



Web Order Entry – Frequently Asked Questions

How late in the day can I place an order through Web Order Entry and still get it the next day?

In-stock items ordered through Web Order Entry by 5 PM EST are delivered the next business day.

When placing an order, do I need to change the order status?

Yes. If you are placing an order, make sure that the **Order Status** drop-down on the Shipping Information Page is “**Call When Complete.**” Additionally, put a Purchase Order number in the **Purchase Order #** text box at the top right side of the page. This will ensure that your order is processed and billed correctly for your account.

By placing an order in this manner, available inventory is immediately committed to your order.

Can I place an order through Web Order Entry and have it shipped to a job site?

Yes, as long as the job site is within our geographic footprint.

To have the order sent to a job site:

1. Enter the job site address as the Ship-To address on the Shipping Information Page when you check out. Then,
2. Type the job site contact name and phone number in the **Additional Shipping Instructions** field.

Please note, if you have a specific, required delivery date/time, please place your order by calling customer service at 800-228-4822 instead of placing the order online to ensure that we accurately receive and understand your instructions.

Can I place an order through Web Order Entry and have it held for future shipment?

Yes. To hold an order for future shipment, type “Tag & Hold” or “Will Call to Release” in the **Additional Shipping Instructions** field.

Can I place an order to be delivered on a specific date?

Yes, for in-stock items you can request a specific delivery date. To request a specific delivery date, type “Ship on {DATE}” in the **Additional Shipping Instructions** field, where {DATE} is your ship date (ie “Ship on 10/1/2012”).

Do I always have to complete the Additional Shipping Instructions for my order?

No. If your order items are in-stock, they will be delivered to your ship-to address the next business day. If you need a different ship-to location or date, use the **Additional Shipping Instructions** to send those instructions to us with your order.

Why do I have to call for pricing and availability for some products?

Products without listed prices are either special order (non-stock) items or are in-stock items that may be on back order. Calling us at 800-228-4822 is the easiest way to determine the price and availability of these items.

I forgot my password. How do I log in to the site?

On the Web Order Entry home page, click the **Forgot your username or password? Click here.** link below the password text box. You will be asked to provide some verification information. If it matches the information that we have on file, you will receive an email with your username and password information.

To ask a question that you don't see here, email onlineordering@hvacdist.com.