

# 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 <a href="https://shop644.pulsestore.co.uk/">https://shop644.pulsestore.co.uk/</a>

This will bring you to the login page, please input your login <u>username email</u> and <u>password</u>, then click <u>sign in</u>. if you do not know or have forgotten your login details, please email your account manager <u>alan.thorpe@pegasusoffice.co.uk</u>

	your	John Otter	Carlo bardo	My Account + Basket + ch Q
	Already signed up? Username shani.knight-cross@midcounties.coop Password  Infermember me Sign in Forgotten?		Need an account? Need an account please get in touch u our contact page. We will create a new account for you, after which full array of online account management features	sing one of the methods on you will have access to our
€ 12°C Raining now	© Your Co-op Mid Counties Supplies Store 2022	Q 🗉 🗭 🔮 🖬	V 📮 🖷 📽 🖷 🍕	Powered by PulseStore ^ ⓒ 글 중 수) 등 <u>0908</u> 년

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 <u>add to basket</u> and you will then be shown a basket with the product/s in.

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	Home   Orders   Get in touch   Re	tums	_		
Your Basket Free delivery over £50. £6.50 for r	next day where under £50. C delivery	Cut off time of 12:30	each day fo	er next day	
Product		Each Qty	Total	VAT	
Foam Soap / Foam Sanitiser Touch Free Code: PEGPCR23 Pack size: 1	e Dispenser (used with stand) × 1	£45.60 1	£45.60	20%	
		Total goods	£45.60		
		Carriage	£6.50		
		Total VAT	£10.42		
		Total (inc VAT)	£62.52		
Update basket Clear basket				Checkout >	
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From here you can continue to add products by clicking <u>Home</u> 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 <u>Checkout.</u>

## 3. Checking Out

When you click checkout you will see this page:

Product         Each         Qty           Washing Up Liquid 1 x 5L. Code: PEGPCR01 Pack size: 1         £10.20         1	y Total	VAT
Washing Up Liquid 1 x 5L.         Code: PEGPCR01         £10.20         1           Pack size: 1            1		
	£10.20	20%
Foam Soap / Foam Sanitiser Touch Free Dispenser (used with stand) x 1 Code: PEGPCR23 E45.60 1 Pack size: 1	£45.60	20%
Total goor	ds £55.80	
Carria	ge £0.00	
Total V/	AT £11.16	
Total (inc VA	AT) £66.96	

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.

	Purchase order number (optional)         If you require a purphase order reference please enter it here:         (up to 50 characters)         Rtem comments and cost centres         Set all cost centres         Set all cost centres to:         871         Cost centre:         871	
	Foam Soap / Foam Sanitser Touch Free Disenser (used with stand) x 1 Cost centre:  B71 Comment: Cancel checkout Next step >	
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Once complete, click <u>Next step</u> 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 <u>alan.thorpe@pegasusoffice.co.uk</u>

At this stage you can still amend and change your order if required. If you are happy to proceed, click <u>Next step</u> 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.

	Carriage £0.00	
	Total VAT £11.16	
	Total (inc VAT) £66.96	
	Purchase order	
	Invoice to	
	Inte middoanaes co-operative (cinicate), co-operative notase, via viso recinicaty via viso, via viso, co voi coor	
	(T.)	
	Deliver to	
	Little Pioneers Warwick Gates, Vickers Way, , Warwick, Warwickshire, CV34 7AP	
	Delivery instructions	
	<u> </u>	
	Payment method This order will be charged to your company credit account. Terms & Conditions Please tick to agree to our terms and conditions Our terms and conditions and Delivery Policy can be then at the bottom of this page. Cancel checkout	
Training now	📕 Q 🖬 🗭 😰 🙋 💆 📮 🦉 🖷 🧏	へ le 🤪 常 🗢 10:46 15/11/2022 ぼ

The <u>delivery instructions</u> 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 <u>TC'S</u> and then click to <u>place order</u>.

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

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	Home   Orders   Get in touch   Returns		
	Order options > Address details > Confirmation > Complete		
	ORDER COMPLETE - THANK YOU FOR YOUR BUSINESS		
	You will shortly receive an order confirmation.		
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### 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: <u>Date</u>, <u>Your Name</u>, <u>Store Address</u> for collection, <u>Original Order Number</u>, <u>Date Ordered</u>, <u>Item Code</u>, <u>Description</u>, <u>Quantity</u>, <u>Return Reason</u>.

You will receive a final confirmation from <u>alan.thorpe@pegasusoffice.co.uk</u> 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 <u>alan.thorpe@pegasusoffice.co.uk</u>

Mobile: 07724 940213