Shop & Orders User Guide – Customer

Version 1.1 – January 16, 2024

Contents

KODAK Customer Portal

The KODAK Customer Portal is your access point for doing business with Kodak. Within the portal you can:

- Quickly navigate to your applications
- Manage your applications
- Manage your user settings

Go to https://customer.kodak.com

Note: It can take up to 24 hours after receiving confirmation for application configurations to be completed.

Single Sign-On

The Customer Portal and B2B Store utilize single sign-on provided by Microsoft. You will receive an invitation link by email when you have been given access to the Portal.

Partner Place

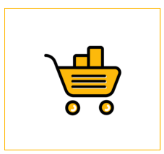
Partner Place will remain for you to access applications that are not available in the Customer Portal yet.

Note: Order placement will continue to be accessible through Partner Place for a short period of time.

Login

After your single sign-on has been established, you may login to the KODAK Customer Portal and click on the Shop & Orders application.

1. Go to https://customer.kodak.com
2. Click the Shop & Orders application



Shop & Orders

Select Sold-To (Optional)

If your User has been configured for multiple Sold-To accounts you will be prompted to select the one you wish to shop for.

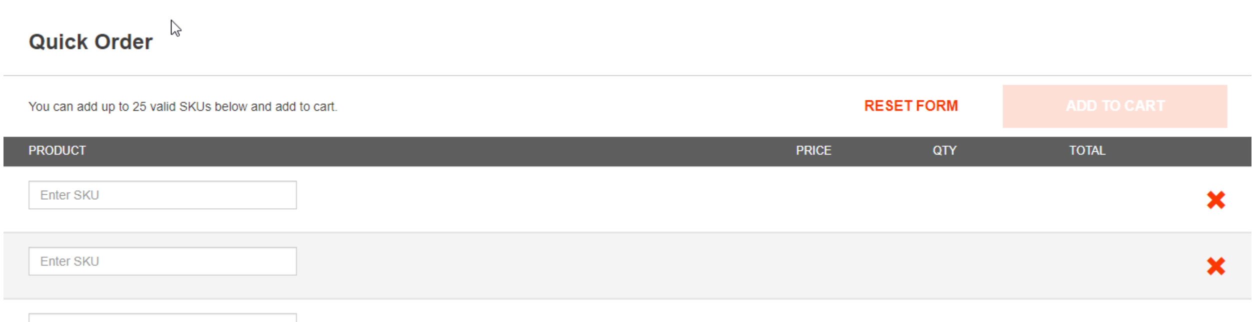
1. Click the radio button next to the Sold-To
2. Click “Select”

Shop

There are a few ways to shop to help make the process as quick and simple as possible.

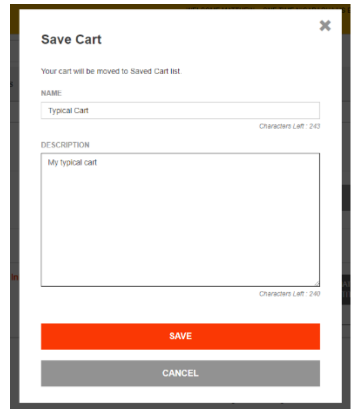
Quick Order

Quick Order is a simple order form that allows you to enter multiple Material Numbers and quantities and add them quickly to your cart.



Saved Carts

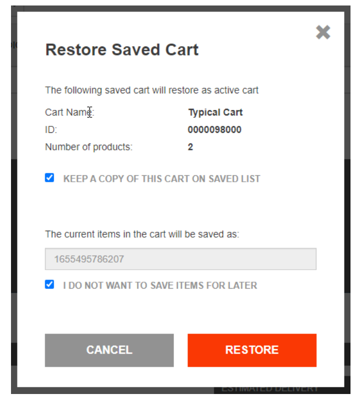
Saved Carts can help with frequently placed orders by allowing you to save the materials and quantities of your cart for future use.



Save a Cart

1. Add items to your Cart
2. Open Cart
3. Click SAVE CART link
4. Fill out the Name and Description fields
5. Click Save

View & Restore Saved Carts



1. Click My Account from the yellow menu bar
2. Click Saved Carts from the dropdown menu
3. Click the Name of the Saved Cart you wish to view
4. Click Restore
5. Check the box to keep a copy of this Cart in your Saved Carts to place the same order later.
6. Check the box if you do not want to save your current Cart items for later. Items that are currently in your cart will be replaced with the Saved Cart items.
7. Click Restore

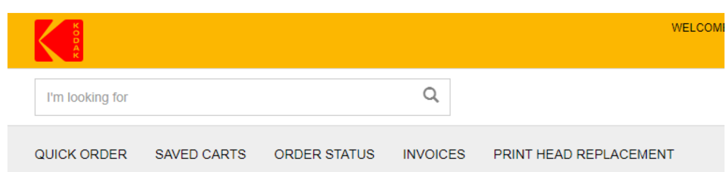
Import Saved Cart

1. Click My Account from the yellow menu bar
2. Click Saved Carts from the dropdown menu
3. Click “Import Saved Cart” at the bottom of the Saved Carts list
4. Click “Choose File” and select your saved cart file
5. Click “Import”

Search

Use the Search box to fond materials by searching. Enter:

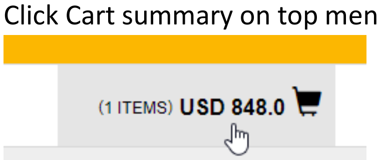
- Keywords
- Material number



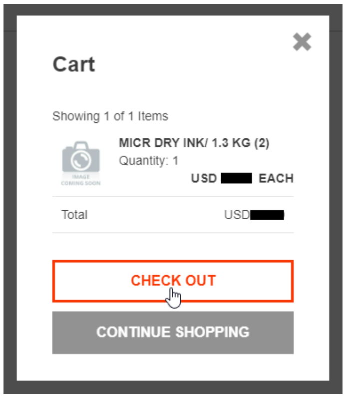
Cart & Checkout

View Cart

1. Click Cart summary on top menu bar



2. Click “Checkout”



3. View Cart contents

Checkout

From the Cart

1. Click “Checkout”
2. Complete the Payment Type details
    a. Choose Payment Type (Account or Credit Card) if applicable
    b. Enter P.O. Number
    c. If desired, enter Special Instructions
    d. If desired, enter Requested Date
    e. Click “Next”
3. Select Shipping Address if you have more than one
    a. Click “Address Book” and select address
    b. If applicable, enter Drop Ship Address
    c. Click “Next”
4. Select Shipping Method
    a. Select Shipment Method from the dropdown
    b. Click “Next”
5. Check the box to accept Terms and Conditions
6. Click “Place Order”

Address Book

If your account allows Drop Shipments, the Address Book allows you to save addresses for later use.

1. Click “My Account” from the top menu bar
2. Click “Address Book” from the dropdown menu
3. Manage addresses as needed

Order Status

Order Status provides a way to view the details and status of your orders placed with Kodak.

1. Click “Order Status” from the menu bar

2. Enter search criteria such as Order Date
3. Click “Search”
4. View results displayed below the “Search” button
5. Click the Order Number to view details for that order

Invoices

If your User account is configured to do so, you can view active Invoices in the B2B Store.

1. Click “Invoices” from the menu bar
2. Select Payer from the dropdown
3. Click “Submit”
4. View results and adjust filters
5. Click the row to view details
6. Click the Reference Number to view the invoice image

Print Head Replacement

Customers who need to initiate a Print Head Return can do so through the B2B Store.

1. Click “Print Head Replacement” from the top menu bar
2. Select the Program Choice
3. Enter P.O. Number
4. If desired, enter Special Instructions
5. If desired, enter Contact Information
6. Complete the Add Item form
    a. Select Item Number
    b. Enter Serial or Control Number
    c. Enter Hours Used
    d. Click “Add Item”
7. Repeat step 6 as needed to add all print heads to your cart
8. View Print Head Returns Cart above
9. Click “Checkout”
10. Check the box to accept Terms and Conditions
11. Click “Place Order”

Rebates & Sell Through

Customers who upload Sell Though data or view Contract Pricing and Credit Detail reports can do so through the B2B Store.

Sell Through Upload

1. Click “Rebates” from the top menu to expand it
2. Click “Sell Through” from the sub-menu
3. Click “Choose File” and select the file to upload
4. Click “Upload File”

Sell Through History

1. Click “Rebates” from the top menu to expand it
2. Click “Sell Through” from the sub-menu
3. View Sell Through History
4. Adjust the “Date From”, “Date To” and click “Search” to filter
5. Click on the report name to view details

Credit Detail

1. Click “Rebates” from the top menu to expand it
2. Click “Credit Detail” from the sub-menu
3. View Credit Detail items
4. Adjust the “Date From”, “Date To” to filter
5. Click on the report name to view details