

ClearWin FAQs for Customers

What's happening?

At close of business on Wednesday, August 12, customer access to ClearWin needs to be temporarily disabled. During this blackout time, you will not be able to login to ClearWin and you will have to work with your branch to place orders. Branches will have the ability to see the open quotes you created prior to 8/12.

How long is the blackout? When will I be able to regain access to ClearWin?

You will receive an email invitation from Harvey to reregister your email address to access the Lansing version of ClearWin. The invites will be sent to customers in waves between 8/15 & 9/12.

What changes will be in ClearWin once customers regain access?

There are a few changes to the new instance of ClearWin once customers reregister and log in:

1. When you log in, your "client name" will now show as Lansing and your company name will be displayed in the "company" tab
2. For a time, you will not be able to quote or order Entry Doors through ClearWin. Harvey will be addressing with their development team and your Lansing representative will keep you posted on when this may be available.
3. When you click "Order" on a quote, the quote will convert to an order, but it will transfer to Lansing for final processing. It will not immediately place an order with Harvey.
4. Because you will have a new account, you will lose visibility to any active quotes and quote history. Lansing branches will be able to assist you to edit/order quotes from the old account

What steps can I take to prepare for this?

Lansing branches will help you quote and place orders during this time, however, if you have active quotes in the system here are a few things you can do to make the transition easier for you:

- If you intend to place a ClearWin order, please place it before close of business on 8/12 before access is disrupted.
- Email or download copies of your active quotes to have on hand. Your branch can help you edit or place those orders when you're ready.
 - o To do this, log into ClearWin and open a quote
 - o Click the the "Actions" button
 - o You can then choose to download the quote to your computer (to save or print) or email the quote to yourself
- Be on the lookout for an email from Harvey Building Products which will invite you to re-register for Lansing's ClearWin access