

## Customer User Guide

### Welcome to the CustomPoint Website!

This user guide provides the basic steps to enter and check the status of your order.

First, to get into the site, go to this link: [custompoint.rrd.com](http://custompoint.rrd.com)

You will then see the Login Screen where you will enter these 3 pieces of information:

- **USER ID** = First initial / Last Name (For example, Joe Smith would be jsmith)
- **PASSWORD** = Initial Password will be Pass1234!
- **ACCOUNT** = HANSGROHE

\*\*\*PLEASE NOTE\*\*\* ONLY the Password is Case Sensitive.

CustomPoint®  
Integrated Communications  
Management

rrd

Please Log In

User ID:

Password:

Account:

Login



[Forgot Your Password?](#)

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## Home Page

On the grey menu bar, you will see options available to you.

- Catalogs
- Orders



HOME


CATALOGS


ORDERS


MANAGE

REPORTS

CONFIGURE


Search 






**CustomPoint User Guide**

Click [here](#) to view the Hansgrohe Inc. CustomPoint User Guide.

 **Order Reminders**

Here are your saved or pending orders awaiting completion:  
Saved Orders (0)

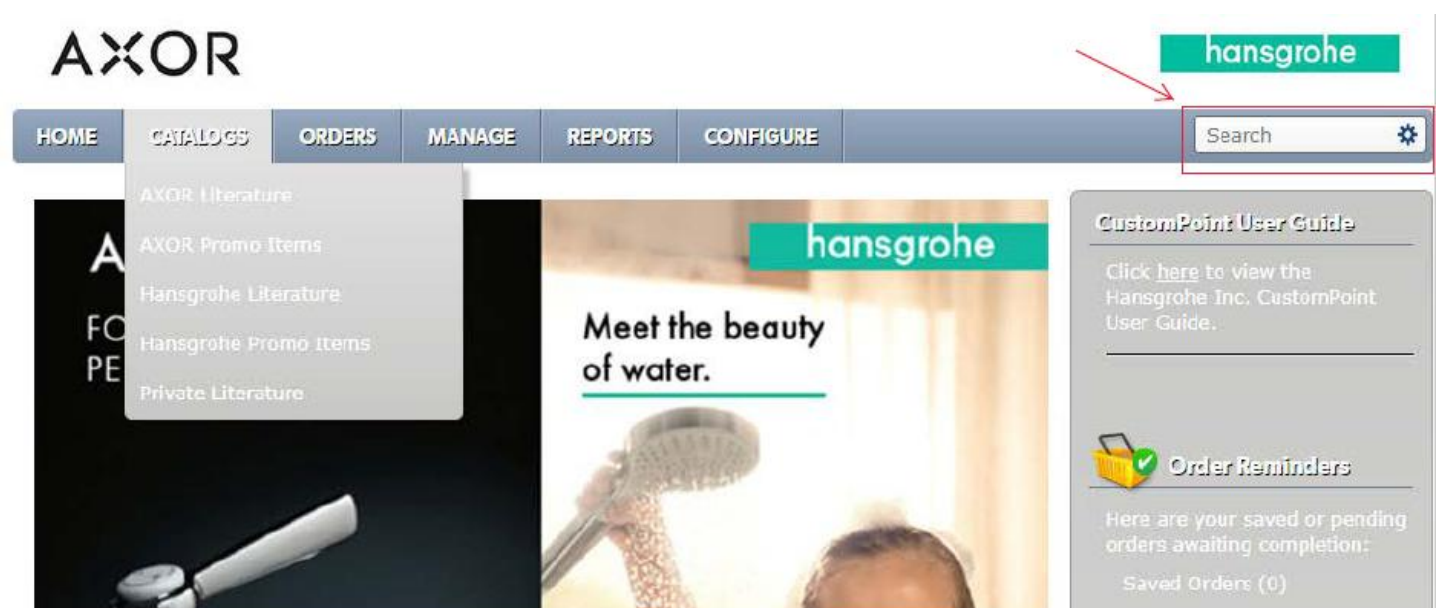
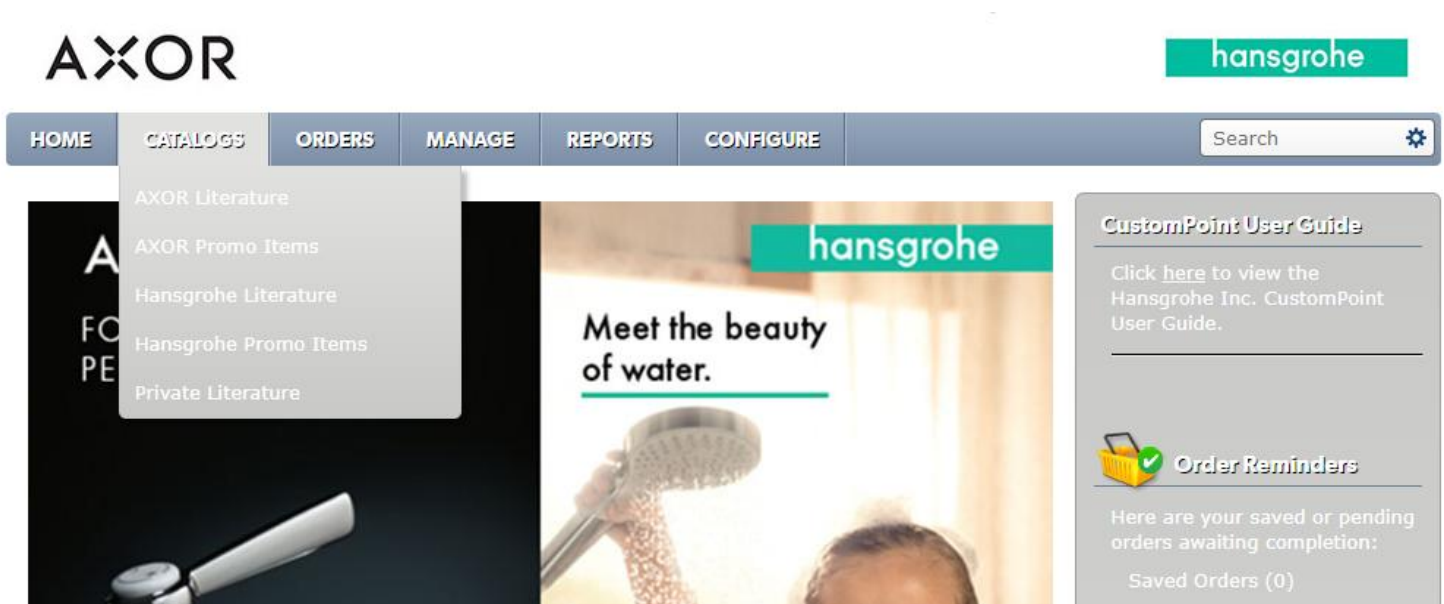
 **Order Alerts**

Here are orders routed to you for review:  
Orders Awaiting Approval (0)

## Placing an Order

To begin placing an order, click on the **Catalogs** tab to display the Catalogs to order from.

To order directly from your catalog, click on the one of the Catalogs in the drop down list.



### Customer User Guide

## Placing an Order (cont.)

You are now on the product listing screen. The catalog items are on the right side of the page. Each item has an image of what the item looks like.

You may click on either the image or description to order the item and add it to your shopping cart. You will then have to enter a quantity. If you have an option to choose a Unit of Measure..i.e.. Each or Pack, you must choose one. Some items will not have that option.

Once you've put in the quantity needed, then click on the **ADD TO CART** button. Continue this process for all items that you need to order.

[HOME](#)
[CATALOGS](#)
[ORDERS](#)
[MANAGE](#)
[REPORTS](#)
[CONFIGURE](#)

Search

### Categories

Please select from the items on the right to order.

### Standard Attributes

☐ Featured

## Hansgrohe Literature (11 items found)

**Selections:** ☒ Hansgrohe Literature

**View:** [Icons](#) | [Table](#) | [Text](#)    **Sort By:** Your Item    **Show:** 24    **Page:** 1

**Hansgrohe Empty Binder**  
HG-84140044

**Hansgrohe USB Buzzcard**  
HG-84140100

**Hansgrohe Kitchen Essentials**  
HG-84140134

**Hansgrohe News 2018**  
HG-84140151

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[CONFIGURE](#)

Search

[Back To Results](#)

## Hansgrohe News 2018

**Your Item:** HG-84140151    **Vendor Item:** HG84140151

**Units:** EA of 1    **Quantity:**

Select Units and Quantity

**ADD TO CART**

Make Favorite
 Check Inventory
 Manage Item

### Categories

Hansgrohe Literature

### Customer User Guide

#### Placing an Order (cont.)

When you are ordering your first item, you may get a popup box that looks like the example shown below. If you just X out of this box, you will continue to get this popup box after each item that you order.

To prevent this popup box from always coming up, click the box next to **Save Choice as Preference** – highlighted below. Then click on either **VIEW CART** or **STAY HERE**. If you choose VIEW CART, you will go to the shopping cart after each item you order. If you choose STAY HERE, you will stay on the Catalog page until you have ordered all of the items you need.

The screenshot shows the AXOR website interface. At the top, the AXOR logo is on the left, and the hansgrohe logo is on the right. Below the logos is a navigation bar with links: HOME, CATALOGS, ORDERS, MANAGE, REPORTS, and CONFIGURE. A search bar is located on the right side of the navigation bar. The main content area displays the product 'Hansgrohe News 2018' with a 'Back To Results' link. Below the product name, it shows 'Your Item: HG-84140151' and 'Vendor Item: HG84140151'. A product image of a woman sitting at a desk is shown on the left. To the right of the image, there is a 'Units: EA of 1' and a 'Quantity' input field. A blue button labeled 'ITEM IS IN CART' is visible. A white popup box with a green checkmark icon and the title 'Item Added to Cart' is centered on the screen. The popup contains the text: 'The Item "Hansgrohe News 2018" has been added to your shopping cart and is now part of your order.' At the bottom of the popup, there is a checkbox labeled 'Save Choice as Preference' which is highlighted in yellow, and two buttons: 'VIEW CART' and 'STAY HERE'. On the right side of the main content area, there is a sidebar with a 'Make Favorite' button, a 'Check Inventory' button, and a 'Manage Item' button. Below these buttons is a 'Categories' section with a link to 'Hansgrohe Literature'.



### Customer User Guide

## Placing an Order (cont.)

Here is the Shopping Cart page. This page will give you a few options.

You now have the option to **Order More Items**, **Remove** an item, **Cancel** the order, or proceed to **Checkout**. The buttons at the bottom of the page will help you with those options.

**Please Be Sure To Double Check Your Shopping Cart For Accuracy!**

If you change the unit of measure or quantity on this page, please remember to click on the **UPDATE CART** button to lock in your change.

[HOME](#) [CATALOGS](#) [Settings & Preferences](#) [REPORTS](#) [CONFIGURE](#)

**Shopping Cart Contents (1 Item)**

**BACKORDER WARNING:** This item is not available for the specified quantity at this time. This item will be backordered if submitted.

**Hansgrohe News 2018**  
Your Item: HG-84140151    Vendor Item: HG84140151  
Units: EA of 1    Qty:

**Remove Item**

Price Not Found  
Backordered

**Notes:**  
Price subject to change, not to exceed price shown. Freight charges are additional. Taxes are additional.

**Cart Total: TBD**

[More Cart Options](#) ▼

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## Checkout Process – Step 1 of 3: Shipping Address Info

When you checkout, your first screen will look like this.

Your default shipping address shows here on the right side.

On the left side, you can choose an address from your Personal Address Book if you have a Personal Address Book set up. Personal Address Books can be used to store addresses that are shipped to most often.

If you choose to ship to your default address, you will only need to add the **Ship Attention** as it is a required field. Then click on the **NEXT** button.

 **Delivery Options** Step 1 of 3

**Address Source**

Your Personal Address Book

**Search Personal Address Book**

Search

Select One

For

SEARCH

More Search Options

**Addresses Found** (1)

Test User

123 Main Street, Anytown, MO, 64082 USA

**Deliver To** Modify

Test User

123 Main Street  
Anytown, MO 64082  
USA

**Ship Attention \***

Test User

SAVE ORDER

CANCEL

BACK

NEXT

### Customer User Guide

## Checkout Process – Step 2 of 3: Order Information

Your Name, Email and Phone may be defaulted on the Order Information screen. Please enter any missing information. All required shipping information is marked with an asterisk (\*).

Your Rep Agency and Region will also be defaulted into this screen.

In the **Shipping Information** section, you will see **Standard Shipping Method** as your default. Standard Shipping Method is **GROUND SERVICE** which is the recommended shipping method for your orders.



### Order Details

Step 2 of 3

#### Customer Information

Name \*

TEST USER

Phone Number \*

Email Address \*

#### Shipping Information

Carrier/Service Level

Standard Shipping Method

#### Order Information

Event

Dept Name or Region

SAVE ORDER

CANCEL

BACK

NEXT




### Customer User Guide

## Checkout Process – Step 2 of 3: Order Information

If you must ship your order via expedited shipping, there are options to do that. In the **Shipping Information** section, there is a drop down list of expedited shipping options.

When you select an expedited shipping option, a popup message will come up stating that your order will be routed for approval. All orders that are placed for expedited shipping **MUST** be reviewed and approved. Your order will be reviewed after it is submitted.

Click **OK** on the popup message to continue with your order.

 **Order Details** Step 2 of 3

**Customer Information**  

**Name \***

**Phone Number \***

**Email Address \***

**Shipping Information**  

**Carrier/Service Level**  


Standard Shipping Method ▼  
Standard Shipping Method  
NEXT DAY AM  
NEXT DAY PM  
THREE DAY SELECT  
TWO DAY PM

**Order Information**  

**Event**

**Dept Name or Region**

SA

 **Order Details** Step 2 of 3

**Customer Information**  

**Name \***

**Phone Number \***

**Email Address \***

**Shipping Information**  

**Carrier/Service Level**

**Order Information**  

**Event**

SAVE ORDER

\*\*\*PLEASE NOTE\*\*\* Standard Ship Method is Ground Service.  
Selecting anything other than ground will cause this order to route  
to an approver for review.

### Customer User Guide

## Checkout Process – Step 3 of 3: Order Summary

The last page of the Checkout process is your Order Summary page. Your delivery address and ordered items will appear on this page. Please check the order information to confirm accuracy. You can also Print your order details from this page if you choose to.

After validating the order information on the summary page, click **Submit Order**.



### Order Summary

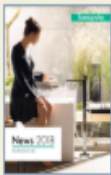
Step 3 of 3

**Ships To:** Test User  
123 Main Street  
Anytown, MO 64082

**Ship Attention:** Test User

[View or Print All Details](#) | [Show Order Detail](#)

### Items Ordered



#### Hansgrohe News 2018

**Your Item:** HG-84140151    **Vendor Item:** HG84140151

**Units:** EA of 1    **Quantity:** 5

Price Not Found ⓘ

#### Notes:

Price subject to change, not to exceed price shown. Freight charges are additional. Taxes are additional.

**Subtotal:** TBD  
**Total:** TBD

[SAVE ORDER](#)

[Checkout Options](#) ▼

[CANCEL](#)

[BACK](#)

[SUBMIT ORDER](#)

### Customer User Guide

## Thank You for Your Order!

The **Thank You** screen confirms that your order has been successfully submitted for processing. A unique 8-digit **Sales Reference Number** will be generated. See arrow below.

**Note: if you do not receive a Sales Reference Number, your order is not complete and cannot be processed.**

From this screen you can click go **Back to the Home Page** or **Catalogs**, **Copy Your Order**, or **Print an Order Confirmation**.

**Note: You will automatically receive an Order Confirmation when your order has been placed.**

Thank you for submitting your order.

Your Sales Reference Number is **90002679**. Please save this number. You can use it later to track your order in our Order Status module. You may also wish to [print this order confirmation](#) for your records. Again, thank you for your business.

Order Header Details

Order Information

Purchase Order #: 12345 2004

Customer Contact Information

Name: John Smith  
Email: john.smith@rmd.com  
Phone: 123-456-7890

Ship To Address

MOORE DOCUMENT SOLUTIONS  
ACCOUNTS PAYABLE  
1200 LAKESIDE DR  
BANNOCKBURN, IL 60015  
USA  
Ship To Attention: John Smith

Shipping Information

Order Line Details

#	Item #	Item Description	Qty Ordered	UOM	Ext. Price <sup>1</sup>
1	DF02	LASERMATE LM-20 SELL SHEET 10/PK	10	EA of 1	\$2.22

Subtotal: \$2.22

<sup>1</sup> Price subject to change, not to exceed price shown. Freight charges are additional. Taxes are additional.

Back to Place & Manage Orders Home

Back to Catalog Ordering

Quick Copy

Order Status Home

Printable Order Confirmation

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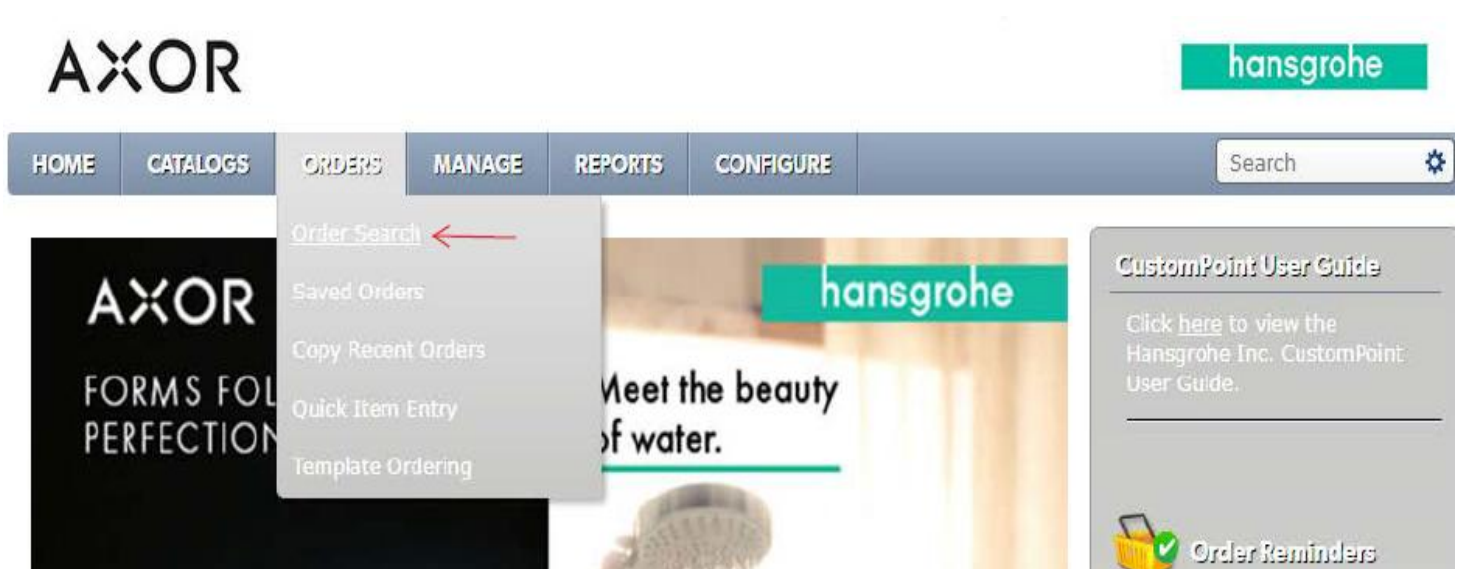
### Customer User Guide

## Checking the Status of an Order

Checking the status of an order is simple. From the **Home Page**, simply click on Order Search.

You can use the **Sales Reference Number** provided to you after your order was submitted to do your search.

There is also other search criteria that can be used to search for your order if you don't have your Sales Reference Number. The other search criteria is shown on the next page.



## Checking the Status of an Order (cont.)

If you have recently placed orders, these will automatically display when the **Order Search** screen initially opens. They will appear under **Recent Orders**.

To search for an order that is not a recent order, you may use the “quick” **Search** method.

**Sales Ref No.** comes up as your default criteria. To search under a different option, click on the drop down arrow next to **Sales Ref No.** See options in list below that you can search by.

AXOR

hansgrohe

HOME

CATALOGS

ORDERS

MANAGE

REPORTS

CONFIGURE

Search

Order Search

Search

For

Sales Ref No. ▼

Date Range

04/25/2018

-

05/25/2018

Scope

My Orders ▼

SEARCH

Recent Orders (0 orders found)

Invoice No.

Item No.

Order No.

Order Status

Purchase Order #

REGION

REP AGENCY

Routing No.

Sales Ref No.

Ship To Country

Ship To State/Province

## Updating your Password & Address

From the **Home Page**, simply click on **My Profile**.

Personal Information menu option links to the profile page.

You can view and maintain personal information (such as First Name, Last Name, Email Address, and Phone. You can change your password.

Select the save button if you made changes or simply hit cancel to get out of the page if no changes were made.

The screenshot shows the CustomPoint user interface. At the top, there's a navigation bar with 'Welcome, Haley Olin', 'My Profile', and 'Sign Out'. Below this is the 'AXOR' logo. A dropdown menu is open under 'My Profile', showing options: 'Personal Information', 'Personal Address Book', and 'Settings & Preferences'. Below the logo is a navigation bar with 'HOME', 'CATALOGS', and 'RE'. The 'Profile' page is displayed, featuring a 'Profile' header with a user icon. The page is divided into two main sections: 'About You' and 'Password'. The 'About You' section contains fields for 'First Name \*', 'Last Name \*', 'Email Address', 'Phone', 'User ID' (with 'HOLIN' entered), and 'Is Default Shipping Address' (unchecked). The 'Password' section contains fields for 'Old Password', 'New Password', and 'Confirm Password'. Below these is the 'Your Extended Profile' section, which includes fields for 'Country' (United States), 'Title', 'Name 2', 'Middle Initial', 'Suffix', 'Address', 'Address 2', 'Toll Free', 'Address 3', 'Web URL', 'City', 'State' (Select a State...), 'Zip', 'Photo URL', 'Mobile', and 'Fax'.

Welcome, Haley Olin

My Profile

Sign Out

AXOR

HOME CATALOGS RE

Personal Information

Personal Address Book

Settings & Preferences

Profile

About You

First Name \*

Last Name \*

Email Address

Phone

User ID

HOLIN

Is Default Shipping Address

Country

United States

Title

Name 2

Middle Initial

Suffix

Address

Address 2

Toll Free

Address 3

Web URL

City

State

Select a State...

Zip

Photo URL

Mobile

Fax

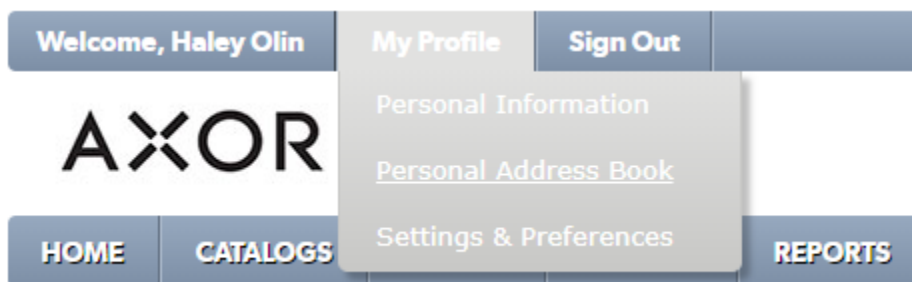


## Adding Address to your Address Book

From the **Home Page**, simply click on **My Profile**.

Personal Address Book menu option links to the Address Book page.

You can then add or edit Address. At the end of adding/editing hit save address. If you do not make changes simply hit cancel to close out of the screen



### Address Book

**Addresses** (1)

**Add New Address**

Test User  
123 Main Street  
Anytown, MO, 64082 USA  
Test User

**Add or Edit Address**

Country \*  
United States

Name \*

Name 2

Address \*

Address 2

Address 3

City \*

State \*  
Select a State...

Zip \*

Phone

Attention

SAVE ADDRESS

☐ Is Default Address

#### Search Address Book

Search  
Search All...

For

SEARCH

[CANCEL](#)[DELETE ALL](#)[EXPORT ALL](#)[IMPORT ALL](#)

### Marking Items into your Favorites

Once you have found the item you would like to select as a favorite, simply select the Heart on the right hand side.

[Back To Results](#)

#### Hansgrohe Empty Binder

Your Item: HG-84140044

Vendor Item: HG84140044




Units: EA of 1    Quantity:

Select Units and Quantity

ADD TO CART

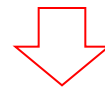
 Make Favorite

 Check Inventory

 Manage Item

Categories

Hansgrohe Literature




### Customer User Guide

## Need Help?

From the **Home Page**, simply click on Help in the upper right hand corner.


If you have questions about the site, select About CustomPoint and it will provide you with a number to call.


If you have any other questions, select Contact Support. You can type in a message to send and somebody will get back to you quickly.


**Cart 0**

**Help ?**  
About CustomPoint  
Contact Support

CustomPoint 8.0®

Search 

 **Help - About**

  
INTEGRATED COMMUNICATIONS MANAGEMENT

Version: 8.2.4(052018)  
Customer: Hansgrohe  
User: Haley Olin  
User ID: HOLIN  
  
The number for the CustomPoint support line is 678-762-6960  
The email address is Literature-US@hansgrohe.com  
  
This application requires the use of any of the currently supported vendor versions of the following browsers: Internet Explorer, Edge, Firefox, Google Chrome and Safari. The site is best viewed with a screen resolution of 1024 x 768.  
  
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TERMS OF USE

CONTACT SUPPORT

CLOSE

HOME

CATALOGS

ORDERS

MANAGE

REPORTS

CONFIGURE

Search 

Send Message

**Send To \***  
Hansgrohe Literature

**Your Name \***  
Haley Olin

**Your Email \***  
haley.m.olin@rrd.com

**Your Phone \***  
608-325-9111

**Subject \***

**Message \***

RESET

SEND

### Customer User Guide

## Deliver to Address or Modify in Checkout

In Step one of the checkout is where you select your address. If the address in the Deliver to is not correct, select Modify. This will then allow you to make any necessary changes.

#### Search Personal Address Book

<b>Search</b>	<b>For</b>
Select One ▼	<input type="text"/>
<b>SEARCH</b> More Search Options	

#### Modify Address

<b>Business Name *</b>	<b>Business Name 2</b>	
<input type="text" value="Test User"/>	<input type="text"/>	
<b>Address Line 1 *</b>	<b>Address Line 2</b>	
<input type="text" value="123 Main Street"/>	<input type="text"/>	
<b>Address Line 3</b>		
<input type="text"/>		
<b>City *</b>	<b>State *</b>	<b>Zip *</b>
<input type="text" value="Anytown"/>	<input data-bbox="446 1501 625 1533" type="text" value="Missouri"/>	<input type="text" value="64082"/>
<b>Country *</b>	<b>Phone</b>	
<input data-bbox="89 1617 406 1648" type="text" value="United States"/>	<input type="text"/>	
<b>VALIDATE</b>	<b>RESTORE</b>	<b>APPLY</b>

#### Deliver To

[Modify](#)

<b>Test User</b> 123 Main Street Anytown, MO 64082 USA	<b>Ship Attention</b> <input type="text" value="Test User"/>
---	---

### Multiple Email Address in Checkout

In Step two of the checkout(order details) is where you enter in customer information. If you would like to enter multiple email addresses in this section, place a comma after each email address.



#### Order Details

Step 2 of 3

##### Customer Information

Name \*

Test Order

Phone Number \*

123-456-7891

Email Address \*

Maritza.Rivera@hansgrohe.com, will.gribble@rrd.com

##### Order Information

Event

Dept Name or Region