Quick Reference Guide

The Ultimate Ecommerce

SUPPLY SOURCE

FOR PROFESSIONALS

PLUMBING • HVAC • WATER SYSTEMS • PVF

Create Account Sign in Ship

NORTHEASTERN SUPPLY
PLUMBING • HVAC • WATER SYSTEMS • PVF

NE CONNECT
northeastern.com

Enter keyword or item #

Products | Brands | My Account | Services | News & Media | About Us | Locations | 0

Categories

Plumbing

Backflow Preventers
Bath & Shower Drains
Commercial Drainage
Commercial Water Heaters
Faucet Repair & Trim
Faucets
Filtration
Fixtures
Flush Valves & Parts
Garbage Disposals
Indirect Water Heaters
Kitchen & Bath Accessories
Mirrors & Medicine Cabinets
Pump Accessories
Pump Tanks
Pumps
Septic
Shower Doors
Sink Strainers
Solder
Stops & Supplies
Tankless Water Heaters
Temperature & Pressure Gauges
Toilet Repair & Trim
Toilet Seats
Toilets
Tub & Shower
Tubular
Venting
Water Coolers & Fountains
Water Hammer Arrestors
Water Heater Accessories
Water Heater Expansion Tanks
Water Heater Parts
Water Heaters
Water Meters & Accessories

Heating & Cooling

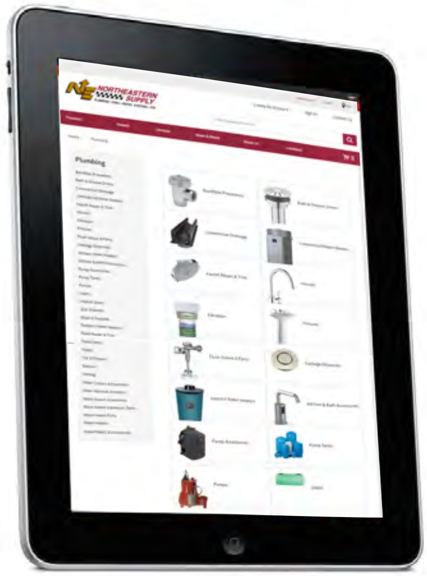
Baseboard & Accessories
Boilers
Ducting & Venting
Ductless/Ducted Mini Split
Systems & Accessories
HVAC Equipment
HVAC Parts & Accessories
Hydronic & Steam Accessories
Indoor Air Quality
Kickspace
Thermostats
Unit Heaters

PVF Pipes Valves Fittings

Fittings
Flange Gaskets
Hangers
Pipe
Pipe Insulation
Valves

Tools & Safety Supplies

Abrasives
Batteries
Caulk & Sealants
Cement & Mortar Mix
Cement & Primers
Chemicals & Solutions
Cleaning Supplies
Extension Cords
Fasteners
Fire Safety & First Aid
Hand & Power Tools
Hoses
Job Site Supplies
Ladders
Lights
Protective Wear
Safety Signs
Solder Braze Flux Tapes



NE Connect utilizes one of the industry's most robost eCommerce platforms - providing a large product catalog and many convenient account-specific funtions. Signing into this secure website will give you immediate access to your account and the ability to track your projects more efficiently.

As a NE Connect user, you will have access to thousands of products at your fingertips! Search for product information by keyword, specific product number, by category, by supplier, recently ordered and most ordered items.

SHOP ONLINE AND GET 24/7 ACCESS TO YOUR ACCOUNT!

See your pricing
Build draft orders
View available inventory
Create custom lists
Check account status
Print invoices & statements
Discover new products & trends
View past order history

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10 Reasons you should use NE Connect

1 Check inventory of products at multiple branches
As a registered user you will be able to view product availability at branch locations.

2 My Account
Provides account details on orders and invoices. Get an up-to-date snapshot of your account details.

3 View and Print Statements and Invoices through Billtrust
You can choose View/Pay Invoices and will immediately be directed to a section of the site where you can view your past statements and invoices in a PDF format. Easily access and print your invoices and statements as desired.

4 View My Orders
NE Connect account holders can see the status of all web and non-web orders going back as far as six months with the option to reorder SKUs to a new shopping cart.

5 View My Ordered Products
You can view the products that have been ordered most in the last six months.

6 Create Custom Lists
Use 'My Lists' to build lists of commonly ordered items. You can quickly order commonly bundled items, build multiple lists and name them specific to the type of project.

7 Saved Orders
The saved orders feature allows you to build an order in the shopping cart and then save it for later use. This tool is very useful as it allows you to get prices, save the order outside of the shopping cart for reference and then quickly order the product as needed. Pricing is updated daily so all orders will reflect current pricing.

8 Express Cart
You can enter SKUs directly into the express cart to quickly add products into your shopping cart for check out. You can download larger lists to enter multiple SKUs at once for quick ordering.

9 Upload Order Spreadsheet
Quickly upload a list of products for online ordering.

10 Best-Selling Products
You can view the best-selling and featured products from our suppliers.

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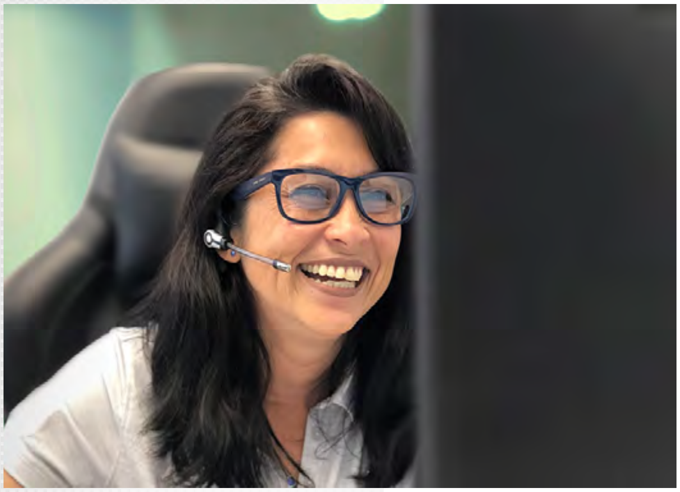
Manage My Account Online



View and Print Invoices and Statements through Billtrust

As a registered NE Connect customer with Account Access you automatically qualify as an eDocument Customer. This feature allows you to view past orders and invoices within your account. You will also have access to pay bills online through the website via Bill Trust.

To get started you will need to:

1. Submit your information via the “Request An Account” Link on the site, or through your local representative.
2. Our credit team will setup, verify and activate your account for this new service.
3. Once activated, log on to NE Connect.
4. Click on My Account.
5. View Invoices & Orders through your account or click through to Bill Trust to pay online.
6. Now when you make a purchase, your invoice and order history will be available online. You also have the option to receive invoices for payment via email as well (Bill Trust).

Go to **www.northeastern.com** or ask your local credit rep for more details.

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How to Register for NE Connect

NE Connect is a business-to-business transactional website and the products offered on this site are targeted to the wholesale trade. In order to view pricing and purchase products online, you will need to set up a credit or COD account with Northeastern Supply.

1. Go to www.northeastern.com
2. Once at the home page, choose Request an Account at the top right corner to start the process.

Customers who have a Northeastern business account can request an online login.

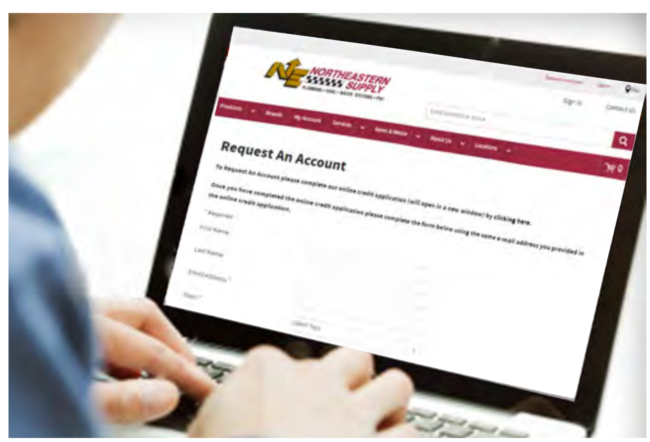
3. Fill out the online request form.
4. A Northeastern Supply representative will verify account information and set up your online access.
5. You will receive an email to activate your account

The form is then submitted via email to a our Credit Administrator for verification of proper account standing. Once your application has been approved you will be sent a password via e-mail. This process can take up to three business days for processing.

Customers who do not have an existing Northeastern business account:

3. Fill out the online request form, including credit application.
4. The Credit Application can be downloaded to print and fill out to submit to Northeastern Supply.
5. Upon approval of business account, you will receive an activation email.

The turnaround time for new accounts is dependent on the credit information supplied and response time of credit contacts. Once your account has been approved, you can proceed with your request for an online account.



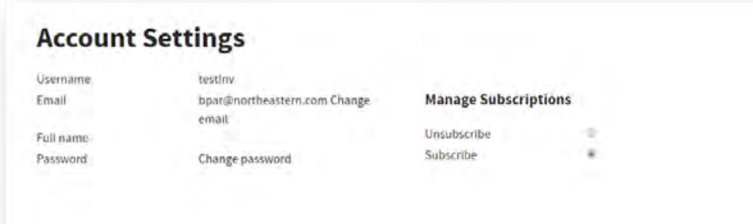
My Account Features

View Your Account Status in 'My Account'

As a primary account user, you will have the privilege of viewing your Account Status

- View your credit terms, credit limit, last payment amount and date payment was made
- See Current, Future and Total payments to date

*not available for CASH/COD or Ship To accounts

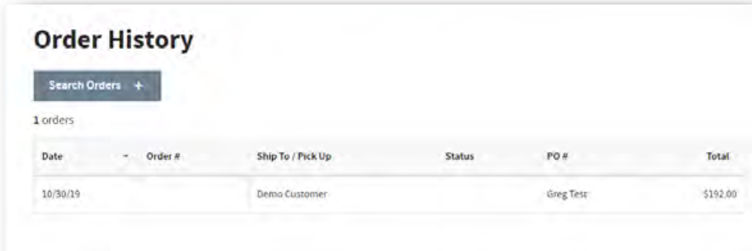


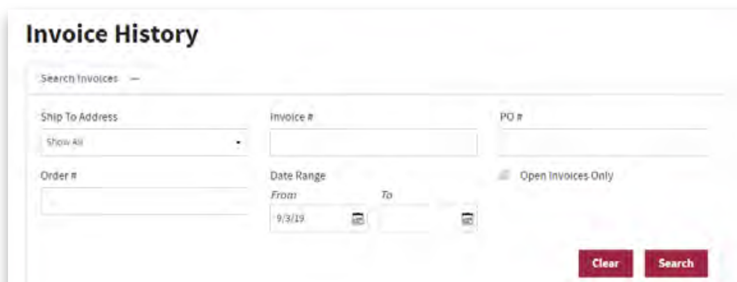
Track Your Order Status in 'Order History'

The Order History section is an invaluable tool that will allow you to stay up-to-date on your online and offline orders dating back for a six month period.

- View Regular Branch Orders AND Online Orders
- Click on Search Orders to find specific orders

*not available for CASH/C OD or Ship To accounts





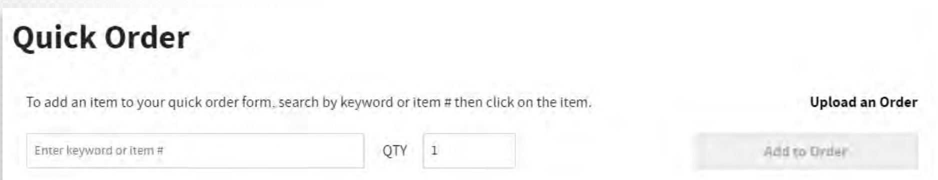
View Original Invoice and Repeat Orders

Quickly view previous invoices by Ship To Address

- View original order and all items on invoice

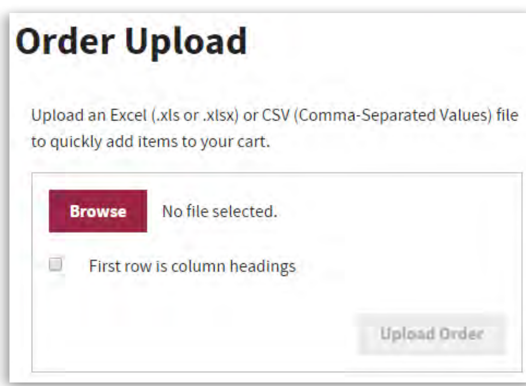
Quick Order Upload

This feature offers you the flexibility to enter known codes directly into the dashboard fields, then click 'Add to Order' and upload them into your Shopping Cart.



Order Upload a Spreadsheet

This helpful feature lets you create a custom excel spreadsheet and upload it quickly to generate a draft order, create a custom list or place the products directly into the Shopping Cart.



Download My Ordered Products

Want to see what you have ordered the last six months? You can click on this function directly from the dashboard to download a CSV file that will list all the SKU numbers and item names of products you have ordered. This file can be easily sorted for a variety of purposes like identifying specific SKUs for Express Cart upload or for creating a CSV file for the Order Products function.

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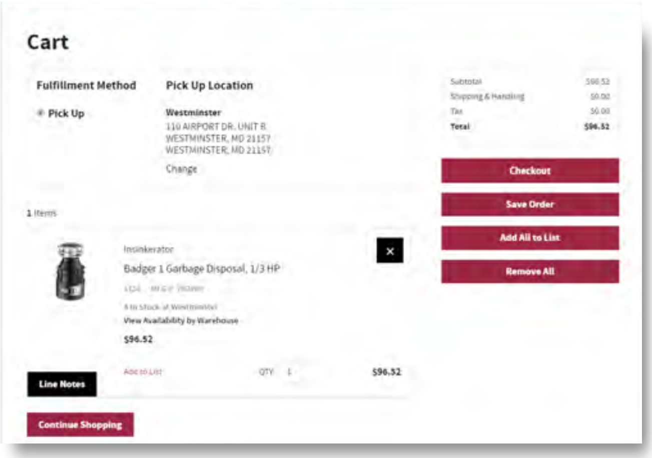
Creating New Lists and Adding to Existing Lists

Create Custom Lists

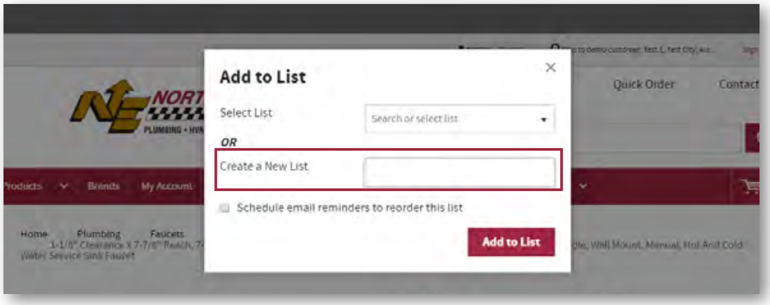
Use “My Lists” to build lists of commonly ordered items. This feature allows you to quickly order commonly bundled items, build multiple lists and name them specific to the type of project.



- Quickly identify products you have purchased in the past for specific projects
- Add Items from the product catalog to a list
- Build product “kits” for specific types of projects
- Create a template for stock orders
- Save your entire Shopping Cart as a list for later reference
- Quickly view items that you found and liked during past visits
- Add items from your list directly into your Shopping Cart

Creating a List from the Shopping Cart

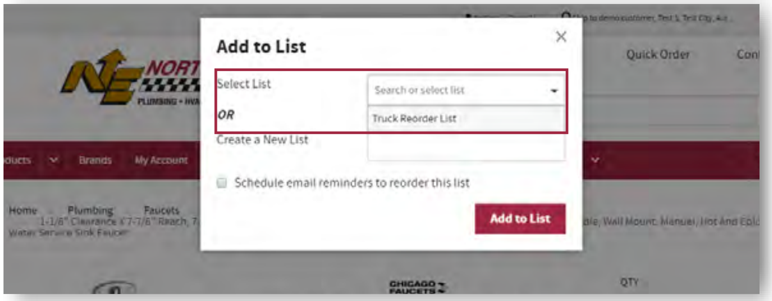
1. If you have items saved in your Shopping Cart and wish to save as list for later, click Add All to List
2. Name your new product list and click Add to List



Add to an Existing List

1. Click onShopping Cart .
2. Items can be loaded into the cart by using My Lists or by regular product selection.
3. Once the items are in cart, click Add All to List
4. You can than select your existing list from the drop down options and click Add to List
5. Once saved, you can go back and review the lists as needed.

Please note: Pricing within draft orders will always display current pricing within the system.



Creating a new list from the Product Catalogue section

1. Click on My Lists on the search bar.
2. Click on Create a New List
3. Name the new list and click on Add to List
4. You can now scroll through the product list and add products to your lists where desired.

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MOBILE APP

Northeastern is proud to introduce its new mobile app

THE MOST POWERFUL TOOL FOR THE JOB!

It's the best tool to have around whenever you need supplies. And wherever you go, it will find our nearest branches and contact info based on your location. It's the Ultimate Supply Source for Professionals!

- View "Categories" - Plumbing, Heating & Cooling, Pipes Valves and Fittings, and Tools & Safety
- Search by "Brands" in alphabetical order - Once you in the brand of your choice only that brand will show in searches.
- Search our product catalogue of more than 20,000+ SKUs - see pricing and inventory available at your branch or any area branch.
- Access our monthly featured products to view our hot deals and newly launched products.
- Find our nearest branches - the app will use your iPhone GPS to determine the closest branch to you as well as other branches within your area. Easily view branch locations on the map, call them directly or use the directions to drive to their location.

In order to activate the mobile app you will need to set up an account with Northeastern Supply. If you have not registered for an account go to **www.NORTHEASTERN.com.**

- See your customer pricing
- Build draft orders
- View available inventory
- Create custom lists
- Check account status
- Print invoices and statements
- Download current linecards
- Discover new products and trends

Making it easier for you to do business

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