



# LansingNOW Go-Live Launch Guide

For final cutover and post migration (please discard previous guides)

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## LansingNOW is Here!

Welcome to our new online platform, LansingNOW. LansingNOW takes the place of the Harvey Secure Site as the new, mobile-friendly way for customers to manage their business with Lansing Building Products.

## Phasing our Launch

While we will launch to customers the week of 9/14, we have made the decision to launch with a limited number of essential tools to start, so we can continue to build an exceptional interface and experience.

The week of 9/14, Lansing Northeast Customers will have access to:

- **Billtrust** (*Billtrust will be a single sign-on (SSO) from LansingNOW with no additional password needed*)
- **ClearWin** (*Customers can access ClearWin here or via the direct links they've already received from Harvey*)
- **Lansing Marketing Services**
- **Lansing Green**

We plan on adding customer program functionality for ProZone, ProBucks, Trips, and SAVR plus online ordering as soon as we can after our go-live date. We are committed to launching the full site capabilities as soon as possible.

**Please Note:** All customers previously registered on Harvey's Secure Site (including EZpay/Billtrust users) will be pre-registered on LansingNOW with their existing user name. These customers will receive an invitation with a link to simply reset their password to activate their LansingNOW account.

## What to Expect...

This guide is intended to address the most common questions about LansingNOW and to help you navigate your new administrative access to LansingNOW. If you have a question that's not covered in this guide, please send an email to [marketing@lansingbp.com](mailto:marketing@lansingbp.com) – we'll get you an answer as soon as possible.

## In this Guide:

<a href="#">Accessing Your LansingNOW Account</a>	pg. 2	<a href="#">ProZone</a>	pg. 5
<a href="#">Customer Features - Available 9/14</a>	pg. 2	<a href="#">ProBucks</a>	pg. 6
<a href="#">Customer Features - Delayed</a>	pg. 2	<a href="#">Coupons</a>	pg. 7-8
<a href="#">ClearWin</a>	pg. 3	<a href="#">EagleView Aerial Reports</a>	pg. 8
<a href="#">Billtrust</a>	pg. 4		



## Accessing Your LansingNOW Account

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On Monday 9/14, all BM, BOM, ISR and Customer Care Reps employed by Lansing as of 9/1/20 will have individual user accounts to log into LansingNOW.com.

### Why do you need this?

At first, you will only need your LansingNOW account to look up customers' ProBucks balances (more on pg. 6). However, as we grow the platform you will use it in many other ways such as being able to easily search for customers' online orders, enroll customers in ProBucks, and much more.

### To Log In:

- Go to LansingNOW.com
- Your username is your Lansing email address
- The temporary password for EVERY USER is **welcome1** (case sensitive)
- Please reset your password once logged in

**Important Info:** Please be sure to set up your LansingNOW account on Monday, 9/14, so that you are able to help customers who wish to redeem ProBucks on an order.

## Customer Features Available on 9/14

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On Monday, 9/14, customers will be able to log into LansingNOW.com and access the following:

- **Billtrust:** To view invoices and statements and pay their Lansing bills online
- **ClearWin:** To quote and order Harvey Windows
- **Lansing Marketing Services:** To view information and request help marketing their business
- **Lansing Green:** To learn more about how homeowner financing can help close more business

## Customer Features that are Delayed

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The following features, formerly available on the Harvey Secure Site, will have a delayed launch:

- **Online Ordering:** Online ordering through LansingNOW is delayed. Unexpected complications in our data migration are causing this feature to be pushed back. We will share more information on when this will be available in the platform.
- **Customer Program Visibility:** For a short period of time, customers will still not have access to VIEW customer program information. This includes ProBucks, ProZone, Trips, and SAVR. However, we currently expect these programs to be up and visible to customers within 30 days or less.



## ClearWin

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### **Access to ClearWin is Restored to ALL Registered Customers by 9/12**

The blackout period for ClearWin will be finished by 9/12. Phase 3 customers will receive an email from Harvey to reregister their email address to access the Lansing version of ClearWin.

#### **What changes will be in ClearWin once customers regain access?**

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

1. The customer's "client name" will now show as Lansing. The "company" tab will display the customer name.
2. Customers will not be able to quote/order Entry Doors through ClearWin. Harvey is addressing with their development team.
3. When a customer clicks "Order", a quote will convert to an order, but it will transfer to Lansing for review and final processing. It will not directly place an order with Harvey.
4. Customers will lose visibility to all quotes/history under their old Harvey ClearWin account. Lansing branches will be able to view/order quotes from the old account

#### **Is there a list of ClearWin customers so we know who they are?**

Yes. Harvey has provided a list that has been distributed but is also available to [download here](#). Go to the tabs appropriate for your cut-over date; the lists are sorted by branch number.

#### **What if a customer has a question about getting access back? What if they don't receive an email from Harvey?**

Please refer to this document on [Customer ClearWin Re-activation](#) to provide customers with step-by-step instructions on how to reactivate their ClearWin access. If they do not receive their activation email from Harvey, please email [marketing@lansingbp.com](mailto:marketing@lansingbp.com).



## BillTrust

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On September 14, customers must access their billing and account information via Billtrust on LansingNOW.

All customers previously registered on Harvey's Secure Site (including EZpay/Billtrust users) will be pre-registered on LansingNOW with their existing user name. These customers will receive an invitation with a link to simply reset their password to activate their LansingNOW account.

Any new Billtrust customers will need to contact [creditoperations@lansingbp.com](mailto:creditoperations@lansingbp.com) for assistance in initiating a Billtrust account. Once their Billtrust account is set up by the Credit Team, the customer will receive an email within 24 hours directing them to LansingNOW to access their new Billtrust account.

**Did You Know?** Harvey EZPay was always Billtrust! For marketing purposes, Harvey renamed the service as EZPay rather than leverage the Billtrust name. Customers will have the same, easy to use online payment capabilities they had with EZPay as they will with Billtrust.

All customer billing and account information can be accessed here: [lansingbp.com/billing-resources/](https://lansingbp.com/billing-resources/)  
Please visit this page for answers to customer FAQs such as:

- Will I have a terms account with Lansing Building Products? What will my account number be?
- What will my month-end statements look like?
- How will I receive my invoices and month-end statement?
- How do I pay my bill?
- Does Lansing assess late charges for past due payments?
- Can I still access my account info on the Harvey Customer Secure Site?

**BILLING QUESTIONS?** Please email [creditoperations@lansingbp.com](mailto:creditoperations@lansingbp.com)

## ProZone

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### **Enrollment & Profile Access Temporarily Unavailable**

Temporarily, customers are not be able to enroll. Enrollment will be back up and running in October.

During this time, if a customer needs to make a critical change to their profile (such as contact information), please email [prozonereferrals@lansingbp.com](mailto:prozonereferrals@lansingbp.com) and we may be able to assist.

### **Leads**

The homeowner facing ProZone tool will continue to work and provide leads until the new version of ProZone is launched.

### **Changes to ProZone**

While the back end of the site is down, we are working on finalizing changes that will improve the customer and homeowner experience.

#### **What's New?**

- Streamlined application and profile completion process will get qualified contractors on the program faster
- Removal of Homeowner Shortlist allows homeowners to view contractor contact information quicker
- Contractor reports will be more valuable based on the number of times homeowners click on a company's phone number, email address, or web page
- Contractors will be able to display their logo and link to their website
- Contractors will have the ability to upload certification documents directly on the platform
- Both Homeowners and Contractors will have the ability to update us on the project status
- Contractors can change the zip code radius their searches originate from and add multiple search radii to cover different areas

#### **How does this affect you?**

- Temporarily, we will not have an automated back end process for Sales Reps and Branch Managers to approve new customers for the program. The appropriate sales leader(s) will be notified by Marketing when a customer applies for the program, and they will need to send back an approval via email.

## ProBucks

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### ProBucks

For customers, ProBucks will look and feel very similar, but the way branches look up open coupons and apply them in Infor will be different.

**New to ProBucks!** Previously excluded products like Millwork, Trim Kits and Special-Order Items are now eligible to earn ProBucks!

### Your LansingNOW Login (this is the same as the info on page 2)

- All BM, BOM, ISR and Customer Care Reps employed by Lansing as of 9/1/20 will have individual user accounts to log into LansingNOW.com which will be live on Monday 9/14.
- This login will be needed so you can look up a customer's ProBucks balance.
  - Your username is your Lansing email address
  - The temporary password for EVERY USER is **welcome1** (case sensitive)
    - Please change this after logging in for the first time.

### Enrollment

- To enroll a customer, email the acct #, customer name and email address to [marketing@lansingbp.com](mailto:marketing@lansingbp.com). These customers will be manually enrolled and begin earning from the date of the request.
- Branch associate and Customer self-service enrollment will be available soon.

### ProBucks Earning

- We have a target date of 9/18 to import all new ProBucks earned by customers during the cutover phases. Please note that this date is subject to change and we will keep you informed.
- At that time, all enrolled ProBucks customers will have updated earned coupons based on their orders placed since their branch's cutover date.
  - Phase 1 customers – When earning is live, it will include all eligible orders retro'd from 8/14.
  - Phase 2 customers – When earning is live, it will include all eligible orders retro'd from 8/28.
  - Phase 3 customers – When earning is live, it will include all eligible orders retro'd from 9/11.
- All coupons earned during this "down time" will have a validity period of 3 months.

### Applying ProBucks to an Order

- A complete documentation of the ProBucks process can be downloaded here:  
[NEW ProBucks SOP](#)

**VIDEO TRAINING LINK:** <https://youtu.be/l4m1VcXcxAM>

This training covers all ProBucks Processes outlined in the SOP and gives you a live view of LansingNOW using the new lookup tool.

# Coupons

Any coupon with an expiration date past your branches' transition date will be transferred into SX.e, but may have a new item code in order to consolidate. Coupons that have been carried over are:

- **New Customer Welcome Coupons** | One time use for new customers ONLY

<u>Old Coupon #</u>	<u>New Item #</u>	<u>Description</u>	<u>Amount</u>
COUPON20	COUPON1002	COUPON20: New Customer \$150 off Rfg/Sdg \$1200	\$ (150.00)
COUPON21	COUPON1003	COUPON21: New Customer \$50 off Thermatru \$300	\$ (50.00)
COUPON22	COUPON1004	COUPON22: New Customer \$50 off order \$400	\$ (50.00)
COUPON23	COUPON1005	COUPON23: New Customer \$75 off order \$600	\$ (75.00)
COUPON25	COUPON1006	COUPON25: New Customer \$125 off order \$1000	\$ (125.00)
COUPON26	COUPON1007	COUPON26: New Customer \$150 off order \$1200	\$ (150.00)
COUPON27	COUPON1008	COUPON27: New Customer \$250 off order \$2000	\$ (250.00)
COUPON35	COUPON1009	COUPON35: New Customer \$100 off order \$750	\$ (100.00)

- **Trade Show Coupon Catch Coupons** | One time use for customers who bring in their coupons ONLY

<u>Old Coupon #</u>	<u>New Item #</u>	<u>Description</u>	<u>Amount</u>	<u>Valid to</u>
COUPONTS2020	use COUPONMISC	Trade Show Money Booth Winnings	\$ -	12/15/2020

- **Free or Discounted EagleView Coupon** | Used at Branch Manager's discretion ONLY

<u>Old Coupon #</u>	<u>New Item #</u>	<u>Description</u>	<u>Amount</u>
COUPON914	COUPONEV	Free EagleView Report	\$ -

- **Miscellaneous Coupon** | Used at Branch Manager's discretion ONLY

<u>Old Coupon #</u>	<u>New Item #</u>	<u>Description</u>	<u>Amount</u>
COUPON99	COUPONMISC	Misc Coupon	\$ -

- **Portal Standard Coupons** | If a customer brings a copy of one of these to the branch we will honor

<u>Old Coupon #</u>	<u>New Item #</u>	<u>Description</u>	<u>Amount</u>
COUPON910/911	use COUPONMISC	Miss you - \$75 off \$500+ order	\$ (75.00)
COUPON924	use COUPONMISC	\$350 off \$3500+ Andersen order	\$ (350.00)
COUPON925	use COUPONMISC	\$350 off \$3000+ Decking/Railing order	\$ (350.00)
COUPON926	use COUPONMISC	\$250 off \$1,500+order of PVC	\$ (250.00)
COUPON927	use COUPONMISC	\$300 off \$2500+ Roofing order	\$ (300.00)
COUPON928	use COUPONMISC	\$350 off \$3000+ Siding order	\$ (350.00)



### What you need to know about coupons in SX.e:

- Since some coupon codes have changed, you can search for that coupon code in the item description field in SX.e or reference the list on the previous page
- Coupons with set amounts need to be added to the order with a negative quantity. (Ex. Qty -1)
- Coupons that can be used for any amount are set up with a \$0 cost. You can change the item cost to suit your needs, but keep in mind you must use a negative quantity to remove cost from the order.
- Like SAP, associates are responsible for ensuring that the minimum order thresholds are met
- Unlike SAP, SX.e cannot expire a coupon or determine if a “one time use” coupon has already been used. Associates are responsible for ensuring that the honor code is upheld.

### Additional Resources:

- [Applying Coupons in SX.e SOP](#)
- [LansingLearning Module](#)

## Trips Program

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### Minor Changes in Trips Process

Very minor changes in how we handle adding eligible customers to the Trips Program and Trip Exceptions:

- **Trip Eligibility**
  - Customer Trip Eligibility will no longer be requested through the Special Pricing Application. If you have a customer that needs to be added/removed from Trips, please send email the request to [trips@lansingbp.com](mailto:trips@lansingbp.com) for us to manually maintain customer eligibility. **In order to add a customer, Regional Manager approval is required.**
- **Trip Exceptions**
  - Trip Exceptions will no longer be requested through the Special Pricing Application. Instead, sales reps requesting Trip Exceptions will need to reach out to their Regional via email and have the Regional forward the approved Trip Exception email to [trips@lansingbp.com](mailto:trips@lansingbp.com).

## EagleView Aerial Reports

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With trusted EagleView measurements, contractors can quickly estimate the most profitable margins and reduce waste on each bid without ever having to measure a job. At Lansing, we should be actively promoting EagleView services to our customers.

With the cut-over, there are some minimal process changes occurring on orders for EagleView reports. Please refer to the [EagleView SX.e SOP](#) document to review.