

How to Change Order Notifications

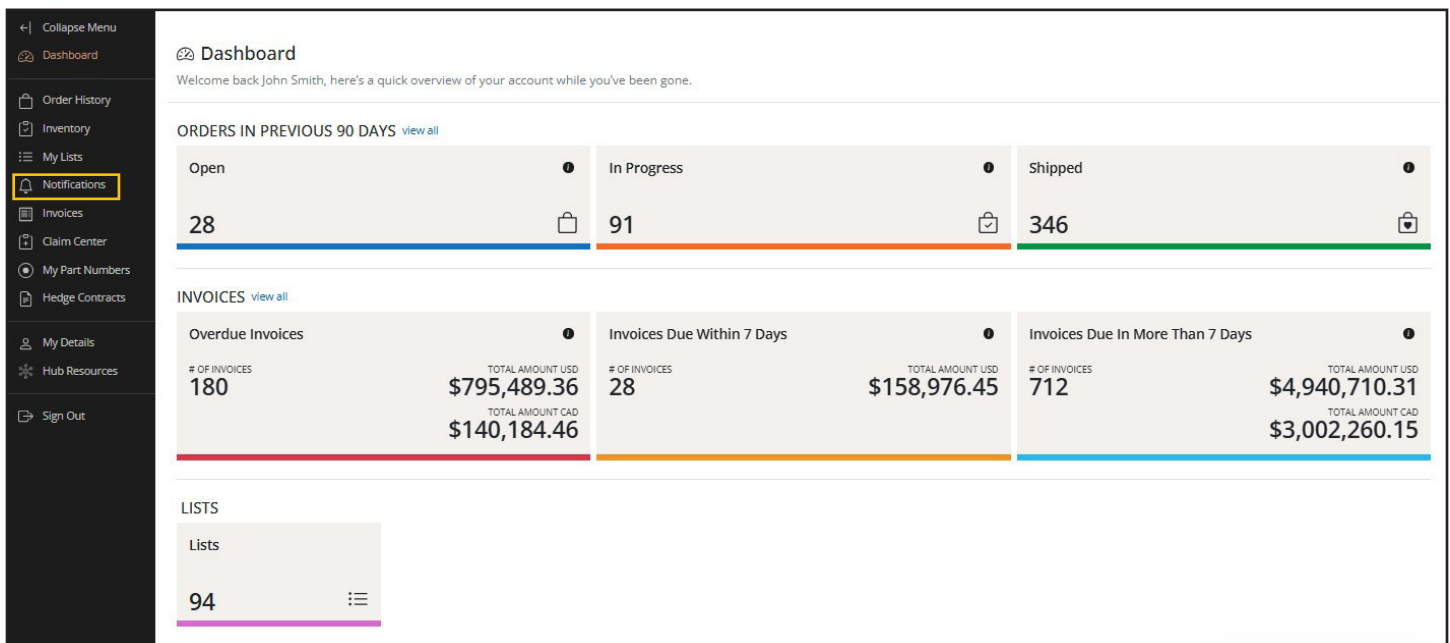
Easily change your order notifications in the Customer Hub.

1. Log into your Customer Hub account through www.southwire.com.

2. There are two ways to change your Order Notification settings:

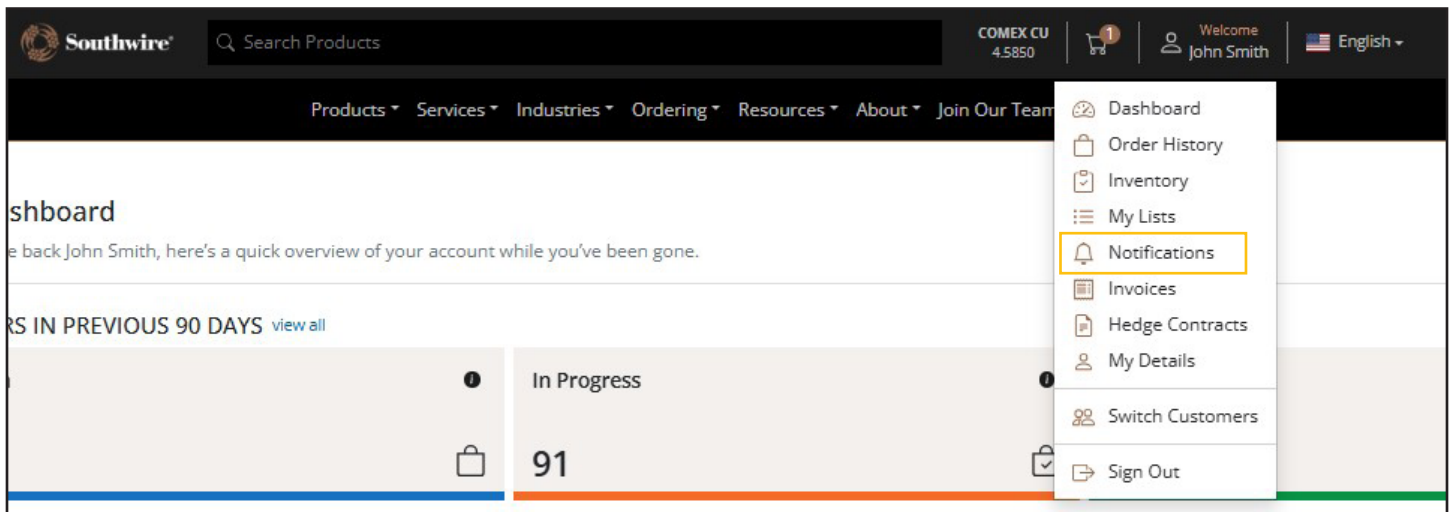
Option 1:

a. Navigate to the Notifications tab on the left side of the dashboard.



The screenshot shows the Customer Hub dashboard for user John Smith. The left sidebar contains a navigation menu with the following items: Collapse Menu, Dashboard, Order History, Inventory, My Lists, **Notifications** (highlighted with a yellow box), Invoices, Claim Center, My Part Numbers, Hedge Contracts, My Details, Hub Resources, and Sign Out. The main dashboard area displays a 'Dashboard' header with a welcome message. Below this, there are two main sections: 'ORDERS IN PREVIOUS 90 DAYS' and 'INVOICES'. The 'ORDERS' section shows three categories: Open (28), In Progress (91), and Shipped (346). The 'INVOICES' section shows three categories: Overdue Invoices (180 invoices, \$795,489.36 USD, \$140,184.46 CAD), Invoices Due Within 7 Days (28 invoices, \$158,976.45 USD), and Invoices Due In More Than 7 Days (712 invoices, \$4,940,710.31 USD, \$3,002,260.15 CAD). At the bottom, there is a 'LISTS' section showing 94 items.

You can also access your Notifications through the dropdown menu under your profile.



The screenshot shows the top of the Customer Hub dashboard. The header includes the Southwire logo, a search bar for products, and user information: COMEX CU 4.5850, a shopping cart icon with a '1' notification, and a profile icon with 'Welcome John Smith' and a language dropdown set to 'English'. A navigation menu is visible with items: Products, Services, Industries, Ordering, Resources, About, and Join Our Team. The user profile dropdown menu is open, showing options: Dashboard, Order History, Inventory, My Lists, **Notifications** (highlighted with a yellow box), Invoices, Hedge Contracts, My Details, Switch Customers, and Sign Out. The background shows the same dashboard content as the previous screenshot.

b. The Notification Center allows you to see your order status updates, manage your notification preferences, and opt into marketing communications.

🔔 Notification Center
✕ Clear All

NOTIFICATIONS
PREFERENCES
MARKETING

Below are the status updates to your orders. Notifications are arranged so that the most recent appear first, so you can quickly catch up on changes to your orders since you last checked the Customer Hub.

✔ Delivery #880826422 has been shipped for customer #4481 for PO #2650305-00	12/26/2024 ✕
✔ Delivery #880811442 has been shipped for customer #4481 for PO #051-A06562-45T	12/23/2024 ✕
✔ Delivery #880826422 has been picked for customer #4481 for PO #2650305-00	12/21/2024 ✕
✔ Delivery #880811442 has been picked for customer #4481 for PO #051-A06562-45T	12/20/2024 ✕
✔ Delivery #880826795 has been shipped for customer #4481 for PO #850-949103-69E	12/19/2024 ✕
✔ Delivery #880826795 has been picked for customer #4481 for PO #850-949103-69E	12/19/2024 ✕
✔ Delivery #880811442 has been scheduled for customer #4481 for PO #051-A06562-45T	12/16/2024 ✕
✔ Delivery #880708587 has been shipped for customer #4481 for PO #2650305-00	11/13/2024 ✕

c. To change your order notifications from the Notification Center, select the Preferences tab. Then open the drop-down option for Order Preferences.

🔔 Notification Center
✕ Clear All

NOTIFICATIONS
PREFERENCES
MARKETING

Please subscribe to the orders you wish to receive notifications for below. These can be updated at any time.

INVOICE PREFERENCES
▼

ORDER PREFERENCES
▼

CLAIM PREFERENCES
▼

🔔 Notification Center
Clear All

NOTIFICATIONS
PREFERENCES
MARKETING

Please subscribe to the orders you wish to receive notifications for below. These can be updated at any time.

INVOICE PREFERENCES ▼

ORDER PREFERENCES ▲

Scheduled

Picked

Shipped

Delivered

Cancelled

Allow all Confirmed Delivery Date change notifications

Order #*	Customer #	Scheduled	Picked	Shipped	Delivered	Cancelled	
PO#: 850-858716-891 5166592	228285	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	⋮
<input type="checkbox"/> Confirmed Delivery Date change notifications							
PO#: 9807549 5165145	819266	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	⋮
<input type="checkbox"/> Confirmed Delivery Date change notifications							

You can manage preferences for claim and invoice notifications within this tab, as well.

Order Status Meanings:

- Submitted – Open
- Scheduled – Outbound delivery has been created
- Picked – Shipment has been created
- Shipped – Goods issue is complete
- Delivered – Line has been delivered

(Note: This is only applicable for lines shipped by our P44 supported carrier partners. Not all lines will move to this status.)

Option 2:

- a. Go to your Order History and select the order you want to change your notification settings for.

🔖 Order History
Search By Material #
Actions

Orders placed in the past 18 months.

Open
28

In Progress
92

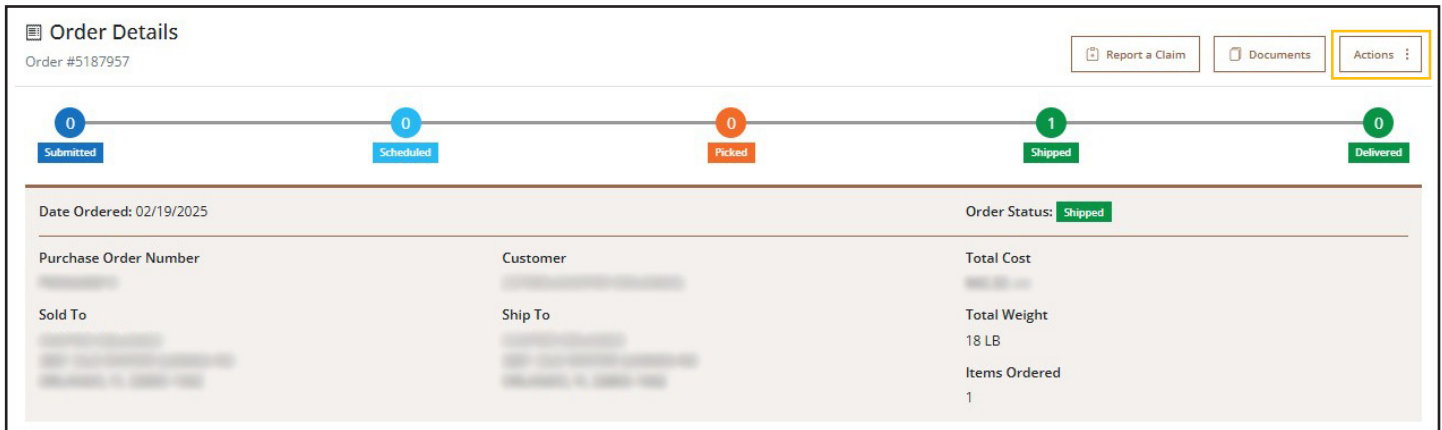
Shipped
358

🔍 Order # / PO # 📅 Date Range 📄 Status 👤 Customer 🏢 Organization 📍 Location

📄 Hedge Contract

Order #	Contract	Customer	Organization	Shipping Address	Date	Price	Status
PO#: PE05426819 5187957		227988	1000 - Southwire Sales Org		02/19/2025		Shipped
PO#: PE05426819 5183558		227988	1000 - Southwire Sales Org		02/17/2025		Shipped

b. In the Order Details for that order, select the Actions button in the top right-hand corner. Then select Notifications.



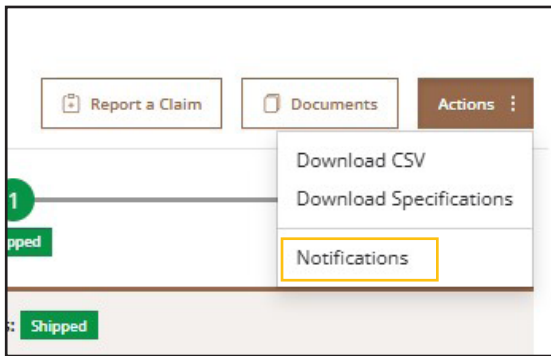
Order Details
Order #5187957

Report a Claim Documents **Actions**

Submitted Scheduled Picked **Shipped** Delivered

Date Ordered: 02/19/2025 Order Status: **Shipped**

Purchase Order Number	Customer	Total Cost
Sold To	Ship To	Total Weight
		18 LB
		Items Ordered
		1

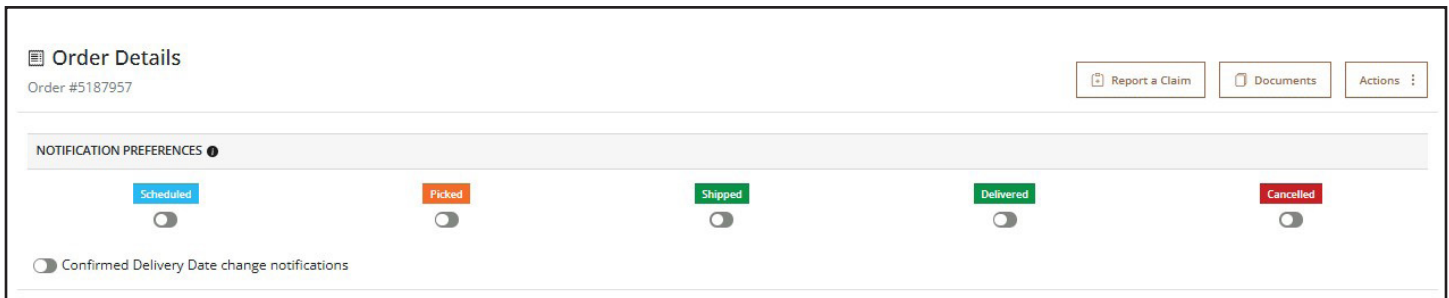


Report a Claim Documents **Actions**

- Download CSV
- Download Specifications
- Notifications**

Shipped

c. From there, you will be able to select which notifications you want to change.



Order Details
Order #5187957

Report a Claim Documents Actions

NOTIFICATION PREFERENCES

Scheduled Picked Shipped Delivered Cancelled

Confirmed Delivery Date change notifications