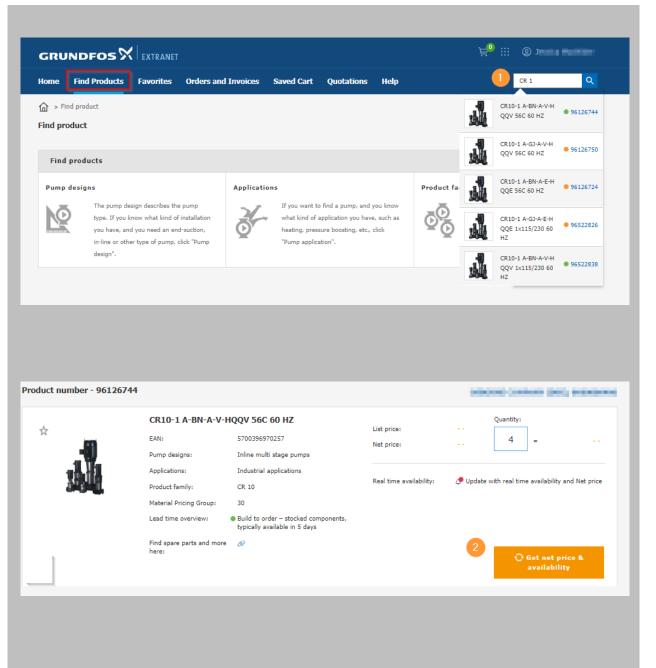
Note: If the product cannot be found, it is either a non-existent product number or a product that cannot be ordered via Grundfos Extranet.

Clicking the product will direct you to the product detail page.

The functionality of availability and net price check is here, together with the stock lead time indication which ensures that you, as the customer, always have access to the latest information.

If the quantity is increased, in order to get the current availability, you must click Get net price & availability. The availability is retrieved from Grundfos' ERP systems and is thus the same information as the Grundfos salespeople can see on the ERP system.

You can also browse products in Extranet instead of the local Grundfos homepage, where you can order the product directly from the catalogue.

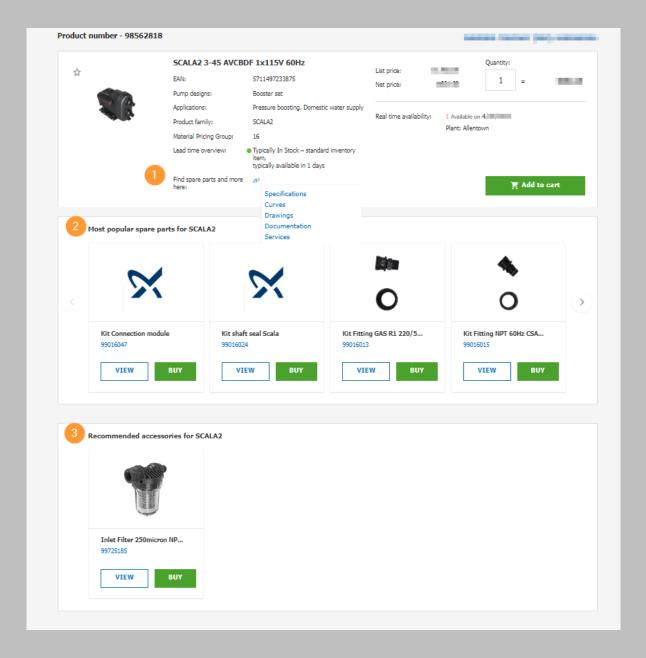


# Spare Parts and Recommended Accessories

It's very simple to identify and select spare parts and/or recommended accessories for your Grundfos products.

First find your Grundfos product for which you want to obtain spare parts or recommended accessories.

- 1 From the Product Detail Page, you will see a list of most popular spare parts and/or recommended accessories for that product.
- You can click View to see more details or click Buy to add to your cart.
- Continue to your shopping cart to complete your purchase.



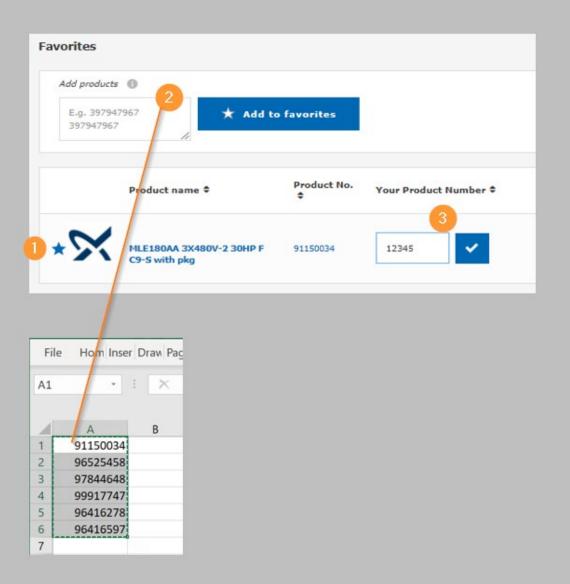


### **Favorites**

Favorites are used for customizing a favorite/frequently ordered list of products. This is valuable to customers who repeatedly order the same range of products.

- If a star is displayed next to a product, you can add it directly to your favorites list by marking the star.
- Product numbers can be copied and pasted directly from Excel into the favorites tab before clicking "Add to favorites".
- If you wish to reference your own part number that correlates with the Grundfos product number, you have the option to do so on your Favorites tab.

**Note:** You cannot search by your own reference part number - only Grundfos part number.

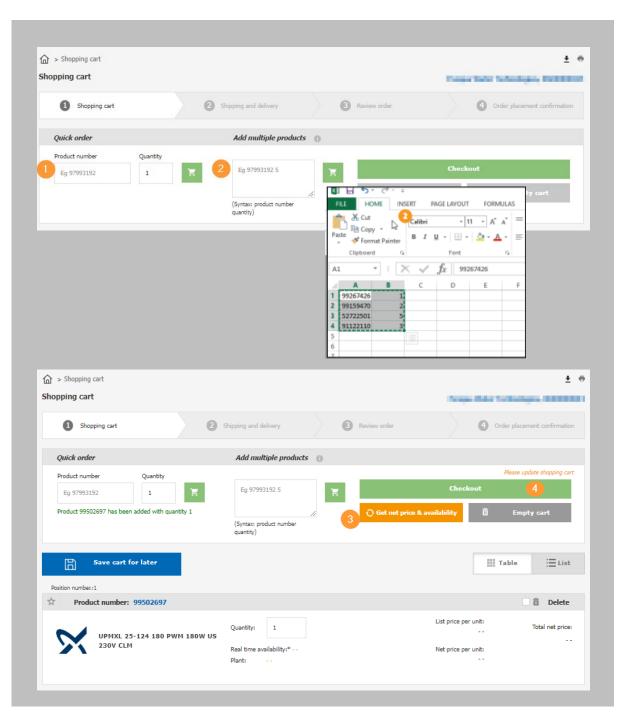




### **Shopping Cart**

- 1 Add Single line items to your shopping cart with the quantity and then click the green shopping cart icon to add to your cart.
- Add Multiple items to your order by copying the part number and quantity and pasting it into the "Add Multiple Products" box shown in the screenshot. Add them to the cart by pressing the green shopping cart icon.
- To calculate your net price and availability on single or multiple item lines, click the orange "Update cart" button (please be aware that this might take some time, depending on the number of products in your cart).
- When you have updated the cart, click the green CHECKOUT button and you will be directed to the Shipping and Delivery information page.

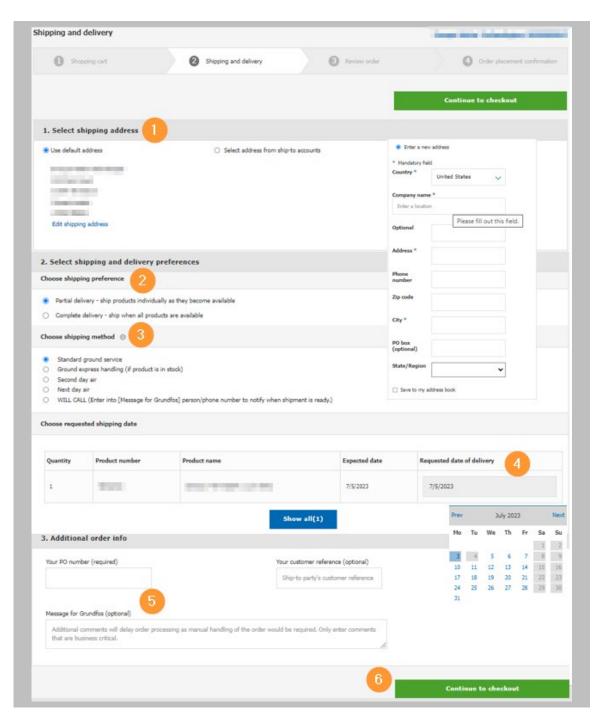
To Delete items from your cart, click the trashcan DELETE button.





# **Shipping and Delivery**

- Select Shipping Address:
  - Use the default shipping address, select from address book or enter a new shipping address. If you enter a new address, you can check the box to request Grundfos to save this address to your address book, so you do not have to type the address next time. Entering a new address requires verification from Grundfos and might take a few days before visible in the address book.
- Choose Shipping Preference:
  You will need to select Partial or Complete delivery. If you select
  Complete your items will NOT ship until all products on your order
  are available to ship.
- Shipping Method:
  Will show the available shipping methods that your local Grundfos
  Sales office offers.
- 4 Requested Delivery Date:
  Select your requested due date in the pop-up-calendar. Requested delivery date could also be available on an item/product level if enabled for you locally. Reach out to you local Grundfos contact for enabling this feature.
- Additional order info: You are required to type a Purchase Order number. If you have additional notes you would like us to see, please type those notes in the "Message for Grundfos" box (example: UPS Account #, Expedite, etc. ).
- To Review your order, you will need to click the green 'Continue to checkout'.



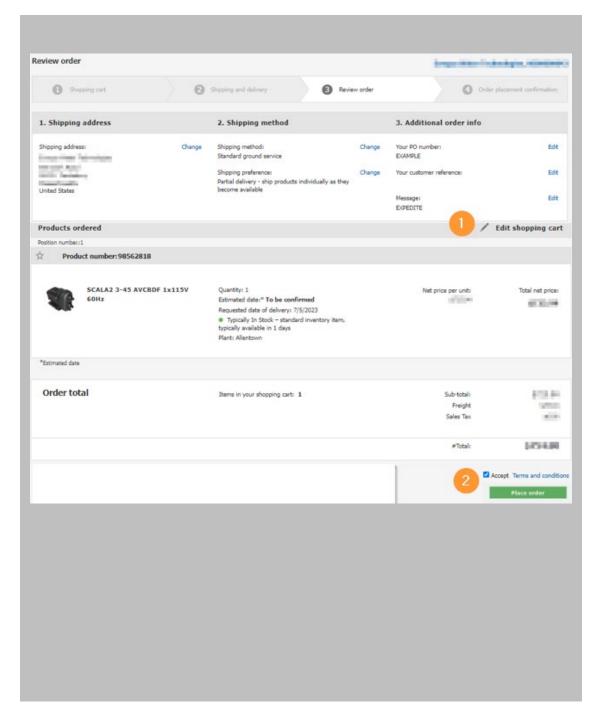


### **Review Order**

1 If you need to make changes to the product ordered or the quantity, click Edit shopping cart.

You can also quickly navigate back to a previous step by clicking the corresponding tab: Shopping cart or Shipping and delivery.

2 If everything is in order, tick Accept Terms and conditions. Click 'Place order' to submit order to Grundfos.





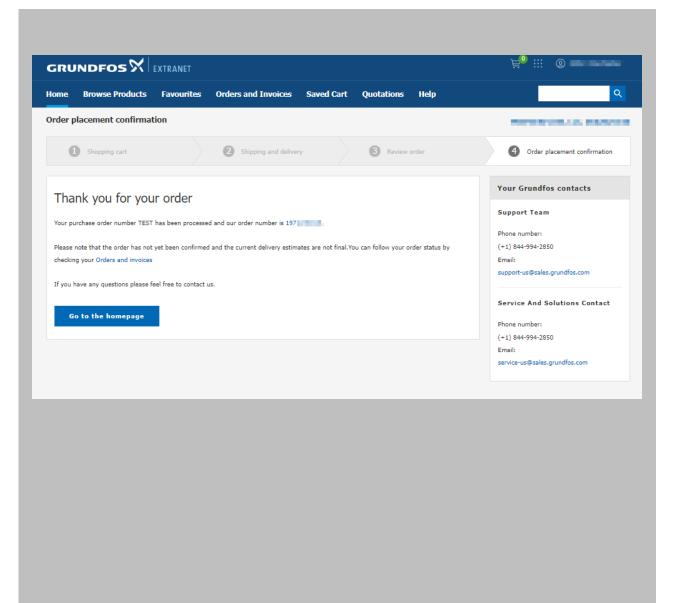
# Order Placement Confirmation

In the Order placement confirmation screen, you will see the Grundfos order acknowledgement/sales order number and your purchase order that correlates.

**Note:** Please note, this page confirms your order placement but does not serve as the final order confirmation. For legal reasons, this will be sent to you by email or fax.

You will also find the Grundfos contact information in case you have additional questions about your order. Phone number and email address will be listed.

Immediately after the order is submitted, you will be able to follow the status using the "Orders and Invoices" tab.

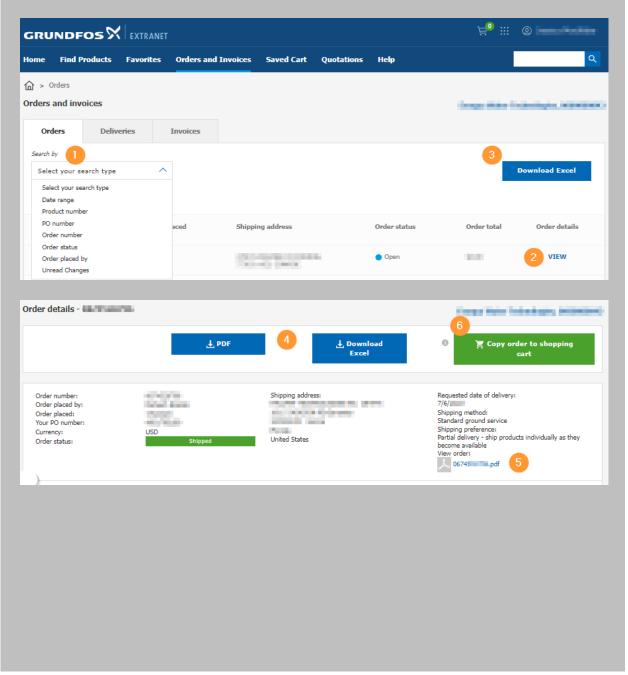




# Order Details (Orders and Invoices)

- The Order section gives you access to status on all placed orders. It will pull up orders placed in the last 30 days. If you need to go back prior to the 30 days you can search by date range, product number, PO number, order number, order status, order placed by and unread changes. This will show you 12 months of history.
- To see the details of a specific order please select the blue "VIEW" button.
- You can download a list of orders via Excel and you will have the option to PRINT the list of orders with their statuses.
- Order Details shows you a breakdown of the order. You can download a PDF file or an Excel file of your order details. Once you choose PDF or Excel you will have the option to PRINT the order details.
- To retrieve the official Grundfos order confirmation, you can press the PDF icon with the order confirmation number.
- To re-order all materials in the same quantities as in the specific order, press the green "COPY ORDER TO SHOPPING CART" button. All products will be added to the shopping cart in the same quantities. The quantities can then be changed in the shopping cart if desired.

**Note:** An order that has already been placed cannot be changed via the Extranet. If a change is needed, your local sales office must be contacted.

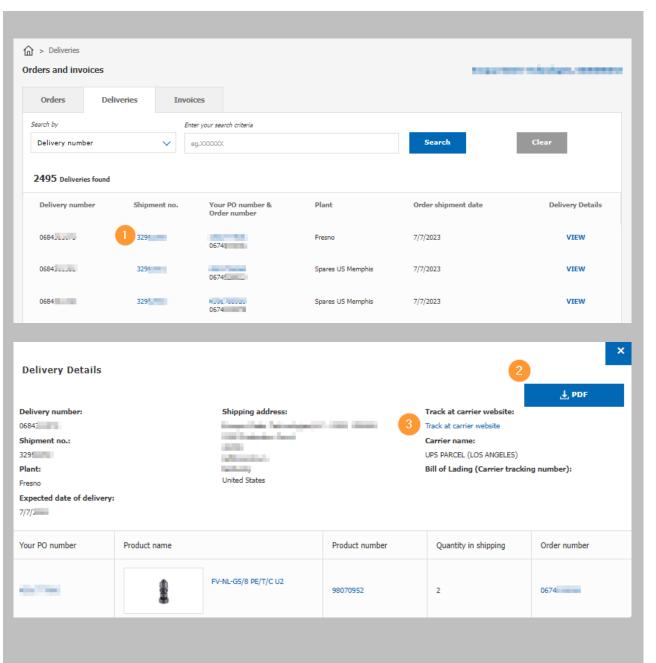


### **Deliveries**

In the "Deliveries" tab, in Orders and Invoices, you will be able to see your deliveries that have shipped.

- 1 Clicking the shipment no. retrieves the details of your specific delivery (delivery details).
- 2 From the Delivery Details overview, you can download a PDF output of your details.
- You can also track your order at the carrier website, by pressing the 'track at carrier website' link. This will take you to the local carrier website and automatically populate the package reference number.

**Note:** Track and trace option is based on carrier capabilities and thus Grundfos cannot guarantee this option for all customers. However, carrier name and bill of lading (carrier tracking number) will always be available to you for reference.

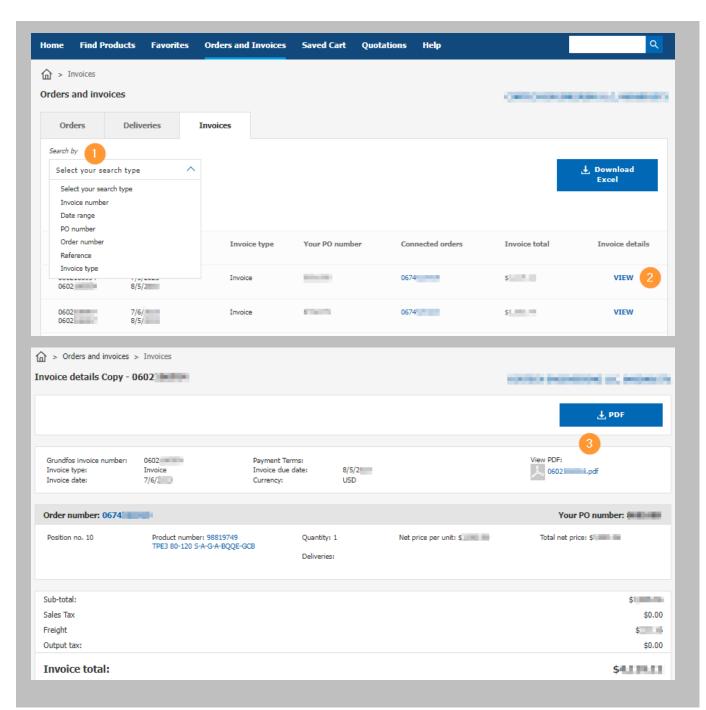




### **Invoice Details**

The Invoice section gives you access to invoices for all placed and invoiced orders. The list of invoices gives you a quick overview of amounts and dates related to your Grundfos account.

- With the "search by" selector you will be able to filter on specific criteria such as: invoice number, date range, PO number, order number, reference or invoice type. 12 months history will be available.
- By pressing the "view" button, you will be able to retrieve all relevant details for the specific invoice.
- Download an immediate extract of the invoice details, by pressing the 'PDF' button. For the official Grundfos invoice, click on the invoice number.pdf.



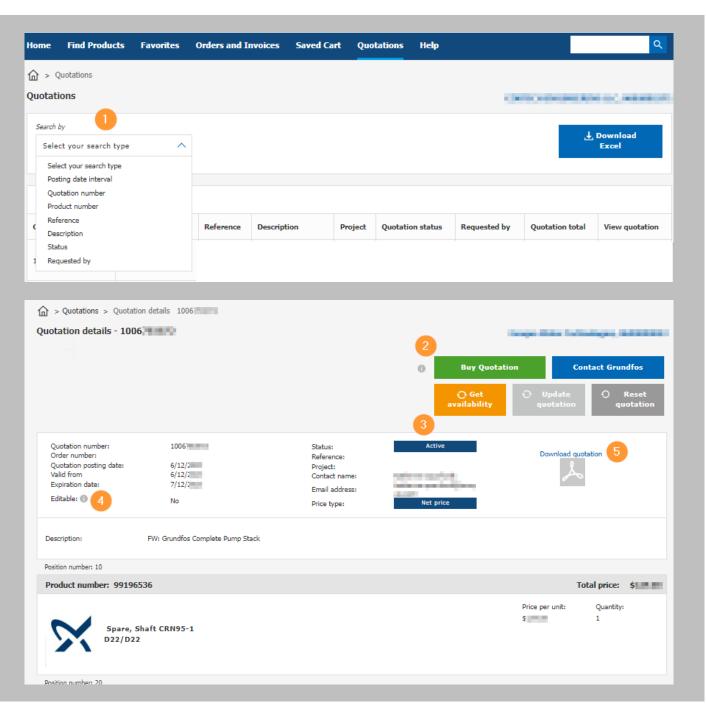


### **Quotations**

- You can search by posting date interval, quotation number, product number, reference, description, status or requested by.
- On the quotation detail page, press the "Buy Quotation" button to add the quote to your shopping cart. This will take you directly to the Checkout step 2 (shipping and delivery).
- You can click 'Get availability' for real time availability for the applicable products in the quotation.
- 4 Editable Yes/No is set by Grundfos internal sales staff.

**Note:** If editable, you may remove standard items and add/ remove optional items. Adding a new item and clicking **update quotation**, will recalculate the price. If Editable is **no**, you may not remove standard items but may add/remove optional items.

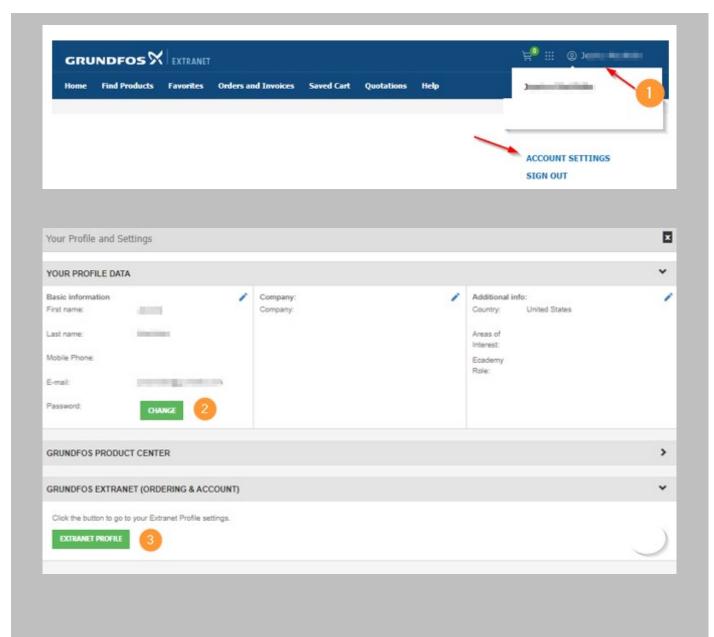
5 You can also click 'Download quotation' to print a copy of the quotation.





# **My Profile**

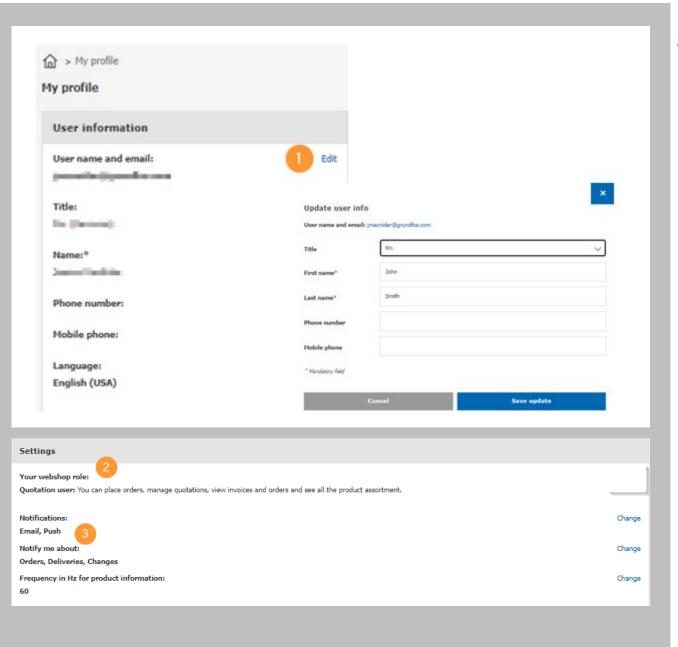
- You can access your profile by clicking on your name in the upper right-hand corner of the page. If you click on ACCOUNT SETTINGS, you can make changes to your profile.
- 2 Change Password: If you need to reset your password, click "CHANGE". You will then be prompted to enter your email and click "submit". An email will be generated to create a new password.
- Click on the green Extranet Profile button to make changes to your profile information for the Extranet.





## My Profile (cont)

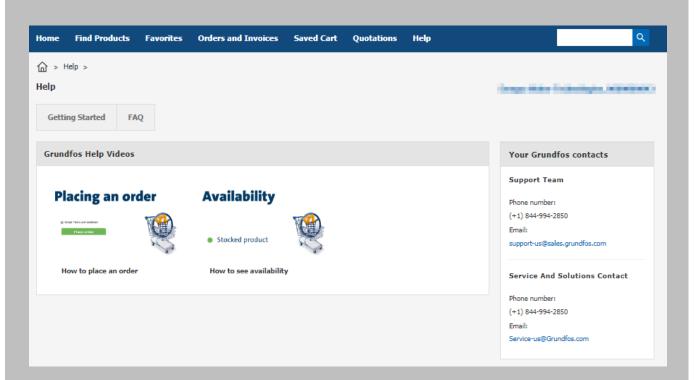
- 1 You can update your first/last name, phone number etc. by clicking the blue 'Edit'. If you need to change your email address, you will need to contact customer support.
- 2 In Settings you can see your web-shop role.
- Notifications: You can select the type/frequency of notifications.







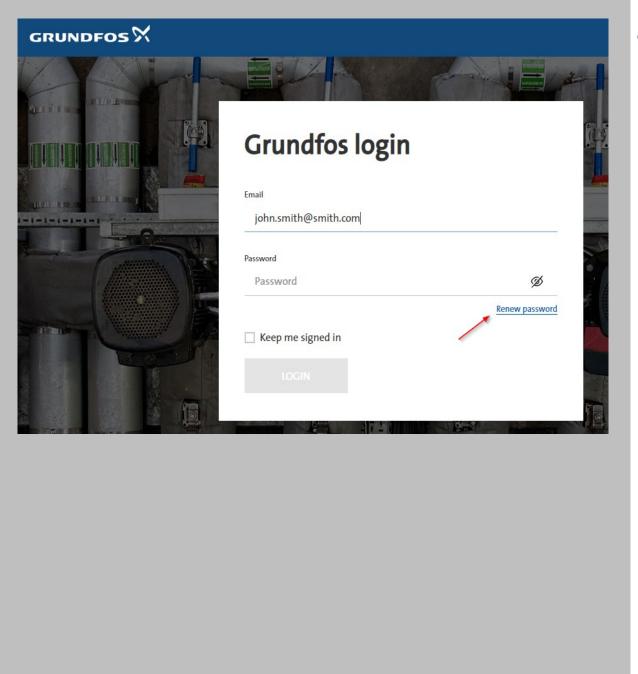
Get help in our HELP section where you will find both Frequently Asked Questions and Grundfos Help Videos that will show you how to place an order or check availability in the Extranet.





## Forgot your password?

Go to <a href="https://app.grundfos.com/ordering.">https://app.grundfos.com/ordering.</a> At the login screen press "Renew password".



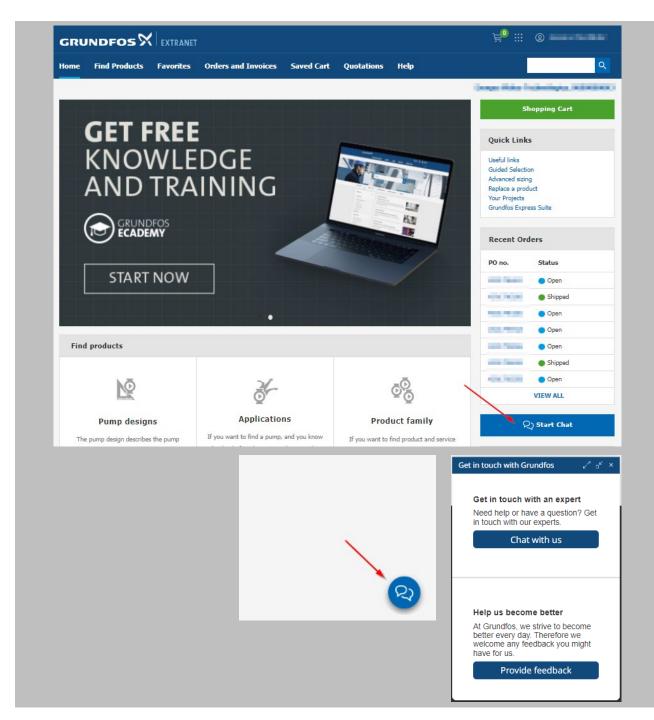


### **Chat with Grundfos**

The opportunity to chat with an agent during business hours is now possible.

Click on the blue 'Start Chat' button on the Home page or click on the blue 'Chat Bubbles' in the lower righthand corner of your screen.

You'll have the opportunity to Chat with Grundfos and/or Provide feedback.





# **Contact Information**

See your Extranet homepage for local contact details.





Possibility in every drop