



Guide to Customer Center

<u>Table of Contents</u>	<u>Page Number</u>
How to Access the Customer Center.....	2
Technical Support.....	2
What is Available on the Customer Center.....	2
Create Your Own Quote.....	3 – 8
Create Your Own Quote: Submit to Receive Price.....	8
Create Your Own Quote: Save Quote to Complete Later.....	9
Submit a Quote Request.....	10 – 11
Quote Follow-up.....	12
View Quotes.....	13
View Orders.....	13
View Invoices.....	13

1. How to Access the Customer Center

- a. Install the Microsoft Silverlight application on your computer if you have not already done so.
 - Go to www.microsoft.com/getsilverlight and follow the installation instructions.
 - Close your browser after installation is complete.
- b. Reopen the browser, go to www.pioneermetal.com and find the Customer Center link.
- c. If you do not have a Customer Center username and password, please follow the steps to automatically register online.
- d. If you have a username and password you may login and click “ok”
- e. This will bring you to the Home Screen. Your company’s name and your username will appear in the top left corner of the Home screen

2. Technical Support

- a. Please contact a Customer Service Representative at 1-877-462-7632

3. What is Available in the Customer Center?

- View and Print Quotes
- View Open Orders
- View and Print Packing Slips and Certifications
- View and Print Invoices
- Quote Follow Up
- Create Your Own Quote

TEST CUSTOMER ONLY
Signed in as Jenny Calawerts

Home Start Quote Quotes Orders Invoices

Start Quote ▶
Quote your project or submit a request for quote
Most projects can be quoted online, at your convenience, with zero turn-time.

Available Finishes
Alodine 5200
Anodize
ARP-Acid Etch
Bright Dip Anodize
CathGuard
Chromate Conversion Coating
E-Coat
EUV Conversion Coating
FloodKote
Hardcoat Anodize
Hardube Anodize
Inertstone Spigots
Safesite Spigots
S11 Conversion Coating
S1700

Orders ▶
View your orders. You can search by order number as well.
For each part on your order you can view and reprint packing slips and certifications.

Quotes ▶
View your previous saved and submitted quotes.

Invoices ▶
Here you can see invoices previously submitted to your company.
You can search by invoice number and view or print a copy of your invoice if needed.

Pioneer METAL FINISHING

3. Create Your Own Quote

- a. Click **Start Quote** on the Home screen
- b. This will bring you to the screen called **Creating a Quote**. From here you can create and view your own quote immediately.
- c. Please enter your part number without any spaces or characters such as hyphens or periods
- d. Click the **Quote Part** button
- e. You will be lead through a series of questions regarding the part number
 - Not all options are available in every division or for every process
 - (i) For example, Nickel Acetate seal is available in the Minneapolis and Portland facilities only.
 - Some options may require that a Pioneer Pricing Specialist complete your quotation
 - Take notice of the help icons available to assist you; they appear on each question window. Click on the question mark for help.



- Navigate through the questions by using the buttons **Next** and **Back**. You may also click on the heading of a question window to jump directly to that question window.
- If there is an error with any of the selections a message will appear on the screen to inform you,
 - (i) For example, below the error message appeared because the Quantity and EAU fields were not filled in. To make the error disappear, fill in these two fields and click **Next**.

TEST CUSTOMER ONLY Signed in as Jenny Calawerts

Home Start Quote Quotes Orders Invoices

Pioneer
METAL FINISHING

Creating Part Quote

For Part Number: 123456789315 Revision: B
Plate

Edit Part Properties

Select Your Requirements

Select Alloy of Material ?

Select Color ?

Select Seal ?

Enter Thickness ?

Enter Masking ?

Enter Additional Requirements

Select Packaging ?

Enter Surface Area and Dimensions ?

Enter Rack Information ?

Racking Properties
Weight 0 lbs
Dimensions 7 x 3 x 0.25
Method Inner Surface or H

Enter Quantities

Order Release Quantity ?

Estimated Annual Usage (EAU) ?

Estimated dollar value of part ?

Is this an OEM preferred part? Yes No

Back Next

Errors

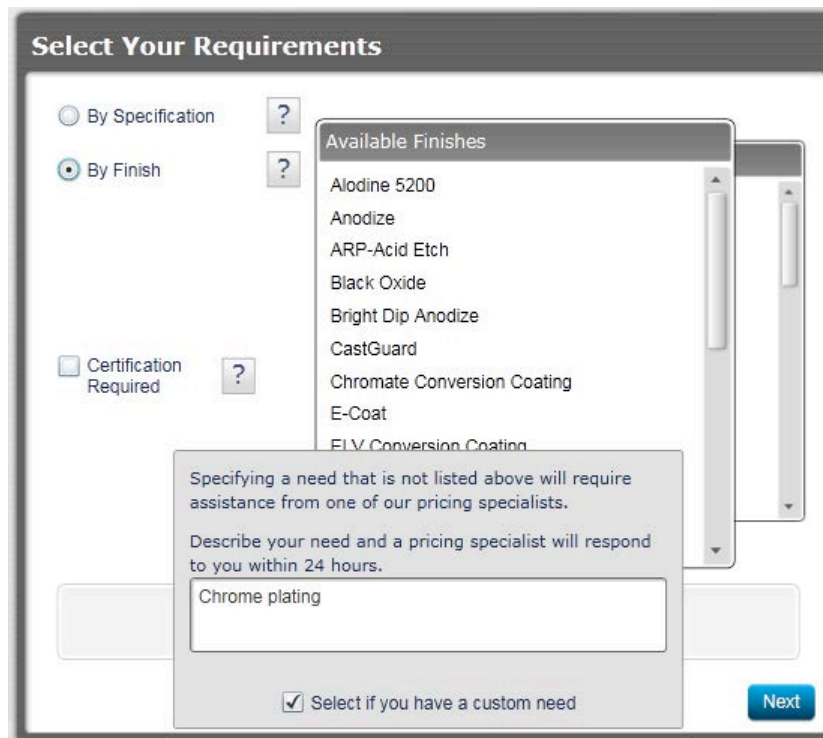
Quantity is required
EAU is required

Cancel Save

- f. You will notice that your part information appears near the upper left corner of the screen.
- At any time throughout the questions you are able to edit the Part Number, Revision and Description by clicking **Edit Part Properties** button



- g. If you have a requirement for which there is no selection available please let us know
- At the bottom of each question window there is a box you can click to describe your custom need
 - After describing your need, you may continue through the questions; a pricing specialist will respond to you within 2 hours.



- h. Select Seal
- A seal must be selected for all anodize processes. The seal requirement may be specified in the finish specification or blueprint drawing.
 - Nickel Fluoride and Nickel Acetate are the most common seals for anodize processes.

i. Enter Thickness

Finish	Material	Pioneer's Recommended Thickness
Anodize – Clear	All aluminum except 2000 series & Die Cast	.0001-.0007"
Anodize – Dyed	All aluminum except 2000 series & Die Cast	.0004-.001"
Anodize – Clear & Dyed	2000 series aluminum	.0001-.0004"
Anodize – Clear & Dyed	Die Cast aluminum	.0001-.0005"
Bright Dip Anodize – Clear	All aluminum	.0001-.0004"
Bright Dip Anodize – Dyed	All aluminum	.0002-.0008"
Hardcoat & Hardlube – Clear & Dyed	All aluminum except 2000 series & Die Cast	.0017-.0023"
Hardcoat – Clear & Dyed	2000 series aluminum	.0008-.0012"
Hardcoat – Clear & Dyed	Die Cast aluminum	.0001-.0005"
Electroless Nickel (NorLast, NorGuard, Norkote I, etc.)	All steel & aluminum	Varies (+/- .0001")

j. Enter Masking

- If holes are ≤ 1 inch diameter **and** ≤ 1 inch long:
 - (i) Fill out **#of Plugs** (number of holes) that require masking

- If holes are larger than 1 inch diameter and length:
 - (i) Fill out **Diameter, Length** and **# of Holes** that require masking

- Outside Diameter Area & Other Flat Surface
 - (i) These masking areas require review by a Pricing Specialist

- Click the **Add Another** button for each type of masking required

k. Select Packaging

- Layer pack is the most common type of packaging.

l. Enter Rack Information

- Most Common racking methods
 - (i) Inner Surface or Hole (small to medium sized parts)
 - (ii) On Ends of Long Thin Part (extrusions, most rectangular shaped parts)
- Other racking methods
 - (i) Bolt in a Threaded Hole (heavy parts, often larger)
 - (ii) Edges of Wide Box Shaped Part (pans)
 - (iii) Outer Surface of Small Parts (small parts)
 - (iv) Outer Surface of Long Extrusion or Tube (very large extrusions & tubes)

m. Add Attachments

- Please provide a print or drawing of the part.
- ***Important*** – Please close the document before uploading it; an error message will appear if the document is open or being viewed when attempting to upload it.

Add Attachments

Upload prints or documents outlining process requirements. Either Browse or Drag and Drop

BROWSE YOUR FILE SYSTEM ...

Back Next

n. Question Summary

- This page shows a summary of your selections. Please review to ensure that all your requirements are included here.
- The bottom half of the window shows the Pioneer Division(s) in which the selections you made are available. In other words, these are the Divisions in which your part can be processed.
 - (i) Your primary or default division will be highlighted.

Question Summary

Finish	Anodize
Material	Aluminum
	Substrate 5052-H32
Color	Blue
Seal	Nickel Fluoride
Thickness	Minimum 0.0004
	Maximum 0.001
Packaging	Layer Pack
Surface Area	112.85 sq in
Rack	Weight 0 lbs
	Dimensions 1.125 x 5.65 x 7.39
	Method Inner Surface or Hole
Quantities	Quantity 500

Division

- Green Bay
- Monroe
- Minneapolis

Back Finish

o. Adding Parts and Editing Parts

- After clicking **Finish** on the previous Question Summary window, you will be taken back to the main **Creating a Quote** screen.

TEST CUSTOMER ONLY Signed in as Jenny Calawerts

Home Start Quote Quotes Orders Invoices

Pioneer
METAL FINISHING

Creating a Quote

Adding Parts ?

Part Number

Revision

Description

Quote Part

Request For Quote

Parts

Edit Selected Item Delete Selected Item

Part Number	Quantity	Status
123456789315	500	Ready to submit for Pricing

Save Quote Submit Quote

- The Part Number(s) that you enter will appear on this screen.
- From here you may continue Adding Parts or Edit/Delete Parts that you've already added.

- Please take notice of the Status of each Part. The meaning of each status:
 - Ready to submit for Pricing** – A price quote is available for the selections you have made. (See next section below called **Create Your Own Quote: Submit to Pioneer.**)
 - Ready for Pricing Specialist Review** – Based on the selections made, a Pricing Specialist will review and contact you within 2 hours.
 - In process** – Not all selections have been made for the part. Highlight this part and click the button **Edit Selected Item.**

4. Create Your Own Quote: Submit to Receive Price

- When you are done adding your parts and making your selections (*see Create Your Own Quote, pages 3-8*), click the **Submit Quote** button.
- The Submit Quote window will appear. Please fill out fields:
 - **Reference #** – This is your reference number or RFQ number for your records ***optional***
 - **Due Date** – This is the date that you wish to receive your price quote ***required***
 - **Instructions** – This is a space available to provide any additional instructions that would help with review/completion of your quote ***optional***

- Click **Submit To Pioneer**
 - ****Important**** – A price will be provided only after clicking this button
 - You will be able to see your quote by clicking the **View Quote** button
 - A quote will be automatically emailed to you.
 - If the parts require a review from a Pricing Specialist, you will not be able to view a quote immediately. You will be contacted by our Pricing Team within 2 hours of submitting your quote.

TEST CUSTOMER ONLY Signed in as Jenny Calawerts

Home Start Quote Quotes Orders Invoices

Pioneer
METAL FINISHING

Creating a Quote Thank you for submitting your quote to Pioneer.

Quote #QT-00031762 [View Quote](#)


Part Number	Quantity	Price
123456789315	500	\$1.56

5. Create Your Own Quote: Save Quote to Complete Later

- a. If you are not complete with adding your parts and making your selections (*see Create Your Own Quote pages 3-8*), you may save your work and finish later by clicking the **Save Quote** button.
- b. At any time you may go back to your Saved Quotes
 - Click **Quotes** at top of page to view all Incomplete Quotes or Saved Quotes (*see View Quotes page 11 for more information on this screen*)
 - You may see more information of each quote by clicking the arrow to the right
 - Click the **Finish** link to the right of the quote that you wish to complete
 - This will bring you through a series of questions (*see Create Your Own Quote, pages 3-8*)

TEST CUSTOMER ONLY Signed in as Jenny Calawerts

Home Start Quote Quotes Orders Invoices



Incomplete Quotes

Quotation	Division	Cust Created	Date Rec'd	Date Due	Cust Ref #	Status	No. of Items	
QT-00014549	02	Yes	9/2/2010	9/3/2010	test sh 9/2 2:35	Incomplete	0	Finish ▼
QT-00014644	02	Yes	9/28/2010	9/29/2010		Incomplete	0	Finish ▼
QT-00014640	02	Yes	9/28/2010	9/29/2010		Incomplete	0	Finish ▼
QT-00014544	02	Yes	9/2/2010	9/3/2010	test SH 9/2 1:42	Incomplete	0	Finish ▼
	02	Yes	9/1/2010	9/2/2010	ref	Incomplete	0	Finish ▼
QT-00014652	02	Yes	10/1/2010	10/2/2010	DyedAnow/ELV-Monroe&GB	Incomplete	0	Finish ▼
	02	Yes	8/6/2010	8/7/2010	12312321	Incomplete	0	Finish ▼
QT-00014545	02	Yes	9/2/2010	9/3/2010	test SH 9/2 1:42	Incomplete	0	Finish ▼
QT-00030292	02	Yes	11/30/2010	12/1/2010		Saved	1	Finish ▼
	02	Yes	8/5/2010	8/6/2010		Incomplete	0	Finish ▼
	02	Yes	8/25/2010	8/26/2010	sdfadsf	Incomplete	0	Finish ▼

Completed Quotes

Quotation	Sales Recip	Division	Cust Created	Date Rec'd	Date Due	Date Sent	Cust Ref #	Status	No. of Items	Comment
-----------	-------------	----------	--------------	------------	----------	-----------	------------	--------	--------------	---------

6. Submit a Quote Request

- a. Click **Start Quote** on the Home screen
- b. This will bring you to the screen called **Creating a Quote**. From here you can create a quote request to submit to the Pricing Team.
- c. Enter your Part Number, Revision and Part Description
 - Please enter your part number without any spaces or characters such as hyphens or periods
- d. Click the **Request for Quote** button
- e. Enter Instructions and Add Attachment (blueprint drawing)
 - ***Important*** – Please close the document before uploading it; an error message will appear if the document is open or being viewed when attempting to upload it.

TEST CUSTOMER ONLY Signed in as Jenny Calawerts

Home Start Quote Quotes Orders Invoices

Pioneer
METAL FINISHING

Request for Quote

For Part Number: 1567575fwdqji07h Revision: B
Plate

Enter Instructions

Type in instructions for the pricing specialist to use when quoting this part. Try to be as specific as possible.

Add Attachment

Upload prints or documents outlining process requirements. Either Browse or Drag and Drop

BROWSE YOUR FILE SYSTEM ...

Cancel
Save

- f. Click the **Save** button; you will be taken back to the main **Creating a Quote** screen
 - From here you may continue Adding Parts or Edit/Delete Parts that you've already added.
- g. When you are done adding your parts click the **Submit Quote** button.

h. The Submit Quote window will appear. Please fill out fields:

- **Reference #** – This is your reference number or RFQ number for your records ***optional***
- **Due Date** – This is the date that you wish to receive your price quote ***required***
- **Instructions** – This is a space available to provide any additional instructions that would help with review/completion of your quote ***optional***

Submit Quote

Reference #

Due Date

Instructions

i. Click **Submit To Pioneer**

- ****Important**** – Your quote request is sent to Pioneer’s Pricing Team only after clicking this button
- You will be contacted by our Pricing Team within 2 hours of submitting your quote request.

TEST CUSTOMER ONLY Signed in as Jenny Calawerts

Home Start Quote Quotes Orders Invoices

Pioneer
METAL FINISHING

Creating a Quote Thank you for submitting your quote to Pioneer.

Quote #QT-00031765 These parts require review from a pricing specialist to complete.

Part Number	Quantity	Price
1567575fwdqji07h		Referred to Pricing Specialist
wer2qy87823u4h		Referred to Pricing Specialist

7. Quote Follow Up

- a. Pioneer values feedback on your quoted projects. In an effort to continuously improve our quoting process and to provide the best possible customer service, please help us understand more about your project through **Quote Follow Up**.
- b. Click **Quotes** at top of page (also on Home screen)
- c. Click the **Follow Up** link to the right of the Completed Quote on which you are providing feedback; you will be brought to the **Quote Follow Up** screen

Completed Quotes

Quotation	Sales Recip	Division	Cust Created	Date Rec'd	Date Due	Date Sent	Cust Ref #	Status	No. of Items	Comment		
QT-00014919		02	Yes	12/16/2010	12/17/2010	12/16/2010		Needs Follow Up	1		Follow Up	View Quote
QT-00014920		02	Yes	12/16/2010	12/17/2010	12/16/2010	norkote 1	Needs Follow Up	1		Follow Up	View Quote
QT-00014924		02	Yes	12/16/2010	12/17/2010	12/16/2010	test submit 12/16 12:12	Needs Follow Up	1		Follow Up	View Quote
QT-00014925		02	Yes	12/16/2010	12/20/2010	12/16/2010	test	Needs Follow Up	1		Follow Up	View Quote
QT-00014927		02	Yes	12/16/2010	12/17/2010	12/16/2010	testing	Needs Follow Up	1		Follow Up	View Quote
QT-00014929		02	Yes	12/16/2010	12/17/2010	12/16/2010	submit test	Needs Follow Up	1		Follow Up	View Quote
QT-00014930		02	Yes	12/16/2010	12/17/2010	12/16/2010	test	Needs Follow Up	1		Follow Up	View Quote
QT-00014931		04	Yes	12/16/2010	12/17/2010	12/16/2010	reference test 328907	Needs Follow Up	1		Follow Up	View Quote
QT-00014954		02	Yes	1/4/2011	1/5/2011	1/4/2011	test	Needs Follow Up	1		Follow Up	View Quote
QT-00014955		02	Yes	1/4/2011	1/4/2011	1/4/2011	sample	Needs Follow Up	1		Follow Up	View Quote
QT-00014956		02	Yes	1/5/2011	1/6/2011	1/5/2011	test	Needs Follow Up	1		Follow Up	View Quote

- d. Highlight a part from the **List of Parts** and fill out the brief **Quote Follow Up** section to the right
- e. If the follow up answers apply to only the highlighted part from the **List of Parts**, click the **Save** button
- f. If the follow up answers apply to all parts from the list, click the button **Apply to All Items for this Quote**
- g. You will receive a message that the Follow up was set successfully

TEST CUSTOMER ONLY Signed in as Jenny Calawerts

Home Start Quote Quotes Orders Invoices

List of Parts

Part Number	Revision	Description
126476835353REVA		test

Quote Follow Up

Is this item awarded?

Won Estimated Start Date Month: 5 Year: 2011

Lost

Comments
Samples arriving in 1 month

Save

Apply to All Items for this Quote

Message
Follow up completed for 'test'
OK

8. View Quotes

- a. Click **Quotes** at top of page (also on Home screen)
- b. You may see more information for each quote by clicking the arrow to the right of the quote
- c. **Completed Quotes**
 - These are quotes that have been completed by you or by a Pricing Specialist
 - Click the **View Quote** link to the right of the quote that you wish to view
- d. **Incomplete Quotes**
 - These are quotes that are “In Process” or “Saved” and are waiting to be submitted to Pioneer
 - Click the **Finish** link to the right of the quote that you wish to complete
 - This will bring you through a series of questions (*see Create Your Own Quote, pages 3-8*)

9. View Orders

- a. Click **Orders** on the Home screen
 - Here you can view all Open Orders within the last six months with most recent on top
- b. Click the links **View Confirmation** and **View Packing Slip** to view those reports for that order
- c. More information can be viewed by clicking the arrow to the right of the order
- d. You may search by your Purchase Order or Pioneer’s Sales order at the top right corner of the page

Pioneer Metal Finishing - Monroe Signed in as Ann Shealer

Home Start Quote Quotes Orders Invoices Dashboard

Existing Orders

Search by: Purchase Order Sales Order Search

Sales Order No.	Date Received	Division	PO Number	Reference No.			
SO-00324547	6/3/2011	Technologies	4036		View Confirmation	View Packing Slip	▼
SO-00320117	5/23/2011	Technologies	39838		View Confirmation	View Packing Slip	▼
SO-00315017	5/10/2011	Technologies			View Confirmation	View Packing Slip	▼

10. View Invoices

- a. Click **Invoices** on the Home screen
 - Here you can view all Invoices from the last six months with most recent on top
- b. Click the **View Invoice** link to the right of the invoice that you wish to view
- c. You may search by your Purchase Order or Pioneer’s Invoice ID at the top right corner of the page

Pioneer Metal Finishing - Monroe Signed in as Ann Shealer

Home Start Quote Quotes Orders Invoices Dashboard

Existing Invoices

Search by: Purchase Order Invoice Id Search

InvoiceId	Invoice Date	DueDate	Sales Balance	Customer PO	Status	
INV-00222533	2/28/2011	3/30/2011	100.00	136242	Open	View Invoice
MCR-00002180	2/28/2011	3/28/2011	0.00		Paid in full	View Invoice
INV-00213834	1/31/2011	3/2/2011	0.00	135606	Paid in full	View Invoice