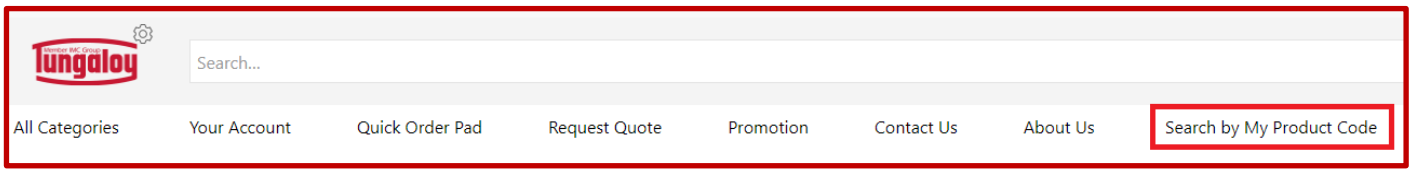
FAQ

Search

Your Search box: You can look for an item using your own Product Code by clicking on Search by My Product Code.



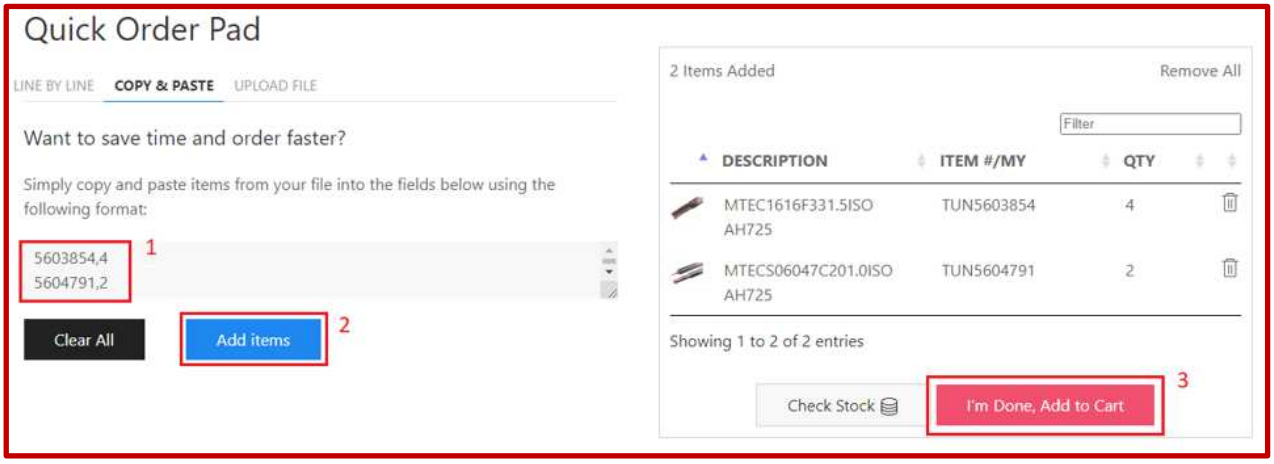
To search for a general item (item number, item description, etc.), use the main Search Box.

Quick Order Pad

Line by Line: Type in the Item Number, Product Code or item Description. You can use your own product code.

- Click "Add items" to make sure your item/products have been added.
- Click "I'm Done, Add to Cart".

Copy & Paste: Copy & paste using the following format: [Item number "," Qty] (i.e.: 5603854,4)



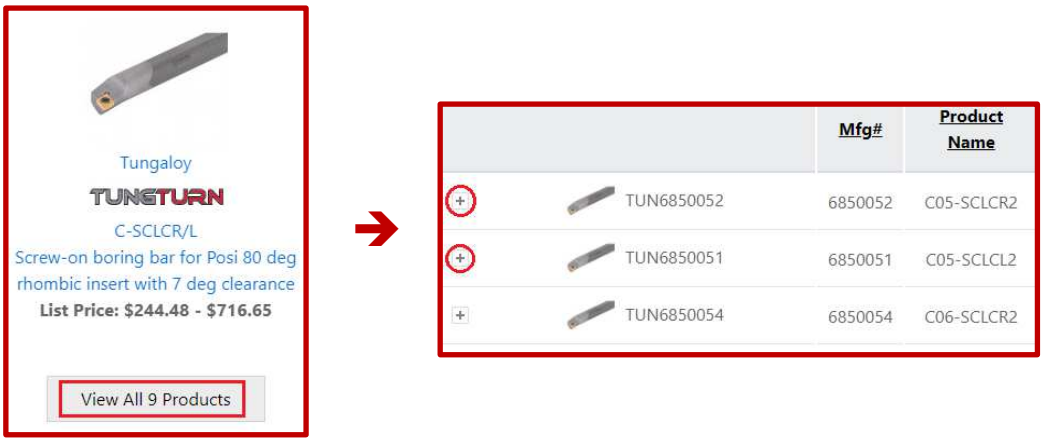
Upload File: CSV or Excel file from the Quick Order Pad.

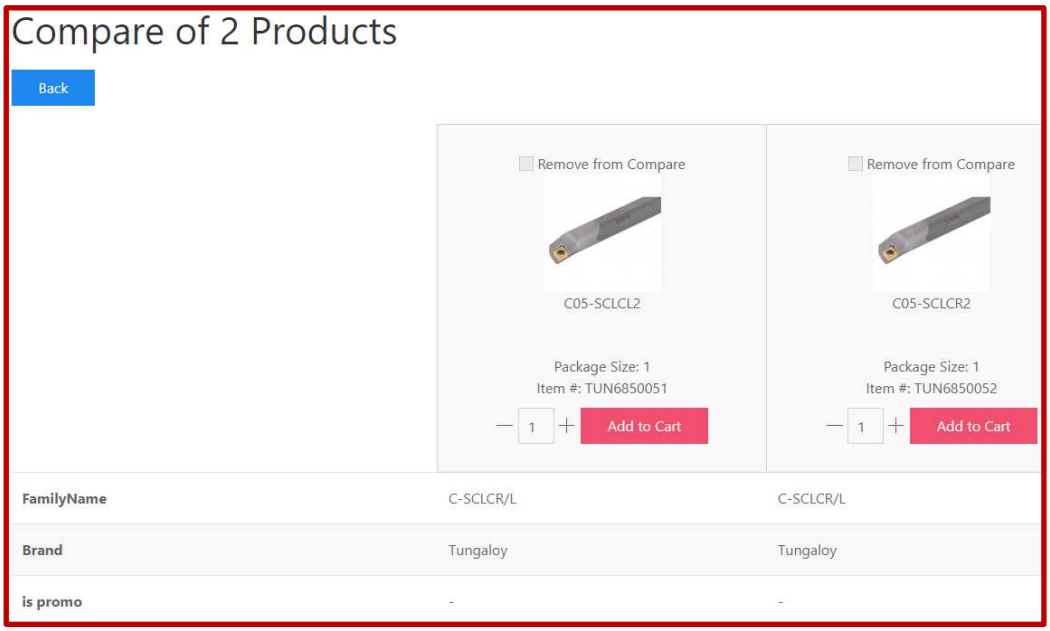
- First column must be an Item Number or your own Product Code
- Second column must be the Quantity
- Do not forget the titles in line 1 as shown in this sample →

	A	B
1	product_code	qty
2	5603854	4
3	5604791	2

Compare Items

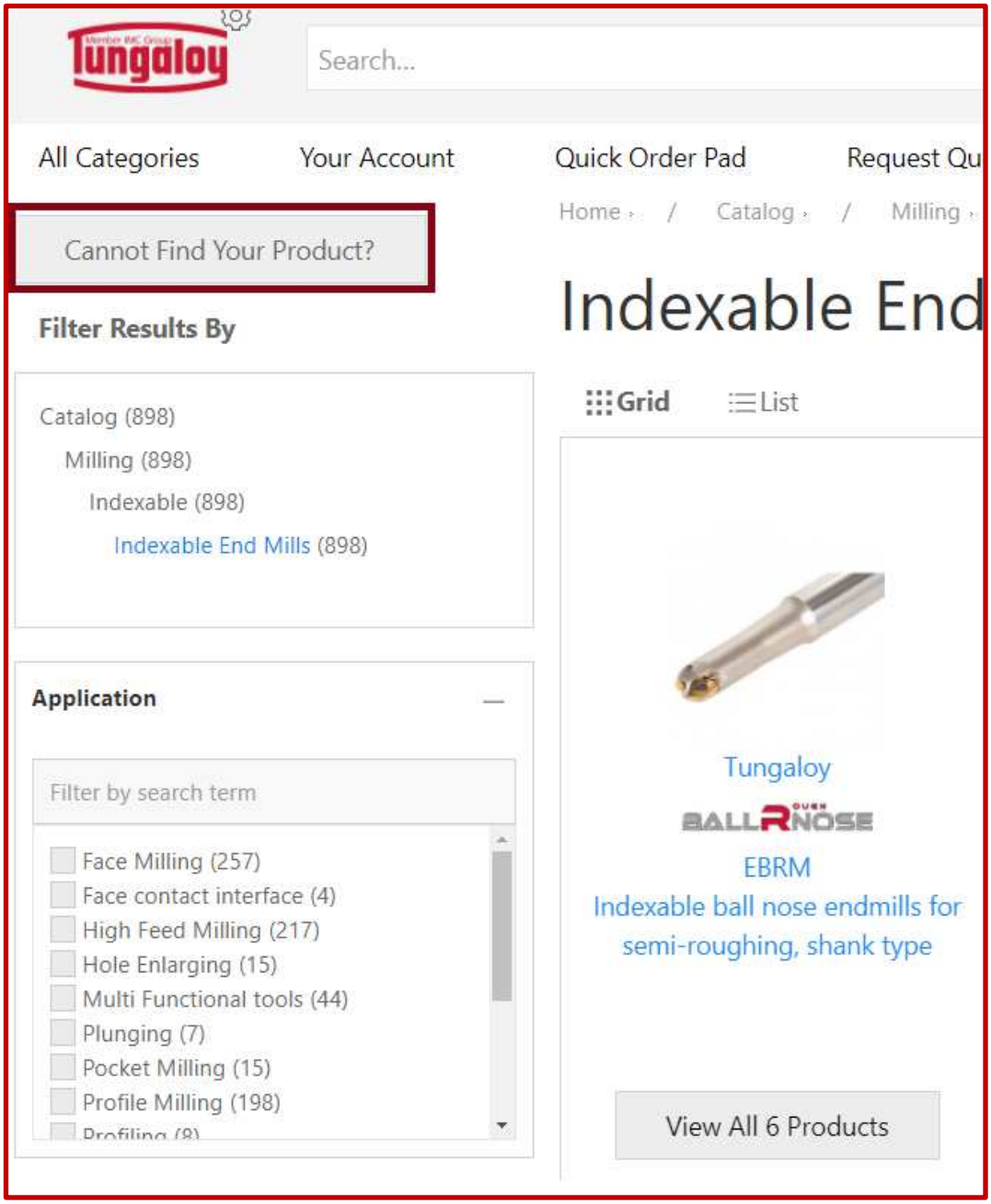
You can compare family products. Click on “View All xx Products”, then expand each product line by clicking on “+”. Finally, check the “Mark to compare” box on each product you want to compare, and then click on “Compare”





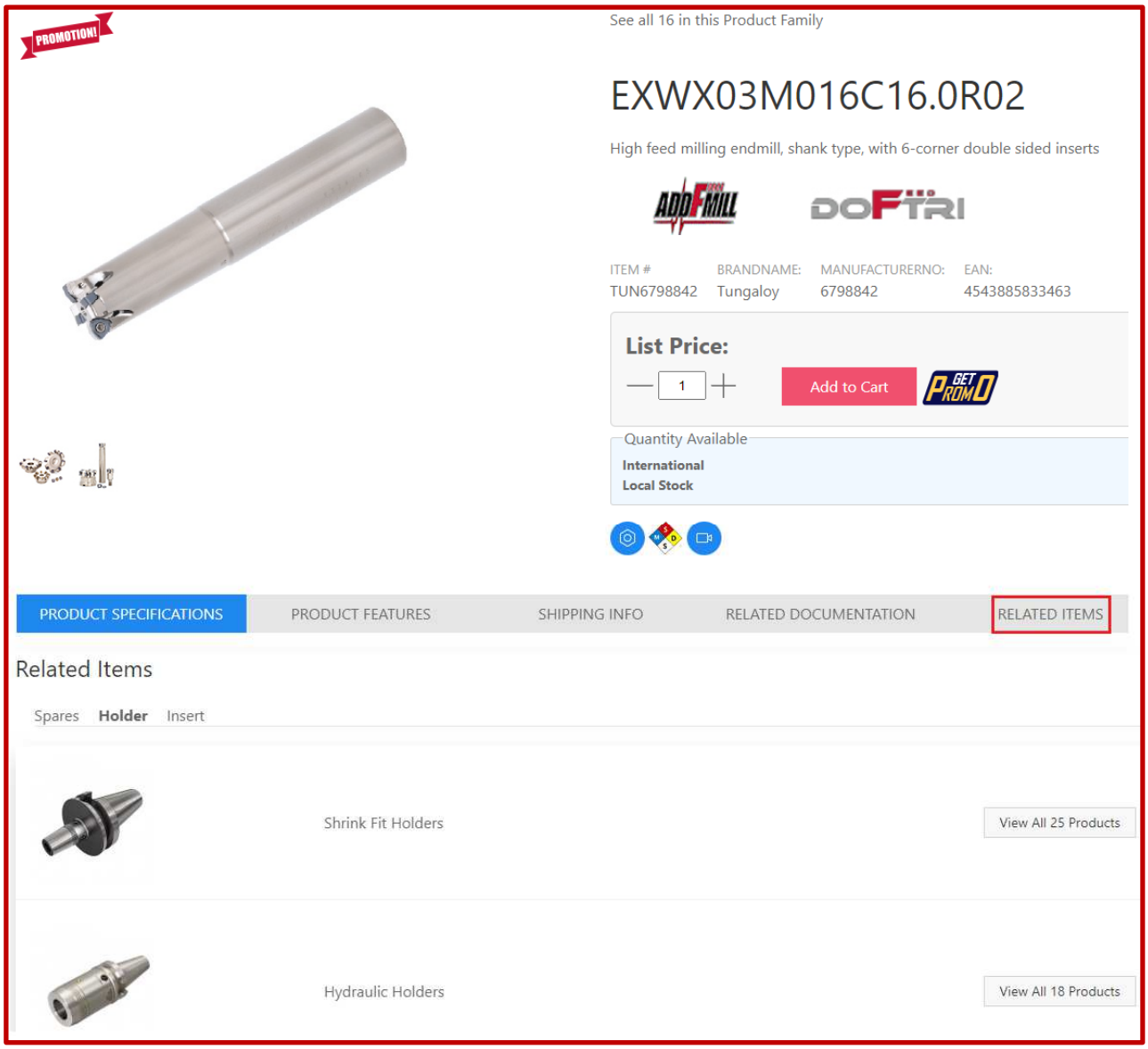
Can’t Find Your Product?

- Click on **‘Can’t Find Your Product’** box, leave the details you have, and you’ll receive an email with a link to the item you are looking for. (My Account → Customer products – Customer Requested Products)



Related Items

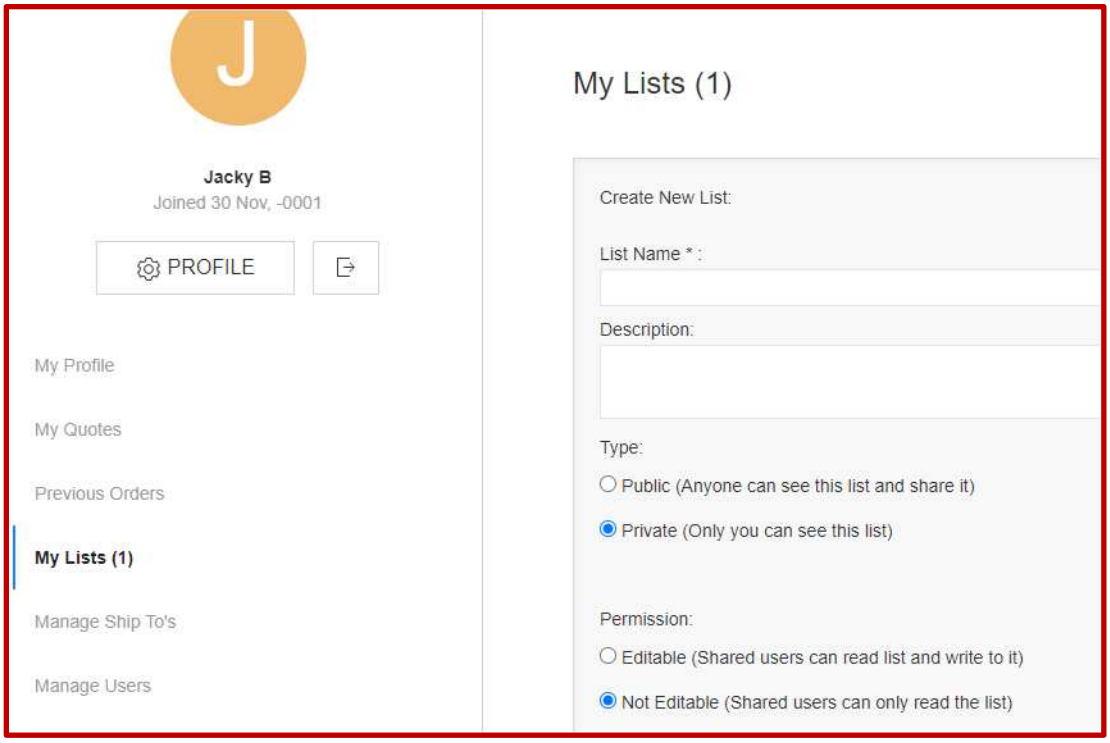
- All related Products (Spares, Holders & Inserts) of the Product you are looking at, are at the bottom of the Item Page. You can purchase them without having to leave the page.



♥ Wish List

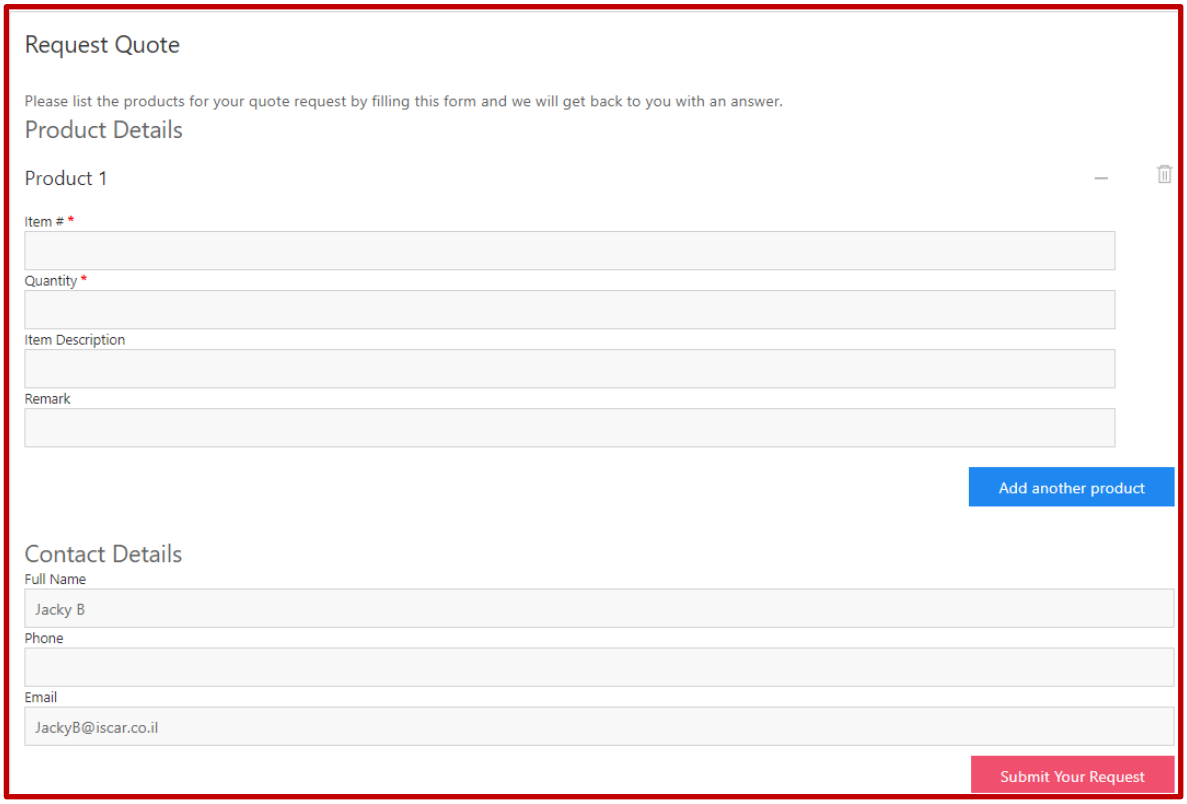
- You can organize your items under Lists and share them, buy a full list, or buy a selection of items from that list.
- To create a List or add items to an existing list ,click on the heart in the item page or go to My Account > My Lists

Item Page



Request a Quote

- You can ask for a quote from the platform, and you will receive an answer directly to My Account → My Quotes
- Fill in all the relevant details of your request

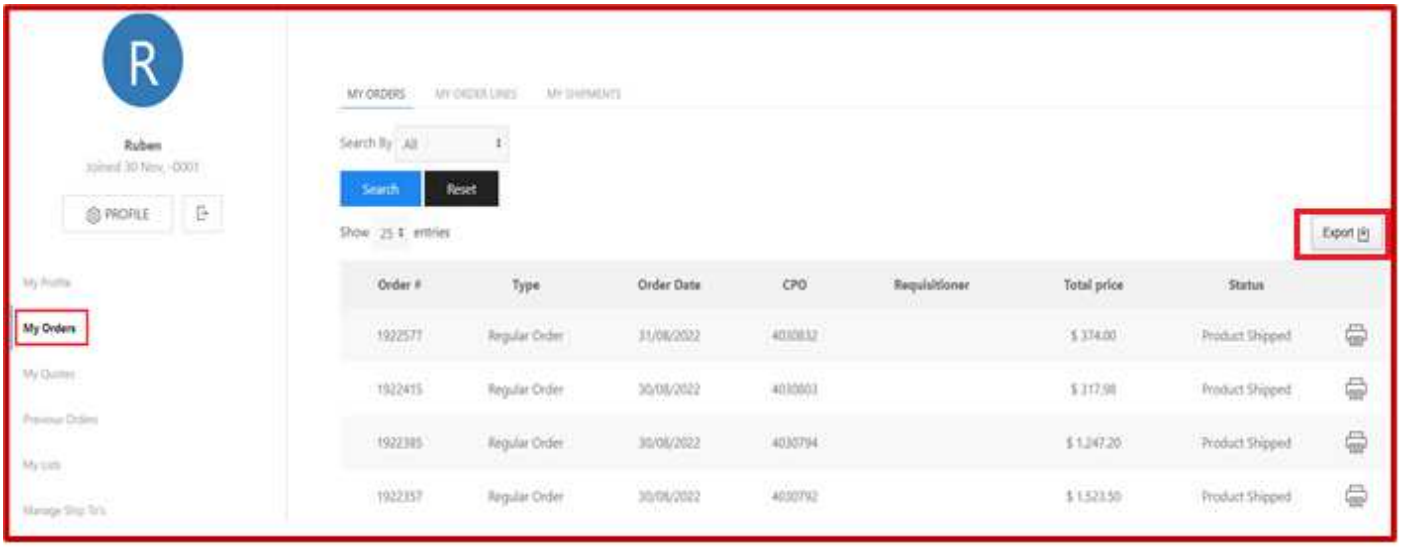


- See the status of your quote under My Account > My Quotations (left bar)
- When the Status is approved, select the item/s you want to purchase and click on **'add selection to cart'**

My Orders

To view your orders, click Account > My Orders

- You will see All your orders no matter how you ordered (either from GAL or E-Commerce platform)
- You can export all data in Excel file "EXPORT"

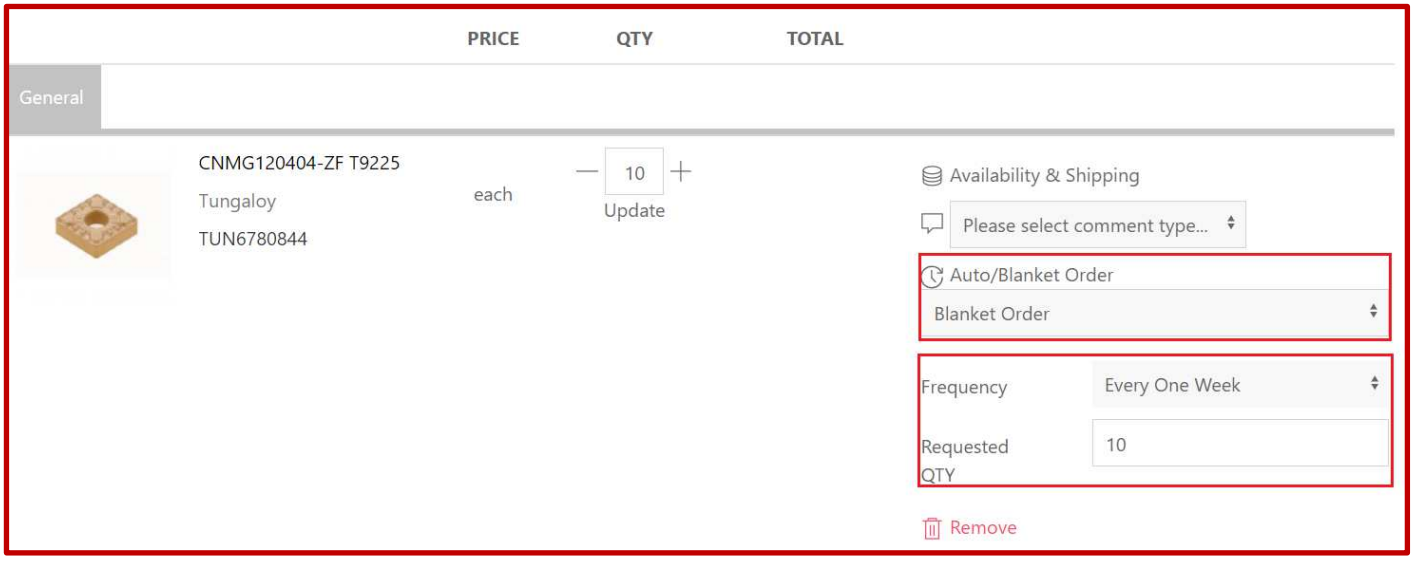


- When clicking on a specific order number, all details of the order can be seen, including status at the item level
- Shipment date including multi-shipping tracking
- Invoice number with a link to the invoice & ability to download PDF
- Reorder: ability to reorder an item or a full list of items

Blanket order/Auto Reorder

You can place a Blanket Order and automatically re-order any quantity at any time.

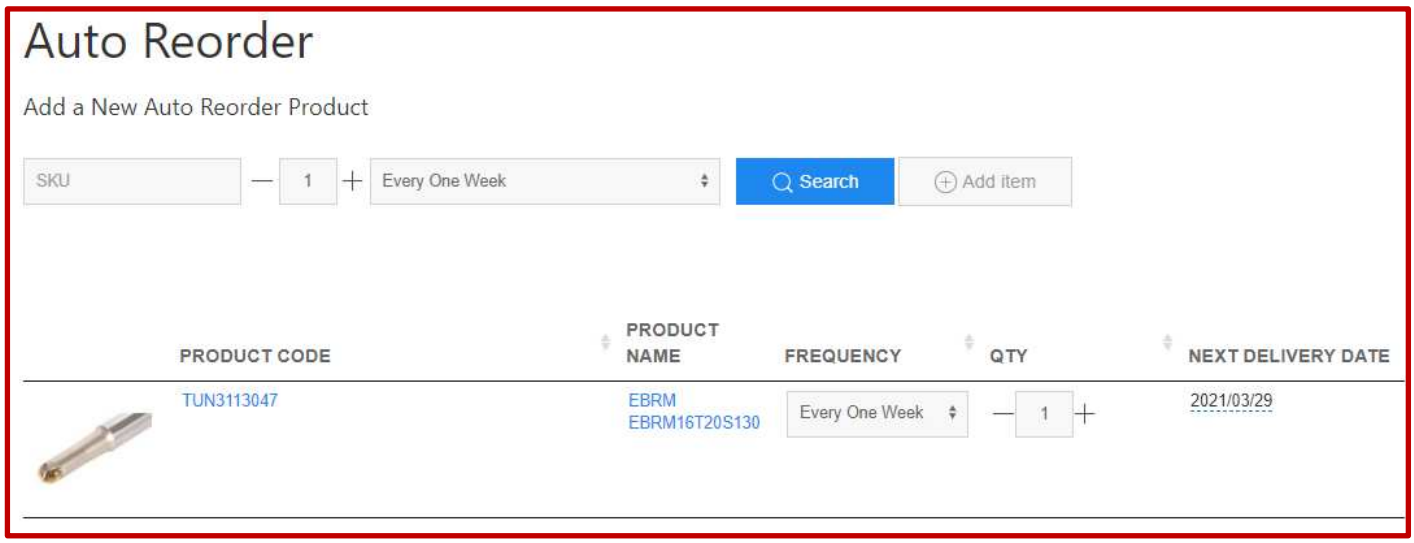
- When checking out, go to Auto/Blanket Order > Blanket Order.
- To re-order a specific item or quantity, go to My Orders > Search by Order Type > Blanket.
- Once you see the order, click on the icon and select the requested quantity.
- No need to go to checkout to reorder.



- To auto reorder an item:

1. Add an item (Item number)
2. Choose the quantity
3. Choose the frequency
4. You can change the selected date if you want to postpone

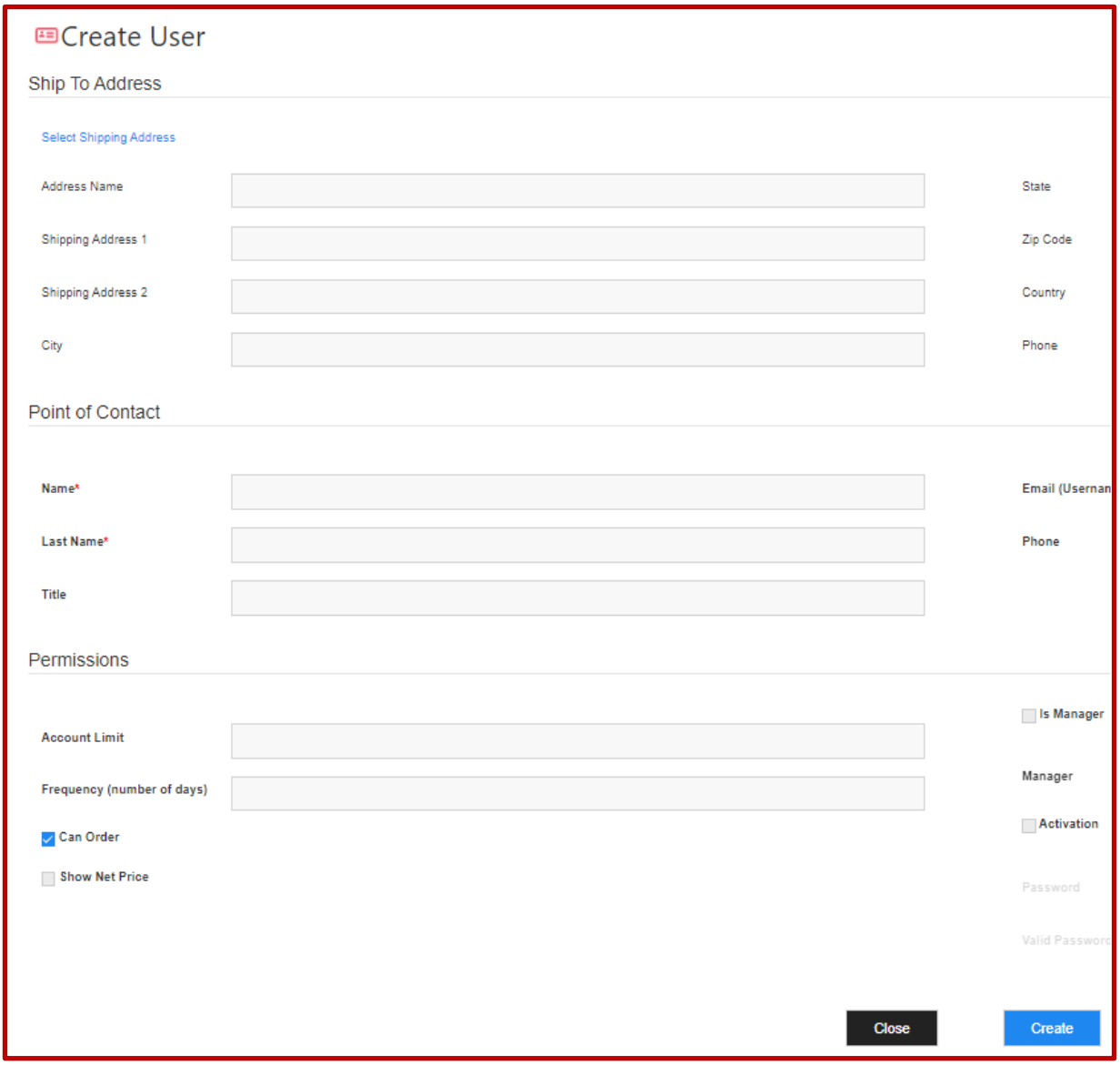
(Same can be done from the cart.)



Create User

You can **'Create Sub User(s)'**, set a budget, approval process, and different access rights.

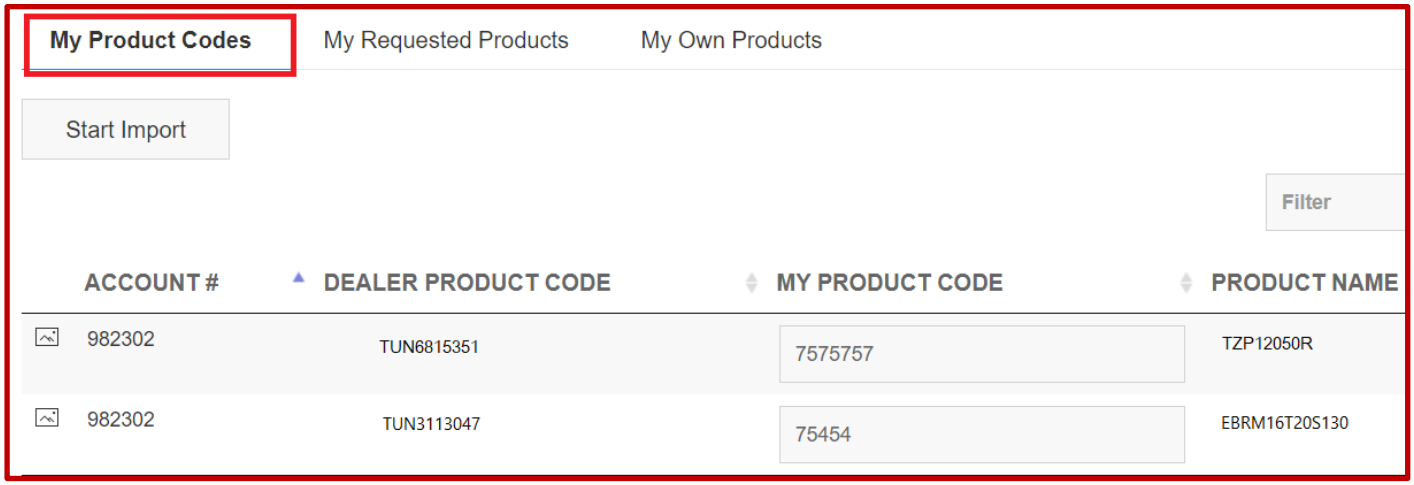
Go to: My Account > Manage User



⇆ Look for an Item/Order using your ERP Product Code

In order to be able to use Quick Order Pad or look for an Item using your own ERP Product Code you need to upload the cross-reference table from My Account → Customer Products → My Product Codes tab → click on '**Start Import**' & import a CSV or Excel file.

First Column needs to be you GAL Account Number (ask your salesman if you don't know what is your Account Number). Second column needs to be Tungaloy Product Code. Third Column needs to be your ERP Product Code for the same item.



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