

REFERENCE

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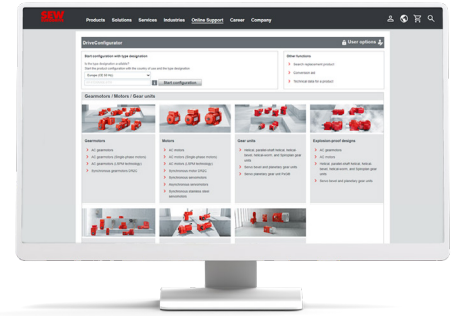
# Using Online Support

Overview to online product configuration, quoting, order tracking, and service cases



## The benefits of using Online Support

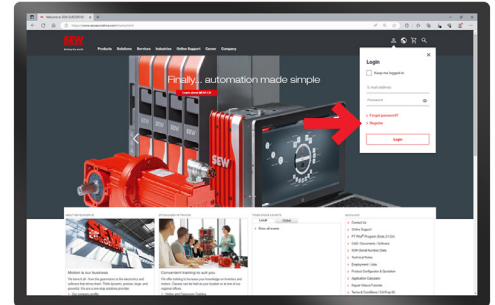
- Capability to quote replacement units from SO numbers
- Order tracking
- More in depth and complete *Drive Configurator*
- Ability to create and save templates for repeat orders
- Access to unit-specific technical data
- Capable of comparing multiple units when creating quotes
- Visual product representation throughout the quoting process
- Quotes, Orders, and Service Cases in one location



## • Register for Online Support

Online Support is available to use and navigate for any registered user. Online Support will have resources, information, documentation, and SEW-EURODRIVE information. Current customers can register and have more tools available directly related to their business. Using the e-mail that is used when working with SEW-EURODRIVE will link the Online Support account to the existing account in SEW-EURODRIVE's system.

The registration page requires the user's full name, an active e-mail account, and a password.

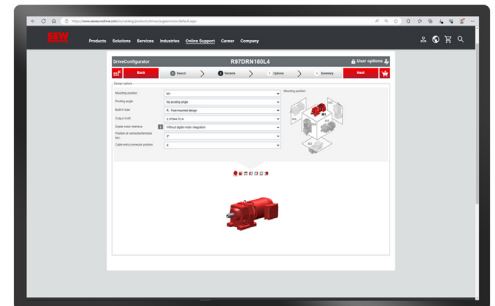
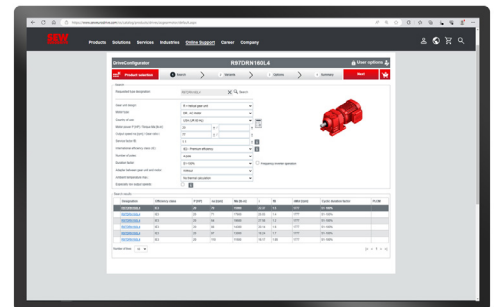


## • Using Product Configurator

**Product Configurator** is found under the Online Support tab in the Engineering & Selection area.

The Product Configurator is available for any registered user and allows users to select the product and choose the details and options needed based on the technical requirements for their application. Input data includes gearbox style, motor type, desired HP, output speed or ratio, shaft size, mounting position, and a minimum service factor.

As you progress through the configurator there are visual product representations based on the unit being configured. Once all the options and details have been configured, quoting features are available to users who also have active customer accounts.

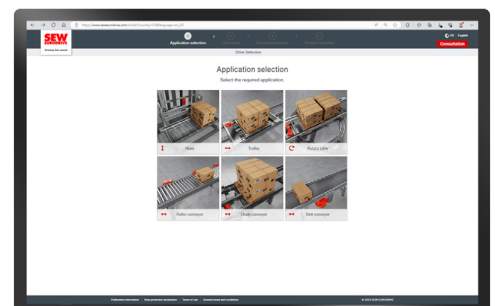


## • Using Drive Selection

**Drive Selection** is found under the Online Support tab in the Engineering & Selection area. The Drive Selection feature allows users to size a unit based on **application**.

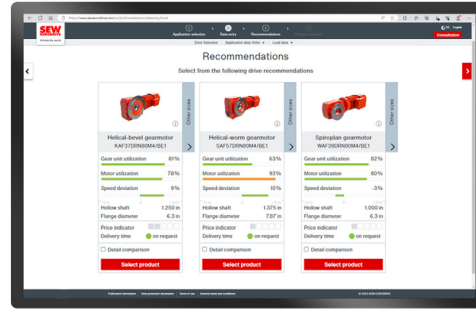
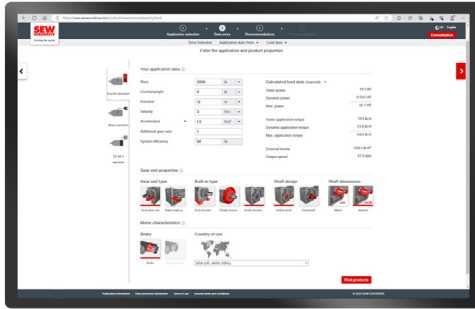
There are six available applications:

- Hoist
- Trolley
- Rotary table
- Roller conveyor
- Chain conveyor
- Belt conveyor



## Drive Selection (continued)

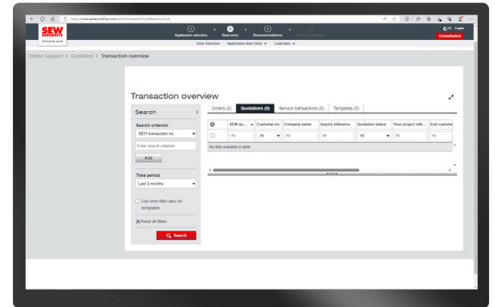
The application-specific details will need to be provided by the user, and based on the values the Drive Selection will give gear motor options to fit the application. The options will show the gear unit and motor utilization and the Drive Selection allows for a detail comparison before selecting the product. Once the product is selected the user can: receive more technical information, configure the details found in the product configurator, or request a quote depending on the access level set on the registration.



## • Quotes, orders, and service cases

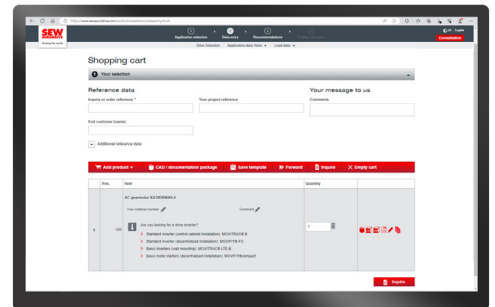
For users that have registered with a company that has an account with SEW-EURODRIVE, there are additional features available. Under the Online Support tab, navigate to the Quotation section and select Transaction Overview. In this section users will be able to see open orders, quotes, service transactions, and any created templates for the time range selected. This function allows easy access for information quotes, orders, previous order shipping information, and service cases.

➔ **NOTE: Quotes generated via Online Support receive an additional 2% discount.**



## • Shopping cart

For users that are registered and set up as a SEW-EURODRIVE account, the shopping cart is the final step to get units quoted and finalized. The shopping cart allows you to download any documentation related to the units specified and save units as a template for further use. The shopping cart function will also suggest matched add-on components like SEW-EURODRIVE VFDs.



➔ Support links:

Online Support

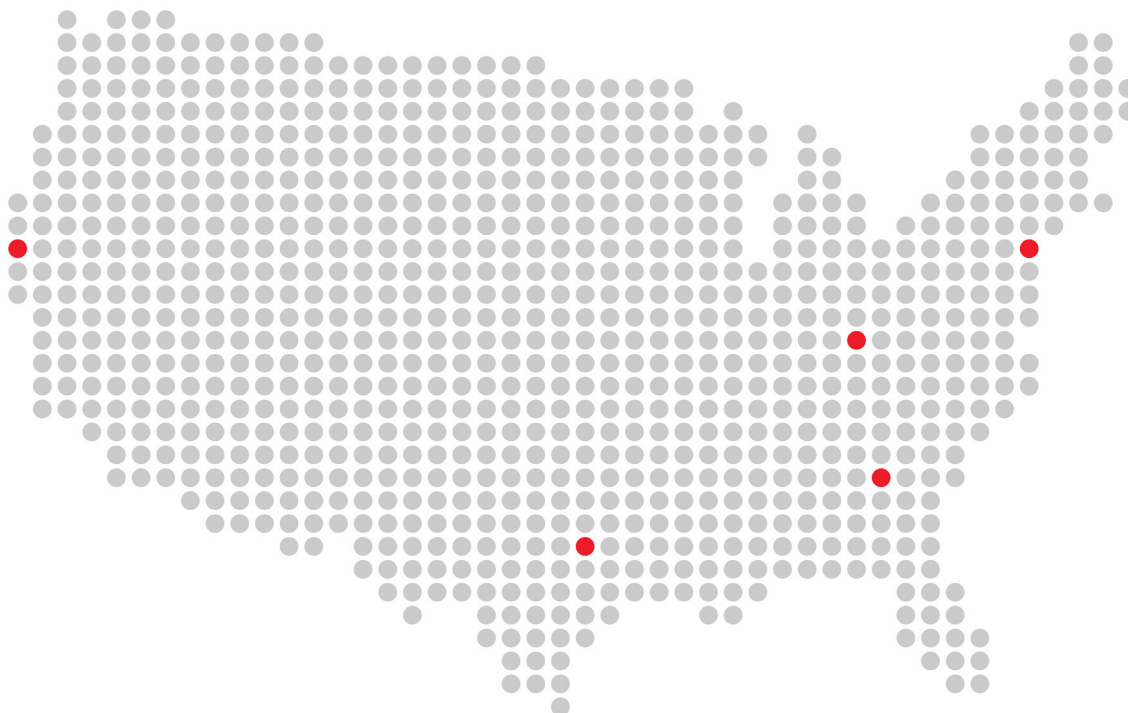


Online Support guided tour



Find My Rep





## U.S. locations

### U.S. Headquarters/Southeast Region

SEW-EURODRIVE, Inc.  
220 Finch Rd.  
Wellford, SC 29385  
P: (864) 439-7537  
cslyman@seweurodrive.com

### Southwest Region

SEW-EURODRIVE, Inc.  
202 W. Daniieldale Rd.  
DeSoto, TX 75115  
P: (214) 330-4824  
csdallas@seweurodrive.com

### Western Region

SEW-EURODRIVE, Inc.  
30599 San Antonio St.  
Hayward, CA 945  
P: (510) 487-3560  
cshayward@seweurodrive.com

### Midwest Region

SEW-EURODRIVE, Inc.  
2001 West Main St.  
Troy, OH 45373  
P: (937) 335-0036  
cstroy@seweurodrive.com

### Northeast Region

SEW-EURODRIVE, Inc.  
2107 High Hill Rd.  
Bridgeport, NJ 08014  
P: (856) 467-2277  
csbridgeport@seweurodrive.com

### Industrial Gears

SEW-EURODRIVE, Inc.  
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