Web Order Entry Help

- **The web order entry program is best viewed at 800 x 600 resolution**
- **Login**

  Your distributor will give you the appropriate Distributor ID as well as your Customer ID and password. After you have logged on once, your Distributor and Customer IDs will be filled in for you ... you will only need to enter your password.

- **Adding items to your order**

  To view items, select a category of items and click 'Get Items'. You may also enter the distributor SKU number or a partial description of an item to filter your results. If no category is selected, a search will be executed across all categories. A wild card character '%' at the start of the search description will return any item(s) containing the typed characters (not just at the start of the description)

  Examples:

  > **Category = CIGARETTES**
  > **Search = <blank>**
  > **Result = A list of all cigarettes.**
  >
  > **Category = CIGARETTES**
  > **Search = 'MA'**
  > **Result = A list of all cigarettes that start with the letters 'MA' (Malibu, Marlboro, etc.).**
  >
  > **Category = Select a category**
  > **Search = 'MA'**
  > **Result = A list of all items that start with the letters 'MA' (Maalox, Malibu, Mallo Cup, Marlboro, etc.).**
  >
  > **Category = Select a category**
  > **Search = '%LIGHTER'**
  > **Result = A list of all items containing the letters 'LIGHTER' (BIC Lighter, Lighter Fluid, etc.).**

  Enter quantities for items that you wish to order and then click 'Add items to order'.

  Item Number Entry

  If you are entering items using your distributor's item number, you can add '+' to the end of the item number to set the quantity ordered on the next 'add' screen to 1. Other quantities can be added by using '+' with quantity. Make sure Category = 'Select a category' to find item number in any category.

  Examples:

  Search = 1848+ (sets order quantity to 1 on 'add screen' for distributor item number 1848)
  Search = 1902+3 (sets order quantity to 3 on 'add screen' for distributor item number 1902)

- **Sending a message**

  Click 'Add Message' to send a message (up to 100 characters) with your order. Click 'Add Message' again to edit an existing message.

- **Changing items in my order**

  Click 'View/Change My Order' to change or delete items from your order. To delete the entire order, simply 'Log Off' … no order is sent unless you click 'Submit My Order'

- **Submit My Order**

  When your order is complete, click 'Submit My Order' to send it to the warehouse for processing. A summary screen will display (which you can print) that shows you what was ordered. Note: Once sent, no changes can be made as your order may already be in the process of being filled.

- **Log Off**

  Click 'Log Off' to leave 'Web Order Entry' and return to the sign on screen.

- **Resume Previous Order**

  If you sign off before submitting an order or wait too long causing your session to 'time out', you can resume your order when you sign on again. Any non-submitted orders begun within the last 7 days will be displayed after logging on. You can select and resume an order or start a new order. Orders are discarded after 7 days.