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1. NAVIGATING THE WEBSITE

## 1.1 HOME Page

<table>
<thead>
<tr>
<th>What you’ll see</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>The HOME page mainly consists of:</td>
<td></td>
</tr>
<tr>
<td>A. MENU bar</td>
<td></td>
</tr>
<tr>
<td>B. EXPLORER Panel</td>
<td></td>
</tr>
<tr>
<td>C. Bulletin Message</td>
<td></td>
</tr>
</tbody>
</table>
  - Primary |  |
  - Secondary |  |
| D. FEATURED Products |  |
| E. SEARCH |  |
| F. Access to Shopping Cart |  |
| G. Access to Password Change |  |
| H. Link to User guide |  |
| I. Log out button |  |
| J. Customer Service info |  |
| K. Other links |  |

**Note:**
Depending on your user configuration, some features may not be available.
1. NAVIGATING THE WEBSITE

1.2 MENU bar

From the MENU bar you can access

A. HOME button
B. ORDERING menu

Show Cart
- display all items in your cart (cart must not be empty).

Clear Cart
- remove items in your current cart and create a new order.

Draft Orders
- access previously created orders that have not yet been submitted.

Order History
- view previously submitted orders.

Order Line History
- view previously submitted orders (line level).

Order Search (for Public Users)
- view previously submitted orders.

C. CATALOGUE menu
- access the last viewed product group

D. MY ACCOUNT menu

Watchlist
- access items that are on the watchlist

Favourites
- access items that have been set as a favourite

Recents
- view recently accessed items (upto 15 entries only)
1. NAVIGATING THE WEBSITE

1.3 EXPLORER Panel

The Explorer panel allows you to access the website’s Catalogue which consists of items that are grouped into various product groups.

Click on ▶ CATEGORIES to Expand or Collapse the Catalogue tree.

An arrow ▶ beside a product group indicates the presence of sub product groups. Click to further expand or collapse.

Click on a product group to display its contents. Products will display on the right of the Explorer panel.

Clicking on a product group with more than one level of sub product group will display all products within all of its sub product groups.
1. NAVIGATING THE WEBSITE

1.4 Catalogue Panel

The Catalogue panel displays products contained within a product group.

By default, products are presented in Tile view. To change to List view, click on the icon located at the upper right corner below the ‘checkout’ button.

When you change to List view and then log out, your catalogue will present in List view when you log back in. You can change it back to Tile view by clicking the icon again.

There is an indicator on the upper left of the Catalogue panel which displays the total number of items / results within a product group. It also displays the product group path which is clickable (helpful for accessing multi-level product groups).

Sample: 6 results for: IVE Demo Catalogue - Apparel

You can change the sort order display of items by clicking on the drop-down list (located on the upper right corner) and selecting from the sort by options.
1. NAVIGATING THE WEBSITE

1.5 Product Details

To view details of a product, click the Details Button on a product tile:

Information such as price, quantity, stock on hand, etc may be visible depending on your level of access.

If a pdf of the product is available, you can view or download it from here.

Product Usage Section (if enabled) - A Product Usage graph and table is displayed below the product details section. If there is no usage against the product, no graph will display.

To return back to the Catalogue, click Back to Catalogue button which is below the 'Add to Cart' button.
## 2. PLACING AN ORDER

### 2.1 Adding items to Cart

<table>
<thead>
<tr>
<th>Select a product from the Catalogue</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enter the Quantity required by using the up/down arrows or type a number in the qty box:</td>
</tr>
<tr>
<td>Click <strong>Add to Cart</strong></td>
</tr>
<tr>
<td>The number of items in your cart increments as you add products:</td>
</tr>
<tr>
<td>A message prompt also displays at the top centre of the page to confirm that an item has been added to cart:</td>
</tr>
<tr>
<td>Repeat the process to add multiple items to your cart</td>
</tr>
<tr>
<td>When you are done adding items to your cart, click <strong>CHECKOUT</strong></td>
</tr>
</tbody>
</table>
2. PLACING AN ORDER

2.2 CHECKOUT Page - Cart

What you’ll see

A progress bar is displayed to show the different stages of the checkout process. This is located below the MENU bar:

The first stage is ‘1. Cart’. You can make qty changes here, or remove an item from your cart. You can also add more items by clicking ‘CONTINUE SHOPPING’.

Note: some websites will have ‘Back to Catalogue’ button instead of ‘Continue Shopping’.

To change a qty, just type over the text in the qty box. When you change a quantity, you will be prompted with this message:

To remove an item, click ‘REMOVE’.

Click to proceed to the next stage.
2. PLACING AN ORDER

In Stage 2, you are presented with the Account Details. If you have access to multiple accounts, you can change the selection at this stage by clicking ‘Select’ against the account code required.

If you have changed the account selection, a message prompt will display to confirm the change.

To continue adding items to your Cart, click:

CONTINUE SHOPPING

To proceed to the next stage, Click: NEXT
2. PLACING AN ORDER

In Stage 3, you are presented with the Delivery Details. Fields marked with an asterisk are mandatory.

Depending on your configuration, your address fields may be pre-populated with data or may present blank. Fill-in accordingly.

Entering the first 3 characters of City (Suburb) will load a list of suburbs. When you select one, the State and Postcode will automatically populate.

If available, you can select from a list of addresses by clicking on

Address Book

To continue adding items to your Cart, click:

CONTINUE SHOPPING

To proceed to the next stage, Click:

NEXT

If any of the mandatory fields are missing, you will be prompted with an error message. You will need to supply/fix the data to proceed further.
2. PLACING AN ORDER

The last stage is 4. Finalise

Your address and contact details are presented in view mode only. If you need to edit, go back to Stage 3

If applicable, a ‘Payment Summary’ will also be presented

If you are configured to pay by Credit card, details will appear at this stage where you can select Card type and enter your card details. Payments are processed via Paypal gateway

To go back to different stages of Checkout, click on any of the circles within the Progress bar

You can still add more items at this stage by clicking

When you are ready to submit your order, click
2. PLACING AN ORDER

<table>
<thead>
<tr>
<th>CHECKOUT Page</th>
<th>What you’ll see</th>
</tr>
</thead>
<tbody>
<tr>
<td>After completing an order, you should receive a confirmation email shortly thereafter.</td>
<td>![Image]</td>
</tr>
<tr>
<td>Your order reference number is also presented on screen.</td>
<td></td>
</tr>
<tr>
<td>If your order was sent for approval, you will be notified via email. A second email will be sent to notify if the order has been approved or rejected.</td>
<td></td>
</tr>
</tbody>
</table>
3. ORDER HISTORY

3.1 Viewing Order History

Use this procedure to view a Submitted order’s status and History.

By default, submitted orders are displayed in sorted order by Order number.

You can use different filters such as Order number, Account Name, Created by Name, Date submitted or Order Status to narrow down your list. Click DISPLAY after filling-in the required filter fields.

To view details of the order, click 🔍.

To re-order, click 🛒.

You will also have access to the REORDER button when you are viewing the order details.

You can export the data displayed in csv format which you can open using MS Excel. To do this, click EXPORT.
3. ORDER HISTORY

### 3.2 Viewing Proof of Delivery

<table>
<thead>
<tr>
<th>What you’ll see</th>
</tr>
</thead>
<tbody>
<tr>
<td>If the ‘POD’ column displays the symbol on a specific order, this means there is a POD available.</td>
</tr>
<tr>
<td>To view POD, click on the Tracking number. This will take you to the courier’s website where you can view the tracking details.</td>
</tr>
</tbody>
</table>
3. ORDER HISTORY

3.3 Viewing Order Line History

Order Line History allows you to view submitted orders based on filters such as product code, line status, etc wherein the system performs an order search on a line level. All orders containing the specified filters will display.

Scroll through the list using both vertical and horizontal scroll bars.

To view full details of the order, click anywhere on the line.

When you are in the order details, click on **REORDER** to re-order.

To go back to the order line list, click **EXIT**.

You can export the data displayed in csv format which you can open using MS Excel. To do this, click **EXPORT**.
4. USING FAVOURITES AND WATCHLIST

4.1 Using Favourites - Add

Use this feature to create quick access to ordering frequently used products.

In the MY ACCOUNT menu, Select ‘Favourites’

To create a new Favourite group, click **New Group**

Enter the new group name then click **Add favourites group**

To add items to your Favourite group, select a product from the catalogue and click to view product details. In the ‘Favourites’ section, tick the box beside the Favourite group name.

A message prompt will appear to confirm that item has been added:
4. USING FAVOURITES AND WATCHLIST

4.2 Using Favourites - Delete

<table>
<thead>
<tr>
<th>What you’ll see</th>
</tr>
</thead>
<tbody>
<tr>
<td>To remove items from your Favourite group, select the group from the drop down list.</td>
</tr>
<tr>
<td>Click on the product that you would like to remove. In the ‘Favourites’ section, untick the box beside the Favourite group name.</td>
</tr>
<tr>
<td>A message prompt will appear to confirm that item has been removed:</td>
</tr>
</tbody>
</table>

![Image of product with checkmark indicating removal]

To delete a Favourite group, remove the items first from the group. Once you have removed the item, click [Delete Group].

You will be asked to confirm action:
4. USING FAVOURITES AND WATCHLIST

4.3 Using Watchlist - Add

What you’ll see

You can create a list of products that have got zero stock on hand so that when the stock is replenished you will be “alerted” via an email.

To add a product to your watchlist, select an item from your catalogue that is out of stock (‘Add to Cart’ button will be in red or will say ‘Out of Stock’) then click to display product details.

Click to add to watchlist.

You will be prompted with a message to confirm that product has been added to Watchlist.

The Watchlist Email field will display:

If you want to send the alert email to someone else, you can change it here. Click to update.

Once an item is back in stock, you will receive an email advise.
4. USING FAVOURITES AND WATCHLIST

4.4 Using Watchlist - Remove

What you’ll see

Once an item is back in stock, the item will automatically be removed from your Watchlist.

If you want to manually remove an item from your Watchlist, access the Watchlist menu from MY ACCOUNTS.

Select the item you want to remove and click to display Product details.

Click Remove from Watchlist.

A message prompt will display to confirm that product has been removed from Watchlist.
5. ORDER SEARCH

5.1 Order Search

Depending on your user configuration, this feature may or may not be able to you.

Use this procedure to view a submitted order’s status and history.

From the ORDERING menu, select ‘Order Search’.

In the window presented, enter your order number (begins with “W”) and the email address you supplied when you created your order.

Click ‘SEARCH’

(continued on next page..)
5. ORDER SEARCH

5.1 Order Search...cont’d

You will be presented with your Order details.

The overall status of your order is displayed in the progress bar above the summary section.

Specific order line status can be seen within the order lines under the ‘Status’ column.

‘Pending’ status means order has been submitted.

‘Confirmed’ status means order has been received by warehouse.

‘Shipped’ status means order has been despatched from the warehouse.

If you want to place the same order again, click **REORDER**.

A new order will be created with the same details and will be presented on screen. You can make changes to it before completing the ordering process.