

AgencyExpress Frequently Asked Questions

Q. When I view my cart after adding items to the cart, it does not show any items. To add an item to the cart, I type "1 case" in the Add to Cart field and then click the Add to Cart button.

A. Do not type the word "case" in the Add to Cart field - only type in numbers (i.e. 1, 2, 3, etc.) to indicate the number of cases you are ordering.

Q. I can no longer view my order before I submit. The area is dark gray and I can only see a very small strip about 1/5th of the viewing area. Even by sliding the bars, all of the area can't be seen. It would be very helpful to be able to view my order before I confirm it.?

A. Use Internet Explorer 6.0 or higher as your internet browser program. Internet Explorer can be downloaded free from Microsoft (<http://www.microsoft.com/downloads/en/default.aspx>). AgencyExpress is not compatible with some other browsers, including Mozilla Firefox.

Q. How do I delete an item?

A. When viewing the **Shopping Cart**, identify the item you want to delete. Click on the **red "X"** to the left of the item. This will remove the item from your cart.

Q. How do I print an order that I have submitted?

A. Click on **Order Management** (located under Main Menu on left hand side of page). Locate the **Reference Number** (i.e. PO310019) of the order. In the field just to the left of the Reference Number is a **printer icon**. Click on the printer icon. A web page will open displaying your order. At the bottom of that page is a **Print button**. Click on the Print button. A pop up message will appear with the message "For best results, please print in "Landscape" mode". Click the **OK button**. When you click the button, a print window should be displayed. Click on the **Preferences button**. Locate the page orientation setup. Select **Landscape Mode**. Click the **OK button**. Click the **Print button**. This will send your print job to the selected printer.