



MyMarcone.com plumbing startup guide

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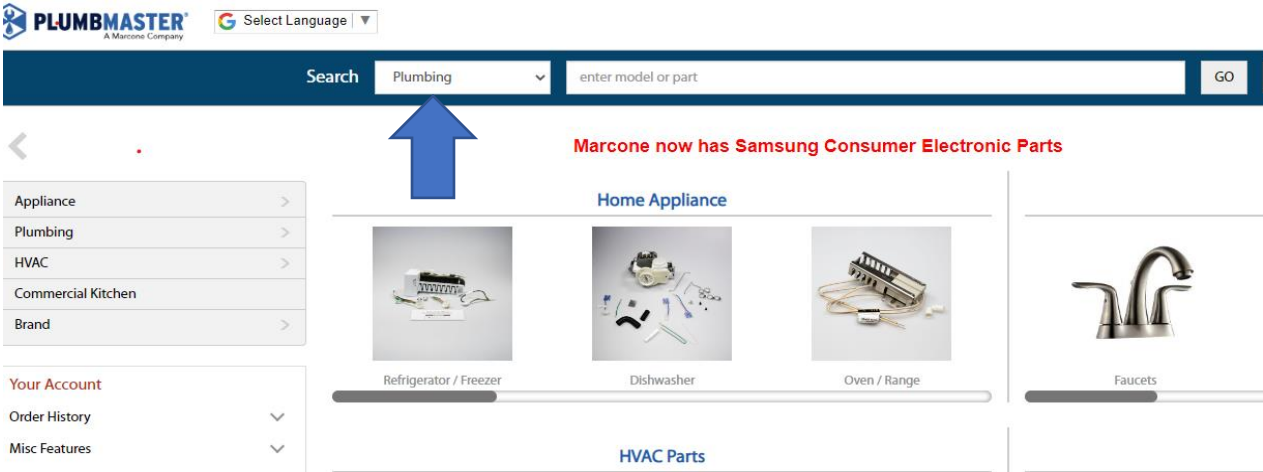
Account Basics

Logging Into MyMarcone

Go to my.marcone.com and enter your existing PlumbMaster username and password.

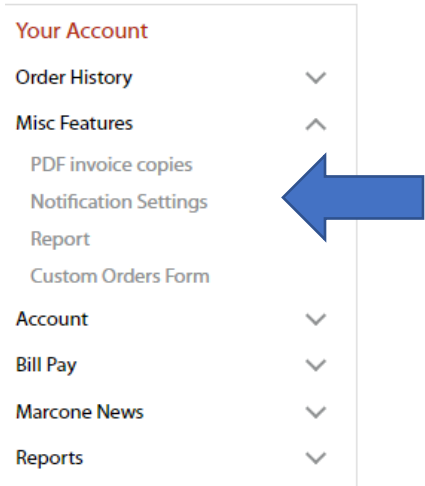
Note: If you have both a Marcone appliance account and a PlumbMaster plumbing account, select the plumbing account to view plumbing pricing and terms.

To search for plumbing parts, make sure to select the Plumbing category in the Search bar drop down menu:



Email Notifications and Paper Invoices

Click on notification setting under invoice and you can change settings such as e-mail addresses for electronic invoices and even set if paper invoices are added to your shipment.

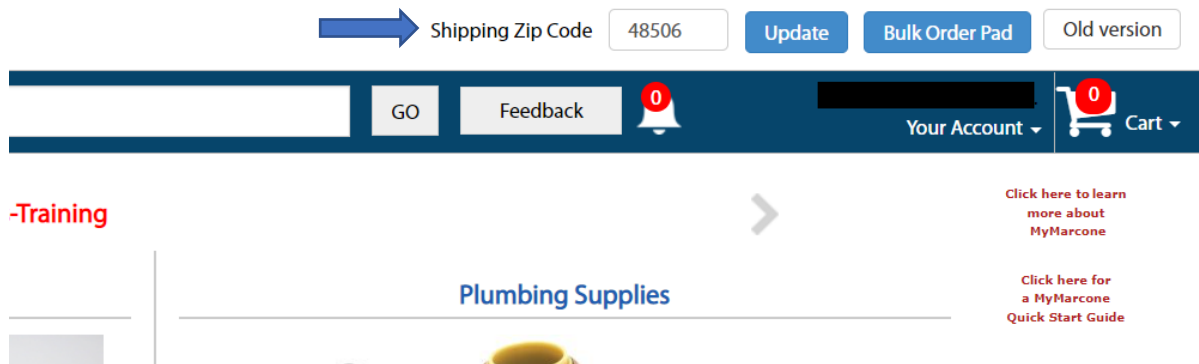


Navigating and Ordering

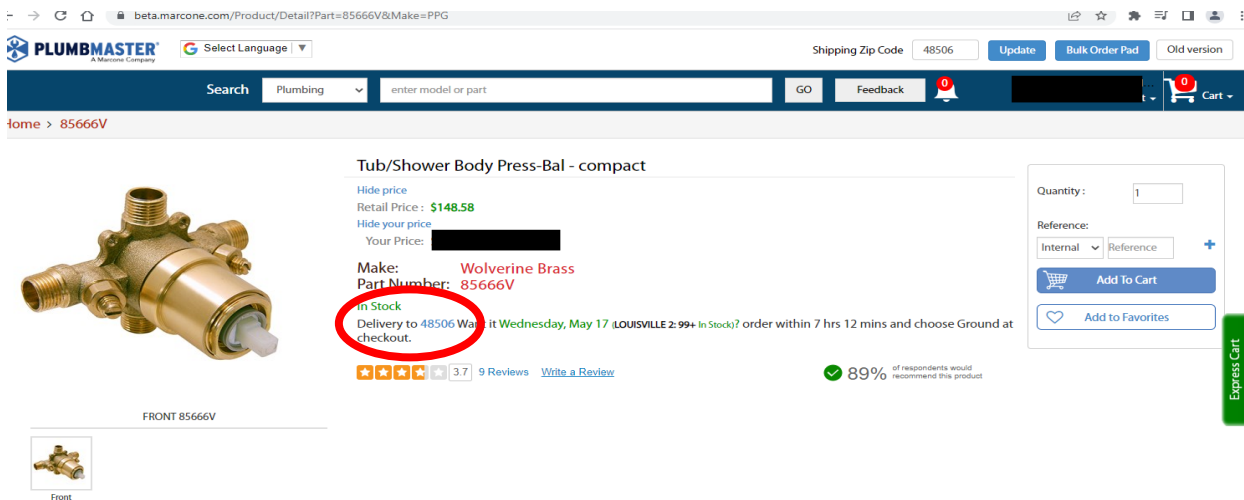
Shipping ETA

There are two spots on the parts detail page to enter a zip code for delivery ETA:

One is in the top right corner: “Shipping Zip Code.” Use this one and the zip code will stay for all the part numbers you enter until you change it back to your zip code. You must click the ‘Update’ button just to the right of the shipping zip code after entering a zip code.



The **second** is right below the part number “Delivery to zip code” Use this one for just entering one part number, it will revert back to your zip code before you enter the next part number.



Parts Availability



WB Pro BV 3/4 FIP Full Port Drain-NL

[Hide price](#)

Retail Price : **\$20.00**

[Hide your price](#)

Your Price: [REDACTED]

Make: **Wolverine Brass**

Part Number: **56112NL**

Only 9 left in stock (more on the way).

Delivery to 48506 Want it **Wednesday, May 17** (LOUISVILLE 2: 9 In Stock)? order within 3 hrs 41 mins and choose Ground at checkout.

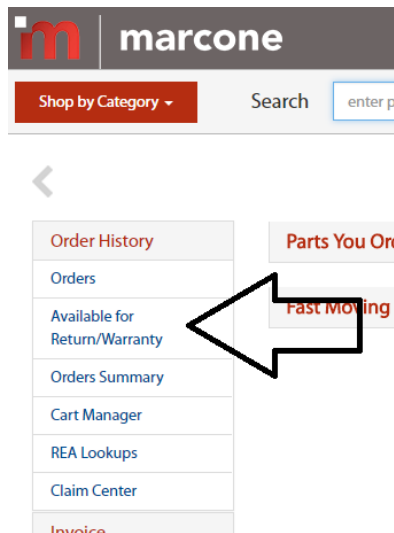
0.0 No Reviews [Write the First Review](#)

The number in stock on the delivery line is the inventory at the shipping warehouse.

Available for Return

Available for Return allows you to return new, unused parts. The most important thing to remember when returning new parts is keeping an eye on the field that says **Restock Fee**.

After you put in a part number and enter a quantity, if the same amount that is in the Unit Price comes up in the Restock Fee, do not return the part, as it is past your return policy.




Fastest Delivery vs. Least Packages

From the 'Shipping Options' there are two selections you can make:

- 1) The system defaults to **Fastest Delivery** (system will get from the closest distribution center)
 - If you are next day delivery from only one DC, your order will ship from that DC each day
 - If you are next day from two distribution centers, the system will check to see which DC has most of the order and ship from that DC.
- 2) Click on Fastest Delivery, and you will get a drop down that says **Least Packages**. Select **Least Packages** and the system will look to see what location has most of the entire order placed.

Fastest Delivery:

Shipping Options

SHIPPING TO: JEFF Fastest Delivery 

Order all items from 1 location

SHIPPING FROM: PEORIA

WCI - 5303935066
\$.19 | Quantity: 1 | Shipping: 1
[Update](#) | [Delete](#) | [Pick up at: ST. CHARLES](#)

WPL - WPY303881
\$.29 | Quantity: 1 | Shipping: 1
[Update](#) | [Delete](#)

Total: ████████

Choose your delivery option:

\$9.95 Ground get it - Thursday, Feb 02
 \$24.95 Next Day (AM) get it - Thursday, Feb 02

Shipping delivery dates are estimates

Items to ship once stock is received

WP8530929
WP8530929EXCR

get it - Monday, Feb 6
Shipping delivery dates are estimates

[Continue](#)

Order items from multiple locations

Packages 1 of 2

SHIPPING FROM: PEORIA

WCI - 5303935066
\$.19 | Quantity: 1 | Shipping: 1
[Update](#) | [Delete](#) | [Pick up at: ST. CHARLES](#)

WPL - WPY303881
\$.29 | Quantity: 1 | Shipping: 1
[Update](#) | [Delete](#)

Subtotal: \$28.48

Choose your shipping option:

Ship Package
 Backorder Package

Choose your delivery option:

\$9.95 Ground get it - Thursday, Feb 02
 \$24.95 Next Day (AM) get it - Thursday, Feb 02

Shipping delivery dates are estimates

Packages 2 of 2

SHIPPING FROM: ALBANY

WPL - WP8530929
\$.4.39 | Quantity: 1 | Shipping: 1
[Update](#) | [Delete](#) | [Pick up at: ST. LOUIS](#)

WPL - WP8530929EXCR
\$60.00 | Quantity: 1 | Shipping: 1

Subtotal: \$ ████████

Total: \$ ████████ [Continue](#)

Choose your shipping option:

Ship Package
 Backorder Package

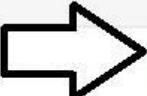
Choose your delivery option:

\$9.95 Ground get it - Friday, Feb 03
 \$24.95 Next Day (PM) get it - Thursday, Feb 02
 \$24.95 Next Day (AM) get it - Thursday, Feb 02

Shipping delivery dates are estimates

Least Packages:

Shipping Options

SHIPPING TO: JEFF DIAMOND, Least Packages 

SHIPPING FROM: ALBANY

WCI - 5303935066
\$.19 | Quantity: 1 | Shipping: 1
[Update](#) | [Delete](#) | [Pick up at: ST. CHARLES](#)

WPL - WPY303881
\$.29 | Quantity: 1 | Shipping: 1
[Update](#) | [Delete](#)

WPL - WP8530929
\$.4.39 | Quantity: 1 | Shipping: 1
[Update](#) | [Delete](#) | [Pick up at: ST. LOUIS](#)

WPL - WP8530929EXCR
\$.00 | Quantity: 1 | Shipping: 1

Total: ████████

Choose your delivery option:

\$9.95 Ground get it - Friday, Feb 03
 \$24.95 Next Day (PM) get it - Thursday, Feb 02
 \$24.95 Next Day (AM) get it - Thursday, Feb 02

Shipping delivery dates are estimates

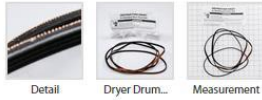
[Continue](#)

Hide Your Price

If you would like to show your customer/consumer a part but do not want them to see your price, you can click **Hide your price** to show only the retail price. You are also able to hide the retail price if you prefer to show no price at all.



DRYER DRUM BELT 341241



BELT DRIVE POLY V

#1 Best Seller

Hide price

Retail Price: **\$15.40**

Hide your price

Your Price: **\$15.40**



Make: **WPL**

Part Number: **341241**

In Stock

On Hand Available at the Vendor: 556

Delivery to zipcode 63141 Want it **Tuesday, May 16 99+** In Stock? Order within 7 hrs 29 mins and choose Ground at checkout.

Units sold in past 30 days - 4

Product Details

Add Technician Reference

There is a feature on MyMarcone to add a technician's name to the part. This could be used to separate inventory arriving by technician/job site.

From the main screen, click on **Account**, then click on **Technician List**. Add your tech's name to the list. At any time, you will be able to add, edit or delete technicians.

My Account > Technician List

Technician Name	Date
John	5/15/2023
Tim	5/15/2023
Nick	5/15/2023

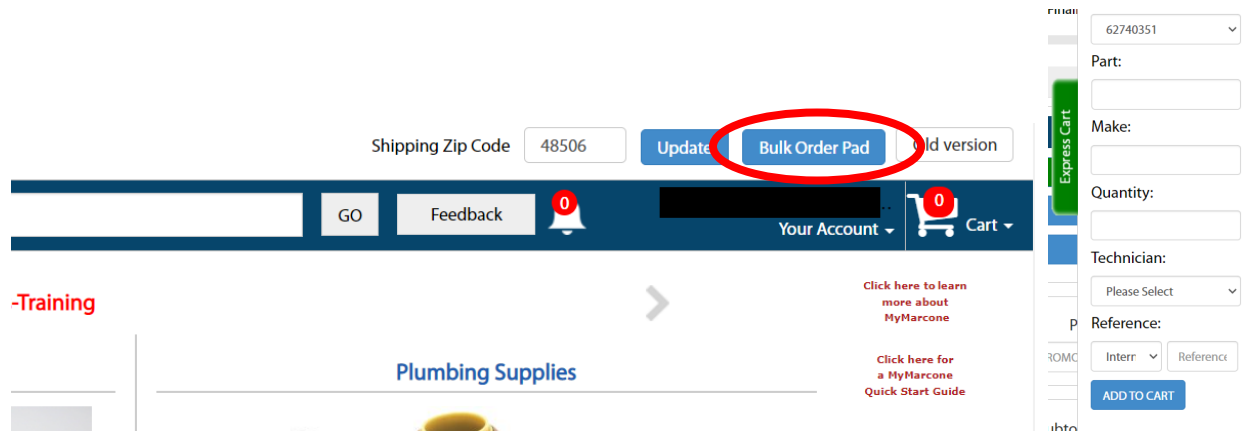
You will be able to add a technician's name at the part detail section or in the cart, so you can have a tech's name and also a reference name to each part.

<input type="checkbox"/>	Delete	Part	Price	Quantity	Technician	Reference Type	Reference	
<input type="checkbox"/>		56112NL Wolverine Brass		1	Tim	Internal	SMITH JOB	+
		<p>WB Pro BV 3/4 FIP Full Port Drain-NL Cancer and Reproductive Harm - Prop 65 WARNING(S) Delivery to 48506 Want it Wednesday, May 17 (LOUISVILLE 2: 9 In Stock)? Order within 1 hrs 1 mins and choose Ground at checkout. Shipping: 1 More Details Delete</p>						
<input type="checkbox"/>		85666V Wolverine Brass		3	John	Internal	STOCK	+
		<p>Tub/Shower Body Press-Bal - compact Cancer and Reproductive Harm - Prop 65 WARNING(S) Delivery to 48506 Want it Wednesday, May 17 (LOUISVILLE 2: 99+ In Stock)? Order within 1 hrs 1 mins and choose Ground at checkout. Shipping: 3 More Details Delete</p>						

Bulk Order Pad/Express Cart

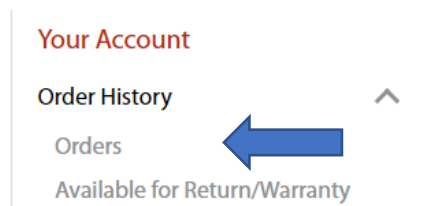
When you know what parts you want to order, you can click on the **Bulk Order Pad** button on the right hand side of the top bar navigation screen and quickly add parts straight to the cart.

Another way to do this is to click on the green **Express Cart** tab on the right hand side of the screen and add in each sku.

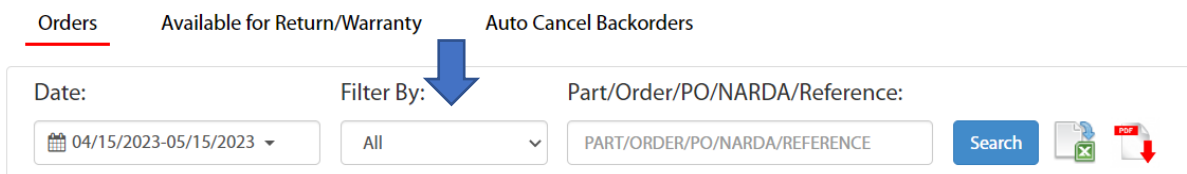


Cancel Backorder(s)

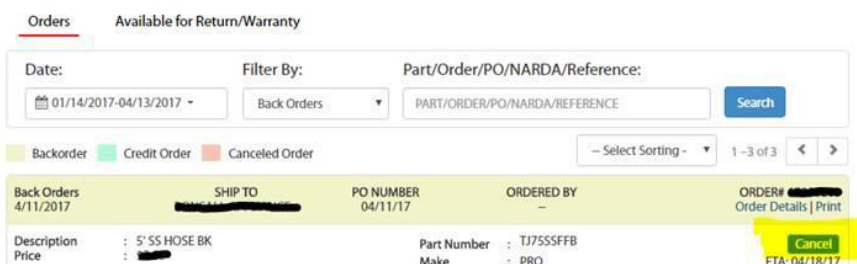
If you would like to cancel an item that has been on backorder, go to **Your Account** on the left hand side of the page, then **Order History**, then **Orders**.



From the **Filter By** column, select **Back Orders** to show any/all backorders.



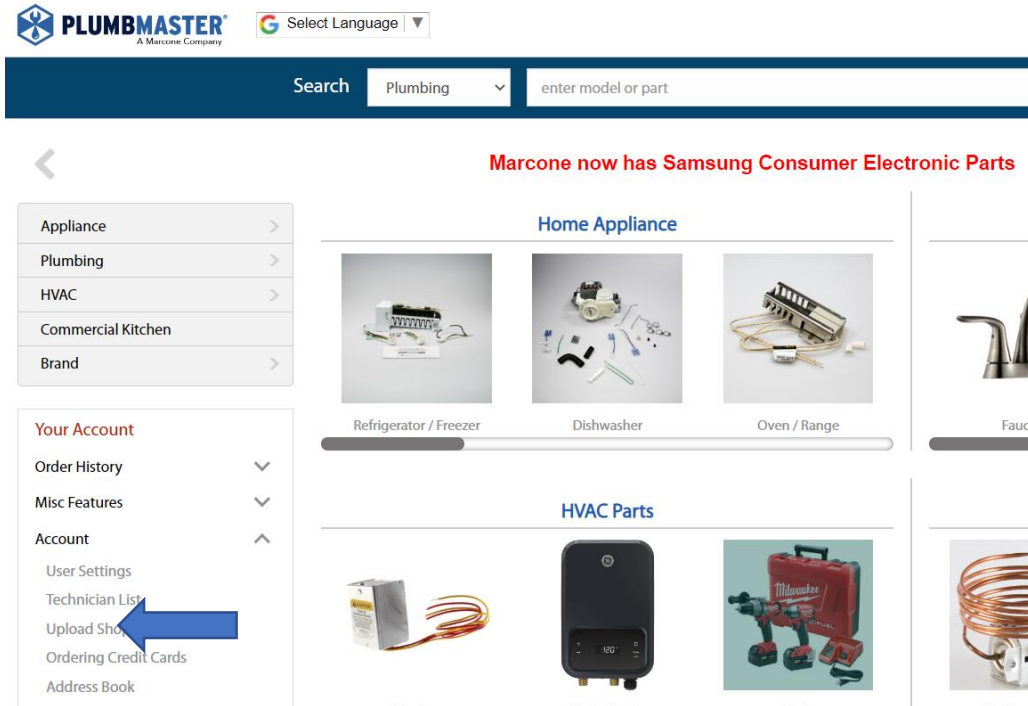
Click on **Cancel** (you will be prompted to confirm that you want the backorder cancelled).



Uploading a Shopping Cart to MyMarcone

For faster ordering from an existing list, utilize the Shopping Cart feature.

Go to **Account** on the left-hand navigation, then select **Upload Shopping Cart**.

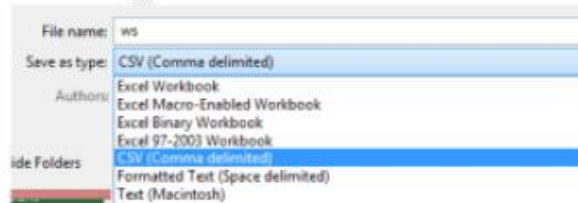


Create a .csv file of the parts you wish to order.

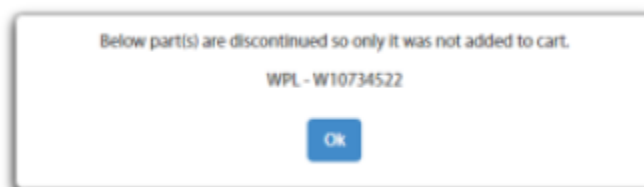
The file must have five columns and they must be named as follows: Make, Part, Quantity, Warehouse, Reference

Notes: *Warehouse and Reference are optional columns. Make must = PPG*

	A	B	C	D	E
1	Make	Part	Quantity	Warehouse	Reference
2	WPL	W10739036	2		Test
3	WPL	W10276494	1		
4	WPL	W10746278	1		Warner
5	WPL	W10919207	1		
6	WPL	W10727026	1		
7					



If the part you are ordering is discontinued or has a substitution, this message will pop up. The system will not automatically sub. It is best to do all research before uploading to make sure part numbers are current.



Click the blue button and select your file.



Select Language ▼

Search Plumbing enter model or part

My Account > Upload Shopping Cart

Upload CSV for Shopping Cart:

Please select file to upload. File must be in Comma Separated (.csv) format and use the following format. [Click here to download sample file.](#)

Required Column Headers: Make,Part,Quantity,Warehouse,Reference.
Optional Columns To Fill In: WareHouse,Reference.

+ Select files...

After the file is selected click **Upload**.

Upload CSV for Shopping Cart:

Please select file to upload. File must be in Comma Separated (.csv) format and use the following format. [Click here to download sample file.](#)

Required Column Headers: Make,Part,Quantity,Warehouse,Reference.
Optional Columns To Fill In: WareHouse,Reference.




+ Select files...

SampleUploadTemplate (1).csv

Upload

Your cart is now uploaded and ready for the rest of the checkout process. If you entered reference information you will see it here.

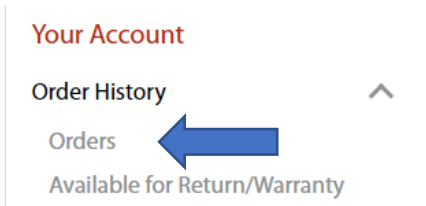
Shopping Cart #34827630

	Price	Quantity	Reference Type	Reference
<input type="checkbox"/> Delete				
 W10739036 WPL BUSHING Shipping: 0 Backorder: 2 More Details Delete	\$ 1.79	2	Internal	Test
 W10276494 WPL BEZEL-FRONT, GAS Shipping: 0 Backorder: 1 More Details Delete	\$.89	1	Internal	Warner
 W10746278	\$.09	1	Internal	Reference

Filter Type of Orders

The **Filter By** drop down menu allows orders to be filtered by pending, cancelled, credit, etc.

Go to **Your Account** on the left hand side of the page, then **Order History**, then **Orders**.



Your Account

- Order History
- Orders
- Available for Return/Warranty

Orders Available for Return/Warranty

Date: 02/11/2017-05/12/2017 Filter By: All Part/Order/PO/NARDA/Reference: PART/ORDER/PO/NARDA/REFERENCE Search

Backorder Credit Order Canceled Order

-- Select Sorting -- 1 -25 of 79

Order Type	Date	TOTAL	SHIP TO	PO NUMBER	ORDERED BY	ORDER#
CANCELED ORDER	5/11/2017	\$ 3.66	TEST ACCOUNT	TEST	--	68455068
Description : BELT DRIVE POLYV Part Number : 341241 Price : \$.50 Make : WPL						
CREDIT	5/11/2017	\$0.00	TEST ACCOUNT	2977985	--	68455040
Description : BELT DRIVN63451767 Part Number : 341241 Price : \$0.00 Make : WPL						
CANCELED ORDER	5/11/2017	\$15.66	TEST ACCOUNT	TEST	140118	68454971
Description : BELT DRIVE POLYV Part Number : 341241 Price : \$ 1.50 Make : WPL						

Exporting Orders Report

From the **Orders** screen, click on a date range desired. Click on **Search**. Next, click on the export button to export as a .csv file.

Orders Available for Return/Warranty

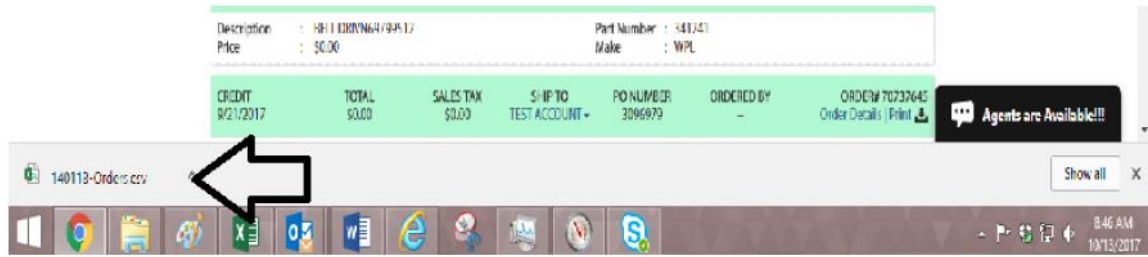
Date: 07/15/2017-10/13/2017 Filter By: All Part/Order/PO/NARDA/Reference: PART/ORDER/PO/NARDA/REFERENCE Search

Backorder Credit Order Canceled Order

-- Select Sorting -- -25 of 49

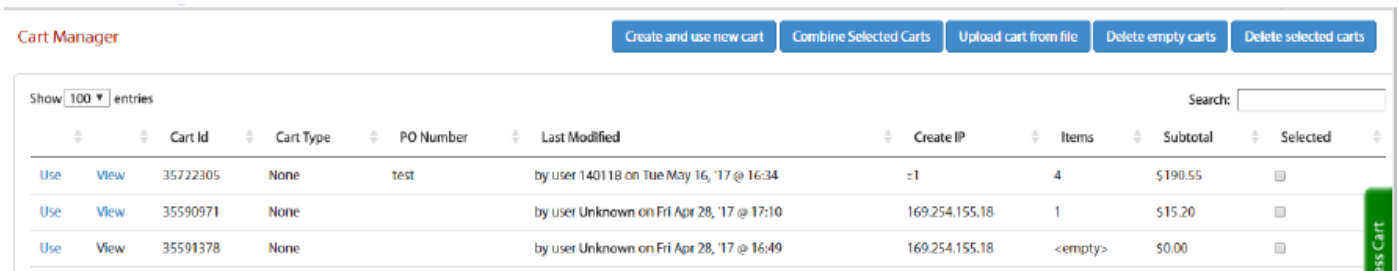
Order Type	Date	TOTAL	SHIP TO	PO NUMBER	ORDERED BY	ORDER#
CANCELED ORDER	10/11/2017	\$223.33	TEST ACCOUNT	--	--	71088064
Description : A/S ASSY-PACKING DOOR REF L;AW3,DA91-030 Part Number : DA82-01352A Price : \$.538 Make : SAM						
CREDIT	9/25/2017	(\$202.83)	TEST ACCOUNT	TEST	--	70784128
Description : CONTROLLEW70150446 Part Number : 316577016 Price : \$ 2.18 Make : WCI						

It may take a bit to export. When ready, a file will show at the bottom left-hand corner of the screen. Click to download. The report will show the breakdown of every order by part.



Cart Manager

Cart manager can be accessed from the **Order History** menu. This allows the use of multiple carts. From this screen you can select, manage, delete, and combine carts.

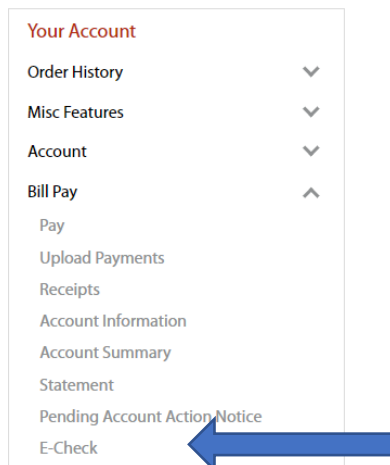


Billing, Statements, and Payments

Set Up E-Check Payment Option

Setting up an e-check payment option is secure and straightforward. Two ways to set up e-check:

- 1) Click the **Bill Pay** dropdown from the menu and select **E-Check**.
- 2) Set up E-Check when you make a payment.



Fill in the account information for the bank account you would like to pay with and click **Add**.

Add/Edit E-Check Information

Account Number:

Routing Number:



Routing Number
Account Number
Check Number

Using E-Check to Pay Your Bill

Once E-Check has been set up, it is an available payment option.


Payment

Total to pay: \$0.20

Payment Method: Electronic Check Credit Card

Account Number*:

Routing Number*:



Routing Number
Account Number
Check Number

Shipping Zip Code: 66214

Shop by Category

GO
Feedback
Help 1-877-888-1111
Your Account

Online BillPay Look by: Invoice Number Invoice Number Refunds Amount: 0.00

Open Credits: \$47.44
 Open Invoices: \$611.87
 Service Charge: \$4.87
 Total After Credits Applied: \$667.76

500 1 - 32 of 32

Label	Amount Remaining	Amount	Label	Invoice Number	Invoice Date	Due Date	Invoice Amount
Invoices (8)							
Service Charge (2)	\$ 0.98	- \$ 0.00	Payment X	PYMT00000004904	08/23/2016	01/01/1900	\$ 2.00
Payment (24)	\$ 0.99	- \$ 0.00	Payment X	PYMT00000004941	08/23/2016	01/01/1900	\$ 2.00
Test (3)	\$ 1.50	- \$ 0.00	Payment X	PYMT000000050311	08/24/2016	01/01/1900	\$ 2.50
Pending (3)	\$ 0.99	- \$ 0.00	Payment X	PYMT000000050315	08/24/2016	01/01/1900	\$ 1.00
Debit (3)							
Credits (3)							
	\$ 93.20	\$ 93.20	Invoice X	6481014	09/21/2016	10/21/2016	\$ 200.66
	\$ 212.08	\$ 212.08	Invoice X	6481114	09/22/2016	10/22/2016	\$ 253.00
	\$ 15.77	\$ 15.77	Invoice X	6482454	09/05/2016	11/04/2016	\$ 15.77
	\$ 17.58	\$ 0.00	Invoice X	6482456	10/05/2016	11/04/2016	\$ 17.58
	\$ 0.50	- \$ 0.00	Payment X	PYMT0000000518022	10/05/2016	01/01/1900	\$ 0.51
	\$ 255.72	\$ 0.00	Invoice X	64838703	10/06/2016	11/05/2016	\$ 255.72
	\$ 16.72	\$ 0.00	Invoice X	64845441	10/06/2016	11/05/2016	\$ 16.75
	\$ 0.01	- \$ 0.00	Payment X	PYMT0000000520728	10/12/2016	01/01/1900	\$ 0.03
	\$ 0.50	- \$ 0.00	Payment X	PYMT0000000521144	10/12/2016	01/01/1900	\$ 0.52
	\$ 0.01	- \$ 0.00	Payment X	PYMT0000000521152	10/13/2016	01/01/1900	\$ 0.02

1 Select invoices to be paid

13

Click on **Continue Payment**.

Verify Online BillPay

Amount Remaining	Amount	Label	Invoice Number	Invoice Date	Due Date	Invoice Amount
\$ 93.20	\$ 93.20	Invoice X	64601014	09/21/2016	10/21/2016	\$ 200.66
\$ 212.08	\$ 212.08	Invoice X	64607114	09/22/2016	10/22/2016	\$ 253.90
\$ 15.77	\$ 15.77	Invoice X	64824056	10/05/2016	11/04/2016	\$ 15.77

Total To Apply: \$ 321.05
Total To Pay: \$ 321.05

[Previous](#) [Continue Payment](#)



The total for the selected invoices is shown. Your E-Check is available in the dropdown menu.

https://beta.marcone.com/BillPay/Index

Shop by Category + Search enter part or model

Payment

Total to pay: \$321.05

Payment Method: Electronic Check Credit Card

Account Number*: *****789

Routing Number*: 123456789

[Previous](#) [ECheck](#)

2400
\$ 321.05
10/21/2016

Routing Number Account Number Check Number

REA Lookups

Use the REA lookup to check the status of an REA.

Your Account

Order History

Orders

Available for Return/Warranty

Auto Cancel Backorders

Orders Summary

Cart Manager

REA Lookups

Claim Center



When credit is issued, it will show the credit memo # here:

Return Id	Reference Number	Date Created	Status
975216		5/9/2017	Submitted
973005		5/5/2017	Submitted
971352		5/4/2017	Credit 6849383

Monthly Statement Reprint

From **Your Account** menu, select **Bill Pay**, then select **Statement**. You will then have the option to select the month and either print or download the statement.

- Your Account
- Order History
- Misc Features
- Account
- Bill Pay
- Pay
- Upload Payments
- Receipts
- Account Information
- Account Summary
- Statement
- Pending Account Action Notice

April 2023 CUSTOMER STATEMENT	
Account	*To Be Applied on 05/15/2023
Balance Due 05/20/2023	
PAYMENT OPTIONS	
ACH (e-check) payment and credit card payments can be made online through your MyMarcone Account.	
* Please attend to this matter before the date indicated if you wish to manage this accounting procedure yourself. Thank you if you have...	

Online Bill Pay

Bill pay allows individual invoices to be selected for payment. You can enter a total payment amount and choose to have the funds applied to the oldest invoices.

- The Green button will automatically apply credits to your account.
- Past due is color coded.

Online BillPay Look by: Invoice Number Invoice Number Refresh Amount: 0.00 Apply oldest In Apply all credits

Service Charge of \$42.45 will be applied first.

Open Credits: \$39.10
 Open Invoices: \$614.56
 Service Charge: \$42.45
 Total After Credits Applied: \$617.91

Label	Amount Remaining	Amount	Label	Invoice Number	Invoice Date	Due Date	Invoice Amount	PO
All								
Test (1)	\$ 16.67	\$ 0.00	Invoices X	64845441	10/06/2016	11/05/2016	\$ 16.75	TEST
Invoices (9)								
Service Charge (7)	\$ 1.27	\$ 0.00	Service Charge X	SC000000055467	11/30/2016	11/30/2016	\$ 3.87	
Credits (6)								
Pending (0)								
Debit (0)								
Payment (0)								
	\$ 8.43	\$ 0.00	Service Charge X	SC000000056801	12/31/2016	12/31/2016	\$ 8.45	
	\$ 8.48	\$ 0.00	Service Charge X	SC000000058132	01/31/2017	01/31/2017	\$ 8.49	
	\$ 8.48	\$ 0.00	Service Charge X	SC000000059440	02/28/2017	02/28/2017	\$ 8.49	
	\$ 5.62	\$ 0.00	Credits X Test X	67745421A	03/29/2017	03/29/2017	\$ 5.65	

Applying Credit in Two Clicks

Click on **Apply all credits**. The next window will give you the option to apply to oldest invoice, or the option to apply to the original invoice that the credit is for.

Look by: Invoice Number Invoice Number Refresh Amount: 0.00 Apply oldest invoices Apply all credits

Service Charge of \$78.99 will be applied first.

Open Credits: \$0.00
 Open Invoices: \$556.64
 Service Charge: \$78.99
 Total After Credits Applied: \$635.63

Amount Remaining	Amount	Label	Invoice Number	Invoice Date	Due Date	Invoice Amount	PO
\$ 1.04	\$ 0.00	Invoices X				\$ 200.66	
\$ 209.53	\$ 0.00	Invoices X				\$ 253.90	test

The credits will be applying to the invoices.

Apply To Oldest Apply To Original Close