APEX ONLINE ORDERING GUIDE

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Logging In

- Existing Apex online customers logging in for the *First time visiting our new site*?
  - Click here for updated access at the bottom of the login page. The page will expand to show the information below. Type your email address into the *Current Customers - First New Site Visit Only* and click SUBMIT.
  - An email will be sent to you with a link.
  - Open the email, click the link and follow the instructions.
  - This process only needs to be done once and will ensure the correct account number and pricing is linked to your account.

- Returning online customers: Type your email address and password into the light blue fields on the left side and click on LOGIN/REGISTER at the top right. When logged in, the pricing you see includes your company’s discount.

- First time customers that want the benefits listed next to the checkmarks in the picture above should create an account. Click on the Create Account button, fill in the required fields with an asterisk (*) and click the START SAVING button at the bottom.

- Shoppers that prefer not to create an account can check out as guests, however pricing may be higher because the order(s) will not be linked to an account.

- If you have difficulty logging in, contact Customer Service at 877-901-APEX (2739).
Shopping

**Browsing** through the main categories and subcategories shows the breadth and depth of our product offering. Click on a main category under the Apex logo and several subcategories will appear to make it easier to find the item(s) you’re looking for.

**Searching** by keyword or part number is the most direct method to find a specific item.

**Return to Homepage** click on the Apex logo.

**Shop By Brand** has two ways to view items: within a product category, or all items.

- **Within a product category** hover over or click on a product category and appears. Click this button and the brands within this product group appear. Click on a logo or brand name, and only that brand of products will appear in that category.
- **All Items By Brand** can be viewed by scrolling to the bottom of the homepage, clicking on Manufacturers / Brands, and clicking on a name in the Brand Index. All products will be filtered to show only the selected brand.

On **Hand Quantity** is not visible to the public. You must be logged into your account to view this information, and it is only visible on the item detail page (as shown below).
My Cart

Adding Items To Cart can be done several ways...

- From a subcategory page
- From an item detail page (picture above, previous page)
- From a saved list (pages 8-9)
- From an express order (page 10)
- From an imported template (pages 10-11)

View Cart by clicking on the green bar at the top of the page, and then clicking at the bottom of the drop-down menu.

When the cart has opened you can see small product pictures, descriptions, individual prices, extended prices, a field to change quantities, unavailable items (Available: 0), and checkboxes to remove items from your cart.

If you change quantities, don’t forget to click at the bottom of the page before proceeding to checkout.

If an item in your cart is out of stock it will have a pink background. You have two options:

- Proceed with the order. Out of stock items will be shipped separately unless you add a note to ship the order complete during checkout.
- Remove out of stock items from your cart and order them later. Instructions for creating a Notify Me when the item is in stock are on pages 12-13.

To remove items from your cart:

- Check the box(es) in the row of the item(s) you want to remove in the far-right column. NOTE: if you check the Remove box at the top of the column on the far-right all items will be check-marked for removal.
- Click at the bottom of the page. (illustration is shown on the next page)
**Empty Cart** can be done two ways:

- From **View Cart** check the box at the top of the column on the far right to select all items for removal. Then click **UPDATE CART** at the bottom of the page.
- Click on **My Cart (12)** at the top of the page and select **Empty Cart** at the bottom of the drop-down menu.
Checkout has five steps:

- **View cart** (details on previous two pages)
- **Shipping** is where **special instructions** can be added to the order, and **shipping method** selected. The ability to add ship-to addresses will be available later this year.
- **Payment** is limited to credit card for guest customers without an online account. Customers with an online account may use a credit card, or purchase order if terms have been established. Add the **Purchase Order #** field in this field.
- **Review Order** is where credit card information is filled out, and the subtotal, shipping fee, tax (if applicable) and order total are shown. If anything needs to be changed on the order, go back by clicking on the appropriate step before confirmation.

- **Confirmation** submits the order for processing and an order confirmation will be sent to the email address on the account.

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**My Account**

When logged in, click on **MY ACCOUNT** in the upper right corner of the page and use the green navigation bar on the left (shown below) to access lots of helpful tools.

**My Settings**

**Edit Profile** is where you can change your password and edit your account information. When finished, click **SAVE CHANGES** at the bottom, right side.

**My Addresses** are currently stored in our operating system, not the website. New software will be added later this year that will allow you to manage your addresses, such as new ship-to addresses.

**Manage Users** is where additional users can be added to an online account. The primary user (parent) can create an unlimited number of sub-user (child) accounts with different email addresses and unique passwords. To create a sub-user account…

- Click on **ADD USER** on the far right.
- Fill in the required fields with an asterisk (*).
- Limit user privileges / restrictions if appropriate. All privileges are enabled by default.
- Click **CONTINUE** and add more users if desired.
Manage My Lists is where you can create, edit or delete shopping lists. Shopping lists are a great time saver for future orders! Unlike carts that empty when you checkout, shopping lists are saved until you decide to delete them. And you can create as many lists as you want… lists for each of your service techs, different product types, or whatever makes sense for your business.

There are three ways to create a shopping list or add items to a list…

1. From an item’s detail page

2. From a shopping cart
3. From an express order

We make ordering and re-ordering easy!

**Step 1:**
Type in the item numbers and quantities desired.
You can add as many items as you need, just click "Show More Item Boxes" to add more products.

**Step 2:**
When your list is complete, click on the "Add to Cart" button.
You will be taken to your cart to review your items. You can also click on "Add to Shopping List" to place frequently purchased items on your saved products list for future orders.

Click on **Create New List** and give your list a name (description is optional), then click **CONTINUE** to save it. To add items to a list use one of the three ways listed above.

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**My Orders**

**View Orders** shows orders in the ordered, picked, packed and shipped stages. When orders move to the invoice stage they leave this folder.

**View Quotes** shows quotes you’ve requested by clicking on REQUEST A QUOTE at the bottom of the homepage, filling out the required fields and clicking **SUBMIT**. Your quote request will be emailed to customer service and a response will follow.

**Open Invoices** shows orders that have progressed from the ordered, picked, packed and shipped stages, and are now awaiting payment.

**Paid Invoices** shows orders that have moved to the final stage. Order history can be found here. If you are looking for a specific order and don’t see it in the list, fill out the **Search Criteria**, or **Filter by Date** (shown on the next page).
In Paid Invoices you can...

- View the items on a past order by clicking on the **Invoice Number**, then click on the **Order #** on the far right.
- See a picture of the item by clicking on the part number link in the **Item #** column.
- Reorder an item by clicking on **Reorder** on the far right and it will be added to a shopping cart.

**Express Order** is a quick and easy way to fill a shopping cart.

There are two methods: **Express Order** and **Import Order**. Even though **Import Order** has more steps, it is probably the fastest way to order if you have a spreadsheet with part numbers and quantities to be ordered. Here's how they work...

1. **Express Order**: Fill in the part numbers and quantities in the blank fields on the right side. If you need additional fields, click on **Show More Item Boxes**. Repeat as many times as needed. When the list is complete click **ADD TO CART**.

2. **Import Order**:
   a. Click on Download Template under Step 1. (In Windows 10 the file appears in the lower left corner of the internet browser.)
   b. Save the **express_order_template.xlsx** on your computer.
c. Fill in the part numbers and quantities onto the template. Either copy and paste the part numbers and quantities from another spreadsheet onto the template and save, or manually type in the part numbers and quantities and save.
d. To upload the template, click Choose File and a window will open. Locate the file on your computer. Click on it to select it and the file name will appear in the File name field. Then click the Open button.
e. Click Import and the items on the template will be added to a new shopping cart.

My Tools

View Saved Carts

Saved Carts must be named. NOTE: all saved carts expire after 90 days.

Shopping List is where you'll find items that were added to a list (as shown on the next page) without naming and saving the list as described on page 9.
Save For Later / Notify Me displays items that were saved from a detail page.

To be notified when an item is in stock, click on Notify from Save For Later / Notify Me.

When the following page appears, add the desired quantity, add notes (optional), and click Submit. NOTE: if the quantity is left blank no notification will be sent.
Warehouse Guide is another way to find items, and especially helpful when you don’t know the part number. There are several ways to filter the product list as shown below. Or, you can click on one of the main categories or subcategories in the navigation bar on the left to see a larger product display. The numbers in parenthesis show the number of products in that subcategory.
There are two options for viewing products: grid or list view. The grid view looks like this...

The list view looks like this...

Recently Viewed Items is a quick way to return to something you want to see again.
**Categories/Products Tree** is like the Warehouse Guide but displays items in two columns.

**Give Us Your Feedback** is an easy way to share your comments and suggestions.

**We Welcome Your Feedback**

Use the space below to submit your comments and suggestions regarding Apex Beverage Equipment and your online buying experience. Please provide as much detail as possible.

If you would like us to reply, please provide your email address below, and include your name in the Comments section. We will not use your e-mail address for any other purpose.

E-mail Address:  
Comments:  

If you tell us that you are pleased with our products or service, may we quote you?  
☐ Yes, I’m quotable

SEND

**Questions or Problems?** Call Customer Service at 877-901-APEX (2739).