



Helping Customers get what they need, when they need it

## P&G Chemicals Customer Online FAQs

Frequently Asked/Answered Questions

## Customer Online Frequently Asked Questions

### ACCESS/LOGIN

- 1. What is the website/link for P&G Chemicals Customer Online?**
  - The website link is: <https://chemicals.online.pg.com>
- 2. How do I get access to P&G Chemicals Customer Online?**
  - Please contact the P&G Chemicals Order Management group at [nachemorder.im@pg.com](mailto:nachemorder.im@pg.com), or 1-800-477-8899 to get access to the P&G online ordering tool, Customer Online.
  - **If I forget my password, what is the process to get a new one?**
  - Send an email to: [nachemorder.im@pg.com](mailto:nachemorder.im@pg.com) or log on to itAccess at <https://itaccess.pg.com/> to unlock (or change) your password. You will need to create your security/challenge questions in order to perform these tasks.
- 3. 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 Partners, non-employees & employees). Password management is provided via <https://itaccess.pg.com/>
- 4. Who I should contact if I have issues accessing the ordering solution?**
  - Send an email to [nachemorder.im@pg.com](mailto:nachemorder.im@pg.com), or call 1-800-477-8899
- 5. My password expired, how can I reset my old password?**
  - For password reset, please visit <https://itaccess.pg.com/>. It is highly recommended that user's setup Security Questions to ease the reset process. If further help is needed, please send an email to [nachemorder.im@pg.com](mailto:nachemorder.im@pg.com), or call 1-800-477-8899.
- 6. Will my order be saved if the system kicks me out after being away/idle from it?**
  - Yes, after about 15 minutes of inactivity you will be logged out of the system, so you are not vulnerable to orders being placed without your consent or losing any orders that have product in the Shopping Cart.
- 7. Who should I contact if my account is locked or deactivated?**
  - Send an email to [nachemorder.im@pg.com](mailto:nachemorder.im@pg.com), or 1-800-477-8899

### CUSTOMER INFORMATION/SELECTION

- 1. What if I don't see the Ship-To I want to place an order for?**
  - Send an email to [nachemorder.im@pg.com](mailto:nachemorder.im@pg.com), or call 1-800-477-8899. Please make sure you list the Customer and Ship-To info you expected to see, if you previously had access to that Ship-To, if that Ship-To is a new address, and any additional information that may be helpful for the team to troubleshoot.

## HOW TO SEARCH

- 1. How to search for product (search bar, Products Tab)**
  - Search can be used by typing the Material Number, Material Description, Material Attribute (NF, MB, Mass Balance, Kosher, non-Kosher, NF *etc.*) into the search bar. Please note that only one code can be searched at a time. You can search the full catalog or by Material category if you do not know the Material Number.
- 2. Am I able to search for multiple codes at the same time?**
  - Yes. Multiple codes can be searched at the same time by clicking on the gear icon located in the top search box on the landing page. When entering codes to search for, each code will need to be separated with a comma.
- 3. What if I don't know under which P&G category my product is located?**
  - Download the Full Catalog for reference located under the Product Tab or contact the P&G Chemicals Order Management Team at 1-800-477-8899 or via email at: [nachemorder.im@pg.com](mailto:nachemorder.im@pg.com)
- 4. What if I don't see the product I need to order when I do a search for it?**
  - Please contact your P&G customer service contact or sales representative. If you don't know who your contact is, please send an email to: [nachemorder.im@pg.com](mailto:nachemorder.im@pg.com), or call 1-800-477-8899
- 5. How come the product I searched for was not found?**
  - First, confirm that the product or material code entered was correct since the Search Bar will only display products that are associated with the selected search criteria. If the entered parameters are correct, then please contact the Order Management Team.

## HOW TO ORDER/BUILD A TRUCK

- 1. How do I add items to my cart?**
  - Either search by product material code, product category, product description and add to cart or add products to the cart via the Product Catalog.
- 2. Can I order the same product in different units of measures? (*i.e.* TNE, LBSs., KGs)**
  - Yes. The user can select different UOMs for each material code. In addition, multiple orders can be placed by entering the total volume required and CO will automatically create multiple Purchase Orders based on the maximum order quality rule for the material and Method of Transportation selected on the Preview Cart Screen.
- 3. 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 SAP. Please check your newly placed orders after 30 min for accurate information.
- 4. Am I going to be able to re-order previous orders not placed through Customer Online?**
  - No, at this time, only orders placed through Customer Online will have the capability of re-ordering in the system.

## **CART OVERVIEW**

### **1. What are these quality orders rules?**

- Quality Order Rules were developed to ensure that all trucks/rail cars meet P&G shipping & trade term guidelines.

### **2. Why does my cart turn orange and green?**

- The colors are indicators on whether a quality rule is being met. The system has safeguards in place so that you are only able to submit an order when the quality rules applicable to you and/or product have been met.

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

- From the Product Catalog page, click into the "Qty" field and then click the Change Quantity button.
- From the Shopping Cart Preview page, click into the "Quantity" field and enter the revised quantity and the Cart will update itself.

### **4. How can I delete a product that has been added to the shopping cart?**

- From the Product Catalog page, click into the "Qty" field and then enter zero before clicking the "Remove from Cart" button.
- From the Shopping Cart Preview page, click Delete Order 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. Finally, review the Purchase Summary page and then 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 your order tracking history. From there, you will be able to use a previous order and place it again.

### **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 - but do not complete it – then upon logging into to the system you will be able to see the products they had already added. In that case, you are both essentially sharing the same shopping cart.

## PURCHASE SUMMARY

### **1. How to print?**

- Simply download either the PDF or Excel file to print a copy of the order.

### **2. Can I request a specific Delivery Date and Time?**

- Yes, you will be able to select a specific Delivery date and time for delivered trucks. If the first available date is not visible for you to choose in the calendar, enter your request in the *Add Comment Field* on the Preview cart screen. Your P&G Chemicals Order Management team will review and advise you if there are any changes that need to be made to your request.

### **3. Can I view Pricing information?**

- Yes - in the Order History page after the order has been processed by the P&G Chemicals Order Management group provided that the Material has a valid price.

## ORDER STATUS/TRACKING

### **1. Am I going to receive an email confirmation after I placed my order?**

- You will receive an automated order acknowledgement once your NA PGC Order Management team maintains your order after it is submitted in CO.
- A confirmation will be sent two weeks prior from your current ship date.

### **2. How to view past orders/Order History**

- From any screen, click the "Order History" tab that is located below the search bar. Then select your Delivery Point(s) and the desired time period before clicking the Submit button.

### **3. How far back can I view my Order History?**

- You can view up to the last 12 months. Please note that it can take a little longer to show larger time periods.

### **4. Can I adjust a submitted order via the site?**

- No. Once an order is submitted, you can no longer make changes to it via the site. You will need to contact your Customer Service contact or sales representative.

## SUPPORT/OTHER

### **1. Who should I contact if I have an issue not answered on the FAQ?**

- Send an email to: [nachemorder.im@pg.com](mailto:nachemorder.im@pg.com) or call 1-800-477-8899

### **2. What is P&G Chemicals Customer Online?**

- P&G chemicals Customer Online is intended to be a one stop-shop for all customers who have a contracted business with P&G Chemicals. It is a new Order Acquisition and Tracking module that replaced the legacy Web Order Management solution and provides a more modern User Experience.

### **3. Who is the main target audience for this Order Acquisition and Tracking Module?**

- Buyers that have a contracted business with P&G Chemicals.

## **SUPPORT/OTHER** (continued...)

- 4. Is there a cost to Customers using this new tool?**
  - No. The solution is provided at no cost.
- 5. Is P&G Chemicals Customer Online a direct replacement for WOM, or do I need to maintain my WOM access if I start using Customer Online?**
  - Once you start using P&G Chemicals Customer Online to place your orders, access to WOM will be removed.
- 6. Will ALL current WOM Customers have automatic access to P&G Chemicals Customer Online?**
  - Yes. As we transition to P&G Chemicals Customer Online, we will automatically grant access to all current customers that have an active account in WOM.
- 7. Will I be able to see in P&G Chemicals Customer Online orders that I placed via WOM?**
  - Yes
- 8. How many people can have access to P&G Chemicals Customer Online for each customer?**
  - We do not have a limit on the number of people who can access P&G Chemicals Customer Online at each customer. However, if at some point there are any concerns with the number of users, we will reach out to you directly to discuss.
- 9. Will Customer Online be available in English only?**
  - For now, yes. We do not have plans to provide P&G Chemicals Customer Online in other languages in the US, currently.
- 10. What if my question is more business-related and not necessarily about how the system works?**
  - Please contact your P&G Chemicals Customer Service Team at [nachemorder.im@pg.com](mailto:nachemorder.im@pg.com) or 1800-477-8899 and they will be able to answer your question or route it to the appropriate P&G contacts.
- 11. What are the supported browsers?**
  - Customer Online is designed to work with any browser (IE, Chrome, Safari, Firefox, etc.), although it is not optimized to work with mobile phones or tablets. If you experience any difficulties browsing CO, please contact CO Support at: [nachemorder.im@pg.com](mailto:nachemorder.im@pg.com) or call 1-800-477-8899
- 12. As part of my user profile, will I be able to personalize the site and set my category preferences?**
  - Currently, we don't have this option but will assess for future releases.
  - The Customer Online Tool offers a feature to manage your *Favorites* by simply clicking the star next to your product code.

## **SUPPORT/OTHER** (continued...)

### **13. Will I be able to see Unit price of my product in P&G Chemicals Customer Online?**

- Once your order is maintained by your NA PGC Order Management team, you will be able to see the Unit Price in order history
- Once your order has been invoiced, you will be able to see the invoice total along with the actual volume shipped in the order history tab.

### **14. How can I provide feedback on the site or offer suggestions for improvements?**

- We'll be happy to hear your feedback. Please send an email to [nachemorder.im@pg.com](mailto:nachemorder.im@pg.com) or contact your P&G Chemicals Sales Representative.