

PROCEDURE FOR ONLINE PURCHASE

Customer Login www.bluedolphin.com.vn	<ul style="list-style-type: none"> • Display a prompt box to ask Membership? • If already a member of Blue Dolphin, just login. If forget ID or forget PW must have recovery by email • If non-member can join for free and enjoy benefits. • Issue Member code example: BD140001 BD140002 (year 2014 and member number, good for us to know how many member join in year 2014) • Membership can have multiple level.
Login member or register new membership	<ul style="list-style-type: none"> • Member must minimum have Member code, Member status, Full name, Email, Contact number. • All member will register by email and login pw • Alternative is use the ID number as member ID or re-issue our member code.
Search for products of interest and products information	<ul style="list-style-type: none"> • Show product category. • Show product photo in category. • Show short introduction of products beside photo. • Provide brochure and video download.
If decided for purchase, customer will select product, quantity and add to cart	<ul style="list-style-type: none"> • Order page must be available at menu. • Order page to consist products type for selection, unit price, quantity of purchase, order total for add to cart. • Customer select product type, quantity and add to cart. • Customer to be able to view cart summary for confirmation on order. • Confirm delivery address, contact information and bank account number use for make payment, if follow membership registered details or different delivery address. • Once confirm on order, an order code will be generated and given to member. Advise member to make payment by ATM or registered bank account to our bank account.
Monitor order received and payment to company bank account.	<ul style="list-style-type: none"> • Staff for online purchase will monitor incoming order and payment to account, every hourly during office hour (8 am to 6pm) and morning once to clear overnight orders.
Received payment.	<ul style="list-style-type: none"> • Tally customer bank account, order quantity, total price for orders
Confirmation with customer.	<ul style="list-style-type: none"> • Call customer mobile to confirm order.
Delivery	<ul style="list-style-type: none"> • Arrange products order to be delivered to instructed address.
Customer Feedback (Post Online)	<ul style="list-style-type: none"> • Courtesy call to customer to check receiving status and order correctness. • Feedback on service and products.

Cart Summary Information

Product Code	Product Name	Product Reference	Unit Price	Quantity Ordered	Total Order
GRAND TOTAL OF ORDER (VND)					



Cart Summary Information (Continue)

Customer Reference

Membership number:

Membership Ranking: Member (0%) Bronze (5%), Silver (10%), Gold (15%), Platinum (20%)

(Membership discount will not enjoy further promotional discount or member can select to have promotional discount as a selected choice.)

Name:

Contact: (T) (M)

Living Address:

Delivery Address (if different from living address):

Discount (Percentage from retail price)	Member	Bronze Member	Silver Member	Gold Member	Platinum Member	Retail Member	Distributor Member