User Guide

CustomerPortal

Support at your Fingertips

METTLER TOLEDO
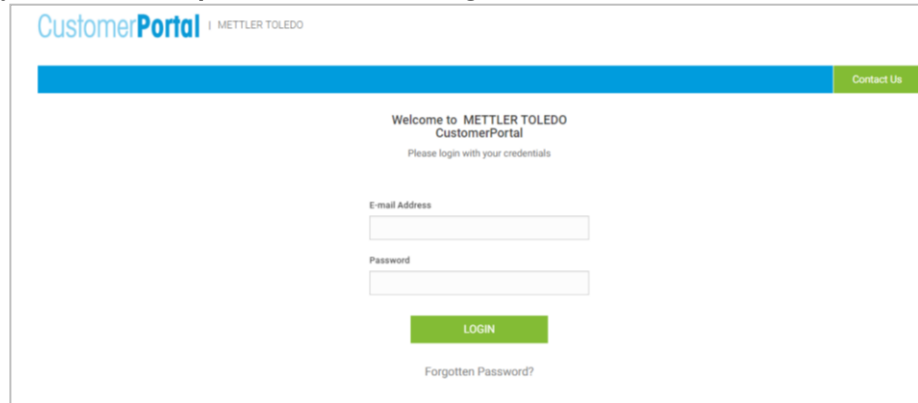
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How to Access the CustomerPortal

1. **Visit the secure METTLER TOLEDO CustomerPortal website at: https://aus.store.mt.com/**

   You can access the CustomerPortal using any computer, tablet, or mobile device with an Internet connection. You may want to bookmark this site for easy access in the future.

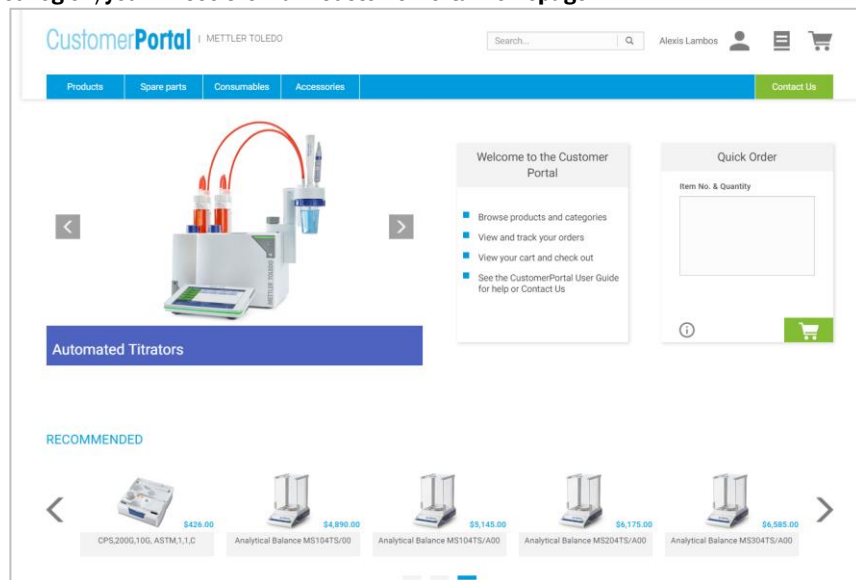2. **Enter your username and password then click the Login button.**

   If you forgot your password, select the "Forgotten Password" option at the login screen and enter the email address associated with your account. You will receive an automated email with updated credentials.

   You cannot self-register for an account on the site. If you need assistance logging in or recalling your email address, please contact us at info.mtaus@mt.com .

3. **After you log on, you will see the main CustomerPortal homepage.**

CustomerPortal User Settings

1. **Creating a New User or Deleting an Existing Profile**

   If you would like to add new users to the CustomerPortal from your organization, please request new user profiles at info.mtaus@mt.com.

   For users who are no longer part of your company, please notify us at info.mtaus@mt.com to request the user account be deleted.

2. **Account Settings**
   <u>How do I change my account settings?</u>

   From any page, click person icon displayed in the upper right hand corner of the screen. Then, click "My Profile." Here you can edit your profile information, change your password or change which account you are using on the store.
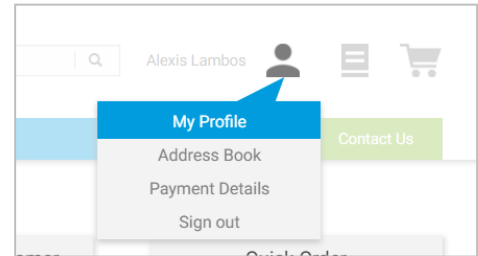
3. **Managing Addresses/Payment Information**
   From any page, click person icon in upper right hand corner and click Address Book/Payment Details. Here you can manage the shipping addresses and credit cards associated with your account. For billing address, you will see all available options for your account from our system. **You cannot add a billing address online. Please contact us at 1300 659 761 in order to add a new address.**

Company	Street	City	Country	
Test Home Address	1512 1/2 Chesapeake Ave	Columbus Ohio 43212-2184	USA	SET AS DEFAULT
Test Trillium	1150 Dearborn Dr	Columbus Ohio 43085-4766	USA	SET AS DEFAULT
Mettler Toledo US E-Store	1900 Polaris Pkwy	Columbus Ohio 43240-4035	USA	DEFAULT ADDRESS

Placing an Order

How to place an order:

1. **Search by Product Number/Description**
   - Enter the item number or description in the Search box in the top right hand corner
   - Select the item you want to purchase
   - Enter the quantity
   - Add the item to your cart
   - Go to cart for checkout or continue shopping
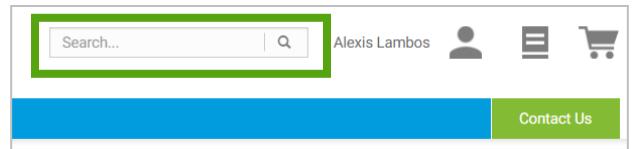
2. **Search by Product Category**
   - Select the Products drop-down at the top of the page
   - Select the Product Category for the item you wish to purchase
   - On the Product Category page on the left hand side there are Filters which allow a user to narrow the search fields
   - Or you may scroll through the list of products to find the item you wish to purchase
   - Once you find the item, click the item name to take you to the Product Detail page
   - Enter the quantity
   - Click "Add to Cart"
   - Go to cart for checkout or continue shopping
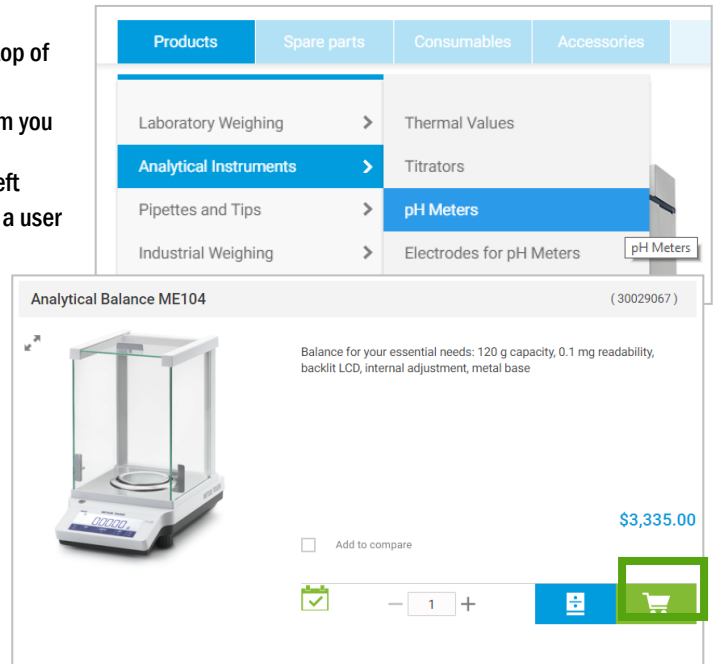
3. **Quick Order**
    As a frequent and experienced user, you can speed up your ordering by using our Quick Order functionality found on the homepage and the checkout page.

    Manual entry:
    ▪ Enter item number and quantity separated by a number sign (#), space, or comma
    ▪ Press Enter to add the next item on a new line
    ▪ Click 'Add to Cart'
    ▪ Go to cart for checkout or continue shopping

    Using an Excel File as source:
    ▪ List the item numbers you want to add to cart on Column 1 and maintain respective quantities in Column 2
    ▪ Copy and paste into Quick Order Entry
    ▪ Click 'Add to Cart'
    ▪ Go to cart for checkout or continue shopping

Wish List

1. **How to create a Wish List**
   If you order the same product(s) throughout the year, a Wish List can be created to store your favorites to place on future orders.

Create a list:
- Go to Lists icon the upper right hand corner
- Select Wish List
- Select Create New Wish List
- Select List Type (Private or Shared meaning others at your account can view it)
- Enter List Name
- Save

Adding products to a list:
- Once the Wish List is created, go to Private/Shared List
- Select the Wish List Name to add product(s)
- Add products by entering the product(s) numbers and quantity in the Quick Product Entry
- Select the blue 'Add to Wishlist' button
- You can also add products from the Product Detail pages by clicking the blue List button and "Add to Wishlist"

Placing an order from a Wish List:
- Go to the List icon in the upper right hand corner and select 'Wish List'
- Select the Wish List you wish to order
- Click on the Add to Cart icon
- Go to the Cart to complete the order

Self-Service Quote

1. **How to create a Self-Service Quote**

   You can add items for future purchase to a quote that you can share with others at your organization. When you are ready to purchase, you can easily convert this quote to an order.

   Create a quote:
   - Add a product to a self-service quote on the Product detail page by clicking the blue List icon then 'Add to Quote'
   - Click 'Self-Service Quote' and you will navigate to your Quote Cart
   - Proceed through the cart process to validate and generate self-service quote
   - You will receive an email confirmation
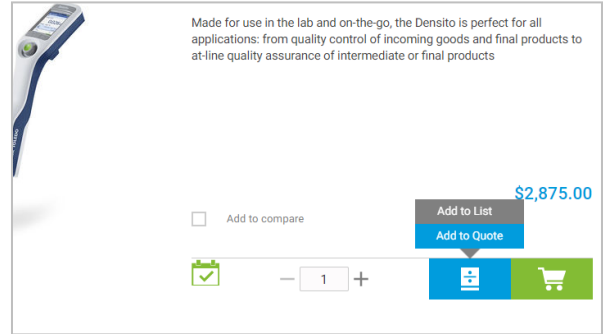
   View your created quotes:
   - Go to the List icon in the upper right hand corner and click 'Quote List'
   - Click 'Open Quotes' on the Quote History page
   - Click arrow icon under 'Quote Confirmation' to view the PDF document
   - Click on the 'Quote No. or Details' to view details

Reference No.	Quote No.	Created	Valid until	Amount	Status	Quote Confirmation			
test	0900178959	07/26/2018	08/25/2018	$20,480.00	Open	⬇	DETAILS		
test ss quote 7/24	0900178189	07/24/2018	08/23/2018	$5,135.00	Open	⬇	DETAILS		

   Converting your quotes to an order:
   - Click on the 'Add to Cart' icon on Quote History Page
   - On Quote Details page, review information and 'Convert to Order'

Pricing

1. **Pricing**
    As a CustomerPortal user, how can I access account-specific pricing?

    Once you have logged in, your pricing should reflect all static agreements and discounts associated with your account.

    Some limited-time promotions may require you to specify a campaign code or other information when placing your order.

    You may contact us directly regarding pricing questions at 1300 659 761 .

Order Management

1. **Order Confirmations**
    When/how will I receive my order confirmation?

    You should receive an order confirmation email shortly after placing your order. If you have not received a confirmation within 1 business day, please call us at 1300 659 761 .

2. **Order History**
    How do I view my order history?

    From any page, mouse over the list icon displayed in the upper right hand corner of the screen. Then, click "Order History". You will also find 'View and track your orders' on the homepage.
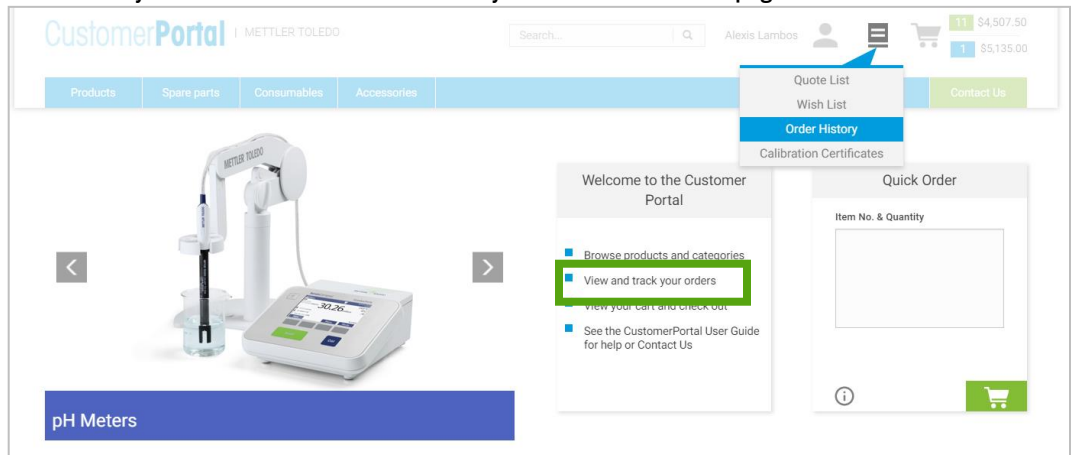
3. **Tracking**
    How do I track current orders?

    Locate your order in the order history (see above) and view the order details for tracking information.

FAQs

1. **Checkout**
   At checkout, what should I add to the 'Your Reference Number' field?

   This field is for your internal reference only, so you may use a Purchase Order number (if paying by purchase order), or Company Reference number (if paying by credit card), etc.

   YOUR REFERENCE NUMBER

   Enter Number*

2. **Payment**
   What are my payment options?

   Purchase Orders and Credit Cards are accepted through the CustomerPortal. The payment options available to you online are those that you have set up with us on your standard account.

3. **Quick Order**
   How do I use the Quick Product Entry box?

   For instructions on how the use the Quick Order entry box, click the blue "i" icon at the top of the box or see answer 3 under Placing an Order.

4. **Billing and Shipping Addresses**
   Can I change my billing or shipping addresses online?

   Delivery

   DELIVERY ADDRESS

   Mettler Toledo US E-Store
   1900 Polaris Pkwy
   Columbus
   Ohio 43240-4035
   USA

   DELIVERY OPTION
   UPS Ground 1-5 day

   REQUESTED DELIVERY DATE
   Ship when ready ⓘ

   DELIVERY PAYMENT
   Prepaid

   EDIT

   EDIT

   Payment

   PAYMENT TYPE
   ● Invoice Payment
   ○ Card Payment

   BILLING ADDRESS

   Mettler Toledo US E-Store
   1900 Polaris Pkwy
   Columbus
   Ohio 43240-4035
   USA

   EDIT

   When checking out, you have the option to choose your billing and shipping addresses. For billing address, you will see all available options for your account from our system. **You cannot add a billing address online. Please contact us at 1300 659 761 in order to add a new address.**

   Regarding shipping addresses, you will see all available options for your account from our system. You may also specify a new shipping address and select whether or not to save the address to your profile for future use.

5. **Shipping Label Format**
    What fields print out on the shipping label?

    The shipping label prints in the format as shown below. The only field which is not present on the shipping label is Company Name 3. This field will only be shown on the order confirmation; therefore, it should only be used for your internal reference.

    Company Name 1
    Company Name 2
    Address Line 1
    Address Line 2
    Address Line 3
    City, State Zip Code

6. **Shipping Method**

Delivery			
■ DELIVERY ADDRESS	■ DELIVERY OPTION	■ REQUESTED DELIVERY DATE	■ CONSOLIDATED DELIVERY ⓘ
Onelab 11B Paul Matthews Rd 0632 ROSEDALE Auckland New Zealand	DHL Worldwide Express	2023/10/16	No
EDIT			EDIT

"Request delivery date": what does this mean?
"Request delivery date": is an option in the delivery method box. When a date in the future is selected, it notifies us to attempt to ship the products to your site to arrive on that date. If you select a date that is in the past, it will attempt to ship as soon as all the items are ready to be shipped (this will depend on if consolidated delivery is yes or no.

"Request consolidated delivery": what does this mean?

"Request consolidated delivery" is an option in the Delivery method box. When selected, this notifies METTLER TOLEDO that you prefer all items to ship in the same delivery *if possible*. Please note that this is not a guarantee of consolidated delivery. For items that are shipped from different locations, it may not be possible to consolidate all packages, in which case you will receive multiple deliveries.