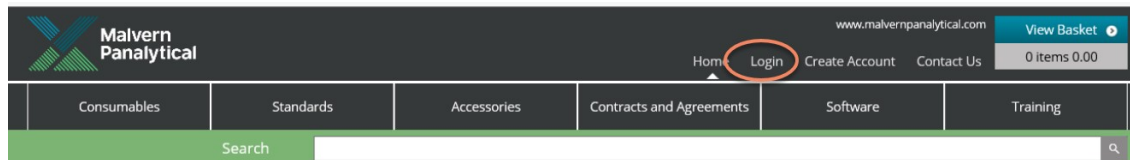


Guide for customers placing an order via 'Credit Card' through Malvern Panalytical Estore.

Direct link to the site -
www.malvernstore.com

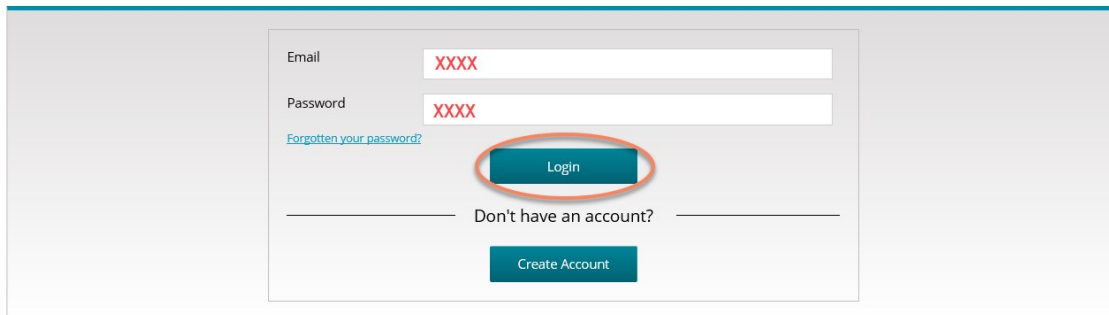
You will need to be registered on the site prior to being able to place an order or add items into your basket.

Click 'Login' –



Log in using your email address and password –

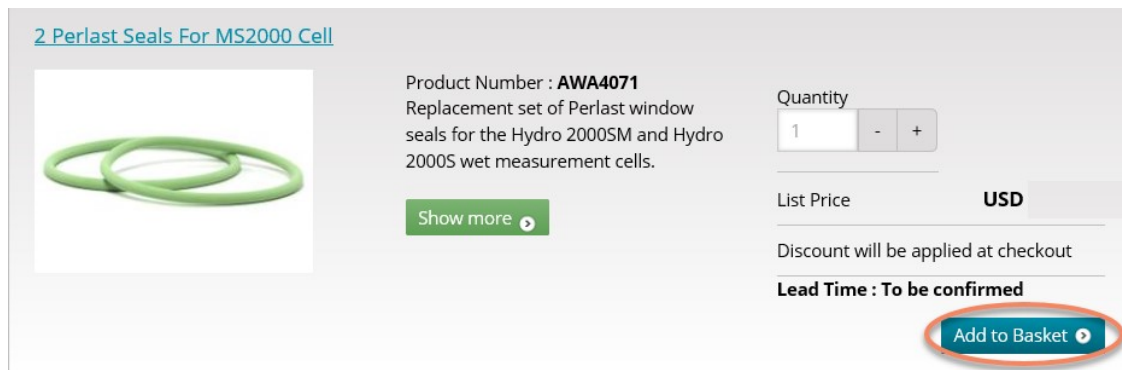
Login



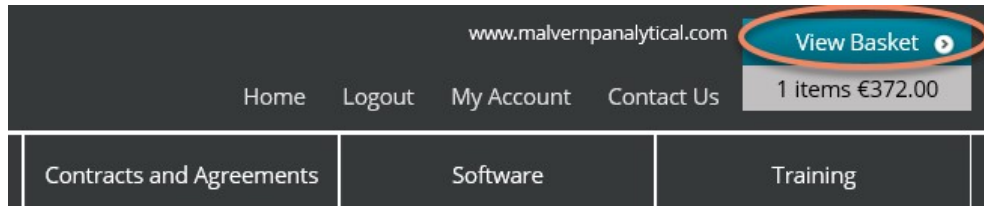
The screenshot shows the login form on the Malvern Panalytical website. It includes fields for Email and Password, both containing 'XXXX'. A 'Forgotten your password?' link is present. The 'Login' button is circled in red. Below the form, there is a 'Don't have an account?' link and a 'Create Account' button.

After you are logged in search and source the items you wish to be quoted by searching for items or navigating to the appropriate product range / categories.

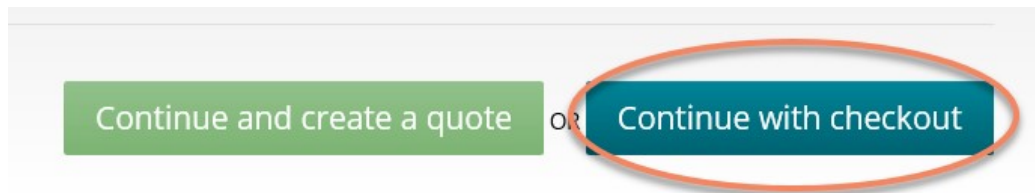
Add parts to your basket by clicking the 'Add to basket' button.



Once you are ready to place the order, please view your basket.



To place order click 'Continue with checkout' –



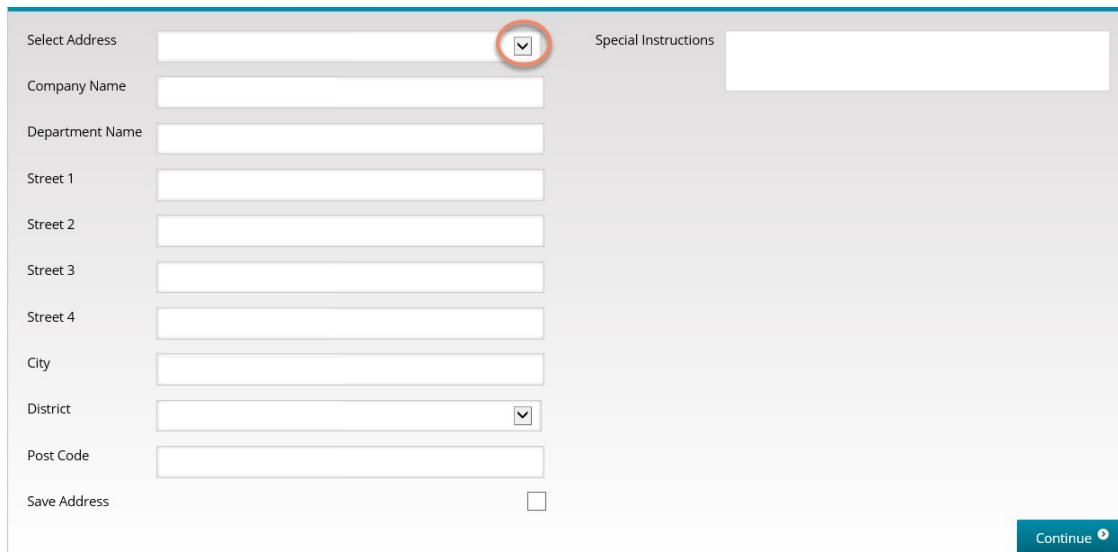
There are four sections to complete within the checkout process.



Checkout Process – Step one – Delivery

Your account with Malvern Panalytical may well have multiple ship to address'. Please check the address that is selected is correct. If you only have one main delivery address then this will automatically default in.

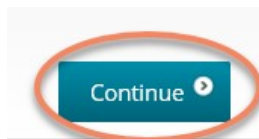
Delivery Details



You do have the facility to amend the details here to create a one off ship to. This can be done by selecting the main address and overriding the details. Make sure the tick is set in the 'Save Address' section. By ticking this field this will save this address for the next time you place an order / request a quote.

Select Address	<input type="text" value="Main Address"/>	<input type="checkbox"/>
Name	<input type="text" value="XXXX"/>	
Street 1	<input type="text" value="XXXX"/>	
Street 2	<input type="text"/>	
City	<input type="text" value="XXXX"/>	
County	<input type="text"/>	<input type="checkbox"/>
Post Code	<input type="text" value="XXXX"/>	
Save Address		<input checked="" type="checkbox"/>

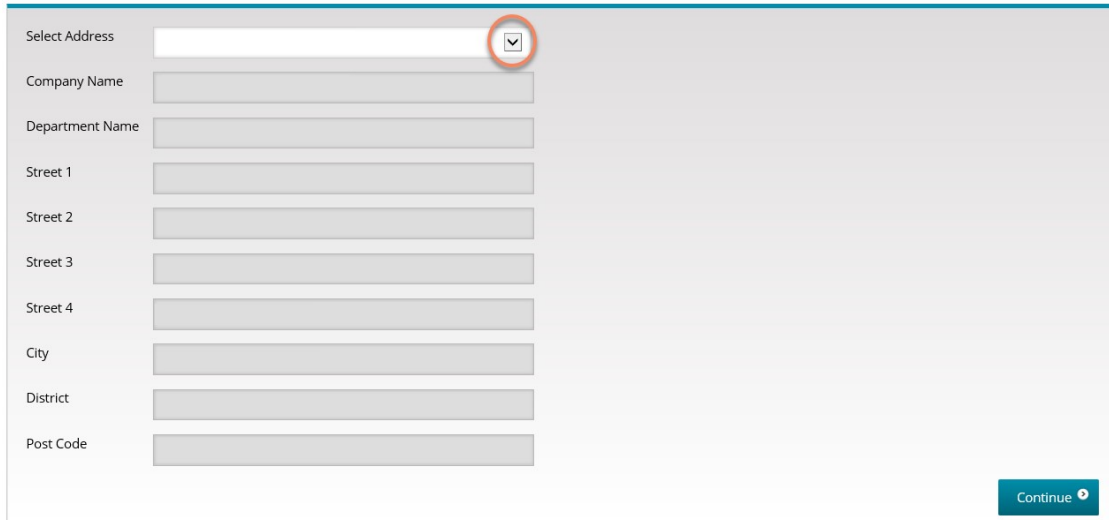
Once you are happy the right delivery address has been set click 'Continue' –



Checkout Process – Step two - Billing

Your account with Malvern Panalytical may well have multiple bill to address'. Please check the address that is selected is correct. If you only have one main billing address then this will automatically default in. This is a fixed address and can not be modified.

Billing Details



Select Address

Company Name

Department Name

Street 1

Street 2

Street 3

Street 4

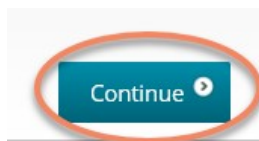
City

District

Post Code

[Continue](#)

Once you are happy the right billing address has been set click 'Continue' –



Checkout Process – Step three - Summary

The delivery and billing address details should be double checked. Any special instructions required to accompany your order can be added here, by adding text and pressing 'Update'.



Special Instructions

[Update](#)

If you have a voucher code to use please add this detail in and press 'Apply'.



Voucher Code

[Apply](#)

Your basket will show the full breakdown of your requested quote.

Subtotal	£10.00
Delivery Charges	£20.00
VAT	£5.90
Voucher Discount	None
Web Discount	£0.50
Total	£35.40

Select 'Credit Card' –

Choose Payment Option

Credit Card On Account - PO Required Create Quote

Your order will be generated upon clicking 'Confirm order and continue to secure payment' –

You will be redirected to complete payment on our Worldpay Secure Payment Portal







Please enter full credit card details in all fields –

▼ **Order summary**

Payment reference: 0007074656
Description: Malvern Order
Amount (USD): \$344.54


Payment details
* Indicates a required field

Card number * ✘
Enter a valid card number

Cardholder's name * ✘
Enter a valid cardholder's name

Expiry date *
Month Year

Security code * ✘
Enter a valid security code  3 digits on the back of the card or 4 digits on the front of card

Note: The 'Payment Reference' box will be automatically populated with your order number on Malvern Panalytical.

Once these areas have been completed click the 'Make Secure Payment' –



You will then be presented with an order confirmation.

This will supply full details of your order details, along with Malvern Panalytical's order reference number which should always be provided upon any queries to Malvern Panalytical.

Your Order Confirmation - Thank you

Order Details

Order Ref: 0007182090
Order Date : 03/05/2018
Order Total : USD \$501.38

A PDF copy of your order acknowledgment will be sent automatically via email to you.

Once your order has been processed and shipped you will receive a PDF copy of the delivery note showing the relevant tracking details.

Any problems or issues arising when creating your order should be forwarded to your local Malvern Panalytical territory, found via the 'Contact us' –



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