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- I. **SUBJECT:** How to enter a sales order using Distributor On-Line, also known as ‘DOL’.
- II. **PURPOSE:** To present a step-by-step process to manually enter an industrial aftermarket customer sales order using Distributor On-Line, also known as ‘DOL.’ Sales orders are received by various methods including fax, email, or phone.
- III. **PERSONNEL AFFECTED:** Industrial Aftermarket Customer Relations Associates, Advocates and Region Leads, Customer Relations Supervisors, Director of Customer Relations, Sales Representatives, Regional Managers and Director of IAM Sales.
- IV. **RESPONSIBILITIES:** Industrial Aftermarket Customer Relations Associates, Advocates and Region Leads, and Customer Relations Supervisors are all responsible for understanding how to enter an Industrial Aftermarket customer sales order, using DOL. Responsibility extends to J.D. Edwards access as required.
- V. **INSTRUCTION:**
  1. Go to the NBCA Intranet. Locate the link for ‘DOL’ and click the link.  
<http://intranet.nbca.com/>

**NTN** NTN BEARING CORPORATION OF AMERICA

Home	Human Resources	Request Days off	Twins	DOL
NBCA IT	Operations	Industrial Engineering	Accounting/Credit/Finance	Six Sigma
Industrial OEM	Automotive OEM	Industrial Aftermarket	Automotive Aftermarket	Marketing
Reports Menu	Timeclock Log-in	NTN Employee Newsletter	Customer Relations	EHS
CONNECT Resources	JD Edwards Link			Knowledge Garden

**NBCA Announcements**

<a href="#">HR</a>	2/5/2016	Job Opportunity/Auto Aftermarket Regional Sales Mgr
<a href="#">HR</a>	2/5/2016	Job Opportunity/Customer Relations Associate/Mt. Prospect
<a href="#">HR</a>	1/25/2016	Job Opportunity/Business Analyst/Mt. Prospect
<a href="#">NBCAIT</a>	11/24/2015	Japan Operating System Schedule (December thru March)
<a href="#">HR</a>	9/14/2015	2016 Holiday Schedule
<a href="#">NBCAIT</a>	11/10/2014	Guest wireless documentation. New password = GoBears!

[NTN USA/NBCA Directory](#)    [MT Prospect Building Map](#)    [NTN Global Telephone book](#)    [Bower Directory](#)    [NBCC Phone List](#)  
[CMF Phone List](#)    [EMF Phone List](#)    [NDI Phone List](#)    [NDI Phone Tree](#)    [NTN Panama Email List](#)  
[NTK Phone List](#)    [NTA Phone List](#)    [ANBM Phone List](#)

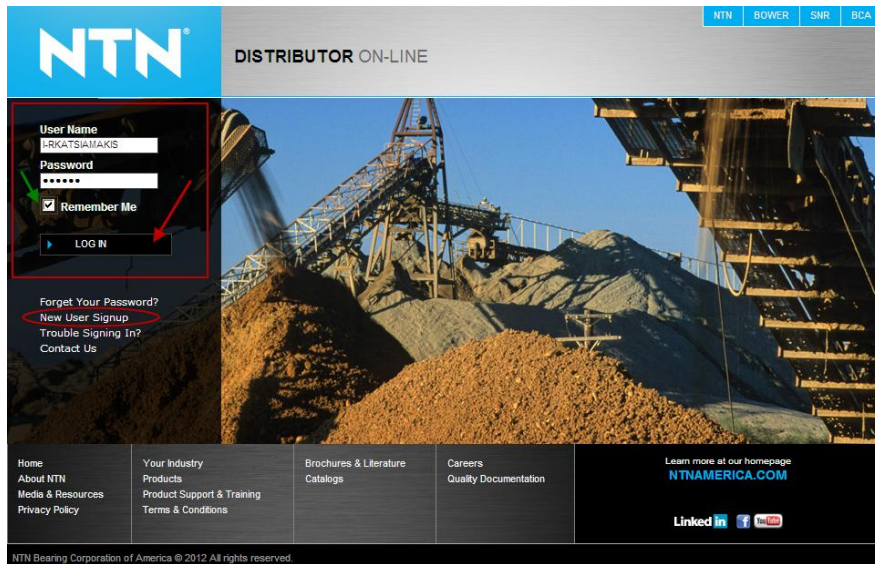
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For questions: [NBCA IT Web Master](#)

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2. The Log-In screen will appear. DOL requires a user name and password. Enter your personal information and click the 'Log-In' button. If you do not yet have a User Name and Password, click on the 'New User Sign Up' link. This will take you to a Registration screen. Complete it and submit the Registration.



- Note 'Remember Me' field, located directly below Password field, is optional. Checking this box will maintain log-in information for the next time DOL is accessed.
3. The first pop up window will prompt you to search and select a "ship to" account. You cannot advance in to DOL until a ship to account is selected. (this is internal users only)
    - a. If you know the ship to number, you can enter direct in the "ship to" field and hit search. This will log you in to DOL.

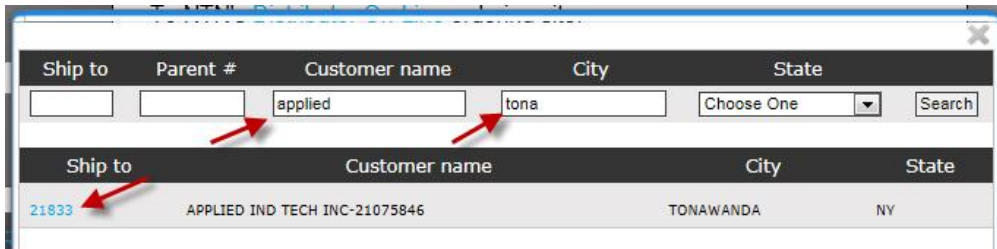


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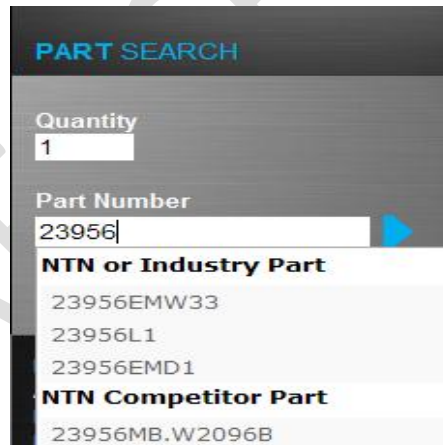
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b. If the ship to account is not known you can search by any portion of the customer name, city, or state. Once the criteria are set hit 'search' and a list of accounts that fall within these parameters will generate. Click on the desired account to log in to DOL under this account.



- Now that you are logged in to the customer specific account, the next step is to start filling a cart by doing a Part Number Search. The following is a breakdown of each Part Number Search field category with information on best practices to use.



**Quantity:** This field must always have a minimum of 1 piece for any search.

**Part Number:** A full or partial part number can be entered. Partial part numbers will yield greater results. You may also enter an asterisk as a 'wildcard' character (\*) used in other NTN programs. The auto-complete feature will search as you type. Once you see the desired part number, you may select it by using your cursor to highlight it, next, click it.

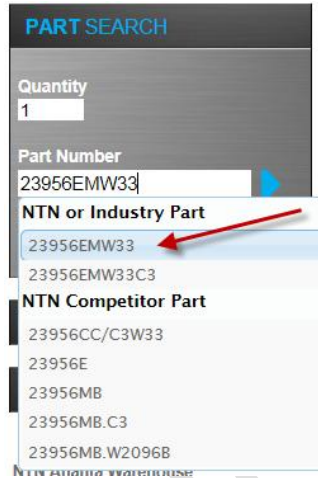
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**Part Search Type:** DOL has the ability to search using NTN part numbers, industry standard part numbers, distributor, OEM and competitor part numbers. As you enter the data, all options will be displayed, DOL has an auto-complete feature.

- Enter the quantity and select the part number in designated fields. In this example a partial part number was entered and selected using the cursor.



- Results of part search indicate the stock choices available. The highlighted selection (from previous step) matches this example part number search and the quantity available meets the order requirement. To make your selection, click on the 'Add to Cart' button. This will add the part to your cart.

PRICING & AVAILABILITY Active Cart Choose One ▾

**23956EMW33**

Description:  
Large Size Spherical Roller Br

Distributor List Price:  
**\$2,848.35**

Pricing & Availability | Product Info | Previous Part No.(s)

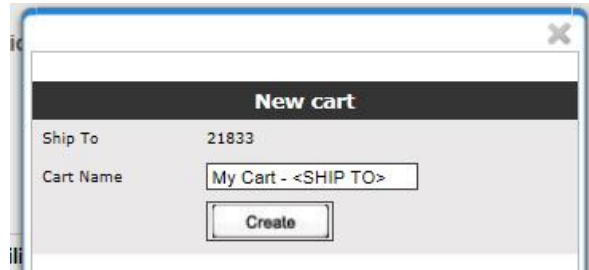
<b>23956EMW33</b>		<b>\$2,848.35</b>	
Quantity Available:	25	Change Quantity	<input type="text" value="1"/>
Individually Boxed (1x1):	25 <input checked="" type="checkbox"/>	<b>ADD TO CART</b>	
Packaged as Bulk:	0 <input type="checkbox"/>		
Warehouse:	ATLANTA, GA	Repackage as 1x1 <input type="checkbox"/>	(Repacking may take 72 hours)
Quantity Available:	25	Your Preferred Warehouse	

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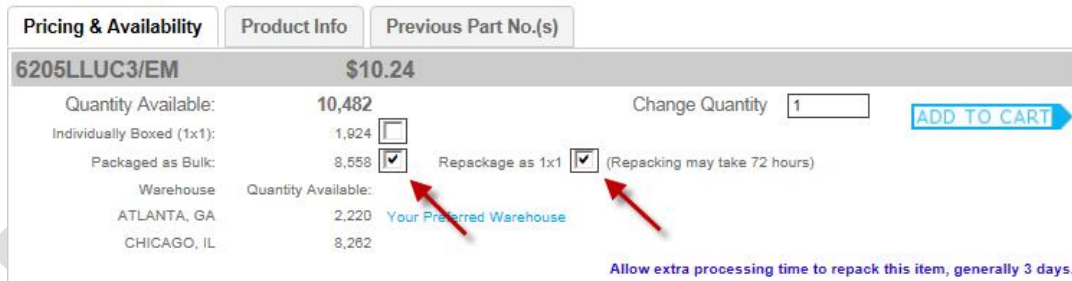
7. At this point if a cart has not yet been selected, a window will pop up prompting you to create one. You can either create a new cart or select a pre-existing cart. Hit the ‘create’ button and the item will be added to said cart.



\*\* Additional items will be added to said cart until you check out or opt to choose another cart by clicking on the ‘your carts’ button in the upper right hand corner of the screen.



8. Most distributors prefer parts in 1x1 packaging (individually boxed). Some part searches will locate stock in a format known as bulk stock (no NTN boxes). If this is the only stock available, you can either choose to ship bulk (by clicking the ‘packaged as bulk option) OR you can choose to have this repackaged in 1x1s (by clicking both the ‘packaged as bulk’ and ‘repackage as 1x1’ boxes)



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9. As you continue to add items to the cart, the 'active cart' summary in the upper right hand corner will display total number of items, total dollar amount, and the most recent item added. When you are done adding items and wish to check out, hit the 'proceed to checkout' button.

Active Cart <b>My Cart - 21833</b>				
Added to cart:	Qty	Wght (lbs)	Price	Ext
6205LLUC3/EM	1	0.3	10.24	10.24
Order Total				
<b>2 items</b>	<b>2</b>	<b>53.2</b>	<b>2858.59</b>	
				<b>Proceed to Checkout</b>

10. At this point, a 'View Cart' screen will display with a summary of the items in the cart. Here you can review and continue shopping if need be.

Cart: My Cart - 21833

Order date: 12/07/2017

Line #	Part Number	Order Qty	Price	Amount	Pack Type	Qty Avail	PO Line #	Global Location	Remove
Domestic Inventory									
1	23956EMW33	1	\$2,848.35	\$2,848.35	1X1	25	001	Domestic	Edit X
2	6205LLUC3/EM	1	\$10.24	\$10.24	1X1	10,472	002	Domestic	Edit X
<b>Order Total: 2</b>		<b>2 items</b>	<b>\$2,858.59</b>						

DELETE CART

CHECK OUT

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11. By clicking on the 'Edit' button (above) on the corresponding part number the below screen will pop up and you can change quantity along with the CPN and line number if required. Once completed hit the 'Done' button.

**EDIT CART LINE ITEM**

Cart: My Cart - 21833

Order date: 12/07/2017

Line no: 2

PO Line no:

CPN:

<b>6205LLUC3/EM</b>	<b>\$10.24</b>	
Product Description:	Quantity Available: 10,472	Change Quantity <input type="text" value="1"/>
Radial/Deep Groove Ball Brg - 25 mm ID x 52 mm OD x 15 mm W; Double Sealed APTSC	Individually Boxed (1x1): <input checked="" type="checkbox"/> 1,914	
	Packaged as Bulk: <input type="checkbox"/> 8,558	Repackage as 1x1 <input type="checkbox"/> (Repacking may take 72 hours)
<input type="button" value="Cancel"/>		<input type="button" value="Done"/>

12. When the cart is confirmed and shopping is complete hit the 'check out' button shown in step 10. From there an 'order review' window will display showing an order summary along with quantities, ship from locations, and weights. Assuming everything looks good hit the 'Proceed to Checkout' button.

**ORDER REVIEW**

Note: Some items may ship from multiple locations, please review the order and shipping details prior to submitting the order.

**Order Summary**

Part Number	Qty Ordered	Price
<b>Domestic Inventory</b>		
23956EMW33	1	\$2,848.35
6205LLUC3/EM	1	\$10.24

**Shipping and Packaging Summary**

Line #	Order Qty	Amount	Weight	Ships From	Pack Type	PO Line #
1	1	\$2,848.35	52.9	ATLANTA, GA	1x1	001
2	1	\$10.24	0.0	ATLANTA, GA	1x1	002
<b>Order Total: 2 items 2 lines</b>		2	\$2,858.59	52.9		

**Shipping Summary**

ATLANTA, GA	2 lines	2	\$2,858.59	52.9
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[RETURN TO CART](#)

[PROCEED TO CHECKOUT](#)

\*\* Every account has a 'preferred branch' which automatically pulls stock. We can not choose which warehouse this ships from through DOL. We can only do this through JDE.

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13. The final step is the 'Billing and Shipping' screen. Enter the customer PO# and Reference # (if applicable). Review freight information for accuracy. In this example, the order qualifies for free shipping so the fields have auto-populated accordingly. (Reference Work Instruction P-007).

Use the drop down arrow at the 'Ship to Address' field to select a ship to address. If the address has been previously used, the address will be an option on the drop down list. If this is the first time this address has been entered, you must select 'new address' from the drop down list and manually enter all address information.

**BILLING & SHIPPING**

Order date: 12/07/2017  
Order amount: \$2,858.59

Congratulations! Your order has qualified for free shipping!

a. Detail of Carrier options screen. The term 'carrier' references the shipping method. Refer to the chart below for a detailed description of the most common methods used.

Carrier type	Definition
<b>Default</b>	Best option when freight handling is pre-pay and absorb; allows warehouse to select best method based on order requirements.
<b>UPS - various</b>	Self-explanatory or go to website www.UPS.com for more information.
<b>Pick-Up</b>	The customer will go in person to the warehouse to pickup the order. This can occur at the Norcross, Des Plaines or Sparks warehouses only.
<b>FedEx - various</b>	Self-explanatory or go to website www.FedEx.com for more information.
<b>Other</b>	For instances other than above list.

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b. Below is the detail of the Freight Handling options screen. Refer to the chart shown below for a detailed description of the most commonly used freight handling types.

Freight Handling type	Definition
<b>Freight Collect</b>	Shipping costs are billed to the entered shipping account #. The shipping address and the account address must match.
<b>Pre-Pay and Add</b>	Shipping costs are added to the sales order as a separate line detail, which will appear on the invoice.
<b>Pre-Pay and Absorb</b>	NTN pre-pays freight.
<b>Third Party Billing</b>	Shipping costs are paid by a 3rd party account and the shipping address and shipping account address are <u>not</u> the same. Selecting this method will open a new window for the correct billing address to be entered.
<b>Customer Pickup</b>	The customer will go in person to the warehouse to pickup the order. This can occur at the Norcross, Des Plaines or Sparks warehouses only. Always give the warehouse advance notice.

c. When customer is asking to Ship via Pre-Pay and Add, please confirm Ship To can accept FedEx, the NTN Preferred Parcel Carrier.

d. When Third Party Billing is selected, a new window called 'Freight Billing Address' automatically opens. The billing address information is entered here. If the billing address is the branch address, please select that option from the drop down list.

Carrier: UPS-Ground

Freight Handling: **Third Party Billing**

Account # \*: 6E73E5

Freight Billing Address

\* -- New address --

Company \*

Address 1 \*

Address 2

City \*

State \*

Country \*

Zip \*

Manually enter information supplied by customer.

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**\*\*FREE FREIGHT OPTION\*\***

As of 7-28-2020, the IAM Policy on Free Freight was Revised:

1. Freight terms for manually processed orders are as follows:
  - 1.1. All orders greater than or equal to \$2,500 will have shipment terms of:
    - 1.1.1. FOB Destination & Freight Pre-Paid by NTN.
    - 1.1.3. NTN will select the carrier for all Pre-paid Freight.
    - 1.1.4. NTN will pay ground freight only to our Distributor's dock location.  
Requested Drop-Ship locations will be at Customer's expense.
  - 1.2. Orders less than \$2,500 will have terms of:
    - 1.2.1. FOB Origin & Freight Collect.

14. When shipping method and ship to location are completed hit the 'submit order' button. You will be brought back to the original DOL home page where the order confirmation number is displayed.



**VI. RECORDS:** All transactional records are stored in DOL and in JD Edwards.

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**VII. RELATED DOCUMENTS:** DOL User Manual is available on the DOL site. Please select the 'support' tab on the top then click on the 'DOL user manual' link.  
P-007\_Industrial Aftermarket – Order and Shipping Procedure\_Rev. 4

REFERENCE ONLY

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