



Customer Connect Portal Training Guide

2023

Building connections that last™



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Logging In & Resetting Your Password

Registering

Register for an account –

1. Navigating to the ASC Engineered Solutions site (www.asc-es.com)
2. Clicking the “Customer Login” button in the upper right-hand corner of the page
3. Click “register” and complete the form
4. Once submitted you will receive an email to activate your account and confirm registration



Logging In

Once your ASC login has been registered for the Connect Portal, you can login by –

1. Navigating to the ASC Engineered Solutions site (www.asc-es.com)
2. Clicking the “Customer Login” button in the upper right-hand corner of the page
3. Entering the login and password for existing ASC customer account

Resetting Your Password

If needed you can reset your password by –

1. Navigating to the ASC Engineered Solutions site
2. Clicking the “Customer Login” button in the upper right-hand corner of the page
3. Selecting “Forgot Your Password?” option above the login button
4. Opening the email sent and using the password reset link to set a new password

Adding Users or Locations

Adding Users

Additional contacts from your company can be granted pricing and availability access but must create their own login and submit their own permissions request form

To create a login, users should -

1. Navigate to the ASC Engineered Solutions site (www.asc-es.com)
2. Click the “Customer Login” button in the upper right-hand corner of the page
3. Select the “Register” button then complete and submit the registration form

Adding Locations

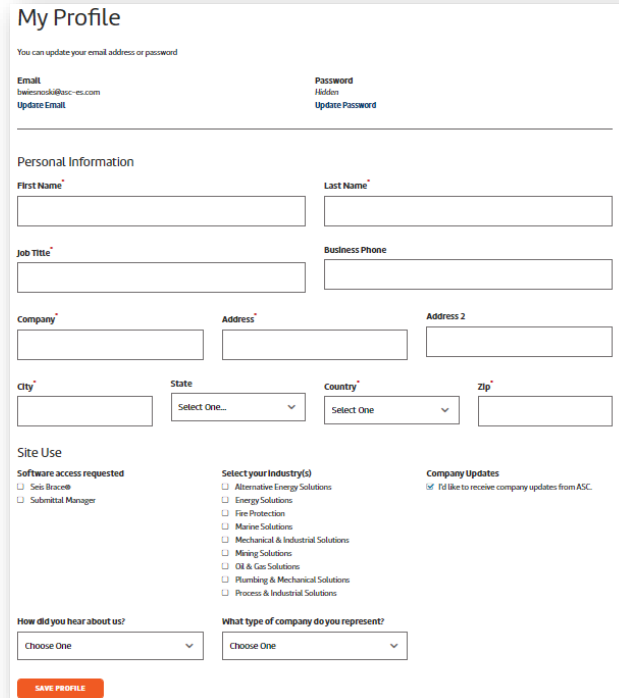
To gain new pricing and availability access, or to access pricing and availability for additional locations on the Connect Portal, users should –

1. Login to their Customer Account on the ASC site (www.asc-es.com)
2. Click the dropdown displayed next to the user name and select “Your Account”
3. Click the “Edit My Profile” link to open and submit the Connect Portal permissions request

Connect Portal Access

If you do not have a location (by ship-to location) linked to your registered account, you can request access by completing the form [under your profile](#). Your request will be reviewed and granted permission within 24 hours by our pricing team.

Connect Portal Permissions Request



My Profile

You can update your email address or password

Email: business@asc-es.com | Password: Hidden | [Update Email](#) | [Update Password](#)

Personal Information

First Name* | Last Name* | Job Title* | Business Phone | Company* | Address* | Address 2 | City* | State (Select One...) | Country* (Select One) | Zip*

Site Use

Software access requested

- ☐ Sales Brochure
- ☐ Submittal Manager

Select your industry(s)

- ☐ Alternative Energy Solutions
- ☐ Energy Solutions
- ☐ Fire Protection
- ☐ Marine Solutions
- ☐ Mechanical & Industrial Solutions
- ☐ Mining Solutions
- ☐ Oil & Gas Solutions
- ☐ Plumbing & Mechanical Solutions
- ☐ Process & Industrial Solutions

Company Updates

☒ I'd like to receive company updates from ASC.

How did you hear about us? | **What type of company do you represent?**

Choose One | Choose One

[SAVE PROFILE](#)

Searching For Items

Search Terms

The site-wide search bar can be used to easily find items on the ASC site and navigate to the product page. When using the site-wide search bar **search by ASC figure number for best results**. Otherwise search by series, description or item number

The “Price Sheets” page includes search functionality that allows users to search by item number or UPC.

Item Number/UPC Search

Quick inventory lookup by item number or UPC

SEARCH

Finding Items

If looking for a previously purchased item, you can find ASC Figure Numbers or descriptions on – 1.) Previous Quotes, 2.) Order Confirmations & 3.) Invoices

Refining Search Results

After completing a search, filters along the left side of the page can be used to refine results and show a limited subset of items

Results can be filtered on brand, finish, material, connection type or solution

Figure Number Search Results

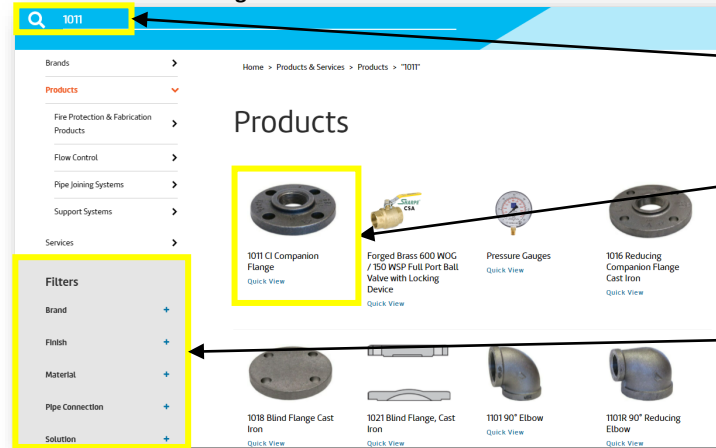


Figure Number Search
Item Descriptions & Images Shown In Search Results

Filters Allow Refinement Of Results

Browsing For Items

Finding Items Through Browse

The “Products & Services” tab allows users to browse for items and use refinements to narrow subset and help identify the right item

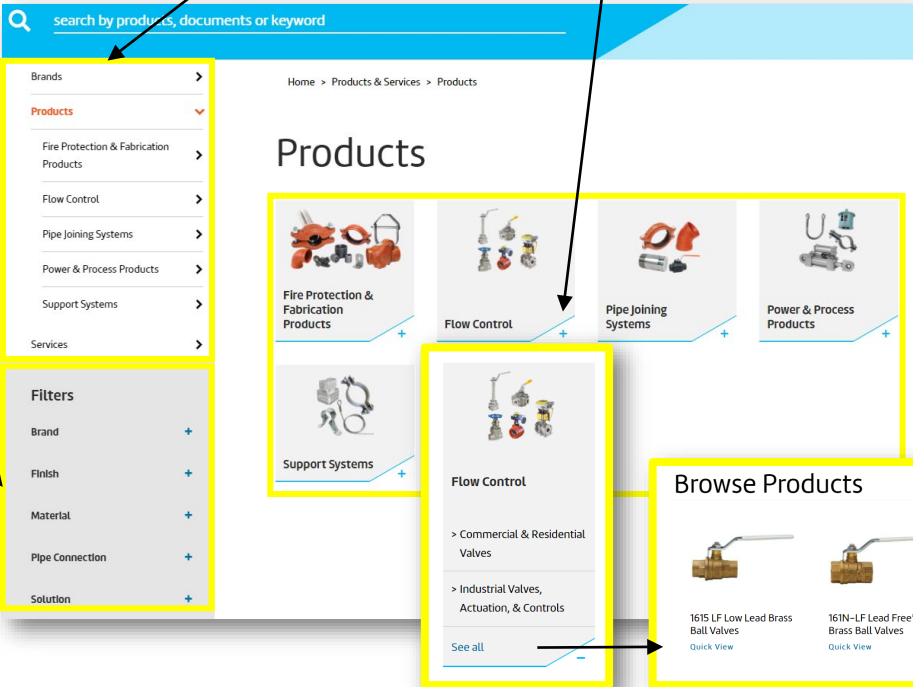
Two methods to refine narrow product listings –

Product Hierarchy

- Items are organized on site through three cascading levels of groupings; division, line & category
- Hierarchy can be navigated through index on left side of page or tiles showing above item listings

Filters

- Like search results, products can be filtered on brand, finish, material, connection type or solution
- Filters are most helpful when used after navigating the product hierarchy



The screenshot shows the ASC product browsing interface. On the left, a sidebar contains a 'Products' section with a dropdown menu listing categories like 'Fire Protection & Fabrication Products', 'Flow Control', 'Pipe Joining Systems', 'Power & Process Products', 'Support Systems', and 'Services'. Below this is a 'Filters' section with options for 'Brand', 'Finish', 'Material', 'Pipe Connection', and 'Solution'. The main content area is titled 'Products' and displays a grid of product tiles. Annotations with arrows point to specific features: 'Product Hierarchy Indexed On Left-Hand Side Of Page' points to the sidebar; 'Top Tiles Can Also Be Used To Navigate Product Hierarchy' points to the top row of product tiles; 'Filters Can Be Used To Narrow Listings At All Levels Of Product Hierarchy' points to the 'Filters' section. A 'Browse Products' modal is open, showing a list of products under the 'Flow Control' category, including '1615 LF Low Lead Brass Ball Valves' and '161N-LF Lead Free* Brass Ball Valves'.

Product Hierarchy Indexed On Left-Hand Side Of Page

Top Tiles Can Also Be Used To Navigate Product Hierarchy

Filters Can Be Used To Narrow Listings At All Levels Of Product Hierarchy

Standard Pricing & Availability Check

Standard Pricing & Availability

Once your ASC login has been registered for the Connect Portal, you can check pricing and availability by –

1. Opening the ASC Engineered Solutions site and logging in
2. Navigating to an item through either search or browse
3. Scrolling down to the “Product Inventory And Pricing” section of the product page
4. Selecting the right account to view current list pricing, account-specific net pricing and inventory availability
5. When viewing pricing one of three scenarios will show:
 - Standard Pricing: Pricing shown for both list and net prices
 - Special Net: No list pricing shown but net prices shown
 - No Multiplier: List pricing shown but no net pricing shown

Account Sections

If you have access to multiple accounts, your customer account selection will carry over from one product to the next and you will not need to reselect the account of interest for every product

PRODUCT INVENTORY AND PRICING

 Questions/Feedback
Contact customerportal@asc-es.com

Choose Your Account

US Demonstration Account [account number: 81787]

Current Inventory and Pricing

Item Number	Description	Size	Inventory	List Price	Net Price	Add
0308002005	3/4X37/8 BLK CI THRD F&D FLANGE Package Quantity: 378	3/4	283 view by location	\$152.230	\$137.0070	
0308002203	1X41/4 BLK CI THRD F&D FLANGE Package Quantity: 260	1	99 view by location	\$92.400	\$83.1600	
0308002401	11/4X45/8 BLK CI THRD F&D FLANGE Package Quantity: 408	1 1/4	228 view by location	\$110.570	\$99.5130	

Location-Specific Inventory Check

Location-Specific Inventory

Once your ASC login has been registered for the Connect Portal, you can check location-specific inventory availability by –

1. Opening the ASC Engineered Solutions site and logging in
2. Navigating to an item through either search or browse
3. Scrolling down to the “Product Inventory And Pricing” section of the product page
4. Selecting the right account to view current list pricing, account-specific net pricing and inventory availability
5. Identifying the item of interest and clicking the “view by location” link under the total inventory number
6. Scrolling down the page to view the “Inventory Detail” section showing inventory availability by ASC location
7. To see inventory availability by location for another item, scroll up the page and click the “view by location” link for the new item, the “Inventory Detail” section will then update for the new item

PRODUCT INVENTORY AND PRICING

Questions/Feedback
Contact customerportal@asc-es.com

Choose Your Account

US Demonstration Account [account number: 81787]

Current Inventory and Pricing

Item Number	Description	Size	Inventory	List Price	Net Price	Add
0308002005	3/4X37/8 BLK CI THRD F&D FLANGE Package Quantity: 378	3/4	283 view by location	\$152.230	\$137.0070	+

Inventory Detail: 0308002203 – 1X41/4 BLK CI THRD F&D FLANGE Package Quantity: 260

Location	Inventory
Atlanta, GA, USA	0
Columbia, PA, USA	55
Commerce, CA, USA	0

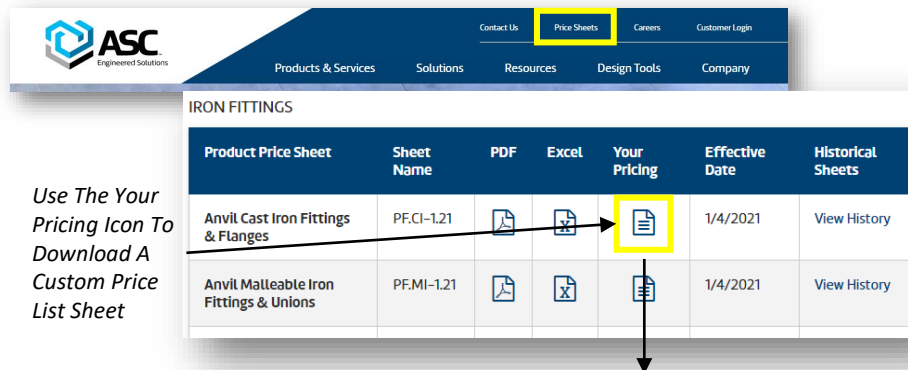
Accessing & Downloading Net Price List Sheets

Custom Price List Sheets

The ASC website includes price list sheets showing item-level list prices for all standard items and **Connect Portal users can now download net price sheets** that include item-level list prices, net prices and on factors

To access and download net price sheets -

1. Select the “Price Sheets” option in the upper right-hand corner of the site
2. Scroll down the page to find the product-specific price list sheet of interest
3. Click on the file icon in the “Excel” column to download a standard price list sheet with item-level list prices
4. Click on the file icon in the “Your Pricing” column to download a custom price list sheet with item-level list prices and your specific net prices and on factors
 - Custom price list files include account, date and product details in the page header



Use The Your Pricing Icon To Download A Custom Price List Sheet

Account Name: US Demonstration Account									
Account ID: 81787									
Product Price Sheet: Anvil Cast Iron Fittings & Flanges									
Sheet Name: PF.CI-1.21									
Pricing and inventory published is valid as of June, 10 2021 2:37 pm and is subject to change at anytime.									
Item Number	Description	Size	Figure Number	UPC	Package Quantity	Currency	List Price	On Factor	Net Price
0300000205	1/4 BLK CI 90 ELL	1/4	351	690291011863	80	USD	\$18.99	0.9	\$17.09
0300000403	3/8 BLK CI 90 ELL	3/8	351	690291011870	40	USD	\$27.51	0.9	\$24.76
0300000601	1/2 BLK CI 90 ELL	1/2	351	690291011887	150	USD	\$12.04	0.9	\$10.84
0300000809	3/4 BLK CI 90 ELL	3/4	351	690291011894	100	USD	\$12.54	0.9	\$11.29
0300001005	1 BLK CI 90 ELL	1	351	690291011900	45	USD	\$14.87	0.9	\$13.38
0300001203	1 1/4 BLK CI 90 ELL	1 1/4	351	690291011917	25	USD	\$21.10	0.9	\$18.99

File Header Includes Account, Date & Product Info

File Includes Item-Level List Prices, Net Prices & On Factors

My Price Worksheets – Starting A Worksheet

Price Worksheets – Creating A Worksheet

The Connect Portal includes “My Price Worksheets” where users can check pricing and availability on a list of selected items. This allows users to create quotes and check pricing on frequently purchased items

To create a price worksheet -

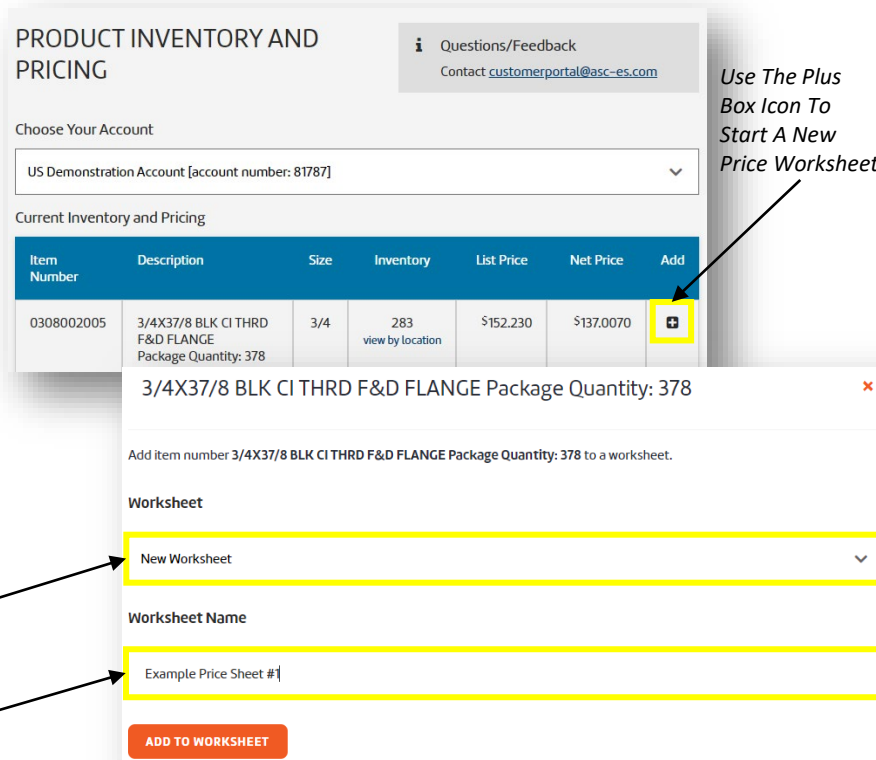
1. Navigate to the page for the product you'd like to start with through either search or browse
2. Find the specific item you'd like to start with in the “Product Inventory and Pricing” section
3. Click the plus box icon under the “Add” column
4. Open the worksheet dropdown and select “New worksheet”
5. Enter a name for new worksheet then click the “Add To Worksheet” button to create the sheet and add the item

Multiple Worksheets

The Connect Portal allows users to save, access and update multiple worksheets. Follow the process outlined above whenever starting a new worksheet

Select “New Worksheet” In The Dropdown To Start A New Worksheet

Name The Worksheet And Click “Add To Worksheet”




PRODUCT INVENTORY AND PRICING

Questions/Feedback
Contact customerportal@asc-es.com

Choose Your Account
US Demonstration Account [account number: 81787]

Current Inventory and Pricing

Item Number	Description	Size	Inventory	List Price	Net Price	Add
0308002005	3/4X37/8 BLK CI THRD F&D FLANGE Package Quantity: 378	3/4	283 view by location	\$152.230	\$137.0070	

3/4X37/8 BLK CI THRD F&D FLANGE Package Quantity: 378

Add item number 3/4X37/8 BLK CI THRD F&D FLANGE Package Quantity: 378 to a worksheet.

Worksheet

New Worksheet

Worksheet Name

Example Price Sheet #1

ADD TO WORKSHEET

Use The Plus Box Icon To Start A New Price Worksheet

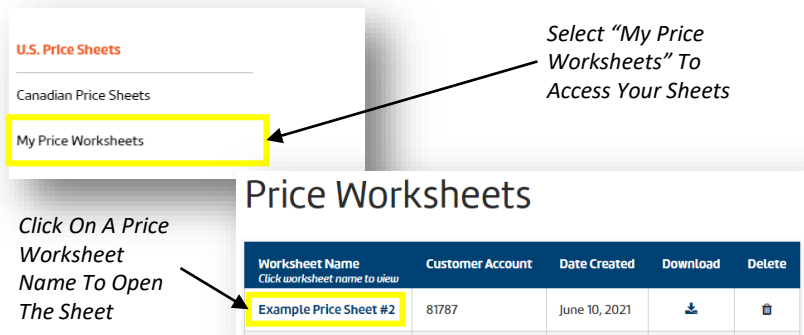
My Price Worksheets – Editing Items & Updating Pricing

Price Worksheets – Adding Items

After creating a price worksheet, you can add items, remove items and get updated pricing and availability at any time

To access previously-created price worksheets –

1. Select the “Price Sheets” option in the upper right-hand corner of the site
2. Click on “My Price Worksheets” option on the left side of page to view all price worksheets
3. Select the worksheet you’d like to edit to open it



U.S. Price Sheets

Canadian Price Sheets

My Price Worksheets

Select “My Price Worksheets” To Access Your Sheets

Price Worksheets

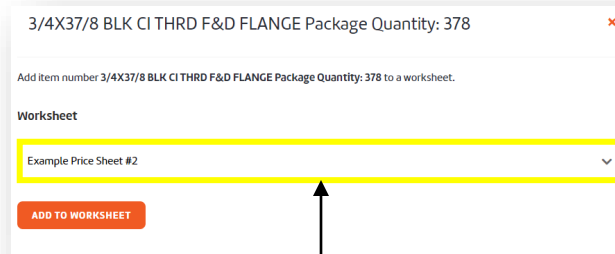
Click On A Price Worksheet Name To Open The Sheet

Worksheet Name <small>Click worksheet name to view</small>	Customer Account	Date Created	Download	Delete
Example Price Sheet #2	81787	June 10, 2021		

My Price Worksheets – Adding Items

To add items to an existing price worksheet –

1. Navigate to the page for the product you’d like to start with through either search or browse
2. Find the specific item you’d like to start with in the “Product Inventory and Pricing” section and click the plus box icon under the “Add” column
3. Open the worksheet dropdown and select the name of the worksheet you’d like to add the item to and click the “Add To Worksheet” button to add the item to the selected sheet



3/4X37/8 BLK CI THRD F&D FLANGE Package Quantity: 378

Add item number 3/4X37/8 BLK CI THRD F&D FLANGE Package Quantity: 378 to a worksheet.

Worksheet

Example Price Sheet #2

ADD TO WORKSHEET

Select The Relevant Worksheet Name In The Worksheet Dropdown To Add An Item To An Existing Price Worksheet

My Price Worksheets – Editing Items & Updating Pricing

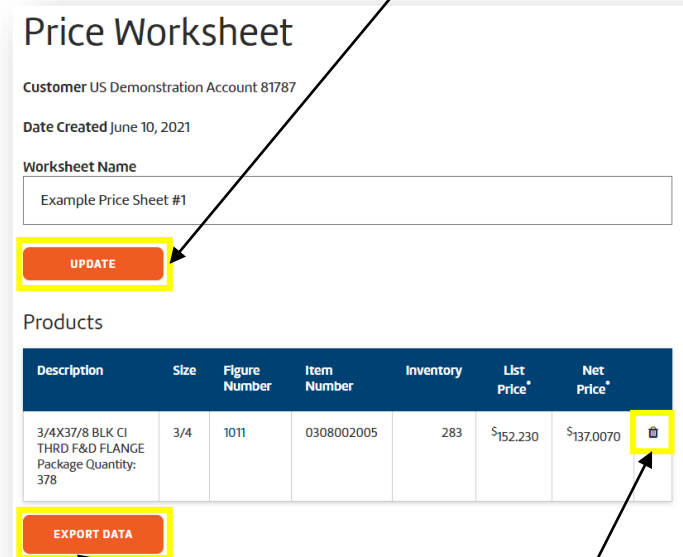
Price Worksheets – Changes, Downloads & Updates

After creating a price worksheet, you can add items, remove items, rename worksheets and get updated pricing and availability at any time

To remove items, update pricing and availability, rename a worksheet or export data –

1. Select the “Price Sheets” option in the upper right-hand corner of the site
2. Click on “My Price Worksheets” option on the left side of page then select the worksheet you’d like to edit
 - Use the “Update” button to rename your sheet
 - Use the trash can icon next to the pricing information to remove an item from the worksheet
 - Click the “Export Data” button to download your price worksheet as a CSV

Use The “Update” Button To Update The Name Of Your Worksheet



The screenshot shows the 'Price Worksheet' interface. At the top, it displays 'Customer US Demonstration Account 81787' and 'Date Created June 10, 2021'. Below this is a 'Worksheet Name' field containing 'Example Price Sheet #1'. An orange 'UPDATE' button is positioned below the name field, with an arrow pointing to it from the text 'Use The “Update” Button To Update The Name Of Your Worksheet'. Under the 'Products' section, there is a table with columns: Description, Size, Figure Number, Item Number, Inventory, List Price*, and Net Price*. The first row contains data: '3/4X37/8 BLK CI THRD F&D FLANGE Package Quantity: 378', '3/4', '1011', '0308002005', '283', '\$152.230', and '\$137.0070'. A trash can icon is located to the right of the first row, with an arrow pointing to it from the text 'Remove Items From A Worksheet With The Trash Can Icon'. At the bottom of the interface is an orange 'EXPORT DATA' button, with an arrow pointing to it from the text 'Use The “Export” Button To Download The Worksheet As A CSV'.

Description	Size	Figure Number	Item Number	Inventory	List Price*	Net Price*
3/4X37/8 BLK CI THRD F&D FLANGE Package Quantity: 378	3/4	1011	0308002005	283	\$152.230	\$137.0070

Use The “Export” Button To Download The Worksheet As A CSV

Remove Items From A Worksheet With The Trash Can Icon

Request a Return

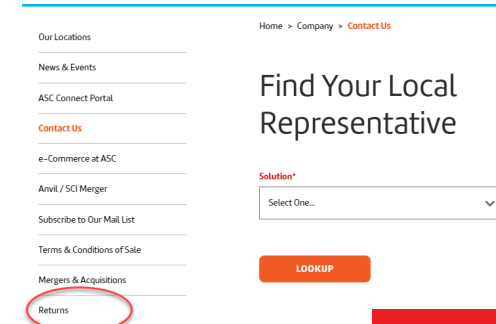
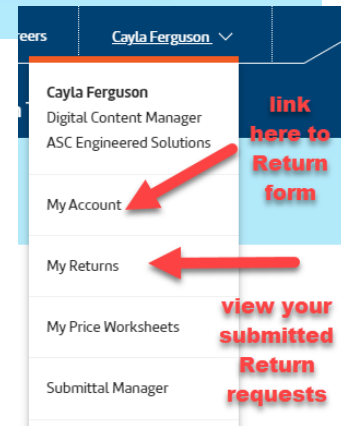
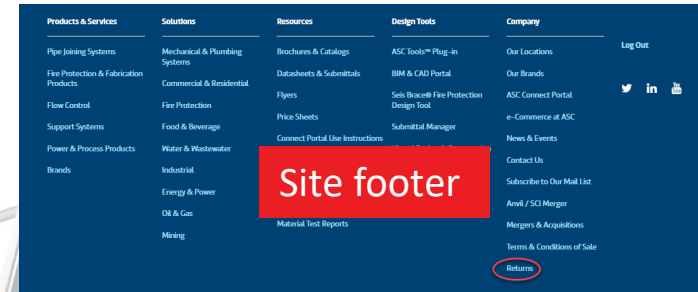
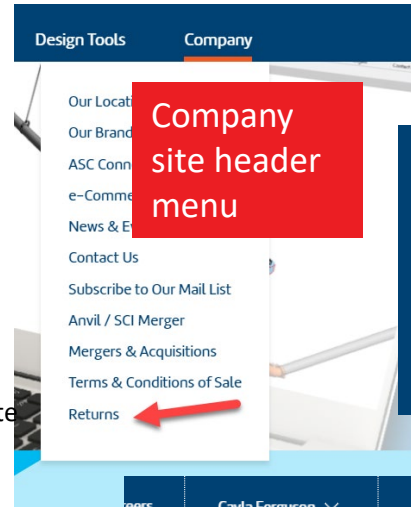
Return / refund request form is located at asc-es.com/returns

You can navigate to the form via a few places on our site – in the Company header menu, in the footer, on the Contact Us page, or on the **“My Account”** page under your name when logged in.

You must be logged in to an existing Connect Portal account or create a new one to complete the return request form.

Complete the form manually by selecting the return claim type from the drop down menu and completing all required fields. You can also upload any supporting documentation as images or a PDF via the “File Upload” field.

You can view your submitted return requests in your account under the **“My Returns”** page. Our team will update your request as it moves from submission, to review, to approval or denial.



Return Request Form

Returns

Submit Your Claim

Claim Type *

Account Number *

Claim Dollar Amount *

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)

Choose your return reason/claim type. The form has different fields based on the selected type.

Contact Info

First Name *

Last Name *

Email *

Phone *

Claim Type *

Choose One

Choose One

Material Return

Shortage

Overage

Pricing

Freight

Carrier Error

Wrong Item Shipped

Other

Your contact info will populate here with whatever is currently in your account profile. You can change this if you wish.

Upload any supporting documentation/images here as JPEG, PNG, or PDF files.

My Orders – view account order history & status

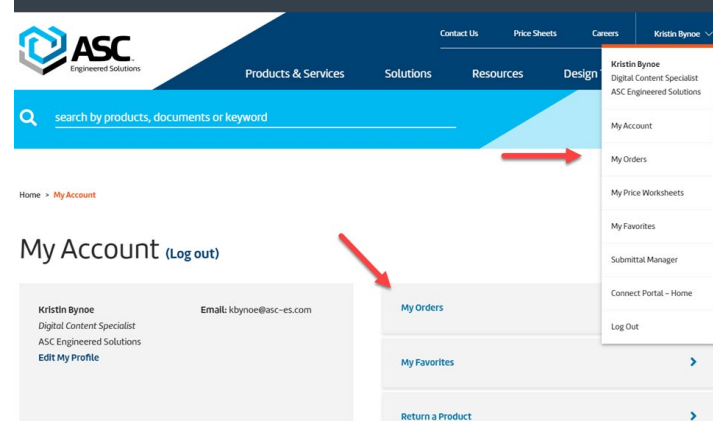
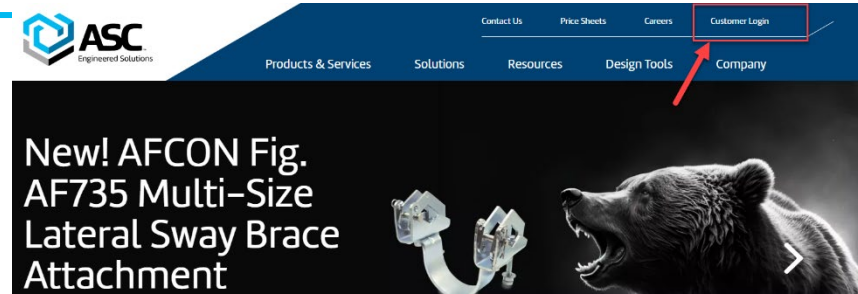
How to access My Orders

To use My Orders, customers must have access to a current ASC customer pricing account on the portal. You can request this access via the account registration form (this can be edited for existing accounts). The request will be reviewed by our team and, if approved, granted within 48 business hours.

If you don't have an account, you can create one.

1. Navigate to the ASC Engineered Solutions site (www.asc-es.com)
2. Click the “Customer Login” button in the upper right-hand corner of the page
3. Select the “Register” button then complete and submit the registration form

Once your account has been activated and you are logged in, you'll be brought to your account home page. You'll see the option for My Orders on the right side of the page. You can also navigate to my orders from anywhere on the site by clicking on your name in the top right corner and using the dropdown menu.



Order History

Search Terms

When you click into My Orders, you'll be taken to the order history page. You can choose the account you wish to view orders for via the dropdown menu if you have access to more than one. You can search the orders by date, purchase order#, ASC order #, Item # and status. You can also use the orange arrows on each column to sort by ascending or descending order.

Home > My Account > My Orders

US Demonstration Account [account number: 81787]

If you have questions, email orders@asc-es.com or call 1-800-301-2701

Order history

All Orders Processing Partially Shipped Shipped Cancelled

Export List as CSV

07/17/2023 - 08/16/2023 Purchase Order # ASC Order # Item # Any Status

Date	ASC Order #	Purchase Order #	Total	Status
Aug 2, 2023	0013391090	DEMO ONLY PORTAL	\$4,273.37 USD	Processing

Refining Search Results

Simply type in the information you wish to search by and press enter.

Order history

All Orders Processing Partially Shipped Shipped Cancelled

Export List as CSV

07/17/2023 - 08/16/2023 Purchase Order # ASC Order # Item # Processing

Date	ASC Order #	Purchase Order #	Total	Status
Aug 2, 2023	0013391090	DEMO ONLY PORTAL	\$4,273.37 USD	Processing

You can also export the information in the order history table by clicking "Export list as CSV". The list will be downloaded as CSV file.

Order history

All Orders Processing Partially Shipped Shipped Cancelled

Export List as CSV

Clipboard Font Alignment Number

Date	ASC Order #	Order Number	Purchase Order #	Total	Status
Aug 2, 2023	0013391090	8/2/2023	13391090	DEMO ONLY PORTAL	4273.37 Processing

Order Details

Accessing order details

To view order details simply click on the order number you'd like to view.

Order history

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

07/17/2023 - 08/16/2023 Purchase Order # ASC Order # 0013391090 Item # Processing

Date	ASC Order #	Purchase Order #	Total	Status
Aug 2, 2023	0013391090	DEMO ONLY PORTAL	\$4,273.37 USD	Processing

You'll be brought to the order detail page. Here you'll see an overview of your order details including the percentage of your order that has shipped and the current status.

Home > My Account > My Orders > **ORDER 0013391090**

Your order from Aug 2, 2023

Order is Processing.

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

93%
of Order Shipped
Awaiting 2771 items

Order Details [BACK TO ORDER HISTORY](#)

ASC Order #	0013391090	Total Payable	\$4,273.37 USD
Purchase Order #	DEMO ONLY PORTAL		
Order Date	Aug 2, 2023		
Ship to Location	7079 W BURD ST TINKLEY PARK, IL 60467		

Refining Search Results

If you continue to scroll down, you'll see the order by line item. You can search by item number here if you wish or you can also use the orange arrows on each column to sort by ascending or descending order.

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

Item #

Line	ASC Item #	Description	Quantity	Net Price	Status	Packing Slip	Tracking #	Invoice
1	0310000203	1/8 BLK MI 90 ELL	Ordered: 10 Shipped: 10	\$11.78 USD	Shipped	7836955	1Z6W254Y0345218122	102576422
2	0310000401	1/4 BLK MI 90 ELL	Ordered: 10 Shipped: 10	\$9.59 USD	Shipped	7836955	1Z6W254Y0345218122	102576422
3	0310000609	3/8 BLK MI 90 ELL	Ordered: 5 Shipped: 0	\$15.91 USD	Canceled			
4	0310000807	1/2 BLK MI 90 ELL	Ordered: 5 Shipped: 0	\$18.87 USD	Canceled			
5	0310001003	3/4 BLK MI 90 ELL	Ordered: 10 Shipped: 0	\$9.59 USD	Canceled			
6	0310001201	1 BLK MI 90 ELL	Ordered: 10 Shipped: 0	\$96.72 USD	Canceled			
7	0310001409	1 1/4 BLK MI 90 ELL	Ordered: 5 Shipped: 0	\$27.54 USD	Canceled			
8	0310001607	1 1/2 BLK MI 90 ELL	Ordered: 5 Shipped: 0	\$36.22 USD	Canceled			
9	0310001805	1 3/4 BLK MI 90 ELL	Ordered: 10 Shipped: 0	\$45.44 USD	Canceled			

Order Shipments

[Submit a Return Request](#) [Export CSV](#)

0310000203

Line	ASC Item #	Description	Quantity	Net Price	Status	Packing Slip	Tracking #	Invoice
1	0310000203	1/8 BLK MI 90 ELL	Ordered: 10 Shipped: 10	\$11.78 USD	Shipped	7836955	1Z6W254Y0345218122	102576422

Order Details (Continued)

Invoices, Tracking and Packing slips

Available tracking, packing slips and invoices will show up as a link. In order to track a shipment simply click the tracking # and you'll be brought to the carrier's website for tracking information. Please note that tracking links are only available for UPS, USPS and FedEx. To download an invoice, simply click the invoice link and it will appear in a new tab, from here you can download it and save it if you wish.

Order Shipments

[Submit a Return Request](#) [Export CSV](#)

Line	ASC Item #	Description	Quantity	Net Price	Status	Packing Slip	Tracking #	Invoice
1	0310000203	1/8 BLK MI 90 ELL	Ordered: 10 Shipped: 10	\$11.78 USD	Shipped	7836955	1Z6W254Y0345218122	102576422
2	0310000401	1/4 BLK MI 90 ELL	Ordered: 10 Shipped: 10	\$11.51 USD	Shipped	7836955	1Z6W254Y0345218122	102576422
3	0310000609	3/8 BLK MI 90 ELL	Ordered: 5 Shipped: 0	\$11.51 USD	Canceled			
4	0310000807	1/2 BLK MI 90 ELL	Ordered: 5 Shipped: 0	\$7.97 USD	Canceled			

Exporting and RMA forms

From this page you can download a CSV file by clicking the Export CSV link. You can also conveniently get to the return request page by clicking the link here

Order Details

ASC Order #

003391090

Purchase Order #

DEMO ONLY PORTAL

Order Date

Aug 2, 2023

Ship To Location

707 W. 9000 ST TRALEY PARK, IL 60407

Total Registered

4,370,371.00

Order Shipments

Line	ASC Item #	Description	Quantity	Net Price	Status	Packing Slip	Tracking #	Invoice
1	0310000203	1/8 BLK MI 90 ELL	Ordered: 10 Shipped: 10	\$11.78 USD	Shipped	7836955	1Z6W254Y0345218122	102576422

[Returns & Claims](#)

Place item question about your return request. Contact our team at [RMA@asc-es.com](#)

Please have your item ready when completing this form. You'll want to provide some information our team requires to process your claim.

Please note that all product returned requests require inspection and approval by our quality assurance department. They are not processed as this form.

Submit Your Claim

Claim Type

Choose One

Account Number

Product Order Number

Company Name

Total Value of Return

Order Number

Delivery Method

Contact Info

First Name

Last Name

Phone

Email

Address

Comments

To return to the order history page, simply click the "back to order history" button.

Your order from Aug 2, 2023

Order is Processing.

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

93%

of Order Shipped

Awaiting 2/33 Items

Order Details

[BACK TO ORDER HISTORY](#)

Order Details - FAQs

- What shipment tracking info is available?
 - Tracking is only available for Fedex, USPS or UPS orders.
- Who can access My Orders?
 - Customers must have an active Connect Portal account with access to at least one ASC customer pricing account to access My Orders. To request pricing account access in the Portal, users need to edit their profile and re-submit the form. The request will be reviewed manually by our team and granted within 48 hours if approved.
- Who is this available to?
 - This is only available to our distributor partners.

Materials & Key Contacts

Additional Resources

Additional materials and contacts are available through the ASC website to ensure you have the support needed in using the Connect Portal

- Updated Training Materials: The most recent training materials can be found on the Connect Portal homepage www.asc-es.com/connect-portal
- All questions, feedback or additional support needs can be submitted directly to the Connect Portal team by emailing customerportal@asc-es.com

Moving forward communication will be sent by the Connect Portal team following updates, feature enhancements or changes to the Connect Portal

Welcome to the ASC Connect Portal

We want to make it **easier** for you to do business with ASC Engineered Solutions. The Connect Portal allows you 24/7 access to Inventory, Pricing, Material Testing Reports (MTR), the Submittal System and Marketing resources.

Current Pricing and Availability

To get the current price and availability of products, **use the main site search above to search for a product using keywords such as Fig or Series number or product description**. If the product is a standard stocked item you will be able to view the item number, list & net prices, inventory available by warehouse location, and package quantity. If you do not have an account (by ship-to location) linked to your registered account, you can request access by completing the form **under your profile**. Your request will be reviewed and granted permission within 24 hours by our pricing team.

[EDIT YOUR PROFILE](#)

Questions/Feedback:

Contact customerportal@asc-es.com