



FRY STEEL COMPANY

Customer Portal

User Guide

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Customer Portal

Login

To Login to the Customer Portal open your web browser and type in the following address:

<https://customerportal.frysteel.com>.

1. Enter the User Name that you received in your welcome email and password you created by clicking the link in your welcome email then click “Log In” button. Please remember that your password is case sensitive. By clicking the “About” button you can learn more about the company and its product offering. Once you are on the “About” page you can click on the “Home” button to get back to the Log in screen.



[Home](#) [About](#)

LOG IN.

User Name	<input type="text"/>
Password	<input type="password"/>
	<input type="button" value="Log in"/>
Lost Password	

Inventory

1. Select "Branch" / warehouse location from dropdown. **Note:** If you are assigned to only one branch/warehouse then "Branch" dropdown options will not be available for you.
2. Select "Product Group" from dropdown
3. Select "Product Size" from dropdown
4. Once the selections are made inventory will appear on the screen shown below
5. You can click on "Export to Excel" to export inventory

Inventory Screen



The screenshot shows the Inventory screen with three dropdown menus: Branch, Product Group, and Product Size. The Branch dropdown is open, showing options: -- Select Branch --, -- Select Branch --, ALTAIR, HOUSTON, ODESSA, RICHARDSON, and TULSA. The Product Group dropdown is open, showing options: -- Select Product Group --, -- Select Product Group --, ANGLE, CHANNEL, COIL, DRILLED ROUND BAR, EXTRUSION, FLAT, HEX, I BEAM, MISC., PERFORATED, PIPE, PLATE, RECTANGULAR TUBE, ROUND, ROUND TUBE, ROUND WIRE COIL, SHEET, SQUARE, and SQUARE TUBE. The Product Size dropdown is open, showing options: -- Select Product Size --, -- Select Product Size --, 7.00" OD X 3.74" ID, and 8.50" OD X 4.00" ID. A red arrow points from the top screenshot to the bottom screenshot, indicating the selection process.

Users **Inventory** MTR Open Orders Purchases Shipments Account Info Home About

INVENTORY

Branch **1** Product Group **2** Product Size **3**

-- Select Branch -- -- Select Product Group -- -- Select Product Size --

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INVENTORY

Branch Product Group Product Size

-- Select Branch -- -- Select Product Group -- -- Select Product Size --

-- Select Branch --
ALTAIR
HOUSTON
ODESSA
RICHARDSON
TULSA

-- Select Product Group --
-- Select Product Group --
ANGLE
CHANNEL
COIL
DRILLED ROUND BAR
EXTRUSION
FLAT
HEX
I BEAM
MISC.
PERFORATED
PIPE
PLATE
RECTANGULAR TUBE
ROUND
ROUND TUBE
ROUND WIRE COIL
SHEET
SQUARE
SQUARE TUBE

-- Select Product Size --
-- Select Product Size --
7.00" OD X 3.74" ID
8.50" OD X 4.00" ID

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INVENTORY

Branch: RICHARDSON Product Group: DRILLED ROUND BAR Product Size: 7.00" OD X 3.74" ID

Export to Excel

Product	Width	Length	Available Pieces	Available Weight	Grade
7.00" OD X 3.74" ID 4340 HOT ROLLED QUENCHED & TEMPERED WEIR SPEC 4518282 DRILLED BAR	1.75		1	289.5	4340HRQT
7.00" OD X 3.74" ID 4340 HOT ROLLED QUENCHED & TEMPERED WEIR SPEC 4518282 DRILLED BAR	1.96		4	1048.28	4340HRQT
7.00" OD X 3.74" ID 4340 HOT ROLLED QUENCHED & TEMPERED WEIR SPEC 4518282 DRILLED BAR	2.10		2	394	4340HRQT
7.00" OD X 3.74" ID 4340 HOT ROLLED QUENCHED & TEMPERED WEIR SPEC 4518282 DRILLED BAR	2.15		5	1004	4340HRQT
7.00" OD X 3.74" ID 4340 HOT ROLLED QUENCHED & TEMPERED WEIR SPEC 4518282 DRILLED BAR	2.15		2	403	4340HRQT

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MTR

You can retrieve the MTR (Material Test Report) by entering "Heat" number or by your "PO" number.

By Heat

- Under MTR menu option select "By Heat" and then enter the Heat number in the text box followed by clicking the "Search" button. **Note:** *If you are looking up MTR (Material Test Report) by Heat number then it is possible that the system will display multiple lines. This indicates that the material your company purchased on multiple invoices/orders have the same Heat number. Therefore, it is advised that you review the invoice number and then click on "View MTR" link for the respective line to retrieve MTR.*
- You can also click on the "Invoice" number under the Invoice Number column to retrieve Invoice document

Users Inventory **MTR** Open Orders Purchases Shipments Account Info Home About

MTR SEARCH

By Heat
 By PO

Heat Number

D2362

Search

Description	Width	Length	Heat Number	Grade	Invoice Number	MTR
1-5/8" DIA. ROUND C360 HALF HARD (H02) ASTM B16	12.01		D2362	360H02	1526684	View MTR

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By PO

1. Under MTR menu options select “By PO” and then enter your PO number in text box followed by clicking the “Search” button. **Note:** *If you are looking up MTR (Material Test Report) by PO number then the system will only display MTR for that specific PO you entered. Once the line appears on your screen you can click on the “View MTR” link to retrieve MTR. Additionally, if any line was fulfilled using multiple tags/heat number then simple click on the first “View MTR” link to retrieve all MTR on the line.*
2. By clicking the “Select” link an additional line will appear on your screen, which is the same information you will see when searching by Heat number. You can click on any one of the two “View MTR” links to retrieve the MTR.
3. You can also click an “Invoice” number to retrieve the Invoice.

MTR Screen by PO

MTR SEARCH

By Heat

By PO

PO#

25721

Search

PO#	Order#	Invoice Number	Invoiced	BOL	Shipped	MTR
25721	833674	1526684	6/7/2019	84121	6/6/2019	View MTR

Select

Description	Width	Length	Heat Number	Grade	Invoice Number	MTR
1-5/8" DIA. ROUND C360 HALF HARD (H02) ASTM B16	12.01	18-04-05254-1	360H02	1526684	View MTR	
1-5/8" DIA. ROUND C360 HALF HARD (H02) ASTM B16	12.01	D2408	360H02	1526684	View MTR	
1-5/8" DIA. ROUND C360 HALF HARD (H02) ASTM B16	12.01	D2362	360H02	1526684	View MTR	

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Open Orders

1. Initially, the screen will display a summary list of open sales orders. If you need additional details then click on the “Select” link for desired order line to display all lines on the order.
2. Once “Select” link is clicked for desired order on summary line above, the system will display all lines on that specific order below sales order summary lines with line level detail.
3. You can export the order line level detail to Excel by clicking the “Export to Excel” button. This will only export the order which was selected on sales orders summary line and being displayed and selected in step 1.

- In order to see line status for one of the lines on the order, you can click “Select” on the desired line on the order and the system will display the line status. For example, it will display whether the line was processed, picked or queued for shipping.

Open Orders Screen

The screenshot shows the 'Open Orders' screen with the following data:

Order	Ordered	Due Date	Customer PO	Open Amount	Weight
844918	11/6/2019	11/7/2019	24584	\$322.33	2006
809535	7/31/2018	12/31/2019	21202	\$4,010.00	2005

ORDER 809535 DETAIL

Line Number	Open Pieces	Description	Width	Length	Open Weight	UOM	Open Amount	Sales Amount	Unit Price	Due Date
1	325	3/4" DIA. ROUND 6063-T6 ASTM B221		12.00	2005	P	\$4,010.00			12/31/2019

ORDER 12 LINE 1 HISTORY

Pieces	Weight	Date	Description	User Name
325	2005	7/31/2018	Ordered	RSACFAMILYjnorwood

Callouts in the image: 1 points to the 'Select' button in the first table; 2 points to the 'Select' button in the second table; 3 points to the 'Export to Excel' button; 4 points to the 'Description' field in the third table.

Purchases

On the purchases tab, you can review purchase history and retrieve documents related to those purchases. You can retrieve invoice and MTR information by order. Additionally, by selecting the order you can see order details.

- Customer PO – Enter customer purchase order and click “Search” button to find your order
- Invoice Number – Enter invoice number and click “Search” button to find your order
- Begin Date – Enter the date in m/d/yyyy format and this is the date from which the system will start searching the purchase history. **Note:** *This field is designed to work as a stand-alone field; therefore, you do not need to enter any other criteria if searching by Begin Date.*
 For example, if you only entered 4/1/2019 in begin date and all other fields are empty it will pull everything between 4/1/2019 and (Today’s date -1).
- End Date – Enter the date in m/d/yyyy format. Date entered in this field will not be part of the search. **Note:** *this field can only be used when Begin Date field is also populated.*
 For example, if you want to search purchase history between 4/1/2019 and 4/15/2019 then you must enter 4/1/2019 in Begin Date and 4/16/2019 in End Date.
- Quick Search Buttons – If you only want to search from the last 10, 30 or 60 days purchase history, then you can simply click these buttons and the date will populate in the Begin Date. Thereafter, click the “Search” button to search.
 - Last 10 Days – Populate the Begin Date looking back from yesterday’s date.
 - Last 30 Days – Populate the Begin Date looking back from yesterday’s date.
 - Last 60 Days – Populate the Begin Date looking back from yesterday’s date.

6. By clicking the order number under Order# column, the system will display order information. See Order Info screen below under Purchases screen.
7. Clicking on Invoice number under the Invoice Number column will open the invoice document
8. Clicking on "View MTR" under the MTR column will display the MTR document

Purchases Screen

Users Inventory MTR Open Orders **Purchases** Shipments Account Info Home About

PURCHASE HISTORY

Customer PO

Invoice Number

Begin Date

End Date

Search

PO#	Order#	Ordered	Due Date	Sales Amt	Invoice Number	Invoiced	Total Amt	MTR
4580507769	850277	2/3/2020	2/5/2020	\$285,913.68	1546640	2/14/2020	\$188,720.37	View MTR
4580507769	850277	2/3/2020	2/5/2020	\$285,913.68	1546108	2/7/2020	\$152,336.30	View MTR
4580496602	849607	1/23/2020	1/29/2020	\$2,543.80	1546200	2/10/2020	\$2,537.87	View MTR
4580488180	849140	1/16/2020	1/22/2020	\$28,700.10	1544818	1/23/2020	\$26,517.69	View MTR

1 2 3 >

Order Info

ORDER INFO

Order#:	850278	Sales Amt:	
Ship To:	SCHLUMBERGER/REDA BARTLESVILLE	Weight:	13080
		Ordered:	2/3/2020
Customer PO:	4580507613	Due Date:	2/19/2020
		Ship Via:	OUR TRUCK

Description	Width	Length	Pieces	Unit Price	Sales Amount
2003355 SLB -- .686"DIA X 336" R/L 718 PSQ ROD		25.00	100.00		
2003355 SLB -- .686"DIA X 336" R/L 718 PSQ ROD		25.00	100.00		
2003355 SLB -- .686"DIA X 336" R/L 718 PSQ ROD		25.00	100.00		
2003355 SLB -- .686"DIA X 336" R/L 718 PSQ ROD		25.00	100.00		

Shipments

1. Customer PO – Enter the customer purchase order number and click “Search” button to find your order
2. Begin Date – Enter the date in m/d/yyyy format and this is the date from which the system will start searching the purchase history. **Note:** *This field is designed to work as a stand-alone field; therefore, you do not need to enter any other criteria if searching by Begin Date.*
 - For example, if you only entered 4/1/2019 in begin date and all other fields are empty it will pull everything between 4/1/2019 and (Today’s date -1).
3. End Date – Enter the date in m/d/yyyy format. Date entered in this field will not be part of the search. **Note:** *this field can only be used when Begin Date field is also populated.*
 - For example, if you want to search purchase history between 4/1/2019 and 4/15/2019 then you must enter 4/1/2019 in Begin Date and 4/16/2019 in End Date.
4. Quick Search Buttons – If you only want to search from the last 10, 30 or 60 days purchase history then you can simply click these buttons and date will populate in Begin Date and then click “Search” button to search.
 - Last 10 Days – Populate the Begin Date looking back from yesterday date
 - Last 30 Days – Populate the Begin Date looking back from yesterday date
 - Last 60 Days – Populate the Begin Date looking back from yesterday date
5. By clicking on “View MTR” under the MTR column will display the MTR document

Shipments Screen

The screenshot shows the 'Shipments' screen with a navigation bar at the top containing 'Users', 'Inventory', 'MTR', 'Open Orders', 'Purchases', and 'Shipments' (highlighted). On the right side of the navigation bar are 'Account Info', 'Home', and 'About'. Below the navigation bar, the page title 'SHIPMENTS' is displayed. The main content area includes three input fields: 'Customer PO' (callout 1), 'Begin Date' (containing '12/22/2019', callout 2), and 'End Date' (callout 3). Below these fields are four buttons: 'Search', 'Last 10 Days', 'Last 30 Days', and 'Last 60 Days' (callout 4). A red dashed arrow points from callout 4 to callout 2. Below the buttons is a table with columns: PO#, Order#, Ordered, Shipped, Load, BOL, Weight, and MTR. The table contains four rows of data. The 'MTR' column has a 'View MTR' link for each row, with the first one highlighted by callout 5. At the bottom left of the table, there are pagination controls: '1 2 3 >'.

PO#	Order#	Ordered	Shipped	Load	BOL	Weight	MTR
4580507769	850277	2/3/2020	2/5/2020	26132	98062	16439	View MTR
4580507769	850277	2/3/2020	2/5/2020	26132	98062	16439	View MTR
4580496602	849607	1/23/2020	2/5/2020	26132	98062	152	View MTR
4580488180	849140	1/16/2020	1/21/2020	25592	97111	1795	View MTR

Account Info

On the Account Info tab, you can review your information RTS have on file. This information includes your main address, ship to addresses, sales person etc. **Note:** *If you see an issue we kindly ask that you contact your salesperson to make the correction.*

- **General Information** – Lists the contact information we have on file.
- **Document Delivery Methods** – Our system allow us to automate the delivery of certain documents such as Quotes, Orders, Invoices and MTR's. The Settings shown here detail your preferences for each of those documents.
- **Receiving Hours** – Date and times requested for deliveries.
- **Trident Contacts** – These are the names of the salesperson and credit manager assigned to your account.
- **Ship To contacts** – The ship to contacts area displays all of the contacts we have in our system for ship-to-addresses.

Users Inventory MTR Open Orders Purchases Shipments **Account Info** Home About

MY ACCOUNT INFORMATION

General Information	Document Delivery Methods	Receiving Hours	The Trident Company Contacts
SCHLUMBERGER/REDA BARTLESVILLE PKWY - EMS AP HOUSTON TX 77077 Customer ID: Phone: Fax: E-mail:	E-mail MTR: E-mail: Fax MTR: Fax INV:		SalesPerson: Credit Mgr: Phone: Fax:
Ship To Contacts			
SCHLUMBERGER/REDA BARTLESVILLE	PKWY - EMS AP HOUSTON TX 77077	Phone: Fax: E-mail:	Spacers: Wrap: Forklift: Crane:
SCHLUMBERGER/REDA BARTLESVILLE	HENSLEY BARTLESVILLE OK 74003	Phone: Fax: E-mail:	09:00- 15:30 Spacers: Wrap: Forklift: Crane:

User Password Management

In the event your password is lost or compromised you can reset your passwords as needed from the login screen.

1. On the login screen click on the “Lost Password” link.

LOG IN.

User Name	<input type="text"/>
Password	<input type="password"/>
	<input type="button" value="Log in"/>
Lost Password	1

2. On the following screen, enter your email address and then click on the “Send E-Mail” button to receive a link to reset your password via email. Additionally, after clicking on the “Send E-mail” button the screen will show you that email was sent.

LOST PASSWORD

E-mail

iakha

Enter your e-mail address to receive a link to change your password

Send E-mail

LOST PASSWORD

E-mail was sent to iakha

E-mail

iakha

Enter your e-mail address to receive a link to change your password

Send E-mail

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3. Once you receive an email from the system you can click on the link to reset your passwords. The link provided in the email is only valid for 30 minutes. See email example below.

Password Reset Email

User,

You recently requested to reset your password for you Fry Steel Company portal account. You can reset your password by clicking the link below.

<https://customerportal.frysteel.com/Account/ChangePassword/?token=fvCMdZDXd9EuxXiPMKDSDQ2>

If you did not request a password reset, please ignore this email or reply to let us know. This password reset is only valid for 30 minutes.

Thank You,

Fry Steel Company Help Desk