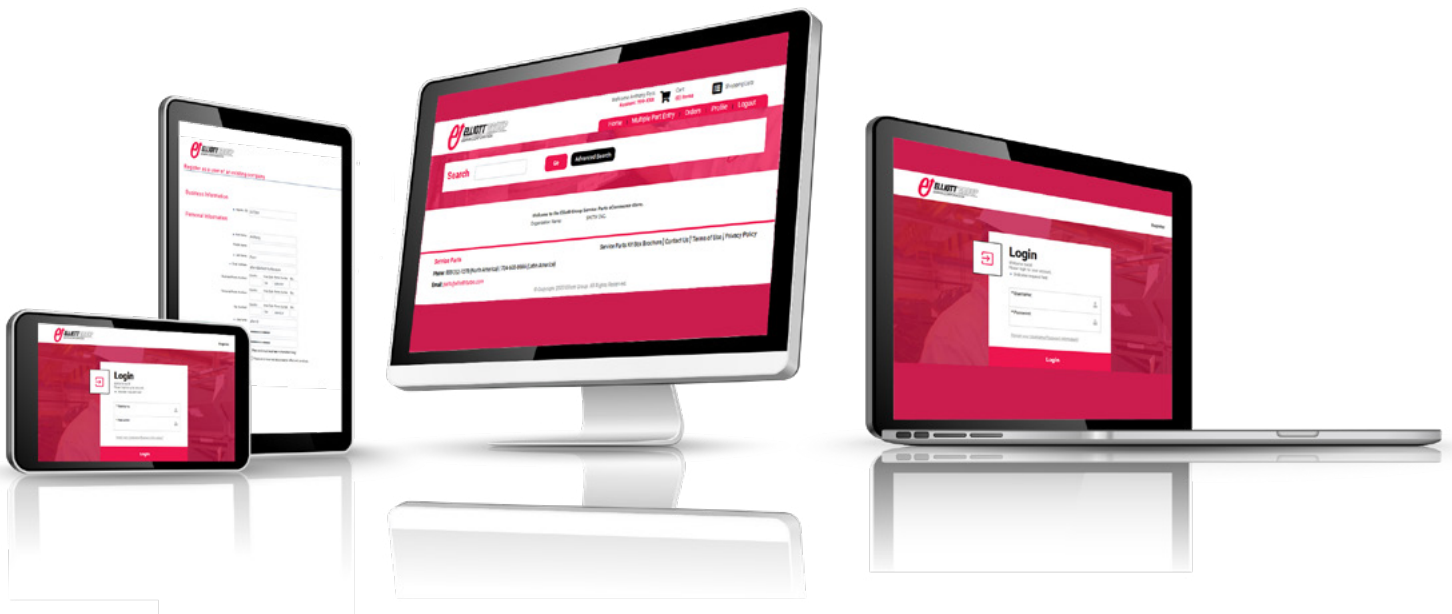# ELLIOTT ®GROUP
EBARA CORPORATION

Online Parts Store User Guide
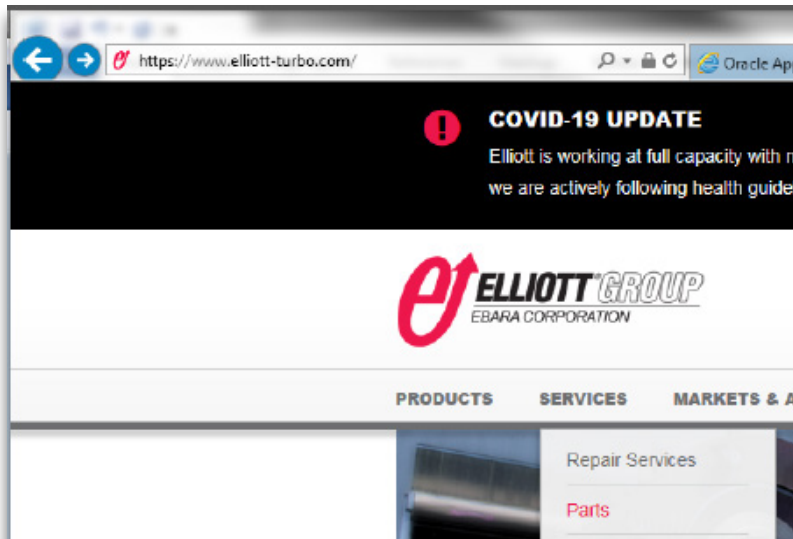
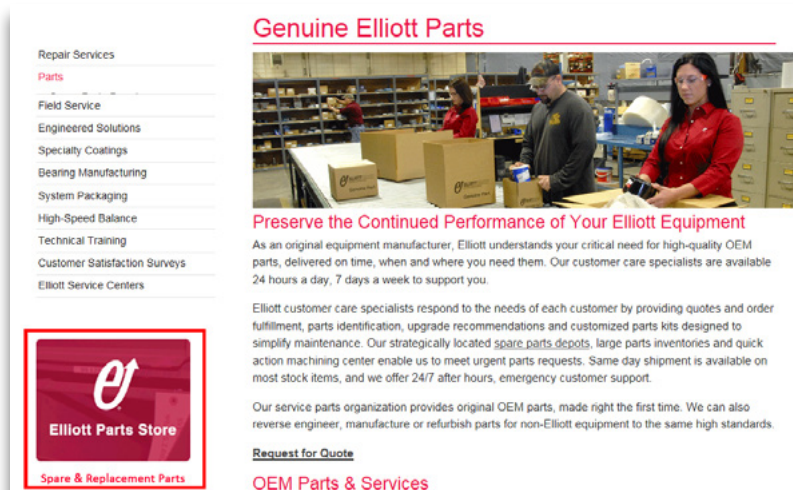# Elliott Online Parts Store User Guide

Contents

■ Navigating to the Elliott Online Parts Store

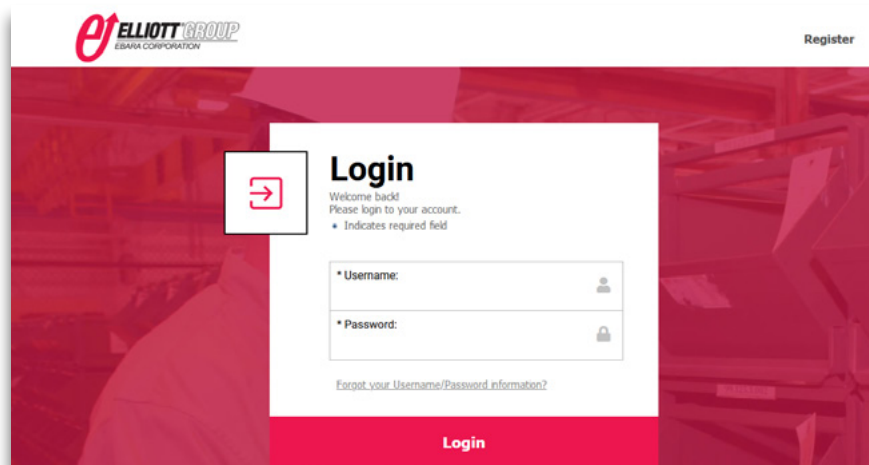From the Elliott corporate website (www.elliott-turbo.com), navigate to Services > Parts.

Click the "Elliott Parts Store" link.
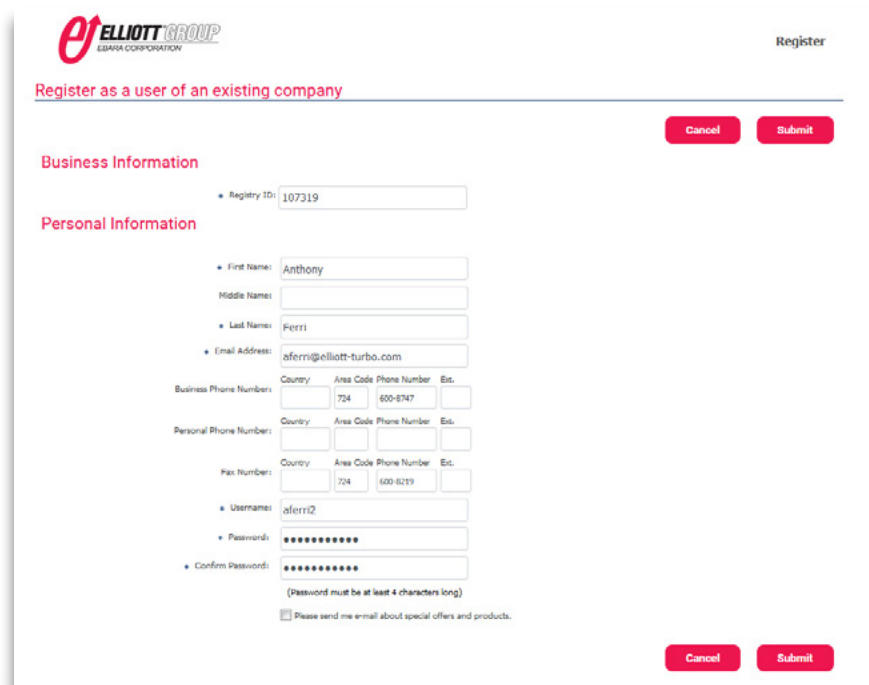

Or use the direct URL http://ebusiness.elliott-turbo.com/istore

■ REGISTERING A USER

To register, from the Login page, click "Register" (top right).

Enter the Registry ID provided by Elliott. If you don't have a Registry ID, contact your Elliott Inside Sales Representative or email parts@elliott-turbo.com to obtain one. Enter name and contact information. Choose a username and password that you will remember. Click "Submit."
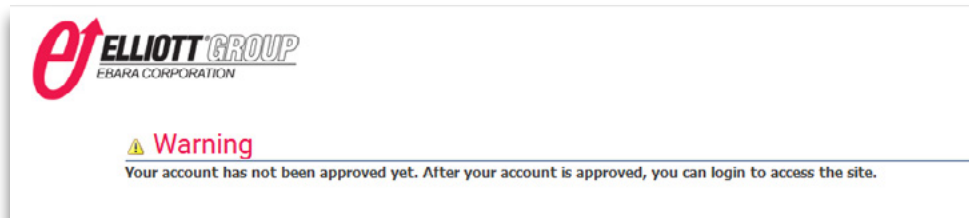
If you enter a username that is already used, an error will display. Choose a new username and click "Submit."

If no errors occur, the following message will appear on the screen:

The Elliott Inside Sales Team will review the registration request. Once your registration is accepted, you will receive a welcome email with your confirmed username and password.

■ LOGIN

Return to the Login page, enter your username and password, and click "Login."

4

■ HOME PAGE

You will be directed to your home page. You should see your name, account number, and organization name, as well as links to all of the site's other pages.

Many Elliott customers have multiple entities and multiple locations around the globe. If you have multiple customer accounts, you will see a drop-down menu underneath "Welcome: Your Name" at the top of the page.

When changing the account name via the drop-down menu on the home page, you will notice the account name will update on the home page. This allows you to select the correct account for which you are purchasing components.

If your organization has only one account number, there will only be one account number shown.

5

■ SEARCH FUNCTION

The search functionality is considered "fuzzy," which means that the system returns results that are similar or likely to match the search terms or part numbers entered.

Partial or Complete Part Number Search

You can enter a partial or complete part number into the search field, and click "Go." The system will then populate a list of parts on the screen for your review.

Part Description Search

You can also search using a part description. For example, searching for BEARING LINER will show results for every part that includes the word BEARING or LINER.

If you put the phrase "BEARING LINER" in quotes, it will only show results that include the phrase "BEARING LINER."

	677143-1	BEARING LINER		1
	673660-7NEW	BEARING LINER, INSTRUMENTED		1
	671630-7	BEARING LINER (CW TIN-LEAD)		1
	185455-143	BEARING LINER ASSEMBLY		1
	673660-8NEW	BEARING LINER, INSTRUMENTATION		1
	816966-5	BEARING LINER M/F 816966-1		1
	667997-7-667046-3	BEARING LINER SET		1
	921174-4	BEARING LINER ASSEMBLY		1
	185601-153	BEARING LINER		1
	639856-1	BEARING LINER		1
	878433-110	BEARING LINER W/ TEMP. DETECTOR		1

The Advanced Search function allows you to *Match all words* (or numbers) OR *Match any word* (or number), as well as exclude results with certain keywords.

Advanced Search

Categories:	All Products ▾
Keyword(s):	BEARING LINER
	⦿ Match all words(and)
	○ Match any word(or)
Excluded Keyword(s):	
	Go

Searching for BEARING LINER using the *Match all words* (and) function will show all results with both the words BEARING and LINER, but not necessarily in that order.

Select	Part Number	Item	Price	# of Units
	1029476-1	LINER BEARING		1
	677291-1	BEARING LINER		1
	185455-143	BEARING LINER ASSEMBLY		1
	634385-3	BEARING LINER		1

Searching for BEARING LINER using the *Match any words* (or) function will show all results with either the word BEARING or LINER.

Select	Part Number	Item	Price	# of Units
☐	634304-3	B.LINER		1
☐	185455-143	BEARING LINER ASSEMBLY		1
☐	677291-1	BEARING LINER		1
☐	710107-18	BEARING ASSEMBLY		1
☐	DR03T01740230617	BEARING, JOURNAL		1
☐	PR-E20222SG-2	HIGH SPEED BEARING CARRIER		1

From the search results, any item with a price is an item on your customer price list and is an item you can purchase through the Elliott Online Parts Store. Check the specific items you wish to add to your cart and click "Add to Cart."

Results

Add to Cart

Select	Part Number	Item	Price	# of Units
☐	956054-19	BEARING ASSEMBLY, PLATINUM		1
☑	668012-7	BEARING LINER, TOP	$71.00	1
☑	668012-8	BEARING LINER, BOTTOM	$44.00	1
☐	607794-15	BEARING, THRUST		1
☐	607640-18	BEARING, THRUST		1
☑	607640-19	BEARING, THRUST	$18,776.00	1

You will be directed to your shopping cart where you can see pricing and availability.

Shopping Cart

Attachments   **Continue Shopping**   Actions Save Cart ▼   **Go**   **Checkout**

☑ Your Store cart expires on 21-OCT-2020. Please save this cart if you intend to use it beyond this date
After entering serial numbers on each line, click Checkout to Save. You can return to the Shopping Cart later if necessary.
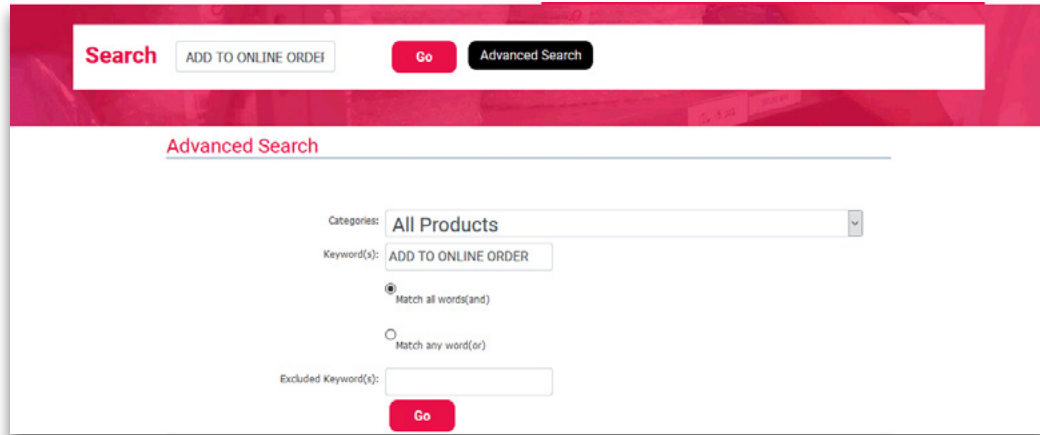Quantity price breaks may apply to certain parts in cart.

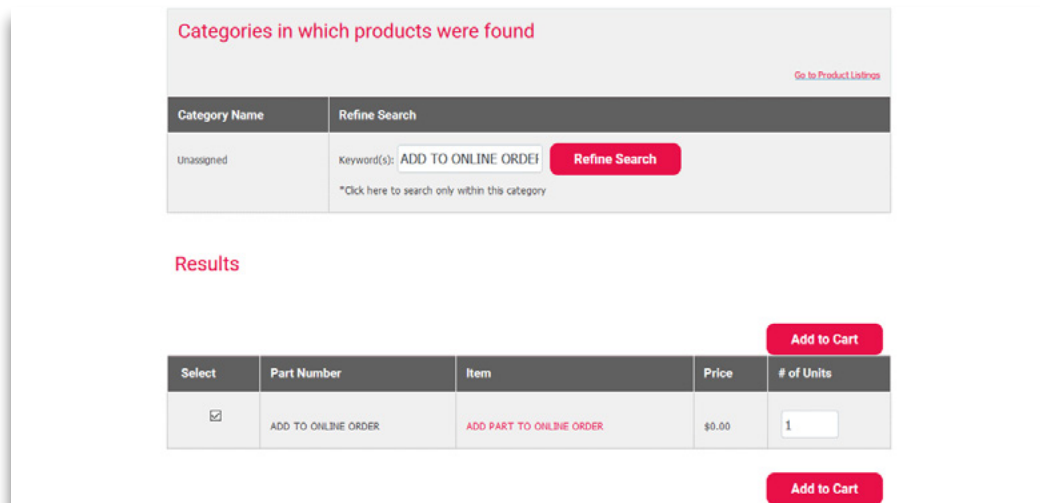| Part Number	Item Name	Serial Number	UOM	Quantity	Availability	List Price	Selling Price	Extended Price	Remove
668012-7	BEARING LINER, TOP	Please select one ▼	EACH	1	Available	$71.00	$71.00	$71.00	🗑
668012-8	BEARING LINER, BOTTOM	Please select one ▼	EACH	1	Available	$44.00	$44.00	$44.00	🗑
607640-19	BEARING, THRUST	Please select one ▼	EACH	1	Not available. Lead Time: 6 weeks.	$18,776.00	$18,776.00	$18,776.00	🗑

Adding a Missing Part

If you are unable to find a part that you want to purchase in the online store, submit a request with your order. This will inform Elliott that you were unable to find a part number. A sales representative will complete the necessary research, add the part to your order as requested, and add it to the system so you can find it the next time you place an order.

To add a missing part to your order, complete the following steps:

1. In the search field, type in "ADD TO ONLINE ORDER."

2. Add that component to your cart. This item will show up as $0.

3. On the Billing and Payment page, during the Checkout Process, upload any data and documentation that will help Elliott determine the specific part number and quantity needed on the order. This can be done multiple times and multiple documents can be uploaded at the same time.

10

4. Submit the order as you normally would.

An Elliott sales representative will be prompted to review the order with the "ADD TO ONLINE ORDER" component.

The sales representative will then:

- Complete the necessary research.

- Revise the Sales Order with the correct part number and quantity.

- Send the revised order to the customer via email for approval.

- Add the missing part to the Elliott Online Parts Store.

■ MULTIPLE PART ENTRY

From any screen, click the "Multiple Part Entry" tab to go to this page.

Home | Multiple Part Entry | Orders | Profile | Logout

On the Multiple Part Entry page, you can search our online store for multiple part numbers at the same time. You can do this two ways, either by manual entry or by using a spreadsheet entry method.

1. Manual Entry

You can type in all of the Elliott part numbers and respective quantities that you're interested in purchasing. After entering part numbers, click "Select All," then "Fill Details." Elliott's part description and unit of measurement for each part number will appear.

Multiple Part Entry

☑ **Tip:** Input valid Elliott part numbers into Inventory Part Number column. To view the primary unit of measure and item name for the entered part numbers, click Fill Details button.

Select Item(s) and...   **Delete**   **Fill Details**   **Add to Cart**

Select All | Select None

	Select	Inventory Part Number	UOM	Quantity	Item Name
1	☐	667997-7		1	
2	☐	67997-8		1	
3	☐			1	

If you input an invalid or incomplete part number, you will receive an error message.

Correct the part number and click "Fill Details" again.

Click "Add to Cart." This will add all of the selected components to your shopping cart in preparation for completing an order. You will be directed to your shopping cart where you can see pricing and availability.

2. Spreadsheet Entry

You can search for multiple parts by using the spreadsheet entry function. Click the "Multiple Part Entry CSV" link on the Multiple Part Entry screen.

A spreadsheet will open with three columns. Column A, "INV_NUM" is where you will enter the Elliott part numbers. Also fill in column C, "QTY" with the quantity required for each part number. Leave the UOM field blank. Save this file with the inputs to your desktop as a ".csv" file.

On the "Multiple Part Entry" page, click the "Upload" button. Click "Browse" and find the ".csv" file you just saved to your computer, and click "Open." You can then click "Apply" and the parts on your spreadsheet will be input into the Multiple Part Entry page with all relevant details.

Check the boxes next to the components you would like to add to your cart. You can also click "Select All" to add all components to your cart. Then click "Add to Cart."

■ SHOPPING CART

From the Shopping Cart, you can perform multiple actions, including: 1. Continue to add more items or return to the home page by clicking "Continue Shopping." 2. Click the "Multiple Part Entry" tab to return to the "Multiple Part Entry" page. 3. Select various options from the "actions" dropdown menu, including "Save Cart," "Save to List," "Check Availability," "Delete Cart," and "Multiple Part Entry."

Save to Cart

Select "Save Cart", and click "Go."

You will be required to give your cart a name. Enter a name, then click "Apply."

You can access your saved carts any time by clicking the word "Cart" at the top of the screen, then clicking "Carts" below. Select the cart you want, then click "Go" to view it. You can also go straight to checkout by selecting the cart and clicking "Checkout." You can also duplicate or delete a cart from this screen using the "Actions" dropdown menu.

Important Note: Once you check out with the Saved Cart, those items are purchased and are no longer available on a saved list. You must save your cart as a shopping list to ensure that it will be available for reference. See the next page for details**.**

Shopping Lists

Another item in the Shopping Cart Actions menu is "Save to List," which allows you to save the contents of your cart as a shopping list that can be recalled multiple times and added to shopping carts. This functionality is useful for parts that are ordered regularly, and it is a recommended practice.
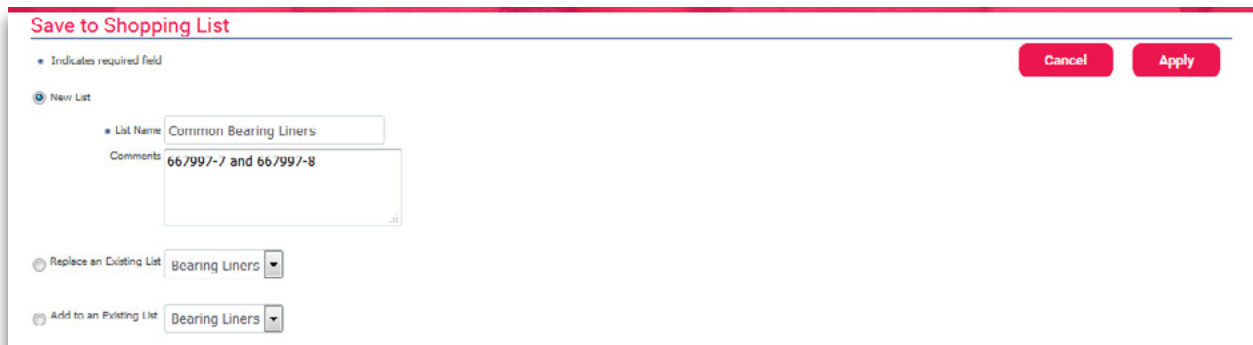
Select "Save To List," and click "Go."

You will be required to give your shopping list a name. Enter a name, then click "Apply." You can also add comments to help identify the list. You are also given the option to replace or add to an existing list.

You can access your shopping lists any time by clicking "Shopping Lists" at the top of the screen. Click the name of the list you want to review.

Once in the shopping list, you can revise the list, or select items to add to your shopping cart.

Check Availability

The Check Availability function will show you the stock availability of each item or the lead time of the item if it is not in stock.

Delete Cart

The Delete Cart function will delete all items from the cart.

You will see a warning message and then a confirmation.

19

Multiple Part Entry

This selection will take you back to the Multiple Part Entry page.

■ CHECKOUT

Once your cart includes all of the parts and correct quantities that you want to purchase, select the associated Elliott equipment serial number from the drop-down menu in the Serial Number column. If you do not see the correct serial number of the Elliott equipment listed, or you do not know the serial number, choose "Unknown." The only way these serial numbers are saved to your active cart is by clicking "Checkout." You can return to the cart to make changes if needed.

If any quantities need to be changed or updated, change them and click the "Recalculate" button.

Continue to the Shipping Information page by clicking "Checkout." On the Shipping Information page, you will:

1. Confirm or Select the Ship-To address.

2. Select the requested shipping method.

3. Enter a request date. This is the date that you expect the parts to ship.

4. Enter any additional shipping instructions for your order (ship partial, ship complete, etc.).

21

Ship-To Address

If the default Ship-To Address is not correct, click the "Select" button.

This will bring up the Search and Select screen for Ship-To addresses. Select "View by: Ship To Customer's Addresses" and click "Go" to view the full list of Ship-to addresses for your account. Select the correct Ship-To address and click "Select."

This will change the address on the Shipping Information screen. If you cannot find the correct Ship-To address, if you need to change your primary address, or if other changes are needed, contact Elliott Group Service Parts via email at parts@elliott-turbo.com or call 888-352-7278.

Once the shipping information is correct, click "Next" to go to the Billing and Payment Information page.

Billing and Payment Information

On the Billing and Payment Information page, you will:

1. Confirm or Select the Bill-To Address. If the default Bill-To Address is not correct, click the "Select" button. This will bring up the Search and Select screen for Bill-To addresses. Select "View by: Bill To Customer's Addresses," and click "Go" to view the full list of Bill-To addresses for your account. Select the correct Bill-To address and click "Select.

2. Upload your purchase order. You must upload a valid purchase order for Elliott to book and execute the order.

   a. Click "Upload Documentation" button.

   b. Click "Add Attachments."

   c. Click "Browse."

   d. Choose necessary attachments.

   e. Click "Open."

   f. Click "Apply."

   g. Click "Back to Billing and Payment."

   h. Repeat the upload documentation process to include additional documentation (test requirements, reports, customer spec, etc.) that will help Elliott meet your expectations.

3. Enter your company's purchase order number.

Once the Billing and Payment information is correct, click "Next" to go to the End Customer Information page.

End Customer Information

On the End Customer Information page, you will:

Confirm or select the address of the End Customer. If the default End Customer Address is not correct, click the "Select" button. This will bring up the Search and Select screen for the End Customer addresses. Select "View by: End Customer Addresses" and click "Go" to view the full list of End Customer addresses for your account. Select the correct End Customer Address and click "Select."

Click "Next" to advance to the next step. If you cannot find the correct End Customer Address, or if changes are needed, contact Elliott Group Service Parts via email at parts@elliott-turbo.com or call 888-352-7278.

Multiple End Customers can be chosen if necessary. This is uncommon, but is necessary if different lines or quantities within a line are destined for different end users. To select a different end user for a specific line, click the blue triangle next to "Multiple End Customers," select the lines where you need to change the end user, then click "Update End Customer Information."

If the default End Customer Address is not correct, click the "Select" button. This will bring up the Search and Select screen for the End Customer addresses. Select "View by: End Customer's Addresses" and click "Go" to view the full list of End Customer addresses for your account. Select the correct End Customer address and click "Select."

Review and Place Order

The final step is reviewing your order on the Review and Place Order screen. Review all shipping, billing, end customer, and part information here. Make changes as necessary by clicking the applicable "Change" or "Recalculate" buttons. Then click "Place Order."

A confirmation message will appear on the screen with the Elliott sales order number. You will receive an email confirming the placement of your order. The order will then be reviewed by the Elliott Inside Sales team. If the team has any questions, a representative will contact you directly.

■ ORDERS

To review your current and past orders placed with Elliott Service Parts, click the "Orders" tab from any screen, at any time. You can also view invoices and payments for your account.

The default screen shows orders created in the last seven days. The information includes orders that were placed through the online Elliott Online Parts Store and orders that were placed by sending a purchase order directly to Elliott Group Service Parts.

From this screen, you can also perform different types of searches. You can view certain date ranges, search by order number or purchase order number, etc.

■ TRACKING AN ORDER

Once an order is booked, the "Shipment Details" button will be highlighted. Click the "Shipment Details" button for a specific order to bring up the tracking information for that order.

Order Number	Order Date	Booked Date	Order Status	PO Number	Shipment Details
1118953	18-SEP-2020		Cancelled	testonetwo	
1118949	14-SEP-2020		Cancelled	093	
1118934	31-AUG-2020	31-AUG-2020	Booked	124345	

Shipment Details

Order Information

Order Number: 1118934		Order Date: 31-AUG-2020
		Booked Date: 2020-08-31 13:14:57
Order Status: Booked		Order Total: $57.40

Part Number	Item Name	UOM	Date Shipped	Shipped	Shipment Number	Shipment Status	Shipping Method	Tracking Number
668012-7	BEARING LINER, TOP	EACH	31-AUG-2020	1	2801321	Closed	ABF-LTL-Standard	

Click a specific order to bring up the Order Details page. This will provide you with all of the information associated with that order.

Order Details

Cancel Order

The following table displays the order details.
☑ You can only cancel an order if it is in ENTERED status. Canceling an order will cancel all the lines of the order.

Order Information

Order Number: 1118954		Order Date: 21-SEP-2020
		Booked Date:
Order Status: Entered		

Customer Information

Customer Name: SMITH INC. Anthony Ferri 724-600-8747 aferri@elliott-turbo.com		End Customer: Anthony Ferri SMITH INC. 123 CLAY AVENUE JEANNETTE,PA 15644 UNITED STATES
Agreement:		

Shipping Information | **Billing and Payment Information**

| Ship To: Anthony Ferri | Bill To: Anthony Ferri |

■ CANCELING AN ORDER

If the Order Status on the Order Details page is listed as "Entered," you will see a Cancel Order button in the top right corner of the screen. This only applies to orders created in the Elliott Online Parts Store.

Once the order has been booked by an Elliott Inside Sales Representative, the status will show as "Booked," and the Cancel Order button will not appear on the screen. At this point, if canceling an order is necessary, you must contact your Inside Sales Representative to inquire about cancellation. Cancellation fees may apply once an order is booked.

Viewing Invoices

The Invoices page defaults to the invoices from the last seven days. The information includes invoices from orders that were placed through the Elliott Online Parts Store and invoices from orders that were placed by sending a purchase order directly to Elliott Group Service Parts.

Viewing Payments

The Payments page defaults to payments from the last seven days. The information includes payments from orders that were placed through the Elliott Online Parts Store and payments for orders that were placed by sending a purchase order directly to Elliott Group Service Parts.

■ PROFILE

To view your account profile, click the "Profiles" tab. This screen shows the account details, including user and company information. You can also edit some profile options for your specific user account. Click the "User" and "Company" buttons to toggle between them. This is also where you can change your password.

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