



Customer Portal



User Manual

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Landing Page – Log In



Welcome to SMP - Customer Portal

Other Options noted Below

Order Online



Order Tracking



Invoice Inquiry



Statement Inquiry



Downloads



Contact Us



Username and passwords have been brought over from the "old" system.

Setting your preferred landing page

T

The landing is customizable to allow the user faster access to what the user uses most frequently, and you can still change to the other options under the appropriate headers.

B2B Tools

Order Online

This option is for Emergency Orders.

Search Parts

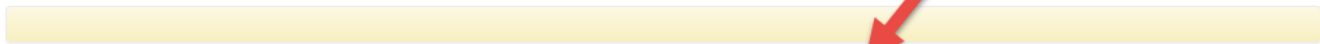
| | | |
|----------------------------------|------------------------------------|---|
| Customer <input type="text"/> | Division Engine Management - US | Ship To Address <input type="text"/> |
|----------------------------------|------------------------------------|---|

| | |
|---------|-----|
| DR468 | 1 |
| FD503 | 2 |
| FD503T | 200 |
| PART NO | 0 |
| PART NO | 0 |
| PART NO | 0 |
| PART NO | 0 |
| PART NO | 0 |

Search

Select up to 8 lines and no quantity limit except for item availability

Input then click search for results shown below.



| <input type="checkbox"/> | Ship From | Cust Part | Brand | Mfg Part | Description | Pk Qty | Weight | Quantity | Unit Price | Avail? | Comments |
|-------------------------------------|----------------|-----------|------------|-----------|-----------------------|--------|--------|----------|------------|--------|----------|
| <input checked="" type="checkbox"/> | Disputanta, VA | DR468 | | DR468 | CAP | 1 | 0.56 | 1 | *** | Yes | |
| <input type="checkbox"/> | Disputanta, VA | DR468 | | DR468 | CAP, DISTRIBUTO | 1 | 0.57 | 1 | *** | Yes | |
| <input checked="" type="checkbox"/> | Disputanta, VA | FD503 | STD | FD503 | IGNITION COIL ON PLUG | 1 | 0.48 | 2 | *** | Yes | |
| <input type="checkbox"/> | Disputanta, VA | FD503 | | FD503 | IGNITION COIL ON PLUG | 1 | 0.47 | 2 | *** | Yes | |
| <input checked="" type="checkbox"/> | Disputanta, VA | FD503T | STD | TTRFD503T | IGNITION COIL ON PLUG | 1 | 0.47 | 200 | *** | Yes | |

Check the appropriate box then click checkout when ready or add more items and search again.

Checkout

Bill To Address

Your Info

Ship To Address

Drop Ship ?

Ship to Address

Note: Cannot ship to a PO Box

Shipping to address here

Save

Check this if shipping to location other than what's shown - if you save this "drop ship" address it is listed in order saved not alphabetically for future orders.

Order Details - Purchase Order

PO*: required

Mark For:

Order Details - Contact Information

Name*: required

Phone*: required

Shipping Details - Location

Disputanta, VA[01]

Shipping Details - Carrier

Carrier*: (Select Any) required

Customer Pays Freight Regardless of Dollar Size of Order - This is considered and Emergency Order and it goes out typically the same day the order is placed.

Shopping Cart


| Delete | Cust Part | Mfg Part | Description | Weight | Quantity | Unit Price | Price |
|--------|-----------|-----------|-----------------------|--------|----------|------------|-----------|
| | DR468 | DR468 | CAP | 0.68 | 1 | \$16.29 | \$16.29 |
| | FD503 | FD503 | IGNITION COIL ON PLUG | 0.48 | 2 | \$34.75 | \$69.50 |
| | FD503T | TTRFD503T | IGNITION COIL ON PLUG | 0.47 | 200 | \$11.76 | \$2352.00 |

Parts Total: \$2437.79

Hit the Submit button when Ready - (not Shown)

Submit your order

Order Tracking

 testuser Log out Shopping cart (3)

Home My Account B2B Tools Help Contact Us Administration

Order Tracking

Note Division - Return to Home Page and change as necessary

1

Customer

Division Engine Management - US

Ship To Address

If the order does not show on your tracking screen within one minute, contact customer service prior to submitting the order again to avoid order duplication. Orders for the past 90 days can be searched.

PO# Order# Order Date Ship Date Shipping Status Carrier Tracking Number

2

3

Show items with value that:

Is equal to

123


And

Is equal to

Filter Clear

Select any Filter and input your choice of options then click filter or hit enter and the results will display. You can then click on the results for more information

Invoice Inquiry

 testuser Log out Shopping cart (3)

Home My Account B2B Tools Help Contact Us Administration

Invoice Inquiry

Customer

Division Engine Management - US

Ship To Address

Export to Excel

PO# Invoice# Order Date Ship Date Carrier Order Type

No items to display

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Filters can be used as noted in the Order Tracking

Statements

| | | |
|----------------------------------|------------------------------------|---|
| Customer <input type="text"/> | Division Engine Management - US | Ship To Address <input type="text"/> |
|----------------------------------|------------------------------------|---|

| Cust# | Company | Statement Date | Statement |
|-------|-------------------------|----------------|-------------------------------------|
| | Standard Motor Products | 9/2015 | SEMD0021-08_29_2015 |
| | Standard Motor Products | 9/2014 | SEMD0021-03_29_2014 |
| | Standard Motor Products | 9/2014 | SEMD0021-11_29_2014 |
| | Standard Motor Products | 9/2013 | SEMD0021-08_29_2013 |
| | Standard Motor Products | 9/2012 | SEMD0021-09_29_2012 |
| | Standard Motor Products | 9/2012 | SEMD0021-12_29_2012 |
| | Standard Motor Products | 8/2015 | SEMD0021-02_28_2015 |
| | Standard Motor Products | 8/2015 | SEMD0021-03_28_2015 |
| | Standard Motor Products | 8/2014 | SEMD0021-08_28_2014 |
| | Standard Motor Products | 8/2013 | SEMD0021-09_28_2013 |
| | Standard Motor Products | 8/2013 | SEMD0021-12_28_2013 |
| | Standard Motor Products | 8/2012 | SEMD0021-01_28_2012 |
| | Standard Motor Products | 8/2012 | SEMD0021-04_28_2012 |
| | Standard Motor Products | 8/2012 | SEMD0021-07_28_2012 |
| | Standard Motor Products | 7/2015 | SEMD0021-08_27_2015 |
| | Standard Motor Products | 7/2014 | SEMD0021-09_27_2014 |
| | Standard Motor Products | 7/2014 | SEMD0021-12_27_2014 |
| | Standard Motor Products | 7/2013 | SEMD0021-04_27_2013 |
| | Standard Motor Products | 7/2013 | SEMD0021-07_27_2013 |
| | Standard Motor Products | 7/2012 | SEMD0021-10_27_2012 |

1 - 20 of 45 items

Click the Header to change the sort - note arrow next to date

Downloads

Customer

Division Engine Management - US

Ship To Address

Brand X Category X Year X

| Brand | Category | Year | FileDescription | DownloadLink |
|--------------------------------|----------|------|--|--------------------------|
| ▼ Brand: Standard | | | | |
| ▲ Category: Customer Bulletins | | | | |
| ▼ Category: New Items | | | | |
| ▲ Year: 2014 | | | | |
| ▲ Year: 2013 | | | | |
| ▲ Year: 2012 | | | | |
| ▼ Category: Pricing | | | | |
| ▼ Year: 2015 | | | | |
| Standard | Pricing | 2015 | TechSmart Price Sheet EFFECTIVE MARCH 12, 2015 | Download |
| ▲ Year: 2014 | | | | |
| ▲ Year: 2013 | | | | |
| ▲ Year: 2012 | | | | |
| ▲ Brand: Hayden | | | | |
| ▲ Brand: Four Seasons | | | | |
| ▲ Brand: BWD | | | | |
| ▲ Brand: ACI | | | | |

Downloads can be expanded by clicking on the appropriate arrow.

Not all brands are available to all customers or users.

This is determined by your individual settings controlled by the WD Admin and or your account in our system.

Back Orders

Customer

Division Engine Management - US

Ship To Address

Export to Excel

Drag a column header and drop it here to group by that column

| Branch | PO# | Order# | Order Date | Part# | Desc | Qty |
|---------------------|-----|--------|------------|-------|------|-----|
| No items to display | | | | | | |

Backorder filters work just like Invoice Inquiry and you can search by any of the headers noted above.



ECatalogs

Click as needed to see the various ECatalogs


| |
|----------------------------------|
| Catalogs |
| Four Seasons |
| Standard |
| BWD |
| ACI |
| Compressor Works |
| Tech Smart |

Stock Orders / Returns

Stock Order / Returns

| | | |
|----------------------------------|------------------------------------|---|
| Customer <input type="text"/> | Division Engine Management - US | Ship To Address <input type="text"/> |
|----------------------------------|------------------------------------|---|

New Order / Return

 Export to Excel

Click the header to change to sort order - click the funnel to create a filter

| Date | PO/RGM# | Type | Lines | ShipTo | Brands | Status | |
|------------|------------|------------------|-------|--------|-------------------------|-----------|-------------------------------------|
| 04/22/2016 | test | Warranty Returns | 3 | | 1SQ - STD xref schedule | Submitted | <input type="button" value="View"/> |
| 04/21/2016 | test | Stock Orders | 3 | | 1SQ - STD xref schedule | Submitted | <input type="button" value="View"/> |
| 04/21/2016 | test | Warranty Returns | 6 | | 1SQ - STD xref schedule | Submitted | <input type="button" value="View"/> |
| 04/21/2016 | TESTLAURA6 | Stock Orders | 1 | | 1SQ - STD xref schedule | Submitted | <input type="button" value="View"/> |
| 04/21/2016 | TESTLAURA5 | Stock Orders | 3 | | 1SQ - STD xref schedule | Submitted | <input type="button" value="View"/> |

You can export this data to Excel as noted just above the date column.

To start a new stock order or return – click the blue line above this Export Option.

Stock Order / Returns Editor

| | | |
|----------------------|------------------------|----------------------|
| Customer | Division | Ship To Address |
| <input type="text"/> | Engine Management - US | <input type="text"/> |

*Doc Type

Choose Doc Type
Stock Orders
Warranty Returns

*PO/RGM#

Required

*Choose a Brand Schedule

Change of the Brand Schedule should only be necessary for Federal Wire

*Requested Ship Date

4/28/2016

Drop Ship?

Address Information should auto-populate unless you are drop shipping to a different address that is not stored in our legacy system

SHIP TO ADDRESS:

*Name

*Address Line 1

Address Line 2

*City

*State

*Zip

Special Instructions

Add any special instructions

Submit Order Back

+ Add Parts Import Order File...

| Line# | Part No | Qty |
|-------|---------|-----|
|-------|---------|-----|

Download Order Template... Order Template Example...

Sample Templates are available - but the format is simply Part Number and Qty for both Order and returns

Fields marked with * are required.

The process for orders/returns is identical – just make certain to select the “doc type” in the drop down box.

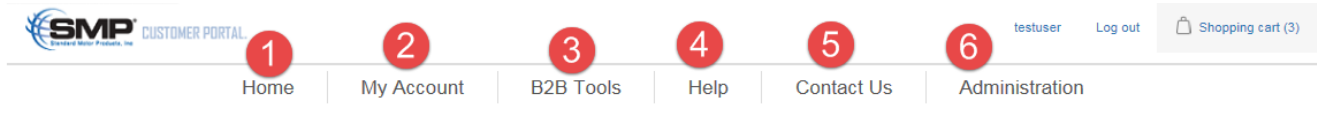
You can either upload a CSV type file (easily created in all version of Excel) or Add Parts manually by clicking the + Add Parts option and keying in your Part No and Qty.

Stock Orders placed via this method will be freight prepaid provided that the order amount meets the Freight Minimum for the division.

Warranty Returns – you’ll receive an RT Authorization via email from Customer Service, typically same business day or within 24 hours during the work week.



Other Menu Options - Definitions



Help

| Customer Service | Location | Phone |
|------------------------------------|----------------|----------------|
| Engine Management Customer Service | Disputanta VA | 1-804-862-1500 |
| Four Seasons Customer Service | Lewisville TX | 1-888-505-4567 |
| Canada Customer Service | Toronto Canada | 1-877-234-2583 |

1. Home - takes you back to the main landing screen.
2. My Account – shows address information for the user that is logged into the Customer Portal
3. B2B Tools – covered in previous pages
4. Help – Contains this Manual. It can be saved to the user's local drive and either printed or distributed within your system. Also lists the various phone numbers for Customer Service
5. Contact Us- this triggers a web form whereby you can request changes to previously ordered items, and/or other similar type requests.
6. Administration – access to this area is restricted to the WD Admin for the account. This is where the WD Admin can add/delete users and change their security/access levels and other attributes.