# GoHVACR.com Reference Guide
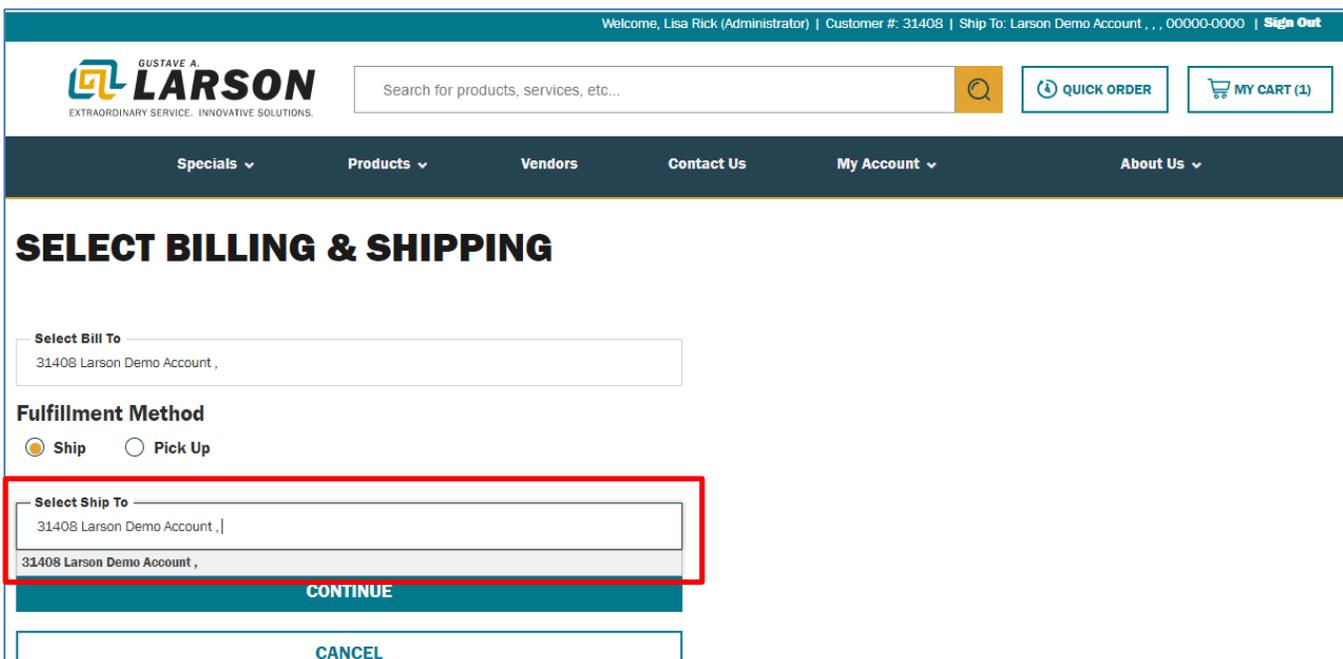
## LOG IN

Your username is your email address provided in the online account request.

If you have contracts, make sure you select the Contract's Ship To address when you log in. The correct pricing will display. The "Select Ship To" is a drop-down menu where you can select a different ship to, if applicable.



You can access the Select Billing & Shipping screen at any time by clicking on the "Welcome, NAME (Administrator)" link on the top of the screen.
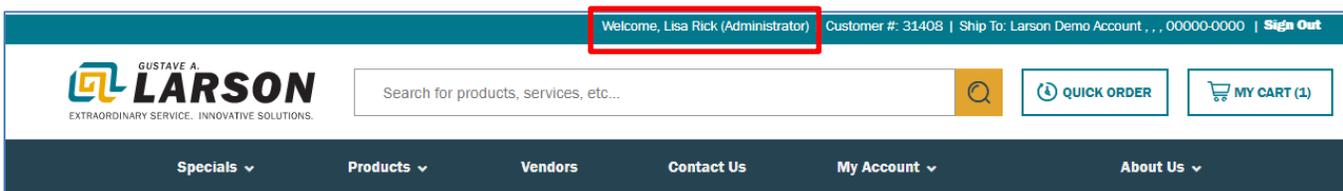


## PRICE

**Where is it coming from?**

The price you see is the lowest price for that item from your price level or a contract, whichever is lower.

# PRODUCT AVAILABILITY

**What is it checking?**

- **In Stock** – available in your Home Branch
- **Available Via Transfer** – Item is located in your "Branch Cluster" OR at your Regional Distribution Center OR at our Pewaukee Distribution Center. Item may be added to Cart and order placed.
- **Call for Availability** – Item is not located in your "Branch Cluster" OR another of our Distribution Centers in your Region, or at our Pewaukee Distribution Center but MAY be available in one of our other branches or Distribution Centers. Item may be added to Cart and order placed. Back Order will appear on item in the Open Order.
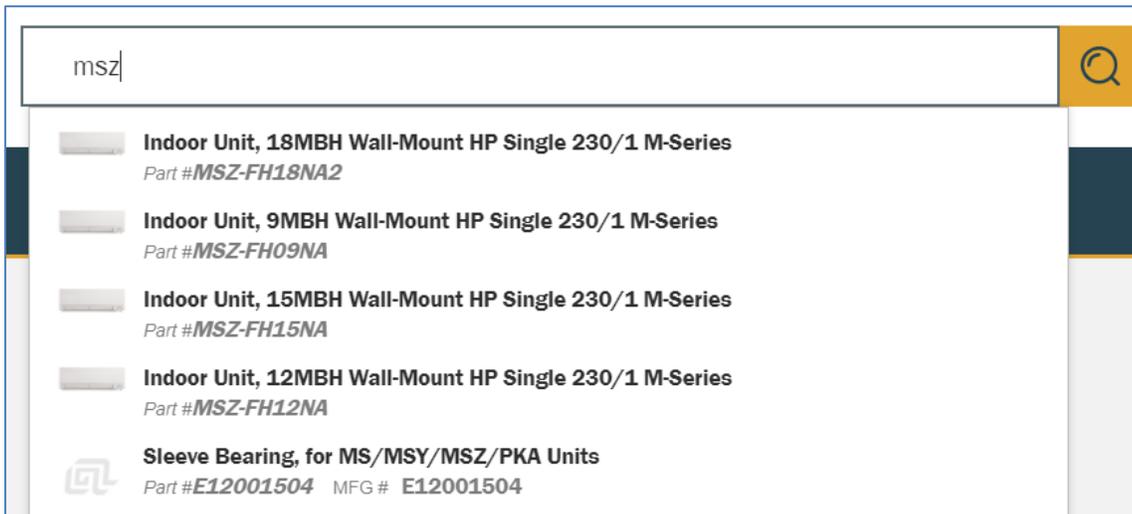
# SEARCHING FOR PRODUCTS

Can't find something? We can make adjustments! Please send your requests through https://gohvacr.com/ContactUs or to B2Bsupport@galarson.com.
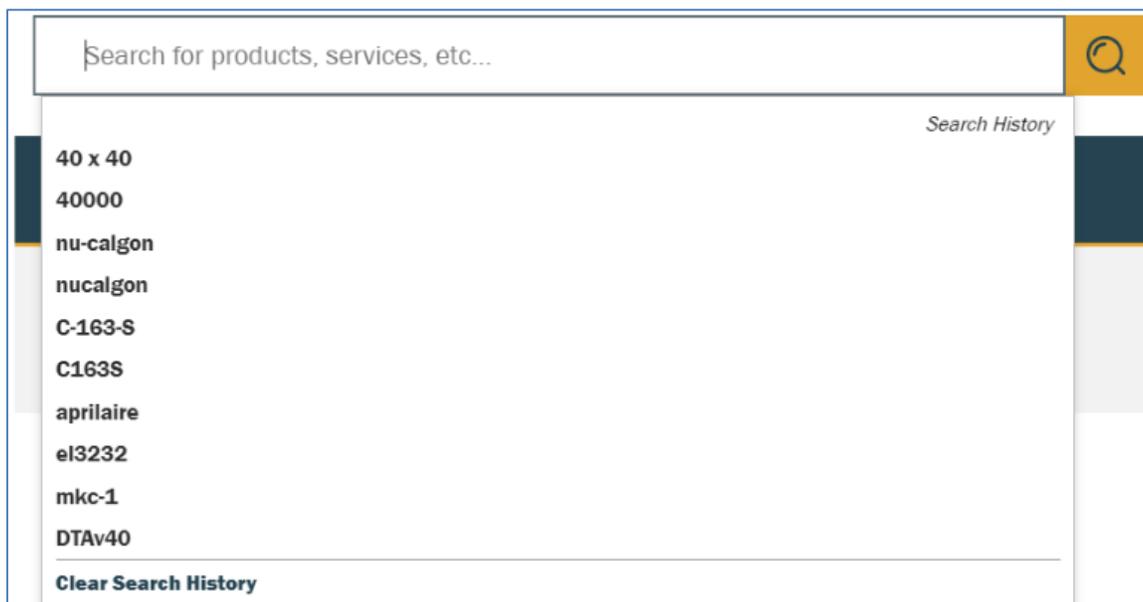
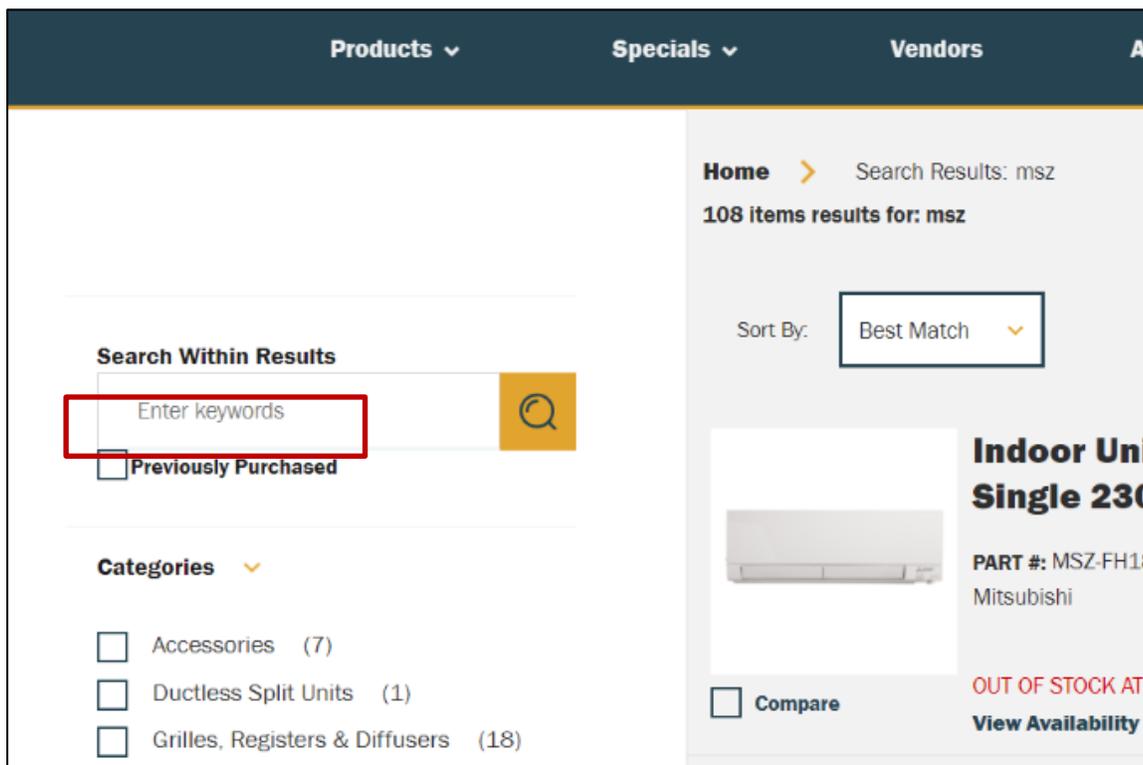- **Simplified Categories**



- **Type Ahead Search** – begin typing – the more you type, the more the results are refined.
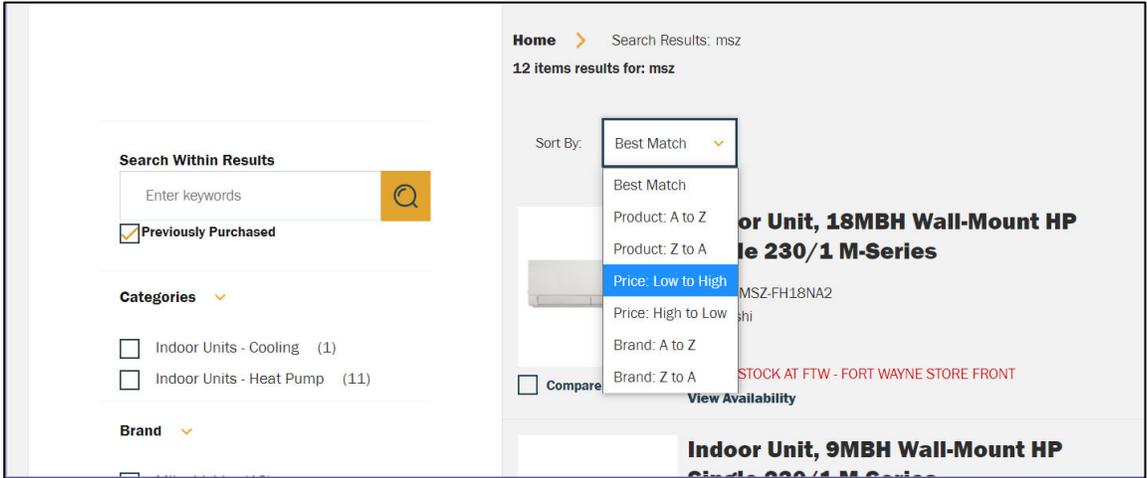
- **Last 10 searches** in history – easily pick up where you left off



- Search Within Results – **Previously Purchased Checkbox** – what you have purchased in the past year – significantly reduce the number of items returned
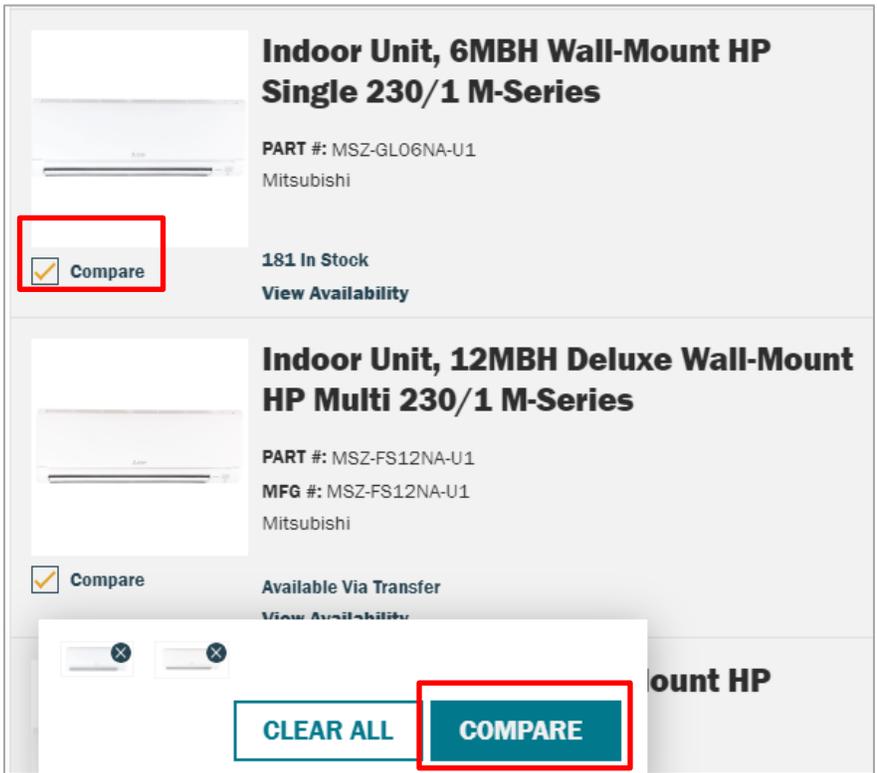
- **Sort By** feature for less than 25 results



- **Want the Search Results page to load faster?** Change the Per Page amount to 8.



- **Compare Items** – view the specifications for up to 6 items, side by side

# PURCHASE RECOMMENDATIONS

These "widgets" are located at the bottom of some of your product and cart pages.

- **Frequently Purchased** - Displays a list of frequently purchased products that can be quickly added to cart. Products only display if they have been purchased more than twice in the past 3 months and up to 5 products will display in order of the number of times they have been purchased.
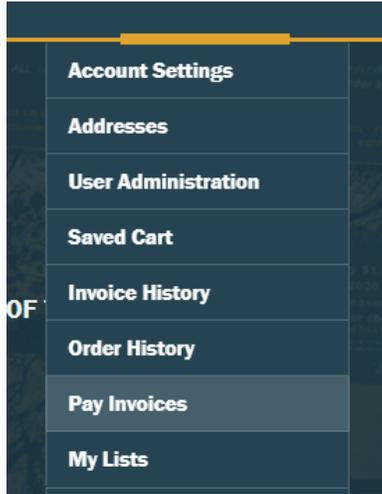- **Recently Purchased** - Displays up to 5 of the user's most recently purchased items, based on quantity ordered.



# ACCESSORIES

Recommended accessories are located on the product detail page beneath the Specifications table.

# MY ACCOUNT



You can access your account information via the "My Account" drop-down menu, or by clicking on "My Account", you will be brought to your Dashboard.

The dashboard houses all your My Account links, provides snapshots of Order History, Invoice History and Lists, along with a Quick Order area.
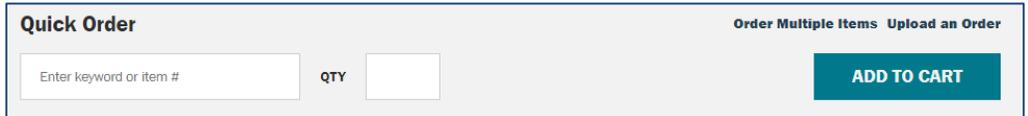


- **Account Settings** – Change your password here, set default Bill to and Ship to addresses

- **Addresses** – Review your Bill to and Ship to addresses

- **User Administration** – Manage users on your account

- **Saved Cart –** add to, or remove items from a Cart

- **Invoice History –** See Account Aging, List of Invoices with Balances

    - Invoices shown for the past 365 days, plus any open invoices older than 365 days, are imported nightly
    - Aging and Total Balance is shown
    - Search – Click on Search Invoices button to search by Invoice #, Order #, PO #, Serial # or by Keyword
    - Export to .CSV, Print, email or add items on an invoice to the cart
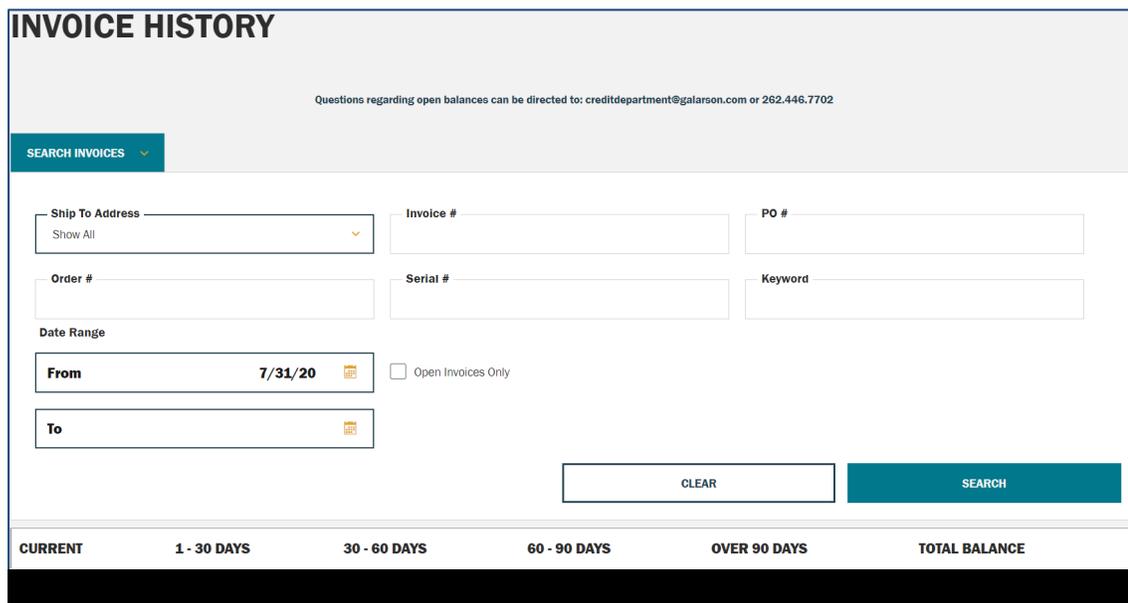
- **Order History** – See List of Orders Open and Complete

    - Search – Click on Search Orders button to search by Invoice #, Order #, PO #, Serial # or by Keyword



    - Click on the Order # to see order details. Backordered items will be noted on item.

    - Click on Re-order to add all items to your Cart

    - Export to .CSV, Print or Email



- **My Lists** – Dealer price books and lists of commonly ordered items, created by the customer.

- **Top 100 Items -** your top 100 items ordered most frequently (not by quantity) in the past year; updated weekly

- **Pay Invoices** – You can pay your invoices online! Click on the "Pay Invoices" button located in the following areas to be brought to the payment portal where your information will populate:

    - My Account drop-down menu
    - Dashboard
    - Invoice History Page