

# Harling Direct – Online Product Ordering

*User Guide for our Valued Clients*



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## Quick Facts

- The Application is bilingual.
- Email Addresses and Passwords are validated against the database of clients/user groups/users.
- Passwords are case sensitive (Aa1Bb2) - 6 - 12 in length and at least one cap, one lowercase and one numeric.
- The site is secure and uses **HTTPS<sup>A</sup>** technology.
- The user can select their preferred language - once the user is logged in successfully they see the pages in their language of preference.
- The Application uses only one Login Screen.
- There are 4 levels of Users within the Application. - Basic Users, - Client User Group Administrators, - Client Administrators and - Harling Administrators.
- The Application uses **Cookies<sup>B</sup>**. The cookie has a 30-minute timeout - if there is no activity on any of the ordering pages for 30 minutes the cookie will timeout, and the user will be asked to login again. We think that this is an Important Security Control for our Application.
- NOTE: Your browser MUST allow Cookies to login successfully.
- Required fields are always indicated with a «Red» Asterisk.
- Basic users can only view/order products and manage their own account information.
- Basic users do not see any inactive content, Admin Users see inactive content they have privileges to see, inactive content is flagged with RED text.
- Left navigation is a listing of current «Categories» available for product ordering associated to the current client ONLY.
- On each login, your user profile is checked to see if there is any missing data, if there is, you will be presented with «My Account» page to complete the missing data. You MUST have at least ONE shipping address entered also. There will be NO active navigation except the «Logout» function until your user data is completed. The top of the «My Account» page will have a message to that effect.

### Minimum system requirements for accessing the ordering site

- Browsers Supported: Internet Explorer 7 and higher, Firefox, Google Chrome
- Cookies: Must be enabled.
- JavaScript<sup>C</sup>: Must be enabled.
- Client should let the Harling Technical team know if they are using a Firewall.

- **You might receive this Notice if your Browser does not meet the Minimum Requirements**

#### Notice

Our system has detected that you have cookies disabled. *Harling Direct Online Ordering* uses session cookies to enable online ordering, you must adjust your browser preferences to allow cookies before proceeding.

*Harling Direct Online Ordering* uses only session cookies, which are deleted when you close your browser, no data is permanently stored on your system, unless you ask us to «Remember Me».

For information on how to adjust your cookie settings, please refer to the help section found in your browser.

## Login Screen at A Glance

### Log in

Web Address	<a href="https://weborder.harlingdirect.com/HFCOS_login_form.php">https://weborder.harlingdirect.com/HFCOS_login_form.php</a>
 <i>Enter email address</i>	Unique User Identifier, this is usually your email address.
 .....  <b>Enter this control number: 84533</b>  <i>Enter control number</i>	Passwords are case sensitive (Aa1Ba2) - 6 - 12 in length and at least one cap, one lowercase and one numeric.  Enter this control number: <b>84533</b>  <i>Enter control number</i>
<input type="checkbox"/> Remember Me	If the user checks «Remember me» the Application will store a 60-day cookie on the User's computer, when returning to the site the User's email address will be pre-populated and they will only have to enter their password and the Control Number to enter.
<b>LOG IN</b>	Log In button if your Email Address, Password and Control Number match you will be re-directed to the HFCOS_home.php page.
<a href="#">Forgot your password?</a>	If you have forgotten your password, you can always select the Forgot your password and follow the instructions on the screen.    <b>Forgot password</b>  Enter your email address in the field below and click "Request password reset".  If the email address is valid a link will be sent to you, in order for you to reset your password.   <i>Enter email address</i>  <b>REQUEST PASSWORD RESET</b>

## Login

**harling**  
D I R E C T

FRANÇAIS

# Login

Please enter your email address and password to enter site

*Enter email address*

*Enter password*

Note: Password is case sensitive.  
Note: Your browser must allow cookies and javascript for a successful login.

Enter this control number: **84533**

*Enter control number*

*Remember Me*

**LOG IN**

[Forgot your password?](#)

Our Company

Don't forget to Enter the Control Number

For Next Time

To Access the Web Ordering Tool

Your Email

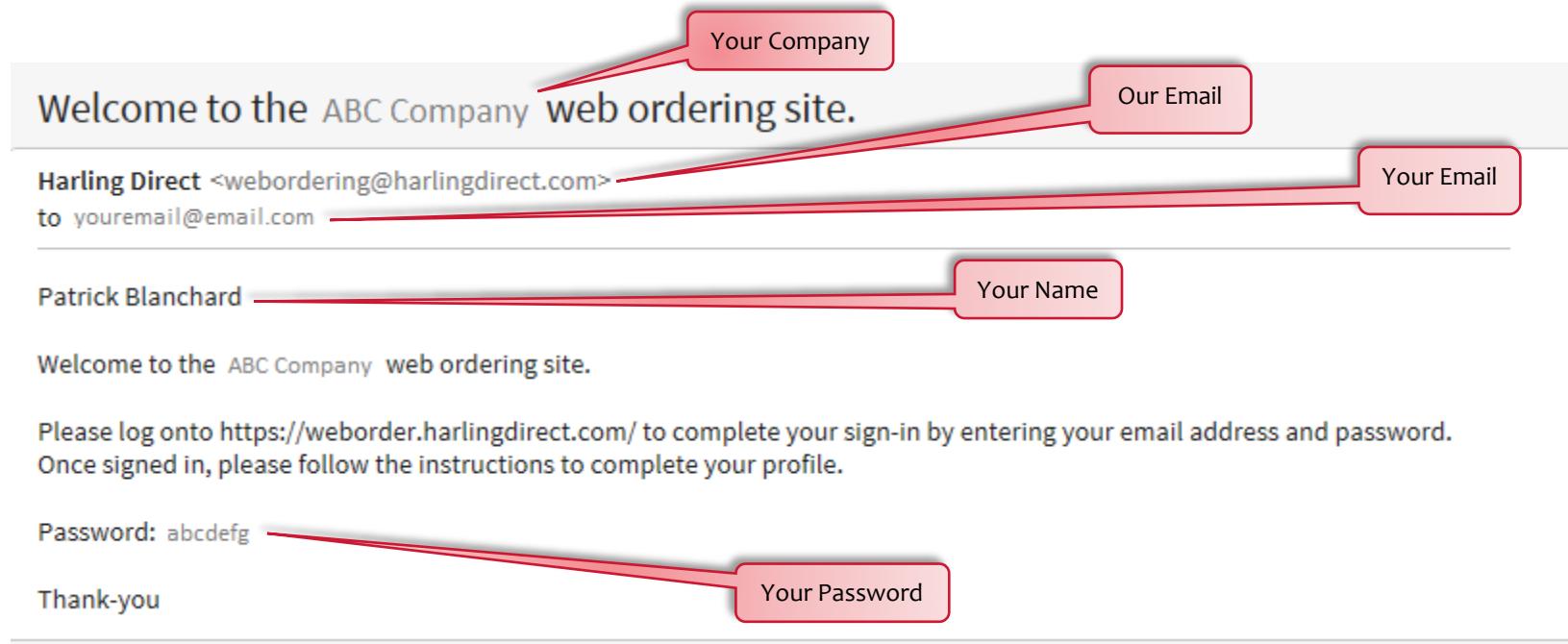
Your Password

In case you forgot your Password.  
It happens!

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ABOUT SSL CERTIFICATES

✓ **Step 1)** Once you have received your Welcome email notification from the ordering site. It should look like this;



You must follow the link ([https://weborder.harlingdirect.com/HFCOS\\_login\\_form.php](https://weborder.harlingdirect.com/HFCOS_login_form.php)) to access the site to complete your account.

✓ **Step 2)** At the Login Screen, you must enter the following:

- Your complete email address in the email address area.
- Enter your Password in the Password section as supplied on the Welcome email (Remember passwords are case sensitive, you must enter as shown exactly like on the Welcome email).
- Also, you must enter the control number displayed on the Login Screen every time you log in (It is a random number and it will change every time you access the Login Page).

✓ **Step 3)** You will be redirected to the «MY ACCOUNT» screen. You will be asked to confirm the following;

- Your name,
- Your email address,
- Enter your phone number (It is Required!),
- Confirm or change your password,
- Confirm your preferred language,
- Whether you wish to receive HTML formatted email messages. (The normal choice is No, but if you prefer receiving them in HTML format, make sure to Select Yes).

# My Account

## My Account

All required information **MUST** be entered and updated before you continue  
On the next page (after clicking "Update my account"), you also **MUST** enter your default shipping address

First Name: *	Patrick	
Last Name: *	Blanchard	
E-Mail Address: *	sydneycomputing@mailcan.com	
Phone 1: *	<input type="text"/>	Extension <input type="text"/>
Phone 2:	<input type="text"/>	Extension <input type="text"/>
Choose Password: *	<input type="password"/> <small>*****</small>	
Password must be 6 to-12 characters long, and <b>MUST</b> contain at least 1 UPPER-CASE, 1 lower-case and 1 numeric character.		
Confirm Password: *	<input type="password"/> <small>*****</small>	
Language Preferred:	<input type="radio"/> Français <input checked="" type="radio"/> English	
HTML formatted e-mail messages? *	<input type="radio"/> Yes <input checked="" type="radio"/> No	
<b>UPDATE MY ACCOUNT</b> <b>RESET</b>		

Fields with  
Red asterisks  
are Required

To Clear the Values  
entered on Screen  
but Not Updated

Preferred shipping addresses for: **Patrick Blanchard**

When complete select the «UPDATE MY ACCOUNT» Button.

- ✓ **Step 4)** The preferred shipping address creation Screen will then appear. This will be used to create your default ship to address for your orders.

# Add/Update Shipping Address

Add/Update shipping address for:  
**Patrick Blanchard**

You **MUST** add a **DEFAULT** shipping address before you continue

Display Name: \*

(Used for address selection only)

Shipping Company Name:

Shipping Address: \*

Street address, P.O. box, company name, c/o:

Any other extra address information

Shipping City: \*

Shipping Province/State:

— select —

\* Required if country is Canada or USA.

Other Province/State:

If selected province is "Other", enter other province/state here

Shipping Country: \*

Canada



Shipping Postal Code/Zip:

\* Required if country is Canada or USA.

Shipping Phone Number: \*

Extension

ATTN whom: \*

Default Shipping Address

no

yes

(Will only show if there is more than one shipping address)

**ADD NEW SHIPPING ADDRESS**

**RESET**

✓ **Step 5)** You will need to input **your ship to data** in the appropriate fields;

- Your Display Name
- Shipping Company Name
- Shipping Address
- Shipping City
- Shipping Province/State
- Shipping Country
- Shipping Postal Code / Zip
- Shipping Phone Number
- Attn. Whom
- Default Shipping Address (select yes or no)

Once complete Select «ADD NEW SHIPPING ADDRESS».

If you wish to add further ship to addresses just follow the steps listed above. But remember you may only have 1 default shipping address.

✓ **Step 6)** Once complete you will return to the «MY ACCOUNT» screen. You will notice at the Bottom of the screen you will see your newly added Shipping Address.

## My Account with a Preferred Shipping Address

### My Account

First Name: *	Patrick
Last Name: *	Blanchard
E-Mail Address: *	myemail@myemail.com
Phone 1: *	613-555-9999
	Extension
Phone 2:	
	Extension
Choose Password: *	*****
Password must be 6 to- 12 characters long, and MUST contain at least 1 UPPER-CASE, 1 lower-case and 1 numeric character.	
Confirm Password: *	*****
Language Preferred:	<input type="radio"/> Français <input checked="" type="radio"/> English
HTML formatted e-mail messages?*	<input type="radio"/> Yes <input checked="" type="radio"/> No

**UPDATE MY ACCOUNT** **RESET**

Preferred shipping addresses for: **Patrick Blanchard**

**ADD NEW SHIPPING ADDRESS**

**ADD NEW FROM CORP ADDRESS BOOK**

[My Shipping](#) **DEFAULT**

My Shipping

My ABC Shipping

2415 Juter Road

Laval

H7V2P8

Mr. Patrick

- ✓ **Step 7)** If you would like to Add a Shipping Address from Your Corporate Address Book, you can do it by Selecting the Button Add New from Corp Address Book. You will be presented with a Search Screen allowing you to find Addresses that are associated with your Company.

## Add New from Corp Address Book

### My Account - Corporate Address listing

Enter search text, it will search on display name, postal code, company name, address, city and attn who

**SEARCH****ADD SELECTED ADDRESS(ES) TO MY ADDRESS BOOK**

**IMPORTANT NOTE:** Once a corp address has been added to your preferred addresses, it is completely independant from the original corporate address information. If your administrator updates any of the address information to the corporate address it will **NOT** be reflected in your address information for the same address. Hence if you change any of the information once it is in your addresses, it will **NOT** change the corporate address information.

HARLING DIRECT  
HARLING DIRECT  
18103 Transcanada  
Kirkland  
H9J3Z4  
Allan

**ADD SELECTED ADDRESS(ES) TO MY ADDRESS BOOK**

**IMPORTANT NOTE:** Once a corp address has been added to your preferred addresses, it is completely independant from the original corporate address information. If your administrator updates any of the address information to the corporate address it will **NOT** be reflected in your address information for the same address. Hence if you change any of the information once it is in your addresses, it will **NOT** change the corporate address information.

Or Choose one by  
selecting the Checkbox  
and Clicking on the Add  
Selected Address(es) To  
My Address Book

You can enter text and  
we will Search within  
your Corporate Address  
Book stored in the Web  
Ordering Tool

✓ Step 8) You will be redirected to the «My Account» Page and the newly added address(es) will be displayed at the bottom.

## After adding Corporate Address to your Address Book

Preferred shipping addresses for: **Patrick Blanchard**

**ADD NEW SHIPPING ADDRESS**

**ADD NEW FROM CORP ADDRESS BOOK**

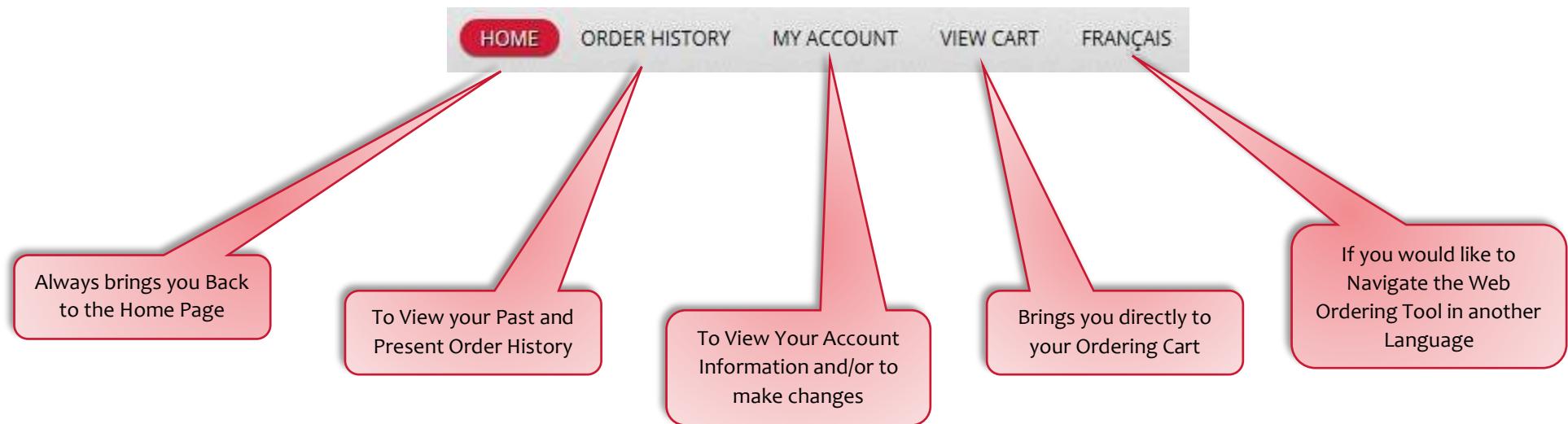
My Shipping **DEFAULT**

My Shipping  
My ABC Shipping  
2415 Juter Road  
Laval  
H7V2P8  
Mr. Patrick

HARLING DIRECT

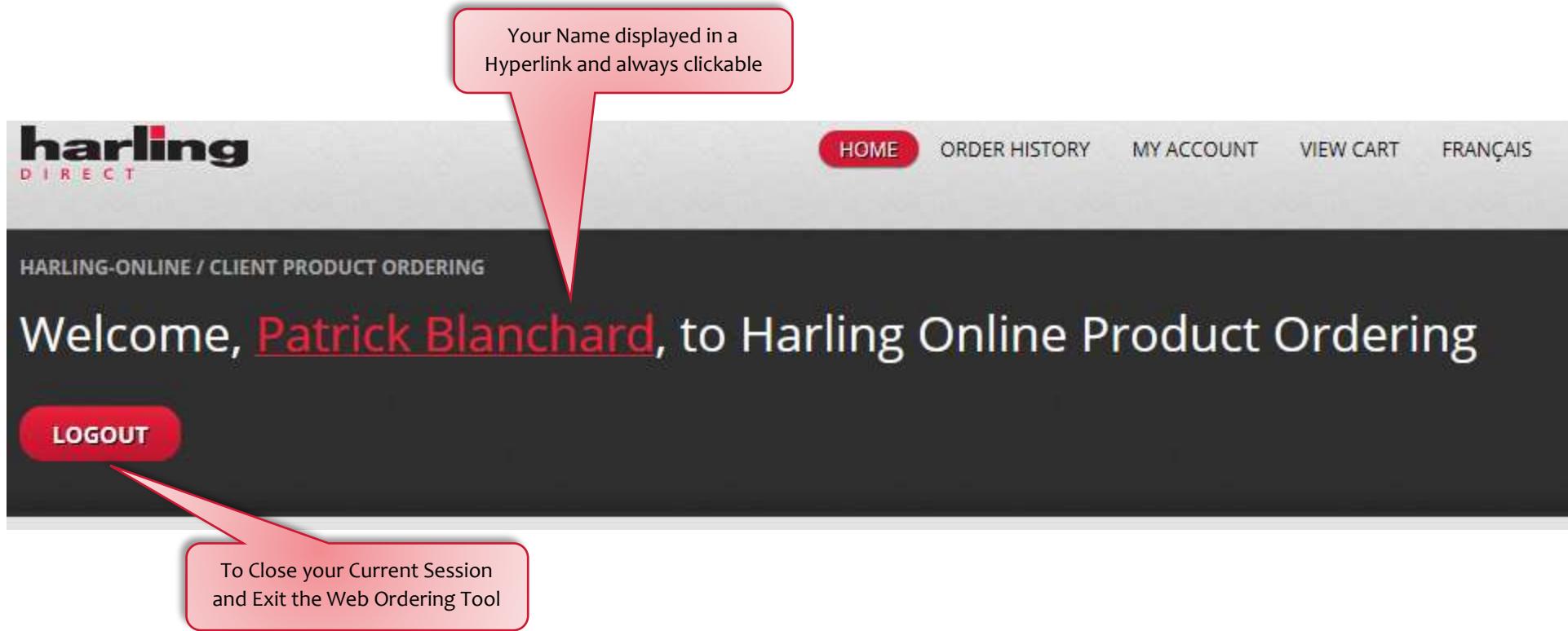
HARLING DIRECT  
HARLING DIRECT  
18103 Transcanada  
Kirkland  
H9J3Z4  
Allan

✓ Step 9) All you need to do now is press on Home in the top right hand corner to proceed to view the web ordering home screen page.



## Home Page

After a successful login into the Web ordering tool you will be presented at the top portion of your screen with some Quick Links to your Order History, Your Account and Your Cart. On the Left end top corner, you will also see your Company Logo. (the left side logo will always be the Harling one, the provided company logo will appear on the right).



You will notice that your Name is of a different color and is clickable. When clicking on your Name you will be redirected to the «My Account» page where you will be able to Update your Personal Information and/or perform some common tasks like Add New Shipping Address, and Add New from Corp Address Book.

## Side Bar Functions



At any time, you can Search Products, go to your Saved Cart(s), View Your Current Cart, or Browse your Product Line by Selecting the different Menus located below the Products Label.

If your Products Are Stored by Categories or Sub-Categories, you will see Sub-Menus below the Category (Illustrated beside).



**Example:** For my Today's Special I have Promotional Material, by Clicking on **TODAY'S SPECIAL**

I will be presented with the following

### Products for: Today's Special



Promotional Material

By Clicking on the category «Promotional Material» I will be presented with the Sub Category «General»

### Products for: Promotional Material



General

Upon Clicking on the sub-category «General», I will then be presented with my List of «Today's Special / Promotional Material / General» (Illustrated beside).

### Product listing - Today's Special / Promotional Material / General

Number of items to show: 10

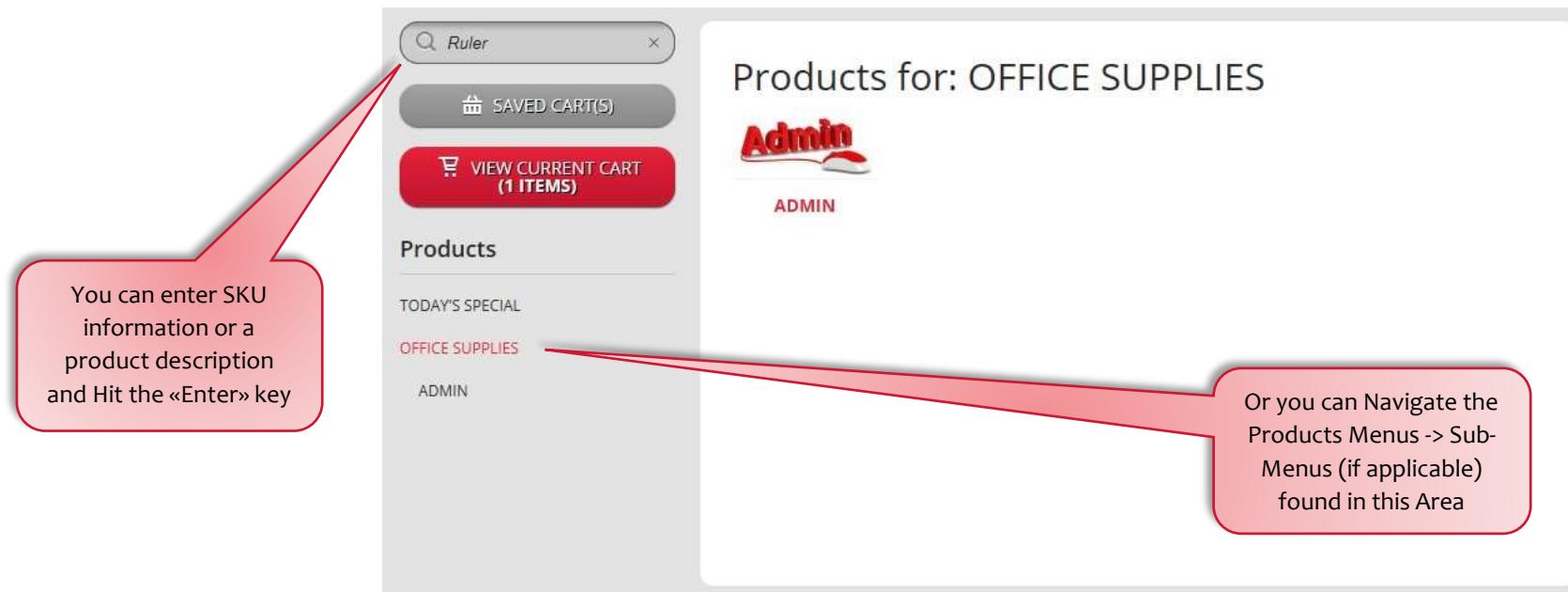
5 products found, showing 1 to 5.

**ADD SELECTED ITEMS**

IMAGE	SKU #	PRODUCT NAME	PACK SIZE	MAX ALLOWED	QUANTITY AVAILABLE	ORDER/UNIT
	23456	Basewrap BASEWRAP ACTIVIA DESSERT-ENG	1	Order: 1 Period: 1 Available: 1	5	<input type="button" value="0"/>
	BRD1	blu ray disc blu ray disc	1	Order: 30 Period: 60 Available: 60	1026	<input type="button" value="0"/>
	PROMOSURPRISE	Promotion surprise Promotion surprise	1	Order: 5 Period: unlimited Available: unlimited	100	<input type="button" value="0"/>
	TEST1234	HB PENCIL HB PENCIL	1	Order: unlimited Period: unlimited Available: unlimited	56	<input type="button" value="0"/>
	TEST-987	BLUE BIC PEN BLUE BIC PEN	1	Order: unlimited Period: unlimited Available: unlimited	96	<input type="button" value="0"/>

## Placing your First Order

- **Step 1)** From the Web ordering home screen page, you may select the appropriate Icon or select the name on the left-hand side (right below view Cart) to access the product groupings that you wish to order from.  
You can search by Sku name, by entering the appropriate sku number in the search field that is found on the left-hand side.



- **Step 2)** Once you select the appropriate path or find your Results by performing a successful Search, all products associated to the group will appear.

**Search Results**

1 products found for: "ruler"

**ADD SELECTED ITEMS**

IMAGE	SKU #	PRODUCT NAME	PACK SIZE	MAX ALLOWED	QUANTITY AVAILABLE	ORDER/UNIT
	abcdef	RULER RULER	1	Order: unlimited Period: unlimited Available: unlimited	1	<input type="button" value="0"/>

- A listing of all products available to the category / group / group-sub that was clicked on from the left navigation.
- Image will show if available - on hover on image a larger image will show.

- The order dropdown field will be populated based on the pack size and max allowable.
- Only multiples of the pack size will show up to a maximum of 15 choices + «Other». If other is selected a new field will show to enter the amount.

## Search Results

1 products found for: "ruler"

**ADD SELECTED ITEMS**

IMAGE	SKU #	PRODUCT NAME	PACK SIZE	MAX ALLOWED	QUANTITY AVAILABLE	ORDER/UNIT
	<a href="#">abcdef</a>	<a href="#">RULER RULER</a>	1	Order: unlimited Period: unlimited Available: unlimited	13	<b>Other</b> ▾ <input type="text"/>

Enter other amount  
Amounts NOT a multiple of the pac size will be rounded **DOWN**

Field to enter a  
different  
quantity

- The number Select dropdown is configured so that you cannot select more product than is allowed per order.

## Product listing - OFFICE SUPPLIES / ADMIN

Number of items to show:

10

4 products found, showing 1 to 4.

**ADD SELECTED ITEMS**

IMAGE	SKU #	PRODUCT NAME	PACK SIZE	MAX ALLOWED	QUANTITY AVAILABLE	ORDER/UNIT
	abcdef	RULER RULER	1	Order: unlimited Period: unlimited Available: unlimited	3	<input type="text" value="0"/> 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 Other
	C54321	CALENDAR 2011	1	Order: 2 Period: 5 Available: 5	15	<input type="text" value="0"/> 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 Other
	TESTB	CALCULATOR CALCULATOR	1	Order: unlimited Period: unlimited Available: unlimited	200	<input type="text" value="0"/> 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 Other
	12345	BOOK BOOK	1	Order: unlimited Period: unlimited Available: unlimited	19	<input type="text" value="0"/> 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 Other

◀ 1 ▶

**ADD SELECTED ITEMS**

- If you order a product where there is either «Zero» on hand or the quantity requested is greater than the number available a message will be shown to that affect.
- If you Order a Quantity that is Greater than the Quantity Available, you will be presented with a Message on the Screen stating that the order cannot be placed.

The quantities above the Quantity Available will be displayed in red

## View Cart

[CONTINUE SHOPPING](#)

To remove an item from your cart, set the quantity to "0" and click "Update Cart".

IMAGE	SKU #	PRODUCT NAME	QUANTITY AVAILABLE	ORDER/UNIT
	abcdef	RULER RULER	1	12 ▾

The quantity you have selected for the above item is greater than the quantity in stock. The order cannot be placed until you adjust the quantity to be 1 or less.

Note: there are problems with item(s) in your cart, please see above.

[CLEAR CART](#) [UPDATE CART](#)

Message explaining why the order cannot be placed

- Only if the ITEM is configured to allow backorders will the option to select more products than are available be shown.
- If there are no backorders allowed for the ITEM and quantity available = 0 - the message «Out of Stock» will be displayed.
- If a date that new stock is expected is in the products table, it will be shown - only if it is a date in the future.
- If the add button is clicked without selecting a quantity other than «0» nothing will happen.
- Products are listed alphabetically ascending on product name (English or French).
- Listing can be re-sorted on either the SKU# or the Product name. If the current order is ascending and the header is clicked the order will be changed to descending.
- The «Product» column displays both product name and short description.
- SKU numbers are UNIQUE to you the Client, one client cannot have the same SKU number twice, but a different client may have the same number.
- The Quantity available column will only show IF the client settings are configured to do so. It is on by default but can be turned off in the client settings.
- All you need do is select the quantity you require from the pull-down menu. (Pack size is included on the product line as well as Max allowed per order).

## Search Results

1 products found for: "ruler"

[ADD SELECTED ITEMS](#)

IMAGE	SKU #	PRODUCT NAME	PACK SIZE	MAX ALLOWED	QUANTITY AVAILABLE	ORDER/UNIT
	abcdef	RULER RULER	1	Order: unlimited Period: unlimited Available: unlimited	1	0 ▾

After Selecting your desired Quantity, you will need to Select the «Add Selected Items» button

Select your desired Quantity

Once selected you will press on «ADD SELECTED ITEM».

- **Step 3)** You will now see your online shopping cart. The item that you selected has been added to the cart.

## My Cart After Adding Some Selected Items

[View Cart](#)



CONTINUE SHOPPING

To remove an item from your cart, set the quantity to "0" and click "Update Cart"

IMAGE	SKU #	PRODUCT NAME	QUANTITY AVAILABLE	ORDER/UNIT
	<a href="#">abcdef</a>	<a href="#">RULER RULER</a>	11918	<input data-bbox="1383 677 1488 709" type="button" value="1"/>

[CONTINUE CHECKOUT](#) [SAVE CART](#) [CLEAR CART](#) [UPDATE CART](#)

- All products currently in your cart will be listed.
- For any products that were added using «Other», the amounts will be validated against pack size and availability.
- Clicking on the SKU# or Product title will show the product details page.
- The quantity dropdown field will be populated based on the pack size and max allowable. Only multiples of the pack size will show.
  - Selecting «Zero» from the dropdown will remove the item from the cart.
  - If you order a product where there is either «Zero» on hand or the quantity requested is greater than the number available a message will be shown to that affect.
  - Only if the ITEM is configured to allow backorders will the option to select more products than are available be shown.
  - If a date that new stock is expected is in the products table, it will be shown - only if it is a date in the future.
- You may perform the following;
  - **Continue shopping** for more items (in the same or other groups) Repeat step 2 as many times as required.
  - **Continue Checkout** (to complete the process)

- Save cart (to process later)

## Saved Carts

Saved on: 2017-08-04 19:27:12 (0000-mm-dd hh:mm:ss)

SKU #	PRODUCT NAME	QUANTITY
abcdef	RULER	1

ADD ITEMS TO CURRENT CART
DELETE SAVED CART

NOTE: quantity of items being added will replace any previous quantity for that item.

NAME THIS CART

To remove the name, set to blank and click "Name this cart".

You can also «Name Your Cart», this will be helpful especially if you order the same products in the future or on a Regular basis, this will simplify the Ordering Process.

## Saved Carts

SKU #	PRODUCT NAME	QUANTITY
abcdef	RULER	1

ADD ITEMS TO CURRENT CART
DELETE SAVED CART

NOTE: quantity of items being added will replace any previous quantity for that item.

NAME THIS CART

X

To remove the name, set to blank and click "Name this cart".

Enter the Name  
you would like to  
use for your Cart

To «Save a cart» with your personalized Cart Name, enter the Cart Name you wish to use and Select «Name This Cart».

## Saved Carts

**My Usual**

Saved on: 2017-08-04 19:27:12 (0000-mm-dd hh:mm:ss)

SKU #	PRODUCT NAME	QUANTITY
abcdef	RULER	1

ADD ITEMS TO CURRENT CART
DELETE SAVED CART

NOTE: quantity of items being added will replace any previous quantity for that item.

NAME THIS CART

To remove the name, set to blank and click "Name this cart".

After Naming your Cart  
you will notice the name  
of your Saved Cart with  
the Time and Date of the  
successful Save

- **Clear cart** (start over again, every item that was in your cart will be removed and your Cart will be empty. You will be prompted with a popup asking to confirm the removal of all cart items.)



Indicates that your Cart is empty

- **Update Cart** (Same as a refresh, could be used if you need to change the quantities)

The image shows a 'View Cart' page with the heading 'View Cart' and the subtext 'To remove an item from your cart, set the quantity to "0" and click "Update Cart"'. Below this is a table with columns: IMAGE, SKU #, PRODUCT NAME, QUANTITY AVAILABLE, and ORDER/UNIT. A product row is shown with an image of a ruler, SKU # abcdef, Product Name RULER RULER, Quantity Available 3, and Order/Unit 2. Below the table are buttons: 'CONTINUE CHECKOUT', 'SAVE CART', 'CLEAR CART', and 'UPDATE CART'. A red callout points to the 'UPDATE CART' button with the text 'You can change Quantities and Update your Cart'.

IMAGE	SKU #	PRODUCT NAME	QUANTITY AVAILABLE	ORDER/UNIT
	abcdef	RULER RULER	3	2

CONTINUE CHECKOUT    SAVE CART    CLEAR CART    UPDATE CART

- **Step 4)** Once continue check out has been selected, you will arrive at the Shipping address information screen.

You may perform the following;

- Leave the default ship to information as is (Which is your default shipping info)
- Change the ship to info (May be entered manually or retrieved from corporate address book.)
- Add any special instructions to order (Text only)
  - ❖ If special instructions are added, the order will be processed as «PENDING APPROVAL» and it will not be sent to Harling's Warehouse Management System until approval is done.
- Attach a file to order (Excel or Word files only, max 2megs)

## Shipping address information

SKU#	PRODUCT	QUANTITY	BACKORDERED	PENDING
abcdef	RULER	2	no	no

**CONTINUE SHOPPING**

### Shipping Info

To change the shipping data for this order to another one of your saved shipping addresses, select it here:

- Your saved shipping address -

**CORPORATE SHIPPING ADDRESS BOOK****CHANGE SHIPPING INFO****ADD SPECIAL INSTRUCTIONS TO ORDER****ATTACH FILE TO ORDER****ADD INTERNAL ORDER COMMENTS**

To change any of the shipping data below (*for this order ONLY*), to add special shipping instructions, or to upload a file with the order, click one of the buttons.

Available Choices for Shipping Addresses

- Your saved shipping address -  
ADD NEW preferred shipping address  
My Shipping  
HARLING DIRECT

Shipping Company Name: -

Shipping Address Line 1: 112 Victoria Street

Shipping Address Line 2: -

Shipping Address Line 3: -

Shipping City: Simcoe

Shipping Province/State: Ontario

Shipping Country: Canada

Shipping Postal Code/Zip: N3Y 1L6

Shipping Phone Number: 1-226-567-5546

ATTN: Sophia White

**PROCEED TO CHECKOUT**

If you decide to Select «Change Shipping Info», you will be presented with this Screen for you to make the necessary changes.

## Shipping address information

SKU#	PRODUCT	QUANTITY	BACKORDERED	PENDING
abcdef	RULER	2	no	no

**CONTINUE SHOPPING**

Note: This shipping information below is saved with the order.  
You can safely change it here on a per order basis, your preferred shipping information will NOT be changed.

**Shipping Company Name:****Shipping Address \***

Street address, P.O. box, company name, c/o

Any other extra address information

**Shipping City \*****Shipping Province/State: \*****Other Province/State:**

If selected province is "Other", enter other province/state here

**Shipping Country: \*****Shipping Postal Code/Zip: \*****Shipping Phone Number \***

Extension

**ATTN: \*****Special shipping instructions:**

This text will appear on the client packing slip

**File to attach to order:** 

".exe" files NOT accepted, 2Mb maximum file size.

**NOTE:** If there are special instructions and/or a file is attached to this order, the order will be reviewed **BEFORE** processing.

Internal Order Comments:

Comments are for this web ordering tool use only, they are not transferred to Harling's order system.

**PROCEED TO CHECKOUT**

- Once you have completed any updates, or do not need to perform any updates, always proceed by selecting the «PROCEED TO CHECKOUT» button.
- Step 5)** You will be redirected to the « Confirm Order » screen. You may perform one of two options;

## Confirm order

SKU#	PRODUCT	QUANTITY	BACKORDERED	PENDING
abcdef	RULER	2	no	no

**CONTINUE SHOPPING**

**Shipping Info:** 112 Victoria Street  
Simcoe  
Ontario  
Canada  
N3Y 1L6  
1-226-567-5546 ext: -  
Sophia White

Optional Reference:

Please DO NOT add special instructions or comments here.

Internal Order Comments:

**PLACE ORDER**

**ADD THIS ADDRESS INFO TO MY PERSONAL ADDRESS BOOK**

You will be able to Add the Shipping Address to your Personal Address Book by Selecting the «Add This Address Info to My Personal Address Book».

### - Place order

Once complete and ready to place your order, select the PLACE ORDER button.

You will receive an email confirming your Order, it will look like this below

Your order #175569342278 has been placed.

Harling Direct <[webordering@harlingdirect.com](mailto:webordering@harlingdirect.com)>  
to [sydneycomputing](#) [Show details](#)

Patrick Blanchard

Your order number #175569342278 has been placed.

SKU#	Product	Quantity	Backordered	Pending
abcdef	RULER - RULER	2	no	no

Attention: SOPHIA WHITE  
Company Name: -  
Ship to addresses line 1: 112 VICTORIA STREET  
Ship to addresses line 2:  
Ship to addresses line 3:  
City: SIMCOE  
Province: ON  
Country: CANADA  
Postal code: N3Y 1L6

Please log onto [Harlingdirect.com](#) and go to your "Order History" to check the status of this order

Thank-you

A description  
of your Order

Where it will  
be shipped

- **Step 6)** You will then be redirected to the Thank you screen. If you wish you may consult order history by clicking on the link that reads, «ORDER HISTORY».

## Thank you. your order has been placed

You can view the details of your order on your [order history](#) page.

A confirmation e-mail message will be sent to [sydneycomputing@mailcan.com](mailto:sydneycomputing@mailcan.com) shortly.

Confirmation that  
your Order was  
Placed

- ❖ You have the ability to consult order history, by using your order number, to get tracking information of your shipment. Please give 24 hrs for tracking information to appear.
- ❖ You will be able to view the listing of all orders placed by you in the past.
- ❖ Your listing will be displayed in order by the most recent orders at the top but can be sorted by either date/order#/SKU#
- ❖ Item status - Display the current status of the item.
- ❖ Entering an order number into the «Find» field will show the one order found, or a message saying none found with the number entered. If one is found the DETAILS page for that order will show.

## Order details for order #713379572378

Find Order Number:

GO

Ordered on Saturday August 19, 2017 08:34:01

## Order Comments:

No order comments found.

Comments are for this web ordering tool use only, they are not transferred to Harling's order system.

ADD NEW ORDER COMMENT

ADD SELECTED ITEMS TO CURRENT CART

SKU #	PRODUCT	QUANTITY	STATUS	TRACKING INFORMATION	ADD TO CART
<a href="#">23456</a>	<a href="#">Basewrap</a> BASEWRAP ACTIVIA DESSERT-ENG	1	Processing		<input type="checkbox"/>
Shipping Info	<b>ABC EXPÉDITION</b> 2415 JUTER - - LAVAL QC CANADA H7V 2P8 <a href="#">450-458-5888</a> EXT: - MR. ROBERT				
Tracking					
Special instructions	-				
Order Reference Code / PO Number					
File attachment					
If there are any problems with this order, please contact us at: <a href="#">1-800-281-2394</a> or email us at <a href="mailto:webordering@harlingdirect.com">webordering@harlingdirect.com</a> .					

- ❖ This listing has paging navigation to show up to 10 orders maximum at a time. Next and Previous links will be «Smart» links - only showing when available.
- ❖ Item statuses available are «Processing / Shipped / Pending Approval / Backordered / Cancelled». Note: «Cancelled» items will not show up on the Web Tool.

## Summary of active and past orders

July 28 2017 To: August 4 2017

**ORDERS IN THIS DATE RANGE**

[Save as CSV file for Excel import.](#)

*(Be sure to only click once, please be patient, it may take awhile.)*

Find Order Number:

**GO**

**ADD SELECTED ITEMS TO CURRENT CART**

ORDER #	SKU #	PRODUCT	QUANTITY	STATUS	ADD TO CART
08/04/2017 19:36 - SOPHIA WHITE --- SIMCOE - N3Y 1L6 -					
<a href="#">175569342278</a>	<a href="#">abcdef</a>	<a href="#">RULER RULER</a>	2	Processing	<input type="checkbox"/>

**ADD SELECTED ITEMS TO CURRENT CART**

- **Step 7)** You will arrive at the SUMMARY OF ACTIVE AND PAST ORDERS screen, where you may click on the order number to review your order details. If you need to Add an Order Comment to your Order you can Select the Order # from the List and you will be presented with an Order Detail Screen.

## Order details for order #175569342278

You can add  
Comments to your  
Order

Find Order Number:

GO

Ordered on Friday August 4, 2017 19:36:08

## Order Comments:

2017-08-04 19:45:28 - Patrick Blanchard - This is a test

This is a test 2

Comments are for this web ordering tool use only, they are not transferred to Harling's order system.

ADD NEW ORDER COMMENT

ADD SELECTED ITEMS TO CURRENT CART

SKU #	PRODUCT	QUANTITY	STATUS	TRACKING INFORMATION	ADD TO CART
abcdef	RULER RULER	2	Processing		<input type="checkbox"/>

Shipping Info	112 VICTORIA STREET - - SIMCOE ON CANADA N3Y 1L6 <u>1-226-567-5546</u> EXT: - SOPHIA WHITE
Tracking	
Special instructions	-
Order Reference Code / PO Number	
File attachment	
If there are any problems with this order, please contact us at: <a href="tel:18002812394">1-800-281-2394</a> or email us at <a href="mailto:webordering@harlingdirect.com">webordering@harlingdirect.com</a> .	

You will be able to Add a Comment in the Order Comments Area and Select the Add New Order Comment button to «Save» your comment with the Order.

# Attaching a File, jpg<sup>D</sup>, or pdf<sup>E</sup>

## Attaching a file to an order

- Once you have completed the selection of your required items, and are at the shipping address information screen, you may attach an Excel or Word file to the order.
- The files must be non-executable and under 2mb in size. (Normally this could be a packing slip or a breakdown of shipping addresses and qty's.)
- You may also insert special instructions to your order as well.
- All you need to do is select either Add special instructions to order or Attach file to order.
- File to attach to order is easy to use and is similar as with other software packages.
- Special shipping instructions is a text field and should not surpass 512 characters.
- Always remember to **«Proceed to checkout»** when complete.
- Please note that when you attach either a file or place a comment on the order, the order automatically goes on hold and needs to be released by a Harling Admin.
- File attachments must be downloaded prior to the approval by the Harling admin for whatever processing that may be required. The file attachment will have a link that can be followed. (See screen shot)



## Attaching a Jpg

- Please note that the Jpg must be under 2 mg in size and reduced appropriately by using a Jpg resizer.
- The Jpg must be named, as per the sku name, always.
- Jpgs may be attached at any time during the process. This is entered via the «ADD/UPDATE PRODUCT» page.

## Attaching a Pdf file

- Please note that the Pdf must be under 2 mg in size and reduced appropriately by using a Pdf resizer.
- The Pdf must be named, as per the sku name, always.
- Also a line of text is required with a Pdf; Ex (Click here to view Pdf document)
- Pdfs may be attached at any time during the process. This is entered via the «ADD/UPDATE PRODUCT» page.

## The Support Button



At any time for «Non-Urgent» matters you can use the Support Button. You will be presented with a form where you will be able to enter a description of the Issue. Your First Name, Last Name and email will already be entered in the appropriate areas. You will need to enter the Type of issue and if possible, you should enter a description of the Issue. After selecting the Submit button, an email will be sent to the Help Desk where one of our Agents will handle the issue in a timely matter.

### Harling Web Ordering Help Desk

First Name: \* Patrick

Last Name: \* Blanchard

E-mail Address: \* myemail@myemail.com

Type of Issue: \* **-- select --**

Your description of the issue:

**SUBMIT**

When done, Submit your issue to our Help Desk

Help Desk

The Types of Issues

- select --**
- Login issue
- Screen support / issue
- Order inquiry / issue
- Web site outage / issue

A Description is not Required but it will help us in troubleshooting your issue.

# Our Customer Service Help Desk ([helpdesk.harling@harlingdirect.com](mailto:helpdesk.harling@harlingdirect.com))

## Severity 1

- Complete loss of an In-Scope Application and/or unavailability of major/critical functions within an application/system that significantly impairs from conducting its business.
- System/Functional performance degradation preventing major portion of customers, system administrators, or maintenance personnel from performing job.
- F.R.T: 1 Hour / Resolution: 4 Hours

## Severity 2

- Partial Outage - unavailability of major/moderate functions within an In-Scope Application that moderately impairs from conducting its business.
- System/Functional performance degradation preventing few to moderate number of customers, system administrators, or maintenance personnel from performing job.
- Workaround for primary business process is time-consuming
- F.R.T: 2 Hours / Resolution: 1 Business Day

## Severity 3

- Unavailability of minor functions within an In-Scope Application or application. Workaround for primary business process is acceptable for short term.
- Intermittent system/functional performance degradation.
- Moderate/Minor System/Functional performance degradation.
- F.R.T: 8 Hours / Resolution: 2 Business Days

## Severity 4

- A deficiency within an In-Scope Application, with minimal impact to personal or workgroup productivity.
- Cosmetic problems affect presentation but do not interfere with job performance.
- Correction based on prioritization done by Business Technology (BT) leads.
- F.R.T: 1 Business Day / Resolution: 4 Business Days

- Help desk business hours are from 9:00am to 5:00pm EST
- Live Operators and/or monitored voice message service
- [helpdesk.harling@harlingdirect.com](mailto:helpdesk.harling@harlingdirect.com)

## Logout

You can also Logout of the Web Ordering at any time simply by Selecting the  button.

## Misc.

Please remember that all promotional material orders ship by GROUND method rather than by air to all provinces. All shipments of promotional material may take up to 7 business days to be delivered to you if you live outside Quebec and Ontario. We trust that this will not affect you greatly but we want to remind you that it is very important that you plan accordingly by ordering promotional material well in advance of when you need it.

## Helpful Tips

Your logon = your email address

Your Password = (As received on email notification, it is case sensitive so the first letter is in caps)

Do not forget to enter in the control number that appears in the space provided.

Take note that the site is best viewed by using internet explorer 6 and up, Firefox or Google Chrome.

It is also important to ensure that your browser accepts cookies and is JavaScript enabled. As well ensure your Firewall, if your pc has this function enabled, to allow access. If not, then speak with your local in-house IT for support.

To speed up the process, you can search by Sku name, by entering the appropriate sku number in the search field at the Home screen. This will automatically bring you to the sku data whereby you can choose the product to be placed on an order.

If you mark an order as RUSH, it will require approval from your site Administrator to be able to process the order.

You can consult order history, by using your order number, to get tracking information of your shipment. Please give 24 hours for tracking information to appear.

For all other queries please contact Harling Direct for support.

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## Source of the End Notes: Wikipedia

### <sup>A</sup> HTTPS

(**HTTP** over **SSL** or **HTTP** **Secure**) is the use of Secure Socket Layer (SSL) or Transport Layer Security (TLS) as a sublayer under regular **HTTP** application layering. **HTTPS** encrypts and decrypts user page requests as well as the pages that are returned by the Web server.

### <sup>B</sup> What is a cookie?

Cookies are pieces of information generated by a Web server and stored in the user's computer, ready for future access. Cookies are embedded in the HTML information flowing back and forth between the user's computer and the servers. Cookies were implemented to allow user-side customization of Web information. For example, cookies are used to personalize Web search engines, to allow users to participate in WWW-wide contests (but only once!), and to store shopping lists of items a user has selected while browsing through a virtual shopping mall. Persistent cookies remain on a user's computer after a user leaves the site while session cookies are removed from the system when the browser is closed.

### <sup>C</sup> JavaScript

Often abbreviated as **JS**, is a high-level, dynamic, weakly typed, object-based, multi-paradigm, and interpreted programming language. Alongside HTML and CSS, JavaScript is one of the three core technologies of World Wide Web content production. It is used to make webpages interactive and provide online programs, including video games. Most websites employ it, and all modern web browsers support it without the need for plug-ins by means of a built-in JavaScript engine. Each of the many JavaScript engines represent a different implementation of JavaScript, all based on the ECMAScript specification, with some engines not supporting the spec fully, and with many engines supporting additional features beyond ECMA.

<sup>D</sup> **JPG or JPEG** is a commonly used method of compression for digital images, particularly for those images produced by digital photography. JPEG typically achieves 10:1 compression with little perceptible loss in image quality. JPEG compression is used in many image file formats. The term «JPEG» is an initialism/acronym for the Joint Photographic Experts Group, which created the standard.

<sup>E</sup> **PDF** The **Portable Document Format (PDF)** is a file format used to present documents in a manner independent of application software, hardware, and operating systems.<sup>33</sup> Each PDF file encapsulates a complete description of a fixed-layout flat document, including the text, fonts, graphics, and other information needed to display it.