

# u CONNECT

## InSinkErator Marketing Literature & Display Resource Center: How-To Guide



Forgot your password? Simply click the **Forgot Password** button and enter your username. You will receive an e-mail confirming your password.

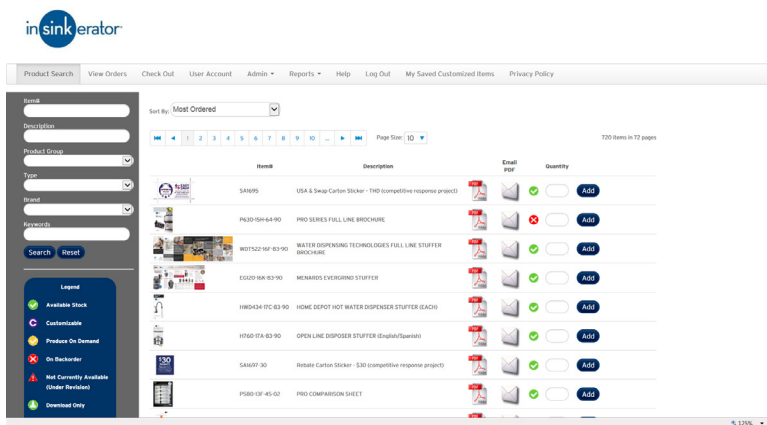
### Getting Started

U.Connect is an easy-to-use, web-based ordering and fulfillment system that allows you to electronically manage, order, and track sales & marketing collateral items in real time, 24 hours-a-day, 7 days-a-week. To get started, go to:

<http://connect2.coakleytech.com/Logins/ISE/Login.aspx>

Enter your username and password to log in to your account.

If you're a new user, click **Sign Up**. Once you've created your account, your username and password will be e-mailed to you.

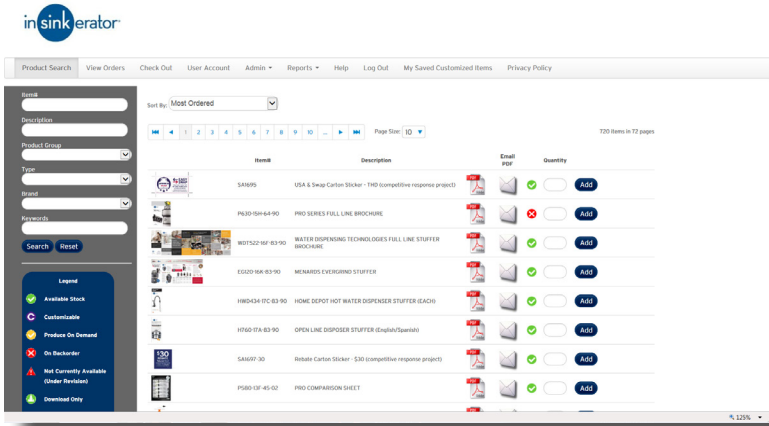


Questions? Please contact:  
Customer Service  
P: 262-369-6043  
E: isecsr@1TouchPoint.com  
8:00 AM - 5:00 PM CST



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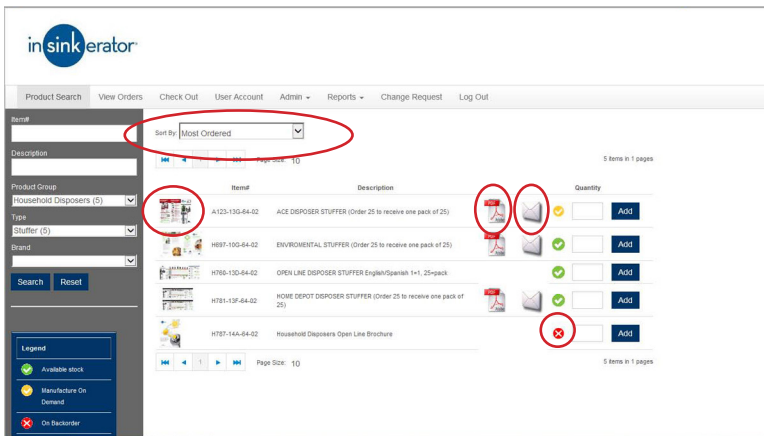
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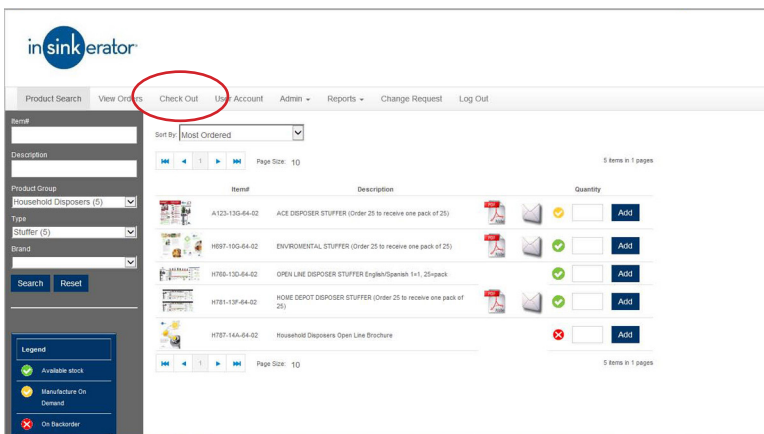
## Searching for Items

The site is equipped with intuitive search features to help you easily find your literature items. Use the Search fields located at the top left of your screen to enter the Item #, Item Description, or Keywords in the text boxes. You may also select a product group, item type, or brand from the drop-down menus, either alone or in combination with any of the other search boxes or menus.

Once you've entered your search criteria, click the **Search** button. Clicking Search without criteria will show all results.



**NOTE:** A white "x" inside a red circle indicates that the item is out of stock.



Your search results will display on screen. Items can be sorted by "Most Recently Added," "Most Ordered," and by "Item Number" using the **Sort By** drop-down menu at the top of your screen.

To view an item cover and description, click the item thumbnail. To add the item to your cart, enter your order quantity and click the **Add** button.

Various items can also be downloaded as a PDF file to your desktop by clicking on the PDF icon next to the item. To send the item electronically via e-mail, click the e-mail envelope icon next to the item.

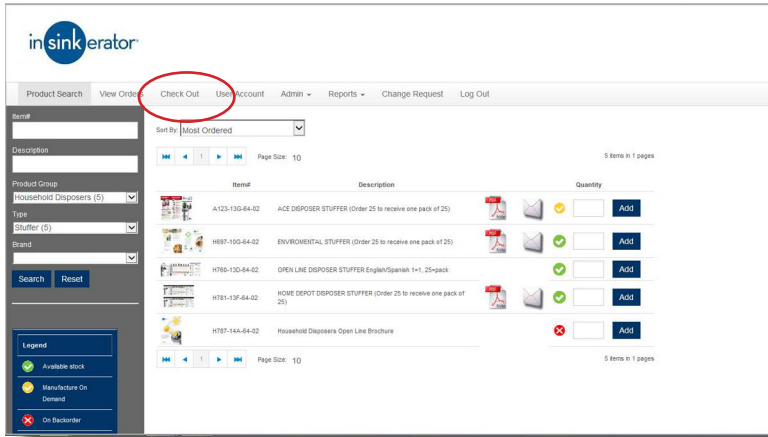
Once you've successfully added items to your shopping cart, the tool will indicate from the top toolbar how many items are currently in your cart. You can view and edit your shopping cart at any time by clicking the **Check Out** button from the top toolbar.

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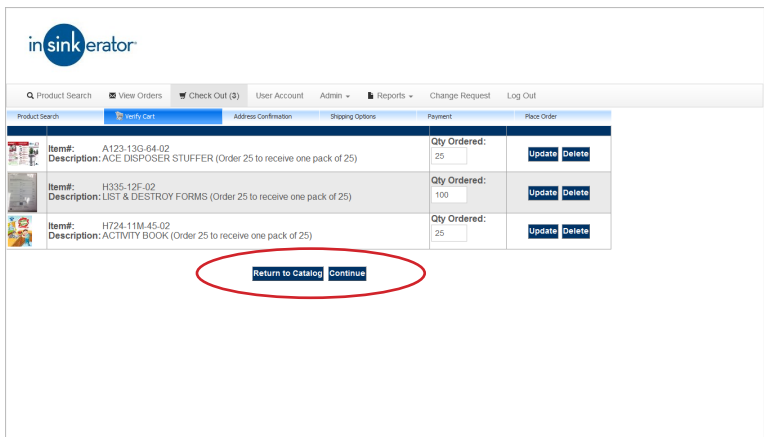
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## Placing Orders

You can continue to search for additional items to add to your shopping cart using the search boxes.

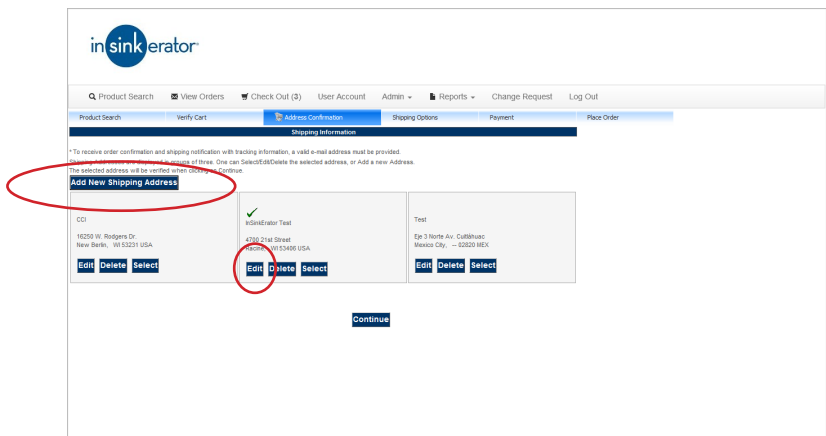
Once all items have been added to your cart, click the **Check Out** button.



Verify your cart information. From this screen you can remove items from your cart, update order quantities, or return to the Catalog to search for additional items.

To continue placing your order, click **Continue**.

**NOTE:** If in-stock quantities are too low to fulfill your order, the tool will notify you and allow you to either download a PDF, e-mail a PDF, remove from your cart, or submit the order to backorder, which may require up to 30 days to fulfill.



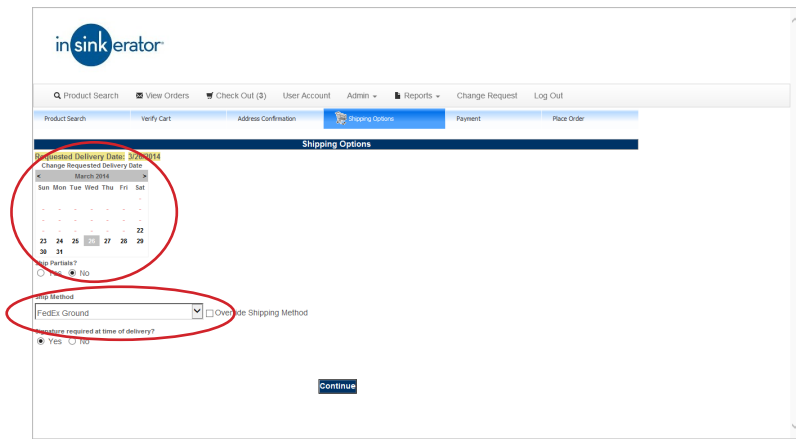
Verify your Shipping Information. You can edit the selected address by clicking the **Edit** button. To add a new address, click the **Add New Shipping Address** button and enter your shipping information. The selected address will be verified once you click **Continue**.

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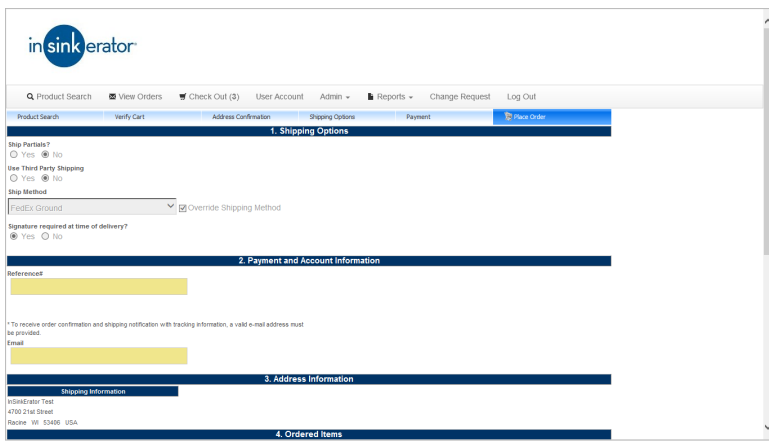


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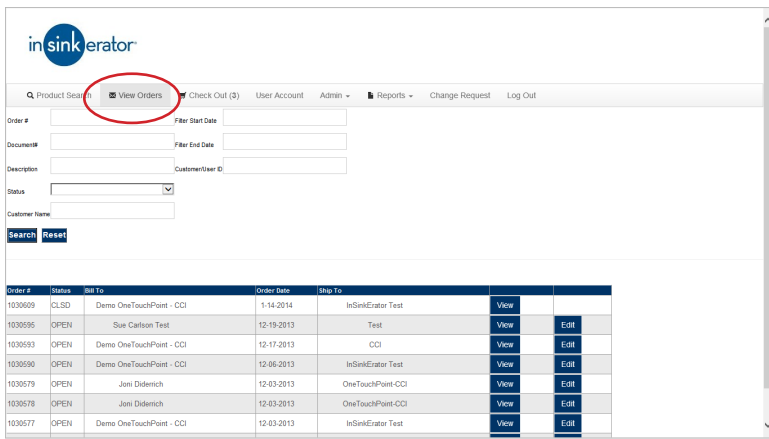
Select your requested delivery date on the calendar. The tool will automatically select the most cost-effective shipping method based on your requested delivery date. You can also select the Override Shipping Method checkbox to select your own shipping method. Click **Continue**.



To send confirmation e-mails to multiple addresses, simply enter the addresses separated by semi-colons.

Review your order information and make any necessary changes. You can return to various sections of the site to make edits by clicking the tabs at the top of your screen. Once all information is complete, click **Place Order**.

You will receive an order confirmation on-screen and via e-mail if you entered a valid e-mail address. Once your order ships, you'll receive a shipping notification with tracking information.



You can refine your Order History results by entering criteria in the Search boxes at the top of your screen. To view a summary of a specific order, click the **View** button. Recently placed orders that have not been processed can be edited or cancelled by clicking the **Edit** button. If you need assistance editing or cancelling an open order, please contact Customer Service for assistance at 262-369-6043.

## Order Tracking

U.Connect is equipped with comprehensive order tracking from order placement through product delivery. To access information about your orders, click the **View Orders** tab at the top of your screen. A summary of your orders will appear with a listing of Order #'s, Order Status, Order Date, and Ship-To information.

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