

The background of the page features several overlapping, swirling lines in various shades of blue, creating a dynamic and fluid visual effect. The lines are thicker in some areas and thinner in others, giving a sense of movement and depth.

ergo

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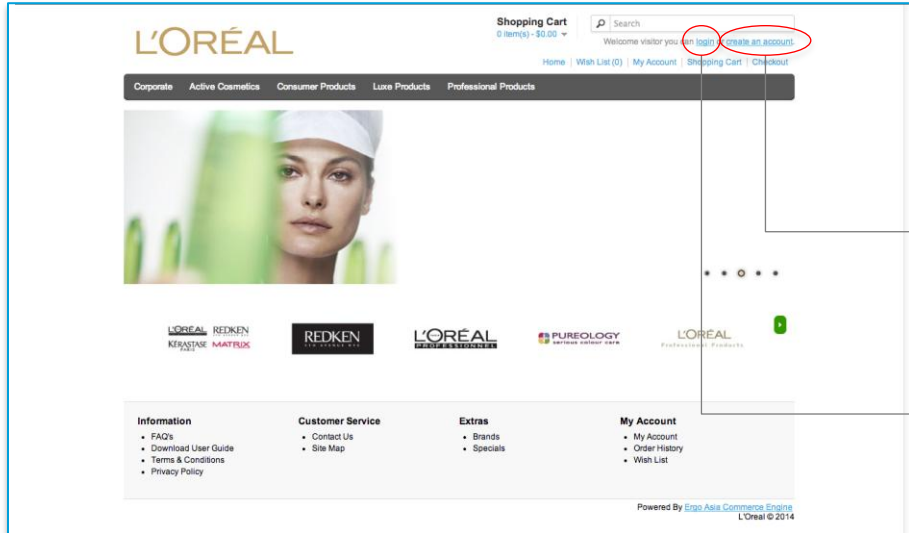
ergo

L'Oreal Online Store – User Guide

General Rules

- Please direct any technical questions or enquiries to loreal.support@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 Chrome and Firefox.

Accessing the Online Store and New User Registration



From your browser go to:

<http://lorealcommerce.ergoasia.com/lorealstore>

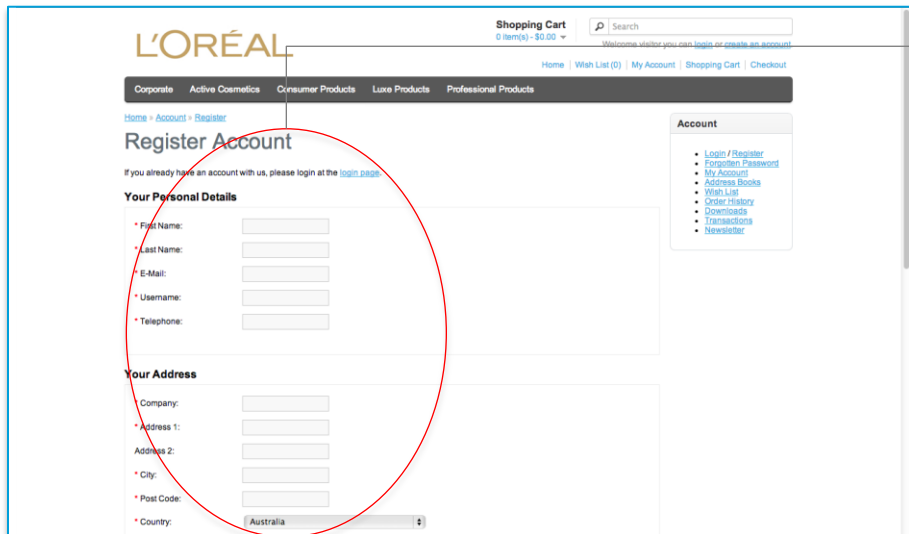
Add this URL to MY LINKS on your home page.

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 email address is your username



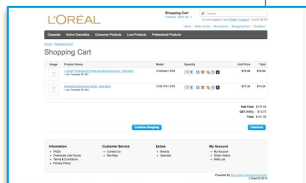
NEW USERS ONLY

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.

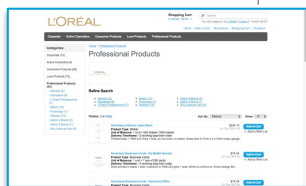
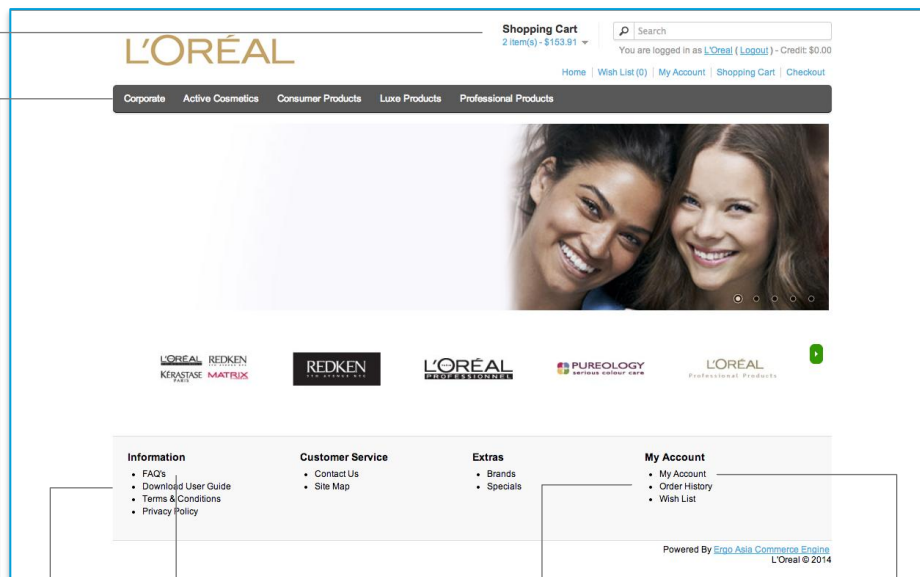
L'Oreal Storefront

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.



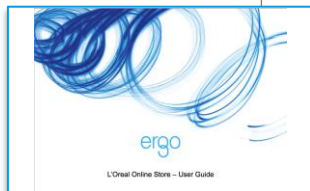
Shopping Cart
Quickly access your active shopping cart by clicking the link.

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.



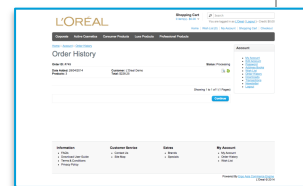
User Manual

Click this link to download a copy of this user Manual



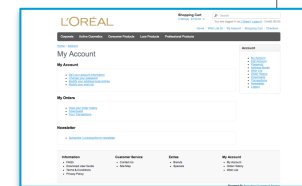
Frequently Asked Questions

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

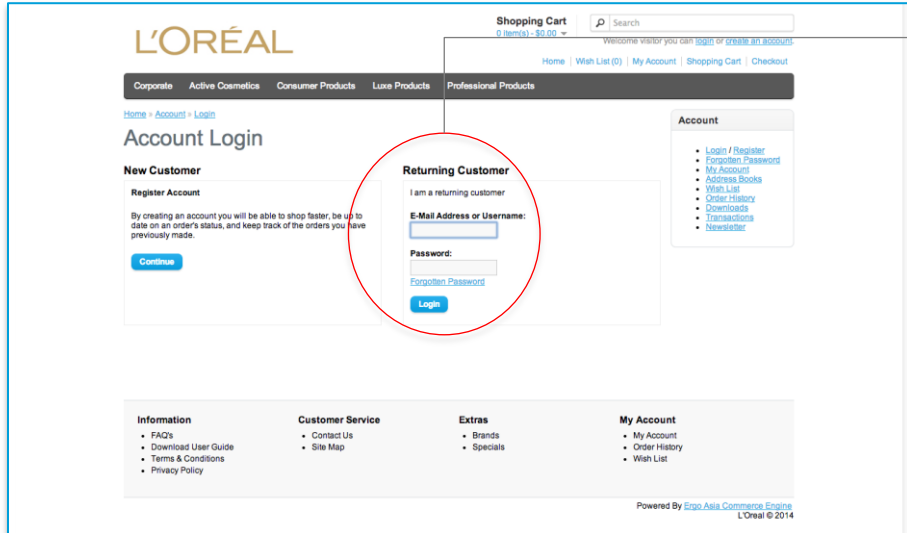
This is a quick link to your order history. Close the window to return to the landing page if required.



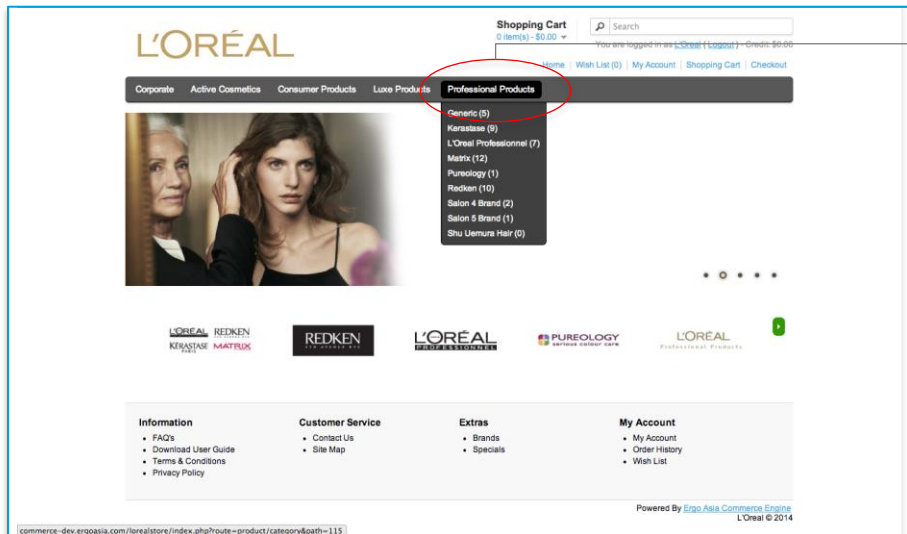
My Account

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



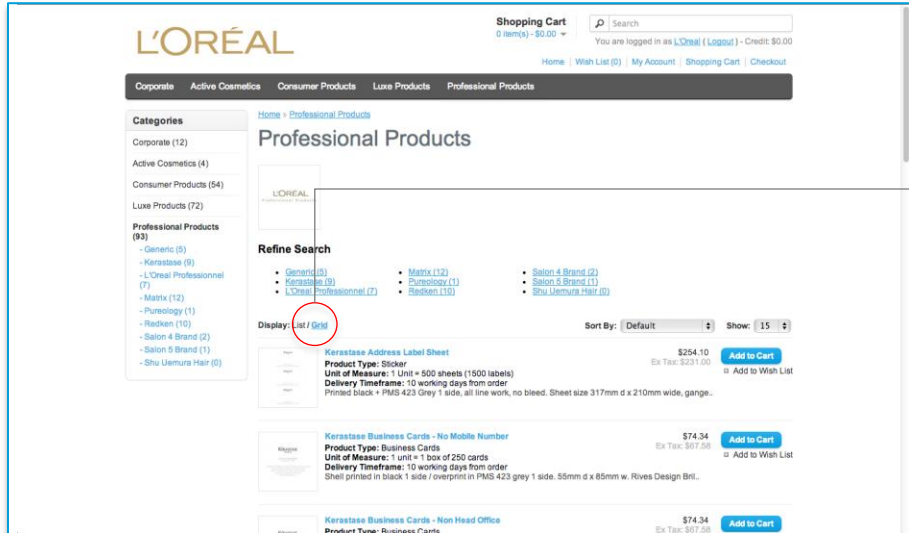
Existing users can log into the system by entering the appropriate details



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

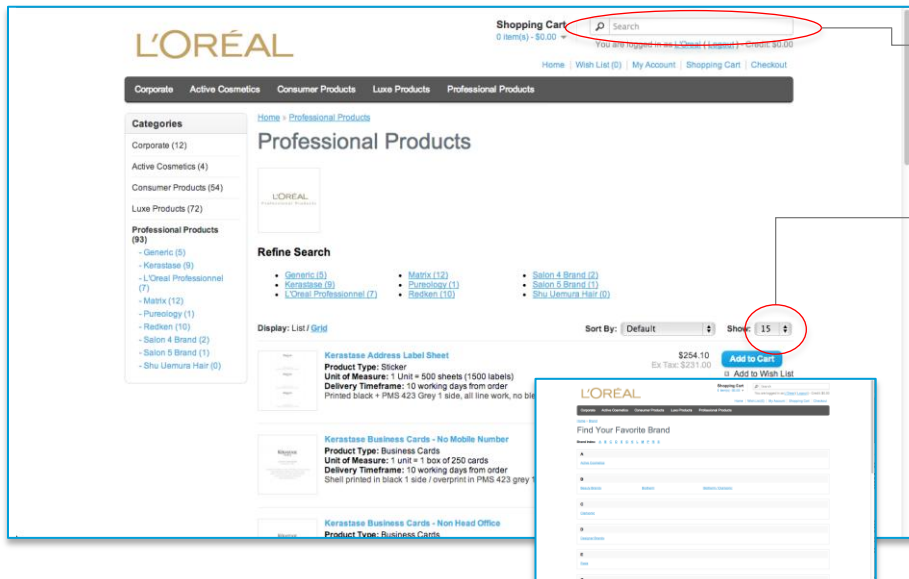
NOTE: The process is the same for all items.

Searching for products



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

NOTE: To switch the view between List and Grid, click the preferred view style

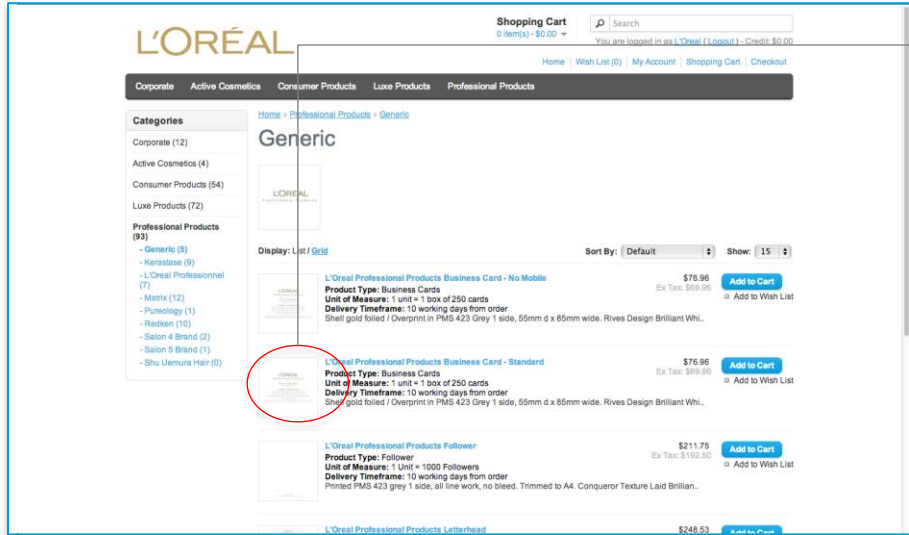


You can also find products using the search functionality within the Store. If you know the name of the product you are looking for, type the name into the **search field**. Click the magnifying glass to display the required product.

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

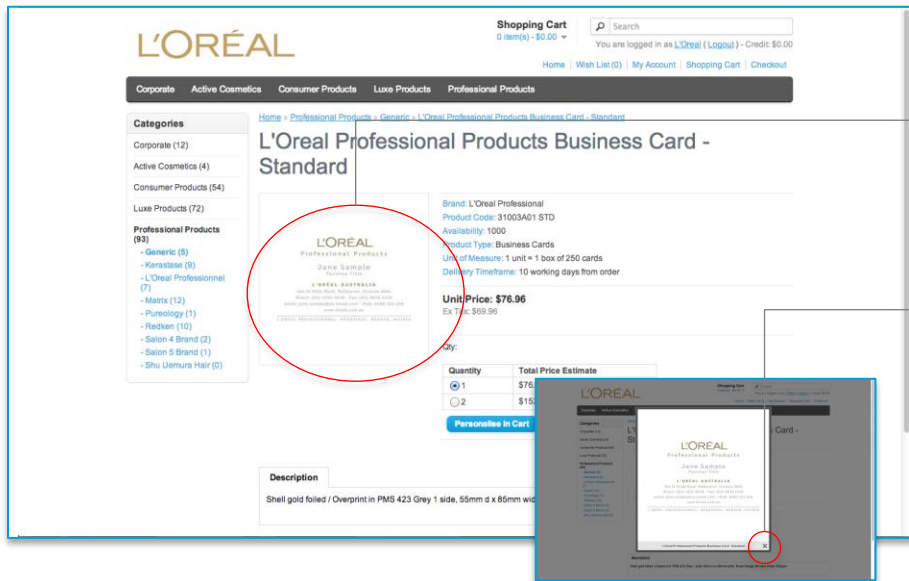
You may like to search by Brand. You can do this by clicking on the **Brand** link in the footer at the bottom of the page.

Customising Products



Locate the product you wish to order.

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

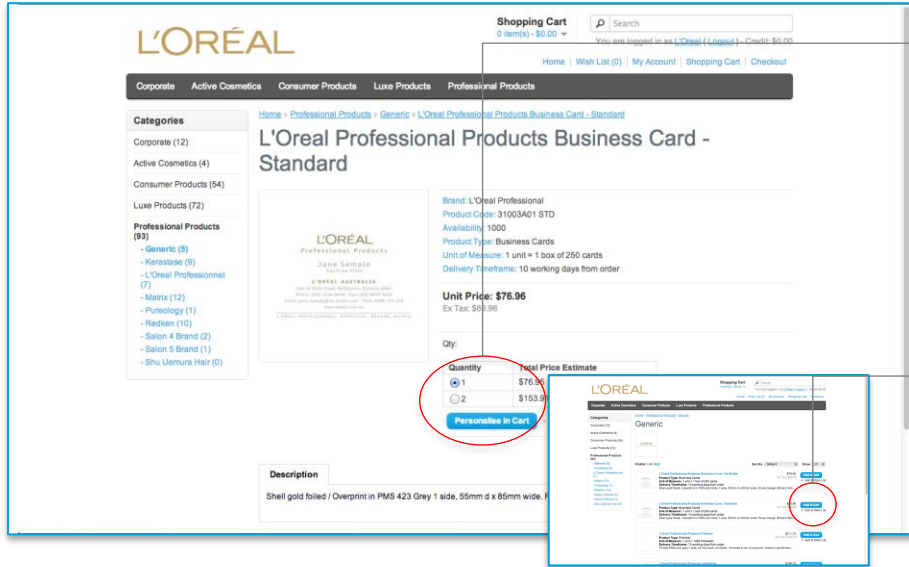


Here you can review the product information

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

A pop up will open in your web browser. Click the close button to close the pop up and continue with your order.

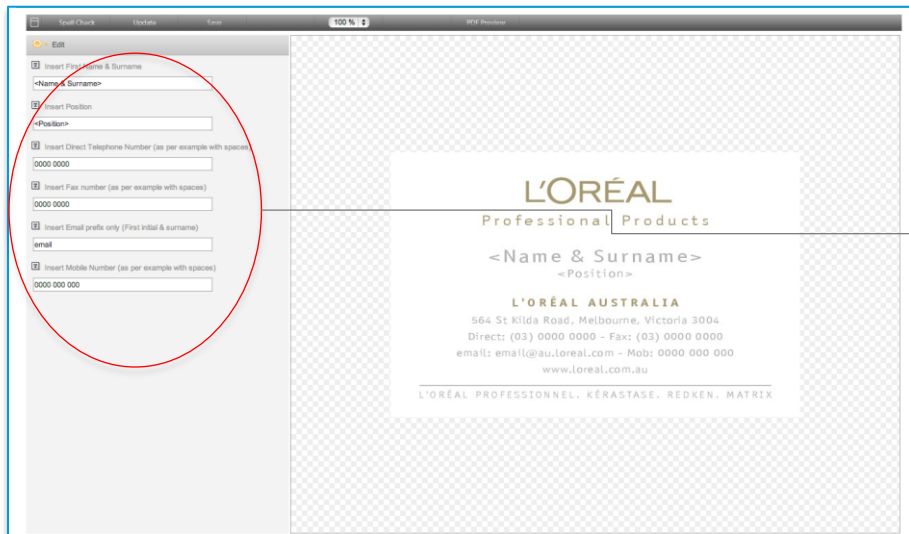
Customised Products



Select the Quantity you require and click the **Personalise in Cart** button

NOTE: Ensure the Unit of Measure is checked before selecting your ordering quantity.

If you have searched for a product and located it through the Category / 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.

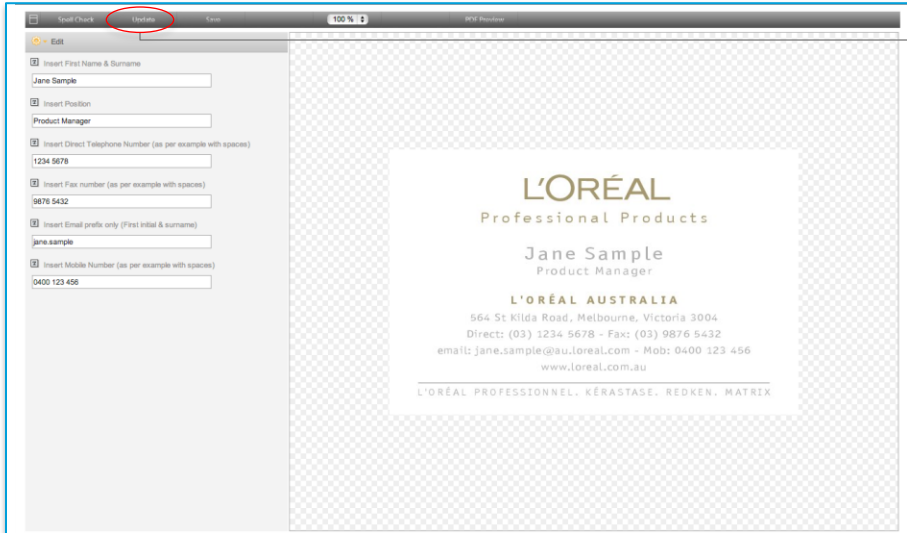


Another window will open in your web browser.

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.

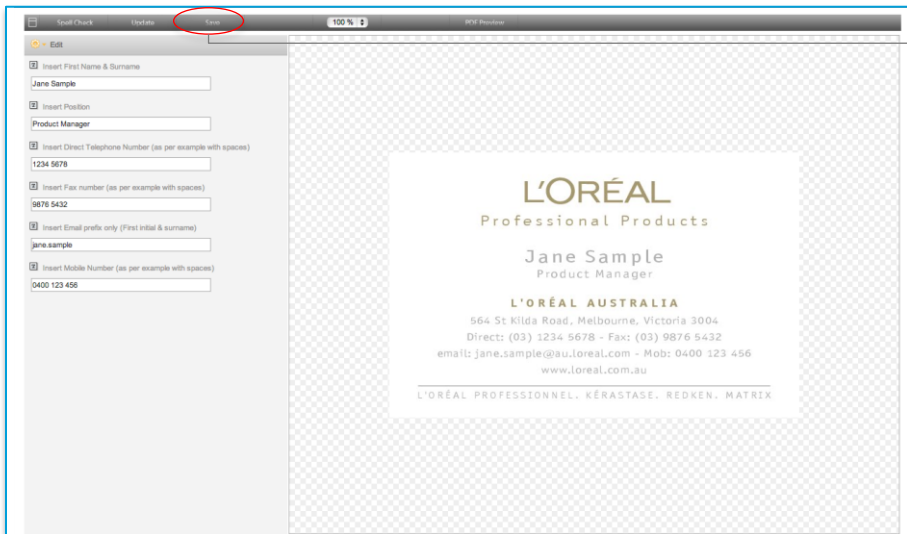
NOTE: Be sure to scroll to the bottom of the customisation pane, to ensure no selection or manual entry fields are missed.



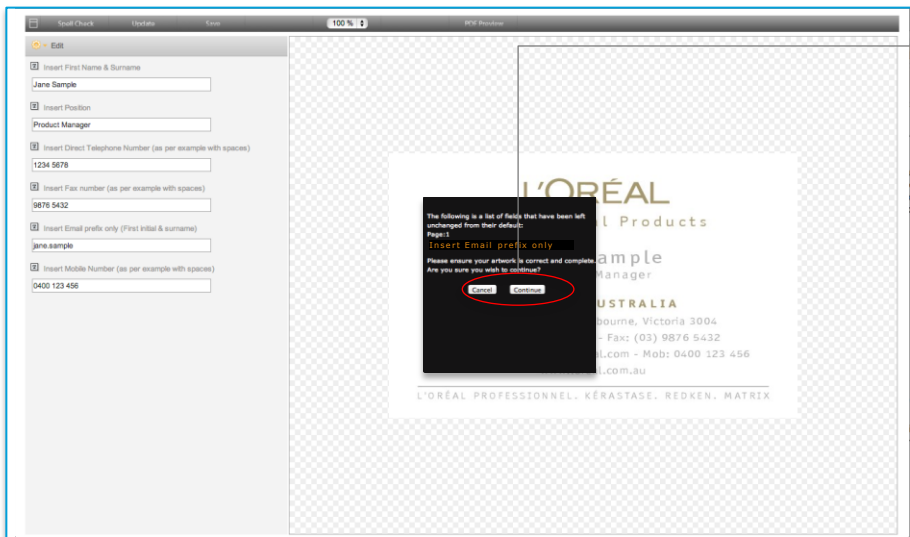
Click the **update** button.

The information you entered will display on the template.

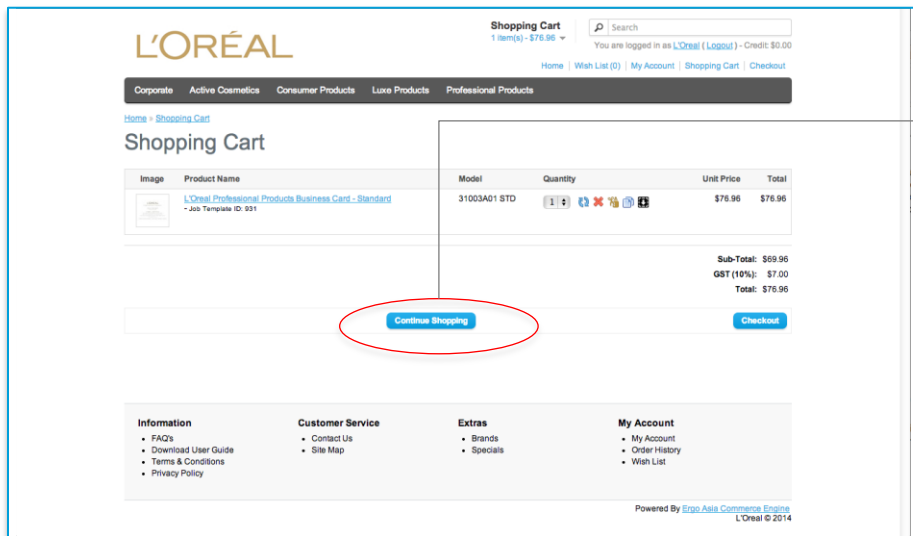
If you have made a mistake, or want to change the information entered, re-enter the information in the template edit pane and click update to preview your item.



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



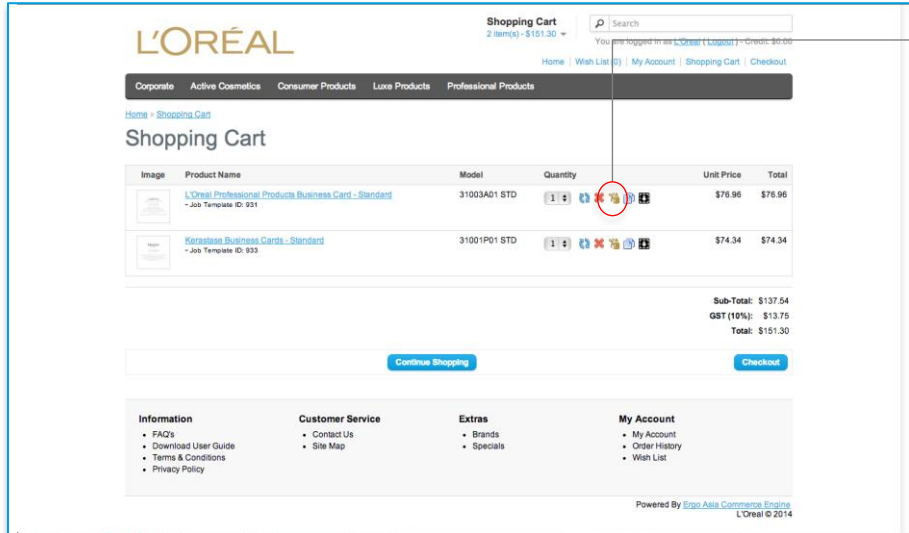
A prompt may appear asking you to ensure all fields are checked and filled out. You will not fill out all fields on each template, so double check that you have filled out the fields you want customised and then click **continue**.



You will be returned to the online store.
From here, navigate to find additional product to add to your cart. You can add multiple items to your cart.

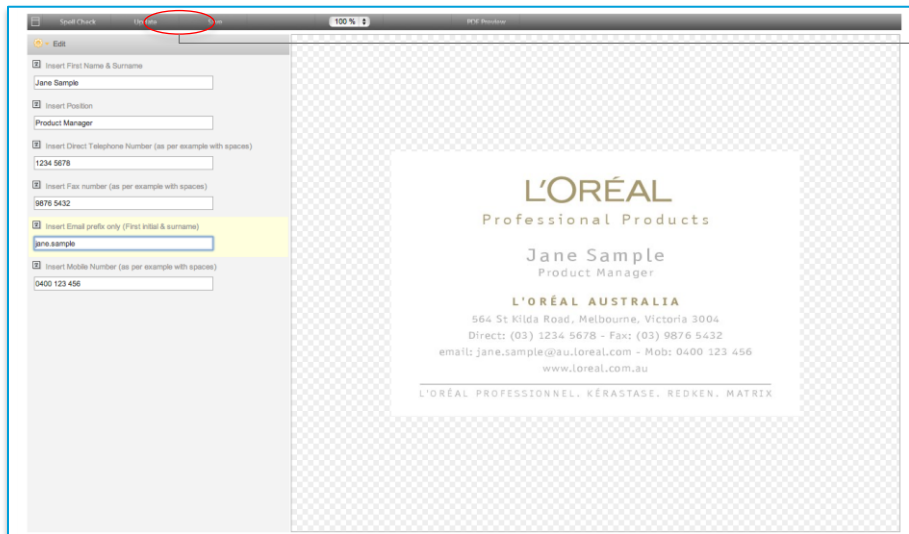
NOTE: It is possible to log out of the system with items in your cart and return at a later date to place the order against those items. All items will remain in your cart until such time as you decide to checkout.

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**.

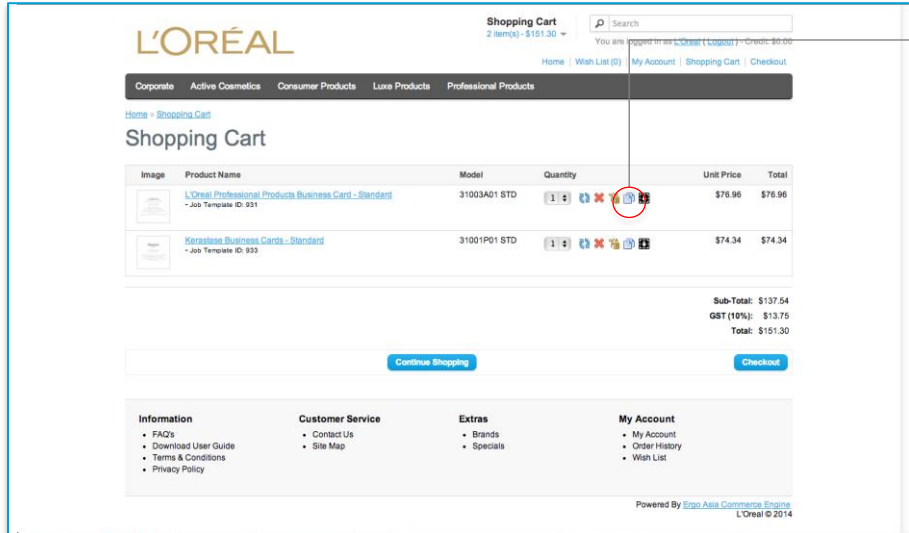
NOTE: Only complete this activity if you want to **CHECK** a customised template in your cart.



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

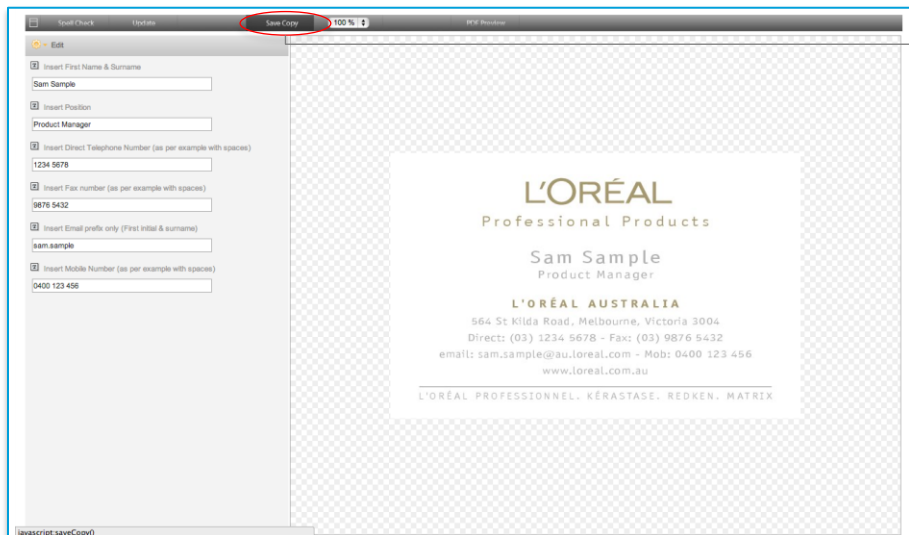
You will be returned to your shopping cart.

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.



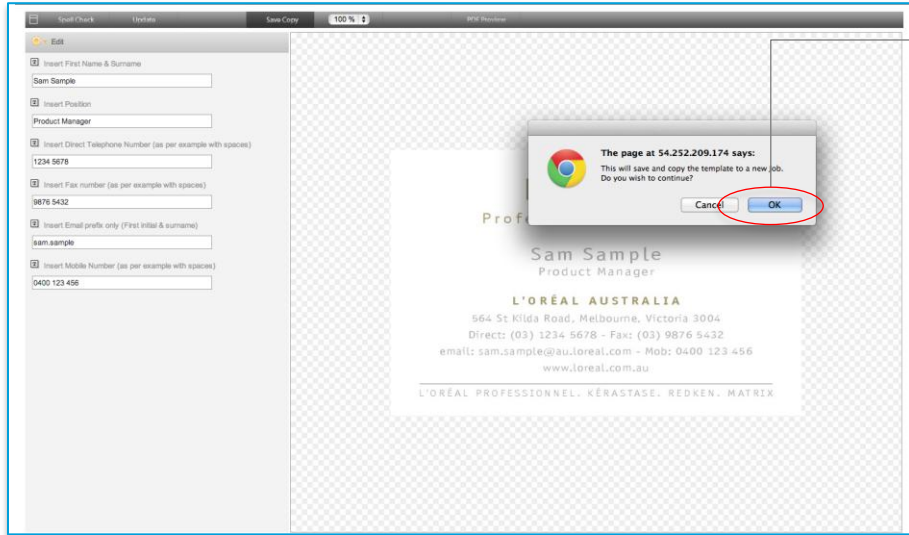
Your template will open with the previous customisations already on it.

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

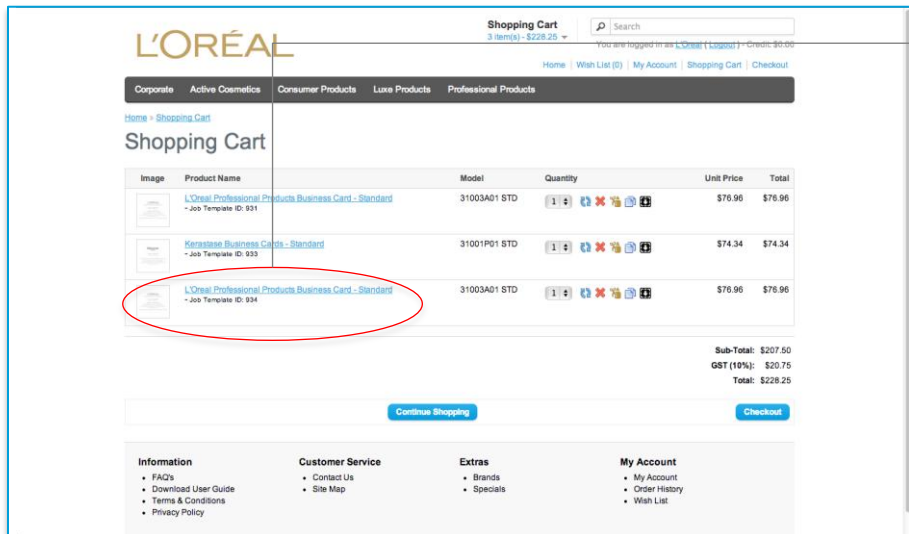
Once happy with the layout, click the **Save copy** button

You will be returned to your shopping cart.

Creating alternate versions of customised products in the cart

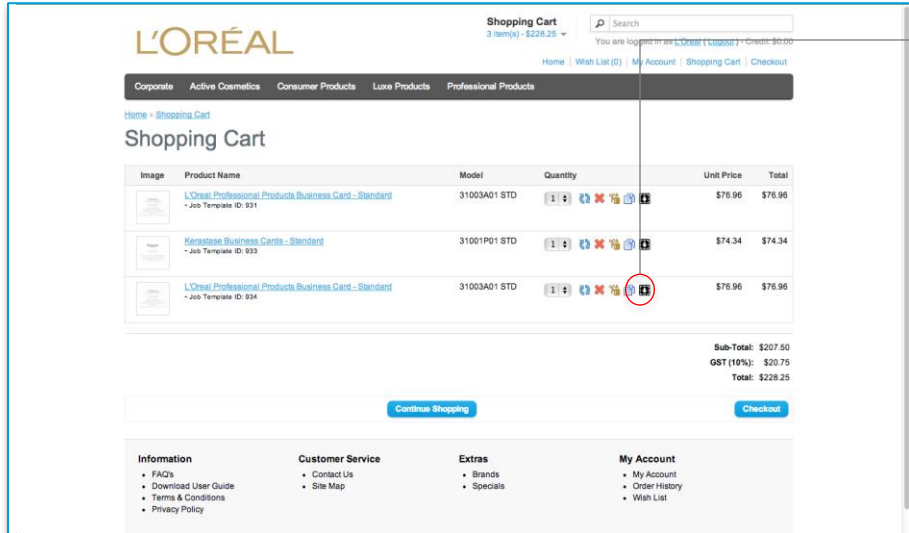


Click **ok** to continue with your copied product



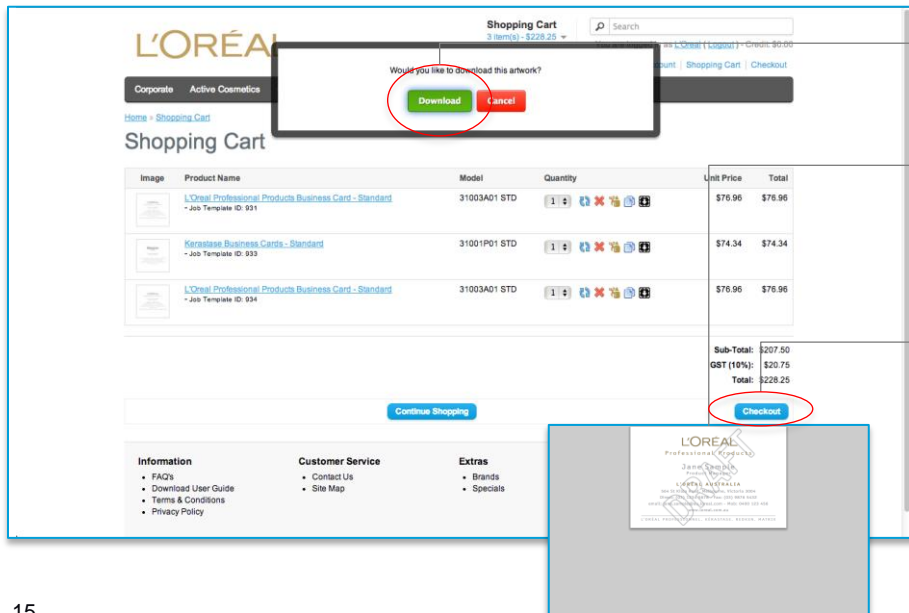
Your product will appear as a copy in your cart.

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.

NOTE: All downloaded artwork has a 'Draft' watermark built in to prevent downloading of files and printing. This cannot be removed.

Then proceed to checkout.

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.

Checkout

Shopping Cart
3 item(s) - \$228.25

Search

You are logged in as L'Oréal (Logout) - Credit: \$0.00

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

Corporate Active Cosmetics Consumer Products Luxe Products Professional Products

Home > Shopping Cart > Checkout

Checkout

Step 1: Checkout Options

Step 2: Billing Details

* First Name:

* Last Name:

Company:

* Address 1:

Address 2:

* City:

* Post Code:

* Country:

* Region / State:

Step 3: Delivery Details

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.

NOTE: After you enter an address the first time it is retained in the system for ongoing use. If you have previously entered a billing address, you will need to **select** the address that is displayed before proceeding or select **I want to use a new address**

Click **continue**

Shopping Cart
3 item(s) - \$228.25

Search

You are logged in as L'Oréal (Logout) - Credit: \$0.00

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

Corporate Active Cosmetics Consumer Products Luxe Products Professional Products

Home > Shopping Cart > Checkout

Checkout

Step 1: Checkout Options

Step 2: Billing Details [Modify >](#)

Step 3: Delivery Details

I want to use an existing address

Jane Sample, 564 St Kilda Road, Melbourne, Victoria, Australia

I want to use a new address

Step 4: Delivery Method

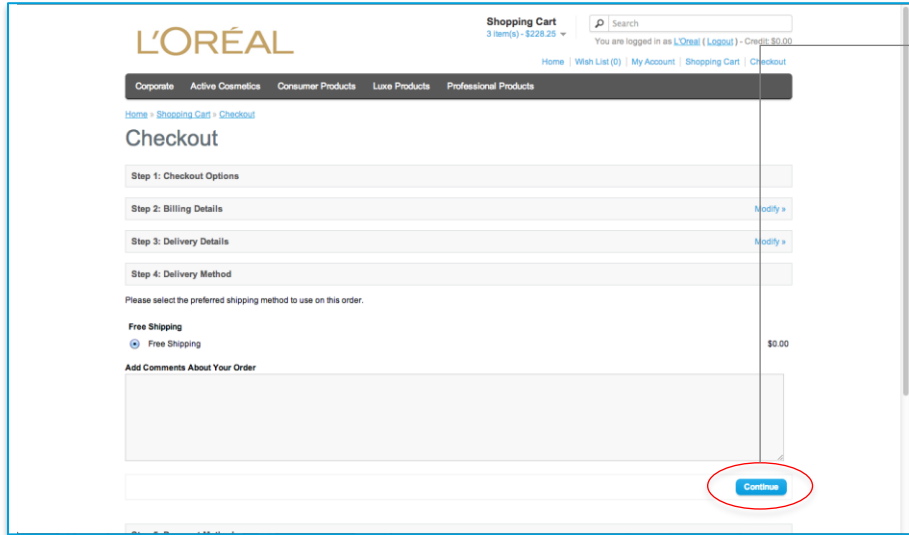
Step 5: Payment Method

Step 6: Confirm Order

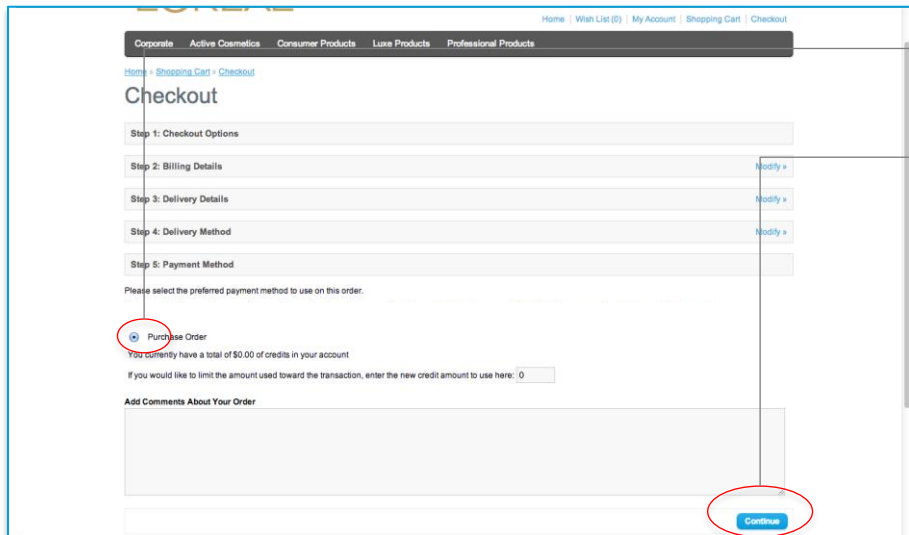
You will arrive at the Delivery details on the Checkout page. If you have not yet provided a delivery address you will need to enter one by clicking **I want to use a new address**. If you have previously entered a billing address, you will need to **select** the address that is displayed before proceeding.

Click **continue**

Checkout

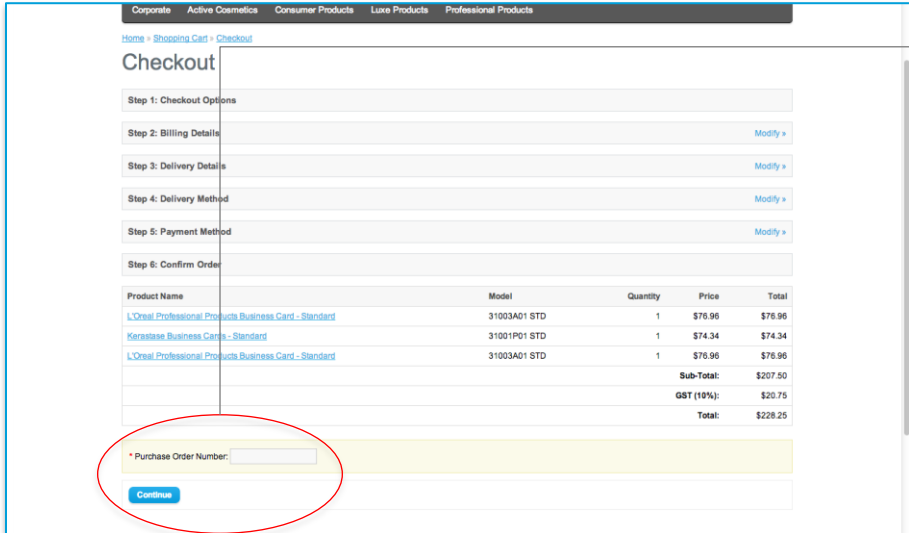


The Delivery method is defaulted to Free Shipping on the Checkout page. Click **continue**.



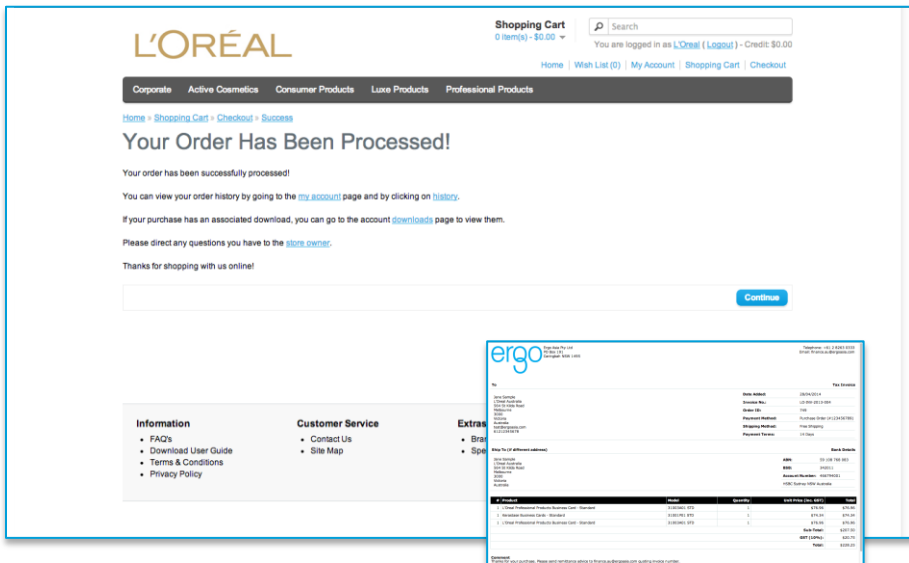
The Payment method is defaulted to Purchase Order on the Checkout page.

IMPORTANT: A valid L'Oreal PO needs to be raised. The PO number is required to be entered at the next step, to allow your order to proceed to the supplier.



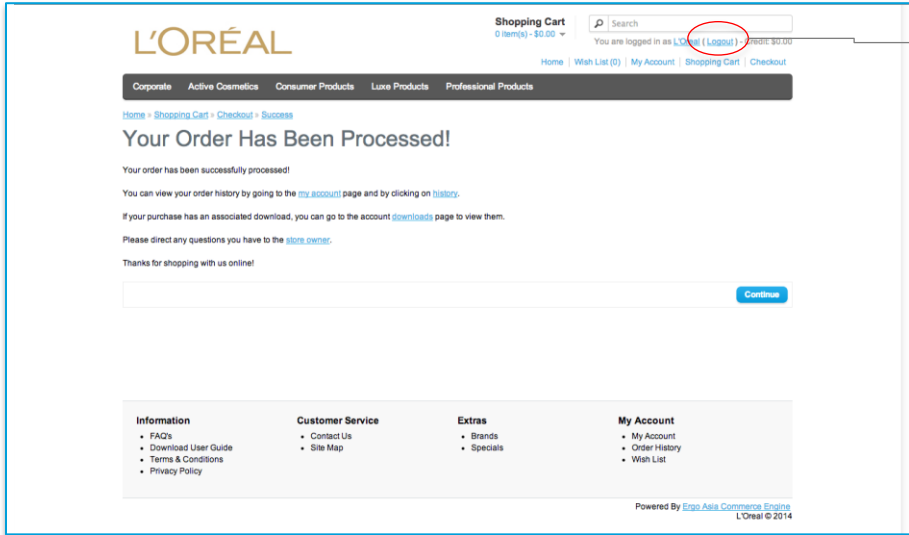
The order details will appear. If you are happy with your order, **enter the Purchase Order number**. Then click **Continue**.

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



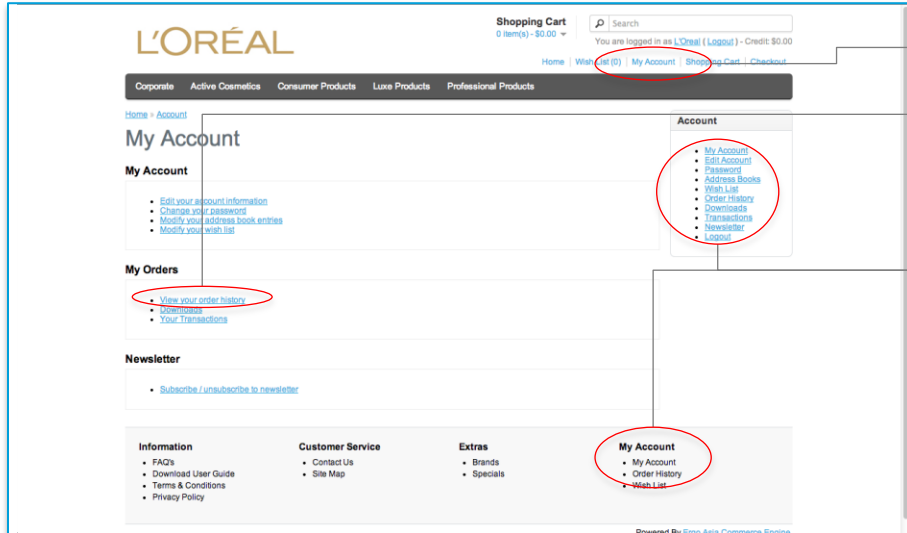
An order confirmation appears on screen, and you will receive an email containing your order details.

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



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

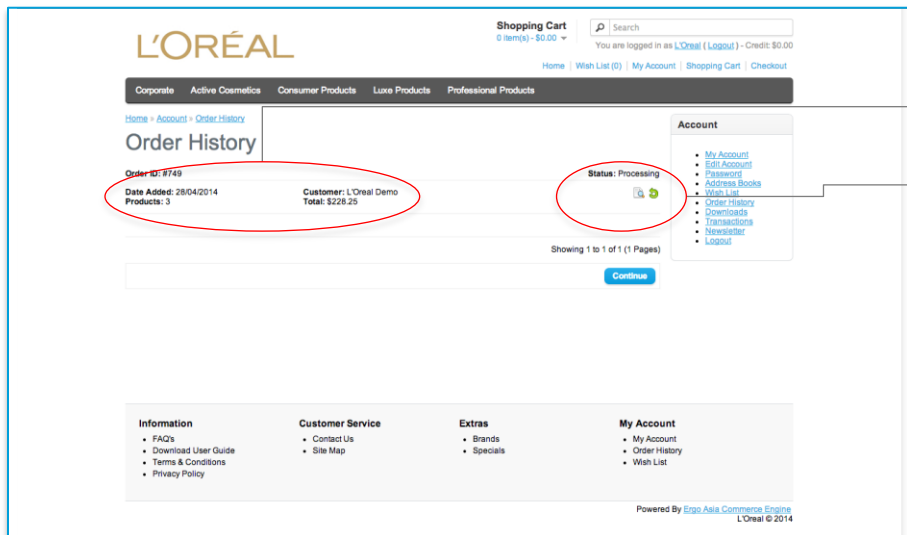
Reviewing Your Orders



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 along with the total value
Order Date, Order ID and Number of items

Status

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

L'ORÉAL Shopping Cart 0 items - \$0.00

You are logged in as L'Oréal (Logout) - Credits: \$0.00

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

Corporate Active Cosmetics Consumer Products Luxe Products Professional Products

Home > Account > Order History

Order History

Order ID: #749 Status: Processing

Date Added: 28/04/2014 Customer: L'Oréal Demo

Products: 3 Total: \$228.25

Showing 1 to 1 of 1 (1 Pages)

[Continue](#)

Information

- FAQs
- Download User Guide
- Terms & Conditions
- Privacy Policy

Customer Service

- Contact Us
- Site Map

Extras

- Brands
- Specials

My Account

- My Account
- Order History
- Wish List

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

Order Details

Invoice No.: LD-INV-2013-004
Order ID: #749
Date Added: 28/04/2014

Payment Method: Purchase Order (#123456789)
Shipping Method: Free Shipping

Payment Address

Jane Sample
L'Oréal Australia
664 St Kilda Road
Melbourne
3000
Victoria
Australia

Shipping Address

Jane Sample
L'Oréal Australia
664 St Kilda Road
Melbourne
3000
Victoria
Australia

Product Name	Model	Quantity	Price	Total
L'Oréal Professional Products Business Card - Standard	31003A01 STD	1	\$76.96	\$76.96
Karastase Business Cards - Standard	31001P01 STD	1	\$74.34	\$74.34
L'Oréal Professional Products Business Card - Standard	31003A01 STD	1	\$76.96	\$76.96
Sub-Total:				\$207.50
GST (10%):				\$20.75
Total:				\$228.25

Order Comments

Purchase Order Number: 123456789

Order History

Date Added	Status	Comment
28/04/2014	Pending	Purchase Order Number: 123456789

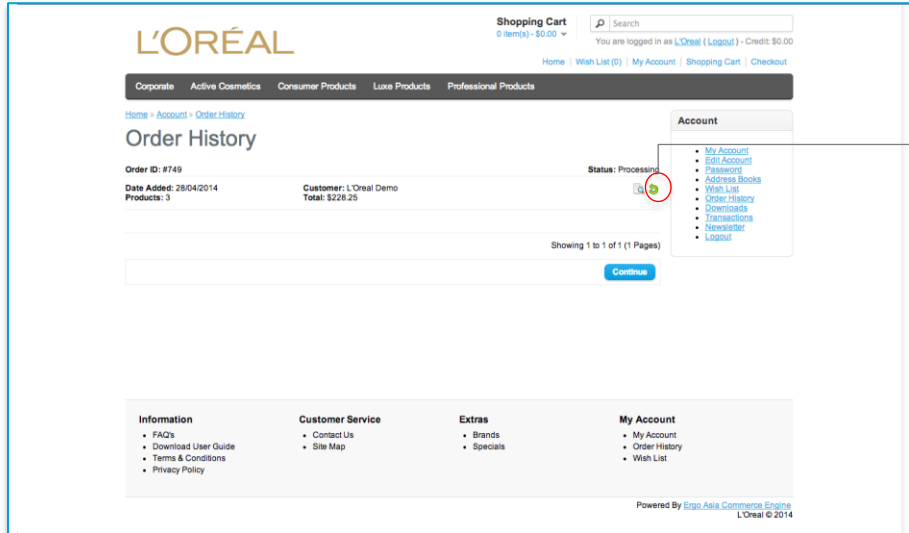
[Continue](#)

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Order details are displayed.

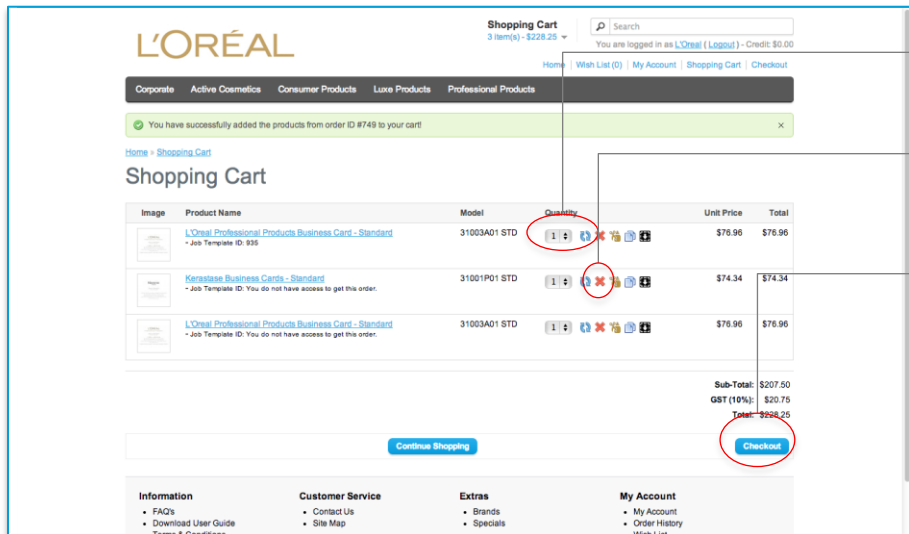
Click **continue** to return the order history list.

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.

Home > Shopping Cart > Checkout

Checkout

Step 1: Checkout Options

Step 2: Billing Details [Modify >](#)

Step 3: Delivery Details [Modify >](#)

Step 4: Delivery Method [Modify >](#)

Step 5: Payment Method [Modify >](#)

Step 6: Confirm Order

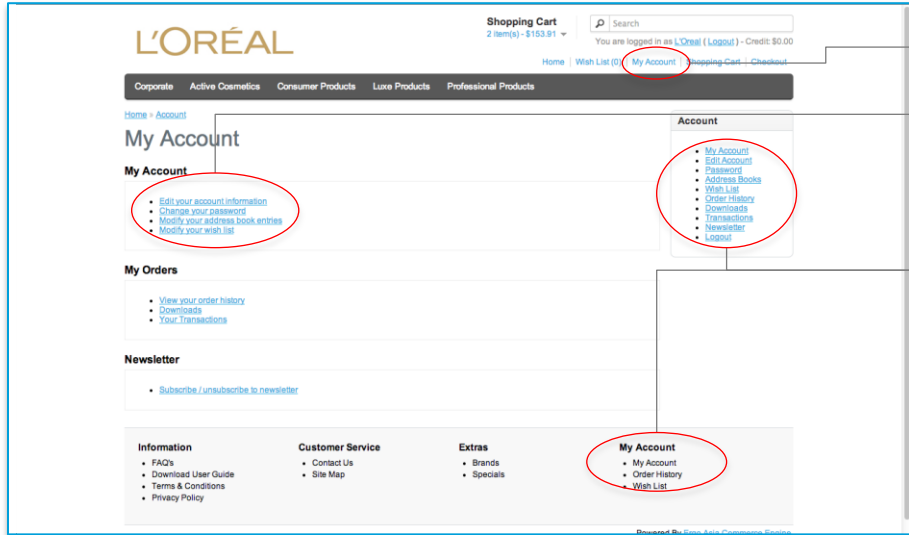
Product Name	Model	Quantity	Price	Total
L'Oreal Professional Products Business Card - Standard	31003A01 STD	1	\$76.96	\$76.96
L'Oreal Professional Products Business Card - Standard	31003A01 STD	1	\$76.96	\$76.96
Sub-Total:				\$139.92
GST (10%):				\$13.99
Total:				\$153.91

* Purchase Order Number:

[Continue](#)

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

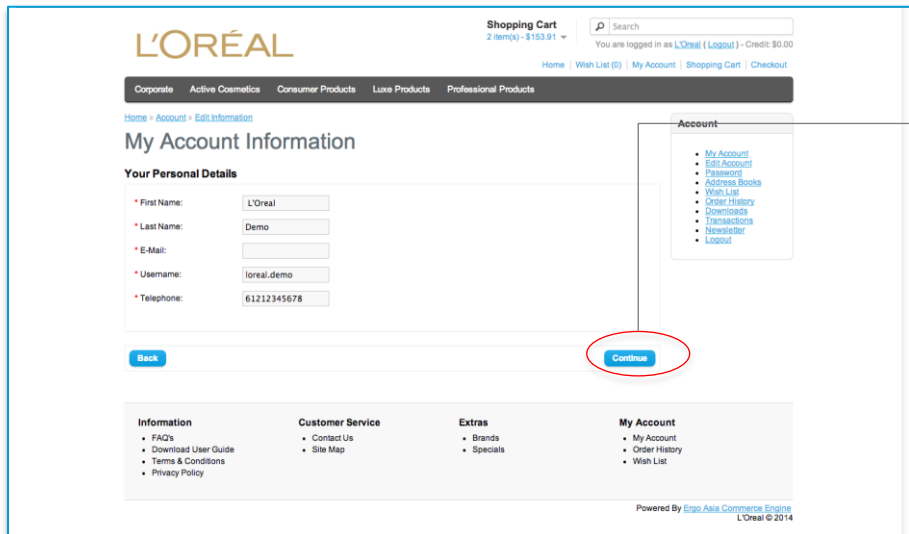
Change Your Personal Details



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.