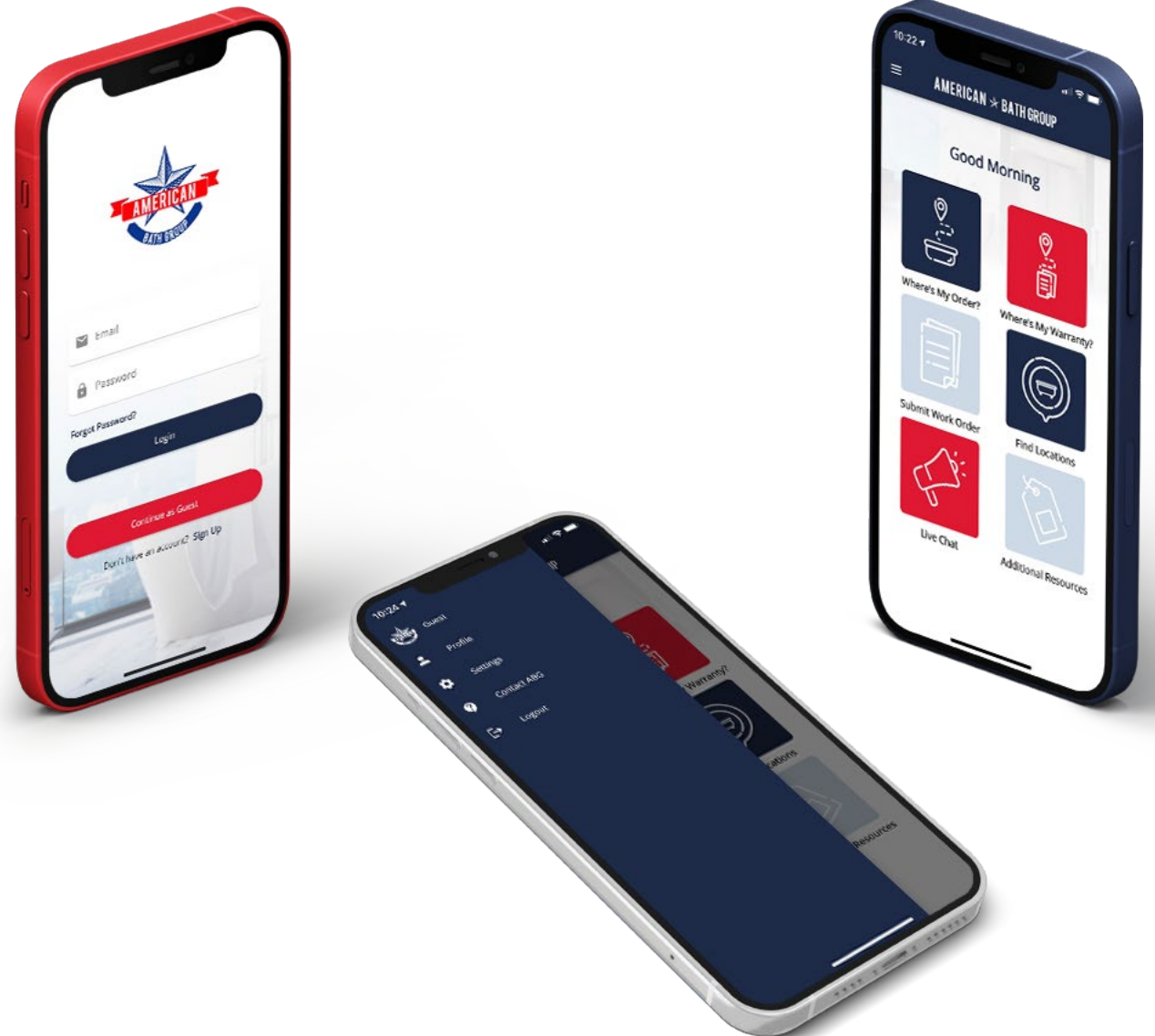


ABG CONNECT APP

User Guide

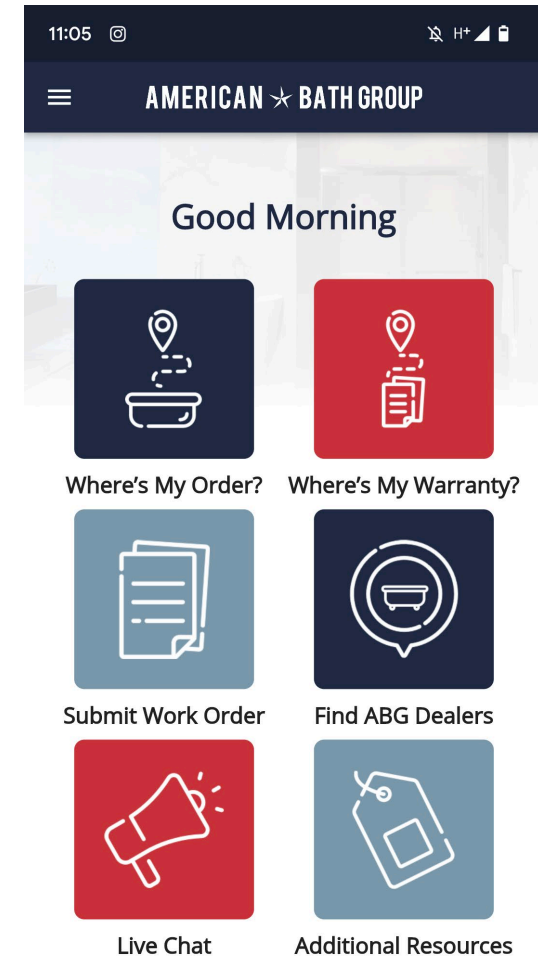
AMERICAN ★ BATH GROUP



What is the ABG Connect App?

ABG Connect App is a selection of self-service tools offered to enhance our customers' experience and make information available to them via their mobile devices.

Developed as a result of ABG's focus on optimizing the customer experience, the application allows the user to stay connected through their cellphone at all levels within their business with ABG. Clients can easily track and receive notifications on their order status and warranty requests, as well as submit work orders.



ABG Connect **Interface**

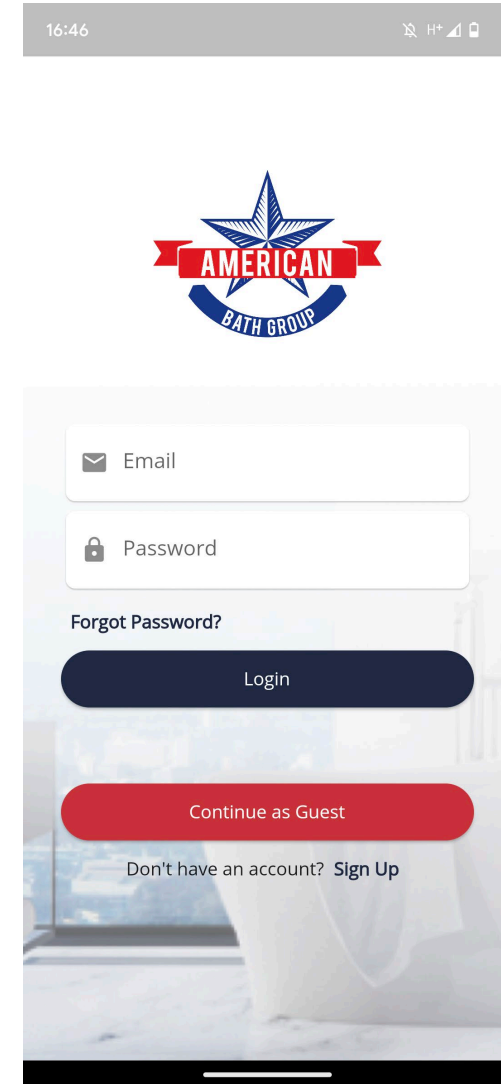
Logging Into the App



To use the application, you either have to log into an account or continue as a guest.

Signing up and logging into an account gives you access to many more features that drastically improve the user experience, such as push notifications, profile edits, as well as automatic access to all your ongoing orders and warranty claims.

You can create an account as a homeowner, a distributor and plumber/builder.

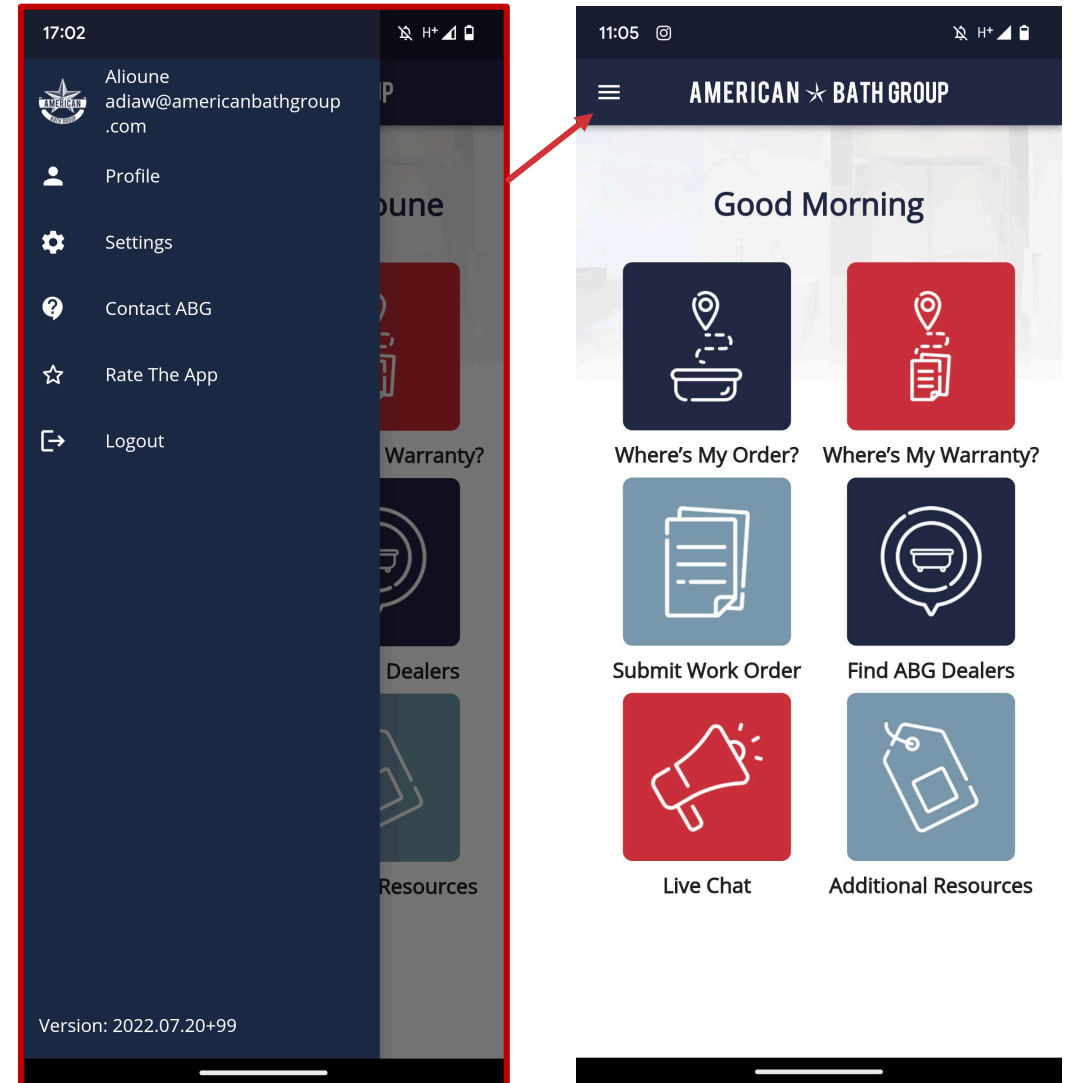


Homepage

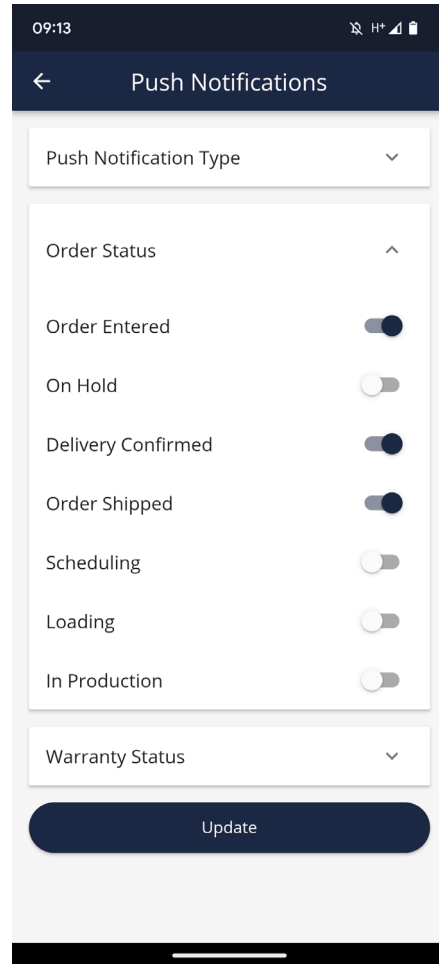
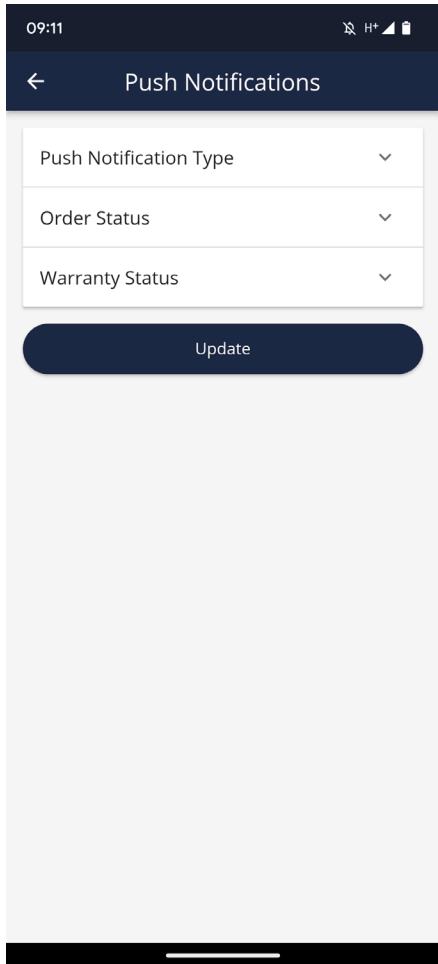


As soon as you log into the application, all the features are laid out on the homepage.

On the upper left corner of the homepage, you'll find the menu icon (≡). This sliding menu that leads to your profile in case you want to edit your account information, to the settings where you can personalise the push notifications, and more.



Push Notifications

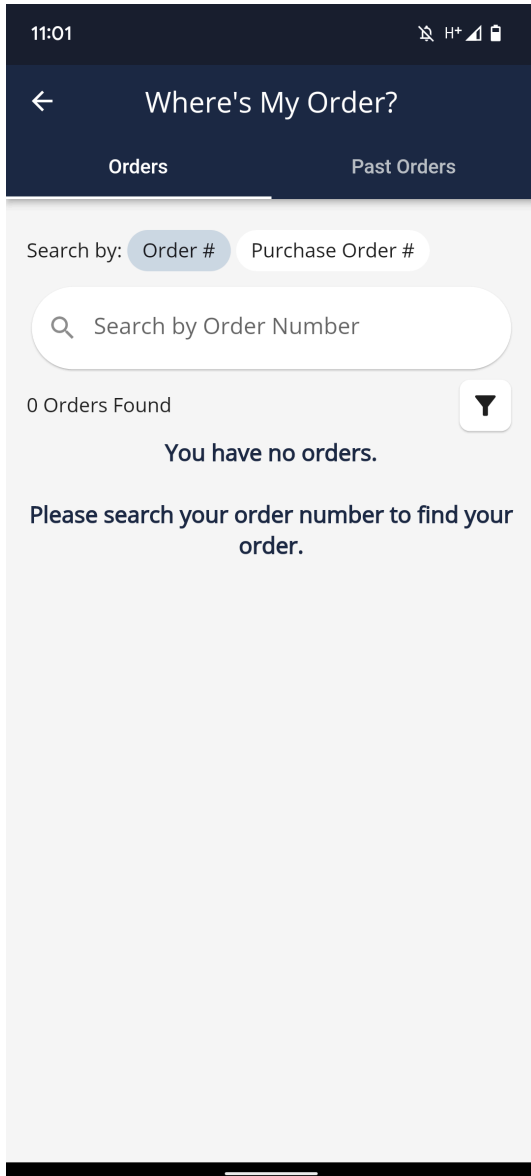


Push notifications give you real time updates on your order, your warranty requests, and more.

In the settings menu (⚙️) , you have the option to personalise the notifications you receive regarding your order and your warranty status.

ABG Connect **Features**

Where's My Order

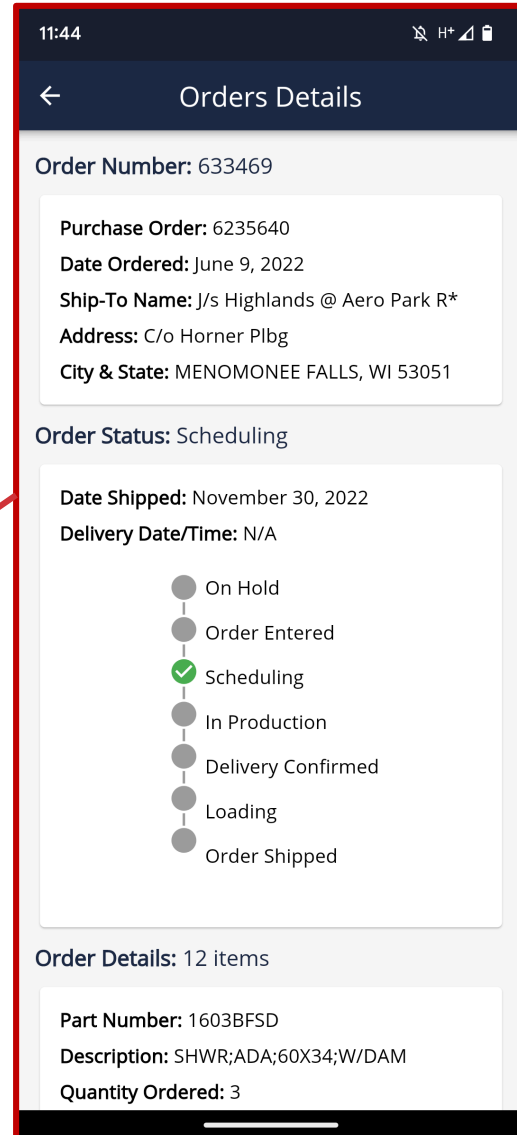
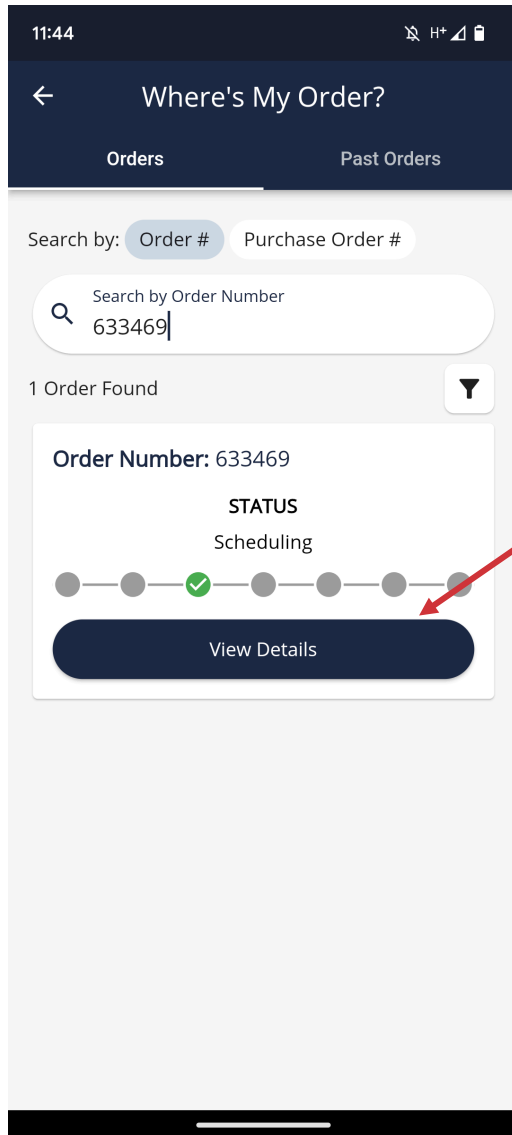


The feature allows you to track all of your orders, ongoing and past, in one location.

If you are using the application as a guest you can find your orders by searching via the order number or the purchase order number. However, if logged into the application with an account, in addition to the search, the orders attached to your account information will be laid out on the page.


You will receive native "push" notifications to your mobile device near real time throughout your order's entire life cycle, including ship dates and changes.

Where's My Order

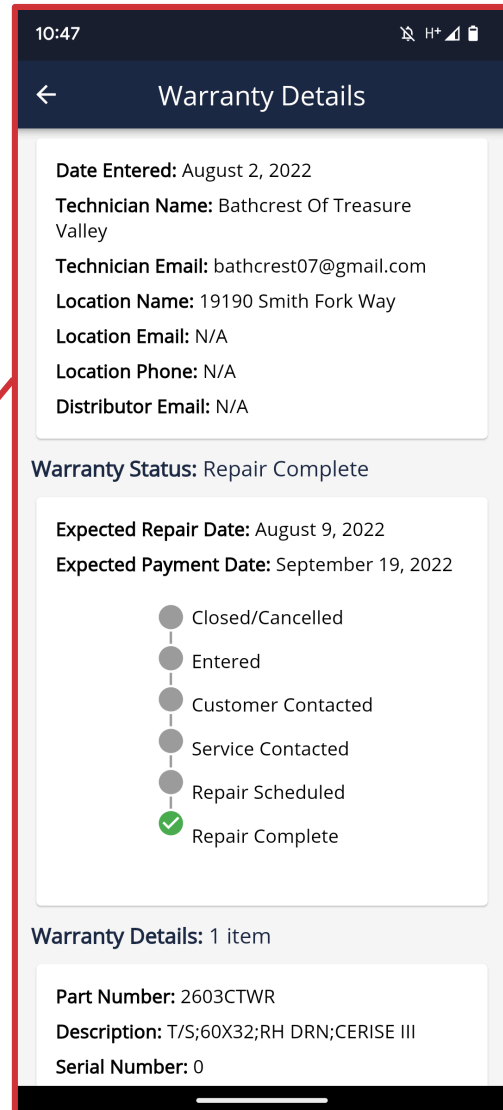
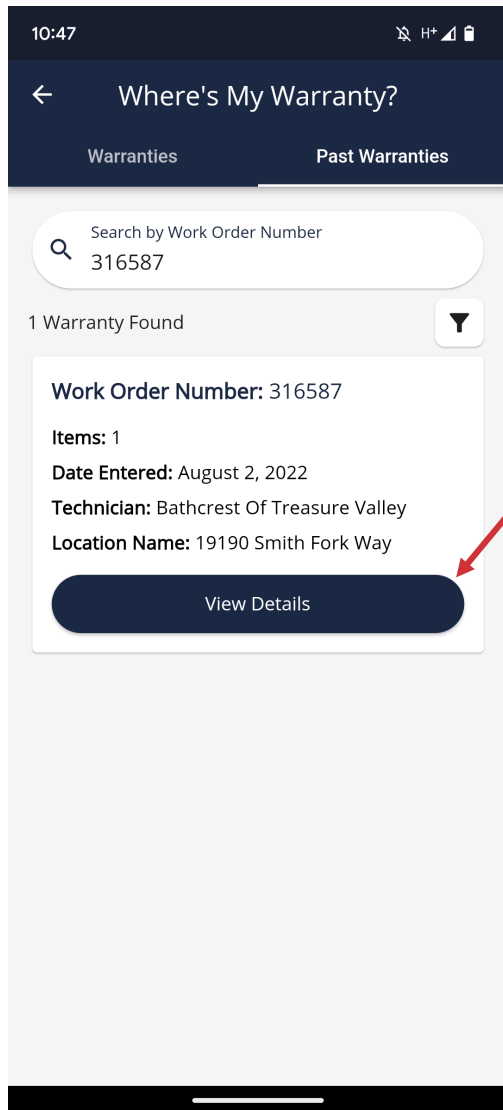


After you enter your order number, you see a tracker highlighting the status of your order.


Clicking the " View Details " button gives more details about the order and its status, including the ship date and a breakdown of ordered items.

In case you have a long list of orders, the filter icon  allows you to narrow down that list depending on what you need to see at the moment. You can filter based on order status or order date.

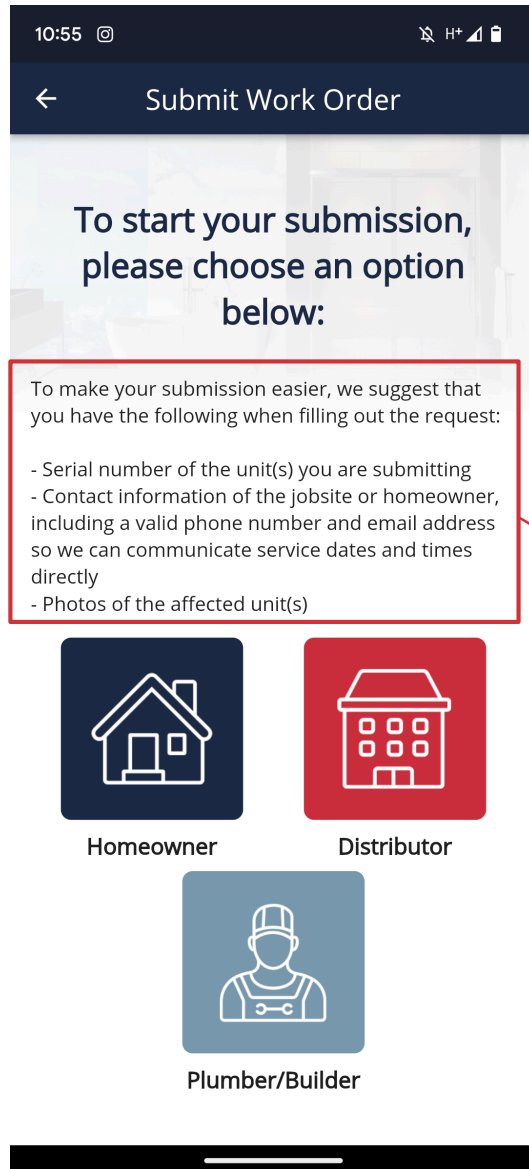
Where's My Warranty



This feature will track all warranty claims associated with your account. Where's My Warranty? also provides native "push" notifications for each of the stages of the warranty claim process.

Just like the Where's My Order feature, you can have a detailed view of a particular warranty request by clicking on " View Details ",and filter the list of your claims by clicking on the icon .

Submit Work Order

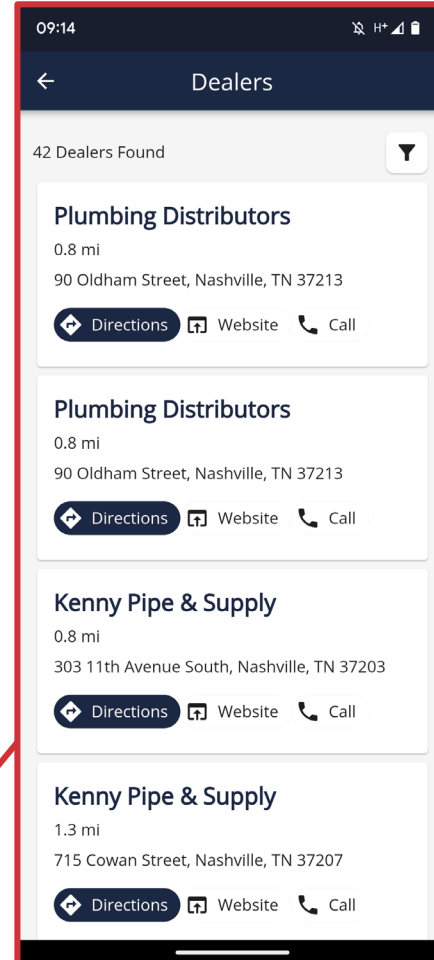
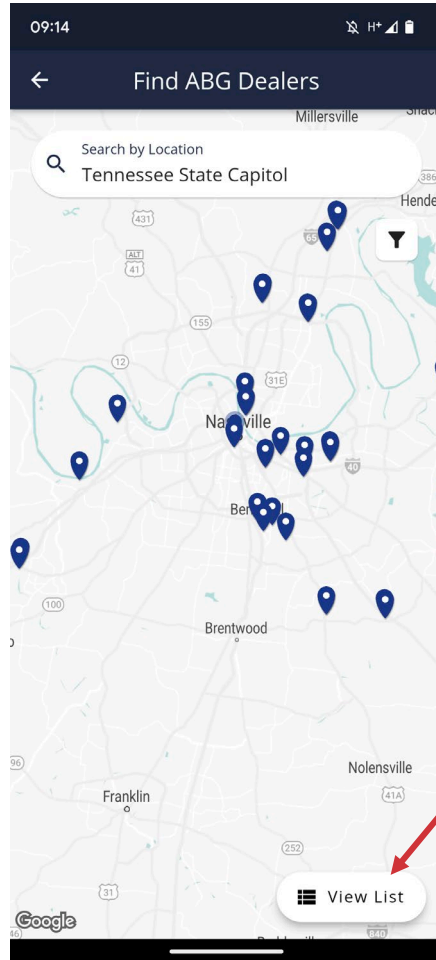
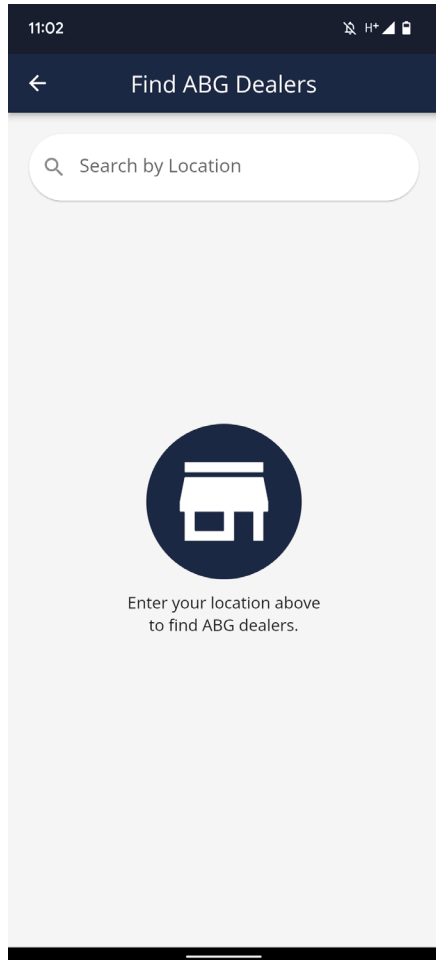


Closely linked to “Where's My Warranty?”, this feature is where you can submit through the app any request for warranty-related issues.

You are given the option to submit a work order as a homeowner, a distributor, or a plumber/builder.

You'll find on the Submit Work Order page a list of items you need to make the process easier

Find ABG Dealers

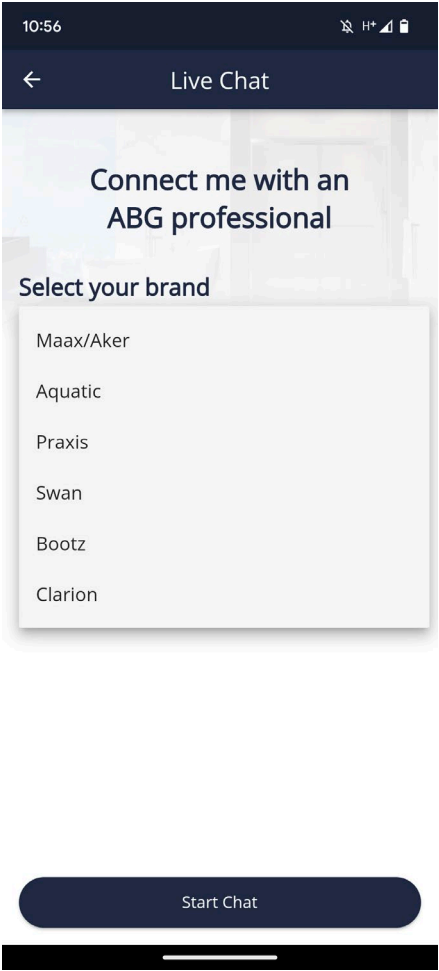
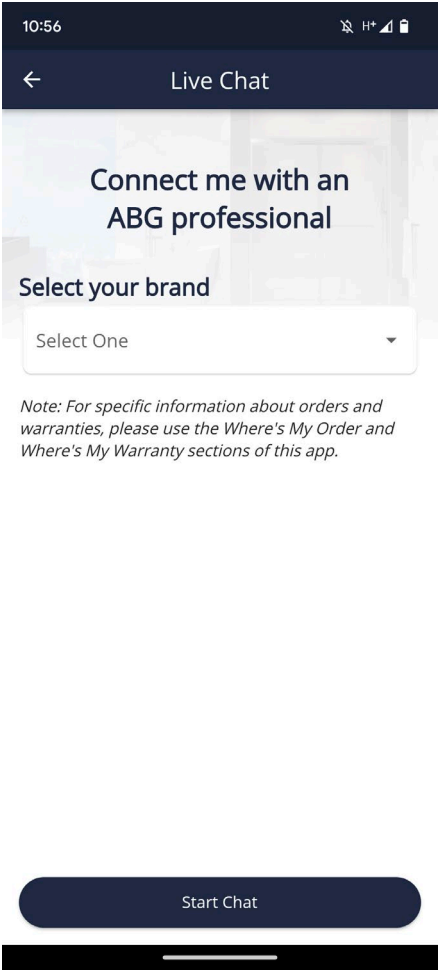


This feature helps you locate ABG Dealers close to you.

You can move from the map view to the list view by clicking on the View List button.

By switching to list view, you have a detailed listing of ABG dealers, with navigation buttons to their website, to call, or to open directions in your navigation application.

By clicking on the filter icon, you can filter out the dealer type, the brand and the dealer service.



For immediate support, a Live Chat is available.

Select the brand you need assistance with or you want to inquire about, and start chatting with a customer service representative.

ABG Brands currently running ABG Connect



Live Chat / Where's My Order / Where's My Warranty



Submit Work Order



ABG Connect [More resources](#)

YouTube Videos



For more information, you can visit the [ABG Connect](#) section on the [American Bath Group](#) website.