DBS

Johnstone Supply
Real Time
Online Ordering System

JSWebStore

JOHNSTONE ®

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HOW TO GET TO THE NEW JSWEBSTORE

Customers will get to the new JSWebStore by clicking any of the following items on the JohnstoneSupply.com home page:
- Order Now
- User Login
- New User

Clicking Browse will still take them to the CORP. "Catalog Online"

LOGIN PROCESS

The customer will enter his *User Name* and *Password* in the appropriate fields.
When the customer clicks LOGIN, a request is then sent to our system to verify the User Name and Password, and collect the customer's latest account information, including:
- Bill To Address
- Ship To Addresses
- E-mail address
- Default Ship Method
- PO Requirements

This takes about five seconds, depending on the customers internet connection speed, thus making the login process "Real Time". Once this is complete, the customer is considered "Logged In" and is ready to go shopping. Note the User Name and Company name are now showing on the screen above the "shopping cart".

JSWEBSTORE HOME PAGE

The "Home Page" is the first page of which the customer sees once he is logged in to the Online Ordering System. The information on left side and the top of the page will remain no matter what the customer clicks on.

There are instructions on how to use the PowerBox for searching and ordering on this page.

STORE SPECIALS

The Store Specials are items that are flagged in our system as being "on special" for example, the Corp. Flyer items. The list on the *left bar* is 5 items long and changes with each *screen refresh*. Or the customer can click View All Specials to have the entire list of items come up on the screen in the form of a "Search Result".

POWERBOX

The PowerBox is the Search and order tool. To use the PowerBox as a "Quick Order" Tool, the customer <u>must</u> put in the Johnstone Order Number <u>and</u> a quantity. When they click Submit, it will send a request to our system for that customer's price for that quantity of that item and add it to the shopping cart. **If the item is not available at the default store, the following message will display "*Item H24-750R is currently on backorder. Would you like to add it to your cart anyway*?" and give them the option to add it to the cart, or go to the product detail page.**
To Search for an item, the customer would put in any one of the following things:
- ♦ A Johnstone Order Number such as 'B10-120' (with or without the dash)
- ♦ A Manufacturer's Part Number (must be exact, with dashes or spaces)
- ♦ A Keyword such as "Motor" or "Compressor"

The searching works much like the searching on our system, as it is the same information as our Stock Status screen.

NOTE: All items in our system are available and searchable online whether they are in the catalog or not.

SEARCH RESULTS

The Search Results page has the following information:
- ♦ Order Number
- ♦ Mfg. Number
- ♦ Description
- ♦ Vendor
- ♦ Catalog Page Number

Clicking on the Order Number will bring up the Product Detail page for that item. (See section entitled Product Detail for more info.)
Clicking on the Catalog Page Number link will bring up the page on the Corporate Online Catalog with that item and all of the information for it.
Clicking on the BUY link will add a quantity of 1 to the shopping cart.
If there are multiple pages of search results, clicking NEXT will bring up the next 10 items.
Clicking PREVIOUS will take you to the previous 10 items. Or you can click on a page to jump to a particular page in the search results.

PRODUCT DETAIL

The Product Detail page provides the customer two key pieces of real-time information:
- ♦ Pricing
- ♦ Availability

Initially when the customer enters the Product Detail page a request is made to our system for that customer's price on that item for the quantity of 1. The top store's availability is for the store that they selected using the *Store Selector.*
To check the price & availability if they were to purchase 5, they would change the quantity to 5 and click UPDATE, at which time another request is made to our system for the price for that customer for that item, for the new quantity. Then the each price, including quantity breaks, if any, and the total price for all 5 would be displayed. And the availability would change to reflect the new desired quantity.
The catalog page number on this page is also a link that takes you to the page on the Corporate Online Catalog for that item.

If All 5 are in stock the availability would read "Available: 8 (actual quantity here) or YES (depending on the parameter which will be explained further in the section entitled "35.20.2 COMPANY OPTIONS") and AdditionalQtys: Available Now"

If all 5 are not in stock, the availability would read either "3 (actual qty.) or CALL" and the Additional Qty would read "Available in 1 Day or 2 Days (depending on the in stock quantities of the other locations".

These Available quantities are updated for each location. If the customer should choose to order the item either for pick-up or shipping from another location, provided they have not added anything to their shopping cart, they can click '*Switch*' and their warehouse will be switched. Once they add an item to their shopping cart, they are locked into that warehouse. In other words, they can not order three different items from three different warehouses on the same order. They must complete each order separately.

Finally the customer would click the Add to Cart button to add the item to their shopping cart.

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<u>SHOPPING CART</u>
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There are three ways to get to the shopping cart. The first and most obvious is to add an item to the shopping cart. The second is to click the Shopping Cart display on the *left bar*. And the last is to click the word "Shopping Cart" on the *top bar*.

Once in the shopping cart the customer can do any of 5 things:
   ♦ Delete an item
   ♦ Change the quantity of an item
   ♦ View the Product Detail page of an item
   ♦ Add an item to the cart using the PowerBox
   ♦ And Go to Checkout

To delete an item, put a check mark in the box next to the item and click Delete.
To update the quantity of an item, change the quantity and click "UPDATE". **There is a new column in the shopping cart for availability. This displays as a 'Y' (yes) or 'N' (no)**
To view the Product Detail page, click the Order Number.
To add an item using the PowerBox, they would enter the Johnstone Order number and the quantity and click SUBMIT.
To go to checkout, click the GO TO CHECKOUT button.

The shopping cart display on the *left bar* shows the number of line-items on the order, and the total price for all the items in the shopping cart, excluding shipping & tax.

NOTE: The customer can log off and log back on later to complete his shopping. The cart will be saved.

CHECKOUT

The following items are to be done during the check-out process. (* indicates a required field)
- Purchase Order Number* (if the account is coded as PO Required)
- Job Name
- Special Instructions
- Email CC (carbon copy)
- Special Payment Instructions
- Ship Method (default is displayed, but can be changed)
- **Backorder Method (how they want to handle the backorders. This will only display if they have backordered items in their cart.)**

The backorder options are:
> *Hold order for complete release*
> *Release Backordered items together*
> *Release backordered items as available*
> *Hold backordered items and release with next order*
> *Cancel backordered items*

The customer can also:
- Delete an item
- Update the quantity of an item
- Save his PO, Job Name, etc... for later.
- View the Product Detail page for an item.

When the customer clicks SUBMIT ORDER, the order is sent to our system and a pick/pack is printed. The order number from our system is sent back and displayed on the customers computer screen. An email confirmation is also sent to the customer and copied to the email address in COMPANY OPTIONS.

MISCELLANEOUS LINKS

The following links are also on the *top bar*:
- Home
- Store Info
- Contact Us
- FAQ's
- Shopping Cart
- Logout to Store Selector
- Logoff

The **Home** link takes you back to the first page of the JSWebStore.

The **Store Info** link brings up a new browser window displaying the Phone, Fax , address and hours of operations for all 5 locations.

The **Contact Us** link brings up a form to fill out that gets emailed to the email address in STORE OPTIONS.

The **FAQs** link brings up a Frequently Asked Questions page.

The **Shopping Cart** link takes you to the shopping cart page.

The **Logout to Store Selector** link (located in the top right hand corner under the location) will take you all the way back to the Corp Store Select page. If the shopping cart is not empty you will not be able to log in to a different warehouse.

The **Logoff** link will log you off the JSWebStore, but will only take you back to the login screen.

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MENU 35.20.1 - STORE MAINTENANCE

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The following information is stored in Store Options:
- The email address that the following items get sent to:
  - Account Requests
  - Forgot Password Requests
  - Contact Us emails

- Job Name Options:
  - 1) Combine job name with po#
  - 2) Put job name in a message line when there is a po#

Any other information in this screen is for future use.

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MENU 35.20.2 – COMPANY MAINTENANCE

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The following information is stored in Company Maintenance
- Email address for Order Confirmation copies.
- Whether you want to display on-hand quantities or just "YES/CALL"
- Discount Percent for internet orders
- **The pick/pack printer for which you want the internet orders to print.**

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MENU 35.20.3 – SHIP METHOD CROSS-REFERENCE

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The Ship Method Cross-reference is where the where we tell our system what the ship methods that are displayed on line mean. For Example "1-Will Call" to our system means "01-CUST P/U"

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MENU 35.20.4 – ACCOUNT MAINTENANCE

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Account Maintenance is where you setup Accounts for on line purchasing. Begin by putting in the account number of the company you would like to setup or "L" for lookup. **It will first show you the names of the Authorized buyers on that account and a 'Y' or 'N' indicating whether they have been approved by their employer to purchase online. (If there is an 'N' you must first contact the company and have an officer fill out the approval form.)** The setup screen consists of the following three prompts:
- PO Required (YES?NO)
- All Ship Methods (YES/NO)
- Ship Method

The PO Required simply tells the JSWebStore whether this customer requires a PO or not.
All Ship Methods gives you the option to limit the methods of delivery on a customer specific level. If you say YES they will get the following ship methods:
- Will Call (Customer Pick Up)
- UPS
- Johnstone Truck (Delivery)
- Common Carrier (Truck Line)
- Best Way (However we decide to send it)

If you say NO They will be limited to the following options:
- Will Call
- UPS
- Best Way

Ship Method is simply their default ship method. Use 'Shift+?' to select.

MENU 35.20.5 – USER MAINTENANCE

User Maintenance is where you setup individual users to purchase under a specific account online. Begin by entering the desired *user name Then enter the following information: **(You can do a lookup by entering either the customer number or the user's first or last name.)**

♦ ****Customer Number (or "L" for lookup)**
♦ *Password
♦ Active (YES/NO)
♦ First Name
♦ Last Name
♦ Email address

*Password and User Name are **not** case sensitive.

** **When you enter the customer number, it will show you the names of the Authorized buyers on that account and a 'Y' or 'N' indicating whether they have been approved by their employer to purchase online. (If there is an 'N' you must first contact the company and have an officer fill out the approval form.)**

MENU 35.20.10 – LOGIN REPORT

The Login Report shows all of the people who have attempted to log in and whether they were successful or not. You have the option to print the report, or just display it on the screen. You also have the option to run this report for a date range or all records. You can also run a detailed report or a summary report. I recommend the detail report.

MENU 35.20.11 – PRICE CHECK REPORT

This is an awesome report that is based on items that the price was checked on, but not purchased online. You have the same options as the above report, plus a company number option to run it for only one branch. The information provided in the report includes:

♦ Customer Name
♦ Customer Number
♦ Store Number the P&A was checked for
♦ Item checked
♦ Quantity that was available
♦ Price given
♦ Date checked
♦ Time checked

This is intended for following up with customers who are looking at prices but not ordering.

MENU 35.20.12 – INTERNET ORDER REPORT

This report is a log of orders placed online. It is also run by date range. It gives the following information:

♦ Company Number
♦ Order Number
♦ Customer Name
♦ Customer Number
♦ Order Date
♦ Product(s) ordered
♦ Order Qty
♦ Invoiced Qty
♦ Price
♦ Total

MENU 35.20.25 – USER LISTING

This is a report, selected by warehouse, that prints all of the users setup and which account they are associated with. It gives the following information:

- User Name
- Customer Name
- Account number
- Password
- Active Flag
- First Name
- Last Name
- Email address