

ProVisions FAQ

Q: What is ProVisions?

A: ProVisions is a self-service tool that allows associates to create customizable B2B ordering options. ProVisions adds great value and can be used independently or with the Ferguson app to:

- barcode customer trucks and warehouses so they can scan and order items for quick replenishment,
- create bin labels with product images to effectively keep track of inventory,
- create bar code scan books with top items as quick reference for purchasing managers, and
- create personalized product catalogs by customer or property.

Q: How can I access the ProVisions website?

A: To create a ProVisions account, all you need is a Ferguson or Wolseley email address and access to the Internet. Simply:

- Visit www.provisionsportfolio.com
- Click the link next to “New user?” below the Log-In button
- Fill in each field with the appropriate information and click submit
- Look for an email requesting you to verify your email address

Q: Does ProVisions connect to other Ferguson websites?

A: No – ProVisions does not interact directly with other Ferguson web entities or databases such as Trilogie or ferguson.com. While ProVisions can use information from these Ferguson sites, it does not actually connect to them.

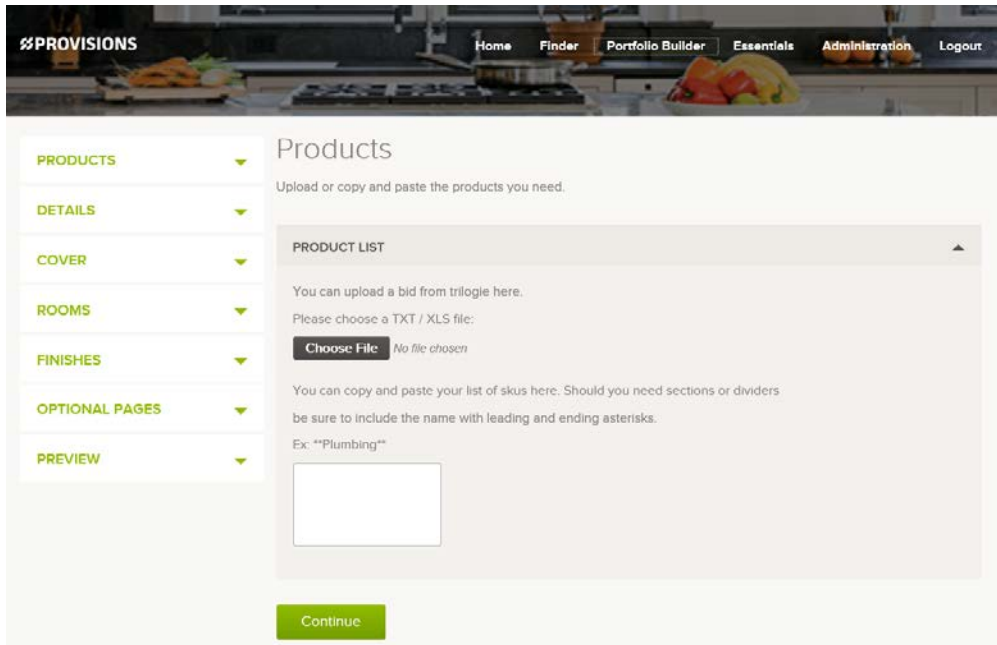
Q: Can customers access ProVisions directly?

A: No – Customers cannot access ProVisions directly. ProVisions can only be accessed by Ferguson associates. Being a self-service tool, associates are responsible for creating the requested materials and providing them to their customers.

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Q: How do I create a product portfolio book?

A: To create a ProVisions product portfolio book, simply click on “Portfolio Builder” in the top navigation bar. Once the product list is uploaded and the project details are added, a PDF can be generated.



Q: How large of a book can I make?

A: The maximum number of products that can be included in a portfolio is 1,000. If you need to create a larger book, you can break it down into multiple smaller books and then combine the resulting PDF's. For assistance with this, please contact admin.provisions@ferguson.com.

Q: How can I print the PDF copy of a portfolio?

A: To print the PDF copy of a portfolio you must first download and save it to your computer. Once you have it saved, you may print the portfolio as you would any other document.

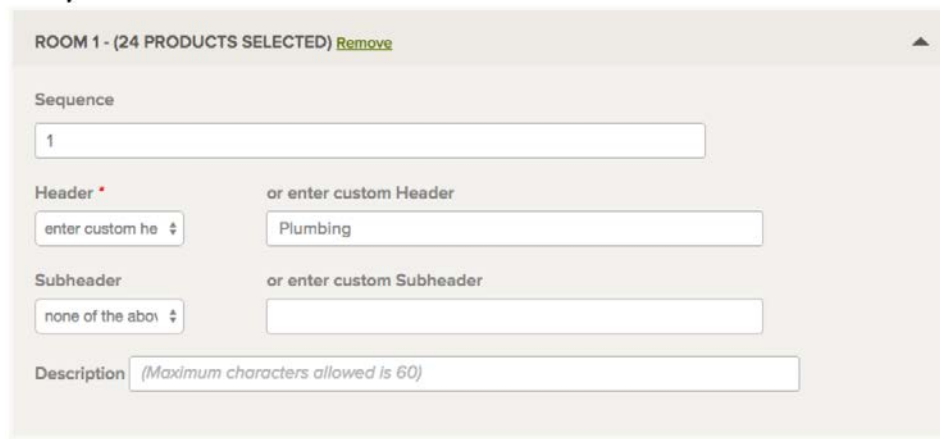
Q: How can I email my PDF if it is too large?

A: If your PDF is too large to email to your customer, you can email yourself the portfolio link and then forward this to your customer. They should be able to access the portfolio link from any internet connected device.

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Q: Can I delete a room/section from my portfolio?

A: Rooms/sections may be added or deleted at any time. To delete a room, go to the Rooms page by clicking “list all rooms” in the Rooms section of the left navigation column. Click Remove for the room you wish to delete.



The screenshot shows a form for configuring a room. At the top, it says "ROOM 1 - (24 PRODUCTS SELECTED) Remove" with a small upward arrow icon. Below this, there are several input fields: "Sequence" with a text box containing "1"; "Header" with a dropdown menu showing "enter custom he" and a text box containing "Plumbing"; "Subheader" with a dropdown menu showing "none of the abov" and an empty text box; and "Description" with a text box containing "(Maximum characters allowed is 60)".

Q: Why won't the back and forward buttons work in ProVisions?

A: The ProVisions system does not allow the back and forward buttons to work as they normally would for other sites. Use the navigation on each page to travel around the ProVisions website instead of clicking back and forward.

Q: Why is my customer unable to open the link to their ProVisions portfolio?

A: Links generated for portfolios expire after 30 days. However, you can generate another link to send to your customer if the old one has expired. Customers can also download and save their PDF portfolio once they receive and access their link.

Q: Who do I contact if I am having technical issues on ProVisions?

A: If you experience technical issues while using ProVisions, please contact [IT](#) to submit a ticket.

Q: Who do I contact for general help, login information, etc.?

A: For general help, login information, and any additional comments or feedback, please contact admin.provisions@ferguson.com.