



LENNOX Pros.com

How To Guide

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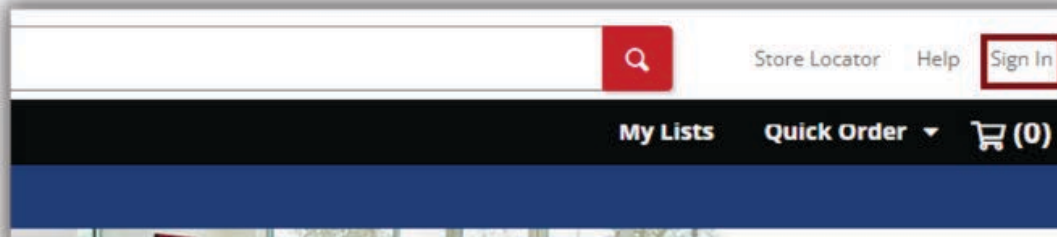
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How to register

Navigate to LennoxPros.com or to the LennoxPros App:

1. In the top right hand corner of the screen, click "Sign In".

<https://www.lennoxpros.com/>



2. If you do not have a customer number, click "Without A Customer Number". If you have a customer number click "With A Customer Number".

LENNOX Pros.com

Sign in with your existing account

Email Address

Password [Forgot your password?](#)

Sign In

or

[Login as a Lennox Employee](#)

Not a member? Register in 3 easy steps:

With A Customer Number **Without A Customer Number**

Sign in with your existing account

Email Address

Password [Forgot your password?](#)

☐ Keep me signed in

Sign In

or

[Login as a Lennox Employee](#)

Not a member? Register in 3 easy steps:

Without A Customer Number

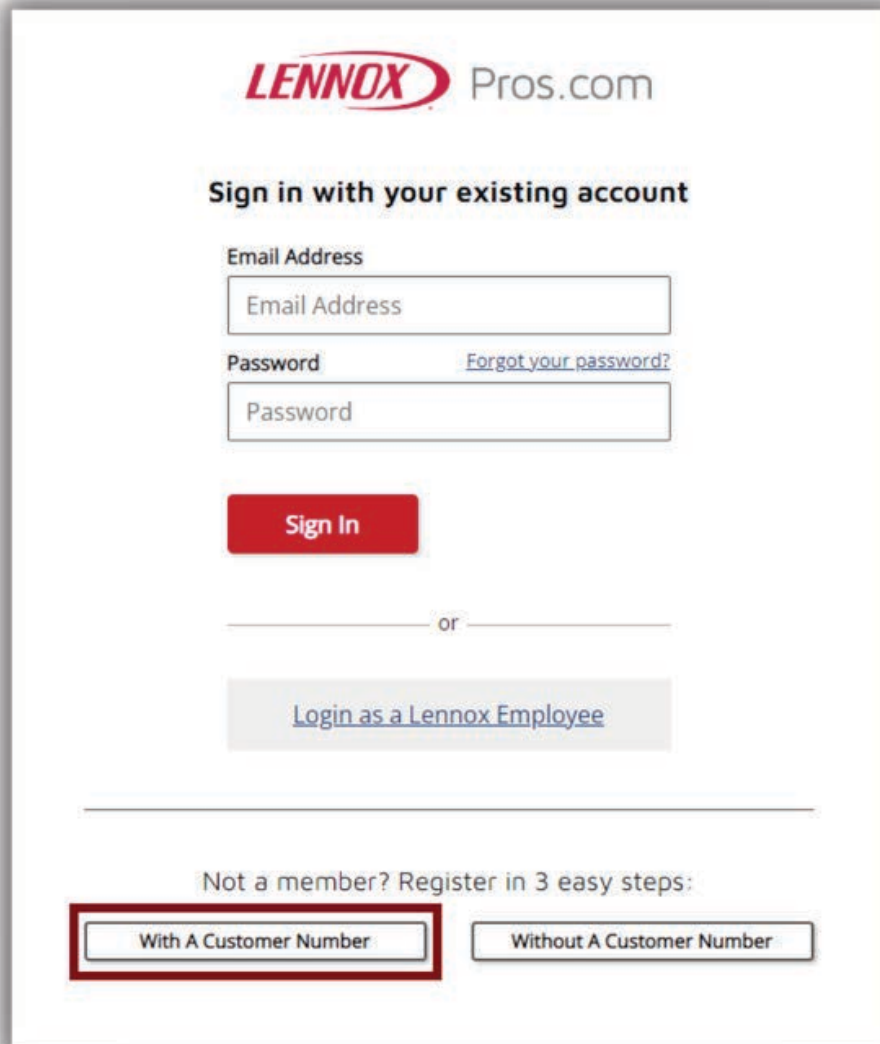
Without A Customer Number

Feedback

3. Complete steps 1-2-3 to finish registration Without A Customer Number. Complete steps 1 and 2 to finish registration With A Customer Number. You will receive a registration confirmation email with your customer number and you can login to LennoxPros.com.

Create/Add a new user

Option 1: New user request account access by clicking "With A Customer Number"



LENNOX Pros.com

Sign in with your existing account

Email Address

Password [Forgot your password?](#)

Sign In

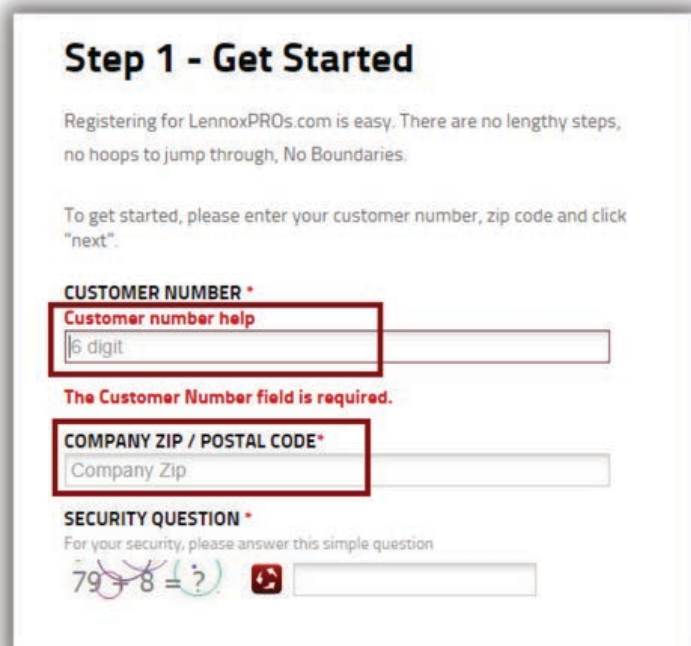
or

[Login as a Lennox Employee](#)

Not a member? Register in 3 easy steps:

With A Customer Number **Without A Customer Number**

1. Enter the customer number and zip code.



Step 1 - Get Started


Registering for LennoxPROs.com is easy. There are no lengthy steps, no hoops to jump through, No Boundaries.

To get started, please enter your customer number, zip code and click "next".

CUSTOMER NUMBER *
[Customer number help](#)

The Customer Number field is required.

COMPANY ZIP / POSTAL CODE*

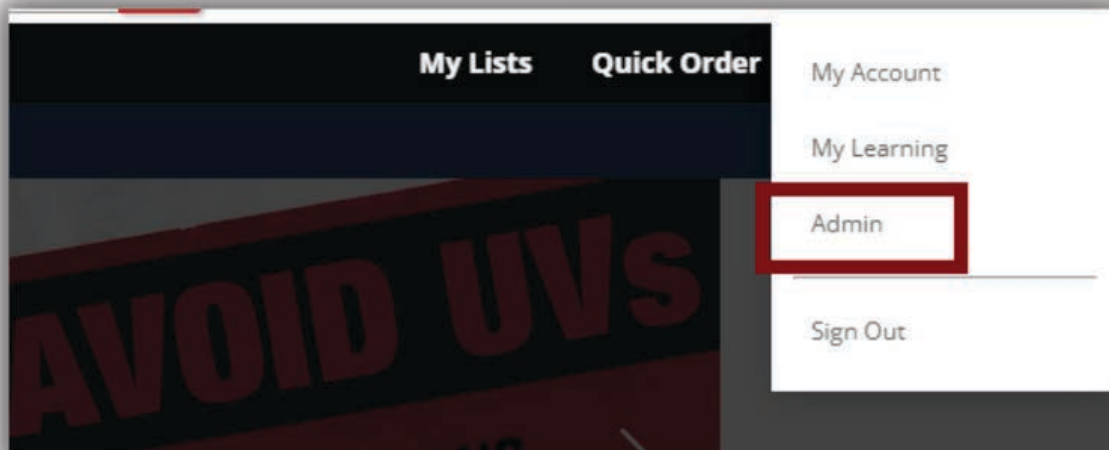
SECURITY QUESTION *
 For your security, please answer this simple question
 79 + 8 = ? 

2. The new user will add their email address and hit "Request Account". The customer's request will be sent to the Admin on the account for approval.

3. Once the Admin approves the account, the new user will be notified via email. The user can click the "Complete Registration" button to finish the registration process.

Option 2: Admin created user. Click "Admin" from the drop down in the top right hand corner.

1. Sign into your account. Click the drop down next to your name in the top right hand corner and select "Admin".

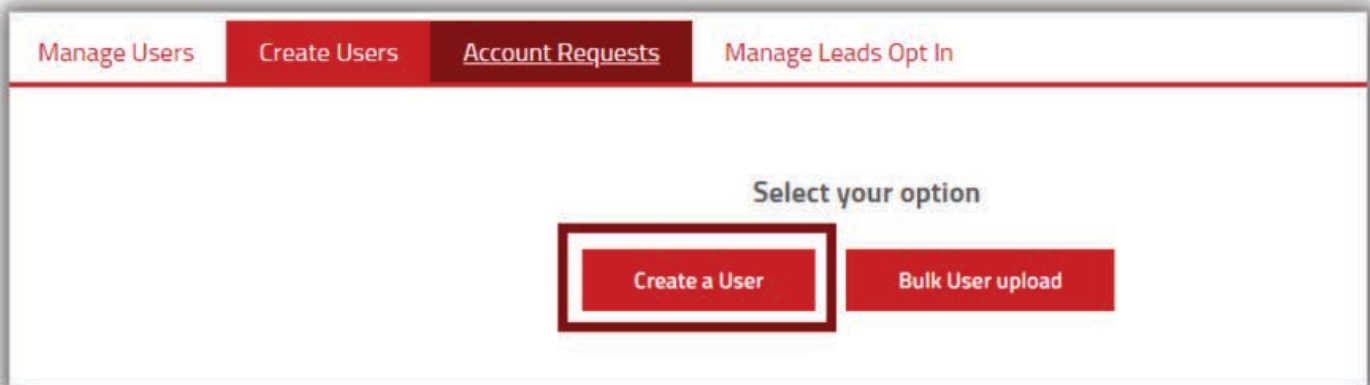


2. Click the "Create User" tab.



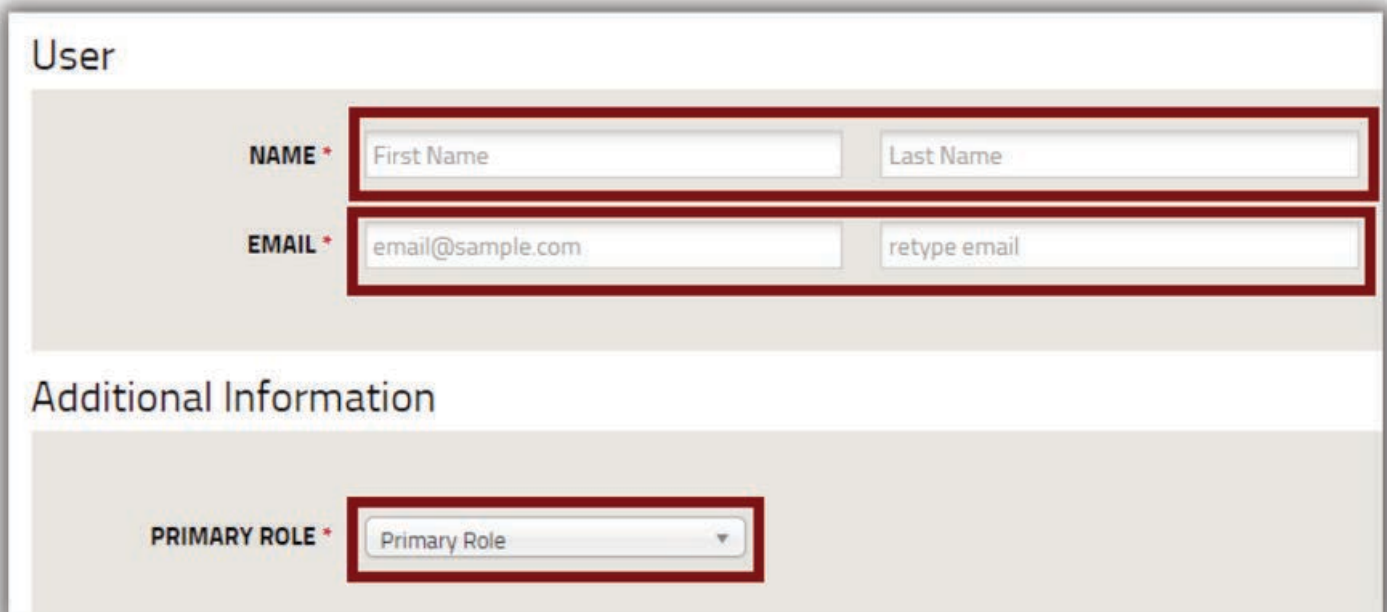
The screenshot shows a navigation bar with four tabs: "Manage Users", "Create Users", "Account Requests", and "Pending Registrations". The "Create Users" tab is highlighted with a red border. Below the tabs is a "User Search" section with four input fields: "First Name", "Last Name", "Email", and a phone number field containing "123-123-1234". A red "SEARCH" button and a link to "Advanced Q" are also visible.

3. Select "Create a User"



The screenshot shows the "Create Users" page with a navigation bar containing "Manage Users", "Create Users", "Account Requests", and "Manage Leads Opt In". The "Create Users" tab is active. Below the navigation bar, the text "Select your option" is displayed. Two buttons are shown: "Create a User" and "Bulk User upload". The "Create a User" button is highlighted with a red border.

4. Enter the user's name and email. Then, select the user's primary role.



The screenshot shows the "User" form. The "NAME" field is highlighted with a red border and contains "First Name" and "Last Name" input fields. The "EMAIL" field is also highlighted with a red border and contains "email@sample.com" and "retype email" input fields. Below the "EMAIL" field is the "Additional Information" section, which contains the "PRIMARY ROLE" field. The "PRIMARY ROLE" field is highlighted with a red border and shows a dropdown menu with "Primary Role" selected.

5. Select any other roles associated with the user.

OTHER ROLES
Optional
More than 1 may apply

☐ Marketing/Advertising
☐ Owner/Principal
☐ Purchasing
☐ Service/Installation
☐ Warranty Processing

6. Choose the user's permissions and select "Create User". The user will receive an activation email to continue the registration process.

Set Permissions

6 dependent permissions. [View details](#)

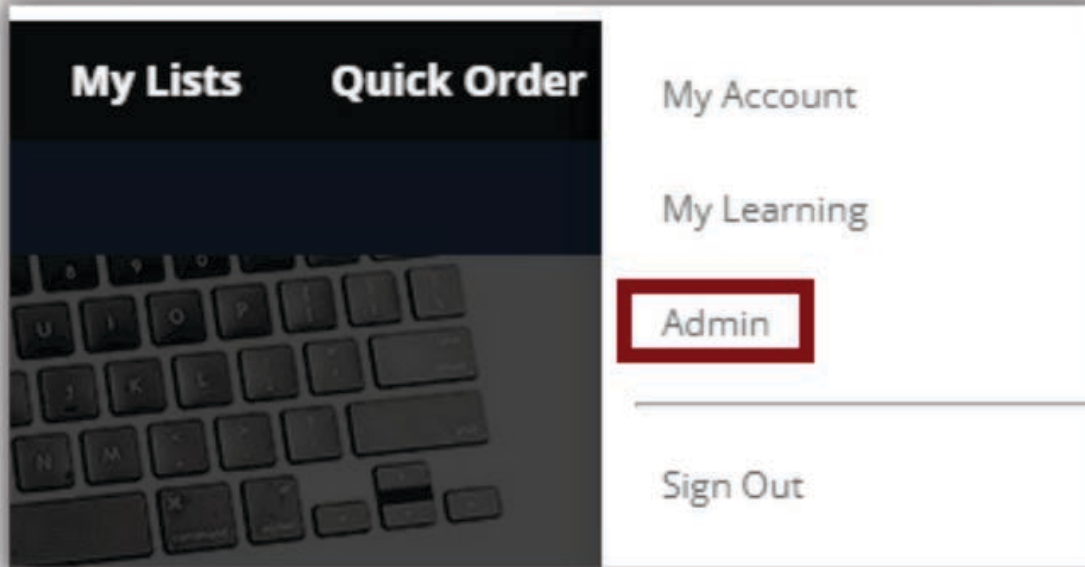
Expand All
Collapse All

> ☐ Admin
> ☐ Purchasing Tools
> ☐ Pricing
> ☒ Warranty Tools
> ☒ Product Information
> ☐ Learning Tools
> ☒ Marketing Tools
> ☒ Technical Tools
> ☒ Sales Tools
> ☒ Engineering Tools
> ☐ Premier Tools
> ☒ Alliance Tools
> ☐ Employee Tools
> ☐ Proposal Tool

Back
Create User

Edit existing user

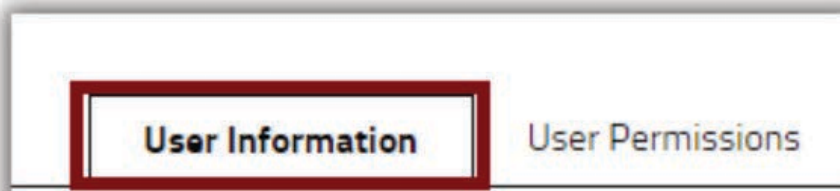
1. Navigate to LennoxPros.com and login. Go to Admin tab.
Don't see "Admin"? Call 1-877-570-0123.



2. Under Manage Users, select the User you would like to modify, hover over the right down arrow and select "Edit"

Manage Users Create Users Account Requests Manage Leads Opt In				
Users				
First Name	Last Name	Status	Access Level	
UAT	20.2	Active	User	⌵
Oculus	2501	Active	Proposal Tool Admin	⌵
cdq3	amuser	Active	Proposal Tool Admin	⌵

3. To edit profile information, use the "User Information" tab and click "Save Changes".



The screenshot shows the 'User Permissions' tab selected. At the top, there are two buttons: 'Expand All' and 'Collapse All'. Below these, a list of 12 permissions is shown, each with a checkbox and a right-pointing arrow. The permissions are: Admin (checked), Purchasing Tools (checked), Pricing (checked), Warranty Tools (checked), Product Information (checked), Learning Tools (checked), Marketing Tools (unchecked), Technical Tools (unchecked), Sales Tools (unchecked), Engineering Tools (unchecked), Premier Tools (checked), Alliance Tools (unchecked), Employee Tools (unchecked), and Proposal Tool (checked). At the bottom of the list, there are two buttons: 'Back' and 'Save Changes'.

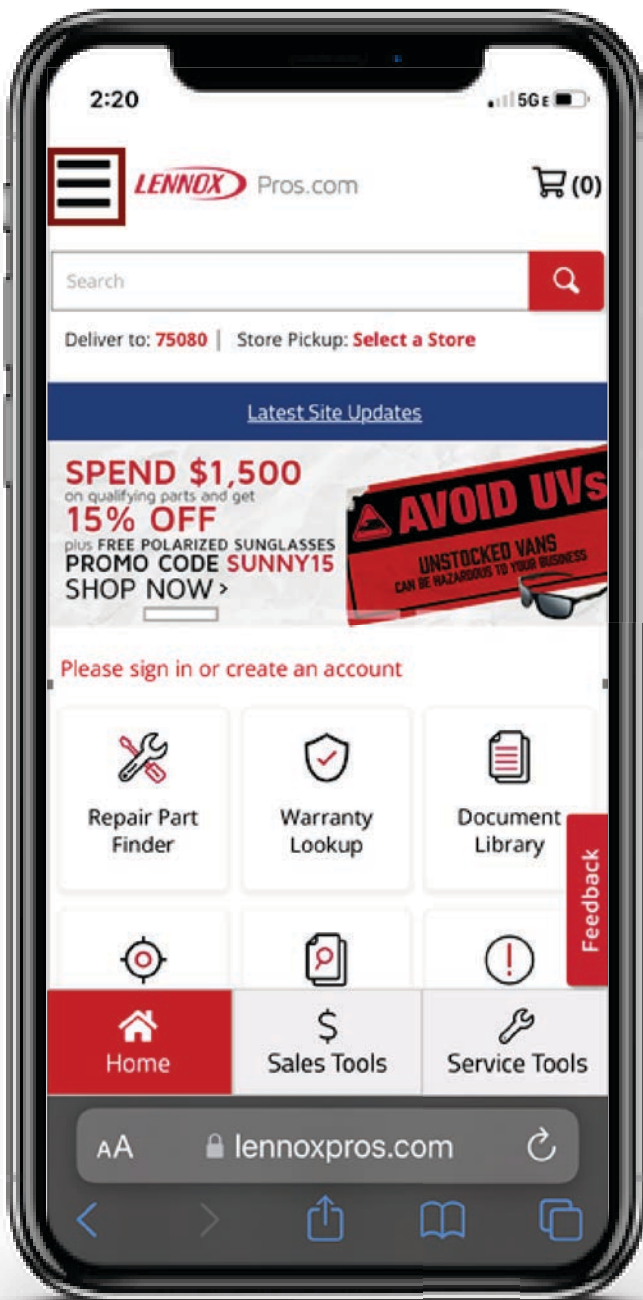
4. To update permissions, click the "User Permissions" tab and modify the permissions as needed. After you've updated the user's permissions. Click "Save Changes". Please have your user log out and back in to update the permissions.

Did you know...
Some permissions are dependent. A notice will appear to let you know when dependent permissions have changed.

This screenshot shows the 'User Permissions' tab with a warning dialog box open. The dialog is titled 'Dependent Permissions' and contains the text: 'Removing this permission will also remove the following permission: 205 - Place Orders, 202 - View Order Status'. The dialog has two buttons: 'Apply Changes' and 'Cancel'. In the background, the 'Purchasing Tools' permission is expanded, showing a list of sub-permissions: 202 - View Order Status, 203 - Returns, 204 - Manage Statements and View Inv, and 205 - Place Orders. The 'Pricing' permission is also expanded, showing sub-permissions: 301 - View Your Pricing and 302 - View List Pricing.

5. New User Permissions do not have Purchasing or Pricing access, this must be activated by your Admin.

The screenshot shows a dropdown menu for 'Access Level'. The menu is open, showing two options: 'Edit' and 'Deactivate'. The 'Edit' option is highlighted in red.



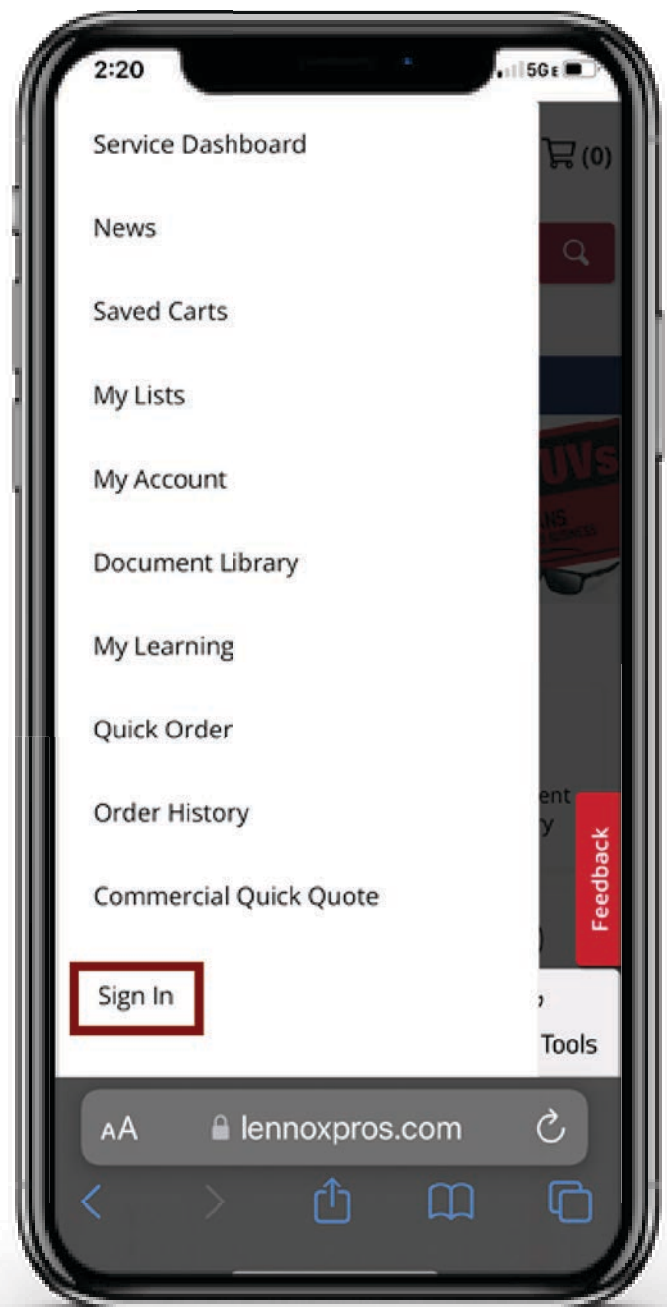
2. Click on the "Sign In" option.

Mobile site and download the app

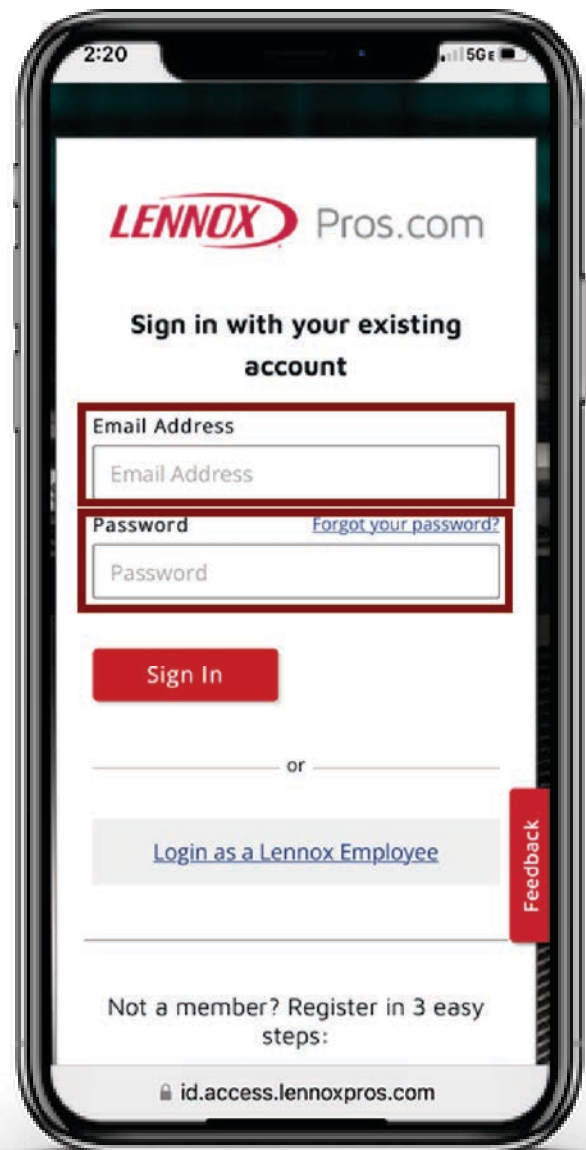


Download the LennoxPros app today for ios and android users

1. Click on the hamburger menu in the top left corner of the screen.

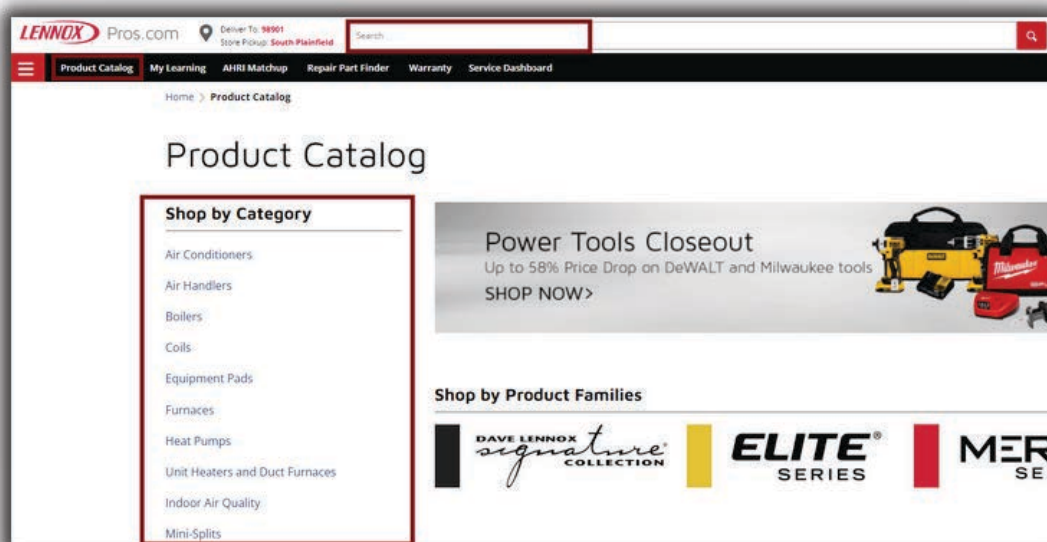


3. Type in your user id (email) and password and login. You're done!



Pricing and availability




1. Login to your LennoxPros.com account.
2. Navigate to the Product Catalog to search for the product. Or search for the product by keyword, part number, or catalog number in the top search bar.



3. Your pricing will be visible on all the products after you have logged in. Pricing on the Product Listing Page is your standard pricing. Any negotiated price will be displayed on the Product Detail Page. To view this price, click on the product to advance to the Product Detail Page.

Don't see pricing? Contact your company LennoxPros Admin to update your account permissions to view pricing or call 1-877-570-0123.

4. Product search results will be displayed as below. The product listing page provides high level information on the product availability as well as pricing.

		
Lennox, Multi-Position Quantum Coil Air Handler, DLSC, CBA38MV, 3 Ton, Aluminum Coil, Variable Speed, 208/230V 1-Phase 60Hz, CBA38MV-036-230 Cat #: 16T18 Model/Part #: CBA38MV-036-230	Lennox, Multi-Position Quantum Coil Air Handler, DLSC, CBA38MV, 1.5-2 Ton, Aluminum Coil, Variable Speed, 208/230V 1-Phase 60Hz, CBA38MV-018/024-230 Cat #: 16T05 Model/Part #: CBA38MV-018/024-230	Lennox, Multi-Position Quantum Coil Air Handler, DLSC, CBA38MV, 4 Ton, Aluminum Coil, Variable Speed, 208/230V 1-Phase 60Hz, CBA38MV-048-230 Cat #: 16T33 Model/Part #: CBA38MV-048-230
\$4,800.00	\$4,186.00	\$5,356.00
<input checked="" type="radio"/> Standard Shipping Backordered Ship to 75080 (change)	<input checked="" type="radio"/> Standard Shipping In Stock Ship to 75080 (change)	<input checked="" type="radio"/> Standard Shipping In Stock Ship to 75080 (change)
<input type="radio"/> Pick Up in Store Backordered My Store: Carrollton (RDC) Check Nearby Stores	<input type="radio"/> Pick Up in Store 3 In Stock My Store: Carrollton (RDC) Check Nearby Stores	<input type="radio"/> Pick Up in Store 4 In Stock My Store: Carrollton (RDC) Check Nearby Stores
<div>1</div> <div>Add To Cart</div>	<div>1</div> <div>Add To Cart</div>	<div>1</div> <div>Add To Cart</div>

You can modify your shipping and pickup options, by clicking on the product, changing the zip code or by adding it to the cart and modifying from the cart.

Create and access saved carts

Create saved carts

1. From the active cart page. Click on "Save Cart".

Active Cart | [View Saved Carts](#)

[Update Shipping/Pick Up for all Line Items](#) [Save Cart](#) [Email Cart](#) [Print Cart](#) [Clear Cart](#)

P.O. Number *

[PROCEED TO CHECKOUT](#)

This order qualifies for free freight on all items with standard shipping.

Product	Qty	Unit Price	Total	How to Get
	1	\$656.00	\$656.00	<input checked="" type="radio"/> Shipping <input type="radio"/> Pick up in Store

[Add to Saved Cart](#) | [Remove](#)

Estimated Arrival: May 27, 2022
 Shipping warehouse: Clackamas (LDC)
[Edit Details](#)

Have a Promo Code?

[Apply](#)

Subtotal: \$4,866.00
 Weight: 444.15 lbs
 Estimated Taxes: \$390.48
Estimated Total: \$5,256.48

[PROCEED TO CHECKOUT](#)

2. Choose a name for your cart and click "Save cart".

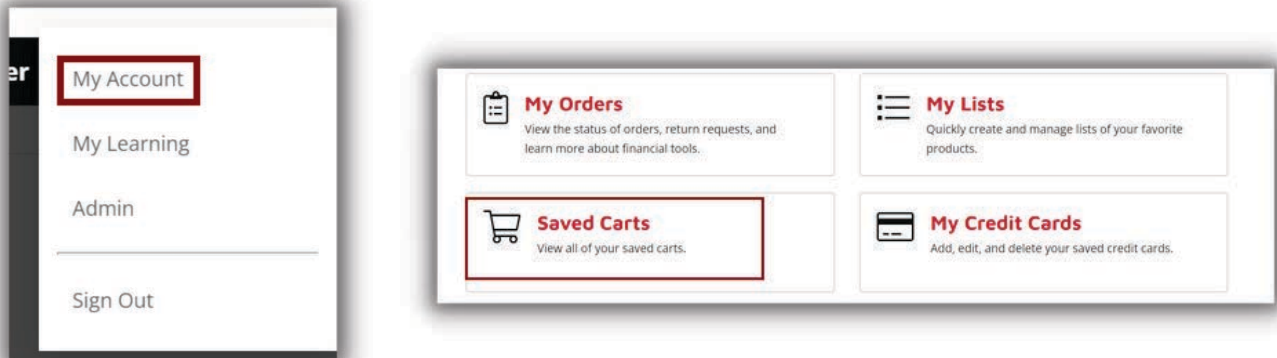
Please enter a cart name: ✕

Cart Name

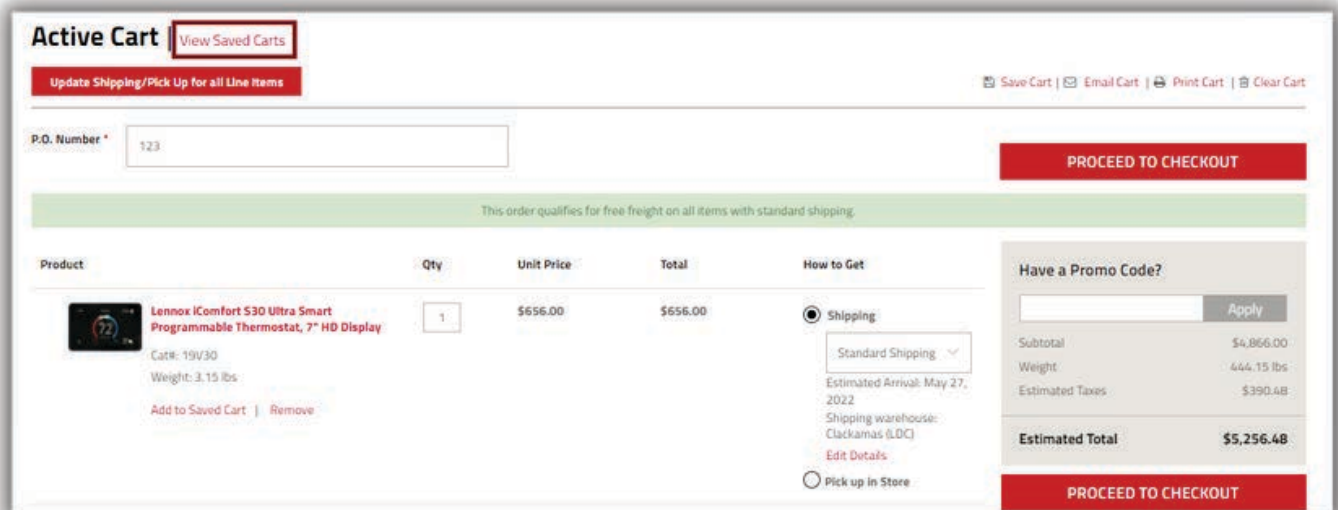
[Save cart](#)

Access saved carts

Option1: Navigate to the menu in the top right hand corner of the screen. Select "My Account" then choose. "Saved Carts".

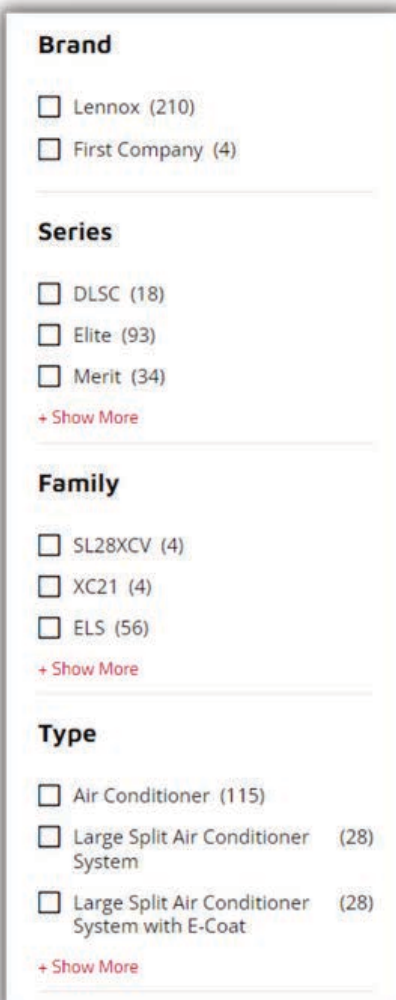
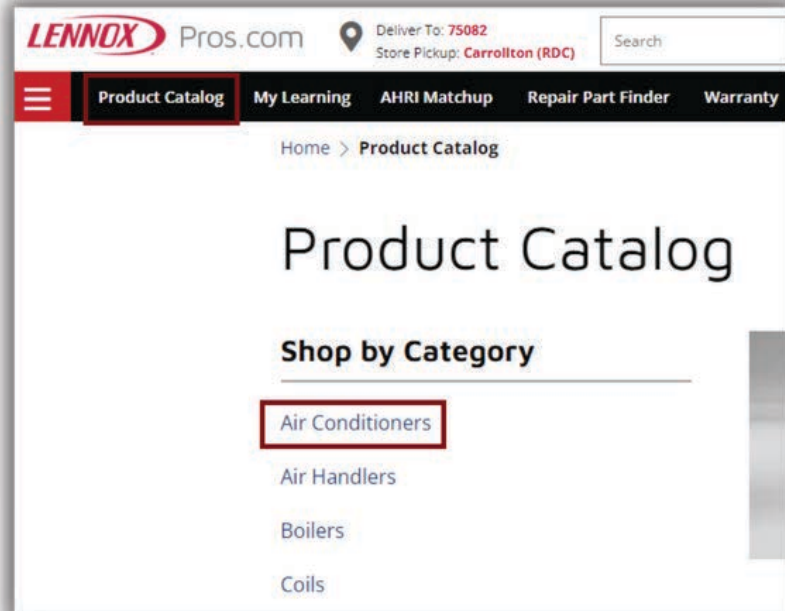


Option2: From the active cart page you can select "View Saved Carts".

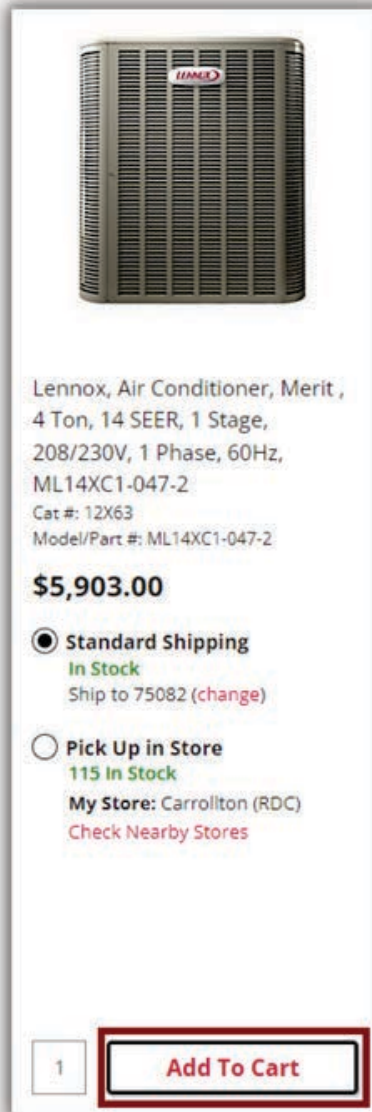


Ordering on desktop and mobile

1. Login to LennoxPros.com and navigate to the product catalog and select the category you require. Browse through all products in a category by clicking any of the options available. For example click air conditioners and all air conditioner products will appear.



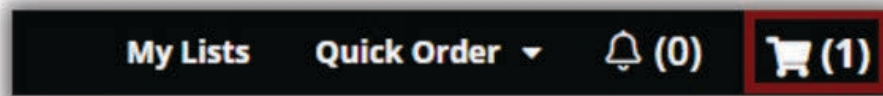
2. Add filters to customize your search.



3. Click "Add to Cart" button to add items to your cart.

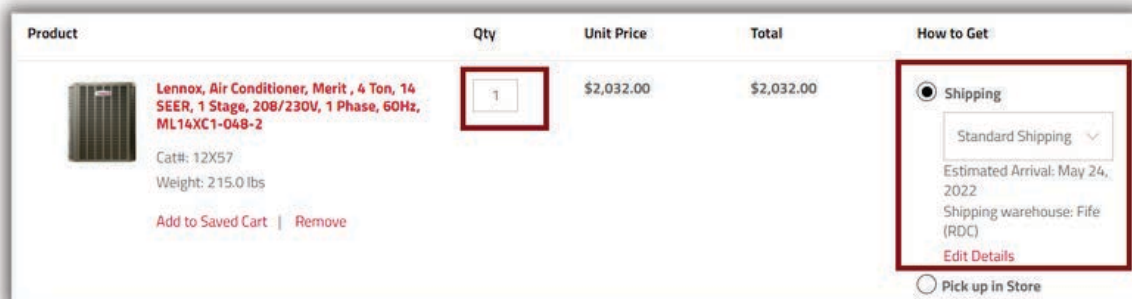
Don't see permissions to "Add to Cart"? Contact your LennoxPros Admin or call 1-877-570-0123.

4. When you are ready to checkout, click on the Cart and Checkout Now.



5. Within the cart, each line item displays availability for shipping and for pick up. Select the "Shipping" or "Pick up in Store" radio buttons to view the availability in your area.

If you select shipping, you can select from multiple shipping methods. Availability will change accordingly.



6. To make more changes to the delivery date, shipping method, shipping address and line item PO, click on the "Edit Details" link. When you're done making changes, click "Done".

Cat#: 12X57

Delivery Method

☒ Shipping
 ☐ Pick up in Store

Estimated Arrival

Future Date

May 13, 2022

Shipping Address

Add New +

Dave Net Master Account - 2100 Lake Park Blvd, Ri....

Shipping method

Standard Shipping

Shipping warehouse

Carrollton (RDC)

Add Item PO# (optional)

Please Note: If line item delivery is not chosen, delivery method defaults to order level.

DONE

7. Click on "Pick up in Store". Enter the zip code and radius and click "Go" click "Select" to choose your store. Click "Done" once you have made your selections. The line item will be updated with your choices.

Cat#: 12X57

Delivery Method

☐ Shipping
 ☒ Pick up in Store

Estimated Pick up

Future Date

Estimated Pickup: May 12, 2022

Selected Store

Carrollton (RDC)
 2051 McKenzie Drive
 Carrollton TX, 75006-6846
 Hours: 7:30am-4:30pm M-F
 2.9 mi

Add Item PO# (optional)

Select a Store

Enter your Zip/Postal code

Select Radius

75006-6846

Within 60 miles

GO

Carrollton (RDC)
 2051 McKenzie Drive
 Carrollton TX, 75006-6846
 Hours: 7:30am-4:30pm M-F
 Estimated Pickup: May 12, 2022
 2.9 mi
SELECTED


Carrollton
 2051 McKenzie Drive Ste 100
 Carrollton TX, 75006-6846
 2.92 mi
SELECT

**Items must be picked up within 7 calendar days.*
Please Note: If line item delivery is not chosen, delivery method defaults to order level.

DONE

14

8. Click "Done" once you have made your selections. The line item will be updated with your choices.

Product	Qty	Unit Price	Total	How to Get
 Lennox, Air Conditioner, Merit, 4 Ton, 14 SEER, 1 Stage, 208/230V, 1 Phase, 60Hz, ML14XC1-048-2 Cat#: 12X57 Weight: 215.0 lbs Add to Saved Cart Remove	1	\$0.00	\$0.00	<input type="radio"/> Shipping <input checked="" type="radio"/> Pick up in Store Estimated Pick up: May 12, 2022 Pick up from: Carrollton (RDC) 2051 McKenzie Drive Carrollton TX, 75006-6846 Hours: 7:30am-4:30pm M-F Edit Details

9. Select your shipping address. Did you know you can add a new shipping address for the entire order, by selecting "Add New+"?

Cat#: 12X57

Delivery Method
☒ Shipping
 ☐ Pick up in Store

Estimated Arrival
 May 18, 2022

Shipping method
 Standard Shipping

Add Item PO# (optional)

Shipping Address

[Add New +](#)

Vance Htg & AC - 2608 Terrace Heights Dr, Yakima,.....

Shipping warehouse
 Fife (RDC)

Please Note: If line item delivery is not chosen, delivery method defaults to order level.

DONE

10. Select "Update Shipping/Pick Up for all Line Items" to change the shipping info or pick up info for all line items.

Active Cart | [View Saved Carts](#)

Update Shipping/Pick Up for all Line Items

11. Once you are ready to Checkout, add the PO number and click "Proceed to Checkout".
 Unable to checkout? Contact the LennoPROs Admin for your company, to update your account permissions. Or call 1-877-570-0123.

P.O. Number *

PROCEED TO CHECKOUT

This order qualifies for free freight on all items with standard shipping.

Product	Qty	Unit Price	Total	How to Get
Lennox, Air Conditioner, Merit, 4 Ton, 14 SEER, 1 Stage, 208/230V, 1 Phase, 60Hz, ML14XC1-048-2 Cat#: 12X57 Weight: 215.0 lbs Add to Saved Cart Remove	1	\$2,032.00	\$2,032.00	<input checked="" type="radio"/> Shipping <input type="radio"/> Pick up in Store Standard Shipping Estimated Arrival: May 19, 2022 Shipping warehouse: Fife (RDC) Edit Details

Have a Promo Code?

[Apply](#)

Subtotal: \$2,032.00
 Weight: 215.0 lbs
 Estimated Taxes: \$162.56
Estimated Total: \$2,194.56

PROCEED TO CHECKOUT

The weight present in the cart is the Total Weight of the order in the cart.

12. Once you've selected the Payment method, click "Review Order".

Checkout

Back to Cart

Payment Method | Order Review | Order Confirmation

Choose your payment method

☐ Credit Card
☐ Make this my default payment method
 ☒ Invoice
☒ Default payment method

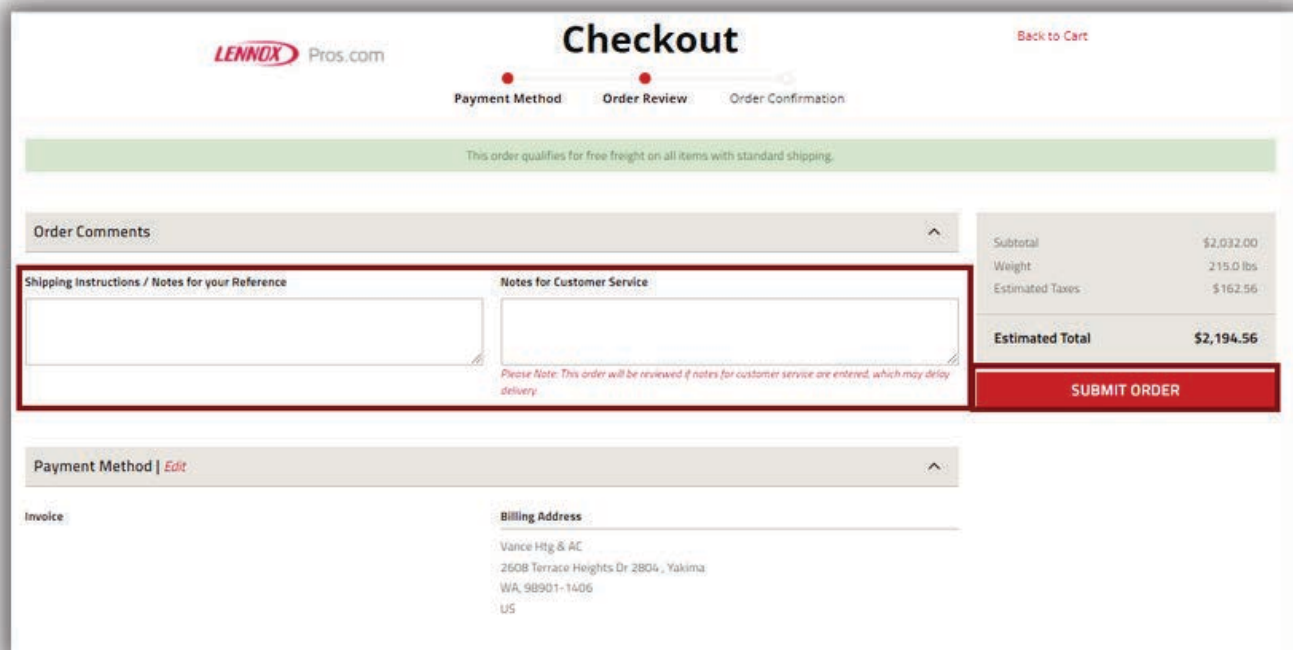
Subtotal: \$2,032.00
 Weight: 215.0 lbs
 Estimated Taxes: \$162.56
Estimated Total: \$2,194.56

REVIEW ORDER

13. If desired, enter "Shipping Instructions" or "Notes for Customer Service". You can also edit the payment method, shipping and order information from the Checkout screen. Editing line items will take you back to the "Cart" page.

Please Note: Shipping Instructions are notes that will appear on the Bill of Landing. Also, an order will be reviewed if notes for Customer Service are entered, which may delay delivery.

14. When you're done editing your order, select "Submit Order".



Checkout [Back to Cart](#)

Payment Method **Order Review** Order Confirmation

This order qualifies for free freight on all items with standard shipping.

Order Comments

Shipping Instructions / Notes for your Reference

Notes for Customer Service

Please Note: This order will be reviewed if notes for customer service are entered, which may delay delivery.

Subtotal \$2,032.00
Weight 215.0 lbs
Estimated Taxes \$162.56
Estimated Total \$2,194.56

SUBMIT ORDER

Payment Method | [Edit](#)

Invoice

Billing Address
Vance Htg & AC
2608 Terrace Heights Dr 2804, Yakima
WA, 98901-1406
US

Need help?

If you need LennoxPros assistance, please call the LennoxPros Help Desk at 1-877-570-0123 (24/5) or, open a support ticket under the "Help" area on LennoxPros.

[Click here to schedule a 1:1 demo!](#)