QUICK START GUIDE

EVOQUA.COM ECOMMERCE

Revision 2
July 2023
ISS

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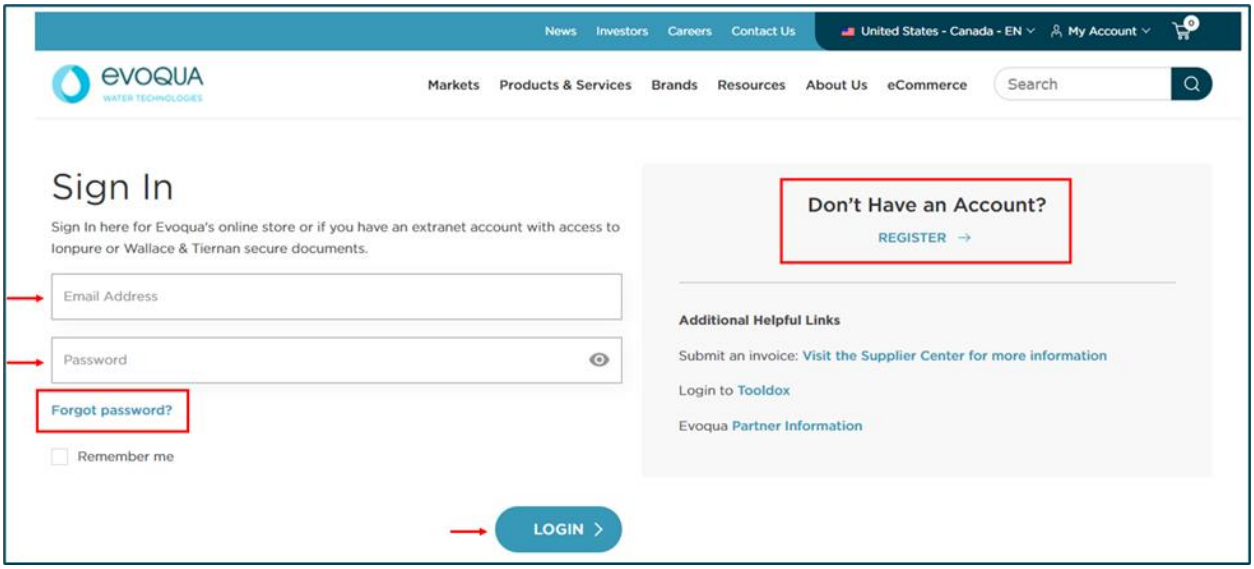
Logging In

Go to 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.

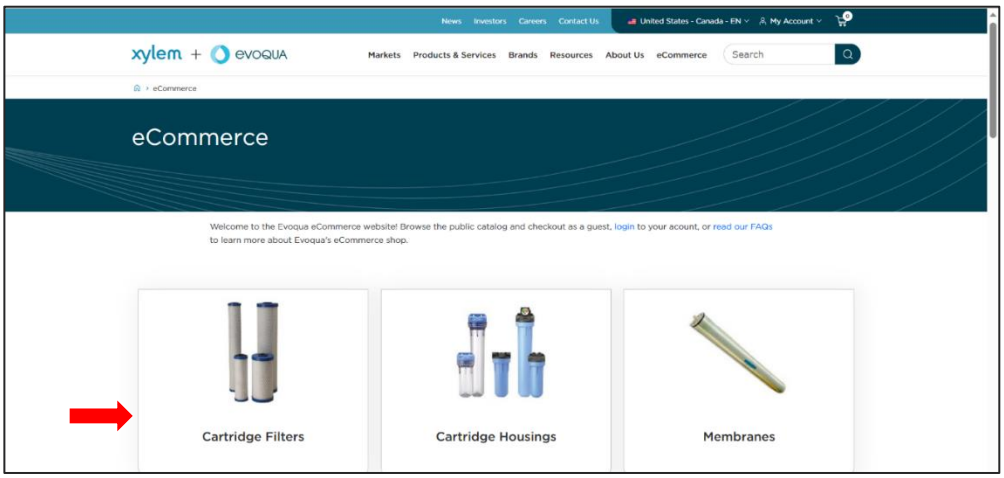


Searching for Products

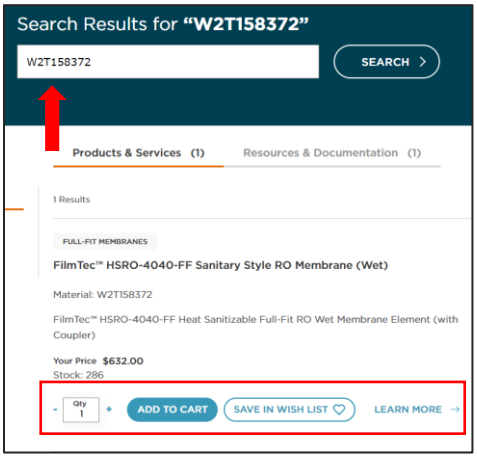
You will be directed to a landing page that shows your available products. This landing page may vary based on your account accessibility.

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.



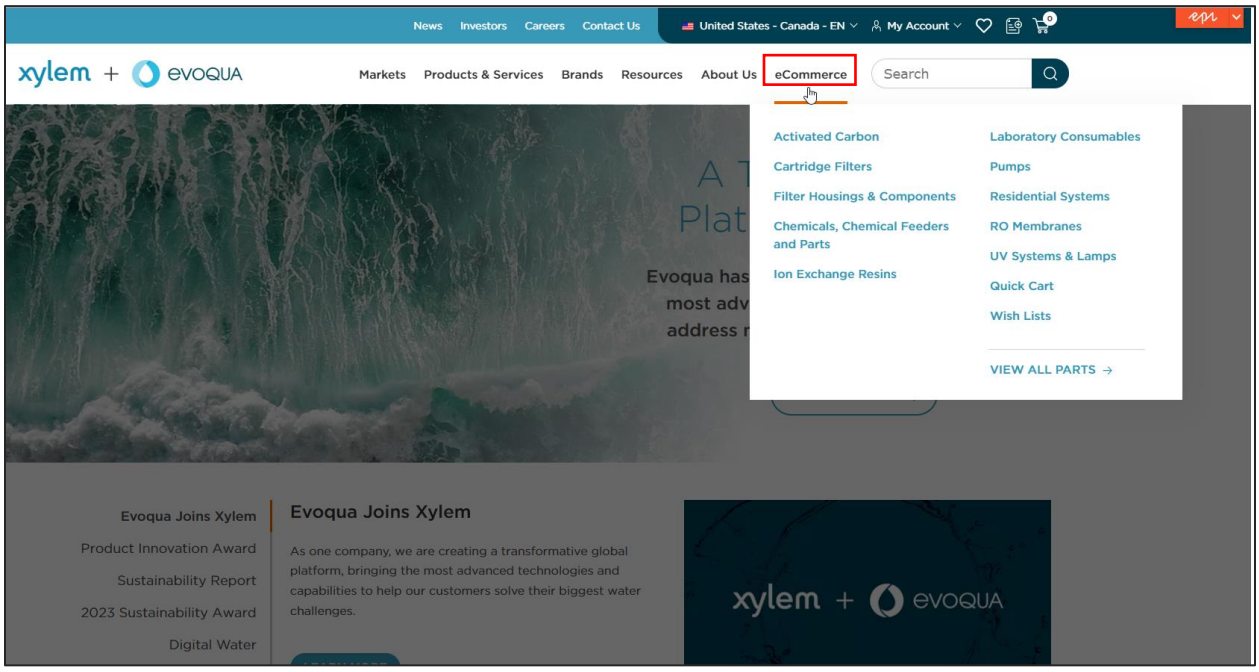
2. Alternatively, if you know which part you are looking for and do not need additional information, you can enter the part number directly into the search bar.



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 to you can find by clicking "learn more."

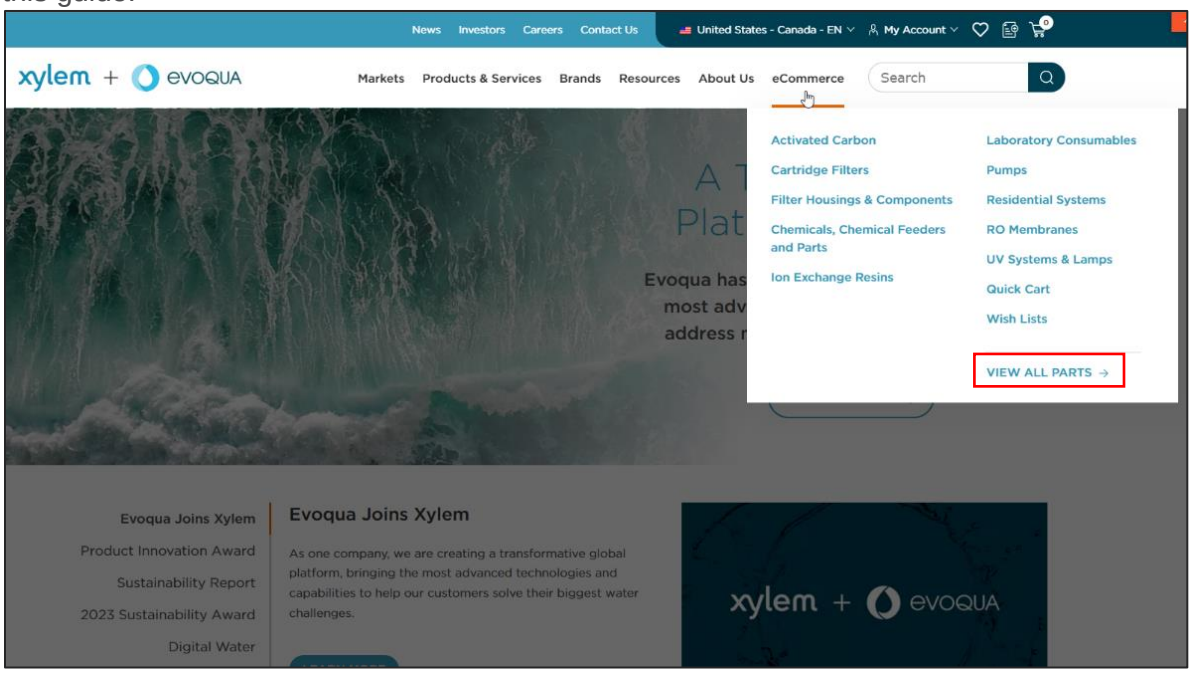
Dropdown Menu & Features

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.



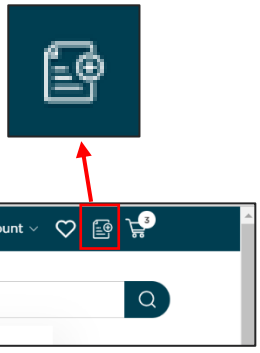
PRODUCT CATALOG

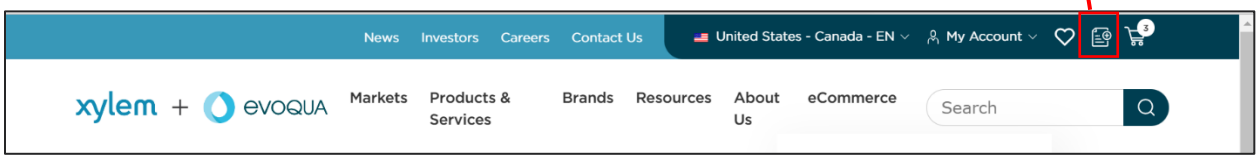
Selecting “View All Parts” from the dropdown menu will take you directly to the main page for the eCommerce catalog. This is where you can view your accessible products. For more assistance searching for products from this page, refer to the Searching for Products section of this guide.



IMPORT YOUR CART

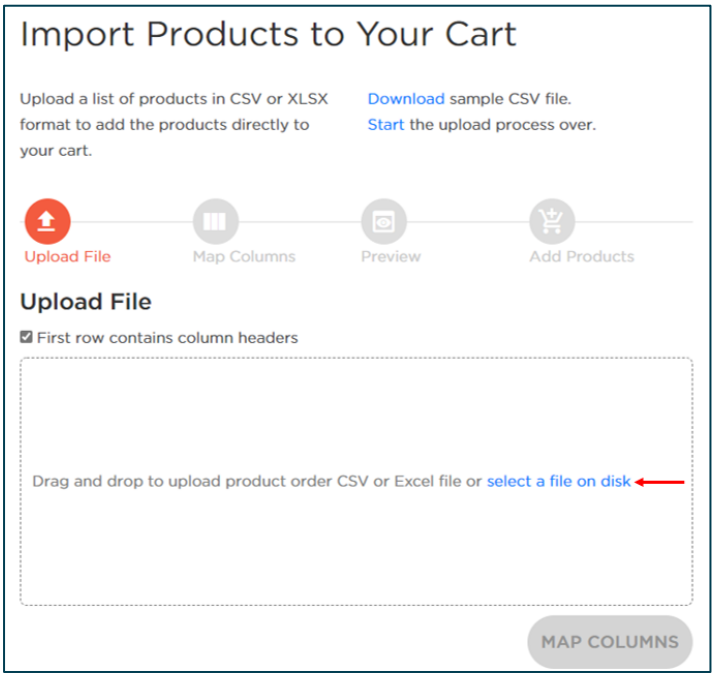
To quickly upload a list of parts to your cart from an excel file, click on the “Import Cart” icon in the upper-right hand corner of your screen.



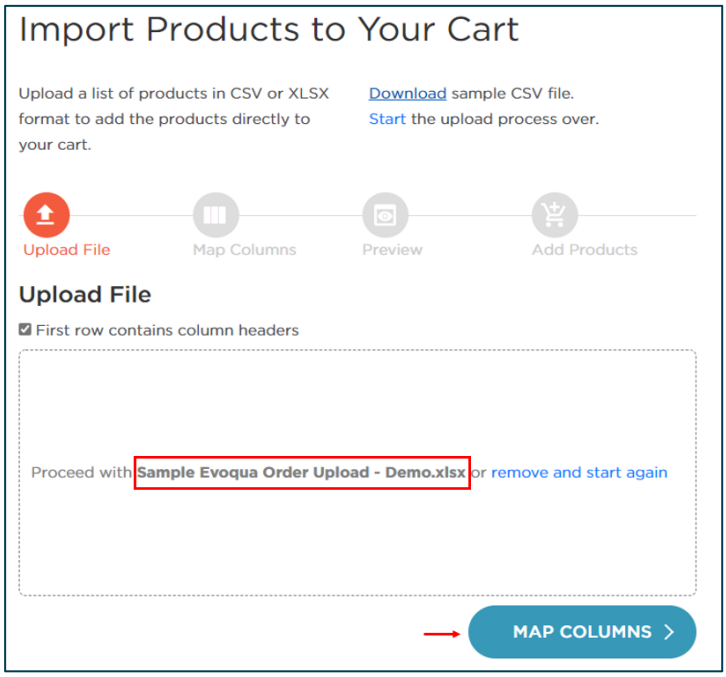


To use the Import Your Cart upload feature:

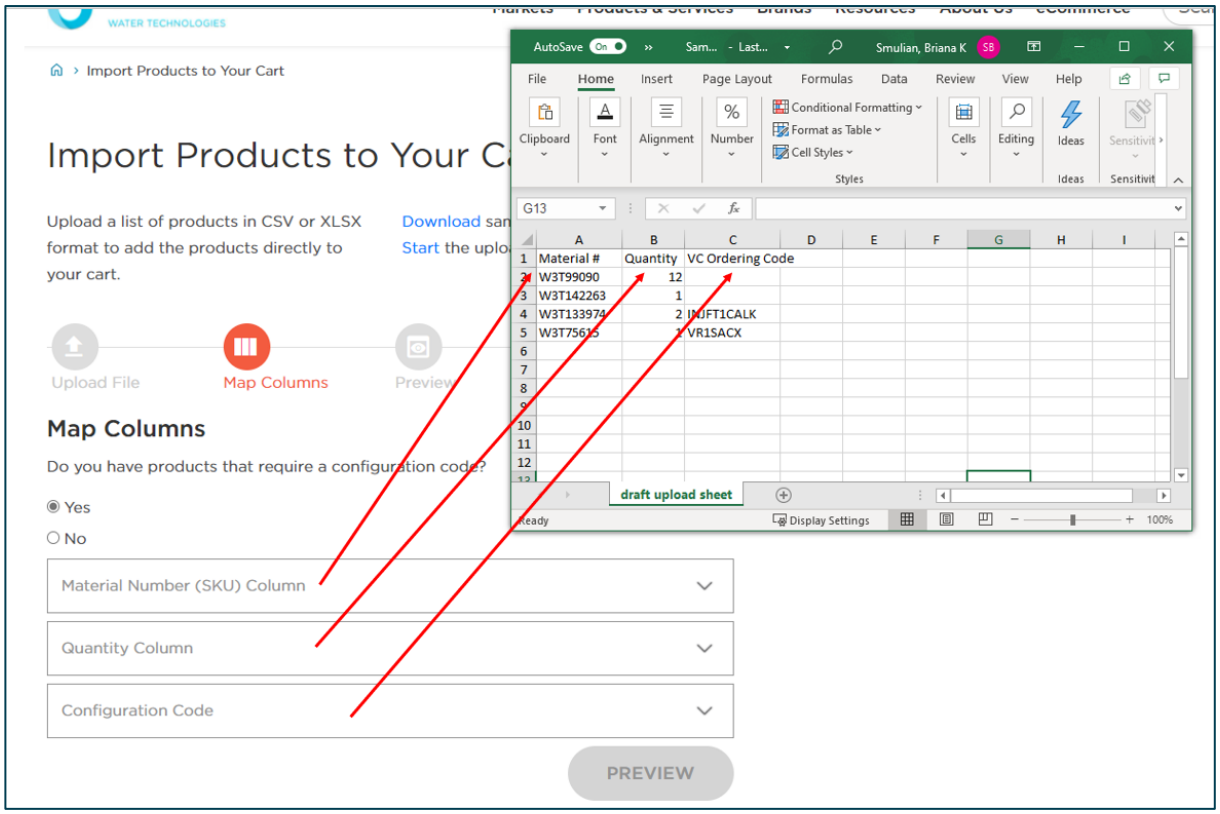
1. Drag and drop a CSV or Excel file into the window OR click the “select a file on disk” link to select a CSV or Excel file from your computer.



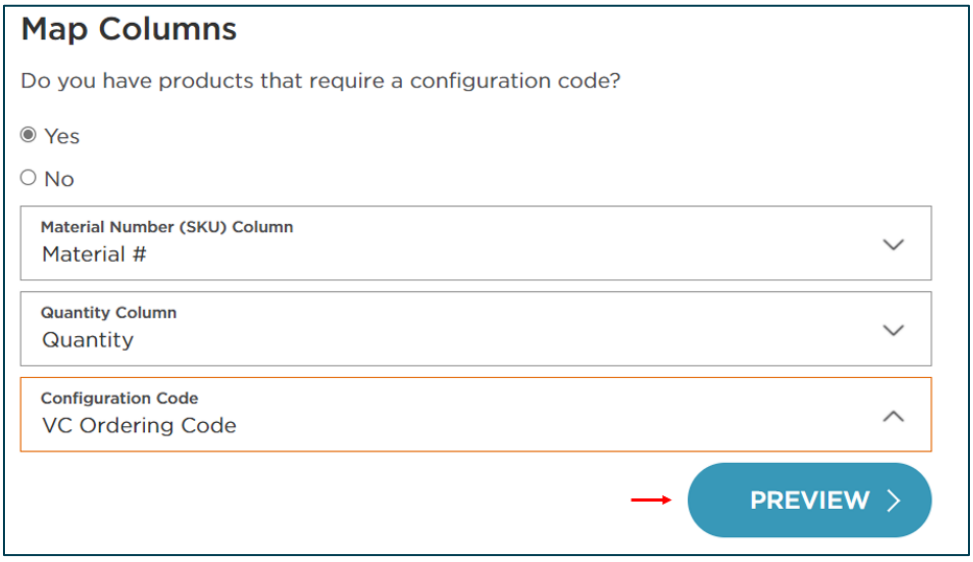
2. When your file has been uploaded, you will see your file name in the window and can then select “Map Columns.”



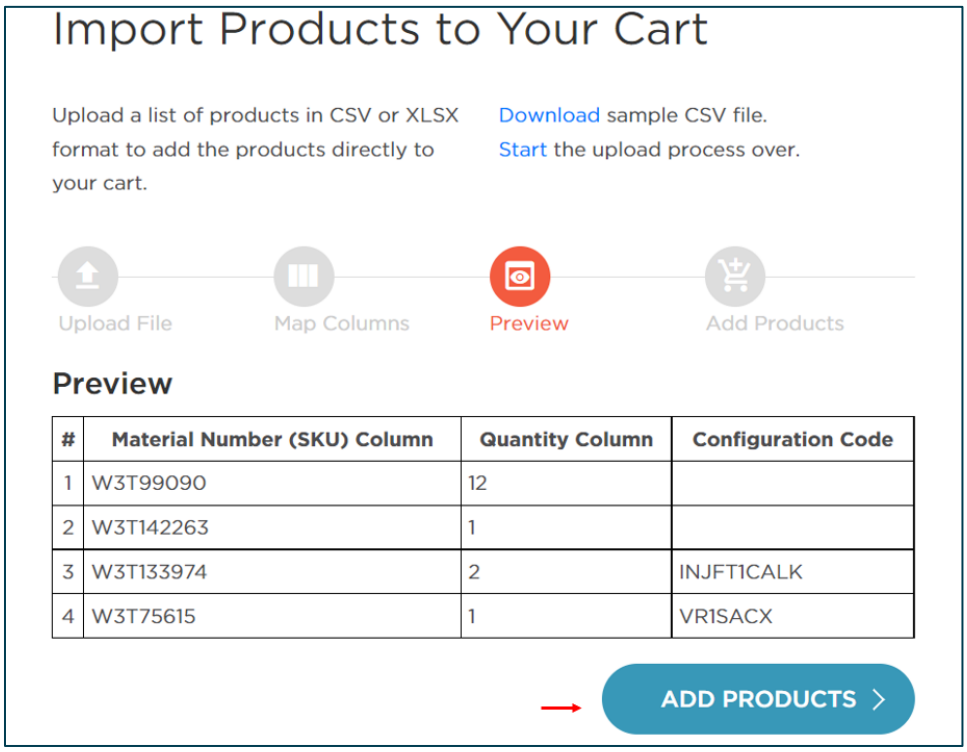
3. Select “Yes” or “No” to answer the question, “Do you have products that require a configuration code?” Then identify which of the columns in your file match the three pieces of information needed by the eCommerce site (material number, quantity and configurator ordering code, if applicable).



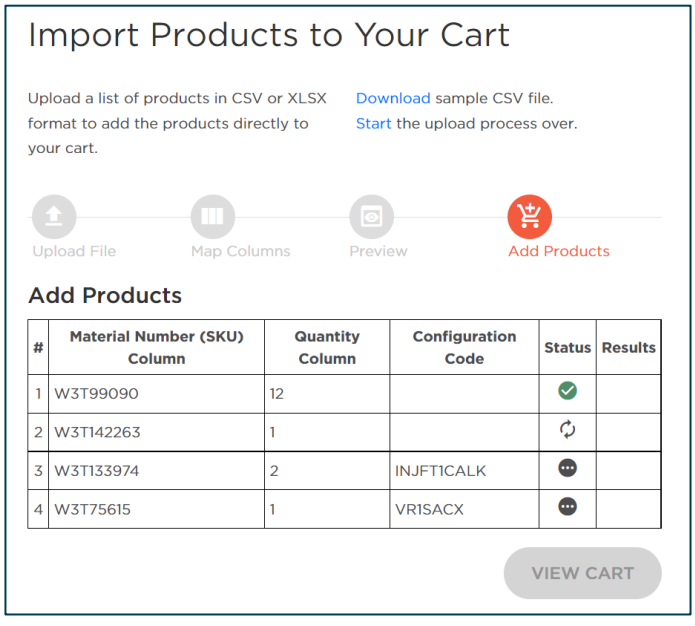
4. Once you have mapped your columns, select “Preview.”

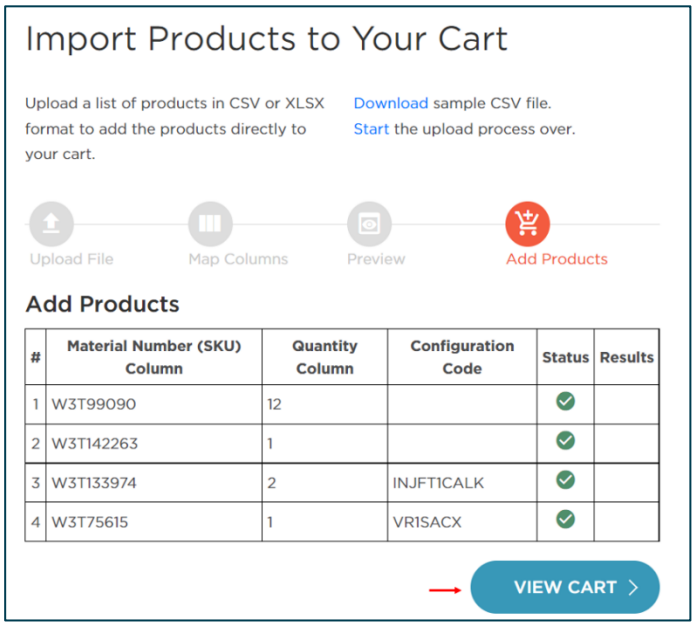


5. The eCommerce site will read your file and prepare a product list. Select “Add Products” to populate the list into your cart.



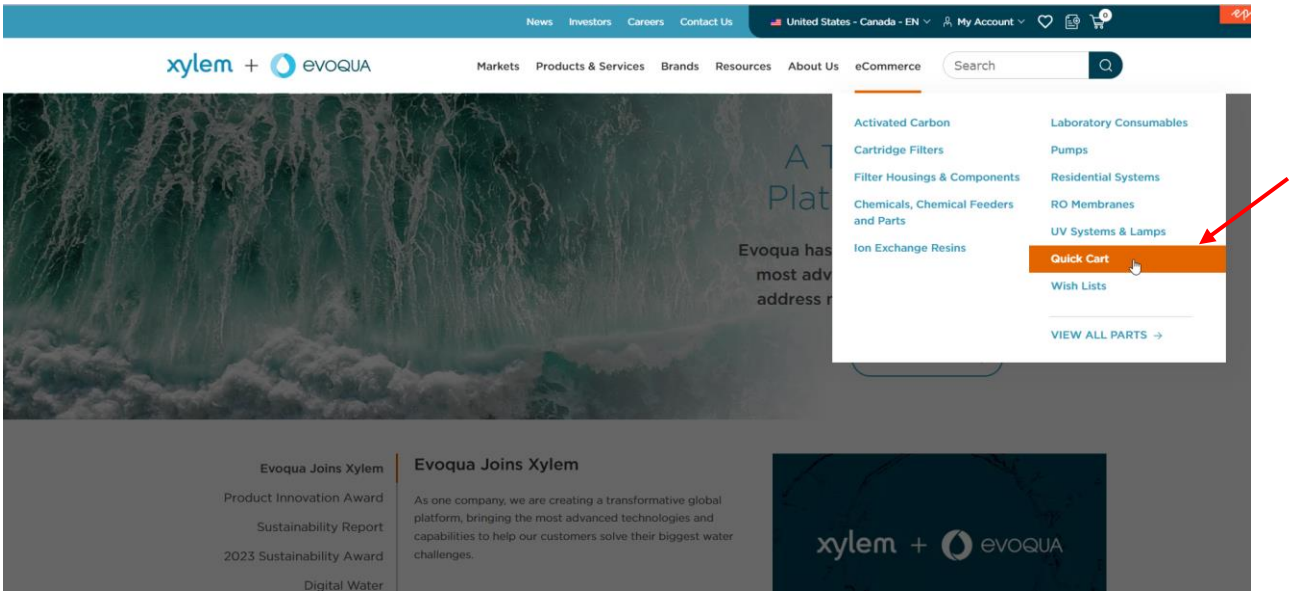
6. The eCommerce site will check pricing, inventory, and any configuration codes, then add the products to your cart. Once in the cart view, you can change quantities or remove products as needed. You can also continue adding parts to your cart by searching for PNs or importing another part list file.



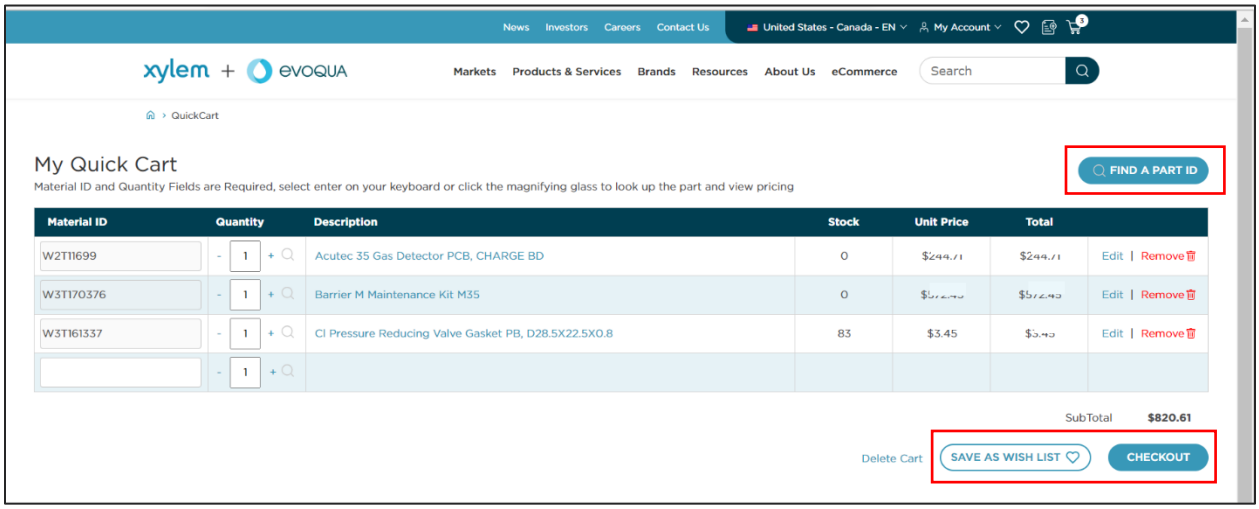


QUICK CART

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.”

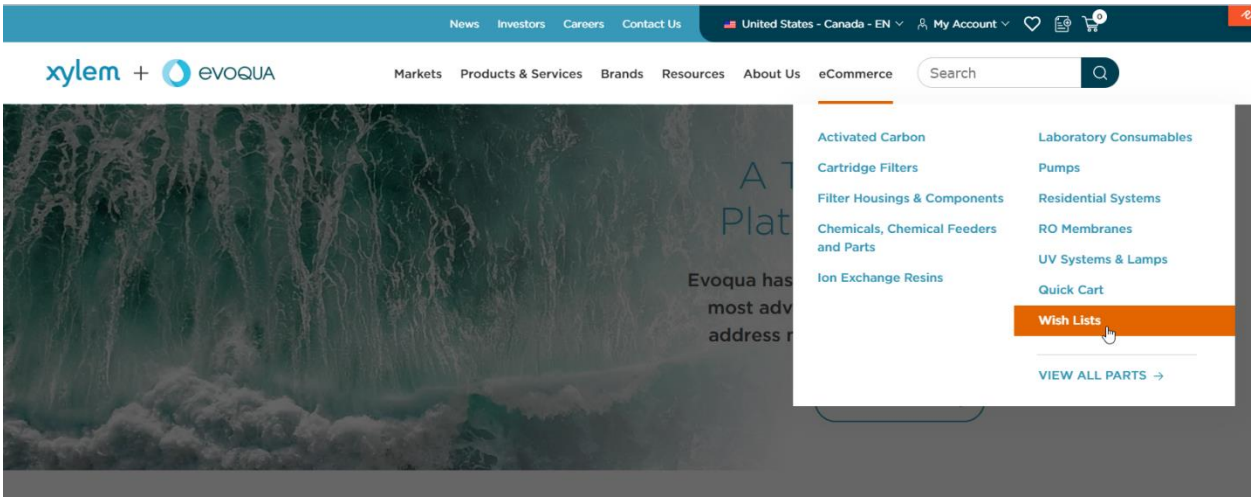


While on the Quick Cart page, you can add/edit/remove parts and adjust quantities. When finished, go straight to check out or you can also save your cart as a Wish List. For more information on Wish Lists, please check out the Wish Lists section of this guide.

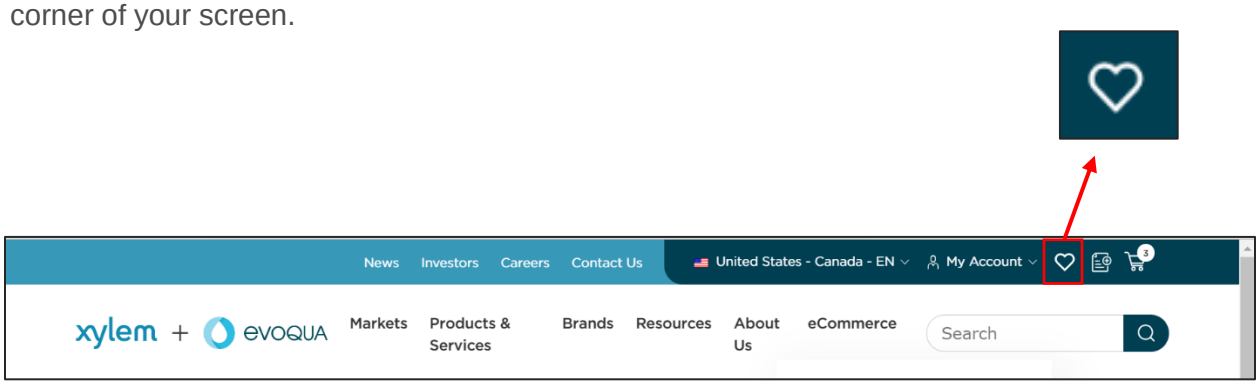
WISH LISTS

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.

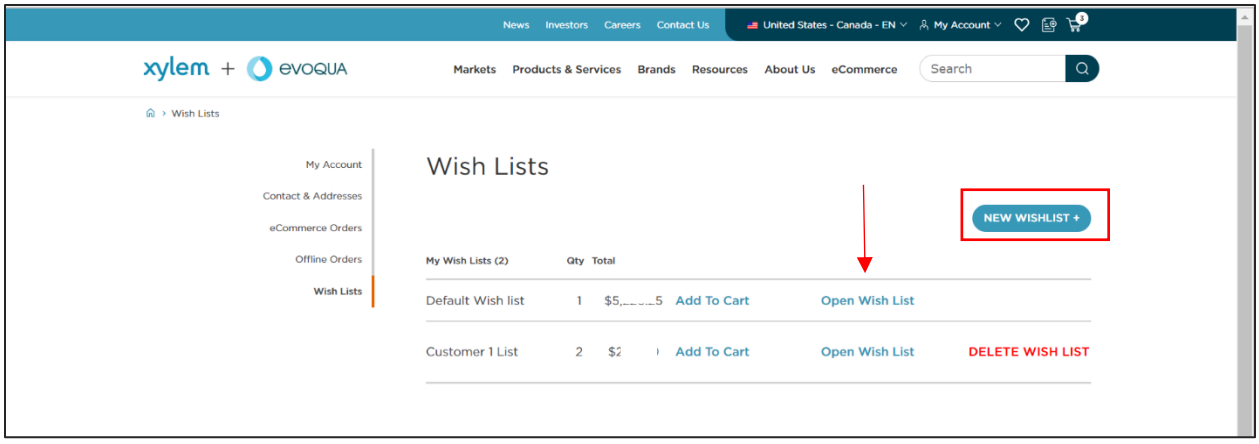


Another way to find this feature is by selecting the “My Wish Lists” icon in the upper-right hand corner of your screen.



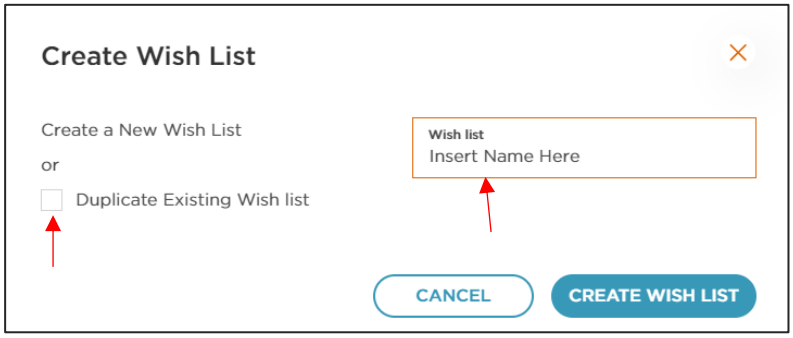
To use the Wish Lists feature:

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



a. Creating a New Wishlist:

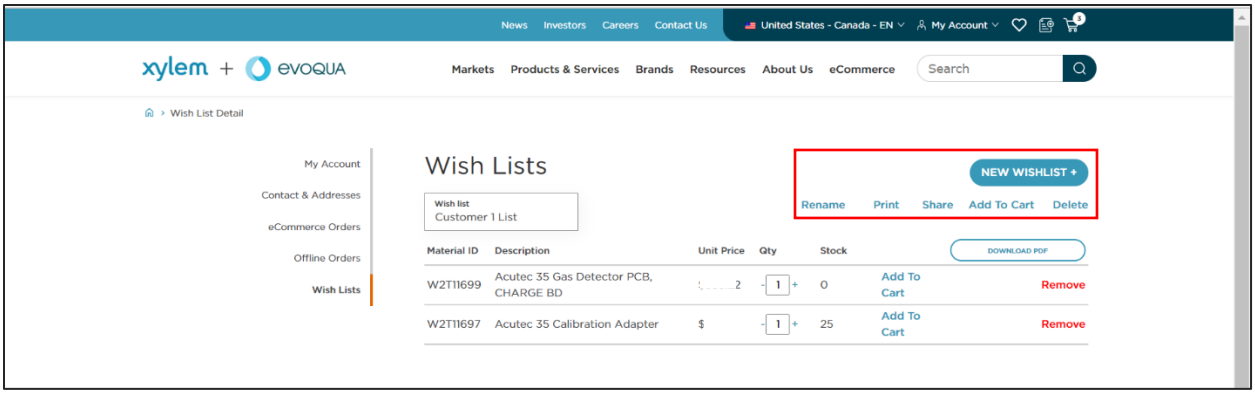
Add your wish list name and click “Create Wish List.”
If you are building on a current wish list, check the box to duplicate an existing list.

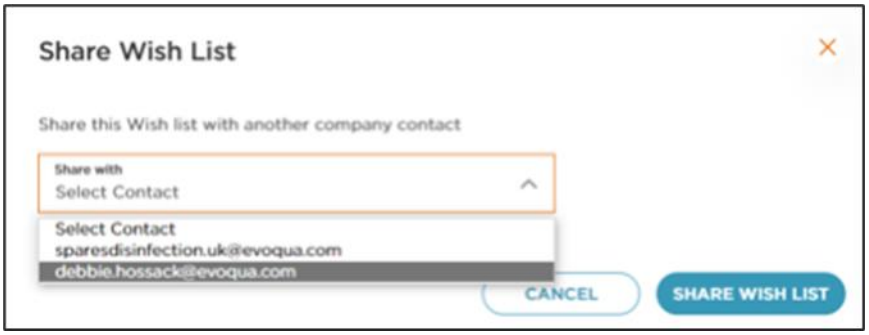


b. Opening Existing Wishlist:

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.

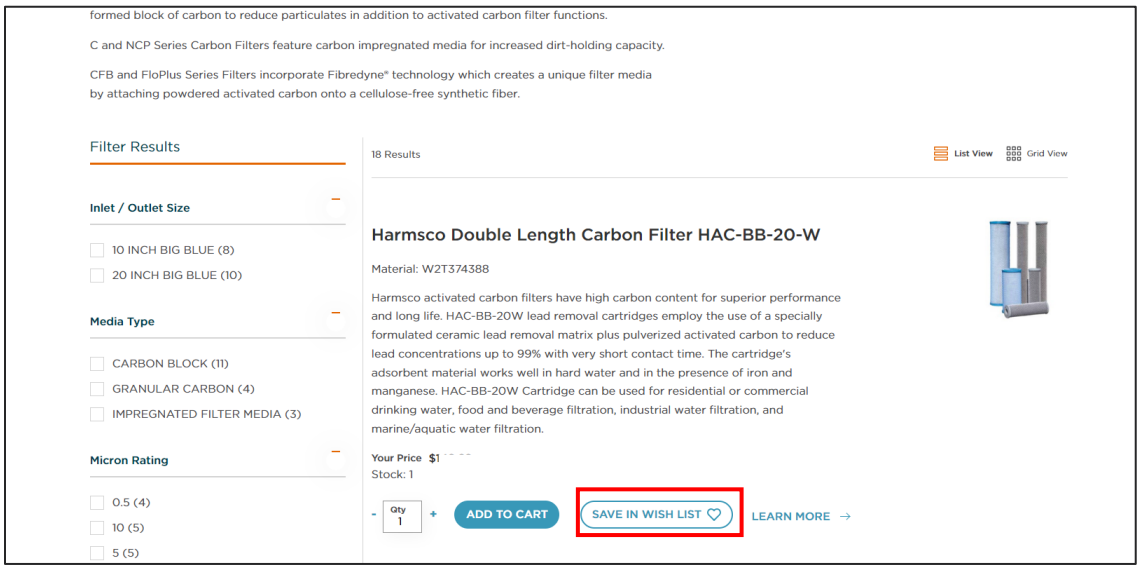
i. To share with a contact, click “Share.” Then select who you would like to send the Wish List to and click “Share Wish List.” You should see a pop-up box confirming that you shared the list. Your colleague will receive an email from extranet@evoqua.com with a link to view the wish list.

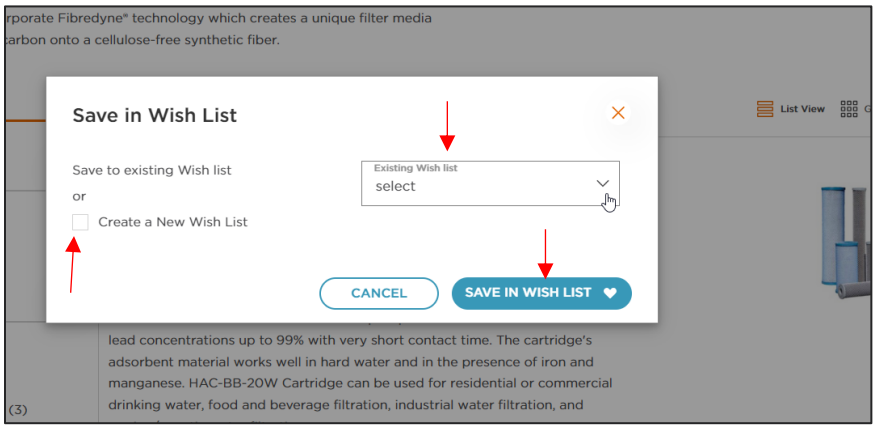


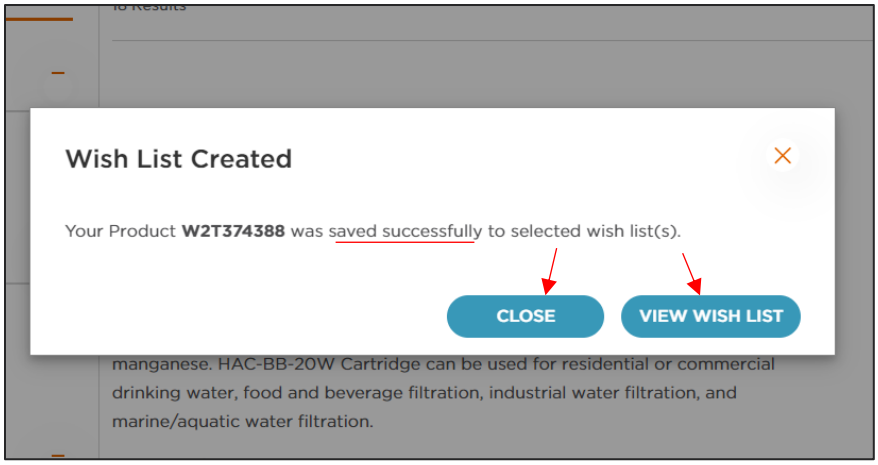


2. Adding Parts to a Wishlist:

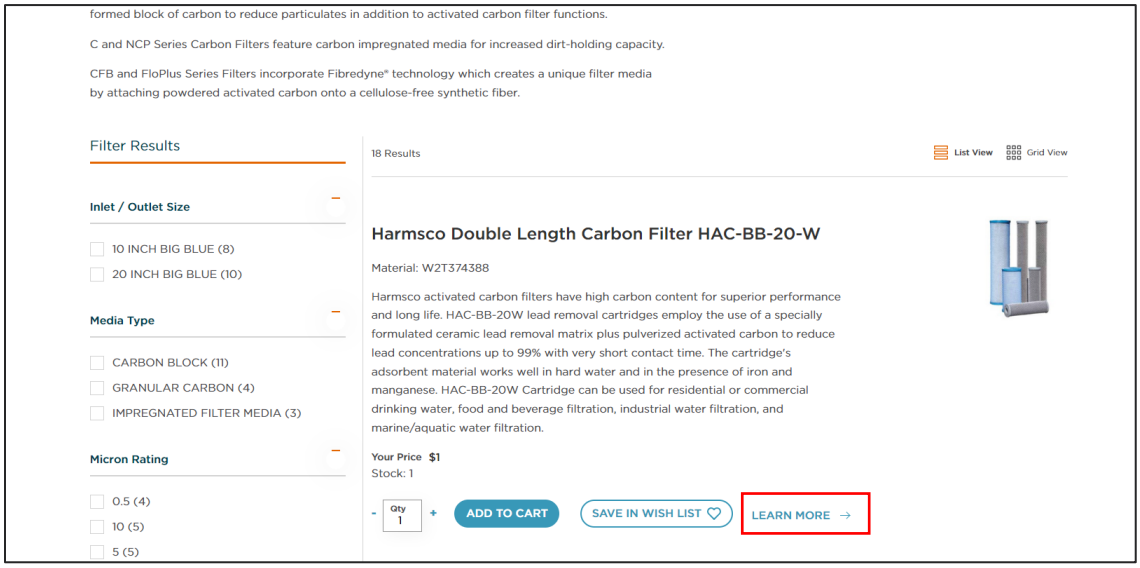
    a. **From the Product Catalog:** While you are browsing a category, click “Save In Wish List” and select an existing wish list or create a new wish list. Then click save. You will then be prompted to “View Wish List” to go to that wish list or “Close” to continue shopping.

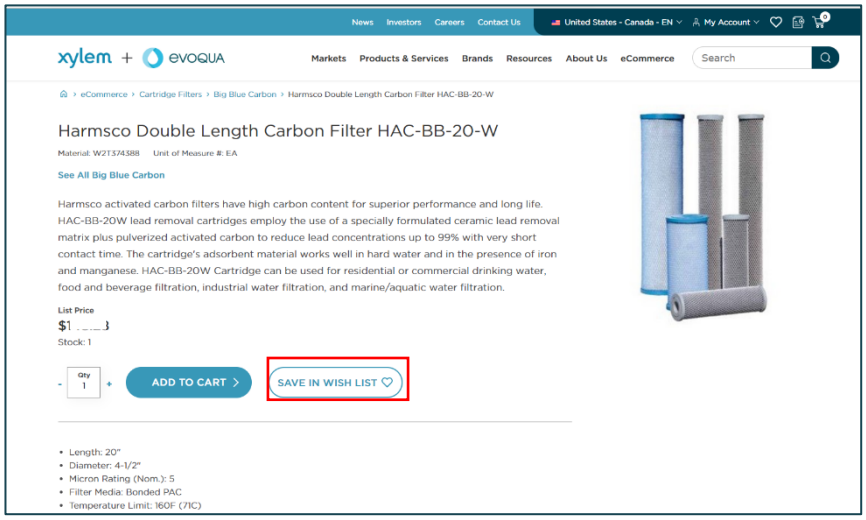




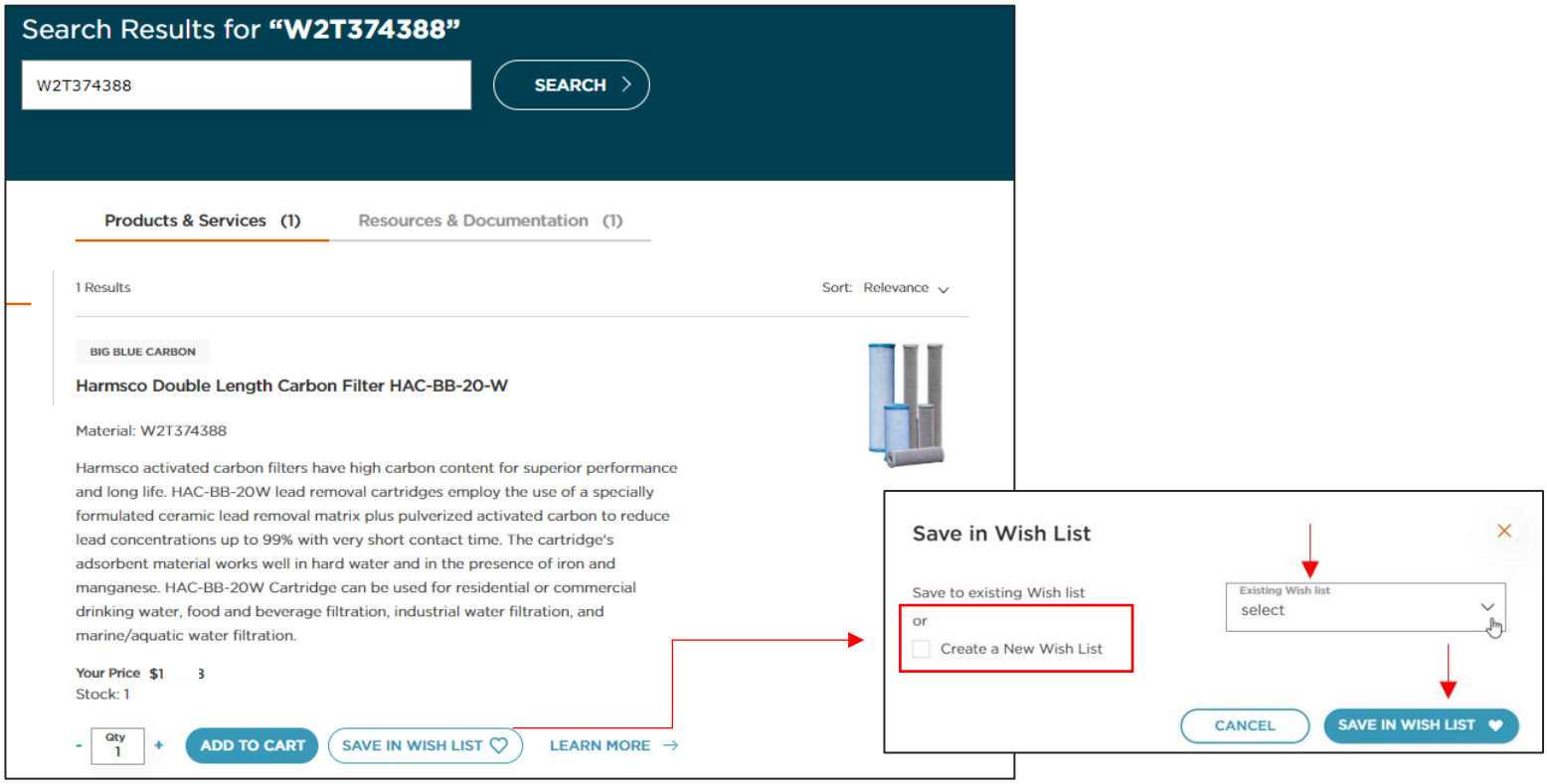


i. You can also click “Learn More” to go into the Product Page and follow the same steps to add the part to your wish list.





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.



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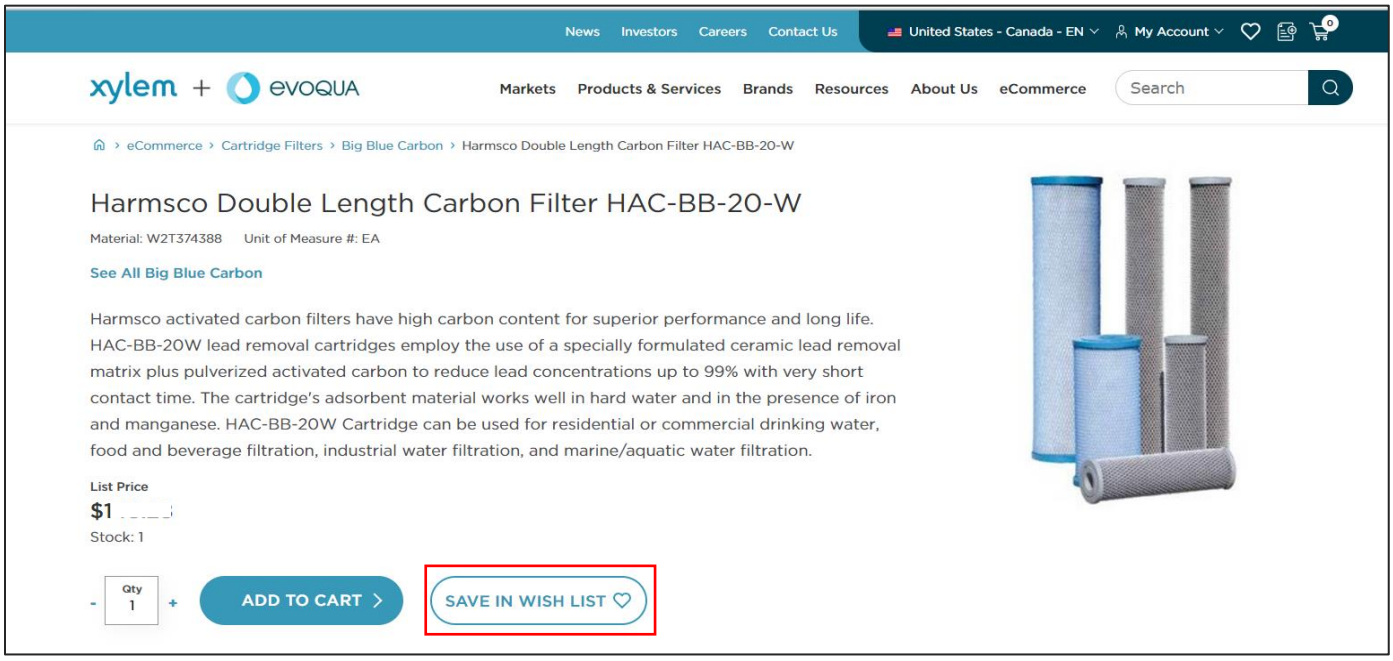
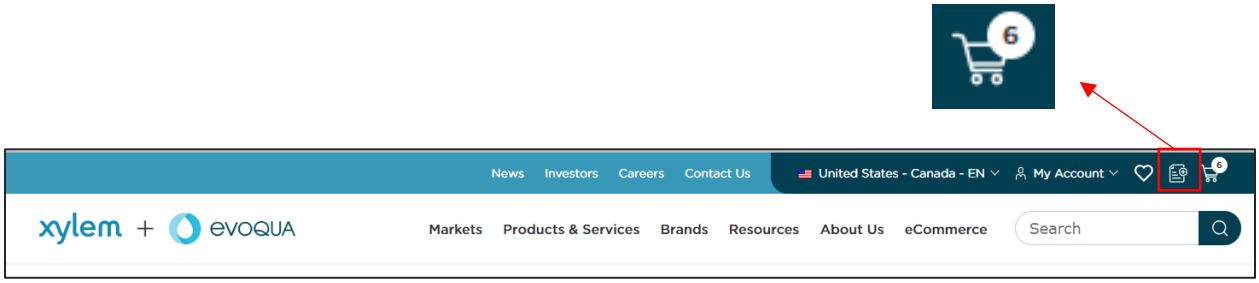


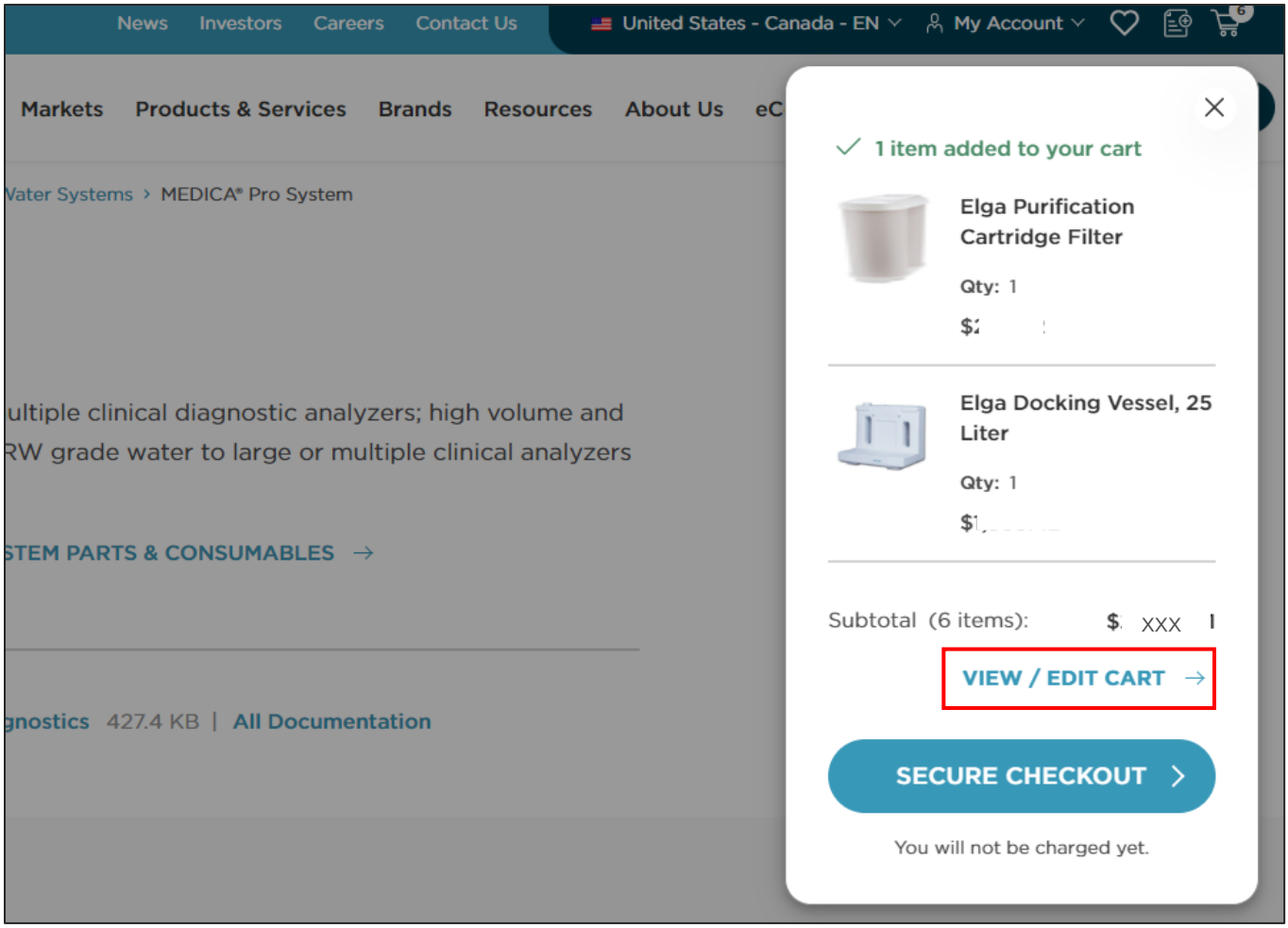
Product Page Information

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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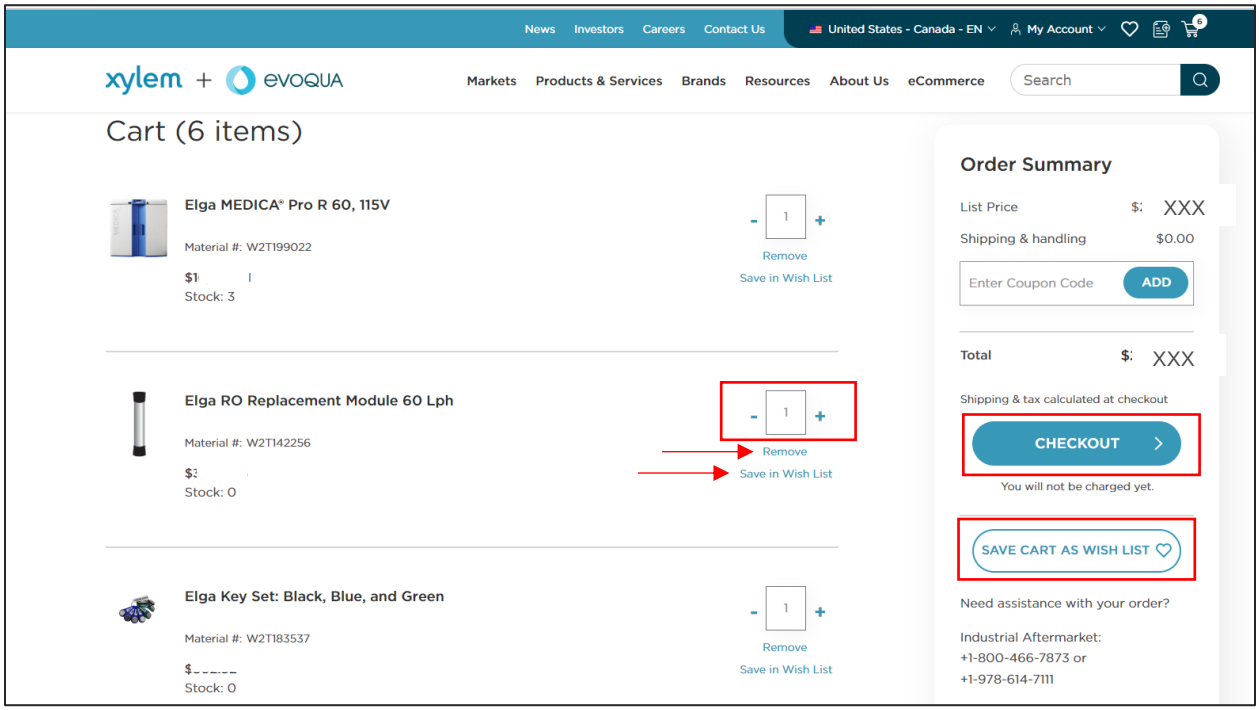
Water Systems › MEDICA® Pro System
ultiple clinical diagnostic analyzers; high volume and
RW grade water to large or multiple clinical analyzers
STEM PARTS & CONSUMABLES →
gnostics 427.4 KB | All Documentation
1 item added to your cart
Elga Purification Cartridge Filter
Qty: 1
Elga Docking Vessel, 25 Liter
Qty: 1
Subtotal (6 items): $ XXX
VIEW / EDIT CART →
SECURE CHECKOUT
You will not be charged yet.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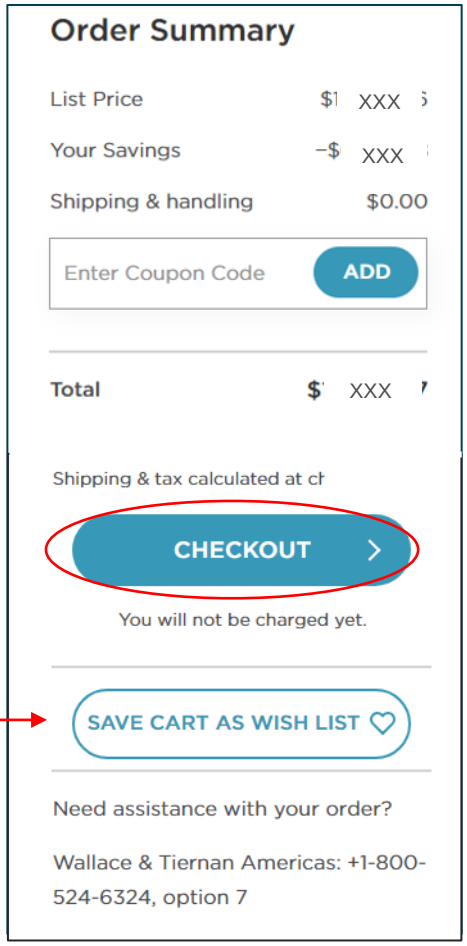
Cart (6 items)
Elga MEDICA® Pro R 60, 115V
Material #: W2T199022
Stock: 3
Remove
Save in Wish List
Elga RO Replacement Module 60 Lph
Material #: W2T142256
Stock: 0
Remove
Save in Wish List
Elga Key Set: Black, Blue, and Green
Material #: W2T183537
Stock: 0
Remove
Save in Wish List
Order Summary
List 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.

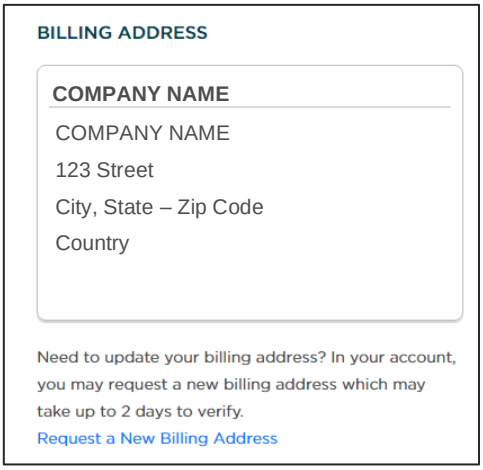
You will be directed to confirm and/or enter Billing, Shipping and Payment information. You will then review your order and select “Submit” to place your order.

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



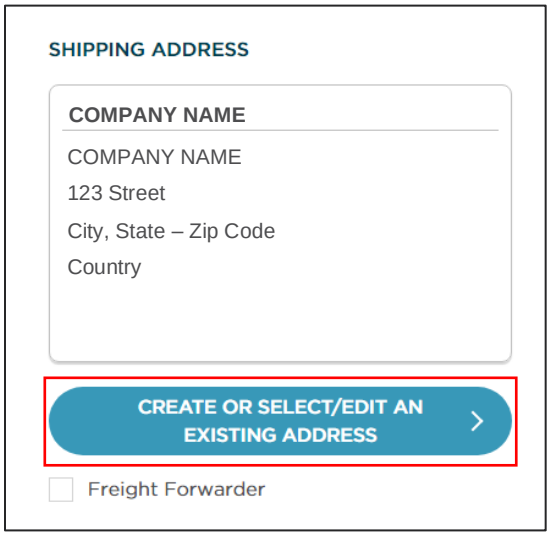
BILLING

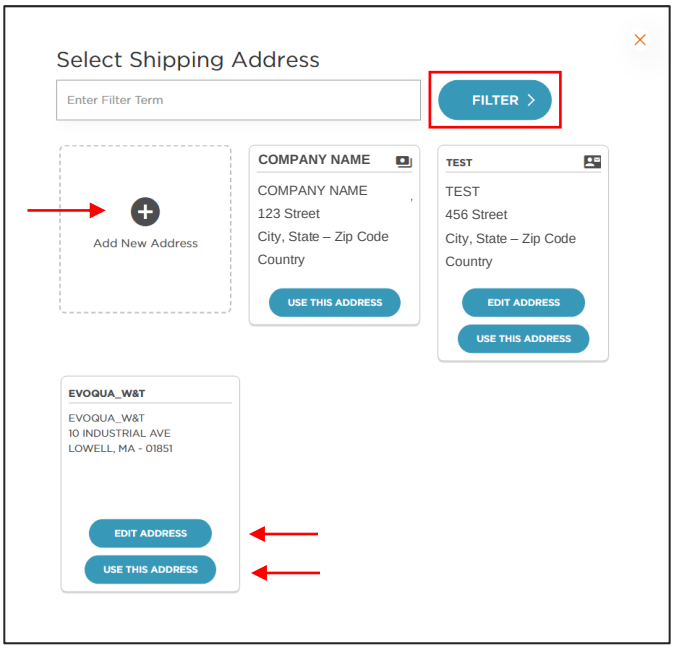
Billing information is tied to your Evoqua account number and cannot be edited through the eCommerce site.



SHIPPING

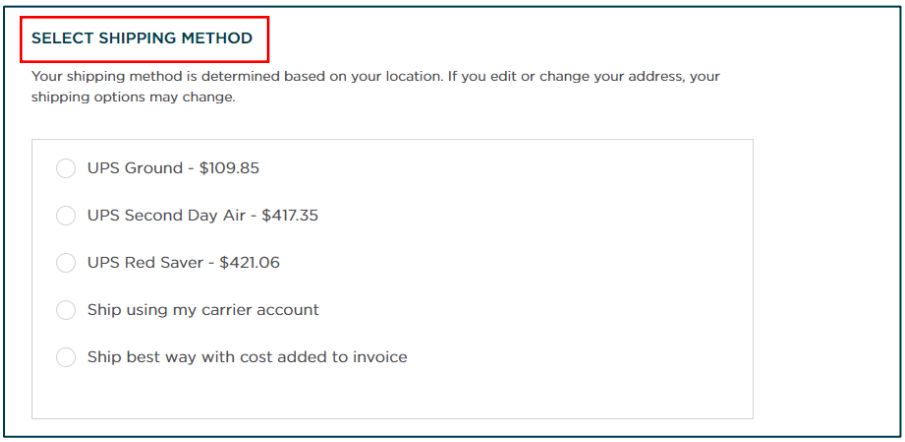
The default shipping address is the same as your billing address. You can create or select/edit this to add a new shipping address or choose a previously used addresses right from the shipping page. If you would like to choose or enter a different address, click “Create or Select/Edit an Existing Address.”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



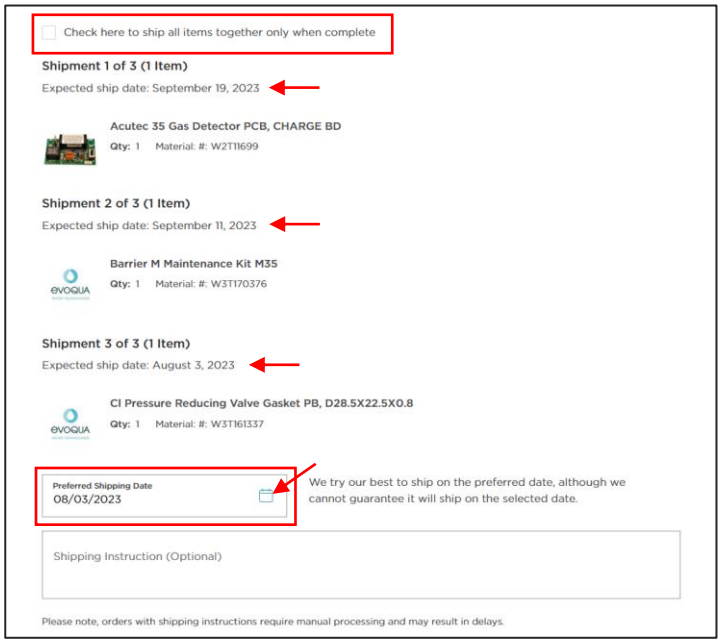


You can select a previously used address by clicking on the desired tile or add a new address by clicking the plus sign. If you have many saved addresses, you can search by using the filter function and look for addresses by state, company name, etc.

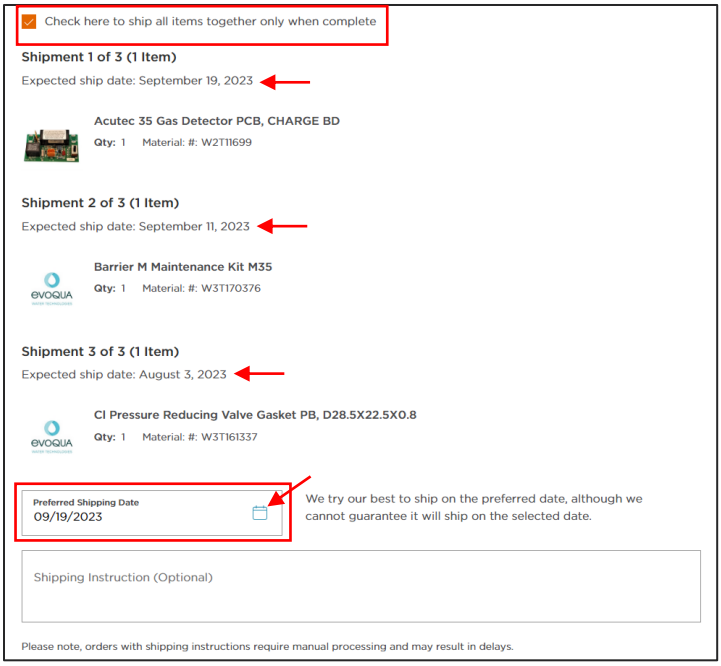
Once your shipping address is selected, scroll down to select a shipping method. You can choose various UPS options, enter your own carrier information or “ship best way” if you’ve ordered a large product that may require a pallet or truck.



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.



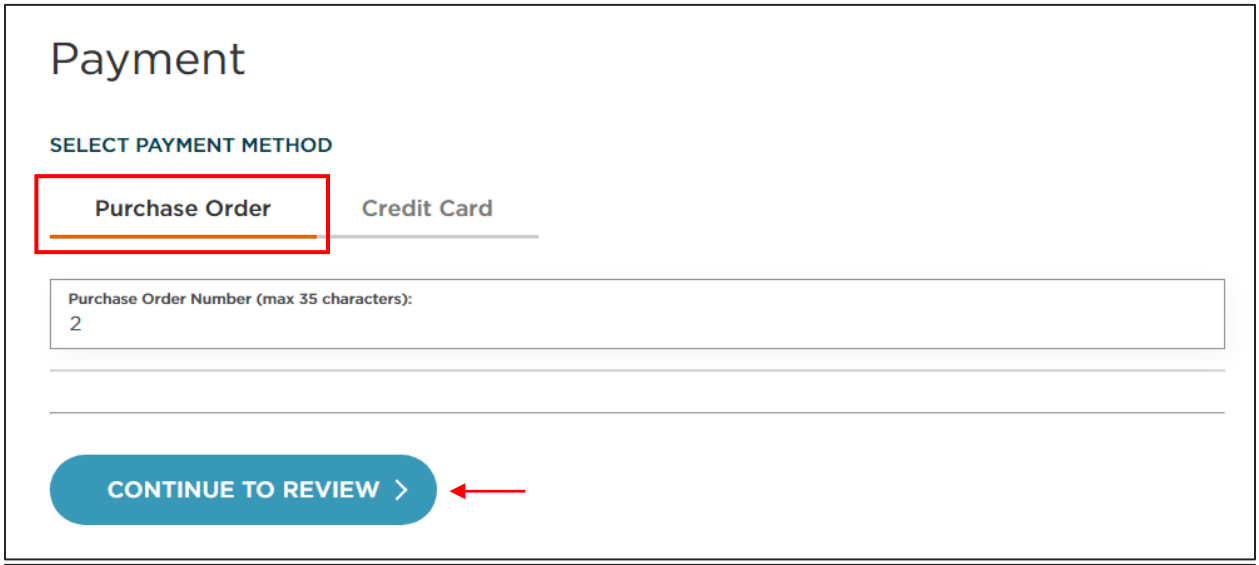
Note, the top image ships all items as they become available.

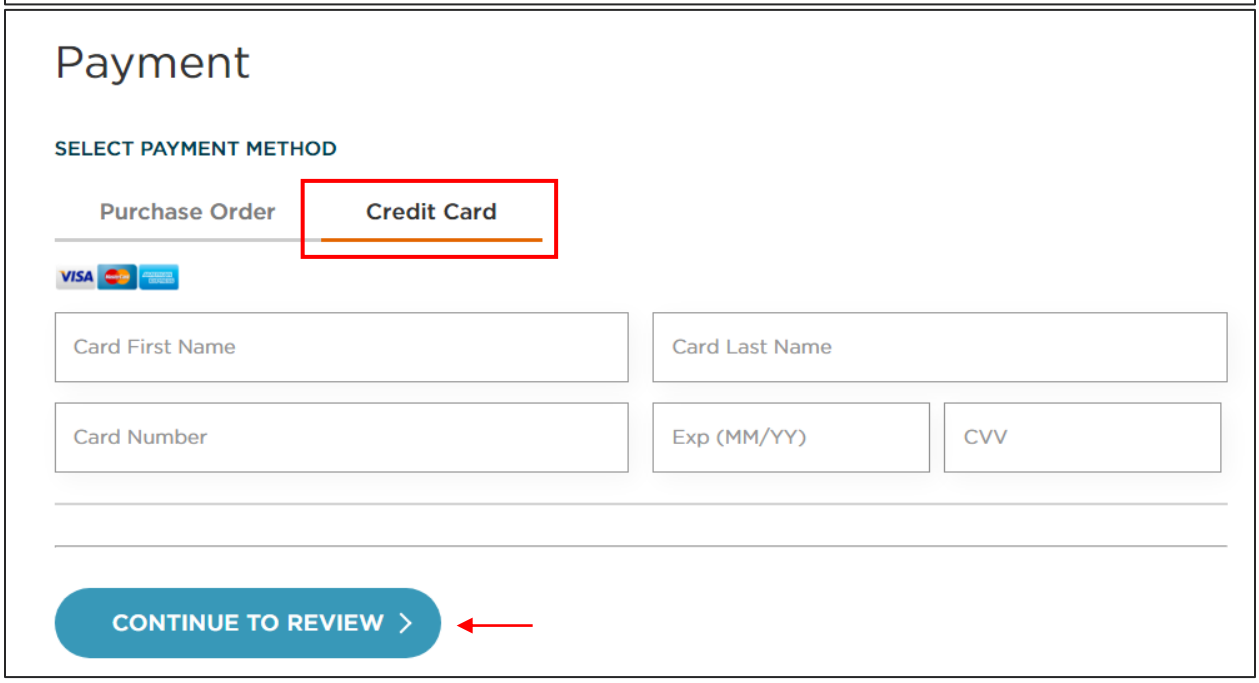


The bottom image ships all items together once the entire order is ready.

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.



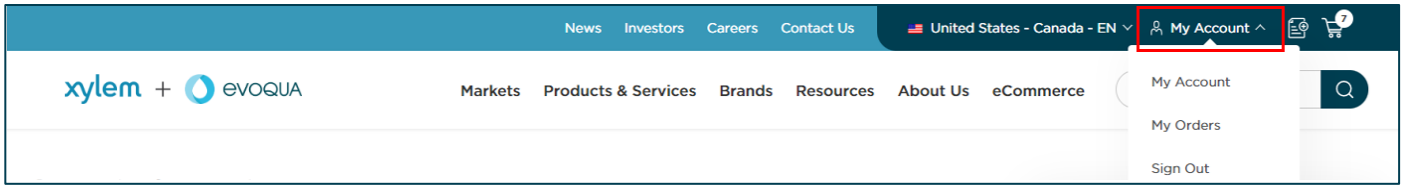


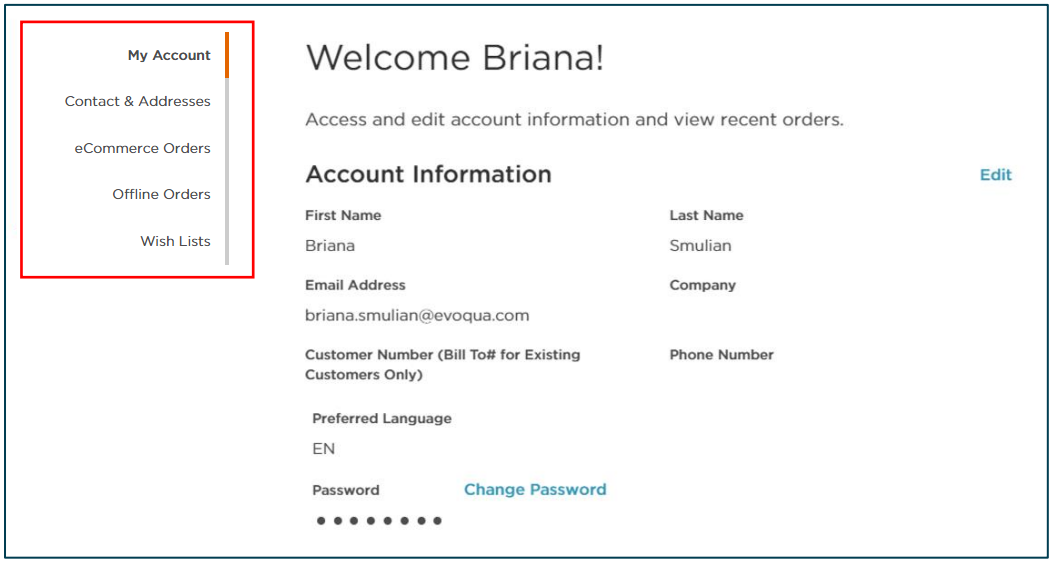
REVIEW AND SUBMIT

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.

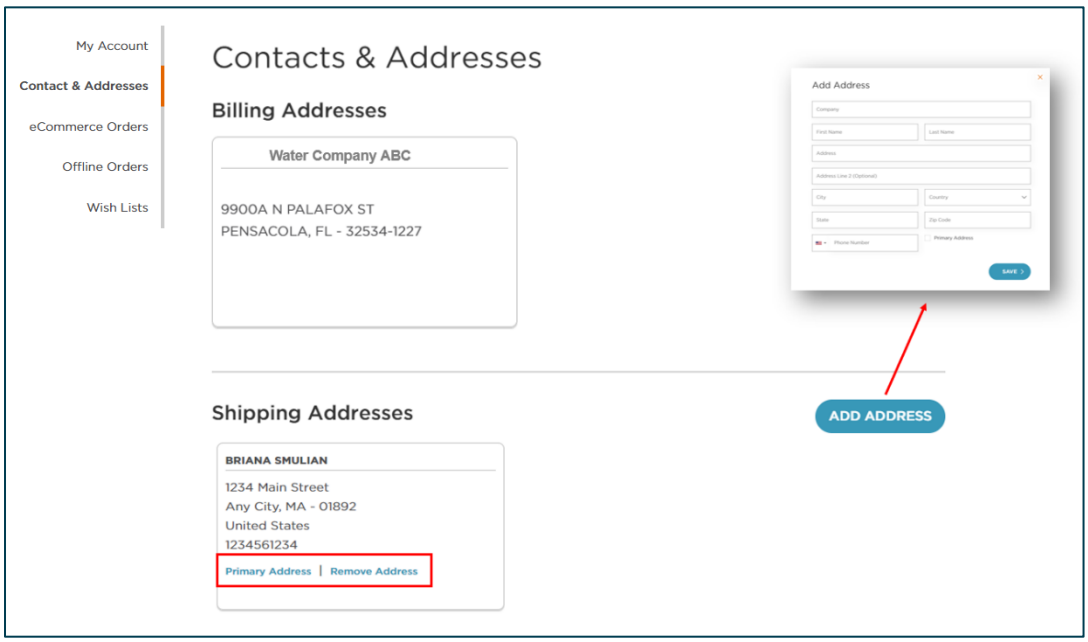
Account Management

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



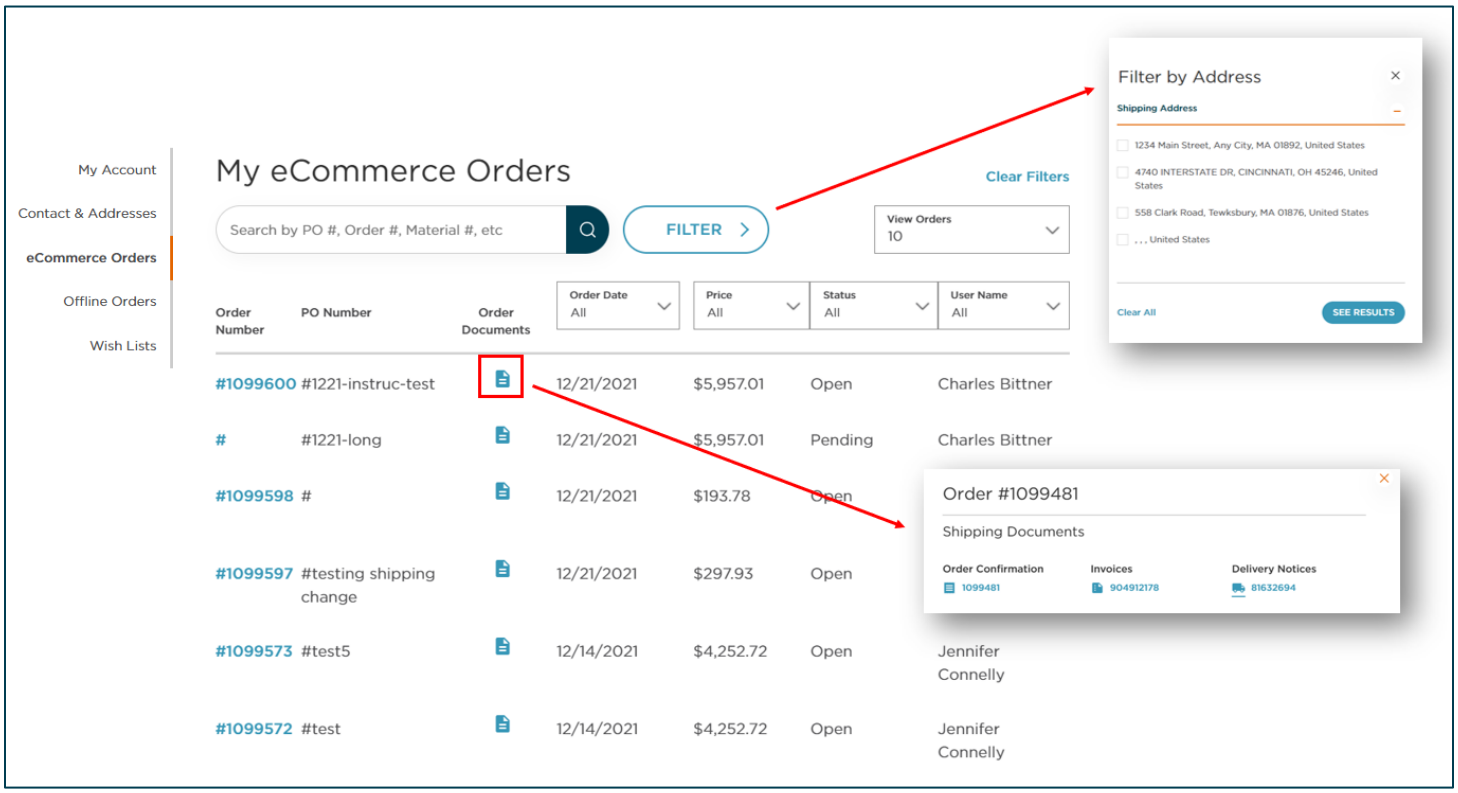


In the “Contact & Addresses” section, you can manage your stored shipping addresses, including setting a new default address, removing an address, or adding an address.

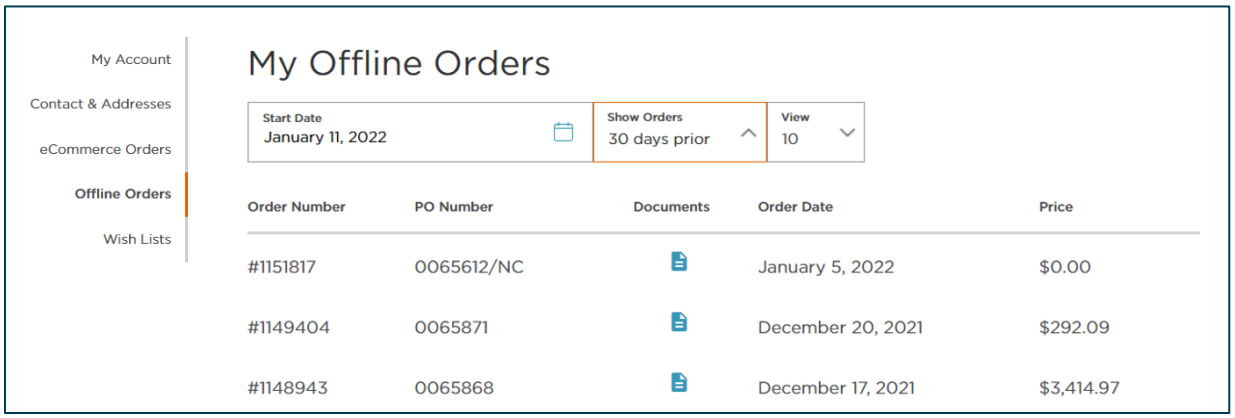


In the “eCommerce Orders” tab, you can search past eCommerce orders by PO number, material number, order number, filter by shipping address and check the status of your orders. You can also filter your orders by date, price range, status, and username.

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.



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.



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?

You 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

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.