

KEEPING YOU IN CONTROL



APEX TOOL GROUP

CUSTOMER  **LINK**



GETTING STARTED



NEW USERS

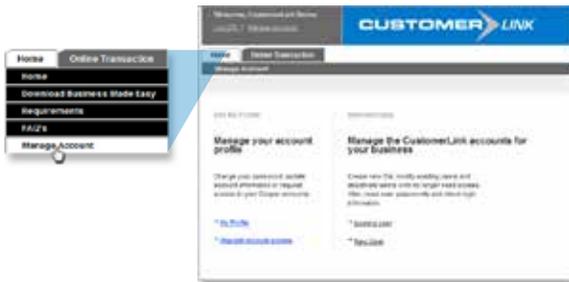
- Go to www.atgcustomerlink.com
- Select **Request ID and Password**
- Complete the registration form and select **Submit**
- Your secure User ID and Password will be emailed from CustomerLinkHelp@apextoolgroup.com

CUSTOMER LOG IN

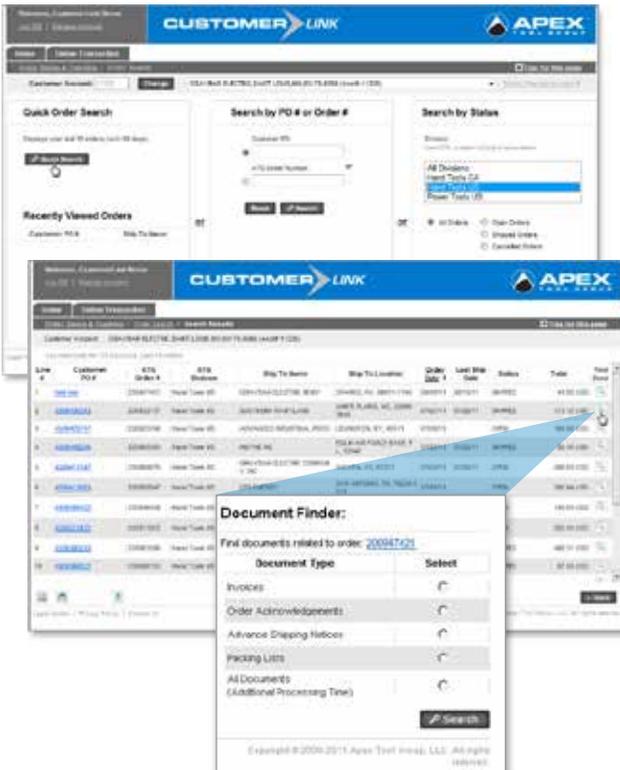
- Go to www.atgcustomerlink.com
- Enter your **User ID and Password**
- Select **Log In**

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.

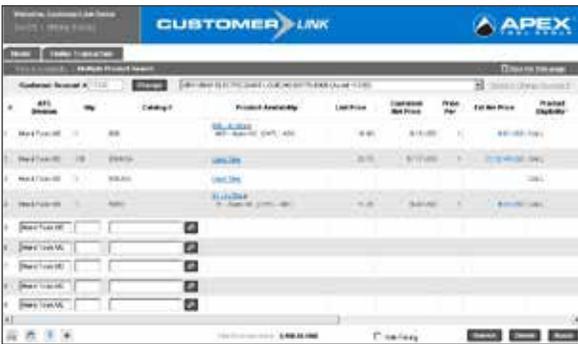
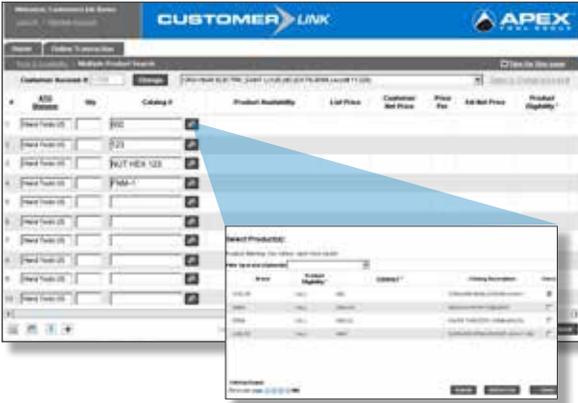
DRILL DOWN

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

TAKE ACTION

- Click to **print** your records
- Click to **email** your results
- Click to **download** to Excel

PRICE AND PRODUCT AVAILABILITY



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  to **email** your results
- Click  to **download** to Excel

STILL HAVE QUESTIONS?

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

Phone: [803-951-7557](tel:803-951-7557)

Email: CustomerLinkHelp@apextoolgroup.com

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