



NGC IFOS

Customer User Manual

Version 1.3

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Welcome to IFOS

This user manual will serve as a brief training guide on the features of NGC's Individual Fulfillment Ordering System (IFOS). If you have any questions after reading this manual or accessing the system, please contact your NGC Account Manager for assistance.

How to contact your NGC Account Manager: Please feel free to reach out via email or call the number below.

NGC Phone Number - 888.472.8747

Login Page



Email

Password

Remember me

[Log in](#)

[Reset password](#)

[Privacy](#) [Terms of Use](#) [NGC-Groups](#)

The login page is the first page you will see when accessing NGC IFOS (<https://customer.ngcfulfillment.com>) and where you will need to enter your login credentials provided by your NGC Account Manager. This will be done usually on the account setup however may be done by customer request for new accounts.

New Accounts – Login credentials need to be requested through your NGC Account Manager and they will provide you with your username and password that you will change upon first login.

Existing Accounts – In the event that you cannot login to the account you may use the reset password link. If you need any further assistance, please contact your NGC Account Manager.

Locked Accounts – After three failed attempts for logging into NGC IFOS, the account will be locked permanently until you contact your NGC Account Manager and have them unlock you.

New Order

Welcome William Homer
Ngc

Home Functions - Reports - Setup - Logout

Customer: IFOS - Test Account [\[change\]](#)

New Order Order History

How to Place a new order:

1. Click 'Select' to select an order file
2. Click 'Upload' to upload the order

If you have any questions, please
email us at: NgcService@ngc-group.com
or call 888.472.8747

Upload New File

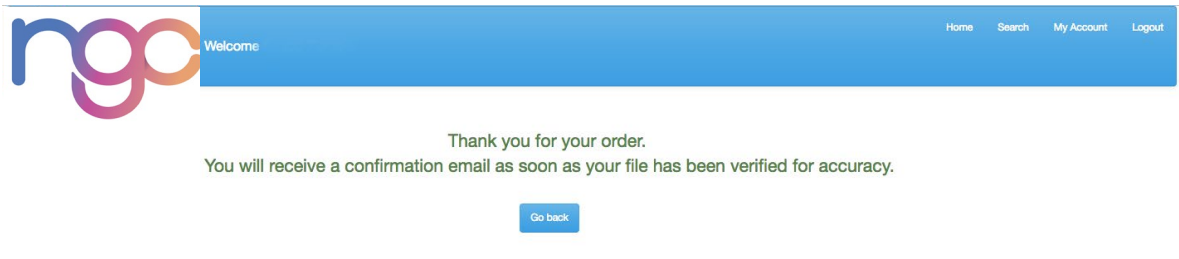
IFOS_Test_File_YYYYMMDD.xlsx

Select files to upload .xls,.xlsx,.csv

Upload

Once you are logged into the NGC IFOS system, you will see the above screen where you will upload files into the system. You can upload CSV, XLSX, or XLS files to the system.

Once your file has been uploaded, the following screen will appear:



If the file contains a critical error, you will receive an email describing the errors that you will need to correct. Once corrected, you can attempt to upload the file again.

Types of common critical errors include:

1. File not readable, this can be due to the file being password protected or a corrupt file.
2. Columns not matching the agreed upon file layout.
3. File has the same name as a previously uploaded file (duplicate file name).

Files with the below errors may also cause the file to be rejected:

1. Incorrect card SKU or SKU not valid
2. No or incomplete recipient name
3. No or incomplete recipient address
4. No email address provided for eCode order
5. No shipping method provided
6. Incorrect or invalid LOB sent
7. PO box provided for a FedEx or UPS shipment
8. Maximum number of cards per order exceeded

If you have any questions regarding these, please contact your NGC Account Manager.

Order History



Welcome

Home Search My Account Logout

New Order **Order History**


Search by Batch ID Enter text

Batch #	Date Received	File Name	Status	Orig File	Return File
19	8/18/2016 [04:17:14 PM]	FileReport (5).csv	✖ Import error: Data row 1 has 21 values. Mapping file expects 32 values		
6	8/17/2016 [03:35:43 PM]	FileReport (4).csv	✔ Completed	Download	FileReport (4)_ship.csv
5	8/17/2016 [03:31:42 PM]	FileReport (3).csv	✖ Order contains mismatch data -row 2:Custom Fields 3:Custom Fields 8:Custom Fields 7:Custom Fields 8:Custom Fields 9:Custom Fields 10:Custom Fields 11:Custom Fields 12:Custom Fields 13:Custom Fields		
4	8/17/2016 [02:12:20 PM]	NGC_NGC_DAYTON201512141417.csv	✔ Completed	Download	NGC_NGC_D...01512141417_ship.csv
3	8/17/2016 [02:08:18 PM]	NGC_NGC_DAYTON201512141416.csv	✔ Completed	Download	NGC_NGC_D...12141416_ship.csv
2	8/17/2016 [02:05:16 PM]	NGC_NGC_DAYTON201512141415.csv	✖ Import error: Data row 1 has 32 values. Mapping file expects 23 values		

On the Order History tab, a user can see previous orders uploaded in the system, as well as the current status of orders.

Search Screen

Reset Completed In Process Both


Welcome Home Functions Reports Setup Logout

Customer: Reset

Batch	Status	Order ID	Date Received	Full Name	First Name	Last Name	Card#
7		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
7	Completed	94006121	08/06/16	CHRISTINE HULLER			
7	Completed	94006121	08/06/16	CHRISTINE HULLER			
7	Completed	94006121	08/06/16	CHRISTINE HULLER			
7	Completed	94006121	08/06/16	CHRISTINE HULLER			
7	Completed	94006121	08/06/16	CHRISTINE HULLER			
7	Completed	94006121	08/06/16	CHRISTINE HULLER			
7	Completed	94006121	08/06/16	CHRISTINE HULLER			
7	Completed	97246374	08/06/16	JACOB HORN			
7	Completed	99009659	08/06/16	SHARON FISHER			
7	Completed	99009659	08/06/16	SHARON FISHER			

On the Search Screen, you will have the ability to search previous orders and current orders.

My Account Page

Welcome Home Search My Account Logout

> My Account

User Name:

Current Password:

New Password:

Confirm Password:

On the My Account page, you will have the ability to change your password. If any question arises here, please contact your NGC Account Manager.