ATM Express, Inc. Store User's Manual

Help Topics

Frequently Asked Questions

Frequently Asked Questions (FAQs)	
Q	How do I get back to the Main menu options?
A	Click **Select Your Option** on the Header. The Header is available on most 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 will refresh any changed information. This is the way that HTML pages work. You do not
Q	How do I remove an item from my shopping cart?
A	On the Products and Services page, in the **Shopping Cart** column, type a zero for the item and click **Buy** or **Update Cart**. **Note:** Clicking **Buy** or **Update Cart** for one field only affects a change for that field and not all of the fields in the **Shopping Cart** column. The status of the removed item(s) appears on the page. **Or** On the Shopping Cart Item Information, Step 1 of 3 page, (accessed by clicking **Check Out** in the Footer), in the **Quantity column**, type a zero for the item and click **Next**.

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.

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 view product information. Click **Account Information** to access the User Profile page. The User Profile page contains links to view shipping information, invoices, open orders, and order history information.
Footer	The Footer 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 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.

Adding Items to a Shopping Cart

Select one of 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

Using Products & Services

The Products and Services page appears when you first enter the Web site, or if you are already in the Web site, click **Products** in the Footer of any page.

To use the Products and Services page

1. Use the Search to find a specific item number, item description, or item number. Your results are displayed on the right side of the Products and Services page. You can also select products from the top category and sub category links listed in the left column of the page.

2. To add items to your shopping cart, enter an item quantity in the **Shopping Cart** column and click **Buy** or **Update Cart**.

   Or

   In the **Item Number** column, click an item number or an image to display the Item Detail page. Enter the quantity to order 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. On the User Profile page, click **View 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.

2. On the View Invoice Information Options page, click **Submit**.

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.

3. On the Summary or Detail page, click the invoice number in the **Invoice Number** column to drill down to the source document.

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

5. To add all of the 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. On the User Profile page, click **View Open Orders**. The View Open Sales Order History page appears instead of the View Open Sales Order Options page if the **Save Inquiry Settings** check box has been selected.

2. If the View Open Sales Order Options page appears, 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. To add all items on the invoice to the shopping cart, click **Add All Items to Shopping Cart**.

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

Using View Sales Order History

To use the View Sales Order History page

1. On the User Profile page, click **View Order History**. The View Sales Order History page appears instead of the View Sales Order History Options page if the **Save Inquiry Settings** check box has been selected.

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

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 items for the invoice to the shopping cart.

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

Removing Items/Changing Quantities

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

To remove or change quantities

- On the Products and Services page, in the **Shopping Cart** column, type a zero to remove the item, or change the quantity displayed and click **Buy** or **Update Cart**.

  Note: Clicking **Buy** or **Update Cart** for one field only affects a change for that field and not all fields in the **Shopping Cart** column. The status of the removed item(s) appears on the page.

  Or

- On the Shopping Cart Item Information, Step 1 of 3 page, (accessed by clicking **Check Out** in the Footer), type a zero to remove the item, or change the quantity displayed and click **Next**.

Entering Billing & Shipping Information

To enter billing and shipping info

1. On the Shopping Cart Address and Payment Information, Step 2 of 3 page, enter the fields under the **Billing Information** section.

1. If your billing and shipping information is the same, select the check box in the **Shipping Information** Header. Your billing information automatically appears in the **Shipping Information** fields.

3. Enter or update any fields, and click **Next**.

Submitting an Order

To submit an order

1. On the Shopping Cart Confirmation Step 3 of 3 page, before submitting your shopping cart, verify the information.

2. If all information is correct, click **Finish** to submit your shopping cart order.

3. To edit any information before submitting the order, click **Previous** to return to the previous two shopping cart pages.

4. Click **Clear Cart** to clear your shopping cart.

Viewing/Updating User Profile Information

To view or update your profile information

1. On any page, in the Header, click **Account Information**, or in the Footer, click **Profile**.

2. If you are an existing customer, information that you previously entered on the Shopping Cart Item Information pages appears. Update any fields, as needed.

If you've forgotten your password, click the **Forgot Your Password** link to display the Request Password page. To change your password, enter the fields in the **Change Password** section.

3. If you are a new customer, enter fields in the **User Profile** section. Fields with an asterisk are required. Create a password by entering the fields in the **Enter Your Password** section.

4. After entering information, click **Submit**. A message appears acknowledging the submission.