



*MyAccount –  
new features:*



- View your **invoices** and **credit notes** at one click.
- Send us your **returns** independently and without delay.
- Easily and quickly **combine returns**.
- See at first glance which of your **back orders** is available and order or cancel easily.
- Gather different **back orders** and save time.
- Get your current **prices for import** into your system whenever you want.



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> View your **invoices** and **credit notes** at one click.

> Send us your **returns** independently and without delay to us.

> Easily and quickly **combine returns**.

> See at first glance which of your **back orders** is available and order or cancel easily.

> Grather different **back orders** and save time.

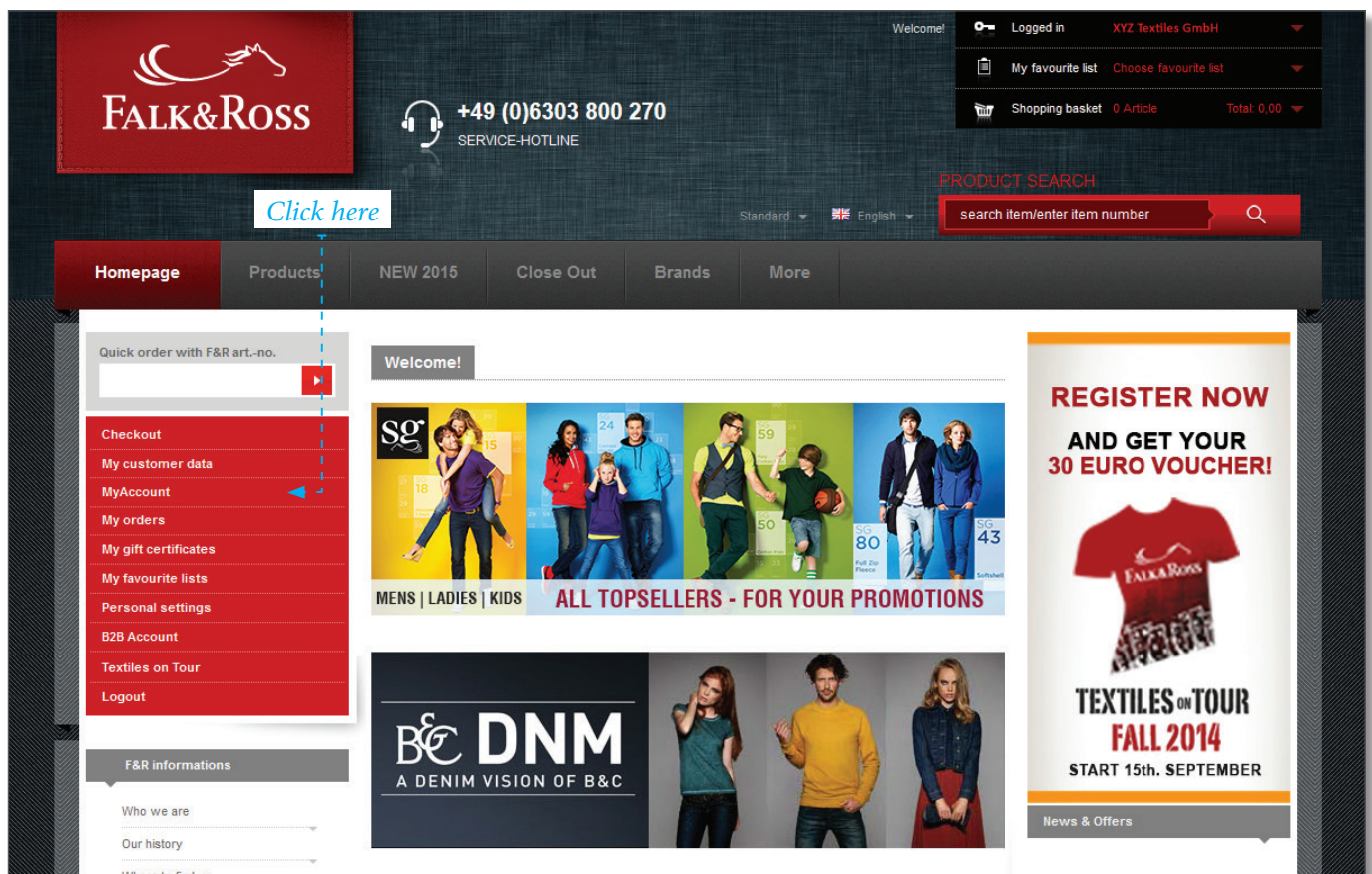
> Get your current **prices for import** into your system whenever you want.

## MyAccount | The Manual

### 1. How do I get to "MyAccount"

Log into the webshop [www.falk-ross.eu](http://www.falk-ross.eu). Then you will find the buttons with personal functions on the left. Click on "My account" to get to the homepage of then "My account" site.

**Attention:** "My account" will be opened in the same window as the webshop. If you close the window you will automatically be logged out of the F&R webshop.

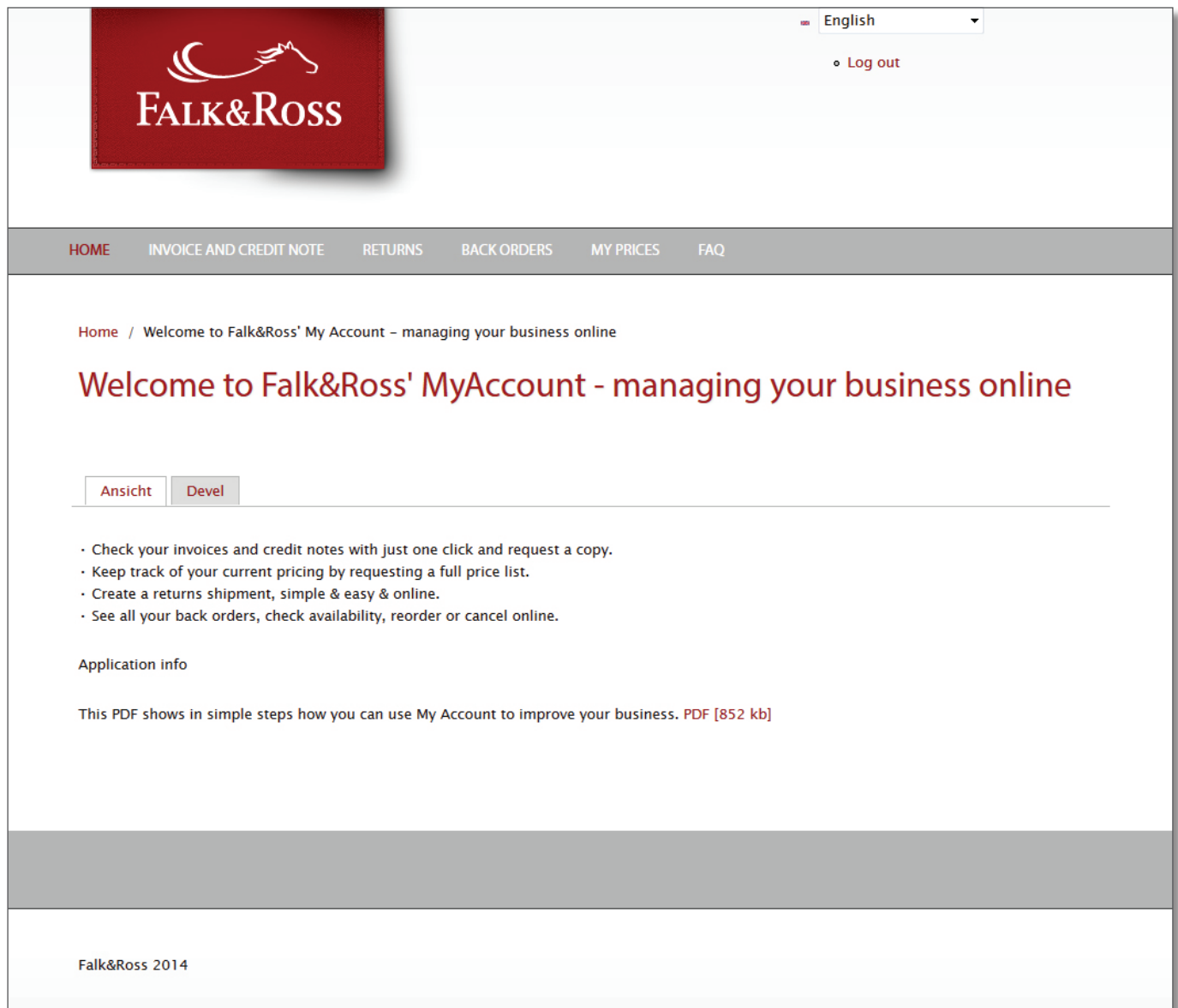


Screenshot [24.03.2015] - Through continuous development this screenshot may differ from the current view of the website.

## 2. Home

*This first page is an introduction page. The language of this page will be defined by the login. (A English login was used here.)*

*If you want to go back to the F&R webshop you only need to log out.*



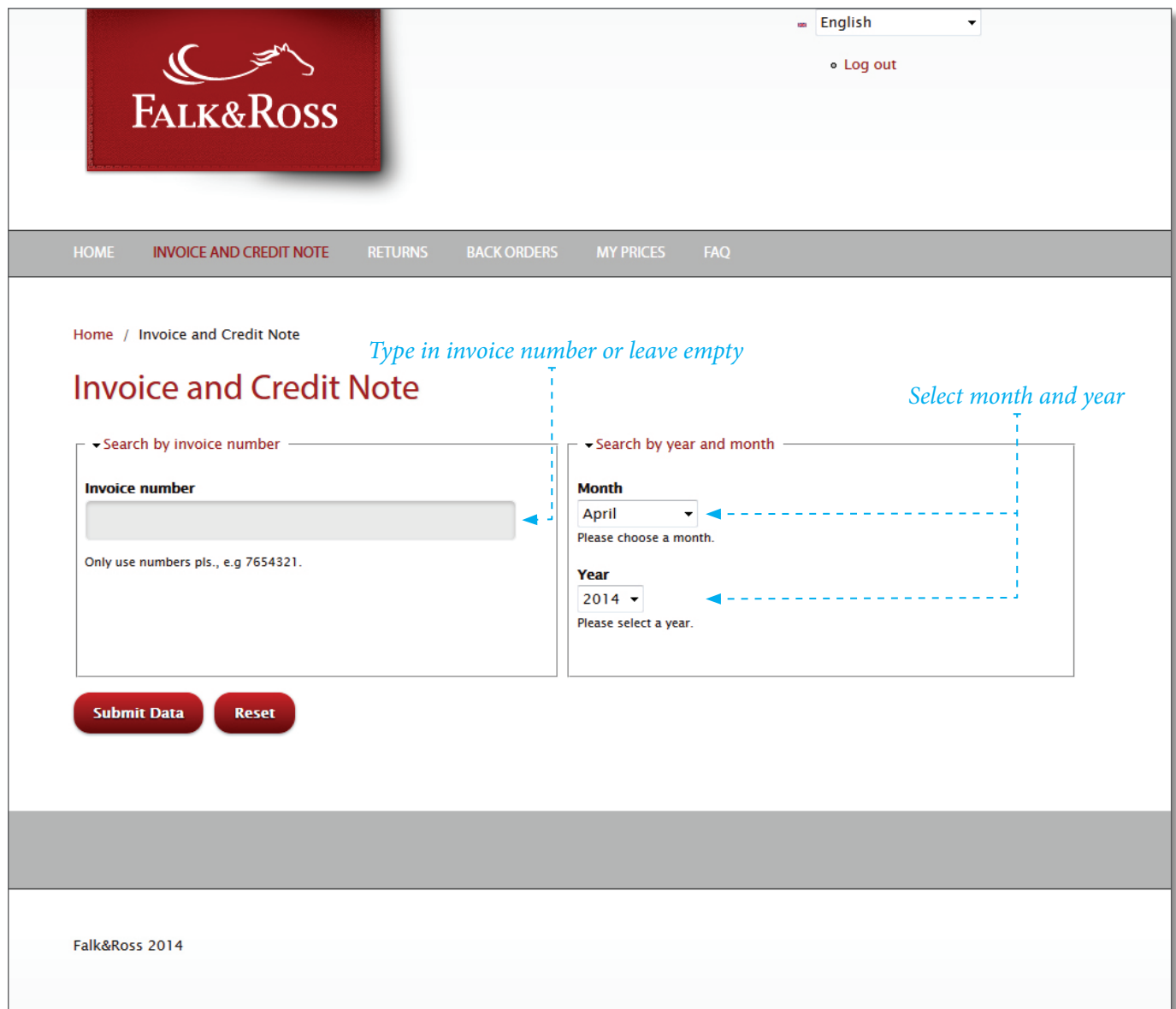
The screenshot shows the Falk & Ross MyAccount homepage. At the top, there is a red header with the Falk & Ross logo on the left and a language dropdown menu set to 'English' with a 'Log out' link on the right. Below the header is a navigation bar with links: HOME, INVOICE AND CREDIT NOTE, RETURNS, BACK ORDERS, MY PRICES, and FAQ. The main content area has a breadcrumb trail 'Home / Welcome to Falk&Ross' My Account - managing your business online' followed by a large heading 'Welcome to Falk&Ross' MyAccount - managing your business online'. Below this, there are two tabs: 'Ansicht' (selected) and 'Devel'. A list of features is provided: 'Check your invoices and credit notes with just one click and request a copy.', 'Keep track of your current pricing by requesting a full price list.', 'Create a returns shipment, simple & easy & online.', and 'See all your back orders, check availability, reorder or cancel online.' Under 'Application info', it states 'This PDF shows in simple steps how you can use My Account to improve your business.' with a link to a PDF file [852 kb]. The footer contains the text 'Falk&Ross 2014'.

Screenshot [24.03.2015] - Through continuous development this screenshot may differ from the current view of the website.

## 3. Invoice and Credit Note

On this page you are able to search invoices and credit notes by the invoice number (left side) or by year in connection with the month (right side). It is not possible to search only by year or only by month.

After you fill in the search criteria, click on “Submit Data” and the results appear in a list (see next page).



Screenshot [24.03.2015] - Through continuous development this screenshot may differ from the current view of the website.





After clicking on “Submit Data“ you receive a list of invoices. You are now able to send an invoice or a credit note to the e-mail address which has been saved in your account. Just tick “Yes” to the required line(s) and click on “Send selected invoices”. Then you will receive an email from

myaccount@falk-ross.de with the selected invoice(s) and/or credit note(s) as a PDF. You can start another search by clicking on the button “Search again“.

There are 211 invoice matching your search criteria.

*Tick „Yes“ here to select an invoice or credit note*

▼ Search results

Name	Type	Invoice number	Date	Net amount	Sent to you on	Send
XYZ Textiles GmbH	Invoice	6882677	1 April 2014	9094.22 €	30 April 2014	<input checked="" type="radio"/> No <input type="radio"/> Yes
XYZ Textiles GmbH	Invoice	6884437	2 April 2014	5068.42 €	28 April 2014	<input checked="" type="radio"/> No <input type="radio"/> Yes
XYZ Textiles GmbH	Invoice	6886231	3 April 2014	3588.81 €	24 April 2014	<input checked="" type="radio"/> No <input type="radio"/> Yes
XYZ Textiles GmbH	Credit Note	6886421	3 April 2014	11.20 €		<input type="radio"/> No <input checked="" type="radio"/> Yes
XYZ Textiles GmbH	Credit Note	6886423	3 April 2014	2.42 €		<input checked="" type="radio"/> No <input type="radio"/> Yes
XYZ Textiles GmbH	Credit Note	6886425	3 April 2014	3.44 €		<input checked="" type="radio"/> No <input type="radio"/> Yes

1 2 3 4 5 6 7 8 9 ... next > last »

**Send selected invoices**

**Search again**

Falk&Ross 2014

Screenshot [24.03.2015] - Search criteria: Month = April, Year = 2014  
Through continuous development this screenshot may differ from the current view of the website.



## 4. Returns

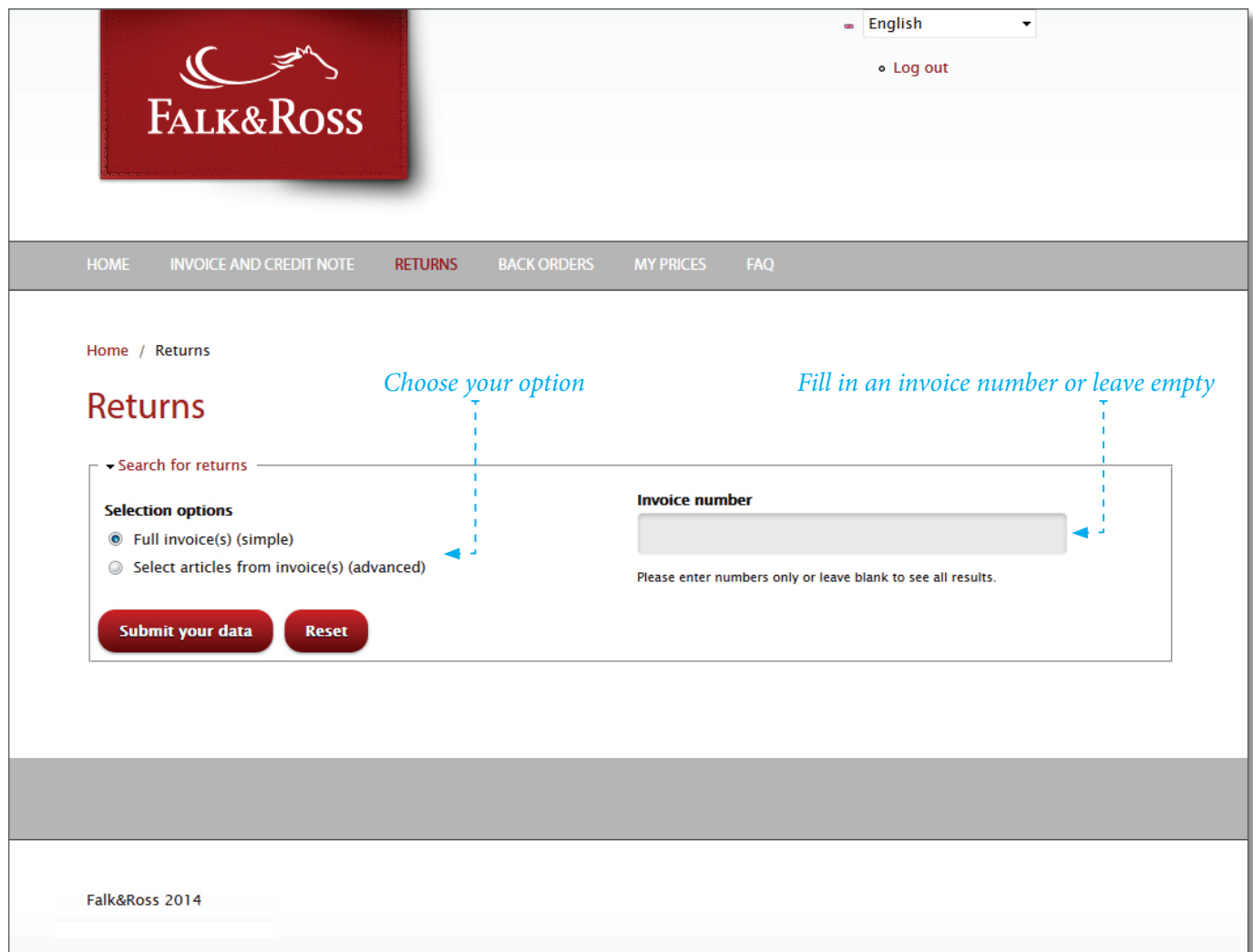
This area allows you to manage your return of goods on your own (without contacting F&R). To manage a return, you can either type in a certain invoice number (right) or leave the field empty to enclose all invoices. You also have to choose between two returning options:

*“Full invoice(s) (simple)”* means to return all items of one invoice (see 4.1).

*“Select articles from invoice(s) (advanced)”* means to return different items in any quantity (see 4.2).

After choosing the option, click on „Submit your data“ to receive the results.

Note: You will only find invoices in the list of results which are within the return period. Invoices outside of this period will not appear. You can find the referring period in the Terms and Conditions.



The screenshot shows the Falk&Ross website interface for the 'Returns' section. At the top, there is a red header with the Falk&Ross logo and a language dropdown set to 'English' with a 'Log out' link. Below this is a navigation bar with links: HOME, INVOICE AND CREDIT NOTE, RETURNS (highlighted), BACK ORDERS, MY PRICES, and FAQ. The main content area has a breadcrumb 'Home / Returns' and a title 'Returns'. There are two blue annotations: 'Choose your option' pointing to the 'Selection options' section, and 'Fill in an invoice number or leave empty' pointing to the 'Invoice number' input field. The 'Selection options' section has two radio buttons: 'Full invoice(s) (simple)' (selected) and 'Select articles from invoice(s) (advanced)'. Below these are two buttons: 'Submit your data' and 'Reset'. The 'Invoice number' section has a text input field and a note: 'Please enter numbers only or leave blank to see all results.' The footer shows 'Falk&Ross 2014'.

Screenshot [24.03.2015] – Through continuous development this screenshot may differ from the current view of the website.

## 4.1 Returns: Full invoice(s) (simple)

This site shows the results of the search (e.g. criteria: "Invoice number" = empty field; "Returns": "Full invoice(s) (simple)"). Choose the corresponding invoice and process the following steps:

After you finish your selection, please click "Supply data" to submit your info to our ERP (enterprise resource planning) system and to be able to create a shipping label (see 4.3).

The button "Reset" deletes selections.

### a. Column "Reason for return"

Specify the reason for return with the drop down menu.

### b. Column "Return"

Tick "Yes" if you want to process your return. Without choosing the reason of return you cannot tick "Yes".

HOME
INVOICE AND CREDIT NOTE
**RETURNS**
BACK ORDERS
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Home / Returns

## Returns

▼ Results

- The return good as new, undecorated goods will be accepted if delivery failed back longer than 28 days.
- Single packaged items (e.g. shirts / blouses) will not be returned after unpacking.
- Underwear will not be returned or exchanged for hygiene reasons.
- 1 - Select quantity. 2 - Select reason. 3 - Click yes for selection.

Invoice date	Invoice number	Reason	Return
3 November 2014	2014170668	Incorrect address	<input type="radio"/> No <input checked="" type="radio"/> Yes
3 November 2014	2014170670	Please select	<input checked="" type="radio"/> No <input type="radio"/> Yes
3 November 2014	2014170676	Delivery delayed	<input checked="" type="radio"/> No <input type="radio"/> Yes
3 November 2014	2014170686	Wrong shipment/ Delivered twice	<input checked="" type="radio"/> No <input type="radio"/> Yes
3 November 2014	2014170690	Shipment damaged/ dirty delivery	<input checked="" type="radio"/> No <input type="radio"/> Yes
3 November 2014	2014170691	Article(s) defect / Producers error	<input checked="" type="radio"/> No <input type="radio"/> Yes
3 November 2014	2014170691	Wrong size	<input checked="" type="radio"/> No <input type="radio"/> Yes
3 November 2014	2014170691	Description/Advising	<input checked="" type="radio"/> No <input type="radio"/> Yes
3 November 2014	2014170691	Return on customer request	<input checked="" type="radio"/> No <input type="radio"/> Yes

1 2 3 4 5 6 7 8 9 ... next > last >

There are 547 invoices matching your search criteria.

Supply data
Reset

Screenshot [24.03.2015] – Through continuous development this screenshot may differ from the current view of the website.



After clicking on „Supply data“ a screen with your chosen returns will appear. This is for you to double check.

To send the return to our ERP (enterprise resource planning) system and to be able to create a shipping label (see 4.3) you have to confirm that you accept our General terms and conditions and click again on “Supply data”.

The button “Back” brings you back to your return selection where you can adapt again.

The button „Search again“ allows you to do another search.

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## Returns

▼ Search for returns

**Selection options**

☒ Full invoice(s) (simple)
☐ Select articles from invoice(s) (advanced)

**Invoice number**

2014170668

Please enter numbers only or leave blank to see all results.

Submit your data

Reset

▼ Selected invoices / articles

Invoice date	Invoice number	Reason
3 November 2014	2014170668	Incorrect address

☒ I agree with the General terms and conditions.

There is 1 selected invoice.

Back

Supply data

Search again

Screenshot [24.03.2015] – Through continuous development this screenshot may differ from the current view of the website.

## 4.2 Returns: Select articles from invoice(s) (advanced)

Choose in the drop down menu on the left „Select articles from invoice(s) (advanced)“ and click on „Supply data“. You can add the invoice number on the right to make your research more precise. Then execute the following steps in the list of results.

### a. Column “Quantity”

Type in how many items of one position you want to send back. The line below the field “Purchased items:” tells you the number of ordered items which is also the maximum you can type in.

### b. Column “Reason”

Specify the reason for return with the drop down menu.

### c. Column “Return”

Tick “Yes” if you want to process your return. Without choosing the reason of return you cannot tick “Yes”.

After you finished your selection please click “Supply data” to submit your info to our ERP (enterprise resource planning) system and to be able to create a shipping label.

The button “Reset” deletes selections.

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## Returns

▼ Results

- The return good as new, undecorated goods will be accepted if delivery failed back longer than 28 days.
- Single packaged items (e.g. shirts / blouses) will not be returned after unpacking.
- Underwear will not be returned or exchanged for hygiene reasons.
- 1 – Select quantity. 2 – Select reason. 3 – Click yes for selection.

Invoice date	Invoice number	Article No.	Description	Type	Quantity	Reason	Return
3 November 2014	2014170956	18001	61-212-0 Black 2XL	American Heavy T	<input type="text" value="3"/> Purchased items: 6	<input type="text" value="Incorrect address"/>	<input type="radio"/> No <input checked="" type="radio"/> Yes
3 November 2014	2014170721	99533	R095X Red XL	Weatherguard™ Bad Weather Outfit	<input type="text" value="1"/> Purchased items: 1	<input type="text" value="Please select"/> Please select	<input type="radio"/> No <input type="radio"/> Yes
3 November 2014	2014171319	25301	64-032-0 Black XL	Open Leg Pants	<input type="text" value="1"/> Purchased items: 1	<input type="text" value="Delivery delayed"/> Wrong shipment/ Delivered twice Shipment damaged/ dirty delivery Incorrect address	<input type="radio"/> No <input type="radio"/> Yes
3 November 2014	2014170668	10172	5000TD Fluorescent 3XL	Rainbow Tie Dye T-Shirt	<input type="text" value="1"/> Purchased items: 1	<input type="text" value="Article(s) defect / Producers error"/> Wrong size Description/ Advising Return on customer request	<input type="radio"/> No <input type="radio"/> Yes
3 November 2014	2014170680	15801	61-033-0 White 140 (9-11)	Kids Value Weight T	<input type="text" value="9"/> Purchased items: 9	<input type="text" value="Please select"/>	<input type="radio"/> No <input type="radio"/> Yes

1 2 3 4 5 6 7 8 9 ... next > last »

There are 49550 articles matching your search criteria.

Supply data
Reset

Screenshot [24.03.2015] – Through continuous development this screenshot may differ from the current view of the website.

After clicking on „Supply data“ a screen with your chosen returns will appear. This is for you to double check.

To send the return to our ERP (enterprise resource planning) system and to be able to create a shipping label (see 4.3) you have to confirm that you accept our General terms and conditions and click again on “Supply data”.

The button “Back” brings you back to your return selection where you can adapt again.

The button „Search again“ allows you to do another search.

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INVOICE AND CREDIT NOTE
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Home / Returns

## Returns

▼ Search for returns

Selection options

☐ Full invoice(s) (simple)
☒ Select articles from invoice(s) (advanced)

Invoice number

2014170956

Please enter numbers only or leave blank to see all results.

Submit your data

Reset

▼ Selected invoices / articles

Invoice date	Invoice number	Article No.	Description	Type	Quantity	Reason
3 November 2014	2014170956	10201	61-044-0 Black XL	Super Premium Tee	<input type="text" value="3"/> <div>Purchased items: 3</div>	Wrong size
3 November 2014	2014170956	11508	980 White L	Adult CRS Fashion Tee	<input type="text" value="5"/> <div>Purchased items: 5</div>	Shipment damaged/ dirty delivery

☒ I agree with the General terms and conditions.

There are 2 selected articles.

Back

Supply data

Search again

Screenshot [24.03.2015] – Through continuous development this screenshot may differ from the current view of the website.

## 4.3 Returns: Shipping label and return form

After you click on “Supply data“ you automatically come to this page where you are able to create the shipping label and all necessary info for your return.

Therefore you have to fill in number of packages you send back and the total weight of your return. Then click on “Create document (.pdf)”. The maximum weight of one carton is 20 kg. With a click on “Create document (.pdf)” you can store or open the PDF file. It contains:

- Electronic return label receipt
- UPS view/print label
- Return label
- Return delivery note (for your info)
- Info about returning process

You will also receive a binding return delivery note by email. This you have to put into the carton before it is send back. Without that we cannot process your return.

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Home / Returns

## Returns

▼ Create a shipping label and a returns form

Fields marked with \* are mandatory.

**Ship from:**  
XYZ Textiles GmbH  
Musterstraße 34  
65845 Musterstadt

**Ship to:**  
Falk&Ross Group Europe GmbH  
Retourenlager  
Phone: (+49)6303800100  
Ross-Strasse 6  
**67681 Sembach DE**

**Number of packages \***

Please enter numbers only, e.g. 1 or 3.  
The maximum allowed number of packages for your country is 20.

**Total weight (kg) \***

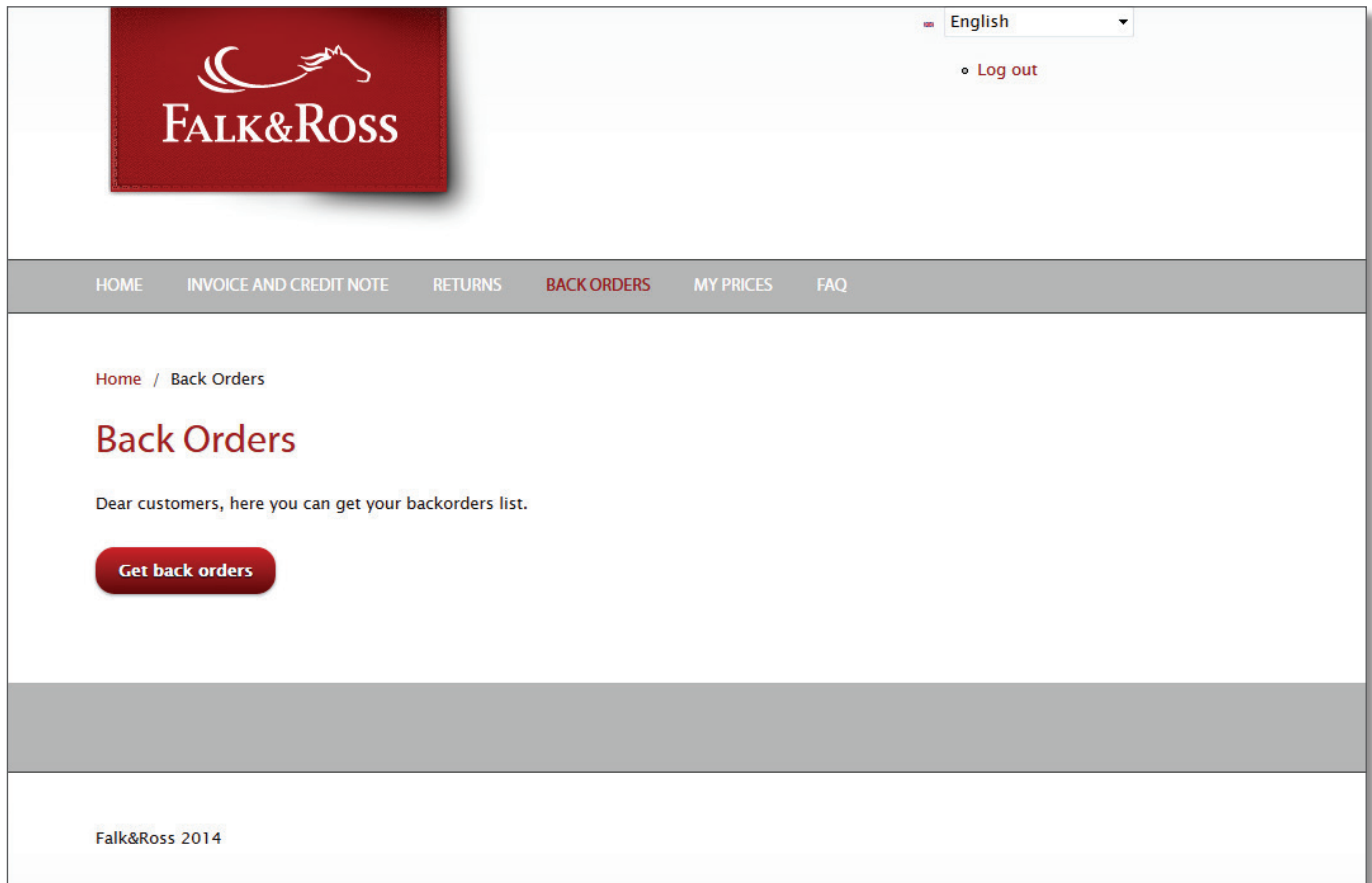
Maximum weight per package is 20 kg.  
Enter total weight for all packages.  
Please enter numbers only, e.g. 2 or 4. For example, for 2.01 (2,01) till 3 use only 3 .

Create document (.pdf)
Search again

Screenshot [03.04.2015] – Through continuous development this screenshot may differ from the current view of the website.

## 5. Back orders

*This area allows you to manage all your back orders on your own. With a click on the button „Get back orders“ you will receive a list with all your back orders (see next page). This process may take some seconds.*



Screenshot [24.03.2015] – Through continuous development this screenshot may differ from the current view of the website.



This page shows a complete list of all back orders for your account.

The column "Open quantity" shows which position is now available (green marked fields) and which is not yet available (light red marked fields). There is also a mouseover effect which tells you more about the current availability.

The column "Processing backorders" gives you different options for your back orders.

"No action" = nothing will happen with this position (preselected)

"Cancel item" = deletes this position from the list and from your orders (also from our ERP system)

"Send item" = missing quantity will be shipped to you (only possible for green marked fields)

Once you make your selection on the back orders, you need to click on "Send back orders" to transfer this to our ERP (enterprise resource planning) system to be processed.

A click on "Get back orders" updates the list. "The button "Reset" deletes selections.

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Home / Back Orders

## Back Orders

Dear customers, here you can get your backorders list.

Get back orders
Not available
Available

▼ Results

Delivery name	Delivery address	Invoice number	Client ref. number	Article number	Description	Purchased quantity	Open quantity	Processing backorders
XYZ Textiles GmbH	Hösbach 63768 DE	20143487378	ShopPortal-2000	102.09	2000 Black 5XL T-Shirt Ultra	3	3	<input checked="" type="radio"/> No action <input type="radio"/> Cancel item <input type="radio"/> Send item
XYZ Textiles GmbH	Hösbach 63768 DE	20143498467	FR-1711-1284411	136.01	61-372-0 Bottle Green 2XL (18) Lady-Fit Valueweight T	1		<input type="radio"/> Send item
XYZ Textiles GmbH	Hösbach 63768 DE	20143526694	FR-0512-1285731	035.02	7700 Navy S Tagless Crew Neck Sports	1	1	<input checked="" type="radio"/> No action <input type="radio"/> Cancel item <input type="radio"/> Send item
XYZ Textiles GmbH	Hösbach 63768 DE	20143527305	FR-0512-1285743	030.33	R184X Black/Grey 2XL Spiro Micro Lite Team Shorts	1	1	<input checked="" type="radio"/> No action <input type="radio"/> Cancel item <input type="radio"/> Send item
XYZ Textiles GmbH	Hösbach 63768 DE	20143527305	FR-0512-1285743	035.02	7700 Orange 2XL Tagless Crew Neck Sports	1	1	<input type="radio"/> Send item
XYZ Textiles GmbH	Hösbach 63768 DE	20143527441	FR-0512-1285755	078.02	7820 Royal Blue S Women's Tagless Contrast Tank Top	1	1	<input type="radio"/> Cancel item <input type="radio"/> Send item

1 2 3 4 5 6 7 8 9 ... next > last »

There are 298 backorders matching your search criteria.

Send back orders
Reset

Actual availability:  
Europ. central warehouse (Delivery date: 14 January 2015) 252 Piece(s)  
from 1 unit(s) - please call

Actual availability:  
up to 840 unit(s) - can be delivered immediately  
up to 840 unit(s) - delivery 4-5 days  
Europ. central warehouse (Delivery date: 21 January 2015) 144 Piece(s)  
from 2761 unit(s) - please call

Mouseover effect

Screenshot [24.03.2015] – Through continuous development this screenshot may differ from the current view of the website.

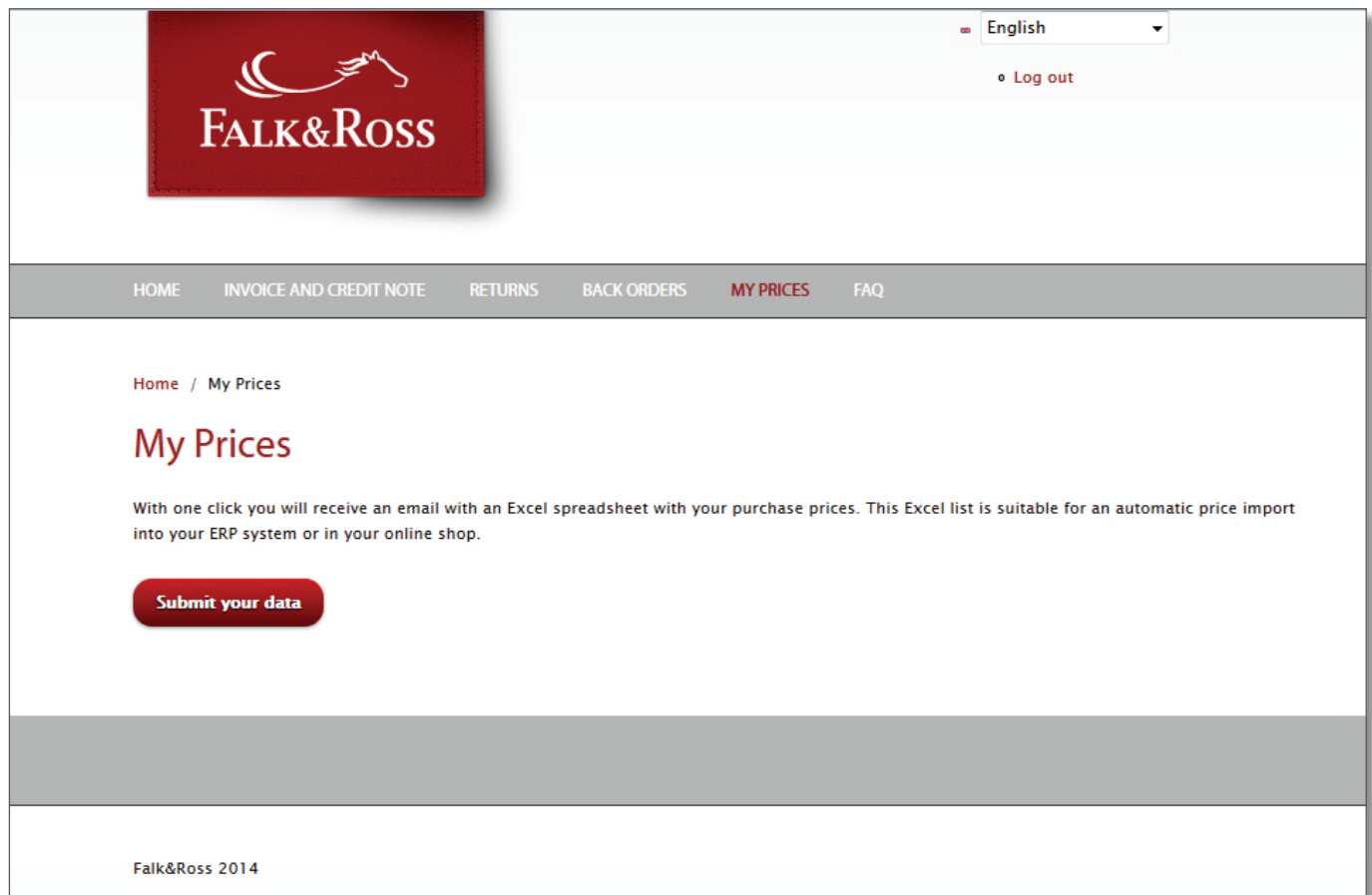




## 6. My prices

Request a list with your current purchase prices to be sent to the e-mail address which has been saved in your account. Just click on “Submit your data” and you will receive an email from myaccount@falk-ross.de with an Excel

spreadsheet attached. This Excel file is suitable to be loaded into your systems. Your technical department only need to adapt the file for your needs and import it.



Screenshot [24.03.2015] – Through continuous development this screenshot may differ from the current view of the website.