

NEW FEATURES AT **NEDCO.CA** What's New?

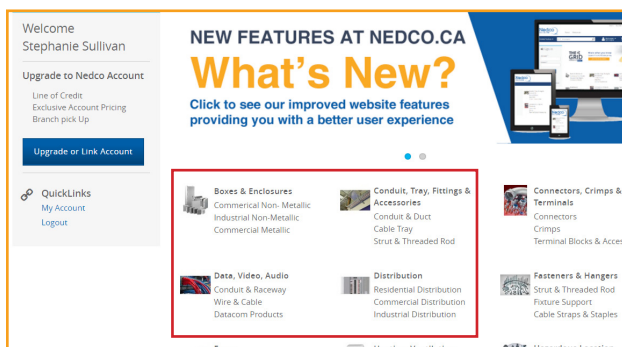
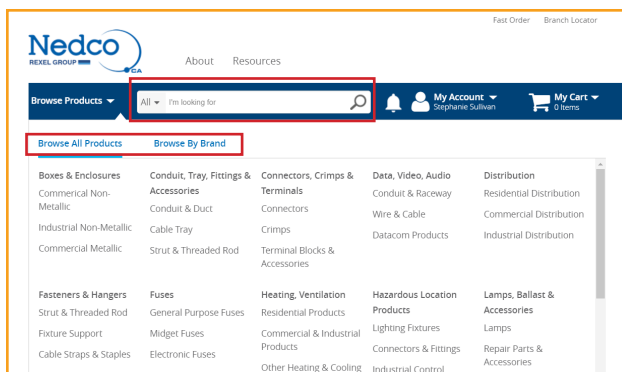
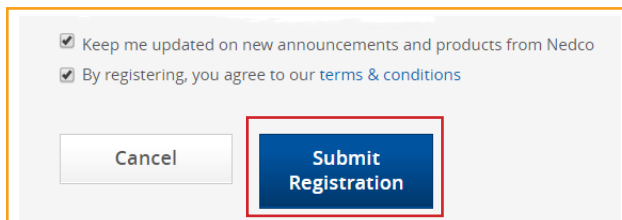
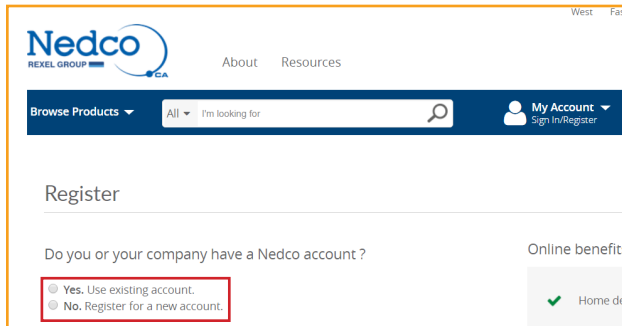
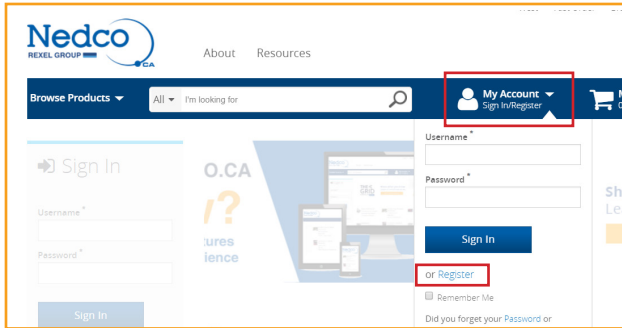


- Enhanced new user experience with simple to use navigation and better buying experience
- Updated search functionality
- Trade accounts will see current order status, and history
- View your account pricing
- 24/7 ordering service
- And much more!

For any questions or concerns, please contact your local E-Commerce Specialist

Email:
customerservice@nedco.ca





Registration

With a Nedco web account you will have access to product pricing information, stock availability, order history and invoices, and much more. Plus you'll be able to place orders 24/7, create custom job lists, and receive web-exclusive deals!

1. Scroll over My Account – Sign In/Register.
2. Click on the Register link, which is highlighted in blue.
3. Select Yes or No option depending if you already have a Nedco Account. Select Yes if you will be using your existing account, and No to register for a new account.
4. If you are registering with an existing account, please enter your Nedco Trade account number and postal code.
5. If you are registering for a new account, please fill out your personal information: including name, email address, telephone. In this step you will also create a unique username and password for your account.
6. Proceed to fill out your company information including: company name, address, billing address, and then select your local branch.
7. Once all information is complete, click on the box to agree to our terms and conditions, then Click Submit Registration. You will be directed to a web page indicating that your application was submitted successfully.

PLEASE NOTE:

- All web account customers must have a trade account with Nedco.
- Nedco cash sale/ credit card order web accounts can no longer access their web accounts. Please upgrade to a trade account.
- If you would like to open a Trade Account with Nedco, please contact your local branch. Once you have registered for a Nedco Trade account, you may register for a web account.

Search for Products

With our multiple search functions, you will be able to find what you are looking for quickly and easily. Browse using a search bar, or look through various product categories and brands!

1. Once you have logged into your web account, there are numerous ways to search for products. If you have a product in mind, you can simply type it in the white search bar which is accompanied with a magnifying glass.
2. Once you have searched for a product using the search bar, a list of products will populate. You will also have the option to filter by category and brand, as indicated in the left tab.
3. Products can also be browsed by product type, and brand. To access this menu, click on "Browse Products" which will unveil a drop down menu for product types and brands.
4. Products can also be found by selecting any of the product categories on the main homepage.

Your Price

\$319.95 / EA

8 Available for delivery

12 Available for pickup at WINNIPEG

[View Branch Stock >](#)

Quantity EA Min: 1 / EA

Add to cart



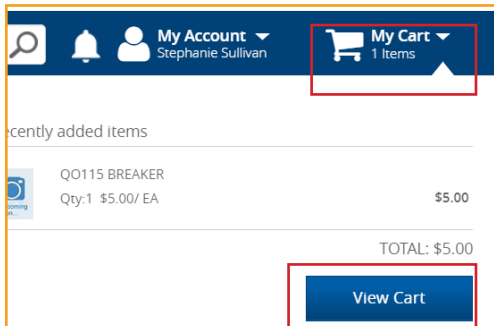
Product Details

Pick Up

Product Details

When selecting a product from your search, you will have access to a variety of information; including: product description, attributes, product images, pricing, stock availability and pickup locations.

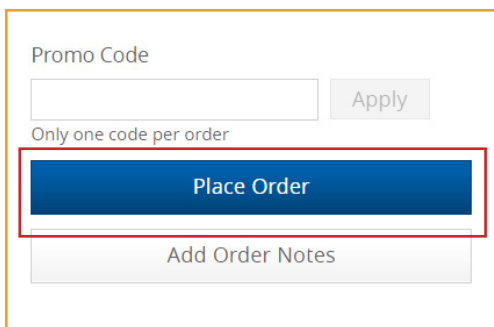
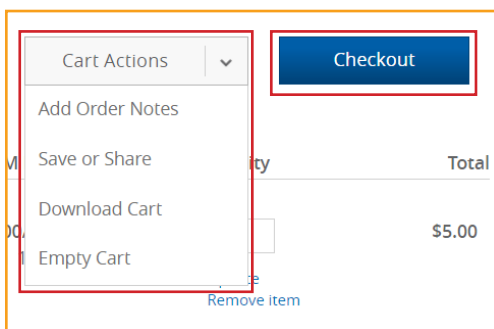
1. Once you have completed a product search, using one of the search functions, a variety of products will appear. With each product a picture, product code, and brand will be listed. The amount of product that is available for delivery and pickup will be displayed on the right hand side.
2. To view a product description and product attributes click on product details.
3. To view your specific pricing and a pricing overview, scroll over the price highlighted in blue.
4. Click Pick Up to view pickup locations and the item availability at each location.

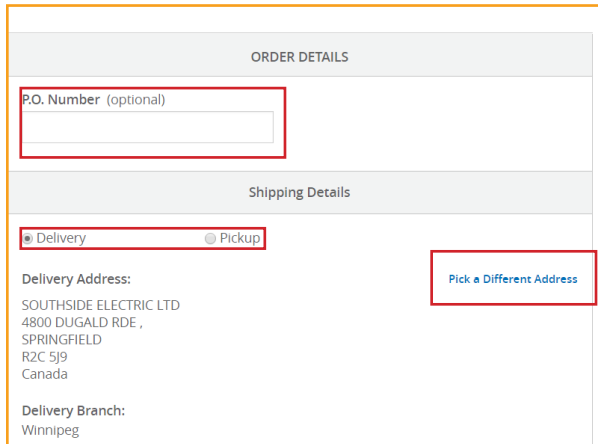


Shopping Chart

With our new shopping cart features, you will be able to save your shopping cart for future purchases and share with others using a valid email address. You will also have the option to download your shopping cart using Excel, or a CSV file. Have a specific comment or request? Use our order notes feature to document!

1. Once you have found a product you'd like to purchase, click on the blue button beside the product labeled "Add to cart".
2. To view your shopping cart, you can hover over "My Cart" which will display a quick summary of your shopping cart. For a full summary, click "View Cart".
3. To add order notes, save, download or empty cart, click the "Cart Actions" button to open a drop down menu.
4. To add an order note, click "Add Order Notes" in which a pop up box which open and you can type in a custom request. To save this request, select the blue "Save Changes" button.
5. To save your order, click the "Save or Share" button. Select how you would like to save your cart, using an Excel or .CSV spreadsheet.
6. Once you have confirmed your Subtotal, click the blue "Checkout" button.
7. To finalize the order, click the blue "Place Order" button.
8. To empty your cart, select "Empty Cart" from the drop down box menu of Cart Actions, then select the blue Empty Cart button.

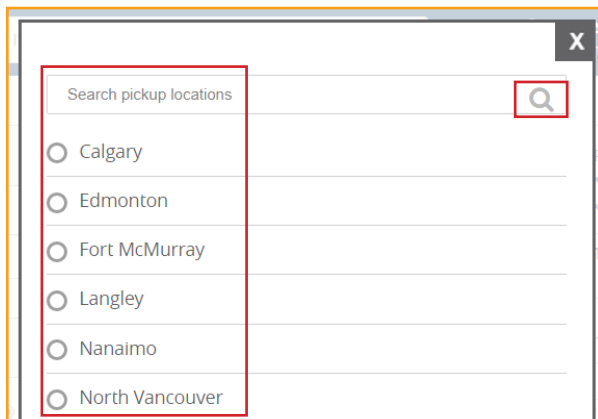
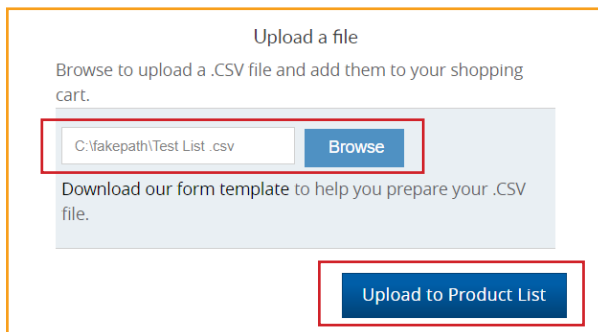




Delivery and Pickup Options

With our delivery and pickup options you are in control. Choose full delivery, or if someone is picking up, choose which branch you'd like to pick up at. In the rare case that products are on backorder, we offer partial delivery. No delivery address is permanent, you have the flexibility to change address for each specific job or order.

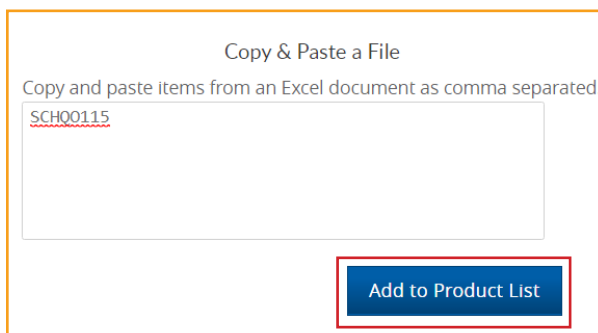
1. To complete an online order, you must select the delivery or pick up option.
2. When selecting the Pickup option, your local branch will automatically be selected. This can be changed by clicking on "Select Branch".
3. If you are changing your pickup address, choose the branch you would like to pick up at and then click the blue "Select Branch" button.
4. If you are selecting delivery, you will have the option to receive your order in full or partial deliveries if the products are backordered. Please select your delivery method from the white drop down box.
5. If you would like to pay via your Nedco trade account number, please type your P.O. Number in the white box provided.
6. Once all the information is complete, select "Place Order".
7. Congrats! You have placed your first web order. You will be directed to a confirmation page, with that will list your payment method, pickup information, order notes as well as your order number. You will also receive a confirmation email shortly.

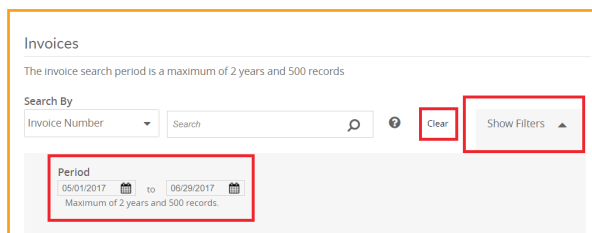
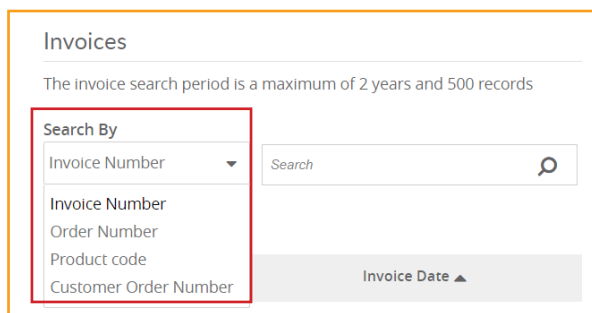
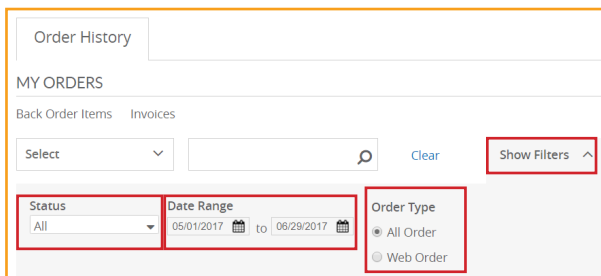
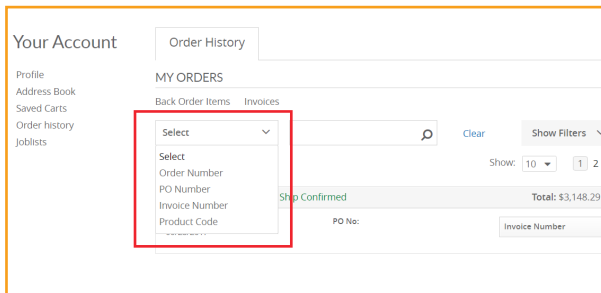



Fast Order

In a hurry? Save time using Fast Order. With this feature, you can skip searching for a product and enter specific part numbers directly, upload your own CSV file or copy and paste from any Excel file.

1. Access the Fast Order feature by clicking on "Fast Order" from the main homepage. Once on the Fast Order page, there are various methods in which you can create the order.
2. Limit your order to only a few products, by entering specific product numbers and their desired quantities directly into the boxes on the left hand side. Once all of your products are recorded, you will have the option to add these items to a job list or to your shopping cart.
3. Upload your existing product list as a CSV file by going to the "Upload a file" section at the bottom of the page and selecting the blue "Browse" button. From here you'll be able to browse through your files and select your desired file.
4. Once complete, click on "Upload the Product List", which will automatically fill the boxes above and you can then add to cart or a job list.
5. Product can also be added by copying and pasting SKU's directly from an Excel file to the "Copy & Paste" section. Once complete click "Add to Product". This will automatically populate the boxes above, which you can then add to your cart or a job list.





Order History

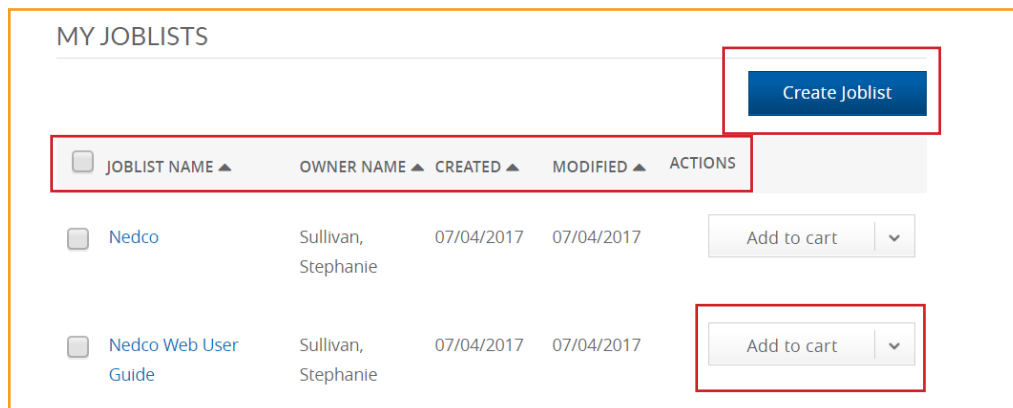
With a Nedco web account, you will have 24/7 access to your previous orders and invoices. These new features allow you to see the status of your current and previous orders, and can all be organized by date, invoice number and invoice amount. Order history is also available for up to the previous two years, making Nedco.ca a secure resource in managing your everyday business.

1. To view your Order History, go to “My Account”, then select “Order History”. From here you will have access to your previous orders, over the past two years.
2. The main page is where your most recent orders are displayed. On this page you will see that all of your previous orders have a total amount, date, order number, status and invoice number.
3. Orders can also be searched using the search bar with the magnifying glass. Add a specific filter to this search, by clicking on the “select” drop down menu and choosing Order Number, PO Number, Invoice Number or Product Code.
4. With our new Order History features, you can apply filters to help narrow your search even further. To see these filters, click on the “Show Filter” tab which has a pointed down arrow. By selecting this menu, you will be able to filter orders by their status, order type and date.
5. To only see orders based on their specific status, go to the “Status” drop down menu, where you can toggle between “All, Open and Closed”.
6. Limit the search results to web orders only, by selecting the “Web Order” option under Order Type.
7. Use our Date Range feature by clicking on the small calendar icons and selecting your choice of dates, to search for when an order was placed.
8. Clear search history by clicking on the word “clear” which is just left of the show filters drop down menu.

Invoice History

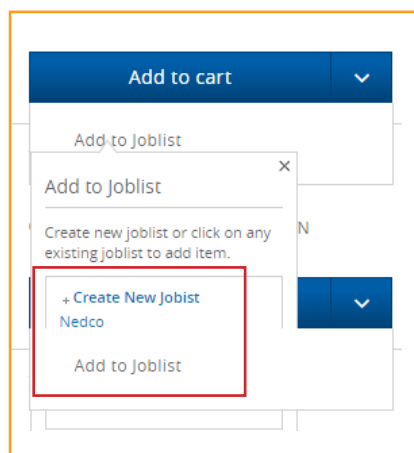
To access your Invoice History, follow these instructions:

1. Click on “My Account”, then select “Invoices”. From here you will have access to all of your invoices, over the past two years.
2. If you are looking for a specific invoice, you can narrow your search by selecting the “Search By” drop down menu. By clicking on this menu, you will be able to search through invoices based on Invoice Number, Order Number, Product Code, and Customer Order Number. Enhance this search by using the white search bar with the magnifying glass.
3. Use our Date Range feature by clicking on the small calendar icons and selecting your choice of dates, to search for an invoice issued on a specific date.
4. Clear search history by clicking on the word “clear” which is just left of the show filters drop down menu.
5. Save an invoice to your computer or mobile device, by clicking on the arrow within a circle in the “Print (PDF)” column. From here you can automatically download any invoice of your choice and have the option to print.



Job List

A Job List is a list of products you can create and save Staged. A list could be a frequently ordered group of products that you often need or expect to re-order in the future, or a list of products you require for a particular job or project. You can create Job Lists in a number of useful places across the site, such as from your current shopping basket, previous orders listed in your Order History, Order Details or the Order Confirmation page.



1. To view a Job List, click on "My Account" from any page, then click on "Joblists".
2. On the My Joblists page, you will have access to all job lists that have been created for your account. These joblists can be organized by Joblist Name, Owner Name, Creation Date, and Modified Date.
3. To add a job list to your shopping cart, click on "Add to Cart".
4. To create a new job list, simply click on the blue "Create Joblist" button on the My Joblists page.
5. Joblists can also be created when searching for a product. In the blue "Add to Cart" drop down menu which is to the right of the product you are viewing, select "Create New Joblist".
6. This drop down menu will also provide the option to add the product to your joblist, by clicking on the job list name below.

Account Admin Options

With a Nedco Web Account, you can have the option to create web logins for your employees, manage delivery addresses, update your profile information and more.

1. To update your personal details for your web account, simply click on "My Account". From here, select Update Personal Details. With this feature, you can change your password, Title, Pick-Up Branch and more.
2. To manage your delivery address, simply click on "My Account" then select Manage Your Delivery Addresses. On this page, you will have the option to search for specific shipping addresses and view your billing address.
3. To add a new shipping address, click on the "Add New Address" button.

Company Management

1. To create a web login for your fellow employees, go to "My Account" and select My Company.
2. On the My Company page, select Manage Your Users.
3. On the Manage Users page, employees can be sorted by Name, Trade Accounts and Status. To edit User Details, click the edit button on the right hand side of the page.
4. On the User Details page, you will have the option to change contact information, account number, and password.
5. On this page you will also see the options to change roles, and add optional permissions.

Click & Pick Up

With Click & Pick Up, you have the freedom to place orders through Nedco.ca, and arrange to pick up at a branch of your choice. No delivery charges, or no waiting on couriers! Have a question? See our Q&A below!

1. What is Click & Pick Up?

The 'Click & Pick Up' feature allows you to pick up your order from any of our Click & Pick Up branches, depending on availability. Combining the convenience and ease of shopping online with our branch network and expert staff.

2. Which branches offer the click and pickup service?

All our branches offer a click and pick up service. Orders may be picked up during regular branch business hours.

3. How do I arrange for an item to be picked up from a branch?

When creating an order online, ensure you click the 'move to pick up basket' icon for each item you wish to pick up at a branch. Your list of items that you'd like to pick up at a branch can be viewed on the basket summary page.

4. How do I add items to my 'Click & Pick Up' basket?

By moving the items into your 'Click & Pick up' basket within the basket page.

5. How do I check whether the items I want are available for pick up at my local branch today?

Please contact your local branch directly. To locate your local branch contact details, please use our branch locator.

6. Can I pick up one item from my local branch and another from a different branch?

Products can only be picked up from one branch per order. If you need to order products for pick up at more than one branch, you would need to place each order separately, changing your 'branch' before continuing to order.

7. How long will it take for my order to be processed before I can pick up in branch?

Any order placed for stock items can be picked up immediately during the branches regular business hours.

TRY THE NEW NEDCO APP!

ACCOUNT FEATURES

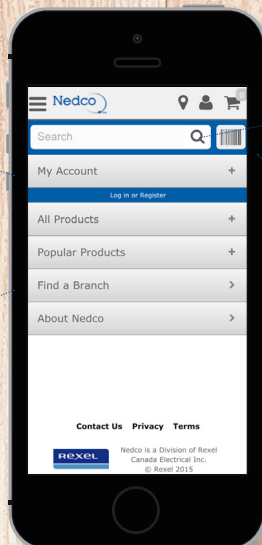
View your order history, get a copy of an invoice, quickly reorder, build and save custom job lists for faster product referencing and quicker ordering.

FIND A BRANCH

Find a branch near you and click to get directions. View branch details, hours of operations and click to call.



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PRODUCT SEARCH

Search hundreds of thousands of products. Find your price, stock availability and product features. Place orders directly from your device.

BARCODE SCANNER

Ordering made easy! Simply scan the barcode of a product and instantly get access to pricing, stock availability, product features and add the item to your cart.



FAQ - FREQUENTLY ASKED QUESTIONS

The **NEW** Nedco.ca

I've forgotten my password and/or username, what do I do?

Don't worry; we can email you a new one. Just enter your email address into the Forgot Username or Password link, and click on "Send". A new password will be randomly generated and emailed to you along with your matching username. The next time you login, you can change your password on your Profile page.

If you are still experiencing problems please go to Contact Us page, found in the Support menu.

How do I get technical help with a product?

If you are requiring technical help, please contact any of our branches, they will be happy to assist you. To find your local branch, please use our Branch Locator.

After my order is placed will I get an update on its progress?

Yes, we will email you when the status of any part of your order changes, keeping you fully informed of each item's progress. Please note that your order may arrive as one or more consignments.

Why haven't I received email confirmation of my order?

All orders are followed by an email confirmation almost immediately. If you do not receive confirmation within 2 hours of placing your order, please contact Customer Service via the Contact Us page.

If you have additional questions or concerns, please contact your local E-Commerce Specialist

Email:
customerservice@nedco.ca

