B2B.COMPANYC.COM

FEATURES:

- Inventory Availability Quickly check available quantities, or next available in-stock dates.
- Enhanced Product Views Check out the close up details & alternate views.
- Order History & Tracking Access & review orders placed online, track your online order & place reorders easily.
- Wholesale Pricing Pricing shown while browsing are at retail. Your wholesale discount will apply in shopping cart.

My Account

Email Address

Password

LOG IN

and password and click Log In.

· Forgot your password? Click here.

Sign-In

Are you having trouble logging in? Contact us at 800.818.8288

Welcome to the Company C Wholesale Website. To access your account, please enter your email

• Marketing Resources - View current promotions & download marketing collateral.

Step 1

Go to http://b2b.companyc.com

Step 2

Save http://b2b.companyc.com to your web browser favorites (Hint: In most browsers, click the star to add it to your favorites)

Step 3

For your security, you'll need to reset your password the first time you visit b2b.companyc.com. Click the "forgot password" link to reset your login.

Step 4

You'll be taken to the "forgot password" page.

Use your **email address** provided on opening paperwork, click continue. (If you do not know what this is, please contact customer service)

Your billing zip code is the security questions answer (click continue)

	Enter your email address below and click Continue.	
		Continue
	Password Recovery	
٩r	Answer the question below and click Continue. What is your billing Zip Code?	

Step 5

You'll receive an email from customercare@companyc.com with the subject: "Company C Password Reset Required." Within that email is a link to change your password on b2b.companyc.com

My Account

Account Settings	ACCOUNT SETTINGS EDIT
Order History	First Name / Last Name
Payment Methods	Email Address
Address Book	⑦ Please keep me up to date on store news and specials
	PASSWORD
	CHANGE PASSWORD
	ORDER HISTORY

If you have any additional questions, please email customercare@companyc.com, or call 1-800-818-8288

These are the questions most frequently asked about our B2B Site.

The responses will help elevate your confidence and improve your experience.

Question: What happens if I accidentally log into the consumer website, www.companyc.com?

Answer: Your account is recognized as a B2B user. If you accidentally place an order on www.companyc.com, your order will be flagged as an error and not processed. A Customer Service Representative may need to contact you to take your order over the phone, and remind you about placing future orders on b2b.company.com

Question: Can I order a backordered item?

Answer: Yes, you can order a backordered item. On b2b.companyc.com, you'll be able to see a backorder date for products that are out of stock. You will still be able to add the product to your cart and proceed with checkout. The product(s) will then ship when they arrive back in stock.

Question: Can I use a customer's credit card to place an order on b2b.companyc.com?

Answer: You cannot use your customer's credit card to place an order on the B2B website.

Question: Can I pay by credit card for an order on b2b.companyc.com even though my account is set to pay on terms?

Answer: Terms customers use their Net 30 terms to pay for their orders.

Question: I'm having trouble logging on to b2b.companyc.com, what should I do?

Answer: First, please be sure you have the correct username which is the email address assigned to your account *(contact customercare@companyc.com if you have any questions).* If you do not know your password, please use the <u>reset</u> <u>your password</u> link. You will be asked for your username (email address) and billing zip code. You will receive an email, allowing you to reset your password. Please note, if you must consistently reset your password, check to be sure you have cleared your browsing history, and are using an up-to-date browser. We can help to troubleshoot if you provide us with your browser (Firefox, Safari, Chrome, Internet Explorer), device type (mobile, desktop, tablet), operating system & version (Windows 7, Windows 10, Windows XP, Macintosh Intel 10.9, Macintosh OS X, etc.). If you are using Internet Explorer, you may want to try Firefox or Chrome.

Question: How do I clear my cookies?

Answer: Follow the user-friendly instructions for your browser type.

For Internet Explorer: Click the tools icon next to favorites and select internet options. You will then be taken to a screen where you can delete your browsing history. Click delete and then delete again. Close the browser and reopen, you may need to hit refresh again to ensure your cookies are cleared.

		Internet Options 7 X Delete Browsing History
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Print	۰.	Home page
File	- F	http://www.google.com/
Zoom (100%)		 Copies of webpages, images, and media that are saved for faster viewing.
		Use current Use default Use new tab
Safety	• • •	Startup Use current Use cerauit Use new tab Filos or databases stored on your computer by websites to save startup
Add site to Start menu		Start with bals from the last session Start with home page Uist of websites you have visited.
View downloads	Ctrl+J	Tabs Download History
Manage add and		Change how webpages are displayed in tabs. Tabs List of files you have downloaded.
Manage add-ons		Browsing history Error data
F12 Developer Tools		Delete temporary files, history, cookies, saved passwords, and web from information
Go to pinned sites		Passwords
•		to a website you've previously visited.
Compatibility View settings		Delete Settings Tracking Protection, ActiveX Filtering and Do Not Track
Report website problems		Appearance A list of wholtes excluded from filtering, data used by Trading Protection to detect where sites might automatically be sharing details about your voit, and exceptions to Do Not Tradi requests.
Internet options		
		OK Cancel Apply About deleting browsing history Delete Cancel
About Internet Explorer		

For Firefox: Click "history" and select "clear recent history", a new window will pop up, confirm the cookies checkbox is selected then click "clear now". Close the browser and reopen, you may need to hit refresh again

History	Bookmarks	Tools	Window
Show	All History		
Clear F	Recent History		☆೫⊠>
Restor	e Previous Ses	ssion	
Recen	tly Closed Tab	s	
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G God	ogle		

For Chrome: Select the menu icon and select history and then history again. Select "Clear browsing data" on the left side panel which will open a pop-up box. Confirm the cookies checkbox is selected then click "Clear Data." Close the browser and reopen, you may need to hit refresh again.

ជំ New Tab New Window New Incognito Window		MT MN OMN	History	Clear browsing data Basic Advanced
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Find More Tools		XF	Clear browsing data	Signs you out of most sites.
Edit Cut Settings Help	Сору	Paste ¥,		Frees up 301 MB. Some sites may load more slowly on your next visit.

For Safari: Select "History" from the menu bar and click "Clear History." A pop-up box will open; selected "Clear History." Close the browser and reopen, you may need to hit refresh again.

Show /	All History	ЖY
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Forward		*]
Home		ት መ ጠ
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Reopen All Windows from Last Session		

	Clearing history will remove related cookies and other website data.			
- Marson	Clear	all history	\$	
?)			Cancel	Clear History

Clear data

Cancel