



**Customer Online**

Helping Customers get what they need, when they need it

## **P&G Customer Online FAQs**

Frequently Asked/Answered Questions

# Customer Online Frequently Asked Questions

## ACCESS/LOGIN

- 1. What is the website/link for Customer Online?**
  - The website link is: <https://uk.online.pg.com>
- 2. How do I get access to Customer Online?**
  - Please email [ordermanagement.im@pg.com](mailto:ordermanagement.im@pg.com) to get access to the P&G online ordering tool, Customer Online.
- 3. If I forget my password, what is the process to get a new one?**
  - Please email [ordermanagement.im@pg.com](mailto:ordermanagement.im@pg.com)
- 4. Will my password have an expiration date? How often do I need to reset my password?**
  - P&G Security policy sets the expiration timing. Currently, it is 100 days for all P&G accounts (External Business Partner, non-employee & employee). Password management is provided via <https://itaccess.pg.com/>
- 5. Who should I contact if I cannot reset my password?**
  - Please email [ordermanagement.im@pg.com](mailto:ordermanagement.im@pg.com)
- 6. Who should I contact if I encounter issues accessing Customer Online?**
  - Please email [ordermanagement.im@pg.com](mailto:ordermanagement.im@pg.com)
- 7. My password has expired, how can I reset it?**
  - For password reset, please go to <https://itaccess.pg.com/>. It is highly encouraged that users set up Security Questions to ease the reset process. If further help is needed, please contact [ordermanagement.im@pg.com](mailto:ordermanagement.im@pg.com).
- 8. Will my order be saved if my session expires after being idle?**
  - Yes. After 15 minutes of inactivity you will be logged-off of the system to prevent any order submission without your consent.
- 9. Who should I contact if my account is locked or deactivated?**
  - Please email [ordermanagement.im@pg.com](mailto:ordermanagement.im@pg.com)

## CUSTOMER INFORMATION/SELECTION

- 1. What if I cannot see the delivery points I want to place an order for?**
  - Please email [ordermanagement.im@pg.com](mailto:ordermanagement.im@pg.com) with information about the Customer and Ship-to you need to see, whether you previously had access to that Ship-to and whether the Ship-to has a new address.
- 2. What if there is an error on the Sold-to and/or Ship-to displayed on my selections?**
  - Please email [ordermanagement.im@pg.com](mailto:ordermanagement.im@pg.com)
- 3. Can I have a Ship-to selected by default?**
  - No, if you have more than one Ship-tos assigned to your account, you cannot set-up a default Ship-to. The B2B store online will show as default the latest Ship-to that was used. However, if you have only one Ship-to, you will not need to make a selection.

## HOW TO SEARCH

### **1. How can I search for a product?**

- Please use either the search bar or the tab 'Products'. Search can be used by typing the Case or Item UPC into the search bar. Please note that only one code can be searched at a time. If the UPC is not known, you may also enter search terms such as "Fairy Liquid" to view products that match Fairy in the Liquid Form. Please, keep in mind that the Product Mix selection at the top-right corner of the page will restrict the returned results in the Search field. For instance, if 'Service Centre - All Products' is the active selection in the Product Mix tab, then a search for "Pampers" will yield no matches.

### **2. Can I search for multiple codes at the same time?**

- Unfortunately, not. The search functionality is available at a single UPC or single Brand Code level.

### **3. What UPC and GTIN formats does the Search bar accept?**

- Codes should be entered without any special characters, including spaces, underscores and hyphens. For example, a valid GTIN would look like 10037000004605 and the corresponding Case UPC would be 3700000460. If spaces, underscores, or hyphens are included, the Search functionality will not return any results (e.g. 100\_3700000460\_5 and 37000-00460).

### **4. Would the same results be retrieved, if I search by Item or Case UPC?**

- We encourage customers to search by Case UPC as searching by Item UPC could bring multiple items with different Case UPC.

### **5. What if I do not know the P&G category my product belongs to?**

- Please, download the Full Product Catalog located under the Product Tab or email [ordermanagement.im@pg.com](mailto:ordermanagement.im@pg.com).

### **6. What if I do not know the Item or Case UPC of the product I want to order?**

- Please, download the Full Product Catalog located under the Product Tab or email [ordermanagement.im@pg.com](mailto:ordermanagement.im@pg.com).

### **7. What if I cannot see the product I need to order when I search for it?**

- Please, confirm the Product Mix selection at the top-right corner of the initial website page as only products associated with the selected Product Mix will be visible on Store Online. If, for example, you have selected the 'Service Centre - All Products' and are searching for 'Baby Care - Pampers', no results will be returned. If the issue remains, please email [ordermanagement.im@pg.com](mailto:ordermanagement.im@pg.com).

### **8. How can I use the Shopping List functionality?**

- The Shopping List functionality allows you to save products that you might want to order in the future. In order to save products in a Shopping List, please click on the button 'Save Shopping List' which is located above the first item in your cart.

## HOW TO ORDER/BUILD A TRUCK

### **1. How do I upload an order via Excel?**

- Please refer to the Appendix at the end of this document for a job aid that illustrates the Excel upload process in detail

### **2. How do I add items to my cart?**

- You can add products into the cart by using the Excel upload functionality and/or searching for a product code or brand and adding it to the cart.

### **3. What is the relationship between the cases, layer and pallets?**

- In general, a case is the smallest unit we ship to a customer. Several cases make a layer and multiple layers make a unit load or pallet.

### **4. Do I need to keep ordering until all the order quality rules turn into green?**

- Not, as long as all Quality Order Rules are under the maximum and one of the other measures are green.

### **5. Can I place orders for Remnant products?**

- No, Remnant orders need to be manually entered, therefore orders for Remnant product cannot be submitted via Customer Online and EDI.

### **6. How can I upload a list of codes to Customer Online without having to add products to my cart one-by-one?**

- You can use the Excel upload capability (see user guide above in Question #1).

### **7. Can I view Consolidated Orders?**

- This functionality is currently not available.

### **8. Can I order the same product in different units of measures? (i.e. cases, layers, pallets)**

- Yes. The user is able to add, for example, 'X' number of pallets, then some layers and individual cases. An order might have a combination of all units of measure.

### **9. Why do I see duplicate orders on my order history tab?**

- There is a time lag of 20-30 min for orders to fully synch with backend systems. Please check your newly placed orders after 30 minutes for accurate information.

### **10. Am I able to re-order previous orders not placed via Customer Online?**

- Unfortunately, not. You are able to re-order products that have been ordered via B2B Customer Online.

## CART OVERVIEW

### **1. What do the Quality Order Rules refer to?**

- Quality Order Rules are used to ensure that trucks of products are ordered and meet the P&G shipping and trade terms guidelines.

### **2. What do the different cart colors indicate (e.g. orange, green)?**

- The colors are indicators of whether a quality rule is being met or not. The system has safeguards in place so you are only able to submit an order when the quality rules applicable to you and/or product have been met.

### **3. How can I change the order quantity of a specific item that has already been added to the cart?**

- There are two options to change the quantity of a product that has been added to the cart:
  - a) From the Product Catalog page, click on the "Qty" field and then click on the "Change Quantity" button.

- b) From the Shopping Cart Preview page, click on the "Quantity" field and enter the revised quantity. The cart will be updated automatically.
- 4. How can I delete a product that has been added to the cart?**
- There are two options to delete a product that has been added into the cart:
    - a) From the Product Catalog page, click on the "QTY" field and enter "0" prior to clicking the "Remove from Cart" button.
    - b) From the Shopping Cart Preview page, click the red 'X' button and then confirm the requested action.
- 5. How can I submit an order?**
- Once products have been added to the Cart and the Quality Order Rules have been met, click the "Checkout" button from the Shopping Cart Preview page. Once the Customer and Delivery Point are confirmed to be accurate, click the Continue button. Afterwards, review the Purchase Summary page, enter the PO Number (required field), as well as the Requested Delivery Date and Time, click the checkbox for the Terms & Conditions, and, lastly, click on the "Place Order" button.
- 6. Can I save my order for future reference?**
- Yes, you will be able to see all your previous orders in the order tracking history. From there, you are able to use a previous order and place it again, either as it is or by adding/removing products.
- 7. Why do I see products in my cart that I did not add myself?**
- If another buyer at your customer is assigned to the same Ship-To and they start an order without completing it, you will be able to see the already selected products once you log-in B2B Store Online.

## **PURCHASE SUMMARY**

- 1. How can I print my submitted order?**
  - The ability to print your order is not yet available on Store Online.
- 2. Can I request a specific Delivery Date and Time?**
  - Yes, you are able to select a specific Delivery date and time. If, for any reason, your preferred Date and Time delivery cannot be met, you will be contacted by a P&G member.
- 3. Can I view Pricing information by Case and Item UPC?**
  - If detailed Price Bracket information is required, please login to <https://customeronline.pg.com/>

## **ORDER STATUS/TRACKING**

- 1. Am I going to receive an email confirmation after I place my order?**
  - The ability to receive an email confirmation for your placed order is not yet available on B2B Store Online.
- 2. How can I view past submitted orders?**
  - In order to view your past orders, please click on the "Order History" tab that is placed below the search bar. Search for the order you would like to resubmit, select the Delivery Point(s), the Delivery time and place your order.

- 3. How many orders can be saved in Order History?**
  - You are able to view the entire order history. However, loading numerous orders might take longer.
- 4. Can I make amendments in a submitted order via Store Online?**
  - No. Once an order has been submitted, you can no longer make changes to it via B2B Store Online. Please email [ordermanagement.im@pg.com](mailto:ordermanagement.im@pg.com), if you need to make any changes to your order.

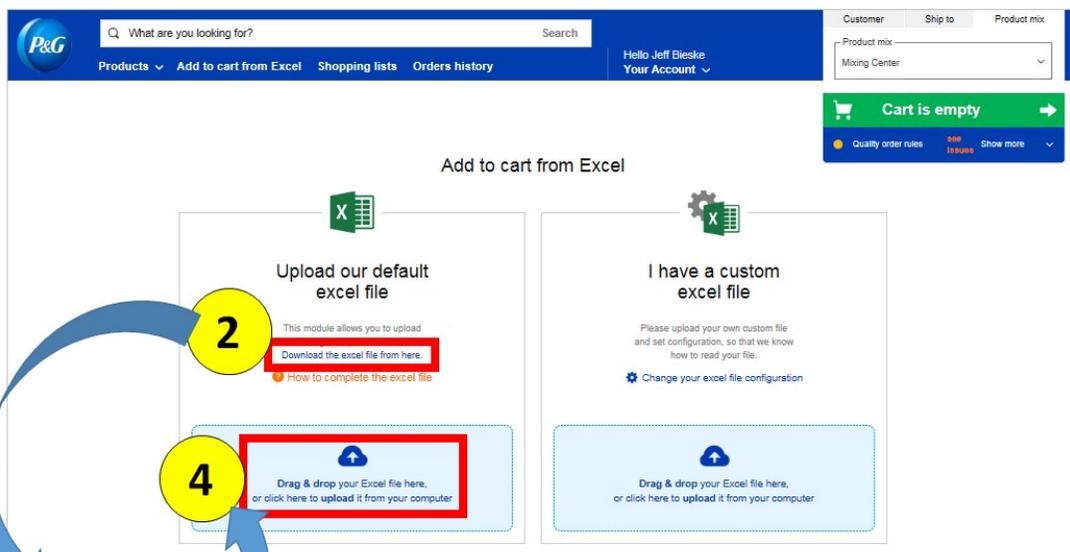
## **SUPPORT/OTHER**

- 1. Who should I contact if my question is not answered on the FAQ?**
  - Please email [ordermanagement.im@pg.com](mailto:ordermanagement.im@pg.com).
- 2. What is Customer Online?**
  - Customer Online is intended to be a one stop-shop for small to medium retailers that cooperate with P&G. Its new Order Acquisition and Tracking module is replacing Web Order Management and provides an enhanced user experience.
- 3. Who is the main target audience for this Order Acquisition and Tracking Module?**
  - Buyers of small to medium retailers that cooperate with P&G.
- 4. Is there a cost to Customers using this new tool?**
  - No, there is no additional cost.
- 5. Is Customer Online a direct replacement for WOM, or do I need to maintain my WOM access if I start using Customer Online?**
  - When you are transitioned to B2B Customer Online, you will no longer use Web Order Management.
- 6. Will I be able to see in Customer Online orders that I placed via WOM?**
  - Unfortunately, not. Only orders that are placed via B2B Store Online will be visible on B2B.
- 7. How many users can access the same customer account in Store Online?**
  - Currently, there is no limit on the number of users who can access B2B Store Online per customer.
- 8. Will Customer Online be available in English only?**
  - Yes. You are not able to select a different language.
- 9. What are the supported browsers?**
  - B2B Customer Online is compatible with any browser (IE, Chrome, Safari, Firefox, etc). However, it is not optimized for Mobile phones and/or tablets. If you experience any difficulties browsing the system, please email [ordermanagement.im@pg.com](mailto:ordermanagement.im@pg.com).
- 10. As part of my user profile, will I be able to personalize the site and set my category preferences?**
  - Unfortunately, such a functionality is not available.
- 11. Will I be able to see product prices and images in CO?**
  - Only product images are available on B2B Store Online.
- 12. How can I provide feedback on the site or offer suggestions for improvements?**
  - Please email [ordermanagement.im@pg.com](mailto:ordermanagement.im@pg.com). We would be more than happy to hear your feedback.

## APPENDIX - How to Add Products to Your Cart via Excel

### Using the Default Excel Template

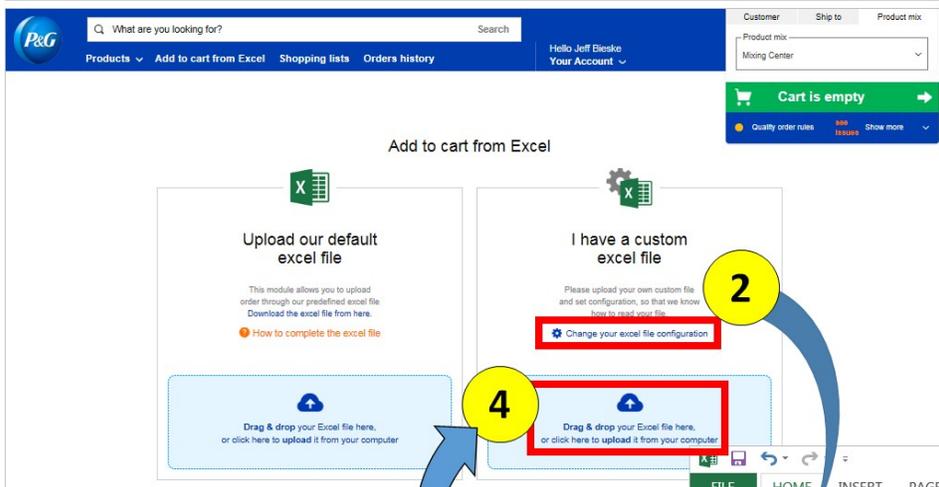
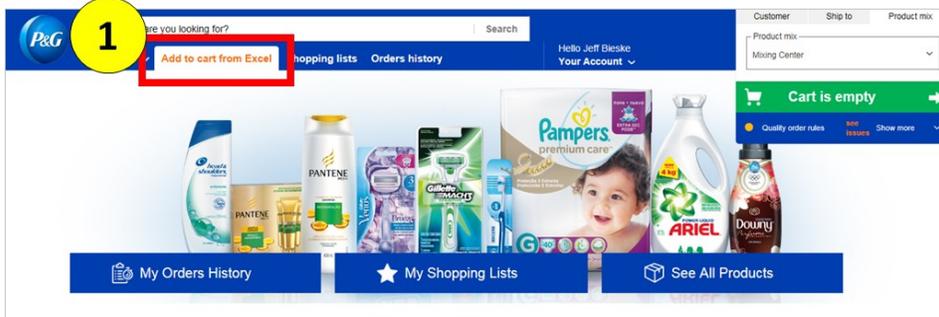
1. Navigate to the 'Add to cart from Excel screen'
2. Click the "Download the excel file from here" hyperlink
3. Enter quantity amounts in Column E for the items that you would like to add to your Cart (note that the default file has three rows listed per Case UPC, one each for Cases, Layers, and Pallets)
4. Save the Excel template to your hard drive and upload it to the application, or drag and drop the file to the application



	A	B	C	D	E
1	CASE UPC	UOM	Name	Category	QUANTITY
2	1204403888	Case	-OS HE Original Deo 12/3oz	Skin and Personal Care	10
3	1204403888	Layer	-OS HE Original Deo 12/3oz	Skin and Personal Care	
4	1204403888	Pallet	-OS HE Original Deo 12/3oz	Skin and Personal Care	
5	3700073546	Case	0B Glide Original 3ct 50m 16	Oral Care	5
6	3700073546	Layer	0B Glide Original 3ct 50m 16	Oral Care	
7	3700073546	Pallet	0B Glide Original 3ct 50m 16	Oral Care	
8	5177497590	Case	AccuClear Preg Vis 24/2ct ckpt/sens	Personal Health Care	
9	5177497590	Layer	AccuClear Preg Vis 24/2ct ckpt/sens	Personal Health Care	
10	5177497590	Pallet	AccuClear Preg Vis 24/2ct ckpt/sens	Personal Health Care	
11	5177497593	Case	AccuClear Preg Visual 24/3CT Ckpt	Personal Health Care	5
12	5177497593	Layer	AccuClear Preg Visual 24/3CT Ckpt	Personal Health Care	
13	5177497593	Pallet	AccuClear Preg Visual 24/3CT Ckpt	Personal Health Care	

# Using a Custom Excel File

1. Navigate to the 'Add to cart from Excel screen'
2. Click the "Change your excel file configuration" hyperlink
3. Change the values in the application so that the file configuration values match your custom Excel file
4. Save the Excel template to your hard drive and upload it to the application, or drag and drop the file to the application



This screenshot shows the 'You are adding order from custom excel file' screen. On the left, there is a 'File configuration' table with various fields and radio buttons. On the right, there is an Excel spreadsheet with columns for Case UPC, Quantity, UoM, and Item Name. A yellow circle with the number '3' is placed over the 'Change your excel file configuration' link at the bottom. Blue arrows connect the configuration fields to the corresponding columns in the Excel spreadsheet.

Case UPC	Quantity	UoM	Item Name
3700076797	4	Pallet	TIDE 34CT OTH/REG/SUNFRESH DRP
3700077139	30	Case	TIDE HDL/PODS MIX 80CT 1/2 PALLET
3700013774	120	Case	TIDE LQ 2X HE ORIG 6/50Z 32LD
3700076060	8	Case	TIDE LQ 2X MIX 36CT 1/4 PALLET
3700076068	50	Case	TIDE LQ 2X MIXED 144CT 1/2 PALLET
3700072088	5	Case	TIDE LQ 2X MIXED 64CT 1/2PALLET
3700066647	75	Case	TIDE LQ 2X MXD 144/50Z 2 LAYER PLT
3700087569	13	Case	TIDE LQ 2X WFF S&R 2/138Z 89LD
3700087457	3	Layer	TIDE LQ 2X WTD AF 2/138Z 89LD
3700076387	6	Case	TIDE LQ MIX 24CT FLOOR DISPLAY
3700076075	180	Case	TIDE LQ MIX 56CT DISPRDYPALET
3700076775	152	Case	TIDE LQ MIX 64CT DISRDPALLET
3700076073	50	Case	TIDE LQ MIX 80CT DISPRDYPALET
3700076074	2	Case	TIDE LQ MIX 80CT DISPRDYPALET