



## Philips LightConnect Sales Portal Frequently Asked Questions

### Can I download an invoice?

*Yes, in the LightConnect portal, you are able to download a live invoice.*

### What if I see an invoice that I cannot download?

*If you cannot download your invoice, please contact [lightconnect@philips.com](mailto:lightconnect@philips.com).*

### Am I able to download Order Status into an Excel or other format?

*No, the Order Status information is not downloadable, but you are able to cut and paste a screen shot into Excel and manipulate the columns and rows.*

### Is Price and Availability function accessible on this tool?

*Pricing is not available, however inventory availability is.*

### How do I obtain my login credentials for LightConnect?

*You can begin registration by visiting [www.philips.com/lightconnect](http://www.philips.com/lightconnect) and clicking on the registration link.*

### How do I reset my password?

*Please visit the LightConnect Log In page where there is a link to reset your password.*

### Who do I contact if I have any questions regarding LightConnect?

*You can send an email to: [lightconnect@philips.com](mailto:lightconnect@philips.com)*

### Can I see where my product shipped from?

*No, please call your local Customer Service Representative for more information.*

### How often is the system updated?

*LightConnect will be updated 8 times in a 24 hour period for Order Status.*

*LightConnect will be updated 17 times in a 24 hour period for Inventory Availability.*

### Will fixture types and brand be visible on LightConnect?

*Yes.*

### Can I communicate additional instructions to the hub through my order on LightConnect, i.e. expediting one or more line items on my fixture order?

*No, currently this is not an option. Please call your local Customer Service Representative for assistance*

### How is a PO with multiple release dates handled?

*The Philips Sales Order will indicate the number of the PO, followed by the number of the release, i.e. PO 1234 Rel. 1, PO 1234, Rel.2, PO 1234 Rel. 3 etc.*

### **Will a line item waiting for a part number creation be visible on LightConnect?**

*Yes, you will see the text “New Item Needed” – along with the brand name.*

### **Why can't I see my order in LightConnect?**

*You might not see your order in LightConnect if a rep. number is not loaded or an incorrect rep number is loaded. You also may not see an order in LightConnect because it was entered under an account number different than the one you expected it to be entered under. Please contact your local Philips Customer Service Representative to confirm the above information is correct.*

### **Can distributors register for LightConnect to view their orders?**

*Due to a functionality constraint LightConnect is not available for distributors to view their orders. Distributors can register for TradeLink at [www.philips.com/tradelink](http://www.philips.com/tradelink) to view order status.*

### **Can I search for my PO in LightConnect?**

*Yes – there are multiple search capabilities within LightConnect.*

### **How does LightConnect show a minimum order charge?**

*The charge will be included in the Order Net Value field in the header data of your order.*

### **I work in Google Chrome, and I am having problems with LightConnect – is it my browser?**

*Philips LightConnect was developed to be compatible with Internet Explorer 9 Version. To ensure your optimum experience, please make sure you are working with Internet Explorer 9 version. You can download this version at: <http://windows.microsoft.com/en-us/internet-explorer/ie-10-worldwide-languages>.*