

# Pro-Shop Quick Start Guide



This guide will assist you in the basic operation of **Pro-Shop**. The guide is intended for our distributors, and not intended for end-use customers. If you need help, please contact Progressive Turf Technical Support at 1-800-668-8873 or via e-mail at [tech@progressiveturfequip.com](mailto:tech@progressiveturfequip.com) and we will assist you.

## Accessing Pro-Shop

**Pro-Shop** is available for you 24 hours a day, 7 days a week, meaning you can access valuable information any time. Orders can be submitted at any time, however they will only be processed during regular business hours, subject to availability and scheduling.

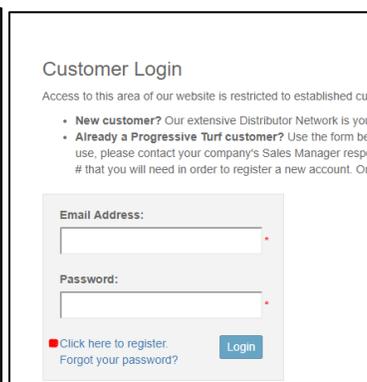
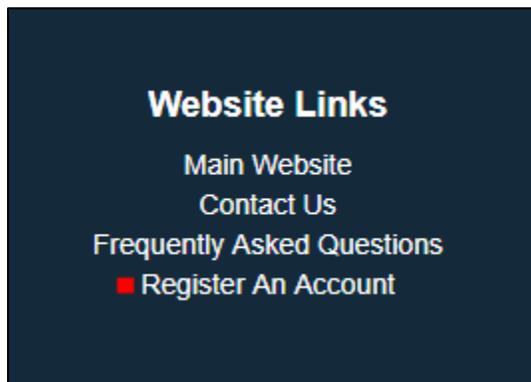
Accessing **Pro-Shop** is as easy as visiting <https://proshop.progressiveturfequip.com> with your web browser. Mobile devices are supported.

Alternatively, a link to **Pro-Shop** is available on our main website by accessing the [Account Login](#) link at the bottom and clicking on the **Pro-Shop** logo on the subsequent page.

## Registering an Account

In order to use **Pro-Shop**, you will need be signed in. However before you can begin, there is a one-time registration process you will need to complete to register your email address and set a password. An introduction e-mail was sent to either your Purchasing or Parts manager at the start of July, 2019 containing a *Customer Number* and *Registration Pin #*, which will be required during Step 2 of the registration process. You will not be able to register an account without them. If your Purchasing and Parts managers do not have the introduction e-mail, please contact our Technical Support team for assistance.

Begin by using the [Register An Account](#) link at the bottom of the page, or by selecting *Account Sign In* from the top navigation menu. On the Sign In page, find the [Click Here to Register](#) link below the sign in form.



Fill out the forms that follow (3 pages), and when completed you will receive an e-mail with your account details. **HINT:** You will need those pieces of information from your manager to complete Step 2.

## Quick Order Entry

In the *My Account* menu, you will find a link for *Quick Order Entry*. This allows you to quickly enter a prepared list of parts. Using the screen, you can add those lines to a list, which will populate into your *Shopping Cart* for purchase.

Enter the quantity required into the *Qty* field, and the Stock Code into the *Enter StockCode* field. As you type in the part number, the store will automatically suggest available Stock Codes for you.

At this point you can choose any item listed, or continue entering the stock code to see more suggestions. **HINT:** *As you type, the suggestions will become more relevant with each additional number entered. Continue typing the stock code until you find what you are looking for. If you type in a complete and valid Stock Code and only a single option is left for you, you can hit Enter on your keyboard to have it automatically select that part without having to click.*

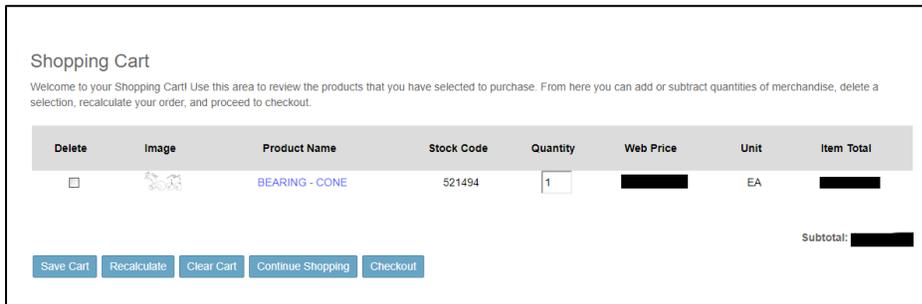


Once your selection is populated in the Enter StockCode field, you can click on Add To Cart and it will be added to your shopping list. When you are done, you can use the *Go to Shopping Cart* button, or the *Shopping Cart Icon* found at the top of each screen.



## The Shopping Cart

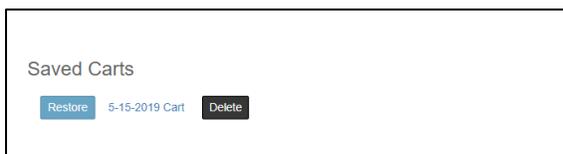
At any time, you can view the contents of your Shopping Cart by clicking on the cart icon at the top of the screen.



You can remove items by clicking the Delete checkbox beside an item and clicking on the Recalculate button. Once you are satisfied with your items for this order, click on the Checkout button to finalize your order. **HINT:** *You must go through the Checkout process to place an order. If you close your browser window before completing the Checkout process, your cart will not be saved. See the next section for more information on Saved Carts.*

## Saved Carts

**Pro-Shop** allows you to save a shopping cart. When you save a cart, the list of products and quantities you have in your cart are stored for later retrieval. You can find them by accessing the My Account menu and selecting Saved Carts.



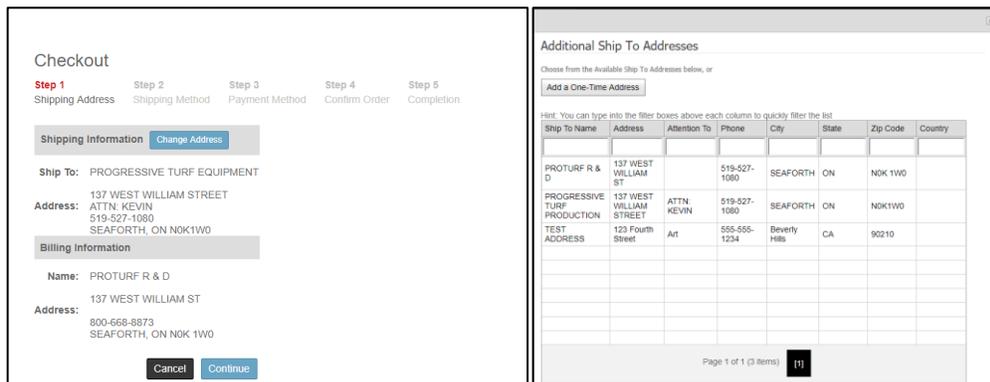
On the Saved Carts page, you will see a list of all carts you have saved. If the list is blank, then you have no carts saved that you can restore. If you wish to remove a cart from the list, click the Delete button.

Clicking on the Restore button will place all items in that saved cart back into your current shopping cart, allowing you to complete the Checkout process by clicking on the [Checkout](#) button.

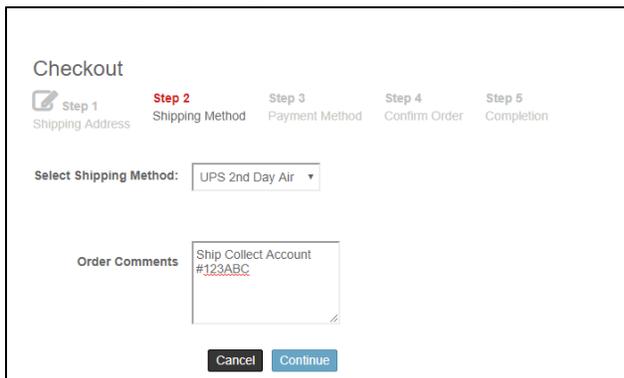
## Checkout

During [Step 1](#) of Checkout, you select the Ship-To address for your order. Many addresses we have previously shipped to on your behalf will be available for you to select. **HINT:** Sometimes it can take a few seconds before the address will update after selecting one, ensure that the loading icon  is no longer visible and your screen shows the correct shipping address before continuing to [Step 2](#).

If you don't find the address required, you can use the [Add a One-Time Address](#) button to manually enter an address to your order. This does not store the address for later retrieval. If you would like us to store an address in your list of addresses, please use the [Submit a Drop-Ship Address](#) link from your [My Account](#) menu. (Note: This is a manual process and does not happen automatically, but should happen within a few days.)



During [Step 2](#) of Checkout, select the *Shipping Method* (several options should be available) and you can enter any *Order Notes* for the order. The *Order Notes* will not show on any paperwork, but allows you to communicate any special needs for this order with us, such as a UPS Account Number you wish us to use for the shipping charges. *Order Notes* are optional. Proceed to [Step 3](#).



During [Step 3](#) of Checkout, you provide us with a *Purchase Order #* (required) and if available a *Promotion Code* (optional). Promotion Codes may be issued in the future for particular sales or events, and should only be entered if you have been provided with one. After entering your *Purchase Order #*, proceed to [Step 4](#).

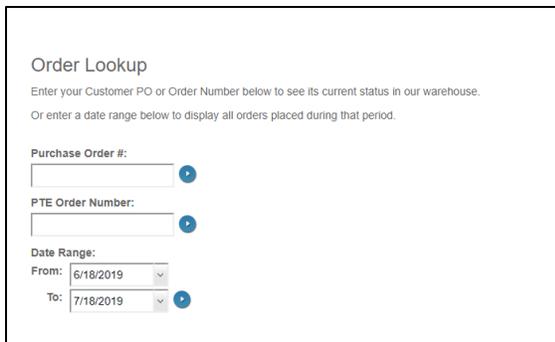
During [Step 4](#) of Checkout, you will be shown your order for a final review before submitting. If something doesn't seem right with your order, you can click on the links at the top to go back a step in the Checkout process, or click on the Cancel button and you will be returned to your Shopping Cart to begin the process again. If your order looks correct, hitting Confirm Order will submit your order for processing. Please be patient, the submission process can take up to a minute to complete on large orders. You will automatically proceed to [Step 5](#) when processing is complete.

At [Step 5](#) of Checkout, unless errors were encountered, your order should be complete. Review this page for information about the status of your order, as well as any errors you may encounter during this phase. If you run into any errors you cannot correct yourself, please contact our Technical Support Staff and we will assist you.

## Order Lookup

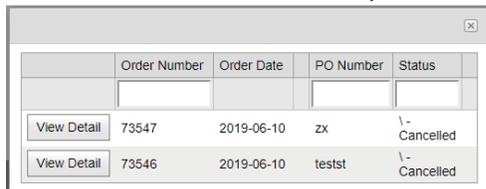
In the *My Account* menu, you will find a link for *Order Lookup*. This will allow you to view a copy of your order, and if they are available, see tracking numbers as well.

You have three options for finding your orders. You can search by Customer PO (your purchase order number), Order Number (the 5-6 digit confirmation number we provide during Checkout), or search all orders in a Date Range. To search by Purchase Order or Order Number, fill in the corresponding number and hit the arrow to begin the search. The system will support partial matches during search, meaning if your Purchase Order number was *1234567-01* for example, you would be able to search for *1234567* and still find that order.



The screenshot shows the 'Order Lookup' form. It includes instructions: 'Enter your Customer PO or Order Number below to see its current status in our warehouse. Or enter a date range below to display all orders placed during that period.' There are three input sections: 'Purchase Order #' with a search button, 'PTE Order Number:' with a search button, and 'Date Range:' with 'From:' and 'To:' dropdown menus. The 'From:' dropdown is set to '6/18/2019' and the 'To:' dropdown is set to '7/18/2019', both with search buttons.

Once you begin your search, the results window will open and list all matching orders. Click the View Detail button beside the order you wish to view.



The screenshot shows a search results window with a table of orders. Each row has a 'View Detail' button, an 'Order Number', an 'Order Date', a 'PO Number', and a 'Status'.

	Order Number	Order Date	PO Number	Status
<a href="#">View Detail</a>	73547	2019-06-10	zx	Cancelled
<a href="#">View Detail</a>	73546	2019-06-10	testst	Cancelled

Thank you,

*The Pro-Shop Team*