

HOW TO ORDER FROM SPROUTLEY

Retailers.sproutley.com.au



PRODUCTS TO MAKE
YOUR CUSTOMER'S
LIVES EASIER!

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CHAPTER 1.....WELCOME TO SPROUTLEY!

WE'RE SO GLAD YOU HAVE FOUND SPROUTLEY.COM.AU, AND WILL BE UTILIZING OUR FAST AND EASY ONLINE ORDERING PROCESS TO START PROVIDING YOUR CUSTOMERS WITH PRODUCTS THAT WILL MAKE THEIR LIVES EASIER!

OUR MISSION AT SPROUTLEY IS SIMPLE: TO PROVIDE AMAZING PRODUCTS FOR BABY, TODDLER, AND FAMILY THAT ENHANCE THE EXPERIENCE OF BEING A PARENT -- WHILST PROVIDING OUR RETAILERS WITH EASE OF ORDERING, EXCELLENT CUSTOMER SERVICE, AND HIGH MARGIN INVENTORY TO MAXIMIZE YOUR BOTTOM LINE.

WE KNOW YOU HAVE MANY OPTIONS FOR THE PRODUCTS YOU CARRY IN YOUR BRICK-AND-MORTAR AND/OR ONLINE STORES. REST ASSURED THAT WE WILL DO EVERYTHING IN OUR POWER TO MAKE YOUR EXPERIENCE WITH US THE BEST IT CAN POSSIBLY BE. IF YOU EVER HAVE ANY QUESTIONS, GIVE US A CALL AT 02 8310 4950, OR EMAIL US AT INFO@SPROUTLEY.COM.AU.

WE'RE EXCITED TO HAVE YOU AS A RETAILER!

CHAPTER 2.....CREATING A SPROUTLEY RETAILER ACCOUNT

BEFORE YOU CAN VIEW WHOLESALE PRICING AND ORDER FROM US ONLINE, YOU WILL NEED TO CREATE A RETAILER'S ACCOUNT. CREATING A RETAILER'S ACCOUNT WITH SPROUTLEY IS QUITE EASY. YOU HAVE A COUPLE OF OPTIONS IN ORDER TO DO SO:

1. THE QUICKEST WAY TO CREATE AN ACCOUNT IS TO FILE YOUR APPLICATION WITH US ONLINE. YOU CAN DO THIS BY GOING TO [RETAILERS.SPROUTLEY.COM.AU](http://retailers.sproutley.com.au) AND CLICKING ON THE "RETAILER APPLICATION" LINK IN THE MAIN MENU. OR, YOU CAN GO THERE DIRECTLY BY FOLLOWING THIS LINK [HTTP://RETAILERS.SPROUTLEY.COM.AU/RETAILER-APPLICATION/](http://retailers.sproutley.com.au/retailer-application/). ONCE YOU ARE IN THE APPLICATION AREA, PLEASE PROVIDE AS MANY DETAILS ABOUT YOURSELF AND YOUR BUSINESS AS YOU CAN. WE HAVE SPECIFIC CRITERIA THAT WE ARE LOOKING FOR IN OUR APPROVED RETAILERS, AND THE MORE INFORMATION YOU PROVIDE, THE QUICKER THE APPLICATION PROCESS WILL BE. YOU CAN EXPECT A RESPONSE FROM US WITHIN 24 HOURS FROM THE TIME YOU SUBMIT YOUR APPLICATION. WE WILL BE IN TOUCH EITHER VIA PHONE OR EMAIL.
2. YOU CAN ALSO SUBMIT YOUR APPLICATION WITH US VIA PHONE BY CALLING US DIRECTLY AT 02 8310 4950. IF WE ARE UNAVAILABLE, PLEASE LEAVE A MESSAGE WITH ALL OF THE RELEVANT DETAILS ON HOW TO GET A HOLD OF YOU, AND THE BEST TIMES TO DO SO.

CHAPTER 3.....LOGGING INTO YOUR ACCOUNT

UPON APPROVAL OF YOUR RETAILER'S APPLICATION, YOU WILL BE PROVIDED WITH WHOLESALE LOGIN CREDENTIALS AT RETAILERS.SPROUTLEY.COM.AU. TO LOGIN, GO TO [HTTP://RETAILERS.SPROUTLEY.COM.AU/MY-ACCOUNT/](http://retailers.sproutley.com.au/my-account/) AND ENTER THE CREDENTIALS YOU WERE GIVEN. ONCE LOGGED IN, YOU CAN CHANGE YOUR PASSWORD (IF DESIRED) BY CLICKING ON THE LINK THAT SAYS "EDIT YOUR PASSWORD AND ACCOUNT DETAILS."

AFTER YOU ARE LOGGED IN TO YOUR ACCOUNT, YOU CAN BEGIN TO BROWSE THE SPROUTLEY PRODUCT RANGE BY CATEGORY (ON THE RIGHT HAND SIDE OF THE PAGE), OR BY RANGE (IN THE MAIN MENU).

YOU WILL NOW HAVE VISIBILITY TO ALL OF THE WHOLESALE PRICING ON EACH PRODUCT WITHIN THE SPROUTLEY RANGE. YOU WILL ALSO NOTICE THAT CASE LOT QUANTITIES FOR EACH PRODUCT ARE SHOWN (PRODUCTS CAN ONLY BE ORDERED AT WHOLESALE RATES WHEN ORDERING IN THE REQUIRED CASE LOTS).

YOU CAN REMAIN LOGGED IN TO YOUR ACCOUNT SO THAT YOU DON'T NEED TO LOGIN EACH TIME YOU VISIT THE SITE, OR, WHEN YOU ARE FINISHED, YOU CAN LOG OUT BY HOVERING OVER "MY ACCOUNT" IN THE MAIN MENU, AND CLICKING ON "LOGOUT."

CHAPTER 4.....PLACING AN ORDER

NOW THAT YOU HAVE FULL ACCESS TO RETAILERS.SPROUTLEY.COM.AU, IT'S TIME TO PLACE YOUR FIRST ORDER! IF YOU ARE NOT CURRENTLY LOGGED IN, YOU CAN DO SO BY FOLLOWING THE LOGIN GUIDE IN CHAPTER 3. ONCE LOGGED IN, NAVIGATE TO THE FIRST PRODUCT YOU WOULD LIKE TO ORDER (EITHER BY RANGE IN THE MAIN MENU, OR BY CATEGORY ON THE RIGHT HAND SIDE OF THE PAGE AFTER LOGGING IN).

THERE ARE TWO DIFFERENT TYPES OF PRODUCTS ON RETAILERS.SPROUTLEY.COM.AU – “SIMPLE PRODUCTS” AND “VARIABLE PRODUCTS”.

“SIMPLE PRODUCTS” ARE PRODUCTS THAT DO NOT REQUIRE YOU TO CHOOSE A VARIATION OF THE PRODUCT, AND WILL SHOW THE WORDS “ADD TO CART” BELOW THEM WHILE BROWSING THE RANGE. “VARIABLE PRODUCTS” ARE PRODUCTS THAT REQUIRE YOU TO CHOOSE A VARIATION OF THE PRODUCT (EXAMPLE: COLOR OR FLAVOUR) BEFORE YOU CAN ADD THE PRODUCT TO YOUR CART. THESE PRODUCTS WILL SHOW “SELECT OPTIONS” BELOW THEM WHILE BROWSING THE PRODUCT RANGE.

FOR THE PURPOSES OF THIS TUTORIAL, WE'LL USE A VARIABLE PRODUCT AS AN ORDERING EXAMPLE.

NAVIGATE TO THE HUG-A-BUB RANGE BY CLICKING IN THE CATEGORY MENU ON THE RIGHT HAND SIDE OF YOUR ACCOUNT PAGE. YOU'LL THEN SEE FOUR OPTIONS OF HUG-A-BUB TO CHOOSE FROM. CLICK ON “SELECT OPTIONS” BELOW HUG-A-BUB ORGANIC LIGHTWEIGHT WRAP CARRIER. HERE YOU WILL SEE A SHORT

DESCRIPTION OF THE PRODUCT, PRODUCT DETAILS, AND A FULL DESCRIPTION OF THE PRODUCT. YOU'LL ALSO SEE TABS FOR ADDITIONAL INFORMATION AND REVIEWS. FEEL FREE TO CLICK AROUND TO LEARN MORE ABOUT THE PRODUCT.

NOW, IT'S TIME TO ORDER. AS THIS PARTICULAR PRODUCT IS A VARIABLE PRODUCT, YOU WILL NEED TO CHOOSE WHICH COLOUR YOU WOULD LIKE TO ORDER THE WRAP CARRIERS IN. BY CLICKING ON THE DROP-DOWN MENU NEXT TO "COLOUR", YOU'LL SEE THAT YOUR ORDERING OPTIONS ARE LATTE AND CHARCOAL. UPON CHOOSING EITHER OPTION, THE MAIN PRODUCT IMAGE TO THE LEFT WILL CHANGE TO REFLECT YOUR SELECTION.

CHOOSE CHARCOAL. YOU WILL NOTICE THAT THIS PARTICULAR PRODUCT ALLOWS YOU TO ORDER THE ITEMS IN INDIVIDUAL "CASE LOTS" OF 1. OTHER PRODUCTS ON THE SITE WILL REQUIRE CASE LOTS OF 4, 10, OR 20.

GO AHEAD AND LEAVE THE QUANTITY AT 1 AND CLICK ON "ADD TO CART." ONCE YOU DO, YOU'LL SEE AN IMMEDIATE NOTIFICATION ABOVE THE MAIN PRODUCT IMAGE AND TITLE THAT THE PRODUCT HAS BEEN ADDED TO YOUR CART. YOU CAN ALSO VIEW WHAT'S CURRENTLY IN YOUR CART BY HOVERING OVER THE CART ICON IN THE UPPER RIGHT HAND SIDE OF THE SCREEN, IN THE TOP MENU. ADDITIONALLY, YOUR CART CONTENTS CAN BE SEEN BY SCROLLING TO THE BOTTOM OF THE RIGHT-HAND CATEGORY MENU.

AT THIS POINT, YOU CAN EITHER CONTINUE SHOPPING BY CHOOSING ANOTHER PRODUCT OR CATEGORY, OR YOU CAN PROCEED TO YOUR CART AND PREPARE FOR CHECKOUT.

CHAPTER 5.....CHECKING OUT

WITH YOUR HUG-A-BUB WRAP CARRIER IN YOUR CART, LET'S GO THROUGH THE SIMPLE CHECKOUT PROCESS.

CLICK ON "VIEW CART" AT ANY OF THE AFOREMENTIONED AREAS OF THE SITE. HERE YOU WILL SEE THE CONTENTS OF YOUR CART FOR YOUR REVIEW, AND A SHIPPING AREA. INITIALLY, YOU WILL SEE A MESSAGE NEXT TO SHIPPING STATING: "SHIPPING COSTS WILL BE CALCULATED ONCE YOU HAVE PROVIDED YOUR ADDRESS." YOU CAN PROVIDE THAT INFORMATION EITHER HERE, OR ON THE CHECKOUT PAGE.

FOR THE PURPOSES OF THIS DEMONSTRATION, GO AHEAD AND CHOOSE "AUSTRALIA" WITHIN THE CART PAGE, CHOOSE YOUR TERRITORY, AND ENTER YOUR POSTAL CODE. THEN CLICK ON CALCULATE, AND YOU WILL SEE THE REQUIRED SHIPPING COST.

NEXT, CLICK ON "PROCEED TO CHECKOUT". IF YOU HAVE A COUPON CODE, MAKE SURE TO CLICK ON "CLICK TO ENTER YOUR CODE." IF YOU DO NOT, YOU CAN BEGIN TO FILL OUT YOUR BILLING ADDRESS. MAKE SURE TO ENTER DATA IN EACH OF THE REQUIRED FIELDS THAT ARE INDICATED BY A RED *.

IF YOUR BILLING AND SHIPPING ADDRESSES ARE DIFFERENT, AFTER FILLING IN YOUR BILLING ADDRESS, CLICK ON "SHIP TO A DIFFERENT ADDRESS" AND ENTER YOUR SHIPPING DETAILS IN THOSE FIELDS. IF YOUR BILLING AND SHIPPING ADDRESSES ARE THE SAME, THERE IS NO NEED TO FILL OUT ANYTHING IN THE SHIPPING ADDRESS AREA. YOUR ORDER WILL BE AUTOMATICALLY SHIPPED TO THE BILLING ADDRESS.

YOU CAN ALSO ENTER SPECIAL ORDER NOTES IN THE “ORDER NOTES” FIELD. THIS CAN BE SPECIAL INSTRUCTIONS FOR US, FOR THE SHIPPER, OR FOR YOU. THIS FIELD CAN BE USED IN ANY WAY THAT YOU WISH.

ONCE THOSE STEPS ARE COMPLETE, YOU WILL NEED TO CHOOSE YOUR PAYMENT METHOD. YOU CAN PAY BY CREDIT CARD OR THROUGH YOUR PAYPAL ACCOUNT. THIS IS COMPLETELY UP TO YOU. FOR DIRECT CREDIT CARD PAYMENTS, WE ACCEPT VISA, MASTERCARD, DISCOVERY, AND AMERICAN EXPRESS. IF YOU SHOULD CHOOSE PAYPAL AS YOUR PAYMENT OPTION, SIMPLY CLICK WITHIN THE BOTTOM BUTTON NEXT TO “PAYPAL”, AND THEN CLICK ON “PROCEED TO PAYPAL.” THIS WILL OPEN A NEW TAB IN YOUR INTERNET BROWSER, AND YOU CAN COMPLETE YOUR PAYMENT WITHIN IT.

ONCE YOUR PAYMENT DETAILS ARE ENTERED, CLICK ON “PLACE ORDER” AND THE SITE WILL BEGIN TO PROCESS YOUR ORDER. UPON COMPLETION, YOU WILL GET A CONFIRMATION NEAR THE TOP OF THE SCREEN TO LET YOU KNOW IF YOUR ORDER WAS ACCEPTED OR REJECTED (AND IF REJECTED, THE REASON WHY).

AND THAT’S ALL! YOUR FIRST ORDER ON RETAILERS.SPROUTLEY.COM.AU IS NOW COMPLETE!

TO VIEW THE STATUS OF YOUR ORDER(S) AT ANY TIME, SIMPLY CLICK ON THE MY ACCOUNT MAIN MENU ITEM NEAR THE TOP OF THE SCREEN. YOU WILL NEED TO BE LOGGED IN TO YOUR ACCOUNT IN ORDER TO VIEW THIS INFORMATION.

CHAPTER 6.....THE SPROUTLEY COMMUNITY

THE COMMUNITY SIDE OF SPROUTLEY.COM.AU IS A FUN, SOCIAL, INFORMATIONAL, AND EXCITING PART OF THE SITE THAT IS OPEN FOR ALL USERS AT ABSOLUTELY NO COST. THINK OF IT AS SORT OF A “SELF-CONTAINED” SOCIAL MEDIA SITE, VERY SIMILAR TO FACEBOOK. YOU CAN SET UP A PROFILE, POST TO THE NEWSFEED, LIVE-CHAT WITH OTHER USERS, FRIEND REQUEST OTHER USERS, SEND PRIVATE INBOX MESSAGES TO OTHER USERS, ETC.

TO ACCESS THE SPROUTLEY COMMUNITY, EITHER GO TO SPROUTLEY.COM.AU OR CLICK ON THE “CONSUMER SITE” LINK, IN THE FAR TOP LEFT-HAND PART OF EACH PAGE ON RETAILERS.SPROUTLEY.COM.AU. THIS WILL TAKE YOU TO THE AREA OF THE SITE THAT CONTAINS THE COMMUNITY, AND WHERE CONSUMERS CAN PURCHASE SPROUTLEY PRODUCTS DIRECTLY FROM US AT RETAIL COST.

ONCE THERE, YOU WILL SEE A FAMILIAR LAYOUT AS ON RETAILERS.SPROUTLEY.COM.AU. HOWEVER, YOU WILL NOTICE A “COMMUNITY” MAIN MENU OPTION, AND A FACEBOOK-STYLE CHAT BOX AT THE BOTTOM RIGHT-HAND SIDE OF YOUR SCREEN. IF YOU CLICK ON THE CHAT BOX TO OPEN IT, YOU WILL SEE WHAT USERS ARE CURRENTLY ON THE SITE AND AVAILABLE FOR DIRECT ONE-ON-ONE CHAT. YOU CAN ALSO CHOOSE TO OPEN THE CHATROOM TAB FROM WITHIN THE CHAT AREA TO JOIN IN THE CONVERSATION.

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NEXT, HOVER OVER THE “COMMUNITY” MAIN MENU ITEM NEAR THE TOP OF THE SCREEN. HERE YOU WILL SEE SEVERAL COMMUNITY OPTIONS SUCH AS THE NEWSFEED, AN AREA TO

BROWSE CURRENT MEMBERS, FORUMS, LOGIN, AND REGISTER. FIRST-TIME USERS WILL NEED TO REGISTER FOR THE COMMUNITY BEFORE GAINING FULL ACCESS. BUT FEEL FREE TO BROWSE AROUND THE COMMUNITY TO GET A FEEL FOR IT PRIOR TO REGISTERING.

BY CLICKING ON THE NEWSFEED, YOU'LL SEE A VERY FAMILIAR FACEBOOK-STYLE LAYOUT THAT SHOWS USER'S ACTIVITY. TO VIEW ANY USER, SIMPLY CLICK ON THEIR NAME AND IT WILL TAKE YOU TO THEIR PROFILE, WHICH WILL PROVIDE ADDITIONAL INFORMATION ABOUT THAT USER.

ONCE YOU'RE READY TO REGISTER YOURSELF FOR A NEW COMMUNITY ACCOUNT, SIMPLY CLICK ON "REGISTER" UNDER THE MAIN MENU'S "COMMUNITY" LINK. FILL OUT ALL RELEVANT DETAILS, AND MAKE SURE TO ACCEPT THE TERMS OF USE.

CONGRATULATIONS! YOU ARE NOW A COMMUNITY MEMBER OF SPROUTLEY.COM.AU! GO TO YOUR PROFILE AND UPLOAD A PROFILE PICTURE, COVER PHOTO, ADDITIONAL PHOTOS OF YOURSELF... WHATEVER YOU'D LIKE. THEN START ENGAGING WITH OTHER USERS JUST LIKE YOU WOULD ON FACEBOOK. AND DON'T BE AFRAID TO POST YOUR FIRST STATUS UPDATE IN THE NEWSFEED!

CHAPTER 7.....CONCLUSION

WE'RE EXCITED TO HAVE YOU AT SPROUTLEY.COM.AU AS A CUSTOMER, PARTNER, AND FRIEND. IF YOU HAVE ANY QUESTIONS AT ANY TIME, DON'T HESITATE TO CONTACT US DIRECTLY VIA EMAIL AT INFO@SPROUTLEY.COM.AU OR PHONE AT 02 8310 4950.

WE LOOK FORWARD TO WORKING WITH YOU AND ENJOYING A REWARDING LONG-TERM RELATIONSHIP!

