



Customer Information Center User Instructions

Table of Contents

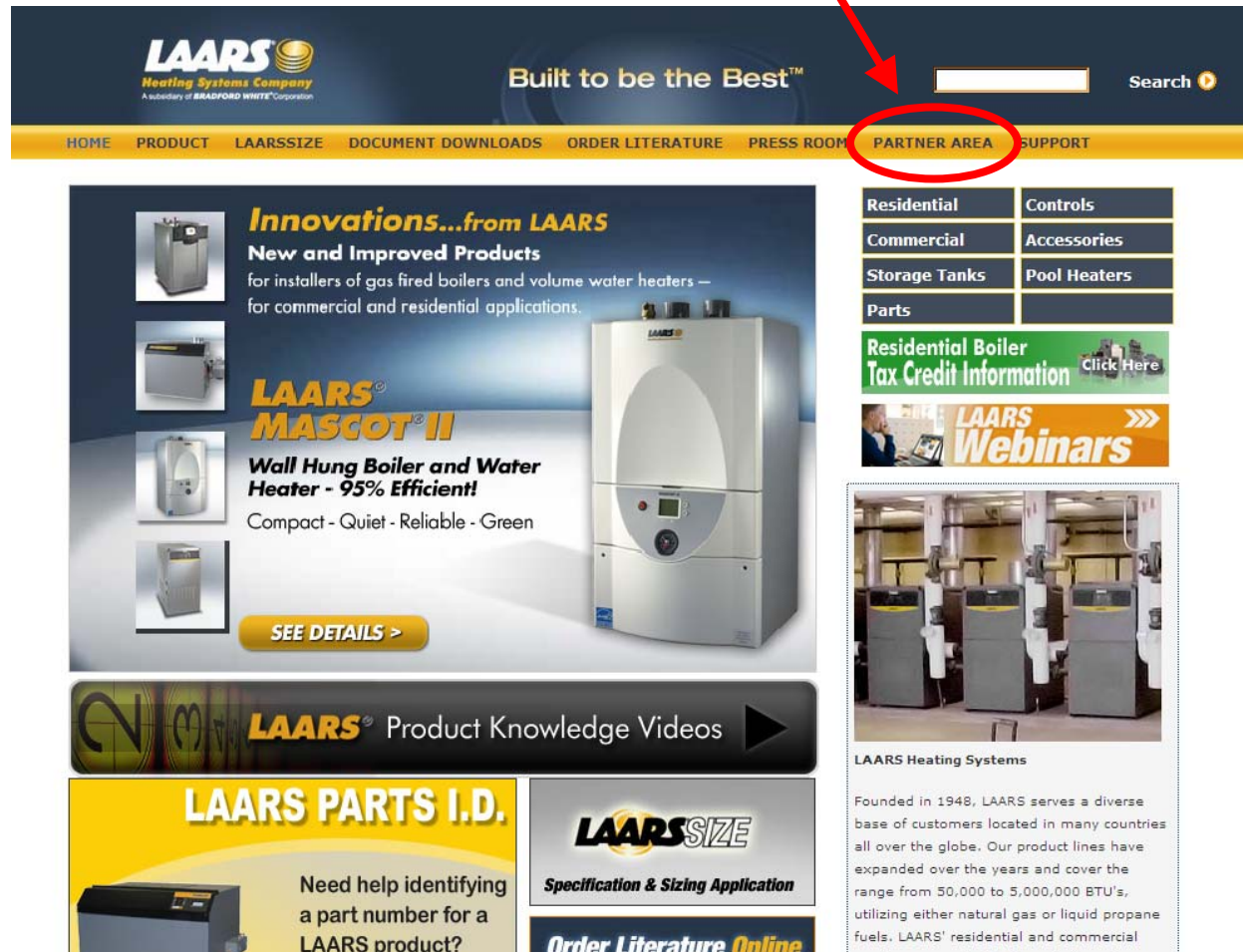
Subject	Page Number
Contact Information	1
Login	2
Homepage	7
My Orders	8
My RMAs	16
My Account Summary	22
My Customers	28

To access the Customer Information Center, you must be registered with the Partner area and the Customer Information Center. If you do not have a username and password, see the instructions on how to register.

If you have questions about registering for the Partner Area, contact:
Chuck O'Donnell at 603-335-6300 x590.

With questions about registering for the Customer Information Center, contact:
In the U.S. call Joan Mishou at 603-335-6300 x558 or Jmishou@Laars.com
In Canada call Carol Myers at 905-238-0100 x4257 or Cmyers@Laars.com
In countries other than U.S. and Canada call Joan Mishou at 603-335-6300 x558 or Jmishou@Laars.com

The Customer Information Center is available through the Partner Area on www.Laars.com. Click on "Partner Area".



The screenshot shows the LAARS Heating Systems Company website. The header features the LAARS logo, the tagline "Built to be the Best™", a search bar, and a navigation menu. The "PARTNER AREA" link is circled in red, with a red arrow pointing to it from the text above. Below the navigation bar, there are several promotional banners and product information sections.

LAARS Heating Systems Company
A subsidiary of BRADFORD WHITE Corporation

Built to be the Best™

HOME PRODUCT LAARSSIZE DOCUMENT DOWNLOADS ORDER LITERATURE PRESS ROOM **PARTNER AREA** SUPPORT

Innovations...from LAARS
New and Improved Products
for installers of gas fired boilers and volume water heaters —
for commercial and residential applications.

LAARS MASCOT® II
Wall Hung Boiler and Water Heater - 95% Efficient!
Compact - Quiet - Reliable - Green

[SEE DETAILS >](#)

LAARS® Product Knowledge Videos

LAARS PARTS I.D.
Need help identifying a part number for a LAARS product?

LAARSIZE
Specification & Sizing Application
[Order Literature Online](#)

Residential
Commercial
Storage Tanks
Parts

Controls
Accessories
Pool Heaters

Residential Boiler Tax Credit Information [Click Here](#)

LAARS Webinars

LAARS Heating Systems
Founded in 1948, LAARS serves a diverse base of customers located in many countries all over the globe. Our product lines have expanded over the years and cover the range from 50,000 to 5,000,000 BTU's, utilizing either natural gas or liquid propane fuels. LAARS' residential and commercial

There are three links listed under the Customer Information Center in the Partner Area, for U.S., Canada and Other Areas. There are two links for each portal. The first link is the login link. The second is the registration link. Click on the link for the area that you want to enter.

The screenshot shows the LAARS Heating Systems Company website. The header features the LAARS logo and the tagline "Built to be the Best™". Below the header is a navigation bar with links: HOME, PRODUCT, LAARSSIZE, DOCUMENT DOWNLOADS, ORDER LITERATURE, and PRESS ROOM. The main content area is titled "Partner Area" and contains links for "Bulletins" and "Warranty Claims". The "Customer Information Center" section is highlighted with red arrows pointing to the following links: "U.S. Login", "U.S. Registration", "Canadian Login", "Canadian Registration", "Other Areas Login", and "Other Areas Registration". The "US Portal" section includes a link for "First time registration". The "Instructions" section includes links for "How to Register" and "How to Use Portal". The "Logout of Partner Area" link is located at the bottom of the section.

LAARS
Heating Systems Company
A subsidiary of BRADFORD WHITE Corporation

Built to be the Best™

HOME PRODUCT LAARSSIZE DOCUMENT DOWNLOADS ORDER LITERATURE PRESS ROOM

Partner Area

[Bulletins](#)
[Warranty Claims](#)

[Customer Information Center](#)

- [U.S. Login](#)
- [U.S. Registration](#)
- [Canadian Login](#)
- [Canadian Registration](#)
- [Other Areas Login](#)
- [Other Areas Registration](#)

[US Portal](#)
- [First time registration](#)

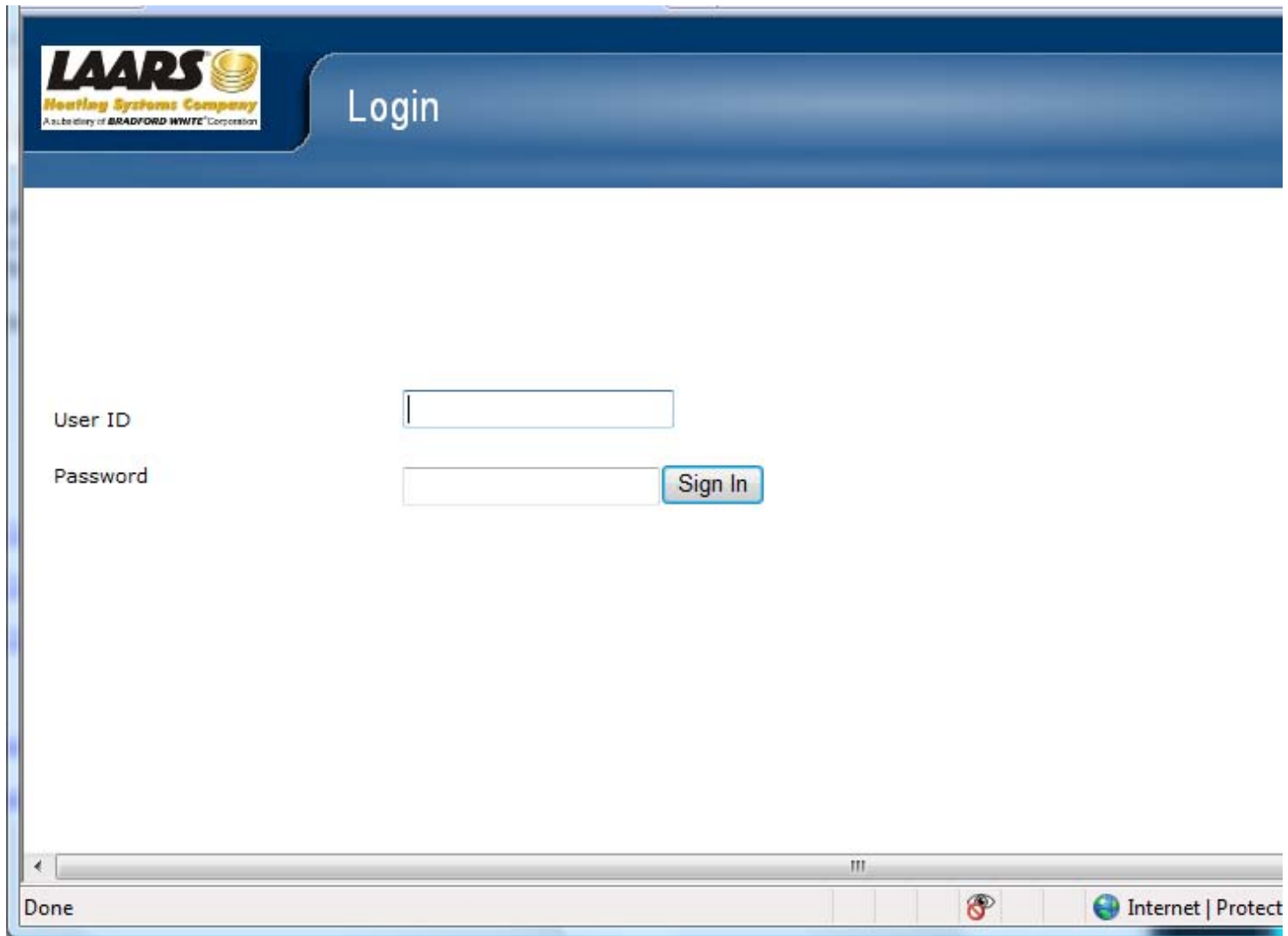
[Canadian Portal](#)
- [First time registration](#)

[Other World Areas Portal](#)
- [First time registration](#)

[Instructions](#)
- [How to Register](#)
- [How to Use Portal](#)

[Logout of Partner Area](#)

The first screen that will be displayed is the login screen, shown below:



The image shows a web browser window displaying the LAARS Heating Systems Company login page. The page has a dark blue header with the LAARS logo on the left and the word "Login" in white on the right. The logo includes the text "LAARS Heating Systems Company" and "A subsidiary of BRADFORD WHITE Corporation". Below the header, the main content area is white and contains two input fields: "User ID" and "Password". To the right of the "Password" field is a blue "Sign In" button. The browser's address bar is empty, and the status bar at the bottom shows "Done" and "Internet | Protect".

LAARS Heating Systems Company
A subsidiary of BRADFORD WHITE Corporation

Login

User ID

Password

Done Internet | Protect

Enter your username and password and click the "Sign In" button.

When you log in the first time you will be asked to change your password. The new password must have a combination of letters and numbers, must be at least 8 characters long, and must contain at least one special character: ! @ # \$ % ^ / (Please note that the character * should not be used.)

We strongly suggest that you enter a password hint question and response. This will help to recover your password if it is lost or forgotten.



Password

To Make Any Changes, Please Enter Your Current Password .

Current Password: *

New password must be between 8 and 20 characters in length consisting of numbers and letters: !@#\$%^&*/

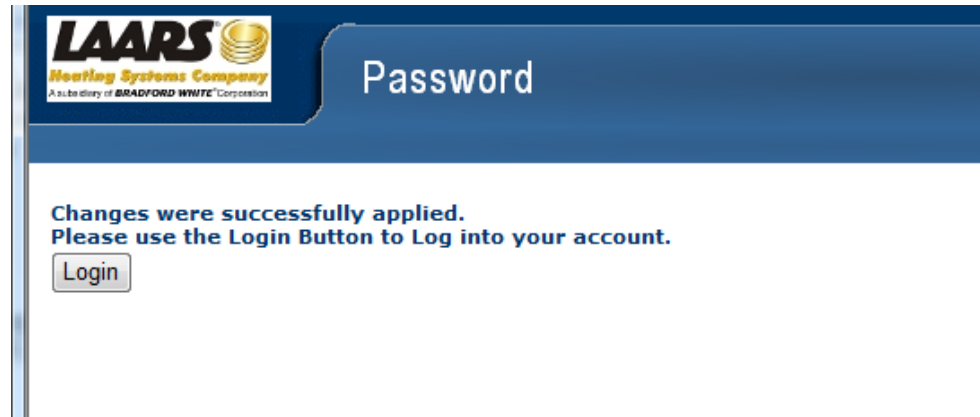
New Password: *

Confirm New Password: *

Password Hint Question:

Password Hint Response:

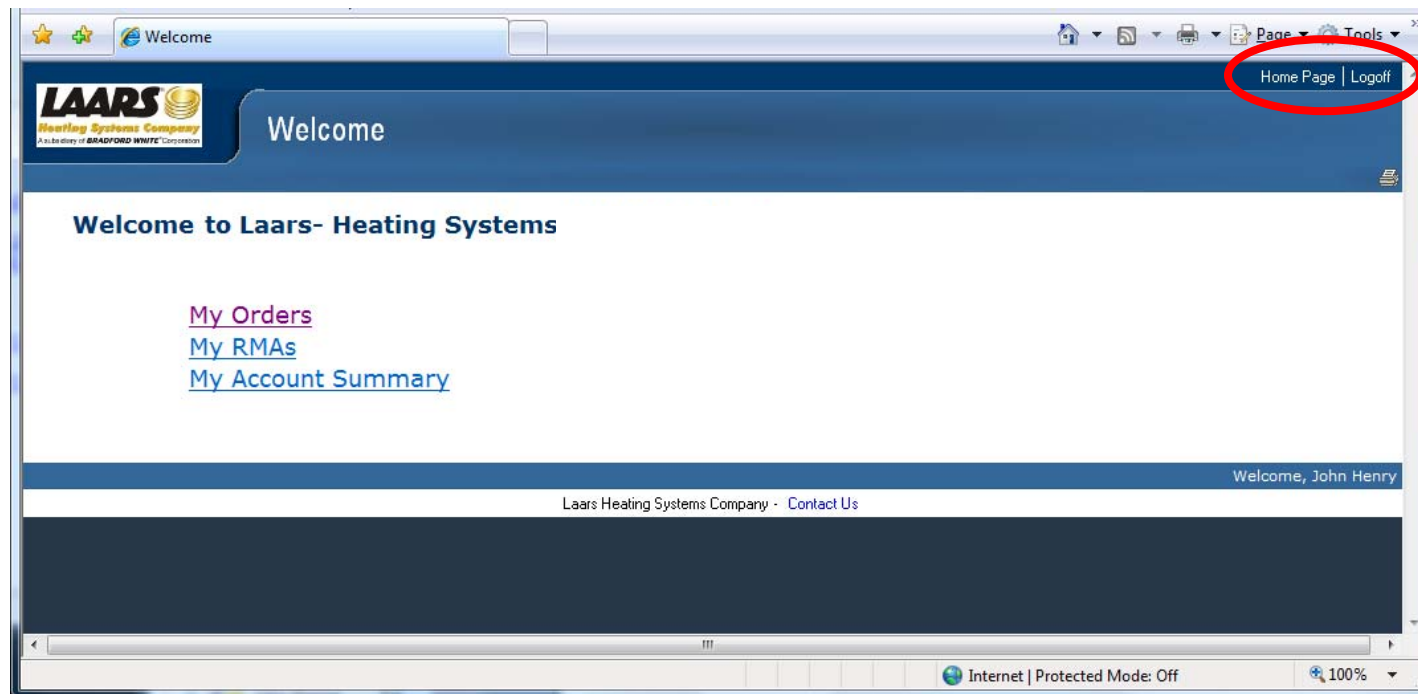
Once you've entered your new password, the following screen will be displayed and you can click the "Login" button to proceed to the Information Center.



The first display will be the Welcome screen, which is your home page for the Information Center.

Your home screen will display what you have access to. In this example, the customer has been granted access to Orders, RMAs (Returned Material Authorizations) and Account Summary for his company. Reps who have requested access to their customers, as well as their own company's information will have an additional link called "My Customers".

In the upper right corner of each page, you will find "HomePage" and "Logoff". You may return to your home screen (this welcome page) at any time by clicking on "HomePage" and you may logoff at any time by clicking "Logoff."



Important note: There is a time limit for inactivity on the Information Center. If you are idle for 10 minutes, you will be automatically logged out.


The next several pages will walk you through what you can access through My Orders, My RMAs, My Account Summary, and My Customers.

Using “My Orders”

By clicking on “My Orders”, the Sales Order Search screen will be displayed, shown on the next page. There are four ways to find a Sales Order, also shown on the next page:

- Enter the Laars Sales Order Number and click the Go button. You do not need to fill in any other information if you have the sales order.
- Enter your Purchase Order number and click the Search button. You must include all zeros that were on your P.O., and leave out all dashes and spaces. In the U.S., you must enter using all capital letters.
- Enter a date range (within the last six months) and click the Search button.
- Click on the search button without entering any other information to access all Sales Orders for the last six months.

Using “My Orders”

**LAARS**
Hunting Systems Company
A subsidiary of BRADFORD WHITE Corporation

Sales Order Search

Enter the Sales Order number and click GO.
OR
You may search by using the "Search By" Drop Down Box.

Enter Laars Sales Order Number here and click the Go button. If you know the Sales Order Number, you do not need to fill in any other information.

Sales Order Nbr

Note: Customer Purchase Orders are entered without any dashes or spaces, with all zeros shown on the PO and in all capital letters.

Search By

Customer PO Number

Sales Order Status


☐ Open


☐ Closed

☒ Both

Enter your Purchase Order Number here and click the Search button below – Enter without dashes or spaces, and use all zeros shown on your PO. In the U.S., enter with all capital letters.

Note: Only The Prior 6 Months Of Sales Order Information Is Available On Line.

Start Date 

End Date 

Find all orders within a date range by entering the Start and End Dates, and then clicking the Search button.

Clicking the search button without entering any other data will bring up all Sales Orders entered in the last six months.

Using “My Orders”

Using the Search Button without entering any data will display all Sales Orders entered in the last six months. You can click on the Laars Order Number if you see the one you want. This list can be sorted using the column headers, shown in blue above each column (by Customer P.O., Laars Order, Sales Order Date, Bill-to Name, Ship-to Name, Status (open or closed order), Currency Order Total, Order Currency). Just click on the column header by which you'd like to sort.

LAARS
Heating Systems Company
A subsidiary of BRADFORD WHITE Corporation

Home Page | Logoff

Sales Order Search Results

Page 1 of 2

Select	Customer PO Nbr	Laars Order Number	Sales Order Date	Bill To Name	Ship To Name	Status Desc	Currency Order Total	Order Currency
<input type="checkbox"/>	serial	768334	09/14/2010	John Henry Plumbing	John Henry Plumbing	Closed	30,526.00	US
<input type="checkbox"/>	TAG	768311	06/14/2010	John Henry Plumbing	John Henry Plumbing	Closed	389.74	US
<input type="checkbox"/>	TAG	768312	06/14/2010	John Henry Plumbing	John Henry Plumbing	Closed	389.74	US
<input type="checkbox"/>	TAG	768313	06/14/2010	John Henry Plumbing	John Henry Plumbing	Closed	779.48	US
<input type="checkbox"/>	REPLACE	768307	05/11/2010	John Henry Plumbing	RainMaker Plumbing	Closed	25.00	US
<input type="checkbox"/>	TAZ	768308	05/11/2010	John Henry Plumbing	RainMaker Plumbing	Closed	1,730.64	US
<input type="checkbox"/>	TAZZ	768309	05/11/2010	John Henry Plumbing	RainMaker Plumbing	Closed	1,712.46	US
<input type="checkbox"/>	INVOICING	768310	05/11/2010	John Henry Plumbing	RainMaker Plumbing	Closed	586.00	US
<input type="checkbox"/>	GETIT	768295	04/30/2010	John Henry Plumbing	John Henry Plumbing	Closed	13,062.00	US
<input type="checkbox"/>	DOIT	768296	04/30/2010	John Henry Plumbing	John Henry Plumbing	Closed	12,952.79	US

2

Select Page Unselect Page Next Page Filter

Ok

Multiple orders can be selected by clicking the boxes under the “Selected” column. When you click more than one order, and then click the “Ok” button, the first order will be displayed and there will be an arrow to click to the next one. You can then click between several orders without having to move back to this page to re-select.

Using “My Orders”

Another way to find what you’re looking for is to filter the list.

LAARS
Heating Systems Company
A Division of BAYBROOK WHITE Corporation

Home Page | Logout

Sales Order Search Results

Page 1 of 2

Selected	Customer PO Nbr	Laars Order Number	Sales Order Date	Bill To Name	Ship To Name	Status Desc	Currency Order Total	Order Currency
<input type="checkbox"/>	serial	768334	09/14/2010	John Henry Plumbing	John Henry Plumbing	Closed	30,526.00	US
<input type="checkbox"/>	TAG	768311	06/14/2010	John Henry Plumbing	John Henry Plumbing	Closed	389.74	US
<input type="checkbox"/>	TAG	768312	06/14/2010	John Henry Plumbing	John Henry Plumbing	Closed	389.74	US
<input type="checkbox"/>	TAG	768313	06/14/2010	John Henry Plumbing	John Henry Plumbing	Closed	779.48	US
<input type="checkbox"/>	REPLACE	768307	05/11/2010	John Henry Plumbing	RainMaker Plumbing	Closed	25.00	US
<input type="checkbox"/>	TAZ	768308	05/11/2010	John Henry Plumbing	RainMaker Plumbing	Closed	1,730.64	US
<input type="checkbox"/>	TAZZ	768309	05/11/2010	John Henry Plumbing	RainMaker Plumbing	Closed	1,712.46	US
<input type="checkbox"/>	INVOICING	768310	05/11/2010	John Henry Plumbing	RainMaker Plumbing	Closed	586.00	US
<input type="checkbox"/>	GETIT	768295	04/30/2010	John Henry Plumbing	John Henry Plumbing	Closed	13,062.00	US
<input type="checkbox"/>	DOIT	768296	04/30/2010	John Henry Plumbing	John Henry Plumbing	Closed	12,952.79	US

2
Select Page Unselect Page
Ok

Next Page **Filter**

Filter Options

Cust Po Nbr Equal

Apply Filter

Undo Filter

... matches any characters and is case sensitive.

Welcome, John Henry

Laars Heating Systems Company - Contact Us

SearchDisplay.aspx?CacheID=pwmomlzxwy2j0w35hjgfs45_ct103

Internet | Protected Mode: Off 100%

Click the Filter button at the bottom of the page, and the filter parameters will be displayed. By using the drop down box under filter options, you can filter the list using the parameters in the column headers.

Use the second drop down box to indicate if you want to filter with equal, greater than, less than, greater or equal, less than or equal, or not equal functions.

When all of the information for the filter is entered, click the “Apply Filter” button. You can undo your filter by clicking the “Undo Filter” button.

Using "My Orders"

Once you choose a Sales Order Number, either by entering it, or choosing it from a search list, the order information will be displayed as shown below:

LAARS
Heating Systems Company
A subsidiary of BRADFORD WHITE Corporation

Home Page | Logoff

Sales Order Information

Sales Order Nbr: [Search](#) [Previous Search Results](#)

Sales Order Nbr: 768296
Customer: John Henry Plumbing
Sold to Customer:
Order Amount: 12,952.79
Order Type: STD STANDARD SALES ORDER

Order Date: 04/30/2010
Customer Order: DOIT
Order Status: Closed
Delivery Date: 05/05/2010

Bill To
John Henry Plumbing
One Penn Ave
Anywhere, NH
03867
158 U.S.A.

Ship To
Ship to Customer: 24431
John Henry Plumbing
One Penn Ave
Anywhere, NH
03867
158 U.S.A.

Order Lines

	Line Number	Item Number	Total Quantity	Qty Shipped	Balance Quantity	UM	Extended Price
+	1	PNCH1000NACN2CXN 02 PENNANT 1000 STD,NAT,HYD	1	1		EA	12703.00
+	2	R0021300 02 TRANSFORMER,40VA,115V/24V	2	2		EA	59.12
	3	R2004500 02 AIR FILTER	2	2		EA	188.06
	4	30-192 02 IGNITER GASKET	3	3		EA	2.61

Shipments

	Shipment Number	Status	Shipment Date	Ship Line Total	Total Extra Charges	Invoice Number
+	1	Invoiced	04/30/2010	12952.79	1,623.00	L89988

Invoice Number: L89988
Invoice Dates: 04/30/2010
Invoice Totals: \$ 14,575.79
Invoice Total Paid: \$ 0.00
Invoice Balances: \$ 14,575.79


Welcome, John Henry

Laars Heating Systems Company - [Contact Us](#)

And remember, at any time, you can click HomePage at the top right to return to begin a new search.

Using “My Orders”

The top of the display lists the order number, order date, customer, customer P.O., order amount, order status (open has yet to ship, and closed is shipped), and the delivery date. For open orders, the delivery date is the expected ship date, and for closed orders, the delivery date shows what the expected ship date was at the time of order entry. Just below that, you will find the bill-to and ship-to addresses for the order.

**Sales Order Information**

Sales Order Nbr [Search](#) [Previous Search Results](#)

Sales Order Nbr	768296	Order Date	04/30/2010
Customer	John Henry Plumbing	Customer Order	DOIT
Sold to Customer		Order Status	Closed
Order Amount	12,952.79	Delivery Date	05/05/2010
Order Type	STD STANDARD SALES ORDER		

Bill To
John Henry Plumbing
One Penn Ave
Anywhere, NH
03867
158 U.S.A.

Ship To
Ship to Customer: 24431
John Henry Plumbing
One Penn Ave
Anywhere, NH
03867
158 U.S.A.

Using “My Orders”

The middle of the display shows information about what items were ordered, including the item number, quantity, and price of the line item.

Order Lines

	Line Number	Item Number	Total Quantity	Qty Shipped	Balance Quantity	UM	Extended Price
+	1	PNCH1000NACN2CXN 02 PENNANT 1000 STD,NAT,HYD	1	1		EA	12703.00
+	2	R0021300 02 TRANSFORMER,40VA,115V/24V	2	2		EA	59.12
	3	R2004500 02 AIR FILTER	2	2		EA	188.06
	4	30-192 02 IGNITER GASKET	3	3		EA	2.61

For items that have serial numbers, you can click the + sign next to that line number, and a line that displays the serial number will drop down.

Order Lines

+	Line Number	Item Number	Total Quantity	Qty Shipped
-	1	PNCH1000NACN2CXN 02 PENNANT 1000 STD,NAT,HYD	1	1
		Serial Number(s)		
		C07180605		
	2	R0021300 02 TRANSFORMER,40VA,115V/24V	2	2
	3	R2004500 02 AIR FILTER	2	2
	4	30-192 02 IGNITER GASKET	3	3

The quantity ordered and quantity shipped are both displayed, so you can see if items are backordered.

Using “My Orders”

The bottom of the display show the shipment information for closed orders. Clicking on the + sign next to the shipment number will display the actual shipment date, the charges, the invoice number, and the tracking information. The tracking information includes the name of the carrier, and the tracking number/Pro number. Most often, the tracking number is shown under the Bill of Lading.

Shipments

+	Shipment Number		Status	Shipment Date	Ship Line Total	Total Extra Charges	Invoice Number
-	1		Invoiced	04/30/2010	12952.79	1,623.00	L89988
	Packslip Nbr	Carrier	Bill Of Lading	Pcs/Weight	Pro Nbr	Carrier Shipment ID	Carrier Desc
	768296-1	NEMF	Z1452365XD1562S	2/2456	ZE23423S	1245398	New England MF

Pcs/Weight indicates the number of packages and the weight. In this case, there are 2 packages with a total weight of 2456 lbs.

The carrier description shows the name of the freight carrier for the shipment.

Information about the invoice is at the bottom, as well, including the invoice number, invoice date, the total, any amount paid on the invoice and the balance. Note that an order may have more than one invoice associated with it when there are multiple line items on the order.

Invoice Number	Invoice Dates	Invoice Totals	Invoice Total Paid	Invoice Balances
L89988	04/30/2010	\$ 14,575.79	\$ 0.00	\$ 14,575.79

Using “My RMAs”

By clicking on “My RMAs”, the RMA (Returned Material Authorization) Search screen will be displayed. There are three ways to find an RMA:

- Enter the Laars RMA Number and click the Go button. If you know the RMA number, do not fill in the other information.
- Enter the Item Number (you can choose Open, Closed or Both when you do this) and click the Search button.
- Click next to Open, Closed or Both and click the Search button to access those RMAs for last 12 months.

The screenshot shows the LAARS Return Material Authorization Search interface. At the top is the LAARS logo and the title "Return Material Authorization Search". Below this, instructions state: "Enter the RMA number and click GO. OR You may search by Item Number and/or RMA Status. Note: Only The Prior 12 Months Of RMA Information Is Available On Line." The form includes three main sections: 1) "RMA Number" with a text input field and a "Go" button; 2) "Item Number" with a text input field; 3) "RMA Status" with three radio button options: "Open", "Closed", and "Both" (which is selected). A "Search" button is located at the bottom of the status section. Three red callout boxes with arrows provide instructions: the first points to the "Go" button, the second points to the "Item Number" field, and the third points to the "Both" radio button.

LAARS
Heating Systems Company
A subsidiary of BRADFORD WHITE Corporation

Return Material Authorization Search

Enter the RMA number and click GO.
OR
You may search by Item Number and/or RMA Status.
Note: Only The Prior 12 Months Of RMA Information Is Available On Line.

RMA Number

Item Number

RMA Status

☐ Open
☐ Closed
☒ Both

Enter the RMA Number and click the Go button

Enter an item number to bring up all RMAs in the last 12 months with that item number. You can choose Open, Closed, or Both with the item number.

Click Open, Closed or Both, with no other information entered and click on the Search button to display all RMAs in the last 12 months.

Using “My RMAs”

Using the Search Button without entering any data will display a screen with all RMAs entered in the last twelve months. If you see the RMA that you want to access, simply click on the RMA Number. This list can be sorted using the column headers, shown in blue above each column (by RMA Number, RMA Date, Scheduled Receipt Date or RMA Status.) Just click on the column header by which you'd like to sort.



Return Material Authorization Search

RMA Search Results

[Search](#)

RMA Number ▲	RMA Date ▲	Scheduled Receipt Date ▲	RMA Status ▲
219894	05/03/2010	07/02/2010	Open
219893	05/03/2010	07/02/2010	Closed
219892	04/30/2010	06/29/2010	Open
219891	04/30/2010	06/29/2010	Open
219890	04/30/2010	06/29/2010	Closed

[Back to Top](#)

Laars Heating Systems Company - [Contact Us](#)

Using “My RMAs”

Once you choose an RMA Number, either by entering it, or choosing it from a search list, the RMA information will be displayed as shown below:

RMA Number

Go

[Search](#)

[Previous Search Results](#)

[Line Items](#)

[Receipts](#)

[Status Information](#)

[Shipments](#)

[Credits](#)

RMA Number

219890

RMA Date

04/30/2010

Date Approved

04/30/2010

Approved By

mstenber

Return Reason

CUST CANCELLED ORDEF

Return Product By

06/29/2010

RMA Status

Closed

Customer

John Henry Plumbing

Sold to Customer

Contact

Phone Number

Original Sales Order

Original Invoice

L89992

Return To Address

LAARS HEATING SYSTEMS
20 Industrial Way
Rochester, NH 03867

Ship To Address

John Henry Plumbing
One Penn Ave
Anywhere, NH 03867
U.S.A.

Special Instructions

RMA Line Items

	Line Nbr	Item Number	Service Status	Qty Expected	Qty Received To Date	Quantity Remaining	Model Serial Nbr	Install Date	Fail Date	Line Status
	1	RW0034500 02 PILOT BURNER NAT SPK JC	C Credit/Return to Stock	2	2	0				Closed

[Back to Top](#)

RMA Receipts

	Receipt Number	Receipt Date	Received By	Bill of Lading	Carrier
	1	04/30/2010	mstenber		

[Back to Top](#)

Status Information

Status Date	Status Comments
04/30/2010	Waiting Evaluation

[Back to Top](#)

RMA Shipments

Shipment Nbr	Shipment Date	Packslip Nbr	Bill of Lading	Ship Via	Method	Invoice Number
--------------	---------------	--------------	----------------	----------	--------	----------------

[Back to Top](#)

RMA Credits

	Credit Nbr	Credit Date	Line Total	Extra Charges Total	Tax Total	Invoice Balance
	CS918	05/03/2010	-184.50	0	0	-184.50

Line Nbr	Item Number	Item Description	Quantity	Sell UM	Line Item Total	Extra Charge Code	Description	Extra Charge Amount	Tax Code	Tax Code Description	Tax Amount
1	RW0034500 02	PILOT BURNER NAT SPK JC	-2	EA	-184.50				NH	NOT LICENSED IN NH	0

Done

Internet | Protected Mode: Off

100%

Using “My RMAs”

The top of the display lists the general information, including the RMA number, RMA date, RMA Status (whether it's open or closed), customer information, approval name and date, reason for return, and the date by which the item needs to be returned.

RMA Number	<input type="text"/>	<input type="button" value="Go"/>	Search	Previous Search Results
Line Items Receipts Status Information Shipments Credits				
RMA Number	219890	RMA Status	Closed	
RMA Date	04/30/2010	Customer	John Henry Plumbing	
Date Approved	04/30/2010	Sold to Customer		
Approved By	mstenber	Contact		
Return Reason	CUST CANCELLED ORDEF	Phone Number		
Return Product By	06/29/2010	Original Sales Order		
		Original Invoice	L89992	
Return To Address		Ship To Address		
LAARS HEATING SYSTEMS 20 Industrial Way Rochester, NH 03867		John Henry Plumbing One Penn Ave Anywhere, NH 03867 U.S.A.		

Using “My RMAs”

The middle of the display shows information about what item is being returned, including the item number, quantity, and quantity received. If the RMA has a serial number, with install and fail dates, they will be shown on this line, as well.

The status for the line item is shown toward the right. This indicates whether the line item on the RMA is closed or open.

RMA Line Items

	Line Nbr	Item Number	Service Status	Qty Expected	Qty Received To Date	Quantity Remaining	Model Serial Nbr	Install Date	Fail Date	Line Status
	1	RW0034500 02 PILOT BURNER NAT SPK JC C	Credit/Return to Stock	2	2	0				Closed

[Back to Top](#)

RMA Receipts

	Receipt Number	Receipt Date	Received By	Bill of Lading
	1	04/30/2010	mstenber	

[Back to Top](#)

Status Information

	Status Date	Status Comments
	04/30/2010	Waiting Evaluation

[Back to Top](#)

The “Status Information” section gives you information about where the RMA is in our process.

The “RMA Receipts” section tells you whether the item has been received in our system, and if so, what the receipt date is.

Using “My RMAs”

The bottom of the display shows credit information, which becomes available only after the item is received in our system, the Quality Department has determined that the RMA is valid, and then the credit is issued.

The credit number is listed, and clicking on the + sign next to the Credit Number will display the item number, the description, the quantity (shown negative because it is a return) and the line item total of the credit.

RMA Credits

+	Credit Nbr		Credit Date		Line Total		Extra Charges Total	
	C5918		05/03/2010		-184.50		0	
	Line Nbr	Item Number	Item Description		Quantity	Sell UM	Line Item Total	Extra Charge Code
	1	RW0034500 02	PILOT BURNER NAT SPK JC		-2	EA	-184.50	

Using “My Account Summary”

My Account Summary shows your open Accounts Receivable (AR). The information shown can be sorted by clicking in the column headers. This will allow you to sort by invoice number, invoice date, due date, invoice amount, balance due, sales order number and purchase order number.

Sort by clicking on the column headers.

Use the page numbers or “Next Page” / “Previous Page” links to move from page to page.

LAARS
Heating Systems Company
A subsidiary of BRADFORD WHITE Corporation

Home Page | Logout

Customer Open AR Items

Customer Number 24431
John Henry Plumbing
One Penn Ave
Anywhere, NH 03867

Phone Number 603.335.6300
800 Number 800.900.9276
Fax Number 603.335.3355
Overseas Number

Contact John Henry **Total Outstanding Balance** 91751.11

Inv#	Invoice Date	Due Dates	Invoice Amount	Balance Due	Sales Order Number	Customer PO Number
BM	04/30/2010	04/30/2010	4,826.00	4,826.00		
L89987	04/30/2010	05/30/2010	14,315.00	9,815.00	768295	GETIT
L89988	04/30/2010	05/30/2010	14,575.79	14,575.79	768296	DOIT
L89990	04/30/2010	05/30/2010	27,295.04	9,295.04	768298	RAIN
L89991	04/30/2010	05/30/2010	118.79	118.79	768299	F11821666
L89992	04/30/2010	05/30/2010	420.52	420.52	768300	144605
L89994	04/30/2010	05/30/2010	8,163.60	8,163.60	768302	C1821035
L89995	04/30/2010	05/30/2010	499.28	499.28	768303	407P2517073
L89997	04/30/2010	05/30/2010	139.60	139.60	768305	128927
L89998	04/30/2010	05/30/2010	15,891.00	6,391.00	768306	YES

1 2 3 [Next Page](#)

Welcome, John Henry

Using “My Account Summary”

When you click on an invoice number, information about that invoice will be displayed as shown below:

AR Item Number

[Line Items](#) | [Taxes](#) | [Extra Charges](#) | [Payments](#)

Invoice Number	L89990	Line Item Total	26,056.04
Invoice Date	04/30/2010	Taxes	0.00
		Extra Charges	1,239.00
Transaction Type	Invoice		
Payment Terms	NET 30	Invoice Total	27,295.04
Ship Via	FEDEX GROUND	Payments	18,000.00
Currency	U.S. DOLLARS	Balance Due	9,295.04

[Ship To Address](#)
John Henry Plumbing
One Penn Ave
Anywhere NH 03867
U.S.A.

Sales Order	Shipment Number	Shipment Date	Purchase Order Number	Due Date	Invoice Amount	Amount Due
768298	1	04/30/2010	RAIN	05/30/2010	27,295.04	9,295.04

[Back to Top](#)

Line Items

Line Number	Item Number	Description	Quantity	UM	Extended Price
1	PW1825EN09KBAPJX 02	VOL WAT W/P EXT NAT SPK I	1	EA	24,563.00
2	2400-310 02	BLOWER ASSEMBLY 250 SERIE	2	EA	775.98
3	R0021300 02	TRANSFORMER,40VA,115V/24V	1	EA	29.56
4	10495602 02	ANTI-ROTATION BKT, 3.63"L	1	EA	685.00
5	30-192 02	IGNITER GASKET	1	EA	2.50

[Back to Top](#)

Extra Charges

Charge Code	Description	Charge Amount
F05	FRT CGD TO CUST-ROCH HS	1,239.00

[Back to Top](#)

Taxes

Tax Code	Description	Tax Amount
NH	NOT LICENSED IN NH	.00

[Back to Top](#)


Payments

Sequence Number	Check Number	Payment Date	Payment Amount
37376	2562	05/03/2010	9,000.00
37377	2750	05/07/2010	9,000.00

[Back to Top](#)

Using “My Account Summary”

The top part of the display shows the general invoice and customer information, including the invoice number, invoice date, transaction type, payment terms, how the order was shipped, currency, line item total, taxes, extra charges (such as freight), invoice total, payments against the invoice, and the balance due. It also shows the ship-to address of the order.

AR Item Number <input type="text"/>  <input type="button" value="Go"/>		<input type="button" value="Print Invoice"/>	
Line Items Taxes Extra Charges Payments			
Invoice Number	L89990	Line Item Total	26,056.04
Invoice Date	04/30/2010	Taxes	0.00
		Extra Charges	1,239.00
Transaction Type	Invoice		
Payment Terms	NET 30	Invoice Total	27,295.04
Ship Via	FEDEX GROUND	Payments	18,000.00
Currency	U.S. DOLLARS	Balance Due	9,295.04
Ship To Address			
John Henry Plumbing One Penn Ave Anywhere NH 03867 U.S.A.			

Using “My Account Summary”

The middle portion of the display shows the sales order and line item information, as well as a description of what any extra charges are.

Sales Order	Shipment Number	Shipment Date	Purchase Order Number	Due Date	Invoice Amount	A
768298	1	04/30/2010	RAIN	05/30/2010	27,295.04	

[Back to Top](#)

Line Items

Line Number	Item Number	Description	Quantity	UM	
1	PW1825EN09KBAPJX 02	VOL WAT W/P EXT NAT SPK I	1	EA	
2	2400-310 02	BLOWER ASSEMBLY 250 SERIE	2	EA	
3	R0021300 02	TRANSFORMER,40VA,115V/24V	1	EA	
4	10495602 02	ANTI-ROTATION BKT, 3.63"L	1	EA	
5	30-192 02	IGNITER GASKET	1	EA	

[Back to Top](#)

Extra Charges

Charge Code	Description	Charge Amount
F05	FRT CGD TO CUST-ROCH HS	1,239.00

Taxes

Tax Code	Description	Tax
NH	NOT LICENSED IN NH	

Using “My Account Summary”

The bottom of the display shows the payment information for the invoice, including the payment sequence number, check number, payment date and payment amount.

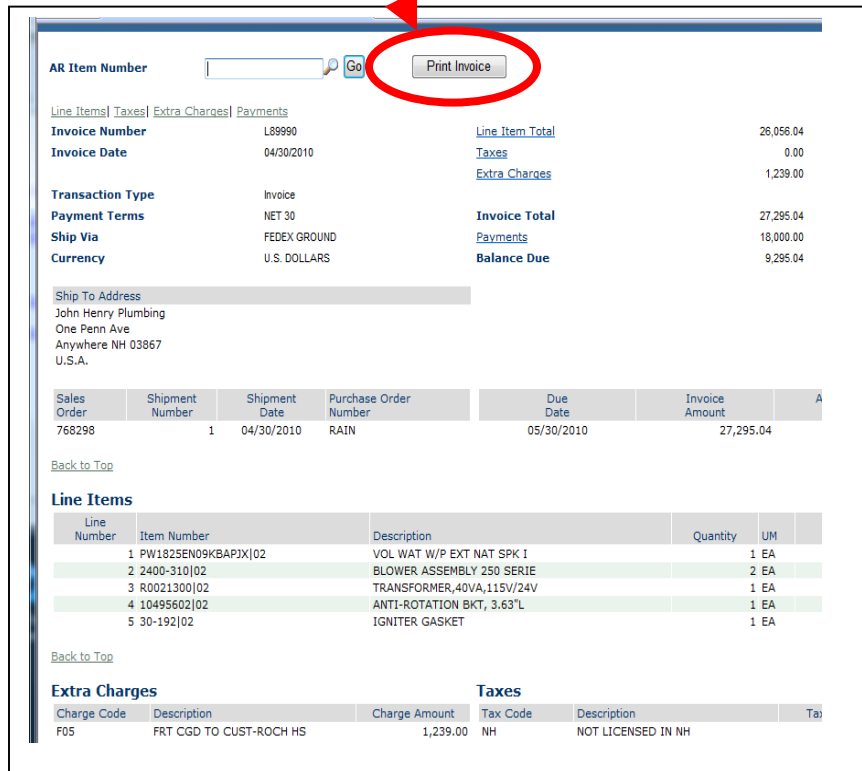
Payments

Sequence Number	Check Number	Payment Date	Payment Amount
37376	2562	05/03/2010	9,000.00
37377	2750	05/07/2010	9,000.00

[Back to Top](#)

Using “My Account Summary”

A duplicate invoice can also be printed from this screen, by using the “Print Invoice” button at the top of the page.



AR Item Number

[Line Items](#) | [Taxes](#) | [Extra Charges](#) | [Payments](#)

Invoice Number L89990 **Line Item Total** 26,056.04
Invoice Date 04/30/2010 **Taxes** 0.00
Transaction Type Invoice **Extra Charges** 1,239.00
Payment Terms NET 30 **Invoice Total** 27,295.04
Ship Via FEDEX GROUND **Payments** 18,000.00
Currency U.S. DOLLARS **Balance Due** 9,295.04

Ship To Address
John Henry Plumbing
One Penn Ave
Anywhere NH 03867
U.S.A.

Sales Order	Shipment Number	Shipment Date	Purchase Order Number	Due Date	Invoice Amount
768298	1	04/30/2010	RAIN	05/30/2010	27,295.04

[Back to Top](#)

Line Items

Line Number	Item Number	Description	Quantity	UM
1	PW1825EN09KBAPJX02	VOL WAT W/P EXT NAT SPK I	1	EA
2	2400-310J02	BLOWER ASSEMBLY 250 SERIE	2	EA
3	R0021300J02	TRANSFORMER, 40VA, 115V/24V	1	EA
4	10495602J02	ANTI-ROTATION BKT, 3.63"L	1	EA
5	30-192J02	IGNITER GASKET	1	EA

[Back to Top](#)

Extra Charges

Charge Code	Description	Charge Amount
F05	FRT CGD TO CUST-ROCH HS	1,239.00

Taxes

Tax Code	Description	Tax Amount
NH	NOT LICENSED IN NH	

The duplicate invoice will display as shown below:

Invoice L89990

LAARS
Heating Systems Company
A subsidiary of BRADFORD WHITE Corporation

20 Industrial Way
Rochester, NH 03867
Phone: 603-335-6300
Fax: 603-335-3355
Email: orders@laars.com
Website: www.laars.com

Duplicate Invoice L89990

Date	Sales Order	Customer PO#
04/30/10	768298	RAIN

BILL-TO
24431
John Henry Plumbing
One Penn Ave
Anywhere, NH 03867

SHIP-TO
John Henry Plumbing
One Penn Ave
Anywhere, NH 03867

Sales Rep	Salesperson	Payment Terms	Carrier Name	Freight Terms	Ship Date
SALES, MARKETING & SVC	TOD HEBERT	NET 30	FEDEX GROUND	PPD & BILL	04/30/10

Packslip Number	Bill of Lading Number	Pro Number	Carrier ShipmentID	Pcs/Weight
768298-1	ADFE15426S	1254Z54SFED	F1452S3	2/2456

Line #	Part Number	Part Information	Quantity Ordered	Quantity Shipped	Unit Price	UM	Amount
1	PW1825EN09KBAPJX02	VOL WAT W/P EXT NAT SPK I	1	1	\$24,563.00	EA	\$24,563.00
Serial Number(s) C05155140							
2	2400-310J02	BLOWER ASSEMBLY 250 SERIE	2	2	\$387.99	EA	\$775.98
3	R0021300J02	TRANSFORMER, 40VA, 115V/24V	1	1	\$29.56	EA	\$29.56
4	10495602J02	ANTI-ROTATION BKT, 3.63"L	1	1	\$685.00	EA	\$685.00
5	30-192J02	IGNITER GASKET	1	1	\$2.50	EA	\$2.50
Extra Charges FRT CGD TO CUST-ROCH HS							\$1,239.00

Please Remit Payment To:		Line Item Total
LAARS HEATING SYSTEMS CO. FILE 50239 Los Angeles, CA 90074-0239		\$26,056.04
		Freight Charges
		\$1,239.00
		Additional Charges
		\$0.00
		Sales Tax Amount
		\$0.00
		Invoice Total
		\$27,295.04

THANK YOU FOR YOUR CONTINUED BUSINESS

FedTaxId#20-2928864

Please contact Customer Service with any questions:
800.900.9276 / Hours 8:00am to 5:00pm EST / Toll-free fax line: 800.559.1583
Please Remit Payment to: Laars Heating Systems Co., File 50239, Los Angeles, CA 90074-0239
Invoices past due may be subject to a service charge.

Using “My Customers”

If you are one of our Sales Representatives, you may have been granted access to see the orders and RMAs for distributors in your territory. This is for Sales Orders and RMAs only. Access to AR is granted for your own company only.

Your welcome screen will include the links for your company information, and will show a link called “My Customers”.



After clicking on My Customers, you will be brought to a screen that shows the distributors in your area. They will be listed by Customer Number, Name, City, State and Phone Number. They can be sorted and filtered the same way the screens in the other sections are.

When you choose a customer, you will then be allowed to choose between Customer Orders and Customer RMAs. Click the one you want. The processes for seeing information is the same as My Orders (see page 8) or My RMAs (see page 16) for your own company.