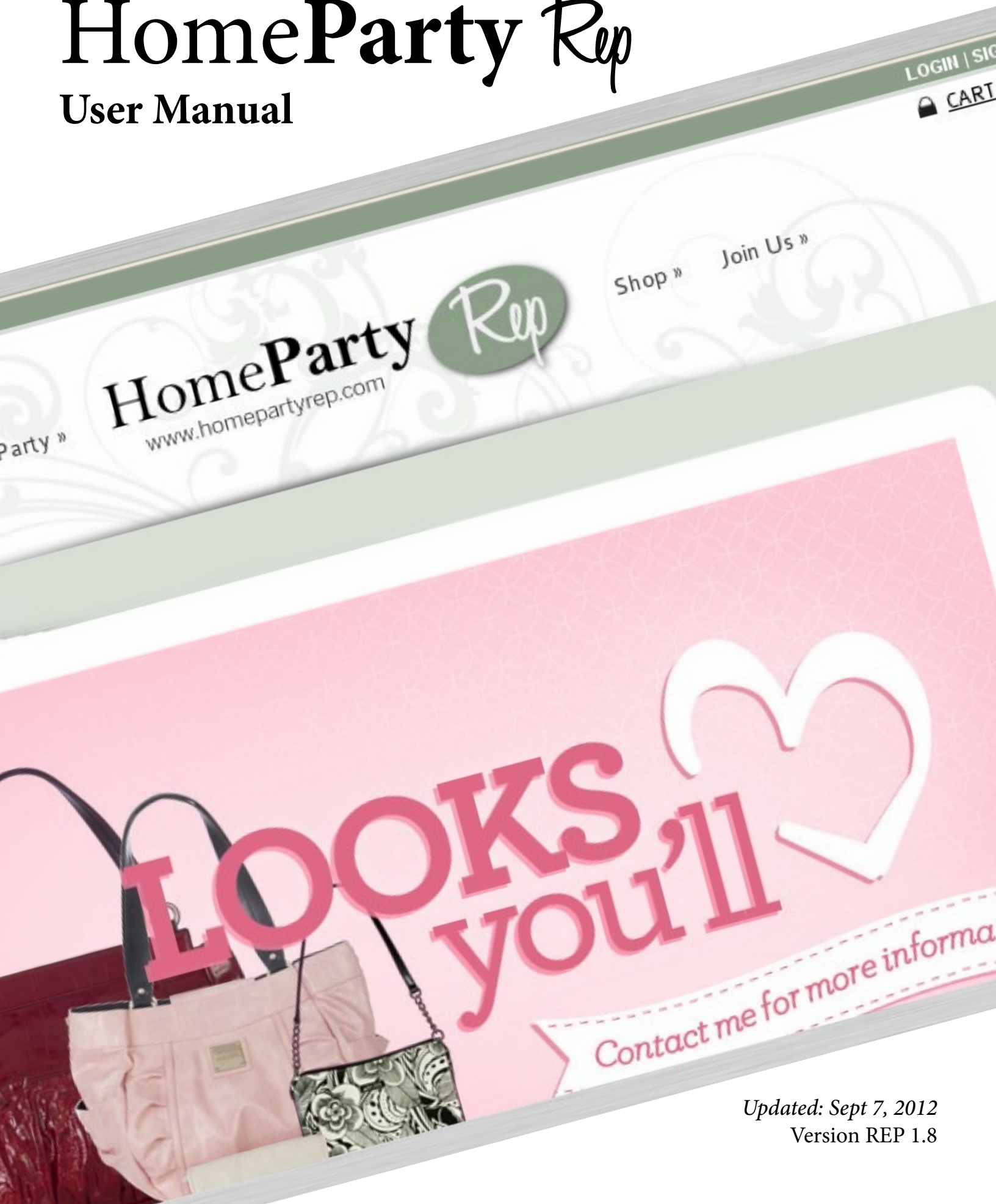


HomeParty Rep

User Manual



Important Information:

Username: _____

Password:

http://www.homepartyrep.com/_____/

http://www.homepartyrep.com/_____/admin/

Coupon Codes:

[illegible]

* For quantities larger then 1. append the number (up to 5) following a dash after the code. eg "WARR2012-4"

Section 1: About the Site:

BackEnd and FrontEnd

There are two parts to the HomeParty Rep system. The front end and the back end. The front end is the part of the site your customers will interact with and place their orders from. The back end, also called the business centre, allows you to such things as set up parties, view orders and add to and view your customer lists.

Logging into Back End.

1.) In your signup confirmaion or your welcome letter you will be assigned a unique store ID. This store id is what your customers will use to access your site. The address will look like this:

http://www.homepartyrep.com/user_name/

In order to access your back end using the username and password that was given to you or you registered with simply append admin/ to the end of it:

http://www.homepartyrep.com/user_name/admin/

Bookmarking that site on your computer will ensure you won't have to search again for it.

2.) In the business centre you have all the tools to manage users, parties, orders, and anything else that goes through the system.

Home



This tab contains the Dashboard, Announcements, Commissions, and Reports. These are used to see an over-view of how your business is going and for you to monitor commissions. Be sure to take a look at the announcements area every time you log in to find any issues, changes or promotions for the system.

People



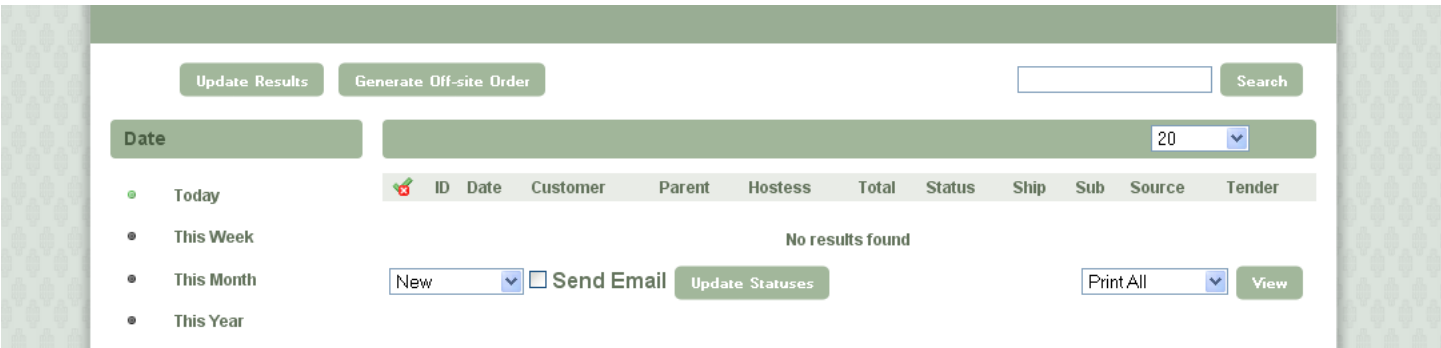
This tab lets you edit and manage users on your site. As you add people to your customer list or people register to the site, they will show up on this page. Within the page you can view parties the user has hosted or orders they have placed. The customer list is unique to your account and cannot be viewed by other Reps.

Parties



This is where you schedule, manage, and place party orders. Each open party will display on a list on the left hand column and show up as a dot on the calendar near the centre of the page. Within each party will list the attendees and their respective orders. More information on setting up a party will follow in later chapters.

Orders



This is where you can see, and manage orders on your site. From here you can verify the status of the orders. Orders marked as new are those that have yet to be processed. Orders marked completed have been sent to the warehouse for fulfillment.

Admin

This is where administrative users will manage the site themes and other administrative settings. This will be where you can view and configure your site subscription.

Help

This contains help files that contain tutorials to help users understand how to use the tools this system provides.

Section 2: Your Customers

Editing User Info

- 1) Log into your back end.
- 2) Find the user you wish to edit. You can do this by using the search filters, and searching for a user by specific fields. You can choose from the drop down lists. The first list filters by user type. The second drop down list filters by advanced fields to find the user. These include first name, last name, corporate ID, etc. You can then enter in the parameter you wish to search for in the third search bar that will appear.
- 3) When you find the user you wish to edit, double click on the user in the main area. This will open up the editing tabs; these include the General tab, the Orders tab, the Parties tab, the Gift Certificates tab, the Website tab (for Representatives), the System tab, the Notes tab, and the History tab.
- 4) The General tab contains general information for each user. This includes their name and address information.
- 5) The Orders tab contains a list of all the orders that the user has placed.
- 6) The Gift Certificates tab contains a list of all the Gift Certificates for the user, their status, and the amount left on the Certificate. Representatives and corporate users can also add Gift Certificates to a user from this tab.
- 7) The Notes tab is where you can make, view and edit notes to the user.

Common Tasks: Changing a Customer to a Native Customer

- 1) Log into the back end of your website.
- 2) Click on the People tab.
- 3) Search for the user you wish to change. This is done using the search filters. You can locate a user by their corporate ID., first name, last name, log in, email. and many other fields.
- 4) When you have located the user you wish to change, double click on their name. Click on the system tab, and click edit. In the field titled "Type", select "Customer-Native" from the list.
- 5) Click save.

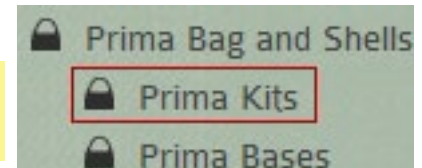
Common Tasks: Changing a Customer's Password

- 1) Log into the back end of your website.
- 2) Click on the People tab.
- 3) Search for the user you wish to change. This is done using the search filters. You can locate a user by their corporate ID., first name, last name, log in, email. and many other fields.
- 4) When you have located the user you wish to change, double click on their name. Click on the system tab, and click edit. Check the box labeled "reset password".
- 5) A box will appear with a generated password, replace this with the new password for your customer.
- 5) Click save.

Section 3: Sales

A purchase is much the same regardless of if it is a customer doing it for a party order or a Host doing it for their incentives. After the customer selects what products they want the user will then go through another series of steps in order to confirm their purchase.

1) The Cart: In the cart area you can see what items you have. You can remove items by clicking the delete button located to the right of each item in the cart. You can edit how many of each item you have by updating the QTY field, and then clicking “Update Cart” on the bottom, next to “Checkout”. You can also add, and search for items by name or sku using the search bar at the top the screen.



- ! Base bag and shell bundles must be entered using the Product bundle.
- These can be found under the line's Kit subfolder as shown:

2) Checkout: Checkout will display the items you are about to purchase. It will also summarize subtotals of items, and discounts applied to the order so far. Any discounts that may apply to the order will be shown above it. Clicking the Apply button will add the discount to the order. When you are done reviewing the order, click “Next”.

Note: Multiple discounts may apply to the same order, because a discount can only be applied once per order line it's important to make sure you pick the discounts that work best for your order. For example if you have an or with 3 Classic and 3 Petite Shells there will be 4 or more offers available:

Cart Discount – Classic 3+ Cart Discount – Petite 3+ 2 Classic + 1 Petite PK 2 Petite + 1 Classic PK

Since the order has more than 3 Classics and Petites selecting the first 2 offers makes the most sense. Selecting one of the latter offers can cause the cart to fall under the minimums and only allow a single offer to be used.

- ! Under certain circumstances adding a Shell (or two) to a kit or a bundle may fail resulting in the system overcharging a user \$5.00-\$10.00, this issue is being addressed but in the meantime there are two coupon codes ADDASHELL5 (single shell discount) and ADDASHELL10 (two shell discount) in order to give a proper total.

3) Shipping: This is where you enter the name and address to ship to. After you have finished this, view your shipping options by clicking “View Shipping Options”. Party orders will default to the Rep's address but the user can change the shipping address to their shipping address using the drop down menu. If this is your first order, you can check the box under the form labelled “The billing address is the same as my shipping address” it will automatically set the billing address to that of the shipping address. Select your shipping option, then click “Next”.

4) Billing: This is where you enter your billing address, and credit card information. If you have placed an order previously the credit card will be stored (encrypted in our database) allowing you to place your order with just the CCV code. When you have finished, click “Review Order”.

5) Finalize: This is where you view the final order. Taxes are calculated, and you can put a note on the order. If you have blind copy checked, the note will not show up on the receipt. When you are satisfied with your order, click checkout. This will process the order.

6) Receipt: This is the final receipt. Printing this using the print button will give you a permanent record of the sale though a digital copy can also be found in the Orders tab on the back end.

SECTION 4: Parties

Interface

- 1) In the middle of the screen there is a calendar that displays all parties on the users site. On the left is a list of all parties, for easy reference. There are arrows on the top left and right of the calendar called “Previous” and “Next”. This will scroll the calendar one month at a time. 3 months will be displayed in the interface.
- 2) Under the calendar will be the party management tools. These are the “Details” tab, the “Attendees” tab, and the “Benefits” tab.

4.1 Create a party:

- 1) To create a party, first go to your the back end of your site.
- 2) Go to the Parties tab.
- 3) In the Parties tab you will see a list of all the parties that you are managing on the left. You will also see a calendar in the middle with 3 months on it.
- 4) There are 2 ways to create a party. You can click the “New Party” button located on the top left of the screen, or you can select a date on the calendar. If you choose to select a future date on the calendar, that will be the date of the party. If you click the “New Party” button, you will select the day of the party in the party create tool.



What if my party has already past?

Use the current date. We recomend schedualing your parties in advance, however if that is not possible date your parties in the system the day you enter them.

- 5) When you enter the party create tool, you will first either select a Hostess from your customer (contact) list. There are two ways to do this you can create a new customer to be the Hostess of the party by using the create tab or you can see a list of all the users you have already created on your contact list by clicking the contacts tab. Select or create the Hostess, then click the “Next Step” button. At any time you may cancel the creation of the party by clicking the “Cancel Create” button located on the bottom left of the tool.
- 6) After you select a Hostess, you can enter the party details. They are optional, but the more details you can give the easier it is to organize your parties. This will display on the details tab of the party after the party is created.
- 7) Next is the When tab, if you have not selected the date, this is where you will do so. You can also set the time of the party. This date must be a future date.
- 8) After selecting the time you will come to the overview page, this will review who is Hosting the party, where it will take place, and when it will take place (date and time). Click “Create Party” on the bottom right to complete the creation process.

! Parties have a limited amount of time they can be active. Currently no party can be active more then 4 weeks past the party date (or 2 weeks from last order). Please ensure your party is complete before that time. After that time the party will automatically be closed.

4.2 Add Attendees:

- 1) First select your party either from the list on the left of the page, or from the calendar.
- 2) Click on the Attendees tab
- 3) Click the “Add Attendee” button on the bottom right.
- 4) You can add attendees from your contact list using the search feature, create new users using the create tab or you can pick them from a list of all your contacts on the Contacts tab. After selecting a user from the user search or the contact list click “Add to list”. If you create a user, fill out the form, then click “Create and Add to List”. When you are finished click “Save List” located on the bottom right of the page.
- 5) To delete an Attendee from a party, on the Attendees tab, on the right of each Attendee there is an “X” icon. Clicking this will delete that Attendee from the party.

Details Tab:

This tab displays Who is Hosting the party, Where the party will be held, and When the party will take place.

Party Benefits Tab:

This tab is used to see what benefit level the party has achieved. As orders are placed, this tab will reflect the benefit level achieved by the party total.

4.3 Orders (Party vs Bulk)

The system allows two different types of orders for a party: a party order and a bulk order. The party order requires immediate payment at the time of placement and allows greater flexibility in regards to where it is shipped however, IF a person paid using their own credit card, this should always be used. A bulk order allows multiple orders going to the same location to be placed on a single credit card. Refer to the table below to determine what kind of order to place.

	Bulk Order?	Party Order?
On customers credit Card	X	BEST
Paid in Cash / Cheque	BEST	WILL WORK* (if you enter your CC Number at checkout)
Free Shipping	X	BEST
Drop Shipping	X	BEST

* Why use Bulk order at all?

This is a good question. It is important to keep in mind that credit card companies use complex software programs to search for illicit use of a credit card and flag it before the charges hit the card. Excessive charges to a single number from one merchant can flag the card and have the order declined, the card blocked from the site, or the card locked. For this reason we encourage you to use Bulk orders as much as possible.

4.4 Party Orders:

*There are two different types of party orders, and it's important to know the difference:



Standard Party orders (box icon):

A Standard Party order is a standard order (placed either by you or the customer) whose total counts towards the benefit level. Orders that are drop shipped (orders shipped directly to the customer) must be added in this way.

1) Click the “Place an Order” button (yellow box). This will launch you to the Product area of the the site of the Representative who is managing the party.

2) Place an order.

3) When you are finished with Checkout, it will launch you back to the Party tab. The order number, and the order total will be displayed under Attendee.

! **BOOKING BENEFITS:** While the system will support addition of booking benefits when parties are booked from the new system, older parties will not have these credits. In these cases please use the BOOKED and BOOKEDHANDLE coupon codes. The system will then prompt you to add the item. If the booking incentive qualifies for free shipping, use the coupon code NOSHIP. **For the order to qualify for free shipping the order total must be Zero and the order CANNOT be a bulk order.**



Bulk Party orders (moving van icon):

A Bulk Party order shares shipping with other orders. When a Bulk Party order is added, it will not be complete until the Master Bulk order is completed. Shipping will not appear on any of the bulk orders as they are entered and rather will be calculated when the bulk order is processed. Only one Master Bulk order may be placed per party. If a party is closed before the Master Bulk order is processed, all of the Bulk Party orders are cancelled.

Bulk orders have a fixed shipping fee per order. As such they CANNOT be used for warranty, replacements or booking incentives that may qualify for free shipping. If you have a order that qualifies for free shipping use the  Standard party order instead.

1) Click the “Place Bulk Order” button (brown moving van). This will launch you to the Product area of the site of the Representative who is managing the party.

2) Place an order. When you are placing this order, on the shipping page, the customer will enter their address, and then will proceed to checkout, without entering billing information. This will be done on that Master Bulk order.

3) When you have finished placing all Party Bulk orders, you must process the Master Bulk order by clicking the “Process Master Bulk Order” button on the bottom of the screen.

*Note: You cannot process benefits for the party until the Master Bulk order is complete.

HomeParty Rep

- 4) Master Bulk order. To process this order, you must click the “Process Master Bulk Order” button. This will launch you to the Representative managing the party’s website. It will log you in as the Hostess. The manager of the party and the Hostess should coordinate who is going to pay for the Bulk order.
- 5) The Cart screen will now display all the Attendees of the party, and how much they owe to Bulk order. The “Next” button will take you to the Shipping page for the Bulk order.
- 6) Enter in the shipping address for where the bulk order is to be shipping to. By default this will be your address. When you click next, you will go to the billing page. Enter the information for the user that is going to pay for the bulk order. Click to proceed to checkout.
- 7) Checkout is where the order is processed. The receipt will display the totals for each order in the Bulk order.

4.5 Warranties:

Warranties should only be processed by you as the HPR and should follow standard warranty guidelines.

1) Place and order with all items but the replacement or backordered item(s) (this may be the customer's order if they place one or your incentive order). If the order does not have any paid items you will have to place a temporary item in the cart in order to get to the next step.

Name	Qty	Price (ea.)	Subtotal
Hope (Argile) <- Add Temporary Item (if no paid items)	1	\$30.00	\$30.00
Subtotals		1	\$30.00 \$30.00

Click Checkout ->

2) Click the checkout button so you see the summary screen for your order showing the subtotal.

3) Click on the Coupon Code button enter the coupon code: WARR2012 (or WARR2012-2 though WARR2012-5 if there is more than one)

4) You will be taken to shopping screen from there place the replacement Item to cart

5) Once all items have been added to cart click the Cart link in the top righthand corner.

Qty	Price (ea.)	Subtotal
1	\$30.00	\$30.00
Subtotal:		\$30.00

Coupon / Certificate Code:

Discounts / Rewards: (\$0.00)

6) If there were any temporary items added to the cart delete them and follow one of the following depending on if the item was sold on the new system or old:

7) If Order was sold outside of Homepartyrep.com :

a) Check out the cart and when you have the ability to add notes add the SKU, the Customer Name, Reason for defect and original Date of purchase in the notes section for each item:

	Qty	Price (ea.)	Discount (ea.)	Subtotal
Use Bag (Brown) Replacement Item (100 % discount)	1	\$45.00	(\$45.00)	\$0.00
File)	1	\$30.00	(\$0.00)	\$30.00 (Delete)
Subtotals		2	\$75.00 (\$45.00)	\$30.00

Click Delete on temporary item

ie. MB4001 – MARY SMITH – BROKEN ZIPPER - 11-11-12

b) Complete your order

c) Fax or Scan a copy of the original receipt and note the Order number from the just completed order on the old receipt before faxing or emailing.

Customer: MARY SMITH Shipping Address: _____
 Address: 123 1ST ST
OSHAWA ON
 Postal Code: L1G 8B2
 Phone: 905-438-8645
 E-mail: _____

☐ Go to a Party ☐ Host a Party
☐ Become a Home Party Rep

Qty	Code#	Description	Price	Total
1	4001	BLACK CLASSIC		
1	1067	JAYMA		
1	1192	CARLIE		
1	1196	HARPER		

HomeParty Rep
 www.homepartyrep.com
 WARRANTY
 ORDER #
 1965

7) IF Order was sold in Homepartyrep.com:

a) Check out the cart and when you have the ability to add notes add the SKU, Original Order number from the sales receipt, the Customer Name, Reason for defect and original Date of purchase in the notes section for each item:

ie. **MB4001 – ORDER 23 – MARY SMITH – BROKEN ZIPPER - 11-11-12**

b) Complete your order.

*****2222
7 / 2012

Assign Order To Party: June 02, 2012 09:30AM

Order Notes ☒ Blind Copy

MB4001 - ORDER 23 -
MARY SMITH - BROKEN
ZIPPER - 11-11-12

Name	Qty	Price (ea.)	Retail Sales
Abbie	1	\$45.00	\$45.00
	1	\$45.00	\$45.00

Retail Sales:	\$45.00
Discounts / Rewards:	(\$0.00)
Shipping / Handling:	\$5.00
GST:	\$2.50
Total:	\$52.50

Check Out

4.6 Replacements or Backorders:

When ordering

1) Place and order with all items but the replacement or backordered item(s) (this may be the customer's order if they place one or your incentive order). If the order does not have any paid items you will have to place a temporary item in the cart in order to get to the next step.

Name	Qty	Price (ea.)	Subtotal
Hope (Argile) <- Add Temporary Item (if no paid items)	1	\$30.00	\$30.00
Subtotals		1	\$30.00

2) Click the checkout button so you see the summary screen for your order showing the subtotal.

3) Click on the Coupon Code button enter the coupon code: REPLACE (or REPLACE-2 though REPLACE-5 if there is more than one)

4) You will be taken to shopping screen from there place the replacement Item to cart

5) Once all items have been added to cart click the Cart link in the top righthand corner.

6) If there was a temporary item added click the delete link at the end of the item line.

Name	Qty	Price (ea.)	Discount (ea.)	Subtotal	
ese Bag (Brown) Replacement Item (100 % discount)	1	\$45.00	(\$45.00)	\$0.00	
gile)	1	\$30.00	(\$0.00)	\$30.00	
Subtotals		2	\$75.00	(\$45.00)	\$30.00

7) On the last page of the order document which order and or party the backorders or replacements are from in the notes box.

8) Complete as usual. On the billing screen it will request your credit card number regardless of if there is a total or not. While this is required **you will not be charged.**

4.7 Process and Place Benefits Order:

1) After you have finished all the party orders and all users have placed their orders, you can process your benefits with the “Process Benefits” button. (if you wish to bank benefits see next section)

NOTE: After you click this button, you will not be able to place or cancel any orders on this party. A warning will appear informing you of this. If you click the “Close Party Without Benefits” button, it will close the party and apply no benefits.



2) When the order's benefits have been processed you will be returned to the Attendees menu. At this point no new non-incentive orders can be added. Under the host and HPR will be a new item (see above): Hostess Order and Manager order. Clicking the place order icon on the right side will start the order process.

3) The incentive system is a guided system much like the kit system. It will automatically calculate the incentives you are due based upon your eligible sales. The first screen will allow you to choose from which line you wish to pick your incentives, you can also pick a crossover line in which up to the \$1250 level is from one line and the balance follows another line. Select the line or the crossover line from the list.

4) You will be taken to a screen showing the entitled item classes in the top box followed by the buttons apply, skip and after you have added an eligible item, undo. Below shows the cart and standard shopping interface. As you add eligible items to your cart they will show up with a 100% discount. Please follow the list carefully as entering an ineligible item will cause it not to discount.

5) When you are finished click NEXT to proceed to the Cart. When you finish Checkout, you'll be launched back to the Parties tab in the business centre. After you place the Hostess order, the party automatically closes.

NOTE: In order to ensure prompt delivery of orders parties will automatically close after 2 weeks of being added to the system. If the party closes without both the incentive orders

4.8 Banking of Benefits:

Often there may be times where you have accrued the full product line of the lines that you carry and want to use the benefits that you have accrued this this month on next month. It was with that need we developed the benefits banking feature.

In order to simplify the system and allow the greatest flexibility we have used a "benefit value" system. Your HPR Benefits are deposited using the fixed increments pull-down menu into your account as their value and can be withdrawn at a later date.

1) After completing a party' and there are no more orders you wish to add to the party click the "process benefits" button.

2) You will see a screen allowing you to bank your benefits (see left). The party's value will be shown in the top box (1) the current account balance will be shown in the box below it (2) the (negative or positive) change to the party will be shown in the final text field (3).

3.) To deposit to your account select the benefit dollar amount from the dropdown menu (4) and click process (6).

4.) To withdraw from your account and apply the amount to your party select the amount from the withdraw drop-down (5) and select process (6).

5.) You will be taken to a screen with a receipt confirming the action (see right). Click the close button.

6.) Finally hit the "Process Benefits" button once again from there you will

Total Incentives: \$350.00
Banked Incentives: \$1000.00
This Party: \$-1000.00

Deposit:

Withdrawal:

Process

see a screen (see left) showing the updated totals. If you are happy with this, process the benefits by pressing the continue button at the bottom of the window.

Notes: Banked benefits are exclusively for HPR order and cannot be used for Hosts regardless of the HPR is also the host.

Depositing and withdrawing of benefits are tied to benefit levels (starting at \$300 and multiples of \$250 thereafter) it is not possible to bank partial benefit levels,

5. Order History

- 1) The Orders tab is used to view and manage the outgoing orders in your system. The Representative will have the ability to see the orders that have been placed on their site. The Distributor will be able to see, and manage the orders as they come in and as they go out.
- 2) Interface: in the middle, on the top of the page you will see a list of orders. This list includes the orders ID, the customer name, the parent of that customer, who the Hostess is, if it was a party, the total of the order, the status of the order, the shipping status, the source of the order, and the payment type. You can see more orders by using the filter options on the left side of the page. This is done by clicking on the filter you wish to change, (for example, changing “Today” to “This Week”). When you have selected the filter you wish to change, you can refresh your results by clicking the arrow that will appear at the heading of the filter you are changing, (for example, next to “Date”). You can also search for a specific order by using the search bar at the top right of the screen. You can search by Order , User ID, or Username. Searching for an order will display a different set of filters on the left side of the screen. These filters will apply specifically to the search you performed. You can also see more results by changing the amount of results displayed. This is located above the orders in a white drop down box. The number displayed there is how many results will be displayed.
- 3) When you double click on an order, you can view specific details of that order. Several tabs will display; including the Details tab, the Shipping tab, the Billing tab, the Order tab, and the Profit tab.
- 4) The Details tab is where you can see the basic details of the order. These include the order info such as date, User ID., email, etc. You can also see the Warehouse address, and Party info (if the order was placed at a party).
- 5) The Shipping tab is where you can view the basic shipping info for the order. You can also see the Tracking Number, if one was assigned.
- 6) The Billing tab is where you can see the Billing info for the user who placed the order. This includes the Payment info, and Billing address.
- 7) The Order tab is where you can see details for the order. You can see what items the user purchased, and how much they paid, with taxes and shipping included in the subtotals. This is also where you handle a return. By changing the drop down list next to each item in the order, you can handle returns, and exchanges for general reasons or because of defects.
- 8) The Profits tab is where you can view the profit made off of the order. The system calculates this based off of the Cost of the good, and the Retail price. Subtotals are displayed.

6. Customizing your Pages.

6.1 Making sure info is up to date.

The contact info on the Happenings page is all derived from your user information stored under your rep user. You can change this at any time and the changes will be reflected on the page on the rep site. The below table shows where exactly the My Happenings gets the information it displays from.

Mobile	Mobile number on Profile
Fax	Fax number on Profile
Email	Email address on Profile
Address	City, Province and Postal code from Billing address Profile
Side Picture	Picture box on Profile (idea size is 200px width by 300px height)

To change this information under the people tab double click on your name. Clicking the edit button on the bottom right-hand corner edit the details as you see fit, when done click the save button.

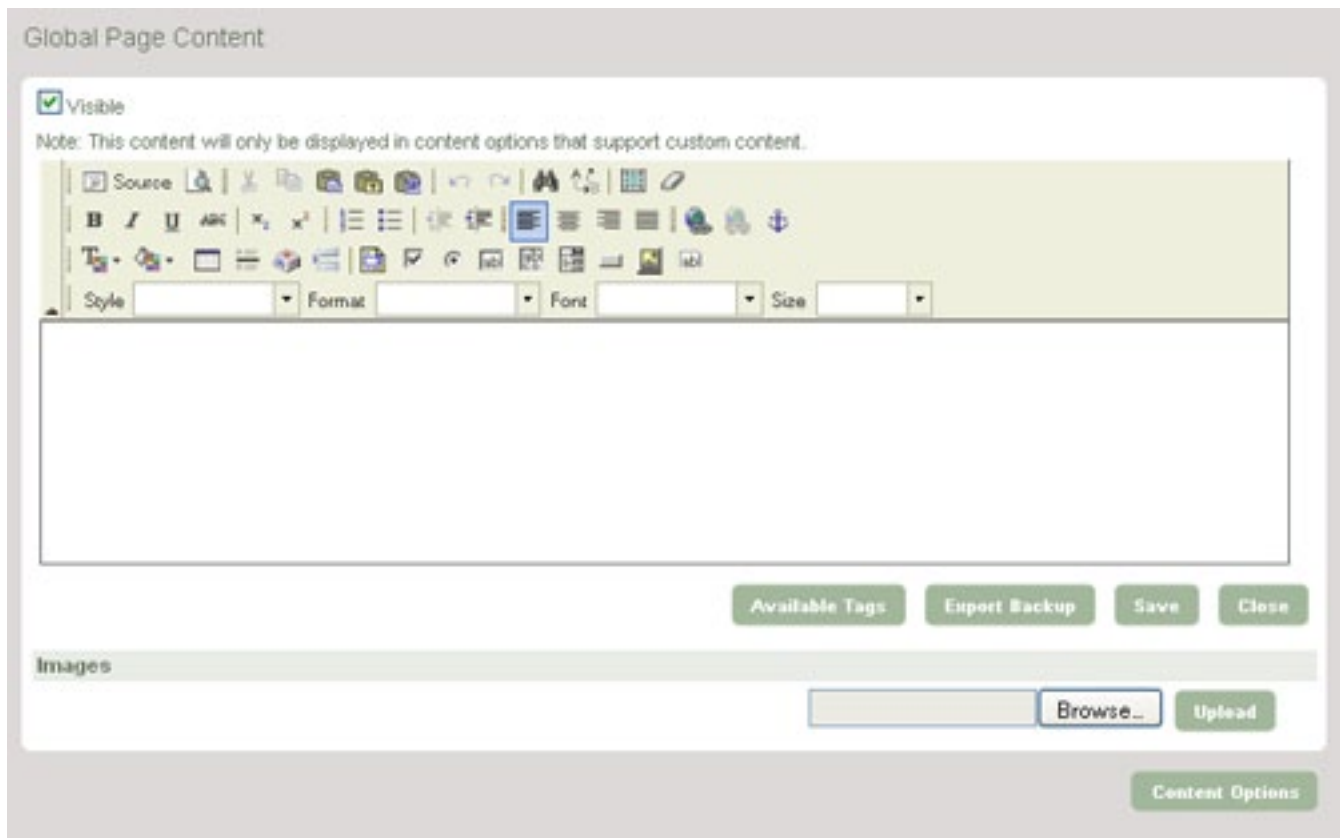
6.2 Adding other information.

Below all your contact information is a free space to add anything you chose. This can be news, a party listing, latest offers, etc. The upcoming events area accepts both HTML (clicking source button), plain text and a set of special tags.

To gain access to this on your back end page

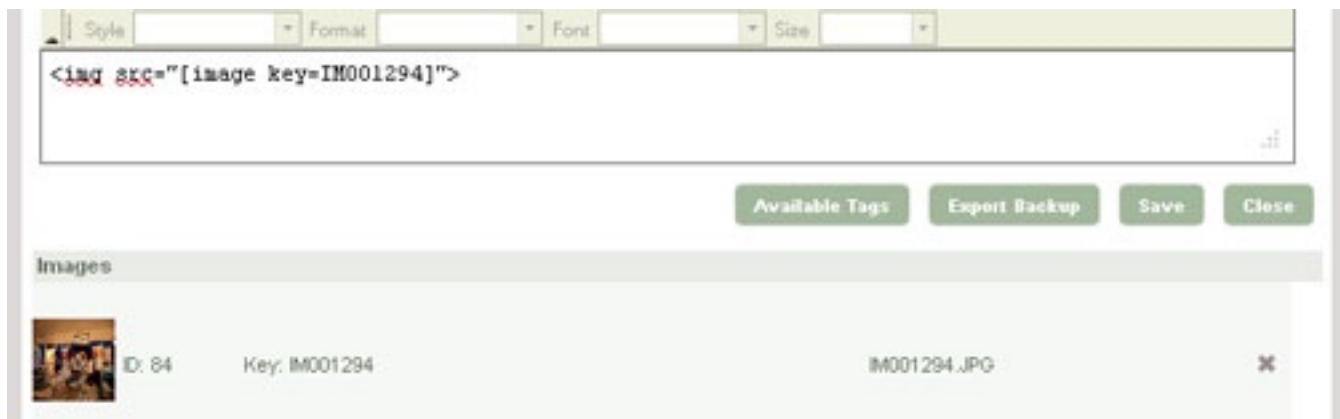
- 1) Click Admin.
- 2) On the left hand side under Corporate Pages Heading Click Representative Content.
- 3) You will see a list of current pages on your site. Click My Happenings and then click the Edit Page button.
- 4) This page will show the information portion of the page.
- 5) To get to the upcoming events part click Default Content.

In that box you can enter any text you wish and format it using the toolbar above. To use HTML you clicking the source button on the upper left hand corner of the editor will allow you to add tags.



6.3 Adding Images

- 1.) Follow the steps above to get to My Happenings events page editor.
- 2.) Clicking the browse button find the picture on your computer you wish to upload. Please make sure the image is a jpg, gif or png and is re sized to a reasonable size (no wider then 800 pixels).
- 3.) Click Upload
- 4.) When the image uploads make note of the third column labelled Key: name, this is how you will reference the image.
- 5.) Switch to Code view by clicking the Source button.
- 6.) Insert the code: `` where you wish to place the image.
- 7.) Replace key with the key you made note of in step 4.
- 8.) Click the Source button to re-enable the editor and continue editing and save when complete.



Troubleshooting:

1. The totals of the order I am entering do not add up.

The system uses cookies in order to store persistent session data such as the contents of the cart and your login information. On occasion this data can get corrupted or garbled, preventing the system from properly calculating the cart. In order to clear this problem you should clear these cookies.

WARNING: Clearing the cookies will log you out of the system and require you to log back in. If you have multiple tabs or windows open doing other orders on the site, save what you are doing before attempting.

Internet Explorer 9

- ▶ Open Internet explorer window
- ▶ Click the “Tools” button
- ▶ Point to “safety” and then click “delete browsing history”
- ▶ Tick the “cookies” box, then click “delete”

Google Chrome

- ▶ Click on the “Tools” menu and select “Options”.
- ▶ Click the “Under the Bonnet” tab, locate the “Privacy” section and click the “Clear browsing data” button. Select “Delete cookies and other site data” to delete all cookies from the list (alternatively, you can remove all cookies created within a specific time period by selecting the period you want from the dropdown list).
- ▶ Select “Clear browsing history” to delete traces of which websites you’ve visited.
- ▶ Select “Clear download history” to delete records of which files and programs you’ve downloaded.
- ▶ Select “Empty the cache” to delete cached website pages.
- ▶ You can also delete saved passwords (which log you into websites) and saved form data (such as your name and address).
- ▶ Then click on the “Clear browsing data” button.
- ▶ Click on the Close button when you’ve finished.

Mozilla Firefox

- ▶ Click on Tools, then Options (or Edit | Preferences on Linux)
- ▶ Select Privacy
- ▶ In the Cookies panel, click on Show Cookies
- ▶ To remove a single cookie click on the entry in the list and click on the Remove Cookie button
- ▶ To remove all cookies click on the Remove All Cookies button

Safari (MacOS X)

- ▶ Choose Preferences from Safari menu
- ▶ Select Security icon
- ▶ Press Show Cookies button
- ▶ Select the Cookies to be deleted from the list
- ▶ Press Delete button

2. Where are all my kits? (Not all my kits are showing up)

When you are first entered into the system we set up your kits according to our master rep list. Occasionally the rep list may have small mistakes or be out of date. If you don't see a kit you are entitled to don't worry, we messed up. Send us an email and we will do our best to fix it ASAP.

Notes:

[illegible]