Customer portal instuctions

Screen layout

Our portal is divided into four areas:

- the menu area (top)
- the quick navigation and search area (right)
- the tree or function area (left)
- the content area (centre)

Catalog tree

Via the Shop/Products -> Product catalog menu, you can access a subject area in our product range via various submenu entries. Browse through the catalog and browse through the individual areas of our product range. The subdivision of the areas becomes increasingly finer until you reach the individual articles. On the left-hand side, the catalog is displayed in the form of a tree. Click on the individual branches to access them and see the subordinate sections.

Article search

You have several search options to choose from in the portal. One of these is the item search via the search field at the top right of the quick navigation or search area. You can enter the complete article number, part of it or parts of the description or technical data. The search result shows the article number, the short description, the most important technical data, the price information and the availability of the article.

Article detail pages

The detail pages offer you a wealth of information. In addition to the detailed item description, you will also find:

- technical data
- dimensional drawing
- item photo
- price information
- All special features
- Suitable accessories
- Material suitability (for indexable inserts and solid carbide tools)

The property symbols shown are explained in the Shop/Products -> Legend menu.

Parameter search

Instead of browsing through the catalog, you also have the option of using one of the many search options. Start in the menu Shop/Products -> Product search -> Indexable insert milling cutters/Indexable inserts/Solid carbide milling cutters/Mounting systems. Whether you are looking for a tool with a specific diameter, a solid carbide milling cutter with a specific corner radius, an indexable insert for a special material or a holder in the required length: you have come to the right place. When you open the parameter search, the attributes for indexable insert milling cutters are displayed by default the first time, followed by the last search function you used. You select the attributes for solid carbide tools, holders or indexable inserts using the selection fields. The selection fields for the individual parameters do not all have to be filled in. The more restrictions you make, the more accurate your search result will be. Only the valid values are displayed in the selection fields. To remove a restriction, set the corresponding selection back to "Irrelevant".

Contact form

You can perform various actions using the contact form. You can send a problem, a suggestion or a request Pokolm sales partners will receive a printed catalog Request access data for the online store Fill out the form and send it to us using the "Send form" button. You will receive a reply immediately.

Registration

As soon as you are logged in, you can use the full range of functions in the Pokolm portal. You will see all the price information for the items and have the option of ordering them or requesting a quote. If you do not yet have your login details, you can request them using the contact form. If you have already logged in, you can go back to the last page you visited by clicking on the "Go to last page" link.

User profile

You can enter your personal data in the user profile, which is automatically pre-filled when you place an order or request a quote. If the data we have entered there is incorrect, please change it and we will also correct it in our system. Shopping cart As a registered user, you have the option of adding items to the shopping cart. You can do this in different ways. If you are in a search results list, there is a shopping cart symbol in

each item line. Click on the symbol to add the item to the shopping cart once. If you would like to add several items to the shopping cart at the same time in the search results list, you can do this by ticking the desired items and then clicking on the "Add item to shopping cart" button. Each checked item is added to the shopping cart once. If an item already in the shopping cart is added to the shopping cart again, only the quantity will increase. In the quick navigation area on the right, you will find the shopping cart itself in the user menu below your user profile. In the shopping cart overview you will find all the items you have placed in the shopping cart. You can change the quantities on this page or remove individual items from the shopping cart. You can empty the shopping cart completely by ticking all items and then deleting them using the "Delete items" button. How many items you have already placed in the shopping cart and at what value is permanently displayed in the quick navigation area on the right in your user menu.

Order/Request

You can send an order or request a quote from the shopping cart. In addition to your personal data, you will find a summary of your shopping cart item values on the order or quotation page. Only a provisional total result is shown, as this value may still vary, e.g. due to shipping costs to be determined later.

Previous offers/orders

Via the Shop/Products -> Receipts menu, you can view old store orders and transfer them to your current shopping cart.