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Website Link

Top Knobs ‘Dealer’ website  http://www.topknobs.com

The site looks the same for the dealer and the consumer. The dealer must select the DEALER LOGIN to navigate through their specific history and to place an order. The login for the account can be accessed by using the dealer account number or an email address if the administrator has defined that sub account user.
Dealer Login

The Administrator will login with the dealer number and password.

The Sub Account User will login using the unique email addressed (already setup by the administrator) and password.

Once logged in you will be on the home page:

Password

Each password must be at least 6 characters long.

For dealers new to the website or if they used our old website and had a password less than 6 characters long select forgot password link.

At all times the shopping basket will be displayed with the number of items in your cart. The view cart or checkout links can be selected at any time.

To log out of the system, select ‘LOG OUT’ in the banner next to the search box
Forgot Password

The password reset link will be emailed to the administrator email address Top Knobs has on file. If unsure which email address is on file, please contact customerservice@topknobs.com.

Each dealer has two levels of access: **Administrator** and **Sub Account Users**

**Administrator**: There is only one per dealer and has full security for the account. The Administrator has the security to set up additional users and set up Sub Account User Id’s (including one for themselves if desired.) Reminder, when Forgot Password is selected for the Administrator, the Account Number must be used. All requests for resetting passwords will always be sent to the administrators’ email address that is on file with Top Knobs.

**Sub Account User**: An unlimited number of users can be assigned/maintained by the administrator. These users must have a unique email address and the password must be a minimum of 6 characters. To login as a user, enter the unique email address and password (as set up by the administrator). When a user has forgotten their password, the reset password will ask for the Account Number or Email Address. The Sub Account user will enter their email address, the Administrator would enter the Account Number.
Create Order

There are several ways to add items to a cart:

1. Using the QuickOrder form; enter the item number, quantity for each item desired, when done, add to cart.
2. Using the Web Navigation to select items; once detail for the item is displayed, enter the quantity, and select add to cart. Indication for in/out of stock will be displayed.
3. Using Search; after an item is found, view the detail page then continue through normal web navigation.

QuickOrder

Use when item number(s) are known.

Add Item: enter item number (this is an autofill field, as you begin to enter the item number the list will narrow down), select the item desired from the list then add the quantity desired. Items out of stock can be added to the cart but will have an expected date indication. Continue adding all desired items until complete. Then select Add All to Cart at the bottom of the page.

Change item: If you want to change the quantity, enter the new quantity in the Qty field.

Remove Item: To remove one line from an order, select the X next the item you would like to remove or enter a zero quantity.
Web Navigation
Use navigation when you would like to browse by collection, size, finish etc.

Refer to Search Functionality (page 13) for more information about searching for specific items and navigating through these pages. Once you arrive at the desired item, select the details button in the pop up window that appears next to the item.

Add Item: Once item detail page is selected, enter quantity and add to cart. Items out of stock can be added to your cart but will indicate the expected dated. (more details on Stock Availability page 18)
**Saved Shopping Carts:**

Shopping carts can be saved in the My Cart section where the total is displayed. Multiple carts can be created and managed. This becomes useful when there are multiple people ordering under the same login (email address).

The Saved Carts can be accessed in the My Account section. The page will display each shopping cart as a row. The display includes the date, each item description, the order total, and an option to delete the cart.
CheckOut

When you are ready to place the order, select Checkout.

1. Select Continue to accept the billing address (this cannot be changed)

2. Select the correct ship-to location: for customers with multiple locations this will be the location that sold the product. For tax purposes, there are some customers that will have locations with State abbreviations. If you are one of those customers, please select the state where the product will be shipped only if drop shipping.
As you continue through each step, your selections will display on the right side of your page.

3. If you are drop shipping the order directly to a customer, please select the Drop Ship check box. Enter the customer shipping information and select Verify to verify the address entered (cannot ship to a PO Box). If the address does not verify, you will need to contact customer service. Drop shipping is not available for Canadian customers.
4. Select the shipping method. If you are in the continental United States, flat rate options will be available to you. If you are an International customer, you will have the appropriate shipping methods displayed along with an estimated shipping amount.

5. Enter the order information and select the payment method. If you are a credit card customer, your selection will be limited to selecting use of the card on file or enter one to be used for this transaction only. If you are a terms customer, you can choose either terms (as per your credit agreement) OR you can select to pay by credit card.
6. The order will display for your review. Please read carefully to confirm information as Top Knobs does not review. The order will go directly to our shipping department. Once reviewed, select **Place Order** (your order will not be submitted until Place order has been selected.)

![Order Review Table]

**Please review this information carefully!**

7. Once the order has been submitted, a screen will display with your internet order number. This is NOT your order number, merely a reference until you receive your order acknowledgement. The order acknowledgement will be sent via email.

![Order Confirmation Screen]

**Temporary web order number. Top Knobs Order Number will be provided on the Order Acknowledgment (fax or emailed to you).**
8. The Order will be available to view through the Account section. To get to the View Orders screen, follow the instructions below:

You can also view your last ordered items on your Account screen on the left side column.
**Search Functionality**

Along the top of the web page there are several selection options.

**Information Displayed for Item Detail Page**

The information displayed when an item is selected:

- Picture of the item
- Item Number
- Item Description
- Item Specifications
- Retail Price
- Your Dealer Price *based on security
- Related and Similar products will display along the right side of the screen
- Finish options will be displayed along the bottom of the item picture
- Selecting the finish will change the item picture and details

![Item Detail Page Diagram](image-url)
**Search Bar:**
Entering data into the Search bar will generate a search of all the items available to purchase online. The default search type will be for any time the selected word appears in any field of the item. Entering words separated by a space will search for any match. At any time an item is displayed, it can be added to your cart. When an item is searched, a list of dimensions appears, so that you can narrow your search down further. These options are specific to the item. For example, searching for a knob will not allow you to select a center to center measurement. Each of these dimensions can be hovered over, and the possible selections for that dimension will appear along with the number of items that fall in that category of dimension.

<table>
<thead>
<tr>
<th>Category</th>
<th>Sub Category</th>
<th>Projection</th>
<th>Material</th>
<th>Collection Name</th>
<th>Finish Group</th>
<th>Finish</th>
<th>Style</th>
<th>Width</th>
<th>Overall Length</th>
</tr>
</thead>
<tbody>
<tr>
<td>Center To Center</td>
<td>Base Diameter</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

When finish is moused over, a list of possible finishes for the item being searched for is displayed.
Entering the words ‘Edwardian Satin’ will return the following:

This search returned 768 items. It matched every item that had **EITHER** the word Edwardian **OR** Satin in any field of the item. The very first item is the item that most closely matches what is typed in the search bar.
If an item number is entered in keywords it will find any item with that string of characters (i.e. m10 will return m10, m100, m101, m102, etc).
**A huge advantage here, you can enter multiple item numbers and it will return the list of all those requested.**
Entering in an SS15 and an M125 will return the following:
Stock Availability
Can be determined on every Item Detail page, QuickOrder form and Cart. Enter a quantity and select enter, either the in stock or out of stock with the date available will display.

In Stock: 

Out of Stock:

The item can be added to your order by selecting ‘Add to Cart’.
Account

This link will display a menu to view information pertaining to your account based on the access that has been setup by the administrator: View Orders; View Invoices; View Purchases; Manage Sub Accounts; View Cart and Checkout. If your account administrator has set restrictions on your account, you may not be able to view some of these options.

Account Dashboard:
This tab will display your account information, including the name associated with the account, your customer number, your sales rep as defined in the Top Knobs system, your payment terms, and the ability to change your password.

Also displayed is your address book. This is where information about your default billing and shipping addresses can be found. Clicking the “View Addresses” button will bring you to a page that displays your default billing and shipping addresses, along with any other ship-to addresses you have defined with Top Knobs. In order to add a shipping location or to make any changes to an existing location, please call Top Knobs Customer Service. Drop Ship locations can be identified in the checkout process.
Manage Sub Accounts:
User maintenance for all Sub Accounts. Administrators will always have access to this. Additionally an administrator can create Sub Users that can manage Sub Accounts. This security feature can be set when creating a new sub account by checking the “Can Manage Subaccounts” check box.

All authorized users are listed along with their security settings.

Each dealer is given one ‘Administrator’ account on our website. The Administrator will have all access to the website. Additional responsibility of the Administrator is to maintain their own users; setting up, making changes, or deleting Sub Accounts.

Each dealer can have an unlimited number of Sub Accounts. Each Sub Account will have their own security that will define what can be viewed/allowed on the system. These Sub Accounts must use a unique email address as their login.
User Setup:
Email Address – unique email address per selected user
Password – unique password, 6 or more characters for this user (different from the administrator)

Security Settings:
Each Sub Account user will have defined settings that the administrator can set when creating the sub account, on the same page, just underneath the password fields. The settings can be changed at any time, as seen in the screenshot above, where the active sub accounts are listed by email. Settings can be checked and unchecked here, and take effect when the update button is clicked.

Permissions:
Can View Order History: Display all items previously purchased and all orders previously placed. This list can be exported to excel.
Can Place Orders: The user has the ability to purchase orders, which will be billed to the administrator billing address. Without this security Sub Account users can only save carts which will need to be submitted by an Administrator.
Can View Invoices: The user has the ability to view all invoices made in the past as well as ones that are currently pending.
Can Manage Subaccounts: The user has the ability to be an administrator to any subaccounts they wish to create.
Can View Prices: The user has the ability to view an item’s price as defined by the administrator’s pricing group.
**View Cart:**
The View Cart link brings the user to the current shopping cart page. Here, each item is listed in its own row, along with a description, price, amount, total, and the option to delete the row. The user can update the shopping cart or empty it. If the user is done shopping and wishes to place the order, there is an option to proceed to checkout.

![Shopping Cart Image]

**Checkout:**
The Checkout link brings the user to the beginning of the checkout process (Page 8). All items currently in the shopping cart will be included in the order.
View Orders:
This will display all orders that have been placed by this customer (both web and through Customer Service). The user has the ability to view the detail for each order by selecting the hyperlink order number. Additionally the entire list can be exported to excel or can be printed.

- **Date** – Ordered Date
- **Order** - The Top Knobs order number
- **PO Number** - PO# entered on the order by the user
- **Total** – Invoiced amount, NOT including shipping
- **Status** - Either blank or Closed. If your order is still being processed, this field will be left blank. If your order has been invoiced it will indicate closed.

Selecting the hyperlink order number to view a detailed summary of the order in a pop-up window. Here, the customer ship to and drop ship addresses can be viewed along with each item, description, quantity ordered and item price. The user has the option to print this window as well.
View Invoices:
This link allows the user to view all invoices for this account. The columns include:

- Invoice Date – Date the Invoice was generated.
- Due Date – Date the payment is expected.
- Invoice/PO – TK Invoice number and PO number.
- Original Amount – Sum of all the lines in the order (including tax and shipping).
- Total Due – Total amount, including shipping, handling, and other fees (unpaid balance).
- Type – Specifies the type of record. “I” is an invoice, “C” is a credit memo.
- Tracking Information – If your order has shipped, the tracking number will be displayed here.

![Image of invoice table]

This search function is available on this tab and the View Orders tab. The user can search orders by All, Paid, or Unpaid.

Order tracking number. Clicking on the blue link will bring the user to a web page that provides tracking information on that specific order.
**View Purchases:**

On this link, the user can search the purchase history of all transactions placed for this account.

- SKU – Item Number
- Product Name – Item description
- Price – List Price of the item.
- Ordered – Amount ordered during the time period specified.
- Total Price – Total amount spent on that item during the time period specified.
- Reorder Quantity – Field to enter a quantity of that item if the user wishes to add it to their shopping cart.

The search parameters can be set to month, year, and year to date(YTD). There is six columns of information displayed about each item’s history.