




# Sample Request System

User Guide

Version 10192009



The GNC Sample Request System will receive all sample requests and organize them in one central location. Some of the benefits are described below (from our [Learn About Online Access](#) page)

### **Why Sign Up?**

Overwhelmed by paperwork? Want to request a sample at 3:00 am?

Now you can manage your sample requests online 24/7! Get instant access, anytime you like!

- your past requests
- status updates
- shipment tracking information
- requests for new or standard products

And you don't have to worry about privacy and security. When you sign up your information is password protected. Only you have access to your sample request information and personal data. All of your requests are confidential and secure.

**Sign up now. It couldn't be easier!**

Already have an account? [Click here](#) to login now.



# **ACCESSING THE SAMPLE REQUEST SYSTEM**

You will need a computer with internet access to utilize this website.

To access the system, in your browsers address bar, type <http://www.gncsample.com> and press enter.



On the website home page you have several options:

1. [Login to the site using your username and password](#)
2. [Retrieve a lost password](#)
3. [Sign up for a new account](#)
4. [Learn about Online Access](#)

If this is your first visit to the website, click the link to

[“Sign up for an account”](#)

**Sample Request System**

**Georgia's Georgia Nut Company**

User Name :

Password :

Remember me

Login

▶ [Retrieve a lost password](#)

▶ [Sign up for an account](#)

▶ [Learn about online access](#)

User Name :

Password :

Remember me

Login

▶ [Retrieve a lost password](#)

▶ [Sign up for an account](#)

▶ [Learn about online access](#)

To sign up for a new account, fill in all fields below.  
Items marked with a red underline are required.

### Sign for a new account

Information must be entered correctly - incorrect or invalid information will result in cancellation of sample request

[Click Here](#) to download a copy of the user guide. You will need Adobe Reader to view this guide.

Username

Password

Verify Password

First Name

Last Name

Email

This email will be used for system notifications. Please make sure noreply@georgianut.com is set as a safe sender or added to your whitelist

Company

Approval Contact

Please Choose

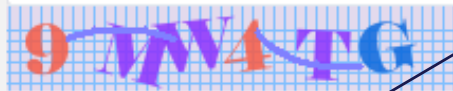
If you are unsure of your approval contact, please choose Marlene Perrucci from the drop down list.

URL

Carbon Copy

Enter the email of managers and/or associates that need to receive carbon copies of your sample requests and status updates. Separate multiple email addresses using semicolons (i.e. johndoe@georgianut.com; marysmith@georgianut.com)

Security Image



For security, please enter the displayed characters in the box. Letters are not case sensitive. Click the refresh button for a different image.

Submit

Please note a valid email address is required to process samples.

If your sales manager isn't displayed in the list, please choose Marlene Perrucci from the drop down.

The Carbon Copy field will send copies of updates and status changes to the emails entered. CC'd emails will not be able to login or change ticket information.

If you already have a username and password, simply type the information in the boxes and click 

## Sample Request System



# Georgia Nut Company

User Name :

Password :

Remember me



- ▶ [Retrieve a lost password](#)
- ▶ [Sign up for an account](#)
- ▶ [Learn about online access](#)



Welc

If you choose "Remember Me" the system will remember your username when you return to the site.

If you have already registered for an account but have forgotten your password, click the “Retrieve a lost password link”

- Enter the email address of your account.
- A new password will be sent to that email address along with your username.
- Use the new password to login to the site. (You will be able to change it once you have logged in)
- If you use an email that isn't associated with an account in the system, you will receive an error message. Please confirm the email you entered is correct and that you have signed up for an account.

User Name :

Password :

Remember me

▶ [Retrieve a lost password](#)

▶ [Sign up for an account](#)

▶ [Learn about online access](#)

## Forgot Password

Please enter the email address for your account.

If an account exists that is associated with the provided email address, a new password will be sent accordingly.

**Email:**







System Overview


# **PROCESSES AND PROCEDURES**

Once you login successfully, you will see a page similar to the one below:

## Sample Request System


Georgia Nut Company

 **Generate Draft Ticket**

 **My Account**

 **Logout**

**Filter Tickets**

- »» [View All Tickets](#)
- »» [View Draft Tickets](#)
- »» [View New Tickets](#)
- »» [View Tickets in Process](#)
- »» [View Shipped Tickets](#)
- »» [View Tickets on Hold](#)
- »» [View Cancelled Tickets](#)

**Filter by Date**













from  

until  

Clear
Filter

**Enter the Search Keyword**

Clear
Search

ID ↓	Draft?	Status ↑	Destination ↓	Standard Products	Custom Products	Created Date ↓	Copy	Submit
143	<input type="checkbox"/>	draft	<a href="#">select</a>	add	add	2009-09-25		<input type="button" value="submit"/>
125	<input type="checkbox"/>	draft	<a href="#">select</a>		1 product	2009-09-21		<input type="button" value="submit"/>
124	<input type="checkbox"/>	cancel	K Systems...		1 product	2009-09-21		<input type="button" value="submit"/>
123	<input type="checkbox"/>	cancel	Winzigwin...		1 product	2009-09-21		<input type="button" value="submit"/>
122	<input type="checkbox"/>	cancel	ChocoCo	1 product		2009-09-21		<input type="button" value="submit"/>
118	<input type="checkbox"/>	cancel	Acme Company	1 product		2009-09-20		<input type="button" value="submit"/>
63	<input checked="" type="checkbox"/>	draft	<a href="#">Winzigwin...</a>	2 products		2009-09-10		<input type="button" value="submit"/>
62	<input checked="" type="checkbox"/>	draft	<a href="#">Winzigwin...</a>		1 product	2009-09-10		<input type="button" value="submit"/>
61	<input type="checkbox"/>	cancel	This is a...		1 product	2009-09-10		<input type="button" value="submit"/>
60	<input checked="" type="checkbox"/>	draft	<a href="#">select</a>		1 product	2009-09-10		<input type="button" value="submit"/>
59	<input type="checkbox"/>	cancel	Winzigwin...	2 products		2009-09-10		<input type="button" value="submit"/>
58	<input type="checkbox"/>	cancel	ChocoCo		1 product	2009-09-10		<input type="button" value="submit"/>
57	<input type="checkbox"/>	cancel	This is a...	2 products		2009-09-10		<input type="button" value="submit"/>
56	<input type="checkbox"/>	cancel			1 product	2009-09-10		<input type="button" value="submit"/>
55	<input checked="" type="checkbox"/>	draft	<a href="#">jilly</a>	2 products		2009-09-10		<input type="button" value="submit"/>

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1
2
3
4
next »

# Sample Request System



## Georgia Nut Company

Control Buttons

Generate Draft Ticket

My Account

Logout

**Filter Tickets**

- »» View All Tickets
- »» View Draft Tickets
- »» View New Tickets
- »» View Tickets in Process
- »» View Shipped Tickets
- »» View Tickets on Hold
- »» View Cancelled Tickets

**Filter by Date**

from dd-mmm-yyyy

until dd-mmm-yyyy

Filter

Keyword

Clear Search

Ticket Filters

ID ↓	Draft?	Status ↑↓	Destination ↑↓	Standard Products	Custom Products	Created Date ↑	Copy	Submit
143	<input type="checkbox"/>	draft	select	add	add	2009-09-25		<input type="button" value="submit"/>
125	<input type="checkbox"/>	draft	select		1 product	2009-09-21		<input type="button" value="submit"/>
124	<input type="checkbox"/>	cancel	K Systems...		1 product	2009-09-21		<input type="button" value="submit"/>
123	<input type="checkbox"/>	cancel	Winzigwin...		1 product	2009-09-21		<input type="button" value="submit"/>
122	<input type="checkbox"/>	cancel	ChocoCo	1 product		2009-09-21		<input type="button" value="submit"/>
18	<input type="checkbox"/>	cancel	Acme Company	1 product		2009-09-20		<input type="button" value="submit"/>
63	<input checked="" type="checkbox"/>	draft	Winzigwin...	2 products		2009-09-10		<input type="button" value="submit"/>
62	<input checked="" type="checkbox"/>	draft	Winzigwin...		1 product	2009-09-10		<input type="button" value="submit"/>
61	<input type="checkbox"/>	cancel	This is a...		1 product	2009-09-10		<input type="button" value="submit"/>
60	<input checked="" type="checkbox"/>	draft	select		1 product	2009-09-10		<input type="button" value="submit"/>
59	<input type="checkbox"/>	cancel	Winzigwin...	2 products		2009-09-10		<input type="button" value="submit"/>
58	<input type="checkbox"/>	cancel	ChocoCo		1 product	2009-09-10		<input type="button" value="submit"/>
57	<input type="checkbox"/>	cancel	This is a...	2 products		2009-09-10		<input type="button" value="submit"/>
56	<input type="checkbox"/>	cancel			1 product	2009-09-10		<input type="button" value="submit"/>
55	<input checked="" type="checkbox"/>	draft	jilly	2 products		2009-09-10		<input type="button" value="submit"/>

Ticket List

Page navigation


# Ticket List

The ticket list will show all your existing tickets in the system and some quick details about each one (such as status, destination, and created date)

It also contains common ticket functions such as: Copy, Submit, Draft, and a ID link to view ticket details.

ID ↓	Draft?	Status ↓	Destination ↓	Standard Products	Custom Products	Created Date ↓	Copy	Submit
<a href="#">143</a>	<input type="checkbox"/>	draft	<a href="#">select</a>	<a href="#">add</a>	<a href="#">add</a>	2009-09-25		<input type="button" value="submit"/>
<a href="#">125</a>	<input type="checkbox"/>	draft	<a href="#">select</a>		<a href="#">1 product</a>	2009-09-21		<input type="button" value="submit"/>
<a href="#">124</a>	<input type="checkbox"/>	cancel	K Systems...		<a href="#">1 product</a>	2009-09-21		<input type="button" value="submit"/>
<a href="#">123</a>	<input type="checkbox"/>	cancel	Winzigwin...		<a href="#">1 product</a>	2009-09-21		<input type="button" value="submit"/>
<a href="#">122</a>	<input type="checkbox"/>	cancel	ChocoCo	<a href="#">1 product</a>		2009-09-21		<input type="button" value="submit"/>
<a href="#">118</a>	<input type="checkbox"/>	cancel	Acme Company	<a href="#">1 product</a>		2009-09-20		<input type="button" value="submit"/>

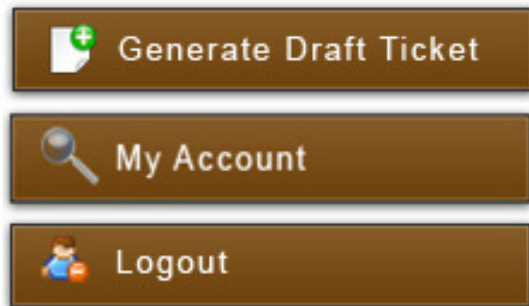
Sort by column:

You can sort any of the columns that display the  icon. When a column is sorted it will show either an up or down arrow to indicate the sort type (ascending or descending)

Click the column heading of the column you want to sort to apply the sort. Click again to sort in the other direction.

ID 	Draft? <input type="checkbox"/>	Status 	Destination 	Standard Products	Custom Products	Created Date 	Copy 	Submit <input type="button" value="submit"/>
143	<input type="checkbox"/>	draft	<a href="#">select</a>	<a href="#">add</a>	<a href="#">add</a>	2009-09-25		<input type="button" value="submit"/>
125	<input type="checkbox"/>	draft	<a href="#">select</a>		1 product	2009-09-21		<input type="button" value="submit"/>
124	<input type="checkbox"/>	cancel	K Systems...		1 product	2009-09-21		<input type="button" value="submit"/>
123	<input type="checkbox"/>	cancel	Winzigwin...		1 product	2009-09-21		<input type="button" value="submit"/>
122	<input type="checkbox"/>	cancel	ChocoCo	1 product		2009-09-21		<input type="button" value="submit"/>
118	<input type="checkbox"/>	cancel	Acme Company	1 product		2009-09-20		<input type="button" value="submit"/>

The control buttons will help you perform common functions in the system



- Generate Draft Ticket: creates a new blank draft ticket for a sample request
- My Account: allows you to update your profile information, including changing your password
- Logout: logs you out of the system

Use the page number links at the bottom to navigate through the ticket list pages

The current page you are on is indicated by a blue background

You can jump directly to a page by clicking its number, or scroll through each page using the  or  buttons.



The filters will help you view/find/sort tickets in a clear and concise manner

The filters in each section “stack”. This means you can choose to view only New tickets between the dates of 9/10/09-9/15/09 and containing the word “chocolate”

You can use any or all of the filter sections in any combination.

Section 1: Filter tickets by status

Section 2: Filter tickets by date

Section 3: Filter tickets by keyword

The screenshot shows a 'Filter Tickets' panel with the following sections:

- Filter Tickets** (Section 1): A list of status filters with expandable arrows: View All Tickets, View Draft Tickets, View New Tickets, View Tickets in Process, View Shipped Tickets, View Tickets on Hold, and View Cancelled Tickets.
- Filter by Date** (Section 2): Two date input fields labeled 'from dd-mmm-yyyy' and 'until dd-mmm-yyyy', each with a calendar icon. Below the fields are 'Clear' and 'Filter' buttons.
- Enter the Search Keyword** (Section 3): A text input field for keywords, with 'Clear' and 'Search' buttons below it.

The next few pages go over each section in detail



## Section 1 – Filter tickets by status:

- \* **View All Tickets:** The default view, shows all tickets of all types
- \* **View Draft Tickets:** shows only tickets with a status of “Draft”
- \* **View New Tickets:** shows only tickets with a status of “Submitted”
- \* **View Tickets in Process:** shows only tickets with a status of “Process”
- \* **View Shipped Tickets:** shows only tickets with a status of “Sent”
- \* **View Tickets on Hold:** shows only tickets with a status of “Hold”
- \* **View Cancelled Tickets:** shows only tickets with a status of “Cancel”


### Filter Tickets


- »» View All Tickets
- »» View Draft Tickets
- »» View New Tickets
- »» View Tickets in Process
- »» View Shipped Tickets
- »» View Tickets on Hold
- »» View Cancelled Tickets

## Section 2 - Filter by date:

- \* For date filtering, you can enter only a date in the first box to view any items from the entered value until today's date
- \* You can also enter a date only in the second box to see all tickets in the system up to and including the date entered.
- \* You also have the option to enter a date value in both boxes to see tickets that fall within the specified date range.

**Filter by Date**

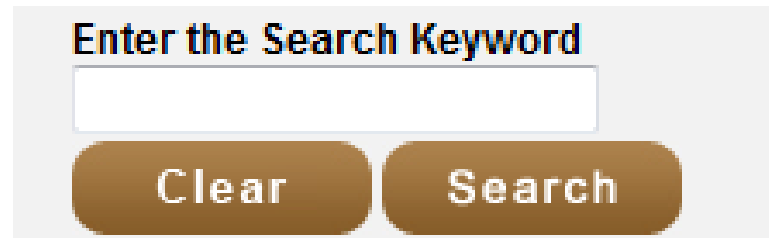
from dd-mmm-yyyy 

until dd-mmm-yyyy 

**Clear** **Filter**

### Section 3 – Filter by keyword:

Enter any keyword in the box to search for it within current system tickets. This function searches all fields in a ticket including: notes, items, destination, and status.



Enter the Search Keyword

Clear Search

The image shows a search interface with a light gray background. At the top, the text "Enter the Search Keyword" is displayed in a bold, black font. Below this text is a white rectangular input field with a thin gray border. Underneath the input field are two rounded, brown buttons with white text. The left button is labeled "Clear" and the right button is labeled "Search".

From any of the sub pages, you can use the Main Page link to return to the ticket list.





Generating a sample request

# **PROCESSES AND PROCEDURES**

From the ticket list, choose **Generate New Ticket** from the control button panel

### Sample Request System

**Georgia's** Georgia Nut Company

**Generate Draft Ticket**

My Account

Logout

Filter Tickets

- » View All Tickets
- » View Draft Tickets
- » View New Tickets
- » View Tickets in Process
- » View Shipped Tickets
- » View Tickets on Hold
- » View Cancelled Tickets

Filter by Date

from dd-mmm-yyyy

until dd-mmm-yyyy

Clear Filter

Enter the Search Keyword


Clear Search

ID ↓	Draft?	Status ↓	Destination ↓	Standard Products	Custom Products	Created Date ↓	Copy	Submit
143	<input checked="" type="checkbox"/>	draft	select	add	add	2009-09-25		submit
125	<input checked="" type="checkbox"/>	draft	select		1 product	2009-09-21		submit
124	<input type="checkbox"/>	cancel	K Systems...		1 product	2009-09-21		submit
123	<input type="checkbox"/>	cancel	Winzigwin...		1 product	2009-09-21		submit
122	<input type="checkbox"/>	cancel	ChocoCo	1 product		2009-09-21		submit
118	<input type="checkbox"/>	cancel	Acme Company	1 product		2009-09-20		submit
63	<input type="checkbox"/>	process	Winzigwin...	2 products		2009-09-10		submit
60	<input checked="" type="checkbox"/>	draft	select		1 product	2009-09-10		submit
59	<input type="checkbox"/>	cancel	Winzigwin...	2 products		2009-09-10		submit
58	<input type="checkbox"/>	cancel	ChocoCo		1 product	2009-09-10		submit
57	<input type="checkbox"/>	cancel	This is a...	2 products		2009-09-10		submit
56	<input type="checkbox"/>	cancel			1 product	2009-09-10		submit
55	<input type="checkbox"/>	hold	jilly	2 products		2009-09-10		submit

« prev 1 2 3 4 next »

On the new draft ticket links are displayed under Destination, Standard Products, and Custom Products

You can start with any field and enter the information in any order

ID ↓	Draft?	Status ↑↓	Destination ↑↓	Standard Products	Custom Products	Created Date ↑↓	Copy	Submit
143	<input type="checkbox"/>	draft	<a href="#">select</a>	<a href="#">add</a>	<a href="#">add</a>	2009-09-25		<input type="button" value="submit"/>


The Destination Page: Choose the address where you want the sample sent and enter shipping options, sales rep, date needed, subject and comments, and upload any related attachments

Address Book	Destination
<div style="border: 1px solid black; padding: 5px;">Acme Company, 123 Fake Street, Beverly Hills, CA, 90 Candy Coating Compan, 123 Somewhere Ave, Buffalo C ChocoCo, 555 Anywhere Road, McHenry, IL, 60050 jilly, 000 kitten lane, potholeville, il, 60050 K Systems, Inc, 101 Convention Center Drive, Las Vega This is a test of a company with a really really long nam Winzigwin and Associates, Incorporated, USLTD, 951 C</div> <div style="text-align: center;"><input type="button" value="Add -&gt;"/> <input type="button" value="&lt;- Remove"/></div>	<div style="border: 1px solid black; height: 150px; width: 100%;"></div>
<input type="button" value="Edit Address Book"/>	<b>Ship Complete?</b> Yes, Hold until complete <input type="button" value="v"/>
<b>Shipping Method</b> [Sales Rep Check] <input type="button" value="&gt;&gt;"/>	<b>Messenger / Will Call</b> <input type="button" value="v"/>
<input type="button" value="Clear"/> <input type="button" value="Validate"/>	<b>Sales Rep</b> <input type="text"/>
<b>Bill Account</b>	<b>Date Needed By</b> <input type="text"/> <input type="button" value="calendar"/>
<b>Subject</b>	<input type="text"/>
<b>Comments</b>	<div style="border: 1px solid black; height: 80px; width: 100%;"></div>
<b>Attachment</b>	<input type="button" value="Browse..."/>
<small>(Accepted file types: .doc, .bmp, .docx, .gif, .pdf, .png)</small>	
<input type="button" value="Cancel"/> <input type="button" value="Save"/> <input type="button" value="Done"/>	

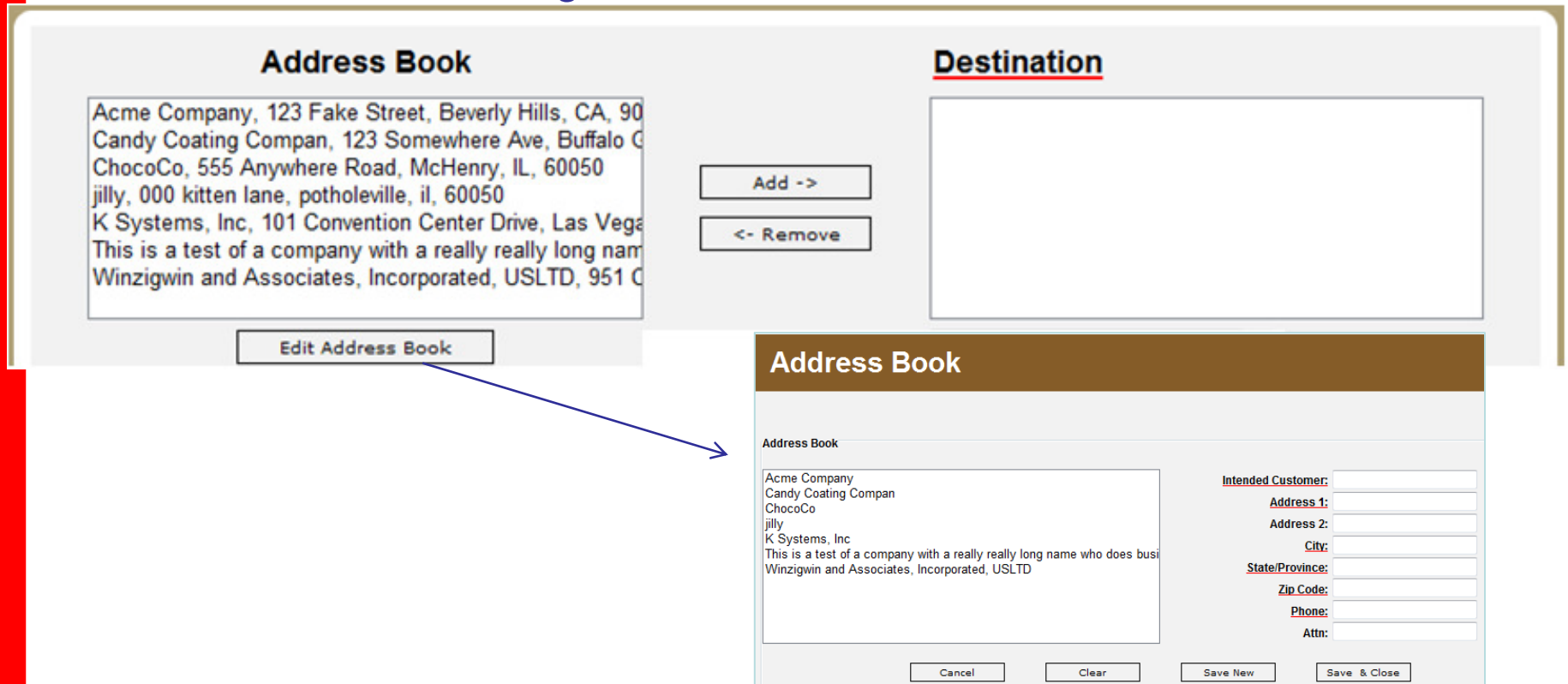


## Address Book:

Choose an address on the left then click the  to add the destination to the ticket

To remove an address from the ticket, select it in the right hand box and click the  to remove the destination from the ticket

If the address you need isn't listed, click the  to add new addresses or edit existing ones.



The image shows two screenshots of a software interface. The top screenshot shows the main interface with two columns: 'Address Book' on the left and 'Destination' on the right. The 'Address Book' column contains a list of addresses, including 'Acme Company, 123 Fake Street, Beverly Hills, CA, 90...', 'Candy Coating Compan, 123 Somewhere Ave, Buffalo C...', 'ChocoCo, 555 Anywhere Road, McHenry, IL, 60050', 'jilly, 000 kitten lane, potholeville, il, 60050', 'K Systems, Inc, 101 Convention Center Drive, Las Vega...', 'This is a test of a company with a really really long name who does busi...', and 'Winzigwin and Associates, Incorporated, USLTD, 951 C...'. Below this list is an 'Edit Address Book' button. Between the columns are 'Add ->' and '<- Remove' buttons. The 'Destination' column is empty. The bottom screenshot shows the 'Edit Address Book' dialog box. It has a title bar 'Address Book' and a list of addresses on the left, including 'Acme Company', 'Candy Coating Compan', 'ChocoCo', 'jilly', 'K Systems, Inc', 'This is a test of a company with a really really long name who does busi...', and 'Winzigwin and Associates, Incorporated, USLTD'. On the right side of the dialog, there are input fields for 'Intended Customer:', 'Address 1:', 'Address 2:', 'City:', 'State/Province:', 'Zip Code:', 'Phone:', and 'Attn:'. At the bottom of the dialog are buttons for 'Cancel', 'Clear', 'Save New', and 'Save & Close'. A blue arrow points from the 'Edit Address Book' button in the top screenshot to the dialog box in the bottom screenshot.

## Shipping Options:

Ship Complete: Choose if you would like all your items shipped at once (Hold until complete) or as they come available (Ship Partial)

Shipping Method: Choose the shipping method for your sample.

→ ***All shipping methods other than UPS ground require prior approval or your request may be placed on hold.***


Ship Complete?	Yes, Hold until complete	▼
Shipping Method	Messenger / Will Call	▼

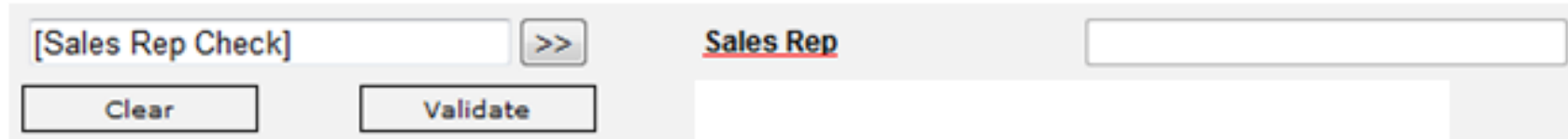
## Sales Rep:

In the left hand box [Sales Rep Check] type your sales rep number, then click



A sales rep number and description will appear in the box. If this reflects your company information, click the >> to add the information to the ticket

If it is the incorrect sales rep or you get an error, click the  to restart your search

A screenshot of a web interface for searching sales representatives. It features a search box labeled "[Sales Rep Check]" with a ">>" button to its right. Below the search box are two buttons: "Clear" and "Validate". To the right of the search box is a label "Sales Rep" followed by an empty input field. The entire interface is set against a light gray background.

Sales Rep is a required field. If you are unsure of your sales rep number, contact your sales manager.


## Other Ticket Details:

Date Needed By: the date you need the sample to arrive

Bill Account: enter the number of the customers shipping account if shipping charges should be billed

Subject: Enter a subject for this ticket. This will help you distinguish between tickets

Comments: add any additional notes or comments related to ticket

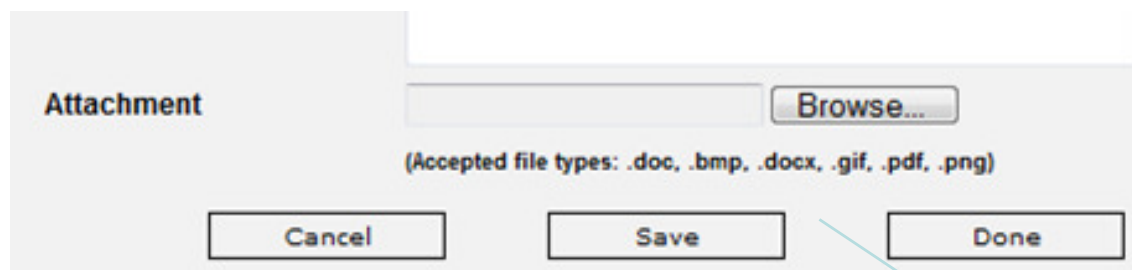
<b><u>Date Needed By</u></b>	<input type="text"/> 
<b>Bill Account</b>	<input type="text"/>
<b><u>Subject</u></b>	<input type="text"/>
<b><u>Comments</u></b>	<div style="border: 1px solid #ccc; height: 100px; width: 100%;"></div>

Attachments: to attach documents or images to a sample request, click the  button to locate the file on your computer. When you have located the file, select it and click ok. The path (location) of the file will appear in the attach box.

Click  to save all data entered on the destination page

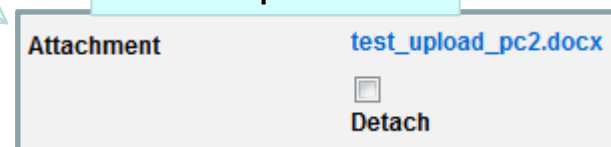
Click  to return to the ticket list page

Click  to disregard any entered data and return to the ticket list without saving



The screenshot shows a dialog box titled "Attachment". It contains a text input field, a "Browse..." button, and a list of accepted file types: ".doc, .bmp, .docx, .gif, .pdf, .png". At the bottom, there are three buttons: "Cancel", "Save", and "Done".

After Upload



The screenshot shows the attachment list after upload. It displays the text "Attachment" followed by the filename "test\_upload\_pc2.docx" in blue. Below the filename is a small square icon and the word "Detach".

Back in the ticket list, you will see that the destination has been updated with your entered information.

ID ↓	Draft?	Status ↑↓	Destination ↑↓	Standard Products	Custom Products	Created Date ↑↓	Copy	Submit
143	<input type="checkbox"/>	draft	Acme Company	add	add	2009-09-25		submit

If you please your mouse cursor over the destination, a tooltip displays the address and subject line of your ticket


ID ↓	Draft?	Status ↑↓	Destination ↑↓	Standard Products	Custom Products	Created Date ↑↓	Copy	Submit
143	<input type="checkbox"/>	draft	Acme Company	add	add	2009-09-25		submit
125	<input checked="" type="checkbox"/>	draft	Acme Company 123 Fake Street Beverly Hills, CA 90210		1 product	2009-09-21		submit
124	<input type="checkbox"/>	cancel	Test Ticket		1 product	2009-09-21		submit

Destination ↑↓
Acme Company

To edit any details of your destination information, click on the name to be taken to the edit screen

## Entering Products:

You can only have standard items (multiple) or custom items (one) per ticket. You cannot have a ticket with both standard and custom products.

ID ↓	Draft?	Status ↑↓	Destination ↑↓	Standard Products	Custom Products	Created Date ↑↓	Copy	Submit
143	<input type="checkbox"/>	draft	Acme Company	<a href="#">add</a>	<a href="#">add</a>	2009-09-25		<input type="button" value="submit"/>

## Entering Standard Products:

Click “add” under the standard products heading

ID ↓	Draft?	Status ↑↓	Destination ↓	Standard Products	Custom Products	Created Date ↑↓	Copy	Submit
143	<input type="checkbox"/>	draft	Acme Company	add	add	2009-09-25		<input type="button" value="submit"/>



### Standard Product

#### Add Product to List

**Product Number:**    <<

**Description:**

**Quantity:**   ▾


**Notes:**

#### Current List of Products


Product number	Quantity	Description	Remove
There are no standard products in this ticket			

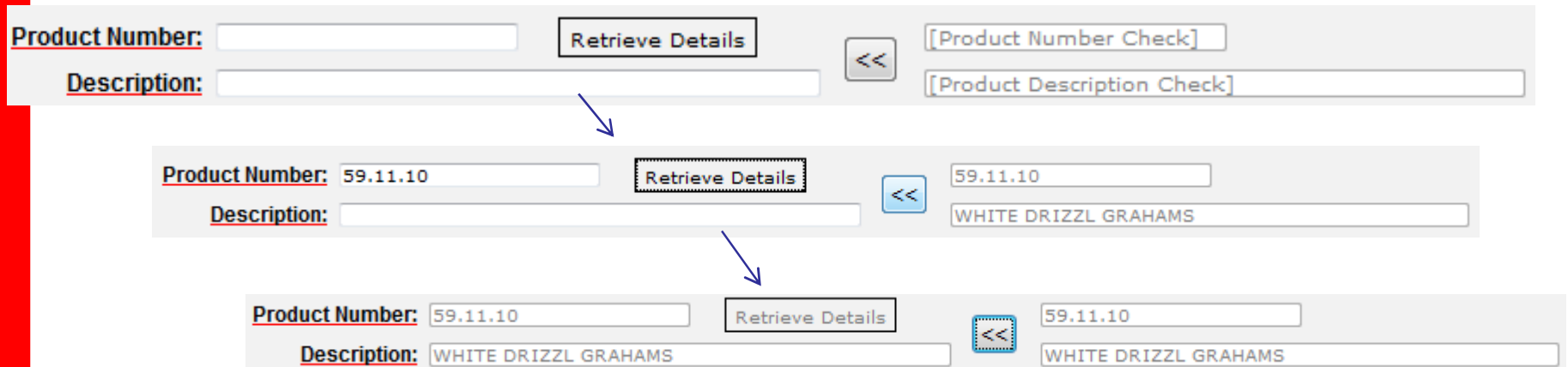


## Entering Standard Products:

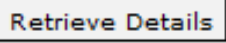

Enter the GNC in the item number in the Product Number field, click  to validate and recall the description.

The GNC Item Number and Description will appear in the right hand box. If it is the correct sales rep, click the  to add the information to the ticket

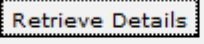

To enter a temporary product, enter 00.00.00 in the product number field but do not click . You will then be able to enter your own description directly into the description box to add to the ticket.





The image shows three sequential screenshots of a web form for entering product information. The form has two main sections: 'Product Number' and 'Description'. In the first screenshot, the 'Product Number' field is empty, and the 'Retrieve Details' button is highlighted. In the second screenshot, the 'Product Number' field contains '59.11.10', and the 'Retrieve Details' button is still highlighted. In the third screenshot, the 'Product Number' field contains '59.11.10', the 'Description' field contains 'WHITE DRIZZL GRAHAMS', and the 'Retrieve Details' button is no longer highlighted. A blue double-left arrow button is visible in the second and third screenshots. Arrows indicate the flow from the first screenshot to the second, and then to the third.

**Product Number:**    [Product Number Check]

**Description:**  [Product Description Check]

**Product Number:** 59.11.10   59.11.10

**Description:**  WHITE DRIZZL GRAHAMS

**Product Number:** 59.11.10   59.11.10

**Description:** WHITE DRIZZL GRAHAMS  WHITE DRIZZL GRAHAMS

Product number and description are required fields. If you are unsure of your item number, contact your sales manager for details

## Entering Standard Products:

Fill in the quantity and choose the UOM for the item you are requesting and any notes specific to that item.

Once all fields are filled in, click  to add it to the current list of products. Repeat this process for as many standard items as you want to add and click  when you are finished to save changes and return to the ticket list.

At any point you can click  to return to the ticket list without saving your changes.

Add Product to List

**Product Number:**

**Description:**

**Quantity:**  **UOM:** 

- Please Choose
- Pounds
- Each
- Bags
- Cases
- Display Boxes

**Notes:**

### Current List of Products

Product number	Quantity	Description	Remove
59.11.10	10 Each	WHITE DRIZZL GRAHAMS	<input type="button" value="remove"/>
70.22.18	5 Display Boxes	MILK CHOCOLATE PRETZELS	<input type="button" value="remove"/>
00.00.00	50 Pounds	Standard Item Details	<input type="button" value="remove"/>

# Entering or Reordering Custom Products:

Click “add” under the custom products heading

ID ↓	Draft?	Status ↑↓	Destination ↑↓	Standard Products	Custom Products	Created Date ↑↓	Copy	Submit
143	<input type="checkbox"/>	draft	Acme Company	add	<b>add</b>	2009-09-25		<input type="button" value="submit"/>

### Custom Product

Type of Request

New (specify the details for a new custom product)

Reorder (reorder a previously defined custom product by its lab number)

Lab Number:

Product Specification

Quantity:  Unit of Measure:

Description:

Notes:

Sales Channel:  Nut / Seed:

End Use:  Roast:

Target Price / lb:  Coating:

One-Year Volume (lbs):  Pantone Color:

Match Ingredient Stmt:  Yes  No Gem Size:

Match Specification:  Yes  No Natural:  Yes  No

Current List of Products

Lab number	Quantity	Description	Remove
There are no custom products in this ticket			

## Entering or Reordering Custom Products:

If this is a new custom product, click new then fill in all required and necessary fields below. Required fields are marked with a red underline. When complete, click **Add New Product** to save your entry and add it to the list.

Then click **Return To Tickets** to save your custom product and return to the ticket list

Type of Request

**New** (specify the details for a new custom product)

Reorder (reorder a previously defined custom product by its lab number)

Lab Number:

---

Product Specification

Quantity:  Unit of Measure:

Description:

Notes:

Sales Channel:  Nut / Seed:

End Use:  Roast:

Target Price / lb:  Coating:

One-Year Volume (lbs):  Pantone Color:

Match Ingredient Stmt:  Yes  No Gem Size:


Match Specification:  Yes  No Natural:  Yes  No

---

Current List of Products

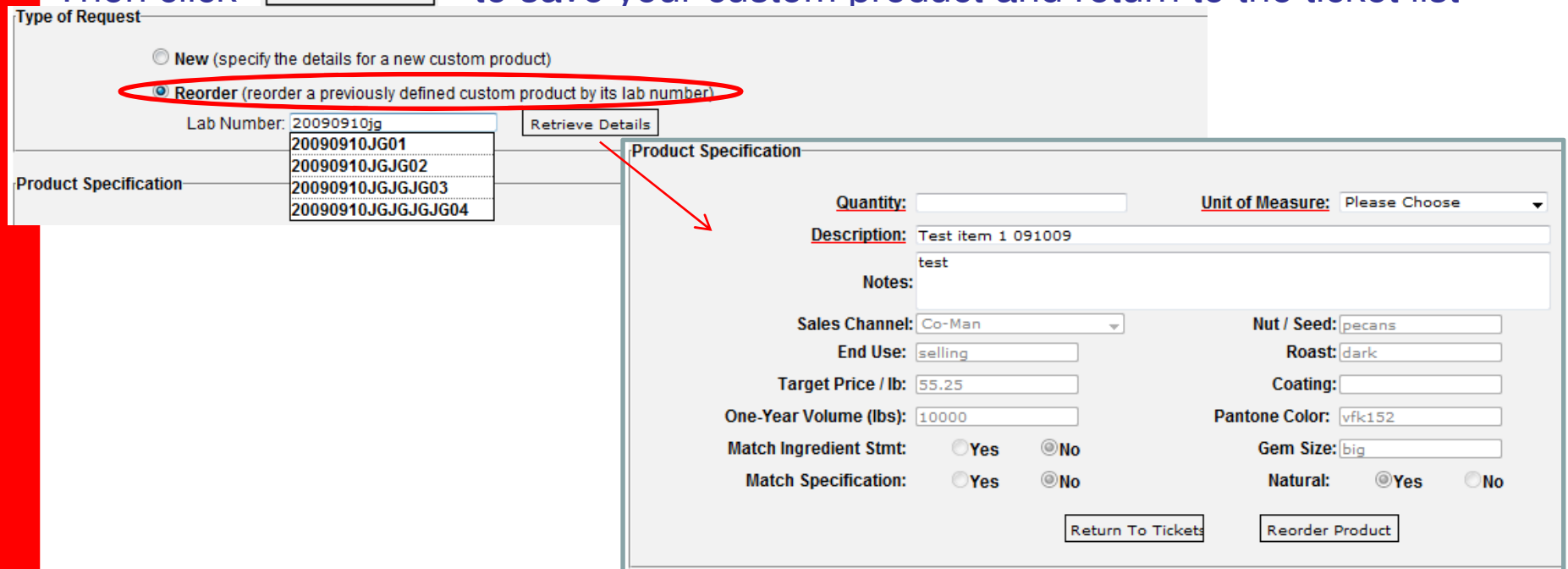
Lab number	Quantity	Description	Remove
There are no custom products in this ticket			

## Entering or Reordering Custom Products:

If this is a **reorder** of a custom product, click reorder then enter your Lab Number in the field. *All samples will be labeled with the lab number so that proper internal formula identification can take place.* The system will search through all custom products you have created and display the most likely match. If it is correct, click  to recall the items details for the ticket.

Update the quantity, UOM, description or notes if necessary then click  to save your entry and add it to the list. Fields with a red underline are required.

Then click  to save your custom product and return to the ticket list



The screenshot shows a web form for entering or reordering custom products. The 'Type of Request' section has two radio buttons: 'New (specify the details for a new custom product)' and 'Reorder (reorder a previously defined custom product by its lab number)'. The 'Reorder' option is selected and circled in red. Below this, a 'Lab Number' field contains '20090910jg', and a dropdown menu shows a list of lab numbers: '20090910JG01', '20090910JGJG02', '20090910JGJG03', and '20090910JGJG04'. A 'Retrieve Details' button is next to the dropdown. The 'Product Specification' section contains various fields: 'Quantity' (empty), 'Unit of Measure' (Please Choose), 'Description' (Test item 1 091009), 'Notes' (test), 'Sales Channel' (Co-Man), 'End Use' (selling), 'Target Price / lb' (55.25), 'One-Year Volume (lbs)' (10000), 'Match Ingredient Stmt' (Yes/No), 'Match Specification' (Yes/No), 'Nut / Seed' (pecans), 'Roast' (dark), 'Coating' (empty), 'Pantone Color' (vfk152), 'Gem Size' (big), and 'Natural' (Yes/No). At the bottom, there are 'Return To Tickets' and 'Reorder Product' buttons. A red arrow points from the 'Retrieve Details' button to the 'Product Specification' section.

## Submitting a ticket:

Once all the sections of your ticket are filled out you can submit it for processing. Click the  button at the end of the row for the ticket you would like processed.

You will see a confirmation screen notifying you that your ticket has been sent for processing and the status will be updated. You will also receive an email notification of your ticket at this stage and any time it is updated in the system.

You can also log into the system and click the ticket ID to see the details of the ticket, status changes, and any notes sent regarding your ticket.

ID ↓	Draft?	Status ↑↓	Destination ↑↓	Standard Products	Custom Products	Created Date ↑↓	Copy	Submit
143	<input type="checkbox"/>	draft	Acme Company	3 products		2009-09-25		<input type="button" value="submit"/>

Thank You.

Your request has been processed with the following results:

- Ticket number 143 was successfully submitted
- An email confirmation has been sent to [jgalas@georgianut.com](mailto:jgalas@georgianut.com)

Return to the [Ticket Details](#) page.

ID ↓	Draft?	Status ↑↓	Destination ↑↓	Standard Products	Custom Products	Created Date ↑↓	Copy	Submit
143	<input type="checkbox"/>	submitted	Acme Company	3 products		2009-09-25		<input type="button" value="submit"/>




Advanced Functions

# **PROCESSES AND PROCEDURES**

## Copying a Ticket:

Sometimes you will enter the same information on several different tickets, whether it be a destination you send to often, a commonly requested product, or a custom product you are demoing to several customers.

To copy a ticket, click the copy icon (  ) to make a duplicate of the ticket with data entered so far. You can copy a ticket in any stage (draft, submitted, cancelled, etc).

A ticket can be copied with any amount of information (i.e ., if you have the same product you request for several destination, enter the product then copy the ticket to avoid having to reenter the product information)

When a ticket is copied, its created date is updated and the need by date is reset to a blank value. You will need to enter a new “Need By” date to be able to submit your ticket.

ID ↓	Draft?	Status ↑↓	Destination ↑↓	Standard Products	Custom Products	Created Date ↑↓	Copy	Submit
143	<input type="checkbox"/>	draft	Acme Company	add	add	2009-09-25		<input type="button" value="submit"/>



Ticket Details: By clicking the ID number next to a ticket, you can view all the details and logs about that ticket as well as perform advanced functions such as cancelling or sending a ticket.

ID	Draft?	Status	De
63	<input type="checkbox"/>	process	W

### Ticket Details

[EMAIL TICKET](#)    [CANCEL TICKET](#)

<b>Ticket #:</b>	63	<b>Shipping Method:</b>	3 Day Select
<b>Requested By:</b>	Jillian Galas	<b>Ticket Status:</b>	process
<b>Email:</b>	jgalas@georgianut.com		
<b>Submitted:</b>	2009-10-07 01:59:47 America/Ch	<b>Subject:</b>	rtrjhjhg
<b>Date Needed By:</b>	9-11-2009	<b>Sales Rep:</b>	100 - FUND RAISING/CUSTOMER PA
<b>Ship Complete:</b>	Yes, Hold until complete	<b>File Attached:</b>	N/A
<b>Customer:</b>	Winzigwin and Associates, Incorporated, USLTD	<b>Phone:</b>	1236549870
<b>Address:</b>	951 Centre Street unit K	<b>Notes:</b>	
<b>City:</b>	Bellword	<b>ATTN:</b>	
<b>State/Province:</b>	IL		
<b>Zip:</b>	60104		

#### Standard Request Items

Item Number	Description	Quantity	Item Notes
00.00.00	bark	1000 Pounds	
70.00.11	CINNAMON CREME ALMONDS	7500 Cases	any notes that were submitted would appear here. So I can update the note

**Comments:** hi more text

**Historical Log**

2009-10-07 14:01:14	status is process	Jillian Galas
	<b>Email Subject:</b> Your ticket number 63 is being processed.	
	<b>Email Body:</b> this is a test ticket, please leave in system but ignore	
2009-10-07 01:59:47 America/Ch	status is submitted	Jillian Galas
2009-09-15 05:10:03 America/Ch	status is draft	Frank DeLeo

[Go Back](#)

Click here to email this ticket

Click here to cancel the ticket

Click here to return to the ticket list

Email Ticket: Click the Email Ticket link from the ticket details page of the ticket you want to send.

Enter one or more email addresses -- separated by semi-colons (;) – to send the ticket details to. Click  when you have finished entering all addresses. ***Please make sure to copy your Georgia Nut Sales Manager in this area.***

This feature is for notification purposes only. The users will only be able to see the details of the ticket when it was submitted, they will not be able to login nor will they be able to see transactional history on the item.

Click here to email this ticket. This is a great way to notify customers that samples are on their way.

Ticket Details			
		<a href="#">EMAIL TICKET</a>	<a href="#">CANCEL TICKET</a>
Ticket #:	62	Shipping Method:	3 Day Select
Requested By:	Lillian Colas	Ticket Status:	PROCESS

Enter the email address(s) to send the ticket, separating multiple email addresses with a semicolon.

**NOTE: Emailing a ticket is for communication only. If you want your ticket to be processed, you need to submit the ticket from the main menu.**

Cancel Ticket: Click the Cancel Ticket link from the ticket details page of the ticket you want to Cancel.

Enter the reason you want to cancel the ticket and click  The tickets status will be changed to Cancel and the ticket will not be processed.

If you do not want to cancel the ticket, click  to return to the ticket list page

The screenshot shows a 'Ticket Details' page with a navigation bar containing 'EMAIL TICKET' and 'CANCEL TICKET'. The 'CANCEL TICKET' link is circled in red. Below the navigation bar, ticket information is displayed: Ticket #: 63, Requested By: Lillian Colas, Shipping Method: 3 Day Select, and Ticket Status: PROCESS. A red arrow points from the 'CANCEL TICKET' link to a form titled 'Please indicate the reason for cancellation:'. The form has a large text input area and two buttons: 'Cancel' and 'Submit'. A blue arrow points from a text box on the right to the 'CANCEL TICKET' link.

**Ticket Details**

EMAIL TICKET **CANCEL TICKET**

Ticket #: 63  
Requested By: Lillian Colas  
Shipping Method: 3 Day Select  
Ticket Status: PROCESS

Please indicate the reason for cancellation:

Click here to cancel the ticket

The My Account tab allows you to update your contact and profile information

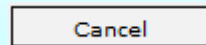
Click the



button from the ticket list screen.

Update any information as necessary.

Click  to save changes or



to return to the ticket list page.

To change your password, type the new password in both boxes. If you do not wish to change your password, leave these boxes blank

Enter or change emails that should receive copies of your ticket status updates separated by semicolons (;)

## My Account

**First Name:** Jillian

**Last Name:** Galas

**Email:** jgalas@georgianut.com

**Company:** Georgia Nut Company

**URL:** http://www.georgianut.com

**Password:**

**Verify Password:**

If you would like to reset your password, please type it in twice. Changes are instant and you may need to log back in. If you want to retain your current password, please leave this blank.

**Carbon Copy:**

Logging out with drafts: If you choose to save a ticket as a draft the system will warn you when you log out that you have drafts that haven't been sent. This is to ensure that tickets aren't forgotten.

If you want to logout without submitting a ticket, check the box under the "draft" column for the tickets you want to save in draft status.

This only applies to tickets with a "Draft" status, any other ticket status is not subject to this rule

The screenshot shows a web application interface. At the top, a warning dialog box is displayed with a yellow triangle icon and the text: "You have outstanding draft tickets. These tickets need to be either submitted, or checked off to keep them as drafts. You can easily see all draft tickets by using the filter 'View Draft Tickets'". Below the dialog box is a table of draft tickets. The table has columns for ID, status, product name, and actions. The first three rows are highlighted in grey. The first row has ID 221, status 'draft', and product name 'select'. The second row has ID 219, status 'draft', and product name 'ChocoCo'. The third row has ID 218, status 'draft', and product name 'This is a...'. Each row has a checkbox in the first column, which is checked. A red circle highlights the checked checkboxes. Below the table, there are buttons for 'My Account' and 'Logout'. A blue arrow points from the 'Logout' button to a message box that says: "You have been logged out successfully. Do you want to [Login](#) again?".

ID	Status	Product Name	Actions	Date
221	draft	select	add add	2009-09-21
219	draft	ChocoCo	add add	2009-10-08
218	draft	This is a...	add add	2009-10-08

Add a new address:

Click  to generate a new draft ticket.

Under Destination click the “Select” link. Once in the destination location click the  button

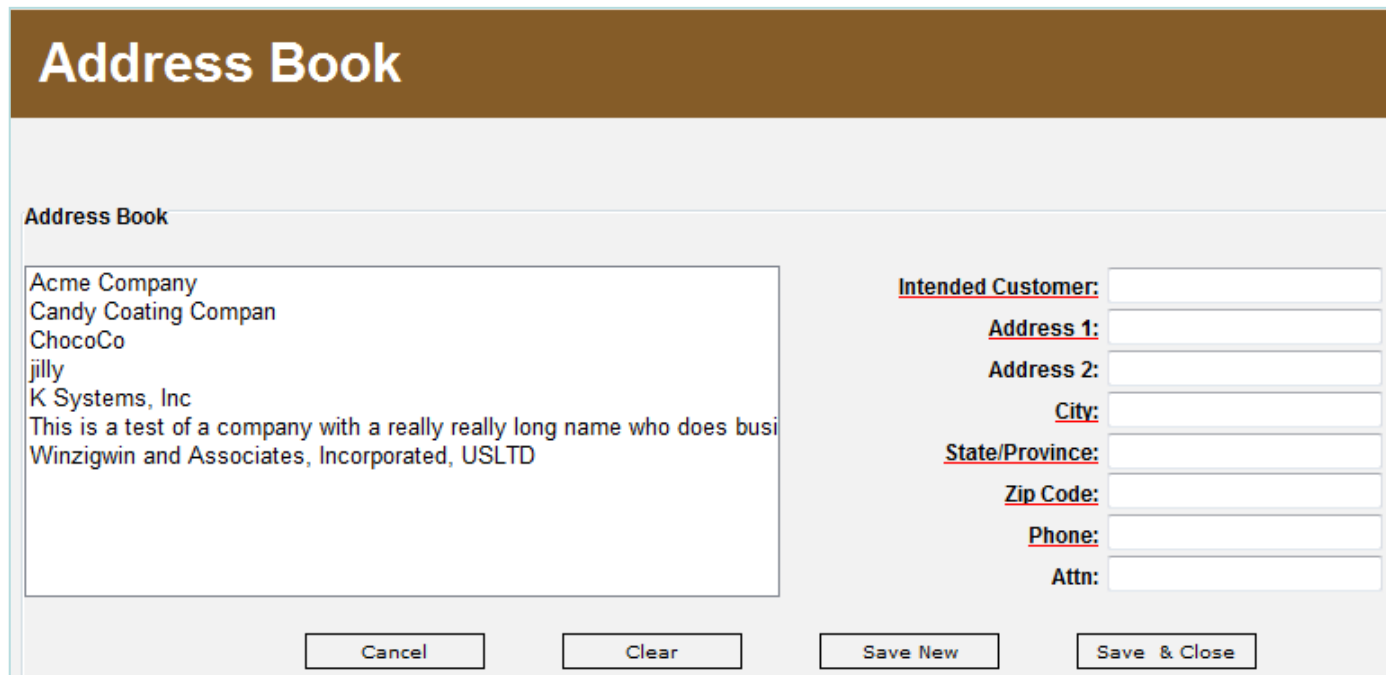
In the boxes on the right, enter the new customer information.

Click  to save the data you entered and then enter another address

Click  to save the data you entered and then return to the destination screen

Click  to clear any entered data and start over

Click  to return to the destination screen without saving changes.



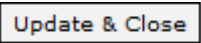
The screenshot shows a web form titled "Address Book" with a brown header. Below the header, there is a section labeled "Address Book" containing a list of company names: "Acme Company", "Candy Coating Compan", "ChocoCo", "jilly", "K Systems, Inc", and a long test string: "This is a test of a company with a really really long name who does busi Winzigwin and Associates, Incorporated, USLTD". To the right of the list are several input fields with labels: "Intended Customer:", "Address 1:", "Address 2:", "City:", "State/Province:", "Zip Code:", "Phone:", and "Attn:". At the bottom of the form are four buttons: "Cancel", "Clear", "Save New", and "Save & Close".

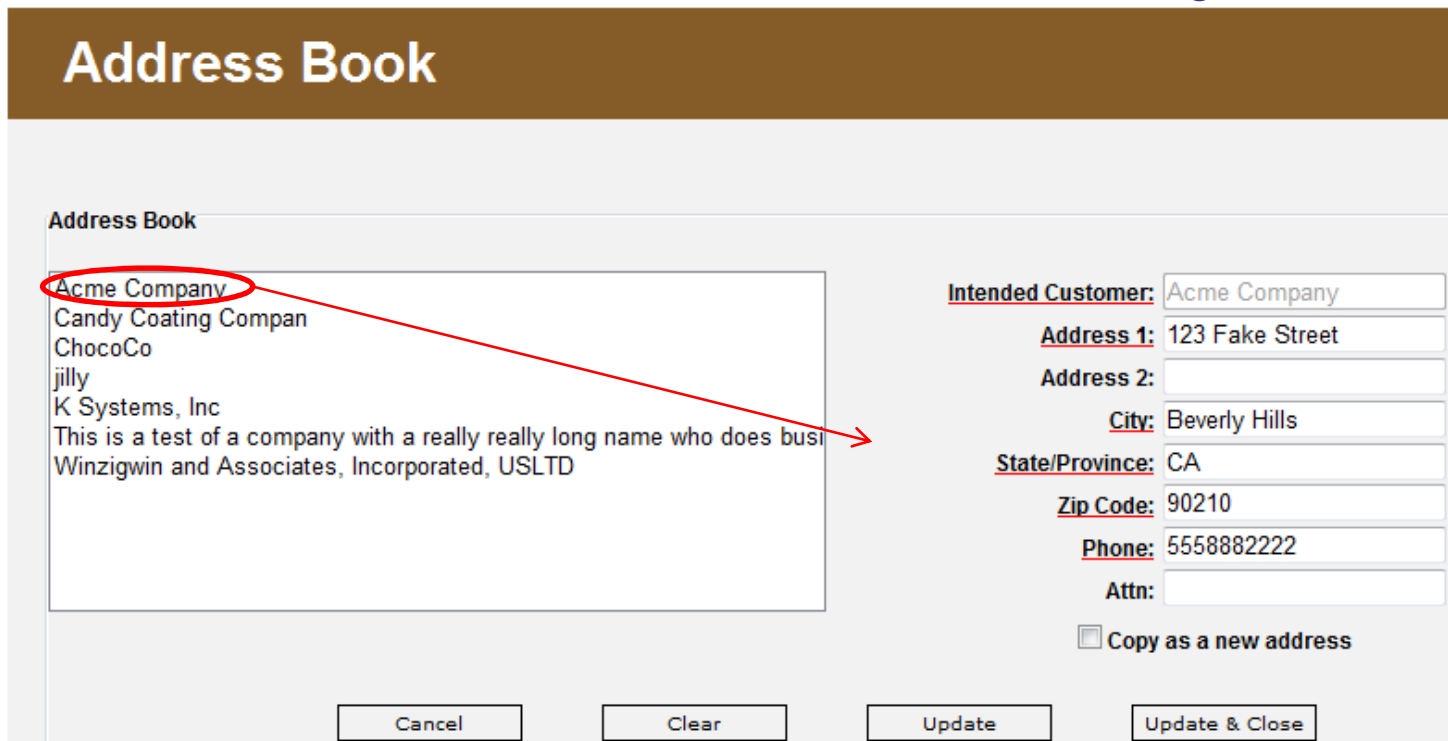
Editing an existing address:

Click  to generate a new draft ticket.

Under Destination click the “Select” link. Once in the destination location click the  button

From the left, double click on the entry you would like to edit. The existing information will appear in the boxes at the right. You are able to update all data but the Intended Customer.

You can use the  and  to save the changes to the address



**Address Book**

Address Book

- Acme Company
- Candy Coating Compan
- ChocoCo
- jilly
- K Systems, Inc
- This is a test of a company with a really really long name who does busi
- Winzigwin and Associates, Incorporated, USLTD

**Intended Customer:** Acme Company

**Address 1:** 123 Fake Street

**Address 2:**

**City:** Beverly Hills

**State/Province:** CA

**Zip Code:** 90210

**Phone:** 5558882222

**Attn:**

Copy as a new address

Cancel Clear Update Update & Close

Editing an existing address:

When you check the  Copy as a new address box any updates you do to the address will be entered under a new entry in your address book.

This allows for a common starting platform for destinations with similar information. You will notice that by using this function you are also able to change the Intended Customer.

The buttons to save changes have been returned to  and  since this will become a new entry in your address book.

The screenshot shows the 'Address Book' interface. On the left, there is a list of addresses: 'Acme Company', 'Candy Coating Compan', 'ChocoCo', 'jilly', 'K Systems, Inc', and a long test name 'This is a test of a company with a really really long name who does busi Winzigwin and Associates, Incorporated, USLTD'. On the right, there is a form for editing an address. The 'Intended Customer' is set to 'Acme Company'. The 'Address 1' is '123 Fake Street', 'Address 2' is empty, 'City' is 'Beverly Hills', 'State/Province' is 'CA', 'Zip Code' is '90210', and 'Phone' is '5558882222'. The 'Attn' field is empty. At the bottom of the form, there is a checkbox labeled 'Copy as a new address' which is checked and circled in red. At the bottom of the interface, there are four buttons: 'Cancel', 'Clear', 'Save New', and 'Save & Close'.





## Technical Assistance:

For any problems accessing or using the system please contact the Georgia Nut Company IT Department at 815-382-6052.

For questions about Sample Request processes or procedures, please contact Marlene Perrucci at 847-324-3622