TE Connectivity Sample Center

Registration Instructions

Go to www.te.com
Click “Sign In”
Click “Create an account”

Questions? Contact: tesamples@te.com
Complete the form with account information

1. All fields are mandatory
2. Must use main contact email address and team number for Company
3. Pick any value for role/industry
4. Address will be used for shipping so be thorough
5. Uncheck News/Events

Questions? Contact: tesamples@te.com

Click the Cart icon in the top navigation to order
Understanding the Shopping Cart

You can access your order page through the Shopping Cart link found by clicking on any of the navigation tabs on TE.com. You will need to log in to access this page.

ORDER NAME
Your profile information is entered in this section. To update, go to your account on te.com. Log out and back in to see changes.

SHIPPING ADDRESS
Verify that your shipping address is complete and accurate to avoid shipment delays.

SAMPLE CENTER MAIN MENU
View your order history and status information and search sample part database.

CART STATUS
Cart remains “Open” and will not be processed until the Submit Request button is clicked.

SHIP METHOD
Your default is 3 day shipping. This can be upgraded by clicking the link and providing your freight account number. Incorrect freight numbers can cause a delay in processing your order.

ORDER QUANTITY
You can enter your desired quantity by clicking “Change” in the # field.

STOCK STATUS
The Leadtime link will show the estimated ship date. Drop Ship indicates that the sample will be delivered from a different location. A sample that is currently out of stock will show 0 availability.

PART NUMBER
The internal part number (TCPN) and marketing numbers are referenced here. You can place a sample order using either number.

PROJECT DETAILS / NOTES
Project Details must be complete and accurate. Orders will be delayed/declined with missing or unknown data. If you are ordering on behalf of someone, accurate end customer information is required.

SUBMIT REQUEST
Once you confirm your order information, click Submit Request your request to complete your order.

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Sample Center Main Menu

You can access the Sample Center Main Menu through the Shopping Cart link found by clicking on any of the navigation tabs on TE.com. You will need to log in to access this page.

<table>
<thead>
<tr>
<th>Order Entry</th>
<th>Order Status &amp; Followup</th>
</tr>
</thead>
<tbody>
<tr>
<td>» My Cart</td>
<td>» My Order History</td>
</tr>
<tr>
<td>» Product Search &amp; Availability</td>
<td>» Order History (all)</td>
</tr>
<tr>
<td></td>
<td>» Open Orders</td>
</tr>
<tr>
<td></td>
<td>» Submitted Orders</td>
</tr>
<tr>
<td></td>
<td>» Cancelled Orders</td>
</tr>
<tr>
<td></td>
<td>» Reports</td>
</tr>
</tbody>
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**MY CART**
This link will take you to your Shopping Cart view.

**PRODUCT SEARCH & AVAILABILITY**
This link will allow you to enter a full or partial part number to search the samples database for availability. You will be able to modify the quantity and add the available samples to your shopping cart.

**MY ORDER HISTORY**
My Order History will provide you a listing of all of the orders that you have placed through the Sample Center. The list view includes the cart number with part number details, the order created date, your shipping address and the status of each order.

**TRACK YOUR SAMPLE ORDER!**
When you click on the My Order History link, you will be able to track your package. Click on the Cart # hyperlink of your “Shipped” order to view the order information.

The Shipment History button on the order page will provide you with the shipped date and the tracking number hyperlink.
Sample Order Communications

Once you submit your order, you will receive order status emails from info@samples.te.com.

Confirm TE Sample Center info@samples.te.com is not flagged as junk mail.

ORDER ACKNOWLEDGEMENT
When you click the Submit Request button, you will be automatically sent an email acknowledgement that the order has been received.

ORDER CONFIRMATION
A confirmation notice will be sent to you once the order has been submitted for processing and/or approval, if required. The Order Confirmation will identify if there have been updates made to the order quantity based on the approval.

SHIPMENT NOTIFICATION
You will receive a shipment notification email once the order has been packaged and is ready for shipment from the warehouse. This email will include details.

The orange box can be clicked to track your order from the freight carrier website.

Note: you can also track your order online through the Sample Center Main Menu.