



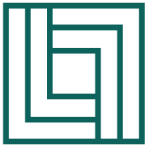
Louisville Tile Decor24 Walkthrough Instructions

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Requesting an account and login

You can get started with Décor 24 a few different ways.

- Upon new account setup, our accounting team will set you up with D24 and send you a login email with instructions.
- You can also ask your rep for an account. Your rep can enter a helpdesk ticket or send an email decor24@louisville-tile.com and an email will be sent to you with login information and instructions.
 - Your rep will need to provide your account number, company name, and the email address the login should be tied to.
- You can request your own access by going to <https://www.louisville-tile.com/decor-24/> and filling out the form.

Resetting your password

If you've forgotten your login information, simply click the "*Forgot username/password*" link on the login page for Décor 24 and follow the prompts. You'll get an email with a password reset link shortly.

User Sign-In

The screenshot shows a login form with the following elements:

- User ID**: A text input field.
- Password**: A text input field.
- Remember me on this computer.
- Sign-In**: A blue button.
- FORGOT USER/PASSWORD?**: A link highlighted with a red border.

Logging and Accessing Décor 24

- The preferred browser for utilizing Décor is Google Chrome.
- After obtaining your username and password, go to www.louisvilletileonline.com. Enter your username and password then click "*Sign-In*".



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Navigating the site

Once you're logged in, you'll find yourself on the main page.

*To move around in Décor 24 site you will need to use the menu buttons located across the top of the page (see green box), as well as the "Product Search" bar located beside the Louisville Tile logo on the top left of the page (see orange box). **Clicking your browser's "Back" button will return you to the login screen for Décor 24.***



Signing up for our newsletter

Before you do anything else, we'd suggest signing up for our monthly Louisville Tile Newsletter which will help keep you informed of any discontinued items, new products and pricing changes. You just need to fill out the information at the bottom of the home screen.

Join Our Newsletter!

* Indicates required

Email Address *

First Name

Last Name

Company Name

Shipping Calculator

Louisville Tile utilizes a Shipping Calculator with approximate ETA dates based on when the vendors we receive shipments from (Also known as Consolidated Vendors) deliver stock to our warehouses. You can use this Shipping Calculator to get an approximate ETA for the tile you're ordering.

IMPORTANT NOTE: *These dates are accurate subject to the item being in stock at the vendor facility. If the product is not in stock at the vendor, dates are subject to the ETA provided to us by the vendor when they confirm the order.*

Click "Find Your ETA" button (see green box)

Select the supplier (see red box)

LTD branch location (see blue box) where your order will be received.

Your Estimated Arrival Date will populate below (see orange box).






SHIPPING CALCULATOR


The Louisville Tile Shipping Calculator is the fastest way to find out when your order will be available for pickup. Simply choose your branch, the vendor, and your order day. You'll be given an accurate date for when your order will be ready.

 **FIND YOUR ETA**


Order Date: Wed 06/29/2022 9:34:51 AM EDT 

Supplier: Atlas

Location: Chattanooga Branch 35


 Chattanooga Branch 35 by Atlas

Cut-off Date:
Tue 07/05/2022 1:00 PM EDT

 6 Days 3 Hrs. 25 Min.

Estimated Arrival
Mon 07/25/2022

⚠ ETA is subject to vendor availability and shipping volatility

 **CONSOLIDATED VENDOR**
NO NEED TO ADD FREIGHT UNLESS SHIPPING LTL OR UPS

Mt Pleasant Zip Code 38474

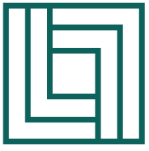
Expedited Order (UPS NDA, 2nd day or 3rd Day) cutoff time is noon for same day shipment

LTL orders will not be able to ship for 7 days or more per Atlas



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How to place an order

To begin an order, you will enter the item you are searching for in the Product Search bar (see orange box) at the top left of your screen, then press enter or click the magnifying glass.

All items matching that description should populate in a list below the search bar

From there you will want to select the blue link to access the item you want to order (see green box), then select “Load to order entry” (see red box)

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power grout dove gray

In Stock Only

Make a Paym

MAIN/DASHBOARD ▾ CART ▾ PRICE LIST ▾ VENDOR INFO/HELPFUL TOOLS ▾ CLEARANCE/DISCONTINUED INFO ▾

Item Search Results

Item Listing						
Filter by Manufacturer	Order	Item#	Description	Price	Quantity	
<input type="checkbox"/> TEC (3)	<input type="checkbox"/>	TEC550-908-10	POWER GROUT ADV PERF GROUT 10# DOVE GRAY #908 SHELF LIFE: 18 MONTHS	\$23.85 EA	39 EA	
	<input type="checkbox"/>	TEC550-908-25	POWER GROUT ADV PERF GROUT 25# DOVE GRAY #908 SHELF LIFE: 18 MONTHS	\$58.98 EA	245 EA	

Load to order entry

From there you will be brought into the Item Details screen for that item where you can see;

- Your cost for the item (see red box)
- Product knowledge like packaging, a link to the vendors website, and any additional notes we have on this item like shelf life. (see green box)
- An area to add the quantity you need as well as a special note for this item (see orange box)

Simply add the quantity of the material you need and hit “Add to Cart” (see orange box)





Item Details



Click To Zoom

Item#: **TEC550-908-10**
 POWER GROUT ADV PERF GROUT 10#
 DOVE GRAY #908

Price: **\$23.85 EA**

Automatic Inventory Selection

Enter Qty/Size: EA ▾

Comment:

Manual Inventory Selection **Product Knowledge**

Item: TEC550-908-10
 SHELF LIFE: 18 MONTHS
 SPECIAL ORDER. NON-RETURNABLE
<https://www.tecspecialty.com/>

There are 4 EA per CT
 There are 36 CT per PA
 There are 1440 LB per PA

Manufacturer: TEC
 packaging
 add message

You will then be taken to your cart. Here you will see if your item is in stock and at which location, as well as the total weight and cost for your order (see orange boxes).

If you need to add more items to your order you use the "Product Search" bar below your cart to search for those items and then repeat steps 1 and 2.

If you're finished with your selections, you can click the "Proceed to Checkout" button. (see red box)

If you choose to proceed to checkout, you will be taken to the "Checkout: Step 1 - Item Confirmation" where you will want to check to be sure you have everything you need on the order than click the Continue button at the bottom of the screen.

Shopping Cart/Order Review

	Item#	Details	Price	Quantity	Subtotal
<input type="button" value="Change"/>	TEC550-908-25	Serial#: Weight: 25 lbs	\$78.13 EA	1 EA	\$78.13
<input type="button" value="Remove"/>	POWER GROUT 25# DOVE GRAY	BO Date:			
<input type="button" value="Replace"/>		Sidemark/Tag:			
		Stock is Ok from Warehouse 065			
Total Weight:			25 lbs	Total:	\$78.13

To Continue Shopping, Enter Next Search Here





Now you will be brought to the **“Checkout: Step 2 - Order Information”** screen

First you will see an options for different Ship To options. **(For will Call orders, leave the options as “Use Billing Address.”)**

- **Use Billing Address:** This will be your company’s default.
- **New shipping address:** Here you can enter a new shipping address for this order.
- **Shipping Addresses on File:** If we have multiple ship to options saved for your account you will see those here.

Enter all the pertinent Order Information (see green box). Your Shipping preference under Ship Via should populate to your company’s default option.

If your company default is Will Call, the best practice is to enter the date you need the item(s) in the *“Requested Ship Date”* and we will do our best to honor that date, depending on the status of in stock items and vendor ship dates.

If your account defaults to OT (Our Delivery Truck) it will also default to your next truck delivery date, but we might change that date depending on stock availability/vendor shipping.

Last enter the email address you would like us to contact with any questions or information (see blue boxes), then click the *“Continue”* button (see red box) when finished.

Checkout: Step 2 - Order Information

Reference#: 3419002 (Not yet activated!)

Ship To: Use Billing Address New Shipping Address Shipping Addresses On File

ShipTo Name: TRAINING -TESTING
Address 1: 510E PLEASANT AVE
Address 2:
City/State/Zip: LOUISVILLE KY - KENTUCKY 40218-

P.O.#: 1234
Job Name: Ellacott
Tag/Comment:
Special Instructions:

Must Ship Complete:

Ship Via: WILL CALL

Requested Ship Date: 08/05/22

Shipping Instructions:

Order Contact Email: rellacott@cbstrike.com

[< Return To Step 1](#) Continue



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Finally, you are at the **“Checkout: Step 3 - Order Confirmation”** screen, this is your last step to verify the items, quantity, pricing, and any other information for this order is correct before activating your order.

Look over the information you have provided, to ensure its correct, and then click **“Activate”** send the order to Louisville Tile for processing.

Checkout: Step 3 - Order Confirmation

Reference# 3419002 (Not yet activated!)

P.O.#:	1234	ShipTo Name:	TRAINING -TESTING
Requested Ship Date:	08/05/22	Address 1:	510E PLEASANT AVE
Tag/Comment:		City/State/Zip:	LOUISVILLE KY 40218
Special Instructions:		Ship Via:	WILL CALL
Order Contact Email:	RELLACOTT@CBSTRIKE.COM	Shipping Instructions:	
		Job Name:	ELLACOTT

Please note applicable freight and/or delivery charges may apply. For Direct ships contact LTD.

Item#	Details	Quantity	Total
TEC550-908-25 POWER GROUT 25# DOVE GRAY	Warehouse: 065 Serial#: 1 Shade: BO Date/Transfer: In-Stock Sidemark/Tag: S/M ELLACOTT	Price: \$78.13 EA Amount: Weight: 25 lbs	1.00 EA \$78.13
Total Weight:		25 lbs	Subtotal: \$78.13

< Return To Step 2

Cancel Order **Activate**

At this point you’ll be given a Reference # (see red box). Be sure to write this down, save it, or note it in your own records, so that if you can give it to a Louisville Tile employee who may assist you if you have questions about this order.

Order Completion

Reference# 3419002 has been Activated.

Email Email No Prices

Printer Friendly Printer Friendly-No Prices

P.O.#:	1234	Requested Ship Date:	08/05/22
Order Date:	05/24/22	ShipTo Name:	TRAINING -TESTING
Status:	BACKORDER DATE IS ETA TO LTD	Address 1:	510E PLEASANT AVE
Job Name:	ELLACOTT	City/State/Zip:	LOUISVILLE KY 40218
Tag/Comment:		Ship Via:	WILL CALL
Special Instructions:		Shipping Instructions:	
Order Contact Email:	RELLACOTT@CBSTRIKE.COM		
Additional Messages:	Order Placed Online By MCLAUGH		

Item#	Details	Quantity	Total	Status
TEC550-908-25 POWER GROUT 25# DOVE GRAY	Warehouse: 065 Serial#: 1 Shade: BO Date/Transfer: In-Stock Sidemark/Tag: S/M ELLACOTT	Price: \$78.13 EA Amount: Weight: 25 lbs	1.00 EA \$78.13	
Total Weight:		25 lbs	Total: \$78.13	
Discount:				

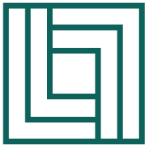
Email Email No Prices

Printer Friendly Printer Friendly-No Prices



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Archiving an order

You can also “save” your shopping card by clicking the “Archive Cart” button. This is useful for storing recurring stock orders, or for pausing while putting an order together.

Instead of clicking “Proceed to Checkout” you’ll instead choose “Archive Cart”

Shopping Cart/Order Review

	Item#	Details	Price	Quantity	Subtotal
Change	TEC550-908-25	Serial#: Weight: 25 lbs	\$78.13 EA	1 EA	\$78.13
Remove	POWER GROUT 25# DOVE GRAY	BO Date:			
Replace	Stock is Ok from Warehosue 065	Sidemark/Tag:			
		Total Weight:	25 lbs	Total:	\$78.13

To Continue Shopping, Enter Next Search Here : [Proceed to Checkout](#)

[Archive Cart](#) [Clear Order](#)

Then enter the job name in the box that pops up (see purple box) and then click “Save Archive” (see blue box).

Save Shopping Cart to Archive

Description:

Clear Shopping Cart

[Save Archive](#)

You’ll be taken to your “Archived Shopping Carts” screen, where you’ll be able to access all carts you’ve saved, and you should see the cart you just archived listed on this page.

Archived Shopping Carts

	Date	Time	Description
<input type="radio"/>	07/12/2022	09:10:46	Ellacott

[Display](#) [Restore](#) [Delete](#)

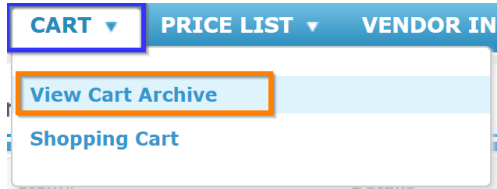


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When you're ready to access that cart again, you'll click on the "Cart" tab at the top of your screen (see blue box) and then click "View Cart Archive" (see orange box) and you'll be returned to your list of archived carts.



From there, you'll select the cart you want to manage (see orange box) and then choose either:

Archived Shopping Carts

	Date	Time	Description
<input checked="" type="radio"/>	07/12/2022	09:10:46	Ellacott



Display (green box) - which allows you to see what you already have inside the cart, but you cannot edit it.

Restore (blue box) – which allows you to reopen the cart, add to it, edit it, and then proceed to check out.

Delete (red box) – which allows you to delete the entire cart.

Checking stock for your branch

To check stock on an item you'll search for the item in the "Product Search" bar, then select the item from the list of results by clicking on the name of the item located under the heading "Description".

Then click on the "Manual Inventory Selection" tab (see green box) and you'll be able to see how many of that item each branch has in stock. If you need to that item, you can enter the quantity you require into the Automatic Inventory Selection box (see orange box), add any notes, and then click "Add to Cart" (see red box).



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Item Details



Click To Zoom

Item#: **TEC550-908-25**
POWER GROUT 25# DOVE GRAY

Price: **\$78.13 EA**

Automatic Inventory Selection

Enter Qty/Size: EA ▾

Comment:

Manual Inventory Selection		Product Knowledge						
Serial	Shade	Ware	Available EA	Available EA ▾	Status	Quantity	UM	Sidemark
1		065	19.00 EA	19.00 EA		<input type="text"/>	EA ▾	<input type="text"/>
1		040	12.00 EA	12.00 EA		<input type="text"/>	EA ▾	<input type="text"/>
1		060	12.00 EA	12.00 EA	m	<input type="text"/>	EA ▾	<input type="text"/>
1		030	9.00 EA	9.00 EA	m	<input type="text"/>	EA ▾	<input type="text"/>
1		030	30.00 EA	30.00 EA		<input type="text"/>	EA ▾	<input type="text"/>
1		050	55.00 EA	55.00 EA	m	<input type="text"/>	EA ▾	<input type="text"/>
1		035	6.00 EA	6.00 EA		<input type="text"/>	EA ▾	<input type="text"/>
1		035	44.00 EA	44.00 EA		<input type="text"/>	EA ▾	<input type="text"/>
1		037	10.00 EA	10.00 EA	m	<input type="text"/>	EA ▾	<input type="text"/>
1		037	16.00 EA	16.00 EA	m	<input type="text"/>	EA ▾	<input type="text"/>

Pricing information

The easiest way to find your price for something is to use “*Product Search*” to locate it. The price displayed there is your price. However, we have built price lists for you by manufacturer. You can find these lists by hovering over “*Price List*” drop down on the top menu bar (see green box) and then selecting the specific manufacturer you would like pricing for. The price list you choose can then be downloaded as an Excel sheet, with an index to sort by product line.





All Vendors NET PRICING

If you're unable to locate a vendor in the initial drop down list, you can click the first option, "All Vendors NET PRICING" in the "Price List" drop down menu referenced above. This will take you to another screen that will have options for all vendors we offer.

Under "Selection Criteria" heading click the drop down box (see green box) to search for the pricing you need by Manufacturer or Price Class.

Click on the manufacturer or items you would like pricing on in the "Available" box. They should be displayed in the "Selected" box (see red box below) and click submit request (see blue box).

The price list will be sent to your email in an Excel spreadsheet.

IMPORTANT NOTE: Please keep in mind these price lists can be cumbersome for larger vendors or searches, with many product lines. They are not functional for our boutique lines that do not have many part numbers set up in our system.

All Vendors NET PRICING

Effective Date: 05/23/22

Report Type: Summary (by Price Class) Detail (by Item #)

Document Type: XLS

Email To: sfrank@louisville-tile.com

(separate addresses with commas) [More](#)

Selection Criteria

Select List By: Manufacturer

Available	Selected
***MOSA USA ***REALSTONE SYSTEMS **GLASS TILE SOURCE LLC A C PRODUCTS INC ACCENT MARBLE INC ADVANCED MACHINING SYSTEMS ADVANCED PLASTICS INC AKDO INTERTRADE	***ATLAS CONCORDE USA

[\[clear\]](#)

[Submit Request](#)



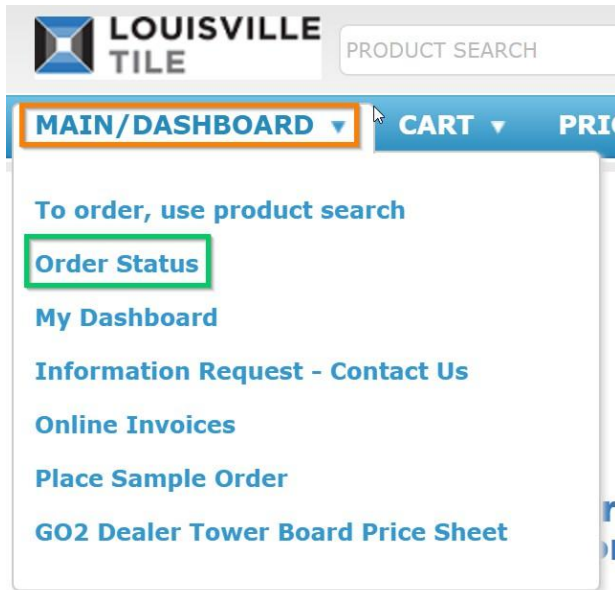
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Checking the status of your order

To check on the status of an existing order hover your mouse over the “Main/Dashboard” tab on the top menu bar (see orange box), then select “Order Status” from the menu that drops down (see green box).



Here you will find a list of orders that have been placed under your account, this includes, open, closed, and invoiced orders from approximately three years forward. You can search using your PO#, the Reference # we

gave you when you completed the order, your sidemark, and/or other fields.

To check on a specific order, click on the blue Reference # to open the order (see green box), or you can search for a specific order with the search box (see blue box).

Order Status

Your PO#	Reference#	Order#	Sidemark/Tag	Order Date	Ship Date	Status
STOCK	3449011	372219		07/12/22	07/12/22	SEE DETAILS
ALEXANDER	3444016	368224	ALEXANDER	07/01/22	07/21/22	ORDER CLOSED
2251	3442529	367039	JONES	06/30/22	07/14/22	LABEL PRINTED FOR PICKING
2248	3441141	365976		06/28/22	07/20/22	SEE DETAILS
2246	3439757	364923	HINTON	06/27/22	07/12/22	SEE DETAILS



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Inside the selected order you'll see it's status listed as either "Open" (see orange box) or "See Below". If it says "Open", your order should be ready for pickup/delivery. If it says "See Below" take a look at the lines below and the "Status" field (see green box). This will show you the status of each line item.

If the line has a status of "Open" or "Received Ready for P/UP or Del" that means that your material is available and ready to be picked up via Will Call or delivered via one of our trucks.

Order Status

Processed Orders > Reference# 3409028

Email Email No Prices

Printer Friendly Printer Friendly-No Prices

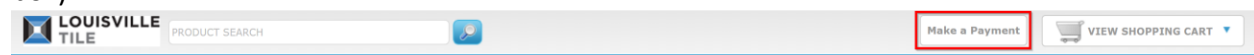
Order#:	340239	Requested Ship Date:	05/30/22
P.O.#:	2197	ShipTo Name:	FLEENER'S HOME PLANNING
Order Date:	05/09/22	Address 1:	201 NORTH MAIN ST
Status:	SEE BELOW	Address 2:	
Job Name:	STOCK	City/State/Zip:	LEITCHFIELD KY - KENTUCKY 42754-
Tag/Comment:		Ship Via:	WC - WILL CALL
Special Instructions:		Shipping Instructions:	
Order Contact Email:			
Additional Messages:			

Item#	Details	Quantity	Total	Status
SCHSES3D5EB SHELF-E CORNER QUADRILATERAL FLORAL BRUSH STAINLESS STEEL *	Warehouse: 040 Serial#: 1 Shade: BO Date: In Stock Invoice#: 485307 Price: \$73.09 EA Amount: Weight: 3 lbs Sidemark/Tag:	2.00 EA	\$146.18	ORDER CLOSED
SCHSES3D5EB SHELF-E CORNER QUADRILATERAL FLORAL BRUSH STAINLESS STEEL *	Warehouse: 040 Serial#: 1 Shade: BO Date: In Stock Sidemark/Tag:	1.00 EA	\$73.09	RECEIVED READY FOR P/UP OR DEL
SCHKST1220BF KERDI-SHOWER-TT THIN TRAY	Warehouse: 040 Serial#: 1 Price: \$62.13 EA Amount:	2.00 EA	\$124.26	RECEIVED READY FOR P/UP OR DEL

Making a payment

Important note: This option may not be visible for all logins as permission to make payments and view invoices is an additional access level. For more information or if you need access, get with your Louisville Tile Rep

From any screen, click on the "Make a Payment" button at the top right of the screen (see red box).





On the next screen our preferred payment type is “Pay Invoices” (see orange box).

Online Invoices Transaction History Make payment on account Pay Invoices

Over 30	Over 45	Over 60	Over 90	Over 120
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

Invoice Date	Invoice#	Reference#	Your PO#	Amount	Discount	Balance	Due Date
--------------	----------	------------	----------	--------	----------	---------	----------

Make payment on account Pay Invoices

On this Screen you can choose “Select All Due Now Invoices” (see red box), this will choose any invoices that have prior due dates up until the current date.

Or you can simply select the invoices you would like to pay one by one. (see green box)

Once complete select “Enter Payment Details”.

Make a Payment - Select Open Invoices

Select All Open Invoices Select All Due Now Invoices Clear Selection Enter Payment Details

Select	Invoice Date	Due Date	Invoice#	Reference#	Your PO#	Amount	Discount	Balance
<input type="checkbox"/>	04/26/22	06/25/22				\$4,920.94	\$0.00	\$164.30
<input type="checkbox"/>	05/20/22	07/19/22				\$306.22	\$0.00	\$306.22
<input type="checkbox"/>	05/20/22	07/19/22				\$27.80	\$0.00	\$27.80

Review the details of your payment and then click the box to signify that you’ve read and understand our Terms and Conditions (see green box) then click “Authorize Payment” (see red box)

Make payment on account - Review and Authorize Payment

Explanation: test
Payment Option: Gateway payment H1
Payment Date: 05/27/22
Memo: **Payment Total: 0.01**

Terms and Conditions

We are experiencing intermittent issues with our ACH processor. If you receive a "failed" notice when you pay, please contact Louisville Tile Accounting at 502-212-6503 before processing a second payment. Please refer to our policy statements in the FAQ/LTD POLICY STATEMENTS located on this website. For all Account Balance questions please call 502-371-4988

Enter Payment Details Cancel Authorize Payment



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You'll be taken to our Payment Partner's website, where you will select "Pay With E-Check"



Bills to Pay

Confirmation

Batch Number	Amount
0000017673	\$0.01

Pay with E-Check

Cancel

In the box that pops up on your screen, click the drop down for "Choose An Option" (see orange box) and select either:
"Pay Without Saved Account" which allows you to make a one time payment without saving your payment information
"Save New Payment Method" which allows you to save your payment information for quicker transactions in the future.

MyAccount Options

Select a payment option to continue.

Choose An Option

Choose An Option

Pay Without Saved Account

Save New Payment Method

MyAccount Options

Select a payment option to continue.

Pay Without Saved Account

Cancel

Continue

Once you'd made your selection, click the "Continue" button (see blue box)



You'll fill out all of the fields in the "Payor Information" then click "Next"

Enter Payor Information

* - Required Field

First Name

Middle Initial

Last Name

Payor Address

Country *

State

City

Postal Code *

Phone

Email Address

Retype Email Address

Fill out your payment information (see green box)

Enter the email address you want notified in case of an issue (see blue box)

Check the box to accept the terms and conditions (provided you've read them) (see orange box)

Click "Next" (see purple box)

Finally click submit, and your payment is completed and you should get an email at the email address provided confirming it.

Payment Information

Total Payment Amount \$0.01

Account Number *

Retype Account Number *

Routing Number *

Account Type

Name on Account *

Return Notification Please email me at the address provided below if my ACH payment returns.

PAYMENT TERMS AND CONDITIONS

AUTHORIZATION

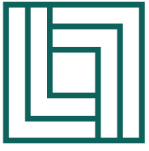
By checking the "I accept the Terms and Conditions" checkbox below I authorize my bank to debit my specified account for the amount of my payment. This is a one-time

I agree to the terms and conditions.



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