

Glovesman VIP Ordering System Guide

Customer Guide 1

The Glovesman VIP Ordering System has been designed for companies that need to order stock 24/7 and pay on a pre-approved 30 day account (payment at the time of order is also available). We hope you enjoy the new look and layout of the VIP website which is designed to make your browsing and ordering experience easier.

Once logged in you will be able to buy your usual products at the agreed price given to you by your account manager. However, if there are additional products you'd like to add to your price list please feel free to call our friendly customer service team on 01209 314759 and they will be delighted to help you.

You can also view statements, invoices and make outstanding payments through our secure SagePay Gateway.

The system also allows for Group customers who need to have their orders approved or amended before being sent to us. The latter part of this guide will take you through the Group process step by step.

Login

At the very top of the screen in the black bar you will see "Login" (Fig 1). Click this and you'll be taken to the login screen. (Fig 2).

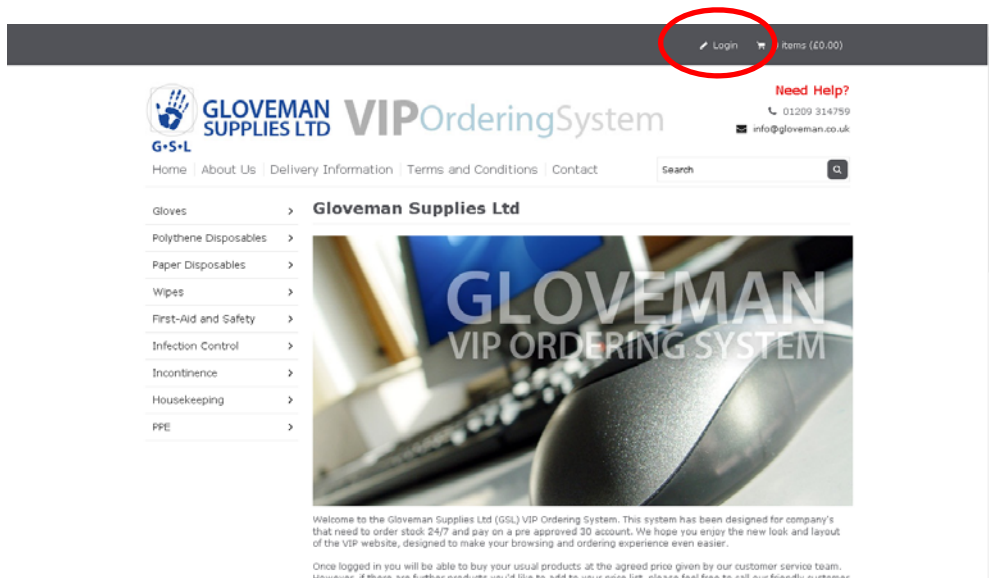


Fig 1 – Home page

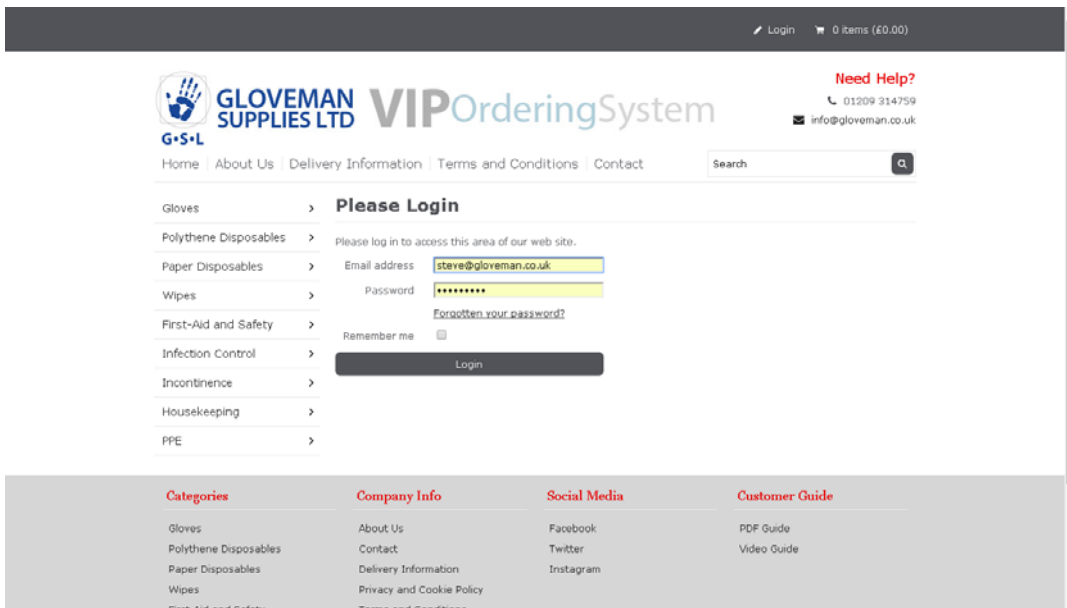


Fig 2 – Login Screen

You will receive an email with your login details. From here you will be asked to change your password. (Fig 3). We suggest you change this to something more memorable.

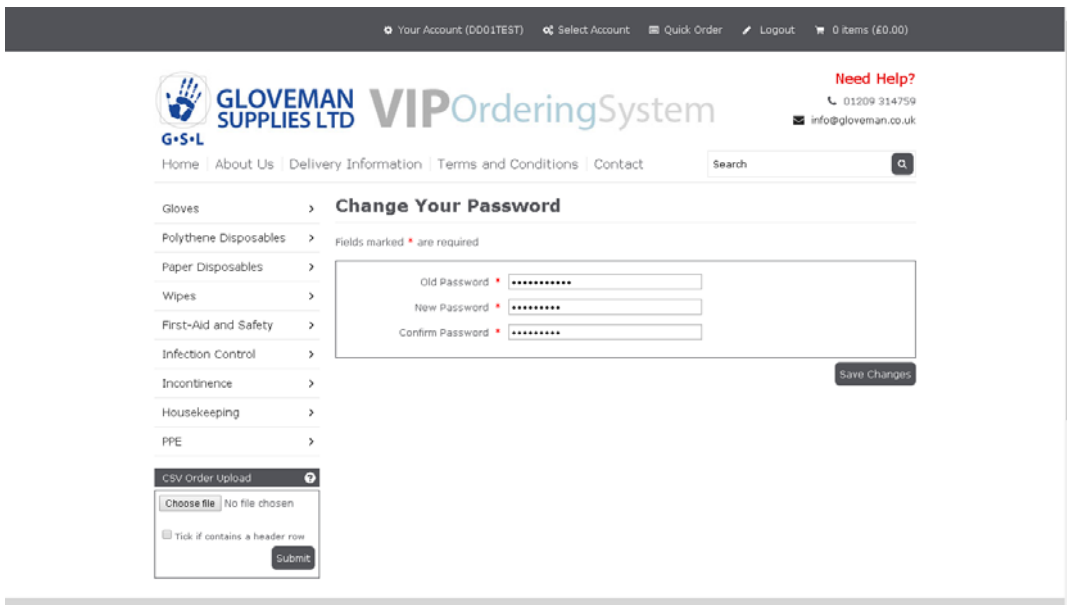


Fig 3 - Change password

Once changed you will see the black bar at the top has changed and you will find yourself at the Account Overview page (Fig 4).

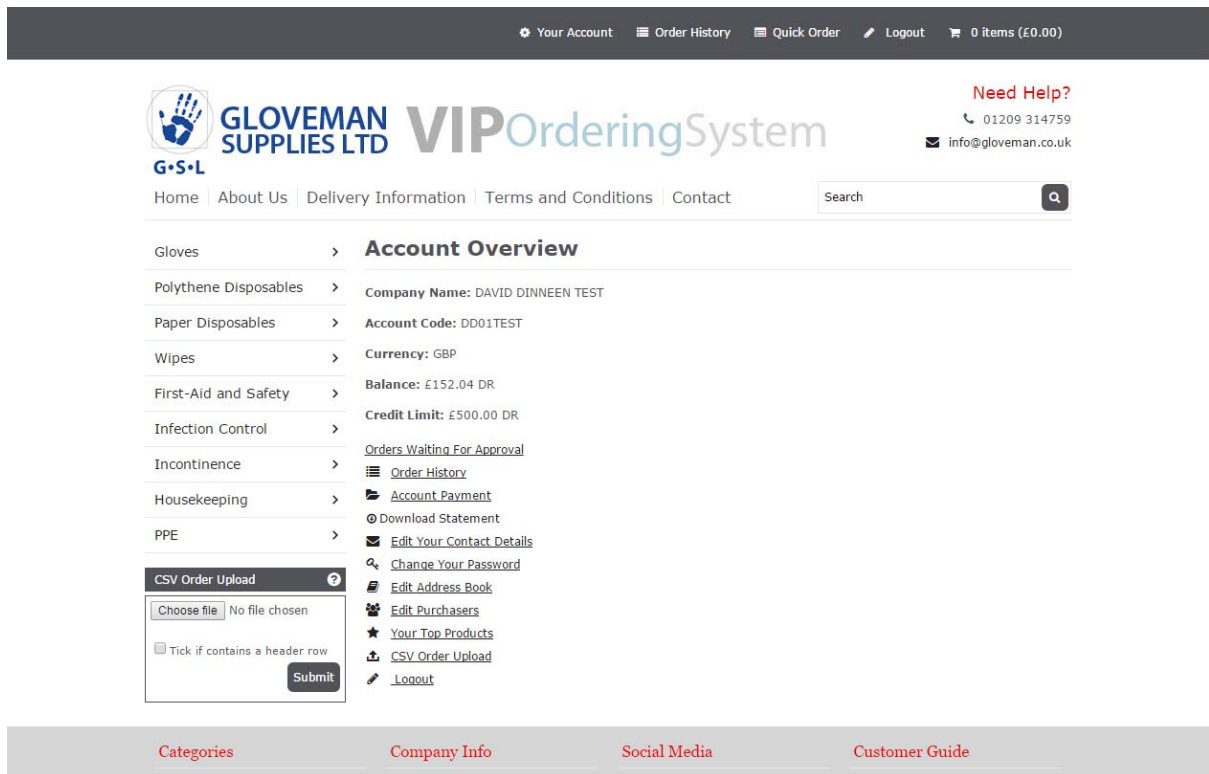


Fig 4 - Your Account Overview Screen

As well as seeing your credit balance, your credit limit and account number you'll also be presented with a list.

- [Orders Waiting For Approval](#)
- [Order History](#)
- [Account Payment](#)
- [Download Statement](#)
- [Edit Your Contact Details](#)
- [Change Your Password](#)
- [Edit Address Book](#)
- [Edit Purchasers](#)
- [Your Top Products](#)
- [CSV Order Upload](#)
- [Logout](#)
-

Orders Waiting For Approval

(See Order Approval page 14).

Account Payment:

Once clicked, you will see a list of outstanding payments. From here you can pay the outstanding amount by entering the payment amount next to the invoice or you can view the invoice by clicking "Copy" (Fig 5). If you click on "Pay" next to "Payment amount" it will populate the invoice figure for you. To complete the payment, click on "Pay by Credit Card".

When paying any invoice you will go through to our PCI Complaint Secure Payment Gateway **SagePay**. Here you can select the method of payment and enter your details as normal.

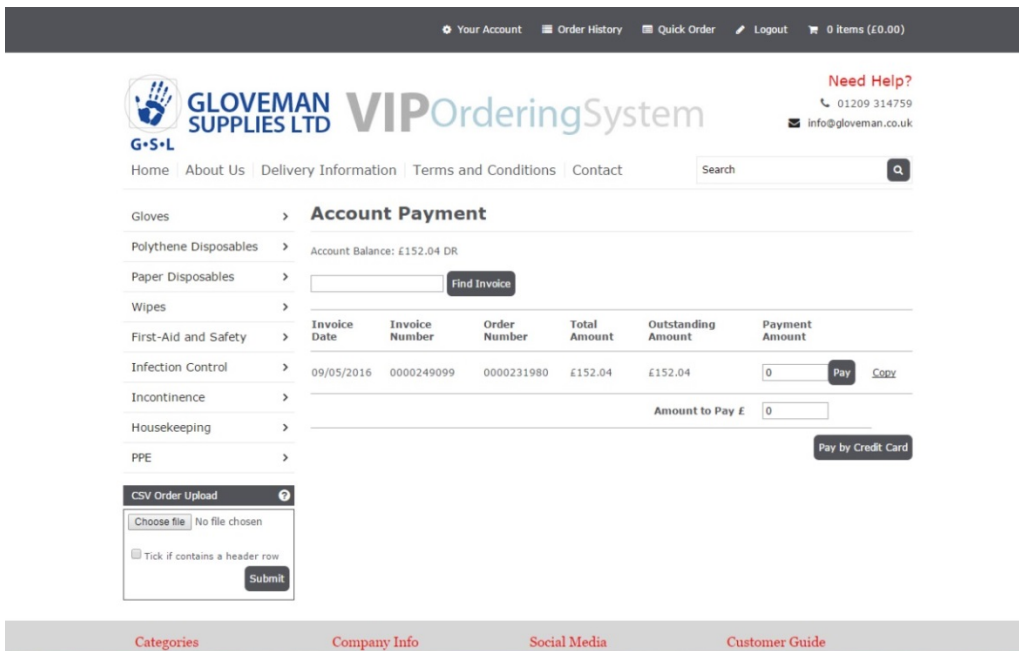


Fig 5 - Account Payment

Download Statement:

Click on the link to view and download your latest statement.

Order History:

Here you can see your order history. Clicking on "View Details" (Fig 8) will show you all information with regards to any orders you have placed, or you can view the invoices to which the orders relate to (Fig 6 & 7).

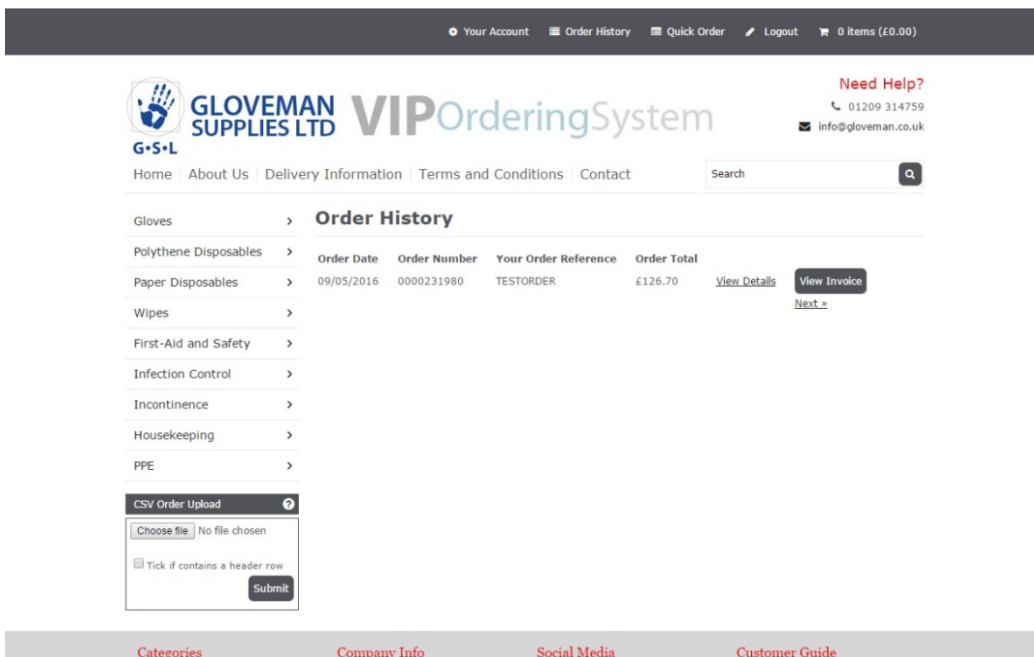


Fig 6 - Order History

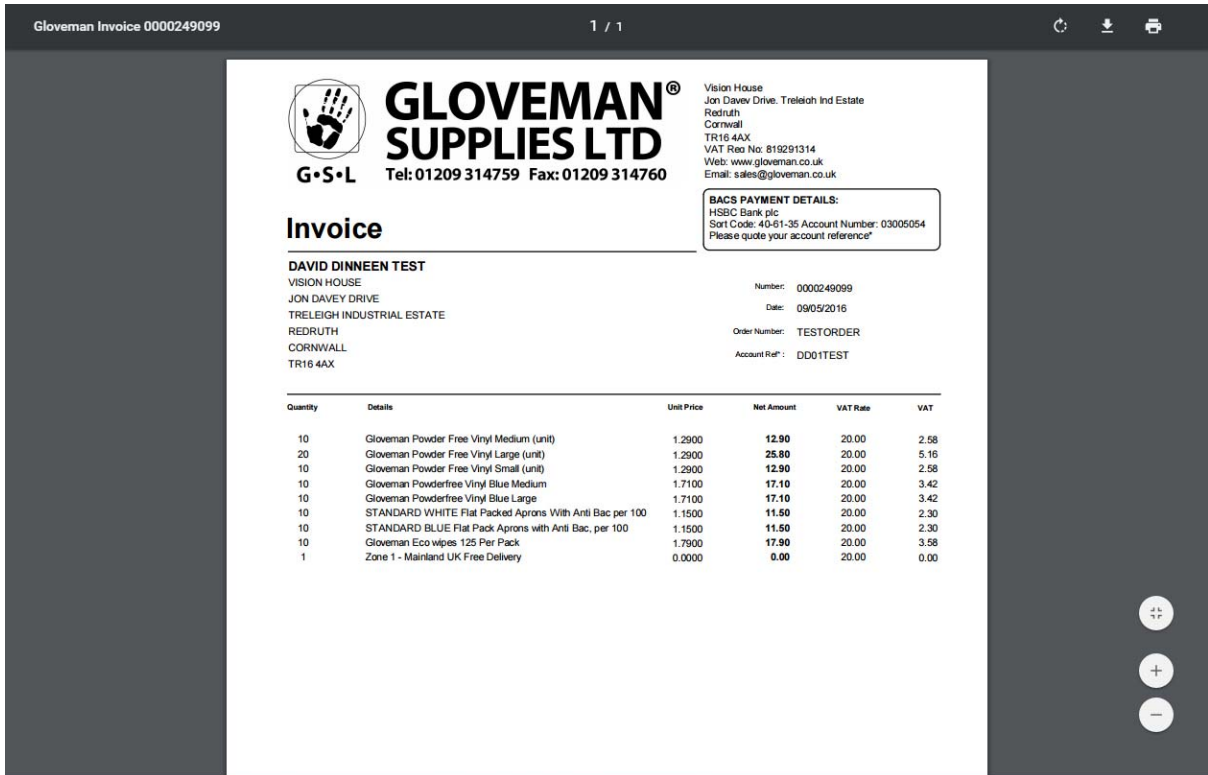


Fig 7 – Invoice PDF from System

From here you can either view your previous order, place another order based on the products ordered before by adding quantities next to the product and click add, or if you scroll to the bottom you can repeat the order if you so choose (Fig 8 & 9).

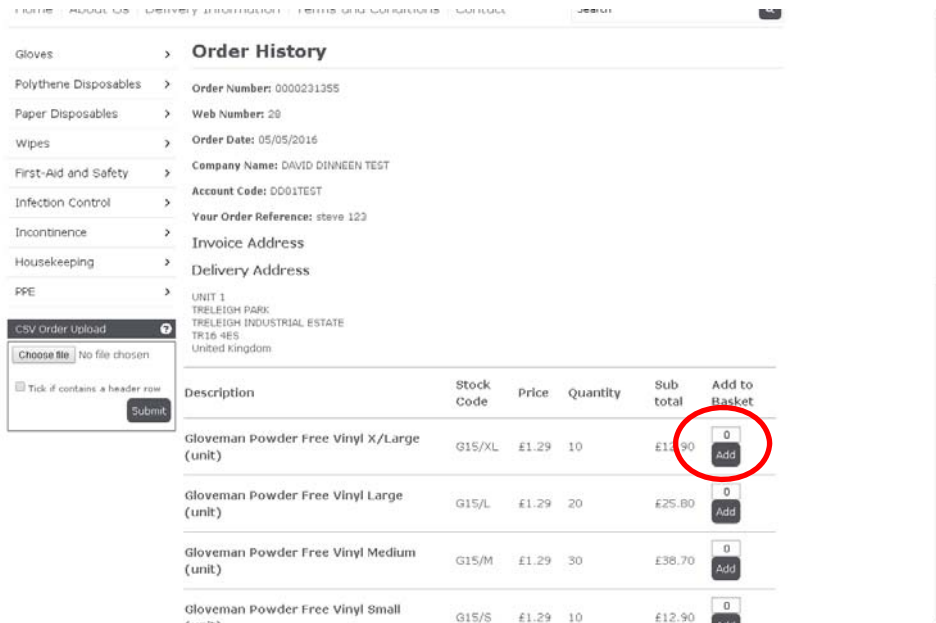


Fig 8 - Previous order details 1

STANDARD BLUE: Flat Pack Aprons with Anti Bac, per 100	PY7/B	£1.15	10	£11.50	<input type="button" value="Add"/>
Blue Premium Aprons on a roll 15um 200 per roll	PY46/B	£4.50	5	£22.50	<input type="button" value="Add"/>
Antibacterial Green Aloe Vera Hand Gel 50ml Tottle with clip	HND26	£0.98	32	£31.36	<input type="button" value="Add"/>
Zone 1 - Mainland UK Free Delivery					Not Available Online
Discount				£0.00	
Total				£247.06	
VAT				£49.41	
Total (inc VAT)				£296.47	<input type="button" value="Repeat Order"/>

[Back to Order History](#)


Categories	Company Info	Social Media	Customer Guide
Gloves	About Us	Facebook	PDF Guide
Polythene Disposables	Contact	Twitter	Video Guide
Paper Disposables	Delivery Information	Instagram	
Wipes	Privacy and Cookie Policy		
First-Aid and Safety	Terms and Conditions		
Infection Control			
Incontinence			

Fig 9 - Previous order details 2

Edit your contact details:

Here you can edit your details (Fig 10).

Your Account | Order History | Quick Order | Logout | 0 items (£0.00)



GLOVEMAN SUPPLIES LTD

VIP Ordering System

Need Help?
 01209 314759
 info@gloveman.co.uk

Home | About Us | Delivery Information | Terms and Conditions | Contact

- Gloves >
- Polythene Disposables >
- Paper Disposables >
- Wipes >
- First-Aid and Safety >
- Infection Control >
- Incontinence >
- Housekeeping >
- PPE >

Edit Your Contact Details

Fields marked * are required

Purchaser Details

First Name *

Last Name *

Email Address *

Telephone *

Mobile

Account Manager

CSV Order Upload No file chosen

Tick if contains a header row

Fig 10 - Edit Contact Details

Edit Address Book:

Here you can change your main invoice address, or add further addresses for delivery (Fig 11).

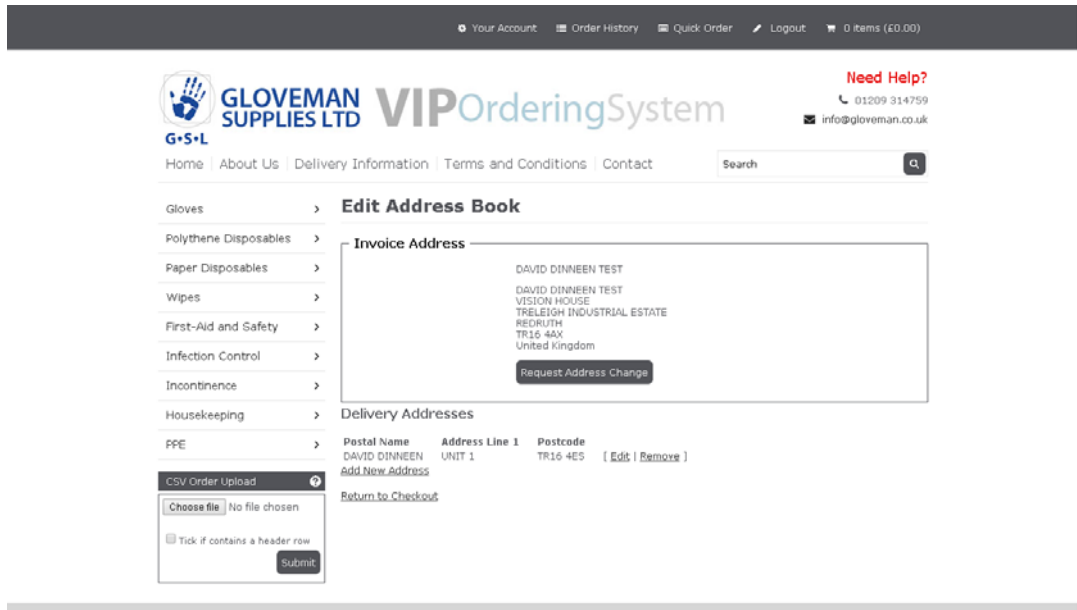


Fig 11 - Edit Address Book

Edit Purchasers:

This function is for Group order approval only. Only account managers can edit purchasers. See Section Order Approval page 14. If you haven't been granted account manager status you will not be presented with this option.

Your Top Products:

By clicking on top products you can see the main products you've ordered. You can order from here by simply adding amounts in the Quantity box, scrolling to the bottom and clicking "Add to order". You can also choose how many products you want per page (Fig 12).

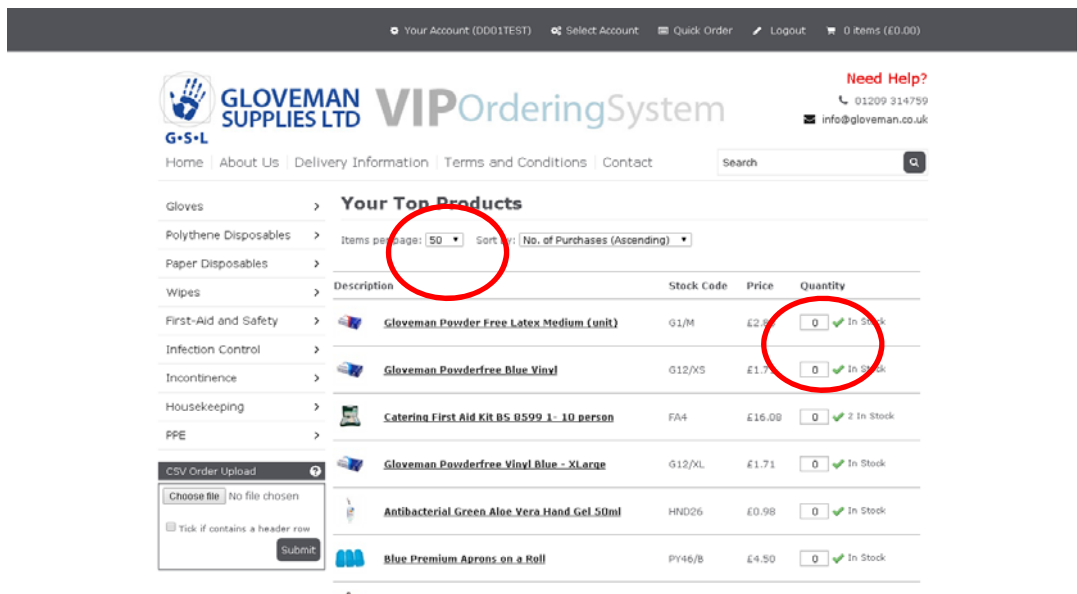


Fig 12 – Your Top Products

CSV Order Upload Instructions:

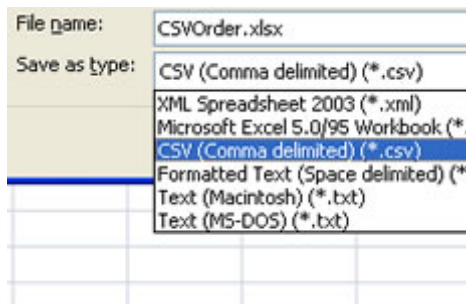
1 . Create Your CSV File

	A	B	C
1	Stock Code	Quantity	
2	91235651	3	
3	79536152	2	
4	85293746	4	
5	35798132	6	

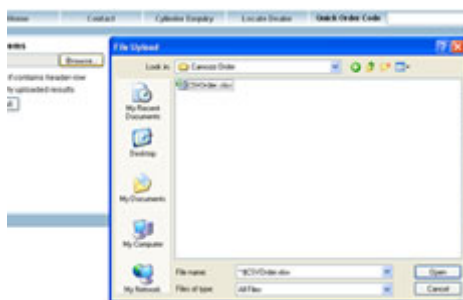
Your file must contain two columns:

- Stock Code
- Quantity

2 . Save the file as a CSV file as shown below



3 . Browse to the file



4 . Header Row

Your Items

C:\Documents and Se

Tick if contains header row

If you have a header row such as the example in step 1 then tick the box as shown below.

5 . Submit the file

6 . Added to Basket

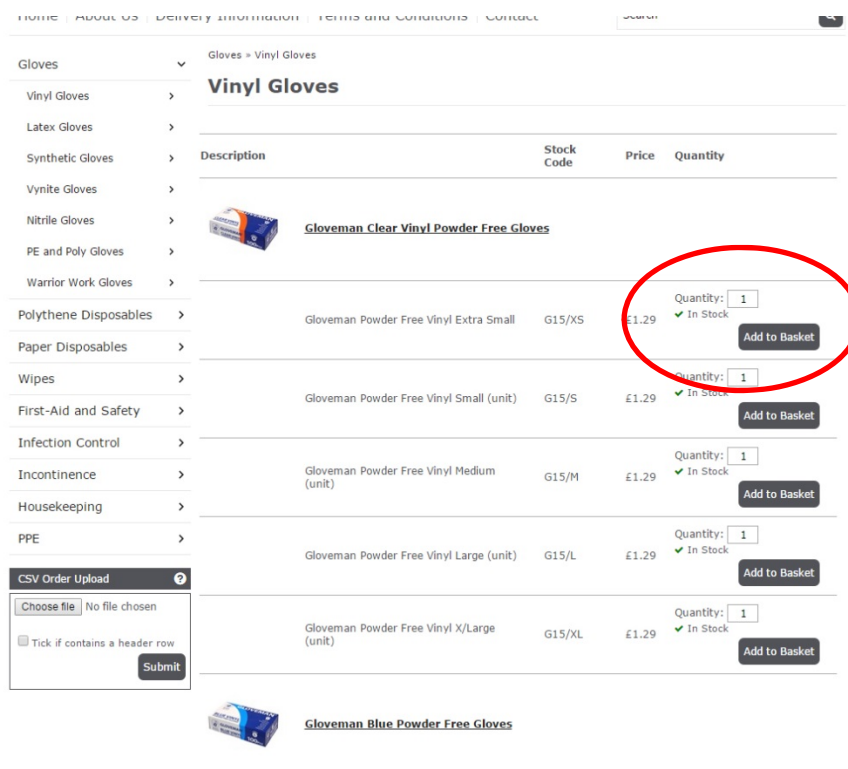
Description	Stock Code	Price	Quantity	Sub total
 Dishwasher Full size	WWDISHWASHER500	£225.75	1	£225.75
 4 RING GAS HOBB	COOKGASHOBB	£3.00	1	£3.00
 Professional Mixer 3 Speed	ACMIXER	£135.00	1	£135.00
 1212121131 Dryerball	dryerball	£9.99	1	£9.99
Delivery (Expense Standard Shipping)				£7.00
Total				£510.74
VAT				£162.01
Total (inc VAT)				£672.75

The products will now be added to the basket. Any items that are out of stock or with low stock will give you a message above the basket.

Placing an order

In order to make ordering as easy as possible each product group is listed by product and variation (Fig 13).

Here you can add the quantity and on the right (for each size as an example) and click "Add to Basket" for each one.





Description	Stock Code	Price	Quantity
 Glovesman Clear Vinyl Powder Free Gloves			
Glovesman Powder Free Vinyl Extra Small	G15/XS	£1.29	Quantity: 1 ✓ In Stock Add to Basket
Glovesman Powder Free Vinyl Small (unit)	G15/S	£1.29	Quantity: 1 ✓ In Stock Add to Basket
Glovesman Powder Free Vinyl Medium (unit)	G15/M	£1.29	Quantity: 1 ✓ In Stock Add to Basket
Glovesman Powder Free Vinyl Large (unit)	G15/L	£1.29	Quantity: 1 ✓ In Stock Add to Basket
Glovesman Powder Free Vinyl X/Large (unit)	G15/XL	£1.29	Quantity: 1 ✓ In Stock Add to Basket
 Glovesman Blue Powder Free Gloves			

Fig 13 – Product List

As mentioned in Order History you can also order from there, or "Repeat order". You can also order from you Top Products too. You can also order by "Quick Order" (Fig 14). If you know the reference code of the product you want to order simply enter it in the box and click "Go". You will then be taken to the product to enter the quantity and you can then "Add to Order" (Fig 15).

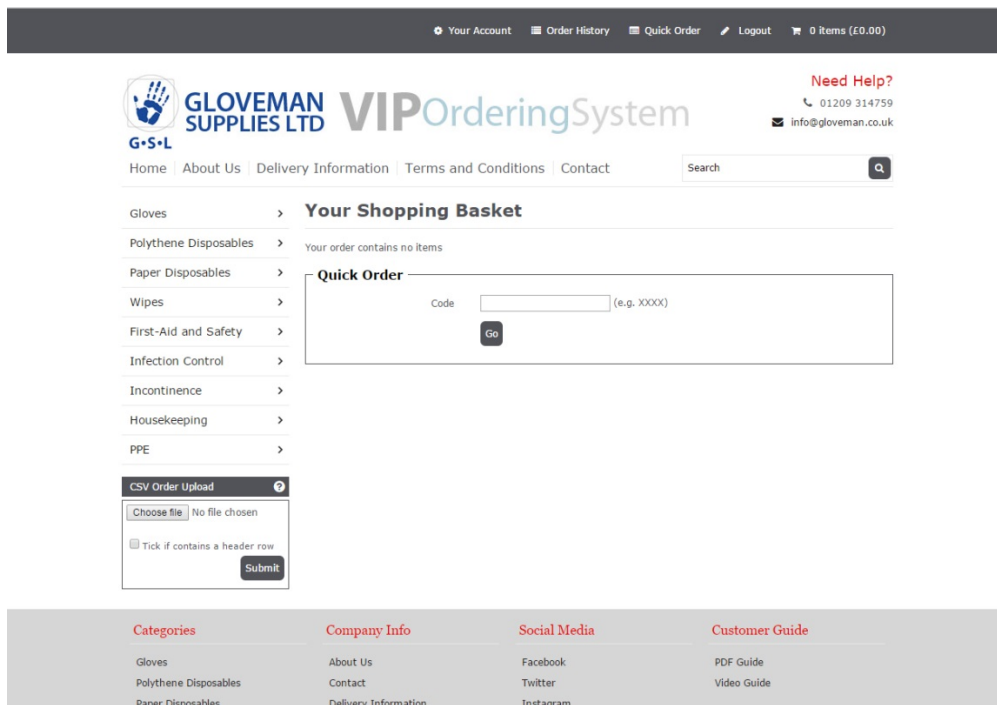


Fig 14 - Quick Order 1

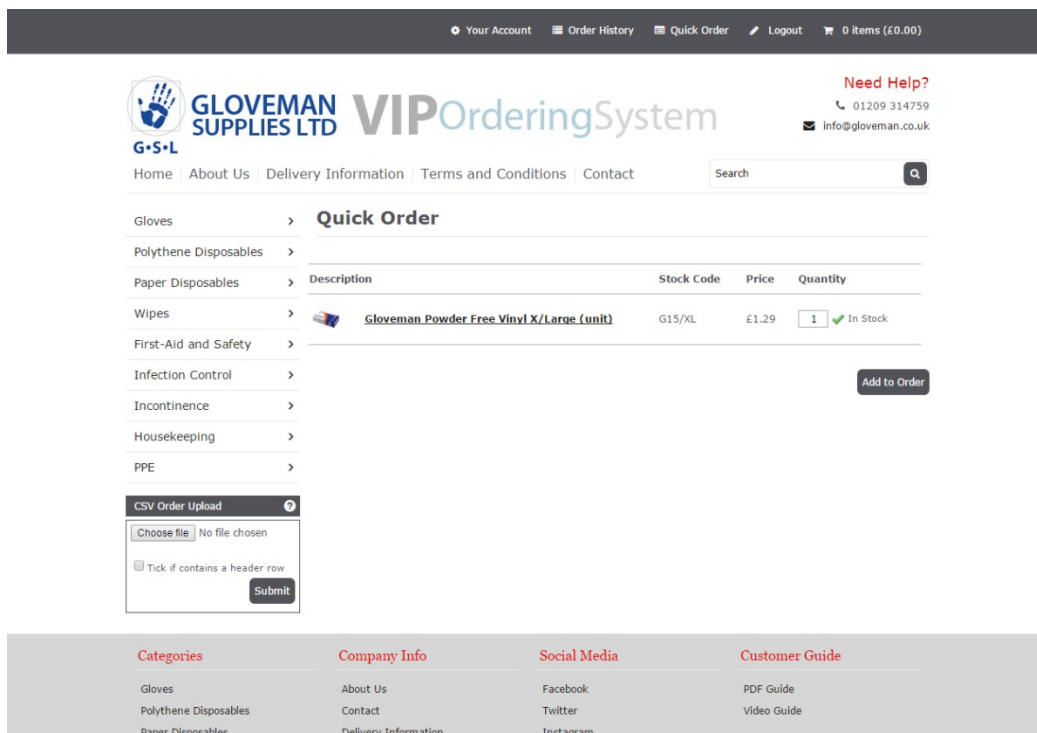


Fig 15 – Quick Order 2

Viewing Your Basket

To view your basket, go to the black bar at the top of the page and click on the shopping basket icon with the number of items listed with a price. The basket will drop down and you can click on “View Basket” at the bottom (Fig 16).

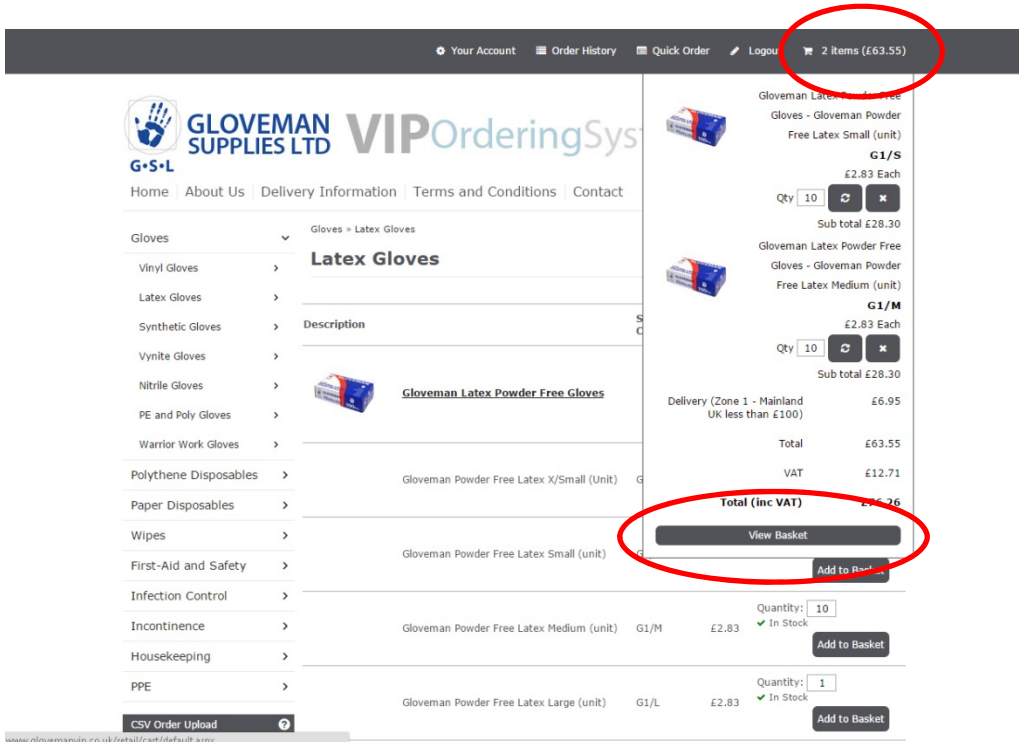


Fig 16 – View Basket

Completing an order

When you click on “Go to Checkout” you begin a 3 stage process.

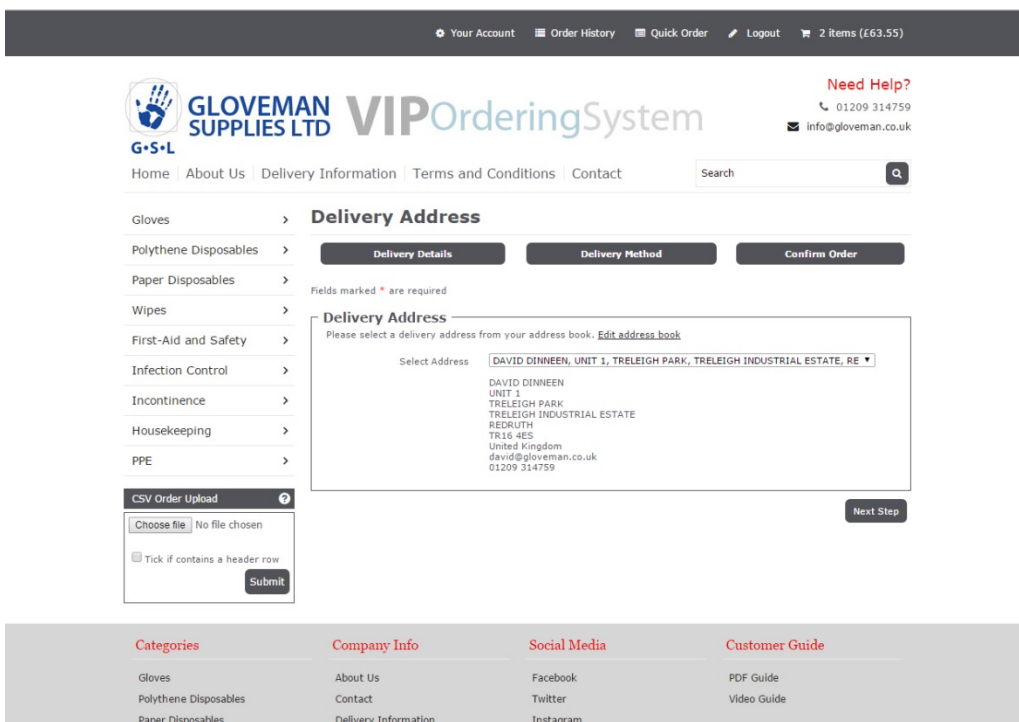


Fig 17 – Delivery Address

1. Delivery Address.

Here you can change the delivery address in the drop down box or you can add one by selecting the link "Edit address book".

Once the correct address has been selected (or entered if new) then click "Next Step".

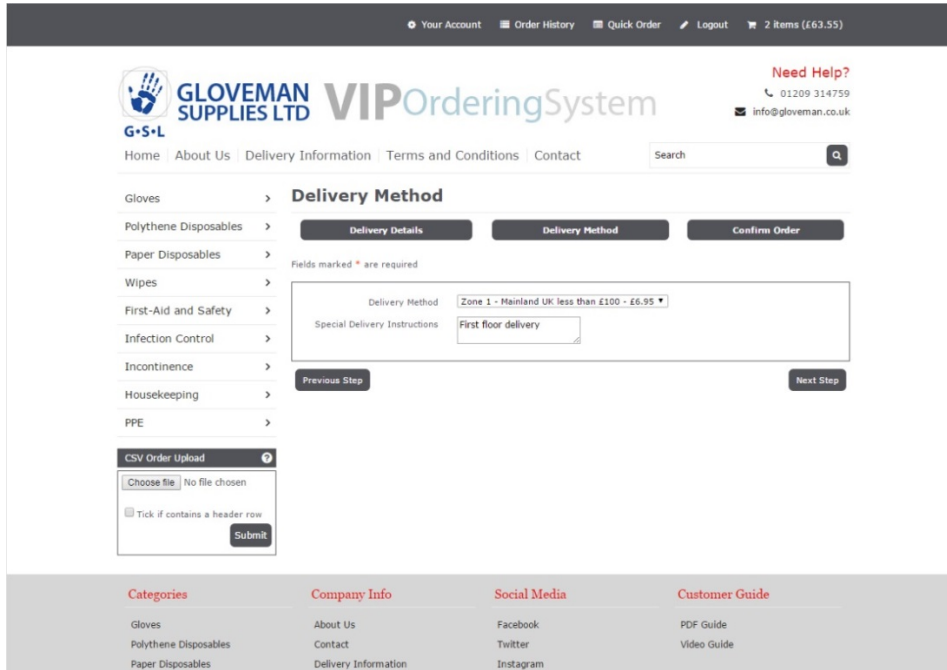


Fig 18 – Delivery Method

2. Delivery Method

The delivery method is pre-selected and cannot be altered as it falls within your account delivery area and amount spent (net). You can enter any special delivery instructions. E.g. First floor delivery, ring bell at gates, etc.

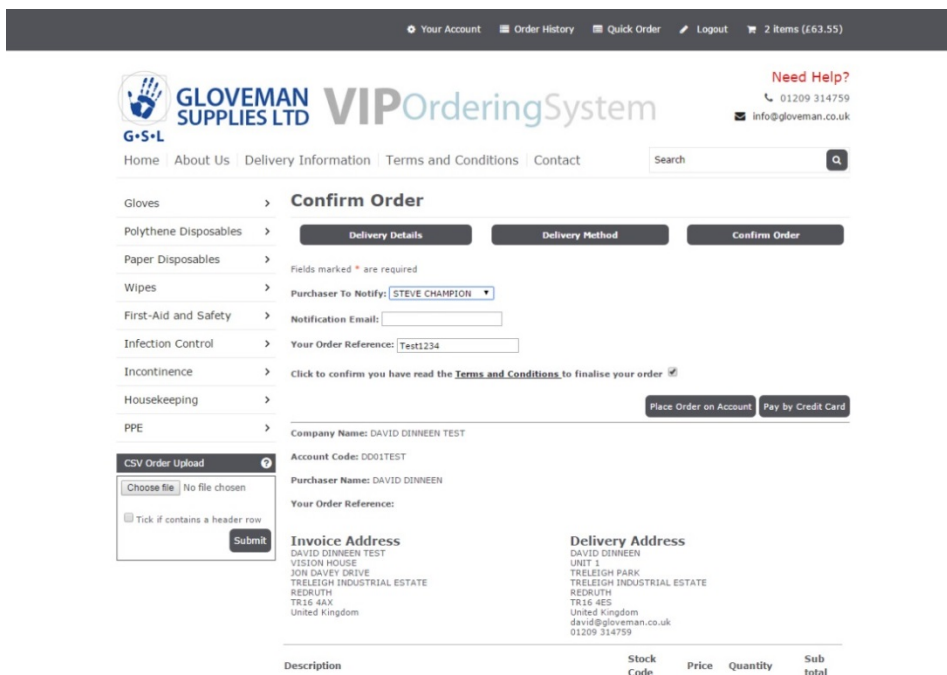


Fig 19 - Confirm Order

3. Confirm Order

Select the person who requested the order in Purchaser to Notify drop down box. If you want you can add the email address, and then we suggest you enter an order reference number so we can track your order more effectively.

Tick the box to confirm you've read the terms and conditions and then you can either order by "Place Order on Account" (30 day invoice) or "Pay by Credit Card" (Fig 19).

You will then be presented with an Order Received screen confirming your order. You will be allocated with an order number from our Sage 200 system and once allocated, despatched and invoiced your order will be stored on your account for future reference (Fig 20).

Top navigation: Your Account | Order History | Quick Order | Logout | 0 items (£0.00)

Need Help? 01209 314759 | info@glovesman.co.uk

Home | About Us | Delivery Information | Terms and Conditions | Contact | Search

Order Received

Your order has been placed. We have emailed you with confirmation of your order.

[Print Page](#)

Order Number: 0000232032

Order Date: 09/05/2016

Company Name: DAVID DINNEEN TEST

Account Code: DD01TEST

Purchaser Name: DAVID DINNEEN

Your Order Reference: Test1234

Invoice Address

DAVID DINNEEN TEST
VISION HOUSE
JON DAVEY DRIVE
TRELEIGH INDUSTRIAL ESTATE
REDRUTH
TR16 4AX
United Kingdom

Delivery Address

DAVID DINNEEN
UNIT 1
TRELEIGH PARK
TRELEIGH INDUSTRIAL ESTATE
REDRUTH
TR16 4ES
United Kingdom
david@glovesman.co.uk
01209 314759

CSV Order Upload: Choose file | No file chosen | Tick if contains a header row | Submit

Fig 20 – Order Received

Order Approval System

The order approval system has been designed so orders can be placed even though they need to be approved by Head Office.

The way in which this works is an account manager is assigned to govern the group of satellite offices. Each satellite office will be assigned with its own purchaser. That purchaser will then be responsible for orders placed within that office. More than one purchaser can be assigned if required, but it is advisable that only one Account Manager is assigned at Head Office to govern the Satellite office orders.

Satellite Orders

When you place an order that needs approval you will notice the bottom section is different when you view your basket (Fig 21). If you are happy with the order, click "Save order for approval". Once clicked the purchaser can logout.

The screenshot shows the 'Your Shopping Basket' page of the GloveMan VIP Ordering System. The page features a navigation menu with links for Home, About Us, Delivery Information, Terms and Conditions, and Contact. A search bar is located in the top right corner. The main content area is titled 'Your Shopping Basket' and includes a 'Quick Order' section with a code input field and a 'Go' button. Below this is a table of items in the basket:

Description	Stock Code	Price	Quantity	Sub total	
GloveMan Powder Free Latex Small (unit)	G1/S	£2.83	10	£28.30	Update Remove
GloveMan Powder Free Latex Medium (unit)	G1/M	£2.83	10	£28.30	Update Remove
Delivery (Zone 1 - Mainland UK less than £100)				£6.95	Remove All
Total				£63.55	
VAT				£12.71	
Total (inc VAT)				£76.26	

At the bottom of the basket, there are two buttons: 'Continue Shopping' and 'Save order for approval'. A 'CSV Order Upload' dialog box is also visible, showing a 'Choose file' button and a 'Submit' button.

Fig 21 - Basket

The order will then be placed in a holding area until approved. Both the purchaser who has ordered and the approver will be emailed.

Orders for Approval

The approver will receive an email stating there is an order waiting for approval. The approver will then log in to the account then click on "Orders Waiting for Approval" (Fig 22).

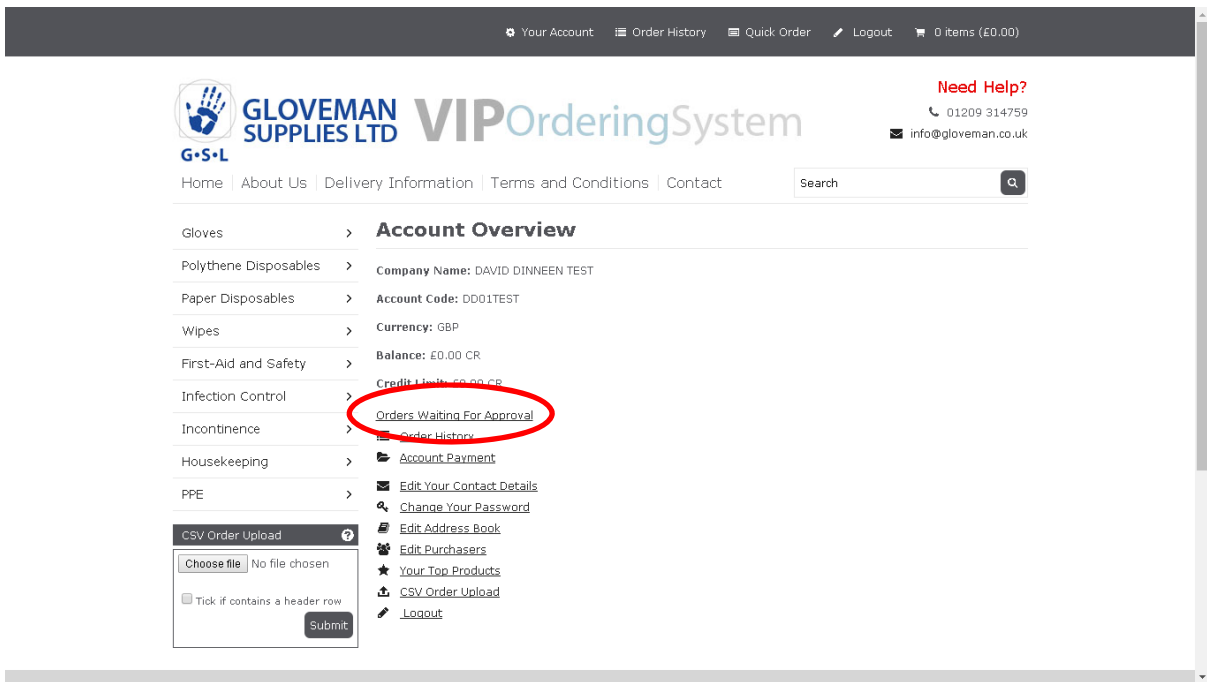


Fig 22 – Account Overview

You will be taken to the order that needs approving (Fig 23).

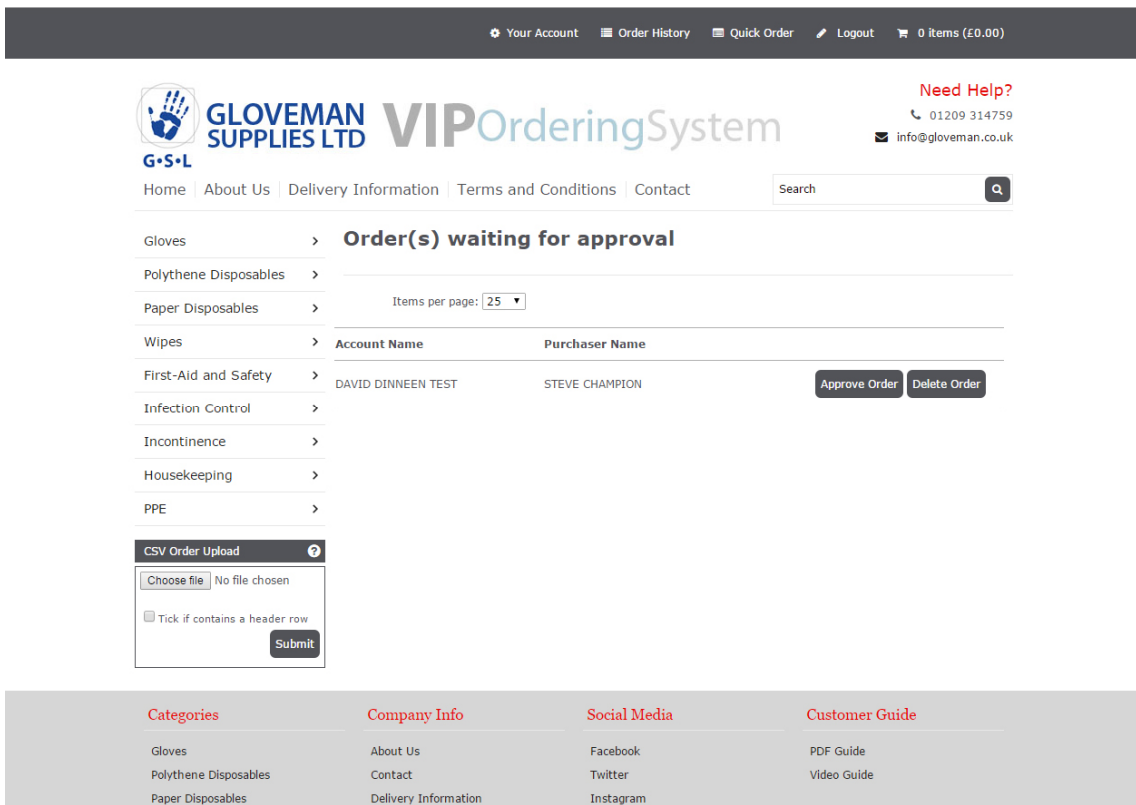


Fig 23 - Order(s) waiting for approval

Click on "Approve Order" to see the order.

You will then be presented with the following screen (Fig 24). Click on “View Order” after reading the declaration.

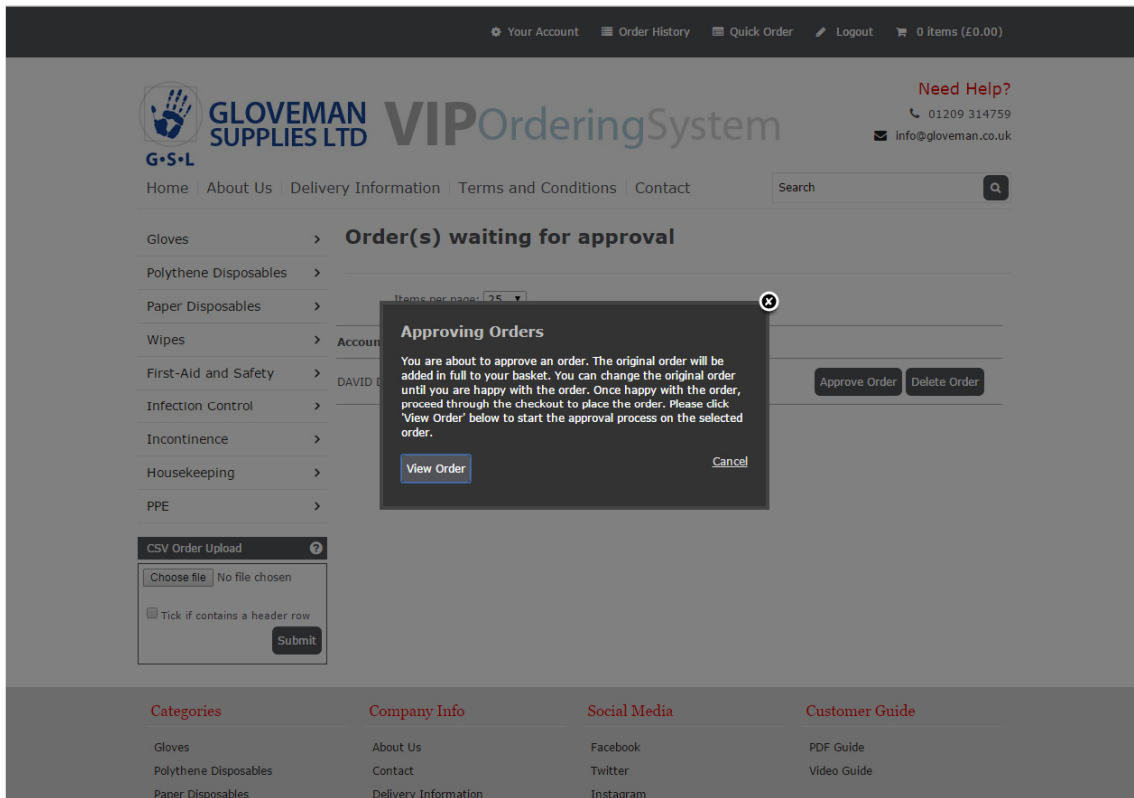


Fig 24 – Approving Orders

Now you can change the quantities, remove items, add items by clicking “Continue Shopping” and adding them to the order, or you can “Go to checkout” (Fig 25). Alternatively to delete the order you can go back to the Order(s) waiting for approval screen and click “Delete order”.

[Your Account](#) | [Order History](#) | [Quick Order](#) | [Logout](#) | [2 Items \(£63.55\)](#)

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 info@glovesman.co.uk

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Q

Your Shopping Basket

Quick Order

Code (e.g. XXXX)

Go

Description	Stock Code	Price	Quantity	Sub total	
Gloveman Powder Free Latex Small (unit)	G1/S	£2.83	<input style="width: 40px;" type="text" value="10"/>	£28.30	Update Remove
Gloveman Powder Free Latex Medium (unit)	G1/M	£2.83	<input style="width: 40px;" type="text" value="10"/>	£28.30	Update Remove
Delivery (Zone 1 - Mainland UK less than £100)				£6.95	Remove All
Total				£63.55	
VAT				£12.71	
Total (inc VAT)				£76.26	

Continue Shopping
Go to Checkout

Categories
Company Info
Social Media
Customer Guide

Fig 25 - Basket

Once you are happy with the order click “Go to Checkout” then refer back to the Completing an order section on page 11.

Problems?

If you have any difficulties please contact your account manager who will help or call Technical Services on 01209 310 205 - 9am to 5pm Monday to Friday for assistance.