

WEBSTORE *USER GUIDE*

Welcome to the Webstore user guide. We hope you like our new simplified website and can find your way around quickly and easily.

We are constantly developing our online ordering system and reviewing the way it works. Our most important resource is you! We really try and listen to your feedback and make meaningful improvements based on your suggestions.

Within this guide you'll find the basics to get you ordering with ease, if you need help with anything not covered just give us a call and we'll be happy to help.

Contents

The Basics

Advanced Guide

Requisition Pads & Extras

If you can't find what you're looking for give us a call:

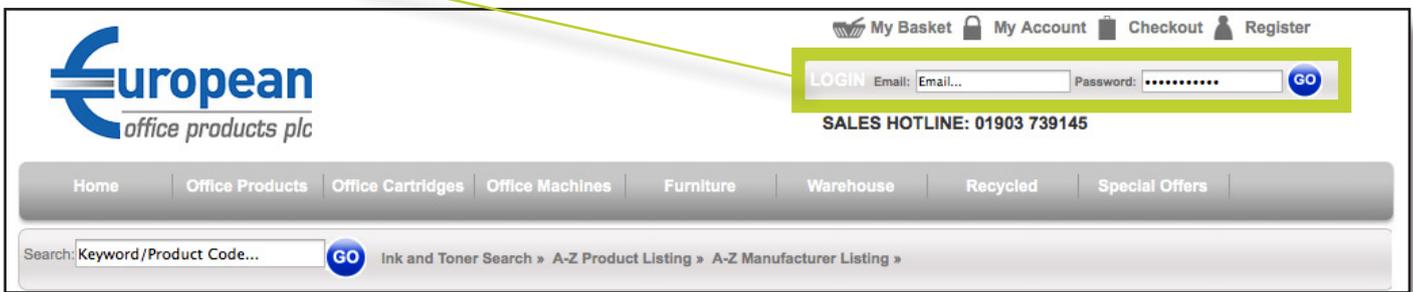
01903 739145

LOGGING IN

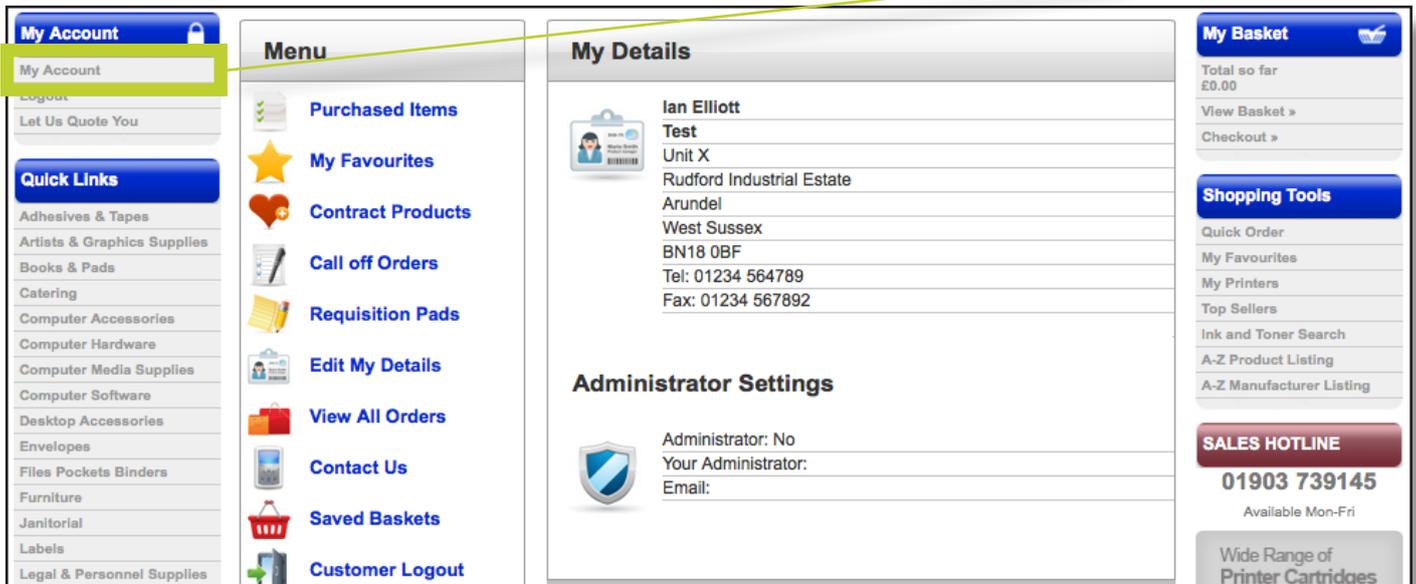
You can log on from the front page of our website www.europeanop.com and clicking here:



This will take you straight through to the webstore homepage where you can log in using the highlighted area:

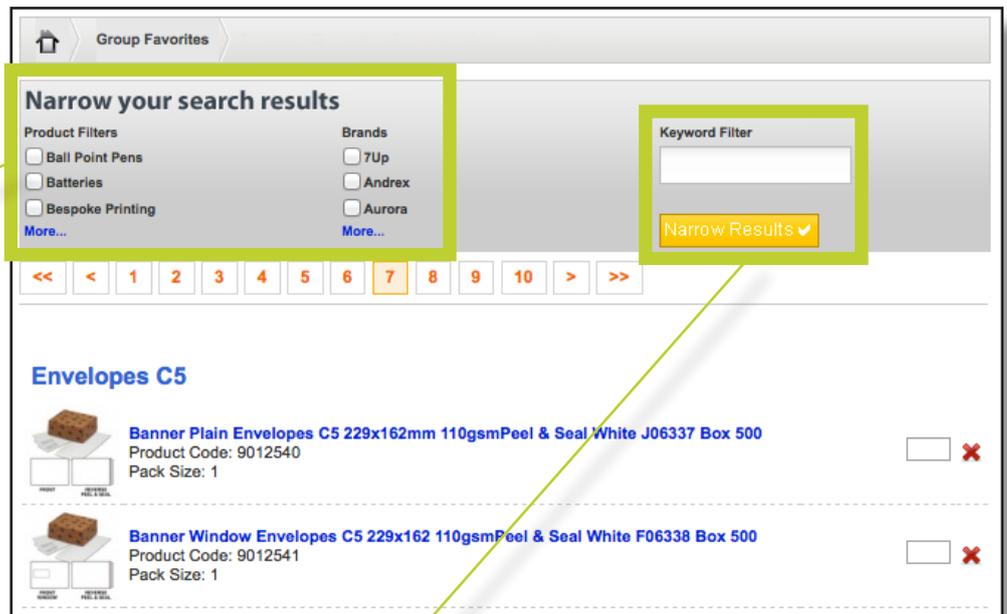


Clicking on My Account at any time will bring you back to this screen:



CONTRACT PRODUCTS

The items in your Contract Products will be populated and managed by European. If there are a number of users ordering within your organisation they will all have access to the same list of Contract Products which can be added to or deleted at any time by your Account Manager. Depending on your level of access you may be restricted to just viewing Contract Products or you may be able to order from the entire product range.



To help you search within your contract products you can use the tick boxes to filter by product categories or brands.

You can also use the keyword filter box to search your contract products in the same way you would search the whole catalogue.

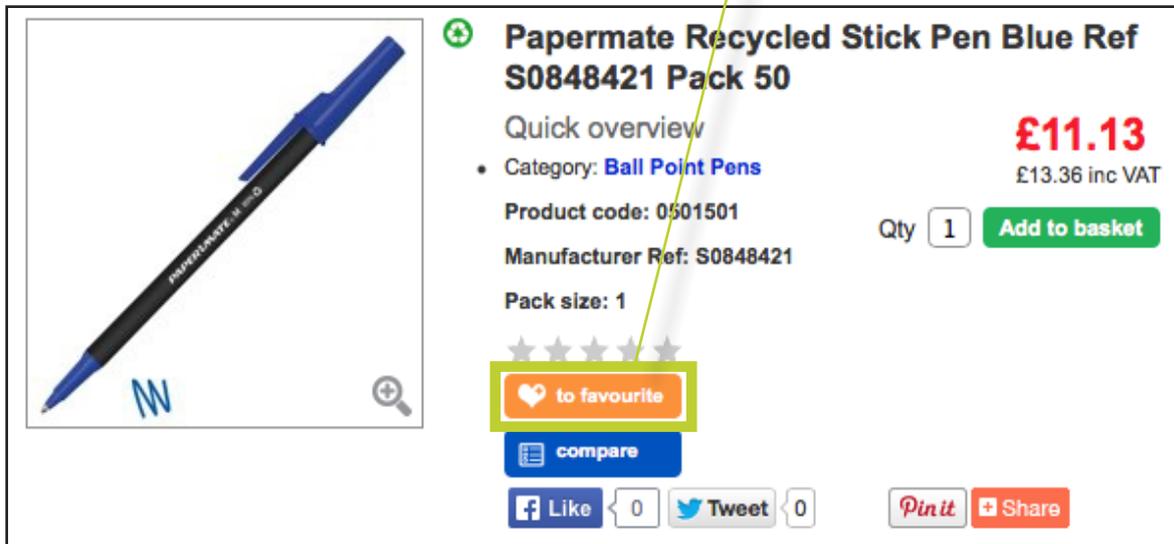
NAVIGATING CONTRACT TIPS

Your contract products are only ever two clicks away (My Account > Contract Products). Alternatively if you drill down into item details you can also use your browser's back button to view the previous page visited. Here's a handy keyboard shortcut for the back button that's common to all browsers: **Alt + ←**, or **Backspace**



MY FAVOURITES

You can add or remove any products you like on your 'My Favourites' tab - when you search for an item on the store there will always be an option to add this to your favourites. This saves you searching the store every time for it.



Papermate Recycled Stick Pen Blue Ref S0848421 Pack 50

Quick overview

• Category: **Ball Point Pens**

Product code: 0501501

Manufacturer Ref: S0848421

Pack size: 1

£11.13
£13.36 inc VAT

Qty **Add to basket**

0 0

Once you have added products in My Favourites they will appear in alphabetical order under the relevant section heading and you can add straight to the basket.

Please note these favourites will only appear under your personal log in and are administrated entirely by you.

EDIT MY DETAILS

If you have the appropriate level of access you can change your default invoice and delivery address.

You can also manage your own password from this screen.

Gender:	<input checked="" type="radio"/> Male <input type="radio"/> Female <input type="radio"/> Unknown
First Name:	<input type="text" value="Greg"/> *
Last Name:	<input type="text" value="Parker"/> *
Email:	<input type="text" value="gparker@europeanop.com"/> *
Password:	<input type="password" value="...."/> *
Company Name:	<input type="text" value="Test"/>
Invoice Address:	<input type="text" value="HeadQuarters BN18 0BF"/> *
Delivery Address:	<input type="text" value="HeadQuarters BN18 0BF"/> *
Tel:	<input type="text" value="01903 739145"/> *
Fax:	<input type="text" value="01903 739147"/>
Mobile:	<input type="text"/>



VIEW ALL ORDERS

From here you can view any past orders you have created and see the current status of the order.

Order Status	
New Orders:	0
In Progress:	3
Delivered:	0
Completed:	0
Cancelled:	0
Refunded:	0
Awaiting Authorization:	1
Awaiting Payment:	0
All Orders:	4

My Company Orders						Order Search:	
Order Id	Date	Name	Amount	Post Code	Status	Action	Edit
O-19	20/03/2014	Ian Elliott	£16.37	TS22 HPA	In Progress	<input type="checkbox"/>	
O-18	12/03/2014	Christophles Evans	£42.30	BN18 0BF	Awaiting Authorization	<input type="checkbox"/>	
O-17	12/03/2014	Ian Elliott	£14.10	BN18 0BF	In Progress	<input type="checkbox"/>	
O-16	12/03/2014	Christophles Evans	£14.10	BN18 0BF	In Progress	<input type="checkbox"/>	

Update Orders Authorise Order Page 1 of 1 10

USER AUTHORISATIONS

Your Order Confirmation Below

Basket Address Payment Complete

Order Progress:



Sorry, Your Order Has Not Been Authorised..

Due To: All Orders Require Authorization

Due to budget or user restrictions, this order could Not be authorised. This order has been sent to your assigned administrator(s) for review, and you will notified by email if the order is authorised.

[Continue Shopping](#)

If your order needs to be sent for authorisation you'll see this screen. Your authoriser will receive an email straight away letting them know. When they have approved your order you'll receive an order confirmation email so you know it's been dealt with.



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SAVED BASKETS

This option allows you to save any baskets and return to them later to complete your order. For example this might help you build up your order during the week if you usually place your orders on a Friday.

When you have finished adding items to your basket just click save basket.

Your Shopping Basket

Basket Address Payment Complete

Order Progress:

- Please confirm your (3) items and checkout.
- To order your products, click 'Proceed to Checkout'.
- If you wish to Update Quantities, change the quantities in box below.
- If you wish to Continue Shopping Then [please click here.](#)

Shopping Basket

Product Description	Qty	Cost Centre	Price Each	Save	Total
9240003 Banner Medium Ballpoint Pen Red Ref 0000 Line Ref: <input type="text"/>	1	001	£13.99		£13.99 ✖

Sub Total: £13.99
Delivery: £4.95
Vat: £3.79
Total Due: £22.73

Print Basket Save Basket Clear Basket Proceed to Checkout

Next just give your basket a name.

Save New Basket

Basket Name: *

Save Reset

* Required Field.

This next step is **very important** - you need to **close basket**. Once closed it will be available under saved baskets to open, edit and close again as many times as you like before you're ready to place your order.

Your Shopping Basket

Basket Address Payment Complete

Order Progress:

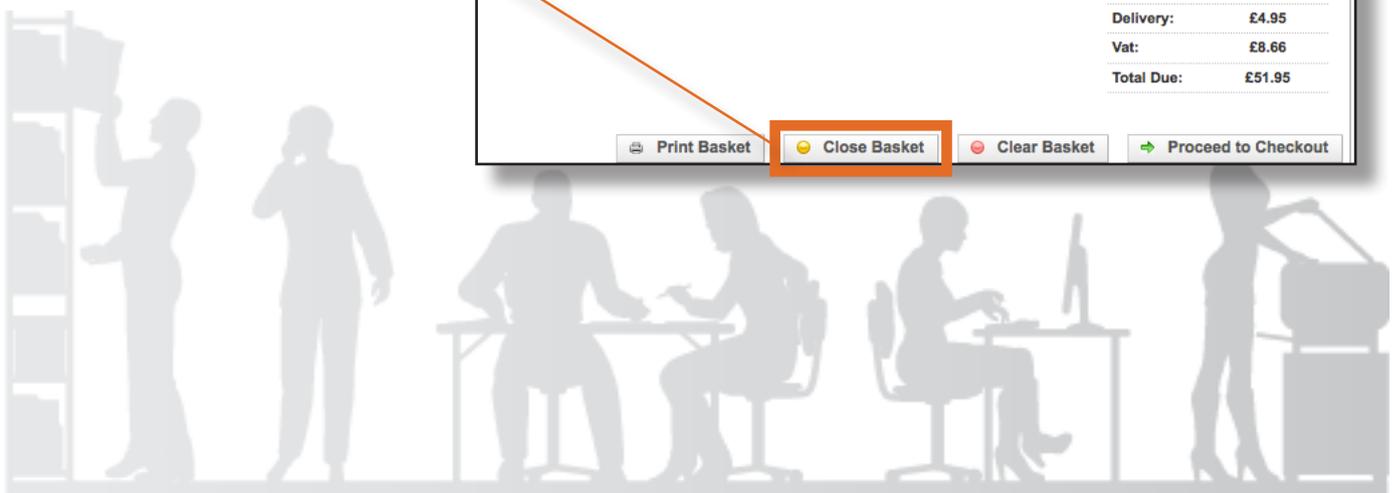
- Please confirm your (2) items and checkout.
- To order your products, click 'Proceed to Checkout'.
- If you wish to Update Quantities, change the quantities in box below.
- If you wish to Continue Shopping Then [please click here.](#)

Shopping Basket

Product Description	Qty	Cost Centre	Price Each	Save	Total
0570353 Rapesco Luna 727 Half Strip Front Loadin Line Ref: <input type="text"/>	1	001	£20.49		£20.49 ✖
S9150014 Banner Value Copier Paper Multi-Purpose Line Ref: <input type="text"/>	1	001	£17.85		£17.85 ✖

Sub Total: £38.34
Delivery: £4.95
Vat: £8.66
Total Due: £51.95

Print Basket Close Basket Clear Basket Proceed to Checkout



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ADVANCED SEARCHING



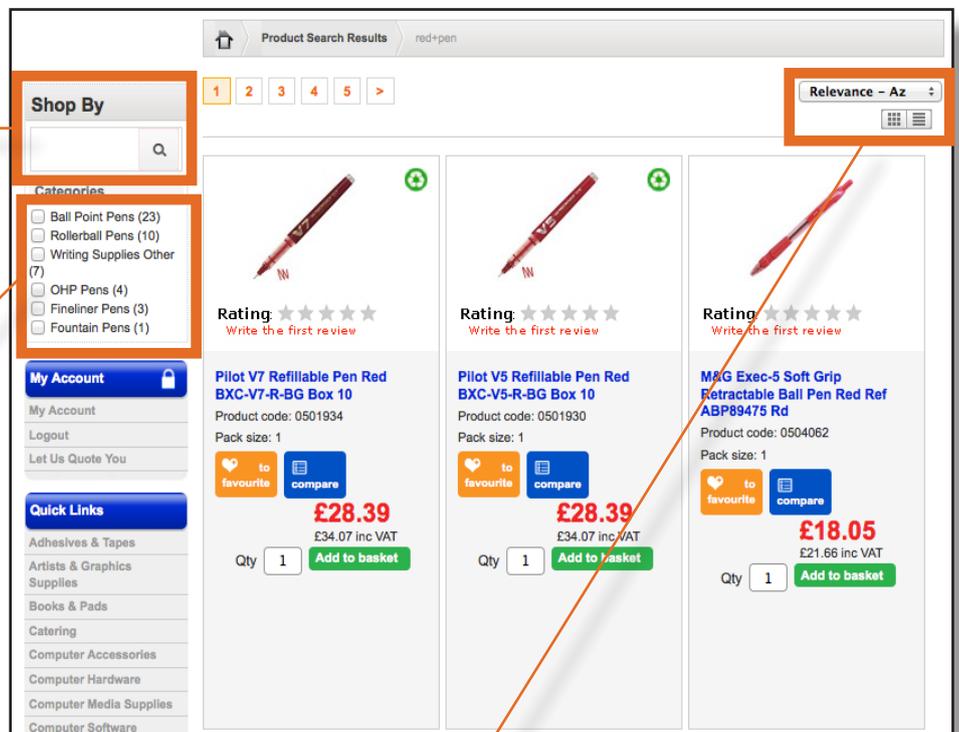
Main Section Headings - Clicking into these will show you the sub categories.

Keyword/Product Code... - Type in a product code or product description here to quickly find what you are after. For example:

A search on 'red pen' brings up 5 pages of results. You've got a few options to drill down from here. By clicking on the 'Categories' button you'll drop down some tick boxes.

You can search again within results here.

Here you have a range of 'top level' categories. Once you check a box, new options will display to help you further refine your search.



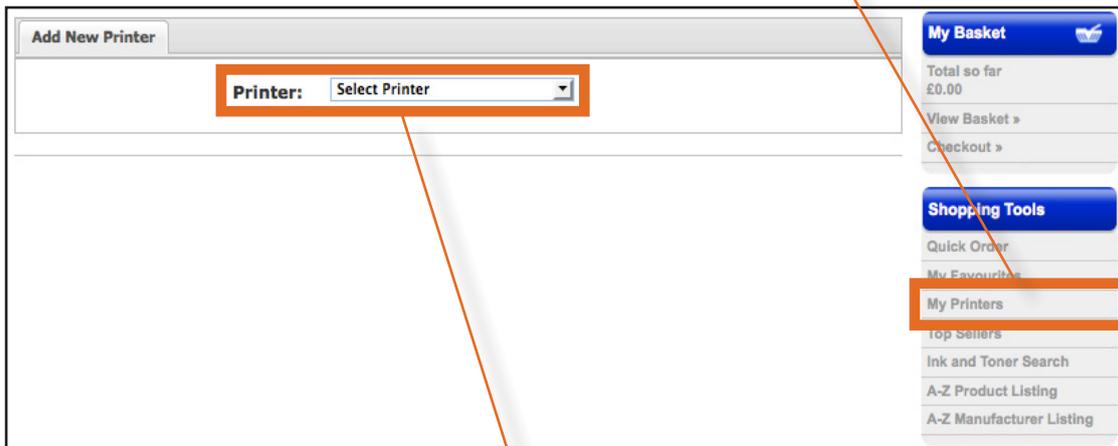
You can also sort the search from the Relevance - Az drop down box by price and description too! You can also change the layout from grid to stacked.



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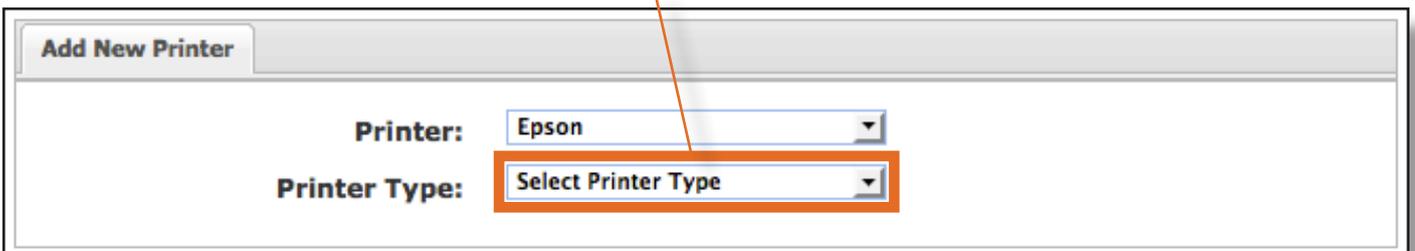
MY PRINTERS

The 'My Printers' tool is a great way to manage all the printers in your office environment, you simply tell our webstore what printers you've got and it'll show you all the consumables you can order. Clicking on the 'My Printers' link under Shopping Tools for the first time will take you here:



First enter the make of your printer from the drop down menu above.

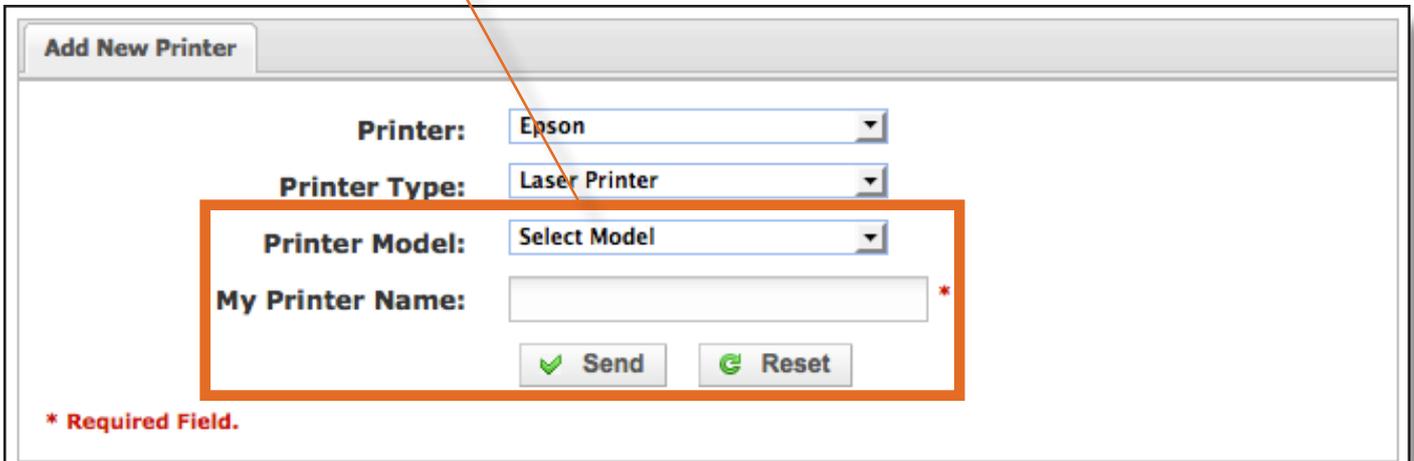
Next enter your printer type - laser, inkjet etc.



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MY PRINTERS

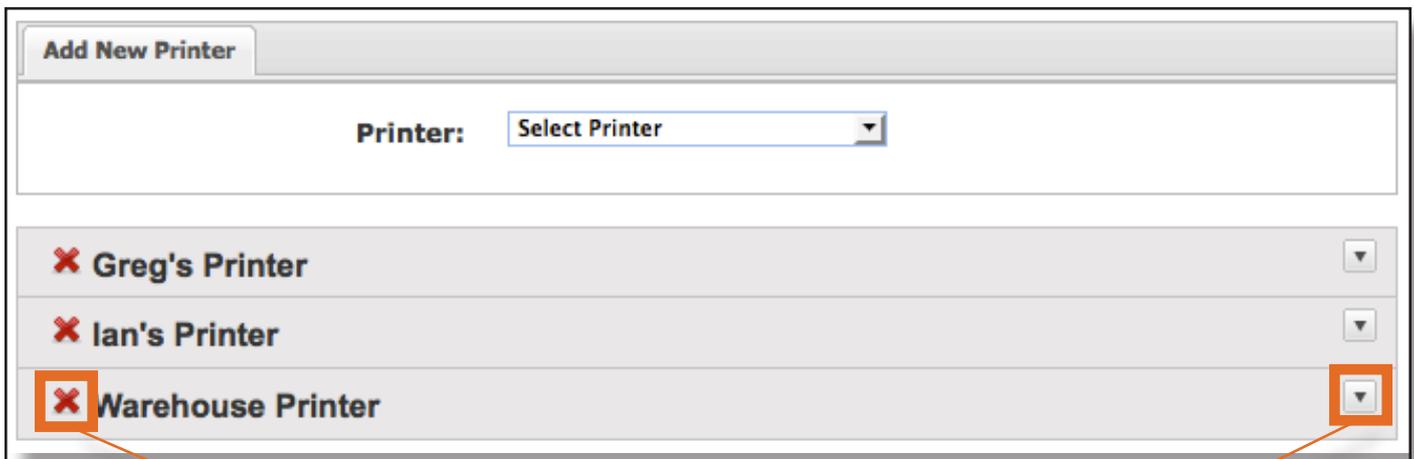
Finally just select your printer model and give it a name like 'Office Printer' or 'Warehouse Printer' and click send.



The screenshot shows a form titled "Add New Printer". It contains four main input fields: "Printer:" with a dropdown menu showing "Epson"; "Printer Type:" with a dropdown menu showing "Laser Printer"; "Printer Model:" with a dropdown menu showing "Select Model"; and "My Printer Name:" with a text input field. Below the "My Printer Name:" field are two buttons: "Send" (with a green checkmark icon) and "Reset" (with a green circular arrow icon). A red asterisk is placed to the right of the "My Printer Name:" field. A red box highlights the "Printer Model:" and "My Printer Name:" fields. A red arrow points from the text above to the "Printer Model:" dropdown.

* Required Field.

Your printer will now appear in the list!



The screenshot shows a list of printers under the "Add New Printer" header. The "Printer:" dropdown menu is set to "Select Printer". Below it, there is a list of three printers: "Greg's Printer", "Ian's Printer", and "Warehouse Printer". Each printer name is preceded by a red "X" icon and followed by a dropdown arrow icon. The "Warehouse Printer" entry is highlighted with a red box, and a red arrow points from the text below to its red "X" icon.

To remove this printer click the red X.

To view the consumables for this printer click on the arrow.



REQUISITION PADS & EXTRAS

SETTING UP REQUISITION PADS

If you have a requisition pad set up by European it will be listed here - to open the pad and order from it just click on the pad name.

You can have as many requisition pads as you wish if needed.

My Company Requisition Pads		Search:
Requisition Pad Name	Date	
demo req pad sundry	16/08/2011	

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THE EXTRAS

We've just tried to cover a few of the basics and some of the more advanced features in this guide to get you up and running. Don't forget we're always just at the end of the phone to help you with anything at all. Your contact at European will also be able to help you with anything you need, from setting up Requisition Pads to walking you through setting up order hierarchy and authorisation.

USEFUL DETAILS

Call the office on: **01903 739145** Fax the office on: **01903 739147**
Email the office on: **sales@europeanop.com**

