ProCorner Help

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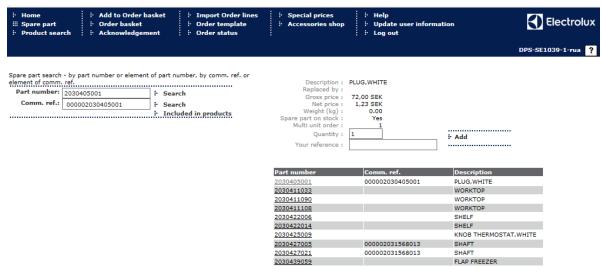
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Spare part

Overview

This function allows you to search directly for a spare part by entering the spare part number or commercial reference in the input text field at the top of the screen and then click respectively Search button. It is not necessary to put in the check digit, but you have to enter "899" for old AEG part numbers. You can also use questions marks (?) in end of a part number if last digits are unknown.

Search





- Enter your part number or element of part number and click on the Search button.
 Or
- Enter your Commercial ref and click on the Search button.

Notes:

- 1: When you enter a partial part number, you must replace each unknown digit/letter with question marks; example: 203040????.
- 2: AEG parts must be preceded by 899.

If you enter a partial part number or a commercial reference and several spare parts are found, a list of these spare parts are displayed at the bottom of the screen, with the following information:

Part number Commercial Ref Part description

• Click on the part in the list you are interested in and the complete part information are displayed in top of the screen.

Part description Replacement information Price information Stock availability Multi unit order information

If you enter a full part number and the part number is found, the complete part information for that part is displayed directly in top of the screen, see above.

Add order lines

- Enter a quantity.
- Enter a line reference (optional).
- Click Add and the spare part is added to your shopping basket.

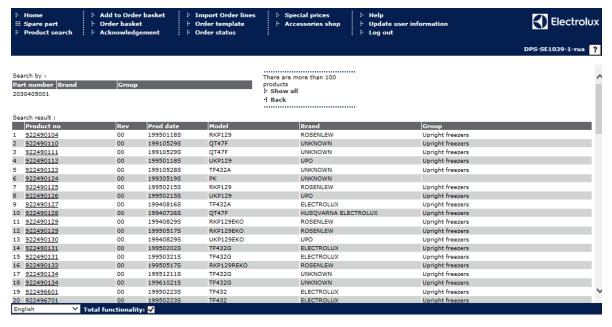
Part usage

You can use this function to find in which product the spare part is used. Click on the button *Included in products* in the spare part search page and the search criteria page for part usage is displayed for selected spare part.





On this page you may select search-criteria for Brand and Group in the drop down lists. This is however optional. Click on *Search* button to perform the search.



The search result is shown with maximum 100 lines. If there are more lines and you want to se them all click on *Show all*. To get the complete information about a product click on desired product number in the left column, which will link you to the product overview.

Product Search

Introduction

This function allows you to search for appliances by product number, model or brand. On the search page there are three input text fields displayed, this is where the desired search criteria must be entered. Click the desired button below the text field to start the search. If your search criteria matches the database a search result will be shown.

It's possible to enter only a part of the criteria, and then to present all products starting with the particular characters you keyed. For more advanced searches a wildcard "*" can be used to replace one or several characters. You may then select the desired appliance from the displayed Product list by clicking on a suitable link.





Search by Product (PNC)

- Enter a complete product number, part of or use wildcard search.
 Example: 911360160, 911, or as 911*160.
- 1. When you enter a complete product number an overview of that appliance is displayed, see sub header Overview below.
- 2. When you enter part of a product number or leave the input field empty, a list of products are displayed that meet your entered criteria. For more information, see Product list, below.

Search by Model

- Enter a complete model code, part of a model code or use wildcard search. Example: RW145, RW or RW*5
- 1. When you enter a complete model code that only applies to one unique product an overview of that appliance is displayed, see sub header *Overview* below.
- When you enter a complete model code that applies to several appliances, or enter part of a model code or leave the input field empty, a list of model codes are displayed that meet your entered criteria. For more information, see Product list, below.

Search by brand

Enter a complete brand, part of a brand, leave the input field empty or use wildcard search.
 Example: Electrolux, el, *martin*

A single brand or list of brands will be displayed to the right of the page.

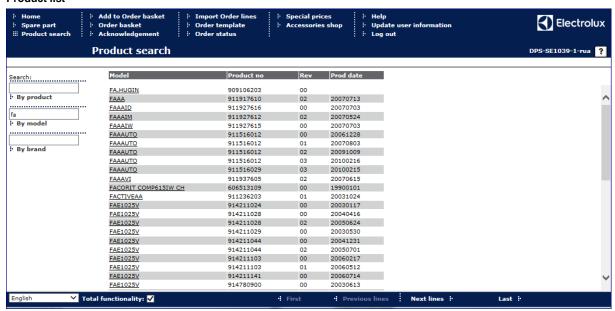
Select the brand of your choice.

A list of product groups is displayed.

Finally, select the desired product group.

A list of products is displayed, based on chosen brand and product group.

Product list



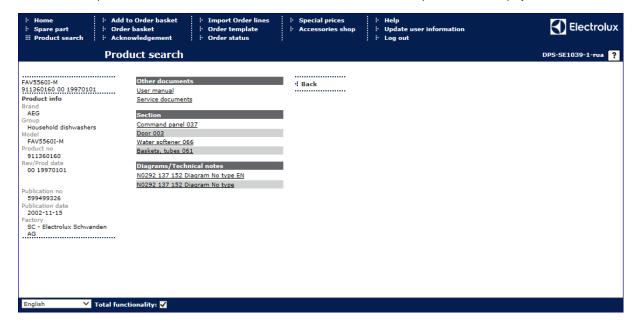
Your searches result in most cases in a product list. If the number of results exceeds 50, buttons to scroll forwards and backwards are displayed (does not apply for brands/product groups).



From the product list you must select the product you are interested in and an overview of that products is displayed.

Product Overview

Once one of the previous searches has been carried out, an overview of the selected product will be displayed.



Information displayed to the left includes: brand, product group, model, product number, revision/product date, publication number, publication date and factory of origin.

To the right the page is divided into three parts: user manual, section and diagrams/technical notes.

User manual

When you select the link to a user manual a new window is opened and you are taken to a different application. In this application you will be able to view available user manuals. In some cases a user manual will not exist for current product.

Section

Beneath this subtitle, links to sections for chosen product are listed. By clicking on a section link a page is displayed with a full size exploded view next to the corresponding parts list.

Diagram/Technical notes

If diagrams and/or technical notes exist for current product they are displayed as links in a list. To view a diagram/technical note, select link of your chose and a picture is displayed in the right frame.

Exploded View

This screen shows the spare part list in the left frame and the exploded view to the right. The left frame also shows the model code, the product number, revision, product date and the chosen section at the top of screen. The list of the parts consists of currency sign, stock status sign, position, part description, a comment appearing below each part number if available, and finally the part number.



More information about a part can be found:

If you hold the mouse pointer over the currency sign \$, prices become visible, if applicable.

Gross price: 26,40 SEK Net price: 10,23 SEK

Furthermore, if you hold the mouse pointer over the part description, information about replacements of parts is displayed. **I.E.** If a newer part replaces current one, the new part number will be displayed in the status bar along with the gross price, if applicable.

Replaced by: 146 35 08-21/6, Gross price: 422,40 SEK

Explanation for the stock status sign:

= spare part on stock

= spare part out of stock

Navigation

In the sub menu buttons are displayed, which you can use to move to another section in current product or return to the product overview.



Add order line

To add a spare part to your order basket:

· Click on the desired part description.

A new section is displayed in the bottom left hand corner.

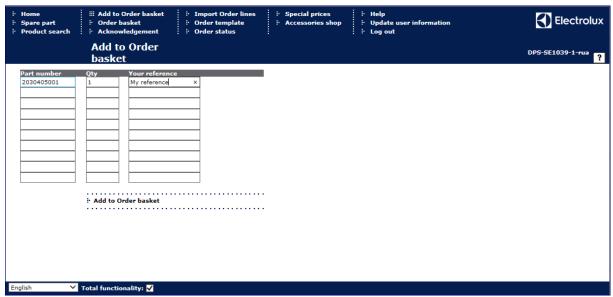


- Enter quantity
- Enter reference (optional)
- Click on the Add button.

When the part is added to your order basket, the following text is displayed: Quantity added to order: 1. The number reflects the quantity you previous entered.

Add to Order basket

You can use this function if you already know the spare part number(s) you wish to order. It is possible to insert up to ten order lines at a time.



- Enter spare part number, quantity and a line reference (optional) in the input boxes.
- Click Add to Order basket.

Note - AEG parts must be preceded by 899

Order basket

The main purpose of this function is to confirm the order, but you can also change, add and delete lines from the order basket.

The information about the order lines includes:

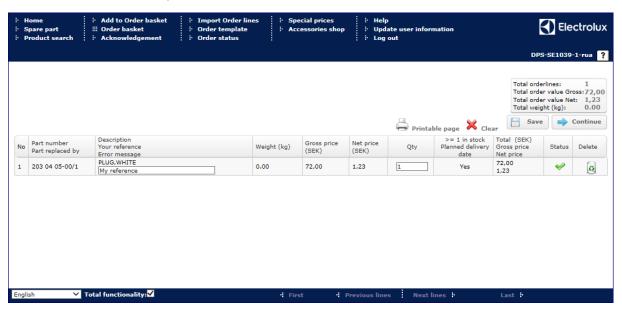
- -Spare part number
- -Part replaced by if applicable
- -Part description
- -Your reference in the input field it is possible to add an own reference/comment.
- -Gross price
- -Net price
- -Quantity can be changed
- -Stock balance (>= 1 in stock) Yes if at least one item of the ordered spare part is in stock, otherwise No
- -Total price for the order line
- -Status:

The line has been validated by the order system and there was no error.

The line has been sent to the order system but no answer has yet been received.

The line has been validated by the order system but the line contained an error.

-Delete – enable the check box if you want to delete the order line.



Edit an order

- To change an order quantity, alter the value in the quantity field.
- To delete an order line, click the *Delete* button for selected order line.

When all alterations are finished, click on the Save button.

Empty the Order basket

If you want to empty the order basket, and delete all order lines, click on the Clear button.

Print the page

To get a printable page, click on button $Printable\ page$ and the page is opened in a new window.

Order basket, continue

When desired changes are made, click on the Continue button and a page is displayed where you complete your order.



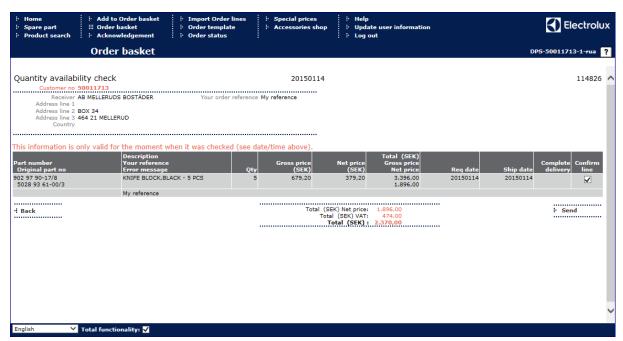
- Select delivery address.
- Select requested delivery date.

Note: ASAP = As Soon As Possible. Earliest possible delivery date is selected by the Order system.

- Enter your order reference (optional or mandatory depending on group settings).
- Enter your order number (optional or mandatory depending on group settings).

Availability check

A control of your order is done by the Order system. An order acknowledgement is displayed. On this page you can view promised delivery date for your ordered spare parts.



- To place the order, click on the Send button.
- To return to previous page, select the Back button.

Place order

• To place an order without performing the availability check, click on the Send button.

An order acknowledgment is displayed.

Acknowledgement

When the order has been checked and approved, an order acknowledgement is created and presented on the screen.

This screen is divided into two areas. The first area contains information about the user:

- -Customer number
- -Receiver
- -Delivery address
- -Your order reference
- -Your order number
- -Our order number this means the Electrolux Distriparts order number, which will appear on the invoice sent to you.

The second area shows information about items you have just ordered:

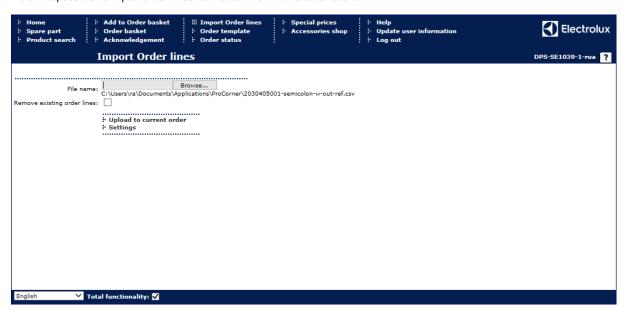
- -Part number
- -Original part number if the part has been replaced
- -Part description
- -Your reference
- -Error message, if any exists, an error message might appear if the spare part you ordered has been stopped for delivery.
- -Quantity,
- -Price information
- -Requested date
- -Promised date-
- -Complete delivery this field is either void or holds an *N* for No. If the field contains an *N* you will find, in the field *Promised date*, the date when the item is expected to be in stock. Note that this information is valid only for current order line, not the complete order, if not the order consists of only one order line.

It's only possible to view an acknowledgment for a specific order one time Add to Order basket Import Order lines Order template Order status Electrolux Acknowledgement DPS-SE1039-1-rua ? Printable page Receiver ELECTROLUX HEMPRODUKTER AB Address line 1 ES-OFL Export to a text file Address line 2 . Address line 3 105 45 STOCKHOLM Country Our order no 9397965 1 203 04 05-00/1 PLUG, WHITE 72,00 1,23 144,00 2,46 20150114 20150114 My reference PLUG,WHITE 203 04 05-00/1 20150114 20150114 72,00 My reference Total (SEK) Net price: Total (SEK) VAT: Total (SEK):

If you have not been able to view order acknowledgments for several orders, a drop down list will appear in top of the page. Select the order you want to view.

Import Order lines

Here it is possible to import order lines from a text file into the order basket.



Upload to current order

- Click on the Browse button to find your text file with externally created order lines.
- Select the button Upload to current order and the order lines will be added to current order in your order basket.

If the check box is enabled, existing order lines in current order will be removed.

Settings

Select file type

Possible types are:

- -Fixed width each column has a determined length
- -Comma each column is separated with a comma
- -Semicolon each column is separated with a semicolon
- -Tab each column is separated with a tab
- -Other each column is separated with the character of your choice.

Select file format

- Select field in the drop-down list to the right.

 Enter start position and field length for chosen fields.

 Click on the Add button, and the selected field will appear in the list box to the left.

If you want to remove any of the selected fields, mark that field in the list box and click on button Remove selected.

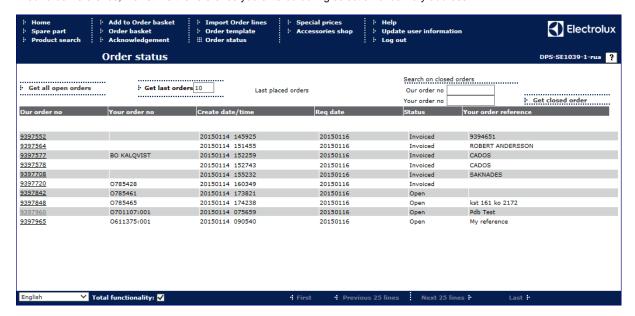
Click the Save settings button in order to save the settings.

Order status

The main function of this page is to display orders where one or more line has not been delivered (i.e. backorders). It is also possible to search on closed orders and to view orders that are placed within the day.

The information displayed is:

- -Our order number created by our order system.
- -Your order number created during order process.
- -Created date/time tells us when the order was sent to the order system.
- -Requested date the date requested when the order was created.
- -Status tells us if the order is finished, is prepared for package or if anything is on back order.
- -Your order reference, if exist is the reference you entered during selection of delivery address.



Search on closed orders

To view a specific closed historical order:

- Enter "Our order number" or "Your order number" in the relevant text field.
- Click the Get closed order button.

Get today's order

To update the view by orders created today:

• Click the Get today's orders button.

View the detail of an order

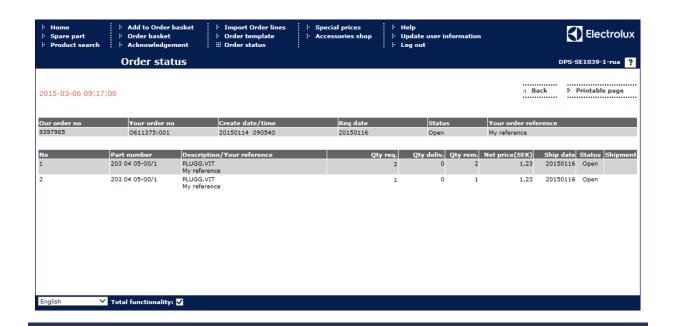
To view the detail of the order click on the *Our order No* – link.

The page that will appear shows information about an order, its order head and lines. The information in the table at the top of the page contains data about the order head. This information is the same as the previous page.

The information displayed in the second table is:

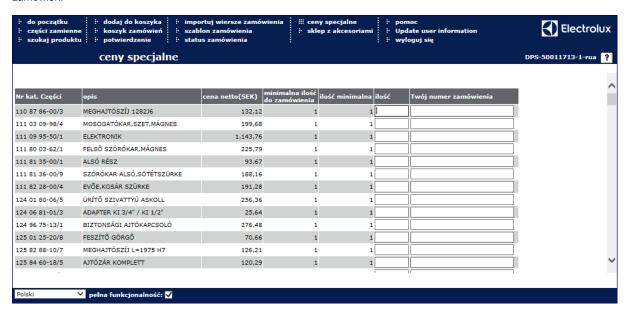
- -Part number
- -Description
- -Quantity requested
- Quantity delivered
- -Quantity remained
- -Net Price
- -Promised date
- -Shipment this function is only available for some distributors.

If the order is sent an icon will appear in this column. This icon is a link to current distributor where you can view present status of your order line.



Ceny specjalne

Strona wyświetla listę wyjątkowych cen netto na określone części zamienne. Części te mogą być dodane do Twojego koszyka zamówień.



Dodaj do koszyka zamówień

- Wprowadź ilość i (opcjonalnie) wiersz odniesienia w pole wprowadzenia danych.
- Wciśnij przycisk Dodaj do koszyka zamówień.

Uwaga:

- 1) Wprowadzona ilość musi być równa lub wyższa niż podana *minimalna ilość zamówienia*.
- 2) Jeśli podana wartość wielopozycyjnego zamówienia jest większa niż 1, wprowadzona ilość musi tworzyć parę z wielopozycyjnym zamówieniem. Przykład: jeśli wielopozycyjne zamówienie ma 5 pozycji, możliwa ilość to 5,10,15,20 itd.

Accessories shop

Introduction

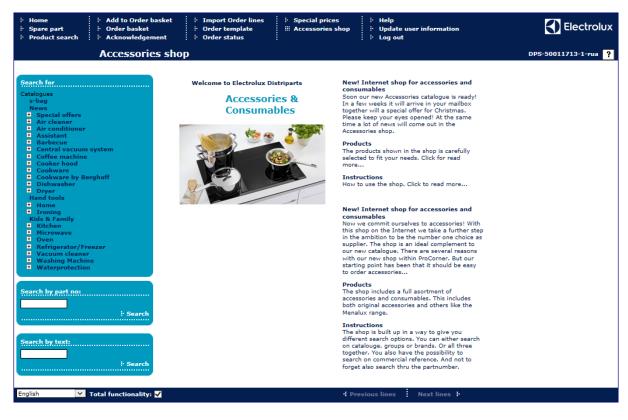
These main purposes for this function is to let you search for accessories and order accessories online, i.e. add desirable items to your order basket. The process is divided primarily into two steps:

- Search for an item (accessory) and view the information and picture related to the object
- o Enter a quantity and add the item to your basket.

Searches can be done in several ways

- Limit your search by selecting in the menu tree:
 - Catalogues, or groups
- Enter part number
- Enter part name

Worth to mention is that when you enter this function you can find general information about the shop on the welcoming page to the right. The information cover subjects such as news, products, instructions and similar.



Search for catalogues, groups

Select in the menu tree for catalogues and/or groups (sub catalogues).
 Example: Cooker hood - Filters



Items that meet your search criteria are displayed at the right part of the page.

Search by part number

Enter a complete part number or element of part number.
 Example: 50296054005 or 5029605.

Items that meet your search criteria are displayed at the right part of the page.

Search by text

 Enter a text, or a single word, which is a part of the accessory information in the shop. A so called wildcard search will be performed on entered text.
 Example: "stainless steel"," K120", "refrigerator"

Items that meet your search criteria are displayed at the right part of the page.

Result list of items



Depending on your search criteria you will get a list of one or more items presented on one or more pages. Items belonging to the same category is displayed on one page. If the list of items belongs to several groups, a separate page is created for each group.



Part name

Model

To scroll forward and backward through the pages, select the buttons that become visible when several pages are available.

Item information

For each item you will find information such as:

Thumbnail picture/s Part description
News information about the item Brand

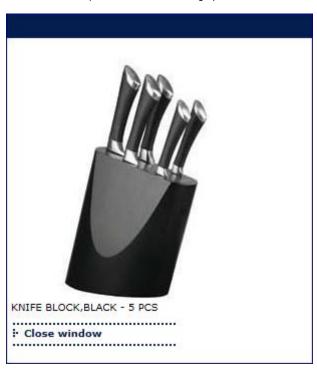
Available stock statuses are:



- part on stock
- part out of stock

To view a larger image of the part:

Click on the picture or the link Enlarge picture.



Add to basket

When you found desirable item, you can add the part to the order basket:

- o Enter quantity and eventual reference.
- Click on button Add to basket.



The symbol gets visible and confirms that the selected part is now available in your order basket.

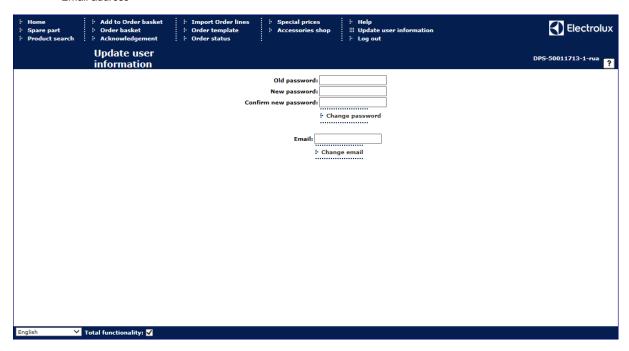
In a similar way as described above, you can search for other accessories and put them in your order basket.

After adding items to the order basket you can continue with the order handling, in a general manner as for spare parts, in function Order basket.

Update user information

With this function you can change your user information:

- Password
- Email address



Change password

- Enter your old password in the first input box.
- Enter your new password in the second input box.
- Confirm your new password in the third input box.
- Click on the Change password button.

A message is displayed when the password is changed.

Change email address

- Enter your email address.
- Click on the Change email button.

A message is displayed when the email address is changed.