

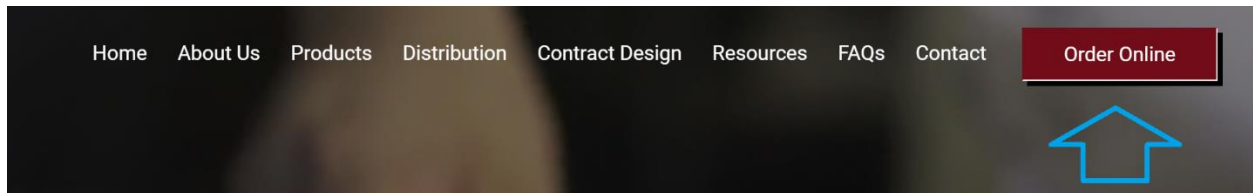


## Supply America Customer Portal Tips & FAQs

June 2024

### Login Page

Bookmark <https://www.supplyamericaonline.com/> and then click 'Order Online'



### Tip #1 I didn't receive a Welcome Email.

- If you don't see a Welcome Email in your Inbox, check your spam / junk folder.
- *Still no email?*  
Go to the login page ('Order Online' on the Supply America website)
- Click on the **Forgot Your Password** link (see screenshot below)
- You will see a pop-up with instructions to input your email address
- If you are in our system, an email will be sent to you with instructions to set your password and login
- If you are not in our system, you will *not* receive an email.

If that happens, please email [help@supplyamericaonline.com](mailto:help@supplyamericaonline.com) for assistance in logging in.

### Login

Welcome to our ordering portal. Please input your email address and password below.

Email Address \*

Password \*

☐ Remember Me

[Forgot Your Password?](#)

LOGIN



If you have forgotten your email address please [Contact Us](#)



## Tip #2 What is my Username for the new Portal?

- Your Username on the Supply America Customer Portal is your email address. Any old credentials that you may have utilized on a prior platform are not valid.

## Tip #3 I don't see all of my Accounts when I log in.

If you are authorized to access multiple Accounts, you should come to a page that displays each of them which looks like this:

**All Accounts** ⌵

Select Account For Login

Search by Unit #, Supply America Account # or Name 🔍

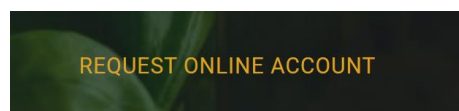
Accounts 1 to 20 of 25 total

<b>Amazon Doppler Food</b> Supply America City State Account # Seattle WA 110100005216 LOG INTO ACCOUNT	<b>Anthony's Coal Fired Pizza Aventura</b> Supply America City State Account # AVENTURA FL 299920001004 LOG INTO ACCOUNT	<b>Avid Nashville - Lebanon DENAV (IHG)</b> Supply America City State Account # Lebanon TN 140140003986 LOG INTO ACCOUNT	<b>BASF Corporation Automotive</b> Supply America City State Account # Southfield MI 110100000739 LOG INTO ACCOUNT
<b>Bass Pro Shops Corporate Office</b> Supply America City State Account # Springfield MO 850010000000 LOG INTO ACCOUNT	<b>Eckerd College 15954</b> Supply America City State Account # Saint Petersburg FL 101100000052 LOG INTO ACCOUNT	<b>General Electric - Lynn</b> Supply America City State Account # Lynn MA 110100000353 LOG INTO ACCOUNT	<b>HMS Host - Corporate</b> Supply America City State Account # Bethesda MD 390010001000 LOG INTO ACCOUNT

If you do not land on the 'All Accounts' page as shown above – or if Accounts are missing - please email [help@supplyamericaonline.com](mailto:help@supplyamericaonline.com) for assistance with accessing all of your Accounts.

## Tip #4 I am a New User or I need to Reactivate as a User for the New Portal.

- If you need to be added to an Account as a User, go to the login page ('Order Online' on the Supply America website)
- Click on the text link (*as seen on screenshot below*) which reads: **REQUEST ONLINE ACCOUNT**
- Fill out the form and click SUBMIT. Supply America will contact you upon receiving the information that you submit.





- If you have been inactive for an extended period of time, first try clicking **Forgot Your Password** and input your email address to see if you receive an email to set your password.
- If you do not receive an email, that means your email address is not set up in our system. Please email [help@supplyamericaonline.com](mailto:help@supplyamericaonline.com) for assistance with your account.

### Tip #5 Who do I contact if I have questions about the MOG?

- If you face any difficulties that are **technical, navigation of the catalog, or search**, please email [help@supplyamericaonline.com](mailto:help@supplyamericaonline.com) and specify the challenge that you are facing along with email and phone number to respond back.
- If you have questions about **products, pricing, stock availability** etc. please contact the Distributor. Their contact information is on the Account's initial landing page (Account Profile). Here is an example:

**Local Distributor**

**TriMark United East**

Jeff Gonsalves

888-598-1100

[jeff.gonsalves@trimarkusa.com](mailto:jeff.gonsalves@trimarkusa.com)

- You can easily contact your Distributor for assistance with the MOG, ordering, and using the new Customer Portal from here: [Your Distributor Contact Information](#)

### Tip #6 When will I see Order History and Invoices?

- Once an order is placed on the Customer Portal, you can view the details on the Order History page immediately after checking out of the Cart. If an order is missing, please email [help@supplyamericaonline.com](mailto:help@supplyamericaonline.com) for assistance.
- Invoices for Orders made on the new Customer Portal will display after being provided to Supply America from the Distributor. To obtain an invoice that is not listed on the Portal's 'Invoices' page, please contact your Distributor directly.

### Tip #7 What do I do if I have a problem or question in the Shopping Cart?

When facing any challenge, problem, or question after adding items into your Cart, please click the [SAVE MY CART] button.



Fill in the fields to name the cart, add a pertinent note, and then securely save it.

#### SAVE MY CART

- If you need help with the **products, stocking status, quantities, pricing** etc., please contact your Distributor.
  - You can easily contact your Distributor for assistance with the MOG, ordering, and using the new Customer Portal from here: [Your Distributor Contact Information](#)
- If you need help with **using the cart or addressing a glitch**, please email [help@supplyamericaonline.com](mailto:help@supplyamericaonline.com) for assistance. Once resolved, you can move the Saved Cart to your active Cart and proceed with checkout.

#### Tip #8 Where can I go for more understanding of the new Customer Portal

- On the [Login page](#), there is a link to a detailed Portal Guide to provide insight on the different features of the platform.
- Additionally, your Distributor has been trained and can help you.
  - You can easily contact your Distributor for assistance with the MOG, ordering, and using the new Customer Portal from here: [Your Distributor Contact Information](#)
- If more support is needed, you can request training videos from Supply America by emailing [help@supplyamericaonline.com](mailto:help@supplyamericaonline.com).

#### Customer Support

- When needing help to **use the Portal** or facing any **ordering challenge**, please contact your Distributor for support.
  - You can easily contact your Distributor for assistance with the MOG, ordering, and using the new Customer Portal from here: [Your Distributor Contact Information](#)
- If you experience **technical difficulties or a usability glitch** on the Portal, please contact Supply America at [help@supplyamericaonline.com](mailto:help@supplyamericaonline.com) or call (888) 270-1107.