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Quick start guide

Frequently asked questions

Step by step instructions - a quick graphic tutorial

Documentation for uploading single orders via .CSV or .XML

QUICK START INSTRUCTIONS

1. Login to www.orders.luvernetruck.com
2. Click **Catalog Shop** to start shopping
3. Three ways to shop:
 - Search Catalog** enter part number or description click **Go**
 - Speed Entry** lets you enter your order by part number
 - Upload Order** create a comma separated (.CSV) or .XML file and upload your entire order
4. Review your shopping cart contents
5. When you are ready to place the order, click the **Checkout** button
6. Review the billing, payment and ship information
7. Add any special handling instructions in the **Ship Instruction** box
8. Add any additional comments regarding the order in the **Comments** box
9. Review the Confirmation page and click **Submit Order**
10. Check your inbox for your confirmation email
11. Watch for your delivery!

FAQ

Can't find your answer here? Call 800.738.7213 or email comnethelp@louvernetruck.com

Why won't my login work?

- Perhaps you are trying to log in to ComNet using your “dealer login” for the LUVERNE website (your LUVERNE account number.) That will not work with ComNet - You must use the username and password that was emailed to you specifically for ComNet.
- If you copied your ComNet username or password directly from an email there could be extra spaces after you paste it into the ComNet login box. It is best to retype it rather than copy/paste.

I'm locked out for making too many login attempts...

- If you get locked out for too many login attempts - try quitting and reopening your web browser to reset the cache.

HELP! I forgot my password

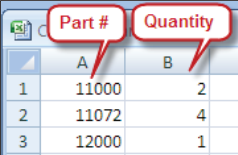
- On the ComNet log in page - click “forget your password?” and ComNet will email your password to the email address that is associated with your ComNet account.

How do I know if an item is in inventory?

- **Available** means your item/quantity selected is in stock at your assigned warehouse and available to ship immediately.
- **Contact us** means you should call to confirm if the item is available. If items in your order are not available in the assigned warehouse, the order will still be processed, and items located to complete shipment whenever possible.
- If your account status is set to “backorder” then your parts will be shipped when they are available. If your account is “ship and cancel” then only the available items in your order will be shipped and the order will be closed.
- Please note that you are only able to view the inventory availability for your assigned warehouse in ComNet.

I have my order in an excel file how can I upload it to ComNet?

- The file must contain these 2 columns in exact order .
 - Part #
 - Quantity
- Then save the file as .csv (comma separated value) format and browse/select to upload from the ComNet shopping cart page. The cart will then populate with the items in your file



	Part #	Quantity
	A	B
1	11000	2
2	11072	4
3	12000	1

STEP BY STEP



#1 GET YOUR LUVERNE COMNET ID & PASSWORD

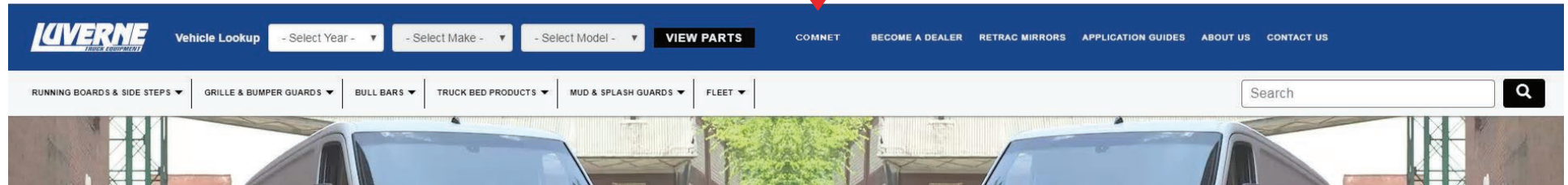
Email comnetsignup@louvernetruck.com to obtain your user ID and password. Include your LUVERNE account number and confirm which email you want associated with the ComNet account for password retrieval and notifications.

Please note: Your louvernetruck.com dealer login credentials do not work with LUVERNE ComNet. You must contact us for a new login for this order portal.

#2 GO TO THE COMNET LOGIN PAGE

Navigate to this web address: <http://orders.louvernetruck.com>

OR from the www.louvernetruck.com home page click 'LUVERNE ComNet'

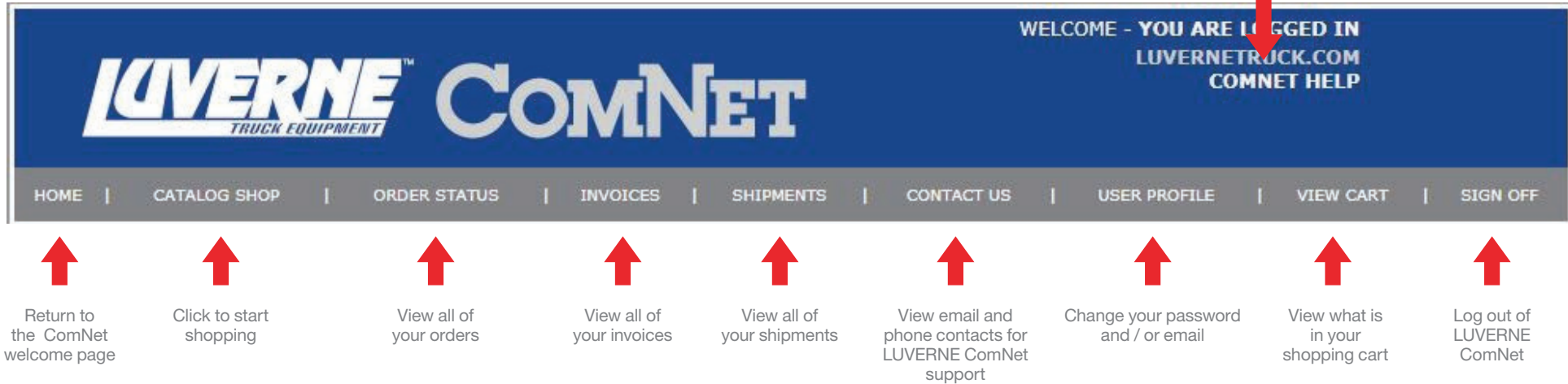


#3 LOGIN

Enter your username and password credentials into the fields

#4 REVIEW THE NAVIGATION

Download the quick help PDF

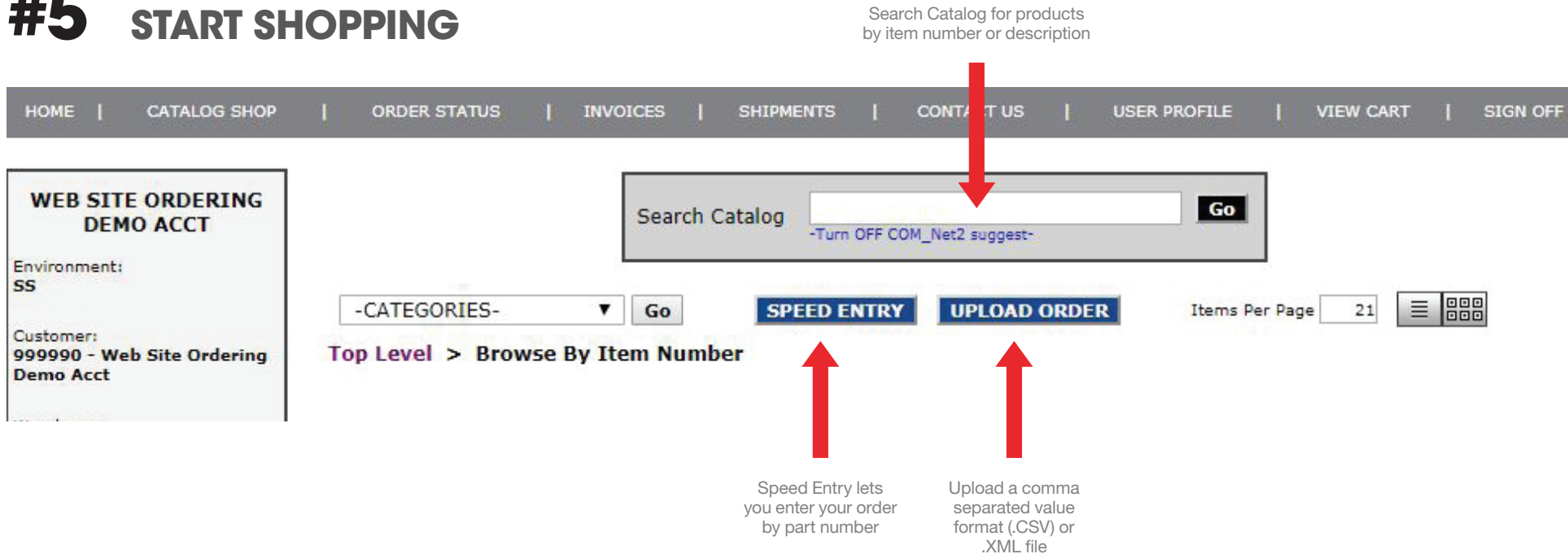


The navigation bar is a dark blue header with the LUVERNE ComNet logo on the left. On the right, it says "WELCOME - YOU ARE LOGGED IN LUVERNETRUCK.COM COMNET HELP". Below the header is a grey navigation bar with ten menu items. Red arrows point from each menu item to a description below it.

Menu Item	Description
HOME	Return to the ComNet welcome page
CATALOG SHOP	Click to start shopping
ORDER STATUS	View all of your orders
INVOICES	View all of your invoices
SHIPMENTS	View all of your shipments
CONTACT US	View email and phone contacts for LUVERNE ComNet support
USER PROFILE	Change your password and / or email
VIEW CART	View what is in your shopping cart
SIGN OFF	Log out of LUVERNE ComNet

#5 START SHOPPING

Search Catalog for products by item number or description



The screenshot shows the shopping interface. At the top is the same navigation bar as in the previous section. Below it is a search bar with the text "Search Catalog" and a "Go" button. A red arrow points from the search bar to a description. Below the search bar is a category dropdown menu with the text "-CATEGORIES-" and a "Go" button. To the right of the category dropdown are two buttons: "SPEED ENTRY" and "UPLOAD ORDER". Red arrows point from these buttons to descriptions. On the far right, there is a "Items Per Page" dropdown menu set to "21" and a grid icon.

WEB SITE ORDERING DEMO ACCT

Environment: SS

Customer: 999990 - Web Site Ordering Demo Acct

Search Catalog Go

-Turn OFF COM_Net2 suggest-

-CATEGORIES- Go

Top Level > Browse By Item Number

SPEED ENTRY

UPLOAD ORDER

Items Per Page 21

Speed Entry lets you enter your order by part number

Upload a comma separated value format (.CSV) or .XML file

#5A CATALOG SEARCH

Enter a part number or
description keyword and click 'Go'

LUVERNE™
TRUCK EQUIPMENT

COMNET

WELCOME - YOU ARE LOGGED IN
LUVERNETRUCK.COM
COMNET HELP

HOME | CATALOG SHOP | ORDER STATUS | INVOICES | SHIPMENTS | CONTACT US | USER PROFILE | VIEW CART | SIGN OFF

**WEB SITE ORDERING
DEMO ACCT**

Environment:
SS

Customer:
999990 - Web Site Ordering
Demo Acct

Warehouse:

Search Catalog

-Turn OFF COM_Net2 suggest-

-CATEGORIES- ▼

Items Per Page

Top Level > Browse By Item Number

#5B SEARCH RESULT

**WEB SITE ORDERING
DEMO ACCT**

Environment:
SS

Customer:
999990 - Web Site Ordering
Demo Acct

Warehouse:
1



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WELCOME - YOU ARE LOGGED IN
LUVERNETRUCK.COM
COMNET HELP

LIVERNE™ **COMNET**
TRUCK EQUIPMENT


HOME | CATALOG SHOP | ORDER STATUS | INVOICES | SHIPMENTS | CONTACT US | USER PROFILE | VIEW CART | SIGN OFF

Search Catalog **Go**
-Turn OFF COM_Net2 suggest-

-CATEGORIES- ▼ **Go** **SPEED ENTRY** **UPLOAD ORDER** Items Per Page  

Search results for '320713-321610' found 1 match

Top Level >
CATEGORIES:

320713-321610

**Prowler Max Grille Guard
Components**

Available

\$000.00 EA
 ADD

Enter quantity and click the 'Add' button.
The item will be placed in your shopping cart

#5C SPEED ENTRY

**ComNET**

WELCOME - YOU ARE LOGGED IN
LUVERNETRUCK.COM
COMNET HELP

HOME | CATALOG SHOP | ORDER STATUS | INVOICES | SHIPMENTS | CONTACT US | USER PROFILE | VIEW CART | SIGN OFF

**WEB SITE ORDERING
DEMO ACCT**

Environment:
SS

Customer:
999990 - Web Site Ordering
Demo Acct

Warehouse:
1

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Shopping Cart

ITEM NO.	QTY		
<input type="text" value="320713-321610"/>	<input type="text" value="1"/>	<input type="button" value="ADD"/>	<input type="button" value="UPLOAD ORDER"/> <input type="button" value="?"/>



**ComNET**

WELCOME - YOU ARE LOGGED IN
LUVERNETRUCK.COM
COMNET HELP

HOME | CATALOG SHOP | ORDER STATUS | INVOICES | SHIPMENTS | CONTACT US | USER PROFILE | VIEW CART | SIGN OFF

**WEB SITE ORDERING
DEMO ACCT**

Environment:
SS

Customer:
999990 - Web Site Ordering
Demo Acct

Warehouse:
1

Powered by Lexel©

Shopping Cart

ITEM NO.	QTY		
<input type="text" value="320713-321610"/>	<input type="text" value="1"/>	<input type="button" value="ADD"/>	<input type="button" value="UPLOAD ORDER"/> <input type="button" value="?"/>



Your cart is currently empty.

Enter the LUVERNE part number & quantity, then click the 'Add' button.
Continue adding part numbers to the speed entry box.
Clicking the 'Add' button after each entry places the item in the cart.

#5D FILE UPLOAD



**WEB SITE ORDERING
DEMO ACCT**

Environment:
SS

Customer:
999990 - Web Site Ordering
Demo Acct

Search Catalog

-Turn OFF COM_Net2 suggest-

-CATEGORIES-

SPEED ENTRY

UPLOAD ORDER

Items Per Page

[Top Level](#) > [Browse By Item Number](#)



**WEB SITE ORDERING
DEMO ACCT**

Environment:
SS

Customer:
999990 - Web Site Ordering
Demo Acct

Warehouse:
1

Powered by Lexel©

Shopping Cart

ITEM NO.	QTY	
<input type="text"/>	<input type="text"/>	<input type="button" value="ADD"/> <input type="button" value="Choose File"/> No file chosen <input type="button" value="UPLOAD ORDER"/> <input type="button" value="?"/>

Your cart is currently empty.



Click the 'Choose File' button and select the .CSV or .XML file to upload.
The file path will appear - then click 'Upload Order' button.

For more information, see
'How to upload an order' on page 16

#6 REVIEW YOUR SHOPPING CART

**WEB SITE ORDERING
DEMO ACCT**

Environment:
SS

Customer:
999990 - Web Site Ordering
Demo Acct

Warehouse:
1

Powered by Lexel©

Shopping Cart


ITEM NO.

QTY

Choose File No file chosen










1 **ADD**

UPLOAD ORDER ?

When you are ready to place the order, click the 'Checkout' button 

Checkout **Clear Cart** **Save Cart**

-Sort Last to First-

		ITEM NO.	U/M	DESCRIPTION / COMMENT	REQ SHIP DATE (mm/dd/yyyy)	QTY	PRICE	EXT. PRICE	
		320713-321610	EA	Prowler Max Grille Guard <input type="text"/>	08/23/2017 	<input type="text"/> 1	000.00	000.00	
		415054-401441	EA	Grip Step 7IN Running Boards <input type="text"/>	08/23/2017 	<input type="text"/> 1	000.00	000.00	
		251440	EA	Textured Rubber Mud Guards <input type="text"/>	08/23/2017 	<input type="text"/> 1	000.00	000.00	
						LINE ITEM TOTAL			

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ComNET

WELCOME - YOU ARE LOGGED IN

LUVERNETRUCK.COM

COMNET HELP


830.00

HOME | CATALOG SHOP | ORDER STATUS | INVOICES | SHIPMENTS | CONTACT US | USER PROFILE | VIEW CART | SIGN OFF

#7 REVIEW BILLING, PAYMENT & SHIPPING INFORMATION

Step 1

[Billing](#) > [Shipping](#) > [Payment & Shipping](#) > [Confirmation](#) > [Completed](#) [Continue](#)

[Billing Information](#)

Web Site Ordering Demo Acct
1200 E Birch Street
Brandon, SD 99999
USA

[Continue](#)

Step 2

[Billing](#) > [Shipping](#) > [Payment & Shipping](#) > [Confirmation](#) > [Completed](#) [Continue](#)

[Shipping Information](#)

Ship To: 00000001 [Change](#)

*Company Name: Web Site Ordering Demo Acct

*Address 1: 1200 E Birch Street

Address 2:

Address 3:

*City: Brandon

*State/*Zip/*Country: SD / 57005 / USA

Contact Name: Test Account

Phone: 123-456-7899

[Continue](#)

Step 3

NOTE: All orders must have a unique PO.
Duplicate PO's will not be processed

[Billing](#) > [Shipping](#) > [Payment & Shipping](#) > [Confirmation](#) > [Completed](#) [Continue](#)

[Payment](#)

*P.O. Number:

Each order requires a UNIQUE Purchase Order Number. Duplicate POs are not processed.

[Shipping](#)

Shipping Method: [Please Select...](#)

****If your carrier or service is not listed, please select 'Other' and provide more details in the comments.**

[Comments](#)

Comments:

[Continue](#)

Add any special handling instructions

#8 SUBMIT ORDER

[Billing](#) > [Shipping](#) > [Payment & Shipping](#) > [Confirmation](#) > Completed

Billing Information

Web Site Ordering Demo Acct
1200 E Birch Street
Brandon, SD 99999
USA

comnetsignup@luvernetruck.com

Shipping Information

Web Site Ordering Demo Acct
1200 E Birch Street
Brandon, SD 57005
USA

Test Account
123-456-7899

Customer #: 999990

P.O. Number: add PO number here

Shipping Method: FEDEX GROUND

Your order will be shipped according to your preferred carrier already on record with ARIES AUTOMOTIVE. If you would like it shipped differently, please clarify your request in the Shipping Instructions field. Please note that if your order qualifies for free shipping, CURT Manufacturing reserves the right to determine carrier.

SUBMIT ORDER

Save Cart

Cancel Order

ITEM NO.	U/M	DESCRIPTION / COMMENT	REQ SHIP DATE	QTY	PRICE	EXT. PRICE
320713-321610	EA	Prowler Max Grille Guard	08/29/2017	1	000.00	000.00
415054-401441	EA	Grip Step 7IN Running Boards	08/29/2017	1	000.00	000.00
251440	EA	Textured Rubber Mud Guards	08/29/2017	1	000.00	000.00
					TOTAL	000.00

Shipping Instructions:

#9

CHECK INBOX FOR CONFIRMATION EMAIL

Billing > Shipping > Payment & Shipping > Confirmation > Completed



Order Number: 8200004

Order Time: Tue Aug 29 14:26:42 GMT 2017

Billing Information

Web Site Ordering Demo Acct
1200 E Birch Street
Brandon, SD 99999
USA

comnetsignup@luvernetruck.com

Shipping Information

Web Site Ordering Demo Acct
1200 E Birch Street
Brandon, SD 57005
USA

Test Account
123-456-7899

Customer #: 999990

P.O. Number: add PO number here

Shipping Method: FEDEX GROUND

Your order will be shipped according to your preferred carrier already on record with ARIES AUTOMOTIVE. If you would like it shipped differently, please clarify your request in the Shipping Instructions field. Please note that if your order qualifies for free shipping, CURT Manufacturing reserves the right to determine carrier.

ITEM NO.	U/M	DESCRIPTION / COMMENT	REQ SHIP DATE	QTY	PRICE	EXT. PRICE
320713-321610	EA	Prowler Max Grille Guard	08/29/2017	1	000.00	000.00
415054-401441	EA	Grip Step 7IN Running Boards	08/29/2017	1	000.00	000.00
251440	EA	Textured Rubber Mud Guards	08/29/2017	1	000.00	000.00
					TOTAL	000.00

Shipping Instructions:

#10 WATCH FOR YOUR DELIVERY

Important notes and reminders

1. Reminder: All orders must have a unique PO! Duplicate PO's will not be processed.
2. You can check on the status of your orders (current and past) by clicking the 'Order Status' within LUVERNE ComNet.
3. Forgot your password? Click the link on the login screen and your password will be sent to you again.
You can also change your password from within the 'User Profile' area.
4. The LUVERNE ComNet web interface does not support multiple ship to addresses in one order.
Dealers who want to place multiple drop ship orders at one time should use the ComNet .XML order portal.
5. Regarding inventory availability of items:

Available means in stock at your warehouse and available to ship immediately

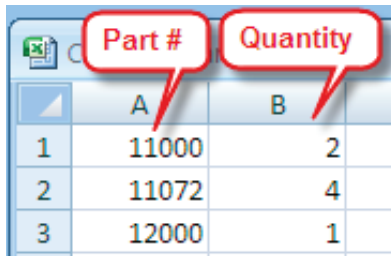
Contact us means you should call to confirm if the item is available.

If items in your order are not available in the assigned warehouse, the order will still be processed, and items located to complete shipment whenever possible.

HOW TO UPLOAD AN ORDER

.CSV Example

1. Orders may also be uploaded in comma separated values format (.CSV).
The only difference between .CSV and .XML format is that header values are not allowed when uploading an order in .CSV format.
2. To upload an order in .CSV format, the following fields should be entered in the following order:
Item Number (the only required field)
Quantity
3. Please note the following:
If you choose not to populate a field, you must still delimit it with a comma.
The exception is a field that is the last one in the record; in that case, a carriage return would signify a new record.
If you do not include the quantity element tag, the default quantity of one will be used.
Request date must be in the date format specified during the ComNet2 install.
Examples of .CSV format by uploading a file with the order data.
13333, 3
16120, 3
17052, 12



	Part #	Quantity
	A	B
1	11000	2
2	11072	4
3	12000	1

Example: [itemnumber], [quantity]