

Frequently asked questions regarding the Northern Website

Q. I can't log into my account, why is that?

A. All passwords are case sensitive. When you receive your password, be sure to note if it is UPPER or lower case. You will have to login this exact same way. If you try to login unsuccessfully more than 3 times, your account will be locked. You will have to click the "Forgot Password?" link on the login screen to be sent a new temporary password. Once you receive the new password, login using that. Then go to My Account at the top of your screen and reset your password to one of your choosing.

Q. How do I search by an OEM number?

A. To search for a product by OEM number, you must be logged in. In order to login, you must be a current Northern customer and have requested a login. Once logged in, simply type in your OEM number without any punctuation or special characters. If we have recognized that OEM number, the product(s) will display.

Q. How can I contact my local branch?

A. At the top of the screen, click on About Us, and then choose Locations at the left hand side of the screen. A map will appear showing all of our locations and below that, the contact information for each one.

Q. How do I contact a salesman in my area?

A. At the top of the screen, click on About Us, and then choose Sales Contact Info at the left hand side of the screen. A map will appear showing our sales territories color coded. Below the map, you will find the contact information for the salesman in each of the colored territories.

Q. How do I know if my order was submitted and received properly?

A. Once you have come to the checkout page and you are ready to send your order, click the Submit Order button. This transmits your order for processing and you will receive a confirmation number. You will also receive a confirmation email that your order was submitted. You can go to My Orders at the top of the screen and then click on Orders at the left. Once you see an "Order #" filled in next to the Confirmation #, you know it is being processed. For any questions regarding order processing, please contact Tracy Payne at tpayne@1nfs.com or 1-800-328-8900 ext 140.

Q. What if I have questions about my login or I need to remove a login from my account?

A. If you have any questions about your login, login procedures or need to remove logins from your account, please contact Carol Beekman at cbeekman@1nfs.com or Lillie Berczyk at lberczyk@1nfs.com. They can both also be reached at 1-800-328-8900.