



# ABS ONLINE ORDERING



## INSTRUCTIONS

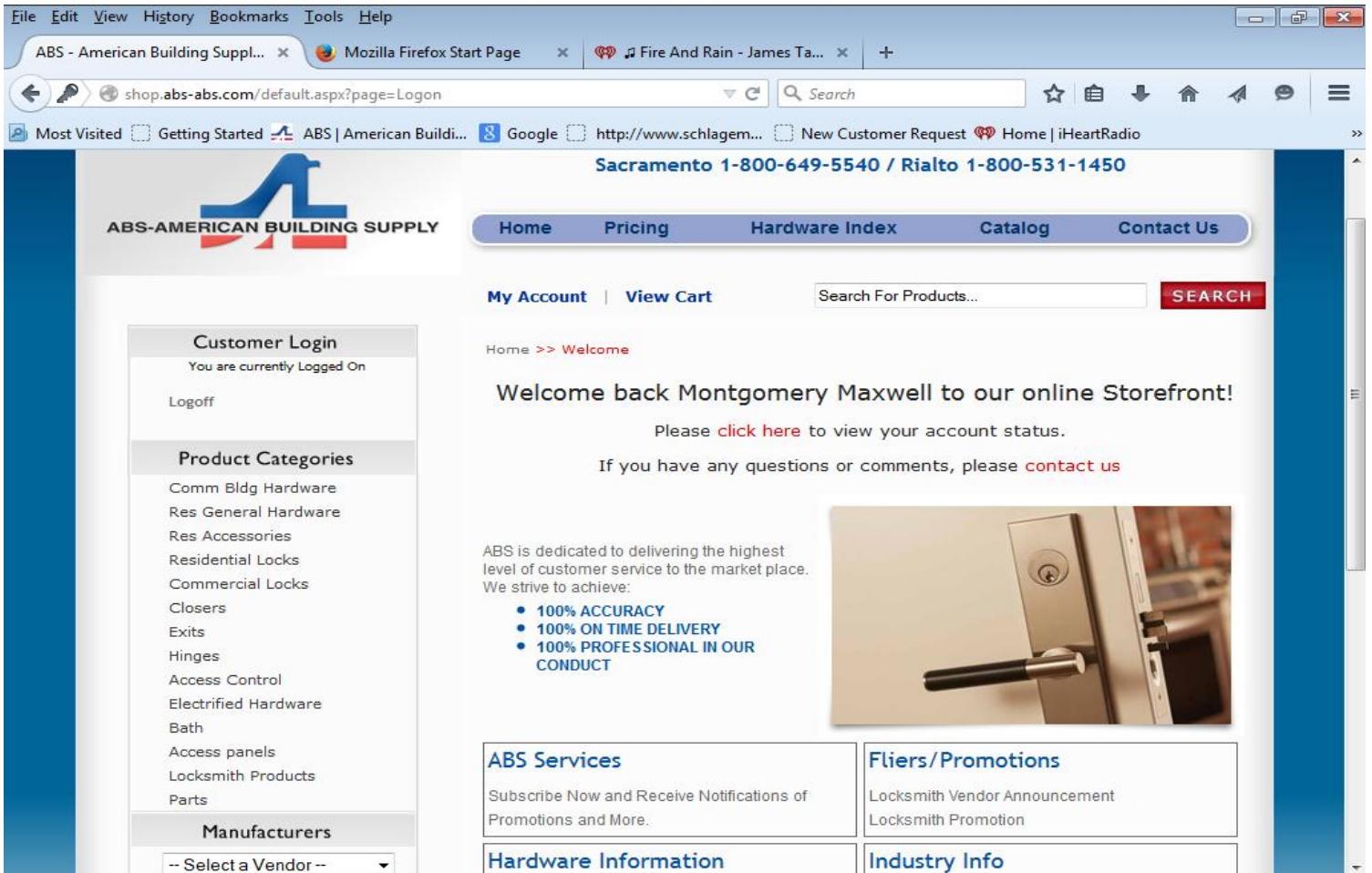
12/14

ABS Online Ordering is a simple way to order hardware from ABS 24/7. It also allows you access to your ABS purchase history for any product line.

\*\*\* ABS recommends using browsers such as Mozilla Firefox or Google Chrome for our Online Ordering \*\*\*

**Step 1** Go to **www.shop.abs-abs.com** Once on the site, simply logon with your email and a password supplied by ABS. Please note, once you have logged on, you may change your password as you wish. See "Password" later in this document.

**Step 2** Once you have successfully logged on, you will be greeted with "Welcome Back" as seen below. If you don't see the greeting, please try to log on again. If problems persist, please contact an ABS representative.



**Step 3** Searching for products. The upper right side of the screen has a bar labeled "Search for Products." This will mostly likely be the most commonly used component of your online ordering experience. Using this tool properly will quickly help you find the required product.

The rule of thumb here is to keep search criteria as simple as possible. In the example below, we are looking for a SCHLAGE ND53PD RHODES in a 626 finish. Note that we don't need to type in a manufacturer name or the entire part numbers. ND53 with space separating search fields is the most effective way of refining the search. Typing only the first 3 letters of the knob or lever is all that's needed. Or one can choose not give that info. In which case, the search results will display all lever and knob designs. After the RHO, another space is inserted and the finish is listed.

The screenshot shows the ABS Online Ordering website interface. At the top, there is a navigation bar with links for Home, Pricing, Hardware Index, Catalog, and Contact Us. Below this, a search bar contains the text 'ND53 RHO 626' and a 'SEARCH' button. The left sidebar includes a 'Customer Login' section with a 'Logoff' link, and a 'Product Categories' list with items like 'Comm Bldg Hardware', 'Res General Hardware', 'Res Accessories', 'Residential Locks', 'Commercial Locks', 'Closers', 'Exits', 'Hinges', 'Access Control', 'Electrified Hardware', 'Bath', 'Access panels', 'Locksmith Products', and 'Parts'. The main content area displays 'Search Results' for the keyword 'ND53 RHO 626', showing 3 results. The results table is as follows:

Item ID	Description	Vendor/Manuf	Price	Quantity
<b>9SCHND53BRHO626</b>	SCH,ENTRY,ND53B RHO 626 SFIC SCH,ENTRY,ND53B RHO 626 SFIC	SCHLAGE- DEXTER	21 \$473.00/EA	<input type="text"/>
<b>9SCHND53JRHO626</b>	SCH,ENTRY LK,ND53J RHO 626 RC SCH,ENTRY LK,ND53J RHO 626 RC	SCHLAGE- DEXTER	59 \$445.00/EA	<input type="text"/>
<b>9SCHND53PRHO626</b>	SCH,ENTRY LK,ND53P RHO 626 SCH,ENTRY LK,ND53P RHO 626	SCHLAGE- DEXTER	298 \$473.00/EA	<input type="text"/>

At the bottom of the results table, there are two buttons: 'ADD QUANTITIES TO CART' and 'ADD QUANTITIES TO LIST'.

The results above are concise and show the standard cylinder, a small IC format and the large IC format. Up to the minute quantities are listed to the right of the mfg name with your net pricing. The stock quantities reflect stock in the ABS warehouse closest to your location. Internet ordering will not allow you to order from another warehouse.

In this case, let's choose the ND53PDRHO626 option. We would like to order 4 of these locks. Simply add "4" to the box adjacent to the part number under "Quantity." Then click the tab at the bottom stating "Add Quantities To Cart." The four locks have now been added to your cart and you can continue shopping.

The "Add Quantities To List" option is intended for putting hardware together a list which you will name. For example, you would like to save hardware to a job called "The ABC OFFICES." All the hardware you choose to add to this list will remain there until you change it to an order or delete the list. Please note, "Quantities To List" option will not show pricing or total amounts.

Another way to search is to use product description. In the situation below, we are looking for kick plates. Other terms could be "flush bolts" or "pocket lock" or any other appropriate description.

The screenshot shows the ABS-AMERICAN BUILDING SUPPLY website interface. At the top, there are navigation links: Home, Pricing, Hardware Index, Catalog, and Contact Us. Below this, there are links for My Account and View Cart, and a search bar containing the text 'kick plate' with a red SEARCH button. On the left side, there is a sidebar with 'Customer Login' (logged on), 'Logoff', 'Product Categories' (listing various hardware types), and 'Manufacturers' (with a dropdown menu). The main content area shows 'Search Results' for 'kick plate'. A secondary search bar below the main results allows searching within these results for '613', with a red SEARCH button. The results section shows 'Results Displayed: 1 - 25 of 30'. A table lists the results with columns for Item ID, Description, Vendor/Manuf, Price, and Quantity. The table contains four rows of data for different kick plate models, all from DON-JO, with prices ranging from \$25.16/EA to \$103.36/EA. Each row includes a 'Kick, Push, and Pull Plates' sub-header and a quantity input field.

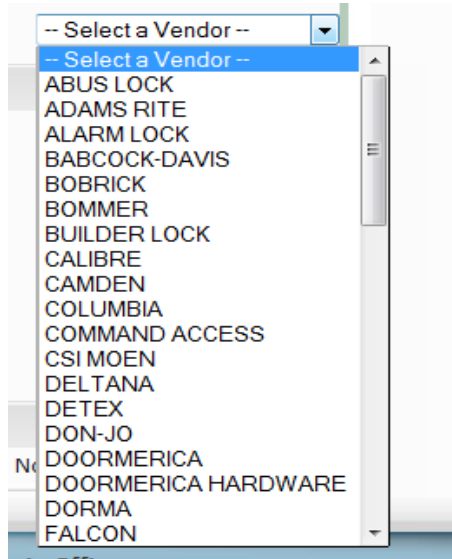
Item ID	Description	Vendor/Manuf	Price	Quantity
9DJOK0050634630	DJO,KICK PLATE,6X34 630 DJO,KICK PLATE,6X34 630	DON-JO	\$25.16/EA	<input type="text"/>
<b>Kick, Push, and Pull Plates</b>				
9DJOK0050834605	DJO,KICK PLATE,8X34 605 DJO,KICK PLATE,8X34 605	DON-JO	\$80.66/EA	<input type="text"/>
<b>Kick, Push, and Pull Plates</b>				
9DJOK0050834613	DJO,KICK PLATE,8X34 613 DJO,KICK PLATE,8X34 613	DON-JO	\$103.36/EA	<input type="text"/>
<b>Kick, Push, and Pull Plates</b>				
9DJOK0050834630	DJO,KICK PLATE,8X34 630 270,KICK PLATE,8X34 630	DON-JO	\$29.01/EA	<input type="text"/>
<b>Kick, Push, and Pull Plates</b>				
9DJOK0051032630	DJO,KICK PLATE 10X32 630 K005 DJO,KICK PLATE 10X32	DON-JO	\$36.36/EA	<input type="text"/>

In the situation above, the results show every kick plate ABS has in stock. Another search bar opens below the main search. This search is used to refine your search. In this case, if an oil rubbed kick plate is needed, then at the finish code of 613. The resulting search will show all the kick plates we have in stock with a 613 finish. Once again, you'll see your company's net pricing and the amount of stock available in your local warehouse.

**Step 4** If the search bar options are not showing you what you need to find, it could be we don't stock that item. To verify if it is a stock number, go to the top of the page and select "Catalog." The entire ABS hardware catalog is shown here. Go to the mfg of choice and see if the hardware you're looking for is listed. If it's not there, then we can probably get it from the factory. In this situation, you'll need to call the order desk.

If you believe we stock the hardware you're searching for, you may also find it by using the "Product Categories" on the left side of the screen. Select one of the options, it will show an overview of hardware categories. Make your selection to refine your search.

And a third way to assist in finding the appropriate hardware is by using the "Manufacturers" drop down menu. Select the hardware manufacturer and the screen will show every item we have in stock.



**Step 5** Once you've completed adding all the hardware you would like to purchase, click on "View Cart" at the top left of the screen. This will bring you to the items you have selected to purchase. You will receive an extra 2% on all of your online purchases. However, that extra discount is not reflected in the pricing on the cart. It will be on your confirmation and on your invoice as an extra internet ordering discount.

Home Pricing Hardware Index Catalog Contact Us

My Account | View Cart Search For Products... SEARCH

Home >> Shopping Cart

### Shopping Cart Detail

To modify the contents of your cart, enter new quantities or check the appropriate boxes and click Update Cart.

**You will be receiving an additional 2.0% discount for this web order.**

Product	Pkg Qty	Price	Quantity	Total	Remove	Add To List
<b>9SCHND53PRHO626</b> SCH,ENTRY LK,ND53P RHO 626	1	\$473.00/EA	<input type="text" value="4"/>	\$1,892.00	<input type="checkbox"/>	<input type="checkbox"/>
<b>9DJOK0050634630</b> DJO,KICK PLATE,6X34 630	1	\$25.16/EA	<input type="text" value="3"/>	\$75.47	<input type="checkbox"/>	<input type="checkbox"/>

**Subtotal: \$1,967.47**

SHOP MORE UPDATE CART EMPTY CART ADD QUANTITIES TO LIST CHECKOUT

The items in your cart will stay there indefinitely. If you log out, sign out or leave the program for any time period, when you return, those same items will still be in your cart. There are only two ways to remove the hardware from your cart. You click "Empty Cart" or purchase the items by selecting "Checkout."

Customers enjoy the ability to hold product in the cart. Many companies have various hardware needs throughout the day. They continue to add product to the cart, choosing to use only one PO for the day. Of course, you can create as many orders in one day as you wish.

**Step 6** Once you've clicked "Checkout" a new screen will open.

**Check Out**

Choose a shipping method from the drop down list, then choose a shipping address.

**Ship To Address:** #1  **Set as default**

**\*Email Address:** max@abs-abs.com

**Order Comments**

**Company:** PRODUCTION INV ADJ - LA

**\*First Name:** Montgomery

**\*Last Name:** Maxwell

**\*Address 1:** IN HOUSE

**Address 2:**

**\*City:**

**\*State:** --Select a State--

**\*Zip:**

**Country:** United States

**Save Ship-To for Later Use**

**Payment Information**

Enter your PO Number below, and then click Checkout. To exit without processing this order, click Exit Checkout.

**Payment Type:** Invoice

**PO Number:**

**EXIT CHECKOUT** **CHECKOUT**

This screen will show the email you want your order confirmation sent to. It also shows the ship to address you want your purchase shipped to. You may have more than one address in the system. If you use "will call," you will need to let us know so we may set the option up on your account.

The "Order Comments" box is place you can give instructions, if needed. For example, please ship UPS to a specified address. Or please don't ship for 2 weeks. You can also add keying instructions.

You may change the email address if needed. This address will receive the order confirmation.

There is no way to accidentally order hardware as every order requires a PO Number. If you click "Checkout" without a PO number you will get an error message. Once you've entered your PO Number, click the "Checkout" only once. You will be taken to another screen that essentially will ask you again, "Are you sure you want to proceed with this order?" When you click affirmative, then the order is processed.

You will get an email confirmation within a few minutes.

Every order is inspected by an assigned person on the order desk before proceeding to the warehouse.

## MY ACCOUNT PROFILE

The other function to ABS Online ordering is the "My Account" options as shown below.

The screenshot shows the 'My Account Profile' page of the ABS Online Ordering system. At the top, there is a navigation bar with links for Home, Pricing, Hardware Index, and Catalog. Below the navigation bar, the page title 'My Account' is displayed, along with a 'View Cart' link and a search bar labeled 'Search For Products...'. The main content area is divided into several sections: 'Logon Information' showing the user's ID (max@abs-abs.com) and password (masked with asterisks), with an 'EDIT INFO' button; 'Personal Information' showing the user's name (Montgomery Maxwell) and email (max@abs-abs.com), also with an 'EDIT INFO' button; 'Shopping Information' showing the customer ID (67990). Below these sections is a heading for 'MY ACCOUNT REPORTS' with links for 'INVOICES', 'PURCHASE HISTORY', 'OPEN ORDERS', and 'OPEN PAYABLES'. The next section is 'MY LISTS', featuring a dropdown menu set to 'Buying History' and a 'SUBMIT' button, with a link to 'Create a New List'. The final section is 'MY RECENT ORDERS', which currently displays 'No recent orders to display'.



**PASSWORD** - "Logon Information" is the field where you can create your own custom password. It is highly recommended that you make your own password.

**EMAIL** - "Personal Information" option allows one to update their email should it change. Once the email has been updated, this will be your logon email.

**REPORTS** - There are various reports that can be created under "My Account Reports." The "Invoices" tab allows access to a companies last 2 years of invoices with ABS on any product line.

"Open Orders" tab will run a report of all open orders with ABS. The criteria can be by customer's PO, date or invoice number.

"Purchase History" tab will allow inspection of individual part number history. For example, it will show a company the last time they purchased a ND53RHO626 lock and what they paid for it.

**ACCOUNTS PAYABLE** - "Open Payables" shows the customers open payables. For this reason, a customer may want to restrict access for online ordering to certain employees. Or perhaps, make sure their accounting people have a logon.

**ORDERS** - "My Recent Orders" will have any orders placed but have not yet been shipped. It will show the expected ship date and invoice number. To inspect the orders, click the invoice number and it will open. It can be printed, if desired.

**IMPORTANT COMMENTS** - It is important to notify ABS (max@abs-abs.com) when employees leave. Once notified, we immediately delete their sign on.

**FAQ** \* *I know you stock XXXXX item but I can't find it. What am I doing wrong?*

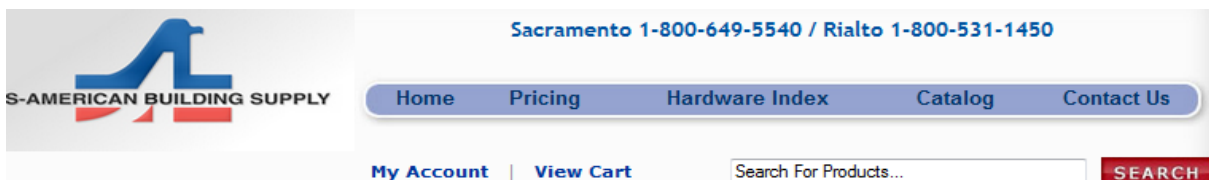
Typically the search number is too complicated. For example: putting a part # of DJO1407 will not result in finding it. Try using "1407"  
Another example: "AL10S" In this case, the "S" is too much info.  
Simply use "AL10" Also, do not use mfg's name or abbreviation.

\* *I put in F10AVANTI and got no results.*

In this case, there is no space between the F10 and the lever design. Also, the full name of the lever/knob may restrict results. Use only the first 3 letters such as: F10 AVA

\* *Why can't I use the 626 finish on Hager hinges instead of the 26D?*

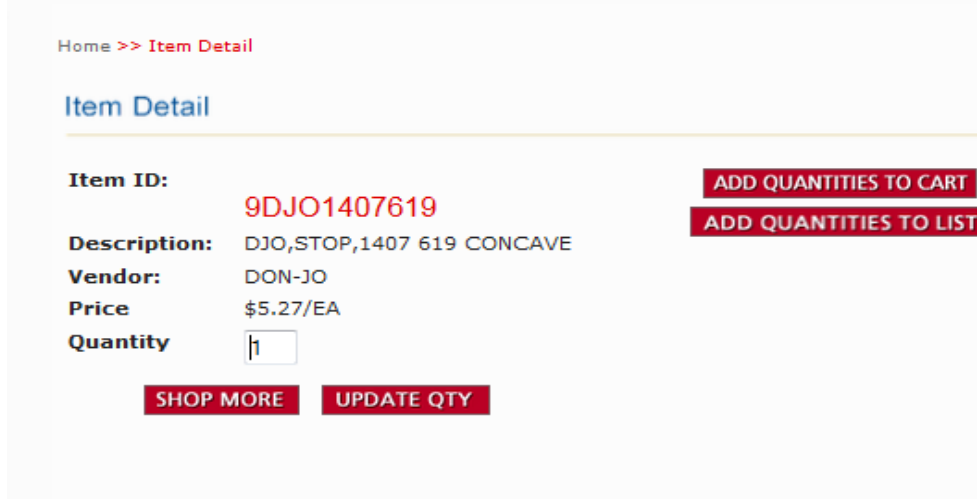
Although these two finishes are the same, ABS uses the same finish designation as the mfgs use. To find a list of cross reference of finishes, click the "Hardware Index"



When choosing the "Pricing" "Hardware Index" "Catalog" or "Contact Us" tabs at the top of the page, a new window will open separate from the original online window. Please make sure you choose the catalog appropriate to your location.

\* *I have clicked on the part number and the website only opens the part number in bigger letters. What's that about?*

At some time in the future we may be adding additional information on this screen.



\* *Why am I showing list prices for certain hardware mfgs for my online account?*

As with all electronics, there are occasional glitches which are usually quickly corrected. Please let us know if your net prices are not showing and we will make the proper adjustments.

\* *I need to buy some Norton closers online but it shows no discounts. I need my 2% today.*

Go ahead and place your order online. In the "Order Comments" box on the check out screen, please make a comment about incorrect or missing discounts. Since every order is seen by a person, we will correct this glitch immediately and your extra discount will be in effect.

\* *I need my locks keyed alike or keyed as requested. How do I do this?*

In the search bar, enter "9LAB0" This will show you all the keying options. Since keying is labor, don't worry about the "Out of Stock" notice. If you have 4 residential locks that need to be keyed alike, choose the sku 9LAB001R and select quantity of 3. (See screen shot on next page)

\* *How can I find list pricing for the product I need?*

Click the "Hardware" tab at the top of the page or go to [www.abs-abs.com](http://www.abs-abs.com) Once at this site, click "Hardware Division." The next screen will offer you drop down menus by mfg or product description. Choosing the list pricing option will give you list prices for that mfg.



Item ID	Description	Vendor/Manuf	Results Page	Price	Qu
9LAB001	KEYING LOCKSETS STANDARD KEYING LOCKSETS STANDARD		Out of Stock	\$10.00/EA	
9LAB001R	KEYING LOCKSET, RES F, A & B KEYING LOCKSET, RES F, A & B		Out of Stock	\$5.00/EA	
9LAB002	KEYING LOCKSETS MASTER KEYED KEYING LOCKSETS MASTER KEYED		Out of Stock	\$12.50/EA	
9LAB002R	MKD LOCKSETS, RES F, A & B MKD LOCKSETS, RES F, A & B		Out of Stock	\$7.50/EA	
9LAB003	CUT KEYS STANDARD CUT KEYS STANDARD		Out of Stock	\$3.00/EA	
9LAB003R	CUT KEYS, RES, F, A & B CUT KEYS, RES, F, A & B		Out of Stock	\$2.50/EA	
9LAB004	STAMPING CHARGE PER KEY STAMPING CHARGE PER KEY		Out of Stock	\$2.50/EA	
9LAB005	KEYING,COM CONST W/2 KEYS KEYING,COM CONST W/2 KEYS		Out of Stock	\$15.00/EA	

*\* If I'm adding product to my cart, am I blocking co-workers from putting product in their carts? Do we share one cart for the company?*

Customers may have multiple logons for their company. Each logon has it's own cart. If a company has only one logon, then only one cart is available for that company.

*\* Can I enter my quoted hardware online and get the extra 2% discount?*

No. Quotes are separate from online ordering with unique pricing for that quote. Further, typical monthly hardware promo pricing will not reflect on online orders. Quotes and promos need to be sent into the order desk to be ordered.

*\* If a product is "out of stock" can I still add it to my cart?*

It is best to call the order desk about out of stock merchandise. We may have several options we will need to offer you on that product.

ABS online ordering is a great convenience for customers with added discounts. As usage of this service grows, ABS will be able to add more functions and products in the future. Please let us know any improvements or additions you would like to see to this program. Thank You