

FASTtrak

Williams Sonoma

Website Ordering User Guide – Purchase Order ONLY
(New customers)

https://www.fineline-tech.com/wsi_fasttrak_userguide/

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I. FASTtrak Homepage

The homepage allows you to link to all various pages within the FASTtrak system. It displays your 6 most recent 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.

FASTtrak by FineLine Technologies

My Account | Log Out

FineLine Customer
FastTrakUser@finelinetech.com

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

Welcome to FineLine Technologies, Inc!

Document Queue

DOWNLOAD THE NEW FASTtrak MOBILE APP TODAY!

Download on the App Store
GET IT ON Google Play

Submit Your Order
Get started!

Track Your Order
Monitoring

View Your Payment History
Locate payments

Order Support
Ask us

Recent Orders

Order ID:	3095754
Retailer:	CUSTOM
Date:	05/18/2017
QTY:	300
Status:	Shipped
Order ID:	3073009
Retailer:	CUSTOM
Date:	05/05/2017
QTY:	300
Status:	Shipped
Order ID:	3033733
Retailer:	CUSTOM
Date:	04/11/2017
QTY:	300
Status:	Shipped
Order ID:	1313203
Retailer:	Nordstrom
Date:	10/04/2013
QTY:	648
Status:	Shipped
Order ID:	51921352
Retailer:	ABC Retail
Date:	08/24/2008
QTY:	200
Status:	In Progress
Order ID:	52444319
Retailer:	ABC Retail
Date:	08/24/2008
QTY:	370
Status:	In Progress

News and Announcements FastTrak User Guides Holidays

Announcements

(please click the hyperlink below to read the details)

- [FASTtrak Mobile is now available!](#)

Notice 2/10/2017

FASTtrak Mobile is now available!

Download today!

ANDROID APP ON Google play Available on the App Store

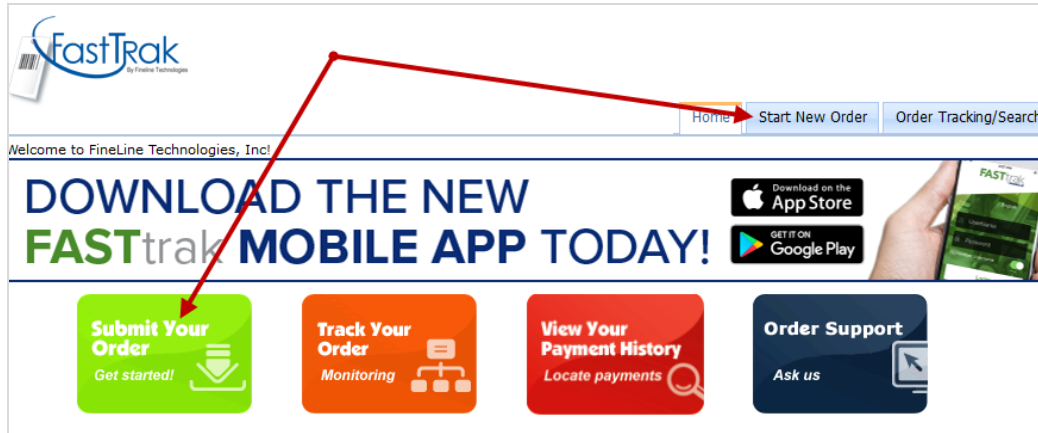
Key Functionality

- Worldwide, real time order tracking – view order status, geo-mapping and delivery tracking information via hyperlink to the shipping vendor's website.
- Service Summary Analytics – powerful insight, including order summary, top ship to countries and products, print facility overviews, average order size and received at vendor metrics.

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.

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

Retailer Name	Select Available Order Submission Method(s)
Under Armour – JD Direct	Order Form Part ID Ordering Catalog
Under Armour – SDI Direct	Part ID Ordering
UPC LABELS	Purchase Order
URBN UK (Retail and Direct)	Order Form
URBN US (Retail and Direct)	Order Form Purchase Order Catalog
URBN Wholesale	Purchase Order Catalog
Vanity	Order Form Purchase Order
Variety Wholesalers	Order Form Purchase Order
VASYLI	Order Form
VF Outlet	Order Form
Vineyard Vines	Order Form Purchase Order
VON MAUR	Order Form
Walmart	Order Form
Waste Not Paper	Order Form
Williams Sonoma	Purchase Order

3. Find your PO from the list of POs provided. If you do not see any POs 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 POs by that field. When ready, select the POs you wish to order and click the continue button.

Vendor		Vendor ID		PO#		Search			
All Vendors									
<input type="checkbox"/> PO #	PO Type	Revision Status	Customer Name	PO Date	Revise Date	Order Status	Order Date	Stop Ship Date	
Clear									
<input type="checkbox"/> 40012680WER	Normal	New	9998	9/5/2018	9/5/2018	Not Ordered			
<input type="checkbox"/> 80055844WEM	Normal	Revised	1514	8/6/2018	8/6/2018	Not Ordered			
<input type="checkbox"/> 80055640PBM	Normal	Revised	9198	8/6/2018	8/6/2018	Not Ordered			
<input type="checkbox"/> 80055560PBM	Normal	Revised	9518	8/6/2018	8/6/2018	Not Ordered			
<input type="checkbox"/> 80055393PBM	Normal	Revised	9198	8/6/2018	8/6/2018	Not Ordered			

Please enter the PO numbers you want to order separated by commas and press the Search button. If you have multiple POs destined for the same shipping address, select each of them on this page to create a single FastTrak order. Grouping POs allows you to receive all tickets as a single shipment.

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

PO#		Search						
<input type="checkbox"/> PO #	PO Type	Revision Status	PO Date	Revise Date	Order Status	Order Date	Stop Ship Date	
<input type="checkbox"/> 0000364219	Normal	Revised	12/13/2017	12/13/2017	Not Ordered			
<input type="checkbox"/> 0000363363	Normal	Revised	12/4/2017	12/4/2017	Not Ordered			

Page 1 of 1 (2 items) [1]

Home Continue

- 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).

Ordering: Williams Sonoma Printed Products														Vendor Approval Document	
<input type="checkbox"/> Qty	Ticket Type	Product Image	OUTLET PRICE	BEST BEFORE	BRAND	COUNTRY OF ORIGIN	Product Description	SKU	DEPARTMENT	VENDOR #	RETAIL	PRODUCT GROUP	PO DATE	COUNTRY	
80062319PTM (Total: 1 Line Items, 1 pieces)															
<input type="checkbox"/> 1					PT	China	Avl Chnl Stch Bd IDS FI EWC Gy	7963689	22	9198	\$899.00	DTC	8/3/2018	US	
80062340PTM (Total: 1 Line Items, 1 pieces)															
<input type="checkbox"/> 1					PT	China	Avl Chnl Stch Bd IDS FI EWC Gy	7963689	22	9198	\$899.00	DTC	8/16/2018	US	

Page 1 of 1 (2 items) [1]

Previous Continue

- If you do not need to add another submission method or do not have the option, please click continue to proceed to the shipping page.

Submit Order

Select Your PO Select Your Labels Select Your Shipping Select Payment

Enter total quantity of labels being requested here

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

Page 1 of 1 (1 items) < [1] >

Select All ☒ Clear All ☐ Cancel Continue

- 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 by Fineline Technologies **NORDSTROM** **FineLine Customer**
FastTrakUser@finelinetech.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!

Submit Order Select Your PO Select Your Labels Select Your Shipping Select Payment

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: simonsjone@gmail.com

[Edit Contact](#)

Select Shipping Method:
UPS: UPS Ground - \$14.00

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@finelinetech.com or call (800)-500-8687
For Asia, email support@finelinetech.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.

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

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

Cancel Previous Continue

- 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.

9. 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 will be cut off.
10. You also may have the option to make your order a rush. Our standard production time is 2 business days, but if you need an order shipped sooner than that, you can choose the 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.
11. This page will also display your retailer, Williams Sonoma, any PO numbers, and your quantity at the bottom. The order quantity is the number you have requested to order, and the print quantity includes our industry standard overage, which is applied for most retailers we partner with.
12. Click Continue to proceed to the payment page.
13. 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	1575

[Cancel](#) [Previous](#) [Continue](#)

14. The following page allows you to review the details 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. 该金额为预估的, 请按照随附电邮的形式发票 (Proforma invoice) 上的金额支付。

Payment Method:
Terms and Conditions

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

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

15. 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: 3445932

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: \$.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. 该金额为预估的, 请按随后电邮的形式 发票 (Proforma invoice) 上的金额支付。

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](#)

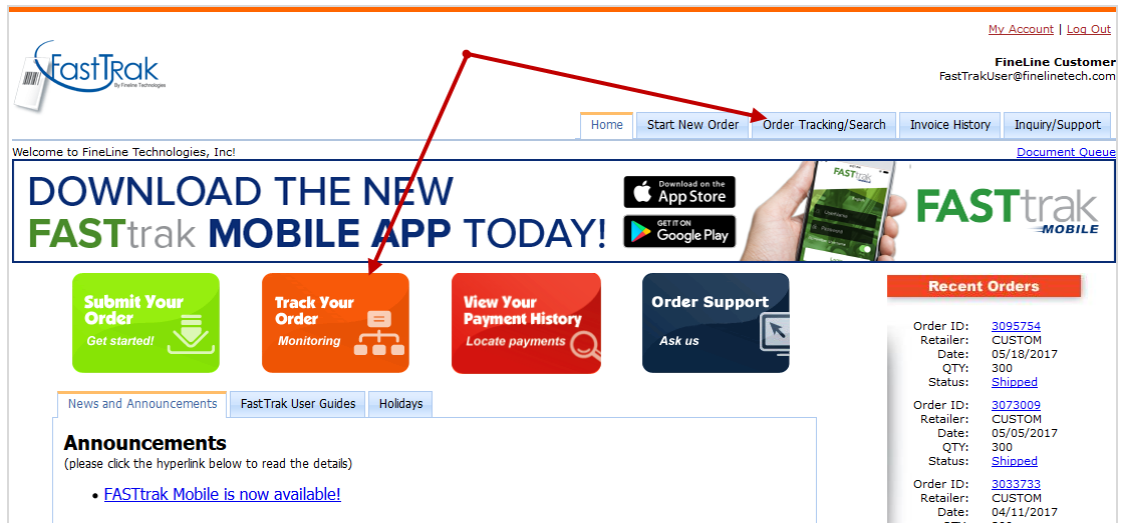
Home



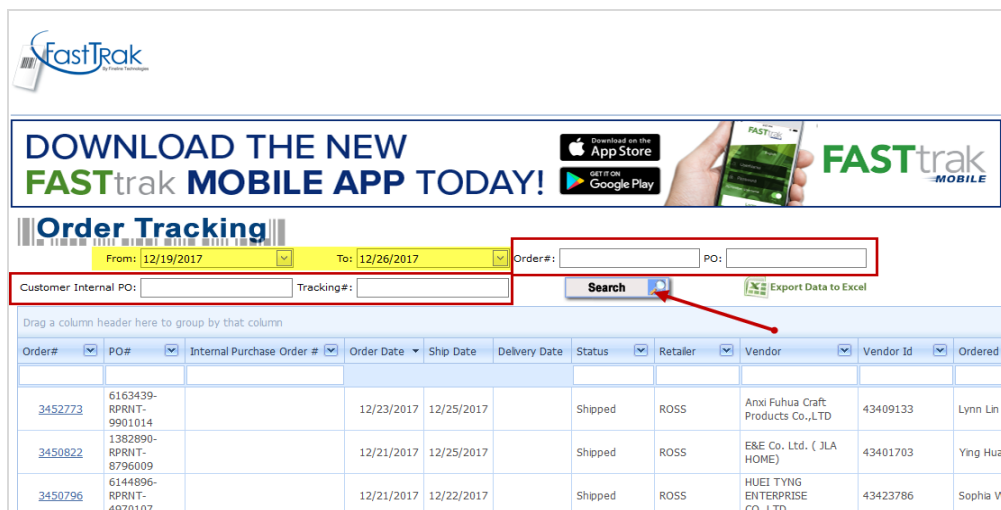
III. Tracking Orders

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.



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.



- 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	Retailer	Vendor	Vendor Id	Ordered By	Ship To Address	Ship Method	Tracking#	Print Facility	Print Qty	Inquiry
3452773	6163439-RPRINT-9901014		12/23/2017	12/25/2017		Shipped	ROSS	Anxi Fuhua Craft Products Co.,LTD	43409133	Lynn Lin	Deyuan Industrial Zone,Anxi,Fujian,China福建省安溪福源工业区 Quanzhou China	SF EXPRESS	885104086048	SHENZHEN	1260	
3450822	1382890-RPRINT-8796009		12/21/2017	12/25/2017		Shipped	ROSS	EME Co. Ltd. (JLA HOME)	43401703	Ying Hua Gu	浙江省杭州市西湖区西溪科技园区德信路201号 Hangzhou Zhejiang 310011 China	SF EXPRESS	885067870221	SHENZHEN	4890	
3450796	6144896-RPRINT-4970107		12/21/2017	12/22/2017		Shipped	ROSS	HUIEI TYING ENTERPRISE CO.,LTD.	43423786	Sophia Wang	-14F, No.598, Wen Sin Rd.Sec. Taiwan Taiwan	SF EXPRESS	885100513385	SHENZHEN	588	
3446481	6164882-RPRINT-		12/20/2017	12/21/2017	12/26/2017	Shipped	ROSS	Univ. Kilmarnock	43410070	Kevin Xu	NO.1118, Huicheng Road, Xuanqiao Town, Budong, Shanghai Shanghai	CC EXPRESS	885107735160	SHENZHEN	1878	

- 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-RPRINT-9901014		12/23/2017	12/25/2017	
3450822	1382890-RPRINT-		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 support@fineline-tech.com or via phone at (800) 500-8687. You may also submit an on-line Order Inquiry by clicking the Submit Inquiry Button located in the lower right corner of this page.

Order Summary

Order Number: 3452773

Retailer PO Number(s): 6163439-RPRNT-9901014

Customer PO Number:

Retailer Name: ROSS

Order Date: 12-23-2017

Order Status: Shipped

Ordered Qty: 1,200

Print Qty: 1,260

Reprint Reason:

Shipping

Company: Anxi Fuhua Craft Products Co.,LTD

Shipping Address: Deyuan Industrial Zone,Anxi,Fujian,China安溪德源工业区 Quanzhou China

Contact Name: Lynn Lin

Shipping Method: SF EXPRESS

****Est. Ship Cost:** \$0.00

****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:	\$22.20
SKU Charges:	\$0.00
Setup Fees:	\$0.00
Shipping and Handling Charges*:	\$0.00
Tax:	\$0.00
Total Price:	\$22.20

Payment Method: Terms and Conditions

Order Line Items

Order Line Item Details [Export Data to Excel](#)



Product Name	Product Desc	SKU	ITEM DETAIL DESC	VNDR STYLE TXT	TICKET INSTRUCTIONS	DEPT	CLASS	COLOR	RETAIL	COMPARE AT PRICE	ITEM NOTES	Qty	Print Qty	Order Source
PO Number: 6163439-RPRNT-9901014														
31(97)	WHITE STICKY	400167186409	30.75X43.76 GLD LAYERED TREE BRANCH CTB 4.17:GOLD:NO SIZES	FH6-17C025		D1057	C6433	GOLD154	\$34.99	\$50.00		600	630	WEB-PO
97	96-LG WHT POLY	400167186409	30.75X43.76 GLD LAYERED TREE BRANCH CTB 4.17:GOLD:NO SIZES	FH6-17C025		D1057	C6433	GOLD154	\$34.99	\$50.00		600	630	WEB-PO

[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	Inquiry
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	Inquiry
145 No 598 West 5th St San Antonio					

- 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	
145 No 500 West St Rd San Jose, CA 95128					

7. 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.

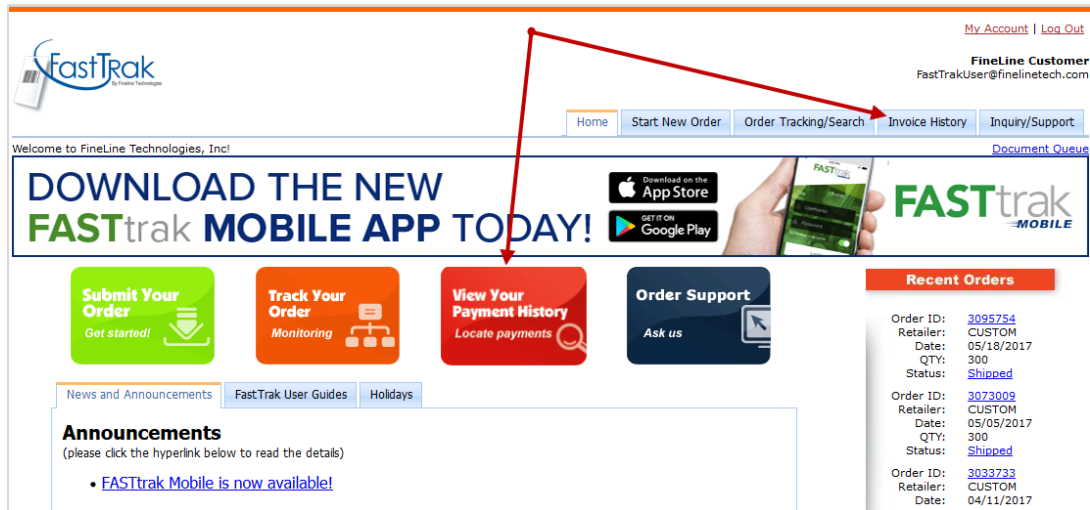
Subject
Category
Message:

Shipping Question

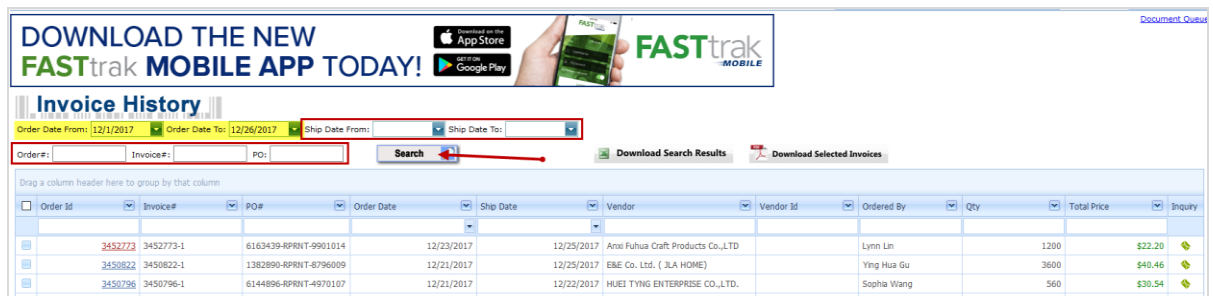
Hi, when will my order be shipping?

IV. Invoice History

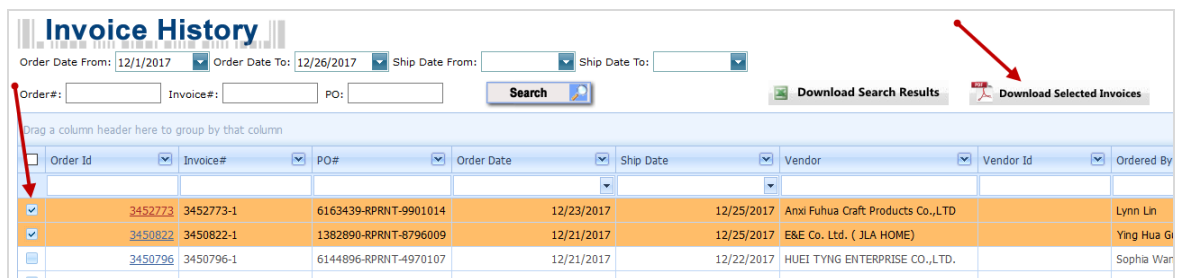
This page will display your most recent invoices, but you can filter by order date range or ship date range to display specific orders. You can also search using the order number, invoice number, or retailer PO! Click the Invoice History tab on your navigation toolbar to get started or the View Your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

The screenshot shows the FASTtrak MOBILE interface. At the top, there is a navigation bar with links: Home, Start New Order, Order Tracking/Search, Invoice History, and Inquiry/Support. Below the navigation bar, there is a section titled "Document Queue" with a link to "Document Queue". A red arrow points from the "Document Queue" link to the "Document Queue" section.

Below the navigation bar, there are two buttons: "Download Search Results" and "Download Selected Invoices".

Vendor	Vendor Id	Ordered By	Qty	Total Price	Inquiry
25/2017 Anxi Fuhua Craft Products Co.,LTD		Lynn Lin	1200	\$22.20	
25/2017 E&E Co. Ltd. (JLA HOME)		Ying Hua Gu	3600	\$40.46	

- 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.

The screenshot shows the FASTtrak MOBILE interface. At the top, there is a navigation bar with links: Home, Start New Order, Order Tracking/Search, Invoice History, and Inquiry/Support. Below the navigation bar, there is a section titled "Document Queue" with a link to "Document Queue". A red arrow points from the "Document Queue" link to the "Document Queue" section.

Below the navigation bar, there are two buttons: "Download Search Results" and "Download Selected Invoices".

Vendor	Vendor Id	Ordered By	Qty	Total Price	Inquiry
25/2017 Anxi Fuhua Craft Products Co.,LTD		Lynn Lin	1200	\$22.20	
25/2017 E&E Co. Ltd. (JLA HOME)		Ying Hua Gu	3600	\$40.46	

- 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 heading "Order Inquiry" and a paragraph: "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 the heading, there are two sections: "Subject" and "Category".

The "Subject" section has a text box with "Order Number: 3452773".

The "Category" section has a dropdown menu with "Billing Question" selected. Below the dropdown, there is a text box with "Has my payment been processed?".

Below the "Category" section, there is a "Message:" label and a large text box for the user to enter their message.

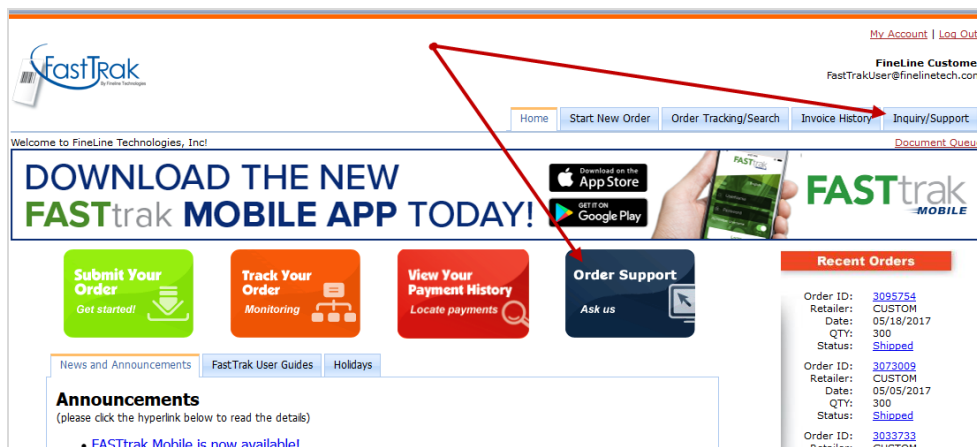
At the bottom right, there are two buttons: "Submit Inquiry" and "Cancel". A red arrow points from the "Submit Inquiry" button to the "Submit Inquiry" button.

V. 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 hotline at 1.800.500.8687.

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. At the top, there's a table with columns: Order #, PO #, Order Date, Ship Date, Retailer, Status, Shipment Method, Tracking Number, and Inquiry. A red arrow points from the 'Order # 3452773' in the table to the 'Subject' field in the form. Another red arrow points from the 'Inquiry' icon in the table to the 'Submit Inquiry' button at the bottom of the form.

Order #	PO #	Order Date	Ship Date	Retailer	Status	Shipment Method	Tracking Number	Inquiry
3452773	6163439-RPRINT-9901014	12/23/17	12/25/17	ROSS	Shipped	SF EXPRESS	885104086048	
3450822	1382890-RPRINT-8796009	12/21/17	12/25/17	ROSS	Shipped	SF EXPRESS	885067870221	
3450706	6144896-RPRINT-4030107	12/21/17	12/23/17	ROSS	Shipped	SF EXPRESS	885100513385	

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!

The screenshot shows the 'Order Inquiry' form. 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 from the 'Order Number: 3452773' in the 'Subject' field to the 'Billing Question' category. Another red arrow points from the 'Submit Inquiry' button to the 'Submit Inquiry' button.

Order Inquiry

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

Subject: Order Number: 3452773

Category: Billing Question

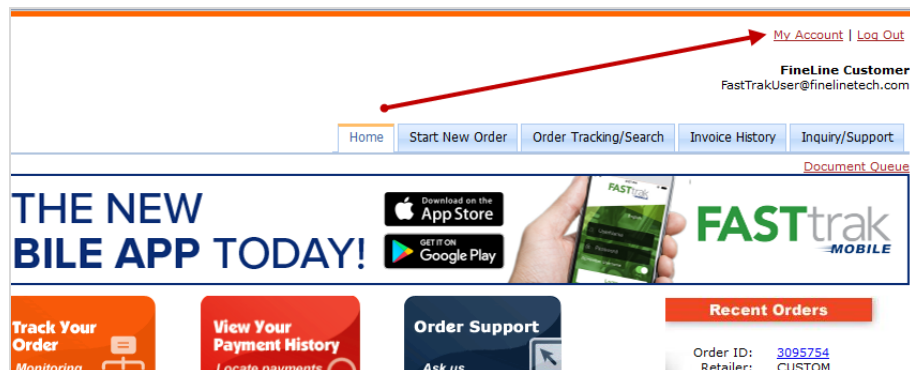
Message: Has my payment been processed?

Submit Inquiry Cancel

VII. 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 homepage.



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.

A screenshot of the 'Manage My Account' page. The title 'Manage My Account' is at the top. Below it is a description: '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.' Under 'Your Customer ID:', there are several tabs: 'Personal Information', 'Customer Settings', 'Shipping Information', 'Billing Information', 'Add Vendor Id', and 'VAT Information'. The 'Personal Information' tab is selected. It displays the following information: 'First Name: FastTrak', 'Last Name: User', 'Phone: 800-500-8687 -ext3289', 'Fax:', 'Email: FastTrakUser@finelinetech.com', and 'Department Name:'. At the bottom of this section is a checkbox that is checked, with the text '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.' Below the checkbox is an 'Edit' button with a pencil icon. A red arrow points from the 'Edit' button to the text '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	

Choose...

- Send Order Confirmation Email to this Email Address(s)
- Send PO Notifications to this Email Address(s)
- Send Shipment Notifications to this Email Address(s)
- Send E-Invoices to this Email Address(s)
- 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.

Personal Information **Customer Settings** Shipping Information Billing Information

Customer Email Settings Configurator

Please select the setting you wish to modify:

Send Order Confirmation Email to this Email Address(s) ▾

[Add Setting](#)

This will send order confirmation emails to the additional email addresses you add here.

Setting Name	Setting Value
Enter email addresses separated by comma:*	
customername@finelinetech.com	

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

- 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.

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

[Add a new Shipping Address](#)

Shipping information may be maintained by using the grid below.

Company	Address Line 1	Country Name	City	State	ZipCode	
ABC Customer	3145 Medlock Bridge	United States	Norcross	GA	30071	X
Columbia Frame Inc	6251 Notre Dame E	Canada	Montreal	QC	H1N 2E9	X
FineLine HKG	7/F Wah Sing Ind. Building	Hong Kong	Kwai Chung, N.T.			X
FINELINE TECH PICK UP	PICK UP	United States	PICK UP	GA	30071	X
InVivo Speech	No.19, Maichuang Road, China					


- 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, Europe: +31 (0)8 8008 9600).

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:

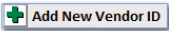
Personal Information Customer Settings Shipping Information **Billing Information** Add Vendor Id VAT Information

 Billing information may be changed by contacting FineLine Accounting.

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

7. The Add Vendor ID button 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.

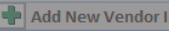
Retailer/Vendor ID(s)
Using the grid below, you can manage your list of retail partners and their vendor IDs. To add a new vendor ID, please click the "Add New Vendor ID" button below. You will then select your retailer from the drop down menu and enter your vendor ID number into the field provided. Once complete, click update to store your changes. You will need a separate entry for every unique vendor ID, even if the retailer is the same. The vendor ID is used to link you with your purchase orders in FASTtrak. If you are unsure of your vendor ID for your retailer, please contact your buyer. For additional questions, please contact our customer service team at 800-500-8687 or support@finelinetech.com.
**Note – not all retailers will require a vendor ID!*



	Retailer	Vendor Id
Edit	ABC Retailer	Test123

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!*

contact your buyer. For additional questions, please contact our customer service team at 800-500-8687 or support@finelinetech.com.
**Note – not all retailers will require a vendor ID!*



	Retailer	Vendor Id
Edit	ABC Retailer	123

Add/Update Vendor Id

Retailer:

Vendor Id:

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

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

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](#)

如需用戶信息刪除或查詢開單詳情，請致電我們的亞洲會計團隊。

公司註冊名稱 (以營業執照上的名稱為準) - Business License Name	註冊地址 - Business License Address	联系人 - Contact Name	注册电话 - Contact Phone	银行名称 - Bank Name	账号 - Bank Account Number	税务登记证编号 - Tax Registration	营业执照 - Business License	开票资料 - Tax Confirmation Letter
No data to display								

请上传贵公司的税务登记证及加盖公章或财务专用章的开票资料。如有疑问请联系我们：sraaccount@finelinetech.com.hk. Please upload the copy of business license and a Tax Confirmation Letter with a company chop or contact our finance sraaccount@finelinetech.com.hk.

VIII. 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:

USA: support@finelinetech.com

Asia: support@finelinetech.com.hk

Customer Service:

USA: 800-500-8687

China (HKG): 852-2156-9788

Europe: +31 (0)8 8008 9600