

# eCommerce Store – Customer Training

[NexusControls.com/store](https://NexusControls.com/store) and [store.bakerhughesds.com](https://store.bakerhughesds.com)

May 2021 – Nexus Controls

# Home Page

[NexusControls.com/Store](https://NexusControls.com/Store) will redirect to the store.bakerhughesds.com link.

The screenshot shows the Baker Hughes Digital Solutions Store home page. At the top left is the Baker Hughes logo and 'Digital Solutions Store'. A dropdown menu for 'Select a DS Company' is set to 'Nexus Controls LLC (1500) 1800 Nelson Road, La...'. On the right, there are links for 'Contact us', 'English', 'LOGIN / REGISTER', and a 'Cart' icon with a '0' item count. Below the header is a search bar with 'All Categories' and 'Search Catalog' options. A navigation menu includes 'HOME', 'PRODUCT CATALOG', 'TRACK STATUS', 'RETURN PROCESS', and 'HELP'. The main content area features a large blue-tinted image of an industrial facility. On the left, a 'WELCOME To The Digital Solutions Store' message is followed by the text 'Buy, return, check your orders and returns status' and a bulleted list of services. On the right, a 'QUICK STATUS CHECK' form allows users to enter a customer number, purchase order number, or order/RMA number, with 'RESET' and 'TRACK' buttons. A 'Feedback' icon is visible on the far right. Below the main image, a 'REGISTER to see and manage your orders' section includes a 'REGISTER' button and a link to login. A grid of eight service icons is displayed: 'Browse Product Catalog', 'Check product availability', 'Check Product Price', 'Place Orders', 'Track Orders Status', 'Check Return Prices', 'Create a new RMA', and 'Track Return Status'. A 'Privacy - Terms' link is located at the bottom right of the page.

## BROWSE PRODUCT BRANDS

# 1) Register for your personal account from the Home page

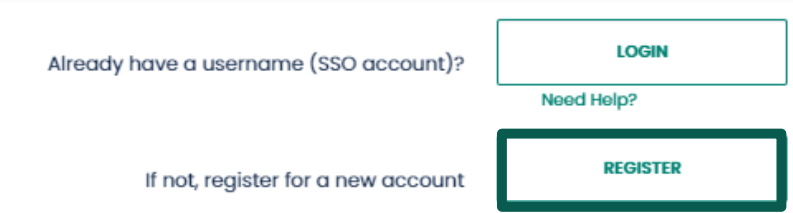
Select your preferred language



Click on Login/Register



Click Register

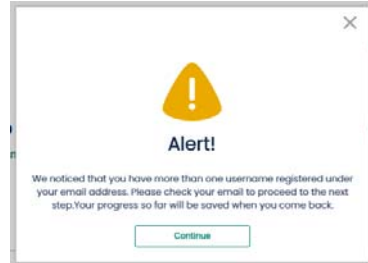


# 1) Complete the 'Create Your Profile' fields

1. First and last name
2. Email address

3a. If you already have a Single SignOn Username from GE or Baker Hughes, you will see this alert.

- Leave the browser window open
- Find the email in your inbox
- Follow instructions



3b. If you do not have an SSO, then

- Enter a user name for yourself
- Enter your password
- Choose a security question and answer

Then proceed to the next section (see the next slide)

Register with us to start using the Baker Hughes Application Suite.

Already have an account? [Login instead](#)

CREATE YOUR PROFILE

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\* First Name

\* Last Name

\* Email Address

\* Preferred Username

\* Set Password  [Show](#)

\* Re-enter Password  [Show](#)

\* Security Question

\* Security Answer  [Show](#)

DS Store

\* Primary Product Line of Interest

\* Digital Solutions Store Customer Account Number  [i](#)

Do not have DS Store customer account number? [i](#)

\*  I have read and agree with the [Terms of Usage](#)

# 1) Complete the 'DS Store' fields.

## 1. Select primary product line

Choose any one of the product lines that you use.  
Note: If Nexus Controls is not available, please select Control Solutions.

DS Store

\* Primary Product Line of Interest

\* Digital Solutions Store Customer Account Number

Do not have DS Store customer account number?

\*  I have read and agree with the Terms of Usage

## 2. Enter Customer account number

*How do I find that?* From a sales order confirmation:



GE INSPECTION  
TECHNOLOGIES LP  
50 INDUSTRIAL PARK ROAD  
LEWISTOWN PA 17044  
USA  
Phone: 1-888-243-2638  
Fax: 717-242-5050  
Email: customercarelwn@ge.com

ORDER CONFIRMATION	
<b>SOLD TO</b> Your company Your company address	SELLER ORDER NO.   SHIP DATE Ship date: See Line Level
<b>Sales Order Ack. Contact</b> Your company Your company address Your Email address	CUSTOMER ORDER NO.   Version. credit card
	INCOTERMS   PAYMENT TERMS
	ORDER DATE   Freight Terms 27-August-2014   GE/GE - Collect
	Ship_Via

123456

This is your customer account number

## 1) What happens next?

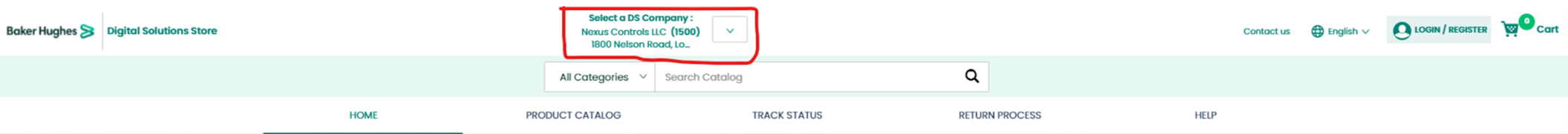
- Run a Security check on your data.
- Are we confident that this is really you?
  - YES -> automatically approved; you should get an email within 30 minutes.
  - NO -> we forward to our Customer Care team. They check the data in our system, clean it up, maybe they call you to verify. Then they approve or reject a request. This may take several days.

## What if there's a problem?

- If you don't hear back, or there's a problem, email us at [controlparts@bakerhughes.com](mailto:controlparts@bakerhughes.com).

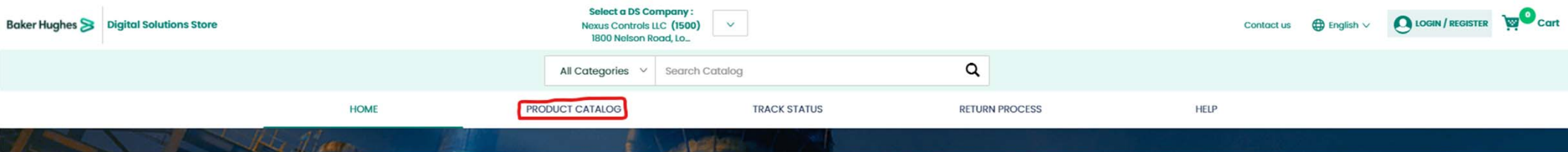
## 2) Navigate to Nexus Control Content

This site is used by several Baker Hughes businesses. To get to Nexus Controls products, please select Nexus Controls LLC from the menu at the top.



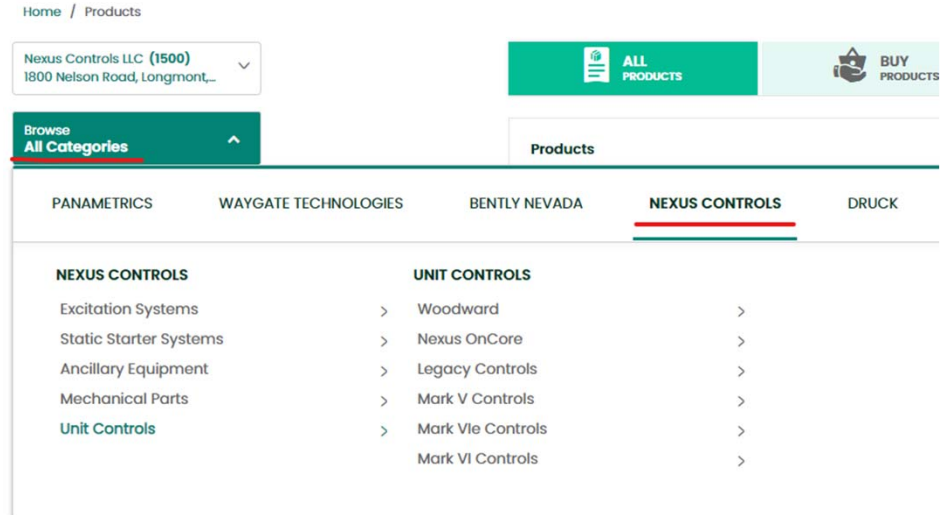
Nexus Controls LLC (1500) is the USA legal entity for Nexus Controls. As of early 2021, customers will need to be able to purchase from this legal entity in USD. In the future we will be adding more country specific content and ability to buy in local currencies.

Functionality is limited until a customer registers from the site. Guest users can browse the Product Catalog.

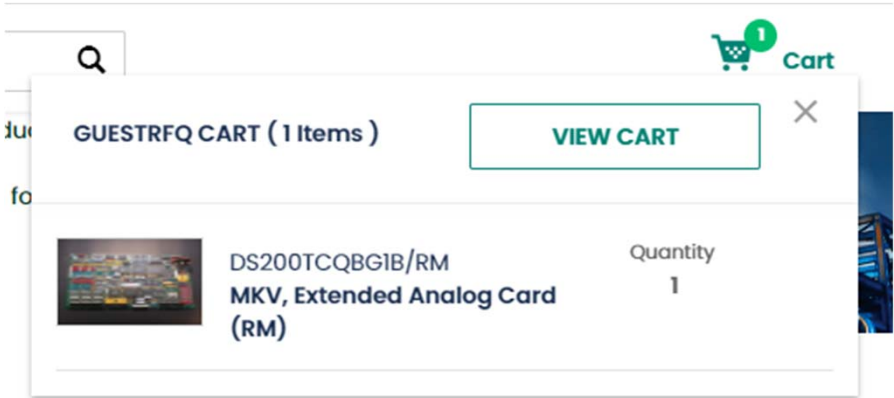
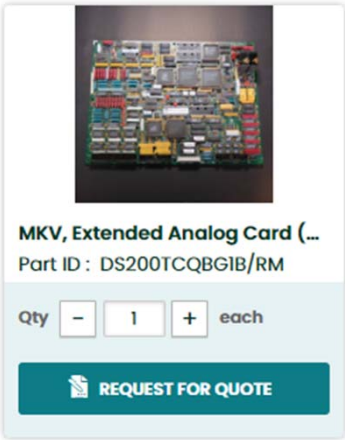


## 2) Store Content (Guest User)

Parts can be viewed and a request for quote can be submitted. Pricing will not be shown to Guest Users.



On the left side, parts can be searched by equipment type by using Categories. Select Nexus Controls and then the type of system you are searching for.



The Request for Quote button will add it to your cart in the upper right corner. Add all items you are interested in. Click on the Cart icon, then View Cart button to proceed.



## 2) Store Content (Guest User)

Once in the cart, your selections can be reviewed. Quantities can be updated. Items can be deleted. Once the cart matches the items you are interested in, click on Request a Quote.

Home / Shopping Cart

### RFQ CART

[REQUEST A QUOTE](#)

Item 1Part Number: DS200TCQBGIB/RM | Product Name: MKV, Extended Analog Card (RM)^

**Comments**

**Quantity**

-1+

each

For us to quote your request, please provide the requested information. The request will be dispositioned by our global Customer Care Representatives. Your quote will be emailed back to you via attached PDF from [controlparts@bakerhughes.com](mailto:controlparts@bakerhughes.com).

If you are interested in another part that is not appearing on our eCommerce store, please email [controlparts@bakerhughes.com](mailto:controlparts@bakerhughes.com) with the part number and we will advise if we can provide the part.

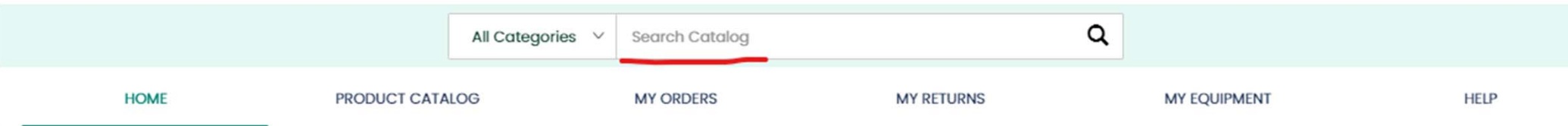
### 3) Store Content (Registered User)

Baker Hughes highly recommends registering for our site. This allows the information to be customized to your company. Please allow us a few days to complete your registration. Requests for a status update can be sent to [controlparts@bakerhughes.com](mailto:controlparts@bakerhughes.com).

Once logged in, at the center-top of the site you will now see your company name and DS Company: Nexus Controls LLC (1500).

Please note that the My Returns and My Equipment functionality is not yet active for Nexus Controls.

If you know the exact part number you are looking for, please use the search bar.



If you are interested in another part that is not appearing on our eCommerce store, please email [controlparts@bakerhughes.com](mailto:controlparts@bakerhughes.com) with the part number and we will advise if we can provide the part.

### 3) Store Content (Registered User) – Purchasing Parts

The product catalog will allow users to browse for parts.

On the left side, parts can be searched by equipment type by using Categories. Select Nexus Controls and then the type of system you are searching for.


### 3) Store Content (Registered User) – Purchasing Parts

Some parts will show the List Price.

**FUSE HOLDER, 2POLE, DIN, 600V/...**  
Part ID : 427A1281P0001

List Price : USD \$269.00

Qty    each



If a price is not shown, then click on Check Price and a fresh price will be pulled from the system.

**MKV, Extended Analog Card (...)**  
Part ID : DS200TCQBGIB/RM


List Price : Unavailable

Qty    each

**MKV, Extended Analog Card (...)**  
Part ID : DS200TCQBGIB/RM

List Price : USD \$9,937.00

Qty    each




If your company has a negotiated discount, then it will be shown if you click on the part number you are interested in. Also provided is inventory information.


**Part Number**  
DS200TCQBGIB/RM

**Part Name**  
MKV, Extended Analog Card (RM)

**List Price**  
USD \$9,937.00 (Quantity 1)

**Your Price**  
USD \$8,446.45 (Quantity 1)

 **Ship Date**  
17-Feb-2021  
(Quantity 1)

 **Available at**  
Nexus Controls -  
Colorado, USA (3) (Default)

### 3) Store Content (Registered User) – Purchasing Parts

Once in the cart, your selections can be reviewed. Quantities can be updated. Items can be deleted. Once the cart matches the items you are interested in, click on Check Out.

If you are interested in another part that is not appearing on our eCommerce store, please email [controlparts@bakerhughes.com](mailto:controlparts@bakerhughes.com) with the part number and we will advise if we can provide the part.

Please be sure to select if partial or complete shipment are required for this order. Partial is the default.

The screenshot shows a cart interface with the following elements:

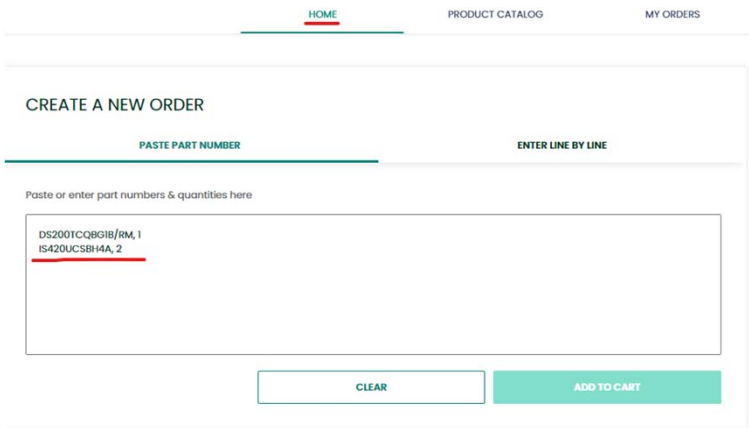
- Item 1:** Part Number: DS200TCQBIB/RM | Product Name: MKV, Extended Analog Card (RM)
- Estimated Ship Date:** Availability will be confirmed (Quantity 0)
- Quantity:** - 1 + (each)
- Price:**
  - Unit List: USD \$9,937.00
  - Your Price (15.00% of List Price): -USD \$1,490.55
  - Unit Selling: USD \$8,446.45
  - Net Selling: USD \$8,446.45
- Available Stock:** 0 from Nexus Controls - Colorado, USA (Default)
- Comments:** Enter line level notes
- Summary Panel:**
  - SUMMARY**
  - Total Order (1 items)
  - Net Amount:** USD \$8,446.45
  - Total Discount:** USD \$1,490.55
  - \* Plus tax, handling, and freight charges
  - Enter coupon code [APPLY]
  - This order is to be shipped:  Complete  Partial

The Checkout process will pull information on your company per settings from our ERP. Please let us know if you notice an error by emailing [controlparts@bakerhughes.com](mailto:controlparts@bakerhughes.com).

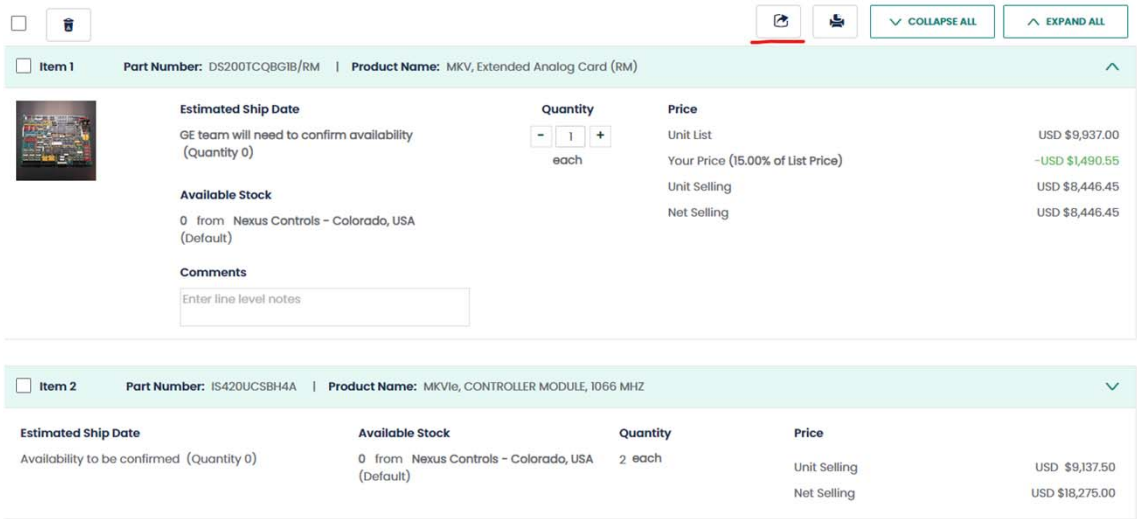
Please fill out the form. Required fields are marked with a red star. Please note that only your purchase order number is required, not a copy of the PO itself. You will receive a confirmation email after your purchase.

### 3) Store Content (Registered User) – Purchasing Parts

The Store has functionality to search for pricing and availability on many part numbers at once. On the Home page



Parts will be added to the Cart. Select the Export button to convert the results to Excel.

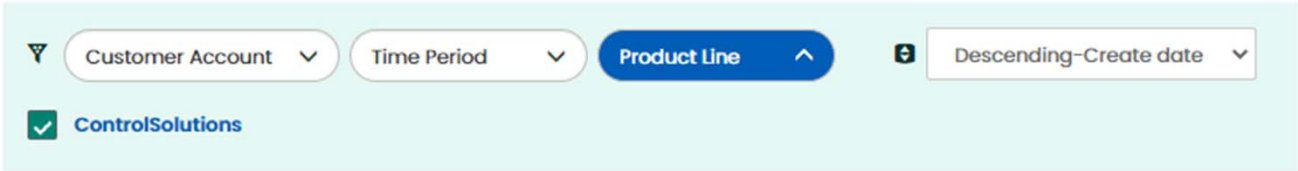


# 4) Store Content (Registered User)- Existing Orders

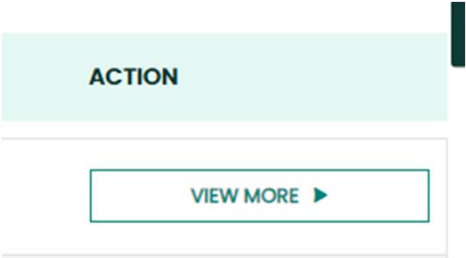
Existing orders can be reviewed on this website by using the My Orders section.



This will show all open and closed order with Baker Hughes' Digital Solutions businesses. To limit the data to Nexus Controls, select Control Solutions (our old name) from the Product Line filter.



Orders can be search my sales order number or by customer purchase order number. Click on View More on the right side of the order row.



# 4) Store Content (Registered User)- Existing Orders

Order Summary includes the status of the order, actual or promised ship dates, and shipment tracking numbers for each line item.

ORDER SUMMARY

ORDERS RECEIVED    ORDERS IN PROGRESS    SHIPPED    SHIPPED & INVOICED

Order Documents provides supporting documentation for the order that are available for customer download.

Order Documents

ATTACHED ITEMS

Select All

<input type="checkbox"/>		SOA	<a href="#">DOWNLOAD</a>
<input type="checkbox"/>		Invoice	<a href="#">DOWNLOAD</a>
<input type="checkbox"/>		Delivery_Note	<a href="#">DOWNLOAD</a>
<input type="checkbox"/>		Purchase_Order	<a href="#">DOWNLOAD</a>



## We are here to help!

If you have any issues with our eCommerce site, please reach out to [controlparts@bakerhughes.com](mailto:controlparts@bakerhughes.com) and our global team of Customer Care Representatives will help navigate the issue.

**Baker Hughes** 