



# Online Store Update

Newsletter

Volume 1

April 2015

GE Digital Energy Online Store User,

We are pleased to introduce our new GE Digital Energy Online Store Newsletter.

This newsletter will be sent periodically to communicate updates, improvements and enhancements to the online store. The information found in the newsletter will also be available on the online store at <http://store.gedigitalenergy.com/newsletter/vol1.pdf>.

## **PDQ**

For P&C customers that order using PDQs, please note on the checkout page you must enter the last digits of the PDQ number. For example, if your PDQ is 12345-67890-34567, then enter 34567 on the checkout page. This will ensure that the correct PDQ price is applied to your order.

## **Cart Pricing**

A reported issue has been resolved correcting an issue where the cart pricing would change when additional items were added or quantities were updated. When updating and/or adding items to the shopping cart, the correct price will now be maintained.

## **Discontinuation of E/M Lookup**

On March 27th the Online Electromechanical Lookup was discontinued on the store due to duplicate functionality. Customers that used to place orders using the E/M Lookup will be able to search for and order Protection & Control Single Function Electromechanical relays using the online configurators. <http://store.gedigitalenergy.com/single.asp>

## **Order Status and Invoice Feed Issues**

The store is currently facing a data feed issue impacting order status and invoice lookup on the online store. The team is working to resolve these issues as a priority and you may contact sales support in the meantime for updates or questions on your orders and invoices.

## Checkout Page Improvements

### **Default Shipping Addresses**

Some store users had experienced issues with the default shipping address on the checkout page. These issues have been resolved.

### **Zip Code**

Some store users had experienced issues with the zip code field for shipping addresses resulting in an 'invalid zip code error' for addresses in the United State and Canada. This issue has been resolved.

### **Order Confirmations**

Did you know that you and/or your customers can use a semi-colon (;) in the address box on the checkout page to add additional email addresses to receive online store order confirmations? Simply separate email addresses with a semi-colon.

<b>Name:</b>	DE Online Store
<b>Company:</b>	GE Digital Energy
<b>Method of payment:</b>	
<input checked="" type="radio"/> <b>PO #:</b>	
<input type="radio"/> <b>Credit Card</b> (fill in information below)	
<b>Please use a * ; * between e-mails</b>	
<b>Response By:</b>	<input checked="" type="checkbox"/> Email <input type="checkbox"/> Fax <input type="checkbox"/> Phone
<b>E-mail:</b>	DigitalEnergy.OnlineStore@ge.com;

As always, please feel free to reach out to our sales support teams with any questions.

### **P&C sales support**

[sales.digitalenergyAP@ge.com](mailto:sales.digitalenergyAP@ge.com)

1-800-547-8629 or 905-927-7070

### **ITI/Power Sensing sales support**

[Sales.digitalenergy@ge.com](mailto:Sales.digitalenergy@ge.com)

1-800-547-8629 or 905-927-7070

### **Communications sales support**

[GEMDS.customersupport@ge.com](mailto:GEMDS.customersupport@ge.com)

1-800-474-0964

### **Online Store support**

[DigitalEnergy.OnlineStore@ge.com](mailto:DigitalEnergy.OnlineStore@ge.com)

Thank you for your continued support.

**Sarika Reich-Rohrwig**

Inside Sales Leader

