

# Online Store Update

Newsletter Volume 6

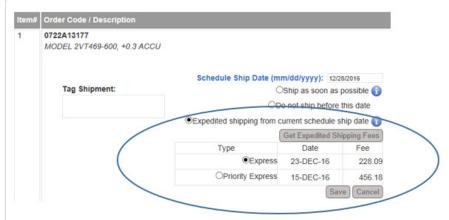
December 2016

Grid Solutions Online Store User,

We are pleased to share our latest Online Store updates and enhancements with you.

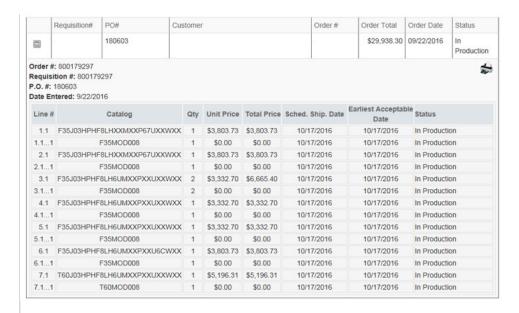
## **Expedited Shipping for ITI/Power Sensing**

In case you missed it – the Online store is now able to offer *Expedited Shipping!* Expedited Shipping is available for ITI/Power Sensing products on a line by line basis. This means you may add expedited shipping for only the line items needed quickly. Please note, there is a minimum fee of \$100 for expedited shipping. Due to the dynamic nature of expedites this quote is given at the time of order placement only – there is no current ability to view expedite options and fees in advance.



#### MOD Lines in Order Status

For relay orders that include line items for MODs, you can now check the status of the MOD lines using order status.



## **New Ship-to Addresses**

In order to reduce overhead time when processing new ship-to addresses, when entering a new ship-to address on the store, you will now be notified that *The Sales Support team may contact you for additional information regarding new shipping addresses and there may be a delay in order processing.* 

## **Checkout Page Automations**

We have automated many fields on the checkout page so that only options available, based on a customer's profile, are offered to select. This includes options in the Freight Terms/Ship Via section of the checkout page. Please work with the sales support team to set the defaults in customers' profiles. The preset default options will be displayed, but can be changed, if needed, on an order-by-order basis.

## **Lentronics Credit Card Option**

Customers now have the option to pay with a credit card when ordering Lentronics accessories and spare parts.

#### Tax Exemption

As a reminder, please take care when indicating whether a particular order is tax exempt or not. While we have automated the tax certificate validation process, it is necessary to capture this properly at the time of entering the order on the Online Store as discrepancies in tax exemption may cause delays and create disruptions and disputes for the end customer.

### Online Store Training

We are happy to offer OLS training to new Reps or any Reps or end users wanting a refresher. To schedule a training session please contact <a href="mailto:sales.gridsolutionsap@ge.com">sales.gridsolutionsap@ge.com</a>. And please watch for a new training schedule coming next year!

Please reach out to our sales support teams with any questions.

# P&C sales support

<u>sales.gridsolutionsap@ge.com</u> 1-800-547-8629 or 905-927-7070

# ITI/Power Sensing sales support

<u>sales.gridsolutions@ge.com</u> 1-800-547-8629 or 905-927-7070

# Communications sales support

 $\underline{\textit{GEMDS}.customersupport@ge.com}$ 

1-800-474-0964

Thank you for your continued support.

Wishing you a great end of the year and a happy 2017!

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