



Delivering Innovative Process Technologies

Customer Portal Training

Benefits of Our New Customer Portal

- Offers convenient client support:
 - Order history that includes an itemized list of what was purchased
 - View company invoices online
 - Track orders to get the latest updates on shipments
 - View quotes and open backorders
 - Access to current statement with printable invoice details



Setting Up Your Account

- Visit the Portal via our [website](https://sentinelprocess.eliveportal.com/account/LogIn?ReturnUrl=%2fmyaccount%2fMyAccount) and click on CUSTOMER PORTAL in the top right, or use this URL directly:
<https://sentinelprocess.eliveportal.com/account/LogIn?ReturnUrl=%2fmyaccount%2fMyAccount>
- Click on New Customer
 - After you enter your email address, you'll receive a confirmation email
 - After you enter your general company info and create a password, you will be contacted to begin setting up your account

The screenshot shows the Sentinel Process Systems, Inc. website. The top navigation bar includes a phone icon with the number 855-503-1280, and links for Resources, Careers, Testimonials, The SPS Way, and a blue button for REQUEST INFORMATION. The main navigation bar features the company logo and links for PRODUCTS, CLEANROOM ASSEMBLY, MANUFACTURERS, NEWS & EVENTS, ABOUT US, and CUSTOMER PORTAL (circled in red). Below this, a secondary navigation bar includes CURRENT STATEMENT, TRACK ORDER, EMAIL US, MY ACCOUNT, and a link to Sign In or Create an Account. The main content area is a sign-in page with a background image of a desk with a computer monitor and keyboard. The sign-in form includes fields for Username or Email Address and Password (case sensitive), a Remember me checkbox, and a Forgot Your Password? link. A blue Login button is present. Below the login form, there are two options: Existing Customers (with a Register button) and New Customers (with a Sign Up button, circled in red). A green notification banner at the bottom of the page reads: "▲ Your web user account registration has been completed!". Below the banner, there are three bullet points: "If you are an existing customer, we will contact you within 1-2 business days to begin establishing your...", "If you are not currently a customer, we will contact you to begin the process to set up your account.", and "For immediate assistance, you can reach us at 800-345-FLOW".

Thank you for creating an account!

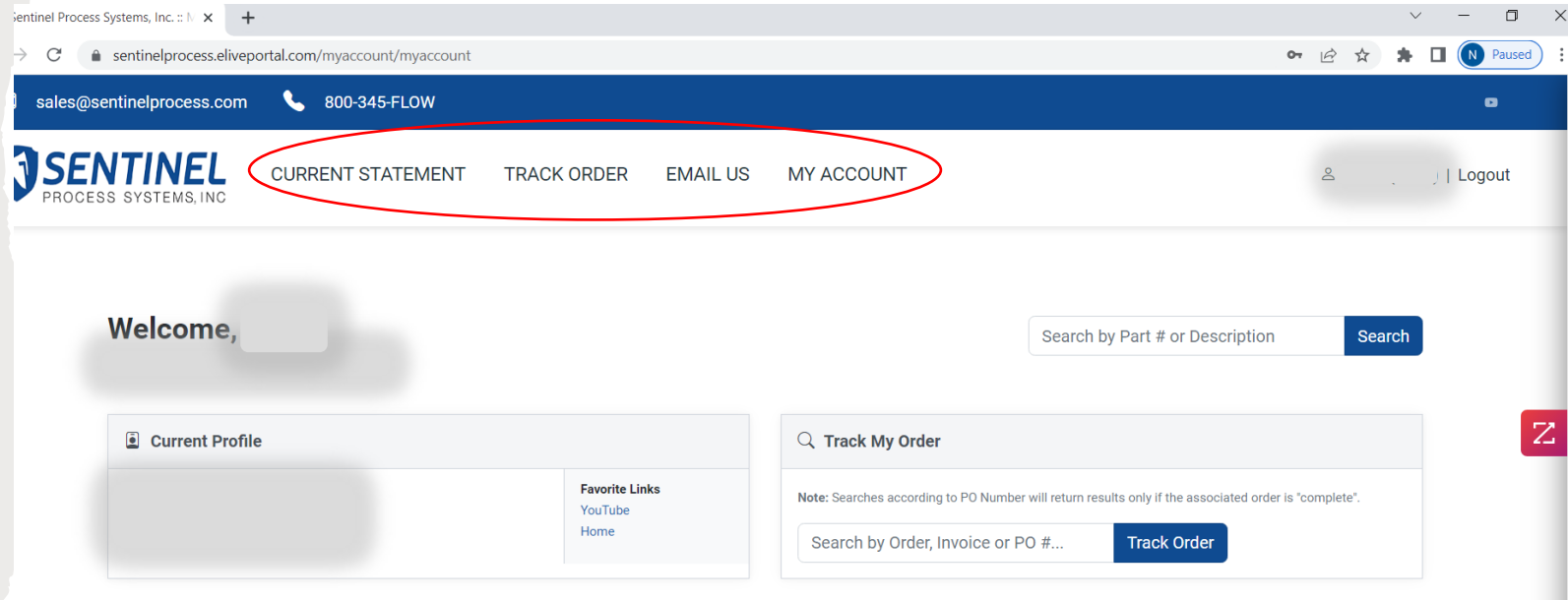
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- If you are an existing customer, we will contact you within 1-2 business days to begin establishing your...
- If you are not currently a customer, we will contact you to begin the process to set up your account.
- For immediate assistance, you can reach us at 800-345-FLOW

Welcome Screen

Top Navigation

1. Current Statements - you can see all current invoice statements
2. Track Orders - you can locate and track an order by entering the order, invoice, or PO number
3. Email Us - allows you to contact us with any concerns or questions
4. My Account - menu when you hover over it
 1. My Account Home- This will take you back to your My Account page.
 2. Recent Web Orders- Select a date and you can see the order list for that month.
 3. View Invoices- Here you can search for an invoice by the Invoice number, PO, Order number, and Date.
 4. This is where you can see all current invoice statements.
 5. Here, you can see your purchase history as well as view history for a specific part number.
 6. Item History- Enter an Item Code or Part number here to view the item's history details.



Top Navigation

[CURRENT STATEMENT](#) [TRACK ORDER](#) [EMAIL US](#) [MY ACCOUNT](#)

Current Web Statement

[← Back To My Account](#)

[Print Statement](#)

Remit to:
3265 Sunset Ln
Hatboro, PA

To:

Customer ID:
Date:

6/26/2023

Invoices

[Export Invoices](#)

Invoice #	Invoiced On	Due Date	PO #	Invoiced Amount	Open Amount
7059954	5/31/2023	6/30/2023		\$33.00	\$33.00
7059987	6/5/2023	7/5/2023		\$380.00	\$380.00
7060082	6/13/2023	7/13/2023		\$245.00	\$245.00
7060214	6/22/2023	7/22/2023		\$596.00	\$596.00
7060216	6/22/2023	7/22/2023		\$1,739.00	\$1,739.00

CURRENT: **\$2,993.00**

PAST DUE: **\$0.00**

PAST DUE (31-60 days): **\$0.00**

PAST DUE (over 60 days): **\$0.00**

TOTAL DUE: \$2,993.00

sales@sentinelprocess.com 800-345-FLOW




[CURRENT STATEMENT](#) [TRACK ORDER](#) [EMAIL US](#) [MY ACCOUNT](#)

Click on **Current Statement** - it pulls up a list of Invoices, which is printable, or click on the Invoice number for Invoice Details, which is printable & trackable.

Top Navigation

sales@sentinelprocess.com 800-345-FLOW

 CURRENT STATEMENT **TRACK ORDER** EMAIL US MY ACCOUNT

CURRENT STATEMENT TRACK ORDER EMAIL US MY ACCOUNT

Order Tracker

Order Information

1076121 [Track Order](#)

You may enter an Order Number, Invoice Number, or PO Number.


Invoice Date	Order #	Invoice #	PO #	Invoice Amt	Carrier	Tracking #
6/22/2023	1076121	7060214		\$596.00	FedEx Collect - Ground	Closed

[Cancel & Return to My Account](#)

Click on **Track Order** – enter an Order Number, Invoice Number or PO Number – you can drill down for details by clicking on the Order Number, Invoice Number or Tracking Number

Top Navigation

sales@sentinelprocess.com 800-345-FLOW

 SENTINEL
PROCESS SYSTEMS, INC

CURRENT STATEMENT TRACK ORDER **EMAIL US** MY ACCOUNT

Click on **Email Us** – it generates an email form, to which we will respond within 24 hours

CURRENT STATEMENT TRACK ORDER EMAIL US MY ACCOUNT

Email Us

Our dedicated team of specialists look forward to talking with you. Drop us a note and we'll get back to you within 24 hours. Thank you!

First Name

Last Name

Company Name

Address

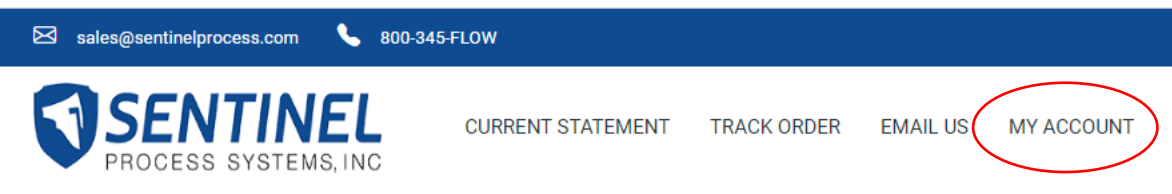
City **State** **Zipcode**

Email

Phone

Enter your message

Top Navigation



Click on **My Account** – for a menu of options

Navigation: CURRENT STATEMENT TRACK ORDER EMAIL US **MY ACCOUNT**

My Account Menu: My Account Home, Company Orders, View Invoices, Current Statement, Purchase History, Item History

Welcome, Chris
sales@sentinelprocess.com (1860)

Search: Search by Part # or Description [Search]

Current Profile

Favorite Links: YouTube, Home, Purchase History

Track My Order

Note: Searches according to PO Number will return results only if the associated order is "complete".

Search by Order, Invoice or PO #... [Track Order]

Recent Company Orders [+ More]

Order Date	Order #	PO #	Completed
6/15/2023, 3:11 PM EDT	1076121	D7752554 Rev 0	Yes
6/14/2023, 11:28 AM EDT	1076087	D7752500 Rev 1	Yes
6/12/2023, 12:35 PM EDT	1076026	D7752457 Rev 0	No
6/2/2023, 3:09 PM EDT	1075887	D7752237 Rev 0	Yes

Frequently Purchased Items by Company

3008600-GEMU 554 GLB VLV 1-1/4in BRZ NPT NC AC 1	Ordered 2 times between 4/3/2023 - 4/14/2023
3030965-GEMU DIA VLV 673 1-1/2in KxK TFE 5M SF6	Ordered 2 times between 4/11/2023 - 4/18/2023
3000109-GEMU 554 GLB VLV 3/4in BRZ NPT PTFE NC AC 0	Ordered 2 times between 4/18/2023 - 5/5/2023
3006676-GEMU 554 GLOBE VALVE 1-1/4in SS NPT NC AC 1	Ordered 1 times between 3/29/2023 - 3/29/2023
3107800-GEMU 554 GLOBE VALVE BODY KIT 1-1/2in	Ordered 1 times between 3/28/2023 - 3/28/2023

Recent Company Quotes [+ More]

Quote Date	Quote #	PO #
6/19/2023, 9:19 AM EDT	1076147	
6/19/2023, 8:25 AM EDT	1076145	
6/15/2023, 9:49 AM EDT	1076105	
6/13/2023, 8:24 AM EDT	1076036	

Account Tools [Manage Favorite Links]

- Change Password
- Home
- Open Backorders
- Purchase History
- View Orders
- Web Account Info
- Logout
- Current Statement
- Invoices & Shipments
- Privacy Settings
- Track Orders
- View Quotes
- YouTube

Welcome Screen (below Top Navigation)

Current Profile

Favorite Links
[YouTube](#)
[Home](#)

Track My Order

Note: Searches according to PO Number will return results only if the associated order is "complete".

[Track Order](#)

Recent Company Orders [+ More](#)

Order Date	Order #	PO #	Completed
6/15/2023, 3:11 PM EDT	1076121	D7752554 Rev 0	Yes
6/14/2023, 11:28 AM EDT	1076087	D7752500 Rev 1	Yes
6/12/2023, 12:35 PM EDT	1076026	D7752457 Rev 0	No
6/2/2023, 3:09 PM EDT	1075887	D7752237 Rev 0	Yes

Recent Company Quotes [+ More](#)

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3000109-GEMU 554 GLB VLV 3/4in BRZ NPT PTFE NC AC 0	Ordered 2 times between 4/18/2023 - 5/5/2023
3006676-GEMU 554 GLOBE VALVE 1-1/4in SS NPT NC AC 1	Ordered 1 times between 3/29/2023 - 3/29/2023
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Account Tools [Manage Favorite Links](#)

Change Password	Current Statement
Home	Invoices & Shipments
Open Backorders	Privacy Settings
Purchase History	Track Orders
View Orders	View Quotes
Web Account Info	YouTube
Logout	

Recent Company Orders

 **Current Profile**

Favorite Links
[YouTube](#)
[Home](#)

 **Recent Company Orders** [+ More](#)

Order Date	Order #	PO #	Completed
6/15/2023, 3:11 PM EDT	1076121	D7752554 Rev 0	Yes
6/14/2023, 11:28 AM EDT	1076087	D7752500 Rev 1	Yes
6/12/2023, 12:35 PM EDT	1076026	D7752457 Rev 0	No
6/2/2023, 3:09 PM EDT	1075887	D7752237 Rev 0	Yes

Click on any **Order number** - it pulls up the Order Details, which are printable and trackable.

Order Details

[← Back To My Account](#) [Print Order](#)



Order # 1076121	Order Date 6/15/2023 3:11 PM	P.O. #	Shipping Instructions
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Ship To UNITED STATES

Item #	Description	Order Qty	Inv/Ship Qty	Unit Price	Total
3900857-GEMU <small><i>Ships from 1 - Sentinel Process Systems, Inc.</i></small>	1242 SWITCH IO LINK 24V OPN/CLS 75MM POT	1 EA	1 EA	\$596.00	\$596.00

LINE SUB TOTAL: \$596.00

Related Invoices

 Invoice # - 7060214	 6/22/2023	Tracking # -FedEx Collect - Ground
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[Request ETA For this Order](#)

Recent Company Orders

Order Details

[Back To My Account](#) [Print Order](#)

Order # 1076121	Order Date 6/15/2023 3:11 PM	P.O. # [REDACTED]	Shipping Instructions FedEx ground acct# [REDACTED]
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Ship To
[REDACTED]
UNITED STATES

Item #	Description	Order Qty	Inv/Ship Qty	Unit Price	Total
3900857-GEMU <small>Ships from 1 - Sentinel Process Systems, Inc.</small>	1242 SWITCH IO LINK 24V OPN/CLS 75MM POT	1 EA	1 EA	\$596.00	\$596.00

LINE SUB TOTAL: **\$596.00**

Related Invoices

Invoice # - 7060214	6/22/2023	Tracking # - FedEx Collect - Ground - [REDACTED]
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[Request ETA For this Order](#)

Click on the **Invoice number** -it pulls up the Invoice Details, which are printable and trackable.

Invoice Details

[Back To My Account](#) [Print Invoice](#)

INVOICE

Invoice #: 7060214 **Customer ID:** [REDACTED] **Date:** 6/22/2023

Remit To 3265 Sunset Ln Hatboro, PA	Ship To [REDACTED] Charlotte, NC 28206	PO #: [REDACTED] Terms: Net 30 Days Net Due Date: 7/22/2023
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Bill To [REDACTED] Charlotte, NC 28233	Ship To [REDACTED] Charlotte, NC 28206	Order #: 1076121 Order Date: 6/15/2023 3:11 PM Pick Ticket #: 3063310 Taker: PATRICK Tracking #: [REDACTED] <small>FedEx Collect - Ground</small>
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Contact Info
[REDACTED]
[REDACTED]
Delivery Instr: FedEx ground acct# [REDACTED]

Item	Qty	UOM	Disp	Unit Price	Ext Price
3900857-GEMU 1242 SWITCH IO LINK 24V OPN/CLS 75MM POT	Shipped - 1 Ordered - 1 Remaining - 0	EA	--	\$596.00	\$596.00

SUB-TOTAL: **\$596.00**

TAX: **\$0.00**

AMOUNT DUE: \$596.00

Recent Company Orders

Order Details

[Back To My Account](#)

[Print Order](#)

Order # 1076121 Order Date 6/15/2023 3:11 PM P.O. # [REDACTED] Shipping Instructions FedEx ground acct# [REDACTED]

Ship To [REDACTED] UNITED STATES

Item #	Description	Order Qty	Inv/Ship Qty	Unit Price	Total
3900857-GEMU	1242 SWITCH IO LINK 24V OPN/CLS 75MM POT	1 EA	1 EA	\$596.00	\$596.00
<small>Ships from 1 - Sentinel Process Systems, Inc.</small>					

LINE SUB TOTAL: \$596.00

Related Invoices

[Invoice # - 7060214](#) [6/22/2023](#) [Tracking # - FedEx Collect - Ground - \[REDACTED\]](#)

[Request ETA For this Order](#)

Click on the **Request ETA for this Order** - to pull up the Request Order Status form

Request Order Status



Please complete the information below

When this form is complete, click Request ETA. Someone will contact you with the status of your order.

* Required Fields

* Name

* Email

* Phone

* Order #

Part #/Desc. 1

Part #/Desc. 2

Part #/Desc. 3

Comments

Request ETA

Frequently Purchased Items

Frequently Purchased Items by Company	
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3107800-GEMU 554 GLOBE VALVE BODY KIT 1-1/2in	Ordered 1 times between 3/29/2023 - 3/29/2023

Click on a **Purchased Item number** -
to pull up the details

Search by Part # or Description [Search](#)

554 GLB VLV 1-1/4in BRZ NPT NC AC 1

Item #: 3008600-GEMU
Gemu Globe Valve; Type 554; 1-1/4in; Cast Bronze Body; NPT End Connections; Teflon Seats/Seals; With Fail Close Size 1 Pneumatic Actuator.

Call Us at 800-345-FLOW

UOM : EA
NOT IN STOCK

[Contact Us](#)

[View Purchase History](#)

Frequently Purchased Items

Search

554 GLB VLV 1-1/4in BRZ NPT NC AC 1

Item #: 3008600-GEMU
Gemu Globe Valve; Type 554; 1-1/4in; Cast Bronze Body; NPT End Connections; Teflon Seats/Seals; With

Call Us at 800-345-FLOW

UOM : EA
NOT IN STOCK

Contact Us

[View Purchase History](#)

Item History

Part #: [3008600-GEMU](#) **554 GLB VLV 1-1/4in BRZ NPT NC AC 1** NOT IN STOCK **Call**

Gemu Globe Valve; Type 554; 1-1/4in; Cast Bronze Body; NPT End Connections; Teflon Seats/Seals; With Fail Close Size 1 Pneumatic Actuator. [Contact Us](#)

ITEM HISTORY DETAILS - 3008600-GEMU

Previous Purchases

PO Number	Inv Date	Inv Qty	Sale Price	Invoice #
D7750826 Rev 0	4/14/2023	5	\$175.00	7059420
D7750285 Rev 0	4/3/2023	4	\$175.00	7059309

Click on **View Purchase History** –
for details on that Item’s Previous
Purchases

Account Tools

Current Profile

Favorite Links
YouTube
Home
Purchase History

Track My Order

Note: Searches according to PO Number will return results only if the associated order is "complete".

Search by Order, Invoice or PO #... **Track Order**

Recent Company Orders [+ More](#)

Order Date	Order #	PO #	Completed
6/15/2023, 3:11 PM EDT	1076121		Yes
6/14/2023, 11:28 AM EDT	1076087		Yes
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6/2/2023, 3:09 PM EDT	1075887		Yes

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3006676-GEMU 554 GLOBE VALVE 1-1/4in SS NPT NC AC 1	Ordered 1 times between 3/29/2023 - 3/29/2023
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Account Tools [Manage Favorite Links](#)

- Change Password
- Home
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- Web Account Info
- Logout
- Current Statement
- Invoices & Shipments
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Account Tools [Done](#)

- Change Password
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- View Quotes
- YouTube

- Click on any hyperlinked **Account Tools**
- Click on **Manage Favorite Links** to change your Favorite Links under Profile, highlight the start and it appears

We Hope You Enjoy Our New Customer Portal

THE SPS WAY

ASSUME POSITIVE INTENT PAY ATTENTION TO THE DETAILS!

DELIVER LEGENDARY SERVICE WALK IN YOUR CUSTOMERS' SHOES DO THE RIGHT THING, ALWAYS SPEAK STRAIGHT DO WHAT'S BEST FOR THE CUSTOMER

FIND A WAY TAKE PRIDE IN OUR APPEARANCE

PRACTICE BLAMELESS PROBLEM-SOLVING GET CLEAR ON EXPECTATIONS

DELIVER RESULTS HONOR COMMITMENTS BE A MENTOR BE POSITIVE KEEP THINGS FUN

BE PROCESS DRIVEN SHOW MEANINGFUL APPRECIATION BE RELENTLESS ABOUT IMPROVEMENT DELIVER AN EFFORTLESS EXPERIENCE

BE A FANATIC ABOUT RESPONSE TIME

TREASURE, PROTECT, & PROMOTE OUR REPUTATION LISTEN GENEROUSLY MAKE A DIFFERENCE

BE CURIOUS COMMUNICATE TO BE UNDERSTOOD PRACTICE THE "HUMAN TOUCH." MAKE QUALITY PERSONAL

EMBRACE CHANGE BE PROACTIVE WORK ON YOURSELF

sentinelprocess.com

800-345-FLOW