



# Website Ordering User Guide

(New FastTrak customer)

<http://www.finelinetech.com>

Version 1.8 – Regular User  
June 12<sup>th</sup>, 2013

## Contact Information

Email:

US: [support@finelinetech.com](mailto:support@finelinetech.com)  
Asia: [support@finelinetech.com.hk](mailto:support@finelinetech.com.hk)

Customer Service:

USA: 1-800-500-8687  
Canada: 1-800-465-1890  
China (HKG): 852-2156-9788

## FastTrak User Guide Outline

- I. Ordering a PO
- II. Track Your Orders
- III. Order History
- IV. Order Inquiry
- V. Manage Account
- VI. Customer Support
- VII. Glossary of Terms

(Home Page)

My Account | Log Out  
FineLine Customer  
dev.sjone818@hotmail.com

[Home](#) [Start New Order](#) [Order Tracking/Search](#) [Invoice History](#) [Inquiry/Support](#)

Welcome to FineLine Technologies, Inc!

[Submit Your Order](#)  
Get started!

[Track Your Order](#)  
Monitoring

[View Your Payment History](#)  
Locate payments

[Order Support](#)  
Ask us

[News and Announcements](#) [Vendor Kits](#) [FAQ](#) [Industry Organizations](#) [Holidays](#) [FastTrak User Guides](#)

**9.10.2012**  
We have recently upgraded our home page so we may have a place to communicate announcements, press releases, issues, and new service offerings to you. There is also a new "Holidays" tab which you may access anytime to see upcoming holiday schedules.

If you need assistance, please contact us and one of our representatives will help you right away!

For US, email to [support@finelinetech.com](mailto:support@finelinetech.com) or via phone at (800) 500-8687  
For Asia, email to [support@finelinetech.com.hk](mailto:support@finelinetech.com.hk) or via phone at 852-2156-9788

### Your Account

- [Update your name, e-mail address, or password](#)
- [Update your shipping addresses](#)

### Your Orders

- [Track packages](#)
- [Submit an Order Inquiry](#)
- [View your Payment History](#)

### Recent Orders

Order ID:	<a href="#">256208</a>
Retailer:	ABC Retail
Date:	07/11/2012
QTY:	5256
Status:	<a href="#">In Progress</a>
Order ID:	<a href="#">255190</a>
Retailer:	ABC Retail
Date:	01/11/2012
QTY:	4296
Status:	<a href="#">In Progress</a>
Order ID:	<a href="#">254305</a>
Retailer:	American E
Date:	08/04/2011
QTY:	100
Status:	<a href="#">In Progress</a>
Order ID:	<a href="#">254130</a>
Retailer:	ABC Retail
Date:	06/10/2011
QTY:	960
Status:	<a href="#">In Progress</a>
Order ID:	<a href="#">254129</a>
Retailer:	ABC Retail
Date:	06/10/2011
QTY:	4296
Status:	<a href="#">In Progress</a>
Order ID:	<a href="#">253809</a>
Retailer:	ABC Retail
Date:	05/27/2011
QTY:	1500
Status:	<a href="#">In Progress</a>

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**I. Ordering a PO** – 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



2. Choose your order method:



FineLine Customer  
sjone818@hotmail.com



## Submit Order

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

Retailer Name	Select Available Order Submission Method(s)
2CUTE	<a href="#">Order Form</a>
AAFES	<a href="#">Order Form</a>
ABC Retailer	<a href="#">Order Form</a> <a href="#">Purchase Order</a>
Academy	<a href="#">Order Form</a>

3. Find your PO from the list of PO’s provided, If you do not have a list to choose from, please contact your buyer. If you know your PO number, you can also search for a specific PO. You may enter multiple PO numbers and separate them with commas. Select the PO’s you wish to order and click continue.

Select Your PO

Select Your Labels

Select Your Shipping

Select Payment

Select 1 or more PO items from the list below then press the "Continue" button. You will then have an opportunity to review the PO line item details. Please enter the PO numbers you want to order separated by commas then press the Search button

💡 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"/>	4051								
<input type="checkbox"/>	405100	Normal	New		10/22/2012	10/22/2012	Not Ordered		
<input type="checkbox"/>	405116	Normal	New		10/22/2012	10/22/2012	Not Ordered		
<input type="checkbox"/>	405119	Normal	New		10/22/2012	10/22/2012	Not Ordered		
<input type="checkbox"/>	405120	Normal	New		10/22/2012	10/22/2012	Not Ordered		
<input type="checkbox"/>	405122	Normal	New		10/22/2012	10/22/2012	Not Ordered		

Page 1 of 1 (5 items) < [1] >



- You can use the FastTrak Grid header to filter PO Numbers and Not/Ordered POs.

Use the text box under the header for content filtering. eg. enter '251' to filter all record with 251 in the PO No. or enter 'Not' to only show only not ordered PO's

Click the table header to sort. eg. if you want to sort order Status, click on the Order Status header.

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#

<input type="checkbox"/>	PO#	PO Type	Revision Status	PO Date	Revision Date	Order Status	Order Date	Stop Ship Date
<input type="button" value="Clear"/>	<b>251</b>					<b>Not</b>		
<input type="checkbox"/>	251657-2	Normal	Revised	10/11/2012	11/30/2012	Not Ordered		
<input type="checkbox"/>	251657-3	Normal	New	10/11/2012	11/30/2012	Not Ordered		

- Review the line item details if needed, and click continue.

**Submit Order**

Select Your PO    Select Your Labels    Select Your Shipping    Select Payment

Below is the order data for the selected PO(s). If this does not look correct, please contact your buyer.

**Line Item Details for PO Number(s):**

PO Number	Ticket Type	Image	STYLE	SIZE	SIZE CODE	COLOR CODE	CHECK DIGIT	VENDOR STYLE	UPC	SUGGESTED PRICE	RETAIL	SHOE BOX LOCATOR CODE	QTY ORDERED	Quantity
405100	05		8911-0568	8	03	20	9	J39473	489115680008	\$0.00	\$94.99	11-0568		12
405100	01		8911-0568	8	03	20	9	J39473	489115680008	\$0.00	\$94.99	11-0568		12
405100	05		8911-0568	8½	04	20	9	J39473	489115680015	\$0.00	\$94.99	11-0568		12
405100	01		8911-0568	8½	04	20	9	J39473	489115680015	\$0.00	\$94.99	11-0568		12
405100	05		8911-0568	9	05	20	9	J39473	489115680022	\$0.00	\$94.99	11-0568		24
405100	01		8911-0568	9	05	20	9	J39473	489115680022	\$0.00	\$94.99	11-0568		24
405100	05		8911-0568	9½	06	20	9	J39473	489115680039	\$0.00	\$94.99	11-0568		24
405100	01		8911-0568	9½	06	20	9	J39473	489115680039	\$0.00	\$94.99	11-0568		24
405100	05		8911-0568	10	07	20	9	J39473	489115680046	\$0.00	\$94.99	11-0568		36
405100	01		8911-0568	10	07	20	9	J39473	489115680046	\$0.00	\$94.99	11-0568		36

- If you have an additional order method option ie; web order form, you now have the option to add the additional order method on the following page for the same Retailer if available:

Order Method Summary | My Account | Log Out

**FastTrak**  
By FineLine Technologies

FineLine Customer  
sjone818@hotmail.com

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

Ordering: ABC Retailer Printed Tickets

## Order Method Summary

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

PO Ordering  
PO List: 203893-4

Product Name	Product Image	Order Qty
AB01		2796

Remove from Order **X**

**+ Add Order Form** **Continue >>**

**Add a New Order Submission Method**

**To Proceed to Shipping and Billing Pages**

- If you wish to proceed to the shipping page, click continue, otherwise click on Add Order Form or other available submission method.
- Upload your order form and click Continue:

Order Method Summary | My Account | Log Out

**FastTrak**  
By FineLine Technologies

FineLine Customer  
sjone818@hotmail.com

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

Ordering: ABC Retailer Printed Tickets

## 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 ABC Retailer is 4 and was last updated on 7/16/2012.

Order Form:  **Browse...**

TEST Retailer

Click the Excel icon to download a new form. View Product Samples

**Cancel** **Continue >>** **Click Continue**

**Upload Order Form**

**Click Continue**

The system will check your order form for any existing validations or to confirm the order form is valid:

[Order Method Summary](#) | [My Account](#) | [Log Out](#)



**FineLine Customer**  
sjone818@hotmail.com

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

Ordering: ABC Retailer Printed Tickets

## Order Form Upload Processing Queue

**Status (#177322):** Waiting Processing in Queue  
**% Complete:** 0%  
**Queued:** 11:33:00 AM  
**Ready:** ..:Not Ready:..  
**File Name:** FLT\_3478520\_CRp8R5F\_Copy of ABCRetailer\_ver4\_9RgRwRJ.xls



**Processing Messages:**

[Upload another Order Form](#)

**Tip:** Click the large, blue "Next" icon to continue if your order form is processed correctly. The page checks every 5 seconds to see if the document is ready.

9. View the line items details of your order form to confirm data you entered is correct and check quantity:



**FineLine Customer**  
sjone818@hotmail.com

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

Ordering: ABC Retailer Printed Tickets

### Order Details

The details for this order form order are below. If any changes need to be made to the order, please make the changes to your order form and re-upload the document.

#### Order Line Item Details

CLASS	PO Number	COLOR	BAR SKU	HR SKU	SIZE	RETAIL	QTY
Product Name: AB03-Dir-prnt-AB HT 003							25

10. Review the Order Method Summary to confirm the products and quantity you have ordered are correct and click Continue to proceed to the shipping page:

11. Note: Clicking the Start New Order tab will clear all of the data in your summary and refresh your order.



Home

Start New Order

Order Tracking/Search

Invoice History

Inquiry/Support

Ordering: ABC Retailer Printed Tickets

## Order Method Summary

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

### PO Ordering

PO List: 203893-4

Product Name	Product Image	Order Qty
AB01		2796

Remove from Order 

### Order Form Ordering

PO List:

Product Name	Product Image	Order Qty
AB03-Dir-prnt		25

Remove from Order 



Continue 

12. Select your shipping method, enter an internal PO number to reference your order (if necessary), and specify any special instructions required for your order, then click Continue. Rush service is available, call our customer service for details.

# Submit Order



## Order Shipping

Please submit your shipping instructions below. Your order will ship from the factory that is closest in either

### Select Shipping Address:

ABC Customer-3145 Medlock Bridge Norcross, GA

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

Contact Name: Simon

Contact Phone: 404-848-8585

Contact Fax:

Contact Email: simonsjone@gmail.com

**Edit**

Click Edit to change the ship address information above

### Select Shipping Method:

Choose...

### Internal Purchase Order #(s):

- SELECT--
- Next Day Service for black and white tickets/labels-\$50.00
- Next Day Service for colored tickets/labels-\$100.00
- Same day service for black and white tickets/labels-\$100.00
- Same day service for colored tickets/labels-\$200.00
- SELECT--

### Make I

### Rush

### Option

\*The rush fee will be waived if the order does not ship quicker than the normal turn around time.

If you have any questions please contact our Accounting Department at 1-800-500-8687 (US) and 852-2156-9788 (Asia) for further details. If you need further assistance, please contact us and one of our representatives will help you right away!

- FedEx: FedEx: PRIORITY OVERNIGHT - \$39.00
- FedEx: FedEx: STANDARD OVERNIGHT - \$32.00
- FedEx: FedEx: FEDEX 2 DAY - \$20.00
- FedEx: FedEx: FEDEX EXPRESS SAVER - \$17.00
- UPS: UPS Ground - \$8.00
- UPS: UPS 3-Day Select - \$14.00
- UPS: UPS 2nd Day Air AM - \$22.00

(800) 500-8687  
line at 852-2156-9788

Retailer	Purchase Order Number(s)	Ordered Qty	Print Qty
ABC Retailer	203903-1, 203903-2	5592	5969

**Cancel** **Previous Step** **Continue**

13. Then click the continue button to move to the next step. Select payment method.



### 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.

#### Pre-Pay

\*Payment must be made before Order is Shipped

Wire Transfer \*Payment must be made prior to shipping this order

Pre-Pay

\*Pre-Pay by check/Alipay is available. For Pre-Pay payment method, your order will not ship until payment is received. Alipay is for non-US customers only.

Retailer	Purchase Order Number(s)	Ordered Qty	Print Qty
ABC Retailer	203903-1, 203903-2	5592	5969

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

14. Final Step! Review and Confirm Order. Review the details of your order and click the Continue Button to complete the order.

### Review and Complete Order

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

 <b>Order Summary</b>	 <b>Shipping</b>	 <b>Billing</b>
<b>Retailer PO Number:</b> 203903-1, 203903-2  <b>Customer PO Number:</b>  <b>Retailer Name:</b> ABC Retailer  <b>Order Date:</b> 02-14-2010  <b>Order Status:</b> On Hold  <b>Ordered Qty:</b> 5,592  <b>***Print Qty:</b> 5,969	<b>Company:</b> ABC Customer  <b>Shipping Address:</b> 3145 Medlock Bridge Norcross, GA 30071 United States  <b>Shipping Method:</b> UPS Ground  <b>Estimated Shipping Cost:</b> \$8.00  <b>**Final shipping cost will be determined when the order is shipped</b>	<b>Company:</b> FineLine Technologies  <b>Billing Address:</b> 3145 Medlock Bridge Norcross, GA 30071 United States  <b>Order Charges:</b> *Product Charges: \$208.92 SKU Charges: \$0.00 Setup Fees: \$0.00 **Shipping Charges: \$8.00 <b>Total Price:</b> \$216.92  <b>Payment Method:</b> 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
ABC Retailer	203903-1, 203903-2	5592	5969

Click Continue button to submit your order. The following message may prompt while processing the order.

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

15. Print the 'Thank You' page for your records. You will also receive an order confirmation to the email address used to sign in to FastTrak.

### 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:** 250462  
**Retailer:** ABC Retailer  
**PO Number(s):** 203903-1, 203903-2  
**Customer PO Number:**  
**Order Status:** Pending  
**Total Ordered Qty:** 5592  
**Total Print Qty:** 5969  
**Payment Method:** Terms and Conditions  
**Total Order Price:** 216.92 (USD)

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](#).

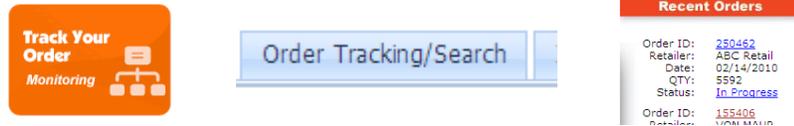
### Contact us

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](#)

**II. Track Your Orders** – The FineLine Ordering site will allow you to track your orders as they are produced and shipped. To track an order, follow these steps:

1. Click the ‘Track Your Order’ icon or the ‘Order Tracking/Search’ tab or find your order# from the ‘Recent Orders’ located on the FastTrak Home Page.



2. Locate your order in the list or search by the order date, or PO number.



Drag a column header here to group by that column

Order#	PO#	Order Date	Ship Date	Status
	203			
<a href="#">250462</a>	203903-1, 203903-2	2/14/2010		In Progress
<a href="#">127361</a>	203893-3	4/23/2009		Shipped

You may enter portion of the PO# to filter your results

3. Once your order has shipped, a ship date as well as Tracking number will be provided. If your order was shipped via FedX or UPS, clicking the tracking number will take you to the appropriate website for detailed tracking information regarding your shipment.

Order#	PO#	Order Date	Ship Date	Status	Vendor	Vendor Id	Ordered By	Ship Method	Tracking#
155									
<a href="#">155406</a>	917526	7/6/2009		Shipped	FineLine Customer		Nechelle Turner	UPS Ground	<a href="#">122027698999321</a>

Click order# to view order details

Click on the Tracking # weblink to launch tracking website

- Clicking the Order # will provide you with detailed information regarding your order, Shipping and Billing Information, as well as line item detail.

### Order Details

The details for this order are below. If at any time you need assistance, please contact us at [support@finelinetech.com](mailto:support@finelinetech.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.

 <b>Order Summary</b>	 <b>Shipping</b>	 <b>Billing</b>
<b>Order Number:</b> 155406 <b>Retailer PO Number(s):</b> 917526 <b>Customer PO Number:</b> 917526 <b>Retailer Name:</b> VON MAUR <b>Order Date:</b> 07-06-2009 <b>Order Status:</b> Shipped <b>Ordered Qty:</b> 1 <b>Print Qty:</b> 3	<b>Company:</b> ABC Customer <b>Shipping Address:</b> 3145 Medlock Bridge Norcross, GA 30071 United States <b>Shipping Method:</b> UPS Ground <b>**Est. Ship Cost:</b> \$6.00 <b>**Final shipping cost will be determined when the order is shipped</b>	<b>Company:</b> FineLine Technologies <b>Billing Address:</b> 3145 Medlock Bridge Norcross, GA 30071 United States <b>Order Charges</b> *Product Charges: \$50.00 SKU Charges: \$5.50 Setup Fees: \$0.00 Price Adjustments: \$0.00 Shipping Charges*: \$6.00 Total Price: \$56.50 * Minimum order charge has been applied <b>Payment Method:</b> Terms and Conditions

### Order Line Item Details

PO Number	DEPT	STYLE	COLOR	SIZE DESC	VENDOR ID	UPC	RETAIL	SIZE CODE	JOKER DESC	QTY
Product Name: VM1-COLOR TO SIZE HT										
917526	632	BV-189-T-BC	NAVY	7	147801	606348110649	34.00	7		1



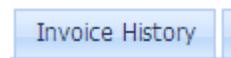
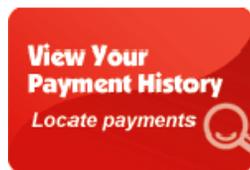


**III. Payment History** – The Payment History Section will display the 50 most recent orders. You may also search by Order #, or Date Range to locate an order and display its

details. You may click on the  icon to display the invoice in pdf format. To gain access to your order history, simply click the Order History icon. You may also click on

the  icon to export the results in excel format. Should you have any questions, you

may click on the  icon to submit your inquiries. Someone from our customer support team will handle your inquiries promptly.



**Payment History**

From: 2/4/2009 To: 2/14/2010

Drag a column header here to group by that column

#	Invoice	Order Id	PO#	Order Date	Vendor	Vendor Id	Ordered By	Qty	Total Price	Inquiry
				7/6/2009	FineLine Customer			1	\$56.50	

**IV. 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 1-800-500-8687. FastTrak, however, offers the ability to streamline your request by locating your Order ID in question, then you can submit your inquiry directly to a CSR trained specifically to handle your questions.

1. Begin by clicking the Inquiry Icon.



2. Use the familiar query options (Order ID, Date Range) to locate your order in question. Then click the Inquiry Icon to submit your question.

**Order Inquiry**

Select an order from the list below that you would like to submit an inquiry for.

From Date  To Date  Order#  PO#

Order #	PO #	Order Date	Ship Date	Retailer	Status	Shipment Method	Tracking Number	Inquiry
<a href="#">250462</a>	203903-1, 203903-2	02/14/10		ABC Retailer	In Progress	UPS Ground		

3. Select the category of the question and description of the question, then click Submit Inquiry.

## 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:   
 Billing Question  
 Never Recieved Order  
 Order Damaged In Shipment  
 Order Quality

**V. Manage Account** – There are five tabs; Personal Information, Customer Settings, Shipping Information, Billing Information and Add Vendor Id. This section provides the ability to update the information.

Start by clicking ‘My Account’ located in the upper right corner of the home screen.

[My Account](#) | [Log Out](#)  
**FineLine Customer**  
demo\_user

You may find your FineLine Customer ID here.

## Manage My Account

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

**Your Customer ID: 3478520**

Personal Information | Customer Settings | Shipping Information | Billing Information | Add Vendor Id

**First Name:** FastTrak  
**Last Name:** Demo  
**Phone:** 678-969-0839 -ext  
**Fax:**  
**Email:** fineline.order@gmail.com  
**Department Name:**  
[Edit](#) 

### Personal Information

Click Edit to change your personal contact information

**Your Customer ID: 3478520**

Personal Information | Customer Settings | Ship

**First Name:** FastTrak  
**Last Name:** Demo  
**Phone:** 678-969-0839 -ext  
**Fax:**  
**Email:** fineline.order@gmail.com  
**Department Name:**  
[Edit](#)  

## Customer Settings

By default, the person who placed orders receive a copy of the order confirmation and the shipment confirmation, and the contact person of the vendor will receive the PO notification. In most circumstance, the default setting will work fine for most customers. However, you may customize/add more than one person to receive the notifications.

Select one of the three notification options, for example, Order Confirmation.

Please select the setting you wish to modify:

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

Add Setting ← 1

Setting Name	Setting Value
Enter the desired value: → 2	
<input type="text" value="annmarie@vendors.com,jcastle@vendors.com"/>	
<p style="text-align: right;">3 → Update Cancel</p>	

Click on Add Setting, type in the email address. You may enter multiple email addresses and separate them using commas. Lastly, click Update to save.

Add Setting

	Setting Name	Setting Value
<a href="#">Edit</a> <a href="#">Delete</a>	CCOrderConfirmationEmail	annmarie@vendors.com,jcastle@vendors.com

Click on Edit to make changes or Delete to remove the record.

## Shipping Information

You may add new or edit existing shipping address records. Click on the Add a new Shipping Address link to add new record or any of the company names on the list to edit the current record.

Your Customer ID: **3478520**

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

[Add a new Shipping Address](#)  
Shipping information may be maintained by using the grid below.

Company	Address Line 1	Country Name	City	State	ZipCode	
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
<a href="#">ABC Customer</a>	3145 Medlock Bridge	United States	Norcross		30071	✗
<a href="#">FineLine_HKG</a>	7/F Wah Sing Ind. Building	Hong Kong	Kwai Chung, N.T.			✗

[Add a new Shipping Address](#)  
Shipping information may be maint

<a href="#">ABC Customer</a> →	ABC
--------------------------------	-----

Click on 'Add a new Shipping Address' to create new address to the address book

Click on company name web link to edit current information

## Billing Information

You can view your Billing Information by clicking the blue hyperlink associated with your Company Name.

However, billing information cannot be updated through the interface.

Please contact Finline accounting to update your contact information as necessary.

Your Customer ID: **3478520**

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

 Billing information may be changed by contacting Finline Accounting. [Contact Information can be edited on this page.](#)

	Company	Country Name	City	State	ZipCode
<a href="#">FineLine Technologies</a>	FineLine Technologies	United States	Norcross	GA	30071

## Add Vendor ID

Add Additional Retailers – Here you can continue to add Vendor ID's to your account as new retailers become available via the FastTrak system. Simply click 'Add Vendor Id' and click Add New Vendor ID to add additional vendor ID's to your account.

[Add New Vendor Id](#)

#	Retailer	Vendor Id
	<input type="text"/>	<input type="text"/>
<a href="#">Delete</a>	ABC Retailer	ABC120
<a href="#">Delete</a>	American Eagle	123456

Edit Form

Retailer  Vendor Id

ABC Retailer  
Aeropostale  
Ashley Stewart  
Bakers Footwear Group  
Bass Pro  
bebe  
BigM Inc.

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

## VI. 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](mailto:support@finelinetech.com)  
Asia: [support@finelinetech.com.hk](mailto:support@finelinetech.com.hk)

Customer Service:  
USA: 1-800-500-8687  
Canada: 1-800-465-1890  
China (HKG): 852-2156-9788

## VII. Glossary of Terms

**Internal PO** – FastTrak allows a user to input their own Purchase Order number that will be used to relate an order for internal accounting use. An Internal PO number is usually not associated with a regular PO as assigned by the retailer.

**Line Item** – A term used to describe an individual row of data, typically associated with a PO. An example of a line item is a row of data as seen in an excel spreadsheet.

**Line Item Filter** – If your replenishment PO data has more than 25 line items, the ‘Line Item Filter’ allows you to narrow the selection based upon searching by fields in this drop down menu.

**Manufacturer** – A common term to describe a provider to a retailer. The term ‘Vendor’ is also commonly used.

**PO** – Stands for Purchase Order and is one of the key components used in ordering tickets or labels via FastTrak. A Retailer typically assigns a PO to a Vendor or Manufacturer who then can place an order with FineLine using that PO Number.

**Replenishment PO** – A concept used within FastTrak to allow users to order individual items not related to any particular Purchase Order. If your Vendor ID is associated with any items within replenishment data sent to FineLine, a user will have the option to order replenishment items by selecting the REPL-001 PO upon selecting ‘Submit Order’.

**Setup Fee** – A fee based on custom setup required for some orders.

**SKU** – Technically, SKU means ‘Stock Keeping Unit’. The term SKU is commonly used to describe a unique item within a PO or set of printed tickets.

**SKU Charge** – A fee based upon the number of unique items in an order.

**UPC** – Technically, UPC stands for Universal Product Code and is a very specific type of barcode that contains 12 digits. It is commonly used to describe ‘any’ barcode printed on a ticket, although this can be misleading. It is also used frequently to describe a unique item within a PO or set of printed tickets.

**Vendor** – A common term to describe a provider to a retailer.

### **Status:**

**On Hold** – Order is not being processed. Your account may be past due or other corrections are needed to complete your order.

**In Progress** – Order is complete and in production.

**Shipped** – Order has been printed and shipped.

**Print Quantity**– Original order quantity with overage added if applied.