Welcome to APR Supply Co.'s Web 3.0. This is our 3rd Generation web site that combines both our information portal and our eCommerce portal into one easy-to-use platform. Our site is designed with you, our customer, in mind and provides features well beyond what you might expect from a traditional retail site. We removed a lot of the clutter, so you can get right to what's important to you, researching and buying the products we sell.

Use this guide to learn about the features beyond the basics that will make doing business with APR Supply Co. easier and faster!

Visit Our Site

Thank you for allowing APR Supply Co. to be part of your success!

Web Commerce Quick Reference Guide

PRODUCT SEARCH

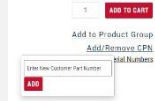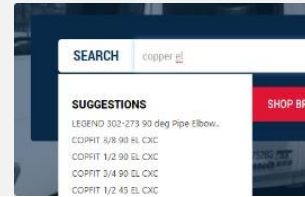|		
Method 1	You know the APR Supply Part Number	Just enter the APR part number in the search box and hit Enter on your keyboard or click on the SEARCH button. **OLD TIMERS TIP:** For those familiar with the original APR Web Commerce site, DO NOT enter a period in front of the number.
Method 2	Your Part Numbers!	If you assigned your own part numbers, you could search by those as well! See the section - **Adding Your Part Numbers** in this guide for more instructions.
Method 3	You know the Manufacturer ID, Model, or description	Just type in what you know in the search box and see what comes up! Pay attention to the Type Ahead Search results that continually update as you type in more information. You can type in part numbers, model numbers, descriptions, and drill down categories to find what you need.
	Search Tip:	Try typing less rather than more. When you see the results, refine the search! If you're having trouble, try less words. For example, instead of "Hot Water Heaters", try "Water Heaters".
Method 4a	Product Category Drilldowns	Use any of the various locations on the site to start drilling into product categories. Click on the Products Menu, the Shop Products link under the search box, or the big category boxes.
4b	Product Category Filters	Once drilled into a category, use the filters on the left side to narrow the search results by specific attributes. The list will be narrowed by what you selected and then you can choose additional filters to narrow further.
	ADVANCED SEARCH	To narrow your search results, try Advanced Search. Here you can search only through selected areas such as manufacturer part number, description only, your part numbers, or APR part numbers!

ORDER OPTIONS

Depending on your account setup, you may have several different order options available to you. Click on the **Order Options** Link to select

Order Option	Action
Bid Only	This order is only for reference purposes only. APR Supply will NOT ship this order. Helpful for quoting or to hold an order for later assistance from APR Staff.
Ship to My Address	Traditional order where we will deliver to the address you specify on the order
I will Pick-Up TODAY	Will-Call order where you place the order online but will travel to branch to pick up. **TIP:** Pay attention to available quantities before you travel! See **Checking Inventory** below for details.
Deliver to branch	The order will be picked from our Distribution Center and then delivered to the branch on the next business day for you to pick up there.

DELIVERY OPTIONS

Depending on your account setup and the **Order Option** you selected, you may have several delivery options available to you. You will see these on the PLACE ORDER page after you click on the **CHECKOUT** button from your CART.

| Option	Action
Allow Backorders	
Ship When Available	APR will deliver the product to you as available. We will not hold the order if any product is backordered. **(Default)**
Ship When Complete	APR will HOLD the order until all products are in stock and deliver the order complete.
Notify Before Shipping	
No	APR will simply deliver the order when ready to ship. This is your typical delivery that most customers use. **(Default)**
Yes	APR Supply will HOLD the order until we contact you for further instructions. This may be important for product that is backordered or needs to be delivered to a job site on a coordinated date and you need to provide us with further instructions.

CHECKING INVENTORY

For any product, by default you will see TOTAL available inventory unless you select a specific branch from your Order Options. From the Product Detail page, click on the Check Other Locations to have the availability window pop up. You will see inventory on hand at your local branch and surrounding branches, as well as what is in the Distribution Center and finally, all remaining locations in total. *TIP: If there is **damaged** material for sale, you will see that as well! Contact your branch for details!*

LINKED PRODUCTS

For many products, if you are on the product detail page and scroll down beneath the product descriptions, you will see linked items to that product. This is a list of related products that may needed to complete a job or accessories that go along with the product selected. For example, it you have an Outdoor HVAC Condenser, the linked items may be Line Sets, Air Handlers, Thermostats, etc. Use this section to quickly add additional product to your order without having to search for them!
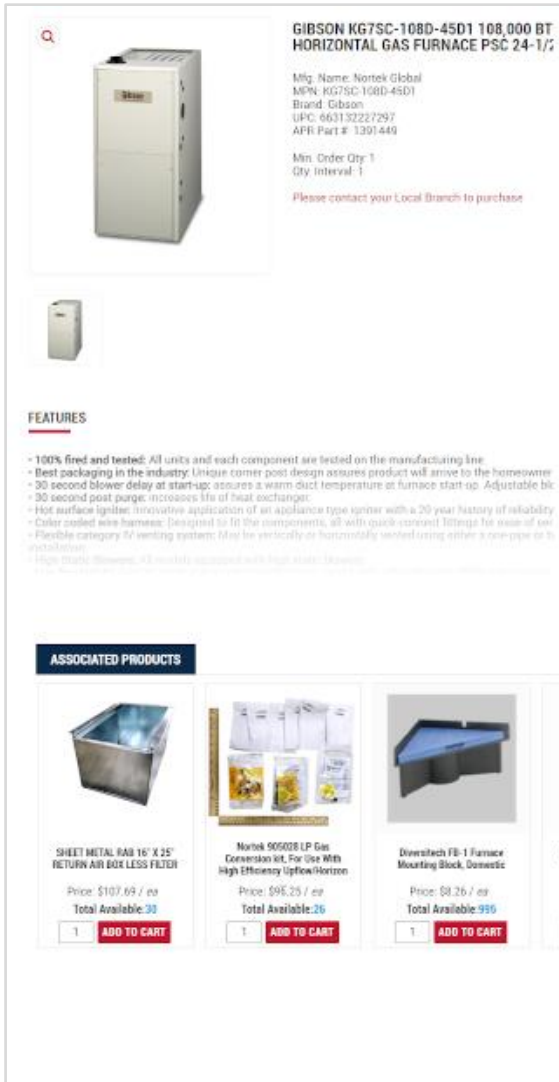
EXPRESS VIEW
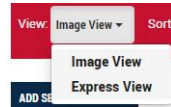
When viewing a product list in your search results or category drill down use the Express View to remove the images and get a condensed view of the items. From here you can quickly scan the list and add multiple items to your cart. For example, you filter your list by 1½ IN PVC Fittings and view the results in Express View. Now you can quickly scan the fittings and add the ones you want to the cart, including changing the quantities!

1	Select the products by: 　a) Check the box 　b) Enter / change a quantity	
2	Select All Products by checking at the top of the list	
3	Unselect products by: 　a) Uncheck the box 　b) Enter zero (0) in the quantity box	
4	Unselect All Products by unchecking at the top of the list	

Tip: You can easily add multiple items to your Product Groups using the same process above and then clicking **ADD SELECTED TO PRODUCT GROUP**

SMART RANK

Smart Rank™ is the default method that product search and category lists are sorted with to provide the most relevant items at the top. For some items it is the most popular items and other products it is based on a logical sort of the products such as size or type of product.
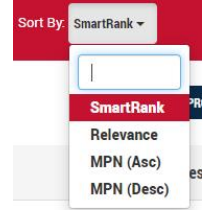
ADDING YOUR PART NUMBERS

You have the ability to add your part number into APR Supply's Web Commerce site for easy reference and search. You can use a part number that matches a number in your own system, or if you think a product should be identified differently, just add a part number! Your part number will appear throughout the website wherever a product is displayed. These numbers will even appear on your invoices from APR Supply!

COPFIT 1/2 90 EL CXC
Brand: Approved Vendor
Mfg. Name: Approved Vendor
UPC: 039923312723
APR Part #: 5056
CPN: My Part Number
Min. Order Qty: 1
Qty. Interval: 1

☐ Select Item

Action	Steps

Adding / Edit / Remove
 	
 1   **ADD TO CART**
 	
 Add to Product Group
 Add/Remove CPN
 Check For Serial Numbers
 	
 ┌─────────────────────┐
 Enter New Customer Part Number
 My Part Number ☐
 ADD **Remove**
 └─────────────────────┘
	1) View the detail of an item by clicking on the description or image thumbnail for the product. (Find the product Using Search, Drill Down, or from the Item on Order)
	 2) Click on Add/Remove CPN (Customer Part Number).
	   TIP: You may add more than one part number to an APR Supply item.
	
	 ADD: Enter your part number and click on **ADD** the button to save.
	   TIP: Your numbers should be 15 characters or less and can include numbers and letters.
	 UPDATE: Check an existing part number, enter the new one and then click on the **UPDATE** button.
	 REMOVE: Check the box beside the part number you want to remove and click on the **REMOVE** button to remove your part number.

PRODUCT GROUPS

You may save frequently referenced products into a Product Group for easy recall later. **Example 1:** You want a group of products related to a specific job type such has water heater install where you typically buy the same products for each installation. **Example 2:** You want to group commonly ordered product together such as your top 20 fittings. **Example 3:** You have a list of products you typically use to replenish a service truck's inventory. Groups are whatever you decide!

Creating a Product Group		
METHOD 1 - From your Cart		**METHOD 2 - Individually**
1	From the Cart, select the products you want to add to a product group by checking the box by each product. You can select ALL by checking Select All at the top of the product list. Once you have selected the products click on the Save To Product Group link located at the top of the product list.	**1** From any product details page, click on the Add to Product Group link. **NOTE:** Click on the Product description or image thumbnail on any product list to see the product detail page. 1 **ADD TO CART** Add to Product Group Add/Remove CPN Check For Serial Numbers

2a	**Create a NEW Product Group:**
	   1) If you already have product groups created, you will see a list of your product groups and also a box at the top where you can simply enter the new name of the group.
	   2) If this is your first product group, click **Add New Group** in the Product Group summary page.
		Enter New Group Name
		 ProductGroup_1

2b	**Add to an Existing Product Group:** Select the product group from the dropdown list. Your product(s) will be added to the existing group.	

	Retrieving a Product Group
1	Click on My Account menu, select <u>My Product Groups</u> from the dropdown menu. **NOTE:** If you are already in any My Account Page, Product Groups are also listed at the top if the page.
2	To select, click on the name of the Product Group you want to see the individual products (or click the Edit link).
3	Select the individual products you want add or SELECT ALL to check all products. You may also edit the default quantities to what you need for this order. **NOTE: Default Quantities-** If you want to permanently change the quantity for this product group, click on the UPDATE link. The next time you pull up this product group, the default quantity will be changed.
4	Click on **ADD SELECTED TO CART** to move the selected items to your Cart. This will append the products to your cart. If you already have products in your cart, they will remain.

AWARDS PROGRAM

If you are a member of the APR Awards Program, you may see your Awards points on your My Account Dashboard. Now it is easy to keep yourself up to date on your rewards! See www.aprsupply.com/AwardsProgram for details on the program!

QUICK ORDER ENTRY

Quick Order Entry gives you three different ways to quickly populate your cart: **File Upload**, **Quick Entry Pad**, and **Copy/Paste**. These methods allow you to enter a list of part numbers/keywords and quantities and add them all to your cart at the same time.

Your "Advanced Search Filter" settings will determine what type of data you enter in these fields. For example, if your search filter is set to "APR Part Number" you can enter APR part numbers. The same goes for Manufacturer Part Numbers, Customer Part Numbers, and UPC Codes. If it's set to "Description" you can enter keywords from the items' descriptions.
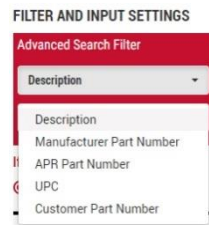
There are also options for handling duplicate part numbers/keywords in your list of items. You can select "Combine" which will add the quantities of the duplicate items in your cart, "Separate" which will keep the duplicate items but not add them together, or "Remove" which gets rid of duplicate items altogether.
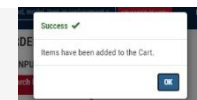
	File Upload
1	Download the File Upload Template
2	Open the template and enter the part numbers/keywords and quantities for each item you want. Save the spreadsheet. **Note:** There are only two columns to fill out: one for the Keyword, and one for the Quantity.
3	Go back to the Quick Order Entry page and click "Choose File". Select the spreadsheet you saved and then click "Upload". The items you entered will be added to your cart.
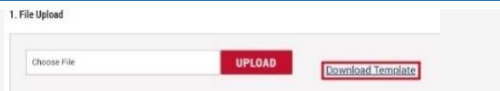
	Quick Entry Pad
1	Similarly to the File Upload method, enter the part numbers/keywords in the left column and quantities in the right column.
2	Click "Add To Cart". The items you entered will then be added to your cart.
	Tip: Start typing a part number or keyword in the "Part #" column and get suggested part numbers relevant to your input.

	Copy / Paste

1	If you have compiled a list of products to order in CSV (Comma Separated Value) or TSV (Tab Separated Value) format, copy the CSV/TSV data to your clipboard.
	
	Note:
	   1,Part # (Comma Separated Value)
	   1 Part # (Tab Separated Value)

2	Paste it into the "Copy/Paste" text area.
	Tip: You can right click and select "Copy" and "Paste" or use the keyboard shortcuts "Ctrl + C" and "Ctrl + V" to copy/paste the data
3	Click "Add To Cart". The items you copied/pasted will be added to your cart.
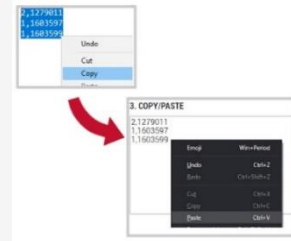
Central Approver Role

If your account has the "Authorized Purchase Agent" or "Superuser" role, you can review, approve, and reject orders submitted by any General Users within your company. If you would like to learn more and get your account setup to do this, contact your APR Salesperson!

Note: If any users within your company are setup as a General User, they can't place an order and checkout, they must submit the order for approval. After clicking "Checkout" from their shopping cart and entering the Delivery/Order information, they can click "Submit For Approval".

From the "My Account" dropdown menu, click on "My Pending Order Approvals". This will show you a list of all pending orders waiting for your approval. Click on a pending order to view it.

This view will show you all the items in the order and the quantities of each. If you need to change the quantity of an item you can type the new quantity in the "Qty" textbox, click the checkbox to the right of the item price, and then click "Update Selected Items".
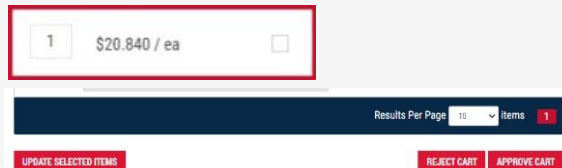
When you've reviewed the items and quantities in the order, you can either approve or reject the order by clicking the "Approve Cart" or "Reject Cart" button.

Managing Users

If your account has the "Superuser" role, you can use these options to manage your staff's web commerce accounts. If you would like learn more and get your account setup to do this, contact your APR Salesperson!

Click **"Manage Users"** from the "My Account" dropdown menu
  -This will display all the users on your account and some basic information about them (name, email, role, and status).

Click the **"Enable/Disable"** buttons to make user accounts active or inactive.

Click **"Edit User"** to edit their role.
  -Select the role you want from the dropdown menu and click "Update" to assign the user that role.

Click **"Add User"** to create a new user account.
  -Select the user's status: Active or Inactive.
  -Enter the required information (all fields with a red asterisk* beside them are required).
  Note: If you're assigning this user the "General User" role, you also need to select at least one Approver. The assigned Approver is the user account that can approve their submitted orders.
 -Click "Save" to create the new user.
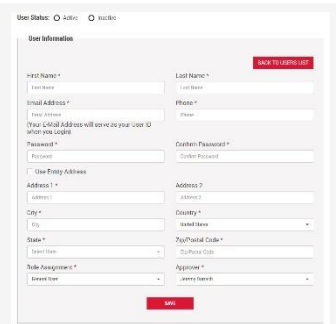
Tip: You can select more than one Approver when editing a General User!

Serial Number Search

This feature allows you to quickly find serial numbers for a product you previously ordered, or find all serial numbers associated with an order. There are a few ways to access this feature:

1. From the My Account dropdown menu, click on **Serial Number Search**

2. On a product detail page, click the **Check For Serial Numbers** link

3. Navigate to the Order History page and click the **Serial # Search** button beside any order
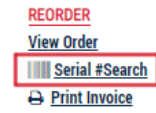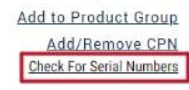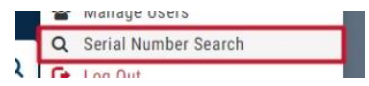
Once you are at the Serial Number Search page (methods 1 and 2), enter either a Serial number or a Product ID.

  -Searching for a Serial Number will return a list of orders that contain a product with that Serial Number.

  -Searching for a Product ID will return a list of Serial Numbers/Orders that match the Product ID.
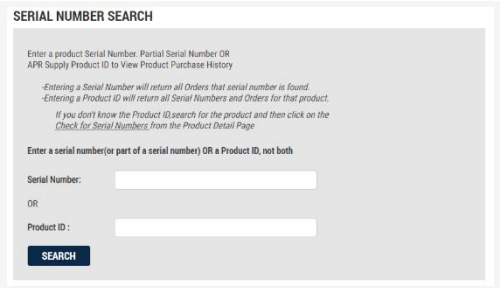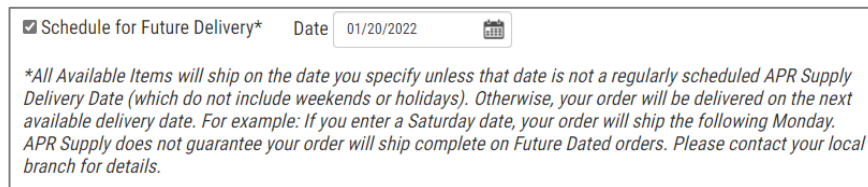
You can also navigate to the Order History page, where you will see a list of all past orders. Find an order you want to search for serial numbers on and click the "Serial # Search" button on the right side of the page (method 3).
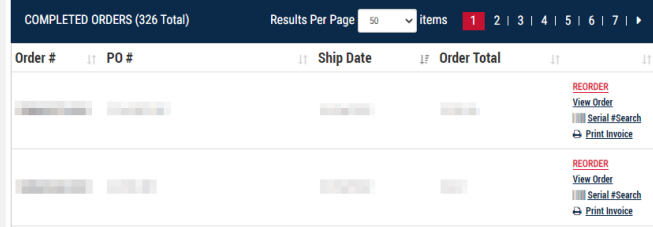
This will take you to the Serial Number Search results page and show you any serial numbers associated with that order. If the search does not find any serial numbers, you will see the message: "***No Products Found for your account**".

Schedule for Future Delivery

You now have the option to schedule your web orders for a future date! It is as simple as checking the "Schedule for Future Delivery" checkbox on the checkout page and selecting the date on which you want your order to be shipped.

*All Available Items will ship on the date you specify unless that date is not a regularly scheduled APR Supply Delivery Date (which do not include weekends or holidays). Otherwise, your order will be delivered on the next available delivery date. For example: If you enter a Saturday date, your order will ship the following Monday. APR Supply does not guarantee your order will ship complete on Future Dated orders. Please contact your local branch for details.

Pay Online with eInvoice Connect

We have revamped our pay-online system to give you a more convenient and secure way to pay your invoices online. There are several places to access this feature: the *My Account* dropdown menu, *My Account Dashboard*, and the *Account Inquiry* page.
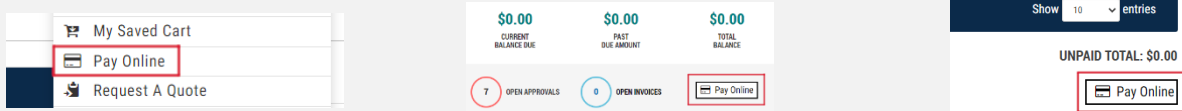
When you first navigate to **eInvoice Connect**, you will land on the Summary page. Here you will see your total balance due, details about any recent payments you've made, and have the option to pay your total balance.
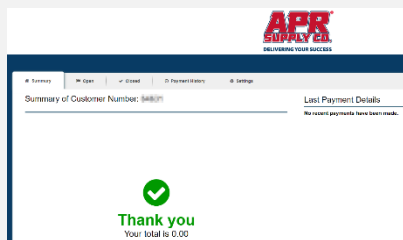
The **Open tab** will show you all your open invoices, as well as statements. You can select individual invoices you want to pay using the checkboxes on the left side of the page, and then click **PAY INVOICES**.

Settings

Navigate to the **Payment Settings** menu to enter your bank information used when paying invoices online.

In the **Notification Settings** menu, you can choose whether you want to receive invoices by email or receive a paper bill instead. Just check or uncheck the "Receive a paper bill" checkbox.

APR On The Go – Mobile App

Our mobile app has all the same great features as our desktop site, but also has a few additional tools to help you get the most out of your experience with APR web commerce. One of these tools is called **StockNow**, and it allows you to quickly scan barcodes and add items to your cart.

StockNow

To access StockNow, open the **APR On The Go** mobile app and tap the **StockNow** / barcode icon in the middle of the screen. You will see the StockNow (Quick Add) section just below the Delivery Method where you can either:

a) Type a part number in the search bar and tap on the QUICK ADD button
b) Click the camera icon and aim your camera at the barcode you wish to scan

Quick Add:
Item Number or CP#
Search Using ● APR Part # ○ Customer Part #
QUICK ADD
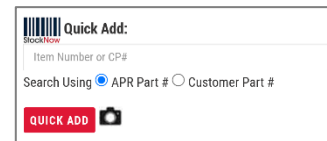
Performing either of the two actions above will open a popup where you can enter a quantity and then add the item(s) to your cart. This tool is especially useful if you have your warehouse barcoded with APR barcodes so you can very quickly scan the barcodes and add what you need to your cart. Contact your APR Salesperson if you want to learn more about this!

In addition to the StockNow feature, you can scan barcodes to search for items in our catalog. Tap on the **Barcode Search** icon at the bottom of the screen and aim at the barcode you wish to scan. The app will search for items based on that barcode and show you any relevant results.

Text-2-Branch is another great tool that allows you to text our APR branch locations directly. This can be helpful if you need assistance identifying a part, would like to request product technical documents, or need to send a picture of a parts list for ordering. And, the Text-2-Branch phone numbers are the same numbers you would call to reach our branches!
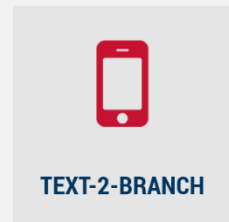
TEXT-2-BRANCH

Just tap the **TEXT-2-BRANCH** icon on the home screen to try it out.