

FASTtrak

网上订购用户指南 (新客户)

https://www.fineline.com/FASTtrak_userguide/

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美国US: support@fineline.com

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Customer Service:

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加拿大Canada: 1-800-268-7195

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Version 2.1 – Standard User
June 2022

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I. FASTtrak 主页

主页可以让贵司链接到FASTtrak系统的所有页面。在页面的右边显示了 贵司最新的6个订单。我司亦会频繁地在首页发布新闻和公告，以提醒客户我司的任何变化和更新。网上订购用户指南，可以通过点击下图“FastTrak User Guides”选项卡进行下载，其中包含一些Retailer的特别指引和其他国家语言的网上订购用户指南。点击“Holidays”选项卡 贵司将可看到我司各办公室的节日休假安排。

My Account | Log Out

FineLine Customer
FastTrakUser@finelinetech.com

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

Welcome to FineLine Technologies, Inc! Document Queue

DOWNLOAD THE NEW FASTtrak MOBILE APP TODAY!

Download on the App Store
GET IT ON Google Play

Submit Your Order
Get started!

Track Your Order
Monitoring

View Your Payment History
Locate payments

Order Support
Ask us

Recent Orders

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

News and Announcements FastTrak User Guides Holidays

Announcements

(please click the hyperlink below to read the details)

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

Notice 2/10/2017

FASTtrak Mobile is now available!

Download today!

ANDROID APP ON Google play Available on the App Store

Key Functionality

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

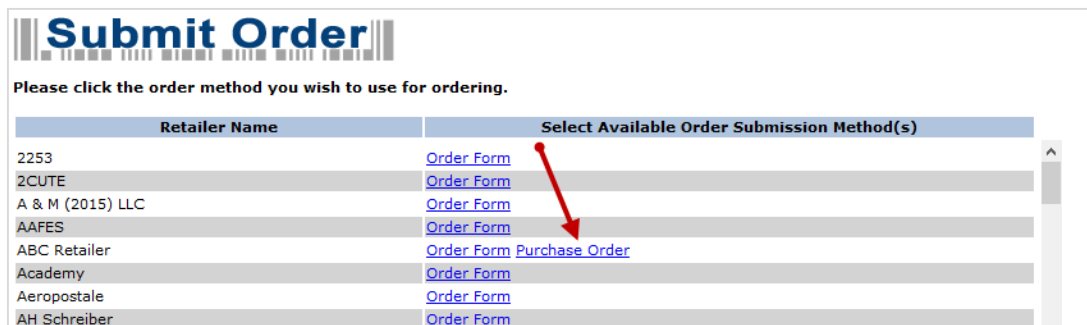
II. 使用 Purchase Order 订购

本节详细说明用PO订购所需的步骤。

1. 首先，请点击“Submit Your Order”图标或者点击“Start New Order”选项卡。



2. 找到您想要订购的零售商，然后点击“Purchase order”。



3. 从PO的列表中找到您的PO。如果您没有看到任何PO在列表中，请联系您的客人。如果您知道您的PO号码，您也可以在搜索框中输入一个特定的PO，或者输入多个PO，并用英文逗号分开作搜寻，然后选取您所需要的PO。

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)

4. 您可以使用下面有黄色标示的FASTtrak标题去过滤及筛选所需资料。您还可以点击字段标题，为该字段排序。选择要订购的PO以后，请点击“Continue”。

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

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

PO# Search

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

Page 1 of 1 (2 items) < [1] >

Home Continue

5. 下面的页面显示PO内每一行的数据。您可以在这里查看及核对零售商所提供的PO 明细。如有任何错误或遗漏，请直接与您的客人联系以作修改。如果一切资料正确，请点击“Continue”订购完整的PO（注：一些零售商允许您只是选择其中几条的数据进行订购。如有需要，请在所需项目左边的选行栏中进行勾选）。

<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) < [1] >

Previous Continue

6. 如果您订购的零售商有多个提交订单的方法，您可以在这个页面上添加另一个提交方法。

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

Remove from Order

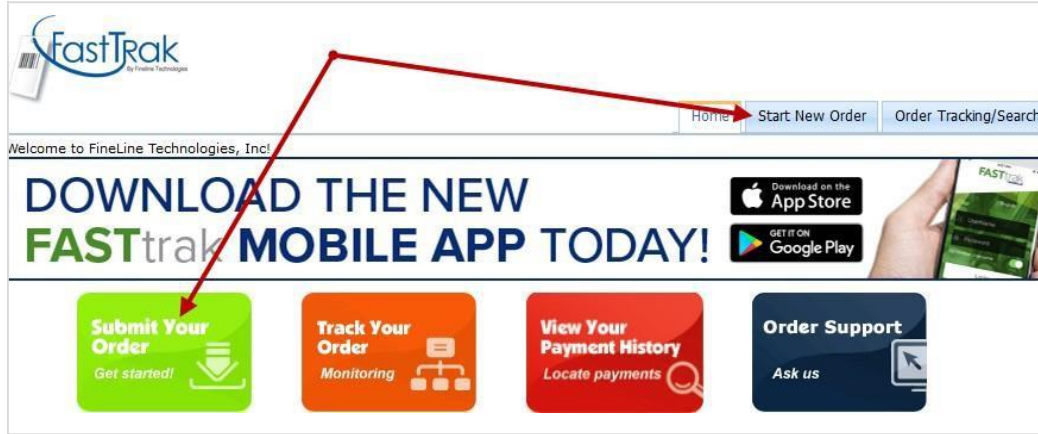
Add Order Form Continue

7. 如果您不需要添加另一个提交方法，请点击“Continue”继续并去到订单处理的下一部分。下面的部分详细介绍了如何通过上传Excel 表格提交订单。

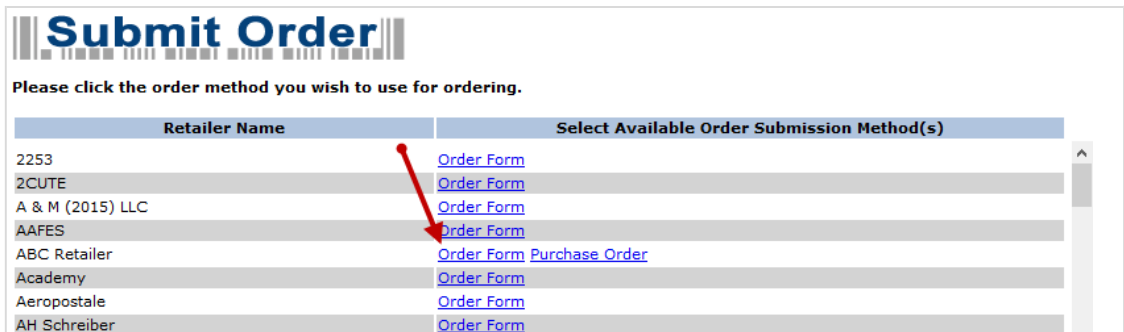
III. 使用 Order Form 订购

本节详细说明有关使用Excel订购表格提交订单所需的步骤。

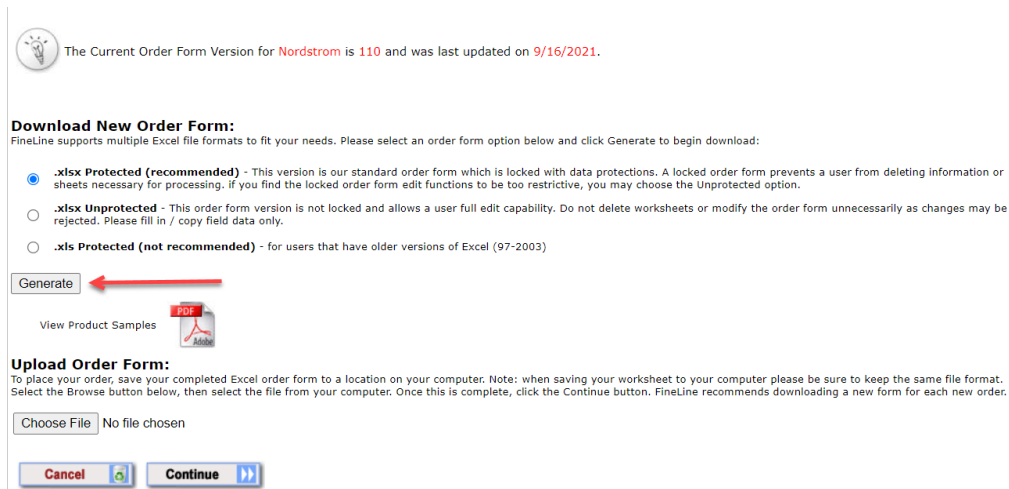
1. 首先，请点击“Submit Your Order”图标或者点击“Start New Order”选项卡。



2. 找到您想要订购的零售商，然后点击“Order Form”。



3. 点击“Generate”按钮，将最新版本的订购表格下载到您的电脑。我司建议每次登录时都要下载一个新的表格来填写及提交订单，因为表格会定期进行更新。



- 一旦完成下载，该文件将会被打开，您就可以查看产品索引页。此页显示可订购的所有产品类型。点击产品类型旁边的“Order”将带您进入订购该产品的选项卡。有些选项卡上有多个产品类型，所以一旦您导航到有多个产品的选项卡时，您就需要从下拉列表中选择所需产品。


The screenshot displays a software interface with a product list and a dropdown menu. The product list has columns for Label, Product, Style, Color, UPC, Size, and Qty Ordered. A red arrow points from the 'Order' column in the product list to a dropdown menu. The dropdown menu shows a list of product labels. Another red arrow points from the dropdown menu to the 'Product Index' tab at the bottom of the interface.

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

The dropdown menu shows the following options:

- DIRECT LABEL-DIRECT LABEL-(3682992)
- ND01-DEPT RETAIL LABEL-(3682492)
- ND02-ANNIV. DEPT RETAIL LABEL-(3682493)
- ND03-COMPARE AT DEPT RETAIL LABEL-(3682494)
- NH01-MAINLINE HT-(3675158)
- NH01-A-MAINLINE MULTI PC TAG-(3682497)
- NH02-ANNIVERSARY HT-(3681042)
- NH02-A-ANNIVERSARY MULTI PC TAG-(3682498)


5. 在表格页面内填写需要打印于产品上的数据。您可以在同一个表格内订购多个产品。完成后，请把表格保存到您的电脑里面，以便日后有需要查看相关记录。对于一般电脑用户，请将文件保存为.xls，Mac用户请保存文件为.xlsx。
6. 保存后，回到之前的FASTtrak页面。点击“Choose File”按钮选择要上载的表格。选择要上载的表格并点击“Open”，文件名称便会显示在“Choose File”按钮旁边的空白处。加载后，点击“Continue”开始上传。




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)

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 

7. 根据表格的大小，它可能需要几分钟才能完全上传。
 - a. 错误信息：如果表格内有缺失或不正确的数据，系统将会转到表格错误页面。这里将详细列出有缺失或不正确数据的Excel行号、字段名称、字段值、工作表/页面和错误信息。请回到表格并根据错误信息对其进行更改和编辑，然后保存，再返回到第6步重新上传表格。

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)

Cancel  Previous

- b. 如果所有数据看起来都正确，订单行详细信息将显示为绿色。点击底部的“Continue”以继续。

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
Product Name: DIRECT LABEL-DIRECT LABEL						
123456		black	888158263313	no size	description	10

Cancel  Previous Continue 

8. 如果您订购的零售商有多个提交订单的方法，您可以在这个页面上添加另一个提交方法。

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

Remove from Order 

+ Add Catalog
Continue 

9. 如果您不需要添加另一个提交方法，请点击“Continue”继续并去到订单处理的下一部分。下面的部分详细介绍了如何使用Catalog提交订单。

IV. 使用 Catalog 订购

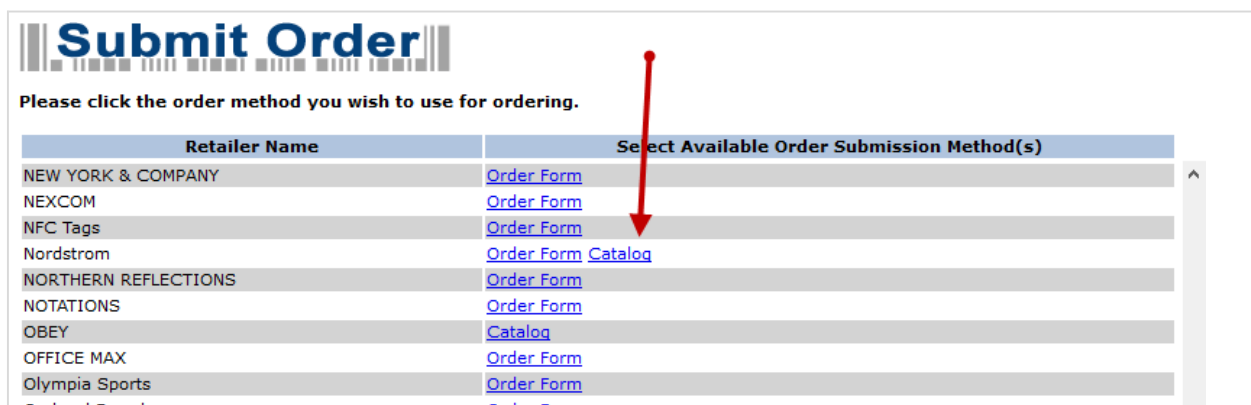
本节详细说明使用Catalog提交订单所需的步骤。

请注意！并非所有零售商都有这种订购方法，但用于Catalog订购的产品是不需要提交可变数据的。

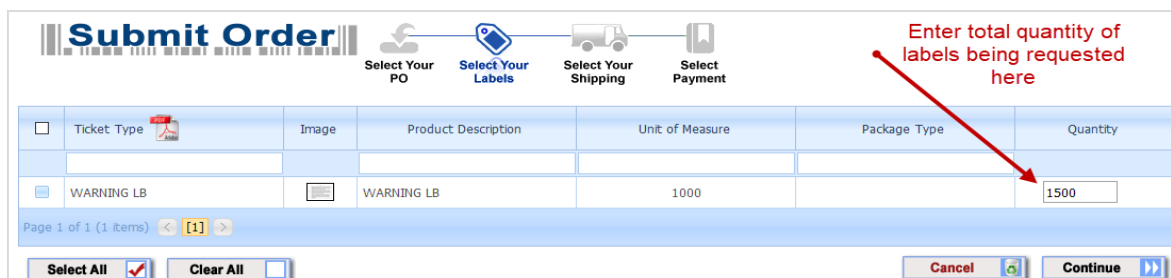
1. 首先，请点击“Submit Your Order”图标或者点击“Start New Order”选项卡。



2. 找到您想要订购的零售商，然后点击“Catalog”。



3. 可订购的产品将显示在下面的页面中。您需要输入所需的订购数量。请不要输入以箱或卷作单位的数量，我司将需要您提供确切的产品数量。如果产品是必须订购一定数量的倍数，我司的系统将会计算出最接近您所提供的数量。如果没有，我司会跟据您所订购的数量来生产。完成后，点击“Continue”继续。



- 如果您订购的零售商有多个提交订单的方法，您可以在这个页面上添加另一个提交方法。

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

[Remove from Order](#)

[+ Add Catalog](#) [Continue](#)

- 如果您不需要添加另一个提交方法，请点击“Continue”继续并进入选择发货地址的页面。
- 从您账户中的可用地址来选择发货地址。如果您需要添加一个新的地址，请点击“Add new shipping address”来设置一个新的发货地址。

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

NORDSTROM FineLine Customer
FastTrakUser@finelinetech.com

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

Ordering: Nordstrom Printed Products [Document Queue](#)

DOWNLOAD THE NEW FASTtrak MOBILE APP TODAY!

Download on the App Store
 GET IT ON Google Play

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:

Contact Phone:

Contact Fax:

Contact Email:

[Edit Contact](#)

Select Shipping Method:

UPS: UPS Ground - \$14.00

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

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.

If you have any questions please contact our Customer Service Representatives
 For US, email support@finelinetech.com or call (800)-500-8687
 For Asia, email support@finelinetech.com.hk or call (852)-2156-9788

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

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

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

7. 当您選擇了发货地址后，页面就会刷新，然后您就可以根据您的订单在哪里生产或者经常寄往哪些地址来选择可用的发货方法。页面上亦有预估的运费供 贵司参考。
8. 您可以在这里添加内部采购订单号码，而这号码会显示在发票和装箱单上。这个字段有 550 个字符限制，超出这个字符限制的内容将不会显示。
9. 您也可以選擇加急服务。大多数零售商的产品的标准生产周期是 2-3 个工作日，但是如果您需要比这更早发货，您可以在这页上選擇加急服务。我司有当天加急选项和第二天的加急选项，您可跟据订单要在什么时间寄出来選擇那种加急服务。
10. 本页底部还将显示您的零售商、PO 号和订购数量。订货量是您要求的订单数量，印刷量是于订货量之上加上行业标准范围的损耗数量，这适用于与我司合作的大多数零售商。
11. 点击“Continue”进入付款页面。
12. 从所提供的选项中选择付款方法。如果您已经存储了一个付款方法，它会自动被勾选，但是您仍可以为每一订单選擇不同的付款方法。選擇好付款方式后，您可以点击“Continue”继续。


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: * 2 or 4 digit code located on the back of your credit card
 Card Expiration: Month Year

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. 以下页面是您在提交订单之前对所有细节进行回顾和核对。**请注意！这不是确认页。**完成核对此页上的数据后，点击“Continue”提交您的订单。

Review and Complete Order

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

Order Summary Retailer PO Number: Customer PO Number: Retailer Name: Nordstrom Order Date: 12-19-2017 Ordered Qty: 1,500 ***Print Qty: 1,575	Shipping Company: ABC Customer Shipping Address: 3145 Medlock Bridge Norcross, GA 30071 United States Shipping Method: UPS Ground Estimated Shipping and Handling Cost: \$14.00 <small>**Final shipping cost will be determined when the order is shipped</small>	Billing Company: FineLine Technologies Billing Address: 3145 Medlock Bridge Norcross, GA 30071 United States Order Charges: <table style="width: 100%; font-size: x-small;"> <tr><td>*Product Charges:</td><td style="text-align: right;">\$.00</td></tr> <tr><td>SKU Charges:</td><td style="text-align: right;">\$.00</td></tr> <tr><td>Setup Fees:</td><td style="text-align: right;">\$.00</td></tr> <tr><td>Wire Fees:</td><td style="text-align: right;">\$.00</td></tr> <tr><td>Rush Fees:</td><td style="text-align: right;">\$.00</td></tr> <tr><td>Price Adjustments:</td><td style="text-align: right;">\$.00</td></tr> <tr><td>Account Credit:</td><td style="text-align: right;">\$.00</td></tr> <tr><td>**Shipping and Handling Charges:</td><td style="text-align: right;">\$.00</td></tr> <tr><td>Tax:</td><td style="text-align: right;">\$.00</td></tr> <tr><td>Total Price:</td><td style="text-align: right;">\$.00</td></tr> </table> <small>*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。</small>	*Product Charges:	\$.00	SKU Charges:	\$.00	Setup Fees:	\$.00	Wire Fees:	\$.00	Rush Fees:	\$.00	Price Adjustments:	\$.00	Account Credit:	\$.00	**Shipping and Handling Charges:	\$.00	Tax:	\$.00	Total Price:	\$.00
*Product Charges:	\$.00																					
SKU Charges:	\$.00																					
Setup Fees:	\$.00																					
Wire Fees:	\$.00																					
Rush Fees:	\$.00																					
Price Adjustments:	\$.00																					
Account Credit:	\$.00																					
**Shipping and Handling Charges:	\$.00																					
Tax:	\$.00																					
Total Price:	\$.00																					
Payment Method: Terms and Conditions																						
***In addition to the number of tickets/labels required for your R.O., FineLine Technologies may print an overage per the retailers instruction and industry standards																						
<table style="width: 100%; border-collapse: collapse; border: 1px solid black;"> <thead> <tr style="background-color: #e0e0e0;"> <th style="width: 30%;">Retailer</th> <th style="width: 30%;">Purchase Order Number(s)</th> <th style="width: 20%;">Ordered Qty</th> <th style="width: 20%;">Print Qty</th> </tr> </thead> <tbody> <tr> <td>Nordstrom</td> <td></td> <td style="text-align: center;">1500</td> <td style="text-align: center;">1575</td> </tr> </tbody> </table>			Retailer	Purchase Order Number(s)	Ordered Qty	Print Qty	Nordstrom		1500	1575												
Retailer	Purchase Order Number(s)	Ordered Qty	Print Qty																			
Nordstrom		1500	1575																			
<div style="display: flex; justify-content: center; gap: 20px;"> Cancel Previous Continue </div>																						

14. 点击“Continue”后将显示以下信息。一旦订单处理完毕，将载入包含我司订单号的新页面，就如以下黄色标注。您还会收到关于您的订单详情的确认邮件。

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 <small>*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。</small>

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.

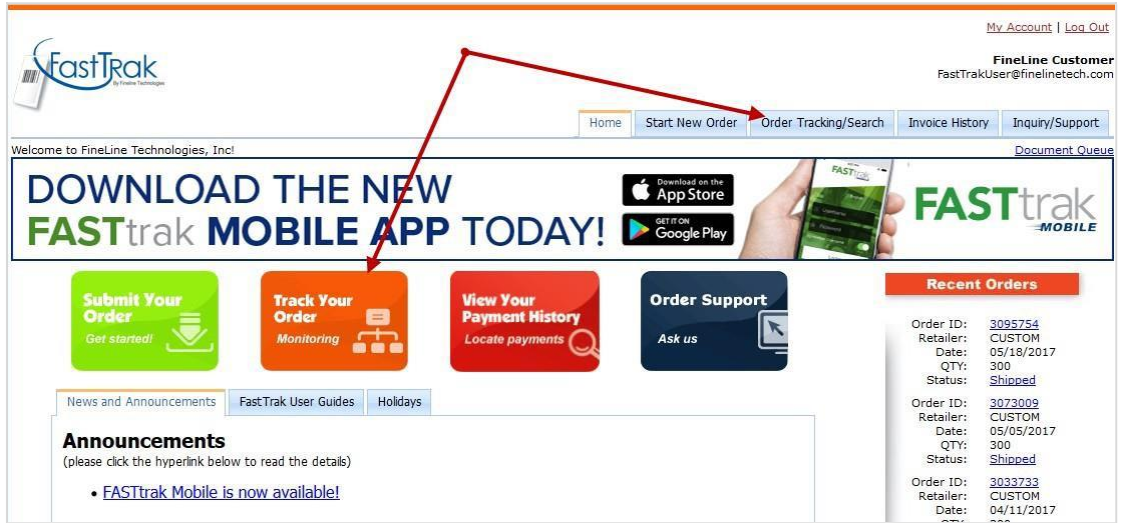
[Inquire about your order](#)
[Privacy policy](#)
[Contact information](#)

Home

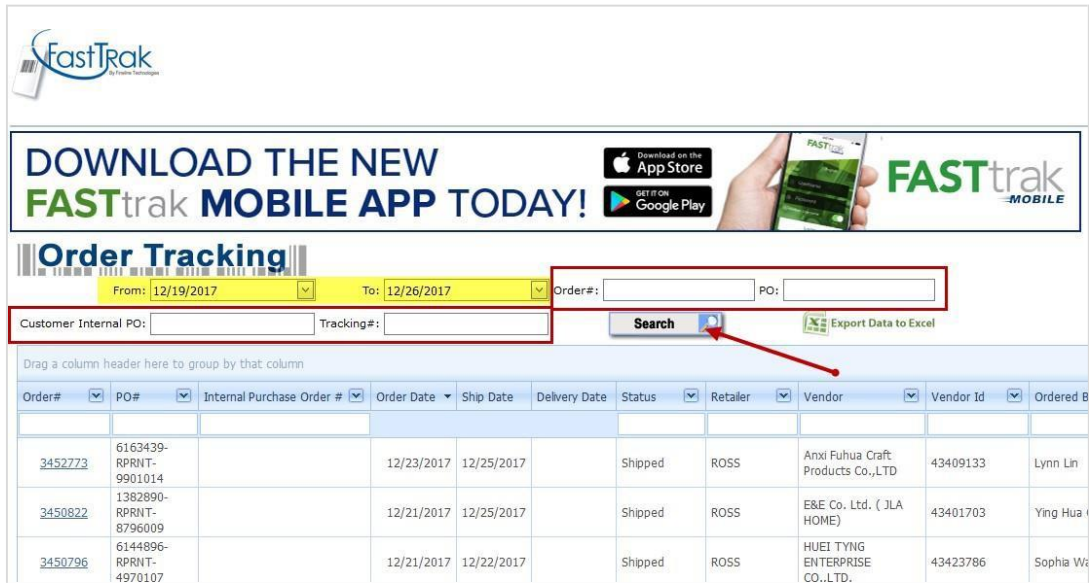
V. 订单追踪

FASTtrak系统将允许您实时追踪您的订单状态，包括印刷中、印刷完毕和发货。我司的系统不仅存储运单明细，还记录了交货日期与快递的名称！

1. 点击选项卡上的“Order Tracking/Search”或点击下面的“Track Your Order”图标开始查询。



2. 您可以使用下面所示的标准选项作搜索。系统将默认显示一周以前的订单，但您可以将其扩展到查看一整年的订单。可搜索的选项有订单号、零售商PO号、客户（内部）PO号和运单号。输入搜索条件并点击“Search”继续。



3. 您可以使用下面红色框中的标题去过滤及筛选所需资料。您还可以点击标题，为该字段排序。或将搜索条件输入到标题下方的黄色方框中，查看特定的结果。

Order#	PO#	Internal Purchase Order #	Order Date	Ship Date	Delivery Date	Status	Retailer	Vendor	Vendor Id	Ordered By	Ship To Address	Ship Method	Tracking#	Print Facility	Print Qty	Inquiry
3452773	6163439-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福建省安溪带源工业区 Quanzhou China	SF EXPRESS	885104086048	SHENZHEN	1260	
3450822	1382890-RPRNT-8796009		12/21/2017	12/25/2017		Shipped	ROSS	E&E Co. Ltd. (JLA-HOME)	43401703	Ying Hua Gu	浙江省杭州市西湖区西溪科技园区崇华路201号 Hangzhou Zhejiang 310011 China	SF EXPRESS	885067870221	SHENZHEN	4890	
3450796	6144896-RPRNT-4970107		12/21/2017	12/22/2017		Shipped	ROSS	HUEI TYING ENTERPRISE CO.,LTD.	43423786	Sophia Wang	-14F, No.598, Wen Sn Rd,Sec. Taiwan Taiwan	SF EXPRESS	885100513385	SHENZHEN	588	
3446683	6164882-RPRNT-		12/06/2017	12/21/2017	12/26/2017	Shipped	ROSS	Lynco Kleenex	43410070	linyu	NO.1118, Hucheng Road, Xuanqiao Town, Deyuan, Quanzhou, China	SF EXPRESS	885103735140	SHENZHEN	1030	

4. 点击订单号将为您提供有关订单的详细信息，包括发货地址、付款公司和订单的印刷明细。

Order Tracking

From: To: Order#:

Customer Internal PO: Tracking#:

Drag a column header here to group by that column

Order#	PO#	Internal Purchase Order #	Order Date	Ship Date	Delivery Date
3452773	6163439-RPRNT-9901014		12/23/2017	12/25/2017	
3450822	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 or via phone at (800) 500-8687. You may also submit an on-line Order Inquiry by clicking the Submit Inquiry Button located in the lower right corner of this page.

Order Summary

Order Number: 3452773

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

Customer PO Number:

Retailer Name: ROSS

Order Date: 12-23-2017

Order Status: Shipped

Ordered Qty: 1,200

Print Qty: 1,260

Reprint Reason:

Shipping

Company: Anxi Fuhua Craft Products Co.,LTD

Shipping Address: Deyuan Industrial Zone,Anxi,Fujian,China福建省安溪带源工业区 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 Item Details Export Data to Excel

Product Name	Product Desc	SKU	ITEM DETAIL DESC	VNDR STYLE TXT	TICKET INSTRUCTIONS	DEPT	CLASS	COLOR	RETAIL	COMPARE AT PRICE	ITEM NOTES	Qty	Print Qty	Order Source
PO Number: 6163439-RPRNT-9901014														
31(97)	WHITE STICKY	400167186409	30.75x43.76 GLD LAYERED TREE BRANCH CTR 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 CTR 4.17:GOLD:NO SIZES	FH6-17C025			D1057	C6433	GOLD154	\$34.99	\$50.00	600	630	WEB-PO

5. 点击运单号将连接到承运商的网站，您可以实时跟踪货物。

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

6. 如果对订单有任何疑问，您可以点击下面的绿色信封图标(查询链接)并填写当中的表格。

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

7. 选择您的问题类别，并将问题内容填写在方框中。点击“Submit Inquiry”，我司之客户服务代表会尽快回复您的查询！

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.

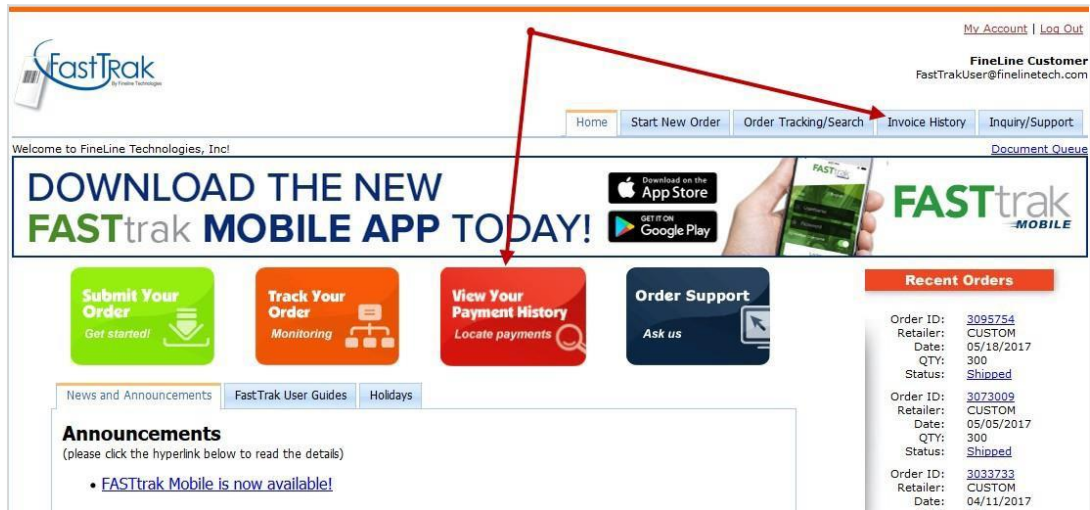
Subject:

Category:

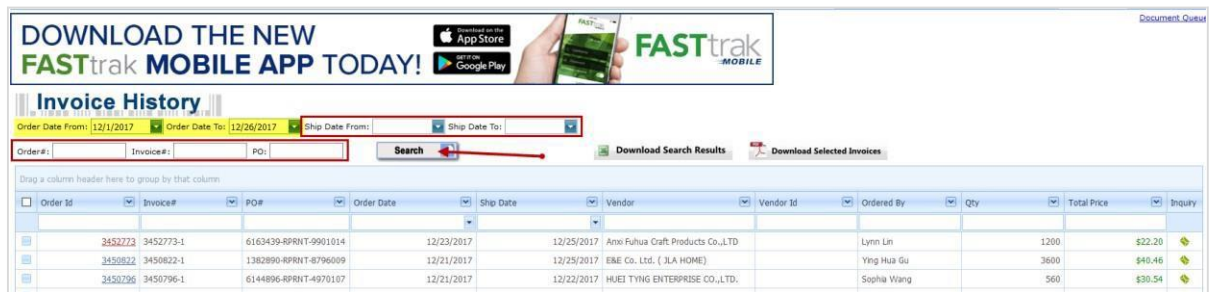
Message:

VI. 发票历史

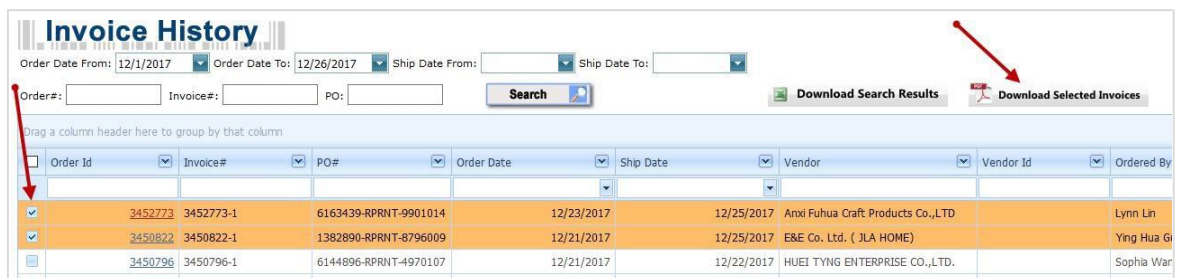
此页将显示最近的发票资料，但您亦可以按订单日期范围或发货日期范围进行筛选，以显示特定订单的发票资料。您还可以使用订单号、发票号或零售商PO号进行搜索！点击选项卡上的“Invoice History”或点击下面的“View Your Payment History”图标开始查询。



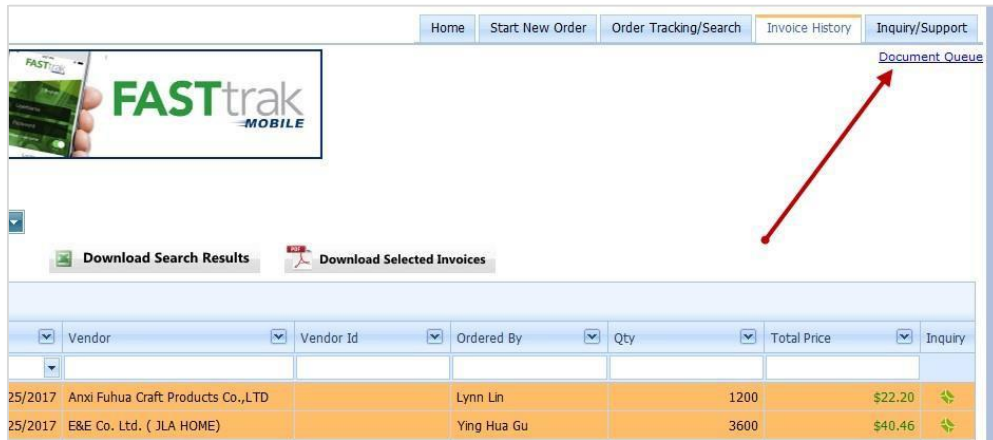
1. 输入您希望查看的发票的搜索条件。页面一次最多可以显示50个结果。



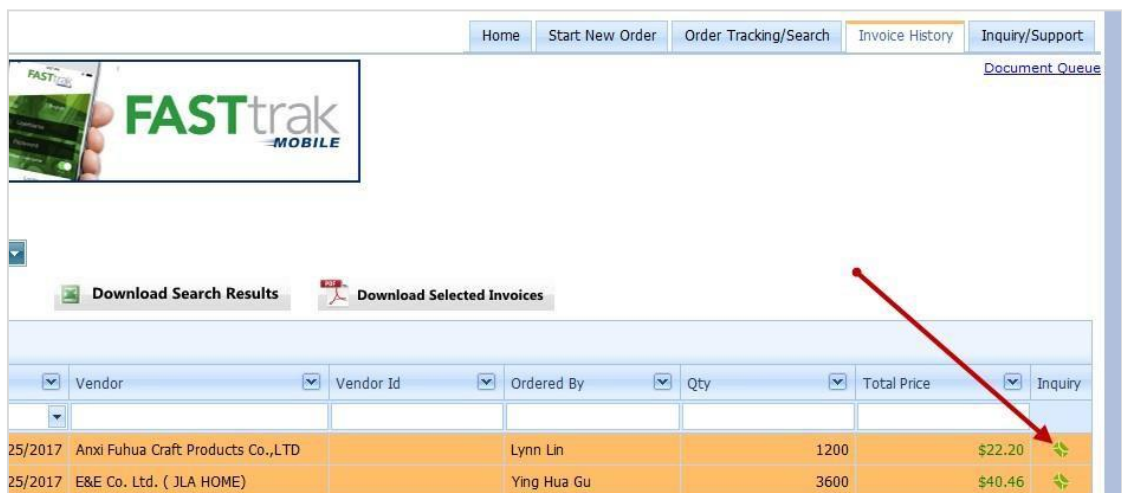
2. 选择要下载发票的订单号，然后点击“Download Selected Invoices”按钮生成所选发票的PDF。



- 完成上述步骤，一个名为“Document Queue”的链接将出现于选项卡的下方，点击这链接便可下载有关发票的PDF文档。



- 如果您对您的发票有任何疑问，您可以点击下面的绿色信封图标(查询链结) 并填写当中的表格。



- 选择您的问题类别，并将问题内容填写在方框中。点击“Submit Inquiry”， 我司之客户服务代表会尽快回覆您的查询！

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:

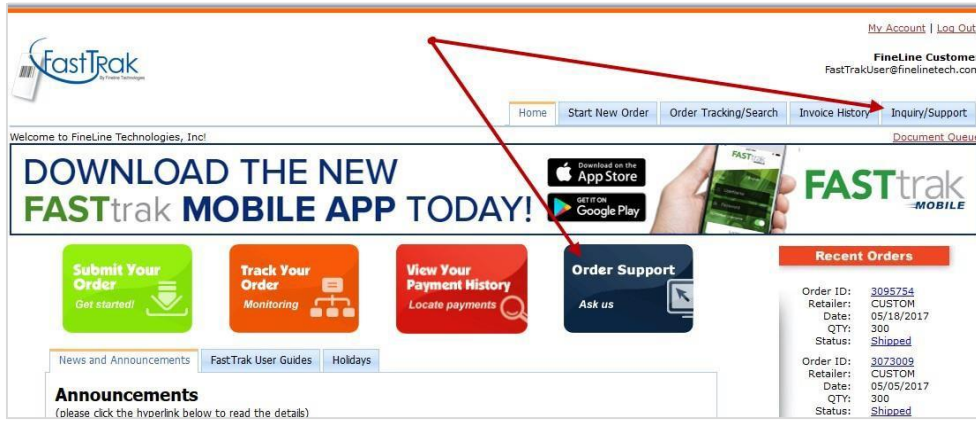
Message:

VII. 订单查询

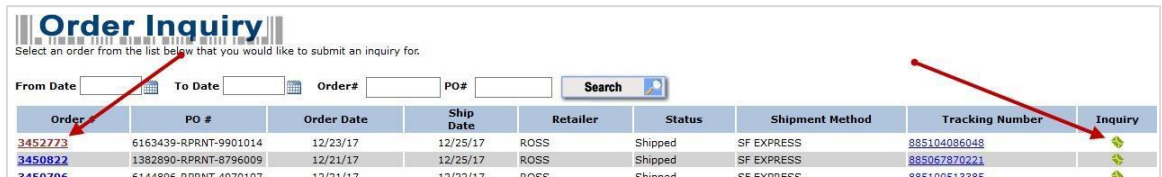
希望获得或感受FineLine对客户既快捷又卓越的服务，当您对订单有任何疑问时，请随时致电给我司之客户服务代表。我司的客户服务热线是852-2156-9788。

然而，FASTtrak具有协助客户查找订单的能力，让您于网上直接提交您的问题，我司专业的客户服务代表会尽快回覆您的查询！

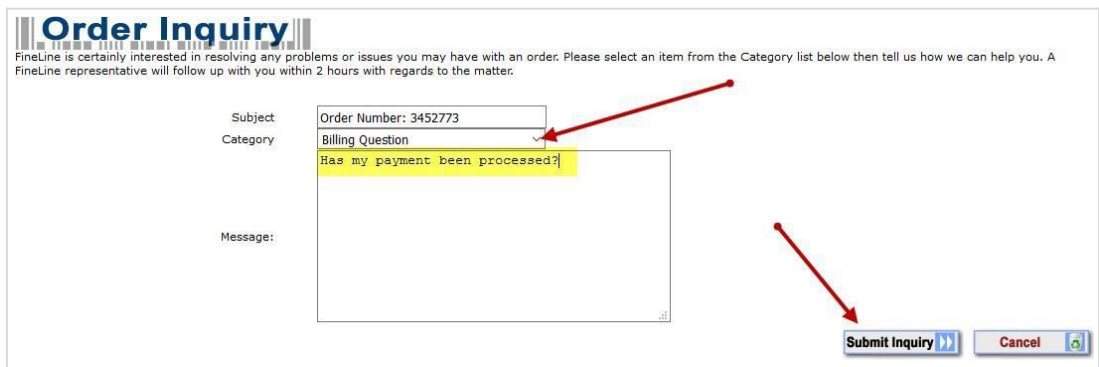
1. 首先，请点击“Order Support”图标或者点击“ Inquiry/Support”选项卡。



2. 点击订单号或下面的绿色信封图标(查询链结) 并填写当中的表格。



3. 选择您的问题类别，并将问题内容填写在方框中。点击“Submit Inquiry”， 我司之客户服务代表会尽快回覆您的查询！



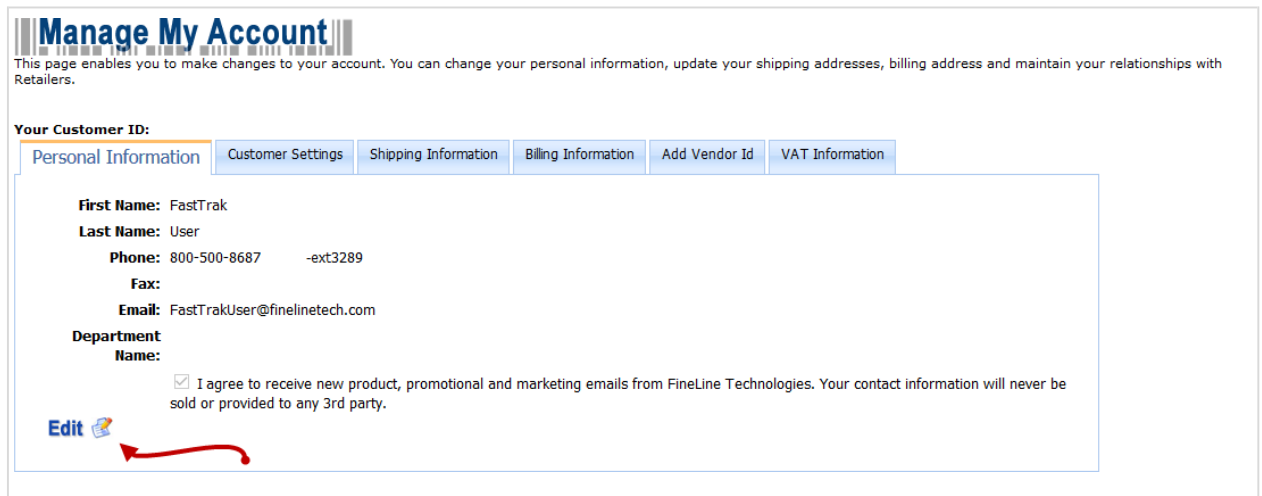
VIII. 账户管理

“My Account”部分让您管理您的账户资料，包括零售合作伙伴、更新发货地址、添加联系人作为FASTtrak所发出的自动邮件的抄送方等。本节将详细介绍这部分的功能。

1. 点击FASTtrak 主页右上角“My Account” 的按钮。



2. 从这里您可以导航到帐户管理页面的不同部分。第一个选项卡“Personal Information”显示您的个人用户信息，以及您的FASTtrak Customer ID (客户编号)，您可以点击“Edit”来更改您的用户信息，例如更新您的密码或联系信息。



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:

3. “Customer Settings”选项卡让您在FASTtrak自动发送的电子邮件中添加抄送方。完成所需步骤后，抄送方日后便会收到有关邮件。

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)

4. 先选择要添加抄送方的电子邮件类别，然后点击“Add Setting”。您可以利用逗号分隔多个电子邮件联系人，完成后在点击“Update”。

Customer Email Settings Configurator

Please select the setting you wish to modify:

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

[Add Setting](#)

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

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

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

5. “Shipping Information”选项卡让您管理您的发货地址。您可以点击“Add a new Shipping Address”添加新的发货地址，或者点击公司名称编辑现有的地址。如要删除地址，请点击右边的红色“X”进行有关操作。

Manage My Account

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

Your Customer ID:

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

[Add a new Shipping Address](#)

Shipping information may be maintained by using the grid below.

Company	Address Line 1	Country Name	City	State	ZipCode	
ABC Customer	3145 Medlock Bridge	United States	Norcross	GA	30071	X
Columbia Frame Inc	6251 Notre Dame E	Canada	Montreal	QC	H1N 2E9	X
FineLine HKG	7/F Wah Sing Ind. Building	Hong Kong	Kwai Chung, N.T.			X
FINELINE TECH PICK UP	PICK UP	United States	PICK UP	GA	30071	X
YoYee Saachuan	Mo 18 Waichung Road, Okina					

6. “Billing Information”选项卡显示就我司当前记录中 贵司的付款公司信息。如果您需要更改付款公司的信息，请联系我司的会计团队（客户服务热线: 852-2156-9788）。

Manage My Account

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

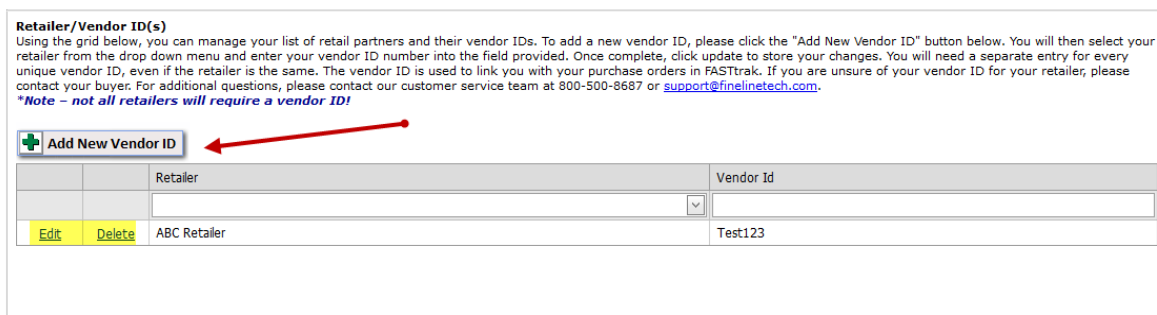
Your Customer ID:

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

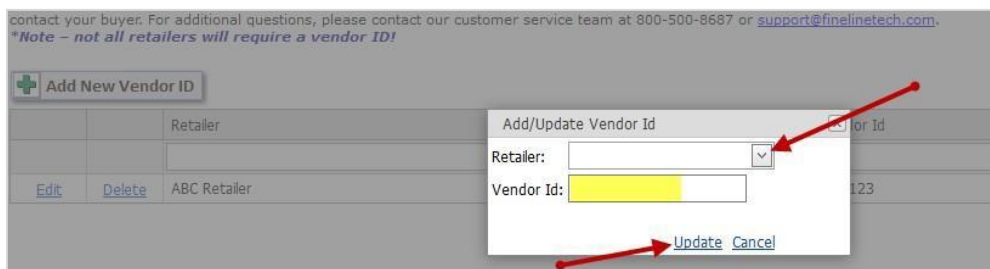
Billing information may be changed by contacting Fineline Accounting.

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

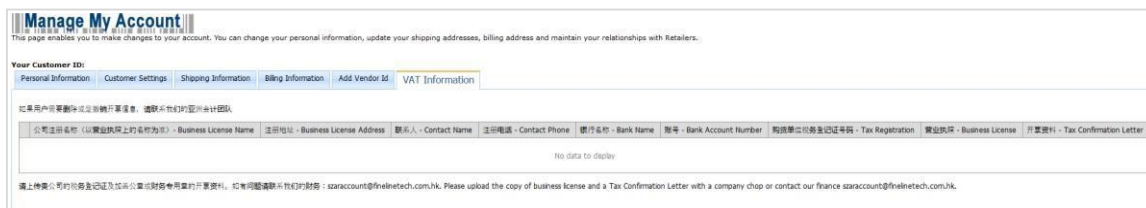
- “Add Vendor ID”选项卡让您在FASTtrak管理您需要订购的零售商。此页是为那些有向公司提供或发送PO数据的零售商而设的。大多数零售商都设有Vendor ID (供应商编号), Vendor ID是用来辨认那些PO需要链接到 贵司的帐户中。请点击“Add New Vendor ID”添加新的零售商, 或者点击“Edit” 或“Delete” 来编辑或删除现有的零售商及其Vendor ID。您还可以根据需要点击字段标题, 为零售商或Vendor ID进行排序。
- 点击“Add New Vendor ID”添加一个零售商。



- 下图的悬浮框便会出现. 于框中的下拉列表选择您需要订购的零售商, 并添加您的Vendor ID到黄色的空白处, 然后点击“Update” 确认添加。*请注意, 有些零售商要求审核每一个新添加的Vendor ID。于审核完结之前, 您都不可立即进入订购页面。然而, 如果零售商不需审核Vendor ID, 一旦完成了这个步骤, 大多数客户就可以开始订购了!



- “VAT Information”选项卡仅为中国国内客户而设。这里显示您的帐户中的增值税资料和开票信息。



IX. 客户服务与支援

感谢您在科菱进行订购，我司希望您的订购过程变得简单、方便和快捷。如果您对我司的网站或您的订单有任何疑问，请随时致电给我司之客户服务代表。再次感谢您选择科菱和使用FASTtrak!

我司的联系方式:

美国US: support@finlinetech.com

加拿大Canada: support@finlinetech.ca

亚洲Asia: support@finlinetech.com.hk

Asia (Traderplus): swing_ticket@finlinetech.com.hk

南非South Africa: swingticket@finlinetech.co.za

Netherlands: support@finlinetech.nl

客户服务热线:

中国（香港办公室）: 852-3950-0400

美国: 800-500-8687

加拿大: 800-268-7195

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

南非South Africa: +27 31 5794114

荷兰Netherlands: +31 (0)8 8008 9600