

TO: EMEAPAC Representatives
FROM: Lindsay Ewoldt, International Sales Supervisor
DATE: December 22, 2020
SUBJECT: All Things Greenheck



We are excited to introduce All Things Greenheck (ATG), a new integrated user experience for you. ATG provides you access to all the tools and information you need as a valued Greenheck rep partner. Parts content from the former RepNet, eCAPS®, and CAPS® are all located in a single place on Greenheck.com.

The ATG rollout will continue in phases to allow for a smooth transition from RepNet. The first phase moved RepNet content to the My Account portal on Greenheck.com, removing the need for you to use RepNet to obtain your order status, lead times, rep training, mobile order status, etc.

Now you can access your content in two steps:

1. Visit My Account login on Greenheck.com (located in the gear icon if you are using your mobile device)
2. Log in using your current RepNet credentials

Features:

- Quickly access your frequently visited pages from the My Account Dashboard
- Personalize your dashboard by moving, deleting, or adding widgets based on what's important to you.
- Check on your order status (only for orders placed within the last year), edit ship to addresses and cancel orders all from My Orders
- Send and edit your customers shipment details by using the “**Email Shipment Details**” option to receive that information, including a copy of the packing slip and POD if available in your inbox.
- Locate the right personnel at Greenheck for assistance from the Customer Support page

Resources:

- [My Account Portal “Where is it Located” PDF](#)
- [All Things Greenheck Introduction Video](#)

Frequently Asked Questions (FAQs):

- I forgot my RepNet password...
 - Use the Forgot Password option on the page where your password is requested
- Can I access the rep content on Greenheck.in?
 - My Account rep content is only available on Greenheck.com. Log in to Greenheck.com to access rep partner features and functions.
- How do I order Parts?
 - International reps will continue to access iParts on RepNet until the Parts team has transitioned you to the new Parts system.

As always, your Customer Care team is here to help. Please contact them with any questions regarding ATG by Phone: (800) 333-8867 or Email: gme.service@greenheck.com