

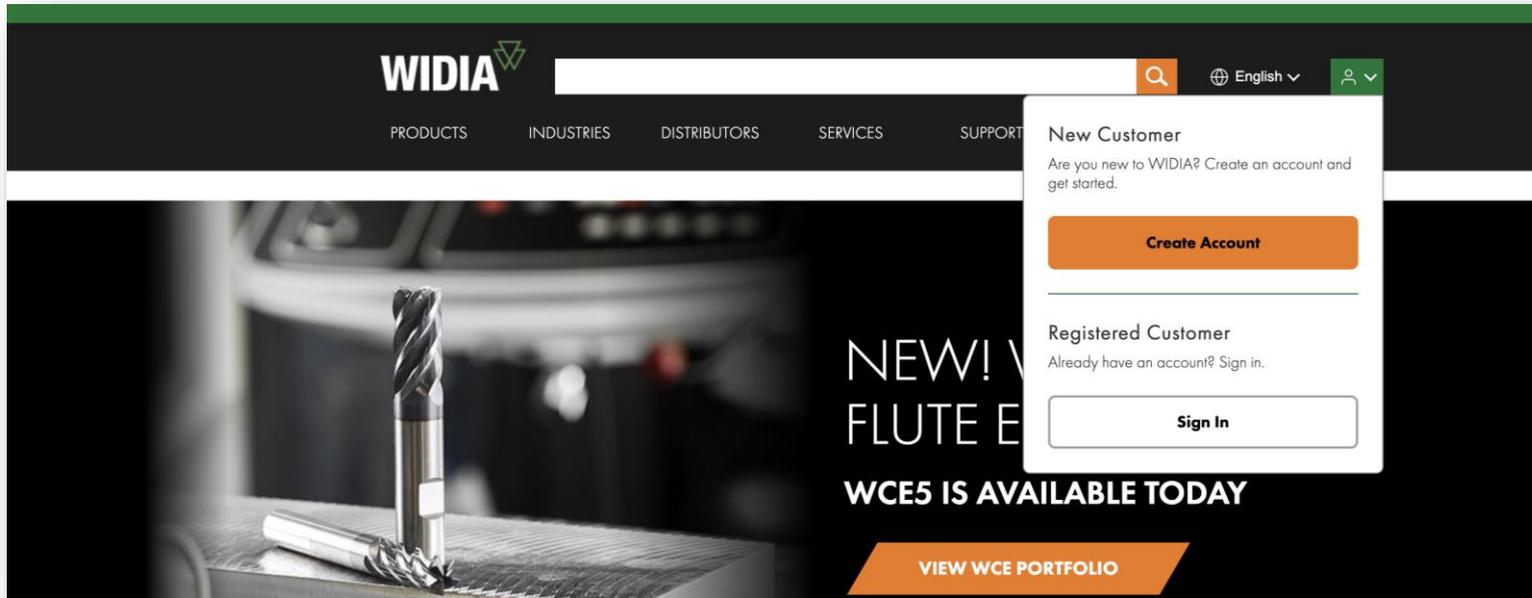


# WIDIA Digital Shopping Experience Tutorial Videos

Bringing together WIDIA Knowledge and  
E-commerce on one Platform



# Welcome



## Welcome to the new and improved WIDIA Digital Experience

We have combined all the great features of Konnect / WIDIA Center and the functionality of NOVO – offering you a **complete solution filled with our vast expert technical knowledge** all in one place. You no longer have to connect from one system to another and will benefit from easy navigation and transparency. As we embark on this digital journey, continuously make improvements and enhancements, **please reach out to us and provide any feedback** to make your digital experience even better.

# Click a title below to view the training video



WIDIA 

How to Create an Account

Create an Account

This thumbnail features the WIDIA logo at the top left. The main text is 'How to Create an Account'. On the right side, there is a small image of a mobile phone displaying a 'PRODUCTS' page. A green triangle is positioned at the bottom right of the main content area. At the bottom, there is a white box containing the text 'Create an Account'.



WIDIA 

How to Log In to Your Account

Log In to Your Account

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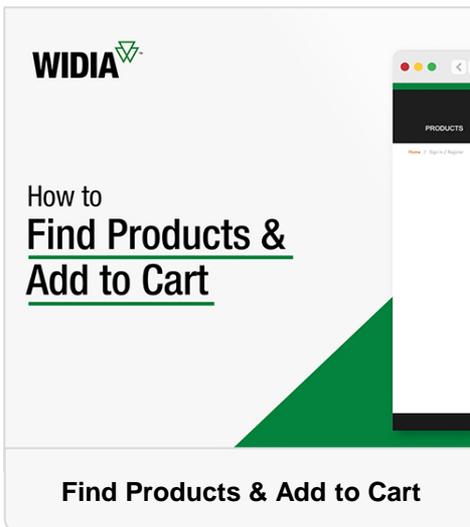


WIDIA 

How to Change Sold-To & Ship-To Accounts

Change Sold-To & Ship-To Accounts

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WIDIA 

How to Find Products & Add to Cart

Find Products & Add to Cart

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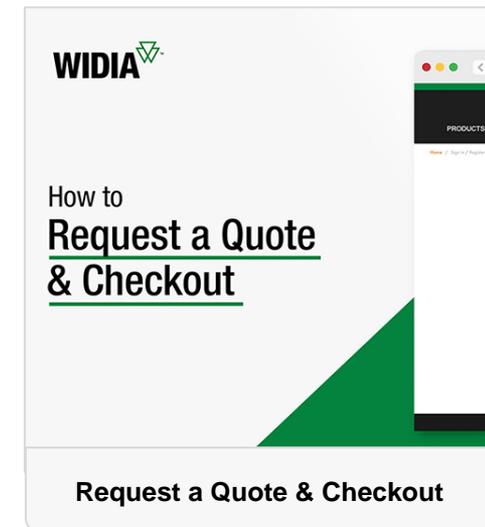


WIDIA 

How to Bulk / Quick Order

Bulk / Quick Order

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WIDIA 

How to Request a Quote & Checkout

Request a Quote & Checkout

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WIDIA 

How to Manage Your Account

Manage Your Account

This thumbnail features the WIDIA logo in the top left corner. The main text reads 'How to Manage Your Account'. On the right side, there is a small image of a mobile device screen displaying a 'PRODUCTS' header. A green triangular graphic is positioned at the bottom right of the main content area. The title 'Manage Your Account' is centered at the bottom.



WIDIA 

How to Download Price Files

Download Price Files

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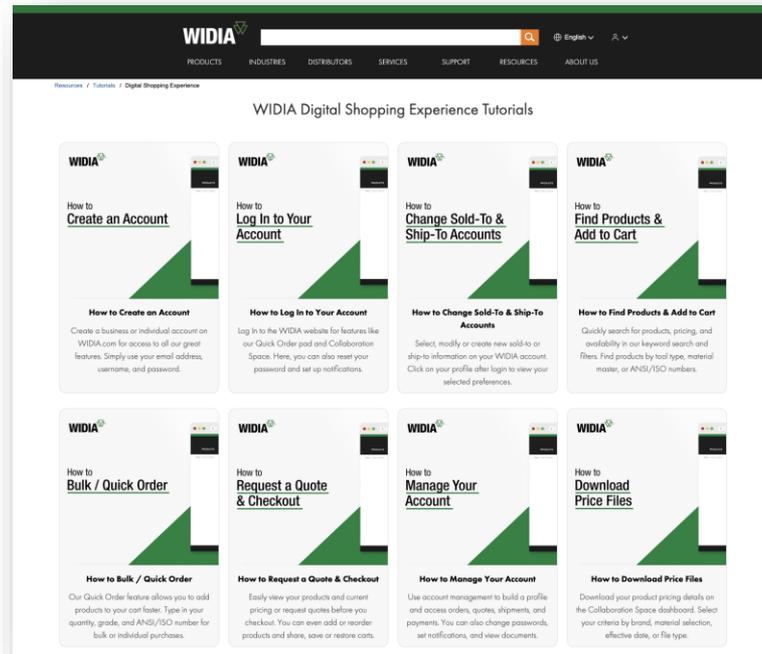
WIDIA 

Introduction to Collaboration Space

Introduction to Collaboration Space

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All the videos can be also accessed on our website:

<https://www.widia.com/us/en/resources/tutorials/my-account-tutorials.html>

## **Need More Help?**

If you're experiencing an issue that's preventing you from completing your task, such as placing an order, please contact your local Customer Service Team.

[Support \(widia.com\)](https://www.widia.com/support)

- How do I register?
  - To register, simply go to [kennametal.com](http://kennametal.com) or [widia.com](http://widia.com) and click "Sign In" and then "Create Account". Fill in all mandatory fields and save. Within 2 business days your account should be finalized, but you are already able to browse and use collaboration space without checkout or pricing.
- Do I have to register again for the new portal, or can I log in with my current credentials?
  - There is no additional registration required. Your User ID has been migrated, and you should have received an email with your User ID and a link forcing you to set a new password for the new environment. In the old environment, your credentials stay the same.
- Will all new customers who register receive the notification, as they already have access to the purchase portal?
  - Yes, we are sending out a series of emails to the users consisting of 30 days out info, a reminder 10 days out, and an email on the day of migration with a User ID & link guiding to password set.
- Can our company have more than one login to WIDIA Digital Shopping Experience?
  - Yes, there are no limitations to the number of accounts. Each account must have an individual email address.

- Will more than one person from the same customer account be able to access it like before? Is there a creation limit?
  - More than one person can use a User Account at the same time, however, the individual actions pertaining to cart would affect each user's experience. It is advisable for each to have their own account as best practice.
- To restore a password, will it be self-service, or will I need additional support like in the Konnect / WIDIA Center?
  - There is a way to reset/unlock your password yourself. No additional support is necessary.
- If a customer enters their password incorrectly more than once, will the system be automatically locked?
  - No, we have no such feature currently but may implement in the future.
- When will Konnect / WIDIA Center be out of service?
  - The exact date has not yet been decided, but the plan is by end of fiscal year at the latest. (July 2023)
- Can I change an email address after registration?
  - No, this is not possible. We'd have to cancel your first account and then create one with a new email address.

- Will I be able to see my previous documents in the new system or only the new ones?
  - Yes, the documents you see are not only from this platform, rather from the backend SAP system. Therefore, all history is visible.
  
- Will I be able to create new delivery addresses like I currently can in Konnect / WIDIA Center?
  - Yes, this functionality is in the new environment as it was in the past.
  
- Will my templates currently saved in Konnect / WIDIA Center also be available in the new portal?
  - Templates are not saved, rather downloaded, populated, and then uploaded again. We still have CSV templates for multiple material uploads at once.
  
- If I have multiple sold-to and ship-to accounts, how can I set the default sold-to/ship-to account?
  - In the sold-to & ship-to selection menu there is an option for setting an account as default.
  
- How can I get a list of my purchases within a time range?
  - Simply utilize the Order History functionality in combination with filters on a creation date.

- If products are added from Quick Order to Cart, how can I check the availability for the items? How can I know the expected delivery dates?
  - Once products are added to the cart, you can see the estimated delivery dates.
- How can I list all open order items with remaining quantity?
  - Simply use the Order history functionality with a combination of filters as to status.
- How can I check the current estimated delivery date of an open order item?
  - Simply use the Order history functionality with a combination of filters as to status. The delivery dates are included in the detail view.
- How can I list all my open quotes?
- Simply use the Quote history functionality in combination to filters as to status. **Is there a limit on the number of input lines in Quick Order?**
  - The maximum number of items in a cart is 30, so the CSV upload is limited to the same. This is something we would like to increase going forward and have a higher total of materials in the cart/CSV template upload.

- If we want to deactivate an account, how should we do it?
  - Contact a Super User or CSR with access to SAP Back Office. They will be able to disable an account.
- How can I convert an open quote to an order?
  - Simply go to the Quote history, filter to the quote, and add the products to the cart from quote as needed. In the future, there will be pop-up info if a material is entered that has a valid open quote.
- If this FAQ doesn't clarify my doubt, who can I turn to?
  - The first contact person should be your Customer Service Representative or responsible salesperson. If they are not able to solve your problem, they are aware of the escalation process in order to achieve a solution in a timely manner.
- What's the advantage of the new platform compared to Konnect / WIDIA Center?
  - The new Digital Shopping Experience allows you to search for a tool by application, workpiece, etc; access many filter possibilities and technical information; and includes e-commerce features and NOVO functionality on the same page.

# FAQ

## Prior to Use

- How to start Configure + Pricing + Quoting Automation
  - Use either the 6-dot menu  on a product list page or the wrench button on the product page. 
- Why are some materials showing only a 3-dot menu? 
  - The material selected is not available for customization through CPQ.
- Why do I only see the 3-dot menu instead of the 6-dot menu for products filtered with “Display Configurable Products”?
  - You are either not signed in with your Account  Sign In  or your Account does not allow to process with Configure + Pricing + Quoting. In this case, please contact customer service.

# FAQ

## Product Configuration

- Why does my configuration show one or multiple red boxes around characteristics? 
  - Material Configuration failed validity checks. Correct highlighted characteristics to make them valid.
- Why does my configuration show up incomplete?   
  - Enter required value or select a valid choice from the drop-down menu until you get the green checkmark on your configurator screen. 
- How to check-out configurator screen
  - Use the “Accept Configuration” button from the menu bar. 
- How do I cancel out of the configurator?
  - Hit the back button in your browser.
- Can I check-out configurator screen, even if my configuration is incomplete or inconsistent?
  - Yes, if you click on “Accept Configuration” and place the quote, a workflow will go to Kennametal / WIDIA’s Engineering Department to complete your quote request.
  - Please specify detailed product information in the pop-up box and attach documents if available. This is required to provide you a quote with the desired product specification within the shortest possible time.

## Quote Cart

- Why does the system set the quantity to a certain lot size?
  - The system sets the default the lot size to the minimum order quantity. You can change the quantity, and the system will re-calculate the price. You can also add quantity price breaks to your quotation to see price advantage for a higher lot size.
- Where can I can see the estimated delivery time?
  - On the printed document
- Can I re-configure a customized product?
  - Yes, you can reconfigure until you have placed the quote.

## Quote Placed

- How do I demand a formal SAP quote?
  - An official SAP quote is emailed quickly and automatically .
- How do I demand a concept drawing for the configured item(s)?
  - You will receive the concept drawing automatically and within 20 minutes after the quote was placed.
- Can I do a quote and configuration change through the website after I placed the quote and received a formal SAP quote?
  - No, it is not possible to modify a quote or product features through the web. However, our CSD/Engineering team can handle this. Alternatively, you can create a new quote request through the web.