

## CWA – Customer Web Access

Northwest Pipe Fittings, Inc.  
AN IRVING-CLOUD COMPANY

Home  
Order Entry  
Open / View Saved Orders  
Customer Parts Maintenance  
Stock Inquiry and Pricing  
Order Inquiry / Reports  
Change Profile  
Add Address  
Contact Us  
Log Off

### Welcome to Northwest Pipe's Customer Web Access

Date	Message
05/05/2005	Northwest Pipe Fittings, Inc will be closed Monday, May 30th in observance of Memorial Day.
03/10/2005	Log on and try our New Customer Web Access. Let us know your thoughts regarding it. We would like any suggestions you may have.

Done Internet

## **What is it?**

The CWA or Customer Web Access was developed to allow you, our customer, to have access to your account 24 hours a day, 7 days a week. With the CWA you are able to enter orders without having to call during normal business hours, define part numbers that suit you, take a look and see if we have something in stock, check your current pricing on stock items, take a look at your current orders, or older orders by job name, PO number, or date, and you also have access to your billing information.

## **Logging in to Your Account –**

To log in to your account visit <http://www.northwestpipe.com> and click on the button labeled “My Account.” From there enter in your username and password. This will bring you to the messages screen.

# Order Entry –

**Customer#:** (Your Customer Number)

**Sold To:**  
Company Address

**Ship To:**

Shipping Address

**Order Date:** 04/07/05

**Order Number:**

**P/O Number:**

**Total Extended:** 0.00

**Ship Via/?:**

**Total Tax:** 0.00

**Branch#:** 1 - NORTHWEST PIPE

**Total Order:** 0.00

**Job/Reference Name:**

**Remarks:**

Line Items:

Line#	Product / Description	Req. Date	Ord-Qty	UOM / Purch Unit	Price	Extended
1	<input type="text"/> <a href="#">(Search)</a>	<input type="text"/>	<input type="text"/>			
2	<input type="text"/> <a href="#">(Search)</a>	<input type="text"/>	<input type="text"/>			
3	<input type="text"/> <a href="#">(Search)</a>	<input type="text"/>	<input type="text"/>			
4	<input type="text"/> <a href="#">(Search)</a>	<input type="text"/>	<input type="text"/>			
5	<input type="text"/> <a href="#">(Search)</a>	<input type="text"/>	<input type="text"/>			
6	<input type="text"/> <a href="#">(Search)</a>	<input type="text"/>	<input type="text"/>			
7	<input type="text"/> <a href="#">(Search)</a>	<input type="text"/>	<input type="text"/>			
8	<input type="text"/> <a href="#">(Search)</a>	<input type="text"/>	<input type="text"/>			
9	<input type="text"/> <a href="#">(Search)</a>	<input type="text"/>	<input type="text"/>			
10	<input type="text"/> <a href="#">(Search)</a>	<input type="text"/>	<input type="text"/>			

To place an order online, log in to your account and click on the “Order Entry” link. The first item you will see is the “Sold To” field. The next item you will see is the “Ship To” field. This field may be changed if you would like to have the order shipped to a different address than your “Sold To” address. Next you will see the “Order Date” and “Order Number.” The “Order Number” will be filled in once you click submit. The next field is “PO Number.” (Purchase Order Number) This field is optional. If you have a PO Number you may enter it here, if no PO Number is necessary then you may leave it blank. You are then asked to select a shipping method. By default the selection is Customer Pick Up. The following is a description of what each selection in the drop-down box means:

Customer Pick Up – Customer will pick the order up in the near future (Same day to a couple of days)

Will Call – Customer will pick the order up in the immediate future (Immediately to a few hours)

Del. By Salesman – Customer would like the order delivered by one of our Route Salesman (Out of town) (See Calendar at <http://www.northwestpipe.com/2005.html> for schedule)

Local Delivery - Customer would like the order delivered on our local truck

The rest of the selections should be self explanatory, for example: UPS is UPS ground, Parcel Post is US Mail, etc.

The next field you are asked, but not required by us to enter is a “Job/Reference Name”. This field is for those customers who have multiple jobs at the same time to better keep you organized. The last field you will see is the “Remarks” field. In this field you may enter, if you wish, any special instructions you may have. For example you may ask that your order be sent to the attention of “Joe Smith.” Another example might be that you want it delivered at a specific time at a hard to find place. You may want to include a telephone number so that we may call you for directions and any further information we might need to know to better serve you.

### **Searching –**

You can find parts by a number of different ways. You may enter our 7 digit computer number (found in our catalog, ex. 084-0026), a model number of what you are looking for (Entering 5004 will bring up all of our parts with the numbers “5004” in the manufacturer’s description), or a short description (Ball Valve will bring up all items that have “Ball Valve” in the description). After you have entered one of the above ways of finding an item hit search and it will bring up the results. Once you find the item you are looking for click on our 7 digit number to add it to your order. You may then specify the date you need the item in the box under “Req. Date.” Under the “Ord-Qty.” heading you may enter how many of the item is needed.

### Helpful Search Tips:

Keep in mind that you may receive many results so the more specific you are the easier it is to find what you are hunting. The quickest and easiest method of finding what you are looking for is by entering our computer number. Just because an item doesn't appear in your search doesn't mean that we don't carry it. You may want to check our catalog or give us a call just to make sure.

Once you have all of the items you wish to order, you may then click the "Submit Order" button and it will print out here and we will get the order ready for you as soon as possible. You may also save the order to finish at a later time.

### **Open/View Saved Orders –**

This can be useful if you need to double-check on what you may need, or if you get interrupted. To do this you can click the "Save Order" button. Keep in mind that it won't print the order out until you click "Submit Order." You can access all of your saved orders by clicking the "Open/View Saved Orders" link on the left hand side of your screen when you are ready to finish your order. Once you are finished with any saved order make sure to click the "Submit Order" button so that we may get the order ready for you as soon as possible.

The other buttons listed in the Order Entry section are "Update Form" which is used if you change quantities or part numbers, and to update the cost of the order, and the "Start Over" button which is used when you want to delete everything you have entered so far.

## Customer Parts Maintenance –

<< Previous Page 1 of 1 Next >>

Northwest Pipe Part #	My Part #	Delete
<input type="text"/>	<input type="text"/>	<input type="button" value="Add New"/>

The Customer Parts Maintenance section of the CWA is where you can enter in your part number to match up with our computer number. What this means is that if you identify a ½” Slip X Slip Elbow by your part number 1234 and our part number for that same ½” Slip X Slip Elbow is 084-2168. To make it easier for you, you may enter our computer number in the box under “Northwest Pipe Part #” and then your part number under “My Part #.” Whenever you need to order this ½” Slip X Slip Elbow you can enter your number (ex. 1234) instead of looking up our 7 digit number (ex. 084-2168).

# Stock Inquiry and Pricing -

## Stock Inquiry and Pricing

Please enter the part number that you would like to view. If you would like to enter multiple part numbers, separate them with spaces.

### Stock Inquiry by Part Number

Part Number:

If you would like to search for an item by description and part number, you can enter those searches using the box below. You can enter as much as you know about the part number and description, then select the "Search" button at the bottom of this page.

### Search by Description:

Description:

Partial Part #:

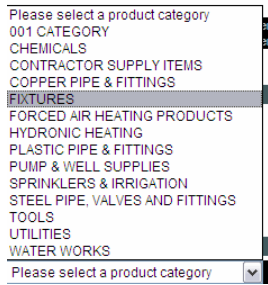
### Search by category:

Category:

Please select a product category



You can use our stock inquiry and pricing page to see if an item is in stock and what your price would be for that item. That price is the price you will be charged. You can search by a number of different ways. You can search by our part number (7 digit number format 000-0000) in the "Part Number:" section. You may also search by description in the "Description:" section. A description would be a general description of what you are looking for. For example, if you typed in "Ball Valve" you would find all of our items with the words "Ball Valve" in the description. If you put in the word "Valve" you will receive all of our items with the word "Valve" in the description. (Check Valve, Ball Valve, Butterfly Valve, Sprinkler Valve, etc.) The more specific you are the better your search results will be. You may also search by a "Partial Part #." What this means is that if you are looking for a Flint & Walling Part# 4F05S05001C but didn't want to enter in that long string of numbers and letters, you may just enter "4F" into the search under "Partial Part #:" and it will bring up a list of model numbers that have the "4F" in it. You may also search by category using the drop-down box next to "Category:"



Here you can see the different categories. If you click on the “Fixtures” category it will bring up a list of products that are all related to “Fixtures.” You can then click on a sub-category or the name of the manufacturer and it will bring up a list of parts and models listed numerically, by our 7 digit computer number, starting at the lowest end working its way higher. Searching by browsing through the categories is the longest way of searching for an item. The quickest way is to use our 7 digit computer number found in our catalog.



# Sales Order Inquiry/Reports

## Sales Order Inquiry and Pricing

Please enter either a order number to view, or if you do not know your order number, enter your search options in the box below.

### Order Inquiry

Order Number:

### PO Inquiry

PO Number:

### Search for your order

Order Status:

Open Orders



Job / Ref Num:

Beginning Date

Ending Date

Note: To view orders by part number, use the ["Stock Inquiry and Pricing"](#) screen, enter your part number and the summary of open and closed order numbers will be displayed on the bottom of the page.

Search

Order #	Date	P/O #	Product / Description	Unit	Order Qty / Ship Qty / BO Qty	Price	Ext Price	Order Total <a href="#">Download to Excel</a>
---------	------	-------	-----------------------	------	-------------------------------	-------	-----------	---

Page 1 of 1 Next >>

There are no orders to show in this view.

You may use the "Sales Order Inquiry/Report" page to view the status of your order. You can search for your orders by a sales order number (1570000), PO Number, Job or Reference Name or Number, Order Date, or you can just simply select either "Open Orders" "Picked Up / On Truck for Delivery" or "Billed / Invoiced Orders." Depending

on what you select, all orders that are either open (haven't been picked up or billed), picked up / out for delivery, or billed will display on your screen. Like in all search engines, the more specific you are the better your results will be.

## Change Profile –

### Change your CWA Profile

#### Update Email Address

Email Address:

#### Update Password

Current Password::

New Password:

New Password (Again):

---

In the “Change Profile” screen you may change your profile. You can add/update your email addresses or change your password. We ask that you let us know whenever changing any of your information so that we may have access to your account in case you forget a password or email address.

---

## A/R Aging

### A/R Aging Information for Acct # 104021 As Of 06-07-2005

View  invoices

Current	Over 30	Over 60	Over 90	Over 120	Over 150	Over 180
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

Total Due: \$0.00

[Download to Excel](#)

<< Previous Page 1 of 1 Next Page >>

#### Viewing Paid and Unpaid Invoices

Invoice #	Invoice Date	Invoice Amt	Amount Due	Days	Check #	Pay Date	Pay Amount
-----------	--------------	-------------	------------	------	---------	----------	------------

There are no invoices to show in this view

[Print](#)

In the "A/R Aging" section you have access to all of your bills any time of the day, any day of the week. However, you are not able to pay your bills online yet, but we are working on it. To see your bills, both paid and unpaid or both, just select from the drop down box either "All (Paid and Unpaid)" "Paid" or "Unpaid" and click the go button and all of your orders will display based on what you have selected. You may then click the "Download to Excel" link to download the displayed information into Microsoft Excel or click the "Print" link to print the information.

## Contact Us –

### Contact Northwest Pipe Fittings, Inc.

Please choose the NW Pipe representative or department that you would like to contact from the list below.

Contact Name	Email Address
<a href="#">Chris Barbour</a>	cbarbour@northwestpipe.com
<a href="#">Doug Johnson</a>	djohnson@northwestpipe.com
<a href="#">Scott Barbour</a>	sbarbour@northwestpipe.com

The “Contact Us” Section contains email links that you can click to ask for help or any other questions or comments.

## Finishing Up -

Make sure to click the “Log Off” button when you are finished.