



Website Online User's Guide

The screenshot shows the PACEsupply website homepage. At the top is the PACEsupply CORP. logo. Below it is a navigation menu with links: Home, Shop Online, Company, Products, Green Scene, Locations, Promotions, News, Training, and Contact Us. The main content area is divided into several sections:

- MY ACCOUNT:** Includes fields for Email and Password, buttons for Log In and Register, and a link for forgot password?
- SEARCH PRODUCTS:** A search bar with a Search button.
- WELCOME:** A text block describing the company as an employee-owned plumbing wholesale supply company covering Northern California, committed to competitive pricing and latest technology.
- OUR PRODUCTS:** A vertical list of product categories: HYDRONICS, PLUMBING, SOLAR, WASTE WATER, WATER TREATMENT (highlighted), WATER WELL, WATERWORKS, COMMERCIAL & INDUSTRIAL, and WINERY. To the right of this list is an image of various plumbing and water treatment equipment.
- Apply for Credit! Download our Credit Application now.** A button with a white background and blue text.
- Download a Printable Order Form.** A button with a white background and blue text.

At the bottom left of the page is a link for [Site Map](#).

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ONLINE USER'S GUIDE

Overview

This Guide will help you use the PACE website more effectively. Our website allows you to place orders, view order status and to view your PACE account all with the click of a mouse.

This guide will lead you through the steps necessary to:

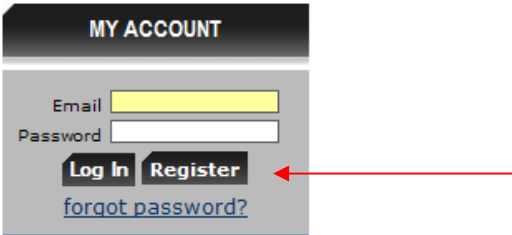
- Register as an authorized user
 - Sign into the Pace website
 - Shop online
 - Create Commercial Bids for small projects.
 - View your account
 - Order history
 - Open invoices
 - Change your password
 - Se up Quicklists
 - Use our Price Books to create easy bid submittals
 - Use the PACE website to
 - View our product lines
 - Conduct product research via links to other sites
 - View information about the key personnel and products offered by our branches
 - Find the address and/or phone number of our branches
 - Check out the current promotions for additional savings
 - View details about upcoming contractor training classes
-

How to register for an online account

Enter the following website address (URL) into your web browser.
<http://www.pacesupply.com>



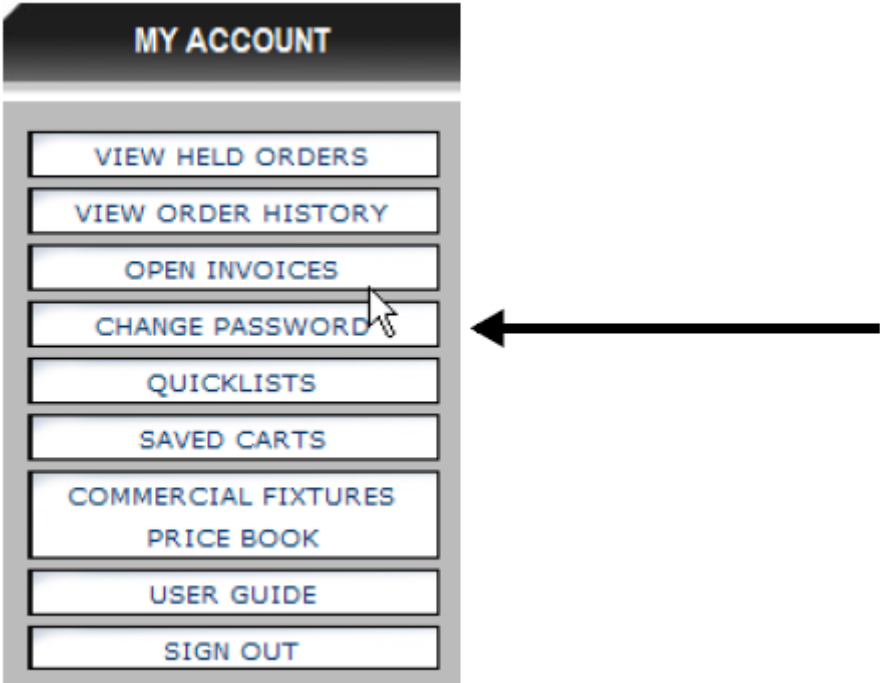
Customers must now create a user profile. Customers will only have to create a profile the first time they visit our site.

Step	Action
1	<p>Click on the <i>Register</i> button</p> 

How to register for an online account (Continued)

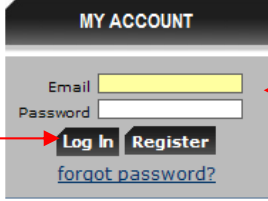

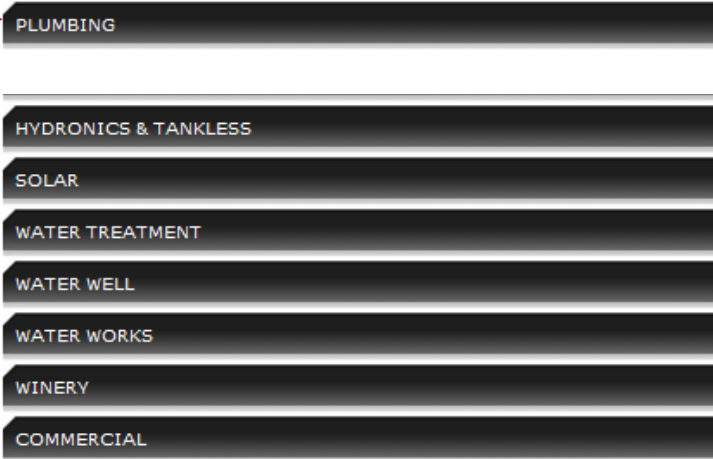
Step	Action
2	<p>Place your pointer on the <i>“I am currently a Pace Supply customer but have not registered to shop online”</i> circle Click to place a dot in the circle Click once on Next to move to the next screen</p> <hr/> <p>CUSTOMER REGISTRATION</p> <hr/> <p style="text-align: center;">Customer Registration</p> <p><input checked="" type="radio"/> I am currently a Pace Supply customer but have not registered to shop online.</p> <p><input type="radio"/> I am a new customer.</p> <p style="text-align: center;">Next</p>
3	<p>Fill in all the fields on the registration form</p> <hr/> <p>CURRENT CUSTOMER REGISTRATION</p> <hr/> <p style="text-align: center;">Registration Form</p> <p>Please complete the form below to continue the registration process. * Denotes required fields</p> <p>GENERAL INFORMATION</p> <p>Customer Number: (If Known) <input type="text"/></p> <p>*First Name: <input type="text"/></p> <p>*Last Name: <input type="text"/></p> <p>*Email Address: <input type="text"/></p> <p>*Email Address (again): <input type="text"/></p> <p>*Company Name: <input type="text"/></p> <p>*Company Phone Number: <input type="text"/></p> <p>BILLING INFORMATION</p> <p>*Billing Address Line 1: <input type="text"/></p> <p>Billing Address Line 2: <input type="text"/></p> <p>*Billing City: <input type="text"/></p> <p>Billing State: <input type="text" value="Alabama"/></p> <p>*Billing Zip Code: <input type="text"/></p> <p>*Billing Contact Name: <input type="text"/></p> <p>Billing Contact Phone: <input type="text"/></p> <p style="text-align: center;">Complete Registration</p>
4	<p>Click on the <i>Complete Registration</i> button Complete Registration</p>

How to register for an online account (Continued)

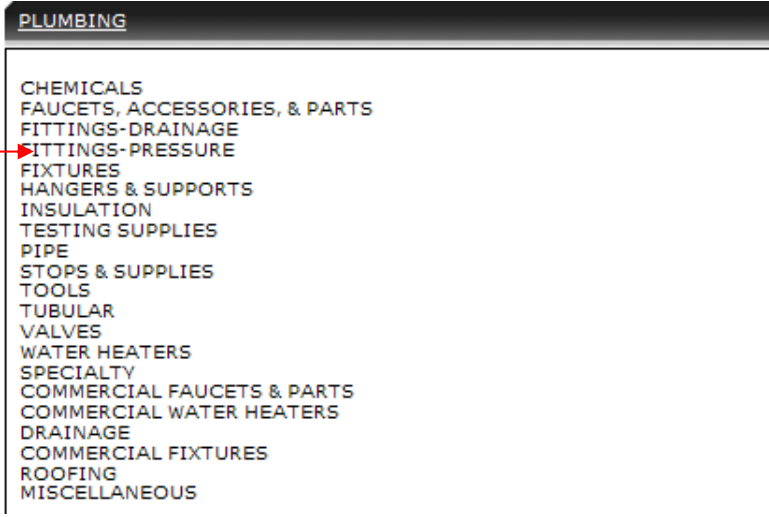
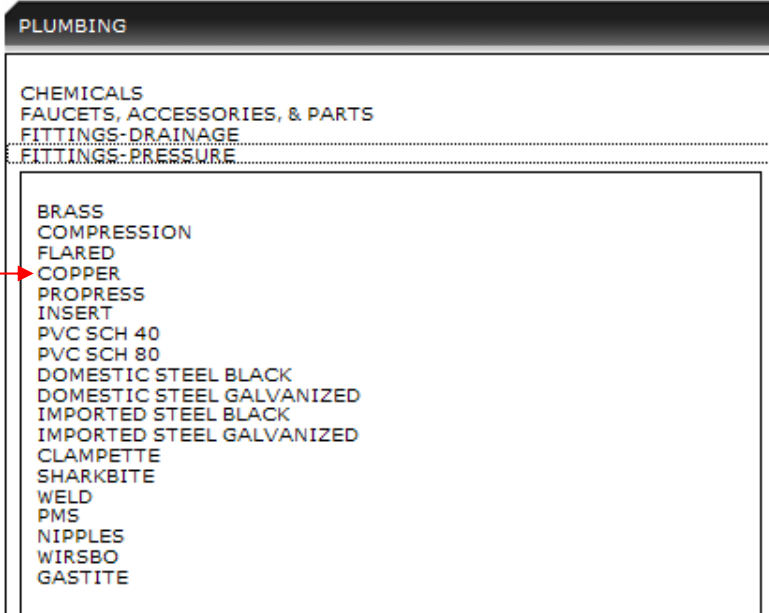
Step	Action
5	<p>You will receive an email confirming your registration and providing you with a user name (your user name is your email) and password</p> <p><i>NOTE: We only confirm authorizations once per day. Please expect a one day turn around</i></p>
6	<p>Please change your password from the password originally used to open your account to a password that will be easy for you to remember.</p> <p>This new password will be required for all future transactions.</p> <div data-bbox="378 661 1252 1339"><p>The screenshot shows a vertical menu titled "MY ACCOUNT" with the following options: VIEW HELD ORDERS, VIEW ORDER HISTORY, OPEN INVOICES, CHANGE PASSWORD, QUICKLISTS, SAVED CARTS, COMMERCIAL FIXTURES, PRICE BOOK, USER GUIDE, and SIGN OUT. A mouse cursor is positioned over the "CHANGE PASSWORD" button, and a black arrow points from the right towards this button.</p></div>

Ordering from our online store

Registered customers can easily place orders at our online store.
Follow these steps to place an order

Step	Action
1	Go to our home page www.pacesupply.com
2	<p>Type your username (email address) and password in the <i>MY ACCOUNT</i> box</p> 
3	Click on the <i>Log In</i> button
4	<p>Click on the Shop Online button</p> 
5	<p>Click on product line to select that category</p> <p>PACE SUPPLY - ONLINE STORE</p> 

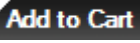
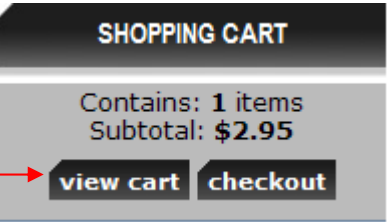
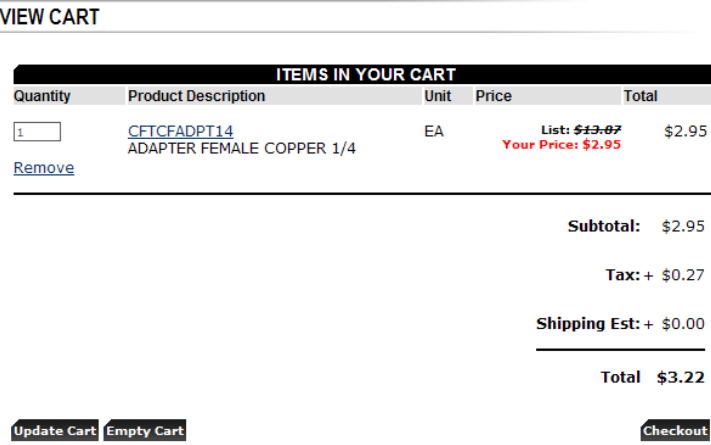
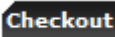

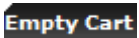
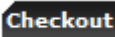

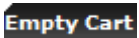
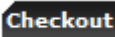

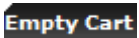
Ordering from our online store (Continued)

Step	Action
6	<p>Click on the product name to select the sub-category for the product type you wish to purchase</p>  <p>The screenshot shows a dark header with the word 'PLUMBING' in white. Below it is a list of sub-categories: CHEMICALS, FAUCETS, ACCESSORIES, & PARTS, FITTINGS-DRAINAGE, FITTINGS-PRESSURE, FIXTURES, HANGERS & SUPPORTS, INSULATION, TESTING SUPPLIES, PIPE, STOPS & SUPPLIES, TOOLS, TUBULAR, VALVES, WATER HEATERS, SPECIALTY, COMMERCIAL FAUCETS & PARTS, COMMERCIAL WATER HEATERS, DRAINAGE, COMMERCIAL FIXTURES, ROOFING, and MISCELLANEOUS. A red arrow points to 'FITTINGS-PRESSURE'.</p>
7	<p>Click on the type of product to select</p>  <p>The screenshot shows a dark header with the word 'PLUMBING' in white. Below it is a list of sub-categories: CHEMICALS, FAUCETS, ACCESSORIES, & PARTS, FITTINGS-DRAINAGE, and FITTINGS-PRESSURE. The 'FITTINGS-PRESSURE' category is expanded, showing a list of product types: BRASS, COMPRESSION, FLARED, COPPER, PROGRESS, INSERT, PVC SCH 40, PVC SCH 80, DOMESTIC STEEL BLACK, DOMESTIC STEEL GALVANIZED, IMPORTED STEEL BLACK, IMPORTED STEEL GALVANIZED, CLAMPETTE, SHARKBITE, WELD, PMS, NIPPLES, WIRSBO, and GASTITE. A red arrow points to 'COPPER'.</p>
8	<p>This will take you to the <i>Browse Product</i> page</p>

Ordering from our online store (Continued)

Step	Action
9	<p>Select the item category</p> <p>BROWSE PRODUCTS</p> <p>LOCATION: PLUMBING > FITTINGS-PRESSURE > COPPER</p> <ul style="list-style-type: none"> ▶ Straight Adapters ▶ Speciality ▶ Unions ▶ Reducing Tees ▶ Straight Tees ▶ Flanges ▶ Reducing 90° Ells ▶ 90° Ells ▶ 45° Ells ▶ Reducing Couplings ▶ Straight Couplings ▶ Bushings ▶ Reducing Adapters ▶ Cross
10	<p>Select the style</p> <p>BROWSE PRODUCTS</p> <p>LOCATION: PLUMBING > FITTINGS-PRESSURE > COPPER > STRAIGHT ADAPTERS</p> <ul style="list-style-type: none"> ▶ C x F ▶ FTG x F ▶ C x M ▶ Ftg x M
11	<p>Search for desired product and type quantity desired in the box</p> <p>BROWSE PRODUCTS</p> <p>LOCATION: PLUMBING > FITTINGS-PRESSURE > COPPER > STRAIGHT ADAPTERS > C X F</p> <p>Displaying items 1 - 11 of 11 products</p> <div style="border: 1px solid black; padding: 5px;"> <p>C X F</p> <p>ADAPTER FEMALE COPPER 1/4 (More Info) List: <input type="text" value="1"/> Type quantity here Your Price: <input type="button" value="Add to Cart"/> <input type="button" value="Quicklist"/></p> <hr/> <p>ADAPTER FEMALE DROP EAR 1/2 (More Info) List: <input type="text" value="1"/> Your Price: <input type="button" value="Add to Cart"/> <input type="button" value="Quicklist"/></p> </div>

Ordering from our online store (Continued)

Step	Action								
12	Click <i>Add to Cart</i> button 								
13	Repeat Steps 5-12 until you have completed shopping								
14	Click <i>View Cart</i> button to check order 								
15	Double check items in your cart 								
16	Complete or change your order <table border="1" data-bbox="349 1375 1445 1785"> <thead> <tr> <th>If you are...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>Satisfied with the contents of your cart</td> <td>Click the <i>Checkout</i> button to complete your order </td> </tr> <tr> <td>Not Satisfied and wish to change items</td> <td>Click the <i>Update Cart</i> button to delete or add items </td> </tr> <tr> <td>Not satisfied and wish to cancel</td> <td>Click the <i>Empty Cart</i> button to delete entire order </td> </tr> </tbody> </table>	If you are...	Then...	Satisfied with the contents of your cart	Click the <i>Checkout</i> button to complete your order 	Not Satisfied and wish to change items	Click the <i>Update Cart</i> button to delete or add items 	Not satisfied and wish to cancel	Click the <i>Empty Cart</i> button to delete entire order 
If you are...	Then...								
Satisfied with the contents of your cart	Click the <i>Checkout</i> button to complete your order 								
Not Satisfied and wish to change items	Click the <i>Update Cart</i> button to delete or add items 								
Not satisfied and wish to cancel	Click the <i>Empty Cart</i> button to delete entire order 								

Ordering from our online store (Continued)

Step	Action
17	<p>Complete the Checkout Screen:</p> <p>Verify address or update a new address</p> <p>a) Select shipping method from dropdown list</p> <p>b) Type any special instructions</p> <p>c) Type header information</p> <p>d) Click the <i>Next</i> button</p> <hr/> <p>CHECKOUT</p> <p>Shipping Details</p> <p>Please complete the form below to complete your order. You will need to choose a shipping address, shipping method, shipping branch, purchase order number (if applicable), and a shipping method.</p> <div style="border: 1px solid black; padding: 10px;"> <p style="background-color: black; color: white; text-align: center; padding: 5px;">PLEASE SELECT A SHIPPING ADDRESS.</p> <p>3033 DUTTON AVE ⊗ SANTA ROSA, CA 95407</p> <p style="text-align: right; background-color: black; color: white; padding: 5px;">Add a shipping address</p> <p>(a) → SHIPPING METHOD & BRANCH</p> <p>Shipping Method: <input type="text" value="Please select your shipping method. ▾"/></p> <p>(b) → SPECIAL INSTRUCTIONS</p> <p>Special Instructions: <input type="text"/> <input type="text"/></p> <p>(c) → HEADER INFORMATION</p> <p>P/O Number (if Applicable): <input type="text"/> Job / Ref Number: <input type="text"/> Required Date: (mm/dd/yyyy) <input type="text"/></p> <p style="text-align: right;">(d) → Next >></p> </div>

Ordering from our online store (Continued)

Step	Action										
18	<p>Click the <i>Next</i> button to submit your order.</p> <hr/> <p>CHECKOUT</p> <p>Shipping Details > Payment Information The following is a summary of your order, including applicable shipping charges and your order total. If you are satisfied with your order, you may choose from one of the options below to complete the ordering process.</p> <p>Shipping Address: 3033 DUTTON AVE SANTA ROSA, CA 95407</p> <p>P/O Number: 2-0</p> <p>Job Number:</p> <p>Required Date:</p> <p>ITEMS IN YOUR CART</p> <table border="1"> <thead> <tr> <th>Quantity</th> <th>Product Description</th> <th>Unit</th> <th>Price</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>CFTCFADPT14 ADAPTER FEMALE COPPER 1/4</td> <td>EA</td> <td>List: \$7.00 Your Price: \$2.47</td> <td>\$2.47</td> </tr> </tbody> </table> <p style="text-align: right;"> Subtotal: \$2.47 Tax: + \$0.20 Shipping Est: + \$0.00 <hr/> Total \$2.67 </p> <p>Note: Actual shipping charges will be added to this order when it is shipped.</p> <p>Administrative Login: <input type="text"/> <input type="button" value="Log In"/></p> <p>PAYMENT OPTIONS:</p> <p><input checked="" type="radio"/> Submit Order</p> <p style="text-align: center;"><input type="button" value="Next >>"/></p> <p>NOTE: You will receive an email with an order number. An email will also be sent to the branch were you usually shop. They will complete your order and call you with any questions.</p>	Quantity	Product Description	Unit	Price	Total	1	CFTCFADPT14 ADAPTER FEMALE COPPER 1/4	EA	List: \$7.00 Your Price: \$2.47	\$2.47
Quantity	Product Description	Unit	Price	Total							
1	CFTCFADPT14 ADAPTER FEMALE COPPER 1/4	EA	List: \$7.00 Your Price: \$2.47	\$2.47							

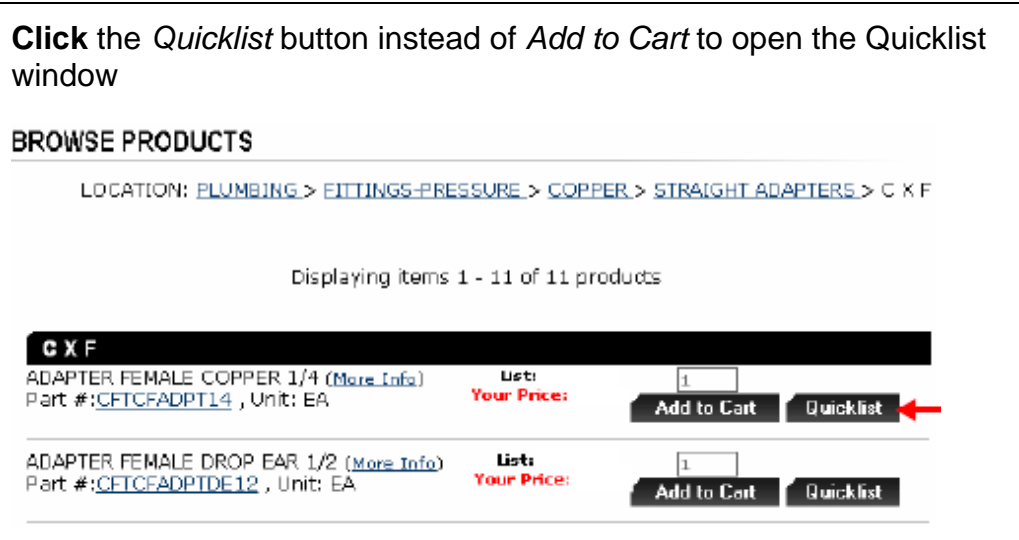
Make sure this is checked

Creating a Quick List


You can create a quick list for products that are purchased most often. This feature enables you to place an order with just a few clicks of your mouse.

Follow these steps to create a quick list for quick shopping

Steps 1 through 11 in previous section

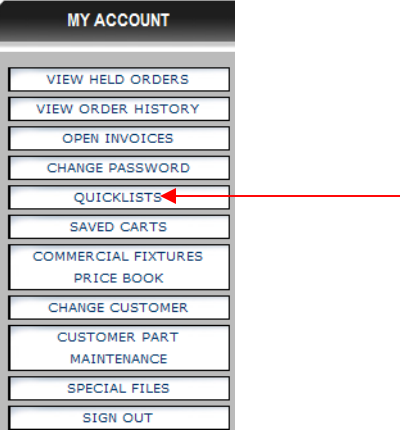
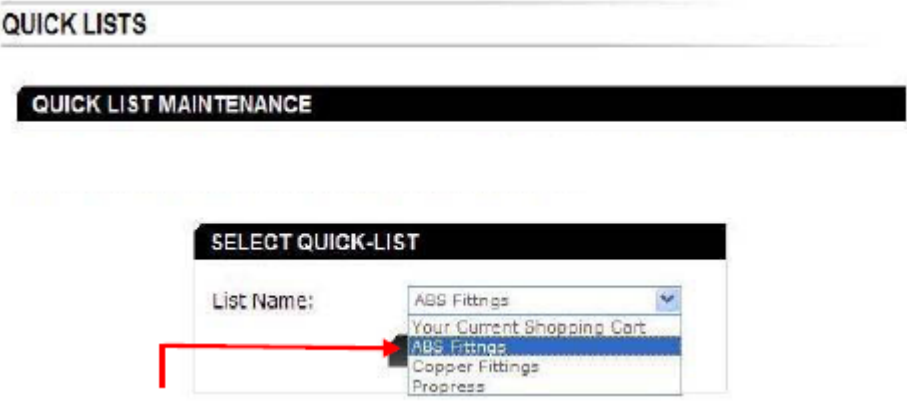

Step	Action
1	Log in to the Pace Supply website
2	Click on <i>Shop Online</i> to open that function
3	Click on the desired product category
4	Click on the desired product sub-category
5	Click on the desired product type
6	Browse the list of products
7	Click to select the desired item category
8	Select the type of product
9	<p>Click the <i>Quicklist</i> button instead of <i>Add to Cart</i> to open the Quicklist window</p>  <p>BROWSE PRODUCTS</p> <p>LOCATION: PLUMBING > FITTINGS-PRESSURE > COPPER > STRAIGHT ADAPTERS > C X F</p> <p>Displaying items 1 - 11 of 11 products</p> <p>C X F</p> <p>ADAPTER FEMALE COPPER 1/4 (More Info) List: <input type="text" value="1"/> Part #: CFTCFADPT14 , Unit: EA Your Price: Add to Cart Quicklist ←</p> <p>ADAPTER FEMALE DROP EAR 1/2 (More Info) List: <input type="text" value="1"/> Part #: CFTCFADPTDE12 , Unit: EA Your Price: Add to Cart Quicklist</p>

Creating a Quicklist (Continued)

Step	Action
10	<p>Type the name you will use for this <i>Quicklist</i></p> 
11	<p>Click the <i>Create and Save</i> button. The item you selected in automatically part of this list.</p> <p><i>NOTE: You can add items you purchase frequently to one of your Quicklist as you order</i></p>

Adding to and Maintaining your Quicklists

Add to and Maintain your Quicklists Follows these steps to update and maintain your Quicklists

Step	Action
1	Log in to the PACE Supply website
2	Select <i>Quicklist</i> under MY Account 
3	Click on the name of the desired <i>Quicklist</i> to select that list and view a listing of the items currently in it. 
4	View the list 

Adding to and Maintaining Quicklists (Continued)

Step	Action								
5	Determine what you want to do with the item you select								
	<table border="1"> <thead> <tr> <th>If you want to...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>Add to shopping cart</td> <td>Click the <i>Add to Cart</i> button</td> </tr> <tr> <td>Add the item to another Quicklist</td> <td>Click the <i>Quicklist</i> button*</td> </tr> <tr> <td>Remove this item from you Quicklist</td> <td>Click the <i>Remove</i> button</td> </tr> </tbody> </table>	If you want to...	Then...	Add to shopping cart	Click the <i>Add to Cart</i> button	Add the item to another Quicklist	Click the <i>Quicklist</i> button*	Remove this item from you Quicklist	Click the <i>Remove</i> button
	If you want to...	Then...							
	Add to shopping cart	Click the <i>Add to Cart</i> button							
Add the item to another Quicklist	Click the <i>Quicklist</i> button*								
Remove this item from you Quicklist	Click the <i>Remove</i> button								
Helpful Hint: You may wish to include the same item in several Quicklists to enable faster shopping use the Quicklist button									

Using the Quick Add Function

You can add an item to your selected Quicklist if you know the PACE part number. You can add an entire Quicklist to an order with just one click

Follow these instructions

QUICK ADD

Part Number:

Qty:

Add ← If you know the Pace Part number you can add it to your selected quicklist by entering the part number and clicking on the Add button.

Remove List

Add List to Cart ← You can also add your selected quicklist to your shopping cart by clicking on the Add List to Cart button.