



QUICK START GUIDE

**EVOQUA.COM
ECOMMERCE**



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Logging In

Go to [Evoqua.com](https://www.evoqua.com) and navigate to the eCommerce tab.

To request an eCommerce account, select “Register” on the sign in page. Or, if you are an existing user, enter your username and password and then select “Login.”

If you forgot your password, select “Forgot password” and a reset link will be sent to your email address. You will have 72 hours to reset the password, at which point the link expires and you will need to request a new link.

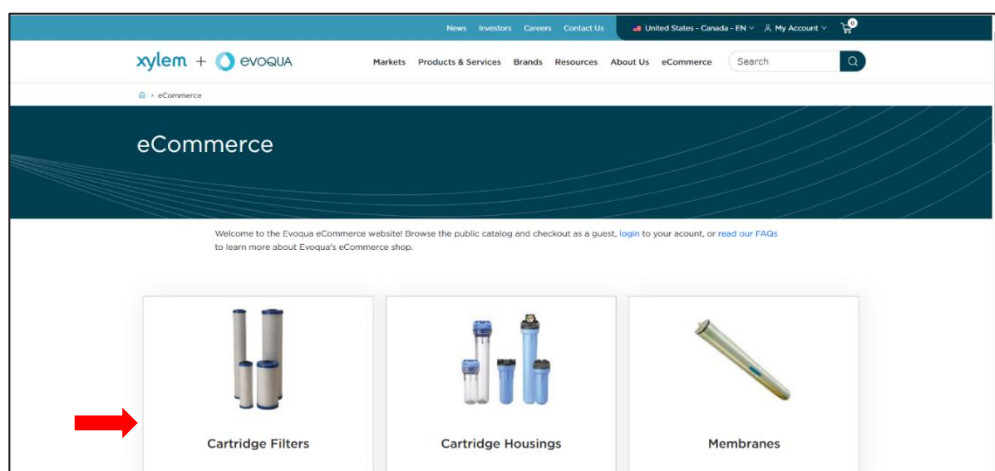
The screenshot shows the Evoqua Sign In page. At the top, there is a navigation bar with links for News, Investors, Careers, and Contact Us. Below this is a header with the Evoqua logo, navigation tabs (Markets, Products & Services, Brands, Resources, About Us, eCommerce), and a search bar. The main content area is titled "Sign In" and includes a sub-header: "Sign In here for Evoqua's online store or if you have an extranet account with access to Ionpure or Wallace & Tiernan secure documents." Below this are two input fields: "Email Address" and "Password". A "Forgot password?" link is located below the password field. There is also a "Remember me" checkbox. A prominent "LOGIN >" button is at the bottom. To the right, a "Don't Have an Account?" box contains a "REGISTER →" link. Below that, "Additional Helpful Links" includes: "Submit an invoice: Visit the Supplier Center for more information", "Login to Toolbox", and "Evoqua Partner Information".

Searching for Products

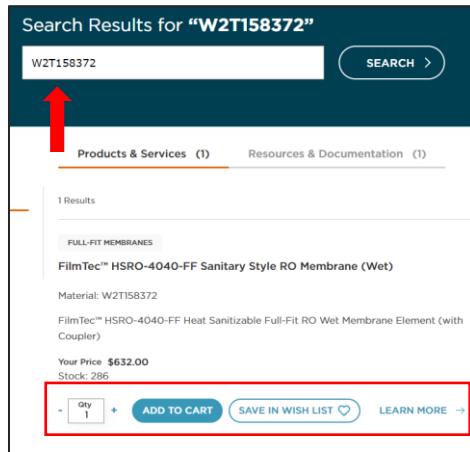
You will be directed to a landing page that shows your available products. This landing page may vary based on your account accessibility.

There are two ways to find the products you need.

1. You can browse by clicking into the various product categories to search for the part you need.



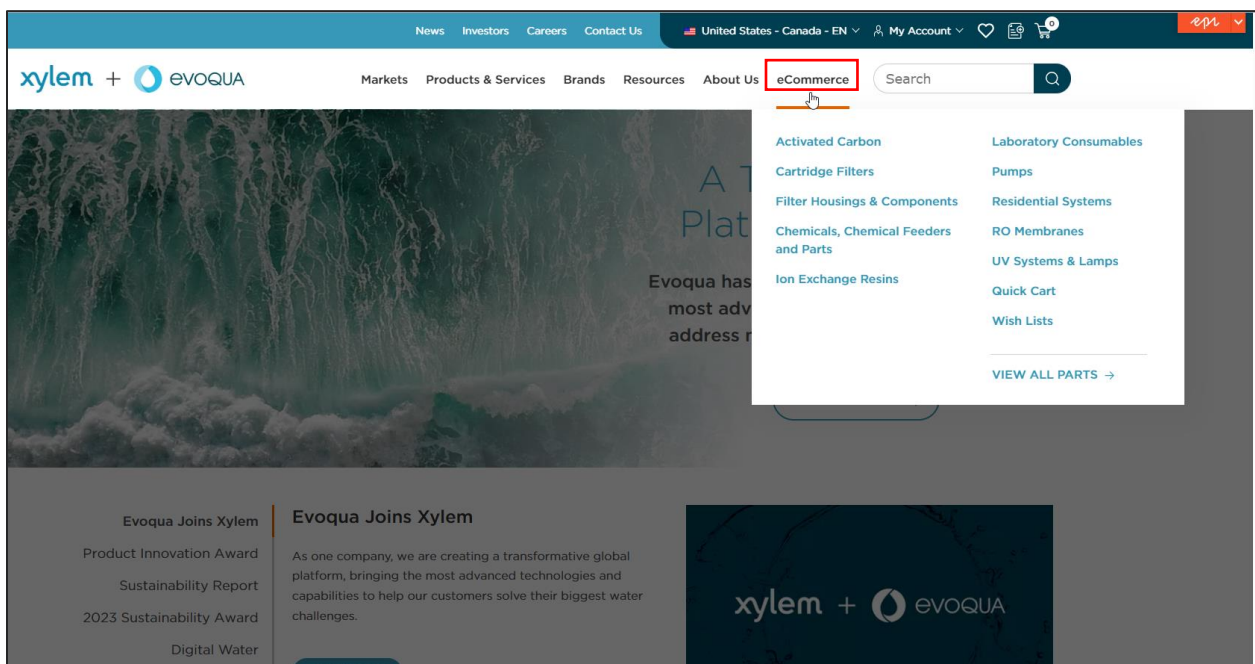
- Alternatively, if you know which part you are looking for and do not need additional information, you can enter the part number directly into the search bar.



You can change quantities and add the part to your cart from the results page or you can click into a product detail page to learn more before adding it to your cart. The [Product Page Information](#) section provides more about what you can find by clicking “learn more.”

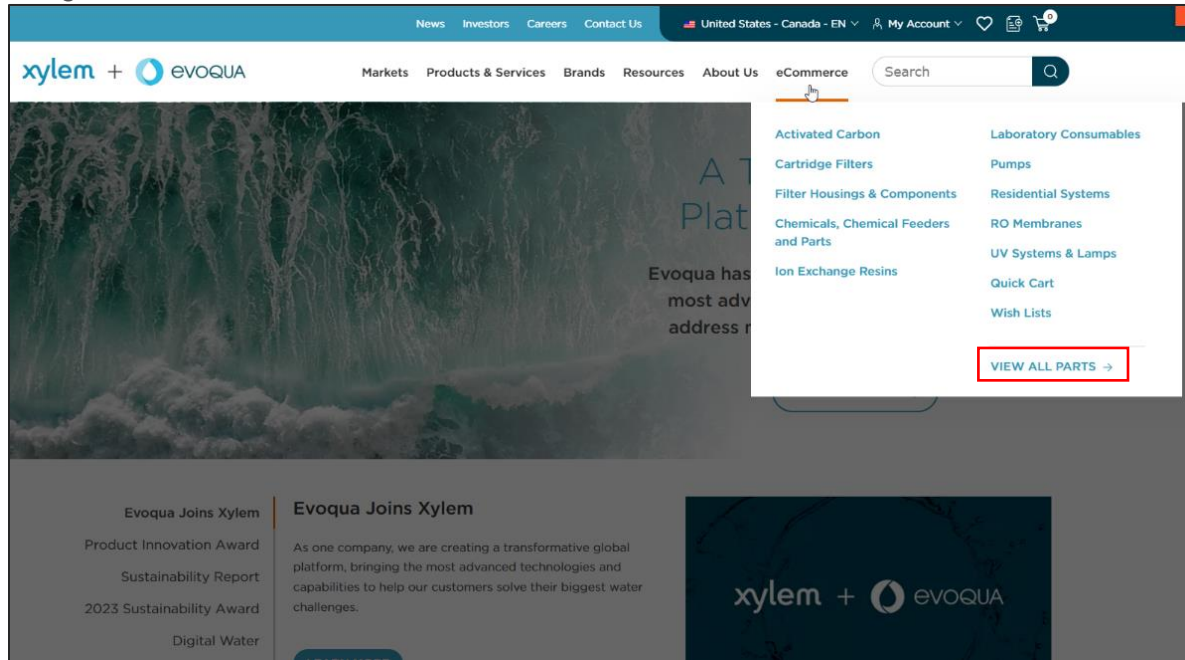
Dropdown Menu & Features

To quickly navigate between areas of the site within eCommerce, use the dropdown menu. You can access the dropdown menu by hovering your mouse over the word “eCommerce” next to the search bar.



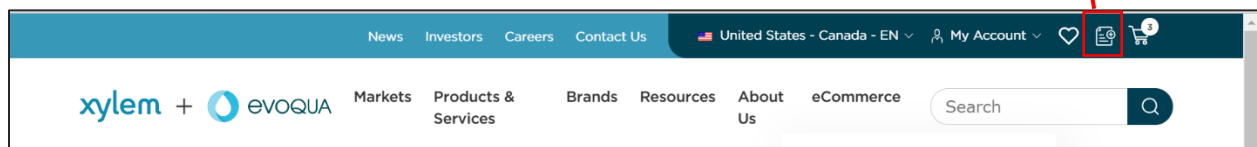
PRODUCT CATALOG

Selecting “View All Parts” from the dropdown menu will take you directly to the main page for the eCommerce catalog. This is where you can view your accessible products. For more assistance searching for products from this page, refer to the [Searching for Products](#) section of this guide.



IMPORT YOUR CART

To quickly upload a list of parts to your cart from an excel file, click on the “Import Cart” icon in the upper-right hand corner of your screen.



To use the Import Your Cart upload feature:

1. Drag and drop a CSV or Excel file into the window OR click the “select a file on disk” link to select a CSV or Excel file from your computer.

Import Products to Your Cart

Upload a list of products in CSV or XLSX format to add the products directly to your cart. [Download](#) sample CSV file. [Start](#) the upload process over.

Upload File | Map Columns | Preview | Add Products

Upload File

First row contains column headers

Drag and drop to upload product order CSV or Excel file or [select a file on disk](#)

MAP COLUMNS

2. When your file has been uploaded, you will see your file name in the window and can then select “Map Columns.”

Import Products to Your Cart

Upload a list of products in CSV or XLSX format to add the products directly to your cart. [Download](#) sample CSV file. [Start](#) the upload process over.

Upload File | Map Columns | Preview | Add Products

Upload File

First row contains column headers

Proceed with **Sample Evoqua Order Upload - Demo.xlsx** or [remove and start again](#)

MAP COLUMNS >

3. Select “Yes” or “No” to answer the question, “Do you have products that require a configuration code?” Then identify which of the columns in your file match the three pieces of information needed by the eCommerce site (material number, quantity and configurator ordering code, if applicable).

The screenshot shows the 'Import Products to Your Cart' interface. The 'Map Columns' section asks: "Do you have products that require a configuration code?" with radio buttons for "Yes" (selected) and "No". Below are three dropdown menus: "Material Number (SKU) Column", "Quantity Column", and "Configuration Code". An Excel spreadsheet is overlaid on the right, showing columns A, B, and C with headers "Material #", "Quantity", and "VC Ordering Code" respectively. Red arrows point from the spreadsheet headers to the dropdown menus.

	A	B	C	D	E	F	G	H	I
1	Material #	Quantity	VC Ordering Code						
2	W3T99090	12							
3	W3T142263	1							
4	W3T133974	2	INJFTICALK						
5	W3T75615		VR1SACX						





4. Once you have mapped your columns, select “Preview.”

The close-up shows the 'Map Columns' interface with the dropdown menus filled with the mapped values. The 'Configuration Code' dropdown is highlighted with an orange border. A red arrow points to the 'PREVIEW' button.

5. The eCommerce site will read your file and prepare a product list. Select “Add Products” to populate the list into your cart.

Import Products to Your Cart

Upload a list of products in CSV or XLSX format to add the products directly to your cart. [Download](#) sample CSV file. [Start](#) the upload process over.

 Upload File
  Map Columns
  Preview
  Add Products

Preview





#	Material Number (SKU) Column	Quantity Column	Configuration Code
1	W3T99090	12	
2	W3T142263	1	
3	W3T133974	2	INJFTICALK
4	W3T75615	1	VRISACX

[ADD PRODUCTS >](#)

6. The eCommerce site will check pricing, inventory, and any configuration codes, then add the products to your cart. Once in the cart view, you can change quantities or remove products as needed. You can also continue adding parts to your cart by searching for PNs or importing another part list file.

Import Products to Your Cart

Upload a list of products in CSV or XLSX format to add the products directly to your cart. [Download](#) sample CSV file. [Start](#) the upload process over.

 Upload File
  Map Columns
  Preview
  Add Products





Add Products

#	Material Number (SKU) Column	Quantity Column	Configuration Code	Status	Results
1	W3T99090	12		✓	
2	W3T142263	1		↻	
3	W3T133974	2	INJFTICALK	⋮	
4	W3T75615	1	VRISACX	⋮	

[VIEW CART](#)

Import Products to Your Cart

Upload a list of products in CSV or XLSX format to add the products directly to your cart. [Download](#) sample CSV file. [Start](#) the upload process over.

 Upload File
  Map Columns
  Preview
  Add Products

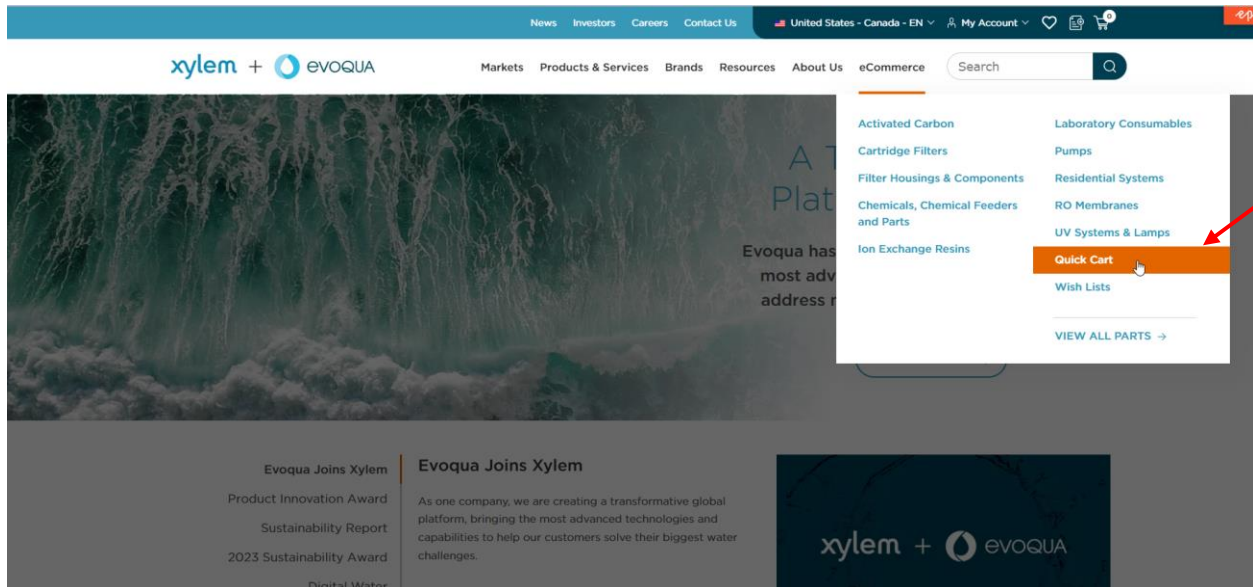
Add Products

#	Material Number (SKU) Column	Quantity Column	Configuration Code	Status	Results
1	W3T99090	12		✓	
2	W3T142263	1		✓	
3	W3T133974	2	INJFTICALK	✓	
4	W3T75615	1	VRISACX	✓	

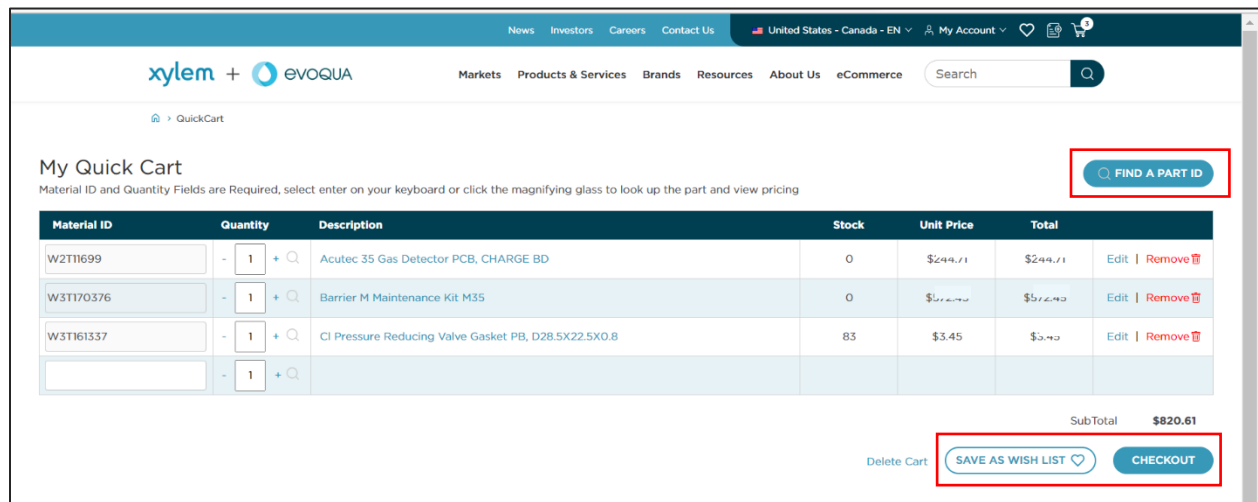
[VIEW CART >](#)

QUICK CART

Quick Cart allows you to add all the part numbers you need and go directly to checkout. You will need to know your part numbers and quantities.



If you do not remember all your part numbers, utilize the “Find A Part ID” button in the top right-hand side of the Quick Cart page. This will take you to our search page. To return to your Quick Cart, use the eCommerce dropdown menu and click “Quick Cart.”

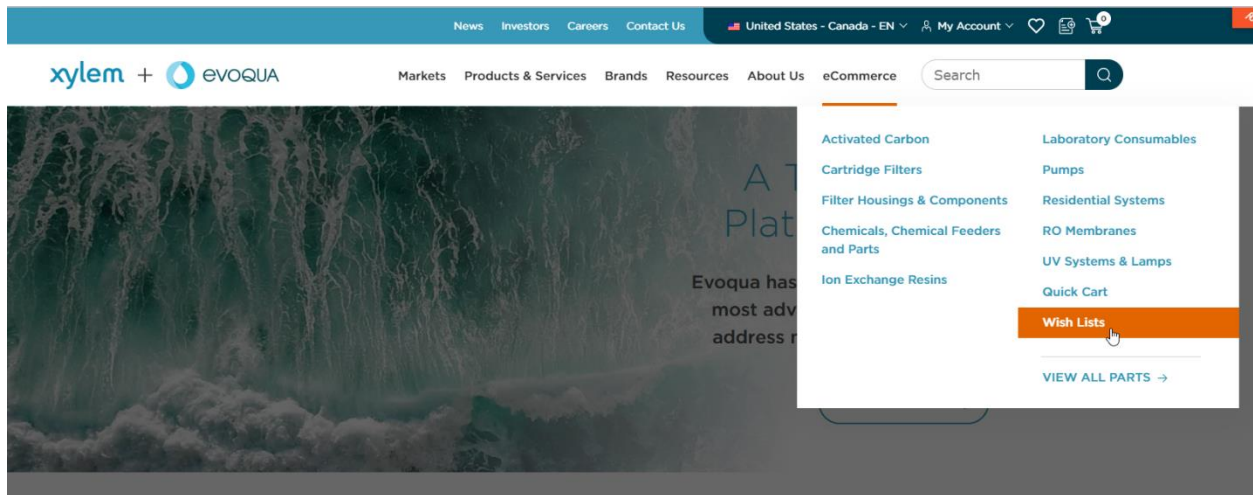


While on the Quick Cart page, you can add/edit/remove parts and adjust quantities. When finished, go straight to check out or you can also save your cart as a Wish List. For more information on Wish Lists, please check out the Wish Lists section of this guide.

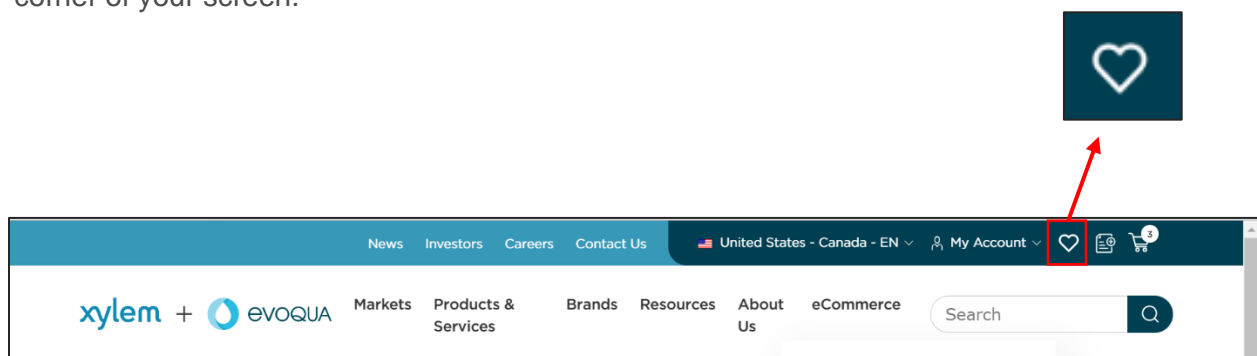
WISH LISTS

Navigate straight to your Wish Lists from the dropdown menu. This feature enables you to curate orders for specific customers.

You can easily create and save multiple material lists for future or repeat orders and save or download wish lists as PDFs to use for quoting purposes. You can collaborate and share wish lists with other eCommerce users at your company and our regional eCommerce team members can create and share recommended wish lists with you as well.

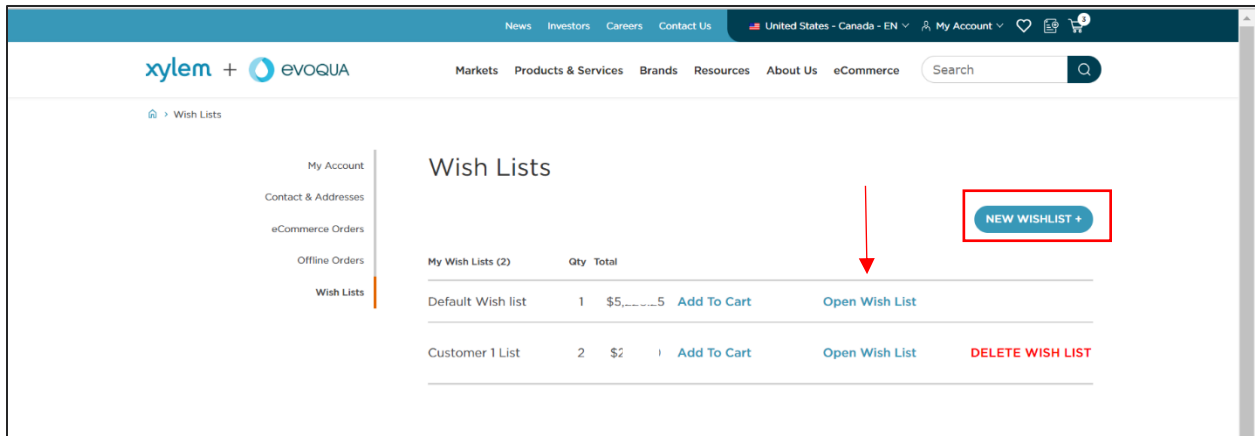


Another way to find this feature is by selecting the “My Wish Lists” icon in the upper-right hand corner of your screen.



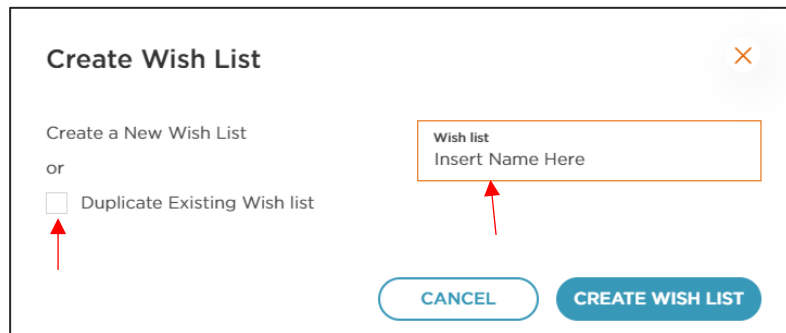
To use the Wish Lists feature:

1. Click “New Wishlist” to start new or click “Open Wish List” to edit your current wish list(s).



a. Creating a New Wishlist:

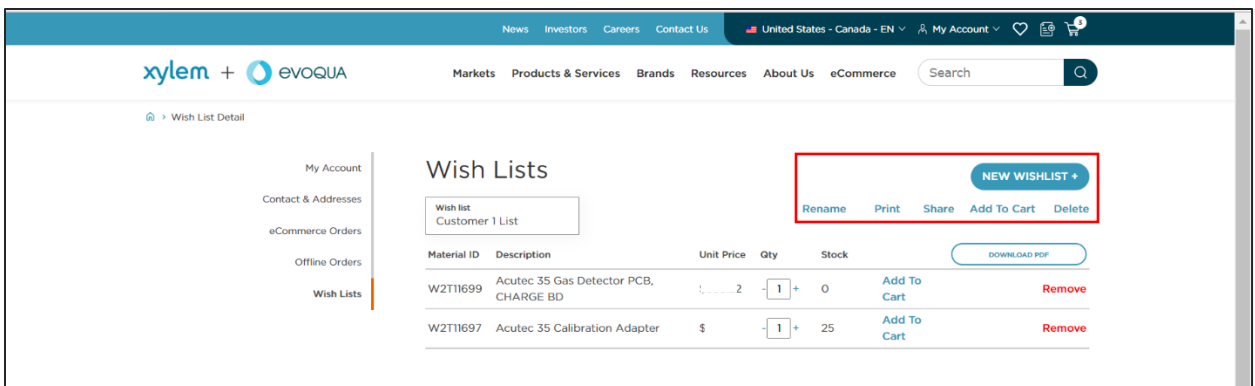
Add your wish list name and click “Create Wish List.”
If you are building on a current wish list, check the box to duplicate an existing list.

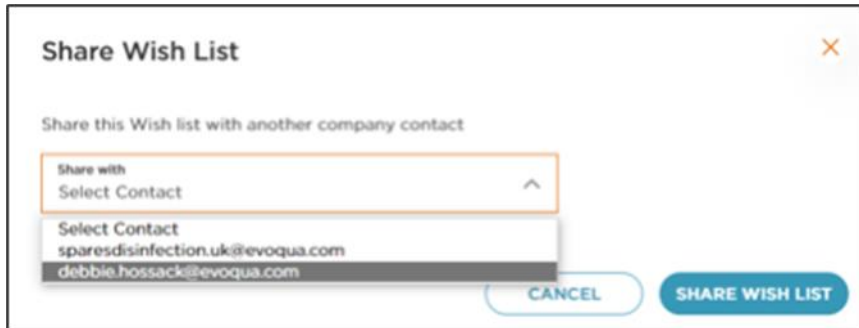


b. Opening Existing Wishlist:

After clicking “Open Wish List” on landing page, you can view the selected wish list item(s), adjust quantities, add to cart, remove item(s), print or download a PDF of the list, or share with a contact.

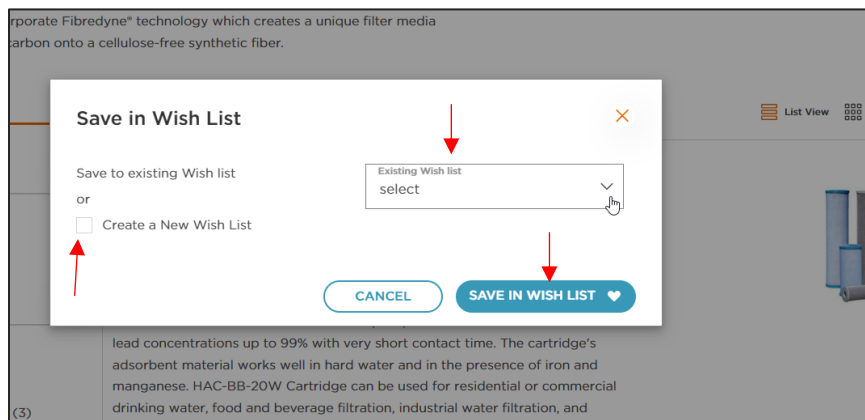
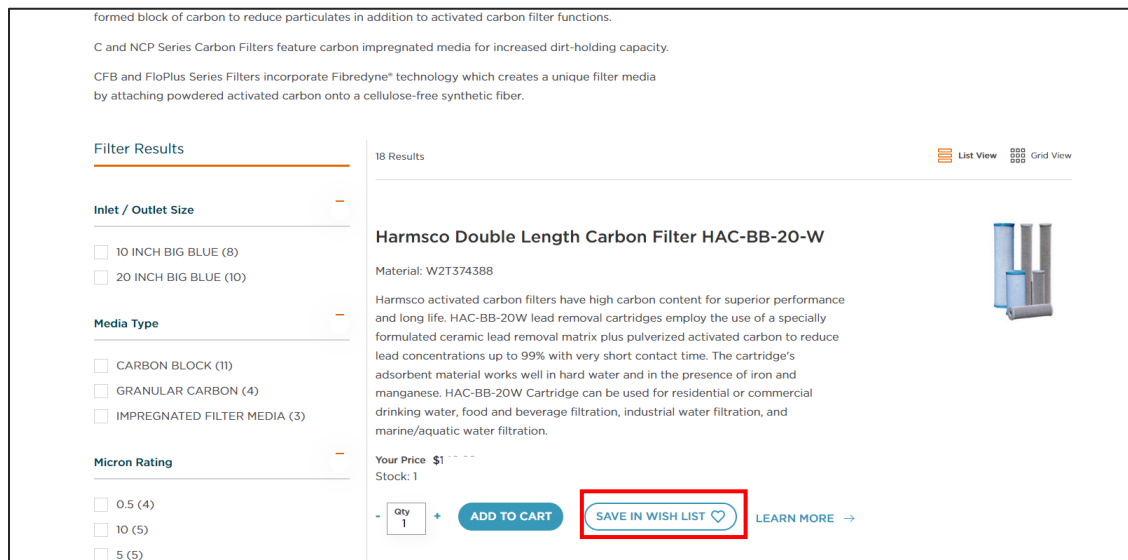
- i. To share with a contact, click “Share.” Then select who you would like to send the Wish List to and click “Share Wish List.” You should see a pop-up box confirming that you shared the list. Your colleague will receive an email from extranet@evoqua.com with a link to view the wish list.

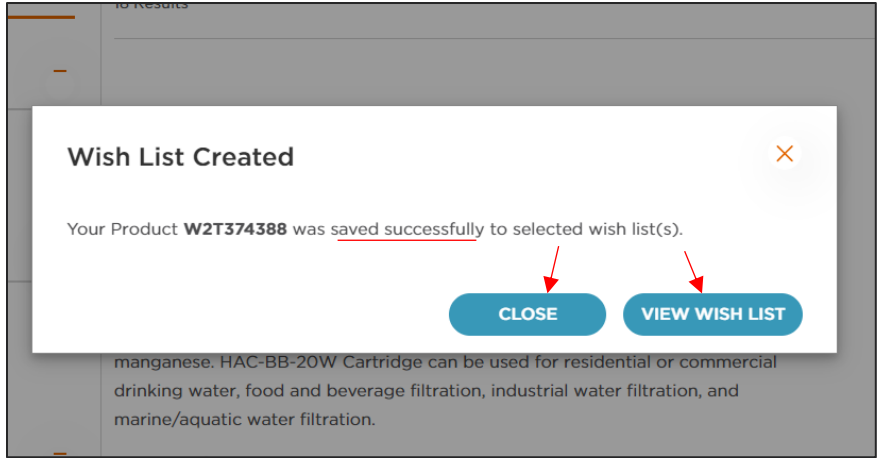




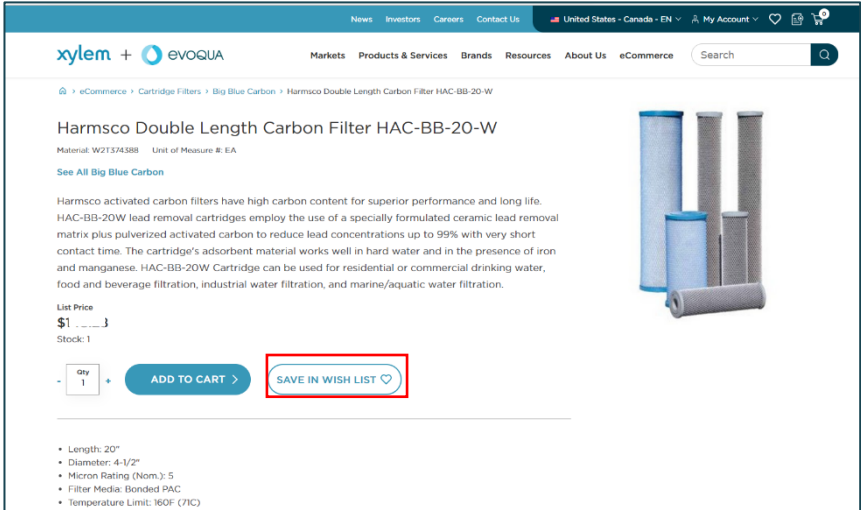
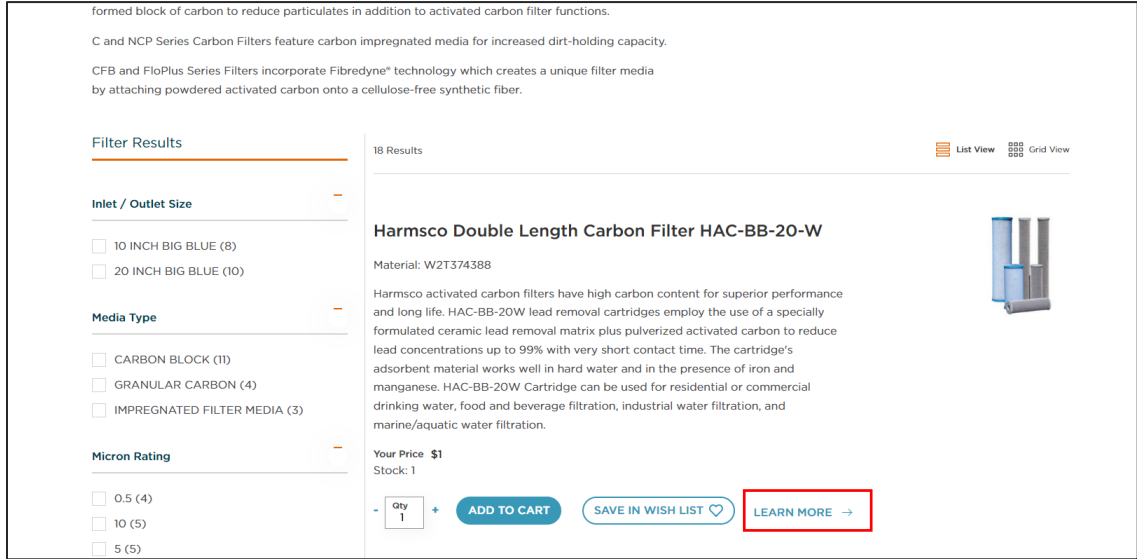
2. Adding Parts to a Wishlist:

- a. **From the Product Catalog:** While you are browsing a category, click “Save In Wish List” and select an existing wish list or create a new wish list. Then click save. You will then be prompted to “View Wish List” to go to that wish list or “Close” to continue shopping.





i. You can also click “Learn More” to go into the Product Page and follow the same steps to add the part to your wish list.



- b. **From the Search Bar:** Click “Save In Wish List” and select an existing wish list or create a new wish list. Then click save. You will then be prompted to “View Wish List” to go to that wish list or “Close” to continue shopping.

The screenshot shows search results for the material ID "W2T374388". The search bar contains "W2T374388" and a "SEARCH" button. Below the search bar, there are tabs for "Products & Services (1)" and "Resources & Documentation (1)". The search results section shows "1 Results" and a "Sort: Relevance" dropdown. The product listing for "Harmsco Double Length Carbon Filter HAC-BB-20-W" is displayed, including a "BIG BLUE CARBON" label, a material ID, a description, and pricing information. A red arrow points from the "SAVE IN WISH LIST" button on the product listing to a modal dialog titled "Save in Wish List". The modal dialog has a close button (X) in the top right corner. It contains a "Save to existing Wish list" label, a dropdown menu with "Existing Wish list" and "select" options, and a "Create a New Wish List" checkbox. Below the modal dialog are "CANCEL" and "SAVE IN WISH LIST" buttons. A red arrow points from the "SAVE IN WISH LIST" button in the modal to the "SAVE IN WISH LIST" button on the product listing.

- i. You can also click “Learn More” to go into the Product Page and follow the same steps to add the part to your wish list.

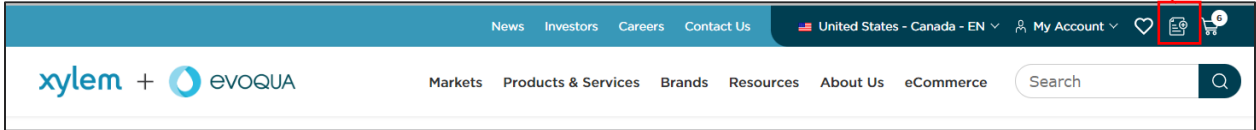
The screenshot shows the product page for "Harmsco Double Length Carbon Filter HAC-BB-20-W". The page header includes navigation links for "News", "Investors", "Careers", and "Contact Us", along with a language selector for "United States - Canada - EN" and a "My Account" link. The main navigation bar includes "Markets", "Products & Services", "Brands", "Resources", "About Us", and "eCommerce", with a search bar. The breadcrumb trail is "eCommerce > Cartridge Filters > Big Blue Carbon > Harmsco Double Length Carbon Filter HAC-BB-20-W". The product title is "Harmsco Double Length Carbon Filter HAC-BB-20-W", with a material ID and unit of measure. A link "See All Big Blue Carbon" is provided. The product description is followed by pricing information: "List Price \$1" and "Stock: 1". At the bottom, there is a quantity selector (Qty 1) and two buttons: "ADD TO CART" and "SAVE IN WISH LIST". A red box highlights the "SAVE IN WISH LIST" button.

Product Page Information

The product page will provide additional information including available quantities, pricing details, marketing and spec documentation, legacy part numbers and related parts and accessories. When on the product page, you can download available manuals.

Viewing/Editing Your Cart

You can view and edit your cart at any time by clicking the cart icon in the upper right-hand corner of the screen. You can adjust quantities or remove products in the cart view.



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Water Systems > MEDICA® Pro System

multiple clinical diagnostic analyzers; high volume and RW grade water to large or multiple clinical analyzers

STEM PARTS & CONSUMABLES →

gnostics 427.4 KB | All Documentation


✓ 1 item added to your cart



Elga Purification Cartridge Filter

Qty: 1

\$: _____



Elga Docking Vessel, 25 Liter

Qty: 1

\$: _____

Subtotal (6 items): \$ XXX I

[VIEW / EDIT CART](#) →


SECURE CHECKOUT >

You will not be charged yet.

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xylem + EVOQUA Markets Products & Services Brands Resources About Us eCommerce Search

Cart (6 items)




Elga MEDICA® Pro R 60, 115V

Material #: W2T199022

\$1 | Stock: 3

- 1 +
[Remove](#)
[Save in Wish List](#)




Elga RO Replacement Module 60 Lph

Material #: W2T142256

\$: _____ | Stock: 0

- 1 +
→ [Remove](#)
→ [Save in Wish List](#)



Elga Key Set: Black, Blue, and Green

Material #: W2T183537

\$: _____ | Stock: 0

- 1 +
[Remove](#)
[Save in Wish List](#)

Order Summary

List Price \$: XXX

Shipping & handling \$0.00

Enter Coupon Code ADD

Total \$: XXX

Shipping & tax calculated at checkout

CHECKOUT >

You will not be charged yet.

SAVE CART AS WISH LIST ♥

Need assistance with your order?

Industrial Aftermarket:
+1-800-466-7873 or
+1-978-614-7111

Checking Out

Select “Checkout” from the cart view to begin the checkout process.

You will be directed to confirm and/or enter Billing, Shipping and Payment information. You will then review your order and select “Submit” to place your order.

There is also an opportunity to save your cart as a Wish List **before** checking out.

Order Summary

List Price	\$1 XXX 5
Your Savings	-\$ XXX 1
Shipping & handling	\$0.00

Total	\$ XXX 7
--------------	-----------------

Shipping & tax calculated at ct

You will not be charged yet.

Need assistance with your order?

Wallace & Tiernan Americas: +1-800-524-6324, option 7

BILLING

Billing information is tied to your Evoqua account number and cannot be edited through the eCommerce site.

BILLING ADDRESS

COMPANY NAME

COMPANY NAME
123 Street
City, State – Zip Code
Country

Need to update your billing address? In your account, you may request a new billing address which may take up to 2 days to verify.
[Request a New Billing Address](#)

SHIPPING

The default shipping address is the same as your billing address. You can create or select/edit this to add a new shipping address or choose a previously used addresses right from the shipping page. If you would like to choose or enter a different address, click “Create or Select/Edit an Existing Address.” If you are shipping to your billing address, proceed by scrolling to the “Select Shipping Method” section.

The left screenshot shows the 'SHIPPING ADDRESS' form. It has a header 'SHIPPING ADDRESS' and a form area with fields for 'COMPANY NAME', 'COMPANY NAME', '123 Street', 'City, State – Zip Code', and 'Country'. Below the form is a blue button labeled 'CREATE OR SELECT/EDIT AN EXISTING ADDRESS' with a right-pointing arrow. At the bottom left is a checkbox labeled 'Freight Forwarder'.

The right screenshot shows the 'Select Shipping Address' modal. It has a search bar 'Enter Filter Term' and a blue button labeled 'FILTER >'. Below the search bar is a dashed box with a plus sign and the text 'Add New Address'. To the right are two address tiles. The first tile is for 'COMPANY NAME' with fields for 'COMPANY NAME', '123 Street', 'City, State – Zip Code', and 'Country', and a blue button labeled 'USE THIS ADDRESS'. The second tile is for 'TEST' with fields for 'TEST', '456 Street', 'City, State – Zip Code', and 'Country', and a blue button labeled 'EDIT ADDRESS' and a blue button labeled 'USE THIS ADDRESS'. Below these tiles is a third address tile for 'EVOQUA_W&T' with fields for 'EVOQUA_W&T', '10 INDUSTRIAL AVE', and 'LOWELL, MA - 01851', and blue buttons labeled 'EDIT ADDRESS' and 'USE THIS ADDRESS'. Red arrows point to the 'Add New Address' button and the 'EDIT ADDRESS' and 'USE THIS ADDRESS' buttons for the 'EVOQUA_W&T' tile.

You can select a previously used address by clicking on the desired tile or add a new address by clicking the plus sign. If you have many saved addresses, you can search by using the filter function and look for addresses by state, company name, etc.

Once your shipping address is selected, scroll down to select a shipping method. You can choose various UPS options, enter your own carrier information or “ship best way” if you’ve ordered a large product that may require a pallet or truck.


The screenshot shows the 'SELECT SHIPPING METHOD' section. It has a header 'SELECT SHIPPING METHOD' and a sub-header 'Your shipping method is determined based on your location. If you edit or change your address, your shipping options may change.' Below the sub-header is a list of shipping options with radio buttons:

- UPS Ground - \$109.85
- UPS Second Day Air - \$417.35
- UPS Red Saver - \$421.06
- Ship using my carrier account
- Ship best way with cost added to invoice


You have the option to ship your entire order complete by selecting the check box or can have your parts ship as they become available. The earliest ship date will appear in the calendar, and you can select a later ship date if needed.

Check here to ship all items together only when complete


Shipment 1 of 3 (1 Item)
Expected ship date: September 19, 2023

 Acutec 35 Gas Detector PCB, CHARGE BD
Qty: 1 Material #: W2T11699

Shipment 2 of 3 (1 Item)
Expected ship date: September 11, 2023

 Barrier M Maintenance Kit M35
Qty: 1 Material #: W3T170376

Shipment 3 of 3 (1 Item)
Expected ship date: August 3, 2023

 CI Pressure Reducing Valve Gasket PB, D28.5X22.5X0.8
Qty: 1 Material #: W3T161337

Preferred Shipping Date
08/03/2023

We try our best to ship on the preferred date, although we cannot guarantee it will ship on the selected date.


Shipping Instruction (Optional)

Please note, orders with shipping instructions require manual processing and may result in delays.


Note, the top image ships all items as they become available.

Check here to ship all items together only when complete


Shipment 1 of 3 (1 Item)
Expected ship date: September 19, 2023

 Acutec 35 Gas Detector PCB, CHARGE BD
Qty: 1 Material #: W2T11699

Shipment 2 of 3 (1 Item)
Expected ship date: September 11, 2023

 Barrier M Maintenance Kit M35
Qty: 1 Material #: W3T170376

Shipment 3 of 3 (1 Item)
Expected ship date: August 3, 2023

 CI Pressure Reducing Valve Gasket PB, D28.5X22.5X0.8
Qty: 1 Material #: W3T161337

Preferred Shipping Date
09/19/2023

We try our best to ship on the preferred date, although we cannot guarantee it will ship on the selected date.

Shipping Instruction (Optional)

Please note, orders with shipping instructions require manual processing and may result in delays.

The bottom image ships all items together once the entire order is ready.

PAYMENT

After entering billing and shipping information, continue scrolling down to the payment section where you can enter your purchase order number or pay by credit card.

Payment

SELECT PAYMENT METHOD

Purchase Order Credit Card



Purchase Order Number (max 35 characters):
2

CONTINUE TO REVIEW > ←

Payment

SELECT PAYMENT METHOD

Purchase Order **Credit Card**

VISA  

Card First Name Card Last Name

Card Number Exp (MM/YY) CVV

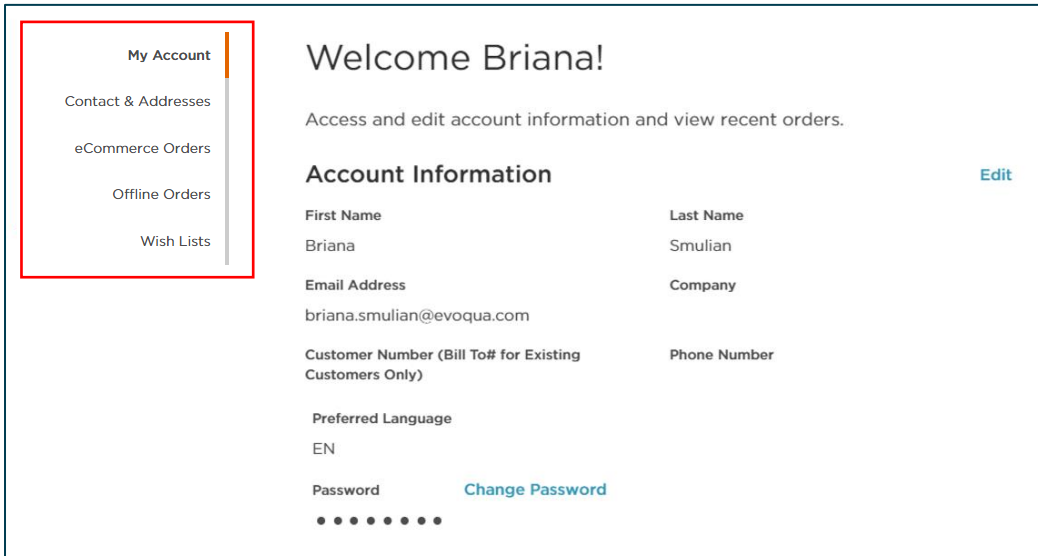
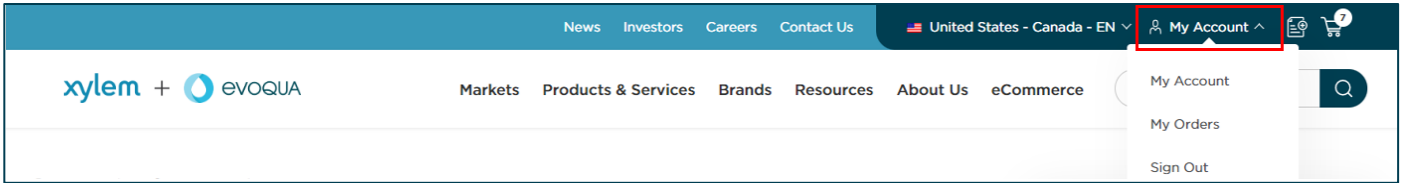
CONTINUE TO REVIEW > ←

REVIEW AND SUBMIT

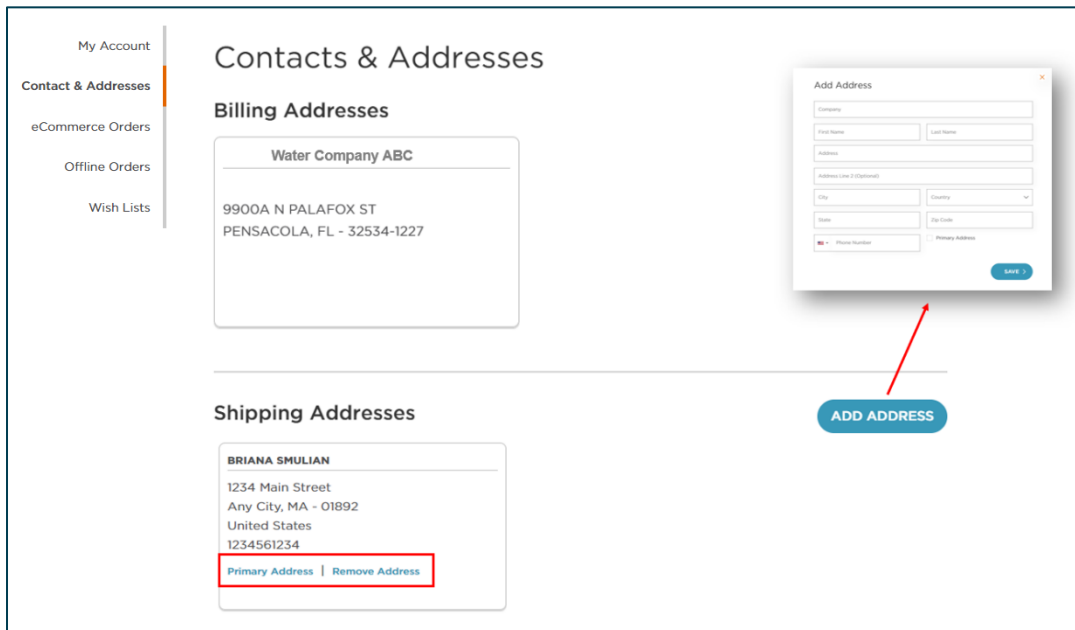
When you have entered billing, shipping, and payment information, you can review your order, accept the terms & conditions, and submit your order. You will receive an email confirmation letting you know your order was placed.

Account Management

To manage your account, click “My Account” at the top right of the page.



In the “Contact & Addresses” section, you can manage your stored shipping addresses, including setting a new default address, removing an address, or adding an address.



In the “eCommerce Orders” tab, you can search past eCommerce orders by PO number, material number, order number, filter by shipping address and check the status of your orders. You can also filter your orders by date, price range, status, and username.

When you click the paper icon in the “Order Documents” column, you will have the option to view order confirmation, invoice, and delivery notice documentation as it becomes available.

My eCommerce Orders

Search by PO #, Order #, Material #, etc. **FILTER** View Orders 10

Order Number	PO Number	Order Documents	Order Date	Price	Status	User Name
#1099600	#1221-instruc-test		12/21/2021	\$5,957.01	Open	Charles Bittner
#	#1221-long		12/21/2021	\$5,957.01	Pending	Charles Bittner
#1099598	#		12/21/2021	\$193.78	Open	
#1099597	#testing shipping change		12/21/2021	\$297.93	Open	
#1099573	#test5		12/14/2021	\$4,252.72	Open	Jennifer Connelly
#1099572	#test		12/14/2021	\$4,252.72	Open	Jennifer Connelly

Filter by Address

Shipping Address

- 1234 Main Street, Any City, MA 01892, United States
- 4740 INTERSTATE DR, CINCINNATI, OH 45246, United States
- 558 Clark Road, Tewksbury, MA 01876, United States
- ... United States

Order #1099481

Shipping Documents

- Order Confirmation 1099481
- Invoices 904912178
- Delivery Notices 81632694

In the “Offline Orders” tab, you can view orders that were not submitted through the eCommerce site. This view provides some more limited functionality than the eCommerce Orders tab, but you can search offline orders by date range and view the same order documents as with your eCommerce orders.

My Offline Orders

Start Date January 11, 2022 Show Orders 30 days prior View 10

Order Number	PO Number	Documents	Order Date	Price
#1151817	0065612/NC		January 5, 2022	\$0.00
#1149404	0065871		December 20, 2021	\$292.09
#1148943	0065868		December 17, 2021	\$3,414.97

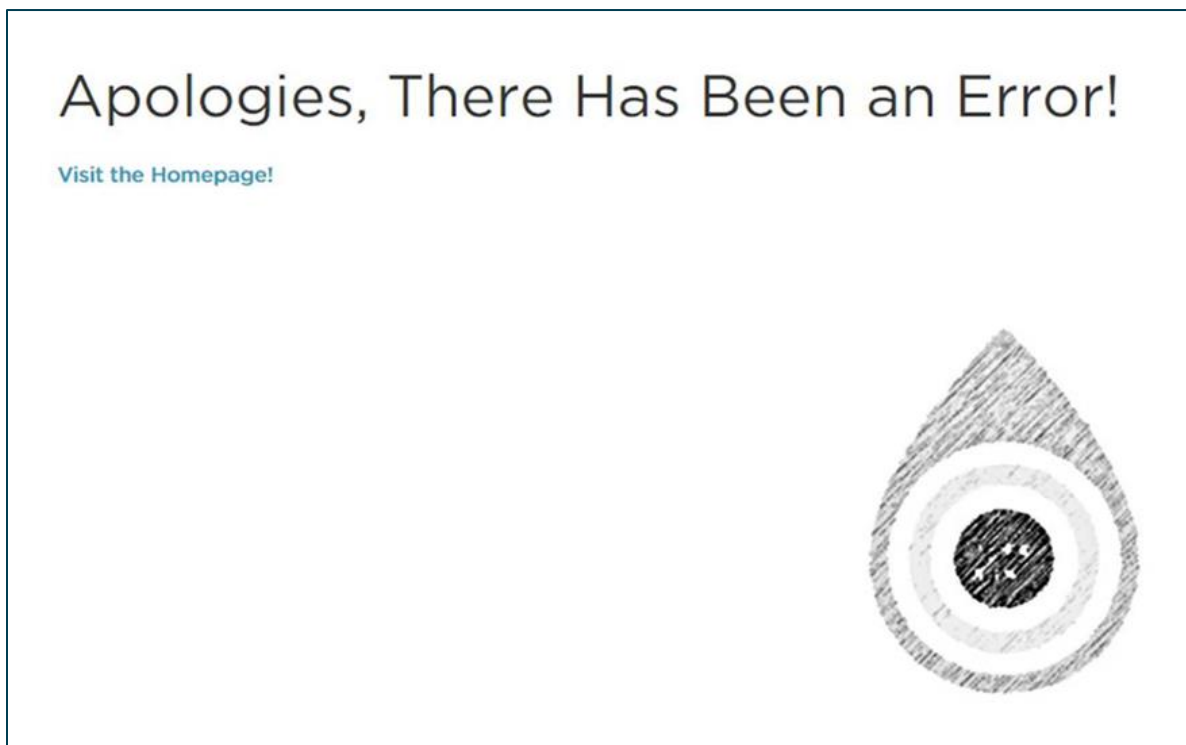
In the “Wish Lists” tab, you can create new wish lists or review your current wish lists. You have the ability to add an existing wish list directly to your cart or you can delete wish list(s). By clicking “Open Wish List,” you can adjust quantities, add to cart, remove item(s), rename the wish list, print or download a PDF of the wish list items, share with a contact, or delete the entire wish list. Please refer to the [Dropdown Menu & Features](#) section of this guide for more information on building your ideal wish list.

Help

Below are some troubleshooting recommendations and FAQs.

TROUBLESHOOTING

If you receive the below error message, try refreshing your browser by clicking the circular arrow icon, usually located in the upper left-hand side of your browser window.



For other troubleshooting, training, product addition requests and/or to provide feedback on the site, please contact your local Territory Sales Representative or reach out directly to Michael Leggett, Senior Product Portfolio Manager – ISS, at michael.leggett@evoqua.com.

FREQUENTLY ASKED QUESTIONS

What if I forgot my password or my password isn't working?

If you forgot or are having issues logging in with your password, please click the “Forgot password” link on the login page. A password reset link will be sent to the registered email address. You will have 72 hours to reset the password, at which point the link expires and you will need to request a new link.

How long is my cart stored?

Your cart will be saved in your account for 30 days. You can logout and come back at any time in that window to complete your order.

What if I need to change or cancel my order after I submit it online?

Please contact our 24/7 Customer Service at [800-466-7873](tel:800-466-7873)

How can I see changes made to my order on the eCommerce site?

Any changes made to your order with the Customer Service team after it has been submitted through the eCommerce site will appear on final order confirmation and invoice documents. These documents are available in the “My Account” section of the website.

What do I do if I am not receiving my order confirmation or other status update emails?

Please check your spam or junk folder and ensure that extranet@evoqua.com is added to your contacts.

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Disclaimer: Prices provided are for illustrative purposes only, and may vary.