



Liquid Gold User Manual

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1. OFFICE GOLD WEBSITE

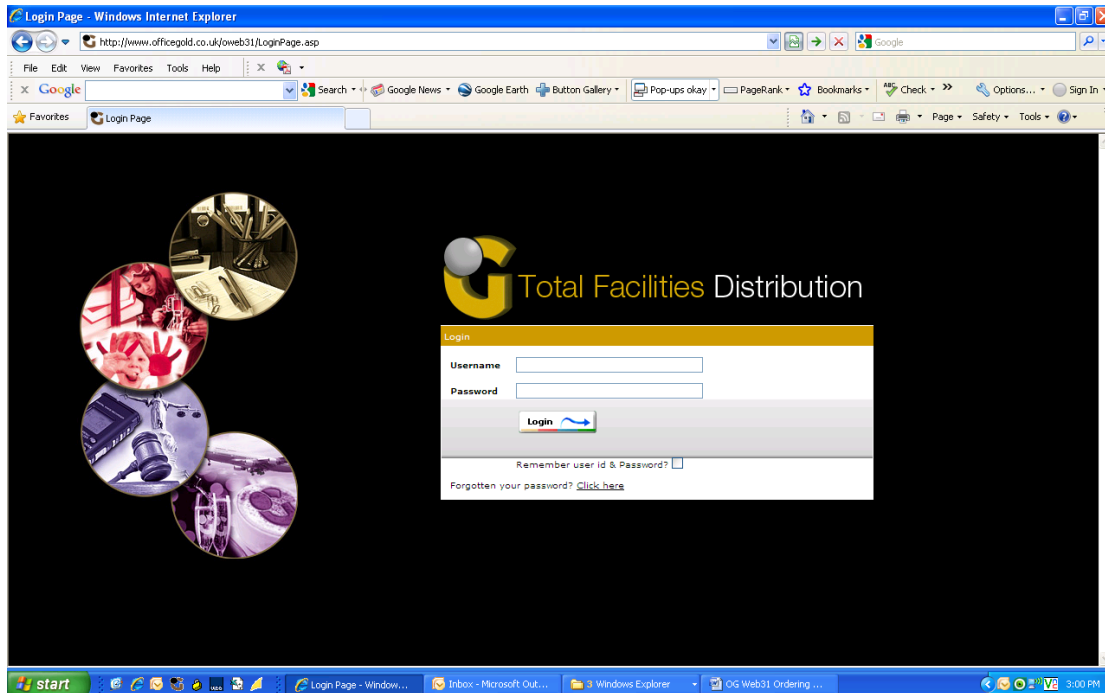
Enter www.officegold.co.uk in your web browser address line. Press Return.

You will be presented with the screen shown below.






2. LOGGING ON

Log into the Liquid Gold Website, by entering your login name and password. Enter these and press the  button.



3. ORDERING PROCESS

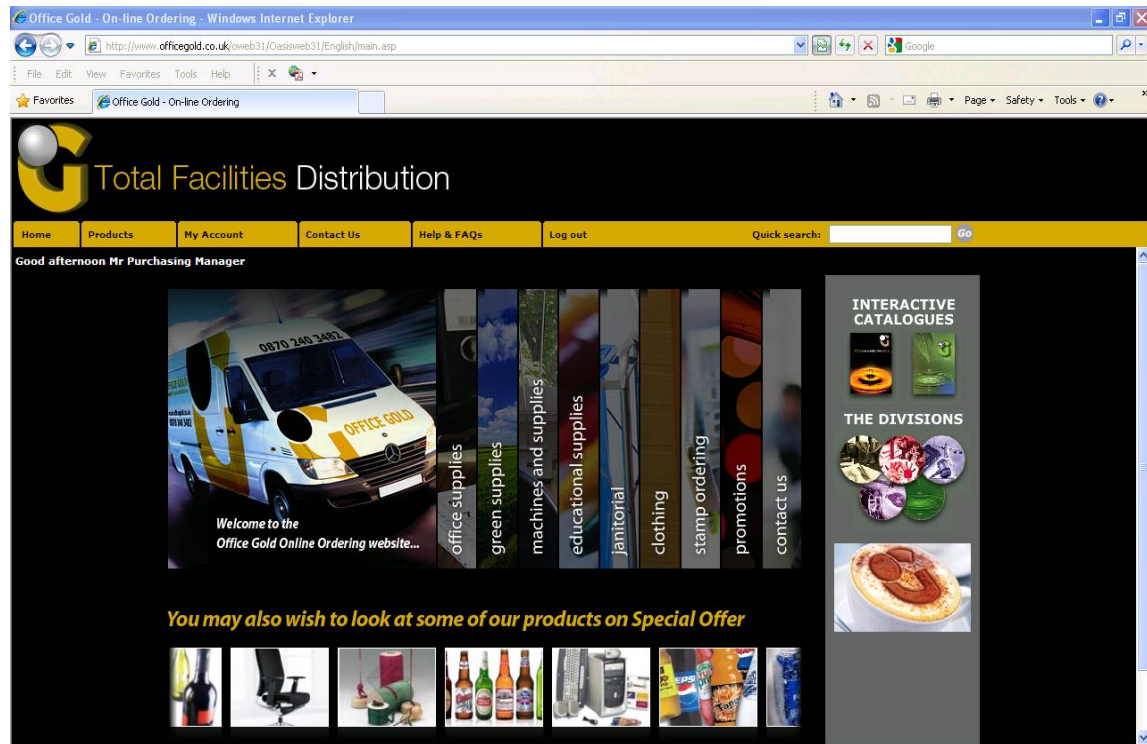
- a. Enter website www.officegold.co.uk
- b. Enter user name and password
- c. Under the **My Account** menu button across the top bar, you can access your contract list via the **My Templates** link
- d. You can then add items from your contract list  to the shopping basket 
- e. When you've finished ordering check your "**Shopping basket**"  by the link from the top right hand of the screen.
- f. You can add further items by searching through the catalogue sections from the home page or by using the quick search facility
- g. When your order is complete select "**Place Order**"
- h. Add in Your Reference/Purchase Order Number, Change the Delivery Date (if not following day delivery) and add any further delivery instructions
- i. Press "Confirm"
- j. You will then receive an email confirmation of your order

4. MAIN SCREEN

You will be presented with the Main Screen, which looks like below.

This screen has all the links to different product catalogues, click on the links accordingly.

The main product sections are broken down thus:



- Office Stationery – Huge range of office products
- Green catalogue – Office Gold's catalogue of **Green** products
- Office Machines and consumables – printers, scanners, binders etc
- IT Supplies – toners and inkjets, useful links to cartridge finder and more
- Catering – tea, coffee, beer, boardroom supplies and much, much more
- Clothing – catalogue full of clothing/promotional items that can be embroidered or printed
- Furniture – office and home office furniture

5. MENU OPTIONS

- Home Page
- Products
- My Account
- Promotions
- Contact Us
- Help & FAQ's
- Log Out

Home Page

- Links to product catalogues

Products

- Links to our product catalogues
- Link to e-print
- Link to online bespoke stamp ordering

My Account

- Account Info
- Preferences
- Change Password
- Account Enquiries
 - Order/Invoice History
 - Collections/Returns Request
 - Pick notes
- Ordering
 - Quick Order Entry
 - Bespoke Product
- Account Balance (if included as menu option)
- Authoriser Pad (if included as menu option)
- My Templates
- My Order Pads

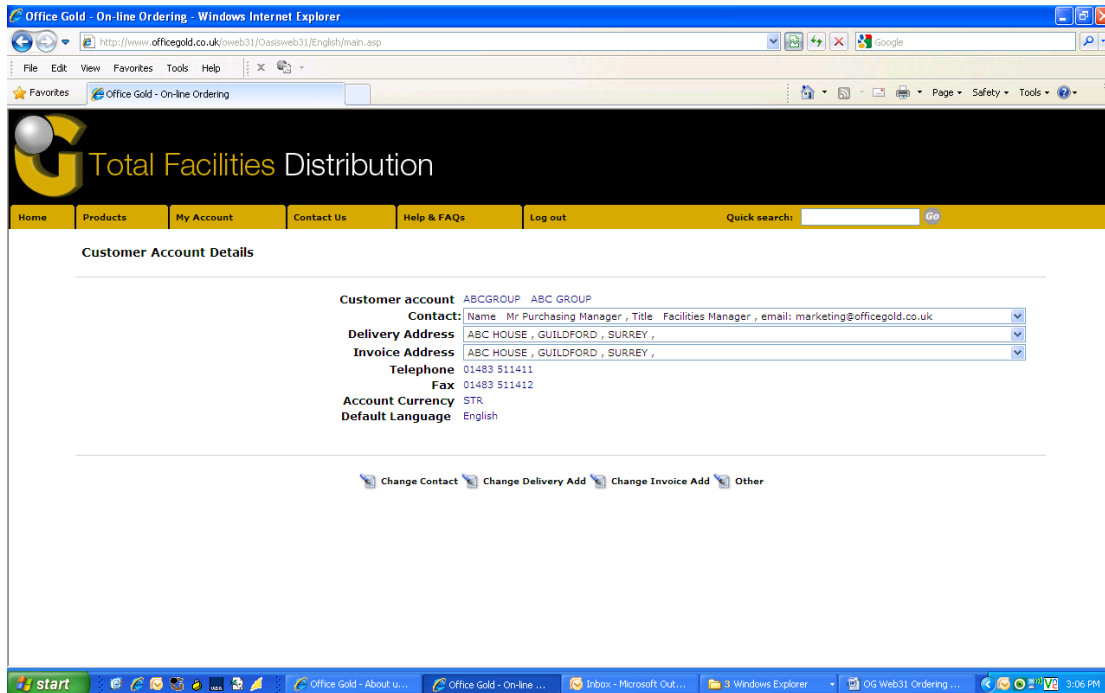
Promotions

Contact Us

Help & FAQ's

a. Account Information

Within **My Account** press the **Account Info** button once. You will then get the following screen.

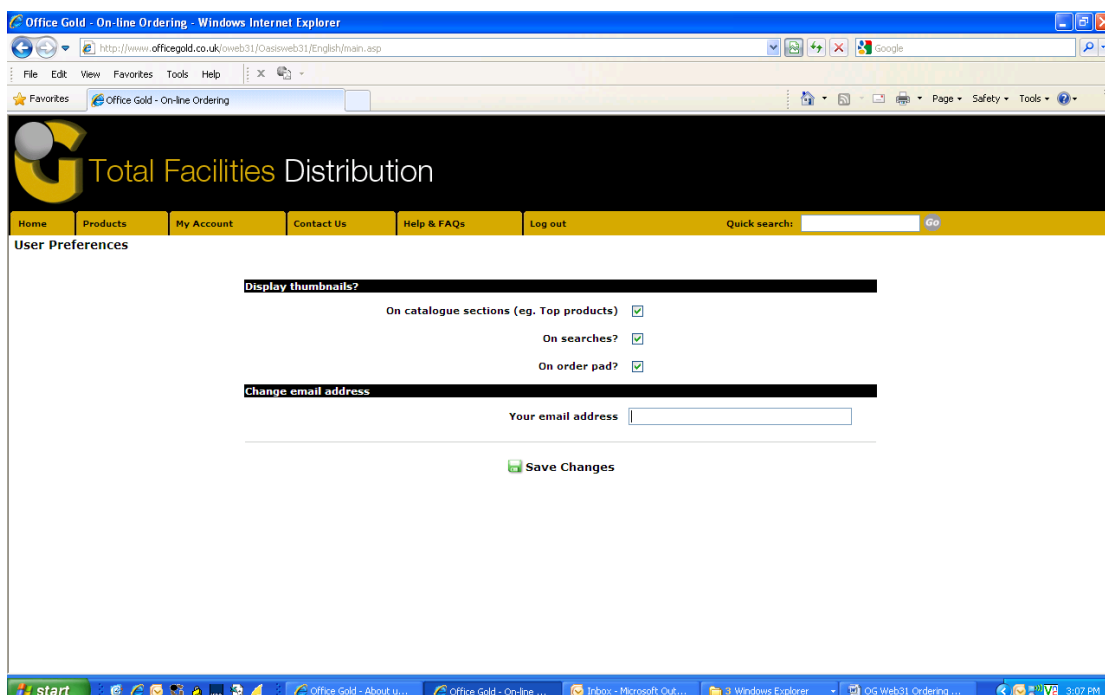


Here you can change your contact name, delivery address or invoice address. This is automatically notified to the administration staff at Office Gold.

b. Change Password / Email Address

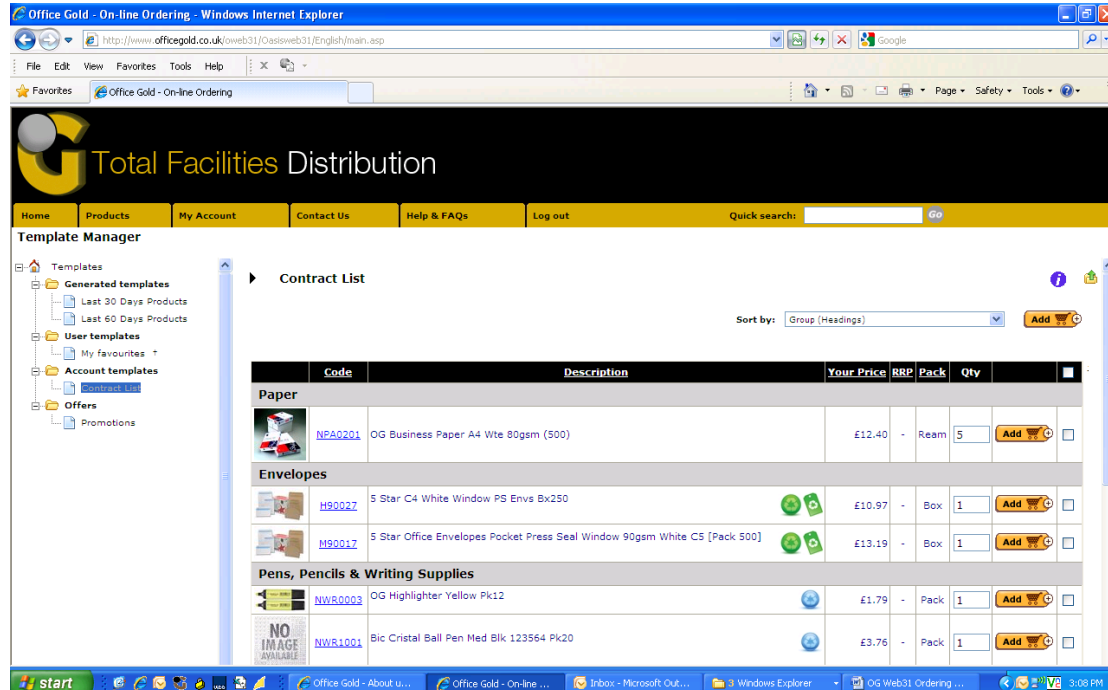
If you wish to change your password, you may change it via **My Account** then the **Change Password** link.

Under **My Account then Preferences** you can change your email address and choose to disable thumbnail views (pictures) of products. This is useful if you have a slow internet connection.



c. My Templates - Contract Price List

This is produced for you after discussions with your sales representative and is where your special prices (including all discounts) are set up.



The screenshot shows the Office Gold website interface. The main navigation bar includes Home, Products, My Account, Contact Us, Help & FAQs, and Log out. A search bar is located on the right. The left sidebar shows a 'Template Manager' menu with options like Generated templates, User templates, and Account templates. The main content area displays a 'Contract List' table with columns for Code, Description, Your Price, RRP, Pack, and Qty. The table lists items such as Paper, Envelopes, and Pens, Pencils & Writing Supplies.

Code	Description	Your Price	RRP	Pack	Qty
Paper					
NPA0201	OG Business Paper A4 Wte 80gsm (500)	£12.40	-	Ream	5
Envelopes					
M90027	5 Star C4 White Window PS Envs Bx250	£10.97	-	Box	1
M90017	5 Star Office Envelopes Pocket Press Seal Window 90gsm White CS [Pack 500]	£13.19	-	Box	1
Pens, Pencils & Writing Supplies					
NWR0002	OG Highlighter Yellow Pk12	£1.79	-	Pack	1
NWR1001	Bic Cristal Ball Pen Med Blk 123564 Pk20	£3.76	-	Pack	1

My Templates –User Templates

The user has the ability to set up their own favourites list. Click on the “user templates” link and follow the online process.

My Templates – Last 30/60 Days Products

The website will automatically display the products that have been purchased in either the last 30 or 60 days, this helps the user to find products they have had in the past.

My Templates – Promotions

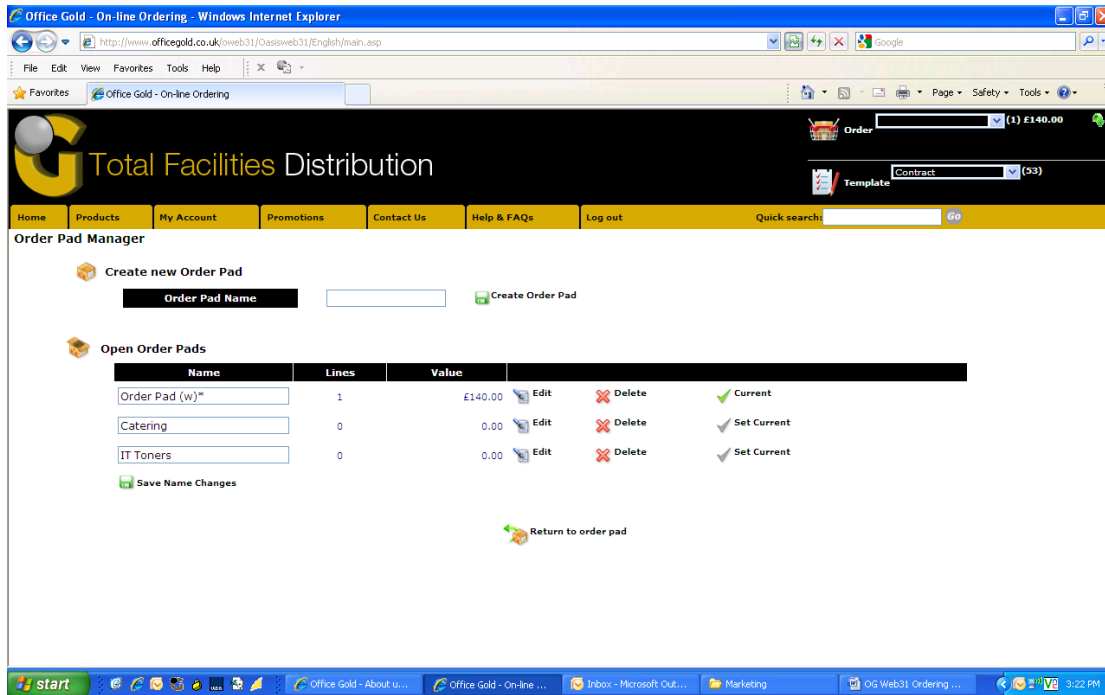
This is a list of current promotions that Office Gold will be running

d. My Order Pads

To access *Order Pads* follow the link through **My Account** then **My Order Pads**.

This is where the user can save and access saved order pads which are yet to be ordered. This option allows you to store up orders, ie consolidate orders into a weekly or monthly order.

The user has the option to set up different order pads; these could be for different product sections or for different departments within your company.








e. Product Information

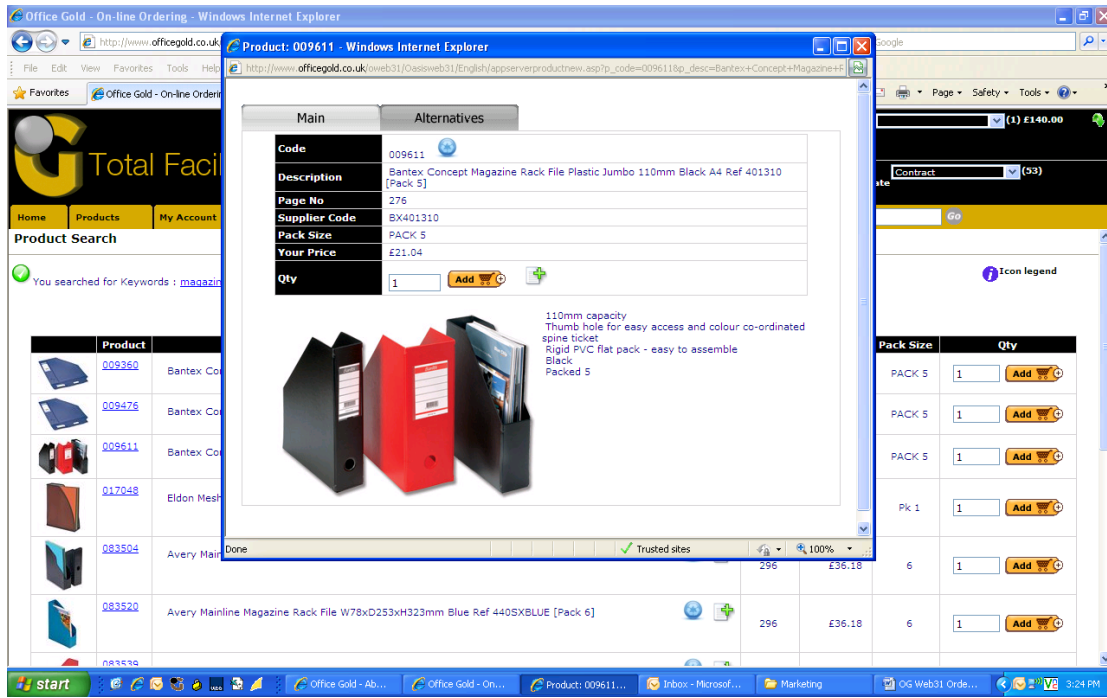
All products have descriptions and will feature alternative and related products, thus making your purchasing experience easier.

To view the FULL product description, click on the [underlined blue product code](#).

All products feature symbols which indicate whether a product is a Green item, has a cheaper alternative and if related items exist.

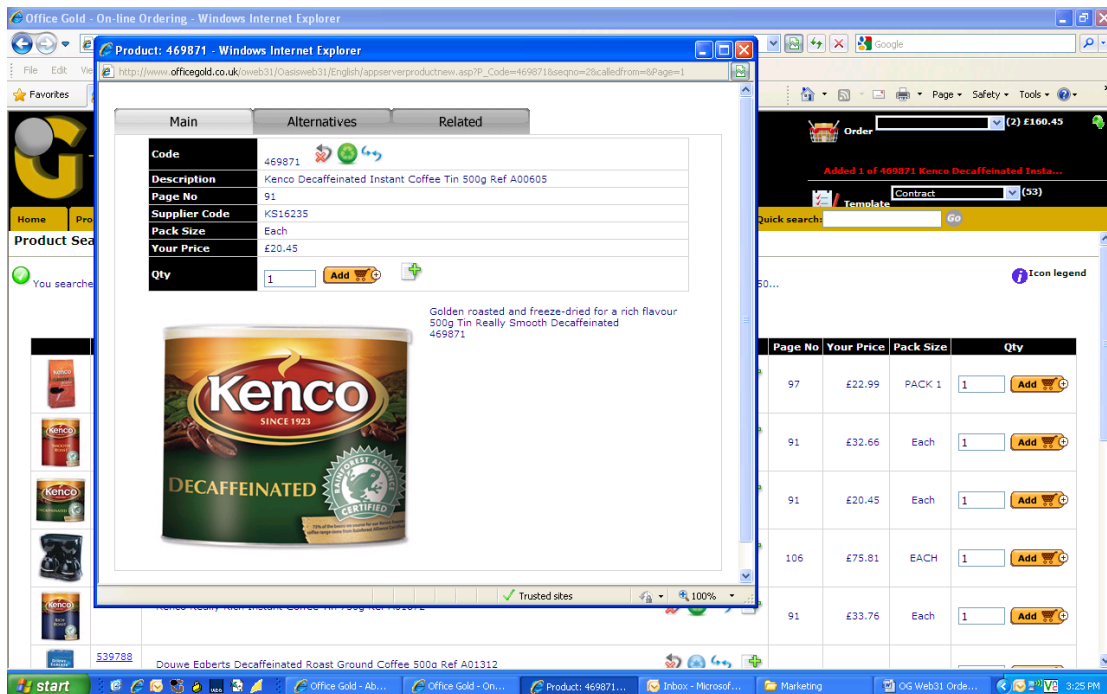
-  - Green alternatives exist
-  - Alternatives exist
-  - Related / Additional products exist
-  - Recycled product
-  - Add product to shopping list (*your favourite shopping list and not the shopping basket*)

All products will be shown with your net price, VAT is **excluded** from the display price.



f. Adding Products to a Shopping Basket

If you want to order the product, press the button. *Note:* the Shopping Basket at the top right hand of the screen has changed and added your product.



g. Bespoke Product

Go to **My Account**, then **Ordering**. Here you can order bespoke products which cannot be found under the “**My Templates**” or in any of the product catalogues. By entering text about the item you require, Office Gold are then able to search for the product through our suppliers and come back to you with options.



h. e-Print

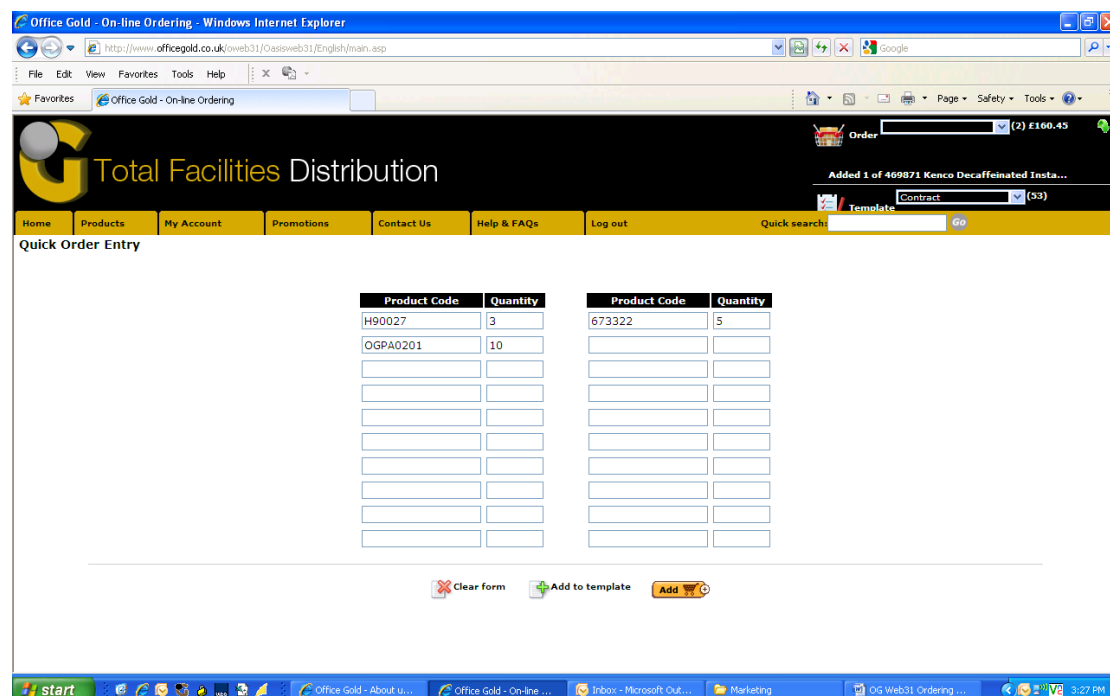
A functionality that allows the customer to order business cards online. However you will need a user name and password to enter this part of the site. If you wish to use this option then you will need to speak to your Office Gold Account Manager.

i. Stamp Ordering

Users have the ability to design and order bespoke rubber stamps. This part of the website will allow you to design the stamp with different fonts, colours and sizes. The user will see a proof before confirming the order. (a full users manual can be downloaded from the FAQ's section).

6. QUICK ORDER ENTRY

This functionality is designed to speed up the ordering process and allows the customer to use the quick order entry if they have a handy list of the product codes and the quantities required. Simply type in the product code and the quantity required and then click the **Add**  button at the end of entering the codes, to add the items to the shopping basket .



Office Gold - On-line Ordering - Windows Internet Explorer

http://www.officegold.co.uk/oweb31/Oasoweb31/English/main.asp

Office Gold - On-line Ordering

Order (2) £100.45


Added 1 of 469871 Kenco Decaffeinated Insta...

Contract (33)

Home Products My Account Promotions Contact Us Help & FAQs Log out Quick search:

Quick Order Entry

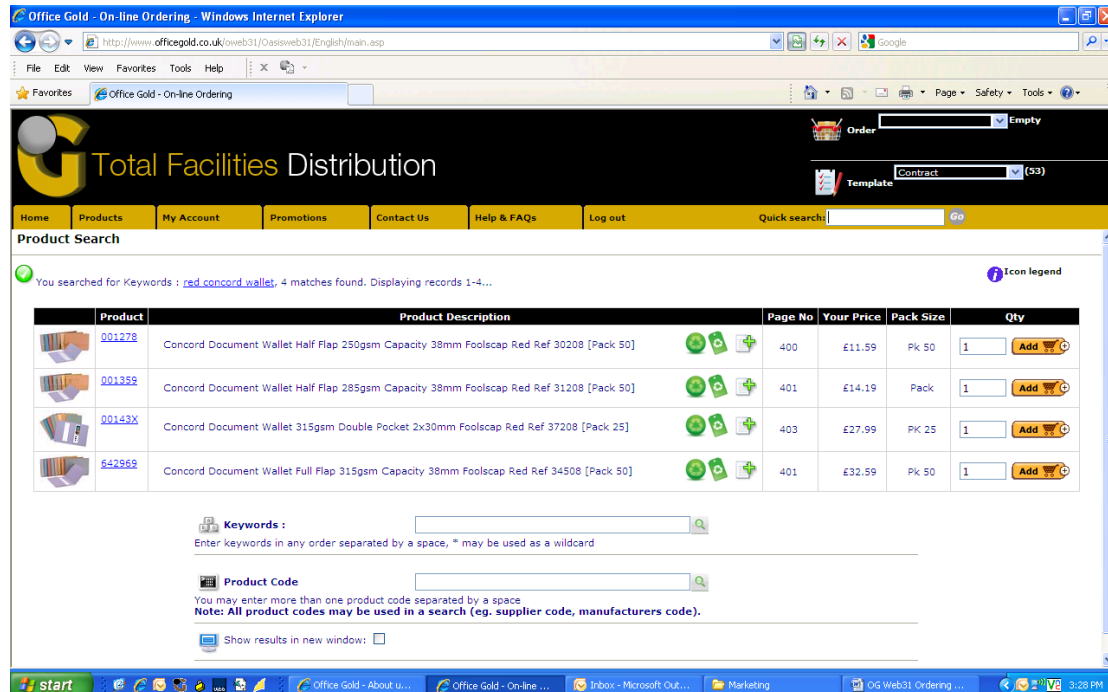
Product Code	Quantity	Product Code	Quantity
H90027	3	673322	5
OGPA0201	10		

Clear form Add to template Add 

start Office Gold - About u... Office Gold - On-line ... Inbox - Microsoft Out... Marketing OG Web31 Ordering ... 5:27 PM

7. SEARCHING

The website has a quick search facility; it appears on the right hand side of the menu bar. You are able to search on Office Gold and manufacturer's product codes or type text based searches.



Office Gold - On-line Ordering - Windows Internet Explorer

http://www.officegold.co.uk/oweb31/Oasisweb31/English/main.asp

File Edit View Favorites Tools Help

Office Gold - On-line Ordering

Order: Empty

Contract: (53)

Template

Home Products My Account Promotions Contact Us Help & FAQs Log out Quick search: Go

Product Search

You searched for Keywords : red_concord_wallet, 4 matches found. Displaying records 1-4...

Product	Product Description	Page No	Your Price	Pack Size	Qty
001278	Concord Document Wallet Half Flap 250gsm Capacity 38mm Foolscap Red Ref 30208 [Pack 50]	400	£11.59	Pk 50	1 Add
001359	Concord Document Wallet Half Flap 285gsm Capacity 38mm Foolscap Red Ref 31208 [Pack 50]	401	£14.19	Pack	1 Add
00143X	Concord Document Wallet 315gsm Double Pocket 2x30mm Foolscap Red Ref 37208 [Pack 25]	403	£27.99	Pk 25	1 Add
642969	Concord Document Wallet Full Flap 315gsm Capacity 38mm Foolscap Red Ref 34508 [Pack 50]	401	£32.59	Pk 50	1 Add

Keywords :
Enter keywords in any order separated by a space, * may be used as a wildcard

Product Code
You may enter more than one product code separated by a space
Note: All product codes may be used in a search (eg. supplier code, manufacturers code).

Show results in new window:

8. ACCOUNT ENQUIRIES

a. Outstanding Orders

This shows you any orders you have made that have not yet been delivered.

b. Order History

This will show you everything about your past orders.

By clicking on the order number you will see all the products ordered under that order number and everything to do with that order. You can even re-order from the order history by pressing the "Add to order pad" to the right hand side of the product line.

c. Invoice

By clicking on Invoice you will be given a choice of Invoice History or Credit History. By entering these pages you will be able to see the whole history of your invoicing or any credits that have been awarded.

d. Collections


Here you can see a history of all returned goods and any collections that may be outstanding.

e. Pick notes

This is used by the Office Gold Warehouse staff. Copies are available if required.

f. Returns

Returns can be accessed through **My Account / Account Enquires / Invoice History** or **Uninvoiced**

Deliveries, follow the  link.



To return an item, locate the invoice / or awaiting un-invoiced delivery that the item appears on and confirm the quantity required for return. You will then be sent a returns number and a credit will be raised once the item(s) have been collected.

Within the **Account Enquires** section you are able to request copies of invoices/credit notes. These can then be forwarded to an assigned email address as a PDF or faxed.

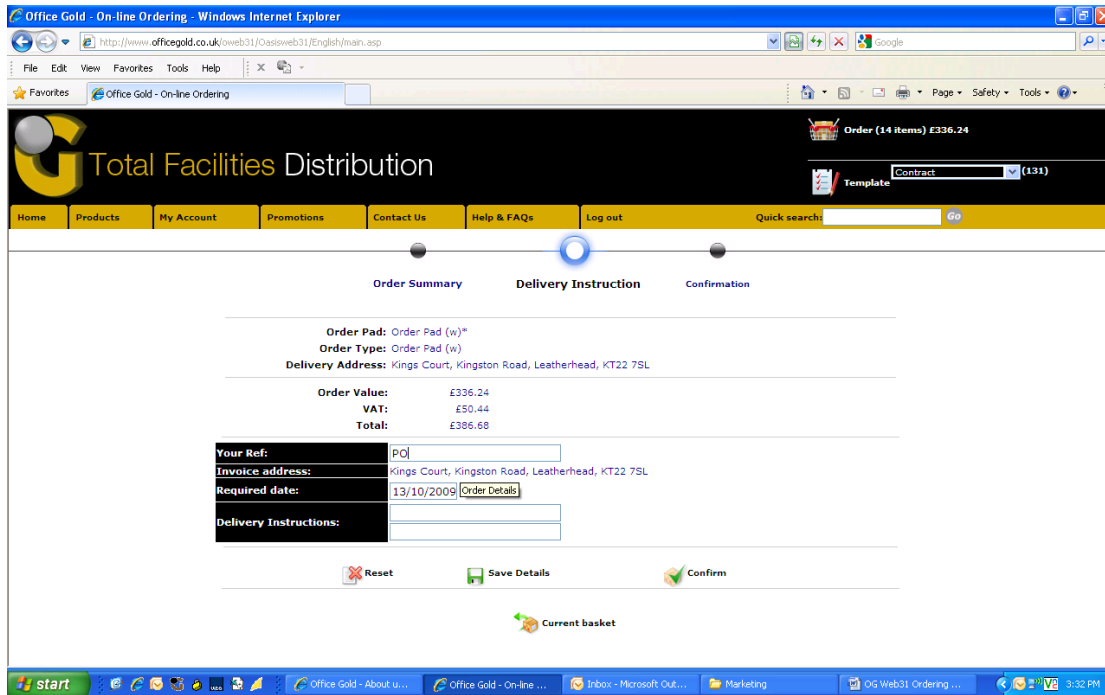
- Fax a copy request

- Email a PDF copy

9. CONFIRMING YOUR ORDER

Once you have completed your order (either via your template, quick order entry or via the product catalogue) please check the list of products and once satisfied that it is correct, press the "Place Order"

button You will be presented with a screen as shown below:



Office Gold - On-line Ordering - Windows Internet Explorer

http://www.officegold.co.uk/oweb31/Oasweb31/English/main.asp

Order (14 items) £336.24

Template Contract (131)

Home Products My Account Promotions Contact Us Help & FAQs Log out Quick search: Go

Order Summary Delivery Instruction Confirmation

Order Pad: Order Pad (w)*
 Order Type: Order Pad (w)
 Delivery Address: Kings Court, Kingston Road, Leatherhead, KT22 7SL

Order Value: £336.24
 VAT: £50.44
 Total: £386.68

Your Ref: PO
 Invoice address: Kings Court, Kingston Road, Leatherhead, KT22 7SL
 Required date: 13/10/2009 [Order Details](#)
 Delivery Instructions:

[Current basket](#)

Here you can type in your own reference e.g. *Purchase Order number*, *change the delivery date* (if you don't want it the next day) and give specific delivery instructions e.g. Deliver to Goods In and not reception.

Once you are happy with your order, Press “*Confirm*”.

Once the order has been confirmed you will receive a confirmation email that the order has been received.

10. FINALLY

If you have any queries or wish further assistance please call your sales representative or the Office Gold administration staff who will be only willing to assist you.

Tel: **01483 511411**

or

Email: sales@officegold.co.uk