



## Online Ordering with TriMark Hockenbergs

Welcome to TriMark Hockenbergs Online ordering. While we have all used various online shopping cart systems, the following instructions and hints may make your visit to Hockenbergs online shopping easier and more productive.

### Logging In:

1. Navigate your browser to <http://www.hockenbergs.com/shop/>
2. In the upper right corner of the page, enter you email address and password, click Sign In.
3. If your email address and password are recognized as valid, you will be notified that you have logged in successfully and the login box will be replaced by your name and company name.
4. If for some reason, your email address is not recognized, you will have the opportunity to try again or you may have a new password emailed to your email address.
5. Keep in mind that your password is case sensitive.

### Browsing Products:

- Once you successfully login, you may browse among departments and products selected and approved by you or your company.
- The initial page shows the various departments available with an icon for each. You may select a department to browse by clicking on its icon or selecting the department from the list on the left.
- The order pages are laid out with the various tools available in the left column and the product information in the right column. It is useful to scroll down the left column to see what features and functions are available.
- Each item contains a More... link that will display additional information about that item as well as a larger picture of the item. There may also be a My Purchase History link which will show your most recent 4 purchases of that time.
- There may be more than one page of items for each department. If so, page links will appear at above and below the products list on the right.
- Near the top in the left column is the Search tool. Enter a search term in the box provided and press enter, you will get a list of items within which your term appears. Best results are obtained by keeping your search terms as generic as possible.
- The My Favorite Items department will initially be empty, but after you have ordered from Hockenbergs, this department will list your 20 most often ordered items. This can be a real time saver for those items that you order repeatedly.

## **Ordering Items:**

- To order an item, enter a quantity in the quantity box provided for each item. You may click the add item link under the quantity box or you may go through the entire list and enter quantities for all the items you wish to order.
- You may update your cart contents for all items on the current page by clicking the Update Cart button or you may select another department in which case your cart will be automatically updated before the next department is displayed.
- Your current order total is displayed at the bottom of the left column.
- To remove an item from you cart, click the Remove Item link under the quantity box for that item.

## **Checkout:**

- To begin the checkout process, click the Check Out button located in the left column.
- The checkout page will show the billing address and shipping address for your order and the list of items, quantities and prices that you have ordered. If this list is incorrect, click the Continue Shopping button at the bottom of the page. You will be returned to the shopping pages to allow you to make any changes or corrections.
- You will also be able to choose a preferred shipping method, enter a purchase order number If desired, and add any comments, special requests, or other information you want Hockenbergs to see.
- If you are satisfied with your order, click the Send Order button. Your order will then be transmitted and you will receive a copy of it shortly via email. If you order requires approval, your will be notified by email when it has been either approved or rejected.
- You may also continue shopping, erase the order and start over, or log out by clicking the respective button.

## **Helpful Hints:**

- If cannot remember your password and request a temporary password, you may log in with your temporary password but will immediately be forced to change it to one of your own chossing.
- When changing your password, your new password is required to be at least 6 characters long, and it must contain at least one upper case letter, one lower case letter, and one digit or punctuation mark.
- On the shopping cart page, near the bottom of the left column, there is a link entitled "Have a question or a Problem?" Please use this link to obtain help or to report a problem. We are anxious to help you out however we can.