



# Customer Portal FAQs

*Removing the barriers between you and your business activity with Kimberly-Clark Professional\**

- **What is the KCP Customer Portal?**
  - The Customer Portal is a secure web-based solution to monitor your day-to-day business activity with Kimberly-Clark, while providing important product and promotional information. Our Customer Portal is one-stop shops to help you better manage your business.
- **How do I get access?**
  - If your company is set up on the Customer Portal, contact your Site Administrator for access.
  - Request access for your company online at <http://www.kcprofessional.com/us/CustomerPortal>
- **Is the Customer Portal available for both US and Canada?**
  - The Customer Portal is available for all North American customers, covering both US and Canada.
- **I purchase my Kimberly-Clark products from a distributor. Can I still use the Customer Portal?**
  - The Customer Portal provides information relevant to customers who purchase directly from Kimberly-Clark. If you purchase through a distributor, [www.kcprofessional.com](http://www.kcprofessional.com) displays our products, catalogs, MSDS sheets, and other useful information for your access.
- **Can we have multiple people registered on the Customer Portal?**
  - Yes! The Customer Portal can be used by multiple people at each company. Each user can setup a profile to get email updates on orders, invoices, price authorities, and/or chargebacks that are relevant to them.
- **I don't remember my Customer Portal password – how can I login?**
  - <http://www.kcprofessional.com/us/CustomerPortal/> and click [forgot your password?](#)
- **Can I place an order on the Customer Portal?**
  - We do not currently have Order Entry capability on the Customer Portal.