



## DEALER ONLINE SHOPPING GUIDE



**TransTech Systems, Inc**  
**Phone: 888.843.3643**  
**Fax: 503.682.0166**  
**[customerservice@ttsys.com](mailto:customerservice@ttsys.com)**  
**[www.ttsys.com](http://www.ttsys.com)**



## INTRODUCTION & OVERVIEW

Thank you for your interest in TransTech's dealer account web interface. Whether you are already signed up to use the interface or are just considering the possibility this guide should give you a general idea of the on-line ordering system and the benefits of using it. If you are just considering the use of the store, you will want to decide if the following benefits are important to you:

- Time saving, on-line, 24/7, real-time access to your account
- Search or browse through part number, pricing and product information
- Place new orders and review the status of current or past orders
- Note special instructions, custom parts, or requests to customer service
- Receive confirmation of order receipt and shipment, including backorders
- Automatically receive and/or look up tracking numbers
- Review past or current invoices and even make payments on your account
- Manage your own account information

Please keep in mind that this interface is literally an extension of our in-house order system and should not be confused with a retail web store. It has been configured for the exclusive use of our dealer partners and is not accessible to end users or the general public. New functionality will be added from time to time and your suggestions are welcome.

If you already have your login ID, you are ready to get started! Please contact customer service with any questions you have along the way. If you do not have your login in and are interested in getting started, please contact your regional sales manager or contact sales at [sales@ttsys.com](mailto:sales@ttsys.com) or 1-888-843-3643 to request your login ID.

Thanks again for your interest.



## TABLE OF CONTENTS

Introduction & Overview .....	2
Table of Contents.....	3
Logging In.....	4
Entering or Changing User Information. ...	5
Entering or Changing Company Information.....	6
Placing an Order.....	7
Buying Non-store Items.....	8
Shipping Codes.....	9
View Shopping Cart.....	10
Submit Orders.....	11
View Invoices.....	12
View Open Orders.....	13
View Order History.....	14
Trouble-Shooting.....	15
TransTech Customer Service Contact Information.....	20



## LOGGING IN

Once you have received your username and password from TransTech, you will be able to login to the store. Go to <http://www.ttsys.com> and click on the shopping tab. Enter in your username and password and press “Log On.”

Direct link: <http://www.ttsys.com/dealers.asp?ec=1>



### Customer Login

#### New Customers - Signup Here!

TransTech Systems is proud to serve a nationwide network of dealers, resellers, and integrators. We recognize that our success is tied directly to the success of our customers. To that end, we work hard to help our dealer partners be the most successful, best trained, and most profitable resellers in the industry.

Enter User ID and Password	
User ID:	<input type="text" value="test"/>
Password:	<input type="password" value="....."/>

Log On

This is a restricted site. If you have forgotten your User ID or Password, you may request they be mailed to you. Access to these pages requires the ability to use cookies in your browser.



## ENTERING OR CHANGING USER INFORMATION

To change user-specific information, such as a phone number or password, click “User” and fill in the necessary fields. Click “Submit.” Changes are generally reflected within 24 hours.

Update User Information			
<b>User ID:</b>	(Supervisor Rights)	<b>Title:</b>	<input type="text"/>
<b>Name:</b>	<input type="text" value="Test Company"/>	<b>Phone Number 1:</b>	<input type="text"/>
<b>Address:</b>	<input type="text" value="12445 N Oak St."/>	<b>Extension 1:</b>	<input type="text"/>
	<input type="text"/>	<b>Phone Number 2:</b>	<input type="text"/>
	<input type="text"/>	<b>Extension 2:</b>	<input type="text"/>
<b>City / State:</b>	<input type="text" value="Aurora"/> OR <input type="text"/>	<b>Fax Number:</b>	<input type="text"/>
<b>ZIP Code / Country:</b>	<input type="text" value="97002"/> <input style="border: none; border-bottom: 1px solid black;" type="text" value="United States"/>	<b>Suspend Access:</b>	<input type="checkbox"/>
<b>E-mail Address:</b>	<input type="text"/>	<b>Shopping Cart:</b>	<input checked="" type="checkbox"/>
<b>Password:</b>	<input type="password"/>		
<b>Confirm Password:</b>	<input type="password"/>	<input type="button" value="Submit"/>	



## ENTERING OR CHANGING COMPANY INFORMATION

On this page you can change your company's information. Click on "Customer" and make desired changes. Click "Submit."

Customer Maintenance	
<b>Customer:</b>	TEST <input type="text"/>
<b>Address:</b>	12445 N Oak St. <input type="text"/> <input type="text"/>
<b>City / State:</b>	Aurora <input type="text"/> OR <input type="text"/>
<b>ZIP Code / Country:</b>	97002 <input type="text"/> United States <input type="button" value="v"/>
<b>Phone Number:</b>	<input type="text"/> <b>Ext:</b> <input type="text"/>
<b>Fax Number:</b>	<input type="text"/>
<b>E-mail Address:</b>	<input type="text"/>
<b>URL Address:</b>	<input type="text"/>
<b>Ship Via:</b>	UPS GROUND <input type="text"/>
<b>Credit Limit:</b>	0.00
<b>Terms:</b>	20 Net 20 Days
<b>Salesperson:</b>	<input type="text"/>
<b>Primary Contact:</b>	<input type="text"/>
<b>Established / Last Activity Date</b>	04/26/2006
<input type="button" value="Submit"/>	



## PLACING AN ORDER

To begin shopping, you can enter an item number in the search field on the left, or you can browse our inventory by clicking on the category you are most interested in.



Select the quantity of the item you would like to purchase and click “Buy.” The item will be added to your shopping cart. You can either continue shopping or check out.





## BUYING NON-STORE ITEMS

If you would like to order an item not found on our web store or a custom item, please add the “NONSTOREITEM” to your cart. This can be found on the Home tab of the product categories. When you are ready to submit your shopping cart for order processing, please add the part number, description, quantities, and specifications of the non-store item in the comments box before submitting the order.

The screenshot shows a Microsoft Internet Explorer browser window displaying the TransTech Systems website. The address bar shows the URL: [http://www.ttsys.com/IW\\_Message.m4p.pvx?;SC\\_EXIST\\_M55G\\_SUBMIT](http://www.ttsys.com/IW_Message.m4p.pvx?;SC_EXIST_M55G_SUBMIT). The website header includes the TransTech Systems logo and navigation links: Home, User, Customer, Invoices, Open Orders, Order History, Credit Info, Ship-to Info, Shopping, View Cart, and Help. A blue navigation bar lists various product categories: HOME, Accessories, Biometrics, Capture Devices, Access Control, Loyalty & Gift, Printers, Repair Parts, Smart Card Readers, Shredders, Software, Supplies, ID Systems, Visitor Management, and Warranties. A search bar is located on the left side. The main content area displays a shopping cart with one item: 'NONSTOREITEM' with a price of 0.00. A 'Buy' button is visible next to the item. A text box below the item contains instructions: 'If you would like to order a custom item or item not found on our web store, please add this "item" to your cart. When you are ready to submit your shopping cart for order processing, please add the part number and specifications of the non-store item in the comments box before submitting the order.'



To check out, click “View Cart.” Review the items and make sure there is nothing missing. If you wish to add another item to your cart, you can do so by entering the item number and quantity in the respective fields on the “View Cart” page.

If your shipping location is one you have already used with TransTech, it can be found in the drop-down menu next to “Ship To.” If you are entering a new shipping address, click the “Ship To” link. Click “New Address” and fill in the required information. Enter the Customer PO number and shipping method in the “Ship Via” field.

## Shipping Codes

Below are the Shipping Codes to put in the “Ship Via” field:

Shipping Codes	Length of Delivery
UPS GROUND	3-5 Business Days
UPS 2-DAY	End of 2nd Business Day (UPS Blue)
UPS 2-DAY AM	By 10:30 2nd Business Day
UPS 3-DAY	End of 3rd Business Day (UPS Orange)
UPS O/N EARLYAM	UPS Next Day Air (by 8:30 a.m.)
UPS O/NSAT	UPS Overnight with Saturday Delivery
UPS O/N SAVER	by 3:00 p.m. Next Day
UPS OVERNIGHT	by 10:30 a.m. Next Day (UPS Red)

If you wish to ship via another method, please state so in the comments box. Additional handling charges may apply.

If a credit card is being used for payment, please fill out the required information.

If you need an item you could not find in the store, or if you have any special requests for the order, please put them in the “Comments & Special Instructions” box.

If you decide to delete an item from your shopping cart, change the quantity of the item to zero.

When you are finished, click “Next” (below the comment box).



**View Shopping Cart**

Item Number	Item Description	Quantity	Unit Price	Extension
<a href="#">81733</a>	81733 - Color Ribbon - YMCKO	<input type="text" value="1"/>		
Click Next to save your changes. Change quantity to zero to delete an item.				Taxable: 0.00 Non Taxable: 0.00 Freight: 0.00 Sales Tax: 0.00 Order Total: 0.00
<input type="text"/>		<input type="text"/>		Enter item number and quantity to add an item.

**Bill To:** 12445 N Oak St.  
Aurora, OR 97002  
United States

**Ship To:**   
12445 N Oak St.  
Aurora, OR 97002  
United States

**Terms:** 20 Net 20 Days

**Customer PO:**

**Payment Type\*:**  Terms

**Credit Card Number:**

**Expiration Date:**  2008

**Cardholder Name:**

**Address:**

**City:**

**State:**

**ZIP Code:**

**Ship Via\*:**

**Desired Ship Date:**

**Validation Code:**

The 3 digit code on the back of your MasterCard or Visa card or the 4 digit code on the front of your American Express card.

Card Address same as Billing

Remember Card Information

**Comments & Special Instructions:**



Once you click “Next,” you can review your order. If everything looks correct, click “Accept.” You will receive a confirmation e-mail shortly. Click “Edit” to make changes. If you decide not to place the order, click “Delete.”

**Confirm Shopping Cart Submission**

Item Number	Item Description	Quantity	Unit Price	Extension
81733	81733 - Color Ribbon - YMCKO	1	66.30	66.30
Taxable:				0.00
Non Taxable:				66.30
Freight:				0.00
Sales Tax:				0.00
Order Total:				66.30

<b>Bill To:</b>	12445 N Oak St.  Aurora, OR 97002 United States	<b>Ship To:</b>	12445 N Oak St.  Aurora, OR 97002 United States
<b>Terms:</b>	20 Net 20 Days	<b>Ship Via:</b>	UPS Ground (3-5 Business Days)
<b>Payment Method:</b>	Terms	<b>Customer PO:</b>	
		<b>Desired Ship Date:</b>	10/20/2008

If you have added items or notes in the Comments box, they will not be reflected on the initial Order Accepted Notification e-mail. You will receive another e-mail from a TransTech Customer Service Representative acknowledging the changes that have been made to the order.



## INVOICES

To view previous invoices, fill out fields to narrow your search for a specific invoice, or click “Submit” to view all your invoices. Tracking information for an order can be found on its corresponding invoice.

Home [User](#) [Customer](#) [Invoices](#) [Open Orders](#) [Order History](#) [Credit Info](#)  
[Ship-to Info](#) [Shopping](#) [View Cart](#) [Help](#)

View Invoice Information Options			
	All	Starting	Ending
Invoice Number:	<input checked="" type="checkbox"/>	<input type="text"/>	<input type="text"/>
Invoice Date:	<input checked="" type="checkbox"/>	<input type="text"/>	<input type="text"/>
Include Invoices with Zero Balances:	<input checked="" type="checkbox"/>		
Include Transaction Detail:	<input checked="" type="checkbox"/>		
Calculate Selected Invoices Balance:	<input checked="" type="checkbox"/>		
Save Inquiry Settings:	<input type="checkbox"/>		
<input type="button" value="Submit"/>			

Home [User](#) [Customer](#) [Invoices](#) [Open Orders](#) [Shopping](#) [View Cart](#)  
 Please send questions or comments to the [Webmaster](#).



## OPEN ORDERS

“Open Orders” allows you to look at any orders that have not shipped yet. Here you can fill out fields to narrow your search for an order, or click “Submit” to view any open orders. You can view items that have shipped or those that have been backordered.

View Open Sales Order Options			
	All	Starting	Ending
Order Number:	<input checked="" type="checkbox"/>	<input type="text"/>	<input type="text"/>
Order Date:	<input checked="" type="checkbox"/>	<input type="text"/>	<input type="text"/>
Ship Date:	<input checked="" type="checkbox"/>	<input type="text"/>	<input type="text"/>
<b>Include Order Types:</b> (multiple selections allowed)		<input type="checkbox"/> Standard <input type="checkbox"/> Back Order <input type="checkbox"/> Price Quote <input type="checkbox"/> Master <input type="checkbox"/> Repeating	
Customer PO Number:			<input type="text"/>
Save Inquiry Settings:			<input type="checkbox"/>
<input type="button" value="Submit"/>			
<a href="#">Home</a> <a href="#">User</a> <a href="#">Customer</a> <a href="#">Invoices</a> <a href="#">Open Orders</a> <a href="#">Shopping</a> <a href="#">View Cart</a>  Please send questions or comments to the <a href="#">Webmaster</a> .			



## ORDER HISTORY

By clicking the “Order History” link, you can view orders submitted via phone, e-mail, fax or the web store. To narrow the search for a completed order, you can fill out the available fields, or just click “Submit” to view the company’s entire sales order history.



[Home](#)
[User](#)
[Customer](#)
[Invoices](#)
[Open Orders](#)
[Order History](#)
[Credit Info](#)  
[Ship-to Info](#)
[Shopping](#)
[View Cart](#)
[Help](#)

View Sales Order History Options			
	All	Starting	Ending
Order Number:	<input checked="" type="checkbox"/>	<input type="text"/>	<input type="text"/>
Order Date:	<input checked="" type="checkbox"/>	<input type="text"/>	<input type="text"/>
Customer PO Number:			<input type="text"/>
Save Inquiry Settings:			<input type="checkbox"/>
<input type="button" value="Submit"/>			



## TROUBLE-SHOOTING THE WEBSTORE

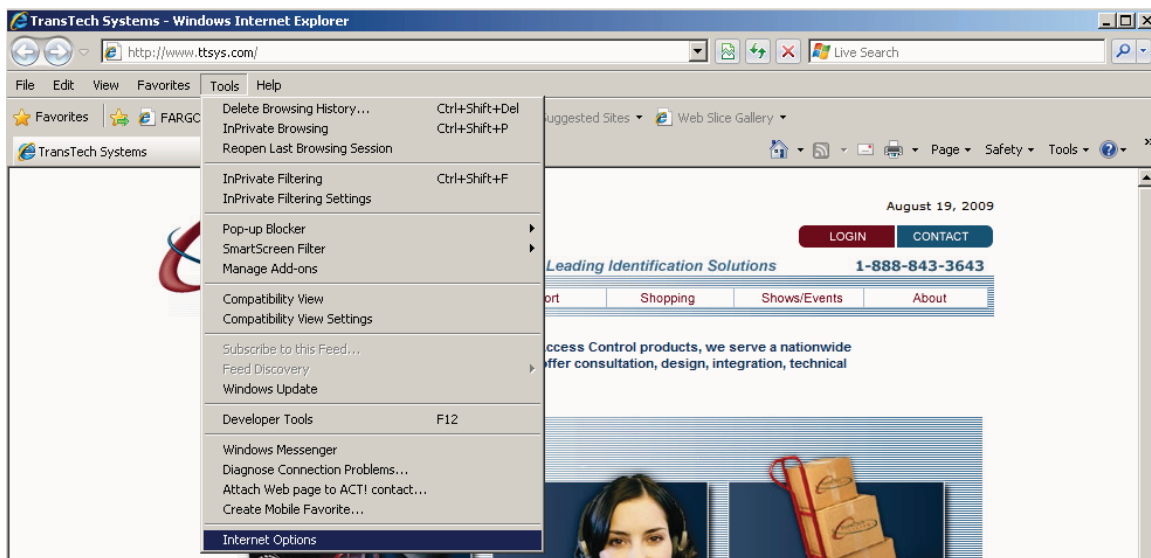
“Webpage Can Not be Displayed”

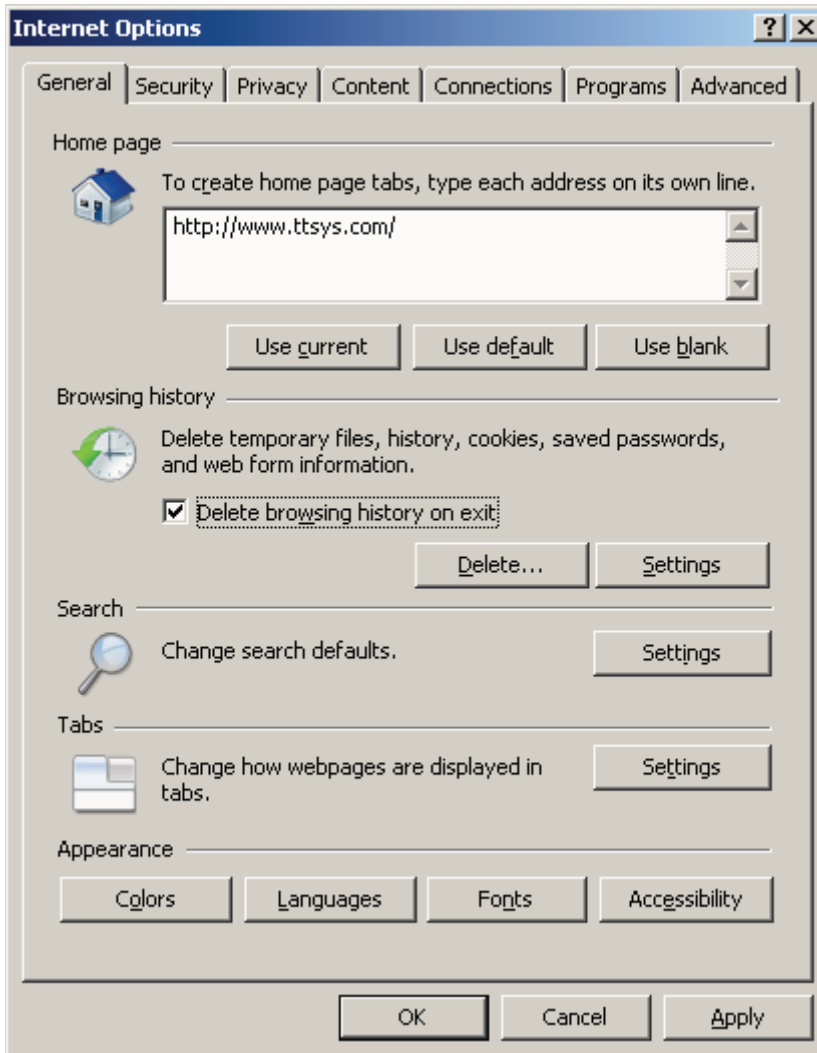
In the event that you are prompted by your internet browser with this error, the following steps can be taken in attempt to remedy the problem. We advise that you consult with your computer administrator before attempting this or any other trouble-shooting techniques. Performing the following actions may result in less efficient experience on some websites that were previously viewed using your browser.

Keep in mind, in the unlikely event of a webstore system error, orders can faxed to 503.682.0166 or emailed to [customerservice@ttsys.com](mailto:customerservice@ttsys.com)

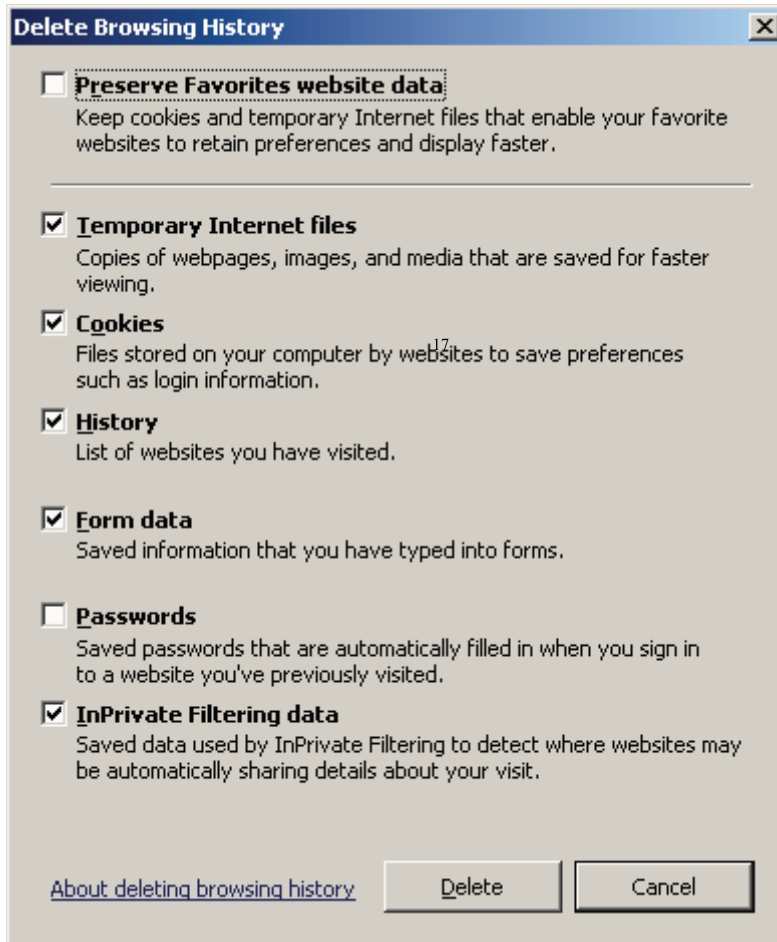
### Instructions for clearing your browser temp files in Microsoft Internet Explorer 8

First: Click on **Tools** then **Internet Options**

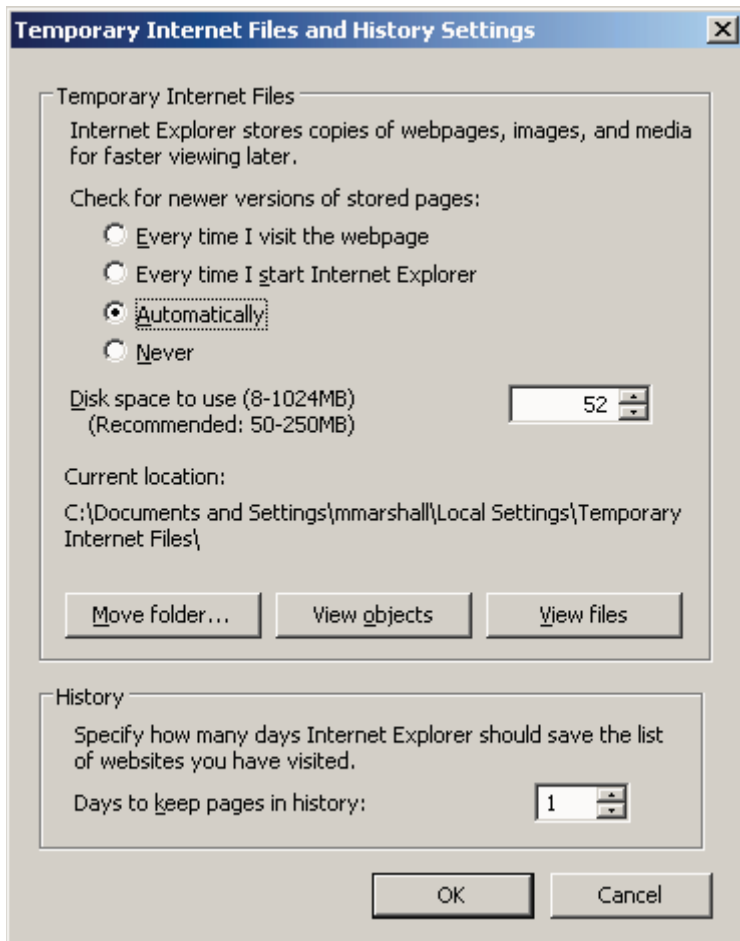




Second: Under the Browsing History, Click **Delete**



Third: Take the check OUT of Preserve Favorites website data  
Put checks in all of the corresponding boxes below  
Then Click the **Delete** button at the bottom



Fourth: Back on the Internet Options screen click on **Settings** under Browsing History  
Click on **View Files**



C:\Documents and Settings\mmarshall\Local Settings\Temporary Internet Files

Name	Internet Address	Type	Size	Expires	Last Modified	Last Accessed	Last Che
cookie:mmarsh...	Cookie:mmarshall@www.fargo.c...	Text Document	1KB	12/28/2018 11:2...	5/14/2009 4:24 PM	5/14/2009 4:28 PM	5/14/200...
cookie:mmarsh...	Cookie:mmarshall@www.fargop...	Text Document	1KB	12/31/2009 11:0...	1/5/2009 10:28 AM	5/28/2009 11:11 ...	1/5/2009...
cookie:mmarsh...	Cookie:mmarshall@fargopartner...	Text Document	1KB	5/28/2011 11:10 ...	5/28/2009 11:10 ...	5/28/2009 11:11 ...	5/28/200...
cookie:mmarsh...	Cookie:mmarshall@dell.com/	Text Document	1KB	10/10/2013 1:54 ...	10/10/2008 1:55 ...	6/3/2009 3:50 PM	10/10/20...
home3.html	http://maps.google.com/mapfile...	Firefox Docu...	1KB	6/25/2010 4:36 PM	6/25/2007 3:40 AM	6/25/2009 4:37 PM	6/25/200...
v=w2.97&hl=...	http://mt0.google.com/vt/v=w2...	IrfanView PN...	1KB	3/9/2010 9:27 PM	None	6/25/2009 4:37 PM	6/25/200...
v=w2.97&hl=...	http://mt1.google.com/vt/v=w2...	IrfanView PN...	5KB	3/9/2010 9:27 PM	None	6/25/2009 4:37 PM	6/25/200...
v=w2.97&hl=...	http://mt2.google.com/vt/v=w2...	IrfanView PN...	6KB	3/9/2010 9:27 PM	None	6/25/2009 4:37 PM	6/25/200...
v=w2.97&hl=...	http://mt0.google.com/vt/v=w2...	IrfanView PN...	12KB	3/9/2010 9:27 PM	None	6/25/2009 4:37 PM	6/25/200...
v=w2.97&hl=...	http://mt1.google.com/vt/v=w2...	IrfanView PN...	14KB	3/9/2010 9:27 PM	None	6/25/2009 4:37 PM	6/25/200...
v=w2.97&hl=...	http://mt0.google.com/vt/v=w2...	IrfanView PN...	15KB	3/9/2010 9:27 PM	None	6/25/2009 4:37 PM	6/25/200...
v=w2.97&hl=...	http://mt3.google.com/vt/v=w2...	IrfanView PN...	16KB	3/9/2010 9:27 PM	None	6/25/2009 4:37 PM	6/25/200...
v=w2.97&hl=...	http://mt2.google.com/vt/v=w2...	IrfanView PN...	17KB	3/9/2010 9:27 PM	None	6/25/2009 4:37 PM	6/25/200...
v=w2.97&hl=...	http://mt2.google.com/vt/v=w2...	IrfanView PN...	12KB	3/9/2010 9:27 PM	None	6/25/2009 4:37 PM	6/25/200...
favicon.ico	http://maps.google.com/favicon...	IrfanView IC...	2KB	6/25/2010 4:36 PM	1/9/2009 9:35 AM	6/25/2009 4:37 PM	6/25/200...
v=w2.97&hl=...	http://mt2.google.com/vt/v=w2...	IrfanView PN...	1KB	3/9/2010 9:27 PM	None	6/25/2009 4:37 PM	6/25/200...
v=w2.97&hl=...	http://mt1.google.com/vt/v=w2...	IrfanView PN...	2KB	3/9/2010 9:27 PM	None	6/25/2009 4:37 PM	6/25/200...
v=w2.97&hl=...	http://mt3.google.com/vt/v=w2...	IrfanView PN...	10KB	3/9/2010 9:27 PM	None	6/25/2009 4:37 PM	6/25/200...
v=w2.97&hl=...	http://mt3.google.com/vt/v=w2...	IrfanView PN...	7KB	3/9/2010 9:27 PM	None	6/25/2009 4:37 PM	6/25/200...
v=w2.97&hl=...	http://mt3.google.com/vt/v=w2...	IrfanView PN...	1KB	3/9/2010 9:27 PM	None	6/25/2009 4:37 PM	6/25/200...
v=w2.97&hl=...	http://mt0.google.com/vt/v=w2...	IrfanView PN...	10KB	3/9/2010 9:27 PM	None	6/25/2009 4:37 PM	6/25/200...
v=w2.97&hl=...	http://mt1.google.com/vt/v=w2...	IrfanView PN...	14KB	3/9/2010 9:27 PM	None	6/25/2009 4:37 PM	6/25/200...
ft?lrs=w2.97...	http://mt0.google.com/vt/ft?lrs...	File	1KB	3/9/2010 9:27 PM	None	6/25/2009 4:37 PM	6/25/200...
v=w2.97&hl=...	http://mt1.google.com/vt/v=w2...	IrfanView PN...	4KB	3/9/2010 9:28 PM	None	6/25/2009 4:37 PM	6/25/200...
v=w2.97&hl=...	http://mt1.google.com/vt/v=w2...	IrfanView PN...	3KB	3/9/2010 9:28 PM	None	6/25/2009 4:37 PM	6/25/200...
v=w2.97&hl=...	http://mt2.google.com/vt/v=w2...	IrfanView PN...	4KB	3/9/2010 9:28 PM	None	6/25/2009 4:37 PM	6/25/200...
v=w2.97&hl=...	http://mt0.google.com/vt/v=w2...	IrfanView PN...	5KB	3/9/2010 9:28 PM	None	6/25/2009 4:37 PM	6/25/200...

Fifth: If there are ANY files in this window, please delete them all.  
Yes, you are sure, if it asks.

Sixth: Please close all windows and reboot your computer.



## **CUSTOMER SERVICE CONTACT INFORMATION**

Office hours are Monday through Friday 7:30 AM PT to 5:00 PM PT

**TransTech Systems, Inc**  
**Phone: 888.843.3643**  
**Fax: 503.682.0166**  
**customerservice@ttsys.com**  
**www.ttsys.com**