

Using The FDI Website

V 3/25/11

Logging In For The First Time/Any Time

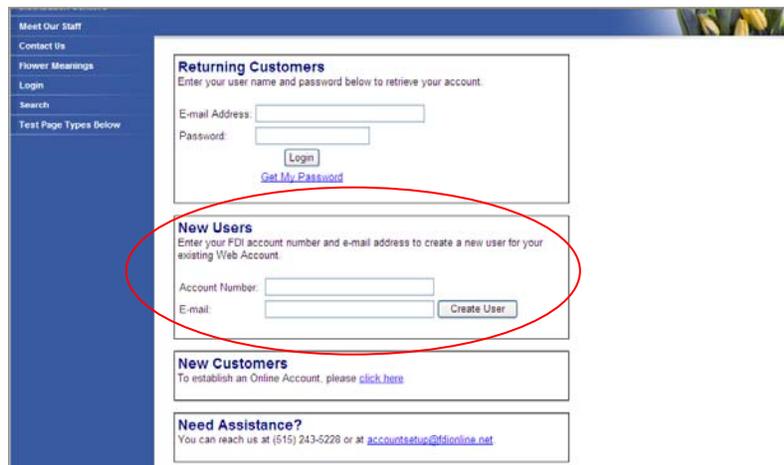
1. After you have received an e-mail confirming your account is active.
2. Go to <http://www.fdionline.net>
3. In the upper left corner there is a list of options in white.
4. Click on **Login**.
5. Under Returning Customers, enter your e-mail address & password.



6. Click on **Login**.
7. You can now navigate the site.
*If you need your password click **Get My Password**. Follow the directions to have your password emailed to you.

Adding Additional Users (Staff) To Your Existing Account

1. Go to <http://www.fdionline.net>
2. In the upper left corner is a list of options in white.
3. Click on **Login**.
4. Under New Users, enter your account number and email address for the person being added.



5. Click on **Create User**.
6. Enter the requested information in the boxes provided and Click **Continue**.
7. Within the next business day, the new user will receive a confirmation e-mail from FDI activating their account. They can then log in using the directions above.

Navigating The Site

2. On the upper left side of the site is the main Menu of Content used to navigate the site.
3. Once logged in, you may see more options and you will see featured products displayed on the main page. You have access to the full assortment of online products, catalogs, and promotions through the left hand menu system. Click the options to expand them.

4. Products are displayed by an assortment of featured items on page one, followed by any other featured items in alphanumeric order, and then by all other products in alphanumeric item code order.
5. The upper left corner will tell you how many items in the section if there are more than one page of items.
6. You can scroll through the items by clicking in the upper right corner on **previous page** or **next page**. Or jump to a page with the pull down page list.
7. After the feature page, more options may appear based on the number items in the section.
 - a. Page 2 adds a Sort by Description option that allows you to change from the default Item Code sort
 - b. Section with less than 100 items have a “show all” feature.
 - c. Catalogs and Promotions have a “Print” to PDF option that lets you create a PDF to save or Print of all the items in the selected area and all areas below it. This option may take a minute to generate and save the file to your computer.



Shopping

1. You can narrow the focus of what you are looking for by using the **Categories, Promotions, and Catalogs** options in the left hand menu. **When you click on them they expand to show you more.**
 - a. **Categories**-This option provide access to all items and allows you to focus on a specific categories of items by selecting them from the menu. As you select subcategories, the items found are refined to be products in that subcategory and any subcategories below it. This allows you to look for the product line you are interested in.
 - b. **Promotions**-This option provides access to items we are running on sales and specials.
 - c. **Catalogs**-This option provides access to items in permanent or long-running collections, including holidays.



2. To see details for any of the items click on the name of the item in blue or click on the picture.
3. Once the description page has loaded you can see more details about the item, a larger picture of the item, & multiple images if available.

Searching For Specific Items

1. In the upper left hand menu click on **Product Search** or enter a keyword in the top-right corner

Products Search

Universal Search -- Search all product names, descriptions, and codes.

Advanced Search -- Search for matches only with specific criteria.

This can be used to help refine your search to fewer items.

Searching returns exact results, so general words will find more items than specific phrases.

Product Name:	<input type="text"/>	UPC:	<input type="text"/>
Product Code:	<input type="text"/>	Vendor Code:	<input type="text"/>
Item Detailed Description:	<input type="text"/>	Vendor Name:	<input type="text"/>

Search

2. Search all products for key word with the universal search.
 - a. Partial words or general words will get you more matches.
 - b. "Rose" might get you hundreds of results while "rose vase" might get you only a few results as the site looks only for items with only and exactly the characters "rose vase".
3. Mix & match with the advanced search to narrow your choices.
4. Once the search is complete you can order items from the search page or see details for an item by clicking on pictures, product code, or description.

Search

Search Results: 2 found

Product Code	Product Name	Price	Sell By	Quantity	Purchase by Order Multiple	Specification
 40901213	VASE .9 3/4" ROSE VASE ASST. 3 STYLES, RUBY, 12/1	\$35.32	FULL CASE	<input type="text" value="0"/>	cs	
 40931213	VASE .8 5" ROSE VASE ASST. 3 STYLES, RUBY, 12/1	\$30.00	FULL CASE	<input type="text" value="0"/>	cs	

ADD TO CART

5. To keep your search page open while looking at the **Details** for an item, right-click the item and open it in a new tab. You can close the tab to return to the search list.
6. Once the item description page has loaded you can see all the product information and pictures.

Adding Items To Your Cart--Multiple Ways to Shop

1. Once a page of items loads you may add any of these items to your cart by entering the quantity you desire in the order qty box and hitting **ENTER** or scrolling to the bottom of the page and click on the green **Add to Cart** button. **A whole page can be ordered at once this way.**
2. Another way to add items to your cart is clicking on the item name in blue or the picture of the item. You are taken to the item detail page where you order the quantity you desire.
3. A third way you can add item to your order is by directly entering the item number and quantity at the bottom of the cart page in this section.

Add Product By Code

Code: Quantity: **ADD TO CART**

Order Specification and Related Items

1. If you see an "Order Specification" this allows you to add criteria to the item description (such as rose color) that will be added to the warehouse order to aid in getting exactly what you want.
2. This feature is available on limited items only.

100052 - MIRACLE GRO LIQUID HOUSEPLANT FOOD 8OZ. CASE/12

Click the image below to view the Product Image Gallery.



There are 4 images in the Gallery.

List Price: \$18.63 / CASE12

Case Cost: \$18.63 / CASE12

Order Qty:

Order Specifications:

ADD TO CART

Product Information

UPC: 7356100052

Vendors:
The Scotts Company

Category: [Lawn & Garden\(14000H\)](#) > [Lawn & Garden-General\(14000\)](#) > [Lawn Care\(14100\)](#)

3. Another useful feature of this area is the Category Link at the bottom of the item. By Clicking on a Category section number you will be taking to all items in the similar category. Each ">" indicates a more specific group of similar products.

Special Pricing & Quantity Breaks

1. Some items will have a special pricing note below the order quantity.
2. If you move your mouse over words *special pricing* the quantity-break information appears.

Products

[196010](#)
[#2.5 LB ORTHO HOME DEFENCE MAX GRANULES CASE/6](#)
Price: \$32.64 / CASE6
Order Qty:

[1002651](#)
[#3 MIRACLE GRO EVERGREEN FERTILIZER SPIKES CASE/12](#)
Price: \$70.79 / CASE12
Order Qty:
[Special Pricing](#)

From 5 to 10: \$70.00 / CASE6
From 11 to 15: \$69.00 / CASE6
From 16 to 20: \$7.08 / CASE6

[17010](#)
[#3 SCOTT'S CLASSIC SUN & SHADE MIX CASE/6](#)
Price: \$51.82 / CASE6
Order Qty:

3. You can also click on the item to see the price break down.

Contact Us
Flower Meanings
Search
Test Page Types Below

Products

- Categories
- Balloons
- Recessed
- Cut Flowers
- Hangpots
- Holiday
- Lawn & Garden
- Lawn & Garden-General
- Lawn & Garden-Plants
- Plants
- Pumpkins
- Catalogs

[Back to Products](#)

1002651 - #3 MIRACLE GRO EVERGREEN FERTILIZER SPIKES CASE/12

Click the image below to view the Product Image Gallery.



There are 4 images in the Gallery.

List Price: \$70.79 / CASE12
Case Cost: \$70.79 / CASE12

Quantity Discounts:

From 5	\$70.00 / CASE6
to 10:	CASE12
From 11	\$69.00 / CASE6
to 15:	CASE12
From 16	\$7.08 / CASE6
to 20:	CASE12

Order Qty:

ADD TO CART

Product Information

UPC: 73561002653

Vendors:
The Scotts Company

Category: [Lawn & Garden\(14000H\)](#) > [Lawn & Garden-General\(14000\)](#) > [Lawn Care\(14100\)](#)

After Adding Items To Your Cart

1. Enter any notes you want us to know about the item you are purchasing in the **Comment** box. This note can be seen by the person packing your item for shipment.
2. Change the **Required Delivery Date** if you need to.

The screenshot shows a shopping cart titled "My Cart" with a shopping cart icon and "1 Items Total: \$24.90" in the top right. Below the title is a table with the following columns: Product, Comments, Required Date, QTY, Sell By, Unit Price, and Total. The table contains one row for product "TLP1284 (TULIPS, SOLID COLORS)". The "Comments" field is empty, the "Required Date" is "08/18/2009", the "QTY" is "10", the "Sell By" is "EA", the "Unit Price" is "\$2.49", and the "Total" is "\$24.90". Below the table, there is a link "Click X to remove an item from your cart." and a "TOTAL" box showing "\$24.90". At the bottom of the cart, there are three buttons: "Continue Shopping", "Check Out", and "Save Cart to Favorites". Below these buttons is a section titled "Add Product By Code" with a "Code:" label, an empty input field, a "Quantity:" label, an input field with "0", and a green "ADD TO CART" button. Red circles highlight the "Comments" field, the "Required Date" field, the "Continue Shopping" button, the "Check Out" button, the "Code:" input field, and the "Quantity:" input field.

Product	Comments	Required Date	QTY	Sell By	Unit Price	Total
X TLP1284 (TULIPS, SOLID COLORS)		08/18/2009	10	EA	\$2.49	\$24.90

Click X to remove an item from your cart. TOTAL \$24.90

Continue Shopping Check Out Save Cart to Favorites

Add Product By Code

Code: Quantity: 0 ADD TO CART

3. To continue shopping click on **Continue Shopping** to return to last category or search page you were viewing.
4. If you know the item code for a product you still need, you may enter it and the quantity you need at the bottom section of the cart. This saves you the time of having to search for an item code you already know.
5. To make this cart one of your favorites click on **Save Cart to Favorites**. Name your cart so you can find it later and click on **Continue**.
6. To place the order and check-out, click on **Check Out** button to go to the Shipping Screen.

Shipping Screen

1. Double check that your **Billing Department** is correct.
2. Enter your name in the **Ordered By** field.

Checkout

Shipping Information
Please select the department where your order will be Shipped.

Floral Dept
Ordered By:
Address 1: 2403 Bell Ave
Address 2:
City: Des Moines
State: IA
Zip/Postal Code: undefined

Comments
Reference Id:
Comments:

Review Your Order

Please review your Required Dates

Product	Required Date	Quantity	Sell By	Unit Price	Total
TLP1284 - TULIPS, SOLID COLORS	08/18/2009	10	EA	\$2.49	\$24.90

Order Total
TOTAL

3. Add a **Reference ID** so you can find the order in your Past Orders.
4. Optional--add a note to the total order in **Comments**.
5. Review your order to make sure everything is correct.
 - a. If something needs to be changed, click on **Edit My Order** button next to “Review Your Order”
 - i. Here you can delete items by clicking on the red X, change comments, change delivery dates, and change quantities.
 - ii. Once you have corrected the information click on **Check Out** to return to the review page.
 - b. Double check that everything is correct and click on **Continue** at the bottom of the page.
6. Verify your order one last time and click on **Submit Order**.
 - a. You will see a Pop-up box that will list the delivery dates you have selected.
 - b. Press OK to confirm these dates or Cancel to go back to the edit screen and make changes.
7. After pressing OK, you order is sent to FDI and the order confirmation page displays you order number.
 - a. Your Order Number can be used to locate your order at FDI. All web orders are stored in Past Order.
 - b. You can print your order by clicking on the “Printable Version” link.
8. **Orders before 2PM** are sent to FDI at 2PM so they **can be picked for the next day if needed**.
9. **Orders after 2PM** are sent to FDI at 1AM and are received the next morning so **may not make morning routes**.

Other Options

Favorite Orders

1. In the top right corner click on **Favorite Orders**.
2. This will take you to any orders that you have added to your favorites.
3. Here you can order the same cart without searching for each individual item.
4. After your favorite cart loads, you can edit the items to suit you current ordering needs.



Past Orders

1. In the top right corner click on **Past Orders**.
 2. Here you can view your past order by clicking on view.
 3. Order the past order again by clicking on **Order**.
 4. You can also add this order to your favorites by clicking on **Add**.
- Note: Past and Favorite orders empty any items in the current cart when they load.



My Info-How To Update Your Contact Details

1. In the very top right corner click on **My Info**.
2. Here you can edit your account information.
3. You can change your name, password, phone number, title, & home department.
4. If you need other changes click on the "I need other changes box" and click submit.
5. A FDI representative will contact you to get your information updated.

