

Smart Service User Guide

Smart Service is available from both the Hamilton Electronics and Buhl Industries websites and functions the same on both sites. These instructions show the Hamilton website. **Smart Service** is compatible with the latest versions of Internet Explorer, FireFox and Safari.

*Smart Service requires dealer account access. If you have not signed up, visit HamiltonElectronics.com and click **Dealer Registration** to get an online dealer account before following these instructions.*

Logging In to Smart Service

1. Go to www.HamiltonElectronics.com and click **My Account**



2. Log in to your dealer account using your e-mail address and password. *If you do not have an account, click **Dealer Registration** to set up an account.*

A screenshot of the login form on the Hamilton Electronics website. The form includes a navigation bar with buttons for 'My Account', 'Dealer Registration', 'View Cart', 'About Us', and 'Contact Us'. Below the navigation bar, there is a section titled 'What is your e-mail address?' with a text input field. Below that, there is a section titled 'Do you have a password for this store?' with two radio button options: 'No, I am a new customer.' and 'Yes, I have a password:'. Below the radio buttons, there is a 'SIGN IN USING OUR SECURE SERVER' button and a link for 'Forgot your password? Click here.'

3. After logging in you will be in the Reseller Solutions section of the Hamilton site. To access Smart Service, scroll down until you see this screen, and click the “**Smart Service Order Tracking**” graphic on the right:

Reseller Solutions [Click here to return to the homepage](#)

Welcome to the Reseller Solutions page. Available 24 hours a day. Here you will find all the news and latest information you need at your fingertips.

Track your orders using Hamilton Electronics new **Smart Service** order tracking application.

Instructions:

Username = customer number
Password = primary billing zipcode

If you're having trouble logging in please contact our Customer Care.

Customer Care Order Status and Returns
Toll free: 1-800-631-0868
Fax: 1-800-398-1812
E-mail: lbiso@vcom-mm.net

4. On the Smart Service login screen, enter your customer number and zip code.

Use the radio buttons to select your login preferences and click the Login button to begin using Smart Service.

Customer ID:

Zip Code

Auto login until I logout explicitly

Save my user name

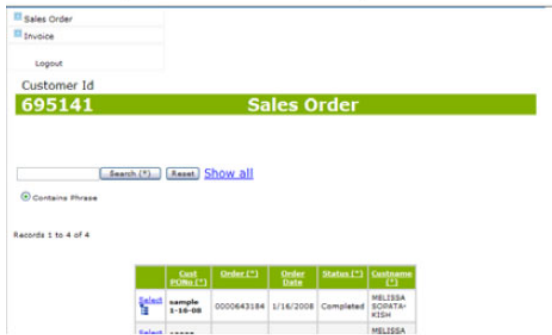
Always ask for my user name and password

If you need your customer number please refer to your last invoice or contact your Hamilton and Buhl representative.

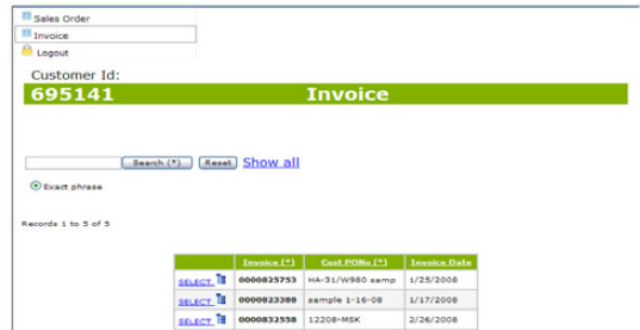
Using Smart Service

- 1 Choose which forms you would like to view. Choose either Sales Orders or Invoices by clicking the appropriate one.

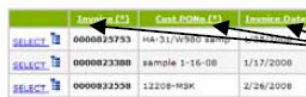
Sales Order View



Invoice View



- 2 To sort by any of the header columns, click on the column name you would like to sort by.



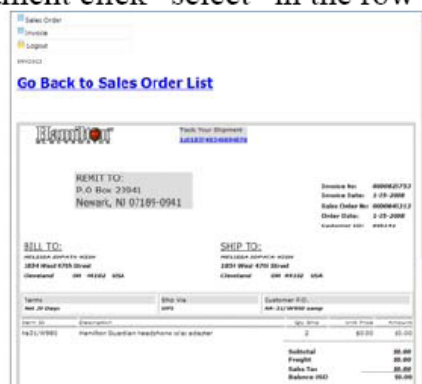
Click header title to sort by the info in that column

Understanding your Order Status:

- Completed or Shipped – Order completed and has completely shipped
- Cancelled – Order was cancelled and will not ship
- In Progress – Order is not fully shipped

3 TO VIEW INVOICES -

To view document click “select” in the row that you wish to view.



4

To view Tracking Info click on the tracking number. Information will automatically generate.



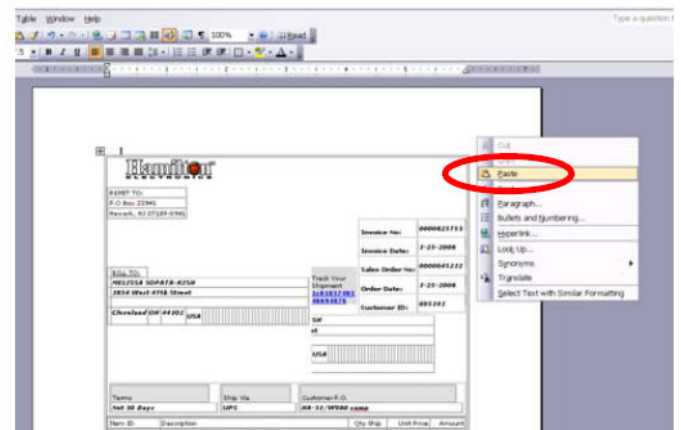
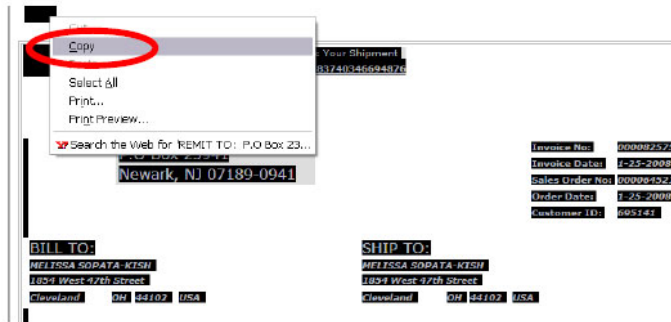
Track Shipments



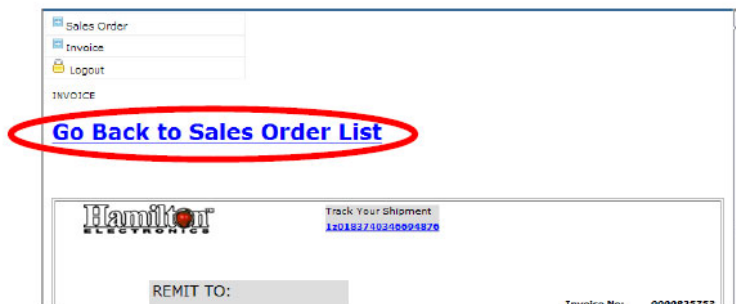
5 Go to file, and then click print.



6 For a cleaner version, highlight the invoice information and copy. Then past into a word document to print.



To return to invoices click "GO BACK TO SALES ORDER LIST"



7 TO VIEW SALES ORDERS -

To view document click "select" in the row that you wish to view.



8

To view Tracking Info click on the tracking number. Information will automatically generate.



9

10

Go to file, and then click print.



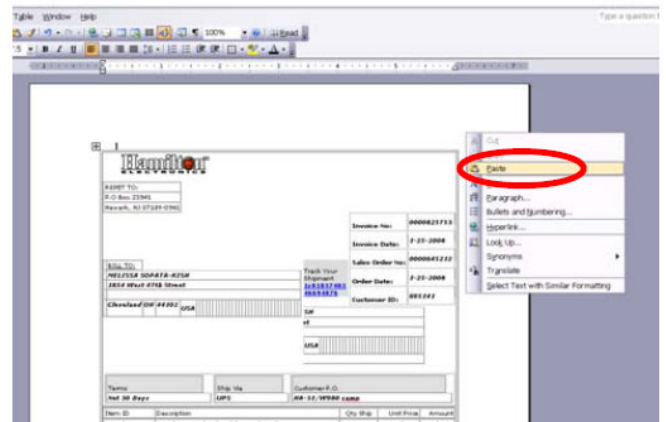
11

For a cleaner version, highlight the invoice information and copy. Then past into a word document to print.



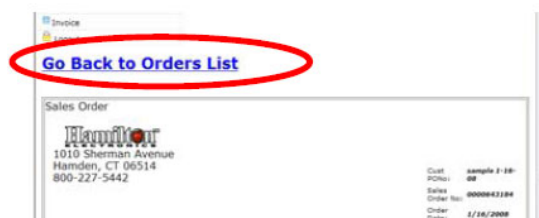
12

For a cleaner version, highlight the invoice information and copy. Then past into a word document to print.

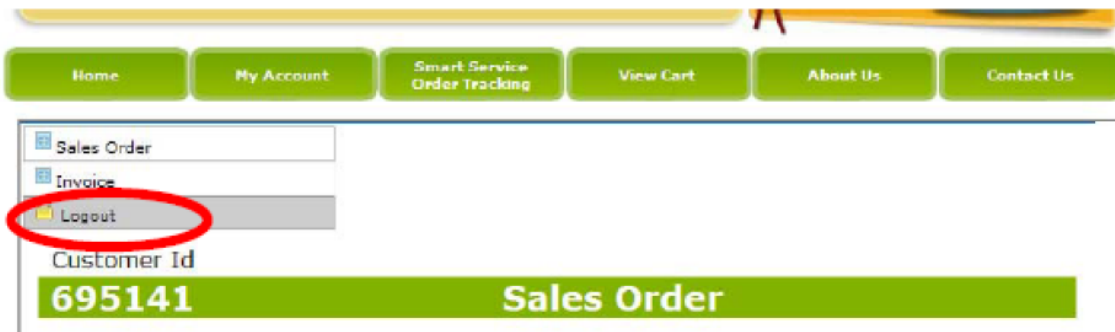


13

To return to sales orders click "GO BACK TO SALES ORDER LIST"



14 When you are finished, please be sure to click LOGOUT



For more information on your orders or using the Hamilton and Buhl websites please contact:

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