

Customer Service Portal: Introduction

Welcome to SPB Customer Portal, an easy to use application that allows our customers to easily and quickly create and manage orders.

Through the portal customers will be able to;

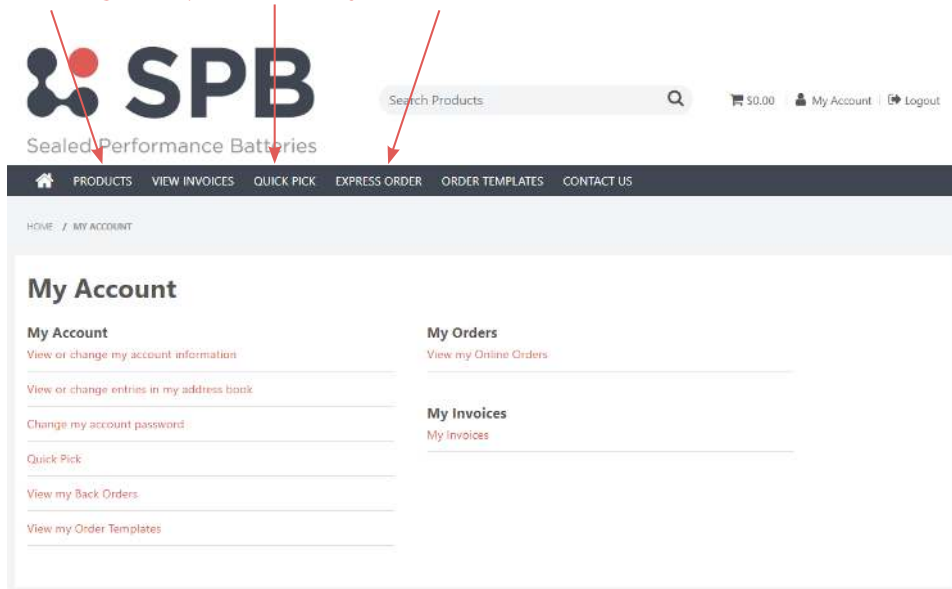
- Submit an order to our customer service team
- View previous orders and invoices
- Make payments for new and previous invoices
- View back-orders currently in the system
- Confirm pricing on our range of products
- Check if stock is currently available

To access the portal simply go to the SPB website and click the Customer Portal button located on the top right of the screen. Alternatively you can use the following link <http://customerportal.sealedperformance.com.au/login>

View and order from
the SPB catalogue

Order from
purchase history

Order by part
number



Customer Service Portal: FAQ's

Q The part I would like to order is out of stock. Can I still order it?

A Yes, you can still add this order to your order. Our customer service team will be in touch with you to confirm an ETA on all back orders.

Q The pricing on my order is incorrect, how do I get this updated?

A At the end of the ordering screen there is a comments field where you can note any discrepancies on your pricing. This will then be corrected and reflected in your final invoice.

Q I have special pricing when I order minimum quantities, when will this be applied?

A The initial pricing you see when placing your order will be for a single unit, however the quantity break pricing will be visible when you click on your cart.

Q I can't see a particular part which I need to order?

A Please contact our office so that we can resolve this for you.