



# **YKK AP Online Ordering Portal**

<https://YKKAPConnect.com>

## User Guide

Hosted on DME Connect

Version 1.11 – 4/17/2020

## Logging In

Welcome to YKK AP Connect!

In your web browser, navigate to:  
<https://ykkapconnect.com> to get started.

At the login page, enter your **Email** and **Password** and click **Login** to login. Your Email Address is your Username.



The screenshot shows the 'Secure Login' page of the YKK AP Online Ordering Portal. It features two input fields: 'Email' and 'Password'. Below the password field is a link for 'Forgot Password?'. A blue 'Login' button is positioned at the bottom of the form.

## Forgot Password?

If you have forgotten your password, click the **Forgot Password?** Link. You will be asked to enter your **Email Address** and click **Email Password Reset**. If the email entered is a valid user, you will receive an email with a link in it. Follow the link, and you will be prompted to enter a new password.

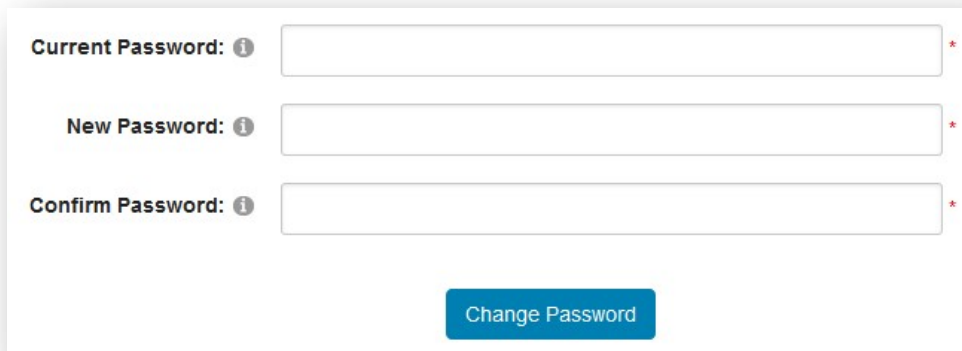


The screenshot shows the 'Request Password Reset' page of the YKK AP Online Ordering Portal. It includes a heading 'Request Password Reset' and a sub-heading 'User Name or Email Address'. Below this is a single input field for the user's email address. A blue 'Email Password Reset' button is located below the input field, with a 'Return to Login' link underneath it.

## First Time Login

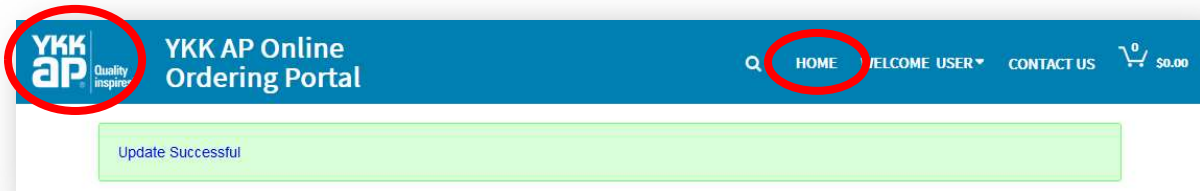
If you are new user, you will have received an email with your account information.

The first time you login, you will be required to change your password. You will enter your existing password, and then your new password twice. Your new password must be at least 8 characters in length and it must contain at least 1 non alpha-numeric character (a character that's neither a number or letter like ^ & - @ \* % + \$ ! etc.)



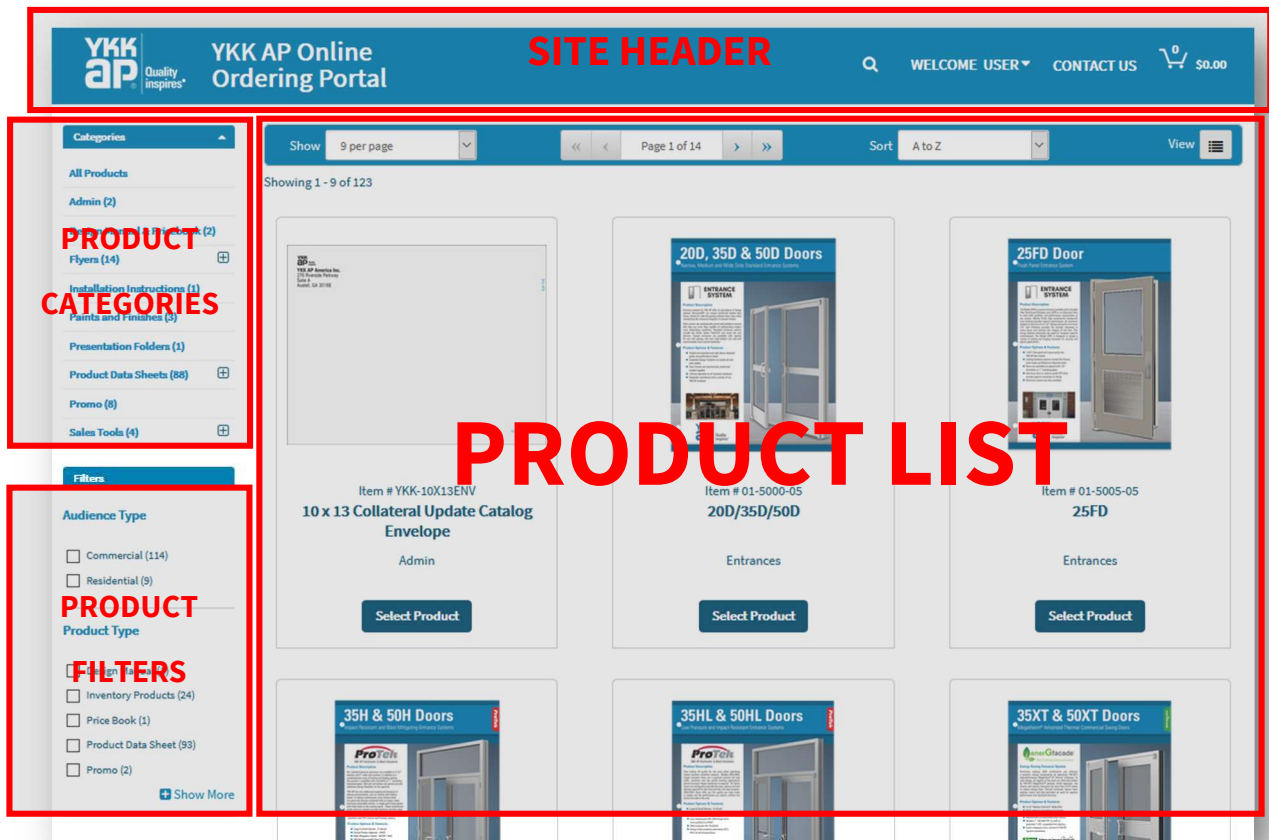
The screenshot shows the 'Change Password' page of the YKK AP Online Ordering Portal. It contains three input fields: 'Current Password', 'New Password', and 'Confirm Password'. Each field has an information icon (i) on the left and a red asterisk (\*) on the right. A blue 'Change Password' button is centered at the bottom of the form.

After you click **Change Password** you will see a success message and to begin shopping, click **the YKK AP logo** in the header or the **Home** link in the header.



## Home: Product List Page

Once logged in, you will be directed to the Home page which is the Product List view. From here you can shop by selecting products using categories, filters and search and you can navigate with links in the header.



## Site Header



**SEARCH:** Click on the spyglass icon to show the search bar. Type in your term and click the spyglass again to search. The search will bring up products where the search term is in the Product Name or Control Number.



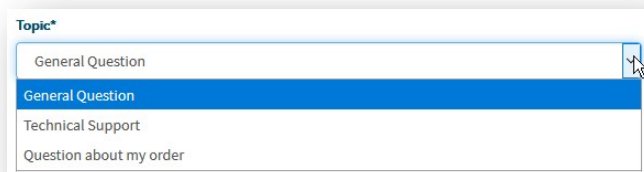
**HOME:** When this link is visible, click it to take you back to the product list page with all filters and category selections reset. The YKK AP logo on the left side of the site header will also link you back to HOME if you click it.

**WELCOME MENU:** Click on this menu to manage various aspects of your user account. See more below in the User Management section.

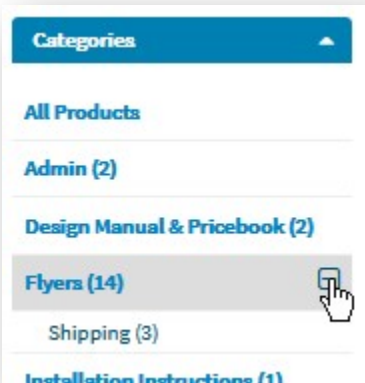
- **View Orders** will show your past orders. Click the View Details link on any order you wish to see order details.
- **Addresses** will allow you to see and manage all your shipping addresses. These addresses are available to select as ship-to locations during the checkout process. You can also edit and add addresses at checkout as well.
- **Edit Account** is where you can change your First and Last name as well as your contact email address. Note: if you change your contact email address, your Username that you login with WILL NOT change; you still must login using the Username that was assigned to you.
- **Change Password** can be used to update your password.
- **Logout** will allow you to exit the portal and no longer be logged in.



**CONTACT US:** This will take you to a contact page where you can fill out a form to contact Support. Make sure to select the appropriate topic from the topic drop down list



**SHOPPING CART:** The cart icon will let you know how many items are currently in your shopping cart and clicking it will take you to the shopping cart view.



## Product Categories

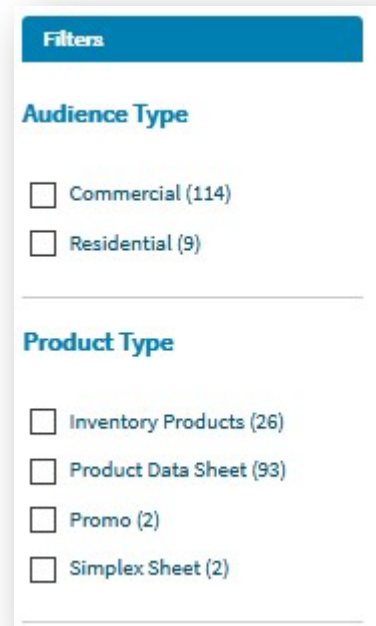
On the left side of the Product List page you will find all the Product Categories. Click on any of the categories to view the products in that category. Some categories have sub-categories. Click the plus symbol to the right of the category name to expand the sub-categories, or, click it again to collapse.

To reset the product list view, select “All Products” at the top of the category list.

## Filters

Just below the categories there are some filters that can be selected to narrow the visible products. There are two filters:

- Audience Type: This will narrow the products by Commercial or Residential
- Product Type: Regardless of the category, this allows you to narrow by the generic product type
  - Inventory Products: Items that are pre-printed
  - Product Data Sheets: Print on-demand duplex sheets
  - Promo: Promotional materials with YKK AP branding
  - Simplex Sheet: Single-sided print on-demand sheet



## Product List

This is the view of all products currently selected based on category, filters and search results. This view of products can be further navigated using the Navigation Bar found above and below the product listing.



- Use the “Show” drop-down to change how many products are visible at one time on the page.
- Use the central navigator to page through the available products. The double-arrows will take you to the beginning or last page.
- Use the “Sort” drop-down to change the sortation. Note: You will not be able to sort by price on this portal as the products are set to zero.
- The “View” button will change the list from a GRID VIEW to a LIST VIEW based on your preference.

For each of the products listed, clicking on the thumbnail image will bring up a Quick View dialog to see the item a bit closer, but to look at a high-res version of the product, you will need to select the product and advance to the Product Detail View.

Click on **Select Product** to view the product details.




## Product Details

After selecting a product, you will be shown the product details page which allows you to select quantity, preview the product and add to your shopping cart.

**20D/35D/50D**

Item #:  
01-5000-05



**Package Options:** Pack of 25

**Quantity:** 1

Pricing	
Package Quantity	Cost
Pack of 25	\$0.00
<b>Subtotal:</b>	<b>Free</b>

**Add to Cart**

**Preview**

**Description:**  
Product Data Sheet for the 20D Narrow, 35D Medium and 50D Wide Stile Entrances

Preview

Use the **Preview** button to view a watermarked high-res PDF version of the product (when available).

Select your **Quantity** before you add to cart.


Click **Add to Cart** to finish.

# Shopping Cart


Manage the items in your cart here. You can always get to the Shopping Cart page by clicking the cart icon in the site header.

**Shopping Cart** Continue Shopping Check Out

**AEC Evaluation Sheet** Item # YKKAP-AEC-EVALUATION X

 **Package Options:** Pack of 25   
**Quantity:** 1   
Price: Free

**Residential Company Brochures** Item # YKK-RESIDENTIAL-BROCHURE X

 **Enter number of Brochure(s):** 2   
Price: Free

Sub Total: \$0.00   
**Grand Total: \$0.00**

Continue Shopping Check Out

To update the quantity of an item in your cart, change the quantity using the selector, but make sure to notice the **Update** button that appears. You **MUST** click **Update** to update the line item with your new quantity before proceeding to checkout.

**Enter number of Brochure(s):** 4 Update

To remove an item from your cart, click the X symbol:





## Checkout Page

Set your shipping address (see below about registering customers), validate the items you are ordering and click **Place Order** to complete your order.

### Check Out

Place Order

**Shipping Address** Demo User  
DMEDelivers  
2441 Bellevue Ave  
Daytona Beach, FL 32114 Change

**Payment Information**

**Billing Address**  
Same as shipping


Promo Codes + Apply

**Products**

**Ships Via:** Ground (3-5 day)

Ship to: Contact Address

**AEC Evaluation Sheet**



Qty: 1 \$0.00  
Pack(s) of 25

**Order Summary**

Items (2)	\$0.00
Shipping	\$0.00
Promotion/Discount	\$0.00
Total Before Tax	\$0.00
Tax	\$0.00
<b>Order Total</b>	<b>\$0.00</b>
<b>Payment Total</b>	<b>\$0.00</b>

## Customer Registration

On YKK AP Connect, the Shipping Address is going to be used as the customer information for the order. By simply filling out the shipping address information in full, the system will retain that information as the customer associated with the order. This is relevant for Price Book and Design Guide products; whatever Shipping Address is used is going to be the customer registered with that Price Book or Design Guide and will be the contact information used to send any replacement prints out to.

## Shipping Address and Customer Registration

Click on the **Change** button to manage your shipping addresses and select one for your current order.

Shipping Address	Demo User DMEDelivers 2441 Bellevue Ave Daytona Beach, FL 32114	<input type="button" value="Change"/>
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When you click **Change** you will see a dialog box come up showing the Address Selection/Add/Edit tool.

### Address Selection/Add/Edit

  
 Select This Address  
**Contact Address**  
DMEDelivers  
2441 Bellevue Ave  
Daytona Beach, FL 32114  
 Select This Address  
**Home Address**  
Demo User  
123 Main St  
Daytona Beach, FL 32114

Use the Search Bar at the top to find an address/customer if you have a lot of them in the list.

Select from previously saved addresses by clicking the **Select This Address** radio button, then click **Use Selected** at the bottom.

To add a new address, click **Add New Address** at the bottom which will bring up a screen to capture address information. Complete the form including all required fields (marked with a red asterisk) and click **Save** to add the address.

You can also click **Make this my default address** to automatically have this new address set as your default for future orders.

Note: The Shipping Address is the same as Customer Registration. The information entered here is going to be the customer who is associated with the order.

Change Shipping Address

Make this my default address

Name of this address \*

Contact Name \*

Company:

Street: \*

City: \*

State: \*

Zip: \*

Save Cancel

## Complete Order



Once you have selected your shipping address and validated the items you are ordering click **Place Order** to complete your order.

You will be asked to confirm the order, answer **OK** or **Cancel**.

Confirm Order

Please confirm your order.

OK Cancel

When confirmed, the order will be submitted and you will see the details including the Order Number, Order Date and the status.

Order Submitted/Details

Order Number: 1006 Order Date: 4/14/2020

Order Status: Accepted History

After a short period, you will receive an Order Confirmation email with your order information. Please keep this email for your records.

When the order has shipped, you will receive an Order Shipped notification as well letting you know the order is on its way.

## User Management & Logout

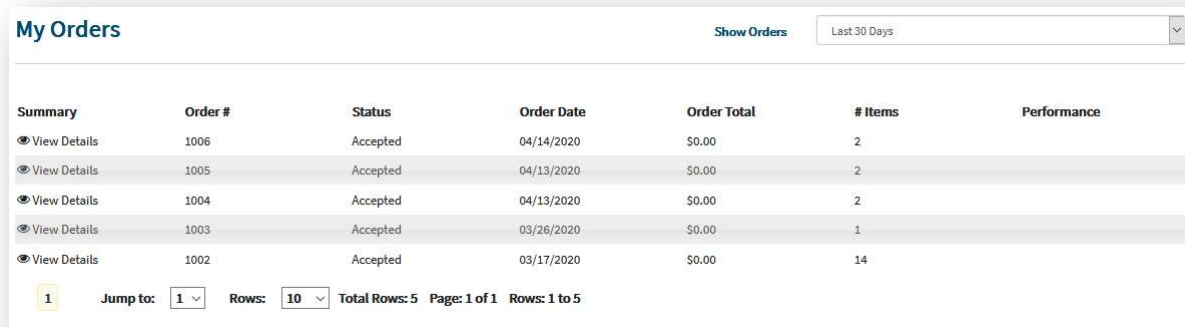
In the site header at the top of page throughout the ordering experience you will find a user menu that will say “Welcome <First Name>”. From this menu, you can manage your user account info, your stored addresses and logout of the site.



**View Orders** is where you can view your past orders placed on this portal.

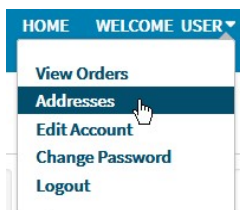
On this screen, you are shown orders in the last 30 days by default, if you want to look further back, notice the drop-drop on the top right side of the page where you can select something other than Last 30 Days.

Click on **View Details** to see what was in the order, you will be shown a screen that looked like the checkout screen when you placed the order.

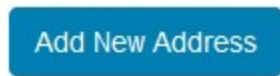


Summary	Order #	Status	Order Date	Order Total	# Items	Performance
<a href="#">View Details</a>	1006	Accepted	04/14/2020	\$0.00	2	
<a href="#">View Details</a>	1005	Accepted	04/13/2020	\$0.00	2	
<a href="#">View Details</a>	1004	Accepted	04/13/2020	\$0.00	2	
<a href="#">View Details</a>	1003	Accepted	03/26/2020	\$0.00	1	
<a href="#">View Details</a>	1002	Accepted	03/17/2020	\$0.00	14	

1 Jump to: 1 Rows: 10 Total Rows: 5 Page: 1 of 1 Rows: 1 to 5

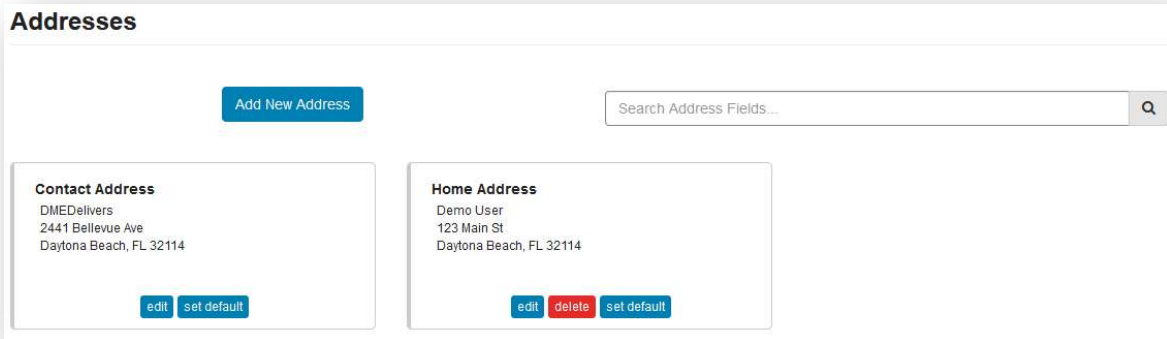
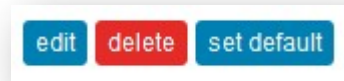


**Addresses** is the same interface you have seen earlier on the checkout page when you select a shipping address. This interface shows you the available addresses/customers you have stored, and you can search, edit, add or remove.



Select **Add New Address** to get a dialog box. Fill out the form being sure to include all required fields (denoted with a red asterisk)

For existing addresses, use the search menu to narrow the list if you have a lot of addresses. For each address, you can click **Edit** to change the address information, **Set Default** to make that address the default shipping address that appears at checkout and if you want to remove the address entirely, you can click **Delete**.



**Edit Account** allows you to edit your first and last name as well as your contact email address if it changes.

Your First and Last Name is used on the site merely for the User menu, but also to identify the ordering user in back-end reporting.

Your Email address and Username start out as the same thing, but if you change your email address, your Username will stay as your initial email address. You cannot update your Username unless you reach out to Customer Service (use the Contact Us form!)

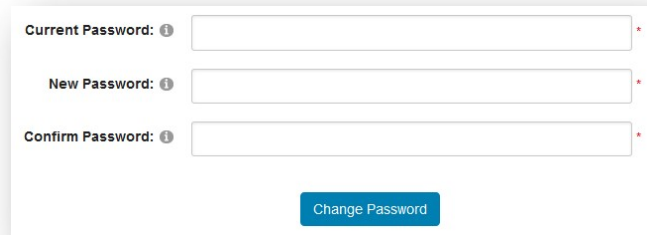
Your Email address and Username start out as the same thing, but if you

Click **Update** to commit your changes.



**Change Password** can be selected to update your password. Fill out the form and be sure to use a password that contains a minimum of 8 characters, with at least 1 of those characters being non alpha-numeric character (i.e. ^&-@\*%+\$!)

Click **Change Password** to change to the new password. The next time you log in, you will be required to use the new password.



A form for changing a password. It contains three input fields: 'Current Password', 'New Password', and 'Confirm Password'. Each field has a small information icon (i) on the left and a red asterisk (\*) on the right. Below the fields is a blue button labeled 'Change Password'.



**Logout** will take you out of the site and you will no longer be logged in.

## Support

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For any support inquires, the DME Delivers Portal Maintenance team is ready to provide support. They are best contacted via email at:

[portalmaintenance@dmedelivers.com](mailto:portalmaintenance@dmedelivers.com)