LaGrou.com

Overview and common questions pertaining to LaGrou's Website.

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System Requirements

- Connection to the Internet
- Cookie Enabled Internet Browser
- Java Enabled Browser
- Microsoft Excel (if you want to download reports)
- This site is best viewed with dyour desktop area set at 800 X 600

Logging On

- Point your internet browser to www.lagrou.com
- Click on the link for "Online Inventory"
- You will then be prompted for a user name and password. These are supplied to you by your Customer Service Representative.
- Once you have obtained a user name and password enter them and press LOGIN to gain access.
- Once you have access you will see a menu of options on the top part of the screen along with any important information in the body of the screen To simply navigate through this website, select which option you want from the menu on top and it will load into the body of the window.

Item Listing

- This option will give you a quick look of your entire inventory. It shows your item number, description, quantity on hand, quantity pending shipment, and quantity available for future orders.
- If you click on any item number, you will get more detail about that item.

Open Orders

- These are orders that are still open in out system (not shipped).
- This option shows your order number, the P.O. Number, LaGrou's Bill of Lading Number, Consignee and Ship date.
- If you click on any order, you will be able to see the order in its entirety.

Shipped Orders

- These are orders that are no longer open in out system (shipped).
- This option shows your order number, the P.O. Number, LaGrou's Bill of Lading Number, Consignee and Ship date.
- This will only show you one month at a time, if you want to see the prior month, click on the name of the month near the top of the report.
- If you click on any order, you will be able to see the order in its entirety, including PRO Number.
- If this order was shipped by a carrier that provides online tracking, you will be able to click on a like to see the tracking information. This option must be setup by LaGrou for each carrier. If you have a carrier that provides online tracking and it is not setup, please let your Customer Service Representative know and We will determine if it is possible.

Search

- This option will allow you to search our database for various information.
- Enter in the search criteria in the query field, then select the query type and press "Submit Query"

Report Manager

- This option will allow you to download various report into Microsoft Excel. If you have a specific report that you would like to see, please let your Customer Service Representative know and We will determine if it is possible.

If you have any suggestions, please don't hesitate to let us know, after all you are the one using this website.