



Online Ordering User Guide

<http://www.finelinetech.com>

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

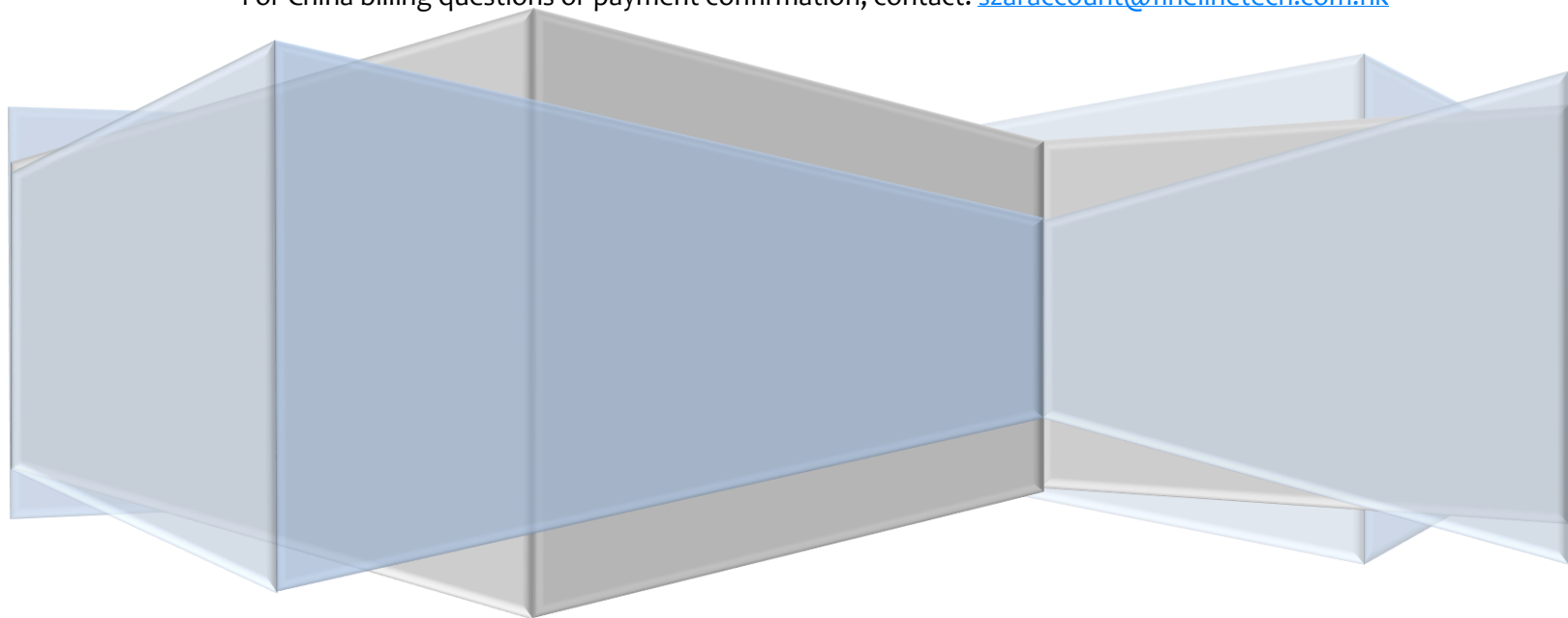


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Fineline Technologies Customer Support

We appreciate your business here at FineLine and want your ordering experience to be simple. Should you 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.

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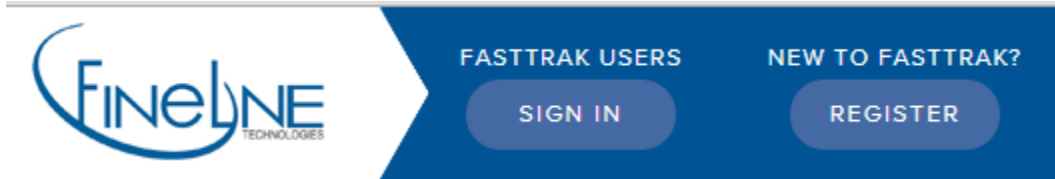
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FastTrak Logon

- 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.



Welcome

Sign In or Register

Welcome back to FineLine Technologies!
Sign in below to access your account and get started.

Email or Username

Password (Case Sensitive!)

Not a member? Register with FineLine Technologies by clicking below

SIGN IN

REGISTER

[\(Forgot your password?\)](#) | [Contact FineLine](#)



Version: 2015.20.03.14

- 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.

[My Account](#) | [Log Out](#)



[Home](#) | [Start New Order](#) | [Order Tracking/Search](#) | [Invoice History](#) | [Inquiry/Support](#) | [Reports](#)

Welcome to FineLine Technologies, Inc!





*Macy's, Bloomingdales,
SAKS, Lord & Taylor
& HBC*

Submit Your Order
Get started!

Track Your Order
Monitoring

View Your Payment History
Locate payments

Order Support
Ask us

News and Announcements | [FastTrak User Guides](#) | [Holidays](#)

The customs inspections enforced by the Chinese government during Dec, 2014 to early Mar, 2015 had caused the delay of the U-turn shipments. The situation has gradually improved so we will start switching the shipments to use T&I. We will continue to monitor the situation to ensure fast delivery service will be provided. If you have any questions, please call FineLine customer service. Thank you.

中国海关关于2014年12月到2015年3月初期间加强了检查货品的力度，部分U-turn 订单的运送因而被延迟。有关情况近日已得到改善，因此我们会安排以T&I进行部分订单的运送。我们会持续跟进事态的进展并竭力保持迅速的交货服务。如果您有任何疑问，请联系科赛客服部。多谢理解。

If you need assistance, please contact us and one of our representatives will help you right away!

For US, email to support@finelinetech.com or via phone at (800) 500-8687
For Asia, email to support@finelinetech.com.hk or via phone at 852-2156-9788

Your Account

- [Update your name, e-mail address, or password](#)
- [Update your shipping addresses](#)

Your Orders

- [Track packages](#)
- [Submit an Order Inquiry](#)
- [View your Payment History](#)

Recent Orders

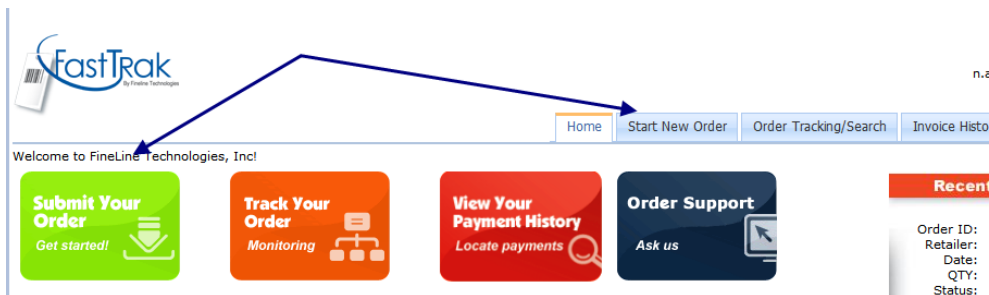
Order ID:	1995822
Retailer:	Cabela's
Date:	04/09/2015
QTY:	10
Status:	On Hold
Order ID:	1993761
Retailer:	BELK
Date:	04/08/2015
QTY:	1000
Status:	On Hold
Order ID:	1992655
Retailer:	Hot Topic
Date:	04/07/2015
QTY:	8488
Status:	On Hold
Order ID:	1991821
Retailer:	Hot Topic
Date:	04/07/2015
QTY:	1919
Status:	On Hold
Order ID:	1985123
Retailer:	FEDERATED
Date:	04/01/2015
QTY:	35
Status:	In Progress
Order ID:	1984936
Retailer:	FEDERATED
Date:	04/01/2015
QTY:	50
Status:	On Hold

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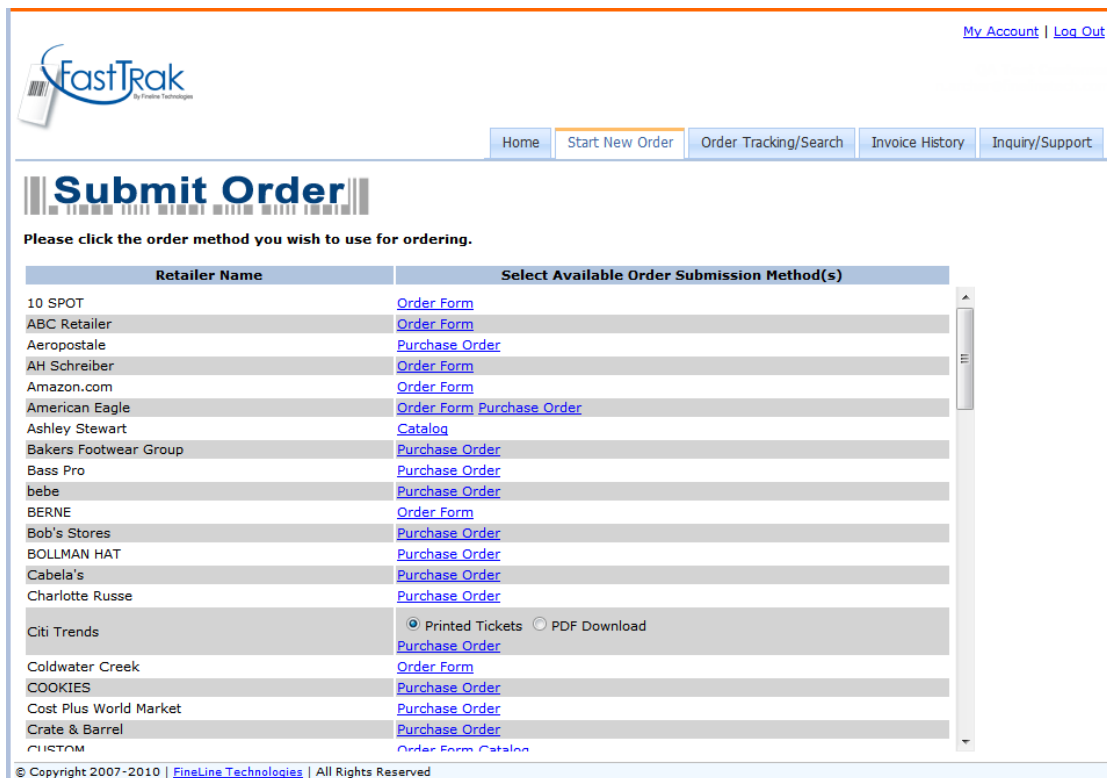
Start New Order

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:

FastTrak
By FineLine Technologies

My Account | Log Out

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

Ordering: ABC Retailer Printed Products

Submit Order

Upload Order Form Select Your Shipping Select Payment

Upload Order Form
The Excel order form containing the data for this order may be uploaded by selecting the Browse button below then select the file from your local PC. Once this is complete, click the Continue button. The same Excel order form may be used on subsequent uploads. If you do not have a current order form, or you are unsure, then click the Excel icon below and a new order form will be generated for you.

The current Order Form Version for ABC Retailer is 5 and was last updated on 11/29/2011.

Order Form: Browse...

Click the Excel icon to download a new form.

View Product Samples

Cancel Continue

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.



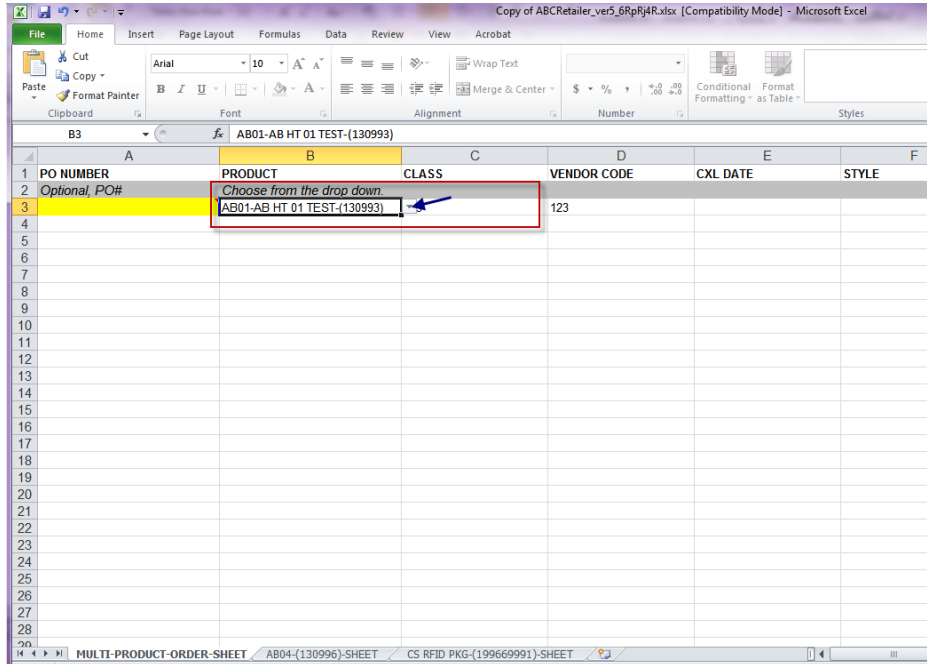
Please contact our customer service department if you do not see a product you need

- 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.

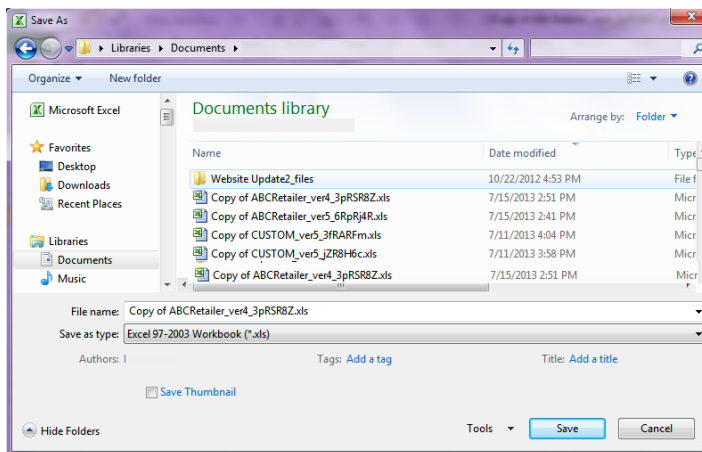
The screenshot shows a Microsoft Excel spreadsheet titled "Copy of ABCRetailer_ver4_3pR5R8Z.xls [Compatibility Mode] - Microsoft Excel". The spreadsheet has a header row (row 1) with the following columns: PO NUMBER, PRODUCT, TICKET STYLE, PO NUMBER, PROTOCOL, and CLASS. Row 2 contains the text "Optional, PO#" under the first PO NUMBER column and "Choose from the drop down." under the PRODUCT column. Row 3 contains the value "AB03-DIR-PRNT-AB HT 003-(1309)label" under the PRODUCT column and "1235" under the second PO NUMBER column. The spreadsheet is currently displaying row 25, column J3. The bottom of the window shows several tabs: "MULTI-PRODUCT-ORDER-SHEET", "Phone Call-(198053566)-SHEET", "Send Email-(198055020)-SHEET", and "SMS Message-(198053754)-SHEET".

	A	B	C	D	E	F
1	PO NUMBER	PRODUCT	TICKET STYLE	PO NUMBER	PROTOCOL	CLASS
2	Optional, PO#	Choose from the drop down.				
3		AB03-DIR-PRNT-AB HT 003-(1309)label		1235		
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						

- 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

Submit Order

Upload Order Form Select Your Shipping Select Payment

Upload Order Form
The Excel order form containing the data for this order may be uploaded by selecting the Browse button below then select the file from your local PC. Once this is complete, click the Continue button. The same Excel order form may be used on subsequent uploads. If you do not have a current order form, or you are unsure, then click the Excel icon below and a new order form will be generated for you.

The current Order Form Version for ABC Retailer is 4 and was last updated on 7/16/2012.

Select Customer: FineLine Customer

Order Form: **Choose File** | No file chosen

TEST Retailer

Click the Excel icon to download a new form. View Product Samples

Cancel Continue

b) Select the file

FastTrak

Ordering: ABC Retailer Printed Products

PROMO 1,000 FREE INTEGRATED RFID TAGS

Macy's, Bloomingdales, SAKS, Lord & Taylor & HBC

Open

Libraries > Documents > temp

Documents library

Name	Date modified	Size	Type
ABCRetailer Order form.xlsx	4/9/2015 11:24 AM	1,662 KB	Microsoft Excel

File name: ABCRetailer Order form.xlsx

Open Cancel

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

Submit Order

Upload Order Form Select Your Shipping Select Payment

Upload Order Form
The Excel order form containing the data for this order may be uploaded by selecting the Browse button below then select the file from your local PC. Once this is complete, click the Continue button. The same Excel order form may be used on subsequent uploads. If you do not have a current order form, or you are unsure, then click the Excel icon below and a new order form will be generated for you.

The current Order Form Version for ABC Retailer is 4 and was last updated on 7/16/2012.

Select Customer: FineLine Customer

Order Form: Choose File ABCRetailer...r form.xlsx

TEST Retailer

Click the Excel icon to download a new form. View Product Samples

Cancel Continue

- 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:

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

Ordering: ABC Retailer Printed Products [Vendor Approval](#)

Order Method Summary
You now have the option to combine order methods into one order.

Order Form Ordering

PO List:

Product Name	Product Image	Order Qty
AB03-Dir-prnt		25

+ Add Purchase Order

Restart Ordering Process

Remove from Order X

Proceed to shipping page

Continue

Add additional order method

- 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.

The screenshot shows a web interface for submitting an order. At the top, there are navigation tabs: Home, Start New Order, Order Tracking/Search, Invoice History, Inquiry/Support, and Reports. Below this, the page title is 'Ordering: ABC Retailer Printed Products'. The main heading is 'Submit Order'. There are three main steps: 'Upload Order Form', 'Select Your Shipping', and 'Select Payment'. The 'Select Your Shipping' step is active. The 'Order Shipping' section contains a dropdown for 'Select Shipping Address' with a callout 'Select Shipping Address'. Below it is a link '[Add new shipping address]' with a callout 'Add New Shipping Address'. There is also a dropdown for 'Select Shipping Method'. To the right, there is a section 'Make It A Rush Order' with a 'Rush Printing Option' dropdown and a callout 'Add Rush Option if Available'. Below this is a text box for 'Internal Purchase Order #(s) (550 character limit)'. At the bottom, there is a table with columns: Retailer, Purchase Order Number(s), Ordered Qty, and Print Qty. The table contains one row with 'ABC Retailer', an empty cell, '25', and '28'. At the bottom right, there are buttons for 'Cancel', 'Previous', and 'Continue'. A callout 'Click Continue to Proceed to Checkout' points to the 'Continue' button.

Retailer	Purchase Order Number(s)	Ordered Qty	Print Qty
ABC Retailer		25	28

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

*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

- 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.


<p>Order Summary</p> <p>Retailer PO Number: 01115</p> <p>Customer PO Number: Retailer Name:</p> <p>Order Date: 07-15-2013 Ordered Qty: 48 ***Print Qty: 55</p>	<p>Shipping</p> <p>Company:</p> <p>Shipping Method: UPS Ground</p> <p>Estimated Shipping Cost: \$8.00</p> <p><small>**Final shipping cost will be determined when the order is shipped</small></p>	<p>Billing</p> <p>Company:</p> <p>Order Charges:</p> <p>*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</p> <p>Payment Method: Terms and Conditions</p>
---	--	---

***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

- 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.

[My Account](#) | [Log Out](#)



[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](#)

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.

Submit Order

Please click the order method you wish to use for ordering.

Retailer Name	Select Available Order Submission Method(s)
10 SPOT	Purchase Order
2CUTE	Order Form
AAFES	Order Form
ABC Retailer	Order Form Purchase Order Catalog

- 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**.

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. 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#

<input type="checkbox"/>	PO #	PO Type	Revision Status	PO Date	Revise Date	Order Status	Order Date	Stop Ship Date
<input type="button" value="Clear"/>	4051							
<input type="checkbox"/>	405100	Normal	New	10/22/2012	10/22/2012	Not Ordered		
<input type="checkbox"/>	405116	Normal	New	10/22/2012	10/22/2012	Not Ordered		
<input type="checkbox"/>	405119	Normal	New	10/22/2012	10/22/2012	Not Ordered		
<input type="checkbox"/>	405120	Normal	New	10/22/2012	10/22/2012	Not Ordered		
<input type="checkbox"/>	405122	Normal	New	10/22/2012	10/22/2012	Not Ordered		

Page 1 of 1 (5 items)

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

Use the text box under the header for content filtering.
eg. enter '251' to filter all record with 251 in the PO No. or enter 'Not' to only show only not ordered PO's

Click the table header to sort.
eg. if you want to sort order Status, click on the Order Status header.

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

PO#

PO#	PO Type	Revision	Status	PO Date	Revised Date	Order Status	Order Date	Stop Ship Date
<input type="checkbox"/> Clear	<input type="checkbox"/> 251					Not		
<input type="checkbox"/>	251657-2	Normal	Revised	10/11/2012	11/30/2012	Not Ordered		
<input type="checkbox"/>	251657-3	Normal	New	10/11/2012	11/30/2012	Not Ordered		

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

Submit Order

Select Your PO Select Your Labels Select Your Shipping Select Payment

Below is the order data for the selected PO(s). If this does not look correct, please contact your buyer.

Line Item Details for PO Number(s):

PO Number	Ticket Type	Image	STYLE	SIZE	SIZE CODE	COLOR CODE	CHECK DIGIT	VENDOR STYLE	UPC	SUGGESTED PRICE	RETAIL	SHOE BOX LOCATOR CODE	QTY ORDERED	Quantity
405100	05		8911-0568	8	03	20	9	J39473	489115680008	\$0.00	\$94.99	11 -0568		12
405100	01		8911-0568	8	03	20	9	J39473	489115680008	\$0.00	\$94.99	11 -0568		12
405100	05		8911-0568	8½	04	20	9	J39473	489115680015	\$0.00	\$94.99	11 -0568		12
405100	01		8911-0568	8½	04	20	9	J39473	489115680015	\$0.00	\$94.99	11 -0568		12
405100	05		8911-0568	9	05	20	9	J39473	489115680022	\$0.00	\$94.99	11 -0568		24
405100	01		8911-0568	9	05	20	9	J39473	489115680022	\$0.00	\$94.99	11 -0568		24
405100	05		8911-0568	9½	06	20	9	J39473	489115680039	\$0.00	\$94.99	11 -0568		24
405100	01		8911-0568	9½	06	20	9	J39473	489115680039	\$0.00	\$94.99	11 -0568		24
405100	05		8911-0568	10	07	20	9	J39473	489115680046	\$0.00	\$94.99	11 -0568		36
405100	01		8911-0568	10	07	20	9	J39473	489115680046	\$0.00	\$94.99	11 -0568		36

- 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:

Order Method Summary | My Account | Log Out

FastTrak
By FineLine Technologies

FineLine Customer
sjone818@hotmail.com

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

Ordering: ABC Retailer Printed Tickets

Order Method Summary

You now have the option to combine order methods into one order.

PO Ordering
PO List: 203893-4

Product Name	Product Image	Order Qty
AB01		2796

Remove from Order X

+ Add Order Form

Continue >>

Add a New Order Submission Method

To Proceed to Shipping and Billing Pages

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.

Order Method Summary | My Account | Log Out

FastTrak
By FineLine Technologies

FineLine Customer
sjone818@hotmail.com

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

Ordering: ABC Retailer Printed Tickets

Order Method Summary

You now have the option to combine order methods into one order.

PO Ordering
PO List: 203893-4

Product Name	Product Image	Order Qty
AB01		2796

Remove from Order

Order Form Ordering
PO List:

Product Name	Product Image	Order Qty
AB03-Dir-prnt		25

Remove from Order

Continue

- 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.

The screenshot shows a web interface for submitting an order. At the top, there are navigation links: Home, Start New Order, Order Tracking/Search, Invoice History, Inquiry/Support, and Reports. Below this, the page title is 'Ordering: ABC Retailer Printed Products'. The main heading is 'Submit Order' with a barcode icon. There are three main steps: 'Upload Order Form', 'Select Your Shipping', and 'Select Payment'. The 'Select Your Shipping' step is currently active. The form includes a 'Select Shipping Address' dropdown menu with a callout 'Select Shipping Address' pointing to it, and a link '[Add new shipping address]' with a callout 'Add New Shipping Address' pointing to it. There is a 'Select Shipping Method' dropdown menu. To the right, there is a section for 'Make It A Rush Order' with a 'Rush Printing Option' dropdown menu and a callout 'Add Rush Option if Available' pointing to it. Below this, there is a text area for 'Internal Purchase Order #(s) (550 character limit)'. At the bottom, there is a table with columns: Retailer, Purchase Order Number(s), Ordered Qty, and Print Qty. The table contains one row with 'ABC Retailer', an empty cell, '25', and '28'. At the bottom right, there are buttons for 'Cancel', 'Previous', and 'Continue'. A callout 'Click Continue to Proceed to Checkout' points to the 'Continue' button.

- 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


- 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.
- 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.
- 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

*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**.

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.

<p>Order Summary</p> <p>Retailer PO Number: 01115</p> <p>Customer PO Number:</p> <p>Retailer Name:</p> <p>Order Date: 07-15-2013</p> <p>Ordered Qty: 48</p> <p>***Print Qty: 55</p>	<p>Shipping</p> <p>Company:</p> <p>Shipping Method: UPS Ground</p> <p>Estimated Shipping Cost: \$8.00</p> <p><small>**Final shipping cost will be determined when the order is shipped</small></p>	<p>Billing</p> <p>Company:</p> <p>Order Charges:</p> <p>*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</p> <p>Payment Method: Terms and Conditions</p>
--	--	--


***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](#)

- 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.

[My Account](#) | [Log Out](#)



[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](#)

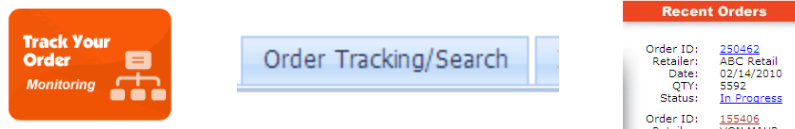
[Home](#) 

Order Tracking/Search

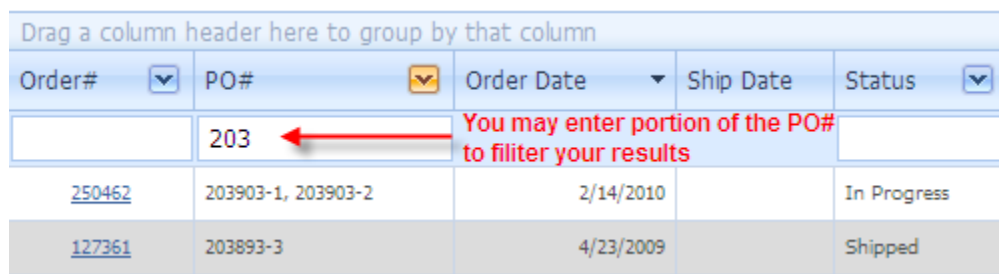
The FastTrak web ordering system will allow you to track your orders as they are produced and shipped.

To track an order, follow these steps:

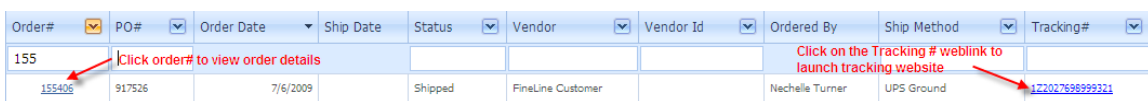
- 1) Click the “Track Your Order” icon or the “Order Tracking/Search” tab or find your order# from the ‘Recent Orders’ located on the FastTrak Home Page.



- 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.



- 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	 Shipping	 Billing												
<p>Order Number: 155406</p> <p>Retailer PO Number(s): 917526</p> <p>Customer PO Number: 917526</p> <p>Retailer Name: VON MAUR</p> <p>Order Date: 07-06-2009</p> <p>Order Status: Shipped</p> <p>Ordered Qty: 1</p> <p>Print Qty: 3</p>	<p>Company: ABC Customer</p> <p>Shipping Address: 3145 Medlock Bridge Norcross, GA 30071 United States</p> <p>Shipping Method: UPS Ground</p> <p>**Est. Ship Cost: \$6.00</p> <p>**Final shipping cost will be determined when the order is shipped</p>	<p>Company: FineLine Technologies</p> <p>Billing Address: 3145 Medlock Bridge Norcross, GA 30071 United States</p> <p>Order Charges</p> <table border="0"> <tr><td>*Product Charges:</td><td>\$50.00</td></tr> <tr><td>SKU Charges:</td><td>\$.50</td></tr> <tr><td>Setup Fees:</td><td>\$.00</td></tr> <tr><td>Price Adjustments:</td><td>\$.00</td></tr> <tr><td>Shipping Charges*:</td><td>\$6.00</td></tr> <tr><td>Total Price:</td><td>\$56.50</td></tr> </table> <p>* Minimum order charge has been applied</p> <p>Payment Method: Terms and Conditions</p>	*Product Charges:	\$50.00	SKU Charges:	\$.50	Setup Fees:	\$.00	Price Adjustments:	\$.00	Shipping Charges*:	\$6.00	Total Price:	\$56.50
*Product Charges:	\$50.00													
SKU Charges:	\$.50													
Setup Fees:	\$.00													
Price Adjustments:	\$.00													
Shipping Charges*:	\$6.00													
Total Price:	\$56.50													

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.


Invoice History


From: 3/1/2015 To: 3/26/2015 Order#: Invoice#: PO:

Drag a column header here to group by that column

Order Id	Invoice#	PO#	Order Date	Shipped	Customer	Vendor Id	Vendor	Qty	Total Price	Inquiry
1955608	1955608		3/11/2015		3/19/2015 FastTrak Master		FineLine Technologies	2160	\$0.00	

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

Choose  **Download Search Results** to output the invoice(s) to Excel format.

Choose  **Download Selected Invoices** 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.

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

Vendor: --All Vendors--

From Date: 3/12/2015 To Date: 3/12/2015 Order# PO# Search

Order #	PO #	Order Date	Ship Date	Vendor	Status	Shipment Method	Tracking Number	Inquiry
1957429	DC 221 PO 93352	03/12/15		FastTrak Master-	Cancelled	Deliver		
1957024	HT 1 PO 9338, LBL 2 PO 4431	03/12/15		FastTrak Master-	Cancelled	Deliver		

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**.

Manage My Account

This page enables you to make changes to your account. You can change your personal information, update your shipping and 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 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:

Manage My Account

This page enables you to make changes to your account. You can change your personal information, update your relationships with Retailers.

Your Customer ID: 8748274

Personal Information

Customer Settings

Shipping Information

Billing Information

Add Vendor Id


Customer Email Settings Configurator

Please select the setting you wish to modify:

Choose...
Choose...
Send Order Confirmation Email to this Email Address(s)
Send PO Notifications to this Email Address(s)
Send Shipment Notifications to this Email Address(s)
Send E-Invoices to this Email Address(s)
No data to display

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.

Add Setting

	Setting Name	Setting Value
 Edit Delete	CCOrderConfirmationEmail	annmarie@vendors.com,jcastle@vendors.com


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.

Your Customer ID: **3478520**

Personal Information Customer Settings **Shipping Information** Billing Information Add Vendor Id

 [Add a new Shipping Address](#)
Shipping information may be maintained by using the grid below.

Company	Address Line 1	Country Name	City	State	ZipCode	
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
ABC Customer	3145 Medlock Bridge	United States	Norcross		30071	X
FineLine_HKG	7/F Wah Sing Ind. Building	Hong Kong	Kwai Chung, N.T.			X

 [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:

Your Customer ID: 3478520

Personal Information | Customer Settings | Shipping Information | **Billing Information** | Add Vendor Id

 Billing information may be changed by contacting Finline Accounting. **Contact Information can be edited on this page.**

	Company	Country Name	City	State	ZipCode
FineLine Technologies	FineLine Technologies	United States	Norcross	GA	30071

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:

[Add New Vendor Id](#)

#	Retailer	Vendor Id
	<input type="text"/>	<input type="text"/>
Delete	ABC Retailer	ABC120
Delete	American Eagle	123456

Edit Form [X]

Retailer Vendor Id

ABC Retailer
Aeropostale
Ashley Stewart
Bakers Footwear Group
Bass Pro
bebe
BigM Inc.

[Update](#) [Cancel](#)

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.