Interactive Order Forms FAQ

Questions:
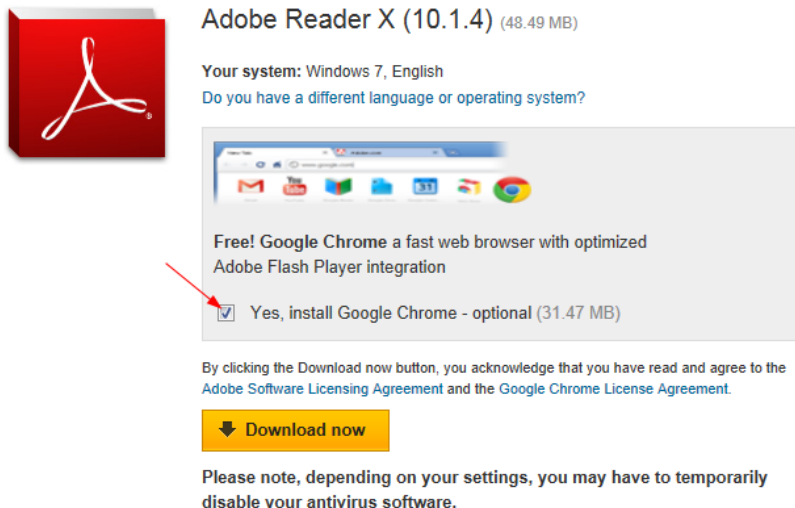
Answers:

1) **System Requirements (top)**

   To fully take advantage of all of the features in these Interactive Order forms, it is recommended that you update to the newest version of Adobe Reader(at least version 10.1.4). These forms do not always open properly from our website with older versions do to a conflict with Safari and Internet Explorer. If you do not have this, download it for free here: http://www.adobe.com/products/acrobat/readstep2.html .

   Attn: If you are using a Windows PC, be aware that this download page defaults to also install Google Chrome If you do not want Google Chrome installed, be sure to uncheck this box.   This does not seem to be an issue on Macs.

2) **How to use the coversheet shortcuts (top)**

   Shortcuts help you fill out your forms if certain information is the same on all of your order forms. For example if all of your order forms have the same wood grade and species you can fill in the information once on the coversheet and be able to automatically populate the coordinating fields on the order forms you add.

Steps to use these shortcuts:

a. Check the box to the left of the shortcut at the bottom of the coversheet. This will enable the shortcut and allow you to use it on your order forms.
b. Fill in the wood species and | or finish options that apply to your order.

Shortcuts
☐ **Check this box, if all the products on all the order forms are the same Wood Species, Grade and Thickness.**
Wood Species [   ]   Wood Grade [   ]   Wood Thickness [   ]
☐ **Check this box, if all products on all of the order forms are to be prefinished in the same Color & FinishType.**
Stain or RTF Color [   ]   Finish Type [▼]
Glaze Color [   ]   Glaze Method [▼]   Glaze Intensity Level [▼]

c. Go to the order forms that you want to use this shortcut on. In the section that pertains to the shortcut, check the box next to "See Form #1 Cover Sheet for_____". The information from the coversheet will automatically populate this section of the order form.

☐ **See Form #1-Cover Sheet for Wood Species & Grade**
Wood Species * [   ]
Wood Grade * [   ]

Finishing Info *   ○ Unfinished   ○ Prefinished
☐ See Form #1-Cover Sheet for Stain Color (or provide below info)
Stain or RTF Color [   ]

3) **Mandatory Fields** (top)
Mandatory fields are indicated throughout the Interactive order forms with a red asterisk *. You will not be able to email the Interactive order forms using the email button until all mandatory fields are filled in. If you do not know the answer to a particular option please place a question mark (?) in the field and we will call you.
Examples:

Bill To Info:
Customer # * [   ]   Wood Species * [   ]
Attention [   ]
Company Name * [   ]   Wood Grade * [   ]

4) **How to disable Auto-Complete in Adobe Reader** (top)
To prevent data from a previous order from populating your new order form; WalzCraft recommends that you disable the Auto-Complete feature in Adobe Reader.

Steps to disable Adobe Readers Auto-complete:

1. In Adobe Reader go to Edit > Preferences.
2. On the left under Categories click on Forms.
3. From the Auto-Complete dropdown choose off.
4. Click OK.

5) **How to add a form** (top)
To add a form, go to the drop down box at the top of the cover sheet (see below). Click on the gray down arrow in this box to view a list of forms you can add (▼). When you select a form from the list, that form will be dynamically added to your order. You can scroll down or use the arrows from the menu bar to move back and forth between pages / forms. We now have Basic or Advanced versions of some of the order forms. If you know

you want a certain version you can choose the Basic or Advanced option before adding the form. You can always change the version by toggling these options on the top each supported form.
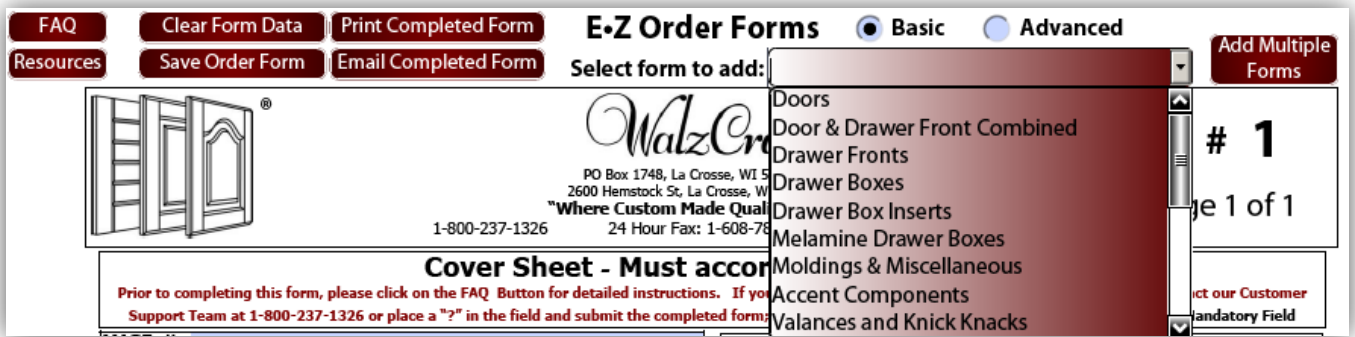
6) **Order form navigation using tab and arrow keys) (top)**
     a. To navigate through out the Interactive Order Forms you can use the tab key to move between fields and selection boxes ☐.
     b. Use the keyboard arrows to move between options designated with a circle ○.

7) **How to add another form and delete forms (top)**
   On the top of each form there are two buttons "Add Page" and "Delete Page". If you click "Add Page" this will add another page of the same form that you are currently viewing. The new form will be added below your current form and the data from the Essential Information fields will populate the form you added.

     You can also delete forms from your order. When you click the "Delete Page" button at the top of a form that form will be removed from your order and all of the typed in data on that form will be deleted.

8) **How to "Add Multiple Forms" at one time (top)**
     Click the "Add Multiple Forms" button on the top right of the cover sheet (SS1).   The "Add Multiple Order Forms" page (SS2) will be added as the first page of the Interactive Order Forms. Choose the type of forms you want and enter the number of forms you want to add or print in the field to the right of each form description (see SS2 for more information).

     (SS1):
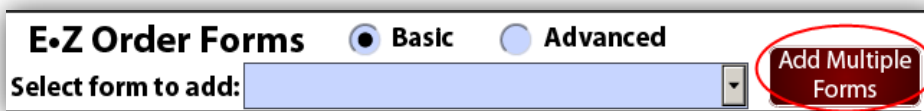
(SS2):

Add Multiple Order Forms
This form can be used to add several interactive forms or to print blank forms. Choose the form type you want below and enter the number of forms you want to add or print in the field to the right. If you choose to add a lot of forms it may take a few minutes to complete depending on the speed of your computer.

Fill in the desired quantity for each form. You can always add more later if you need them by using the "Add Page" button on the top of each form.

Form	Qty	Form	Qty
Cover Sheet	1	Valances & Knick Knack Form 6	0
Door Form 2	0	Edgebanded Doors Form 7	0
Door Form 2.1	0	Sheet Goods Form 8	0
Drawer Front Form 3	0	Custom Pressed	MDF Core Sheet Goods Form 8.1	0
Drawer Front Form 3.1	0	Face Frame Stock Form 9	0
Drawer Box Form 4	0	Fluted Molding Form 10	0
Drawer Box Form 4.1	0	Curved Doors Form 11	0
Drawer Box Insert Form 4.2	0	Curved Drawer Fronts Form 11.1	0
Drawer Box Melamine Form 4.3	0	Curved Face Frames Form 11.2	0
Molding & Misc Form 5	0	Range Hoods Form 12	0
Accent Components Form 5.1	0	Assembled & RTA Face Frames Form 15	0

System messages:

Form Types (Select one):
◉ Blank Printable Forms
○ Interactive Forms

Add Above Forms

Select "Blank Printable Forms" if you plan on printing these forms and filling them out by hand.

Choose "Interactive Forms" if you want to fill them out on your PC and email or print them once completed.

Page Count: 2

9) **How to save your order form to your computer (top)**

For your convenience you are able to save your completed or partially completed order form to your computer.

Simply click **Save Order Form** the button on the top of the cover sheet form #1 to save your order form. To save your order form in Adobe Reader go to "File" click "Save" and choose a destination to save the form.

10) **How to email your completed order form to WalzCraft (top)**

Emailing your order form becomes easier with the use of our Interactive Order Forms. If you have an email client like Microsoft Outlook setup on your computer all you have to do is click the **Email Form** button at the top of the Order Cover Sheet Form #1. This button will open up an email addressed to WalzCraft and will attach your order form to the email. All you have to do is verify the information and click send.

If you do not have an email client installed on your computer you can still email your order form. To attach your order form to an email.
   d. Save your order form to your computer
   e. Create a new email message using your email application (aol.com, yahoo.com, hotmail.com, google.com etc)
      i. Address this email to CustomerSupport@WalzCraft.com .

ii. In the subject line please type in "WCI Customer #: *<your customer number>* Order Form"

iii. Click send

11) What if I still have issues opening the order form using Internet Explorer (top)

If you have the current version of Adobe Reader and the form still fails to open, set Adobe Reader to open PDFs in Adobe Reader itself, instead of in the Internet Explorer Adobe Reader plugin. The steps for this are shown below.

a. Go to your Windows Start Menu and open Adobe Reader.

b. Click on the "Edit" menu on the top of the Window and choose "Preferences" on the bottom.
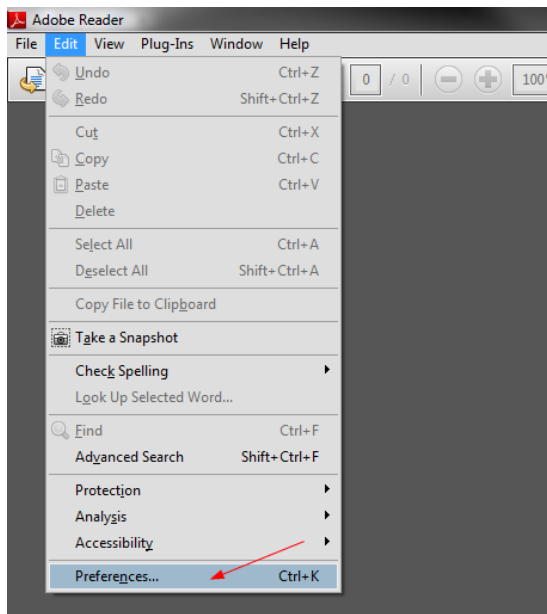
c. Click "Internet" in the Left Pane and then uncheck the box next to "Display PDF in browser". Click "OK" at the bottom of the screen.
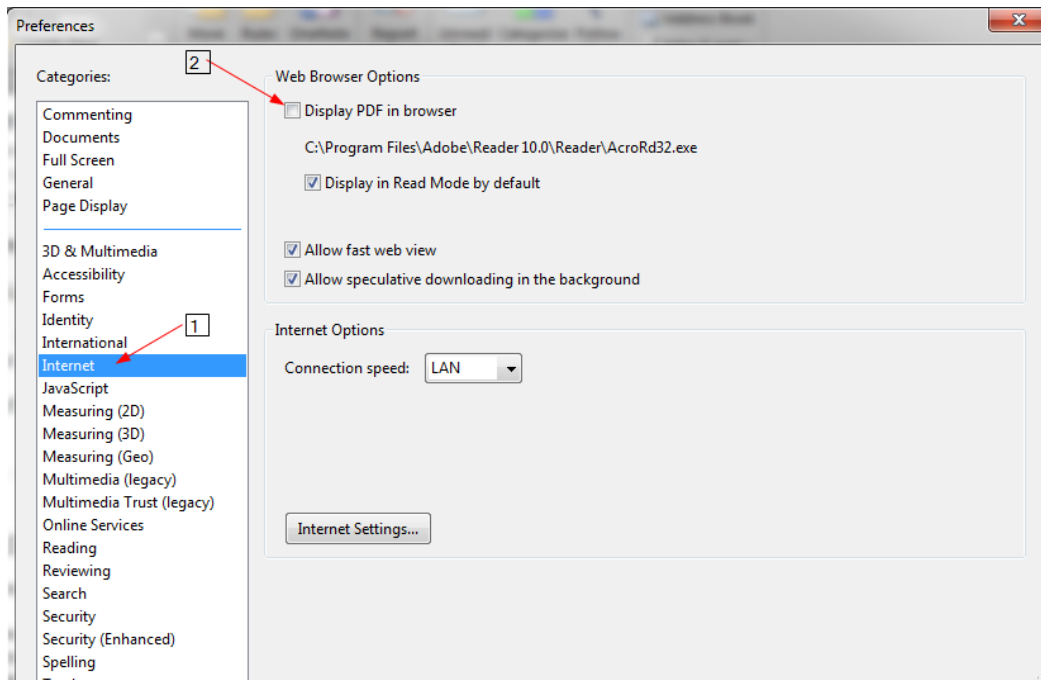
d. Close Adobe Reader and Open the order form from the Link on our Website. It should launch now.