



# Online Store Update

Newsletter

Volume 2

May 2015

GE Digital Energy Online Store User,

We are excited to share the second volume of the GE Digital Energy Online Store Newsletter. The newsletter will be sent periodically as a communication regarding updates and enhancements to the online store. The information found in the newsletter is also available on the online store at <http://store.gedigitalenergy.com/newsletter/vol2.pdf>.

## Configurators

Since 2014, we have created 128 new products configurators for the OLS, helping users order more of what they want online. These new product configurators cover the Industrial Communications, Protection & Control, Substation Automation, and Monitoring & Diagnostics offerings, and include new launches like the Multilin 869 and the MDS Orbit series, the availability of spare parts and accessories, and the addition of new training courses.

## Interactive Selector Guide

To help users choose the best product for the protection, control and metering application, we have added interactive selector guides on the category pages of [Generator](#), [Transformer](#), [Transmission](#), [Bus](#), [Feeder](#) and [Motor Protection](#), and [Metering](#). Choose from a preset list of typical applications or select the individual product functionality needed to meet your spec. The tool allows you to directly compare different Multilin products and links directly to additional product resources.

## OLS Upgrade

The team is working on a code upgrade to the store that will allow us to better be able to add additional functionality and new enhancements to the store. The upgrade is scheduled to launch in July.

**Customer Selection** – we have improved the customer selection view, adding the capability to add tags to customers. Tags are customizable and will make search and sorting your customer list easier, faster and more efficient.

**Favorite Products** – you will be able to save favorite products, including configured

items, for quick access to add to your shopping cart, eliminating the need to find and configure the products that you order the most!

**Order Status** – the upgrade enables order status for *all* customers, not just one at a time. You will be able to search orders based on combinations of PO#, Req#, SO# or Cat# for *all* orders placed during a given time frame. The results can then be exported to excel.

### Helpful Hints

While these are not necessarily new features, we wanted to highlight some helpful hints and features of the store that you may not be aware already exist today.

**P&C Order Comments** - For P&C customers, we have removed the free form order comments text box and replaced it with the *Order Comments* button. The *Order Comments* button has consolidated the standard comments and document requests into one easy to use form.

**Copy & Edit** – You can use the *Copy* option on the Shopping Cart page to copy a line item. The *Edit* option on the line can be used to edit the configuration of a line item. This can help save time by allowing you to copy and edit items already in the shopping cart rather than searching for them again.

**PDQ** – When ordering from a PDQ, be sure to enter last set of digits on the Checkout Page. When you click *Submit* the price will recalculate and open a new screen with the details of the PDQ.

**Request Bill-to Address Change** – You can request a change to your Billing Address in the My Account section or from the Checkout page. To do so on the checkout page, click the link in the Billing Address section “If this is not the correct Bill-to Address please click *here*”. Please note that a request to change your Billing address will not apply to that order and may take up to 72 hours to reflect on the store.

**Finding Part Numbers** – Most part numbers are easier to find if you type the first 3 digits in the search fields. For example C90, 745, IAC, D20, EB1. To find UR modules type the word “module” and the results will display at the bottom of the page.

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

**Amanda Vorndran Wilczewski**

Online Store Leader

