

FLEURCO™ CUSTOMER PORTAL

FLEURCO is proud to officially launch our all-new Customer Portal. The Portal serves as an additional resource for dealers and reps alike. The Customer Portal is designed to provide quicker access to information, while simultaneously providing the option to place orders online. Feel free to use the Portal to the extent you desire.

Customers are not required to use the Portal for placing their orders. You can still continue to order as you always have, through **email, fax or by calling our order desk during office hours.**

The Portal is available 24/7 and that means orders can be placed any time, even on weekends!

Note: Fleurco discounts and NET pricing is not yet available to view online. When placing an order, customers will only see List pricing. Once the order has been reviewed and validated by staff, the final order confirmation will reflect all available discounts.



HOW TO LOG IN

- 1. ENTER YOUR CUSTOMER NUMBER AND PASSWORD**
DON'T KNOW YOUR CUSTOMER NUMBER?



- 2. CLICK "LOG IN"**

- 3. ACCEPT TERMS & CONDITIONS**

- 4. CREATE A NEW PASSWORD**

FEATURES

INVENTORY



This function allows you to check if an item is **"In Stock"** or **"Out of Stock"** quickly and easily. Simply enter the model Sku. If an item is low on inventory, the system will ask you to contact customer service for more information.

ORDERS

Placing an order on the new Portal is easy as **1-2-3!** Enter the product Sku and quantity needed, then add to your cart. Checkout can be done in minutes! By using the Order Status function, **it's easy to follow your orders** right up to delivery. And if you tend to order the same products often, our Re-Order tool makes it that much easier to get what you need fast.



TRANSACTIONS & ACCOUNTING



A great tool for both dealers and reps, **track transactions** including invoices, credit notes, and prepayments.

Pay your account directly through the Portal.

HISTORY



Reference past Purchases and **Item Sales History** by using the quick-filter to search by Product Type or Date Range.



MARKETING & PRICING



Looking for **Hi-Res images** and other marketing materials? Access our photo library instantly or download our brochures and catalogues, all at the click of a mouse!

FORMS

Fill out forms for **Replacement Parts**, Return Authorizations and even Installation needs *. No need to email or call, someone from our customer service team will contact you within 48 business hours.

* Installation Services are available in select regions only. Please contact customer service for more information.



ACCOUNT TYPES

| Account Type | Store Purchaser Only 1 log-in available per customer account | Store Associate Unlimited <i>Partial</i> Access log-ins available by request | Fleurco Sales Rep Ability to access customer accounts |
|-------------------------------------|---|---|--|
| Accessibility | | | |
| Place Orders | ✓ | | ✓ |
| Check Inventory | ✓ | ✓ | ✓ |
| Partial Access to Portal | | ✓ | |
| Transactions & Accounting Tools | ✓ | | ✓ |
| Access to Portal as Store Purchaser | | | ✓ |