

Web Guide



**The Pneumatic and
Hydraulic Specialists**

Welcome to the step-by-step guide to ordering online at www.fpswales.com, the pneumatic and hydraulic experts.

Our website has had a facelift and we are proud of the new features that have been added to help improve your experience as a FPS Wales e-customer.

We have tried our best to put together the relevant screenshots and information in a handy guide to help you: set up an account, place an order, update your account and amongst many other things, get the best out of our e-commerce site.

If you have any queries or require further help or information, please call our web support line on **01639 822 784**.

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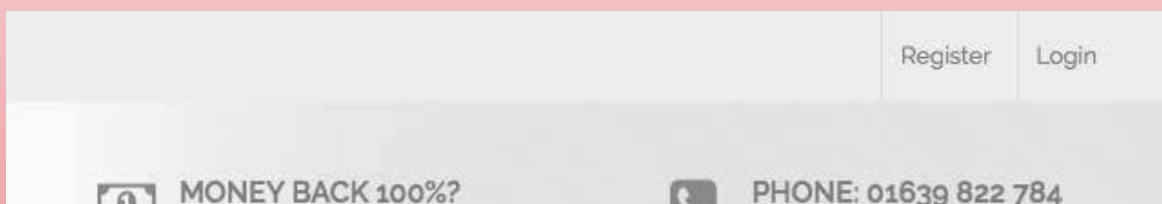
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Registering and Logging In

New Users

When ordering for the first time, you will be asked to register your details with us. For future purchases, you will simply be asked to login.

To register, click on the **Account Login** link located in the top right hand corner of the home page. This link allows you to access the **register** button, which then leads to the registration page, where you will be asked to enter your details and an **invoice and/or delivery address**.



You will find a link to our **terms and conditions** at the bottom of the register page. Please tick the box to confirm you have read and accepted them.

If you would like to be included in our future mailing list for information on our products, services, promotions and competitions, please tick the **email opt-in box**.

Please note, when entering your details on the registration form, refrain from including punctuation e.g. brackets, full-stops and commas into the field areas, as the form will not recognise them and will hinder the registration process for you.

When your registration details are complete, please click **Submit**. This will automatically log you in and redirect you to the **home page** or the **Shopping Basket** if you have selected products to order. You will also receive **email confirmation** that your details have been registered.

Please note that if you are registering as a **distributor account holder**, your discounts will not be immediately available online. Please allow 24 hours for them to be activated.

Registered Users

If you have previously registered with our site and would like to place an order, you will be asked to enter your **login email** and **password**.

Please note that if you are an account holder, you will not be automatically registered to use this site.

Searching and Browsing

You can search for any product in our catalogue by entering any of the following into the **search box**:

- ➔ **part number**
- ➔ **product name**
- ➔ **partial product information**



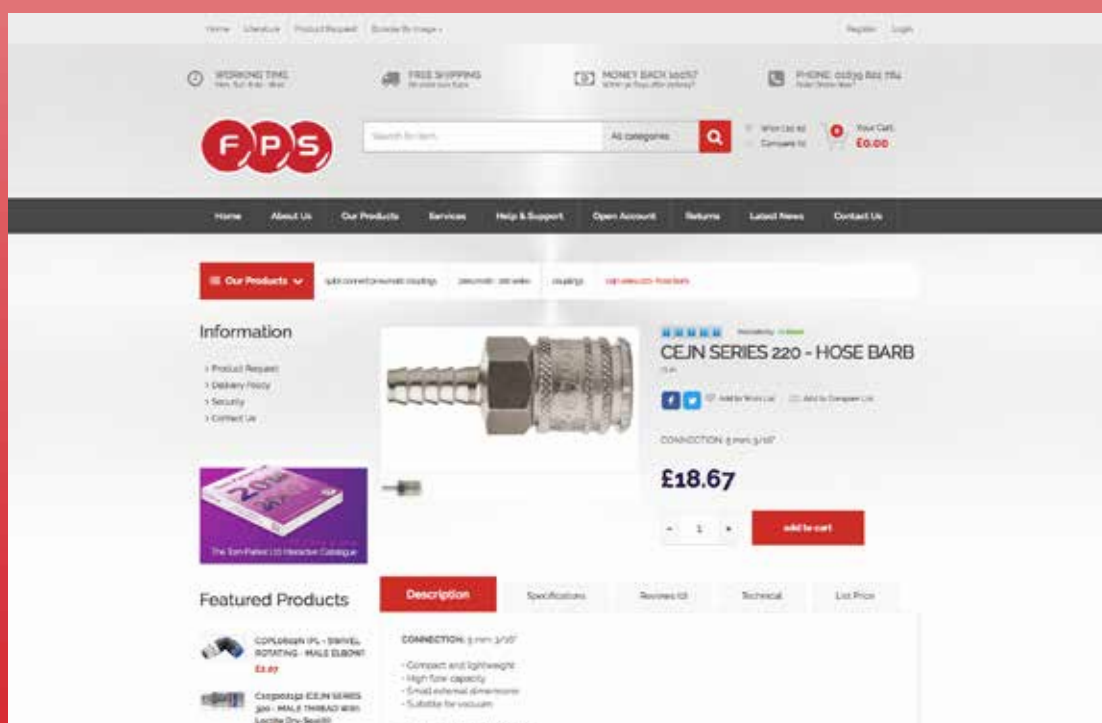
A new function is the **Image Browser**. If you are not sure what you are looking for, you can browse through pages in our **online catalogue** or you can now identify your fluid power solution by clicking on the **Image Browser**.

Online Catalogue

All of our 30,000 high quality products are displayed online, in their catalogue order, along with all the relevant information, including a **colour image, description and technical information**.



You can find further technical information by clicking on the **Technical Information download link** in each product sub-category. Click to view a PDF version of the relevant catalogue page.



Placing Your Order

Once you've found the product(s) you are looking for, the item(s) can be added to your **Shopping Basket** by entering in a quantity and clicking **Add**.

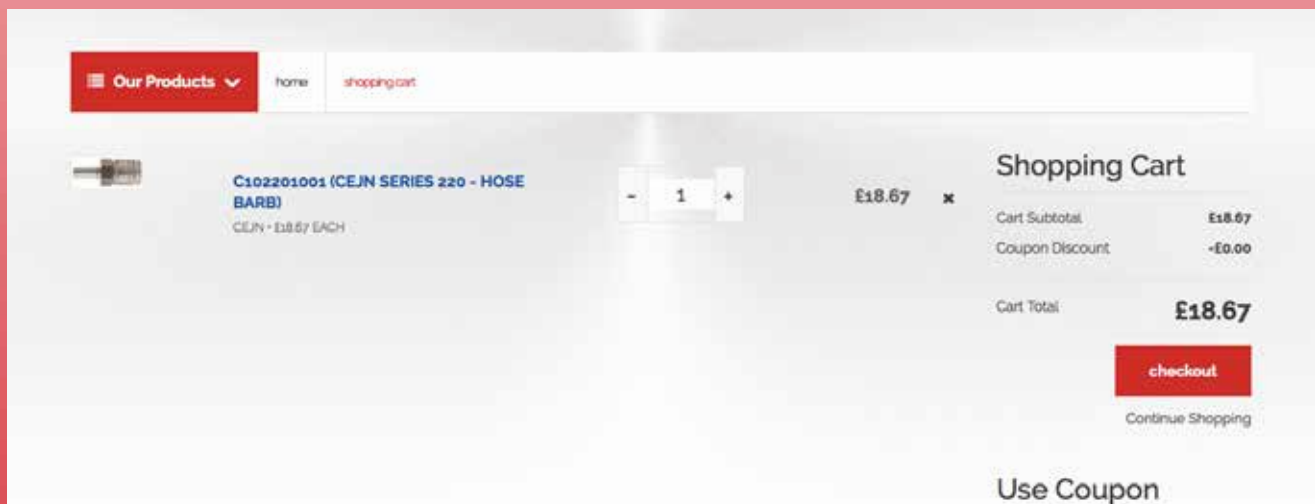
If you already know the product part number(s), you can use the "quick buy" area on the home page to add items into your shopping basket. Just enter a part number with a quantity and click **Add**.



The screenshot shows a 'Quick buy' form with a tabbed interface. The 'Quick buy' tab is active, showing a list of five input fields for 'Part Number' and a corresponding 'Quantity' field. Each input field has a small 'x' icon to its right. Below the list is a red 'Add' button. The 'CDI custom order' tab is also visible but inactive.

When you click to add a product to your **Shopping Basket**, you will be automatically redirected to the **Shopping Basket** page. Here you will find a summary of your order, which includes the products selected, the delivery options available and the total cost excluding and including VAT. You will also find a number of further options available.

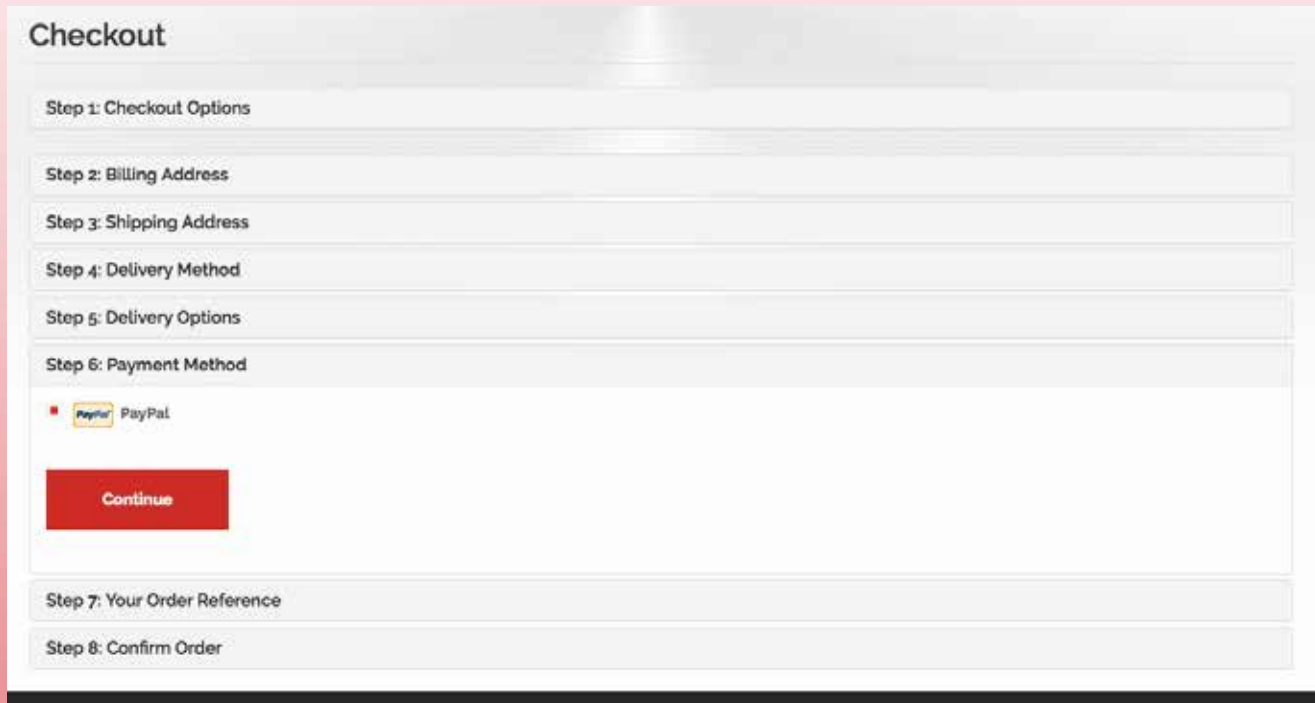
If you are not ready to proceed to checkout, your basket will automatically be saved. You can click away from the page or even log out of your account and the automatic save function will remember your last order.



The screenshot shows the 'Shopping Cart' page. On the left, there is a product listing for 'C102201001 (CEJN SERIES 220 - HOSE BARB)' with a quantity of 1 and a price of £18.67. On the right, the 'Shopping Cart' summary shows a 'Cart Subtotal' of £18.67, a 'Coupon Discount' of -£0.00, and a 'Cart Total' of £18.67. There is a red 'checkout' button and a 'Continue Shopping' link. At the bottom right, there is a 'Use Coupon' section.

Checkout

When you select **Checkout**, you will arrive at the **Your Order** page. Here your order details, contact details, invoice address and delivery address will be confirmed.



The screenshot shows a checkout interface with a header titled "Checkout". Below the header is a vertical list of steps, each in a light gray box. Steps 1 through 6 are expanded, showing their respective content areas. Step 1 is "Step 1: Checkout Options". Step 2 is "Step 2: Billing Address". Step 3 is "Step 3: Shipping Address". Step 4 is "Step 4: Delivery Method". Step 5 is "Step 5: Delivery Options". Step 6 is "Step 6: Payment Method" and includes a radio button next to the PayPal logo and the text "PayPal". Below the payment method section is a red "Continue" button. Steps 7 and 8 are collapsed and labeled "Step 7: Your Order Reference" and "Step 8: Confirm Order" respectively.

If you have set up more than one delivery address in the **Your Account** area, the address that has been selected, using the radio button, will be displayed.

If you would like to select a different delivery address for your order, please click on the **change** link. You will then be redirected back to the **Your Account** page to select or add a different address.

Once this has been amended, you will need to click the **Shopping Basket** link to continue with your order.

Paying and Opening an Account

If you are happy with your order and your other checkout details, you can choose how you would like to pay. These options are all listed on the **Your Order** page.

If you are an account holder

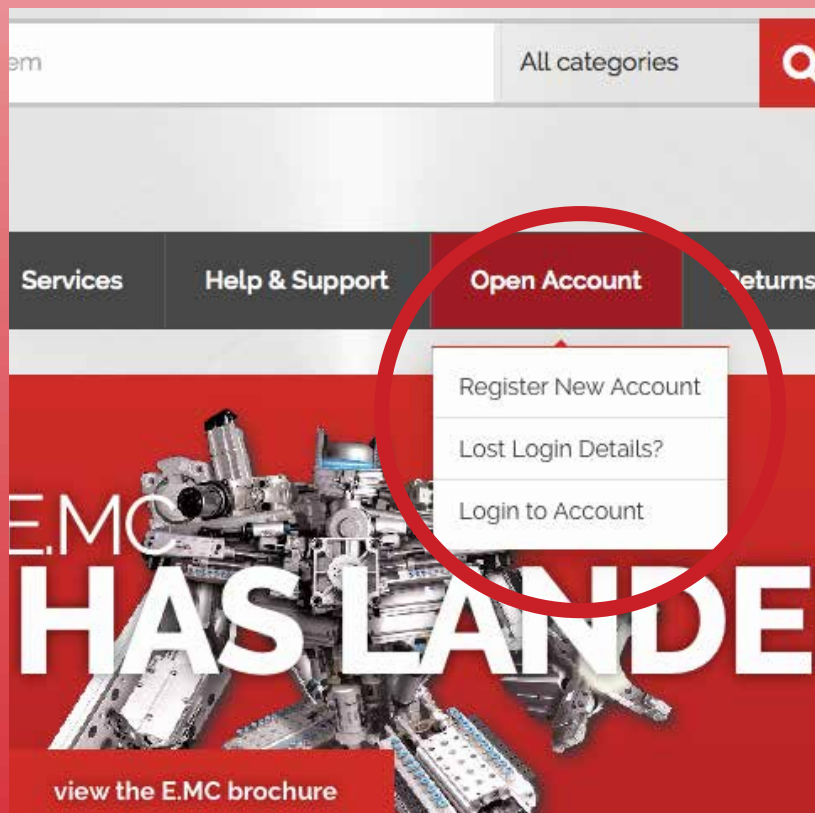
You can choose to pay by either **billing to your account** or by **debit/credit card**. If you select to pay by billing to your account, your **account number** will automatically appear beneath the payment options. If you choose to pay via debit/credit card, you will be asked to submit your card details to a secure page.

When payment selection is complete, you will have the option to include an order reference and special instructions before clicking **Submit**.

If you are NOT an account holder

You can pay via a selection of **debit/credit cards**, including Switch, Mastercard and American Express. You will be asked to submit your card details to a secure page. You can then include an **Order Reference** and **Special Instructions** before clicking **Submit**.

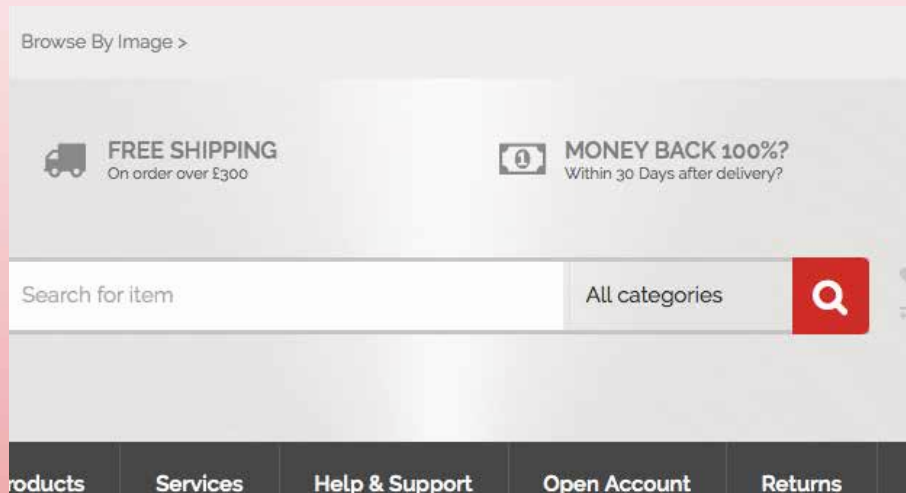
If you would like to open an account with us, please click on the **Open Account** tab. This page contains a link for downloading an account application form.



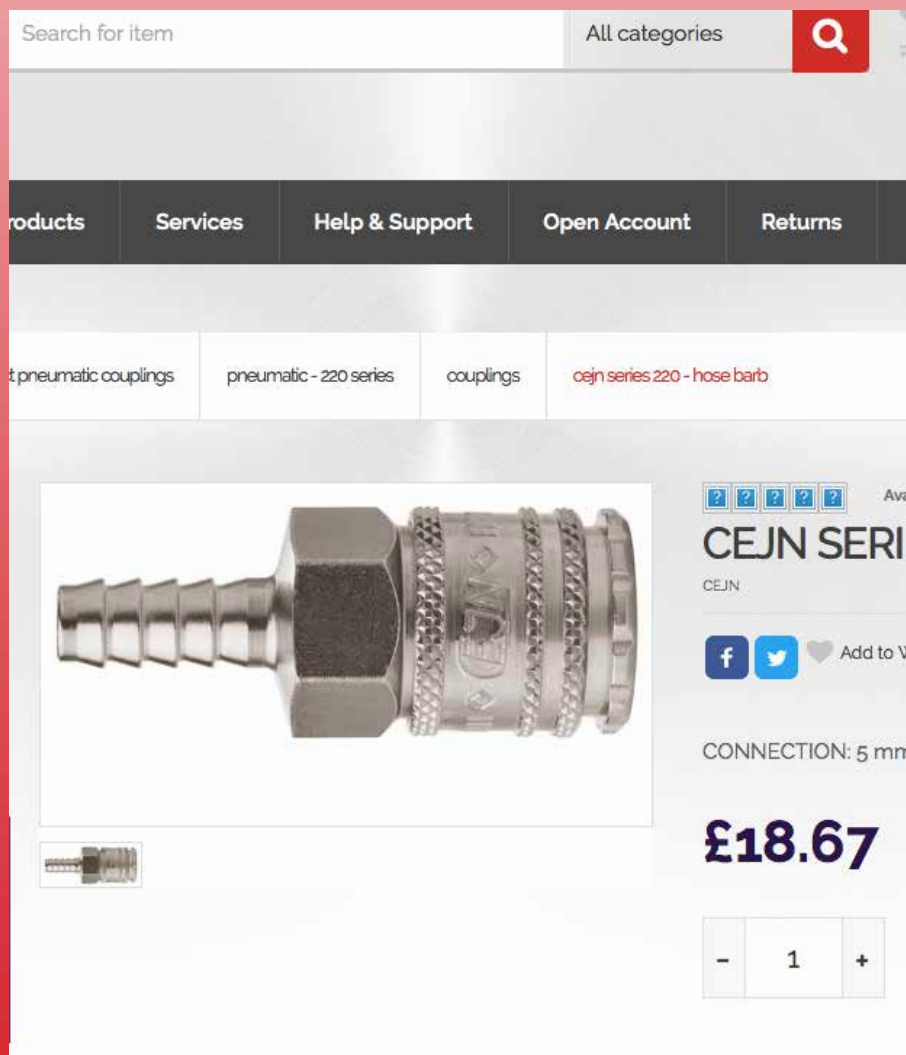
As soon as we have received your completed form, we can usually process your details within three hours if it is submitted before 2:00 pm on a working day.

Acknowledging and Confirming Your Order

When you **Submit** your order, the next page is an **order acknowledgment**. You will be provided with an **order reference**, confirming that your order has been received. This number can be used if you have any queries regarding your order.

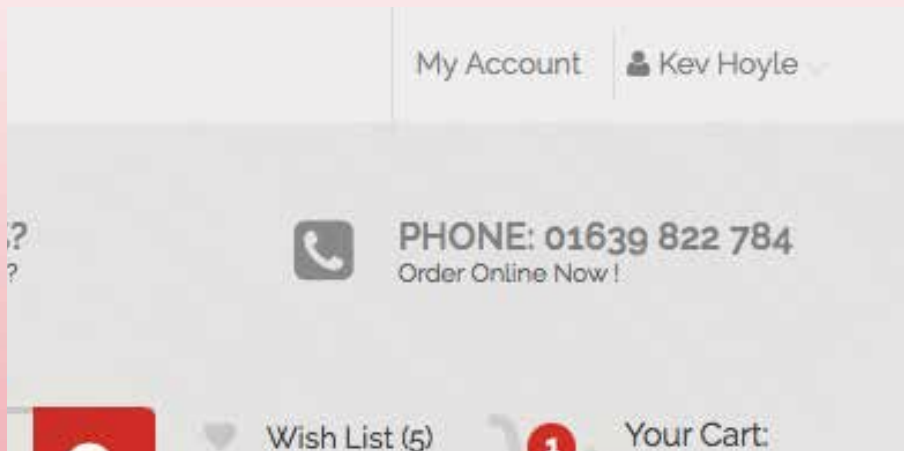


You will also receive **email confirmation** of your order, which will be sent to the email address that you used to register your online account with.



Updating Your Online Account

Once you are logged into your account, you can update or edit your details by clicking at the **My Account** link on the top right of the home page.



Adding Alternative Delivery Addresses

To add alternative delivery addresses to your account, click on the **Add A New Delivery Address**. This will redirect you to an **add/edit address** page where you can enter your details. Once you have done this, click **Submit**.

Editing and Deleting Delivery Addresses

If you would like to edit a delivery address on your account, select **Edit** next to the delivery address that you would like to amend. You will be redirected to the **add/edit address** page where you can amend your details and **Submit**. If you need to delete a delivery address, simply click **Delete** next to the address to automatically remove it from your account.

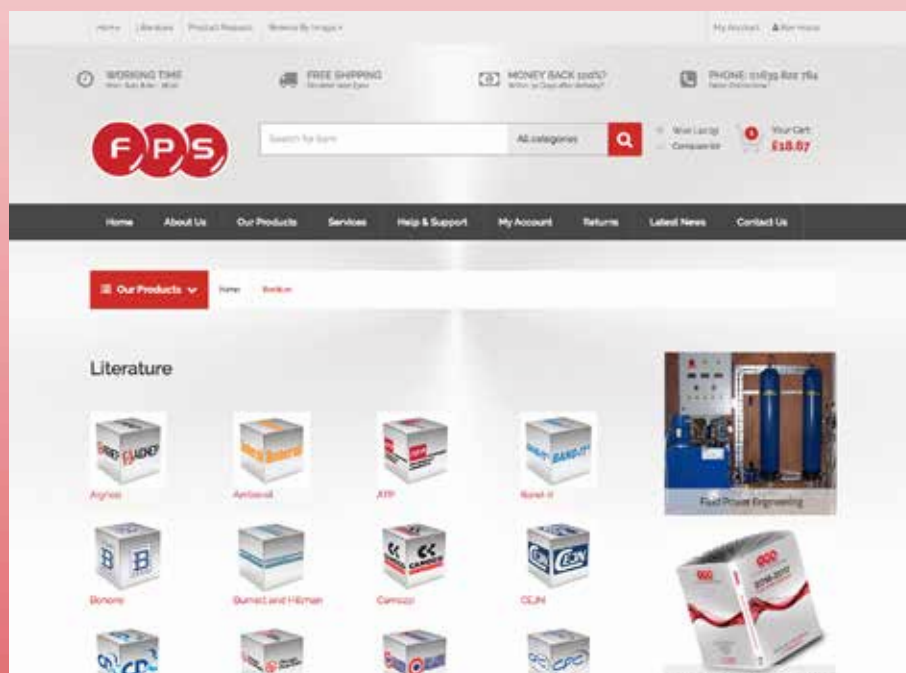
A screenshot of a 'Checkout' page on a website. The page has a progress bar at the top with three steps: 'Step 1: Checkout Options', 'Step 2: Billing Address', and 'Step 3: Shipping Address'. The 'Shipping Address' section is active. It includes a checkbox for 'Ship To Different Address?' which is checked. Below this are input fields for 'First name' (Kev), 'Last name' (Hoyle), 'Company name' (iced Graphics), 'Address' (Suite B, 11 St George's Street), 'County' (Lancashire), 'Postcode' (PR2 8SA), 'Country' (United Kingdom), 'Email address' (hello@icedgraphics.com), and 'Phone number' (07933 803 089).

Submitting Queries Or Sample Requests

If you would like to make an enquiry, you can either contact us directly, use the online **Contact Form**, which can be found under the **Contact Us** tab, or request a **call-back**. Simply click on the **Contact Us** tab to find our contact details, fill out the online contact form or submit your name and telephone number to request a call-back.

Downloading Literature

For more information on a particular product range, simply click on the **Literature & Technical** tab to download your chosen material or the current FPS catalogue.



Forgotten Password

Click on **Account Login** and then the **Forgotten Your Password** link. This link accesses the **password reminder** page, where you will be asked to enter your **login email address**. Your password will then be sent to you.



Notes

Your Account Number.....

[illegible]

Web Support Line: 01639 822 784

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HEAD OFFICE & TRADE COUNTER

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