



## CUSTOMER PORTAL

To help enhance communication and to provide the information sharing necessary to form a technical partnership with our customers, Thermtech provides an on-line Customer Portal. This internet page enables customers 24 hour a day access to real-time information about their products. With access to the Portal you can do the following:

- Request a pick-up
- Check the real-time status of your order during the heat-treating process
- View the status of multiple orders with just one click
- Find out if an order is on the delivery truck
- Find out if they have been delivered, shipped via UPS, or picked-up
- Print a digitally signed packing list
- Upload prints that require specialized masking or inspection locations
- Print a certification
- Print a quote
- Print an invoice
- View inventory
- View all outstanding invoices with one click
- Contact departments via our internal email system



To sign up for the Portal simply call Thermtech at (262.549.1878) or e-mail [csr@thermtech.net](mailto:csr@thermtech.net). Access can be provided to several users at each company to cover all departmental needs. ThermTech will need each user's contact information including direct e-mail address. You will receive an e-mail invite to join Thermtech's Customer Portal - simply click on the provided link to self-register. After registering, you will be taken to your Company's main portal page. We can help you customize the various "Portlets" to make the information you require easier to access.

**The URL to save in your browser for portal access is: [portal.thermtech.go-bluestreak.com](http://portal.thermtech.go-bluestreak.com)**



## Getting Started with ThermTech's Customer Portal!

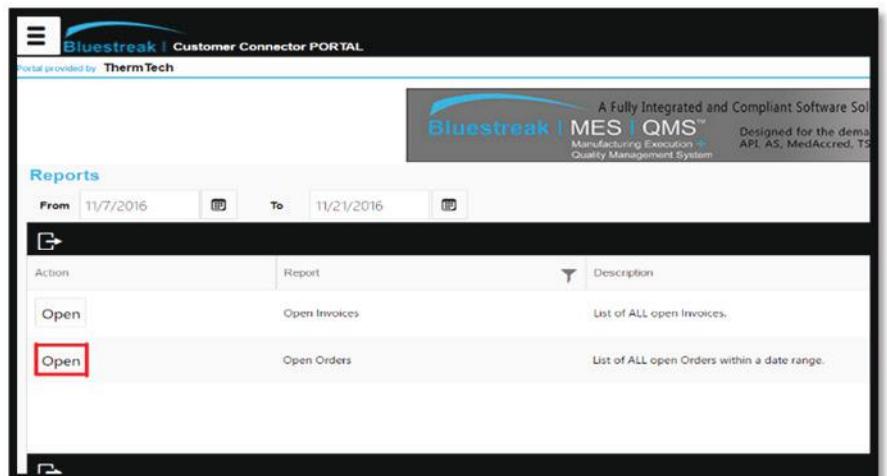
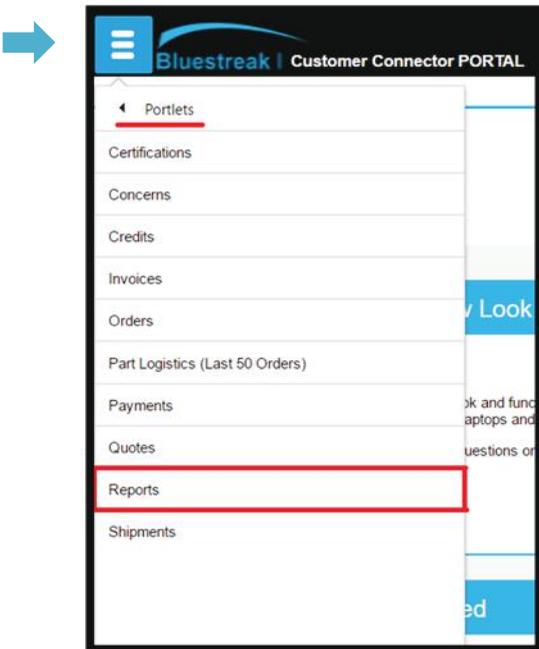
Below you will find a few simple navigation tools that will help you get started. The recent update utilizes a menu button in the upper left corner to provide access to your connections. The Connector still has the same great features and intuitiveness to the experience. The improvements allow for multi-device functionality to phones, tablets, laptops and desktops.

Please contact our CSR department if you have any questions. [CSR@thermtech.net](mailto:CSR@thermtech.net)

### Locating an Order

Near the upper left hand corner, you will find a small box with three lines in it. This box enables you to request a pick-up, share feedback, or access a desired portlet. The **portlet** option will help you further narrow your search to find: **Certifications, Invoices, or general tracking of an Order**. If you are looking for a specific order you can track it down one of two ways!

1 – “**Reports**” - The “Reports” tab will enable you to see all orders in-house with just one click.



2 - “Orders” – The “Orders” tab will lead you to a screen with your recent order history.

Order	Status	Date In	From Date	Parts	Part Cnts	Part Wts	Jobs	PO	Process Desc	Alloy/Material
730881	(status)	11/14/2016		CH-10007-2200	84	2.5400	100235	40170	VASCOMAX C-300 STRESS RELIEVE & AGE	Vascomax C-300
730871	(status)	11/14/2016		NM-12116-2000	4	3.3000	100465	40171	Vacuum Harden and Triple Temper	Dievar
730750	(status)	11/11/2016		NM-12116-2200	4	2.8300	100465	40158	VACUUM HARDEN & DOUBLE TEMPER	STAVAX 420 ESR
730705	(status)	11/11/2016		NM-12143-2200	1	4.0900	100527	40159	VACUUM HARDEN & TRIPLE TEMPER	420 ESR
730698	(status)	11/11/2016		NM-12092-3047	16	0.2200	100443, 100444	40160	Vacuum Harden and Double Temper	A-2
730533	(status)	11/9/2016		NM-12116-3260	4	0.2800	100465	40141	Vacuum Harden and Double Temper	H-13

The most recent orders will be located at the top. It is common for customers to use either a job number or purchase order number to track down their order. The list above will allow you to do just that by clicking the filter and typing in the number needed. Be sure to select “contains” to the right of the options header when searching for a specific order.

Finally, click the  in the upper right corner.

The red box (directly above) is the ThermTech work order number. Click this link to be directed to the general page of a specific order.

Once you are in the general page of an order locate the tabs at the top of the page. These tabs include: **Part information, Quality Data, WIP History, Shipments, & Certifications.**

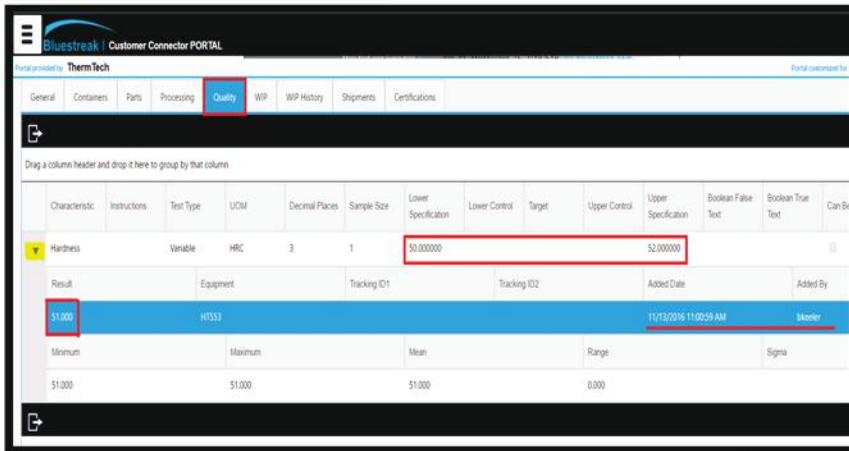
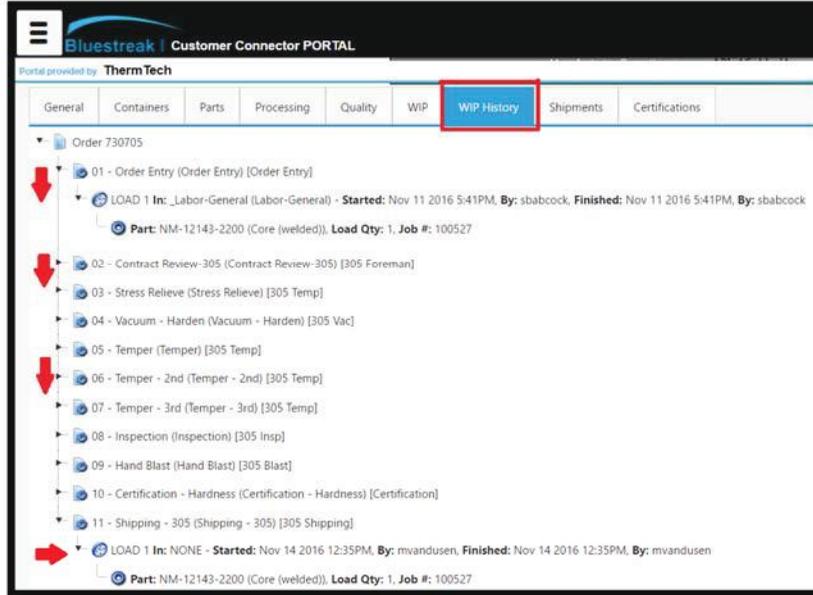
Portal provided by **ThermTech**

Upload Media/Images

Order: [730881](#)  
Customer ID: 2957  
Status: (status)

Original ID:  
Date In: 11/14/2016 6:26:22 PM  
Date Out:  
Requested Date: 11/16/2016 6:00:00 AM  
Promised Date:  
Priority: 2  
PO: 40170  
Invoices:

The **WIP History** tab will help you see exactly where your order is in processing. The small arrows are expandable to view real-time load start & end times.



The **Quality** tab will help you identify the final hardness result. Both the upper and lower spec are called out. The small drop down arrow on the far left will show the time of inspection and any additional quality data entered for that specific part number.

The **Shipments** tab will help you identify where the parts are (if they are at the shipping stage on the WIP History). Under status you will find either “On Truck” or “Delivered.” Shippers with signatures can also be pulled from this page by clicking the shipper link.

