



**PG Online**

Helping Customers get what they need, when they need it

## **PG Online FAQs**

Frequently Asked/Answered Questions

# **PG Online Frequently Asked Questions**

## **ACCESS/LOGIN**

### **1. What is the website/link for PG Online?**

- The website link is:
  - LADMAR GDM: <https://gdmladmar.online.pg.com>
  - GDM US: <https://gdmus.online.pg.com>

### **2. How do I get access to PG Online?**

- Please contact your P&G Sales Representative to get access to the PG Online ordering tool, PG Online.

### **3. If I forget my password, what is the process to get a new one?**

You have two options:

- Click on [Forgot Your Password?](#) in the login screen or
- Send email to [soportepgonline.im@pg.com](mailto:soportepgonline.im@pg.com).

### **4. Will my password have an expiration date? How often do I need to reset my password?**

- P&G Security policy sets the expiration timing. Currently it is 100 days for all P&G accounts (External Business Partner, non-employee & employee).

### **5. Who I should contact if I can't reset my password?**

- Send email to [soportepgonline.im@pg.com](mailto:soportepgonline.im@pg.com).

### **6. Who I should contact if I have issues accessing the ordering solution?**

- Send email to [soportepgonline.im@pg.com](mailto:soportepgonline.im@pg.com).

### **7. Will my order be saved if the system kicks me out after being away/idle from it?**

- Yes, after about 15 minutes of inactivity you will be logged out of the system so you are not vulnerable to orders being placed without your consent.

### **8. Who should I contact if my account is locked or deactivated?**

- Send email to [soportepgonline.im@pg.com](mailto:soportepgonline.im@pg.com).

## **CUSTOMER INFORMATION/SELECTION**

### **1. What if I don't see the Ship-To I want to place an order for?**

- Send an email to [soportepgonline.im@pg.com](mailto:soportepgonline.im@pg.com). Please make sure you list the Customer and Ship-To info you expected to see, if you previously had access to that Ship-To, if that Ship-To is a new address, and any additional information that may be helpful for the team to troubleshoot.

### **2. What if I see an error on the sold to/ship to displayed on my selections?**

- Send email to [soportepgonline.im@pg.com](mailto:soportepgonline.im@pg.com).

### **3. Can I default my selection to a specific ship -to?**

- No. There is no way to create a default ship to if you have more than 1, but if you have only one the system will skip this step & you won't have to choose it. Also, if the user has more than one ship-to, the system will use as default the very last ship-to the user used.

## **HOW TO SEARCH**

### **1. How to search for product (search bar, Products Tab)**

- Search can be used by typing the Case or Item UPC into the search bar. DUN or EAN Codes.

Please note that only one code can be searched at a time. If the UPC is not known, you may also enter search terms such as "TIDE LQ" to view products that match Tide in Liquid Form, or "PDQ" to view Portable Display Quantities. Please take note that the Product Mix selection in the top-right corner of the page will restrict the results that are returned in the Search results. For instance, if Paper is the active selection in the Product Mix tab, then a search for "CREST" toothpaste will yield zero matches. Similarly, if Mixing Center is the active Product Mix selection, a Search for "CHARMIN" will also produce zero results.

**2. Am I able to search for multiple codes at the same time?**

- At this time, the Search functionality is only able to search for one UPC or one Brand Code at a time. The ability to search for multiple codes at a time is expected to be delivered in a future release.

**3. What UPC and GTIN formats does the Search bar accept?**

- Codes should be entered without any special characters, including spaces, underscores, and hyphens. For example, a valid GTIN would look like 10037000004605 and the corresponding Case UPC would be 3700000460. If spaces, underscores, or hyphens are included, the Search will not return any results (*i.e.* 100\_3700000460\_5 and 37000-00460).

**4. Would I get same result if I search by Item or Case UPC?**

- We encourage customers to search by Case UPC as searching by Item UPC could bring multiple items with different Case UPC.

**5. What if I don't know under which P&G category my product is located?**

- Download the Full Catalog for reference located under the Product Tab or contact your Sales representative.

**6. What if I don't know the Item or Case UPC of the product I want to order?**

- Download the Full Catalog for reference located under the Product Tab or contact your Sales representative.

**7. What if I don't see the product I need to order when I do a search for it?**

- For product related inquiries, send email to [ladmarct.im@pg.com](mailto:ladmarct.im@pg.com).

**8. How come the product I searched for was not found?**

- First, confirm what the Product Mix selection is set to in the top-right corner of the screen since the Product Mix tab will only display products that associated with the selected Product Mix. For example, if you are searching for "Crest" and Paper is the active value in the Product Mix tab, no results will return since only Paper Towels, Bath Tissue and Facial Tissue are shipped from Paper producing plants. Similarly, only non-Paper items ship from a Mixing Center, so be sure that the correct choice is made for the Product Mix selector prior to searching for a given product. If you continue having the issue, contact your P&G customer service or sales representative. If you don't know who this person is, email [soportepgonline.im@pg.com](mailto:soportepgonline.im@pg.com).

**9. How can I use the Shopping List functionality?**

- Think of the Shopping List functionality as a Favorites section where Carts can be saved and used again in the future. From the Shopping Cart Preview page, there is a button that is labeled "Save Shopping List" that is located above the first item in the Cart. Clicking this button will save the list of products that are in the Cart so that it can be used in a future session.

## **HOW TO ORDER/BUILD A TRUCK**

### **1. How do I upload an order via Excel?**

- Please reference the attached job aid for details on the Excel upload process

## **APPENDIX 1**

### **2. How do I add items to my cart?**

- There are couple methods you can add product to your cart: (1) upload via Excel (2) search by Case UPC and add to cart (3) by Product category.

### **3. What is the relationship between the cases, layer and pallets?**

- In general, a case is the smallest unit we ship to a customer. Several cases make a layer and multiple layers make a unit load or pallet.

### **4. Does PG Online allow for orders to be submitted in Units/Items?**

- No, Case is the smallest unit for orders.

### **5. Do I need to keep ordering until all the order quality rules turn green?**

- No, as long as all order Quality Rules are under the max and 1 of the 3 measures are green.

### **6. Can I place orders for Remnant products?**

- No, Remnant orders need to be manually entered, therefore orders for Remnant product cannot be submitted via PG Online and EDI.

### **7. Can I upload a large list of codes to the site so that I do not have to add products to my cart one-by-one?**

- Yes. You can use the Excel upload capability (see user guide above in Question #1).

### **8. Can I order the same product in different units of measures? (*i.e.* cases, layers, pallets)**

- Yes. This is a new feature of PG Online vs. WOM. The user has ability to add X number of pallets, then add some layers and then add individual cases – a user can place an order with a combination of all Units of Measure. Right now, each ship to, have been customized with only one UoM, cases or layers.

### **9. Why do I see duplicate orders on my order history tab?**

- There is a time lag of 20-30 min for orders to fully synch with SAP. Please check your newly placed orders after 30 min for accurate information.

### **10. Am I going to be able to re-order previous orders not placed through PG Online?**

- No, at this time, only orders placed through PG Online will have the capability of re-ordering in the system.

## **CART OVERVIEW**

### **1. What are these quality orders rules?**

- Quality Order Rules were developed to ensure that full trucks of products are ordered and meeting P&G shipping & trade terms guidelines.

### **2. Why does my cart turn orange and green?**

- The colors are indicators of whether a quality rule is being met. The system has safeguards in place so you are only able to submit an order when the quality rules applicable to you and/or product have been met.

### **3. How to change an order quantity on a specific item that has already been added to the cart?**

- From the Product Catalog page, click into the "Qty" field and then click the Change Quantity button.
  - From the Shopping Cart Preview page, click into the "Quantity" field and enter the revised quantity and the Cart will update itself.
- 4. How can I delete a product that has been added to the shopping cart?**
- From the Product Catalog page, click into the "Qty" field and then enter zero before clicking the "Remove from Cart" button.
  - From the Shopping Cart Preview page, click the red 'X' button and then confirm the requested action.
- 5. How can I submit an order?**
- Once products have been added to the Cart and the Quality Order Rules have been met, click the "Checkout" button from the Shopping Cart Preview page. Once the Customer and Delivery Point are confirmed to be accurate, click the Continue button. Next, just review the Purchase Summary page, enter the PO Number (required field), enter the Requested Delivery Date and Time, click the checkbox for the Terms & Conditions, and then the Place Order button.
- 6. Can I save my order for future reference?**
- Yes. You will be able to see all your previous orders in your order tracking history. From there, you will be able to use a previous order and place it again - either as-is or by add/removing products before resubmitting it.
- 7. Why do I see products in my cart that I did not add myself?**
- If another buyer at your customer is assigned to the same Ship To, and they start an order - but do not complete it - when you login to the system you will be able to see the products they had already selected. In that case, you are both essentially sharing the same shopping cart.

## **PURCHASE SUMMARY**

- 1. How to print?**
- Simply download either the PDF or Excel file to print a copy of the order.
- 2. Can I request a specific Delivery Date?**
- Yes, you will be able to select a specific Delivery date. If for some reason, we can't meet the requested date, we will be in contact with you.

## **ORDER STATUS/TRACKING**

- 1. Am I going to receive an email confirmation after I placed my order?**
- This is not yet available but is part of our roadmap for the next 3-6 months.
- 2. How to view past orders/Order History**
- From any screen, click the "Orders History" tab that is located below the search bar. Then select your Delivery Point(s) and the desired time period before clicking the Submit button.
- 3. How far back can I view my Order History?**
- You can see entire history, just note it can take a little longer to show old orders.
- 4. Can I adjust a submitted order via the site?**
- No. Once an order is submitted, you can no longer make changes to it via the site. You will need to contact your Customer Service contact or sales representative.

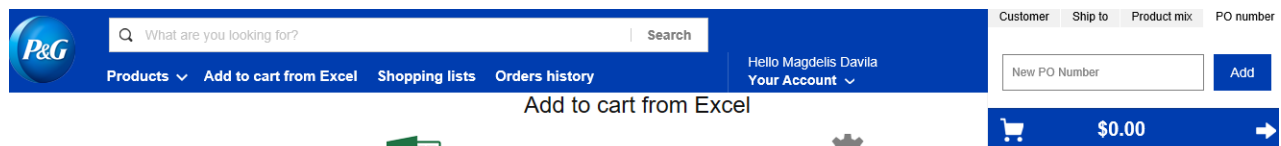
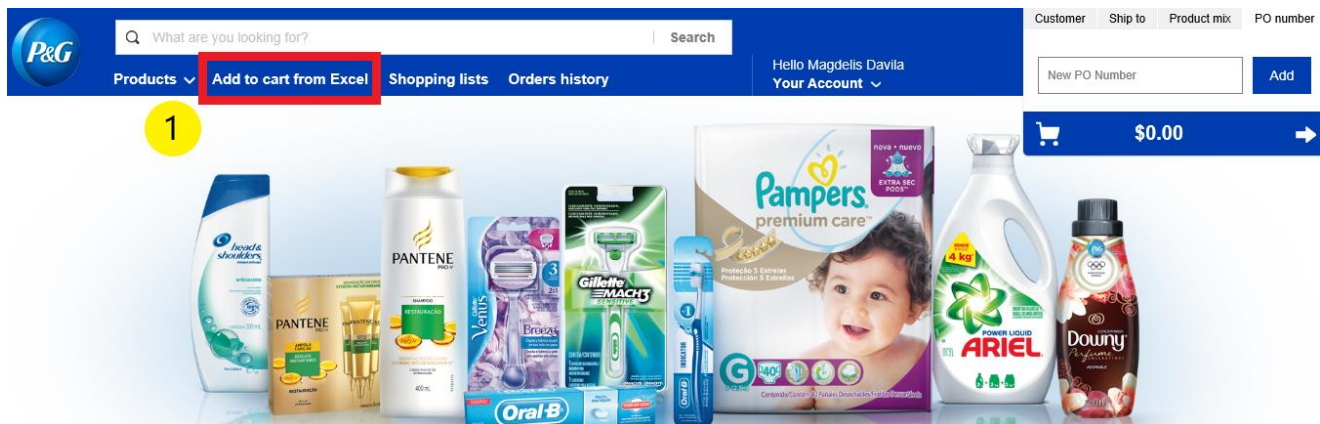
## **SUPPORT/OTHER**

- 1. Who should I contact if I have an issue not answered on the FAQ?**
  - For product related questions send email to [ladmarct.im@pg.com](mailto:ladmarct.im@pg.com). For any other inquiry send email to [soportepgonline.im@pg.com](mailto:soportepgonline.im@pg.com).
- 2. What is PG Online?**
  - PG Online is intended to be a one stop-shop for Distributors that do business with P&G. Its new Order Acquisition and Tracking module is replacing the legacy WOM solution and provides a more modern User Experience.
- 3. Who is the main target audience for this Order Acquisition and Tracking Module?**
  - Buyers from our Distributors that purchase products from P&G that lack the ability to submit EDI orders.
- 4. Is there a cost to Customers using this new tool?**
  - No. It is provided at no cost.
- 5. Is PG Online a direct replacement for WOM, or do I need to maintain my WOM access if I start using PG Online?**
  - Once you start using PG Online to place your orders, access to WOM will be removed.
- 6. Will ALL current WOM Customers have automatic access to PG Online?**
  - Yes. As we transition into PG Online we will automatically grant access to all current customers that have an active account in WOM.
- 7. Will I be able to see in PG Online orders that I placed via WOM?**
  - Yes.
- 8. How many people can have access to PG Online per each customer?**
  - We do not have a limit on the number of people who can access PG Online at each customer. However, if at some point there are any concerns with the number of users we will reach out to you directly to discuss.
- 9. Will PG Online be available in English only?**
  - For now, yes. For next release we will include the option to have English and Spanish.
- 10. What if my question is more business-related and not necessarily about how the system works?**
  - Please contact your P&G Sales Representative. They will be able to answer your question or route it to the appropriate P&G contacts.
- 11. What are the supported browsers?**
  - PG Online is designed to work with any browser (IE, Chrome, Safari, Firefox, *etc.*), although it is not optimized to work with Mobile phones and/or tablets. If you experience any difficulties browsing CO, please contact CO Support at [soportepgonline.im@pg.com](mailto:soportepgonline.im@pg.com).
- 12. As part of my user profile, will I be able to personalize the site and set my category preferences?**
  - Currently, we don't have this option but will assess for future releases.
- 13. Will I be able to see product prices and images in PG Online?**
  - You will be able to see product images.
- 14. How can I provide feedback on the site or offer suggestions for improvements?**
  - We'll be happy to hear your feedback. Please send email to [soportepgonline.im@pg.com](mailto:soportepgonline.im@pg.com) or contact the P&G Customer Service Organization or your P&G Sales Representative.

## APPENDIX 1: USER GUIDE FOR UPLOADING ITEMS TO YOUR CART VIA EXCEL

### Using the Default Excel Template

1. Navigate to the 'Add to cart from Excel' screen
2. Click the "Download the excel file from here" hyperlink
3. Enter quantity amounts in Column F for the items that you would like to add to your Cart (consider the Unit of measure detailed in column C, should be Case or Layer, depending of Customers configuration)
4. Save the Excel template to your hard drive and upload it to the application, or drag and drop the file to the application



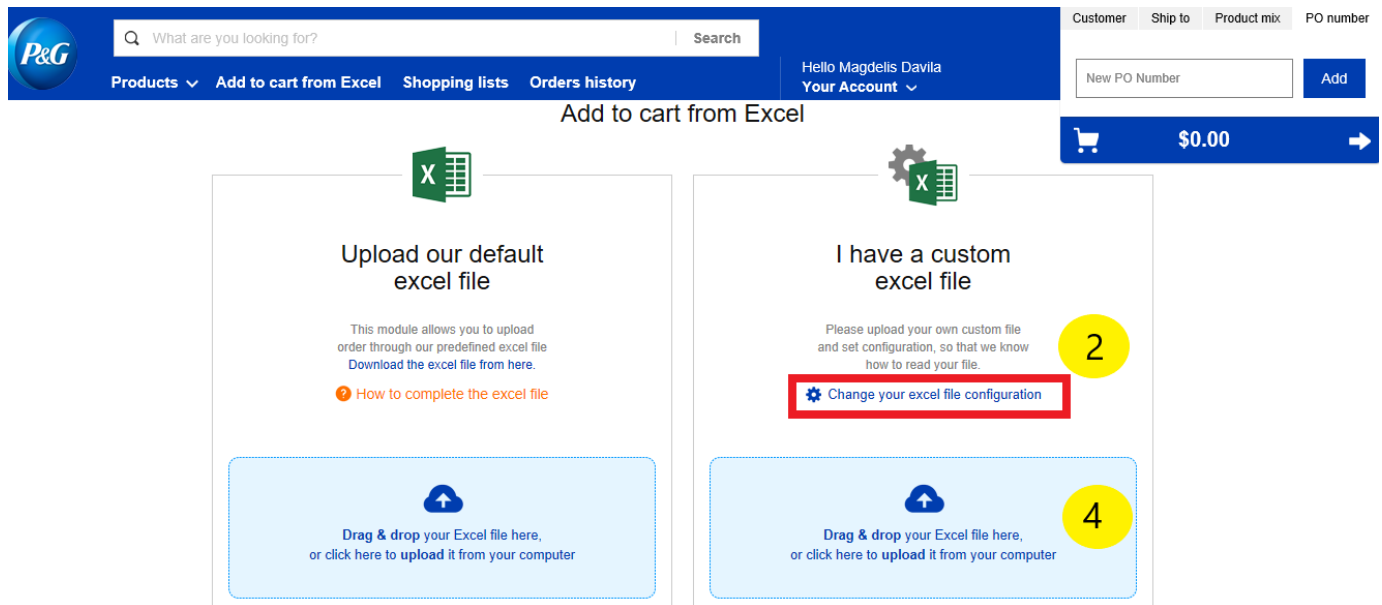
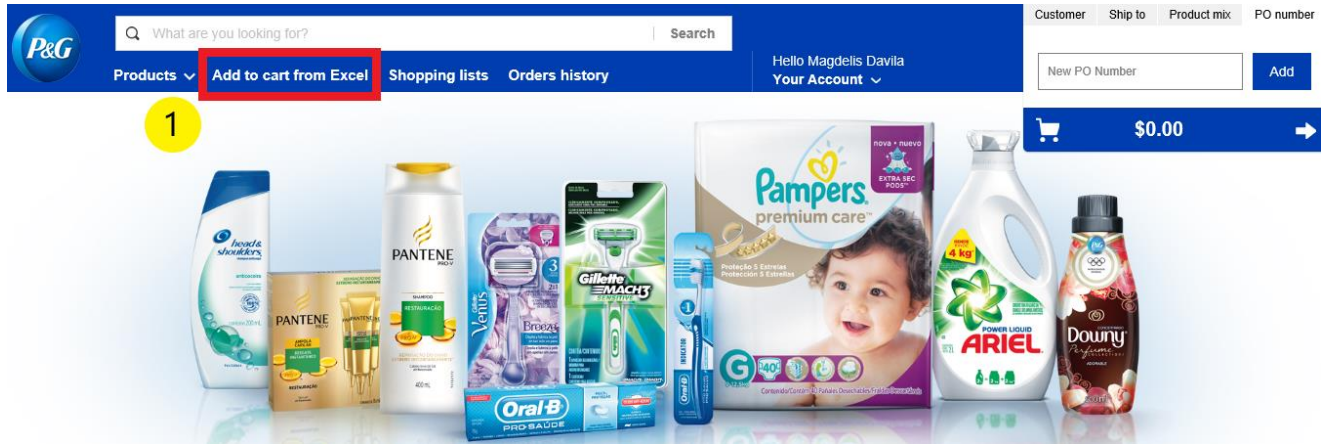
pg\_order (1) - Excel

	A	B	C	D	E	F	G
1	DUN	EAN	Unit of measure	Name	Category	Quantity	
2	10012044038885	12044038888	Case	-OS HE ORIGINAL DEO 12/3OZ	Skin and Personal Care	20	
3	10037000939525	37000939528	Case	ALIGN CAPSULE 14CT	Personal Health Care		
4	10037000294174	37000294177	Case	ALIGN CAPSULE 42CT	Personal Health Care		
5	10037000887574	37000887577	Case	ALW DSCR 3/17 HML MAX L 1X	Feminine Care		
6	10037000887369	37000887362	Case	ALW DSCR 3/19 HMS MAX S/M 1X	Feminine Care	30	
7	37000904335	37000887003	Case	ALW DSCR 3/20 M1 MOD REG 1X	Feminine Care		
8	10037000114311	37000114314	Case	ALW FEM WIPES TO-GO FRESH/CLEAN 12/20	Feminine Care		



## Using a Custom Excel File

1. Navigate to the 'Add to cart from Excel screen'
2. Click the "Change your excel file configuration" hyperlink
3. Change the values in the application so that the file configuration values match your custom Excel file
4. Save the Excel template to your hard drive and upload it to the application, or drag and drop the file to the application





## You are adding order from custom excel file

Configure the tool so we could read your excel file properly.

### File configuration

Worksheet name:  ✓ ?

Index of row with header names:  ✓ ?

Header name of Product Code column:  ✓ ?

Header name of Quantity column:  ✓ ?

Header name of Unit of measure column:  ✓ ?

Case name:  ✓ ?

Layer name:  ✓ ?

Pallet name:  ✓ ?

Save

[Back to previous screen](#)

Sensitivity: Not set

	A	B	C	D
1	Product DUN	Quantity	UoM	Name
2	10012044038885	10	Layer	-OS HE ORIGINAL DEO 12/30Z
3	10037000114311		Layer	ALW FEM WIPES TO-GO FRESH/CLEAN 12/20
4	10037000426834		Layer	ALW P/L 12/34 XL UN HPN 1X
5	10037000455810	20	Layer	ALW P/L 12/40 LONG UN HPN 1X
6	37000028882		Layer	ALW P/L 12/50 REG UN HPN 1X
7	370000082855	30	Layer	ALW P/L 12/60 LPN REG SC 1X
8	370000082804		Layer	ALW P/L 24/20 LPN REG SC 0.3X
9	370000082798	40	Layer	ALW P/L 24/20 LPN REG UN 0.3X
10	37000107903		Layer	ALW P/L 4/100 REG UN HPN 2X
11	370000082163		Layer	ALW TFF 12/16 SZ 2 LONG T3 UN 1X
12	37000046820		Layer	ALW TFF 6/14 SZ 4 ONGT T5 UN 1X
13	10037000454991		Layer	ALW THONG 8/42 LPN REG UN 1X
14	10037000301650		Layer	ALW ULT 12/14 SZ 4 ONGT S5 UN 1X
15	10037000029233		Layer	ALW ULT 12/16 SZ 1 REG S1P SC 1X
16	10037000306556		Layer	ALW ULT 12/18 SZ 1 REG S1 UN 1X
17	10037000847028		Layer	ALW ULT 120/96 SZ 1 REG S1 UN 5.4X
18	37000163688		Layer	ALW ULT 6/36 SLN S01 UN 2X
19	10037000132551		Layer	ARIEL LQ 2X HE 6/50Z 32 LOADS
20	10037000132353		Layer	ARIEL LQ 2X REG 4/100Z 64 LOAD
21	10037000132438		Layer	ARIEL LQ 2X COLOR 4/100Z 64 LOADS

Products