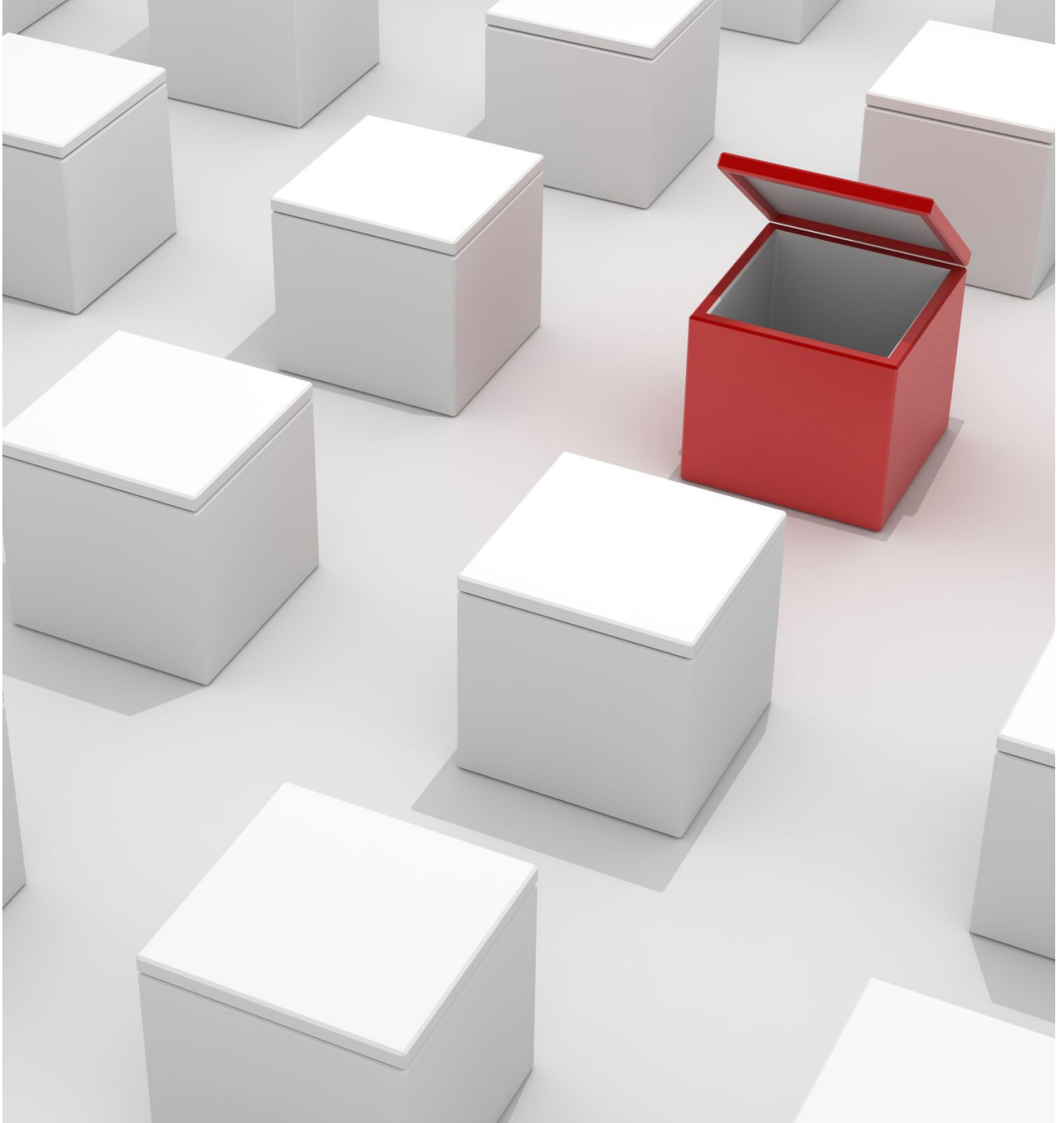


## Order Center for Wiring Devices products



Effective January 2016

**What is the difference between C3 and Order Center?**

Non-configured products are currently available on order center. Use Order Center to place orders, check price and availability and check on the status of orders placed directly in Order Center. You can continue to use C3 for product availability, pricing, and order status and tracking for other Eaton products not yet supported by Order Center.

**Will orders placed in Order Center appear on my My.Eaton.com Order Status and Tracking Recent Orders feature?**

Yes, orders submitted for (Wiring Devices non-configured products) will appear in the Recent Order feature on My.Eaton.com, but they also will be listed under C3. You can check the history of this order on either Order Center or C3.

## Setup

**I am an existing customer. I can't get into Eaton's Order Center.**

Please make sure you are using the correct email address. This would be the email address at which you have been receiving Eaton communications, and that you received a confirmation when Order Center access was initially set up for you. If you don't know the correct email address to use, contact your company's Eaton access administrator, or click the **Support** tab that's at the top of the Order Center login page to find the **Contacts** page to ask for help.

**How do I get access to Eaton's Order Center?**

You can request access to Order Center on My.Eaton.com by clicking on your name in the header. This will bring up your profile. Then follow the prompts. If you do not have a MyEaton.com account, you can request one via the **Request Access Now** link on the My.Eaton.com home page.

**Must I use Order Center to place orders?**

We encourage all customers to register for and use the Order Center or Electronic Data Interchange (EDI) to transact orders. You can still contact your customer support representative for assistance. For the Wiring Devices Division, please call: 1-866-853-4293 during normal business hours.

**What web browser should I use?**

Order Center works on all web browsers, but the preferred browsers are Chrome® or Internet Explorer® 11.

## Operations and Procedures

**What does "Requested Date" mean?**

Requested date is the date that you want your ordered products delivered to your assigned shipping destinations. If you do not specify a "Requested Date," it will default for delivery ASAP.

**Can I use a wildcard search?**

Yes. Wildcard searching can be made by placing an asterisk (\*) before, in between, or after a minimum of two alphanumeric characters.

**If I use Order Center, will I still receive contractual pricing?**

Placing orders via Order Center will be made using your current into stock contract pricing.

**What products CANNOT be ordered in Order Center?**

Order Center is used to order non-configured products. Orders for configured products (products that are made to order product) cannot be placed in Order Center.

**What type of order confirmation will I get using Order Center?**

You will receive a confirmation number in your web browser as well as a confirmation number sent to the email address you use to log into MyEaton.com. Please note this confirmation number is separate from your order number. You will receive your order number in the same manner as when you previously submitted manual orders, such as through fax; email or EDI.

**How do I cancel a line item or an entire order?**

To cancel or modify an order, please call the business support phone number of the Eaton division with which you placed the order. This information is located by clicking on the Support button on the Order Center header to find the appropriate contact information. For the Wiring Devices Division, please call: 1-866-853-4293 during normal business hours.

**Can I place one, single order for products from different Eaton divisions?**

No. Order Center is structured so that orders can only be placed with one division at a time. Place orders for products from other Eaton divisions separately.

Effective January 2016

**How do I check out an order?**

When you finish selecting the products, their quantity and the delivery date you want, Eaton's Shopping Cart makes check out easy. Manage your cart by adding or deleting products, modifying a date or quantity, or adding notes. A cart can also be saved as a list in Order Center or downloaded to your computer as an Excel® file.

- From the home screen, click the shopping cart icon in right side of the blue bar.
- Your shopping cart will appear. Click the **Proceed to Checkout** button.
- A new window will appear. At the top of the screen, find **Select the Shipping Address**. The default shipping address will display, however, you do have the option to change it.
- You can also click the **Alternate** tab to enter a drop-ship address.

Enter the Shipping Method Information, including carrier and shipping method (default is "standard ground shipping"):

- Select a carrier from the dropdown list. It may or may not be available depending on the Eaton division from which you are purchasing.
- Choose a **Shipping Mode**. (example: next day air)
- Optionally add a carrier account number for a collect shipment.
- Select **Ship Complete** if you want the entire order to be shipped together. If this is selected, the order will be shipped no earlier than the item with the latest ship date.
- Add your **Purchase Order #** for reference

Optionally, on the right side of the screen, add the following:

- Order notes with special instructions that you would like considered by Eaton in processing the order. Please be aware that Eaton may need to place the order on hold until your order notes are reviewed.
- Shipping notes with special instructions that you would like considered by Eaton in preparing the order for shipment, or for the Carrier delivering the shipment.

Click **Continue to Order Review** and review your order for accuracy.

Click **Place Order**. After submitting the order you will receive a confirmation number in your browser as well as an email confirmation from Eaton delivered to the email address you use to log into MyEaton.com. Please note you cannot change or cancel an order in Order Center once it is placed. If you need to change or cancel an order after it is placed, contact your Eaton Division customer support personnel. For the Wiring Devices Division, call 1-866-853-4293 during normal business hours.

**What benefit do I get from using the My Saved Lists capability?**

The My Saved Lists capability is a way to create lists of products that you frequently purchase and want to share with another Order Center user. Created and saved product lists show up as links in the "My Saved Lists" widget in the lower left corner of the home page. To place an order at any time, click the **Add List to Cart** button to the right of the saved list you want.

**My Saved Lists** is an easy way to place recurring orders, save products to buy at a later time, or share a product order list with others.

To create a new My Saved List:

- From the home page, find the "My Saved Lists" widget and click the **View All Saved Lists** link.
- A dialog box will appear with that displays all previous saved lists. Click the **Create New Saved List** button in the lower left.

**NOTE:** To place an order at any time for a saved list, click the **Add List to Cart** button that appears to the right.

- A dialog box will appear. Enter a unique list name using a description that will be relevant to the list you want to create. By doing so, you'll know what it contains without reopening it later.
- Click the **Create List** button.
- After creating a list, shop and add to it as you normally would.

How do I add products to **My Saved List**?

- Search for a product then click the **Save to List** link.
- A dialog box will appear. Select from the "Existing Saved List" dropdown menu the list to which you want it saved. You also have the option to save the product to a new list of saved products.
- When you finalize your list, navigate to the **My Saved Lists** page.

Sharing a Saved List

- To share a saved list with another Order Center user, open the **My Saved List** page by clicking on the **View all Saved Lists** link.
- Click on and open the list you want to share.
- Click the **Download List** link in the upper right corner.
- Save the resulting Excel file and send it to any other users you want.
- Instruct the recipients to use the Order Upload widget in the upper right corner of the Order Center home page to get it into their Order Center account.

**Note:** Eaton customer service personnel do not have access to or the ability to place orders via the Order Center. At a later date, a Commerce Order Center will be implemented for this purpose.

### What can I do with my shopping cart?

You can use your shopping cart to adjust quantities, delete a product, add a requested date, or add notes to an item or to an order.

With your shopping cart you can:

- Hold and order up to 300 items at a time
- Be downloaded or saved as a list for the future
- The maximum quantity is 99,999 for any one product
- A part number that is already in the cart cannot be added as a new line item. If you add a part number to your cart when it already contains that part number, the additional quantity will be added to the existing part number entry.

**Important Note:** *Your cart is associated with the account that you have selected. The selected account is denoted by the “You are in:” that appears at the top of all Order Center pages. If you change the account you are in, your cart will NOT come with you to the new account. The reason for this is there may be different products and pricing between accounts. If you go back to your previous account, your cart for that account will still be there, waiting for you.*

From the Order Center home page, click the shopping cart icon in the blue bar and your shopping cart will appear.

While in your Shopping Cart you can:

- Delete line items
- Update product quantities. Note: Do not enter a quantity greater than 99,999.
- Download your shopping cart to an Excel file
- Save it to a My Saved List to use it again later
- Add notes (Item, Order and Shipping)

When you’ve completed your Shopping Cart, click the **Proceed to Checkout** button to place your order, or continue to shop using search or the Shop By Category drop down menu.

### What different ways can I use to shop for a product?

“Shop by Category”

This method is available in the dropdown menu that’s in the blue bar at the top or the icons at bottom of the Order Center homepage. Shop by Category allows you to browse Eaton products by drilling down through product categories and sub-categories and ultimately to a product detail page.

“Search”

There is a search function that appears in the blue bar of the Order Center home page. If you already know your product’s part number, or a part of a product’s part number, enter it into the Search field and click **“Search.”** Search results will provide links that go directly to product detail pages. As you are typing in the Search field, Order Center will provide suggestions based on the text you are entering.

- Once you see products on the search results page:
  1. Use the filters located on the left hand side to limit the results by product attributes.
  2. Click on the layout icons at the top.
  3. Choose a sorting option on the right to customize your view.
- Click the part number to view more detailed information such as:
  1. Specifications
  2. Lead time, planned delivery time plus GR processing time
  3. Download product details
- Optionally you can add the part to the your Shopping Cart or a My Saved Lists.

### How do I upload a template to place an order?

If you have a large or recurring order, use the Order Upload widget and the associated Excel template. Simply download and save the template to your computer. Give it a file name that is meaningful to your order. Then populate the file with at least the part numbers you want. Quantity and requested date can be added later in Order Center, but it is easier to do it in the template and have it done with. The more products in the uploaded template, the longer it will take to process.

First time – Download and save the template

- If you’ve never used Order Upload, you’ll need to download and save an Excel template. Click the **Download Order Upload Template** link.

**Note:** *The template is also accessible on the Order Upload page in the tools drop down menu.*

- Click Save and name the Excel file. This will download an Excel template to your computer.
- Open the template to enter part numbers, quantities and optionally requested dates. Enter as many lines as needed and save the Excel file.

Upload the template

- In the Order Upload widget on the home page click Browse.
- Locate the template you named and populated with part numbers, then click Upload.
- If the template successfully uploads, you’ll see an “Order Upload: Success” screen.
- If there’s a problem with the template upload, you’ll be prompted to fix errors and try again.
- After a successful upload, you can:
  1. Click the **Add to Cart** and **Proceed to Checkout** buttons.
  2. Or save it to a Saved List (or create a new list for the template contents).

### How can I view an order?

The Order Dashboard widget in the upper left of the Order Center home page allows you to view your Open and Completed Orders. You can view orders submitted through Order Center and via other means.

- Click your choice of **Open Orders** or **Completed Orders**
- You have the option to search by any of the following:
  1. Order number
  2. PO number
  3. Confirmation number
- You may also apply filters (check boxes on the left hand side and clicking the "Apply Filters" button) to refine your results using:
  1. Date Range
  2. Status
  3. Source (where the order was created – Order Center, EDI or ERP)
  4. Created By
- Display results can be sorted by Order Status.
- Display results will show the following:
  1. Order Number
  2. Purchase Order Number (PO#)
  3. Order Center Confirmation Number
- Click the Order Confirmation link to view the details of a particular order.

## Shipping

### What shipping options are available?

The default is standard ground shipping. You have the option of requesting UPS® or FedEx® expedited shipments (Overnight, 2-Day, etc.) as listed in the Carrier and Shipment Method dropdown menu selections. You also have the option to provide your own carrier account number for us to bill the freight costs through.

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### How much will I be billed for shipping?

Freight costs will vary by order. Standard Eaton's Wiring Devices Division terms and conditions of sale apply to orders placed in Order Center with respect to freight allowed shipments. If you request an expedited shipping method and do not supply your UPS or FedEx carrier account, we will add the freight cost for that shipment to your invoice.

### What if I have an emergency order?

You are able to place *expedited* freight orders via Order Center. However, to submit an *emergency* order, please call the business support phone number of the Eaton division to which you placed the order. Click the Support button in header of Order Center to find the Contact information you'll need. For the Wiring Devices Division, please call 1-866-853-4293 during regular business hours or 314-995-1342 for emergency afterhour service.

## Support

### Who do I contact with a question about my order?

To look up your order history, order status, or related information, please visit the Orders Dashboard on the Order Center home page. For further questions, please call the business support phone number of the Eaton division to which you placed the order. Click the button in the header of Order Center to find the appropriate contact information. For the Wiring Devices Division, please call 1-866-853-4293 during regular business hours.

### I forgot my password. What do I do?

On the My.Eaton.com home page, click on the **Forgot Password?** link under the login fields and follow the prompts. Note: emails back to you will be delivered to the email address you received your Order Center access confirmation from.

For Eaton's Wiring Devices series product information, call **1-866-853-4293** or visit: [Eaton.com/wiringdevices](http://Eaton.com/wiringdevices)

Follow us on social media to get the latest product and support information.



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