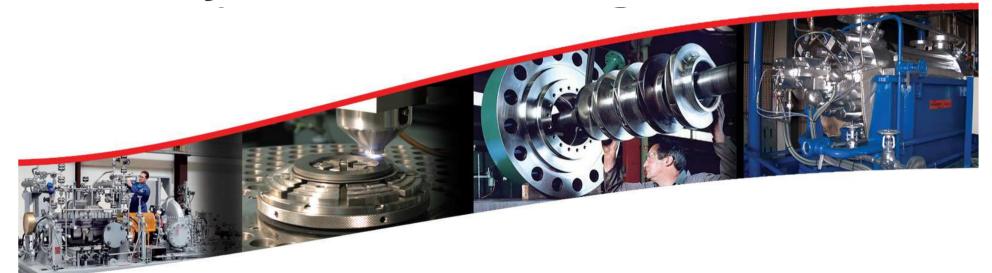


Affinity Customer Portal



October 2015

Experience In Motion

Affinity Customer Portal

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Introduction

- Affinity Customer Portal is Flowserve's new browser based interactive pump selection program for customers
- This tool replaces FlowSelex[™] Customer Portal and introduces several enhanced features.
- Affinity is a web-based tool that delivers immediate, real-time access to the latest, most accurate data
- The new platform offers a more streamlined and efficient approach to selecting pumps
- Users can select a pump for a new application or select a specific pump size from a pump list
- Users can also save selections for future reference and generate technical documents



Technical Requirements

 Supported Browsers: Mozilla Firefox, version 25 or higher and Internet Explorer, version 10 or higher.

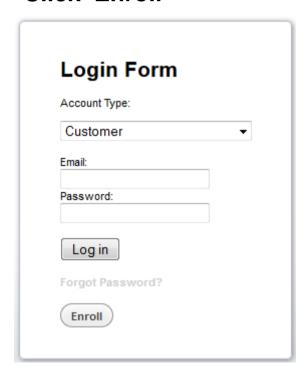
Helpful Hint: The latest version of Google Chrome no longer supports Java and therefore impacts the full capability of Affinity

- Adobe Acrobat Reader: 9.3 or higher
- Java: Version 8
- Allow Pop-ups from this site
- Screen Resolution –1366 x 768 or higher is recommended.
 - Lower resolutions may cause page content wrapping



Registration Process

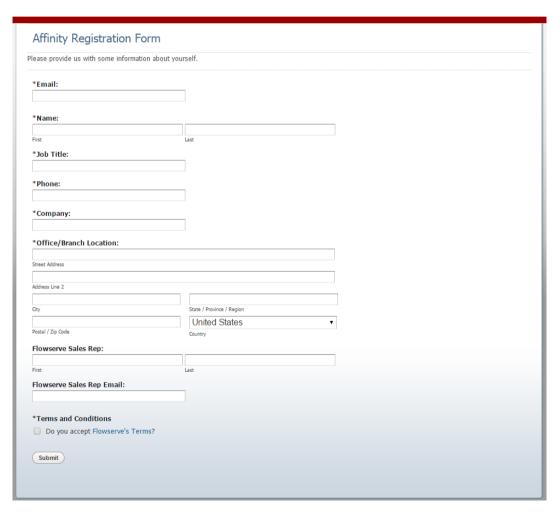
- Go to: flowserve.bigmachines.com and select 'Customer' from the drop down 'Account Type'
- A button will appear under the 'Log In' button
- Click 'Enroll'





Registration Process

- Fill in the Registration information
- Agree to the Flowserve Terms
- Click on "Submit"



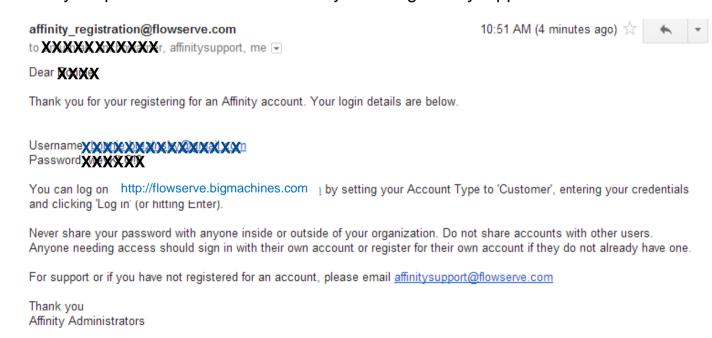


Registration Process

- Look for an email from affinity_registration@flowserve.com
- Click on the link in the email to login

Helpful Hints:

- Save the login screen as a bookmark or favorite
- The password you receive is a random generated password. Please keep the registration email
 for reference when signing in. Your password can be reset by Flowserve, but we'll need to know
 the password desired plus a security question and answer. This will need to be set up once you
 received your password for the first time by emailing affinitysupport@flowserve.com



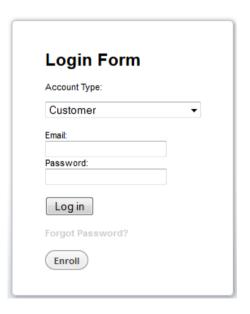


Logging in to Affinity

- Go to: flowserve.bigmachines.com
- Select 'Customer' from the drop down box
- User Name is your email address
 - Note this is the email address that was entered during registration.
 - Is the full email address including everything after the @ symbol.

Enter your Password

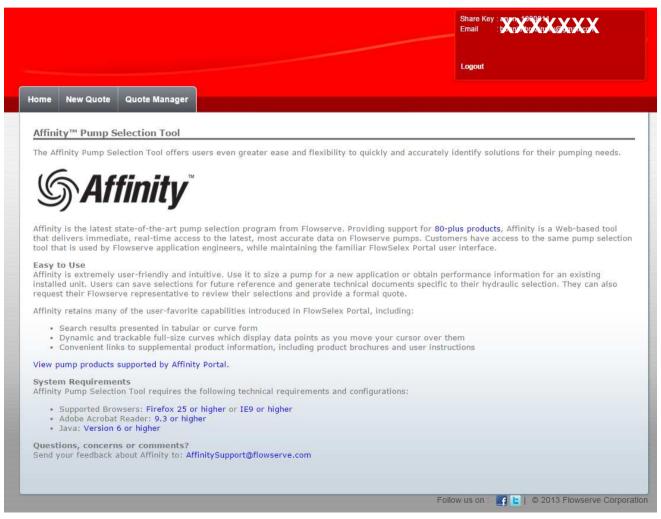
- It is suggested that you copy and paste the password from the initial email.
- Click "Login"
- You are now on the Affinity Home page





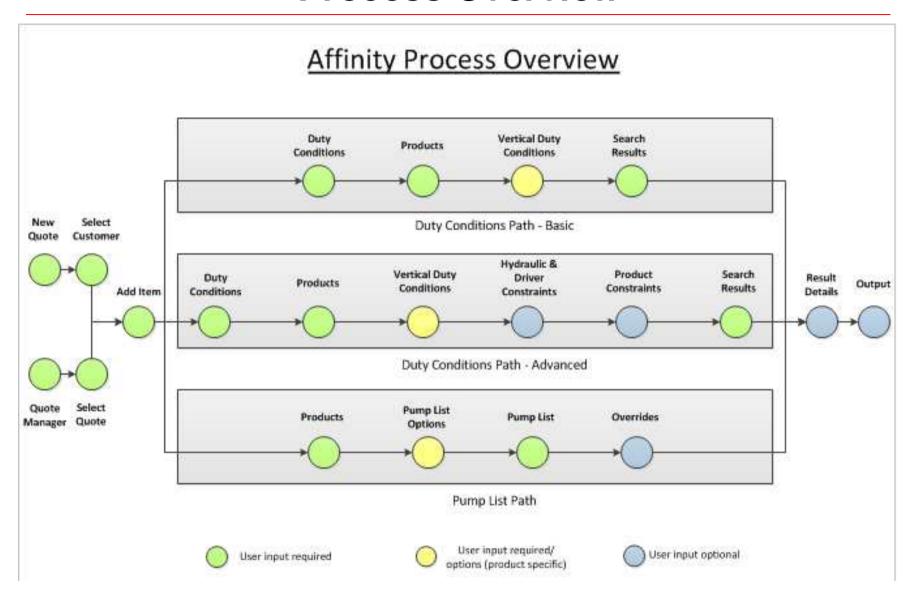
Home Page

This will include information and updates about the program.





Process Overview





New Quote

To create a new selection you will need to create a quote or select an existing quote. For a new quote select the 'New Quote' tab. You will see:

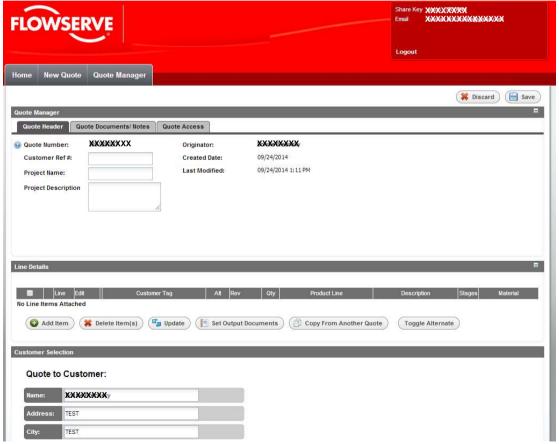
- Customer Selection: The fields shown below will be automatically populated with the information you provided on the registration form, but can be edited as necessary.
- Continue to Create Quote: Click this button, once you are ready to make a selection.





Quote Information

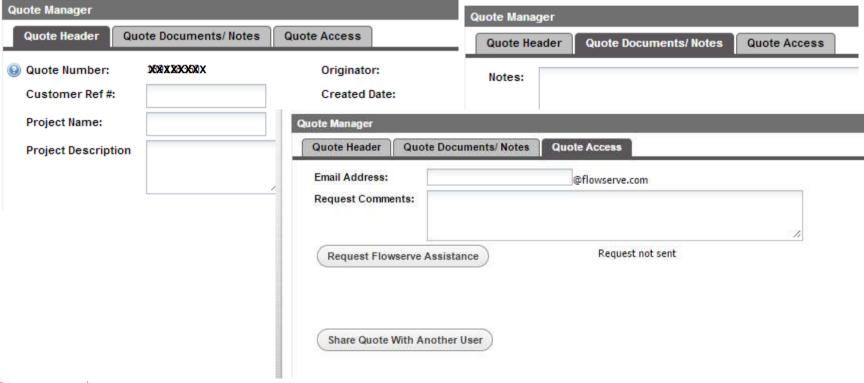
- Information listed in the quote manager is not required but when filled in it will be stored with your quote. As you start to accumulate quotes this information can help you to better manage and access them.
- The top two Panels (Quote Manager and Line Details) are collapsible by clicking anywhere on the gray panel line.





Quote Information

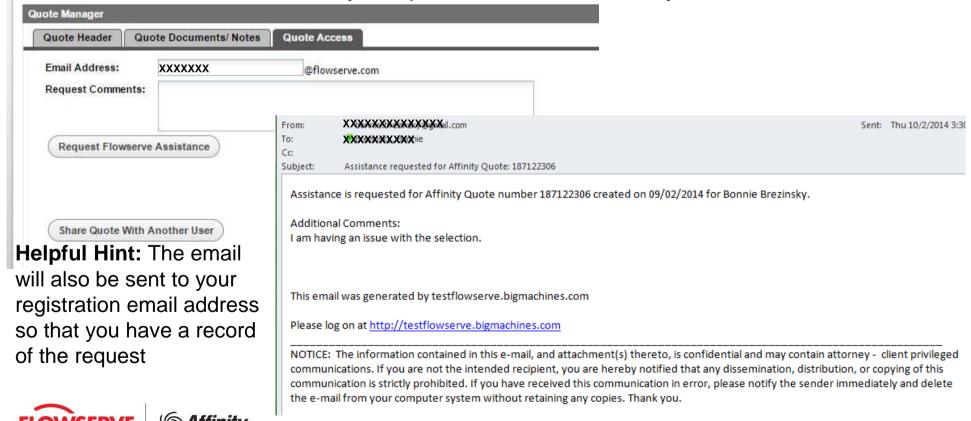
- Quote Manager: This panel includes three tabs (Quote Header, Quote Documents/Notes and Quote Access).
 - Quote Header: This tab includes additional information in which you can customize your quote for easy recognition.
 - Quote Documents/Notes: This tab allows you to add notes to your quote.
 - Quote Access: This tab allows you to share your quote with other users and /or send an
 email to a Flowserve representative to request help with a selection or request for pricing.





Quote Information: Request Flowserve Assistance

Request Flowserve Assistance: Go to the 'Quote Access' tab to request help from a Flowserve associate. Type in the email address of the person from whom you're seeking assistance. Note the '@flowserve.com' is not needed as it is already there. Add any request comments, if necessary and then click 'Request Flowserve Assistance'. This will send an email to the Flowserve associate with your quote information and any comments.



Quote Information: Quote Sharing

- Quote Sharing: Go to the 'Quote Access' tab to share a quote. Click the 'Share Quote With Another User' button. Type in the Share Key or Username of the person you want to share with and click 'Add'. Once all users have been added make sure the you hit the 'Assign' button to finalize the process
- Helpful Hint: In order to share you will need to know the person's Share Key or Username. The Share Key and Username are located in the upper right corner of the screen in the maroon box. Ask the person you want to share with to provide their Share Key or Username information so that you can add them. The Username will be the full email address used in the account for distributors and their short name (email less @flowserve.com) for FLS users.

			Email	. Krrirkskiskiskiskiskiskiskiskiskiskiskiskiski
Quote Manager				
Affinity Share Key:	Enter Share Key	Add	Logout	
Distributor UserName:	Enter Distributor Username	Add		
Flowserve UserName:	Enter Flowserve SalesRep Userr	nam Add		
Shared Users				



Quote Information

- Line Details: This panel shows you all the selections you have made along with some general information. This is where you can add, copy, delete, look at the technical information (Curve, Hydraulic Details, GA, etc.), and change alternate and primary selections. To use any of these functions simply select the item and hit the button.
 - Add Item: This button is used to add a selection. Click to begin pump configuration
 - Copy Item: This button creates a copy of any of the items already created. Note you can only copy one item
 at a time.
 - **Delete Item(s):** This button deletes any item you have created. You can delete more than one item at a time. (Once an item is deleted it's gone forever, so make sure to double check your selections.)
 - Update: This will refresh the page to allow any updates to happen.
 - **Set Output Documents:** This button allows you to view the technical documents of the pumps you have selected. You can view more than one item at a time in this screen.
 - Copy From Another Quote: This button allows you to copy an item or items from a previous quote you have created.
 - Toggle Alternate: This button switches the alternate and primary selections. Simply select the Alternate
 item and hit this button to make it the new primary selection. The previous primary selection will become an
 alternate.
 - P:This button will be located in the 'Edit 'column next to the line item. This will allow you to go back into the line item to view or edit. This will only appear once an item has been saved.



Selection

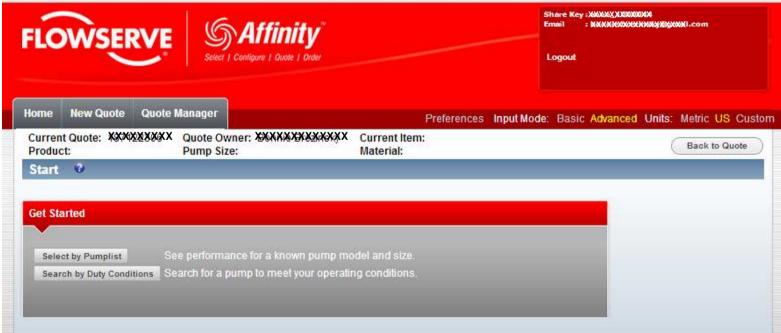
When you click 'Add Item' you will be presented with two options:

Select by Pump List

Choose this option if you want to see the performance for a known pump model and size. Once you have
chosen the pump model and size, you can set the operating speed, impeller diameter and, if appropriate, the
number of stages. The performance for the selected input parameters will be displayed.

Search By Duty Conditions

Choose this option if you have known operating parameters and you want to search for a pump to meet
those parameters. A list of pumps that meet your criteria will be displayed with high level performance data to
aid in choosing a specific pump model and size. Simply choose a pump size to see the full performance
details.





Selection: Preferences

Preferences: You can set default preferences for the selections you commonly use. It is located in the thin red bar at the top. Here you can set your defaults for:

General

- **Duty Conditions**: Frequency, liquid type, max temperature, hydraulic selection, test tolerances and construction which will be found on the Duty Conditions page when you make a selection.
- Product Line Filters: Industry, product classification and orientation which will be found on the Products page.
- **Driver**: Driver sizing spec, the site voltage, service factor, driver design and drive sourcing. These items can be found on the Hydr./Driver Constraints page through out the selection process.
- Choice/Reject List Option: Specify whether or not to suppress search results that are not even close to meeting your input parameters.
- Pump List Pre-Selection Option: Specify if the list of products available for selection should be limited by the duty conditions you entered. If you uncheck this box, some products may not yield any acceptable selections.
- Screen Layout: Specify the Products page screen layout. You can choose between horizontal (side by side tables) or vertical (product table above the selected product table).
- Other Preferences: Misc. preferences such as document language and search results page size.

Product Lines

Select product lines that you wish to be shown as a favorite product on the Products page.





Selection: Input Mode and Units

Input Mode and Units



Click on "Basic" to enter minimum duty conditions to make a pump selection:



Click on "Advanced" to set pump parameters and hydraulic impacting features:

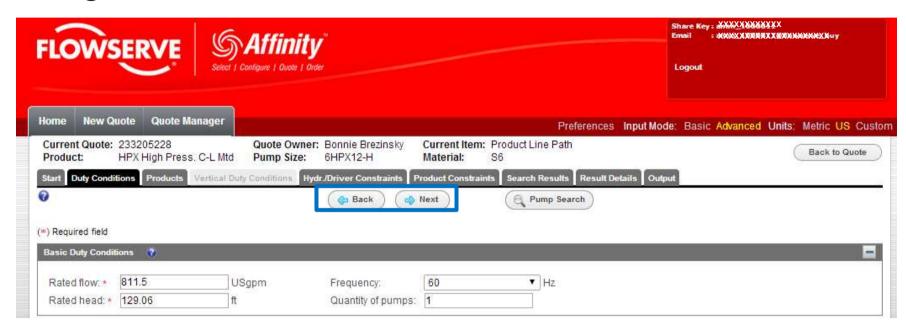


- Users can toggle between Basic Mode and Advanced Mode at any time
- Units can be set to US standard, Metric standard, or Custom settings
- Helpful Hint: The Input Mode and Unit you are currently using will be in yellow text.



Selection : Navigation

Navigation:



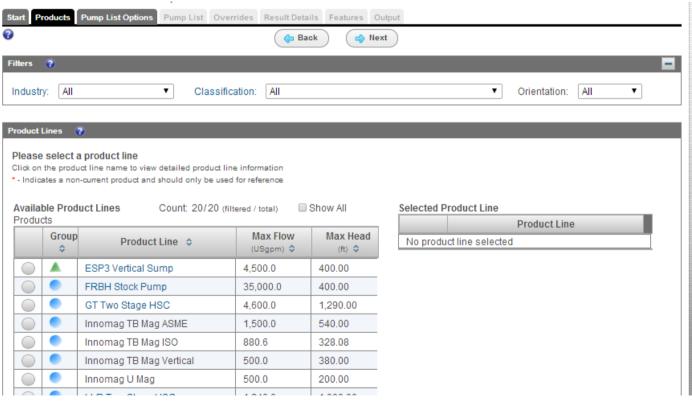
- Navigate by clicking the "Back" or "Next" Button
- Users can also navigate by clicking the page name or tab on the navigation bar at the top of each page
- Helpful Hint: You can tell where you are in the process by the Black Tab. Dark Gray tabs are the available tabs that you can navigate and Light Gray tabs are not applicable at the moment.



Selection: Product Filtering

Product Filtering

- Products are automatically filtered by the entered duty conditions
- Products can be also be filter by
 - Industry
 - Classification
 - Orientation



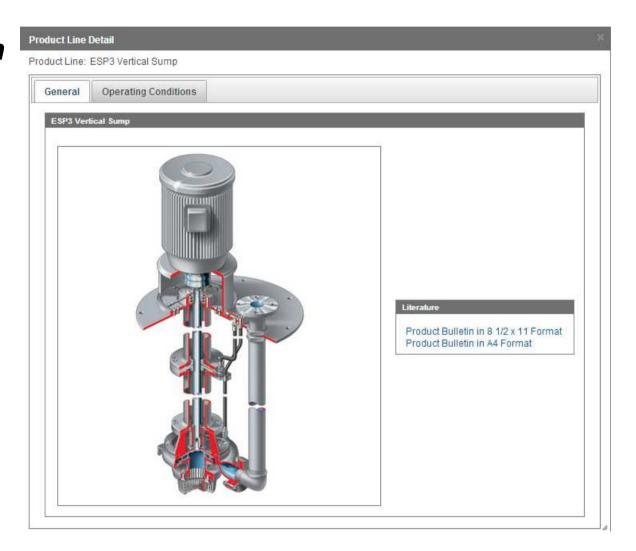


Selection: Product Information

Product Information

Click on the product name to view:

- Enlarged Image
- Operating Conditions (on second tab)
- Links to the Product Bulletin in 8 ½ x 11 & A4 formats
- Link to the IOM Manual (where available)





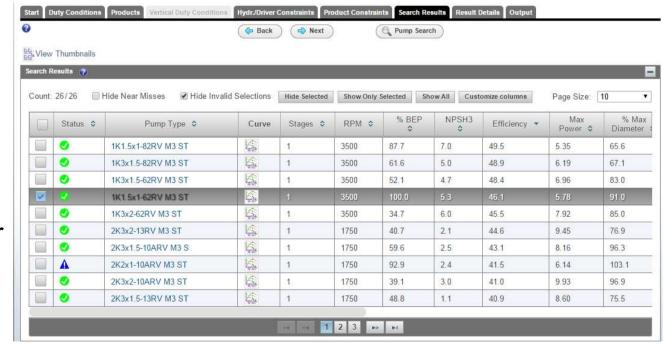
Selection

Search Results

This tab shows your results based on the parameters that were entered and will automatically sort the results by descending Efficiency.

Helpful Hint: You can sort results by any of the columns by clicking the Column Header.

Helpful Hint: The columns can also be customized to the order of preference by clicking the 'Customize Columns' button.





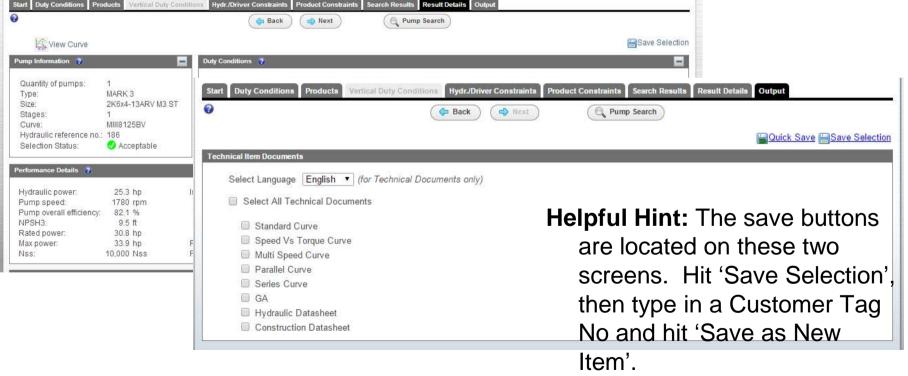
Selection

Result Details

Once you have selected a pump the result details page will provide further information about the pump you have selected

Output

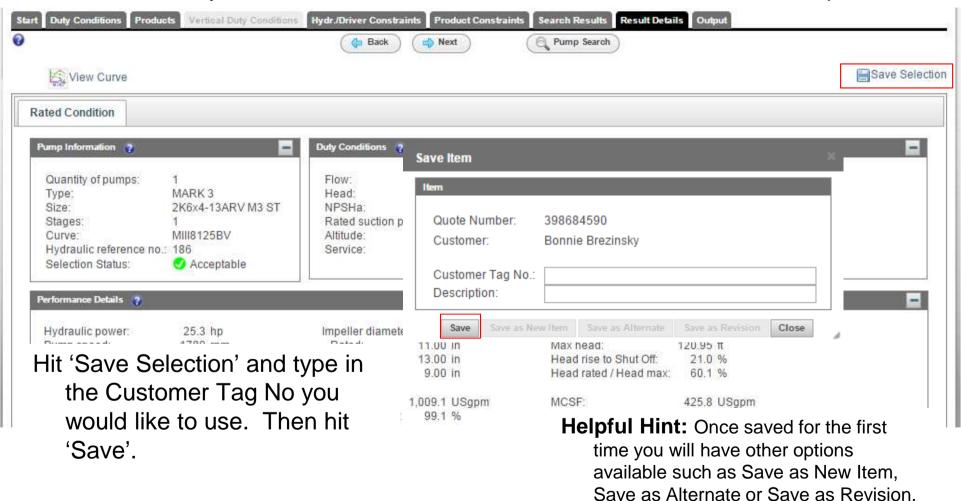
Once you have selected a pump the output tab will allow you to view the curve, datasheets, general arrangement document as well as other documents associated with that selection.





Saving Selection

You can save your selection from either the Result Details tab or the Output tab.





Selection: Help

Help

Additional help can be accessed throughout Affinity, where ever a question mark symbol is displayed.

Click **()** to display:

- Page level help explains the available functionality on the particular page. This will be located in the upper left of the page.
- Section level help explains the purpose of fields and terminology within the section. This will be located in the gray bar of a particular section.







Quote Manager

When accessing a previous quote, click on the 'Quote Manager' tab. This screen will show all quotes created by you or shared with you by other users. You can either navigate through this view or organize your quotes to make them easier to find.

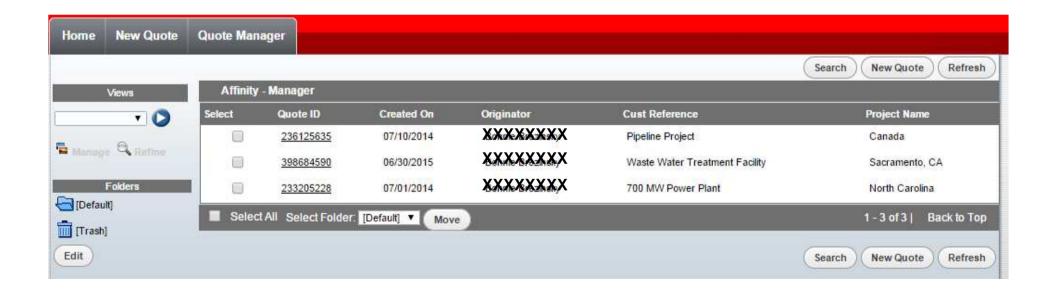




Quote Manager: Existing Quotes

You can add new selections to existing quotes, by accessing the previous quote in the Quote Manager.

 Find the previous quote you have created and click on the Quote Number hyperlink to open that quote. You will then be able to Add or Edit Items from that quote.



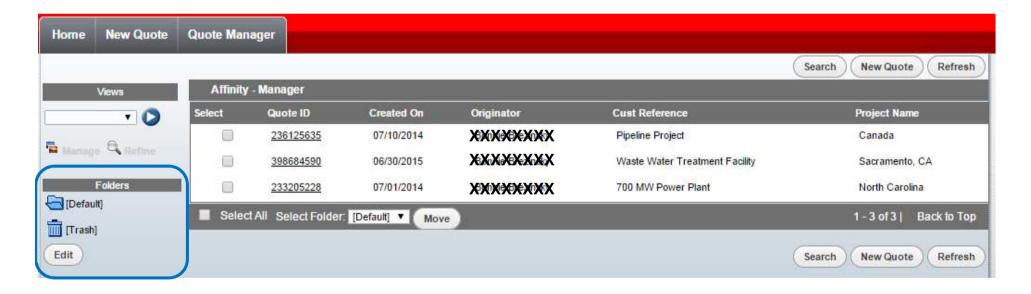


Quote Manager

Organizing Your Quotes

Folders

- Can be used to group quotes
- Quotes can be dragged and dropped into a folder
- To add folders click 'Edit'



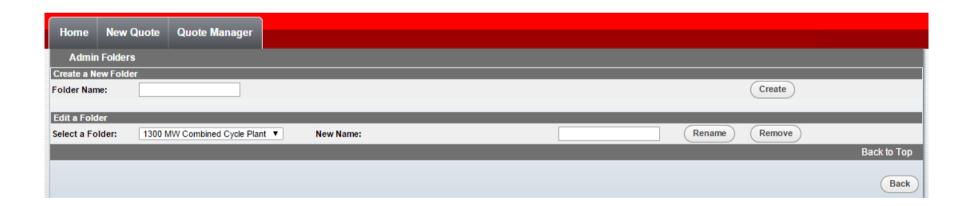


Quote Manager

Organizing your Quotes

Folders

- Type in the folder name and hit 'Create'.
- You can then rename or remove folders by selecting the folder and hitting the appropriate action.
- Click 'Back' to go back to the Quote Manager screen





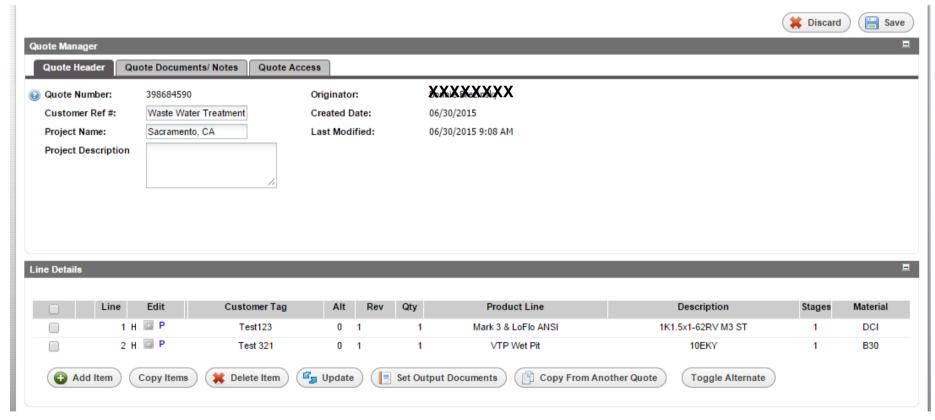
Support

- Users should direct questions and issues to AffinitySupport@flowserve.com:
 - Please provide a detailed description of the issue including the Operating System used, Browser (name & version) and Quote Number.
 - Where possible, please include a screen shot of issue in the request



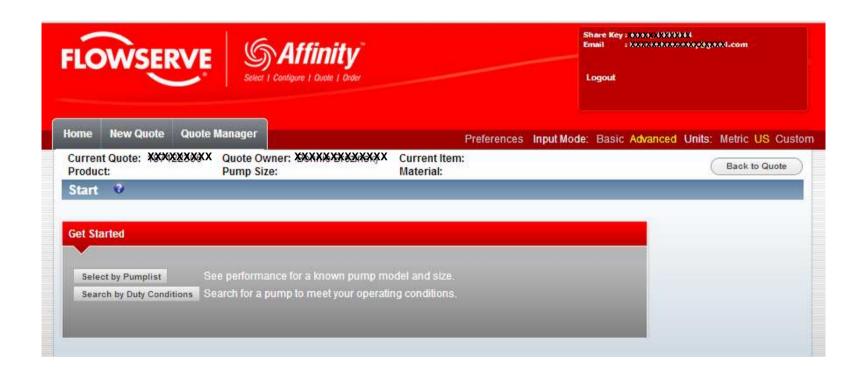
Annex: Examples

- Selection Example: Pumplist Path
- Selection Example: Duty Condition Path



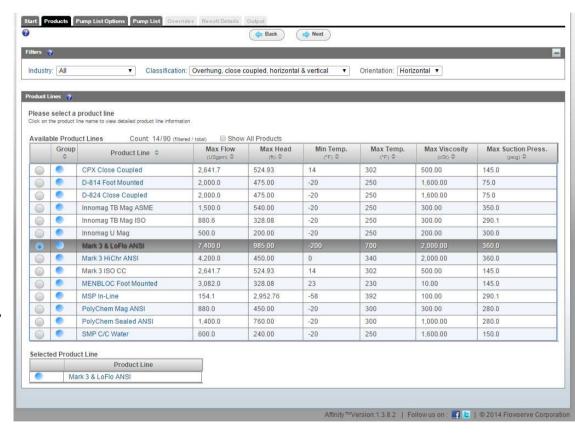


- Click 'Add Item'
 - Select by Pumplist for this Example





- In this example, an Overhung horizontal pump will be selected
 - You can use the Classification 'Overhung, close coupled, horizontal & vertical' as well as the Orientation 'Horizontal' to narrow down the choices.
 - Select a Mark 3 & LoFlo ANSI.





- Product List Options Page
 - Set the Frequency and Driver Design
 - For this example leave as 60 Hz and NEMA Motor.

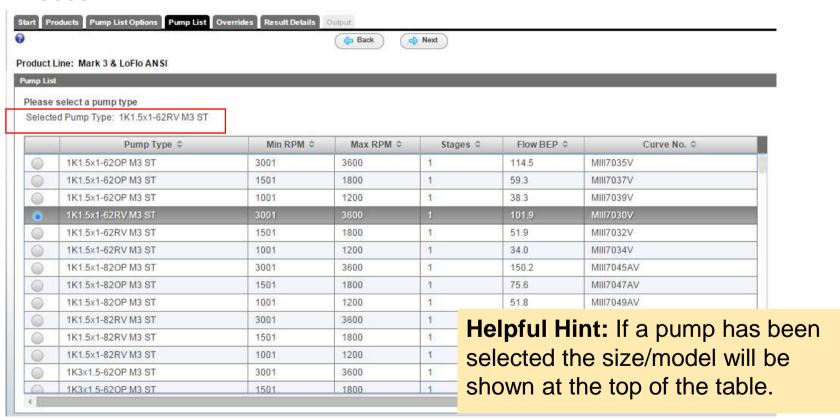


Helpful Hint: Navigation can be done with the Back/Next buttons or the tabs at the top.



Pump List

- The list of hydraulics (pump size & speed combination) is filtered by frequency.
- Select the 1K1.5x1-62RV with a Min RPM of 3001 and Max RPM of 3600.

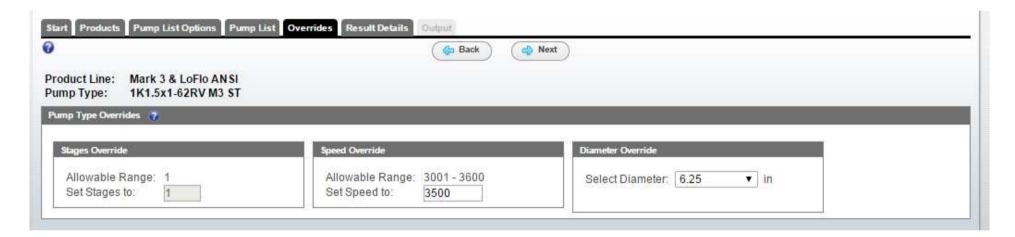




Example: PumpList

Overrides

- You can override the default values to suite your needs
- Not all options can be overridden, depending on the product line selected.



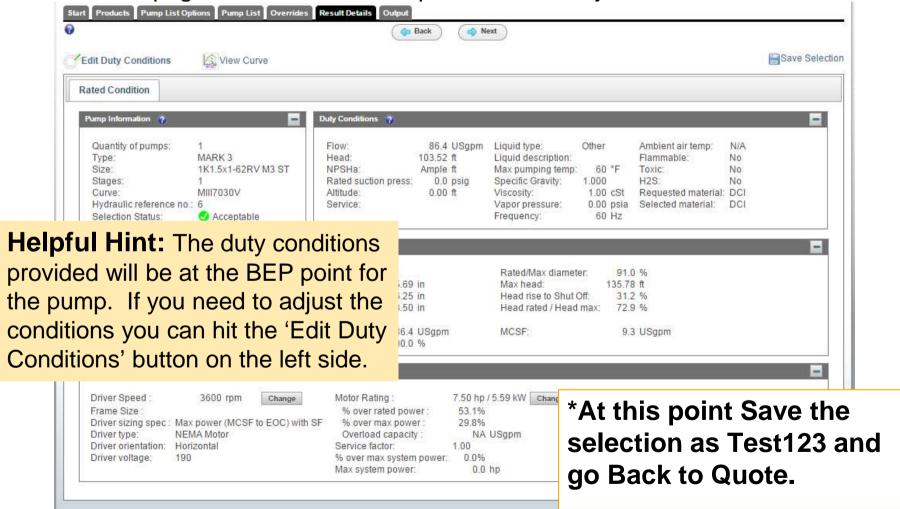
*Change the selected diameter to 5.69 in.



Example: PumpList

Result Details Page

This page shows the detailed performance for your selection

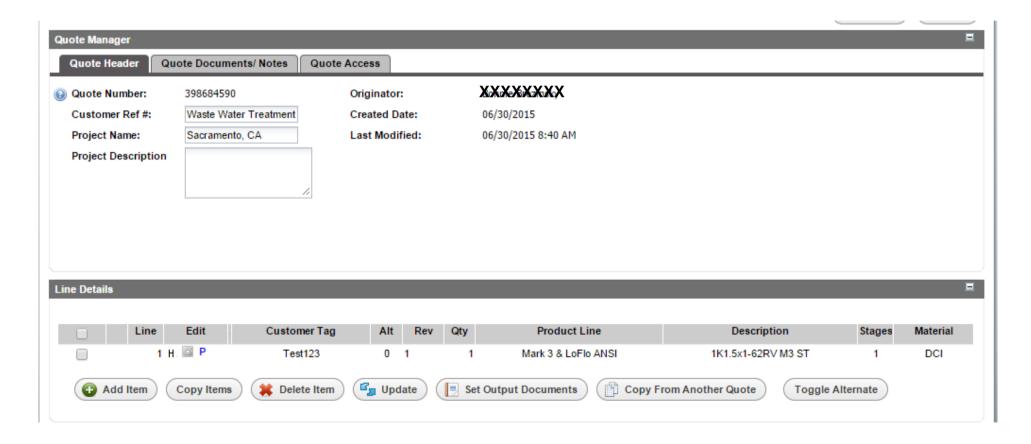




Example: PumpList

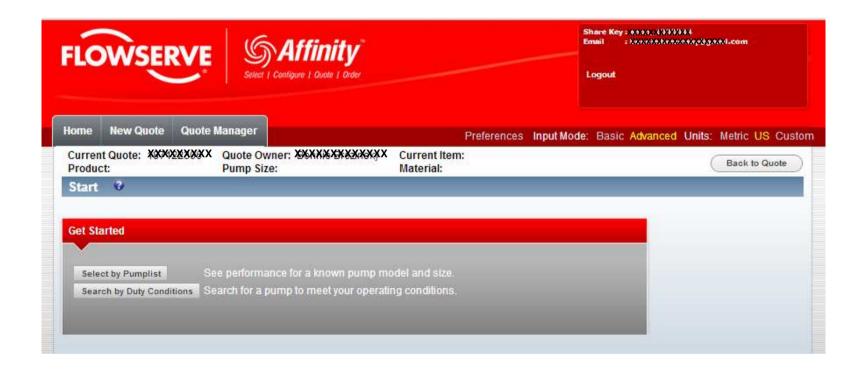
Line Details

Now the item is shown below.





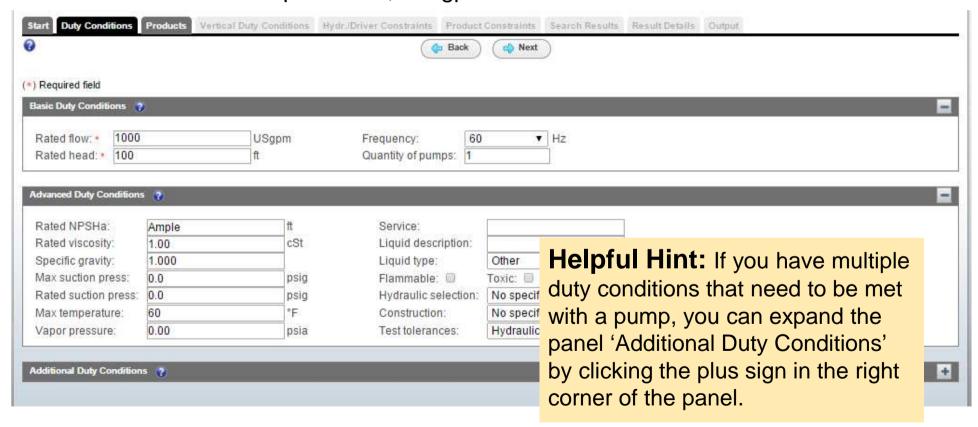
- Click 'Add Item'
 - Search by Duty Conditions for this Example





Duty Conditions

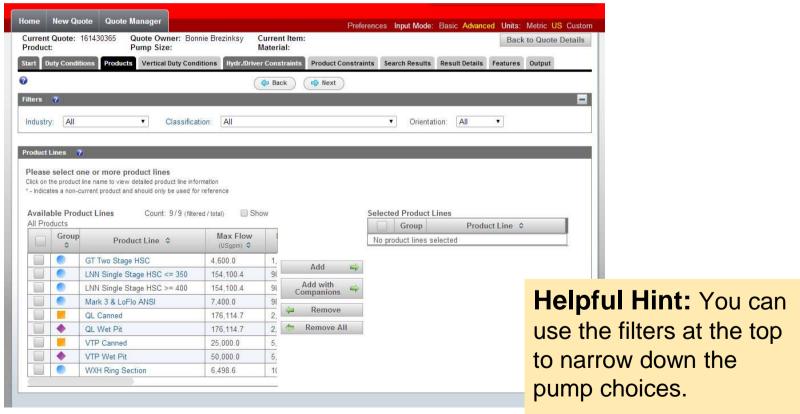
- This page allows you to enter the hydraulic selection criteria for your pump.
- For this example use: 1,000 gpm and 100 ft. TDH





Products

- This page allows you to choose the Flowserve product for your search.
- This example will use a Vertical, Wet Pit Pump.
 - Classification is 'Vertically suspended, discharge through column'
 - Then check the box next to VTP Wet Pit and click 'Add'.

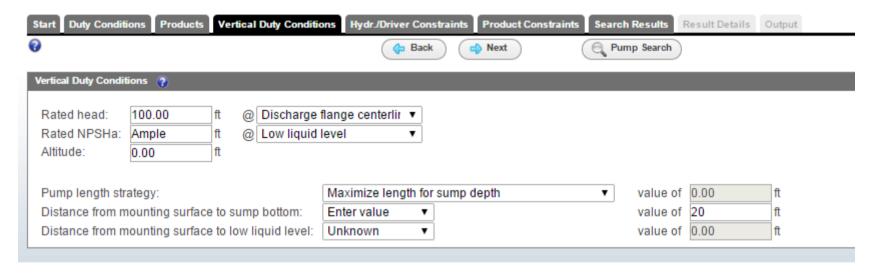






Vertical Duty Conditions

- This page allows you to enter additional information specific to vertical pump configurations.
- Input the sump depth of 20 ft. and size the pump for the bottom of the pit.

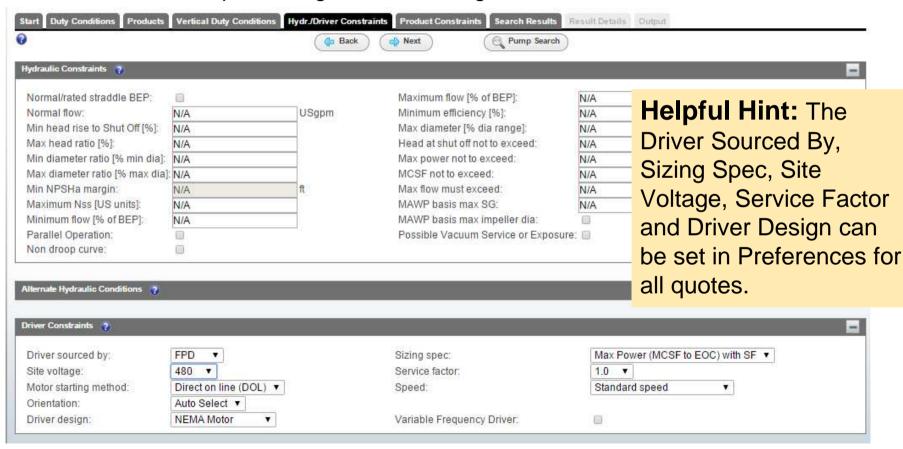


 This screen will only be available when selecting a vertical pump. If a horizontal pump has been selected the program will automatically by-pass this screen.



Hydraulics and Driver Constraints

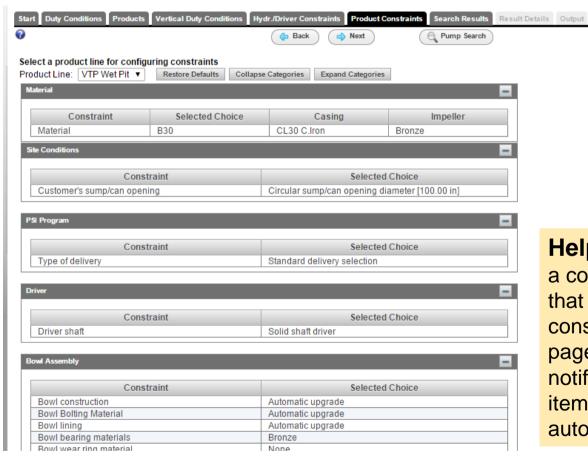
- This page allows you to define additional selection criteria from the pump and driver.
- For this example, change the site voltage to 480 V





Product Constraints

- This page allows you to specify constraints for the product you selected.
- In this example, change the drive shaft constraint to Solid shaft

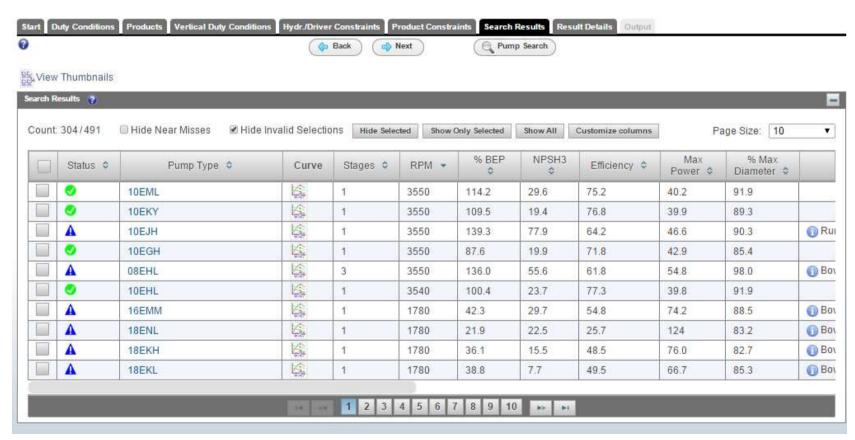


Helpful Hint: When a constraint is changed that affects other constraints on this page you will get a notification that other items have been automatically updated.



Search Results

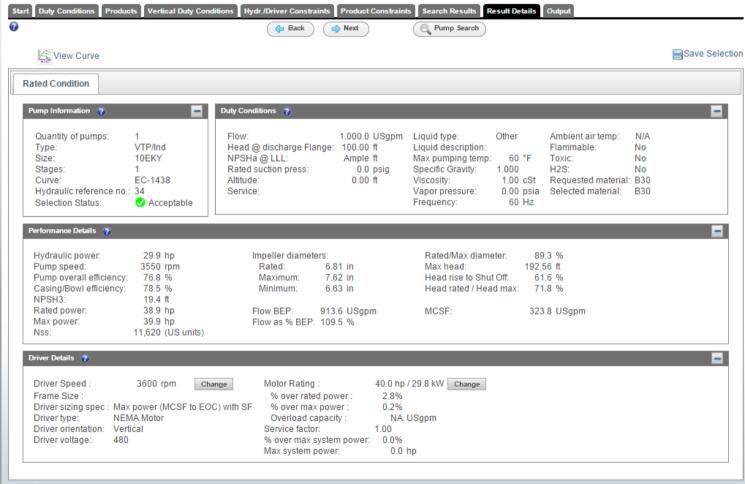
- This page shows a table of the available pump sizes for the search criteria.
- For this example, First sort by RPM by clicking the header 'RPM'
- Then select the 10EKY pump by clicking the blue hyperlink.





Results Details

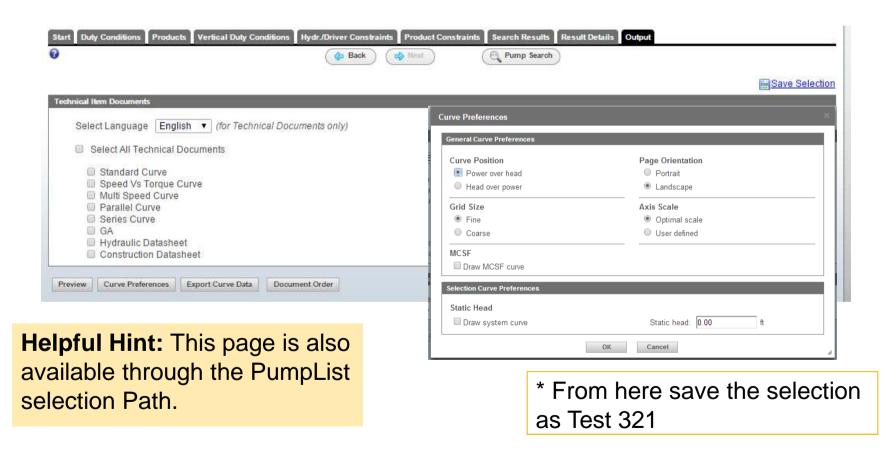
 This page allows you to review the hydraulic performance of the selected pump size.





Output

- This page allows you to select and view Output Documents for the item.
- Curve preferences are also located here.





Line Details

Now the second item is shown below.

