



Customer Online

Helping Customers get what they need, when they need it

P&G Customer Online FAQs

Frequently Asked/Answered Questions

ACCESS/LOGIN

1. What is the support email for Customer Online?

- The primary support email is usb2bcoe.im@pg.com. If you need to submit a support request, you must submit the request through this email.
- Please note, that while your support request is being processed, you may receive emails from other internal support email addresses that are involved in the resolution of your support request.

2. How do I get access to Customer Online?

- To request access, send an email to support, usb2bcoe.im@pg.com.

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

- Click the “Forgot My Password?” button on the login page. You will be prompted to enter the email address for your account; if you no longer have access to this email, you will need to contact support, usb2bcoe.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 usb2bcoe.im@pg.com

6. Who I should contact if I have issues accessing the website?

- Send email to usb2bcoe.im@pg.com

7. Will the system kick me out after being away/idle from it?

- Yes, after 20 minutes of inactivity you will be logged out of the system. If you place orders via the Customer Online website, your shopping cart will be saved at the time of log out, and you will not lose any progress.

8. What do I do if my account is locked or deactivated?

- If your account is locked or deactivated, you will receive an automated email from our Customer Online website, notifying you of this change to your account.
- Accounts are audited regularly to ensure that only active accounts are maintained in our system. Your account may become locked or deactivated if you have not used the Customer Online website within 90 days.
- Send email to usb2bcoe.im@pg.com if you believe the deactivation was in error, and you still require access to the system

CUSTOMER INFORMATION/SELECTION

1. What if I don't see the Ship To/ Product Assortment I am trying to access?

- Send an email to usb2bcoe.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. Screenshots of the issue are helpful.

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

- Send email to usb2bcoe.im@pg.com
- 3. Can I default my selection to a specific ship -to?**
- We currently do not offer an option to set a default ship to selection.

PRODUCT CATALOG

1. How do I access the product catalog?

- Hover over the 'Products' tab directly underneath the search bar. You will be able to browse all products, or filter by specific categories.

1. What is My Favorites?

- My Favorites is a product catalog feature that allows you to 'Favorite' certain products, and then review all of your 'Favorite' products in a filtered view. This is helpful if there are certain products you frequently review in the product catalog. You can Favorite a product by click the 'Add to my favorites' button on the Product Catalog page, underneath the product's UPC codes.

2. Can I see product price in the system?

- Pricing will be available in the Customer Online website beginning Dec 20th. Currently, pricing shown is ONLY price bracket 008, general pricing. Prices may vary depending on the quantity and the assortment of products ordered together. The price shown is effective for orders placed today. Prices are subject to change without notice. We are working to bring customer specific pricing to the website in the near future.

3. How do I view unit of measure conversions, ie how many cases are in a pallet?

- Product conversions are shown underneath of the Unit of Measure (UOM) selector. Click through the various UOM to see what conversions are for the UOM

4. How do I download my product images?

- Currently, we only source front facing high resolution product images. To download, go to the Product Details page, by clicking on the product name. Click on the product image thumbnail to view the full size high resolution image. Then, right click on the image and select 'Save as' to save to your computer

5. How do I download an excel product catalog?

- In the Products tab, click the 'Download Product Catalog' link, to download the excel version of the product catalog

6. Can I generate a 'Form' in Customer Online

- No, we do not support Forms in Customer Online. If you have a custom form you need to generate, you can submit the request to your P&G Sales Rep, or send a support request to usb2bcoe.im@pg.com

7. Can I see the sellable materials (components) for a display product?


- Yes; you can see components for display products in the Product Details page. Click on the product in the product catalog, then view the components on the bottom right of the page, under the 'Components' tab.

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.
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.

2. Am I able to search for multiple product codes?

- Yes, you can search for multiple product codes. To do this, you will need to change your search settings to "Multiple Products" by clicking the  button to the right of the search bar. Codes must be complete codes (10 digit case or item UPCs), and each code must be spaced by a space bar. If copying multiple codes from an excel file, you can simply copy and paste your column/row of codes from excel and paste into the search bar.

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 UPCs.

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

- You can browse all products, by clicking the 'All Products' option in the 'Products' tab. Additionally, if you search for the product, and results are found, the category of the product will be noted on the left hand side of the Product Catalog page.

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

- Download an excel copy of the Product Catalog, located under the Product Tab, or contact your Sales representative.

7. What if there are no results for the product I searched?

- The fastest way to check missing products is to contact your P&G customer service contact or Sales Representative. If you don't know your account contacts, please email usb2bcoe.im@pg.com

8. What if my search returns no results?

- First, confirm you are searching against the correct product mix; some product mixes are category specific (such as the 'Paper' product mix). If the correct product mix is selected, contact your P&G customer service or sales representative. If you don't know who this person is, email usb2bcoe.im@pg.com.

SHOPPING LISTS

1. How can I use the Shopping List functionality?

- Shopping Lists allow you to save and re-order frequently purchased orders.
- To create a Shopping List:
 - Create a PO and add all products to the PO that you wish to save in the Shopping Lists
 - Proceed to the Shopping Cart page, by clicking the green 'Go to Cart' button in the top left Mini-Cart
 - Click the blue 'Save Shopping List' button on the PO you wish to save to a Shopping Lists
 - Enter a name for a Shopping List, and click the blue 'Save' button
- To manage Shopping Lists
 - On the Home page, click the 'Shopping Lists' button on the Main Menu bar, directly below the Search bar. You can also click the 'Shopping Lists' button on the Home Page buttons located across the bottom of the Home page
 - Click the arrow to the left of the Shopping Lists Record to expand the list and review products in the list
 - Click the blue 'Add to Cart' button to add the Shopping List to the currently selected PO. If no PO is currently created, a new PO will be generated
 - To delete the list, click the red 'X' to the right of the record

HOW TO ORDER/BUILD A TRUCK

Note: Some users of Customer Online use the platform to place orders with P&G. If you are interested in learning how to place orders through Customer Online, contact usb2bcoe.im@pg.com

1. How do I upload an order via Excel?

- Please refer to the Appendix at the end of this document for a job aid that illustrates the Excel upload process in detail

2. How do I add items to my cart?

- Locate the product you wish to purchase in the digital Product Catalog
- To the right of the product, select the Unit of Measure you wish to purchase. Note Unit of Measure conversions are available in detail if you click on the Product Name, and proceed to the Product Details page.
- Enter the quantity in which you would like to purchase the product, in the Quantity field
- Click the blue 'Add to Cart' button
- Once a product is added, the Quality Order Rules will update in the Mini Cart to the top right of the page.

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 Customer Online allow for orders to be submitted in Eases/Units/Items?**
 - Yes, however all orders must meet the Minimum Order Increment. For example, if the minimum order increment is one case, and there are 6 items in a case, an order can be placed at the item level for that product so long as the number of items equal a full case (*i.e.* 6 items, 12 items, 18 items, *etc.*).
 - 5. Do I need to keep ordering until all the order quality rules turn green?**
 - No, the minimum ordering criteria is to ensure 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 Customer 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 view Consolidated Orders?**
 - Yes, Consolidated Orders are available in Customer Online. A Consolidated Order is multiple PO shipped and billed to one single delivery point.
 - 9. Can I order the same product in different units of measures? (*i.e.* cases, layers, pallets)**
 - Yes. 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. Simply select the Unit of Measure you wish to order, enter the quantity, click the add to cart button, and repeat for the additional Units of Measure.
 - 10. Why do I see duplicate orders on my order history tab?**
 - When processing orders, Customer Online will occasionally display two records for the same order, while the order record is synchronized with our backend inventory management system. Please check your newly placed orders after 30 min for accurate information. If you still see duplicated orders after 30 minutes, please contact customer support usb2bcoe.im@pg.com
 - 11. Can I re-order previous orders not placed through Customer Online?**
 - No, at this time, only orders placed through Customer Online will have the capability of re-ordering in the system.

CART OVERVIEW

- 1. What are 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. Can I adjust 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. 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, click the checkbox for the Terms & Conditions, and then the Place Order button.
 - 6. Can I save my order for future reference?**
 - 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?**
 - Shopping carts are built based on the Ship To location, not the individual user. If another buyer at your company is also building a cart, using the same Ship To and Product Mix selections, you will see the items they enter to your order.

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 and Time?**
 - Yes, you will be able to select a specific Delivery date and time. If for some reason, we can't meet the requested date and time, we will be in contact with you. Please note that Delivery Time is NOT a mandatory field; if you rely on a carrier to schedule a delivery time with you, please do not enter a value in the Delivery Time field.
- 3. Can I view Pricing information by Case and Item UPC?**
 - Pricing information will be coming soon to Customer Online. If you require pricing information, contact your Sales Representative.

ORDER STATUS/TRACKING

1. 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.

2. How far back can I view my Order History?

- You can view orders from up to 9 months; just note it can take a little longer to show old orders.

3. 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.

BUSINESS PLANNING

1. What is the Business Planning feature?

- The Business Planning feature allows users to review and download category planning content and promotional information about P&G products.

2. What's available in the Business Planning section?

- Users can review content for the following content categories
 - New Product information
 - Discontinued Product information
 - Price Change information
 - Coupons available in upcoming months
 - Scanner app codes
 - Brandsaver/Marketing Event information

3. Who do I contact if I have questions about the content I download?

- First, check the content record to see if there is a downloadable file, with additional contact details. If not, send a request to support, usb2bcoe.im@pg.com

SUPPORT/OTHER

1. Who should I contact if I have an issue not answered on the FAQ?

- Send email to usb2bcoe.im@pg.com.

2. What is Customer Online?

- Customer Online is intended to be a one stop-shop for customer of P&G. Its new Order Acquisition, Order Tracking, and Digital Product Catalog modules have replaced the legacy WOM and Customer Online Product Catalog solutions, and provides a more modern User Experience.

3. Is there a cost to Customers using this new tool?

- No. It is provided at no cost.

4. How many people can have access to CO per each customer?

- We do not have a limit on the number of people who can access Customer 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.
- 5. In what language is Customer Online available?**
- English is currently the only supported language for Customer Online in the United States
- 6. 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.
- 7. What are the supported browsers?**
- Customer 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 usb2bcoe.im@pg.com.
- 8. As part of my user profile, will I able to personalize the site and set my category preferences?**
- Currently, we don't have this option but will assess for future releases.
- 9. How can I provide feedback on the site or offer suggestions for improvements?**
- We welcome any and all feedback. Please send email to usb2bcoe.im@pg.com or contact the P&G Customer Service Organization or your P&G Sales Representative.

[APPENDIX – How to Add Products 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 E for the items that you would like to add to your Cart (note that the default file has three rows listed per Case UPC, one each for Cases, Layers, and Pallets)
4. Save the Excel template to your hard drive and upload it to the application, or drag and drop the file to the application

1

What are you looking for? Search

Add to cart from Excel Shopping lists Orders history Hello Jeff Bleske Your Account

Customer Ship to Product mix

Product mix Mixing Center

Cart is empty

Quality order rules See details Show more

My Orders History My Shopping Lists See All Products

What are you looking for? Search

Products Add to cart from Excel Shopping lists Orders history Hello Jeff Bleske Your Account

Customer Ship to Product mix

Product mix Mixing Center

Cart is empty

Quality order rules See details Show more

Add to cart from Excel

Upload our default excel file

This module allows you to upload

Download the excel file from here.

How to complete the excel file

I have a custom excel file

Please upload your own custom file and set configuration, so that we know how to read your file.

Change your excel file configuration

Drag & drop your Excel file here, or click here to upload it from your computer

Drag & drop your Excel file here, or click here to upload it from your computer

3

pg_order [Read-Only] - Excel

	A	B	C	D	E
1	CASE UPC	UOM	Name	Category	QUANTITY
2	1204403888	Case	-OS HE Original Deo 12/3oz	Skin and Personal Care	10
3	1204403888	Layer	-OS HE Original Deo 12/3oz	Skin and Personal Care	
4	1204403888	Pallet	-OS HE Original Deo 12/3oz	Skin and Personal Care	
5	3700073546	Case	0B Glide Original 3ct 50m 16	Oral Care	5
6	3700073546	Layer	0B Glide Original 3ct 50m 16	Oral Care	
7	3700073546	Pallet	0B Glide Original 3ct 50m 16	Oral Care	
8	5177497590	Case	AccuClear Preg Vis 24/2ct ckpt/sens	Personal Health Care	
9	5177497590	Layer	AccuClear Preg Vis 24/2ct ckpt/sens	Personal Health Care	
10	5177497590	Pallet	AccuClear Preg Vis 24/2ct ckpt/sens	Personal Health Care	
11	5177497593	Case	AccuClear Preg Visual 24/3CT Ckpt	Personal Health Care	5
12	5177497593	Layer	AccuClear Preg Visual 24/3CT Ckpt	Personal Health Care	
13	5177497593	Pallet	AccuClear Preg Visual 24/3CT Ckpt	Personal Health 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

The image illustrates the process of using a custom Excel file in the P&G application. It consists of several screenshots and an Excel spreadsheet.

Step 1: The top screenshot shows the P&G application homepage. A red box highlights the 'Add to cart from Excel' link in the navigation bar, with a yellow circle containing the number 1.

Step 2: The middle screenshot shows the 'Add to cart from Excel' screen. A red box highlights the 'Change your excel file configuration' link, with a yellow circle containing the number 2.

Step 3: The bottom screenshot shows the 'You are adding order from custom excel file' screen. A red box highlights the 'Change your excel file configuration' link, with a yellow circle containing the number 3.

Step 4: The bottom-right screenshot shows an Excel spreadsheet with a 'Catalog' worksheet. A red box highlights the 'Catalog' link in the bottom right corner, with a yellow circle containing the number 4.

The Excel spreadsheet contains the following data:

Case UPC	Quantity	UoM	Item Name
3700076797	4	Pallet	TIDE 34CT OTH/REG/SUNFRESH DRP
3700077139	30	Case	TIDE HDL/PODS MIX 80CT 1/2 PALLET
3700013774	120	Case	TIDE LQ 2X HE ORIG 6/50Z 32LD
3700076060	8	Case	TIDE LQ 2X MIX 36CT 1/4 PALLET
3700076068	50	Case	TIDE LQ 2X MIXED 144CT 1/2 PALLET
3700072088	5	Case	TIDE LQ 2X MIXED 64CT 1/2PALLET
3700066647	75	Case	TIDE LQ 2X MXD 144/50Z 2 LAYER PLT
3700087569	13	Case	TIDE LQ 2X WFF S&R 2/138Z 89LD
3700087457	3	Layer	TIDE LQ 2X WTD AF 2/138Z 89LD
3700076387	6	Case	TIDE LQ MIX 24CT FLOOR DISPLAY
3700076075	180	Case	TIDE LQ MIX 56CT DISPRDYPALET
3700076775	152	Case	TIDE LQ MIX 64CT DISRDYPALET
3700076073	50	Case	TIDE LQ MIX 80CT DISPRDYPALET
3700076074	2	Case	TIDE LQ MIX 80CT DISPRDYPALET