ORDER MANAGEMENT QUICK REFERENCE GUIDE

DISTRIBUTOR-WITH SALES PORTAL TRAINING

GILBARCO VEEDER-ROOT

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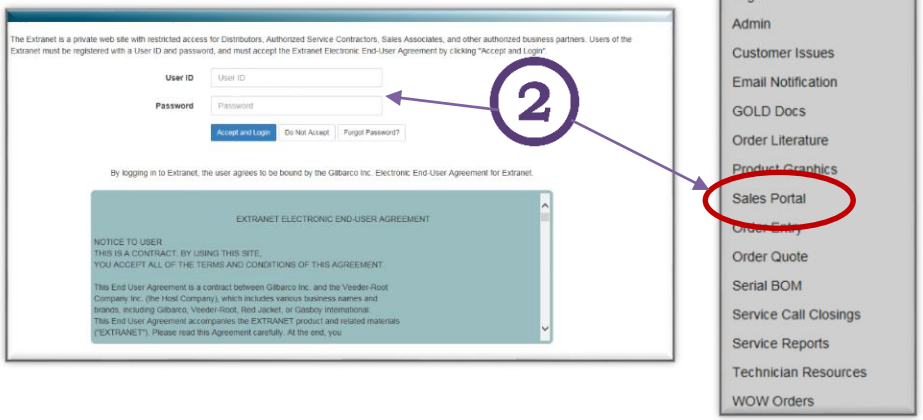
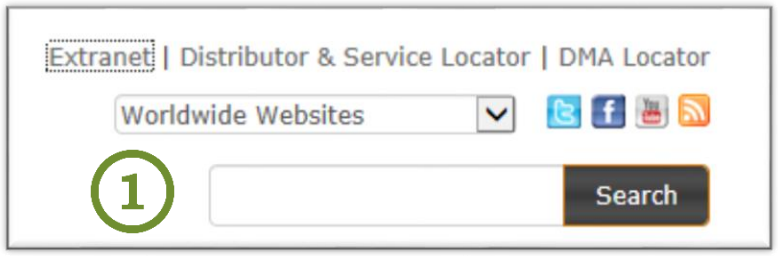
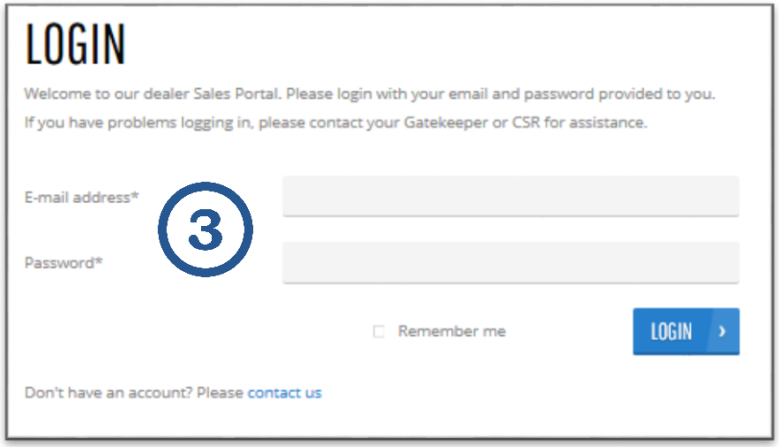
STEP 1: LOG ON

1) Access Extranet from our website www.gilbarco.com ①
2) Log on and select Sales Portal from menu ②.
3) Log in to the Sales Portal with credentials provided by Gilbarco via your Gatekeeper ③.
   - Contact your Gatekeeper if experiencing issues with access.
   - Contact Customer Service Representative if experiencing issues with ordering ④.

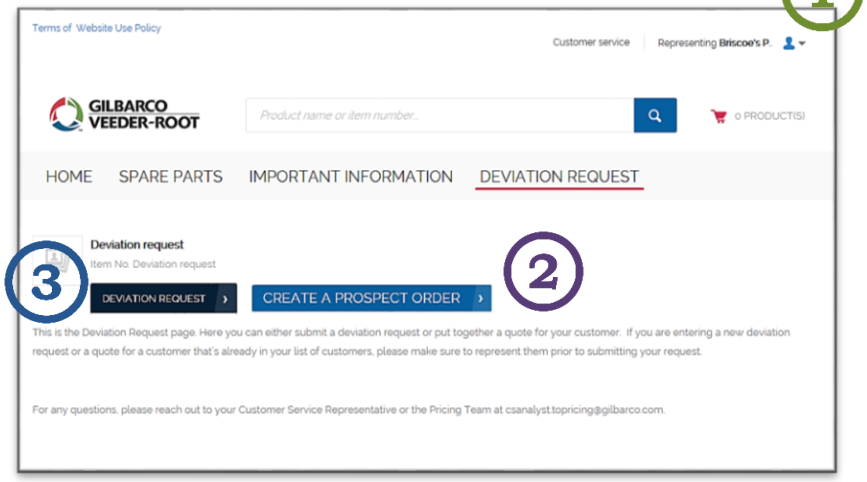


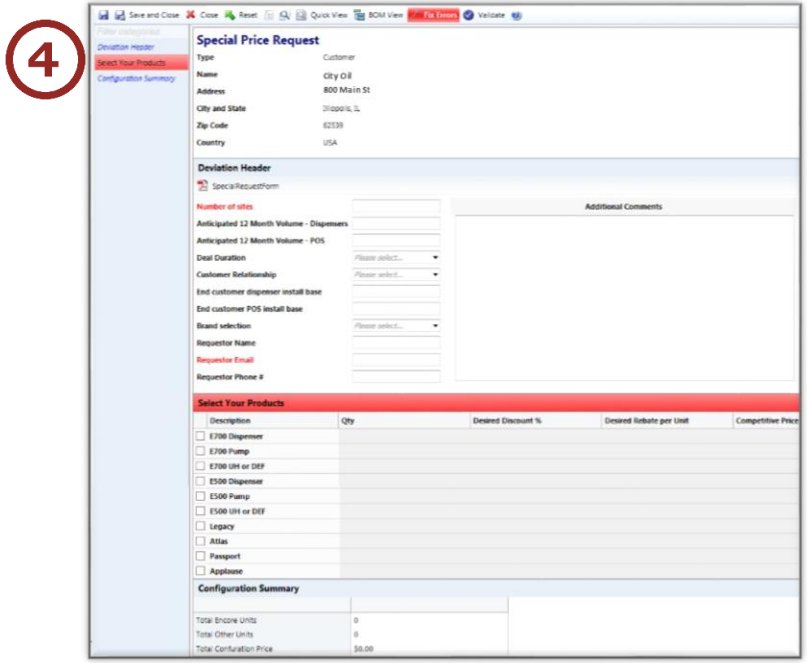




Step 2: Complete a Deviation Request, Quote, and/or Order

1) To choose your end customer, select "Represent Customer" from drop down menu (1).
   - If the account is not listed, select "Create Prospect Order" button on *My Account* page [or *Deviation* page (2)].
   - For distributorship inventory orders, simply begin your order (see sub-step 2.4).
2) To request a deviation for a specific model for a specific customer (single or repeat orders), first select a customer to represent. Then, complete the deviation request process (detailed below) before adding items to your cart (NO LONGER PART OF QUOTE PROCESS).
   a. *Pressing Deviation Request (3) will launch the form to complete and submit (4).*
   b. *Approved deviations will apply automatically to ALL orders that meet the approved criteria.*





3) Quotes for Configured Items => *Configure Quote* button next to desired product family icon ①. Quotes can easily be submitted as Orders (see Step 3 for more details).

4) Start a Sales Order by adding spare/SLU to your cart and/or selecting the *Configure Order* button next to desired product family icon ②.

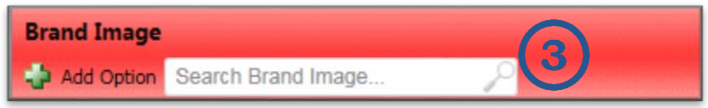
5) Complete each line in the configurator with the selection that matches the desired options for a single configuration.

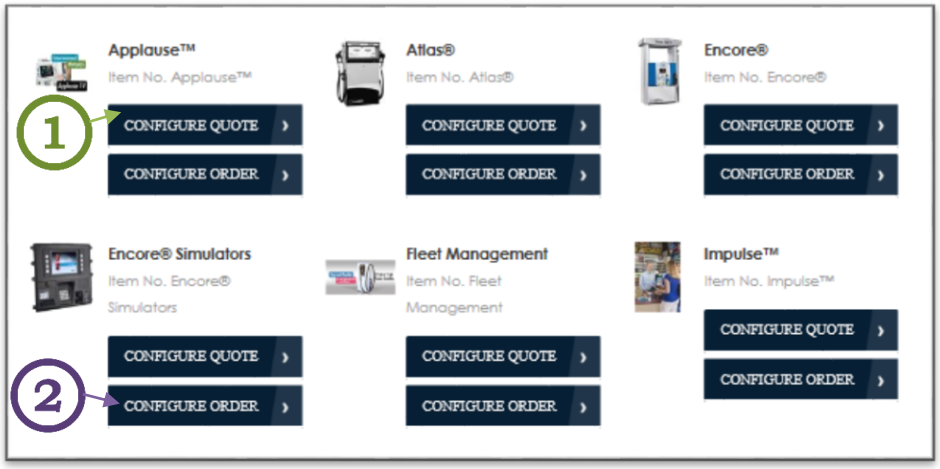
- Configured options required to be identified will be highlighted in red (Example: Brand Image ③).
- Use "Add Option" tool ④ to see list of available options.
- Some options will be limited based on previous selections.
- Use navigation menu on left to move quickly between sections ⑤.

6) When complete with configuration => "validate" ⑥.

a. *Errors or incomplete info will be highlighted in Red. Scroll down and review selections and correct or add information. You can reset or look at the BOM view for more details* ⑦.

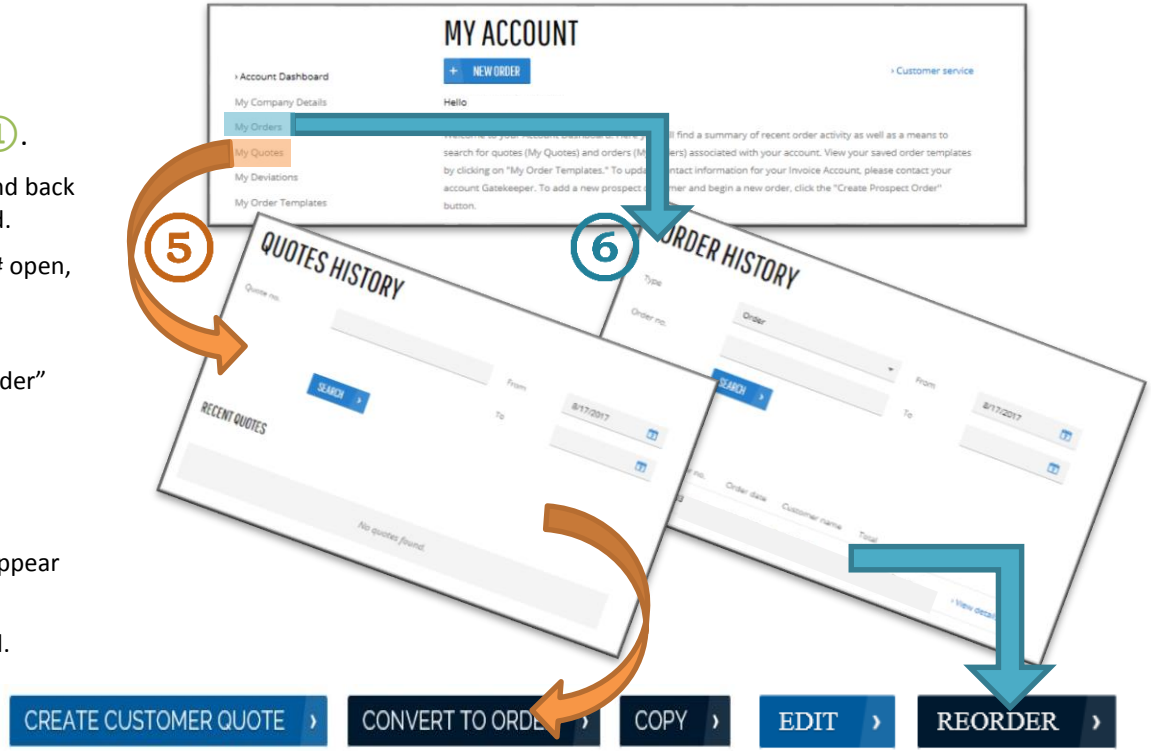
Once Order is validated with no errors, you can click "save and close" ⑧.

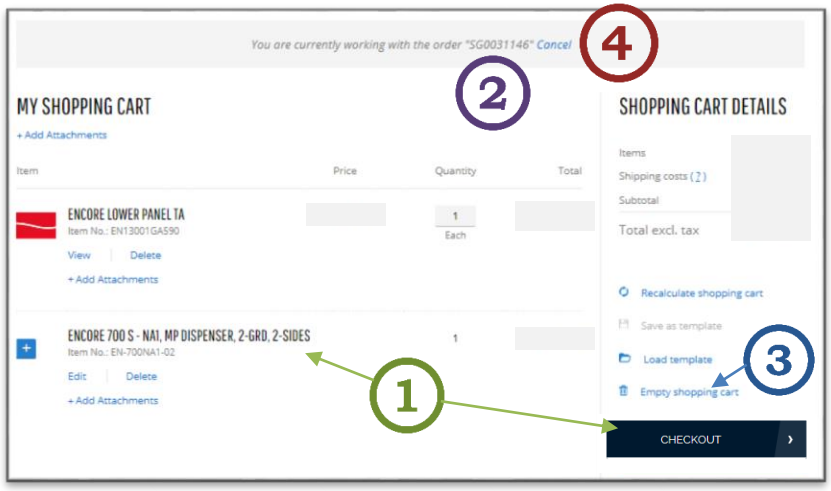


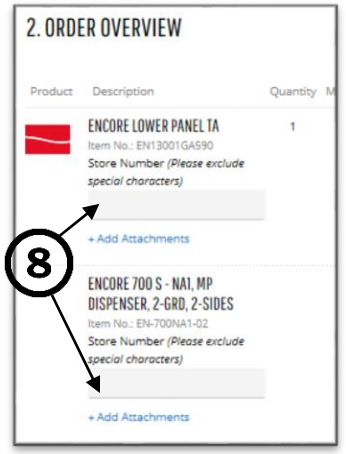


STEP 3: REVIEW CART

1) Review Shopping Cart, then *Proceed to Checkout* ①.
   - Items left in shopping cart will remain there if you log off and back on later. The cart is tied to the customer being represented.
   - Order Number is at the top ②. Empty Cart = keeps order # open, but empties contents ③. Cancel = deletes entire order record ④.
   - Turn quote to order= "My Quotes" + open + "Convert to Order" ⑤. Quote Terms must be current.
   - To Re-Order = "My Orders" + open + "Re-Order" ⑥.
2) Select Ship-to Address ⑦.
   - Shipping Method & Credit Card Payment options will also appear here if Spares Only order.
   - Mark exception (See Step 4) if specific delivery date needed.
3) Identify any Site/Store Number notes, by line ⑧.



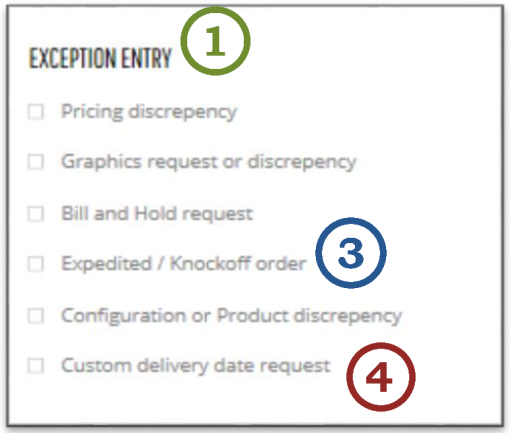




STEP 4: IDENTIFY EXCEPTIONS & SUBMIT

1) Choose all Exception Categories that apply to the order ①.

- You may select more than one. Be sure to include details in the corresponding notes field ②.
- Faster than standard lead time = *Expedite Exception* ③.
- Delivery on a specific date = *Custom Delivery Date Exception* ④.
- If you select a Bill and Hold request, you will receive an electronic form ⑤ that will need to be completed prior to the release of your order.



GILBARCO VEEDER-ROOT

Gilbarco Inc.
7300 West Friendly Avenue
Greensboro, NC 27410

Bill & Hold Confirmation

5

Order Info
Customer:
Today's date:
Purchase Order #:
Purchase Order date:

Bill & Hold Info
Business purpose for bill & hold request:
☐-Project Rollout Risk Mitigation
☐-Capital Expenditure Coordination
☐-Other (please specify):_____
Customer Requested Date to ship to bill & hold location:
Anticipated release date from bill & hold location:

Terms
To proceed with a sale using bill & hold from Gilbarco Inc. ("Gilbarco"), the following terms apply notwithstanding any terms and conditions otherwise agreed to between Customer and Gilbarco. To the extent any of the following terms conflicts with any term or condition otherwise agreed to by the parties, the terms below shall prevail.

- Customer confirms that Customer, not Gilbarco, has requested that this order be transacted on a bill & hold basis. Customer further confirms the business purpose for the request listed above is accurate.
- Risk of loss and title to the goods will pass upon invoicing. Gilbarco shall not be liable for any specific performance obligations regarding the goods once title to the goods has passed to Customer.
- Gilbarco shall segregate the goods subject to this order from Gilbarco inventory. Gilbarco shall ensure that the goods shall be complete and ready for shipment, held at the Gilbarco bill & hold location, as of the invoice date.
- The parties acknowledge and agree that bill & hold orders cannot have special payment terms and that standard payment terms between the parties shall apply to this order.
- Unless otherwise agreed in writing by the parties, Gilbarco shall provide storage of goods in its bill & hold facility for Customer for up to 30 days from the date of invoice at no charge, and thereafter Gilbarco will invoice Customer 0.5% per month of the net invoice amount of the goods stored.
- Gilbarco reserves the right to charge Customer for additional storage costs should Customer's anticipated release date (shown above) be extended by Customer. On or near the anticipated release date, Customer shall confirm with Gilbarco the release of the goods. If Customer anticipates a change in this date, Customer shall so inform Gilbarco by prior notice.
- Gilbarco reserves the right to charge for additional storage costs should Customer required date be extended through no fault of Gilbarco.
- Gilbarco delivery dates are provided in good faith, and Gilbarco will endeavor to meet such dates; nonetheless, delivery dates should be considered as estimates only, and Gilbarco shall not be liable for any delay in delivery for any reason.
- If Customer fails to pay the invoice within the required timeframe, Gilbarco reserves the right to (i) reclaim the goods or not deliver the goods, if the goods have not yet shipped, and (ii) to resell the goods.
- This transaction is not contingent on any other business activity being undertaken by Gilbarco on behalf of Customer.
- Customer shall advise Gilbarco in writing or via email to release goods for shipment from bill & hold. Gilbarco may need 3-5 business days to ship the goods from the warehouse.

THE SIGNATORY BELOW CONFIRMS THAT (I) CUSTOMER HAS READ AND UNDERSTAND THE ABOVE TERMS, (II) IS AUTHORIZED TO BIND CUSTOMER, (III) CUSTOMER AUTHORIZES GILBARCO TO PROCEED WITH THIS ORDER UPON THE ABOVE TERMS, (IV) THIS DOCUMENT CONSTITUTES A LEGALLY BINDING AGREEMENT BETWEEN THE CUSTOMER AND GILBARCO, AND (V) PAYMENT FOR THE GOODS WILL BE MADE AS STATED.

ON BEHALF OF CUSTOMER:

Signature:_____
Name:
Title:
Date:

171129_BHConfirmation

Step 4: Identify Exceptions & Submit cont'd…

2) Complete Additional Information Section ①.
   - Email address is for confirmation receipt & shipment notification.
3) Attach completed contracts/match up forms when appropriate ②.
4) Submit Order ③.

Step 5: Accept Confirmation

1) A PDF of your order summary will be available to email/save/review after submitting your order ④.
2) You will ALWAYS be asked to confirm the accuracy of your configured order, by email, before the order is released for production ⑤.
   - To prevent delays in delivery and costly errors, please make this step a priority.
3) Changes can be made to your order from the Sales Portal up until the confirmation is approved.
   - Using *Edit* ⑥ in an order to make a change will initiate another round of the submission and confirmation process, extending the time line for delivery.
   - If the *Edit* function is unavailable, your order is locked for production, contact your customer service representative to determine if a change request is possible.

STEP 6: POST-ORDER ACTIONS

1) Make a change request- Once order has been scheduled in our plant, you can no longer update on Sales Portal.
   - Graphic and Shipping changes may be requested by contacting your CSR.
   - If Configuration needs changed, alert your CSR immediately. We will NOT stop production. We will do our best to accommodate your changing needs. Fees may apply.
2) Release Bill and Hold – At the time of B&H request, a projected release date will be established. Your CSR will contact you to confirm approximately 10-14 business days prior to that date. Contact them ASAP should that date need to be changed.
   - You will receive a shipping confirmation when units ship from the Bill and Hold Warehouse.
3) Submit an Issue through the Extranet.
   a. *Login to Extranet and select Customer Issue* (1).
   b. *Identify required fields on the Issue form* (2).
   c. *Attach pictures of any damage* (3).
   d. *Follow up with your CSR.*
4) Request an RMA as part of the Issue Submission process if materials need to be returned to Gilbarco.
   - RMA labels will be emailed to you with instructions and a return due date (4).
   - Contact your CSR if you need to cancel or extend an RMA request.