



EMSER ONLINE

Dear Valued Customer,

Welcome to the Emser Online Business-to-Business (B2B) Customer Portal!

The intent of this site is to provide an easy and convenient option for Emser customers to place orders and make payments 24/7. The site also provides instant access to important information, including pricing, inventory availability, and order status tracking.

If you do not have login credentials or require additional assistance, please email us at emseronlinesupport@emser.com or call us at 1-844-566-8453.

We thank you for your continued support of Emser products and services and are thrilled to be your business partner!

Best Regards,

Emser Tile Online Support Team



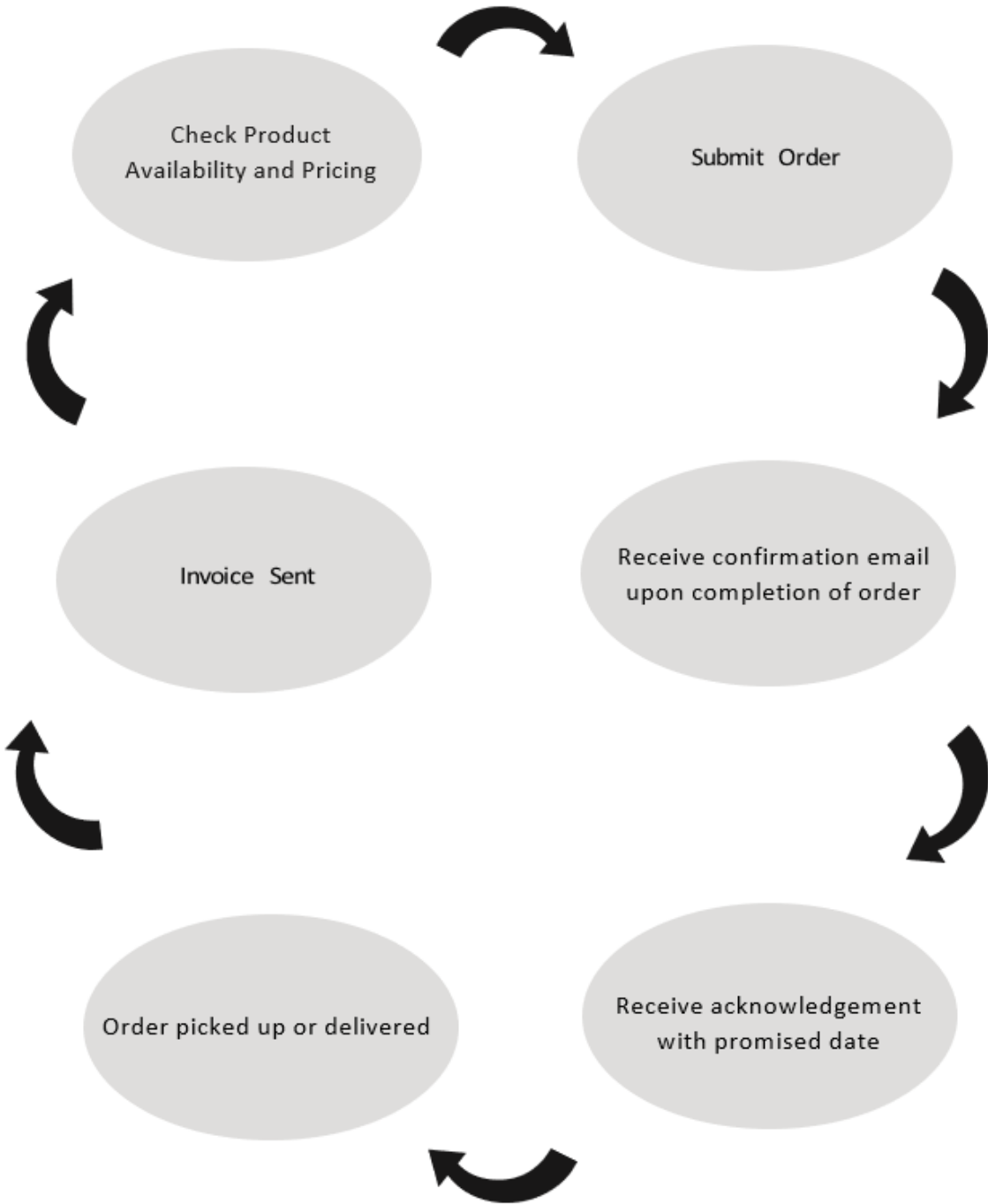
EMSER ONLINE

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EMSER ONLINE

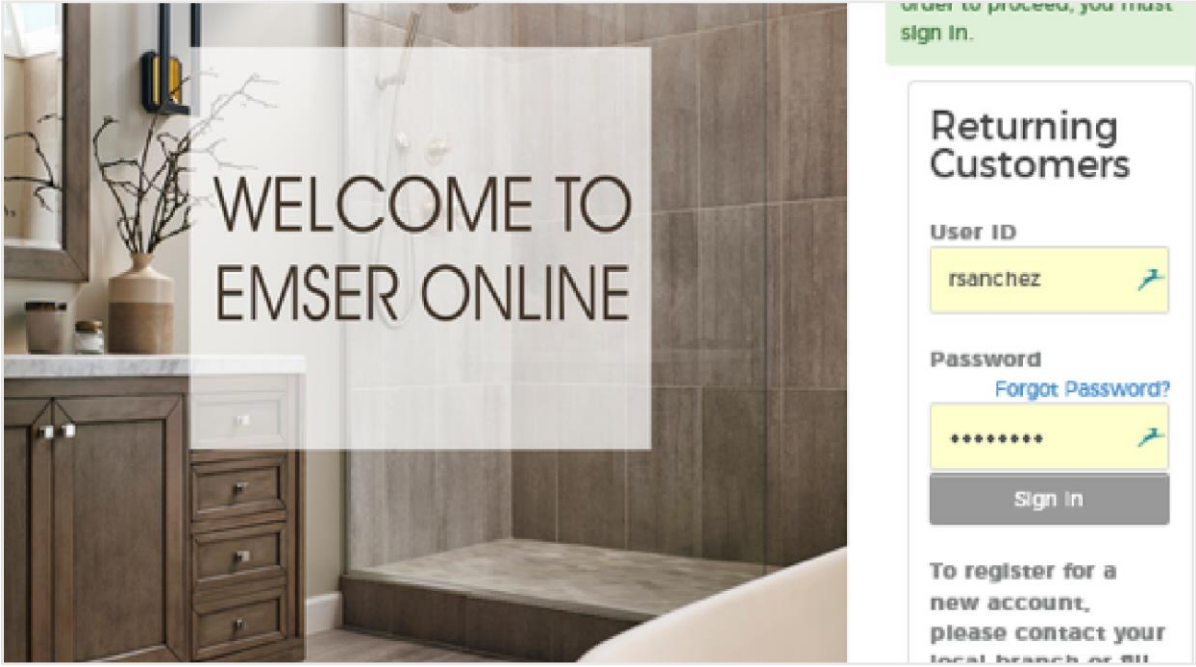
The Emser Online Process



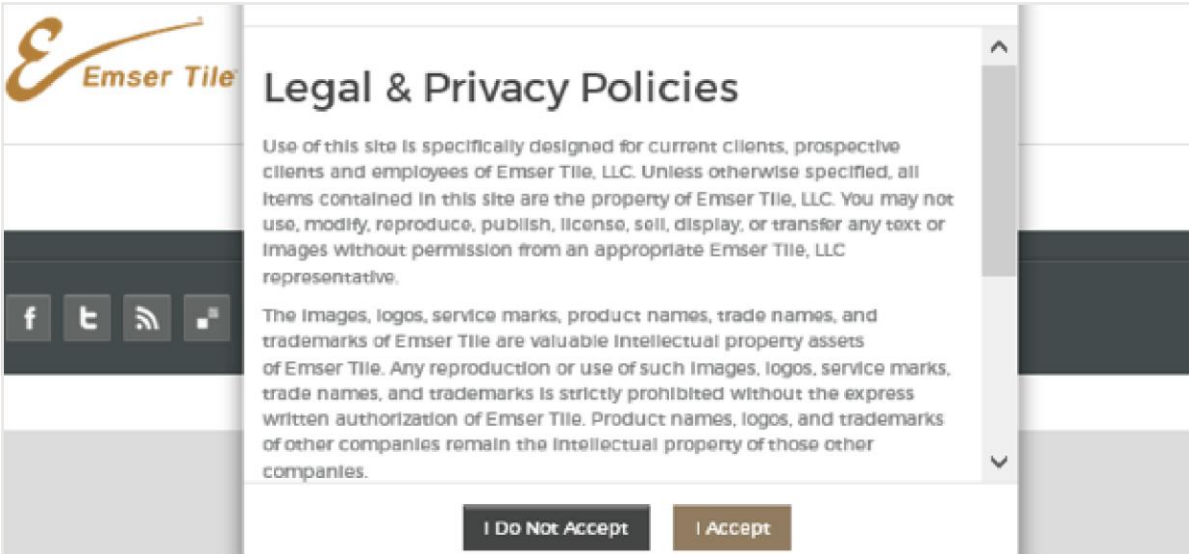
EMSER ONLINE

Signing On to Emser Online

- 1. Go to <http://online.emser.com>
- 2. Enter the User ID and temporary Password provided for you from your Emser Online registration.



- 3. Read and accept Emser’s Legal & Privacy Policies.






EMSER ONLINE

Signing On to Emser Online

4. Update your password. *Old Password (Temporary Password) is the current password.

Change Password

- 1. Password must be between 8 to 10 characters long.
- 2. Password must have upper and lower case characters
- 3. Password must include a number.
- 4. Leading and trailing blanks will be ignored.

Old Password	<input type="password"/>	
Enter New Password	<input type="password"/>	
Confirm New Password	<input type="password"/>	

EMSER ONLINE

Check Availability

1. Add items to the order pad to see Availability.

Order Pad

S.No.	Item #	Quantity	Unit of Measure	Item Description	Availability
1	ZCFCAT910S	5.00	PC	ACCUCOLOR SANDED CAULK BRIGHT WHITE #910 10.5OZ-COLORFAST	PLEASE CONTACT LOCAL EMSER BRANCH FOR PRODUCT AVAILABILITY ASSISTANCE.
2	W80ENTIGU1212MO	14.54	SF	ENTITY GUSTO MOSAIC ON 12X12-GLS	IN STOCK

2. Search for item and click on item image. Availability will be shown on the right side of the screen.



ENTITY GUSTO MOSAIC ON 12X12-GLS Quantity

Item # W80ENTIGU1212MO
Description ENTITY GUSTO MOSAIC ON 12X12-GLS
Unit Price

Availability

IN STOCK

SF

[Add To Cart](#)
[Add To List](#)
[Compare](#)

3. Search for item and click on item SKU. Availability will be shown to the right.



W80ENTIGU1212MO
ENTITY GUSTO MOSAIC ON 12X12-GLS

Unit Price

SF

Compare

ENTITY GUSTO MOSAIC ON 12X12-GLS

Item # W80ENTIGU1212MO
Description ENTITY GUSTO MOSAIC ON 12X12-GLS
Unit Price


Availability

IN STOCK

EMSER ONLINE

Check Price

1. Search for item and click the Unit Price button to see pricing.



W80ENTIGU1212MO
ENTITY GUSTO MOSAIC ON
12X12-GLS

Unit Price ←

SF

Compare

Item Number	W80ENTIGU1212MO
Quantity	1
Unit Of Measure	SF
Price	

EMSER ONLINE

Navigation and Placing Items in the Cart

1. Shop from the "SHOP BY" menus on the left and center of the screen.

The screenshot shows the Emser Tile online portal interface. At the top, there is a search bar with a magnifying glass icon and the text "Advanced Search". To the right of the search bar are links for "My List", "My Account", and "Manage Users". Below these links are "Contact" and "Sign Out" options. The Emser Tile logo is on the left. A user information box displays "Raul Sanchez, Last Sign In 07/06/2017 10:33:24" and "Bill To: 357801 - TILE ART OF DURANGO Ship To: 357801 - TILE ART OF DURANGO". A navigation menu includes "SHOP BY PRODUCT", "SHOP BY STYLE", "SHOP BY APPLICATION", "SELF-SERVICE", "RESOURCES", and "PAYMENTS". The "SHOP BY" menu items are highlighted with a green border. The main content area says "Welcome To Emser Tile Online Portal!" and shows the current customer and shipping locations as "357801 - TILE ART OF DURANGO 20 Design Center Road DURANCO CO 81301". On the right, there is an "Order Pad" table with columns for "Item ID" and "Qty". The table contains five rows, each with a search icon in the "Item ID" column and an empty "Qty" column. Below the table are "Add More..." and "Add to Cart" buttons.

Advanced Search

My List My Account Manage Users

Contact Sign Out

Raul Sanchez, Last Sign In 07/06/2017 10:33:24
Bill To: 357801 - TILE ART OF DURANGO Ship To: 357801 - TILE ART OF DURANGO

SHOP BY PRODUCT SHOP BY STYLE SHOP BY APPLICATION SELF-SERVICE RESOURCES PAYMENTS

Welcome To Emser Tile Online Portal!

Your current customer location is

357801 - TILE ART OF DURANGO 20 Design Center Road DURANCO CO 81301

Your current shipping location is

357801 - TILE ART OF DURANGO 20 Design Center Road DURANCO CO 81301

Order Pad	
Item ID	Qty
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

Add More...

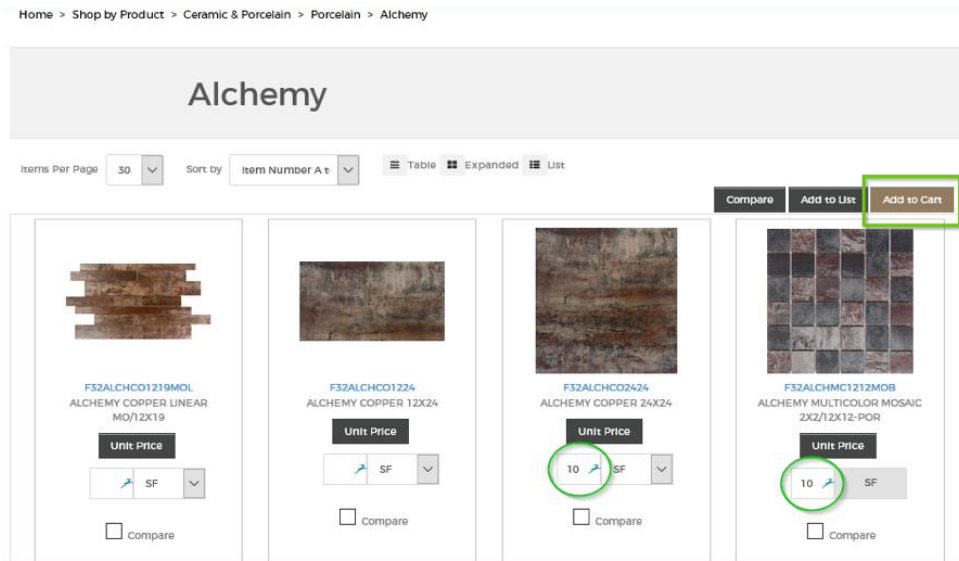
Add to Cart



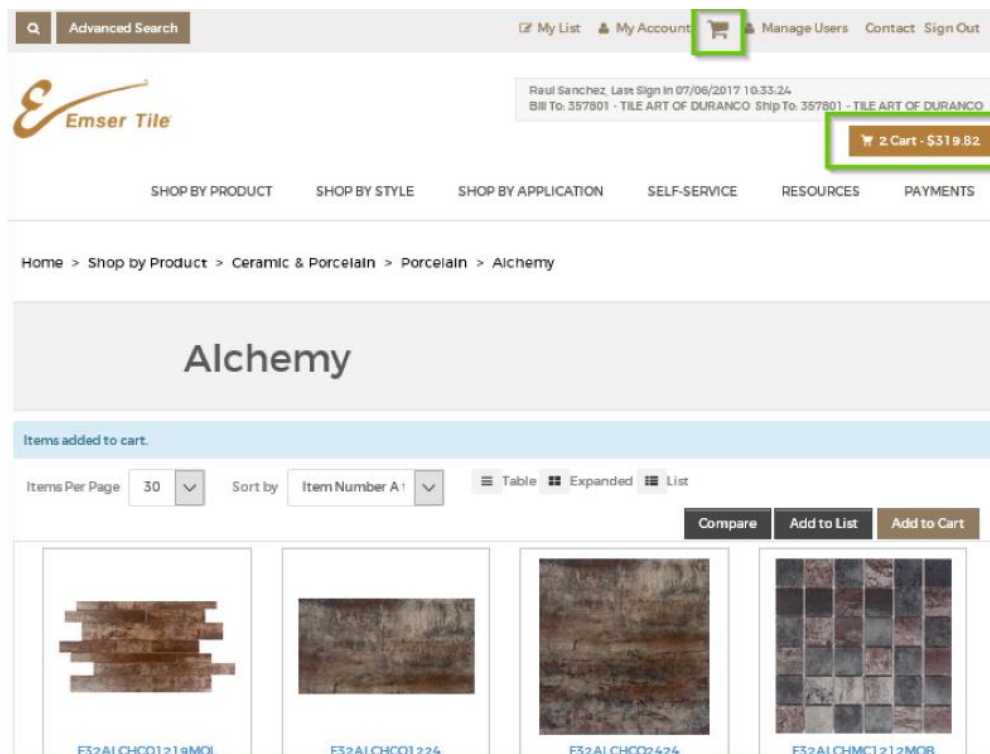
EMSER ONLINE

Navigation and Placing Items in the Cart

2. Fill your cart by adding quantities to purchase under each item and clicking “Add to Cart”.



3. The brown cart widget now shows the number of items in your cart along with the price. To view our full cart, click on the cart icon in the top right corner.



EMSER ONLINE

Credit Card Purchase – COD Accounts Only

1. Review the order summary, including the billing and shipping addresses, items purchased, and totals. Click “Pay & Place Order” when done.

Order Summary

Review your order details below and confirm.

For credit card orders, amount authorized might be more than order total.

Billing Address	Will-Call Shipping Address
MISCELLANEOUS - LOS 8431 SANTA MONICA BOULEVARD LOS ANGELES, CA 90069-4209	EMSER TILE LLC - CAANA 1400 S. State College Anahelm, CA 92805

Order Header

PO #	Huge order!	Request Date	07/06/2017
Notify Email 1		SideMark/Delivery Instructions	Deliver at back door.
Notify Email 2		Builder Info	
Do you want to pickup the order?	Yes		
Pickup location	Anahelm		

Item	Item Description	Quantity	Unit of Measure	Unit Price	Total Price	Quantity To Be Ordered
F32ALCHCO2424	ALCHEMY COPPER MATTE 24X24-POR	10.00	SF	7.31	113.16	15.48
F32ALCHMC1212MOB	ALCHEMY MULTICOLOR MOSAIC 2X2/12X12-POR	10.00	SF	37.10	395.49	10.66

Item Total	\$508.65
Energy Surcharge	\$16.79
Tax	\$48.60
Order Total	\$574.04

[Back](#) [Pay & Place Order](#) [Cancel](#)

EMSER ONLINE

Credit Card Purchase – COD Accounts Only

2. Complete the necessary information on the order checkout page. Choose an existing payment method using the drop-down arrow or select “Add Payment Method.”

[HOME](#) [SELF SERVICE](#) [PAYMENTS](#) [HELP](#)

Payment Methods

Customer:	1375600 - CMK CONSTRUCTION INC 13329 West Hillsborough Avenue Building G Tampa FL 33635		
Payment Method	VISA-9932 ▼		
	Add Payment Method		
Card Type	Visa		
Card #*	XXXXXXXXXXXX 9932		
Exp MM/YYYY*	▼	/	▼
Email Address			
First Name*			
Last Name*			
<input checked="" type="checkbox"/>	Is Active?		
<input checked="" type="checkbox"/>	Save For Account		
<input type="checkbox"/>	Is Default?		
<input type="button" value="Save"/>	<input type="button" value="Delete"/>		



EMSER ONLINE




Credit Card Purchase – COD Accounts Only

3. Complete the credit card information and click “Make Payment.”

Payment Info

Payment Type

Credit Card Info

Credit Card Number

Expiration Date

Billing Contact Info

First Name

Last Name

Billing Address 1

Billing Address 2

City

Province/State

Country

Postal Code

Email

EMSER ONLINE

Credit Card Purchase – COD Accounts Only

4. Save the payment method by selecting who should have access to the card information and click “Continue”.

- Save At Account Level will provide all users with access.
- Save For User will allow specific users with access.
- No selection will save credit card for the user that made the addition only.

**Credit card payments on COD accounts may only be processed on orders that originated from the Emser Online portal. If an order was created or submitted through a different system, the payment must be processed by an Emser associate.*

Save Payment Method

Customer	1375600 - CMK CONSTRUCTION INC
Payment Transaction Details	
Transaction Date	12/10/2021 12:24:24 PM
Account Holder	Nhi Hubacek
Status	Success
Payment Type	VISA
Account Number	XXXXXXXXXXXX2400
Street Address	13329 West Hillsborough Avenue
City,State,Zip	Tampa , FL 33635
Country	US
Email	nhihubacek@emser.com

What do you want to do next?

<input type="checkbox"/>	Save At Account Level
<input type="checkbox"/>	Save For User

Continue



EMSER ONLINE

Paying for Existing Orders – Terms Accounts Only

1. To pay for an existing order, click on “Open Invoices” which is under “Payments” menu.

The screenshot shows the Emser Tile online portal. At the top, there is a user profile for 'Test User' with a last sign-in of 07/05/2017 13:47:14. Below this, a shopping cart icon shows '2 Cart - \$508.65'. The navigation menu includes 'SHOP BY PRODUCT', 'SHOP BY STYLE', 'SHOP BY APPLICATION', 'SELF-SERVICE', 'RESOURCES', and 'PAYMENTS'. The 'PAYMENTS' menu is expanded, and the 'OPEN INVOICES' option is highlighted with a green box. Other options in the menu include 'SCHEDULED PAYMENTS', 'UNAPPLIED CASH PAYMENTS', 'PAYMENT HISTORY', and 'PAYMENT METHODS'. The main content area displays a welcome message and current customer and shipping locations.

2. Check the invoice you want to make a payment for and click “Pay Now”.

The screenshot shows the 'Open Invoices' page. It features a search section with filters for Company (00001 - Emser Tile, LLC), Currency (USD), Due Status (All), Scheduled Status (All), Invoice Number, and Invoice Type (Invoice). A 'Find' button is located below the search filters. To the right, a 'Summary' section displays: Total Open Invoices: 69, Total Open Amount: 42,918.97, Selected Invoices: 1, and Selected Invoices Open Amount: 13.30. Below the search and summary sections is a table of open invoices. The first row is selected, and the 'Pay Now' button is highlighted in green.

Schedule	Invoice Number	Invoice Type	Company	Item Details	Reference Remarks	Invoice Date	Net Due Date	Gross Amount	Open Amount	Taxable Amount
<input checked="" type="checkbox"/>	8443487	Invoice	00001	001	Sales Order4642621	10/08/2015	10/08/2015	13.88	13.30	12.73
<input type="checkbox"/>	8877176	Invoice	00001	001	Sales Order4929840	01/18/2016	01/18/2016	139.00	7.27	127.52
<input type="checkbox"/>	9093752	Invoice	00001	001	Sales Order5029598	03/07/2016	03/07/2016	125.32	125.32	114.97
<input type="checkbox"/>	9313049	Invoice	00001	001	Sales Order5194276	04/26/2016	04/26/2016	1,460.80	59.01	1,340.18
<input type="checkbox"/>	9433756	Invoice	00001	001	Sales Order5226723	05/23/2016	06/02/2016	375.77	375.77	0.00
<input type="checkbox"/>	9531292	Invoice	00001	002	Sales Order5417147	06/14/2016	06/14/2016	817.93	817.93	750.40

EMSER ONLINE

Paying for Existing Orders – Terms Accounts Only

3. Click “Add Payment Method” and complete the Payment Method information.



Routing Number

Account Number

Account Type Checking Savings

Account Ownership Business Account Consumer Account

Billing Contact Info

First Name

Last Name

Billing Address 1

Billing Address 2

City

Province/State

Country

Postal Code

Email

By entering my own or my Company's routing and account number above and clicking "Submit", either as an individual or as an authorized Company representative, I authorize the payment in the amount indicated above to be processed as an electronic funds transfer (EFT) or draft drawn from either my own or the Company's checking or savings account as indicated above and, if necessary, electronic credits to my own or the Company's account to correct erroneous debits. I understand that the processing of the payment will be completed within 1-2 banking days. If the payment returns unpaid, I authorize you or your service provider to collect the payment by EFT(s) or draft(s) drawn from my own or the Company account. I understand that this authorization will remain in full force and effect until I notify you that I wish to revoke it and allow you reasonable opportunity to act on my notice.

I accept these terms, acknowledge these disclosures and authorize this payment on behalf of myself or my Company and further agree, on Company's behalf, that Company shall be bound by the Nacha Rules in effect, both now and as amended from time to time.

PLEASE PRINT A COPY OF THIS PAGE FOR YOUR RECORDS.

Submit

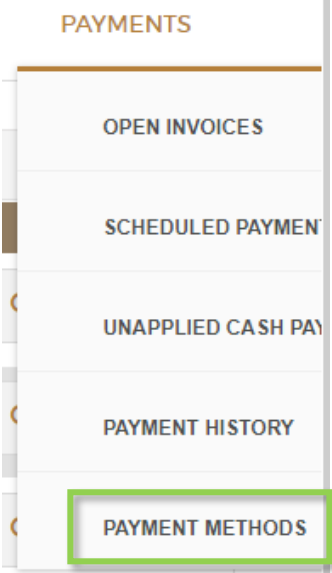
Reset



EMSER ONLINE

Adding Payment Method – Terms Accounts

1. Click “Payment Methods” under the Payments Menu.




2. Click on “Add Payment Method” and change the Payment Type to “Electronic Check.”

Payment Info

Payment Type

Electronic Check Info



Routing Number

Account Number

Account Type Checking Savings

Account Ownership Consumer Account Business Account



EMSER ONLINE

Self Service – Order & Invoice Inquiry

1. Click on “Self-Service” and then “Order Inquiry.”
 - Enter search filters. Expand date range as needed.
 - Click “Search”

Advanced Search My List Contact Sign Out

Emser Tile Raul Sanchez Last Sign In 12/15/2021 13:46:47
Bill To: 369332 - MISCELLANEOUS - ANA Ship To: 369332 - MISCELLANEOUS - ANA

SHOP BY PRODUCT SHOP BY STYLE SHOP BY APPLICATION **SELF-SERVICE** RESOURCES

Order Inquiry

Customer # 369332 - MISCELLANEOUS - ANA Ship To 369332 - MISCELLANEOUS - ANA

Order # Customer PO #

Order Date From (MM/dd/yyyy) 12/14/2021 Order Date To (MM/dd/yyyy) 12/21/2021

Order Type All Order Status All

Item # Ship Date (MM/dd/yyyy)

Select	Order #	Type	Date	Company	PO#	Ship To	Sold To	Order Item Total
<input type="radio"/>	12947151S6		12/21/2021	00001	SAMPLE	369332	369332	3.89
<input type="radio"/>	12947123S6		12/21/2021	00001	714-865-2030	369332	369332	0.00
<input type="radio"/>	12947060S6		12/21/2021	00001	SAMPLES-WRITE OFF	369332	369332	0.00
<input type="radio"/>	12946610SI		12/21/2021	00001	LARRY SECAL	369332	369332	110.43
<input type="radio"/>	12946416SI		12/21/2021	00001	VERBAL	369332	369332	18.81
<input type="radio"/>	12945507SI		12/21/2021	00001	VERBAL	369332	369332	37.52
<input type="radio"/>	12945466SI		12/21/2021	00001	VERBAL	369332	369332	95.88
<input type="radio"/>	12945270SI		12/21/2021	00001	PEYMAN	369332	369332	21.25
<input type="radio"/>	12945262SI		12/21/2021	00001	PEYMAN	369332	369332	0.00
<input type="radio"/>	12945150SI		12/21/2021	00001	VERBAL	369332	369332	37.30

2. Click on “Self-Service” and then “Invoice Inquiry.”
 - Enter Invoice number or date range
 - Click “Search”

Advanced Search My List Contact Sign Out

Emser Tile Raul Sanchez Last Sign In 12/15/2021 13:46:47
Bill To: 369332 - MISCELLANEOUS - ANA Ship To: 369332 - MISCELLANEOUS - ANA

SHOP BY PRODUCT SHOP BY STYLE SHOP BY APPLICATION **SELF-SERVICE** RESOURCES

Invoice Inquiry

Any invoice payment made today will be applied at the end of the day.

Customer # 369332 - MISCELLANEOUS - ANA

Invoice Number Invoice Status All

Invoice Date From (MM/dd/yyyy) 11/21/2021 Invoice Date To (MM/dd/yyyy) 12/21/2021

RPCRCD	Invoice Type	Invoice #	Company	Item Details	Invoice Date	Net Due Date	Gross Amount	Open Amount	Taxable Amount	Statement Date	Tax	Discount Due Date	Non-Taxable Amount	Order Number	Order Type	soldto	PO
○ USD	EB	14157500001	001		12/21/2021	12/21/2021	-67.76	0.00	0.00	0.00	0.00	12/21/2021	-67.76	0		369332	
○ USD	E8	14157500001	002		12/21/2021	12/21/2021	-67.76	0.00	0.00	0.00	0.00	12/21/2021	-67.76	0		369332	
○ USD	E7	14157400001	001		12/21/2021	12/21/2021	135.52	0.00	0.00	0.00	0.00	12/21/2021	135.52	0		369332	
○ USD	RI-Invoice	1963250100001	001		12/20/2021	12/20/2021	0.00	0.00	0.00	0.00	0.00	12/20/2021	0.00	12941450S6		369332	WRITE OFF
○ USD	RI-Invoice	1963175100001	001		12/20/2021	12/20/2021	75.73	75.73	70.28	5.45	12/20/2021	0.00	12938006SI		369332	714-306-5956	
○ USD	RI-Invoice	1963157900001	001		12/20/2021	12/20/2021	0.00	0.00	0.00	0.00	12/20/2021	0.00	12938964S6		369332	714-878-8030	
○ USD	RI-Invoice	1963150700001	001		12/20/2021	12/20/2021	31.96	31.96	29.66	2.30	12/20/2021	0.00	12938512SI		369332	VERBAL	
○ USD	RI-Invoice	1963145300001	001		12/20/2021	12/20/2021	18.76	18.76	17.41	1.35	12/20/2021	0.00	12938218SI		369332	VERBAL	
○ USD	RI-Invoice	1963075800001	001		12/20/2021	12/20/2021	1,108.50	0.00	1,028.77	79.73	12/20/2021	0.00	12923540SI		369332	VERBAL	
○ USD	RI-Invoice	1962899900001	001		12/20/2021	12/30/2021	3,070.60	3,070.60	2,849.74	220.86	12/30/2021	0.00	12519030SI		369332	823-382-7225	

