

Frequently Asked Questions

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GENERAL QUESTIONS:

Q: What is available on this site?

A: Lubrizol has moved you to our new commerce application to provide you a fuller and better user experience. We aim to place more control into the hands of our customers regarding price and shipping visibility. Allowing our customers to make choices based on information in our order systems will result in faster turnaround based on your selections.

Q: What new features are available?

A: New features include:

1. Viewing products in the My Products section.
 - a. Users will immediately know if a product is a stock or non-stock (made to order) product.
2. Placing orders, receiving estimated date(s) and pricing during check-out.
 - a. Product details may display quantity breaks when volume discounts are available.
3. Building and saving carts for frequently placed order(s).
 - a. Easy reordering by restoring a saved cart, verifying quantities and checking out.

Q: Where can I see my active Sold-To / Ship-To account information?

A: The black horizontal bar at the top of the page (account bar) will always display your current Sold-To/Ship-To selection.

Q: Where do I find my account information?

A: Simply click the profile icon in the upper right corner of the website, next to the shopping cart. You will be redirected to the myLubrizol registration profile. Any update(s) you cannot change, please contact your [account administrator](#).

Q: Where can I find my catalog to place an order?

A: Go to the My Products page. Here, you will find the list of available products for purchase based upon your Sold-To / Ship-To. **Note: Only account profiles identified as a “purchasing role” will be able to place orders.**

MY PRODUCTS:

Q: What products will I see in my catalog?

A: Available products will be based upon previous products purchased over the past 18 months, and/or those products for which you have a price available at the selected Sold-To/Ship-To location.

Q: Who can I contact if I have a question related to my products or prices?

A: Contact your [Account Manager or customer service support](#).

Q: Why can't I select a bulk material?

A: You have already placed a packaged material in your cart. Bulk and Packaged materials need to be purchased in separate orders.

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A: You have already placed a bulk material in your cart. Bulk and Packaged materials need to be purchased in separate orders.

Q: Why can't I find a product I have purchased before?

A: The product may be obsolete. Only Active products are available for selection from My Products. Please contact your [Account Representative](#) to discuss what product solutions are available.

Q: What is an obsolete product?

A: Product(s) that are no longer available for purchase.

Q: Why do I no longer see my Ship-To as a selection in the account bar menu?

A: Ship-To accounts that are blocked or no longer active may not appear in the account bar drop down menu. For more information you may contact an [account administrator](#).

Q: Why do some products have volume pricing, and some do not?

A: Volume pricing discounts only apply to certain package types; bulk purchases do not qualify.

Q: How do I search My Products?

A: From the My Products page search filter, type in the Lubrizol tradename or customer material code to activate the search tool. Minimum of 4 characters required.

Q: Why can't I find my product name in product search?

A: Try using the side filter on the My Products page to select the container size (bulk or package) first, then try searching for your product again.

Q: How many products can be placed per order?

A: The limit is 999-line items per order.

Q: Where can I find information on scale/quantity discounts?

A: Relevant products will have 'Buy More & Save' indicated in the shopping cart. Click to view volume discount price. Actual discount prices are available from the Order Details, page. Note that the volume discount pricing applies to the entire quantity on your order.

Q: How do I request a sample?

A: Samples may be requested from Lubrizol Additives through the [Quick Links Directory](#).

Sample requests for Lubrizol Advanced Material products must be made through the [Account Manager](#).

MY ORDERS:**Q: Where can I find Open Orders recently placed?**

A: On the home page under the section titled “Your Open Orders” where you’ll be able to view the 5 most recent orders.

Q: Where can I view open orders that expand past recently placed orders?

A: Selecting View More will take you to My Orders where you can access preset and custom filtered order searches by; Sold-To, Ship-To, Order Placed Date, or Order Status; you can also search by Order Number or P.O. Number on this page.

Q: Where can I find orders that have shipped?

A: On the home page under the section titled “Your Open Orders” where the 5 most recent shipped orders will be listed. Selecting View More will take you to My Orders to access preset and custom filtered order searches by; Sold-To, Ship-To, Order Placed Date, or Order Status; you can also search by Order Number or P.O. Number.

Q: Why don't I see a required ship document?

A: Ship documents are available for orders that have completely shipped. If an order status is Complete and Ship documents are not available, you should [contact customer service support for assistance](#).

Q: How can I get a copy of a ship document or product document?

A: When applicable, ship documents are available from Order Details where options to view, download, or print have been provided: Certificate of Analysis (COA), Safety Data Sheet (SDS), Product Data Sheet (PDS), Pack List, and Bill of Lading.

ORDER DETAILS:**Q: How can I search an order placed with Lubrizol?**

A: On the My Orders page. Here you can access preset and custom filtered order searches by; Sold-To, Ship-To, Order Placed Date, or Order Status; you can also search by Order Number or P.O. Number.

Q: How can I tell if an order has shipped?

A: The Order Status will say 'Shipped'.

Q: What do the different order statuses mean?

A: Order Status definitions:

- Received - Sales Order Created but not Confirmed.
- Confirmed - Sales Order Created and Confirmed, Delivery not scheduled.
- In Progress – Order changes not accepted. The order is being prepared to ship.
- Invoiced - Sales order created and confirmed, delivery created, order shipped, invoice created. (Deprecated)
- Complete - Sales order created and confirmed, delivery created, order shipped, invoice created.
- Canceled - Sales order created, all lines rejected.

Q: How can I increase/decrease order quantity to my submitted order?

A: If you are interested in increasing your quantity, simply place a new order. **Note:** New orders are subject to standard lead time and availability.

If you need to decrease quantities on an existing order, please cancel your existing order and place a new order. **Note:** Existing orders cannot be canceled if the order has reached the “In Progress” status. New orders are subject to standard lead time and availability.

Q: I need to cancel my submitted order. How can I do this?

A: Orders with the status ‘In Progress’ cannot be cancelled. To cancel your submitted order prior to the In-Progress status, contact [Customer Service Support](#).

Q: My order shipment type is collect. Where do I find my pick-up number to schedule my collect freight carrier's pick-up appointment with the Lubrizol Warehouse?

A: The pick-up number is available from Order Details, once the order status is In Progress, and shipping documents and shipping plant are assigned. To schedule your pick-up, you can locate the warehouse contact information from the Transportation & Shipping Information within the [Supply Chain Service Handbooks](#).

Q: How can I update or review Shipping Instructions?

A: On occasion, it may be necessary to review or update Shipping Instructions on record. On these occasions, [contact our customer support team](#). Shipping Instruction changes can only be applied to open orders that are not yet processed for shipment and will apply to any future orders not yet placed.

CART:

Q: How do I build a cart?

A: From My Products catalog. Simply click the cart icon to add the item. Quantities can be adjusted from within your cart.

Q: How can I save a cart?

A: Once you have added items to your cart from My Products, click the cart icon and select create Saved Cart. Then, add a cart name, a description for reference and hit save.

Q: How can I return to a saved cart?

A: Go to the cart icon in the upper right corner of the page to restore a saved cart to place an order.

Q: What information is required in Bulk Dates?

A: The proper format to enter available time of delivery for bulk orders is as follows: Day: HH from - HH to

Example: Monday 08:00 – 13:00

Q: What information is required in document receiver?

A: In some cases, pertaining to export orders, an additional contact must receive a copy of shipping documents. The contact email address should be recorded to 'Document Receiver' to be included to order Special Instructions.

Q: What information is required in Final Destination?

A: The named place of delivery and must include the name of City or City + Port/Airport.

CHECKOUT & ORDER CONFIRMATION:**Q: Can I change the delivery date on my order?**

A: Yes. In the Checkout page on the Delivery Tab, you may select 'Earliest Complete Date' to return the best available date. If you would like to receive items separately by best available date, select the 'Items Separately As Soon As Possible' option, this option may not appear if all products are available on the same date. Additional freight and material charges may be assessed for items shipped separately. You also have the option of selecting a date further in the future from the suggested best available date.

Once your order has been submitted, you must contact [Customer Service](#) to make any further changes. You cannot change a delivery date once the order status is "In Progress".

Q: Where can I find a submitted order?

A: Go to Open Orders List. Don't see the order you're looking for? Run a filtered search.

Q: Why am I being asked for City or Port location?

A: To avoid doubt or dispute. Parties are advised to specify a precise location as the agreed place of delivery, because liability risk change from Lubrizol to customer.

Where collect freight terms are applied, the City or Port of destination are required to prepare compliant shipping documents.

Q: Where can I find shipping instructions on file for my account?

A: For an account review or to update shipping instructions on file for your Ship-To account(s), contact [Customer Service Support](#).

Q: Why am I receiving an Estimated Date of "TBD"?

A: For certain order conditions, we may not have enough information to confirm an Estimated Date. This should be resolved within 24hrs. The Order Confirmation will be submitted by email to the contact on record and will include the estimated [Delivery or Pick up] Date.

Prepaid shipment Estimated Date = Delivery Date

Collect shipment Estimated Date = Pick up Date

Q: I don't have an Incoterm assigned and I cannot progress to check out, what do I do?

A: Reach out to us, using the 'No Incoterms' form on the [Technical Support](#) page. We will hold the products in your cart until Incoterms are assigned, enabling you to progress and submit your order.

Q: What is Document Receiver?

A: In some cases, export orders require an additional contact to receive a copy of shipping documents. The contact email address should be recorded to 'Document Receiver' to be included to order Special Instructions.

Q: What do the Estimated Dates in Checkout mean?

A: For prepaid freight shipments, this is the estimated date of delivery. For collect shipments, the estimated date is the date the products are available to pick up.

HELP:

Q: Where can I access information like Product Safety, Supply Information Handbooks, Terms and Conditions, or Return to Lubrizol Corporate Site?

A: At the bottom of the website in the 'footer' you will find links to company, safety and supply information, standard terms and conditions, and a link back to our corporate Lubrizol website.

Q: Who can I contact if I have a question with my order?

A: Contact our [customer support team](#).

GUIDED TOUR:

Q: What is available from the Guided Tour?

A: Our Guided Tour provides a quick walkthrough to navigate Lubrizol's new e-commerce application. Here you will learn how to place, search and review your order. [Take the Guided Tour Now.](#)

Q: Where can I find the Guided Tour?

A: The Guided Tour can be found on the Help page from the Profile Icon in the upper right corner of the website.