

## On-line Shopping Guide

This is an introduction to the on-line catalogue and how to order online. In the catalogue you can browse the fantastic range of over 5000 products we stock. This guide is indented to help you make the most of the different ways you can shop.

Login


### Getting started with on-line ordering

The **Downloads** page lets you access lots of useful information like the pricelist, top selling lines, lists of fair trade, vegan or gluten free products, and much more. You can also preview our next catalogue about 2 weeks before it arrives at your door in printed format, complete with forthcoming special offers.

You can browse our current catalogue by the sections at the top of the page:

**SEARCH » Essential Ingredients Branded Non Food New Lines Promos**

You can also search the catalogue by brand and keywords. Any results can be refined to suit your requirements by ticking the boxes. If for example you are looking for gluten free products only, or for a current list of what is on offer just tick the promo box.

Advanced Catalogue Search My Orders Quick Shop Order Pads Downloads Checkout  Your basket is empty!

Code / Brand / Keywords	Organic <input type="checkbox"/>	Fairtrade <input type="checkbox"/>	Vegan <input type="checkbox"/>	Gluten-free <input type="checkbox"/>	Wheat-free <input type="checkbox"/>	No Added Sugar <input type="checkbox"/>	No Added Salt <input type="checkbox"/>	Promotion <input type="checkbox"/>	<b>Search</b>
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Or you can filter by product category or brand on the right hand side of the page.

#### Categories

Cooking, Sauces, Soups & Condiments (116)  
Ingredients (1)

#### Brands / Origins

Algamar (2)  
Blue Dragon (2)  
Clearspring (4)  
Doves Farm (1)

Items can be added straight to your basket one at a time by changing the quantity and clicking **Add** next to the product line

Cases / Singles  **Add**

Or choose all the required quantities and click **Add all selected** at the bottom of the list.



To review and check your final order please visit the basket, once happy that you are ready go to **Checkout** to place your order.

In the checkout you will be able to see the total order value, add special instructions for our Sales team and include your purchase order number.

Click **PLACE ORDER** to finish the transaction.

You will receive a confirmation email with each order to give you the peace of mind, knowing that your order is on its way.

## Order Pads

These are permanent shopping lists to help you group your items on-line as well as in the final invoice; perfect for larger stores or buying groups.



### Manage your Order Pads

Here you can create new, amend or delete existing order pads. Each order pad is assigned a number for our records and a friendly name for your convenience.




Account	Your Pad No.	Friendly Name	Date Created		
SFGC	001	Beverages	08/09/2011	<a href="#">View Details</a>	<a href="#">Add to Basket</a>
SFGC	002	Fridge Goods	16/09/2011	<a href="#">View Details</a>	<a href="#">Add to Basket</a>
SFGC	003	Julie	04/10/2011	<a href="#">View Details</a>	<a href="#">Add to Basket</a>


### Create an Order Pad

To create an Order Pad click on “Add new record” button . Choose a name and a number from 001-012 for your order pad. Then click  *Apply* to save it. *(The number but not your personal name will appear on your invoice with your ordered products)*

### Change the details of an Order Pad

To change the friendly name please type over current and click  *Apply* to save.


### Delete existing Order Pads

To delete an Order Pad you need to remove all items before it can be deleted by selecting and clicking .

### Using your Order Pad

You can add products in a couple of ways:

#### Adding individual items

Click [View Details](#) to select and enter an order pad. Have your Essential product codes at hand. Go to new record  enter the product code and the default quantities required. If you do not require full cases and the product is ‘splittable’ you can change the default quantities once the product is in the Order Pad.

Code	<input type="text" value="H605P"/>
Qty	<input type="text" value="2"/>
Select	<input checked="" type="checkbox"/>
<input type="button" value="Apply"/> <input type="button" value="Cancel"/>	

#### Quick Shop –to add multiple items

When you are in an order pad select Quick add from the menu on the right hand side:

- Quick Add

- *Add new items - you can add new items to your order pads in groups of up to 10 at a time.*

Have your Essential product codes at hand. Fill in up to 10 products at a time. Click **Add** to the correct Order Pad from the drop down list.

Code	Qty	Code	Qty
<input type="text"/>	1	<input type="text"/>	1
<input type="text"/>	1	<input type="text"/>	1
<input type="text"/>	1	<input type="text"/>	1
<input type="text"/>	1	<input type="text"/>	1
<input type="text"/>	1	<input type="text"/>	1

**Add** to

### **Amend quantities and products to add to basket**

Each time you use your Order Pad you can select/deselect products you wish to order by using the tick box. You can also amend the quantities required. Each time you make a change to the Order Pad, please remember to click  before .



Remember that you can still amend these choices in the basket if you change your mind.






### **Checkout and order processing**

Both the Basket and Checkout pages give you the total order value, so you know you've reached your minimum required for free delivery as well as separate the totals for each Order Pad at the bottom of the page. *(Note that this total can change depending on stock availability)*

#### Order Sub-Totals

<u>Straight to Basket</u>	<u>(001) Beverages</u>	<u>(002) Fridge Goods</u>
<b>ex-VAT: £111.90</b>	<b>ex-VAT: £112.30</b>	<b>ex-VAT: £85.24</b>
VAT: £0.00	VAT: £8.84	VAT: £8.84
Sub Total: £111.90	Sub Total: £121.14	Sub Total: £94.08

## Tips!

-  You can still add items straight from the catalogue but they will appear in the check out and on your invoice with Pad reference number 000.
-  If you don't know the product code you can do a search for it and come back to your order pad or open two browser windows next to each other.
-  One for the order pad and one with the catalogue open.
-  **-Re-using previous orders**
-  In MY ORDERS you can find all your previously placed online orders. If you regularly reorder the same products you can easily re-submit any previous order. Just amend quantities and remove any products you do not require by clicking on and going into your order archive.

For any questions, comments or feedback about the on-line ordering please contact our customer care team at:

[care@essential-trading.coop](mailto:care@essential-trading.coop)

For any product or ordering enquiries please email our sales team or your account manager at:

[sales@essential-trading.coop](mailto:sales@essential-trading.coop)