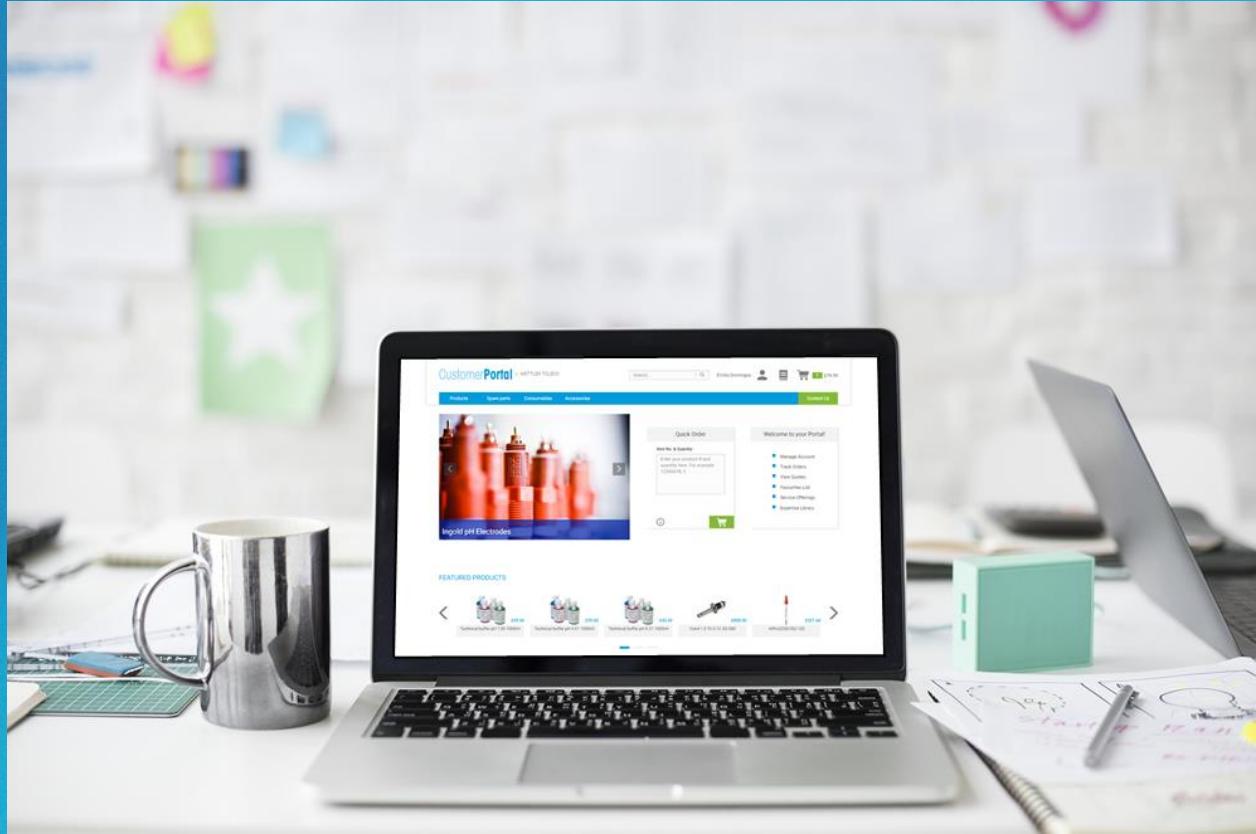


User Guide



CustomerPortal

Ordering at your Fingertips

Table of Contents

Accessing the Portal	pg. 3
CustomerPortal User Settings	pg. 4
Placing an Order	pg. 5-8
Comparing	pg. 9-10
Wish List (Order Template)	pg. 11-13
Pricing	pg. 14
Submitting an Order	pg. 15-16
Order Management	pg. 17

How to Access the CustomerPortal

1. Visit the secure METTLER TOLEDO CustomerPortal website at <https://uk-store.mt.com>

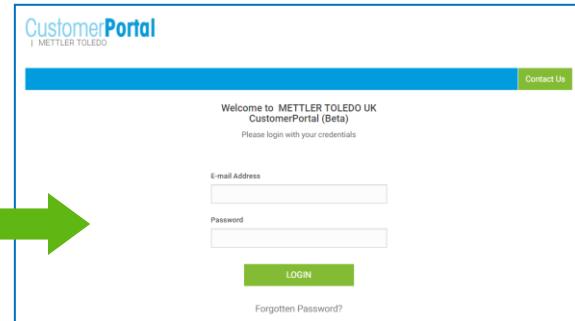
You can access the CustomerPortal using any computer, tablet, or mobile device with an Internet connection.

You may want to bookmark this site for easy access in the future.

2. Enter your E-mail Address and Password then click the Login button

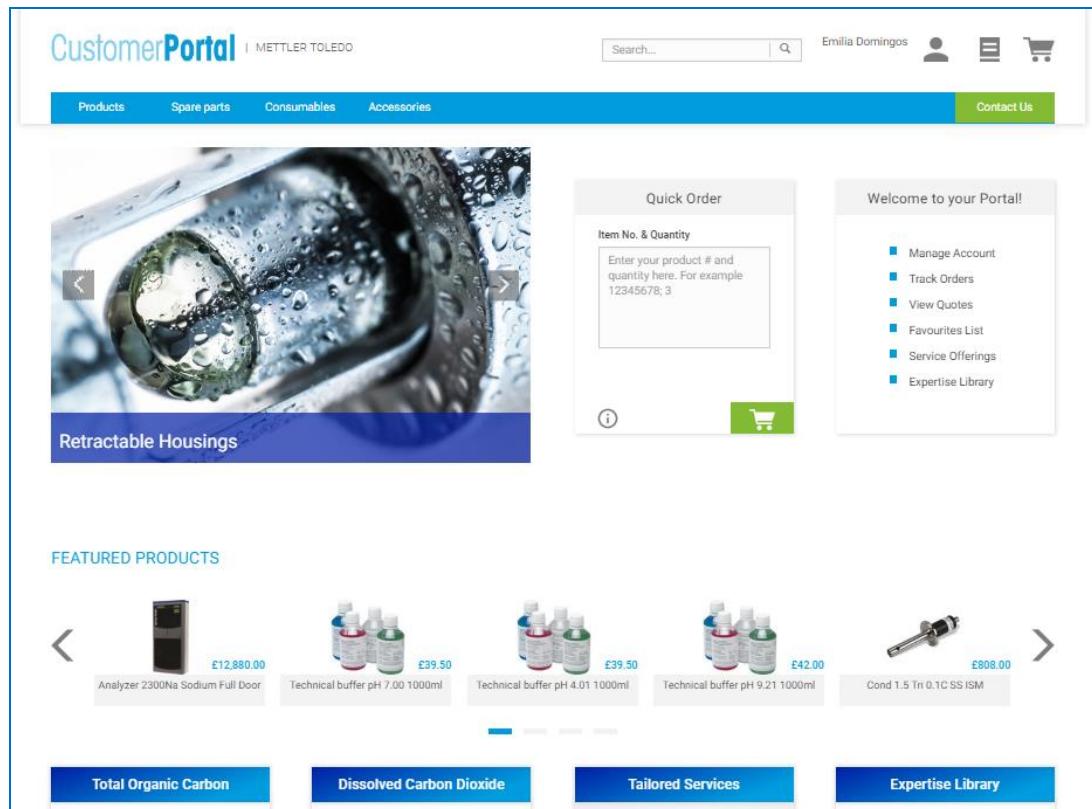
If you forgot your password, select the "Forgot Password" option at the login screen and enter the email address associated with your profile.

You will receive an automated email with updated credentials.



The image shows the login page of the CustomerPortal. At the top, it says 'CustomerPortal' and 'METTLER TOLEDO'. Below that, it says 'Welcome to METTLER TOLEDO UK CustomerPortal (Beta)'. It asks 'Please login with your credentials'. There are fields for 'E-mail Address' and 'Password', a 'LOGIN' button, and a 'Forgot Password?' link. A large green arrow points from the text 'Enter your E-mail Address and Password then click the Login button' to the 'LOGIN' button on the page.

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



The image shows the main homepage of the CustomerPortal. At the top, it says 'CustomerPortal' and 'METTLER TOLEDO'. Below that, there are navigation links for 'Products', 'Spare parts', 'Consumables', and 'Accessories'. A search bar and a 'Contact Us' button are also at the top. The main content area features a large image of a retractable housing with water droplets. Below it, there's a 'Retractable Housings' section. To the right, there's a 'Quick Order' box with a text input for 'Item No. & Quantity' and a 'Welcome to your Portal!' box with a list of links: 'Manage Account', 'Track Orders', 'View Quotes', 'Favourites List', 'Service Offerings', and 'Expertise Library'. Below the main image, there's a 'FEATURED PRODUCTS' section with images and prices for various products: 'Analyzer 2300Na Sodium Full Door' (£12,880.00), 'Technical buffer pH 7.00 1000ml' (£39.50), 'Technical buffer pH 4.01 1000ml' (£39.50), 'Technical buffer pH 9.21 1000ml' (£42.00), and 'Cond 1.5 Tri 0.1C SS ISM' (£808.00). At the bottom, there are four buttons: 'Total Organic Carbon', 'Dissolved Carbon Dioxide', 'Tailored Services', and 'Expertise Library'.

CustomerPortal User Settings

1. Creating a New User or Deleting an Existing Profile

If you need a new user setting up on the CustomerPortal, please contact emilia.domingos@mt.com to request a new user profile. Please provide the access type the user should have - there are two different types:

- Access type normal: may create wishlists, see prices and place orders
- Access type limited rights: may create wishlists but cannot place orders

For users who are no longer part of your company, please contact emilia.domingos@mt.com and request the user account be deleted.

2. Account Settings

How do I change my account settings?

Click on the User symbol in the upper right hand corner of the screen (1)
Then, click "My Profile" (2)

Shared Email Addresses

What if company employees all use the same generic e-mail address?

Each user account requires a unique email address.

The image shows a screenshot of the CustomerPortal. At the top, there is a navigation bar with links for 'Products', 'Spare parts', 'Consumables', and 'Accessories'. Below the navigation bar, there is a large image of a conductivity sensor with arrows pointing left and right. Below the image, the text 'Conductivity Sensors' is displayed. On the right side of the screen, there is a sidebar with a user profile for 'Emilia Domingos' and a 'My Profile' menu. The menu includes 'Address Book', 'Payment Details', and 'Sign out'. The sidebar also features a 'Welcome to your Portal!' message and a list of links: 'Manage Account', 'Track Orders', 'View Quotes', 'Favourites List', 'Service Offerings', and 'Expertise Library'. At the bottom right of the sidebar, there is a shopping cart icon.

Placing an Order

How to place an order

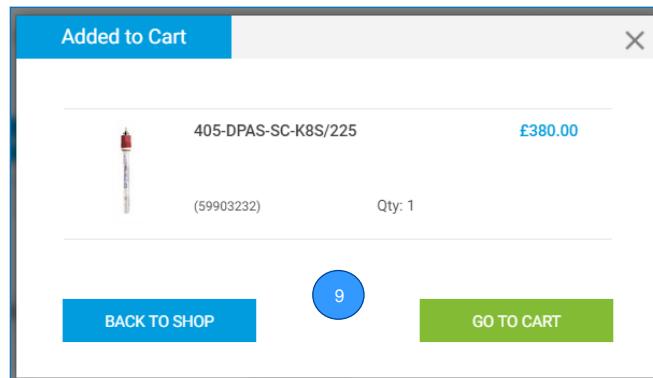
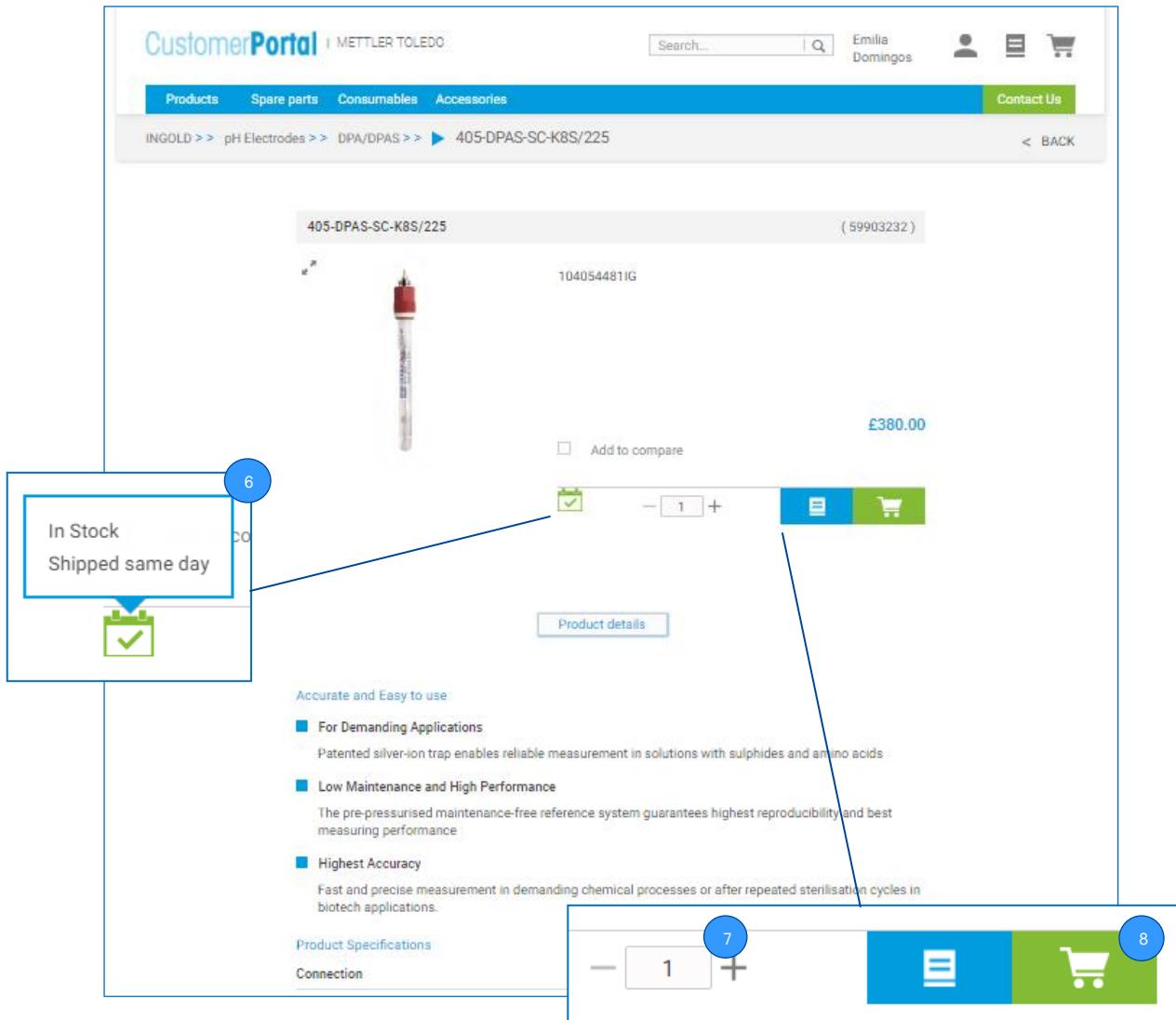
1. Search by Product, Spare Parts, Consumables or Accessories drill down

Select the Products box (1). Select the Product family for the item you wish to purchase (2+3)

On the Product Page on the left hand side there are Facet Filters. Facet Filters will allow a user to narrow the search fields (4) or scroll through the list of products to find the item you wish to purchase. Once you find the item, click on the product name to be taken through to the product detail page (5).

CustomerPortal User Guide

On the product detail page you can see the availability of the specific item by clicking on the calendar symbol (6). To order please enter the quantity (7), click "Add to Cart" (8). Go to cart for checkout or continue shopping (9).



2. Search by Product Number

Enter the item number in the "Search..." box in the top right hand corner (1) either press enter or click the magnifying glass (2) to complete the search. Alternatively click straight through to the product detail page (3).

Select the item you want to purchase (4)

From the Product Detail page check availability (5), change quantity (6) and add the item to wishlist (7) or cart (8).

The image consists of three vertically stacked screenshots of a web-based customer portal. The top screenshot shows the search bar with '58084018' entered, a magnifying glass icon, and a user profile. The middle screenshot shows the search results for '58084018', displaying one product: 'Pure Water ODO SS Hsng' (58084018). The bottom screenshot shows the product detail page for 'Pure Water ODO SS Hsng' (58084018), featuring a large image of the product, its name, price (£258.00), and buttons for 'Add to compare', quantity selection (5), and wishlist/cart.

1. Search bar with '58084018' (highlighted with a blue circle).
2. Magnifying glass icon (highlighted with a blue circle).
3. Product detail page for 'Pure Water ODO SS Hsng' (highlighted with a blue circle).
4. Product detail page for 'Pure Water ODO SS Hsng' (highlighted with a blue circle).
5. Availability checkmark (highlighted with a blue circle).
6. Quantity selection (highlighted with a blue circle).
7. Wishlist icon (highlighted with a blue circle).
8. Cart icon (highlighted with a blue circle).

3. Quick Order

As a frequent and experienced user, you can speed up your ordering by using our Quick Product Entry functionality:

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

Quick Order

Item No. & Quantity
72195850#2 30083482 3 30080003, 1

(i) 1 2 3 4

Quick Order

Item No. & Quantity
72195850 2 30083482 3 30080003 1

(i) 1 2 3 4

	A	B	C
1	72195850	2	
2	30083482	3	
3	30080003	1	
4			

Comparing

On the CustomerPortal there is the possibility to directly compare several items by pricing, product description and technical specifications.

This option is useful if you want to check the specifications of similar items one to one.

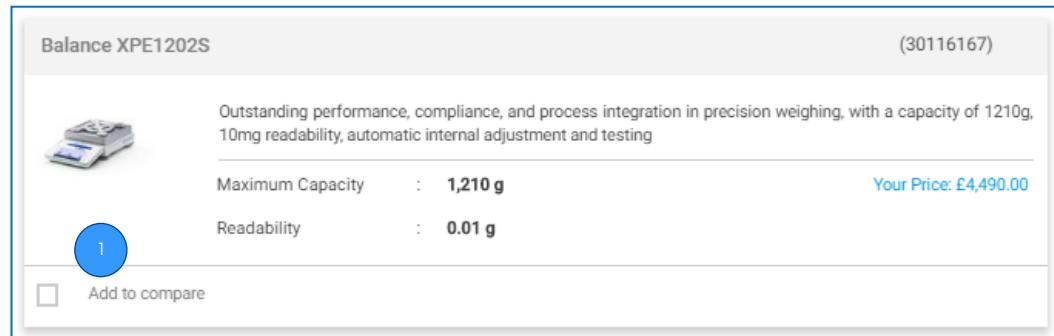
To do compare proceed as follows:

Search and choose an item you want to compare.

Select the item.

Tick "Add to Compare" on the bottom left (1) of the item details.

Repeat this with any other item you want to compare.



Balance XPE1202S (30116167)

Outstanding performance, compliance, and process integration in precision weighing, with a capacity of 1210g, 10mg readability, automatic internal adjustment and testing

Maximum Capacity : 1,210 g Your Price: £4,490.00

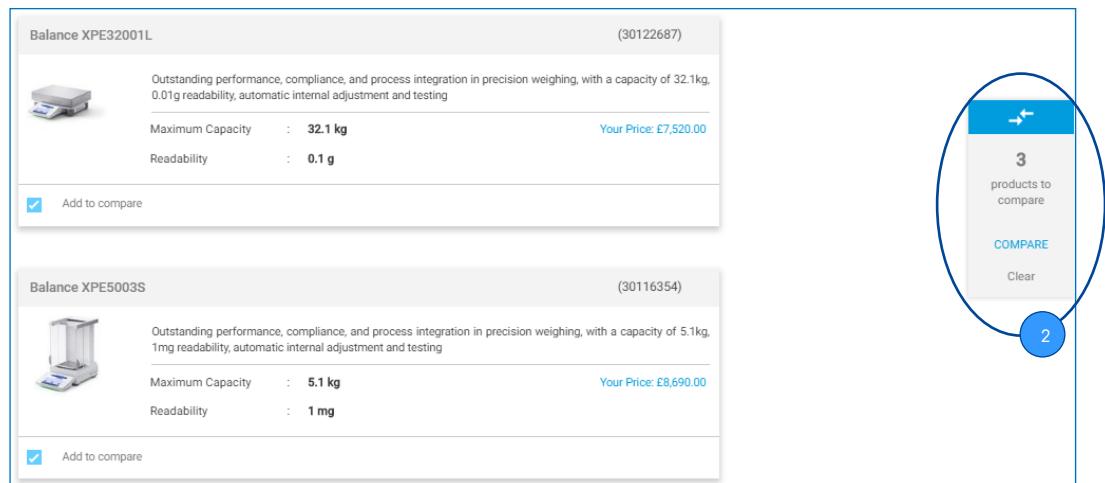
Readability : 0.01 g

Add to compare

Please note that comparison is only possible with items from the same category and the maximum of items to compare at one time is 3.

On the right hand side of your browser window you can see how many items you already added to comparison.

Click on "Compare" to go to the Product Compare Details Page (2).



Balance XPE32001L (30122687)

Outstanding performance, compliance, and process integration in precision weighing, with a capacity of 32.1kg, 0.01g readability, automatic internal adjustment and testing

Maximum Capacity : 32.1 kg Your Price: £7,520.00

Readability : 0.1 g

Add to compare

Balance XPE5003S (30116354)

Outstanding performance, compliance, and process integration in precision weighing, with a capacity of 5.1kg, 1mg readability, automatic internal adjustment and testing

Maximum Capacity : 5.1 kg Your Price: £8,690.00

Readability : 1 mg

Add to compare

3 products to compare

COMPARE

Clear

By clicking on the arrows (3) you can display comparison details.
To delete an item of the comparison click on the X (4).
To print your comparison click on the printing symbol (5).
In the comparison you can also directly add the amount of items you want to order and add them into your shopping basket (6).

Model Name	Balance XPE1202S	Balance XPE32001L	Balance XPE5003S
Product Number	30116167	30122687	30116354
Maximum Capacity	1,210 g	32.1 kg	5.1 kg
Readability	0.01 g	0.1 g	1 mg
Weighing Pan Dimensions (Depth)	172.0 mm	360.0 mm	127.0 mm
Weighing Pan Dimensions (Width)	205.0 mm	280.0 mm	127.0 mm
Standard Price			
Your Price	£4,490.00	£7,520.00	£8,690.00
	- <input type="button" value="1"/> +	- <input type="button" value="1"/> +	- <input type="button" value="1"/> +
Current Promotions			
Product Description	>		

After you log out your Comparison list gets deleted automatically.

Wish List (Order Template)

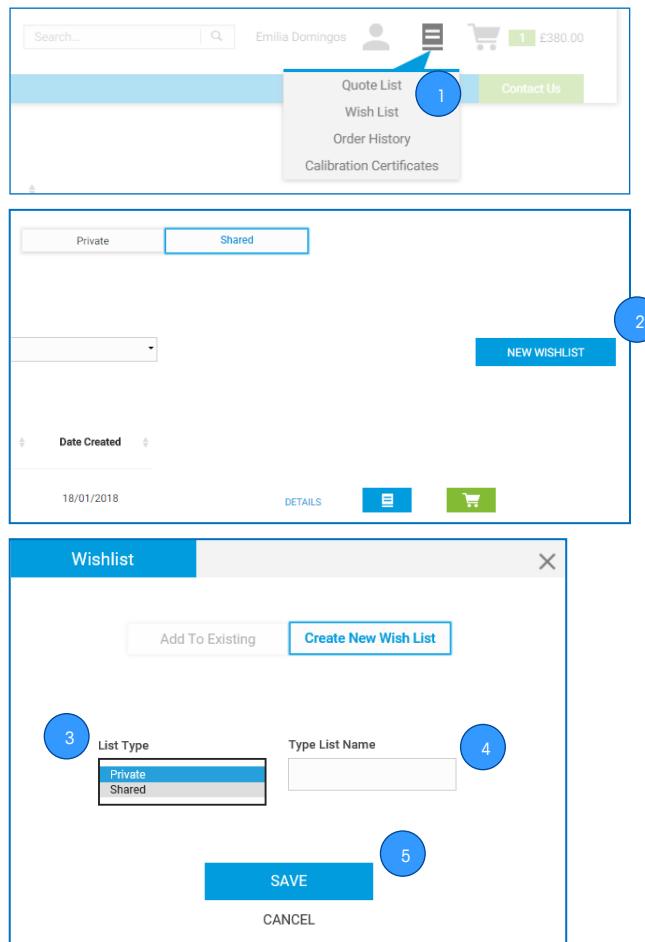
1. How to create a Wish List

The Wish List is useful to save certain items to order later if needed. It also allows you to create an Order Template within your organisation. And if you order the same product(s) throughout the year, a Wish List can be created to store the product to use on future orders.

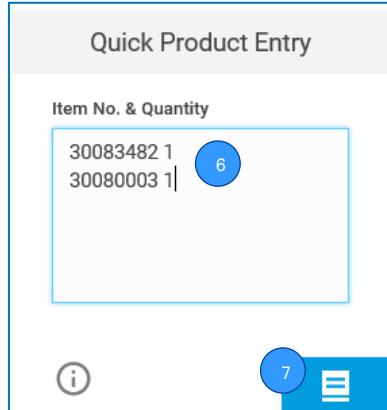
There are two types of Wish lists:

- **Private Wish list:** The items and lists you add under the section "private" are only visible to you. You have the possibility to convert the private into a shared Wish List anytime (Please check "How to convert a Wish List").
- **Shared Wish list:** When creating a Shared Wish list this is visible for all eStore Users of your company and can get converted into an order from these users too. If you are a User with limited rights Access the shared Wish Lists are used as order templates so a User of your Organisation with full rights is able to order your prepared shared Wish List.

To create a Wish List, go to List in the upper right hand corner (1) (or add items directly on item level)
Select Create new Wish List (2)
Select type of List (Private or Shared) (3)
Enter Wish List Name (4)
Save (5)



Once the Wish List is created, go to your Wish List
 Select the Wish List Name to add product(s) to Wish List under the Quick Product Entry
 Enter the product(s) numbers and quantity to add to the list (6)
 Select the Add button (7)
 Once the product is added to the Wish List, you can add it to the cart and submit an order.



How to convert a Wish list

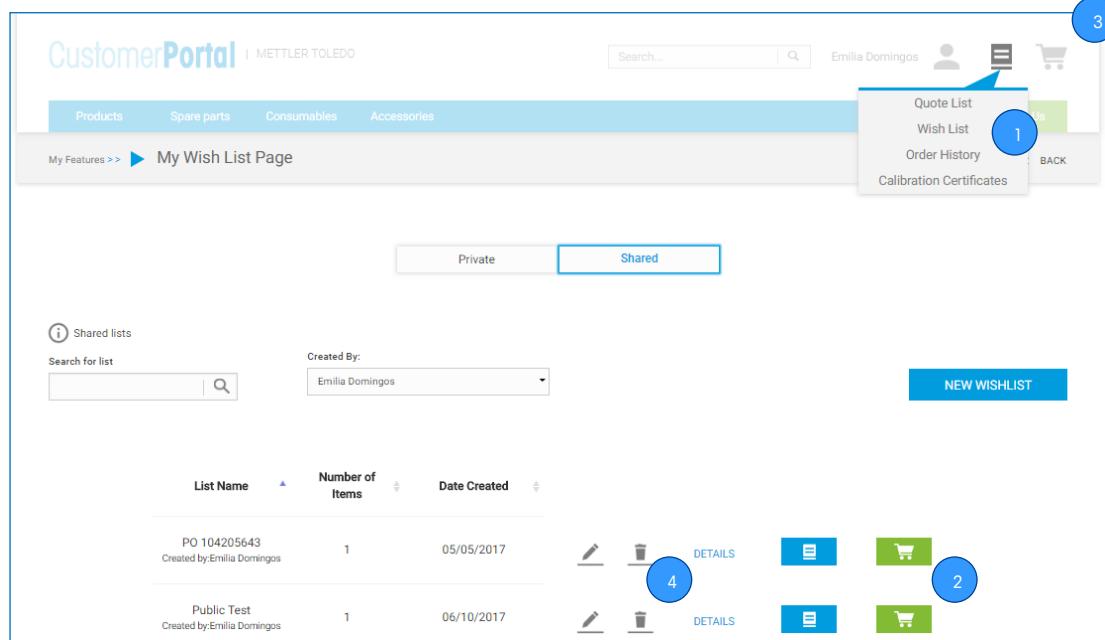
If the Template gets created as a Private Wish List first you can convert it to a Shared one as follows:
 Go to the Private Wish List and click on the Wish List Symbol (1)
 Choose "Create new Wish List" (2) and Type "Shared" (3)
 Enter Wish List name (4)
 Save (5)

The top screenshot shows a list of wish lists. The 'Private' button is highlighted in blue with a circled '1'. The 'Shared' button is unhighlighted. The bottom screenshot shows a 'Wishlist' dialog box. The 'List Type' dropdown is set to 'Shared' with a circled '3'. The 'Type List Name' input field is empty with a circled '4'. The 'SAVE' button at the bottom is highlighted in blue with a circled '5'.

2. Placing an order from a Wish List

Go to the List icon in the upper right hand corner (1)
Select the Wish List you wish to order
Click on the Add to Cart icon (2)
Go to the Cart to complete the order (3)

Please note: A Wish list does not get deleted after the order was placed; you have to delete the Wish List manually with the delete icon (4).



Pricing

1. Pricing

As a CustomerPortal user, how can I access account-specific pricing?

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

Questions concerning pricing should be directed to the appropriate Order Entry team (orders.mtuk@mt.com).

pH electrode InLab Micro Pro-ISM (51344163)



A glass-body, micro combination pH electrode with integrated temperature sensor, MultiPinTM head and ISM. Ideal for measuring in very small vessels like test tubes, vials and cuvettes.

Add to compare

£274.40
Standard Price: £392.00

?

1

+

≡

Cart

Submitting an Order

1. Delivery

Delivery Address

When checking out, you can change the delivery address of where the order is to be shipped by selecting the edit button in the delivery address section (1). A list of shipping addresses will appear to select from (2). If the required address is not found, you can enter a new one by selecting the Add New Address (3+4).

Delivery

DELIVERY ADDRESS

MICROSEP (PTY) LTD
Frankenwald Ext 30
2 Saturn Crescent Linbro Business Park
2196 Sandton
Gauteng
South Africa

1

EDIT

DELIVERY ADDRESS

Delivery Address Book **Add New Address**

Search for Address

Company	Street	City	Country			
MICROSEP (PTY) LTD	Frankenwald Ext 30	Sandton 2196	South Africa			SELECTED
MicroSep Pty Ltd	2 Saturn Crescent	Sandton 2090	South Africa			SELECT
MicroSep Pty Ltd	26 Planken Road	Stellenbosch 7600	South Africa			SELECT
Kakuzi Ltd	Off Thika Segana Road	Makuyu 01000	Kenya			SELECT
One Network Ltd	House	Lagos 10001	Nigeria			SELECT

2

SELECT

Delivery

DELIVERY ADDRESS

Delivery Address Book **Add New Address**

Company Name Line 1 <input type="text" value="Mettler-Toledo"/>	Address Line 1 <input type="text" value="Test"/>	City <input type="text"/>	State <input type="text" value="State not available"/>
Company Name Line 2 <input type="text"/>	Address Line 2 <input type="text"/>	ZIP Code <input type="text"/>	Country <input type="text" value="Zambia"/>
Company Name Line 3 <input type="text"/>	Address Line 3 <input type="text"/>	<input type="checkbox"/> Save To Address Book	

3

SAVE

Carrier

Carrier is always set to default on the CustomerPortal and cannot be changed.

Requested Delivery Date

When selected, this notifies METTLER TOLEDO when you want to receive your ordered items (1). If you don't choose a requested date the CustomerPortal uses "Ship when ready" which means that the order will be shipped as soon as possible.

pg. 15

If you would like to change the date edit "Requested Delivery Date" and choose the correct date, considering lead and shipping time.

"Request consolidated delivery" is an option in the Delivery section (2). 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.

Consolidated delivery is also known under the term "complete delivery" and only specifies if the items of one specific order should get shipped together if possible.

The screenshot shows a user interface for setting delivery preferences. At the top, there are two sections: 'CARRIER' with a dropdown menu set to 'Standard' and 'REQUESTED DELIVERY DATE' with a date picker. A blue circle labeled '1' is placed over the date picker. Below these are two checkboxes: 'Request Consolidated Delivery' (unchecked) and 'Ship When Ready' (unchecked). A blue circle labeled '2' is placed over the 'Request Consolidated Delivery' checkbox. On the right side, there are 'SAVE' and 'CANCEL' buttons.

2. Payment

Payment Type

Invoice Payment and Card Payment are accepted through the CustomerPortal.

Billing Address

If something in your Billing address needs to get changed please contact [*MT-UKDatasteward@mt.com](mailto:MT-UKDatasteward@mt.com)

3. Other Information

At checkout, choose the end destination country of your order at the "Country configuration Code" (1) to be sure item gets set up correctly to the corresponding country requirements (plug, voltage etc.).

Then add your Purchase Order Number to the 'Your Reference' field (2).

The screenshot shows two input fields. On the left, a dropdown menu is open with 'Select Your Country' as the placeholder. The dropdown contains 'United Kingdom' and is highlighted with a blue circle labeled '1'. On the right, there is a text input field with the placeholder 'Enter Number*' and a blue circle labeled '2' placed over it. Both fields are preceded by a blue square icon.

Order Management

1. Order Confirmations

When/how will I receive my order confirmation?

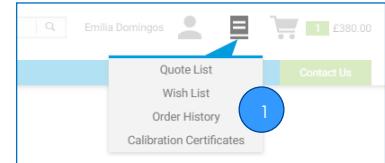
You should receive an order confirmation shortly after placing your order. If you have not received a confirmation within 1 business day, please contact orders.mtuk@mt.com. You can also download the order confirmation pdf from the CustomerPortal, detailed below.

2. Order History

How do I view my order history?

Order History is available within the "My Account" section.

Click the link located at the upper right corner on the home screen (1).



How can I view transactions from multiple users within my company?

Order History reflects all transactions associated with your company in the selected timeframe (2).

How can I download the Order Confirmation?

Click the download icon on the required order (3)

How do I reorder an entire order?

Click the reorder icon on (4)

How do I see order details, tracking information and related documents?

Click on the required Order Number in your Order History (5)

To see full details select "Order Header Details" (6)

Click the Track Package icon for tracking information (7)

Click "Related Documents" to download your Order Confirmation and Invoice (8)

The screenshot shows the CustomerPortal interface. At the top, there is a navigation bar with a search bar, user info (Emilia Domingos), and links for Quote List, Wish List, Order History, and Calibration Certificates. The 'Order History' link is highlighted with a blue circle (1).

The main area shows a table of orders. One order is highlighted with a blue box and a blue circle (5). The table columns are: Reference, Order No., Date, Amount, Status, Confirmation, and a download icon. The highlighted order has a reference of 26478 and an order number of 0900177222. The status is Shipped.

Below the table, the 'Order Details' section is shown for the highlighted order. It includes the order status (Shipped), order number (0900177192), reference number (26477), and a 'REORDER ALL' button. It also lists 'LINE ITEMS' with columns: Line #, Product Description, Item #, Net Price, Status, Requested Date, Confirmed Date/Qty Open, Qty Ordered, and Track. One item is listed: Protective Cover MS 0.1- 0.01g, Item # 12121851, Net Price \$25.80, Status Shipped, Requested Date 26/07/2018, Confirmed Date 26/07/2018 / 0, Qty Ordered 1, and Track Package1 (7).

At the bottom of the details section, there are buttons for 'Order Header Details' (6) and 'Related Documents' (8). A 'Package1' icon with a location pin is also present.