

## Audio file

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## Transcript

00:00:03 Speaker 2

For those of you who don't know me, I'm Allison Danbury. I'm the marketing communications manager here at Roche link. Matt McKenzie is also here if you want to introduce yourself.

00:00:17 Speaker 1

Sorry, I was meeting.

00:00:18 Speaker 2

Put him on the.

00:00:18 Speaker 1

Hey everybody excited to get everybody on board here.

00:00:22 Speaker 2

Yes. Yeah, we're very excited to get everyone onto our portal here. It's a great tool. Hopefully we'll make your lives a lot easier. So with that, let's go ahead and get started. So our web store is at web store dot rochling, dash plastics dot US, which is a really long address. So you don't need.

00:00:42 Speaker 2

To remember that.

00:00:43 Speaker 2

Aaron has all of the information. The link to this address, and then also your login information. So what do you need to access that if she hasn't provided that to you already? She'll be the point.

00:00:55 Speaker 2

Of contact for that.

00:00:57 Speaker 2

So let's get logged in here. Obviously my login is different than yours, but I have my account set up exactly the same way that yours will be when you log in. For the purposes of this training today. So here is our home page. The very first thing I'm going to show you, and probably the most important thing I'm going to show you today is.

00:01:18 Speaker 2

Up in the top right corner here.

00:01:20 Speaker 2

This red guy.

00:01:21 Speaker 2

Here click on represent customer when it references customer the customer is you it's our customer. So what this is going to do is it's going to show all of your COPE branches. Here you need to come in here first, find your branch and click on select. This does two things.

00:01:41 Speaker 2

One, our portal has information on you.

00:01:45 Speaker 2

Or orders tracking certifications, everything like that, but it has to know which branch to pull it from. So if you don't select this first, you're not gonna be able to find that information. Secondly, we do have pricing information in here on our items, but it is going to show you list pricing unless you select.

00:02:07 Speaker 2

Your branch and then it'll apply those appropriate discounts. So if your pricing looks off, make sure that you have your branch selected. So very first thing top right corner represent customer and then for the purposes of today I'm just going to select Fargo.

00:02:24 Speaker 2

All right. So now that we've got that taken care of, we've got our homepage here. We have our slider banner here. If we have any new products that are in the portal any anything new that we're stocking, maybe new thicknesses, things like that, that will show up here. We have some of our most popular items.

00:02:46 Speaker 2

Here grouped into these buttons so you can click on these buttons, but I would recommend if you're gonna do a product search, going to this products drop down menu.

00:02:57 Speaker 2

And then searching for your products this way, this is going to narrow it down for you right off the bat a little bit more. So let's go ahead and look at probably Stone MU MW version sheets.

00:03:09 Speaker 2

All right, so it's going to come up with a list of we have 101 products here now to narrow that down, if you're looking for something specific, you can narrow it down by color by thickness. If we were looking at a rod page, you could do that by dial.

00:03:24 Speaker 2

So let's go ahead and filter by natural so we're only going to see the natural sheet SO50 products. And then let's say we only want to see the quarter inch. We're looking specifically for quarter inch here.

00:03:40 Speaker 2

Let me admit, Doug there. OK. All right, so we have our products here and then we have our stock and pricing. So things to pay attention to I believe for your locations only East Coast.

00:03:56 Speaker 2

Stock is going to be relevant to you.

00:03:57 Speaker 2

I believe, but we have our our East Coast. So everything that is located here in North Carolina, everything that's located on our West Coast stocking facility in California and then we have a transfer truck from east to West. So anything that would be on that truck would show up here. One thing to note.

00:04:16 Speaker 2

This is truly a.

00:04:18 Speaker 2

Live like a live portal. What you see here is being pulled directly from our ERP system. So what you see here is what our people see on the inside.

00:04:28 Speaker 2

As well, it's truly live. It's not something that's updated, you know, once a day or every few hours it's updated continually so that this information should always be accurate.

00:04:40 Speaker 2

Of course, we have your pricing here and then dimensions here. So quarter inch 4 by 8 if you need different sizes, of course you can just refer.

00:04:51 Speaker 2

The sizing here our item number would show up here and then you can click into any of these products. It's not really going to show you anything that you don't already see on the previous page. Some of these have a little bit more detail on them, but it's not going to show you a ton unless you want to look at the pretty picture.

00:05:12 Speaker 2

A little bit closer up.

00:05:14 Speaker 2

But one thing I do want to bring to your.

00:05:16 Speaker 2

Attention is this.

00:05:17 Speaker 2

Ask a question about this product link.

00:05:21 Speaker 2

Please don't use this and the reason I say that it's a great function, but it's not going to work for the purposes of cope because you all are going to be logging in, not with your personal e-mail addresses, but with a specific hope e-mail address that everyone is using when you use this.

00:05:40 Speaker 2

Option to ask a question about the product.

00:05:43 Speaker 2

It's going to reference that account number and that that e-mail address when we received the question and we're not going to know who it's coming from because you're all using the same account. So your question isn't going.

00:05:55 Speaker 2

To be answered.

00:05:55 Speaker 2

Basically, so please don't use that. Just e-mail us like you would normally. If you have any questions but you can copy.

00:06:02 Speaker 2

And paste the.

00:06:03 Speaker 2

The item number here if you want to reference something specifically.

00:06:09 Speaker 2

So let's go back to the main page here and that's that's pretty much it. Like I said, you can, you know, filter by different colors by thicknesses on the rod pages. You would see diameter here. It's pretty, it's pretty cut and dry.

00:06:32 Speaker 2

One other thing about the search function here that I want to point out to you is we do have a search bar up here, you are not.

00:06:41 Speaker 2

Sorry, I'm gonna admit someone here, alright?

00:06:45 Speaker 2

This search function only works if you have the specific item number. So like if we were to copy and paste this one.

00:06:55 Speaker 2

It will come up with the correct item here you'll be able to open that if you don't have that. It's not a generic search function, so if you just type in polystone M virgin Black, it's not gonna come up with anything. So.

00:07:10 Speaker 2

I would say unless you have that specific item number already on hand, use this products drop down function to find what you're looking.

00:07:19 Speaker 2

I'm not going to go through all of these because they're pretty self-explanatory. The contact us, which again don't use that because it's going to be very generic on our front and we.

00:07:30 Speaker 2

Won't know who to.

00:07:31 Speaker 2

Who to contact back news about us and our customer service. We have my account, which we'll look at in a minute.

00:07:40 Speaker 2

Here and then if you need to reference our terms and conditions or our return policy, you can find those underneath customer.

00:07:47 Speaker 2

Service as well.

00:07:48 Speaker 2

There are two ways to get.

00:07:50 Speaker 2

To your account, one is under this customer service button and then one is using this little red guy in the corner and click on clicking on my account it gets you to the same place. You can do either one.

00:08:02 Speaker 2

So this is where it's pulling that information directly from your your branch. So again, remember to select represent a customer and select your branch in order to be able to see all of this information underneath my account. And here we have any open orders.

00:08:23 Speaker 2

You can view details.

00:08:25 Speaker 2

And download the order. See all of that information here. Your quotes are in here invoices.

00:08:34 Speaker 2

Again, you can view details. Your tracking information is available here so you can find that directly yourself. You don't have to necessarily come to one of us and ask for it. You can find that information here. Download your posted invoice.

00:08:50 Speaker 2

Any return orders are here. All of that information underneath my shipment. If you go to view details again, you can find your tracking number.

00:09:03 Speaker 2

You can download your certifications for the products on that order.

00:09:12 Speaker 2

And download your post shipment as well.

00:09:15 Speaker 2

One thing I do want to bring your attention to is underneath all of these items there is a search function so you can use if you're looking for specific PO, you can enter that information and click search to find that one thing to pay attention to is this date function.

00:09:34 Speaker 2

So think of it sort of like when you log into your Amazon account and look for your orders, it's going to pull from a certain date, so it will maybe result in, you know, the last three months of orders or last six months of orders. You can go back and see more of your orders, but you're going to have to go select, you know, everything from 2023 or from yours.

00:09:54 Speaker 2

Previous it's a very similar thing where in our system it will show you everything three months back and forward. So if you need to see anything further back than that, it's going to be available to you, but you will have to.

00:10:08 Speaker 2

Edit this date.

00:10:10 Speaker 2

You can select a certain date, a particular date using the calendar function, or you can just remove that entirely.

00:10:18 Speaker 2

Click search and it will pull all of the historical information there.

00:10:25 Speaker 2

So with that, I know that's a lot of information, but it is a very intuitive pretty, you know, cut and dry system with that that that's pretty much all that I have.

00:10:39 Speaker 2

Now I'll take any questions if you all have anything, please feel free to speak up or use the chat and I'd be happy to answer any questions you might have.

00:10:54 Speaker 2

And if we don't have any questions.

00:10:56 Speaker 2

All better.

00:10:59 Speaker 3

Yeah. Thanks, Allison. It looks pretty self-explanatory. I think once we get into it and get going, if there's any questions that arise, we know who to.

00:11:09 Speaker 3

Reach out to.

00:11:10 Speaker 2

Yes, absolutely. If you have any questions, feel free to reach out to you know your your rochling sales representatives. I'm happy to answer any questions as well.

00:11:20 Speaker 2

Like I said, if you.

00:11:21 Speaker 2

I don't know what communication has happened on your end yet, or when it will, but Aaron is the one who has your login information and has the link to this website and everything, so make sure to get in contact with her if you need any of that information.

00:11:38 Speaker 1

And and Aaron will have control of the.

00:11:41 Speaker 1

Password. So if any changes are need to be made if someone if someone leaves your company she would be changing that password and sharing that with everybody. So so she will have control of that password for for you guys and if something would happen and she would forget it or something to happen with the password. We have the ability to change that for you as well.

00:12:06 Speaker 2

All right. Well, thank you everyone for joining. If you, uh, like I said, if you have any questions after we get off this call, certainly feel free to reach out to one of us, we'd be happy to help. And this recording will be available if you need to go back and reference it later. So thank you all for joining. Appreciate it and hope you all stay warm.

00:12:27 Speaker 1

Thank you. Thank you, Allison, Allison.

00:12:28 Speaker 2

All right. Thank you. Take care, everyone.