Website Ordering User Guide
(New customer)

https://www.finelineotech.com/fasttrak_userguide/

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Version 1.9 – Standard User
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I. FASTtrak Homepage

The homepage allows you to link to all various 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.
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.
4. 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.

5. 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).

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

7. 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 green Excel icon 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.
4. 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.
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 Browse 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 browse button. Once loaded, click continue to begin uploading.
7. Depending on the size of the order form, it can take a few minutes to fully upload. Once it does, the data will be displayed on the following page. If all data looks ok, click continue at the bottom to proceed.

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

5. If you do not need to add another submission method or do not have the option, click continue to proceed to the shipping page.

6. 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.
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.

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.
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:** 3449322
- **Retailer:** [Retailer Name]
- **PO Number(s):** [PO Number(s)]
- **Customer PO Number:** [Customer PO Number]
- **Order Status:** On Hold
- **Total Ordered Qty:** 1500
- **Total Print Qty:** 1575
- **Payment Method:** [Payment Method]
- **Total Order Price:** [Total Order Price] (Estimate Only – Do not remit payment for the 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. 请参考此处的条件。如果付款方式为电汇或预付，请发送带有正确订单总价的预付发票。如果付款方式为条款条件，请在订单发货后发送最终发票进行支付。)

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 entertained your great ideas, we're here to lend a hand.

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

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.
3. 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.

4. Clicking the order number will provide you with detailed information regarding your order, shipping and billing information, as well as line item details.
5. Clicking the tracking number will link you to the carrier's website where you can track the shipment in real time.

6. 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.
7. 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!
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.

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

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

4. 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.

5. 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!
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 hotline at 1-800-500-8687.

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.

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

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!
<table>
<thead>
<tr>
<th>Subject</th>
<th>Order Number: 3452773</th>
</tr>
</thead>
<tbody>
<tr>
<td>Category</td>
<td>Billing Question</td>
</tr>
<tr>
<td>Message:</td>
<td>Has my payment been processed?</td>
</tr>
</tbody>
</table>

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.
3. 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.

4. 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.
5. 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.

6. 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 (US: 800-500-8687, HK: 852-2156-9788, Canada: 800-465-1890).
7. 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.

8. Click Add New Vendor ID to add a new relationship.

9. 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!

10. The VAT Information tab is only populated for customers billed out of China. It displays the VAT company registration information for your account.
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
Asia: support@finelinetech.com.hk
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Canada: 800-465-1890
China (HKG): 852-2156-9788