ATM Express, Inc.
Shopping Cart
User's Manual

Help Topics

Frequently Asked Questions (FAQ's)

Q	How do I get back to the Main menu options?
A	Click **Select Your Option** in the Header. The Header is available on most of the Web pages.
Q	After entering and submitting changes to ship-to information, I can't see the changes to the information.
A	Submitting the order refreshes any changed information. This is the way that HTML pages work. You do not have continuous access to the server, only the Submit feature accesses the server.
Q	How do I remove an item from my shopping cart?
A	On the Products and Services page (accessed by clicking **Select Your Option** and selecting **Select Products to Purchase**), use the category tree located to on the left side of the page to find the item number (or click **Product Search** to find the item). In the Shopping Cart column on the right side of the page, enter a zero for the item and click **Add**. Note: Clicking **Add** for one field will only affect a change for that field and not all of the fields in the **Shopping Cart** column. -Or- In View Shopping Cart (accessed by clicking the **Select Your Option** and selecting **View Shopping**

Navigation

Visible on most of the Web pages, are the Header and Footer areas. These areas allow for quick access to the Main and Help menus.

Note: Menu items dynamically appear based on your user rights.

Header	On the Header, click **Select Your Option** to display the Main menu, or click **Help** to display the Help menu. The Main menu contains links to pages that allow you to update user information, view customer information, view product information, etc.
Footer	The Footer section contains an abbreviated version of the Main menu and an e-mail link to the Webmaster.
Next Page Previous Page	The **Previous Page** and **Next Page** links are available on inquiry and browse pages. These links do not appear on line drill down and shopping cart pages (you must scroll to view additional information). Click **Previous Page** to display the previous page of inquiry information. Click **Next Page** to display the next page of inquiry information.

To Update or Add User Information

1. Click **Select Your Option** and select **Update User Information** or, in the Footer, click **User**. If your user ID has supervisor rights, the User ID Browse page appears, otherwise, the Update User Information page appears.

Note: Supervisors can update their own information in addition to other users. If you are not a supervisor, you can only update your own user information.

2. To add a new user (if the user ID has supervisor rights), At the bottom of the User ID Browse page, click **Add a New User**. The Update User Information page appears.

3. To update information, click either the user ID or user name in the **User ID** or **User Name** column. The Update User Information page appears.

4. Whether updating or adding information, enter information in the appropriate fields.

5. Select the **Suspend Access** check box to prohibit the user from access your Web pages. Clear the check box to allow the user to access your Web pages.

6. Select the **Supervisor** check box to allow the user to modify or add user records set up for his/her customer number through your Web pages. In addition, the user can submit customer data changes and requests for new or changed ship-to addresses. clear the check box to prohibit the user from accessing some fields on your Web pages. If the user is a supervisor, the word "Supervisor" appears next to the user ID at the **User ID** field.

After updating/adding the user information, click **Submit**. A message appears acknowledging the submission.

Maintain or View Customer Information

1. Click the **Select Your Option** menu and select **Select Update Customer Information**, or from the Footer click **Customer**. The Update Customer Information page appears.

Note: You can update existing customer information if your user ID has supervisor rights, otherwise, you can only view customer information.

2. After entering the appropriate fields (if your user ID has supervisor rights), click **Submit** to submit changes to customer information. A message displays acknowledging the submission.

Request Changes/Additions to Ship-to Information

Note: You can request changes/additions if your user ID has supervisor rights, otherwise, you can only view ship-to information.

1. Click the **Select Your Option** menu and select **View Ship-To Information**.

2. Click an item in the **Ship-To Code** or **Ship-To Name** column to display the Ship To Address Maintenance page.

If you are a supervisor, change or add the needed information in the appropriate fields and click **Submit**. A message appears acknowledging the request.

Adding Items to Shopping Cart

Select one of the four methods for adding items to a shopping cart:

Using Products and Services
Using View Invoice Information
Using View Open Sales Orders
Using View Sales Order History

How to Use the Products & Services Page

Note: You can add items to a shopping cart if your user ID has shopping cart rights assigned, otherwise, you are only able to view product information.

To use the Products and Services page

1. Click **Select Your Option** and select **Select Products to Purchase**, or in the Footer, click **Shopping**. The Products and Services page appears.

2. Click **Product Search** to search for a specific item number, item description, or item number. The results of your search appears on the right side of the Products and Services page. Click a Folder icon on the left side of the Products and Services page to display the category image, description, and the items defined for that category. This information appears on the right side of the page.

3. Add items to your shopping cart in one of two ways:

    1. In the **Shopping Cart** column, enter the quantity for the item(s)and click **Add**.

    Or

    2. In the **Item Number** column, click an item to display the Item Detail page. Enter the quantity in the **Order Quantity** field, and click **Add to Shopping Cart**.

Using View Invoice Information Options

To use the View Invoice Information Options page

1. Click **Select Your Option** and select **View Invoice Information**, or in the Footer, click **Invoices**.

   Initially, the View Invoice Information (Summary) or View Invoice Information (Detail) page appears instead of the View Invoice Information Options page if the **Save Inquiry Settings** check box was previously selected.

   When you click **Submit** on the View Invoice Information Options page, the Summary page or Detail page appears depending on whether the **Include Transaction Detail** check box is selected or cleared.

   If an invoice exists in the Invoice History file, the invoice number is linked to the Invoice Drill Down (Header and Totals) page. Linked invoice numbers are indicated with an underline.

2. On the Summary or Detail page, click the invoice number to drill down to the source document.

3. Click **Invoice Detail** to drill down to the Invoice Lines page.

4. To add all items on the invoice to the shopping cart, click **Add All Items to Shopping Cart**.

Using View Open Sales Orders

To use the View Open Sales Orders page

1. Click **Select Your Option** and select **View Open Sales Orders**, or in the Footer, select **Open Orders**. If the **Save Inquiry Settings** check box was previously selected, the View Open Sales Order History page appears instead of the View Open Sales Order Options page.

2. Enter the selection criteria for open sales orders, and click **Submit**.

3. If there is more than one sales order associated with the purchase order number entered at the **Customer PO Number** field, when you click **Submit**, the View Open Sales Orders page appears. The items in the **Order Number** column are linked to the Open Sales Order Drill Down (Header and Totals) page.

   In the **Order Number** column, click an order number to drill down to the source document.

4. If there is only one sales order associated with the purchase order number, the Open Sales Order Drill Down (Header and Totals) page appears.

5. Click **Sales Order Detail** to drill down to the sales order lines page.

6. Click **Add All Items to Shopping Cart** to add all Internet-enabled items on the order to your shopping cart.

   After the items are added to your shopping cart, an acknowledgement message appears.

Using View Sales Order History

To use the View Sales Order History page

1. Click **Select Your Option** and select **View Sales Order History**.

Note: If the **Save Inquiry Settings** check box was previously selected, the View Sales Order History page appears instead of the View Sales Order History Options page.

2. On the View Sales Order History Options page, enter the selection criteria for sales order history and click **Submit**.

If there is only one sales order associated with the purchase order number, the Sales Order History Drill Down (Header and Totals) page appears.Skip to step 4.

If there is more than one sales order associated with the purchase order number entered at the **Customer PO Number** field, the View Sales Order History page appears.The items in the **Order Number** column are linked to the Sales Order History Drill Down (Header and Totals) page.

3. In the **Order Number** column, click an order number to drill down to the source document.

4. Click **Sales Order Detail** to drill down to the Sales Order Lines page.

5. Click **Add All Items to Shopping Cart** to add all Internet-enabled items on the order to your shopping cart.

After the items are added to the shopping cart, an acknowledgement message appears.

Removing Items/Changing Quantities

There are two methods for removing or changing an item in the shopping cart.

To remove or change an item in the shopping cart

1. On the Products and Services page (accessed by clicking **Select Your Option** and then selecting **Select Products to Purchase**), find the item number (or search for the item using the Search feature).

2. In the **Shopping Cart** column, enter a zero to remove the item or change the quantity and click **Add**.

Or

1. In View Shopping Cart (accessed by clicking the **Select Your Option** and selecting **View Shopping Cart**), enter a zero to remove the item or change the quantity in the **Quantity** column, and click **Submit**.

Submitting an Order

To submit an order

1. Click **Select Your Option** and select **View Shopping Cart** or, in the Footer, click **View Cart**.

Note: You can change the quantity of any item before submitting the shopping cart.

2. If all the information on the View Shopping Cart page is correct, click **Submit**. The Confirm Shopping Cart Submission page appears.

3. To submit the shopping cart entries, click **Accept**.

4. To edit any information before submitting it, click **Edit** to return to the View Shopping Cart page.

5. To delete all shopping cart records for the user, click **Delete**.