



Allison Transmission Publications Web Store User Guide

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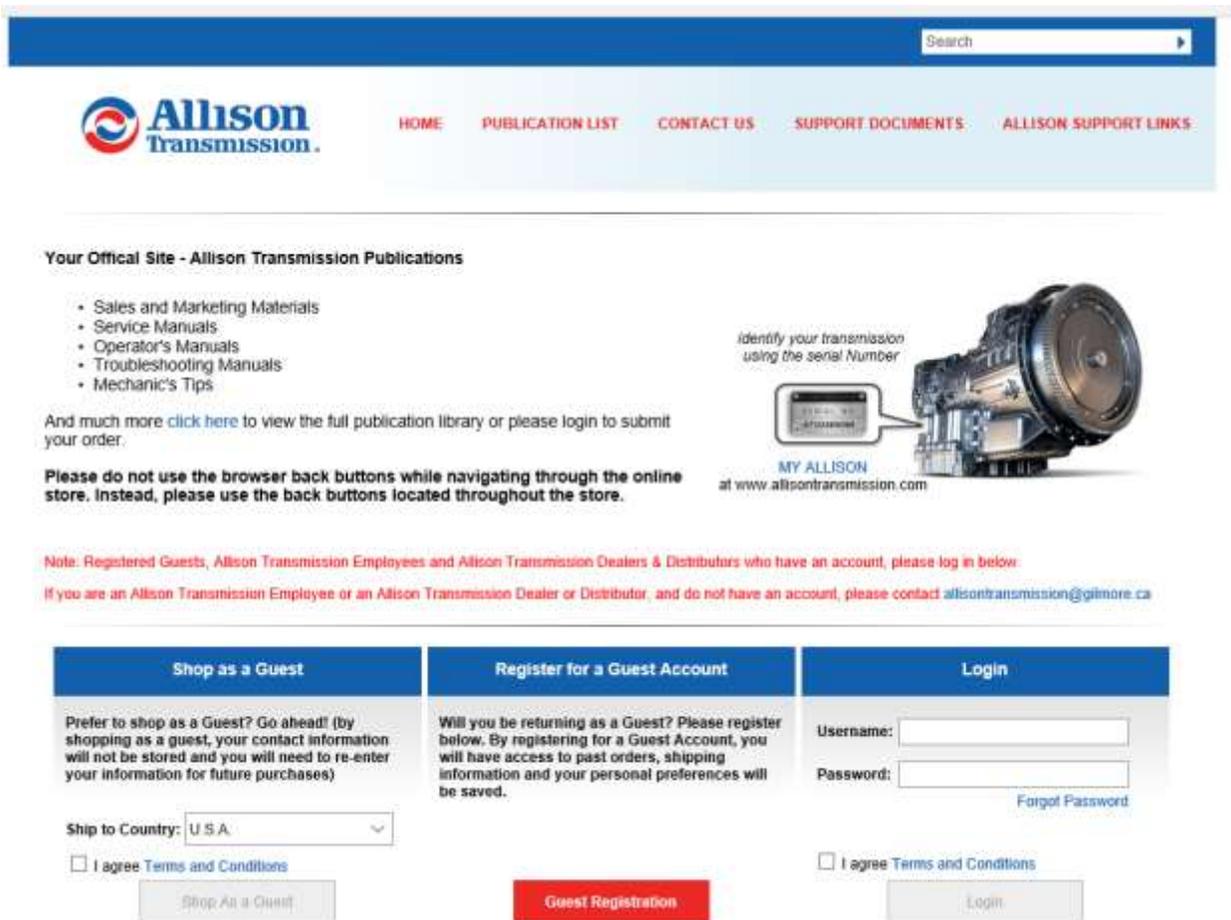
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Overview

This manual will provide instruction and useful information for navigating through the Allison Transmission Publications web store.

Login

The URL to login is <http://www.allisontransmissionpublications.com/>. Your unique login and password were provided when completing the registration process.



The screenshot shows the website's header with a search bar and navigation links: HOME, PUBLICATION LIST, CONTACT US, SUPPORT DOCUMENTS, and ALLISON SUPPORT LINKS. Below the header, there is a section titled "Your Official Site - Allison Transmission Publications" with a list of resources: Sales and Marketing Materials, Service Manuals, Operator's Manuals, Troubleshooting Manuals, and Mechanic's Tips. A note encourages users to click a link for the full publication library or to login. A warning states: "Please do not use the browser back buttons while navigating through the online store. Instead, please use the back buttons located throughout the store." An image of a transmission is shown with the text "Identify your transmission using the serial Number" and a callout box labeled "MY ALLISON at www.allisontransmission.com". A note at the bottom of the page reads: "Note: Registered Guests, Allison Transmission Employees and Allison Transmission Dealers & Distributors who have an account, please log in below. If you are an Allison Transmission Employee or an Allison Transmission Dealer or Distributor, and do not have an account, please contact allisontransmission@gilmore.ca".

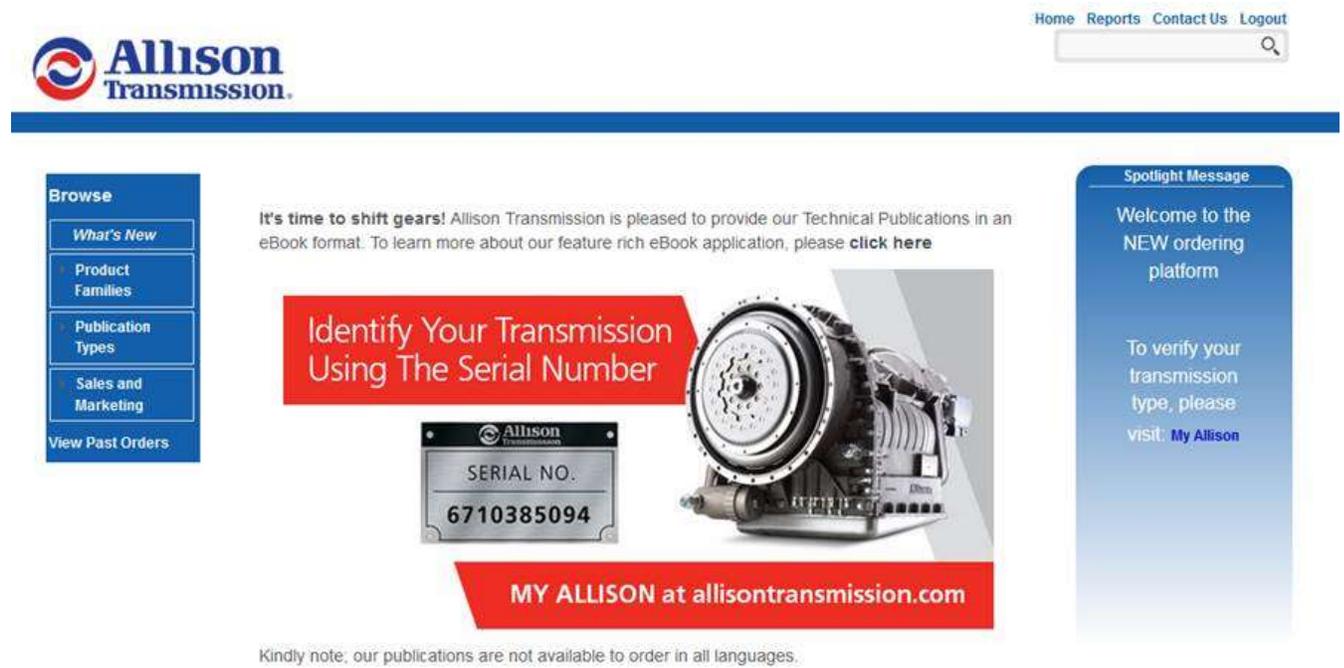
The login/register section is divided into three columns:

- Shop as a Guest:** Includes a text prompt, a "Ship to Country" dropdown menu (set to U.S.A.), a checkbox for "I agree Terms and Conditions", and a "Shop As a Guest" button.
- Register for a Guest Account:** Includes a text prompt, a "Guest Registration" button, and a checkbox for "I agree Terms and Conditions".
- Login:** Includes "Username:" and "Password:" input fields, a "Forgot Password" link, a checkbox for "I agree Terms and Conditions", and a "Login" button.

While using the web store, your session will time out after 15-minutes of inactivity.

The homepage

From the homepage you can browse products, navigate to functions such as reporting or past order details from the top links as well as keep informed of updates, access MY ALLISON and learn about New Products.



The screenshot shows the Allison Transmission website homepage. At the top left is the Allison Transmission logo. To the right are navigation links: Home, Reports, Contact Us, and Logout. Below these is a search bar. A blue horizontal bar separates the header from the main content. On the left is a 'Browse' sidebar with links for 'What's New', 'Product Families', 'Publication Types', 'Sales and Marketing', and 'View Past Orders'. The main content area features a central banner with the text 'Identify Your Transmission Using The Serial Number' and an image of a transmission and a serial number plate (6710385094). Above the banner is a text block: 'It's time to shift gears! Allison Transmission is pleased to provide our Technical Publications in an eBook format. To learn more about our feature rich eBook application, please [click here](#)'. Below the banner is a red bar with the text 'MY ALLISON at allisontransmission.com'. To the right is a 'Spotlight Message' box with the text: 'Welcome to the NEW ordering platform' and 'To verify your transmission type, please visit: [My Allison](#)'. At the bottom of the main content area is a note: 'Kindly note: our publications are not available to order in all languages.'

Customer service

We are here to help!

If you require assistance please contact the Allison Transmission Publications customer service team at allisontransmissionpublications@gilmore.ca or by calling Toll-free 1.800.795.6661 or 1-844-829-3595 . (Toll +01 613.599.6065).

Our offices are open Monday through Friday 8:00 a.m. to 5:00 p.m. Eastern Time.

****Note: Use of the back button in your web browser is not suggested, please use the navigational buttons found on each page to move through the web store.**

The product catalog

There are two ways to search for products on the web store.

“Browse” product categories

Product categories are found on the left side of the screen. These links act as categories that contain all of the products in the store. If you know the location of the product you are searching for you can use these folders to expand the section until you find the desired products.

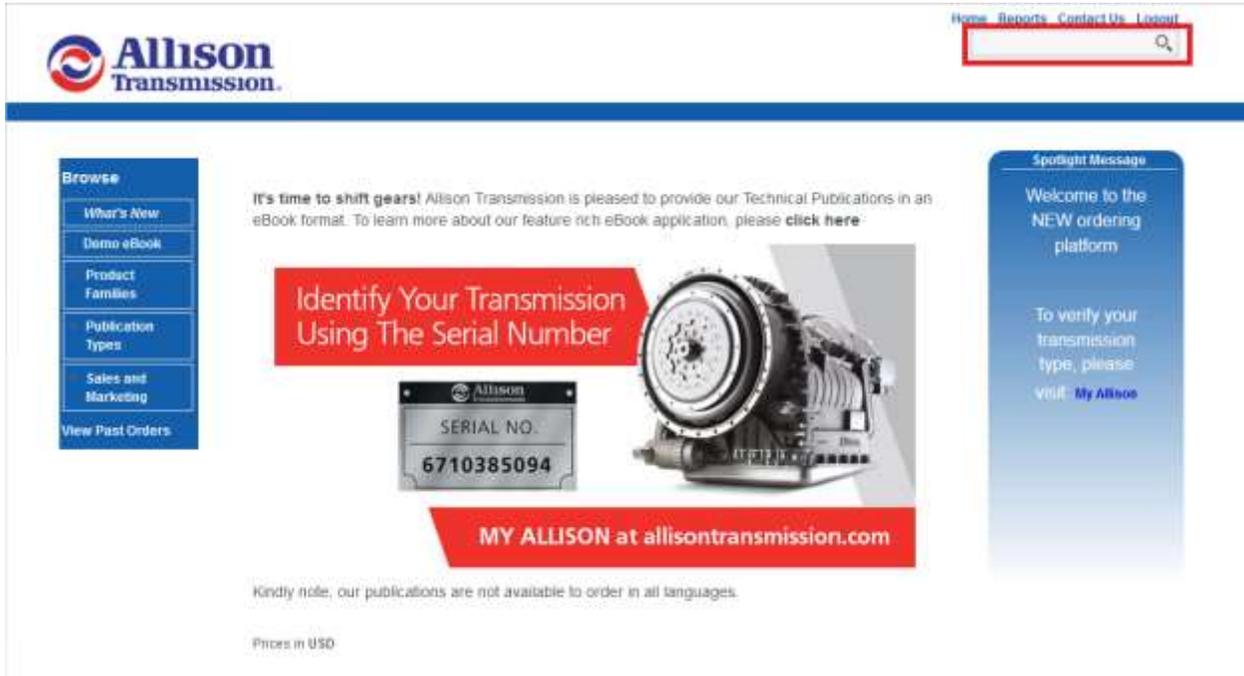
(Expanded view)



The category hierarchy is structured by “What’s New”, “Demo eBook”, “Product Families”, “Publication Type” or “Sales and Marketing” with the available variations visible by expanding into each category header.

Search function

On the top-right of the store there is a search box. Here you can search by entering a part number, keyword, language, etc. in the text field. After clicking on the magnifying glass icon the results of the search will display on the page.



The screenshot shows the top navigation bar of the Allison Transmission website. On the left is the Allison Transmission logo. On the right, there is a search bar with a magnifying glass icon. Below the navigation bar is a blue sidebar with a 'Browse' section containing links for 'What's New', 'Demo eBook', 'Product Families', 'Publication Types', and 'Sales and Marketing', along with a 'View Past Orders' link. The main content area features a promotional banner with the text 'Identify Your Transmission Using The Serial Number' and an image of a transmission component with a serial number plate that reads 'SERIAL NO. 6710385094'. Below the banner is a red button that says 'MY ALLISON at allisontransmission.com'. To the right of the banner is a 'Spotlight Message' box with a welcome message and a link to 'My Allison'. At the bottom of the banner area, there is a note: 'Kindly note, our publications are not available to order in all languages.' and 'Prices in USD'.

Product pages

On the product pages you have the option to view products in a grid or table view. Selecting the icon in the top left of the product list will toggle the view. By clicking on the thumbnail image a full view of the cover page is displayed.

Prices in USD

Back
Add to Cart

 <p>SA7797EN NEW SA7797EN Allison Transmission FuelSense Keystone Brochure (Rev 2017/03) Printed 1450 \$0.00</p> <input style="width: 50px;" type="text" value="0"/>	 <p>SA7797EN-D NEW SA7797EN Allison Transmission FuelSense Keystone Brochure (Rev 2017/03) Downloadable PDF N/A \$0.00</p> <input style="width: 50px;" type="text" value="0"/>	 <p>SA7943EN-D NEW SA7943EN Allison Transmission Vocational Model Guide (2017/03) Downloadable PDF N/A \$0.00</p> <input style="width: 50px;" type="text" value="0"/>
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When the product page is displayed in table view the product list can be sorted by any of the column headers.

Back
Add to Cart

Thumbnail	Product Code	Product Name	Media Type	Stock Level	Price	Quantity
	SA7797EN NEW	SA7797EN Allison Transmission FuelSense Keystone Brochure (Rev 2017/03)	Printed	1450	\$0.00	<input style="width: 50px;" type="text" value="0"/>
	SA7797EN-D NEW	SA7797EN Allison Transmission FuelSense Keystone Brochure (Rev 2017/03)	Downloadable PDF	N/A	\$0.00	<input style="width: 50px;" type="text" value="0"/>
	SA7943EN-D NEW	SA7943EN Allison Transmission Vocational Model Guide (2017/03)	Downloadable PDF	N/A	\$0.00	<input style="width: 50px;" type="text" value="0"/>

Product types

All product titles are links to further details on the product. Clicking this link will display the product's complete details. This page displays all of the product information in one table, and includes an expanded description.

Back
Add to Cart

 <p>SA7797EN <i>NEW</i> SA7797EN Allison Transmission FuelSense Keystone Brochure (Rev 2017/03) Printed 1450 \$0.00 <input type="text" value="0"/></p>	 <p>SA7797EN-D <i>NEW</i> SA7797EN Allison Transmission FuelSense Keystone Brochure (Rev 2017/03) Downloadable PDF N/A \$0.00 <input type="text" value="0"/></p>	 <p>SA7943EN-D <i>NEW</i> SA7943EN Allison Transmission Vocational Model Guide (2017/03) Downloadable PDF N/A \$0.00 <input type="text" value="0"/></p>
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Product Details



Product Code : SA7797EN-D

Product Name : SA7797EN Allison Transmission FuelSense Keystone Brochure (Rev 2017/03)

Media Type : Downloadable PDF

Language : English

Unit Of Measure : 1

Price : \$0.00

Description : (Rev 2017/03)

Date Available : April 05, 2017 11:18:04 AM EDT

Prices in USD

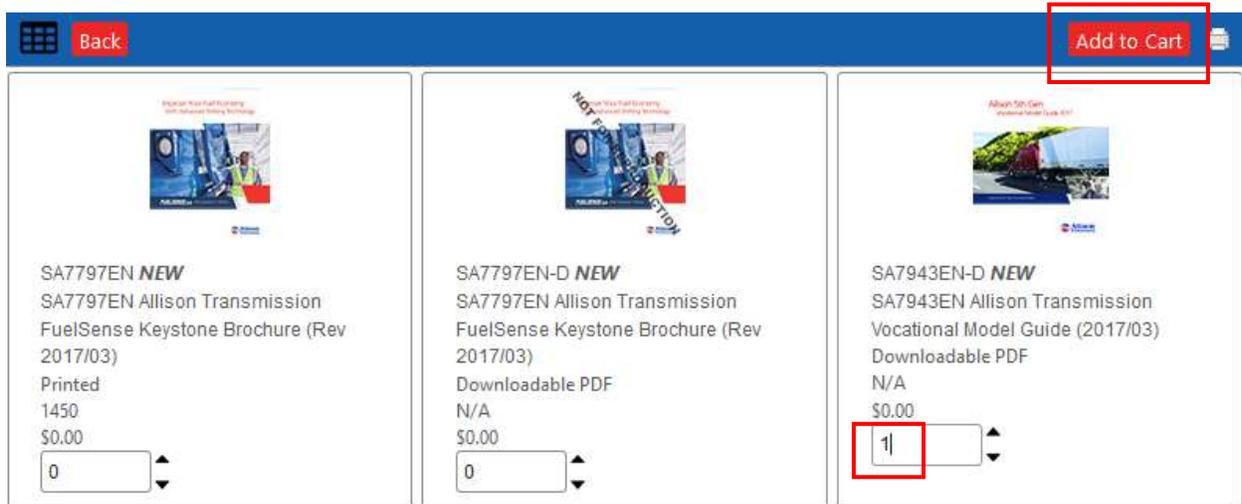
Back

Quantity

Add to Cart

Placing an order

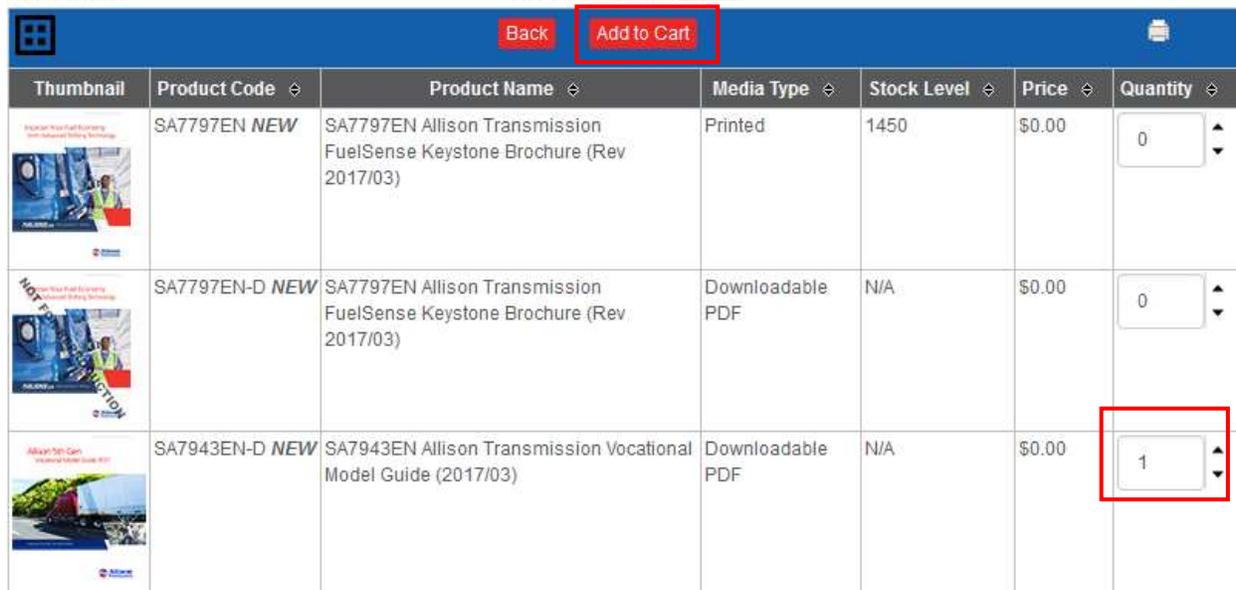
To order an item, enter the desired quantity in the field beside the product and then click the 'Add to Cart' button located at the top or bottom of the product page.



 SA7797EN NEW SA7797EN Allison Transmission FuelSense Keystone Brochure (Rev 2017/03) Printed 1450 \$0.00 <input type="text" value="0"/>	 SA7797EN-D NEW SA7797EN Allison Transmission FuelSense Keystone Brochure (Rev 2017/03) Downloadable PDF N/A \$0.00 <input type="text" value="0"/>	 SA7943EN-D NEW SA7943EN Allison Transmission Vocational Model Guide (2017/03) Downloadable PDF N/A \$0.00 <input type="text" value="1"/>
--	--	---

Prices in USD

Results per page: 10



Thumbnail	Product Code	Product Name	Media Type	Stock Level	Price	Quantity
	SA7797EN NEW	SA7797EN Allison Transmission FuelSense Keystone Brochure (Rev 2017/03)	Printed	1450	\$0.00	<input type="text" value="0"/>
	SA7797EN-D NEW	SA7797EN Allison Transmission FuelSense Keystone Brochure (Rev 2017/03)	Downloadable PDF	N/A	\$0.00	<input type="text" value="0"/>
	SA7943EN-D NEW	SA7943EN Allison Transmission Vocational Model Guide (2017/03)	Downloadable PDF	N/A	\$0.00	<input type="text" value="1"/>

The items will be added to your shopping cart and the total value of items in your cart will be shown above the Categories on the left navigation bar. Item quantities can be modified later in the order process, if necessary.

There are multiple ways to return to a desired category or folder. You can return to your root category and drill down until you return to the desired product, or you can use the breadcrumb option found above the 'results per page' display. The breadcrumb option simply displays the selection's that led you to your current location. Alternatively, you can use the search field to locate your desired products.

Sales and Marketing > Brochure > English

Prices in USD

Back
Add to Cart

Results per page:

 <p>SA7943EN-D <i>NEW</i> SA7943EN Allison Transmission Vocational Model Guide (2017/03) Downloadable PDF N/A \$0.00</p>	 <p>SA7952EN SA7952EN Refuse Keystone Brochure (Rev 2017/03) Flyer POD \$2.65 <input type="text" value="0"/></p>	 <p>SA7952EN-D SA7952EN Refuse Keystone Brochure (Rev 2017/03) Downloadable PDF N/A \$0.00 <input type="text" value="0"/></p>
--	--	---

Shopping cart

Clicking the 'Add to Cart' button will bring you to your cart view. Item quantities can be modified within your cart at any time prior to submitting the order if an error is made. To make changes to the quantities simply enter the correct amount and click "Update Cart". To start over click "Clear Cart" or select the garbage can icon beside the quantity to remove the item from your cart.

Once you have added all products to you cart select "Edit Shipping Information" to proceed.

Shopping Cart Items

Thumbnail	Product Code	Product Name	Price	Quantity	Amount	
	SA7943EN-D <i>NEW</i>	SA7943EN Allison Transmission Vocational Model Guide (2017/03)	\$0.00	1	\$0.00	

Prices in USD

Clear Cart
Update Cart

Subtotal \$0.00

Shipping Information

Full Name:	Test User	Address:	120 Herzberg Rd
Company Name:		City:	Kanata
Email Address:	karowh@gilmore.ca	Province:	Ontario
Phone:	613-599-6065	Postal Code:	K2K3B7
Fax:		Country:	Canada

Edit Shipping Information

Special Instructions

Back
Continue

You can quickly return to your shopping cart view or view the items in your cart from any page of the order process by hovering over the shopping cart icon above the categories on the left side of the screen.

Entering ship-to information

At this step you will be asked to enter the 'ship-to' information of the order. The fields marked with asterisks are mandatory fields and must be completed before proceeding to the next stage in the order process. If you are shipping to a residence, please enter "Residence" in the Company Name field. Once you have entered the address information please select 'Save Shipping Information'.

****NOTE**** Shipping information is required for all orders regardless of product type.

* Required Field

Shipping Address Book

Manage

Personal Address Book: Your address book is currently empty

Shipping Information

Items are subject to tax valuation regardless of product type. Please provide a full shipping address.

Full Name:	<input type="text" value="Test User"/> *	Street address required (no P.O. Boxes):	
Company Name:	<input type="text"/>	Address:	<input type="text" value="120 Herzberg Rd"/> *
Email Address:	<input type="text" value="karowh@gilmore.ca"/> *		<input type="text"/>
Phone:	<input type="text" value="613-599-6065"/> *	Country:	<input type="text" value="Canada"/> <input type="button" value="v"/> *
Fax:	<input type="text"/>	Province:	<input type="text" value="Ontario"/> <input type="button" value="v"/> *
		City:	<input type="text" value="Kanata"/> <input type="button" value="v"/> *
		Postal Code:	<input type="text" value="K2K"/> <input type="button" value="v"/> <input type="text" value="3B7"/> *

Clear Form

Save Personal Address

Save

Save Shipping Information

If this is an address that you will ship to more than once you can add the address as an entry in your personal address book. To do so simply enter a quick reference name for the address in the field and select "Save".

At this time you are not committed to finishing your order. Click the 'Back' button to return to the last page you visited.

If you would like to complete your transaction at a later time, all items will remain in your shopping cart to allow you to continue with your order the next time you log into the store.

****Always look in the cart when you begin a new shopping session to assure that any items in the cart are those you wish to purchase at that time.**

Shipping details

Selecting a ship method will automatically generate the “Required Delivery Date” to the earliest date possible based on the order fulfillment time required, ship method selected and the transit time to the destination.

* Required Field

Shipping Information			
Full Name:	Test User	Address:	120 Herzberg Rd
Company Name:		City:	Kanata
Email Address:	karowh@gilmore.ca	Province:	Ontario
Phone:	613-599-6065	Postal Code:	K2K3B7
Fax:		Country:	Canada

Shipping Details

Ship Method: *

Required Delivery Date: *

Prices in USD

Orders submitted by 12pm EST will ship within 3 business days and orders submitted after 12pm will ship within 4 business days to allow for production of your materials.

To submit orders with PO payment option please contact allisontransmission@gilmore.ca.

Shipping & Handling Fees are an estimate only. Actual cost will be determined at time of billing.

To view the "Shipping Timetable" in a separate window, [click here](#)

Additional Information

Notes:

Special Instructions

Once you have completed your shipping selections please click “Continue”.

Final order summary

At this point of the order process you can review your order and determine if any changes are required. If changes are needed click the 'Back' button to step back in the order process.

Order Summary

Shipping Information

Full Name:	Test User	Address:	120 Herzberg Rd
Company Name:		City:	Kanata
Email Address:	karowh@gilmore.ca	Province:	Ontario
Phone:	613-599-6065	Postal Code:	K2K3B7
Fax:		Country:	Canada

Products

Thumbnail	Product Code	Product Name	Price	Quantity	Amount
	SA7943EN-D	SA7943EN Allison Transmission Vocational Model Guide (2017/03)	\$0.00	1	\$0.00
	SA7797EN	SA7797EN Allison Transmission FuelSense Keystone Brochure (Rev 2017/03)	\$0.00	2	\$0.00

Subtotal:	\$0.00
Shipping & Handling:	\$10.15
Taxes:	\$1.32
Total:	\$11.47

Prices in USD

Order Notes : Order placed by Test User

[Back](#) [Continue to Payment Options](#)

Taxes are calculated as follows:

Harmonized Sales Tax (HST) is applicable on sales to delivery destinations in Ontario, and the Atlantic provinces in Canada. GST is applicable on sales to delivery destinations in all other Canadian Provinces. Sales and Use Tax is applicable on sales to delivery destinations in the United States of America for those States in which Gilmore has Nexus (New York, Massachusetts, Arizona, California, Colorado, North Carolina and Kansas) unless a valid resale or exemption certificate for these sales is provided.

Email confirmations and payment method

In this section you can choose to send an order email confirmation to the receiver of the order as well as a Third Party (not the shopper or receiver). You can also do the same for the shipping email confirmations.

Depending on the options applied to your account various payment options will appear. One payment options must be selected to submit an order.

The email confirmations are summaries of the order including the shopper’s information, the ship-to information, a summary of the products ordered, etc. Make sure you select the “Send” check box for any email confirmations you wish sent.

Billing Information

Full Name:	Test User	Address:	120 Herzberg Rd
Company Name:		Country:	Canada*
Email Address:	karowh@gilmore.ca	Province:	Ontario
Phone:	613-599-6065	City:	Kanata
Fax:		Postal Code:	K2K3B7

Prices in USD Order Total: \$11.47

Payment Options

Purchase Order
 Credit Card
 PayPal - PayPal account not required. PayPal offers other payment options including Visa, MasterCard and American Express.

Order Email Confirmations

Full Name	Email Address	Email Source	Send
Test User	karowh@gilmore.ca	Billing, Shipping, Shopper	<input type="checkbox"/>
		Third Party	<input type="checkbox"/>

Shipping Email Confirmations

Full Name	Email Address	Email Source	Send
Test User	karowh@gilmore.ca	Billing, Shipping, Shopper	<input type="checkbox"/>
		Third Party	<input type="checkbox"/>

[Back](#) [Submit Order](#)

If you are satisfied with your order please select “Submit Order”.

Order confirmation page

Once your order has been accepted, a confirmation page is displayed indicating the order number. An order confirmation email is automatically sent to customer service as well as the email addresses provided.

Order Confirmation
 Thank you for your order. Your confirmation number is 1302825.
 If you are shopping as a Guest User and would like to register an account, please [click here](#)

Order Review		Status: Shipped	
Order Number:	1302825	Date Ordered:	April 28, 2017
Notes:		Payment Method:	DIGITAL DOWNLOAD
Shipped Date:	April 28, 2017		

Billing Information		Shipping Information	
Full Name:	Test User	Full Name:	Test User
Company Name:		Company Name:	
Email Address:	karowh@gilmore.ca	Email Address:	karowh@gilmore.ca
Phone:	613-599-6065	Phone:	613-599-6065
Fax:		Fax:	
Address:	120 Herzberg Rd	Address:	120 Herzberg Rd
City:	Kanata	City:	Kanata
Province:	CA-ON	Province:	CA-ON
Postal Code:	K2K3B7	Postal Code:	K2K3B7
Country:	Canada	Country:	Canada

Products					
Thumbnail	Product Code	Product Name	Price	Quantity	Amount
	SA7943EN-D	Download - SA7943EN Allison Transmission Vocational Model Guide (2017/03)	\$0.00	1	\$0.00

Subtotal: \$0.00
 Taxes: \$0.00
 Total: \$0.00

Prices in USD

Order Notes : Order placed by Test User

[Continue Shopping](#) [Logout](#)

When contacting customer service please reference the unique order number to expedite any order queries.