

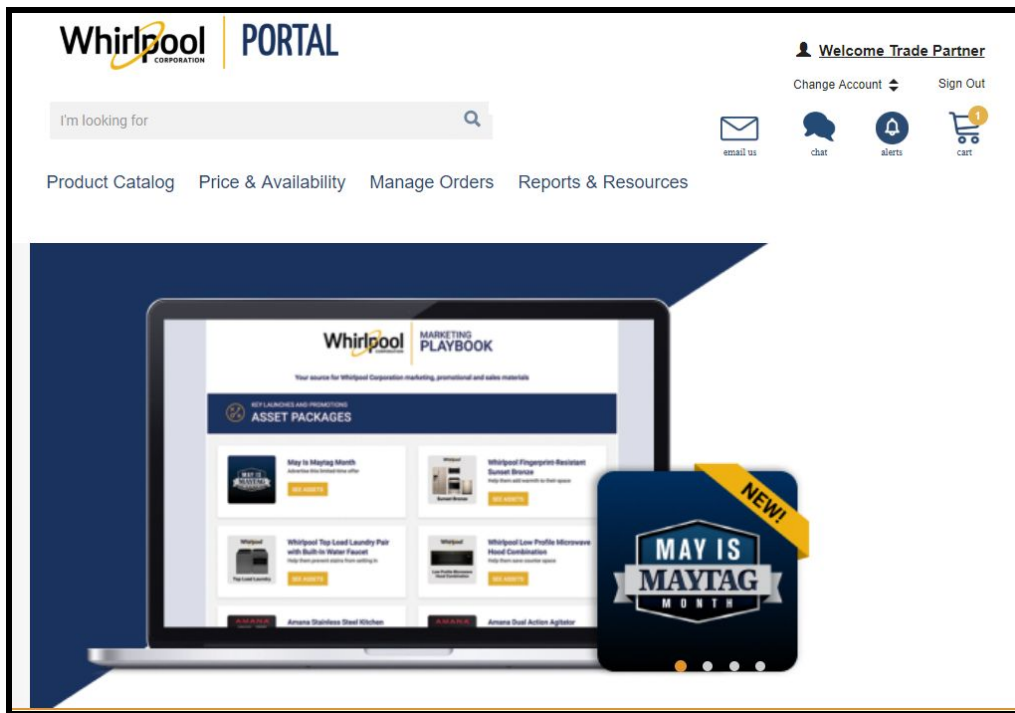
NAVIGATING THE WHIRLPOOL PORTAL

Purpose

Use this Quick Reference Guide to view the steps to navigate the Whirlpool Portal.

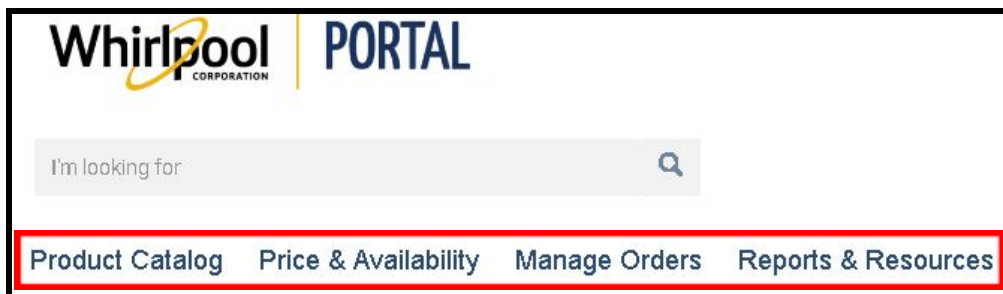
Steps

1. Start on the Whirlpool Portal **Home** page.

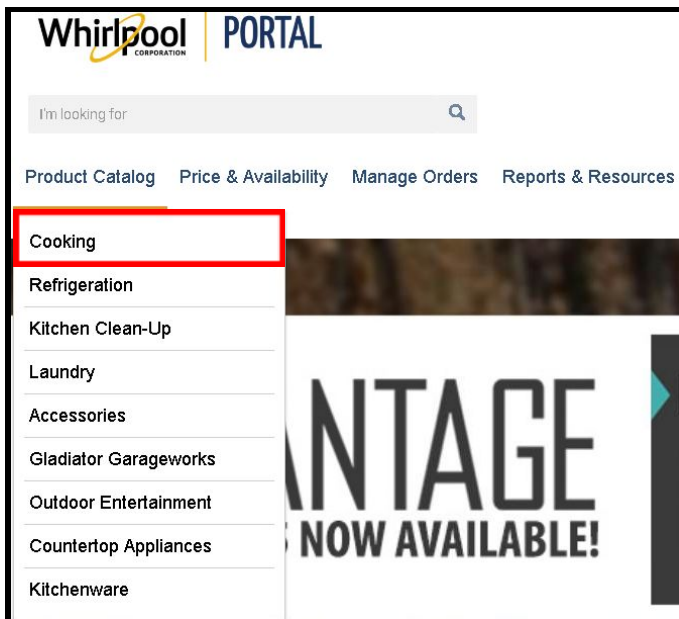


2. There are a series of links found on the home page used to navigate through the Whirlpool Portal.

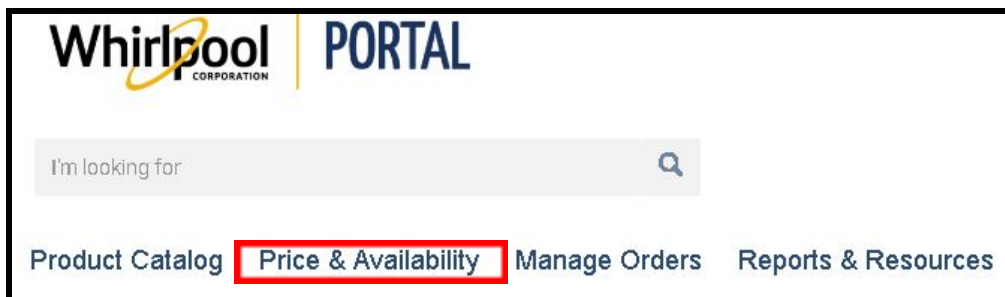
Note: The menu items may differ depending on the permissions allocated to the account accessing the Portal.



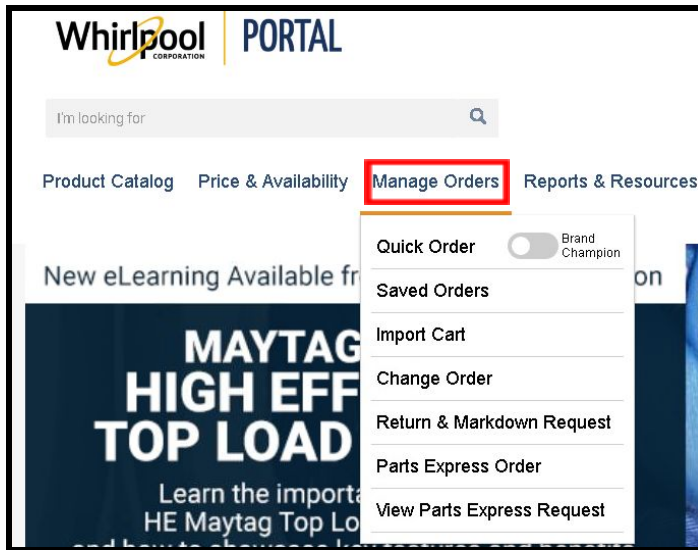
3. In the **Product Catalog** drop-down menu, you can search for a product by category and continue to refine your search to find the desired product.



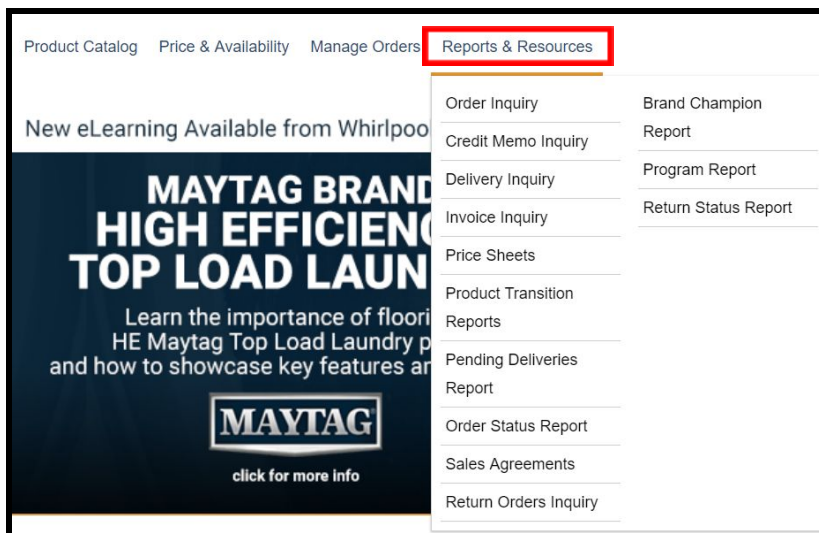
4. The **Price & Availability** menu allows you to quickly check pricing for a product, quantity available and estimated delivery date.



5. To navigate order options within the Portal, go to the **Manage Orders** menu. From this menu, you can work with quick orders and saved orders, change an order, start a return request, as well as create a parts express order and view a parts express request. Refer to the following Quick Reference Guides for more information:
 - Order Templates and Saved Orders
 - Importing Cart From Excel
 - Changing or Canceling an Order



6. To run reports and inquiries, navigate to the **Reports & Resources** menu. From this menu you can inquire on orders, credit memos, deliveries, invoices, and return orders. From here you can also access pricing sheets, sales agreements, and various reports. Refer to the following Quick Reference Guides for more information:
 - Reports
 - Targeted Delivery Reports
 - Return Request



Note: There are several icons that may display under your account information depending on the permissions of the account.

- The **email us** icon directs the user to a contact support page with the Whirlpool customer support phone number and email address. Click the email address to send a message with your question which will be answered as soon as possible.
- The **chat** icon directs the user to a live chat system where, after entering a series of credentials as well as a summary of their question, they will be able to live chat back and forth with a Whirlpool customer service representative.
- The **alerts** icon displays notifications when a brand champion order has been placed and needs action, a sales agreement needs signing, or when a parts express order needs action taken.
- The **cart** icon directs the user to their shopping cart, displaying a list of any and all items selected from the Product Catalog.

