

FASTtrak

Website Ordering User Guide (New customer)

https://www.fineline.com/fasttrak_userguide/

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Customer Service:

USA: 1-800-500-8687

Canada: 1-800-268-7195

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Asia(Traderplus): +86 (0) 512 8718 1098

South Africa: +27 31 5794114



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I. FASTtrak Homepage

The homepage allows you to link to all pages within the FASTtrak system. It displays your most recent 6 orders to the right, and our company will frequently post news and announcements on this page to alert our customers of any changes or updates. Additional user guides may be downloaded by clicking the FASTtrak User Guides tab shown below, offering retailer specific guides and guides in other languages. The Holidays tab is where you can view any holiday closures for our facilities as well.

The screenshot displays the FASTtrak homepage with the following elements:

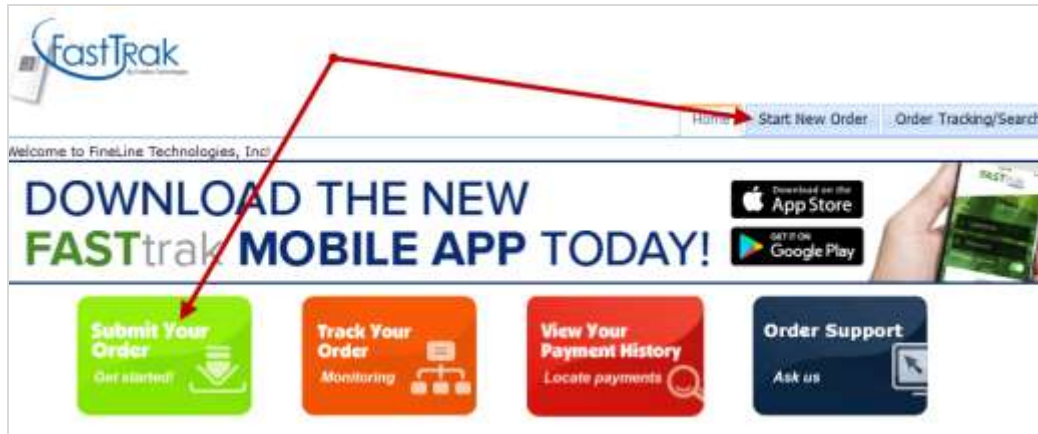
- Header:** FASTtrak logo, "My Account | Log Out", "FinesLine Customer" email, and navigation tabs: Home, Start New Order, Order Tracking/Search, Invoice History, Inquiry/Support.
- Banner:** "DOWNLOAD THE NEW FASTtrak MOBILE APP TODAY!" with App Store and Google Play download buttons.
- Navigation:** "News and Announcements", "FastTrak User Guides", and "Holidays" tabs. Two red arrows point from the "FastTrak User Guides" and "Holidays" tabs to the "FASTtrak Mobile is now available!" announcement.
- Announcements:** "FASTtrak Mobile is now available!" with a link to "FASTtrak Mobile is now available!".
- Recent Orders:** A list of 6 orders with details like Order ID, Retailer, Date, QTY, and Status.
- Key Functionality:** A list of features including worldwide order tracking and service summary analytics.

Order ID	Retailer	Date	QTY	Status
1095754	CUSTOM	05/15/2017	300	Shipped
1073909	CUSTOM	05/05/2017	300	Shipped
1030713	CUSTOM	04/11/2017	300	Shipped
1211202	NonRetailer	10/04/2013	648	Shipped
11921151	ABC Retail	08/24/2008	100	In Progress
12444119	ABC Retail	08/24/2008	370	In Progress

II. Ordering by Purchase Order

This section details the steps required to order a PO.

1. Begin by selecting the 'Submit Your Order' Icon or click on the Start New Order Tab.



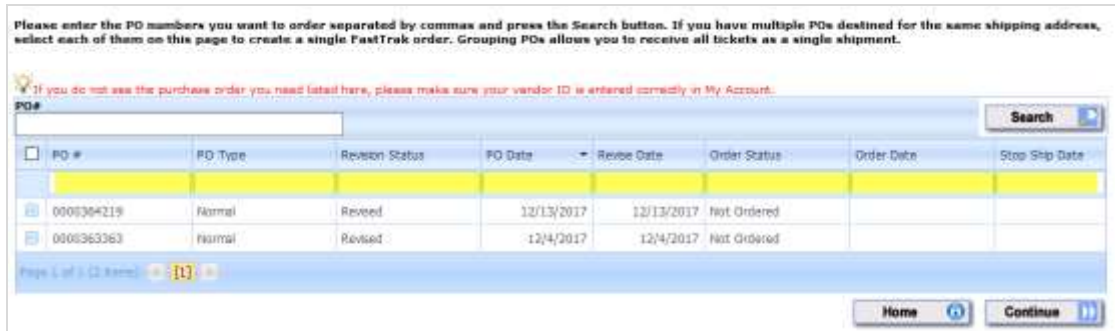
2. Find the retailer you wish to order tickets for and select your order method as Purchase Order.



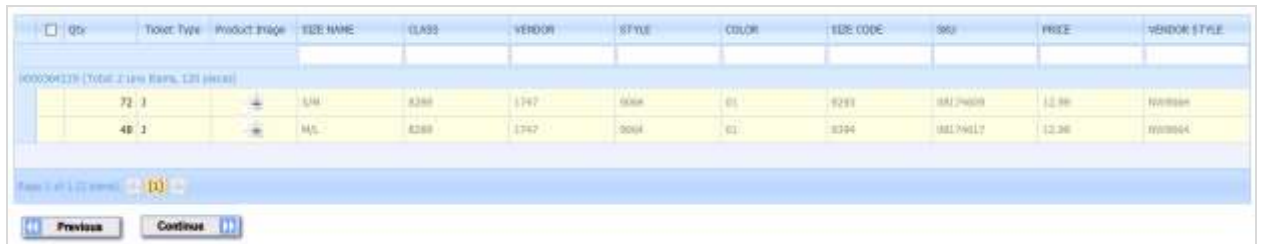
3. Find your PO from the list of PO's provided. If you do not see any PO's in your list, please reach out to your buyer. If you know your PO number, you can also search for a specific PO, or enter multiple PO's into the search box, separating each with a comma.



- You can use the FASTtrak Grid header highlighted below to filter using any of the displayed fields. You can also click the field header to sort the PO's by that field. When ready, select the PO's you wish to order and click the continue button.



- The following page displays the PO line item data. You can review the line item data provided by your retailer here. If anything appears incorrect, please contact your buyer directly for any revisions. If everything is ok, click continue to proceed with ordering the full PO (note: some retailers allow you to choose line items. If so, check boxes will appear to the left of the line items for you to select specific items at a time).



- If the retailer you are ordering tickets for has multiple submission methods, you can add another submission method on this page.



- If you do not need to add another submission method or do not have the option, please click continue to proceed. [Click here](#) to skip to the next section of the ordering process. The following section details how to submit an order via an Excel order form.

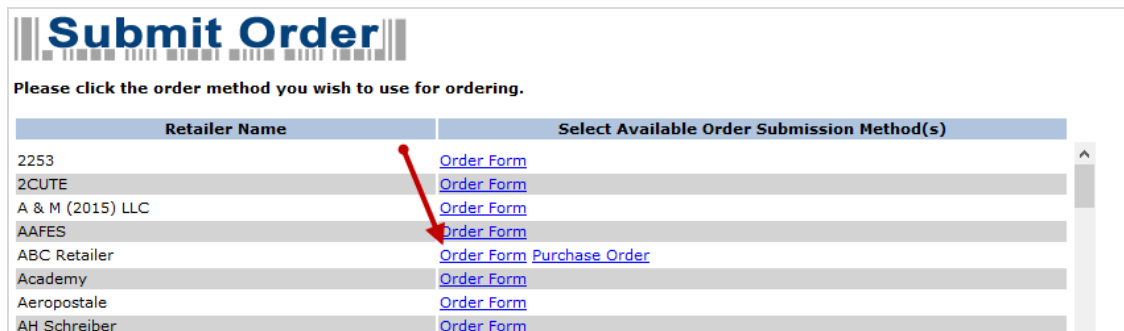
III. Ordering by Order Form

This section details the steps required to submit an order using an Excel order form.

1. Begin by selecting the 'Submit Your Order' Icon or click on the Start New Order Tab.



2. Find the retailer you wish to order tickets for and select your order method as Order Form.



3. Click the green Excel icon to download the latest version of the order form to your computer. We recommend downloading a new form each time you login to place an order, as updates are made periodically to the order forms.



- Once the order form has finished downloading, you will open the file and see the Product Index Page. This page displays all ticket types available for ordering on this order form. Clicking "order" next to a ticket type will take you to the tab on the order form that contains that ticket. Some forms have multiple ticket types on the same tab, so you would choose the ticket from the drop down in those cases once you navigate to the multi-product order sheet.

Label																	Qty Ordered	Order
DIRECT LABEL-(3682892)																	0	Order
ND01-(3682482)																	0	Order
ND02-(3682493)																	0	Order
ND03-(3682484)																	0	Order
NJ01-(3682462)																	0	Order
NJ01-A-(3682464)																	0	Order
NJ02-(3682466)																	0	Order
NJ02-A-(3682467)																	0	Order
NJ03-(3682468)																	0	Order
NJ03-A-(3682469)																	0	Order
NJC01-(142967901)																	0	Order
NL01-(3682497)																	0	Order
NL01-A-(3682498)																	0	Order
NL02-(3682499)																	0	Order
NL02-A-(3682500)																	0	Order
NL03-(3682501)																	0	Order
NL03-A-(3682502)																	0	Order
NLP-(71923642)																	0	Order
NR01-(3682487)																	0	Order
NR02-(3682488)																	0	Order
NR03-(3682489)																	0	Order
NTIE-(3683174)																	0	Order
NTIE-A-(3683357)																	0	Order
PL01-(250814419)																	0	Order
PT01-(250814308)																	0	Order
RD01-(3682495)																	0	Order
RD02-(3682496)																	0	Order
RJ01-(3682483)																	0	Order
RJ01-A-(3682484)																	0	Order
RJ02-(3682485)																	0	Order
RJ02-A-(3682486)																	0	Order
RL01-(3682503)																	0	Order

	A	B	C	D	E	F	G
1	PO NUMBER	PRODUCT	STYLE	COLOR	UPC	SIZE	DEPT
2	Optional PO#	Choose from the drop down		AS PER NORDSTROM PO		IF APPLICABLE	3 NUMBERS
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
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37							
38							
39							
40							

5. Fill out the order form with the required information for your ticket type(s). You can order multiple ticket types on the same order form. Once finished, save the file to your computer where you can easily find it. For PC users, please save the file as .xls, and Mac users please save the file as .xlsx.
6. Once saved, head back to the FASTtrak page you were previously on. You will click the Browse button to choose the file you wish to upload for processing. Select the file to upload and click open, and it should then display the filename in the space next to the browse button. Once loaded, click continue to begin uploading.

Submit Order

Upload Order Form

Select Your Shipping

Select Payment

Upload Order Form

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

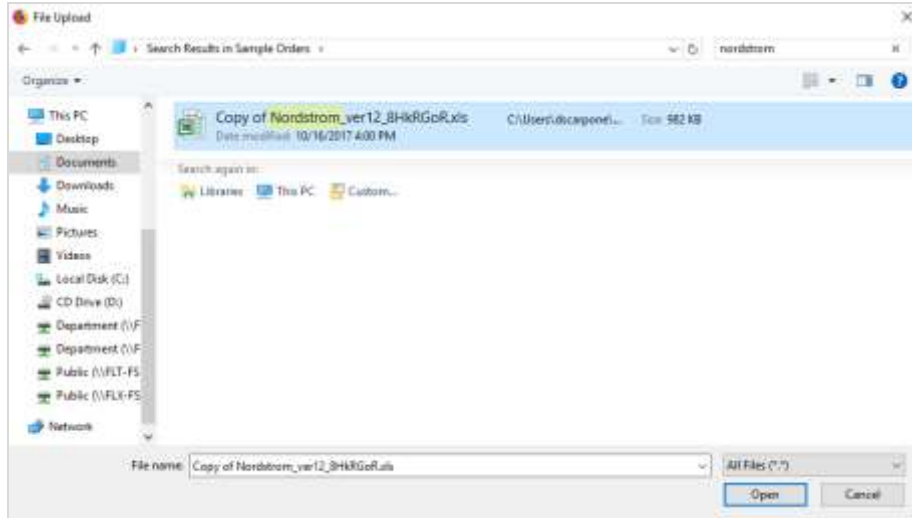
The current Order Form Version for Nordstrom is 37 and was last updated on 12/12/2017.

Order Form:

Click the Excel icon to download a new form.

View Product Samples

Add



- Depending on the size of the order form, it can take a few minutes to fully upload. Once it does, the data will be displayed on the following page. If all data looks ok, click continue at the bottom to proceed.



- If the retailer you are ordering tickets for has multiple submission methods, you can add another submission method on this page.

Order Method Summary

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

Order Form Ordering

PO List:

Product Name	Product Image	Order Qty	
DIRECT LABEL		18	<input type="button" value="Remove from Order X"/>

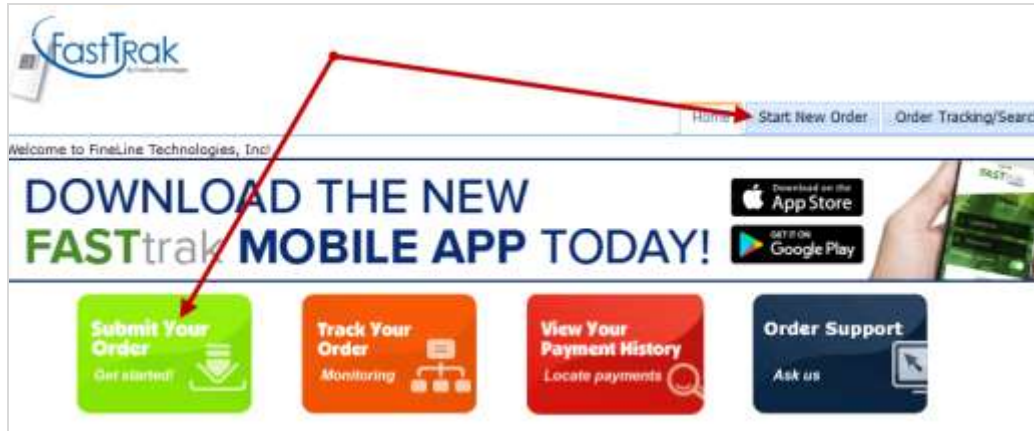
9. If you do not need to add another submission method or do not have the option, please click continue to proceed. [Click here](#) to skip to the next section of the ordering process. The following section details how to submit an order via Catalog ordering.

IV. Ordering by Catalog

This section details the steps required to submit an order using the Catalog method.

Note that not all retailers have this method, but the products available for Catalog ordering are items that no variable data is required for submission.

1. Begin by selecting the 'Submit Your Order' Icon or click on the Start New Order Tab.



2. Find the retailer you wish to order tickets for and select your order method as Catalog.



3. The available catalog items will be displayed on the following page. You will need to input the number of units you are requesting for the item being ordered. Please do not put the number of boxes or rolls, etc. We will need you to advise the exact number of units. If the product is something that comes in a multiple of a certain amount, our system will round your quantity to the nearest unit of measure. If not, you will receive the quantity you have ordered. Once finished, click continue.

Submit Order

Select Your PO Select Your Labels Select Your Shipping Select Payment

Ticket Type	Image	Product Description	Unit of Measure	Package Type	Quantity
<input type="checkbox"/> WARNING LB		WARNING LB	1000		1500

Page 2 of 3 (1 item)

Select All Clear All Cancel Continue

- If the retailer you are ordering tickets for has multiple submission methods, you can add another submission method on this page.

Order Method Summary

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

Order Form Ordering

PO List:

Product Name	Product Image	Order Qty
DIRECT LABEL		10

Remove from Order

Add Catalog Continue

- If you do not need to add another submission method or do not have the option, click continue to proceed to the shipping page.
- Choose your shipping address from the available addresses in your account. If you need to add a new address, click the link "add new shipping address" to set up a new ship to location.

Order Method Summary | My Account | Log Out

FastTrak **NORDSTROM** FineLine Customer
FastTrakUser@finelintech.com

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

Ordering: Nordstrom Printed Products Document Queue

DOWNLOAD THE NEW FASTtrak MOBILE APP TODAY!

Download on the App Store | GET IT ON Google Play

Submit Order

Order Shipping

Please submit your shipping instructions below. Your order will ship from the factory that is closest in either USA, Hong Kong or Shenzhen China.

Select Shipping Address:

ABC Customer-3145 Medlock Bridge Norcross, GA 30071

[\[Add new shipping address\]](#)

Contact Name: Simon

Contact Phone: 404-848-8585

Contact Fax:

Contact Email: simonjone@gmail.com

[Edit Contact](#)

Select Shipping Method:

UPS: UPS Ground - \$14.00

Internal Purchase Order #(s) (550 character limit):

Make It A Rush Order

Rush Printing Option

*Please select the proper printing rush option you want for this order. Orders containing RFID products are subject to RFID rush fees only. The rush fee may be waived if the order does not ship quicker than the normal turnaround time.

—SELECT—

If you have any questions please contact our Customer Service Representatives

For US, email support@finelintech.com or call (800)-500-8607

For Asia, email support@finelintech.com.hk or call (852)-2156-9788

ATTENTION

Please check this box if you are a former **RER International** customer placing a FastTrak order. We welcome you as a new customer and wish to ensure the best service possible for your orders. Please contact us if you have any questions. Thank you.

Retailer	Purchase Order Number(s)	Ordered Qty	Print Qty
Nordstrom		1500	1575

7. The page will refresh once your address is selected, and you will then be able to choose your shipping method from the available methods based on where your order is printing from and subsequently shipping to. Estimates are also provided for many major carriers.
8. You can add an optional Internal Purchase Order if you need us to reference anything specific on your invoices and packing lists for accounting or other purposes. There is a 550 character limit on this field, so anything beyond that amount will be cut off.
9. You also may have the option to make your order a rush. Our standard production time is 2 business days for most retailers, but if you need an order shipped sooner than that, you can choose your rush option on this page. Typically there is an option for a same day rush and a next day rush, depending on how quickly you need the order shipped.
10. This page will also display your retailer, any PO numbers, and your quantity at the bottom. The order quantity is the amount you have requested to order, and the

print quantity includes our industry standard overage, which is applied for most retailers we partner with.


11. Click Continue to proceed to the payment page.
12. Select your payment method from the options provided. If you have a payment method stored already, it will automatically be chosen on this screen, but you can choose a different method on an order by order basis. Once you have provided payment, you may click continue to proceed.

Billing Address

Bill to Party: FineLine Technologies
3145 Medlock Bridge
Norcross, GA 30071
United States

Payment Method

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

Credit Card 

Credit Card Type:

Name On Card:

Card Number:

Security Code: * 3 or 4 digit code located on the back of your credit card

Card Expiration: Month Year

ACH Account Debit

Name on Account:

Account Type: Checking Savings

Bank Name:

Bank Account Number:

Bank Routing Number:

Payment Terms and Conditions *A credit application must be completed to setup terms. Please allow 4-5 days for review and approval if this is the first order requesting Net 30 terms.

COD *Only available for orders shipping within U.S.A.

Pre-Pay *Pre-Pay by Wire Transfer/Chats/TT/EFT or Check is available. For Pre-Pay payment methods, orders will not process until valid payment is received.

Wire Transfer/Chats/TT/EFT *Payment must be made prior to shipping this order

Check

Retailer	Purchase Order Number(s)	Ordered Qty	Print Qty
Nordstrom		1500	1573

13. The following page is for you to review all the details so far of your order before submitting. **Please note this is not your confirmation page.** Once you have reviewed the data on this page, click continue to submit your order.

Review and Complete Order

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

Order Summary

Retailer PO Number:
Customer PO Number:
Retailer Name: Nordstrom
Order Date: 12-19-2017
Ordered Qty: 1,500
*****Print Qty:** 1,575

Shipping

Company: ABC Customer
Shipping Address: 3145 Medlock Bridge, Norcross, GA 30071, United States
Shipping Method: UPS Ground
Estimated Shipping and Handling Cost: \$14.00
**Final shipping cost will be determined when the order is shipped.

Billing


Company: FineLine Technologies
Billing Address: 3145 Medlock Bridge, Norcross, GA 30071, United States
Order Charges:
*Product Charges: \$0.00
SKU Charges: \$0.00
Setup Fees: \$0.00
Wire Fees: \$0.00
Rush Fees: \$0.00
Price Adjustments: \$0.00
Account Credit: \$0.00
**Shipping and Handling Charges: \$0.00
Tax: \$0.00
Total Price: \$0.00
*Estimate Only - Do not remit payment for this amount. If Payment Method is Wire or Prepay a Proforma Invoice with the correct order total will be emailed to you shortly. If Payment Method is Terms & Conditions a final invoice for payment will be sent after order ships. 寄出前請先付款: Proforma invoice) 上列金額支付。

Payment Method:
Terms and Conditions

***In addition to the number of tickets/labels required for your P.O., FineLine Technologies may print an average per the retailer's instruction and industry standards.

Retailer	Purchase Order Number(s)	Ordered Qty	Print Qty
Nordstrom		1500	1575

14. The following message will display once you click continue. Once the order is processed, a new page will load with your order confirmation number, shown highlighted below. You will also receive a confirmation email simultaneously with your order details.

 **Processing. Please allow up to 6 minutes...**
NOTE: Clicking the submit button more than once will duplicate your order.

Thank You!!

Your order has been received, You will receive an order confirmation via email shortly. Here is some important information about your order:

Order Number: 3443932
Retailer: Nordstrom
PO Number(s):
Customer PO Number:
Order Status: On Hold
Total Ordered Qty: 1500
Total Print Qty: 1575
Payment Method: Terms and Conditions
Total Order Price: \$1.00 *Estimate Only - Do not remit payment for this amount. If Payment Method is Wire or Prepay a Proforma Invoice with the correct order total will be emailed to you shortly. If Payment Method is Terms & Conditions a final invoice for payment will be sent after order ships. 請查閱附帶的 請洽專人協助。
發票 (Proforma invoice) 上的金額支付。

Your order will typically ship within 2 business days.

In the interim, if you want to track your order as it progresses through the production cycle, click this [link](#).

Contact us

From technical and order support to entertaining your great ideas, we're here to lend a hand.

[Inquire about your order](#)
[Privacy policy](#)
[Contact information](#)

[Home](#)

V. Tracking Orders

The FASTtrak system will allow you to track your orders in real time as they are processed, printed, and shipped. Our system will not only store the tracking details, it will record the date of delivery with the selected carrier!

1. Click the ORDER TRACKING/SEARCH tab on your navigation bar or the Track Your Order button shown below.

The screenshot shows the FASTtrak web application interface. At the top right, there are links for 'My Account' and 'Log Out'. Below that, the 'FastLine Customer' information is displayed. The navigation bar includes 'Home', 'Start New Order', 'Order Tracking/Search', 'Invoice History', and 'Inquiry/Support'. A large banner promotes the 'FASTtrak MOBILE APP TODAY!' with download links for the App Store and Google Play. Below the banner are four main action buttons: 'Submit Your Order', 'Track Your Order', 'View Your Payment History', and 'Order Support'. A 'Recent Orders' section on the right lists several orders with their IDs, dates, and statuses. A 'News and Announcements' section at the bottom left contains an announcement about the mobile app's availability.

2. You can search using the criteria shown below. The system will default to displaying a week's worth of prior orders, but you can expand this to view up to a full year at one time. Searchable fields are order number, retailer PO number, customer (internal) PO number, and tracking number. Enter your search criteria and click the search button.

The screenshot shows the 'Order Tracking' search interface. It features a search form with the following fields: 'From' (12/19/2017), 'To' (12/26/2017), 'Order #' and 'PO #' fields, and 'Customer Internal PO #' and 'Tracking #' fields. A 'Search' button is located to the right of the form. Below the search form is a table displaying a list of orders with columns for Order #, Internal Purchase Order #, Order Date, Ship Date, Delivery Date, Status, Retailer, Vendor, Vendor ID, and Ordered By.

Order #	Internal Purchase Order #	Order Date	Ship Date	Delivery Date	Status	Retailer	Vendor	Vendor ID	Ordered By
2450777	8162436-8F9N1-9961014	12/23/2017	12/25/2017		Shipped	ROSS	Ami Fulvia Craft Products Co., LTD	43400133	Lynn Lin
2450822	1385090-8F9N1-8796000	12/21/2017	12/25/2017		Shipped	ROSS	EME Co. Ltd. (JLA HOME)	43401703	Ying Hua
2450796	4144906-8F9N1-9970107	12/21/2017	12/22/2017		Shipped	ROSS	HUEI TYNG ENTERPRISE CO., LTD.	43423788	Sandra Mo

- You can filter your results using any of the headers in the grid. Simply click the header to sort by that column, or enter criteria into the boxes underneath the header to view specific results in your query.

Drag a column header here to group by that column

Order#	PO#	Internal Purchase Order #	Order Date	Ship Date	Delivery Date	Status	Order	Vendor	Vendor ID	Ordered By	Ship To Address	Ship Method	Tracking#	Print Invoice	Print Qty	Amount
3452773	6163439- RPRNT- 9901014		12/23/2017	12/25/2017		Shipped	WESS	Amek Plastik Craft Products Co., Ltd	40488130	Lynn Lin	Shenzhen Industrial Zone, Amek Plastic China 深圳市宝安区西乡街道西乡社区	SF EXPRESS	88212408018F	3452773		1240
3450822	1382890- RPRNT- 8796009		12/21/2017	12/25/2017		Shipped	WESS	SBE Co. Ltd. (S.A. HONGKONG)	40481170	Wing Hwa Gu	WESS Kowloon Wharves & Godowns Limited 香港中環皇后大道中300號	SF EXPRESS	88212408018F	3450822		4690
3451706	6144896- RPRNT- 4978137		12/21/2017	12/22/2017		Shipped	WESS	HABEI TONG ENTERPRISE CO., LTD.	40433786	Sophia Wang	141, No. 598, Bin Hai Rd, Sec. 1, Xiamen Tainan	SF EXPRESS	88212408018F	3451706		388
3448881	6164880- RPRNT-		12/20/2017	12/21/2017		Shipped	WESS	Amek Plastik Craft Products Co., Ltd	40488130	Lynn Lin	Shenzhen Industrial Zone, Amek Plastic China 深圳市宝安区西乡街道西乡社区	SF EXPRESS	88212408018F	3448881		1270

- Clicking the order number will provide you with detailed information regarding your order, shipping and billing information, as well as line item details.

Order Tracking

From: To: Order#:

Customer Internal PO: Tracking#:

Drag a column header here to group by that column

Order#	PO#	Internal Purchase Order #	Order Date	Ship Date	Delivery Date
3452773	6163439- RPRNT- 9901014		12/23/2017	12/25/2017	
3450822	1382890- RPRNT-		12/21/2017	12/25/2017	

Order Details

The details for this order are below. If at any time you need assistance, please contact us at qqsast@firstnetech.com or via phone at (800) 593-8887. You may also submit an on-line Order Inquiry by clicking the Submit Inquiry Button located in the lower right corner of this page.

Order Summary

Order Number: 3482773

Retailer PO Number(s): 6162435-RPRINT-9901014

Customer PO Number:

Retailer Name: ROSS

Order Date: 12-23-2017

Order Status: Shipped

Ordered Qty: 1,260

Print Qty: 1,260

Reprint Reason:

Shipping

Company: Aisi Fuhua Craft Products Co.,LTD

Shipping Address: Deyuan Industrial Zone,Anxi,Fujian,China福建省安溪经济开发区泉州

Contact Name: Lynn Lin

Shipping Method: SF EXPRESS

**Est. Ship Cost: \$3.00

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

Billing

Company: FirstLine Technologies

Billing Address: 3143 Hedlock Bridge Norcross, GA 30071 United States

Order Charges

*Product Charges:	\$22.28
SU Charges:	\$3.00
Setup Fee:	\$3.00
Shipping and Handling Charges*:	\$3.00
Tax:	\$3.00
Total Price:	\$32.28

Payment Method: Terms and Conditions

Order Line Items

Order Line Item Details [Expand Data to Equal](#)



Product Name	Product Desc	SKU	ITEM DETAIL DESC	UNIT STYLE EXT	TICKET INSTRUCTIONS	DEPT	CLASS	COLOR	RETAIL	COMPARE AT PRICE	ITEM NOTES	Qty	Print Qty	Order Status
PO Number 6162435-RPRINT-9901014														
8297	KNITS STYCK	603178889	BL/WH/LS 022 LYRNGD TRSS BRNCH-CTE 4 17-DOL-DND 0229	PH-CT222		2287	CH22	SO2228	\$38.99	\$38.99		630	630	SHIPPED
87	NO-GU WHT POLY	603178889	BL/WH/LS 022 LYRNGD TRSS BRNCH-CTE 4 17-DOL-DND 0229	PH-CT222		2287	CH22	SO2228	\$38.99	\$38.99		630	630	SHIPPED

[Back](#)
[Submit Inquiry](#)
[Home](#)

- Clicking the tracking number will link you to the carrier's website where you can track the shipment in real time.

Ship To Address	Ship Method	Tracking#	Print Facility	Print Qty	Inquiry
Deyuan Industrial Zone,Anxi,Fujian,China福建省安溪德苑工业区 Quanzhou China	SF EXPRESS	885104086048	SHENZHEN	1260	
浙江省杭州市西湖区西湖科技园区振华路201号 Hangzhou Zhejiang 310011 China	SF EXPRESS	885067870221	SHENZHEN	4890	

- If you have a question regarding your orders, you can click the link in the inquiry link shown below to fill out a form with your question.

Ship To Address	Ship Method	Tracking#	Print Facility	Print Qty	Inquiry
Deyuan Industrial Zone,Anxi,Fujian,China 福建省安溪德苑工业区 Quanzhou China	SF EXPRESS	885104086048	SHENZHEN	1260	
浙江省杭州市西湖区西湖科技园区振华路201号 Hangzhou Zhejiang 310011 China	SF EXPRESS	885067870221	SHENZHEN	4890	

- Fill out the form with your inquiry category and your question in the box provided. Click "submit inquiry" and a member of our support staff will respond to you shortly!

Order Inquiry

FineLine is certainly interested in resolving any problems or issues you may have with an order. Please select an item from the Category list below then tell us how we can help you. A FineLine representative will follow up with you within 2 hours with regards to the matter.

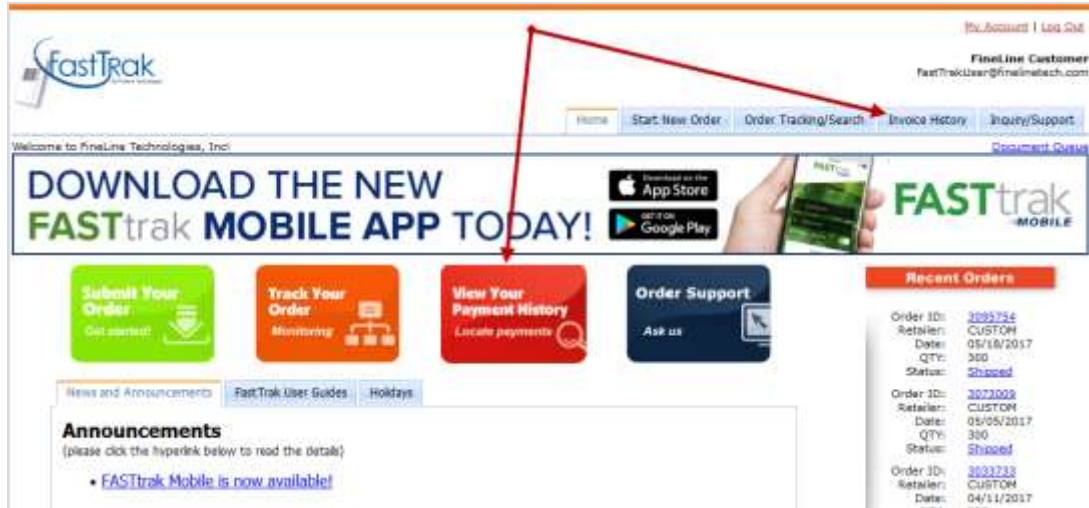
Subject:

Category:

Message:

VI. Invoice History

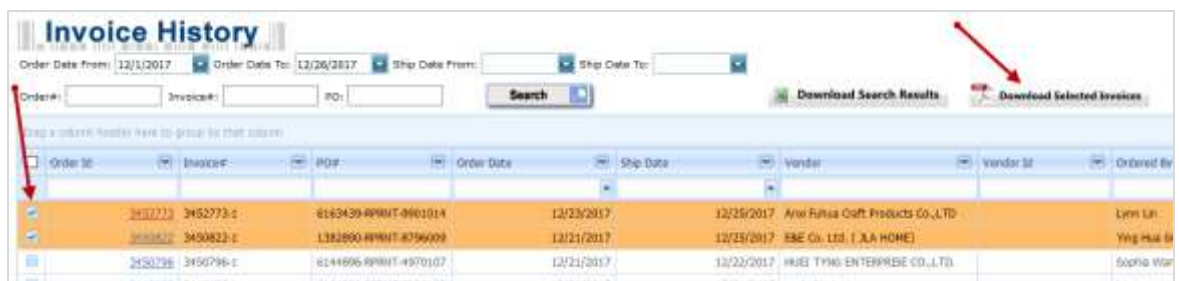
This page will display your most recent invoices, but you can filter by order date range or ship date range to display specific orders. You can also search using the order number, invoice number, or retailer PO! Click the Invoice History tab on your navigation toolbar to get started or the View Your Payment History button shown below.



1. Enter the search criteria for the invoices you wish to view. The page can display up to 50 results at a time.



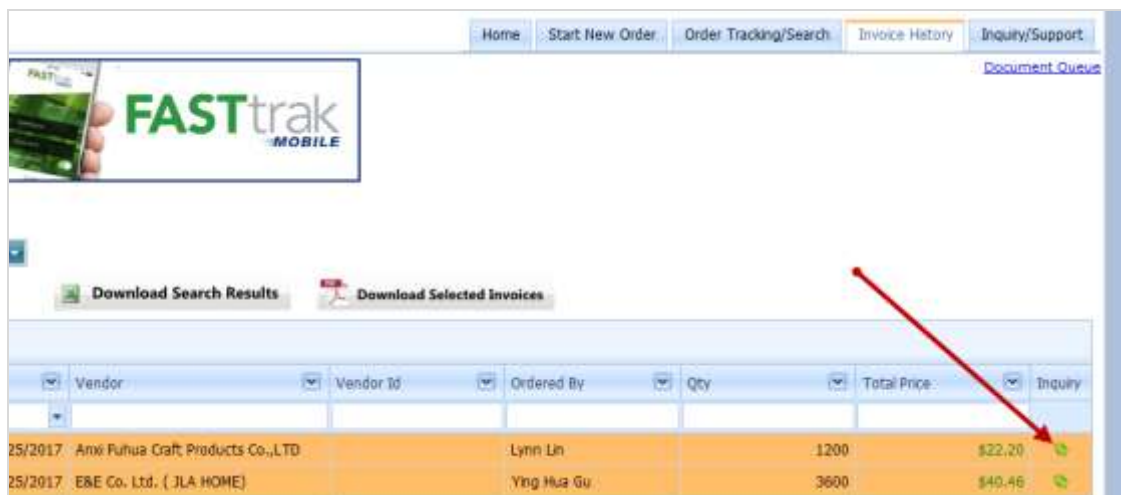
2. Select the order numbers you wish to download invoices for, then click the Download Invoices button to generate a PDF of your chosen invoices.



- Once you do, a link will populate under your navigation bar called Document Queue where you can then click to download your PDFs.



- If you have a question regarding your invoices, you can click the link in the inquiry link shown below to fill out a form with your question.



- Fill out the form with your inquiry category and your question in the box provided. Click "submit inquiry" and a member of our support staff will respond to you shortly!

The screenshot shows the 'Order Inquiry' form. At the top, there is a title 'Order Inquiry' and a brief introduction: 'FineLine is certainly interested in resolving any problems or issues you may have with an order. Please select an item from the Category list below then tell us how we can help you. A FineLine representative will follow up with you within 2 hours with regards to the matter.' Below this, there are three main sections: 'Subject', 'Category', and 'Message'. The 'Subject' field contains 'Order Number: 3452773'. The 'Category' dropdown is set to 'Billing Question'. The 'Message' field contains the text 'Has my payment been processed?'. A red arrow points to the 'Submit Inquiry' button at the bottom right of the form.

VII. Order Inquiry

Gain direct access to FineLine Technologies' superior customer support. Should you have a question regarding your order, always feel free to call our toll-free customer support lines.

FASTtrak, however, offers the ability to streamline your request by locating your Order ID in question, then allowing you to submit your inquiry directly to a customer service representative trained specifically to handle your questions!

1. Begin by clicking the Inquiry/Support tab on your navigation bar or the Order Support button shown below.



2. Click the order number or the inquiry icon to fill out the form for your request.

The screenshot shows the 'Order Inquiry' form. The form has fields for 'From Date', 'To Date', 'Order #', and 'PO #', with a 'Search' button. Below the search fields is a table of orders. A red arrow points to the 'Order' column, and another red arrow points to the 'Inquiry' column.

Order	PO #	Order Date	Ship Date	Retailer	Status	Shipment Method	Tracking Number	Inquiry
3457773	6183439-89887-9961014	12/23/17	12/25/17	ROSS	Shipped	SP EXPRESS	82110408248	
3451822	1382890-89887-8796009	12/17/17	12/25/17	ROSS	Shipped	BF EXPRESS	828267070211	

3. Fill out the form with your inquiry category and your question in the box provided. Click "submit inquiry" and a member of our support staff will respond to you shortly!

Order Inquiry

FirstLine is certainly interested in resolving any problems or issues you may have with an order. Please select an item from the Category list below then tell us how we can help you. A FirstLine representative will follow up with you within 2 hours with regards to the matter.

Subject:

Category:

Message:

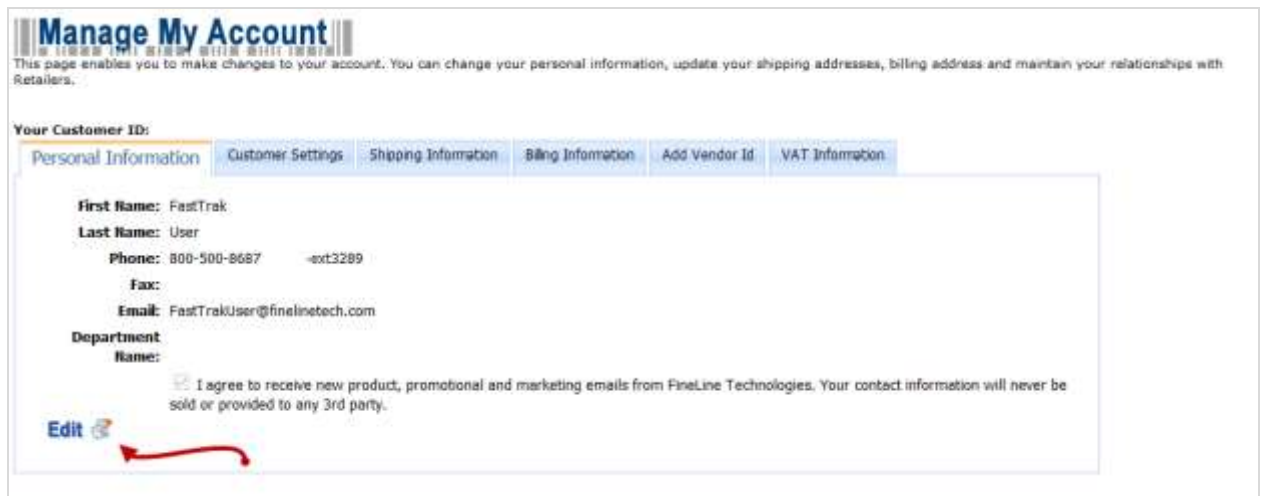
VIII. Manage Your Account

The “My Account” section of FASTtrak allows you to manage your retail partners, update shipping addresses, add contacts to be CCed on certain email notifications, and more. This section will detail the functions of this portion of our system.

1. Click “My Account” in the upper right corner of your FASTtrak screen.



2. From here you can navigate to different sections of the account management page. The first tab shows your personal user information, as well as your FASTtrak Customer ID. You can click “edit” to make changes to your user information, such as updating your password or contact info.



Manage My Account

Personal Information

Please enter all personal information below.

First Name:

Last Name:

Phone: -ext.

Fax:

Email: [separate multi emails with commas]

Department Name: The department name you are assigned to

I agree to receive new product, promotional and marketing emails from FineLine Technologies. Your contact information will never be sold or provided to any 3rd party.

User ID/Password

Type in a new password only if you want to change it. Otherwise, your existing password will be kept.

User ID: *Enter your email address

New Password: *Should be between 8 & 10 characters and contain one number, one upper, and one lower case letter.

Confirm New Password:

- The Customer Settings tab allows you to add email recipients for different types of email notifications our system sends to you. The contacts added here are CCed on the emails specified in the drop-down selection.

Manage My Account

This page enables you to make changes to your account. You can change your personal information, update your shipping addresses, billing address and maintain your relationships with Retailers.

Your Customer ID:

Personal Information | **Customer Settings** | Shipping Information | Billing Information | Add Vendor ID | VAT Information

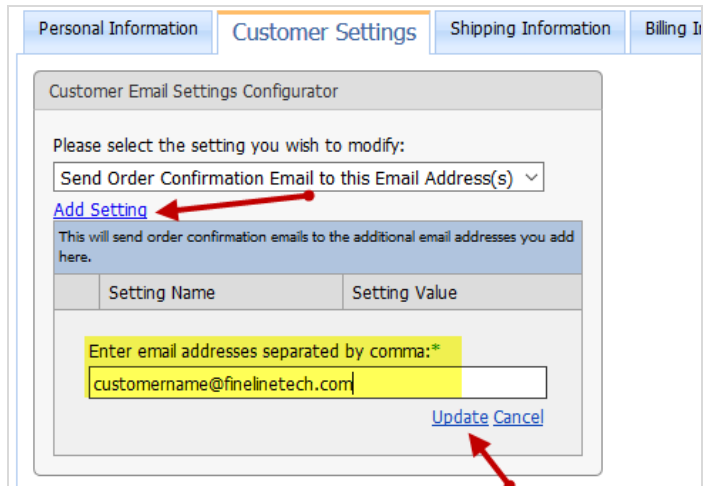
Customer Email Settings Configurator

Please select the setting you wish to modify:

Setting Name	Setting Value
No data to display	

- Send Order Confirmation Email to this Email Address(s)
- Send PO Notifications to this Email Address(s)
- Send Shipment Notifications to this Email Address(s)
- Send E-Invoices to this Email Address(s)
- Send PDF Layout to this email address
- Send File Processing Errors to this Email Address(s)

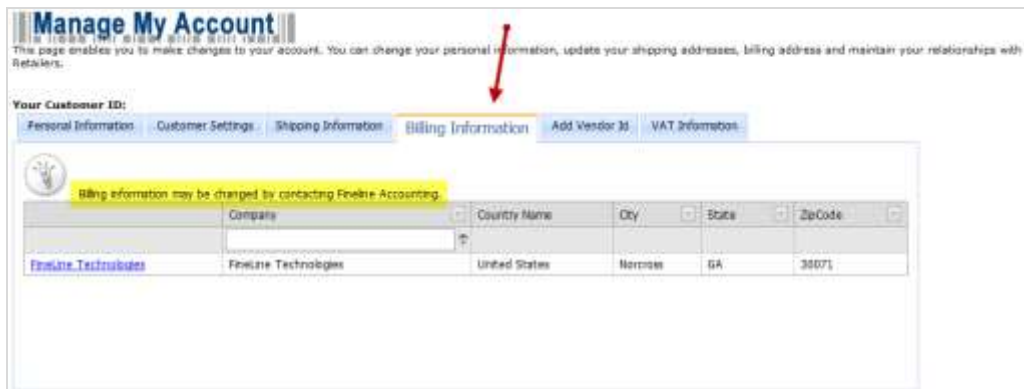
- Select the type of email you wish to add a contact for, then click add setting. You can enter multiple email contacts separated by a comma, then click update when you are ready to make your changes.



5. The Shipping Information tab allows you to manage your address book. You can add new addresses, edit existing addresses by clicking on the company name, or delete addresses by clicking the red "X" icon to the right.



6. The Billing Information tab displays the current bill to address we have on file for your account. Should you need to make any changes, please reach out to our accounting teams worldwide (US: 800-500-8687, HK: 852-2156-9788, Canada: 800-465-1890).



7. The Add Vendor ID tab allows you to manage your retailer relationships in FASTtrak. This page is for retailers who transmit PO data to our system. A vendor ID is required for most of those retailers so we know which PO's need to link specifically to your account. You can click "add new vendor ID" to add a new relationship, or edit/delete any existing relationships on this page. The grid allows you to also sort by retailer or by vendor ID if necessary.
8. Click Add New Vendor ID to add a new relationship.



9. A box will appear where you will choose your retailer from the drop down menu, add your vendor ID into the space provided, then click the update link to add this to your account. *Note, some retailers require an approval period, so they may not be immediately accessible in your order page once this step is completed. Most, however, are ready for ordering once this step is done!



10. The VAT Information tab is only populated for customers billed out of China. It displays the VAT company registration information for your account.



IX. Customer Support

We appreciate your business here at FineLine and want your ordering experience to be simple. Should you experience any problem with our website or with your order, always feel free to call us directly to speak with a live customer service representative. Again, thank you for using FASTtrak and FineLine Technologies!

Our Contact Information:

US: support@finelinetech.com

Canada: support@finelinetech.ca

APAC (HK): support@finelinetech.com.hk

Asia (Traderplus): swing_ticket@traderplus.cn

South Africa: swingticket@traderplus.co.za

Customer Service:

USA: 800-500-8687

Canada: 800-465-1890

APAC (HK): 852-2156-9788

Asia (Traderplus): +86 (0) 512 8718 1098

South Africa: +27 31 5794114