

PLS eCommerce site – FAQs

1. What is my username?

- Your Username is your email address. Example: AT037mgr@PLS247.com

2. How do I log-in?

- You can access full user login instructions here:
<https://www.inwk.com/estore/PLS/LoginInstructions.pdf>
- Your username is your email address. In order to generate a password, click “reset password” on the login screen. You will then receive an email asking you to create a password. Once set up, you can go back to the login screen and sign in.
- If you forgot your password, you can click “reset password”, and follow the same steps to create a new one.
- Passwords must be a minimum of 8 characters and should have a mix of both upper and lowercase letters, and must contain a number or special character.

3. How do I switch my username and password for the new store where I am now a manager?

- Usernames cannot be changed, but you can reset the password associated with a specific username

4. Which web browsers can I use to access the eCommerce site?

- PC and Mac: Internet Explorer versions 9, 10, and 11, Chrome and Mozilla.
- Mac: Safari.

5. How do I check the status of my order?

- To view your order history, click on the PLS “person” icon next to the shopping cart at the top of the page and select “Order History”.

The screenshot shows the PLS eCommerce site interface. At the top, there is a green header with the PLS logo on the left, a search bar in the center, and a user profile icon on the right. The user profile icon is highlighted with a red arrow, and a dropdown menu is open, showing options: PLS DistrictManager, Edit Profile, Address Book, Order History (highlighted with a red arrow), and Log out. To the right of the user profile icon is a shopping cart icon with a red notification bubble containing the number 1, and a Checkout button below it. Below the header, the main content area is divided into two sections. On the left is a 'Shop' section with a shopping cart icon, a 'Date Range' filter (10/21/2015 to 10/28/2015), 'Order Status' filters (In Progress, Cancelled, Completed), and input fields for 'Order Number', 'Product Name', and 'Description', with a 'Search' button at the bottom. On the right is the 'Order History' section, which contains a table with the following data:

Order Number	Order Date	Order Total	Order Status	Order Details
#P071002437	10/27/2015	USD \$681.16	In Progress	View Details
#P064282683	10/21/2015	USD \$43.53	In Progress	View Details

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6. How can I cancel an order?

- a. Call **1-800-825-2706** as soon as possible, as items in inventory generally ship the same day or next day and may not be able to be cancelled.
Items not in inventory may be cancelled if you call within 24 hours, but there is no guarantee.

7. How long will orders typically take to ship?

- a. Standard production time is 5-7 business days. Weekends and holidays do not count as production days.
- b. Ground shipping is 3-5 days.

8. How can I order for one store and ship to another store?

- a. Store managers can only ship to their own store.

9. Will my store get charged if I order for another store?

- a. Stores can only ship to their own store address and will be charged accordingly. District Managers can enter in the store number or cost center for the store they are ordering for.

10. I have more questions. Who can I speak to?

- a. If you are having technical challenges with the site or have a question about your order, you can send an email to: support.pls@inwk.com.
- b. You may also call the customer service department at **1-800-825-2706**.
A representative will be available to take your call between the hours of **8:30AM-5:30PM CST, Monday-Friday**.