

# MY DRILL STORE

## HELP DOCUMENTATION

Congratulations on your enrollment in Boart Longyear's **My Drill Store**. At Boart Longyear, we are dedicated to making your shopping experience intuitive, quick, and successful. The following guides will assist you in answering many questions.

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Find these documents online at:

<http://www.boartlongyear.com/mydrillstore-guides-help-documents/>

A link to these help documents is located at the bottom of every page within My Drill Store.

# ACCOUNT INFORMATION

There are two areas in which you can retrieve your account information and order history: the **Orders** and **Profile** links on the top stripe.

| [Orders](#) | [Profile](#) |

## ORDERS

To track your orders or view your account invoices and payments, click on **Orders** in the top stripe. The **Track Orders** screen will appear.

In this screen, you may search for previous orders and view the details by clicking on an order number. You may also check the Shipment Details by clicking the icon on the right column. Any shipping charges will be reflected here.

**Track Orders**

Simple Search

Below is a list of your orders. Click on the order number to view the order details. [Advanced Search](#)

View orders : Sold to your account

Orders created in the last: 7 days [Go](#)

Orders between:  and  [Go](#)  
(Example: 31-DEC-1999)

Search By: Order Number is  [Go](#)

Results

Order Number	Reference Number	Order Date	Booked Date	Order Status	PO Number	Shipment Details
<a href="#">5111014969</a>	26844	16-JUN-2016	16-JUN-2016	In Progress	5555	<a href="#">Shipment Details</a>
<a href="#">5111014968</a>	26845	16-JUN-2016	16-JUN-2016	In Progress	34423243	<a href="#">Shipment Details</a>
<a href="#">5111014967</a>	26841	09-JUN-2016	09-JUN-2016	In Progress	63356345	<a href="#">Shipment Details</a>

## PROFILE

The Profile section contains two subsections: **User** and **Company**.

### USER TAB

- **Personal Information:** This area allows you to change your information and password.
- **Address Book:** The user's address.  
*NOTE: The addresses in the User section are not reflective of the main account's shipping or billing address.*
- **Accounts:** If there are multiple users on the same account, you may manage them here.
- **Preferences:** In the **General** tab, choose your date format, email delivery language, or sign up for special offers. You may also choose a default shipping method for any future orders in the **Orders** tab.
- **Purchased Rigs:** Detailed information regarding your purchased rigs.

### COMPANY TAB

- **Company Information:** General information about your organization.
- **Address Book:** Billing and shipping addresses available for the account.  
*Note: If you need to add a new shipping or billing address, please contact your regional Customer Service Representative.*

# OVERVIEW

**My Drill Store** is an easy-to-use online shopping platform for a multitude Boart Longyear related products. Below is an overview of the navigation.

The screenshot shows the My Drill Store website interface. At the top, there is a navigation bar with the Boart Longyear logo and user information: "Welcome, MyDrillStore User | Home | Direct Item Entry | Cart (7) | Orders | Profile | Logout". Below this is a secondary navigation bar with links: "BOART LONGYEAR PRODUCTS", "PART LOOKUP", "BUY AGAIN", "WISH LIST", "PROMOTIONS", and a search bar. A large banner reads "WELCOME TO MYDRILLSTORE" with four steps: "STEP ONE: CHOOSE A CATEGORY", "STEP TWO: ADD ITEMS TO CART", "STEP THREE: CHECK OUT", and "STEP FOUR: CONFIRM ORDER". Below the banner is a "Product Categories" section with seven category tiles: "Coring Tools", "Diamond Products", "DTH Tools", "Equipment Parts", "Sonic & Overburden Tools", "RC Tools", and "Top Hammer Tools". A sidebar on the left lists categories with counts: "Coring Tools (1,431)", "Diamond Products (373)", "DTH Tools (30)", "Equipment Parts (3,963)", "RC Tools (50)", "Sonic & Overburden Tools (951)", and "Top Hammer Tools (917)". A dark grey box on the right contains a legend for the numbered callouts: 1 Product Categories, 2 SPIN Database Search, 3 Your Top Purchased Items, 4 Saved Lists for Future Purchases, 5 Regional Promotional Items, and 6 Smart Search.

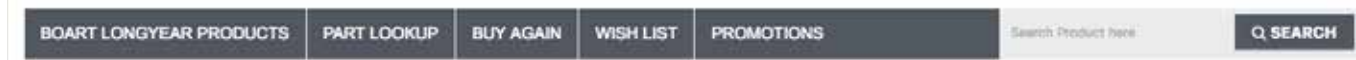
## TOP STRIPE



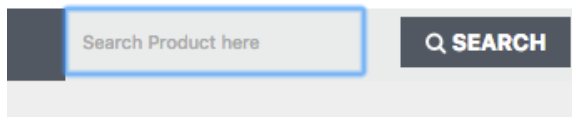
Welcome, MyDrillStore User | [Home](#) | [Direct Item Entry](#) | [Cart \(0\)](#) | [Orders](#) | [Profile](#) | [Logout](#)

- **Home:** Guides you to the front page of My Drill Store.
- **Direct Item Entry:** Use this form to manually enter part numbers to order. If you have customized Customer Part Numbers, you may enter them here.
- **Cart:** View the current items in your order.
- **Orders:** Easily view and search your submitted orders.
- **Profile:** Your personal information, address book, accounts, preferences, and purchased rigs are kept in your profile under the User link, as well as your Company Information.
- **Logout:** Logs the current user out of My Drill Store.

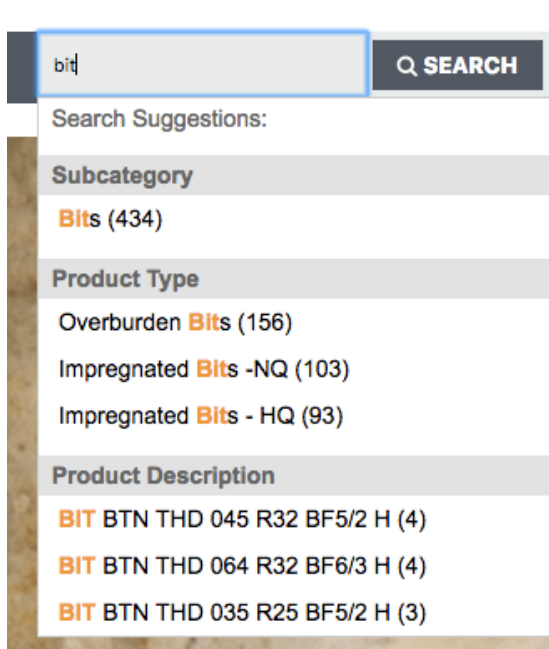
# MAIN MENU



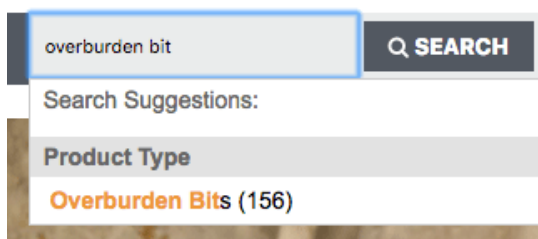
- **Boart Longyear Products:** An expanded view of the seven main categories in the store. Easily navigate to any of the sub-categories.
- **Part Lookup:** Opens a new browser window to allow you to log into **SPIN**—our Service and Parts Information Network.
- **Buy Again:** The top 20 items ordered from your account are listed here for easy reordering.
- **Wish List:** Create multiple wish lists to save for future orders.
- **Promotions:** Promotions that are applicable to your region.
- **Product Search:** The Product Search Box has *smart search* capabilities, which means you can type in the first 3 letters or numbers for what you're searching for and it will bring up the top three options in each category containing a match.



As you begin to type, the smart search capability will begin to auto-fill the results that fit your search.



As you continue to type, the more refined your search results become.



# PART LOOKUP

## PART LOOKUP

Clicking on the **Part Lookup** main menu item will open a new window to the Boart Longyear website. Our **Service and Parts Information Network (SPIN)** is a database we make available to our customers to access our parts, products, and detailed information including part names, part numbers, and technical drawings.

Login and browse or search the library to access part drawings, part information, and even create a list you can use to order the parts you need.

If you already have a SPIN login, click **Access SPIN** on the bottom of the **Genuine Parts** page. If you do not currently have a login, you may request registration by clicking **Request access** on the bottom of the page.

### SPIN Registration

Need to register to receive a login? [Request access here.](#)

### SPIN Login

Already have a login? [Access SPIN here.](#)

Upon logging in the first time, you will be asked to change your password.

### To change your password in SPIN:

- Click **Preferences** located in the upper right corner of the application screen opening a new window.
- Click into field below **Update Password** and enter the password provided. Upon entering the temporary password, a **New Password** field will appear. Enter your new password and confirm the password. Click **Save**.  
***NOTE:** If the Save button does not activate, click back into the second new password field, backspace once and then re-key the last character. This should activate the **Save** button.*
- You are ready to use **SPIN**.

# DIRECT ITEM ENTRY

## Direct Item Entry

✓ **Tip:** To automatically add the UOM and Description for the part numbers you entered, select the item(s) and click the "Fill Details" button

**Upload**

Select Item(s) and... <b>Delete</b> <b>Fill Details</b> <b>Add to Cart</b>						
Select All   Select None						
	Select	Customer Part Number	Inventory Part Number	UOM	Quantity	Item Name
1	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>		<input type="text" value="1"/>	
2	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>		<input type="text" value="1"/>	

## DIRECT ITEM ENTRY: MANUAL ENTRY

Use the **Direct Item Entry** form to manually enter part numbers to order. If you have customized Customer Part Numbers, you may enter them here as well.

Once you have entered the part numbers, select the items by checking the boxes in the **Select** column on the left and click on the **Fill Details** button. Ensure the **Item Name** is correct once the form is populated, and click **Add to Cart**.

## DIRECT ITEM ENTRY: SPREADSHEET ENTRY

You may also upload a spreadsheet in .csv (comma separated value) format. There is a specific layout in order to successfully upload your item list. The heading of each column in your .csv should be as follows:

**INV\_NUM | UOM | QTY**

*NOTE: Every field must contain information. There cannot be any blank fields.*

The **INV\_NUM** field is the part number, The **UOM** (Unit of Measurement) field should always be populated with "EA", and **QTY** is the quantity of the part you wish to purchase. When saving, ensure the file remains in a .csv format.

In the **Direct Item Entry** page, click the **Upload** button.

**Upload**

Click the **Choose File** button, and select the desired .csv file. Click **Apply**.

If the .csv file is properly formatted, the Direct Item Entry form will automatically populate with the details of the uploaded items.

	Select	Customer Part Number	Inventory Part Number	UOM	Quantity	Item Name
1	<input type="checkbox"/>		5001972	Each	<input type="text" value="1"/>	THERMOSTAT, QSB6.7 TIER 3
2	<input type="checkbox"/>		5001973	Each	<input type="text" value="1"/>	TENSIONER, BELT
3	<input type="checkbox"/>		5001974	Each	<input type="text" value="1"/>	INJECTOR

On the left side of the form, select the items you wish to add to cart, and click the **Add to Cart** button. You may **Select All** in the link above the **Select** column.

# Good Practice: Always click the **Fill Details** button to be notified of any errors!

**NOTE:** After entering your part numbers either manually or via .csv file, click the **Select All** link, and then click the **Fill Details** button. If there are any part numbers that do not exist or are otherwise incorrect, a red **X** error will appear on the part.

3	<input checked="" type="checkbox"/>		5001974
4	<input checked="" type="checkbox"/>		5001975
5	<input checked="" type="checkbox"/>	<input type="text"/>	<input type="text" value="54354345"/>
6	<input checked="" type="checkbox"/>	<input type="text"/>	<input type="text"/>

You will not be able to successfully add any items to the cart in this screen until all part numbers are correct. You may either change the erroneous part number or delete it, and click the Fill Details button to remove the error. When all errors have been corrected, you may successfully add your items to the cart.

## WAREHOUSE AVAILABILITY

When an item is added to the cart, My Drill Store checks for that item's availability dates in warehouses closest to your location. If the item in your cart is available to ship within 7 days from the order date, the date available will appear. If the **Availability** column shows **Check**, it means that item is further than 7 days from being available to ship to your location.

To find out when the item will be available, click on **Check** in the cart details window. The **Product Availability** window will appear.

To check a requested date, click on the calendar icon to the right of the **Requested Date** field, and choose your date. When the Requested Date has been updated, click on the **Go** button to learn if the item will be available on the date you requested. You may also contact your local customer service representative to learn more information about the item's availability.

If an item will become available during your requested time, you may apply it to your current order.

**Product Availability**

Product Number : 100387  
Product Description : VALVE, AQTK HARD SHUT-OFF  
Requested Quantity : 1  
Requested Date : 13-Jun-2016

**Go** **Apply** **Revert**

Select	Warehouse	Earliest Available Date	Availability Information
<input type="radio"/>	501 ZA Robertville DC	Please contact your customer care service rep.	Please contact your customer care service rep.

**Note:**  
Please contact the Boart Longyear Customer service team for additional information.

**Apply** **Revert**

Click the radio button in the **Select** column to choose the warehouse you wish to ship your item from, and click **Apply**.

# CHECKOUT STEP-BY-STEP

Checking out your order involves three steps:

1. **Shipping**
2. **Billing and Payment**
3. **Review and Place Order**

## CART

When you are finished shopping, click on the **Cart** link on the top menu to review your cart details. On the **Cart Details** page, you may make quantity adjustments or delete items you do not wish to purchase.

## CART DETAILS

Besides beginning the checkout process of your order, there are more actions you may take on the **Cart Details** Page. You may update the quantity of an item, check warehouse availability in your region, or remove an item.

When you are finished with reviewing items in your cart, click CHECKOUT. You are now at the first step of the checkout process.

## STEP 1: CHECKOUT: SHIPPING INFORMATION

The **Ship To** information will automatically populate from the profile information entered in your company's profile.

Once you have verified your Ship To information, choose your shipping method. The options are **Air**, **Ocean**, **Ground**, or **Customer Pickup**. You may also add in any shipping or packing instructions as well as a request date for your order.

## SHIP TO MULTIPLE LOCATIONS



If you are shipping items in your cart to multiple locations, click the + next to **Ship To Multiple Locations**.

Ship To Multiple Locations

Select	Part Number	Item Name	UOM	Quantity	Split Quantity	Ship To	Shipping Method	Shipping Details
<input type="checkbox"/>	4055144	BET AOTK 7/1MX -R C16 STG2	Each	1		Same as Cart Level	Same as Cart Level	
<input type="checkbox"/>	25262	SUB. HQ R/B NW R/P	Each	1		Same as Cart Level	Same as Cart Level	
<input type="checkbox"/>	40740	SUB. HQ R/B SOLID	Each	1		Same as Cart Level	Same as Cart Level	
<input type="checkbox"/>	3544156	SUB. HQ R/B 2-3/8 REG AP1/P	Each	1		Same as Cart Level	Same as Cart Level	
<input type="checkbox"/>	25262	SUB. HQ R/B NW R/P	Each	1		Same as Cart Level	Same as Cart Level	



Select the desired parts to ship to a different location, and click on **Update Shipping Information**.

Select Item(s) and... <b>Update Shipping Information</b>			
Select All   Select None			
Select	Part Number	Item Name	UOM
<input checked="" type="checkbox"/>	4055144	<a href="#">BIT AQTK 7UMX -R C16 STG2</a>	Each
<input checked="" type="checkbox"/>	25262	<a href="#">SUB, HQ R/B NW R/P</a>	Each
<input checked="" type="checkbox"/>	40740	<a href="#">SUB, HQ R/B SOLID</a>	Each

A page with the items you selected will appear, along with **Ship To** and **Shipping Details** to fill out below. Click the **Default from:** drop-down, and **Cart Shipping Information**. From here you may click the **Change** button next to the **Ship To Address** and choose the address you wish to ship the selected items to. Once you have finished adding the next address, click **Select**. Choose a **Shipping Method**, and fill in any Shipping Details necessary, and click **Apply**.

You will be returned to the **Shipping Information** step of the Checkout process.

Click **Next**.

Step 1 of 3

**NEXT**

## STEP 2: CHECKOUT: BILLING AND PAYMENT INFORMATION

### BILL TO

In the **Bill To** field, the Bill To Customer, Bill To Contact, and Bill To Address field will be pre-populated with information from your company account. If your account has multiple Bill To addresses, click the **Select** button next to the Bill To Address. Choose from the list, or perform a search by Country and View by either Contact's Addresses or Customer's Addresses.

### PAYMENT

A PO Number is required to continue the checkout process. Enter your **PO Number** in the field.

### TERMS AND CONDITIONS

In order to continue the checkout process, you must click the check box affirming you have read and agreed to the **Boart Longyear Terms and Conditions**.

When you are finished reviewing your Billing and Payment information, click **Next** to review and place your order.

Step 2 of 3

**NEXT**

## STEP 3: CHECKOUT: REVIEW AND PLACE ORDER

In the last step of the checkout process, your full order is presented to review. You may click the Back button at any time to make changes, or you may update information on this page.

**NOTE:** While you can update the quantity of any item in your cart, you cannot remove them on this page. If you need to remove an item, click the Cart link on the top of the page and make your revisions. Then repeat steps 1-3 to checkout.

When you are satisfied with the information on your order, click Place Order. A confirmation page will appear with your order number. Please print this page and keep it for your records.

Step 3 of 3

**PLACE ORDER**

Soon after the confirmation appears, you will receive a sales order acknowledgment to the email listed in your account. A Customer Service Representative assigned to your account will also receive and review an acknowledgment of your order.

**NOTE:** The Customer Service Representative may make possible changes to your order such as:

- Changing order quantity to correct bundle quantities (rods)
- Shipping method
- Add shipping charges

Your Customer Service Representative will contact you to confirm your order and any changes they have made.

# WISH LISTS

## WISH LIST

**Wish Lists** can be used to gather items for future orders that you are not yet ready to purchase. You may add items to a Wish List through Cart Details.

## CREATING A WISH LIST

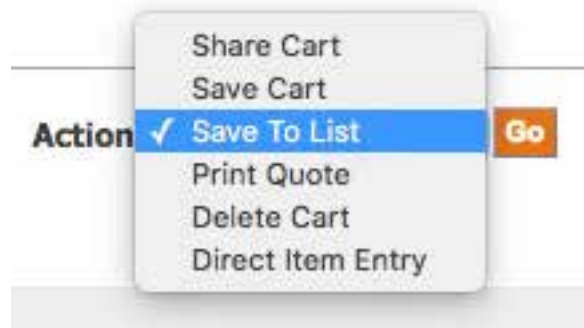
Add items you want in your Wish List to the **Cart**.

Click on **Cart** on the top of the page. The **Cart Details** page will appear.

In the **Actions** menu, click on **Save To List** and click **Go**.

In the **Save to Wish List** window, you have three options:

- **New List**
- **Replace an Existing List**
- **Add to an Existing List**



To create a new Wish List, select the radio button beside **New List**, and type a **List Name** and any comments regarding the list.

### Save to Wish List

\* Indicates required field

Cancel Apply

New List

\* List Name

Comments

Replace an Existing List

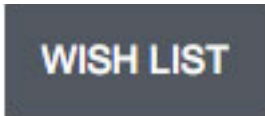
Add to an Existing List

Cancel Apply

Click **Apply**.

# WISH LIST DETAILS

Click on the **Wish List** gray menu link on the top of the page.



A summary of your Wish Lists will appear. Click on the **List Name** you wish to edit.

## Wish List

Click on a wish list name to view the details.

List Name	Comments	Created Date
<a href="#">August Job List</a>		09-JUN-2016
<a href="#">June Job List</a>		17-MAY-2016
<a href="#">July Job List</a>		16-MAY-2016

In the **Wish List Details** page, you may select the items you wish to add to cart, move items from the current list to a different list, delete items, update an item's quantity, or delete the entire list.

## Wish List Details

Select Item(s) and...



List Name: **August Job List**



Created Date: **09-JUN-2016**



Add to List:



Select	Part Number	Item	UOM	Quantity
<input type="checkbox"/>	5001972	<a href="#">THERMOSTAT, QSB6.7 TIER 3</a>	Each	<input type="text" value="1"/>
<input type="checkbox"/>	5001973	<a href="#">TENSIONER, BELT</a>	Each	<input type="text" value="1"/>
<input type="checkbox"/>	5001974	<a href="#">INJECTOR</a>	Each	<input type="text" value="1"/>

To add items to cart and begin the checkout process, check the boxes in the **Select** column prior to clicking the **Add to Cart** button. **Select All** and **Select None** options makes this operation simple if you have large lists.

*NOTE: If there are already items in your cart, the Wish List items will be added to the current cart's list of items.*

# SAVED CARTS

You may save a cart to share with other users in your account, or to purchase at a later date. Saved carts expire after 30 days.

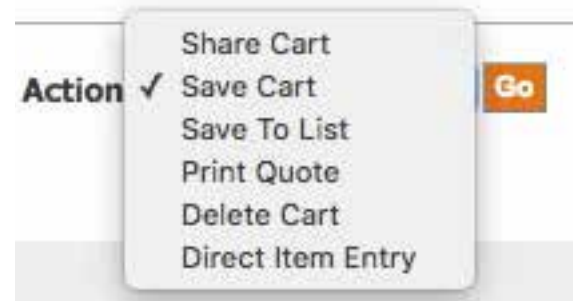
## SAVING A CART

- In your **Cart Details** page, click on the **Actions** drop-down menu.
- Choose **Save Cart** and click **Go**.

Enter a Cart name and click **Apply**.

A confirmation window will appear. In this window you can review your cart details.

Click **Continue Shopping**.



## GETTING TO SAVED CARTS

- Click on the **Cart** link on the top of the page.
- In the small sub-menu that appears under the large gray menu, click **Saved Carts**.



## SAVED CARTS ACTION MENU

- **Update Cart:** Use this option to update quantities or delete items.
- **Share Cart:** You may share your Saved Carts with other users within your account.
- **Duplicate Cart:** Duplicates the selected Saved Cart in the list. After you duplicate a cart, it becomes your current cart.
- **Delete Cart:** Deletes the selected cart in your Saved Cart list.

## CHECKING OUT A SAVED CART

Select the cart you wish to checkout, and click the **Checkout** button.

You will be taken to **Step 1** of the checkout process. For detailed information outlining the Checkout process, read the Checkout Step-by-Step document.

**NOTE:** If you have an item currently in your cart when you Checkout a Saved Cart, the item will be moved to a new Saved Cart titled Store Saved.

# CONFIGURATION KITS

A **configuration kit** is an item in My Drill Store that includes multiple components. In the kit, you must choose all available options before successfully checking out. An example of a configuration kit is the *LF230 Lower Mast Spares Kit*.

The **Configuration** window will automatically appear when you click **Add to Cart** for an item that is a kit.

Views

View Default Go

Expand All Collapse All

Focus Name	Description	Input Required	Select	Status	Quantity
<input checked="" type="checkbox"/> 3547257	KIT, LOWER MAST SPARES LF230 3546455		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1
<input checked="" type="checkbox"/> 3541889	SEAL KIT, TELESCOPIC CYLINDER 3-STAGE DOUBLE ACTING		<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<input checked="" type="checkbox"/> 3546115	SEAL KIT, HYDRAULIC CYLINDER		<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<input checked="" type="checkbox"/> 43021	SEAL KIT, HYD CYLINDER		<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<input checked="" type="checkbox"/> 3546617	WEAR STRIP, UPPER		<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<input checked="" type="checkbox"/> 3546618	WEAR STRIP, CENTER LF230 HEAD SLIDE ASM 3546318		<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<input checked="" type="checkbox"/> 3546619	WEAR STRIP, LOWER LF230 HEAD SLIDE ASM 3546318		<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<input checked="" type="checkbox"/> 3546631	BUSHING, 1"ID 1-1/4"OD 1-1/2		<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<input checked="" type="checkbox"/> 3546627	BUSHING, 1-1/4"ID 1-1/2 2"LG		<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<input checked="" type="checkbox"/> 3541120	WEAR STRIP, TOP MAST SLIDE		<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<input checked="" type="checkbox"/> 3541119	WEAR STRIP, BOTTOM MAST SLIDE		<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<input checked="" type="checkbox"/> 3540670	WEAR STRIP, UPPER MAST SLIDE AS		<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<input checked="" type="checkbox"/> 3540671	WEAR STRIP, LOWER MAST SLIDE AS		<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<input checked="" type="checkbox"/> 3540783	WEAR STRIP, UPPER MAST RAISING		<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<input checked="" type="checkbox"/> 3540786	WEAR STRIP, LOWER MAST RAISING		<input checked="" type="checkbox"/>	<input type="checkbox"/>	

Cancel Preview Configuration Finish

Click **Expand All** on the top left to easily view all the options required for a successful configuration.

**NOTE:** All items must be selected in every kit within My Drill Store.

When you have chosen all the items in the kit, click **Preview Configuration**. If your configuration is correct, the message will read: **The configuration is complete.**

Messages

✓ The configuration is complete.

Configuration Summary

Expand All Collapse All

Focus Item	Name	Quantity
<input checked="" type="checkbox"/> KIT, LOWER MAST SPARES LF230 3546455	3547257	1
<input checked="" type="checkbox"/> SEAL KIT, TELESCOPIC CYLINDER 3-STAGE DOUBLE ACTING	3541889	2
<input checked="" type="checkbox"/> SEAL KIT, HYDRAULIC CYLINDER	3546115	2
<input checked="" type="checkbox"/> SEAL KIT, HYD CYLINDER	43021	2
<input checked="" type="checkbox"/> WEAR STRIP, UPPER	3546617	2
<input checked="" type="checkbox"/> WEAR STRIP, CENTER LF230 HEAD SLIDE ASM 3546318	3546618	2
<input checked="" type="checkbox"/> WEAR STRIP, LOWER LF230 HEAD SLIDE ASM 3546318	3546619	2
<input checked="" type="checkbox"/> BUSHING, 1"ID 1-1/4"OD 1-1/2	3546631	1
<input checked="" type="checkbox"/> BUSHING, 1-1/4"ID 1-1/2 2"LG	3546627	2
<input checked="" type="checkbox"/> WEAR STRIP, TOP MAST SLIDE	3541120	2
<input checked="" type="checkbox"/> WEAR STRIP, BOTTOM MAST SLIDE	3541119	2
<input checked="" type="checkbox"/> WEAR STRIP, UPPER MAST SLIDE AS	3540670	2
<input checked="" type="checkbox"/> WEAR STRIP, LOWER MAST SLIDE AS	3540671	2
<input checked="" type="checkbox"/> WEAR STRIP, UPPER MAST RAISING	3540783	2
<input checked="" type="checkbox"/> WEAR STRIP, LOWER MAST RAISING	3540786	2

Cancel Return to Configuration Finish

Click **Finish**.

After clicking Finish, you will be automatically redirected back to your cart. You may now checkout with the completed kit.

# FREQUENTLY ASKED QUESTIONS

## **How do I log in?**

You may use your current iStore login and password to access your account.

## **How can I see my past orders, invoices, and shipments?**

Click on the **Orders** link. Under the gray main menu bar, there are links to Track Orders, view Invoices, and see Payments. In **Track Orders**, you may click on **Shipment Details** on the far right of your search results to review an order's shipment details.

## **Can I get a printable quote?**

In the **Cart Details** window, under the **Actions** drop-down menu, choose **Print Quote** and click **Go**. A PDF of your quote will automatically download to your computer.

## **How can I place an order?**

See *Checkout Step-by-Step*

## **How can I upload an order with a spreadsheet? What file formats can I use?**

On the top stripe, click Direct Item Entry. See *Direct Item Entry*

## **How do I search for items?**

At the top right of every page is a **Search** text box. Begin typing your search of either item name or product number and it will autofill with suggestions after 3 characters. Click **Go**. For more information, see *Overview*.

## **If I don't want to search, can I order an item directly in the shopping cart?**

See *Direct Item Entry*

## **Does my discounted price display in the store? How do I find my price?**

Your discounted price will appear once you have added an item to the cart.

## **Why doesn't my price display on the search page?**

Prices are only calculated once you have added an item to the cart.

## **When the Availability of an item is "Check," why does the store ask me to check with my customer service representative?**

A Customer Service Representative will be able to give you accurate information on when the item will be available, or change the location from where the item will be shipped from for a shorter lead time.

## **How do shipping costs get added to my order?**

After you have submitted your order, depending on the method of shipping you have decided, your Customer Service Representative will add shipping costs and contact you to review your order.

## **How can I change information about myself (email address, passwords, etc.)?**

See *Account Information*