INSTRUCTIONS FOR ORDER TRACKING & ONLINE STORE

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WWW.TRIMCOHARDWARE.COM





Instructions for Order Tracking and Online Store

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-Logging In-

1. To use our online store, you need to visit our website at: <u>http://www.trimcohardware.com/</u>. Once you are at the home page, <u>click</u> on the tab that says: "**Distributor Login**".



2. Now you will come to the following window. At this point, you want to enter your Email address and Password. Then <u>click</u> "Log In".

If you do not have login credentials and are a Trimco Customer, please call the number shown below to register for a username and password or <u>click</u> on "click here" to see a list of representatives in your area to contact for registration.

	Trimco
Login Email:	SINCE 1949 Welcome to Trimco's On-Line System This system provides the Trimco Business Partners the ability to purchase products, track orders, shipments and RMAs.
Password:	If you are not a registered Customet click here to see a list of Rep's in your area to contact for registration. If you are a Customer of Trimco's Please Call or Email Web Masternat 323/262-4191 to setup your account. Reports Quote Report

To set up an account with Trimco, you can <u>click</u> "Web Master" as shown above, call us at (323) 262-4191 or send an email to: <u>csr@trimcohardware.com</u>.



3. After entering your Email address and Password, you will come to the next page which may contain important general information about shipping and ordering from our Online Store. After reading the post-login page, <u>click</u> on "ENTER SITE".





-Order Tracking-

4. To track or check the status of an order that has been placed, <u>click on "Order Tracking"</u>.

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< < < < < < <	1. 2. 3. 4. 5. 6. 7. 8.	Quantity I	Description	Customer PN	Available	Price



5. Once you have entered the *Order Tracking* page there are multiple ways to pull up an order. Either enter the **Purchase Order, Part Number, or Sales Order**. Or simply <u>click</u> on the sales order or purchase order from the prompted list shown on your *Order Tracking* page. As an example, we will <u>click</u> the random sample order "HUNT02".

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			NCE 1949	MC	Ø	
Cus	tomer No: SAMPLE	TRIM	1CO			
	Contact:		ANSIDE, CA 9205			
	Phone:	OCE	ANSIDE, CA 9205	o		
			0	rder Tracking RM	A Store User M	lanagement Logol
Select Order	Order Lines Shipmen	ts Invoices		3		
Purchase Order		Search		Invoice No		Search
Part Number		Search	Start Da		End Date	
Sales Order		Search	mm/dd/y	ууу	mm/dd/yyyy	Search
						_
Sales Order	Purchase Order		Date	Sched Date	Ship Date	Status
414881	JONA00		09-12-18	10-03-18	09-14-18	Complete.
414702	KELLOGGS		09-07-18	11-12-18	09-11-18	New.
<u>414721</u> 414496	GLOR00		09-07-18	09-12-18 09-25-18	09-11-18	Complete. New.
414290	KELL04 LANM00		08-28-18	08-31-18	08-31-18	New.
414347	SAMPLE		08-28-18	08-31-18	08-28-18	Complete.
414248	DOORCAPSAMPL	E	08-27-18	09-18-18		New.
414144	WOODGRAINPUL	PERSONAL VIEW	08-23-18	09-18-18	08-23-18	Complete.
414045	DUNK00		08-22-18	11- <mark>02-1</mark> 8	08-29-18	Complete.
414003	MCCA03		08-21-18	09-14-18	09-05-18	Complete.
413918	HUNT02		08-20-18	08-23-18	08-21-18	Complete.
413941	HAFE03REPL		08-20-18	09-20-18		New.
413818	SAMPLE		08-17-18	08-22-18	<mark>08-17-18</mark>	Complete.
413825	CASC00		08-17-18	09-12-18	08-17-18	Complete.
413760	SECU10		08-16-18	09-06-18		New.
		Page	1234567	<u>8 9 10</u>		



6. Now you land on the *Order Lines* page, where you can **reorder the line items** chosen, have a **copy of the sales order emailed** to you, or **make a credit card payment** toward this sales order.

	/ Tr	in	nc	en [®]		🖈 М
Customer No: SAMPLE Order No: 413918 Order Date: 08-20-18 Order Status: Closed and paid for. Purchase Order: HUNT02 Contact: Phone:	SINCE 12 Sold To TRIMCO 1351 ROCKY POINT DRIV OCEANSIDE, CA 92056	949 s	ihip To	Bi TF 13	III To RIMCO 351 ROCKY POIN CEANSIDE, CA 92	
elect Order Order Lines Shipme	ents Invoices	Order	Tracking	RMA Store	User Manag	jement Log
<u>Cli</u>	Order Line Items <u>- Click H</u> i <u>ck Here</u> to have a copy of t you would like to make a cre	this sales o	rder emailed	to you	der.	
<u>Cli</u>	i <u>ck Here</u> to have a copy of t you would like to make a cre	this sales o edit card pa	rder emailed yment towar	to you	der.	
<u>Cli</u>	ick Here to have a copy of t you would like to make a cro SAMPLE FOR HUNTO2	this sales o edit card pa	rder emailed yment towar	to you	der. Reserved	Back Ord

You can also see shipping information, just <u>click</u> the "Shipments" tab or <u>click</u> on a "Part Number". Both options would land on the same page where shipping information is shown.



7. Once you have landed on the *Shipments* tab, you can <u>click</u> on the "Tracking Number" which would route you to the shipping page/website of the corresponding carrier to the chosen order. In this case, it would open FedEx's Order Tracking page because the customer chose to use FedEx Ground Shipping.

		<u> </u>		
		« Tri	mc	D [®]
Cust	omer No: SAMPLE	SINCE 1949) Ship To	Bill To
1.	Order No: 413918	TRIMCO	Ship To	TRIMCO
Or	der Date: 08-20-18	1351 ROCKY POINT DRIVE OCEANSIDE, CA 92056		1351 ROCKY POINT DRIVE OCEANSIDE, CA 92056
	r Status: Closed and paid for.	OCEANSIDE, CA 92050		OCEANSIDE, CA 92030
Purcha	se Order: HUNT02			
	Contact: Phone:			
	Phone:			
Select Orde	r Order Lines Shipmen		Order Tracking RMA	Store User Management Log
Select Orde	r Order Lines Shipmen	ts Invoices		Store User Management Log
Select Orde	r Order Lines Shipmen			Store User Management Log
hipment	Whse	ts Invoices Shipment Ship Date Ship Via	s Status	Store User Management Log Tracking Number
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nipment	Whse 1351 ROCKY POINT DRIVE Part Number	ts Invoices Shipment Ship Date Ship Via 08-21-18 FEDEX GROU Description	s Status JND Shipped. <u>Ship Qty</u>	Tracking Number
hipment	Whse 1351 ROCKY POINT DRIVE Part Number	ts Invoices Shipment Ship Date Ship Via 08-21-18 FEDEX GROU Description	s Status JND Shipped. <u>Ship Qty</u>	Tracking Number

From this page, you can also <u>click</u> "Invoices". This will to direct you to the following tab:



8. Once you have landed on the *Invoices* tab, you can <u>click</u> "Click Here" to see the Customer Statement and Invoice Payment Options.



You can also <u>click</u> on the "Inv No" (Invoice Number) to take you to the following *Invoice* page, which shows all available details for the chosen Invoice Number.



9. Once you land on the detailed *Invoices* page, you can return to the previous page or get a copy of the chosen invoice emailed to you by <u>clicking</u> on either of the "Click Here" options.



-Online Store Purchasing-

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If you do not have login credentials and are a Trimco Customer, please call the number shown below to register for a username and password or <u>click</u> on "click here" to see a list of representatives in your area to contact for registration.

SINCE 1949 Login Welcome to Trimco's On-Line System This system provides the Trimco Business Partners the ability to Email: purchase products, track orders, shipments and RMAs. Password: If you are not a registered Customet click here to see a list of Rep's in your area to contact for registration. If you are a Customer of Trimco's Please Call 🖳 Remember Login or Email: Web Master at 323/262-4191 to setup your account. Login Reports Quote Report



3. After entering your Email address and Password, you will come to the next page which may contain important general information about shipping and ordering from our Online Store. After reading the post-login page, <u>click</u> on "ENTER SITE".





Once you have logged in, you will land on the following *Store* page. This page will have a tab open called *Parts Entry*. On this page, you can start placing an order by entering a Part Number and a Quantity.

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< < < < < <	Part Number 1. 2. 3. 4. 5. 6. 7.	Quantity				-		
	Part Number 1. 2. 3. 4. 5. 6. 7. 8.	Quantity Quantity Image: I				-		

If you do not know the part numbers for your order, you can <u>click</u> "Categories" to browse Trimco's products by category.



4. When you land on the *Categories* tab, you will see all available categories of Trimco products. When you decide which product you are searching for, click on the corresponding category. This will open all available products from the chosen category. As an example, we will <u>click</u> on "Door Pulls".





6. Once you have clicked the desired category, you will land on a page that details all products within that category. The page for *Door Pulls* is shown below:

>				10&tabindex=0&tabname=H			
			§	Order Tracking RMA	Store User M	lanagemen	t Log
arts Ent	ry Categories P	roducts View Cart	Check Out				
			Product Searc	h			
Part	t Number	> go	Description	▶ go	Show Fay	orites 9 go	1
			•				1
			Show Image	<u>s</u>			
			Current Selected Cate	egory: 7			
Favorit	e Part Number	Description		Customer PN	Available		Buy Q
	1115P.612		JLL SET Satin Bronze		0	205.80	
	1115P.613		JLL SET Bronze, Oil Rub			164.64	L
	1115P.629	1115P FLUSH PU Steel	JLL SET Polished Stainle	SS	0	164.64	<u> </u>
	1115P.630	a second provide the second	ILL SET Satin Stainless	Steel	12	107.80	Ĩ.
	1115P.605	1115P FLUSH PU	ULL SET Polished Brass		0	164.64	1
	1115P.606	1115P FLUSH PU	ILL SET Satin Brass, Du		0	164.64	[
	1192-3.630	45DEG OFFSET 1 Steel	1 ["] PULL 10" Satin Stainle	ess	4	117.60	
	7150J.605	CANE PULL,EXT] MT Polished Brass		0	420.42	
	7150J.612	CANE PULL, EXT .) MT Satin Bronze		0	521.36	
	7150J.613	CANE PULL, EXT .	J MT Bronze, Oil Rubber	d	0	420.42	Ĩ
	7150J.626	CANE PULL, EXT	J MT Dull Chrome		0	420.42	
	71503.630	CANE PULL, EXT .	J MT Satin Stainless Ste	el	0	420.42	ſ.
	35.605	CLASSIC DOOR	PULL 12.5CTC Polished	Brass	0	713.44	1
	35.612	CLASSIC DOOR	PULL 12.5CTC Satin Bro	onze	0	713.44	
	59.609	CLASSIC GRIP 1	0" Satin Brass and Blac	k	0	360.64	

On this page you can <u>click</u> to check a box and add a product as a "Favorite". You can also enter a "Buy Qty" to add the desired quantity of a product to your *Cart*.



7. As an example, we entered a quantity of <u>20</u> – for the product "1115P FLUSH PULL SET" with a Satin Bronze Finish.

			SINCE 1949	nço	®		
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						1 Items	in your Ca
			Product Search				
Part N	umber	> go	Description	> go	Show Fa	vorites 90	
			Show Images Current Selected Catego				
avorite	Part Number	Descripti		Customer PN	Available	Price	Buy Qt
	1115P.612		H PULL SET Satin Bronze	customer Ph	0	205.80	2
	1115P.613	1115P FLUS	H PULL SET Bronze, Oil Rubbed		1	164.64	
Ō	1115P.629	1115P FLUS	H PULL SET Polished Stainless	eel	0	164.64	
	1115P.630	1115P FLUS	H PULL SET Satin Stainless Steel		12	107.80	1
	1115P.605	1115P FLUS	H PULL SET Polished Brass		0	164.64	
	1115P.606	1115P FLUS	H PULL SET Satin Brass, Dull		0	164.64	
	1192-3.630	45DEG OFF	SET 1"PULL 10" Satin Stainless St	teel	4	117.60	
	71503.605	CANE PULL,	EXT J MT Polished Brass		0	420.42	
	7150J.612	CANE PULL,	EXT J MT Satin Bronze		0	521.36	-
	71503.613	CANE PULL,	EXT J MT Bronze, Oil Rubbed		0	420.42	
	7150J. <mark>62</mark> 6	CANE PULL,	EXT J MT Dull Chrome		0	420.42	
	71503.630	CANE PULL,	EXT J MT Satin Stainless Steel		0	420.42	
	35.605	CLASSIC DO	OOR PULL 12.5CTC Polished Brass		0	713.44	
	35.612	CLASSIC DO	OOR PULL 12.5CTC Satin Bronze		0	713.44	
	59.609	CLASSIC GR	RIP 10" Satin Brass and Black		0	360.64	
			Page 1 2 3 4 5 6 7 8 9	10			- 25

After you enter a quantity of the desired product on the right-hand side shown below, you can <u>click</u> on the "View Cart" tab to view the products and quantities of each product.



8. You will now land on the following *View Cart* tab, where you can view all products and quantities of each product in your cart. This page will also show a "**Total**" at the <u>bottom right of the page</u>.

You can also enter **"Special Instructions"** for Trimco on each product order.

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Parts Entry Categories P	rolucts View Cart Check Out	Order Tracking RMA S	
Parts Entry Categories P	Products View Cart Check Out		tore User Management Logo 1 Items in your Ca
Parts Entry Categories P Part Number			
Part Number	Product S	earch	1 Items in your Ca Show Favorites > go
Part Number Part Number Description	Product S	earch > go	1 Items in your Ca Show Favorites > go
Part Number Part Number Description	Product St go Description	earch > go	1 Items in your Ca Show Favorites > go ble Price Quantity

To proceed with the desired order in your Cart, click "Check Out"



9. On the following *Check Out* page, you will need to fill all necessary information to complete your order.

Shipping address is necessary to complete the order. Trimco's online store does not require you to pay for the order immediately, however, you may choose to pay immediately by entering a credit card number in the "**Pay By Credit Card**" section. Another payment option is to enter a purchase order number in the "**Purchase Order**" section.

Both **Payment Options** are shown in the following image.



You can open a dropdown menu for shipping options by <u>clicking</u> under "Ship Via"

This should be done to ensure the desired shipping method before <u>clicking</u> "Submit Order", which is the final step before completing your purchase.