



## Quick Reference Guide

### Placing Orders

**[AEEExpress.com](#)**: Shop online, pay invoices, check balances, and more!

**[SnapNrack Configuration Tool](#)**: Calculate a Bill of Materials for your next order.

**[Receiving Freight Process](#)**: Protect yourself from liability by learning how to properly receive a freight shipment.

**[Will Call Process](#)**: Learn how to pick up a will call order from AEE Solar.

**[Wire Instructions](#)**: Follow these instructions when paying via wire transfer.

**[Product Returns](#)**: Complete this form to initiate a product return.

### Credit & Sales Tax

**[Credit Application](#)**: Apply for a line of credit with AEE Solar.

**[Credit Terms Review Application](#)**: Request an increase in your current credit line.

**[Job Account Application](#)**: Apply for a Job Account for a specific commercial project.

**[Tax Forms](#)**: Find the correct forms to be tax exempt in your state.

### Education

**[AEE Catalog](#)**: Download the AEE Solar Design Guide & Catalog.

**[Solar 101](#)**: Learn the basics of solar PV.

**[Solar Design Guide](#)**: Learn the basics of designing a solar PV system.

**[AEE YouTube Channel](#)**: Watch free educational webinars and training videos.

### Additional Reference

**[Terms & Conditions](#)**: Access the AEE Solar Terms and Conditions.

**[Shipping Policy](#)**: Access the AEE Solar Shipping Policy.

### Contact Information

**[Sales Support](#)**: Creates quotes, provides product availability, receives orders, answers sales questions. [salesupport@aesolar.com](mailto:salesupport@aesolar.com) (800) 777-6609 Option #2

**[Customer Care](#)**: Helps with order status, shipment issues, returns, and other customer service questions. [customerservice@aesolar.com](mailto:customerservice@aesolar.com) (800) 777-6609 Option #3