# Instructions for Order Tracking and Online Store

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-Logging In-

1. To use our online store, you need to visit our website at: [http://www.trimcohardware.com/](http://www.trimcohardware.com/). Once you are at the home page, click on the tab that says: “Distributor Login”.

2. Now you will come to the following window. At this point, you want to enter your Email address and Password. Then click “Log In”.
   If you do not have login credentials and are a Trimco Customer, please call the number shown below to register for a username and password or click on “click here” to see a list of representatives in your area to contact for registration.

To set up an account with Trimco, you can click “Web Master” as shown above, call us at (323) 262-4191 or send an email to: csr@trimcohardware.com.
3. After entering your Email address and Password, you will come to the next page which may contain important general information about shipping and ordering from our Online Store. After reading the post-login page, **click** on “ENTER SITE”.

**PLEASE READ BEFORE PLACING AN ORDER!**

*Important Notes*

1. There is a $50.00 net minimum per invoice to one location for orders placed online.
2. Quantities shown are what is currently in stock. If the quantity needed exceeds this amount, your order will be shipped within the standard lead-time or you can request “Ship & Backorder” when placing your order.
3. Only standard products are available online. Orders for custom items or modifications to standard products must be sent to the factory.
4. Standard pricing applies to online orders. Quoted jobs must be sent to the factory.
5. If the finish required is not listed, please send the order to the factory.
6. 2% discount is applied immediately to each line item, once the order is entered.
7. Full freight allowed on orders totaling $1,000.00 or more not billed, within the Continental United States only, on a carrier selected by Trimco. Canada - Trimco pays all freight on all orders of $2,500 or more. Hawaii - Trimco pays freight on all orders of $2,000 or more, this includes ocean and delivery charges. Orders of less than $2,000, customer pays all freight charges. Mexico - Trimco pays freight on all orders of $1,000 or more (up to the U.S. border), customer will pay balance from there on. Puerto Rico - Trimco pays ground, ocean and island delivery on all orders of $2,000 or more. Orders @ $1,000 to $2,499, Trimco pays ground continental US only & customer pays ocean and island charges. Less than $1,000, customer pays all freight charges. Others - Europe, Saudi Arabia, Japan, England, India, China, Egypt, etc., CUSTOMER PAYS ALL FREIGHT CHARGES.
8. All items come with standard fasteners. Any product requiring special fasteners, such as Torx security or spanner head security screws, should be ordered from the factory. Exception - Stainless steel (635G) kick plates can be ordered with Torx security screws or spanner head security screws.

*Kick, Mop, & Armor Plates*

1. Please note that the following packaging charges apply:
   - $5.00 for less than 5 lock/mop plates
   - $15.00 for less than 3 armor plates

   These charges will be added to your order after it is submitted to customer service if they apply.

2. Special size kick plates are available with a delivery of approximately 5 working days.
3. Prices for kick, mop & armor plates reflect Trimco's standard beveled 4 edges. There is an up-charge for Heavy B4E.
4. When ordered with Torx security screws or spanner head security screws, please add these using the following as item numbers for the different size plates.

   a. TORX-MP0 = Plates less than 12" - $7.00 net per plate
   b. TORX-KP-1.0 = Plates from 12" to 17" high - $9.00 net per plate
   c. TORX-AP-1.0 = Plates from 17" to 24" high - $12.00 net per plate
   d. TORX-AP-2.0 = Plates from 24" to 48" high - $16.00 net per plate
   e. SPANNER-MP0 = Plates less than 12" high - $3.30 net per plate
   f. SPANNER-KP-1.0 = Plates from 12" to 17" high - $5.00 net per plate
   g. SPANNER-AP-1.0 = Plates from 17" to 24" high - $6.00 net per plate
   h. SPANNER-AP-2.0 = Plates from 24" to 48" high - $9.00 net per plate
-Order Tracking-

4. To track or check the status of an order that has been placed, **click** on “Order Tracking”.

![Order Tracking Page](https://store.trimcohardware.com/eTrimco/Default.aspx?tabindex=DB&tabid=13)
5. Once you have entered the Order Tracking page there are multiple ways to pull up an order. Either enter the Purchase Order, Part Number, or Sales Order. Or simply click on the sales order or purchase order from the prompted list shown on your Order Tracking page. As an example, we will click the random sample order “HUNT02”.
6. Now you land on the *Order Lines* page, where you can **reorder the line items** chosen, have a **copy of the sales order emailed** to you, or **make a credit card payment** toward this sales order.

You can also see shipping information, just **click** the “Shipments” tab or **click** on a “Part Number”. Both options would land on the same page where shipping information is shown.
7. Once you have landed on the Shipments tab, you can click on the “Tracking Number” which would route you to the shipping page/website of the corresponding carrier to the chosen order. In this case, it would open FedEx’s Order Tracking page because the customer chose to use FedEx Ground Shipping.

From this page, you can also click “Invoices”. This will direct you to the following tab:
8. Once you have landed on the *Invoices* tab, you can **click “Click Here”** to see the Customer Statement and Invoice Payment Options.

You can also **click** on the **“Inv No”** (Invoice Number) to take you to the following *Invoice* page, which shows all available details for the chosen Invoice Number.
9. Once you land on the detailed *Invoices* page, you can return to the previous page or get a copy of the chosen invoice emailed to you by clicking on either of the “Click Here” options.
-Online Store Purchasing-

1. To use our online store, you need to visit our website at: http://www.trimcohardware.com/. Once you are at the home page, click on the tab that says: “Distributor Login”.

2. Now you will come to the following window. At this point, you want to enter your Email address and Password. Then click “Log In”. If you do not have login credentials and are a Trimco Customer, please call the number shown below to register for a username and password or click on “click here” to see a list of representatives in your area to contact for registration.
3. After entering your Email address and Password, you will come to the next page which may contain important general information about shipping and ordering from our Online Store. After reading the post-login page, **click** on “ENTER SITE”.

![ENTER SITE]

**PLEASE READ BEFORE PLACING AN ORDER!**

**Important Notes**

1. There is a $50.00 net minimum per invoice to one location for orders placed online.
2. Quantities shown are what is currently in stock. If the quantity ordered exceeds this amount, your order will be shipped within the standard lead-time or you can request “Ship & Backorder” when placing your order.
3. Only standard products are available online. Orders for custom items or modifications to standard products must be sent to the factory.
4. Standard pricing applies to online orders. Quoted jobs must be sent to the factory.
5. If the finish required is not listed, please send the order to the factory.
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8. All items come with standard fasteners. Any product requiring special fasteners, such as Torx security or spanner head security screws, should be ordered from the factory. Exception - Stainless steel (630) kick plates can be ordered with Torx security screws or spanner head security screws.

**Kick, Mop, & Armor Plates**

1. Please note that the following packaging charges apply:
   - $5.00 for less than 5 lock/mop plates
   - $15.00 for less than 3 armor plates

   These charges will be added to your order after it is submitted to customer service if they apply.

2. Special size kick plates are available with a delivery of approximately 5 working days.
3. Prices for kick, mop & armor plates reflect Trimco’s standard beveled 4 edges. There is an up-charge for Heavy B4E.
4. When ordered with Torx security screws or spanner head security screws, please add for those using the following as item numbers for the different size plates.
   a. TORX-MP0 = Plates less than 12” - $7.00 net per plate
   b. TORX-KP-1.0 = Plates from 12” to 17” high - $9.00 net per plate
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   d. TORX-AP-2.0 = Plates from 24” to 48” high - $16.00 net per plate
   e. SPANNER-MP0 = Plates less than 12” high - $3.30 net per plate
   f. SPANNER-KP-1.0 = Plates from 12” to 17” high - $5.50 net per plate
   g. SPANNER-AP-1.0 = Plates from 17” to 24” high - $6.00 net per plate
   h. SPANNER-AP-2.0 = Plates from 24” to 48” high - $9.00 net per plate

Created by:
Trimonco Marketing Team

Instructions for Online Store
5. Once you have logged in, you will land on the following Store page. This page will have a tab open called Parts Entry. On this page, you can start placing an order by entering a Part Number and a Quantity.

If you do not know the part numbers for your order, you can click “Categories” to browse Trimco’s products by category.
4. When you land on the Categories tab, you will see all available categories of Trimco products. When you decide which product you are searching for, click on the corresponding category. This will open all available products from the chosen category. As an example, we will **click** on “Door Pulls”.

![Diagram of product categories]

- Push Plates
- Hospital Latchsets
- Catches and Latches
- Cabinet Hardware
- Coordinators and Brackets
- Flushbolts - Manual/Auto
- Pull Plates
- Flush and Edge Pulls
- Pocket Door Locks
- Anti-Vandal Pulls
- Kick, Mop and Armor Plates
- Door Pulls
6. Once you have clicked the desired category, you will land on a page that details all products within that category. The page for Door Pulls is shown below:

On this page you can **click** to check a box and add a product as a “Favorite”. You can also enter a “Buy Qty” to add the desired quantity of a product to your *Cart*. 

```plaintext
<table>
<thead>
<tr>
<th>Favorite</th>
<th>Part Number</th>
<th>Description</th>
<th>Customer PN</th>
<th>Available</th>
<th>Price</th>
<th>Buy Qty</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1115P.612</td>
<td>1115P FLUSH PULL SET Satin Bronze</td>
<td></td>
<td>0</td>
<td>205.80</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1115P.613</td>
<td>1115P FLUSH PULL SET Bronze, Oil Rubbed</td>
<td></td>
<td>1</td>
<td>164.64</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1115P.629</td>
<td>1115P FLUSH PULL SET Polished Stainless Steel</td>
<td></td>
<td>0</td>
<td>164.64</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1115P.630</td>
<td>1115P FLUSH PULL SET Satin Stainless Steel</td>
<td></td>
<td>12</td>
<td>107.80</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1115P.805</td>
<td>1115P FLUSH PULL SET Polished Brass</td>
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<td>0</td>
<td>164.64</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1115P.606</td>
<td>1115P FLUSH PULL SET Satin Brass, dull</td>
<td></td>
<td>0</td>
<td>164.64</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1192-3.630</td>
<td>45DEG OFFSET 1&quot;PULL 10&quot; Satin Stainless Steel</td>
<td></td>
<td>4</td>
<td>117.60</td>
<td></td>
</tr>
<tr>
<td></td>
<td>71501.605</td>
<td>CANE PULL, EXT J MT Polished Brass</td>
<td></td>
<td>0</td>
<td>420.42</td>
<td></td>
</tr>
<tr>
<td></td>
<td>71501.612</td>
<td>CANE PULL, EXT J MT Satin Bronze</td>
<td></td>
<td>0</td>
<td>521.36</td>
<td></td>
</tr>
<tr>
<td></td>
<td>71501.613</td>
<td>CANE PULL, EXT J MT Bronze, Oil Rubbed</td>
<td></td>
<td>0</td>
<td>420.42</td>
<td></td>
</tr>
<tr>
<td></td>
<td>71501.625</td>
<td>CANE PULL, EXT J MT Dull Chrome</td>
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<td>0</td>
<td>420.42</td>
<td></td>
</tr>
<tr>
<td></td>
<td>71501.630</td>
<td>CANE PULL, EXT J MT Satin Stainless Steel</td>
<td></td>
<td>0</td>
<td>420.42</td>
<td></td>
</tr>
<tr>
<td></td>
<td>35.605</td>
<td>CLASSIC DOOR PULL 12.5TCT Polished Brass</td>
<td></td>
<td>0</td>
<td>713.44</td>
<td></td>
</tr>
<tr>
<td></td>
<td>35.612</td>
<td>CLASSIC DOOR PULL 12.5TCT Satin Bronze</td>
<td></td>
<td>0</td>
<td>713.44</td>
<td></td>
</tr>
<tr>
<td></td>
<td>59.609</td>
<td>CLASSIC GRIP 10&quot; Satin Brass and Black</td>
<td></td>
<td>0</td>
<td>360.64</td>
<td></td>
</tr>
</tbody>
</table>

Page 1 2 3 4 5 6 7 8 9 10 ...
7. As an example, we entered a quantity of 20 – for the product “1115P FLUSH PULL SET” with a Satin Bronze Finish.

After you enter a quantity of the desired product on the right-hand side shown below, you can **click** on the “View Cart” tab to view the products and quantities of each product.
8. You will now land on the following View Cart tab, where you can view all products and quantities of each product in your cart. This page will also show a “Total” at the bottom right of the page. You can also enter “Special Instructions” for Trimco on each product order.

![Trimco Online Store Screenshot](https://store.trimcohardware.com/eTrimco/Default.aspx?tabindex=3&tabid=11)

<table>
<thead>
<tr>
<th>Part Number</th>
<th>Description</th>
<th>Customer PN</th>
<th>Available</th>
<th>Price</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>1115P.612</td>
<td>1115P FLUSH PULL SET Satin Bronze</td>
<td></td>
<td></td>
<td>205.80</td>
<td>25</td>
</tr>
</tbody>
</table>

**Special Instructions:**

To proceed with the desired order in your Cart, **click “Check Out”**
9. On the following *Check Out* page, you will need to fill all necessary information to complete your order.

Shipping address is necessary to complete the order. Trimco’s online store does not require you to pay for the order immediately, however, you may choose to pay immediately by entering a credit card number in the “Pay By Credit Card” section. Another payment option is to enter a purchase order number in the “Purchase Order” section.

Both **Payment Options** are shown in the following image.

If you have comments about the order, you can input “Special Instructions” for the order here as well.

*Credit Card payments will include a 3% fee and freight will be charged separately.*

You can open a dropdown menu for shipping options by **clicking** under “Ship Via”

This should be done to ensure the desired shipping method before **clicking “Submit Order”**, which is the final step before completing your purchase.