



**AEG Pro Forma 2.1**

**User Manual**

March 2013

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## **1 AEG Pro Forma v2.1 summary of changes**

- Introduction of consignment orders

## **2 AEG Pro forma**

The AEG Pro forma consists of:

1. An order placing area
2. An admin area

## **3 Site user roles**

1. Store sales staff
2. Store administrator

## 4 Logging in

The first step to accessing the AEG Pro Forma is logging in to Trade connect with the store based log in.

Website address	<a href="http://trade.electrolux.com.au/aegproforma">http://trade.electrolux.com.au/aegproforma</a>
Store username	Supplied separately
Admin username	Supplied separately

To login to the system, enter your user name and password in the required fields when you visit the address.

Once inside Trade Connect the store will be able to access a button in the header navigation AEG Pro Forma that will link you to the pro forma site.

## 5 Navigation

Once inside the AEG Pro Forma the following items will be available.

The screenshot shows the AEG Pro Forma website interface. At the top right, there is a navigation bar with 'AEG' and 'External sites' (callout 1). Below this, there are buttons for 'Admin', 'Promotions', and 'Logout' (callout 2). A progress bar indicates the current step: '1 Select Product' (callout 3), '2 Order Details', '3 Review & Submit', and '4 Order Confirmation'. The main content area is titled 'Welcome to the AEG Pro forma' and includes a search section (callout 4) with 'Search Products (All Products)' and 'Advanced Search' (callout 5). The search section includes input fields for 'Search by model number', 'Search by keyword', 'Main Category', and 'Search by cut out size (flush fit only)'. There are also 'Postcode Check' (callout 7) and 'Shopping Cart' (callout 8) sections. At the bottom, there is a 'Retrieve a quote' section (callout 6) and a 'Did you know?' section.

1. **Access to Trade Connect** via the External sites button
2. **Access to Admin pages, promotions and logout button.** Admin section contains: Find order, Sales reports, User manual and Store Admin.

3. **Ordering process menu.** Represents the step of the ordering process.
4. **Keyword and model number search.** Allows the user to search by model name or keyword.
5. **Advanced search.** Allows the user to search by category or cut out dimensions.
6. **Retrieve a quote:** Allows the user to retrieve a past quote made in that store.
7. **Postcode check.** Allows the user if customer's postcode can be delivered to.
8. **Shopping cart**

## 6 Types of orders

There are three types of orders available:

1. 'Stock required from AEG' type of order. This is a regular order that is sent to AEG for processing and fulfillment;
2. 'Consignment SOH' type of order. This is an order that requires a product to be physically at the store and the store fulfills the order;
3. Mixed order. This is a situation when a customer buys a mix of regular and consignment products.

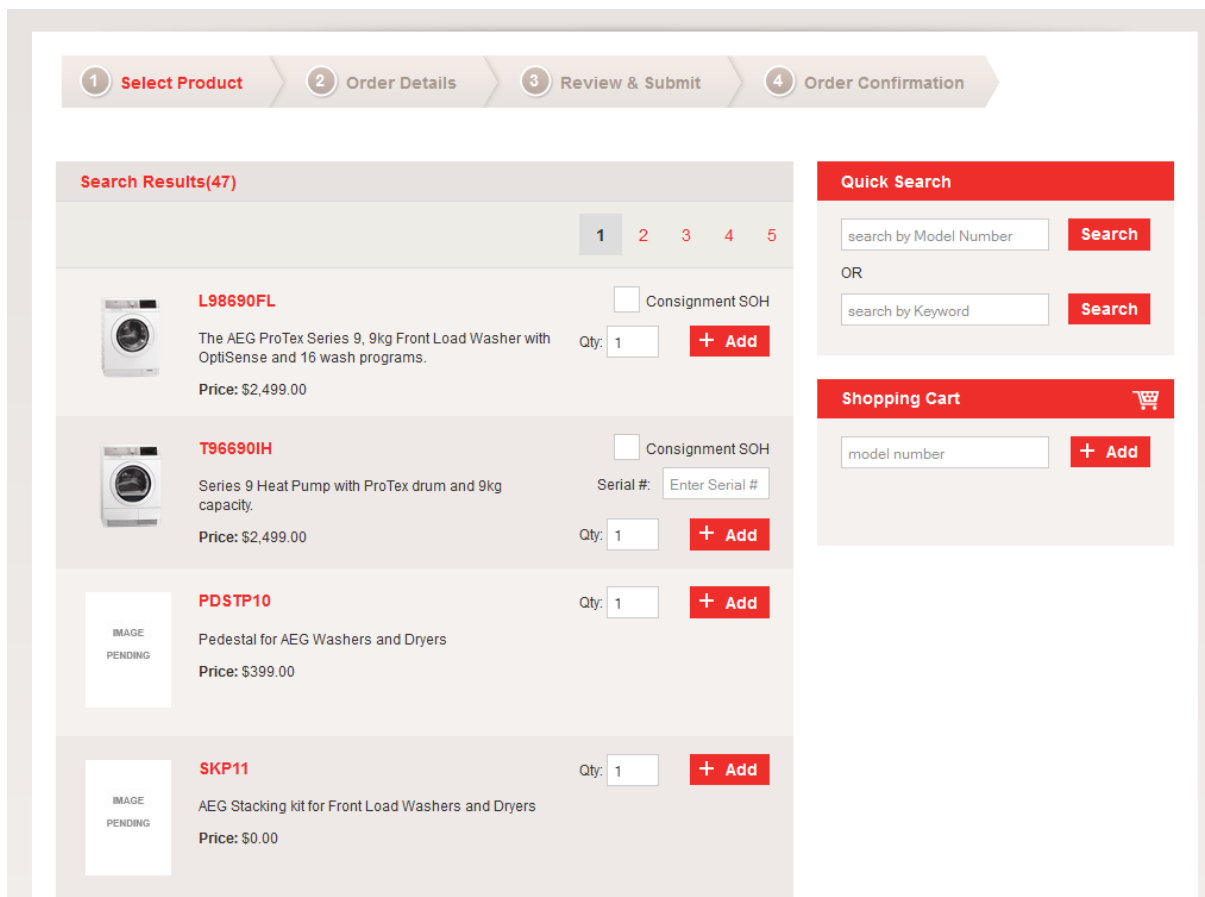


## 7 Processing regular order

### 7.1 Adding products to a shopping cart

#### 7.1.1 Searching for products and adding products from the search results screen.

Add products from the search result page using quantity field and the Add button e.g. enter '2' in the Qty field beside model number and press 'Add'.



The screenshot displays the AEG website's search results interface. At the top, a navigation bar shows four steps: 1. Select Product (active), 2. Order Details, 3. Review & Submit, and 4. Order Confirmation. The main content area is titled "Search Results(47)" and features a pagination control with numbers 1 through 5. Below this, four product listings are shown, each with a product image, model number, description, price, and a quantity field with an "Add" button.

Model Number	Description	Price	Quantity	Action
L98690FL	The AEG ProTex Series 9, 9kg Front Load Washer with OptiSense and 16 wash programs.	\$2,499.00	1	+ Add
T96690IH	Series 9 Heat Pump with ProTex drum and 9kg capacity.	\$2,499.00	1	+ Add
PDSTP10	Pedestal for AEG Washers and Dryers	\$399.00	1	+ Add
SKP11	AEG Stacking kit for Front Load Washers and Dryers	\$0.00	1	+ Add


On the right side of the page, there is a "Quick Search" section with two search options: "search by Model Number" and "search by Keyword", each with a "Search" button. Below that is a "Shopping Cart" section with a "model number" input field and a "+ Add" button.

### 7.1.2 From an individual product page

Search for a product and click on the model number. This opens a page with the product details. Adjust the quantity if needed and click on the Add button.

1 **Select Product**
2 Order Details
3 Review & Submit
4 Order Confirmation

**Detailed View**



**L98690FL**

The AEG ProTex Series 9, 9kg Front Load Washer with OptiSense and 16 wash programs.

Price (inc. GST): AUS \$2,499.00  
 Promotion: No  
 Limited Distribution: No  
 Availability: **8 in stock**

Consignment SOH

Qty:  + Add

**FactSheet**

**Features** -

- 16 wash programmes
- XXL door
- Large LCD control panel with stainless steel inlay
- Inverter motor

**Benefits** +

**Specification** +

**Brochures & Manuals** +

**Quick Search**

Search

OR

Search

**Shopping Cart**

+ Add

### 7.1.3 Adding a model directly to the cart

On any page where you can see the shopping cart preview and model number field just type in the model number and click on the Add button.

The screenshot shows the AEG Pro forma website interface. At the top, there is the AEG logo and the tagline 'perfekt in form und funktion'. Navigation links for 'Admin', 'Promotions', and 'Logout' are visible. A progress bar indicates the current step: '1 Select Product', with other steps being '2 Order Details', '3 Review & Submit', and '4 Order Confirmation'. Below the progress bar, a welcome message reads 'Welcome to the AEG Pro forma' and provides instructions for using the site. The main content area is divided into several sections: 'Search Products (All Products)' with input fields for 'Search by model number' and 'Search by keyword', each with a 'Search' button; 'Advanced Search' with a 'Main Category' dropdown and 'Search by cut out size (flush fit only)' fields for Height, Width, and Depth, each with 'From' and 'To' inputs and a 'Search' button; 'Postcode Check' with a 'postcode' input field; and 'Shopping Cart' which is highlighted with an orange border. The 'Shopping Cart' section shows the model number 'HK854071XB' entered in the input field and a '+ Add' button next to it.

You can enter a model number and select the Add button to cart to add it directly to the cart.

To use this method to add multiple quantities of the model number simply enter the model number again to add an additional item to the cart.

Models added that way as always added to the shopping cart as 'stock required from AEG' (non-consignment). Model added to the cart this way can be changed to consignment by viewing the shopping cart, ticking 'Consignment SOH' box, typing in a serial number and updating shopping cart.

## 7.2 The shopping cart

There are two ways of viewing the shopping cart:

## 7.3 The shopping cart preview

Where the shopping cart is available for editing, a shopping cart preview will be visible in the right hand navigation of the site.

The screenshot displays the AEG website interface. At the top, the AEG logo and tagline 'perfekt in form und funktion' are visible. Navigation links for 'Admin', 'Promotions', and 'Logout' are present. A progress bar indicates the current step: '1 Select Product', followed by '2 Order Details', '3 Review & Submit', and '4 Order Confirmation'. The main content area shows search results for 47 items. The first three items are:

- L98690FL**: The AEG ProTex Series 9, 9kg Front Load Washer with OptiSense and 16 wash programs. Price: \$2,499.00. Includes a 'Consignment SOH' checkbox and a '+ Add' button.
- T96690IH**: Series 9 Heat Pump with ProTex drum and 9kg capacity. Price: \$2,499.00. Includes a 'Consignment SOH' checkbox and a '+ Add' button.
- PDSTP10**: Pedestal for AEG Washers and Dryers. Price: \$399.00. Includes a '+ Add' button.

Below these are two items with 'IMAGE PENDING' placeholders: **SKP11** (AEG Stacking kit for Front Load Washers and Dryers) and another item with a price of \$99.00. On the right side, there is a 'Quick Search' section with input fields for 'search by Model Number' and 'search by Keyword', each with a 'Search' button. Below this is a 'Shopping Cart' preview box, highlighted with a yellow border. It contains a 'model number' input field with a '+ Add' button. The cart items are listed as follows:

Model Number	Price	Action
L98690FL	\$2,499.00	Delete
T96690IH	\$2,499.00	Delete
PDSTP10	\$399.00	Delete

At the bottom of the cart preview, the total is \$5,397.00 with a GST value of \$490.63. There are buttons for 'View cart', 'Quote', and 'Check out'.

From here the user has the option of:

- Adding a model number directly to their cart (the Add button)
- Removing a model number and all its quantity from their cart (the Delete button next to a model number)
- Checking out and moving directly to the customer details screen (the Check out button)
- Generating a quote (the Quote button)
- Viewing their cart on a new page (the View cart button)

## 7.4 The shopping cart

The shopping cart accessible via the View Shopping Cart button contains all the products in a shopping cart.

The screenshot displays the AEG shopping cart interface. At the top, the AEG logo and tagline 'perfekt in form und funktion' are visible, along with navigation links for 'Admin', 'Promotions', and 'Logout'. A progress bar indicates the current step is '1 Select Product', with other steps being '2 Order Details', '3 Review & Submit', and '4 Order Confirmation'. The 'Shopping Cart' section lists three items:

Model Number	Description	Qty	Unit Price	Total Price
HK654070XB	4 zone ceramic hob including 1 triple and 1 extended.	1	\$1,699.00	\$1,699.00
HK854220XB	80cm 4 Zone Induction Hob with DirekTouch slide control	1	\$3,699.00	\$3,699.00
7509D-M/A	90cm telescopic rangehood with slide switch controls, MaxiFlow technology and fluorescent light	1	\$1,269.00	\$1,269.00
<b>Total Price (All items):</b>				<b>\$6,667.00</b>

At the bottom of the cart, there are buttons for 'Continue Shopping', 'Update order', 'Create Quote', and 'Check out'. To the right, the 'Quick Search' section provides search options by Model Number and Keyword, each with a 'Search' button.

On this page the user can:

- **Edit the quantity of an item:** Using the quantity field, changing the number and clicking the Update order button.
- **Remove a model and all its quantity:** Using the "x" next to each model number.
- **Marking a model as a consignment stock:** using the consignment stock tick box.
- **Create a quote:** Using the Create quote button
- **Continue shopping:** By clicking the button and returning to the homepage.
- **Check out:** By using the button and moving to the customer details screen.

## 7.5 Checking out and completing an order

From the Shopping cart the user can select to continue with their order by checking out. When selected, the site will then take the user to the Order Details page.

1 Select Product
2 Order Details
3 Review & Submit
4 Order Confirmation

**Staff member**

Staff member\*:

**Customer details**

Name\*:

Street address\*:

Suburb\*:

Postcode\*:  State\*:

Email address:

Phone number\*: (Please provide at least one)

Home

Mobile

Work

I would like to be contacted by AEG regarding news

**Deliver to**

Choose delivery location:

**Delivery instructions**

Deliver on\*:

Special instructions: 2

**Payment details**

Credit card: \$

Cash: \$

Cheque: \$

External finance: \$

**Total:** **\$0.00** ✘ (deposit needed \$274.75)

Order total: \$1,099.00  
Outstanding amount: \$1,099.00

Cancel order
Save order as a draft
Next

On this page the user will be required to provide:

**Staff member** – name of the sale staff needs to be selected for each order.

**Staff member**

Staff member\*:

**Customer details** – customer name, street address, postcode, state, suburb and at least one phone number are required for each order. Additionally, email address needs to be provided if a customer wishes to subscribe to the AEG news.

**Customer details**

Name\*:

Street address\*:

Suburb\*:

Postcode\*:  State\*:

Email address:

Phone number\*:   
(Please provide at least one)

Home

Mobile

Work

I would like to be contacted by AEG regarding news

**Deliver to** – there are three delivery address options available:

- 'Store'
- 'As above' – when choosing this options the form will be pre-populated with the data supplied in the Customer details section. The only piece of data that needs to be manually set is the suburb. User needs to open the suburb drop down and select one of the suburbs from the drop down list. The list includes all the suburbs matching a postcode for which delivery is available. If the desired suburb is not on the list, it means that the delivery for that suburb is not available. User should provide different postcode
- 'Other' – used for delivery locations other that store delivery or customer details delivery. User needs to provide name, street address, postcode, state, suburb (only "deliverable" suburbs will be listed in the drop down menu) and at least one phone number

The image shows a screenshot of a web form for delivery details. The form is divided into two main sections: "Deliver to" and "Delivery instructions".

- Deliver to:** Contains a label "Choose delivery location:" followed by a dropdown menu. The dropdown menu is open, showing a search bar with a magnifying glass icon and a list of options: "Please select", "Store", "As above", and "Other".
- Delivery instructions:** Contains a label "Deliver on\*:" and a text input field labeled "Special instructions: ?".


The form has a light beige background with red headers for the sections.



**Delivery instructions:**

- Delivery date needs to be selected for each order. The delivery rules are not changing (1. No deliveries over the weekend, 2. No next day deliveries for orders placed after 2pm, 3. No Monday deliveries for orders placed over the weekend, 4. Cheque payments only allowed for delivery in 10 days or more)
- Delivery instructions – max 60 characters allowed

**Delivery instructions**

Deliver on\*:  

Special instructions: ?

**Payment details** – four methods of payment are available: Credit card, cash, cheque and external finance. Only one in-store credit card payment is allowed for each order (customer can make additional credit card payments by calling Electrolux Customer Service).

A deposit of 25% is required when placing an order. As soon as the total amount entered in the Payment details section reaches the 25%, a green tick will appear.

If a credit card amount is entered than a credit card type needs to be selected from the drop down menu.

A reference is required for payment with cash, cheque or external finance.

**Payment details**

Credit card:	\$ <input type="text"/>	<input type="text" value="Please select"/>
Cash:	\$ <input type="text" value="300"/>	<input type="text" value="reference #"/>
Cheque:	\$ <input type="text"/>	<input type="text" value="reference #"/>
External finance:	\$ <input type="text"/>	<input type="text" value="reference #"/>
<b>Total:</b>	<b>\$300.00</b> ✓	(deposit needed \$274.75)

**Order total: \$1,099.00**  
**Outstanding amount: \$799.00**

Once the form has been filled in, the user clicks at the Next button at the bottom of the page. This opens the Review & Submit page.

## 7.6 Review & Submit page

Order details	
Order ID	AEGProform-310712-1414
Order Status	Draft with payments
Order date	31-07-2012

Staff Member	Change
Staff member: Jigar choksi	

Shopping Cart	Change								
<table border="1"> <thead> <tr> <th>Model</th> <th>Qty</th> <th>Display Stock</th> <th>Price</th> </tr> </thead> <tbody> <tr> <td>L77480FL</td> <td>1</td> <td>N/A</td> <td>\$1,499.00</td> </tr> </tbody> </table>	Model	Qty	Display Stock	Price	L77480FL	1	N/A	\$1,499.00	
Model	Qty	Display Stock	Price						
L77480FL	1	N/A	\$1,499.00						
GST Value: \$136.27									
<b>Order Total: \$1,499.00</b>									

Customer details	Change
John Smith 12 Happy Street, Sydney, 2000 Home: 0212345678	

Deliver to	Change
WINNING APPLIANCES REDFERN AEG 177 PHILLIP STREET , REDFERN, 2016 Phone:96988099	

Delivery instructions	Change
Deliver on: 22-08-2012 Special instructions: Please deliver before 9am	

Payment details	Change						
<table border="1"> <thead> <tr> <th>Type</th> <th>Type/Reference</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>Cash</td> <td>123</td> <td>\$500.00</td> </tr> </tbody> </table>	Type	Type/Reference	Amount	Cash	123	\$500.00	
Type	Type/Reference	Amount					
Cash	123	\$500.00					
GST Value: \$45.45							
<b>Amount paid: \$500.00</b>							
<b>Outstanding amount: \$999.00</b>							

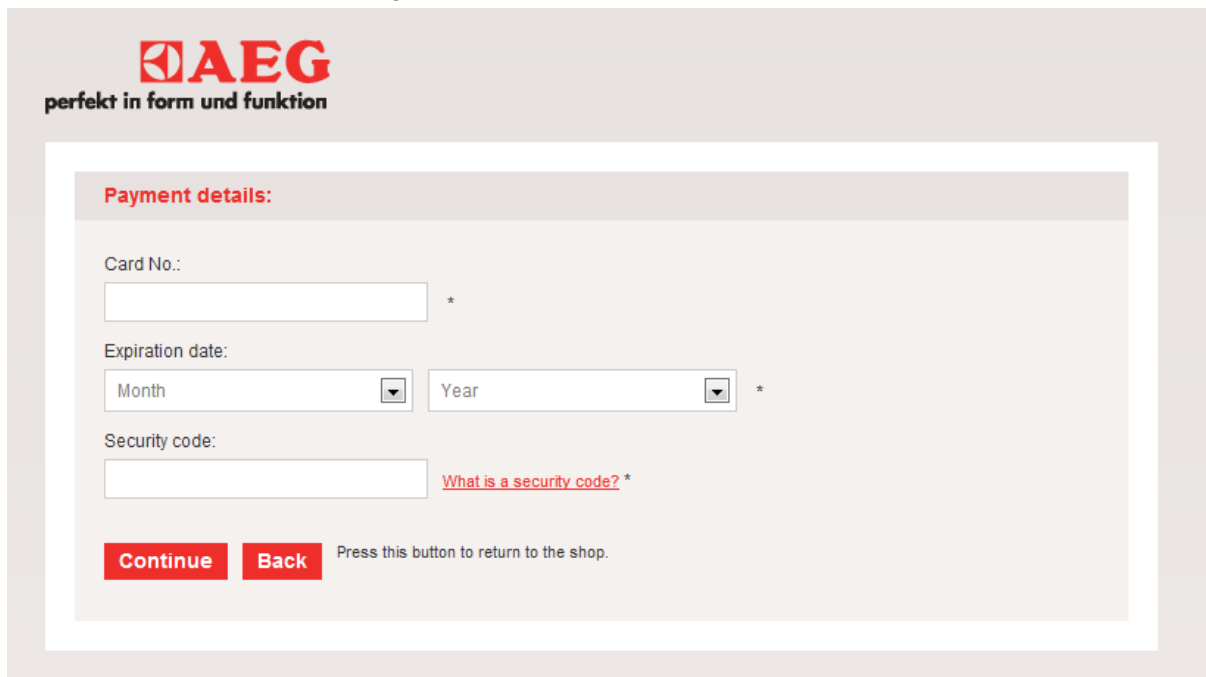
This page allows user to check the details of the order and make required changes. Any element of the order can be amended at this point. To change any element, user clicks on the relevant Change button. This takes user to a relevant page within the process.

## 7.7 Credit card payment and submitting orders

Once the user is happy with all the details of the order, they click on the Submit Order button on the Review and Submit page. This will trigger the following actions:

- a) For orders where credit card was selected as a payment method the user will be presented with a credit card details screen. Credit card, expiry date and the security code need to be provided here.

Once payment has been processed by payment gateway, order will be automatically submitted to Electrolux for processing. User will be presented with the order confirmation page.



The screenshot shows the AEG website's payment details form. At the top left is the AEG logo and the slogan 'perfekt in form und funktion'. The form is titled 'Payment details:' and contains the following fields:

- Card No.:** A text input field with an asterisk (\*) to its right.
- Expiration date:** Two dropdown menus labeled 'Month' and 'Year', both with asterisks (\*) to their right.
- Security code:** A text input field with a red link 'What is a security code?' and an asterisk (\*) to its right.

At the bottom of the form, there are two red buttons: 'Continue' and 'Back'. To the right of the 'Back' button, there is a text label: 'Press this button to return to the shop.'

- b) For any order where the method of payment was other than credit card, order is submitted to Electrolux for processing as soon as the Submit button is clicked.

## 7.8 Order Confirmation

Once order has been successfully submitted to AEG for processing, the user will be presented with the Order Confirmation page. The page provides link to the PDF receipt. Receipt will be emailed to the customer if email address has been provided on the Order Details page.

Order details	
Order ID	AEGProform-030912-1617(53633)
Order Status	Complete
Order date	03-09-2012

### Printable Receipt

*AEG Customer Service will contact the customer within 48 hours to confirm details and request final payment, unless next day delivery has been scheduled.*

*An email has been sent to the customer with order details.*

*The credit card will show a charge from Electrolux Home Products.*

Customer details
Test 1 Crown Street, Surry Hills, 2010 Home: 0212324569

Deliver to
WINNING APPLIANCES REDFERN AEG 177 PHILLIP STREET, REDFERN, 2016 Phone: 96988099

Delivery instructions
Deliver on: 20-09-2012
Special instructions:

Your Order				
Model	Qty	Status	Unit Price	Sub Total
HK654070XB	1	In stock	\$1,699.00	\$1,699.00
HK854220XB	1	In stock	\$3,699.00	\$3,699.00
7509D-M/A	1	In stock	\$1,269.00	\$1,269.00
GST Value:				\$606.09
<b>Order Total:</b>				<b>\$6,667.00</b>

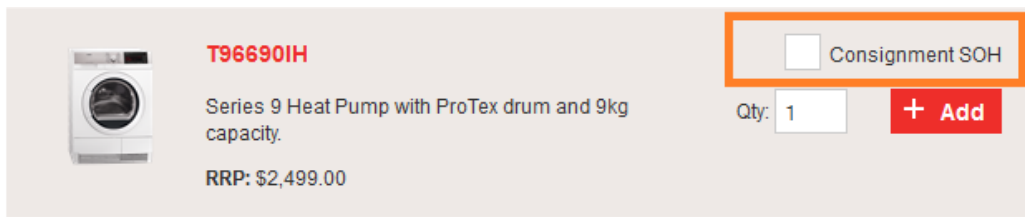
Payment details		
Type	Type/Reference	Amount
Cash	123	\$1,666.75
<b>Amount paid:</b>		<b>\$1,666.75</b>
<b>Outstanding amount:</b>		<b>\$5,000.25</b>

[Start new order](#)

## 8 Processing 'Consignment SOH' orders

The process for placing a Consignment SOH (stock on hand) order is mostly the same as the one for regular order. The only exceptions are:

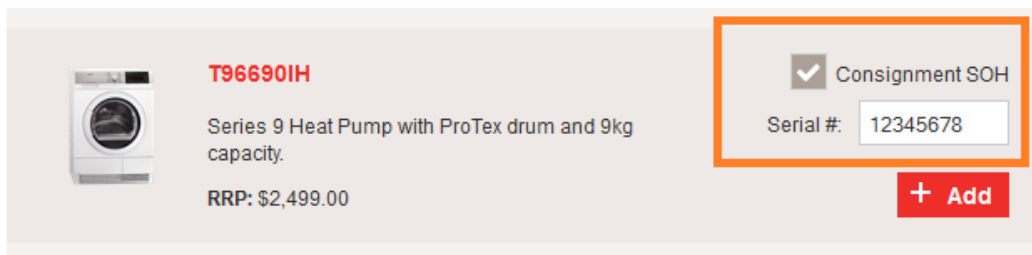
- a. Products available as consignment have a 'Consignment SOH' tick box next to a model number



The screenshot shows a product card for the AEG T96690IH washing machine. On the right side of the card, there is a checkbox labeled 'Consignment SOH' which is currently unchecked. Below the checkbox is a quantity field set to '1' and a red '+ Add' button.

To add a product to a shopping cart as consignment:

- Tick the 'Consignment SOH' box. This will bring up a serial number field;
- Type in the serial number;
- Click the add button underneath. This will add the product to the shopping cart;



The screenshot shows the same product card for the AEG T96690IH washing machine. The 'Consignment SOH' checkbox is now checked. A 'Serial #' field has appeared below the checkbox, containing the number '12345678'. The '+ Add' button is still present.

- b. Order details page does not include delivery date and delivery address. The store is responsible for arranging the delivery;
- c. Consignment order needs to be paid in full by cash or credit card before the order is submitted;

- d. Buyer needs to accept the T&Cs on the Order Details page. Order can't be completed if T&Cs are not accepted.

The screenshot shows the 'Order Details' step of a checkout process. At the top, a progress bar indicates four steps: 1. Select Product, 2. Order Details (current step), 3. Review & Submit, and 4. Complete Order. Below the progress bar, there are two main sections: 'Staff member' and 'Customer details'. The 'Staff member' section has a dropdown menu labeled 'Select Staff Member'. The 'Customer details' section contains several input fields: 'Name\*', 'Street address\*' (two lines), 'Suburb\*', 'Postcode\*', 'State\*' (dropdown menu with 'Please select'), 'Email address', and 'Phone number\*' (with sub-fields for Home, Mobile, and Work). Below the phone number fields, there are two checkboxes. The first checkbox is highlighted with a red border and contains the text: '\* I accept that the goods on this order will be supplied directly from the retailers warehouse to me at a date organised with the retailer.' The second checkbox contains the text: 'I would like to be contacted by AEG regarding news'.

## 9 Processing mixed orders

It is possible to add a mix of consignment and regular products to one shopping cart. However, different types of stock will be processed as separate orders.

### 9.1 Adding mixed stock type products to the shopping cart

You can add both regular and consignment products to a shopping cart. Once the product has been added, the shopping cart will be split into two sections: Stock Required from AEG and Consignment SOH

The screenshot shows a 'Shopping Cart' interface with a red header. Below the header is a search bar with the placeholder text 'model number' and a red '+ Add' button. The cart is divided into two sections: 'Stock Required from AEG' and 'Consignment SOH'. The 'Stock Required from AEG' section lists a product with model number 'L98690FL' and a price of '\$2,499.00', with a red 'Delete' link. The 'Consignment SOH' section lists a product with model number 'L77480FL' and a price of '\$1,499.00', with a red 'Delete' link. Below the product list, the total price is shown as 'Total: \$3,998.00' and the GST value as 'GST value: \$363.45'. At the bottom, there are three buttons: 'View cart', 'Quote', and a prominent red 'Check out' button.

Stock Required from AEG	
L98690FL	\$2,499.00 <a href="#">Delete</a>

Consignment SOH	
L77480FL 50000001	\$1,499.00 <a href="#">Delete</a>

**Total: \$3,998.00**  
GST value: \$363.45

[View cart](#) [Quote](#) [Check out](#)

## 9.2 Order details page

Order details page for mixed orders consists of three sections:

- Common information – this is the information that is common for both regular and consignment stock, i.e. sale staff name and customer details. T&Cs regarding consignment SOH order need to be accepted.

**Staff member**

Staff member\*:

**Customer details**

Name\*:

Street address\*:

Suburb\*:

Postcode\*:  State\*:

Email address:

Phone number\*: (Please provide at least one)

Home	<input type="text"/>
Mobile	<input type="text"/>
Work	<input type="text"/>

\* I accept that the goods on this order will be supplied directly from the retailers warehouse to me at a date organised with the retailer.

I would like to be contacted by AEG regarding news



- Regular stock section – this contains the summary of regular stock from the shopping cart, delivery date and delivery address as well as payment information

**Stock Required from AEG**

**Shopping Cart** [Edit](#)

Model	Qty	Status	Unit Price	Sub Total
L96690FL	1	In stock	\$2,499.00	\$2,499.00
T96690IH	1	On backorder	\$2,499.00	\$2,499.00
PDSTP10	1	In stock	\$399.00	\$399.00
<b>GST Value:</b>				\$490.63
<b>Order Total:</b>				\$5,397.00

**Deliver to**

Choose delivery location:

**Delivery instructions**

Deliver on\*:

Special instructions: ?

**Payment details**

Credit card: \$

Cash: \$

Cheque: \$

External finance: \$

**Total:** \$0.00 ❌ (deposit needed \$1,349.25)

**Order total: \$5,397.00**  
**Outstanding amount: \$5,397.00**

- Consignment SOH section - this contains the summary of consignment stock from the shopping cart and payment information. Consignment stock needs to be paid in fully by cash or credit card. Delivery date and address are not collected, as store is responsible for delivery.

**Consignment SOH**

**Shopping Cart** [Edit](#)

Model	Qty	Serial No	Status	Unit Price	Sub Total
L77480FL	1	50000001	In stock	\$1,499.00	\$1,499.00
<b>GST Value:</b>					\$136.27
<b>Order Total:</b>					\$1,499.00

**Payment details**

Credit card: \$

Cash: \$

**Total:** \$0.00 ❌ (deposit needed \$1,499.00)

**Order total: \$1,499.00**  
**Outstanding amount: \$1,499.00**

Regular or/and consignment component can be cancelled or saved as draft on this screen.

### 9.3 Review and Submit

Once the Order Details page has been filled in, user clicks on the Next button at the bottom of the page. This brings the Review and Submit page:

**Staff Member** [Edit](#)

Staff member: Derek Haleys

---

**Customer details** [Edit](#)

John Smith  
1 Crown Street, ,Surry Hills, 2010  
Home: 0212345678

---

**Stock Required from AEG**

**Order details**

Order ID: AEGProform-200213-11525  
Order Status: Draft with payments  
Order date: 20-02-2013

**Shopping Cart** [Edit](#)

Model	Qty	Status	Unit Price	Sub Total
L98690FL	1		\$2,499.00	\$2,499.00
GST Value:				\$227.18
<b>Order Total:</b>				<b>\$2,499.00</b>

**Deliver to** [Edit](#)

WINNING APPLIANCES REDFERN AEG  
177 PHILLIP STREET, REDFERN, 2010  
Phone: 96988099

**Payment details** [Edit](#)

Type	Type/Reference	Amount
Cash	123	700.0
GST Value:		\$63.64
<b>Amount paid:</b>		<b>\$700.00</b>
<b>Outstanding amount:</b>		<b>\$1,799.00</b>

---

**Consignment SOH**

**Order details**

Order ID: AEGProform-200213-11526  
Order Status: Draft with payments  
Order date: 20-02-2013

**Shopping Cart** [Edit](#)

Model	Qty	Serial #	Status	Unit Price	Sub Total
L77480FL	1	50000001		\$1,499.00	\$1,499.00
GST Value:				\$136.27	
<b>Order Total:</b>				<b>\$1,499.00</b>	

**Payment details** [Edit](#)

Type	Type/Reference	Status	Amount
Cash	123		1499.0
GST Value:			\$136.27
<b>Amount paid:</b>			<b>\$1,499.00</b>
<b>Outstanding amount:</b>			<b>\$0.00</b>

The page is divided into three sections again:

- Common information (sale staff name and customer address)
- Regular stock details
- Consignment stock details

Each stock type needs to be paid for and submitted separately:

- User clicks on the 'Submit Order' button in the Stock Required from AEG section. If paying with cash, cheque or external finance user will be taken straight to Order Confirmation page. If payment was made by credit card, user will be taken to a credit card details screen first and then to Order Confirmation page.

Order details	
Order ID	AEGProform-200213-11525(62958)
Order Status	Complete
Order date	20-02-2013

Customer details	
John Smith 1 Crown Street, Surry Hills, 2010 Home: 0212345678	

Your Order				
Model	Qty	Status	Unit Price	Sub Total
L98690FL	1	In stock	\$2,499.00	\$2,499.00
GST Value:				\$227.18
<b>Order Total:</b>				<b>\$2,499.00</b>

Payment details		
Type	Type/Reference	Amount
Cash	123	\$700.00
Amount paid:		\$700.00
Outstanding amount:		\$1,799.00

**1 order remaining**

**Order in progress**

- [Consignment SOH](#)  
AEGProform-200213-11526

**Printable Receipt**

*AEG Customer Service will contact the customer within 48 hours to confirm details and request final payment, unless next day delivery has been scheduled.*

*An email has been sent to the customer with order details.*

*The credit card will show a charge from Electrolux Home Products.*

This Order Confirmation page refers to regular stock only. User still needs to submit the consignment stock. To do this, click on the '1 order remaining' button at the bottom of the page, or on the 'Consignment SOH' link in the top right corner.

This will take user back to Review & Submit page, where the consignment stock order will be available for submitting. Order Confirmation page for Consignment order will be presented as soon as that order has been submitted.

NOTE: Please note that a separate order numbers and receipts will be issues for each stock type order.

## 10 Cancelling credit card payment

To cancel credit card payments after order has been submitted to AEG, please contact E Customer Service:

**AEG 1<sup>st</sup> Klasse Care – 1300 363 664**  
**Email: [customercare@aegaustralia.com.au](mailto:customercare@aegaustralia.com.au)**

## 11 Saving order as draft

An order can be saved as draft before it is submitted to AEG for processing.

This can be done at the two stages of the ordering process:

- e. Saving order on the Order Details page. To do this, customer details, delivery to and delivery instructions information needs to be filled in (payments section can be left blank). Then user clicks on the Save order as draft button located at the bottom of the page. This kind of order will be saved with the status Draft Without Payments and will be automatically cancelled 48h later, unless it is finalized before then.

1 Select Product   2 Order Details   3 Review & Submit   4 Order Confirmation

---

**Staff member**

Staff member\*:

---

**Customer details**

Name\*:

Street address\*:

Suburb\*:

Postcode\*:  State\*:

Email address:

Phone number\*: (Please provide at least one)

Home:

Mobile:

Work:

I would like to be contacted by AEG regarding news

---

**Deliver to**

Choose delivery location:

---

**Delivery instructions**

Deliver on\*:

Special instructions:

---

**Payment details**

Credit card: \$

Cash: \$  reference #

Cheque: \$  reference #

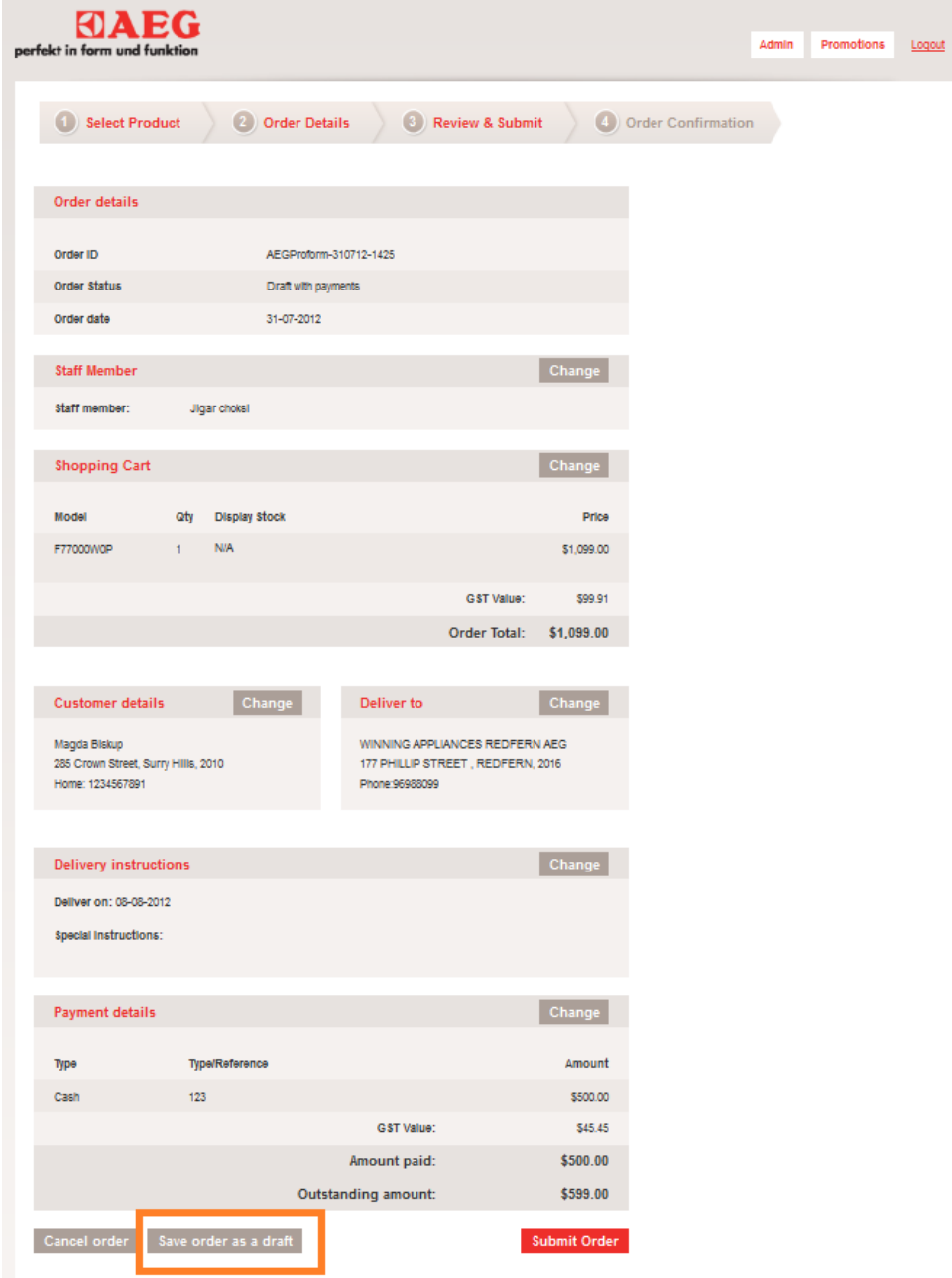
External finance: \$  reference #

Total: **\$0.00** ✘ (deposit needed \$274.75)

Order total: \$1,099.00  
Outstanding amount: \$1,099.00

Cancel order   **Save order as a draft**   Next

- f. Saving order on the Review and Submit page. To do this user clicks on the Save order as draft button at the bottom of the page. This kind of order will be saved with the status Draft With Payments. It can be retrieved using Find order tool in the Admin section.



**AEG**  
perfekt in form und funktion

Admin Promotions Logout

1 Select Product 2 Order Details 3 Review & Submit 4 Order Confirmation

**Order details**

Order ID	AEGProform-310712-1425
Order status	Draft with payments
Order date	31-07-2012

**Staff Member** [Change](#)

Staff member: Jigar choksi

**Shopping Cart** [Change](#)

Model	Qty	Display Stock	Price
F77000/WOP	1	N/A	\$1,099.00
GST Value:			\$99.91
Order Total:			\$1,099.00

**Customer details** [Change](#)

Magda Blekup  
285 Crown Street, Surry Hills, 2010  
Home: 1234567891

**Deliver to** [Change](#)

WINNING APPLIANCES REDFERN AEG  
177 PHILLIP STREET, REDFERN, 2016  
Phone: 96988099

**Delivery instructions** [Change](#)

Deliver on: 08-08-2012  
Special instructions:

**Payment details** [Change](#)

Type	Type/Reference	Amount
Cash	123	\$500.00
GST Value:		\$45.45
Amount paid:		\$500.00
Outstanding amount:		\$599.00

Cancel order **Save order as a draft** [Submit Order](#)

## 12 Cancelling an order

An order can be cancelled before it is submitted to AEG for processing.

This can be done at the two stages of the ordering process:

- g. Cancelling order on the Order Details page. To do this user clicks on the Cancel order button located on the bottom of the page. The form can be left blank.
- h. Cancelling order on the Review and Submit page. To do this user clicks on the Cancel order button located on the bottom of the page.

In both cases an order is cancelled and the user is taken to Pro Forma home page, where they can start a new order.

## 13 Error handling

In the event that an error occurs when trying to make a credit card payment or submitting order to JDE the user will be notified by an error message and will be returned to Review & Submit page. They will be able to attempt another credit card payment by clicking on the submit button.

Error at the submission stage can be caused by:

- For orders involving credit card payment – payment gateway and JDE (AEG's database to which orders are submitted for processing)
- For orders without credit card payment - JDE (AEG's database to which orders are submitted for processing)

## 14 Creating and retrieving a quote

### 14.1 Creating a quote

As an alternative to completing an order as listed above, the user can browse AEG products, add products to their shopping cart and create a quote for purchase at a later date.

To create a quote the user must follow the steps above to add products to their shopping cart and then once in the shopping cart select the 'create quote' button.

**Shopping Cart**

model number  **+ Add**

F7700W0P \$1,099.00 [Delete](#)

**Total: \$1,099.00**  
GST value: \$99.91

[View cart](#) **Quote**

**Check out**

**Shopping Cart**

**F7700W0P** Qty:

60cm white freestanding dishwasher with XXL Tub, load, water and turbidity sensors, 13 place settings, 5 water stars, 3 energy stars, 7 wash programs including extra silent, adjustable upper basket, 4 foldable cup shelves & 2 foldable plate racks, delay start & auto off.

Availability: In stock Unit Price: \$1,099.00 **Total Price: \$1,099.00**

**Total Price (All items): \$1,099.00**

[Continue Shopping](#) [Update order](#) **Create Quote** [Check out](#)



The user will then be taken to the quote creation screen below;

**Thank you, your quote has been created.**

Your quote reference number is: 189\_2005

To retain your quote use quote reference number.

Staff member\*

Customer name\*

Customer phone number\*

Customer email address

OR

To avoid your email going to junk mail please add [AEGquotes@aeq.com.au](mailto:AEGquotes@aeq.com.au) to your address book.

Here the user needs to select the staff member assisting them and provides customer name and phone number. A quote can be downloaded to be printed off at the store, or have the quote emailed to the customer (email address is required is quote is to be emailed).

Once the quote is created it is valid for a period of 30 days, for the store it was created in only.

## 14.2 Retrieving a quote

Once a quote is created it can be retrieved in the same store as purchase via the fields provided on the homepage.

**Search Products (All Products)**

Search by model number:  Search

OR

Search by keyword:  Search

**Advanced Search**

Main Category:

Search by cut out size (flush fit only)

Height (mm)    From:     To:

Width (mm)    From:     To:

Depth (mm)    From:     To:

\*Please confirm cut-out sizes in the installation guide.

Search

**Retrieve a quote**

Enter quote ref#:  Search

[What's this?](#)

**Postcode Check**

**Shopping Cart** 🛒

+ Add

F77000W0P    \$1,099.00    [Delete](#)

---

**Total: \$1,099.00**  
GST value: \$99.91

View cart
Quote
Check out

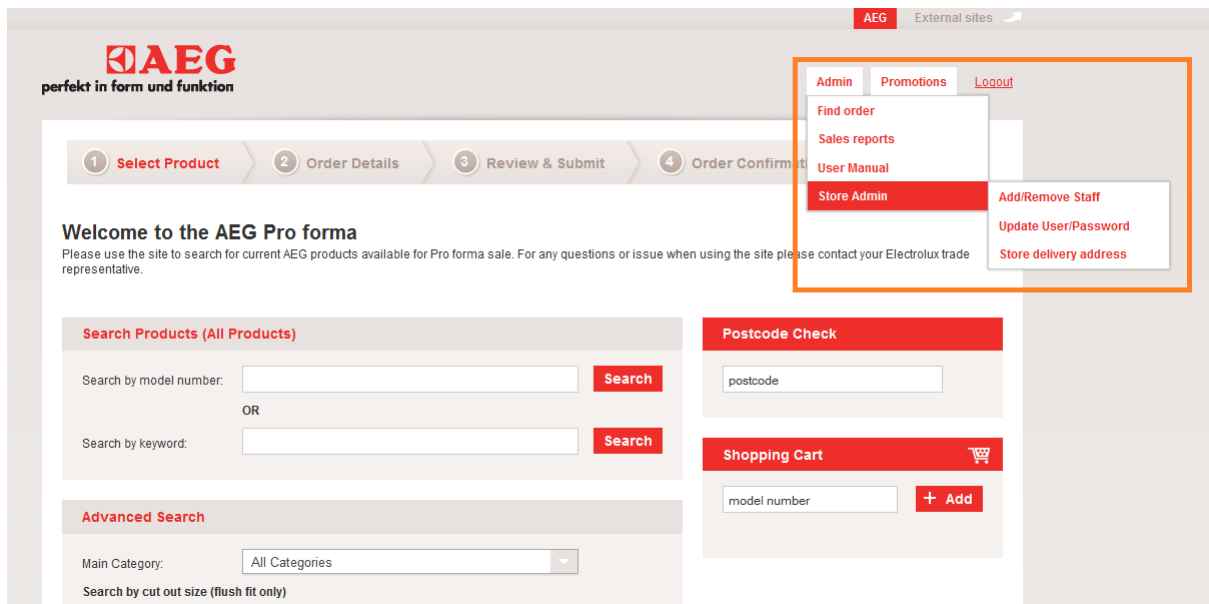
Each quote has a unique quote reference number that when entered will take the user to the shopping cart with their quoted products listed.

Once in the shopping cart, the expiry date of the quote will be shown. From here the user can then proceed to purchase, adjust the products in their shopping cart and proceed to purchase or adjust the products in their shopping cart and create the quote again.

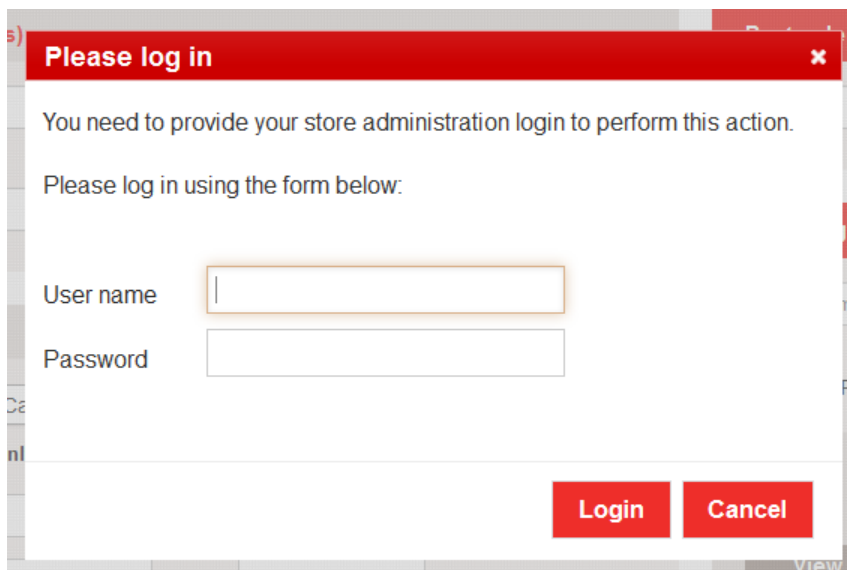
**If adjusting the products in the shopping cart and re quoting please note that the expiry date of the quote will remain as per the original quoted time period.**

## 15 Admin section

Each store given access to the AEG Pro Forma will also have access to Admin area accessible from the header navigation.

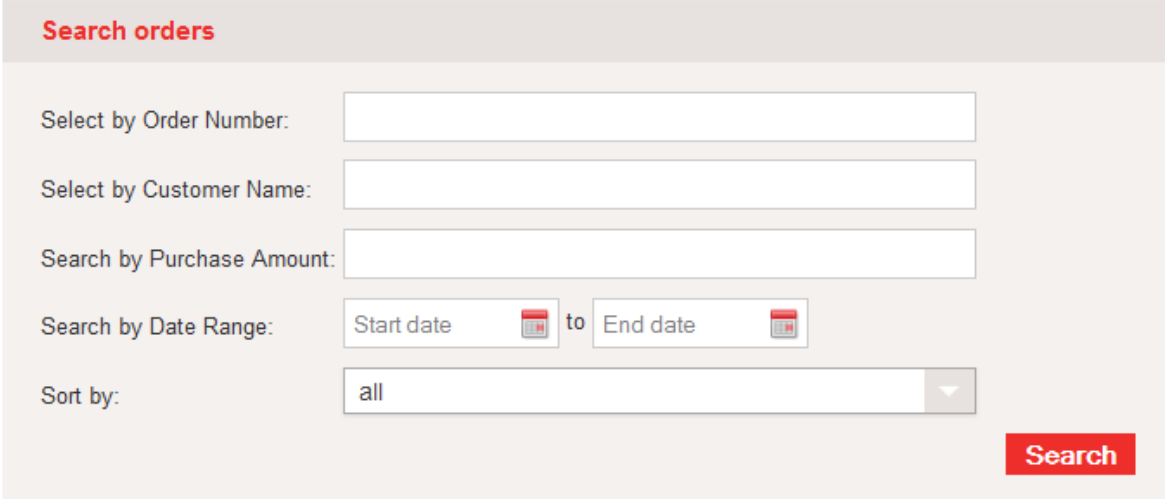


Certain sections within the Admin area are available to Store Admin only. Those sections are: Store staff, Delivery locations and Store admin access details. To access those sections the user will need to use their store admin email and password.



### 15.1 Find order

The Find order section allows user to search for any order made in store. Order can be searched by order number, customer name, purchased amount, date range or the status.



**Search orders**

Select by Order Number:

Select by Customer Name:

Search by Purchase Amount:

Search by Date Range: Start date  to End date

Sort by:

**Search**

This tool can be used to retrieve orders previously saved as draft and complete those orders.

## 15.2 Sales reports



The Sales reports section provides access to three types of reports: Entered Orders Report, Invoiced Orders Report and Not Yet Invoiced Orders.

To run a report the user selects the type of the report from the drop down list, the name of staff member and the date range:

**Report Search**

Select Report:

Select staff member:

Select dates:   to  

Once selected the user can then click on either the View or .csv button for each report to either view the report as a web page or download a csv file of the report respectively.

### 15.2.1 Entered Orders report

This report provides the list of all orders submitted to JDE by a store, no matter their status.

**Report Search**

Select Report:

Select staff member:

Select dates:  to

Entered Orders Report						Total 6
Sales person	Order number	Model number	Quantity	Order date	Value (ex GST)	
Jigar choksi	AEGProform-260712-1341(53429)	F77000W0P	1	26/07/2012	\$999.09	
Jigar choksi	AEGProform-180412-1180(51421)	HG60FX	1	18/04/2012	\$999.09	
Jigar choksi	AEGProform-170412-1161(51407)	F77000M0P	1	17/04/2012	\$1,090.00	
Jigar choksi	AEGProform-170412-1160(51406)	BP5013001M	1	17/04/2012	\$2,726.36	
Jigar choksi	AEGProform-170412-1159(51405)	570D-M/A	1	17/04/2012	\$599.09	
Jigar choksi	AEGProform-030412-1085(51361)	570D-M/A	1	03/04/2012	\$599.09	

### 15.2.2 Invoiced Orders report

This report provides the list of all orders that have been invoiced by AEG.

**Report Search**

Select Report:

Select staff member:

Select dates:  to

Invoiced Report						Total 2
Sales person	Order number	Model number	Shipped quantity	Shipped date	Value (ex GST)	
None selected	AEGProform-140212-962(50449)	570D-M/A	0	28/02/2012	\$599.09	
None selected	AEGProform-140212-962(50449)	BE5013001M	0	28/02/2012	\$1,817.27	

### 15.2.3 Not Yet Invoiced Orders report

This report will provide the list of all orders which are waiting to be invoiced

**Report Search**

Select Report:

Select staff member:

Select dates:  to

Not yet received report						Total 5
Sales person	Order number	Model number	Quantity	Status	Order date	Value (ex GST)
Jigar choksi	AEGProform-180412-1180(51421)	HG60FX	1	ENTERED	18/04/2012	\$999.09
Jigar choksi	AEGProform-170412-1161(50626)	BE5013001M	1	DELETED	17/04/2012	\$1,817.27
Jigar choksi	AEGProform-170412-1160(51406)	BP5013001M	1	ENTERED	17/04/2012	\$2,726.36
Jigar choksi	AEGProform-170412-1159(51405)	570D-M/A	1	ENTERED	17/04/2012	\$599.09
Jigar choksi	AEGProform-030412-1085(51361)	570D-M/A	1	ENTERED	03/04/2012	\$599.09

### 15.3 Consignment SOH Report

This report allows stores to track their consignment stock levels.

### 15.4 Add/Remove Staff

This section is available to Store Administrator only and provides the ability to manage the staff members names used for reports and addition to orders and quotes throughout the Pro Forma.

**Add/Remove Staff**

Please add or remove staff from the tool using the options below

Staff name:

Current staff:

On this page the user can either add a new staff member using the first and last names available. Or remove a staff member by selecting their name from the list and selecting remove.

In order to keep reports updated the user will also be able to reinstate a previously removed staff member by re-entering their name in the first and last name fields and selecting add.



**15.5 Adding or editing the store delivery location.**

Updating Delivery Location		Add New Location
Please update your delivery location using the form(s) below		
<b>Delivery Location 1</b>		-
Title*:	<input type="text" value="Test Store"/>	
Address*:	<input type="text" value="177 PHILLIP STREET"/>	
	<input type="text"/>	
Contact number:	<input type="text"/>	
Postcode*:	<input type="text" value="2016"/>	Suburb*: <input type="text" value="REDFERN"/>
		<b>Save</b>
<b>Delivery Location 2</b>		+
<b>Delivery Location 3</b>		+
<b>Delivery Location 4</b>		+

When a store is given Pro Forma access, a store delivery address is added from JDE records, to be used as the address when store delivery is chosen for an order.

Once given access the store admin is able to edit this address as needed or where required, add additional delivery locations for that store as required by clicking the "+add" button entering the and saving the details.

The added title will then become a drop down option on the delivery location page when a customer is selecting store delivery for an order.

## 15.6 Updating the access details of the Proforma

### Update Access Details

Please update your access details using the options below

**Admin User**  Update Password Only  Update Password And Email

**Update your Password**

Current password:

New password:

Confirm password:

**Save**

### Store Access

**Change store password**

Update your password

Current password:

New password:

Confirm password:

**Save**

On this page the user is able to update the access details of the store admin by selecting to update the store admin email address and password, used for log in to the “manage my store area”.

The store admin is also able to update the store password used to access Trade Connect, however should the email address need to be updated Orchard will need to be contacted to complete this manually.