

## HOMEPAGE

**My Account** - Once you've registered and logged on, this is your homepage. From here you can view products, add new customers, manage your customer's orders and amend your account details.

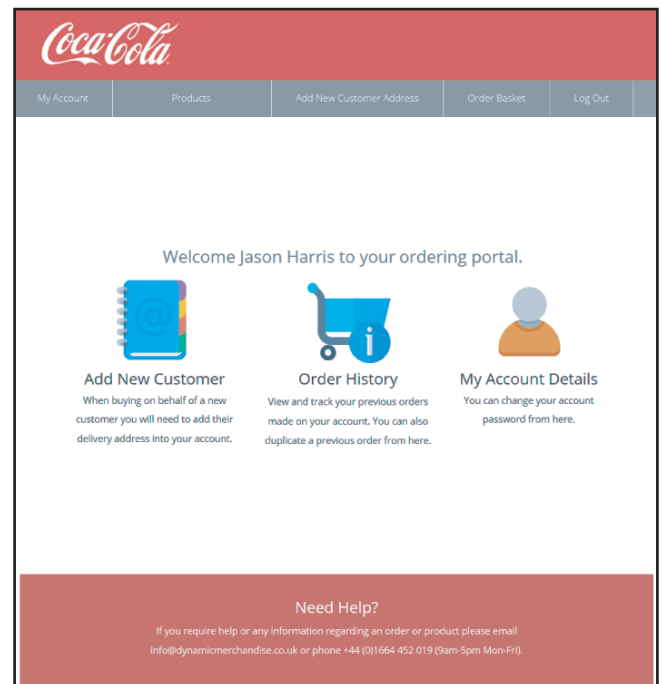
**Products** - Click here to see the range of products available for you to order.

**Add New Customer** - Click here to add a new customer.

**Order Basket** - This link will take you to any uncompleted orders that you're currently collating.

**Order History** - Click here to see a summary of all your customer orders.

**My Account Details** - Click here to amend your own account details or to change your password.

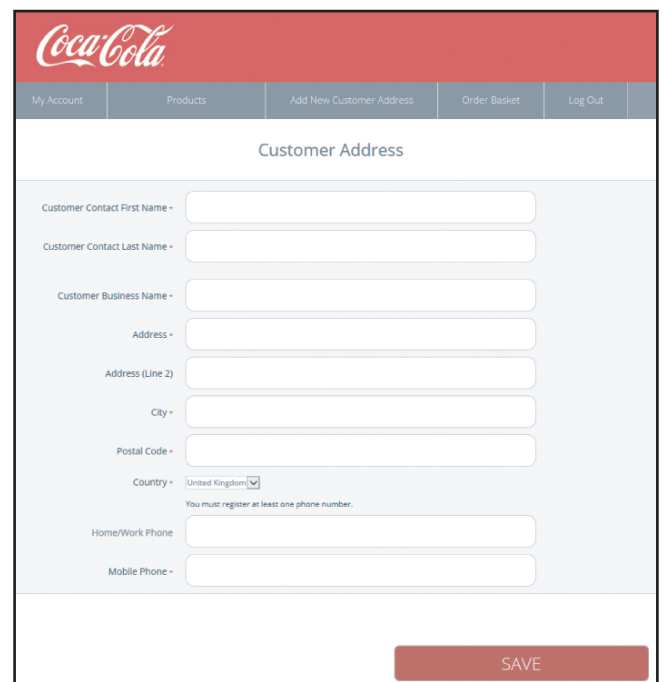


## HOW TO ORDER

You can start the ordering process either by adding a new customer address and then selecting the products required OR you can select from the products and add the customer address during the ordering process.

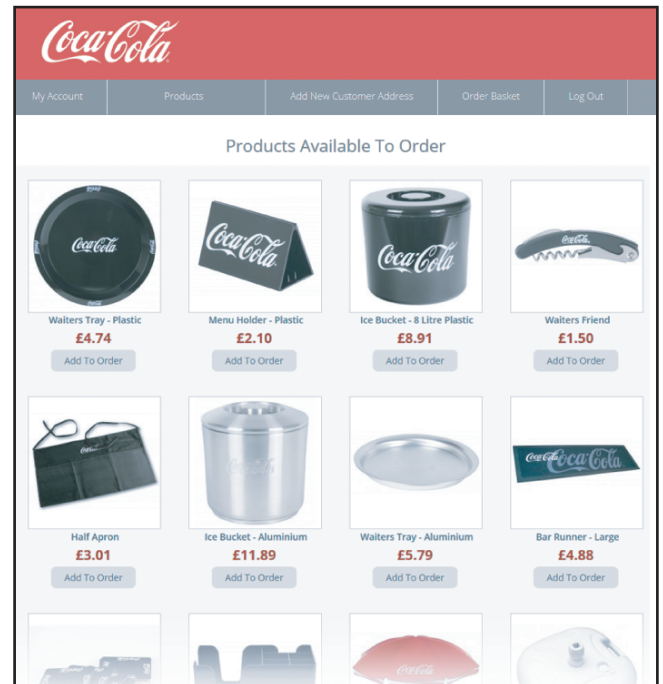
### 1. Add New Customer Address

- Complete the required fields and click "Save".



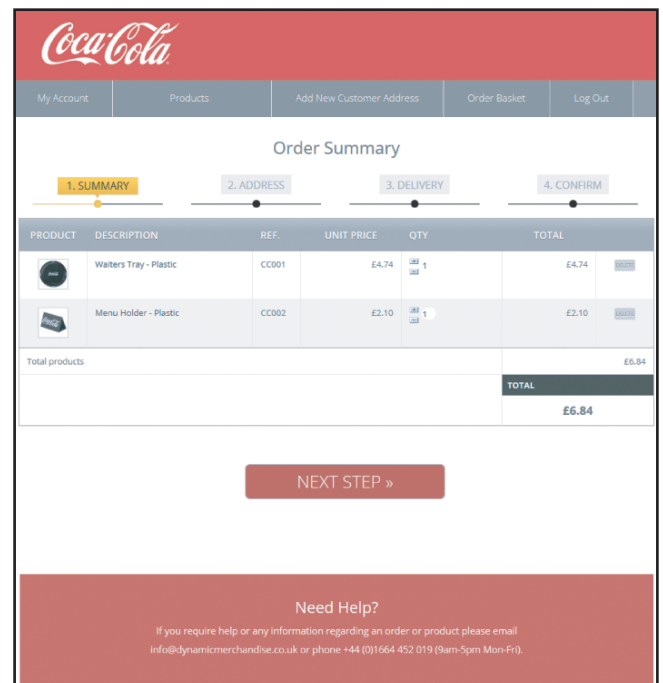
## 2. Order via "Products"

- Click on "Add To Order" and this will place one item in your basket.
- Click on the product image to see a detailed description, reference number and more product images. You can add product to your order basket and specify the quantity you require from here.



## 3. Order Summary

- When you've completed your order, click "Next Step"
- Check the delivery address details. For an existing customer, select from the drop down menu.
- If you've not set up the customer delivery address yet, you can add it here by clicking on the red "Add New Customer Address" button.
- Once you've entered all the information, click "Next".
- Please note details of delivery times and costs and click "Continue" and then "Click here to complete order".
- A final summary of the cost of your order will appear and if you're happy to proceed, please click "Place Order".
- You'll receive an email confirming order details.
- When your order has been despatched, you'll receive a confirmation email.



## 4. Out of Stock

- From time to time we may be temporarily out of stock of certain items. If so, we will contact you by email or phone with details of availability so that you can decide the best option for your customer.