

New eCommerce Site

User Guide

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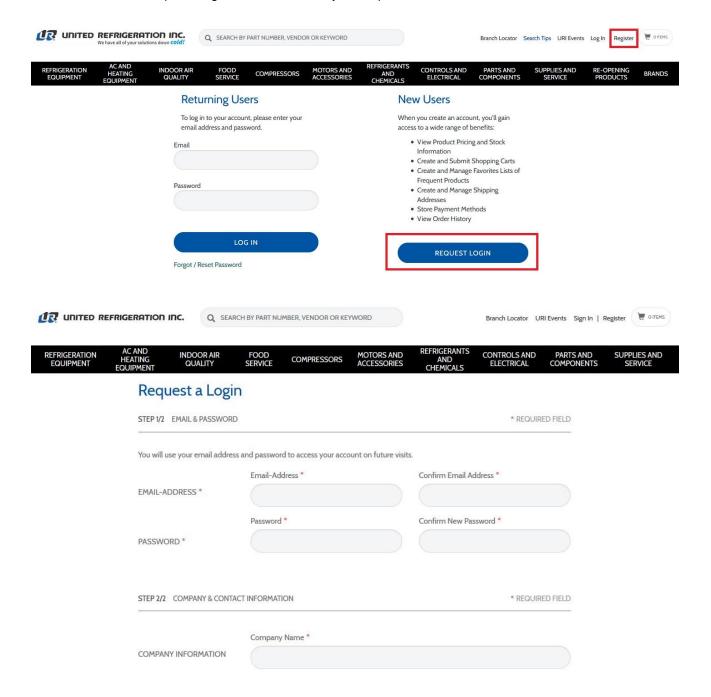
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Login Request

To place an order on URI.COM you need to have an active login. To request a login please follow the instructions on the Request Login form and submit your request.



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Login Request Process

Once we receive your request, we typically approve, deny, or request more information within 24 business hours. If you are already a URI credit customer, you will be able to purchase via credit card or your URI credit account. If you are a new customer, you will only be able to purchase via credit card (Visa, Mastercard, American Express, Discover). As a new customer you are able to apply for a URI credit account by filling out the URI credit application.

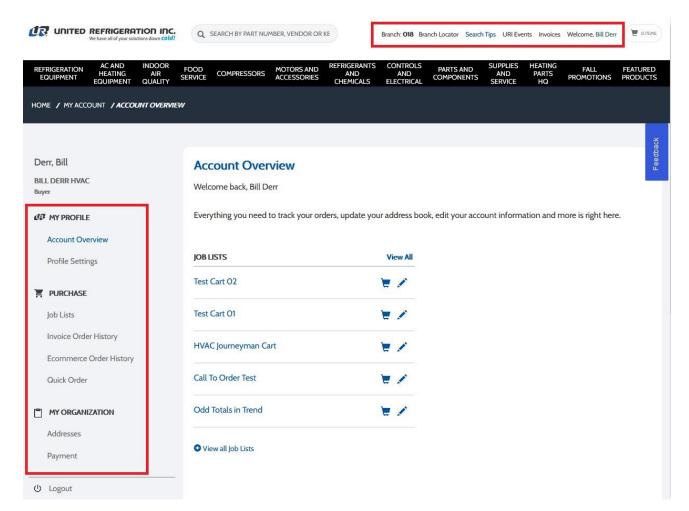
When your login request is approved you will receive a confirmation email from us with your Username (Email Address). A Password, Security Question and Answer are established by you on the Login Request form. Your login credentials are your Email Address and Password – you are now able to log in and shop URI.COM. You can reset or define a new Password with your Security Question and Answer information, or request Customer Service to send you a Change Password email.

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My Account

The **My Account** section can be accessed by logging in and clicking on your name in the top right header. This section contains the following major categories and subcategories:

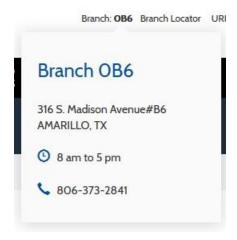
- My Profile
 - Account Overview
 - Profile Settings
- Purchase
 - o Job Lists
 - Ecommerce Order History
 - Invoice Order History (with appropriate permission)
 - Quick Order
- My Organization
 - Addresses
 - Payment
- Logout



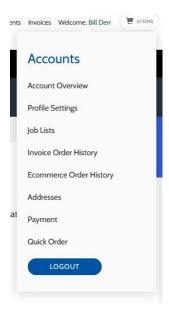
Note the page header indicates the **Default Branch** and **your name**:



Mousing over the Default Branch provides address, phone number and hours details:



Mousing over the Username provides quick access to the My Account functions of the site:

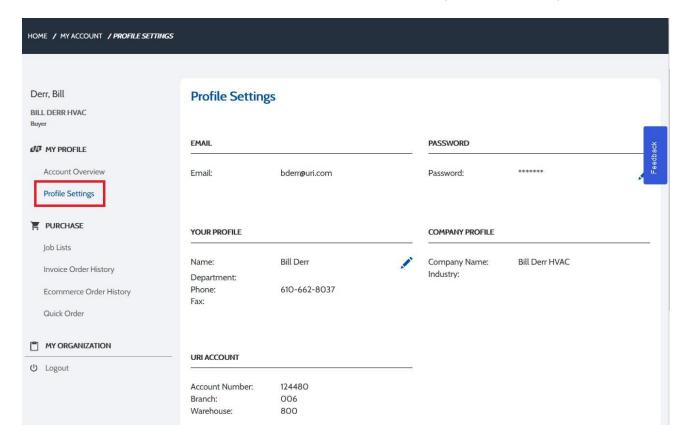


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Profile Settings

The Profile Settings Page summarizes information about your URI.COM account, including:

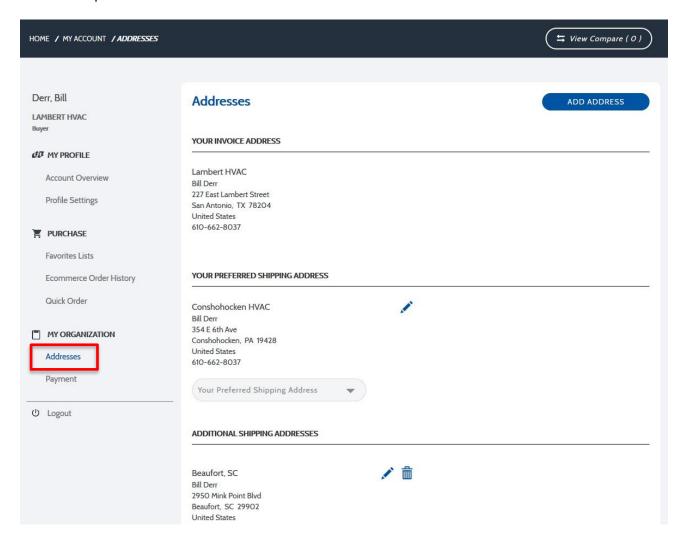
- Email Address / Password (along with ability to edit your Password)
- User and Company Profile (along with ability to edit your User Profile)
- URI Account Number, Default Branch, and Default Warehouse (Distribution Center)



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My Organization – Addresses and Payments

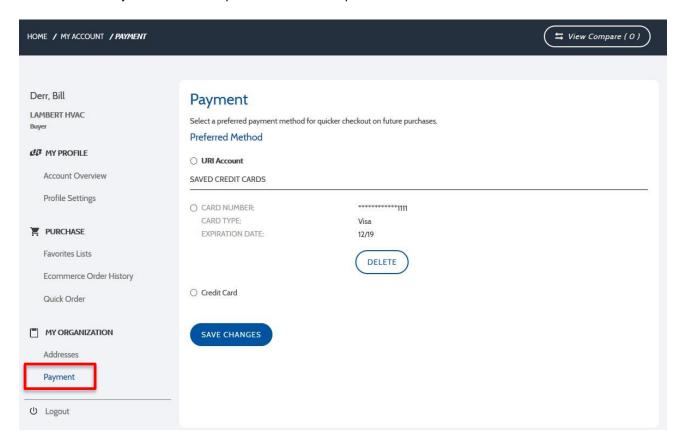
Under **My Organization**, the **Addresses Page** provides a listing of your Invoice Address and all Shipping Addresses. New Shipping Addresses can be added, or an existing Shipping Address can be made the Preferred Shipping Address. Note that the Invoice Address cannot be edited – please contact Customer Service for updates to the Invoice Address.



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The **Payment Page** summarizes your payment methods, including preferred method. This can be credit card only or "URI Account" if authorized by United Refrigeration's Credit Department. Credit card information can be stored securely on the site to expedite the checkout process:



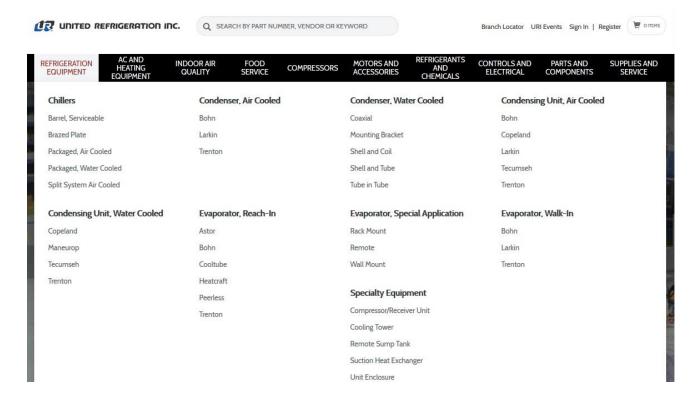
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Browsing Products

Catalog Menu



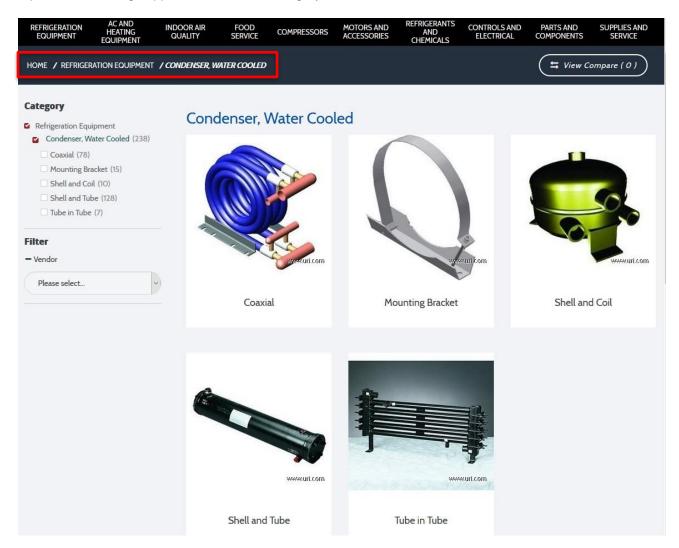
You are able to browse products with the **Catalog Menu** that appears throughout the site. You can click directly on a category or hover your mouse over a category to see relevant subcategories (2 levels deep). You can click directly into a desired subcategory from the pop-up category menu.



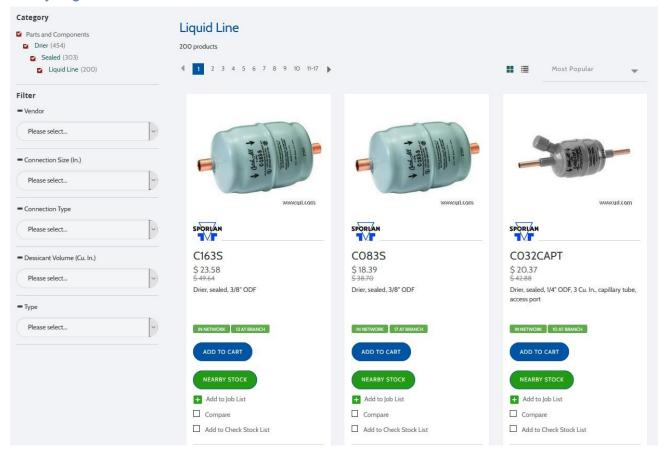
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Category/Subcategory Tree

A **Category/Subcategory Tree** appears on the left-hand side to illustrate the category structure, and the browse path is indicated below the Category Menu. The category/subcategory tree indicates the number of Part Numbers at the current category level and associated subcategory levels. You can select a desired subcategory from the category/subcategory tree or click a subcategory block in the center of the screen. A representative image appears on each subcategory block.



Family Page



The **Family Page** is defined as a subcategory with related Part Numbers. Part Numbers will appear in the center of the page in a series of blocks. Each block includes:

- Product Image (if available)
- Vendor Name
- Part Number
- Price (if logged in, see Account Price; if not logged in, see Catalog Price)
- Description
- System Stock Indicator (if logged in)
- Branch Stock indicator (if logged in)
- Add To Cart button (if logged in)
- Nearby Stock button (if logged in)
- Add To Job List button
- Compare check box
- Add to Check Stock List check box (if logged in)

By default, Part Numbers on the Family Page are sorted by "Most Popular". Other sorting options are Part Number (ascending) and Part Number Descending:

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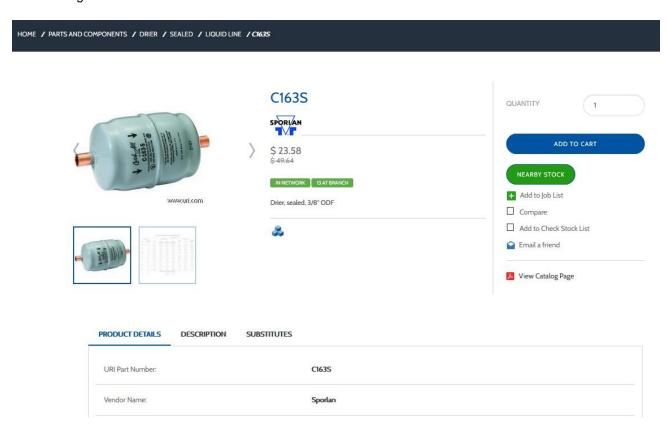
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Product Detail Page

The **Product Detail Page** is the lowest level of the browse and presents all information available for a Part Number. The Product Detail Page displays when a Part Number is clicked on the Family Page or a Search Results Page.



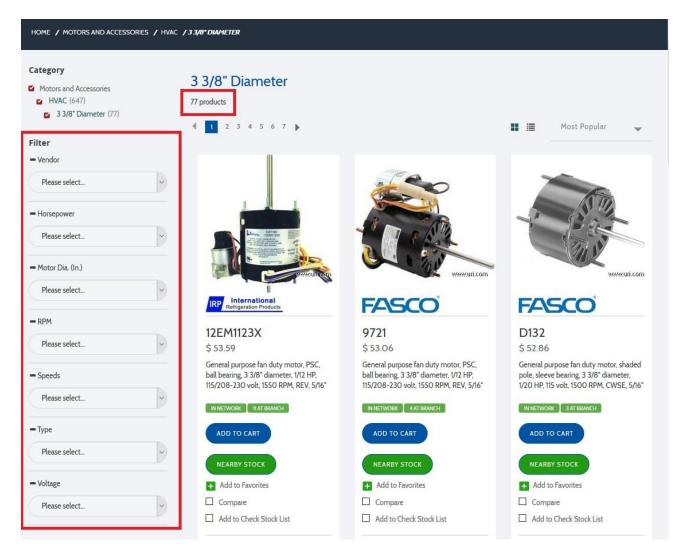
In addition to the information available on the Family Page, the Product Detail Page includes:

- Images and videos
- Product attributes (Product Details tab)
- Related products, appearing on tabs as appropriate:
 - Accessories
 - o Options
 - o Replacement Parts
 - Tagalongs (required Accessories)

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Attribute Filtering

Many subcategories feature **Attribute Filtering** to guide selection of the appropriate product. These filters vary by the current subcategory and are presented as a series of drop-down boxes on the left-hand side below the Category/Subcategory Tree. In the example below, the Browse Path is "Motors and Accessories / HVAC / 3 3/8" Diameter":



Attribute filters presented are:

- Vendor
- Horsepower
- Motor Dia (In.)
- RPM
- Speeds
- Type

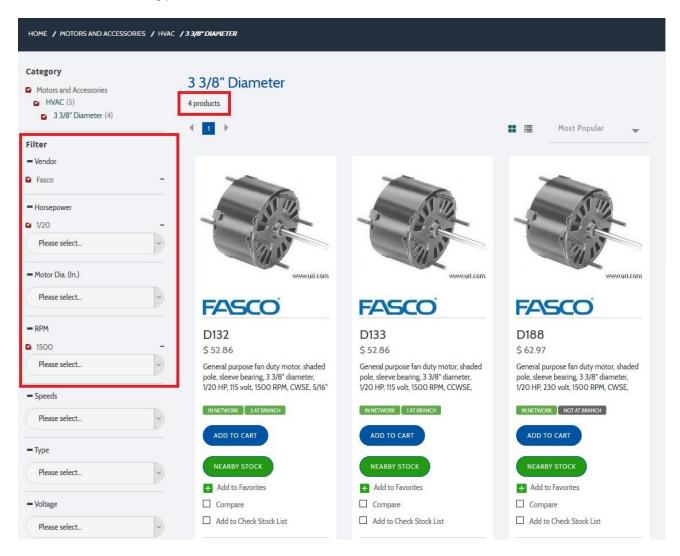
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Voltage

Note that with no filters selected, 77 products are presented. As attribute filters are applied, the number of matching products is updated, as are the valid values for other attributes. In the example below, the following attribute filters have been applied:

- Vendor = Fasco
- Horsepower = 1/20
- RPM = 1500

The number of matching products is now 4:

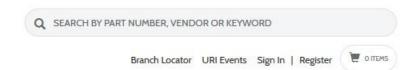


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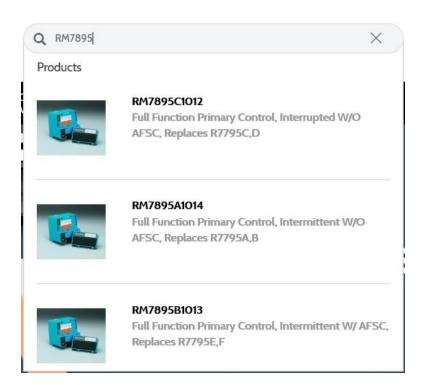
Product Searching

Search Bar

The **Search Bar** at the top of the page enables searching by Part Number, Vendor and Keywords. It is available throughout the entire site:



As a Part Number or Vendor Name is entered, suggested matches will appear below. For *Part Numbers*, suggested matches include the part number, a description and thumbnail image:

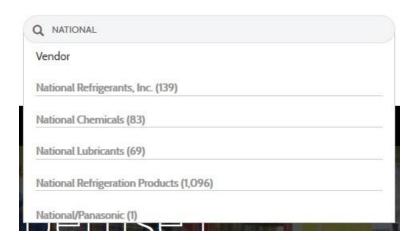


Selecting a suggested match will display the appropriate Product Detail Page. If the current Search Bar value is entered without selecting a suggested match, then all Part Numbers that begin with the entered text will appear on a Search Results Page.

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For *Vendor Names*, suggested matches show the vendor name and number of matching part numbers:



Selecting a suggested match will display a Search Results Page with part numbers from the selected vendor name.

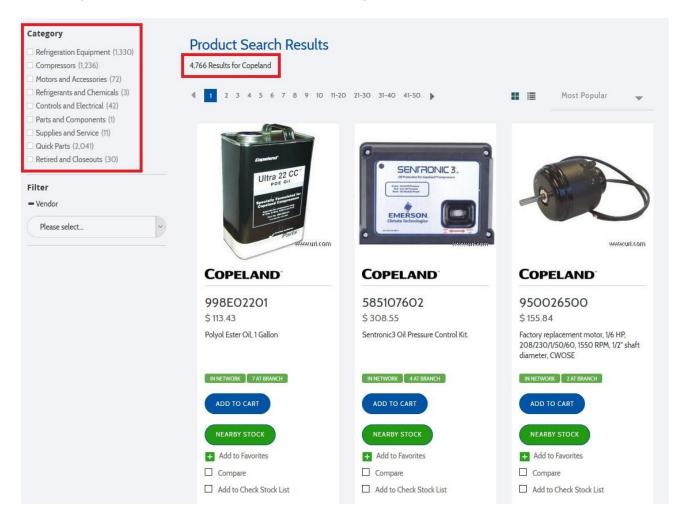
For *Keywords*, searches are conducted against product descriptions. Up to 5 keywords can be entered – the site considers the words to be joined by "and". Executed searches will display a Search Results Page with part numbers that match the search criteria.

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Search Results Page

The **Search Results Page** is similar to the Family Page – part numbers that match the search criteria appear in the center of the page in a series of blocks. The number of matching part numbers is indicated beneath the Product Search Results header, as well as the search criteria. The Category/Subcategory Tree area summarizes the relevant main categories of products, and the number of products in each category. Search results can be narrowed by clicking on a category and even relevant subcategories.

The example below shows a search for Vendor Name "Copeland":



The Search Results Page indicates 4,766 Copeland products from 7 major categories plus the "Quick Parts" and "Retired and Closeouts" sections.

By default, Part Numbers on the Search Results Page are sorted by "Most Popular". Other sorting options are Part Number (ascending) and Part Number Descending:

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Shopping Cart

Part Numbers can be added to the **Shopping Cart** throughout the United site – note that you must be logged in to add items to the Shopping Cart. The Shopping Cart icon in the top right corner indicates the total number of items in the cart as well as the total dollar value. Click the icon to access the cart and begin the checkout process. You will navigate through the following pages to checkout and submit a Shopping Cart:

- Shopping Cart Page
- Shipment Page
- Payment Page
- Review Page
- Receipt Page

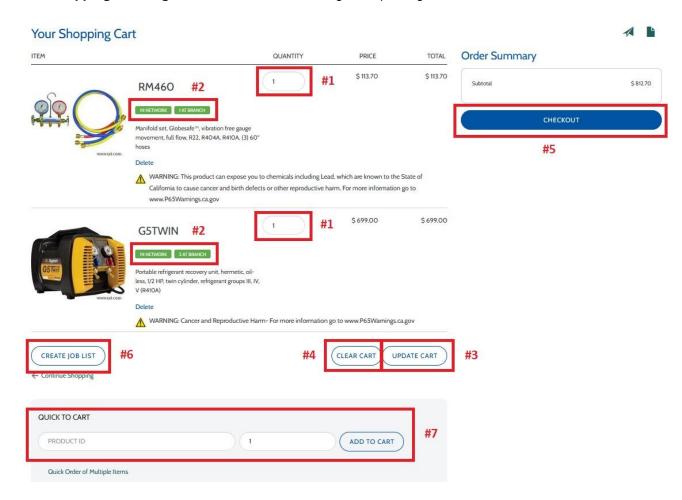
An indicator appears above the Shopping Cart highlights the current page.



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Shopping Cart Page

The Shopping Cart Page is an interface for reviewing and updating all Part Numbers in the cart:



- #1 Increase or decrease the quantity of each Part Number
- #2 **Stock indicators** provide real-time stock information at your Default Branch and the entire United system:
 - Left Stock Indicator:
 - o In Network (green) stock available for shipment
 - Available To Order (grey) temporarily out of stock
 - Right Stock Indicator
 - o X At Branch (green) full stock available at your Default Branch
 - o X At Branch (purple) partial stock available at your Default Branch
 - Not At Branch (grey) no stock at your Default Branch
- #3 Click "Update Cart" to apply quantity changes
- #4 Click "Clear Cart" to delete all line items
- #5 Click "Checkout" to advance to the Shipping Page
- #6 Create a **Job List** from the current Shopping Cart for quick reuse

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#7 – Use **Quick To Cart** to add a single Part Number quickly. Suggested matches appear once four characters are entered

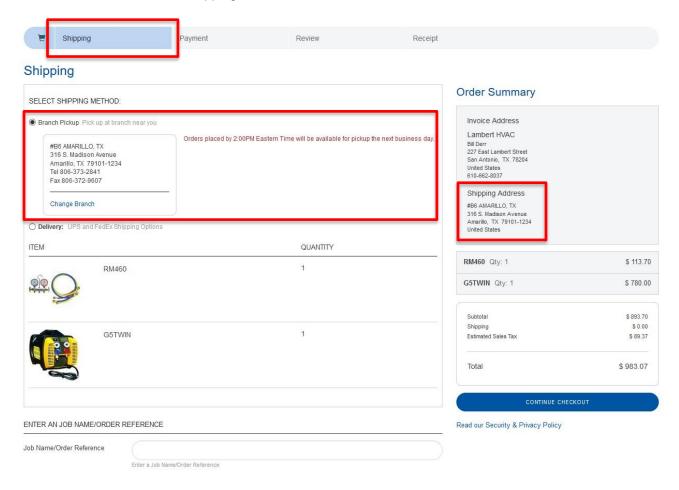
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Shipping Page

The **Shipping Page** is used to specify whether items should be picked up at your Default Branch (or other branch) or shipped via UPS/FedEx. There are two possibilities: Full Stock Checkout and Back Order Checkout.

Full Stock Checkout

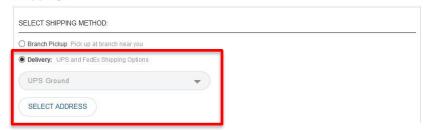
Full Stock Checkout means that all items are in stock at your Default Branch *OR* the order will be shipped via UPS/FedEx to a desired Shipping Address:



Note that the default shipping method is *Branch Pickup*, as indicated by the radio button. The appropriate branch address is indicated in the Branch Pickup area as well as on the Order Summary section. To have the items shipped, select the *Delivery* radio button:

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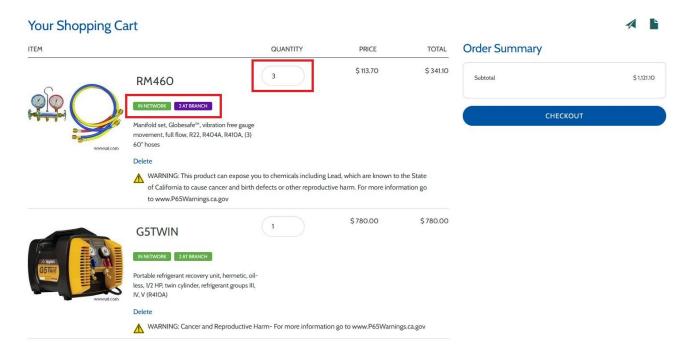
Shipping



A variety of UPS and FedEx shipping methods are available in the drop-down. The desired Shipping Address can be selected or entered by clicking "Select Address".

Back Order Checkout

Back Order Checkout means that at least one Part Number is not completely in stock at your Default Branch. **The Shopping Cart Page** will look as follows:



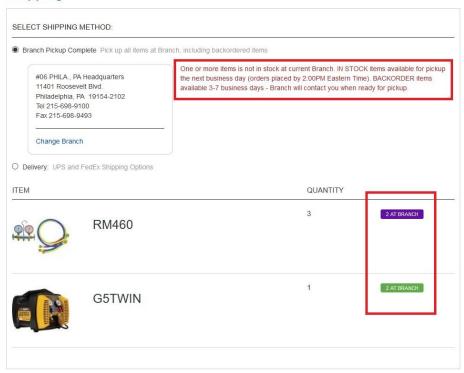
Note that (3) RM460 are desired, but only 2 are in stock at the default/current Branch.

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The default Shipping Method on the **Shipping Page** is now **Branch Pickup Complete**. The current stock of each part number is indicated, and a message appears in red text:

One or more items is not in stock at current Branch. IN STOCK items available for pickup the next business day (orders placed by 2:00PM Eastern Time). BACKORDER items available 3-7 business days – Branch will contact you when ready for pickup.

Shipping



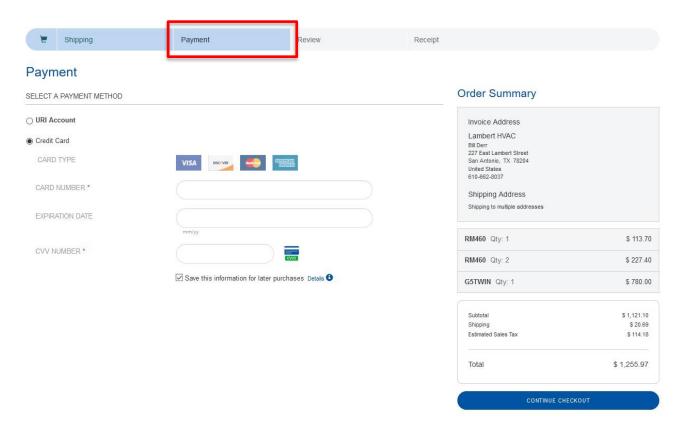
As with Full Stock Checkout, the User may elect to have items shipped by selecting the *Delivery* radio button.

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Payment Page

The **Payment Page** is used to specify the desired payment method:

- URI Account (if your account is approved for a credit account)
- Credit Card



Note that credit card information can be stored for quick reuse. Supported credit cards include:

- Visa
- Discover
- MasterCard
- American Express

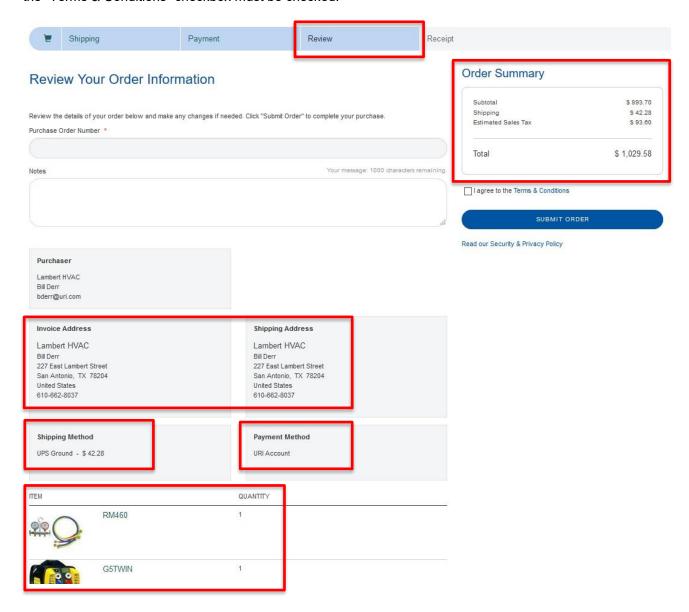
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Review Page

The Review Page presents a summary of the Shopping Cart, including:

- Part Numbers and Quantities
- Invoice Address and Shipping Address
- Shipping Method and Costs
- Payment Method
- Total Costs

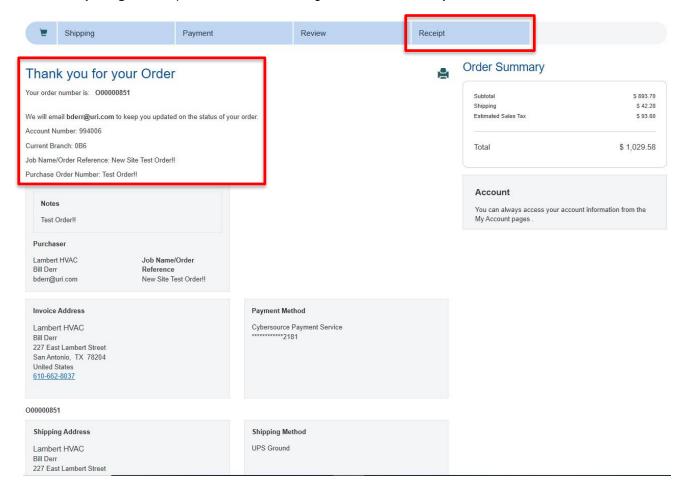
A Purchase Order Number (required for most logins) and Notes can be added. Before submitting the order, the "Terms & Conditions" checkbox must be checked.



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Receipt Page

The **Receipt Page** is an update of the Review Page, and confirms that your order has been submitted:



The Receipt Page indicates the **eCommerce Order Number**. A confirmation email is also sent to confirm the order.

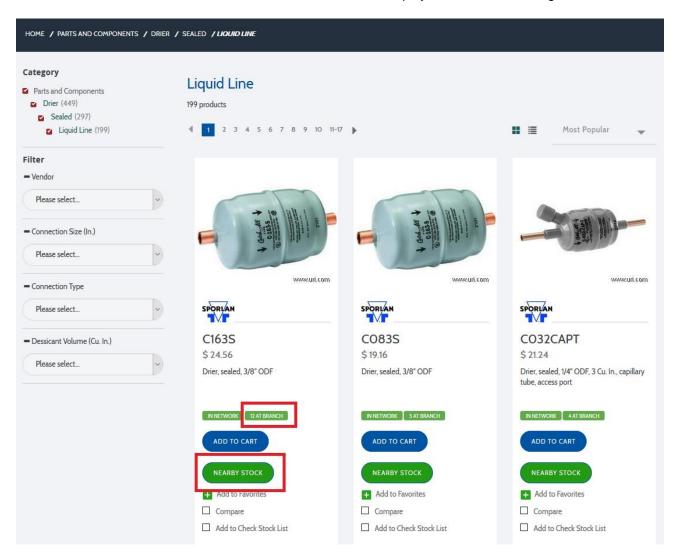
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Check Stock

Logged in users are able to **Check Stock** of selected Part Numbers at nearby branches and other branches in United's network. Note that Default Branch stock is indicated wherever Part Numbers are displayed on the site.

Nearby Stock

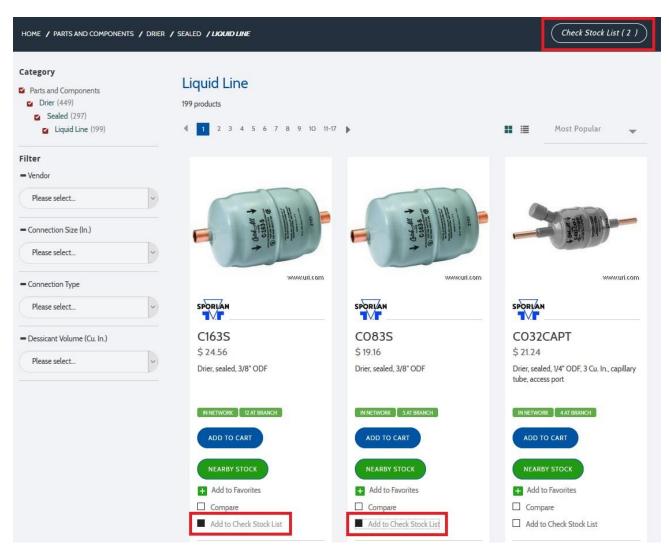
To Check Stock at Branch locations near the Default Branch, click the "Nearby Stock" button for a desired Part Number. This will add the associated Part Number to and display the Check Stock Page.



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Add to Check Stock List

To Check Stock of multiple Part Numbers at the same, click the "Add to Check Stock List" check box for desired Part Numbers. A "Check Stock List" button will be highlighted in the Category/Subcategory bar, with an indicator for the number of Part Numbers in the Check Stock List. The "Add to Check Stock List" check box will appear solid black for the Part Numbers added to the Check Stock container. To display the Check Stock Page, click the "Check Stock List (X)" button in the Category/Subcategory bar:



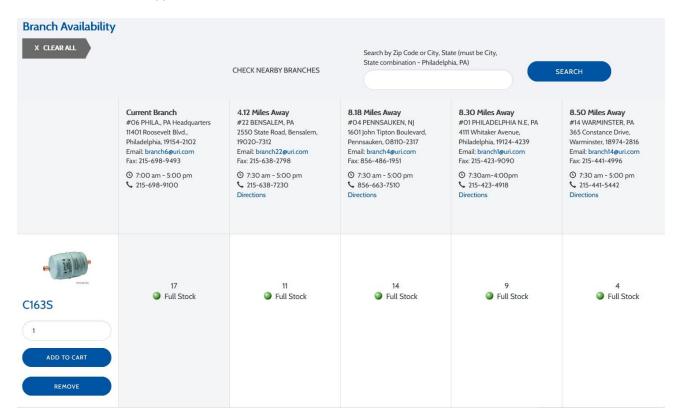
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Check Stock Page

The Check Stock Page will display when:

- The "Nearby Stock" button is clicked for a specific Part Number (Product Detail Page, Quick View, Family Page, Search Results Page)
- The "Check Stock List (X)" button is clicked in the Category/Subcategory bar

Selected Part Numbers appear vertically, with Branch stock information displayed horizontally. By default, the user's Default Branch appears first, with the 4 nearest locations indicated:

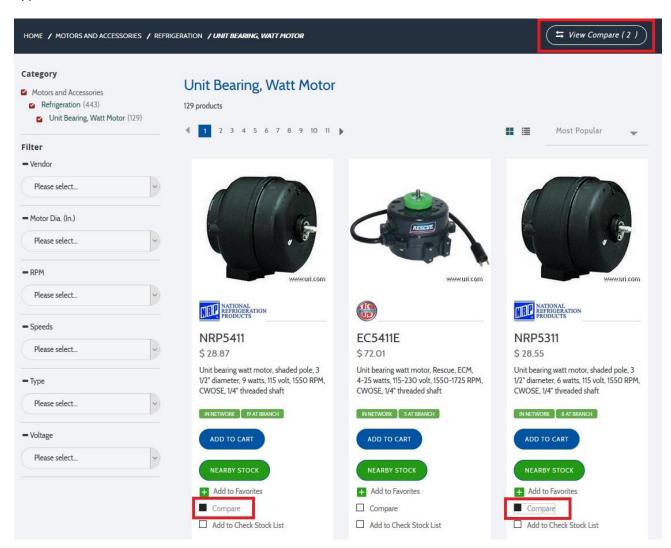


Enter the desired quantity for each Part Number – inventory information will update automatically. To check inventory at other locations, enter a relevant Zip Code or City, State combination and click "Search". Part Numbers can be added to the Shopping Cart directly from the Check Stock page. Items will remain in the Check Stock container until removed. The Check Stock container will also empty at the end of the current session.

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Compare Products

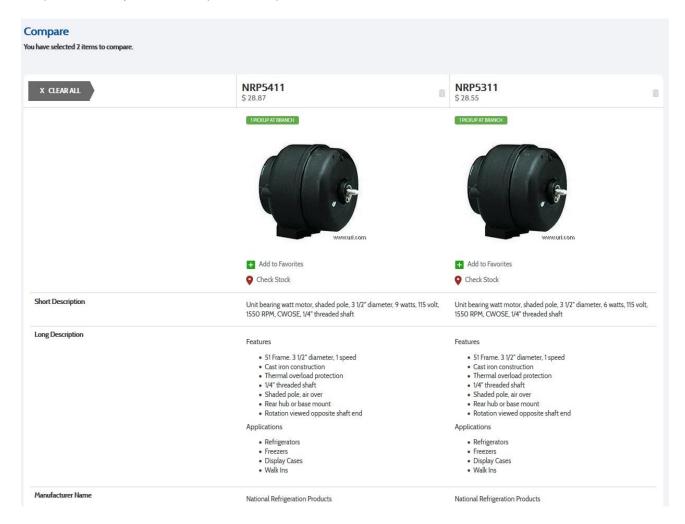
Any user is able to **compare Part Numbers** – click the "Compare" check box to add a Part Number to the Compare container – the "View Compare" button will appear in the Category/Subcategory bar and will indicate the number of Part Numbers to be compared. Once a Part Number is added, the Compare check box appears in solid black:



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Compare Page

To view the **Compare Page**, click the "View Compare" button in the Category/Subcategory bar. Part Numbers are placed side-by-side for comparison of specific attributes:



Items will remain in the Compare container until removed. The Compare container will also empty at the end of the current session.

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Job Lists

Job Lists are a great way to purchase commonly used products quickly. A Job List is a "holding place" for Part Numbers – multiple Part Numbers can be added to a Job List or across several Job Lists. Several United customers use Job Lists for truck stock purposes – they assign a Truck Name and list of Part Numbers to the list, and then select the desired parts for purchase without needing to search or browse the site.

Add to Job List

To add a Part Number to a Job List, click the "Add to Job List" button:

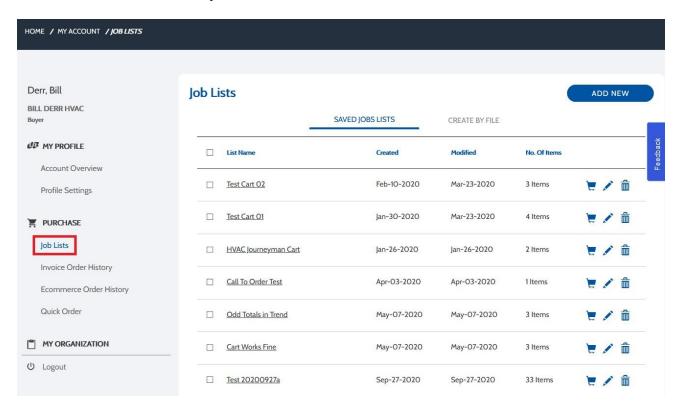


Note that you must be logged in to add to a Job List. You will be prompted to add to an existing Job List or create a new one.

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Accessing Job Lists

Job Lists are accessed in the My Account / Purchase section:

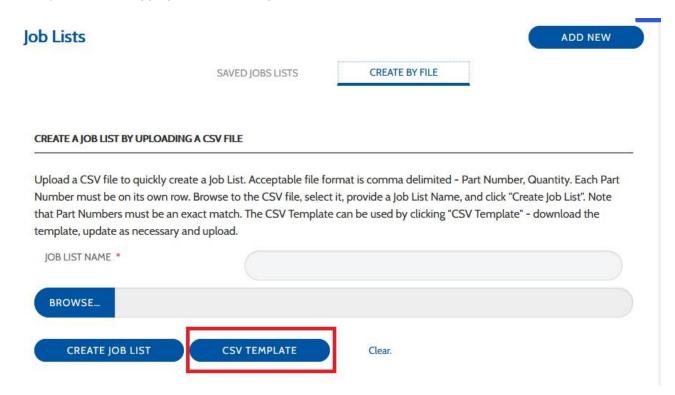


An entire Job List can be added to the Shopping Cart, or just select Part Numbers by viewing the Job List.

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Create a Job List By File

A CSV (comma separated values) file can be uploaded to add multiple Part Numbers to a new Job List quickly. A template is provided – this template can be downloaded from uri.com (click the "CSV Template" button), modified as appropriate and then uploaded:

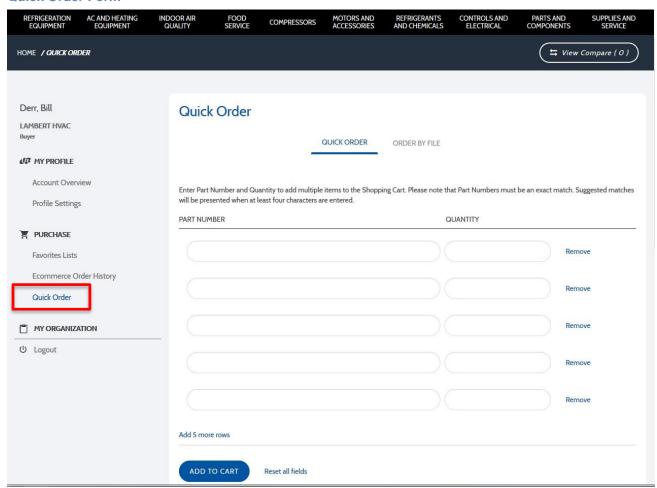


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Quick Order

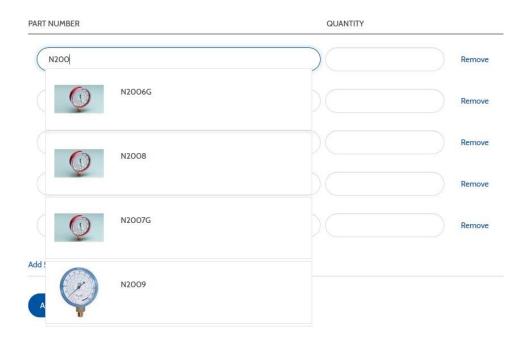
Quick Order is found in the *My Account / Purchase* section. Items can be quickly added to the Shopping Cart via a form or through the upload of a file.

Quick Order Form



On the **Quick Order Form**, enter complete Part Numbers and desired Quantity for each. The form accommodates five line items, but additional rows can be added as needed. Suggested Part Number matches will appear once at least four characters are entered. Select a suggested match to add that Part Number to the Shopping Cart:

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Quick Order By File

A CSV (comma separated values) file can be uploaded to add multiple Part Numbers to the Shopping Cart quickly. A template is provided – this template can be downloaded from uri.com (click the "CSV Template" button), modified as appropriate and then uploaded:

Quick Order

QUICK ORDER

ORDER BY FILE

Order by uploading a CSV file

Upload a CSV file to quickly add items to the Shopping Cart. Acceptable file format is comma delimited - Part Number, Quantity. Each part number must be on its own row. Browse to the CSV file, select it, and click Add To Cart to add items to the Shopping Cart. Note that Part Numbers must be an exact match. The example CSV file can be used - download this file, update and upload.

