

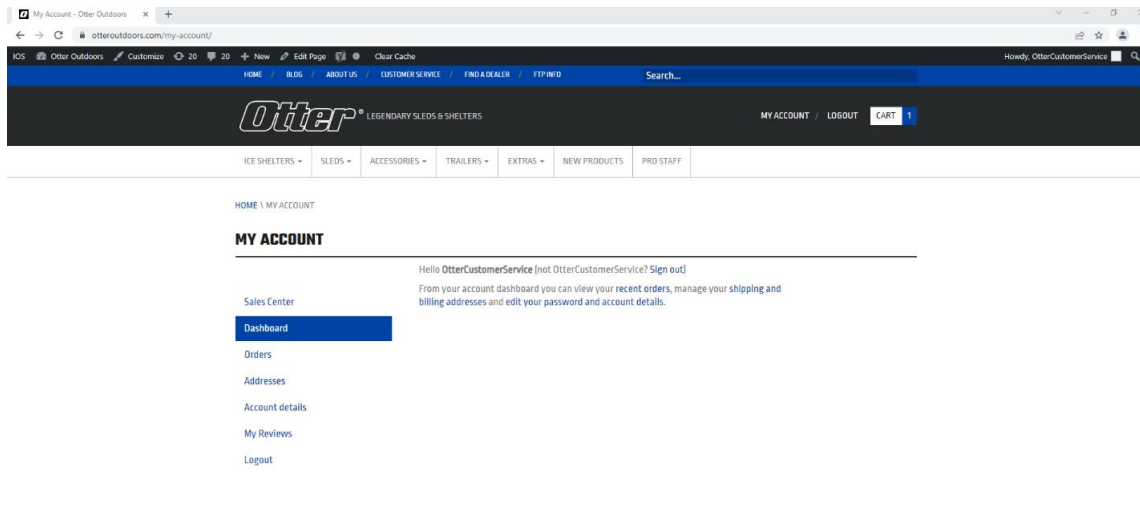
Sales Center & Ordering Process

Here are the instructions for accessing the Sales Center and Order Writer. The Order Writer is a required ordering process for all non-Purchase Order (PO) submitting Dealers.

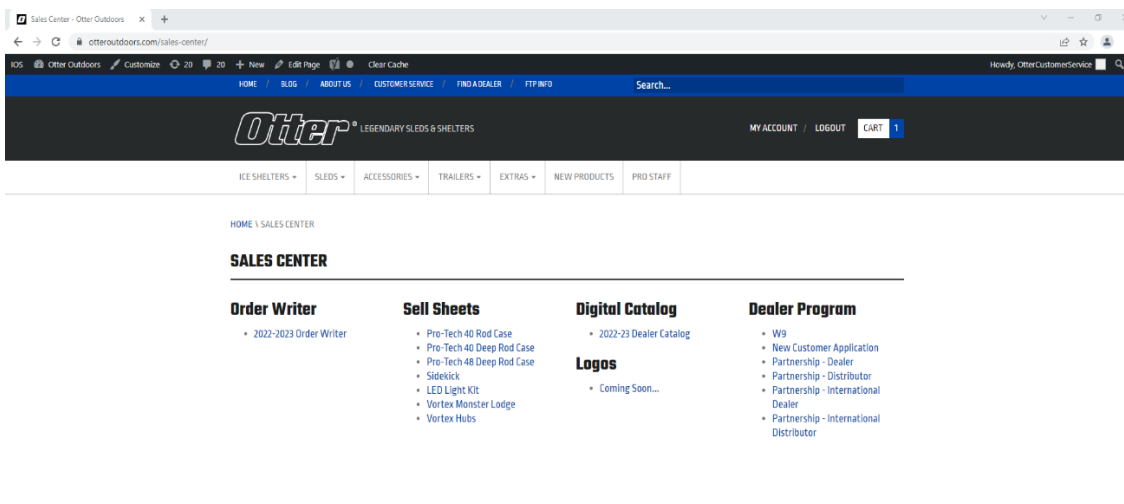
In the past we offered an FTP program, but due to the way internet browsers are changing it isn't as simple as it used to be. We have now incorporated this into our website.

To access the Sales Center, you will need to set up an account on our website. Once you set it up or if you already have an account, email customerservice@otteroutdoors.com to let us know your user id and we can set you up to see the Sales Center. Once you have confirmation, we have connected your login to the Sales Center, follow these instructions:

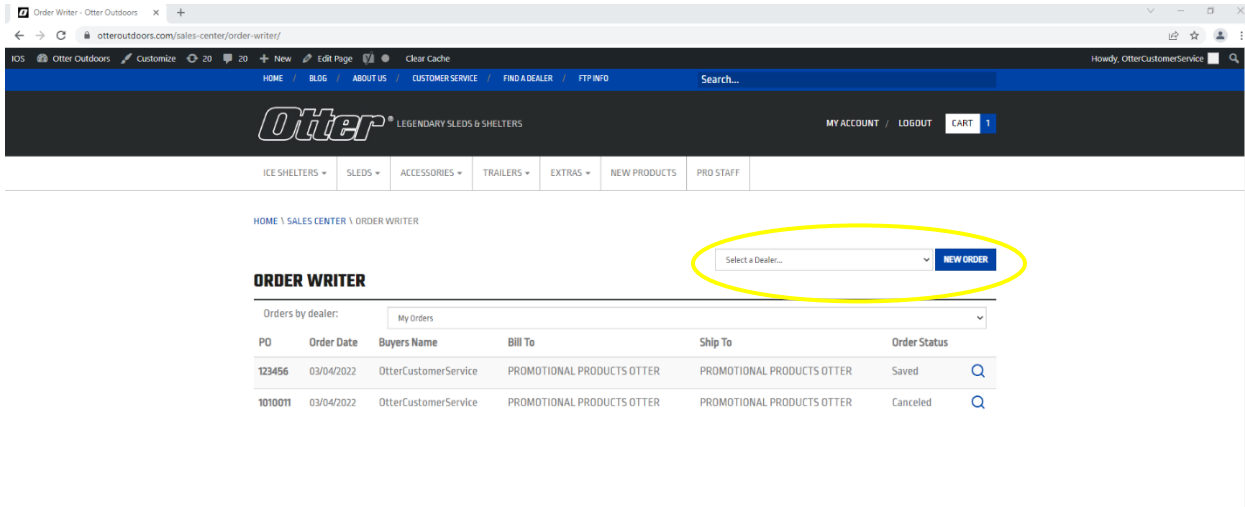
1. Login to our website and click on Sales Center in the left-hand menu



2. Click on **Order Writer** to start a new order.



3. Select your account from the drop down menu and click New Order



4. **New Order** – make sure the Bill to and Ship to information is correct. If you want a different ship to address, you can edit the fields. If your bill to information is wrong, please contact us at ar@rhinomade.com to get it updated.

The required fields are marked with a red * for you to complete.

If you edit the Ship To address, it will automatically save for you to have next time.

In the Truck Routing, choose how you want shipping to be planned.

- **Customer Routed** – This means you will make arrangements to have the product picked up – either with your own truck or a trucking service you work with
- **Bill Me On Invoice**- This means Otter will make the arrangements for you and shipping costs will be added to your invoice
- **3rd Party Billing** – this means we will use your customer’s preferred carrier with their account number.

For your early buy orders, please select correct payment term for PO 1 and PO 2. You can request your preferred shipdate on the Order Writer, but we will confirm with you within 30 days of the shipment.

There are pictures next to each item, click on them to make them bigger for better visibility on your mobile device. Scroll down and increase quantities for each item you would like to order.

At the bottom there will be a summary of the product you are ordering and your invoice total. In the drop down box you can choose to Process Order or Save as Draft. Once you click Submit, your order will be sent to the Customer Service team. You are able to edit the order up to 24 hours after it is submitted. After 24 hours you will need to email Customer Service with any changes.

You can review any order placed within your Sales Center and you have the option to Print, Download or Request to Cancel the Order.

HOME \ SALES CENTER \ ORDER WRITER

ORDER WRITER

Select a Dealer... **NEW ORDER**

Orders by dealer: My Orders

PO	Order Date	Buyers Name	Bill To	Ship To	Order Status
123456	03/04/2022	OtterCustomerService	PROMOTIONAL PRODUCTS OTTER	PROMOTIONAL PRODUCTS OTTER	Saved
1010011	03/04/2022	OtterCustomerService	PROMOTIONAL PRODUCTS OTTER	PROMOTIONAL PRODUCTS OTTER	Canceled

We look forward to seeing your (electronic) order!