



E-STORE HOW TO: Placing an Order

The shopping cart looks a little different on our new site – follow along to see what new features we've added.

SHOPPING CART

The screenshot shows the 'Shopping Cart' page with the following elements:

Part #	Description	Qty	UOM	Avail	Price	Ext. Price
864-1050	NSP LC2681 R CTL 26D ENTRY Enter Item Note... <i>Ships from location Southern Lock & Supply - Largo</i>	1	EA	3553 In Stock at Various Locations	\$39.99	\$39.99
092-0010	ABH A570 HD C 83" CONTINUOUS HINGE Note: This item is oversized and will incur an additional fee of \$17.50. Enter Item Note... <i>Ships from location Southern Lock & Supply - Largo</i>	1	EA	8 In Stock at Various Locations	\$103.00	\$103.00

Additional features shown:

- Buttons: Checkout, Express Checkout, Apply Coupons, Estimate Shipping, Clear Cart, Save Cart.
- Summary: Subtotal: \$142.99, Estimated Tax: \$0.00, Estimated Total: \$142.99.
- Shipping: 33777, Go.

1. **Line Item** notes can now be added in addition for each individual item. Notes will be visible to our staff when your Pick Ticket prints.
2. This line tells you which branch each item will ship from. On the next screen, you may choose to pick-up your order from any of our Will Call counters. If your order will be shipped, most web orders will ship out of Largo.
3. This shows global inventory across all branches for each item in your cart.
 - Tip: Before submitting your order, double check the inventory for each item in your cart to make sure it's in stock at your ship-from or pick-up location.
4. Your freight charges and taxes will be calculated by our staff upon shipment. We do not estimate these totals on our website. If you'd like to know the total before your order ships and you are charged, please write a note in the **Special Instructions** on the next screen (see *Billing*).
5. Enter any promo codes for special promotions here.
6. **Express Checkout** is similar to Amazon's "Buy Now" feature – the website will use your default ship-to, ship method and payment method to complete your order quickly. Manage your checkout default settings from the My Account portal [here](#).
 - Note: Will Call order pick-up is not available in Express Checkout.



E-STORE HOW TO: Placing an Order

SHIPPING

Checkout

Shipping Billing Review Complete

Selected Address Filter Address - Or -

1 **SOUTHERN LOCK & SUPPLY**
10910 ENDEAVOR WAY
LARGO FL 33777
US
727-541-5536

2 **A & L SHIELDING, LLC**
ATTN: STEPHEN BALLARD
268 OLD LINDALE ROAD
ROME GA 30161
US
[Set As Default](#)

ALAN JACOBSON
13782 CALLINGTON
WELLINGTON FL 33414
US
[Set As Default](#)

AMA
648 FLORIDA CENTRAL PARKWAY
LONGWOOD FL 32750
US
[Set As Default](#)

BOB HUBER
US
[Set As Default](#)

Caribe General Constructors

CHARLES BEERSDORF

4 Show Personal Addresses

Cart Summary - Cart 536

2 items in your cart

Subtotal:	\$142.99
Shipping & Handling:	--
Estimated Tax:	\$10.01
Total:	--

Shipping charges will be calculated at time of shipment.

[Back to Shopping Cart](#)

1. This block displays your default ship-to address.
2. You may pick another address and use the “**Filter Address**” box to search through your stored addresses.
3. You may also enter an address manually by selecting “**Enter Address**”
4. Checking “**Show Personal Addresses**” will display all addresses you’ve previously entered and saved to your web account.



E-STORE HOW TO: Placing an Order

BILLING

The screenshot shows the checkout process with a progress bar at the top indicating the current step is Billing. The page is divided into several sections:

- Delivery Information:** Includes radio buttons for Address Type (Commercial, Residential), Delivery Method (UPS Ground, UPS Next Day, Best Way, Will Call), a Pickup Location dropdown, and a Special Instructions text area.
- Billing Information:** Includes a PO number field, an Add Attachments checkbox, and a Payment Type dropdown.
- Ship-To Address:** Displays the company's address and ship ID.
- Cart Summary:** Shows a subtotal of \$142.99, shipping and handling of \$10.01, and an estimated tax of \$10.01.

Numbered callouts (1-6) are placed on the page to highlight specific features: 1 points to the Will Call delivery method; 2 points to the Special Instructions text area; 3 points to the Ship Complete Order Only checkbox; 4 points to the PO number field; 5 points to the Add Attachments checkbox; and 6 points to the Payment Type dropdown.

1. When selecting your delivery method, if choosing “Will Call” you will be prompted to select which branch you’d like to pick up your order from.
2. **Special Instructions** is where you can write any note you’d like us to know about your order – packing instructions, which credit card to use, if you’d like us to call with total before shipping, etc.
3. By checking the “**Ship Complete Order Only**” box, your order will be held until all items are available to ship together. This will result in fewer packages, but may extend your delivery date.
4. If you require POs for your orders, you may enter one here. Make sure you use a unique PO that you’ve never used before.
5. If you need to add Tax Exempt Forms or any other documentation, check the **Add Attachments** box.
6. All web orders will follow your account terms: if you are a Credit Card account, we will charge your card on file or call for payment. If you have Terms, you will be invoiced appropriately.



E-STORE HOW TO: Placing an Order

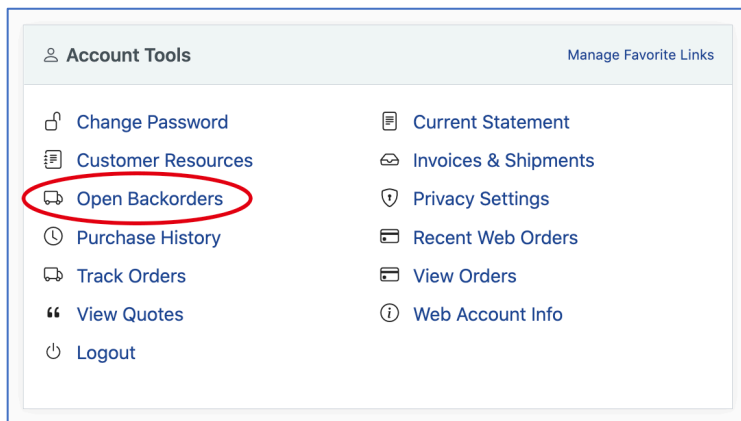
WHAT HAPPENS ONCE MY ORDER IS SUBMITTED ONLINE?

1. After you review your order and click “**Finish Checkout**”, you’ll get an “Order Processed” email. This confirmation is also sent to our Sales department for further quality assurance.
2. If there are no issues with your order, a pick ticket will print at your selected branch. This pick ticket will display all line notes and special instructions that you have entered online in “**Special Instructions**”.
3. If an item in the order is on backorder, see section below.
4. If there are any other issues with the order, our team will be notified and rectify any errors ASAP! Once the issue is fixed, the pick ticket will print and your order will be packed and shipped as usual.

WHAT HAPPENS WHEN AN ITEM IS ON BACKORDER?

If you place an order with one or more items on backorder (either the item is sold out among all branches, or unavailable at your default location), a Southern salesperson will be notified and source the item for you as soon as possible. Delays are possible if your item needs to be sourced from another one of our warehouses or needs to be special ordered.

NOTE: You now have the option to request ETA status on Open Backorders – these requests will be emailed to our sales team for follow-up.





E-STORE HOW TO: Placing an Order

Open Backorders

Search by Part #

Search by Description

Search by Order #

Search by PO #

Search by Ship-To

Search by Type

Sort By

Part No	Order Info	Ord Qty	Inv Qty	Price	Ext. Price
740-S492 SCH F51A-FLAIR-619 KEYED ENTRY LOCKSET,	Order: [redacted] Order Date: 12/01/2022 Request ETA status	2	0	\$48.00	\$96.00
Backorder					
740-7515 SCH B54697P-BOY-CEN-619 CONNECT DR	Order: [redacted]	1	0	\$221.85	\$221.85