



# Flatt Stationers, Inc.

## *Your Guide To Easy On-Line Ordering!*

### **To Log In To Your Secure Account:**

- Click on the "Username:" Box and type your assigned Username
- Click on the "Password:" Box and type your assigned Password
- Click on "Log In" or press Enter

### **Manage Your Account:**

- In the "Log in:>" box there are two links:
  - "Account Info"
    - **Your Account Information**
      - Provides detailed information about your account information from our Head Office system. Please contact us if any information needs correction.
    - **Advanced Options**
      - **Create a User:** allows you to create additional users and set their individual **ship to addresses**. Please call us for assistance if you would like to set up additional users.
      - **View your users:** allows you to view and edit your users.
    - **Order and Invoice Histories:**
      - **View your Open Orders:** displays a list of your current Open Orders. You can click on any open order and view its' status.
      - **View your Invoice History:** displays your recent Invoice History. The display can be re-sorted by clicking on the highlighted columns: **Invoice Number, Customer SubID, P.O. Number, Summary Invoice Number**. The invoice details will display all products shipped on the invoice and allow you to add those items to either a current cart or your favorites. Clicking "add to cart" will add items individually to your cart and by clicking "quick order" at the bottom you can transfer the entire invoice to your cart.
  - "Orders"
    - Display and view your recently submitted online orders.
    - After your cart is submitted you will receive an email confirmation that your order was received.

**Shopping Cart:**

- Once logged onto the website, click 'Show Cart' to view the cart details for the current cart being processed. The customer has the ability to print a 'printer-friendly' version of the cart from this screen. The cart may also be renamed from this screen by clicking the 'Rename' option.
- To view all open carts, click 'View Carts', click on the 'cart name' to view the cart details.

**Search:**

- There is the SKU # search option on the right side of the screen, as well as the search options within the 'Search tab' (name, keyword, SKU, SKU alias & UPC). These options in the 'search tab' work the same way as the SKU # option on the right side of the screen. They are all 'wildcard' searches, meaning they all search the same fields in the inventory file (item number, description, keyword, UPC). You will receive the same results no matter what option you use. When typing item numbers in the search fields, do not enter a hyphen between the prefix and number. For example, MMM-77 from our catalog should be entered as **MMM77**. You should leave the hyphen out for quick orders as well as all searches.

**Favorites:**

- Each user can have their own favorites list. Items can be added to the list by using the add to favorites box provided in the cart screen, Open Order, Invoice History & View Web orders referred to above. There is a remove favorites button on the favorites screen also.

**Favorites Categories**

- Favorites can be categorized and ranked in order of significance. Click on View Categories and use the up/down arrows to rank your categories. You can add as many categories as you would like.

**Quick Order:**

- Use the quick order to order products that you use frequently and have our catalog numbers. Just simply enter the item number, quantity and any comments you would like attached to that line item. Just like when searching, leave out hyphens when entering items. For example, ACC-13531 would be entered as **ACC13531**.

**Multiple units of measure:**

- The units of measure that are on the web are how the items are sold unless it states on the item that it's available in smaller units of measure.

**Support:**

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***Thank You for Choosing Flatts!***