

Portal Tips

Go to <http://cs.bh-portal.net>

To change your password

- Go to <http://cs.bh-portal.net> and click on the "Sign In" tab in the upper right hand corner.

Burnham Holdings, Inc.
Customer Service Portal

New Account Profile Sign In

Customer Service Portal. Find your stuff.
Please sign-in to retrieve your order information, search for items & serial numbers, or initiate a material return.

Things to do:

- 1 Create Your Account Profile**
After your profile request has been authorized, you will be notified.
- 2 Create An Online Return**
After you sign-in, you can create and manage your pending RMAs.
- 3 Analyze Your SalesPro Data**
After you sign-in, you can search, browse, and export your sales history metrics.
- 4 Find Your Stuff**
After you sign-in, you can search and browse your recent account data.
- 5 Check Your Order Status**
Check the status of sales orders without signing-in.


- Click on the "Reset Password" line at the bottom of the screen.

Sign In. With existing account profile.

Email Address

Password

Remember Me

 [Reset Password](#) if you forgot your password, or want to change it.

- Type in your email address.

Reset Password. Your account profile's email address.

We will send password reset instructions to the email address associated with your account profile.

Email Address




- Go to your email. You will receive an email link. That link is only good for 15 minutes and then it expires. If it does expire, simply follow the previous steps to reset your password. Click on that link and follow the steps to change your password.
- Your New Password must be 10 or more characters long.
- Once your password is reset, go to back to the homepage and sign in using your email address and new password. You are now ready to start to use the Customer Service Portal.


Locating a part number using an item description “Wildcard Searches” or by part number

You can look for a part number by using a description or a partial description in the “Search Box”. This will search the system for items containing that description or part number.

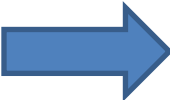
- Go to the “Parts & Products” line from your homepage.

Recent Invoices	Sales order invoices that have been entered in the last 5 years.
Recent Shipments	Sales order items that have shipped in the last 5 years.
Order Status	Check the status of sales orders that have been invoiced in the last 30 days.
Open Orders	Sales orders that haven't been shipped.
Recent RMAs	Returned material authorizations that have been entered in the last 5 years.
Online Returns	Submit and manage your pending RMAs.
 Parts & Products	Search for part numbers and part descriptions.
Serial Numbers	Verify the details of product serial numbers, including warranties and rebates.

- Type in the part number or partial description of the item in the search box and hit enter.

Part Number	Description
100334-01	Vr8300c4266 Hon Gas Vlv Nat, 24V, 2.5"S, 3.5"Fr 3/4"Npt, 1/4"Fitting.
« First < Previous Next > Last »	
<input type="text" value="All Products"/>	
<input type="text" value="vr8300c42"/>	<input type="button" value="Search"/> 

- Click on the blue hyper link for more information on that product.

Part Number	Description
 100334-01	Vr8300c4266 Hon Gas Vlv Nat, 24V, 2.5"S, 3.5"Fr 3/4"Npt, 1/4"Fitting.

- Example Below:

Part Number. 100334-01.	
Vr8300c4266 Hon Gas Vlv Nat, 24V, 2.5"S, 3.5"Fr 3/4"Npt, 1/4"Fitting.	
UOM:	EA
Trade Price:	Not Offered In Current Price List
Weight:	2
UPC-11 Code:	67261660311
UPC-12 Code:	672616603113
Shipping Warehouse:	#701 - Centerville Whse
Net Available:	0

Serial Number Searches - Enter the serial number in the box. Click on the blue hyper link for more information on that boiler.

Recent Invoices	Sales order invoices that have been entered in the last 5 years.
Recent Shipments	Sales order items that have shipped in the last 5 years.
Order Status	Check the status of sales orders that have been invoiced in the last 30 days.
Open Orders	Sales orders that haven't been shipped.
Recent RMAs	Returned material authorizations that have been entered in the last 5 years.
Online Returns	Submit and manage your pending RMAs.
Parts & Products	Search for part numbers and part descriptions.
Serial Numbers	Verify the details of product serial numbers, including warranties and rebates.

- Click on "Full Parts Listing" for part numbers.

Serial Number	65518446
Status	On-Site
Part Number	305BNI-T • Common Repair Parts • Full Parts Listing
Part Description	Series 3B, 5 Sec, Ihc Nat, Taco Circ, Damper, 1" Bnr

- If you click on the control key on your keyboard and the letter "F" it will bring up a "find" box in the upper left hand corner of your screen. You can type in a description of the part you are looking for. Note: Sometimes the more generic the description the easier it is to find the part.

Find: Previous Next  Options ▾

Full Parts Listing. 305BNI-T.
Series 3B, 5 Sec, Ihc Nat, Taco Circ, Damper, 1" Bnr

Level	Part Number	Description
0	305BNI-T	Series 3B, 5 Sec, Ihc Nat, Taco Circ, Damper, 1" Bnr
_1	104409-01	Tag, Hang, Warranty Registration, U.S. Boiler

- Click on the blue hyper link for more information on that part number.

Common Repair Parts. 305BNI-T.

Series 3B, 5 Sec, Ihc Nat, Taco Circ, Damper, 1&Quot; Bnr

Part Number	Description	UOM	Qty
100038-01	Screw Phillips Truss Hd 8 X 1/2" Lg Typ Ab Platedsms With Shoulder	EA	4
100146-01	1" Burner, Lanced, 0.018 Thk, 409 S.S., Bgi# 12859	EA	7
100147-01	1" Burner, Lanced, 0.018 Thk, 409 S.S., Withpilot Brkt, Bgi# 12862	EA	1
100282-01	Temp/Pres Gauge 2-1/2" D 1/4" Npt, 70-320, 0-75# 1-1/2" Long Shank	EA	1
101326-01	Cover, Junction Box Es2, Series 3, And Mpo-Iq	EA	1

- Example Below:

Part Number. 100282-01.

Temp/Pres Gauge 2-1/2" D 1/4" Npt, 70-320, 0-75# 1-1/2" Long Shank

UOM:	EA
Trade Price:	\$24.75
Weight:	1
UPC-11 Code:	67261659555
UPC-12 Code:	672616595555
Shipping Warehouse:	#701 • Centerville Whse
Net Available:	209

To check order status using your purchase order number

You can check the status of your purchase orders without signing into the Customer Service Portal.

- Go to <http://cs.bh-portal.net> and click on the 5th tab.

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- Type in your PO number in the "Search Box" and hit search.

Order #1223023	Shipped 4/12/2016 • Click here for UPS shipment tracking	Shipped
Part Number	Description	Qty
105915-01	Kit, Iq Control Display For The Iq Control, Gt02	1

Customer PO Number

- The portal will give you your sales order number, the shipping status and part description of what shipped. If you click on the hyper link under "shipped" it will track the package for you if it shipped via UPS.