

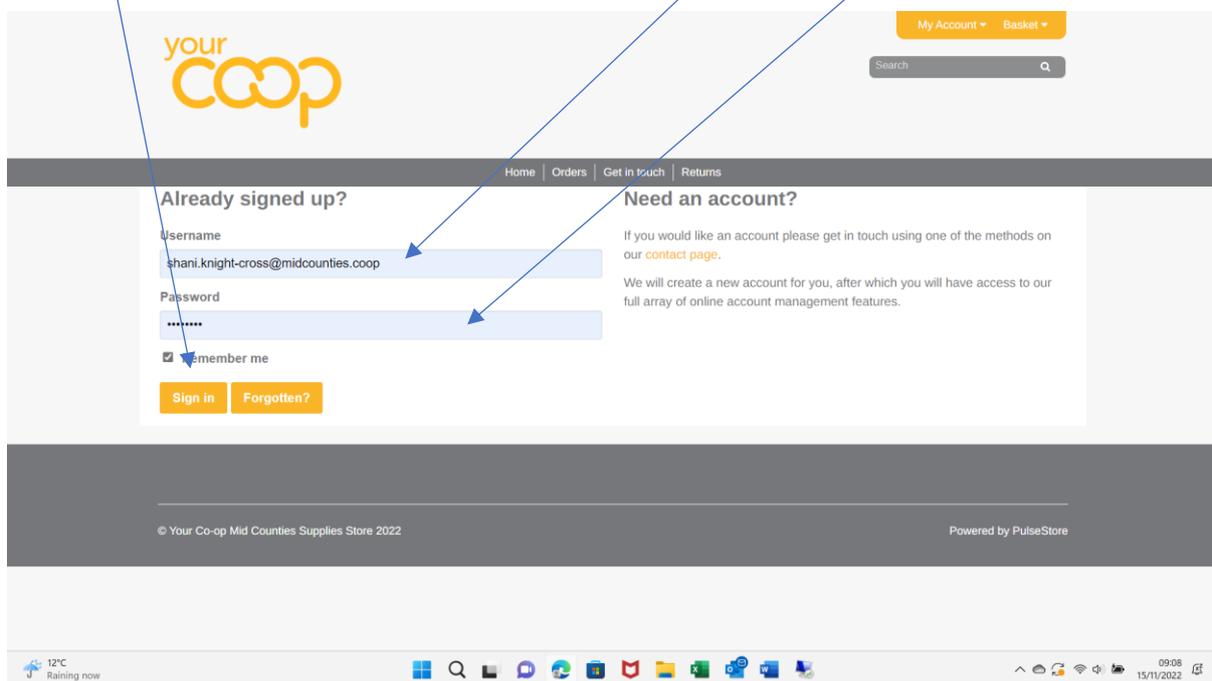
# The Midcounties Co-operative Cleaning Supply Portal

## - User Guide and FAQ

### 1. How to Login

To access you're the portal please follow this link <https://shop644.pulsestore.co.uk/>

This will bring you to the login page, please input your login username email and password, then click sign in. if you do not know or have forgotten your login details, please email your account manager [alan.thorpe@pegasusoffice.co.uk](mailto:alan.thorpe@pegasusoffice.co.uk)



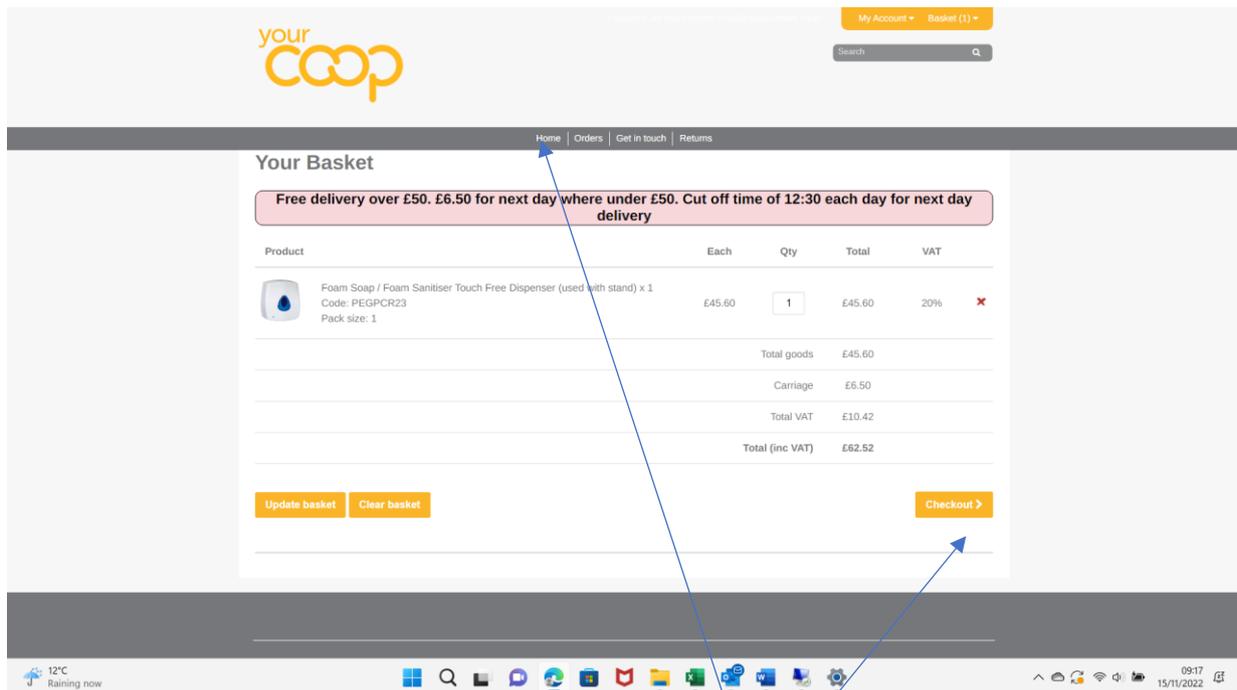
You should now see your homepage with the full list of cleaning consumables available to order. You can use the scroll bar to scroll up and down the page.

**These are the Society's approved list of chemicals which should only be ordered via this portal. Please do not order cleaning chemicals via other suppliers.**

### 2. Adding Items to Basket

You can click on the product images to see additional information, view Safety Data Sheets and to add quantities to your basket.

Each item can also be added to basket from the front page. Click add to basket and you will then be shown a basket with the product/s in.

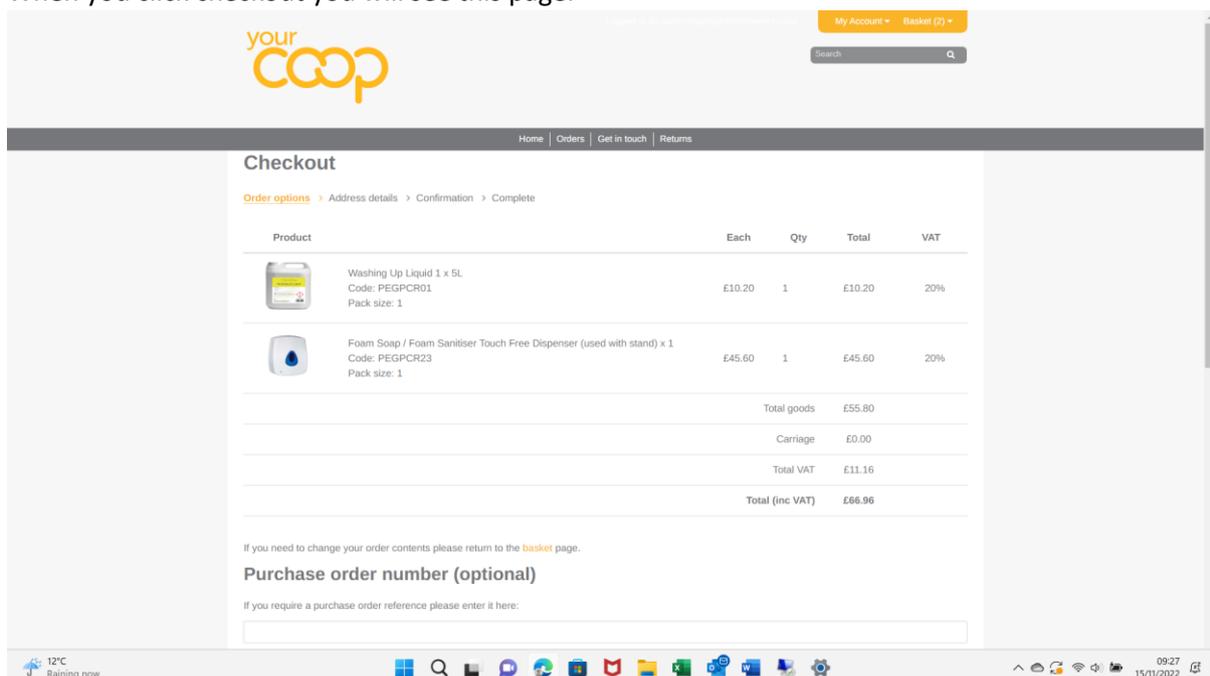


From here you can continue to add products by clicking Home and repeating the process, or you can check out if you are ready to do so.

In your basket you can also amend the quantities and also remove products. Remember to click update basket if you do this. When you're ready, click Checkout.

### 3. Checking Out

When you click checkout you will see this page:



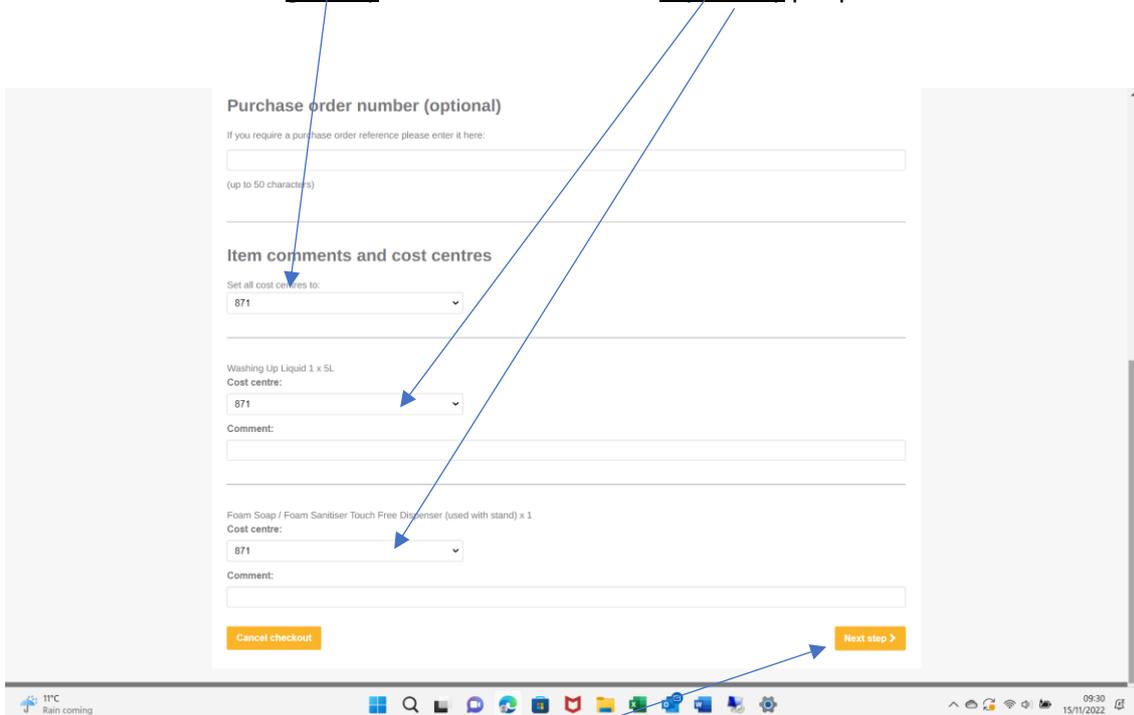
This shows a summary of your order and the total price including delivery and VAT. The delivery charge will calculate automatically:

- For orders over £50, delivery is within 48 hours and free of charge.
- For orders under £50, delivery is next day at a charge of £6.50.
- The order cut off time is 12:30 daily.

Underneath, there is a section for a Purchase Order number. You do not need to insert a PO number to proceed with your order so you may leave this blank, but if you'd like to insert a reference here you can input your site name and date.

The lower half of the checkout screen includes your cost centre which should automatically be populated, however if you order for more than one cost centre, please use the drop-down menu to populate the correct number.

You can select cost centre globally for the whole order or separately per product.

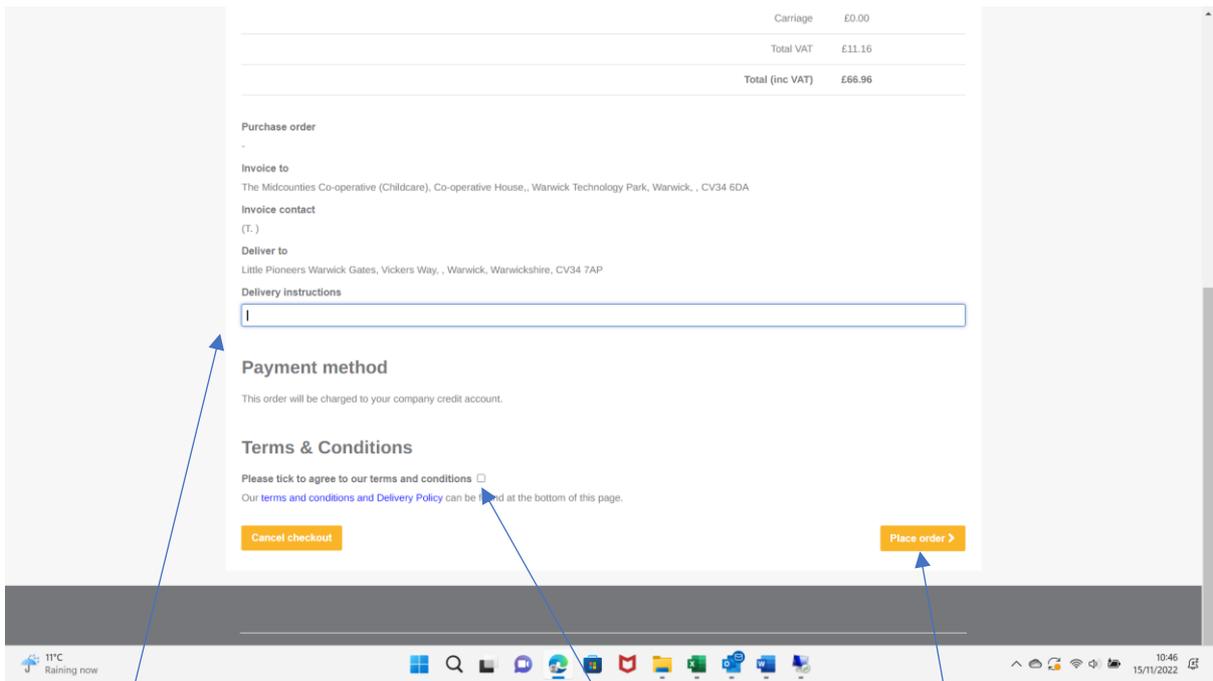
A screenshot of a web checkout form. At the top, there is a section titled "Purchase order number (optional)" with a text input field and a note "(up to 50 characters)". Below this is a section titled "Item comments and cost centres". It contains two product entries. The first entry is "Washing Up Liquid 1 x 5L" with a "Cost centre" dropdown menu set to "871" and a "Comment" text field. The second entry is "Foam Soap / Foam Sanitiser Touch Free Dispenser (used with stand) x 1" with a "Cost centre" dropdown menu set to "871" and a "Comment" text field. At the bottom of the form are two buttons: "Cancel checkout" and "Next step >". Blue arrows point from the text above to the "Purchase order number" field, the "Set all cost centres to:" dropdown, the "Washing Up Liquid" cost centre dropdown, the "Foam Soap" cost centre dropdown, and the "Next step" button. The Windows taskbar is visible at the bottom of the screenshot.

Once complete, click Next step and you will arrive at delivery address section of the process.

Your invoice and delivery address should already be auto-set and correct. The invoice address should always be Co-op House and your delivery address will be your site. Please advise any problems at this stage to [alan.thorpe@pegasusoffice.co.uk](mailto:alan.thorpe@pegasusoffice.co.uk)

At this stage you can still amend and change your order if required. If you are happy to proceed, click Next step to arrive at the final Checkout page.

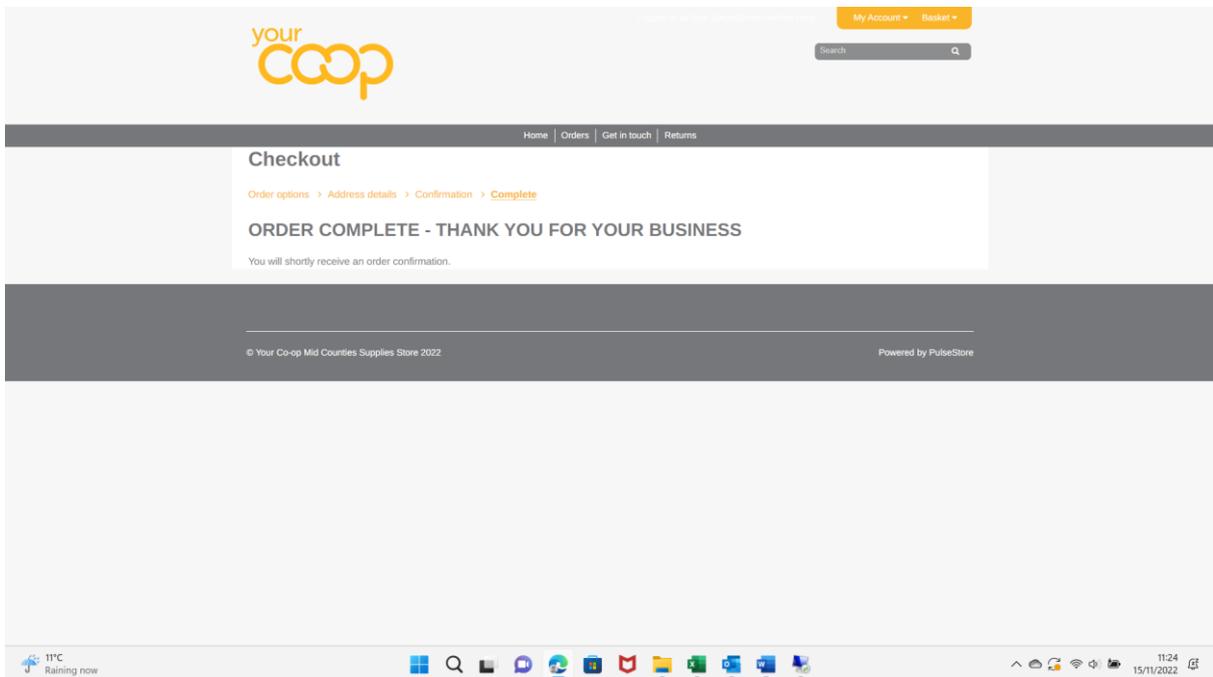
This is the final chance to check the order contents, the delivery address, the invoice address and add any additional delivery details you would like to add. The more detail the better. Please note it's unlikely that the delivery personnel will delivery to upstairs locations.



The delivery instructions box is also a good place for a mobile number which is useful should the driver need to make contact about a delivery.

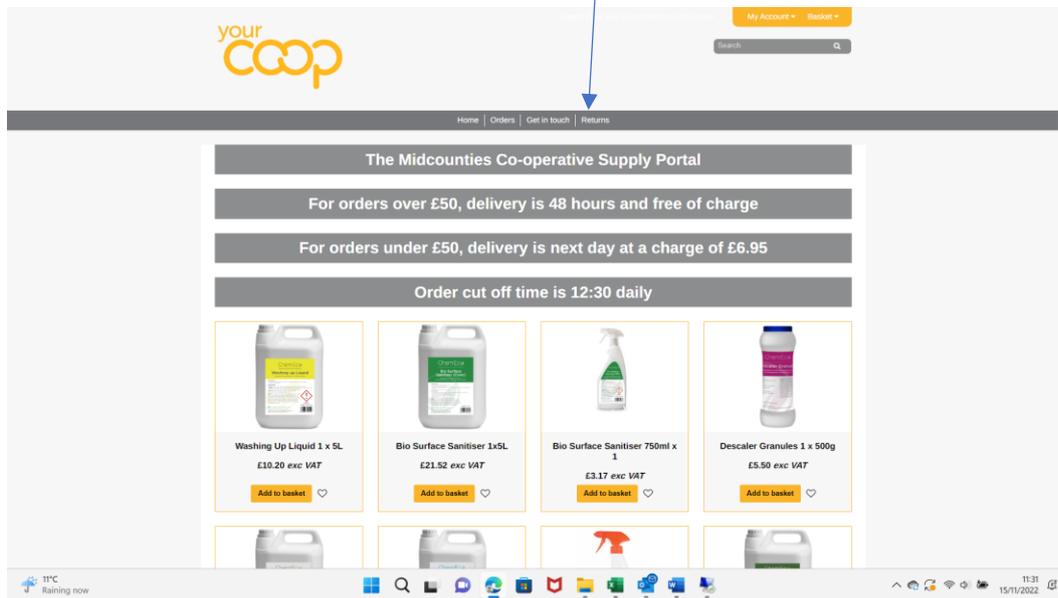
If you are happy to place the order, please click to agree TC'S and then click to place order.

**Once your order is placed and authorised (required for certain Groups), you will receive an order confirmation by email from Pegasus Office Solutions.**



## 4. Making A Return

To make a return, from the homepage click Returns



You will be taken to a returns form, which you should populate with as much detail as possible,

The form should be populated by using the following: Date, Your Name, Store Address for collection, Original Order Number, Date Ordered, Item Code, Description, Quantity, Return Reason.

You will receive a final confirmation from [alan.thorpe@pegasusoffice.co.uk](mailto:alan.thorpe@pegasusoffice.co.uk) confirming the when the return has been processed along with the labels required.

For any additional help, training or to ask any questions please email your account manager Alan Thorpe [alan.thorpe@pegasusoffice.co.uk](mailto:alan.thorpe@pegasusoffice.co.uk)

Mobile: 07724 940213