

# R.F. Fager Online Store Manual

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# R.F. Fager Online Store Manual

## Log In

In Google Chrome or Mozilla Firefox enter <https://store.rffager.com> or browse to [www.rffager.com](http://www.rffager.com) then in the upper right click on Contractor ONLINE Ordering.

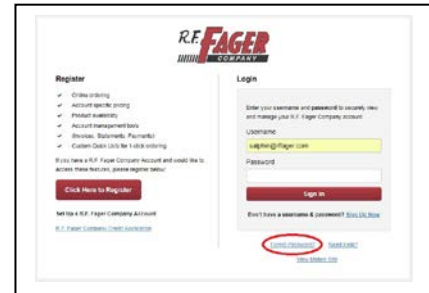
Then click on the Place An Order button.

Enter the Username (email address) and Password you provided then click on the Sign In button. When logged in, your account name and customer # will show in the upper right.



## Forgot Password

If you have an Online Store account and have forgotten your password browse to <https://store.rffager.com/webcat/> enter your username (email address) then click on the Forgot Password link.

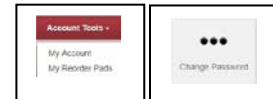


Then enter your username (email address) and click on the Reset Password Now button. You will receive an email with a temporary password then once logged in you can create a new password.



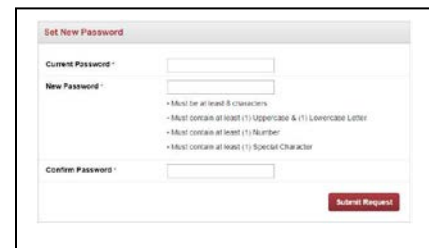
## Changing your Password

In the upper right click on the Account Tools button then select My Account.



On the My Account page click on the Change Password button.

On the Set New Password page enter your current password. Then enter the new password being mindful of the rules. Re-enter your newly chosen password to confirm then click on the Submit Request button. You will receive a response that you have successfully changed your password.



## Branch Selection

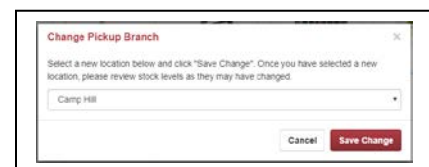
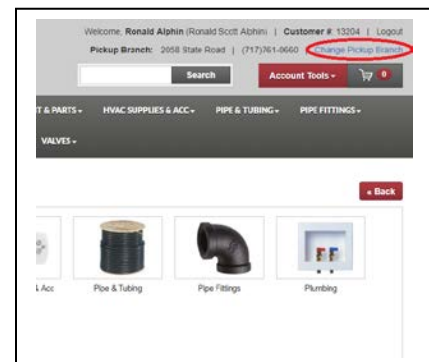
Your account was setup with the default branch that you chose.

You can view your current branch by clicking on Change Pickup Branch at the upper right.

If you need to pick up an item from a different branch change the branch setting before beginning the order.

**If using Fager Delivery or UPS change your branch to Camp Hill before beginning your order.**

You can change the branch by selecting it from the dropdown list and clicking on the Save Change button.



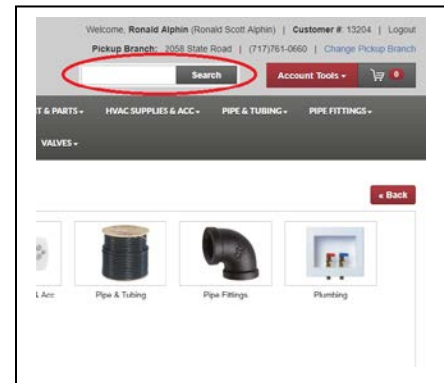
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## Searching

You can use the Search box by using specific part numbers or by using keywords.

Remember until you are familiar with the system using fewer more common words will return more options.

You can also use the pictured categories to narrow the results then use the Filter By check boxes on the left to further reduce the results.



## Stock Availability and Location

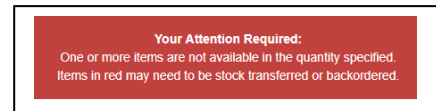
The displayed quantity in the Stock column is for your selected branch only.

If you hover over the word Check it will show the availability of the item for each branch.

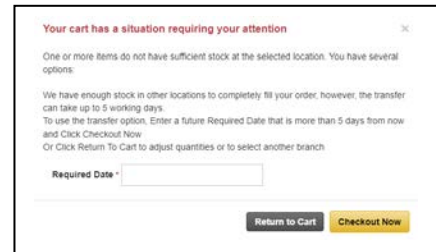
If you see "Available via Transfer" that means your selected branch does not have enough of the item in stock to fulfill the order but there is enough within all other branches to satisfy the order.



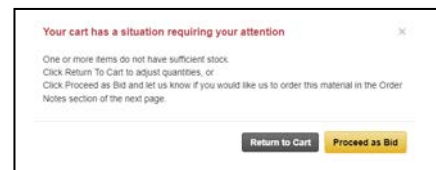
When you view a Cart with an "Available via Transfer" or "0 Available" item in it you will get this message near the top of the page.



For "Available via Transfer" items when you click on the Checkout button you will get this message. You must enter a date to proceed. We will review the order and make any needed changes to transfer in the required equipment.



For "0 Available" items when you click on the Checkout button you will get this message. Clicking the Proceed as Bid sends the order into our system in a Bid Status. We will review the order and contact you with any questions. If you wish the order to become an active order please make a note on the order with the requested shipping date and method or contact us so that we can make the needed changes.



## Adding Items to the Cart

Once you have found what you are looking for enter a quantity then click on the Add button. You can continue shopping for other equipment in the same way. You can also enter the quantity of multiple items on a page then at the bottom click on the Add All button.



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## Completing a Stock Item Order

Click on the Shopping Cart button.



On the Shopping Cart page review your items, change quantities or remove items as needed then click on the Checkout button.



On the Place Order page complete the fields including the Order Notes.

PO # - Enter your company's PO # or Reference

Job Name – End customer or Job Name

Ship Via – Customer Pickup, Fager Delivery or UPS.

If choosing Fager Delivery or UPS change the branch to Camp Hill.

UPS shipping charges are additional and will be added after the order has shipped.

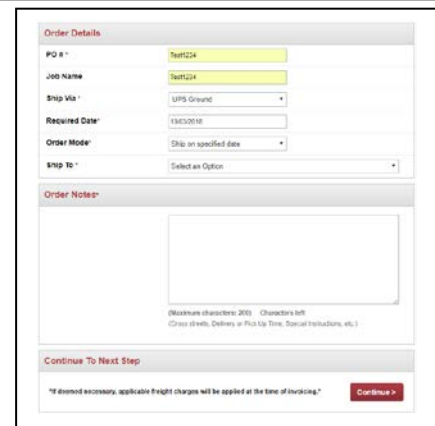
Required Date – Date you would like to receive Fager Delivery orders or the date to ship UPS deliveries.

Order Mode - Bid Only, if you would like to receive an emailed Bid. Ship on specified date to receive the order on the Required Date.

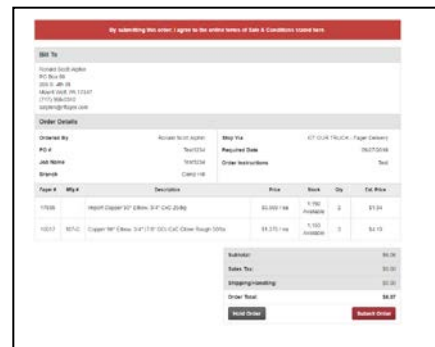
Ship To – Select an address from the drop down list or choose Manually Enter Address to enter an address.

Order Notes – Enter Cross Streets, Delivery or Pick Up Time, special shipping instructions, etc...

Click on the Continue button



On the Order Summary page – Review your order, use the Back button to make changes, use the Print button to print a copy of the order, use the Hold Order button to hold the order for later online editing, use the Submit Order button to complete the order. After submitting the order an email will be sent to the default email address set for the account.

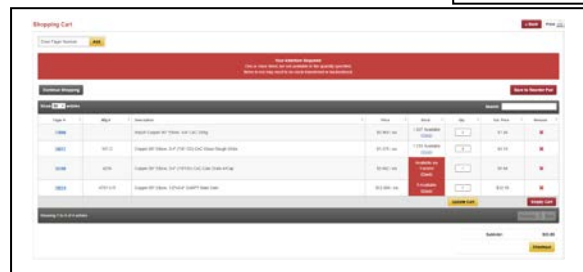


## “Available via Transfer” or “0 Available” Item Orders

Click on the Shopping Cart button.



On the Shopping Cart page change quantities or remove item(s) then click on the Checkout button.



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When you view a cart with an “Available via Transfer” or “0 Available” item in it you will get this message near the top of the page.

With an “Available via Transfer” item if you click on the Checkout button you will get this message. You must enter a date to proceed. We will review the order to transfer in the required equipment. Please make a note on the order with the requested delivery date and if you want it Shipped Complete, Ship all Available or Will Call. Transfers will add a minimum of 2 days to the delivery time.

With a “0 Available” item if you click on the Checkout button you will get this message. Clicking the Proceed as Bid sends the order into the system in a Bid Status. We will review the order, contact you with any questions. If you wish the order to become an active order please make a note on the order with the requested shipping date and method.

On the Place Order page complete the fields including the Order Notes.

PO # - Enter your company’s PO # or Reference

Job Name – End customer or Job Name

Ship Via – Customer Pickup, Fager Delivery or UPS.

If choosing Fager Delivery or UPS change branch to Camp Hill.

UPS charges are additional and will be added after shipping.

Required Date – Date you would like to receive the item(s).

Order Mode - Bid Only, if you would like to receive an emailed Bid.

Ship on specified date to receive the item(s) on the Required Date.

Ship To – Manually Enter Address or select an address from the list.

Order Notes – Enter any additional information.

Click on the Continue button

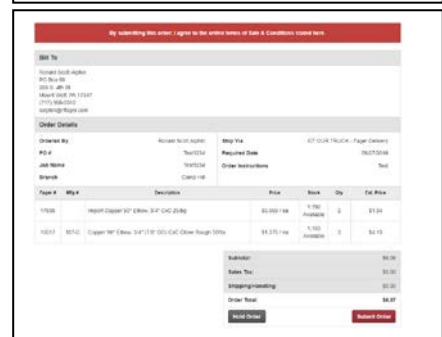
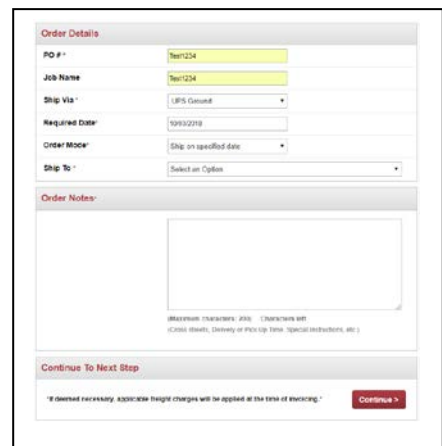
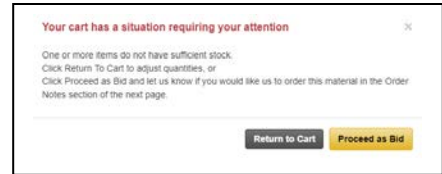
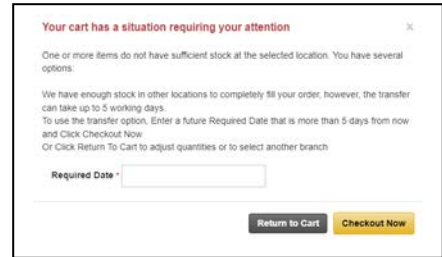
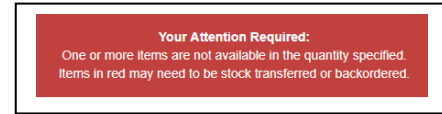
On the Order Summary page – Review your order, use the Back button

to make changes, use the Print button to print a copy of the order, use

the Hold Order button to hold the order for later online editing.

Click on the Submit Order button to finalize the order. After submitting

an order, a confirmation email is sent to the address on the account.



## Online Payment

We currently do not accept payment online. Credit account customers can check out and their account will be charged. Cash account customers can place a credit card on file to charge at checkout, stop in with payment before the delivery is made or C.O.D having a check in the exact amount for the driver when the delivery is made. If payment is not received in one of these ways the delivery will not be made.

# R.F. Fager Online Store Manual

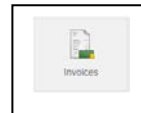
## Invoice Information

Online and in-store invoices can be viewed.  
The default invoice view is 30 days.

To view your invoices, click on the Account Tools button then click on My Account.



Click on the Invoices button.



You can enter search criteria like beginning date, end date and/or keyword to narrow the invoices viewed.

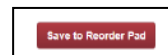
Viewing a large quantity of invoices can cause your connection to slow greatly.



## Reorder Pads

You can build reorder pads that all online users assigned to your account can access for standardized jobs or regularly ordered equipment for quicker checkout.

To create a Reorder Pad, build an order like normal then go to the cart. Click on the Save to Reorder Pad button.



Enter the name and any notes about the reorder pad then click on the Save Reorder Pad button.

You can also add to or replace an existing reorder pad from this page.



## Viewing a Reorder Pad

To view your invoices, click on the Account Tools button then click on My Reorder Pads.



When viewing a reorder pad, you can change item quantities and remove items, if you make changes be sure to click on the Update button. If you click on the Add All button the items with a quantity of 1 or greater will be added to the cart in the specified quantities.

## To Cancel or Change an Order

If the order has not yet been completed click on the Back button in the upper right until you are back at the shopping cart item view. Remove items or change quantities. If all items are removed you are done. If you change a quantity you can proceed as normal.

If you need to cancel or change an order after it has completed the submittal process please call in to one of our locations or your outside salesman as soon as possible to have the order canceled or changed.

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## Holding an Order

Holding an order saves it on the Online Store server and does not get sent into the R.F. Fager Eclipse system. Held orders can only be viewed and edited online. Held orders can be opened, edited, re-held or completed as a normal order.

Create an order just like you would to purchase the equipment, then at the Order Summary page click on the gray Hold button at the bottom.

The screenshot shows the 'Order Summary' page. At the bottom right, there is a 'Hold Order' button circled in red, and a 'Submit Order' button next to it. The page displays order details, including PO #, Job Name, Ship Via, Required Date, and a table of items with columns for Item #, Qty, Description, Price, Stock, Qty, and Est. Price.

## Viewing Held Orders

To view a Held Order, go to Account Tools\My Account then click on the Held Orders button. Click on the held order you want to open.



## Saving Bids

Place items in your cart like you would for a regular order.

Click on the Shopping Cart symbol in the upper right.

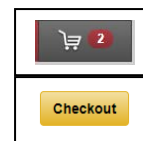
Click on the Checkout button on the bottom right.

Enter a reference in your PO and Job Name fields so you can find it later. In the Ship Via field select the method of shipping you may want if you later turn this into an order. We suggest Customer Pickup as that has the least potential for problems.

Enter a date in the Required Date field.

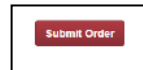
In the Order Mode field select Bid Only.

Enter any additional information in the Order Notes then click on the Continue button in bottom right.



The screenshot shows the 'Order Details' form. It includes fields for PO #, Job Name, Ship Via (set to Customer Pickup), Required Date (11/02/2016), and Order Mode (Bid Only). There is also an Order Notes section with a text area and a 'Continue To Next Step' button at the bottom right.

On the Order Summary page click on the Submit Order button in the bottom right. The bid will be sent to the email address on the account the same as an active order.

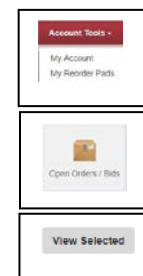


## Viewing Open Orders / Bids

In the upper right click on the Account Tools button then select My Account.

On the My Account page click on the Open Orders / Bids button.

You can enter search criteria beginning date, end date and/or keyword to narrow the quantity viewed. To open one or multiple order/bid(s) select the box(s) in the view column then click on the View Selected button. To close the order/bid click the Back button at the top right.



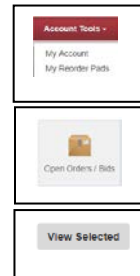
# R.F. Fager Online Store Manual

## Turning a Bid into an Order

In the upper right click on the Account Tools button then select My Account.

On the My Account page click on the Open Orders / Bids button.

On the Open Orders / Bids page you can enter search criteria beginning date, end date and/or keyword to narrow the Open Orders / Bids viewed. To open one or multiple order/bid(s) select the box(s) in the view column then click on the View Selected button. To close the order/bid click the Back button at the top right.



On the Detailed Order View page for the Order / Bid you selected, you can change quantities, add individual line items or Add All. If you click on the Add All button the items with a quantity of 1 or greater will be added to the cart in the specified quantities.

## Viewing your Account Summary

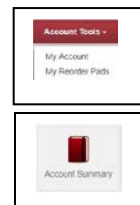
In the upper right click on the Account Tools button then select My Account.

On the My Account page click on the Account Summary button.

The Account Summary page shows your Account from a few different points of view for your reference.

Account Summary

Account Balance			
Future Orders:	\$0.00	Deposits:	\$0.00
Current Orders:	\$0.00	Orders:	\$0.00
01-00:	\$0.00	MTD Sales:	\$0.00
01-00:	\$0.00	YTD Sales:	\$0.00
01-120:	\$0.00	6-Mo Average:	\$0.00
Over 120:	\$0.00	6-Mo High:	\$0.00
Total:	\$0.00		
Payment Days:	0	Terms:	Net Due On Invoice
		Credit Limit:	\$10,000.00
		Available:	\$10,000.00
		Last Sale:	09/01/2017 / \$0.00
		Last Payment:	12/00/10/9 / \$0.00



## Viewing and updating your Online Customer Profile

In the upper right click on the Account Tools button then select My Account.

On the My Account page click on the Customer Info button.

Any changes made here affect online ordering only. If you do change something click on the Update Profile button to save the changes.



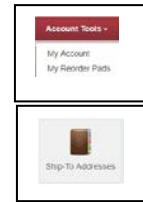
If you need to change your account Bill To information please contact the R.F. Fager Credit Department at 717-761-0660.



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## Ship-To Address Adding and Editing

In the upper right click on the Account Tools button then select My Account.



On the My Account page click on the Ship-To Addresses button.

To add a Ship-To address click on Select Ship-To to Edit button then click on Add a New Ship-To.

The screenshot shows the 'Add/Edit Ship-to Addresses' form. At the top, there is a header 'Add/Edit Ship-to Addresses' and a dropdown menu for 'Available Ship-Tos' with 'Select Ship-To to Edit' selected. Below this is another dropdown menu for 'Available Ship-Tos' with 'Add a New Ship-To' selected. The main section is titled 'Shipping Information' and contains several fields: 'Ship-To Description' (R.F. Fager Co. CMP), 'Contact Name' (Scott Alphin), 'Company Name' (R.F. Fager Company), 'Address 1' (2058 State Rd), 'Address 2' (empty), 'City' (Camp Hill), 'State' (Pennsylvania), 'Zip Code' (17011), 'Phone' (7179680310), 'Fax' (empty), and 'E-mail' (salphin@rffager.com). There is an 'Add' button at the bottom right of the form.

Complete the required fields then click on the Add button.

To edit a Ship-To address click on Select Ship-To to Edit button then click on the address you want to edit.

Make needed changes then click on the Update button.

If you have any questions or comments please contact me.

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