GARDNERS.COM

GETTING STARTED

We are delighted to introduce you to www.gardners.com! Our website includes a whole host of features, from customisable site preferences, intuitive navigation to easy to use search and multiple baskets.

To help you get accustomed, we've put together this guide. If you require any further information on using our website, please get in touch or visit our FAQs page!

CONTENTS

My Account

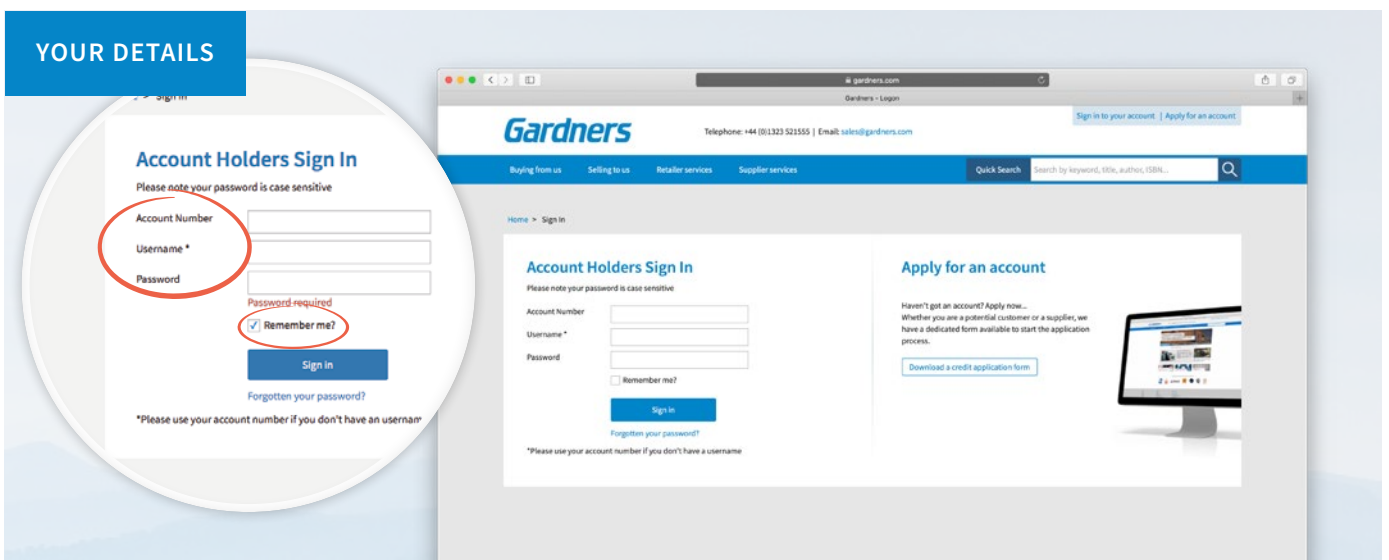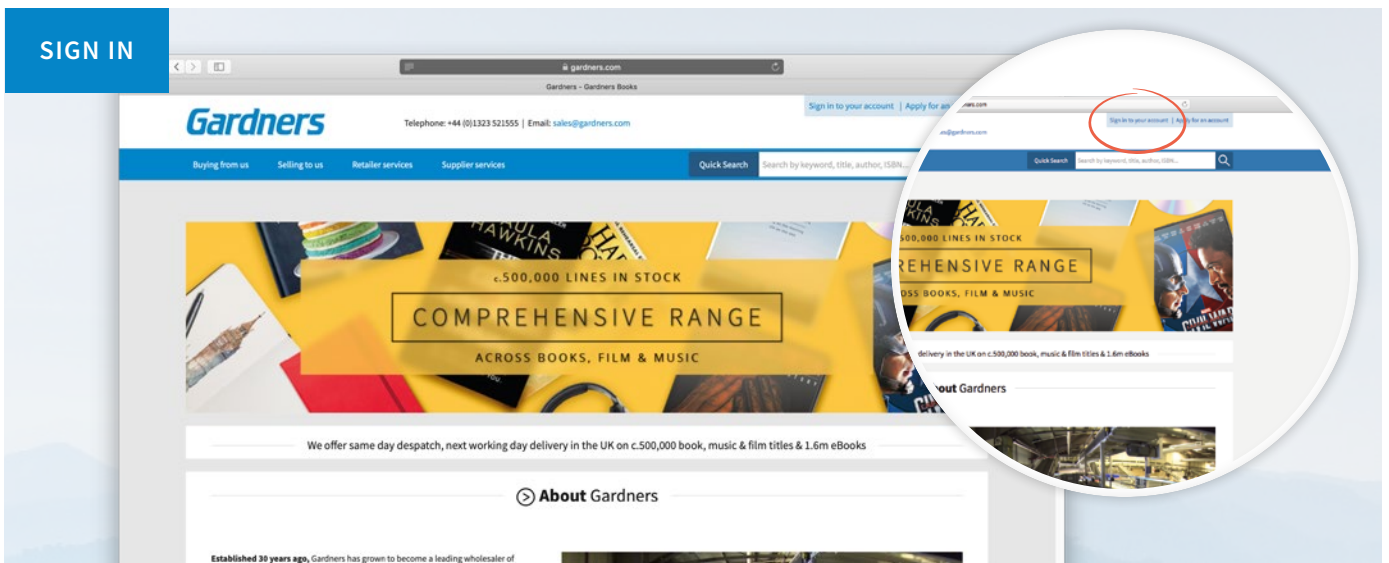**Navigation and Search**

Baskets

SIGNING IN FOR THE FIRST TIME

For full access to Gardners.com, you will need to sign into your account the first time you visit. Click **Sign in to your account** in the top right hand corner of the page.

Enter your existing **Account Number**, **Username** and **Password**.
If you are unsure of your Username, enter your account number again.

By selecting **Remember Me**, your details will be saved and you won't have to log in each time you visit.
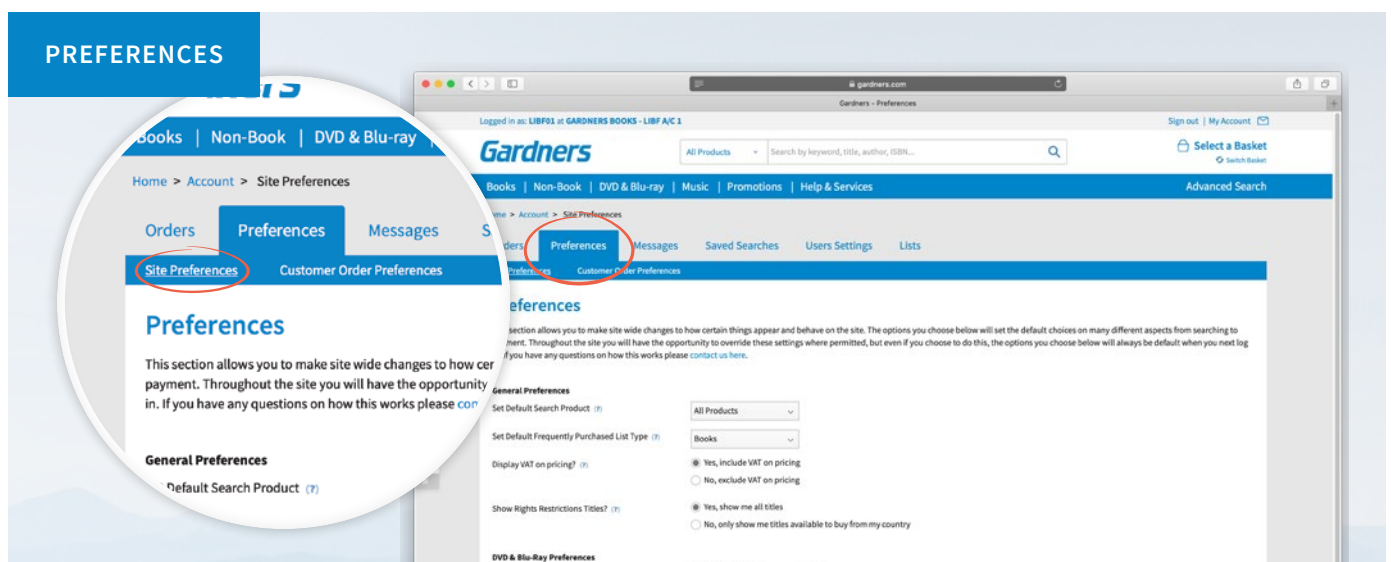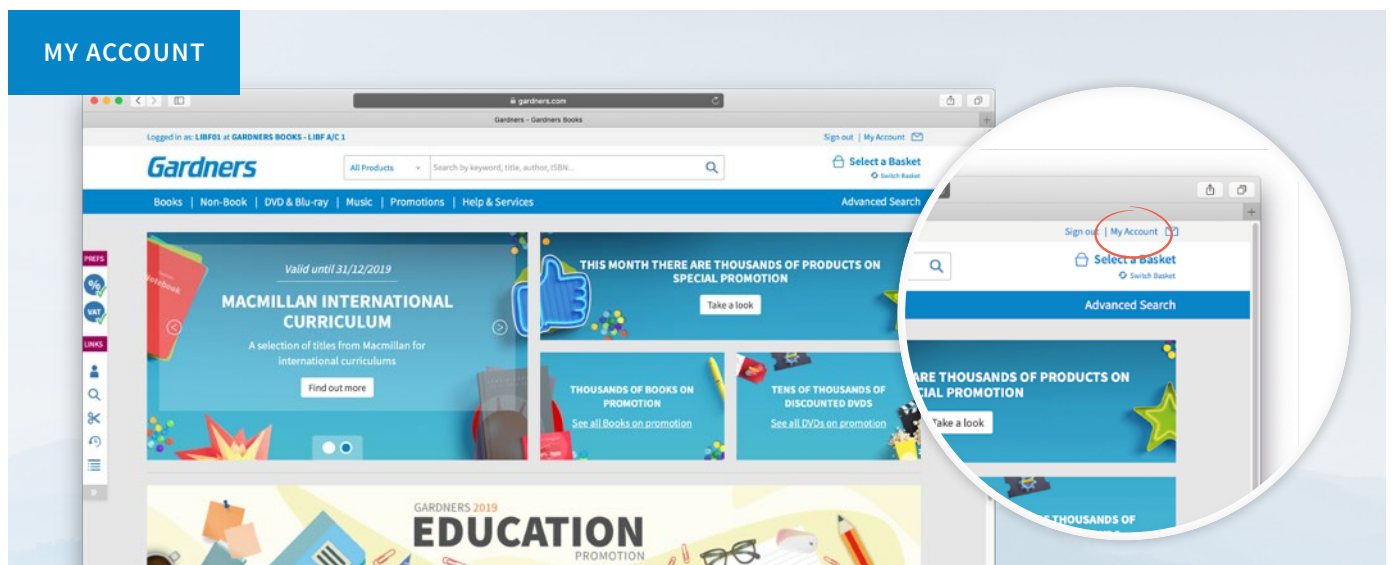
CHOOSING YOUR PREFERENCES

To make the site more relevant to you, there are options within My Account which will determine how you search the site and what products are displayed.
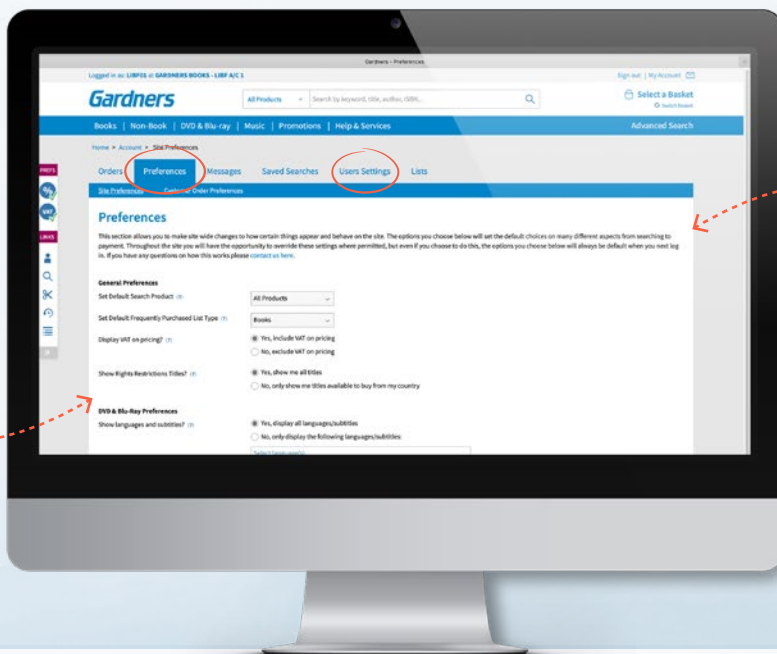
After signing in, go to **My Account** to see and change the default settings for your account.

Click on the **Preferences** tab and then the heading **Site Preferences** in the sub-menu, from here you are now able to change the default settings.

MY ACCOUNT

PREFERENCES

PREFERENCES EXPLAINED

Your preference settings will determine what products are shown in your search results...

...but don't worry, they can easily be changed, simply return to the Preferences page!

The **Preferences** section allows you to make site wide changes to how certain things appear and behave. The options you choose will become the default choices on many different aspects from searching to prices displayed.

General Preferences

a. Default Search Product – this will help filter out products you're not interested in, but you can change search options on individual searches via the search drop down list
b. Display VAT on pricing
c. Rights restrictions - you can choose to only see titles which are available for sale in your country

DVD & Blu-ray Preferences

a. Show specific languages and subtitles
b. Filter by region code
c. Show adult titles
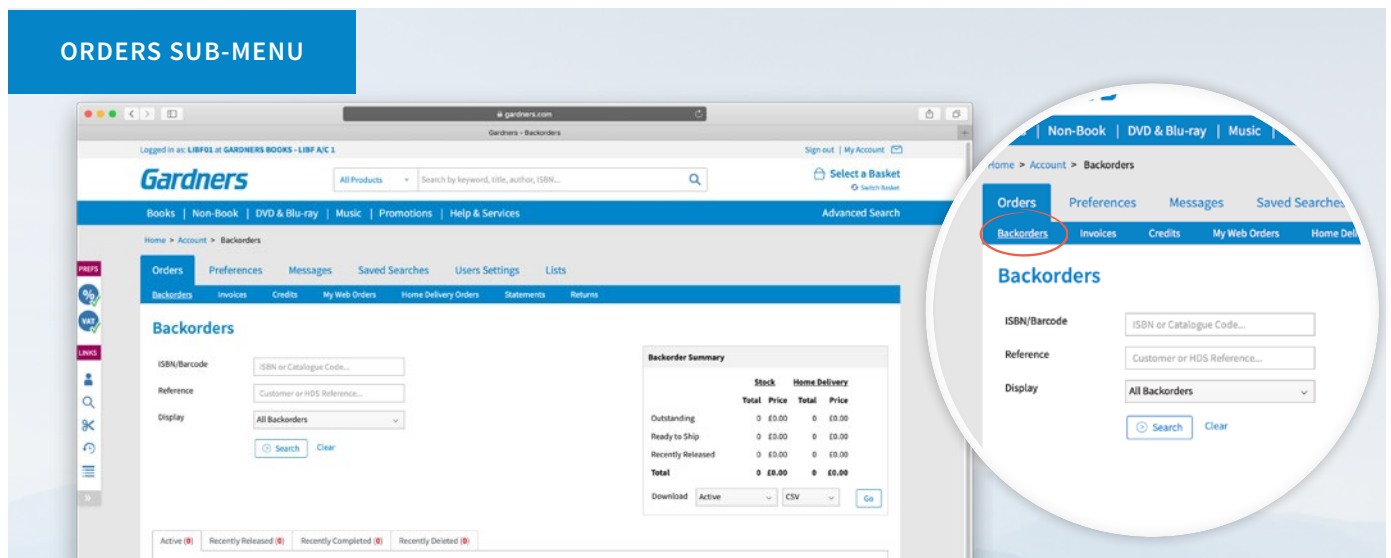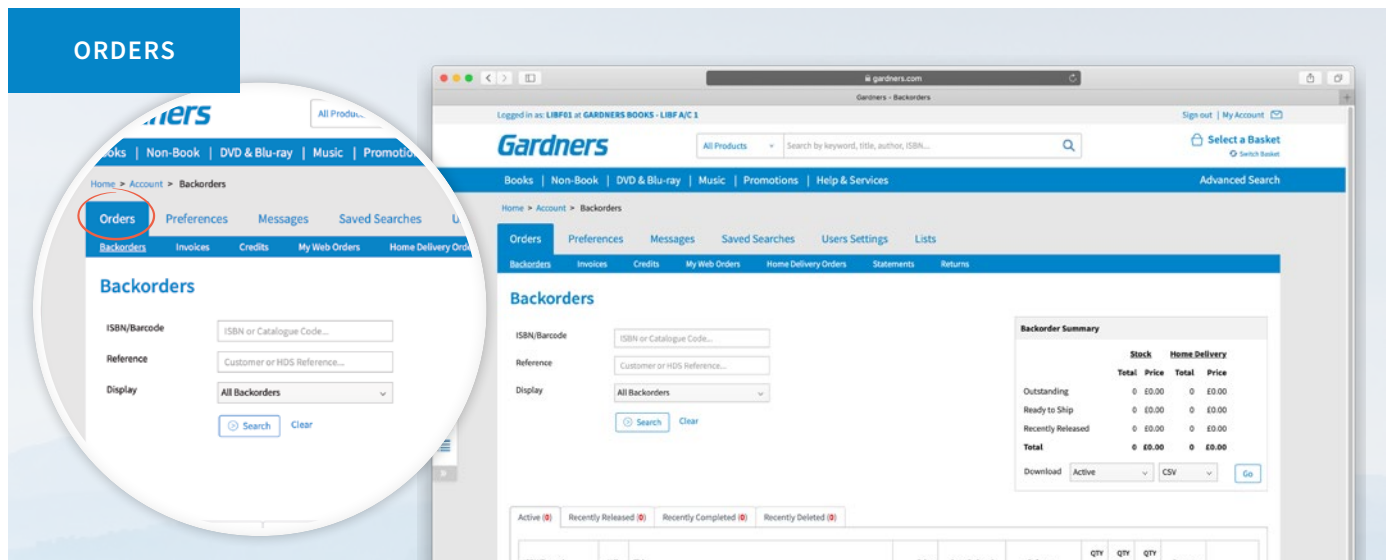d. Show retail/rental titles in search results

MORE OPTIONS

Next tab next to Site Preferences in the sub-menu, **Customer Order Prefrences**, contains the details that will be printed on order confirmation slips for home delivery/customer orders. You can also upload your logo here, which will be printed on the delivery note accompanying orders delivered direct to your customer.

From within the **User Settings** tab, located to the right of the **Preferences** tab, you are able to edit and create new users, change your password and choose whether to show or hide discounts and 'your price' on search results/product pages at user level.
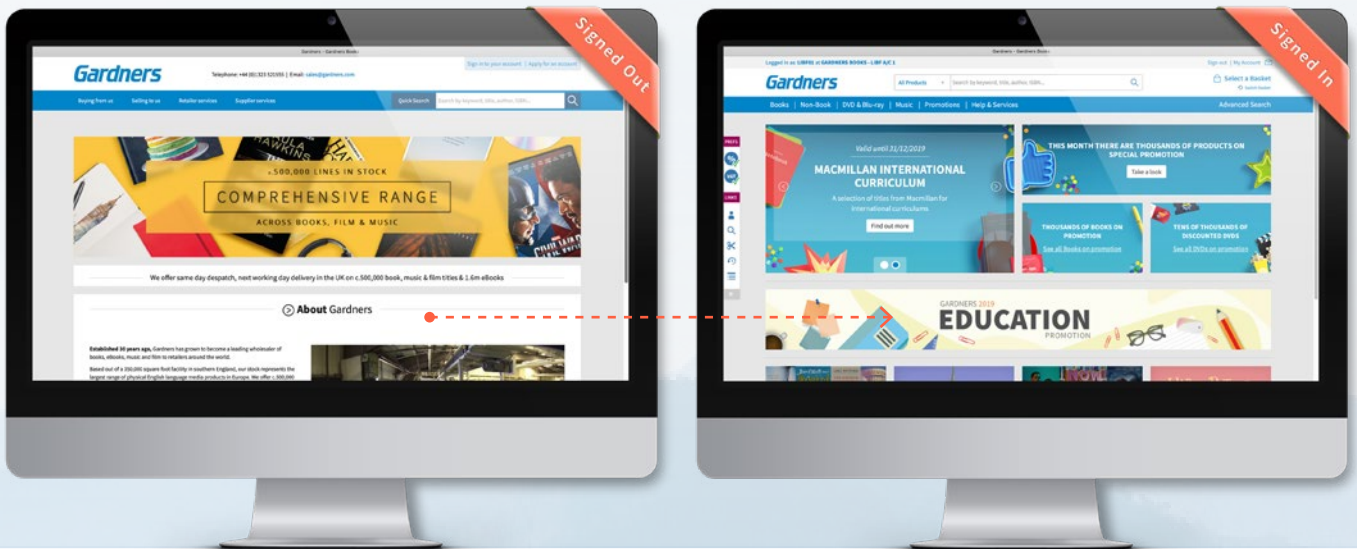
ORDERS AND DOCUMENTS

You can access details of your orders from the **My Account** section, and are able to view and download backorders, invoices, credit notes, and track deliveries where applicable. Book returns can also be requested within the orders tab.

Click on the **Orders** tab then navigate to the sub-menu to access backorders, invoices, credits, web orders, home delivery orders, statments and returns.
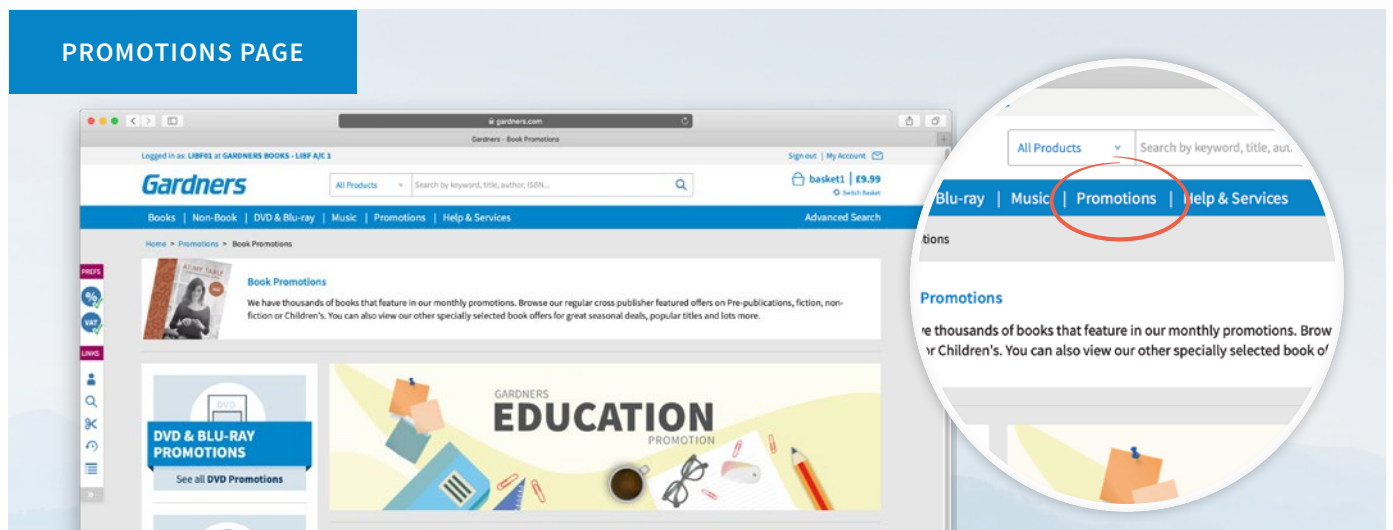
ORDERS

ORDERS SUB-MENU

PROMOTIONS

Once logged on to Gardners.com, the homepage will look very different. Your homepage will display the very best promotions, offers and highlights.
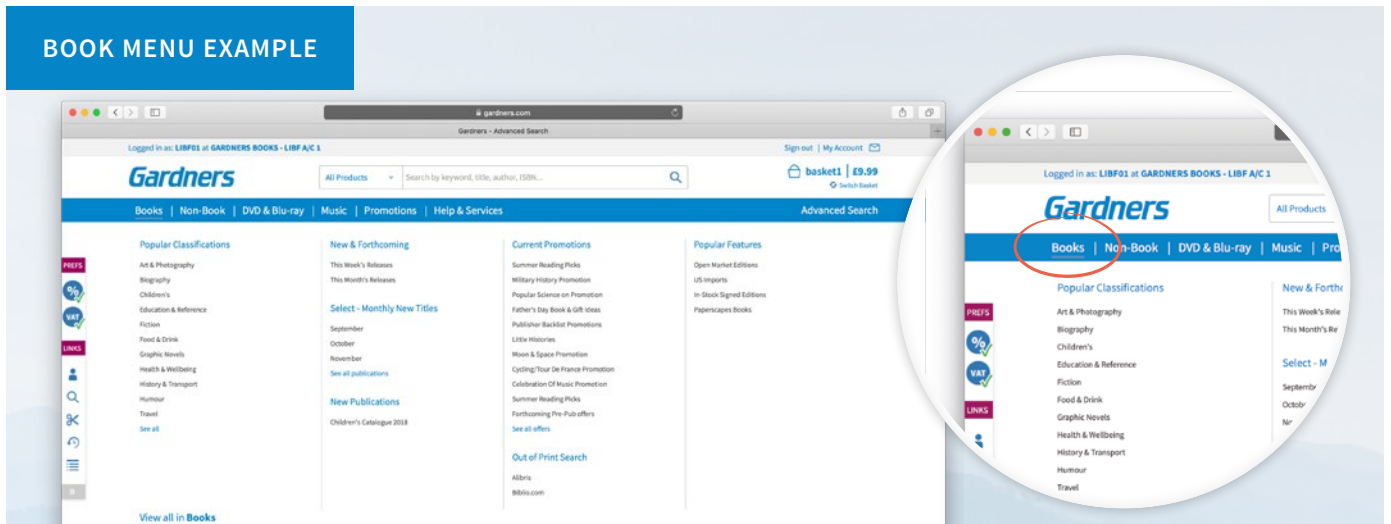

To find details of all current promotions by clicking on the **Promotions** header in the main menu.

PROMOTIONS PAGE

NAVIGATING PRODUCT TYPES
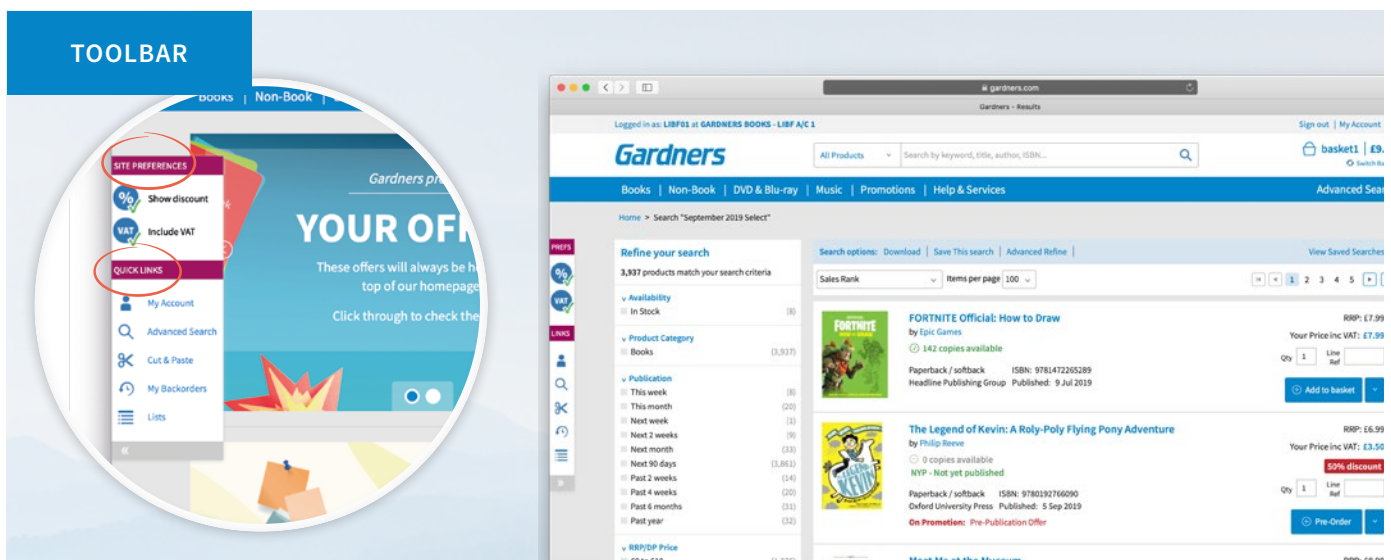
DROP DOWN MEGA MENU

There is a menu structure for each major product type. Click on any product type within the menu to see links to categories, promotions, new, forthcoming and other relevant pages.

BOOK MENU EXAMPLE

LEFT HAND TOOLBAR

The **toolbar** on the left hand side of the page provides quick access to useful and frequently used features. You can expand and collapse the toolbar by clicking the white arrow on the grey background at the bottom.

The options under **site preference** allow you to quick show/hide discounts and prices site wide, and show whether prices show as inclusive or exclusive of VAT. Under quick links you can access **My Account, Advanced Search, Cut & Paste, Backorders** and **Lists**.

TOOLBAR

SEARCH AND ADVANCED SEARCH

There are two ways to search for products, the search bar at the top of each page, or the **Advanced Search** feature.

Enter your serch term (keyword, title, author, ISBN, EAN, etc) into the search bar, which can be found at the top of each page and then click the magnifying glass to go. To refine a search by product category, select an option from the drop down menu to the left of the search bar.

The Advanced Search feature can be accessed from the main header, or from the **Quick Links** section of the toolbar. The Advanced Search feature allows you to search by various fields depending on the selected product type; for example, advanced search fields for books include: title, author, ISBN, format, publisher, imprint, series, release date and price range.
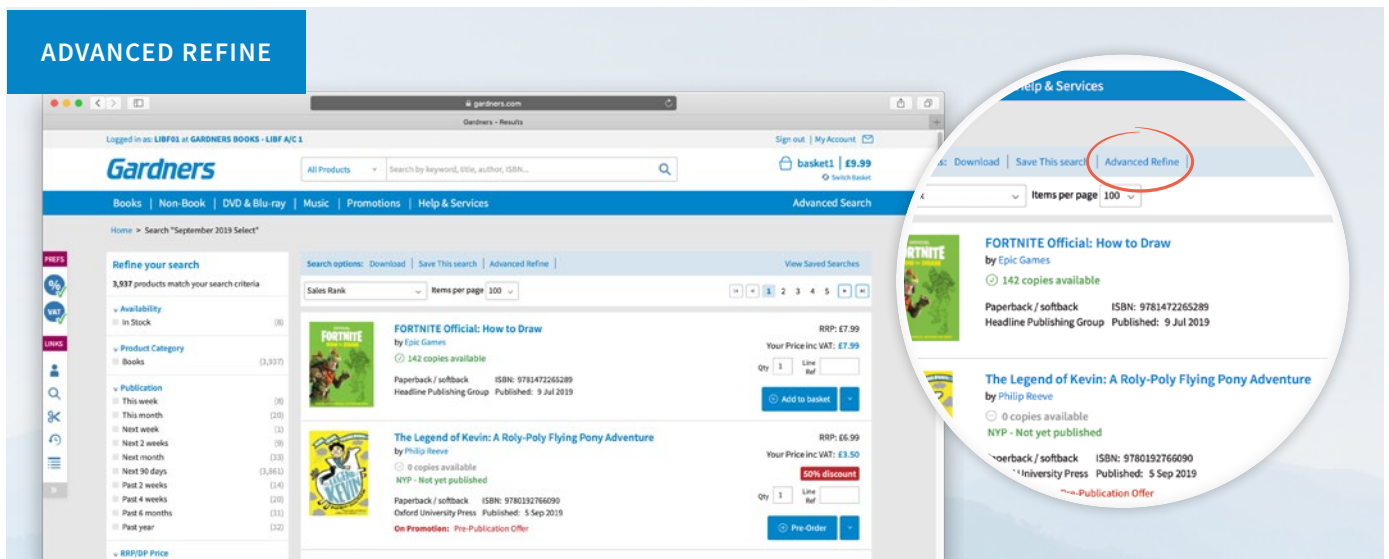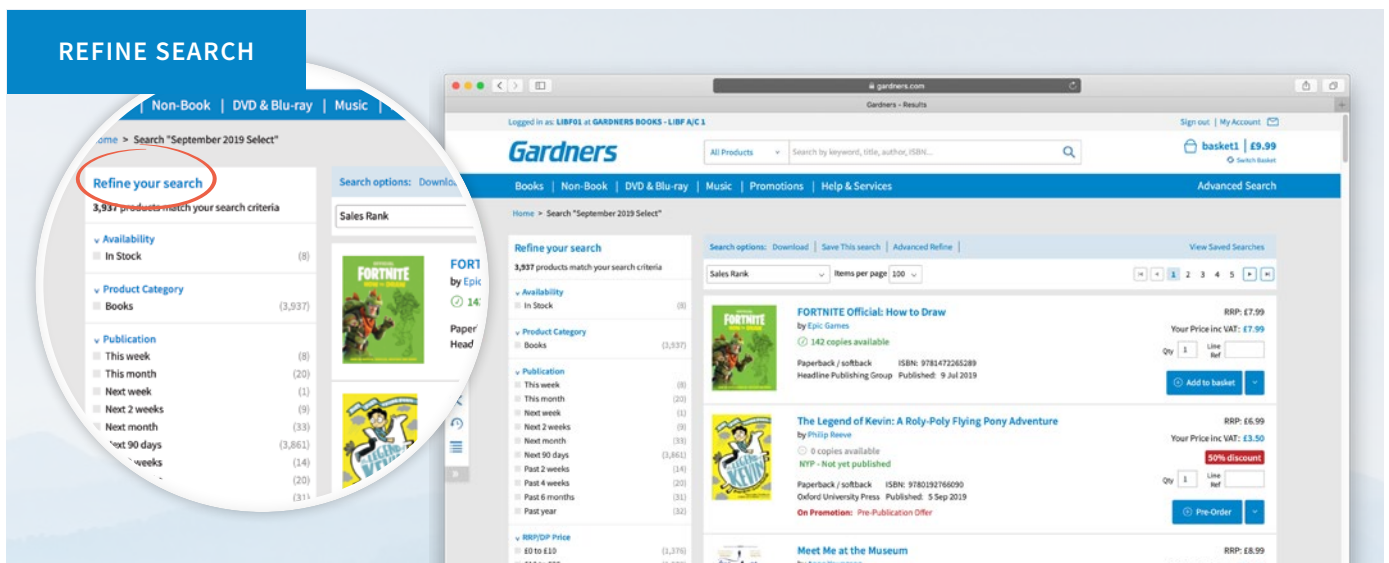

Please note:
you can choose to control your main header search to default to a specific product category as standard. This can be found under preferences in the My Account section.

REFINING SEARCH RESULTS

Search results can be refined by clicking on the filters on the left hand side of the page. Clicking on the up or down arrows next to the filter name will either show or hide more information.

Search results can also be refined by clicking **Advanced Refine**, which can be found in the search options bar at the top in the centre of the search results page.
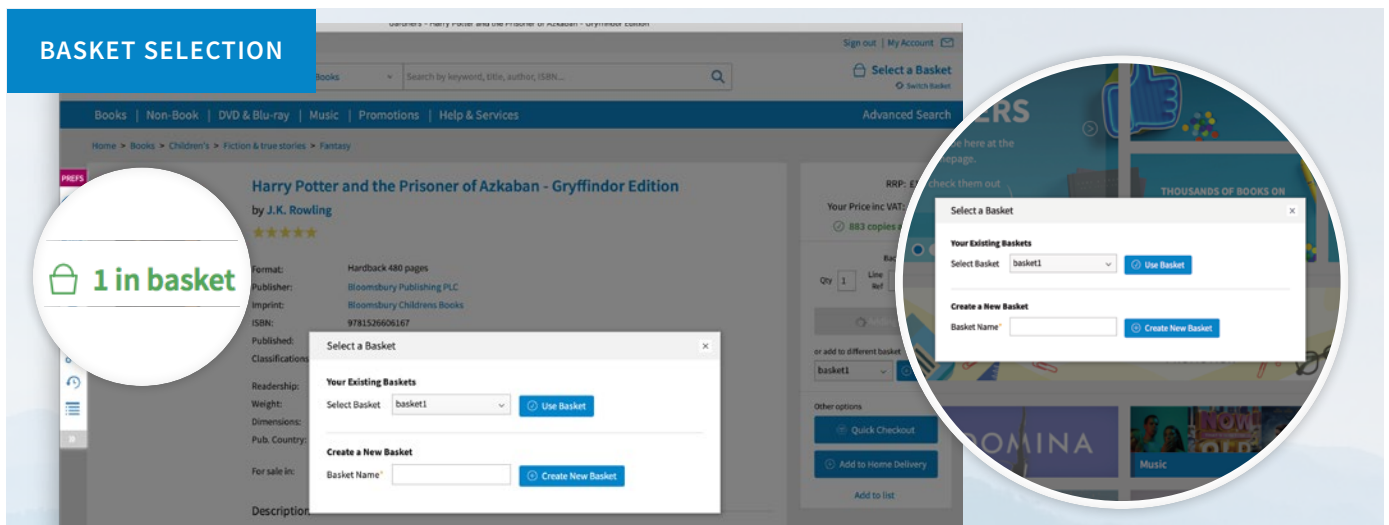
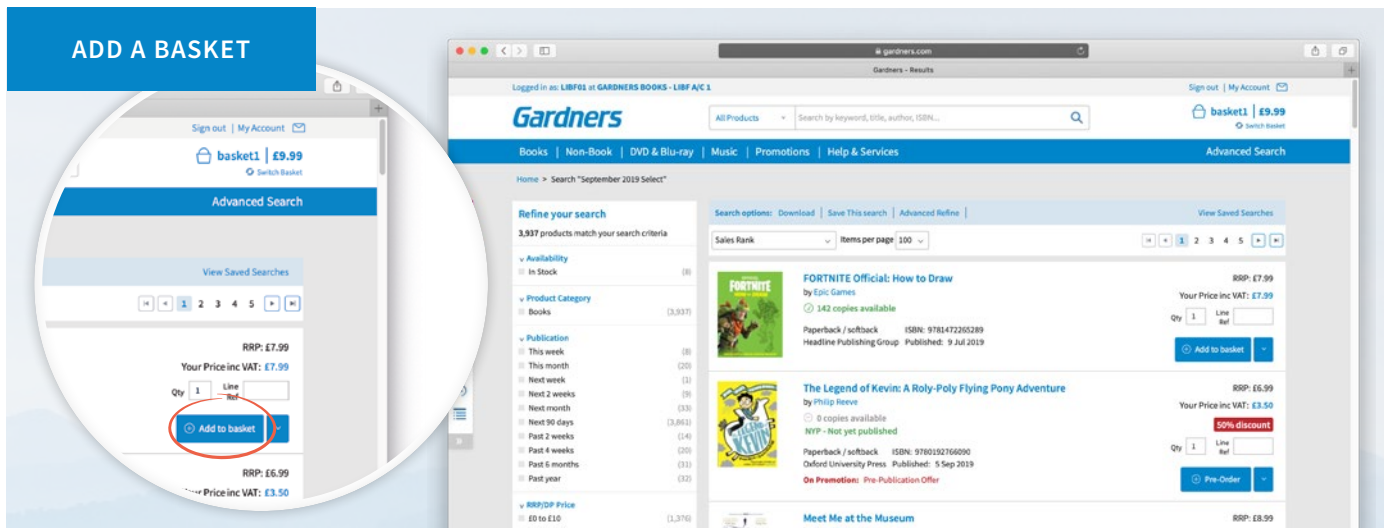**REFINE SEARCH**

ADVANCED REFINE

ADDING PRODUCTS TO A BASKET

Items can be added to your basket from the search results page or from individual product pages by selecting the **Add to basket button** to the right hand side of the product. Once selected, a dialogue box will appear asking you to either select an existing basket to add the product to, or create a new one.

To select an existing basket, simply choose from the drop down menu. The selected or newly created basket's name will be displayed in the top right hand side of the screen.
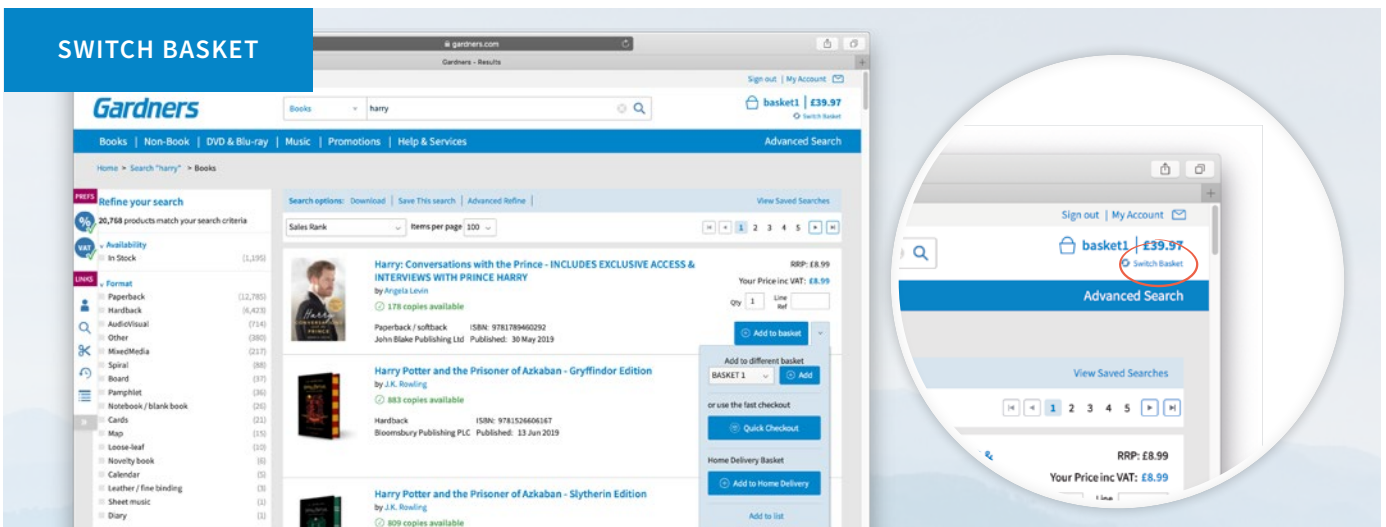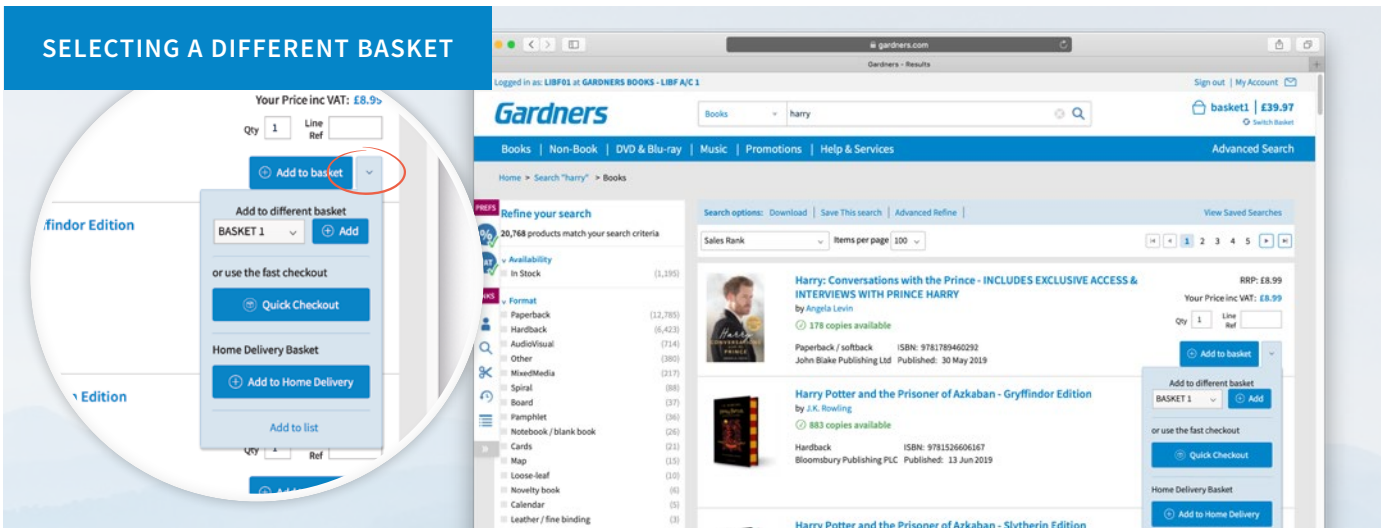
A green basket icon with the quantity ordered will be shown against that product on the search results page

ADD A BASKET

BASKET SELECTION

SWITCHING BASKETS

Once a basket has been selected, all further items will be added to this basket. To use another basket or create a new basket, click on the small arrow to the right of the Add to basket button on the search results page. On a product page use the drop down menu under the Add to basket button.
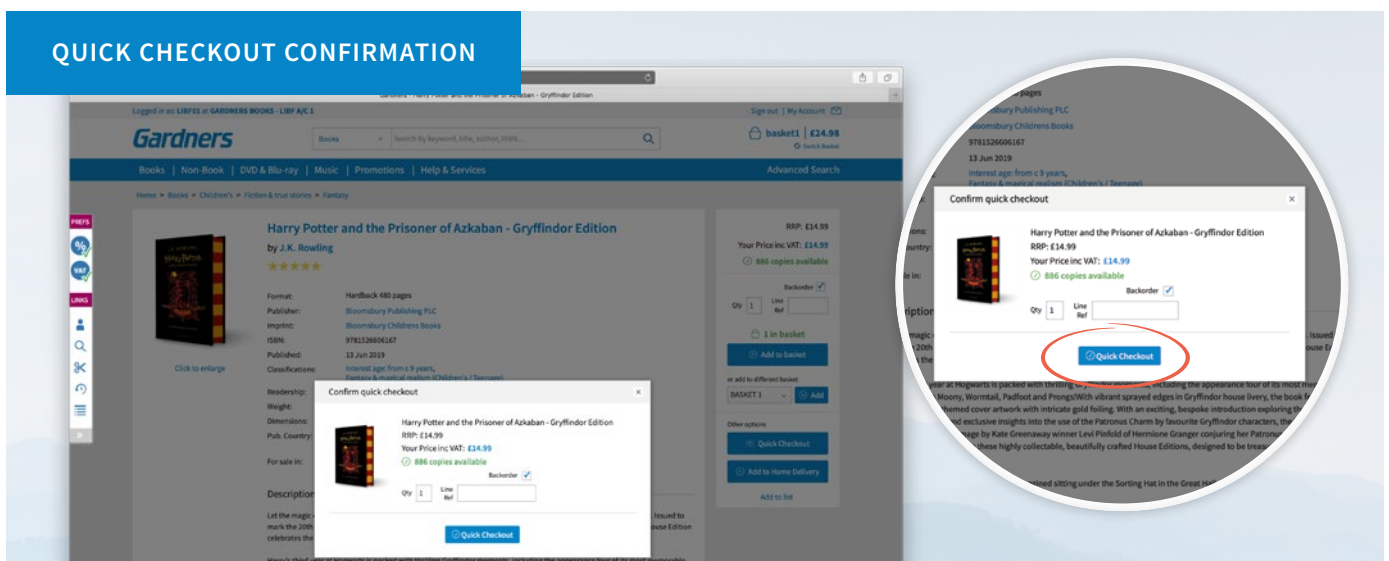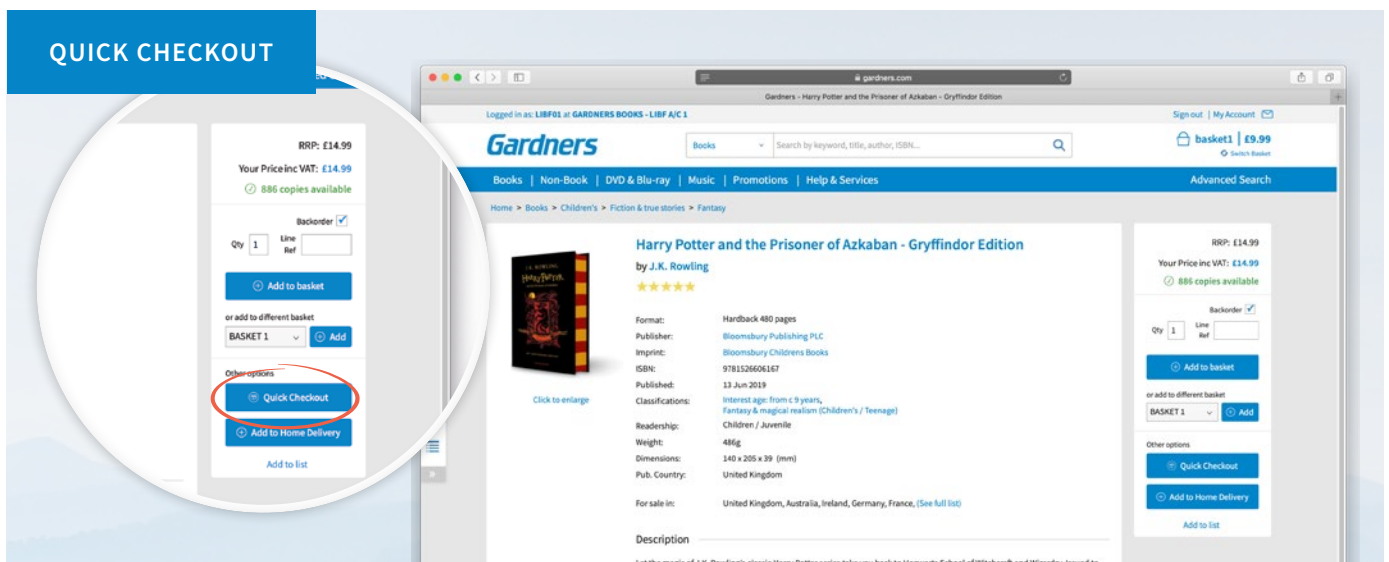
You are also able to switch baskets using the **Switch Basket** option, which is located in the top right hand corner of every screen under the basket name and total.

SELECTING A DIFFERENT BASKET

SWITCH BASKET

QUICK CHECKOUT

The Quick Checkout function is accessible from an individual product page or from the drop down menu to the right of the Add to basket button on the search results page.

Quick Checkout will not add items to a basket, but will automatically add the item to DUES, once the order has been confirmed. Clicking on the Quick Checkout button will prompt a confirmation dialogue box where the quantity required and line reference can be added before submitting the order by clicking the Quick Checkout button in the dialogue box.

QUICK CHECKOUT

QUICK CHECKOUT CONFIRMATION

HOME DELIVERY

Home Delivery baskets enable you to place orders for customer collection or for delivery directly to the customers home. To add an item to a Home Delivery order, select Add to Home Delivery from the Add to basket drop down menu. A maximum of 10 lines can be added to a customer order basket, each line can have a maximum quantity of 999.

Once everything has been added to the basket, click on Checkout Home Delivery. You will then be taken to a page where you can choose how you would like the order to be delivered; Store Collection or Home Delivery.

ADD TO HOME DELIVERY BASKET

HOME DELIVERY CHECKOUT

HOME DELIVERY CHECKOUT

There are 4 steps to checking out a Home Delivery order.

1. **Address Details** - enter the customer's details and delivery information into the fields provided.
2. **Shipping Options** - including estimated delivery costs for your customer. Option to select gift wrapping.
3. **Delivery Note Options** - with the option to add a personalised message.
4. **Confirm Details**

You can view all home delivery orders placed, and track the delivery, within the Home Delivery Orders tab, under My Account section on the website.

HOME DELIVERY PROCESS

VIEWING ORDERS

MANAGING BASKETS

To manage your different baskets, go to the Switch Baskets option, which is located in the top right hand corner of every screen, under the basket name and total. From here, select Manage existing baskets; you will then be taken to a page displaying all open baskets.

After selecting your chosen baskets using the check box to the left hand side of the basket name, you are then able to delete or merge baskets by choosing from the options at the top of the basket list.

More information about multiple basket options, merging, amending and sorting, can be found at www.gardners.com/Help/baskets

MANAGING EXISTING BASKETS

MERGING & DELETING BASKETS