Capabilities & Services

Convenience and Power for Electrical Professionals
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Introduction

At Elliott Electric Supply, we are constantly thinking of new ways to assist our customers. It is our goal to provide you with truly personal service and the best e-Commerce tools in the industry, both before and after the purchase. Our team includes experts who specialize in streamlining your costs with maximum convenience to you, and all of our web tools are developed in-house by teams of programmers truly invested in the quality of your experience with Elliott Electric Supply.

We Deliver...Lower Cost, Quality Products, and Personal Service.

About Us

Even during tough economic times, Elliott Electric Supply continues to grow in prominence as the leading distributor of electrical and industrial automation supplies throughout the southern states. No other electrical supplier can match our winning combination of great deals, dependable stock, and unsurpassed customer service.

Established in 1972 in Nacogdoches, Texas, our company has grown to 125+ locations in Texas, Louisiana, Oklahoma, Arkansas and New Mexico.

EES at a Glance

- **Our Mission:** To Serve Our Customers
- **Locations:** 125+
- **Top Manufacturers:** ‘Sole Source’ Supplier
- **Our Team:** 1000+ highly skilled individuals
- **Sales:** Around $600 million annually
- **Growth:** 15-20% compound growth per year
- **Perfect Credit:** 5A1 Dun & Bradstreet Rating

Over 125 Locations:

- Texas
- Louisiana
- Arkansas
- Oklahoma
- New Mexico
Our History

Bill Elliott, our company’s founder and current chairman, first entered the electrical distribution industry after graduating from Louisiana Tech University in 1960. He worked for Powerline Supply Co. in Bossier City, LA for twelve years, during which time he became manager of the company. In 1971, Bill began looking for a place to start a company of his own, and he and his wife, Micky, soon discovered the town of Nacogdoches, TX, which had no electrical supply house at the time.

With an $80,000 small business loan and $20,000 of his own money, Bill put the beginnings of Elliott Electric Supply into motion. He built a small facility on the south side of Nacogdoches (which remains in business today as "Store #1") and purchased $60,000 in inventory.

The first year of operation was a success, with around $400,000 in sales, resulting in a small profit that could be reinvested into the company.

How We Do Business

Since our beginning in 1972, Elliott Electric Supply has kept a compounded growth rate of 15% on average. We feel that growth in our company is beneficial for more than just EES employees--our expansion also benefits our customers and the industry as a whole.

In meeting our annual goal of 15% growth, we strive for half of the growth to come from expansion of existing markets and the other half to come from new locations.

During challenging economic periods, Elliott Electric Supply’s business model ensures that the company not only survives but thrives. Our financing is primarily internal, and, at half the industry average, our debt rate is uncommonly low. We are therefore often in a position to invest when other companies are not. Additionally, our customer base is well balanced, with residential and commercial-based clients as our primary market, supported by business with industrial, institutional, and government-based clients.
Basic Distributor Services

Personal Service
It is personal to us, your business with Elliott Electric Supply. Our sales crew strives to make this relationship a great one. We promise to make ourselves readily available for anything you may need. We continuously conduct in-house technical training because our knowledge and efficiency directly benefits your relationship with Elliott Electric Supply and sets us apart from the other guys.

Cutting Your Costs
A fellow expert behind the sales counter makes all the difference! We offer all of our employees incentives for completing advanced electrical education programs, like NAED’s Electrical Products Education Course (EPEC). This translates to a vastly improved experience for you—when you can promptly get the materials you need with minimal confusion and hassle. What’s more, our team includes experts who specialize in crucial cost-cutting areas, like project management, inventory maintenance, quotations, and custom software.

Product Availability
Our system tracks live inventory levels, and we provide you the data in real time. We were one of the first in the field to achieve this, and today we’ve got it down to a science. Our priority is having the best in-stock availability from quality brands. We offer: transfers between our numerous locations, expedited orders from the manufacturer, 24/7 emergency orders, and hotshot deliveries, all from the biggest warehouses around. Chances are, we have it. If we don’t, we’ll get it for you!

Easy to Purchase
We accept Cash, Check, Visa, Discover, American Express, & MasterCard at all points of sale.

In-House Credit
For maximum convenience, we offer an in-house line of credit with an Elliott Electric Supply charge account. Simply download the credit application and follow the instructions. You are welcome to maintain multiple Job Accounts (Sub-Accounts) with specific credit lines for each.

24/7 Emergency Service
We provide personal phone numbers that you can call anytime something pressing comes up. Certain areas even offer special hotshot deliveries and other round-the-clock services so that we can react quickly to whatever you need, 365 days a year. When you log-in to ElliottElectric.com, 24/7 contact numbers are available on the Locations section, or through our Mobile App.

At a Glance – The Key to Lower Cost
We strive to be the most reliable, efficient, and customer-friendly supply house in the market. Competitive pricing and in-stock availability is only the starting point. We can tailor our services to your exact needs by smoothly integrating our capabilities into your existing system, or providing you a complete inventory solution from the ground-up. Whatever route you choose, the result will be convenience & lower cost for you.
Inventory Services

**Huge Local & Regional Inventory**
Elliott Electric Supply has over 125 locations in the southern states, with over a hundred-million dollars in inventory. This means over 100,000 different types of items & parts are available through our locations and distribution centers. Our business is modeled on the simple concept of having what you need, in-stock, all the time—something that's increasingly rare among the competition.

**Quality Products**
We never sacrifice quality for the sake of making a sale. Since 1972, we've nurtured great, long-lasting relationships with key manufacturers who produce high-quality, reputable materials and equipment. We have direct access to manufacturer inventories and, in certain cases, sole-supplier benefits. For you, this means unparalleled reliability, not to mention excellent pricing. As always, if we don't have it, we will get it for you!

**Real-time Inventory Data**
We believe it's crucial to know where your materials are at any given moment. That's why our system tracks live inventory data at every Elliott Electric Supply location, as well as materials on delivery or transfer.

**Custom Wire Cuts & Parallel Wire**
An electrician's best friend! We cut to length, reducing waste and cost for you. All Elliott Electric Supply branches can order paralleled reels (in color, if desired), and many of our locations can cut and parallel wire in-house. Please note that special cuts are usually not returnable.

**Custom Labeling & Packaging**
We're happy to accommodate any specific needs you may have when it comes to custom labeling, barcode printing, packaging, and upon request, parts assembly. Certain restrictions may apply, but we typically can work with any special requests.

**Quotations**
We are happy to provide fast and accurate pricing quotes for jobs of any size and duration, keeping you well within your project budget. We're happy to assist with your Bill of Materials (BOM) if you have any questions. Once we’ve established the parts and materials you need, we’ll work closely with your Bill of Materials. If we find areas where we can save you additional costs, we'll promptly let you know. Your quote files are always saved electronically for future reference.

If you know what parts & materials you need, we offer quotes through ElliottElectric.com, or direct email and fax; or you can bring your list on paper or digital storage to any of our locations.
Maintaining Your Inventory

Project Management
We are happy to help you manage projects of any size from start to finish. To continuously earn your business, we bring efficiency and peace of mind to your job experience. Enjoy smooth workflow as we assist in scheduling and delivering your supplies (see Inventory Maintenance). We work within your budget and minimize hassle and cost for you.

- A dedicated Project Manager will directly assist your job from start to finish.
- We provide a wealth of resources, including O&M Manuals.
- We handle Shipment Scheduling as needed. We also offer on-site supply solutions.
- Billing and order recaps are provided on every project.
- Design and build services are available for custom projects.
- We assist with freight claims on direct manufacturer shipments, and more!

Project Storage Options
Our space can be your space. If, for example, your project has limited room for materials or other constraints, you can store materials with us. We can help set up a shipment schedule to bring you the right stuff at the right time. On the other hand, if space isn't an issue at your jobsite, we can cater to your material handling needs with on-site inventory solutions (see next page).

Free Scheduled Deliveries
Most of our branches offer free deliveries when scheduled ahead-of-time. Same-day scheduled deliveries are often possible. When this isn't an option, and you need a delivery immediately, most Elliott supply houses offer "hotshot" and other expedited delivery options. We'll work with you to time your deliveries as needed, whether you require daily, weekly, bi-weekly, or monthly scheduled deliveries—saving you fuel, transportation, & storage costs.

Order/Ticket Notifications
We have built an advanced notification system that allows you to fully customize the notifications you receive when specific events, like status changes, occur for orders. The customization options are available via our Mobile App. Notifications are sent using any/all of the following methods:

- Text message
- Email
- Fax
- Notification via the Elliott Electric Supply iPhone/Android App

We currently support the following types of notifications:

- ✓ PO Acknowledgement
- ✓ Delivery Alerts
- ✓ Advance Shipping Notice
- ✓ New Invoices
On-Site Inventory Solutions
When your next project demands continual service and plenty of supplies on-hand, our onsite supply solutions are at your disposal. Think of it as your very own Elliott Electric Supply facility right on your jobsite—manned or unmanned—no additional shipping time or hassle required. With a proven record of success, onsite supply facilities help you get your job done faster, at lower cost.

No job is too large — We will stock the onsite supply facilities with everything you need. You will only be billed for what you use, so just grab what you need, and we’ll take care of the rest. In addition to periodic reviews of materials, we have the ability to station an Elliott Electric Supply employee onsite to manage your inventory completely and answer any questions that may arise. We can continually monitor your supplies, ensuring availability, fitment, and replenishment as needed. This way you can focus on the jobsite, and leave the rest to us.

AIM – Automated Inventory Management
We’ve developed our own, all-in-one procurement system called AIM (Automated Inventory Management), which integrates directly with your storage facilities/stocked vehicles. AIM tracks live data across multiple inventory sites to automate your procurement/replenishment process.

AIM’s web-based interface on ElliottElectric.com works seamlessly with the AIM software installed on your mobile devices. Compatible devices include Android tablets as well as Symbol wands, like Motorola’s MC65 and MC67. AIM includes the following features:

- AIM allows you to track your live inventory levels, with streamlined replenishment options.
- This system gives you the ability to track multiple inventories if, for example, you maintain stocked vehicles or multiple warehouses / branches.
- Set order points and order quantities on inventory items so the system knows when it’s time to replenish your supplies.
- Automatically place orders to Elliott Electric Supply when an item’s stock quantity drops below the order point that you’ve set. The system lets you review and approve before placing orders.
- When AIM is installed, your mobile devices (like the MC65 or Android tablets) automatically communicate and work with our web-based system on ElliottElectric.com.

Private Warehouse & Inventory Area Construction
One of the most important aspects of managing your inventory, especially for a large-scale operation, is the designated area for materials—to put it simply, your warehouse. We can help supply what you need to design, build, and manage a highly efficient private warehouse, equipped with our custom technology and software systems. Or, as discussed above, we can set it all up for you. Our attitude is 'anything is possible,' and we’re here to provide the best solutions available.
Employee Resources for Inventory Management
Sometimes projects are so big that it makes sense to have staff on-site dedicated to inventory maintenance & management. We can make this happen. You can have your very own Elliott Electric Supply facilities, materials, and personnel on hand. We’ll make sure you have everything you need at all times!

More Inventory Services & Perks

Personal Solutions, Designed for You
It’d be impossible to cover everything here, because every situation is unique. We bring advanced capabilities, eCommerce tools, employee resources, and professional know-how to manage your material inventory and maximize your project efficiency, while minimizing your costs. Simply contact us or stop by if you’d like to talk in more detail about what we can do to earn your business.

Product Warranties
With our quality manufacturers, many parts come with a lifetime warranty and/or coverage for any connected equipment. Your Elliott Electric Supply sales crew can provide detailed warranty information on an item-by-item basis. Warranty info is also available in our product catalog.

Free Catalog Subscription
Our product catalog is updated, printed, and mailed to you annually, free of charge. Additionally, the electronic version, updated quarterly, is available through our App, and our parts & materials are fully searchable on the Products section of ElliottElectric.com.

Hassle-Free Returns
Any normally stocked item in resalable condition purchased from Elliott Electric Supply may be returned at any time for full credit. Some exclusions apply.

Texas BuyBoard Member
As of April 2014, we are an officially contracted member of the Texas BuyBoard cooperative, which means if you are working on certain state, municipal, educational, or non-profit facilities in Texas that require bidding and supply through BuyBoard, then Elliott Electric Supply is ready to earn your business!

Next we’ll look at our eCommerce Capabilities at Elliott Electric Supply.
eCommerce Capabilities

Real-time Account Data
All of your account balances and order details are available in real-time, online or on location.

Security Features & Compliance
We are 100% PCI Compliant and handle your data securely, in person and online. Our web system employs TrustWave and Verisign security authentication, and we also offer unique in-person security services.

Custom Security — If desired, you can establish a list of PIN numbers assigned to each purchaser on your account. With this in place, all counter and will-call orders charged to your account will require a PIN number before material can be shipped. Additionally, you can require a valid purchase order or reference number to prevent unauthorized shipments or orders from being placed. Want something custom? Call us toll-free @ 888-569-7181.

Notifications
We send advance shipping notices through EDI, or via email in PDF format, when an order is about to be shipped. You can also receive these notifications through our Mobile App. Additional types of notifications, including real-time delivery alerts and more, are coming soon.

Additionally, you can use the recent orders page on ElliottElectric.com to check order status and drill-down into the shipment(s) for each order. As certain orders will have multiple shipments, our system lets you see which items are on each individual shipment, each shipment's status, and tracking number. Similar information is also available for non-shipped orders (like pick-ups, etc.), giving you the place, time, and method by which your materials left our facilities. For many areas, we will soon offer GPS tracking on our trucks, so you can know exactly when & where your stuff is!

EDI – Electronic Data Interchange
Electronic data interchange (EDI) is a widely used method for transferring data between different computer systems or networks. Useful for businesses of all sizes, especially large operations, automation via EDI improves your workflow with instant invoicing, purchase orders, acknowledgements, and notifications for PO & shipment status.

Your Options for EDI Delivery:

VAN (value added network) – acts as a regional post office. It receives transactions, examines the ‘From’ and ‘To’ information, and routes the transaction between you and Elliott Electric Supply.

AS2 is a direct communication protocol that we use to establish direct connections with our customers for sending and receiving EDI documents.

EDI Documents Supported:
- 810 document – Outgoing Customer Invoices
- 850 document – Incoming Purchase Orders
- 855 document – Outgoing PO Acknowledgement
- 856 document – Outgoing Advance Shipping Notice
- 850 document – Incoming Purchase Order Changes
Summary Billing

For your convenience, we can consolidate all of your billing activity for each month in a single, summarized report. Or, if you prefer weekly bill summaries, we can do that too. You can customize your Summary Billing on our website (Login > Account > Settings > Statement Preferences).

Direct Email for Invoices & Statements

We support a wide variety of direct email options for your statements and invoicing (as well as FTP and traditional fax & mail). All email capabilities, such as those for invoices or monthly statements, can be configured through the website (Login > Account > Settings).

Flexible options for emailed invoices—How, What, and When:

- Email Delivery Options (How):
  - Each invoice is sent in a separate email.
  - One email w/ individual attachments for each invoice.
  - One email with all invoices in one document.

- Available Formats (What): PDF, TIF, HTML, CSV (spreadsheet), or XML.

- Frequency Options (When): Immediate, Daily, or Weekly.

Direct Price Files

Our price files offer great flexibility and can be customized directly from ElliottElectric.com. You can base your price files on different items sets (like items stored in Your Inventory, items from all your orders during the past 12 months, discounted items only, or one of several other options, detailed below). File types: choose from Excel, Fixed Width, or Delimited formats.

Additionally, you can customize the price file layout, choosing what sort of product data appears in the price file. If you use a separate pricing service, we'll send price files to a third party at your request.

Options for putting items on the Price File:

- Customer Inventory – set up Your Inventory on ElliottElectric.com and get pricing for only these items.
- Sales History – this item list is built according to the items you purchased in the past 12 months.
- Customer Discounts – this list is built based on the items for which you have discounts.
- All Inventory – the entire list of all items loaded on the Elliott Electric Supply system.
- All Permanent Items – all items considered normal stock items in at least one of our locations.
- Customer Part Numbers – all items for which you've loaded your own part numbers.

We also offer a custom template builder for price files. This means we can build your file with any combination of the following fields, in any order: UPC, Catalog #, Vendor Code, Description, Customer Part Number, Price, Weight, Product Type, Unit Code, Commodity Code, Book Price, Trade Price, Carton QTY, Std. Package, Current Date, Mfg. Name, Mfg. Part #:
Earn Reward$

Elliott Reward Dollars are essentially cash in your pocket! To earn Elliott Reward$, all you have to do is elect to receive your invoices exclusively through email. Then, you’ll earn a reward of $0.10 for each and every invoice on your account. As you earn them, you can either apply the reward dollars to your account balance, or redeem the money in the form of widely accepted MasterCard gift cards. Lean More at www.ElliottElectric.com/Rewards.

3rd Party Support: Pricing and Procurement

Third-Party Pricing Software

We can send Price Files to any 3rd-party pricing services that you may use. We currently support:

- Net Pricer
- Supplier Xchange
- TurboBid
- Vision InfoSoft
- Accubid
- BHSestimator
- McCormick
- Any others upon request.

Automated Purchase Orders

We are happy to receive your purchase orders electronically in cXML format for fast, automated processing. Just send the XML file to epo@elliottelectric.com and we will process the file, create an order, and send you an acknowledgement message, with further options for status & shipment tracking.

e-Procurement: We support all of the most prominent business-to-business (B2B) and cloud-based service formats for e-Procurement (commonly called "PunchOut," "supplier exchange," or "procure-to-pay" software). Some of the 3rd party services we support are listed below.

AIM: In addition to supporting these 3rd-party services, we offer our own, all-in-one procurement system called AIM (Automated Inventory Management). AIM integrates directly with your storage facilities and stocked vehicles. It tracks data across multiple inventories and automates procurement.

ADP – Automatic Data Processing, Inc.

ADP is one of the world’s largest providers of business processing and cloud-based solutions. We can send your invoices to you through ADP’s service, with more advanced features coming soon.

Ariba – An SAP Company

Ariba is an SAP company that offers a cloud-based business community called the Ariba Network, which allows its users to buy, sell, and manage cash and transaction data. We can send your invoices to you through the Ariba Network as well as receive purchase orders that you send to us.

Oildex

Oildex offers cloud-based services designed specifically for the oil & gas industry. We can send your invoices to you through the Oildex system, with more advanced features coming soon.
OSN – Oracle Supplier Network
Oracle Supplier Network (OSN) is a secure online service that automates any exchange between buyers and suppliers. Through Oracle, we currently accept Purchase Orders and can send your invoices to you, with more advanced compatibility coming soon.

Power Purchase – Material Management Software Inc.
Power Purchase, provided by Material Management Software Inc., allows you to generate quotes, manage your purchase orders and more. Through the Power Purchase system, we can send you Purchase Order Acknowledgements as well as invoices.

SuccessWare21
Our eCommerce services are compatible with SuccessWare21, a business management solution for residential service companies. Like similar services, SuccessWare21 has a built in eOrders system that allows you to submit orders in XML format (sent via email). We have the ability to receive and process these orders. If you use SuccessWare21, or a similar XML-based system, simply have your orders sent to epo@elliottelectric.com and we’ll handle the rest.

Vantage Group
Using the Vantage Group system, we can send you invoices. Vantage Group supports many other types of transactions (i.e. Purchase Orders, POAs, etc.) which we’ll be supporting soon.

In Development

Purchase Order Approval System
The PO Approval system will be added to ElliottElectric.com. It will give you the option to require review and approval of newly placed orders before the order is filled. It will also provide backup copies of your invoices up to 7 years old.

Mobile App Improvements
Changes to our iPhone and Android apps are ongoing, with updates released often. Some of the changes in the works are:

- Chat – allows you to chat directly with Elliott Electric Supply personnel using the app.
- PO Approval – notifies you of a new order placed with Elliott Electric Supply, letting you review and approve it from the app.
- Invoice Approval – you can review invoices and approve them for payment, like the feature currently available on our website.

Questions or Requests?
Please call us toll-free at 1-888-569-7181 or email us at Helpdesk@elliottelectric.com.