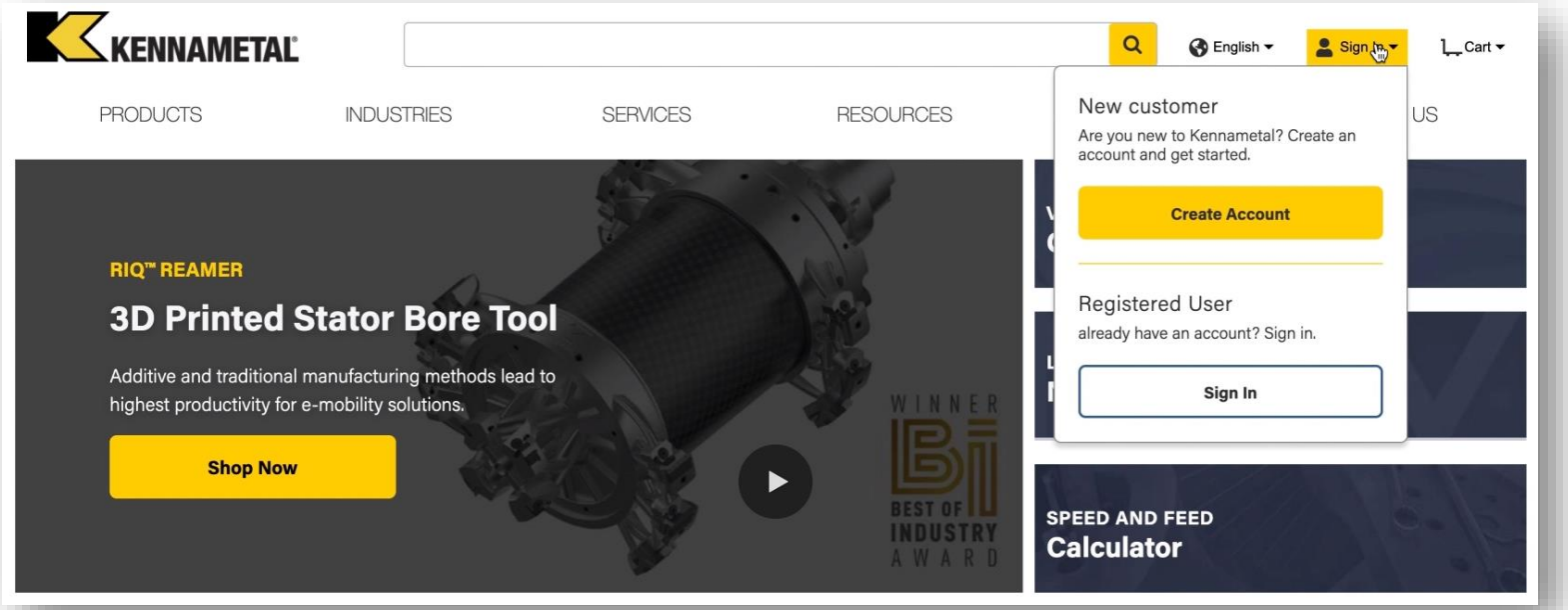
Kennametal Digital Shopping Experience Tutorial Videos

Bringing together Kennametal Knowledge
and eCommerce on one Platform

Welcome



Welcome to the new and improved Kennametal Digital Experience

We have combined all the great features of Konnect/Widia Center and the functionality of NOVO – offering you a **complete solution filled with our vast expert technical knowledge** all in one place.

You no longer have to connect from one system to another and will benefit from easy navigation and transparency. As we embark on this digital journey, continuously make improvements and enhancements, **please reach out to us and provide any feedback** to make your digital experience even better.

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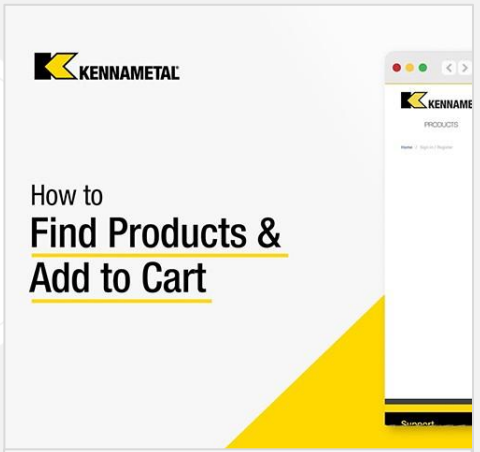
Click a title below to view the training video:

Create an Account

Log In to Your Account

Change Sold-To & Ship-To Accounts



Find Products & Add to Cart

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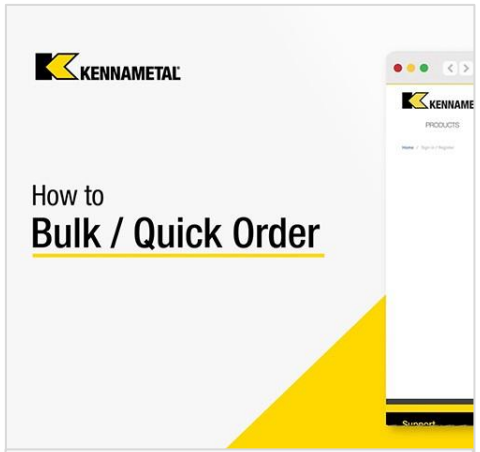
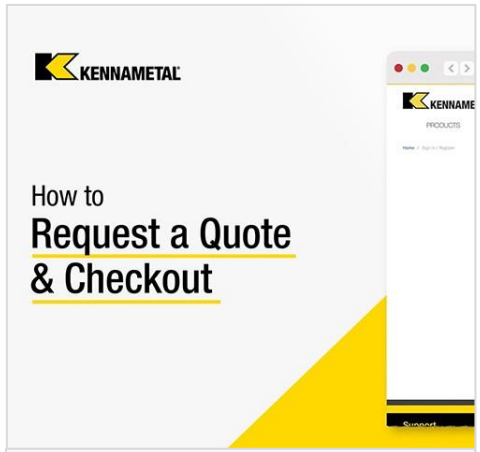
Click a title below to view the training video:

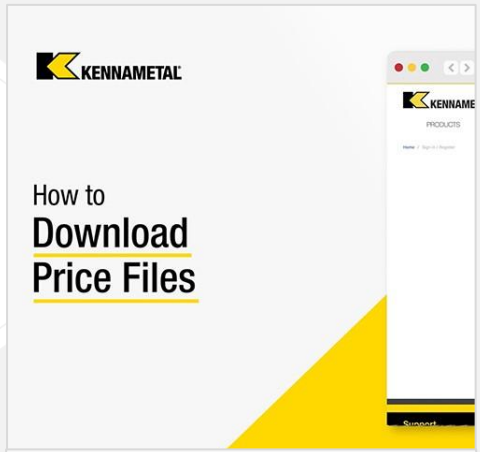


Bulk / Quick Order



Request a Quote & Checkout

Manage Your Account



Download Price Files

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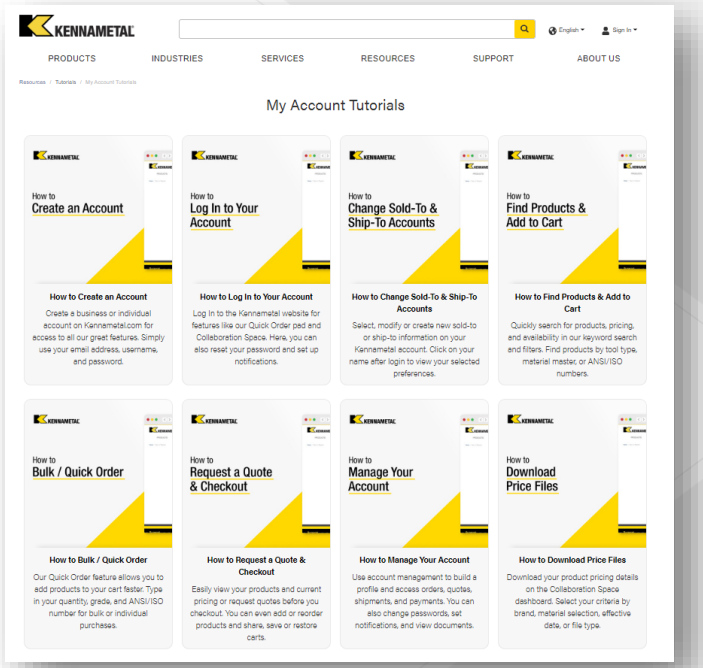
Click a title below to view the training video:

Introduction to Collaboration Space



All the videos can be also accessed on our website:

https://www.kennametal.com/us/en/resources/tutorials/my-account-tutorials.html

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Contacts

Need More Help?

If you're experiencing an issue that's preventing you from completing your task, such as placing an order, please contact your local Customer Service Team.

Support (kennametal.com)

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FAQ

- How do I register?
  - To register, simply go to kennametal.com or widia.com and click "Sign IN" and then "Create Account". Fill in all mandatory fields and save. Within 2 business days your account should be finalized but you are already able to browse and use collaboration space without checkout or pricing.

- Do I have to register again for the new portal, or can I log in with my current credentials?
  - There is no additional registration required. Your User ID has been migrated and you should have received an E-Mail with your User ID and a link forcing you to set a new password for the new environment. In the old environment, your credentials stay the same.

- Will all new customers who register receive the notification as they already have access to the purchase portal?
  - Yes, we are sending out a series of E-Mails to the users consisting of 30 day out Info, Reminder 10 days out and an E-Mail on day of migration with User ID & link guiding to password set.

- Can our company, has more then 1 login to Kennametal Digital Shopping Experience?
  - Yes, there are no limitations to number of accounts only each must have individual E-Mail Address.

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FAQ

- Will more than one person from the same customer account be able to access as before? Is there a creation limit?
  - More than one person can use a User Account at the same time however the individual actions pertaining to cart would affect each user's experience. It is however advisable for each to have their own account as best practice.

- To restore a password, will it be automatic, or will we have to intervene as now in the Konnect / Widia Center?
  - No, there is a way to reset/unlock your password yourself. No additional support is necessary.

- If a customer enters their password incorrectly more than once, will the system be automatically locked?
  - No, we have no such feature currently but may implement in the future.

- When Konnect/Widia Center be out of service?
  - Exact date not yet decided but the plan is by end of fiscal year at the latest.(July 2023)

- Can I change email address after registration?
  - No, this is not possible. We´d have to cancel first account and then create with new E-Mail Address.

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FAQ

- Will I be able to see my previous documents in the new system or only the new ones?
  - Yes, the documents you see are not only from the platform rather from the backend SAP system. Therefore, all history is visible.

- Will I be able to create new Delivery addresses as currently in Konnect?
  - Yes, this functionality is in the new environment as it was in the past.

- Will my templates currently saved in Konnect, be also available in the new portal?
  - Templates are not saved rather downloaded , populated and then uploaded again. We still have csv templates for multiple material upload at once.

- If have multiple sold-to and ship-to accounts, how can I set the default sold-to/ship-to account?
  - Yes, this is both for Sold to & Ship to possible. In the sold to & Ship to selection menu there is an option for setting as default.

- How can I get a list of my purchases within a time range?
  - Yes, simply utilize the Order History functionality in combination with filters on creation date.

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FAQ

- Is there a limit on the number of input lines in Quick Order?
  - The maximum number of items in a cart are 30. This pertains as well to the csv upload. This is something we would like to increase going forward and have a higher total of materials in the cart/csv template upload.

- If products are added from Quick Order to Cart, how can I check the availability for the items? How can I know the expected delivery date?
  - Once products are added to the cart, you can see the estimated delivery dates.

- How can I list all open order items with remaining quantity?
  - Simply use the Order history functionality with a combination of filters as to status.

- How can I check the current estimated delivery date of an open order item?
  - Simply use the Order history functionality with a combination of filters as to status. The delivery dates are included in the detail view.

- How can I list all my open quotes?
  - Simply use the Quote history functionality in combination to filters as to status.

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FAQ

- If we want to deactivate an account, how should we do it?
  - Contact Superuser or CSR with access to SAP Back Office. They will be able to disable an account.

- How can I convert an open quote to order?
  - Simply go to the Quote history, filter to the quote, and add the products to the cart from quote as needed. Future state will be Pop Up info if material is entered that has a valid open quote that is valid.

- If this FAQ , doesn't clarify the doubt, who can I turn to ?
  - The first contact person should be your Customer Service Representative or responsible salesperson, if they are not able to solve your problem, they are aware of the escalation process in order to achieve a solution in a timely manner.

- What's the advantage of the new platform have (compare to Konnect/Widia Center) ?
  - Searching tool by application, workpiece etc. All the filter possibilities and technical information from homepage with added Ecommerce features as well as NOVO functionality. Now Ecommerce & NOVO on same page.

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FAQ

Quote Cart

- Why the system sets the quantity to a certain lot size?
  - The system is set the default the lot size to the minimum order quantity. You can change the quantity and the system will re-calculate the price. You can also add quantity price breaks to your quotation to see price advantage for a higher lot size.
- Where can I can see the estimated delivery time?
  - On the printed document or in the cart.
- Can I re-configure a customized product?
  - Yes, you can reconfigure until you have placed the quote.

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FAQ

Prior to Use

- How to start Configure + Pricing + Quoting Automation
  - Either using the 6-dot menu on product list page or the wrench button on the product page
- Why some materials showing only a 3-dot menu?
  - The material selected is not available for customization through CPQ
- Why I only see the 3-dot menu instead of the 6-dot menu for products filtered with “Display Configurable Products”
  - You are either not signed in with your Account

  - Or your Account does not allow to process with Configure + Pricing + Quoting In this case, please contact customer service.

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FAQ

Product Configuration

- My configuration show one or multiple red around boxes around characteristics
  - Material Configuration failed validity checks. Correct highlighted characteristics to make them valid.
- My configuration shows up incomplete

  - Enter required value or select a valid choice from the drop-down menu until you get the green checkmark on your configurator screen.
- How to check-out configurator screen
  - Use the “Accept Configuration” button from the menu bar
- How to I cancel out of the configurator
  - Hit the back button in your browser
- Can I check-out configurator screen even my configuration is incomplete or inconsistent
  - Yes, if you click on “Accept Configuration” and place the quote a workflow will go to Kennametal´s Engineering Department to complete your quote request.

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FAQ

Quote Placed

- How to demand a formal SAP quote
  - An official SAP quote is emailed quickly and automatically
  - How to demand a concept drawing for the configured item(s)
  - User receives concept drawing automatically and within 20 minutes after quote was placed.
- Can I do a quote and configuration change through the website after I placed the quote and received a formal SAP quote?
  - No, it is not possible to modify a quote or product features through the web. However, our CSD/Engineering team can handle this. Alternatively, you can create a new quote request through the web.

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