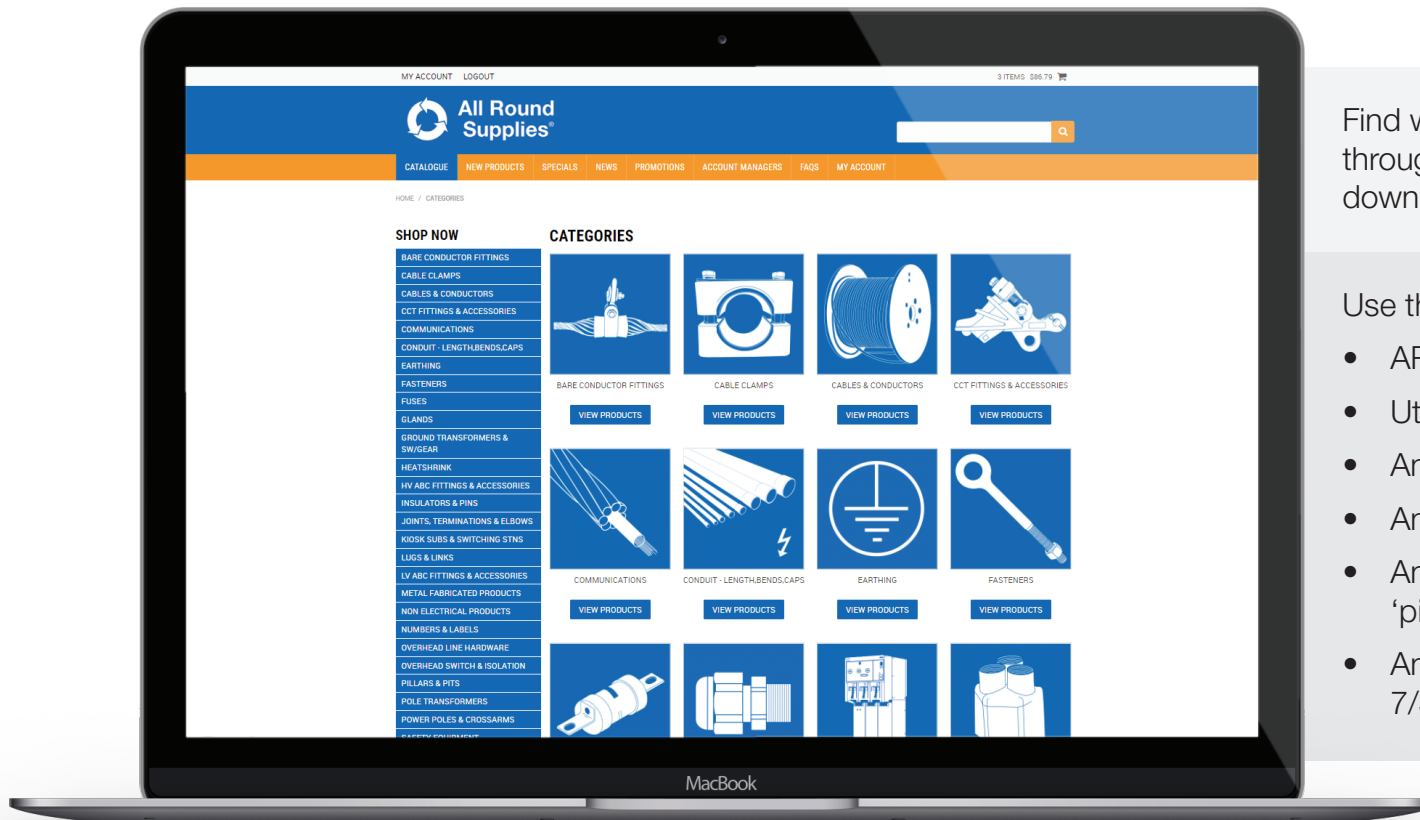




PREMIUM ACCOUNT ONLINE CATALOGUE

User Guide

NAVIGATION & SEARCH

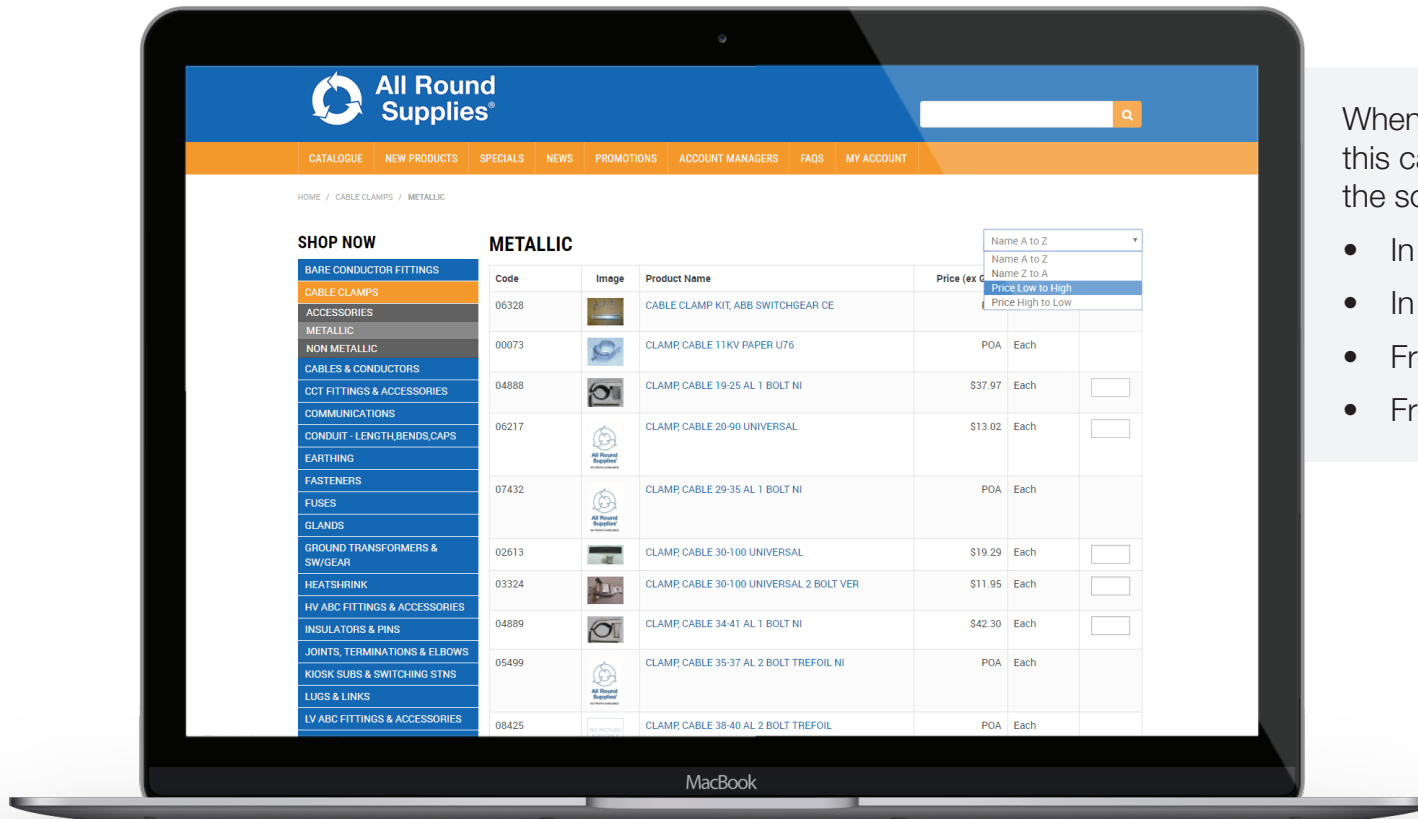


Find what you're looking for by scrolling down through the icons, or by using the left-hand drop-down panel.

Use the search bar at the top to search by:

- ARS stock code
- Utility stock code
- Any word that appears in the short description
- Any word that appears in the long description
- Any commonly used alias or slang term, like 'pineapple' or 'dog meat'
- Any partial term – for example, a search for 7/3.00 will bring up all cables in that range

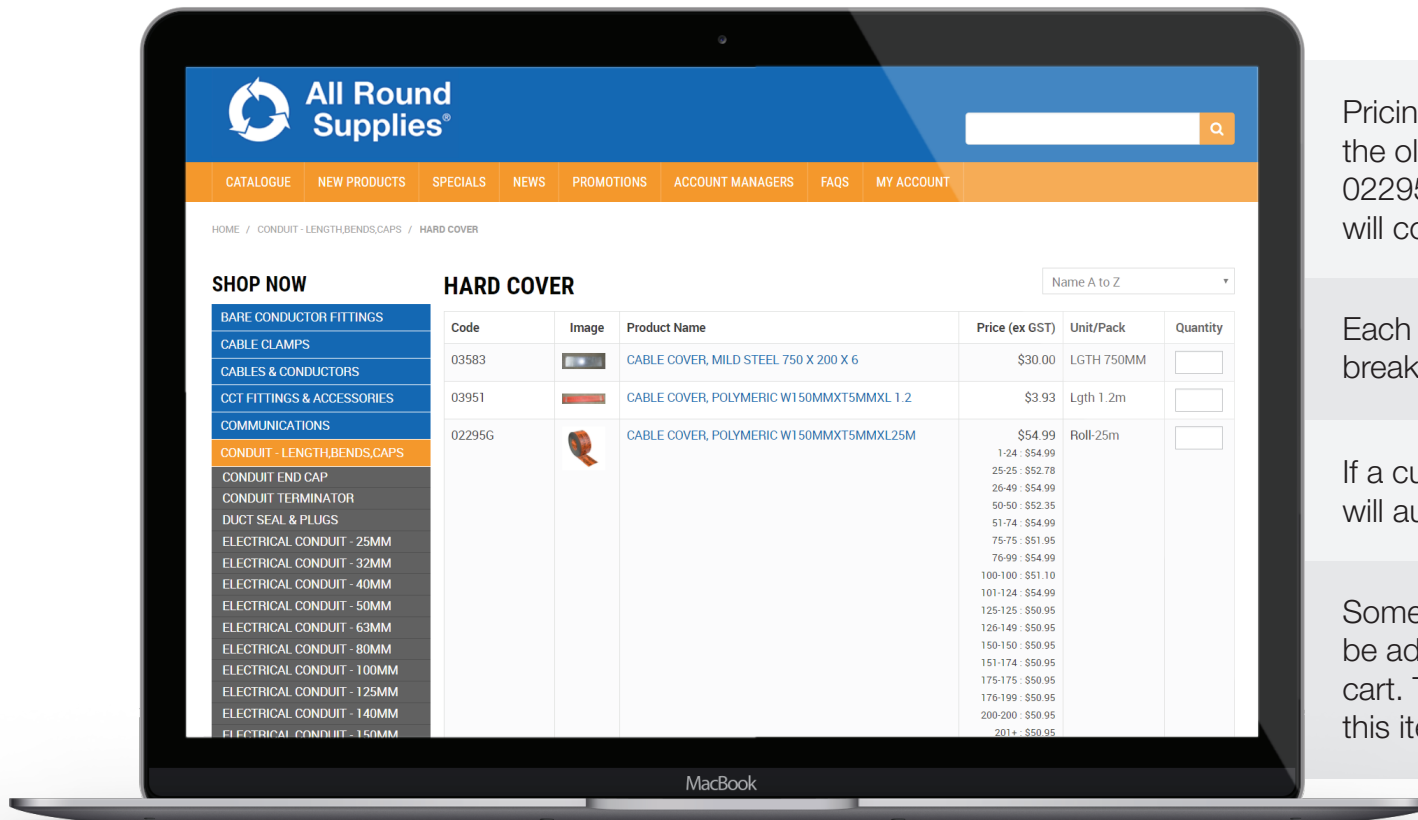
SORTING PRODUCTS



When you're looking at a product category - in this case, 'Metallic Cable Clamps', you can use the sort bar at the top-right to view items:

- In alphabetical order from A – Z
- In alphabetical order from Z – A
- From lowest to highest price
- From highest to lowest price

PRICING & PRICE POINTS



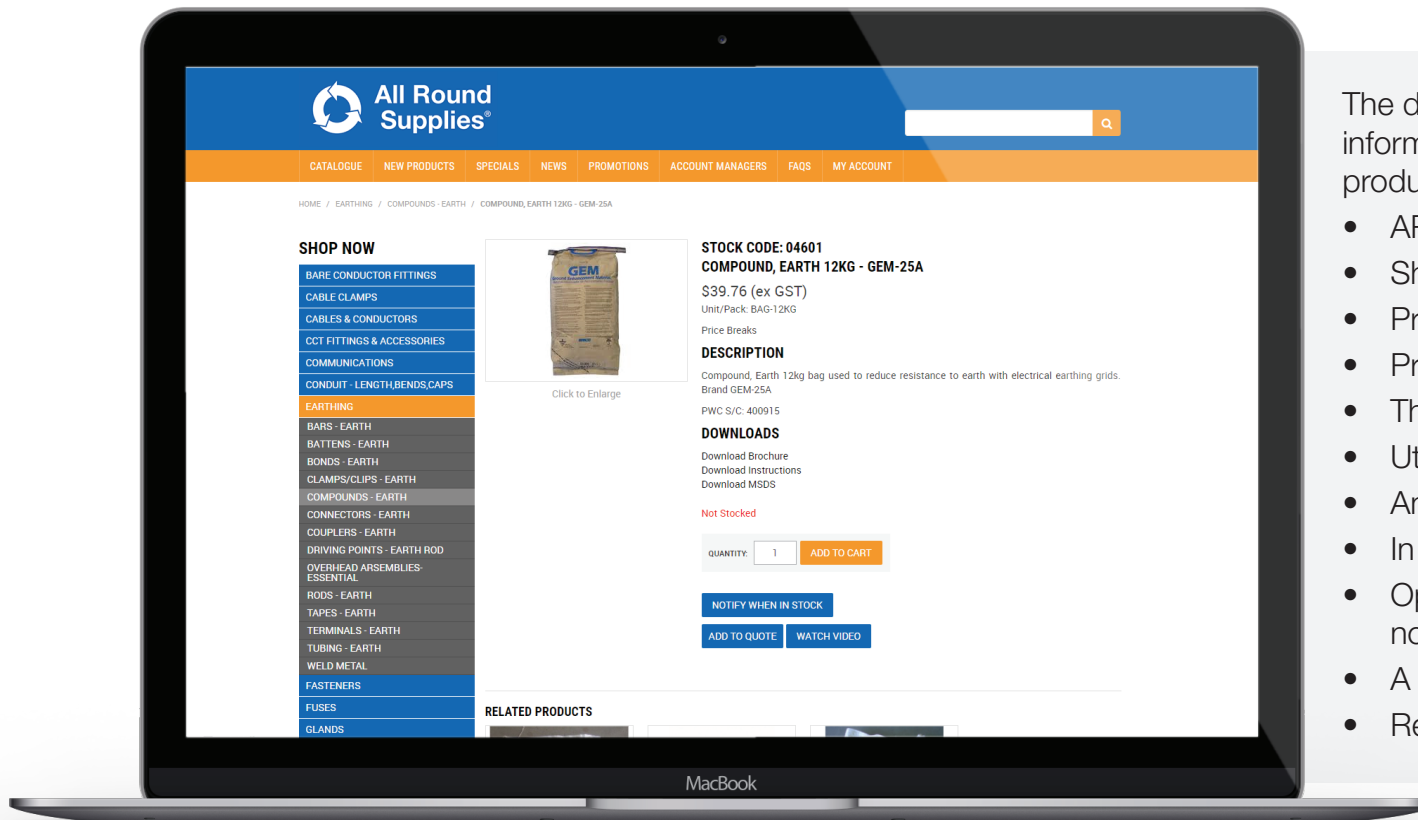
Pricing was often not shown for special items in the old catalogue, and even in Exo for items like 02295G. With the new online catalogue, pricing will come up straight away for each customer.

Each customer will also be able to see a breakdown of their price points, as shown.

If a customer's price list expires, catalogue pricing will automatically revert back to standard pricing.

Some items will show as 'POA'. These items can be added to a quote, but not to the shopping cart. This is because we must provide a quote for this item and lead times will apply.

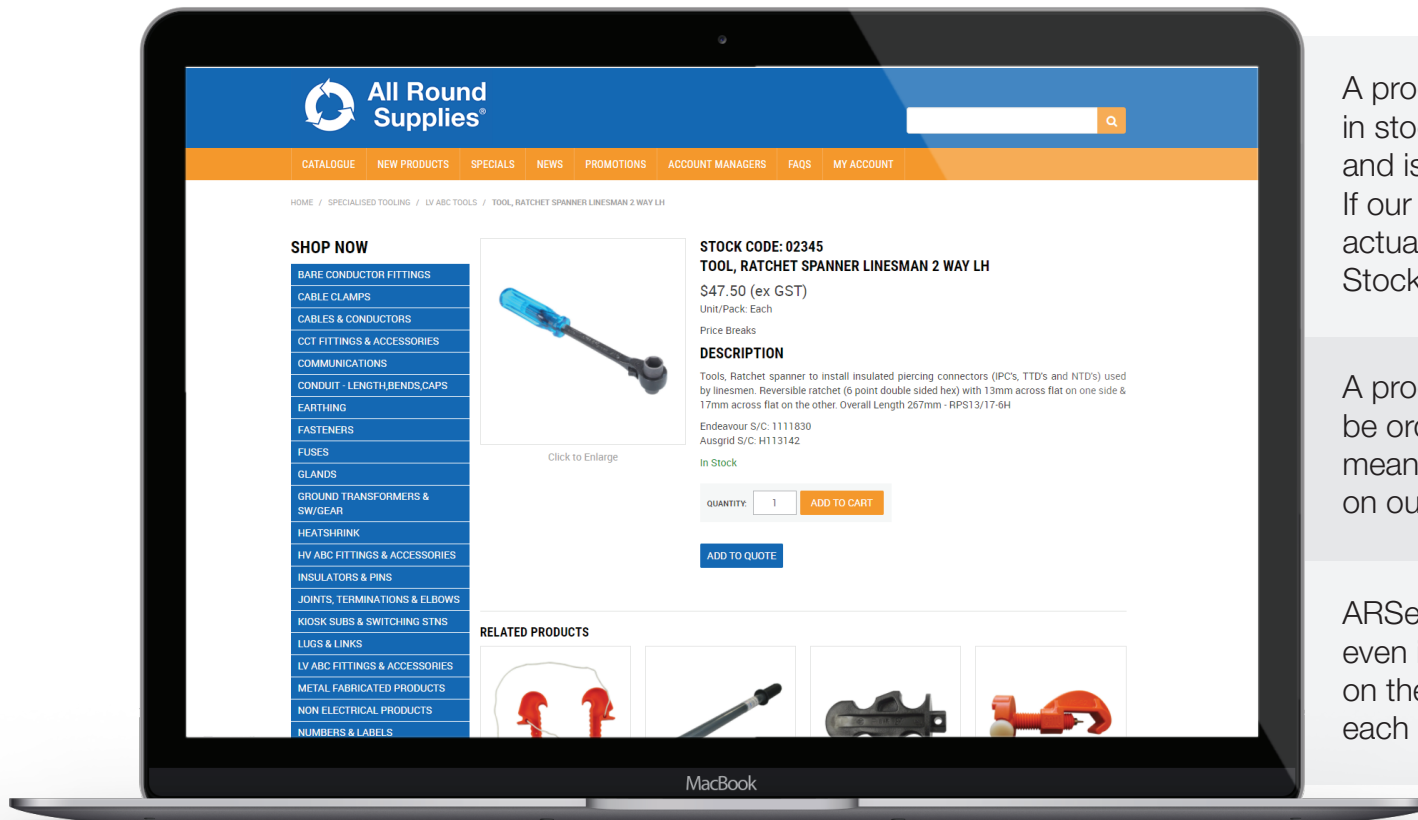
THE 'DETAILS' SCREEN



The details screen allows you to see all the information we have available on a certain product, including:

- ARS stock code
- Short description
- Price and unit quantity
- Price breaks, if any
- The long description
- Utility stock code
- Any technical documents
- In Stock/Not Stocked
- Options to add to cart, add to quote, or to notify when in stock
- A link to any technical demonstration videos
- Related products

IN STOCK/NOT STOCKED



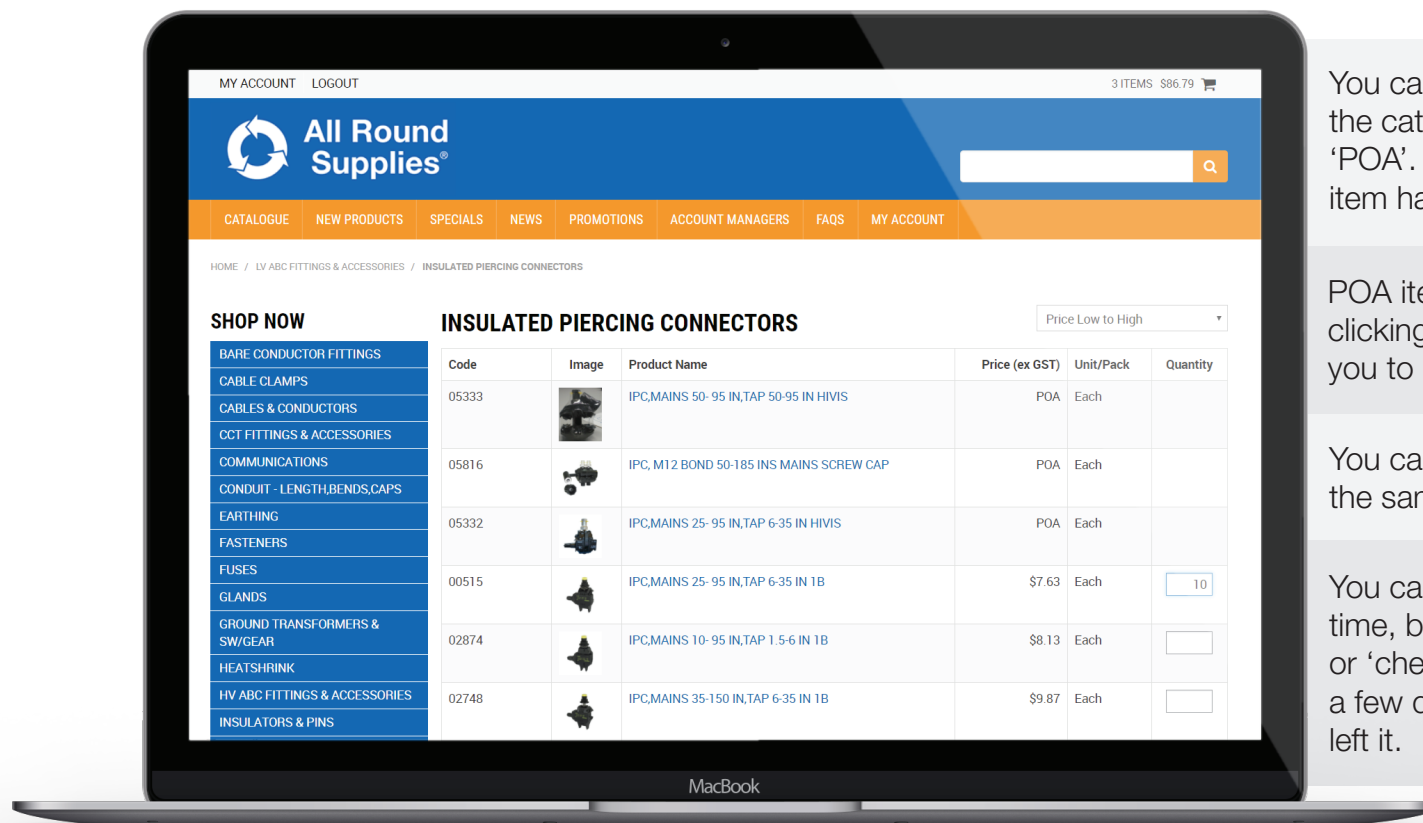
A product will show as 'In Stock' if it is physically in stock in any branch or if it has been ordered and is on its way to us.

If our committed stock is less than what we actually have in stock, the item will show as 'In Stock'.

A product will show as 'Not Stocked' if it has to be ordered in, and lead times apply. This doesn't mean we do not stock this product – everything on our online catalogue is an item that we stock.

ARsemblies will always show as 'Not Stocked', even if we do in fact have all the components on the shelf ready to assemble. This is because each kit is assembled to order.

ADD TO CART & ADD TO QUOTE



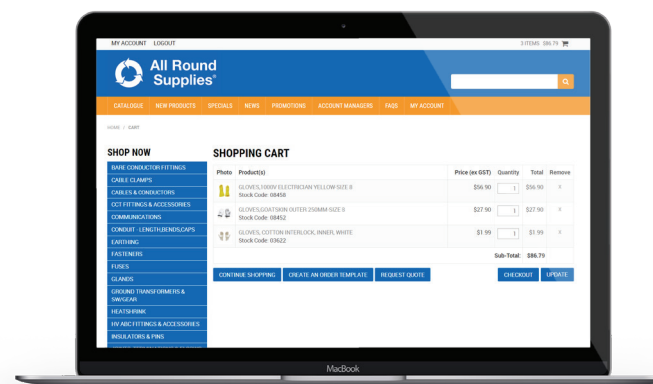
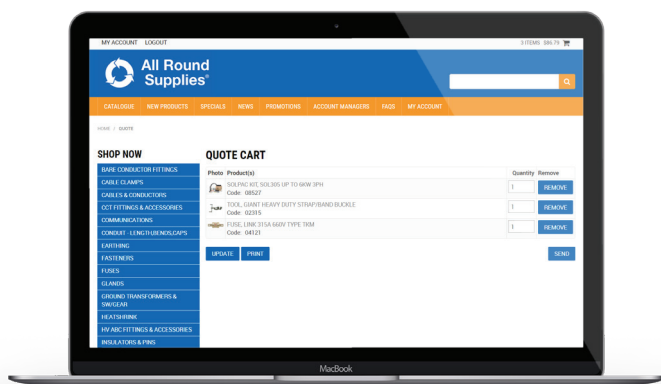
You can now add items to your cart directly from the category page, unless the product is listed as 'POA'. You can no longer enter a quantity if the item has no price.

POA items CAN be added to your 'quote cart' by clicking the 'Add to Quote' button (and will allow you to select a quantity after that).

You can create a shopping cart and a quote cart at the same time

You can only create one quote and one order at a time, but neither one will expire until you hit 'send' or 'checkout'. So you can log off and come back a few days later, and everything will remain as you left it.

SHOPPING CART VS. QUOTE CART



THE QUOTE CART

Both items with and without (POA) pricing can be added to your quote cart

When you've finished building your quote and hit 'send', you will be asked if it is a Quote for Order or Quote for Estimate

You will be asked to select a date that you need the quote returned by

The quote will then come through to ARS for pricing and a formal return quote

THE SHOPPING CART

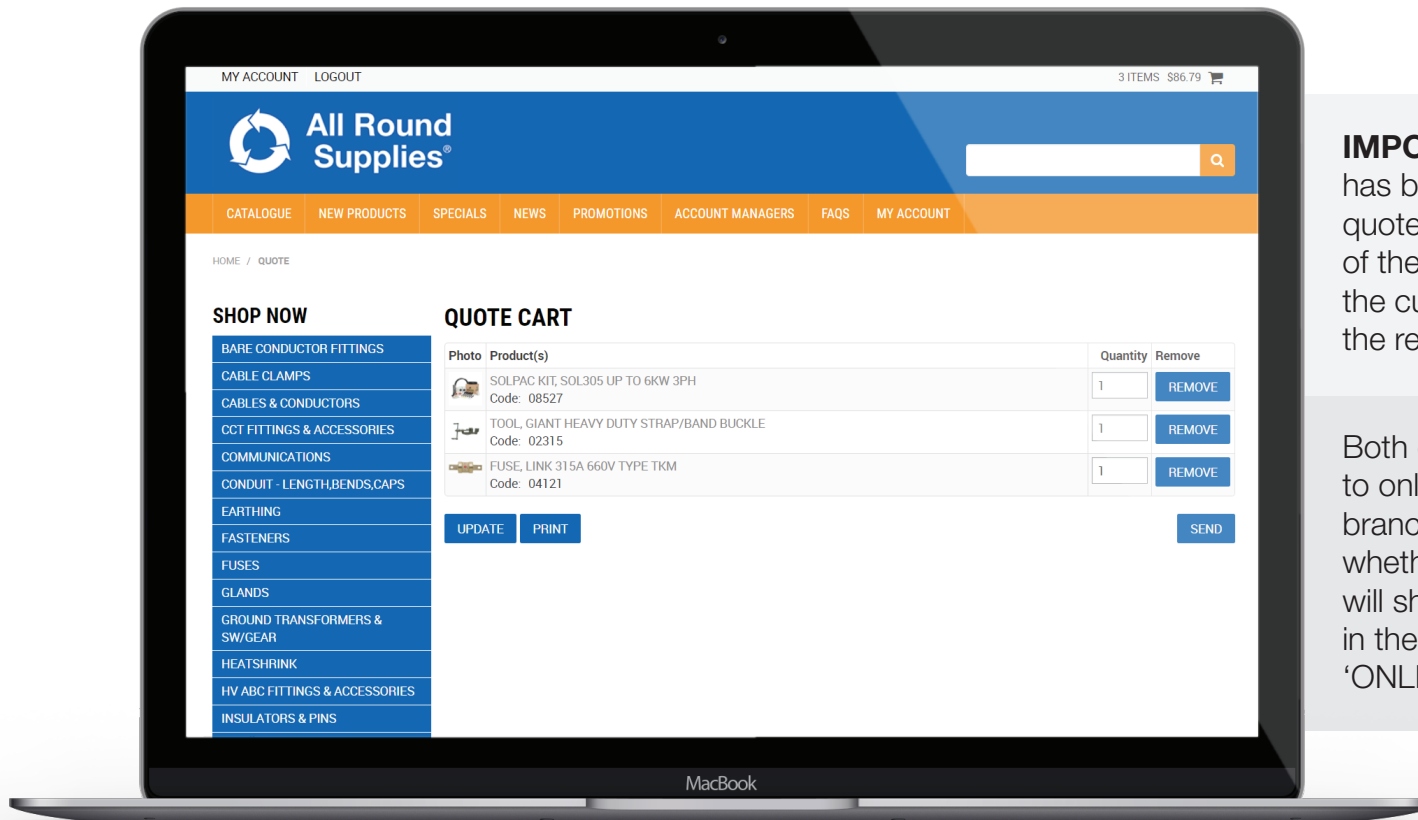
Only items with pricing can be added to your shopping cart

When you've built your order and go to 'checkout', you will be asked to select either pick up or freight as your shipping method

You'll be asked to choose a delivery date – this cannot be the current day or a weekend

Your order will then come through to ARS and be processed accordingly

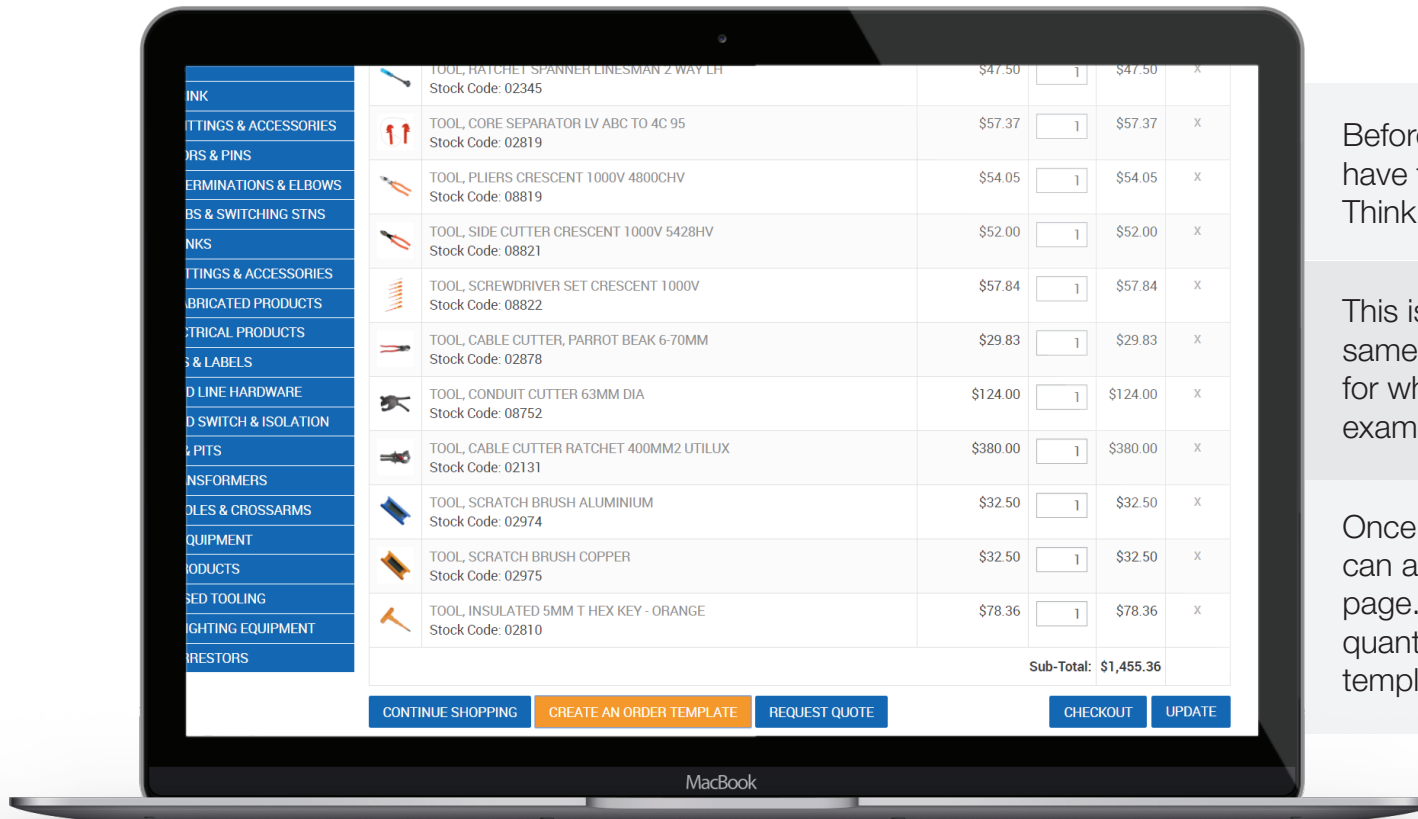
SHOPPING CART VS. QUOTE CART



IMPORTANT NOTE: Just because a quote has been requested does NOT make it a formal quote. There are no T&Cs or formalities as part of the online catalogue quoting system. However, the customer WILL get a formal quote back as the reply to their request.

Both quotes and orders will be emailed through to onlineorders@all-round-supplies.com.au. Each branch will need to look over each order and see whether the customer is theirs or not. Orders will show as 'WEB NINJA ONLINE ORDER – 00' in the subject line, and quotes will appear as 'ONLINE REQUEST FOR QUOTE (RFQ)'.

ORDER TEMPLATES

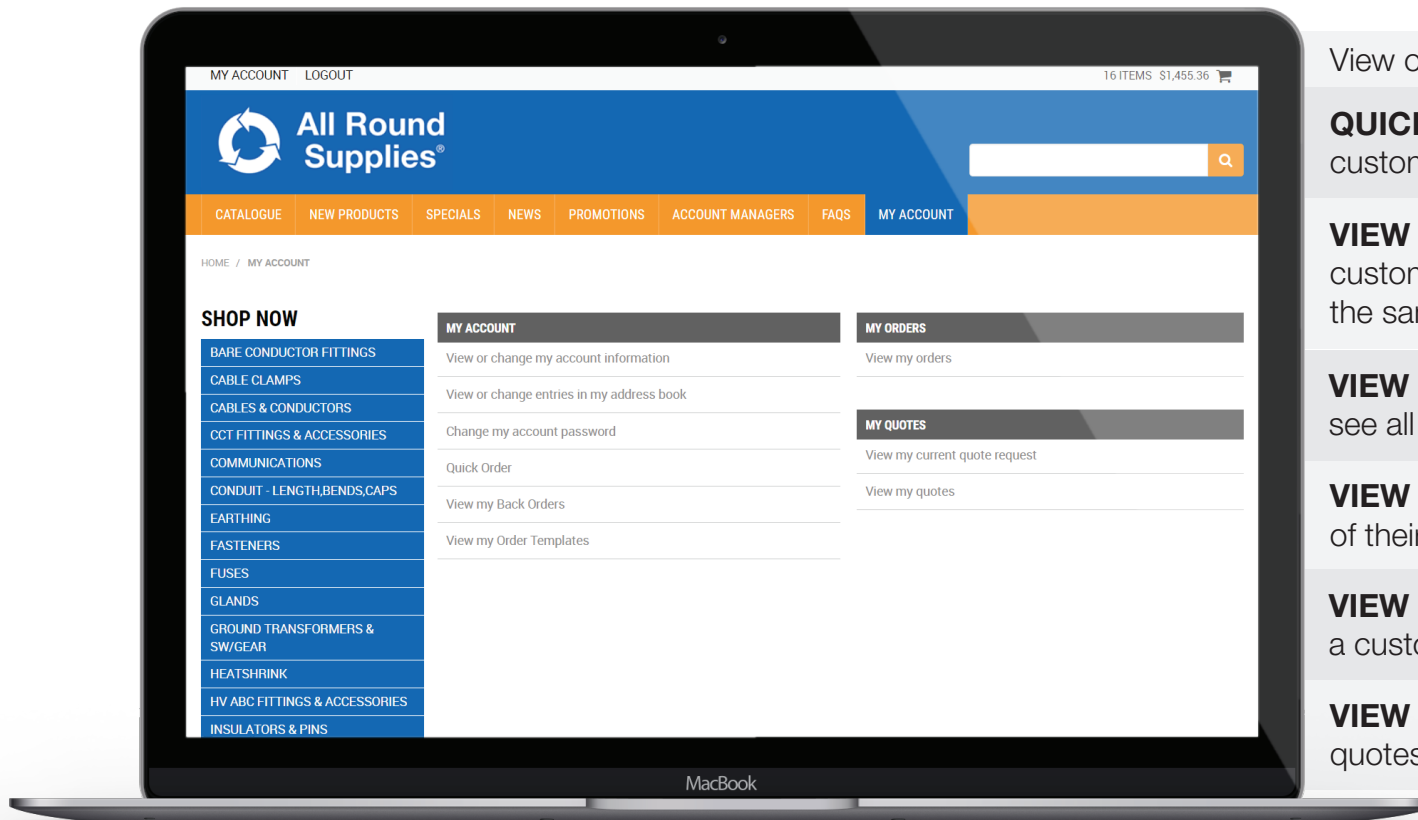


Before you hit 'checkout' on an order, you also have the option to 'create an order template'. Think of this as a kind of 'favourites list'.

This is ideal if a customer frequently orders the same materials, or likes to have a list set up for whenever they fit out a linesman's truck, for example.

Once an order template has been created, you can access it again through the 'My Account' page. You can add or remove items, or change quantities each time you reorder from the template.

'MY ACCOUNT' TAB



View or change your name, details or password

QUICK ORDER: this will bring up a listing of the customer's most commonly ordered items.

VIEW MY BACK ORDERS: this allows a customer to view their past orders, and to reorder the same thing again if they wish.

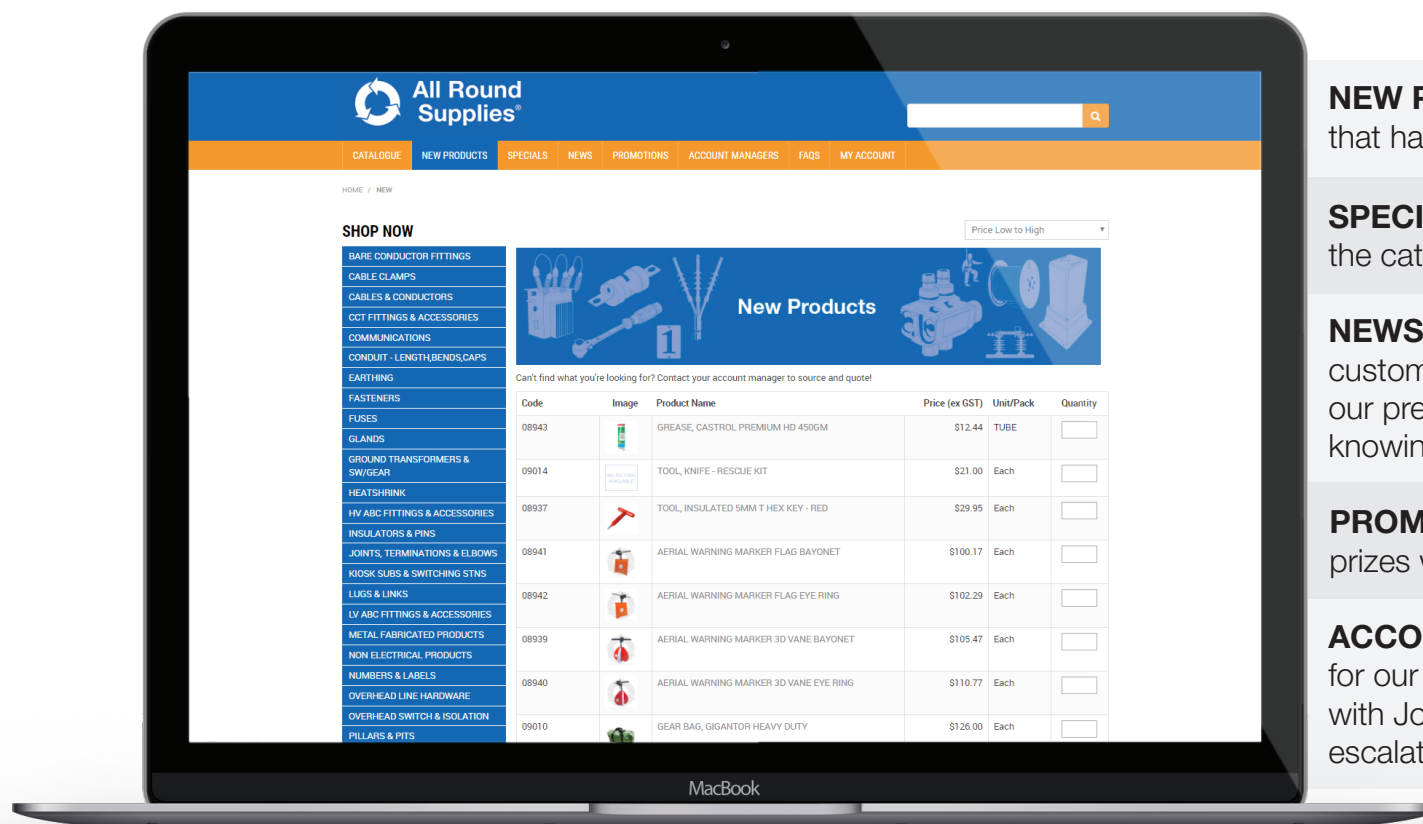
VIEW MY ORDER TEMPLATES: customers can see all of the order templates they've built.

VIEW MY ORDERS: allows customers to see all of their orders currently in progress

VIEW MY CURRENT QUOTE REQUEST: allows a customer to see the quote he is currently building

VIEW MY QUOTES: shows a customer all of the quotes he has requested in the past

OTHER TABS



NEW PRODUCTS: shows all the new products that have been recently added to the catalogue.

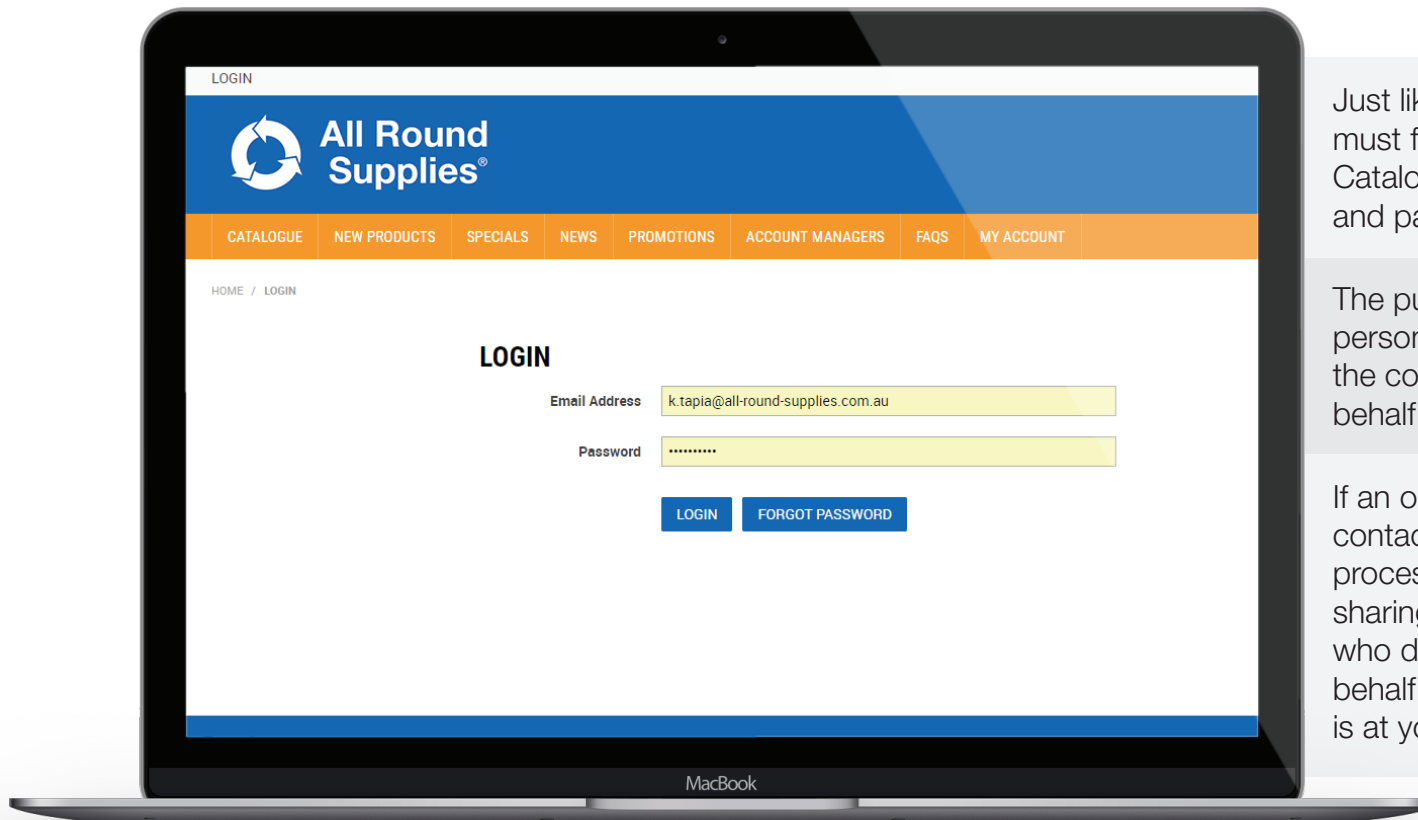
SPECIALS: shows all discounted products within the catalogue.

NEWS: special news items JUST for premium customers, like price increases. This is ONLY news our premium customers will have the privilege of knowing.

PROMOTIONS: any competitions, giveaways or prizes we're running for our premium customers

ACCOUNT MANAGERS: all of the contact details for our Territory Managers can be found here, along with Joseph's details should a customer wish to escalate an issue and speak with him.

CUSTOMER LOGINS

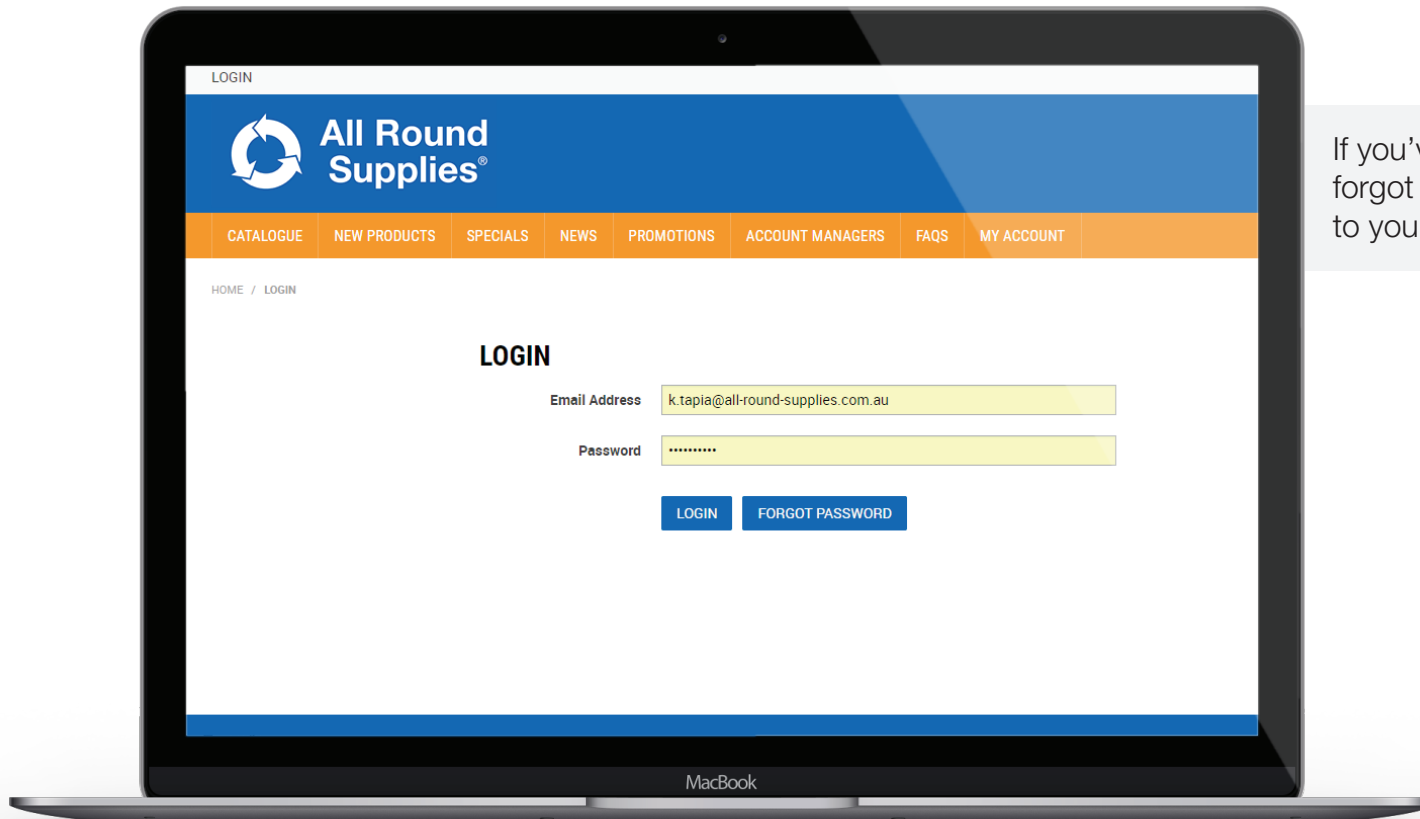


Just like the old catalogue, premium customers must fill out an 'ARS Application for Online Catalogue & Ordering' form in order to gain a login and password for the catalogue.

The purpose of this form is to ensure that each person with a log in (the contact or contacts within the company) has the authority to place orders on behalf of that company.

If an order comes through from an approved contact within your company, it WILL be processed. For this reason, we do not advise sharing login details and allowing access to people who do not have the authority to place orders on behalf of your company. If you choose to do this, it is at your own risk.

FORGOTTEN PASSWORDS



If you've forgotten your password, click on the forgot password button and an email will be sent to you, allowing you to reset your password.