

Distributor Ordering System (FDOS) User Manual

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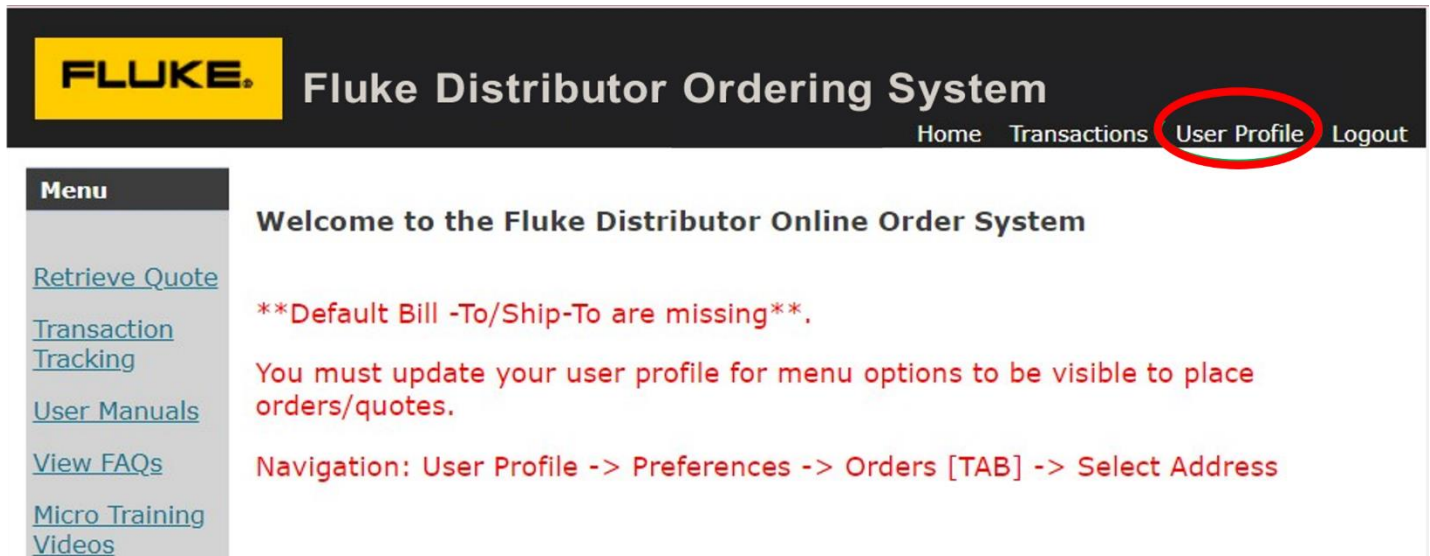
How to gain access to FDOS (our distributor store) from within the unified distributor portal?

- View the 3-minute [registration video](#)
- Or see our [Quick Start Guide](#)
- Please allow 1-2 business days to receive the approval email.

User Profile Setup

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After receiving the approval notification, please sign in again and in the first login please setup your **User Profile**. Navigate to: User Profile -> Preferences -> Orders [TAB] -> Select Address



FLUKE. Fluke Distributor Ordering System

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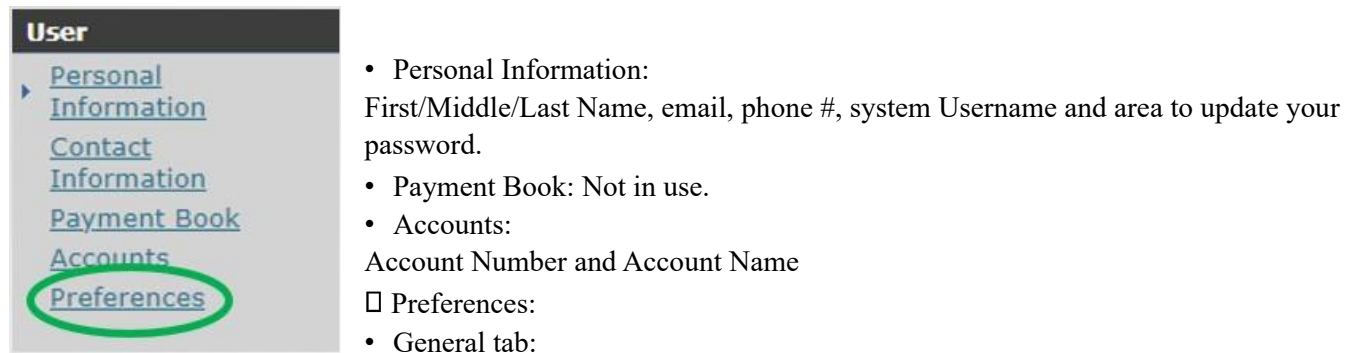
Welcome to the Fluke Distributor Online Order System

****Default Bill -To/Ship-To are missing**.**

You must update your user profile for menu options to be visible to place orders/quotes.

Navigation: User Profile -> Preferences -> Orders [TAB] -> Select Address

User Profile left menu:



User

- [Personal Information](#)
- [Contact Information](#)
- [Payment Book](#)
- [Accounts](#)
- [Preferences](#)

- Personal Information:
First/Middle/Last Name, email, phone #, system Username and area to update your password.
- Payment Book: Not in use.
- Accounts:
Account Number and Account Name
- ☐ Preferences:
- General tab:

Date Format, Email Delivery Language, Marketing Preferences ☐ Orders tab:
Shipping Address and Billing Address (*)

***Important Note:** the Shipping Address and the Billing Address selected here are your system defaults and need to be the correct information to avoid any data issues.

Access Levels

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The new **Fluke Distributor Online Order System** has an improved security access, adding user level security.

ID	Feature	Level 1	Level 2	Level 3
1	Order Tracking Logistics information only	Yes	Yes	Yes
2	Email documents	Yes - Limited	Yes - All	Yes - All
3	Create Quotes	No	Yes	Yes
4	Retrieve Quote	No	Yes	Yes
5	Create an Order	No	No	Yes
7	RMA Requests	Yes	Yes	Yes
8	Short Shipments Requests	Yes	Yes	Yes
9	Pricing Schedules (future release)	No	Yes	Yes
10	Tax Certificates (future release)	Yes	Yes	Yes

Level 1: Allows users to see tracking and schedule ship Dates only

Level 2: Adds to Level 1 the ability to Create Quotes and see Distributor Net pricing

Level 3: Adds to Level 2 the ability to submit Purchase Orders

Navigation

FLUKE.
Fluke Distributor Ordering System

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Menu

- [Pricing and Availability](#)
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Welcome to the Fluke Distributor Online Order System

If you want to change your defaults address update user profiles.

Navigation: User Profile -> Preferences -> Orders [TAB] -> Select Address

IMPORTANT NOTE:
The following types of orders need to be placed through the standard Fluke Distribution Orders email

- Any order that needs to be drop-shipped to an end customer location.
- Products ordered with an additional calibration certificate.
- Fluke Education Partnership Program orders.
- Credit card orders.

The above orders must be emailed to distribution.orders@fluke.com

[Transactions](#)
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Home Page header menu:

Luis Katz [Home](#) [Orders](#) [User Profile](#) [Logout](#)

- User Name: Name of the person that is logged in with current credentials
- Home: link that takes you back to the Home page
- Orders: link to Order Tracking
- User Profile: Personal contact information and default Billing and Shipping locations
- Logout: Close session

Home Page left menu items – their function:

- Pricing and Availability: link to the Pricing and Availability page
- Create Quote: link to Create Quote page
 - Retrieve Quote: link to Order Tracking page with Quote check mark preselected
- Create an Order: link to Create an Order page
- Transaction Tracking: link to Transaction Tracking page
- User Manuals
- View FAQs
- Micro Training Videos: from our Knowledge Base, short videos on most everything covered here
- Site Updates



Pricing and Availability page

This page is only accessible for users with Level 2 or 3 profiles if your company restricts access to distributor net price you will not be able to see price but just Order Tracking information.

Pricing and Availability

Order Information		Payment Terms : None		Date: 16-Aug-2021	PO Number: <input type="text"/>	Total:					
Order Number:		Min PO Amount: \$1000	Min Order Fee: \$25			Sub Total:					
						Tax:					
Customer Information											
Customer Name:	INTERWORLD HIGHWAY LLC	Customer Number:	243837								
Bill To:	INTERWORLD HIGHWAY LLC	DBA TEQUIPMENT.NET,188 WESTWOOD AVE, LONG BRANCH, NJ, 07740, UNITED STATES				Change					
Ship To:	INTERWORLD HIGHWAY LLC	5545 NE 148TH AVE STE B, PROLOGIS PK PDX - JAVELIN, PORTLAND, OR, 97230-3457, UNITED STATES				Change					
Shipping Information											
Freight Terms:	PPA PREPAY & ADD		Shipping Method:		UPSG,STD UPS GROUND						
Shipping Instructions:	SHIP CONSOLIDATED WEDNESDAYS ONLY										
Download CSV Template Upload from CSV Save as Quote Submit Order											
Line#	Item #	Model Noun	Description	UPC	ATP	STD Pack	MSRP	Net Price	Qty	Ext Net	Delete
1.1									- <input type="text"/> +		
2.1									- <input type="text"/> +		
3.1									- <input type="text"/> +		
4.1									- <input type="text"/> +		
5.1									- <input type="text"/> +		
6.1									- <input type="text"/> +		
7.1									- <input type="text"/> +		
8.1									- <input type="text"/> +		
9.1									- <input type="text"/> +		
10.1									- <input type="text"/> +		
Add 5 more Rows											

To add a product simply click on the magnifying glass and a secondary window will open that will allow you to search based on multiple options.

Item Search

Item #	:	<input type="text"/>
Model Noun	:	<input type="text"/>
Description	:	<input type="text"/>
UPC	:	<input type="text"/>
<input type="button" value="Cancel"/> <input type="button" value="Search"/>		

Select

Select	Item #	Description	Model Noun	UPC	Qty
No records were found matching the given criteria.					

You can search using:

[Back to top](#)

- Item #
- Model Noun
- Description
- UPC

- The % sign is the wildcard that you can use at the beginning, middle or end of any search string, ie FL%435, the results will be multiple options with the variant of the product Example:

Item Search

Item # :

Model Noun :

Description :

UPC :

Select	Item #	Description	Model Noun	UPC	Qty
<input type="radio"/>	3894494	FLUKE-190-204/AM/S,SCOPEMETER 4 CHANNEL 200 MHZ COLOR AMERI SCC	FLUKE-190-204/AM/S	0 95969 58000 7	<input type="text" value="1"/>
<input type="radio"/>	3894427	FLUKE-190-204/AM/S,SCOPEMETER 4 CHANNEL 200 MHZ COLOR AMERICAS	FLUKE-190-204/AM	0 95969 57993 3	<input type="text" value="1"/>
<input type="radio"/>	4025579	FLUKE-190-202/AM/S,SCOPEMETER 2CH 200MHZ COL AMERICAS SCC	FLUKE-190-202/AM/S	0 95969 60165 8	<input type="text" value="1"/>
<input type="radio"/>	4025485	FLUKE-190-202/AM,SCOPEMETER 2CH 200MHZ COL AMERICAS	FLUKE-190-202/AM	0 95969 60157 3	<input type="text" value="1"/>

Item Search

Item # :

Model Noun :

Description :

UPC :

Select	Item #	Description	Model Noun	UPC	Qty
<input type="radio"/>	3894494	FLUKE-190-204/AM/S,SCOPEMETER 4 CHANNEL 200 MHZ COLOR AMERI SCC	FLUKE-190-204/AM/S	0 95969 58000 7	<input type="text" value="1"/>
<input checked="" type="radio"/>	3894427	FLUKE-190-204/AM/S,SCOPEMETER 4 CHANNEL 200 MHZ COLOR AMERICAS	FLUKE-190-204/AM	0 95969 57993 3	<input type="text" value="1"/>
<input type="radio"/>	4025579	FLUKE-190-202/AM/S,SCOPEMETER 2CH 200MHZ COL AMERICAS SCC	FLUKE-190-202/AM/S	0 95969 60165 8	<input type="text" value="1"/>
<input type="radio"/>	4025485	FLUKE-190-202/AM,SCOPEMETER 2CH 200MHZ COL AMERICAS	FLUKE-190-202/AM	0 95969 60157 3	<input type="text" value="1"/>

select your choice

After you click on Select the item with the desired quantity will be added to the Price & Availability page.

Pricing and Availability

Order Information					
Order Number:	Payment Terms :	None	Date:	16-Aug-2021	PO Number: <input type="text"/>
Min PO Amount:	\$1000	Min Order Fee:	\$25	Total: \$3,731.75	
				Sub Total: \$3,731.75	
				Tax: Applicable taxes will be charged	
Customer Information					
Customer Name:	INTERWORLD HIGHWAY LLC	Customer Number:	243837		
Bill To:	INTERWORLD HIGHWAY LLC	DBA TEQUIPMENT.NET,188 WESTWOOD AVE, LONG BRANCH,NJ,07740,UNITED STATES			
Ship To:	INTERWORLD HIGHWAY LLC	5545 NE 148TH AVE STE B,PROLOGIS PK PDX - JAVELIN,PORTLAND,OR,97230-3457,UNITED STATES			
<input type="button" value="Change"/>					
Shipping Information					
Freight Terms:	PPA PREPAY & ADD		Shipping Method:	UPSG.STD UPS GROUND	
Shipping Instructions:	SHIP CONSOLIDATED WEDNESDAYS ONLY				
<input type="button" value="Download CSV Template"/> <input type="button" value="Upload from CSV"/> <input type="button" value="Save as Quote"/> <input type="button" value="Submit Order"/>					

Line#	Item #	Model Noun	Description	UPC	ATP	STD Pack	MSRP	Net Price	Qty	Ext Net	Delete
1.1	3894427	FLUKE-190-204/AM	FLUKE-190-204/AM,SCOPEMETER 4 CHANNEL 200 MHZ COLOR AMERICAS	0 95969 57993 3	2 WEEKS	1	\$5,255.09	\$3,731.75	<input type="text" value="1"/>	\$3,731.75	<input type="button" value="Delete"/>
2.1									<input type="text" value="1"/>		<input type="button" value="Delete"/>

To **delete** a line simply click on the recycle bin and the line will be deleted.

Customer Information section:

Bill To and **Ship To** Distributor locations:

- You are allowed to **Change** any of these addresses with existing authorized Distributor locations values in the database.

If your Bill-To or Ship-To address is missing from the selection list, please contact distribution.orders@fluke.com for assistance.

Shipping Information section:

Freight Terms:

A limited list of values is available for you to select, if **COL COLLECT** or **TPB THIRD PARTY BILLING** is selected an **Account #** field will show up to allow you to enter the freight carrier account number.

Shipping Method:

A limited list of values is available for you to select.

Download CSV Template:

Clicking on this option will download an Excel CSV template to allow you upload a shopping list, or an extract from your ERP system, the only needed information are the Fluke Item # and the quantity of each line. **Do not change the first row of the download file!**

Upload from CSV:

Clicking on this option will allow you to upload a CSV file that has the format described above.

To complete the process after clicking on Upload from CSV, you must select a file by clicking on **Choose File** and then click on **Upload**.

Note: that the page will update after a few seconds, showing all products in the upload file.

Save as Quote:

To save a Price and Availability inquire as a quote, please provide a PO Number name, and then click on Save as Quote.

Submit Order:

If the price and availability inquiry is satisfactory, please provide a PO Number name, and then click on Submit Order. This feature is only available for users with Level 3 access.

Create Quote page

This page is only accessible for users with Level 2 or 3 profiles, if your company restricts access to distributor net price you will not be able to see price but just Order Tracking information.

Create Quote

Order Information							
Order Number:	Payment Terms :	None	Date: 17-Aug-2021	PO Number:		Total: \$0.00	
Min PO Amount:	\$1000	Min Order Fee:	\$25			Sub Total: \$0.00	
						Tax: Applicable taxes will be charged	
Customer Information							
Customer Name:	INTERWORLD HIGHWAY LLC		Customer Number:	243837			
Bill To:	INTERWORLD HIGHWAY LLC		DBA TEQUIPMENT.NET,188 WESTWOOD AVE, LONG BRANCH, NJ, 07740, UNITED STATES				Change
Ship To:	INTERWORLD HIGHWAY LLC		5545 NE 148TH AVE STE B, PROLOGIS PK PDX - JAVELIN, PORTLAND, OR, 97230-3457, UNITED STATES				Change
Shipping Information							
Freight Terms:	PPA PREPAY & ADD		Shipping Method:		UPSG.STD UPS GROUND		
Shipping Instructions:	SHIP CONSOLIDATED WEDNESDAYS ONLY						

[Download CSV Template](#) [Upload from CSV](#) [Save as Quote](#)

Item #	Item #	Model Noun	Description	UPC	ATP	STD Pack	MSRP	Net Price	Qty	Ext Net	Delete
1									-	+	
2									-	+	
3									-	+	
4									-	+	
5									-	+	
6									-	+	
7									-	+	
8									-	+	
9									-	+	
10									-	+	

[Add 5 more Rows](#)

To add a product simply click on the magnifying glass and a secondary window will open that will allow you to search based on multiple options.

Item Search

Item #	:	<input type="text"/>
Model Noun	:	<input type="text"/>
Description	:	<input type="text"/>
UPC	:	<input type="text"/>
<input type="button" value="Cancel"/> <input type="button" value="Search"/>		

Select

Select	Item #	Description	Model Noun	UPC	Qty
No records were found matching the given criteria.					

You can search using:

- Item #
 - Model Noun
 - Description
 - UPC
- The % sign is the wildcard that you can use at the beginning, middle or end of any search string, ie FL%435, the results will be multiple options with the variant of the product.

Example:

Item Search

Item # :

Model Noun :

Description :

UPC :

Select

Select	Item #	Description	Model Noun	UPC	Qty
<input type="radio"/>	3894494	FLUKE-190-204/AM/S, SCOPEMETER 4 CHANNEL 200 MHZ COLOR AMERI SCC	FLUKE-190-204/AM/S	0 95969 58000 7	<input type="text" value="1"/>
<input type="radio"/>	3894427	FLUKE-190-204/AM/SCOPEMETER 4 CHANNEL 200 MHZ COLOR AMERICAS	FLUKE-190-204/AM	0 95969 57993 3	<input type="text" value="1"/>
<input type="radio"/>	4025579	FLUKE-190-202/AM/S, SCOPEMETER 2CH 200MHZ COL AMERICAS SCC	FLUKE-190-202/AM/S	0 95969 60165 8	<input type="text" value="1"/>
<input type="radio"/>	4025485	FLUKE-190-202/AM/SCOPEMETER 2CH 200MHZ COL AMERICAS	FLUKE-190-202/AM	0 95969 60157 3	<input type="text" value="1"/>

Item Search

Item # :

Model Noun :

Description :

UPC :

Select

Select	Item #	Description	Model Noun	UPC	Qty
<input type="radio"/>	3894494	FLUKE-190-204/AM/S, SCOPEMETER 4 CHANNEL 200 MHZ COLOR AMERI SCC	FLUKE-190-204/AM/S	0 95969 58000 7	<input type="text" value="1"/>
<input checked="" type="radio"/>	3894427	FLUKE-190-204/AM/SCOPEMETER 4 CHANNEL 200 MHZ COLOR AMERICAS	FLUKE-190-204/AM	0 95969 57993 3	<input type="text" value="1"/>
<input type="radio"/>	4025579	FLUKE-190-202/AM/S, SCOPEMETER 2CH 200MHZ COL AMERICAS SCC	FLUKE-190-202/AM/S	0 95969 60165 8	<input type="text" value="1"/>
<input type="radio"/>	4025485	FLUKE-190-202/AM/SCOPEMETER 2CH 200MHZ COL AMERICAS	FLUKE-190-202/AM	0 95969 60157 3	<input type="text" value="1"/>

select your choice

After you click on Select the item with the desired quantity will be added to the Price & Availability page.

Create Quote

Order Information											
Order Number:	Payment Terms :	None	Date:	17-Aug-2021	PO Number:						
Min PO Amount:	\$1000	Min Order Fee:	\$25								
					Total: \$3,731.75						
					Sub Total: \$3,731.75						
					Tax: Applicable taxes will be charged						
Customer Information											
Customer Name:	INTERWORLD HIGHWAY LLC	Customer Number:	243837								
Bill To:	INTERWORLD HIGHWAY LLC	DBA TEQUIPMENT.NET,188 WESTWOOD AVE, LONG BRANCH, NJ, 07740, UNITED STATES									
Ship To:	INTERWORLD HIGHWAY LLC	5545 NE 148TH AVE STE B, PROLOGIS PK PDX - JAVELIN, PORTLAND, OR, 97230-3457, UNITED STATES									
<div>Change</div> <div>Change</div>											
Shipping Information											
Freight Terms:	PPA PREPAY & ADD			Shipping Method:	UPSG.STD UPS GROUND						
Shipping Instructions:	SHIP CONSOLIDATED WEDNESDAYS ONLY										
<div>Download CSV Template</div> <div>Upload from CSV</div> <div>Save as Quote</div>											
Line#	Item #	Model Noun	Description	UPC	ATP	STD Pack	MSRP	Net Price	Qty	Ext Net	Delete
1.1	3894427	FLUKE-190-204/AM	FLUKE-190-204/AM, SCOPEMETER 4 CHANNEL 200 MHZ COLOR AMERICAS	0 95969 57993 3	2 WEEKS	1	\$5,255.99	\$3,731.75	<input type="text" value="1"/>	\$3,731.75	
2.1									<input type="text" value="1"/>		

To *delete* a line simply click on the recycle bin and the line will be deleted.

Customer Information section:

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If your Bill-To or Ship-To address is missing from the selection list, please contact distribution.orders@fluke.com for assistance.

Shipping Information section:

Freight Terms:

A limited list of values is available for you to select, if COL COLLECT or TPB THIRD PARTY BILLING is selected an Account # field will show up to allow you to enter the freight carrier account number.

Shipping Method:

A limited list of values is available for you to select.

Download CSV Template:

Clicking on this option will download an Excel CSV template to allow you upload a shopping list, or an extract from your ERP system, the only needed information are the Fluke Item # and the quantity of each line. **Do not change the first row of the download file!**

Upload from CSV:

Clicking on this option will allow you to upload a CSV file that has the format described above.

To complete the process after clicking on Upload from CSV, you must select a file By clicking on Choose File and then click on Upload.

Note: that the page will update after a few seconds, showing all products in the upload file.

Save as Quote:

To save a Price and Availability inquire as a quote, please provide a PO Number name, and then click on Save as Quote.

Retrieve Quote page

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This page is only accessible for users with Level 2 or 3 profiles.

This page is a filtered view of the **Track Orders** page that you can access by clicking on **Order Tracking** menu selection. You will notice that check mark related to Quote is pre-selected for you.

Additionally you can search by PO Number, in this case by the name that you provide when saving the Quote or you can search by a date range.

Track Orders

Transactions processed within a year are listed below.

Transactions: ☐ SALES ORDER ☐ CREDIT MEMO ☐ RETURN ☒ **QUOTE**

Search By: (Purchase) Order number is

Start Date: End Date:

(Example: 31-DEC-1999)

Order Number	Customer Name	Order Date	Order Status	PO Number	Transactions	Order Details
32138428	INTERWORLD HIGHWAY LLC	12-AUG-2021	Entered	TEST-QUOTE 7	QUOTE	
32137995	INTERWORLD HIGHWAY LLC	28-JUL-2021	Booked	TEST-Quote 6	QUOTE	
32137969	INTERWORLD HIGHWAY LLC	27-JUL-2021	Entered	TEST-Quote 5	QUOTE	
32137905	INTERWORLD HIGHWAY LLC	23-JUL-2021	Entered	TEST-Quote 4	QUOTE	
32137802	INTERWORLD HIGHWAY LLC	20-JUL-2021	Entered	Test-quote2	QUOTE	
32137701	INTERWORLD HIGHWAY LLC	12-JUL-2021	Entered	TEST-LAK3	QUOTE	
32137655	INTERWORLD HIGHWAY LLC	09-JUL-2021	Entered	TEST-LAK1	QUOTE	
32102898	INTERWORLD HIGHWAY LLC	16-DEC-2020	Entered		QUOTE	
32051881	INTERWORLD HIGHWAY LLC	24-SEP-2020	Entered		QUOTE	
32045469	INTERWORLD HIGHWAY LLC	15-SEP-2020	Entered	NACIONALES CCS 09/15/2020	QUOTE	

After you located the quote record you are interested in, you can see the **Order Details** (in this case the **Quote Details**) by clicking on the icon situated on the last column of the table.

Quote Details

[Back to Order Search](#)

Order Information		Payment Terms: NET 30		Order Date: 12-AUG-2021	PO # : TEST-QUOTE 7	Order Total: \$234.24																				
Order Number: 32138428		Min Order Fee: \$25		Expiration Date: 11-SEP-2021		Sub-Total: \$234.24																				
Min PO Amount: \$1000						Tax: \$0.00																				
Important Note: Standard expiration date is 30 days from quote date, however if the expiration date is less than 30 days indicates a price change will occur in the 30 days period.																										
Customer Information																										
Customer Name: INTERWORLD HIGHWAY LLC		Customer # : 243837																								
Bill To: INTERWORLD HIGHWAY LLC		DBA TEQUIPMENT,NET,188 WESTWOOD AVE, LONG BRANCH, NJ, 07740, UNITED STATES																								
Ship To: INTERWORLD HIGHWAY LLC		5545 NE 148TH AVE STE B, PROLOGIS PK PDX - JAVELIN, PORTLAND, OR, 97230-3457, UNITED STATES																								
Shipping Information																										
Freight Terms: [PSN PREPAY & ADD]		Ship Method: [UPSG STD UPS GROUND]																								
Ship Instructions: SHIP CONSOLIDATED WEDNESDAYS ONLY																										
<table><tr><th>Line #</th><th>Item #</th><th>Model Name</th><th>Description</th><th>Cost Req Date</th><th>Est. Ship Date</th><th>Unit Net Price</th><th>Order Qty</th><th>Ext. Net Price</th><th>Status</th></tr><tr><td>1.1</td><td>4110532</td><td>CAHO-C25</td><td>CAMOUFLAGE CARRYING CASE FOR FLUKE MULTIMETERS, PROCESS,TEMP</td><td>12-AUG-2021</td><td>19-AUG-2021</td><td>\$39.04</td><td>6</td><td>\$234.24</td><td>Entered</td></tr></table>							Line #	Item #	Model Name	Description	Cost Req Date	Est. Ship Date	Unit Net Price	Order Qty	Ext. Net Price	Status	1.1	4110532	CAHO-C25	CAMOUFLAGE CARRYING CASE FOR FLUKE MULTIMETERS, PROCESS,TEMP	12-AUG-2021	19-AUG-2021	\$39.04	6	\$234.24	Entered
Line #	Item #	Model Name	Description	Cost Req Date	Est. Ship Date	Unit Net Price	Order Qty	Ext. Net Price	Status																	
1.1	4110532	CAHO-C25	CAMOUFLAGE CARRYING CASE FOR FLUKE MULTIMETERS, PROCESS,TEMP	12-AUG-2021	19-AUG-2021	\$39.04	6	\$234.24	Entered																	

The two available options are:

Convert to Order:

If the quote retrieved is still valid, current day on or before Expiration Date then you can Convert to Order and the order will be submitted for processing. This feature is only available for users with Level 3 access.

Email Quote:

If you click on this button the quote will be emailed to email address set in your profile.

Create an Order page

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This page is only accessible for users with Level 3 profiles.

Create an Order

Order Information	
Order Number:	Payment Terms : None Date: 17-Aug-2021 PO Number: <input type="text"/>
Min PO Amount: \$1000	Min Order Fee: \$25
Customer Information	
Customer Name: INTERWORLD HIGHWAY LLC	Customer Number: 243837
Bill To: INTERWORLD HIGHWAY LLC	DBA TEQUIPMENT.NET,188 WESTWOOD AVE, LONG BRANCH, NJ, 07740, UNITED STATES
Ship To: INTERWORLD HIGHWAY LLC	5545 NE 148TH AVE STE B, PROLOGIS PK PDX - JAVELIN, PORTLAND, OR, 97230-3457, UNITED STATES
Shipping Information	
Freight Terms: PPA PREPAY & ADD	Shipping Method: UPS.G.STD UPS GROUND
Shipping Instructions: SHIP CONSOLIDATED WEDNESDAYS ONLY	
Download CSV Template Upload from CSV Submit Order	

Item #	Model Noun	Description	UPC	ATP	STD Pack	MSRP	Net Price	Qty	Ext Net	Delete
1.1								- +		
2.1								- +		
3.1								- +		
4.1								- +		
5.1								- +		
6.1								- +		
7.1								- +		
8.1								- +		
9.1								- +		
10.1								- +		

[Add 5 more Rows](#)

To add a product simply click on the magnifying glass and a secondary window will open that will allow you to search based on multiple options.

Item Search

Item # :

Model Noun :

Description :

UPC :

[Cancel](#) [Search](#)

Select

Select	Item #	Description	Model Noun	UPC	Qty
No records were found matching the given criteria.					

You can search using:

- Item #
- Model Noun
- Description
- UPC

- The % sign is the wildcard that you can use at the beginning, middle or end of any search string, ie FL%435, the results will be multiple options with the variant of the product Example:

Item Search

Item # :

Model Noun : FLUKE-190-2

Description :

UPC :

[Cancel](#) [Search](#)

Select	Item #	Description	Model Noun	UPC	Qty
<input type="radio"/>	3894494	FLUKE-190-204/AM/S,SCOPEMETER 4 CHANNEL 200 MHZ COLOR AMERI SCC	FLUKE-190-204/AM/S	0 95969 58000 7	- 1 +
<input type="radio"/>	3894427	FLUKE-190-204/AM,SCOPEMETER 4 CHANNEL 200 MHZ COLOR AMERICAS	FLUKE-190-204/AM	0 95969 57993 3	- 1 +
<input type="radio"/>	4025579	FLUKE-190-202/AM/S,SCOPEMETER 2CH 200MHZ COL AMERICAS SCC	FLUKE-190-202/AM/S	0 95969 60165 8	- 1 +
<input type="radio"/>	4025485	FLUKE-190-202/AM,SCOPEMETER 2CH 200MHZ COL AMERICAS	FLUKE-190-202/AM	0 95969 60157 3	- 1 +

select your choice

Item Search

Item # :

Model Noun : FLUKE-190-2

Description :

UPC :

[Cancel](#) [Search](#)

Select	Item #	Description	Model Noun	UPC	Qty
<input type="radio"/>	3894494	FLUKE-190-204/AM/S,SCOPEMETER 4 CHANNEL 200 MHZ COLOR AMERI SCC	FLUKE-190-204/AM/S	0 95969 58000 7	- 1 +
<input checked="" type="radio"/>	3894427	FLUKE-190-204/AM,SCOPEMETER 4 CHANNEL 200 MHZ COLOR AMERICAS	FLUKE-190-204/AM	0 95969 57993 3	- 1 +
<input type="radio"/>	4025579	FLUKE-190-202/AM/S,SCOPEMETER 2CH 200MHZ COL AMERICAS SCC	FLUKE-190-202/AM/S	0 95969 60165 8	- 1 +
<input type="radio"/>	4025485	FLUKE-190-202/AM,SCOPEMETER 2CH 200MHZ COL AMERICAS	FLUKE-190-202/AM	0 95969 60157 3	- 1 +

After you click on Select the item with the desired quantity will be added to the Create an Order page.

Create an Order

Order Information					
Order Number:	Payment Terms :	None	Date:	17-Aug-2021	PO Number:
Min PO Amount:	\$1000	Min Order Fee:	\$25		
					Total: \$3,731.75
					Sub Total: \$3,731.75
					Tax: Applicable taxes will be charged
Customer Information					
Customer Name:	INTERWORLD HIGHWAY LLC	Customer Number:	243837		
Bill To:	INTERWORLD HIGHWAY LLC	DBA TEQUIPMENT.NET,188 WESTWOOD AVE, LONG BRANCH,NJ,07740,UNITED STATES			
Ship To:	INTERWORLD HIGHWAY LLC	5545 NE 148TH AVE STE B,PROLOGIS PK PDX - JAVELIN,PORTLAND,OR,97230-3457,UNITED STATES			
<div>Change</div> <div>Change</div>					
Shipping Information					
Freight Terms:	PPA PREPAY & ADD		Shipping Method: UPSG.STD UPS GROUND		
Shipping Instructions:	SHIP CONSOLIDATED WEDNESDAYS ONLY				

Line#	Item #	Model Noun	Description	UPC	ATP	STD Pack	MSRP	Net Price	Qty	Ext Net	Delete
1.1	3894427	FLUKE-190-204/AM	FLUKE-190-204/AM,SCOPEMETER 4 CHANNEL 200 MHZ. COLOR AMERICAS	0 95969 57993 3	2 WEEKS	1	\$5,255.99	\$3,731.75	1	\$3,731.75	
2.1											

To *delete* a line simply click on the recycle bin and the line will be deleted.

Customer Information section:

Bill To and **Ship To** Distributor locations:

- You are allowed to **Change** any of these addresses with existing authorized Distributor locations values in the database.

If your Bill-To or Ship-To address is missing from the selection list, please contact distribution.orders@fluke.com for assistance.

Shipping Information section:

Freight Terms:

A limited list of values is available for you to select, if COL COLLECT or TPB THIRD PARTY BILLING is selected an Account # field will show up to allow you to enter the freight carrier account number.

Shipping Method:

A limited list of values is available for you to select.

Download CSV Template:

Clicking on this option will download an Excel CSV template to allow you upload a shopping list, or an extract from your ERP system, the only needed information are the Fluke Item # and the quantity of each line. **Do not change the first row of the download file!**

Upload from CSV:

Clicking on this option will allow you to upload a CSV file that has the format described above.

To complete the process after clicking on Upload from CSV, you must select a file By clicking on Choose File and then click on Upload.

Note: that the page will update after a few seconds, showing all products in the upload file.

Submit Order:

If the price and availability inquiry is satisfactory, please provide a PO Number name, and then click on Submit Order. This feature is only available for users with Level 3 access.

Transaction Tracking page

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This page is accessible to all security access Levels; however pricing information is only available to users with Level 2 or 3 profiles.

In the **Track Transactions** page you can select the type of transactions to search for: Sales Order, Credit Memo, Return and/or Quote, you can select one or multiselect the transactions types. Additionally you can search by PO Number, in this case by the name that you provide when saving the PO or the Quote or you can search by Fluke Order Number or by a date range.

Track Transactions

Transactions processed within a year are listed below.

Transactions: ☒ SALES ORDER ☒ CREDIT MEMO ☐ RETURN ☐ QUOTE

Search By:

(Purchase) Order number

 is

Start Date: End Date:

(Example: 31-DEC-1999)

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Order Number	Customer Name	Order Date	Order Status	PO Number	Transactions	Order Details
32138428	INTERWORLD HIGHWAY LLC	12-AUG-2021	Entered	TEST-QUOTE 7	QUOTE	
32137995	INTERWORLD HIGHWAY LLC	28-JUL-2021	Booked	TEST-Quote 6	QUOTE	
32137969	INTERWORLD HIGHWAY LLC	27-JUL-2021	Entered	TEST-Quote 5	QUOTE	
32137905	INTERWORLD HIGHWAY LLC	23-JUL-2021	Entered	TEST-Quote 4	QUOTE	
32137802	INTERWORLD HIGHWAY LLC	20-JUL-2021	Entered	Test-quote2	QUOTE	
32137701	INTERWORLD HIGHWAY LLC	12-JUL-2021	Entered	TEST-LAK3	QUOTE	
32137700	INTERWORLD HIGHWAY LLC	12-JUL-2021	Entered	TEST-LAK2	SALES ORDER	
32137655	INTERWORLD HIGHWAY LLC	09-JUL-2021	Entered	TEST-LAK1	QUOTE	
32137351	INTERWORLD HIGHWAY LLC	19-APR-2021	Entered	P297155	SALES ORDER	
32137350	INTERWORLD HIGHWAY LLC	16-APR-2021	Entered	P296934	SALES ORDER	

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After you located the transaction record you are interested in, you can see the **Transactions Details** by clicking on the icon situated on the last column of the table.

Transactions Details page:

Transaction Details

[Back to Order Search](#)

Order Information

Order Number: 32131403

Payment Terms: NET 30

Order Date: 03-FEB-2021

PO #: P287567

Order Total: \$10,148.85

Sub-Total: \$10,148.85

Tax: \$0.00

Customer Information

Customer Name: INTERWORLD HIGHWAY LLC

Customer #: 243837

DBA EQUIPMENT.NET,PO BOX 4067, LONG BRANCH,NJ,07740,UNITED STATES

Branch 80,80 MICRO DR.,FLUKE JONESTOWN,PA,17038,UNITED STATES

Bill To: INTERWORLD HIGHWAY LLC

Ship To: INTERWORLD HIGHWAY LLC

Shipping Information

Frt Terms: COLLECT

Account #: N/A

Ship Method: FEDX2.FRT FEDEX FREIGHT ECONOMY

Ship Instructions:

Line #	Item #	Model Name	Description	Est. Ship Date	Unit Net Price	Order Qty	Ext. Net Price	Status	Shipped Qty	Waybill No.	Delivery	Ship Date	Invoice Date	Invoice No.	Invoice Amount
1.1	4829532	FLUKE-1630-2 FC	EARTH GROUND LOOP AND LEAKAGE CLAMP	10-FEB-2021	\$1,384.49	2	\$2,768.98	Awaiting Shipping							
2.1	2433021	FLUKE-1LAC-A-II	LOW VOLTAGE DETECTOR 20-90 VAC, ENG. C. FRI. I.A. SPN	10-FEB-2021	\$21.77	12	\$261.24	Closed	12	7294577743	43468604	10-FEB-2021	10-FEB-2021	43468604	\$261.24
3.1	5237143	FLUKE-830/BT	LASER ALIGNMENT TOOL W/BLUETOOTH INSTALLED	10-FEB-2021	\$6,974.99	1	\$6,974.99	Awaiting Shipping							
4.1	803293	FUSE	11A,1000V,FAST-406(INX1.500,BULK	10-FEB-2021	\$7.02	6	\$42.12	Closed	6	7294577743	43460926	10-FEB-2021	10-FEB-2021	43460926	\$42.12
5.1	2157713	TL5430	TEST LEAD SET 430	10-FEB-2021	\$101.52	1	\$101.52	Awaiting Shipping							

This page will provide you Status of each line and all the logistics information if the line has shipped. Otherwise if the line is still pending will provide the *Estimated Ship date*.

Quote Details page:

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Create an Order																
Order Information		Payment Terms: None		Date: 17-Aug-2021	PO Number:	Total:										
Order Number:	Min PO Amount: \$1000	Min Order Fee: \$25					Sub Total: Tax:									
Customer Information																
Customer Name: INTERWORLD HIGHWAY LLC		Customer Number: 243637														
Bill To: INTERWORLD HIGHWAY LLC		DBA EQUIPMENT.NET,198 WESTWOOD AVE, LONG BRANCH, NJ, 07740, UNITED STATES														
Ship To: INTERWORLD HIGHWAY LLC		9545 NE 148TH AVE STE B, PROLOGIS PK PDX - JAVELIN, PORTLAND, OR, 97230-3457, UNITED STATES														
Shipping Information																
Freight Terms: PSA PREPAY & ADD		Shipping Method: UPSG,STD,UPS GROUND														
Shipping Instructions: SHIP CONSOLIDATED WEDNESDAYS ONLY																
Download CSV Template Upload from CSV Submit Order																
Line #	Item #	Model Name	Description	Unit	Alt	Qty	Unit Price	Ext. Price	Status	Shipped Qty	Waybill No.	Delivery	Ship Date	Invoice Date	Invoice No.	Invoice Amount
1.1																
2.1																
3.1																
4.1																
5.1																
6.1																
7.1																
8.1																
9.1																
10.1																
Add 5 more Rows																

The two available options are:

Convert to Order:

If the quote retrieved is still valid, current day on or before Expiration Date then you can

Convert to Order and the order will be submitted for processing. This feature is only available for users with Level 3 access.

Email Quote:

If you click on this button the quote will be emailed to email address set in your profile.

Credit Memo page:

Transaction Details

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Transaction Information		Payment Terms: NET 30		Transaction Date: 11-MAR-2021		PO # : P287925		Transaction Total: \$(908.20)								
Transaction Number: 7138438								Sub Total: \$(908.20)								
								Tax: \$0.00								
Customer Information																
Customer Name: INTERWORLD HIGHWAY LLC		Customer # : 243637														
Bill To: INTERWORLD HIGHWAY LLC		DBA EQUIPMENT.NET,PO BOX 4067, LONG BRANCH, NJ, 07740, UNITED STATES														
Ship To: INTERWORLD HIGHWAY LLC		DBA EQUIPMENT.NET,5545 NE 148TH AVE STE B, PROLOGIS PK PDX - JAVELIN, PORTLAND, OR, 97230-3457, UNITED STATES														
Shipping Information																
Freight Terms: COLLECT		Account # : 4E2W39		Ship Method: UPSG,STD,UPS GROUND												
Ship Instructions:																
Line	Item #	Model Name	Description	Cust Req Date	Est. Ship Date	Unit Net Price	Order Qty	Ext. Net Price	Status	Shipped Qty	Waybill No.	Delivery	Ship Date	Invoice Date	Invoice No.	Invoice Amount
7.1	5018513	MS-FOE-KIT	MS-FOE-KIT, MICROSCANNER POE PROFESSIONAL KIT	11-MAR-2021		\$908.20	-1	\$(908.20)	Closed					11-MAR-2021	10046375	\$(908.20)

Return page:

Return Details

[Back to Transaction Search](#)

Transaction Information		Payment Terms: NET 30		Transaction Date: 29-DEC-2021		PO # : 0248401		Transaction Total: \$(169.68)							
Transaction Number: 7146709								Sub Total: \$(169.68)							
								Tax: \$0.00							
Customer Information															
Customer Name: FOTRONIC CORPORATION		Customer # : 9314													
Bill To: FOTRONIC CORPORATION		5 COMMONWEALTH AVE UNIT 6, Woburn, MA, 01801-1045, UNITED STATES													
Ship To: FOTRONIC CORPORATION		5 COMMONWEALTH AVE UNIT 6, Woburn, MA, 01801-1045, UNITED STATES													
Shipping and Return Information															
Freight Terms: DUA NOT APPLICABLE															
Return Details:															
Line	Item #	Model Name	Description	Cust Req Date	Est. Ship Date	Unit Net Price	Order Qty	Ext. Net Price	Status	Shipped Qty	Reason Code	Return Detail	Invoice Date	Invoice No.	Invoice Amount
1.1	2538815	FLUKE-117	ELECTRICIANS TRUE RMS MULTIMETER	29-DEC-2021	28-JAN-2022	\$169.68	-1	\$(169.68)	Awaiting Return		DEFECTIVE	beeping function doesn't work			

RMA, DOA and Shipment Problems

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This page is accessible to all users independently of the security access Levels; however pricing information is only available to users with Level 2 or 3 profiles.

In the **RMA, DOA and Shipment Problems** page you can submit requests for the following situations (to do so please select the appropriate **Shipping and Return Detail** value on the **Reason Code** field in the section of the form: ☐ Stock Rotation

- Defective On Arrival
- Overshipment
- Undershipment
- Incorrect Product Received

After you make your selection different pop-up messages will indicate the mandatory information that you need to submit the request.

Stock Rotation

This option must be selected when distributor is looking to stock rotate inventory on-hand following the current stock rotation guidelines. Information required:

fluke.com says
Please provide required information
1. Offsetting PO number in Return Details field
2. Complete the list of products.

OK

1. Please add the Offsetting PO number on the **Return Details** field 2.
Complete the list of products that you are requesting an RMA for
3. Click on **Submit Request**.

Defective On Arrival

This option must be selected when you sell a defective product to an end customer according to the DOA guidelines or when a product that you picked up from your warehouse presents defect. Information required:

fluke.com says
Please provide required information
1. Describe type of defect Return Details field
2. Upload end user bill of sale - Sales slip or end customer invoice
3. Complete the list of products.

OK

1. Please describe the type of defect on the **Return Details** field
2. Please select on the **Sold To Customer** field the correct value, Yes or No:
 - a. Yes, upload Bill of Sale by clicking **Upload Supporting Document**
 - b. No, move to the next step
3. Complete the list of products that you are requesting the **DOA** for
4. Click on **Submit Request**.

Overshipment

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This option must be selected when Fluke ships you product in excess of what is stated in the shipping documents.

Information required:

flukext.fluke.com says

Please provide required information

1. Original PO/invoice/Delivery number in Return Details field
2. Complete the list of products.

OK

1. Please add Original PO # or Invoice/Delivery # on the **Return Details** field
2. Please select on the **Resolution Option** field the option you decided to pursue:
 - a. RMA No Credit, distributor must return the product to Fluke
 - b. Bill Only, distributor will keep the products and Fluke will invoice for the additional material received
3. Complete the list of products that you are requesting the **Overshipment** for
4. Click on **Submit Request**.

Undershipment

This option must be selected when Fluke ships you less product compared to what is stated in the shipping documents.

Information required:

flukext.fluke.com says

Please provide required information

1. Original PO/invoice/Delivery number in Return Details field
2. Complete the list of products.

OK

1. Please add Original PO # or Invoice/Delivery # on the **Return Details** field
2. Please select on the **Resolution Option** field the option you decided to pursue:
 - a. Credit Memo, Fluke will issue a credit memo to the distributor based on the missing products
 - b. No Charge Shipment, Fluke will ship free of charge the missing products as soon as those are available
3. Complete the list of products that you are requesting the **Undershipment** for
4. Click on **Submit Request**.

Incorrect Product Received

This option must be selected when Fluke ships you wrong products that distributor didn't order.

On this particular case we ask you to directly contact Fluke Distribution Orders because the proper resolution would be case dependent.

flukext.fluke.com says

Please contact Fluke Distribution Orders for assistance. Please provide
Original/PO/invoice/Delivery Number

OK