

sgtorrice.com
just got more
complete.

Website & Mobile App User Guide



S. G. TORRICE
YOUR HVAC PARTNER SINCE 1958



More accessible. More tools. More content. All in one place.

Our new website puts all things HVAC right at your fingertips. No matter what type of device you use, these user guides will help you get quickly started.

- The entire S. G. Torrice experience all in one place.
- View live, account-specific pricing quickly & easily.
- View product inventory at any of our local branches with the click of a button.
- Create custom kits for quick, easy ordering.
- Order for delivery or pickup at any of our local branches.
- Shop AHRI rated system matchups with our improved System Selection Tools.
- View and manage account information such as statements, invoices, open orders and users.
- Shop on the go with our new mobile app.

Brands

From heating and cooling equipment to tools, we offer only the highest quality, highest performing brands on the market, including:





DESKTOP USER GUIDE

REGISTERING FOR A NEW ACCOUNT

- 1 Navigate to the **“My Account”** icon in header:
 - Click icon.
 - Select **“Register”**.
- 2 Completely fill out information and click **“I Accept”** button:
 - A member of the S. G. Torrice team will be in contact with further instructions or with your account approval within 24 hours.

FIND PRODUCT PRICE AND VIEW INVENTORY

- 1 Hover over or click on **“Shop”** in main menu bar.
- 2 Select the category or subcategory you wish to browse products in, or search for the item type you are looking for.
- 3 Live, account and ship-to pricing will appear on each product.
- 4 **“Availability”** will show the quantity available at the branch your account is assigned to.
- 5 Click the Yellow icon next to **“Branch Availability”** to see stock for the product throughout all S. G. Torrice branches:
 - The number next to the branch location indicates how many of that item are available at that location.
 - If an item does not have any availability throughout our branches, the item will be designated as:
Call for **“Availability”** and **“Call for Price”**.

CHANGE PICKUP BRANCH

- 1 Add any items you would like to order to your shopping cart.
- 2 Open your shopping cart.
- 3 Select **“Checkout”**.
- 4 Fill out required information on **“Billing Address”** tab and hit **“Next”** button.
- 5 Click dropdown for **“Ship Method”** and select **“Pickup”** option.
- 6 Once you select “Pickup” the option for **“Warehouse List”** will appear.
- 7 Click dropdown for **“Warehouse List”** and select your preferred branch to pickup from.
- 8 Complete Checkout process.

VIEW DETAILED STATEMENT

- 1 Navigate to the **“My Account”** icon in header:
 - Click icon.
- 2 Click **“Statements”**.

PAY OPEN INVOICES

- 1 Navigate to the **“My Account”** icon in header:
 - Click icon.
- 2 Click **“Invoices”**.
- 3 To pay a bulk amount, click the **“Pay Lump Sum”** button in the left-hand corner of the screen:
 - Enter desired amount to pay and click the **“Pay Now”** button.
 - Enter your credit card information and click the **“Submit”** button.
- 4 To pay specific invoices, select the check box in the **“Pay”** column of the invoices screen:
 - Click the **“Pay Now”** button in the left-hand corner of the screen to pay selected invoices.
 - Click the **“Pay Now”** button on the invoices summary screen.
 - Enter your credit card information and click the **“Submit”** button.



DESKTOP USER GUIDE - *continued*

CREATING KITS & ADDING ITEMS TO KITS FOR QUICK ORDERING

- 1 Find item in category/subcategory page, or navigate directly to the desired item.
- 2 Click the **“+ Add To My Kits”** link below the **“Add to Cart”** button.
- 3 To create a new kit, type the desired name of your new kit into the open text field and hit **“Enter”**.
- 4 To add items to an existing kit, click the **“+ Add To My Kits”** link for the desired product:
 - Add desired item to any existing kit by clicking on the name of the existing kit, which will appear in the box that appears when you click the **“+ Add To My Kits”** link.
- 4 To navigate to existing kits, click on **“My Account”** icon in page header and select **“My Kits”** link.

REGISTER FOR TRAINING CLASS

- 1 Click on **“Training”** in main menu bar.
- 2 Select **“Month”** tab to see training classes scheduled for the entire month selected on the calendar.
- 3 Click on **“Register Now”** button next to class information.
- 4 Fill out registration form completely.
Click **“Register”** button.
- 5 Select payment type of **“Credit Card”** or **“Pay on Account”**.

HOLDING AN ORDER

- 1 Add desired items for order to the shopping cart.
- 2 Open the shopping cart.
- 3 Click the **“Hold Cart”** icon at the bottom of the shopping cart screen.
- 4 Enter the name for the held cart.
- 5 Enter the PO number for the held cart.
- 6 Select the user on your company account that will receive the notification email of the held cart.
- 7 Enter any needed order notes for the held cart.
- 8 Click the **“Save”** button.
- 9 To access previously held carts, click on the **“My Account”** icon in website header.
- 10 Click on **“Hold Order”** link.
- 11 Click on the cart name to open the held order.
- 12 Check out process does not change.



MOBILE APP USER GUIDE

DOWNLOADING APP

- 1 Navigate to Apple App Store or Google Play Store.
- 2 Search **“S. G. Torrice”**.
- 3 Select **“Download”** to download app.
- 4 Launch Application.
- 5 Select arrow icon in upper right-hand corner to log in.

FIND PRODUCT PRICE AND VIEW INVENTORY

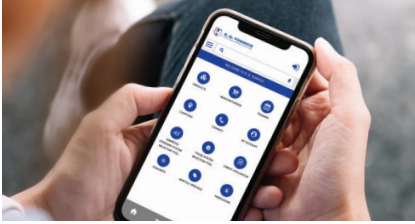
- 1 Launch app.
- 2 Select arrow icon in upper right-hand corner to log in.
- 3 Click **“Products”** icon.
- 4 Click desired item category image:
 - Click desired subcategory image if required.
- 5 Live, account and ship-to pricing will appear on each product.
- 6 **“Availability”** will show the quantity available at the branch your account is assigned to.
- 7 Click the Yellow icon next to **“Branch Availability”** to see stock for the product throughout all S. G. Torrice branches:
 - The number next to the branch location indicates how many of that item are available at that location.
 - If an item does not have any availability throughout our branches, the item will be designated as **“Availability”**: Call for **“Availability”** and **“Call for Price”**.

CHANGE PICKUP BRANCH

- 1 Launch app.
- 2 Select arrow icon in upper right-hand corner to log in.
- 3 Click **“Products”** icon.
- 4 Click desired item category image:
 - Click desired subcategory image if required.
- 5 Add any desired items to cart.
- 6 View cart by clicking shopping cart icon in app footer.
- 7 Select **“Checkout”**.
- 8 Fill out required information on **“Billing Address”** tab and hit **“Next”** button.
- 9 Click dropdown for **“Ship Method”** and select **“Pickup”** option.
- 10 Once you select **“Pickup”** the option for **“Warehouse List”** will appear.
- 11 Click dropdown for **“Warehouse List”** and select your preferred branch to pickup from.
- 12 Complete Checkout process.

VIEW DETAILED STATEMENT

- 1 Launch app.
- 2 Select arrow icon in upper right-hand corner to log in.
- 3 Click on **“Hamburger”** menu icon next to search bar.
- 4 Select **“My Account”** link.
- 5 Click **“Statements”**.



MOBILE APP USER GUIDE - *continued*

PAY OPEN INVOICES

- 1 Launch app.
- 2 Select arrow icon in upper right-hand corner to log in.
- 3 Click on **“Hamburger”** menu icon next to search bar.
- 4 Select **“My Account”** link.
- 5 Click **“Invoices”**.
- 6 To pay a bulk amount to your account, click the **“Pay Lump Sum”** button in the left-hand corner of the screen:
 - Enter desired amount to pay and click the **“Pay Now”** button.
 - Enter your credit card information and click the **“Submit”** button.
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CREATING KITS & ADDING ITEMS TO KITS FOR QUICK ORDERING

- 1 Launch app.
- 2 Select arrow icon in upper right-hand corner to log in.
- 3 Click **“Products”** icon
- 4 Click desired item category image:
 - Click desired subcategory image if required.
- 5 Click the **“+ Add To My Kits”** link below the **“Add to Cart”** button.
- 6 To create a new kit, type the desired name of your new kit into the open text field and hit **“Enter”**.
- 7 To add items to an existing kit, click the **“+ Add To My Kits”** link for the desired product:
 - Add desired item to any existing kit by clicking on the name of the existing kit, which will appear in the box that appears when you click the **“+ Add To My Kits”** link.
- 8 To navigate to existing kits, click on **“My Account”** icon in page header and select **“My Kits”** link.

SCANNING BARCODES TO SHOP

- 1 Launch app.
- 2 Select arrow icon in upper right-hand corner to log in.
- 3 Click barcode icon in app footer to launch barcode scanner.
- 4 Enable app to use your camera on your mobile device.
- 5 Hold product barcode in the camera field to scan.
- 6 If product barcode is recognized, your product will appear on the app for you to add to your cart.
- 7 Complete checkout process.



SYSTEM SELECTION TOOL USER GUIDE

- 1 Navigate to our new website, SGTorrice.com, or open our Mobile Application:
 - App available on App Store or Play Store under **“S. G. Torrice”**.
- 2 Navigate to the System Selection Tool of the brand you sell, American Standard or Trane, using one of multiple methods.
 - On Desktop or Mobile Responsive site:
 - i. Hover over **“Shop”**.
 - ii. Hover over **“American Standard System Selection Tool”** or **“Trane System Selection Tool”**.
 1. Click on your preferred link if you would like to see all matchup options.
 - iii. Click on the link for your preferred matchup option to navigate to that option.
 1. Furnace Coil Condenser Matchups
 2. Condenser Air Handler Matchups
 3. Heat Pump furnace Coil Matchups
 4. Heat Pump Air Handler Matchups
 - On Mobile Application:
 - i. Click on **“Products”** icon
 - ii. Click on image for **“American Standard System Selection Tool”** or **“Trane System Selection Tool”**.
 - iii. Click on image for your preferred matchup option to navigate to that option.
 1. Furnace Coil Condenser Matchups
 2. Condenser Air Handler Matchups
 3. Heat Pump furnace Coil Matchups
 4. Heat Pump Air Handler Matchups
- 3 On the left-hand side of the screen, there are multiple attributes that you will use to narrow down your system matchups to get what you would like for the job:
 - On the Mobile Application, click the red **“Apply Filter”** button to access the attribute filters.
 - Once you select a filter, click the **“Apply Filter”** button to apply filter to your selection.
 - Filters can only be applied one filter at a time.
- 4 Once you have found the matchup you would like to use, click the **“View All Kit Items”** link to see more details and to purchase equipment.
- 5 Scroll to the bottom of the matchup page for full specifications for system matchup.
- 6 To purchase equipment in the matchup, click the red **“Add Kit Items to Cart”** button to add items to the cart.
 - Checkout process does not change, please reference our **SGTorrice.com** guide online or by requesting a copy from your Territory Manager.

Download our Mobile App



bit.ly/SGTAppleApp



bit.ly/SGTGoogleApp



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