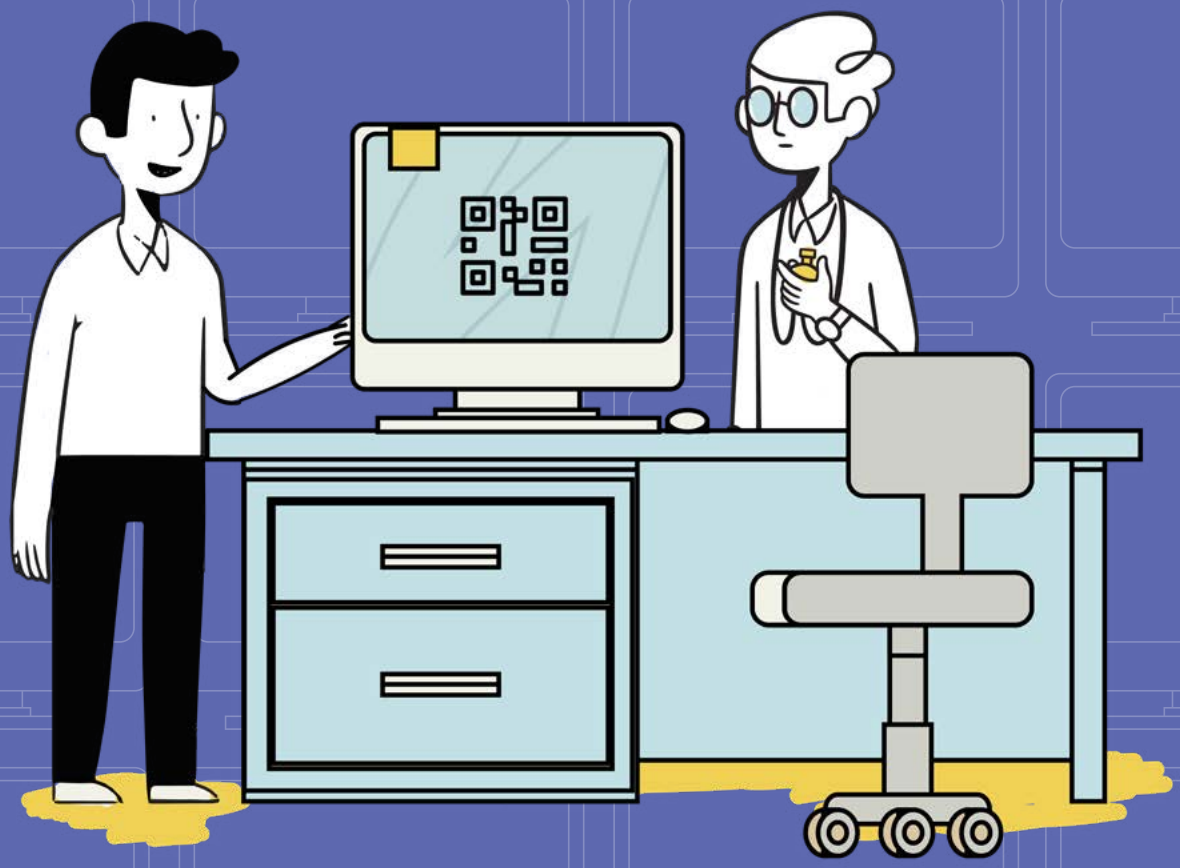
Ball & Doggett

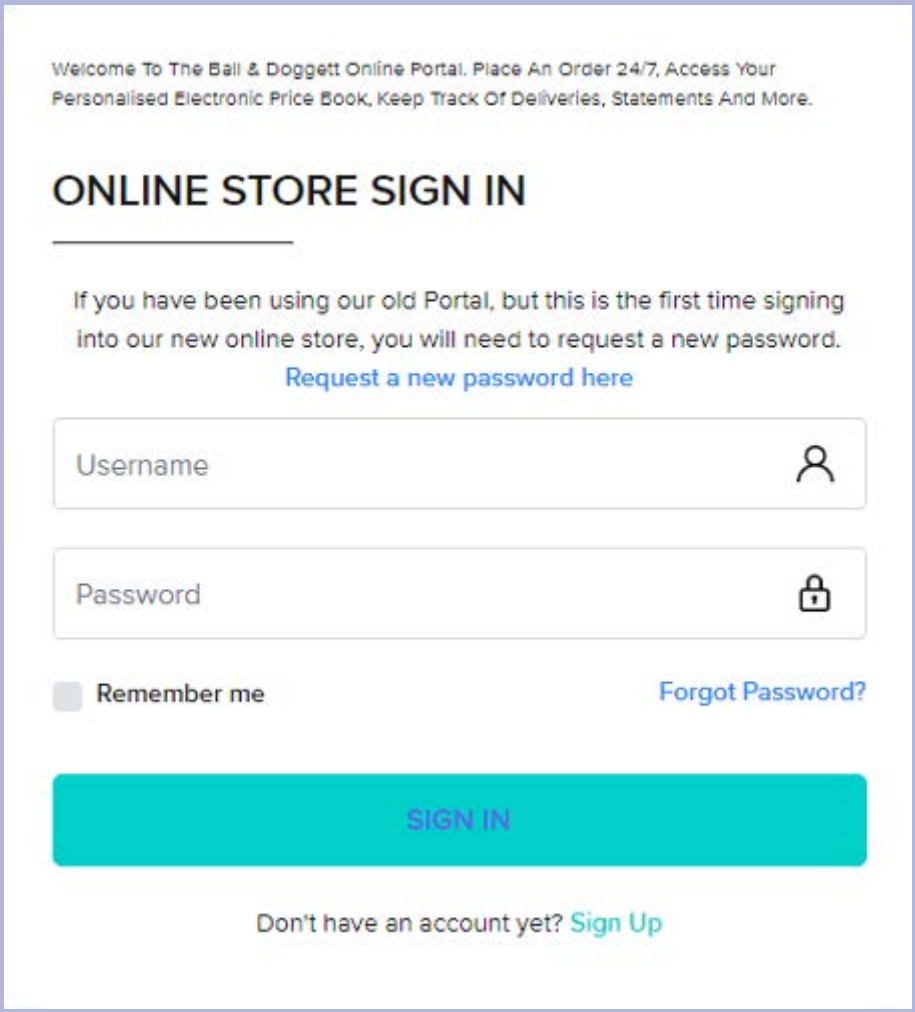
ONLINE STORE

COMPREHENSIVE USER GUIDE



ONLINE STORE Login & Password

Visit **https://store.ballanddoggett.com.au** to log into the Ball & Doggett Online Store.
If you do not have an Online Store login, click the **Sign Up** option.



TIP

Our new Online Store has been designed to be mobile friendly. Visit: **store.ballanddoggett.com.au** on your mobile device. Try it out now by scanning the QR code:

Scan Here
for a mobile-friendly version of our Online Store

TIP

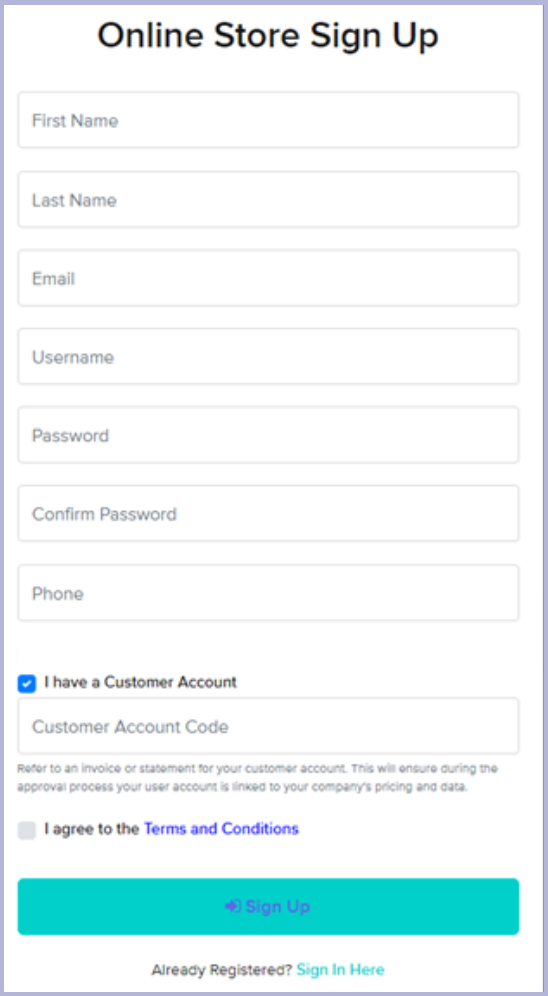
If you have previously been using our old Portal, click the **Request a new password here** option above to username field and enter your email address.

Customers with an existing Ball & Doggett account.

If you have a customer account with Ball & Doggett, you will need to enter your account number as part of the registration process.

This will ensure any special stock arrangements you have are available for you to use. Once you have completed the registration process an email will be sent to you confirming your account has been activated. This may take up to 24 hours.

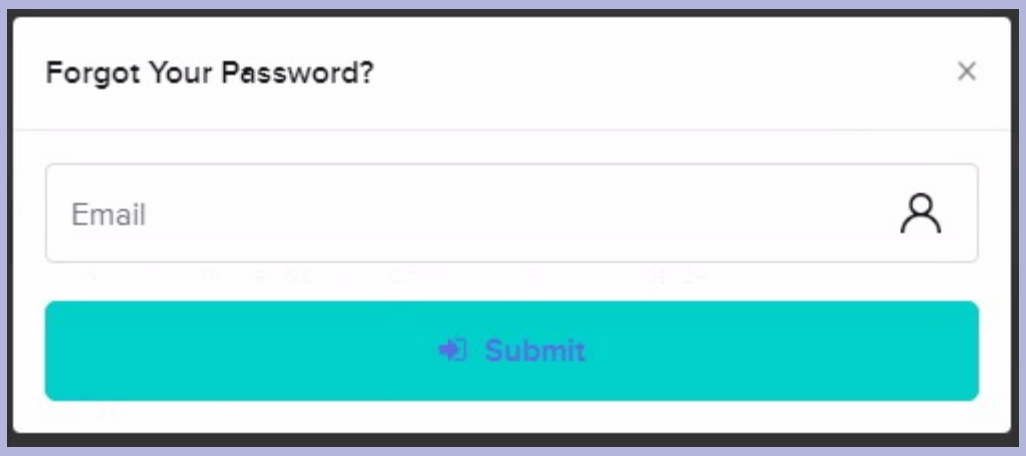
Note: If you currently do not have an existing account with Ball & Doggett, we will be adding the ability to process orders with payments to be made by credit card. Please check back shortly.



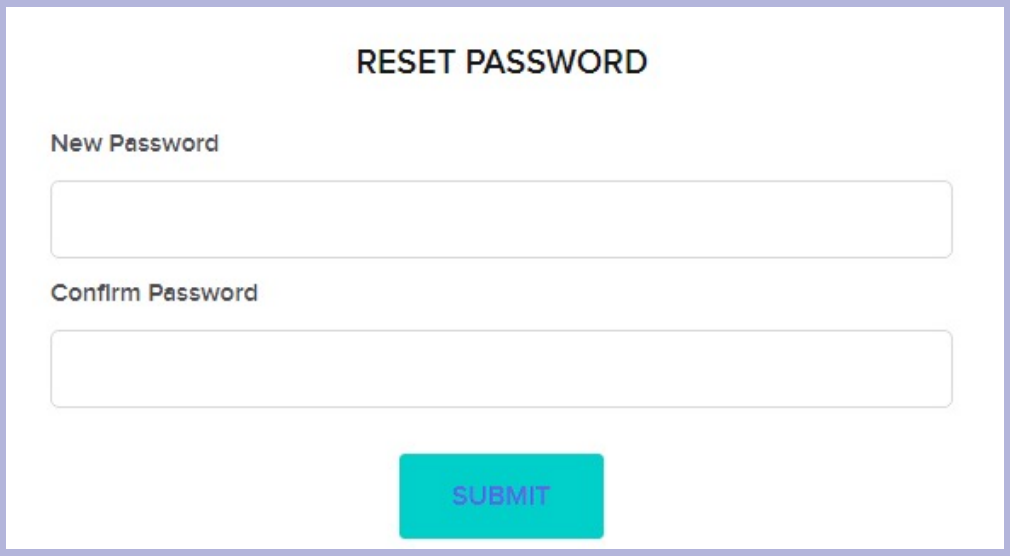
Password requirement:
- at least 6 characters in length
- at least 1 upper case character
- at least 1 lower case character
- at least 1 numeric character
- at least 1 non-alphanumeric character

Forgot Password

If you have forgotten your password, select the **Forgot Password** link to have password reset instructions automatically sent to the email address which is associated to your login name.If you do not receive an email, it could be that the email address does not exist in our database, and you would need to complete the Sign Up option.



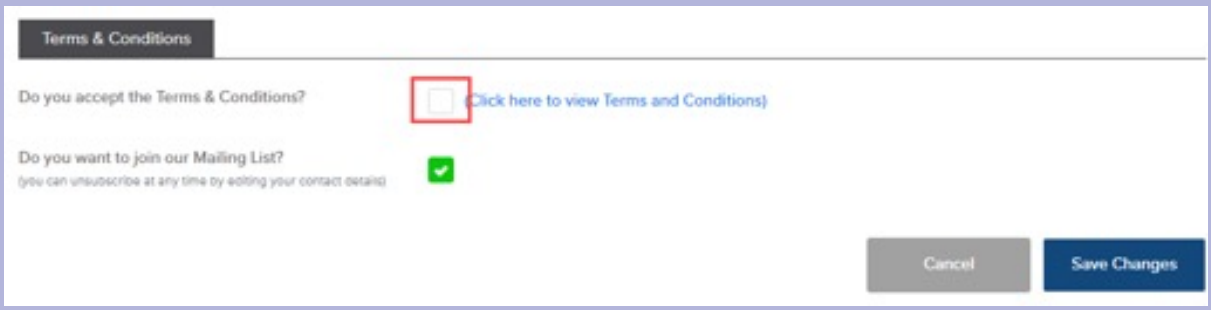
In the received email there is a link that will bring the user to the below screen to set a new password



Password requirement:
- at least 6 characters in length
- at least 1 upper case character
- at least 1 lower case character
- at least 1 numeric character
- at least 1 non-alphanumeric character

When you first log in you are required to accept the Terms & Conditions. They can be viewed by clicking the **Click Here** option.

If these change over time you will be required to re-accept our Terms & Conditions again. You also have the option to opt in or out of our mailing list. If you do not opt out at this point but would like to do so in the future, you can unsubscribe by editing your contact details



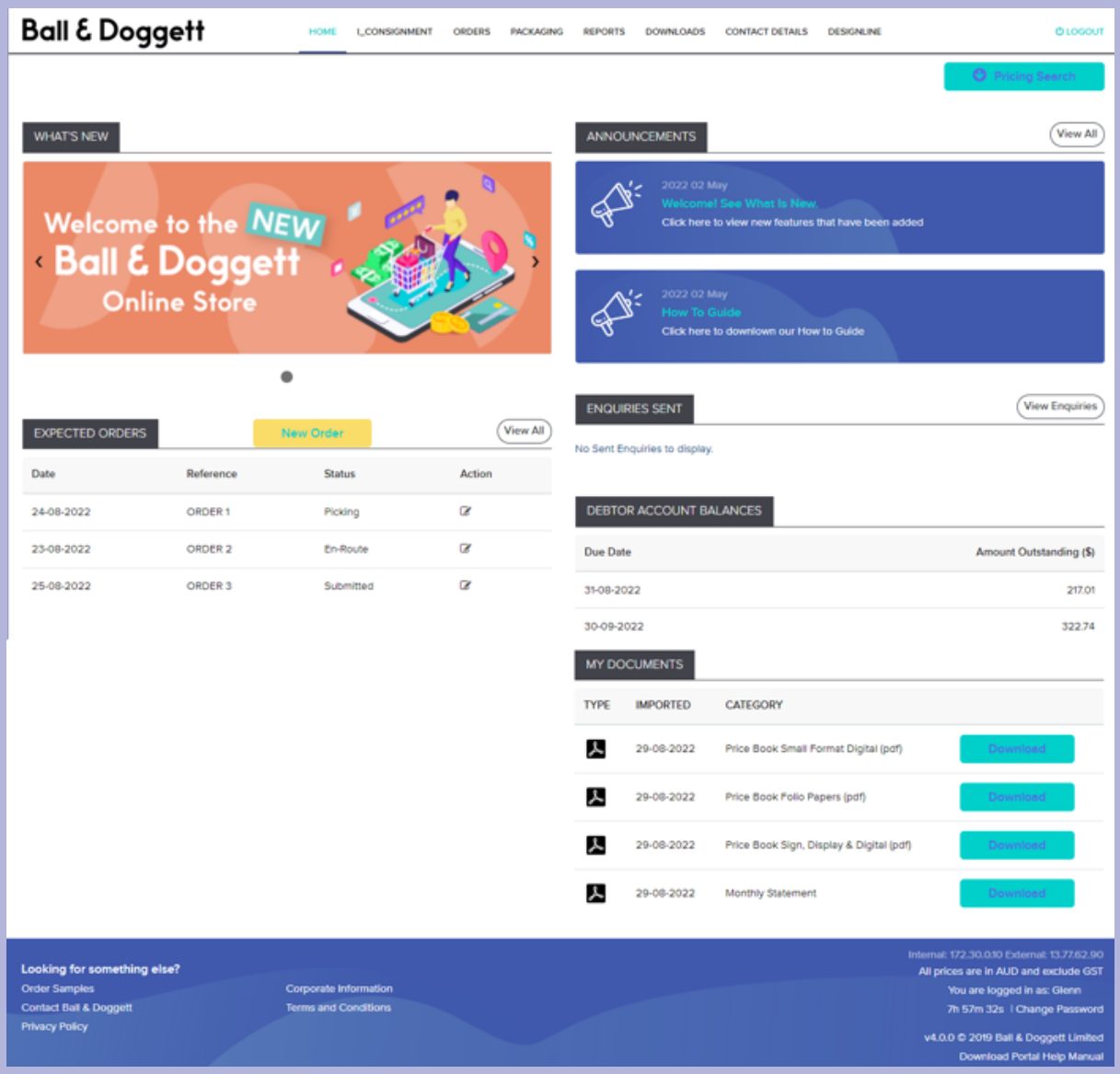
From the **HOME** screen you can:

- Change your password using the link in the footer area of the screen
- View important summary information.

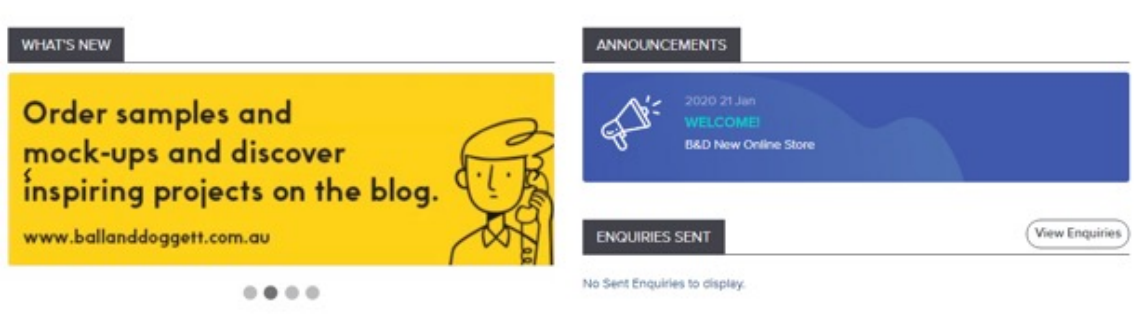
The below notes describe each of the summary panels:

- **What's New** – on occasions we will present specials, promotions, and marketing message in this area. You will be able to click an advert banner to learn more.
- **Debtor Balances** – this information represents your current financial balances and due dates. *This area is security controlled and is viewable by nominated employees only.
- **Download favourites** – this area allows you quick access to downloadable files that normally accessed via the Downloads menu tab.
- **Enquiries sent** – this area displays any recent conversations initiated from the Online Store between you and Ball & Doggett.
- **Pricing Search** – a NEW feature added to our Online Store Home screen that gives you the ability to easily search and find your pricing. When clicked on two filter options will be appear Stock Code and Brand. Simply enter the stock code or product brand name to bring up all product groups that below to that brand. Click on the option required and the Store load to that product page displaying pricing.
- **Announcements** – on occasions important announcements and attachments will be displayed in this area
- **New Order** – a **NEW** feature added the Online Store to allow you to quickly create a new order
- **Expected Orders** – this area displays all orders that are in process with Ball & Doggett and can be tracked using the following statuses:
  o **Submitted**: Online order has been submitted to Ball & Doggett
  o **Picking**: order has been processed and is currently in our warehouse being picked and packed
  o **En-Route**: order out for delivery.

ONLINE STORE Home Screen



To view the **ENQUIRIES** screen, select **View Enquiries** from the home screen. From the Enquiries screen it is possible to create new enquiries and view conversation threads of old enquiries

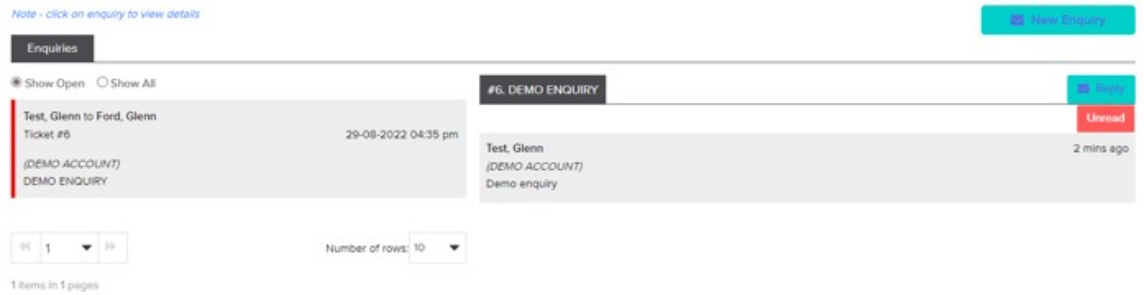


To create a new enquiry, select the **New Enquiry** button.

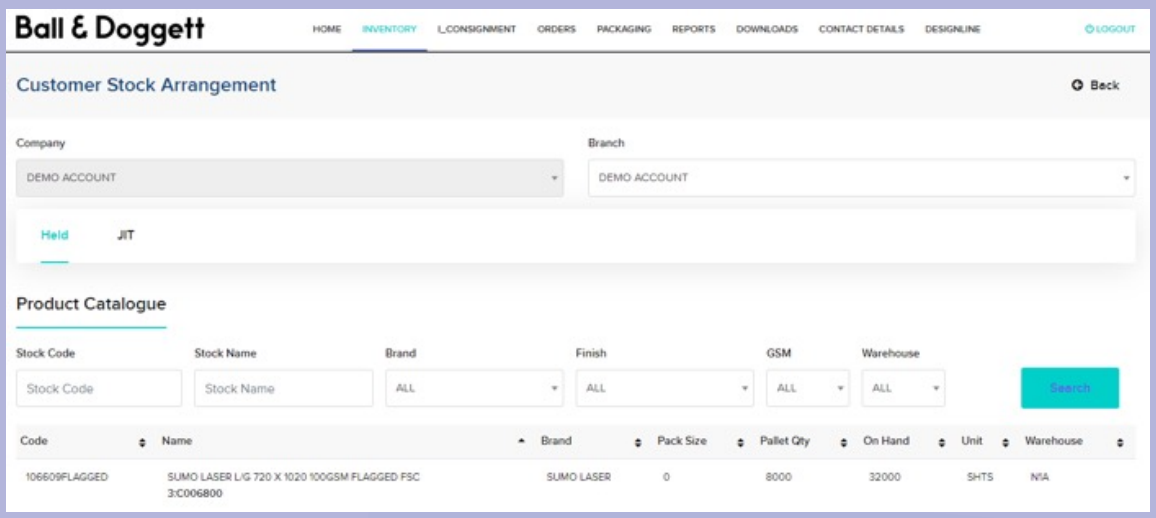
In the field **To** field, select the Customer Service Team you would like to send the enquiry to, or you can start to type the name of your Account Manager to address the enquiry to them. Enter a subject and message. When you select **Send**, your enquiry will be sent to the Customer Service Team or the B&D staff member you have selected.

To view old enquiries, select the enquiry to view from the left-hand side of the screen. On the right-hand side of the screen a conversation thread will appear containing all messages relating to that enquiry as well as the status of your enquiry.

Select **Reply** to add to the conversation thread.



From the **INVENTORY** screen it is possible to view the current quantity on hand of your Charge & Held and JIT items. **This option will only appear if the account has stock available.*



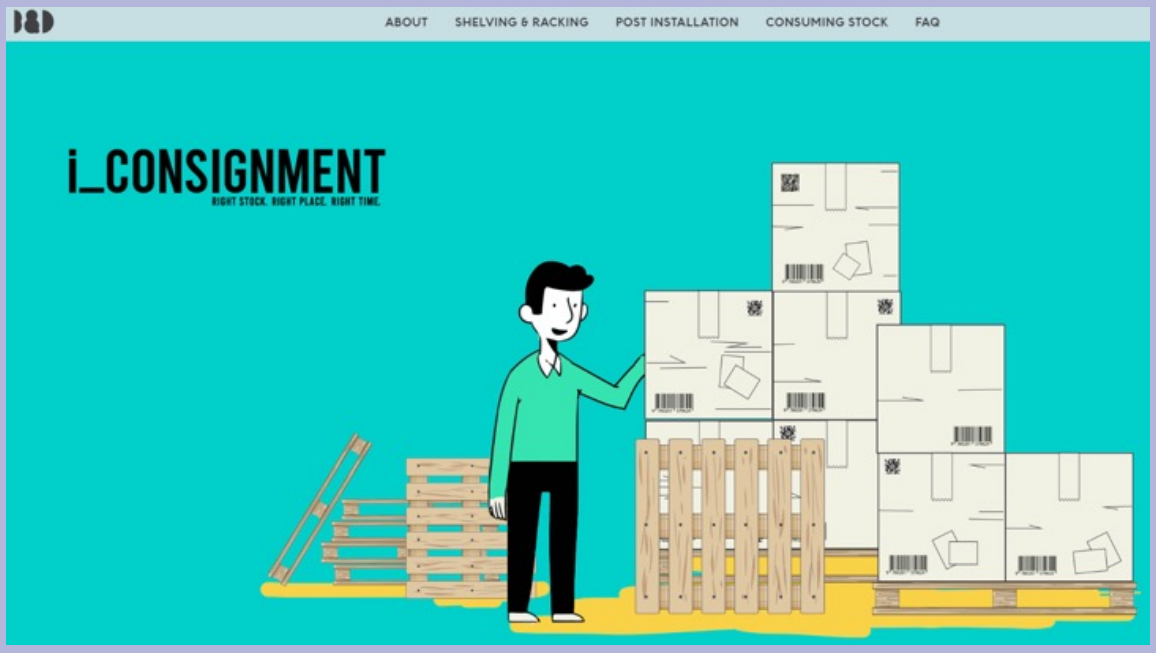
TIP

Look out for search options as these will help you find products you are looking for quickly.

The **i_CONSIGNMENT** screen is only available to customers who have a consignment arrangement with Ball & Doggett.

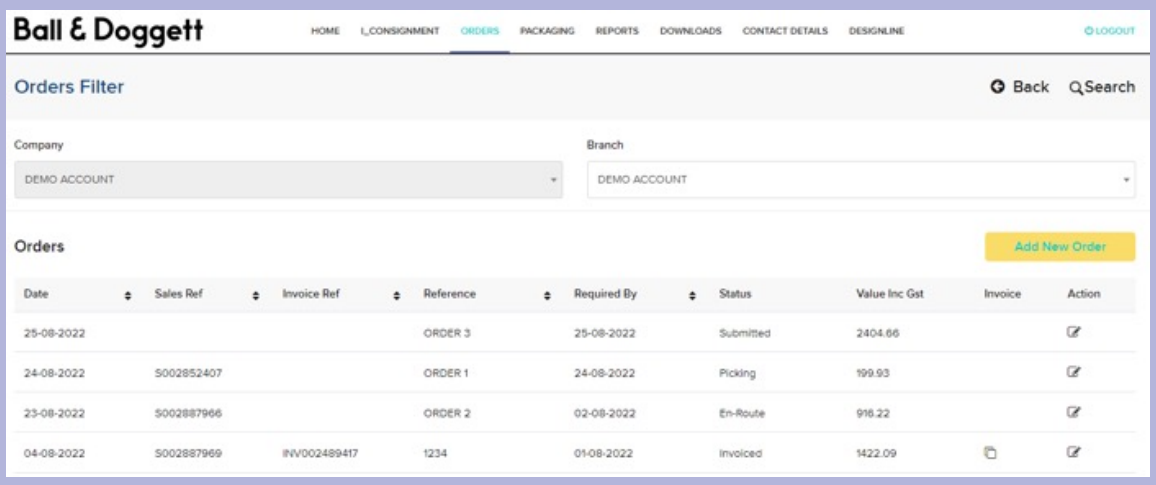
This is a great service for account customers who regularly order the same products frequently and helps ensure you always have stock onsite.

For more detail on this screen please refer to the i_CONSIGNMENT instruction manual by clicking **HERE**.



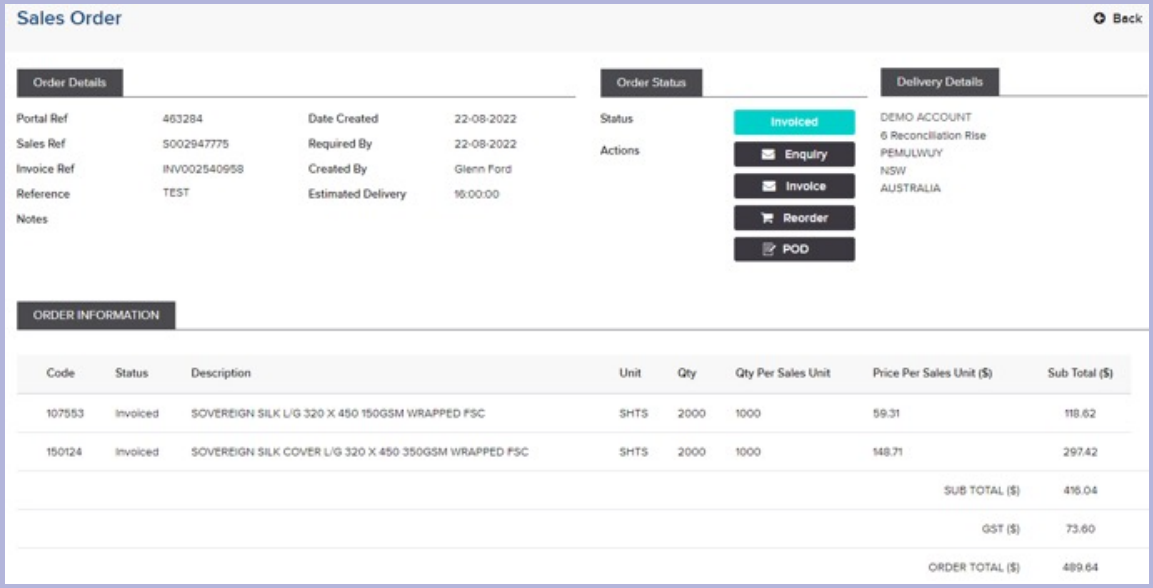
From **ORDERS** screen it is possible to:

- View the status of your orders
- Create and submit new orders ****new features available****
- Edit or delete an order that has not yet been submitted to Ball & Doggett
- Request an invoice to be emailed to you in a PDF format by clicking the icon when available
- Ability to search and filter orders but using the Search function



By clicking the icon you can:

- View product details for orders
- **Enquiry:** raise an enquiry about this order and choose to send it to your account manager or customer service team.
- **Invoice:** request a copy of the invoice be emailed to you. This is an automated process, and you will receive the email 2-5 minutes after the request is made.
- **Reorder:** orders that have been invoiced can be quickly reordered by clicking the 'Reorder' button. All items on the order will be added to your cart where you can update the quantity or remove order lines. You will then be directed to the order summary page to complete your order details (order number, delivery address etc).
- **POD:** download a pdf copy of the Proof of Delivery docket



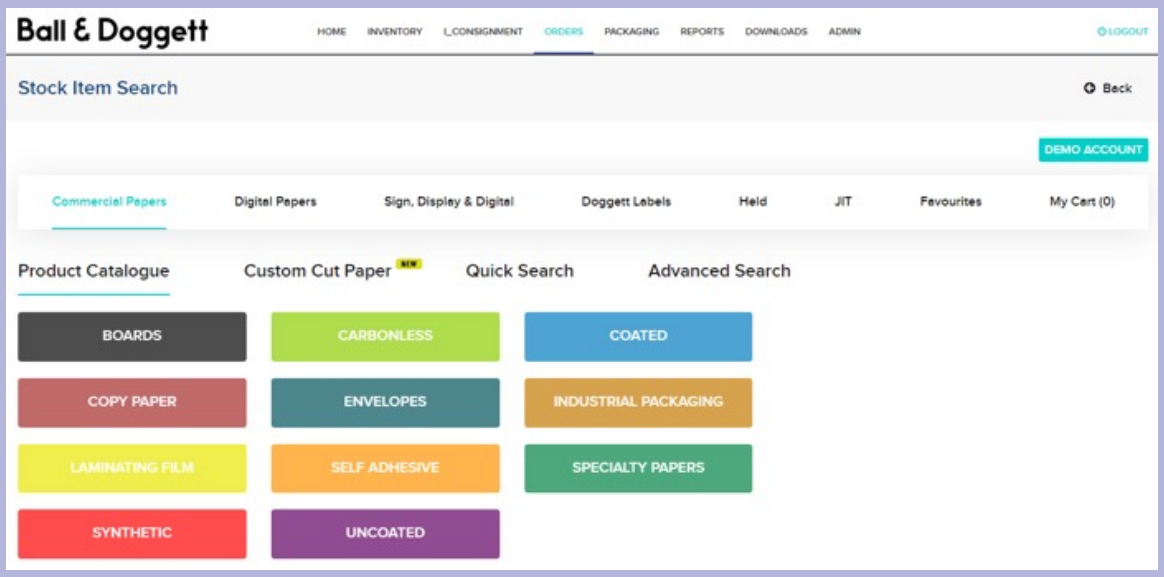
To create a new order, select **ADD NEW ORDER.**

At the next screen there are several methods used to categorize items into useful groups to help you find the product you require

- Commercial: products found in our price book
- Digital: products designed specifically for digital printing
- Sign, Display & Digital: products designed specifically for all your Sign, Display & Digital needs
- Doggett Labels: Our range of Doggett Labels are now available to order online ****NEW****
- Held: products we are storing on your behalf
- JIT: products you have committed to purchase on special terms
- Custom: products not in our price book but available specifically for you
- Favourites: products you commonly use and want quick access to
- My Cart: products you have added to an order

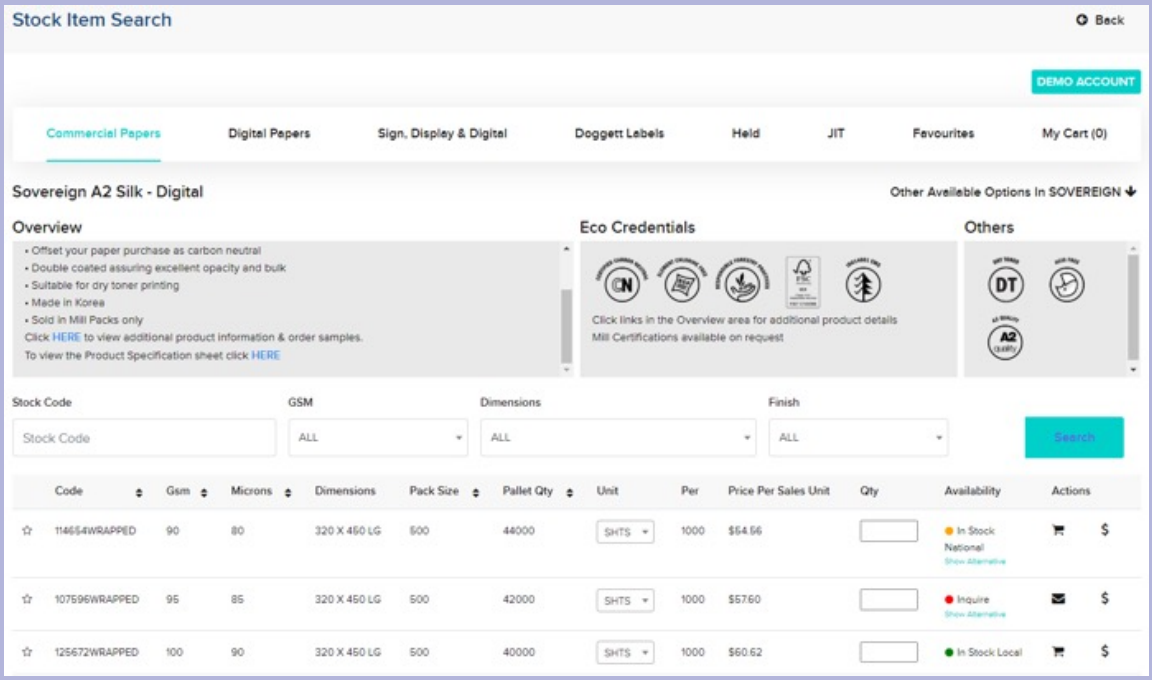
Products found in the Commercial Range, Digital Range, Sign, Display & Digital, Doggett Labels and Favourites are further classified by their range type. For example, 'uncoated'.

To add items to an order, expand the range type and select the brand you require.



Select the item brand you require.

From this screen select the item you need to order and enter the required quantity in the QTY field and select



Once you have added the required product you can click Back or select a different product division to add more items.

NEW Features

- **Stock Availability**
  The ability to see the availability of each item is displayed:

- **In Stock Local**
  Stock is available in your region 's warehouse. Delivery is typically the next business day.

- **In Stock National**
  Stock is available but from a warehouse in another State. Delivery is typically 3 - 4 business days. *Additional freight charges may apply.

- **Enquire**
  Stock is not available but it could be that it has only just arrived and is not on our system, or it is on reserve.

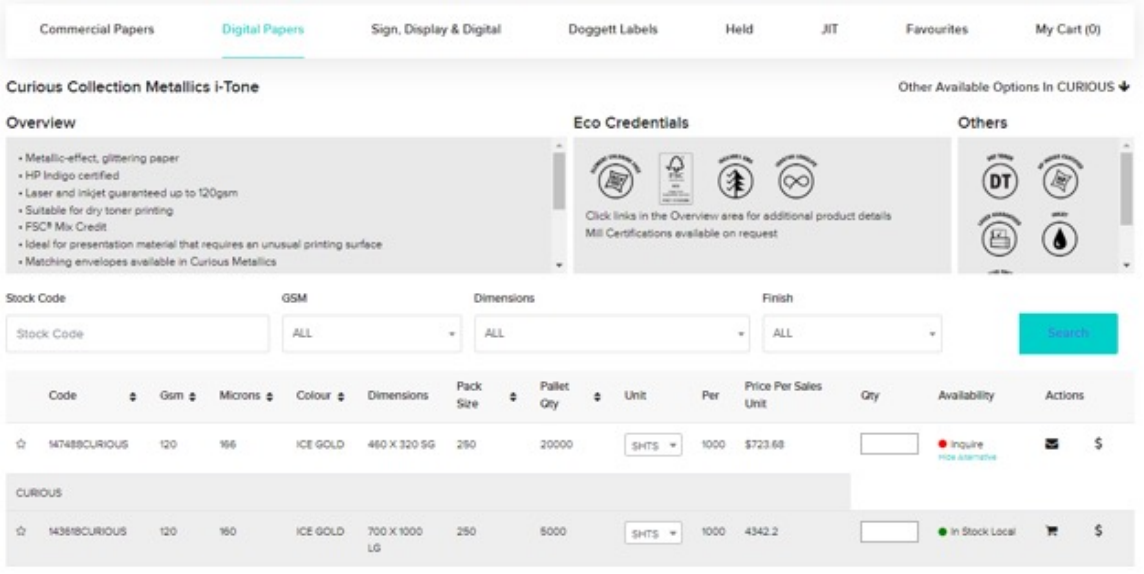
TIP

Search for product items using the item code gsm, dimensions, or finish.

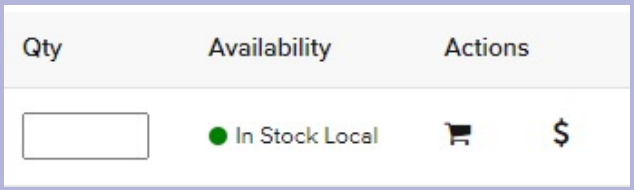
Alternative Stocks

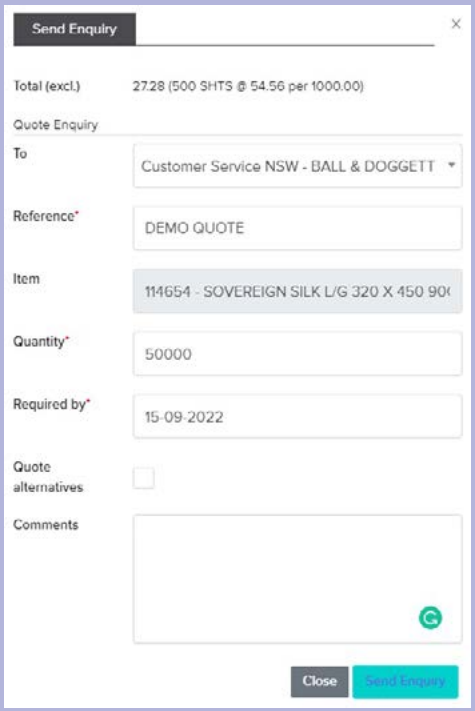
If a product is not available locally, you are now able to view alternative items that are like the product you require.

Simply select the **Show Alternative** option and all alternative items will be displayed.



From the ordering screen it is possible to send a quote request.





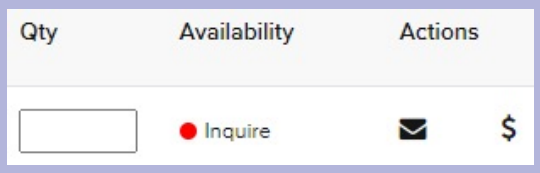
Select the action: $

In the **To** field select the Customer Service Team for your State.

Enter your quote details and if you would like the team to quote on alternatives items.

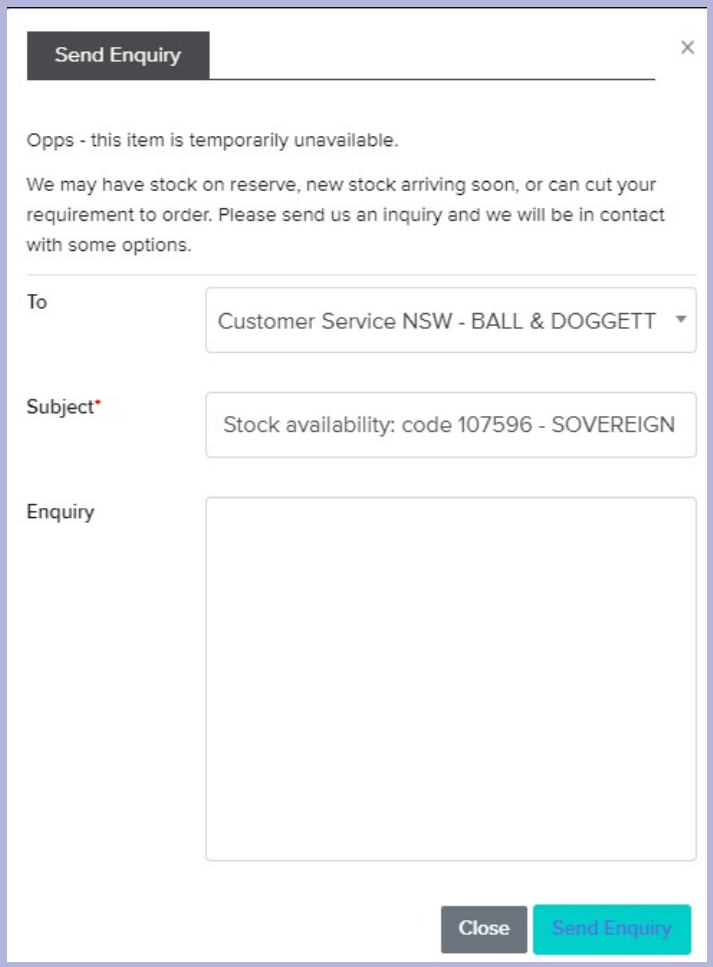
Add comments to your quote if required and select **Send Enquiry.**

From the ordering screen it is possible to send a message inquiring about any items that are not currently available.



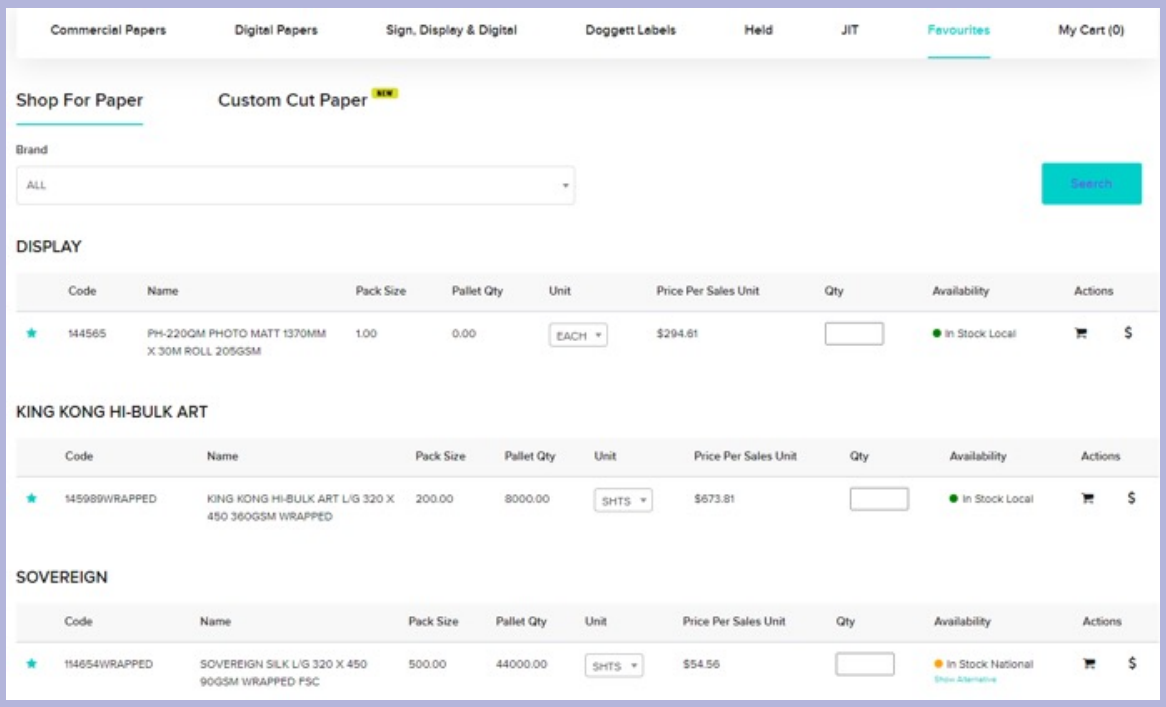
Select the action:

In the **To** field select the Customer Service Team for your State.
Enter your quote details and if you would like the team to quote on alternatives items.
Add comments to your quote if required and select **Send Enquiry**



To view your favourites, select the Favourites menu tab.

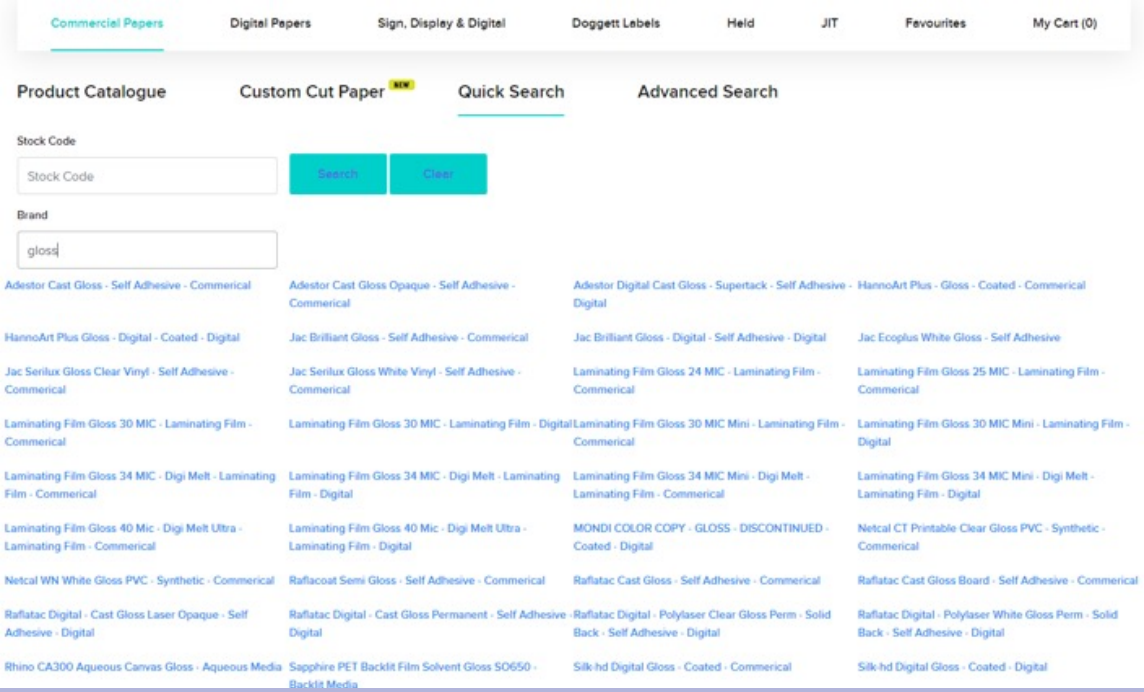
To remove favourite items simply click the solid star next to the item.



TIP

By selecting the ☆ on the order screen you can add an item to your favourites menu tab. When an item is identified as a favourite the star is highlighted.

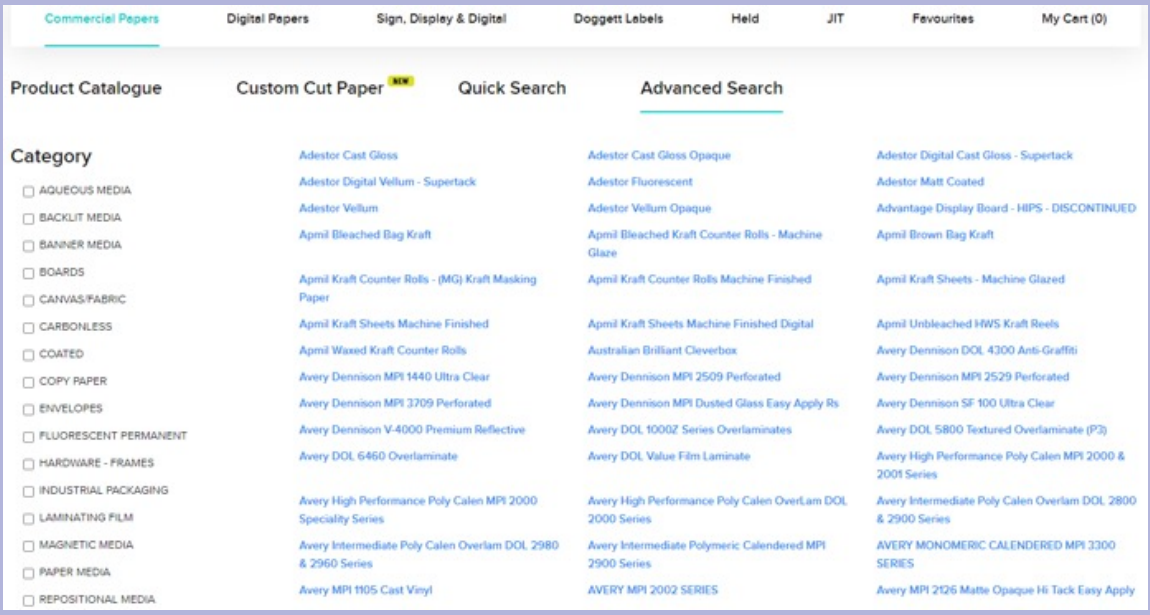
Select the '**Quick Search**' option from the options near the centre of the screen
When you start typing the brand or finish, results are immediately displayed which closest match what you are looking for. The more you type the more refined the search results.



TIP

It is possible to search for products by either their item code or their name.

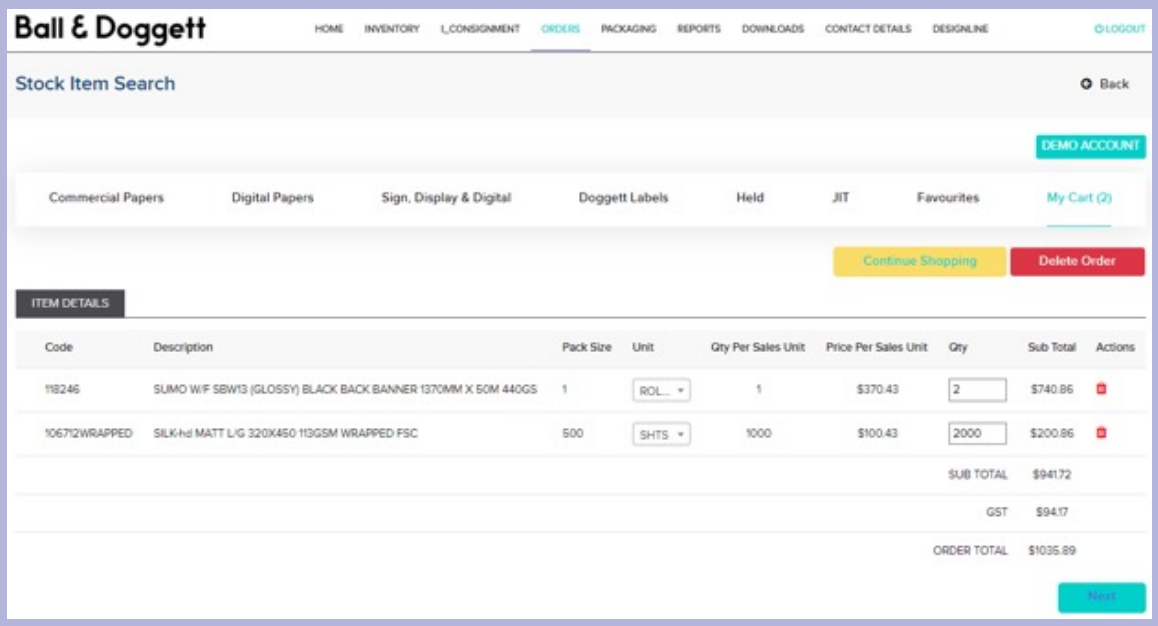
Select the '**Advanced Search**' option from the options near the centre of the screen
Tick the attributes you want to find, and list will automatically present those items that match your criteria.



TIP

It is possible to search for products by their attributes.

Once you have added all the required products to your order, select the **My Cart** menu tab. At this screen, review your order and make any changes, if necessary, before hitting the **Next** button.



Enter a job reference or purchase order number of your choosing in the **Reference** field.

Select if you want the order delivered or if you want to pick it up. *Freight costs may apply.

Enter any notes you would like included with the order in the **Notes** field.

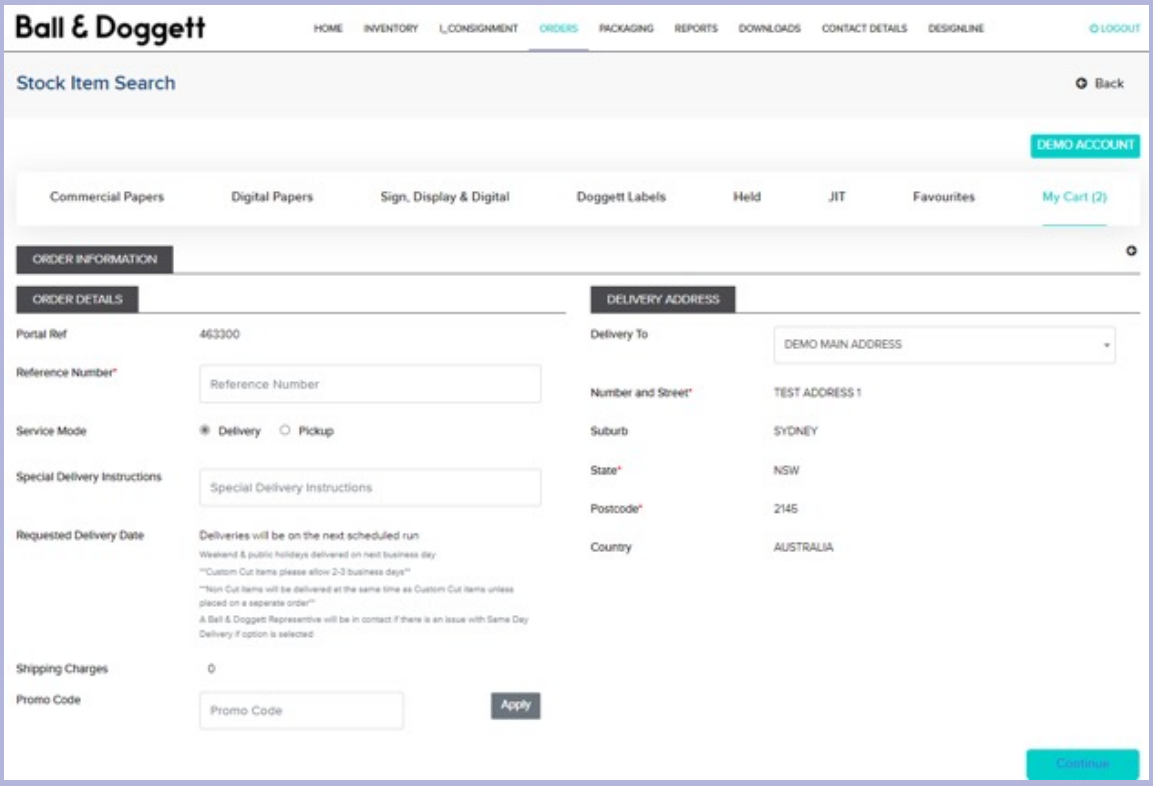
Select if you want the order delivered on the same day. An additional charge may apply for this service.

Enter as many valid promo codes as required to receive a discount off your order.

Select a **Deliver To** address from the drop-down tab. When placing your first order via the Online Store you will need to enter your required delivery address.

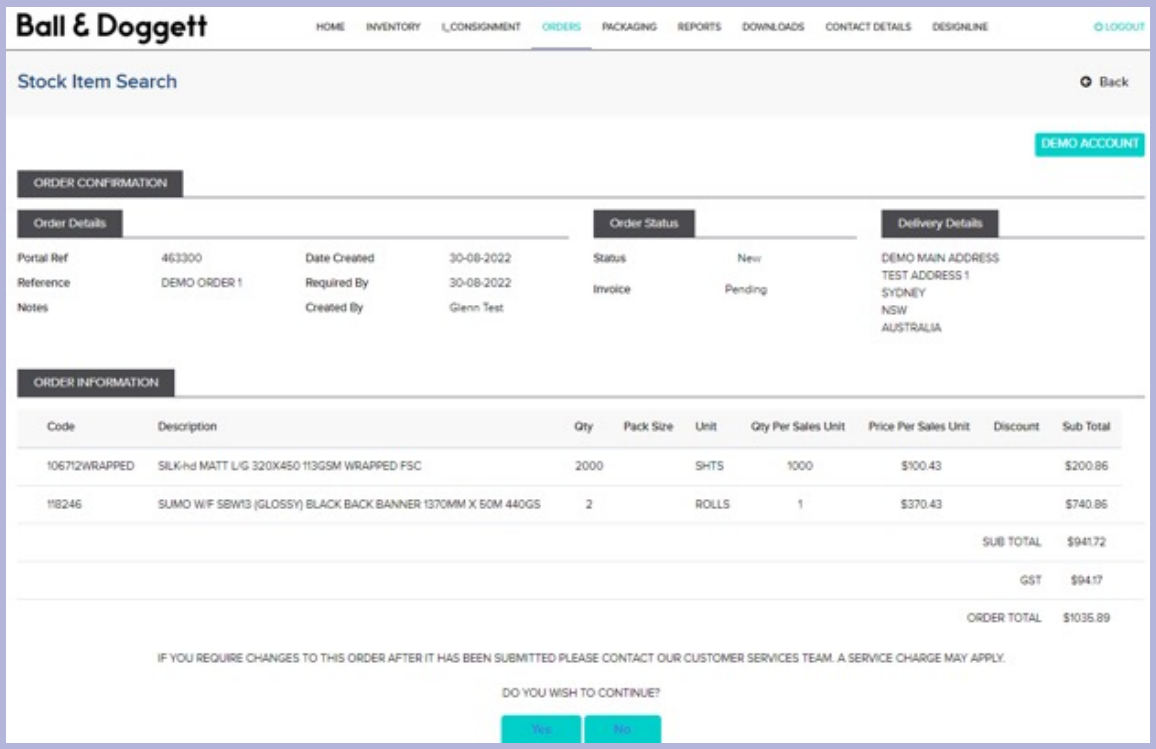
Tip: Store third party delivery addresses for later use by selecting new from the drop down.

Select the **Continue** button to proceed.



Select the **Yes** button to confirm and send the order to Ball & Doggett.

Changes cannot be made to the order after it has been submitted. Phone our customer services team immediately if you notice a mistake.



New Feature

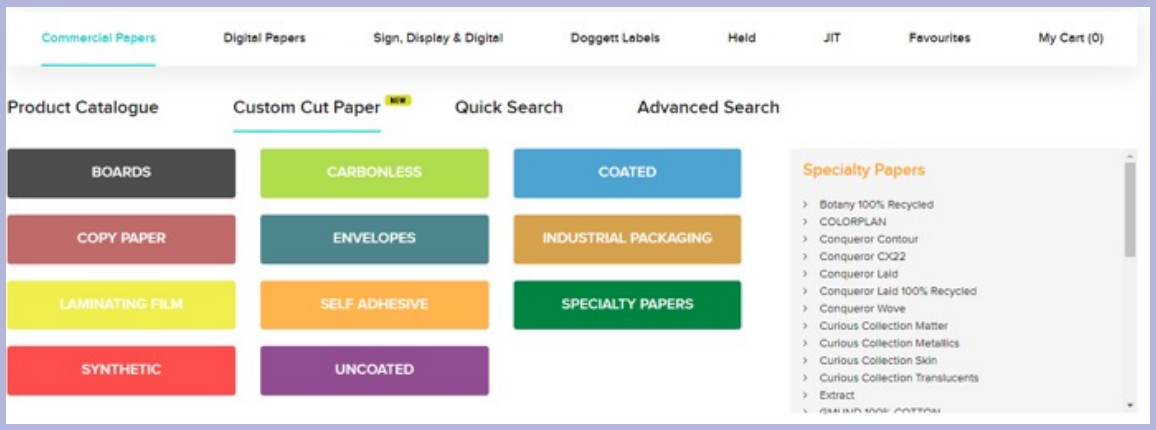
Custom cutting allows you to select a product and specify the width/length dimensions you require. Our cutting calculator will then determine the most cost-effective way to meet your requirements.

To create a new custom cut order, select 'Add new order'

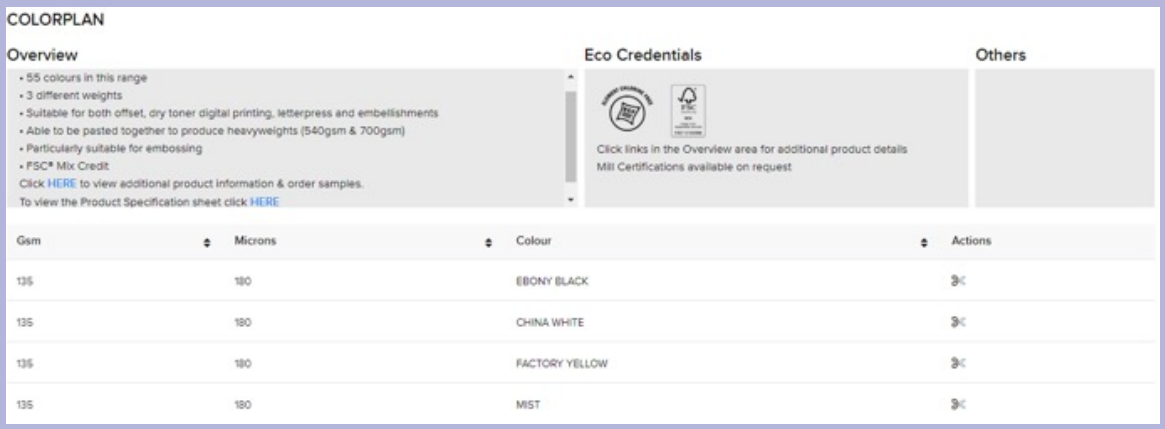
Then choose 'Custom Cut Paper'

At the next screen there are several methods used to categorize items into useful groups to help you find them.

- Commercial: products found in our price book
- Digital: products designed specifically for digital printing
- Sign, Display & Digital: products designed specifically for all your Sign, Display & Digital needs
- Doggett Labels: Our range of Doggett Labels are now available to order online **NEW**
- My Cart: products you have added to an order



Select the item brand you require.
From this screen choose the item you require to be cut and select ✂



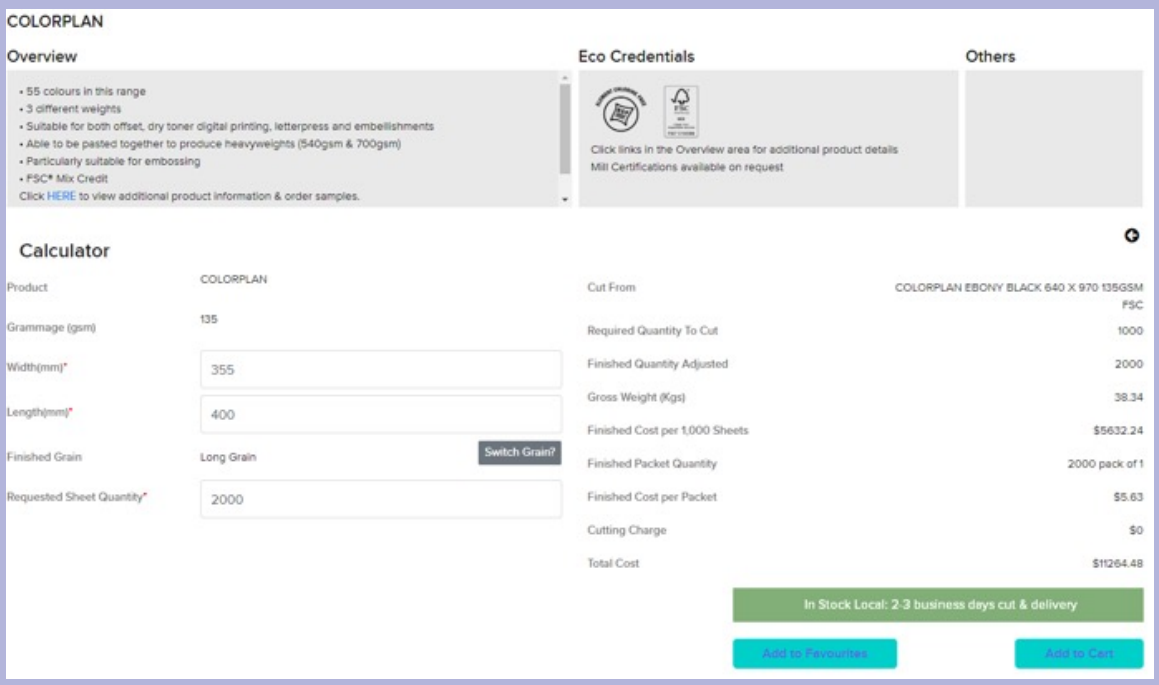
ONLINE STORE Orders Screen - Custom Cut Paper

Enter your required width, length, and quantity, then hit tab or enter for our calculator to determine the best cut from a master product and advise the finished price.

You can tweak the grain direction and quantity to ensure the best price outcome. Most products have a minimum pack quantity so your order might be rounded up to suit.

- In Stock Local - stock is available in your region's warehouse. **Cutting and delivery is typically 2-3 business days.**
- In Stock National - stock is available but from a warehouse in another State. Cutting and delivery is typically 5-7 business days.

Select 'Add to Cart' to continue with your order.



TIP

Select '**Add to Favourites**' to save the cutting requirements to the '**Favourites**' tab so you can quickly re-order the same specifications in the future.

Orders Screen - Custom Cut Paper

Once your order has been submitted it can be tracked using the following statuses as a guide:

New - order has been started but not yet submitted to Ball & Doggett. Orders of this status can still be edited or deleted.

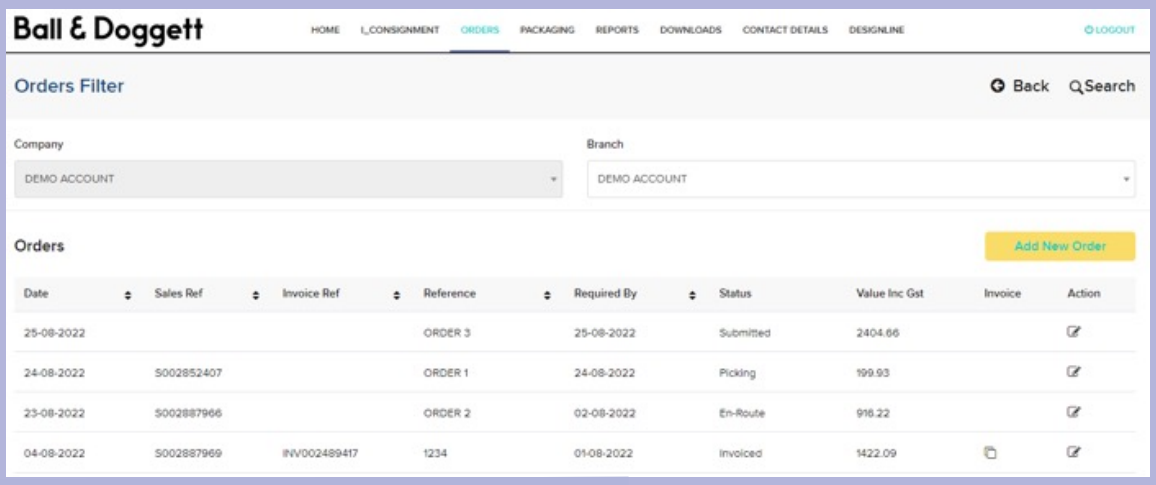
Submitted - order has been sent to Ball & Doggett but has not yet been processed by the customer services team.

Picking - order has been processed and is currently being picked by the warehouse team.

Enroute - order has been picked and is out for delivery.

Invoiced - order has been dispatched or delivered and the invoice sent.

Closed - the invoice has been paid



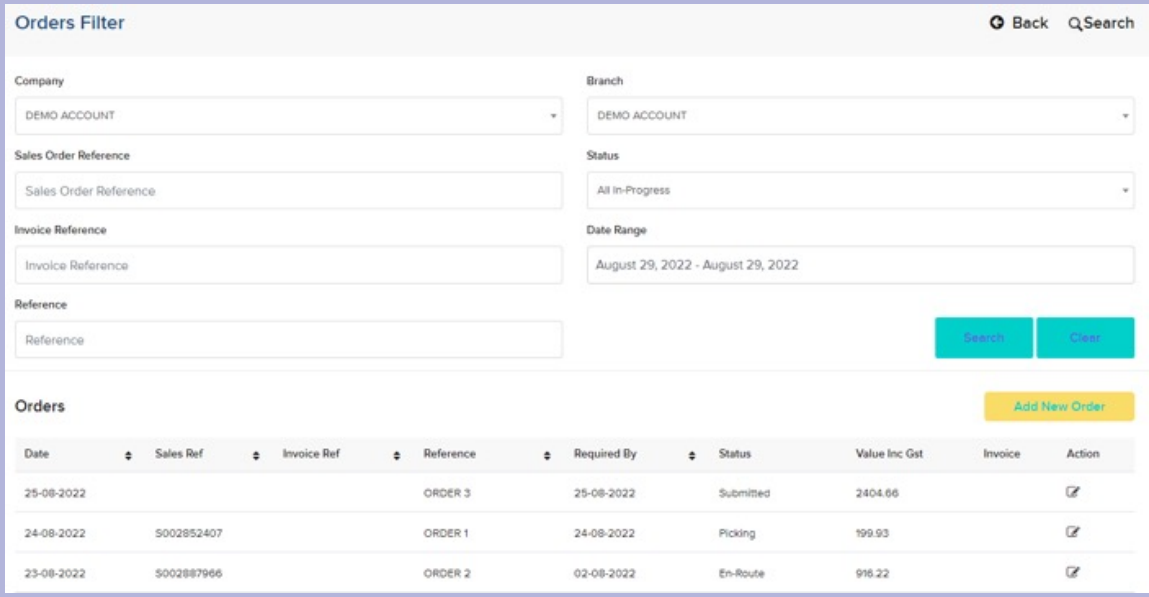
TIP

All orders placed with Ball & Doggett can be tracked using these status updates even if the order was not placed via the Online Store.

TIP

Click the Search button in the top right of the screen to filter the information on screen. Orders can be filtered by:

1. Sales order reference - this is the Ball & Doggett sales order number and usually starts with an 'S'.
2. Invoice reference - this is the Ball & Doggett invoice number and usually starts with an 'I'.
3. Reference - this is your chosen purchase order reference number.
4. Status – filter orders by one of the below statuses:
   - **Submitted:** order sent to Ball & Doggett
   - **Picking:** order is being picked
   - **Enroute:** order is out for delivery
   - **Invoice:** order has been invoiced
   - **Closed:** order has been paid for
5. Date range – search for orders using our predefined date ranges or create a custom range.

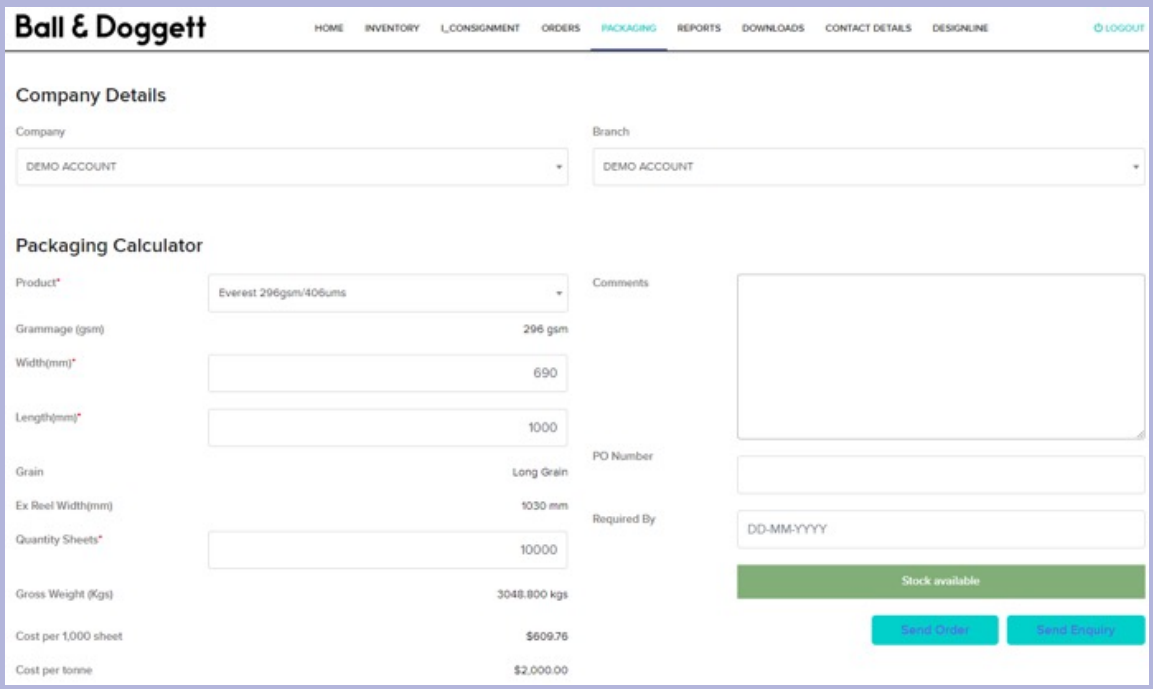


ONLINE STORE Packaging Screen

The **PACKAGING** screen and converting calculator is only available to customers who have a pre-arranged agreement with Ball & Doggett's Packaging Division.

Using the converting calculator provides you the ability to accurately determine the price of a converting job and whether there is stock available to fulfil the requirement.

1. Select a product from the Product drop down. Only items you have a pre-arranged price agreement for will be available to select
2. Enter the specifications of the job (width, length, quantity sheets)
3. Review the cost per thousand and tonne rate prices. Note the availability of stock is indicated by the following:
   - Green banner: stock available
   - Orange banner: limited stock available
   - Red banner: no stock available
4. When all details have been completed the sheeting requirement can either be sent to Ball & Doggett as an enquiry or as an order. A Ball & Doggett representative will respond to any enquiries.



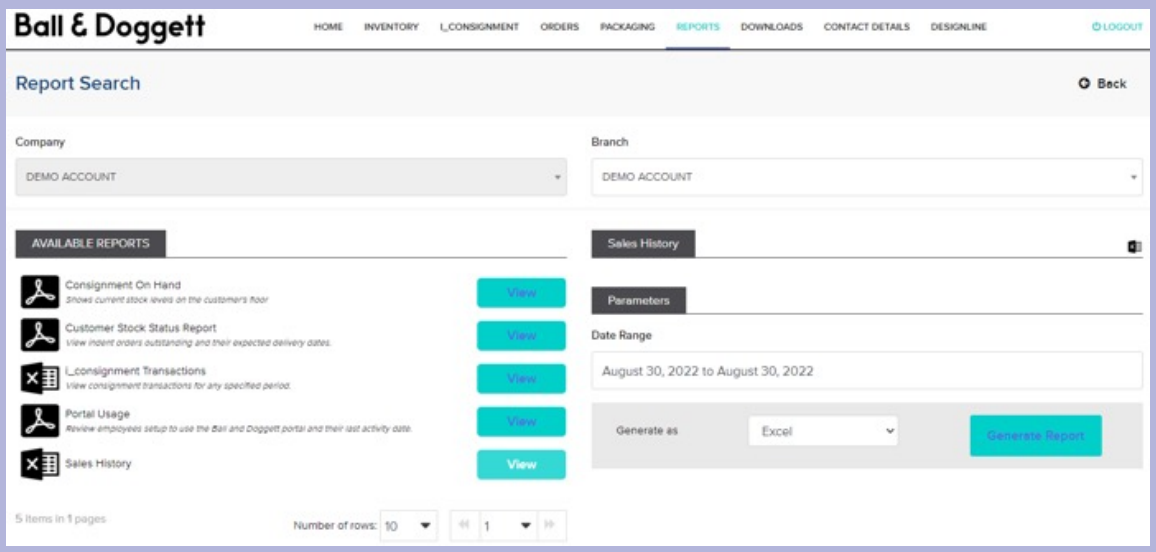
From the **REPORTS** screen you can view and print a variety of reports to assist in your daily business making decisions.

The information in these reports is sourced directly from Ball & Doggett's own management system meaning the data is current at the precise moment you run the report. Depending on the report it may take a few moments for the report to be generated.

Some of the reports can be viewed in Excel meaning you are free to analyse or manipulate the data as you require.

Examples of reports available are:

- Stock Status Report
- Consignment On Hand
- Purchase History Report



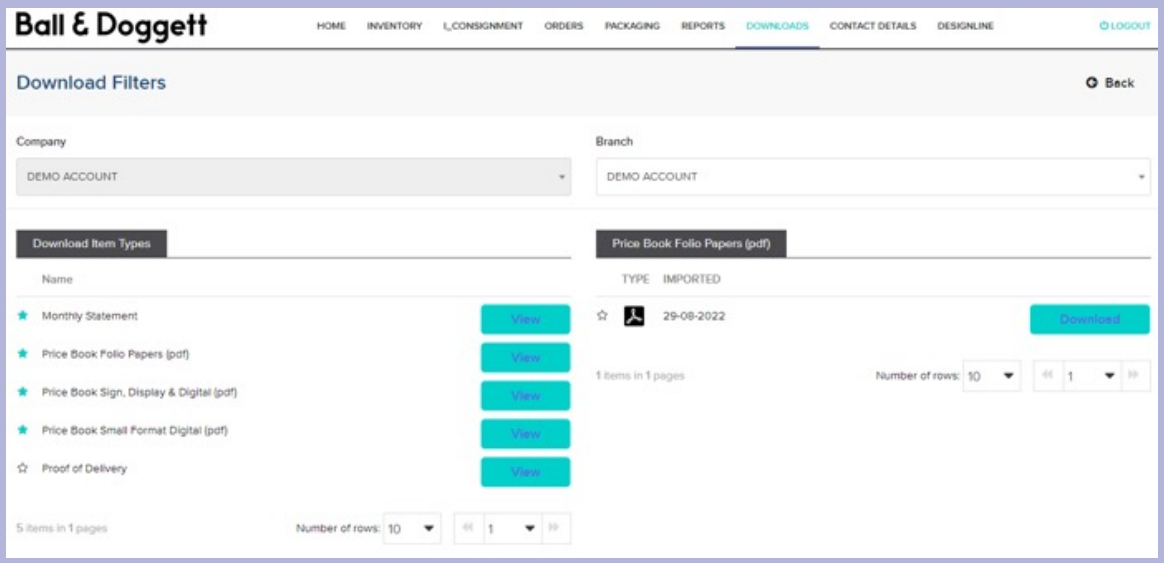
From the **DOWNLOADS** screen you can view many useful documents relevant to your Ball & Doggett account.

To view the different document types available, change the active selection in the Download Item Types panel on the right.

On the left you will see a list of files or documents available to you to view which correspond to the download type.

Some examples of files and documents you can download:

1. **Monthly Statement:** on the first of each month your statement is available to view as well as previous statements
2. **Customer Price List:** your most recent and active preferential pricing is available to view and download
3. **Proof of Deliveries:** another area that you can download your recent POD documents.



TIP

Click the star ☆ to add a download type or file to your Downloads Favourites panel on the home screen.

Making a download type (right hand panel) a favourite will present the newest file or document in your Download Favourites panel.

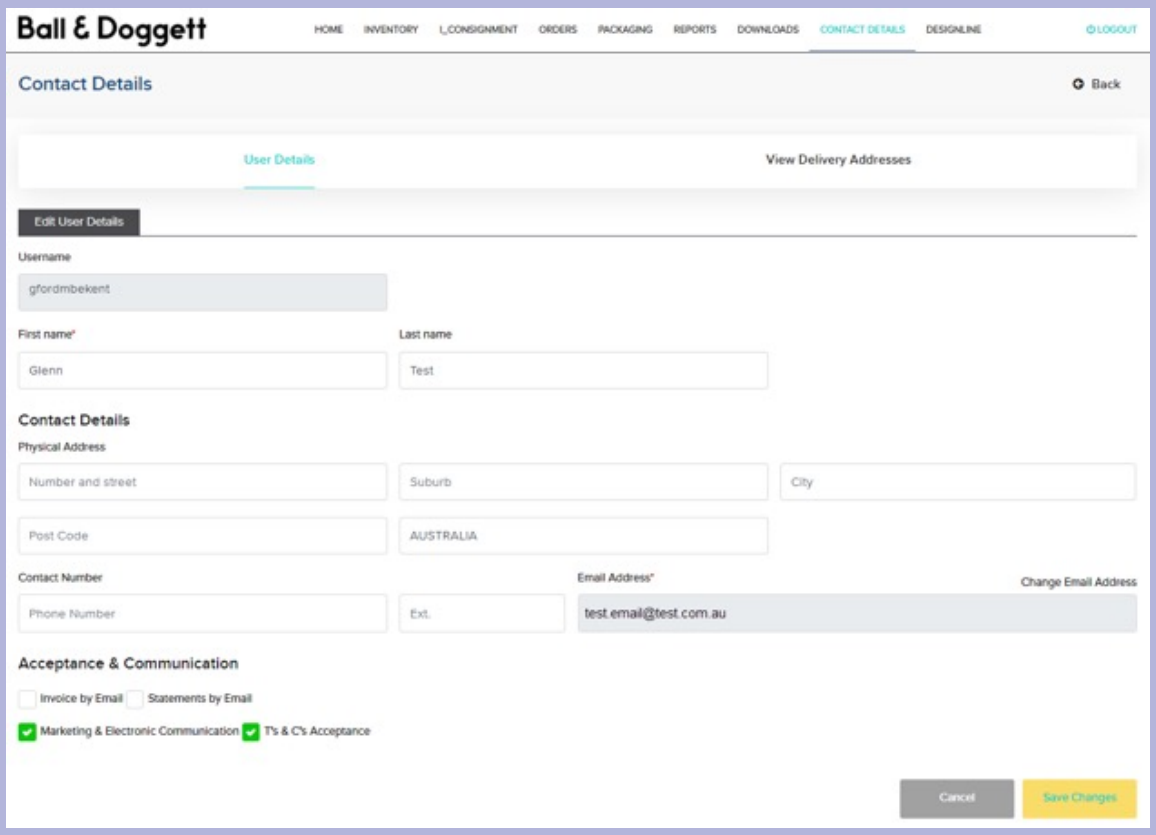
Making a file or document (left hand panel) a favourite will present just that item in your Download Favourites panel.

To remove a favourite download simply click the gold the star.

Contact Details Screen

From the **User Details** screen you can update details about yourself or your company.

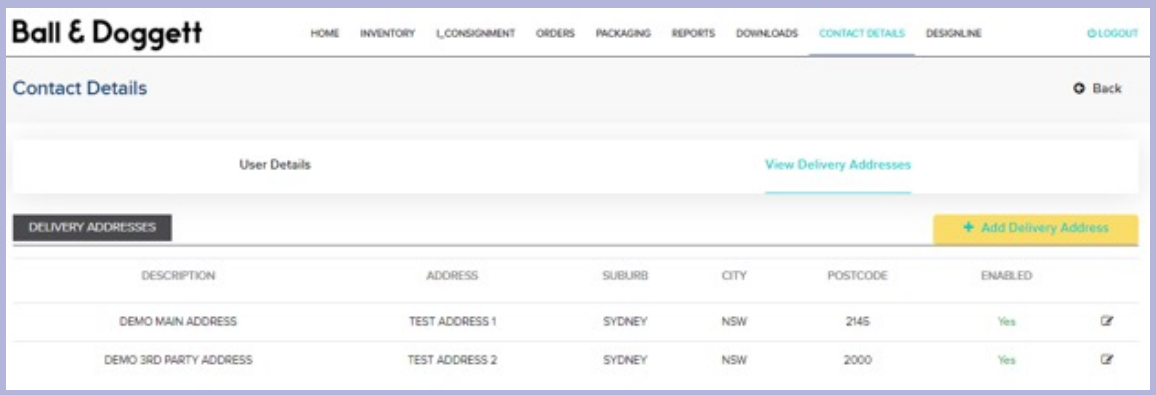
****Note that this may not translate to other parts of our system so ideally advise your rep as well.**



From the **View Delivery Addresses** screen, you can manage the delivery addresses associated to your online account.

It is possible to setup and edit multiple delivery addresses allowing for quick selection when you are placing orders.

1. Select '**Add Delivery Address**'
2. Enter an address description that will make it easy for you to identify when placing orders
3. Complete all the required address details and save the changes.



TIP

When completing an order while in the My Cart menu tab you can select delivery addresses which you setup using the above method from the '**Deliver To**' drop down field. It is also possible to add new addresses from the drop down.