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User Name and Password

The first step consists in entering your client or user name, followed by your password.

Once you have entered this information, click on Login to open a session.
Global menu

This is the global menu located at the upper-right of every page.

1. Click on **Logout** to close your session on the site. 
   - *After a certain period of inactivity, your session will automatically be closed.*

2. Click on **Français** to change the language of the site to French.

3. Click on **View cart** to view all opened transactions.
   - *You can also create new transactions on this page.*

4. Click on **Contact us** to send your questions and comments.

5. Click on **Home** to display the home page.
Site map

This is the menu on the left side of all pages of the site. Use it to navigate to the different sections of the site. Each section will be explained in the following pages.

Catalog
This is a link that will redirect you to the electronic catalog on the Groupe Lacasse website.
Customer information

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer #</td>
<td></td>
</tr>
<tr>
<td>Name</td>
<td></td>
</tr>
<tr>
<td>Address 1</td>
<td></td>
</tr>
<tr>
<td>Address 2</td>
<td></td>
</tr>
<tr>
<td>Address 3</td>
<td></td>
</tr>
<tr>
<td>Postal/Zip code</td>
<td></td>
</tr>
<tr>
<td>Country</td>
<td></td>
</tr>
<tr>
<td>Province</td>
<td></td>
</tr>
<tr>
<td>Language</td>
<td></td>
</tr>
<tr>
<td>Phone</td>
<td></td>
</tr>
<tr>
<td>Fax</td>
<td></td>
</tr>
<tr>
<td>Acknowledgment email 1</td>
<td></td>
</tr>
<tr>
<td>Acknowledgment email 2</td>
<td></td>
</tr>
<tr>
<td>Acknowledgment email 3</td>
<td></td>
</tr>
<tr>
<td>Acknowledgment email 4</td>
<td></td>
</tr>
</tbody>
</table>

Customer’s information change form

Click on the link below to download the form:
Download form

Please complete the form and use the button below to upload it to our system.
File: [Browse]

Used for consulting your customer information. If you notice any invalid information, please fill in and send the Customer’s information change form below.
Order History

This option allows you to visualize all orders previously entered online.

1. Use this box to search for a particular order. Select the criteria and click on Search.

2. Use the Printable copy link to export the current order history list to a PDF file.

3. To view the details of a particular transaction, click on the icon (if available).

4. If the transaction is in “Opened” status, you can view/modify it by clicking on the icon.

5. Click on the icon to view the associated document (if available).

You can also sort the list by clicking on the column’s name. You cannot sort by the Details and Action columns.
**Status definitions**

<table>
<thead>
<tr>
<th>Status Definition</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Booked</td>
<td>The order has been booked in our system.</td>
</tr>
<tr>
<td>Booked/Updated</td>
<td>The order has been modified after being booked.</td>
</tr>
<tr>
<td>Cancelled</td>
<td>The order has been cancelled after being booked on customer’s request.</td>
</tr>
<tr>
<td>Invoiced/Shipped (Complete)</td>
<td>The order has completely shipped to the customer. The order may not have</td>
</tr>
<tr>
<td></td>
<td>arrived at the customer’s location but it has left the plant.</td>
</tr>
<tr>
<td>Invoiced/Shipped (Partial)</td>
<td>The order has shipped partially. The partially shipped order may not have</td>
</tr>
<tr>
<td></td>
<td>arrived at the customer’s location but it has left the plant.</td>
</tr>
<tr>
<td>Opened</td>
<td>The order has been saved on the web site but has not been submitted to our</td>
</tr>
<tr>
<td></td>
<td>systems.</td>
</tr>
<tr>
<td>Processed</td>
<td>The system has processed the order.</td>
</tr>
<tr>
<td>Processing</td>
<td>The system has received and is processing the order. There may be a certain</td>
</tr>
<tr>
<td></td>
<td>delay between the time the system has received the order and when it has</td>
</tr>
<tr>
<td></td>
<td>finished processing it.</td>
</tr>
<tr>
<td>Submitted</td>
<td>The order has been sent to the system.</td>
</tr>
</tbody>
</table>

⚠️ You cannot modify or cancel an order from the site after it has been submitted. To modify or cancel an order after it has been submitted, please use the “Request for change” form located in the left menu bar.

**Request for quote**

Click on the link below to download the form:

*Request for quotation form document*

Please complete the form and use the button below to upload it to our system.

**File:** [Browse...](#)

[Upload](#)

This page allows you to fill in and send a quote for a special.
Shipping address

This page allows you to fill in and send a request for a new shipping address. Your request will be approved by the shipping department. Then, confirmation will be sent and you will be able to proceed with your order.

User Maintenance

This page allows you to maintain the list of users that are authorized to order products on behalf of your company. The administrative agent can consult and modify the user's information.

You can modify a user’s information by clicking on the icon.

💡 Please note that this section is managed by the administrative agent (you or someone else in your company) and not by Groupe Lacasse. The administrative agent is responsible for maintaining the list and the users he has added are under his responsibility.
Modify password

This page allows the administrative agent to change his password.

Request for change

This option allows you to fill in and send the request for change form. It is used to make changes to an order after it has been submitted from the web site.

Lead time

This option allows you to view the lead time guide for various regions and languages.
Transaction operations

Create a new transaction

Once you have logged in, the following page will be displayed:

You can also navigate to this page by clicking on the View cart link in the global menu (upper-right section of the page). You must then click on the Create new order button to create your order.

Existing transactions

If one or more transactions are open, they will appear in this same window.

- Click on this icon to view the transaction.
- Click on this icon to submit the transaction.
- Click on this icon to delete the opened transaction.
Transaction menu

Use this menu to navigate in a transaction. It is located at the top center of every page.

1. Click on **Change transaction** to change the current transaction. The number of the current transaction is displayed just before this link.
2. Click on **View header** to display the transaction header.
3. Click on **View Details** to add items to the transaction using dropdown boxes. You can also view the items that have already been added.
4. Click on **Quick entry** to display the **Quick entry** page. This page is useful only if you are familiar with Groupe Lacasse’s product codes.
Once you have chosen to create a new order or complete a pending order, the Transaction header page will be displayed.

1. This section contains your billing address.

2. Select your shipping destination. Click on Search for more detailed information than available from the scroll feature.

3. Enter your Purchase order here.

4. Select the Order type.

   > For Direct NMSO, a Contract # field will display. Please type your contract number there. For US Communities, two fields will need to be filled in: End user’s federal ID and End user’s name and address.

5. Select the Price agreement number. If the latter has expired, it will not appear in the list. Also, depending on the type defined in the price agreement, it may not show up when selecting certain order types. Clicking on Printable copy allows you to view the contract.

6. Enter a Tag for your order if desired.
Enter general comments relating to the order or shipping instructions.

* Please note that if you ask to combine several orders to reduce or avoid shipping charges, the latest delivery date will be retained.

To save information in the **Transaction header**, click on **Save**. If you click on the **Save and add items** button, you will automatically be transferred to the **Quick entry** page.
View Details

Click on View Details (transaction menu) to add items in the current transaction.

Please note that you can enter View Details first, and then return to the header.

1. Enter product Quantity.
2. Enter product Tag.
3. Enter additional information for the product in the Remark field.
There are 3 ways to enter the product code:

1. **I know my item code:** Enter the product code and click on the icon if you know it; ex.: 400E-2436LF. The system will validate the code and will alert you if the code is incorrect.

2. **Quote:** If you have products that are part of a specials quote, you can select the quote number here. Then select the appropriate product in the **item code** list and specify the options/accessories if necessary.
   
   - If your quote has expired, it will not appear in the scrolling list.

3. **Brand:** You can select the **Brand, Collection, Category**, etc, manually and the system will build the product code for you. If there are things to specify; ex.: Edge type, they will be prompted for in the code building process.
   
   - If you are simply searching for products that are part of the QuickShip program, you can check the following field:

   ![Show quick ship items only](image)

5.

- **Add item to transaction:** adds the item to the transaction
- **Clear fields:** erases all the field’s value
- **Submit transaction:** once all products are on the transaction, you can use this button to submit the transaction.

All items contained in the order will appear at the bottom of the page.

Transaction items

<table>
<thead>
<tr>
<th>No</th>
<th>Item - Description</th>
<th>Accessories</th>
<th>Quantity</th>
<th>Unit list price</th>
<th>Discount</th>
<th>Unit price</th>
<th>Total</th>
<th>Quick Sh.</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>400E-2436LF ACA LATERAL FILE</td>
<td></td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Modify or delete a line

Modify a line

Use the pen button to modify an order line. The selected line will appear in blue.

This will allow you to carry out the desired changes. Simply select **Save changes** or **Cancel changes**.

Delete a line

To cancel a line, simply click on the ❌ icon.
Additional Options

To specify additional options (modify a pedestal or add a lock, for example), click on the **Additional options** link.

A list of options will be displayed. Please select the desired options.

- Depending on the options chosen, there may be additional fees.

When defining a custom modesty panel height 1 or adding, moving a grommet 2, or requesting a custom color 3, you must provide the required information using the appropriate fields.

If the **Additional Options** opened automatically, you can hide choices by clicking on the following link:
Quick entry

The **Quick entry** option is also available, if you are familiar with Groupe Lacasse's product codes. Click on the **Quick entry** link in the transaction menu.

Here is what the page looks like:

1. Enter the product **Code**.
2. Enter product **Color** (ex. ACA or ACA/GAN for 2 tones).
3. Enter product **Quantity**.
4. If the item code corresponds to a special design and you know your **Quote Number**, you can enter it here (ex. SPE034123).
If you wish to add options, you can do so by clicking on the icon. The following is a brief overview of what you will see:

1. Select the desired option by clicking on the blue rectangle in the Code column.

2. When finished choosing the options, click on the icon at the upper-right corner of the window.
   - The item code may change depending on the selected option. This behavior is normal. There could be an additional cost depending on the option chosen.

6. Enter Tag if desired.

7. Enter Remark if desired.

8. Fill in if necessary. See section Additional Options for more details.

9. Click on the Add button to add the item to the transaction.
   - You may also hit the Enter key in any of the text fields to add the item.

10. Click on the Submit transaction button to submit your order.
If you enter an invalid code, you will see the following section appear:

<table>
<thead>
<tr>
<th>ID</th>
<th>Code</th>
<th>Color</th>
<th>Quantity</th>
<th>Quote number</th>
<th>Unit list price</th>
<th>Unit custom value</th>
<th>Error</th>
</tr>
</thead>
<tbody>
<tr>
<td>INVALID CODE</td>
<td>PINK</td>
<td>-1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Code not valid</td>
</tr>
</tbody>
</table>

The error’s description is in the **Error** column. In the example above, the product code is invalid. Use the edit button to modify this line and correct the product code. To delete this line, click on the delete button.

Each item must be checked by the system. Once the item is recognized and validated by the system, it automatically goes to the **Transaction items** section.

💡 You will not be able to submit the order as long as there are items in error.
Submit an order

This page is displayed when you submit a transaction.

1. Click on the **Printable copy** link to generate a PDF version of your order if desired.

2. Check the **I have read and agree to the terms and conditions of sale and the use agreement** box.
   - *Failure to do so will block you from submitting your order.*

3. Click on the **Submit** button to send your order to our system.
Should you have any questions or require assistance, please feel free to contact us. We will be pleased to help.