

Welcome to the Superior Products online account access help page! This document's purpose is to help you by explaining some of the basics of the site. However, the wordiness is light, so if you need additional assistance you can contact us at sales@superiorprod.com.

HELP MENU

Use the links below to jump to a section

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Setting up a login

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- Click “Request sign-up” from the Superior Products Login page
 - Fill in the required fields as indicated by the asterisks
- Submission of the information saves your email, name, and password. It also sends a sign-up request email to sales@superiorprod.com, which is reviewed within 1 business day
- Adding and removing of locations is done by Superior Products customer service upon submission of your request
 - You can request access to one location, many locations, or a bill-to location and all of its subsidiaries
 - Request a default location to be set that is most appropriate / frequently used, or you can reset this yourself once we have set up your locations
- Request to receive or not receive invoices and / or detail of open orders report by email for any combination of locations
- Send notes with sign up request
- A successful login should take you to a landing page menu
 - A friendly message will show if a login attempt is made without locations assigned to the profile

Parts list[Back to Top](#)

- A parts list specific to your account is created on login
 - A link to this list is available in the sub-menu bar on the extraweb, and also at the bottom in the Keywords module
 - If a part was ordered, but is now not available in your custom list, you will still see the history, but cannot look those up directly in the part menu, get pricing or lead time

Searching
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- The main search (upper right) will attempt to match as much criteria possible delimited by blank spaces
- Submission by “Tab” or “Enter” will try to find an exact match from the menu you are in and go right there
 - Menu you are in is signified by blue Superior diamond behind menu item on menu bar
 - You can skip the exact match attempt and force a full search display by clicking the magnifying glass to the right of the box
- If more than one match is found for the current menu, a search through all modules is performed
 - Only searches that produce results will show
 - If no results, a friendly message is shown
- See the table below to better illustrate the searching mechanism. Criteria highlighted in orange are assigned to the algorithm to find an exact match

Pricing & Availability	<ul style="list-style-type: none"> • SP customer code • Company name • Bill-to zip code • Ship-to zip code • Saved online web quote ID
Orders	<ul style="list-style-type: none"> • SP sales order number • Purchase order number • SP part number on an order
Parts	<ul style="list-style-type: none"> • SP part number from your custom part list • Your part number • SP part description
Quality	<ul style="list-style-type: none"> • QCA / RMA by SP QCA number • SP part number on QCA • Company name
Quotes	<ul style="list-style-type: none"> • Quote SP quote number • SP part number on quote • Company name
Invoice	<ul style="list-style-type: none"> • SP invoice number
Keywords	<ul style="list-style-type: none"> • Any combination of part(s) and / or field(s) from keyword(s)

Pricing & Availability

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- Must be done in the menu titled as above, there is only retail pricing and on hand-demand in the part detail module
- Choose standard part number (possibly from autosuggest), or choose to configure a part, pick qty and add to quote
- Qty can be changed after part is added, lead time, total cost, and weight will update
- Edit purchase order number, request date, shipping method, contact info, and notes
- If selected location account number end in 'DS', the ship-to fields can also be edited
- "Start New" clears all current lines and header info
- "Save" will assign the lines and header info an ID; it will then display in the list of Previously Saved Web Quotes at the bottom
- "Delete Quote" deletes the whole thing; the red 'x' next to each line will remove the line only
- "Email as Order To" will send the part list and header info to the selected email; prompts once it is sent
- Part can be added from part lookup module to online quote via link in the upper right

Orders[Back to Top](#)

- Landing here shows all open and closed orders, what is shipping today, and graphed order history
- Order lookup can take you to line detail and invoices for a line which shows tracking number
 - Reprint acknowledgement, print cert, or bill of lading

Parts[Back to Top](#)

- Landing here shows all open parts, all parts ever ordered, and top 5 moving parts
- Part lookup gives access to sales drawing, picture, and part specific orders, QCA's, quotes, and cross references

Quality[Back to Top](#)

- Landing here shows all open or closed QCA's
- Look one up to view textual dispositions, parts returned yet, or credit

Quotes

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- Landing here shows all open or closed in house quotes
 - This does not show any online quotes created – those are shown in pricing & availability
- Look an quote up to view progress, or view last quoted price

Invoices[Back to Top](#)

- Landing here shows invoice aging and last 60 days of invoices
- Reprint invoice, cert, NAFTA paperwork, or statement of account