

Gardner Parts Connection

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WELCOME TO THE “GARDNER PARTS CONNECTION”

The “Gardner Parts Connection” provides you, our valued customer, interactive access to Gardner’s extensive inventory of products for the lawn and garden industry. You have access from 5 a.m. till 10 p.m., 7 days a week, 52 weeks a year. Access allows you to place orders, check stock and pricing, inquire on orders and inquire on backorders. The “Gardner Parts Connection” is completely interactive and information is real-time.

In the pages to follow you will find simple, easy to understand instructions on using your new “Gardner Parts Connection”.

What’s required:

- *A personal computer*
- *A modem*
- *Windows 3.1 or Windows 95 - 98*

Gardner provides the rest! Now, let’s get started.

When you are connected to “**Gardner Parts Connection**”, your screen will look like this:

Dialin Entry Functions

Current Account Number – (your account number)

1 – Order Entry
2 – Restart Suspended / Crashed Order
3 – Backorder Inquiry
4 – Product / Stock inquiry
5 – Order Inquiry / List
6 – Backorder Entry

8 – End this session

Function >

Notice your Gardner account number appears under the menu title bar.

Main Menu

Dialin Entry Functions

Current Account Number –

- 1 – Order Entry
- 2 – Restart Suspended / Crashed Order
- 3 – Backorder Inquiry
- 4 – Product / Stock inquiry
- 5 – Order Inquiry / List
- 6 – Backorder Entry

- 8 – End this session

Function >

1 – Order Entry (option # 1 on the Dialin Entry Functions menu)

This is where you enter orders.

2 – Restart Suspended/Crashed Orders (option # 2 on the Dialin Entry Functions menu)

This is where you return to an order that has been suspended (for later completion) or orders that may have crashed.

3 – Backorder Inquiry (option # 3 on the Dialin Entry Functions menu)

This is where you may verify backorder status of an item.

4 – Product / Stock / Inquiry (option # 4 on the Dialin Entry Functions menu)

This is where you inquire on various aspects of a part number (availability, list price, your cost, back freight, etc.).

5 – Order Inquiry / List (option # 5 on the Dialin Entry Functions menu)

This is where you may inquire on or review an existing order using various criteria.

6 – Backorder Entry (option # 6 on the Dialin Entry Functions menu)

*This is where you may place a part number directly on backorder.
Used for doing a direct shipment with special shipping instructions (red or blue)..*

8 – End this session (option # 8 on the Dialin Entry Functions menu)

This is where you log off the “Gardner Parts Connection”.

ENTERING AN ORDER

Continued

*Once you have made the necessary changes in the header press <Enter>.
Your screen will now look like this:*

New Order Ship to? (your customer number)	Order number: (order number)
(1) ABC Supply	
Attn: John	
123 Smith Street	
Anytown ,Ca 12345	
(2) Ord type: ORD (3) Ship pt: 01 Gardner West	
(4) Ship date: 02-Jan-98 (5) Ship via: UPS GROUND	
(5) Order options: (7) Sales tax code: 0	
(8) Cust PO No: (your P.O) (9) Backorder: 1 – Stock B.O.	
(10) Terms cd: 02 1% 15 th PROX.	
	CrdSts = \$0.00
Line—Product—(or ?0-----Description—Quant—UM—Price----Disc---Value—V?	
1 >>>> Dialin Order of 02-Jan-98 02:08 PM <<<<< :B,D	
2 _____	
OV: 0.00	

*You may now enter the part number (example: **235116**) and press <Enter>.
If there is more than one manufacturer with the same part number, a list of part numbers is displayed and you may select the one you want by typing the line number of the correct part <Enter>. Now enter the quantity you want (example: **10**) and press <Enter>.*

*The cursor is now at a V ? prompt. Here you verify the accuracy of the part number and quantity you have entered. If you have made a mistake, type **0** <Enter> and the line will be cancelled and you may re-key the correct part number and quantity. If the part number and quantity are correct then press <Enter>. You may now enter the remaining items in the same way.*

ENTERING AN ORDER

Continued

When you have entered the last part number and quantity type \ <Enter>.

Your screen will look like this:

New Order Ship to? (your customer number)	Order number: (order number)																																													
(1) ABC Supply Attn: John 123 Smith Street Anytown, Ca 12345																																														
(2) Ord type: ORD (3) Ship pt: 01 Gardner West																																														
(4) Ship date: 02-Jan-98 (5) Ship via: UPS GROUND																																														
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(10) Terms cd: 02 1% 15 th PROX.	CrdSts = \$0.00																																													
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Line</th> <th>Product</th> <th>(or ?0-----Description</th> <th>Quant</th> <th>UM</th> <th>Price</th> <th>Disc</th> <th>Value</th> <th>V?</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>>>>></td> <td>Dialin Order of 02-Jan-98</td> <td>02:08 PM</td> <td><<<<</td> <td>:B,D</td> <td></td> <td></td> <td></td> </tr> <tr> <td>2</td> <td>KH 235116</td> <td>Element, Air</td> <td>10</td> <td>EA</td> <td>3.39</td> <td>Net</td> <td>33.90</td> <td></td> </tr> <tr> <td>3</td> <td>KH 237421</td> <td>Pre-Cleaner</td> <td>10</td> <td>EA</td> <td>1.09</td> <td>Net</td> <td>10.90</td> <td></td> </tr> <tr> <td>4</td> <td>\</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		Line	Product	(or ?0-----Description	Quant	UM	Price	Disc	Value	V?	1	>>>>	Dialin Order of 02-Jan-98	02:08 PM	<<<<	:B,D				2	KH 235116	Element, Air	10	EA	3.39	Net	33.90		3	KH 237421	Pre-Cleaner	10	EA	1.09	Net	10.90		4	\							
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OV: 44.80, SV: 44.80 (A)dd, (C)ancel, (E)dit, (L)ist, (H)eader, (F)inish, (S)uspend ? <input style="width: 20px;" type="text"/>																																														

At this point, you may finish or return to any part of the order to add or make changes.

- **A** Type **A** <Enter> and add more part numbers to the order.
- **C** Type **C** <Enter> and cancel the entire order.
- **E** Type **E** <Enter> and Edit a particular line item.
- **L** Type **L** <Enter> and display (scroll) through the entire order.
- **H** Type **H** <Enter> and return to the order header to make changes.
- **F** Type **F** <Enter> and finish the order.
- **S** Type **S** <Enter> and suspend the order for finishing at a later time.

RESTARTING AN ORDER

Select **Restart Suspended/Crashed Order** (option # 2 from the Dialin Order Functions menu).

At the order number prompt, type the order number <Enter>. If you don't know the order number ? <Enter> and any suspended orders will be displayed.

Select the order number you want by typing the line number <Enter>. The order will be restarted and the cursor will return to the next part number line on the order.

Your screen will look like this:

New Order Ship to? (your customer number)	Order number: (order number)
(1) ABC Supply Attn: John 123 Smith Street Anytown ,Ca 12345	
(2) Ord type: ORD (3) Ship pt: 01 Gardner West	
(4) Ship date: 02-Jan-98 (5) Ship via: UPS GROUND	
(5) Order options: (7) Sales tax code: 0	
(8) Cust PO No: (your P.O) (9) Backorder: 1 – Stock B.O.	
(10) Terms cd: 02 1% 15 th PROX.	
	CrdSts = \$0.00
Line—Product—(or ?0-----Description—Quant—UM—Price----Disc---Value—V?	
1 >>>> Dialin Order of 02-Jan-98 02:08 PM <<<< :B,D	
2 KH 235116 Element, Air 10 EA 3.39 Net 33.90	
3 KH 237421 Pre-Cleaner 10 EA 1.09 Net 10.90	
4 _____	
OV: 44.80, SV: 44.80	

You may add more items to the order or complete it as necessary.

Refer to page 5 for help on completing an order.

BACKORDER INQUIRY

Select **Backorder Inquiry** (option # 3 from the Dialin Entry Functions menu).

You may inquire on backorders by manufacturer or part number.

To display all backorders press <Enter> <Enter> and all backorders will be displayed.

Your backorder inquiry screen will look like this:

```

                                BACKORDER INQUIRY V 4.1
Customer No: (your customer number)
Manufacturer:
Part Number:
Billing Whse: 01

Ln#-Mfg.--Part Number-----Invoice #--Cust P.O.-ShWh-B.O.Date---Ty—Uprice---Qty
1)  KH  52 010 01      12345678  01-02-98  01  02-JAN-98  1   24.46    1
2)  KH  52 014 89      12345678  01-02-98  01  02-JAN-98  3   34.96    1
3)  KH  52 559 01      12345678  01-02-98  01  02-JAN-98  4   40.48    1

(M)fg, (F)inish ?
```

Backorders show original order/invoice number, purchase order number, the date and shipping warehouse as well as backorder type and quantity.

An explanation of **backorder type** is as follows:

- **Type 1** Stock backorder
- **Type 3** Emergency order through Gardner warehouse
- **Type 4** Emergency order drop ship to customer direct from the factory

After the inquiry, type **M** <Enter> to select another manufacturer or type **F** <Enter> to return to the Dialin Entry Functions menu.

CHECKING PRICE AND AVAILABILITY

Select **Product / Stock Inquiry** (option # 4 from the Dialin Entry Functions menu).

At the stock number prompt, type the part number (example: **235116**) <Enter> and the following screen will appear:

Mfg	Part Number		Description						
	KH 235116		Element, Air						
	-----List	-----Sell	-----FF/Core						
	8.75	3.39	Dealer						
Customer: (your customer number and name)									
Wh	OnHand	Alloc	CusBo	Onord	Cd	Selpk	Buypk	NetAvail	
01	12321	110	0	3000	N	0	20	12211	
02	1321	10	0	300	N	0	20	1311	

Stock number ? 235116_____

The screen will display the following information:

- *Manufacturer, part number, and description (example: KH 235116 Element, Air)*
- *List price (example: 8.75)*
- *Your cost (example: 3.39)*
- *Price level or discount (example: Dealer)*
- *Your customer number and name*
- *Warehouse location, quantity on hand, quantity allocated, quantity on backorder to all customers, quantity on order by **Gardner**, and the quantity available.*

Each warehouse location represents a separate shipping point. 01 Columbus, Ohio
02 Cranbury, NJ

You may type another part number or \ <Enter> to return to the Dialin Entry Functions menu.

INQUIRING / LISTING A PREVIOUS ORDER

Select **Order Inquiry / List** (option # 5 from the Dialin Entry Functions menu).

You may inquire on / list your orders based on any / any combination of the following criteria:

- *By order number*
- *By your purchase order number*
- *By your order date (example: 010598 = Jan 5, 1998)*
- *By our date shipped (example: 010598 = Jan 5, 1998)*
- *By the shipping warehouse (example: 01 = Columbus, 02 = Cranbury)*
- *By order status (example: open orders, invoiced orders, credit memos, etc.)*
- *By the month (example: Jan = January, Dec = December)*

Sales Order Inquiry V 4.1		Cust No > (your customer number and name)				
---Order No—Order \$\$--Customer PO NO----Ordered----Shipped—Ship:Wh:Bill-Status						
						Month – JAN
Page: 1						
1	1235670	10.00	010598C	05-JAN-98	05-JAN-98	01 01 INVOICED
2	1235671	20.00	010598	05-JAN-98	05-JAN-98	01 01 INVOICED
3	1235672	30.00-	010598C	05-JAN-98	05-JAN-98	01 01 -CREDIT-
4	1235680	40.00	010598D	06-JAN-98	06-JAN-98	01 01 INVOICED
5	1235689	60.00	010598E	06-JAN-98	06-JAN-98	01 11 INVOICED
(L)ist, (S)top, E(X)it ?						
Last match has been reached						

Select the appropriate option:

- **L** *Shows you the lines on an order*
- **S** *Allows you to stop and inquire on other orders*
- **X** *Exits to main menu*

ENTERING A BACKORDER DIRECTLY

Select **Backorder Entry** (option # 6 from the Dialin Entry Functions menu).

This function is used only if you need to enter a direct shipment with special shipping instructions, (Next Day or Second Day Air).

Your screen will look like this:

New BO	Ship to? (your customer number)	Order number:
(1)	ABC Supply Attn: John 123 Smith Street Anytown ,Ca 12345	
(2)	Ord type: ORD	(3) Ship pt: 01 Gardner West
(4)	Ship date: 01-02-98	(5) Ship via: UPS Next Day Air
(6)	Order options:	(7) Sales tax code: 0
(8)	Cust PO No: 01-02-98	(9) Backorder: 4 Emergency to Cust
(10)	Terms cd: 02 1% 15 th PROX.	
		CrdSts = \$0.00
Line—	Product—(or ?0-----Description—	Quant—UM—Price----Disc---Value—V?

Number to change (or /B, /P) ?

At the number to change prompt, you can change the following fields in the order header by typing the field number and <Enter>:

- (1) Ship to (to have the order shipped to a different address)
- (5) Shipping method (to change the shipping instructions)
- (8) Purchase order number (to enter your P.O. number)
- (9) Backorder type (to change the backorder instructions)

Please note that some fields may or may not be changed depending upon customer status.

ENTERING A BACKORDER DIRECTLY

Continued

Once you have changed all the necessary header fields press <Enter>.

Your screen will look like this:

New BO	Ship to? (your customer number)	Order number: (order number)
(1)	ABC Supply Attn: John 123 Smith Street Anytown, Ca 12345	
(2)	Ord type: ORD	(3) Ship pt: 01 Gardner West
(4)	Ship date: 02-Jan-98	(5) Ship via: UPS Next Day Air
(5)	Order options:	(7) Sales tax code: 0
(8)	Cust PO No: (your P.O)	(9) Backorder: 4 – Emergency to Cust
(10)	Terms cd: 02 1% 15 th PROX.	
		CrdSts = \$0.00
Line—	Product—(or ?0-----	Description—Quant—UM—Price---Disc---Value—V?
1	>>>>	Dialin Order of 02-Jan-98 02:08 PM <<<< :B,D
2	_____	
OV:	0.00	

*You may now enter the part number (example: **235116**) and press <Enter>.*

*If there is more than one manufacturer with the part number, a list of the part numbers is displayed and you may select the one you want by typing the line number of the correct part <Enter>. Now enter the quantity you want (example: **10**) and press <Enter>.*

*Your cursor will now be at a **V?** prompt. This is where you verify the accuracy of the part number and quantity you have entered. If you have made a mistake, type **0** <Enter> and the entire line will be cancelled and your may re-key the correct part number and quantity. If the part number and quantity are correct then merely press <Enter>.*

You may now enter the remaining items in the same way.

ENTERING A BACKORDER DIRECTLY

Continued

When you have entered the last part number and quantity type \ <Enter>.

Your screen will look like this:

New BO	Ship to? (your customer number)	Order number: (order number)
(1)	ABC Supply Attn: John 123 Smith Street Anytown, Ca 12345	
(2)	Ord type: ORD	(3) Ship pt: 01 Gardner West
(4)	Ship date: 02-Jan-98	(5) Ship via: UPS Next Day Air
(5)	Order options:	(7) Sales tax code: 0
(8)	Cust PO No: (your P.O)	(9) Backorder: 4 – Emergency to Cust
(10)	Terms cd: 02 1% 15 th PROX.	
		CrdSts = \$0.00
Line—	Product—(or ?0-----	Description—Quant—UM—Price---Disc---Value—V?
1	>>>>	Dialin Order of 02-Jan-98 02:08 PM <<<< :B,D
2	KH 235116	Element, Air 10 EA 3.39 Net 33.90
3	KH 237421	Pre-Cleaner 10 EA 1.09 Net 10.90
4	\	
OV: 44.80, SV: 44.80		
(A)dd, (C)ancel, (E)dit, (L)ist, (H)eader, (F)inish, (S)uspend ? <input style="width: 20px;" type="text"/>		

At this point, you may finish or return to any part of the backorder entry to add or make changes.

- **A** Type **A** <Enter> and add more part numbers to the order.
- **C** Type **C** <Enter> and cancel the entire order.
- **E** Type **E** <Enter> and cancel a particular part number on the order.
- **L** Type **L** <Enter> and display (scroll) through the entire order.
- **H** Type **H** <Enter> and return to the order header to make changes.
- **F** Type **F** <Enter> and finish the order.
- **S** Type **S** <Enter> and suspend the order for finishing at a later time

Special Commands

Backing Up

While working in the Gardner Parts Connection there are special commands that allow you to make changes and see options. After in the system and past the main menu there are two options that take you back one screen. These are \ (backslash) <Enter> or . (period) <Enter>

Mistakes

If you find you have keyed in a wrong letter or number, do not use the backspace key. You must use the delete key to fix your mistake. You must always press the < Enter > key after typing in your command.

Help

Most anywhere in the system where you are unsure of what options you have, a simple ? typed at that prompt will show you all the options you have.

Options

After keying a part number and the quantity in order entry, your cursor will be blinking at the right side of the screen. This is the verify prompt. You can type a ? here to see your options but there are only a couple you would be concerned with.

They are:

2 Quantity	<i>Changes the quantity of the line item.</i>
6 Backorder Code	<i>Changes the backorder from stock to EO. 1 = Stock Backorder 4 = Emergency from factory</i>
7 Shipping Warehouse	<i>Changes the warehouse the part will ship from. 01 = Columbus, Ohio 02 = Cranbury, NJ</i>
8 Inventory Available	<i>Same as above, but allows you to see inventory at both locations.</i>

Within the system you will see the <CR> at various places. This simply means Carriage Return, which on a computer keyboard is <Enter>. When first signing in with your username it is best to use the <Enter> key on the left side of the keypad, not the one on the right, which is on your number pad. After logging in it makes no difference which one you use, just on initial sign on.

Sourcing From Warehouses

Parts do not automatically source from either warehouse. You must change the shipping warehouse if a warehouse is out of stock. If a part backorders on a order you will see a (0), in the line item of the that part. This indicates the part is not available to ship from the default warehouse. At this point you would want to type 8 at the verify prompt of that line item.

Part Description

Pay special attention to the description of parts as some may have meanings you are not aware of. For example a **TRK** in the description will let you know the item is too large or heavy for us to ship UPS and it will go Truck Freight Collect.

Another is **FAC ITEM**, which tells you it is stocked only at the factory and direct ship item only.

Truck Shipments coming Collect

If you see **70 + lbs.** flashing in the upper right hand part of the order this tells you again, it's over 70 pounds and we choose not to ship UPS. It will go Freight Collect via Truck.

Importing Available Backorders

New Order Ship to? (your customer number)		Order number: (order number)	
(1)	ABC Supply Attn: John 123 Smith Street Anytown, Ca 12345	There are shippable B.O's	
(2)	Ord type: ORD	(3)	Ship pt: 01 Gardner West
(4)	Ship date: 02-Jan-98	(5)	Ship via: UPS GROUND
(5)	Order options:	(7)	Sales tax code: 0
(8)	Cust PO No: (your P.O)	(9)	Backorder: 1 – Stock B.O.
(10)	Terms cd: 02 1% 15 th PROX.		
			CrdSts = \$0.00
Line	Product	(or ?0-----Description	Quant—UM—Price---Disc---Value—V?
1	>>>>	Dialin Order of 02-Jan-98 02:08 PM	<<<<< :B,D
2	KH 235116	Element, Air	10 EA 3.39 Net 33.90
3	KH 237421	Pre-Cleaner	10 EA 1.09 Net 10.90
4	\		
			? <input type="text"/>
OV: 44.80,		SV: 44.80	
(A)dd, (C)ancel, (E)dit, (L)ist, (H)eader, (F)inish, (S)uspend, (B)ackorders			

If there are Backordered parts that are available to be shipped with the order you are keying, you will see the message (There are shippable B.O.'s) flashing in the upper right hand of your header box indicating so. To import these parts into the order, you can choose the Backorder command at the bottom of the screen when finishing the order. Simply press **B** to see the parts that are available for shipment with this order. If for some reason you do not want these Backordered items choose the **Q** option. Then contact our customer service dept to have them cancel the backordered part. If everything looks OK and you wish these parts to be included with this shipment choose the **I** option.

GARDNER-MAIL

From any Select Function prompt, type \M. Your screen will look like this:

```

                                Mail Menu
1 - Read NEW mail  {/F}  (You have  1)
2 - Read OLD mail  {/F}  (You have  1)
3 - Read SELF-REMINDERS      {/F}  (You have  1)
4 - Send mail
5 - Create self-reminder note
6 - Re-read cancelled mail
7 - Verify receipt of sent e-mail
8 - Send number message to a pager
  <CR> - check for new mail
Selection >__
```

When sending e-mail, selection # 4, your screen will look like this:

```

                                Send Messages to other users
*****
** Message sent by << user name >>  on  (the date and time)  **
**                                                                 **
**      To: type who you are sending mail to here or ? will show all users,  **
**      mail may also be sent to e-mail groups by typing /GRP <Enter>  **
**      Subject : type subject of e-mail here  **
*****
type your mail message here and <CTRL Z> to finish

*** When finished, exit with CTRL - Z ***
```

You can now press <Enter> to send the e-mail. You can also change who you send the e-mail to by typing **T** <Enter> and then entering the new mail recipient. You can change the subject by typing **S** <Enter> or you can add more to your e-mail message by typing **A** <Enter>.