

# FASTtrak

## Website Ordering User Guide

<https://www.fineline.com/fasttrak/userguide/>

### **Contact Information:**

US: [support@fineline.com](mailto:support@fineline.com)

Canada: [support@fineline.ca](mailto:support@fineline.ca)

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

Asia (Traderplus): [swing\\_ticket@fineline.com.hk](mailto:swing_ticket@fineline.com.hk)

South Africa: [swingticket@fineline.co.za](mailto:swingticket@fineline.co.za)

Netherlands: [support@fineline.nl](mailto:support@fineline.nl)

India: [Support@fineline.co.in](mailto:Support@fineline.co.in)

### **Customer Service:**

USA: 1-800-500-8687

Canada: 1-800-268-7195

Asia: +852-3950-0400

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

South Africa: +27 31 5794114

Netherlands: +31 (0)8 8008 9600

India: +91-124-6526500



Version 2.2 – Standard User

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## I. FASTtrak Homepage

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

The screenshot shows the FASTtrak homepage with the following elements:

- Header:** FASTtrak logo, "My Account | Log Out", "FineLine Customer" email, and navigation tabs: Home, Start New Order, Order Tracking/Search, Invoice History, Inquiry/Support.
- Banner:** "DOWNLOAD THE NEW FASTtrak MOBILE APP TODAY!" with App Store and Google Play download buttons.
- Navigation:** "Submit Your Order", "Track Your Order", "View Your Payment History", "Order Support", "FastTrak User Guides", "Holidays", "Recent Orders".
- Announcements:** "FASTtrak Mobile is now available!" with a link to details.
- Key Functionality:** "Worldwide, real time order tracking" and "Service Summary Analytics".
- Recent Orders:** A list of 6 orders with details like Order ID, Retailer, Date, QTY, and Status.

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

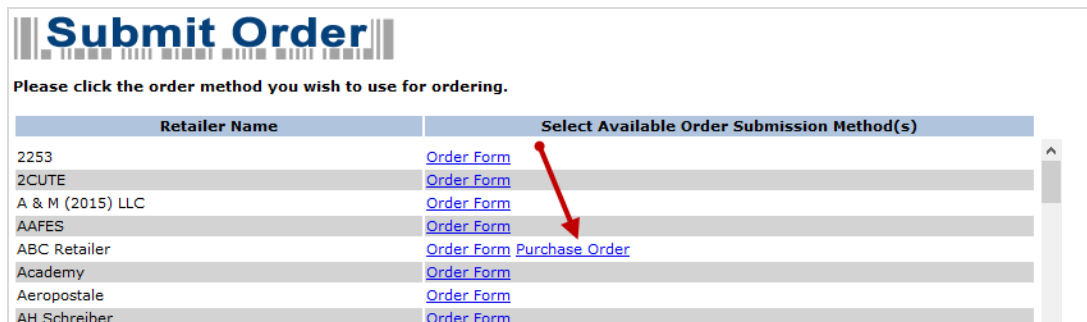
## II. Ordering by Purchase Order

This section details the steps required to order a PO.

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



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



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



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

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

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

PO#

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

Page 1 of 1 (2 items)

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

<input type="checkbox"/>	Qty	Ticket Type	Product Image	SIZE NAME	CLASS	VENDOR	STYLE	COLOR	SIZE CODE	SKU	PRICE	VENDOR STYLE
0000364219 (Total: 2 Line Items, 120 pieces)												
<input type="checkbox"/>	72	J		S/M	8289	1747	9064	01	9293	08174609	12.99	NW9064
<input type="checkbox"/>	48	J		M/L	8289	1747	9064	01	9394	08174617	12.99	NW9064

Page 1 of 1 (2 items)

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

### Order Method Summary

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

PO Ordering  
po List: 0000364219

Product Name	Product Image	Order Qty
J		120

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

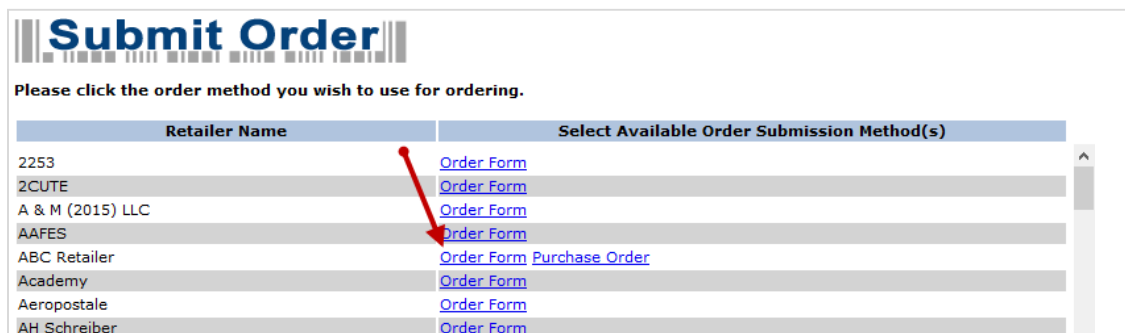
### III. Ordering by Order Form

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

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



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



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



The Current Order Form Version for Nordstrom is 110 and was last updated on 9/16/2021.

**Download New Order Form:**

FineLine supports multiple Excel file formats to fit your needs. Please select an order form option below and click Generate to begin download:

- .xlsx Protected (recommended)** - This version is our standard order form which is locked with data protections. A locked order form prevents a user from deleting information or sheets necessary for processing. If you find the locked order form edit functions to be too restrictive, you may choose the Unprotected option.
- .xlsx Unprotected** - This order form version is not locked and allows a user full edit capability. Do not delete worksheets or modify the order form unnecessarily as changes may be rejected. Please fill in / copy field data only.
- .xls Protected (not recommended)** - for users that have older versions of Excel (97-2003)

Generate

View Product Samples



**Upload Order Form:**

To place your order, save your completed Excel order form to a location on your computer. Note: when saving your worksheet to your computer please be sure to keep the same file format. Select the Browse button below, then select the file from your computer. Once this is complete, click the Continue button. FineLine recommends downloading a new form for each new order.

Choose File No file chosen

Cancel

Continue

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

Label	Order	Qty Ordered
DIRECT LABEL-(3682992)	DIRECT LABEL	Order 0
ND01-(3682492)	Dept Retail Label	Order 0
ND02-(3682493)	Anniv. Dept Retail Label	Order 0
ND03-(3682494)	Compare at Dept Retail Label	Order 0
NJ01-(3682462)	Mainline Jewelry Label	Order 0
NJ01-A-(3682464)	Mainline Jewelry 2nd PC Label	Order 0
NJ02-(3682466)	Anniversary Jewelry Label	Order 0
NJ02-A-(3682467)	Anniv. 2nd PC Jewelry Label	Order 0
NJ03-(3682468)	Off-Price Jewelry Label	Order 0
NJ03-A-(3682469)	Off-Price 2nd PC Jewelry Label	Order 0
NJC01-(142967901)	Mainline Jewelry Label No Retail	Order 0
NL01-(3682497)	Mainline Barcode Label	Order 0
NL01-A-(3682498)	Mainline 2nd PC Barcode Label	Order 0
NL02-(3682499)	Anniversary Barcode Label	Order 0
NL02-A-(3682500)	Anniversary 2nd PC Barcode Label	Order 0
NL03-(3682501)	Off Price Barcode Label	Order 0
NL03-A-(3682502)	Off Price Barcode Label	Order 0
NLP-(71923642)	Mainline	Order 0
NR01-(3682487)	Mainline Rattail	Order 0
NR02-(3682488)	Anniversary Rattail	Order 0
NR03-(3682489)	OFF PRICE RT	Order 0
NTIE-(3683174)	NTIE	Order 0
NTIE-A-(3683357)	NTIE-A	Order 0
PL01-(250814419)	Store	Order 0
PT01-(250814309)	tie hangtag	Order 0
RD01-(3682495)	RD01	Order 0
RD02-(3682496)	RD02	Order 0
RJ01-(3682483)	RJ01	Order 0
RJ01-A-(3682484)	RJ01-A	Order 0
RJ02-(3682485)	RJ02	Order 0
RJ02-A-(3682486)	RJ02-A	Order 0
RL01-(3682503)	Rack Barcode Label	Order 0



	A	B	C	D	E	F	G
1	PO NUMBER	PRODUCT	STYLE	COLOR	UPC	SIZE	DEPT
2	Optional, PO#	Choose from the drop down.		AS PER NORDSTROM PO		IF APPLICABLE	3 NUMBERS
3							
4							
5							
6							
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37							
38							
39							
40							

Product Index MULTI-PRODUCT-ORDER NL04-(251211165) NSL01-(290488878) NSL02-(290488889) NSL03-(290489003) NSL04-(290488709)

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

The Current Order Form Version for Nordstrom is 110 and was last updated on 9/16/2021.

**Download New Order Form:**  
FineLine supports multiple Excel file formats to fit your needs. Please select an order form option below and click Generate to begin download:

- .xlsx Protected (recommended)** - This version is our standard order form which is locked with data protections. A locked order form prevents a user from deleting information or sheets necessary for processing. If you find the locked order form edit functions to be too restrictive, you may choose the Unprotected option.
- .xlsx Unprotected** - This order form version is not locked and allows a user full edit capability. Do not delete worksheets or modify the order form unnecessarily as changes may be rejected. Please fill in / copy field data only.
- .xls Protected (not recommended)** - for users that have older versions of Excel (97-2003)

Generate

View Product Samples

**Upload Order Form:**  
To place your order, save your completed Excel order form to a location on your computer. Note: when saving your worksheet to your computer please be sure to keep the same file format. Select the Browse button below, then select the file from your computer. Once this is complete, click the Continue button. FineLine recommends downloading a new form for each new order.

Choose File FLT\_49456...RH02).xlsx

Cancel Continue



7. Depending on the size of the order form, it can take a few minutes to fully upload.
  - a. **Error Messages:** If the order form is incorrect due to missing or incorrect data then you will be forwarded to the order form errors page. It will detail the excel row number, field name, field value, sheet/page, and error message. Go back to the order form and edit it based on the error message, then save, and go back to step 6.

### Order Form Errors

The Errors listed below were detected in your order form. These errors must be corrected before the order can continue.

Order Form Row Number	Field Name	Field Value	Sheet	Error Message
3	UPC	88815826	MULTI-PRODUCT-ORDER	Field length is less than specified minimum length (12)

- b. If all data looks okay the order line details will display in green. Click continue at the bottom to proceed.

**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**

STYLE	PO Number	COLOR	UPC	SIZE	DESCRIPTION	QTY
<input type="checkbox"/> Product Name: DIRECT LABEL-DIRECT LABEL						
123456		black	888158263313	no size	description	10

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

**Order Method Summary**

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

---

Order Form Ordering

PO List:

Product Name	Product Image	Order Qty
DIRECT LABEL		10

---

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

## IV. Ordering by Catalog

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

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

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



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



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

**Submit Order**

[Select Your PO](#)
[Select Your Labels](#)
[Select Your Shipping](#)
[Select Payment](#)

Enter total quantity of labels being requested here

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

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

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

**Order Method Summary**

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


Order Form Ordering

PO List:

Product Name	Product Image	Order Qty
DIRECT LABEL		10

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


[Order Method Summary](#) | [My Account](#) | [Log Out](#)  
**FineLine Customer**  
 FastTrakUser@finelinetech.com



NORDSTROM


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


Ordering: Nordstrom Printed Products Document Queue

DOWNLOAD THE NEW  
FASTtrak MOBILE APP TODAY!

  
Download on the App Store

  
GET IT ON Google Play





Submit Order

Select Your PO
Select Your Labels
Select Your Shipping
Select Payment

### Order Shipping

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

**Select Shipping Address:**

ABC Customer-3145 Medlock Bridge Norcross,GA 30071

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

Contact Name: Simon

Contact Phone: 404-848-8585

Contact Fax:

Contact Email: simonsjone@gmail.com

[Edit Contact](#)

**Select Shipping Method:**

UPS: UPS Ground - \$14.00

**Make It A Rush Order**  
**Rush Printing Option**

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

--SELECT--

If you have any questions please contact our Customer Service Representatives

For US, email [support@finelinetech.com](mailto:support@finelinetech.com) or call (800)-500-8687

For Asia, email [support@finelinetech.com.hk](mailto:support@finelinetech.com.hk) or call (852)-2156-9788

**ATTENTION**

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

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

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

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

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

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


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

### Billing Address

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

### Payment Method

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

Credit Card 

Credit Card Type:

Name On Card:

Card Number:

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

Card Expiration:  Month  Year

ACH Account Debit

Name on Account:

Account Type:  Checking  Savings

Bank Name:

Bank Account Number:

Bank Routing Number:

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

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

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

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

Check

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

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

## Review and Complete Order

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

Order Summary	Shipping	Billing	
<b>Retailer PO Number:</b> Customer PO Number: <b>Retailer Name:</b> Nordstrom <b>Order Date:</b> 12-19-2017 <b>Ordered Qty:</b> 1,500 <b>***Print Qty:</b> 1,575	<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 and Handling Cost:</b> \$14.00 <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: \$0.00 SKU Charges: \$0.00 Setup Fees: \$0.00 Wire Fees: \$0.00 Rush Fees: \$0.00 Price Adjustments: \$0.00 Account Credit: \$0.00 **Shipping and Handling Charges: \$0.00 Tax: \$0.00 Total Price: \$0.00 <b>*Estimate Only - Do not remit payment for this amount. If Payment Method is Wire or Prepay a Proforma Invoice with the correct order total will be emailed to you shortly. If Payment Method is Terms &amp; Conditions a final invoice for payment will be sent after order ships. 该金额为预估的, 请按照随信电邮的形式发票 (Proforma invoice) 上的金额支付。</b>	
<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
Nordstrom		1500	1575
<input type="button" value="Cancel"/>	<input type="button" value="Previous"/>	<input type="button" value="Continue"/>	

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

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

## Thank You!!

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

**Order Number:** 3445932  
**Retailer:** Nordstrom  
**PO Number(s):**  
**Customer PO Number:**  
**Order Status:** On Hold  
**Total Ordered Qty:** 1500  
**Total Print Qty:** 1575  
**Payment Method:** Terms and Conditions  
**Total Order Price:** \$ .00 \*Estimate Only - Do **not** remit payment for this amount. If Payment Method is Wire or Prepay a Proforma Invoice with the correct order total will be emailed to you shortly. If Payment Method is Terms & Conditions a final invoice for payment will be sent after order ships. 该金额为预估的, 请按随后电邮的形式 发票 (Proforma invoice) 上的金额支付.


Your order will typically ship within 2 business days.

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

### Contact us

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

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

[Home](#) 



## V. Tracking Orders

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

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

The screenshot shows the FASTtrak web application interface. At the top right, there are links for 'My Account' and 'Log Out', and a 'FineLine Customer' profile with the email 'FastTrakUser@finelinetech.com'. The navigation bar contains 'Home', 'Start New Order', 'Order Tracking/Search', 'Invoice History', and 'Inquiry/Support'. A red arrow points from the 'Order Tracking/Search' tab to the 'Track Your Order' button in the main content area. The main content area features a banner for the 'FASTtrak MOBILE APP TODAY!' with download links for the App Store and Google Play. Below the banner are four main action buttons: 'Submit Your Order', 'Track Your Order', 'View Your Payment History', and 'Order Support'. To the right, there is a 'Recent Orders' section listing three orders with their IDs, retailers, dates, quantities, and statuses. At the bottom left, there is an 'Announcements' section with a link to 'FASTtrak Mobile is now available!'.

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

The screenshot shows the 'Order Tracking' search interface. It features a search form with the following fields: 'From' (12/19/2017), 'To' (12/26/2017), 'Order #' (empty), 'PO' (empty), 'Customer Internal PO' (empty), and 'Tracking #' (empty). A red arrow points to the 'Search' button. Below the search fields is a table of order data.

Order#	PO#	Internal Purchase Order #	Order Date	Ship Date	Delivery Date	Status	Retailer	Vendor	Vendor Id	Ordered B
3452773	6163439-RPRNT-9901014		12/23/2017	12/25/2017		Shipped	ROSS	Anxi Fuhua Craft Products Co.,LTD	43409133	Lynn Lin
3450822	1382890-RPRNT-8796009		12/21/2017	12/25/2017		Shipped	ROSS	E&E Co., Ltd. (JLA HOME)	43401703	Ying Hua
3450796	6144896-RPRNT-4970107		12/21/2017	12/22/2017		Shipped	ROSS	HUEI TYNG ENTERPRISE CO.,LTD.	43423786	Sophia We

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

Drag a column header here to group by that column

Order#	PO#	Internal Purchase Order #	Order Date	Ship Date	Delivery Date	Status	Retailer	Vendor	Vendor Id	Ordered By	Ship To Address	Ship Method	Tracking#	Print Facility	Print Qty	Inquiry
<a href="#">3452773</a>	6163439-RPRNT-9901014		12/23/2017	12/25/2017		Shipped	ROSS	Anxi Fuhua Craft Products Co.,LTD	43409133	Lynn Lin	Deyuan Industrial Zone,Anxi,Fujian,China 福建省安溪德化工业园区 Quanzhou China	SF EXPRESS	<a href="#">885104086048</a>	SHENZHEN	1260	
<a href="#">3450822</a>	1382890-RPRNT-8796009		12/21/2017	12/25/2017		Shipped	ROSS	EME Co. Ltd. (JLA HOME)	43401703	Ying Hua Gu	浙江省杭州市西湖区西溪科技园区塘华路201号 Hangzhou Zhejiang 310011 China	SF EXPRESS	<a href="#">885067870221</a>	SHENZHEN	4890	
<a href="#">3450796</a>	6144896-RPRNT-4970107		12/21/2017	12/22/2017		Shipped	ROSS	HUEI TYING ENTERPRISE CO.,LTD.	43423786	Sophia Wang	-14F, No.598, Wen Sin Rd.,Sec. Taiwan Taiwan	SF EXPRESS	<a href="#">885100513385</a>	SHENZHEN	588	
<a href="#">3446681</a>	6164882-RPRNT		13/30/2017	13/31/2017	13/30/2017	Shipped	ROSS	sunfe Elixira	43410070	sunfe	NO.1118, HuiCheng Road, Xuanqiao Taiwan, Budong, Changhai,Shanghai	CC EXPRESS	<a href="#">885107735160</a>	SHENZHEN	1038	

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

### Order Tracking

From:  To:  Order#:

Customer Internal PO:  Tracking#:

Drag a column header here to group by that column

Order#	PO#	Internal Purchase Order #	Order Date	Ship Date	Delivery Date
<a href="#">3452773</a>	6163439-RPRNT-9901014		12/23/2017	12/25/2017	
<a href="#">3450822</a>	1382890-RPRNT-		12/21/2017	12/25/2017	

**Order Details**

The details for this order are below. If at any time you need assistance, please contact us at [support@fineline.com](mailto:support@fineline.com) or via phone at (800) 500-8687. You may also submit an on-line Order Inquiry by clicking the Submit Inquiry Button located in the lower right corner of this page.

**Order Summary**

Order Number: 3452773

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

Customer PO Number:

Retailer Name: ROSS

Order Date: 12-23-2017

Order Status: Shipped

Ordered Qty: 1,200

Print Qty: 1,260

Reprint Reason:

**Shipping**

Company: Anxi Fuhua Craft Products Co.,LTD

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

Contact Name: Lynn Lin

Shipping Method: SF EXPRESS

\*\*Est. Ship Cost: \$ .00

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

**Billing**

Company: FineLine Technologies

Billing Address: 3145 Medlock Bridge Norcross, GA 30071 United States

**Order Charges**

*Product Charges:	\$22.20
SKU Charges:	\$ .00
Setup Fees:	\$ .00
Shipping and Handling Charges*:	\$ .00
Tax:	\$ .00
Total Price:	\$22.20

Payment Method: Terms and Conditions

Order Line Items

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

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

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

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

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

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

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

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

### Order Inquiry

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

Subject:

Category:

Message:

## VI. Invoice History

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

The screenshot shows the FastTrak user interface. At the top right, there are links for 'My Account' and 'Log Out'. Below that, the user is identified as 'FineLine Customer' with the email 'FastTrakUser@finelinetech.com'. The navigation bar includes 'Home', 'Start New Order', 'Order Tracking/Search', 'Invoice History', and 'Inquiry/Support'. A red arrow points from the 'Invoice History' tab to the 'View Your Payment History' button in the dashboard. The dashboard also features a 'Recent Orders' section with a list of orders and their details.

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

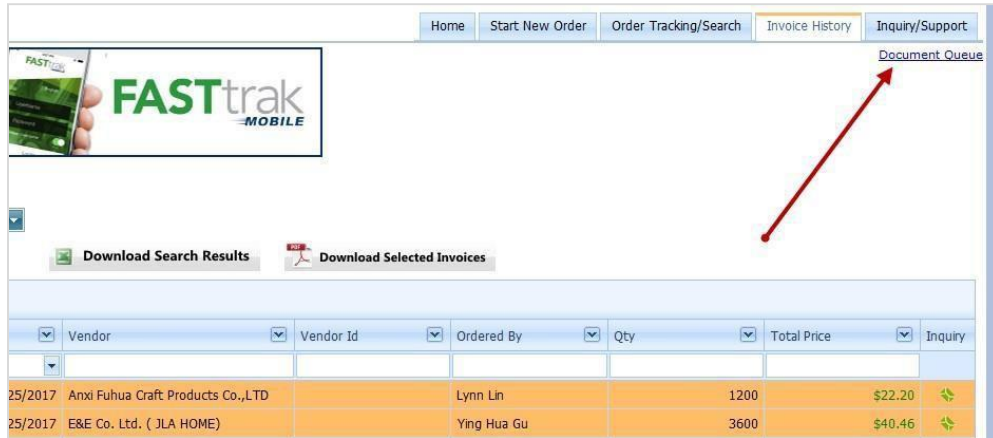
The screenshot shows the 'Invoice History' page. At the top, there is a banner for the 'FASTtrak MOBILE APP TODAY!'. Below the banner, there are search filters for 'Order Date From', 'Order Date To', 'Ship Date From', and 'Ship Date To'. There are also input fields for 'Order#:', 'Invoice#:', and 'PO:'. A 'Search' button is present. Below the search filters, there is a table with columns: Order Id, Invoice#, PO#, Order Date, Ship Date, Vendor, Vendor Id, Ordered By, Qty, Total Price, and Inquiry. The table contains three rows of data.

Order Id	Invoice#	PO#	Order Date	Ship Date	Vendor	Vendor Id	Ordered By	Qty	Total Price	Inquiry
3452773	3452773-1	6163439-RPRINT-9901014	12/23/2017	12/25/2017	Anxi Fuhua Craft Products Co.,LTD		Lynn Lin	1200	\$22.20	
3450822	3450822-1	1382890-RPRINT-8796009	12/21/2017	12/25/2017	E&E Co. Ltd. ( JLA HOME)		Ying Hua Gu	3600	\$40.46	
3450796	3450796-1	6144896-RPRINT-4970107	12/21/2017	12/22/2017	HUEI TYNG ENTERPRISE CO.,LTD.		Sophia Wang	560	\$30.54	

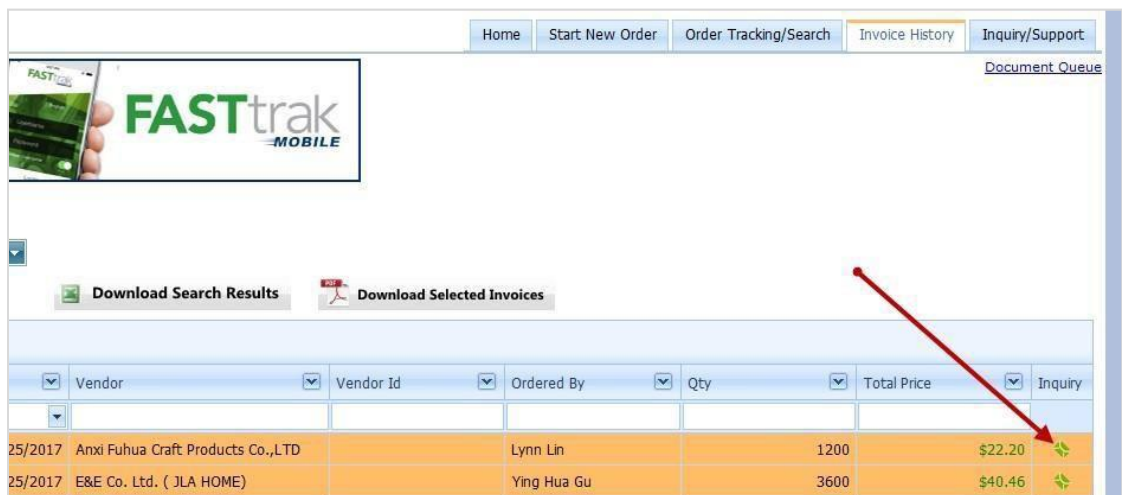
2. Select the order numbers you wish to download invoices for, then click the Download Invoices button to generate a PDF of your chosen invoices.

The screenshot shows the 'Invoice History' page with the search filters and table from the previous screenshot. A red arrow points to the 'Download Selected Invoices' button. The table has three rows, and the first two rows are highlighted in orange, indicating they are selected. The 'Download Selected Invoices' button is located at the bottom right of the page.

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



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



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

The screenshot shows the 'Order Inquiry' form. At the top, there is a heading 'Order Inquiry' and a paragraph: 'FineLine is certainly interested in resolving any problems or issues you may have with an order. Please select an item from the Category list below then tell us how we can help you. A FineLine representative will follow up with you within 2 hours with regards to the matter.' Below this, there are three main sections: 'Subject', 'Category', and 'Message'. The 'Subject' field contains 'Order Number: 3452773'. The 'Category' dropdown menu is open, showing 'Billing Question' selected. Below the dropdown, the text 'Has my payment been processed?' is entered. The 'Message' field is empty. At the bottom right, there are two buttons: 'Submit Inquiry' and 'Cancel'.

## VII. Order Inquiry

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

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

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

My Account | Log Out  
FineLine Customer  
FastTrakUser@finelinetech.com

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

Welcome to FineLine Technologies, Inc! Document Queue

**DOWNLOAD THE NEW FASTtrak MOBILE APP TODAY!**

Download on the App Store  
GET IT ON Google Play

**Submit Your Order** Get started!  
**Track Your Order** Monitoring  
**View Your Payment History** Locate payments  
**Order Support** Ask us

**Recent Orders**

Order ID:	3095254
Retailer:	CUSTOM
Date:	05/18/2017
QTY:	300
Status:	Shipped
Order ID:	3073009
Retailer:	CUSTOM
Date:	05/09/2017
QTY:	300
Status:	Shipped
Order ID:	3033733
Retailer:	CUSTOM

News and Announcements FastTrak User Guides Holidays

**Announcements**  
(please click the hyperlink below to read the details)

- FASTtrak Mobile is now available!

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

**Order Inquiry**

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

From Date: [ ] To Date: [ ] Order #: [ ] PO#: [ ] Search [ ]

Order #	PO #	Order Date	Ship Date	Retailer	Status	Shipment Method	Tracking Number	Inquiry
3452773	6163439-RPRNT-9901014	12/23/17	12/25/17	ROSS	Shipped	SF EXPRESS	885104086048	[ ]
3450822	1382890-RPRNT-8796009	12/21/17	12/25/17	ROSS	Shipped	SF EXPRESS	885067870721	[ ]
3450796	614896-RPRNT-4070107	12/21/17	12/23/17	ROSS	Shipped	SF EXPRESS	885106513388	[ ]

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

## Order Inquiry

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

Subject: Order Number: 3452773

Category: Billing Question

Has my payment been processed?

Message:

Submit Inquiry >>

Cancel



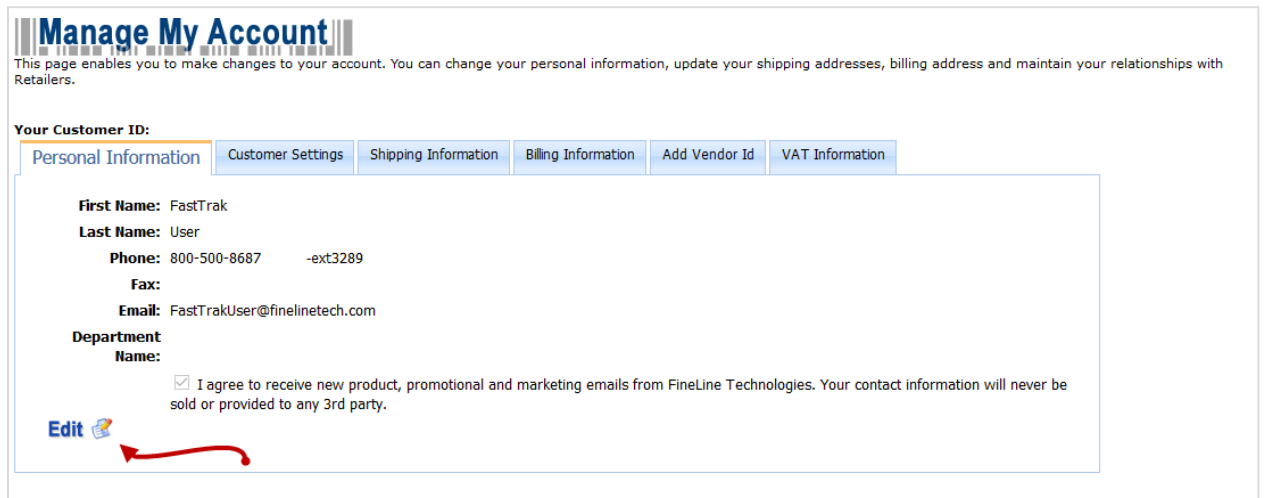
## VIII. Manage Your Account

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

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



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



## Manage My Account

### Personal Information

Please enter all personal information below.

First Name:

Last Name:

Phone:  -ext

Fax:

Email:  [separate multi emails with commas]

Department Name:  \*The department name you are assigned to

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

### User ID/Password

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

User ID:  \*Enter your email address

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

Confirm New Password:

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

## Manage My Account

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

Your Customer ID:

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

Customer Email Settings Configurator

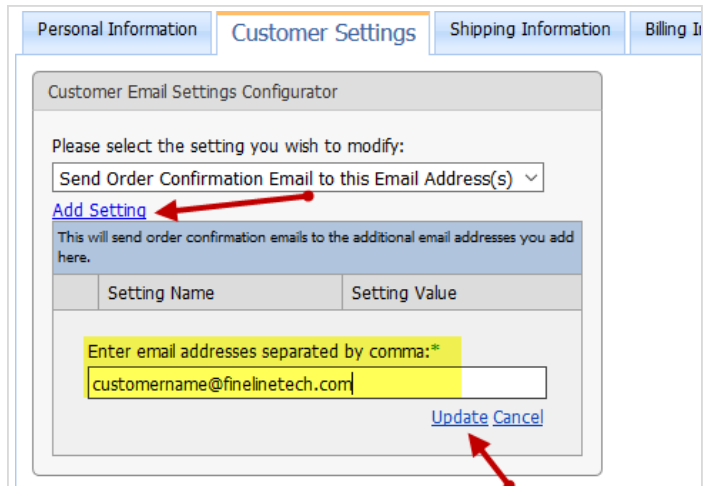
Please select the setting you wish to modify:

Setting Name	Setting Value
No data to display	

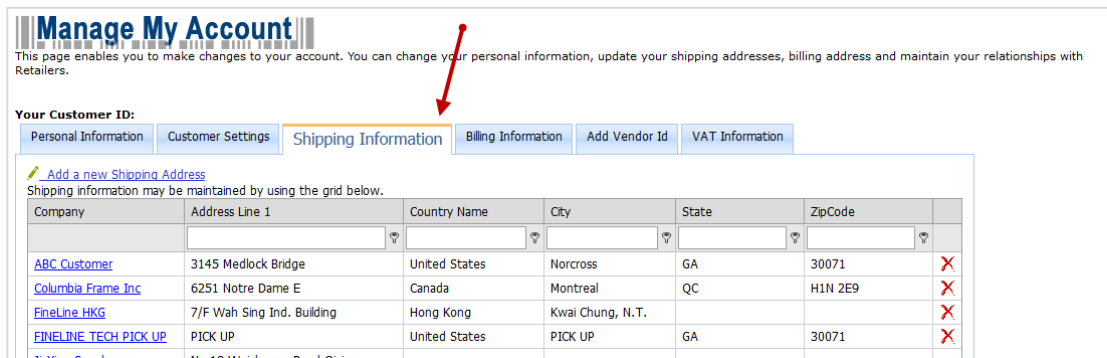
Choose...

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

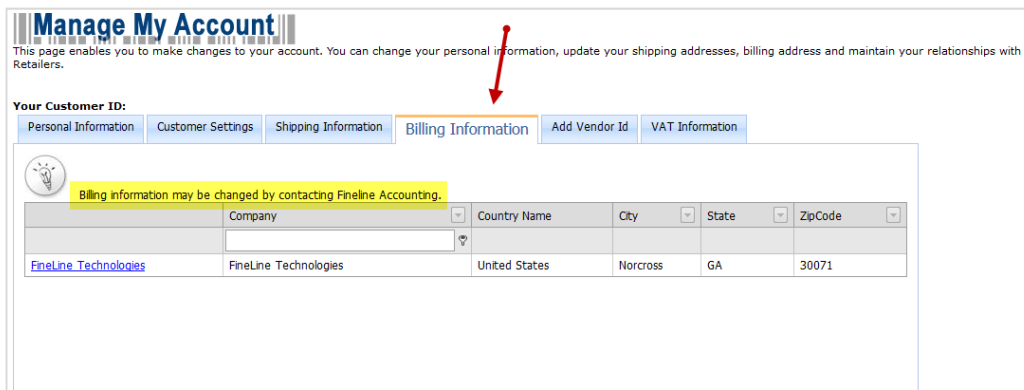
- Select the type of email you wish to add a contact for, then click add setting. You can enter multiple email contacts separated by a comma, then click update when you are ready to make your changes.



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

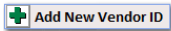


- The Billing Information tab displays the current bill to address we have on file for your account. Should you need to make any changes, please reach out to our accounting teams worldwide. (Reference contact information on first and last pages of this guide)



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

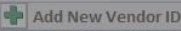
**Retailer/Vendor ID(s)**  
 Using the grid below, you can manage your list of retail partners and their vendor IDs. To add a new vendor ID, please click the "Add New Vendor ID" button below. You will then select your retailer from the drop down menu and enter your vendor ID number into the field provided.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



	Retailer	Vendor Id
<a href="#">Edit</a>	ABC Retailer	Test123

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

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



	Retailer	Vendor Id
<a href="#">Edit</a>	ABC Retailer	123

Add/Update Vendor Id

Retailer:

Vendor Id:

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

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

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

Your Customer ID: [Personal Information](#) | [Customer Settings](#) | [Shipping Information](#) | [Billing Information](#) | [Add Vendor Id](#) | [VAT Information](#)

如果用户需要删除或更新帐户信息，请联系我们的亚洲会计团队。

公司注册名称 (以营业执照上的名称为准) - Business License Name	注册地址 - Business License Address	联系人 - Contact Name	注册电话 - Contact Phone	银行名称 - Bank Name	账号 - Bank Account Number	税务登记证编号 - Tax Registration	营业执照 - Business License	开票资料 - Tax Confirmation Letter
No data to display								

请上传贵公司的税务登记证及开票公司资料。如有任何疑问，请联系我们的财务：sraaccount@finelinetech.com.hk. Please upload the copy of business license and a Tax Confirmation Letter with a company chop or contact our finance sraaccount@finelinetech.com.hk.

## IX. Customer Support

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

### **Our Contact Information:**

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

Canada: [support@finelinetech.ca](mailto:support@finelinetech.ca)

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

Asia (Traderplus): [swing\\_ticket@finelinetech.com.hk](mailto:swing_ticket@finelinetech.com.hk)

South Africa: [swingticket@finelinetech.co.za](mailto:swingticket@finelinetech.co.za)

Netherlands: [support@finlinetech.nl](mailto:support@finlinetech.nl)

India: [Support@finelinetech.co.in](mailto:Support@finelinetech.co.in)

### **Customer Service:**

USA: 800-500-8687

Canada: 800-268-7195

China (HKG): 852-3950-0400

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

South Africa: +27 31 5794114

Netherlands: +31 (0)8 8008 9600

India: +91-124-6526500

