MyMarcone.com plumbing startup guide

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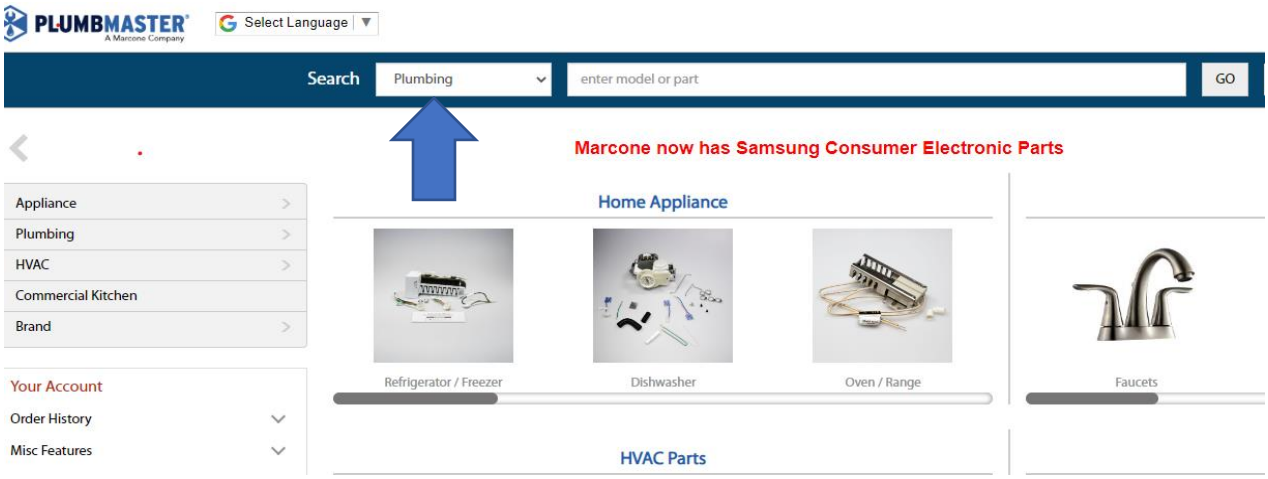
Account Basics

Logging Into MyMarcone

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

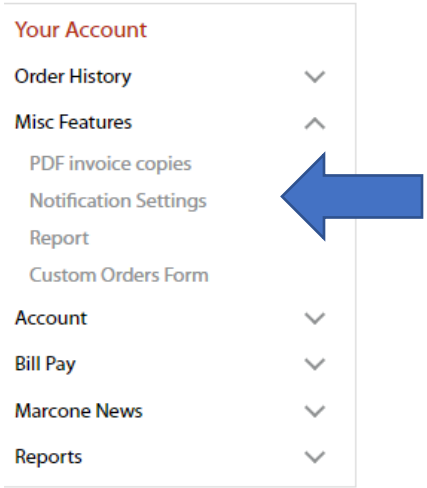
Note: If you have both a Marcone appliance account and a PlumbMaster plumbing account, select the plumbing account to view plumbing pricing and terms.

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.

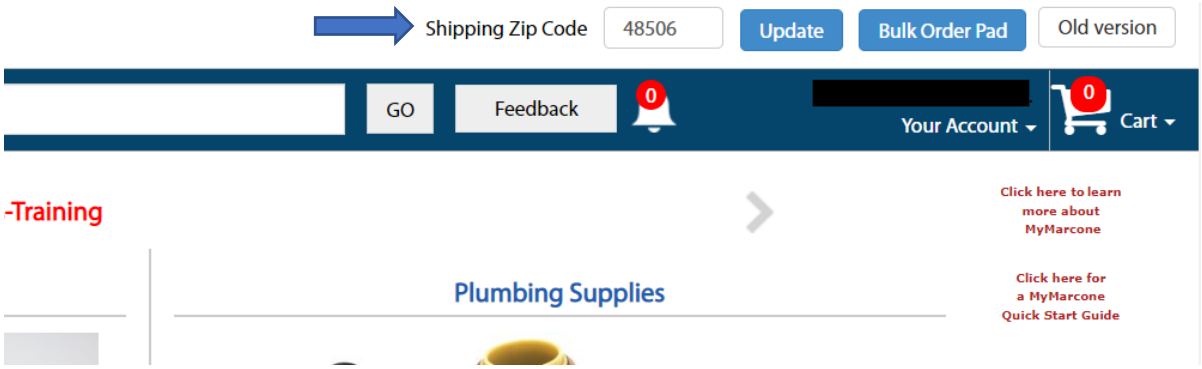


Navigating and Ordering

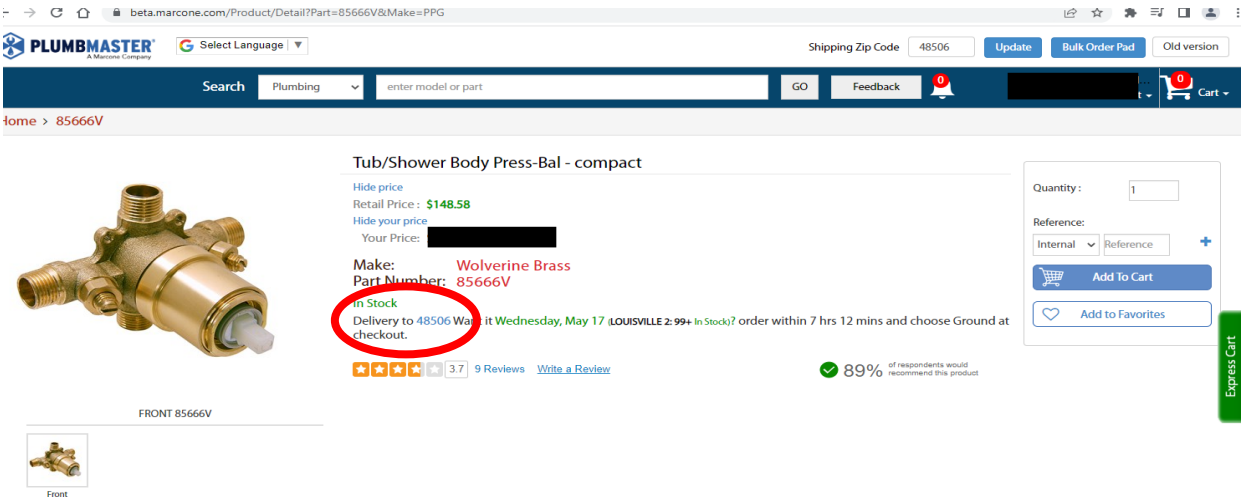
Shipping ETA

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

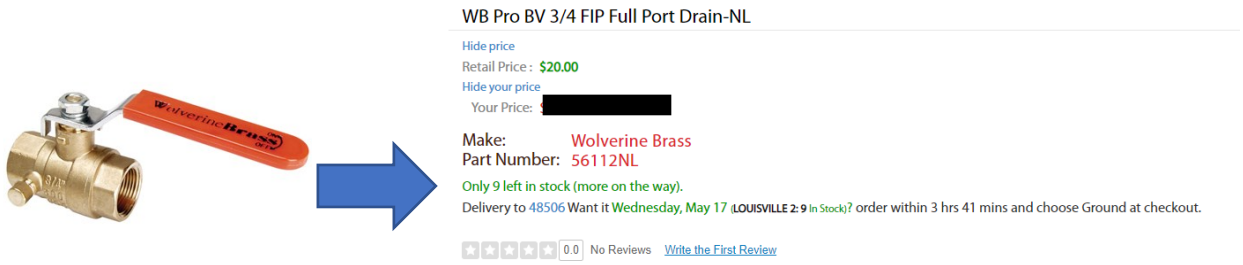
One is in the top right corner: "Shipping Zip Code." Use this one and the zip code will stay for all the part numbers you enter until you change it back to your zip code. You must click the 'Update' button just to the right of the shipping zip code after entering a zip code.



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

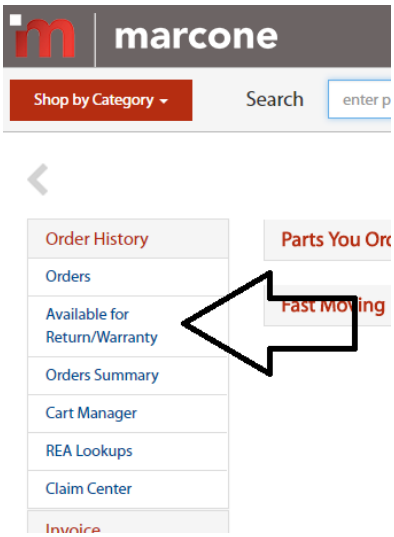


The number in stock on the delivery line is the inventory at the shipping warehouse.

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.



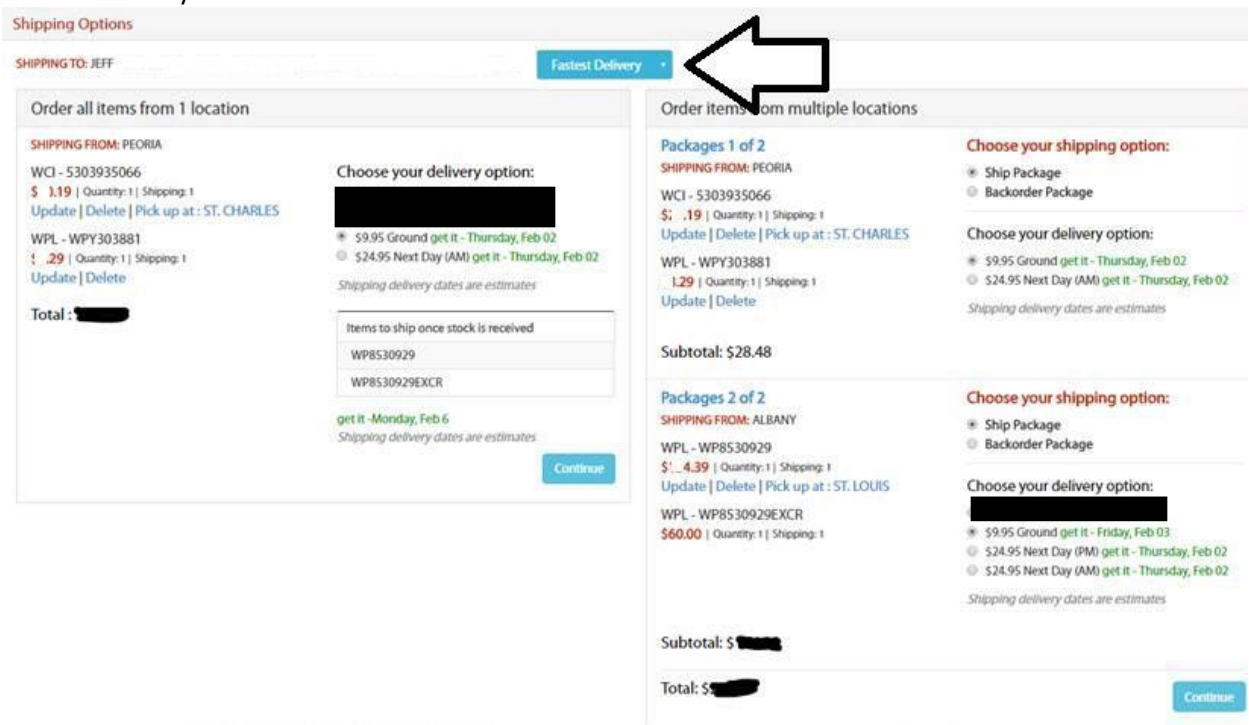
Fastest Delivery vs. Least Packages

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

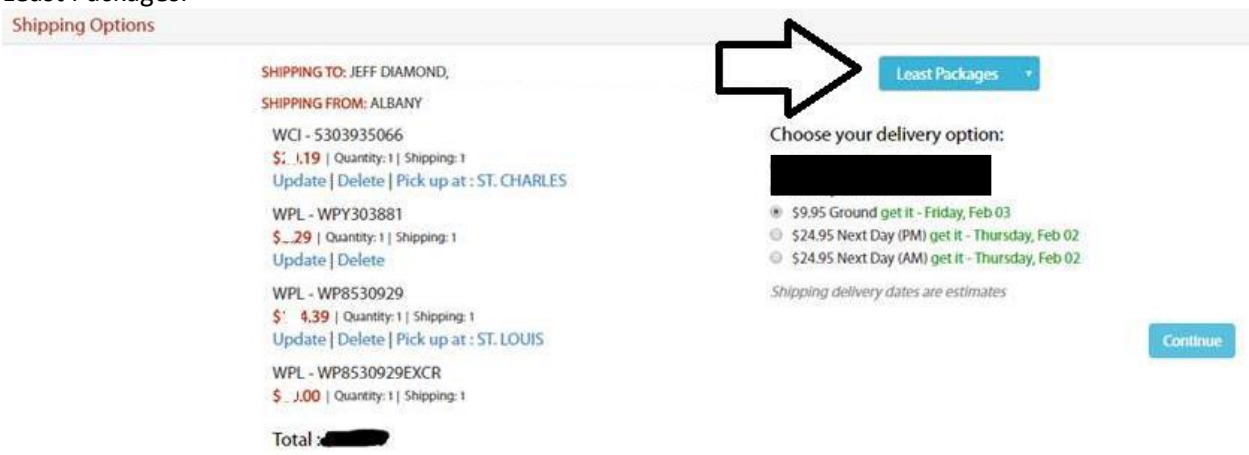
1) The system defaults to **Fastest Delivery** (system will get from the closest distribution center)
   - If you are next day delivery from only one DC, your order will ship from that DC each day
   - If you are next day from two distribution centers, the system will check to see which DC has most of 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:

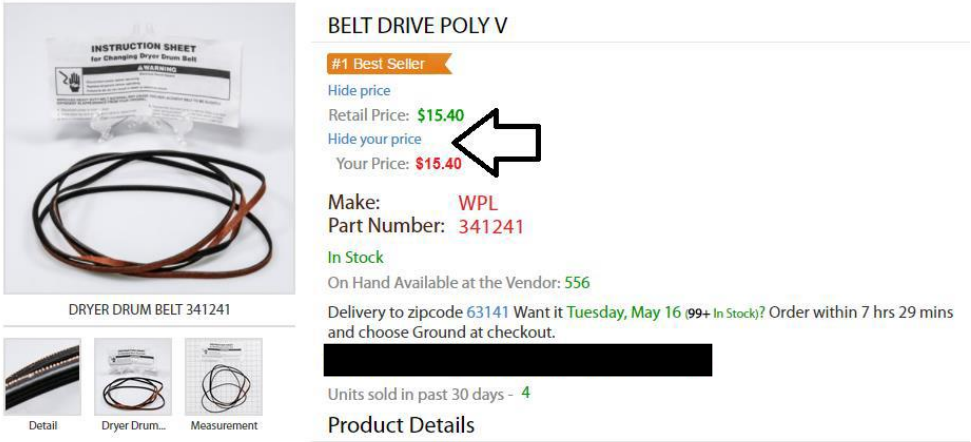


Least Packages:



Hide Your Price

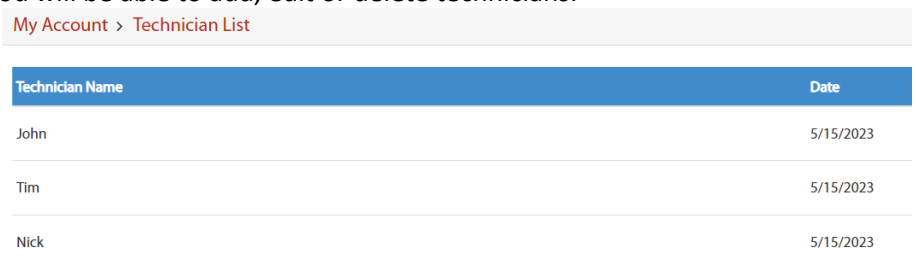
If you would like to show your customer/consumer a part but do not want them to see your price, you can click **Hide your price** to show only the retail price. You are also able to hide the retail price if you prefer to show no price at all.



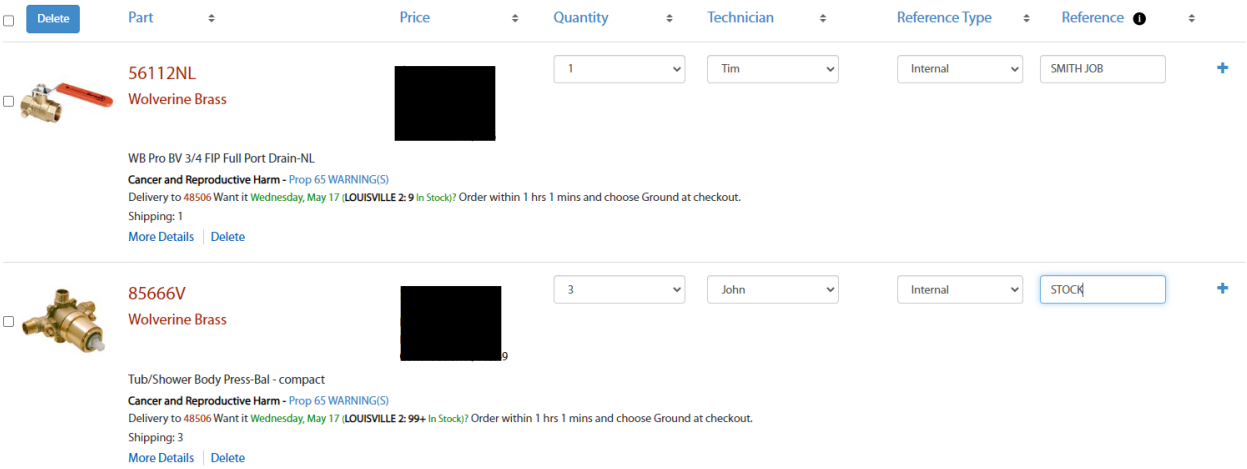
Add Technician Reference

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.



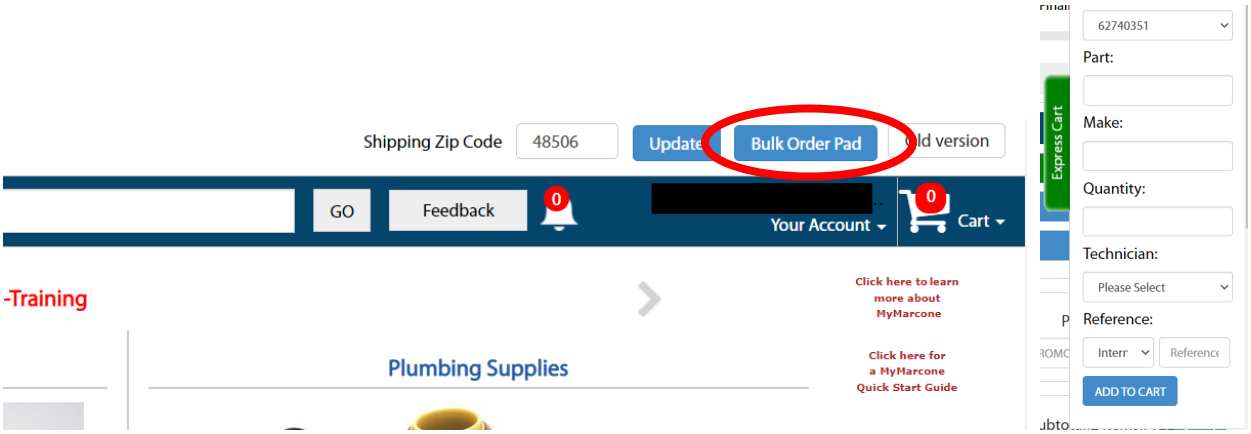
You will be able to add a technician's name at the part detail section or in the cart, so you can have a tech's name and also a reference name to each part.



Bulk Order Pad/Express Cart

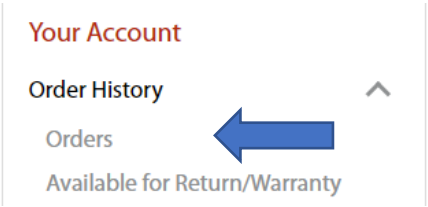
When you know what parts you want to order, you can click on the **Bulk Order Pad** button on the right hand side of the top bar navigation screen and quickly add parts straight to the cart.

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.

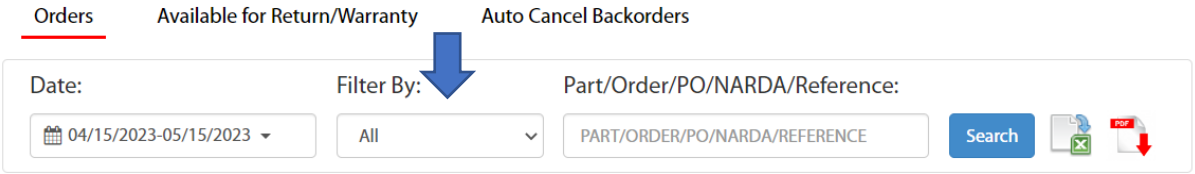


Cancel Backorder(s)

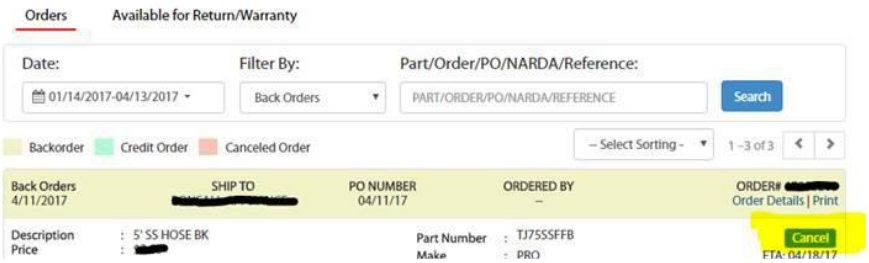
If you would like to cancel an item that has been on backorder, go to **Your Account** on the left hand side of the page, then **Order History,** then **Orders.**



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



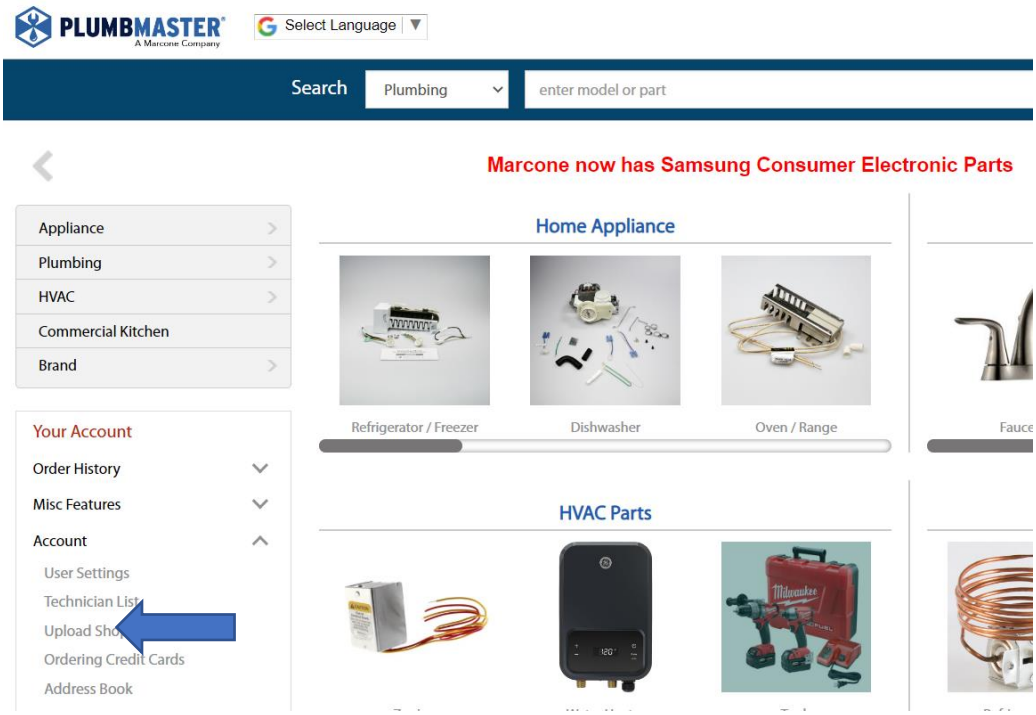
Click on **Cancel** (you will be prompted to confirm that you want the backorder cancelled).



Uploading a Shopping Cart to MyMarcone

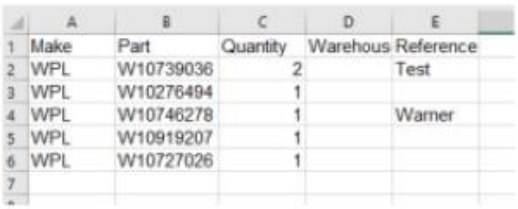
For faster ordering from an existing list, utilize the Shopping Cart feature.

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

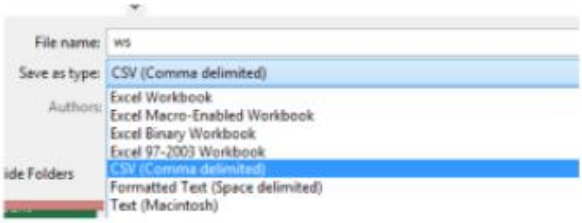


Create a .csv file of the parts you wish to order.
The file <u>must have five columns</u> and they <u>must be named as follows</u>: Make, Part, Quantity, Warehouse, Reference

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

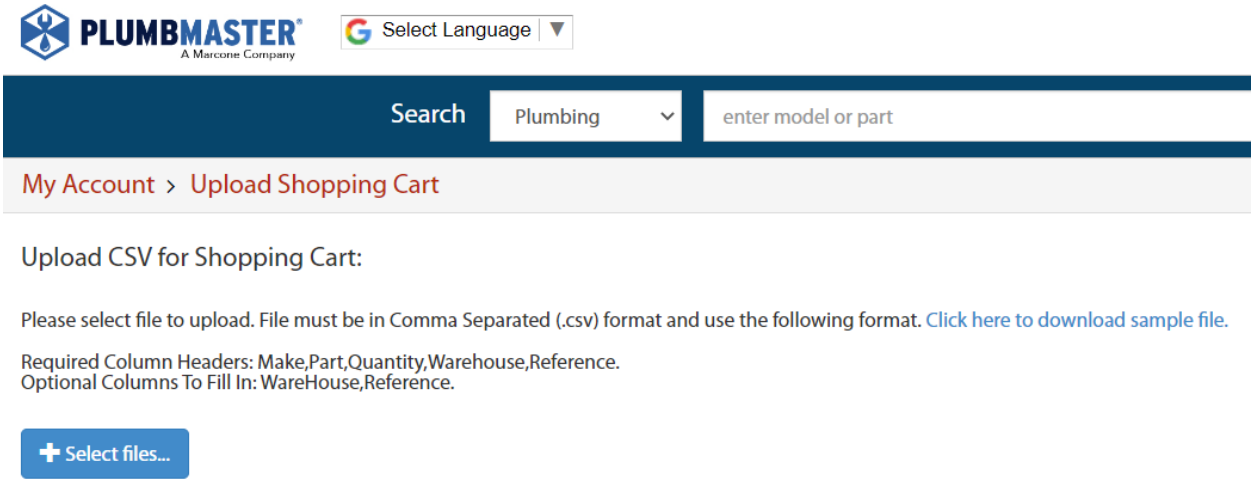


Make	Part	Quantity	Warehous	Reference
WPL	W10739036	2		Test
WPL	W10276494	1		
WPL	W10746278	1		Warner
WPL	W10919207	1		
WPL	W10727026	1		

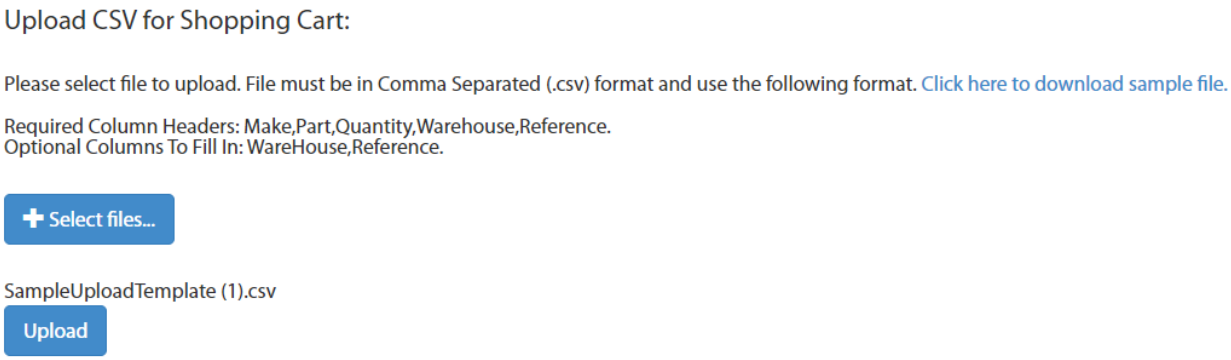


If the part you are ordering is discontinued or has a substitution, this message will pop up. The system will not automatically sub. It is best to do all research before uploading to make sure part numbers are current.

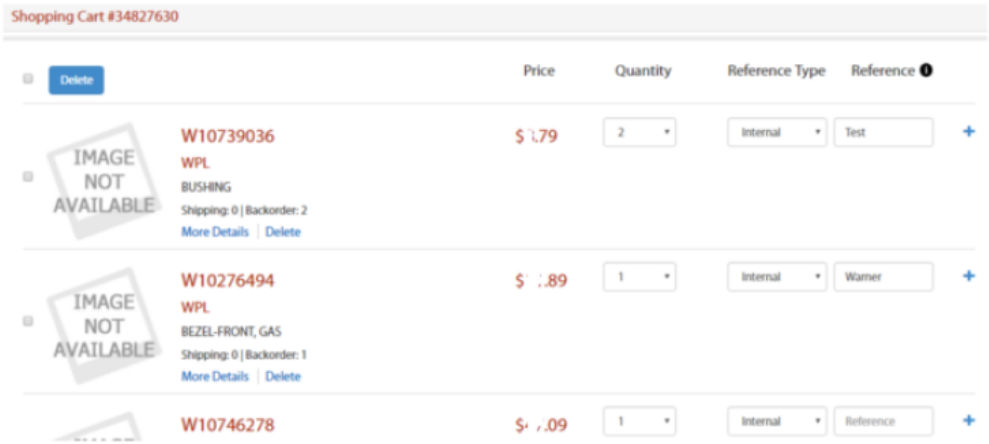
Click the blue button and select your file.



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



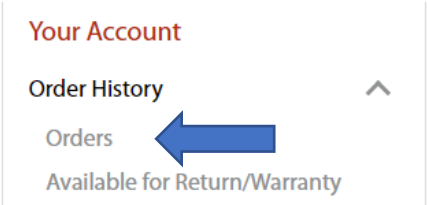
Your cart is now uploaded and ready for the rest of the checkout process. If you entered reference information you will see it here.

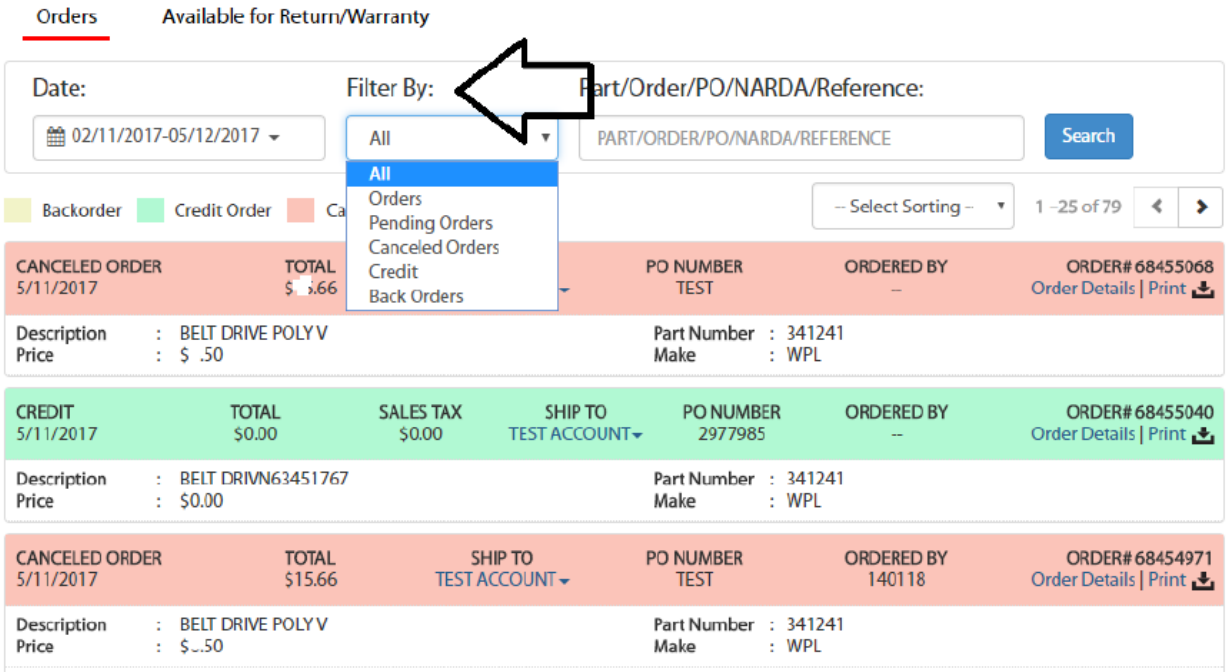


Filter Type of Orders

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

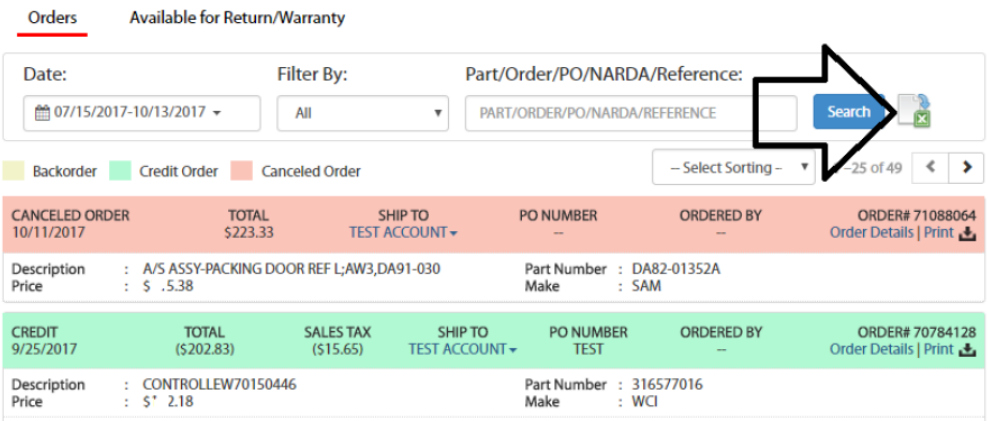
Go to **Your Account** on the left hand side of the page, then **Order History,** then **Orders.**



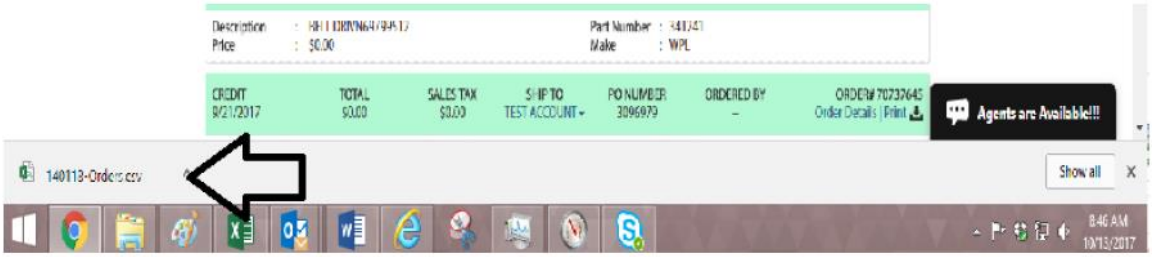


Exporting Orders Report

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.

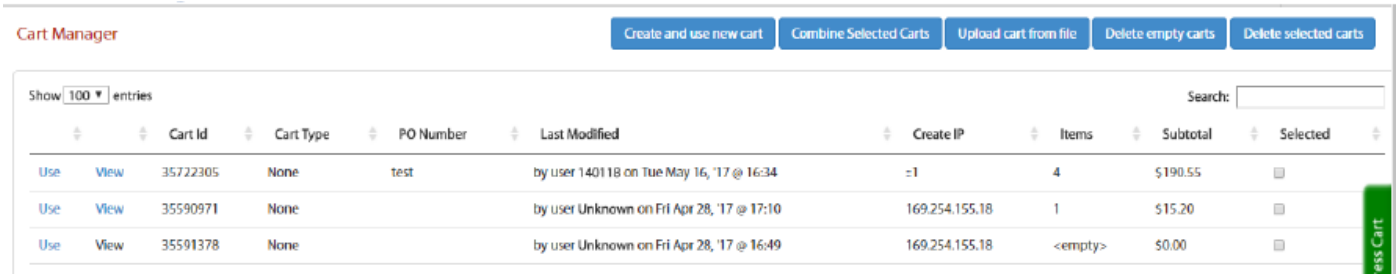


It may take a bit to export. When ready, a file will show at the bottom left-hand corner of the screen. Click to download. The report will show the breakdown of every order by part.



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.

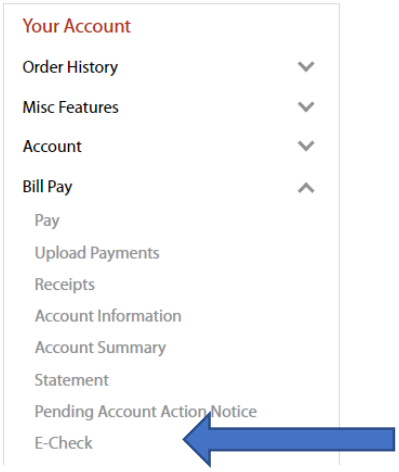


Billing, Statements, and Payments

Set Up E-Check Payment Option

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

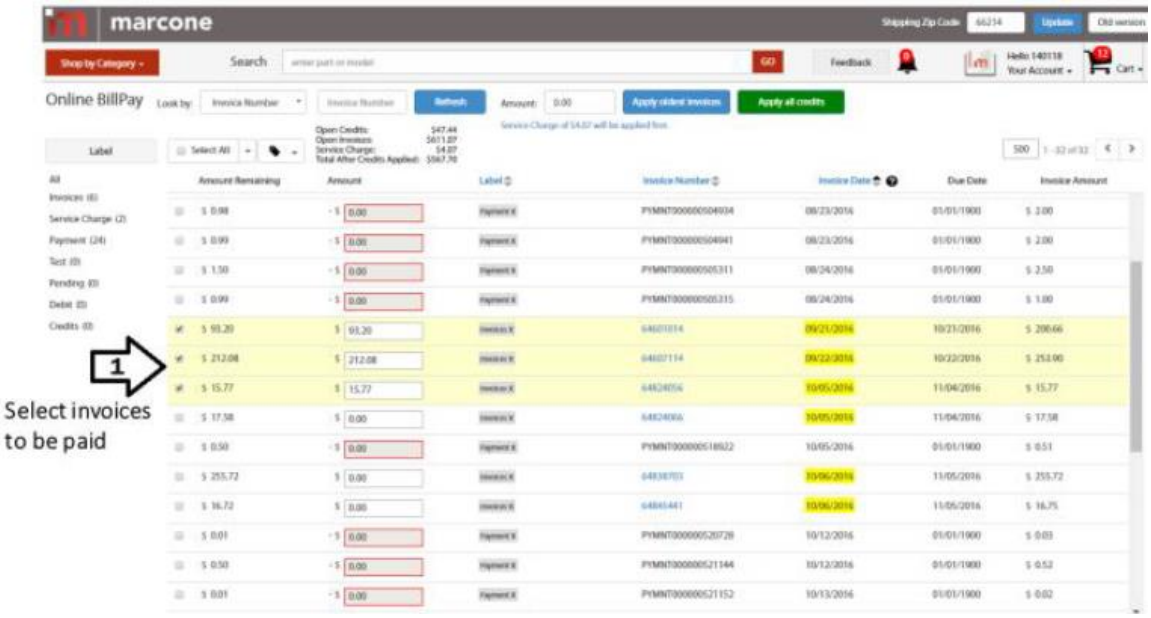
1) Click the **Bill Pay** dropdown from the menu and select **E-Check.**
2) Set up E-Check when you make a payment.



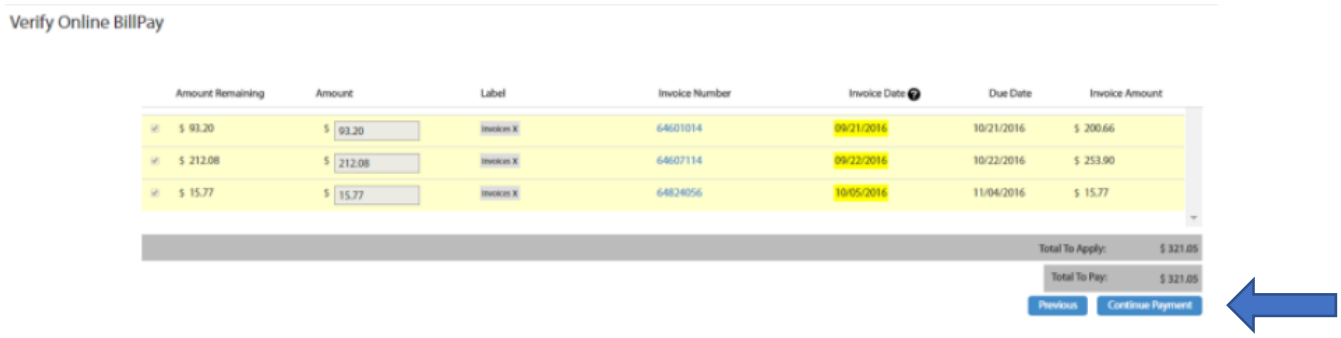
Fill in the account information for the bank account you would like to pay with and click **Add.**

Using E-Check to Pay Your Bill

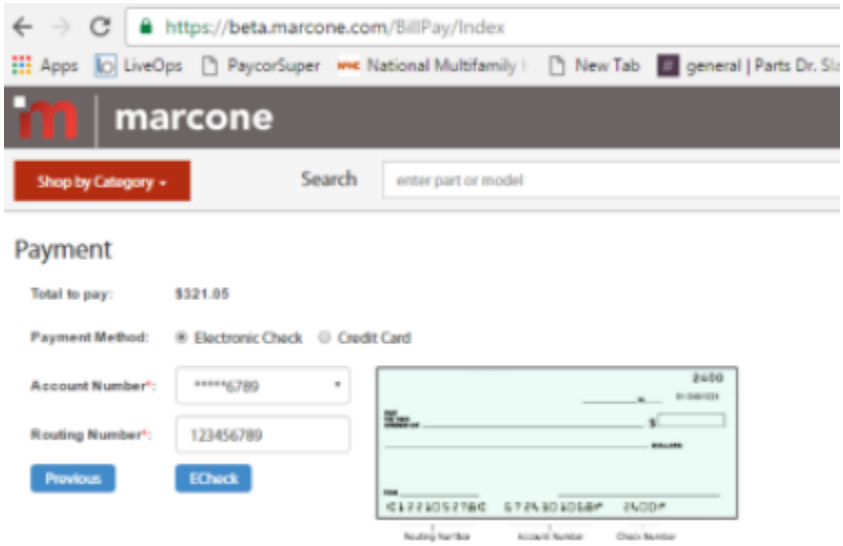
Once E-Check has been set up, it is an available payment option.



Click on **Continue Payment.**

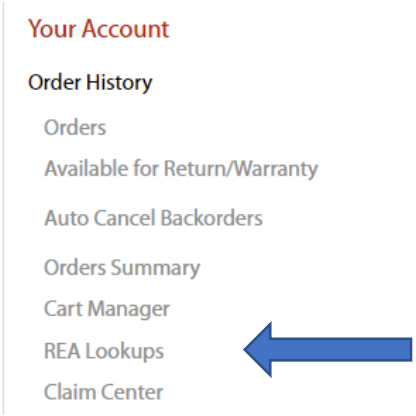


The total for the selected invoices is shown. Your E-Check is available in the dropdown menu.

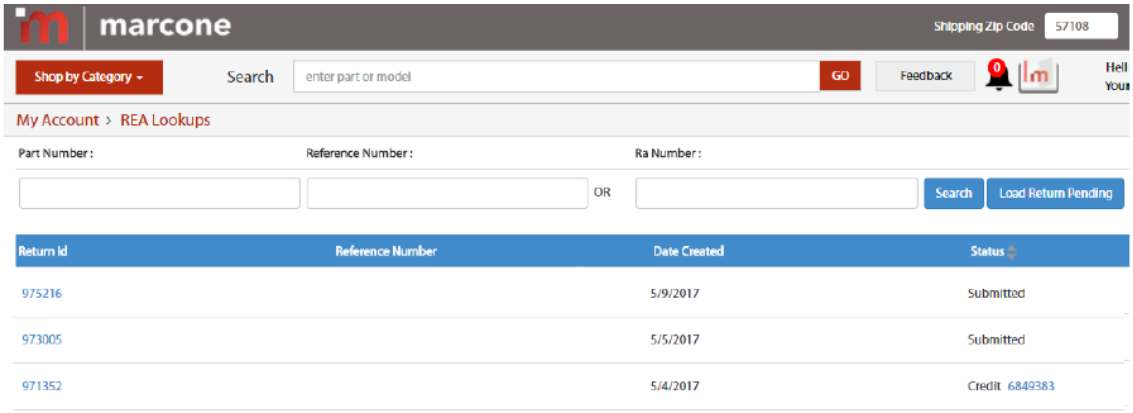


REA Lookups

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

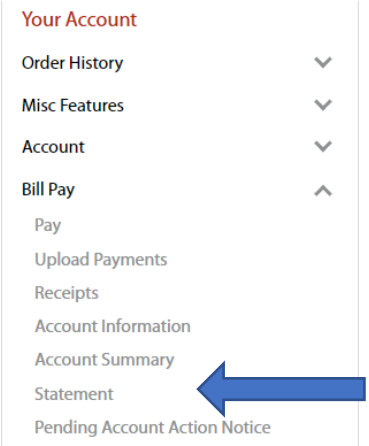


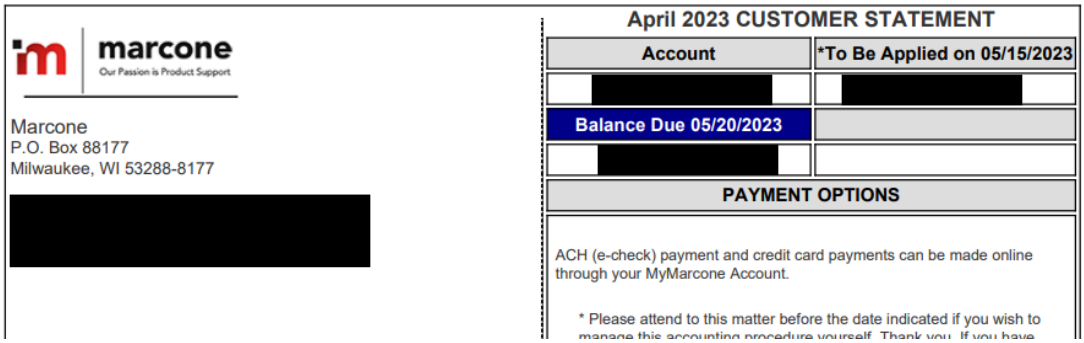
When credit is issued, it will show the credit memo # here:



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.

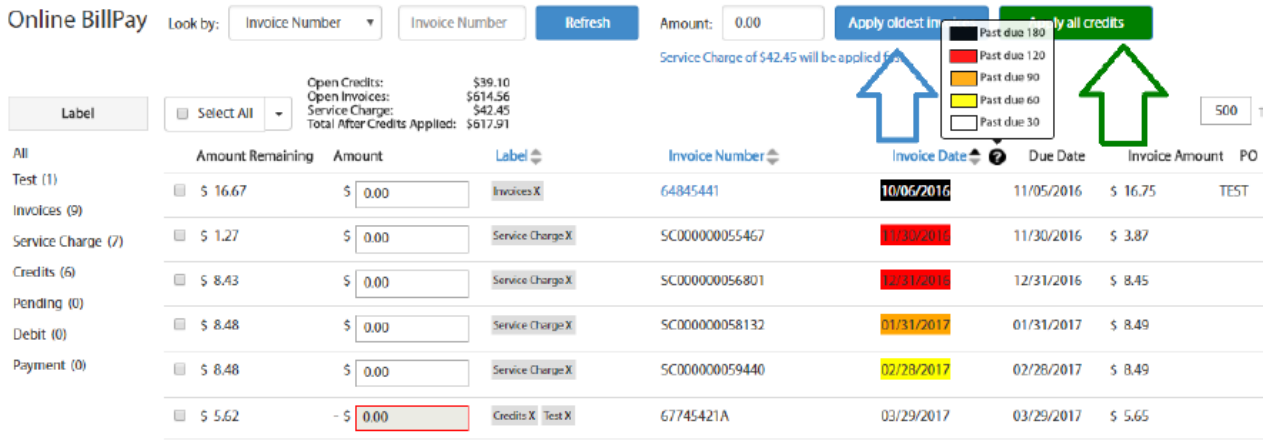


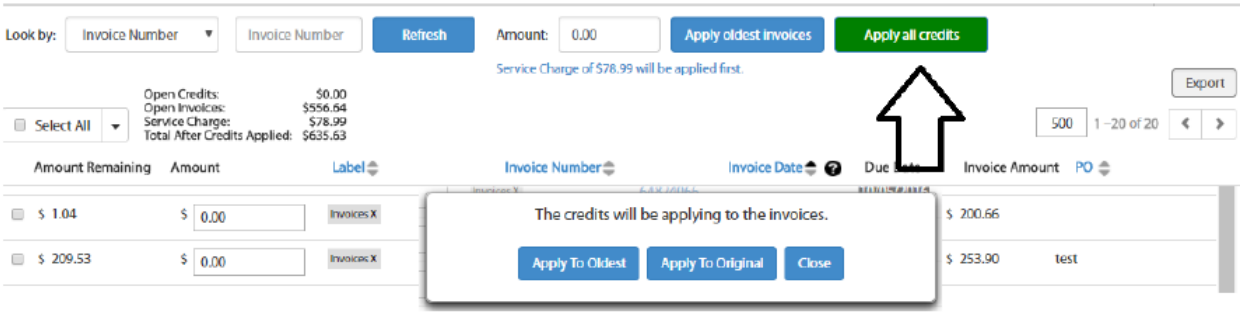


Online Bill Pay

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.



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.