Allison Transmission Publications
Web Store User Guide
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Overview

This manual will provide instruction and useful information for navigating through the Allison Transmission Publications web store.

Login

The URL to login is http://www.allisontransmissionpublications.com/. Your unique login and password were provided when completing the registration process.

While using the web store, your session will time out after 15-minutes of inactivity.
The homepage

From the homepage you can browse products, navigate to functions such as reporting or past order details from the top links as well as keep informed of updates, access MY ALLISON and learn about New Products.

Customer service

We are here to help!

If you require assistance please contact the Allison Transmission Publications customer service team at allisontransmissionpublications@gilmore.ca or by calling Toll-free 1.800.795.6661 or 1-844-829-3595. (Toll +01 613.599.6065).

Our offices are open Monday through Friday 8:00 a.m. to 5:00 p.m. Eastern Time.

**Note: Use of the back button in your web browser is not suggested, please use the navigational buttons found on each page to move through the web store.**
There are two ways to search for products on the web store.

“Browse” product categories

Product categories are found on the left side of the screen. These links act as categories that contain all of the products in the store. If you know the location of the product you are searching for you can use these folders to expand the section until you find the desired products.

(Expanded view)

The category hierarchy is structured by “What’s New”, “Demo eBook”, “Product Families”, “Publication Type” or “Sales and Marketing” with the available variations visible by expanding into each category header.
Search function

On the top-right of the store there is a search box. Here you can search by entering a part number, keyword, language, etc. in the text field. After clicking on the magnifying glass icon the results of the search will display on the page.
Product pages

On the product pages you have the option to view products in a grid or table view. Selecting the icon in the top left of the product list will toggle the view. By clicking on the thumbnail image a full view of the cover page is displayed.

When the product page is displayed in table view the product list can be sorted by any of the column headers.
### Product types

All product titles are links to further details on the product. Clicking this link will display the product’s complete details. This page displays all of the product information in one table, and includes an expanded description.

<table>
<thead>
<tr>
<th>Product Code</th>
<th>Product Name</th>
<th>Media Type</th>
<th>Language</th>
<th>Unit Of Measure</th>
<th>Price</th>
<th>Description</th>
<th>Date Available</th>
<th>Price in USD</th>
</tr>
</thead>
<tbody>
<tr>
<td>SA7797EN-D</td>
<td>SA7797EN Allison Transmission FuelSense Keystone Brochure (Rev 2017.03)</td>
<td>Downloadable PDF</td>
<td>English</td>
<td>1</td>
<td>$0.00</td>
<td>(Rev 2017.03)</td>
<td>April 05, 2017 11:16:04 AM EDT</td>
<td>$0.00</td>
</tr>
<tr>
<td>SA7614EN-D</td>
<td>SA7614EN Allison Transmission FuelSense Keystone Brochure (Rev 2017.03)</td>
<td>Downloadable PDF</td>
<td>English</td>
<td>1</td>
<td>$0.00</td>
<td>(Rev 2017.03)</td>
<td>April 05, 2017 11:16:04 AM EDT</td>
<td>$0.00</td>
</tr>
<tr>
<td>SA7613EN-D</td>
<td>SA7613EN Allison Transmission FuelSense Keystone Brochure (Rev 2017.03)</td>
<td>Downloadable PDF</td>
<td>English</td>
<td>1</td>
<td>$0.00</td>
<td>(Rev 2017.03)</td>
<td>April 05, 2017 11:16:04 AM EDT</td>
<td>$0.00</td>
</tr>
</tbody>
</table>
Placing an order

To order an item, enter the desired quantity in the field beside the product and then click the ‘Add to Cart’ button located at the top or bottom of the product page.

The items will be added to your shopping cart and the total value of items in your cart will be shown above the Categories on the left navigation bar. Item quantities can be modified later in the order process, if necessary.
There are multiple ways to return to a desired category or folder. You can return to your root category and drill down until to you return to the desired product, or you can use the breadcrumb option found above the ‘results per page’ display. The breadcrumb option simply displays the selection’s that led you to your current location. Alternatively, you can use the search field to locate your desired products.
Clicking the ‘Add to Cart’ button will bring you to your cart view. Item quantities can be modified within your cart at any time prior to submitting the order if an error is made. To make changes to the quantities simply enter the correct amount and click “Update Cart”. To start over click “Clear Cart” or select the garbage can icon beside the quantity to remove the item from your cart.

Once you have added all products to your cart select “Edit Shipping Information” to proceed.

You can quickly return to your shopping cart view or view the items in your cart from any page of the order process by hovering over the shopping cart icon above the categories on the left side of the screen.
At this step you will be asked to enter the ‘ship-to’ information of the order. The fields marked with asterisks are mandatory fields and must be completed before proceeding to the next stage in the order process. If you are shipping to a residence, please enter “Residence” in the Company Name field. Once you have entered the address information please select ‘Save Shipping Information’.

**NOTE** Shipping information is required for all orders regardless of product type.

If this is an address that you will ship to more than once you can add the address as an entry in your personal address book. To do so simply enter a quick reference name for the address in the field and select “Save”.

At this time you are not committed to finishing your order. Click the ‘Back’ button to return to the last page you visited.

If you would like to complete your transaction at a later time, all items will remain in your shopping cart to allow you to continue with your order the next time you log into the store.

**Always look in the cart when you begin a new shopping session to assure that any items in the cart are those you wish to purchase at that time.**
The ‘Special Instructions’ field can be used to provide comments specific to each order.

If you are satisfied with the ship-to information and have finalized the items to be purchased, click the ‘Continue’ button to proceed to complete the order.
Shipping details

Selecting a ship method will automatically generate the “Required Delivery Date” to the earliest date possible based on the order fulfillment time required, ship method selected and the transit time to the destination.

* Required Field

**Shipping Information**

- Full Name: Test User
- Address: 120 Herzberg Rd
- Company Name:
- Email Address: karowh@gimore.ca
- Phone: 613-999-6065
- Fax:
- City: Kanata
- Province: Ontario
- Postal Code: K2K3B7
- Country: Canada

**Shipping Details**

- Ship Method: UPS - Standard. $10.15
- Required Delivery Date: Mar 5, 2017

Prices in USD

Orders submitted by 12pm EST will ship within 3 business days and orders submitted after 12pm will ship within 4 business days to allow for production of your materials.

To submit orders with PO payment option please contact allisontransmission@gimore.ca.

* Shipping & Handling Fees are an estimate only. Actual cost will be determined at time of billing.

To view the “Shipping Timetable” in a separate window, click here.

Once you have completed your shipping selections please click “Continue”.

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*Gilmore Global*
Final order summary

At this point of the order process you can review your order and determine if any changes are required. If changes are needed click the ‘Back’ button to step back in the order process.

<table>
<thead>
<tr>
<th>Order Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shipping Information</td>
</tr>
<tr>
<td>Full Name: Test User</td>
</tr>
<tr>
<td>Company Name:</td>
</tr>
<tr>
<td>Email Address: <a href="mailto:karowh@gilmore.ca">karowh@gilmore.ca</a></td>
</tr>
<tr>
<td>Phone: 013-599-0005</td>
</tr>
<tr>
<td>Fax:</td>
</tr>
<tr>
<td>Address: 120 Herzberg Rd</td>
</tr>
<tr>
<td>City: Kanata</td>
</tr>
<tr>
<td>Province: Ontario</td>
</tr>
<tr>
<td>Postal Code: K2K3B7</td>
</tr>
<tr>
<td>Country: Canada</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Products</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thumbnail</td>
</tr>
<tr>
<td>----------</td>
</tr>
<tr>
<td>SA7943EN-D</td>
</tr>
<tr>
<td>SA7797EN</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Price</th>
<th>Quantity</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$0.00</td>
<td>1</td>
<td>$0.00</td>
</tr>
<tr>
<td></td>
<td>$0.00</td>
<td>2</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

Subtotal: $0.00
Shipping & Handling: $10.15
Taxes: $1.32
Total: $11.47

Order Notes: Order placed by Test User

Taxes are calculated as follows:

Harmonized Sales Tax (HST) is applicable on sales to delivery destinations in Ontario, and the Atlantic provinces in Canada. GST is applicable on sales to delivery destinations in all other Canadian Provinces. Sales and Use Tax is applicable on sales to delivery destinations in the United States of America for those States in which Gilmore has Nexus (New York, Massachusetts, Arizona, California, Colorado, North Carolina and Kansas) unless a valid resale or exemption certificate for these sales is provided.
Email confirmations and payment method

In this section you can choose to send an order email confirmation to the receiver of the order as well as a Third Party (not the shopper or receiver). You can also do the same for the shipping email confirmations.

Depending on the options applied to your account various payment options will appear. One payment options must be selected to submit an order.

The email confirmations are summaries of the order including the shopper’s information, the ship-to information, a summary of the products ordered, etc. Make sure you select the “Send” check box for any email confirmations you wish sent.

If you are satisfied with your order please select “Submit Order”.
Once your order has been accepted, a confirmation page is displayed indicating the order number. An order confirmation email is automatically sent to customer service as well as the email addresses provided.

When contacting customer service please reference the unique order number to expedite any order queries.