

FREQUENTLY ASKED QUESTIONS

How do I get set up to use UPM Connect?

To create a UPM Connect account, go to www.upmet.com, click the UPM Connect Button in the right corner and then the **REGISTER NOW** button. Or you can reach out to us at 888.282.3292.

What is the maximum number of lines I can enter?

The maximum number of lines per cart is 30. If the line limit is exceeded, then the cart will need to be reduced to 30 or less. A new cart can easily be created for quotes or orders above 30 lines.

What shipping options are available?

We have three options that can suit your needs when it comes to shipping your material.

- 1. Prepaid and Add:** If you choose this option, UPM will quote the customer freight and if accepted, UPM will handle the shipment with the carrier of their choice.
- 2. Collect:** UPM requires the shipping information from the customer. The freight will then be billed to the cosignee.
- 3. Third-Party:** The customer must provide UPM with the carrier and billing information. Freight will then be billed to the third party.

What if I need to make changes after my order is placed, or I receive an incorrect order or no order?

If any of these occur, please visit the **MY ACCOUNT** tab on the UPM Connect site, and contact your inside representative listed or email us at connectsupport@upmet.com. We will assist you right away.

Where can I get access to my order documents, such as packing lists?

Visit the **MY ACCOUNT** tab. Under **ORDERS/DOCS** you are able to see past orders, and all of the documents that go with the previous orders placed such as packing lists, invoices and MTR's.

Where can I view my invoices?

Under the **MY ACCOUNT** tab, choose the **INVOICE** section. Here you can view all of your open and closed invoices, the invoice number, the invoice date, the invoice due date and the balance due.

What is the best way to use the search bar?

You can search by **grade, item number or specification**. To search by grade, simply enter the grade in the search bar (i.e. 321). To search by item number, make sure the whole item number is listed (i.e. 0264). To search by AMS specification, enter the AMS spec in the search bar (i.e. AMS 5645).

I can't find the grade I need.

United Performance Metals stocks nickel, titanium, stainless steel, cobalt, PRODEC®, alloy steel, CCM and aluminum in sheet, coil, custom engineered strip, bar, plate and near net shapes, but only our core items are available for purchase on UPM Connect. If you need a grade that is not available on UPM Connect please visit the **BID LIST** tab located at the top to view our full product offering, and submit a quote request.

How do I add a new carrier?

Visit the **MY ACCOUNT** tab in the upper right corner. Then choose the **CARRIER** section, and here you are able to add your carrier, your account number and any notes you have for delivery.

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I am adding a quantity in UPM Connect, and it is coming up red. What does this mean?

If an item appears in red, it means that we do not have the item currently in stock. The item can be requested for a quote located in the **BID LIST**, or by selecting the **CONTACT US** button to the right of the product selection. You can also email your inside representative or use the live chat button for more information.