


You may experience issues with some CustomerNet pages if you are working in FireFox . We highly recommend using CustomerNet in Internet Explorer.

Welcome

User ID *	<input type="text"/>
Password *	<input type="password"/>
<input type="button" value="Logon"/>	



If you are experiencing problems logging on:

CustomerNet Users Please contact us at: US: 1-888-450-5829 Canada: 1-800-465-6130 or China: 0086 21 53066223.

SupplyNet Vendors Please contact the US support team at 1-888-309-6636.

Commercial Rep Agents Please contact us at 440-962-2074.

US Wholesale Rep Agents Please contact us at 1-888-450-5829.

Canadian Wholesale Rep Agents Please contact us at 1-800-465-6130.

VIP Plumbers Please contact us at 1-888-685-6636.

* Subscriber may not use the information for any purpose other than to facilitate its business relationship with Moen Incorporated; nor may subscriber disclose any information to any third party without Moen's prior written consent. Subscriber shall not copy, use, modify or prepare derivative works from information or other content on the site other than to facilitate its business relationship with Moen.

Customernet

Welcome | My Orders | Check Inventory | Contact Us | Site Help

Welcome

| History | [Back](#) | [Forward](#) | 

User Profile

HD SUPPLY
1065 SUNSET BLVD
WEST COLUMBIA
SC
29169-6861
803-796-6355
karen.bigby@hughessupply.com
Sales Representative(s) Information:
MATT RITCHIE
matt.ritchie@moen.com
800-628-0768

Shipment Notification

Your current E-Mail address is:

Karen.Bigby@hdsupply.com

You do not have any open tracking requests

[Please contact us if this E-Mail address is incorrect!](#)

Message Board

<http://customernet.moen.com>

Place mouse over scrolling message to pause the message.

Moen Links

Please click on a link below:

- [▶ Product Catalog](#)
- [▶ Photo Gallery](#)
- [▶ Interested in Becoming a New EDI Partner?](#)
- [▶ Moen US Product Info](#)
- [▶ Spec & Parts Search](#)
- [▶ Home Care by Moen](#)
- [▶ Moen CIP Forecast and Sell Thru Report Template](#)
- [▶ CSI US Product Info](#)

...

1

2

- 1. My Orders:** Use this tab to view POs, get order confirmations, view order status and track your orders, print packing lists and set shipping notifications on back ordered/not shipped items
- 2. Check Inventory:** Use this tab to view availability and list pricing.

My Orders

| History | [Back](#) | [Forward](#) | **Selection Criteria**

Please select options from below:

 Purchase Order (* wild card)
 Moen Order
 Your Account#
 Selection Criteria

Narrow my search to the following (optional):

Moen part # : [FIND ORDERS ▶](#)[CLEAR FORM ▶](#)

1

Order Summary

Please enter your order selection criteria in the information to the left and select 'Submit'

Shipping Detail

Please enter your order selection criteria in the information to the left and select 'Submit'

Order Detail

Please enter your order selection criteria in the information above and select 'Submit'

1. Begin with selection order criteria. You can search by PO number, Moen order number or by account number. I recommend viewing by account number as that will bring up all Moen activity within the past 60 days.

My Orders

Selection Criteria

Please select options from below:

- Purchase Order (* wild card)
- Moen Order
- Your Account#
- Selection Criteria

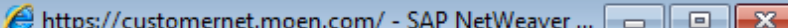
Narrow my search to the following (optional):

Moen part # :

[FIND ORDERS ▶](#)

[CLEAR FORM ▶](#)

Order Summary

Please  https://customernet.moen.com/ - SAP NetWeaver ...

Customer Number Selection Screen

Please select a customer location from below

[45702](#)

BATH CONCEPTS ZVIP

Store Number:

1902 D HIGHWAY 70 EAST

NEW BERN NC 28560

Shipping Detail

Please enter your order selection criteria in the information to the left and select 'Submit'

Order

Please

1. To search by account number, click on Locate Acct#. A pop up will then show your account number(s).
2. Click on the account number you want to search on. Once you click on the account number, it will populate in the search criteria.
3. Lastly, click on Find Orders.

Selection Criteria

Please select options from below:

- Purchase Order (* wild card)
- Moen Order
- Your Account# 45442
- Selection Criteria

Narrow my search to the following (optional):

Moen part #: [FIND ORDERS >](#)[CLEAR FORM >](#)

Order Summary

Order: 502863609 Click on radio button to display order detail

	PO Number	Moen Order	Ship To Name	City	State	# of Ship	# of Lines	Ship Status	Entry Date
<input checked="" type="radio"/>	SFFD116841	502863609	METRO PLUMBING	HOWELL	NJ	0	1	No	03/29/2011
<input type="radio"/>	SFFD116838	502863559	METRO PLUMBING	HOWELL	NJ	0	3	No	03/29/2011
<input type="radio"/>	SFFD116835	502863525	METRO PLUMBING	HOWELL	NJ	0	1	No	03/29/2011
<input type="radio"/>	Chris 030911	502791541	METRO PLUMBING	HOWELL	NJ	1	1	Full	03/09/2011
<input type="radio"/>	SFFD114841	502703194	METRO PLUMBING	HOWELL	NJ	1	1	Full	02/14/2011
<input type="radio"/>	SFFD114728	502692341	METRO PLUMBING	HOWELL	NJ	1	1	Full	02/10/2011

Line 1 / 6

1

Shipping Detail

No tracking information found

Order Detail

Order: 502863609 Ship Status: For orders with multiple shipments and backorders click on the drop down

An E-Mail Shipment notification will be sent to the following E-Mail address:
 cmccarty@metrocorpplumbing.com

Line	Moen Material	Estimated Arrival Date	Order Qty	Unshipped Qty	Shipping Plant	Send E-Mail?
1	1417	04/05/2011	2	2	KINSTON	<input checked="" type="checkbox"/>

Page 1 / 1

2

- Order Summary:** Will show all POs current to 60 days old. The order with the black dot is the order that is currently displaying. View order confirmation by clicking on the Moen order number. Ship Status will convey if order has shipped and if it shipped in full.

Ship Status will be in one of three states: No, Full and Partial

- Order Detail:** If the order is listed as partial status, click on the ship status to see what has not shipped. You can then check the Send Email box to receive an email notification when open item(s) have shipped.

Selection Criteria

Please select options from below:

Purchase Order (* wild card)

Moen Order

Your Account# 45442

Selection Criteria

Narrow my search to the following (optional):

Moen part #:

[FIND ORDERS >](#) [CLEAR FORM >](#)

Order Summary

Order: 502791541 Click on radio button to display order detail

	PO Number	Moen Order	Ship To Name	City	State	# of Ship	# of Lines	Ship Status	Entry Date
<input checked="" type="radio"/>	Chris 030911	502791541	METRO PLUMBING	HOWELL	NJ	1	1	Full	03/09/2011
<input type="radio"/>	SFFD114841	502703194	METRO PLUMBING	HOWELL	NJ	1	1	Full	02/14/2011
<input type="radio"/>	SFFD114728	502692341	METRO PLUMBING	HOWELL	NJ	1	1	Full	02/10/2011

Line 4 / 6

Shipping Detail

Packing List: [0804820109](#)

Tracking Information

Line: 000001

Material: 140707

Carrier: FEDEX GROUND

Carrier Tracking Number(s):

[027804454521886](#)



Order Detail

Order:502791541 Ship Status: For orders with multiple shipments and backorders click on the drop down

The following material(s) have shipped. If electronic tracking information is available, click on the 'Carrier Tracking Number' link to the left to go directly to the carrier's website.

Line	Moen Material	Actual Ship Date	Order Qty	Shipped Qty	Shipping Plant	Tracking Detail
1	140707	03/11/2011	10	10	KINSTON	View Specific Product Tracking

Page 1 / 1

1. Shipping Detail: Download packing list and track order

Inventory Availability

Inventory Availability:

Please enter the Moen part number(s) and quantity you are interested in checking

Entry	Moen Material	Requested Quantity
1	<input type="text"/>	<input type="text"/>
2	<input type="text"/>	<input type="text"/>
3	<input type="text"/>	<input type="text"/>
4	<input type="text"/>	<input type="text"/>
5	<input type="text"/>	<input type="text"/>
6	<input type="text"/>	<input type="text"/>
7	<input type="text"/>	<input type="text"/>
8	<input type="text"/>	<input type="text"/>
9	<input type="text"/>	<input type="text"/>
10	<input type="text"/>	<input type="text"/>

* All Showhouse Product offerings are made to order.

Submit

- 1. Check Inventory:** View inventory and list pricing. Just enter the Moen item number and quantity and click submit.

Inventory Availability

Here are your results:

- ✓ Requested inventory is currently available at the shipping plant.
- ⚠ Requested inventory is not available at this time. Note the estimated delivery date.
- ✗ An error has been detected with your inventory request.

Status	Moen Material	Qty	Est. Delivery Date	Shipping Plant	List Price	Curr	Per # of Units	Message	Part Description	UPC Code	Link to Image
✓	1255	25	4/6/2011	KINSTON,NC	24.25	USD	1		31MM CARTRIDGE ASSY	026508199022	click here

* All Showhouse Product offerings are made to order.

[New Inventory Check](#)

1. **Check Inventory (cont):** After hitting submit, you will then see if the item is in stock, when they can expect the order if they order TODAY and list price per item.

Contact us at 1-888-450-5829 or cnctacts@moen.com for immediate site assistance.