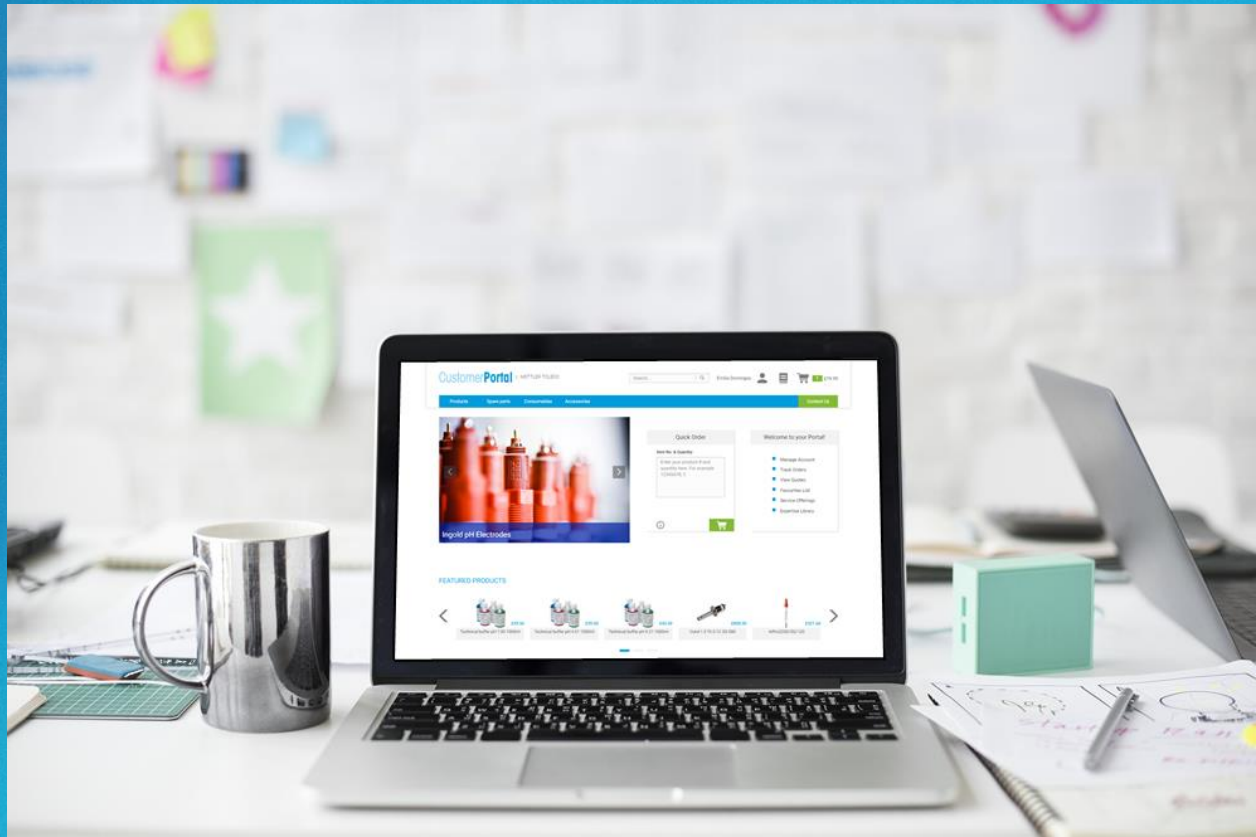


# User Guide



**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>

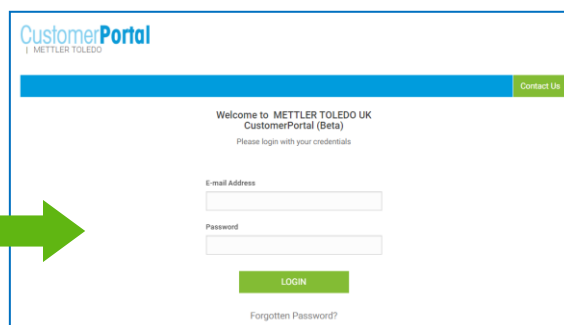

You can access the CustomerPortal using any computer, tablet, or mobile device with an Internet connection.

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

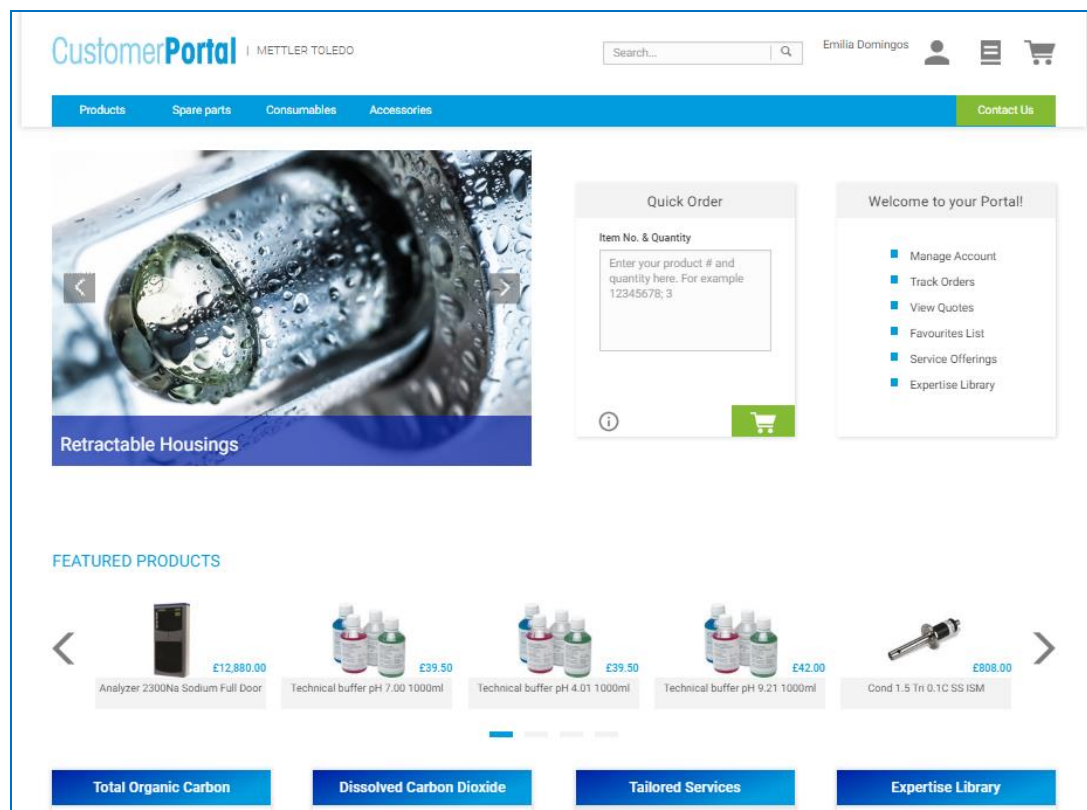
### 2. Enter your E-mail Address and Password then click the Login button

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.



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 need a new user setting up on the CustomerPortal, please contact [emilia.domingos@mt.com](mailto: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](mailto:emilia.domingos@mt.com) and request the user account be deleted.

### 2. Account Settings

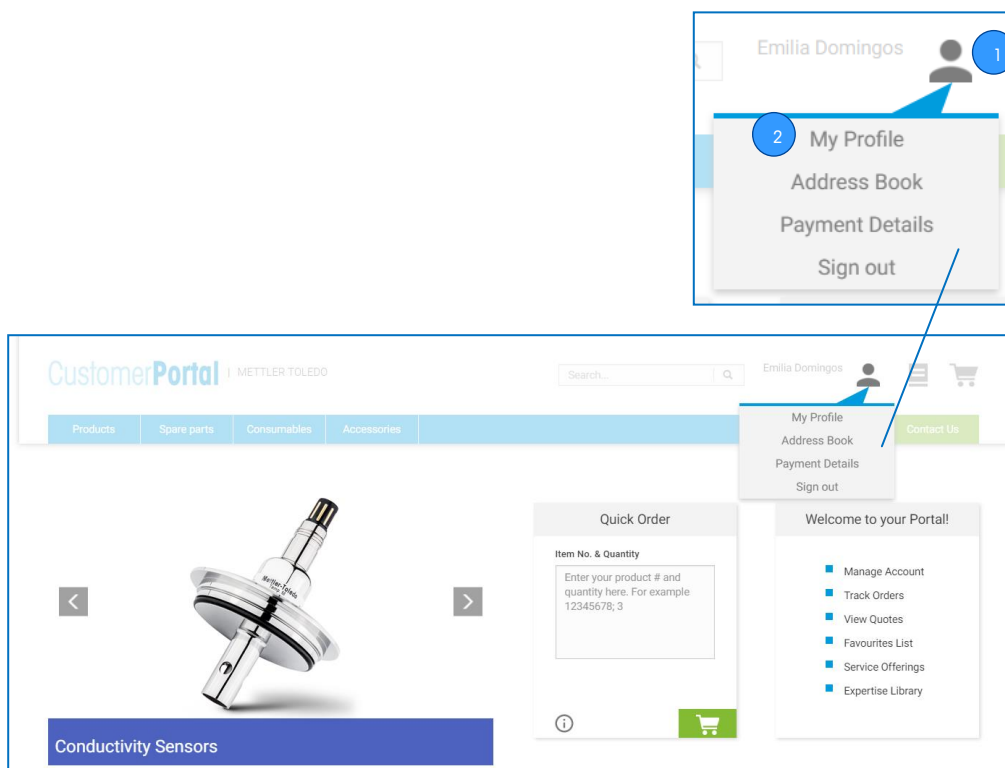
How do I change my account settings?

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.

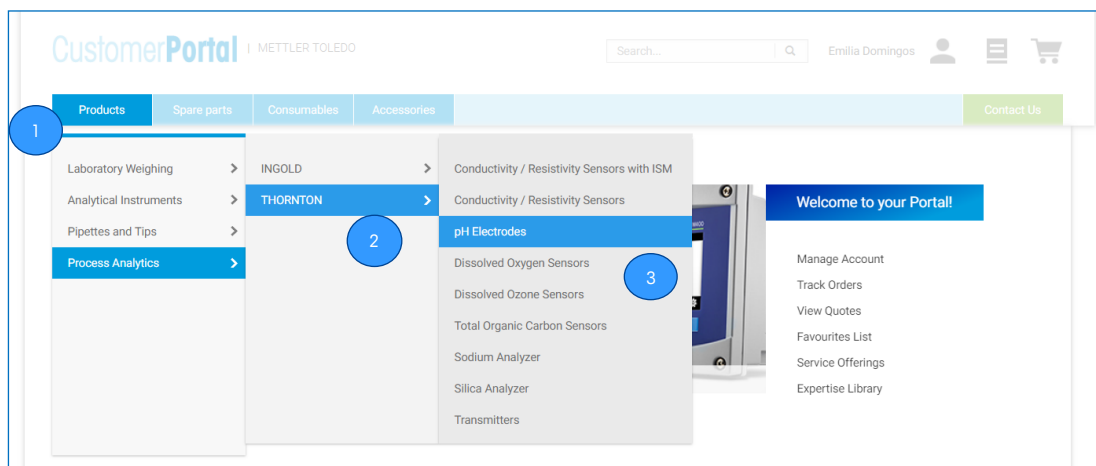


## Placing an Order

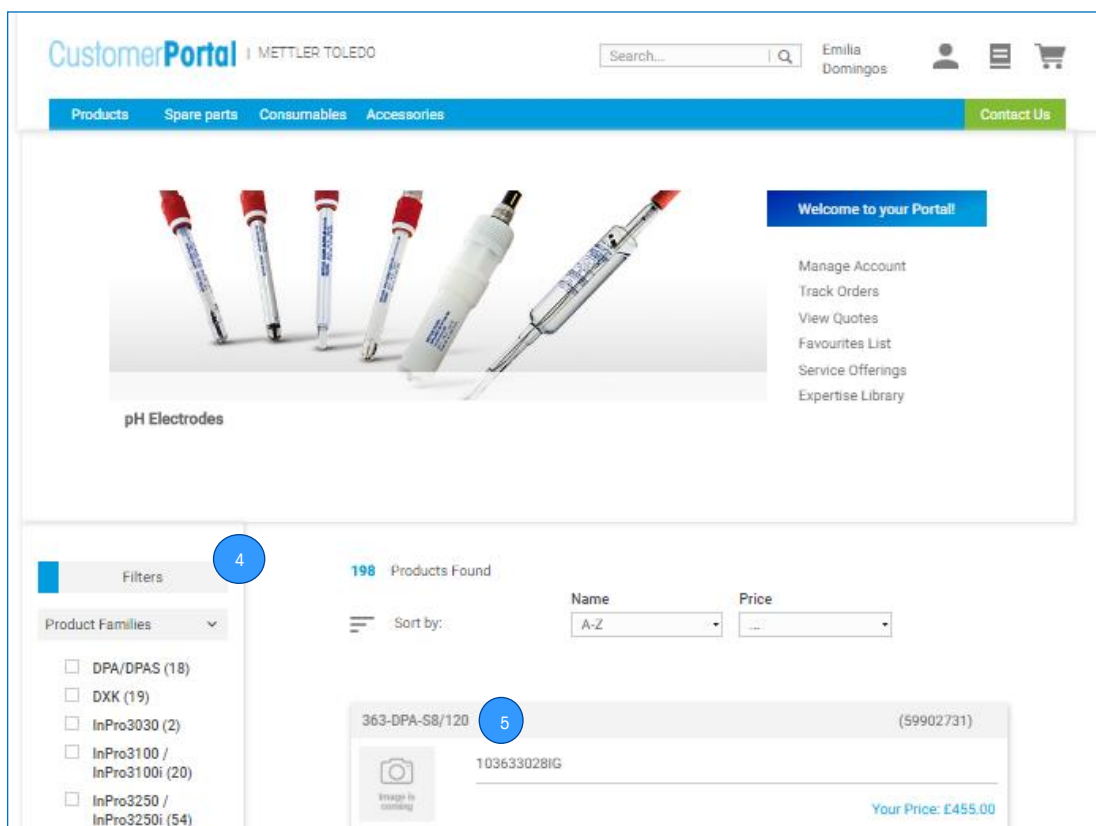
### How to place an order

#### 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).



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).

CustomerPortal | METTLER TOLEDO

Search... | Q | Emilia Domingos

Products | Spare parts | Consumables | Accessories | Contact Us

INGOLD >> pH Electrodes >> DPA/DPAS >> 405-DPAS-SC-K8S/225 < BACK

405-DPAS-SC-K8S/225 (59903232)

104054481IG

£380.00

☐ Add to compare

☒ In Stock  
Shipped same day

Product details

Accurate and Easy to use

- For Demanding Applications**  
Patented silver-ion trap enables reliable measurement in solutions with sulphides and amino acids
- Low Maintenance and High Performance**  
The pre-pressurised maintenance-free reference system guarantees highest reproducibility and best measuring performance
- Highest Accuracy**  
Fast and precise measurement in demanding chemical processes or after repeated sterilisation cycles in biotech applications.

Product Specifications

Connection

Quantity: 1

GO TO CART

Added to Cart

405-DPAS-SC-K8S/225 £380.00

(59903232) Qty: 1

BACK TO SHOP

GO TO CART

## 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 screenshot illustrates the search and product detail workflow in the CustomerPortal. At the top, a navigation bar includes a search box (1), a magnifying glass icon (2), the user name 'Emilia Domingos', a menu icon, a shopping cart icon with a quantity of 1 and a total of £380.00, and a user profile icon.

Below the navigation bar, the search results are displayed. On the left, a search box contains the text '58084018' and a magnifying glass icon. Below it, a product card for 'Pure Water ODO SS Hsng' (58084018) is shown, with a magnifying glass icon (3) over the product name.

On the right, a search results page titled 'You searched for "58084018"' shows '1 Products Found'. Below this, there are sorting options for 'Name' and 'Price'. The product card for 'Pure Water ODO SS Hsng' (58084018) is displayed, with a magnifying glass icon (4) over the product name. The product description is 'Housing for THO ODO Sensor' and the price is 'Your Price: £258.00'. There is an 'Add to compare' checkbox.

Below the search results, the product detail page for 'Pure Water ODO SS Hsng' (58084018) is shown. The product image is a stainless steel housing for a THO ODO sensor. The price is '£258.00'. There is an 'Add to compare' checkbox. At the bottom, there is a quantity selector with a magnifying glass icon (5), a minus sign, the number '1', a plus sign, and a magnifying glass icon (6). To the right of the quantity selector are two buttons: a blue button with a magnifying glass icon (7) and a green button with a shopping cart icon (8).

### 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

**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 (1)

Copy and paste into Quick Order Entry (2)

Click 'Add' (3)

Go to cart for checkout or continue shopping

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

Quick Order

Item No. & Quantity

72195850#2  
30083482 3  
30080003, 1|

2

Quick Order

Item No. & Quantity

72195850 2  
30083482 3  
30080003 1|

3



## 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.

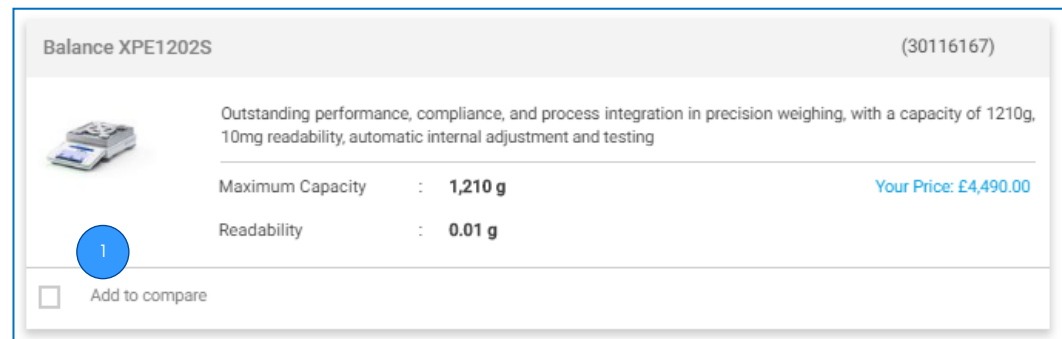
To do compare proceed as follows:

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.

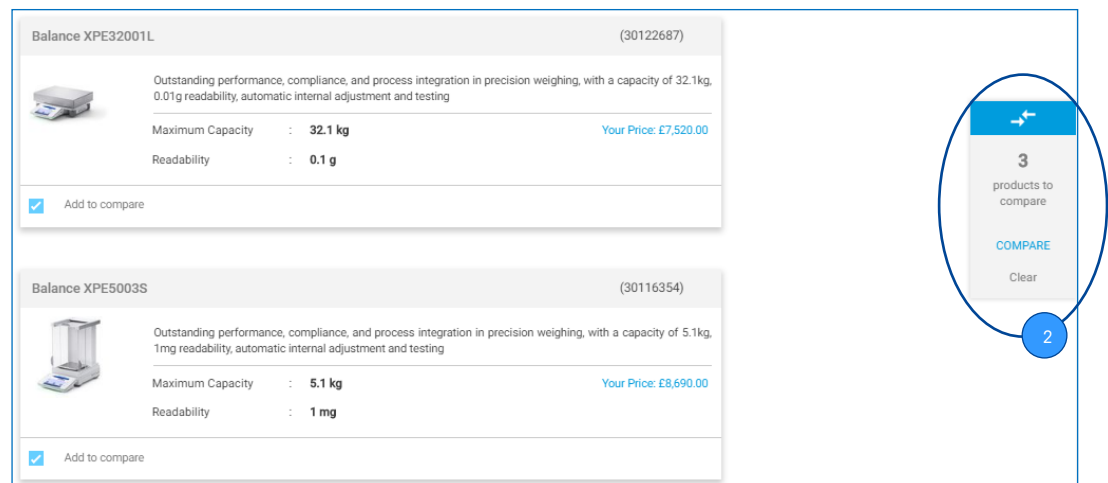
Repeat this with any other item you want to compare.



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).



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).

The screenshot displays a comparison interface for three Ohaus balances. At the top, there are three balance images with 'X' delete buttons (4) and a print icon (5). Below the images is a table with the following data:

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

Below the table, each balance has a quantity selector (1) and a shopping basket icon (6). At the bottom, there is a 'Current Promotions' section and a 'Product Description' link (3).

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)

The first screenshot shows the top navigation bar with a search field, user name 'Emilia Domingos', and a shopping cart icon. A dropdown menu is open, showing options: Quote List, Wish List (highlighted with a blue circle and number 1), Order History, and Calibration Certificates. A 'Contact Us' button is also visible.

The second screenshot shows the 'Wish List' section with tabs for 'Private' and 'Shared'. A 'NEW WISHLIST' button is highlighted with a blue circle and number 2. Below the tabs, there is a 'Date Created' field showing '18/01/2018' and buttons for 'DETAILS', a document icon, and a shopping cart icon.

The third screenshot is a modal window titled 'Wishlist'. It has two buttons: 'Add To Existing' and 'Create New Wish List'. Below these, there is a 'List Type' dropdown menu with 'Private' and 'Shared' options (highlighted with a blue circle and number 3). Next to it is a 'Type List Name' text input field (highlighted with a blue circle and number 4). At the bottom, there are 'SAVE' and 'CANCEL' buttons, with 'SAVE' highlighted by a blue circle and number 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)

## 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).

The screenshot displays the 'CustomerPortal' interface for 'METTLER TOLEDO'. The user is logged in as 'Emilia Domingos'. The page title is 'My Wish List Page'. A dropdown menu is open, showing options: 'Quote List', 'Wish List' (highlighted with a blue circle 1), 'Order History', and 'Calibration Certificates'. A 'BACK' button is also visible. Below the menu, there are tabs for 'Private' and 'Shared' (selected). A 'NEW WISHLIST' button is on the right. A table lists wish lists with columns: 'List Name', 'Number of Items', and 'Date Created'. Two lists are shown: 'PO 104205643' and 'Public Test'. Each list has a 'DETAILS' link and a delete icon (trash can) circled with a blue circle 4. An 'Add to Cart' icon (shopping cart) is circled with a blue circle 2. A search bar and a 'Created By' dropdown are at the top left of the table area.

List Name	Number of Items	Date Created
PO 104205643 Created by: Emilia Domingos	1	05/05/2017
Public Test Created by: Emilia Domingos	1	06/10/2017

## 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](mailto:orders.mtuk@mt.com)).

pH electrode InLab Micro Pro-ISM ( 51344163 )



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

☐ Add to compare

 - 1 +  

**£274.40**  
Standard Price: £392.00

## 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).

The figure consists of three screenshots illustrating the delivery address management process in the CustomerPortal.

**Top Left Screenshot:** Shows the 'Delivery' tab with a 'DELIVERY ADDRESS' section. It displays the current address: MICROSEP (PTY) LTD, Frankenwald Ext 30, 2 Saturn Crescent Linbro Business Park, 2196 Sandton, Gauteng, South Africa. A blue circle with the number '1' highlights the 'EDIT' button at the bottom right.

**Top Right Screenshot:** Shows the 'DELIVERY ADDRESS' section with a search bar and a table of addresses. A blue circle with the number '3' highlights the 'Add New Address' button. A blue circle with the number '2' highlights the 'SELECT' button in the table. A callout box labeled 'SELECT' points to the 'SELECT' button.

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 Sagana Road	Makuyu 01000	Kenya			SELECT
One Network Ltd	House	Lagos 100001	Nigeria			SELECT

**Bottom Screenshot:** Shows the 'Add New Address' form. It includes fields for Company Name Line 1 (Mettler-Toledo), Address Line 1 (Test), City, State (State not available), Company Name Line 2, Address Line 2, ZIP Code, Country (Zambia), and Company Name Line 3, Address Line 3. There is a checkbox for 'Save To Address Book' and a 'SAVE' button. A blue circle with the number '4' highlights the 'SAVE' button. A callout box labeled 'SAVE' points to the 'SAVE' button.

#### 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.

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.

## 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).



## Order Management

### 1. Order Confirmations

When/how will I receive my order confirmation?

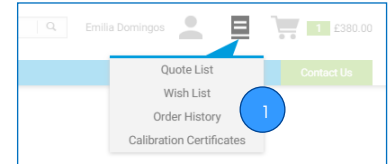
You should receive an order confirmation shortly after placing your order. If you have not received a confirmation within 1 business day, please contact [orders.mtuk@mt.com](mailto:orders.mtuk@mt.com). You can also download the order confirmation pdf from the CustomerPortal, detailed below.

### 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).

**My Orders**

Open Orders | **Last 30 Days** | Last 3 Months | Last 6 Months | Advanced Search

**0900177222**

Reference	Order No.	Date	Amount	Status	Confirmation
26478	<u>0900177222</u>	19/07/2018	\$1,284.00	Shipped	Download icon (3) DETAILS (4)

Order Status: Shipped  
Order No.: 0900177192  
Reference No.: 26477

**LINE ITEMS**

Line #	Product Description	Item #	Net Price	Status	Requested Date	Confirmed Date/Qty Open	Qty Ordered	Track
10	Protective Cover MS 0.1- 0.01g	<u>12121851</u>	\$25.80	Shipped	26/07/2018	26/07/2018 / 0	1	Track icon (7) Package1

Order Header Details (6)

Related Documents (8)

REORDER ALL

Package1