Swagelok

QUICK REFERENCE GUIDE

SWAGELOK ESTORE FREQUENTLY ASKED QUESTIONS

How do I log in?

Registered users will log in using the email address and password associated with their Swagelok account. You no longer need a username. If you don't know your password, click the *Forgot Password* link on the log in screen. If you don't know the email address associated with your Swagelok account please email us at info@minnesota.swagelok.com to request assistance. If you don't have an account, click the *Register* link.

What if I have multiple sales and service center accounts?

The new eStore features a single sign on that allows you to order from multiple Swagelok Sales and Service Centers with the same account. You can easily add or remove sales and service centers in your *Account Dashboard*.

Can I upload a spreadsheet with part numbers and quantities?

Yes! You can upload your spreadsheet from the Quick Order feature or download the available template, save it to your computer, enter your information and upload the template back to the eStore.

Can I share a cart?

From your cart, click on the envelope icon in the righthand corner to email all your items in your cart.

A part I want to order is not showing up in my search. Can I still order this part online?

If a part is not showing up through a keyword search, you can locate the part number in the product catalogs available on the eStore. Part numbers can be found in the catalogs under the *Ordering Information* sections. Ener the part number and quantity into the *Quick Order* form, Click *Add invalid part anyways* and *Add to Cart*. The part number will be validated by our Customer Service team and treated as a quote submission.

I'm a registered user and have logged in to the eStore, but I'm not seeing pricing. How can I see pricing?

Please email us at info@minnesota.swagelok.com to request assistance.

My question was not answered in this document. How can I get help?

Please email us at info@minnesota.swagelok.com or contact us at 800-422-6410 for further assistance.