KEEPING YOU IN CONTROL



APEX TOOL GROUP CUSTOMER

OUT



GETTING STARTED





NEW USERS

- Go to www.atgcustomerlink.com
- Select Request ID and Password
- Complete the registration form and select Submit
- Your secure User ID and Password will be emailed from CustomerLinkHelp@apextoolgroup.com

CUSTOMER LOG IN

- Go to www.atgcustomerlink.com
- Enter your User ID and Password
- Select Log In

REQUEST ADDITIONAL ACCESS

- Go to www.atgcustomerlink.com
- Log in with your User ID and Password
- Select Manage Accounts in the upper left-hand corner
- Click Request Account Access
- Complete the additional account information and choose Submit

ORDER STATUS AND TRACKING



START SEARCHING

There are three ways to find the latest information about your orders: Quick Search, Order Search, or Advanced Order Search.

- Quick Search Click the Quick Search box at the lower left corner of the Home Page to display your last 15 orders.
- Order Search Select Begin Order Search at the lower left corner of the Home Page. This takes you to the main search screen where you can search by PO #, Order #, or Status.
- Advanced Order Search Under the Online Transaction tab, select Order Status & Tracking, then Advanced Order Search to search by reference, product, ship-to location, etc.

DRILL DOWN

- Select the Customer PO# link for order detail or click c display related Order Documents
- > The Line# link shows ship dates and tracking information

TAKE ACTION

- Click a to print your records
- Click a to email your results
- Click Stone to Click Control Contro

PRICE AND PRODUCT AVAILABILITY

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START SEARCHING

There are two quick ways to find price and product availability information: Multi-Product Inventory Check and Advanced Multi-Product Inventory Check.

- Multi-Product Inventory Check lets you search by catalog number. Click Begin Multi-Product Inventory Check at the bottom center of the Home Page to get to the search screen.
- Advanced Multi-Product Inventory Check lets you search by catalog number, ATG ID number, UPC, or your own Customer Material number. Click Begin Advanced Multi-Product Inventory Check to get to the search screen.

DRILL DOWN

- Select the highlighted link under Product Availability for more detail including shipping locations and lead times.
- Click the *highlighted link* under Product Eligibility for ARRA/NAFTA information (if available).
- Click the *highlighted link* under Catalog Description link to display related literature (if available).
- Click Tips for this page at the upper right for more detailed page explanations.

TAKE ACTION

Wherever icons appear, you can take the indicated action.

- Click 📓 to print your records
- Click at to email your results
- Click Stone to Click Control Contro

STILL HAVE QUESTIONS?

The Apex Tool Group CustomerLink Help Center is available to answer all of your questions.

Phone: 803-951-7557 Email: CustomerLinkHelp@apextoolgroup.com

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