

ORDERSHARK F.A.Q.

❖ **What is OrderShark?**

OrderShark is an order entry app for Android, iPhone, iPod Touch and iPad.

❖ **Is the OrderShark app free?**

Yes, the Ordershark app is FREE.

❖ **Can the app be downloaded from the app store?**

Only a trial version is available from the app store. Please note that the version from the app store cannot place actual orders. The app must be configured to the specific distributor(s) you are doing business with.

❖ **Can two OrderShark applications be running on the same device if I do business with two providers that offer OrderShark as an order alternative?**

Yes. Ai2 allows customers to have the Ordershark app for each distributor(s) they do business with. A separate icon will appear for each Ordershark app based on the distributor and a unique confirm id will be provided for each.

❖ **Can I use a Bluetooth scanner with my Ordershark app?**

Yes. HLA currently have a Bluetooth scanner that can be used with the OrderShark App. Please contact your rep for additional information.

❖ **How many accounts can be added to my OrderShark app?**

The app can accommodate as many account numbers as you need.

❖ **How many users can have the same configurations?**

There is currently no limit on the amount of users that can use the app with the same configuration.

❖ **How do I add additional accounts to my OrderShark app?**

To add additional accounts, contact Ai2 and provide the additional account numbers and a new confirmation will be issued. You will have to delete the existing app prior to clicking on the new link to install the updated app that will show all accounts configured on the app. Directions will also be listed in the email providing the confirmation id.

❖ **Can I deactivate a user if he or she no longer working at that location?**

Yes. Ai2 needs to be contacted and the e-mail address, first name and last name of the user, or the customer number will help to expedite the process.

❖ **Can I start an order now and send it later?**

Yes. You can start an order at any time and send it whenever you are ready to do so.

❖ **Can I select my delivery date?**

Yes. You can select the delivery date.

❖ **Can I send multiple orders on the same day in case I want to separate my orders by product category?**

Yes, you can send multiple orders

❖ **Can I look up a product number if I know the description?**

Product lookup is only available within a past order.

❖ **Can I copy a previous order and update it?**

Yes. You can copy an order previously placed and start a new order from there. When copying the order, you have the option to copy the quantities or simply default everything to “1”.

❖ **How do I copy an order?**

To copy an order, from the home screen when you open the app, tap on “Order List”, locate the order you would like to copy and tap to access it. The copy option will show on the top right.