E-COMMERCE
User Guide

- PLACE ORDERS ONLINE
- TRACK ORDERS
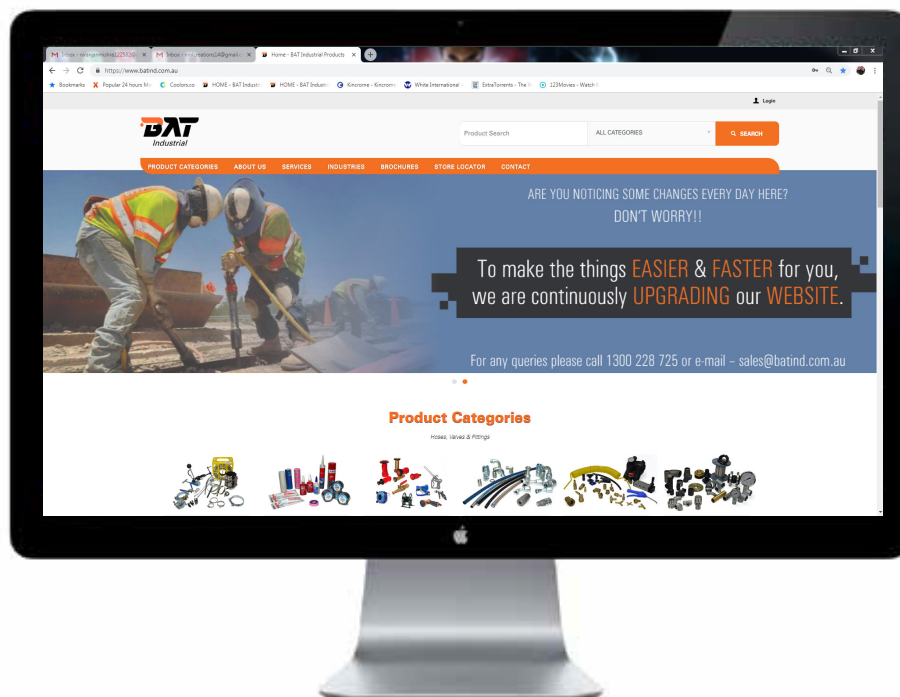- MANAGE PAYMENTS
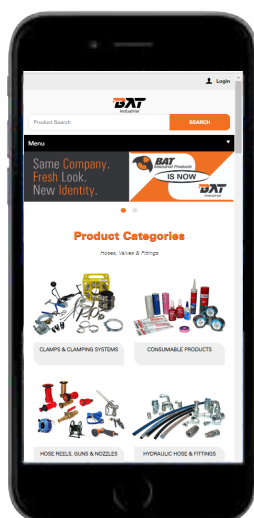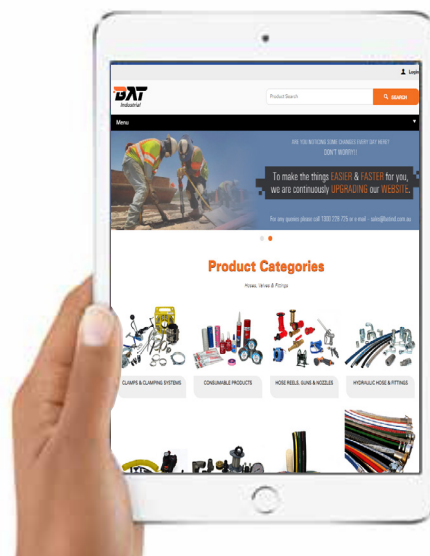- PRINT INVOICES
- SEARCH HISTORY

NEW WEBSITE!

USE on any device or browser (mobile, tablet, desktop).

Desktop

Mobile

Tablet

USING YOUR ONLINE ACCOUNT

1 **BAT INDUSTRIAL has a new website!**

2 **VISIT**
www.batind.com.au
to apply for your Online Account Today!

Available for BAT Industrial Account holders only.
If you already have a BAT Industrial Online Account use your current login details.

3 **LOGIN to place your order from our complete range at your applicable pricing.**

4 **LOGIN to view live Pricing & Availability.**

WEBSITE FEATURES

OVERVIEW

What is available on the BAT Industrial website.

Applies when: 1. Viewing the BAT Industrial website; 2. Logged-in OR logged-out as a BAT Industrial Account Holder.

✓ **VIEW** our extensive range of products available online.

✓ **USE** on any device or browser (mobile, tablet, desktop).

✓ **FULL SEARCH** capability & Product feature filtering.

✓ **DOWNLOAD** Product images.

✓ **DOWNLOAD** Documentation – Manuals, Price Book, Invoices, Brochures and so on.

✓ **VIEW** Store Listings.

✓ Sign-up for the BAT Industrial Newsletter for latest news & Special Offers!

✓ **ACCOUNT HOLDERS – Apply for an Online Account to:**
Place Orders; View Pricing & Availability; Track Previous Orders;
Manage account and make order processing easier;
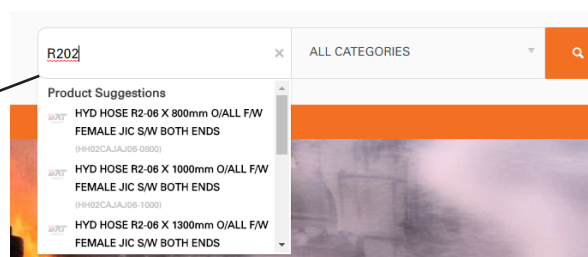Make payments; Special Offers

ACCESS ONLINE ACCOUNT ANY TIME – 24 HOURS A DAY, 7 DAYS A WEEK!
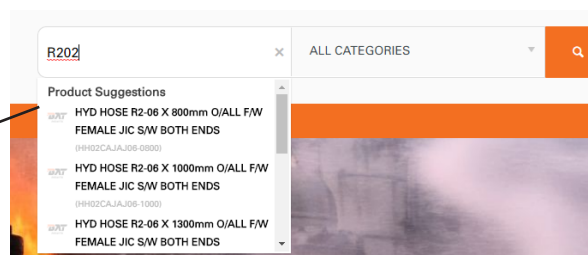
FIND PRODUCTS EASILY:

SELECT by: All Categories, Product Category, User Favourites by promoted RRP value.
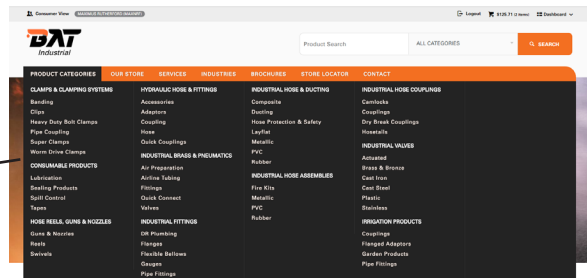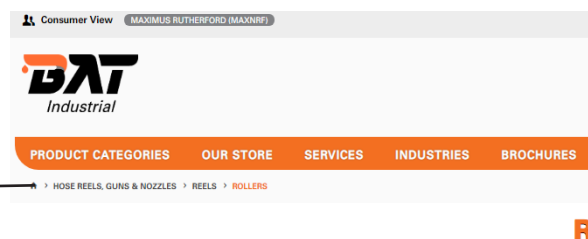

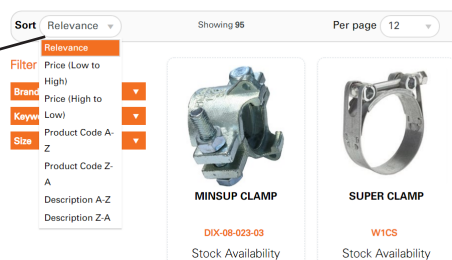**SEARCH** Product Part No.'s, Brands, Product Names and Descriptions.

SEARCH understands typing errors, industry terminology and offers suggestions.

BREADCRUMBS enable you to move backwards through the site with ease.

SORT Results by Relevance.

META-DATA Further define result attributes and sort using Meta-Data.

HERE TO SUPPORT:

Find Stores and Contact Us for further information.

SEARCH for a 'Store' location.

CONTACT US is available for customers and consumers to contact BAT Industrial with account or product enquiries.

ONLINE ACCOUNT BENEFITS

Benefits of a BAT Industrial Online Account.

Applies when logged-in as a BAT Industrial Account Holder user ONLY.

✓ **REQUIRES** Account Set-up & Activation for security. Apply online (www.batind.com.au/apply)

✓ **AVAILABLE** to BAT Industrial Account Holders ONLY.

✓ **PLACE** Orders online.

✓ **PRICING & AVAILABILITY** across our range.

✓ **TRACK** orders, view statements & print invoices!

✓ **SAVE** Product Favourites, **CREATE** Order Templates **PLACE** Orders on-hold **+ MORE!**

✓ **HAVE CONTROL** manage ordering & payments with ease!

✓ **TRANSACT** securely with 128 BIT encryption.

✓ **PAY** your account, view settlement amounts, manage payments.

✓ **ACCESS** Promo Codes to Special Offers.

ACCESS YOUR ACCOUNT ONLINE – ANY TIME, ANYWHERE!

HOW TO GET STARTED:

STEPS TO USE YOUR BAT INDUSTRIAL ACCOUNT

Here's a quick overview on how to begin using or activating your online account.

ALREADY HAVE AN ACCOUNT?:	LOGIN
FORGOTTEN YOUR PASSWORD?:	Click 'Forget Your Password?' to reset your password
YOU ARE A BAT INDUSTRIAL TRADE CUSTOMER & DON'T HAVE A 'BAT INDUSTRIAL ONLINE ACCOUNT'?	Visit **www.batind.com.au/,** click 'login' and then click 'Register Now', complete application form and we will verify your details for approval
APPLYING FOR A BAT INDUSTRIAL ONLINE ACCOUNT?	Visit **www.batind.com.au**,click, login' and then click 'here to apply' complete application form and we will contact you to discuss this further.

Discuss your needs when applying to open your BAT Industrial Online Account.

WHAT YOU WILL NEED WHEN APPLYING FOR AN ACCOUNT:	**1.** First & Last Name
	2. BAT Industrial Account Number
	3. Company Name
	4. Contact telephone number
	5. Email address

WEBSITE ACCESS

**Only One Type Account - B2B Full Access**
BAT INDUSTRIAL Account Holder Online Account.

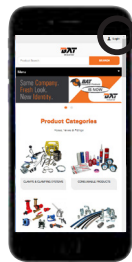| FEATURE	ACC. HOLDER
Desktop / Mobile Usage	✓
View Products	✓
Search Products	✓
View Related Products	✓
View Videos	✓
Download Images	✓
Download Documentation	✓
View Store & Service Agent Listing	✓
Rate Products & Review	✓
Email Communications	✓
Pricing	✓
BAT INDUSTRIAL Online Account	✓
Place Orders & View Account Details	✓

ACCOUNT ACCESS:

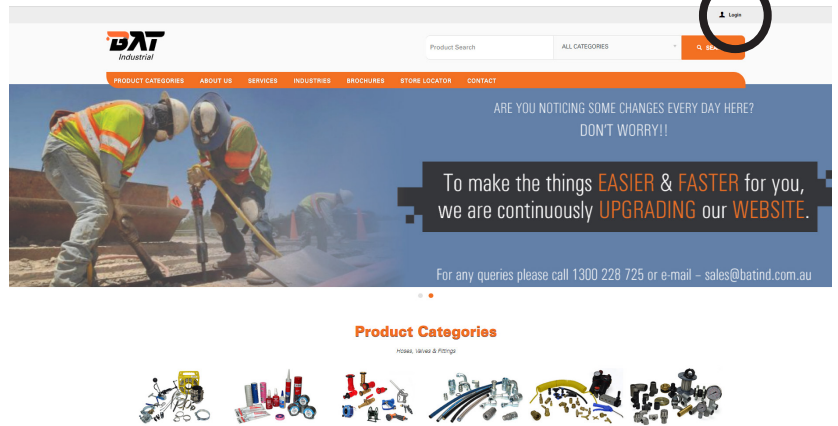Desktop
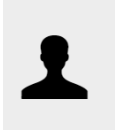
WHERE TO LOGIN

Mobile / Tablet

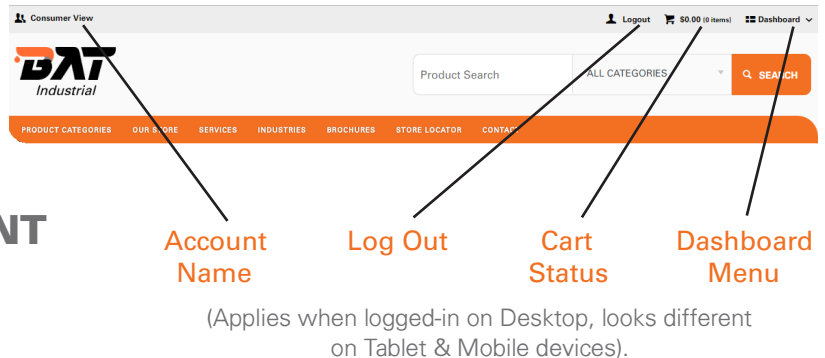**LOGIN** is located top right on Desktop, Tablet and Mobile.

ACCOUNT NAVIGATION

MAIN MENU – ACCOUNT
What you see when logged-in

Account Name   Log Out   Cart Status   Dashboard Menu

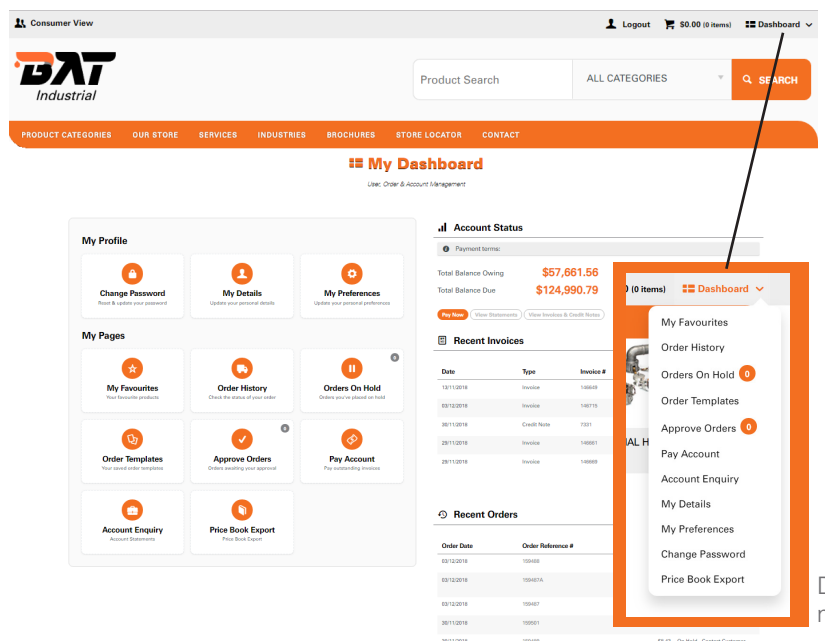(Applies when logged-in on Desktop, looks different on Tablet & Mobile devices).

WHERE TO ACCESS YOUR ACCOUNT

Dashboard

ACCESS the information you need to manage your account.

Drop menu

PRICING & AVAILABILITY:
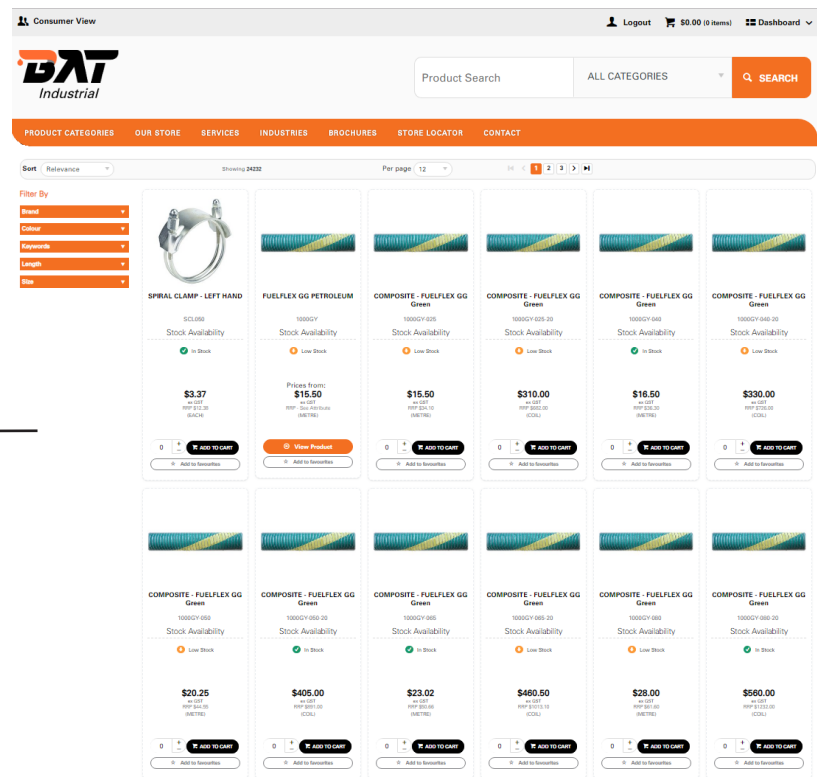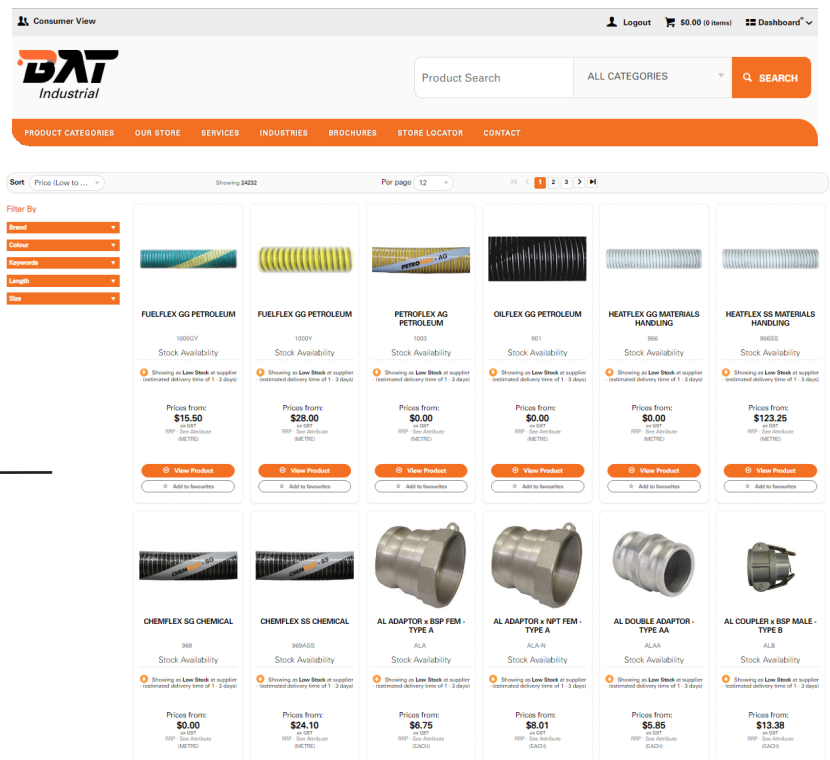
PRICING & AVAILABILITY

Accessible when logged-in to your account only.

PRICING*

1. Your store wholesale pricing;
2. List Price.

Graphic: Grid View

Graphic: List View

AVAILABILITY*

Get *'real time'* status on stock availability.

PRICING, AVAILABILITY & CART accessible only when logged-in to your account.
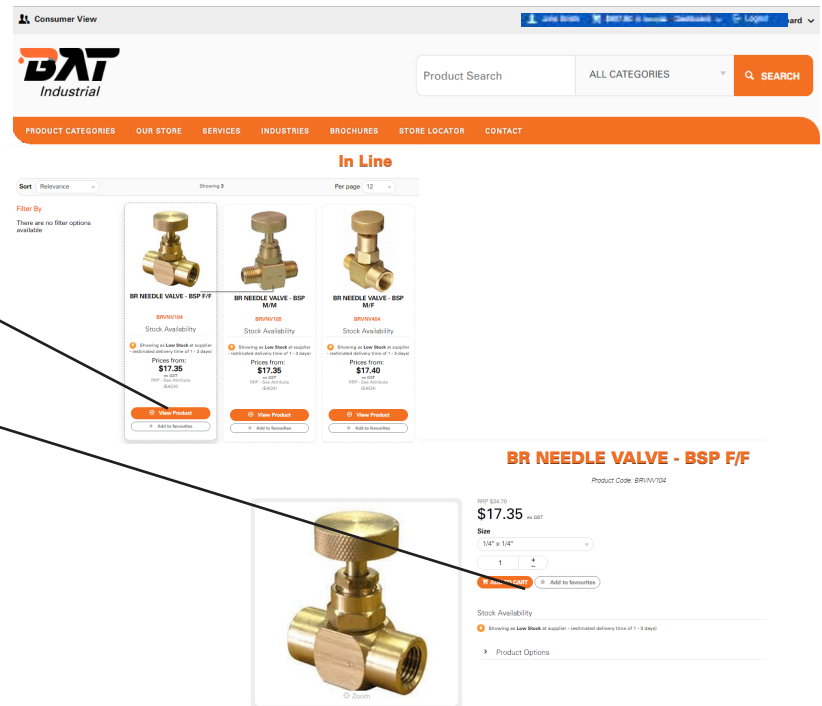
PLACING AN ORDER:

ADDING TO CART

VIEW PRODUCT
Select the size adjust the quantity and add to cart

ADD TO CART
Add items to cart and adjust quantities.

ADD ITEMS TO CART simply and easily as you search and select products.

SHOPPING CART


🛒 $18.87 (2 items)

SHOPPING CART
Collectively Save order as a Template, Hold the Order, notification when the product will be in stock, update or delete all together. You can also request a quote.

Individually see stock Availability, update Quantities, Remove items, Add Favourites and Add Notes to products.

Fast Order entry enables you to enter Part No.'s on the one page saving valuable time.

SHOPPING CART
Gives you everything at your fingertips.
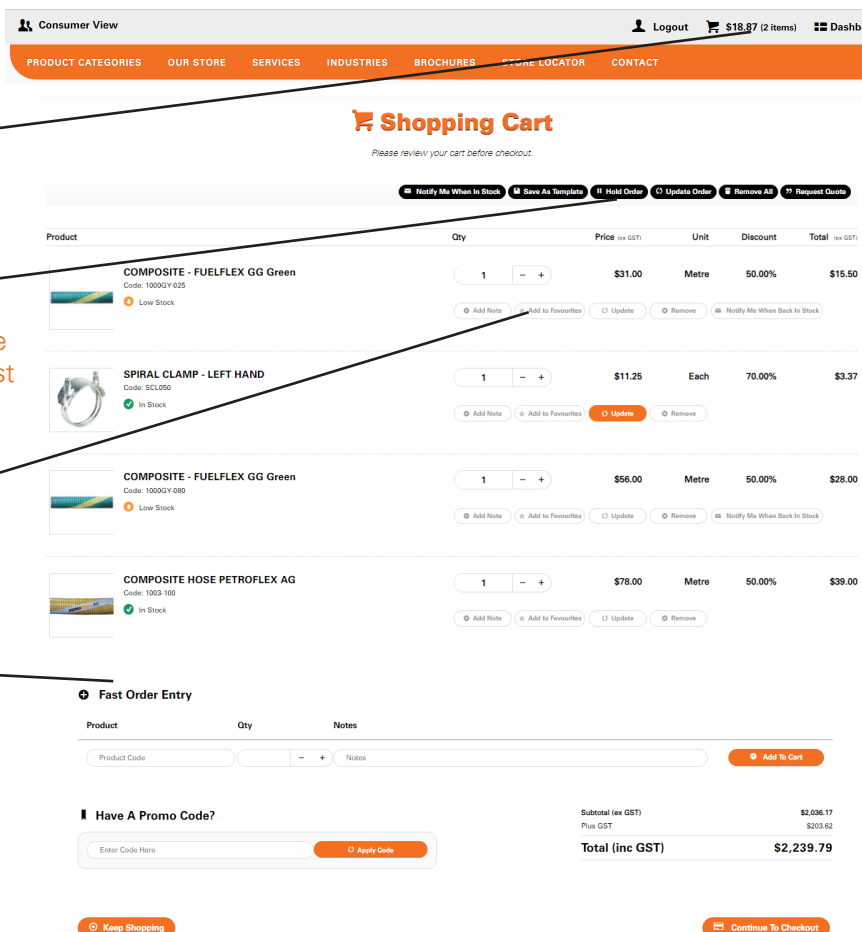
1 CHECKOUT
Step 1 of 3

**CONFIRM
DELIVERY DETAILS**
Enter a Customer Reference provide delivery address details and any special Delivery Instructions or Comments.

CONFIRM DELIVERY DETAILS
and add any special delivery instructions required.

Once confmed continue to Step 2 [Payment]

2 CHECKOUT
Step 2 of 3

Confim details are correct.

CHARGE TO ACCOUNT
Charge order to your existing BAT Industrial account.*

MAKE PAYMENT
Pay via Credit Card.

CONFIRM details and choose payment option.

Available to select Account Holders Only.

3 CHECKOUT
Step 3 of 3

Confims payment has been confimed, order has been processed and displays items ordered.

💳 Confirmation
Step 3 of 3 - Confirmation

🖨 Print

✓ Order Successful!

You will receive an email detailing your order once your payment has been confirmed.

The details of your order are displayed below.

🚚 Delivery Address

Customer Reference: some
Address: MAXIMUS RUTHERFORD PTY LTD
UNIT 7, 11 KYLE STREET
RUTHERFORD
NEW SOUTH WALES
2320

🛒 Order Summary

Item	Qty	Price	Unit	Total
CONTRACTOR SUCTION 76mm x 6m C/W PART C & POLY STRAINER & ULTRA-LOK CLAMPS Code: WWS16-U11W-07606	1	$268.20	Each	$268.20
HOSE ASSY - JACKETTED L'FLAT Code: WO-HLJ	1	$32.00	Each	$32.00
MUFF COUPLING - 152 mm x 7m C/W TRAVIS ASSEMBLY ULTRA-LOK CLAMPS Code: WMS28-U7TA-15207	1	$1,350.00	Each	$1,350.00

Subtotal (ex GST)	$2,036.17
Plus GST	$203.62
Total (inc GST)	**$2,239.79**

ORDER CONFIRMATION confirms order placed successfully.

EMAIL

Order Confimation number included.

ORDER CONFIRMATION EMAIL confirms Confirmation Number for reference and details for reference.

14

MY DASHBOARD FEATURES

MY DASHBOARD

My Dashboard page
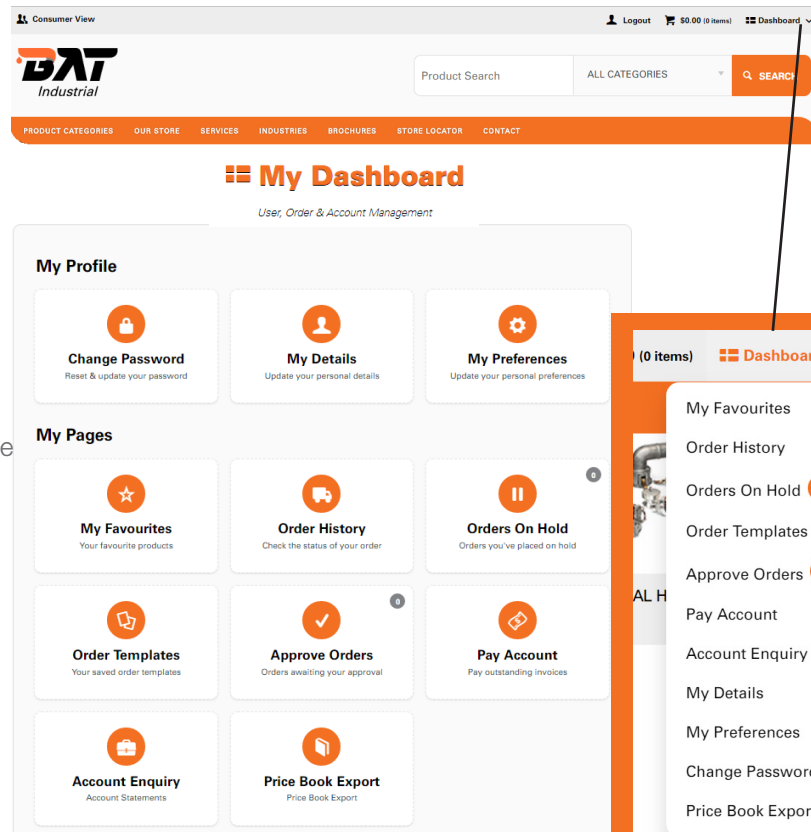
ACCESS the information you need to manage your account online.

Drop menu

MY PROFILE

MANAGE select account details and user preferences easily online.

Change Login Password
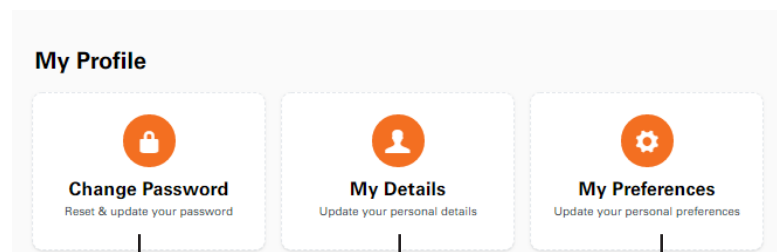
[Contact BAT Industrial to change Login ID]

Update your contact details including adding Secondary Order Confirmation email address.

[Contact BAT Industrial to change Login ID]

Update your User Preferences

[Contact BAT Industrial to change email address]

MY PAGES

My Pages

⭐ **My Favourites** Your favourite products	🚚 **Order History** Check the status of your order	⏸ **Orders On Hold** Orders you've placed on hold ①	🗇 **Order Templates** Your saved order templates
✓ **Approve Orders** Orders awaiting your approval ⓪	🏷 **Pay Account** Pay outstanding invoices	💼 **Account Enquiry** Account Statements	📕 **Price Book Export** Price Book Export

ACCESS the information you need to manage your account.

✓ APPROVE ORDERS

✓ **Approve Orders** Orders awaiting your approval ⓪

CREATE your own Order Approvals:

👍 **Order Approval**
Below is a list of orders that require approval by you.

Search for Orders | 🔍 Search | ⟲ Clear | 🖨 Print

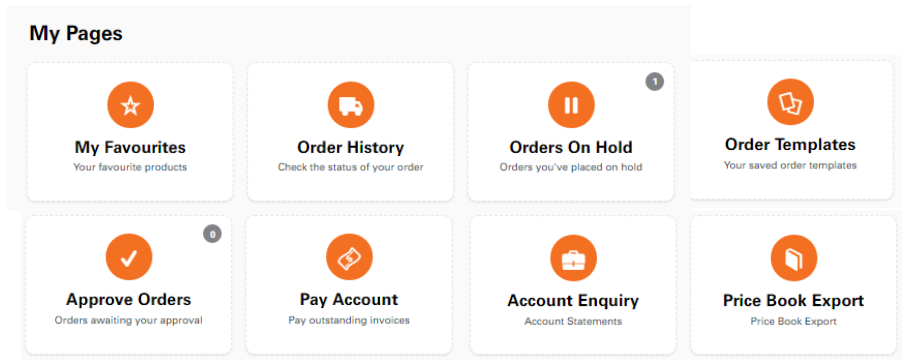0 records, (0 page)
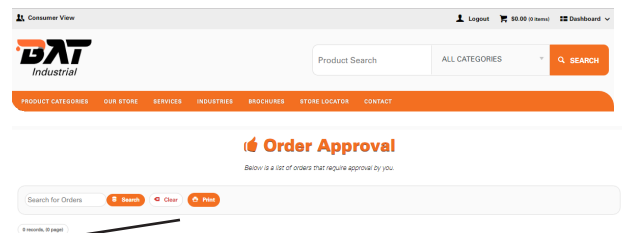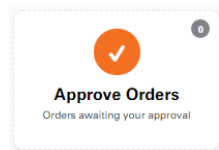
Select from a list of orders for approval.*

No list shown in example

⭐ MY FAVOURITES

⭐ **My Favourites** Your favourite products

My Favourites

Sort Relevance ▾   Showing 3   Per page 12 ▾   ⊞ Grid ▤ List

Filter By
Brand
Keywords
Size

COMPOSITE - FUELFLEX GG Green
Stock Availability
🔶 Low Stock
★ Favourite
$15.50
ex GST
RRP $34.10
(items)
0 − + 🛒 ADD TO CART

COMPOSITE - FUELFLEX GG Green
Stock Availability
🔶 Low Stock
★ Favourite
$20.25
ex GST
RRP $44.55
(items)
0 − + 🛒 ADD TO CART

SPIRAL CLAMP - LEFT HAND
Stock Availability
✅ In Stock
★ Favourite
$3.37
ex GST
RRP $12.38
(each)
0 − + 🛒 ADD TO CART

SAVE Product Favourites:
- Add items to 'My Favourites.'
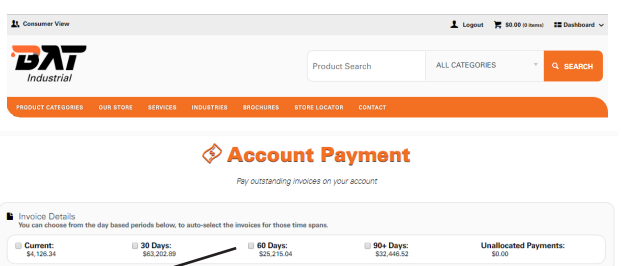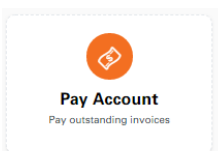- Save and quickly add 'My Favourites' products to cart.
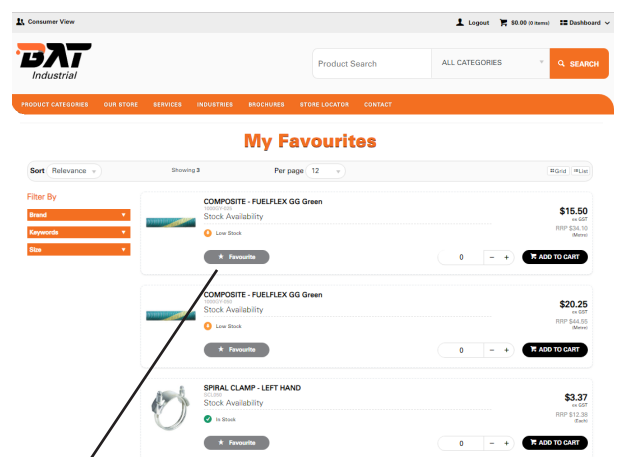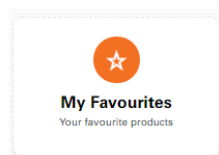
Select or unselect to add or remove to Favourites.

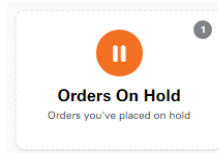*Note only BAT Industrial Account Holders can add products to cart.*

🏷 PAY ACCOUNT

🏷 **Pay Account** Pay outstanding invoices

PAY your account as per your store Trading Terms. Manage payments knowing settlement dates.

🔶 **Account Payment**
Pay outstanding invoices on your account

Invoice Details
You can choose from the day based periods below, to auto-select the invoices for those time spans.

| ☐ Current: $4,126.34 | ☐ 30 Days: $63,202.89 | ☐ 60 Days: $25,215.04 | ☐ 90+ Days: $32,446.52 | Unallocated Payments: $0.00 |

View 30, 60 and 90 Day settlements.*
* No list shown in example

ORDERS ON HOLD

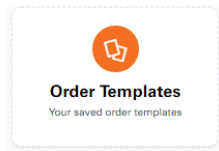**Orders On Hold**
Orders you've placed on hold

Hold Order

PLACE an order on-hold and come back to it later.
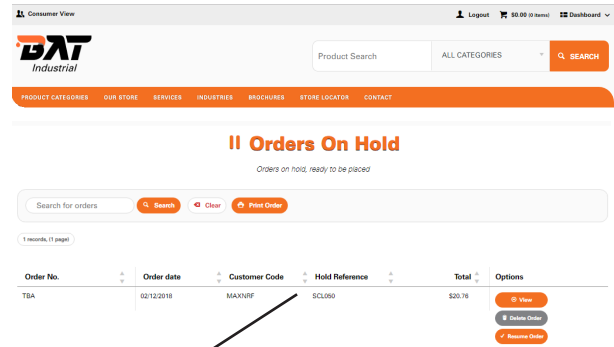
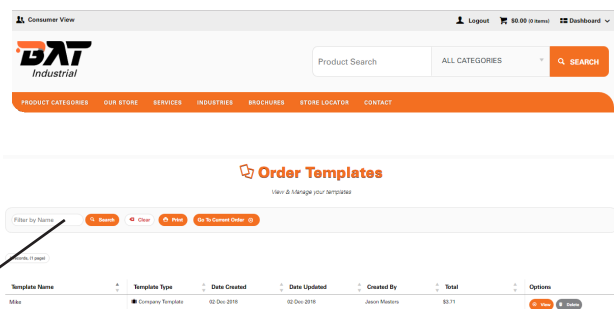

Assign References and select from a list of orders you have placed on hold.

ORDER TEMPLATES

Order Templates
Your saved order templates

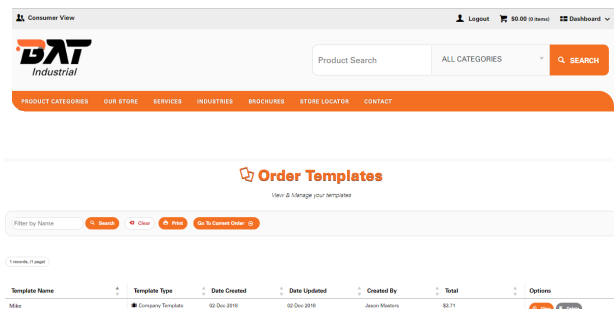**ORDER** the same products on a regular basis? Order Templates is for you!

Choose from a range of options to create and manage your order templates.
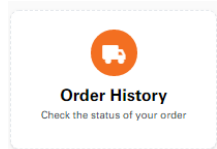
CREATE your own Order Templates:

– Save your order as a template and use the saved template for 'Quick Ordering.'

– ALL Products in your Templates can be set with preferred Quantities.

ORDER HISTORY

Order History
Check the status of your order

Orders **HISTORY** via the 'Track Orders' menu in 'Dashboard.'

Select or search for previous orders. Search via Order Number, Status, Date, Order Reference, Product Number.

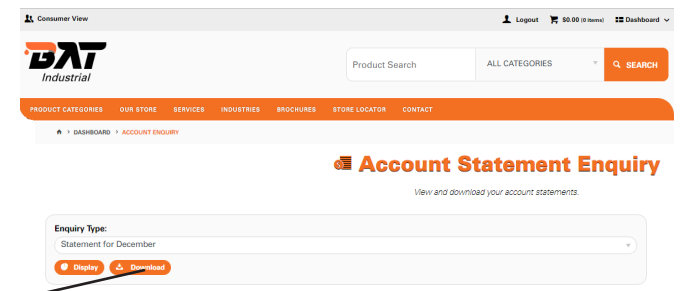**VIEW ORDER STATUS** and details by selecting an order.

Click to view the status of an order.

ACCOUNT ENQUIRY

Account Enquiry
Account Statements
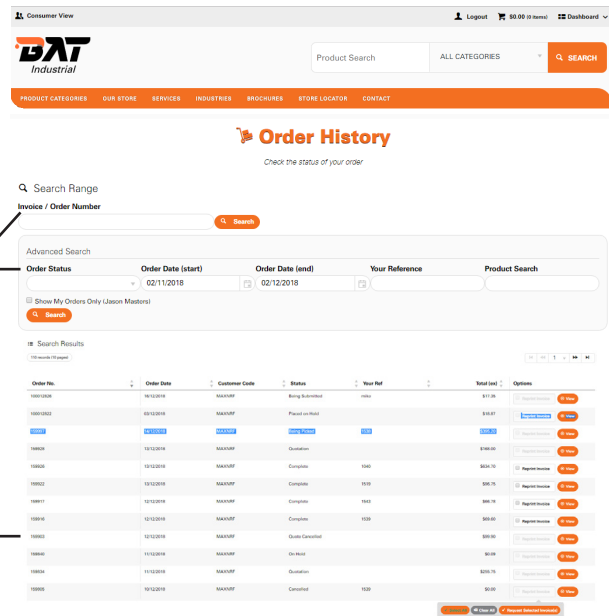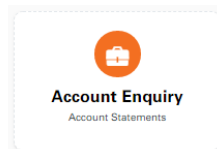
VIEW and **DOWNLOAD** your monthly account statements, outstanding invoices & their summary and reprint them.

PRICE BOOK EXPORT

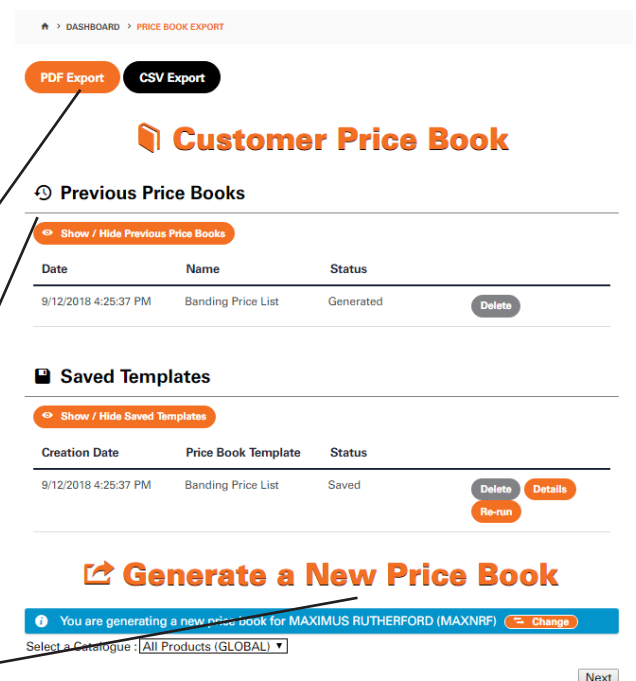**Price Book Export**
Price Book Export

GENERATE your own price list.

1. Logged in users can export product data in CSV / PDF format. It includes product codes, descriptions and related data including the customer's pricing.

2. View previous price books*

3. Create your own price book templates

PROMO CODE

Have A Promo Code?

Enter Code Here | ⟲ Apply Code

✓ **ACCESS PROMO CODES** to Special Offers when advertised. Promotion system allows you to take advantage of Promo specials.

Available at 'checkout' in the Shopping Cart. Please note a specific Promo Code will be required.

SECURITY

✓ **SECURE** payment gateway.

✓ **ENCYPTED** Passwords.

✓ **128 BIT** encryption.

TRAINING

Need assistance or training?

WE ARE HAPPY to assist or provide introductory over-the-phone training on our website and e-Commerce facility by requesting training through your BAT Industrial representative.

You can also request assistance by contacting our **Customer Service Centre 1300 228725** to arrange.

To apply for a BAT Industrial Online Account visit: **www.batind.com.au**

For more information please contact BAT Industrial's Online & E-Commerce Department by calling **1300 228725** or email **ms@batind.com.au**