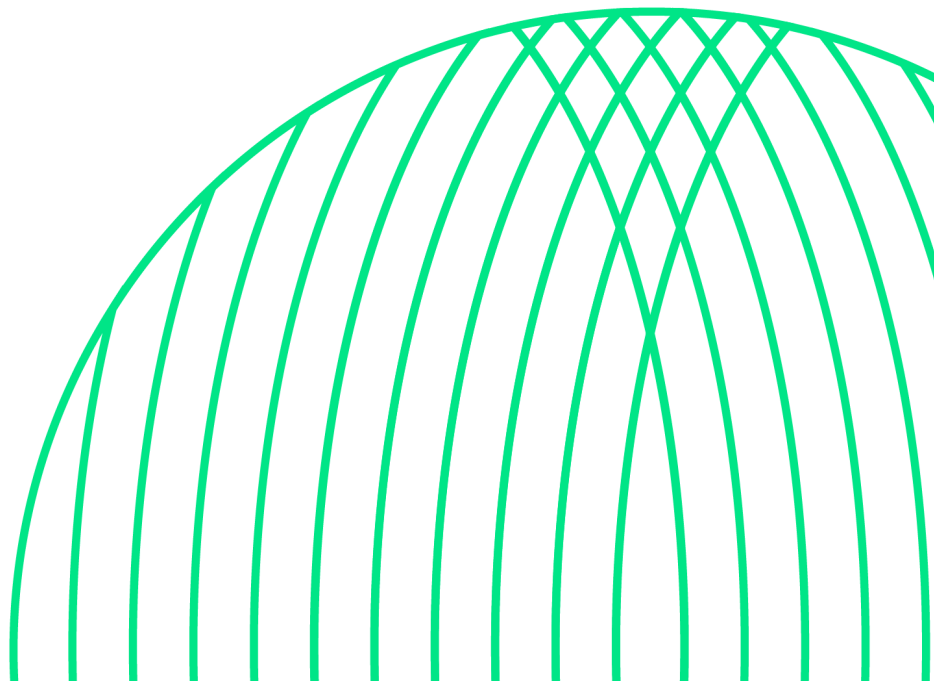




# Brand on Demand: User Guide

Last Updated: August 2026



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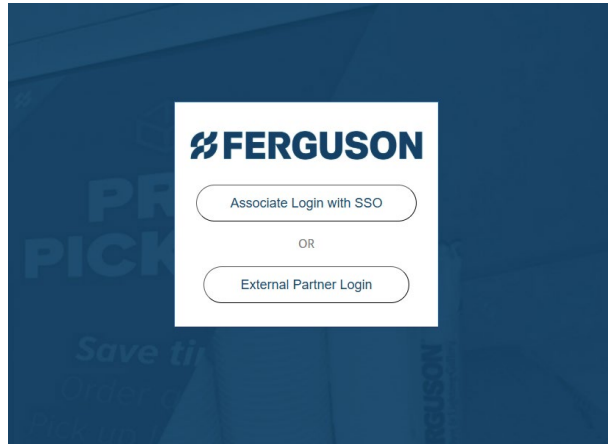
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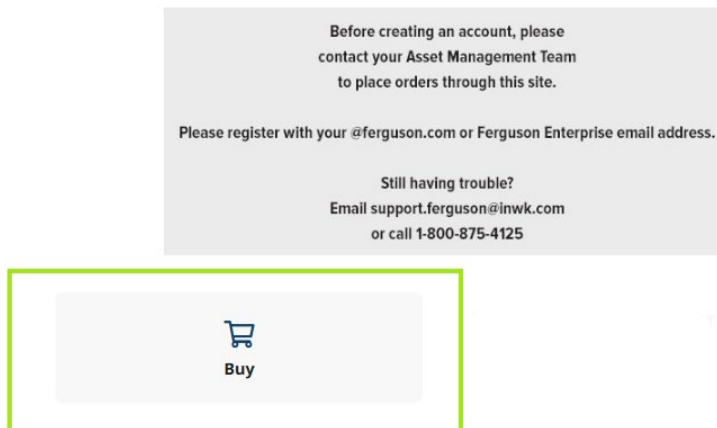
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## Accessing Brand on Demand

Brand on Demand, Ferguson's e-store platform with HHG: <https://ferguson.inwk.com/>

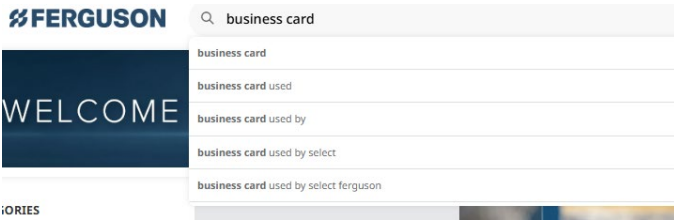
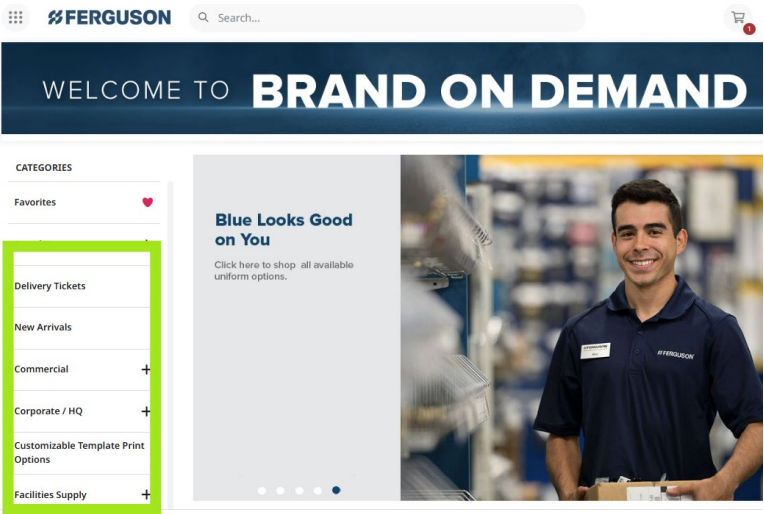


- Ferguson Employees: Most are using '**Associate Login with SSO option**', reach out to your management if you are unsure what you should be choosing.
- HHG Employees: Using the '**External Partner Login**' option
- After you've logged in, you will click the '**Buy**' Button:



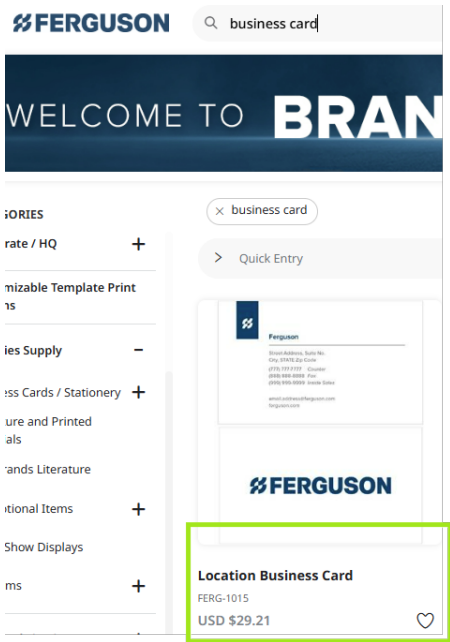
# Browsing the Site

To browse through a list of items, click on one of the categories on the left. Once you select a category, the available products in that category will be listed.

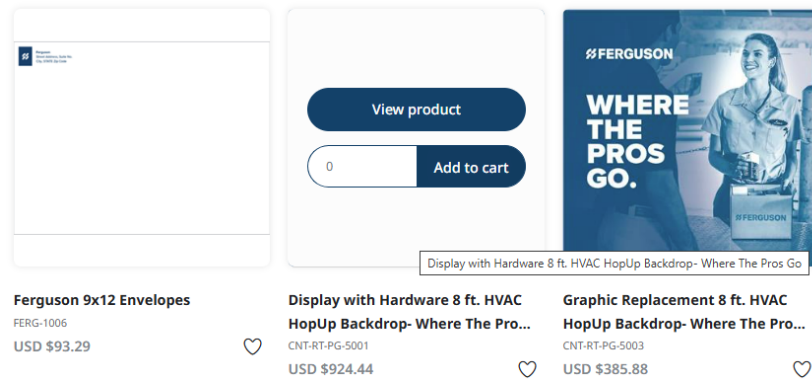


The search field will display items based on the name, description, or keywords containing the search term you enter.

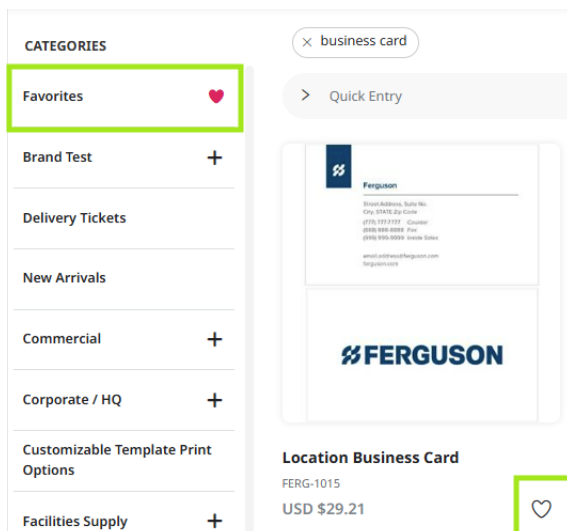
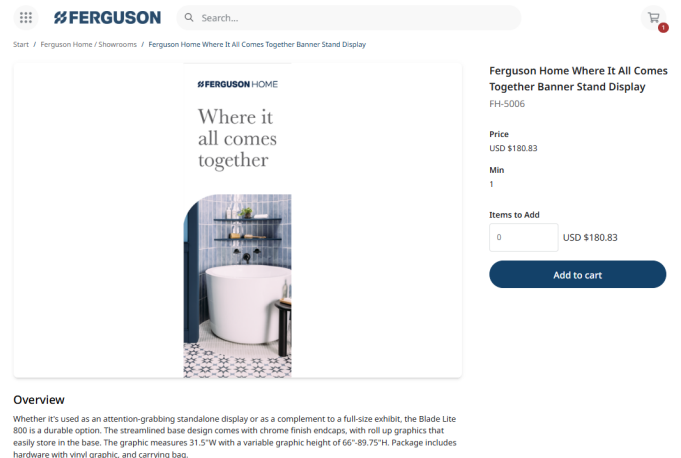
The item display will include the item image, item description, item name, SKU number and item price.



If a quantity box appears when hovering over the item image, the item can be added to the shopping cart by entering a quantity and clicking the **Add to cart** button.



Click on **View product** button to view the product detail page where additional details can be viewed. The detail page will include the item description at the bottom left and pricing, inventory levels where applicable, and the item SKU.

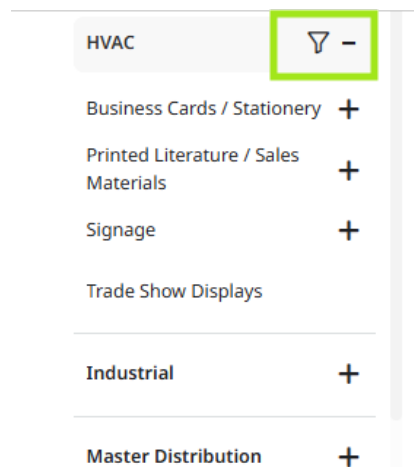
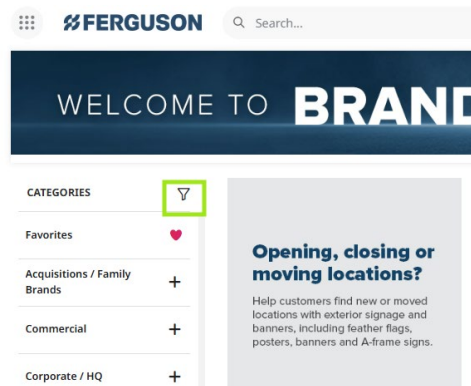


If you will order a certain item frequently, click the **Add to Favorites** heart to add it to your Favorites list to make it easy to find in the future. The heart is available on both the catalog and detail pages. You can see the list of all your favorite items by clicking **Favorites** in the Categories menu. Click the heart to remove it from your Favorites.

## Utilizing Site Filters

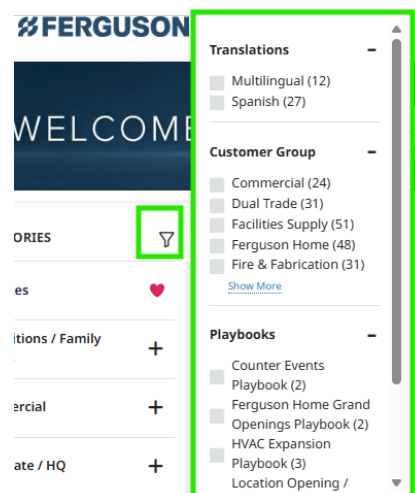
*Brand on Demand now offers Filter options!*

To use Filters from the homepage you will click the funnel icon above the navigation bar.



If you are in a category that has filters available, you will find the funnel icon to the right of the category name.

Once you click into the Filter menu, you will click the checkbox of your choice to activate the filter.

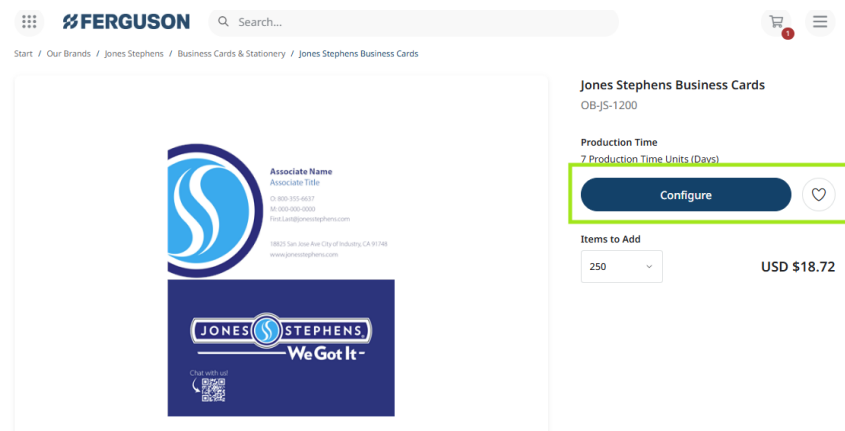


You may select multiple checkboxes, but if there are no items with all chosen filters – you will get the message “Your search did not match any products”

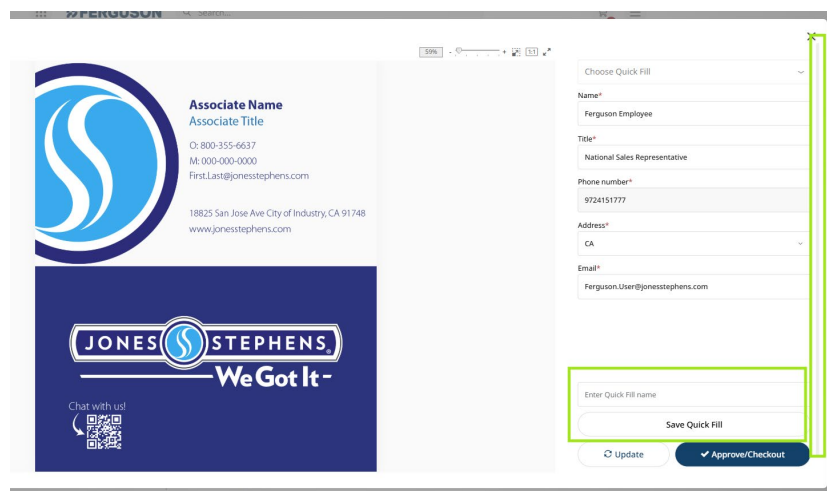
## How to Purchase a Customizable Item

To configure an item, go to the product detail page by clicking on **View Product**.

In the product detail page, click on the **Configure** button to bring up the customization form.



Fill in the form on the right side in the pop-up window with the customized information. All fields with a red asterisk are required. Please note, on items with many customization lines, you may need to scroll down within the pop-up window to be able to fill in every field. There is a faint gray scroll bar on the right most side.



**\*\***You can save this entry information as “Quick Fill” for future orders, by adding a name for this customization in the “Enter Quick Fill Name” field and click on **Save Quick Fill**.

Click on Update, to generate on-screen proof.



**Ferguson Employee**  
National Sales Representative

O: 800-355-6637  
M: 972-415-1777  
Ferguson.User@jonesstephens.com

18825 San Jose Ave, City of Industry, CA 91748  
www.jonesstephens.com

Choose Quick Fill

Name\*  
Ferguson Employee

Title\*  
National Sales Representative

Phone number\*  
9724151777

Address\*  
CA

Email\*  
Ferguson.User@jonesstephens.com

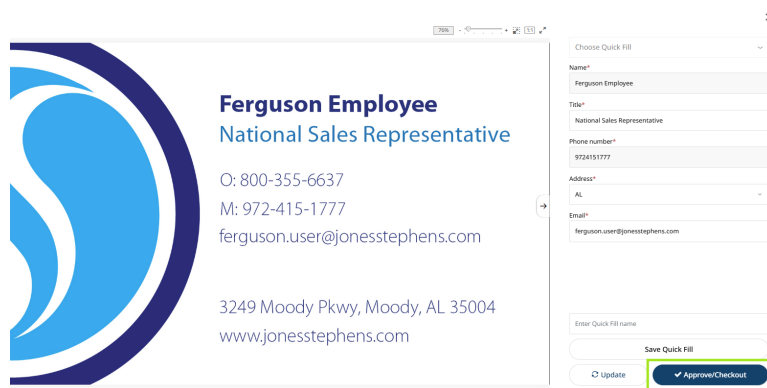
Enter Quick Fill name

Save Quick Fill

Update Approve/Checkout

If you need to adjust any information, make revisions in the right panel, then click **Update** to refresh the on-screen proof.

Once you're satisfied with the proof, click the **Approve/Checkout** button to close the form and return to the product detail page.



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ferguson.user@jonesstephens.com

3249 Moody Pkwy, Moody, AL 35004  
www.jonesstephens.com

Choose Quick Fill

Name\*  
Ferguson Employee

Title\*  
National Sales Representative

Phone number\*  
9724151777

Address\*  
AL

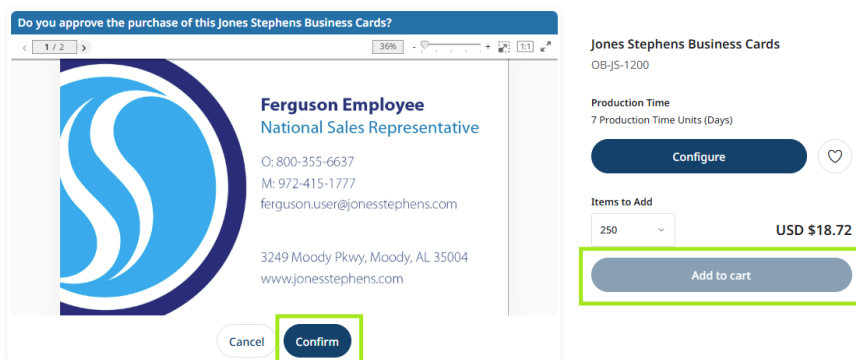
Email\*  
ferguson.user@jonesstephens.com

Enter Quick Fill name

Save Quick Fill

Update Approve/Checkout

To add the item to your shopping cart, select a quantity and click the **Add to cart** button. You will be asked to confirm the proof one more time before the item is added to the shopping cart.



Do you approve the purchase of this Jones Stephens Business Cards?

1 / 2

**Ferguson Employee**  
National Sales Representative

O: 800-355-6637  
M: 972-415-1777  
ferguson.user@jonesstephens.com

3249 Moody Pkwy, Moody, AL 35004  
www.jonesstephens.com

Cancel Confirm

**Jones Stephens Business Cards**  
OB-JS-1200

**Production Time**  
7 Production Time Units (Days)

Configure

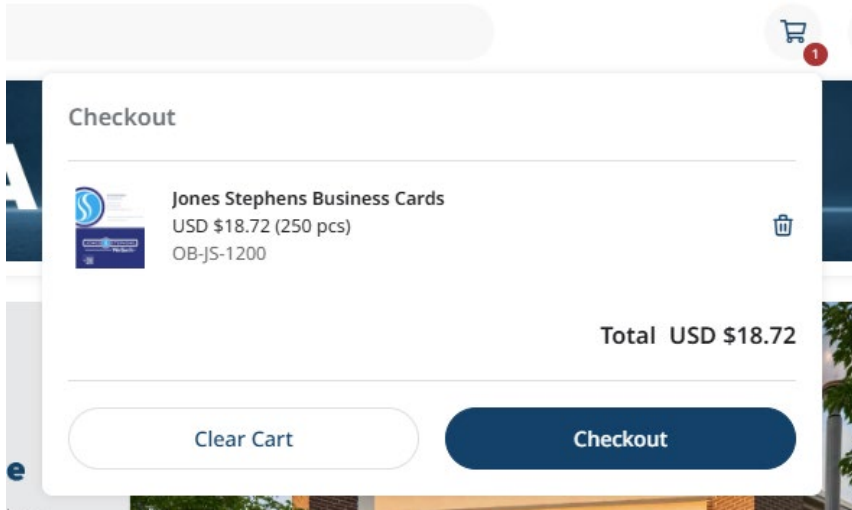
**Items to Add**  
250 USD \$18.72

Add to cart

Jones Stephens business cards for Jones Stephens associates only. Two-sided card with white background on front, and dark blue background on the reverse with full Jones Stephens logo and QR code. Editable fields for customization on the front.

## Place an Order

When you have added all desired items to your shopping cart, hover over the cart icon in the upper right corner of the screen and select **Checkout**.



This launches the checkout screen. From here, you will enter your delivery information for the order, and once complete, click **Next**.

This brings you to the Payment Screen, where you'll have two options to pay - Credit Card or Bill to My Account:

### Payment Method

|                                          |  |
|------------------------------------------|--|
| <input type="radio"/> Credit Card        |  |
| <input type="radio"/> Bill to My Account |  |

Both options will require your Cost Center/ LOBCC to finalize.

**Cost centers starting with 0 – replace first 0 with 6 and add 00 to the end (ex. 0001 – 600100)**

**Cost centers starting with 1-9 – add 00 to the end (ex. 1001 – 100100)**

Once you've chosen your method of payment, click **Next**.

This leads to the order details page where you will review all order and item details for accuracy. If all is well, click **Checkout** to finish your order. An email confirmation with your order number will be sent to you.

## Frequently Asked Questions

### **What is the difference between Inventory and POD (Print-on-Demand) items?**

Inventory items are printed and then warehoused in our Greenville fulfillment location. They are restocked at a frequency determined by the Ferguson Marketing Team. These items are available to purchase on the e-store if stock is available. Brand on Demand will show if an item's inventory is depleted, and the user is able to sign up for notifications when the item restocks. Typically order fulfillment on these products can take from 3-5 business days + transit time.

\*\*If there are questions regarding an inventory item and its restock status, you can reach out to the HHG account team and we will advise, or you can contact the Brand Team at [Brand@Ferguson.com](mailto:Brand@Ferguson.com) where you will be directed by the applicable item owner.

Print-on-Demand items are products that are printed and shipped by a HH Global supplier partner once an order is placed. They are not immediately available to ship like our inventory items. Typically order fulfillment on these products can take from 7-10 business days + transit time.