

# Where it's at on My Account



PRODUCTS

FIND MY REP

RESOURCES

ABOUT US

PARTS

SEARCH

-CHOOSE MODEL-

MY ACCOUNT

LOGOUT



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## My Account

[Account Management](#)  
[Order Management](#)  
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[Customer Support](#)

### Dashboard

See All Announcements  
Customize Your Dashboard  
Fan Energy Index  
Where It's At On My Account

### Account Management

#### Office Account Info

Create new users, modify, or delete existing users, forgot password.

#### Policies

Change/Cancellation Guideline - Canada  
Change/Cancellation Guideline - KVS  
Change/Cancellation Guideline - TAP/DOAS  
Change/Cancellation Guideline - US  
Discount Policy  
DOAS Service Cost Reimbursement Policy  
DOAS Specification Credit Policy  
Field Problem Procedure  
Government Acts  
International Warranty Statement  
Overages/Shortage/Damage Guidelines  
Quality Profile  
Rebilling Policy  
Rep Stock Policy  
Returns Policy  
Show Product Samples  
Specification Credit Policy  
Storage and Freight Policy  
Terms and Conditions  
Territory Guidelines  
Warranty Statement  
Warranty Statement for Air Distribution Products

#### Questions on My Account Reach Out:

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### Order Management

#### My Orders

Access to the latest info about your orders. Track, change ship to or reconsignment, cancel order.

#### My Discount Requests

Get information about your submitted discount request.

#### Lead times

Find out how long it will take to get the product.

#### Quick Build Counting Process

This will help you understand when your quick build order will ship.

#### Returns

Is a return available?

#### Inventory Search

Search our inventory to find available products at your closest distribution center.

#### Fire Suppression Distributors

Find fire suppression distributors based on manufacturer.

#### Manufacturing Locations

Find the manufacturing locations-dependent on product selection.

#### Invoices

Search for an invoice-determine which copy you are looking for Agent/Rep or customer.

#### Quick Delivery

The shortest possible delivery times on a wide selection of in-stock products.

### Rep Resources

#### Fan Energy Index

The FEI Resource Center gives you the tools to communicate the value and importance of FEI.

#### Communications

Locate the latest announcements, current and past issues of Rep Update along with Sales and Marketing bulletins.

#### Company Store

Shop online or stop by the store when you are in Schofield.

#### Marketing Resources

Information to use in selling our products, images, and presentations.

#### Product Resources

Find everything you need to know about Greenheck products.

#### Quote Requests

Manage quote requests submitted by customers in your territory, update status information on orders won.

#### CAPS & eCAPS

Find resources to download, activate, and use our Computer Aided Product Selection Software.

#### Education, Training & Videos

Find information about customer visits and rep training, in person and online.

### Analytics

Access to key metrics about sales orders placed by your office in real time.

### Customer Support

Not sure who to contact? You can utilize this area for any of the following:

#### Business unit Support Directory

#### Company Directory