TECH Storefront Quick Reference
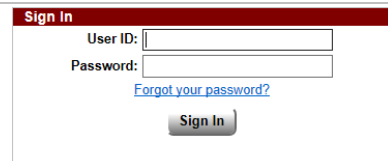
The Basics

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	Click on the **Tech logo** or **Home** to return to the Home Page from anywhere on the web site.
	Click on **Sign In** and enter your Tech Storefront *User ID and Password* to place orders, view pricing or account information. Click on **Contact Us** for assistance or to request additional information. Click on the **?** to open this document.
	Passwords are case sensitive. If you forget your password, click on **Forgot your password?**, answer the password reset question and a temporary password will be emailed to you. Sign in using the temporary password and change it by clicking on **Edit Account**.
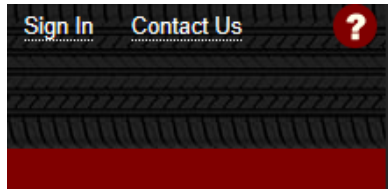
⚡TECH Storefront Quick Reference

Searching for Products

Click on the category photo, name (red text) for all items in that category or click on sub-category (black text) for a more specific group of items.

Type a *search value* or *item number*. Click on **Go** or press *Enter* to search for items. For most searches, you can leave the search type set to *Keyword*.
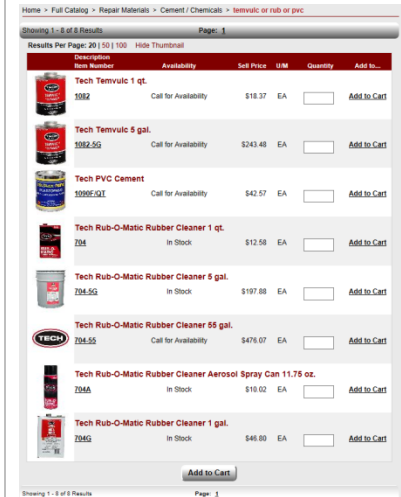
Use an asterisk to perform searches with a partial description. To find vulcanizing fluid, type in *vulcan*.* This will find all items with those letters in the description or additional information.

Searching for *norco or omega jack* will find jacks or jack stands for either brand.

Searching for *norco not stands* will find will find all Norco products but will omit jack stands from the results.

Click on the item number or thumbnail for additional information, specifications, applications, diagrams, videos or documents.
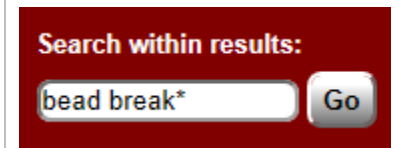
To narrow the search results further, type additional search terms in the Search within results text box and click on the **Go** button to the right. In this example *bead break** was used to show only bread breaker items in the search results.


At the top of the search list is a list of words or terms (known as breadcrumbs) that shows your location in the catalog or your item search. You can click on them to back up and view a wider selection of products. In this example, clicking on **Air Tools** will show you all air tools instead of just air tools that are ½" drive.
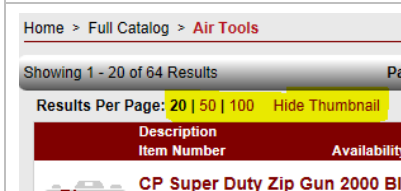
The number of items per page can be changed by clicking on **20**, **50** or **100**.

The item thumbnail images can be hidden or shown by clicking on **Hide/Show Thumbnail**.

TECH Storefront Quick Reference

Placing Orders
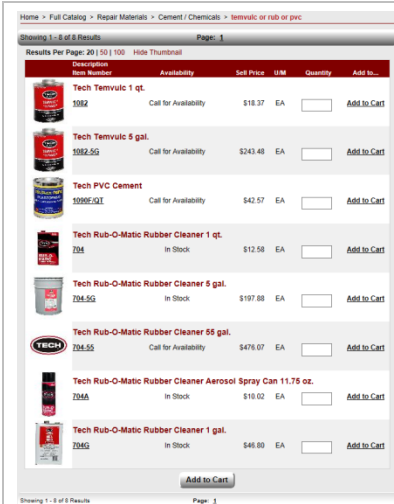
Once you have signed in, you can order items or check prices on these pages.

Search Results Page:

To order, type q*uantity(s)* then click on **Add to Cart** to the right of each item.

Click on the **Add to Cart** button at the bottom of the page to order more than one item at a time.

Item Detail Page:

Type quantity and click on **Add to Cart** to order items. If you add the same item to your cart more than once, the quantities are added together.

Click on **Recalculate** to see the new extended price if you change quantity. This step is optional and not required to add an item to your cart.
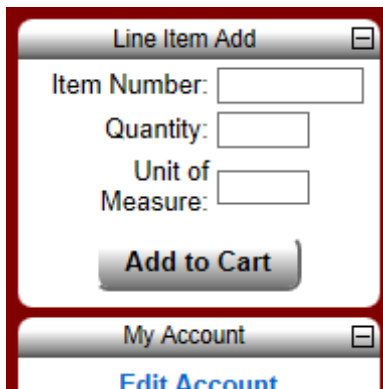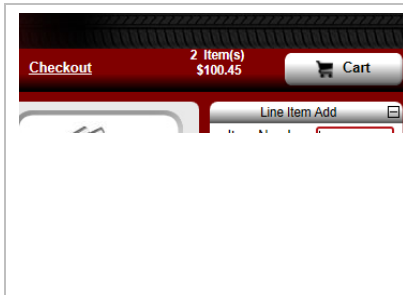
Line Item Add Section:

This is located on top of the right panel and is used to order an item from any page.

Type *item number* and q*uantity* then click on **Add to Cart** to order.

Unit of measure can be left blank.

Placing Orders – continued . . .

Order Pad Page:

Click on **Order Pad** on the right panel. Type *item number(s)* and *quantity(s)* then click on the **Add to Cart** button at the bottom of the page.

Unit of measure can be left blank.

Clicking on the **Clear** button removes all entries.

Item Order History Page:

Click on **Item Order History** on the right panel and select the month and year range (up to 6 months). Type the *quantity(s)* then click on **Add to Cart** to the right of the item or click on the **Add to Cart** button at the bottom of the page to order more than one item at a time.

Unit of Measure is not used and can be left blank.

Clicking on the **Clear** button erases all rows of entries.

Review Orders Page:

To view items from previous orders, click on **Review Orders**. Choose one or more search criteria (*entry date, order type, order status or other qualifiers*) and click the **Search** button. Click on **Copy Order** to add all line items from this order. Click on **Cart** to view these items and make changes or deletions.

Shopping List / Wish List Page:

Click on **Shopping List** or **View Wish List** in the right panel to view items. Type the *quantity(s)* then click on **Add to Cart** to the right of the item or click on the **Add to Cart** button at the bottom of the page to order more than one item at a time.
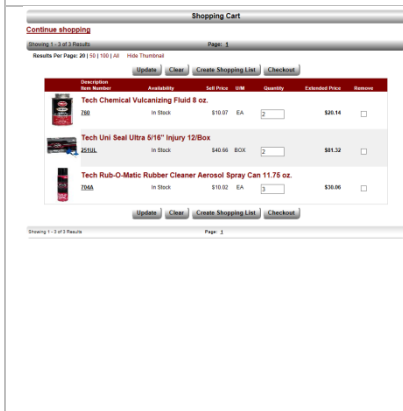
⚡TECH Storefront Quick Reference

Cart / Check Out / Saved Orders

Click on the **Cart** button to view items that have been ordered.

The item count and $ amount in the cart are shown to the left and change as items are ordered, updated or removed.

Click on **Checkout** to save or submit the order for processing.

To make changes on your order on the Shopping Cart page, type the *quantity(s)* and click on the **Update** button at the bottom of the page.

To remove items, click on the Remove checkbox to the right and click on the **Update** button

To remove all items in the cart, click on the **Clear** button.

To submit or save your order, click on the **Checkout** button.
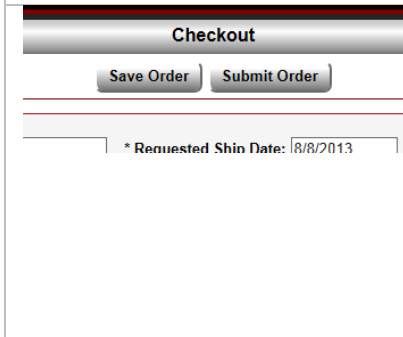
Review the Checkout page for correct billing and ship to address, items, quantities and prices. Enter your *PO number* if required.

Orders may only be requested to be delivered to ship-to addresses on file.

Click on **Submit Order** to process the order for fulfillment and billing. An order confirmation page will be displayed and sent to the email address of your account.
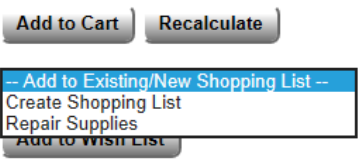
You can save an order for completion at a later date/time by clicking on **Save Order**. Type a *name* for the order and *description* (optional). The order will be placed in your Saved Orders and the shopping cart will be emptied.

Click on **Saved Orders** on the right panel to view, select or delete saved orders. If you select an order, you can continue to make additions, changes or deletions and checkout or re-save the order.

⚡TECH Storefront Quick Reference

Shopping Lists

You can create shopping lists to easily locate and keep track of items to buy later or routinely. On the Item Detail page, click on the **Add to Existing/New Shopping List** dropdown. Click on an existing shopping list or click on **Create Shopping List**. You will be prompted for a *name* and *description*.

You can create shopping lists from items on an order. Click on the **Cart** button. At the bottom of the page is a **Create Shopping List** button. Click on it to create a new shopping list with all of the items in the cart. You will be prompted for a *name* and *description*.

Click on **Shopping List** in the right panel to view items for that list.

Type the *quantity(s)* then click on **Add to Cart** to the right of the item or click on the **Add to Cart** button at the bottom of the page to order more than one item at a time.

To remove items <u>from this list</u>, click on the **Remove** check box to the right and then on the **Remove** button at the bottom of the page.

To delete the entire shopping list, click on the **Delete** button at the bottom of the page.

Wish List

The Wish List is used to keep track of items you may want to purchase in the future. To add items, click on the **Add to Wish List** button on the item detail page. There is only one Wish List for your account.

Click on **View Wish List** in the right panel to view items.

Type the *quantity(s)* then click on **Add to Cart** to the right of the item or click on the **Add to Cart** button at the bottom of the page to order more than one item at a time.
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To remove items, click on the **Remove** check box to the right and then click on the **Remove** button at the bottom of the page.

TECH Storefront Quick Reference

Account Information

To change your password or password reminder questions, click on **Edit Account** in the right panel

Passwords must be 8-14 characters and should contain 3 of the following: an upper case letter, a lower case letter, a number and a special character.
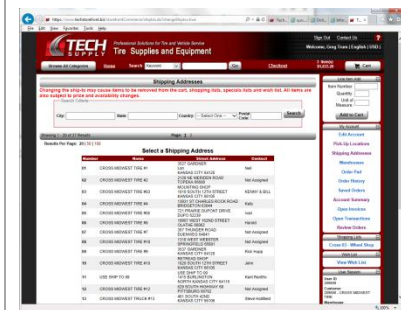
If your account has access to multiple shipping addresses, one can be selected when you complete an order on the Checkout page or by clicking on **Shipping Addresses** in the right panel

Please note that if you change the shipping address in the middle of placing an order, items may be removed from the cart . Any remaining items in your cart will go to the new address. All items also are subject to availability changes based on the new address.

To view your current accounts receivable balance and purchase summary figures, click on **Account Summary**.
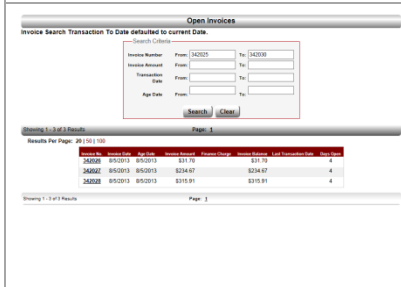
To view your current open invoices, click on **Open Invoices**. Type in one or more search criteria (*invoice number, amount, date*) and click the **Search** button. Click on the **Invoice Number** for a summary display of the order. Click on the **Order Number** for detailed order information.
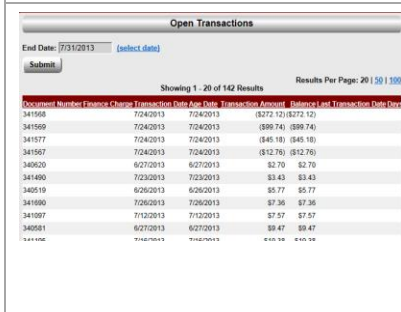
To view your current open statement transactions, click on **Open Transactions**. Select a *cutoff date* and click the **Submit** button.

Click on the **Column Headings** to change the order of the transactions.

Account Information – continued . . .

To view previous orders, click on **Review Orders**. Choose one or more search criteria (*entry date, order type, order status or other qualifiers*) and click the **Search** button.

Click on **Order Number** for detailed order information, **Copy Order** to add all line items from this order to your cart, **Printable Version** for a copy that can be printed or **Email Order** to send yourself a copy of the order confirmation to the email address of your account.