

Online **ADVANTAGE**

Frequently Asked Questions

How do I register for Online Advantage?

Click “Register Now” at the top of our website (www.hdswaterworks.com) to register for Online Advantage. On the next page, if you have an existing account with HD Supply Waterworks, click “Register for Online Advantage” to fill out and submit the registration form. You will need your account number. If you do not currently have an account with us, click “Complete a Credit Application” to begin the process of setting up an account. Once your account is set up and you are given your account number, come back to the registration page and click the “Register for Online Advantage” button. Once your registration request is approved, you will be sent an email containing a link to complete your registration and log in to your account.

How do I get set up to receive my invoices by email?

First, register for Online Advantage by following the steps in the first question. Next, log in to your account and go to the Paperless Billing link under Accounting on the menu across the top to set up your paperless billing options for your account.

Are there any new options for receiving my invoices by email?

Yes! Your Paperless Billing setup options now include two new formats: Excel and Text. And in addition to these two new formats, we now offer the option to receive each invoice as a separate file as opposed to having them all bundled into a single file.

How do I recover my lost password for Online Advantage?

If you have already set your password and completed your registration for Online Advantage, you can recover your password by clicking the link for Password Help under the login at the top right of our website (www.hdswaterworks.com). You will be asked to enter your email address that you used during your registration and a code being shown on the screen. Next you will be asked one of the three Knowledge Based Questions that you selected and answered during your registration. Type in the correct answer to the question and click Submit Answers. Once you enter a new password and then confirm that password, click Reset Password and you will see a Success message. Next, navigate back to our website (www.hdswaterworks.com) and log in at the top right with your email address and new password.

How do I reset my password?

To reset your password, first log in to Online Advantage at the top of our website (www.hdswaterworks.com). Once logged in, click Your Account and then My Settings. Click the Change Password button on the bottom of the Profile tab. Enter your email address and current password to be taken to a new tab where you can enter a new password and confirm that password. You will receive confirmation that your password was changed and then you can close that tab to return to your account.

If I was already set up for access to my account using your Customer Advantage Programs (CAPs), will my login credentials continue to work to access my account in Online Advantage?

Our new Online Advantage customer portal is more secure and has stricter password requirements than our previous portal, so you will need to set up a new password for access to your account in Online Advantage. If you have recently logged in to your account using CAPs, you will receive an email on 6/27 with a link to set your new password and log in to your account using Online Advantage. If you have not logged in recently, you will need to register for Online Advantage using the steps included in the first FAQ on this page.

How do I retrieve an invoice reprint or a copy of a signed ticket?

First log in to Online Advantage and then you can search for the Order using the search at the top or click Invoiced Orders under the Orders option on the menu across the top of the page to browse or filter your list of invoices. Once you have located the order, click the Invoice tab to save or print the PDF of the invoice and/or click the Signed Delivery Ticket tab to save or print a copy of the signed ticket. If the Signed Delivery Ticket is not available next to the Invoice tab, either the order was a direct shipment from one of our manufacturers or we have not yet scanned in our copy of the ticket and made it available on your account.

How do I download a price book?

The Data Hub on the top right of the Dashboard once you log in to your account is where you can download a price book in a spreadsheet. You can also run a Customer Usage Report from the Data Hub that will give you a spreadsheet listing of all of the items you have purchased between the dates you specify.

How do I remove Dashboard Apps from my Dashboard?

Once logged in to your account in Online Advantage, click Your Account and then My Settings. On the Dashboard Apps tab you may deselect any that you do not want to appear on your Dashboard.

How can I get a Job/Contract Summary Report?

Once logged in to Online Advantage, click Jobs on the menu across the top. On your list of jobs/contracts, click the job/contract number to view the details. The information from the Job/Contract Summary Report is all available on this page, but you can use the Export option at the top of this page to generate a PDF of the Job/Contract Summary Report as well as a couple of Excel spreadsheet options.