

User Guide



METTLER TOLEDO Technology for UPS Customers Support at your Fingertips

METTLER TOLEDO

Table of Contents

Accessing the Site	pg. 3
User Settings	pg. 4
Placing an Order	pg. 5-6
Wish List	pg. 6
Order Management	pg. 7
FAQs	pg. 7-10

How to Access the Site

1. Visit the website at: <https://ups.store.mt.com>

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

If you would like to shop within the UPS Digital Connections program, click the banner at the top of the homepage as directed. This will direct you to enter your Digital Connections ID and click the green "Continue" button to take you back to the homepage.

If you are shopping as a Standard UPS customer, click "Continue" under the Standard UPS Customers box.

Digital Connections Customer

If you intend to shop with your UPS Digital Connections ID, please enter your ID below and select 'Continue' to proceed.

Digital Connections ID

CONTINUE

Standard UPS Customers

If you don't intend to order with a Digital Connections ID, select 'Continue' below to proceed to our UPS standard site.

CONTINUE

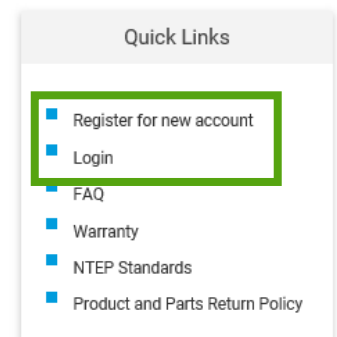
2. Shop as a Guest or Login

If you do not wish to login or register for an online account, you can simply shop and checkout as a guest. Please note that as a registered user, you can benefit from additional features, including tracking order fulfillment, viewing your order history, and creating wish lists!

Want to register for an online account? Click "Register for new account" under the Quick Links box on the homepage. Fill out your contact information, desired login credentials, and business information. After submitting your registration, you will receive an automated email to activate your account. Click on the URL provided in the email and proceed to login (this URL will only be valid for 24 hours). **Please note, this online account is not linked to a METTLER TOLEDO business account.**

If you would like to login, click "Login" under the Quick Links box. 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 instructions on how to update your password.

If you would like to update the email associated with your online account, please email MTeCommerce@mt.com and a member of our team will assist.



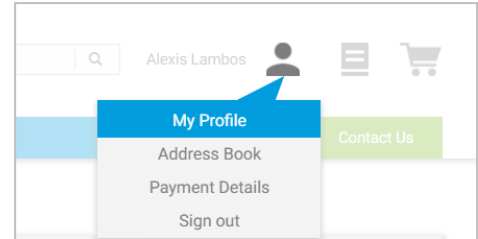
User Settings

If you have a registered online account, you can manage your account settings under your Profile, Address Book, and Payment Details.

1. Account Settings

How do I change my account settings?

From any page, click the person icon displayed in the upper right hand corner of the screen. Then, click "My Profile." Here you can edit your profile information or change your password.



2. Managing Addresses

From any page, click the person icon in the upper right hand corner and click Address Book. Here you can add or manage any shipping addresses and billing addresses associated with your account. You can also add any shipping or billing addresses needed during checkout.*

Please note: UPS Digital Connections orders will default to the United Parcel Services Bill-to address during checkout.

Shipping Addresses				Billing Addresses
Search for list				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

3. Payment Information

From any page, click the person icon in the upper right hand corner and click Payment Details. Here you can add or manage any credit cards associated with your account. You can also add a different credit card during checkout.

Credit Card	Expiration Date	
Visa ending in 8619	12/2056	
Amex ending in 0003	12/2034	

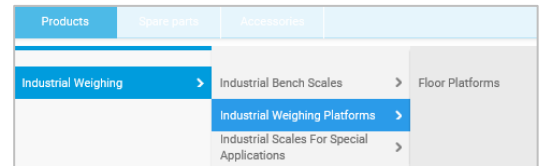
[ADD NEW CREDIT CARD](#)

Placing an Order

How to place an order:

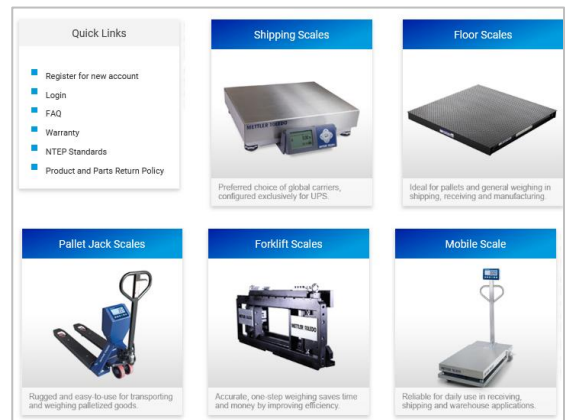
1. Search by Product Category Menu

- 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, there are Filters on the left-hand side of the page which allow a user to narrow the search results
- 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
- You may change the item quantity by clicking the plus or minus buttons
- Click "Add to Cart"
- Go to cart for checkout or continue shopping



2. Search by Product Category Homepage

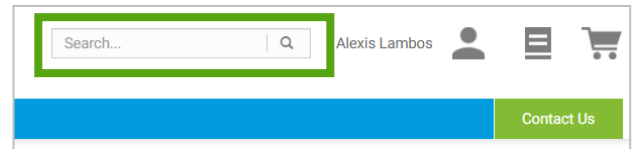
- Click on a Product Category banner on the homepage
- On the Product Category page, there are Filters on the left-hand side of the page which allow a user to narrow the search results
- Or you may scroll through the list of products to find the item you wish to purchase
- Once you find the item, click the item name to take you to the Product Detail page
- Select the item you want to purchase
- You may change the item quantity by clicking the plus or minus buttons
- Click "Add to Cart"



- Go to cart for checkout or continue shopping

3. 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
- You may change the item quantity by clicking the plus or minus buttons
- Click "Add to Cart"
- Go to cart for checkout or continue shopping



Wish List

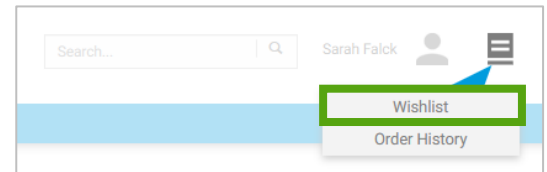
If you are logged in to your registered online account, you can take advantage of the Wish List feature.

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 the Lists icon in the upper right hand corner
- Select Wish List
- Select Create New Wish List
- Your List Type will be 'Private'
- Enter List Name
- Click Save

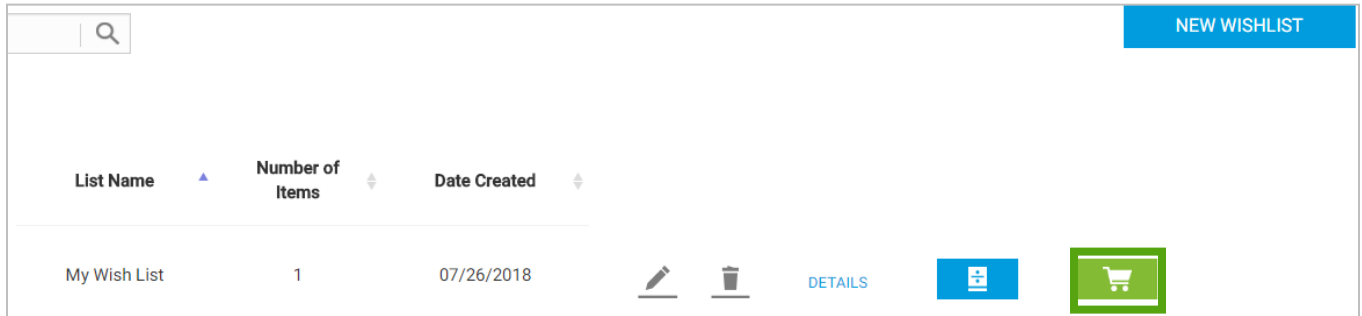


Adding products to a list:

- Once the Wish List is created, 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 Wish List' button
- You can also add products from the Product Detail pages by clicking the blue List button and "Add to Wish List"

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



Order Management

1. Order Confirmations

When/how will I receive my order confirmation?

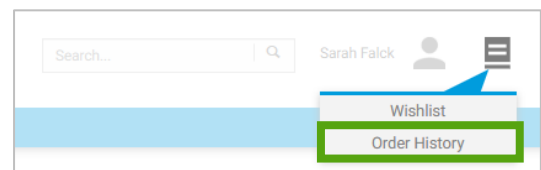
Standard UPS Customers: You should receive an order confirmation email shortly after placing your order. If you have not received a confirmation within 1 business day, please call us at 800-786-0812 (Choose Option 1: Sales Support).

UPS Digital Connections Customers: You should receive an order confirmation email shortly after placing your order. **However, our internal team will be reviewing your UPS Digital Connections ID entered at checkout as part of the UPS Digital Connections Program.** After our internal team has completed the review of your order, you will receive another order confirmation email. If you have not received a confirmation within 1 business day, please call us at 800-786-0812 (Choose Option 1: Sales Support).

2. Order History

How do I view my order history?

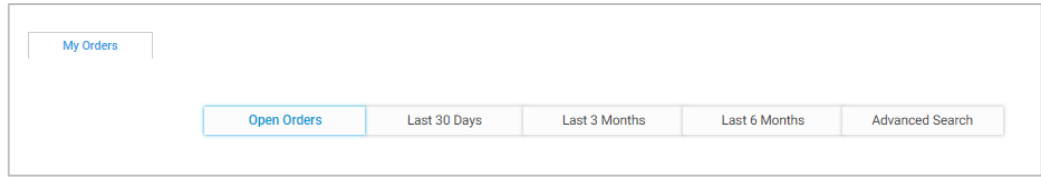
If you are logged in to your registered online account, you can view your order history, which will include all orders you have placed on the website. From any page, click on the list icon displayed in the upper right hand corner of the screen. Then, click "Order History".



3. Tracking

How do I track current orders?

Locate your order in the order history (see above). You can filter on the tabs to view Open Orders and past orders that have been placed in the last 30 days, 3 months, and 6 months. You can also use the Advanced Search feature to search for orders by reference number*, order number, by date, or by order status.



Click into the details of an order to view tracking information.

*Reference number is the field you enter into the "Your PO #" field during checkout. **If you are a UPS Digital Connections customer, this field should contain your Digital Connections ID.** Please see FAQs Question #1 for further information.

FAQs

1. Checkout

At checkout, what should I add to the 'Enter Purchase Order Number' field?

If you are ordering within the UPS Digital Connections Program, your Digital Connections ID will automatically populate in this field. If you are not ordering with a Digital Connections ID, this field is for your internal reference only.

We do not support PO orders via this website, so you can input a Company Reference number or a label for your own reference purposes.

2. Payment

What are my payment options?

If you are purchasing as a UPS Standard Customer, credit card will be the only payment option accepted through this website.

If you are purchasing as within the UPS Digital Connections Program, your payment will be processed via invoice, with the United Parcel Services billing address. A credit card or PO will not be needed during checkout. However, we require that your Digital Connections ID be entered into the PO # field during checkout.

3. Quick Order

How do I use the Quick Product Entry box on the Cart page?

If you need to add more products to your cart, you can speed up your ordering by using our Quick Order functionality on the cart 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'

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'

	A	B
1	30324384	2
2	130414	3
3	30129161	1



Quick Order

Item No. & Quantity

30324384 2
 130414 3
 30129161 1

i
🛒

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

EDIT

DELIVERY OPTION

UPS Ground 1-5 day

REQUESTED DELIVERY DATE

Ship when ready ⓘ

DELIVERY PAYMENT

Prepaid

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 shipping address. If you are checking out as a Standard UPS Customer, you will also have the option to choose your billing address. If you are logged in to your registered online account, you can keep a list of billing and shipping addresses in your Address Book. When checking out, you will then see all available options for your account from our system.

You may also specify a new billing or shipping address during checkout and select whether or not to save the address to your Address Book for future use. **If you are checking out with a UPS Digital Connections ID, you will not be able to change the United Parcel Services billing address on the checkout form.**

Sarah Falck ⋮

My Profile

Address Book

Payment Details

Sign Out

5. Shipping Label Format

What fields print out on the shipping label?

The shipping label prints in the format as shown below. The only fields which are not present on the shipping label are Company Name 3 and Address Line 3. These fields 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
 City, State Zip Code

6. Shipping Method

What shipping options are available?

DELIVERY OPTION	REQUESTED DELIVERY DATE	DELIVERY PAYMENT
<input type="text" value="UPS Ground 1-5 Day"/> <ul style="list-style-type: none"> UPS Ground 1-5 Day UPS Ground 1-5 Day UPS Next Day UPS 2nd Day By 5pm UPS Freight 	<input type="checkbox"/> Ship when ready ⓘ <input type="checkbox"/> Request consolidated delivery ⓘ <input type="text" value="Requested Delivery Date"/>	<input type="radio"/> Prepaid <input checked="" type="radio"/> Collect Type collect Number <input type="text"/> <input type="checkbox"/> Save for later use

UPS shipping options vary depending on product.

Daily order cutoff times exist for each shipping method (see next section for specifics).

Only one shipping method may be selected for an entire order of in-stock products. If you wish to ship portions of your order using different methods, please submit separate orders.

See Terms and Conditions for complete details.

What are the daily cutoff times for each shipping method?

UPS Ground:

- 6:00 PM EST for items shipping via ground: **orders should be submitted no later than 5:45 PM EST**

UPS NDA, 2nd Day:

- 7:00 PM EST for items shipping via priority method: **orders should be submitted no later than 6:45 PM EST**

UPS Freight:

- 3:00 PM EST for same-day shipping: **orders should be submitted no later than 2:45 PM EST**

"Request consolidated delivery": what does this mean?

"Request consolidated delivery" is an option in the Shipping Method box during checkout. 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.

www.mf.com

For more information