Nordstrom Private Label and Nordstrom Rack

Ordering User Guide

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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 a Purchase Order for Nordstrom Private Label or Nordstrom Rack

This section details the steps required to place an order for tickets via the Purchase Order method.

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

2. Find “Nordstrom Private Label and Nordstrom Rack” on the retailer list 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 Nordstrom here. If anything appears incorrect, please contact your buyer directly for any revisions. When you have reviewed the data on this page and are ready to order, click the continue button at the bottom.

a. For Nordstrom Private Label and Nordstrom Rack, some ticket types will have a drop down available. This is because Nordstrom has approved vendors to choose from a limited selection of ticket types for their goods. Only line items with an applicable ticket type will display the drop down. Any line item that does
not have another ticket type associated with the one supplied by Nordstrom will simply display the name of the ticket type supplied.

<table>
<thead>
<tr>
<th>Qty</th>
<th>Ticket Type</th>
<th>Product Image</th>
<th>SIZE</th>
<th>VPN</th>
<th>COLOR</th>
<th>UPC</th>
</tr>
</thead>
<tbody>
<tr>
<td>11</td>
<td>RH01</td>
<td></td>
<td>15 1/2 X 32-33</td>
<td>NO39915MN</td>
<td>BLUE</td>
<td>439</td>
</tr>
<tr>
<td>4</td>
<td>.COM</td>
<td></td>
<td>15 1/2 X 32-33</td>
<td>NO39915MN</td>
<td>BLUE</td>
<td>439</td>
</tr>
</tbody>
</table>

b. Nordstrom requires their vendors to order the full PO when ordering the PO for the first time. Subsequent reorders of the PO will allow the vendors to choose their line items and edit their quantities, displayed as per the below.

<table>
<thead>
<tr>
<th>Qty</th>
<th>Ticket Type</th>
<th>Product Image</th>
<th>SIZE</th>
<th>VPN</th>
</tr>
</thead>
<tbody>
<tr>
<td>18</td>
<td>RH02</td>
<td></td>
<td>30 X 30</td>
<td>MV3665471</td>
</tr>
<tr>
<td>23</td>
<td>RH02</td>
<td></td>
<td>30 X 32</td>
<td>MV3665471</td>
</tr>
<tr>
<td>26</td>
<td>RH02</td>
<td></td>
<td>31 X 30</td>
<td>MV3665471</td>
</tr>
</tbody>
</table>

Once you have finished making your selections and are ready to continue the order process, click continue to proceed to the summary page (skip to step 7).

6. Nordstrom also gives their vendors an option of ordering replenishment tickets outside of the standard PO ordering process. The steps for ordering replenishment tickets are as follows:
   a. From the PO selection grid, search for REPL using the search box provided.

   ![Search Box]

b. If you have items available for replenishment ordering, you will see the below “PO” upon clicking search.
c. Select the REPL PO and continue to the following page, which will display the available items you can order via replenishment.

d. You can use this grid to filter the items by any of the header fields at the top. You can choose either the supplied ticket type Nordstrom has uploaded for you or the .COM label. Your quantity will display as 1, but you may edit the quantity as needed for your order.

e. If you need to order both the ticket type supplied by Nordstrom and the .COM label, there is a button to the right of the line item called “Copy”. Clicking this button will duplicate the line item and display the new line immediately underneath its original. You may then order both the ticket type
and .COM label for the item simultaneously. You will only be able to copy the line once.

f. Once you have finished making your selections and are ready to continue the order process, click continue to proceed to the summary page.

7. The following page will display a summary of your order, showing the PO’s selected and the total quantity of each ticket type being ordered. Click continue to proceed to the shipping page.

8. 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.
9. 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.

10. 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.

11. 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.

12. 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.

13. Click Continue to proceed to the payment page.

14. 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.
15. The following page is for you to review all the details so far of your order before submitting. **Please note this is not your confirmation page.** Once you have reviewed the data on this page, click continue to submit your order.

**Review and Complete Order**

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

**Order Summary**
- **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
- **Address:** 3345 Paddock Grove
  Norfolk, VA 23501
  United States

**Estimated Shipping and Handling Cost:** $14.00

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

**Billing**
- **Company:** FineLine Technologies
- **Billing Address:**
  3345 Paddock Grove
  Norfolk, VA 23501
  United States
- **Order Charges:**
  - **Product Charges:** $0.00
  - **SKU Charges:** $0.00
  - **Setup Fees:** $0.00
  - **Wire Fees:** $0.00
  - **Rush Fees:** $0.00
  - **Price Adjustments:** $0.00
  - **Account Credit:** $0.00
  - **Shipping and Handling Charges:** $14.00
  - **Tax:** $0.00
  - **Total Price:** $14.00

*Estimate Only – Do not remit payment for this amount. Payment Method is wire or invoice only.*

**Order Process**

- **Order Confirmation Number:**
- **Terms & Conditions**

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16. 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:

<table>
<thead>
<tr>
<th>Order Number:</th>
<th>344932</th>
</tr>
</thead>
<tbody>
<tr>
<td>Retailer:</td>
<td>Nordstrom</td>
</tr>
<tr>
<td>PO Number(s):</td>
<td></td>
</tr>
<tr>
<td>Customer PO Number:</td>
<td></td>
</tr>
<tr>
<td>Order Status:</td>
<td>On Hold</td>
</tr>
<tr>
<td>Total Ordered Qty:</td>
<td>1500</td>
</tr>
<tr>
<td>Total Print Qty:</td>
<td>1575</td>
</tr>
<tr>
<td>Payment Method:</td>
<td>Terms &amp; Conditions</td>
</tr>
<tr>
<td>Total Order Price:</td>
<td>$509 *Estimate Only - Do not remit payment for this amount. If Payment Method is Wire or Prepay a Proforma Invoice with the correct order total will be emailed to you shortly. If Payment Method is Terms &amp; Conditions a final invoice for payment will be sent after order ships.</td>
</tr>
</tbody>
</table>
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!

![Order Inquiry Form](image)

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.

![FASTtrak Mobile App](image)
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!
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:
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