

Where it's at on My Account



Account Management

Office Account Info

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

Policies

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

Dashboard

Where It's At On My Account
Business Unit Product Support
Directory
See all announcements
Customize your dashboard

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

Rep Resources

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're in Schofield.

Rep Training

Find information on a wide range of seminars and training for all experience levels.

HVAC University Training

In depth HVAC education for your customers and service technicians.

Customer Visits

Bring your customer's to Greenheck, we arrange everything you need for a successful visit.

Download partner CAPS

CAPS for partners give you pricing and the ability to order products, download drawings, find application information with detailed product and performance information.

CAPS Experience Improvements

Find information on what has changed for products and selection in our CAPS updates.

Download eCAPS Bridge for Revit

Link to download eCAPS Bridge for Revit along with information and videos on use.

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 Authorization

See up to the minute site registrations by customers in your sales territory.

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

Questions on My Account feel free to reach out to:

Sue.Wirkus@greenheck.com