Website Ordering User Guide

(New FastTrak customer)

http://www.finelinetech.com

Version 1.5 – Regular User
June 14, 2012

Contact Information

Email: support@finelinetech.com

Customer Service:
USA: 1-800-500-8687
Canada: 1-800-465-1890
China (HKG): 852-2156-9788

FastTrak User Guide Outline

(Home Page)

I. Ordering a PO – This section details the steps required to order a PO.

1. Begin by selecting the 'Submit Your Order' Icon or click on the Start New
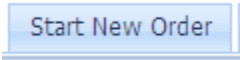
2. Find your PO from the list of PO's provided, If you do not have a list to choose from, please contact your buyer. If you know your PO number, you can also search for a specific PO. You may enter multiple PO numbers and separate them with commas. Select the PO's you wish to order and click continue.

Submit Order

Select Your PO → Select Your Labels → Select Your Shipping → Select Payment

Select 1 or more PO items from the list below then press the "Continue" button.Select 1 or more PO items from the list below then press the "Continue" button. You will then have an opportunity to review the PO line item details. Please enter the PO numbers you want to order separated by commas then press the Search button

If you do not see the purchase order you need listed here, please make sure your vendor ID is entered correctly in My Account.

PO# 203903   Search

	PO #	PO Type	Revision Status	PO Date	Revise Date	Order Status	Stop Ship Date
☐	203903-1	Normal	New	11/4/2007	12/9/2008	Ordered	
☐	203903-2	Normal	New	11/4/2007	8/22/2008	Ordered	
☐	203903-3	Normal	New	11/4/2007	8/22/2008	Ordered	
☐	203903-4	Normal	New	11/4/2007	5/23/2008	Ordered	
☐	203903-5	Normal	New	11/4/2007	5/23/2008	Ordered	
☐	203903-6	Normal	New	11/4/2007	12/9/2008	Ordered	
☐	203903-7	Normal	New	11/4/2007	2/11/2008	Ordered	

Home   Continue

3. Review the line item details if needed, and click continue.

Line Item Details for PO Number(s):

PO Number	Ticket Type	QTY ORDERED	HR SKU	BAR SKU	COLOR	SIZE	CLASS	SUB CLASS	RETAIL	Quantity
203903-1	AB02		58986420	58986424	PURP	S	613	1	$9.80	932
203903-1	AB02		58986433	58986431	PURP	M	613	1	$9.80	932
203903-1	AB02		58986446	58986448	PURP	L	613	1	$9.80	466
203903-1	AB02		58986459	58986455	PURP	XL	613	1	$9.80	466
203903-2	AB02		58867125	58867129	BROWN	S	613	1	$9.80	932
203903-2	AB02		58867138	58867136	BROWN	M	613	1	$9.80	932
203903-2	AB02		58867141	58867143	BROWN	L	613	1	$9.80	466
203903-2	AB02		58867154	58867150	BROWN	XL	613	1	$9.80	466

4. Select your shipping method, enter an internal PO number to reference your order (if necessary), and specify any special instructions required for your order, then click Continue. Rush service is available, call our customer service for details.

Order Shipping

Please submit your shipping instructions below. Your order will ship from the factory that is closest in eith[...]

Select Shipping Address:
ABC Customer-3145 Medlock Bridge Norcross,GA
[Add new shipping address]

Contact Name: Simon
Contact Phone: 404-848-8585
Contact Fax:
Contact Email: simonsjone@gmail.com
Edit   Click Edit to change the ship address information above
Select Shipping Method:
Choose...

Internal Purchase Order #(s):

--SELECT--
Next Day Service for black and white tickets/labels-$50.00
Next Day Service for colored tickets/labels-$100.00
Same day service for black and white tickets/labels-$100.00
Same day service for colored tickets/labels-$200.00
--SELECT--

Make I
Rush
Option

*The rush fee will be waived if the order does not ship quicker than the normal turn around time.

If you have any questions please contact our Accounting Department at 1-800-500-8687 (US) and 852-2156-9788 (Asia) for further details.
If you need further assistance, please contact us and one of our representatives will help you right away!

FedEx. FedEx: PRIORITY OVERNIGHT - $39.00
FedEx. FedEx: STANDARD OVERNIGHT - $32.00
FedEx. FedEx: FEDEX 2 DAY - $20.00
FedEx. FedEx: FEDEX EXPRESS SAVER - $17.00
UPS: UPS Ground - $8.00
UPS: UPS 3-Day Select - $14.00
UPS: UPS 2nd Day Air AM - $22.00

t (800) 500-8687
ne at 852-2156-9788

Retailer	Purchase Order Number(s)	Ordered Qty	Print Qty
ABC Retailer	203903-1, 203903-2	5592	5969

5. Then click the continue button to move to the next step. Select payment method.

Submit Order

Select Your PO · Select Your Labels · Select Your Shipping · **Select Payment**

Billing Address

Bill to Party: FineLine Technologies
3145 Medlock Bridge
Norcross, GA 30071
United States

Payment Method

Please submit your payment instructions below. After submitting this information, you will be given the opportunity to confirm your order before completing.

○ Credit Card

Credit Card Type: [▼]

Name On Card: [ ]

Card Number: [ ]

Security Code: [ ]   * 3 or 4 digit code located on the back of your credit card

Card Expiration: [▼] Month [▼] Year

○ ACH Account Debit

Name on Account: [ ]

Account Type: ● Checking ○ Savings

Bank Name: [ ]

Bank Account Number: [ ]

Bank Routing Number: [ ]

○ Wire Transfer *Payment must be made prior to shipping this order

● Payment Terms and Conditions *A credit application must be completed to setup terms. Please allow 4-5 days for review and approval if this is the first order requesting Net 30 terms.

○ COD *Only available for orders shipping within U.S.A.

○ Pre-Pay   [Check ▼] *Pre-Pay by check/Alipay is available. For Pre-Pay payment method, your order will not ship until payment is received. Alipay is for non-US customers only.

Retailer	Purchase Order Number(s)	Ordered Qty	Print Qty
ABC Retailer	203903-1, 203903-2	5592	5969

[Cancel]   [Previous Step]   [Continue]

6. Final Step! Review and Confirm Order. Review the details of your order and click the Continue Button to complete the order.

Review and Complete Order

Below is your order confirmation. Please check everything for accuracy. To submit this order request for processing please click the "Continue" button below.

Order Summary

Retailer PO Number:
203903-1, 203903-2

Customer PO Number:

Retailer Name:
ABC Retailer

Order Date: 02-14-2010

Order Status: On Hold

Ordered Qty: 5,592

***Print Qty:** 5,969

Shipping

Company:
ABC Customer

Shipping Address:
3145 Medlock Bridge
Norcross, GA 30071
United States

Shipping Method:
UPS Ground

Estimated Shipping Cost:
$8.00

**Final shipping cost will be determined when the order is shipped

Billing

Company:
FineLine Technologies

Billing Address:
3145 Medlock Bridge
Norcross, GA 30071
United States

Order Charges:
*Product Charges: $208.92
SKU Charges: $.00
Setup Fees: $.00
**Shipping Charges: $8.00
Total Price: $216.92

Payment Method:
Terms and Conditions

***In addition to the number of tickets/labels required for your P.O., FineLine Technologies may print an overage per the retailers instruction and industry standards

Retailer	Purchase Order Number(s)	Ordered Qty	Print Qty
ABC Retailer	203903-1, 203903-2	5592	5969

Cancel | Previous Step | Continue

Click Continue button to submit your order. The following message may prompt while processing the order.

Processing. Please allow up to 6 minutes...
NOTE: Clicking the submit button more than once will duplicate your order.

7. Print the 'Thank You' page for your records. You will also receive and order confirmation to the email address used to sign in to FastTrak.

Thank You!!

Your order has been received. You will receive an order confirmation via email shortly. Here is some important information about your order:

Order Number: 250462
Retailer: ABC Retailer
PO Number(s):   203903-1, 203903-2
Customer PO Number:
Order Status: Pending
Total Ordered Qty: 5592
Total Print Qty: 5969
Payment Method: Terms and Conditions
Total Order Price: 216.92 (USD)

Your order will typically ship within 2 business days.

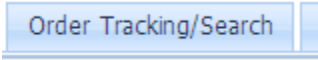In the interim, if you want to track your order as it progresses through the production cycle, click this link.

Contact us

From technical and order support to entertaining your great ideas, we're here to lend a hand.

Inquire about your order
Privacy policy
Contact information

II. Track Your Orders – The FineLine Ordering site will allow you to track your orders as they are produced and shipped. To track an order, follow these steps:

1. Click the 'Track Your Order' icon or the 'Order Tracking/Search' tab or find your order# from the 'Recent Orders' located on the FastTrak Home Page.

2. Locate your order in the list or search by the order date, or PO number.

3. Once your order has shipped, a ship date as well as Tracking number will be provided. If your order was shipped via FedX or UPS, clicking the tracking number will take you to the appropriate website for detailed tracking information regarding your shipment.

4. Clicking the Order # will provide you with detailed information regarding your order, Shipping and Billing Information, as well as line item detail.

Order Details

The details for this order are below. If at any time you need assistance, please contact us at support@finelinetech.com or via phone at (800) 500-8687. You may also submit an on-line Order Inquiry by clicking the Submit Inquiry Button located in the lower right corner of this page.

Order Summary

Order Number:	155406
Retailer PO Number(s):	917526
Customer PO Number:	917526
Retailer Name:	VON MAUR
Order Date:	07-06-2009
Order Status:	Shipped
Ordered Qty:	1
Print Qty:	3

Shipping

Company:	ABC Customer
Shipping Address:	3145 Medlock Bridge Norcross, GA 30071 United States
Shipping Method:	UPS Ground
**Est. Ship Cost:	$6.00

**Final shipping cost will be determined when the order is shipped

Billing

Company:	FineLine Technologies
Billing Address:	3145 Medlock Bridge Norcross, GA 30071 United States

Order Charges

*Product Charges:	$50.00
SKU Charges:	$.50
Setup Fees:	$.00
Price Adjustments	$.00
Shipping Charges*:	$6.00
Total Price:	$56.50

* Minimum order charge has been applied

Payment Method: Terms and Conditions

Order Line Item Details

PO Number	DEPT	STYLE	COLOR	SIZE DESC	VENDOR ID	UPC	RETAIL	SIZE CODE	JOKER DESC	QTY
Product Name: VM1-COLOR TO SIZE HT										
917526	632	BV-189-T-BC	NAVY	7	147801	606348110649	34.00	7		1

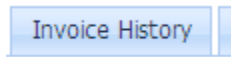Back   Submit Inquiry   Home

III. Payment History – The Payment History Section will display the 50 most recent orders. You may also search by Order #, or Date Range to locate an order and display its details. You may click on the [INVOICE $] icon to display the invoice in pdf format. To gain access to your order history, simply click the Order History icon. You may also click on the [X] icon to export the results in excel format. Should you have any questions, you may click on the icon to submit your inquiries. Someone from our customer support team will handle your inquiries promptly.

View Your Payment History
Locate payments

Invoice History

Payment History

From: 2/4/2009   To: 2/14/2010   PO: Search

February 2010

Sun	Mon	Tue	Wed	Thu	Fri	Sat
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	1	2	3	4	5	6
7	8	9	10	11	12	13

Today

Drag a column header here to group by that column

#	Invoice	Order Id	PO#		Vendor	Vendor Id	Ordered By	Qty	Total Price	Inquiry
	[$]	155406	917526	7/6/2009	FineLine Customer			1	$56.50	

IV. Order Inquiry – Gain direct access to FineLine Technologies' superior customer support. Should you have a question regarding your order, always feel free to call our toll free customer support hotline 1-800-500-8687. FastTrak, however, offers the ability to streamline your request by locating your Order ID in question, then you can submit your inquiry directly to a CSR trained specifically to handle your questions.

1. Begin by clicking the Inquiry Icon.
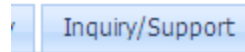
2. Use the familiar query options (Order ID, Date Range) to locate your order in question. Then click the Inquiry Icon to submit your question.

Order Inquiry

Select an order from the list below that you would like to submit an inquiry for.

From Date		To Date		Order#		PO#		Search

Order #	PO #	Order Date	Ship Date	Retailer	Status	Shipment Method	Tracking Number	Inquiry
250462	203903-1, 203903-2	02/14/10		ABC Retailer	In Progress	UPS Ground		◆

3. Select the category of the question and description of the question, then click Submit Inquiry.

Order Inquiry

FineLine is certainly interested in resolving any problems or issues you may have with an order. Please select an item from the Category list below then tell us how we can help you. A FineLine representative will follow up with you within 2 hours with regards to the matter.

Subject	Order Number: 80485
Category	<SELECT>
	<SELECT>
	Billing Question
Message:	Never Recieved Order
	Order Damaged In Shipment
	Order Quality

Submit Inquiry   Cancel

V. Manage Account – There are five tabs; Personal Information, Customer Settings, Shipping Information, Billing Information and Add Vendor Id. This section provides the ability to update the information.

Start by clicking 'My Account' located in the upper right corner of the home screen.

My Account | Log Out
FineLine Customer
demo_user

You may find your FineLine Customer ID here.

║Manage My Account║
This page enables you to make changes to your account. You can change your personal information, update your shipping ad
your relationships with Retailers.

Your Customer ID: 3478520

Personal Information	Customer Settings	Shipping Information	Billing Information	Add Vendor Id

First Name: FastTrak
Last Name: Demo
Phone: 678-969-0839   -ext
Fax:
Email: fineline.order@gmail.com
Department Name:
Edit

Personal Information

Click Edit to change your personal contact information

Your Customer ID: 3478520

Personal Information	Customer Settings	Ship

First Name: FastTrak
Last Name: Demo
Phone: 678-969-0839   -ext
Fax:
Email: fineline.order@gmail.com
Department Name:
Edit

Customer Settings

By default, the person who placed orders receive a copy of the order confirmation and the shipment confirmation, and the contact person of the vendor will receive the PO notification. In most circumstance, the default setting will work fine for most customers. However, you may customize/add more than one person to receive the notifications.

Select one of the three notification options, for example, Order Confirmation.

Click on Add Setting, type in the email address. You may enter multiple email addresses and separate them using commas. Lastly, click Update to save.

Click on Edit to make changes or Delete to remove the record.

Shipping Information

You may add new or edit existing shipping address records. Click on the Add a new Shipping Address link to add new record or any of the company names on the list to edit the current record.

	Click on 'Add a new Shipping Address' to create new address to the address book
	Click on company name web link to edit current information

Billing Information

You may edit your billing address information by clicking the Company Name.

Add Vendor ID

Add Additional Retailers – Here you can continue to add Vendor ID's to your account as new retailers become available via the FastTrak system. Simply click 'Add Vendor Id' and click Add New Vendor ID to add additional vendor ID's to your account.

VI. Customer Support

We appreciate your business here at FineLine and want your ordering experience to be simple. Should you experience any problem with our website or with your order, always feel free to call us directly to speak with a live customer service representative. Again, thank your for using FastTrak and FineLine Technologies.

Our Contact Information:

Email: support@finelinetech.com

Customer Service:
USA: 1-800-500-8687
Canada: 1-800-465-1890
China (HKG): 852-2156-9788

VII. Glossary of Terms

Internal PO – FastTrak allows a user to input their own Purchase Order number that will be used to relate an order for internal accounting use. An Internal PO number is usually not associated with a regular PO as assigned by the retailer.

Line Item – A term used to describe an individual row of data, typically associated with a PO. An example of a line item is a row of data as seen in an excel spreadsheet.

Line Item Filter – If your replenishment PO data has more than 25 line items, the 'Line Item Filter' allows you to narrow the selection based upon searching by fields in this drop down menu.

Manufacturer – A common term to describe a provider to a retailer. The term 'Vendor' is also commonly used.

PO – Stands for Purchase Order and is one of the key components used in ordering tickets or labels via FastTrak. A Retailer typically assigns a PO to a Vendor or Manufacturer who then can place an order with FineLine using that PO Number.

Replenishment PO – A concept used within FastTrak to allow users to order individual items not related to any particular Purchase Order. If your Vendor ID is associated with any items within replenishment data sent to FineLine, a user will have the option to order replenishment items by selecting the REPL-001 PO upon selecting 'Submit Order'.

Setup Fee – A fee based on custom setup required for some orders.

SKU – Technically, SKU means 'Stock Keeping Unit'. The term SKU is commonly used to describe a unique item within a PO or set of printed tickets.

SKU Charge – A fee based upon the number of unique items in an order.

UPC – Technically, UPC stands for Universal Product Code and is a very specific type of barcode that contains 12 digits. It is commonly used to describe 'any' barcode printed on a ticket, although this can be misleading. It is also used frequently to describe a unique item within a PO or set of printed tickets.

Vendor – A common term to describe a provider to a retailer.

Status:
>   **On Hold** – Order is not being processed. Your account may be past due or other corrections are needed to complete your order.
>   **In Progress** – Order is complete and in production.
>   **Shipped** – Order has been printed and shipped.

Print Quantity– Original order quantity with overage added if applied.