Online Ordering User Guide

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Fineline Technologies Customer Support

We appreciate your business here at FineLine and want your ordering experience to be simple. Should your experience any technical issues or any other issues during the ordering process, please feel free to call us directly to speak with a live customer service representative.

Thank you for using FastTrak™ and FineLine Technologies.

Contact Information

support@finelinetech.com (US Orders)

support@finelinetech.com.hk (Asia Orders)

Customer Service:

USA: 1-800-500-8687

China (HKG): 852-2156-9788

Canada: 1-800-465-1890

For US billing questions or payment confirmation, contact ar_support@finelinetech.com

For Hong Kong billing questions or payment confirmation, contact: account@finelinetech.com.hk

For China billing questions or payment confirmation, contact: szaraccount@finelinetech.com.hk
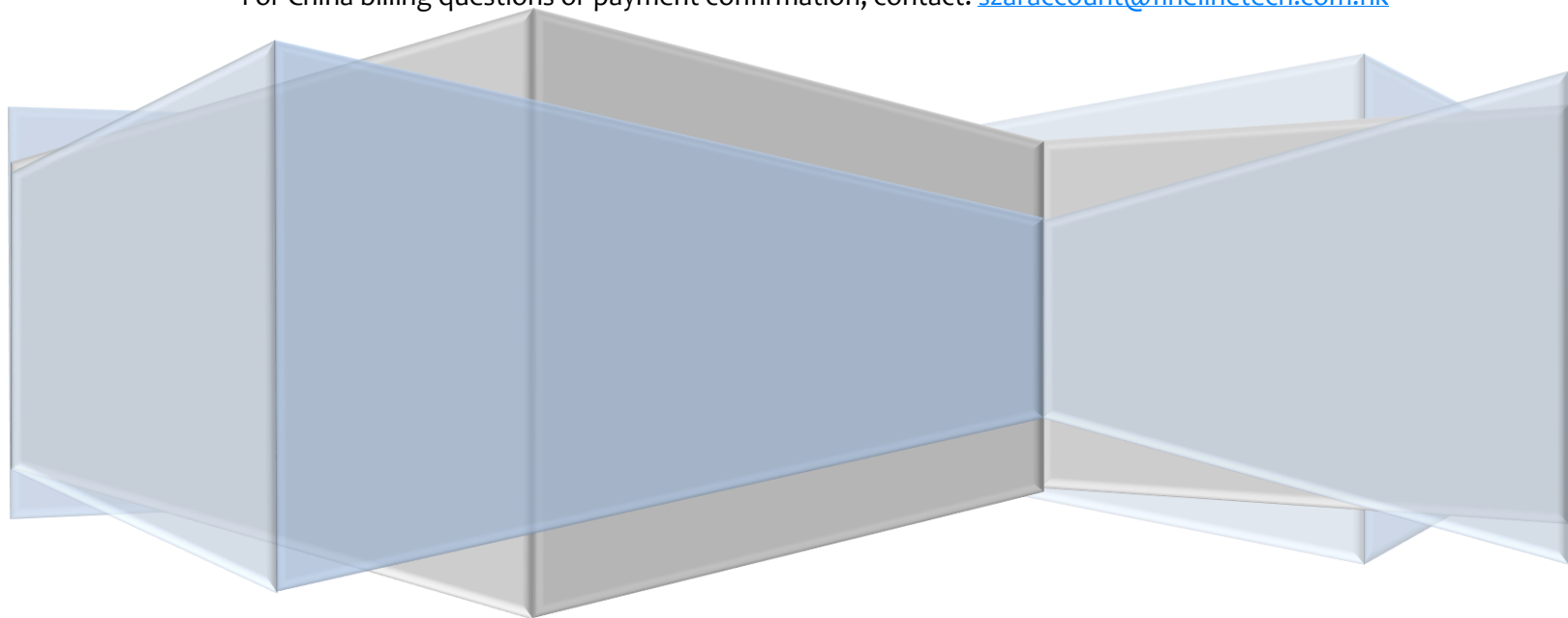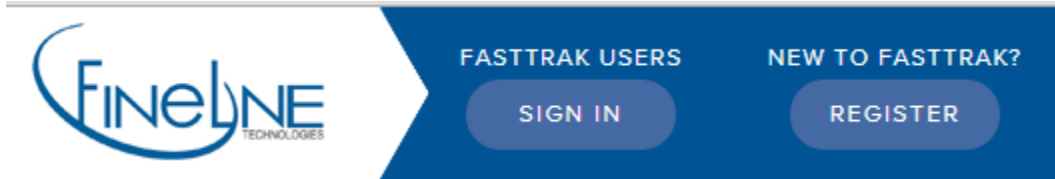
FastTrak Logon

1) To begin using FineLine's FastTrak web ordering system, please go to http://www.finelinetech.com and look at the sign in options at the top of the page.

2) Click on the "**SIGN IN**" button to begin. If you do not have an existing account, refer to the FastTrak new registration guide for instructions on how to register or simply click "**REGISTER**" to begin the registration process.

3) If you have an existing login account, enter your Username and Password into the appropriate fields and click the "**SIGN IN**" button to access the FastTrak ordering system.

4) Upon logging in, you may want to familiarize yourself with the home page. Fineline keeps you informed by providing up to date announcements in the message center.

Start New Order

Order Form

1) Click on the green **Submit Your Order** icon or the **Start New Order Tab** to begin the ordering process.
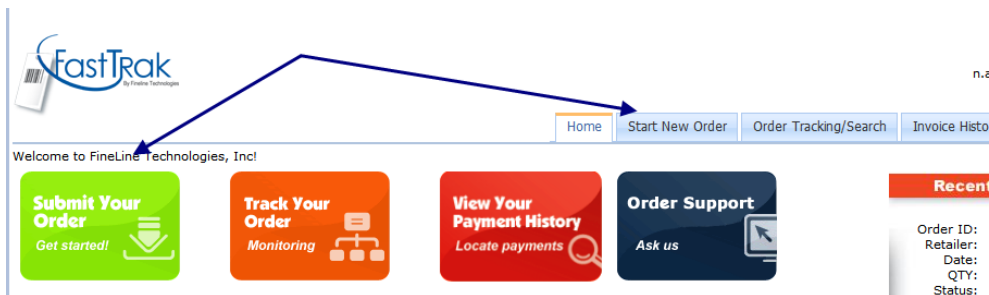
2) Select the **Order Form** link for the Retailer you will be ordering labels for:

The following screen is displayed:

3) Click the **Excel** icon to download the latest version of the FastTrak order form. It is highly recommended that you download a new order form each time you place an order to ensure you have the latest version of the order form.

a) To view images of the products available to order for this retailer, click on the **PDF** icon.

Please contact our customer service department if you do not see a product you need

4) After downloading the order form from the web site, open the file. You will see **product** fields and **tabs** associated with the ticket type you need to order.

5) If you have a multi-product drop down on your order form, select the **product** you need by clicking on a cell in **Column "B"**. A drop down will appear allowing you to choose the **product** you need to order. Some order forms do not have this drop down. In this case, you will enter the data directly into the cells.
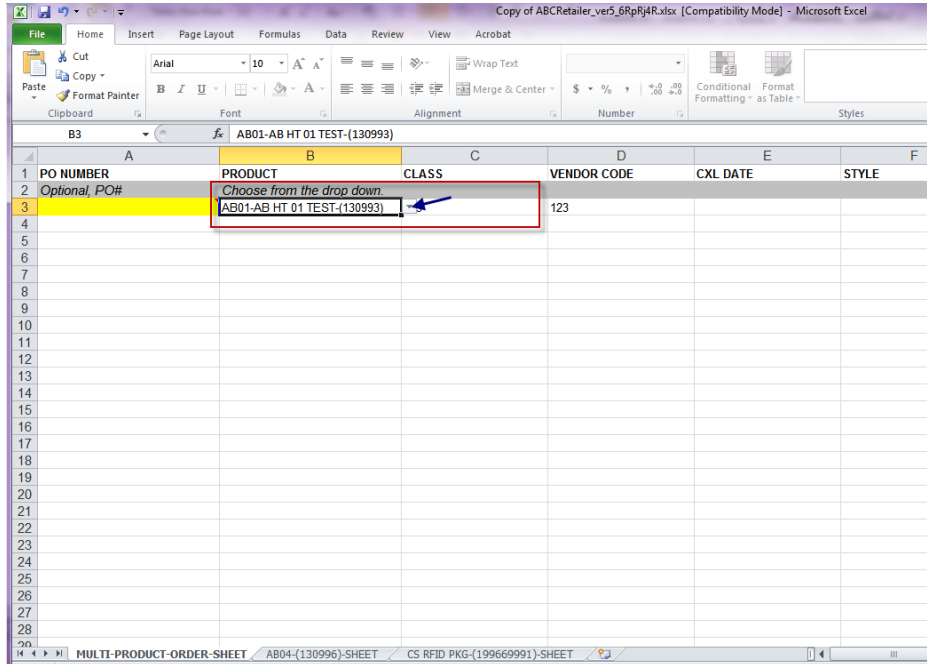
a) After selecting your product, please continue to fill in all the necessary fields required for your ticket. You may order more than one product on the same order form by adding a new line item or by filling in the corresponding tabs.

b) When your order is complete, save your excel file to your desktop or any other appropriate location on your computer.
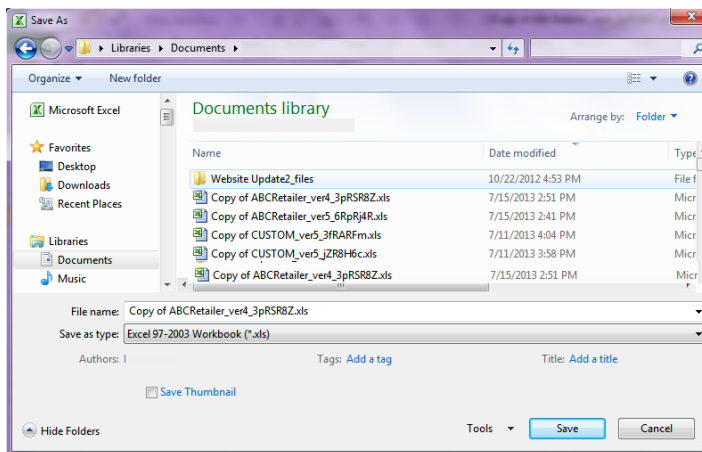
6) You can upload your saved order form by clicking on the **Choose File** button, locating the file, then attaching the file you saved on your computer.

a) Select **Choose File** to locate the file for upload

b) **Select** the file

c) Once you have selected the correct file, click **Continue** to proceed to the Order Method Summary Page.

7) If you have an additional order method options such as web purchase order, you now have the option to add the additional order method on the following page for the same Retailer if the option is available:

8) Click **Continue** to proceed with your order without an additional order method.

9) Enter your **shipping address** or select if from the list of existing addresses, and select your shipping method. You may also include an **internal purchase order** that will display on your packing lists and invoices. If you have the option to rush your order, you may mark the order as a **Rush Order** to expedite processing.

Click **Continue** to proceed to the payment method page.

10) Enter **Payment Method** information and click **Continue**.

For US billing questions or payment confirmation, contact ar_support@finelinetech.com

For Hong Kong billing questions or payment confirmation, contact: account@finelinetech.com.hk

For China billing questions or payment confirmation, contact: szaraccount@finelinetech.com.hk

a) **Credit card** payments allow your order to immediately be released to production without waiting for payment to be collected. You may keep your card on file with us by contacting ar_support@finelinetech.com. You will be prompted to enter your security code each time you order.

b) **ACH Account Debit** payments allow your order to immediately be released to production without waiting for payment to be collected. You may keep your routing number, account number, and bank name on file with us by contacting customer service.

c) **Payment Terms and Conditions** payments allow your order to immediately be released to production without waiting for payment to be collected. You will need to apply for payment terms during registration or upon placing your order by filling out a credit application. The credit application will be emailed to you if you are applying while placing an order. Applications are typically approved within 3-5 business days, depending on how quickly we hear back from your trade references.

d) **COD** payments may be made for any domestic (US) shipment, and allow your order to immediately be released to production without waiting for payment to be collected.   You will be emailed your **COD** total the day your order ships so that you can prepare your check in advance. The courier you choose on the **Shipping** page will collect your payment upon delivery of the labels.

e) **Wire Transfer** payments require that our bank receive your funds prior to the order being released to production. When you complete your order, you will receive an email with a Proforma Invoice and Wire Transfer instructions to begin the payment process. Depending on your banking institution, it can take 1-3 days for our bank to receive your funds. The order will be released to production once our bank confirms the funds are deposited.

f) **Prepay by check** payments require you to mail a check for your order prior to the order being released to production. When you complete your order, you will receive an email with a Proforma Invoice and instructions for where to mail your payment. Once our office receives your check, the order will be released to production.

Payment Method

Please submit your payment instructions below. After submitting this information, you will be given the opportunity to confirm your order before completing.
Please select one of the following options for your payment method below

○ 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: [ ]

◉ 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   *Payment must be made before Order is Shipped

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

    ○ 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		25	28

Cancel   ◄◄ Previous   Continue ►►

11) Please **Review** your order for accuracy and click **Continue**. If you wish to change something on the order press **Previous,** or if you want to delete the order, press **Cancel.**

Review and Complete Order

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

Order Summary

Retailer PO Number:
01115

Customer PO Number:

Retailer Name:

Order Date: 07-15-2013

Ordered Qty: 48

***Print Qty:** 55

Shipping

Company:

Shipping Method:
UPS Ground

Estimated Shipping Cost:
$8.00

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

Billing

Company:

Order Charges:

*Product Charges:	$.95
SKU Charges:	$.00
Setup Fees:	$.00
Wire Fees:	$.00
Rush Fees:	$.00
Price Adjustments:	$.00
Account Credit:	$.00
**Shipping Charges:	$8.00
Tax:	$.00
Total Price:	$8.95

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
	01115	48	55

Cancel   Previous   Continue

12) Print the **Order Confirmation** page for your records. You will also receive an order confirmation to the email address used to sign in to FastTrak.

FastTrak

| Home | Start New Order | Order Tracking/Search | Invoice History | Inquiry/Support |

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:	262192
PO Number(s):	01115
Customer PO Number:	
Order Status:	
Total Ordered Qty:	48
Total Print Qty:	55
Payment Method:	Terms and Conditions
Total Order Price:	8.95 (USD) *(Estimate Only)

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

Home

Web PO Ordering

This section details the steps required to place an order using a PO.

1) Begin by selecting the **Submit Your Order** Icon or click on **Start New Order**

2) Select the **Retailer** that you are ordering for and select **Purchase Order** as Order Method.

3) Find your PO from the list of PO's provided. If you do not see your PO in the list you may want to 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**.

4) You can use the FastTrak Grid header to filter PO Numbers and Not/Ordered POs.

5) Review the line item details as needed and click **Continue**.

6) If you have an additional order method option (i.e. **Order Form**), you now have the option to add the additional order method to the order for the same Retailer if available:

7) If you wish to proceed to the shipping page, click **Continue,** otherwise click on **Add Order Form** or other available submission method.

    a. Example of 2 Order Methods

        Note: Clicking the **Start New Order** tab will clear all of the data in your summary and refresh your order.

8) Enter your **shipping address** or select if from the list of existing addresses and select your shipping method. Also, you may enter your internal purchase order, enter any special notes required for your order, and if available, mark the order as a **Rush Order** to expedite processing.

   Click **Continue** to proceed to the payment method page.

9) Enter **Payment Method** information and click **Continue**.

   For US billing questions or payment confirmation, contact ar_support@finelinetech.com

   For Hong Kong billing questions or payment confirmation, contact: account@finelinetech.com.hk

   For China billing questions or payment confirmation, contact: szaraccount@finelinetech.com.hk

   a. **Credit card** payments allow your order to immediately be released to production without waiting for payment to be collected. You may keep your card on file with us by contacting ar_support@finelinetech.com. You will be prompted to enter your security code each time you order.
   b. **ACH Account Debit** payments allow your order to immediately be released to production without waiting for payment to be collected. You may keep your routing number, account number, and bank name on file with us by contacting customer service.
   c. **Payment Terms and Conditions** payments allow your order to immediately be released to production without waiting for payment to be collected. You will need to apply for

payment terms during registration or upon placing your order by filling out a credit application. The credit application will be emailed to you if you are applying while placing an order. Applications are typically approved within 3-5 business days, depending on how quickly we hear back from your trade references.

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e. **Wire Transfer** payments require that our bank receive your funds prior to the order being released to production. When you complete your order, you will receive an email with a Proforma Invoice and Wire Transfer instructions to begin the payment process. Depending on your banking institution, it can take 1-3 days for our bank to receive your funds. The order will be released to production once our bank confirms the funds are deposited.

f. **Prepay by check** payments require you to mail a check for your order prior to the order being released to production. When you complete your order, you will receive an email with a Proforma Invoice and instructions for where to mail your payment. Once our office receives your check, the order will be released to production.

Payment Method

Please submit your payment instructions below. After submitting this information, you will be given the opportunity to confirm your order before completing.
Please select one of the following options for your payment method below

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:

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   *Payment must be made before Order is Shipped

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

            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		25	28

Cancel   Previous   Continue

10) Please Review your order for accuracy and click **Continue**. If you wish to change something on the order press **Previous,** or if you want to delete the order, press **Cancel.**

11) Print the **Order Confirmation** page for your records. You will also receive an order confirmation to the email address used to sign in to FastTrak.

Order Tracking/Search

The FastTrak web ordering system 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, order number, or PO number.
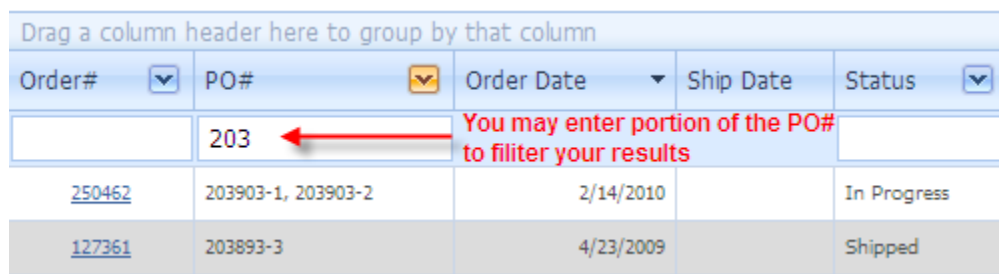
3) Once your order has shipped, a **ship date** as well as a **tracking number** will be provided. Clicking the tracking number will take you to the carrier website for detailed tracking information regarding your shipment.

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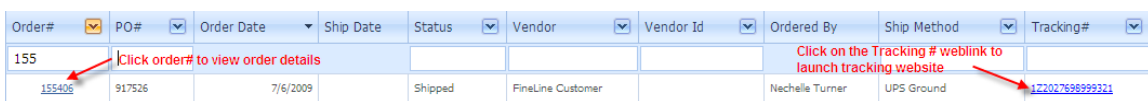
4) Clicking the **Order #** will provide you with detailed information regarding your order, shipping and billing information, as well as line item detail.

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

Invoice History

To see recent invoices, select the **Invoice History** menu item.

Search by **Order #, Invoice #, PO** or **Date Range** to locate an order and display its details.

Click the **Order Id** to display details of an order

Choose to output the invoice(s) to Excel format.

Choose to output the invoice(s) to PDF format.

Choose to send an inquiry to customer service regarding the selected order.

Order Inquiry/Support

Phone Inquiry

Please contact us at one of the following customer service numbers:

USA: 1-800-500-8687

China (HKG): 852-2156-9788

Canada: 1-800-465-1890

Billing Inquiry

For US billing questions or payment confirmation, contact ar_support@finelinetech.com

For HK billing questions or payment confirmation, contact: account@finelinetech.com.hk

For SZ billing questions or payment confirmation, contact: szaraccount@finelinetech.com.hk

Online Inquiry

To submit an online order inquiry, select either the **Order Support** or **Inquiry/Support** menu item.

Search by **Vendor**, **Order #, PO#** or **Date Range** to locate an order and display its details.

Choose   to send an inquiry to customer service regarding the selected order.

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: 1957429
Category   <SELECT>

    <SELECT>
    Billing Question
    Data Question
    Order Never Received
    Order Quality
    Other
    Shipping Question

Message:

Submit Inquiry ▶▶   Cancel

Select a **Category** that best identifies the type of question. Enter a message to customer service and press **Submit Inquiry**. Someone will be in touch with you shortly.

Managing Your Account

Select **My Account** to manage your account settings. This includes **Personal Information, Customer Settings, Shipping Information, Billing Information** and **Add Vendor Id**.   Access this section to update settings for these features.

My Account is located in the top right-hand corner of the FastTrak home page.

My Account | Log Out
FineLine Customer
demo_user

Customer ID

Click **My Account** to access your **Customer ID**.

By FineLine Technologies, Inc. Rev. 3/31/2015

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Personal Information

Click Edit to change your personal contact information

Customer Settings

By default, the user's email associated with the user who placed the order will 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 circumstances, the default setting will work fine for most customers. However, you may want additional users to receive this information.

Select one of the notification options:

Click on **Add Setting** type in the email address. You may enter multiple email addresses and separate them using commas. Click **Update** to save any changes or additions.

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 **Add New Shipping Address** link to add a new shipping address, or select any of the company names to edit the record.

Add a new Shipping Address Shipping information may be maint			Click on **Add a new Shipping Address** to create new address to the address book		
ABC Customer ← ABC			Click on company name web link to edit current information		

Billing Information

You will need to contact ar_support@finelinetech.com to change your billing address, but you may edit your billing contact information by clicking the **Company Name** link:

Adding a Vendor ID

You have the ability to add Vendor ID's to your account as new retailers become available via the FastTrak system. Click **Add Vendor Id** to add additional vendor ID's to your account. Then click the link that says **Add New Vendor Id** to edit the form:

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.