

Bosch Security Systems

Customer Care Portal User Guide



BOSCH
Invented for life

This guide will assist you with using our online Customer Care Portal. The portal gives you round-the-clock access to order tracking across our portfolios, including video, intrusion, fire, access control, professional audio, intercom, aviation, and dispatch products.

Log In Instructions

- ▶ Visit www.boschsecurity.us, and click Sign In. Enter the following information:
 - Email Address:** use the information provided in the registration confirmation email
 - Password:** use the password provided in the registration confirmation email
- ▶ Click “Sign In”
- ▶ A new *My Shop* option will appear
- ▶ In the drop down menu, select “Order Tracking”

Page Navigation

- ▶ **Sign Out** – logging off after your session
- ▶ **My Profile** – update your password, email address, secret question and answer
- ▶ **Customer Service** – Bosch email and address information for the Americas
- ▶ **My Shop** – Access portal features

Customer Care Portal Assistance

- ▶ **Contact us** at onlinehelp@us.bosch.com if you need technical assistance with the portal such as:
 1. Remove a user from the portal
 2. Site content
 3. Comments and suggestions
- ▶ To add additional users to your Customer Care Portal, use the following registration link:
www2.boschsecurity.us/registration



Accessing the Portal

- ▶ To access the portal, visit www.boschsecurity.us and click “Sign In” on the top left of the screen
- ▶ Log in with your Bosch account number, username, and password

Functionality and Information for Finished Goods Orders:*

- ▶ View all previous orders
- ▶ Search for orders by your dealer purchase order number
- ▶ Search for orders by the Bosch confirmation number
- ▶ Search for orders within a specified date range
- ▶ Product order history availability:
 1. Security orders from January 1, 2007 – present
 2. Communications orders from January 1, 2010 – present
- ▶ Search for orders by product number (commercial type number – CTN)
- ▶ Verify receipt and input of purchase orders, which are entered by our Customer Service teams within one business day
- ▶ View the date your order was entered by Bosch Customer Service
- ▶ Verify correct product, pricing, and quantities were ordered
- ▶ See if your order has shipped or partially shipped
- ▶ Identify the expected delivery date(s)
- ▶ Find tracking numbers, which are linked directly to the shipper for tracking shipments (UPS & FedEx only)
- ▶ Confirm who signed for a shipment (using provided tracking number link)

* Spare parts orders are not available through this portal at this time

Order Tracking Navigation

Search

- ▶ Search for your orders by entering values into *ONE* of the following fields:
 1. **Your Reference** – your purchase order number; please delete spaces, dashes and special characters
 2. **Bosch Order Number** – Bosch 10-digit order confirmation number (numeric only), which is generated after your order has been entered by Customer Service
 3. **Order Date** – by date *range* (default is one month but it can be changed)
 4. **Commercial Type No.** – by Bosch catalog number (be sure to use proper spaces and dashes when entering catalog numbers)
- ▶ Click the “Search” link (bottom left of the screen) to retrieve your order details.

note: boolean (wildcard) searches are not allowed

Results

- ▶ Click on any of the returned search values to see the order details
- ▶ If the order has shipped, the tracking number will be available on the subsequent screen and is linked to the shipper’s tracking website
- ▶ Other features:
 1. *Print* page
 2. Perform a *New Search*

Details of Order Tracking Results

1. Line Item
2. Item description, product name, CTN, SAP Number
3. Unit price (each)
4. Subtotal
5. Requested quantity and date when the line was entered
6. Confirmed quantity and the estimated delivery date
7. Deliveries with the quantity and tracking number
8. Status of the line
 - ▶ If the line is showing that it has shipped, the tracking number adjacent to that line can be clicked for tracking information directly from the shipper’s website.
 - ▶ Other features:
 1. *Print* page
 2. Perform a *New Search*
 3. *Back to result list* (previous search results)

Order Status

- ▶ Following are definitions for the status of orders entered in our system:
 1. **Shipped** – tracking number available
 2. **Open** – order has been placed, shipment date not confirmed

3. **Confirmed** – estimated delivery date given
4. **Partial Shipped** – some of the order has shipped, one or more items remain on backorder
5. **Rejected** – canceled product(s) are contained in the order either per line or overall order

Freight and Taxes

Open Accounts (payment terms)

- ▶ **Portal** – Freight and Taxes (if applicable) will *not* appear as a line item(s)
- ▶ **Invoice** – Freight and Taxes will appear as a line item(s) once the order has shipped

Credit Card Accounts

- ▶ **Portal** – If your purchase order is paid for by credit card, freight charges are proportionally added to the cost of each product
- ▶ **Invoice** – Product cost will appear with the correct unit price along with a separate freight line providing the total shipping charge

Order Assistance

- ▶ **Security Products** – Video Systems, Intrusion, Fire, and Access

Phone: 1-800-289-0096

Fax: 1-800-315-0470

Email: orders@us.bosch.com

- ▶ **Communications Products** – Pro Audio, Intercom, Aviation, Dispatch

Phone: 1-800-289-0096

Fax: 1-800-955-6831

Email: buvoorders@us.bosch.com

- ▶ Please contact our Customer Service teams if you need:

1. Follow-up on the status of an order
2. Verify receipt of a PO submission
3. Pricing
4. Product availability

- ▶ All orders are typically entered (upon receipt) within one (1) business day
- ▶ Order confirmation numbers will appear within the Bosch Customer Care Portal once the purchase order is entered into our SAP system. Tracking information will be available the next day after shipping

Need portal assistance? Email onlinehelp@us.bosch.com

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