E-STORE HOW TO: Placing an Order

The shopping cart looks a little different on our new site – follow along to see what new features we've added.

SHOPPING CART

1. **Line Item** notes can now be added in addition for each individual item. Notes will be visible to our staff when your Pick Ticket prints.
2. This line tells you which branch each item will ship from. On the next screen, you may choose to pick-up your order from any of our Will Call counters. If your order will be shipped, most web orders will ship out of Largo.
3. This shows global inventory across all branches for each item in your cart.
    - Tip: Before submitting your order, double check the inventory for each item in your cart to make sure it's in stock at your ship-from or pick-up location.
4. Your freight charges and taxes will be calculated by our staff upon shipment. We do not estimate these totals on our website. If you'd like to know the total before your order ships and you are charged, please write a note in the **Special Instructions** on the next screen (see *Billing*).
5. Enter any promo codes for special promotions here.
6. **Express Checkout** is similar to Amazon's "Buy Now" feature – the website will use your default ship-to, ship method and payment method to complete your order quickly. Manage your checkout default settings from the My Account portal here.
    - *Note: Will Call order pick-up is not available in Express Checkout.*

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SHIPPING

1. This block displays your default ship-to address.
2. You may pick another address and use the "**Filter Address**" box to search through your stored addresses.
3. You may also enter an address manually by selecting "**Enter Address**"
4. Checking "**Show Personal Addresses**" will display all addresses you've previously entered and saved to your web account.

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BILLING

1. When selecting your delivery method, if choosing "Will Call" you will be prompted to select which branch you'd like to pick up your order from.
2. **Special Instructions** is where you can write any note you'd like us to know about your order – packing instructions, which credit card to use, if you'd like us to call with total before shipping, etc.
3. By checking the "**Ship Complete Order Only**" box, your order will be held until all items are available to ship together. This will result in fewer packages, but may extend your delivery date.
4. If you require POs for your orders, you may enter one here. Make sure you use a unique PO that you've never used before.
5. If you need to add Tax Exempt Forms or any other documentation, check the **Add Attachments** box.
6. All web orders will follow your account terms: if you are a Credit Card account, we will charge your card on file or call for payment. If you have Terms, you will be invoiced appropriately.
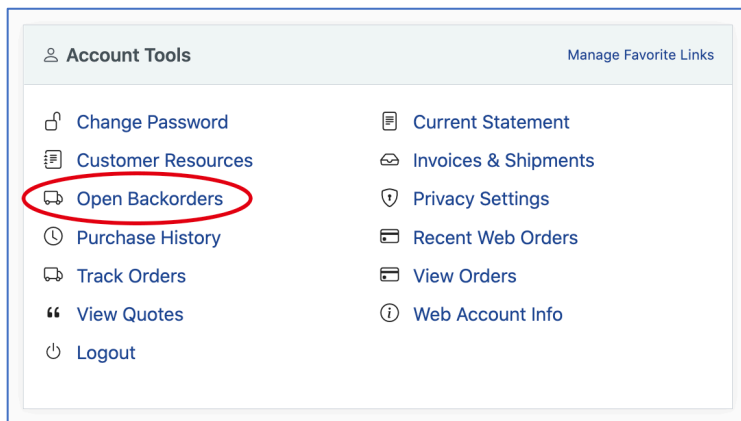
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WHAT HAPPENS ONCE MY ORDER IS SUBMITTED ONLINE?

1. After you review your order and click "**Finish Checkout**", you'll get an "Order Processed" email. This confirmation is also sent to our Sales department for further quality assurance.
2. If there are no issues with your order, a pick ticket will print at your selected branch. This pick ticket will display all line notes and special instructions that you have entered online in "**Special Instructions**".
3. If an item in the order is on backorder, see section below.
4. If there are any other issues with the order, our team will be notified and rectify any errors ASAP! Once the issue is fixed, the pick ticket will print and your order will be packed and shipped as usual.

WHAT HAPPENS WHEN AN ITEM IS ON BACKORDER?

If you place an order with one or more items on backorder (either the item is sold out among all branches, or unavailable at your default location), a Southern salesperson will be notified and source the item for you as soon as possible. Delays are possible if your item needs to be sourced from another one of our warehouses or needs to be special ordered.

NOTE: You now have the option to request ETA status on Open Backorders – these requests will be emailed to our sales team for follow-up.

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Open Backorders

Search by Part #

🔍

Search by Description

🔍

Search by Order #

🔍

Search by PO #

🔍

Search by Ship-To

View All ⌄

Search by Type

Backorders & Direct Shipment ⌄

Sort By ▾

Part No	Order Info	Ord Qty	Inv Qty	Price	Ext. Price
740-S492 SCH F51A-FLAIR-619 KEYED ENTRY LOCKSET, Backorder	Order: ▓▓▓▓▓ Order Date: 12/01/2022 Request ETA status	2	0	$48.00	$96.00
740-7515 +SCH BE469ZP-BOX-CEN-619 CONNECT DB	Order: ▓▓▓▓▓	1	0	$221.85	$221.85