

## **Bel-Aqua (all branches) closed FOR INNOVATION on Friday September 30<sup>th</sup>**

Dear Bel-Aqua Customers,

As many of you know, Bel-Aqua Pool Supply is a member of the Heritage Pool Supply Group. This allows us to bring you new innovation and competitive opportunities as well as access to additional products and services.

**Bel-Aqua (all branches) will be closed on Friday, September 30<sup>th</sup>** to start our system upgrade and computer integration into the Heritage Platform. Phones, Email, Text and Computer System will be off-line for the weekend. Bel-Aqua.com and our mobile App will continue to be available. All upgrades should be complete by **Monday, October 3<sup>rd</sup>** and we will update you as needed.

We expect a smooth transition, and our team is excited to be able to offer you many enhancements as part of one of the largest swimming pool distributor networks.

### **What's coming....**

- **Heritage E-Invoice Connect:** A new online tool to manage your invoices, statements, pay bills online anytime/anywhere via Credit Card or ACH payment and download information for use in accounting software like QuickBooks. Look for new remittance information via mail and email.
- **New Inventory Management, Order Processing, Routing and Shipping Software** providing you with more modern and innovative solutions to achieve our goal of reliable, competitive distribution.
- **New Forms and Item Numbers:** You will see new paperwork and item numbers. The new Heritage item numbers are typically versions of our manufacturer's part numbers, making it easy to identify. Our Bel-Aqua item numbers will still be referenced and searchable on-line. In the near future, you will be able to source products from other Heritage branches as well.

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- During the month of October, we will be launching our **New Bel-Aqua.com website powered by the Heritage+ B2B Ecommerce Solution**: We know many of our customers find these online tools to be a valuable and important feature of your business. We look forward to the benefits this platform has to offer. *See attached document detailing new features.*

### What can you do to help us?

- **Review your open orders.** Many of you have open orders for equipment and jobsites that are either not ready for delivery or are on backorder. **We need confirmation from you that these orders are still valid by September 28th.** You can review all your open orders on our website or our App or if you'd like us to send you an open order report, please email [sales@bel-aqua.com](mailto:sales@bel-aqua.com) and provide your customer name and information. Reach out to our customer service or sales team to go over your open orders, find substitutes and schedule delivery as soon as possible. Thank you to all our customers who have already confirmed your open order list.
- **Place orders for delivery early in the week of 9/26.** Orders must be in by Tuesday at noon for delivery by Thursday 9/29. Order confirmations may be delayed over the weekend but we expect to be delivering by Tuesday, October 4<sup>th</sup>.
- **Review your contact list.** It's a good time to contact us to review your current list of employees, contacts, bel-aqua.com user accounts and contact information. Feel free to call us and someone would be happy to review the list. You can email sales@bel-aqua.com with any questions.
- **Mark your Calendars** for the Bel-Aqua Open House in **November 10<sup>th</sup> in Lakewood, NJ, Harrisburg Open House Date TBD** and our **Annual Dealer Day** is back in Tarrytown, NY (**February 16<sup>th</sup>**)! We look forward to joining many of our Heritage Partners at the Atlantic City Pool and Spa show in January 2023.

Transitions are never easy and we want to assure you that we will work to make this as seamless as possible. **We strongly encourage you to read our communications as we update you throughout this process.** As always, feel free to reach out to us with any questions.

*The Bel-Aqua Team*

### **New Bel-Aqua.com Powered by Heritage+ National Platform**

Below are some features of the new platform and website:

- Our current website [www.bel-aqua.com](http://www.bel-aqua.com) and our mobile app will continue to be available during our software transition to place new orders and check stock. The open orders and invoice history links will no longer be available as of October 3<sup>rd</sup>.
- User Account Functionality: Your new Bel-Aqua.com Heritage+ account will require a customer ADMIN. The ADMIN can define user roles, features and add and delete users. This feature is perfect for seasonal staff, service techs, etc. You will be able to define permissions, access and visibility for each user. *Please look for our customer communications as you may be asked to identify who should be your customer Admin, validate your current users and any account updates.*
- Once the new site is available, Admin users will be migrated to our new site. You will be alerted by email to update your account and create a new password.
- One Customer Account Functionality: For customers who currently have multiple accounts with Bel-Aqua for Service, Construction, Taxable, Non-Taxable, etc., these accounts will be merged into one corporate account with multiple ship to's based on account type. Customers who purchase from other Heritage Pool and Landscape brands will have one Heritage account.
- Shopping Lists will become reorder pads and fully customizable.
- Pay Invoices online through Heritage+.
- Our new mobile APP is in development and should be released this winter.
- We want to know what you think! As we move to this new platform, we want to hear from you with your comments and suggestions.
- Future Functionality and Innovation coming...
  - Run your purchase history reports
  - Run your own price lists, build templates
  - Quoting tools, Design tools
  - Exploded parts diagrams
  - Resource Center

We will continue to communicate with you on additional features, updates and important things to know. Thank you for your trust in us and together we will all be successful. Please reach out with any questions.