



# Welcome to the **NEW** and **IMPROVED** MyMillcraft.

We're excited for you to explore our new site, check out the new features added, and see how it allows you to search better, see history more easily, view open invoices, and even pay online!

To help you better navigate, we've worked with a group of customers to test MyMillcraft and developed a list of frequently asked questions for your quick reference.

## MyMillcraft FAQ:

### » **When and where can I start using the new site?**

Right now! <https://shop.mymillcraft.com>

### » **Is my password and login the same?**

Your login is the same! We have upgraded security, so you will need to reset your password the first time you log in.

### » **Can I keep using the old site?**

Yes – but for a limited time.

### » **Can I use both sites at the same time and place orders?**

Yes! Each website is separate, but please don't place the same order on each site, that is the only way it would duplicate.

### » **When must we stop using the old site?**

We are closing the old mymillcraft.com September 30, 2025.

### » **Can I see confirmations and tracking for anything shipping UPS?**

Yes! Just enter your order number in the Order Look Up feature on the home page or click your Order History.

### » **Will Quick Order be the same as on the old site?**

Yes, with one exception; you will not be able to bulk add lines.

### » **Will there be a place to put my job #, not just my PO#?**

Yes; During checkout each order line will give you the option.

### » **If there is an item out of stock, will the site suggest a replacement stock?**

Not currently, but we are working on that feature.

### » **Will my Favorites transfer from the old site to the new?**

No. We've taken a "refresh" approach to this to prevent any problems with obsolete items.

### » **How long does it take for an order to confirm it has been received by Millcraft?**

We automatically integrate all orders every 10 minutes to our back office and operations team.

### » **Can I see Orders placed throughout my organization?**

Yes! Admin users are able to click a button in their Order History to see all purchases.

# Improved & Returning Features:

## » Will I be able to see my own pricing?

Once you log in, your specific pricing is loaded.

## » Can I still see the availability of an item?

Similarly to the previous site, you will see item availability based on your account's location.

## » Are all of the products I order regularly going to be available?

Yes. We are improving our data to allow for more robust visibility of products.

## » Are we able to have multiple users?

Yes! If you're an account admin, we've improved the process so you can add, remove, and review other users in your organization.

## » Do I need to ask an account manager for a new account?

No, but talking with your account manager can help ease and improve the experience.

## » Can I view my Order and Invoice history?

Yes. Currently it's online order history only, but we are working on integrating all other forms such as when you call in or email via Auto PO.

# New Features:

## » Do I need to request address changes to my organization's address book?

No! You can add addresses in your account management and at checkout.

If you want an address to be eligible for a Millcraft truck delivery, reach out to your account manager to validate the new address and add it to our operation's routes.

## » Have the filters and search capabilities changed?

We've implemented smart filters that organize product traits with priorities and are constantly improving our product data.

## » How does payment at checkout work?

If you're eligible for terms, you can apply it in a single click. Credit card checkout is available for everyone else, even if you aren't signed in.

## » Can I pay my invoices online?

Yes, multiple invoices can be paid online but those invoices must be the only item in your cart.

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