

# Web-Based Customer Self-Service

- ✓ Complete
- ✓ Convenient
- ✓ Efficient
- ✓ Instant



Setting  
the Standard™

Now you can access your Vollrath ordering information **24** hours a day, **7** days a week

with Vollrath's new

# Web-Based Customer Self-Service.

**VOLLRATH**  
Setting the Standard™

Vollrath Home | Login

erp >> web  
powered by cdi >>

User Id

Password

Submit

Forgot Password?

» Welcome to Vollrath

**Over 125 Years of Excellence**

It was there, in the growing city of Sheboygan, Wisconsin, Jacob Johann Vollrath saw his future in the building of farm implements, steam engines, cast iron ranges and cooking utensils.

But Vollrath was more than a manufacturer; he was also a visionary. He knew that in Germany, porcelain enamelware-pots, pans, plates, cups and other kitchenware produced by coating cast iron with ceramic glaze-was commonplace. In America, however, such utensils were scarce.

So Jacob, believing there was a need for these tough, durable and inexpensive products, began manufacturing them. His reasoning proved correct, and the demand for Vollrath enamelware boomed. By the end of the nineteenth century, the name "Vollrath" had been stamped or cast into the bottoms of hundreds of thousands of pots and kettles and the Vollrath name was recognized across the nation. The enamelware market expanded from home use to some of the foremost restaurants, hospitals and other institutions in the United States. And as the needs of the marketplace changed, Vollrath responded by replacing enamelware with stainless steel and expanding its product offering.

With continual expansion and acquisitions, Vollrath produces an array of products from stainless steel and aluminum to molded plastics and fabricated steel for the worldwide foodservice industry and select OEM customers.

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The Vollrath Company, L.L.C.

1236 North 18th Street

Sheboygan, WI 53082-0611

If you have any problems or

questions, please call:

**Vollrath**

**Customer Service:**

**800.628.0830**

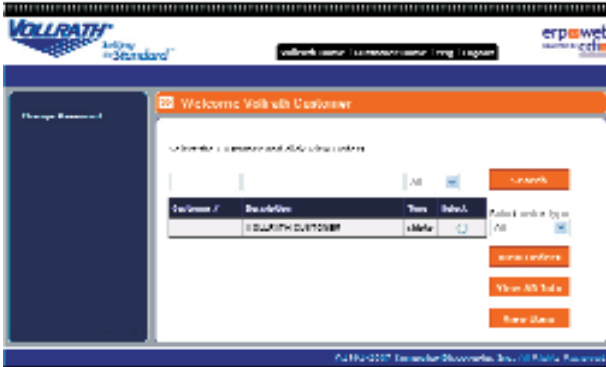
**[www.vollrathco.com](http://www.vollrathco.com)**

Log in today! Contact your Vollrath sales representative for more information.

See  
next page  
for details

## Log In

- Go to [www.vollrathco.com](http://www.vollrathco.com) and click on “Customer Only” in the list at the top of the screen
- When you arrive at the next screen, click on “Customer Self Service”
- Enter your login information and your account will display as shown below

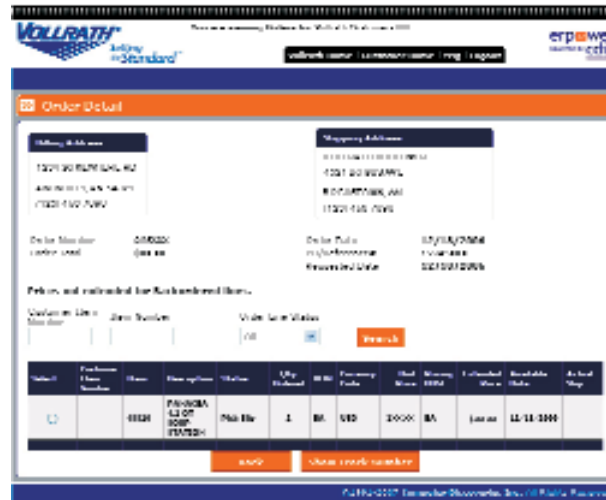


## Order Search Options

To find a specific order, click the radio button for your company in the “Select” column, then click on the “View Orders” button to the right as shown in the “Welcome...” page screenshot above. A list of orders appears, as show below. You can look through the list manually, or you can search the list automatically by entering the order number, order date, or customer PO for the order you want to view.



After you find the order you’re looking for, click its radio button in the “Select” column and then click the “Show Details” button. The details of the order will come up as shown below.



You can also search for your order by item number. On the original “Welcome...” screen, click the radio button for your company in the “Select” column, and then click the “View Item” button on the right. This will give you the search screen shown below, where you can search for your order by item number.

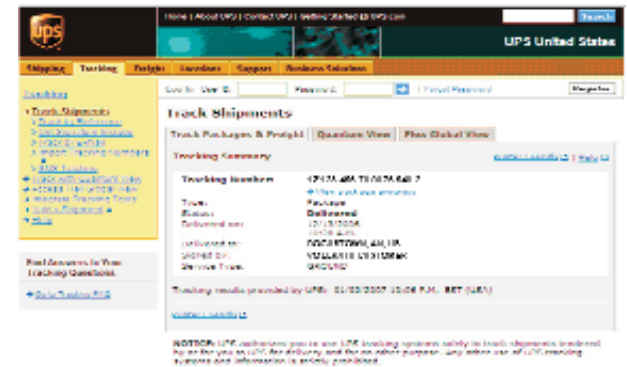


## Tracking Information

You can even conveniently view the tracking information for orders that have shipped from the Vollrath Sheboygan Distribution Center. First, in the “Order Detail” screen, click on the radio button in the “Select” column for the order you want to track, then hit the “Show Track Number” button at the bottom. This will bring you to the screen shown below.



To see the live status of a shipment, double click on the tracking number itself and the system will bring you to the carrier’s website so that you can view the up-to-the-minute status of the shipment.



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