

Distributor Training

Using the Lubrigard Web Site

Table of Contents



The Lubrigard Web site provides you with a range of tools to manage your clients.

Part I	Setting up a New Customer	4
	Registering a Client Account	5
	Validating the Client Account	6
	Completing a Client Registration	7
	Signing in to a Specific Customer	8
Part II	Using the Shopping Cart	9
	Viewing Products	10
	Viewing Product Details	11
	Adding Items to your Shopping Cart	12
	Key Codes and Tax Exemptions	13
Part III	Generating an Order	14
	Shipping / Billing Address	15
	Payment Information	16
	Confirming Your Order	17
	Order Verification	18
	Lubrigard Distributor Order Options	19
Part IV	Generating a Quotation	20
	Working with Quotations	21
Part V	Managing your Clients	22

Table of Contents



Keep track of your
Lubrigard Account
information.

LUBRIGARD DISTRIBUTOR ACCOUNT INFO

Lubrigard Web Site	http://www.lubrigard.com
Sign-in E-mail Address	
Password	
Rep Key Code	

CONTACT INFORMATION

Lubrigard Ltd.	
C8 – 1175 Appleby Line Burlington, ON L7L 5H9	
Telephone	905-569-8600
Toll-free	1-800-268-2131
Facsimile	905-569-8605
Web site	http://www.lubrigard.com
E-mail	info.sales@lubrigard.com

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Part I – Setting up a New Customer

Clients are welcome to browse product and service offerings on the Lubrigard Web site, however, they are required to register in order to view pricing and to place orders. Once registered they will have to sign in for repeat shopping.

There are many links to the registration page, some of which are illustrated by the high-lited areas in Figure 1.

After clicking on the [register](#) link the client will be taken to the Registration page. If the client is already registered then after clicking on the [sign in](#) link the client will be taken to the Sign In page.

Next Registering a Client Account

 The Lubrigard site will automatically attempt to log in the customer on subsequent visits to the Web site. For Distributors, you will be logged into the account that you were signed in on your previous visit.

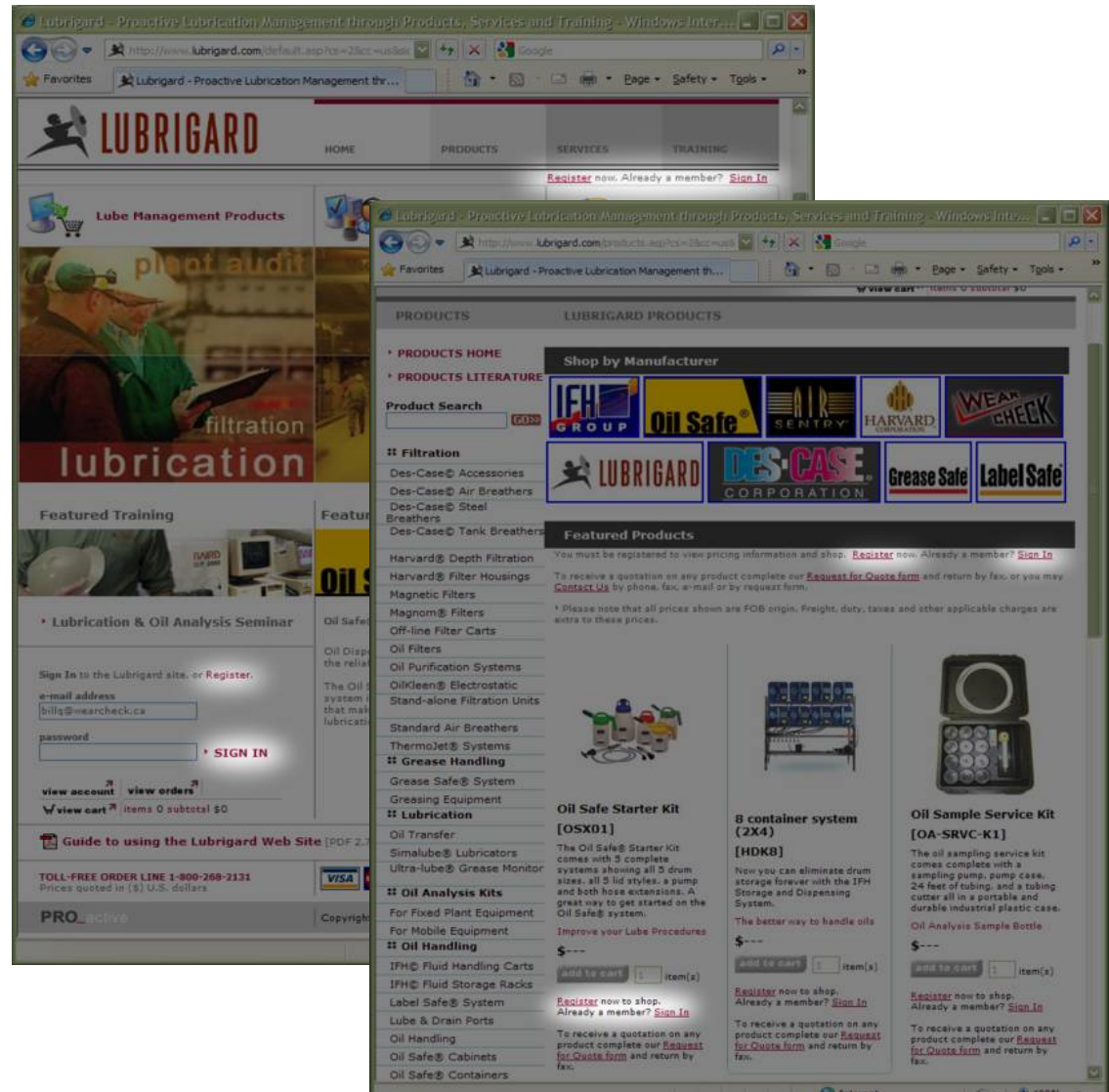


Fig. 1 – The main and products pages of the Lubrigard Web site showing the numerous links to the Registration and Sign In pages.

Part I – Registering a Client Account

The [register](#) link takes you to the Registration page (illustrated in figure 2).

You can use the client's business card to register their account. First enter their e-mail address which will become their username for signing on to the Lubrigard site in the future. Next enter a password (between 5 – 25 characters) and re-enter the password to verify.

Then enter the client's contact and billing information. All fields marked with an asterisk (*) are required to be filled in. This information is straightforward.

Make sure that you enter your **Distributor Key Code** in the field provided. Registering your key code will ensure that you receive the validation e-mail in order to complete setting up the account. Also, registering your key code will log all orders from the client against your distributor account, ensure that you are notified by e-mail on any order or quotation that the customer makes through the Web site, and will allow you to track this customer under your own Lubrigard account.

When you have entered all the required information, click on the submit button. The account is created, and the Validation page is shown on the Web site. Both you and the client will receive an e-mail with a validation code necessary to complete the account set-up.

Next **Validating the Client Account**

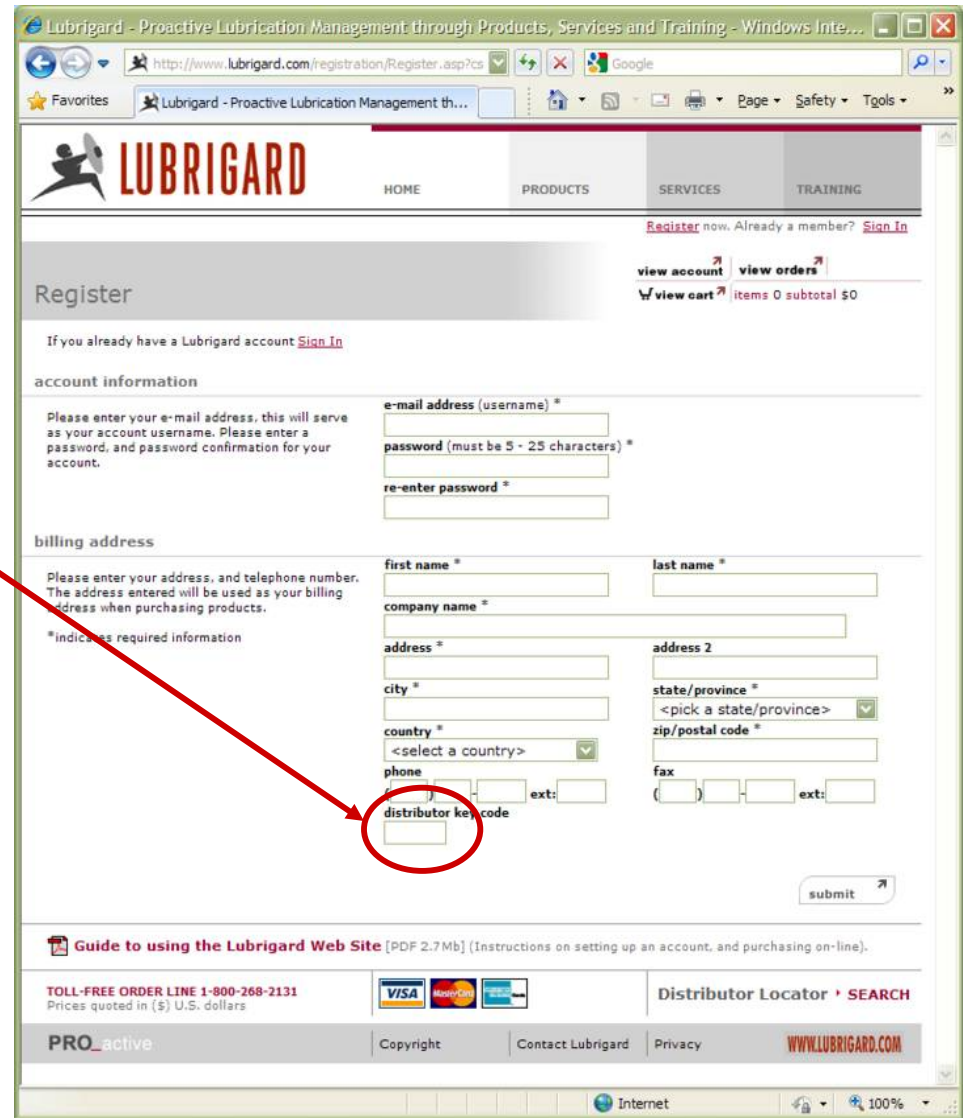


Fig. 2 – The Lubrigard Registration Page.

Part I – Validating the Client Account

Upon registering the client immediately receives a “Welcome to Lubrigard” e-mail message that includes a Validation Code. This process is necessary to ensure that the e-mail address entered in the account information is valid for the user.

The Validation page is immediately loaded on the Lubrigard site upon registering. You should check your e-mail, then determine the Validation Code from the e-mail (in this case the Validation Code is 3227).

You enter the Validation Code into the Validation Code field of the Web site and click on the submit button. If you close the browser before validating the account, then any subsequent Sign in to the Lubrigard Web site, using that client account, will immediately take you to the Validation page. You must enter this validation code before being able to view pricing or shop on-line for this client.

There is a link to [re-send](#) the validation e-mail. If you or the Client did not receive, or you have lost this e-mail, simply clicking on this link will re-send the e-mail.

Next **Completing a Client Registration**



If you do not receive the e-mail, chances are that the Distributor Key Code that you entered is not registered against your Lubrigard Distributor account. Rather than re-registering the client, contact Lubrigard and we will confirm your key code, and validate the client account for you.

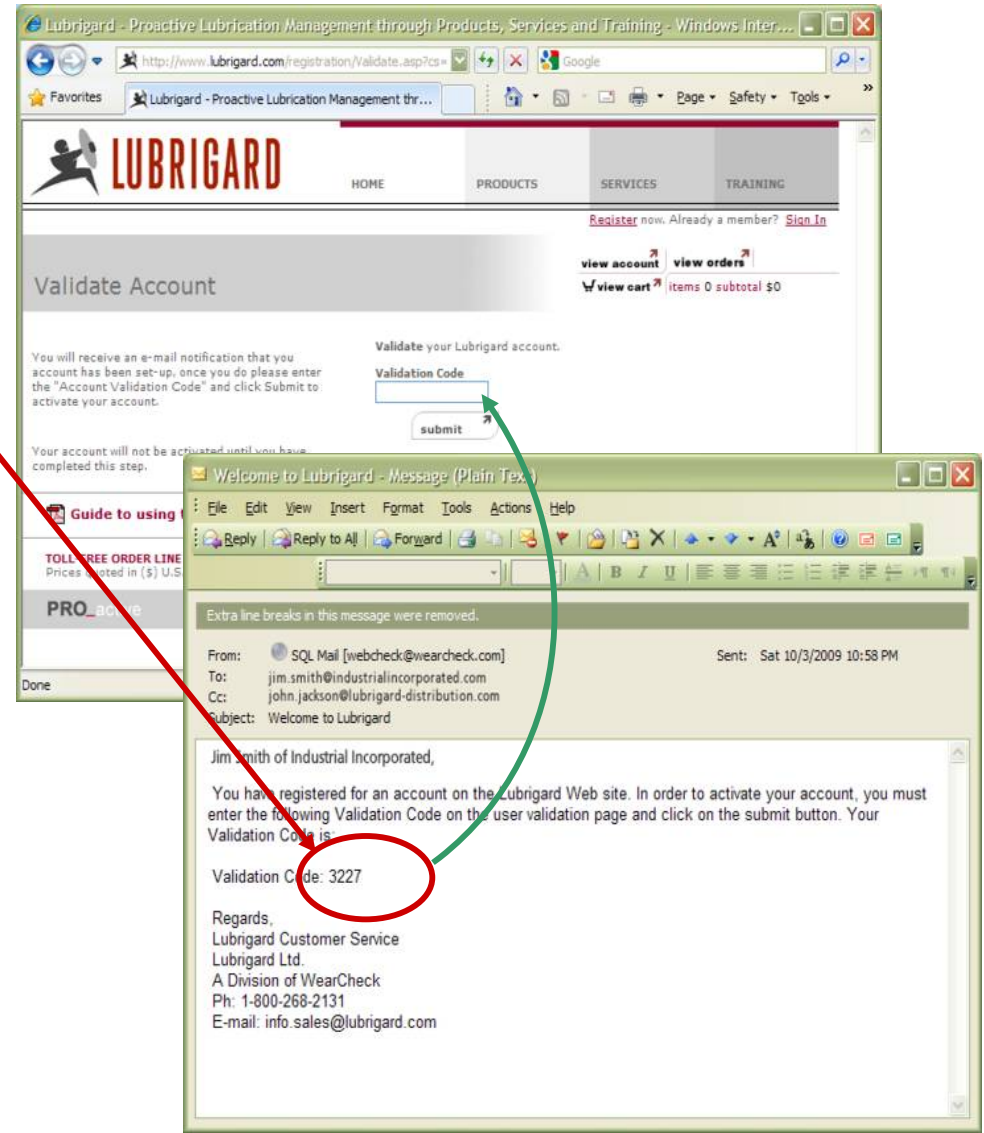


Fig. 3 – The Lubrigard Validation page and Validation e-mail message..

Part I – Completing a Client Registration

Upon entering the validation code and clicking the submit button, you will be logged into the Client's Lubrigard account, and the page from which you registered the client will be re-loaded.

Both you and your client will receive an automated e-mail welcoming them to Lubrigard, and showing them the URL (login address for the Web site), and their User ID and Password.

You should save these e-mails into a folder in your e-mail client (i.e. a "Lubrigard Accounts" folder), so that you can reference your clients login in the future.

Next **Signing In**



You will know when you are logged into the Lubrigard site when you see "Welcome, your name" at the top right of any page on the Lubrigard Web site (as illustrated in figure 4). You will also have access to any recent quotations done for the client.

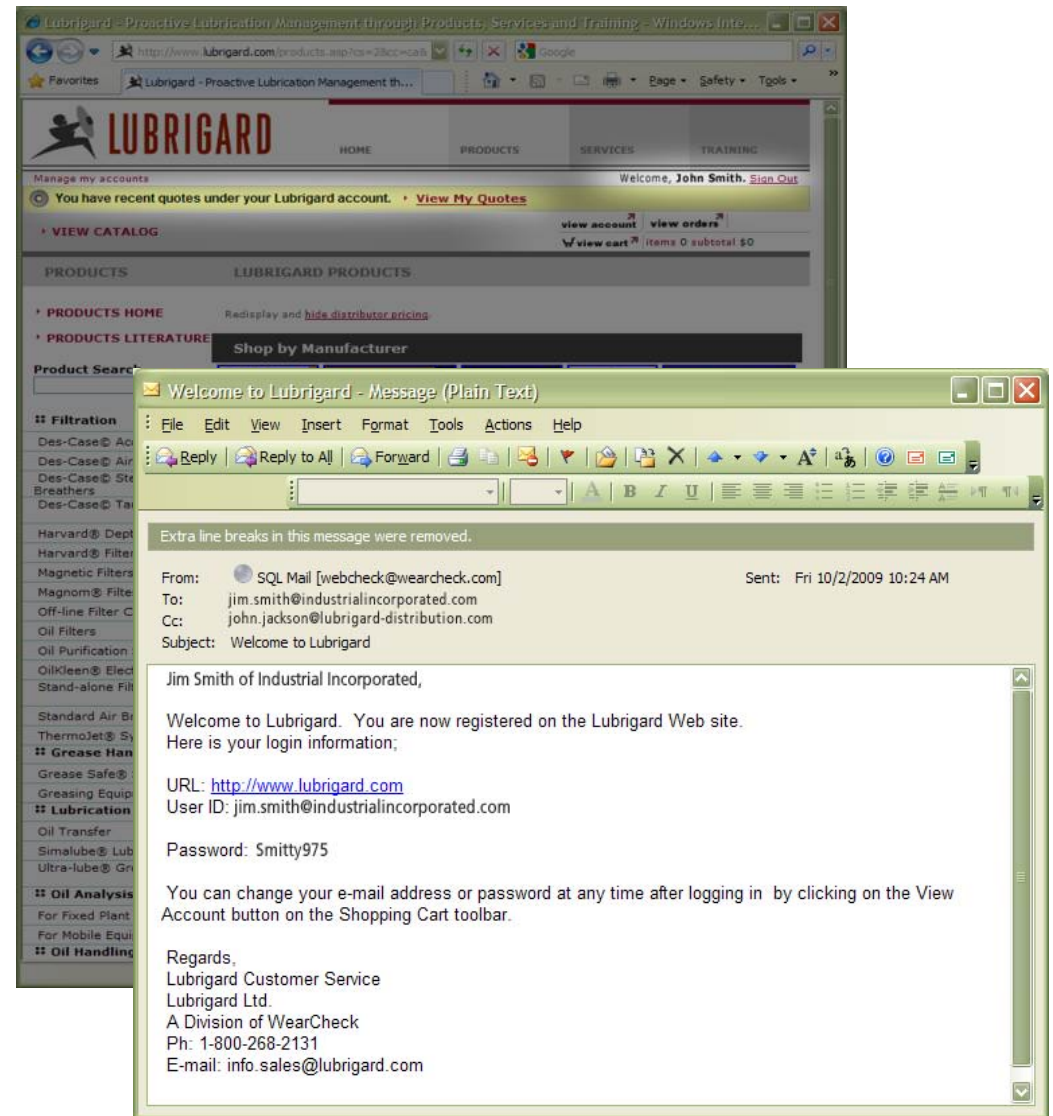


Fig. 4 – The Lubrigard Welcome e-mail message and Home page once the user has Signed In or completed their registration.

Part I – Signing in to a Specific Customer

After completing registration the Client will automatically be logged in to the Lubrigard Web site. On subsequent visits to the Lubrigard Web site, the last client logged in will be automatically signed in.

To logoff and sign in as a different customer (or to login to your own distributor account), simply click the [Sign Out](#) link, followed by the [Sign-In](#) link once the page refreshes.

To Sign In (from either the Home page or the Sign In page), enter the clients e-mail address, and password and then click the **SIGN IN** link. If the sign in is successful you will see the “Welcome, {your client’s name}” at the top of the page (see the previous page).

If the login is unsuccessful you will see an error message telling you what happened. At this point a link will be available to have the Lubrigard “Welcome” e-mail re-sent with the client login information.

Next Using the Shopping Cart



You will know when you are logged into the Lubrigard site when you see “Welcome, your name” at the top right of any page on the Lubrigard Web site (as illustrated in figure 4). You will also have access to any recent quotations done for the client.

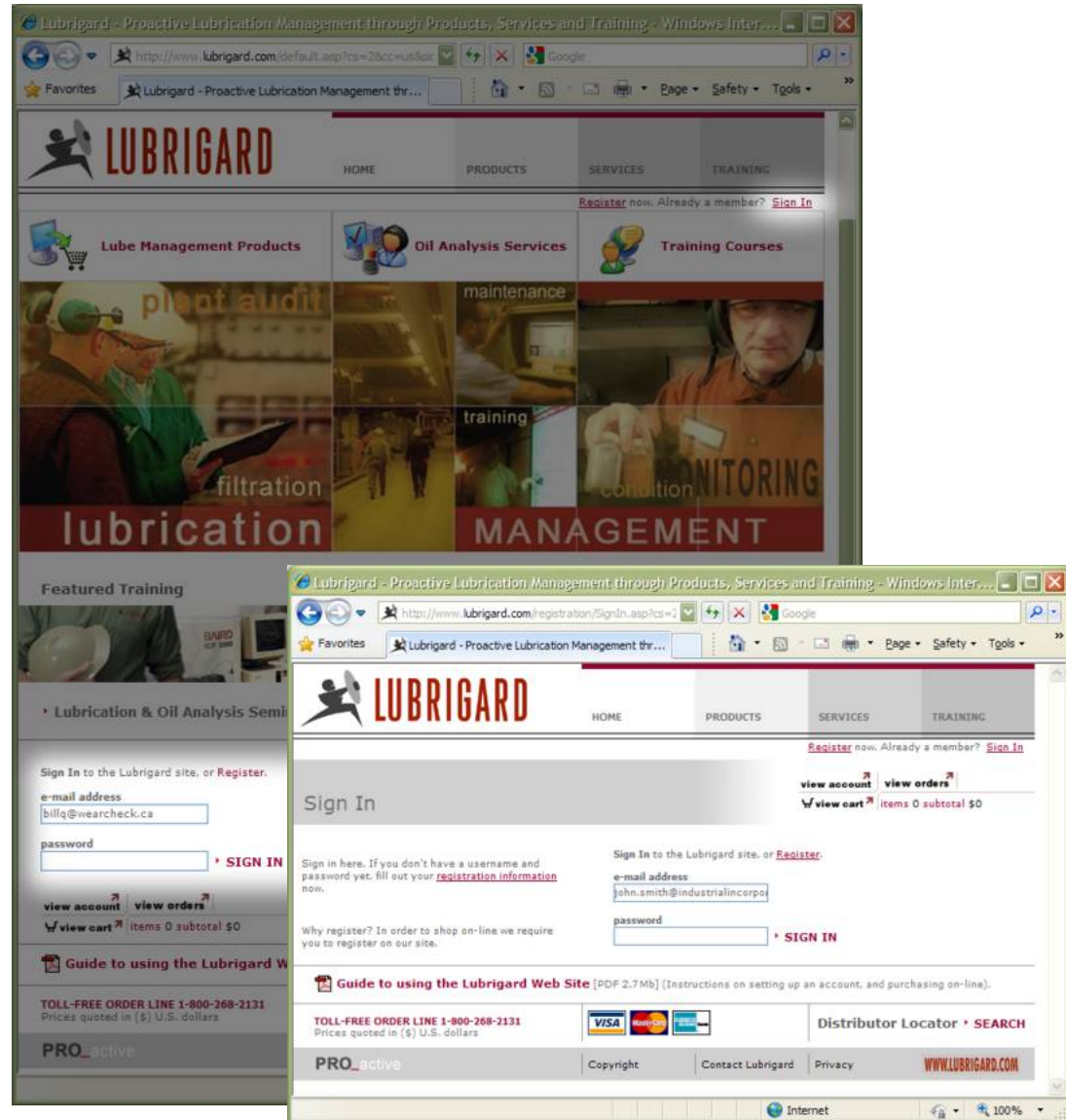


Fig. 5 – The Lubrigard Home page highlighting the Sign-In areas, and the Sign In page.

Part II – Using the Shopping Cart

After registering or Signing In, you are free to place products into the shopping cart, and to generate quotations and/or make purchases.

To shop click on the PRODUCTS link and then shop for products by either;

1. Entering a partial product description or partial part number into the Product Search field and clicking the Go button,
2. Selecting a product group from the products category list (the list on the page illustrated in figure 6 starting with :: Filtration),
3. Clicking on any one of the Manufacturer logos to view products from that manufacturer.

In this example we will click on the “Oil Safe” logo to view Oil Safe products.

Next Viewing Products and Product Details

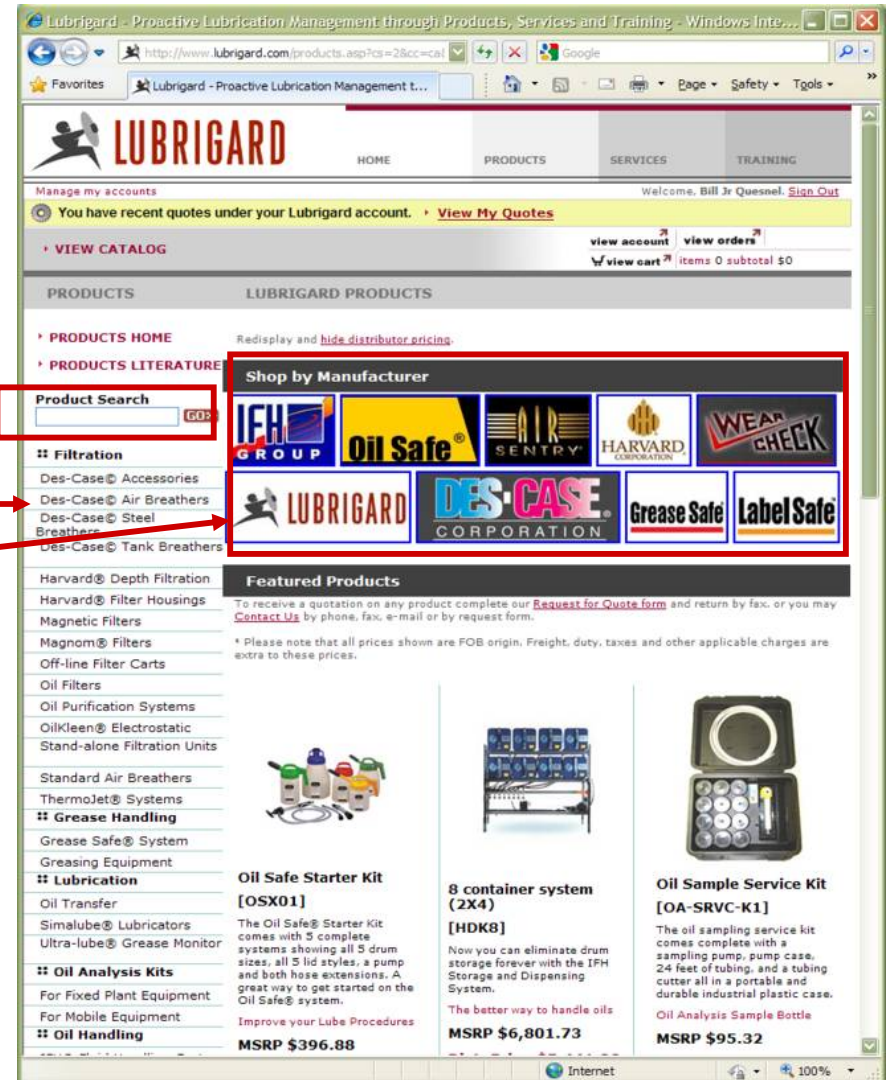


Fig. 6– The Lubrigard Products main page.

Part II – Viewing Products

Upon clicking on the “Oil Safe” logo, a list of all Oil Safe products is listed (as illustrated in figure 7). The list shows a small image of the product, and a short detail, including the product name, part number, price (including distributor pricing, if you are logged in under your distributor account), quantity in stock, and the add to cart button, with the quantity to be added to your shopping cart.

To see more detail on a product, simply click on the image, product name, or part number. This will call up the Product Detail page (illustrated on next page in figure 8).

To add an item to your shopping cart, simply specify the desired quantity and click on the **add** button. The button will temporarily change to “adding...” then change back to the **add** button. Your shopping cart summary (top right of the Lubrigard Web site page) will update with your item and quantities.

You can continue to shop in this manner, until you are ready to check out (or create a quotation), at which time you will click on the **view cart** link on your cart summary.

Next Viewing Product Details



Some products contain a pull down list for certain specifications (such as color). When you select a particular specification in the product list page, then click for the product detail, you will typically notice that the product image shows that specification (i.e. an oil safe lid will be red when red is selected).

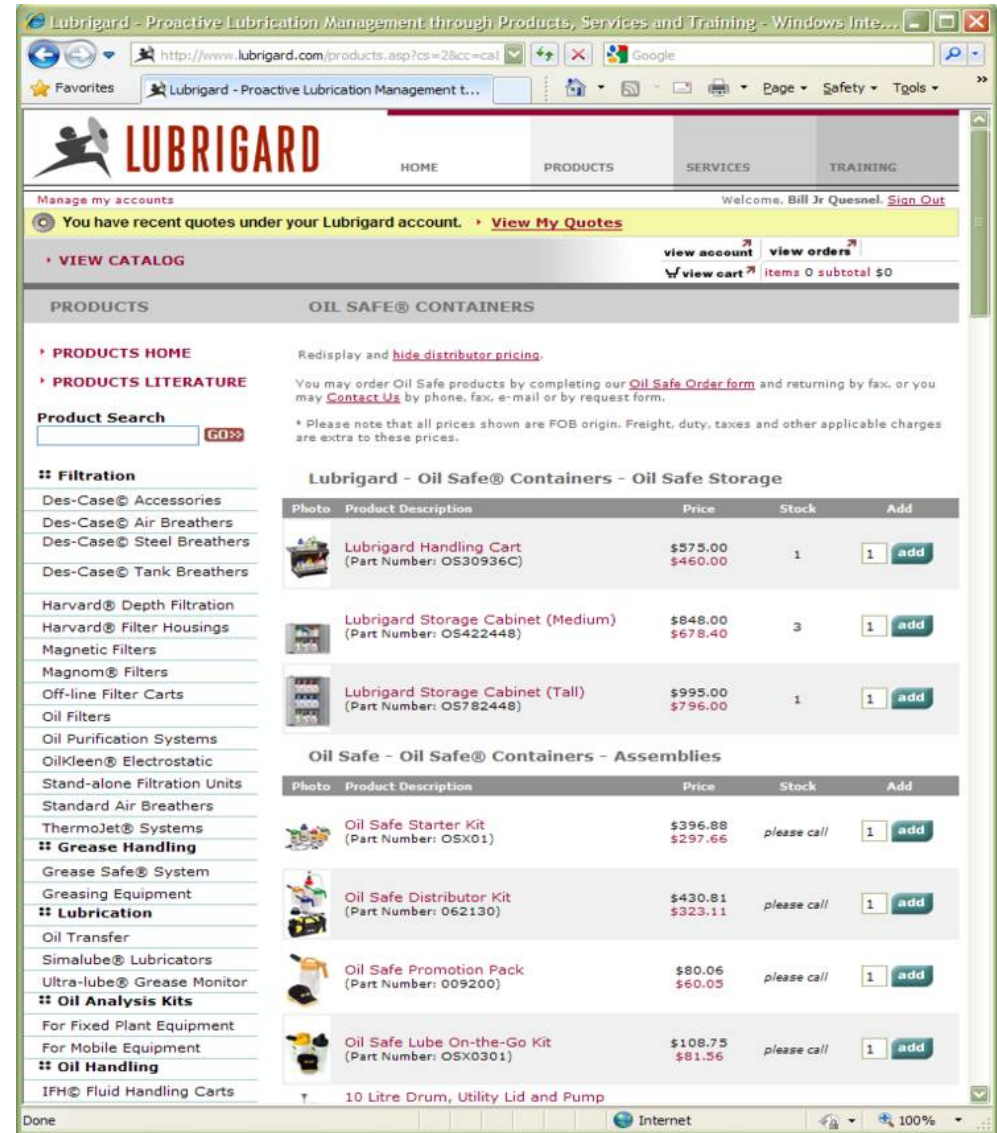


Fig. 7 – The “Oil Safe” products listing.

Part II – Viewing Product Details


To see more detail on a product, simply click on the image or product name. This will call up the Product Detail page (illustrated in figure 8).

The product detail page will list any documents available for the product, give a product overview, specifications and features. In addition to this information product ACCESSORIES and below that, RELATED ITEMS are listed.

The accessory and related products can be added to the shopping cart right from this page, or you can view a product detail on any of these products by clicking on the image or, product name, part number, or the **view this product** link.

Similarly to add any item to your shopping cart specify the quantity of the product and then click on the **add to cart** button.

Next Adding items to your Shopping Cart

 When you are logged into the Lubrigard Web site with your distributor account you will see both **MSRP** and **Distributor Pricing**. Your client's will only see MSRP pricing. You can also hide the distributor pricing by clicking on the hide distributor pricing link at the top of the page.

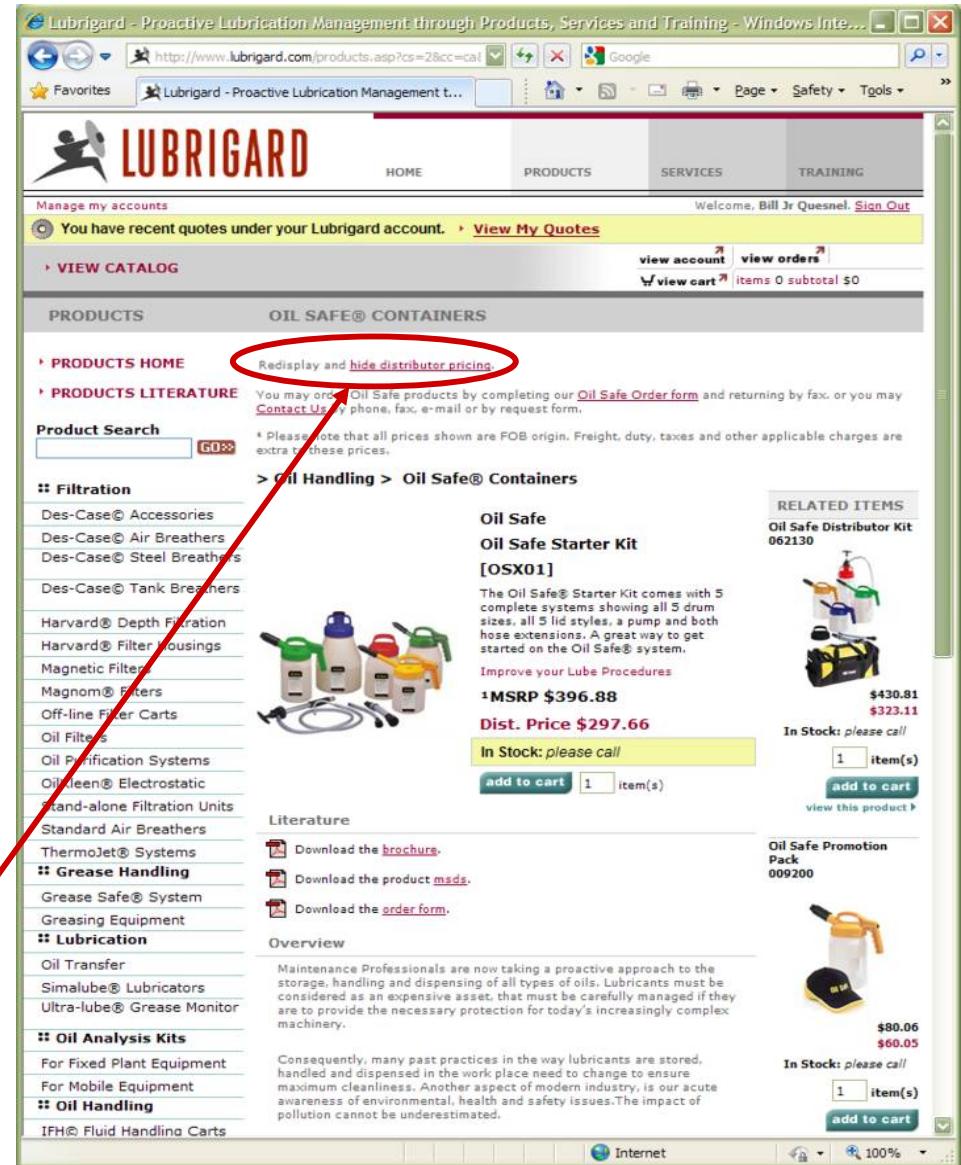


Fig. 8 – The Lubrigard product detail page, showing related items.

Part II – Adding Items to your Shopping Cart

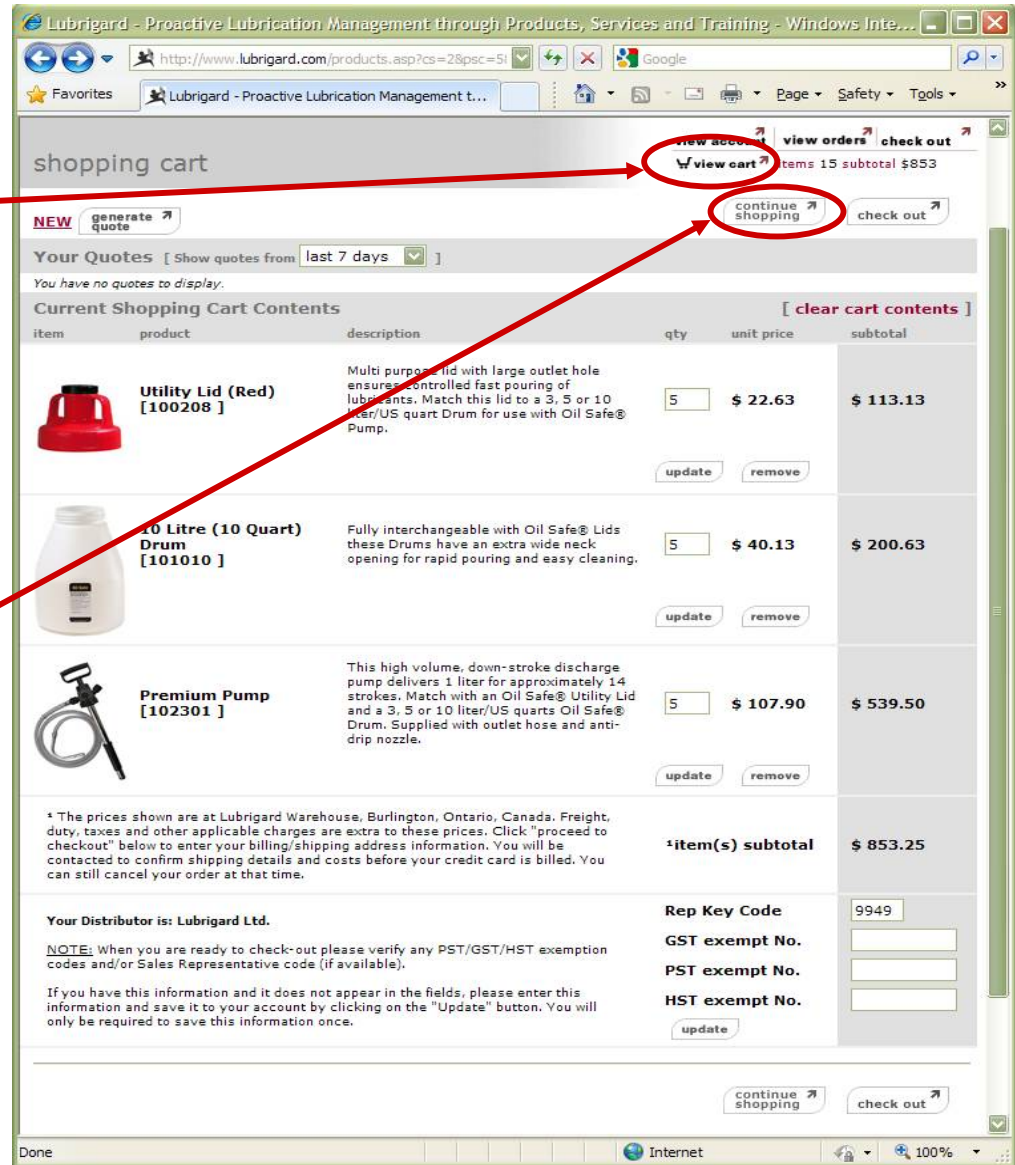
To add an item to your shopping cart, simply select a quantity, and click on the add to cart button. That quantity of items will be added to your shopping cart. To view your shopping cart simply click on the **view cart** link at any time.


When you click on the **view cart** link the Shopping Cart detail page is displayed (as illustrated in figure 9). The cart detail lists the products in your cart, the quantity of each and the price as well as totals.

You can remove an item from your shopping cart by clicking the **remove** button next to the item. You can change the quantity of a product in your shopping cart by changing the number in the quantity box and clicking on the **update** button for that product.

To return to the previous product page click on the **continue shopping** button, where you can continue to browse products and add products to your shopping cart.

Next Key Codes, and Tax Exemptions





You can navigate to any page within the Lubrigard site, at return to the shopping cart at any point by again, clicking on the **view cart** icon.




Fig. 9 – Shopping cart detail page.

Part II – Key Codes and Tax Exemptions

Most Clients will be purchasing products for company usage. As such they may have tax exemptions. In order to receive a tax exemption from Lubrigard, you must enter the client's tax exemption codes into their account information.

To enter a PST tax exemption code, for instance, enter the PST tax exemption code (i.e. P123456789) into the PST exempt No. field, then click the **update** button. The **update** button saves tax exempt numbers and key code information to the client's account. Once entered these numbers will always appear on the shopping cart detail and will not have to be re-entered, unless they need to be changed.

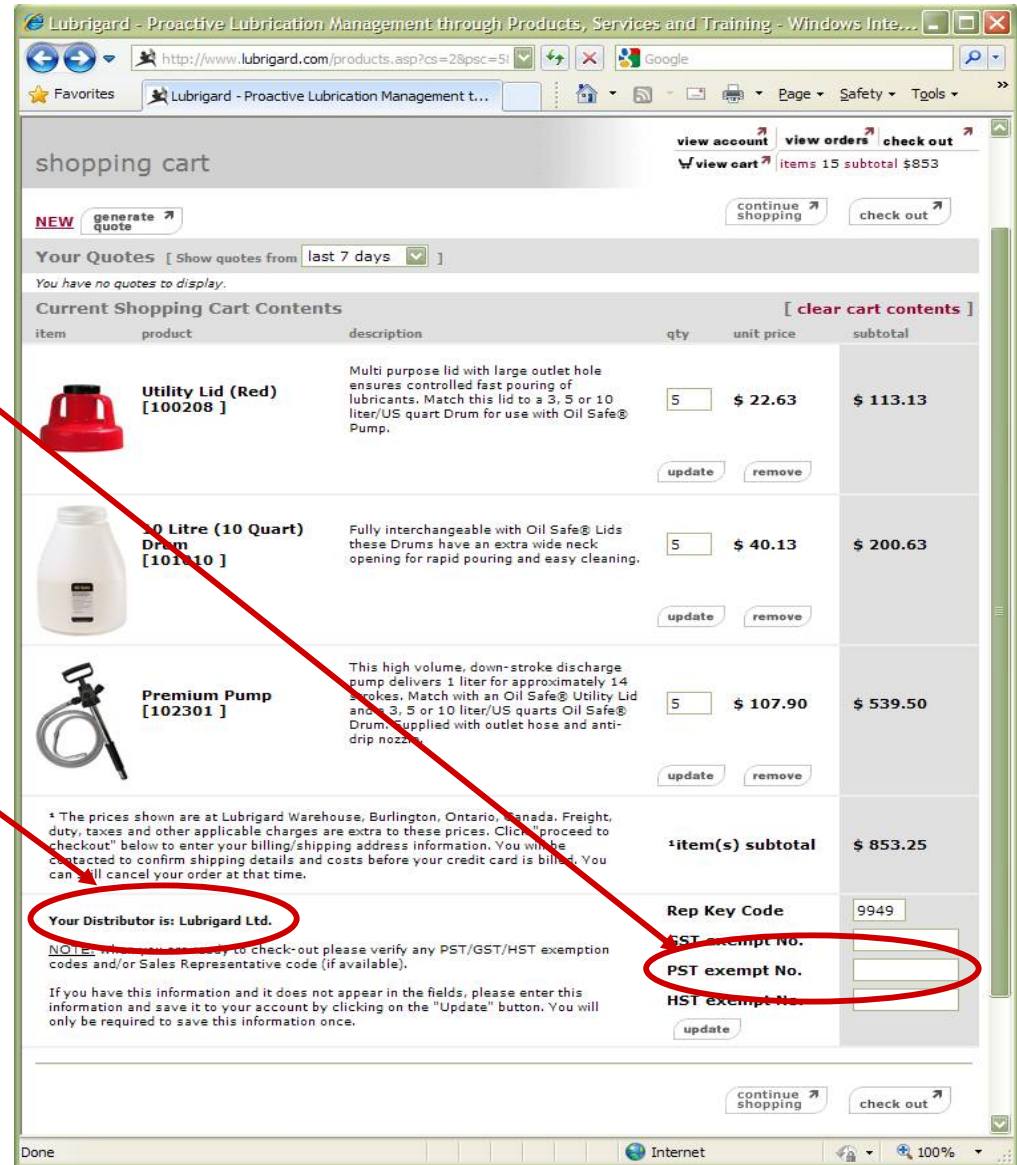
You should see your Key Code in the customers account information and verify it is correct by viewing the "Your distributor is: " text next to the Rep Key Code field.

If the client did not enter your Key Code during registration, or the incorrect key code is there, you have an opportunity to enter it now and save (**update**) this information to their permanent account record.

Next **Generating an Order**



GST, PST and HST are automatically calculated against the province listed in the client's billing address information. Any tax exemptions are applied to the invoices that appear both on the Web site, and by e-mail confirmation.






shopping cart

view account view orders check out
view cart items 15 subtotal \$853

NEW generate quote continue shopping check out

Your Quotes [Show quotes from last 7 days]
You have no quotes to display.

Current Shopping Cart Contents [clear cart contents]

item	product	description	qty	unit price	subtotal
	Utility Lid (Red) [100208]	Multi purpose lid with large outlet hole ensures controlled fast pouring of lubricants. Match this lid to a 3, 5 or 10 liter/US quart Drum for use with Oil Safe® Pump.	5	\$ 22.63	\$ 113.13
	10 Litre (10 Quart) Drum [101110]	Fully interchangeable with Oil Safe® Lids these Drums have an extra wide neck opening for rapid pouring and easy cleaning.	5	\$ 40.13	\$ 200.63
	Premium Pump [102301]	This high volume, down-stroke discharge pump delivers 1 liter for approximately 14 strokes. Match with an Oil Safe® Utility Lid and a 3, 5 or 10 liter/US quart Oil Safe® Drum, supplied with outlet hose and anti-drip nozzle.	5	\$ 107.90	\$ 539.50
* The prices shown are at Lubrigard Warehouse, Burlington, Ontario, Canada. Freight, duty, taxes and other applicable charges are extra to these prices. Click "proceed to checkout" below to enter your billing/shipping address information. You will be contacted to confirm shipping details and costs before your credit card is billed. You can cancel your order at that time.					4 item(s) subtotal \$ 853.25
Your Distributor is: Lubrigard Ltd.			Rep Key Code 9949		
NOTES: When ready to check-out please verify any PST/GST/HST exemption codes and/or Sales Representative code (if available).			PST exempt No. []		
If you have this information and it does not appear in the fields, please enter this information and save it to your account by clicking on the "Update" button. You will only be required to save this information once.			HST exempt No. []		
			update		

continue shopping check out

Fig. 10 – Shopping cart detail page.

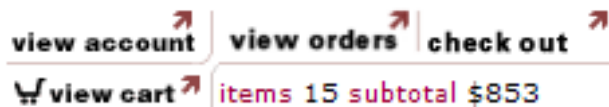
Part III – Generating an Order

When you are ready to make a purchase, or to create a quotation then either click on **check out** on the shopping cart toolbar, or click on **view cart** then once the shopping cart is shown, click on the **check out** button from the shopping cart detail page. Check out will take you through a series of steps:

1. shipping / billing address
2. payment information
3. confirm your order

Even after clicking on the check out button you can still back out at any point from making the purchase. In fact, you can continue to shop, or visit another page, then click on the check out icon to immediately return to the last completed check out step.

Next **Shipping / Billing Address**



The shopping cart toolbar (pictured above) appears on all Lubrigard Web pages. Once you place an item in your shopping cart you will see the check out icon appear. At any time you can quickly see how many items and the subtotal for those items from the shopping cart toolbar.

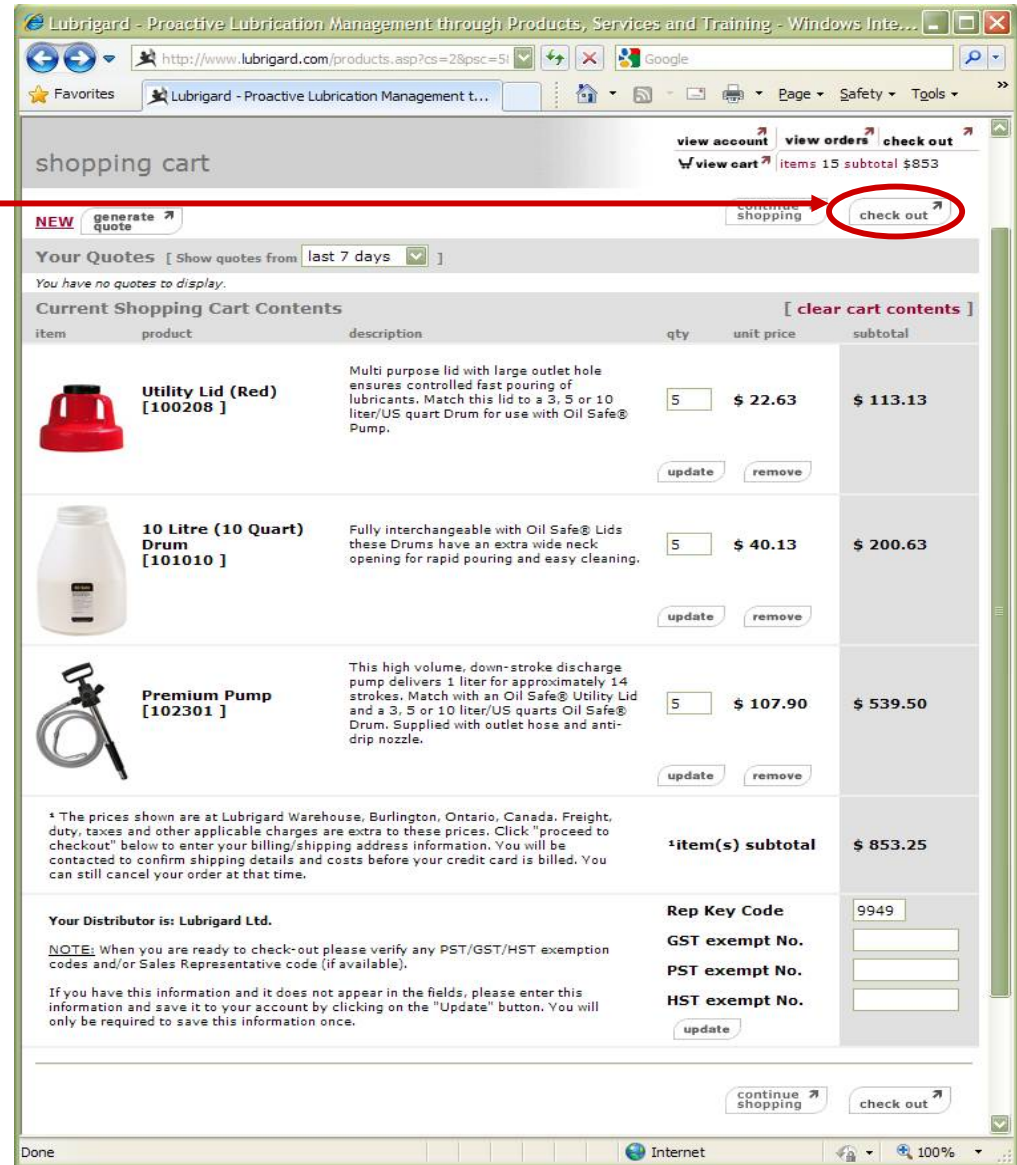


Fig. 11 – The shopping cart detail page. To checkout click on the check out button.

Part III – Shipping / Billing Address

During check you must confirm the billing address and enter a shipping address.

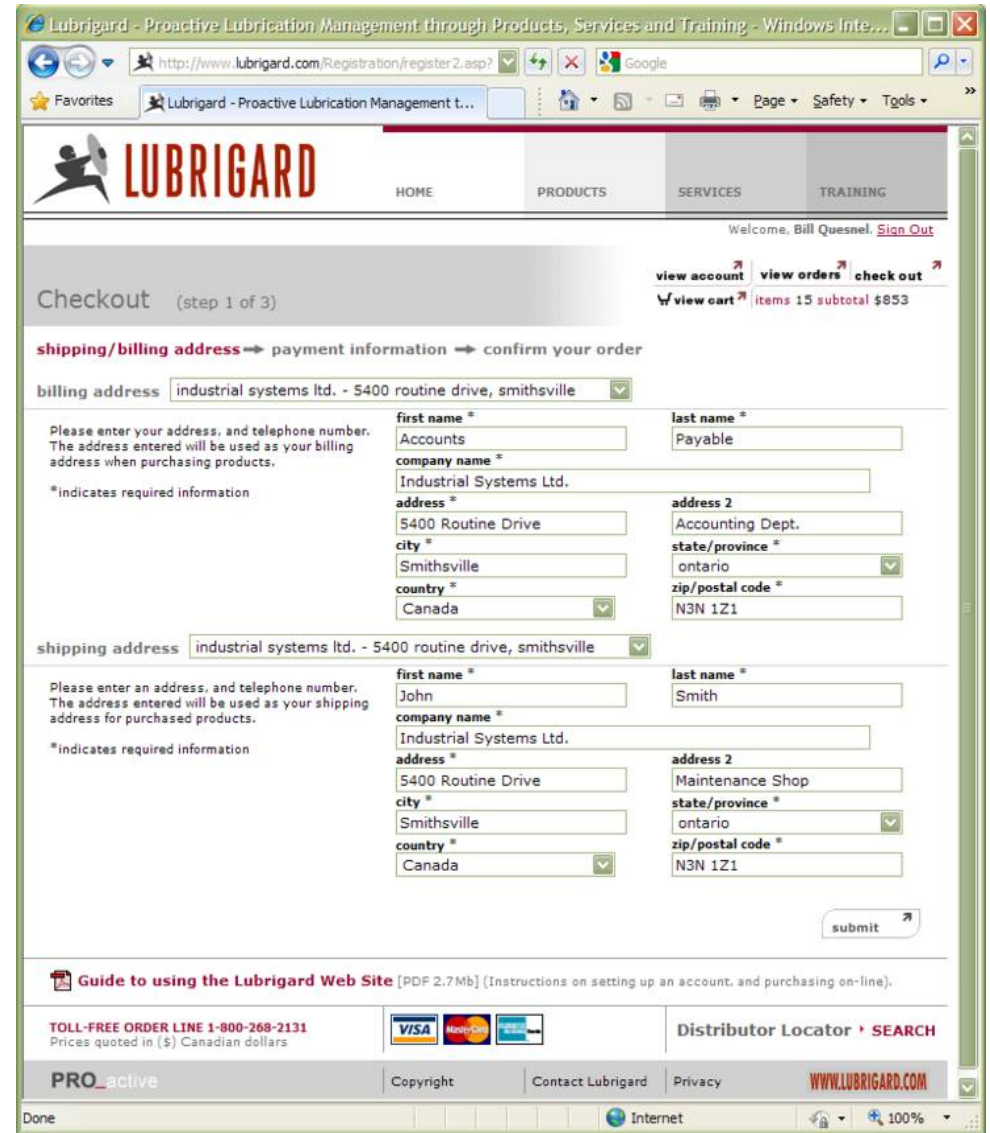
The billing address will be pre-loaded with the billing address information from the initial account registration process. If you wish to add a different billing address, then you have the option of updating the existing information which is done by simply changing the supplied information and clicking the submit button, or to add a new address by selecting “<add a new billing address>” from the billing address pull-down list, typing in the new information and clicking on the submit button. This new billing address will be kept in the client’s records and available from the billing address pull-down list on subsequent purchases.

The first time you make a purchase the shipping address information will be blank. If so the “use billing address” checkbox will be available. When this box is checked the billing address information currently displayed will be automatically copied to the shipping address fields. Again this information can be edited, and will be saved to the client’s shipping address record when the submit button is clicked.

Subsequent purchases will allow the Client use the previous shipping address, to add a new shipping addresses, or similarly to edit the existing shipping address just as for the billing address information.

When the proper billing and shipping address information is entered, click on the **submit** button to proceed to step 2 of 3.

Next **Payment Information**



The screenshot shows the Lubrigard website's checkout process at the 'Shipping/Billing Address' step. The page is titled 'Checkout (step 1 of 3)'. It features a navigation bar with 'HOME', 'PRODUCTS', 'SERVICES', and 'TRAINING'. A welcome message for 'Bill Quesnel' is displayed. The main content area is divided into 'billing address' and 'shipping address' sections. Each section contains a dropdown menu for address selection and a form with fields for first name, last name, company name, address, city, state/province, and zip/postal code. A 'submit' button is located at the bottom right of the shipping address form. The page footer includes contact information, a toll-free order line, and logos for VISA, MasterCard, and American Express.

Fig. 12 – Checkout Step 1 of 3 – Shipping and Billing Information.

Part III – Payment Information

The second step in **Checking Out** is providing payment information. Client's on the Lubrigard site have two main payment options;

Pay by Credit Card

To pay by credit card, enter the name holder of the card, the card type (MasterCard, Visa, or American Express), the card number (with no spaces), the card identification number (found on the back of your credit card, generally near the signature area), and the expiry month and date. The credit card information will be validated by Lubrigard, and will not be billed until the product is shipped.

Pay using a purchase order number

To pay using a purchase order number simply enter a valid purchase order number.

Once the payment info has been entered, click the **submit** button and proceed to step 3 of 3.

Next **Confirming your Order**



Credit card validation is conducted by Lubrigard after all shipping costs have been calculated and just prior to the products shipping from the Lubrigard warehouse. If there is a problem with the credit card information we will contact you to confirm the information.

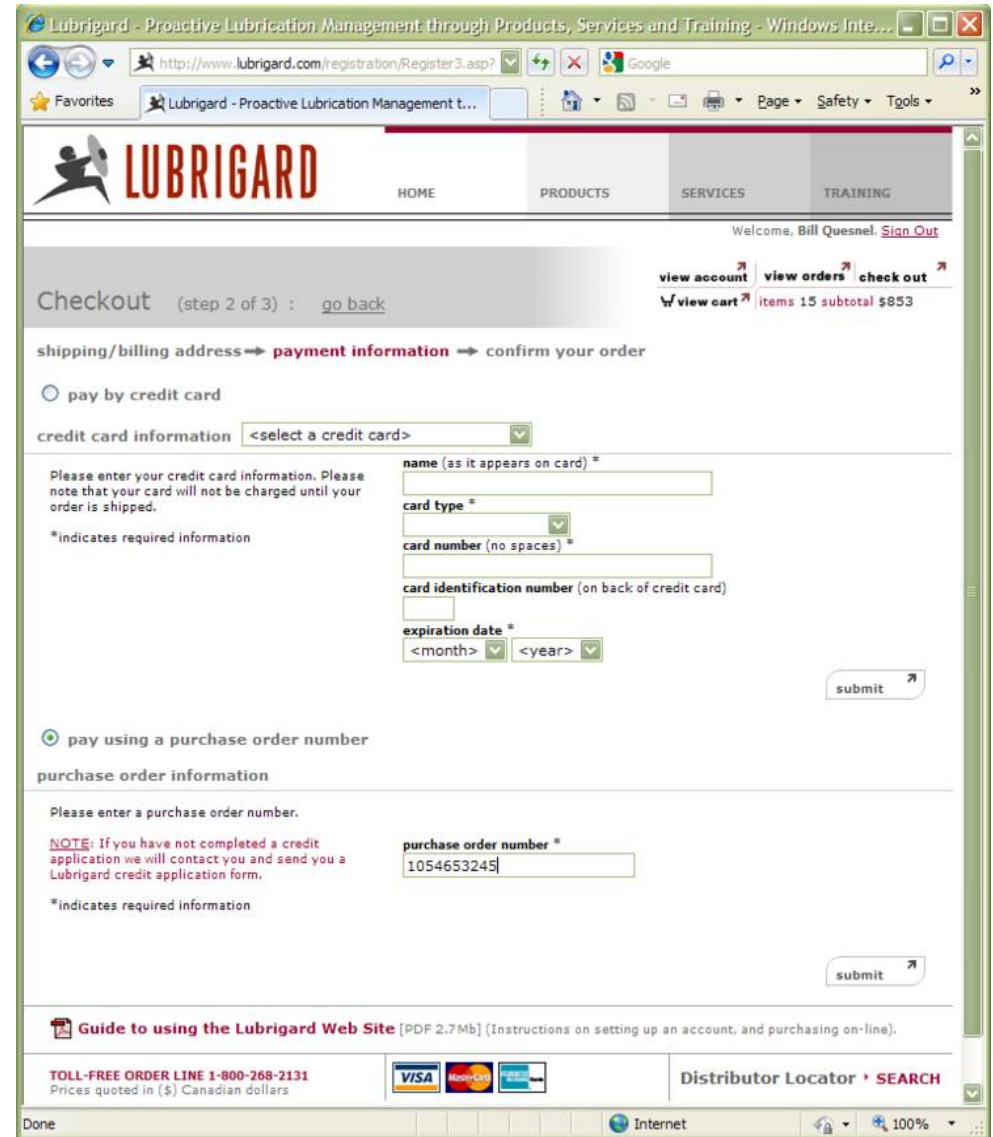
A screenshot of a web browser displaying the Lubrigard checkout page. The browser's address bar shows the URL "http://www.lubrigard.com/registration/Register3.asp?". The page header includes the Lubrigard logo and navigation links for HOME, PRODUCTS, SERVICES, and TRAINING. A welcome message for "Bill Quesnel" is visible. The main content area is titled "Checkout (step 2 of 3)" and includes links for "view account", "view orders", "check out", "view cart", and "items 15 subtotal \$853". The "payment information" section is active, showing two options: "pay by credit card" (selected) and "pay using a purchase order number". The credit card form includes fields for name, card type, card number, card identification number, and expiration date. The purchase order form includes a field for the purchase order number. A "submit" button is located at the bottom right of each form. At the bottom of the page, there is a link to a PDF guide, a toll-free order line, and a distributor locator search.

Fig. 13 – Checkout Step 2 of 3 – Payment Information.

Part III – Confirming Your Order

The final step in placing an order simply involves confirming the order information. At this point you can review the Bill To, Ship To, and Payment Information, set the Shipping Method as well as view the purchase detail. You can update the Bill To, Ship To and Payment Information by clicking on the update button next to each area. When the update button is clicked, you are taken back to that step in the check out process and can edit this information and proceed back to the confirmation page.

You can select a Shipping Method, specify your own shipping method if necessary. If shipping collect, click the ship collect checkbox and provide the shipping company account number.

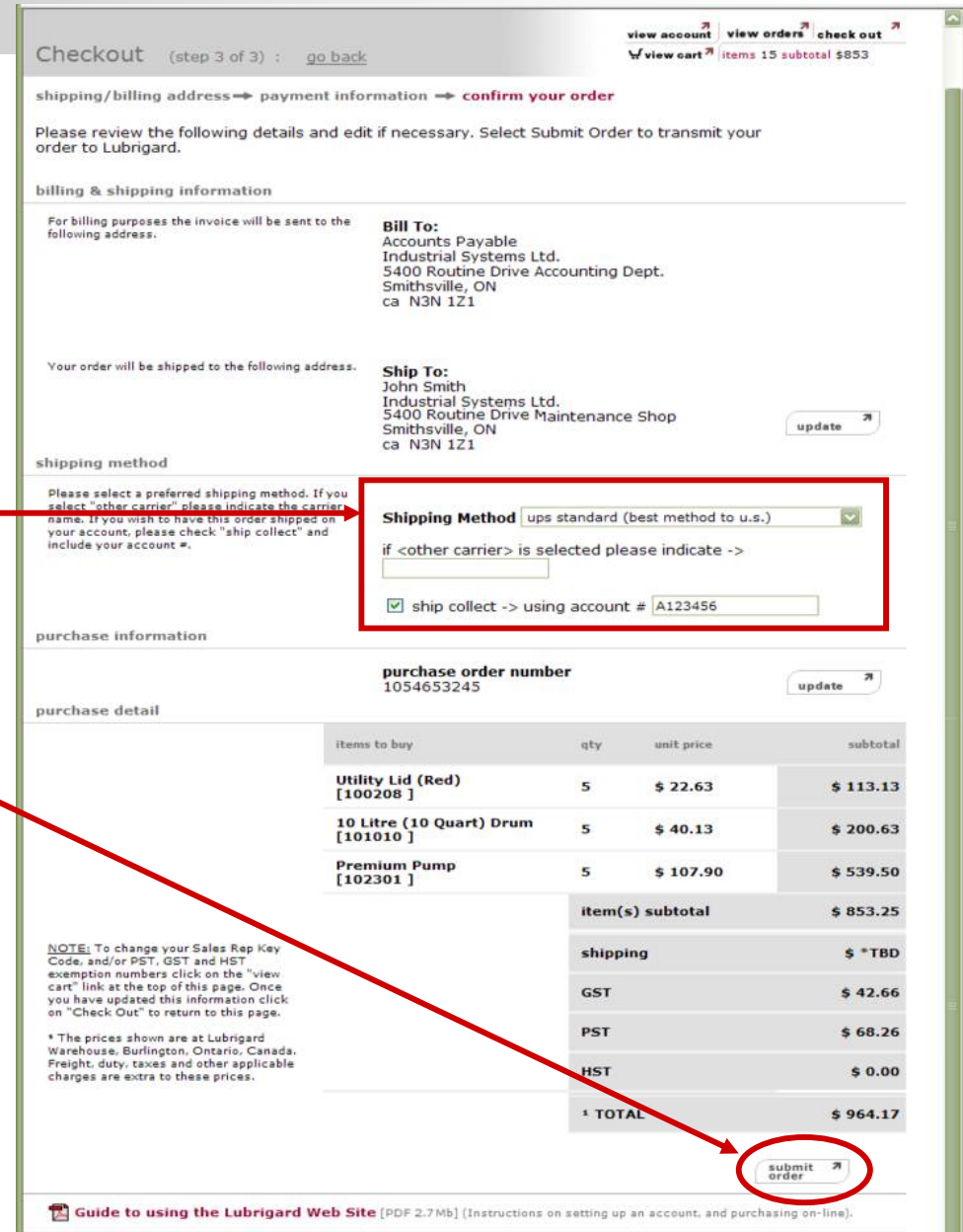
The purchase detail section details all the products and quantities to be purchased, shows sub-totals, and applicable taxes. To place the order the client clicks on the submit order button.

Next Order Verification



At this point, if you wish to update any tax exemption codes or the Key Code you must click on the view cart icon in the shopping cart toolbar. This link will take you back to the shopping cart detail page.

You can update this information on the shopping cart detail page and then click on the check out button to return directly to the purchase confirmation page.



Checkout (step 3 of 3) : [go back](#) [view account](#) [view orders](#) [check out](#)
[view cart](#) Items 15 subtotal \$853

shipping/billing address ⇒ payment information ⇒ **confirm your order**

Please review the following details and edit if necessary. Select Submit Order to transmit your order to Lubrigard.

billing & shipping information

For billing purposes the invoice will be sent to the following address. **Bill To:**
Accounts Payable
Industrial Systems Ltd.
5400 Routine Drive Accounting Dept.
Smithsville, ON
ca N3N 1Z1

Your order will be shipped to the following address. **Ship To:**
John Smith
Industrial Systems Ltd.
5400 Routine Drive Maintenance Shop
Smithsville, ON
ca N3N 1Z1 [update](#)

shipping method

Please select a preferred shipping method. If you select "other carrier" please indicate the carrier name. If you wish to have this order shipped on your account, please check "ship collect" and include your account #.

Shipping Method ups standard (best method to u.s.) [v](#)

if <other carrier> is selected please indicate ->

ship collect -> using account #

purchase information

purchase order number 1054653245 [update](#)

purchase detail

items to buy	qty	unit price	subtotal
Utility Lid (Red) [100208]	5	\$ 22.63	\$ 113.13
10 Litre (10 Quart) Drum [101010]	5	\$ 40.13	\$ 200.63
Premium Pump [102301]	5	\$ 107.90	\$ 539.50
item(s) subtotal			\$ 853.25
shipping			\$ *TBD
GST			\$ 42.66
PST			\$ 68.26
HST			\$ 0.00
TOTAL			\$ 964.17

NOTE: To change your Sales Rep Key Code, and/or PST, GST and HST exemption numbers click on the "view cart" link at the top of this page. Once you have updated this information click on "Check Out" to return to this page.

* The prices shown are at Lubrigard Warehouse, Burlington, Ontario, Canada. Freight, duty, taxes and other applicable charges are extra to these prices.

[Guide to using the Lubrigard Web Site](#) [PDF 2.7 Mb] (Instructions on setting up an account, and purchasing on-line.)

[submit order](#)

Fig. 14 – Checkout Step 3 of 3 – Order confirmation.

Part III – Order Verification

Once you click on the **submit order button** the order is placed with Lubrigard. You will be taken to the Order Verification page on the Web site, and your current shopping cart will be emptied. You will receive a message thanking you for your order, and instructing you that a purchase verification e-mail has been sent.

The purchase verification e-mail is illustrated in figure 15. This e-mail lists the bill to, ship to, and payment information as well as itemizing the products and quantities purchased with sub-totals and a total. The e-mail contains important contact information for getting in touch with Lubrigard to track the order.

Shipping costs will be determined once the order is actually put together and weighed. The Client will be contacted to confirm the shipping method and costs.

Next Lubrigard Distributor Order Options



At this point, if you wish to update any tax exemption codes or the Key Code you must click on the view cart icon in the shopping cart toolbar. This link will take you back to the shopping cart detail page.

You can update this information on the shopping cart detail page and then click on the check out button to return directly to the purchase confirmation page.

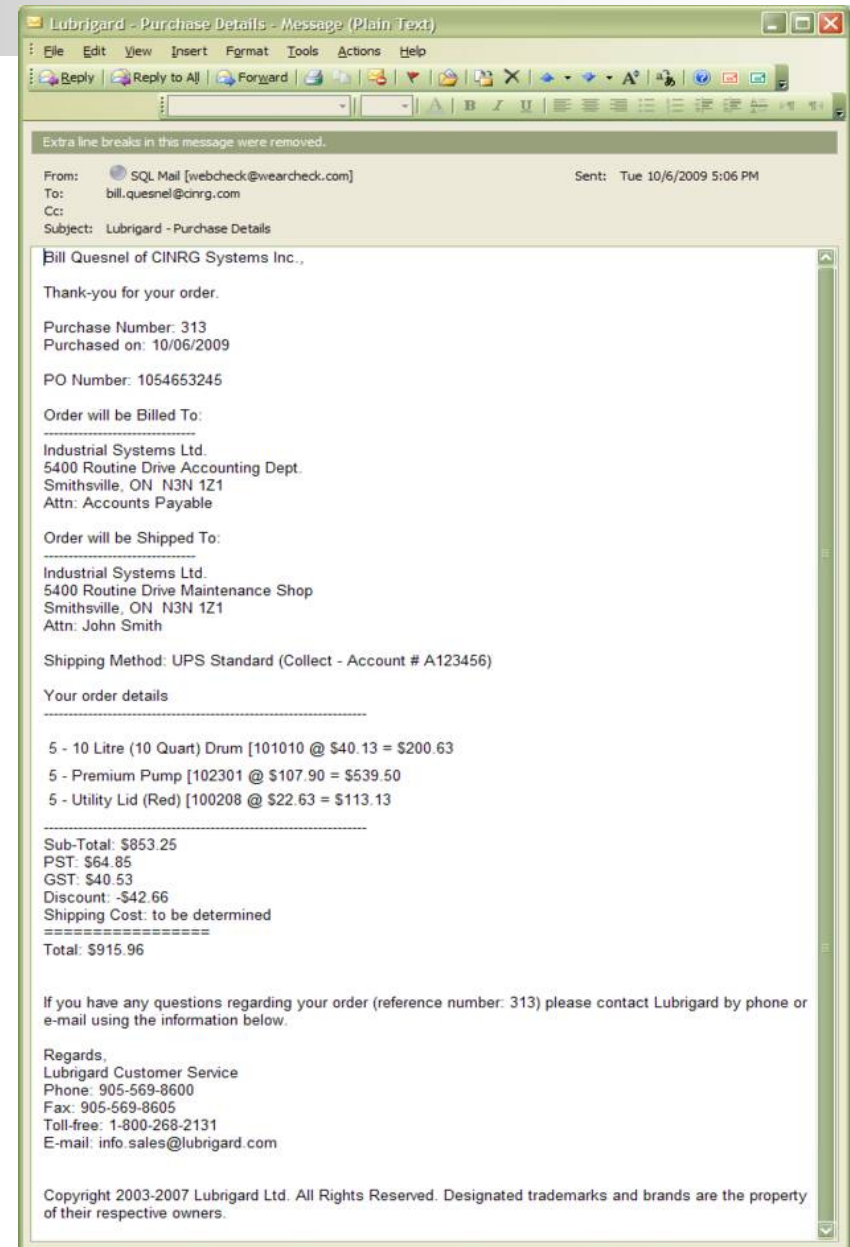


Fig. 15 – The Lubrigard – Purchase Details e-mail.

Part III – Lubrigard Distributor Order Options

As a Lubrigard Distributor you have two ways to purchase items for Clients on the Lubrigard Web site.

Placing an Order Direct to the Client

The example we just walked through in this Using the Lubrigard Web Site booklet is an example of how you, the Lubrigard Distributor places an order direct to the client. Either the client themselves register and place an order using your Key Code, or alternatively, you can register the client on the Web site yourself, and then place the order on their account. Either way you will be credited for the purchase and receive commissions/margins on sales.

Purchasing Product for Resale

As a Lubrigard Distributor you have the option of purchasing products through your own Lubrigard account at distributor pricing, and then in turn reselling those products to clients. When you Sign In to the Lubrigard site under your personal Lubrigard account, you will see distributor pricing (**Dist. Price**) as well as the (**MSRP**) client list prices. You may shop just as was outlined in this document, and have the products shipped direct to you (you will be billed for shipping) or you may elect to pick up the product and save the shipping charges.

Next Generating a Quotation



To pick-up product, add a shipping address to your account for the Lubrigard warehouse and use this shipping address:

Lubrigard Ltd.
C6-1175 Appleby Line
Burlington, ON
L7L 5H9

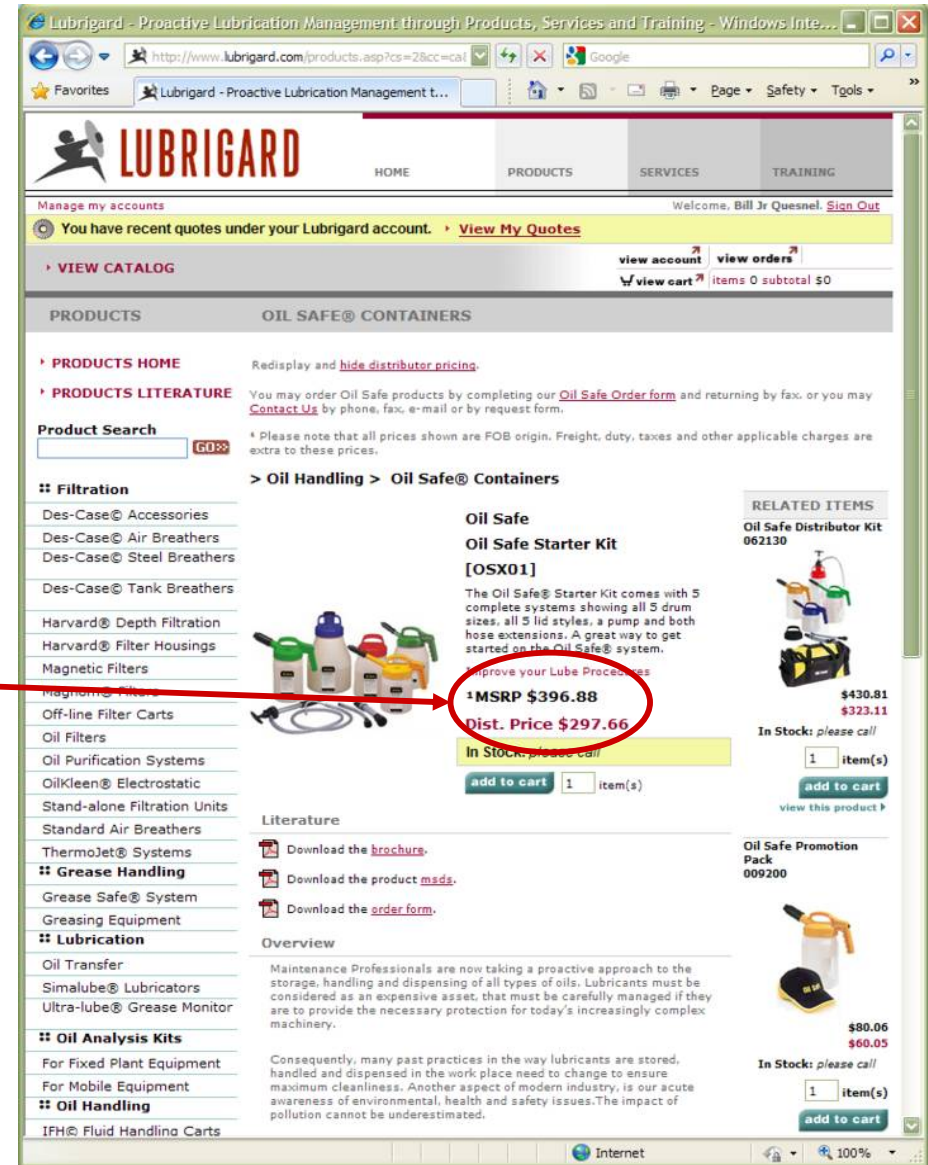


Fig. 16 – Product discounts are shown for Lubrigard Distributor accounts.

Part IV – Generating a Quotation

In addition to purchasing products, you can also generate a quotation from the Shopping Cart.

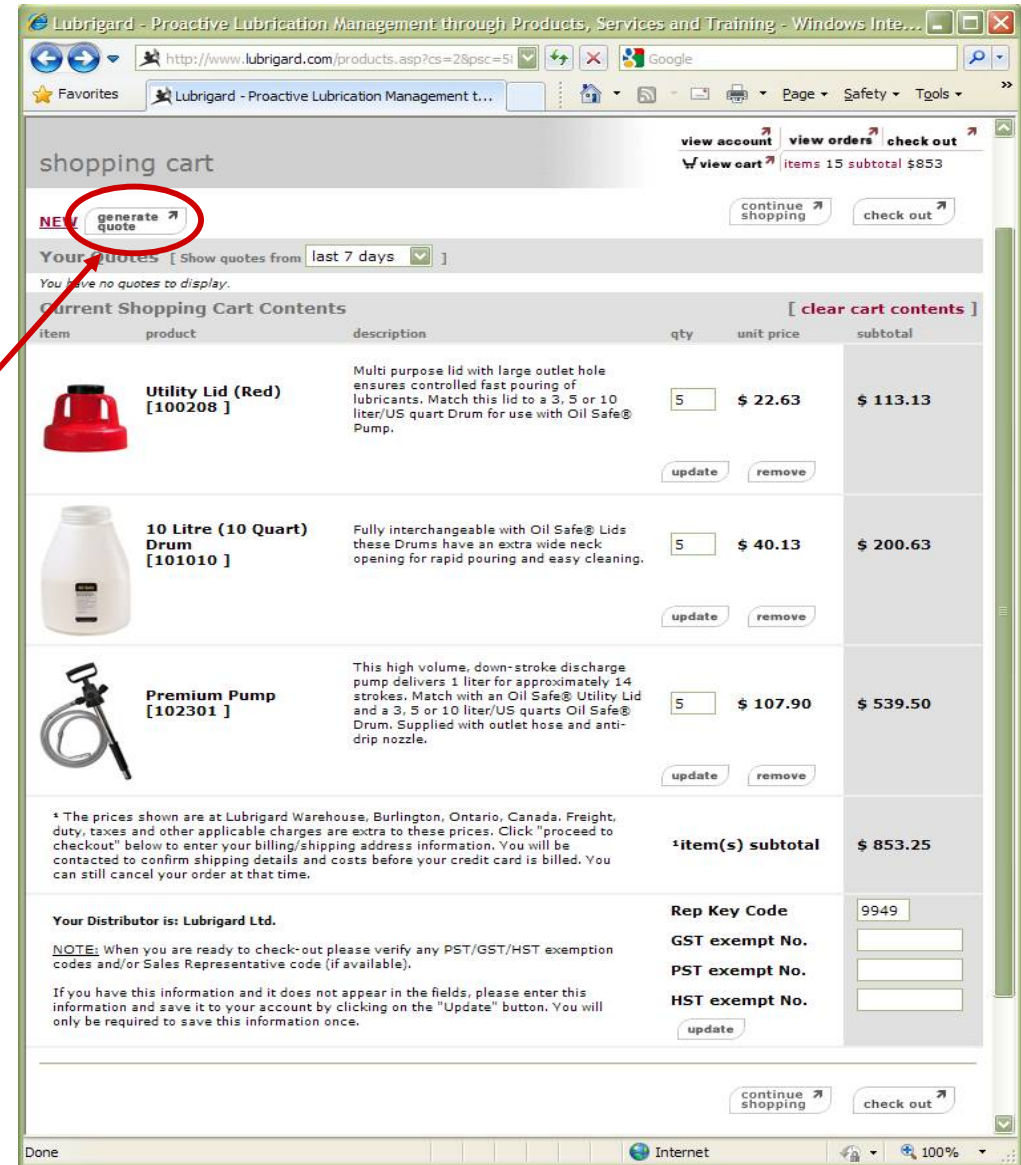
In order to generate a quotation, follow the same steps as outlined in Part II - Adding Items to your Shopping Cart. When you have added all the items to quote to your shopping cart, then click on the **view cart** link on the shopping cart tool bar to go to the shopping cart page.

At the top left of the page, click on the **generate quote** button to generate a quotation.




Next Working with Quotations



Your client will not receive an automatic notification of the quotation. Only the Lubrigard sales staff and you receive the e-mail quote notification. In this manner you have the ability to modify the automated e-mail and forward it to the client with your own personalized message.



The screenshot shows the 'shopping cart' page on the Lubrigard website. At the top left, there is a 'NEW generate quote' button circled in red. Below it, the 'Your quotes' section shows 'You have no quotes to display.' The main section is 'Current Shopping Cart Contents' with a table of items:

item	product	description	qty	unit price	subtotal
	Utility Lid (Red) [100208]	Multi purpose lid with large outlet hole ensures controlled fast pouring of lubricants. Match this lid to a 3, 5 or 10 liter/US quart Drum for use with Oil Safe® Pump.	5	\$ 22.63	\$ 113.13
	10 Litre (10 Quart) Drum [101010]	Fully interchangeable with Oil Safe® Lids these Drums have an extra wide neck opening for rapid pouring and easy cleaning.	5	\$ 40.13	\$ 200.63
	Premium Pump [102301]	This high volume, down-stroke discharge pump delivers 1 liter for approximately 14 strokes. Match with an Oil Safe® Utility Lid and a 3, 5 or 10 liter/US quarts Oil Safe® Drum. Supplied with outlet hose and anti-drip nozzle.	5	\$ 107.90	\$ 539.50
*item(s) subtotal					\$ 853.25

Below the table, there is a note: '* The prices shown are at Lubrigard Warehouse, Burlington, Ontario, Canada. Freight, duty, taxes and other applicable charges are extra to these prices. Click "proceed to checkout" below to enter your billing/shipping address information. You will be contacted to confirm shipping details and costs before your credit card is billed. You can still cancel your order at that time.'

The distributor information is: 'Your Distributor is: Lubrigard Ltd.' and 'Rep Key Code' is 9949. There are also fields for 'GST exempt No.', 'PST exempt No.', and 'HST exempt No.' with an 'update' button.

Fig. 17 – The Lubrigard Web site Shopping Cart detail page.

Part IV – Working with Quotations

Once the quotation has been generated, the shopping cart page will refresh and the quotation will be available from the **Your Quotes** area.

Quotations remain in the system indefinitely, however, the system defaults to show quotes from the last 7 days. You can easily change this by selecting a different range, and the page will automatically refresh, and show any additional quotations in your selected date range.

When you generate a quotation in your own distributor account, or as a client who has your Rep Key Code specified, or even if the client generates their own quotation, you will receive a quotation e-mail. The client does not receive this e-mail. The e-mail contains the client's login info and a brief message with the quotation attached as a PDF. You can edit the text and forward the e-mail to your client with the PDF quotation attached.

To view the quotation in HTML click on the Quote#. If the client purchases the products some time in the future, you can login to their Lubrigard account, search for the quotation (by clicking **view cart**) and select **add to cart** then complete the purchase as outlined in Part III of this guide.

You can also specify whether or not to display the product images with the quote, to display the quote in HTML or Excel format and whether to use the Lubrigard or WearCheck logo.



When you generate a quotation for one of your clients your company information will be displayed in the "Your Lubrigard Distributor is:" section.

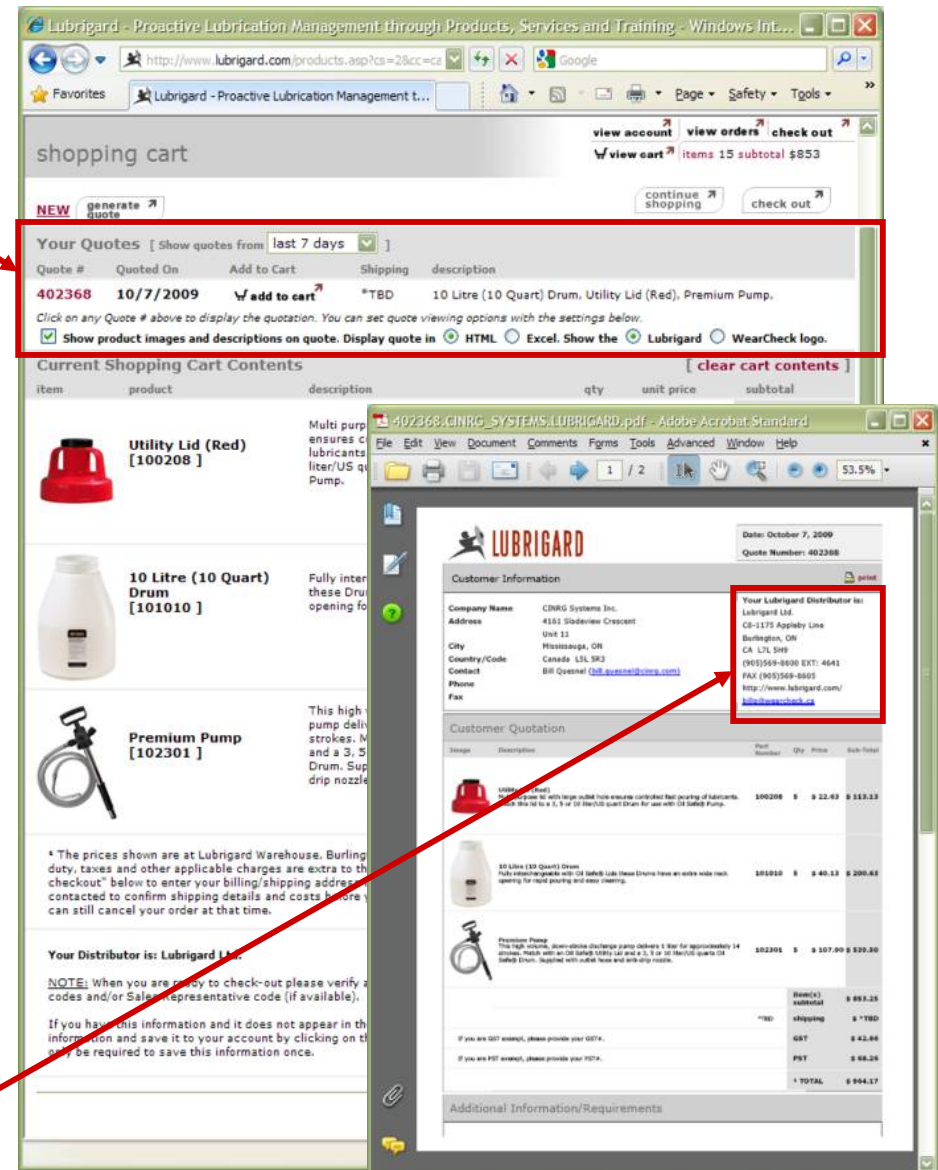


Fig. 18 – The Lubrigard Web site Shopping Cart detail page showing a newly created quotation.

Part V – Managing your Clients

When logged into your own Distributor account you can manage your client accounts. Click on the **view account** link on the shopping cart toolbar to go to the Administration page. From the administration page you can manage your client accounts, view products your clients purchase, and view individual purchase transactions, and shopping carts.

Manage my Accounts

Selecting this link will allow you to view all clients you have registered under your Rep Key Code. By selecting the **update** link from any client you can update their account details, or add/edit billing and shipping information. By selecting the **view purchases** link from any client you can view their historical purchase history and drill down into any individual purchase and see what items were purchased.

Purchases

Provides a short cut to view the purchasing history of all your clients. Again you can drill down into any purchase and view the purchase details.

Products

Lists all the products that you clients have purchased.

New functionality is added at regular intervals, so check back often to find out what new tools are available to assist you in managing your clients.

Next Generating a Quotation

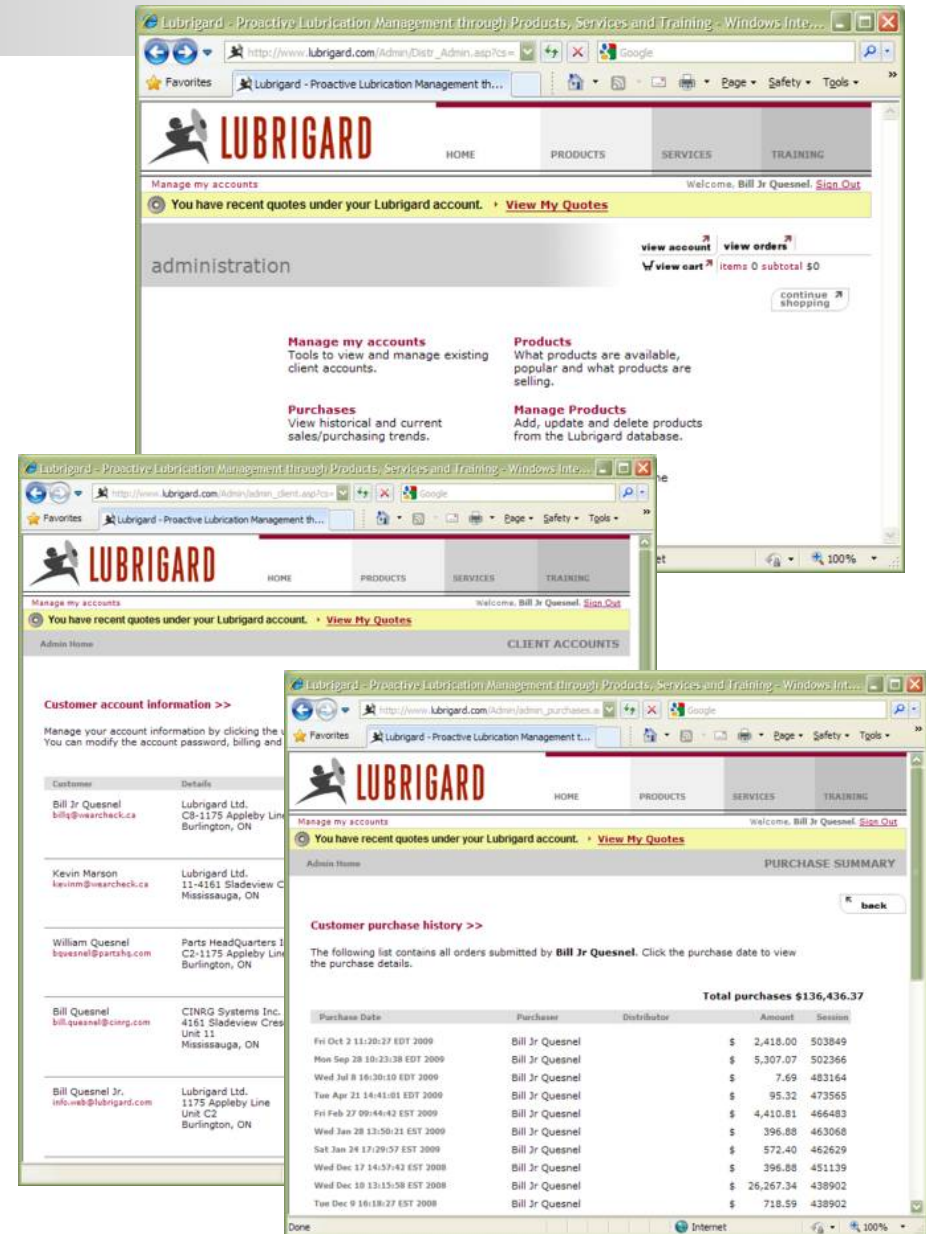


Fig. 19 – The Lubrigard Web site allows you to manage your client's accounts, track purchases, etc.