

FREQUENTLY ASKED QUESTIONS

WEB ORDER ENTRY

Q. How late in the day can I place and order on the web and still get it the next day?

Web orders can be placed up to the end of our business day, 5pm. If the material is in stock it will be delivered to you the next day.

Q. When placing an order, do I need to change the order status?

The default order status on web order entry is "Bid". If you leave the order in "Bid" status, we will assume that you are just creating a bid, and will not ship the order. In order to receive the material, you must change the order status to "Call When Complete" using the drop down box on the shipping information page. This is the same page where you type in your PO#. Call when Complete status immediately commits inventory to your order, and sends the order to a remote review queue, where your order is checked for errors or discrepancies by HVAC sales personnel.

Q. Can I place an order on WOE and have it shipped to a jobsite?

Absolutely! Simply enter the jobsite address on the shipping information screen when you check out. You can also put the information in the shipping instructions field on the same screen during checkout. It is important that you provide a jobsite contact name and phone number in the shipping instructions field for all jobsite deliveries.

Q. Can I place an order on WOE and have it held for future shipment?

You sure can. Simply put a note in the shipping instructions field during checkout. Something like, "tag & hold" or "will call to release" works fine.

Q. Can I place an order to be delivered on a specific date?

Yes. Simply type a note in the shipping instructions box during checkout. Ex: "Ship on 1/9/10".

Q. I am confused as to when I have to supply shipping instructions and when I don't.

A good rule of thumb is this: Any orders placed for in-stock material will be delivered the next day on our truck to your shop. For deliveries to somewhere other than your shop, and/or on a specific day, you must enter shipping instructions.

Still have questions? Call Mark Kunkle 800-228-4822 x1124 or email mkunkle@hvacdist.com.