

CONNECTED is a secure and personalized web portal that enables our customers to help themselves 24x7. CONNECTED allows you to view order status for open and shipped orders, obtain tracking/waybill numbers and track shipments.

Symmetricon recognizes the unique challenges facing businesses today and is committed to meeting our customer's needs with tools that will help increase productivity, provide flexibility, and save time.

CONNECTED Administrator Contact Information:

If at anytime during this introductory process you need assistance, please email CONNECTED@symmetricon.com and you will receive a response no later than the next business day.

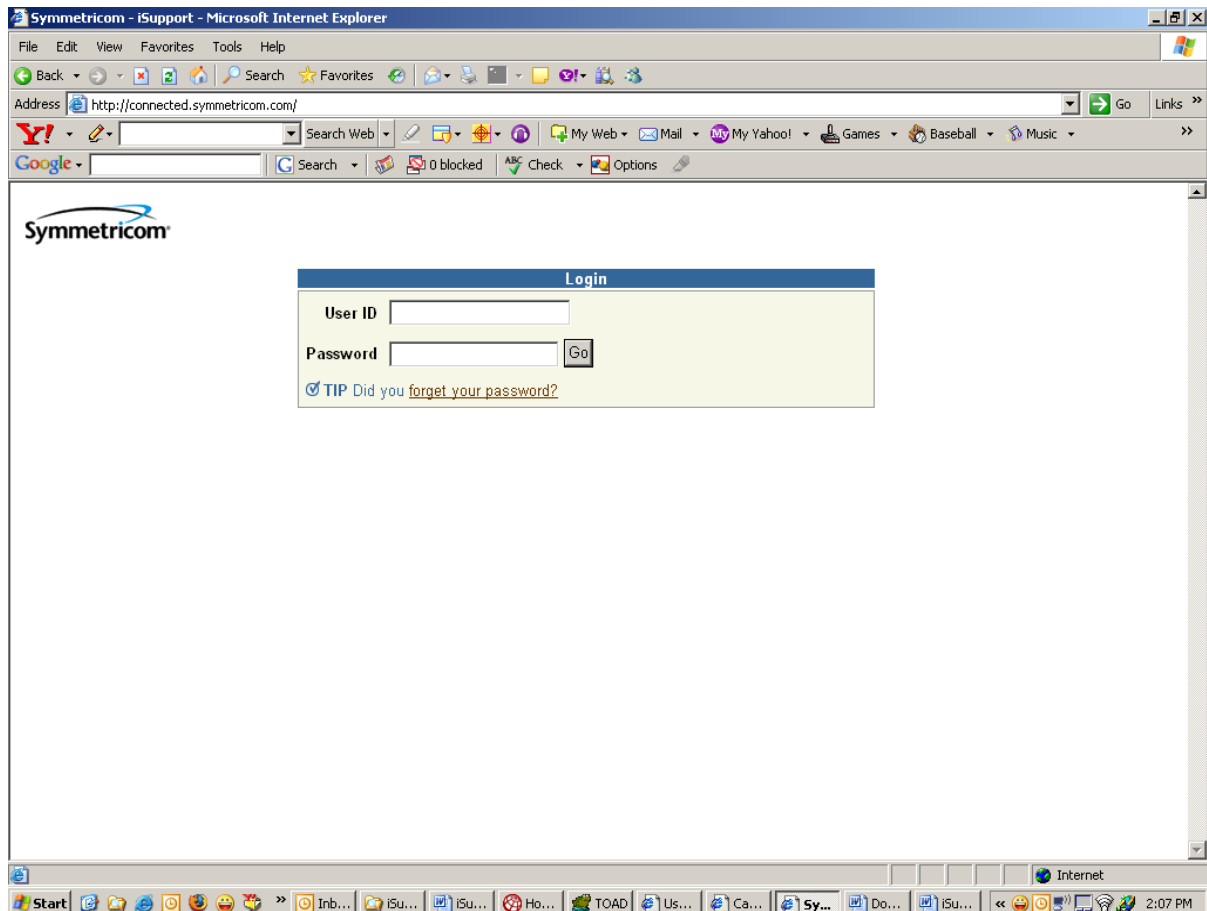
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Login:

After you have received your CONNECTED User ID and Password from our CONNECTED Administrator, please proceed to the following link:

<http://connected.symmetricon.com>



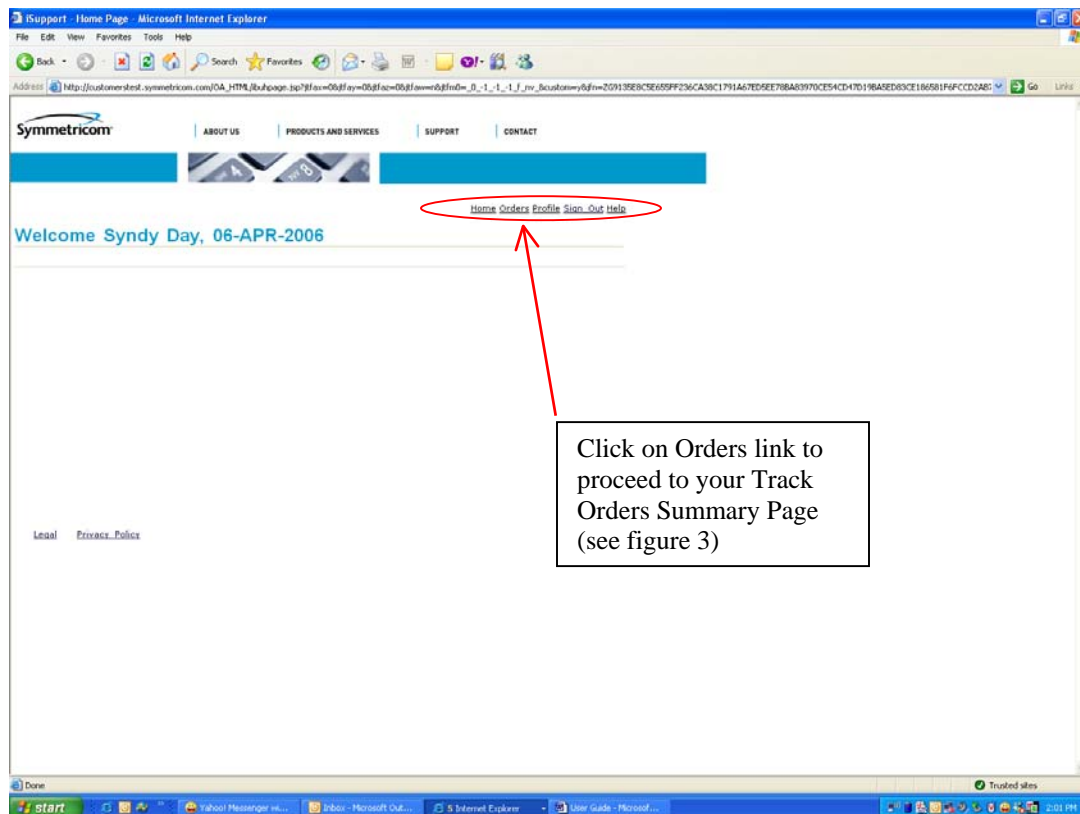
(figure 1)

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After you login for the first time, you will be prompted to change your password. Once completed, you will be taken to your home page (figure 2). You will be able to:

1. Go to Orders – see order details.
2. Go to Profiles
 - a. Personal Files – you can update your name and change your password.
 - b. Contact Points – you can create/update phone and email addresses.
3. Sign Out
4. Go to Help



(figure 2)

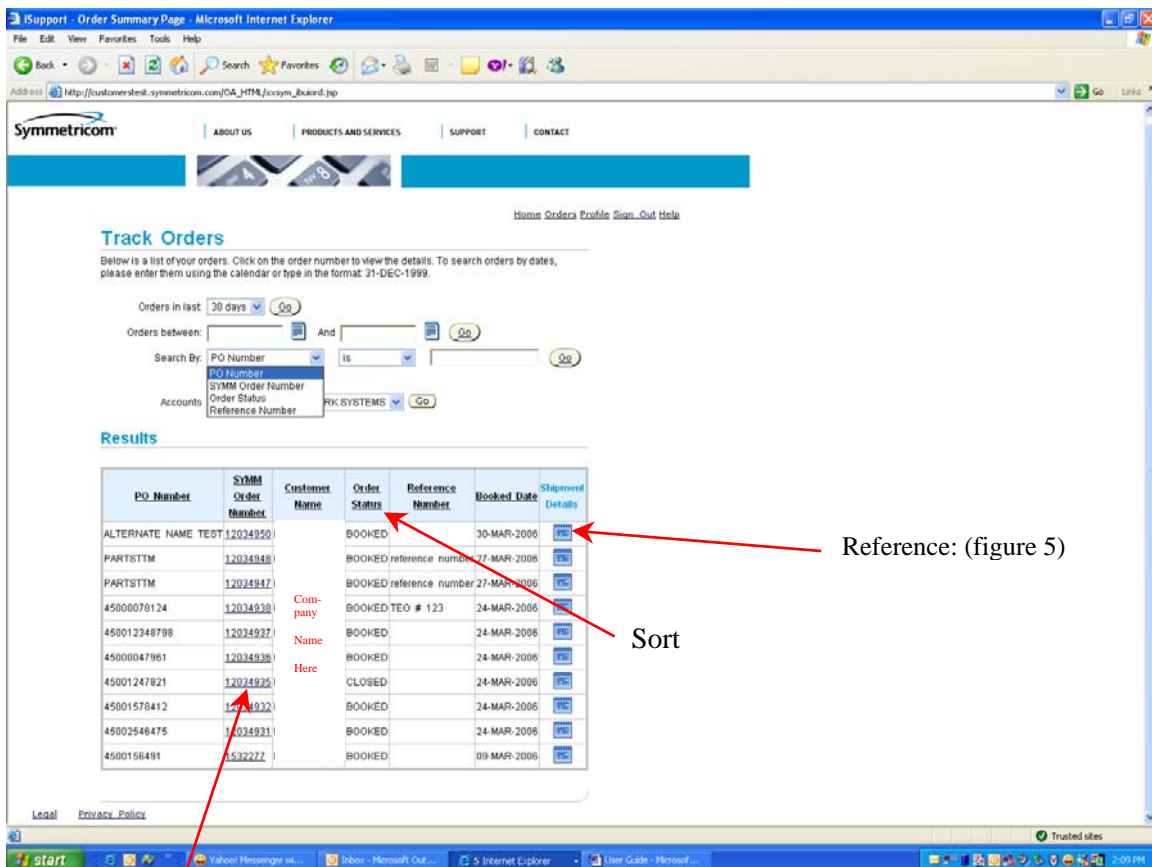
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From the Track Orders page, you will be able to search on orders by several criteria.

- ❑ Purchase Order number
- ❑ Symmetricom Order number
- ❑ Orders within the last 7, 14, 30, 60 and 90 days
- ❑ Orders within a date range
- ❑ Order Status (Booked or Closed)

A list of orders meeting your search criteria will appear. To view the details for a particular order, click on the order number on the left hand side. This will take you to the Order Detail Page (figure 4). To go directly to the shipment details, click on the Shipment Detail link on the right hand side. (figure 5)



Track Orders

Below is a list of your orders. Click on the order number to view the details. To search orders by dates, please enter them using the calendar or type in the format: 31-DEC-1999.

Orders in last: 30 days

Orders between: And

Search By: PO Number Is

Accounts:

Results

PO Number	SYMM Order Number	Customer Name	Order Status	Reference Number	Booked Date	Shipment Details
ALTERNATE NAME TEST	12024950	Company Name Here	BOOKED		30-MAR-2006	View
PARTSTTM	12034948		BOOKED reference number	27-MAR-2006	View	
PARTSTTM	12024947		BOOKED reference number	27-MAR-2006	View	
45000078124	12024938		BOOKED TEO # 123	24-MAR-2006	View	
450012348798	12034937		BOOKED	24-MAR-2006	View	
45000047961	12034936		BOOKED	24-MAR-2006	View	
45001247821	12024935		CLOSED	24-MAR-2006	View	
45001578412	12024932		BOOKED	24-MAR-2006	View	
45002546475	12024931		BOOKED	24-MAR-2006	View	
4500156491	1532227		BOOKED	09-MAR-2006	View	

Legal Privacy Policy

Drill Down
(figure 4)

(figure 3)

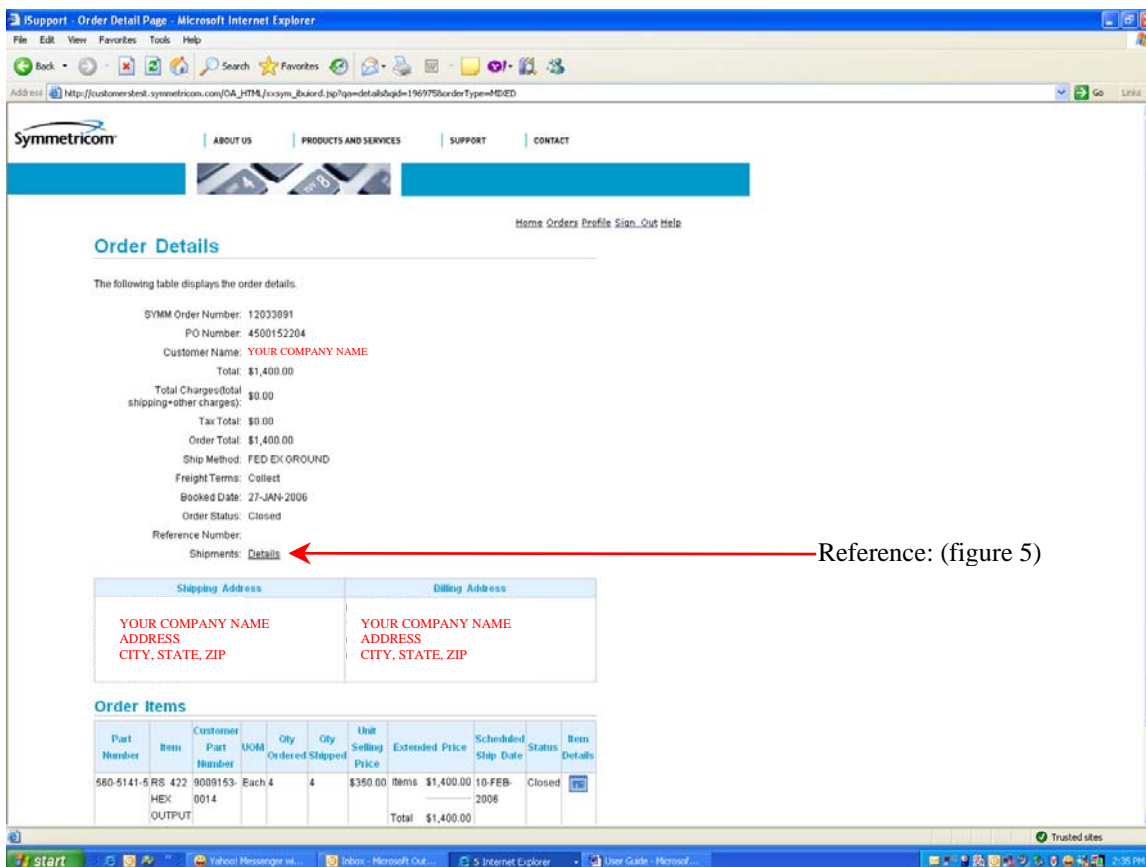
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**Quick Tip* – Any text underlined in a Column Heading will let you sort in ascending or descending order. Any text underlined in the body will let you drill down to more detail.

The Order Detail page will provide a line item break down of your purchase order. Including:

- ❑ Part Number
- ❑ Quantity
- ❑ Price
- ❑ Ship method and date
- ❑ Order Total



The following table displays the order details.

SYMM Order Number: 12033891
 PO Number: 4500152204
 Customer Name: YOUR COMPANY NAME
 Total: \$1,400.00
 Total Charges (total shipping+other charges): \$0.00
 Tax Total: \$0.00
 Order Total: \$1,400.00
 Ship Method: FED EX GROUND
 Freight Terms: Collect
 Booked Date: 27-JAN-2006
 Order Status: Closed
 Reference Number:
 Shipments: [Details](#) ← Reference: (figure 5)

Shipping Address		Billing Address	
YOUR COMPANY NAME ADDRESS CITY, STATE, ZIP		YOUR COMPANY NAME ADDRESS CITY, STATE, ZIP	

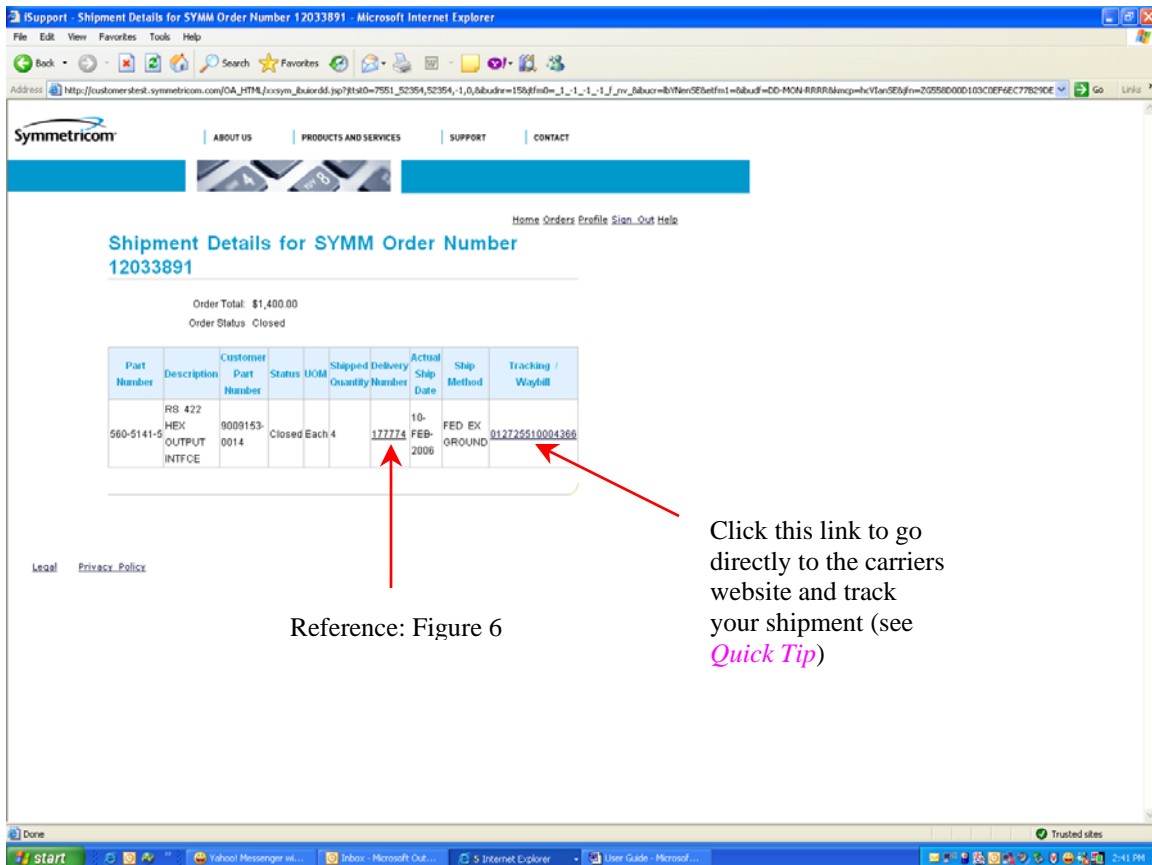
Order Items

Part Number	Item	Customer Part Number	UOM	Qty Ordered	Qty Shipped	Unit Selling Price	Extended Price	Scheduled Ship Date	Status	Item Details
560-6141-5	RS 422	0009153	Each	4	4	\$350.00	Items \$1,400.00	10-FEB-2006	Closed	Details
							Total	\$1,400.00		

(figure 4)

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Shipment Details for SYMM Order Number 12033891

Order Total: \$1,400.00
Order Status: Closed

Part Number	Description	Customer Part Number	Status	UOM	Shipped Quantity	Delivery Quantity	Actual Ship Date	Ship Method	Tracking / Waybill
560-5141-5	RS 422 HEX OUTPUT INTFC	9009153-0014	Closed	Each	4	177774	10-FEB-2006	FED EX GROUND	912725510004366

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Reference: Figure 6

Click this link to go directly to the carriers website and track your shipment (see *Quick Tip*)

(figure 5)

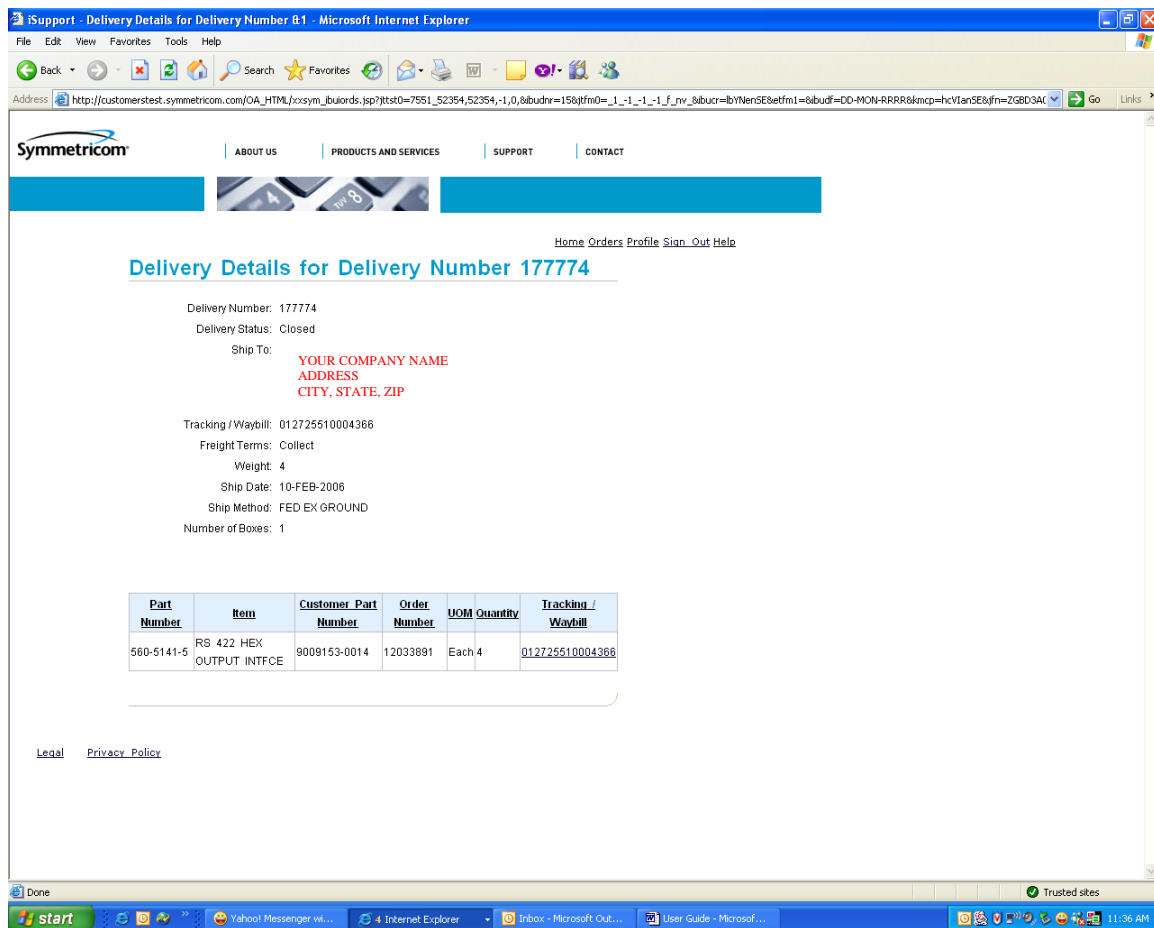
Clicking on the Delivery Number will take you to the Delivery Details Page. This Page will provide you with information for that particular delivery.

- ❑ Ship to address
- ❑ Shipment Weight
- ❑ Number of Boxes
- ❑ Tracking Number

**Quick Tip* – Currently you are only able to access tracking information for shipments sent via Fed Ex, UPS, or DHL.

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(figure 6)

Thank you for using CONNECTED. We hope you find this a useful and efficient tool that becomes an integral part of your business day.

We always welcome comments and suggestions. Please feel free to email us at CONNECTED@symmetricom.com.

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