Eclipse Using Web Commerce Level 2

Release 8.6.2 (Eterm)

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Web Commerce Overview

Use our web commerce system to place orders over the Internet. After you log in, you can search our product file, add items to your shopping cart, and submit your order. While shopping, you can also view product information, create your own product groups, edit shipping information, and view information about your account.

Depending on how web commerce is set up for you, you may not be able to perform some of the tasks outlined in this documentation.

See these topics to get started:

- Web Commerce Access Overview
- Web Commerce Orders Workflow
- Working with Products Overview
- Shopping Cart Overview
- Customizing Your Web Commerce Settings
- Account Information in Web Commerce Overview

Web Commerce Window

The web site browser window provides access to all the site features. Notice these main areas in your web site browser window:
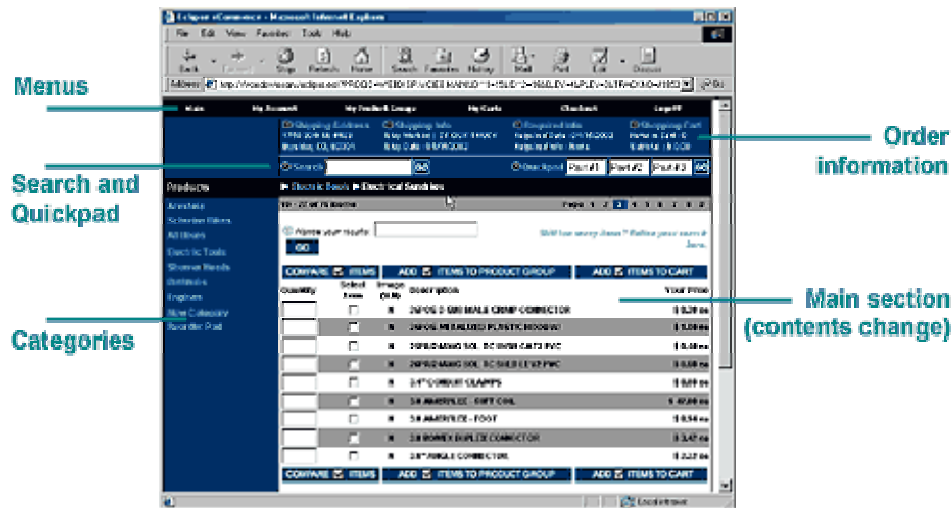
Menus

Use the menus across the top of the window to navigate to all of the web site features.

Search and Quickpad

Use the Search and Quickpad to quickly find products or other data on the web site.

Categories

Use the categories listed along the side of the window to navigate directly to the product groups they represent.

Order Information

Use the order information listed underneath the menus to view shipping and order information.

Main Section

Use the main section of the screen to shop, place orders, manage your account information , and view and edit other web site data.

Web Commerce Orders Workflow

```
                    ┌─────────────────────┐
                    │  Log in to the web  │
                    │   commerce site     │
                    └─────────────────────┘
                               │
                               ▼
                    ┌─────────────────────┐
                    │  Select a shipping  │
                    │      address        │
                    └─────────────────────┘
                               │
                               ▼
┌─────────────────────┐   ◇ Order from a
│ Select a product group│◀─Yes─ product group? ◇
└─────────────────────┘            │
           │                      No
           │                       ▼
           │              ◇ Use a saved cart? ◇
┌─────────────────────┐◀─Yes─        │
│   Open a saved      │             No
│   shopping cart     │              ▼
└─────────────────────┘   ┌─────────────────────┐
           │              │  Add items to your  │
           └─────────────▶│   shopping cart     │
                          └─────────────────────┘
                                     │
                                     ▼
┌─────────────────────┐   ◇ Do you want to
│ Proceed to checkout │◀─Yes─ check out now? ◇
└─────────────────────┘            │
           │                      No
           ▼                       ▼
        Next               ┌─────────────────────┐
         (2)               │ Save the shopping cart│
                           │  and its contents    │
                           │      for later       │
                           └─────────────────────┘
                                     │
                                     ▼
                                 ( End )
```

Legend

Symbol	Description
▭ (white)	System User Task
▭ (pink)	Automated System Step
◇	Decision
▽	Manual User Task
⬯	Other workflow

Web Commerce Orders - continued

Prev
1

Review your order

Legend

System User Task

Automated System Step

Decision

Manual User Task

Other workflow

Use standard or express checkout? — Express → Click Express Checkout and print a copy of the order for your records

End

Standard

Enter the shipping address

Enter payment information

Print a copy of the order for your records

End
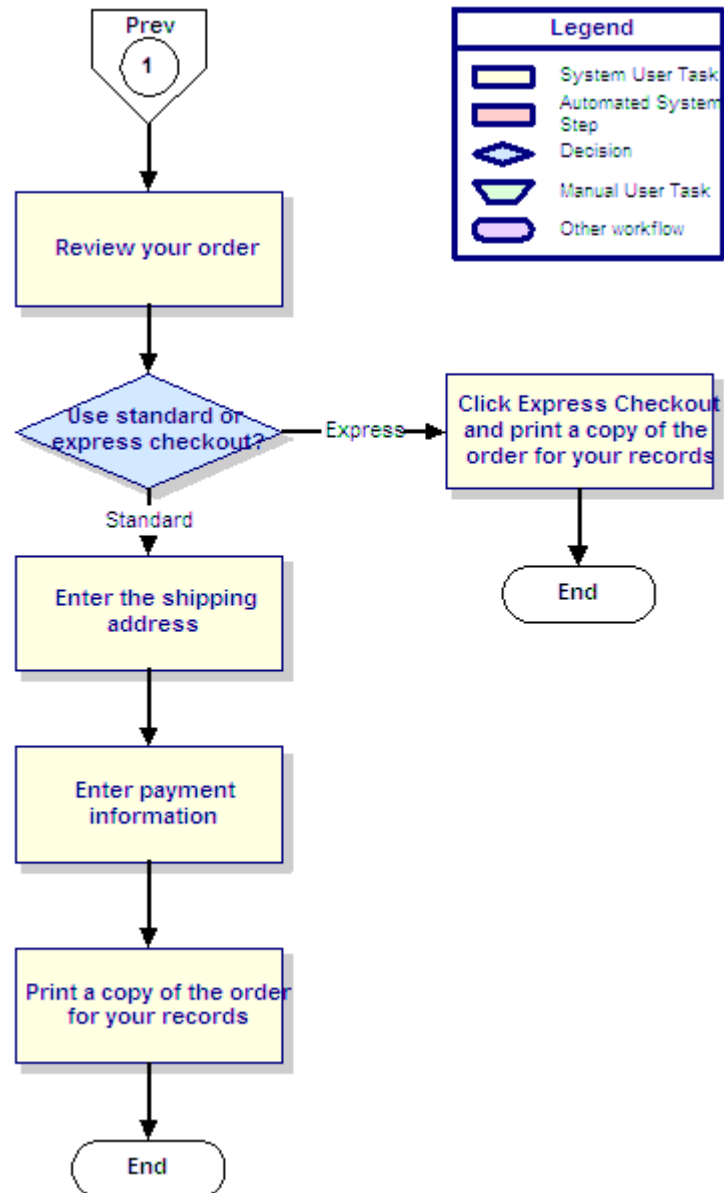
Web Commerce Access Overview

To access the web site, log in with a web order entry ID and a password. These login requirements protect your account information, so only those with the ID and password can access your accounts and place orders. The login features ensure privacy and security when using the web site.

If you are new to the web site, you can do one of the following:

- Immediately create an account so you can place orders and enter account information right away, as well as secure your account with a new ID and password.

- Browse the web site. If you want to place an order, you can create a new account before submitting the order.

If you try to log in to the web site and realize you have forgotten your password, you can click the reminder button to receive an e-mail with your password. This e-mail feature keeps your password secure because it only sends the reminder to the e-mail address you designated when you created your account.

See Also:

Logging in to Web Commerce

Receiving Login and Password Information Through E-mail

Creating Web Commerce Accounts

Logging in to Web Commerce

Your unique login ID and password allow you access to the web site. Logging in with a unique ID and password also allows you to see product groups and shopping carts saved on past visits to the site.

If you do not have an ID and password, click **Create a New Account**. Depending on how the web site is set up for you, you can:

- Immediately create a new account. Complete the brief form, including your contact information.

- Browse the site. When you check out an order, the system prompts you to create a new account.

▶**To log in to web commerce:**

1. Visit the web site to access the Authorization page.

2. Enter your web order entry ID and password. Logins are between 6 and 40 characters long, and passwords are between 6 and 14 characters long.

3. To save time on your next visit, select one or both of the following options:

   - **Save my login and password** to automatically insert your login entries next time you access the site.

   - **Bypass login screen completely next time** to save your login entries and automatically log you in to the web site, bypassing the login screen.

4. Click **Send**.

   The main shopping cart displays. If your company has set up multiple ship-to accounts, the system prompts you to select an account. After you select an account, the main shopping cart page displays.

See Also:

Receiving Login and Password information Through E-mail

Web Commerce Overview

Web Commerce Orders Workflow

Creating Web Commerce Accounts

To place orders using the web site, you need to provide account information such as your name, address, telephone number, and e-mail address. To log in to the site for your specific account, create a login ID and password.

Depending on how the web site is set up for you, the Create a New Account page displays:

- After you click **Continue with Checkout** to place an order.

- After you click **Create a New Account** on the Authorization page.

After you have a company account, you can edit the account or add associated user accounts if you have the appropriate authorization.

▶**To create a web commerce account:**

1. Visit the web site to access the Authorization page.

2. Click **Create a New Account** to display the Create a New Account page.

3. Enter the account information, such as name and address.

   An asterisk (*) next to the field name identifies a required field.

4. Click **Continue** to display the My Account page, used to create a login entry and password.

5. On the My Account page, create your login by entering the following information:

   - In the **Enter Login** field, enter a login ID.

   - In the **Enter Password field**, enter a password.

   - In the **Confirm Password** field, re-enter the password.

6. Click **Continue**.

   Depending on how the web site is set up for you, the system does one of the following:

   - Prompts you to enter credit card information so you can order online

   - Displays the main shopping page.

See Also:

Logging in to Web Commerce

Account Information in Web Commerce Overview

Receiving Login and Password Information Through E-mail

If you forget your login ID or password, the system can automatically e-mail it to you. If the password link is not displayed, this feature is not available to you.

▶**To receive login and password information through e-mail:**

1. Visit the web site to display the Authorization page.

2. Click **Forgot your ID or password? Click here** to display the Forgotten Password page.

3. In the **E-mail address** field, enter the e-mail address for your account.

   The e-mail address you enter must exactly match the e-mail address you provided when you created your account.

4. Click **Submit**.

5. Check your e-mail account in a few moments for a response.

See Also:

Logging in to Web Commerce

Logging Off Web Commerce

When you are finished using the web site, log off the site. If you have items in your current shopping cart that you have not yet ordered, the system saves the shopping cart.

▶**To log off web commerce:**

1. From the **Logoff** menu, select **Logoff and return home** to log off the web site.

    The system saves your current cart and displays the Logoff Successful page.

See Also:

Logging in to Web Commerce

Customizing Your Web Commerce Settings

By personalizing the web site to meet your needs, you can control display options and the efficiency of using the web site. Using the **My Settings** and **Choosing a Shipping Address** options, you can set up the site to do any of the following:

- View thumbnail images or text only.

- View a certain number of products on each page.

- Maintain express checkout settings.

- Enter multiple ship-to addresses from which to select when placing orders.

Use the My Settings page to customize how products display. If your account has multiple credit cards and shipping addresses, you can also specify which ones to use during express checkout.

To customize your web commerce settings:

1. From the **My Account** menu, select **My Settings**.

2. In the **Product Display** area, click one of the following:

   - **View Text-only** – Displays products without images.

   - **View Thumbnails** – Displays products with small images.

3. In the **# of Products to Display** field, specify the maximum number of products to show on a page.

4. In the **Default Payment Type** field, select a payment method:

   - **Bill my A/R –** Charge sales to an established trade account.

   - **Credit Card –** Charge sales to a credit card you have defined.

5. If necessary, use the **Click here to update or delete credit cards on file** link to display the Credit Card Info page, where you can revise credit card information, such as the card's expiration date.

6. Click **Save and Continue** to save your settings and return to the main page.

   Note: For slower Internet connections using modems, we recommend viewing the web site pages as text-only and displaying fewer products per page.

See Also:

Web Commerce Orders Workflow

Creating and Viewing Custom Part Numbers in Web Commerce

Shopping Cart Overview

Use an online *shopping cart* when placing web orders. An online shopping cart is similar to a traditional shopping cart. You can add or remove items from your cart as you shop. When you are finished shopping, proceed to checkout and order the items.

The following topics contain information about using your shopping cart:

- Adding Items to Shopping Carts

- Reviewing Your Shopping Cart Contents

- Saving and Retrieving Shopping Carts

- Deleting Saved Shopping Carts

See Also:

Web Commerce Orders Workflow

Adding Items to Shopping Carts

You can add products to your shopping cart in the following ways:

- Using preset product categories.

- Using the Reorder Pad, which is a list of your previous purchases.

- Using your own custom product groups.

- Using the Quickpad to enter product numbers.

- Searching for products using a product number, description, or keyword.

See Also:

Shopping Cart Overview

Reviewing Your Shopping Cart Contents

Your shopping cart contains all the items in your current order. Each time you add items to your shopping cart, the Review Items in Cart page display the contents of your shopping cart. You can also view the contents of your current shopping cart using the **View Current Carts** option under **My Carts**.

Review your shopping cart contents to ensure the items and quantities are what you want to order. You can change the quantity, and for some products, the unit of measure.

Depending on how the web site is set up for you, some items in your shopping cart might be highlighted. Highlighted items on the Review Items in Cart page indicate items that you are ordering that require authorization.

While reviewing the cart contents, you can do any of the following:

- Change an order quantity.
- Remove an item.
- Add more items.
- Proceed to checkout.
- Delete the cart.
- Save the cart.

▶**To view your shopping cart contents:**

1. Display your shopping cart in any of the following ways:
   - From the **Checkout** menu, select **Review Cart**.
   - From **My Carts**, click **View Saved Carts** to view and select previously saved shopping carts.
   - From **My Carts**, click **View Current Cart** to view the items in your current shopping cart.
   - Add an item to your shopping cart.

▶**To change an item's order quantity:**

1. Display the Review Items in Cart page.
2. Enter a new number in the **Qty** field.
3. Change the **Unit of Measure** field.

   For example, change from ea (each) to cs (case) quantity. Some products have a fixed unit of measure that you cannot change.

4. Click **Update**.

▶**To remove an item from your cart:**

1. Display the Review Items in Cart page.

2. Change the item's order **Qty** field to **0**.

3. Click **Update**.

    The item no longer displays in your shopping cart, and the **Subtotal** field updates to reflect the removal of the item.

See Also:

Shopping Cart Overview

Saving and Retrieving Shopping Carts

You can fill your shopping cart with items, then save the cart to review or check out at a later time.

▶**To save a shopping cart:**

1. From the **My Carts** menu, select **Save Current Cart**.

2. Specify at which level to save the cart:

    - **User –** Only you can retrieve the cart.

    - **Company –** Any user in your company can retrieve the cart.

3. In the **Title** field, enter a descriptive name that identifies your cart.

4. Quickly review the contents of the cart. Check the quantity, item description, and price information.

5. Optionally, enter any comments regarding the cart in the **Comments** field.

6. Do one of the following:

    - Click **Save and Continue** to save the cart and return to the main web site page. You can continue shopping, or fill another shopping cart.

    - Click **Save and Logoff** to save the cart and exit the web site.

▶**To retrieve a saved cart:**

1. From the **My Carts** menu, select **View Saved Carts**.

    A list displays, showing all your saved carts.

2. Select a cart and click its **Go** button.

    The Review Items in Cart page displays, listing the contents of your cart.

    Depending on how the web site is set up for you, selecting a saved shopping cart may copy the items from the saved cart to your current shopping cart, and delete the saved version. If you need to save cart contents again, save the cart as described above.

See Also:

Shopping Cart Overview

Deleting Saved Shopping Carts

You can delete a saved shopping cart. For information about deleting *items* from a cart, see Reviewing Your Shopping Cart Contents.

▶**To delete a saved shopping cart:**

1. From the **My Carts** menu, select **View Saved Carts**.

   A list displays, showing all your saved carts.

2. Inspect the carts carefully to ensure you are not deleting a cart you need.

3. Click the **Select Cart** check box next to each cart you want to delete.

4. Click **Delete Selected Carts** at the bottom of the page to remove the shopping carts.

See Also:

Shopping Cart Overview

Products in Web Commerce Overview

Use the web site to access extensive product information. Because numerous products are available, you can navigate through a list to find the products you need. You can view additional information on products, and compare products. You can also request a special product that you cannot find or create your own groups of products to speed your order process.

For more information, see the following topics:

- Searching for Products

- Navigating the Product List

- Viewing Product Details

- Comparing Products

- Requesting a Special Product

- Creating and Viewing Custom Part Numbers

- Working with Product Groups

See Also:

Web Commerce Orders Workflow

Searching for Products in Web Commerce

You can search for products by entering various search criteria. Anytime you are logged in to the web site, a prominent **Search** field displays in the information bar.

After you enter your search terms, the results of your search display. The results include a list of items that meet your search criteria. You can navigate through the list, for example, click an item to view product information.

You can also find products by using the Quickpad or following the product categories.

▶**To search for a product in web commerce:**

1. In the **Search** field in the top navigation bar, enter any of the following search criteria:

   - A period (.) followed by the product ID number.

   - Your custom part number.

   - A product keyword. By default the search results show any products that match the first part of *all* keywords you entered. If you want an exact match on a specific keyword, type a period (.) after the keyword.

   - Any portion of the product description.

   - Manufacturer names.

2. Click **Go** or press **Enter**.

   The results of your search display. Entering precise criteria shortens the list.

3. If too many results display, use the **Narrow your results** search field to enter additional search criteria. For example, enter additional keywords.

   The results of your narrowed search display. Only items containing your original criteria *and* narrowed the criteria display.

See Also:

Products in Web Commerce Overview

Ordering by Searching for Products in Web Commerce

Navigating the Product List in Web Commerce

Each method of searching the product file shows you a list of products. Depending on how the web site is set up for you, moving your mouse over the product description may display reminder messages set for the product.

The information bar above the product list shows how many items are in the list, which ones are currently displayed, and which page of the list you are currently viewing. Click a page number to view the list on that page. In the example above, page 3 is selected.

You can filter the items in the list to view fewer products. You can also change how the products display, and modify the number of items per page. The following table describes filter and display options:

To...	Do This...
Filter the list to only include items containing a word or phrase	Enter the word or phrase in the **Narrow your results** field and click **Go**.
Display thumbnail images, instead of a text-only list of items	Click **View Items as Thumbnails** at the bottom of the product list table.
Display a text-only list of items, instead of thumbnail images	Click **View Items as Text-only** at the bottom of the product list table.
Display a different number of items per page	Select a new number from the **# of Items to Display** drop-down list at the bottom of the product list table.

From the list of products, you can also:

- View product information.
- Compare products.

See Also:

Products in Web Commerce Overview

Viewing Product Details in Web Commerce

From the product list, you can view a detailed description of the product if it is available. Product details include the product part number, a full product description, retail price, your price, quantity ordered, quantity available, product reminder messages, and a product image, if available.

▶**To view product details in web commerce:**

1. Search for a product.

2. In the product list, click the product name to display the Additional Product Information page.

   Depending on how the web site is set up for you, your product details page may display all or some of the details and links listed below.

Product Detail	Description
Add Item to Cart	Adds the item to your shopping cart.
Add Item to My Product Groups	Adds the item to your own product group. Clicking the link displays a list of your groups. Select a group and click **Continue**.
View Technical Specifications	The product's technical specifications.
View Custom Part Numbers/Pricing	Custom names or part numbers for the product, if you have defined any.
View External Links/Downloadable Files	Links to product information on other web sites or in downloadable files, if available.
Find Items Like	Displays products similar to current product.
Status	Displays the product's status for the warehouse, stock or nonstock.
Substitute Items	Displays items considered substitutions for the product.
Other Items You May Like	Displays items related to the product, that you may also be interested in purchasing.

See Also:

Products in Web Commerce Overview

Comparing Products in Web Commerce

From any product list, you can select items to compare using a side-by-side listing of product descriptions and prices.

You can view the product differences, similarities, or both. Differences and similarities are highlighted with different colors. From the comparison page, you can select items and add them to a product group or your shopping cart.

▶**To compare products in web commerce:**

1. Display a list of products. For example, enter a word in the **Search** field and press **Go**.

2. Click the **Select Item** check box for each item you want to compare.

3. Click **Compare Items**. The product information lists side-by-side on the Compare Items page.

4. Use the following options to change the display:

To show...	Click...
only the differences between products	**Differences**
only the similarities among products	**Similarities**
differences and similarities	**All**

See Also:

Products in Web Commerce Overview

Requesting Special Products in Web Commerce

If you cannot find the item you are looking for, use the web site to place a special request.

▶**To request a special product in web commerce:**

1. Search for a product you want to order.

2. At the bottom of the search results page, use the **Click here to enter non-stock product info** link to display the Enter New Product Info page.

3. In the fields provided, enter as much information about the item as possible. An asterisk (*) next to a field name identifies a required field.

4. Click **Continue** to send your request.

    You receive an e-mail when the buyer locates the item, or as soon as additional information is available.

See Also:

Products in Web Commerce Overview

Creating and Viewing Custom Part Numbers in Web Commerce

You can create and use your own numbers or names for some products. Instead of searching or browsing long product lists, you can order by using your own unique part number. For example, order by entering that number in the Quickpad. You can also use your custom part numbers in searches.

Web commerce saves your customer-specific part numbers so you can use these numbers at any time on the web site or in our store.

Your custom part numbers display with the line-item description on the sales order.

>   **Note:** Due to the nature of how some products are stored, the option to create a custom part number may not be available for all products available for purchase.

▶**To create or view a custom part number in web commerce:**

1. View a product's detailed description.

2. Click the **View Custom Part Numbers/Pricing** link.

    This link displays a field for your custom part number to display the custom part number information.

3. In the **Enter a New Custom Part Number** field, enter the number or name.

    For example, if you regularly order B13-363 999015-04 SEAL REP KIT, name this product Seal Repair Kit 1 for easier reference.

4. Click **Add**.

See Also:

Products in Web Commerce Overview

Working with Product Groups in Web Commerce

Use the web site to create your own product groups. If you regularly buy certain products, alone or together, add them into a custom product group to speed your ordering by eliminating repetitive searches. You can also create a product group that contains all the products on a bid.

You can create or edit product groups at any time. Depending on how the web site is set for you, you may also view product groups assigned to associated bill-to and ship-to customers.

▶**To create a product group in web commerce:**

1. From the **My Product Groups** menu, select **Create A New Product Group** to display the My Product Group NEW page.

2. Enter the new product group name, and click **Go**.

    The My Product Group page displays with a list of all your product groups.

▶**To create a product group from a bid in web commerce:**

1. Submit a web order or select an open bid.

2. On the order summary page, click **Copy Items to Product Group.**

    The My Product Groups page displays.

3. Select the **Create a New Product Group** option and click **Continue**.

4. Enter the new product group name.

5. Make any changes to the product group contents.

6. Click **Go**.

▶**To add items to a product group:**

1. Search for products.

2. After you find the items that you want to add, select the **Select Item** check box next to each item, indicate the quantity to add, and click **Add Items to Product Group**.

    The My Product Groups page displays, containing a list of your current product groups.

    Note: Select **Create New Product Group**, at the bottom of the list, to quickly make a new group.

3. Select the group to which you want to add the products and click **Continue**.

    The products you selected display in the product group.

▶**To add product group items to your shopping cart:**

1. From the **My Product Groups** menu, select the product group you want to add to your shopping cart.

2. Specify which items you want to order by entering the quantity in the **Quantity** field, or use the **Select Item** check box to include one of each selected item.

3. Optionally, use the **Comments** field to enter remarks regarding the order.

4. Click **Add Items to Cart**.

   The Review Items in Cart page displays to review your shopping cart.

▶**To remove items from a product group:**

1. From the **My Product Groups** menu, select the product group from which you want to remove items.

2. Use the **Select Item** check box to select each item you want to remove from the group.

3. Click **Remove Items**.

   A revised list of the products displays for your review.

▶**To delete a product group:**

1. From the menu bar, click **My Product Groups** to display a list of all your product groups.

2. Select the product group you want to remove.

3. Click **Delete**.

   A revised list of your product groups displays for your review.

▶**To view product groups for related customers:**

1. From the menu bar, click **My Product Group**s to display a list of all your product groups.

2. Select **View Product Groups for Related Customers** and click **Continue**.

   Your product groups and the product groups assigned to associated bill-to and ship-to customers display. To return to viewing only your product groups, select **Limit Product Groups to This Customer** and click **Continue**.
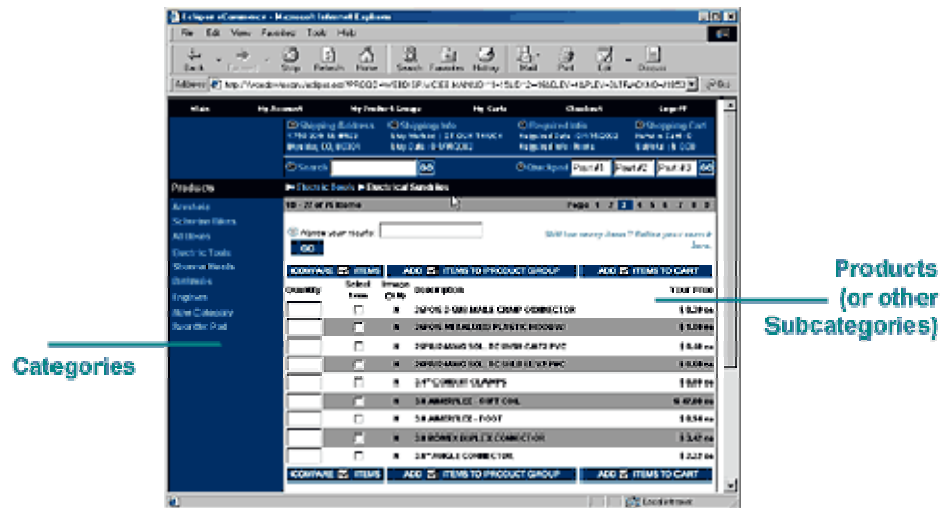

See Also:

Products in Web Commerce Overview

Ordering From Product Categories in Web Commerce

The web site has products grouped into *categories* and *subcategories*. The categories are listed on the left side of the main shopping pages. Click a category to display its subcategories. Some categories have more than one subcategory.

▶To order from product categories in web commerce:

1. Click a category to display the subcategories.

   If the category does not contain subcategories, the products in that category display in the product list on the right side of the web page.

2. Click a subcategory to display its products or additional subcategories.

3. Navigate the list of products to find the products you want to order.

4. Add products by selecting the **Select Item** check box or by entering an amount in the **Quantity** field (available when viewing a list of products without images).

5. Click **Add Items to Cart** to add the selected items to your current shopping cart.

See Also:

Adding Items to Shopping Carts

Ordering From the Reorder Pad in Web Commerce

Repeat customers can add items to shopping carts using the Reorder Pad, which lists all the products you have purchased in the last 365 days.

▶**To order from the reorder pad in web commerce:**

1. In the top navigation bar, select **Reorder Pad** to display the current Reorder Pad list.

2. Navigate the list of products to find the products you want to order.

3. Add products by selecting the **Select Item** check box, or by entering an amount in the **Quantity** field.

4. Click **Add Items to Cart** to add the items to your current shopping cart.

See Also:

Adding Items to Shopping Carts

Ordering From Product Groups in Web Commerce

Use the web site to create your own groups of products for quick access to the products you order most often. Product groups display as a list, without thumbnail images.

▶**To order from a product group in web commerce:**

1. From the **My Product Groups** menu, select a saved product group to display the list of products and suggested order quantities.

2. Navigate the list of products to find the products you want to order.

3. For each product you want to order, enter the number you want in the **Quantity** field and click the **Select Item check box** for that item.

4. Click **Add Items to Cart** to include the items in your current shopping cart.

See Also:

Adding Items to Shopping Carts

Ordering From the Quickpad in Web Commerce

Use the Quickpad if you know a product's number or description. Use the Quickpad to order items without navigating categories or lists and to order multiple known items at once.

There are two ways to order from the Quickpad:

- Using a link to open the Quickpad.
- Using the Quickpad fields.
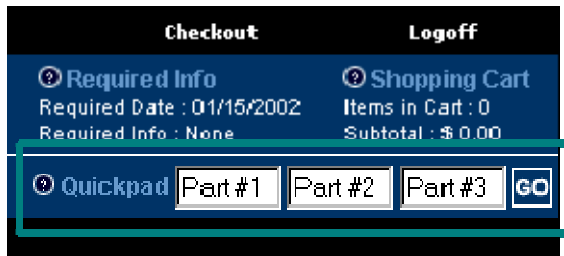
▶**To order from the Quickpad in web commerce:**

1. In the top navigation bar, click the **Quickpad** link to display the Quickpad page.

2. In a **Product** field, enter one of the following:
   - A period (.) followed by the product ID number.
   - Your custom part number.
   - A product keyword followed by a period.
   - Any portion of the product description.

3. In the **Quantity** field, enter the quantity of the product you want to order.

4. When you finish adding items, click **Continue**.

   A summary page displays the results of your Quickpad order:

If the product has...	Then...
An exact match	the system adds the product to your shopping cart in the quantity you specified.
Multiple matches	click the **Click here to select from the list of matched products** link to display a product list of those items that matched your Quickpad entries. Select the item you want to order.
Too many matches	refine your search by entering more specific information in the Quickpad fields provided.
No match	click the link to return to the Quickpad to retry your search using different search criteria.

▶**To order from the Quickpad fields:**

Use the Quickpad fields to order up to three known items, each in a quantity of one. After the items are added to your shopping cart, you can edit the quantities. The Quickpad fields are located in the top navigation bar, adjacent to the Quickpad link.

1. In a Quickpad **Part Number** field, enter one of the following:

   - A period (.) followed by the product ID number.

   - Your custom part number.

   - A product keyword followed by a period.

   - Any portion of the product description.

2. When you finish adding items, click **Go**.

   A summary page displays the results of your Quickpad order.

See Also:

Adding Items to Shopping Carts

Creating and Viewing Custom Part Numbers in Web Commerce

Ordering by Searching for Products in Web Commerce

Use the **Search** field in the top navigation bar to find a product by keyword, product ID, custom part number, or product description.

▶**To order by searching for products in web commerce**

1. In the **Search** field in the top navigation bar, enter one of the following:

   - A period (.) followed by the product ID number.

   - Your custom part number.

   - A product keyword. By default the search results show any products that match the first part of *all* keywords you enter. If you want an exact match on a specific keyword, type a period (.) after the keyword.

   - Any portion of the product description.

2. Click **Go**.

   A product list displays the results of your search.

3. Specify the items you want to order in the **Quantity** field.

   If an exact match is found, the product information page displays. Enter the order quantity.

   Note: If no matches are found, or too many are found, refine your search using new criteria.

4. After entering order quantities, click **Add items to cart** to add the items to your current shopping cart.

See Also:

Adding Items to Shopping Carts

Creating and Viewing Custom Part Numbers in Web Commerce

Submitting Web Orders

After reviewing your shopping cart, check out and submit your order. If you already entered complete shipping and credit card information on the My Settings page, you can use the *express checkout* feature to bypass the Shipping Information and Credit Card Information pages. Express checkout uses the default address and card information you defined in My Settings.

▶**To submit as web order:**

1. On the Review Items in Cart page, click one of the following buttons to checkout:

   - **Standard Checkout** – Displays the Shipping Information and Credit Card Information pages before proceeding to the Submitted Order page.

   - **Express Checkout** – Proceeds directly to the Submitted Order page using the shipping and credit card information you entered when customizing your web settings.

   Note: If you have an order credit limit, or have items on your order that require authorization from your manager, the Review Items in Cart page re-displays indicating that your order requires authorization. Revise your order, or click the **Submit For Approval** button to send your order for approval. The system saves the cart and displays the order number in the header. The system sends you an e-mail with the order number when your order has been approved.

2. On the Shipping Information page, ensure that all required fields are completed and all information is accurate. To change to a different ship-to account, select a new account from the **Ship-To Name** drop-down list.

   Note: Depending on how the web site is set up for you, you may not have edit capabilities for the ship-to address information. You may be able to select a different shipping branch in the **Branch** field. For example, if you plan to pick up an order from a branch that you typically do not order from, select that branch in the **Branch** field.

3. Do one of the following:

   - Click **Continue with Checkout** to display the Credit Card Information page and continue with step 4.

   - Click **Pay Without Credit Card** to charge the order balance to your account and continue with step 5.

   Note: Depending on how the web site is set up for you, you may not be able to place your order without a credit card.

   If the system finds errors in the shipping information you entered, the Shipping Information page re-displays with the errors listed at the top of the page. If the zip code you enter does not match the city or the state you entered, the City, State, and Zip Code

Do Not Match page displays. Either select a valid city and state that matches the zip code from the drop-down list, or re-enter the city, state, and zip code in the fields provided. Click **Submit** to display the Shipping Information page with the correct information. If any of the three fields on the page are blank, the system uses the selected city and state from the drop-down list.

Note: To prevent the order from being submitted multiple times, the **Submit** button is disabled after you click it once to submit the order.

Select a credit card or enter new credit card information.

4. After the system processes the shipping and credit card information, it processes your order and displays your order receipt.

   If your order is shipping from multiple branches or in multiple shipments, the **Ship Date**, **Ship Via**, and **Order Status** fields on the Order Submitted page display as **Multiple Shipments**. Click the **Multiple Shipments** link to view information separately for each generation that makes up the entire order.

5. Print a copy of the submitted order receipt for your records.

   Note: Depending on your web site settings, items that are not in stock may be identified on your receipt by *CALL* in the **Price** field. Call the distributor for price and availability information.

See Also:

Shopping Cart Overview

Selecting Shipping Addresses for Web Orders

If your company has more than one shipping address, the system prompts you to select which ship-to account to use when placing orders. Users with the proper authorization can also create and save new shipping addresses for an account.

Select, edit, or create a shipping address while logging in to the web site. If your company has multiple addresses, the Choose a Shipping Address page displays after you submit your login and password. You can select or search for an address. You can search by name, address, or other criteria that is available from the list. Sort a list of addresses by clicking a column heading.

After you select a shipping address, you can begin shopping. You can also select an address later while browsing or submitting an order.

This topic includes information about how to do the following:

- Select a shipping address when logging in.

- Search for a shipping address.

- Edit a shipping address when logging in.

- Create a shipping address when logging in.

- Select a shipping address later.

▶**To select a shipping address when logging in:**

1. Visit the web site to display the Authorization page.

2. Enter your web order entry ID and password and click **Send**.

   If your company has multiple ship-to accounts, the Choose a Shipping Address page displays. The page lists each ship-to account name and address.

3. Click **Continue** next to the address to select it and display the main shopping page.

▶**To search for a shipping address:**

1. Visit the web site to display the Authorization page.

2. Enter your web order entry ID and password and click **Send**.

   If your company has multiple ship-to accounts, the Choose a Shipping Address page displays and lists each ship-to account name and address associated with your company.

3. Enter your search criteria in the provided field and select the type of data you entered from the adjacent drop-down list.

   For example, if you are looking for a shipping address and know the zip code, type the zip code in the field and select Zip from the drop-down list.

4. Click **Search**.

All the shipping addresses that match your search criteria display.

5. Click **Continue** next to the address to select it and display the main shopping page.

▶**To edit a shipping address when logging in:**

1. Visit the web site to display the Authorization page.

2. Enter your web order entry ID and password and click **Send**.

If your company has multiple ship-to accounts, the Choose a Shipping Address page displays. The page lists each ship-to account name and address.

3. Click the **Edit** link adjacent to the ship-to account to display an edit page.

4. Edit the fields as necessary. An asterisk (*) next to a field name identifies a required field.

5. Click **Update** to return to the Choose a Shipping Address page.

▶**To create a shipping address when logging in:**

1. Visit the web site to display the Authorization page.

2. Enter your web order entry ID and password and click **Send**.

If your company has multiple ship-to accounts, the Choose a Shipping Address page displays. The page lists each ship-to account name and address.

3. Click **Enter New Address** to open a blank page for your entry.

4. Enter the address information. An asterisk (*) next to a field name identifies a required field.

5. Click **Continue** to return to the Choose a Shipping Address page.

▶**To select a different shipping address:**

1. From the **My Account** menu, select **Shipping Information** to display the Shipping Information page.

The Shipping Information page also displays during the checkout process.

If you only have one shipping address, that address displays. If you have more than one shipping address, continue with step 2.

2. Select a different account from the **Name** column.

3. Click **Continue** to begin ordering for the selected account.

See Also:

Editing Shipping Information for Web Orders

Logging in to Web Commerce

Entering Credit Card Information for Web Orders

The web site is typically set up to allow credit card orders. When you start the checkout process, the Credit Card Info page displays. This page lists credit cards you have on file, and has an option to enter new credit card information. Credit cards you have on file that are past their expiration date are not listed.

If your company has a current trade charge account, you can submit a web order without using a credit card. Otherwise, you may be required to enter credit card information.

This topic discusses how to pay using the following options:

- With an existing credit card.

- With a new credit card.

- Without a credit card.

►To pay for your order with an existing credit card:

1. Proceed to checkout.

2. Select a credit card.

3. Click **Place Order**.

    Note: To prevent the order from being submitted multiple times, the **Place Order** button is disabled after you click it once to submit the order.

►To pay for your order with a new credit card:

1. Proceed to checkout.

2. Select the **Enter a new credit card** radio button.

3. From the **Payment Method** drop-down list, select the credit card type.

4. Fill in the **Credit Card Number**, **Expiration Date**, and **Name on Card** fields exactly as they appear on your credit card.

5. If your credit card has a CCV ID, enter the three or four digit security code in the **CCV ID** field. This field is optional.

6. Specify the billing address used by your credit card company by either filling in the **Address**, **City**, **State**, and **Zip** fields or clicking the check box to use the shipping address as the billing address.

7. Click **Place Order**.

    The system uses the credit card for the current order. The card also displays in the list of credit cards when placing future orders.

    Note: To prevent the order from being submitted multiple times, the **Place Order** button is disabled after you click it once to submit the order.

▶**To pay for your order without a credit card:**

1. Proceed to checkout.

2. Click **Pay without Credit Card**.

    The system submits and bills the order to your current trade charge account without a credit card payment.

    This option is not available if you are required to enter credit card information when placing orders.

See Also:

Web Commerce Orders Workflow

Customizing Your Web Commerce Settings

Authorizing Web Orders

If you are an account manager, or a credit decision maker, your employees may submit orders with totals above their credit limit or orders that contain items that require your authorization for them to buy. The system sends you a Credit Authorization Request e-mail that indicates who submitted the order request. Use the link in the e-mail to open the web site directly to the order requiring authorization. From there, you can modify the order if necessary, submit the order, or decline the order.

> **Note:** If you use the link in the e-mail to access the order, log out of the web site before placing any other orders. Orders placed during the session you open using the e-mail link use the shipping address specified on the original order.

▶**To authorize a web order:**

1. Use the link in the e-mail to access the order.

2. Make changes, if necessary.

3. Submit the order using the instructions in Submitting Web Orders.

▶**To decline a web order:**

1. Use the link in the e-mail to access the order.

2. Change the quantities of the items on the order to zero.

3. Click **Update**.

See Also:

Submitting Web Orders

Account Information in Web Commerce Overview

The web site gives you instant access to your account information. You can view all your open orders, open bids, overall order history, and view transaction details. You can also copy items from a previous order and add them to your current shopping cart. You can also view and print invoices.

Edit user account information, or create new user accounts as needed. For example, change your login information frequently for security. You can also enter a different shipping address or credit card for an order.

For more information about managing your account, see the following topics:

- Viewing Account Information

- Making Account Inquiries

- Creating and Editing Users

- Viewing Open Orders and Open Bids

- Viewing Order History

- Viewing and Printing Invoices

- Editing Shipping Information

- Selecting Dates Using the Online Calendar

- Entering Credit Card Information

The **Account Inquiry** and **Order History** options are only available if you are authorized to view accounts receivable information. You may also need to enter a password.

Viewing Account Information in Web Commerce

The My Account page displays options that let you manage your account information. The buttons are nearly identical to the commands in the My Account menu. On the My Account page, click an option to select information for either ship-to or bill-to accounts.

The My Account page also displays summary information about each button. Note that some buttons, such as the **Account Inquiry** button, require proper authorization to use.

▶**To view account information in web commerce:**

1. From the **My Account** menu, select the **My Account** option to display the My Account page.

2. Click the following buttons to display information about your account:

Button	Function
Account Inquiry	View your account activity. View invoice details, cash receipts, deposits, and shipping and billing information.
Edit Users	Edit or create user accounts. Edit passwords and contact information, or create new users.
My Settings	Customize your settings. Control the number of items to display, view thumbnails or text-only, and specify a default shipping address.
Open Orders/Bids	View open orders and bids. Check orders and bids, and copy items to your current shopping cart.
Order History	View previous invoices. Check invoice details, such as shipping and billing information. Copy items to your current shopping cart.
Print Invoices	Print previous invoices.
Shipping Information	View current shipping information. Display ship via, order status, special shipping instructions, and shipping requirements.

See Also:

Account Information in Web Commerce Overview

Making Account Inquiries in Web Commerce

Use the Account Inquiry page to view your account balance and transaction summary. This page lists all open transactions as of the specified date. You can also search for a transaction by entering a reference number, purchase order number, or release number.

The **Account Inquiry** option is only available if you are authorized to view accounts receivable information. You may also need to enter a password.

While making account inquiries, you can do the following:

- Make an account inquiry.

- View a listed transaction's details.

- Display account information that existed on another date.

- Search for a transaction.

▶**To make an account inquiry in web commerce:**

1. From the **My Account** menu, select **Account Inquiry** to display the Account Inquiry page.

2. If prompted, enter your password and click **Send**.

   The Account Inquiry page displays the following information about your account.

Field	Definition
Future	The part of the balance that is due but has not yet appeared on a statement.
Current	The part of the balance that has been billed and is due in the current period.
31-60	The part of the balance that is between 31 and 60 days overdue.
61-90	The part of the balance that is between 61 and 90 days overdue.
91-120	The part of the balance that is between 91 and 120 days overdue.
Over 120	The part of the balance that is over 120 days overdue.
Total	The total balance due.
Deposits	The total of all deposits made against open orders.
Orders	The dollar value of material ordered but not yet shipped.
MTD Sales	The month-to-date sales total.
YTD Sales	The year-to-date sales total.
6-Mo Average	The average balance due over the past six months.
6-Mo High	The highest total balance due over the past six months.
Payment Days	The average of the number of weighted days to pay since the last time there was a zero balance.
Contact	The name of the person to contact regarding the account.
Phone	The telephone number of the contact person for the account.

Field	Definition
Terms	The payment terms.
Credit Limit	The account credit limit.
Available	The difference between the **Credit Limit** and **Total** balance due.
Last Sale	The date of the last sale.
Last Payment	The amount of the last payment. This field only reflects actual cash receipts, not zero dollar cash receipts that you enter to adjust an account.

The Account Inquiry page also displays the following invoice details about invoices that affect the balance due for an account:

Field	Definition
Reference #	The sales order number, check number, or cash payment number of the transaction.
Br	The branch that receives credit for the transaction.
Date	The transaction posting date.
Amount	The transaction amount.
Payment	The amount applied to the original transaction.
Pmt Date	The date the payment was made.
Sig	The indication that a signature is attached to the invoice. Click the X in the column to display the Order Detail page, which displays the signature at the bottom of the order detail. **Note:** Depending on how the web site is set up for you, this column may not display.
Balance	The remaining balance for the transaction.
Age	The aging category to which the transaction belongs.

► **To view a listed transaction's details:**

1. Make an account inquiry.

2. In the **Reference #** column, click a transaction number.

   A page displays the details of the transaction. For example, clicking a sales order displays its Invoice Number page, while clicking a payment displays its View Deposits page.

3. To return to the account inquiry page, click your browser's **Back** button.

► **To display the account information that existed on another date:**

1. Make an account inquiry.

2. In the **As of Date** field, enter a date.

3. Click **Go**.

▶**To search for a transaction:**

1. Make an account inquiry.

2. In the **Search** field at the bottom of the transaction table, enter one of the following:

   - Reference number, such as a sales order number or cash receipt number.

   - Purchase order number.

   - Release number.

3. Click **Go**.

   - If one item is found, it opens.

   - If more than one item is found, a list displays. Click a listed item to display it.

See Also:

Account Information in Web Commerce Overview

Creating and Editing Users in Web Commerce

If your company has more than one person using the web site, we recommend that each have their own user account. Having separate accounts for each user makes it easier to track web transactions. If employees leave your company, you can delete his/her accounts.

You can edit your user account information at any time. For example, edit your account to change a telephone number or your login information. With the appropriate authorization, you can also create new user accounts.

If no one from your company has used the web site, first create a company account.

►**To edit or create a user in web commerce:**

1. From the **My Account** menu, select **Edit Users** to display the Edit Users page.

2. In the list, do one of the following:

    - Click **New User** to display a blank Edit User Information page.

    - Click the name of a user to display that user's information page.

3. Edit or enter the information as needed. An asterisk (*) next to a field name indicates a required field.

4. Select **Use Company Address** to populate the address fields using your company address information. Leave the check box blank to enter an alternate address.

5. Click **Submit** to save the new or edited user account.

►**To delete a user:**

1. From the **My Account** menu, select **Edit Users** to display a list of users for the account.

2. Click the name of a user to display the user information.

3. Click **Delete** to permanently remove the user account.

4. At the prompt, confirm the deletion.

See Also:

Account Information in Web Commerce Overview

Viewing Open Orders and Open Bids in Web Commerce

Use the Open Orders page to view a list of all your open orders and open bids. You can search for a transaction by entering a reference number, purchase order number, or release number.

The Open Orders page also displays open bids, indicated by a Submitted status. Most web site orders enter the system as bids. After review and processing approval, the bids change into orders and display as In-Process. A bid's pricing is only good for a specified amount of time before it expires. If a bid is not expired, you keep the bid's pricing when you copy items from the bid to your shopping cart. You may encounter price changes when copying items from an expired bid to your shopping cart.

When viewing open orders, you can do any of the following:

- View your account's open orders and order generations.
- Search for a transaction.
- View order details.
- Copy items from a bid or a past order to your current order.
- Copy items to a product group.
- Modify a bid.

Depending on how the web site is set up for you, if no items are found for the active ship-to account, the Open Orders page displays information for the bill-to account. Click the link at the top of the page to return to the ship-to account's open orders.

▶**To view your account's open orders and open bids in web commerce:**

1. From the **My Account** menu, select **Open Orders/Bids** to display the Open Orders/Bids page.

   The following information displays for each open order and bid:

Field	Description
Order Number	The transaction number.
Status	The status of the order: • **Submitted** - The order is an open bid. • **In-Process** - The order is open. • **Open Balance** - The order has been invoiced. • **Completed** - The order has been shipped and paid. **Note:** Depending on how the web site is set up for your company, the statuses may be different.
Order Date	The date the order was submitted.
Ship Date	The date the order was shipped.

Field	Description
Ship-To	The customer to whom the order is being shipped.
PO Number	The purchase order number, if specified.
Release Number	The release number, if specified.

2. To view orders and bids that occurred during a specific date range, enter the date range in the **From** and **To** date fields. Use the adjacent buttons to display a calendar and specify a date.

    For example, if you only want to view orders placed or shipped during September 2002, type **09/01/2002** in the **From** field and **09/30/2002** in the **To** field.

3. In the **Select By** field, select **Order Date** to select orders and bids that have an order date that falls within the date range you entered. Select **Ship Date** to search on the ship date of an order.

4. Click **Get More Transactions**.

▶**To search for a transaction:**

1. From the **My Account** menu, select **Open Orders/Bids** to display the Open Orders/Bids page.

2. In the search field at the bottom of the displayed orders table, enter one of the following:

    *   Sales Order number

    *   Purchase order number

    *   Release number

    Note: You can also perform an advanced order search.

3. Click **Go**.

    If one item is found, it opens. If more than one item is found, a list displays on the Order Search Results page. The Order Search Results page displays both open orders or bids that you have submitted, and orders that have been invoiced. If an order has been invoiced, it is listed by the order generation, for example. S123456.001. Click a listed item to display it.

    Note: The first time you initiate a search, the date range adjusts to include the orders returned in the search results. If you narrow the date range and search again, the date range also applies to the search. For example, if you are viewing orders and bids for 09/01/2003 to 09/30/2003, searching brings up all the matching transactions that fall within the date range.

▶**To view order details:**

1. From the **My Account** menu, select **Open Orders/Bids** to display the Open Orders/Bids page.

2. In the **Order Number** column, click a transaction number.

The following order details display:

- Shipping and billing addresses

- All order items

- Subtotal

- Tax

- Freight charges

- Handling charges

- Discount if applicable

- Total amounts

    Totals are pre-discount if the payment terms for the order have not yet been met.

    Note: For nonstock products, *CALL* may display in place of the availability and prices, and in place of the order totals. Call the distributor for information.

▶**To copy items from a bid or a past order to your current order:**

1. View a listed order.

2. Click **Copy Items to Current Order** to copy the items from the order to your current shopping cart.

▶**To copy items from an order or bid to a product group:**

1. View a listed order.

2. Click **Copy Items to Product Group** to copy the items from the order to a product group.

▶**To modify an open bid:**

1. From **My Account,** select **Open Orders/Bids** to display the Open Orders/Bids page.

2. In the **Order Number** column for a submitted order, click a transaction number to display the bid contents.

3. Click the **Modify Bid** button at the bottom of the page to modify the bid.

    If another user is currently modifying the same bid, a message displays at the top of the order review page indicating that another user is modifying the same order and that your changes cannot be submitted.

See Also:

Account Information in Web Commerce Overview

Viewing Order History in Web Commerce

Use the Order History page to view all transactions affecting your accounts receivable (A/R) balance. This page does not include bids or open orders. The initial view is from the beginning of your account to today.

When viewing order history, you can do any of the following:

- View account and order history.

- Search for a transaction.

- View sales order details.

- View cash receipt details.

- View the A/R audit information for a transaction.

- Copy items from a past order to your current order.

▶**To view account and order history in web commerce:**

1. From the **My Account** menu, select **Order History** to display the Order History page.

   Each order contains the following information:

Field	Description
Reference #	The sales order number.
Br	The branch from which the order was placed.
Post Date	The date the transaction posted to your account.
Description	The transaction description, such as purchase order number for an order, or check number or cash for a payment.
Debit	The amount charged to your account.
Credit	The amount credited to your account.
Balance	The total running balance.

2. To view orders for a specific date range, enter the date range in the **From** and **To** fields.

   For example, if you only want to view orders placed during September 2002, type **09/01/2002** in the **From** field and **09/30/2002** in the **To** field.

3. Click **Get More Transactions**.

▶**To search for a transaction:**

1. From the **My Account** menu, select **Order History** to display the Order History page.

2. In the search field at the bottom of the displayed orders table, enter one of the following:

   - Sales order number

   - Purchase order number

   - Release number

   Note: You can also perform an advanced order search.

3. Click **Go**.

   If one item is found, it opens. If more than one item is found, a list displays on the Order Search Results page. The Order Search Results page displays both open orders or bids that you have submitted, and orders that have been invoiced. If an order has been invoiced, it is listed by the order generation, for example. S123456.001. Click a listed item to display it.

▶**To view sales order details:**

1. From the **My Account** menu, select **Order History** to display the Order History page.

2. In the **Reference #** column, click a sales order transaction.

   An Invoice Number page displays containing details about the order.

▶**To view a cash receipt details:**

1. From the **My Account** menu, select **Order History** to display the Order History page.

2. In the **Reference #** column, click a cash receipt transaction.

   A View Deposits page displays details about the payment.

▶**To view the A/R audit information for a transaction:**

1. From the **My Account** menu, select **Order History** to display the Order History page.

2. In the **Balance** column, click a balance amount.

   The Audit Information page displays A/R details including the posting date, discount date, and due date. The original amount and current balance display, as does aging information.

▶**To copy items from a past order to your current order:**

1. View a sales order transaction.

2. Click **Copy Items to Current Order**.

Performing Advanced Searches of Orders and Bids

Use the advanced search functionality to find an order or bid that contains a specific text string, reference number, or additional information.

▶**To perform an advanced search of orders and bids:**

1. View open orders and bids or order history.

2. At the bottom of the order list click **Advanced Search** to display the Advanced Search page.

3. To narrow your search, use the check boxes at the top of the page to select the order types you want to search:

   - **Open Orders** – Searches only open orders in the system.

   - **Bids** – Searches only bids in the system.

   - **Order History** – Searches only closed orders and bids.

   If you do not make a selection, the system searches all open and closed orders and bids.

4. In the **From** and **To** fields, enter the dates for which you want to search.

5. If you would like to search specific text on an order, such as the manufacturer's catalog number, select the check boxes that apply to what you would like to search. To search all text in the order, leave all the check boxes deselected.

6. In the **Advanced Order Search** field, type the text for which you want to find, and click **Search**.

See Also:

Viewing Open Orders and Open Bids in Web Commerce

Viewing Order History in Web Commerce

Viewing and Printing Invoices in Web Commerce

Use the Print Invoices page to display all your previous invoices that fall within the date range you specify. After they display, you can print the invoices.

You can use a *printer-friendly* option, so the invoices open in another browser window. The new browser window omits the web commerce menus and navigation features, which makes for neater printed invoices.

▶**To view and print invoices in web commerce:**

1. From the **My Account** menu, select **Print Invoices**.

2. Use the **From** and **To** date fields to specify the date range for which you want to print invoices.

   For example, if you want to print invoices for September 2002, type **09/01/2002** in the **From** field and **09/30/2002** in the **To** field.

3. Click **Go**.

   The invoices from the dates you specify display.

   Note: It may take a few minutes to display your invoices. Do not click your browser's **Back** or **Reload** buttons while the system prepares the invoices.

4. To print invoices, do one of the following:

   - To print invoices including the surrounding web commerce page, use your browser's print feature.

   - To print invoices without the surrounding web commerce page, use the **Click here for a printer friendly version** link.

See Also:

Account Information in Web Commerce Overview

Editing Shipping Information for Web Orders

Use the Shipping Information page to edit the default shipping information for your user account. You can change the defaults by providing additional information, such as a release number or special shipping instructions for an order.

The information on the page is necessary to ship your order. An asterisk (*) next to a field name indicates a required field. Depending on your web site settings, a drop-down list may be available in some fields, or some fields might not be available to you.

Any changes you make to your ship-to(s) are only temporary changes, used for this session only. The changes are not saved for future use.

▶**To edit shipping information for a web order:**

1. From the **My Account** menu, select **Shipping Information** to display the Shipping Information page.

2. Edit the following shipping information as needed:

To edit...	Do this...
Ship-To Name	Select another account from the list. If you do, a message alerts you that all fields will be reset to use the defaults for the new account; confirm to continue. If you only have one ship-to associated with the account, that name displays in this field.
Address, City, State, Zip, Phone, Email, or Required Date	Type over the information. If you enter an invalid Zip Code and city combination, a page displays to select a valid Zip Code; you can search or choose from a list.
Purchase Order #	Enter a number or select one from the drop-down list.
Release #	Enter the control code that you assign to an for any purpose, such as customer-specific tracking.
Ordered By	Enter a name or select one from the drop-down list.
Order Status	Select an order status from the drop-down list.
Ship Via	Select a ship via from the drop-down list. For example, UPS.
Branch	Select the shipping branch from which the items on the order should ship.
Shipping Instructions	Edit or enter your special shipping instructions.

3. Click **Continue**.

   Note: You can also edit shipping information when you select a shipping address as you are logging in to the web site. Click **Edit** next to the shipping address you want to edit.

Selecting Dates Using the Online Calendar

Use the online calendar to specify a date, quickly and accurately. Selecting dates from the calendar saves you keystrokes and ensures accuracy. You can click navigation arrows to display different months.

> **Note:** The calendar feature displays best in Internet Explorer.

▶**To select a date using the online calendar:**

1. Display any page from the **My Account** menu that has a calendar, such as Order History.
2. Click the calendar button adjacent to the date field to display the calendar.
3. Click the navigation arrows (<< or >>) to display a different month.

   The arrows are located in the calendar's title bar, on either side of the month and year.
4. Click a date to enter it in the date field.

   The calendar closes when you click a date. Click outside the calendar to close the calendar without selecting a date.

See Also:

Account Information in Web Commerce Overview

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