Learn About These Helpful Features of crlaurence.com

- How to Create a User name and Password
- How to Sign On
- How to Recover Your Sign On Information
- How to Search for Products
- How to View/Print Product Information
- How to Get Prices and Check Stock Availability
- How to Place Orders and Track Your Shipments
- How to Make Changes to an Open Order
- How to Request, Process or Change a Quote
- How to Manage Your Account Online
- How to Pay Your Statement
- How to View/Print/Email Invoices
- How to Contact CRL
- How to View and Download Catalogs
- How to Build Your Personal Catalog
- How to Request a Credit/Trade Reference
- How to Get Web Site Help
- How to Find Our Business Policies
- How to Use the CRL Mobile Web Site

Online is the Easiest Way to Shop at CRL!
Introduction

Of all the products we bring you, our Online Catalog may be the most important. We know that the most efficient way for our customers to shop at CRL is by using this carefully planned and thoroughly prepared Online Catalog to make it easy for them to find exactly what they need. C.R. Laurence Company is committed to making our Online Catalog your best source for information and technical support.

What you will find at crlaurence.com is a link to who we are, what we do, and what we have to offer our customers. The CRL self-service web site allows us to use the powers of Electronic Commerce to bring you closer to all of the products and services that we offer.

We take a Business-to-Business approach of conducting business over the Internet because it gives us so many ways to connect to you. Methods of searching and ordering products that just a few years ago would have been impossible were it not for the versatility of this powerful tool.

Empowerment is what a good web site is all about. We let you make the decisions that will best serve you. You can build your orders and submit them 24 hours a day, seven days a week, at your convenience. You can review our tens of thousands of products we make available, including pricing and current stock availability.

All of this and more is available to CRL customers who sign in to our web site and become part of the world of crlaurence.com. The next few pages will provide the ‘How To’ answers to the features you can access, making it more convenient to shop by using the CRL Online Catalog.

User’s Guide Menu to CRL Online

- How to Create a User Name and Password
- How to Sign On and Recover Your Log In Information
- How to Search for Products
- How to Check Prices
- How to Check Stock
- How to View/Print Invoices
- How to Place or Change Orders
- How to Request, Process or Change a Quote
- How to Request Product Data Sheets
- How to Pay Your Statement
- How to Contact Us
- How to View the Online Catalog Library
- How to Build Your Personal Catalog
- NEW MOBILE SITE! See Pages UG27 to UG35
The Customer Menu Bar is a good starting point for navigating around crlaurence.com. It provides a direct link to virtually all areas that can be accessed after you sign on, or after you have reviewed and selected products and now wish to order them.

Near the top our Customer Menu is your link to Express Ordering, an easy to learn and quick to complete method of placing orders online whenever it's convenient for you. You set the schedule and the pace because you are in control. You can also build your Personal Catalog by matching your part numbers to our Catalog Numbers.

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Next in the menu is Searching on CRL. We've gone into a lot of detail on this subject, and ask you to turn to page UG04 to review the different search methods we offer. There's also a link to our Document Library of Comparison, Cross-Reference, and Specification Charts, Application Guides, New Product Submittal Forms, and more by clicking on CRL Total Search. Products and Services has direct links to our "Information Centers" for many of our major product lines. They act like 'hubs' where you can reference the various categories of information pertaining to these product lines, including Product Offer Pages, Product Specs, Technical Drawings, Measurement Templates, and a variety of helpful information sources.

When you click into General Information you are presented with a selection that includes information about CRL's Business Policies, Videos, ways to contact us, our Service Center locations, and package tracking.

Online Applications Login allows customers who subscribe to any of CRL's Online Programs to login fast and easy.

News and Events lets you review CRL e-News, Press Releases, Technical Articles, upcoming Trade Show dates and locations, and useful Internet links. When you click on the link called "What's New" you'll see categories showing our recently added products.

As stated above, the "Customer Menu Bar" offers you so many directions you can use to navigate around crlaurence.com. Take some time to explore it all.
How to Create a User Name and Password
crlaurence.com/create

1. Have Your CRL Customer Number Ready.

2. Click Sign On.

3. Click on Don’t Have a User Name Yet? Create One Here.

4. Fill out the page to create a user name and password, then click on Submit.

5. Correct any errors if they appear after clicking Submit.

6. Once the information is accepted, you will see this "Account Sign On Confirmation Page."

7. Click Home to begin using full web site services.
How to Sign On
crlaurence.com/signon

1. Click Sign On or enter “LOGIN” in the yellow search box.

2. Enter your user name and password, Click Here to Sign On.

3. To confirm your user name and password, or to check if you have one set up, click on Forgot Your User Name or Password? Recover It Here.

How to Recover Your Sign On Information
crlaurence.com/recover

1. Click Sign On (see step 1 above).

2. Click Forgot Your User Name or Password? Recover It Here (see step 3 above).

3. Enter your Email Address, then click Submit.
Best Ways to Search

Search methods to find products in order of importance

1. **Search Box** Search by Cat. No. and by Keyword(s).

2. **Sitemap** Used to be the same or a little more descriptive than mall pages.

3. **Products By Industry** Broader than mall pages, catering more to our core industries.

4. **Mall Pages** Overview of product lines to start drilling down to products.

5. **Catalog Page Search** will also search for product groups, then allow for page viewing.

6. **Online Catalogs** to find products by industry. When using Online Catalogs, you switch between catalogs while in individual catalogs.

Search methods to find other information

7. **Click on CRL Total Search.** On this page you have a search box to locate products, the same as the yellow search box on the top right of every page.

8. **To find Technical Details, Drawings, MSDS, Spec Data, Instructions, User Guides, Catalog Pages, or anything else,** you can click on one of the tabs located on this same page.

Product specific information and details can also be found on each product’s offer page.
How to View/Print Product Information

1. Enter the CRL Catalog Number or Product Description in the Search Box, then click Search.

2. Available link tabs will appear near the top of the product page.

3. Click on the desired data link.

4. You have the option to view links through HTML or PDF Format.

5. If you only want to view this information, click on HTML Format.

6. If you want to print this information, click on PDF Format.
How to Check Prices

1. **On the Product Page:**
   - Enter a CRL Catalog Number in the search box located at the top right of the page, then click **Search**.
   - If you are signed on, pricing will automatically appear on the right hand side.

2. **On the Quick Pricing Page:**
   - Click on **Quick Pricing** under "Customer Menu Bar" located on the top left (see above image).
   - Enter the CRL Catalog Number then click **Look Up**.

3. **On the Shopping Cart Page:**
   - Click on **View Cart** located at the top right of the page.
   - If you decide not to order this item, click **Remove Item**.
   - Enter the quantity and CRL Catalog Number then click **Add to Cart**.
How to Check Stock

1. **On the Product Page:**
   - Enter a CRL Catalog Number in the search box located at the top right of page, then click **Search**.
   - If you are signed on, the page will show the quantity available at your local CRL Service Center, other Service Centers in your region, and CRL’s Corporate Headquarters.

2. **On the Quick Pricing Page:**
   - Click on **Quick Pricing** under “Customer Menu Bar” located on the top left (see image above).
   - Enter the CRL Catalog Number then click **Look Up**.

3. **On the Shopping Cart Page:**
   - Enter the quantity and CRL Catalog Number, then click **Add to Cart**.
   - If you decide not to order this item, click **Remove Item**.
   - Click on the word **Check** next to the product description to see available stock at each CRL Service Center.
How to Place an Order

1. Click on **Express Ordering** under "Customer Menu Bar".
2. Enter the quantity and CRL Catalog Number then click **Add to Cart**.
3. Continue adding items to the order or click **Secure Checkout**.

4. For Ship Via selection, click on the drop down arrow.

5. Enter special instructions about your order (if any), then click **Continue to Checkout**.

6. Shipping to a different address? If no, click **Continue to Checkout**. If yes, enter the drop ship address, then click **Continue to Checkout** or **Make Additional Changes**.

**NOTE:** To change a quantity, simply enter the new quantity next to the product you want to change and click **Update All Quantities**.
How to Place an Order (Continued)

7. Enter PO Number or Name.

8. For alternate payment method selection, click on the drop down arrow, then click Make Additional Changes or Continue to Checkout.

9. Review the order confirmation page, then click Make Additional Changes or Continue to Checkout.

10. If your order does not yet qualify to receive one of our Internet Bonuses, you can click Return to Shopping Cart to increase your order, or click Finalize Without Bonus.

11. If your order does qualify for an Internet Bonus, click on the bonus item of your choice or click Finalize Without Bonus.

12. Print the confirmation screen for your records or click Place Another Order.
How to Make Changes or Check Status on an Open Order

1. Click on Your Account, then Click on View My Unshipped Orders.

2. Click on the Sales Order Number you want to change or inquire on.
How to Make Changes to an Open Order (Continued)

3. Click on Change or Inquire on This Order or Return to Unshipped Orders.

4. Enter the name and email address of person making the change or inquiry.

5. Select the type of change and enter comments regarding the change.

6. Click on Submit.
   **NOTE:** If you are changing or adding to your order, continue with steps 7 through 9.

7. Make the changes to your order, then click on Secure Checkout.

8. Click Continue to Checkout on each page after confirming the Ship Via, PO#, and Payment Terms.

9. If your order qualifies to receive an Internet Bonus Item, select the one of your choice or click Finalize Without Bonus.
How to Request a Quote

1. Click on Quote Request.
2. Select one of the categories for a summary of the product line then click Continue to Request Quote.
3. Enter the quantity, CRL Catalog Number, Color or Size (if applicable) and detailed Description, then click Add To My Quote.
4. Continue to add or click on Continue to Process Quote.
5. Review the information entered, add a project name and any instructions, then click Submit.
6. You will receive a quote number for your reference and an email response within one business day.
How to Change, Process or Cancel Quotes

1. Click on Your Quotes under “Customer Menu Bar”.

2. Select the quote you want to change, process, or cancel.

3. When the quote appears on your screen, click on Process This Quote Into an Order, Make Changes to This Quote, or Cancel This Quote.

4. If processing into an order, review quote details, enter PO#, select Ship Via, Payment Terms, add any comments regarding the order, then click Submit.

   NOTE: If you are changing a quote, continue with steps 5 through 8.

5. Make the necessary changes to your quote, then click Continue to Process Quote.

6. Review changed quote.

7. Enter instructions (if any) for the revised quote, then click Submit.

8. You will receive a copy of your revised quote within one business day.
How to Pay Your Statement

1. Click on Your Account.

2. Click on View and Pay My Invoices.
3. Click on the box next to each Invoice you want to pay, then click Pay with Check or Pay with Credit Card.

4. Enter comments about your payment (if any) then click Process Online.

5. You will be given a Confirmation Number for your payment.
How to View/Print/Email Invoices

1. Click on Your Account.

2. Click on View and Pay My Invoices.

3. To Email one or more Invoices click on the box in front of each Invoice you would like to receive and then click on Send Email Invoice Copies.

4. To view or print Invoices click on the Invoice Number.

5. Click on Print This Invoice.
How to Track Your UPS Packages

1. Click on Your Account.

2. Click on View My History of Shipped Orders.

3. Click on the Reference Number or Order Number for the order you want to track.

4. You can either click on the Tracking Number(s) shown under “Shipping Information” or on the Track Your Packages button. You will be linked to the UPS Package Tracking site.
How to Contact CRL

1. Click on Contact Us/CRL Locations.

2. Click on the department you want to contact via email or fax.

How to Find Addresses for CRL Service Centers

1. Click on Contact Us/CRL Locations (see above image).

2. Click on the CRL Service Center nearest you.

3. View and/or print map directions.
**How to View, Download or Request a Catalog**

crlaurence.com/library

1. **On the left side of our Home Page click on Catalog Library.**

2. **Click on See All Catalogs.**

3. **Click the image for the catalog you want to view, then select View/Download Online, or Request a Printed Copy.**
How to Build Your Personal Catalog

1. Click on Personal Catalog under “Customer Menu Bar”.

2. You can choose to automatically build your Personal Catalog by selecting the Quantity and then click on Auto Populate. This option uses the most commonly ordered items you previously purchased from CRL. Or you can type your Catalog Number or Description, the CRL Catalog Number, and then click Add to My Personal Catalog.

**NOTE:** Your Catalog Number must consist of digits and/or letters. No punctuation can be included.

**NOTE:** You can edit catalog numbers by clicking on the green pencil icon.

 Simply change the catalog number, then click Update.
How to Build Your Personal Catalog (Continued)

**NOTE:** Your Personal Catalog is most commonly used to place orders for products you regularly order. (See instructions below on How to Order through your Personal Catalog.)

3. Type in the quantity for each item you want to place in your shopping cart and click **Add to Cart**.

4. Once all items have been added to your shopping cart you can proceed with **Secure Checkout**.

**NOTE:** If Express Checkout is enabled, the Express Checkout will allow you to place your order with “One Click”. If you don’t see it, you can enable this time saving feature by going to **Your Account**.
How to Request a Credit/Trade Reference

1. Click on Customers, then Request a Credit/Trade Reference.

2. Are you a current CRL customer? Click on Yes or No.
How to Request a Credit/Trade Reference (Continued)

3. Enter all required fields, then click on Next.

   If Yes, enter 10 digit account number. After the 10th digit is entered, if a match is found, the left hand side of the form fills in the account information.

   If No match found, or if you said No, then fill out the left hand side of the form with your complete information.

   The right hand side, Reference Information, is the 10 digit phone number for the business you want to receive a Credit Reference on. Type in 10 digits (no spaces, dashes or other characters are allowed). If a match is found, the right hand side will self-populate.

   After both sides of the form are populated, press Next. If all fields are completed, the form will change, if not, a Red Warning explaining the additional information required will appear.

4. Uncheck any fields for information you do not need, then click on Submit Request.

5. Please read Terms of Use, then click on I Accept.
Some Other Features of crlaurence.com

CRL Express Checkout

If you want to be able to complete your online orders in one click, and if you use the same billing and shipping methods on most orders, this is for you. To turn this valuable time-saving feature on:

1. Click on Your Account.
2. Click on CRL Express Checkout.
3. Click on Turn Express Checkout On.

CRL e–News

Subscribers to this free service get once a month updates on new products, our monthly promotion, industry events, technical bulletins, and more.

1. Sign up and view past issues by clicking on News/Events, then on the CRL e-Newsletter link.

CRL Webinars (Web Seminars)

crlaurence.com/webinars

Register to join us online by clicking on News/Events, then clicking on Webinars for live training by industry professionals, or view previous Webinars. New topics are added regularly, so check in frequently.

Connect With CRL While You Are Online

If you wish to contact or connect with CRL while you are online, you can reach us on Facebook, Twitter, YouTube, Behance, Google Plus, Flickr, and you can even use Skype to call us for free from anywhere in the world.

Be the first to know about new content, videos, press releases, and more by connecting with CRL from these pages.

You can connect with CRL using any of these methods right from our home page.

Shortcut URL’s

Enter the word SHORTCUT into the Search Box and you will be shown our list of shortcut URL’s that speed your access to many of our most popular product lines, catalogs, and other features of crlaurence.com.
How to Get Help

1. Click on **Help** in the upper right hand corner on the Home Page.

2. Click on the link under **Pick a Topic** for the type of assistance you require or to email a specific department.
How to Find Our Business Policies

crlaurence.com/policies

1. Click on General Information, then click on Business Policies.

2. Click on the topic you want to view under Information Center.
How to Use CRL Mobile

With the New CRL Mobile Web Site One Can:

- Search CRL’s Vast Database of Products and Services (More Being Continually Added)
- Retrieve CRL Service Center Addresses, Phone Numbers, as Well as Maps and Driving Directions to Each Location

Sign In and Also Have Access To:

- Instant Stock Checks and Pricing
- Ordering While on the Job or on the Go
- Express Checkout

Whether You're on the Job or on the Go, CRL's New Mobile Web Site is the Way to Go

Smartphone and tablet devices will now be automatically redirected to our new mobile web site, however they will also have the option of viewing the standard CRL web site as well. The new mobile web site is available for use by CRL customers worldwide, and can be accessed by using a customer's current user name and password.

“The upward trend in business-to-business smartphone and tablet use is significant, and more and more of our customers are using these devices to view and order from crlaurence.com,” says Lloyd Talbert, President of C.R. Laurence. “The convenience of being able to search for products and order them while on the go is remarkable. As a company that leverages technology in providing excellent customer service, we created this mobile web site to provide additional ordering convenience and flexibility so that our customers can operate their businesses more efficiently.”
How to Search for Information

1. Press Search.

2. Press in the blank box and the keyboard will appear.

3. Type in the CRL Catalog Number or search word(s) and press Go.

NOTE: MAKE SURE TO TURN OFF TX9 SETTING
How to Search for Information (Continued)

**Product:** The main page with a picture, title, along with pricing if you are Signed On, and an order quantity box.

Once the product you are trying to locate is found, press it.

If the part you are searching for is displayed, press it, if not, scroll through the results by moving the screen up and down by swiping the screen.

The top row shows the links to the product information available on each product page.

This area displays the pricing for the product with quantity price breaks plus an Add to Cart box. Swipe the screen to view additional information further down the page.

**Details:** Additional product details with descriptions of features and functions.

**Colors:** Will list any other colors or finishes of this product that are available.

**Notes:** Displays product warnings or very important information (if any).

**Related:** Will list any similar or related items used with this product.
Ordering

Swipe down to the bottom of the Product Screen and press the Quantity box to type in a quantity, then press the Add To Cart button.

After pressing Add To Cart, the screen confirms the item was added.

NOTE: To change the quantity type in the new number into the box and press Update Quantity, or if you no longer want the item, press Remove From Cart.

Under these buttons you can do a new Search, Check Stock, or go to the Cart to process your order. Or swipe back to the top of the page and press Home to make another selection.

Your Shopping Cart

From the Home screen press Cart.

NOTE: Screen shown if Express Checkout is not turned on yet. See next page for instructions on activating Express Checkout function.

From this screen, press Checkout Settings or, from the Home screen, press Express Checkout Settings. If it is turned on you will see the words Express Checkout on this button instead.

Press Express Checkout and your order is placed quickly into our order processing system.
"Express Checkout"
These settings can be done one time, from your mobile device on this screen, or from our full web site. From this screen press **Click To Turn On**. Doing this will either turn it on or will return a warning letting you know what information needs to be updated before this service can be activated.

Each section will need to be reviewed, updated, and approved one time so that all settings needed become your User Name's default settings.

After completing each section, press the Save button at the bottom. Once each section has been reviewed and saved, and you press the Click to Turn On button shown to the left, this button will change as shown below, and you can complete all online shopping with one press.

Press **CRL Service Centers**.
Then press on a **Country** for the location you would like to view.
Now swipe up and down to view the Service Center location you are interested in getting directions to or telephoning.

Press **Call** or **Map**. To return to **Locations** or the **Home** page, simply press the appropriate button at the top of the screen.
Contact Us

If you are Signed On, your default contact name and email address associated with your user name will appear. Simply enter your comments and press **Submit**.

Customer Service will reply promptly during regular business hours.

Mobile Web Site Help

Topics covering each of the available mobile functions are available. Press on the topic for the assistance you require, and follow the instructions shown. If you still require assistance, go back to the **Home** screen and press **Contact Us** on your mobile phone, or give your local CRL Service Center a call.
The Easiest Way to Keep the CRL Mobile Web Site Accessible is to Add the CRL Icon to Your Home Screen

You will now have this screen available.

Make your selection by pressing on what you would like to do.

To add an icon to your device’s home screen, press **Add to Home Screen**.

Press Here.

The icon and name you want on your device is shown. To complete adding it, press **Add**.

Now you can easily access the CRL Mobile Web Site by just pressing the Icon from Your Mobile Device’s Home Screen.
Steps to Install, Start, and Use CRL Online Programs on Your Tablet

1. Download and Install Citrix Receiver™ from the APP Store.

2. Start Citrix Receiver™ from your tablet’s desktop by pressing the icon.

3. Press in the Address Box to begin typing. Type in the complete URL for the program you are adding.

   For example: http://www.crlaurence.com/shower/storefrontsapp.ica then press Next.

Steps to Install, Start, and Use CRL Online Programs on Your Tablet (Continued)

5. When this screen appears, press in the Description Box to type in the Description that you want to appear.

6. After typing in the Description, Press Save in the top right corner.

7. Now each time you start the Citrix Receiver™, the Accounts Log On page will appear. Simply press your selection to begin.

Input Any of These URL’s Into the Citrix Receiver™ New Account Screen for Easy Access to CRL’s Online Programs

URL’s for Specific Programs

<table>
<thead>
<tr>
<th>Program</th>
<th>URL</th>
</tr>
</thead>
<tbody>
<tr>
<td>CRL ‘All-Glass’ Storefronts Metric</td>
<td><a href="http://www.crlaurence.com/shower/storefrontsappmetric.ica">http://www.crlaurence.com/shower/storefrontsappmetric.ica</a></td>
</tr>
<tr>
<td>CRL Hand Rails Online</td>
<td><a href="http://www.crlaurence.com/shower/railingsapp.ica">http://www.crlaurence.com/shower/railingsapp.ica</a></td>
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</tbody>
</table>
CRL Global Service

CRL Provides Global Service With Regionally Oriented Web Sites

- Access to All CRL Products and Services is Available 24 Hours a Day, Seven Days a Week When You Visit Us Online
- Our Sites are Updated Continually to Bring You Our Newest Products and Special Offers
- The Entry Port for 'All-Glass' Store Fronts Online®, Showers Online, Hand Rails Online, and Our Other Web-Based Services

As a global supplier to the industries we serve, CRL recognizes that the power of electronic commerce strengthens our ability to serve you locally, as well as our other customers worldwide. And while the Internet had created a virtual “global village”, it’s important to also have the capability to tailor our web sites to the specific needs and business conditions of the continents on which we are based. That being said, it became apparent that our web site, crlaurence.com, had to at the same time be global in appeal, but still local enough to be relevant.

Thus the creation of our Global Web Site Directory. When you visit our web site you are directed to the home page of the individual site designated to host your home country.

You can also move from one site to another simply by clicking on the directory icon at the top of the home page. From here you have access to all of our sites, giving you the opportunity to explore the entire scope of CRL’s online world.

As we progress in this global strategy, look for us to include new language options, and translation of our Online Catalog into many more languages. We are committed to bringing you the virtual world of C.R. Laurence and making your online shopping experience at crlaurence.com pleasant and easy to understand. We want you to be comfortable with CRL, and will work hard to make that possible.
C.R. Laurence has been a supplier to customers worldwide for decades, and can now offer our unmatched range of products and services from CRL locations on three continents: North America, Europe, and Australia. In our history we have prospered as a company because we've followed a path of innovation and growth, always seeking new ways to use the latest technology to expand our service capabilities.

**Communicating**

Major advancements in the world of communications have made much of this possible. We've always been among the first to introduce new ways of reaching our customers, and in return, have made it easier for them to do business with us.

C.R. Laurence was the first in our industry to offer toll free telephone ordering. For over thirty years our customers have been able to call our 1-800 number to place orders, ask questions about products, get prices, and communicate with us without it costing them a cent. Our recent expansion into Europe lets us offer the same free phone and free fax service to our customers on this continent.

In the early '80's we added toll free fax ordering, making it possible for our customers to fax their purchase orders, parts lists, shop drawings and the like directly to our Customer Service Department at CRL Corporate Headquarters. It was during this time that we also introduced CRL FastFax, providing customers instant notification that their orders had been shipped.

One of our most important advances was the installation of the CRL Computer System in 1978. The power of our abilities multiplied many times when we went 'online' because we were better able to track inventory levels throughout our distribution network, and better able to process your orders quickly and more accurately. The ongoing evolution of the CRL Computer System now includes our Internet and fax servers, which empowers us to offer our customers in every corner of the world ever-improving service at every step in the process, from order entry through shipping and billing.

Some say our most important communications advancement was our entry into the business of Electronic Commerce with the introduction of the CRL web site in 1997. What was once a fledgling effort has blossomed into a self-service web site featuring information regarding all of the products and services CRL has to offer. Customers who use crlaurence.com find an enlightening and comprehensive web site that is constantly improving with the addition of new features that make it quicker and easier to use. And we now have globally-oriented web sites especially tailored to the countries from which we do business.

C.R. Laurence makes a serious effort to promote ever-improving service by making the investments required to improve communications at every level. We want your business dealings with CRL to be simple, clear, and convenient. If you feel that we can improve communications at any level, we would like to hear from you. To submit comments, go to crlaurence.com and click on Contact Us, then click on Web Comments.

**Building A Network**

To provide the ever-improving service level we strive for has meant bringing CRL to our customers. From a single Los Angeles, California location we have grown to a network of Service Centers in six countries on three continents.

Each of our Service Centers is connected to Corporate Headquarters through our computer system, which monitors and updates inventory levels with the arrival of each new delivery truck and the shipment of each customer order. Every Service Center receives fresh inventory each week through our Inter-Branch Transfer System so stock levels can remain high. This improves the percentage of your orders we can ship complete, and usually on the same day we receive them.

Another advantage of having regionally located Service Centers in or near major metropolitan areas is the opportunity to serve our customers in person. Each CRL Service Center has a Will Call/Trade Counter open six days a week. See page UG18 for information on how to find your nearest location.

And in order to provide ever-improving service the CRL network of Service Centers will continue to grow. In recent years CRL service has come to Australia and Europe with the opening of locations to serve customers on these continents. New or enlarged locations are planned for metropolitan areas throughout the U.S. With the opening of each new facility, we make getting what you want from CRL faster and easier.

**Investing In People To Serve You**

The best way we can serve you is to have capable people available to answer your questions, take and expedite your orders, suggest solutions to problems you may be having with a job, or to assist you in any manner we can. We maintain ongoing training programs so that the CRL people who serve you will have at their command the resources to make your business transactions with us a pleasant experience.
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C.R. Laurence Customer Services

We are always pleased to receive your orders, and anxious to fill them as promptly as possible. You can place your order at CRL in a number of ways. Our people will do their best to make your shopping experience at CRL pleasant and time-efficient.

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Many of our customers have found the most convenient method of ordering from CRL is through our self-service web site. When you use crlaurence.com to place your orders you have so many options that other methods don't provide. You set the schedule and the pace because you can log on 24 hours a day, seven days a week. You can build a personal catalog; even make changes or additions to your orders online. And now our new mobile site lets you order online from the job site or on the go.

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When we introduced toll free fax service in the ‘80’s we had no idea how popular it would become, but now our customers send us up to 1,000 orders or quote requests every business day! Fax ordering is very convenient because you can fill out your own purchase orders and then just fax them to us. You can be specific about shipping instructions or other details that will help us serve you. To send your orders or quote requests by toll free fax from anywhere in the U.S. or Canada, just dial (800) 262-3299.

Toll Free Customer Service Order Desk

For over 40 years CRL has provided toll free ordering at (800) 421-6144. When you call our Customer Service Order Desk you'll find CRL people who are trained to provide assistance with CRL products and services. They have instant access to pricing, stock availability, and the status of your account, plus they can connect you to CRL Technical Sales personnel if you need specialized product assistance. Order Desk hours are 6 am to 5 pm (Pacific Time) Monday through Friday, and 7 am to 12 pm Saturdays.

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Every CRL Service Center has a Will Call/Trade Counter where you can place and pick up your orders in person. And when you place your order in advance by phone, fax, or over the Internet we can have it ready and waiting for you, which can save you a lot of time. Will Call/Trade Counter hours are 7 am to 5 pm Monday through Friday, and 8 am to 12 pm Saturdays. Some of our most experienced people staff our Will Call/Trade Counters, and they are always happy to see you. Remember, to save time place your order in advance.

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C.R. Laurence is a manufacturer and wholesale distributor. Possession of our catalogs, or any other CRL sales literature, does not constitute an offer to sell. Orders from individuals (except professional tradesmen) may not be accepted.
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U.S. Aluminum, Blumcraft and Jackson are a Big Part of the Future of C.R. Laurence

CRL U.S. Aluminum

C.R. Laurence Company is pleased to announce the acquisition of United States Aluminum. Originally founded in 1960, United States Aluminum offers the glass and glazing industry a broad range of high-quality storefront and curtain wall products available through a North American network of customer-focused service centers.

Their engineers and fabrication specialists developed many architectural systems widely used in the construction of residential, commercial, and institutional buildings. Through precise engineering and testing in a variety of climate conditions, the company improved upon their designs, resulting in architectural systems known throughout the industry as being innovative, durable, and reliable. Architects and designers who are familiar with the qualities found in United States Aluminum systems know that they can specify them with confidence to their clients. The company has invested the time and effort required to assure their systems are properly tested to meet the conditions required to pass local and national building codes; including some of the very strictest, such as the Miami/Dade County Protocols for impact resistance in hurricane-prone areas.

Now renamed U.S. Aluminum in its partnership with C.R. Laurence, the company continues to make available the architectural systems that have made them a leader in the industry for so long. For more information, contact U.S. Aluminum Technical Sales at (800) 262-5151, or visit our web site at usalum.com.

CRL-Blumcraft

Blumcraft of Pittsburgh is a member of the C.R. Laurence family of companies. An icon in the architectural metal and glass industry, Blumcraft has been designing, manufacturing, and delivering high quality products to the architectural metal and glass industry for over 95 years. The company's tempered glass doors, panic hardware, hand rails, and display doors are well known to architects, contractors, and installers in their building trades. Blumcraft has close ties to many architectural firms, customizing products to their specifications.

Blumcraft metalwork elements have been installed in more than 80,000 buildings throughout the world, including the White House, the Smithsonian Institute, the Metropolitan Museum of Art, the Louvre in Paris, and many other prestigious buildings.

The acquisition of Blumcraft benefits CRL customers by providing even more choices of high quality architectural hardware products. We value the experience, reputation, and technical expertise of the Blumcraft staff, and are pleased they are part of the CRL team.

For more information about the Blumcraft line, please contact CRL Technical Sales for Architectural Products or visit our web site at crlaurence.com.

CRL Jackson

Jackson Corporation is now a member of CRL Manufacturing. Jackson has been a leading manufacturer of door hardware for the aluminum and tempered glass door industry for over 50 years. In 1995 they became the first U.S. hardware manufacturer to be certified to ISO 9001 quality standards. The manufacturing operations are housed in our new facility in Los Angeles, and Jackson products are distributed through CRL’s worldwide network.

This joining provides CRL customers more choices than ever of traditionally high quality Jackson architectural hardware. Jackson’s very popular Transom Closer was originally developed and patented over 35 years ago. The innovative features of today's versions continue to make the Jackson Transom Closer a top choice. The company’s Panic Exit Hardware is universally recognized as the standard for the aluminum storefront market.

The experience gained through this move is invaluable, and we welcome the Jackson staff into our Technical Sales and Manufacturing efforts. For more information, to place an order or request a quote, contact CRL Jackson Technical Sales or visit our web site at crlaurence.com.