



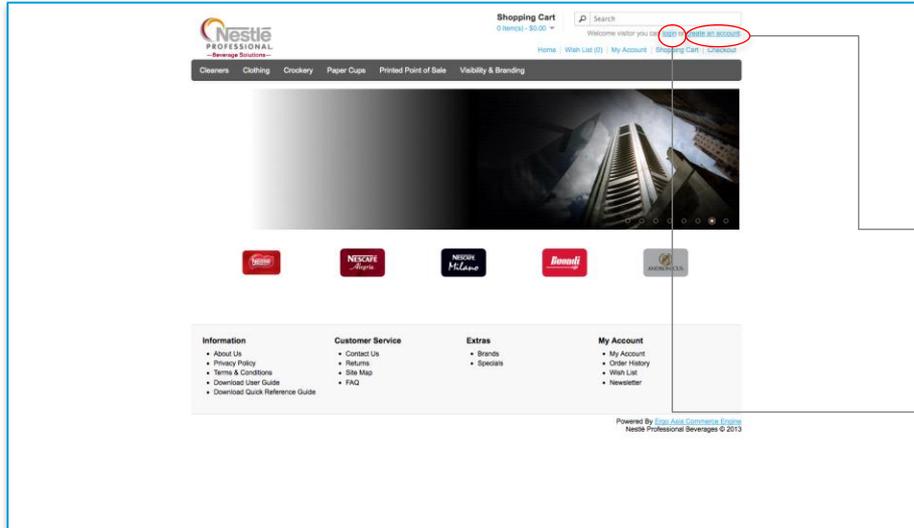
ergo

Nestlé Professional Online Store – User Guide

General Rules

- Please direct any technical questions or enquiries to support.au@ergoasia.com.
- Make a note of your order ID at all times, as you will need to quote it if you need to make an enquiry regarding an order.
- Users will be timed out of the Online Store after approximately 10 minutes when there is no activity. If you are working on a product, ensure you complete each step in full to avoid losing work.
- Preferred web browsers are Internet Explorer and Firefox.

Accessing the Online Store and New User Registration



From your browser go to:

<http://nestlecommerce.ergoasia.com/nestlestore>

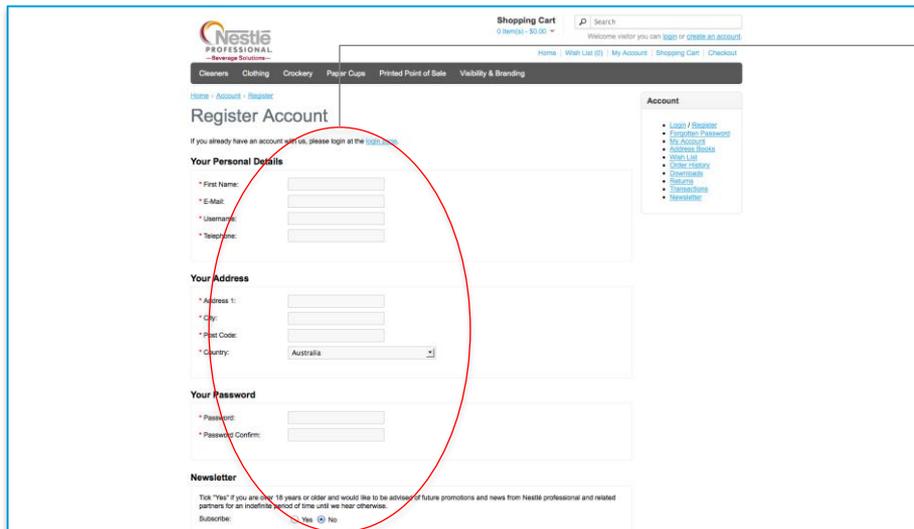
Add this URL to MY LINKS on your home page.

NEW USER REGISTRATION ONLY

New users should click the **Create an Account** link on the login page

Existing users can log in to the system clicking the **login** link

NOTE: Your Nestle Account Number is your username



NEW USERS ONLY

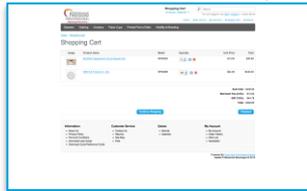
Fill in the details and submit the form.

You will be set up in the system and notified via email of your details to log in.

NOTE: You must include your Nestle Account Number in your registration application

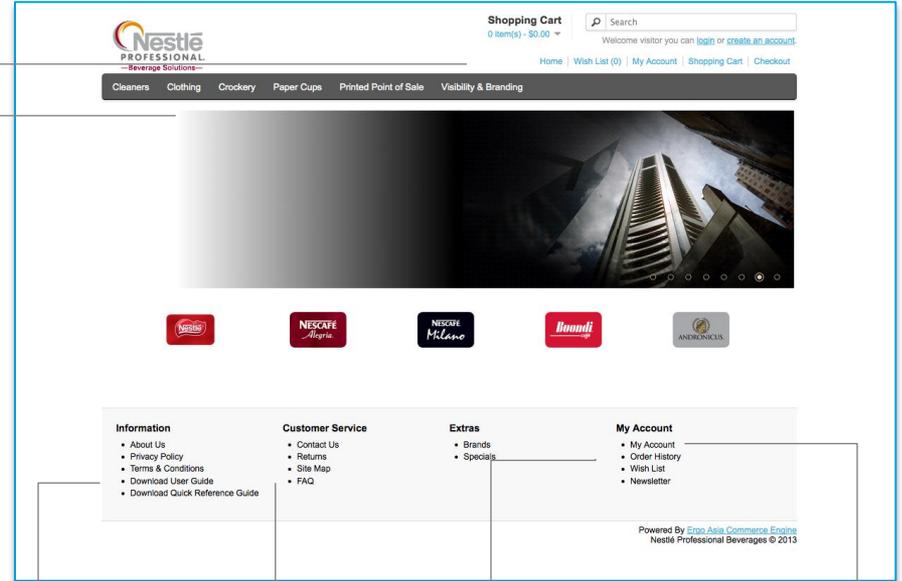
Nestle Storefront

Once successfully logged in, you can access the storefront. The links to on the page will take you to their relevant locations inside the site.

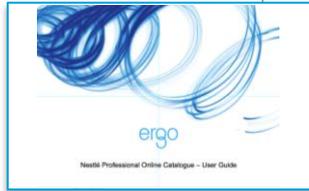


Shopping Cart
Quickly access your active shopping cart by clicking the link.

NOTE: This will appear empty if you have no items in your cart. It is possible to log out of the system with items in your cart and return at a later date to place the order against those items. All items will remain in your cart until such time as you decide to checkout.



Category Links
Click these links to access the products.



User Manual
Click this link to download a copy of this user Manual



Frequently Asked Questions
Opens the FAQ's. Please review this section carefully. If you are experiencing issues, any questions you may have should be answered here.

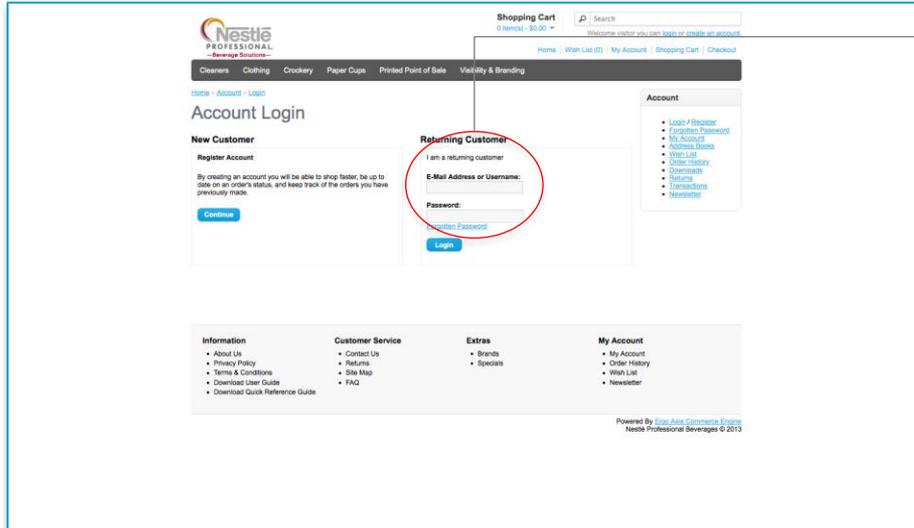


Order History
This is a quick link to your order history. Close the window to return to the landing page if required.



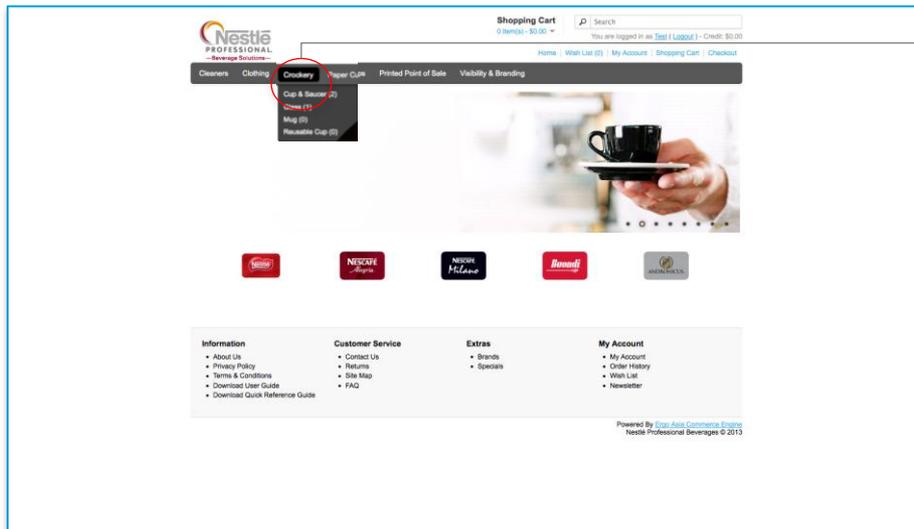
My Account
This is a quick link to your personal account details. Ensure your details are kept up-to-date as they will pre-populate the order page each time you place an order.

Creating a shopping cart order



Existing users can log into the system by entering the appropriate details

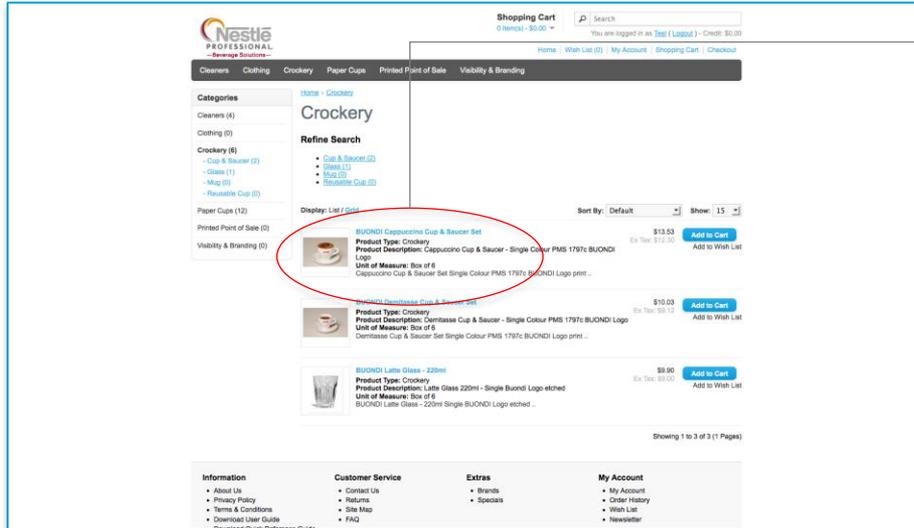
NOTE: User you Nestlé Account Number as your Username



Select the relevant product **category folder**, for example, Crockery, from the next screen.

NOTE: The process is the same for all items.

Searching for products

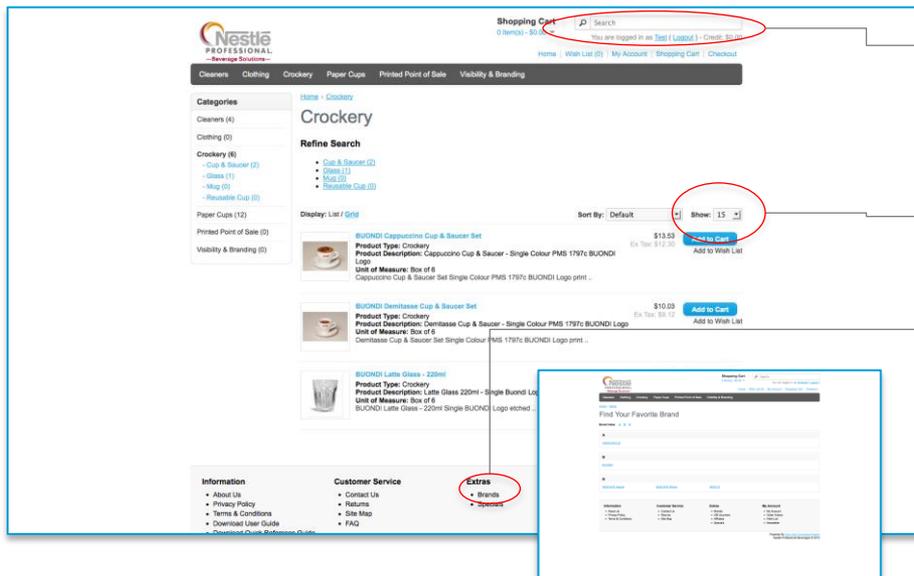


All the products inside that category will be listed on the page. **Locate** the product you would like to order.

NOTE: There are 2 types of items

Generic – these products are ordered 'off the shelf'

Customised – you can include your café name and logo (if pre-supplied) for inclusion on these products. Be sure to search for the kind of product you wish to order.

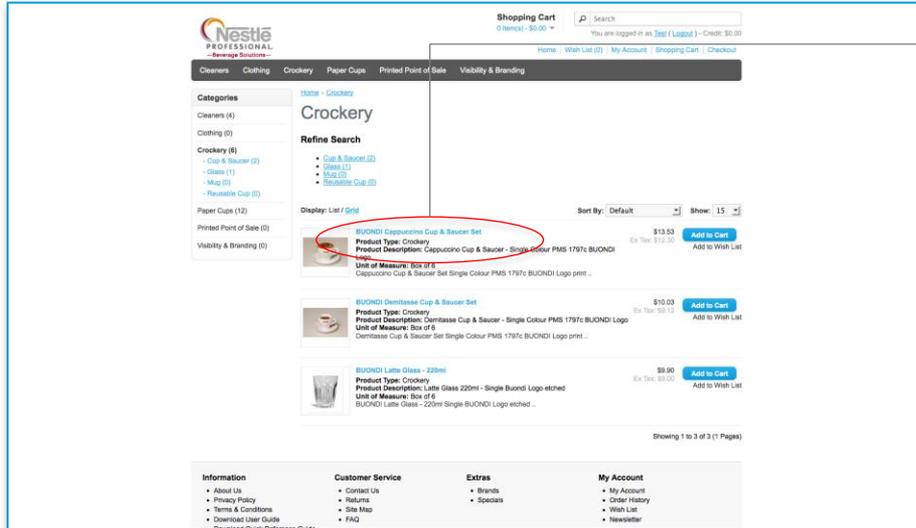


You can also find products using the search functionality within the Store. If you know the name of the product you are looking for, type the name into the **search field**. Click the magnifying glass to display the required product.

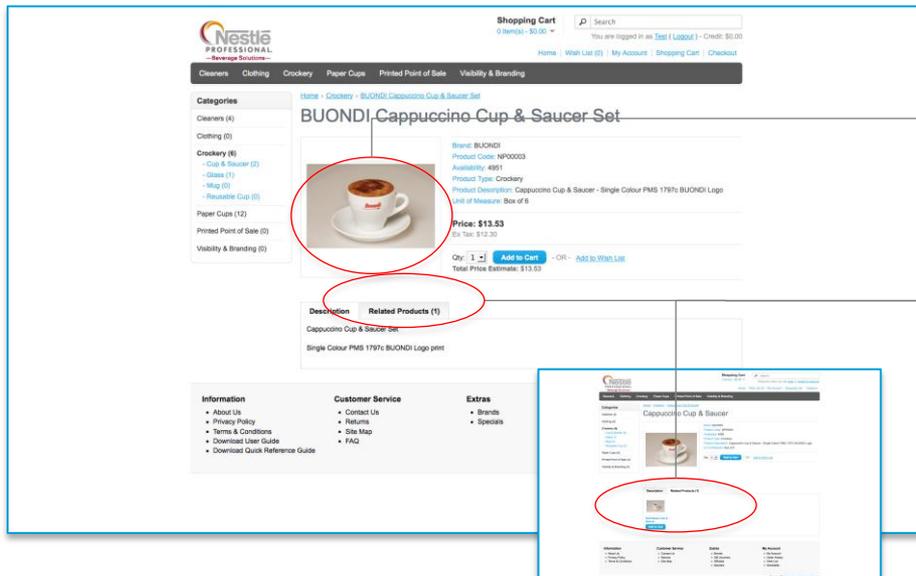
You can change the number of items displayed per page by clicking the **show** drop down

You may like to search by Brand. You can do this by clicking on the **Brand** link at the bottom of the page.

Generic Products



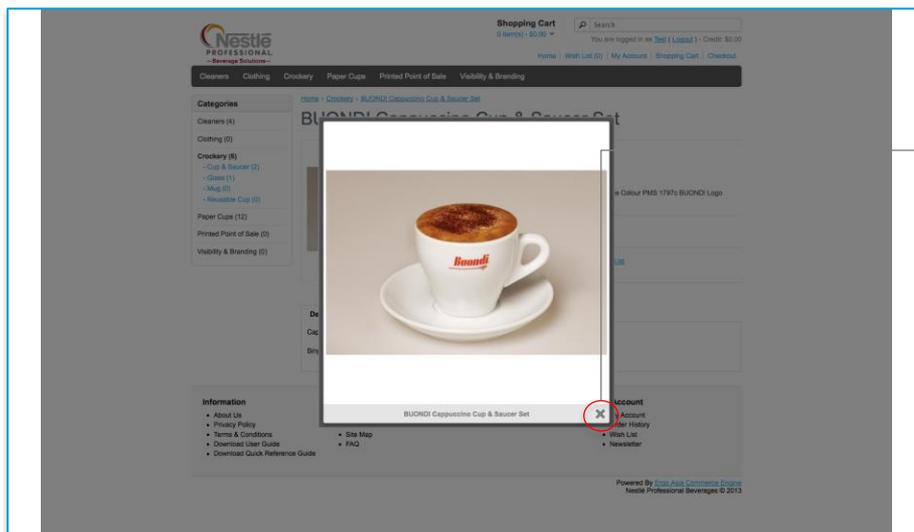
To ensure you are selecting the correct product, you can click on the product name to see more information about the product.



Here you can review the product information

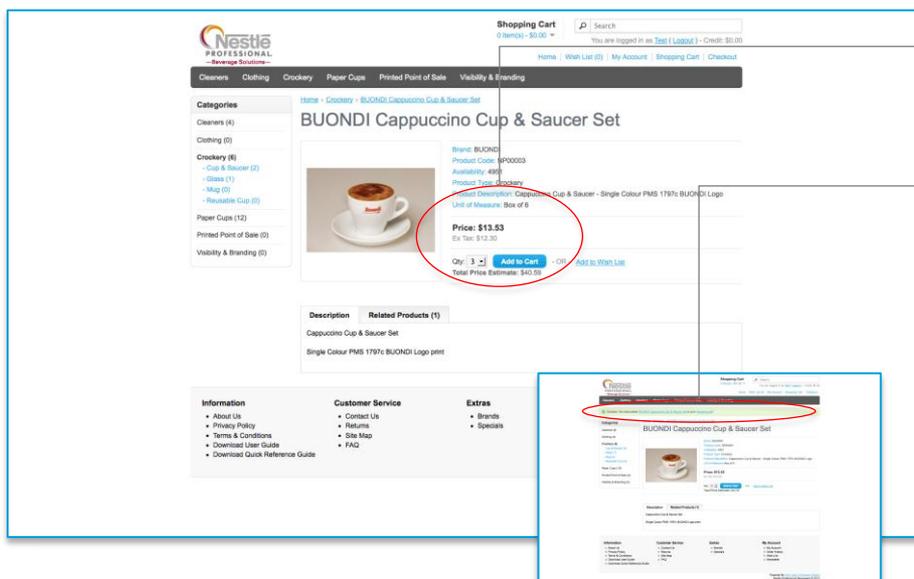
If the preview still is not large enough, or does not show enough information, click the icon of the image.

NOTE: Clicking on Related products will show you other products that you may wish to order at the same time.



A **large preview** of the product will appear on screen.

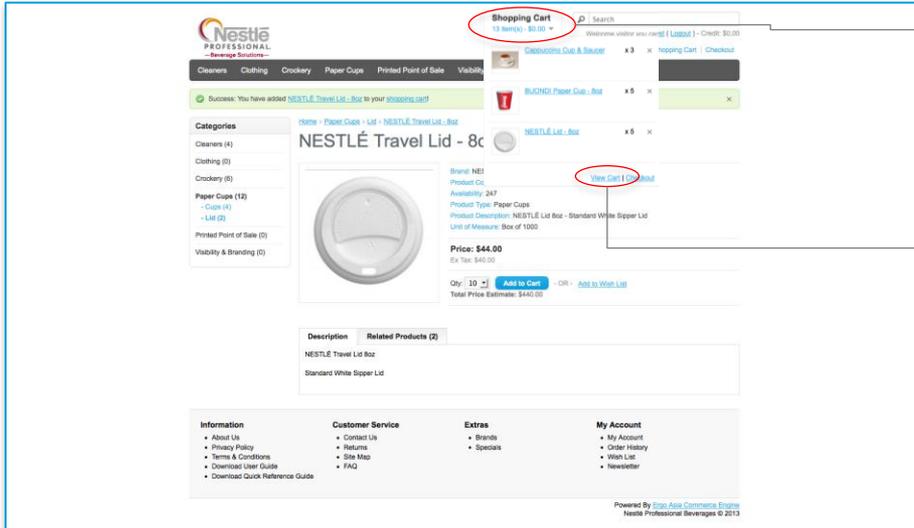
Click the **close** button contained within the pop up window to minimise the preview pop up.



Enter the Quantity you require and click the **Add to Cart** button.
NOTE: Ensure the Unit of Measure is checked before selecting your ordering quantity.

You will receive a notification that your product has been added to the cart.

If you want to add more products to your cart, navigate to those products by following the same the previous steps. If you wish to add the same product again, click **Add to Cart**.

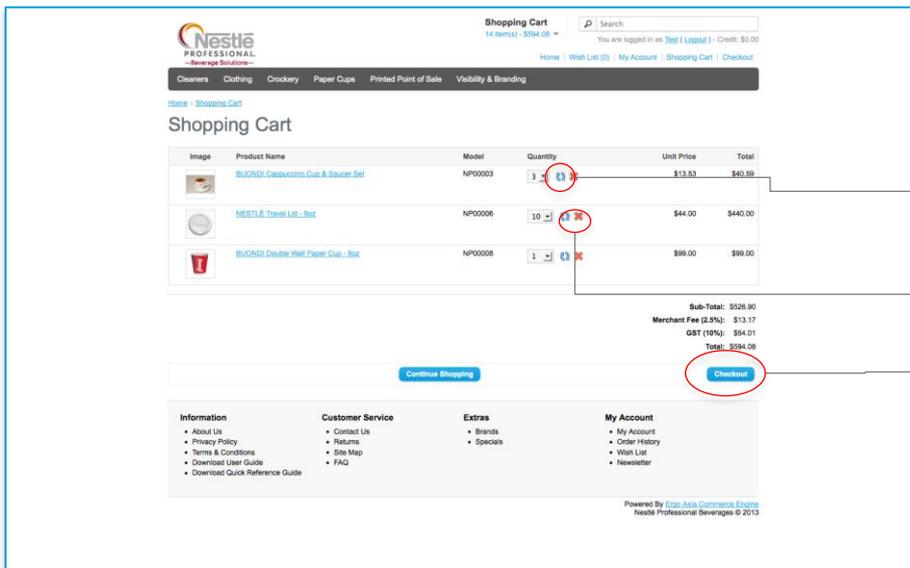


Once you have added all required products, click the **shopping cart** drop down.

The items that you have selected are visible inside the cart preview.

Click the View Cart link

NOTE: Each order is delivered to a **single** delivery point. If you require items to be sent to multiple delivery points, each of those items must be added to a separate order.



Here, you can review all products you have selected to include in your shopping cart. You are also able to update quantities, or remove products before finalising your order.

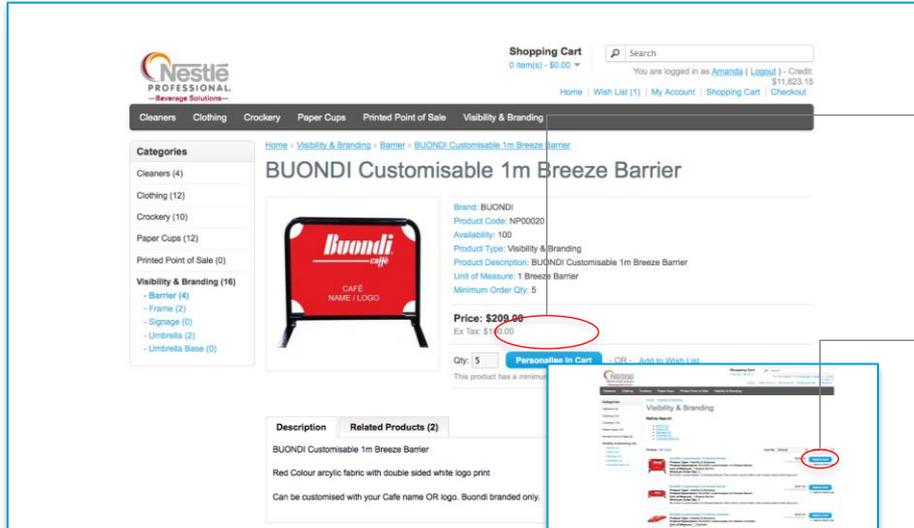
To update a quantity, **select the new quantity** and click the **blue arrows**

To remove an item, click the **red cross**

To progress the order, click the **Checkout** button

NOTE: It is possible to log out of the system with items in your cart and return at a later date to place the order against those items. All items will remain in your cart until such time as you decide to checkout.

Customised Products

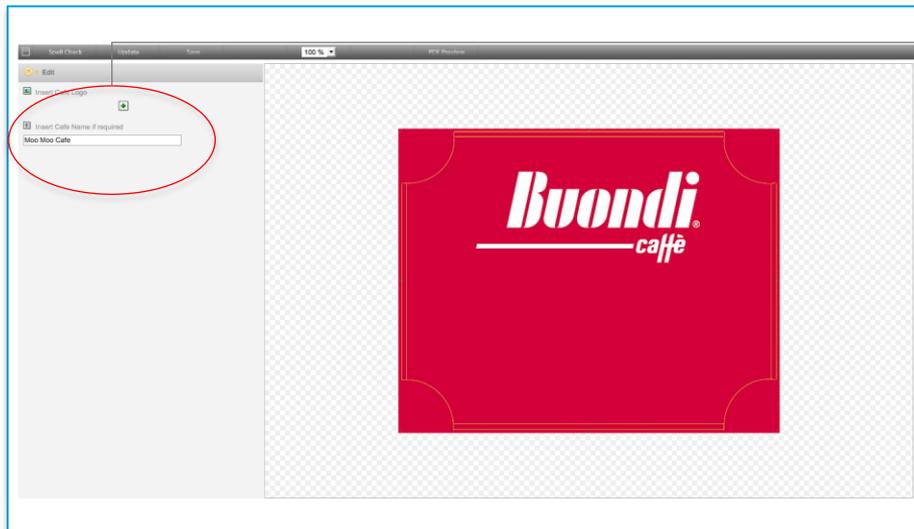


Locate the product you wish to customise

Click the personalise in cart button

NOTE: Customised products may have a minimum order qty. Ensure this is checked before proceeding.

If you have searched for a product and located it through the Product list, only an Add to Cart button will appear. By clicking the **Add to Cart** button, the product page will open (as per the image on the left) so that you are forced to customise the product before checking out your order.

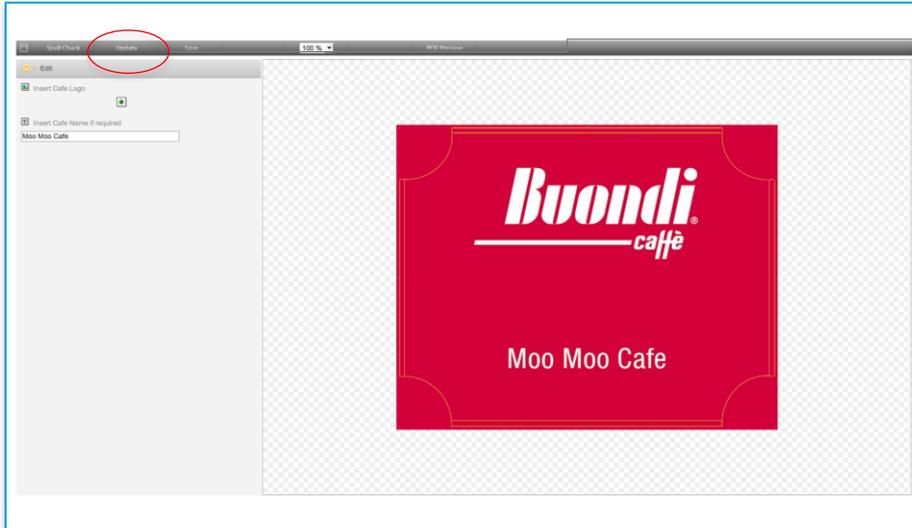


Another window will open in your web browser.

NOTE: Only certain areas of products are customisable. These differ from product to product.

In the left hand side template edit pane, **enter your customisation** details.

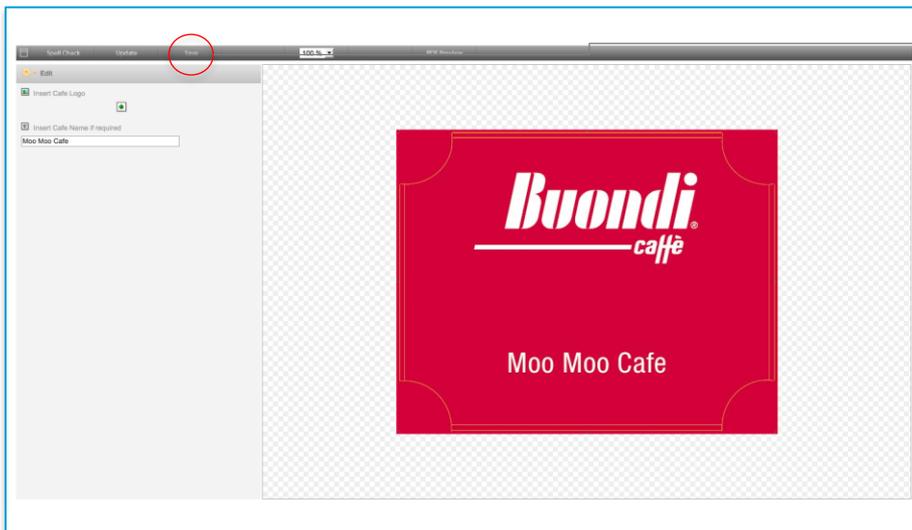
NOTE: Your logo must be pre-supplied to be able to use the logo feature.



Click the **update** button.

The information you entered will display on the template.

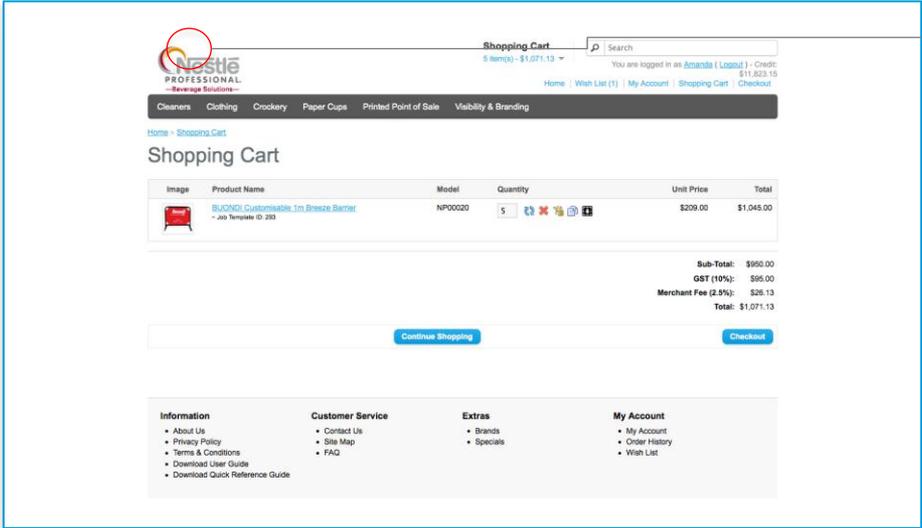
If you have made a mistake, or want to change the information entered, re-enter the information in the template edit pane and click update to preview your item



When you are happy with the layout, click **Save**



A prompt may appear asking you to ensure all fields are checked and filled out. You will not fill out all fields on each template, so double check that you have filled out the fields you want customised and then click **continue**.

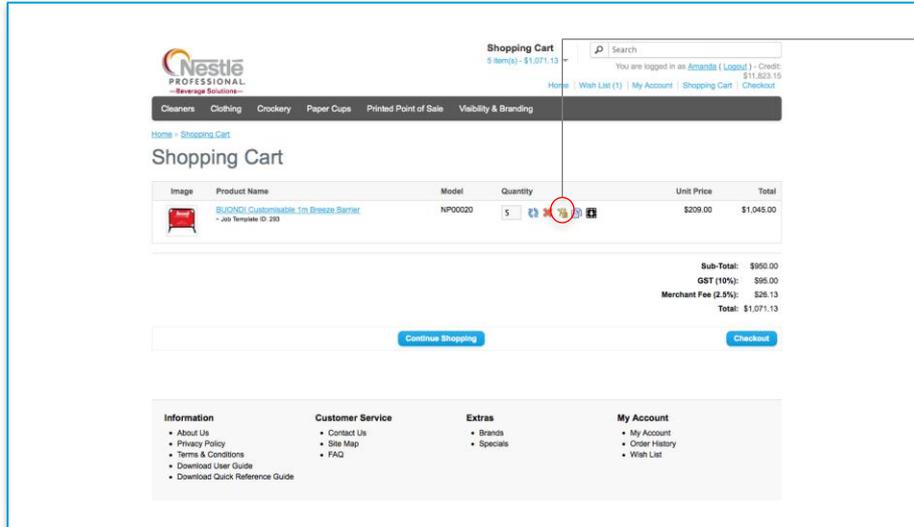


You will be returned to the shopping cart.

From here, navigate to find additional product to add to your cart. You can add any type of item to the cart at any one time.

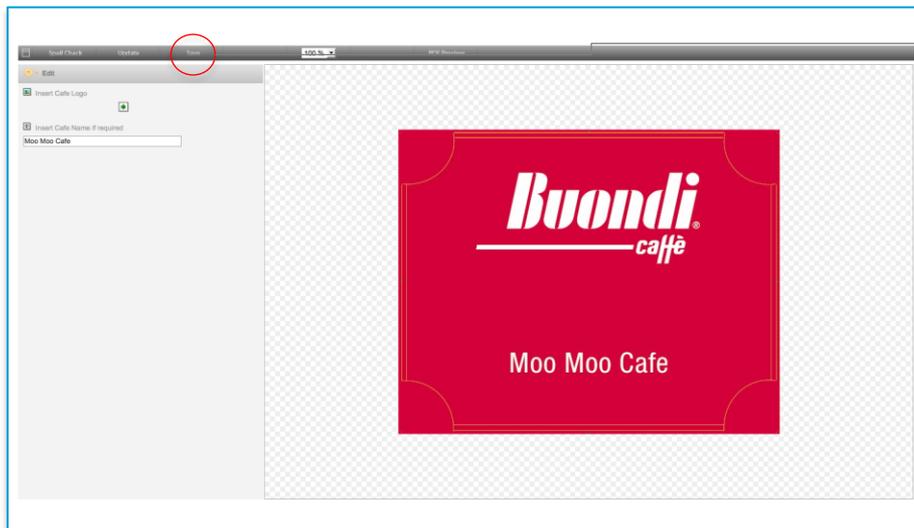
Then proceed to checkout.

Checking customised products in the cart



You may want to re-edit your customised product or check that it was customised correctly. To do this, **click the Pencil and Scissors icon**.

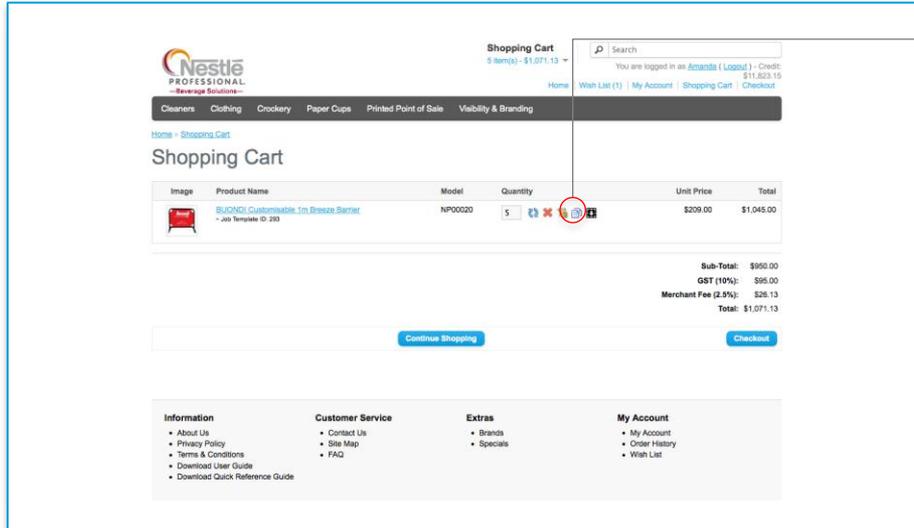
NOTE: Only complete this activity if you want to **CHECK** a customised template in your cart.



1. **If changes are required:** The template that you customised can be checked. If any changes are required to be made, enter the details in the template edit pane, then update. When happy with the layout click **save**
2. **If no changes are required:** Click the **Save** button

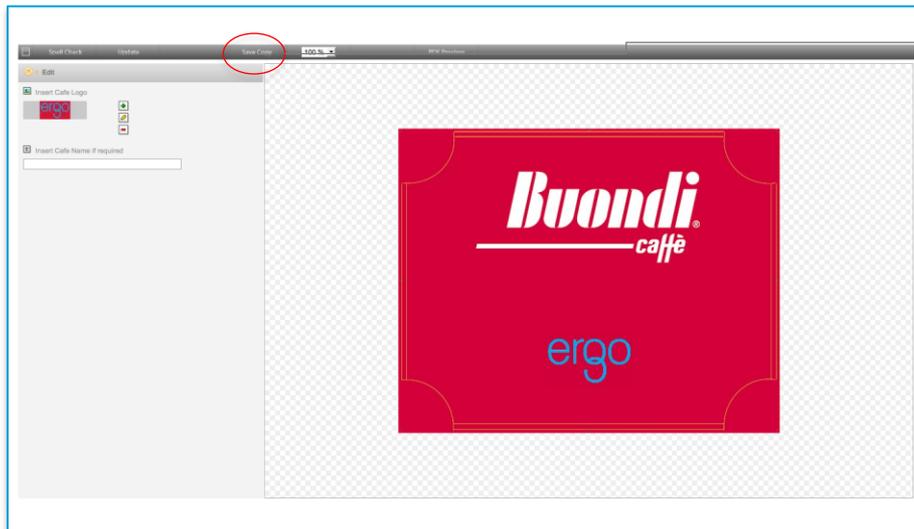
You will be returned to your shopping cart.

Creating alternate versions of customised products in the cart



You may want to create another customised template off the template you have already in your cart. To do this, **click the Blue pages (copy) icon**

NOTE: Only complete this activity if you want to CREATE ANOTHER VERSION OF THE PRODUCT WITH DIFFERENT CUSTOMISATION . If you simply want more items, increase the quantity next to the original item.



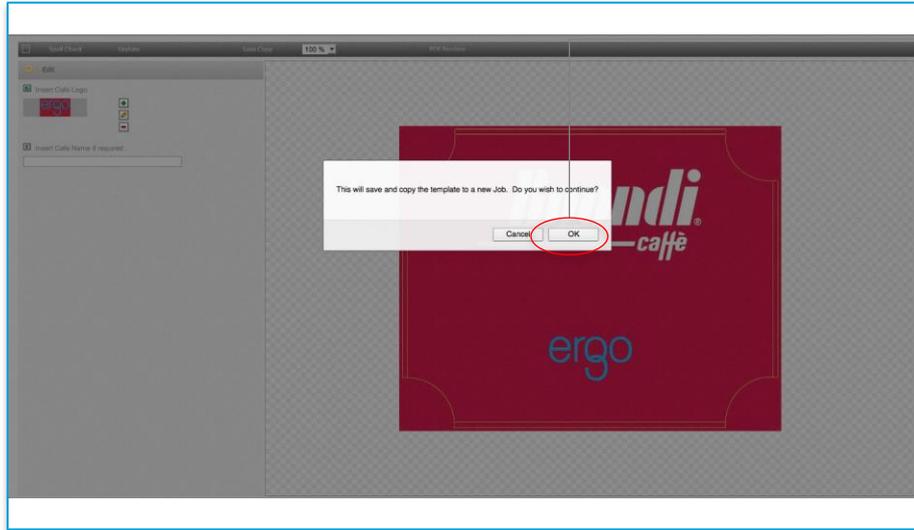
Your template will open with the previous customisations already on it.

Make the changes you require and click **update**.

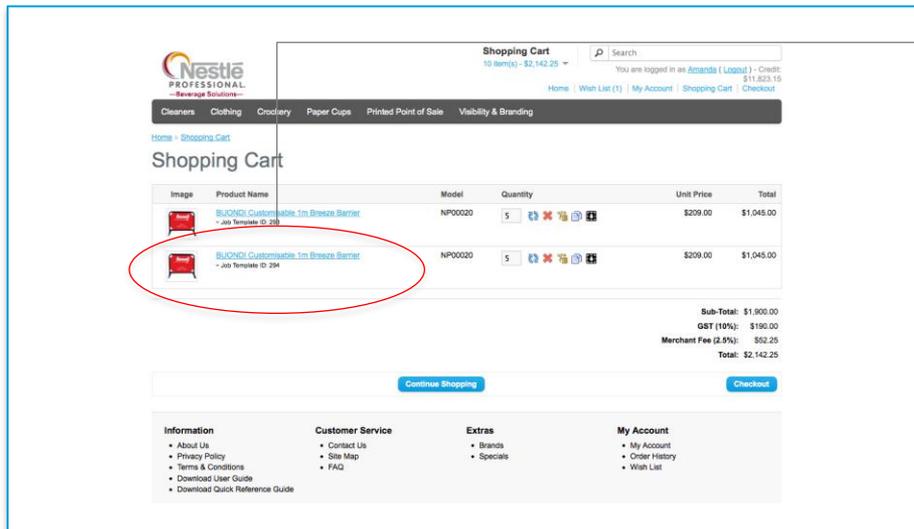
Once happy with the layout, click the **Save copy** button

You will be returned to your shopping cart.

Creating alternate versions of customised products in the cart



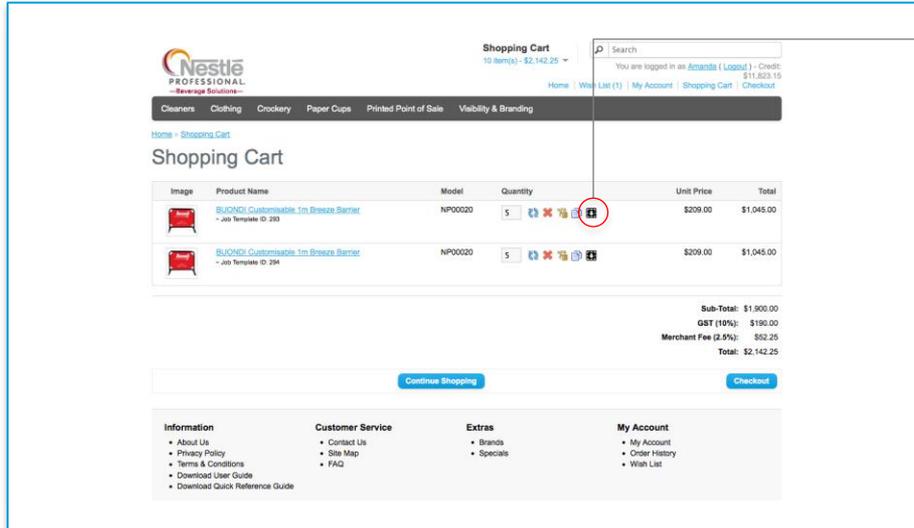
Click **ok** to continue with your copied product



Your product will appear as a copy in your cart.

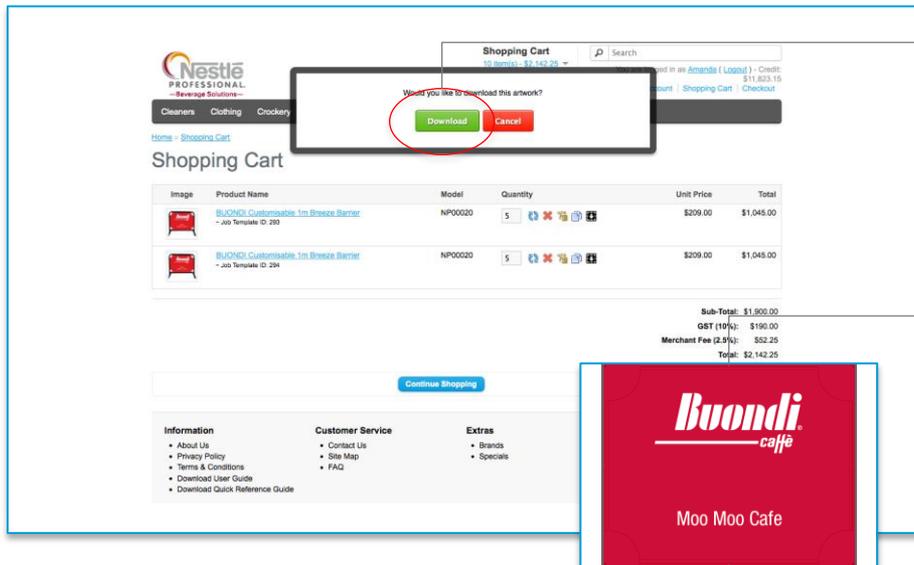
Customised Products

Reviewing a lo res preview of your artwork



You may want to preview your artwork before proceeding.

To do this, click the **Download lo res preview** button



Click **download** to continue

You can review your artwork

Customised Products

Checkout

Shopping Cart
13 items - \$492.00

Home | Wish List (0) | My Account | Shopping Cart | Checkout

Checkout

Step 1: Checkout Options

Step 2: Billing Details

I want to use an existing address
 I want to use a new address

* First Name:
* Last Name:
Company:
Company ID:
* Address 1:
Address 2:
* City:
* Post Code:
* Country: Australia
* Region / State: --- Please Select ---

Step 3: Delivery Details

Step 4: Delivery Method

Step 5: Payment Method

You will arrive at the Billing details on the Checkout page. If you have not yet provided a billing address you will need to enter one by clicking **I want to use a new address**. If you have previously entered a billing address, you will need to **select** the address that is displayed before proceeding.

Click **continue**

Shopping Cart
13 items - \$492.00

Home | Wish List (0) | My Account | Shopping Cart | Checkout

Checkout

Step 1: Checkout Options

Step 2: Billing Details

Step 3: Delivery Details

I want to use an existing address
 I want to use a new address

63-200 Kent St, Sydney, Australia

Step 4: Delivery Method

Step 5: Payment Method

Step 6: Confirm Order

Information

- About Us
- Privacy Policy
- Terms & Conditions
- Download User Guide
- Download Quick Reference Guide

Customer Service

- Contact Us
- Returns
- Site Map
- FAQ

Extras

- Brands
- Specials

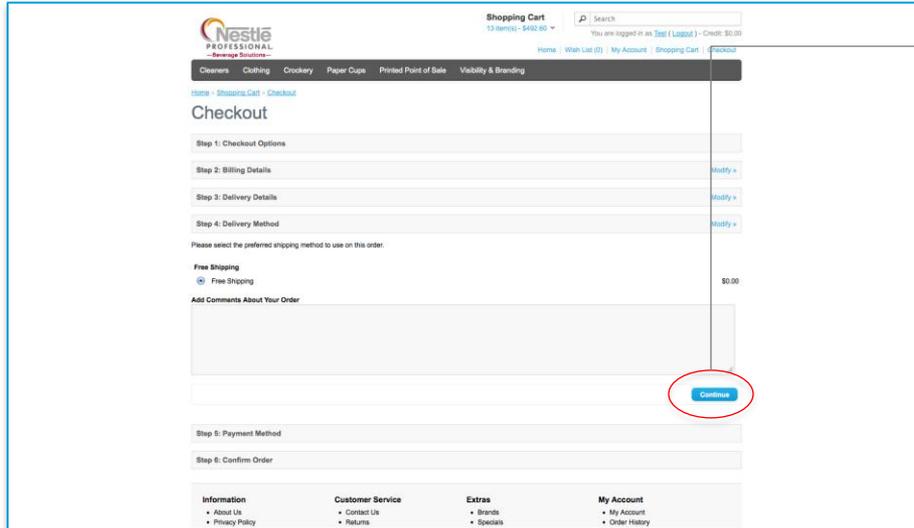
My Account

- My Account
- Order History
- Wish List
- Newsletter

You will arrive at the Delivery details on the Checkout page. If you have not yet provided a delivery address you will need to enter one by clicking **I want to use a new address**. If you have previously entered a billing address, you will need to **select** the address that is displayed before proceeding.

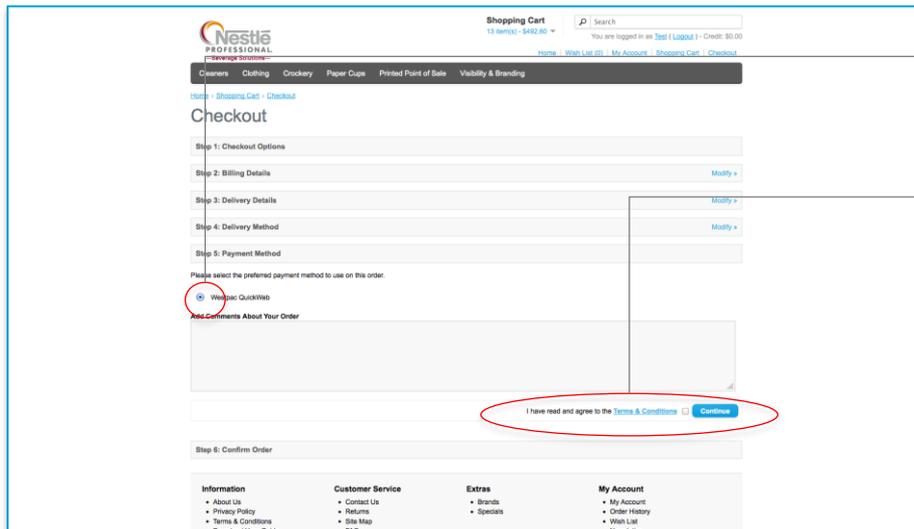
Click **continue**

Checkout



Select the Delivery method from the Checkout page and click **continue**.

NOTE: *There is no delivery charge for these products.*

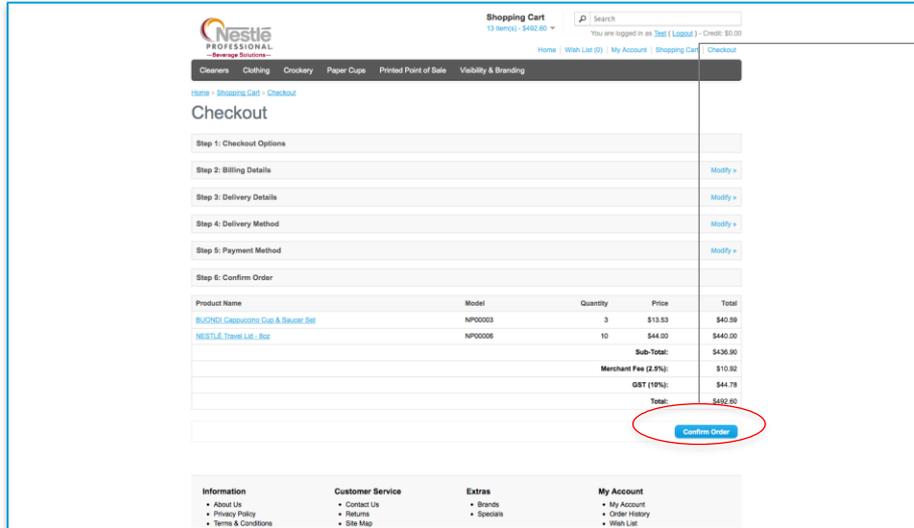


Select the Payment method details from the Checkout page.

NOTE: *If you have store Credit or an Invoicing Account set up, you will not need to pay via Credit Card*

Ensure the **Terms and Conditions** are accepted and click **continue**.

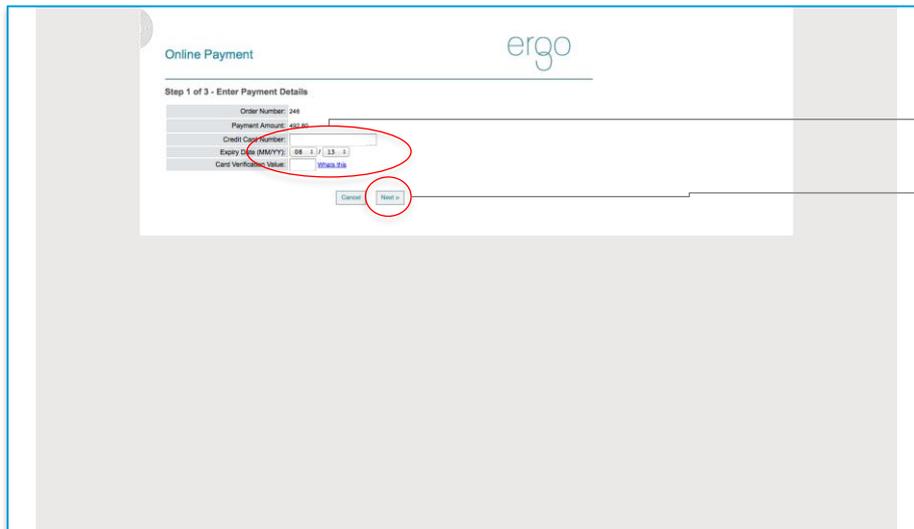
Payment Gateway



The order details will appear. If you are happy with your order, click **Confirm Order**.

NOTE: If you need to review any part of the checkout process, click the modify button against the item you need to review.

NOTE: If you have enough store credit, you will not need to pay via Credit Card. Move to page 14 Step 2



The payment gateway will open.

Enter your Credit card details, expiry date and CCV number.

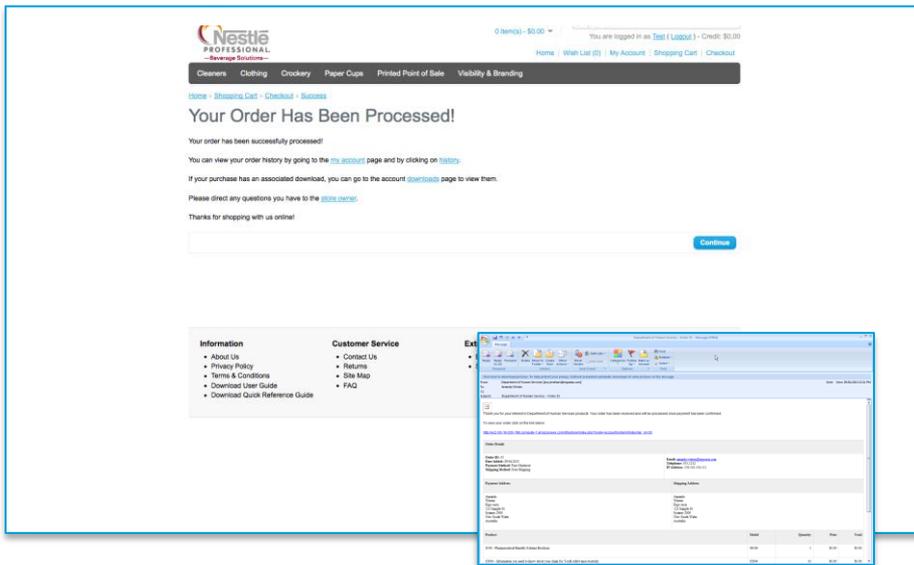
Click **Next**



Ensure all entered details are correct.

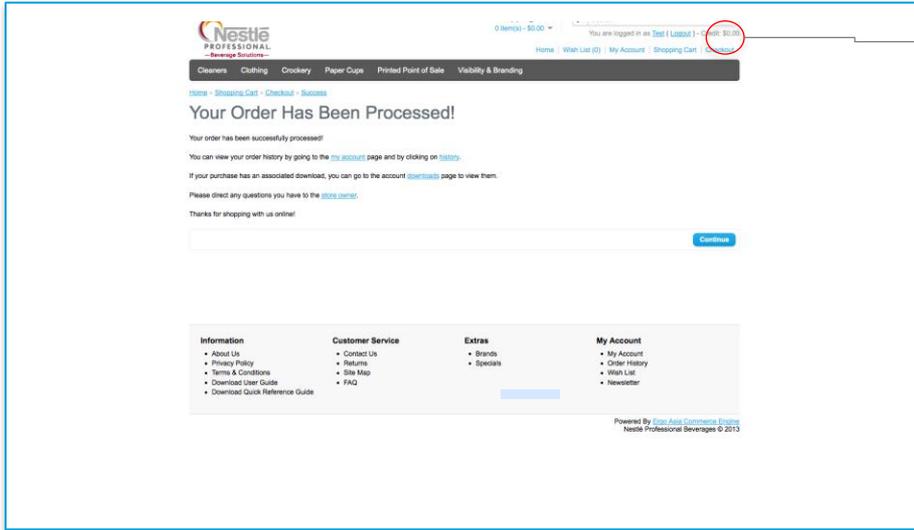
Click **Make Payment**

Click close when the transaction has been processed.



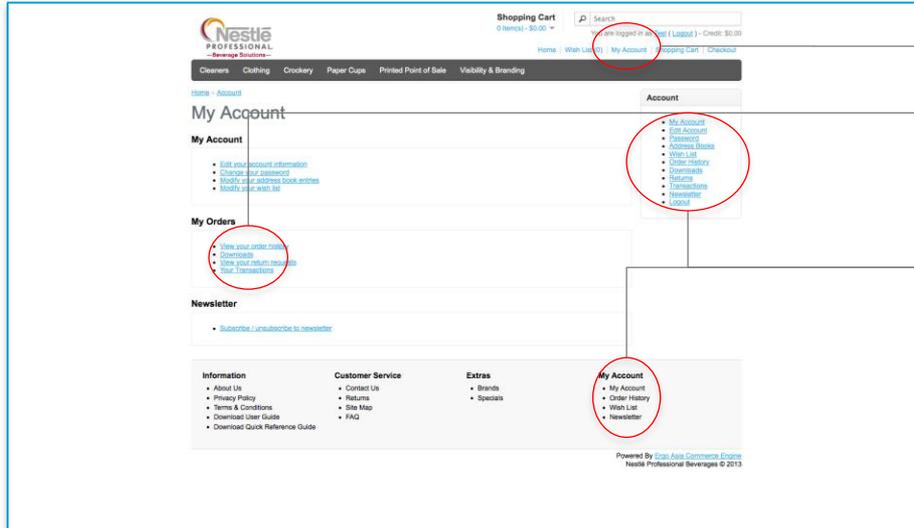
An order confirmation appears on screen, and you will receive an email containing your order details.

Make a note of your **order number** to use as a reference for any enquiries.



Click the **Logout** button to exit the Online Store.

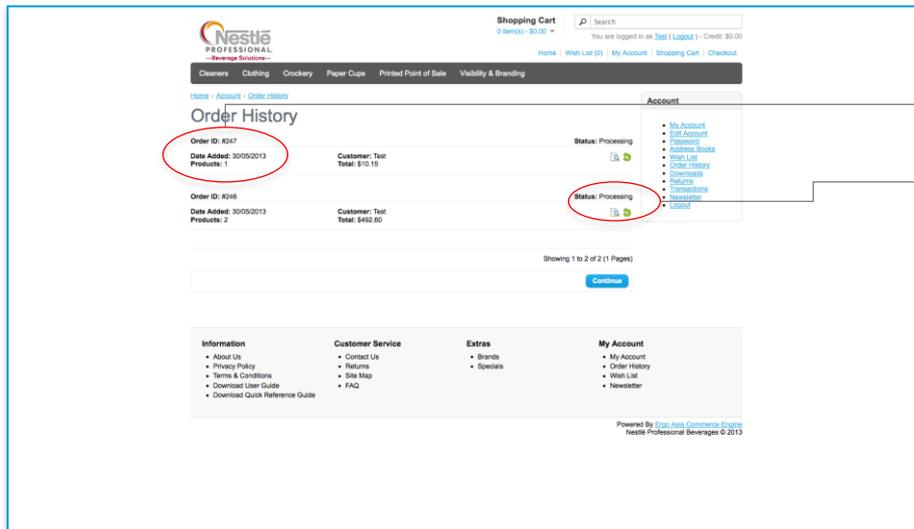
Reviewing Your Orders



Click **My Account** in the store front to access all your order history.

Then click **Order History** in the My Orders section of the page

Alternatively, you can access both your account and your Order History from both the bottom of the page menu and the side menu

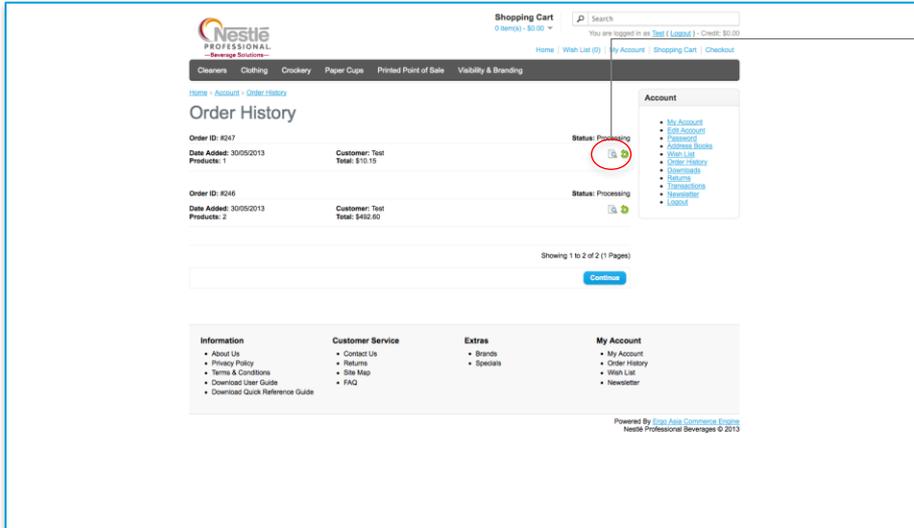


The date of your order, your Order ID and the status of your order are displayed

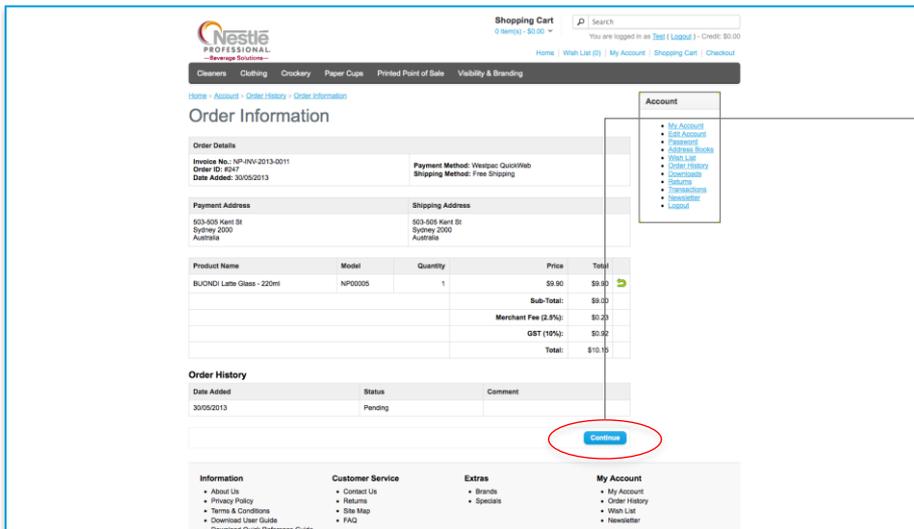
Order Date, Order ID and Number of items

Status

- Processing – Order has been sent to the supplier and is in the process of being picked, packed and delivered
- Completed – Order has been sent



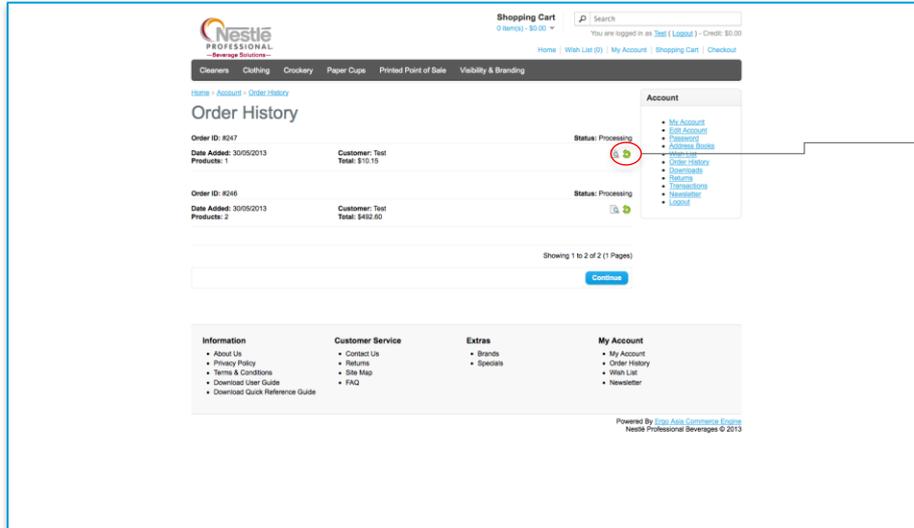
If you would like to view old order details, click the **magnifying glass** icon next to the order you wish to review.



Order details are displayed.

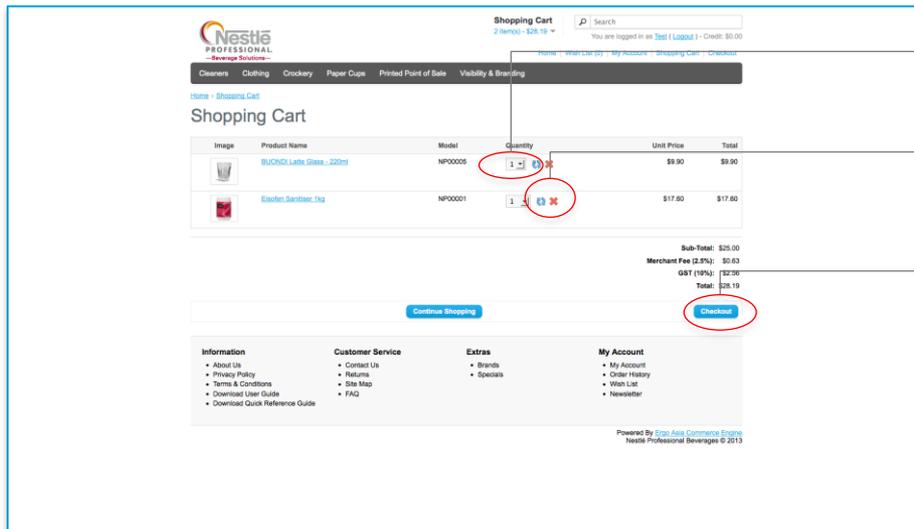
Click **continue** to return the order history list.

Repeat Orders



You can use the **Reorder** button to organise a duplicate order or a re-order of some items in an original order

Click the reorder button next to the order you wish to reorder items from.

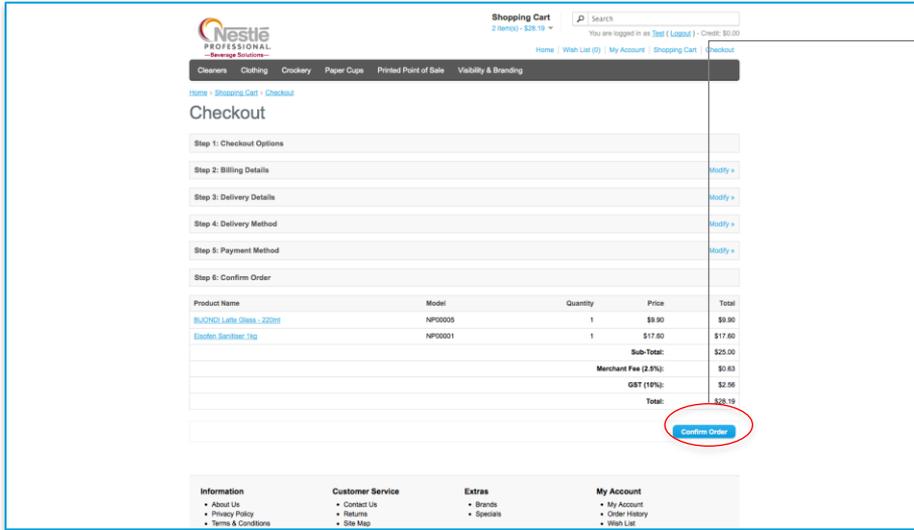


Update quantities of the reordered products by entering the new quantity and clicking the **blue arrows**.

Delete any products not required by clicking the **X** button

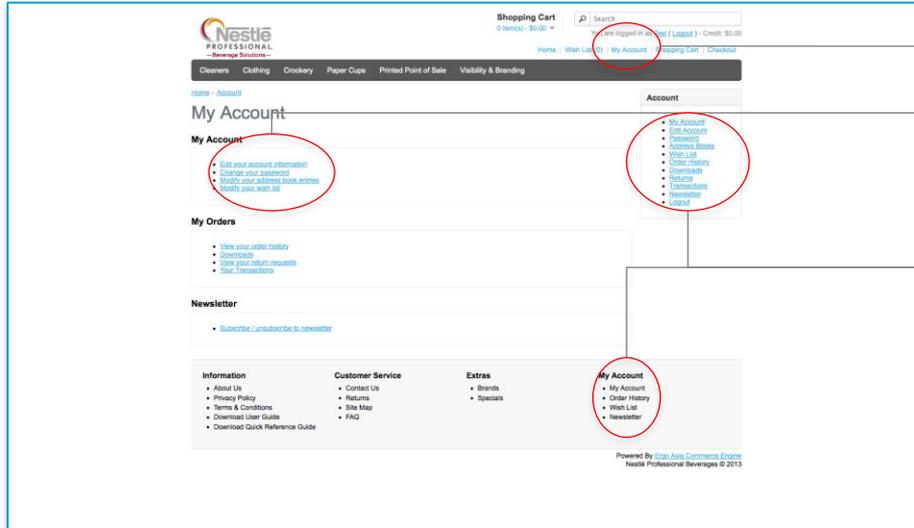
Once happy with your order items, click **Checkout**

NOTE: If you wish to add additional items to your order, click **Continue Shopping** and find the products you wish to add, and add them to the cart before checking out.



Follow the regular checkout process. The order will proceed as normal.

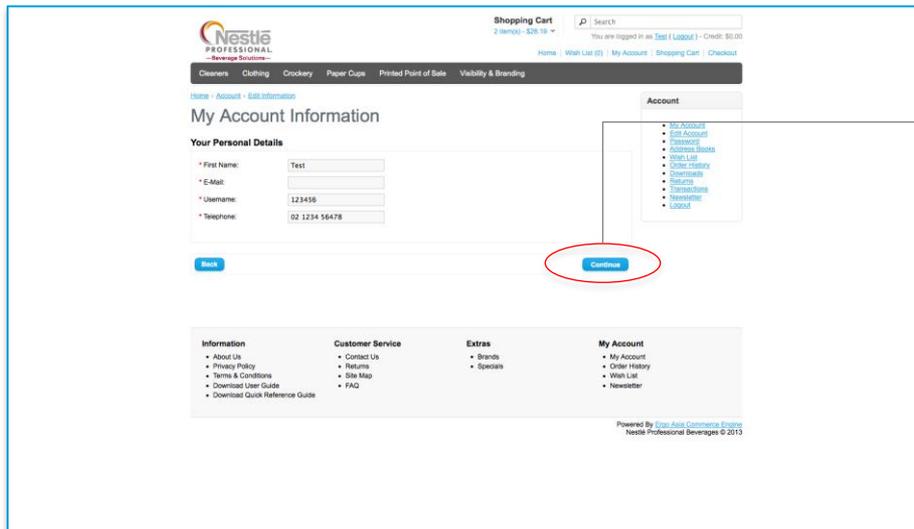
Change Your Personal Details



Click **My Account** in the store front to access all your order history.

Then click **Edit your Account Information** in the My Orders section of the page

Alternatively, you can access both your account and your Order History from both the bottom of the page menu and the side menu



Update any missing or changed details.

Click **Continue** when done to ensure your changes are saved.