

Website Tutorial

Welcome to our website tutorial!

We developed this website tutorial to help you navigate the new supsew.com page. We've kept all the features from the prior website that you have come to love and we've added many that will make your day-to-day work a breeze. Our new website is mobile device friendly; you will be able to view it on your phone, tablet and laptop with ease!

The first thing you will notice is that the "look-and-feel" of the page is easy on the eye. The layouts of the buttons, icons and tabs have been moved around based upon the industry feedback we received. All of these changes are aimed at enhancing your www.supsew.com experience. Please let us know what you think!



You will need your **User ID and **Password** during this tutorial so that you are able to enter into the e-commerce section of the website.**

The Basics

Here we will discuss the location of each icon or tab on the Home Page of the website and the basic navigation of the new website.

Top Menu Bar

On this menu bar you will find the **Log Out** and **Help** buttons. Additionally you have the **Language**, **Cart** and **User** icons.



Log Out

Our **Log Out** button is pretty straight forward, you click it and you will be asked to click a second time to ensure you do not lose any of your unsaved work.

Help

Click the **Help** button for additional information.

Changing Languages (Flag)

Currently the Superior website is available in English and Spanish (more languages to come down the road!). A simple click on the **Flag** located at the top right of the page will toggle you between currently available languages.

Cart

While visiting our webpage you will have the ability to click the **Add to Cart** button directly from the Price/Availability page. At the end of your session you can click on the **Cart** icon at the top right of the page to see a complete list of the items that you added to your cart during your session. You will then be able to fully edit each line. Once done, you can click the **Proceed to Checkout** or **Request Price Quotation** button. The **Proceed to Checkout** button will convert the content of your cart into an order and take you to the Order Entry section, where you will need to enter the necessary information to complete your order (see the [Enter New Order](#) Section below). By clicking the **Request Price Quotation** button you will create a quotation request that will be sent directly to your sales representatives.

Profile

The **User Profile** icon is also located at the top right of the page. This is where **only authorized** users are able to edit current user permissions, add new users and change passwords. Each of these is covered individually below:

Remove User

Click the **Select User** down arrow and then select the user you wish to remove. Once you see all the user information in the fields provided, you can simply press the **Remove User** button. You will be prompted to confirm the deletion. Once you confirm the deletion, that user will no longer be able to log on to supsew.com.

Change Password

Click the **Select User** down arrow and select the user whose password you want to change. Once you see all the user information for that user, you can simply press the **Change Password** button. An additional field will appear at the bottom of the page. Here you will be prompted to enter the current password and the new password, and then be asked to verify the new password. You will also be asked to create a user password question for additional security.

Clear Form

The **Clear Form** button will clear the form completely, giving you a blank page to start over.

Save User Info

The **Save User Info** button will save any information that has been added or changed. This button is also used in order to complete a New User form.

New User

Click the **New User** button to access the form to add a new user. You may have some basic company information that is already filled-in. Enter the information in the fields provided as completely as possible.

Please pay particular attention to the **Options/Permissions** fields. Here you can give a user access to different parts of the website.

Options/Permissions May Place Orders May Request Quotes May View Account Info

May Place Orders

Checking this box will allow this user to enter orders as an authorized user for your company.

May Request Quotes

Checking this box will allow this user to request quotations as an authorized user for your company.

May View Account Info

Checking this box will allow this user to view all accounting records for your company. They will then have access to all statements, invoices and payment records as an authorized user for your company.

Sub-menu Bar

On this menu bar you will find the Home, [Price/Availability](#), [Enter Orders](#), [Order/Part History](#), [Backorders](#), [Quote Request](#), [Review Account](#) and [Return Authorizations](#) tabs. These tabs are the ones you will most likely be using on a daily basis. We will give you a brief description of each directly below and a more in-depth explanation of each in separate section of this tutorial.



Price/Availability

This is where you will do most of your part searches, build your orders/quotes and review part specifications. We have retained the best features of the prior search tool and added some great new tools that we will cover further in the section below dedicated to [Price/Availability](#).

Enter Orders

Here you will have the ability to

- Enter New Orders
- Change Existing Orders

- Perform a Quick Entry Order
- Upload an Order from a Spreadsheet and
- View Current / In Process Orders

One of the most exciting and useful features in this section is a new ability to [upload your orders using spreadsheets](#) (.XLS/.XLSX or .CSV). A simple 2 column spreadsheet is all you need. No headings necessary, just part numbers and quantities. That is it! Just one click of a button and the system will upload the spreadsheet for you! No more duplication of data entry when you have a spreadsheet on hand!

Order/Part History

Don't remember if you previously ordered a part? No problem, simply go to the [Order/Part History](#) tab. You can choose from any of the search choices listed ([Orders in Process](#), [Completed Orders](#) or [Credits>Returns](#)). Enter the search criteria you desire and you will see a list of every invoice on which that part appeared. Click the  next to the invoice to see the details of the order. Need a copy of the invoice? Click on the invoice number and a PDF copy will open on your desk top. Then you will be able to save and/or print the PDF document.

Backorders

Click the [Backorders](#) tab and a list of your current backorders is quickly available for review. We have always felt that seeing the backorders is not enough, so we added a little extra information. When additional information is available, you will see a  next to the part and a drop down will appear that contains all the information from the original order.

Quote Requests

Enter your [Quote Requests](#) manually or upload them by using the Quote from Spreadsheet option; it is up to you. In this tab you can view/edit or cancel existing quotes. Just click on the quote and it automatically opens. Want to make sure you have the right part? Click the  next to the part and a dropdown appears with all the part information.

Review Account

No more waiting for the mail! Need a copy of a statement or invoice, simply click the [Review Account](#) tab and your information will be available. Simply select the invoice/statement you need and it will open under a separate tab. Here you will be able to save and/or print your invoices and statements.

Return Authorizations

Need to process a new [Return Authorization](#) request or check on an existing one? Just click the tab and select the option you want. Once a return request has been approved by management, you will be able to click the **Print Ret Auth** button and you will be able to save and/or print the return authorization. Please remember that you must wait until the return request has been authorized before you can return the parts.

Price/Availability

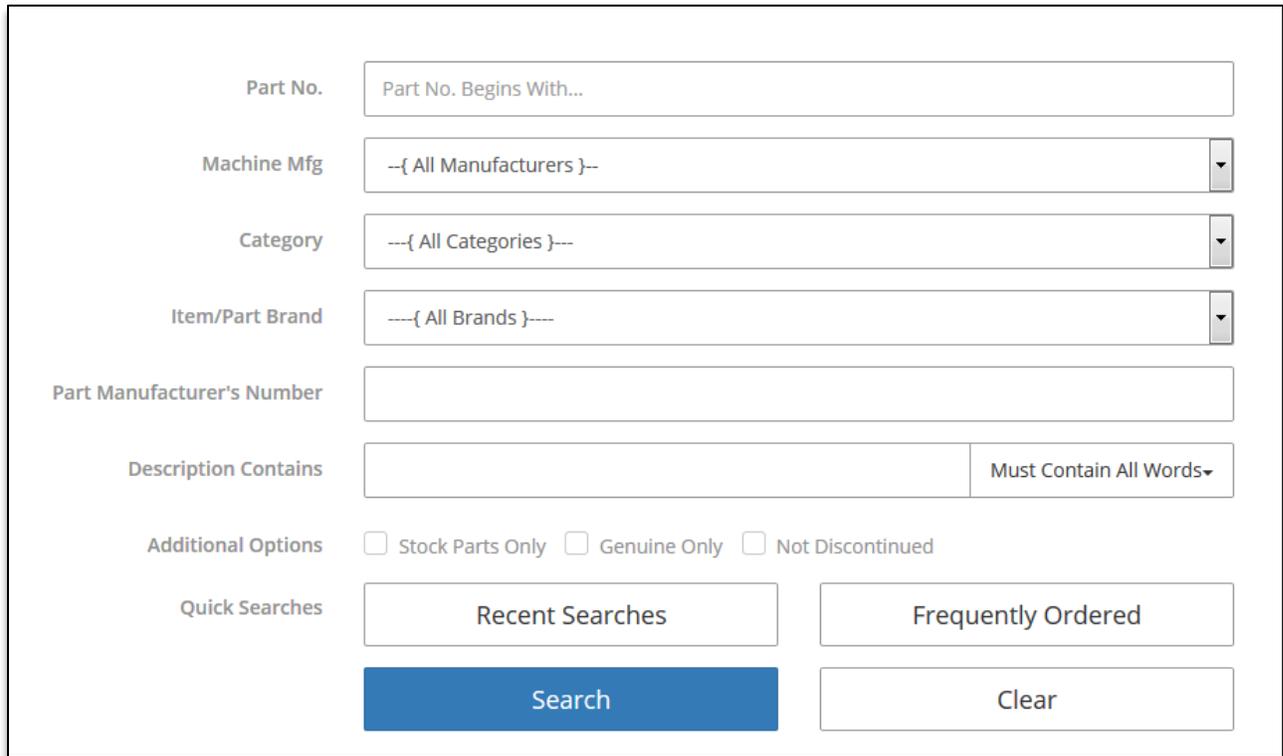
This is certainly one of the most heavily used areas on our website. It is here that you get the most up-to-date information on your prices and product availability.

In this section, you will have access to our large database of product (stock, non-stock, OEM and non-OEM, branded and unbranded) and see your prices and our availability of any such product. You will be able to see our list price, your standard discounted price, and the price you pay. Additionally you will see the part image (whenever available in our database), description, brand, category, machine manufacturer, link to any related bulletins, link to the catalog pages on which such part appears, if any, and so much more.

You will also be able to view your [Recent Searches](#) and [Frequently Ordered](#) items. These new features were added based upon customer requested improvements and we are happy to have been able to include both in our new website.

Main Page Components

The main page may seem overwhelming. So many fields to enter! However, it is really very simple to use. The more fields you fill out, the greater your ability to find the part you need quickly. However, you do not need to enter information in more than one field to get started!



The screenshot shows a search interface with the following elements:

- Part No.:** A text input field containing "Part No. Begins With...".
- Machine Mfg:** A dropdown menu with "--{ All Manufacturers }--" selected.
- Category:** A dropdown menu with "---{ All Categories }---" selected.
- Item/Part Brand:** A dropdown menu with "---{ All Brands }---" selected.
- Part Manufacturer's Number:** A text input field.
- Description Contains:** A text input field with a "Must Contain All Words" checkbox to its right.
- Additional Options:** Three checkboxes: "Stock Parts Only", "Genuine Only", and "Not Discontinued".
- Quick Searches:** Two buttons: "Recent Searches" and "Frequently Ordered".
- Search:** A large blue button.
- Clear:** A button to clear the search.

Part No.

This is where you enter the part number. You may enter the number with or without dashes, spaces, slashes, etc.

Notice that when this field is blank, there is a message that reads "Part No. Begins With...". This indicates that you can enter as little as one single number or letter and the system will display all the parts that begin with that number or letter. However, we recommend you enter as much information as you know or the search may produce too many possible matches. At this point, we do not have a feature that allows you to search by a string of numbers and letters in the middle of a part number. This is something we will try to add down the road!

Once you enter a part number you will have the option to narrow your search by entering more information such as:

Machine Manufacturer

You can either leave the default "All Manufacturers" or pick one manufacturer from the list. If you are not sure about the exact manufacturer, we recommend that you use the default.



A close-up of the "Machine Mfg" dropdown menu. The text "--{ All Manufacturers }--" is visible in the input field. A red circle highlights the dropdown arrow icon on the right side of the field.

Category

All our products are assigned a category. You can either pick one specific category or leave the default "All Categories".

Category 

Item/Part Brand

You have the option to pick a specific brand or leave the default "All Brands".

Item/Part Brand 

Part Manufacturer's Number

This refers to the number that the part manufacturer assigns to a specific part. It might be different from the Superior part number.

Part Manufacturer's Number

Description Contains

You are also able to look up a part by its description even without having a part number. To narrow your search you can combine this option with any of the above options. For instance, you can enter in this section a word such as "Hook" in the description field, "Brother" in the Machine Manufacturer field and "Cerliani" in the Item/Part Brand field.

Part No.

Machine Mfg 

Category 

Item/Part Brand 

Part Manufacturer's Number

Description Contains

Additional Options Stock Parts Only Genuine Only Not Discontinued

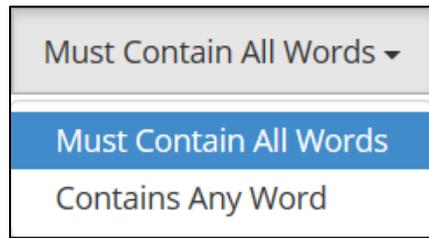
Quick Searches

What you will get is a list of all the Cerliani hooks for Brother Machines, see below:

Part No.	NS	Category	Description	Mfg	Mfg Part No.	Image	To Cart
111272-0-01E-Z	*	EZHK	HOOK W/O B/C FOR BROTHER	BRO			
111275-0-01E-Z		EZHK	HOOK FOR BRO.B755-3	BRO	130-05-271		
111275-0-01TSE-Z	*	EZHK	HOOK W/O BOBBIN CASE ANTI-FRICTION PTFE COATED FOR BROTHER	BRO			
111275-9-01E-Z		EZHK	HOOK FOR BRO.B755-3	BRO	130-05-271		
111276-0-01T		EZHK	HOOK COMP TACKING FOR B755	BRO	130-05-250		
112041-0-01E-Z	*	EZHK	ROTARY HOOK BRO B651/552	BRO			
112691-0-01E-Z	*	EZHK	HOOK F/BROTHER	BRO	130-11-078		
112691-9-01E-Z	*	EZHK	HOOK F/BROTHER	BRO	130-11-078		
116780-0-01E-Z		EZHK	HOOK	BRO	130-05-235		
116780-0-01T		EZHK	HOOK	BRO	130-05-235		

Page 1 of 10 (100 items)  Page size: 10

You can choose either **Must Contain All Words** or **Contains Any Word**. You should be careful not to include words like “for” when choosing “Contains Any Word” as the search will produce too many possible matches.



Additional Options:

You have the option to narrow the search to display **Stock Parts Only**, **Genuine Parts Only**, or parts that are **Not Discontinued**. Remember, that if you mark any of these options your search is limited to those types of items.



Quick Searches



Recent Searches

We are very excited about this new feature and hope you are as well! Just click on **Recent Searches** and you will be able to see a list of all your most recent searches. Then, with just one additional click, you can add any of these items to your cart. Need to see a picture of any of those parts, simply click the view image link.

Frequently Ordered

This is also a new and exciting feature. When you click the **Frequently Ordered** items, you will see the items you order most often. Once again, with just one additional click, you can add an item to your cart. Need to see a picture of one of these parts, just click the view image link.

Search

This is the button you need to click once you finished entering search parameters. The system will then take you to your search result screen.

Clear

Clicking the **Clear** button will erase all the parameters you recently entered.

Search Results Page

Your result page will have 8 columns:

Part No.	NS	Category	Description	Mfg	Mfg Part No.	Image	To Cart
143342		HK	HOOK W/6.8MM SLOT	SINGER	HSH-7.94CO	View	Add
143342-0-01-BRO	*	ISMP	**** DISCONTINUED ****	BRO			
143342C0		HK	TACKING (3 SCREWS) HOOK 241/25	SINGER	HSH-7.94CO	View	Add
143342CO		HK	HOOK W/OIL HOLE	SINGER	HSH-7.94CO	View	Add
143342E-Z		EZHK	HOOK W/10MM SLOT	SINGER	130-05-000	View	Add
143342FG		HK	HOOK FULL GIB W/6.8MM SLOT	SINGER	HSH-7.94B	View	Add
143342FG0		HK	FULL GIB HOOK WITH OIL HOLE F/241	SINGER	HSH-7.94BO	View	Add
143342FG0E-Z		EZHK	FULL GIB HOOK W/ OIL HOLE F/241	SINGER		View	Add
143342FGE-Z		EZHK	HOOK- FULL GIB W/10MM SLOT	SINGER	130-05-235	View	Add
143342FGE-ZDC10	*	EZHK	HOOK FULL GIB W/ DC COATING	SINGER			Add

Part No.

This column shows all the possible numbers that match your initial search.

NS

If you see an asterisk (*) in this column, it represent a non-stock part. This indicates that we do not carry this part in our regular inventory and it will have to be ordered specially for you.

Category

Every part in our inventory has been assigned a category. (E.g. Hooks (HK), Loopers (LPR), etc.)

Description

Depending on how complete your search is, you may need the description of the item to help you make the right choice.

Mfg

This is the manufacturer of the machine of the part number shown.

Mfg Part No.

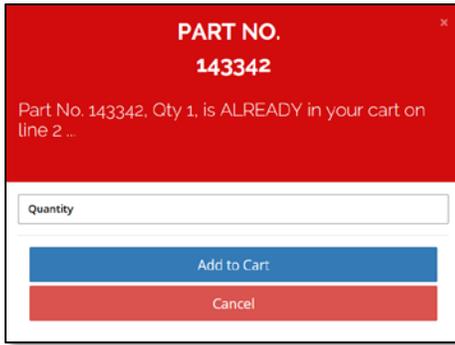
This is the manufacturer's part number. Where applicable, we show the manufacturer's part number in this column. We only show this in a limited number of cases.

Image

If you see a **View** button, this means you can click on that button to see the part image. We find that viewing an image when you are not certain of the part number can help you avoid ordering the wrong part. Please make sure to use it regularly!

To Cart

If you click on the **Add** link, you will get a pop-up. Here you can enter the quantity you require and then click the **Add to Cart** button. This will add the selected part and desired quantity to your cart.



Once you have completed your searches, you can click the **Cart** icon on the top right of the screen to proceed to complete your order.

Viewing/Sorting Your Results

You can sort any of the columns alphabetically or numerically by clicking on the title of that column.

Scrolling by Page:

Located at the bottom left hand corner of the screen are arrows and page numbers. You can scroll from one page to the next by clicking on the arrows or clicking on the page number.



Page Size:

Here you can choose to see 10, 20, 50 or 100 items per page; your choice!

Selecting Your Item

Once you have the list of all possible matches, you may select an item by clicking the **+** next to the number you want. At that point a dropdown box will open. There you will find additional information for the selected item.

	Part No.	NS	Category	Description	Mfg	Mfg Part No.	Image	To Cart
+	143342		HK	HOOK W/6.8MM SLOT	SINGER	HSH-7.94CO	View	Add

Price / Availability Tab

This is the default tab that will open for every selection you make.

Select Brand Price/Availability Related/Substitute Items Sets/Components

Information		Pricing		Image
Part No.	143342	Quantity	<input type="text" value="1"/>	
Description	HOOK W/6.8MM SLOT	Availability	In-Stock available immediately.	
Brand	Hirose	<input type="button" value="Update Availability"/>		
Category	Hooks	<input type="button" value="Add to Cart"/>		
Machine Mfg	SINGER	<input type="button" value="View Cart"/>		
Bulletin		List Price		
Catalog Page	469	You Pay		
Lbs	0.1370	Price Type	List	
Kg	0.0622			
<input type="button" value="I need more info on this part"/>				

**** Please make note of the additional tabs located above the item you selected, we will discuss these below.**

Left Column

This column contains the basic part information – part number, description, brand, category, machine manufacturer, and weight in pounds and kilograms, if available. Where applicable, you will also see the bulletin number and/or catalog page on which such item appears (both are clickable links when available). When you click on one of these links a PDF will open on a separate tab.

I need more info on this part

We also provide an **“I need more info on this part”** button. When you click this button, a pop-up will open. The subject line is prefilled with the part number about which you are inquiring. Simply type your question and click the **Email Inquiry** button. If you change your mind, just click the **Cancel** button to return to your work.

Center Column

The center column is dedicated to all things related to pricing, availability and adding to cart.

Availability

If you need to know the availability of an item, simply enter the quantity in the field provided and click the **Update Availability** button to refresh the information.

Add to Cart

The **Add to Cart** button allows you to add the product to your shopping cart while remaining in the search area of the page. You will always get a pop-up confirming the addition.

View Cart

When you have completed your search and are ready to process your order, simple click the **View Cart** button. You will be taken to the Shopping Cart area of the webpage were you can submit your order.

Pricing

We provide you with the list price, your price and price type.

Right Column

Here you will see the image of the item you selected (when available).

Select Brand Tab

In this section you will be able to see if we carry that part number in other brands. We may carry the same part number in genuine, generic and/or different brands. You will see the brand, part number, description, and price.

Select Brand	Price/Availability	Related/Substitute Items	Sets/Components
We also carry this Part No. in other brands. Please select one of the following:			
Item/Part Brand	Part No.	Description	Price
Hirose	143342	HOOK W/6.8MM SLOT	
Cerliani	143342E-Z	HOOK W/10MM SLOT	
Singer	143342-SIN	HOOK W/BC HOLDER ..	

When you select the brand you want, you will be taken to the Price/Availability screen. This is an easy way to compare pricing and see availability.

Related/Substitute Items Tab

This is a great tool. By clicking this tab you will see all the related or substitute items available for the product you have selected. Let's say you are searching for the bobbin case for a particular hook. Search for the hook, select your item, click the related/substitute tab. To the left you will see all related items for that hook and to the right you will see any part of that hook that is sold separately.

Select Brand	Price/Availability	Related/Substitute Items	Sets/Components
Items Related to Part# 143342		Available Separately for Part# 143342	
Part No.	Description	Part No.	Description
52237	BOBBIN CASE	410779	HOOK THREAD GUARD F/20U
52237M	BOBBIN CASE MAGNETIC	1053	HOOK THREAD GUARD SCREW
40264	BOBBIN F/ 241		
143342FG	HOOK FULL GIB W/6.8MM SLOT		
143342FGO	FULL GIB HOOK WITH OIL HOLE F/241		
143342T	TACKING HOOK		
143342TS	ANTI-FRICTION PTFE HOOK		
143346	HOOK BASE		

Sets/Components Tab

This is another extremely useful tool. However, this tab will only be available when applicable. By clicking this tab you will see all the sets that contain the part you have selected or the components making up the set you have selected. For example, if you are searching for a hook, but your customer needs the hook complete with bobbin case, you can search for the hook number and under the Set/Components tab, you will see a list of all the available sets containing that hook. Easy as that!

Select Brand	Price/Availability	Related/Substitute Items	Sets/Components	
Sets and Set Components Involving Part # 143342				
Set Part No.	Set Description	Component	Component Description	Set Qty
143344	HOOK AND BOBBIN CASE	143342	HOOK W/6.8MM SLOT	1
143344	HOOK AND BOBBIN CASE	149063	BOBBIN CASE	1
143345	HOOK W/ BOBBIN CASE	52237ME-Z	BOBBIN CASE MAGNETIC	1
143345	HOOK W/ BOBBIN CASE	143342	HOOK W/6.8MM SLOT	1
270119	HOOK & BOB CASE	143342	HOOK W/6.8MM SLOT	1
270119	HOOK & BOB CASE	149063	BOBBIN CASE	1

Enter Orders

Entering orders on our website is easier than ever! The **Enter Orders** tab has a drop-down menu allowing you to choose to enter orders, change existing orders, do quick entries, order from spreadsheets (uploading them and converting them into orders) and view your current/in-process orders. Below, you can find step by step instructions for each option.

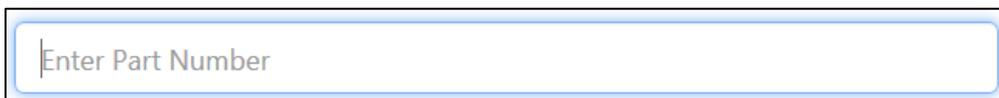
Enter New Order

The enter orders screen is simple to use. At the top right, you have the **Save Your Work**, **Clear Order**, and **Delete Order** buttons. Below that to the left you have the **Add Parts**, **Shipping Address**, **Additional Info** and **Finalize and Confirm** tabs.

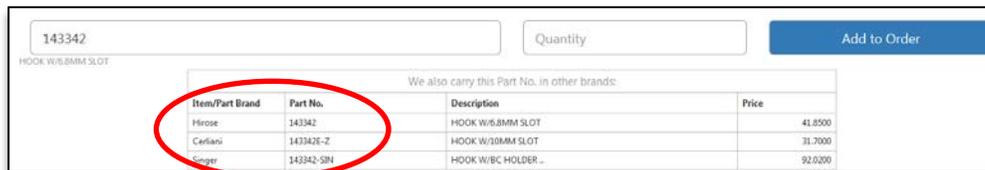
Entering Part Numbers

Based upon feedback from many customers regarding our prior website, we've re-arranged things a bit so you can take care of getting the parts ordered first and then move on to other information required to finalize your order.

You will notice the first field is a blank field that has a blue highlight. This is where you will enter the part number of the first part you want to order.



So let's begin! Enter your first part number and hit the **Enter** key on your keyboard. When different options are available (as in the case of certain hooks) a dropdown screen will open with your choices. Click the one you want to order.



Item/Part Brand	Part No.	Description	Price
Hirose	143342	HOOK W/6.8MM SLOT	41.8500
Carlisle	1433426-Z	HOOK W/10MM SLOT	31.7000
Singer	143342-SB1	HOOK W/BC HOLDER...	92.0200

Search for Part Number

Don't remember the exact part number? Click the **Search for Part Number** button to research the part further on the dropdown screen provided.

Part No. Part No. Begins With...

Machine Mfg --{ All Manufacturers }--

Category ---{ All Categories }---

Item/Part Brand ----{ All Brands }----

Part Manufacturer's Number

Description Contains Must Contain All Words

Additional Options Stock Parts Only Genuine Only Not Discontinued

Recent Searches Frequently Ordered

Search Clear

This search option will not alter the order process; it simply allows you to view and research the part for which you are looking while maintaining your order sequence, how cool is that!

Entering Quantities

You will notice the blue highlight has now moved to the second field to the right; this is where you will input the quantity.

Once you have entered the quantity you want, you can either hit the **Enter** key on your keyboard to add the part or click on the blue **Add to Order** button. The item you just entered is now moved to the lower part of the screen that looks much like an Excel spreadsheet.

Line	Part No.	NS	Description	Quantity	Unit Price	Extension	
1	143342		HOOK W/6.8MM SLOT	10	41.8500	\$418.50	Edit Delete
						\$418.50	

To continue building your order, repeat the steps above for every part number you wish to order until you have entered all the items you need.

Editing Current Order

If you make a mistake or change your mind, simply click on the blue **Edit or Delete** links to change your information.

Edit

The **Edit** link allows you to change the quantity. Once you have made the correction, you can click **Update** to save the change, or **Cancel** to return to the original quantity ordered.

Delete

The **Delete** link will delete the entire line. Once you click it, you will get a prompt asking to confirm the deletion. Once you click **OK**, the line is removed from your order.

Saving Your Work

The **Save Your Work** button on the upper right side of the page can be used at any point while you are in your order. Let's say you are in the middle of an order, but you need to verify information with your customer. Click the **Save Your Work** button and you can leave the order entry screen and come back to it later to complete the order. Just select **Change Existing Order** under the **Enter Orders** tab and a pop-up will open with all the order you have in process. Select the order you desire and you will be taken back to the Enter Order screen for the order selected. It is always a good idea to save your work as you go along and one last time when you are done. This is especially important for orders with a large number of parts.

SELECT AN ORDER TO VIEW OR CHANGE								
Change	Ref No.	P.O. Num	Ord Date	Entered By	Status	Lines	DS	Ship To
Sel	852369		08/01/16	MG	Entered	282		
Sel	852365		08/01/16	MG	Entered	280		
Sel	845398		11/25/15	MG	Entered	20		
Sel	842764		11/13/15	MG	Entered	1		
Sel	842628		11/13/15	MG	Entered	10		
Sel	842595		11/13/15	MG	Entered	1	Y	SUPERIOR SEW MACH & SUPPLY LLC

Cancel

Shipping Address

This is the area where you will provide ALL of the shipping information for you order. You will notice your default shipping address will be displayed. If you are shipping to an alternate address, simply click on the appropriate radio button (see below) to enter the necessary information.

Your Shipping Address Your Customer Your Branch Superior Office

Your Shipping Address

This will always be the default choice when entering an order.

Your Customer

This option is for drop shipping orders to a customer. At the time you press this button, a screen where you can choose previously saved addresses or enter a new address will open. See "Saving Shipping Addresses" below.

Your Branch

This option is for shipping to your branch offices. At the time you press this button, a screen where you can choose previously saved addresses or enter a new address will open. See "Saving Shipping Addresses" below.

Superior Office

This option is for shipping to any of our offices for pick-up (for example, Miami or Los Angeles).

Saving Shipping Addresses

We have given you the option to enter a United States or a foreign address. You also have the option to save the information for future orders in your Address book.

Begin by filling out all the fields provided (it is important that the address is correct). Once you are done click the **Save to My Addresses**, a prompt will pop-up confirming the address was saved.

If you have already saved the address, you can simply click on the down arrow in the field next to **Select Ship to Address** and scroll to find the saved address, click it and the information will be filled in.



Additional Info

Once the address section is complete, click on the third tab to enter any additional Information you wish to include with your order such as your P.O. number, Attention, whether or not you only want the entire order to ship complete and any special instructions you may have. There are no mandatory fields in this section, but if you wish to change anything before you submit the order, simply go back to the **Additional Info** tab and make the changes.

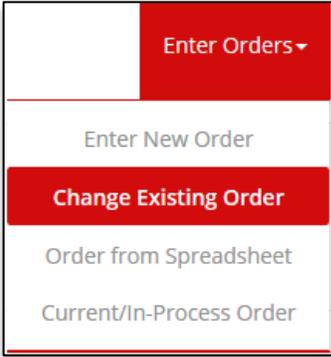
Finalize and Confirm

Once you click on the Finalize and Confirm tab you get a summary of your order. Again, if any information is missing, simply go back to the appropriate tab to make any changes. Once everything is correct go back to the **Finalize and Confirm** tab. Here again, we give you the ability to save your work and continue later, clear order to start over, or delete the order if necessary. If everything is correct, click on the blue **Submit Order** button to process your order.



Change Existing Order

To make changes to an existing order, click **Enter Orders** and select **Change Existing Order** from the dropdown menu.



A pop-up will open with a list of all existing orders. Select the order you wish to view or change.

SELECT AN ORDER TO VIEW OR CHANGE								
Change	Ref No.	P.O. Num	Ord Date	Entered By	Status	Lines	DS	Ship To
Sel	842628		11/13/15	MG	Entered	10		
Sel	842595		11/13/15	MG	Entered	1	Y	SUPERIOR SEW MACH & SUPPLY LLC

Cancel

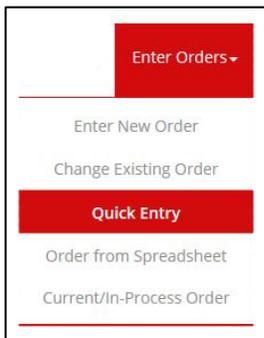
**** Once an order has been submitted, it is no longer possible to make changes to it on the website. Should you require any changes, please contact your sales representative.**

This will take you back to the original Order Entry screen. Here you can make your changes, add parts or delete lines. Once you are done making the changes you desire, save your work and then enter the shipping information and additional Information as explained above and then proceed to the **Finalize and Confirm** tab.

Also under the **Change Existing Order** tab, you also have the option to save your order as an Excel file or view your order as a PDF file.

Quick Entry

Click Enter Orders and select Quick Entry from the dropdown.



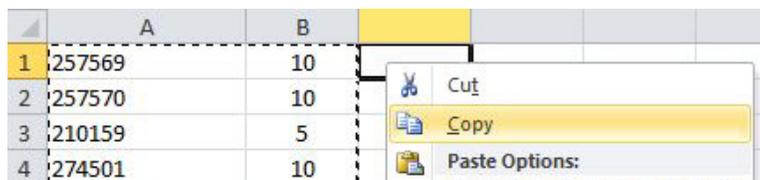
Here we have provided you with an excel style page that allows you to enter the part numbers, quantities and any additional information you have, when creating an order.

	A	B	C
1	Part No.	Quantity	Additional Info (Optional)
2			
3			
4			
5			
6			

You can either enter the parts and quantities manually or copy your list directly from an Excel sheet. This will come in handy when you are trying to merge parts from multiple Excel sheets.

Single sheet copy and paste

Step 1: Select the Excel sheet on your computer, highlight the field you wish to transfer, right click on your mouse and select copy.

A screenshot of an Excel spreadsheet showing a table with columns A and B. The table contains the following data:

	A	B
1	257569	10
2	257570	10
3	210159	5
4	274501	10

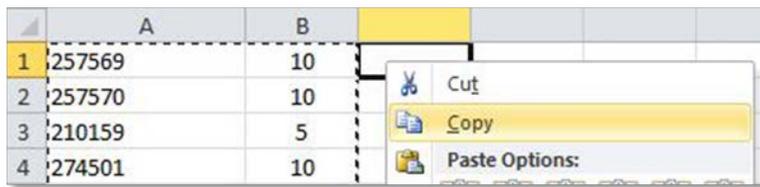
A context menu is open over the table, showing options: 'Cut', 'Copy' (highlighted), and 'Paste Options:'. The 'Copy' option is highlighted in yellow.

Step 2: Log on to our website and click Enter Orders and select Quick Entry from the dropdown. Once the Excel has loaded, you can place your cursor on the first black field. Now simple do the Ctrl-V or Command-V function on your computer and you are done.

	A	B	C
1	Part No.	Quantity	Additional Info (Optional)
2	257569	10	
3	257570	10	
4	210159	5	
5	274501	10	

Multi sheet copy and paste

Step 1: Select the Excel sheet on your computer, highlight the field you wish to transfer, right click on your mouse and select copy.



Step 2: Log on to our website and click Enter Orders and select Quick Entry from the dropdown. Once the Excel has loaded, you can place your cursor on the first black field. Now simple do the Ctrl-V or Command-V function on your computer and you are done.

	A	B	C
1	Part No.	Quantity	Additional Info (Optional)
2	257569	10	
3	257570	10	
4	210159	5	
5	274501	10	

Step 3: Now select the next Excel sheet on your computer and highlight the field you wish to add to the sheet, right click on your mouse and select copy.

Step 4: Place your cursor on the next blank field and do the Ctrl-V or Command-V function on your computer. You can repeat these steps as many times as you wish to complete you order.

Completing your order

Once you have completed your order, simply click the blue button to submit.

Once all part numbers have been entered, click here to create an order and proceed to enter shipping information.

Your order has now been transferred to our Order Entry screen.

**** Because the Quick Entry and the Order from Spreadsheet sections below share some of the same processes, please see the Order from Spreadsheet section immediately below for a discussion of the security features we have built into the website to help avoid errors.**

Order from Spreadsheet

This is a very exciting new feature of our website. When you click on Order from Spreadsheet you can input your order by simply uploading an existing Excel file in your computer. To do this, follow the simple steps below:

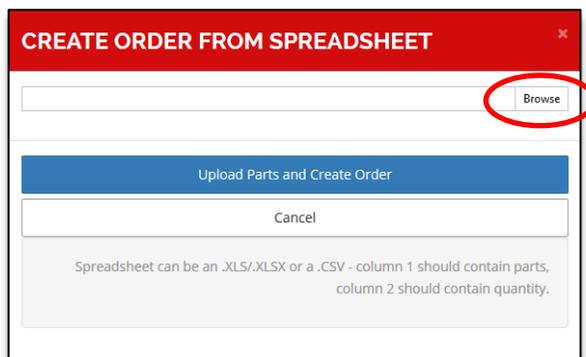
NOTE: For this system to work it is important that:

- Your Excel file be an .XLS, XLSX or .CSV file.
- Your spreadsheet only have 2 columns
 - The first should contain only part numbers
 - The second should contain only quantities
- There should be **NO** headers in your spreadsheet

	A	B	C	D
1	268380		3	
2	22738		3	
3	660-2194		3	
4	37873AD		3	

**The example above only shows 4 items; however, your Excel file may include as many items as you need.*

Let's start uploading a file! Once you have your Excel file saved on your device, click **Enter Orders** and select **Order from Spreadsheet** from the dropdown menu. A pop-up will open. Click the **Browse** button to locate the file on your computer or other device.



Once you have selected the file, click the **Upload Parts and Create Order** button. We also give you the option to cancel the upload if you change your mind.

The system will upload the file and take you back to the Order Entry page. These uploads will more than likely contain a large quantity of parts, so we have incorporated several security measures to help you quickly identify potentially incorrect parts and/or quantities.

Line	Part No.	NS	Description	Quantity	Unit Price	Extension	
1	8E		DOZ 8 IN ST KNIFE F/EASTMAN HSS Sold in units of 12 - you are ordering 12. (Addit Info: Also available in Other Brands - Double-Click on this line to select.)	1			Edit Delete
2	7E		DOZ 7 IN ST KNIFE F/EASTMAN HSS Sold in units of 12 - you are ordering 6000. (Addit Info: Also available in Other Brands - Double-Click on this line to select.)	500			Edit Delete
3	143342E	W	*** Unidentified Part No. *** (Double-Click to search)	18			Delete
4	A366		CAN SPRAY ADHESIVE(66C)VOC COMPLIANT Requested Qty: 10, Minimum Sales Qty: 12	0			Edit Delete
5	B27-90-RIM	Y	NEEDLES FOR RIMOLD(100 NDLS) [B27-90 was the actual P/N# requested.]	100			Edit Delete

When a line is correct it will remain white, unusually high quantities will be highlighted in green, unidentified part numbers will be highlighted in red and finally all items that don't have an exact match or have been replaced or discontinued will be highlighted in light blue.

Once you have corrected the highlighted lines, you may continue on as if you were entering a new order. If you need additional instructions on how to complete the remaining steps, simply go back to the [Enter New Order Section](#) above.

Unidentified Part No.

In the event that the list you uploaded contains a number our system does not recognize, the order will show this part number with the description: *****Unidentified Part No.***** It will highlight the line in red for easy viewing.

Line	Part No.	NS	Description	Quantity	Unit Price	Extension	
1	R0098240100-JUK	W	*** Unidentified Part No. ***	1000	0.0000	\$0.00	Delete
2	135X5-100	W	*** Unidentified Part No. ***	100	0.0000	\$0.00	Delete
3	143342E	W	*** Unidentified Part No. ***	500	0.0000	\$0.00	Delete

When there are unidentified parts, you have 2 choices:

Search for Part Number

Click the **Search for Part Number** button to research the part further or double click on the line to send us an e-mail requesting we research the item for you.

The screenshot shows a search interface with the following elements:

- Search for Part Number** (Title, circled in red)
- Part No.**: Text input field with placeholder "Part No. Begins With..."
- Machine Mfg.**: Dropdown menu with "[All Manufacturers]"
- Category**: Dropdown menu with "--{ All Categories }--"
- Item/Part Brand**: Dropdown menu with "--{ All Brands }--"
- Part Manufacturer's Number**: Text input field
- Description Contains**: Text input field with a "Must Contain All Words" checkbox
- Additional Options**: Three checkboxes: "Stock Parts Only", "Genuine Only", "Not Discontinued"
- Search**: Blue button
- Clear**: White button
- Recent Searches**: White button
- Frequently Ordered**: White button

*** This search option will not alter the order process; it simply allows you to view and research the part you are looking for while maintaining your order, how cool is that!*

Delete

Delete the line from the quote and re-enter the correct part number (see entering a [New Order](#) above).

Current/In-Process Order

Need to see the status of an existing order? No problem! Click **Enter Orders** and select **Current/In-Process Order** from the dropdown menu. The system will then display the last order you left open or unfinished. Please note the system will only display unfinished orders. If you have other orders you need to review, use the [Change Existing Order](#) tab.

From this point, you can enter the rest of the information needed to finalize your order, just as you did when entering a new order. If you need more instructions on how to complete the remaining step simply go back to the [Enter New Order](#) Section above.

Order/Part History

The **Order/Part History** tab generates specific search results in **Orders in Process, Completed Orders** and **Credits>Returns**. As we explain below, you can search by orders/credits/returns or by specific purchase order number or by individual part number.

Please make your selection according to what type of record you are trying to locate. You can use several combinations to narrow the search or, if you have the invoice number, you can simply enter it. If you click the Search button while no selection has been made, by default, you will receive 1 year of records for your completed orders.

Search For Orders in Process Completed Orders [View Individual Invoice](#)

Credits/Returns Only

*** Clicking on a blank page will return, by default, 1 year of records for your completed orders.

Orders in Process

All you need is a P.O. or part number to search all orders that are currently being processed. Once your search is complete, you will have a list of the invoices that are associated with to the P.O. or contain the part number you selected. For more information on the original order click **+** next to the part and a dropdown will open showing you all the shipping information and a list of other items ordered. If you need a copy of the invoice, click the invoice number and a PDF copy will open on a separate tab. Here you will be able to save and/or print the PDF.

Completed Orders

This selection generates search results only for **Completed Orders**. You only need to enter a P.O. or Part number to conduct your search. Need to narrow it more? Add a date range and you will narrow down your results. For more information on the original order click **+** next to the part and a dropdown will open showing you all the items ordered and shipping information. When a tracking number is available, you can click the link with the tracking number. This will take you directly to the carriers' webpage.

Trak#	1Z1595340301244561
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If you need a copy of the invoice, click the invoice number and a PDF copy will open on a separate tab, here you will be able to save and/or print the file.

Credit/Returns

This selection generates search results only for **Credits/Returns**. You only need to enter a P.O. or Part number to conduct your search. Need to narrow it more, add a date range and you will narrow down your results. For more information on the original credit click **+** next to the part and a dropdown will open showing you all the additional information and a list of other items entered on the credit/return. If you need a copy of the credit/return, click the invoice number and a PDF copy will open on a separate tab. Here you will be able to save and/or print the PDF.

Purchases by Part

This selection generates search results only using a part number. Need to narrow the results, add a date range and see the results lessen. For more information on the original order click **+** next to the part and a dropdown will open showing you all the shipping information and a list of other items ordered. If you need a copy of the invoice, click the invoice number and a PDF copy will open on a separate tab. Here you will be able to save and/or print the PDF.

Scrolling by Page:

Located at the bottom left hand corner of the screen, you can scroll from one page to the next by clicking on the arrows or clicking on the page number.



Page Size:

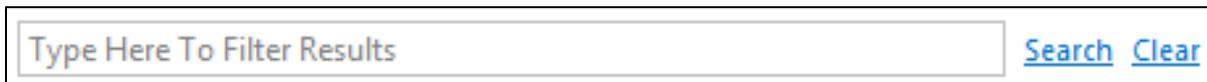
Here you can choose to see 10, 20, 50 or 100 items per page; your choice!

Backorders

The Backorders tab was re-designed to make the information more functional and user friendly. When you click this tab you will see parts currently on Backorder with descriptions, quantities, dates ordered, reference numbers, P.O. numbers, Drop ship to and Delivery Information. If you have many backorders, you can use one of the filters below to narrow or organize the data.

Filter Search:

This feature is located above the backorder item list. Simply enter a part number, description, date, P.O. number or reference number. This will narrow down the list to the specific items you want to see. When you are done, simply click the **Clear** link and you will be back at the original search screen listing all your backorders.



Sorting:

This Feature is located in every column (**Part No., Description, Qty, Ord Date, Ref No., P.O. Num, Drop Ship To or Delivery Info**). You can click any one of the column titles to organize the information in alphabetical or numerical order.

Scrolling by Page:

Located at the bottom left hand corner of the screen, you can scroll from one page to the next by clicking on the arrows or clicking on the page number.



Page size:

Here you can choose to see 10, 20, 50 or 100 items per page; your choice!

Additional order information can be found by clicking the **+** button next to the item. This will create a dropdown field listing all other items on the original order.

If you choose, you can download the information onto an Excel file by pressing the **Export to Excel Spreadsheet** button on the right upper hand corner of the page.



Quote Requests

For many customers, quotes are a big part of your daily work load. To help, we have developed some options for you to quickly enter and submit (small or large) quote requests form any device. You can even make these requests from your phone while visiting a customer!

By clicking the **Quote Requests** tab, you have the ability to enter your quote request manually or upload it from an Excel file. You also have the ability to see your existing quote requests.

Enter New Quote

By selecting this option, the system will take you to an Excel style page where you can manually enter part numbers and quantities (If you do not enter a quantity the system will default will be 0). We have given you the option to enter additional information that you feel may be important for us to process your request (e.g. Specific Brand, Origin, or Color). You can even copy an existing Excel and paste it on this page by using the Ctrl-V or Command-V functions. This is great when trying to merge part numbers from multiple Excel sheets.

	A	B	C
1	Part No.	Quantity	Additional Info (Optional)
2	143342	10	
3	52	5	
4	52237	100	
5	87	25	
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			
21			
22			
23			
24			
25			
26			

Enter a part number, quantity, and, optionally, the requested part's description.

Once all part numbers have been entered, click here to [Submit for Quotation](#).

When you are finished entering your information, click the blue **Submit for Quotation** button to your right, and your quote request will be displayed on a different page where you have the option to submit, edit, save, clear the form and start over or delete the quote request entirely. Each option is clearly labeled on the tabs on the upper right corner of the page. Please not that your current price for each part is listed in the Unit Price column. We realize that you are requesting a new quotation, but we still want you to be able to quickly see your current price for each item in case you need to discuss this with your customer.

Pro-Forma Order / Request for Quotation

View as PDF Convert to Order Submit for Quotation Save Your Work Clear Order Delete Order ✕

Add Parts

Enter Part Number Quantity

Search for Part Number

Line	Part No.	NS	Description	Quantity	Unit Price	Extension	
+	1	143342	HOOK W/6.8MM SLOT	10	41.8500	\$418.50	Edit Delete
+	2	52	ROUND EMERY CORD	5	7.4000	\$37.00	Edit Delete
+	3	52237	BOBBIN CASE	100	1.7000	\$170.00	Edit Delete
+	4	87	SCREW	25	0.5520	\$13.80	Edit Delete
						\$639.30	

Once you are sure the information is complete, click the **Submit for Quotation** button. You will get a pop-up stating your quote request was submitted. With just one click you saved your work and sent an e-mail to your sales representative stating you have a quote request that needs to be processed. You can now go back to your daily work.

To view your quote requests, simply click **Quote Request** and select [Existing Quotes](#) from the dropdown menu.

SELECT AN ORDER TO VIEW OR CHANGE ✕

Change	Ref No.	P.O. Num	Ord Date	Entered By	Status	Lines	DS	Ship To
Sel	842843		11/13/15	MG	Entered	4		
View	842672		11/13/15	MG	Waiting for Quote	10		
View	842642		11/13/15	MG	Waiting for Quote	5		
View	842641		11/13/15	MG	Waiting for Quote	4		
View	842479		11/12/15	MG	Reviewed & Quoted	4		
Sel	841953		11/11/15	MG	Entered	0		
Sel	841952		11/11/15	MG	Entered	0		
View	841944		11/11/15	MG	Waiting for Quote	36		
Sel	841942		11/11/15	MG	Entered	88		
View	841939		11/11/15	MG	Waiting for Quote	62		
View	841934		11/11/15	MG	Waiting for Quote	3		
View	841909			MG	Waiting for Quote	3		

Cancel

Now you can convert any quote to an order, download the information to an Excel spreadsheet, view it as PDF, clear your work area or delete a quotation.

If you choose to convert it to an order, the system will take you to the order entry module, where you may input information to finalize and submit your order. If you need more instructions on how to complete the remaining step simply go back to the [Enter New Order Section](#) above.

Existing Quotes

As we reviewed briefly above, to view your quote requests and quotes that have been completed by us, simply click **Quote Requests** and select **Existing Quotes** from the dropdown menu. A pop-up will open with every quote request you have submitted and the quotes we have completed; it will list the reference number, date, entered by, status and number of lines. Select the quote you would like to view.

By clicking a quote request/completed quote, the system takes you back to the Request for Quotation page. From this page you may now convert it to an order, download the information to an Excel spreadsheet, view it as PDF, clear your work area or delete it.

If you choose to convert it to an order, the system will take you to the order entry module, where you may input shipping and additional information to finalize and submit your order. If you need more instructions on how to complete the remaining step simply go back to the [Enter New Order Section](#) above.

Quote from Spreadsheet

Just like in the Order from Spreadsheet module discussed above, this is one of the most useful and time saving features of our new website. To access this feature from the main menu, click **Quote Requests**. From the dropdown menu select **Quote from Spreadsheet**. You are now able to enter a quote by simply uploading an existing Excel file from any device. To do this, follow these simple steps.

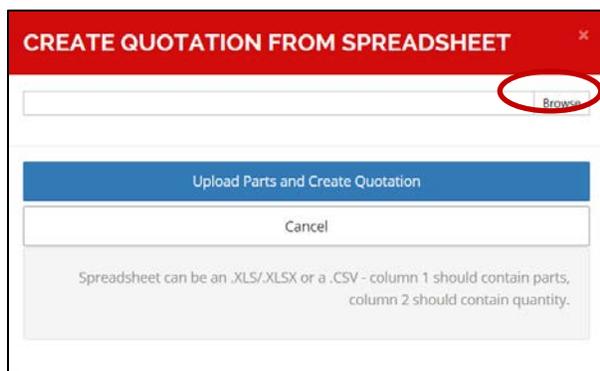
NOTE: For this system to work it is important that:

- Your Excel file be an .XLS, XLSX or .CSV.
- Your spreadsheets only have 2 columns
 - The first should contain only part numbers
 - The second should contain only quantities
- There should be **NO** headers in your spreadsheet

	A	B	C	D
1	268380	3		
2	22738	3		
3	660-2194	3		
4	37873AD	3		

**The example above only shows 4 items; however, your Excel file may include as many items as you need.*

Let's start uploading a file! Once you have your Excel file saved on your device, click **Quote Requests** and select **Quote from Spreadsheet** from the dropdown menu. A pop-up will open. Click the **Browse** button to locate the file on your computer or other device.



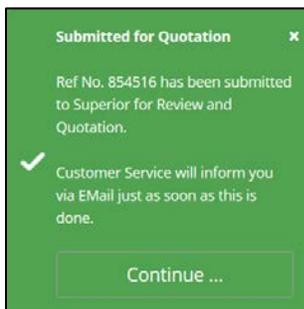
Once you have selected the file, click the **Upload Parts and Create Quote** button. We also give you the option to cancel the upload if you change your mind.

The system will upload the file and take you back to the [Request for Quotation page](#). These uploads will more than likely contain a large quantity of parts, so we have incorporated several security measures to help you quickly identify potentially incorrect parts and/or quantities.

Line	Part No.	NS	Description	Quantity	Unit Price	Extension	
1	8E		DOZ 8 IN ST KNIFE F/EASTMAN HSS Sold in units of 12 - you are ordering 12. (Addit Info: Also available in Other Brands - Double-Click on this line to select.)	1			Edit Delete
2	7E		DOZ 7 IN ST KNIFE F/EASTMAN HSS Sold in units of 12 - you are ordering 6000. (Addit Info: Also available in Other Brands - Double-Click on this line to select.)	500			Edit Delete
3	143342E	W	*** Unidentified Part No. *** (Double-Click to search)	18			Delete
4	A366		CAN SPRAY ADHESIVE(66CIVOC COMPLIANT Requested Qty: 10, Minimum Sales Qty: 12	0			Edit Delete
5	B27-90-RIM	Y	NEEDLES FOR RIMOLDI(100 NDLS) [B27-90 was the actual PN# requested.]	100			Edit Delete

When a line is correct it will remain white, unusually high quantities will be highlighted in green, unidentified part numbers will be highlighted in red and finally all items that don't have an exact match or have been replaced or discontinued will be highlighted in light blue.

Once you have corrected the highlighted lines, you may continue on as if you were entering a new quote. Once you are sure the information is complete, simply click the **Submit for Quotation** button. You will get a pop-up stating your quote was submitted.



With just one click you have saved your work and sent an e-mail to your sales representative stating you have a quote request that needs to be processed.

When the quote request has been reviewed and processed you will get an e-mail stating it is complete and ready for viewing. Simply click **Quote Request** and select **Existing Quotes** from the dropdown menu. A pop-up will open with every quote request you have submitted and every completed quotation we have processed. This pop-up will list for each quote request and completed quotation, the reference number, date, entered by, status and number of lines. Select the quote request / complete quotation you would like to view.

View	842641		11/12/15	MG	Waiting for Quote	4	
View	842479		11/11/15	MG	Reviewed & Quoted	4	
Sel	841953		11/11/15	MG	Entered	0	

Once selected, you can convert it to an order, download the information to an Excel spreadsheet, view it as a PDF, clear your work area or delete it.

If you choose convert it to an order, the system will take you to the order entry module, where you may input information to finalize and submit your order. If you need more instructions on how to complete the remaining order steps, simply go back to the [Enter New Order Section](#) above.

Unidentified Part No.

In the event that the list you uploaded contains a number our system does not recognize, the order will show this part number and list as the description for that part number: *****Unidentified Part No.***** It will highlight the line in red for easy viewing.

Line	Part No.	NS	Description	Quantity	Unit Price	Extension	
1	R0098240100-JUK	W	*** Unidentified Part No. ***	1000	0.0000	\$0.00	Delete
2	135X5-100	W	*** Unidentified Part No. ***	100	0.0000	\$0.00	Delete
3	143342E	W	*** Unidentified Part No. ***	500	0.0000	\$0.00	Delete

When there are unidentified parts, you have 2 choices:

Search for Part Number

Click the **Search for Part Number** button to research the part further or double click on the line to send us an e-mail requesting we research the item for you.

*** This search option will not alter the order process; it simply allows you to view and research the part you are looking for while maintaining your order, how cool is that!*

Delete

Delete the line from the order and re-enter the correct part number (see entering a [New Quote](#) above).

Review Account

The **Review Account** tab has also been re-designed to make the information more functional and user friendly. On the main page you will see all current statement information at a glance. Terms, Credit Limit and current account aging clearly stated at the very top. Below to the left is the Check/Credit Summary listing all current payment/credit information. To the right is the Invoice/Debit Summary listing all open invoices. Below we will describe all features and how to use them.

Account Summary for Account

Terms: Statement for **Mar 2016** [View](#)

Credit Limit:

Current	31 - 60	61 - 90	91 - 120	121 - 150	151 - 180	Over 180	Total Balance	Past Due

Check/Credit Summary

Check Date	Check/CR No.	Type	Amount	Balance
04/15/16		CK	\$3000.00	\$3.00
03/31/16		CK	\$2010.00	\$0.00
03/29/16		CM	\$251.40	\$0.00
03/29/16		CM	\$196.30	\$0.00
03/24/16		CK	\$6,269.16	\$0.00
03/08/16		CK	\$7,653.80	\$0.00

Page 1 of 1 (6 Items) Page size: 10

Invoice/Debit Summary

Inv Date	Invoice/DB No.	Type	Amount	Balance
04/14/16	709522	IN	\$3,240.30	\$3,240.30
03/29/16	706535	IN	\$20.75	\$20.75
03/29/16	706534	IN	\$2,313.24	\$2,313.24
03/29/16	706531	IN	\$2,923.05	\$2,923.05
03/29/16	706532	IN	\$3,175.53	\$3,175.53
03/09/16	705557	IN	\$16.50	\$16.50
01/09/16	701556	IN	\$8,434.33	\$8,434.33
02/23/16	700831	IN	\$2,923.05	\$2,923.05
02/23/16	700830	IN	\$10,024.91	\$10,024.91
01/27/16	696307	IN	\$2,922.40	\$2,922.40

Page 1 of 3 (21 Items) Page size: 10

Printing

Statements

Simply click the down arrow next to **Statement for** at the top of the page next to the blue **View** button to select the month you would like to view. A PDF copy of the statement will open on a separate tab. Here you will be able to save and/or print the statement.

Invoices

Under **Invoice/Debit Summary** on the right hand side of the page, you will see a list of all open invoices for your account. Click on the invoice you want to print and a PDF copy of the invoice will open on a separate tab. Here you will be able to save and/or print the Invoice.

Check/Credit Summary

The Check/Credit Summary lists all current payments/credits. By clicking the **+** next to Check Date, you will open a dropdown that will describe the Payment/Credit, Amount, Date and a detail of how it was applied to your open invoices. In the event a payment/credit is not applied it will show as unapplied.

Invoice/Debit Summary

The Invoice/Debit Summary lists all open invoices. By clicking the **+** next to the Invoice Date, you will open a dropdown that will detail the Invoice/Debit number, Amount, Date, Due Date, P.O. Number and Balance. In the event the invoice has been paid, in full or partially, you will see the payment information listed.

You will notice that all Invoices are listed in blue, these are links. By clicking the invoice of your choice the invoice will open on a separate tab. Here you will be able to save and print the Invoice.

Scrolling by Page:

Located at the bottom of each individual list you will find arrows that will allow you to scroll from one page to the next by clicking on the arrows or clicking on the page number.

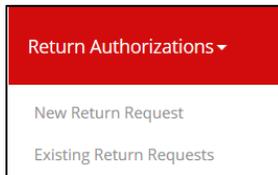
Page Size:

Here you can choose to see 10, 20, 50 or 100 items per page; your choice!



Return Authorizations

Creating a **New Return Request** or reviewing an **Existing Return Request** has never been easier. This tab has also been re-designed to make the information more functional and user friendly.



New Return Request

To enter a new return request, click on the down arrow next to **Return Authorizations** and select **New Return Request**. A new blank form will open.

A screenshot of a web form titled "New Return Request". The form has three tabs: "Add Parts to Return" (selected), "Additional Info", and "Submit for Approval". The form contains several input fields: "Return Auth No." with the value "*New*", "Part No." (empty), "Inv No." (empty), "Quantity" (empty), and "Return Reason" (a dropdown menu). There is a "Find Invoice" button next to the "Inv No." field. At the bottom of the form, there are two buttons: "Add Item" (blue) and "Cancel" (grey). Below the form is a table with the following columns: "Line", "Part No.", "Description", "Inv No", "Qty", and "Reason". The table is currently empty and displays the message "No data to display".

Adding Parts

Input the part number and hit return. It is very important that the part entered is exactly as shown on the invoice including dashes, slashes, etc. If you do not see a description of the part entered, it is more than likely the part number entered is incorrect. Please try again or verify the part on the original Invoice / Shipping Label.

Invoice Number

Enter the original Invoice Number. If you do not know the Invoice Number, click on the **Find Invoice** button located next to **Inv No.** and a list of invoices will open; select the invoice number by clicking on the line.

Quantity

Enter the quantity. It cannot be greater than the quantity originally purchased on that invoice.

Return Reason

Select a Return Reason by clicking the down arrow and click add Item.

Repeat the above process as many times as you need to complete the return request.

Additional Info

Once you have completed the entry portion of the return you can give additional information by pressing the tab **Additional Info**. We highly recommend giving as much information as possible to ensure there are no unnecessary delays in the approval process.

Saving Your Work

It is very important that you save your work regularly. This will allow you to leave the Return Authorization request and come back at a later time to complete it. Your unfinished return will be filed under **Existing Return Requests**.

Submit for Approval

Once you are ready to submit the Return Request, click **Submit for Approval**.

We have provided you with our return policy. Please read it and click the **Agree and Submit** or **I Do Not Agree** button. If you click the **I Do Not Agree** button, your work will be saved but not submitted, please call your sales representative for more information.



Existing Return Requests

To check the status of an Existing Return Request, click on the down arrow next to **Return Authorizations** and select **Existing Return Request**. This will open up a pop up screen that will contain a list of pending Return Requests. Select the Return Request you wish to view or change to open the file. Here you can delete an entire line item or edit the quantity.

Please do not forget to click on the **Save Your Work** button before exiting. A green pop-up will let you know your work was saved, click **Continue**.

Printing Return Authorization

You will only be able to print a Return Authorization once it has been approved. You can check the status of all Existing Return Requests by clicking **Existing Return Requests**. There you will see the status of your return. Once it is approved you can click on the desired Return Request and when it opens, you will notice the **Print Ret Auth** button is now functional. Click it and a PDF copy of the return will open on a separate tab. Here you will be able to save and/or print the Return Authorization.

THANK YOU FOR BEING A LOYAL SUPERIOR CUSTOMER!
**WE HOPE THE ABOVE TUTORIAL WILL HELP MAKE YOUR OVERALL SUPERIOR WEBSITE EXPERIENCE
A POSITIVE ONE.**