



**COTTAM** ***BRUSH***  
MANUFACTURERS

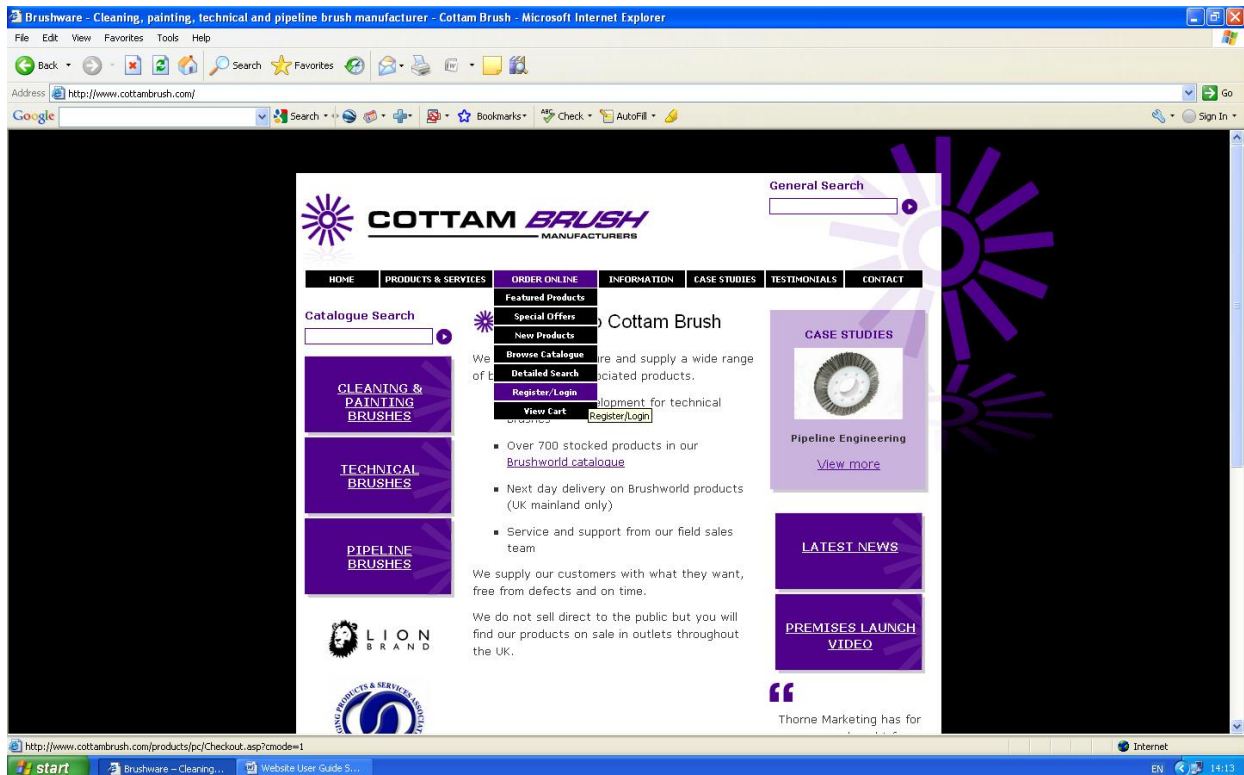
**Website User Guide:**

**Online ordering**

**September 2009**

# Welcome to www.cottambrush.com online ordering processes

You are now at the homepage



## Logging In

On the top menu choose 'Order Online'

On the drop-down menu select 'Register/Login'

From here you will be directed to a new screen where you can enter your Email address & Password.

**Don't Worry** if you have forgotten your password, simply click the 'Forgotten Password' link & we will Email it over for you.

If you have forgotten which Email address you have registered for your log-in, simply send a short Email with your company name, contact name & telephone number to [sales@cottambrush.com](mailto:sales@cottambrush.com) & one of our team will contact you with the details.

## You are now in your 'Account Menu'

Here you have 6 options:

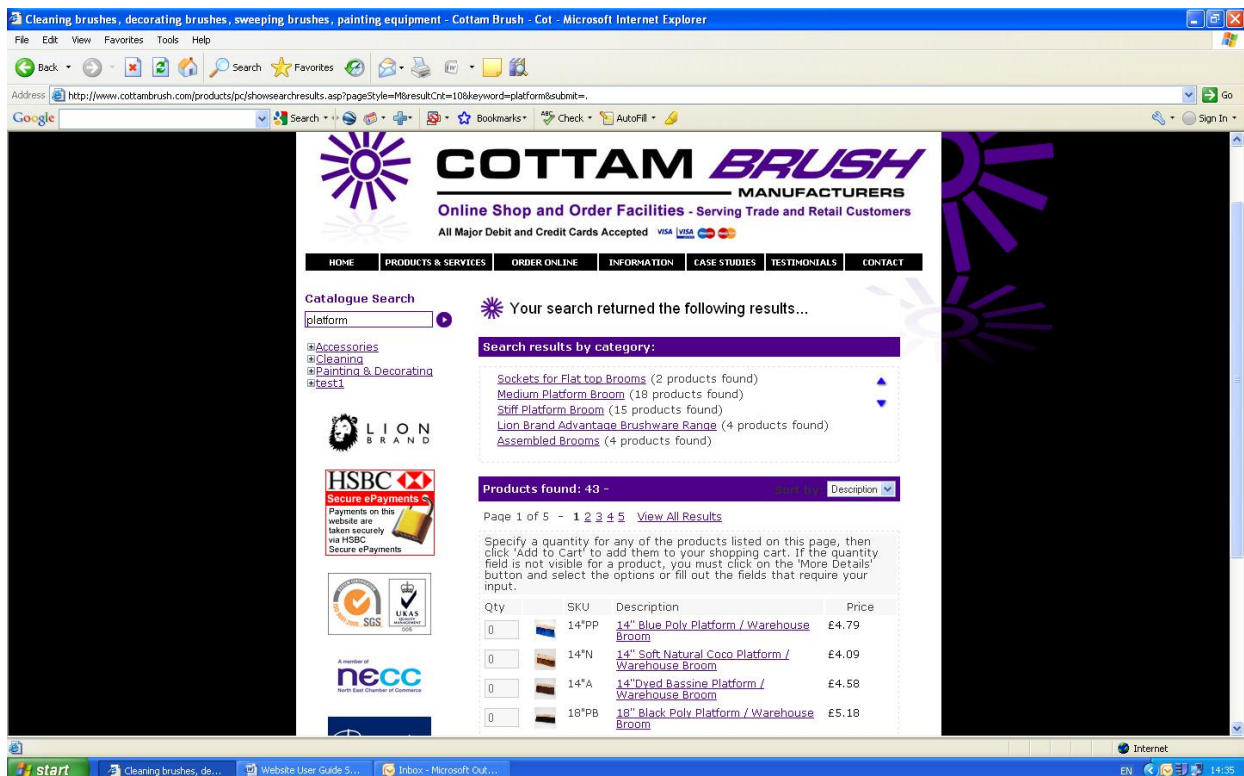
1. Start Shopping
2. View Previous Orders
3. Modify Personal Info
4. Manage Shipping Addresses
5. Contact Us
6. Log Out

### 1. Start Shopping

Selecting this option will take you to our online brush store

One way to search for the product you are looking for is to use our 'catalogue search' facility. This can be found in the top left hand corner of the screen.

Typing in a description or keyword in this box will take you to a new screen where all related products will be listed. (see below)



The screenshot shows the Cottam Brush website interface. The header includes the company logo and navigation menu. The main content area displays search results for the keyword 'platform'. The results are categorized into five groups: Sockets for Flat-top Brooms (2 products), Medium Platform Broom (18 products), Stiff Platform Broom (15 products), Lion Brand Advantage Brushware Range (4 products), and Assembled Brooms (4 products). A table of products is shown below, listing items like '14" Blue Poly Platform / Warehouse Broom' and '14" Soft Natural Coco Platform / Warehouse Broom' with their respective prices.

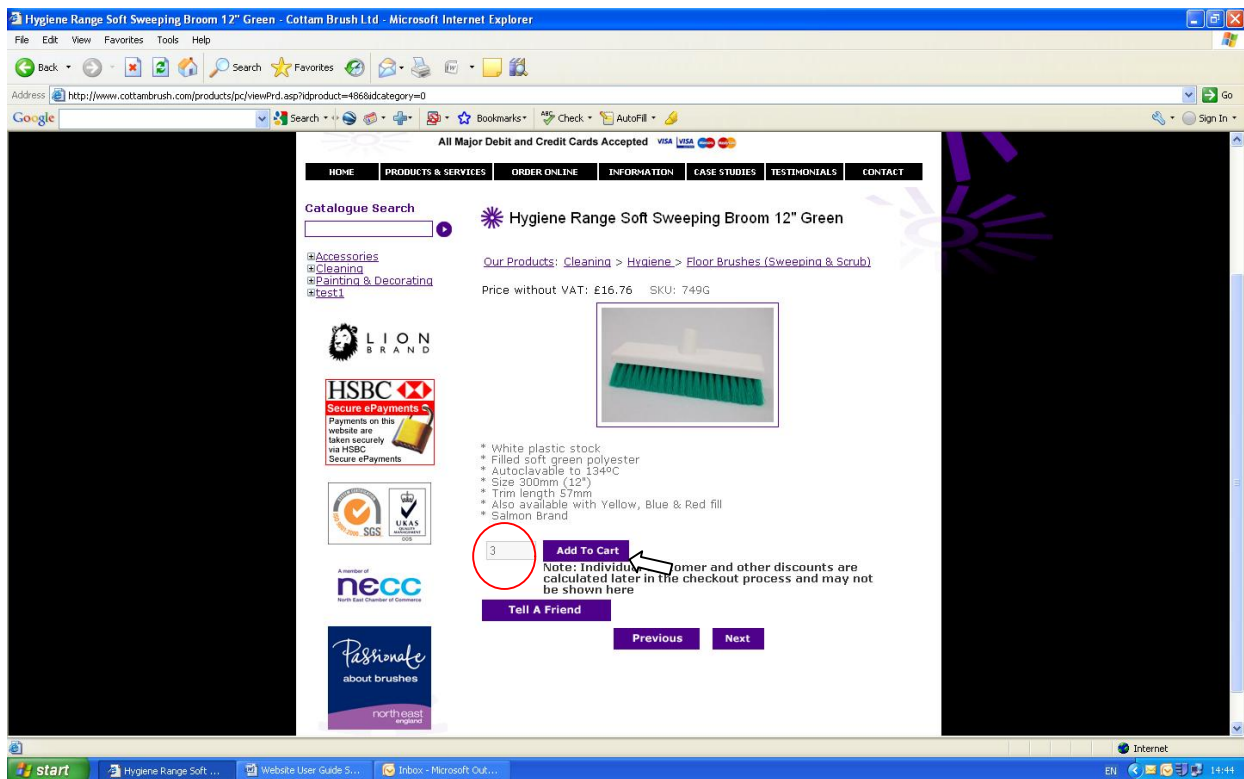
| Qty | SKU   | Description                                      | Price |
|-----|-------|--|-------|
| 0   | 14"PP | 14" Blue Poly Platform / Warehouse Broom         | £4.79 |
| 0   | 14"N  | 14" Soft Natural Coco Platform / Warehouse Broom | £4.09 |
| 0   | 14"A  | 14" Hard Bassine Platform / Warehouse Broom      | £4.58 |
| 0   | 18"PB | 18" Black Poly Platform / Warehouse Broom        | £5.18 |

Alternatively, you can browse our online catalogue by choosing 'Order Online' on the top menu & then 'Browse Catalogue' from the drop-down menu. Or choose one of the categories listed below the 'catalogue search' box.

To view further information on a product left-click on the image

Once you have found the product you are looking for you will need to add this to your virtual shopping cart.

To add a product to your cart simply enter the quantity you require in the box provided & click 'Add To Cart'



Each time you select 'Add To Cart' you will automatically be taken to your cart where you can review your order. Here you will have the option to adjust quantities & remove items from your cart where necessary.

Once you have changed your qty or removed any items from your cart please select 'recalculate' in order to update your cart.

You can review your items at any time by choosing

[View Cart](#)

You will also have the option to either 'Checkout' (this option will take you to the finalisation of your order & payments section of the system) or 'Continue Shopping'

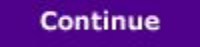
### **Checkout**

At the checkout you will be provided with your last opportunity to review & confirm your order.

- You can change/amend your billing address
- Enter your Purchase Order Reference
- Specify your delivery date
- Any additional comments/requirements

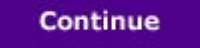
Please take this opportunity to ensure that all of your details are correct before you confirm your order.

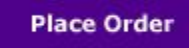
In order to continue with the process, please read & understand the Terms and Conditions. Once you have completed this action click on the box labeled "I have read & agree to the Terms & Conditions"

Click  to follow on with the process.

The next screen will show your order again for review. Please ensure all prices are correct & take note of any extra charges.

### **Credit Card Payments**

For credit card payments please select your payment option &  you will then be redirected to the HSBC secure payments section of our website.

Once you have entered all of your details please select 

You will then receive your confirmation.

If there are any queries with your order a member of our sales team will contact you immediately upon receipt of order.

## 2. View Previous Orders

Use this option to review any previous orders you have placed.

You can check parts, order references, prices etc all in one place.

Clicking the [View Previous Orders](#) option will take you to a new screen where all of your previous orders will be listed in chronological order.

Click on an order to view the details

## 3. Modify Personal Information

This section allows you to change/amend your personal information

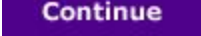
The screenshot shows a web browser window displaying the 'Modify personal information' form on the Cottam Brush website. The form is titled 'Modify personal information' and is located on the right side of the page. The left side of the page features a 'Catalogue Search' box and a list of categories: 'Accessories', 'Cleaning', 'Painting & Decorating', and 'Test 1'. Below the categories are logos for 'LION BRAND', 'HSBC Secure ePayments', 'SGS', 'necc', and 'Passionate about brushes'. The form fields are as follows:

| Billing address   |   |
|-------------------|---|
| First Name:       | Leura *   |
| Last Name:        | Hamilton *                                      |
| Company:          | Cottam Brush Ltd                                |
| Country:          | United Kingdom *                                |
| Address:          | Unit 7 Monkton Business Park North<br>Mill Lane |
| City:             | Hebburn *                                       |
| State/Province:   | Tyne & Wear                                     |
| Postal Code:      | NE31 2JZ *                                      |
| Phone:            | 0845 434 8436 *                                 |
| Fax:              | 0545 434 8437                                   |
| E-mail:           | leura.hamilton@cottambrush.com *                |
| Password:         |   |
| Password Confirm: |   |

At the bottom of the form, there is a checkbox labeled 'Keep me up to date with new product information?' which is checked. Below the form are two buttons: 'Back' and 'Continue'. The footer of the page includes '© Cottam Brush 2008-09', 'Product Map', and 'Site Design by Atomic Web Solutions'.

As above, each field is open. Therefore you can overwrite any information previously saved in the corresponding field.

i.e. typing in a new password in the 'Password' field will change the password you use to log on

Save this new information by selecting .

You will then be re-directed to your account menu.

#### **4. Manage Shipping Addresses**

Here you can view your 'Default Shipping Address' – this is your billing address.

This can be edited here, allowing you to accommodate for direct deliveries, delivery to other branches etc.