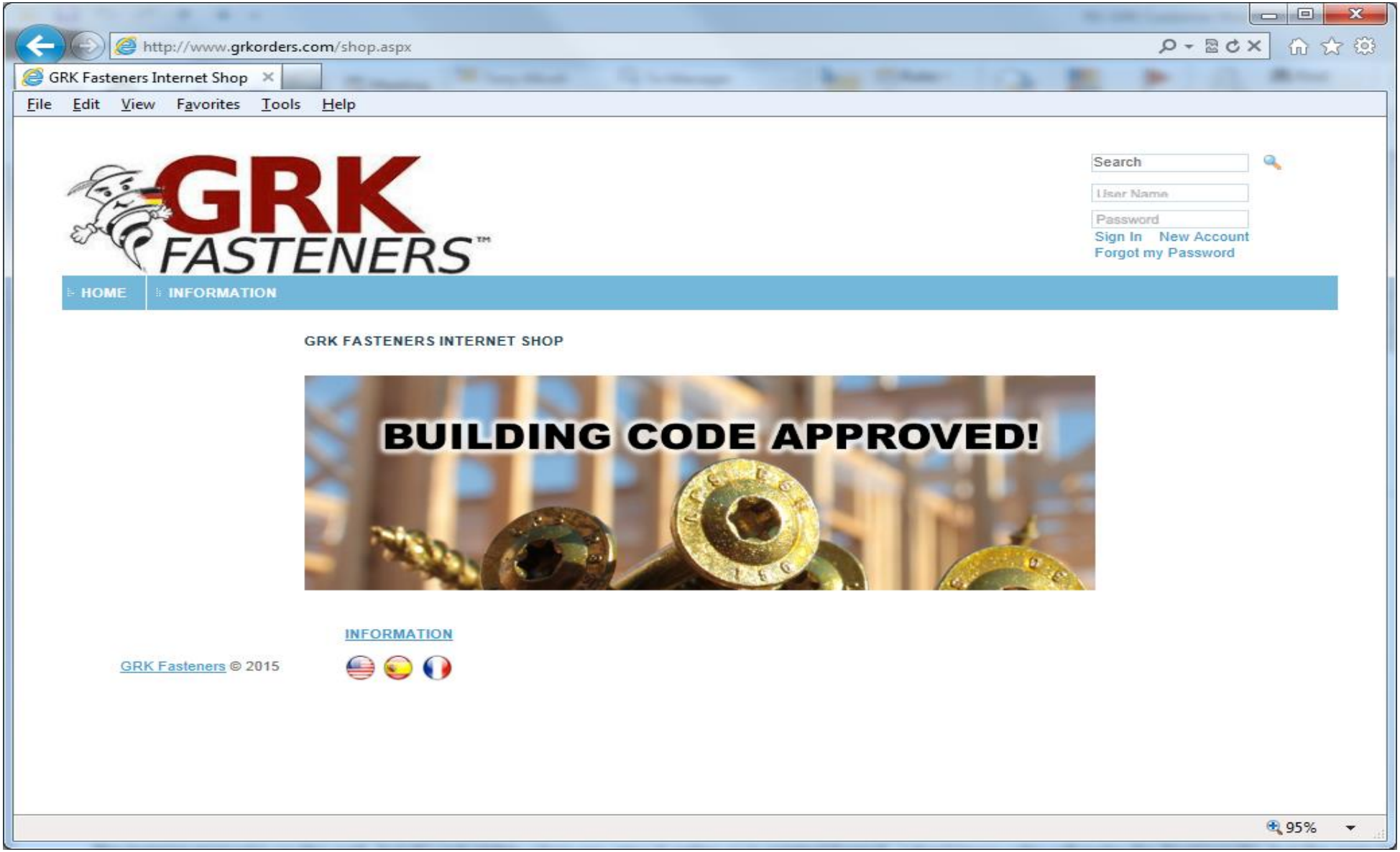
Web Order Entry – www.grkorders.com

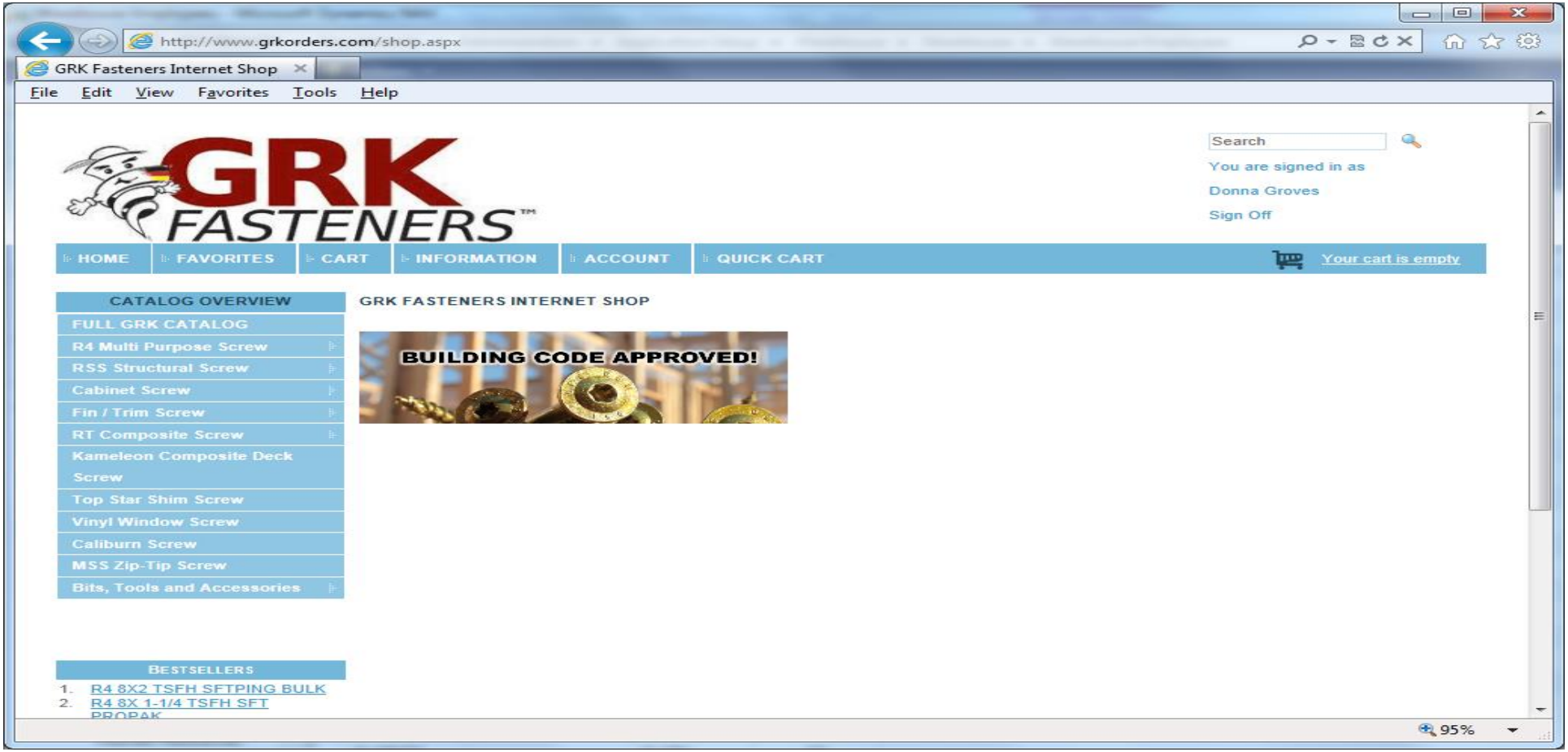
To enter a new sales order, go to www.grkorders.com.

You will be prompted to enter your user name and password:



If you are unsure of your User Name and/or Password, contact Customer Service (877-489-2726).

With a successful login, you will be directed to the home page.



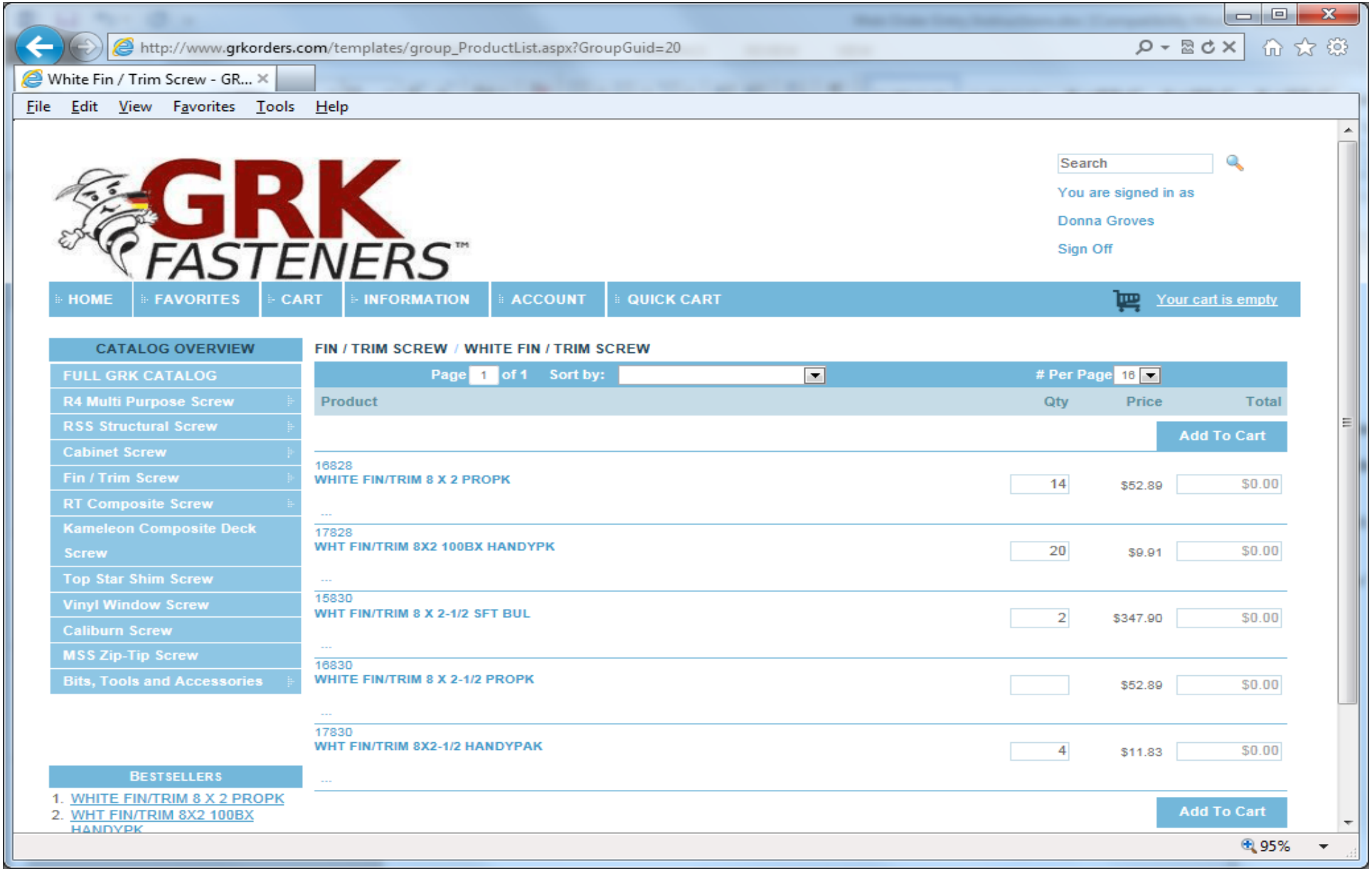
From this page, you can access catalog information, any favorite items you've set up, user default information, or order history. To enter any of these locations on the site, double-click on the category header ("Home," "Favorites," "Cart," etc.) or the desired catalog button.

Orders can be entered from several locations:

- Product catalogs (the catalogs also provide item numbers, descriptions, pricing)
- "Favorites"
- Quick Cart

Order Entry

From a Product Catalog:

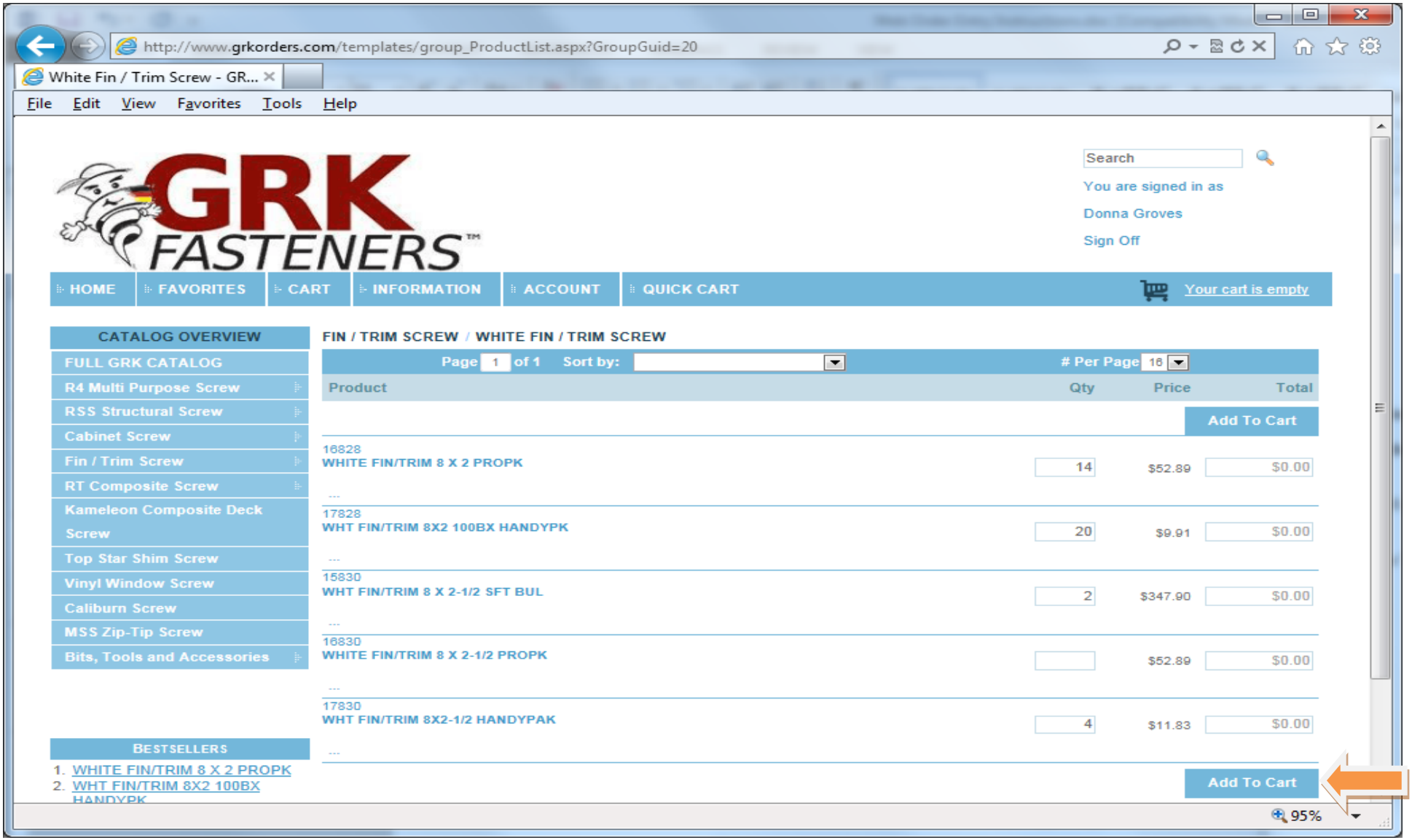


Open the desired catalog, then click in the “Qty” box of the first item to be ordered. Key the quantity of that item desired.

To go to another item, either click on the “Qty” box of that item using your mouse, or use the ‘tab’ function on your keyboard to navigate to the next “Qty” field desired.

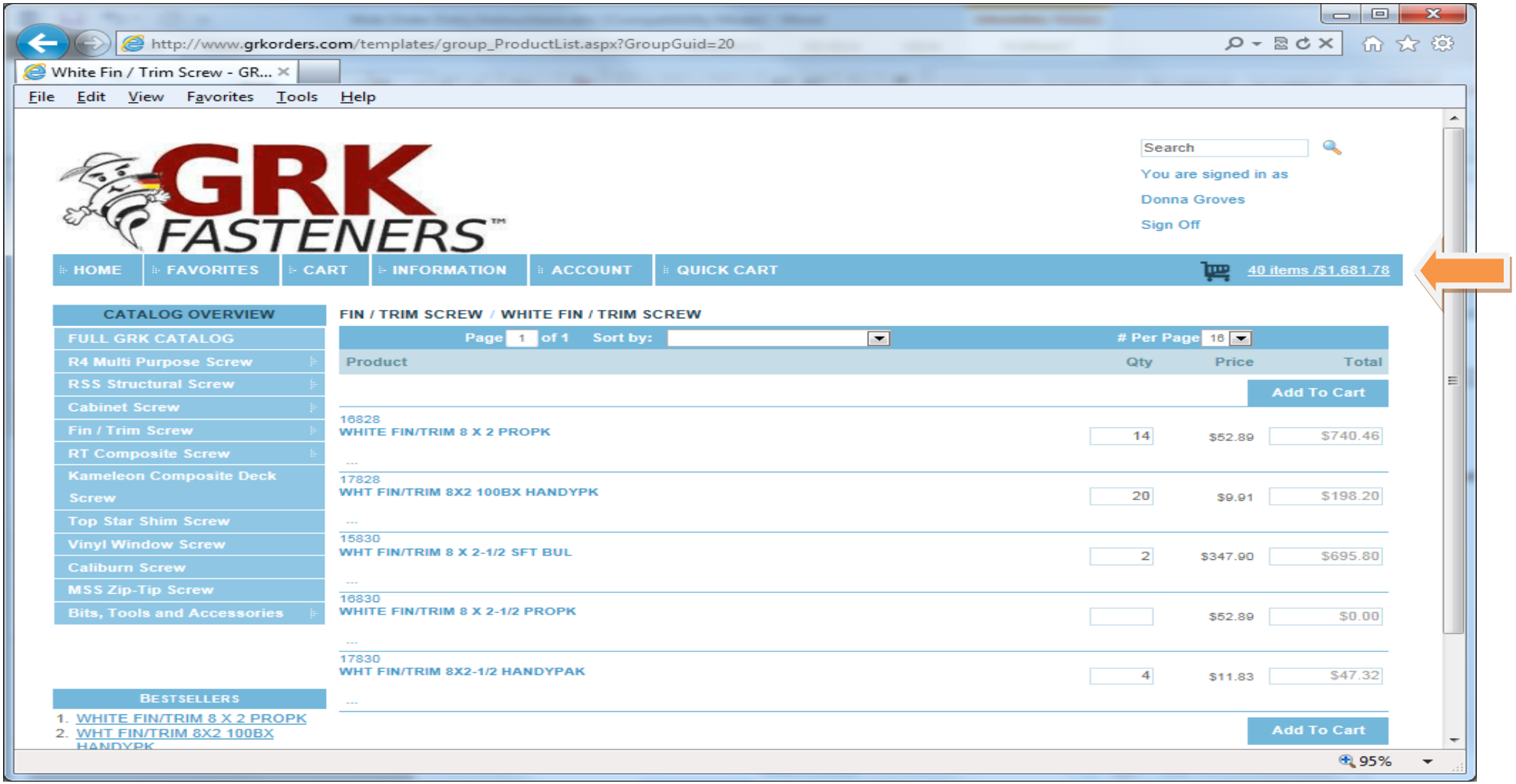
NOTE: Do not use the ‘Enter’ function on your keyboard to navigate through the catalog screen. Selecting ‘Enter’ will activate the Search function, and wipe out any quantities entered in the catalog.

When all desired quantities have been entered on a page, or when you have reached the end of the page, click on the “Add to Cart” button at the bottom of the page. Items are not added to the cart unless the “Add to Cart” button is selected.



Order Entry from a Product Catalog, continued

Once product has been added to cart, the cart icon near the top of the page will reflect the quantity of items added, and the current value of the order:



NOTE: Selecting the "Add to Cart" button more than once will result in items being duplicated on the sales order. After clicking on "Add to Cart," please wait for the system to complete the "Loading Template" function.

If items are added to the cart more than once, there is an opportunity to remove them prior to submitting the sales order.

To continue adding product to the order, select another catalog and proceed as above, or open the "Quick Cart" tab.

Order Entry from the Quick Cart

The quick cart can be used to add items, if the order entry agent knows the GRK part numbers he or she wishes to order.

In this screen, only the “Stock #” (GRK item number) and order “Qty” need to be entered.

When the desired product has been entered, click on the “Update” button.

After “Update,” either continue adding new items, or select the “Shopping Cart” button to review the order in process.

NOTE: At the time of printing, the Quick Order page is limited to 10 items. Additional items may be added through the product catalogs, the Favorites page, or directly from the cart. Additional capacity may be added to the Quick Order page in future updates.

Order Entry from “Favorites”

Open the “Favorites” tab. Orders can be entered here following the instructions above for order entry from a Product Catalog.

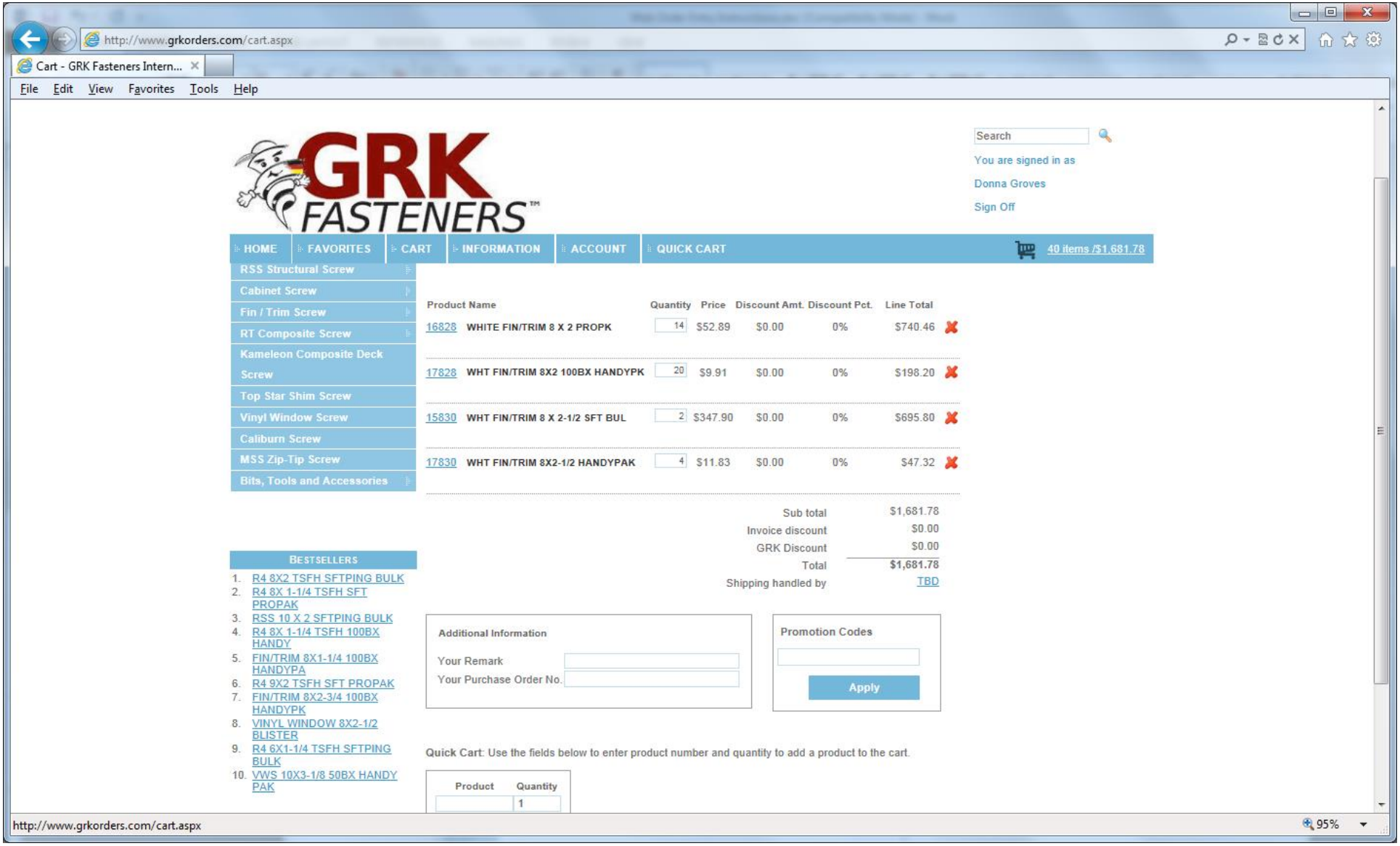
After all quantities have been entered for all items being ordered, select the “Add to Cart” button.

When “Template Loading” has finished, either add additional items to the order, or select the “Shopping Cart” icon to review the order and proceed to check-out.

NOTE: Instruction on how to add products to “Favorites” will follow later in this document.

Shopping Cart Review / Order Submission

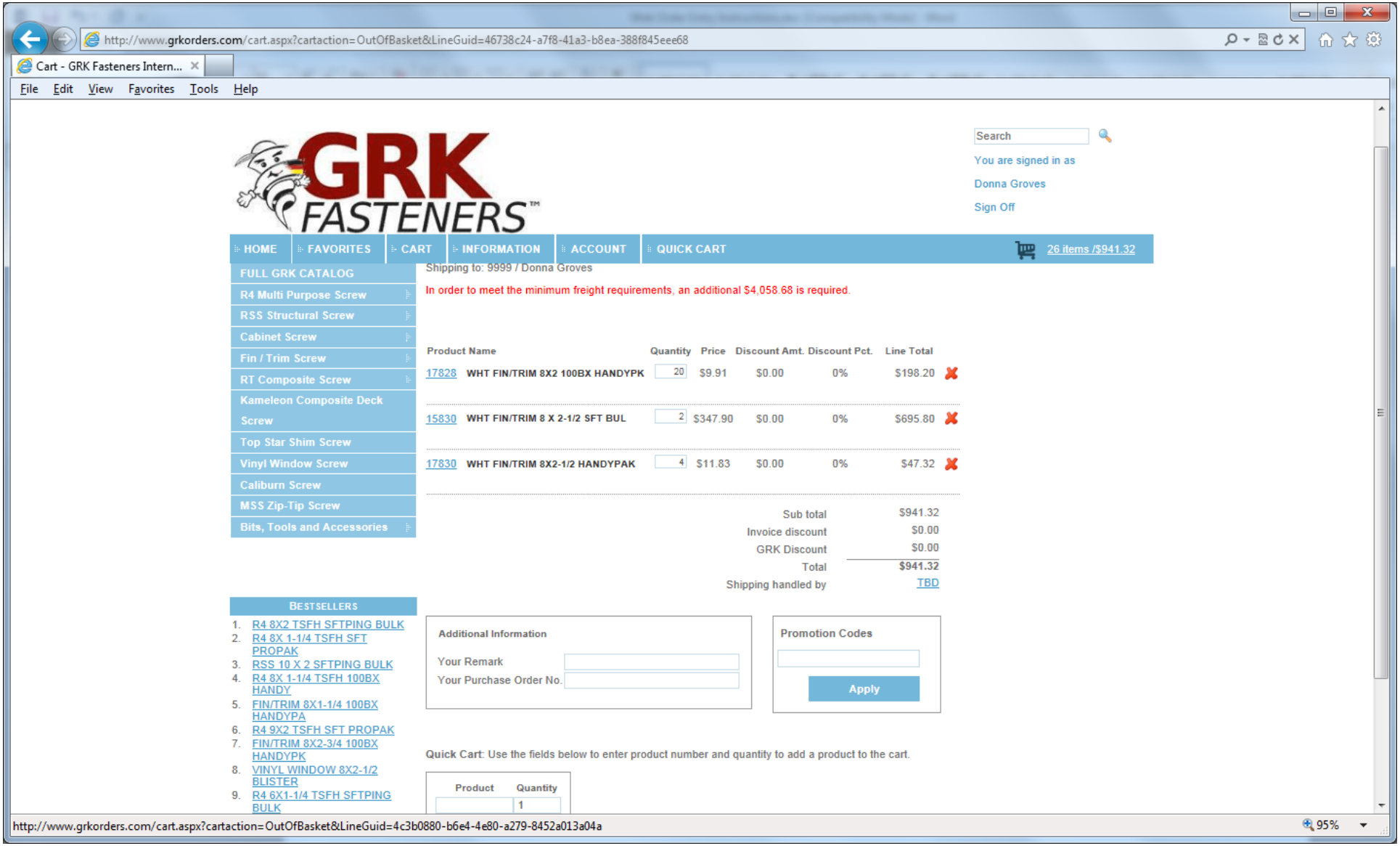
When all items have been entered on an order, Select the shopping cart icon at the top right of the screen to review the order and proceed to order submission.



Review the order for item and quantity accuracy.

To change an order quantity, highlight the desired quantity, and enter the correct quantity in the field.

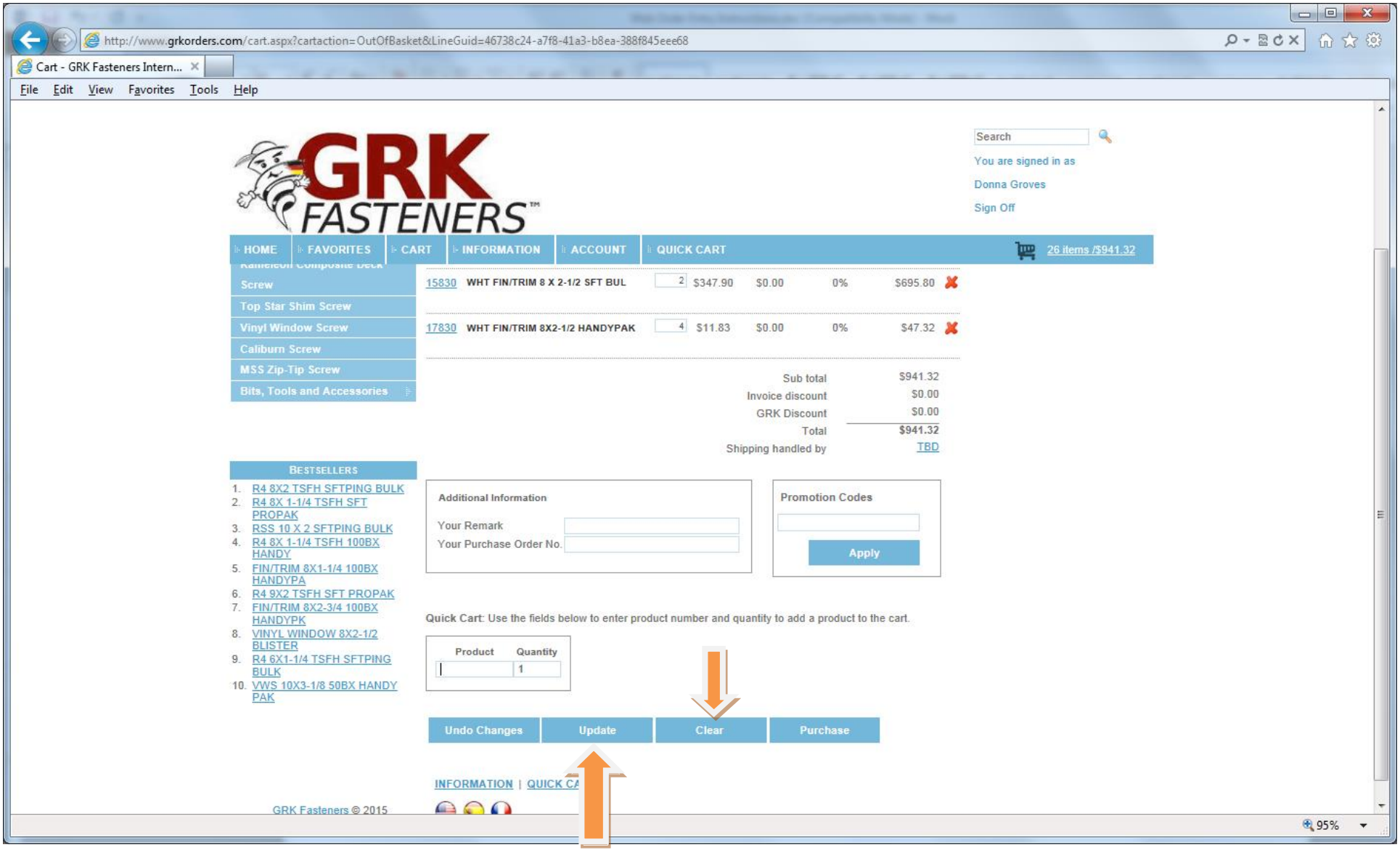
To remove items from the order, click on the red “x” at the right of the product line in the cart.



To add items to the order, either enter the GRK part number in the “Quick Cart” button near the bottom of the screen and select “Update,” or return to another section of the site (Product Catalog, Favorites, Quick Cart) to continue adding product.

Shopping Cart Review / Order Submission, continued

To clear a shopping cart and start over, select the “Clear” button at the bottom of the screen.

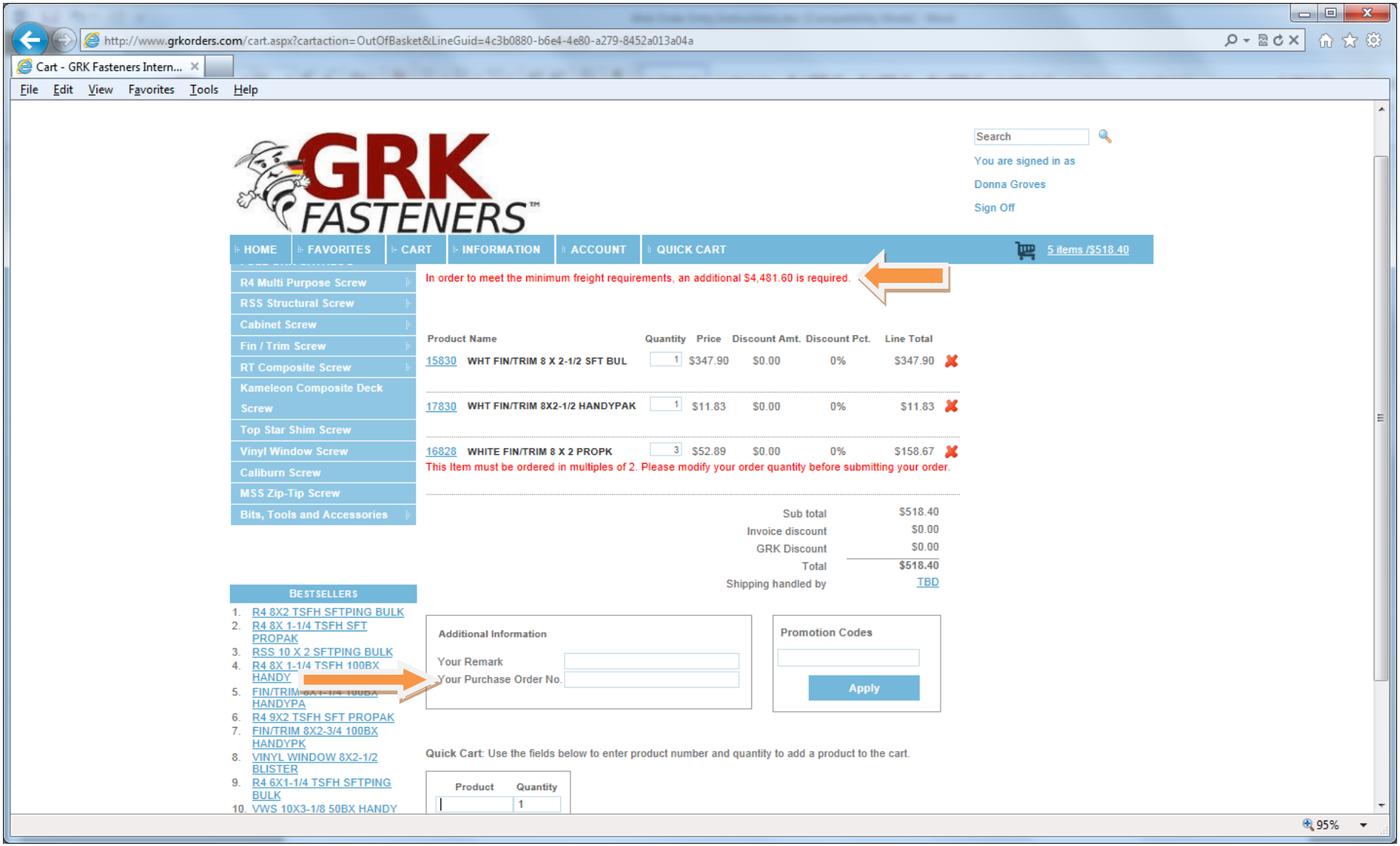


When making changes to the product or quantities on an order, always select the “Update” button at the bottom of the screen to update the order.

Shopping Cart Review / Order Submission, continued

After the product entries are verified, enter any pertinent remarks to the order in the “Your Remark” field in the Additional Information section.

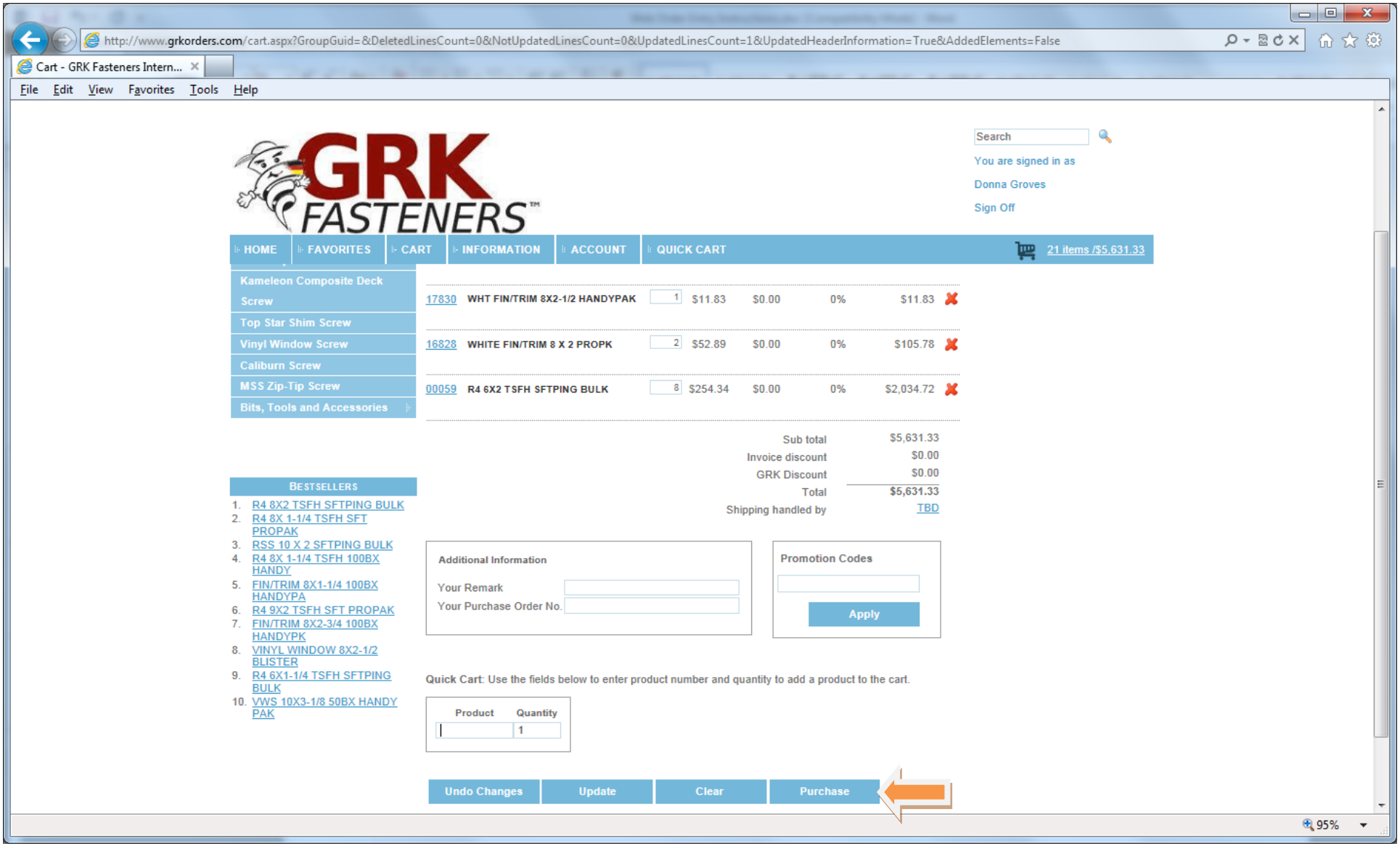
The shopping cart will include a message near the top which indicates if your order is above the minimum amount for prepaid freight, or if it requires additional product additions to reach the prepaid freight minimum.



If any items are ordered in incorrect quantities (ProPaks, for example, must be ordered in multiples of 2), an error message will prompt an order quantity correction.

Enter the purchase order being used for the order. The Purchase Order No. is a required field. Orders will not be processed without a purchase order number.

When the order is correct and complete, select the “Purchase” button to initiate check-out.

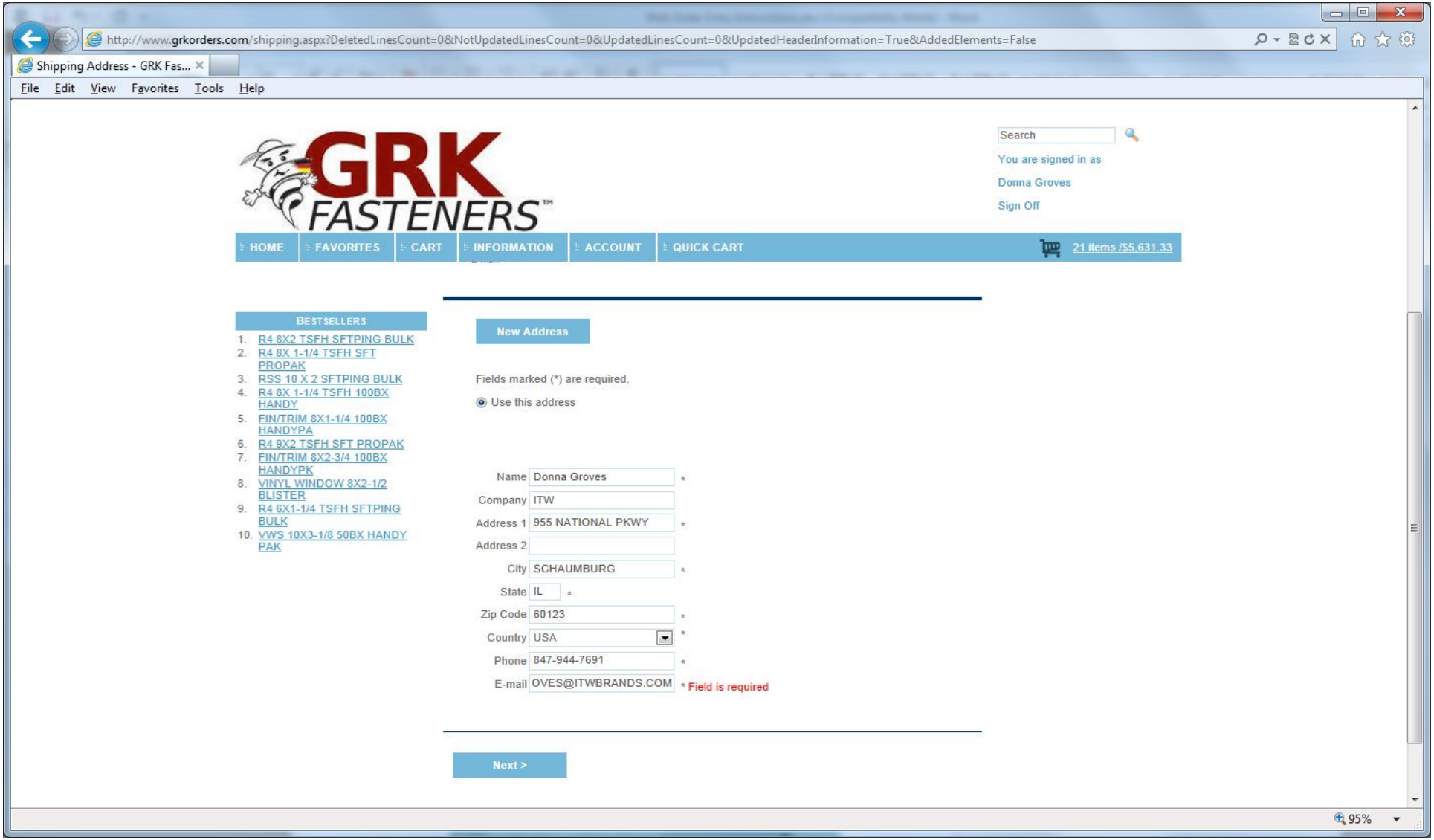


Ship Location

After ‘purchase,’ select the appropriate ship-to location.

If the desired shipping location is not displayed, select the “New Address” button. This will allow you to enter a one-time drop ship location.

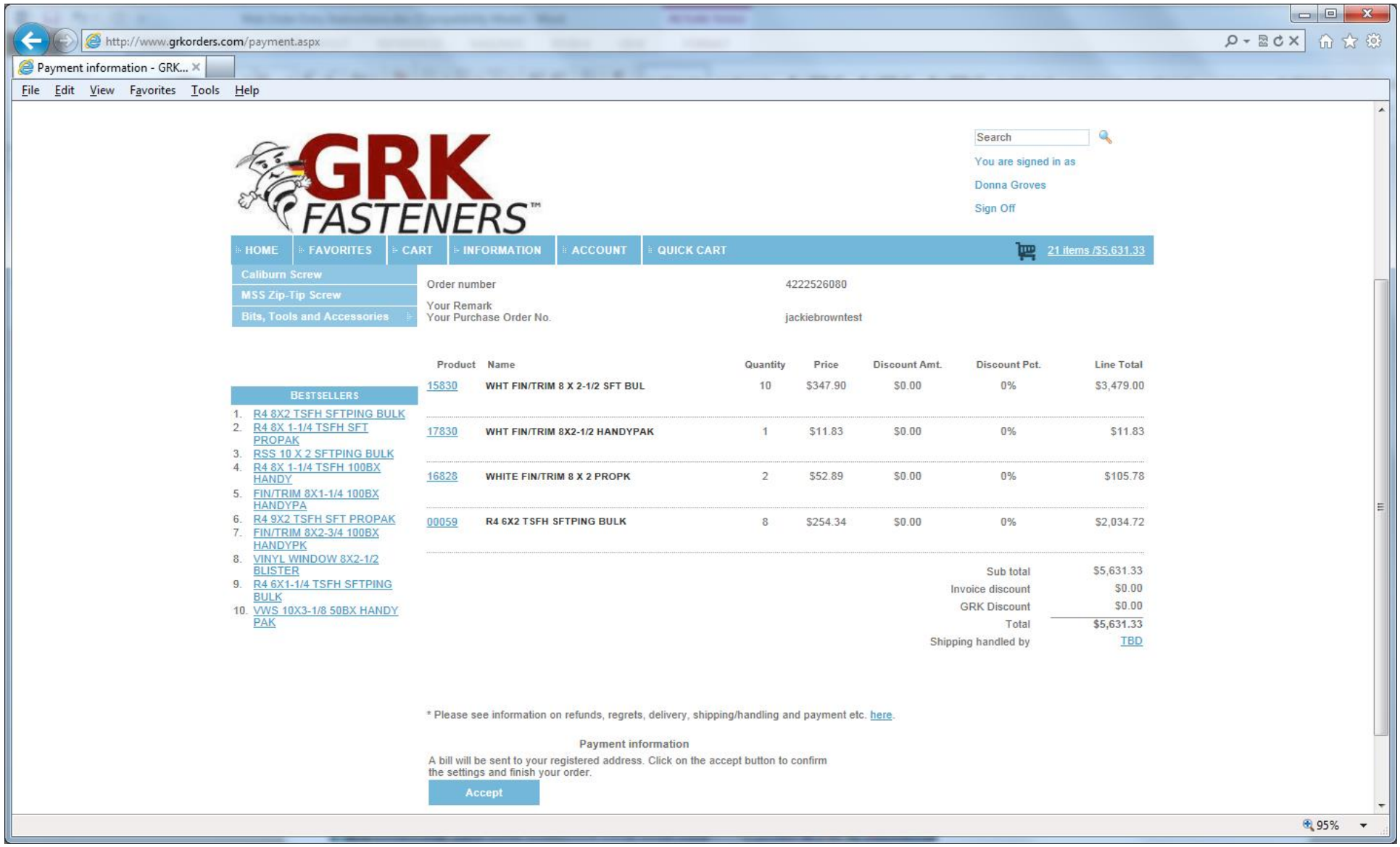
NOTE: For recurring alternate addresses, please contact Customer Service for ship-to creation.



When the appropriate ship-to location for the order has been selected, click “Next.”

Final Order Review

Review the order for any updates required. To make changes to product or quantities, go back to the “Cart” to make updates.



Once the order is reviewed and accurate, select “Accept” at the bottom of the page.

A Confirmation number will be generated:

To print an order confirmation copy, click on the “here” hyperlink.

Adding items to Favorites

In order to add an item to Favorites, open the desired item from the Product Catalog by double-clicking the item hyperlink:

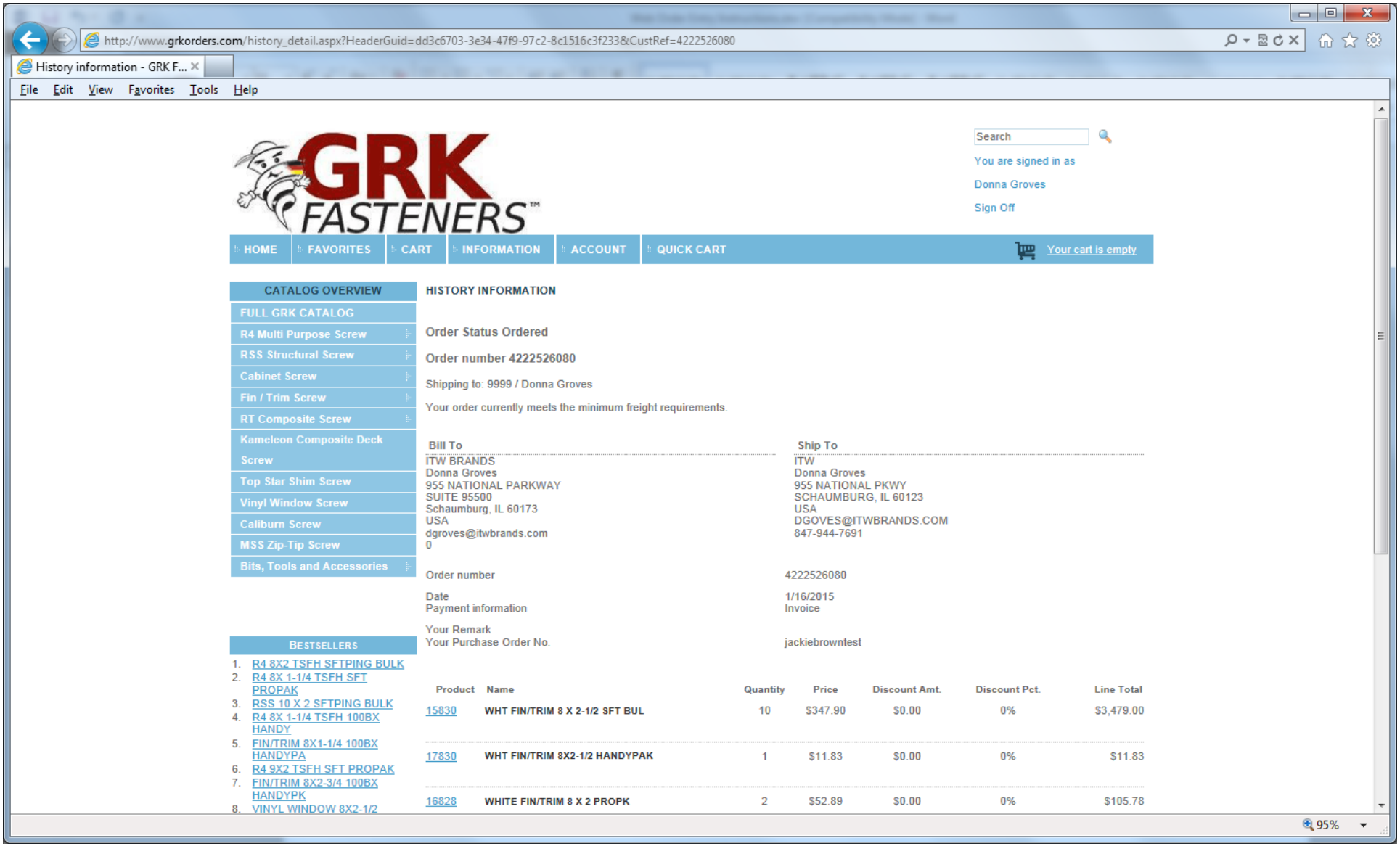
Once the item screen is open, select the “Add to Favorites” button below:

NOTE: Adding items to “Favorites” can be used to create customized order entry pages.

Account History

A list of past orders can be found under the “Account” tab.

To see details on a previously-submitted order, click on the order confirmation number. A detail page will be displayed:



Updating Your Password

To update your password, open the “Accounts” tab. Select “Update your Password.”

The system will prompt you to enter your old password first, then the new password, followed by a second validation of the new password.

When all are entered correctly, select “Update.”

An email will be sent with notification of the password change.