Web Form User Guide

This help document describes how to use the web form to order resources.

1. Accessing the web form

Typically you access the web form either

- by clicking a link on your corporate intranet
- by typing into your browser's address bar a web address provided by your IT department.

You may wish to save the address in your list of favourites to enable you to find it easily in future.

2. The Home tab

The Home tab is displayed when you first show the web form.

Check this tab for information and messages that may relate to the order you want to place.

To place an order, click one of the left hand side menu items **products by category** or **product search**.

3. Locating the product you require

If you know the name of the product you want, click on the product search menu, type the name or part of the product description, then press go. The system displays a list of items that match your search term.

Otherwise, use Categories and Sub-categories.

Click on the product category you require. A list of available sub-categories is displayed.

Click on the sub-category you require. The system displays a list of products in that category.

4. Selecting a product

In the previous step you located your product. You now have a list of one or more products to choose from.

This list shows a small image of the product, the product name, a description of the product and the maximum quantity you can order. You may also see the price of the product, depending on how the web form has been set up.

You can view a larger image of a product by clicking the small image.

Click the check box (sometimes called a tick box) of the product or products you want to order. An X is displayed in the check box.

Click the **add to basket** button.

5. Your basket

The products you have selected are placed in your shopping basket.

From here you can repeat the previous steps to add further items to your basket by navigating using the **back to categories** or **back to products** buttons.

You can remove items from your basket by clicking the **remove item** checkbox, then clicking the **remove** button. The items you have marked are removed from your basket.

When you have selected the items you require, enter the quantity of each item you want to order, then click **proceed to checkout**.

6. Checkout

You will now provide the address to which your order is to be delivered.

Enter the full destination address, or type your post code then click the **find address** button to select from a list of matching addresses for that post code.

Ensure you have entered all required fields, including the country (for UK addresses you can select the country by clicking the **UK** link).

Enter any special instructions you have, then click the **submit order** button.

The ordering system checks that you have provided the fields required, records your order and displays a *consignment number*. Make a note of this number.

7. Tracking your consignment

To display details of your consignment click the **track & trace** menu item.

Enter the *consignment number* you were given when you placed the order.

The system displays any available order details.

8. Getting help

Click the **Help** menu item to display contact details for requesting assistance with your order.

[end]