



New Online Ordering Website

User Guide

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Introduction

Welcome to your User Guide for the new Tri-Star Online Ordering Website. This guide is designed to take you through all the various features and benefits of the new site. The new website offers a wide range of functionality and time-saving features to help you place orders quickly and efficiently on a regular basis. The User Guide focusses initially on all the key things you need to know to login for the first time and start placing orders. The later sections cover the additional added-value functionality designed to make online ordering as simple as possible.

This guide covers the following areas:

1. Logging-in for the first time
2. Finding products and adding to basket
3. Check-out and delivery
4. Re-ordering- Saved Baskets, Order History, Invoices, Favourites and Buy Again
5. Quick Order
6. My Account

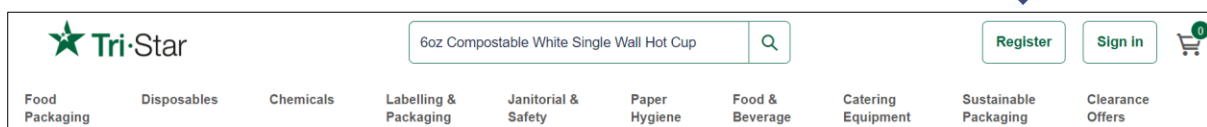
1. Logging-in for the first time

The new Tri-Star online ordering website replaces the old www.tri-star.co.uk website you may have been using to view our product range online. The great benefit of the new site is that you can now use it to place online orders as well. There are 2 different ways to do this.

a) If you have an existing trade account set-up with Tri-Star

If you have an existing account number with us, you will be able to link that account to your new online account. To login for the first time on Monday July 11th simply follow the instructions below:

- Click on the Register button top right on the homepage (see screenshot below)



- You will then be taken to the 2 registration steps shown below:

Registration Step 1 of 2

Create your login details
* Denotes a required field

Email Address * Your email address will be your login for this site

Password *

Minimum length is 6 characters

Confirm Password *

Existing Tri-Star account customer?

We can link your new online details to your Tri-Star account. Simply add your account number and postcode below (as shown on your last invoice). Please leave blank if you do not currently have a credit account with us. You can apply once registered.

Account Number

Postcode

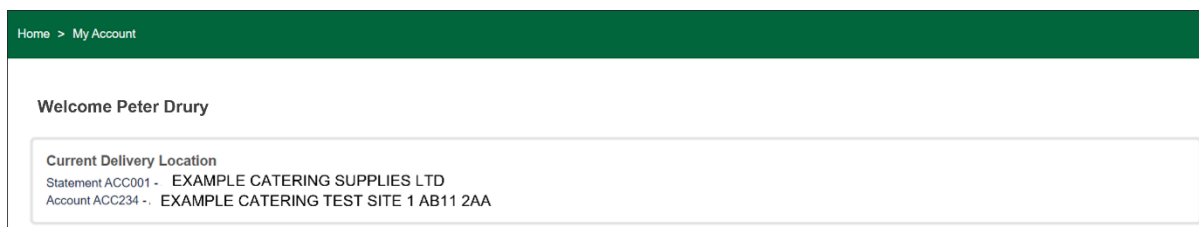
Simply type in your email address and a new password, then add your account number & postcode (which you can find on your latest invoice) to link your web profile to your trade account. This will

mean that any prices shown on the website will reflect your account terms.

b) If you DON'T have an existing trade account set-up with Tri-Star

You can still sign-up for online ordering even if you don't have an existing Tri-Star account. **Enter only your email & password at Step 1 of the Registration process and leave the Account number and Postcode fields blank, then click continue to register a new account.**

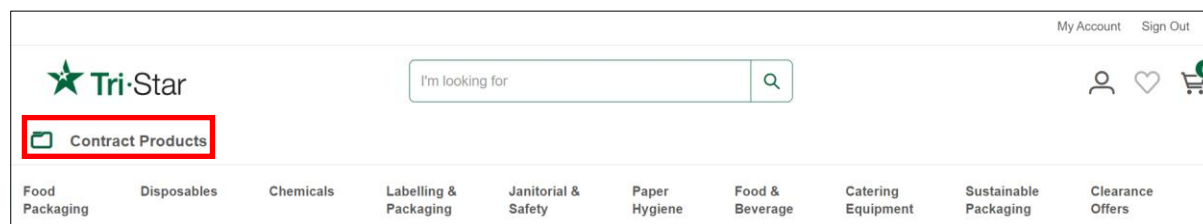
Once you have logged-in you will be taken to the 'My Account' page which will confirm your Tri-Star account number. See screenshot below.



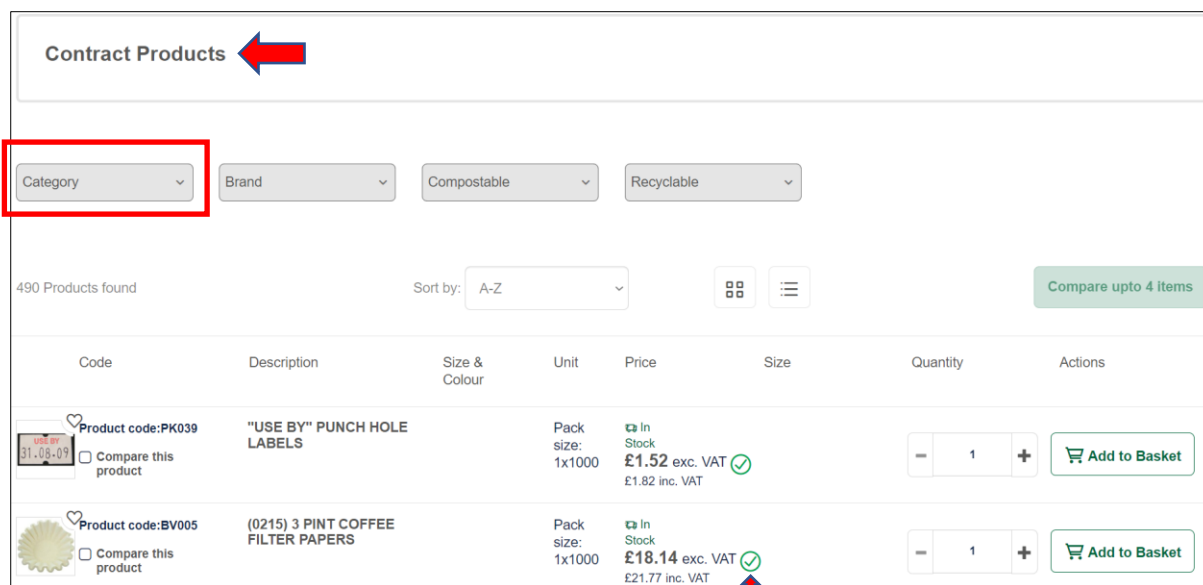
You are now successfully logged-in and can start shopping. See section 2 below.

2. Finding products and adding to basket

If you have an existing Tri-Star trade account the simplest way to see all the products on your contract/price list is to click on the 'Contract Products' link which you will find top left in the header bar immediately beneath the Tri-Star logo. See screenshot below – Contract Products link in red:



This will open a new view that will just show you the specific products that are on your contract/price list. This will save you time as it means you won't be shown any product categories that aren't applicable to your contract.



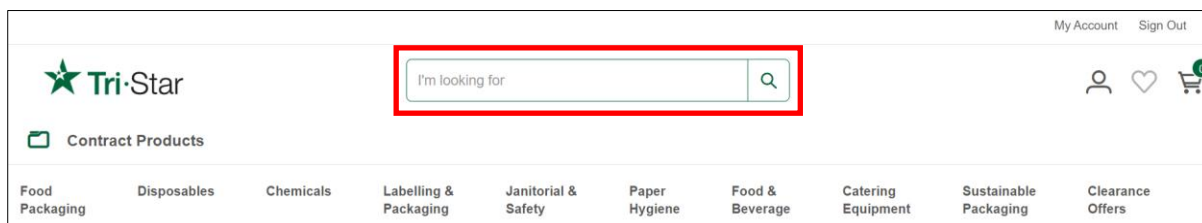
All products that are on your contract/price list are also highlighted with a green tick symbol.

If you don't have an existing account and have just registered for online ordering on the website you will not see the 'Contract Products' option and will have access to our full catalogue of 4000+ products at standard pricing.

You can search for products in 2 main ways.

Option 1 – Search Box

Type in a description or product code for the product you are looking for into the Search box highlighted below in red.

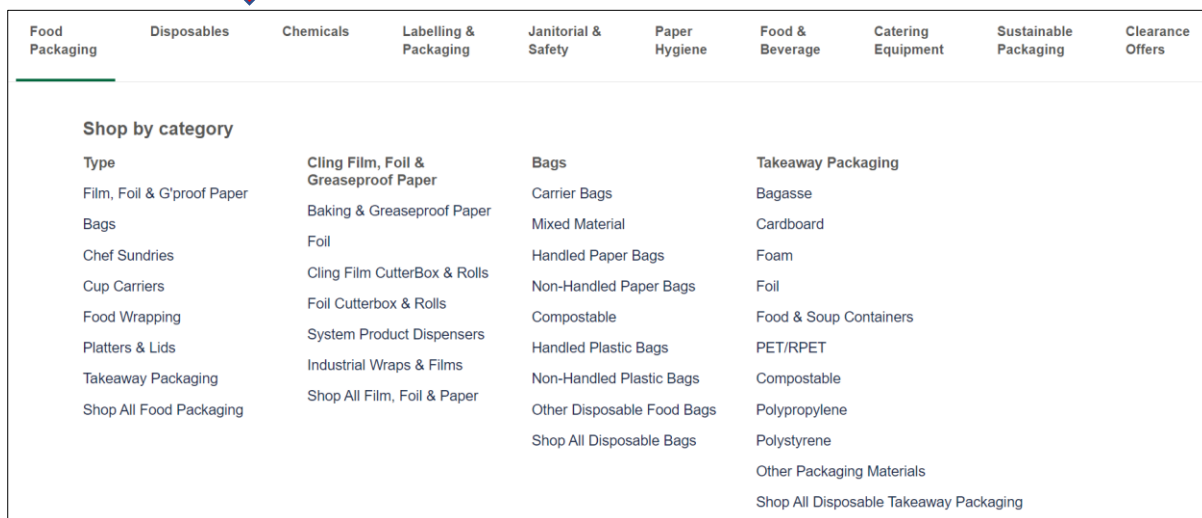


Option 2 – Product Navigation

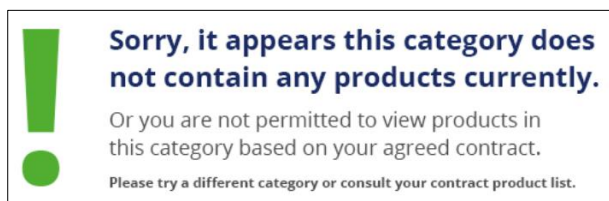
As an alternative to the Search box all the products on the website have been organised into 10 main product categories with sub-categories underneath them.



Just click on one of the categories (e.g. Food Packaging) and all the sub-categories will appear in a drop-down menu.



If your contract/price list doesn't allow you to buy products from any of these categories you will see the message below when you click on them:




If you want to have access to all products available from Tri-Star, please contact the Tri-Star Customer Services team and they will amend your price list so you can access the complete range.

Once you have selected a product just set the quantity you require and click on the Add to basket button shown below.

Quantity


- 1 +

 Add to Basket

Stock Levels

The website also shows you whether a product is in-stock or not. This is shown on both the Product Listing and Product Detail pages as well as in the basket itself.

An example is shown below with the 'In-Stock field highlighted in red.



D04014 16OZ KRAFT DOUBLE WALL HOT CUP


Product code: GOP089
Pack size: 1x500

★★★★★
[Rate this product](#)

Compare this product

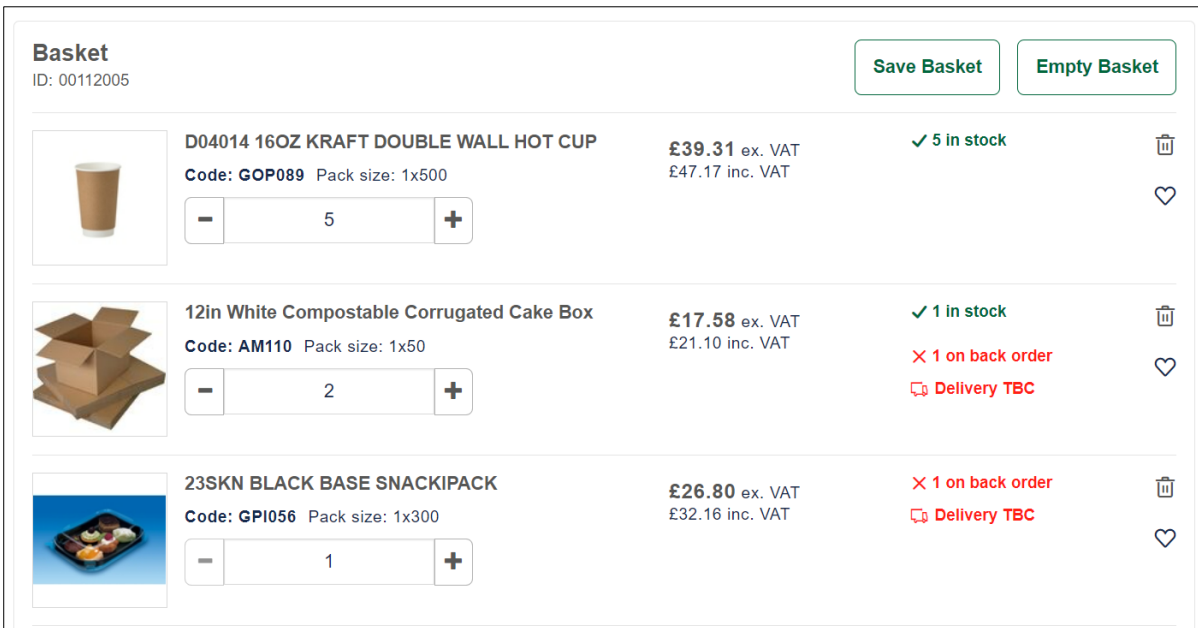
In Stock
£39.31 ex. VAT
£47.17 inc. VAT

- 1 +

 Add to Basket












Once you have added a product to basket any out of stock items or shortage in quantity will be clearly displayed.

The example below shows the different messaging that will appear to confirm whether all the items you require are all available, partly available or out of stock and on back-order.



Basket
ID: 00112005

[Save Basket](#) [Empty Basket](#)

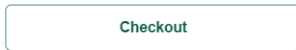
| | | | | |
|---|--|-----------------------------------|---|--|
|  | D04014 16OZ KRAFT DOUBLE WALL HOT CUP Code: GOP089 Pack size: 1x500 | £39.31 ex. VAT £47.17 inc. VAT | ✓ 5 in stock |   |
|  | 12in White Compostable Corrugated Cake Box Code: AM110 Pack size: 1x50 | £17.58 ex. VAT £21.10 inc. VAT | ✓ 1 in stock ✗ 1 on back order  Delivery TBC |   |
|  | 23SKN BLACK BASE SNACKIPACK Code: GPI056 Pack size: 1x300 | £26.80 ex. VAT £32.16 inc. VAT | ✗ 1 on back order  Delivery TBC |   |

If a product is either completely or partially out of stock you can still submit the order and your subsequent Order Confirmation will confirm whether we are able to supply it or not.

If we are unable to supply or provide a suitable alternative then we will cancel the line off the order and you will not be charged for it. If this happens you will be sent a confirmation e-mail.

3. Checkout and Delivery

Once you have finished selecting products and adding them to your basket, click on the



button to begin the 3-stage checkout process.

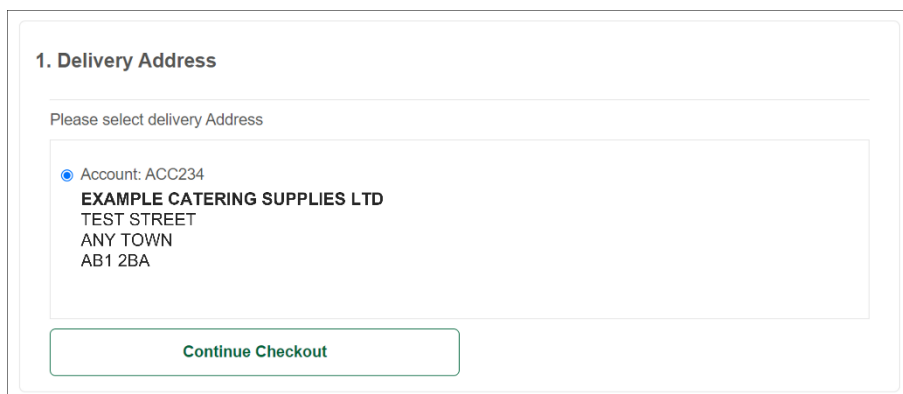
Stage 1 – Delivery Details

All your address details are pre-populated from your Tri-Star account.

Ordering for multiple sites

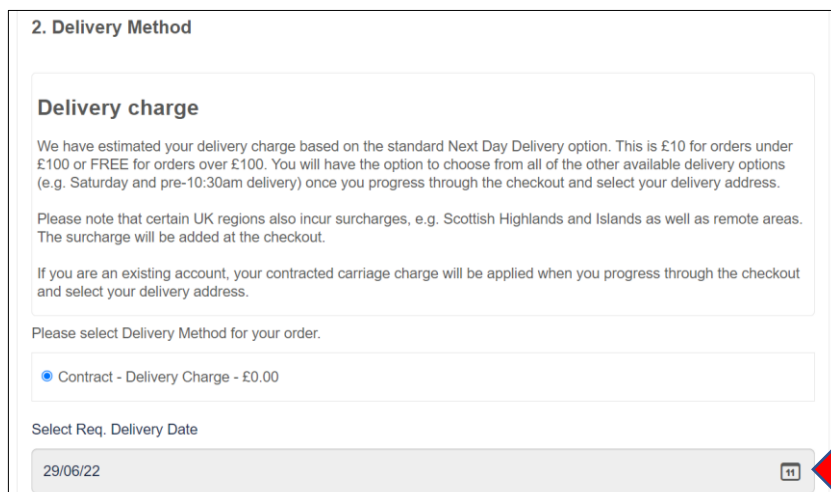
If you are responsible for ordering for multiple sites/accounts, you can select different accounts from a dropdown list in the 'My Account' section. Please see section 6. My Account for details (including screenshots) of how to do this.

But Stage 1 of the Checkout process will always confirm which account you are ordering for.

A screenshot of a web form titled "1. Delivery Address". It contains a text input field with the placeholder "Please select delivery Address". Below the field is a dropdown menu with one selected option: "Account: ACC234" followed by "EXAMPLE CATERING SUPPLIES LTD", "TEST STREET", "ANY TOWN", and "AB1 2BA". At the bottom of the form is a "Continue Checkout" button.

Stage 2 – Delivery Options

If your order falls below the minimum order value for free delivery, charges will automatically be pre-populated at this stage based on your contract. To qualify for free delivery please increase your order to above the minimum order value set for your account.

A screenshot of a web form titled "2. Delivery Method". It includes a "Delivery charge" section with explanatory text. Below this is a "Please select Delivery Method for your order." section with a dropdown menu showing "Contract - Delivery Charge - £0.00". At the bottom, there is a "Select Req. Delivery Date" section with a date field showing "29/06/22" and a small calendar icon highlighted with a red arrow.

If you have linked an existing account, you will then need to SELECT YOUR REQUIRED DELIVERY DATE. Click on the small calendar icon (highlighted with a red arrow on the screenshot above) and select from the available delivery days shown by clicking on the date you require.

If you have an online ordering only account you will not see this option.

You then need to enter a Delivery contact name and a contact telephone number. This is to help our drivers make delivery when they arrive at your premises. You can also add any Delivery Instructions you may have.

To assist with delivery please enter below details.

| | |
|----------------------------------|-------------------------------|
| Delivery Contact Name: * | Delivery Contact Telephone: * |
| <input type="text"/> | <input type="text"/> |
| Delivery Instructions (optional) | |
| <input type="text"/> | |

Maximum 60 Characters

Review your order summary and click on the



button at the bottom of the page.

Stage 3 – Payment Method Details

Paying for your order will depend on how your Tri-Star account is set-up. There are 2 main options:

Option 1 - Trade Account with credit terms


If your Tri-Star trade account includes credit terms then your order will automatically be charged to your account. Your account details will be shown at this stage as per the screenshot below. You can also enter a Purchase Order number at this stage but it is optional.

3. Payment Method Details

Pay on account
Account number: ACC234

You may enter a Purchase Order number or an easy to remember reference if required.

Your Purchase Order Number *



The simply click-on the 'Submit Order' button shown above.

The cost of your order will automatically be charged to your account.

You will then see a final Order Confirmation page. This will include an Order Reference number which will always begin with a 'W'. You can find any orders you have placed via the website in the 'Order History' section in 'My Accounts'.

Once we have processed your order we will send you an Order Confirmation e-mail.

Option 2 – Credit Card Payment

If your Tri-Star trade account requires payment by credit card at the point of order OR if you have created an online ordering account then you will see a different Payment Methods screen as shown below. This defaults to credit card payment.

3. Payment Method Details

Pay by card

USE A NEW CREDIT/DEBIT CARD

Please select Invoice Address

Use my Invoice Address

MR JOHN SMITH – 11 SAMPLE ROAD, ANY TOWN, AB12 3BA

Use existing addresses

Add new billing address

You may enter a Purchase Order number or an easy to remember reference if required.

Your Purchase Order Number

I have read and agreed to the Terms & Conditions

Submit Order



Once you have submitted your order you will be taken to a secure payment site where you can enter your actual card details. See screenshot below. Click on the 'Next' button and complete your order.



Payment Review Receipt


Payment Details

* Required field

Card Type *

 Visa  Mastercard

 Maestro UK  VISA Delta

 VISA Visa Electron

Card Number *

Expiration Month * Expiration Year *

Month Year

CVN *

This code is a three or four digit number printed on the back or front of credit cards.

Next

[Cancel Order](#)

Your Order

Total amount £55.12

Once we have processed your order we will send you an Order Confirmation e-mail.

4. Re-ordering - Saved Baskets, Order History, Invoices, Favourites and Buy Again

The new website features a number of ways to help you save time when you are routinely re-ordering the same products on a regular basis. There are 5 main ways to do this.

Saved Baskets

Once you have loaded products into your Shopping Basket you can SAVE that basket and then automatically RELOAD all the products in it, at a later date.

To use this functionality, simply load products into the basket and then just click on the 'Save Basket' button shown at the top of the Basket page. See screenshot below.



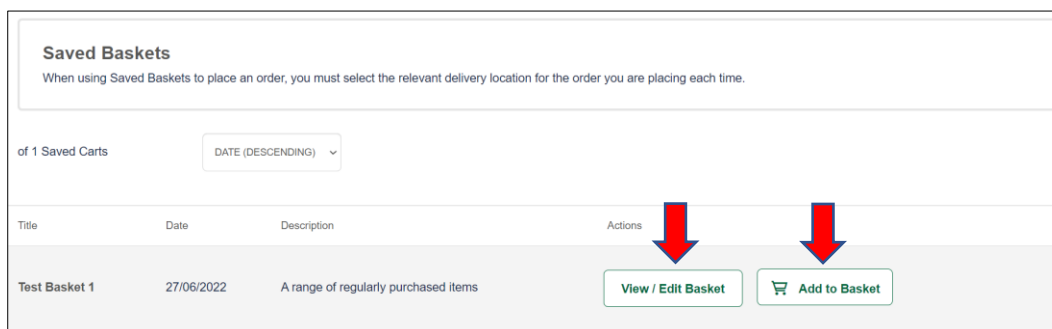
You will then be asked to give the basket a name (e.g. Regular Order) and save it.

To access your saved baskets, simply click on the SAVED BASKETS link in the 'My Account' section.

You can then select one of 2 Actions:

- a) Reload an entire saved basket using the 'Add to Basket' button
- b) View/Edit a saved basket (using the 'View/Edit Basket' link) and then load selected products to the basket

Screenshot below shows 'View/Edit Basket' and 'Add to Basket' buttons in Saved Baskets.

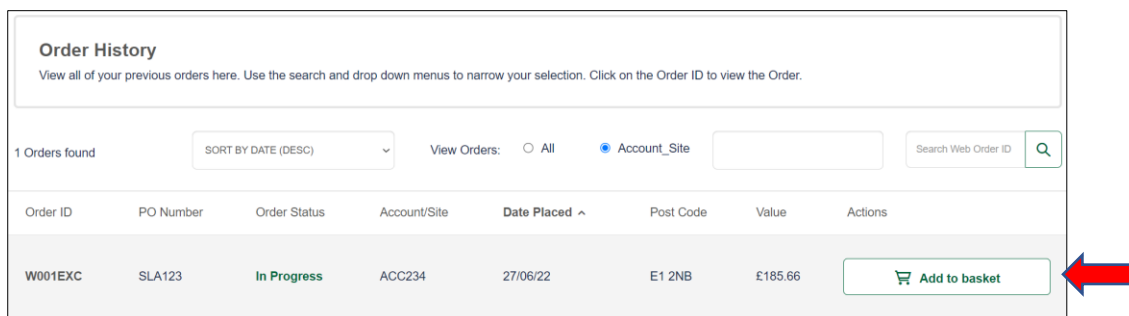


Order History

Similar functionality is also available in ORDER HISTORY. This allows you to open any previously placed order and simply click on the 'Add to Basket' button to load all the previously ordered products straight into the basket.

You can find 'Order History' in the 'My Account' section.

The Re-order button is highlighted below with the red arrow.



Re-order from Invoices

You can also AUTOMATICALLY RELOAD products from invoices straight into the basket.

Simply go to the 'Invoices & Credit Notes' section in 'My Account'.

Search for an Invoice using the Invoice number or bring up all invoices from within a specified date range (using the date range selector shown).

Select an Invoice and click on the 'Add to Basket' button. This will automatically load all the products listed on that invoice straight into your basket. The screenshot below shows the 'Add to Basket' option highlighted with a red arrow.

| Statement | Account | Account Name | Invoice | Type | Date | PO Number | Total | POD | Action |
|------------|------------|--------------|-------------|---------|-------------|--------------|-------|-----|-------------------------------|
| WEB0000R08 | WEB0000R08 | Georgie | B22T0000047 | INVOICE | 24 Jun 2022 | TRI-188-TEST | £9.65 | | Add To Basket |

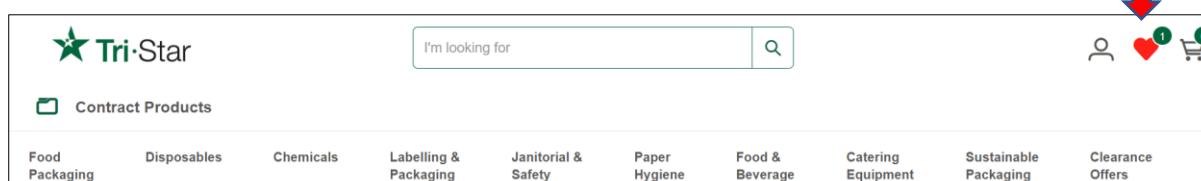
Please note – you can also select and view CREDIT NOTES from this section as well. Just use the 'Type' dropdown box to select Credit Note rather than Invoice.

Favourites

You can also add products to 'Favourites'. This allows you to build a list of your favourite products and again you can add all or some of them into your basket at a click of a button. To 'Add to Favourites' just click on the heart icon that appears top right next to product images. This will turn red once you have selected it.



When you want to see your favourites, just click on the 'Favourites' icon at the top of the homepage (highlighted with a red arrow below). Or view them in 'My Account' section.



Once in your Favourites section you can add ALL PRODUCTS straight into the basket or pick and add individual items as required (highlighted by the red arrows below).

2 Products found Sort by: Code Add All To Basket

14KC/KRAFT/SD65F 65MM STD WEDGE

Product code:KEC022
Pack size: 1x500

★ ★ ★ ★ ★
[Rate this product](#)

📦 In Stock
£58.47 ex. VAT
£70.16 inc. VAT

– 1 +
 Add to Basket

6oz Compostable White Single Wall Hot Cup

Product code:VG121
Pack size: 1x1000

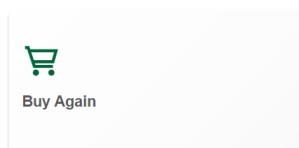
★ ★ ★ ★ ★
[Rate this product](#)

📦 In Stock
£75.61 ex. VAT
£90.73 inc. VAT

– 1 +
 Add to Basket

Buy Again

In the My Account section just click on the Buy Again button shown below:



This will then bring up a list of all your recently purchased items which you can sort based on date purchased and simply Add to Basket.

Buy Again
This page shows products purchased online from March 2022 onwards.

Search previously purchased products

Search For:

3 Products found Sort by: Date (Latest First) Purchased during: Last 7 Days

8OZ WHITE DOUBLE WALL HOT CUP

Product code:GOP079
Pack size: 1x500

★ ★ ★ ★ ★
[Rate this product](#)

Compare this product

📦 In Stock
£48.33 ex. VAT
£58.00 inc. VAT

Last Purchased: 27/08/22
Total Quantity: 1

– 1 +
 Add to Basket

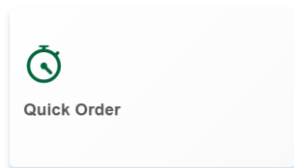
5. Quick Order

The new website also offers functionality to help you quickly create orders if you:

- Know the order codes
- Have the order codes in an excel spreadsheet

Order Codes

You will 'Quick Order' in the 'My Accounts' section. Click on the 'Quick Order' icon shown below.



This will open the 'Quick Order' page where you will be able to type order codes and quantities straight in and then just click on the 'Add to basket' button.

See screenshot below.

The screenshot shows the 'Quick Order' page. At the top, there is a title 'Quick Order' and a sub-header: 'By keying in the product code and quantity, a shopping basket can be created without the need to search. You will be notified if any product code is invalid or not part of your contract agreement.' Below this is a table with four columns: 'Code', 'Description', 'Size', and 'Quantity'. Each column has a corresponding input field. To the right of the table is a green 'Add to Basket' button with a shopping cart icon. A red arrow points to this button.

Upload from a Spreadsheet

If you have a large number of orders codes available in a spreadsheet there is also handy upload function. Simply download the CSV file shown at the bottom of the Quick Order page, enter the product code and quantity and then upload the file. The form above will then populate. You can then review the form before clicking on the 'Add to Basket' button.

The screenshot shows the 'Handy Upload Feature' section. It includes a title 'Handy Upload Feature' and a sub-header: 'If you have a large number of product codes you wish to order, use our handy upload feature. Simply download the CSV file, enter your product code and quantity and then upload the file. Products will be added to basket.' Below this is a link 'Download Template To Create CSV file'. At the bottom, there are three buttons: 'Choose File', 'No File selected', and 'Upload CSV'.

My Account

The My Account section provides you with access to a number of features designed to make the online ordering experience as simple and straight-forward as possible.

It covers:

- My Profile
- Manage Address Book
- Order History
- Contract Products
- My Favourites

- Saved Baskets
- Quick Order
- Buy Again
- Invoices & credit notes

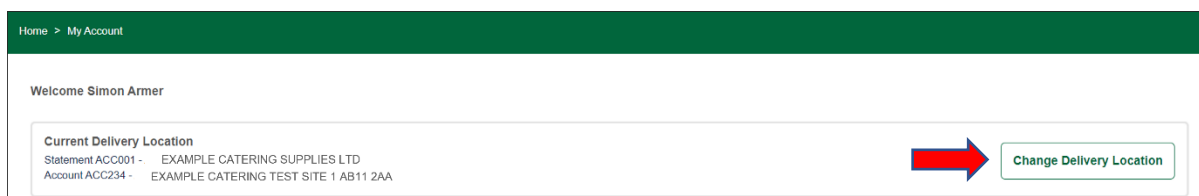
Please note – you will also see a listing/icon for Check Budget & Spend. This only applies if your company has requested that we set budgeted monthly spend limits for you. If not, the following message will display in this section:

You do not currently have budgets or permission rules set-up in our system.

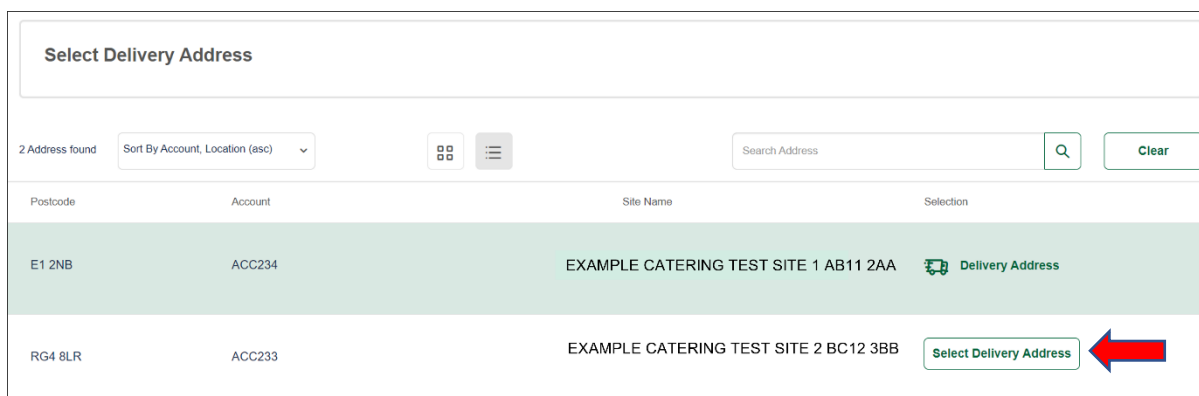
Users linked to multiple sites/accounts

If you order on behalf of multiple sites/accounts the My Account page is where you can select the account number you require.

See the screenshot below. The account number currently selected will display at the top of the page. If you need to select an alternative account number click on the ‘Change Delivery Location’ highlighted with a red arrow below.



This will then take you to the ‘Select Delivery Address’ page. This will confirm how many accounts are linked to your User ID and give you the ability to select the one you require by selecting from the dropdown box highlighted below with a red arrow.



Using the My Accounts page

This guide has already covered Order History, Contract Products, Favourites, Saved Baskets, Invoices, Buy Again and Quick Order in sections 4 and 5. The following pages will cover the remaining features linked to the ‘My Account’ page.

My Profile

Use this section change your Personal Details or your password.

At the bottom of the My Profile page you will see 2 buttons:

[Update personal details](#)

[Change your password](#)

Update personal details

Click on this button to access the page below where you can change your username and/or e-mail address, personal details and contact information. See screenshot below.

Account: ACC234
Username **trs-b2b-sa** [Change username](#)
Email **simon.armer@bunzl.co.uk** [Change email address](#)
N.B If you would like to change your billing or delivery address please go to [Manage Address Book](#)

Title * First Name * Surname * Contact Number
Mobile number Company Company Type
 Enter if different from contact number This will help us provide deals and promotions tailored to you
 Sign up for the latest news, offers and innovation

By clicking Save Details you agree to our [Privacy Policy](#)

Change Your Password

Click on the 'Change your password' button to update your password. You will then see the screen below where you can create and confirm a new password and then click on the 'Update' button.

Update Password
You can update your User password here. Fields marked* are required

Current Password * New Password * Confirm New Password *
Minimum 6 characters. This is case sensitive.

Manage Address Book

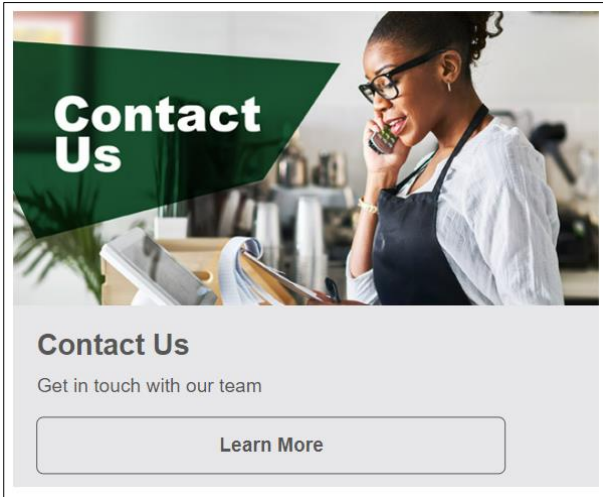
Your Address Book details (Invoice Address and Delivery Address) are pre-populated from your Tri-Star account and cannot be amended from the website.

If you think any details are wrong, please contact the Customer Sales Team.

6. Summary

This User Guide has hopefully covered all the main questions and queries you will have about the Tri-Star online ordering website.

If you need further information or are experiencing any difficulties using the site, please use the 'Contact Us' link shown on the homepage (see screenshot below)



Or in the footer that appears at the bottom of the website (see screenshot below)

| About Us | News & Blogs | Customer Services | Services | Help & Support | Follow Us |
|---|--|--|--|---|---|
| About Tri-Star Bunzl Careers Company Policies Privacy Policy & Cookies Terms & Conditions Key Features & Benefits | Latest Blogs News Sustainability New Arrivals | Track My Order My Account Delivery & Returns FAQs Contact Us | Bespoke Startup | Report a Problem Site Map Credit Accounts Switching Accounts Website User Guide | Twitter Instagram LinkedIn YouTube |

The Contact Us page provides telephone numbers for all our Customer Sales Team as well as an 'Enquiry Form' if you prefer to submit your request in writing.