



CUSTOMER WEBSITE

Industrial Segment

e-BUSINESS

User Navigation Manual

Revision Date: January 2020

Manual for Authorized Users

INTRODUCTION

The following document is provided to assist authorized Industrial Woodward Customers or Users to access information from Woodward Customer eBusiness website, for Industrial information.

Access privileges to the Customer e-Business site will be based on the type of relationship your company has with Woodward. Permissions to access information will be established by the local Woodward location.

Username and password is limited to the User identified. This information is considered confidential and subject to the "[Conditions of Website Use](#)", as well as the Woodward eBusiness Legal Notice (see below).

Woodward e-Business Legal Notice

Documents and information made available at this site ("INFORMATION") are provided to you in confidence as proprietary information of Woodward, Inc.. You, and any organization for whose benefit you access this website, are subject to the "[Conditions of Website Use](#)". In addition, you:

- Accept the "[Customer/Supplier Website Agreement](#)" and the "[Privacy Statement](#)".
- Agree that your use, disclosure, or reproduction of the INFORMATION will be limited in accordance with the Customer/Supplier Website Agreement and other agreements entered into with Woodward.

Certain portions of the INFORMATION may be subject to U.S. export control laws. You agree not to export or re-export, and not to engage in "deemed" export (disclosure to "non-US persons") of INFORMATION, except in accordance with applicable laws.

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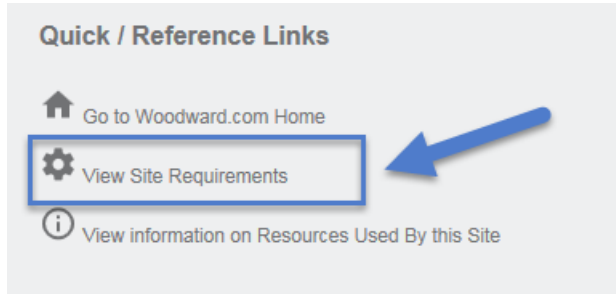
Woodward's Customer e-Business site provides the authorized User access to selected data from Woodward's business systems WISE (Woodward Integrated Systems Environment); information includes pricing, delivery, tracking of a purchase order, return numbers, as well as various reports. The information exchange is fast, safe, and reliable. By using our secure e-Business Website, customers can work directly with Woodward 24 hours a day, regardless of the time-zone or location.

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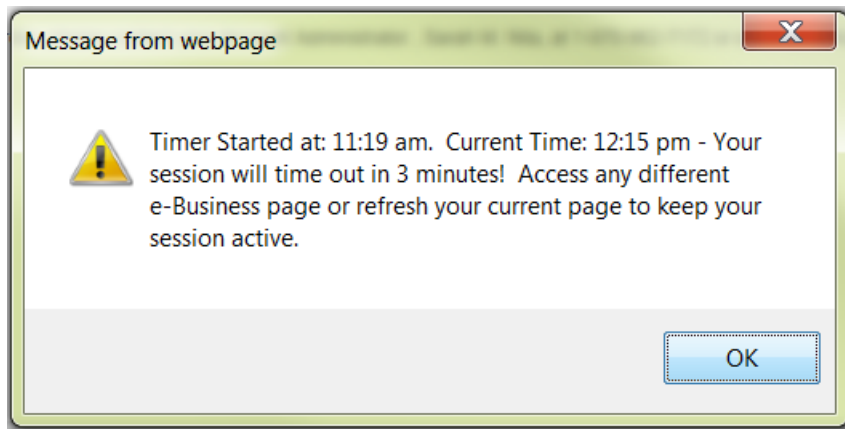
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SITE REQUIREMENTS

The Woodward eBusiness website recommended site requirements may be viewed from Quick/Reference Links listed at the bottom of an eBusiness page.



NOTE: There is a 60-minute Woodward security time limit on open e-Business window's or sessions. Reminder will pop-up after 57 minutes - warning User that they have 3 minutes before session time-outs. Any activity within the window after the pop-up warning will keep it active for another 60 minutes (i.e., new search or F5-refresh).



USERS PERMISSION

Access to eBusiness website is authorized by the local Woodward location based on customer contracts and/or agreements. The standard permissions available for a customer User to view information for their specific Woodward account are listed below.

eBUSINESS PERMISSIONS MATRIX		
LEVEL	PERMISSION DEFINITION	ACCESS ALLOWED
1	STANDARD SET-UP: 1. Basic (required) 2. Publications 3. Reports 4. Customer Information	allows viewing of profile, password, and customer allows viewing of publications and/or technical manuals allows viewing of reports allows order status, pricing, A/R and drawings or TSP's
2	Order Entry (Limited)	allows ability to submit customer purchase orders on-line

Viewing information is controlled by having an active Woodward customer account, if set-up of a User(s) account is required based on contracts and/or agreements the information listed below shall be provided. Woodward eBusiness can only be accessed by ACTIVE Customers buying direct from the applicable regional Woodward location.

1. Woodward Customer Account Number (i.e., IXXXXXXX, NXXXXXXX, JXXXXXXX)
2. User Name (i.e., John Customer)
3. User title (i.e., Buyer, Purchasing)
4. User email address (i.e., johncustomer@customer.com)
5. Customer based on relationship with Woodward to identify the permission level for each user.

Requests to add a new User(s) shall be submitted to the Customer Account Manager (CAM) or Customer Support Representative (CSR), who will approve and/or request the eBusiness Administrator to set-up User(s) the applicable permission within Woodward’s business system.

ID AND PASSWORD:

Each User(s) will receive an email (see example below) listing access codes (e.g., ID and Password). Below are the steps necessary for the User to log into eBusiness. If you have questions or you do not receive email with access codes, please contact your Customer Support Representative (CSR) directly.

1. www.woodward.com
2. Select eBusiness Link
3. Enter User Name (or email address) and Password.
4. Click on the LOGIN button.
5. Select the CUSTOMER link at the top of the screen.
6. Select the pull-down menu as required.

From: [NAME]@woodward.com (Woodward eBusiness Administrator)

Sent:

To: John Customer

Subject: <PRD7> - Woodward e-Business Account Created

Importance: High

<PRD7> - This message was generated from the production WISE system.

Name: John Customer
Company: Customer
Department: Sales
Title: Sales Manager
Address: 123 Somewhere
Street: Address 1
Street: Address 2
City/State/Zip:
Country:
Telephone:
Fax:
Email: johncustomer@customer.com

EMAIL EXAMPLE

An ID has been created for you on the Woodward e-Business Site. Click the following link for the terms and conditions of use for this ID:
http://www.woodward.com/ebusiness/security/legal_notice.htm. You may log in to the site using the following ID and password:

Login ID: johncustomer@customer.com

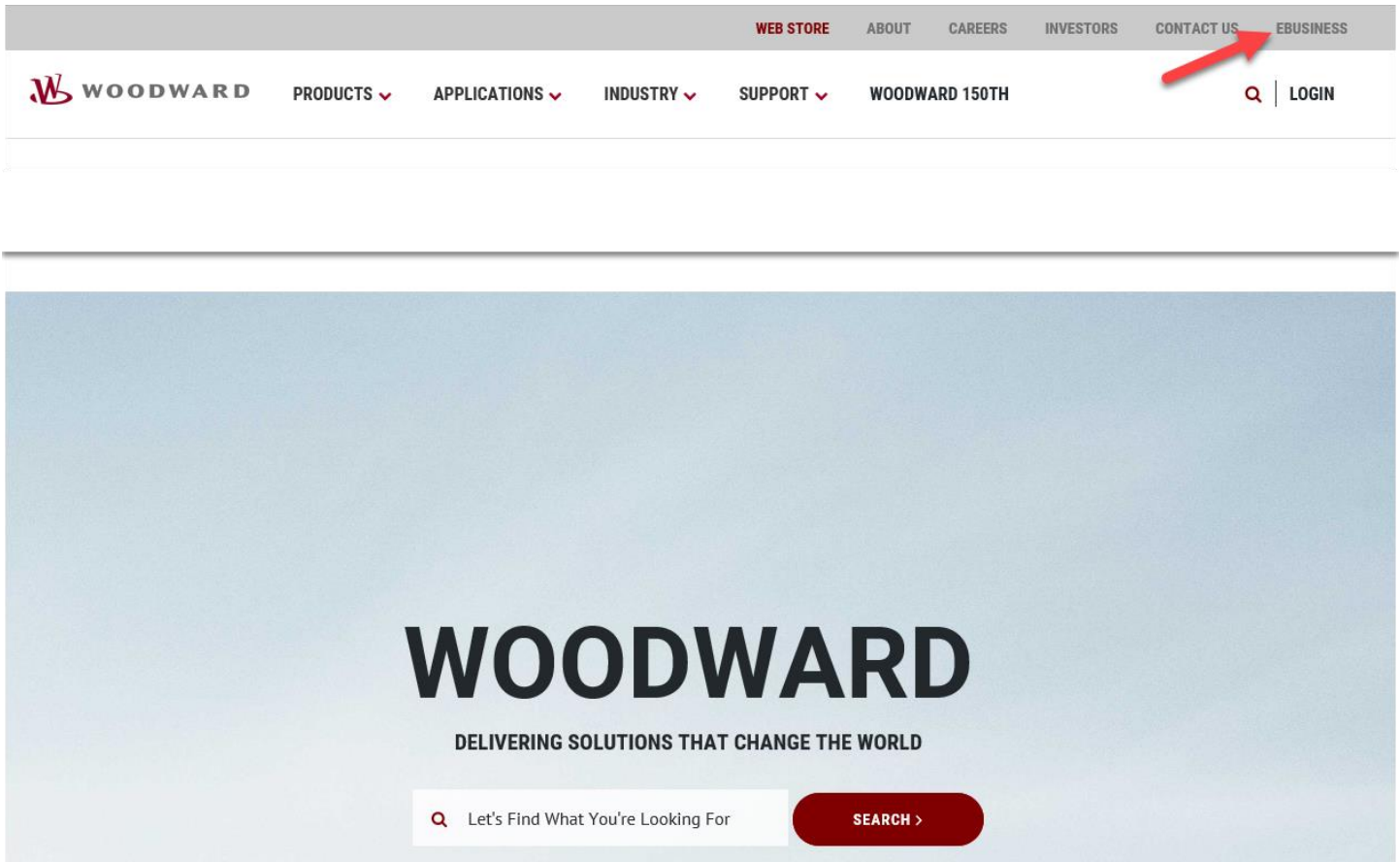
Password: XXXXXXXXXX

USERS LOGIN PROCESS

Authorized User(s) that have received username and password can log into the Woodward Customer eBusiness website by using an Internet browser for logging into the Woodward website.

The Woodward website page will appear then User can select the e-Business link located on the top right-hand of the screen.

www.woodward.com



The Woodward eBusiness login prompt will appear for User to enter Woodward issued username or a valid email address and password – enter and then select the login button.

Woodward e-Business Center

Username:

Password:

Woodward e-Business Center can only be used by ACTIVE Customers and Suppliers.

[FORGOTTEN PASSWORD](#)

Woodward Supplier Information

Woodward Supplier Announcements Last Modified

[Introduction to the Woodward Supplier Announcement Portal](#)

Woodward Supplier e-Business Center

At Woodward, we understand the importance of providing our supplier with 'self service' tools and easy access to information, open deliveries, forecast, and performance objectives. [Click here](#) for the Supplier e-Business Overview.

Request Supplier Login ([click here](#))

Woodward Supplier e-Business Center can only be used by Active Suppliers.

Please be sure to enter your Email address or Login ID and then your Password in the upper left box to sign in to the secured area of the e-Business Center.

Woodward Customer e-Business Center

Request Customer Login

Request Non-Aircraft Customer Login
If you purchase direct from Woodward for Non-Aircraft type product, request e-Business access from your Account Manager or Customer Support Representative.
[If not, click here for information on our Woodward offices or local Distributors.](#)

Request Aircraft Customer Login ([click here](#))

Woodward Customer Information

[Non-Aircraft Customer User Manual](#)

User(s) may save the following URL – to connect directly at the LOG-IN page:

<https://ebus.woodward.com/eBusiness/security/login.cfm>

STEPS TO LOG-IN TO CUSTOMER eBUSINESS:

1. Enter Username or User email address
2. Enter password and select LOGIN
3. Accept Legal Terms - I AGREE
4. Select applicable link to view information from secure site.

NOTE: The tabs viewable by the User are based on each individual User's permissions or settings. The User may select an available tab to continue with additional viewing or retrieval options.

LOG-IN INFORMATION FORGOTTEN?

If the User has forgotten their username and/or password complete the following steps.

1. Select FORGOTTEN PASSWORD link
2. Type User email address in the EMAIL field
3. Submit Request
4. The system will provide a new password to the validated email address.

Woodward e-Business Center

Username:

Password:

Enter Username or User email address

Woodward e-Business Center can only be used by ACTIVE Customers and Suppliers.

[FORGOTTEN PASSWORD](#)

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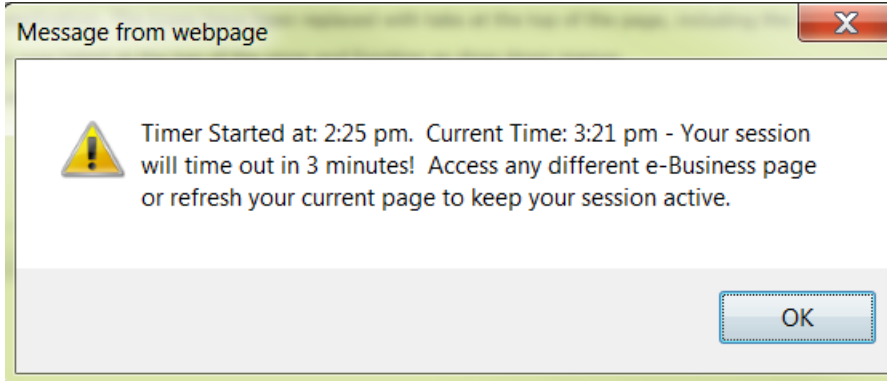
Forgotten Password...

If you have forgotten your password, enter your email address.
After you submit the form, the information will be validated against your profile information.
If a match is found, then your password will be sent to you via email.

Email:

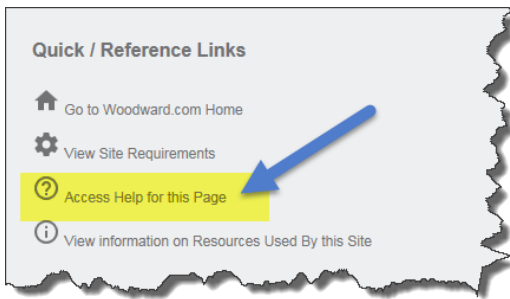
SECURITY TIME LIMIT

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HELP MENU

Each e-Business page has access to the on-line Help Menu. To review descriptions of the page intent and/or fields use the HELP menu from the bottom of eBusiness page.



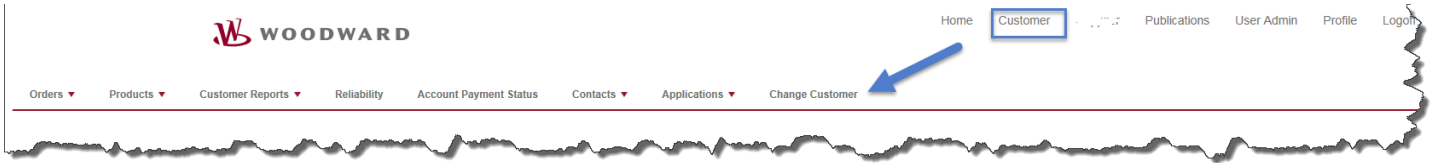
WILD CARD

An asterisk [*] is the universal 'wild-card' that will advise the search program to select any value in that field. User may use the wild card with a partial value. For example entering **ABC123***, in the Part Number field would find information with the item numbers combination in the search.

ACCESS TO eBUSINESS

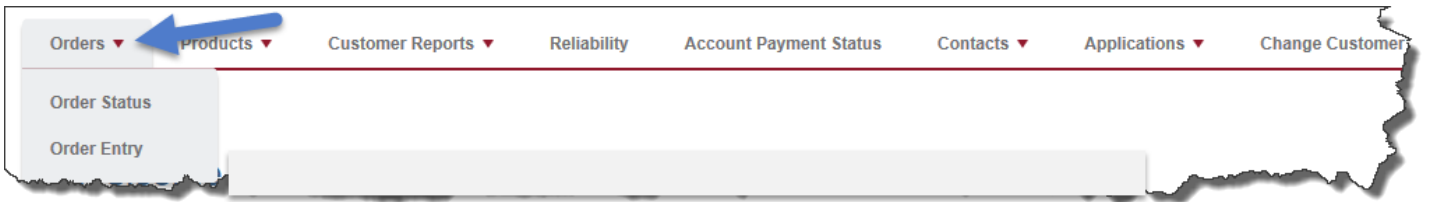
The next sections will provide information on the individual tabs that may be viewable by the User. All access is based on the customer relationship with Woodward and the specific User permissions. If the User is authorized to view the link will be active and the User may select the tab and continue with additional viewing or retrieval options.

CUSTOMER LINK



Access to the tabs and associated menus is determined by User permissions granted based on customer relationship, contracts and/or agreements. Permissions will provide access for User to view information for their specific Woodward customer account.

ORDERS MENU



ORDER STATUS

To view status of a Customer purchase order, Woodward sales order, Woodward Item Number or if applicable the Customer's Item Number select Order Status from the Orders pull-down menu.

Order Status - Screen Output

The User may limit the data by selecting the **USE DATES** radial button and entering the applicable timeframe, if the User does not want to limit date may select the **IGNORE DATES** radial button. To show the past due select the checkbox in combination with radial button.

- 1) Enter information in any of the fields shown, with or without the wild card (*)
- 2) When entry is complete select the Search button

Order Status

Customer: WOODWARD [I877000]

Search Criteria					
Customer PO	Customer P/N	WGC Order	Prefix	WGC Item	Contact Name
*	*	*	*	*	

<input checked="" type="radio"/> Use Dates	Starting Request Date	Ending Request Date
<input type="radio"/> Ignore Dates	28-Oct-2016	11-Nov-2016
<input type="checkbox"/> Show Past Due		

Output Options	
Rows/Page 25	Format
	<ul style="list-style-type: none">HTML (Browser)XLS (Spreadsheet)XML (Data)

Search

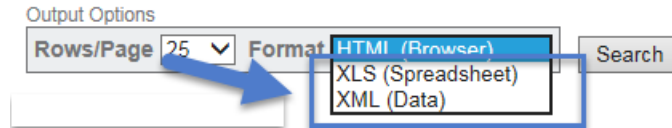
Enter your search criteria above and click 'search'. Entering asterisks will return all data.

An asterisk [*] is the universal 'wild-card' that will advise the search program to select any value in that field. User may use the wild card with a partial value.

Order Status - Report Output

The User may download a report from the status page when required.

- 1) Select **XLS (SPREADSHEET)** or **XLM (DATA)** as the output option.
- 2) Select **SEARCH** button
- 3) Will download file that may be saved locally and sorted as User requires.



The orders status page provides information on customer purchase order and schedule dates. Below is an example of the output, if User selects one of the hyperlinks it will provide the following access.

- 1) **Status** column is a link to access additional information from the ORDER DETAILS page for the specific line selected.
 - a. **Draft** – order pending price or delivery date.
 - b. **Open** – order processing to be delivered in future.
 - c. **Shipped** – provides invoice number and tracking
- 2) **Invst** column is a link to a PDF version of a published investigation report for repairs and/or warranties.
- 3) **Reschedule** column advises if delivery date has been rescheduled from customer request date.

Rows 1 - 25 of 172

Customer PO	PO Line	Customer P/N	WGC Order#	Prefix	WGC Item#	OrdQty	Shipped	Contact Name	Request Date	Dock Date	Due Date	Reschedule	Status	Invst
	1		3390301		9905-864	1	0		03-NOV-2016			YES	DRAFT	
	21		3390517		3599-073	2	0		28-OCT-2016		04-NOV-2016	YES	OPEN	
	17		3391245		8934-376	2	0		28-OCT-2016		04-NOV-2016	YES	OPEN	
	20		3390517		3448-059	1	0		28-OCT-2016		07-NOV-2016	YES	OPEN	
	13		3390517		30506	1	0		28-OCT-2016		09-NOV-2016	YES	OPEN	
	14		3390517		30508	1	0		28-OCT-2016		09-NOV-2016	YES	OPEN	
	16		3390517		3055-377	8	0		28-OCT-2016		09-NOV-2016	YES	OPEN	
	19		3390517		32590	1	0		28-OCT-2016		09-NOV-2016	YES	OPEN	
	1		3390567		8516-174	20	0		28-OCT-2016		07-DEC-2016	YES	OPEN	
	2		3387503		9907-126	1	0		31-OCT-2016		02-NOV-2016	YES	OPEN	1115457
	8		3390927		3448-059	2	0		31-OCT-2016		07-NOV-2016	YES	OPEN	
	2		3390885		1355-199	75	0		31-OCT-2016		08-NOV-2016	YES	OPEN	
	9		3390885		3055-069	6	0		31-OCT-2016		09-NOV-2016	YES	OPEN	

Rows 1 - 19 of 19

Customer PO	PO Line	Customer P/N	WGC Order#	Prefix	WGC Item#	OrdQty	Shipped	Contact Name	Request Date	Dock Date	Due Date	Reschedule	Status	Invst
	15		3356585		3574-043	1	1		02-JUN-2016		02-JUN-2016	NO	SHIPPED	
	16		3356585		3590-099	1	1		02-JUN-2016		02-JUN-2016	NO	SHIPPED	
	17		3356585		360496	1	1		02-JUN-2016		02-JUN-2016	NO	SHIPPED	
	18		3356585		365471	3	3		02-JUN-2016		02-JUN-2016	NO	SHIPPED	
	19		3356585		4066-387	2	2		02-JUN-2016		02-JUN-2016	NO	SHIPPED	
			3356585		33-009	2	2		02-JUN-2016		02-JUN-2016	NO	SHIPPED	

Order Details Page

1. Link to view Shipment Tracking
2. Link to view Anticipated Delay Report (ADR)
3. Link to view specific notes listed on the Woodward sales order
4. Link to view Invoice

Order Details

Customer: [REDACTED]

Customer PO #: [REDACTED]
Customer Part #: [REDACTED]
Qty Due: 6
Qty Shipped: 6
REQUEST DATE: 02-JUN-2016
Due Date/ Expected Ship Date: 07-JUN-2016
Original Promise Date: 02-JUN-2016
Unit Price: \$15.00
Extended Price: \$90.00
WGC Order #: 3356595
Order Line: 2
Order Type: SPR
Order Status: SHIPPED
Shipping Plant: Colorado
WGC Item #: 1715-115
Description: SWITCH 3PDT MICRO
Currency Code: US

[NOTES](#) [DELAY REPORT](#)

Shipments:
Rows 1 - 1 of 1

Invoice #	Invoice Date	Invoice Status	Tracking #	Ship Date	Invoice Amount	Balance Due
4823033	08-JUN-2016	PAID	674979158715	08-JUN-2016	\$90.00	\$.00

Annotations:
- "If applicable Delay Information Link" points to the [DELAY REPORT](#) link.
- "Invoice Link" points to the [4823033](#) invoice number.
- "Tracking Link" points to the [674979158715](#) tracking number.

ORDER ENTRY

The first page of order entry is shown below User must select the type order they will enter.

1. Select radial button for applicable Order Type
 - a. New = purchase of new components or complete items (valve, actuator, control, spare parts, etc.)
 - b. Returns = return number for repair, warranty and/or exchange
2. Select the CONTINUE button

Orders ▼ Products ▼ Customer Reports ▼ Reliability Account Payment Status Contacts ▼ Applications ▼ Change Customer

Order Entry Type

Customer: [REDACTED]

Select Order Type and if applicable, New Order Sub Type

Order Type

Select a New Order Type

New

- Component Item** Components and piece parts of a complete assembly (i.e., bushings, motors, washers, springs, kits, etc.)
- Complete Item** Complete assembly (i.e., actuator, governor, valves, electrical controls, modules, software)

Return

The second page of Order Entry is to enter purchase order line requirements.

New

1. **ADD TO CART** - if greater than (>15) items are to be entered to add additional lines.
2. **VIEW CART** button to view items in cart.
3. **CHECKOUT** button when entry is complete select button to complete order.
4. **NEW TYPE** button to change the order type selected.
5. **FILE UPLOAD** button – to load file of line items (see below).

File Upload

The User may select the file upload option to submit purchase orders by a comma-separated file format, the upload programming was designed to eliminate the customer manual keying of each PO line number, part number, quantity and date on ORDER ITEMS page.

1. On the PROFILE tab, User must UPDATE PREFERENCES select **OEFILE UPLOAD = Y**
2. Select FILEUPLOAD button
3. Access the HELP button on the bottom of the page which provides set-up instructions.
4. Create the file per or criteria listed in HELP link.
5. Save file
6. Select the BROWSE button, press open to return the file name to the file field.
7. Press the UPLOAD button to upload the line items to the current order.


Line Item File Upload

Customer:

[← Return to Order Entry](#)

e-Business allows upload of a comma separated file, CSV, to populate line items for an order. To get started using this option, please review this page's help file (See Below).

File To Upload:




When file upload is complete the User must complete the purchase order checkout or submittal to validate customer settings (i.e., product code, discount, minimum buy amount, etc.). The checkout process will trigger automated email to acknowledge purchase order.

NOTE: The User's internet connection may randomly be interrupted or lost during the file upload; therefore, Woodward recommends that the upload file option be limited to fifty (50) purchase order lines.

The third page of Order Entry is the Order Entry Checkout.

1. **REQUIRED** – enter customer purchase order number
2. If applicable, change the ship via (will show default)
3. If applicable, change ship to address (will show default)
4. If applicable, select on Order Notes ICON to select applicable standard notes.
5. Select the CONTINUE button when entry is complete.

Order Entry Checkout

 [Continue Shopping](#)

Customer:


Customer Purchase Order:
Ship Via:
Shipping Account Number:

Ship To: Record of

Name:
Attention:
Address:

City:
State: Zip/Postal Code:
Country:

Customer Contact:

Order Notes:  Click on Notes Icon to select applicable standard notes

* Use the ENTER key at the end of each text entry line

Comments to your Woodward Contact



The fourth page is a quick summary of the purchase order requirements as entered, changes can be made to the quantity and request date fields on this page.

1. User to review this page to confirm entry is correct.
2. If change to quantity and/or request date enter and select **RECALCULATE TOTALS** button.
3. If additional line items need to be added select **CONTINUE SHOPPING** button.
4. If order entry is complete, select **SUBMIT ORDER** button.

Order Entry Checkout

Continue Shopping

Customer:

Customer PO: TESTING
ShipVia: 044 SEE NOTES BELOW

Ship To:

Order Notes:

Comments to WGC Contact:

Line #	Prefix	WGC Item #	ECL	Description	Quantity	Request Date	Price	Extended Price	Comments
1		9907-023	L	CONTROL - L.V. 230V AC CE 7.5HZ LSSC FWD ASSY	1	04-Nov-2016	1712.1	1,712.10	
								Order Total:	1,712.10

Recalculate Totals Submit Order

* Applicable taxes and shipping costs will be billed as separate line items
* Woodward Governor Terms and Conditions of Sales apply to this order - a copy is available upon request

United States law prohibits disposition of these commodities to: CUBA, DEMOCRATIC P.R. OF KOREA, IRAN, ISLAMIC REPUBLIC OF, LIBYAN ARAB JAMAHI RIYA, SUDAN, SYRIAN ARAB REPUBLIC unless otherwise authorized by the United States Government

The final page of order entry is a sales order acknowledgement and confirmation of the User's purchase order with the corresponding Woodward sales order number that has been issued.

1. User can preview Woodward sales order by selecting link.
2. User can return to Order Entry to enter another order.
3. User can return to Customer Care page.

Customer:

Thank you for your purchase order, TESTING

A sales order confirmation will be sent to your email address. If you have any questions about your online order, please contact your Account Administrator , Sarah M. Nila, at 1-970-962-7172 or email your Account Administrator at the 'feedback' email link below.

Preview your Woodward Sales Order, [3392890](#).

Return to [Order Entry Page](#)
[Customer Care Page](#)

NOTE: e-Business will automatically send email notifications to User when an order is submitted:

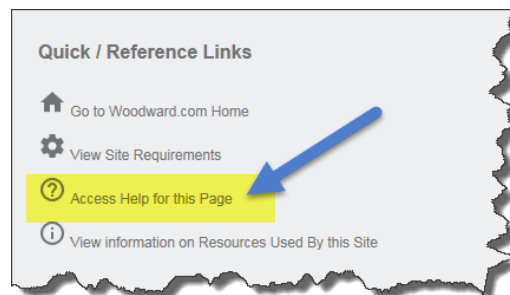
1. An order acknowledgement to the Customer User and the applicable Woodward Customer Support Representative (CSR).
2. If the price or any other information is not completed during order entry, the Woodward Customer Support Representative (CSR) will be sent an email notifying information needs to be completed.
3. If a line item on a Woodward sales order has a due or delivery date of +700 days from current, that indicates that the item is not available on the customer's request date. The Woodward Customer Support Representative (CSR) and Woodward Planner will receive an automated email advising that this item requires scheduling. The Customer Support Representative (CSR) will enter the due or delivery date when Planner has completed the scheduling at which time the Customer/User may view status of the line via the eBusiness Order Status function.

SECURITY TIME LIMIT

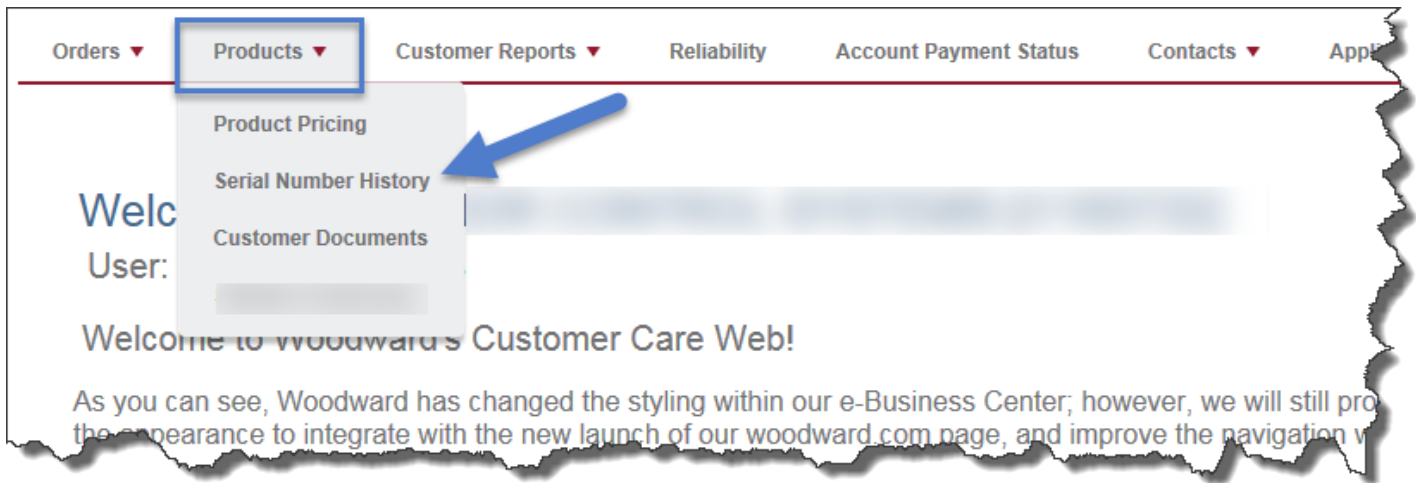
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HELP MENU

Each e-Business screen has access to the on-line WISE Help Menu. To review descriptions of the screen and fields use the HELP menu from the bottom of eBusiness windows.



PRODUCTS MENU



PRODUCT PRICING

The pricing displayed is based on customer relationship contract or agreements and the permissions of the User that is logged-in. To view pricing and delivery information for an item number enter information as listed below.

1. Enter the item number (Woodward or Customer) in **Item field**.
2. Enter the specific quantity required in **Quantity field**.
3. Output will provide price, and delivery, if ATP is based on total quantity entered, to view delivery for a lesser quantity enter that lesser quantity.

Product Pricing and Availability

Customer: [Redacted]

Search Criteria: Prefix: Woodward Item No. 9907-023, Quantity: 10

Output Options: Rows/Page: 25, Format: HTML (Browser)

Only available information is displayed.

Docs	Pubs	Prefix	Woodward Item No.	Rev	Description	Product Code	P/C Description	Quantity	Price	PriceList Discount	Pricelist Code	Standard Leadtime	ATP Qty	ATP Date	ATP Plant	Accumulated Leadtime	Preferred	Message	Height	Width	Length	Weight
			9907-023		CONTROL PANEL	115	2301 CONTROLS	10	\$2,634.00	Complete: 35.0 % Component: 25.0 %	INDUSTRIAL CONTROLS & SPARES	8 Weeks	10	17-Nov-2016	Colorado	9.6 Weeks	N		5"	14"	18"	6

** Woodward catalog prices are subject to change without prior notice.

Output:

- Docs & Pubs will only display a link if there is a price populated.
- If Prefix entered, programming will return all options if prefix not found.
- Woodward Item Number is a link to specification
- Product Code is a link to the active item numbers
- Preferred is the coding if item is preferred or non-preferred
- Height, Width, Length and Weight will display only if available in business system.

Product Pricing Input File

To access the template to upload a list for pricing and availability press the download icon, the spreadsheet .csv format will be opened to begin entry of list.

Product Pricing and Availability

Customer: _____

Search Criteria

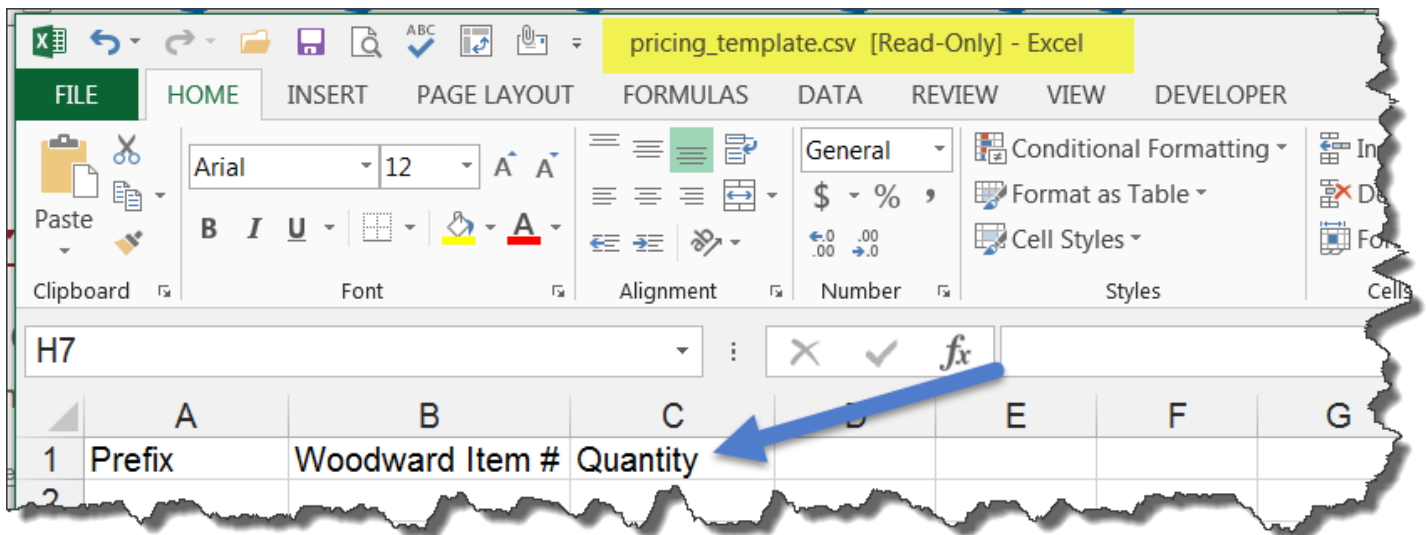
Prefix: _____ Woodward Item No: _____ Quantity: 1

Output Options

Rows/Page Format: HTML (Browser)

Search

Input File: _____ Browse... [Download Icon]



Product Pricing Messages

The pricing displayed is based on customer relationship, contract or agreement with Woodward. Messages will be displayed when price is **not** available, when item is inactive or when the User is **not** authorized to purchase.

- Item XXXX-XXX is inactive, replaced by item XXXX-XXX
- Item has no price, if authorized to purchase product, contact your Customer Support Representative (CSR).
- Item XXXX-XXX is inactive, there is not a replacement number available.
- ATP is not available, refer to the standard lead time for this product.
- Item is not supplied by Woodward Industrial, contact Woodward Aerospace for pricing information.

Delivery Information

The product pricing page provides estimated delivery, firm dates will be provided upon entry or receipt of a purchase order.

1. **Standard Lead-time** of the item, which does not include transit time.
2. **ATP Date** (Available to Promise) for the item and quantity entered, which does not include transit time.
3. **Accumulated Lead-time** of the item, which does not include transit time

Standard Leadtime	ATP Qty	ATP Date	ATP Plant	Accumulated Leadtime	Preferred
8 Weeks	7	06-Dec-2016	Colorado	9.6 Weeks	N

** Woodward catalog prices are subject to change without prior notice.

PRODUCT DELIVERY

The delivery information provided is an estimate for the specific item requested. This delivery estimate is not a firm commitment or a firm delivery date. A firm delivery date will be provided by Woodward upon entry of purchase order requirements in eBusiness or after receipt of (ARO) a purchase order.

- ▶ Applicable taxes and shipping costs are not included and will be billed as separate items.
- ▶ Woodward Inc., Terms and Conditions of Sale will apply unless otherwise negotiated.

The standard lead-time is after receipt of order (ARO). The lead-time does not include the transit time to the customer.

The ATP (available to promise) lead-time is for the specific item number and quantity if a purchase order is entered or received immediately. The ATP listed is at the producing or shipping Plant of the product. ATP does not include transit time to the customer.


The accumulated lead-time information is based on the calculated procurement cycle for all components required to manufacture the item requested, the lead-time does not include the transit time to the customer.

SERIAL NUMBER HISTORY

Customers who are authorized to complete repairs or warranties for Woodward product may upload the warranty or repair work completed by serial number. The User should complete the steps listed below to enter Serial Number History in the eBusiness system that will ultimately populate Woodward business system.

The serial number must be a valid serial number in the Woodward business system, if you receive an error stating **"NO DATA FOUND"** contact your Customer Service Representative (CSR) and they can

manually create the serial number in the business system to allow the User to complete the transaction(s). This should only apply if Woodward shipped the unit prior to **May 1994**.

1. Enter the serial number of the item
2. Enter the item number of the unit.
3. Select **SEARCH**, if NO DATA FOUND contact Customer Service Representative (CSR).
4. The search will retrieve the transaction section for entering details.
5. Select **Transaction Type**, and enter note describing work completed.
6. Select the  button
7. Input will be displayed on page AND saved in Woodward's Business System by serial number

View/Maintain Serial Number History


Customer:


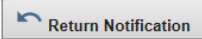
Search Criteria Output Options

Serial Number	Prefix	Woodward Item No	Rows/Page	Format	 Search
19645260		8800-1001	10	HTML (Browser)	

Enter your search criteria above and click 'search'.

Serial Number	Prefix	Item Number	Transaction Type	Note Text
19645260		8800-1001		Tested, replace worn standard components and reset.

Input File: 

Serial Details

Rows 1 - 1 of 1

Serial Number	Prefix	Item Number	Date	Trans	Sales Order No	Ln
19645260		8800-1001	04-NOV-2016 15:31:40	CD_REPAIR	2121087	1

Serial Notes

Rows 1 - 1 of 1

Serial Number	Date	Notes
19645260	04-NOV-2016 15:31:40	Tested, replace worn standard components and reset.

CUSTOMER DOCUMENTS

Customers authorized may view drawings or TSP's from this site, the User may enter the Woodward item number or TSP number. There are restrictions on what type documents can be retrieved and all documents **MUST** be electronically stored by Woodward.

- 1) Customer or User must be authorized to purchase the item per contracts or agreements.
- 2) Drawings are limited to outline, dimensional or wiring drawings does not include schematics.
- 3) The requested outline drawing or TSP must be stored in Woodward's electronic depository to be retrieved or accessible via eBusiness.
- 4) Components and/or spare part drawings are not available.
- 5) Retrieval will be for those document authorized and available electroically.

Document Search

Customer: [REDACTED]



Item #:	Last Rev Only:
<input type="text" value="9904-828"/>	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="button" value="Search"/>

Enter your search criteria above and click 'search'.

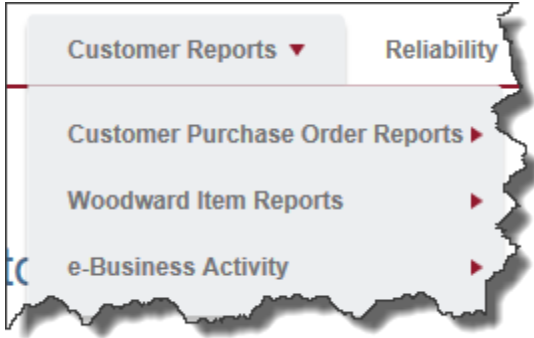
Documentation List

Customer: [REDACTED]
User: Joeanna Gonzales

Rows 1 - 2 of 2

Doc	Rev	Sht	Type	Item	Description
 9988-452	3	1	Engineering Drawing	9988-452	
 TSP-1381	F5		TSP Master	TSP-1381	TSP FOR TG 13 / 17 GOVERNORS

CUSTOMER REPORTS MENU

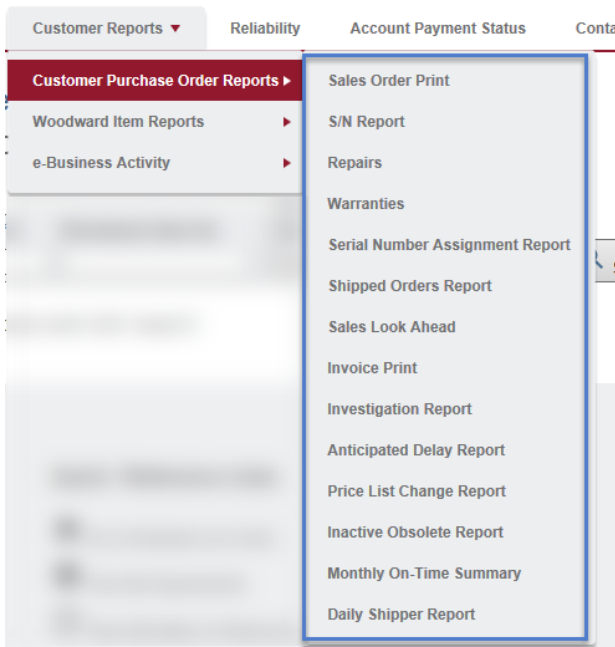


There are several reports available, access is based on permissions granted for the specific Customer and specific User to view data.

- 1) Enter data required by the specific report.
- 2) Reports available in PDF and EXCEL output format.

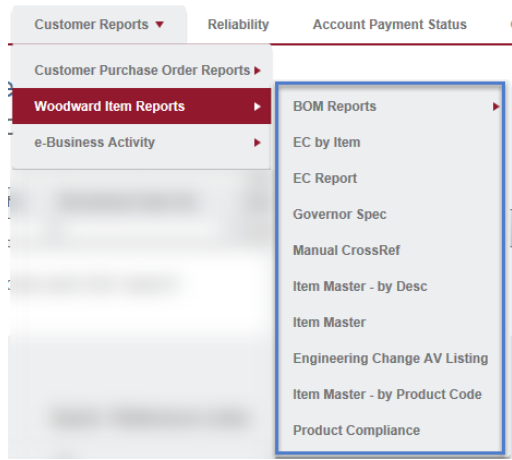
Customer Purchase Order Reports

Reports available is limited to the specific customer each User has access. Will provide information based on customer set-up, purchase order or location.



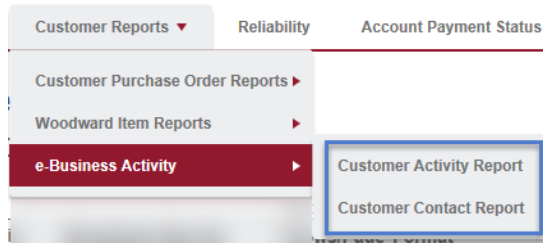
Woodward Item Reports

Reports can be viewed by the Woodward Item Number or other Woodward data such as manual number or description. Will provide information based on customer set-up; for bill of material, engineering changes, specifications, and product compliance.



eBusiness Activity Reports

Limited access reports, access is available for the specific customer administrators to view their specific active User's and their Usage. If access is required please request from your CAM (Customer Account Manager) for approval.



ACCOUNT PAYMENT MENU

To view the status of Customer Account with Woodward, select Account Payment Status link.

Select your report format in the Output Options and select Continue button. This page will then allow you to view current status of your account. Also available is the complete AR Statement for the account.

Accounts Receivable Statement

Customer:

User:

Output Options

Format
HTML (Browser) <input type="button" value="Continue"/>



Select your report format above and click 'continue'.

CONTACTS MENU

WOODWARD CONTACTS

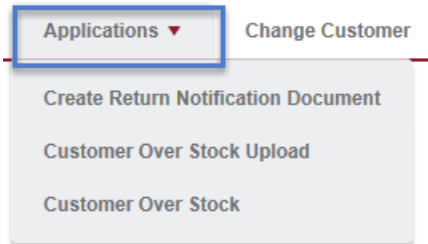
The Contacts Menu will provide information for the Customer Account Manager (CAM) and the Customer Support Representative (CSR). User may view the information listed on the Contact Info tab for their account or also provided is ability for User to send email from eBusiness to a specific Woodward member.

Contacts ▾	Applications ▾	Change Customer
Woodward Contacts ▶	Contact Info	
Sales Support	Send a Message	

SALES SUPPORT

Provides a link to www.woodward.com to view listing of Global Woodward locations and Distribution channels to support customer sales.

APPLICATIONS MENU



The Application Menu will provide access to specific applications based on the permissions granted by Woodward for the Customer and/or User.

CREATE RETURN NOTIFICATION DOCUMENT

Enter the Woodward Sales Order number to print a copy of the Woodward Return Notification Document that may be used as document for when product is returned to a Woodward location.

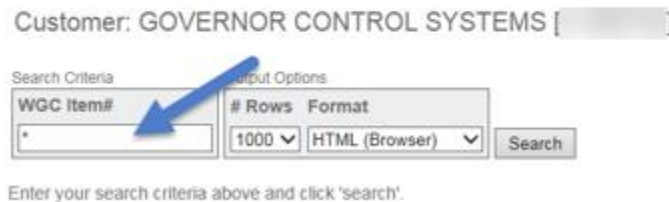
Create/Print Woodward Return Notification Document



CUSTOMER OVERSTOCK

Authorized customer may view inventory that is available at other authorized customers, by entering the Woodward item number and selecting SEARCH. If there is stock available at an authorized customer's location, a screen will appear that list the customer that can be contacted to source the inventory.

List Customer Over Stock



CUSTOMER OVERSTOCK UPLOAD

Authorized customers are allowed to upload inventory information into a shared location for viewing by other authorized customers. To load information select the HELP link at the bottom of the page. The help page will provide detailed instructions on the requirements of completing the upload.

Customer Over Stock File Upload

Customer: GOVERNOR CONTROL SYSTEMS

e-Business allows upload of a comma separated file, CSV, to populate Customer Over Stock. To get started using this option, please review this page's help file (See Below).

File To Upload:

Action:



Quick / Reference Links



Go to Woodward.com Home



View Site Requirements



Access Help for this Page



View information on Resources Used By this Site

CHANGE CUSTOMER MENU

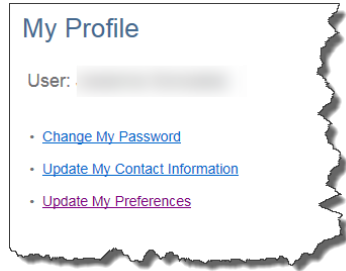
Access to this menu is determined by permissions granted, if the User has been granted permission to access multiple customer accounts this link may be used to select another customer accounts to view the information required.

Select a Customer Number



Continue

PROFILE



The Profile Tab is used to select a specific User's Profile settings.

CHANGE PASSWORD

Option for the User to change their User password for Woodward eBusiness.

UPDATE CONTACT INFORMATION

Option for the User to update name, title, phone number, web site, etc.

UPDATE PREFERENCES

The Preference Update is an option for how to view information within e-Business for both the Customer and Supplier.

The **Customer User's** most valuable preferences are

- **RECEIVE A DAILY SHIPPER EMAIL EACH DAY**
Selecting the output changes the report to be sent, XLSX is sortable.
- **SHOW ITEM DESCRIPTION AND PRICES WHEN ENTERING ORDER ITEMS.**
Selecting "N" will reduce the Internet processing time when entering on-line.

Update My Preferences

User:

ORDERS REPORT/SORT DATE:	Request Date ▼
RECEIVE A CUSTOMER ANTICIPATED DELAY REPORT E-MAIL EACH DAY.:	▼
RECEIVE A DAILY SHIPPER E-MAIL EACH DAY.:	XLSX ▼
DATE RANGE:	Today ▼
SHOW ITEM DESCRIPTION AND PRICES WHEN ENTERING ORDER ITEMS:	N ▼
RECEIVE E-MAIL WHEN A NEW KANBAN TRIGGER OR CONTRACT RELEASE IS CREATED.:	N ▼
ROWS SHOWN:	1000 ▼
OE FILE UPLOAD:	Y ▼
RECEIVE E-MAIL WHEN A PO/CONTRACT NEEDS TO BE ACKNOWLEDGED.:	N ▼
RECEIVE E-MAIL WHEN A QUOTATION REQUEST IS PENDING.:	▼
PO SOI ADJUSTMENTS SPREADSHEET:	▼
PO SOI ON HAND BALANCE SPREADSHEET:	▼
PO SOI PICK SPREADSHEET:	▼
FORMAT:	HTML (Browser) ▼
RECEIVE AN SOI MIN/MAX SPREADSHEET E-MAIL EACH DAY.:	▼

Update

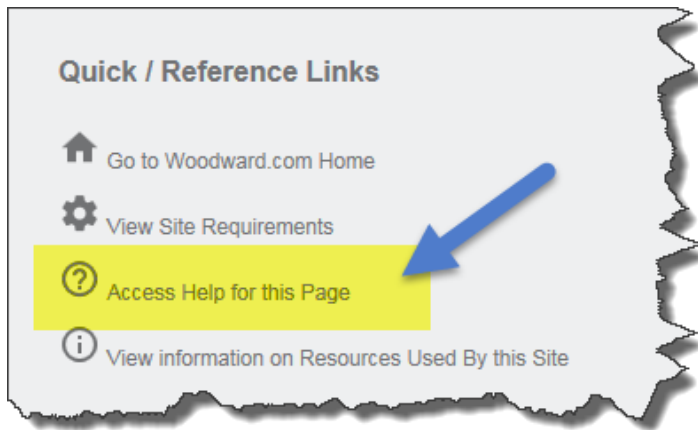


SECURITY TIME LIMIT

There is a 60-minute Woodward security time limit on open e-Business window's or sessions. Reminder will pop-up after 57 minutes - warning User that they have 3 minutes before session time-outs. Any activity within the window after the pop-up warning will keep it active for another 60 minutes (i.e., new search or F5-refresh).

HELP MENU

Each e-Business screen has access to the on-line WISE Help Menu. To review descriptions of the screen and fields use the HELP menu from the bottom of eBusiness windows.



Thank you for visiting the Woodward Customer e-Business site !

REVISION RECORD

Effective Date	Rev Level	Approval	Description
30 Nov 2001	1	Colorado Customer Service Manager (JMG)	New document – instruction for access to e-Business via Internet, and viewing of commonly used screens.
11 Jan 2002	2	Colorado Customer Service Manager (JMG)	Added note regarding time-out of windows, and the pop-up reminder note.
10 Apr 2003	3	Colorado Customer Service Manager (JMG)	Updated descriptions to include enhanced site options.
24 May 2004	4	Colorado Customer Service Manager (JMG)	Updated screen prints due to release of new Web Site on May 2004.
23 Sept 2004	5	Colorado Customer Service Manager (JMG)	Updated screen prints due to release of new Web Site.
21 Mar 2005	6	Global Sales Admin & Customer Service Manager (JMG)	Updated to add information on Customer Inventory upload and viewing.
25 Jul 2005	7	Global Sales Admin & Customer Service Manager (JMG)	Updated to add information on how to input Serial Number History.
31 Mar 2011	8	Director of Global Commercial Processes (JMG)	Updated to provide further clarification for each tab within eBusiness that the User may access. Updated the displays to be equal to the current views of eBusiness. Included additional details for what type data is available within the tabs or sections.
06 Dec 2016	9	Director of Global Commercial Processes (JMG)	User Manual updated with current screen views. Updated screen shots pages to new Woodward web style. Updated to include the options or enhancements requested by User base, specifically for the Product Pricing, Order status and report menu items.
20 Jan 2020	10	Director of Global Commercial Processes (JMG)	Updated segment references and reference to www.woodward.com