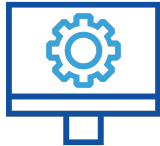


FAQ Page – Content in English:

General

Navigate through the Customer Portal



1. Where can I see my order history?

Click on the notebook icon "My Features" at the top right above the navigation bar.

In the corresponding drop-down menu, you will find the sub-item "Order History".



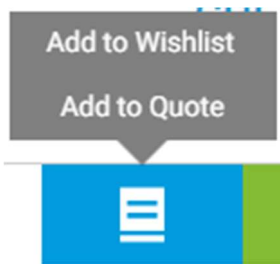
On this page you can view all open orders: those of the last 30 days, the last 3 months or the last 6 months. An advanced search function allows you to find a specific order by date or purchase order number (PO#), also known as "Reference".

If you have any questions about the proper delivery of your orders, please feel free to contact us by phone or by contact form. To do so, click on "Contact us" in the navigation bar.

2. How can I use Wishlists?

First select a product that you would like to add to a wishlist.

Then click on the blue notebook symbol at the bottom right to select the sub-item "Add to Wishlist".



You can now decide whether you want to add the product to an existing wishlist or create a new wishlist.

You can also view wishlists and create new wishlists via the notebook icon "My Features" at the top right above the navigation bar. To do so, go to the drop-down menu and click on "Wishlist".



On this page you also have the possibility to create, edit and search for new wishlists. You can convert entire wishlists directly into an order.

3. How can I share a Wishlist?

When creating a new wishlist, you have the option to create a shared wishlist by giving other colleagues in your company access to your wishlist. All colleagues with access to the Customer Portal can then view and edit the shared wishlist. Of course, you can also create a completely private wishlist.

4. Can I mark certain products as a favorite?

Currently there is no function to mark specific products as favorite. We therefore recommend that you create a wishlist with your favorite products. This allows you

to easily find all your favorite products and quickly place an order directly from your wishlist.

5. Where can I find the General Terms and Conditions?

You will find the General Terms and Conditions in the footer of each individual page under "Terms and Conditions" or directly on mt.com [Legal Information - METTLER TOLEDO \(mt.com\)](#)

6. Where can I find the legal notice?

You will find the legal notice in the footer of each individual page under "Terms and Conditions" or directly on mt.com [Legal Information - METTLER TOLEDO \(mt.com\)](#)

7. Where can I find the data protection guidelines?

You will find the data protection guidelines in the footer of each individual page in the section "Legal Information" under the item "Terms and Conditions". On this page you will find the data protection guidelines as the second point.

8. Who can I contact if I have a technical problem?

For technical problems, you can complete our contact form by clicking on "Contact us" in the navigation bar. Alternatively, you can use the contact options by telephone or e-mail provided in the footer. Please contact us directly at the following [e-mail](#) address.

9. Who can help me with product questions?

For product questions, you can complete our contact form by clicking on "Contact us" in the navigation bar. Alternatively, you can use the contact options by telephone or e-mail provided in the footer. Please contact us directly at the following [e-mail](#) address.

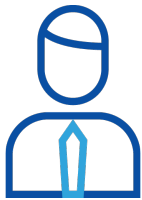
10. How do I use the search bar?

The search bar can be used to search for a product by name or by your METTLER TOLEDO product ID.

As soon as the search term has been entered, a preview list of products matching your criteria appears. Either you will already find the product you are looking for here or you can carry out the search by pressing "Enter" to get a more detailed list of results. You can then take a closer look at the product characteristics of the search results or set a filter to narrow them down so that you get your desired result.

User Administration

Manage your settings and user information



1. How can I change my password?

You can change your password via the user administration "My Account" under the item "My Profile".



If you need to reset your password, click on the button "Reset password" on the login screen and create your new password.

2. How can I change my account settings?

You can access your user settings via the user administration "My Account" under the item "My Profile".



Two blocks will be displayed:

Profile Information

Here you can change your personal information, excluding the e-mail address.

Change Password

Here you can create a new password by filling in the boxes and clicking on "Save".

Once it has been changed, you can start using your new password the next time you login.

3. Where can I find my address book?

You can access your address book via the user administration "Address Book".



Here you can view your stored delivery and billing addresses and create new delivery addresses.

4. How can I change my billing address?

If you pay by invoice, you cannot change your billing address yourself. We therefore ask you to use our contact form to make this change for you. If you

5. How can I change my e-mail address?

You cannot change your e-mail address yourself. We therefore ask you to use our contact form to request that a METTLER TOLEDO Representative make this change for you.

Order Processing

Easily place and track orders online or re-order from your previous orders



1. Are my negotiated business terms displayed?

Once you are logged in to the online shop, your user name has been linked to your business account. The system automatically accesses your stored business terms and displays the negotiated discounts in the online shop.

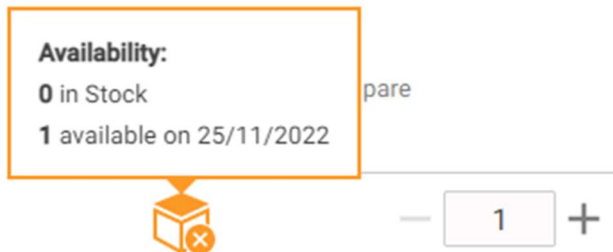
If your business account pricing is incorrect, please contact us by phone or via the contact form.

2. Do I have to pay shipping costs and how much are they?

The shipping costs are calculated by weight (kilograms) and are automatically added to the order. Please find the freight costs directly via this [link](#).

3. What is the delivery time for my order?

Depending on the availability of the items, delivery times may vary. You can check availability and the associated delivery times on each item detail page. By clicking on the calendar icon to the left of the quantity, you will receive information about it.



You will notice three different colors of the icon:

Green – Product is in stock.

Orange – Product has a lead time associated or lead time status is unknown.

Grey – This type of product is not stocked but manufactured, the lead time is normally available to give you an idea of the expected lead time.

If there is any uncertainty about the lead status of a product, please contact us by phone or via the contact form.

4. How can I change my billing address?

If you pay by invoice, you cannot change your billing address yourself. We therefore ask you to use our contact form to make this change for you.

5. Where can I see my order history?

Click on the notebook icon "My Features" at the top right above the navigation bar.

In the corresponding drop-down menu, you will find the sub-item "Order History".



On this page you can view all open orders: those of the last 30 days, the last 3 months or the last 6 months. An advanced search function allows you to find a specific order by date or reference.

If you are unsure about the proper delivery of your orders, please feel free to contact us by phone or by contact form. To do so, click on "Contact Us" in the navigation bar.

6. How can I view the status of my order?

Click on the notebook icon "My Features" at the top right above the navigation bar.

In the corresponding drop-down menu you will find the sub-item "Order History".



On this page you can view all open orders: those of the last 30 days, the last 3 months or the last 6 months. An advanced search function allows you to find a specific order by date or reference.

In the list of open orders, you will find the status of your order in the penultimate column. Orders can have the following status messages: "In Progress", "Shipped" and "Cancelled".

If you are unsure about the proper delivery of your orders, please feel free to contact us by phone or by contact form. To do so, click on "Contact Us" in the navigation bar.

7. Why do I see spare parts even though they are no longer available?

We always try to display the latest product portfolio in our online shop. Nevertheless, it can occasionally happen that we have products in the online shop that are no longer available.

In this case, please contact us by phone or by contact form to offer you an appropriate replacement product and to remove the outdated product from the online shop.

Please also contact us if there is any uncertainty about the delivery time of products.

8. What does "Your PO#" mean when completing the order process?

"Your PO#" (Purchase Order Number) is a purely informative field. It allows you to store a reference to your own order, which will be printed as a reference in the order confirmation as well as invoice. This allows you to optimally coordinate your orders internally.

9. How can I use the quick-entry function?

This is a command window to quickly add your products to the shopping cart without having to navigate within the website:

Manually

Enter the desired item number and separate the quantity with a comma, a space or a "#" (example: 17014486, 3).

Press "Enter" and add another item number.

Once your items are listed, click on the green box with the shopping cart.

The items are automatically added to the shopping cart.

You can complete the order directly and order the desired products.

Via an Excel file

List the desired elements with their references in column A and the quantity in column B.

Copy and paste the cells in columns A and B into the quick-entry window.

Click on the green button with the shopping cart.

The items are automatically added to the shopping cart.

You can complete the order directly and order the desired products.

10. When will I receive my order confirmation for my online orders?

An order confirmation will be sent immediately after placing the order. There you will find all delivery-relevant information and can contact us if necessary.

If you have not received an order confirmation, please contact us by phone or via the contact form.

11. Who can help me with product questions?

For product questions, you can fill in our contact form by clicking on "Contact Us" in the navigation bar. Alternatively, you can use the contact options by telephone or e-mail provided in the footer. Please contact us directly at the following [e-mail](#) address.

12. Why is the product I am looking for not in the online shop?

To make your shopping experience at METTLER TOLEDO as appealing and efficient as possible, we create a customized product portfolio for you. If, in individual cases, you are unable to find the product you are looking for, we will be happy to help you by telephone or by using the contact form.

13. Can I re-order items which have already been purchased and delivered?

To re-order items which have already been purchased and delivered, click on the notebook icon "My Features" at the top right above the navigation bar.

In the corresponding drop-down menu you will find the sub-item "Order History".



On this page you can view all open orders: those of the last 30 days, the last 3 months or the last 6 months. An advanced search function allows you to find a specific order by date or purchase order #.

In the list of individual orders, you will find a green button on the far right of each column which represents a shopping cart. With this button you can reorder the entire purchase you have already made.

Clicking on the order number opens the respective order details. Here you also have the option of reordering the order by clicking on the green button "Reorder all".

14. Who can I contact if I have a technical problem?

For technical problems, you can fill in our contact form by clicking on "Contact us" in the navigation bar. Alternatively, you can use the contact options by telephone or e-mail provided in the footer. You are also welcomed to contact us directly at the following [e-mail](#) address.

Invoice Processing

Learn more about your payment options and how to download your invoices



1. What payment options do I have?

By using our online shop, you have the possibility to choose between the payment options of purchase by PO/invoice and credit card payment.

2. How can I change my payment method?

You can adjust the payment method for each individual order as you wish in the second step of the shopping cart process. Here you have the option in the "Payment" section to choose between purchase by PO/invoice and credit card payment.

3. Which credit cards are accepted?

In our online shop you have the option to pay via "Visa" or "MasterCard". For further information please click [here](#).

4. How can I change my billing address?

If you pay by invoice, you cannot change your billing address yourself. We therefore ask you to use our contact form to make this change for you.

Delivery

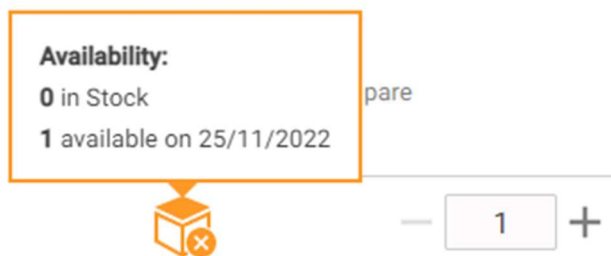
Track your order and delivery status at any time



1. What is the delivery time for my order?

Depending on the availability of the items, delivery times may vary. You can check availability and the associated delivery times on each item detail page. By clicking on the calendar icon to the left of the quantity, you will receive information about it.

You will notice three different colors of the icon:



Green – Product is in stock.

Orange – Product has a lead time associated or lead time status is unknown.

Grey – This type of product is not stocked but manufactured, the lead time is normally available to give you an idea of the expected lead time.

If there is any uncertainty about the lead status of a product, please contact us by phone or via the contact form.

Quote Management

Create Self-Service Quotes or accept and follow-up on quotes provided by your Sales Rep

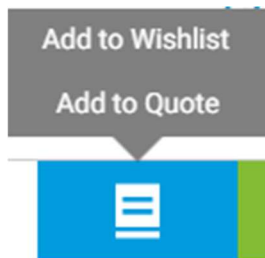
Alternative (if you are not using Package Quotes): Create Self-Service Quotes for your internal approval processes



1. How do I create a self-service quote?

Once you have selected a product for which you would like to create a self-service quote, click on the blue notebook icon to the right, next to the quantity information.

You can then add the product by clicking on "Add to Quote".



"Now you have the option to create your own quote for the product by clicking on the button "Self-Service Quote"

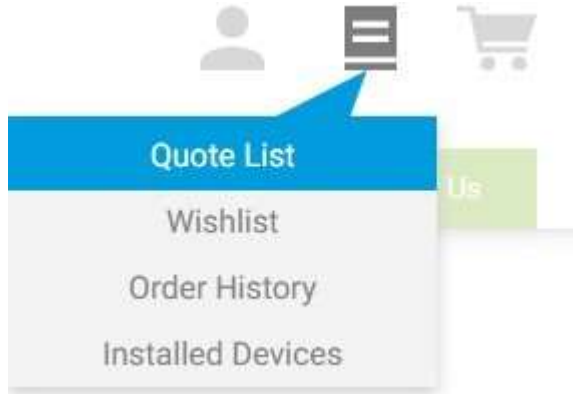
Once you have selected all the desired products, you can create the quote by clicking on "Request Quote".

Wal through the quote checkout process the same way as you would place an online order. The quote appears in your quote list after the checkout process has been completed.

2. Where can I find my quote list?

You can find your quote list via the notebook icon "My Features" at the top right above the navigation bar.

In the corresponding drop-down menu you will find the sub-item "Quote list".



The following page is again divided into the areas "Quotes from MT" and "My Quotes". Here you will find the quotes that METTLER TOLEDO has created for you or your self-service quotes.

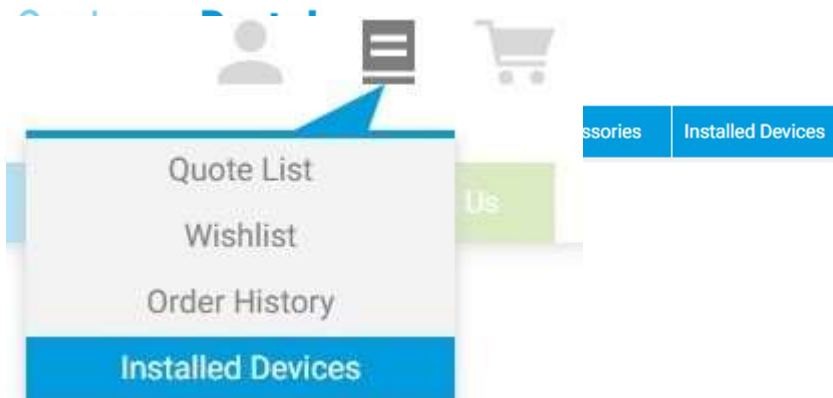
Service and Installed Devices

Manage your installed devices, download calibration certificates and place service requests online



1. Where can I find my installed devices?

You can find the list of your installed devices in the navigation bar or in "My Features".



2. Which devices are displayed?

All **active** METTLER TOLEDO devices are displayed. Devices which are older than 12 years and which have not been serviced in the last 3 years are not displayed. If a device is missing, please contact our service team at Service-Administration.ch@mt.com.

3. How can I find individual devices?

All active METTLER TOLEDO devices assigned to your user account are displayed under "All devices". Using the filters, you can easily limit the number of

devices displayed. Individual devices, for example, can be easily found by searching by serial number

By using asterisks (*), you can filter by individual components:

Example:

Serial Number
Filter finds all devices that contain "C123" in the serial number.

4. Can I see devices from different locations?

Yes, devices from different locations are also displayed. However, this requires that multiple locations are assigned to your user account. If you need access to more locations, please contact us via the contact form. Under "All Devices", you can filter by individual locations.

5. Where can I download certificates?

Clicking on the device name or the picture in the device list opens a new page with all device details. The certificates can be downloaded under the tab "Documents download".

6. How are weighing systems (terminal/scale/printer) displayed?

Clicking on the device name or the picture in the device list opens a new page with all device details. Under the tab "System Information" all devices of a system are displayed. It is possible to switch directly from this list to another component of the system by clicking on the corresponding serial number in the list.

7. How can I structure my devices?

The "Structure" tab allows you to create new structures in order to sort your devices easily and clearly.



You haven't specified any Location or Organization Structure yet. Giving your Devices a structure, will help you manage processes across different Devices going forward.

[CREATE STRUCTURE](#)

You can create new locations by clicking on the "Create Structure" button.

Name*

Structure Type*

Description*

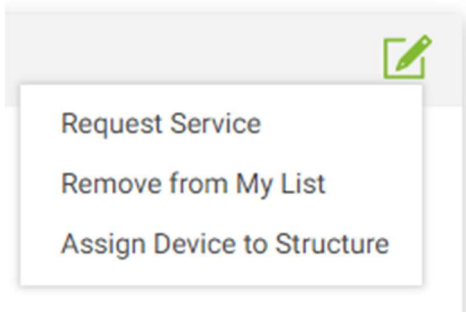
SAVE

[Users](#) [Devices](#)

Access Rights

ADD USER

In addition to specifying the name and structure type, it is possible to assign already registered users to the location and thus set up an owner. Afterwards, you can add specific devices to the structure from the "My Devices" tab.



Now the device has been successfully added to the structure and you have the option to sort your devices according to the structures.

8. How can I request service?

On the respective device detail page, you have the option of ordering certain services via the "Request Service" button. After selecting the desired service and entering the remaining information, the form can be sent to our service department.


Service Request ✕

You are about to submit a Service Request for the following Device(s)

Serial #	Product Name	Asset tag	Contract Coverage	Contract ID
C126059627	Balance XPR6002S	22119-001	PM CAL REP	

What type of service are you requesting?*

✓

 As this Device is not part of a Repair Contract and the Warranty is expired, we will issue a Quote for the Repair before scheduling the appointment with the technician

Do you have a preferred date of service?

Yes No

Request Details*

Please enter as much details as possible about the failure you experience with the Device.
This will help us assess and trigger the next steps

Personal Information

In addition to a request for repair, it is possible to have a device included in further contract coverage. METTLER TOLEDO receives the submitted requests by e-mail so that an appointment can be made to carry out the service.