Customer Interface System

A&H Worldwide
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**Introduction**

Welcome to the proprietary new A&H Customer Interface. The Customer Interface system is the new A&H Worldwide website that has been designed to manage your purchase orders (POs), past invoices, open orders, vendors and account information.

We hope that this tutorial answers any questions you may have about using our new system. If at any time you have questions about something, please feel free to reach out to your Customer Service Representative and they will assist you.

This system has been designed to give you access to perform many of the actions you would previously need to go through your Customer Service Representative to accomplish. However, your Customer Service Representative is always still available to you should you need help and we give you methods to contact them on every page of this new website.
This is the page to log-in to the A&H Customer Interface. This is where a customer can log-in to manage their A&H account, call out their POs, view their invoices, and view the status of their orders.

Customers should use their Email (or CIID) and their Password. If you do not have this information, you can click the “Password Recovery” link to reset your password via email, or you can contact your A&H Representative for assistance.

If you have never been setup within the Customer Interface system, you will need to contact A&H to get your Log-in information setup for you to access the system.

After logging in, you will be redirected to the Main Dashboard where all your primary account functions can be initiated.

**First Time Login**

If it is your first time logging in, you should simply enter your Email address and leave the password field blank. You will be sent an email and given a confirmation to setup your new password for your A&H account.
Click the link in the email you were sent to complete setting up your new account. You will be asked to setup a password for accessing your account.
Forgot Password

If you forgot your password, you can reset it on the Password Recovery page. This page can be found on the login screen.

From this screen, click on the “Password Trouble? Recover it Here” link and you will be brought to the page to enter in your Email Address or Customer ID. A link will be sent to your email address for you to reset your password.
This is the main Dashboard. From here, you will find links to perform all the actions necessary to manage your account with A&H.

The primary account functions here are: Calling out your POs, Viewing / Editing your account details (shipping addresses, contact information, and manage your vendors), View the status of your Orders, and view / download a history of available Invoices.

Clicking on any of these buttons will bring you to the page which will allow you to perform the action indicated. All these links are available on every subsequent page by hovering over the “Control Panel” link, seen below.
Call Out POs

From the Callout PO page, you can view and filter your POs by Item #, vendor, PO #, Status, and Date. This will give you fine-control when looking for a particular Item or PO.

The “Select Line” column will allow you to “Select” the PO to add it to your current order. All POs selected this way can be seen on the “View Selected POs” tab. The other columns are all data particular to the PO, including Date, Order #, Vendor(s), shipping information, quantities, Mabel data and PO status. You can click on any of the fields marked with an Orange Icon to view more information about that particular field.
From the View Selected POs tab, you can Un-Select PO lines, choose to Call-Out the selected PO lines, or choose to transfer the selected PO lines to one of your vendors (if applicable).

Calling Out the selected POs will prompt you to select shipping locations, define custom fields on each item (if applicable) and change item quantities (if applicable).

After choosing which factories you are shipping your orders from, you will need to give a shipping location for each factory. You can select existing shipping locations to pre-populate the shipping forms with the correct information. Each shipping method you have previously had an order shipped to will be saved.

The X-Fer column allows you to transfer the particular PO to one of your Vendor A&H accounts to allow them to place the order on your behalf. Clicking this button will bring up a prompt to walk you through transferring that particular PO.
Reprinting a PO

If you press the Reprint PO button from the dashboard, you will be taken to a list of POs that have already been ordered, and you will be able to reprint these PO's.

Catalog Ordering

If a company that you are a vendor of has an Online Catalog setup with A&H, you will be able to order items a-la-carte from their catalog(s). Just choose “Item Catalog” from the main menu when you login.

From here, you will have the option to choose which Vendees’ Catalogs you would like to order from, as well as which of their catalogs you would like to view.

You will then be able to add any items within these catalogs to your Cart. Once complete, you assign them a PO# and will be directed to Call-Out the PO just like you normally would through the Callout area!
Account Details

The Account Details page has several tab sections to it which can be used to manage various aspects of your account. Each of these sections is outlined in detail below.

**A&H Account Info**

The Account Info page allows you to view your account information. This includes contact information, your business address, your customer number(s) and information about your A&H Customer Representative.

You cannot make any changes to this page, but you can contact your A&H Representative if you need anything here to be changed.

**Vendors**
The two Vendors tabs show your Vendor(s) as well as Companies you are a Vendor for. If you need to add or remove any vendors from this list, you should contact your A&H Customer Representative.

**Change Password**

On this screen, you can change your account password. Simply enter your old password, and the new desired password and click the “Change Password” button. You will be given a confirmation after you successfully have changed your password.
Manage Additional Passwords

On the “Additional Passwords” tab, you can manage your alternate user logins. These accounts are alternate passwords that can be used to access your account that you can distribute to authorized persons that will use your A&H account to place orders or view account details.

These sub-accounts cannot manage other alternate users or change the “Master Account” password, but can perform other account functions. You can change what “Permissions” those accounts have by clicking the “Change Permissions” button next to the account name.

Order Line Status
The Order Line Status page allows you to check the status of each item in a PO that has been called out. You can view the items ordered in the PO, quantities ordered, Mabel Data that was entered for each item, the number of items that have already been shipped, and the status of each item.

This page shows orders that have been made by you, orders that have been made on your behalf, orders made by your vendors or orders for A&H items that you own.

Shipping tracking information will be shown on each line it is available for, with links to the tracking pages if possible.

This is a useful tool for keeping up-to-date with your past POs, should you have any questions about them.
The Invoice History page allows you to view, download, and print your past invoices with A&H Worldwide. It gives you a quick overview of the invoices, including Date, Invoice Total, Order # and PO # and allows you to filter the list with a variety of options.

Once you find the invoice you need, you can click on each Invoice # Link and download it in PDF format or Excel format. You can also click the link at the bottom of the list to download all the invoices in a .ZIP folder.
Frequently Asked Questions

If you have any questions, please visit the Frequently Asked Questions page on the website. A link to the page is found on every page in the footer.