

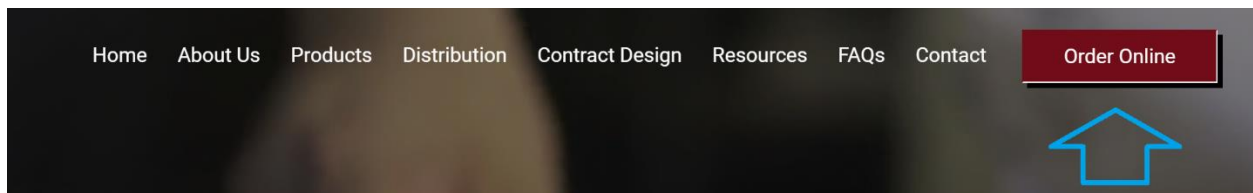


Supply America Customer Portal Tips & FAQs

June 2022

Login Page

Bookmark <https://www.supplyamericaonline.com/> and then click 'Order Online'



Tip #1 I didn't receive a Welcome Email.

- If you don't see a Welcome Email by Tuesday, May 31st, check your spam / junk folder.
- Still no email?
Go to the login page ('Order Online' on the Supply America website)
- Click on the **Forgot Your Password** link (see screenshot below)
- You will see a pop-up with instructions to input your email address
- If you are in our system, an email will be sent to you with instructions to set your password and login
- If you are not in our system, you will *not* receive an email.

If that happens, please email help@supplyamericaonline.com for assistance in logging in.

Login

Welcome to our ordering portal. Please input your email address and password below.

Email Address *

Password *

Remember Me

[Forgot Your Password?](#)



If you have forgotten your email address please [Contact Us](#)



Tip #2 What is my Username for the new Portal?

- Do not try to use your login credentials from the old LBMX ordering portal
- Your Username on the new Customer Portal is your email address

Tip #3 I don't see all of my Accounts when I log in.

If you are authorized to access multiple Accounts, you should come to a page that displays each of them which looks like this:

All Accounts ⏻

Select Account For Login Accounts 1 to 20 of 25 total

Search by Unit #, Supply America Account # or Name 🔍

Amazon Doppler Food Supply America City State Account # Seattle WA 110100005216 LOG INTO ACCOUNT	Anthony's Coal Fired Pizza Aventura Supply America City State Account # AVENTURA FL 299920001004 LOG INTO ACCOUNT	Avid Nashville - Lebanon DENAV (IHG) Supply America City State Account # Lebanon TN 140140003986 LOG INTO ACCOUNT	BASF Corporation Automotive Supply America City State Account # Southfield MI 110100000739 LOG INTO ACCOUNT
Bass Pro Shops Corporate Office Supply America City State Account # Springfield MO 850010000000 LOG INTO ACCOUNT	Eckerd College 15954 Supply America City State Account # Saint Petersburg FL 101100000052 LOG INTO ACCOUNT	General Electric - Lynn Supply America City State Account # Lynn MA 110100000353 LOG INTO ACCOUNT	HMS Host - Corporate Supply America City State Account # Bethesda MD 390010001000 LOG INTO ACCOUNT

If you do not land on the 'All Accounts' page as shown above – or if Accounts are missing - please email help@supplyamericaonline.com for assistance with accessing all of your Accounts.

Tip #4 I am a New User or I need to Reactivate as a User for the New Portal.

- If you need to be added to an Account as a User, go to the login page ('Order Online' on the Supply America website)
- Click on the text link (*as seen on screenshot below*) which reads: **REQUEST ONLINE ACCOUNT**
- Fill out the form and click SUBMIT. Supply America will contact you upon receiving the information that you submit.

REQUEST ONLINE ACCOUNT

- If you have been inactive for an extended period of time on the old LBMX ordering portal, first try clicking **Forgot Your Password** and input your email address to see if you receive an email to set your password.
- If you do not receive an email, that means your email address is not set up in our system. Please email help@supplyamericaonline.com for assistance with your account.

Tip #5 Who do I contact if I have questions about the MOG?

- If you face any difficulties that are **technical, navigation of the catalog, or search**, please email help@supplyamericaonline.com and specify the challenge that you are facing along with email and phone number to respond back.
- If you have questions about **products, pricing, stock availability** etc. please contact the Distributor. Their contact information is on the Account's initial landing page (Account Profile). Here is an example:

Local Distributor

TriMark United East

Jeff Gonsalves

888-598-1100

jeff.gonsalves@trimarkusa.com

- You can easily contact your Distributor for assistance with the MOG, ordering, and using the new Customer Portal from here: [Your Distributor Contact Information](#)

Tip #6 When will I see Order History and Invoices?

- Open orders that you placed on the old LBMX order portal should be available to view on the Order History page. If an Open Order is missing, please email help@supplyamericaonline.com for assistance.
- Orders made on the new Customer Portal will display on the Order History page immediately after checking out of the Cart. The Distributor's Order Number, Order



Total, and Order Details will be added after it has been received from the Distributor.

- Invoices for Orders made on the new Customer Portal will display after being provided to Supply America from the Distributor. To obtain Invoices from prior (LBMX) orders or open orders, please contact your Distributor directly.

Tip #7 What do I do if I have a problem or question in the Shopping Cart?

When facing any challenge, problem, or question after adding items into your Cart, please click the [SAVE MY CART] button, which will allow you to name the cart, add a pertinent note, and securely save it.

SAVE MY CART

- If you need help with the **products, stocking status, quantities, pricing** etc., please contact your Distributor.
 - You can easily contact your Distributor for assistance with the MOG, ordering, and using the new Customer Portal from here: [Your Distributor Contact Information](#)
- If you need help with **using the cart or addressing a glitch**, please email help@supplyamericaonline.com for assistance. Once resolved, you can move the Saved Cart to your active Cart and proceed with checkout.

Tip #8 Where can I go for more understanding of the new Customer Portal

- Attached is a Portal Guide to provide insight on the different features of the platform.
- Additionally, your Distributor has been trained and can help you.
 - You can easily contact your Distributor for assistance with the MOG, ordering, and using the new Customer Portal from here: [Your Distributor Contact Information](#)
- If more support is needed, you can request training videos from Supply America by emailing help@supplyamericaonline.com.



Customer Support

- When needing help to **use the Portal** or facing any **ordering challenge**, please contact your Distributor for support.
 - You can easily contact your Distributor for assistance with the MOG, ordering, and using the new Customer Portal from here: [Your Distributor Contact Information](#)
- If you experience **technical difficulties or a usability glitch** on the Portal, please contact Supply America at help@supplyamericaonline.com or call (888) 270-1107.