



**HAWK RESEARCH LABORATORIES, LLC.**  
High Performance Coating Systems

# **ONLINE ORDERING SYSTEM**

***USER GUIDE***

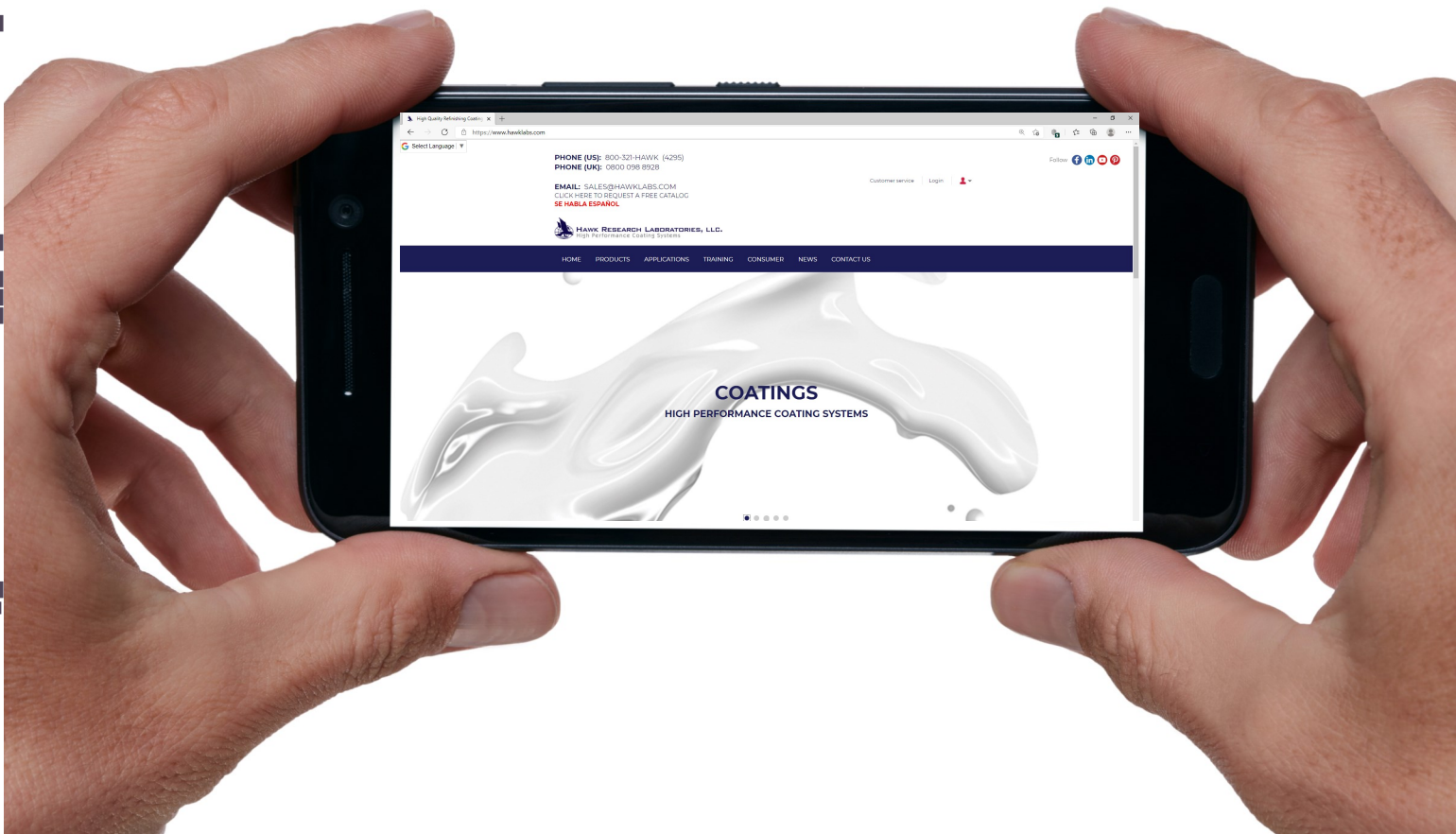
Revised 1/28/2021

# Welcome to Hawk's Online Ordering System!

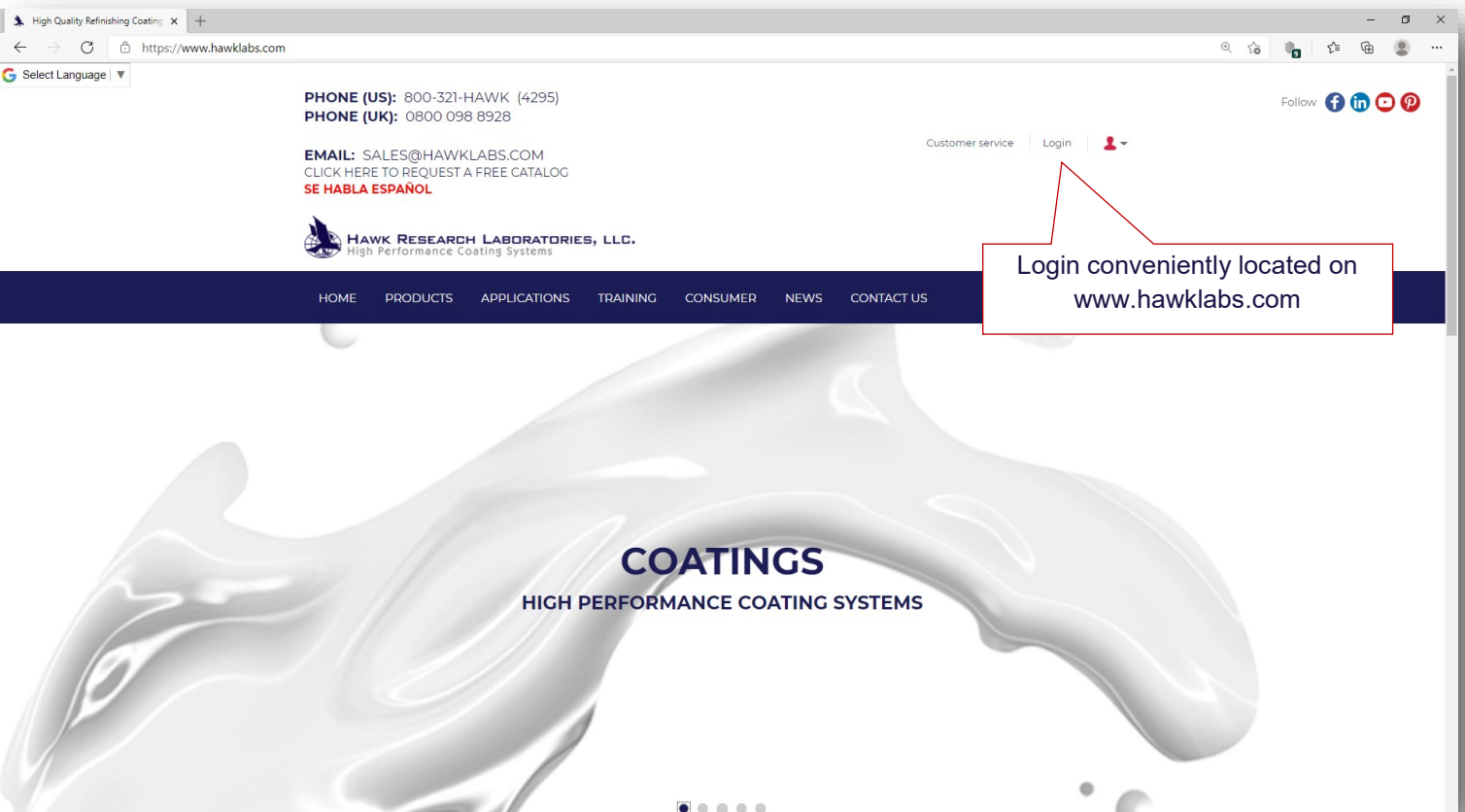
This guide highlights the critical features and functionality of Hawk's online ordering system. Hawk Online makes it easy to place your orders where and when it's most convenient for you.

## TABLE OF CONTENTS

TOPIC	PAGE
Logging into Hawk Online	3
Navigating the System	4
Selecting the Right Items	5
View the Shopping Cart	6
Checking Out	7
Account Dashboard	8



# LOGGING IN



## LOGIN

Welcome to our dealer webshop. Please login with the account provided to you.

If you have problems logging in please contact us.

E-mail address\*

✖ E-mail address is required.

Password\*

✖ Password is required.

[Forgot password](#)

Request password reset

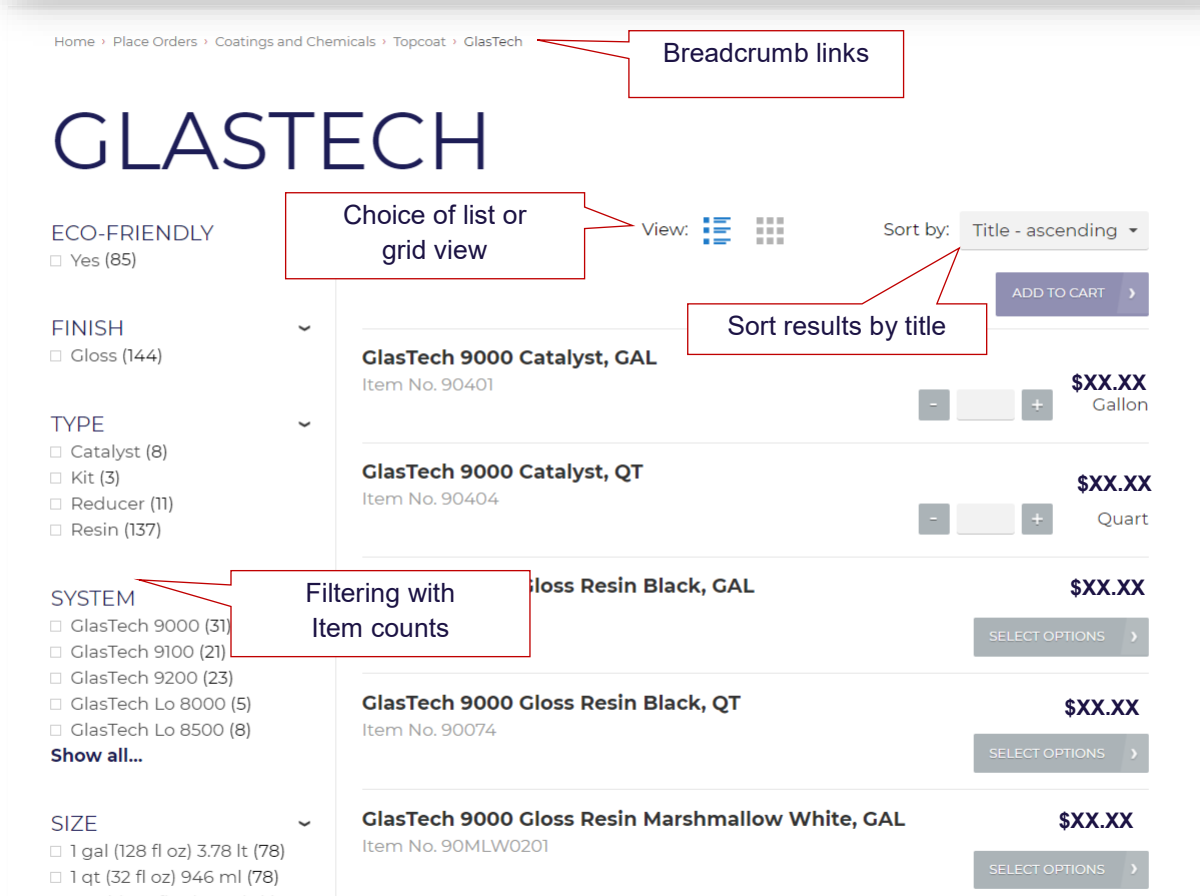
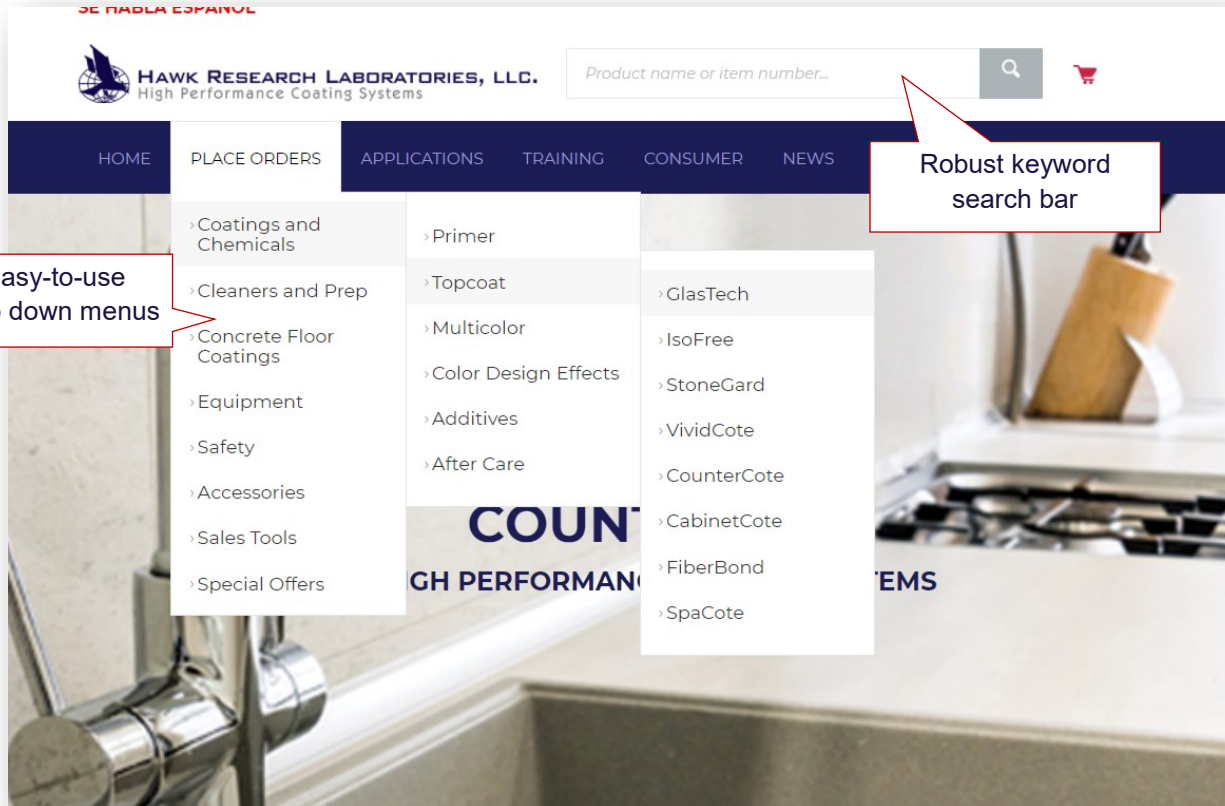
Remember me

Make it easier to login next time

LOGIN >

Don't have an account? Please contact us

# NAVIGATION



# SELECTING THE RIGHT ITEMS



## GLASTECH LO 9000,GLOSS,RESIN, AMERSTAND WHITE, GAL

Item No. 90AS0201LO

GlasTech 9000 topcoat system is a two component, high solids, high performance acrylic urethane system. This fully cross-linked aliphatic urethane is extremely durable and is the most proven, long-term refinishing topcoat available in the world today. As GlasTech 9000 topcoat is applied, a clear, > Read full description

Detailed product descriptions can be searched using the keyword search bar.

Transparent pricing in local currency

(Does not include tax)

Make more profit by up-charging your customers for optional antimicrobial technology to protect the surface from damaging bacteria!

Price **\$XX.XX** price per Gallon excl. tax

Antimicrobial

Easily order multiple units

Quantity    Gallon

## GLASTECH 9000, GLOSS, RESIN, CUSTOM COLOR, GAL OPTIONS

close X

Item No. 90HC0001

UOM: Gallon

Price **\$XX.XX** price per Gallon excl. tax

Custom color ordering is available (North America only). Choose from 100+ custom colors in the drop down menu, or provide details in the description box.

Please select a Custom Color from the dropdown or enter

Custom color

Custom color description


Antimicrobial

Quantity


ADD TO CART >

# VIEW SHOPPING CART

Hover over cart icon to see last items added.



LAST ADDED PRODUCTS TO YOUR SHOPPING CART

 **GlasTech 9000, Gloss, Resin, Custom Color, GAL**  
1 Gallon

Preview cart to see item total with tax

Go directly to check-out, no cart view

[View shopping cart](#) [CHECKOUT](#)



## SHOPPING CART

Enter an item number and press tab to load the product information and variants. Tab again to select variants and set quantity. Press enter to add the product to the list.

Product name or item number...

**MY SHOPPING CART**

Product

Product	Price	Quantity	Total
 <b>GLASTECH LO 9000,GLOSS,RESIN, AMERSTAND WHITE, GAL</b> Item No: 90AS0201LO View   Delete Sterlion Antimicrobial Add, 9000 Series GAL Dose	<b>\$XX.XX</b>	1 Gallon	<b>\$XX.XX</b>
 <b>GLASTECH LO 9000,GLOSS,RESIN, AMERSTAND WHITE, GAL</b> Item No: 90AS0201LO	<b>\$XX.XX</b>	1	<b>\$XX.XX</b>

Remove item from cart

Easily adjust quantity

Recalculate total if quantity changes within cart

Create a recurring order template

Use a recurring order template

Clear all items from cart

Submit Order

Price with tax, additional taxes and shipping charges may apply

Items (2 units) **\$XX.XX**  
 Total **\$XX.XX**  
 Total incl. tax **\$XX.XX**  
 Unit total: 2 units of 2 items

Recalculate shopping cart  
 Add to wish list  
 Save as template  
 Load template  
 Empty shopping cart

[PROCEED TO CHECKOUT](#)

Confirm correct additives are included

# CHECKING OUT

## SECURE CHECKOUT

YOU WILL BE CONTACTED TO CONFIRM PAYMENT METHOD AND FREIGHT CHARGES PRIOR TO SHIPPING.

Our Payment Methods



Secure and Safe

Payments are processed safely using your own bank in a trusted environment.

Personal Service

Contact our customer service department Monday-Friday 7:00am - 5:00pm CST at +1-800-321-4295 or via e-mail at info@hawklabs.com.

Need to ship directly to the job site? No Problem!

### 1. SHIPPING INFORMATION

- Ship to billing address.
- Ship to alternate address on file (choose one).
- Add a new shipping address.

### 2. ADDITIONAL INFORMATION

Questions or special instructions? Give us a call!

Reference no.

Comments

I have read and fully understand the Terms and Conditions

Terms & conditions agreement required on first order, future orders will default to checked.

SUBMIT ORDER >

Your order will not be received until you click "submit order"!



### ORDER OVERVIEW

#### Billing address

Primary billing address on file with Hawk.

#### Shipping address

Defaults to billing address unless alternate address is provided.

Product	Price	Qty	UOM	Total
 GLASTECH LO 9000,GLOSS,RESIN, AMERSTAND WHITE, GAL Item No: 90AS0201LO	\$XX.XX	1	Gallon	\$XX.XX
STERLION ANTIMICROBIAL ADD, 9000 SERIES GAL DOSE	\$XX.XX	1	Each	\$XX.XX
 GLASTECH LO 9000,GLOSS,RESIN, AMERSTAND WHITE, GAL Item No: 90AS0201LO	\$XX.XX	1	Gallon	\$XX.XX
Subtotal				\$XX.XX
Total				\$XX.XX
Total incl. tax				\$XX.XX

Total includes tax but does not include shipping charges.

Once your order has been submitted, you will be emailed an order acknowledgement. Note: this is not an order confirmation.

Within one business day, a Hawk representative will thoroughly review the order for accuracy and contact you to discuss payment options.

Upon payment, orders will be fulfilled and you will receive a final order confirmation with shipment tracking information.

# ACCOUNT DASHBOARD

PHONE (US): 800-321-HAWK (4295)  
PHONE (UK): 0800 098 8928

EMAIL: SALES@HAWKLABS.COM  
CLICK HERE TO REQUEST A FREE CATALOG  
SE HABLA ESPAÑOL

HAWK RESEARCH LABORATORIES, LLC.  
High Performance Coating Systems

Customer service

Welcome **Resurfacing Pro**

Product name or item number...

My account  
Wish list  
Logout

View account dashboard

HOME PLACE ORDERS APPLICATIONS TRAINING CONSUMER NEWS CONTACT US

Edit shopping cart

## MY ACCOUNT

+ NEW ORDER

Hello **Hello Resurfacing Pro**

Welcome to your account page. You can view all your personal data here.

RECENT ORDERS [View all](#)

Order no.	Order date	Bill-to name	Total	Order st	
152916	2/9/2021	Hawk Research General Account	\$956.96	Pending	
152915	2/9/2021	Hawk Research General Account	\$1,418.19	Pending	<a href="#">View details</a>
152912	2/9/2021	Hawk Research General Account	\$2,537.73	Pending	<a href="#">View details</a>

ACCOUNT MANAGEMENT

**Contact information** Your details **Newsletters** [Subscribe](#)

Name Resurfacing Pro

Email address resurfacingpro@xyz.com

Password Change password

152916 ORDER [Print preview](#)

Order no.	Order date	Order status	Document date	Shipment date	Payment terms	Due date	Payment discount date
152916	2/9/2021	Pending	2/9/2021	2/9/2021	Visa	2/9/2021	2/9/2021

SELL-TO ADDRESS Hawk Research General Account  
7150 Capitol Drive  
60090 IL Wheeling  
United States

SHIP-TO ADDRESS Hawk Research General Account  
7150 Capitol Drive  
60090 IL Wheeling  
United States

Item No.	Title	Status	Ship. d.	Price	Qty	UCM	Ship.	Inv.	Outst.	Total
65MLW01LO	IsoFree Lo Resin Marshmallow White, GAL	Not shipped	2/9/2021	\$XX.XX		Gallon	0	0	4	\$XX.XX

Subscribe to the Hawk newsletter

Change password

From "View Details", click here to quickly duplicate order

Contact Hawk to update information

Review order and invoice history

Thank you for using Hawk Online. We look forward to serving you.

If you have any questions or need assistance placing an order, please call 800-321-4295 or email [info@hawklabs.com](mailto:info@hawklabs.com). Calls and emails will be responded to during normal business hours.