ADVANCED WEB ORDERING USER MANUAL



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Advanced Web Ordering (AWO) - User Manual

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**Reminder- Always use the BACK button at the bottom of the screen to return to a previous screen!!!!

Never use the Browser 'Back' button at top of the screen.

^{**}You Must Use Internet Explorer as your browser!!!!

Introduction

The Advanced Web Ordering (AWO) system is an Internet-based solution designed to simplify, speed up and optimize ordering processes. The AWO significantly improves order/transaction management and customer service operations.

Key features include:

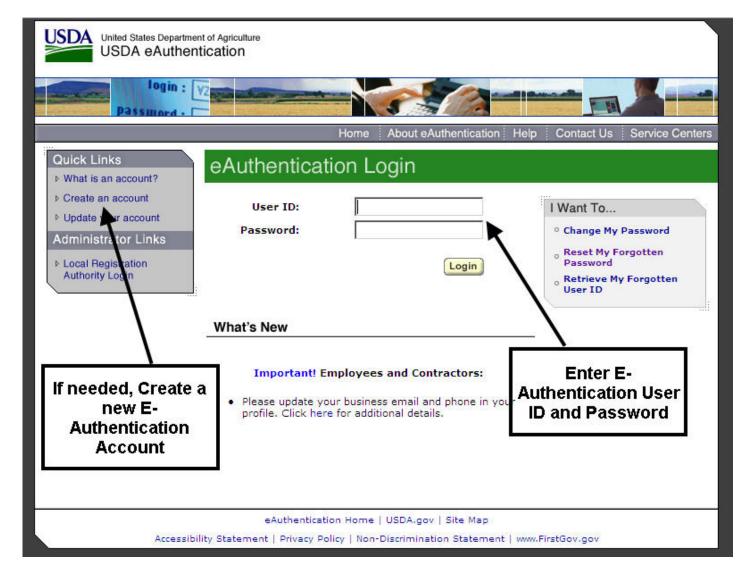
- Order creation by:
 - ✓ Traditional, based on search results
 - ✓ Frequently Ordered Items List. This will speed up product search and ordering.
 - ✓ Quick Order Quick entry features all you to simply enter the SKU (Product Number) and quantity.
- Order cancellation Users may cancel order even after order has been submitted.
- Email Notifications AWO automatically sends e-mail notifications to user whenever an order has been submitted or order status has been changed.
- Order Tracking Enables users to view order status on-line, eliminating the need to call customer service.
- Order History Enables users to browse all of their orders.
- o Edit your own Profile. Users may modify their name, email address and phone number.

Getting Started - BSC Home Page



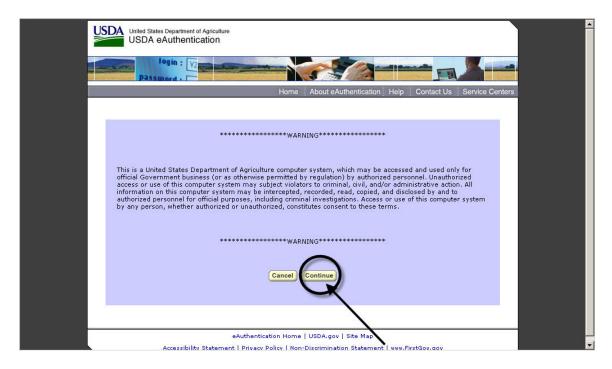
Click Login on the left side of the screen.

E-Authentication Login Page



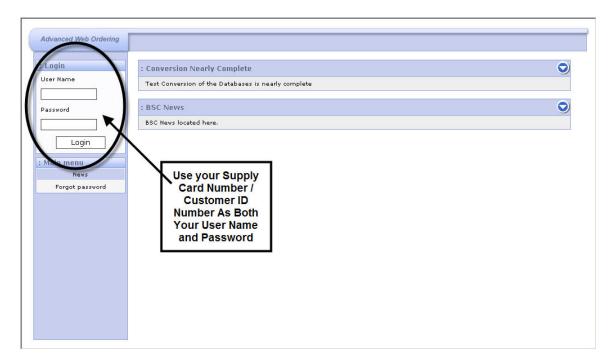
Enter your E-Authentication User ID and Password. If you do NOT have one, click Create an Account on the left side of the screen. **Reminder: USDA employees are Level 2; Non-USDA employees are Level 1.**

If you are having trouble with the eAuthentication system or have questions, the ITS Service Desk can be reached at eAuthHelpDesk@ftc.usda.gov or call 800-457-3642.



Press Continue

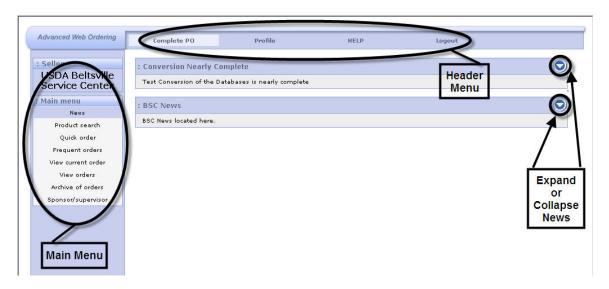
First Time Login to Advanced Web Ordering (AWO)



This screen will only appear the first time you log into AWO from the E-Authentication screen.

- 1. Input your Supply Card Number / Customer ID for the User Name and Password, then click Login.
- 2. Future access to AWO will be automatically activated following successful E-Authentication Login.

Advanced Web Ordering (AWO) Homepage



Main Menu

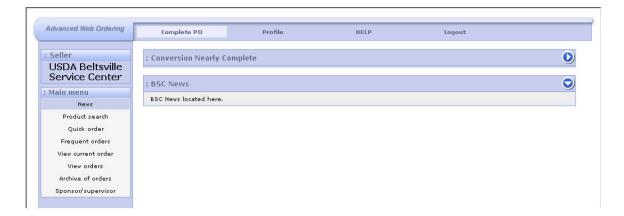
- News Important news/instructions pertaining to System Processing requirements; news Items; replacement and/or obsolete Items
- Product Search Allows users to search an item by SKU (Product Number), Keyword, and/or Categories. Users may also place an order from this function.
- Quick Order Allows users to order an item by simply entering the Product Number into the area labeled SKU and the quantity
- Frequent Order Allows users to order frequently ordered items by just entering the quantity of material needed for the desired product
- View Current Order Allows user will review, input shipping, PO info and submit final order
- View Orders Allows user to view past submitted orders
- Archive of Orders Lists Archived orders
- Sponsor / Supervisor Lists user's Sponsor or Supervisor (if applicable)

Header Menu

- Complete PO News, to order items, view orders
- Profile To update users information
- Help Help answer system questions
- Logout To log off of the Advanced Web Ordering System

COMPLETE PO

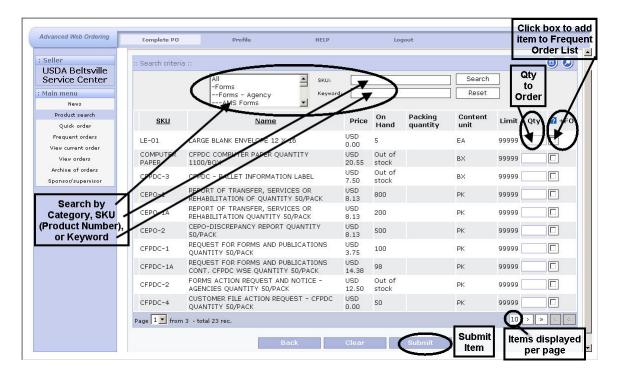
News



To access, Click News in Main Menu on left side of the screen.

- The News selection includes important news items/instructions on System Processing requirements, new items, replacement and/or obsolete items.
- You may click on the arrows on the right side of the page to view or hide specific news details.

Product Search



To access:

- 1. Make sure Complete PO at top of screen is selected. If not, click Complete PO in the Header Menu.
- 2. Click Product Search in Main Menu on left side of the screen.
- 3. There are several ways to search for products:
 - you may click a category (located directly under Profile), i.e., Forms, Supplies, etc, then click the Search button on the right
 - Enter a SKU (Product Number) then click the Search button on the right
 - Enter keyword(s), then click the Search button on the right
- 4. To sort the results of a search, click the SKU or Name column header.
- 5. To run a new search, click the **Reset** button and enter new search criteria.

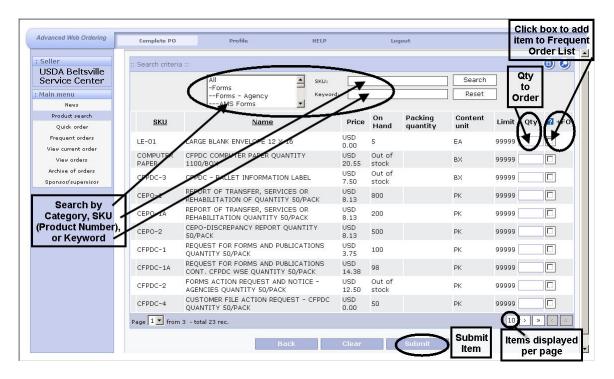
Product Search Cont.

6. To access product information, left click anywhere along the specific product line.



- 7. You may also enter a qty in the Qty field and click **Submit** to place an order. (See page 11 for further information on placing an order using the Product Search program).
- 8. Click the Back button at the **bottom** of the screen to return to Product search.

To Order Using Product Search Program



To access:

- 1. Make sure Complete PO at top of screen is selected. If not, click Complete PO in the Header Menu.
- 2. Click Product Search in Main Menu on left side of the screen.

To Search:

- 1. Enter criteria in only **one** of the search boxes (SKU or Keyword)
 - Program will display item from search box PLUS all products with the same string of characters, i.e., 1009, N2HPC-1009, N211009, etc.

OR

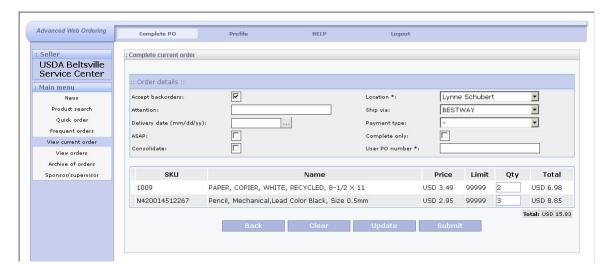
Highlight one of the categories listed above, i.e., AMS Forms, Supplies, etc.

- 2. Click the Search button.
- 3. Locate the SKU (Product number) and enter the quantity to be ordered in the Qty box.
 - If the item is one that will be frequently ordered, click the +FO box for the item so that it will be added to the Frequent Orders list.
- 4. Click the **Submit** button at the bottom of the page.
- 5. Click the OK button for the message below:



To order Using Product Search Program cont.

- 6. To add more items to your order, click the Reset button, and enter the new criteria.
- 7. Once all items have been entered, click on **View Current Order**, located in the Main Menu on the left side of the screen.



- 8. If location field is blank (right side of screen), click the down arrow and select individual receiving the order.
- 9. For Ship Via, select appropriate shipping method by clicking on down arrow. **Bestway** selection will automatically calculate the cheapest cost to ship the order.
- 10. Payment Type Leave blank.
- 11. Complete Only This box should be checked ONLY if you wish to wait for the complete order to ship. The system will hold the order until all items are on hand to fill the order.
- 12. User PO (Purchase Order) number must be filled in. You must create your own PO using letters and/or numbers. This is another method of tracking your order.
- 13. Verify quantities for each item. If you need to modify a quantity, change the qty in the QTY field and then click the Update button below the order.
- 14. **To Remove a product from your order list**, change the item's quantity to zero (0) in the QTY field. Click the Update button at the bottom of the screen.
- 15. To **DELETE All** items in your order, click the Clear button.
- 16. Once your order items are correct, press the **Submit** button at the bottom of the screen.

To order Using Product Search Program cont.

- 17. The submitted order number is displayed on the screen. Print this page for your records.
- 18. Click 'OK'.



19. The next screen, "Your Order has been Processed" simply means that your order has been sent.



To Order Using Quick Orders Program

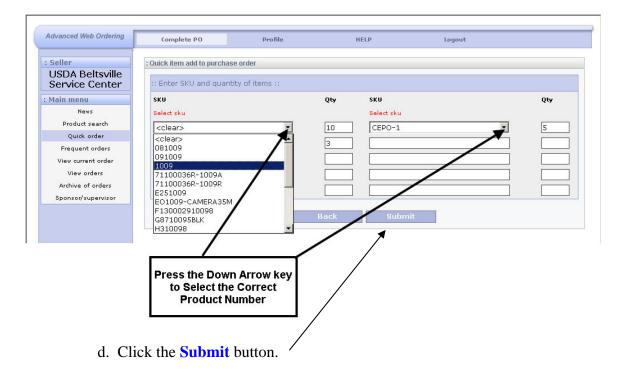


To Access:

- 1. Make sure Complete PO at top of screen is selected. If not, click Complete PO in the Header Menu.
- 2. Click Quick Order in the Main Menu on the left side of the screen.

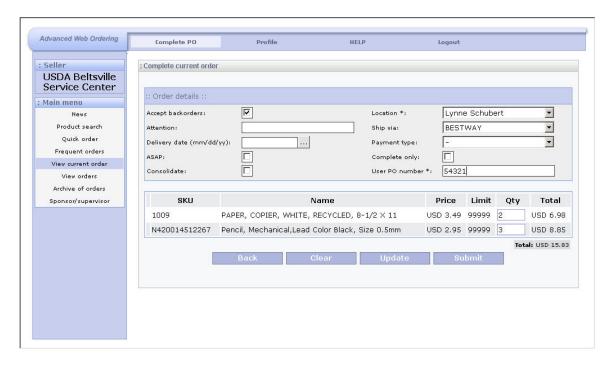
To Order:

- 3. Enter the SKU (Product Number) of the item to be ordered in the SKU box.
- 4. Enter the quantity to be ordered for the item in the Qty box.
- 5. Repeat for each item as needed. You may enter items across or down the page.
- 6. Click the **Submit** button at the bottom of the screen.
- 7. If item displays 'Select SKU' in red:
 - a. Click the down arrow on the corresponding product number line.
 - b. Select the correct SKU (Product Number).
 - c. Repeat for each item as needed.



To Order Using Quick Orders Program cont.

8. After submitting items, click on **View Current Order**, located in the Main Menu on the left side of the screen.



- 9. If location field is blank (right side of screen), click the down arrow and select individual receiving the order.
- 10. Select appropriate shipping method. If **Bestway** is chosen, system will automatically calculate the cheapest cost to ship the order.
- 11. Complete Only This box should be checked ONLY if you wish to wait for the complete order to ship. The system will hold the order until **all** items are on hand to fill the order.
- 12. User PO (Purchase Order) number must be filled in. You must create your own PO. This is another method of tracking your order.
- 13. Verify quantities for each item. If you need to modify a quantity, change the qty in the QTY field and then click the Update button below the order.
- 14. If you wish to **delete an item** from your order, change the item's quantity to zero (0) in the QTY field. Click the Update button at the bottom of your screen.
- 15. To **DELETE ALL** items from your order, click the **Clear** button at the bottom of your screen.
- 16. Once all items are correct, press the **Submit** button at the bottom of your screen.

To order Using Quick Orders Program cont.

17. The submitted order number is displayed on the screen. Print this page for your records. Click 'OK'.



18. The next screen, "Your Order has been Processed" simply means that your order has been sent.



To Order Using Frequent Orders Program

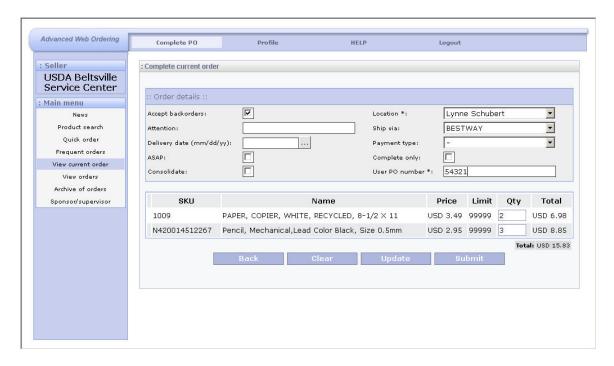


To Access:

- 1. Make sure Complete PO at top of screen is selected. If not, click Complete PO in the Header Menu.
- 2. Click Frequent Orders from Main Menu on the left side of the page.

To Order:

- 1. Enter the quantity to be ordered in the Qty box of the item.
- 2. If you wish to remove all quantities from the list, click the Clear button (see diagram above).
- 3. Click the **Submit** button (see diagram above).
- 4. Once all items have been input, click on **View Current Order**, located in the Main Menu on the left side of the screen.



5. If location field is blank (right side of screen), click the down arrow and select the individual receiving the order.

To Order Using Frequent Orders Program cont.

- 6. Select appropriate shipping method. If **BESTWAY** is chosen, system will automatically calculate the cheapest cost to ship the order.
- 7. Complete Only This box should be checked ONLY if you wish to wait for the Complete order to ship. The system will hold the order until all items are on hand to fill the order.
- 8. User PO (Purchase Order) number must be filled in. You must create your own PO. This is another method of tracking your order.
- 9. Verify quantities for each item. If you need to modify a quantity, change the qty in the QTY field and then click the Update button below the order.
- 10. If you wish to **delete** an item from your order, change the item's quantity to zero (0) in the QTY field. Click the Update button at the bottom of your screen.
- 11. To **DELETE ALL** items in your order, click the Clear button.
- 12. Once all items are correct, press the **Submit** button at the bottom of the page.
- 13. The submitted order number is displayed on the screen. Print this page for your records. Click 'OK'.



14. The next screen, "Your Order has been Processed" simply means that your order has been sent.



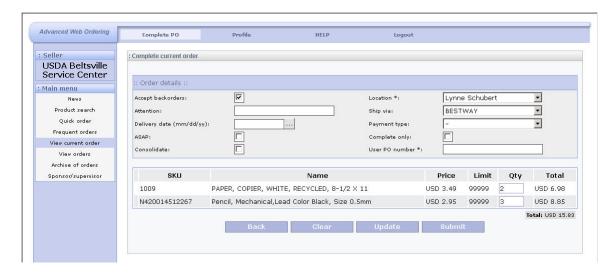
To order Using Frequent Orders Program cont.

To Remove an item from the Frequent Orders (-FO) List



- 1. Make sure Complete PO at top of screen is selected. If not, click Complete PO in the Header Menu.
- 2. Click Frequent Orders from Main Menu on the left side of the page.
- 3. Click the –FO box for the specific item(s) on the right side of the page.
- 4. Click the **Submit** button. Item will no longer appear in the Frequent Orders List.

View Current Order



To Access:

- 1. Make sure Complete PO at top of screen is selected. If not, click Complete PO in the Header Menu.
- 2. Click View Current Order in the Main Menu

To Complete Order:

- 1. If location field is blank (right side of screen), click the down arrow and select individual receiving the order.
- 2. Select appropriate shipping method. If Bestway is chosen, system will automatically calculate the cheapest cost to ship the order.
- 3. Complete Only This box should be checked ONLY if you wish to wait for the complete order to ship. The system will hold the order until all items are on hand to fill the order.
- 4. User PO (Purchase Order) number must be filled in. You must create your own PO. This is another method of tracking your order.
- 5. Verify quantities for each item and change qty in the QTY field if needed.
- 6. If an item is no longer needed, change the item's quantity to zero (0) in the QTY field. Click the Update button at the bottom of the screen.
- 7. To **DELETE ALL** items from the **View Current Order** screen, click the **Clear** button at the bottom of the screen.
- 8. Once all items are correct, press the **Submit** button at the bottom of the screen.
- **NOTE: Order items will remain in your shopping cart in View Current Order until the order is submitted or deleted from your cart.

View Current Order cont.

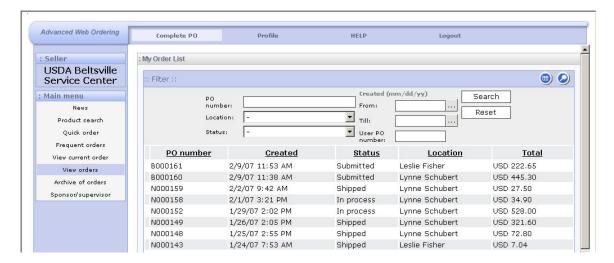
- 9. The submitted order number is displayed on the screen. Print this page for your records.
- 10. Click 'OK'.



11. The next screen, "Your Order has been Processed" simply means that your shopping cart is empty and your order has been sent.



View (Previous) Orders



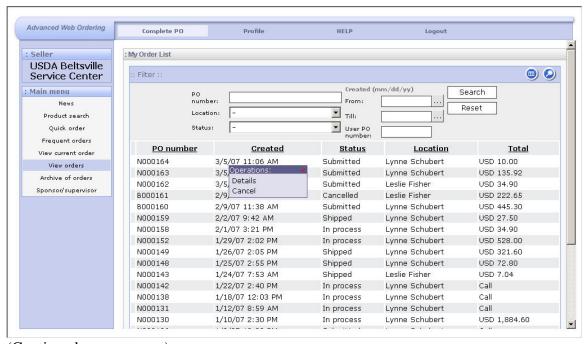
To access:

- 1. Make sure Complete PO at top of screen is selected. If not, click Complete PO in the Header Menu.
- 2. Click View Orders in the Main Menu at the left side of the screen.

Search by:

- PO Number –the system generated Purchase Order number from a previous order
- Location Will be Your Name UNLESS you ordered for another person
- Status such as Submitted, In Process, Shipped, Call, Cancelled
- Date Range
- User PO Number the PO number you created

Using your mouse, Left click on a specific line item anywhere along the line.



To View (Previous) Orders cont.

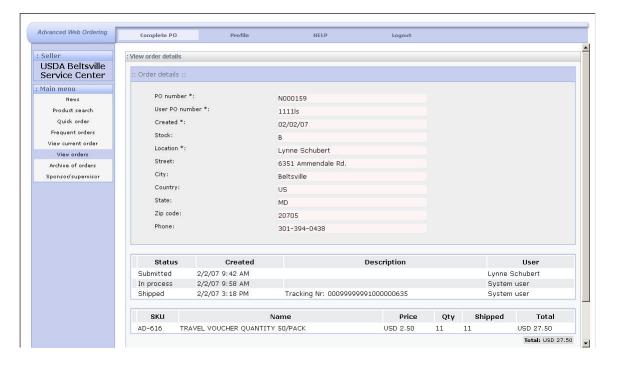
An Operations menu will appear on the screen:

Details: Opens a detailed screen of the particular order listing: Order details, Status and Order line item details.

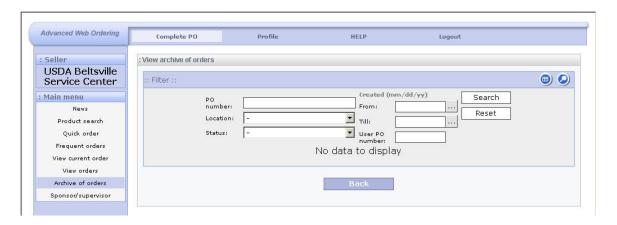
Cancel: provides the capability to cancel a particular order. Cancelled, shipped and completed orders cannot be cancelled.

To Review an order:

- 1. **LEFT** click anywhere along the order number line.
- 2. Click Details in the Operations Menu.



Archive of Orders



To access:

- 1. Make sure Complete PO at top of screen is selected. If not, click Complete PO in the Header Menu.
- 2. Click Archive of Orders in the Main Menu.

If items have been archived, you may search by:

- PO Number if you know the order number fro a previous order
- Location Will be Your Name UNLESS you ordered for another person
- Status such as Submitted, In Process, Shipped, Call, Cancelled
- Date Range
- User PO Number

Using your mouse, Left click on a specific line item anywhere along the line.

Sponsor/Supervisor



To Access:

- 1. Make sure Complete PO at top of screen is selected. If not, click Complete PO in the Header Menu.
- 2. Click Quick Order in the Main Menu.

This screen displays information about the employee's manager. Not all users have access to this screen.

PROFILE

News



To access:

- 1. Make sure Profile at top of screen is selected. If not, click Profile in the Header Menu.
- 2. Click News in Main Menu on left side of the screen.

The News selection includes important news items/instructions on System Processing requirements, new items, replacement and/or obsolete items.

Password



To access:

- 1. Make sure Profile at top of screen is selected. If not, click Profile in the Header Menu.
- 2. Click Password in Main Menu on left side of the screen.

To change your password:

- 1. Enter your current password in the Old Password block.
- 2. Enter your New password in the New password block.
- 3. Re-Enter your New password in the Notify new block.
- 4. Press the Change button at the bottom of the screen.

Shipping

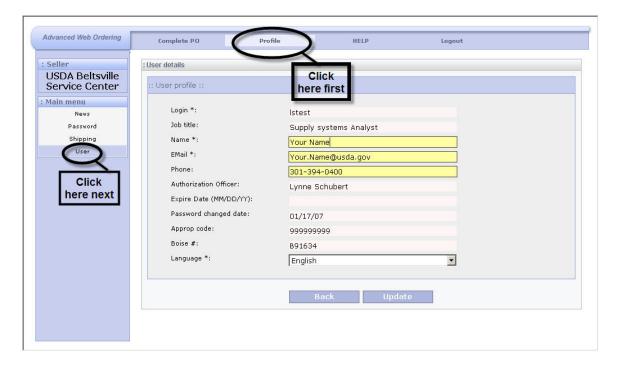


If you have access to this feature, the Shipping selection provides the ability to add, change, or remove SHIP-TO locations.

To access:

- 1. Make sure Profile at top of screen is selected. If not, click Profile in the Header Menu.
- 2. Click Shipping in Main Menu on left side of the screen.
- 3. To **Add** new Shipping name/address:
 - Click Create at the bottom of the screen to create a new shipping location OR
 - Using your mouse, Left click on an existing alternate shipping address and click Create
- 4. To **Edit** a name or address LEFT click anywhere on the line with the person's name. Click Update.
- 5. To **Delete** an alternate name/address, LEFT click anywhere on the line with the person's name. Click Remove.

User



To access:

- 1. Make sure Profile at top of screen is selected. If not, click Profile in the Header Menu.
- 2. Click User in Main Menu on left side of the screen.
- 3. You may modify your Name, Email and Phone Number.

Beltsville Service Center Point of Contact List

BELTSVILLE SERVICE CENTER

For information about the Beltsville Service Center Facility contact: JAMES CONNOR, Director (301)394-0401

james.connor@usda.gov

BELTSVILLE SERVICE CENTER

For information about the Beltsville Service Center Facility contact: Carlos Casaus, Deputy Director (301)394-0413

Carlos.Casaus@usda.gov

CENTRAL SUPPLY STORES

For status of orders and inventory information contact: NICOLE JONES , Chief, Stores (301) 394-0426

Nicole.Jones@usda.gov

CONSOLIDATED FORMS & PUBLICATIONS DISTRIBUTION CENTER

For Forms, Publications and Mass Mailing information contact: ROSELYN ROEBUCK, Chief, CFPDC (301) 394-0415

Roselyn.Roebuck@usda.gov

CENTRALIZED EXCESS PROPERTY OPERATION

For Rehabilitation and Excess Property information contact: JOSEPH GOVAN, Chief, CEPO (301) 394-0414

joseph.govan@usda.gov SHELIA WOOD, Team Leader (301) 394-0396 shelia.wood@usda.gov

WAREHOUSE OPERATIONS

For information on warehouse operations contact: JOSEPH BAILEY, Warehouse Operations Manager (301)394-0429 joseph.bailey@usda.gov

WMS SYSTEM OPERATIONS

For information on WMS system operations contact: Lynne Schubert, Supply Systems Analyst (301)394-0438 lynne.schubert@usda.gov