

# Teknion Click & Ship FAQ

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## Q: How Do I Get Access to Click & Ship?

A: **Dealers:** Contact your Oneplace administrator to enable the Click & Ship portal on your OnePlace dashboard. Your Oneplace administrator works at your dealership and can give access to other Teknion apps as well.

**Teknion Employees:** Teknion employees are able to access the Click & Ship portal through their OnePlace dashboard following these steps:

1. Log into Teknion OnePlace
2. Click on your name in the top-right corner of your OnePlace dashboard
3. Scroll to find and click on "Teknion Internal Users Access"
4. Now the Click & Ship icon will appear on your dashboard
5. Find the icon and select it to launch the portal

## Q: SQs — Is there a single SQ for all dealers to utilize with dealer discount?

A: There is a single SQ for the US and regional SQs for Canada. During the checkout process, US users will have the single SQ number auto-populate while Canadian users will have an options menu to pick the SQ per their region. The existing US SQs for Simple Workstation and Rapid-Ship are no longer valid. All orders for these products should occur within Click and Ship.

**Q: Frequent Small Orders — Will you be adding some of the “typical” small orders that dealers get i.e. basic training table and training chair, dining table and stack/cafe chair, L-shape laminate private office, basic Expansion meeting tables?**

A: Not yet, right now we are focusing on getting dealers on-boarded with this program. Once this becomes mainstream and we have enough people using it, we will continue to add more and more product into it

**Q: Split Ship — If I have a client who is in a rush how do I split the shipment and have the client receive items by shortest lead times?**

A: Once you have submitted your cart for checkout you will be able to specify the type of shipment you want under Step 3: Order Details. The option to Consolidate the shipment with the longest lead time or to split the shipment is available. This box does not appear if the entire quote has the same lead time (i.e. All Seating products).

**Q: Confirmation Email — Is there a confirmation email sent to the dealer that order has been received prior to the ack being sent? How do I know what email the confirmation will go to?**

A: You will receive an email confirmation that your Click and Ship order was placed. The email confirmation will be sent to the person’s email address who submitted the order, as registered in Oneplace.

**Q: Feedback — How do I solicit feedback?**

A: We would love to hear your thoughts, please fill out the Click & Ship feedback from found [here](#) and click submit

**Q: Ship To Address - How will I provide a ship-to address for my order?**

A: During the checkout process you will have the opportunity to provide a valid ship-to address just as you do with regular orders. This address can be to the client location, to your warehouse, or another location you specify. You will receive the order like you would a typical order placed through Teknion order entry.

**Q: Restrictions for Max. Order Work Around — Are there restrictions in place to prevent placing multiple orders at the maximum quantities for the expedited lead time to circumvent standard lead times?**

A: No there is no check, however, it will be stopped once it gets to order entry. If you find yourself in a situation where you require to order more quantity than is specified on the click & ship website please reach out to the pre-order planning team & work with them to find out what the best lead time would be for the quantities required.

**Q: Overnight Shipping — Is there an option for overnight shipping on some of the smaller click & ship items?**

A: There is overnight shipping available on smaller items for an additional shipping charge. The items must be processed on their own order and not co-mingled with large components. Once your order is placed and has received an acknowledgment, contact your customer service representative to make shipping arrangements and obtain shipping costs.

**Q: Symbols & Drawings — Where can I get symbols and drawings for the workstation I just configured?**

A: Currently all the digital resources are under the Resources Tab under design resources. This link is being reconstructed to be more user-friendly.

**Q: Quantities - Are there quantity restrictions for products?**

A: Yes, when items are selected in the Cart they show the maximum quantity that can be ordered along with the associated lead time with the exception of SIMPLE workstations. For SIMPLE stations, the default lead time is based on 1-24 workstations. Quantities over 24 will be scheduled for standard lead time as posted on the weekly Dealer Lead time sheet.

**Q: Quantity Limit — Is there an option to order over the quantity limit and receive standard lead time?**

A: For orders with quantities over the limit please reach out to the pre-order planning team & work with them to find out what the best lead time would be for the quantities required.

**Q: General Lead Times — Is the date listed the actual arrival date or the lead time before shipping in which transit will need to be added?**

A: Depending on the product it's generally a 7 - 10 day lead time + shipping

**Q: Ship Date — Is the date listed the actual arrival date or the lead time before shipping in which transit will need to be added?**

A: The date listed is the order's ESD (estimated ship date) to which transit time needs to be added.

**Q: Express, Quick Ship, Rapid Ship & Simple Workstations — Do these programs still exist?**

A: Quick ship, rapid ship & simple workstations were beta programs for Click & Ship. They will be sunsetted and incorporated into Click & Ship. The express program will be addressed over the next 6 months and some of the product within express may get rolled into click & ship, however, right now the express program will remain how it is.

**Q: Invoicing — How am I invoiced? Are invoices tracked by individual users to identify the dealer sales rep?**

A: Invoices will go out the same way as you would placing an order using Project Matrix or 20/20; Click & Ship is just another ordering tool. Once an order becomes an order the tracking that is available via the SQ or the bill-to remains the same.

**Q: Additional product - If my client wants a layout different from the pre-built workstations, how do I handle an order that requires the additional items in addition to the workstation available on Click & Ship?**

A: Additional products outside the Click and Ship Program should be handled by following the standard order submission process, using standard discounting. We can not guarantee the same lead time for these items and Small Order Charge guidelines will apply.

**Q: Showroom Discounts: Is there a place where I can apply a discount for showroom orders?**

A: Click & Ship does not offer showroom discounts and is not meant for mockups or showrooms. Dealers wanting to order an item from click and ship for these purposes should place their order per the usual 2020/project matrix method.

**Q: Residential Address - Can I ship to a residential address?**

A: Unfortunately Click and Ship orders cannot be shipped to a residential address. The address provided must be a business address that includes the same receiving capabilities as standard orders. If a client is looking to supply their individual workers at home, a program has been created for

dealers through our Teknion Store. Teknion Store products can be delivered directly, using UPS or equivalent, to Canada and US addresses, excluding Hawaii and Alaska. Contact your local Sales Regional Vice President for details.

### **Q: Monitoring Orders - How will I monitor my orders?**

A: Within 24 hours of submitting your cart/receiving your order confirmation email your Click and Ship order will be available on TekniOnline Order Status and you will receive an acknowledgment and invoice the same as any order.

### **Q: Broaden Product Offering - Will you be adding products to what is currently offered?**

A: Click and Ship is a new platform. As we monitor usage, we will continue to enhance the tool with additional products.

### **Q: How do I utilize the sif file?**

A: The sif file can be imported into Project Matrix. For Cap 2020, it can be imported in through a CAP worksheet.

### **Q: How do I export my order?**

A: Click and Ship provides the ability to Export your Quote or Order with a simple "click".

#### **Quoting Module - Customer Quote View:**

After navigating to your saved quote, you will be presented with the "Customer Quote" View. In this view, you will see a button labeled as "Download as CSV".

The "Customer Quote" download will export your quote as a .csv file that is viewable in any text editor, Microsoft Excel or Google Sheet like application.

#### **Quoting Module - Gross Margin Worksheet:**

In the "Customer Quote" view, there is a button labeled as "Gross Margin". This will navigate you to the Gross Margin Worksheet. In the Gross Margin Worksheet view of the Quote, you will see two buttons labeled "Download as SIF" and "Download as CSV". These two features will export your Gross Margin Worksheet information for use in Cap 2020 Worksheet, Project Matrix, Microsoft Excel or Google Sheet.

#### **Check Out - Order SIF:**

In the final stage of the checkout process, after the terms and conditions have been approved, you will see a button labeled "Download SIF". This feature will export a SIF file that is for use in Cap 2020 Worksheet or Project Matrix.

#### **Note about SIF Files:**

The SIF file generated by Click and Ship is for general use in Cap 2020 Worksheet and Project Matrix and should not be submitted as an Order to Teknion.

To use the saved SIF in Cap 2020 Worksheet, it must be "Imported" as "Design Xpress SIF". Click and Ship is unable to create a SP4 file as it's a proprietary file format to Cap 2020.

To use the saved SIF in Project Matrix, follow the steps to open a SIF file.