



## WEBSITE USER GUIDE

## FREQUENTLY ASKED QUESTIONS

**1. I registered as a customer but cannot login with my username and password.**

Check to see that you received a confirmation email and clicked the activation link in this email.

**2. What shipping methods do you offer?**

- Best Way: GracoRoberts will choose the best method. Charges will be applied at time of shipping.
- Collect: You provide your own shipping account information.
- Will Call: Please call 800-374-3872 to arrange a pickup date & time.

\*\*\* Product prices do not include shipping and handling charges. If specialty packaging and/or documentation charges are required, a GracoRoberts Roberts Customer Service Representative will be in touch within 24 hours.

**3. I have special instructions regarding my order and the products I'm purchasing, how can I communicate these?**

On the checkout page there is a Special Instructions field for you to add any information and details. There is also a checklist of all requirements that you may need including GracoRoberts Certificate of Analysis, Manufacturer Certificate of Analysis, Manufacturer Certificate of Conformance, Resin Formulators Certificate of Analysis, Resin Formulators Certificate of Conformance, IATA Certificate, Mercury-Free Certificate, NAFTA Certificate, ROHS Certificate, REACH Certificate, Certificate of Origin, SDS, TDS, Temperature Recorder, and Dry Ice. A customer service representative will always call the customer if they have a question about the order during the QC process.

**4. I started shopping and adding to the Cart before I logged in. Do I have to start shopping all over again?**

No! As soon as you are done entering products in your cart and you press the Proceed to Checkout button, you will be automatically directed to log in/register on the site. Once you're done, your items will be saved in your Cart and you will see a number above the Cart navigation which reflects the quantity of products currently in your shopping cart.

**5. How long will it take my order to be processed and shipped?**

When you add a product to your cart you will receive a pop-up message that reflects the availability and lead time that is documented in Crescendo. Examples include:

- "Woo-hoo! Your products are in-stock and can ship within 1-2 business days"
- "Your products are estimated to ship by xx/xx/xxxx."
- "The glass is half full! 1 of your 6 units is in stock and can ship within 1-2 business days. The remaining 5 units are scheduled to ship by 11/07/2019."

**6. How do I receive notification about online orders?**

- When you add an item to your cart you will get an estimated lead time
- When you place an order, you will get a confirmation email
- When your order ships you will get a notification email

**7. How do I pay for my first order?**

- If you are a first-time customer to GracoRoberts, you can only pay via credit card. You have the option to apply for credit terms with GracoRoberts.
- If you are an existing GracoRoberts customer with approved credit terms, your credit terms will be a payment option.

**8. What if I don't know my customer account # to charge products?**

When you are logged in, it will auto populate.

**9. Where can I find more information about your custom formulation division and Resin Formulators Brand?**

Hover over or click on SERVICES in the top navigation bar → click on CUSTOM FORMULATION OR click on Custom Formulation on home page

**10. Where can I find the Resin Formulators product Selector Guide?**

Services → Custom Formulation → Resin Formulators product Selector Guide PDF in left hand menu or within body text of page

**11. Where can I find information on the brands you supply and source?**

Top Navigation bar: click on BRANDS OR Services/Distribution/Brands OR Click on BRANDS on the middle of the home page OR click on individual Brand logo on home page

- We are an authorized distributor of marquis suppliers including 3M, Airtech, AkzoNobel, Castrol, Chemetall, Eastman, Henkel, Hexcel, Huntsman, ITW Polymers Adhesives North America, Mask-Off, Momentive, Resin Formulators, Scott Bader, Sika Advanced Resins, and Zip-Chem. These brand pages provide additional resources including featured products, latest news, links to PDF guides, product brochures, videos, and more.

**12. Do you offer featured products?**

Yes! Click on SERVICES in the top navigation bar → DISTRIBUTION → PRODUCT SPOTLIGHT to view information about which products we are featuring right now

**13. Where can I find your certifications?**

RESOURCES → CERTIFICATIONS

**14. Where can I find a TDS and SDS for products I'm interested in?**

RESOURCES → TDS SDS LIBRARY

**15. When do I pay for my product? / When does my credit card get charged?**

You will be charged for your order when the order ships.

**16. I'm a new GracoRoberts web customer and have never bought from you before online or offline. How do I pay and can I establish terms?**

First time buyers who have not previously done business with GracoRoberts may only pay by credit card for their first online purchase. We collect credit card information during the checkout

process. First time buyers may also click to apply for Credit Terms during the registration process. In that case, they will receive a PDF of GracoRoberts' credit term application with instructions where to send their application.

**17. I'm a new GracoRoberts web customer and an existing offline customer. Can I bill the purchase to my GracoRoberts' account?**

Yes! Click Don't Have A Web Account under Login. Then click Register Now. Click the radio button for Already Do Business with GracoRoberts. Input your email address associated with your GracoRoberts offline account and click FIND ME. It will automatically pull up your information and auto populate your billing information. If you don't remember your email address associated with your account, you will be directed to call 1-800-374-3872 or [customerservice@gracoroberts.com](mailto:customerservice@gracoroberts.com)

**18. How do I receive notification/confirmation about my online orders?**

- When you add an item to your cart you will get an estimated lead time
- When you place an order you will get a confirmation email
- When your order ships you will get a notification email. (This email is generated from Crescendo at the end of each business day and includes customer order number, tracking information, shipper, and products ordered.)

**19. If I am a customer with profile pricing, how can I find it?**

First, register and log in to your account. Then profile pricing will be applied to all products in the shop section.

**20. How do I use my promotional code for online purchases?**

At checkout, you will see a field titled PROMO CODE. Just type in your code and the discount offer will auto populate to display your discount

**21. I'm having trouble accessing the website using Internet Explorer as my browser.**

While the site is fully functional in Google Chrome, Mozilla Firefox, Microsoft Internet Explorer 11, and Apple Safari, Microsoft is no longer supporting versions of Internet Explorer older than IE 11, and the browser brand Internet Explorer has already been discontinued in the marketplace (its "ghost" remains alive to service Windows users). As a result, it is best to use Google Chrome or other browser for your shopping experience.

## FAQs FOR USER REGISTRATION TROUBLESHOOTING

### If the customer cannot register:

1. Browser:
  - Google Chrome is the best browser for our site.
  - Other browsers, such as Firefox, can have a pop up blocker/ anti-virus software that blocks part of the registration form. This can prevent the "I'm not a robot" verification or the Terms and Conditions agreement from displaying on the registration page.

- If so, you need to turn this off or use a different browser to complete the registration.
- Only Internet Explorer 11 and newer are supported by Microsoft, and therefore, our website. If you are using an older version some features may not work.
  - To check your Internet Explorer version click on the Settings Wheel in the upper right hand corner and click “About Internet Explorer”

## 2. Email address

- If you already do business with GracoRoberts but the website does not recognize your email address, we likely do not have your most up to date email address in our system. Please contact our Customer Service Representatives to quickly have your email address updated and create an account. Edits will quickly sync and you may continue to register once the updated email is saved.

Customerservice@gracoroberts.com or 800-374-3872

### **If the customer registered but cannot log in:**

#### Confirmation email

- After completing the registration form, you will receive a confirmation email with an activation URL to click.
- If you did not receive a confirmation email, please contact a Customer Service Representative to confirm your online registration was correctly processed.

Customerservice@gracoroberts.com or 800-374-3872

### **If the customer needs to update account information:**

#### Shipping/Billing Address

#### Customers registering online for the first time:

- If the auto population of your shipping/billing address is not correct, you can continue to register and contact Customer Service after creating your account to update the address.  
Customerservice@gracoroberts.com or 800-374-3872
- Confirm the addresses are correct in My Profile and My Address Book before placing an order.
- For security purposes, it is not possible to update the shipping or billing address online.

#### Customers with an existing online account:

- For security purposes, it is not possible to update the shipping or billing address Online.
- You must contact Customer Service to update an address.  
Customerservice@gracoroberts.com or 800-374-3872

## **Shop troubleshooting:**

### **Customer cannot find the product by Product Code using the search bar:**

- It may not be the first product displayed- All products with this number combination in the product code, product name, or part number are displayed.

- By default, only the first 5 products are shown on the first page and there may be multiple pages.
- Please scroll through the products and the following pages. The top navigation can also be used to display up to 50 products per page.
- Our 3,000 most popular products are available on the website. If the product is not available on the website, please place your order by calling or emailing Customer Service. You can also request to add the product to the website, which can be populated within minutes of receiving your request.

Customerservice@gracoroberts.com or 800-374-3872

**Customer cannot find the product by Product Name using the search bar:**

1. To widen the search:

- Use only the numerical portion of the product name e.g. try "912" instead of "RF 912 A/B Kit"
- Remove or add spaces. Depending on the manufacturer, possibilities can include "RF 912", "RF912" or "RF-912"
- Remove special characters and symbols e.g. \* - / & etc...
- Try searching by product type, product form, and manufacturer on the left
- Our 3,000 most popular products are available on the website. If the product is not available on the website, please place your order by calling or emailing Customer Service. You can also request to add the product to the website, which can be populated within minutes of receiving your request.

Customerservice@gracoroberts.com or 800-374-3872

**If you have questions or concerns, please contact our Customer Service Representatives who are trained in the website operations and will be happy to assist you.**

**Customerservice@gracoroberts.com or 1 800-374-3872**