

One Scent Online Ordering

Instruction Manual: Ver. 1.0

Introduction

The following short tutorial will give you a better understanding of our new online ordering system. Because it is a fairly new system, some errors may occur and we ask that you report these errors to us so we are able to implement changes to better improve the operation of the site.

If you feel there are processes within the system that can be improved for easier functionality, please also forward your comments to info@onescent.com.au. Your comments are most valued and will go towards improving the system for all.

Registration

Registration is fast and simple and will only take a few minutes. To use our online ordering system, you must first become a registered user and your application must be approved.

1. Go to our homepage (www.onescent.com.au), click on “Register” button in the client login panel.

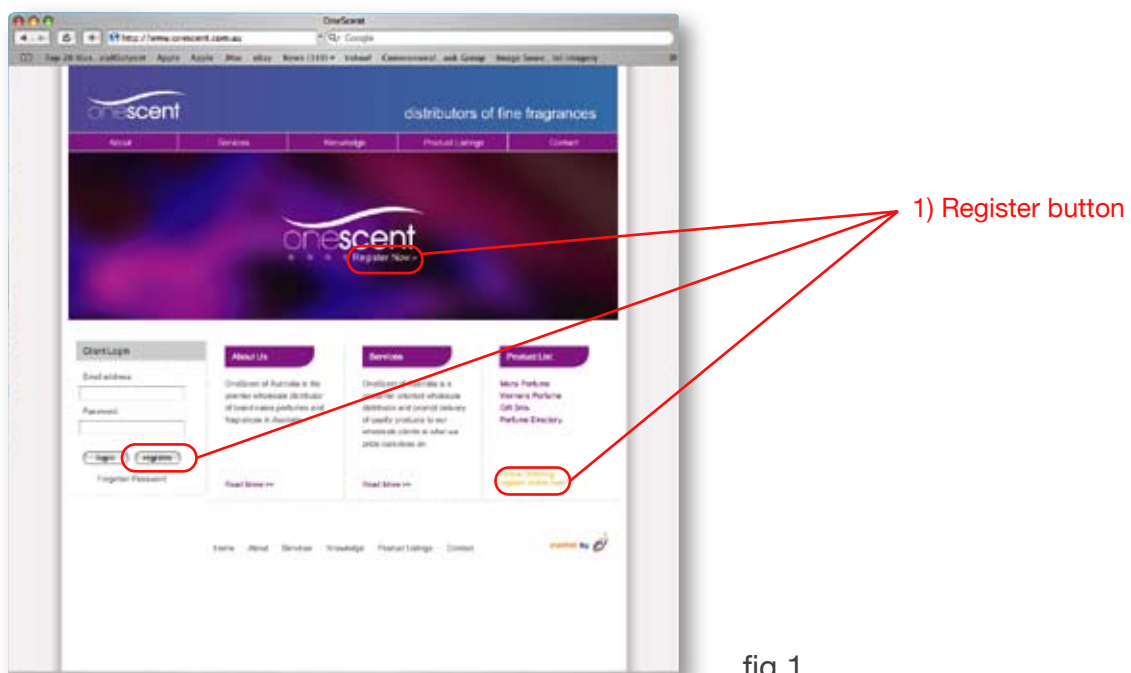
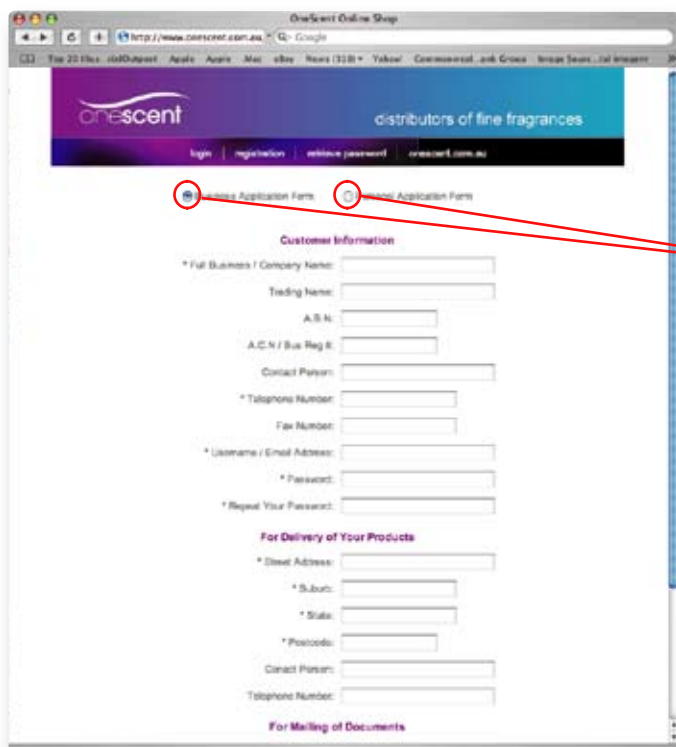


fig 1.

- Choose either “Business Application Form” or “Personal Application Form”;



2) Choose “Business ApplicationForm” or “Personal Application Form” and complete the application form provided

fig 2.

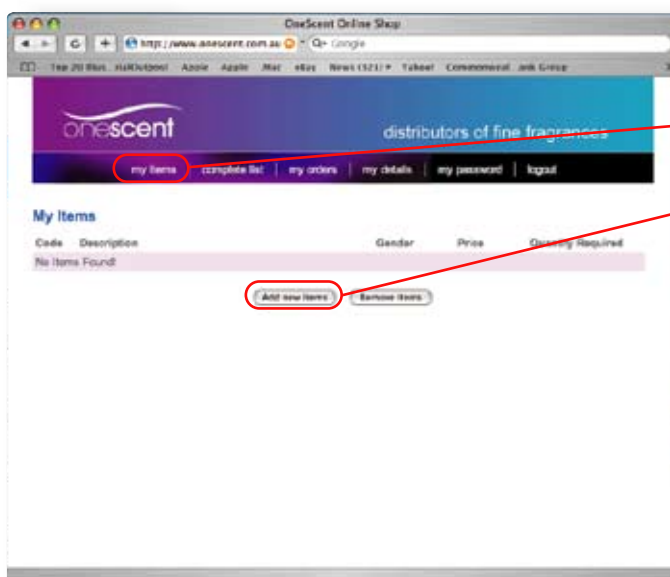
- Complete the application form provided. Note the fields marked with an asterisk are compulsory. Once complete press submit.

REMEMBER to use your email address as your username for your account;

- Once submitted, a confirmation page will appear with all the information you have submitted for processing. This is the last chance you may have to update any incorrect details. If all is correct, proceed by clicking “Confirm”;
- Your application will then be assessed by the One Scent new accounts team. You will be contacted via email for further details or approval of your account;
- Once your account has been approved, you will then be able to access our onescent online ordering system through www.onescent.com.au or www.onescent.com.au/onescentshop/.

Placing an Order

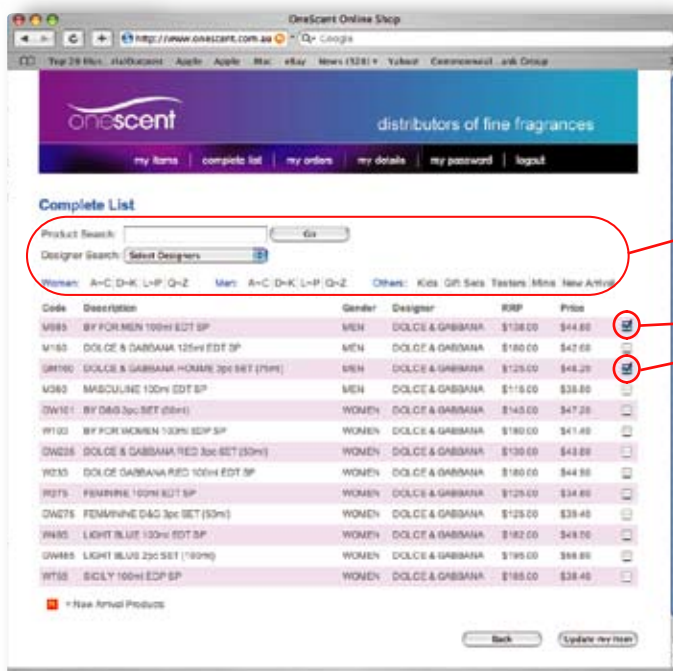
1. Login from www.onescent.com.au or www.onescent.com.au/onescentshop
2. Next create a list of products that you regularly order from One Scent. This can be done by using the “My Items” link on the top menu bar. When you first login this list will be empty. Simply click on “Add new items” to add or view the entire products list;



- 1) My Items
- 2) Add new items

fig 3.

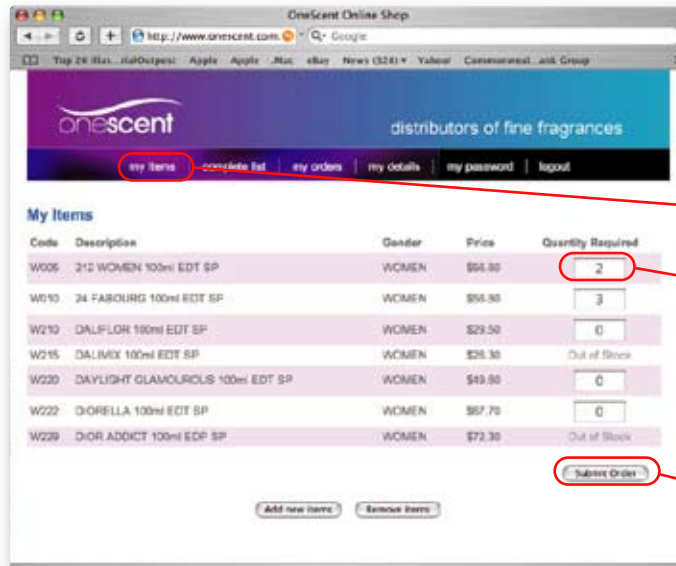
3. Products can be searched by categories, words or designers. When your product has been found, simply tick the check box on the right and continue searching for other products; You can go to “Complete list” at any time to add more products to “My Items”



- 1) Search by categories, words or designers.
- 2) Tick box to choose the product you want

fig 4.

- Once you have completed browsing for items and are ready to create an order, simply return to “my items” and enter the quantity required of each item;



- return to “my items”
- enter the quantity required of each item
- Once complete click Submit Order

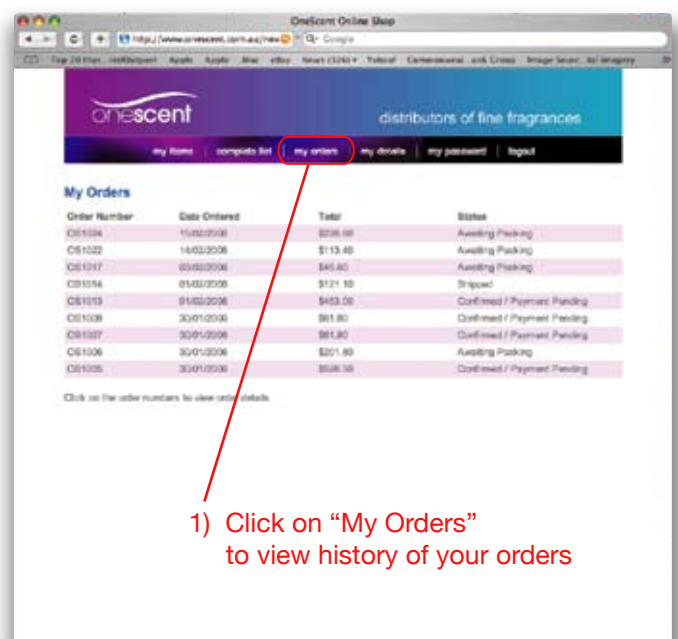
fig 5.

- Once complete, click “Submit Order” to create the order;
- A confirmation page will appear. If the order is correct, click on “Confirm”. The order will then be submitted to One Scent for final verification of available quantities and freight cost. You will receive an email that confirms your order placed “Sales Order”. You will also receive a final confirmation “Order Confirmation” via email once the order has been confirmed and packed by One Scent. Please do not make payment until you have received an “Order Confirmation” email.

Tracking an Order

- Login from www.onescent.com.au or www.onescent.com.au/onescentshop;
- Click on “My Orders”
- A complete history of your orders will appear including status of each to date;
- By clicking on the order number, a new window will appear showing the complete order details. If the order has been dispatched the shipping details will also appear.

Please note: the new window may be blocked by a pop-up blockers so please disable pop- blockers for the onescent site;



- Click on “My Orders” to view history of your orders

fig 6.

Other Information

There are also other useful links within the site that will keep us up to date with any changes in your personal or business contact information.

1. The “My Details” link will allow you to change your personal information. Please note that this information must always remain accurate as all orders are sent to the updated shipping address within this section;
2. The “My Password” link will allow you to update your password to the online ordering system.

We hope the above information provides enough information to guide you through the system. It is a very simple and user friendly site which has been created to make ordering simpler for all. Please forward any errors or comments to info@onescent.com.au.