



Troubleshooting Guide

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INTRODUCTION

You must have signed up for Telxon Web Connect to take advantage of this service.

You must also be on Telxon support to use this service.

You must also be registered with Membersonline to use this service.

What Does Telxon Web Connect Do?

Instead of connecting your Telxon to a telephone line to upload your order, you can now use the Internet to upload your order to Membersonline and review it in real time.

You can upload the following from your Telxon:

- Warehouse Orders
- Paint Orders
- Relay Orders
- Promotion Orders
- Policy A Claims
- Retail Variable Pricing

Once your order has been uploaded, Telxon Web Connect (TWC) will validate your order and alert you if it detects a problem.

- Telxon Web Connect (TWC) checks each item to make sure it's a valid True Value item.
- If an item is discontinued, Telxon Web Connect (TWC) will tell you if a substitute or referral is available.
- RDC balances are shown for all items ordered.
- If an item has the wrong F-Pack quantity, then you are alerted. If it is a broken pack, then a message will tell you.

What Telxon Web Connect Cannot Do

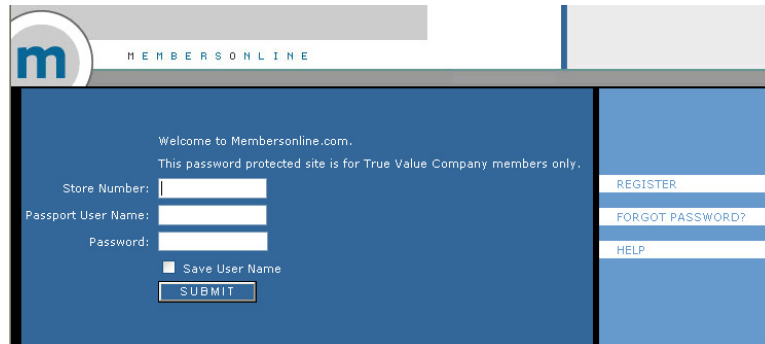
As you can see, Telxon Web Connect (TWC) adds new capabilities to your Telxon. However, some functionality cannot be done with this service.

- You cannot upload Connect 4 Profit orders.
- You cannot upload RFA Claims. However, you can use the RFA Claims tool on MOL instead.

LOGGING INTO TELXON WEB CONNECT

You must be registered with Membersonline to use Telxon Web Connect.

1. After connecting to the Internet, go to www.membersonline.com.
2. At the Membersonline webpage, log in with your Store Number, User Name, and Password.
3. *Click* the **Submit** button. The Home Page of MOL opens.



The screenshot shows the Membersonline.com login page. At the top left is the 'm' logo and the text 'MEMBERSONLINE'. Below this, it says 'Welcome to Membersonline.com.' and 'This password protected site is for True Value Company members only.' There are three input fields: 'Store Number:', 'Passport User Name:', and 'Password:'. Below the 'Password:' field is a checkbox labeled 'Save User Name' and a 'SUBMIT' button. On the right side of the page, there are three links: 'REGISTER', 'FORGOT PASSWORD?', and 'HELP'.

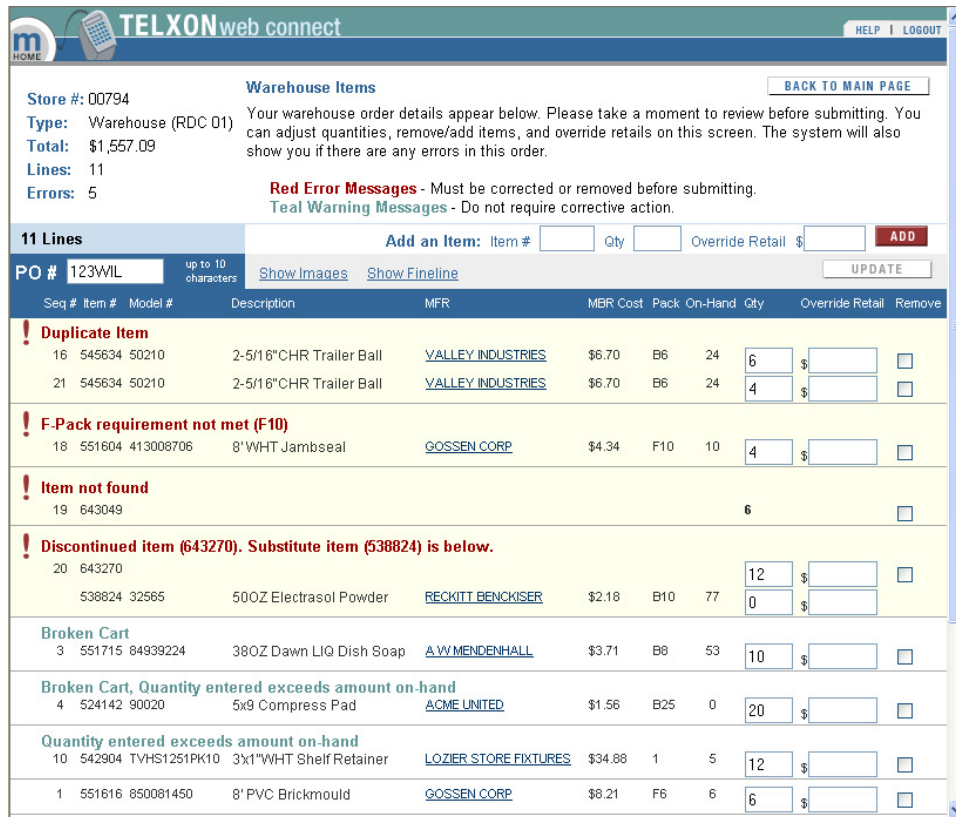
Creating a Shortcut to Telxon Web Connect

1. On the Home Page of MOL, on the left side column, locate the Business Tools area.
2. In the Business Tools area, *click* on the Edit link.
3. The MY MOL – Edit Business Tools page opens.
4. *Click* the checkbox next to Telxon Web Connect.
5. *Click* the Save & Continue button. You are returned to the Home Page of MOL.
6. In the Business Tools area, Telxon Web Connect has been added to the list of available links.
7. *Click* on the link to Telxon Web Connect.
8. The Main Page of Telxon Web Connect opens.



ORDER DETAIL PAGE

You can review any order that you uploaded to Telxon Web Connect. To correct errors on the order, see the Troubleshooting Section.



Store #: 00794
Type: Warehouse (RDC 01)
Total: \$1,557.09
Lines: 11
Errors: 5

Warehouse Items
 Your warehouse order details appear below. Please take a moment to review before submitting. You can adjust quantities, remove/add items, and override retails on this screen. The system will also show you if there are any errors in this order.

Red Error Messages - Must be corrected or removed before submitting.
Teal Warning Messages - Do not require corrective action.

11 Lines Add an Item: Item # Qty Override Retail \$ **ADD**

PO # 123WLV up to 10 characters Show Images Show Fineline UPDATE

Seq #	Item #	Model #	Description	MFR	MBR Cost	Pack	On-Hand	Qty	Override Retail	Remove
! Duplicate Item										
16	545634	50210	2-5/16"CHR Trailer Ball	VALLEY INDUSTRIES	\$6.70	B6	24	6	\$	<input type="checkbox"/>
21	545634	50210	2-5/16"CHR Trailer Ball	VALLEY INDUSTRIES	\$6.70	B6	24	4	\$	<input type="checkbox"/>
! F-Pack requirement not met (F10)										
18	551604	413008706	8"WHT Jambseal	GOSSEN CORP	\$4.34	F10	10	4	\$	<input type="checkbox"/>
! Item not found										
19	643049							6		<input type="checkbox"/>
! Discontinued item (643270). Substitute item (538824) is below.										
20	643270							12	\$	<input type="checkbox"/>
	538824	32565	50OZ Electrasol Powder	RECKITT BENCKISER	\$2.18	B10	77	0	\$	<input type="checkbox"/>
Broken Cart										
3	551715	84939224	38OZ Dawn LIQ Dish Soap	A.W.MENDENHALL	\$3.71	B8	53	10	\$	<input type="checkbox"/>
Broken Cart, Quantity entered exceeds amount on-hand										
4	524142	90020	5x9 Compress Pad	ACME UNITED	\$1.56	B25	0	20	\$	<input type="checkbox"/>
Quantity entered exceeds amount on-hand										
10	542904	TVHS1251PK10	3x1"WHT Shelf Retainer	LOZIER STORE FIXTURES	\$34.88	1	5	12	\$	<input type="checkbox"/>
1	551616	850081450	8" PVC Brickmould	GOSSEN CORP	\$8.21	F6	6	6	\$	<input type="checkbox"/>

- From the Main Page, *click* the **View** button next to the order that you wish to review.
- You are sent to the page corresponding to the order you selected.
- The Detail Page displays the contents of the order.
- Telxon Web Connect has checked your order and will notify you of any errors.
 - A Red Exclamation Point followed by Red text indicates that **corrective action must be taken for an item before the order can be submitted** for processing.
 - A Teal Warning Message indicates that a corrective action is recommended, **but not required**, before the order can be submitted for processing. Orders may be submitted with a Teal Warning Message. **If no action is taken place, then the Teal Warning Message stays with the submitted order.**
- When all the **RED** errors have been corrected, the **Submit Order** button displays.

The Order Detail Page Explained

<p>Help link</p> <p style="text-align: center;"><input type="button" value="HELP"/></p>	<p>When you need assistance, <i>click</i> the Help link.</p>		
<p>Logout link</p> <p style="text-align: center;"><input type="button" value="LOGOUT"/></p>	<p><i>Clicking</i> this link will exit you from Telxon Web Connect.</p>		
<p>Back to Main Page button</p> <p style="text-align: center;"><input type="button" value="BACK TO MAIN PAGE"/></p>	<p><i>Clicking</i> this button takes you back to the Main Page.</p>		
<p>Order Identification area</p> <p style="text-align: center;">Warehouse Items</p>	<p>This area identifies the type of order on the Detail Order Page.</p>		
<p>Order Summary area</p> <div style="border: 1px solid black; padding: 5px;"> <p>Store #: 00794</p> <p>Type: Warehouse (RDC 01)</p> <p>Total: \$1,557.09</p> <p>Lines: 11</p> <p>Errors: 5</p> <p style="background-color: #e0e0e0; padding: 2px;">11 Lines</p> </div>	<p>Store #</p>	<p>Your Store number is displayed here.</p>	
	<p>Type</p>	<p>The type of order is listed here along with:</p> <ul style="list-style-type: none"> > The RDC associated with a Warehouse or Paint order. > The Relay ID Number to a Relay order. > The Promotion ID Number to a Promotion order. 	
	<p>Total</p>	<p>The dollar amount for this order.</p>	
	<p>Lines</p>	<p>The number of line items in this order. This amount is also shown in blue as a highlight.</p>	
	<p>Errors</p>	<p>The number of errors in the order that need to be fixed before the order can be submitted.</p>	
<p>Purchase Order Number</p> <p>PO # <input type="text" value="TWC"/> <small>up to 10 characters</small></p>	<p>This area displays the purchase order number that you have assigned to this order.</p> <p>This field can accommodate up to 10 alphanumeric characters.</p>		
<p>Update button</p> <p style="text-align: center;"><input type="button" value="UPDATE"/></p>	<p><i>Clicking</i> the “Update” button refreshes the screen and updates any fields that were changed.</p>		
<p>Add an Item area</p> <p>Add an Item: Item # <input type="text"/></p>	<p>In this area, you can add an item to the order.</p> <p>For more information, see the topic called “Adding an Item to the Order.”</p>		
<p>Submit Order button</p> <p style="text-align: center;"><input type="button" value="SUBMIT ORDER"/></p>	<p><i>Click</i> this button to send the order to True Value Company.</p> <p>If there are any errors on the order, then the Submit button will not be displayed.</p> <p>For more information about correcting errors, see the topic called “Correcting Errors on the Order.”</p>		

Show Images

Clicking on the “Show Images” link changes the appearance of the order listing. A graphic depiction or photograph of each item is displayed.

Seq #	Item #	Model #	Description	MFR	MBR Cost	Pack	On-Hand	Qty	Override Retail	Remove
										
1	258916	EZSE1-GL	EZSE GAL WHT Sat Enamel	TRUE VALUE MFG COMPANY	\$13.09	F4	320	8	\$	<input type="checkbox"/>

Show Finline

Clicking on the “Show Finline” link changes the appearance of the order listing. A description of the Department/Class/Finline of each item is displayed.

Seq #	Item #	Model #	Description	MFR	MBR Cost	Pack	On-Hand	Qty	Override Retail	Remove
PAINT, APPLICATORS, HOME DECOR & SUNDRIES > INTERIOR PAINTS & PRIMERS > INTERIOR WALL/CEILING PAINT, TV PRIVATE LABEL										
1	258916	EZSE1-GL	EZSE GAL WHT Sat Enamel	TRUE VALUE MFG COMPANY	\$13.09	F4	320	8	\$	<input type="checkbox"/>

Manufacturer

On the line item in an order, when you *click* on the “Manufacturer” link, a pop-up window displays ordering and contact information about the Manufacturer.



Red Exclamation Point Errors on the Order Detail Page

A Red Exclamation Point followed by Red text indicates that corrective action must be taken for an item before the order can be submitted for processing.

For your convenience, Red Exclamation Point errors are always clustered at the top of the page.

Duplicate Item Error

When Telxon Web Connect detects that the same item has been ordered more than once on the same upload, it displays the “Duplicate Item” warning and displays all the instances of the item.

Seq #	Item #	Model #	Description	MFR	MBR Cost	Pack	On-Hand	Qty	Override	Retail	Remove
! Duplicate item											
13	445445	78133	42" Prince WHT Ceil Fan	WESTINGHOUSE FAN & LIGHTING	\$20.68	1	222	<input type="text" value="1"/>	\$	<input type="text"/>	<input type="checkbox"/>
14	445445	78133	42" Prince WHT Ceil Fan	WESTINGHOUSE FAN & LIGHTING	\$20.68	1	222	<input type="text" value="12"/>	\$	<input type="text"/>	<input checked="" type="checkbox"/>
15	445445	78133	42" Prince WHT Ceil Fan	WESTINGHOUSE FAN & LIGHTING	\$20.68	1	222	<input type="text" value="6"/>	\$	<input type="text"/>	<input checked="" type="checkbox"/>

1. Determine the correct quantity that you wish to order.
2. *Click* in the Quantity field box of the first duplicated item and type in the correct amount that you wish to order.
3. For the remaining duplicates of the item, *click* the checkbox at the far right side to remove the duplicated items.
4. *Click* the **Update** button at the bottom of the screen.

Item Not Available Error

After your upload, Telxon Web Connect checks the True Value Catalog to verify that the items you are ordering are available. If any of your items are not available from the True Value Catalog, then Telxon Web Connect displays the “Item Not Found” warning for those items.

Seq #	Item #	Model #	Description	MFR	MBR Cost	Pack	On-Hand	Qty	Override	Retail	Remove
!	6	Item not found (570273)									<input type="checkbox"/>

1. Since the item cannot be ordered, you need to *click* the checkbox to the right of the item to remove it from the order.
2. *Click* the **Update** button at the bottom of the screen.

Item Discontinued Error

After your upload, Telxon Web Connect checks the True Value Catalog to verify that the items you are ordering are available. If any of your items have been discontinued, then Telxon Web Connect displays the “Discontinued Item” warning for those items.

If a Substitute Item is available, then the “Substitute Item is below” warning is displayed and the substituted item is listed on the order.

Seq #	Item #	Model #	Description	MFR	MBR Cost	Pack	On-Hand	Qty	Override Retail	Remove
! Discontinued item (643270). Substitute item (538824) is below.										
20	643270							12	\$	<input type="checkbox"/>
	538824	32565	50OZ Electrasol Powder	RECKITT BENCKISER	\$2.18	B10	77	0	\$	

To Accept The Substituted Item:

1. If you wish to accept the substituted item, then *click* the Remove checkbox to the right of the Discontinued Item to remove it from the order.
2. Then, in the Quantity field of the Substituted Item, type in the quantity you wish to order. Be sure to honor any F-Pack restrictions.
3. The substituted item will be added to your order when you *click* on the **Update** button.
4. *Click* the **Update** button at the bottom of the screen.

To Reject The Substituted Item:

1. If you reject the substituted item, then *click* the Remove checkbox to the right of the Discontinued Item to remove it from the order.
2. Leave the default quantity of zero in the Quantity field of the Substitute Item.
3. The substituted item will be not be added to your order when you *click* on the **Update** button.
4. *Click* the **Update** button at the bottom of the screen.

F Pack Violation Error

When Telxon Web Connect detects that an item has not met the F-Pack requirement, it displays the “F-Pack Requirement Not Met” warning and indicates the correct F-Pack amount.

Seq #	Item #	Model #	Description	MFR	MBR Cost	Pack	On-Hand	Qty	Override Retail	Remove
! F-Pack requirement not met (F4)										
5	568933	SB31-4OZ	4OZ Camoufl PaintSample	TRUE VALUE MFG COMPANY	\$1.75	F4	0	3	\$	<input type="checkbox"/>

1. *Click* in the Quantity field box and type in the correct F-Pack Multiple that you wish to order for this item.
2. *Click* the **Update** button at the bottom of the screen.

Item Not On Paint Program Error

After your upload a Paint Order, Telxon Web Connect checks the True Value Catalog to verify that the items you are ordering are paint items from True Value Manufacturing.

If any of the items on the Paint Order are not from True Value Manufacturing, then Telxon Web Connect displays the “Not On Paint Program” warning for those items.

Seq #	Item #	Model #	Description	MFR	MBR Cost	Pack	On-Hand	Qty	Override Retail	Remove
! Not on Paint program.										
11	872481	10061	GAL EXT Stain Blocker	MASTERCHEM INDUSTRIES	\$11.95	B4	20	1	\$	<input type="checkbox"/>

1. If Telxon Web Connect can identify the item, then details will display about the item.
2. Since the item cannot be ordered on a Paint Order, you need to *click* the checkbox to the right of the item to remove it from the order.
3. *Click* the **Update** button at the bottom of the screen.

NOTE: Use the Warehouse partition to order paint items not manufactured by True Value Manufacturing.

Multiple Errors

You can have more than one error in a line item. In this example, this Discontinued Item also has a F-Pack Violation.

You need to fix both errors before the order can be submitted.

Seq #	Item #	Model #	Description	MFR	MBR Cost	Pack	On-Hand	Qty	Override Retail	Remove
! Discontinued item (734954). Referral item (734913) is below., F-Pack requirement not met (F4)										
8	734954	JEOP-QT	QT WHT EXT Oil Primer	TRUE VALUE MFG COMPANY	\$1.62	F4	0	1	\$	<input type="checkbox"/>
	734913	JEOP-GL	JEO GAL WHT Ext Primer	TRUE VALUE MFG COMPANY	\$10.10	F2	30	0	\$	

To Accept The Substituted Item:

1. If you wish to accept the substituted item, then *click* the Remove checkbox to the right of the Discontinued Item to remove it from the order.
2. In the Quantity field of the Substituted Item, type in the correct F-Pack Multiple that you wish to order for this item.
3. The substituted item will be added to your order when you *click* on the **Update** button.
4. *Click* the **Update** button at the bottom of the screen.

To Reject The Substituted Item:

1. If you reject the substituted item, then *click* the Remove checkbox to the right of the Discontinued Item to remove it from the order.
2. Leave the default quantity of zero in the Quantity field of the Substitute Item.
3. The substituted item will be not be added to your order when you *click* on the **Update** button.
4. *Click* the **Update** button at the bottom of the screen.

Teal Warning Messages

Orders with a Teal Warning Message may be submitted without correction.

Quantity Entered Exceeds Amount On-Hand Message

When your order is uploaded to Membersonline, Telxon Web Connect checks the quantity of each of your ordered items against the quantity available from your Regional Distribution Center.

However, the item quantity is not locked in at the time of your upload. The on-hand quantity information from your RDC will be up to 60 minutes old when it is displayed in the On-Hand column of the Order Detail screen.

If there is not enough stock to fulfill your order, then the “Quantity entered exceeds amount on-hand” message displays.

PO #	WIL13	up to 10 characters	Show Images	Show Finline						<input type="button" value="UPDATE"/>
Seq #	Item #	Model #	Description	MFR	MBR Cost	Pack	On-Hand	Qty	Override Retail	Remove
Quantity entered (6) exceeds amount on-hand (0).										
12	560153	LZ420-4	4PK Solar LGT Kit	INTERMATIC INC	\$12.90	1	0	<input type="text" value="6"/>	<input type="text" value="\$"/>	<input type="checkbox"/>

1. You can still order the item without having to change the quantity.
 - However, the item may be subject to the Ship Later policy.
2. If you wish to change the quantity to avoid having a Ship Later item, then *click* in the Quantity field box.
3. Type in a quantity that does not exceed the on-hand inventory at your RDC.
4. *Click* the **Update** button at the bottom of the screen.

NOTE: In a low stock situation at your RDC, by the time you submit your order, the quantity On-Hand could be less than the amount needed to fulfill your order.

Broken Cart Message

When Telxon Web Connect detects that an item has not met the B-Pack requirement, it displays the “Broken cart charge may apply” message.

Seq #	Item #	Model #	Description	MFR	MBR Cost	Pack	On-Hand	Qty	Override Retail	Remove
Broken cart charge may apply. 19 563512 700-900RM Combo Angle/Corn Broom QUICKIE MFG \$6.75 B10 30 <input type="text" value="5"/> \$ <input type="text"/> <input type="checkbox"/>										

1. You can still order the item without having to change the quantity.
 - However, you may be assessed a Broken Pack Charge.
2. If you wish to change the quantity to avoid the Broken Pack Charge, then *click* in the Quantity field box and enter a multiple of the B-Pack quantity.
3. *Click* the **Update** button at the bottom of the screen.

Bin and Price Ticket Request

If your store has signed up with the Marketing Department to receive Bin Tickets, then you have the ability to order Bin and Price Tickets for an item.

Seq #	Item #	Model #	Description	MFR	MBR Cost	Pack	On-Hand	Qty	Override Retail	Remove
Bin and price ticket request. 15 886267 10111 1.2GALCLR WatSeal/Bonus THOMPSONS WATERSEAL \$9.35 F4 0 <input type="text" value="888"/> \$ <input type="text" value="11.99"/> <input type="checkbox"/>										

1. In the Quantity field box, type in a quantity of “888”.
2. In the Override Retail field, type in the new retail price for the item.
3. When Telxon Web Connect detects the quantity of “888”, then the “Bin and price ticket request” message displays.
4. *Click* the **Update** button at the bottom of the screen.

Cancel Ship Later Request

You have the ability to cancel items on a Ship Later.

Seq #	Item #	Model #	Description	MFR	MBR Cost	Pack	On-Hand	Qty	Override Retail	Remove
<div style="display: flex; justify-content: space-between; align-items: center;"> PO # <input type="text" value="WIL13"/> <small>up to 10 characters</small> Show Images Show Fineline <input type="button" value="UPDATE"/> </div>										
Cancel ship later request.										
16	653709	11802	1.2GAL CLR WD Protector	THOMPSONS WATERSEAL	\$12.25	F4	0	<input type="text" value="999"/>	<input type="text" value="\$"/>	<input type="checkbox"/>

1. If you need to cancel items on a Ship Later, then type “999” in the Quantity field box.
2. When Telxon Web Connect detects the quantity of “999”, then the “Cancel Ship Later request” message displays.
3. *Click* the **Update** button at the bottom of the screen.

Price Override Request

You have the ability to override the suggested retail price of an item.

Seq #	Item #	Model #	Description	MFR	MBR Cost	Pack	On-Hand	Qty	Override Retail	Remove
<div style="display: flex; justify-content: space-between; align-items: center;"> PO # <input type="text" value="WIL13"/> <small>up to 10 characters</small> Show Images Show Fineline <input type="button" value="UPDATE"/> </div>										
Price override request.										
10	729160	TV012A	TV10.1OZ CLR Sili Caulk	G E SEALANTS & ADHESIVES	\$2.05	B12	5295	<input type="text" value="777"/>	<input type="text" value="\$3.99"/>	<input type="checkbox"/>

1. If you wish your retail price to be different than the suggested retail price, then type “777” into the Quantity field box.
2. In the Override Retail field box, type in the new retail price.
3. When Telxon Web Connect detects the quantity of “777”, then the “Price override request” message displays.
4. *Click* the **Update** button at the bottom of the screen.

Cancel Auto Ship Request

You have the ability to cancel an Auto Ship for a Relay.

1. If you wish to cancel a Relay Auto Shipment, then type “777” into the Quantity field box.
2. When Telxon Web Connect detects the quantity of “777” on the Relay order, then the “Cancel auto ship request” message displays.
3. *Click* the **Update** button at the bottom of the screen.

Multiple Warning Messages

You can have multiple warning messages on a line item. In this case, this line item has a “Broken Cart” message and a “Quantity entered exceeds amount on-hand” message.

You can correct both messages at once.

Seq #	Item #	Model #	Description	MFR	MBR Cost	Pack	On-Hand	Qty	Override Retail	Remove
Broken cart charge may apply. Quantity entered (5) exceeds amount on-hand (0).										
4	643723	11436	16OZ WD Hand Hammer	COOPER TOOLS	\$9.10	E6	0	5	\$	<input type="checkbox"/>

1. You can still order the item without having to change the quantity.
 - However, the item may be subject to the Ship Later policy.
 - In addition, you may be assessed a Broken Pack Charge.
2. If you wish to change the quantity to avoid having a Ship Later item, then *click* in the Quantity field box.
3. Type in a multiple of the B-Pack quantity that does not exceed the on-hand inventory at your RDC.
4. *Click* the **Update** button at the bottom of the screen.