

# ASC Customer Connect Portal

User's Guide



Building Connections That Last™

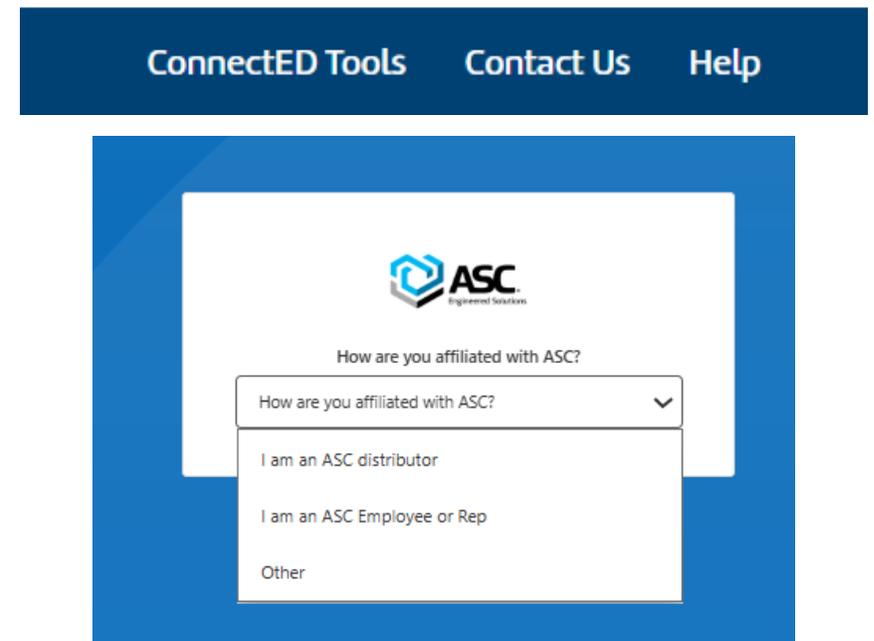
# Register for an Account on the Connect Portal



- Registering for new Connect Portal account
- Request pricing account access
- Single sign on capability

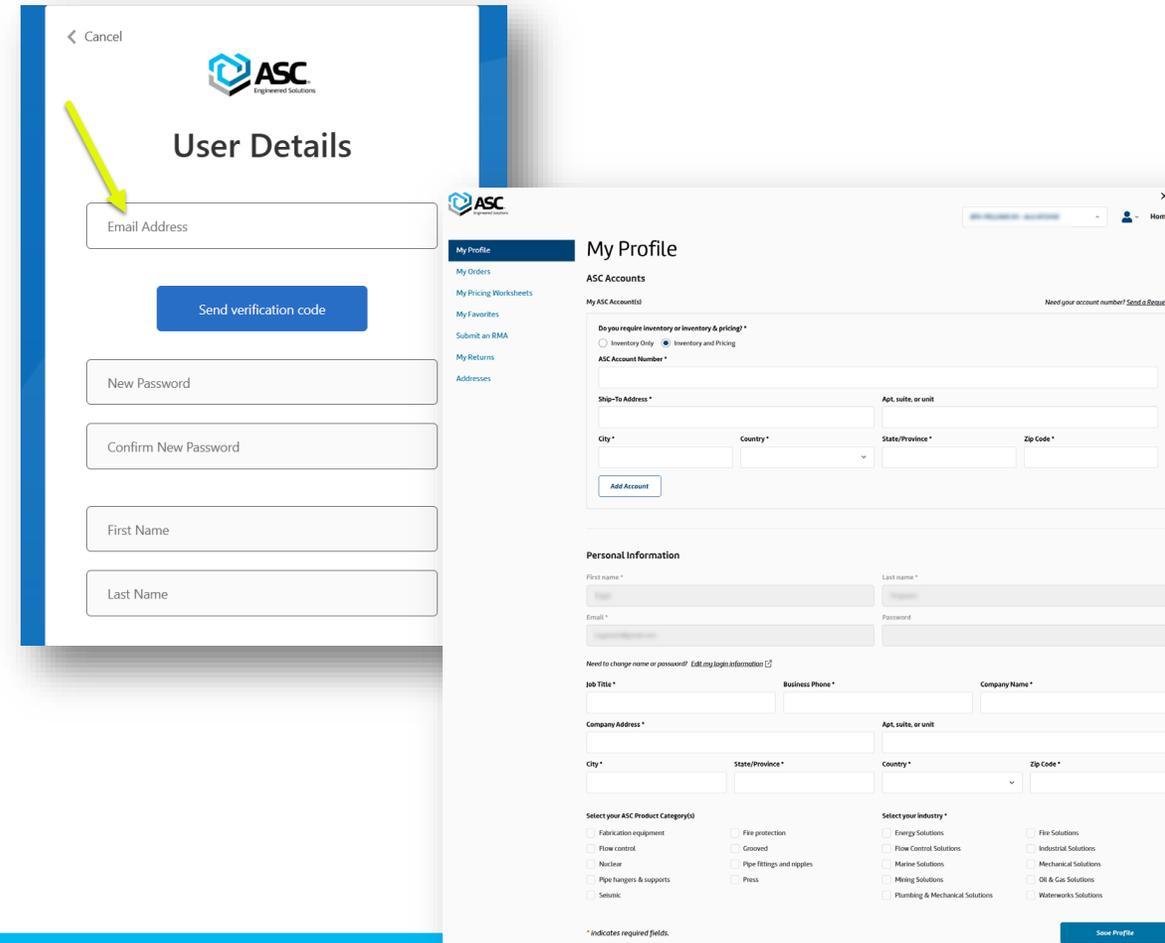
# Register for an Account on the Connect Portal

- To register for a Connect Portal user account, visit [connectportal.asc-es.com](https://connectportal.asc-es.com).
- Click on “Customer Login” on the top right corner
- Select your affiliation with ASC



# Register for an Account on the Connect Portal

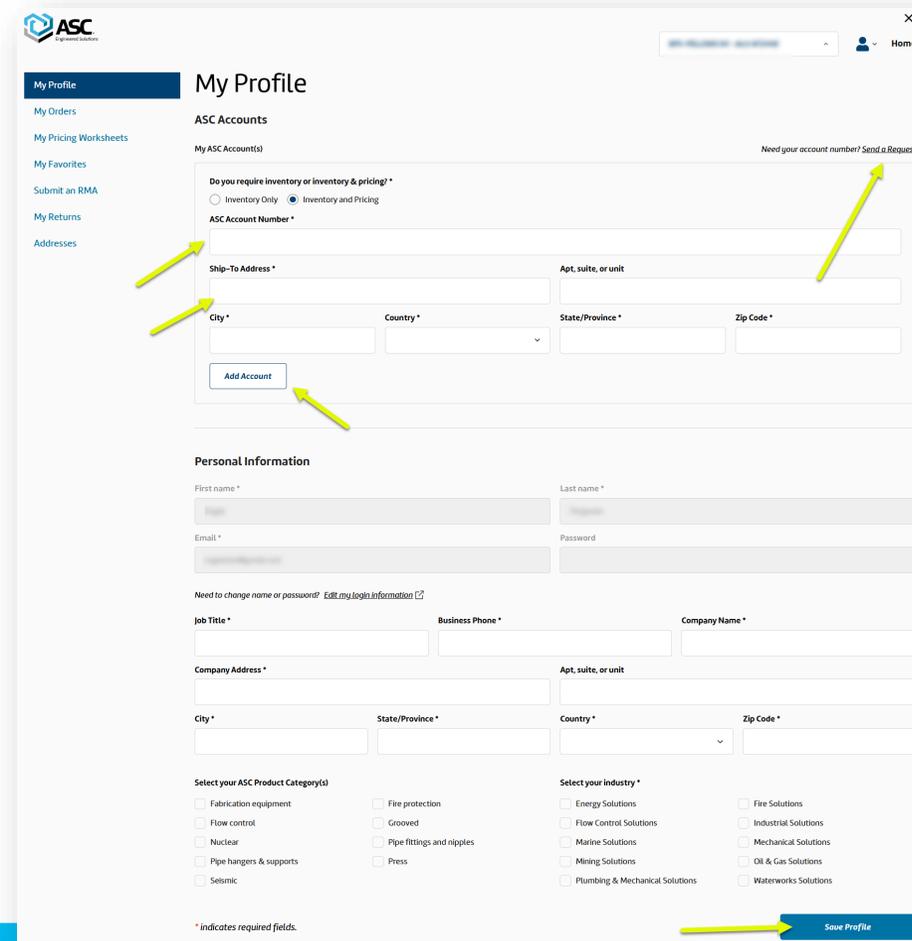
- Then enter your email address and you'll receive a verification code to enter and proceed with your account registration.
- Enter the code once you receive it, choose a password, and enter your first and last name.
- Once the above information is entered, you'll be taken to your new account profile page to complete your profile.
- Select inventory and pricing if you wish to view both for your ASC customer account or accounts.



The image displays two screenshots from the ASC Connect Portal registration process. The first screenshot, titled 'User Details', shows a form with the following fields: 'Email Address' (highlighted with a yellow arrow), 'Send verification code' (a blue button), 'New Password', 'Confirm New Password', 'First Name', and 'Last Name'. The second screenshot, titled 'My Profile', shows a more comprehensive form with sections for 'My ASC Accounts' (including 'Inventory Only' and 'Inventory and Pricing' options), 'Personal Information' (with fields for first and last name, email, and password), and 'Select your industry' (with multiple radio button options for various industries like Energy Solutions, Industrial Solutions, etc.).

# Register for an Account on the Connect Portal

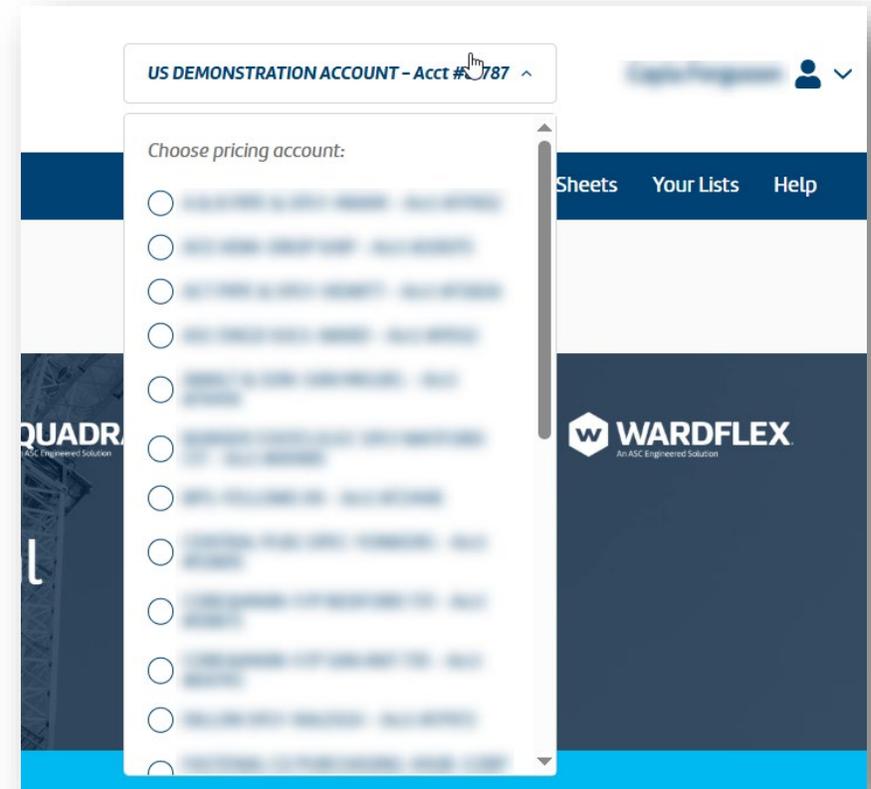
- Enter the five-digit ASC account number and ship to address of each pricing account you require portal access to. If you don't know your account numbers, click "Send a request" in the top right corner of the form to reach out to our Portal team for that information.
- When you've entered all the information, click "Add account." Our team will review all requests within 48 business hours. The status of your request is listed next to the account number in your profile page table. If you entered an incorrect account number, the system will notify you by listing "invalid request" next to your request entry.



The screenshot shows the 'My Profile' page on the ASC Connect Portal. The 'My Profile' sidebar is on the left. The main content area is titled 'My Profile' and contains the 'ASC Accounts' section. Under 'My ASC Account(s)', there is a link 'Need your account number? Send a Request' in the top right. Below this is a form titled 'Do you require inventory or inventory & pricing?' with radio buttons for 'Inventory Only' and 'Inventory and Pricing'. The 'ASC Account Number' field is highlighted with a yellow arrow. Below it are fields for 'Ship-To Address', 'City', 'Country', 'State/Province', and 'Zip Code'. A yellow arrow points to the 'Add Account' button. Below the address fields is the 'Personal Information' section, which includes fields for 'First name', 'Last name', 'Email', and 'Password'. There is a link 'Need to change name or password? Edit my login information'. Below this are fields for 'Job Title', 'Business Phone', and 'Company Name'. The 'Company Address' section includes fields for 'City', 'State/Province', 'Country', and 'Zip Code'. At the bottom, there are two sections: 'Select your ASC Product Category(s)' and 'Select your industry', each with a grid of radio buttons. A yellow arrow points to the 'Save Profile' button at the bottom right. A small asterisk note at the bottom left indicates '\* indicates required fields.'

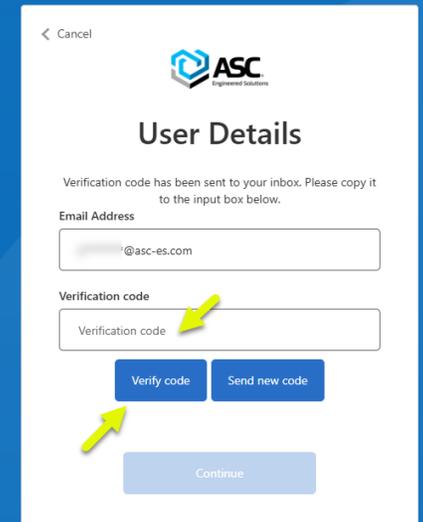
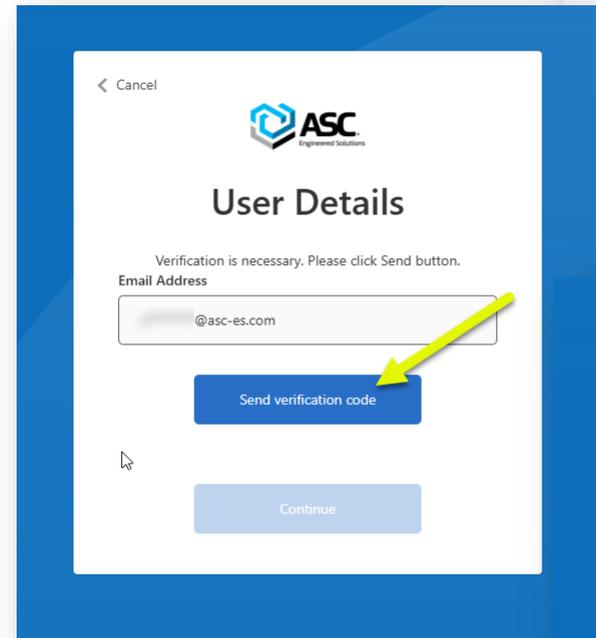
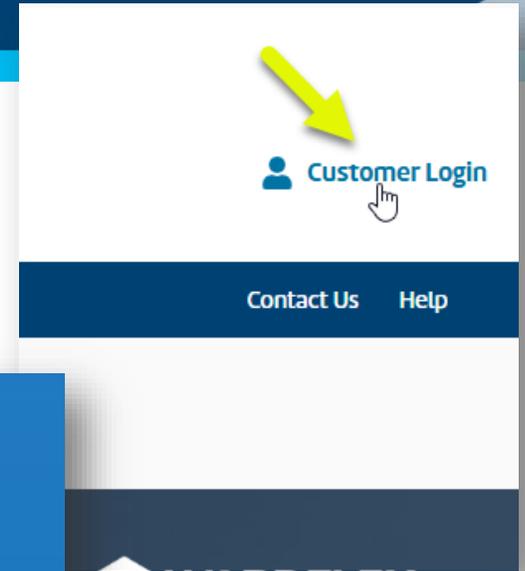
# Register for an Account on the Connect Portal

- To complete your profile, enter the rest of your personal details and click “save profile.”
- Once your account access request has been granted, you should see the requested account or accounts available in your Connect Portal dropdown menu throughout the site.
- If you have questions about your account status after the designated 48 hour wait period, you can email [customerportal@asc-es.com](mailto:customerportal@asc-es.com) for assistance.



# Logging Into the Connect Portal

- Visit [connectportal.asc-es.com](https://connectportal.asc-es.com) and click “Customer Login” in the upper right corner of the site.
- Each time you log into the Connect Portal, the system will email you a secure access verification code that you’ll need to enter to log in.
- Enter the code sent via email into the window and confirm your email address once again to enter the portal.



# View Inventory & Pricing on the Connect Portal

Home / Brands / Anvil / 1 BLK MI 90 ELL



**FIG 1101**  
**1 BLK MI 90 ELL**  
Anvil  
ASC Item Number: 0310001201

Figure Number:	T101
Regulatory:	ASME B16.3
Source:	Global
Product Code:	0016
Product Type:	Elbow
Size:	1
Coating/Finish:	Black
Series:	T101
UPC Number:	690291346330

Net Price  
\$3,1648

Qty:

[Add to Pricing Worksheet](#)

[Add to Favorites](#)

[Print](#)

[Product Submittal / Data Sheet](#)

[BIM Library Page](#)

Item Number	Description	Size	Effective Price Sheet	List Price	Discount Factor	Net Price	Pkg Qty	Inventory
0310001201	1 BLK MI 90 ELL	1	PF.MI-4.22	\$17,2000	0.1840	\$3,1648	20.00	124,011 <a href="#">view by location</a>

**Description**

ASC offers the broadest line of malleable iron fitting sizes in both black and galvanized finishes. Every fitting is manufactured and tested to meet ASC's strict quality standards. All Anvil Class 150 Malleable Iron Fittings conform to ASME B16.3 and unions conform to ASME B16.39. All elbows and tees 3/8" (10 DN) and larger are 100% gas tested at a minimum of 100 PSI (6.9 bar)

**Technical Data**

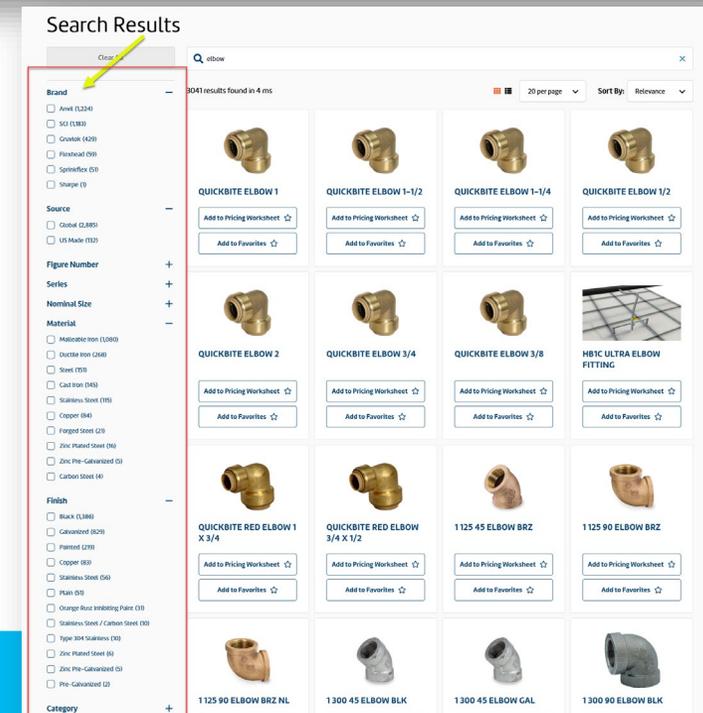
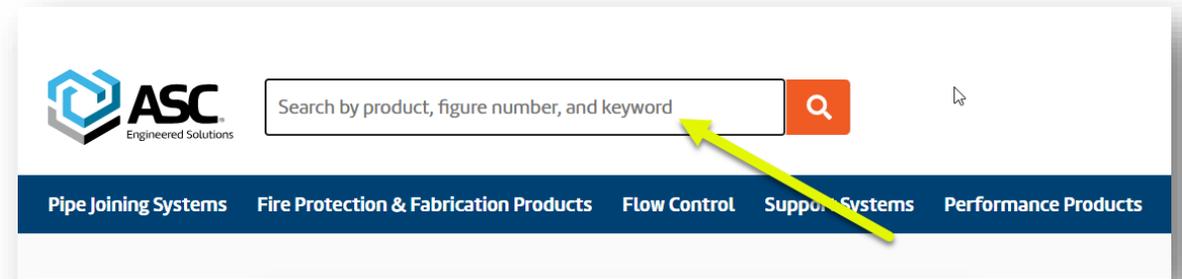
[Product Submittal / Data Sheet](#)

[BIM Library](#)

- Find product SKUs on the portal: Search, Browse, or Filter
- Product Inventory & Pricing table provides list price by account, package quantity & net price by SKU
- Access other key product information

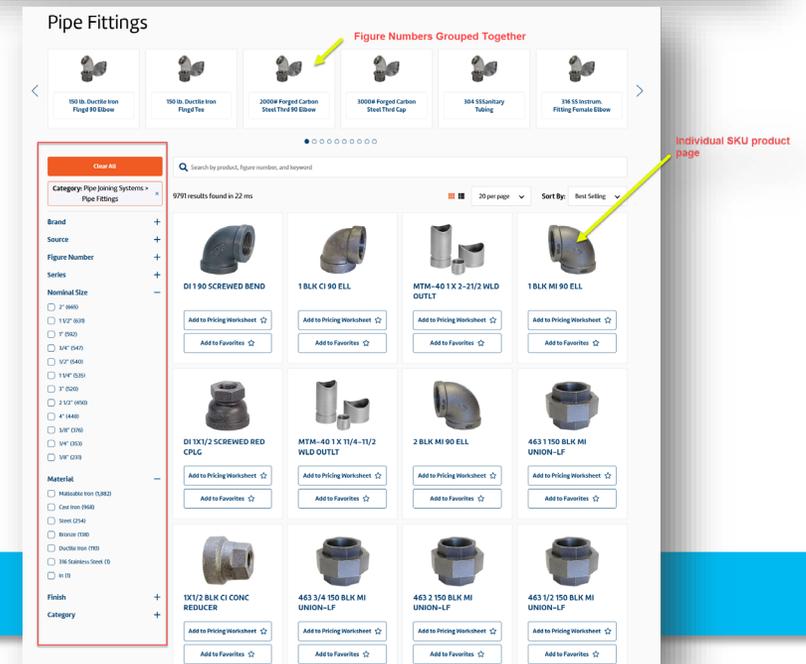
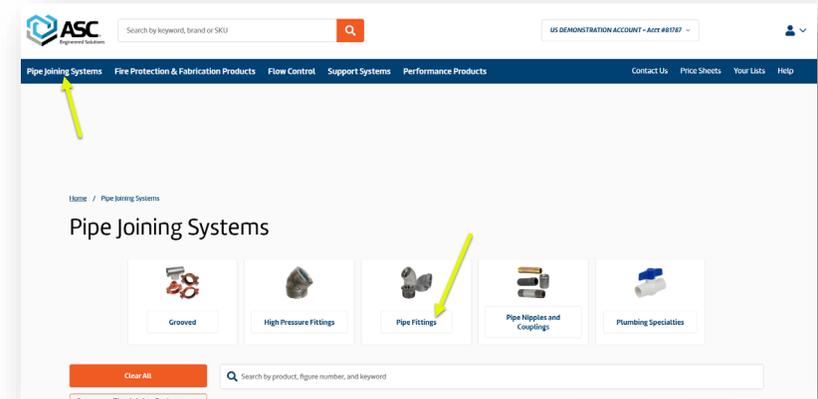
# View Inventory & Pricing on the Connect Portal

- To use the search function, enter an ASC product figure number, SKU, or descriptive terms into the search bar at the top of the screen.
- Filters on the left side of the screen can be used to further narrow down search results. Select a search result to view product inventory and pricing details by SKU.



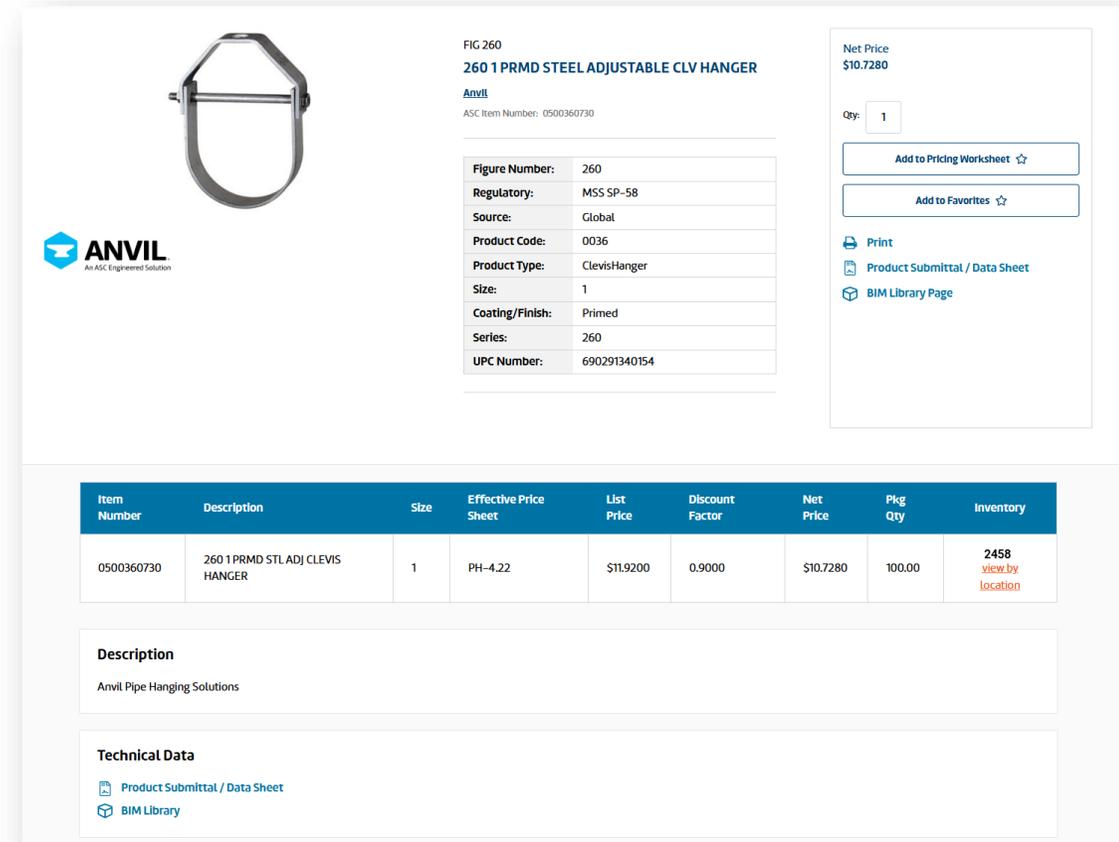
# View Inventory & Pricing on the Connect Portal

- To browse by product category, select a main category from the top menu once logged into the portal. You can select a subcategory or use the filters on the left side of the screen to further narrow down the products shown and reach your desired result.
- Search results or product category pages can be filtered by attributes such as brand, size, source, figure number or series, material, or finish.
- Select an individual SKU page to view pricing and inventory information for that product.



# View Inventory & Pricing on the Connect Portal

- The product item number, description, total inventory, package quantity, net price and technical data are available on each product SKU page. Inventory can be viewed by distribution location by clicking the link under the total inventory count.
- If you have access to multiple pricing accounts in the portal, select an account from the dropdown menu at the top right of the screen to view pricing information for that account.
- If net price is not shown on the page, the selected pricing account is not currently setup to view pricing for that product. Contact [customerportal@asc-es.com](mailto:customerportal@asc-es.com) for support.



**FIG 260**  
**260 1 PRMD STEEL ADJUSTABLE CLV HANGER**

**ANVIL**  
 An ASC Engineered Solution

ASC Item Number: 0500360730

Figure Number:	260
Regulatory:	MSS SP-58
Source:	Global
Product Code:	0036
Product Type:	ClevisHanger
Size:	1
Coating/Finish:	Primed
Series:	260
UPC Number:	690291340154

Net Price  
\$10.7280

Qty:

[Add to Pricing Worksheet](#)

[Add to Favorites](#)

[Print](#)

[Product Submittal / Data Sheet](#)

[BIM Library Page](#)

Item Number	Description	Size	Effective Price Sheet	List Price	Discount Factor	Net Price	Pkg Qty	Inventory
0500360730	260 1 PRMD STL ADJ CLEVIS HANGER	1	PH-4.22	\$11.9200	0.9000	\$10.7280	100.00	2458 <a href="#">view by location</a>

**Description**  
 Anvil Pipe Hanging Solutions

**Technical Data**  
[Product Submittal / Data Sheet](#)  
[BIM Library](#)

# Downloading a Net Price Sheet

- U.S. Price Sheets
- Canadian Price Sheets
- Retail Price Sheets
- My Price Worksheets

## U.S. Price Sheets

Receive price change notifications by email  
[JOIN THE MAILING LIST](#)

**Your Pricing**  
 Click the button below to have a download of your current pricing for all products emailed to you at [cferguson@asc-es.com](mailto:cferguson@asc-es.com). Please allow up to 15 minutes for delivery. [U.S. List Prices here.](#)

[Download Multiple Price Sheets](#)

**BRONZE FITTINGS & BRASS NIPPLES**

Product Price Sheet	Sheet Name	Your Pricing	Effective Date
Domestic Brass Nipples	BRSNIP-6.24		6/3/2024
SCI Brass Nipples	SCIBN-4.25		4/14/2025
SCI Bronze Fittings	SCIBF-6.24		6/3/2024

**FIRE SPRINKLER PRODUCTS & ACCESSORIES**

Product Price Sheet	Sheet Name	Your Pricing	Effective Date
FPPI	SCLFPPI-4.25		4/14/2025

**FLEXIBLE SPRINKLER CONNECTIONS**

Product Price Sheet	Sheet Name	Your Pricing	Effective Date
FlexHead	FLXHD-4.25		4/14/2025

**GROOVED PRODUCT**

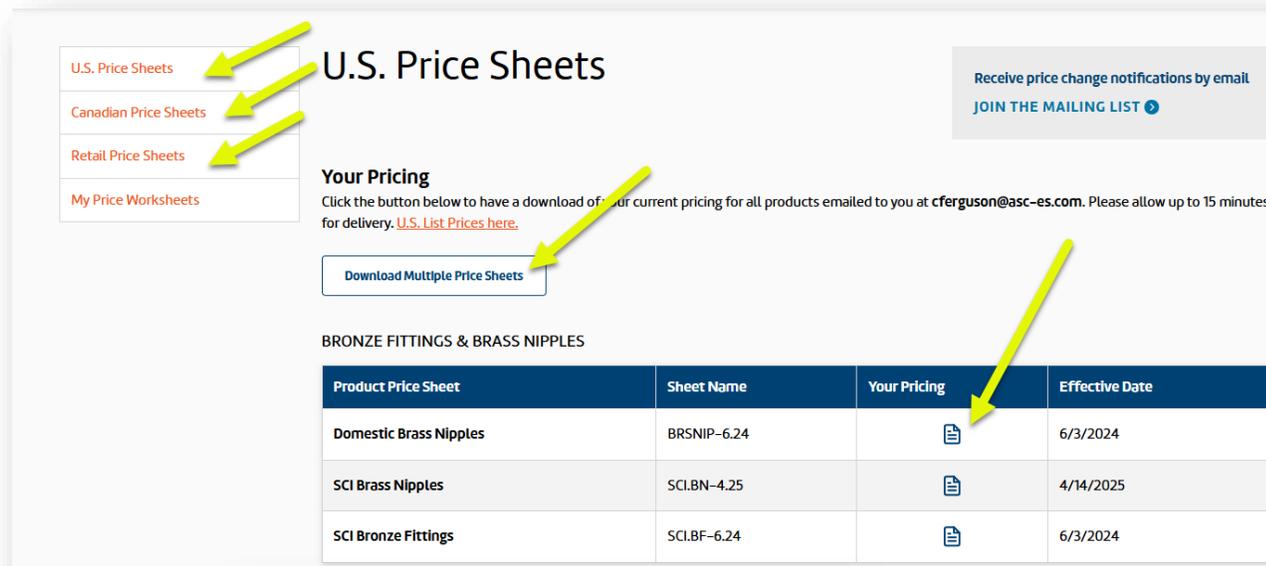
Product Price Sheet	Sheet Name	Your Pricing	Effective Date
COOPLOK Grooved	SCLGR-4.25		4/14/2025
Gruvlok Fire Products	GRFP-4.25		4/14/2025
Gruvlok Standard Product	GRSTD-4.25		4/14/2025
SPF Grooved Fire Products	SPFGRFP-4.25		4/14/2025

**HIGH PRESSURE PRODUCT & COATINGS**

- Download a custom version of existing price sheets
- Access list, on factor and net pricing at time of download

# Downloading a Net Price Sheet

- While logged into an active ASC Engineered Solutions connect portal account, access price sheets by clicking the Price Sheets link in the upper right corner of the Connect Portal. Select US or Canadian price sheets depending on your location. If you are a retail customer, select that menu option.
- The price sheets page is organized by product category and offers price sheets in downloadable Excel csv files with account-specific custom net pricing.
- Click on the document icon in the “Your Pricing” column of a product category, the CSV file with net pricing can be downloaded. The price sheet file will automatically download if you have access to one ASC pricing account. If you’re registered for multiple accounts, select the appropriate account in the text box that appears before downloading.



U.S. Price Sheets

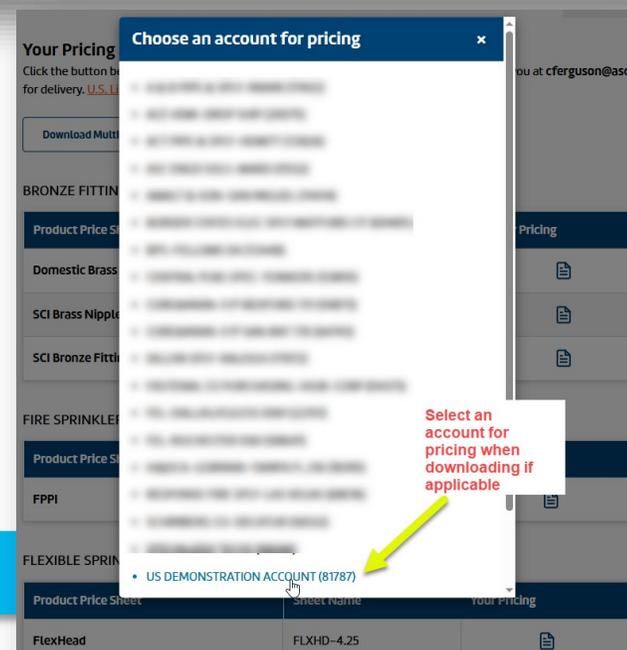
Receive price change notifications by email  
JOIN THE MAILING LIST

**Your Pricing**  
Click the button below to have a download of your current pricing for all products emailed to you at [cferguson@asc-es.com](mailto:cferguson@asc-es.com). Please allow up to 15 minutes for delivery. [U.S. List Prices here.](#)

Download Multiple Price Sheets

BRONZE FITTINGS & BRASS NIPPLES

Product Price Sheet	Sheet Name	Your Pricing	Effective Date
Domestic Brass Nipples	BRSNIP-6.24		6/3/2024
SCI Brass Nipples	SCI.BN-4.25		4/14/2025
SCI Bronze Fittings	SCI.BF-6.24		6/3/2024



Choose an account for pricing

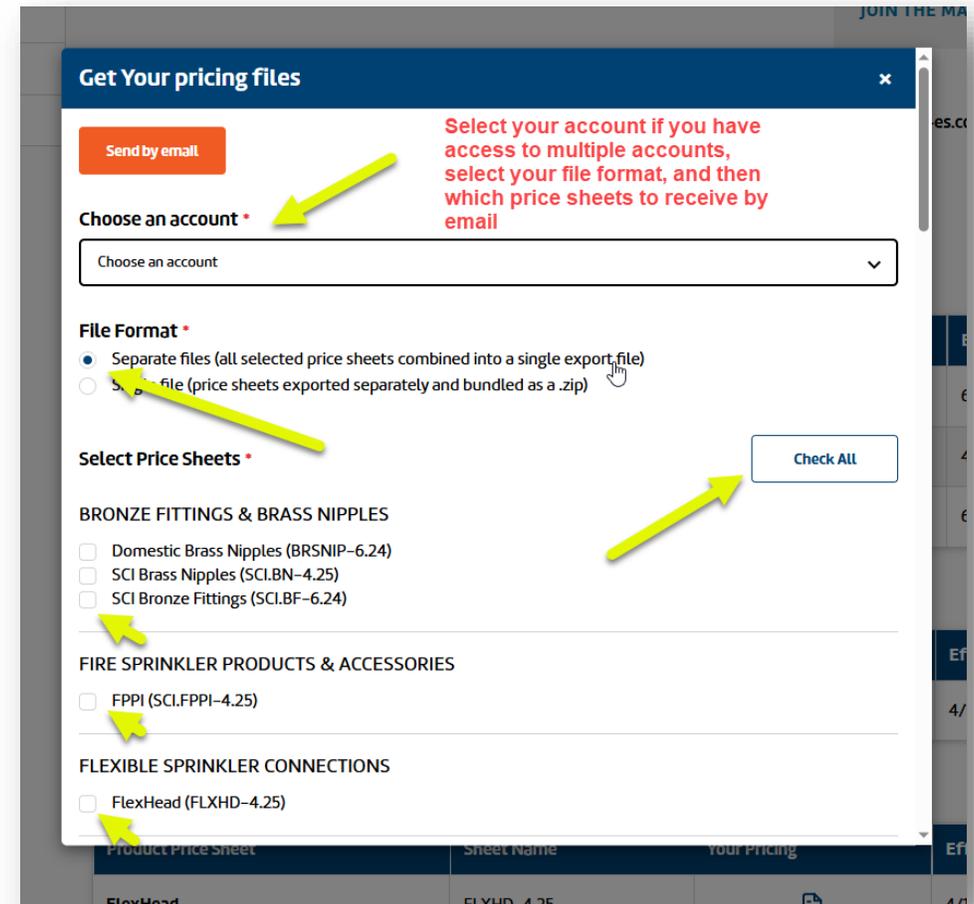
Select an account for pricing when downloading if applicable

US DEMONSTRATION ACCOUNT (81787)

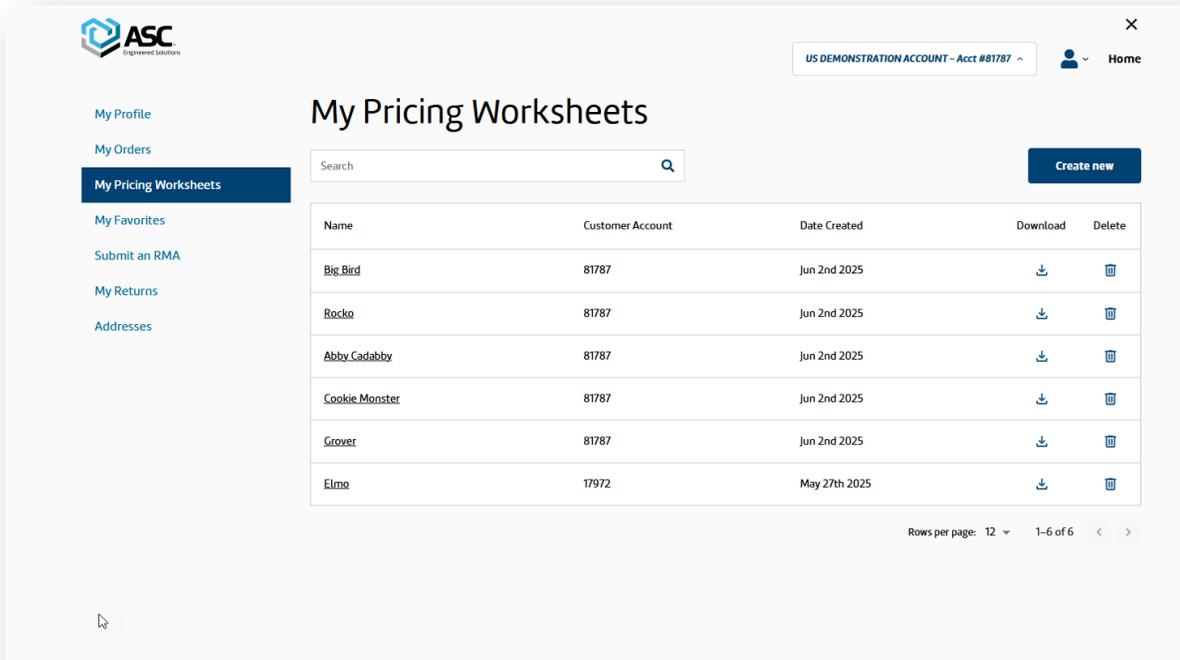
**Note: If “On Factor” or “Net Price” are not shown in the price sheet that was downloaded, the account selected is not setup to view pricing for those products. Contact [customerportal@asc-es.com](mailto:customerportal@asc-es.com) for assistance.**

# Downloading a Net Price Sheet

- To receive multiple sheets through email, select “Download Multiple Price Sheets,” select which pricing account you’d like pricing info for, your preferred file format (separate price files bundled and zipped or as one CSV file), and then select which price sheets you want to receive.
- The CSV file can be opened using Microsoft Excel and reformatted as desired. *Note: pricing shown is the account’s specific pricing as of the time stamp in the header of the price sheet, which is shown in Eastern Standard Time.*
- Net price sheets show all basic product information including: item number, product description, size, figure number, UPC, package quantity, and list price, as well as account-specific On Factors and the account’s net price reflecting your On Factor. Pricing for US customers will appear in US dollars and pricing for Canadian customers will appear in Canadian dollars.



# Creating a Price Worksheet



US DEMONSTRATION ACCOUNT - Acct #81787

My Pricing Worksheets

Search

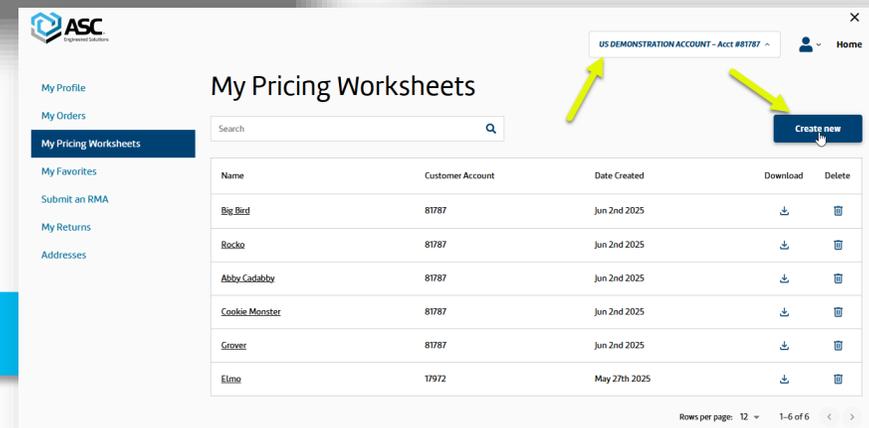
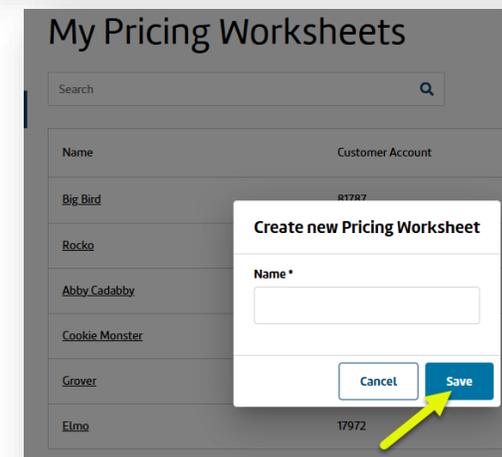
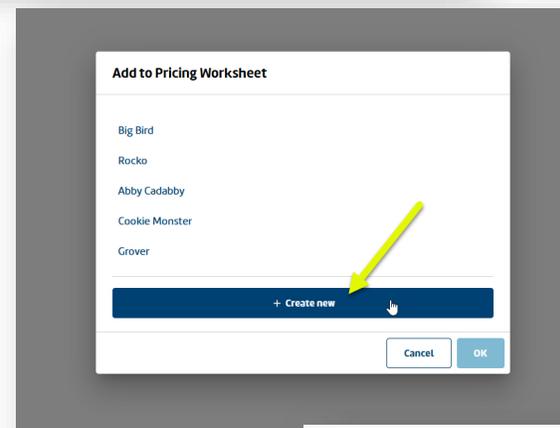
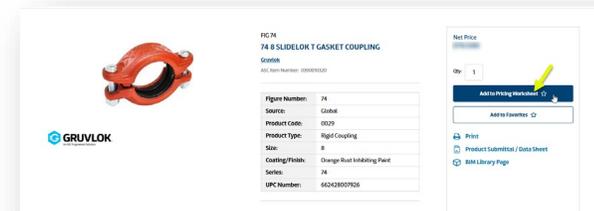
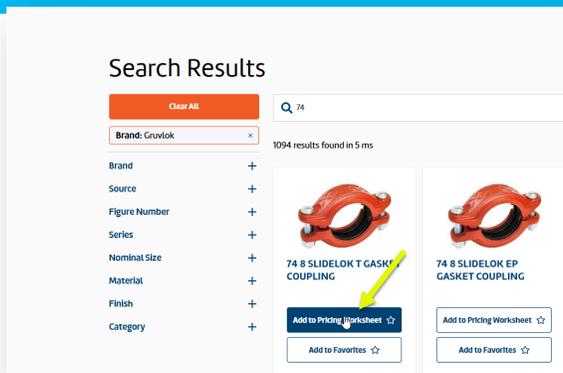
Name	Customer Account	Date Created	Download	Delete
<a href="#">Big Bird</a>	81787	Jun 2nd 2025		
<a href="#">Rocko</a>	81787	Jun 2nd 2025		
<a href="#">Abby Cadabby</a>	81787	Jun 2nd 2025		
<a href="#">Cookie Monster</a>	81787	Jun 2nd 2025		
<a href="#">Grover</a>	81787	Jun 2nd 2025		
<a href="#">Elmo</a>	17972	May 27th 2025		

Rows per page: 12 1-6 of 6

- Build custom worksheets for frequently quoted products
- Save for later use and editing
- Always updated to reflect pricing at moment of access

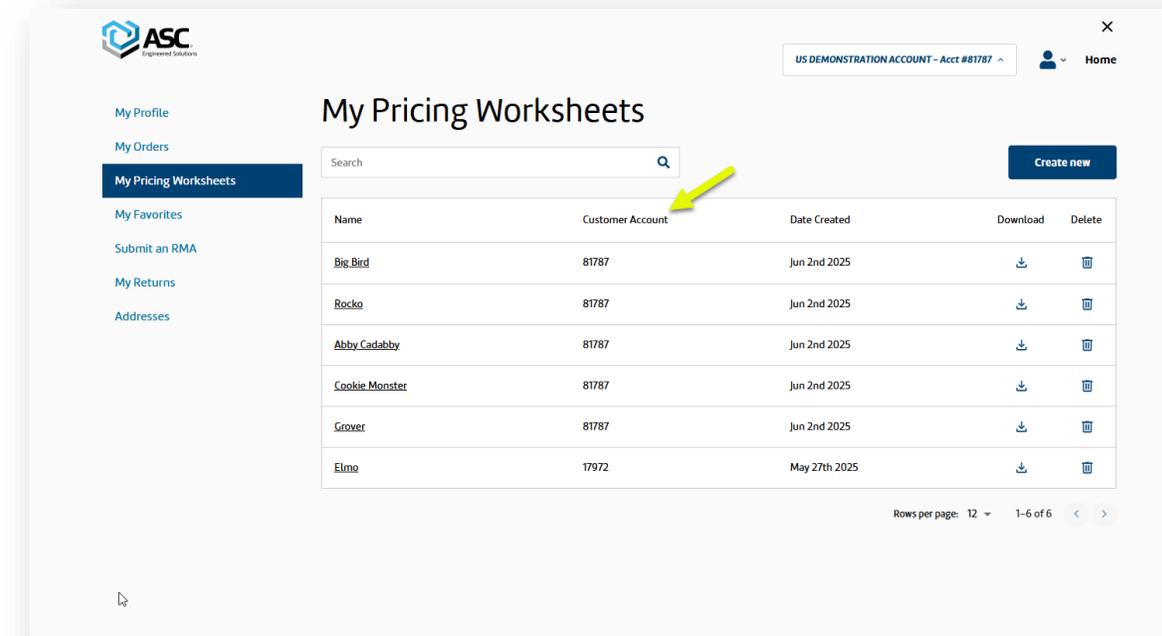
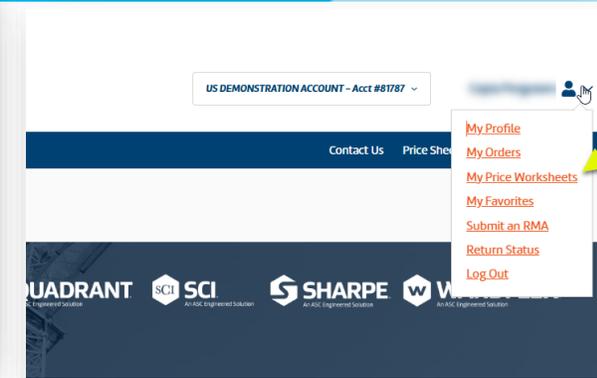
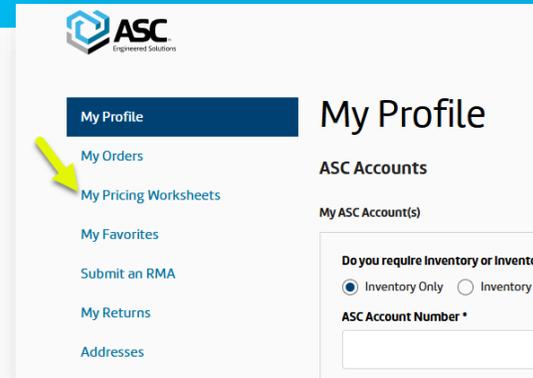
# Creating a Price Worksheet

- While logged into an active ASC Connect Portal account, you can create custom price worksheets by clicking the button “Add to pricing worksheet” in the top right of any SKU product page or from the product page listing. You can also add a new pricing worksheet from the “My Pricing Worksheets” page.
- A box will appear with the option to add the SKU to a worksheet if you have any existing ones or start a new worksheet and give it a name. You can also create new worksheets from the My Pricing Worksheets page.
- After selecting a worksheet, click the add button and a green confirmation box will appear on the top right corner of the screen confirming the successful add and providing a link to view the entire sheet if desired. *Note that if you have access to multiple pricing accounts, separate lists will be created for each pricing account that you create them under as selected in the drop-down menu located throughout the site.*

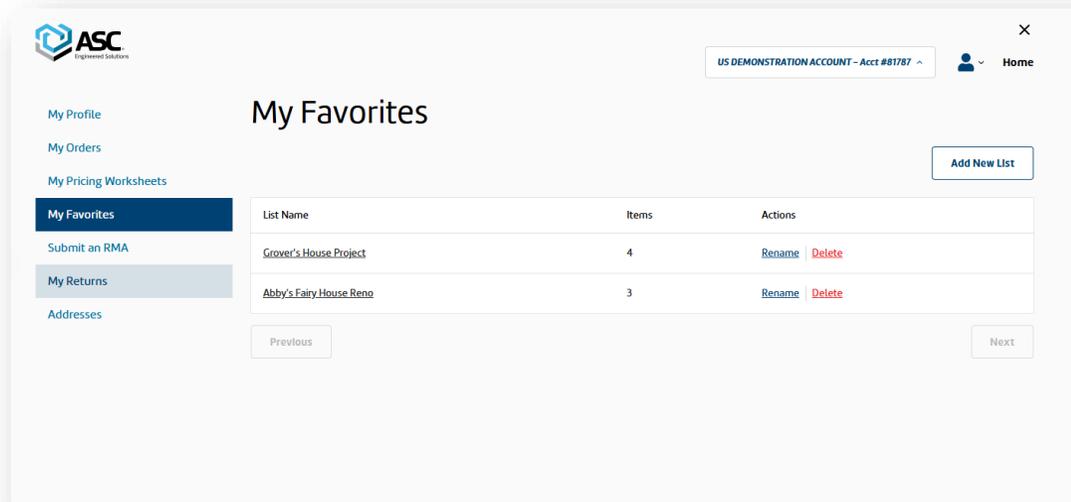


# Creating a Price Worksheet

- You can access all of your existing worksheets using multiple methods.
  - Click the link in the green confirmation box that appears after adding an item to a worksheet.
  - Select “My Price Worksheets” from the dropdown menu that appears when clicking your name in the upper right corner of the website.
  - Click the link to Price Sheets in the upper right corner of the portal and find the “My Price Worksheets” link in the menu options on the left of the page.
- Price worksheets can be deleted or downloaded from this page as well.



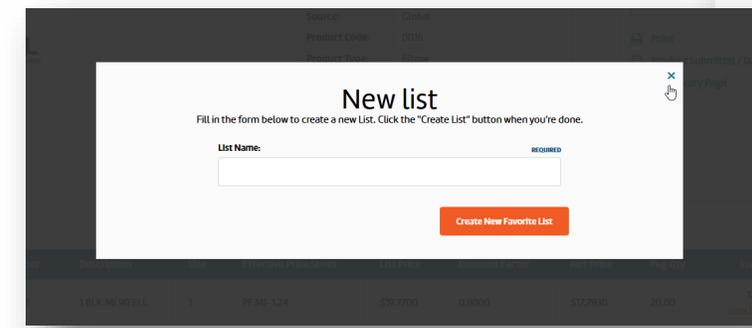
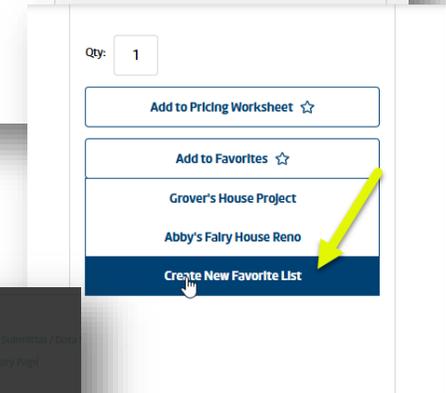
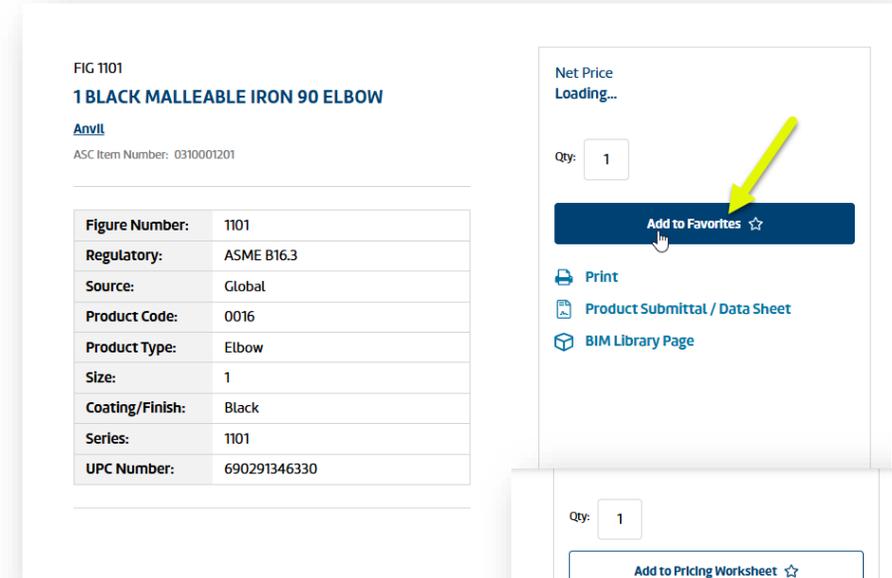
# Add Products to My Favorites List



- Create favorites lists for convenient access to products
- Find submittal and BIM content quickly

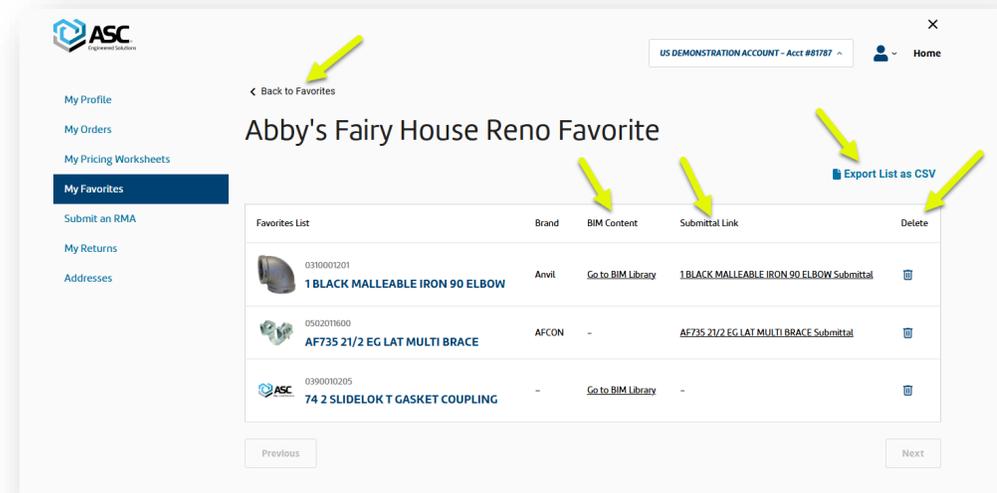
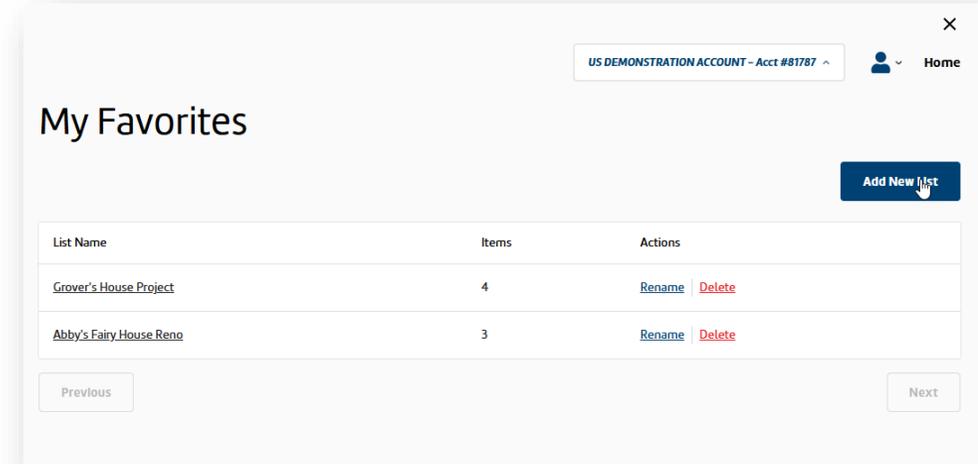
# Add Products to My Favorites List

- You can create multiple lists under My Favorites for ease of organization, access to submittals and BIM content.
- To add a product to a Favorites list when logged into the portal, open a product SKU page and click the “Add to Favorites” button on the top right side of the screen.
- If you do not currently have any Favorites lists, or want to create a new one, select “Create new Favorites List.”
- If you already have a Favorites list that you’d like to add this product to, select the list from the dropdown box.
- Once the product has been added to a Favorites list, the star in the “Add to Favorites” button will turn blue.

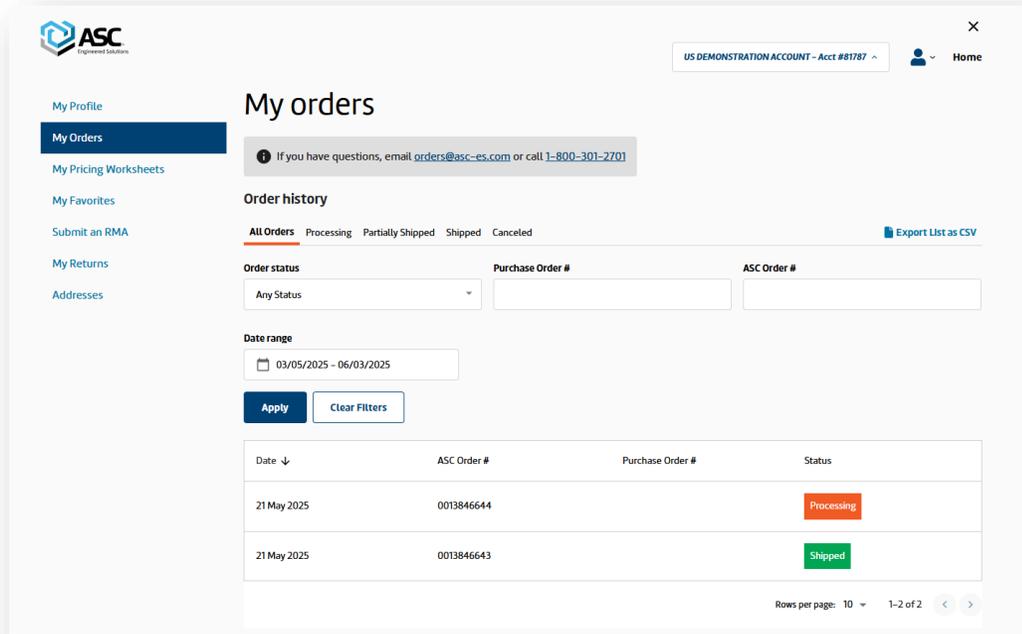


# Add Products to My Favorites List

- To view all your Favorites lists, click “My Favorites” from the menu that appears under your name on the upper right corner of the Portal when logged in.
- Select a list to view the products added to it. There you’ll also see links to the BIM content for each product listed if available and its submittal.
- From this screen, you can click “Back to Favorites” on the top of the screen above the list name to view all your Favorites lists or click any product in the list to view that SKU’s page.
- Remove products from a Favorites list by clicking the trash icon on the desired product’s row in the list.
- You can also add a new Favorites list from this screen by clicking “Add New List.”



# View Your Order History & Info



US DEMONSTRATION ACCOUNT - Acct #81787

My Profile

My Orders

My Pricing Worksheets

My Favorites

Submit an RMA

My Returns

Addresses

## My orders

If you have questions, email [orders@asc-es.com](mailto:orders@asc-es.com) or call 1-800-301-2701

### Order history

All Orders Processing Partially Shipped Shipped Canceled [Export List as CSV](#)

Order status: Any Status

Purchase Order #

ASC Order #

Date range: 03/05/2025 - 06/03/2025

Apply Clear Filters

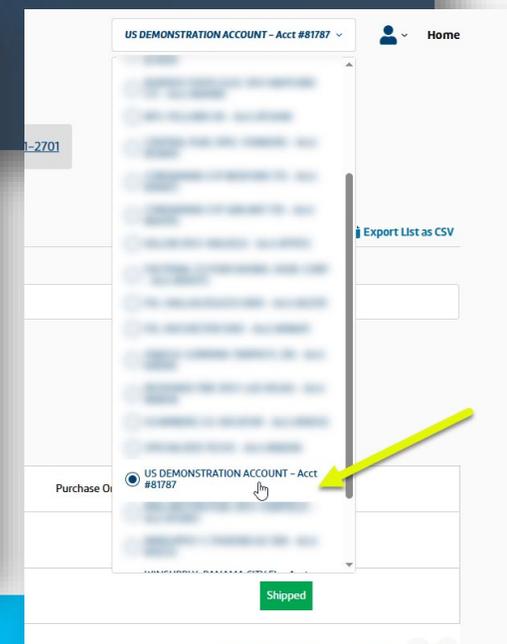
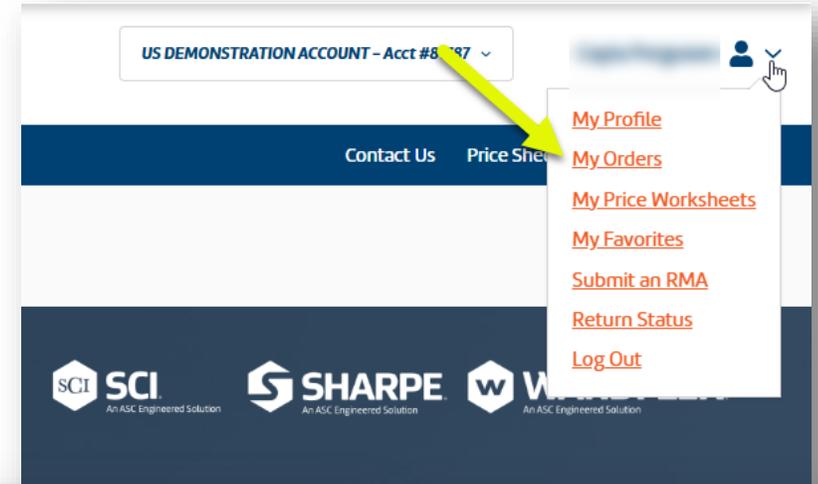
Date ↓	ASC Order #	Purchase Order #	Status
21 May 2025	0013846644		Processing
21 May 2025	0013846643		Shipped

Rows per page: 10 1-2 of 2

- View your order history and status
- Download invoices & packing list PDFs
- View shipping status & tracking info

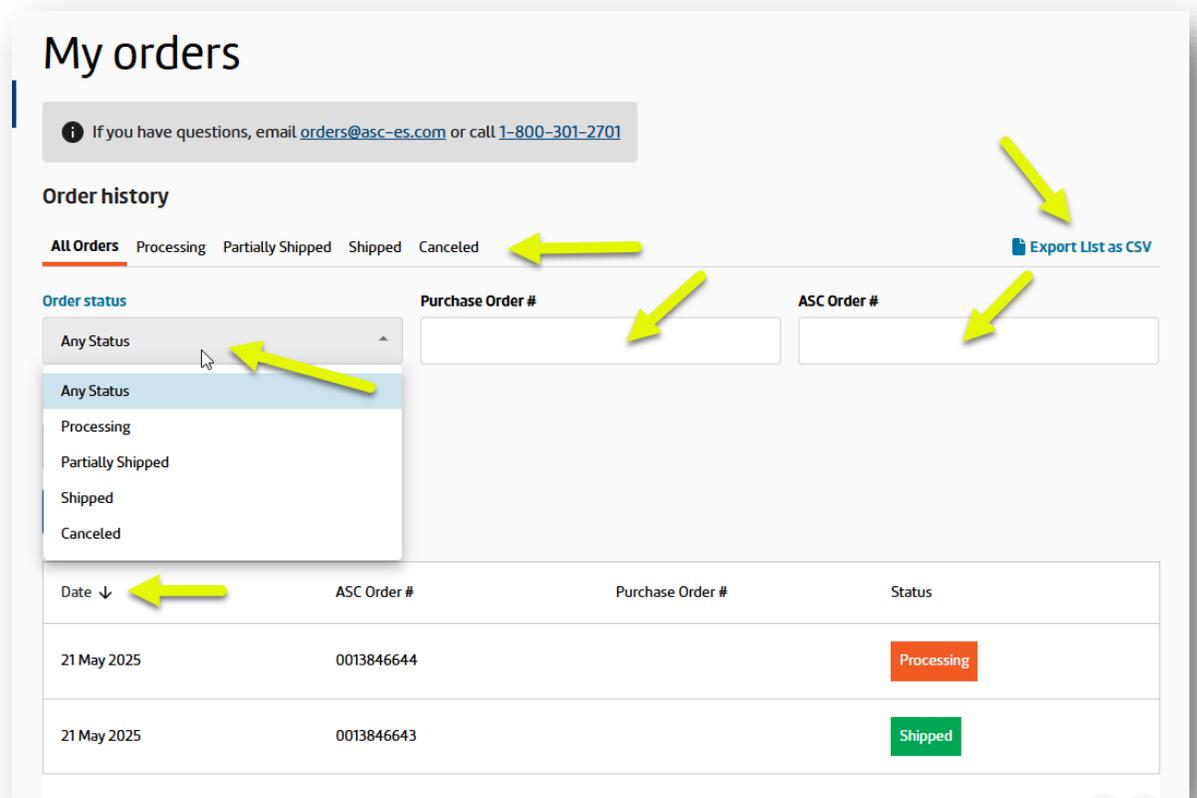
# View Your Order History & Info

- While logged into your Connect Portal account, you can view your order status and history by navigating to the My Orders section of the Portal.
- You may do this via the drop down Connect Portal menu in the upper right corner of the website – you will see your name here when you are logged in. Click on your name, then on “My Orders” in the menu. You can also select “My Orders” from the left side menu when you’re in any other Portal menu function.
- The initial My Orders page view is of your Order History. Select the account number you wish to view order history for from the dropdown menu on the top right of the screen if you have access to multiple accounts.



# View Your Order History & Info

- You may specify the date range to view your orders via the calendar icon located on the left side of the screen. Orders can be sorted by Date, ASC Order Number, Purchase Order Number, or Status.
- You can search for an order by Purchase Order number or ASC Order number. Once you've entered the number you're looking for in the appropriate box, press the Enter key or simply click out of the box to conduct the search.
- View orders by their status - Processing, Partially Shipped, Shipped or Cancelled – through the drop down menu selection or via the tabs at the top of the order history page.
- To download your Order History, click the “Export List as CSV” link at the top of the page.



**My orders**

If you have questions, email [orders@asc-es.com](mailto:orders@asc-es.com) or call 1-800-301-2701

**Order history**

**All Orders** Processing Partially Shipped Shipped Canceled [Export List as CSV](#)

**Order status**

- Any Status
- Processing
- Partially Shipped
- Shipped
- Cancelled

Date ↓	ASC Order #	Purchase Order #	Status
21 May 2025	0013846644		Processing
21 May 2025	0013846643		Shipped

# View Your Order History & Info

- To view an Order in detail, click on its ASC Order Number, hyperlinked in blue text.
- The Order Details page displays the percentage of order completion, the order date, ASC Order and Purchase Order Numbers, the ship to location, the total cost, and each line item in the order. Each row provides the total quantity ordered and the quantity that has been shipped for each item number in the order. You can sort the order details by Line-item number, item number, or status.
- View and download shipment tracking numbers, packing slip PDFs, and invoice PDF files by clicking on the hyperlinked numbers. You can search for a specific item number in an order by using the Item number field located at the top of the table.
- To download the order details, click “Export CSV.”
- To return to your Order History page, click the “Back to Order History” button located at the top of the Order Details page.

Date ↓	ASC Order #	Purchase Order #	Status
21 May 2025	<a href="#">0013846644</a>		Processing
21 May 2025	0013846643		Shipped

Rows per page: 10 1-2 of 2

← Back to Order History

Your order from May 21, 2025

## Order is Shipped.

To view/download an available invoice, click on the invoice number.

**18%**  
of Order Shipped  
Awaiting 94 / 114

**Order Details**

ASC Order #: 0013846643  
 Purchase Order #: N/A  
 Order Date: May 21, 2025  
 Ship to Location: US DEMONSTRATION ACCOUNT, 7979 W 183RD ST, TINLEY PARK, IL 60477

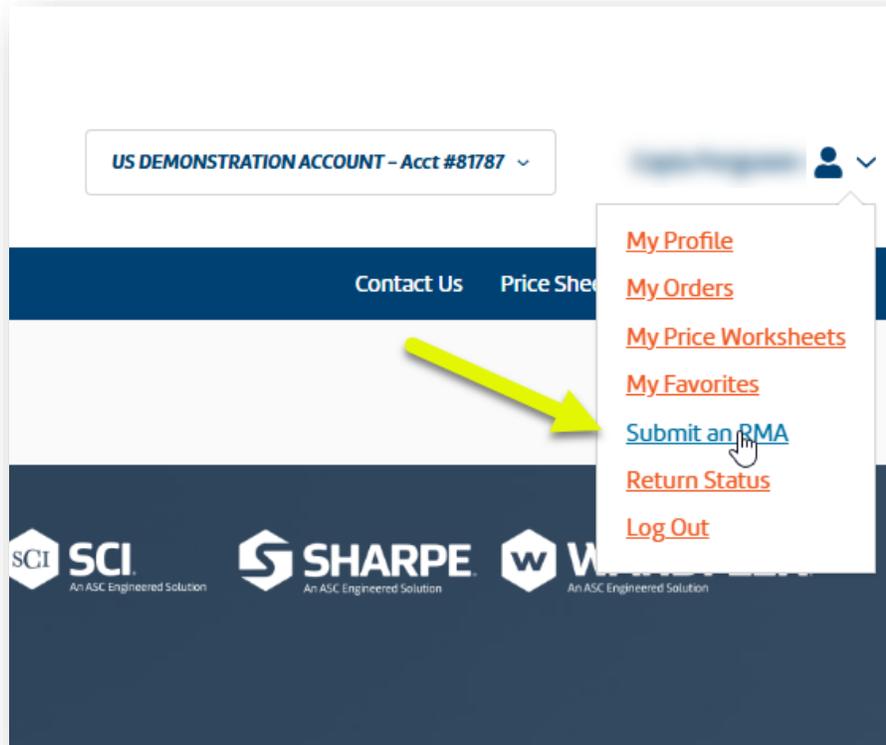
Total Payable 33248.8100 USD

**Order Shipments** Submit a Return Request [Export CSV](#)

Apply

Line	ASC Item #	Description	Quantity	Net Price	Status	Packing Slip	Tracking #	Invoice
1	0310000203	1/8 BLK MI 90 ELL	Ordered: 10 Shipped: 10	12.5300USD	Shipped	<a href="#">8705392</a>	<a href="#">122547655148479635</a>	<a href="#">999900016</a>
2	0310000401	1/4 BLK MI 90 ELL	Ordered: 10 Shipped: 10	12.2500USD	Shipped	<a href="#">8705392</a>	<a href="#">122547655148479635</a>	<a href="#">999900016</a>
3	0310000609	3/8 BLK MI 90 ELL	Ordered: 5 Shipped: N/A	12.2500USD	Processing	N/A	N/A	

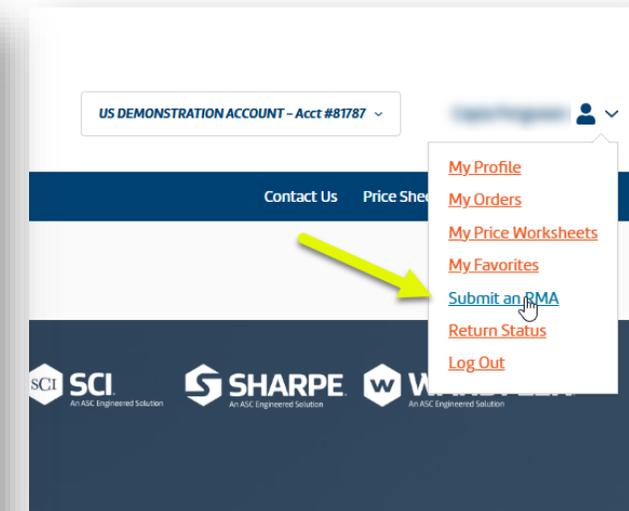
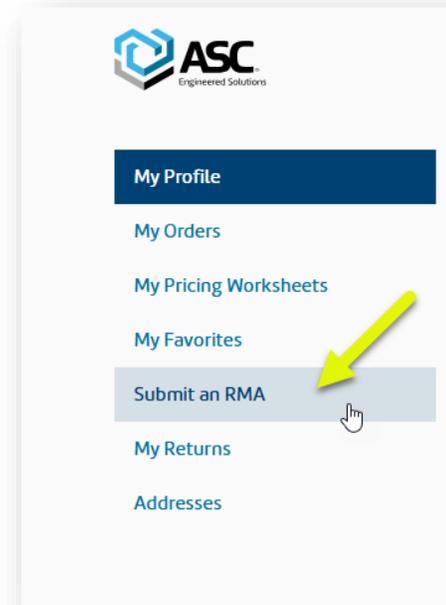
# Submit an RMA Claim



- Submit an RMA claim
- Track your RMA claim status
- View messages from our team

# Submit an RMA Claim

- To submit an RMA claim when logged into the Connect Portal, access the form by clicking on your name in the upper right-hand corner of the site and select “Submit an RMA.”
- This will take you to a page where you can log into your asc-es.com account or just enter your contact details if you do not have an account there.
- Be sure to have your invoice on hand when completing the Returns & Claims form. It contains information you will need to provide our team.



## Returns & Claims

- If you have questions about your return request, contact our team at [RMA\\_Returns@asc-es.com](mailto:RMA_Returns@asc-es.com).
- Please have your invoice handy when completing this form. You'll need it to provide some information our team requires to process your claim.
- Please note that all product reshipment requests should be sent separately to your inside sales representative. They are not processed via this form.

! Don't have an account on [asc-es.com](http://asc-es.com)? [Enter your contact information](#)

Log In

Email

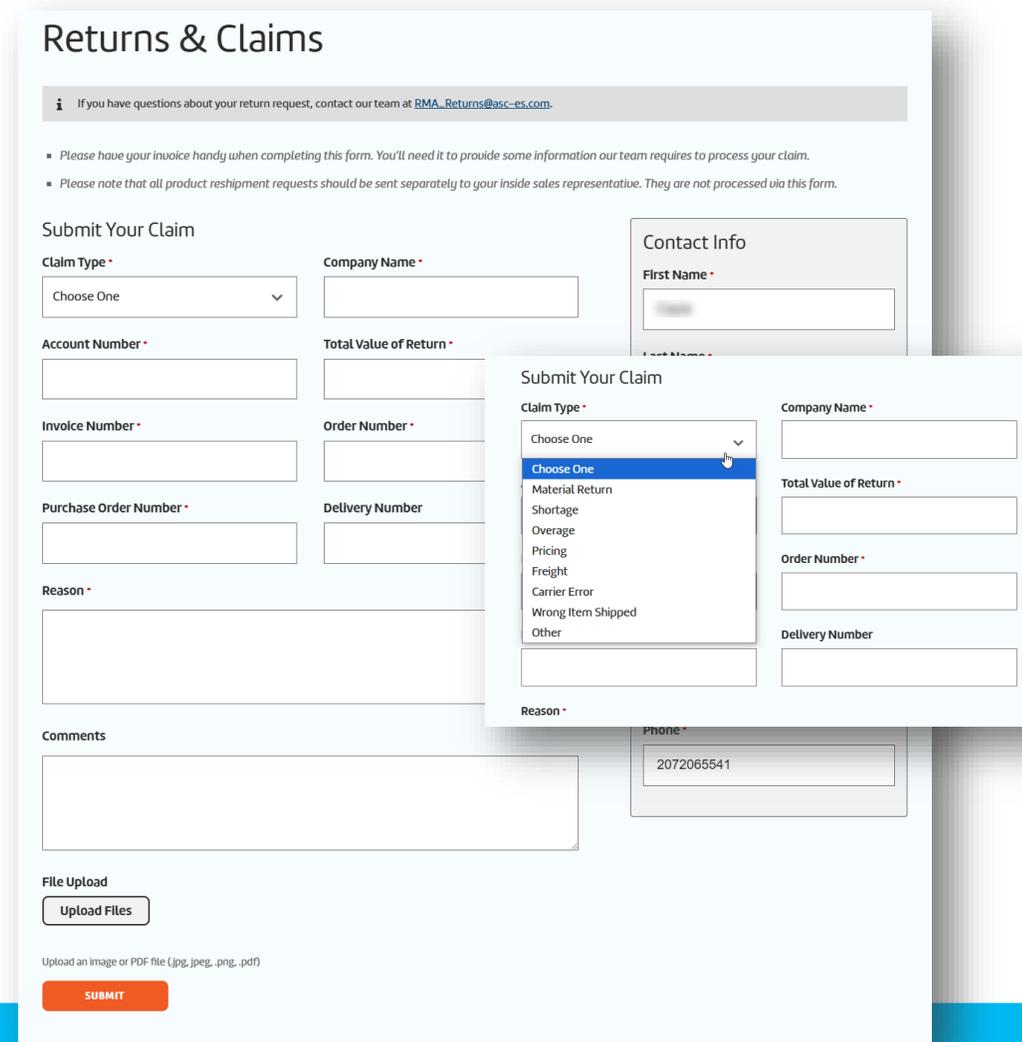
Password

LOG IN

[Forget your password?](#)

# Submit an RMA Claim

- Choose your claim type from the drop-down menu and complete all required fields. Your account info will automatically populate in the Contact Info section. You can also enter up to three additional email addresses for individuals who wish to receive updates about the claim you are submitting. You can upload supporting documentation or images via the File Upload field.
- Once you submit your claim, you'll receive a confirmation email. You'll receive additional emails when your claim status changes. Check the status of your claim anytime by logging into the Connect Portal and clicking on "Return Status."
- All your RMA claim requests will be listed on this page. To see details about a claim, click on the plus sign located on the right of the entry heading to expand it.
- Once expanded, you can view your claim details, status and any messages from our team.



Returns & Claims

If you have questions about your return request, contact our team at [RMA\\_Returns@asc-es.com](mailto:RMA_Returns@asc-es.com).

- Please have your invoice handy when completing this form. You'll need it to provide some information our team requires to process your claim.
- Please note that all product reshipment requests should be sent separately to your inside sales representative. They are not processed via this form.

Submit Your Claim

Claim Type • Choose One

Company Name •

Account Number •

Total Value of Return •

Invoice Number •

Order Number •

Purchase Order Number •

Delivery Number

Reason •

Comments

File Upload

Upload Files

Upload an image or PDF file (.jpg, .jpeg, .png, .pdf)

SUBMIT

Contact Info

First Name •

Last Name •

Phone • 2072065541

Submit Your Claim

Claim Type •

- Choose One
- Material Return
- Shortage
- Overage
- Pricing
- Freight
- Carrier Error
- Wrong Item Shipped
- Other

Company Name •

Total Value of Return •

Order Number •

Delivery Number

Reason •

**For assistance or questions about the Connect Portal, contact**  
**[customerportal@asc-es.com](mailto:customerportal@asc-es.com)**

**Confidentiality Notice**

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2/12/2026

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