How-To: ConSet Web order

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Intro

This document will explain how to place an order using our online web order system. This guide will assume that you are logged on to our website using the credentials given to you.

Partner Portal	
As a dealer of ConSet's products you have access to the Pa	ortner Portal page. Here you can:
Order frames, tops, accessories etc Create quotations to see prices, freight and availab Download high-resolution images of our products for Prepare product sheets with your company name as	or use on your own website, including a selection of environment images with desks in typical settings
If you are interested in becoming a partner and selling our page and you will be contacted by someone from our team	products in your area, please contact us to find out about the possibilities. You can fill in the contact form on this as soon as possible.
Username	
Password	
Remember me Log in	
Forgot password?	

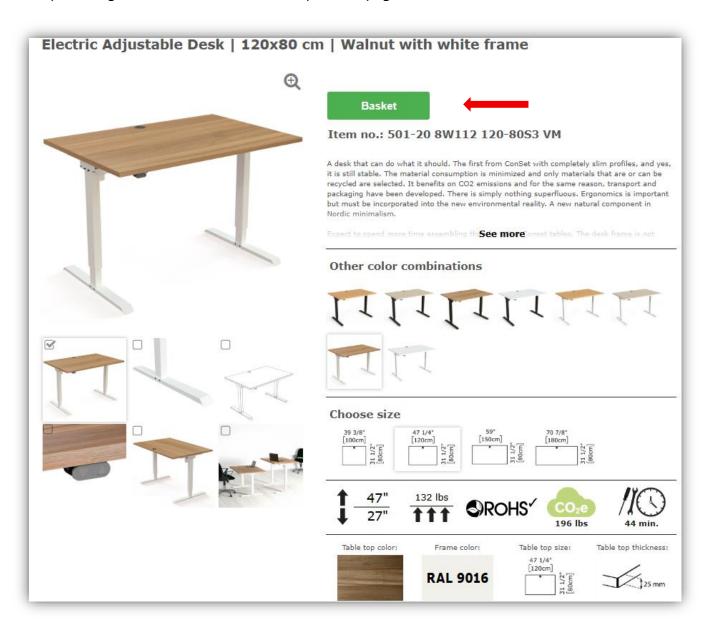
If you have any questions, please refer to the F.A.Q. section of our guide. If that does not answer your question, please send us an email or give us a call by the contact information at the bottom of our website.

Add item to web order

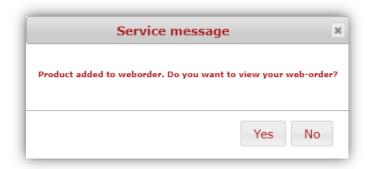
An item can be added in two ways, either by clicking the basket icon in the product list:



Or by clicking the icon on the individual product page:



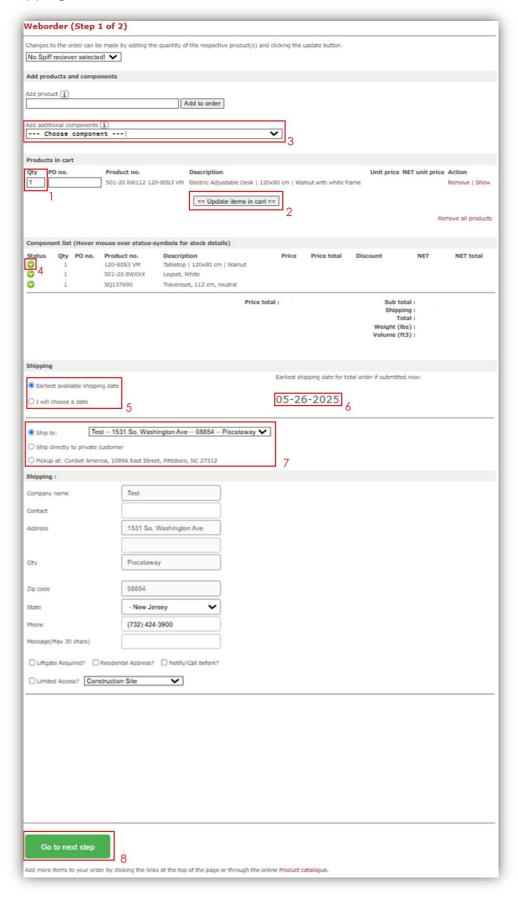
This will produce this window:



Click 'Yes' to be taken to the checkout page or click 'No' if you wish to stay on the current page.

Web order checkout (Step 1 of 2)

On this page you edit the quantity of your items, add additional items and choose a shipping date.



- 1. The quantity of the desired product can be changed in this field.
- 2. Remember to update the order by clicking this button. This may affect the shipping date (6).
- 3. Optional components refer to the basic products that a given product consists of. These can be added to your order by selecting them from this list.
- 4. This icon is green if the desired quantity can be delivered by the shipping date specified in (6).
- 5. The system automatically displays the earliest possible shipping date for the ENTIRE order. You can also click 'Select another date' and choose your preferred shipping day from the displayed calendar.

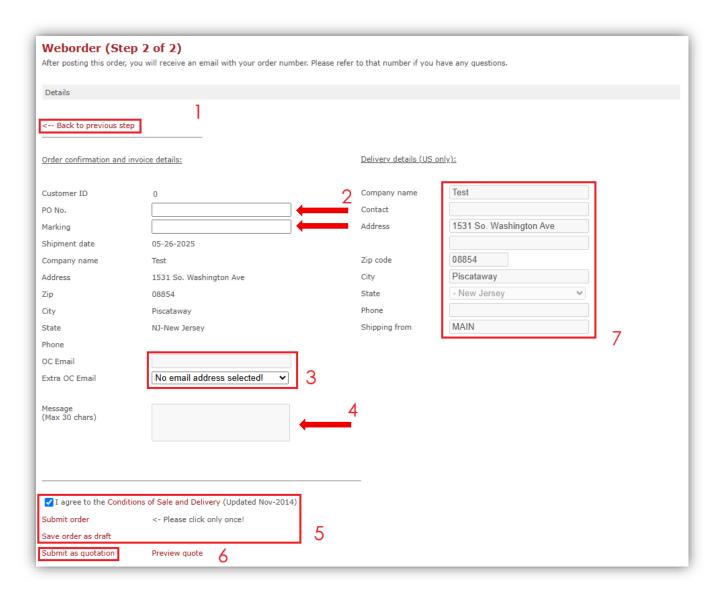
 NOTE: If you choose an earlier date than the one chosen by the system, the status (4) of the item availability will change to a red sign You will then have to remove the afflicted item(s) to reach the desired shipping date.
- 6. Earliest possible shipping for the ENTIRE order.
- 7. Select the type of recipient here.

 If the order is to be shipped to a different address, you must enter the postal code where the order should be delivered. You will then be asked to enter delivery details on the next page.

 You can also choose to pick up your order from us, which is the third option.
- 8. Click here to continue to step 2

Web order checkout (Step 2 of 2)

This page lets you finalize your order by adding your details.

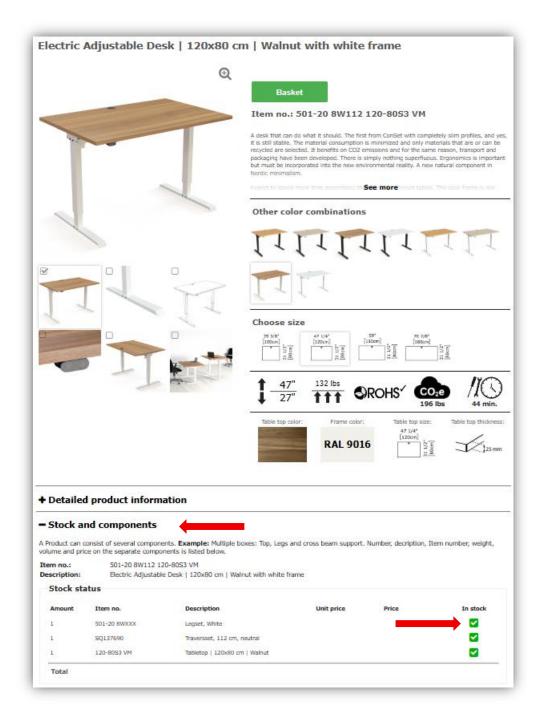


- 1. This link will take you back to the previous step.
- 2. These two fields are not required but can be used to help identify your order when you receive the order confirmation.
- 3. Here you can change the 'Track and Trace' email address.
- 4. Note field (maximum of 30 characters).
- 5. Click here to send your order to us.
 Or click below to save your order as a draft for later submission, instead of sending it immediately. Very useful if you expect to make changes before sending.
- 6. Click here to create a quote. You will then receive a quote by email, including prices and delivery details.
- 7. If you selected 'ship directly to private costumer' on the previous page, you will be asked to enter delivery details here.

Frequently Asked Questions (FAQ)

Where can I find the stock availability of a particular item?

You can always check the current stock status of a product by clicking the "Stock and components" on a product page



The column 'In stock' will show a green icon if at least 1 item is in stock. For more detailed information you will need to add an item to your order and edit the quantity for the system to give an accurate estimate.

Where can I see a summary of the products I've added to my order?

You can check your ordering process by clicking on the 'My web order' option in the bottom of the left-hand side menu or at the "basket case" in the top right corner.



There is no button to continue from step 1 of checkout page?

If the 'Next step' button is missing, then it is likely due to an inconsistency in the shipping date. If you have chosen a shipping date yourself, please make sure that none of the status icons in the component list are red. If that is the case then you will have to edit the quantity, choose a later date, or let system calculate it by choosing the 'Earliest possible shipping date' option

I cannot submit my order?

Please check that there is no error messages displayed on the top of the page. The 'Message' field can, for example, only contain 30 characters.

I can't cancel my order?

Once the order has been placed and processed, it is no longer possible to cancel it. If you wish to cancel the order, please contact ConSet by calling or sending an email to our experts. You can find the contact details at the bottom of the page.

I can't edit my order?

You can edit your order, such as the quantity of selected items, until:

- For deliveries to end users: 2 business days before the specified SHIPPING DATE.
- For deliveries to warehouse addresses: 1 business day before the specified SHIPPING DATE.