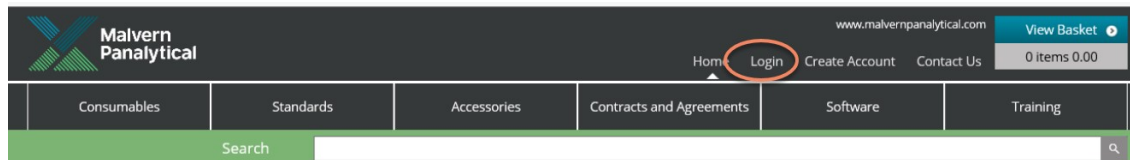


Guide for customers placing an order on 'Account' through Malvern Panalytical Estore.

Direct link to the site -
www.malvernstore.com

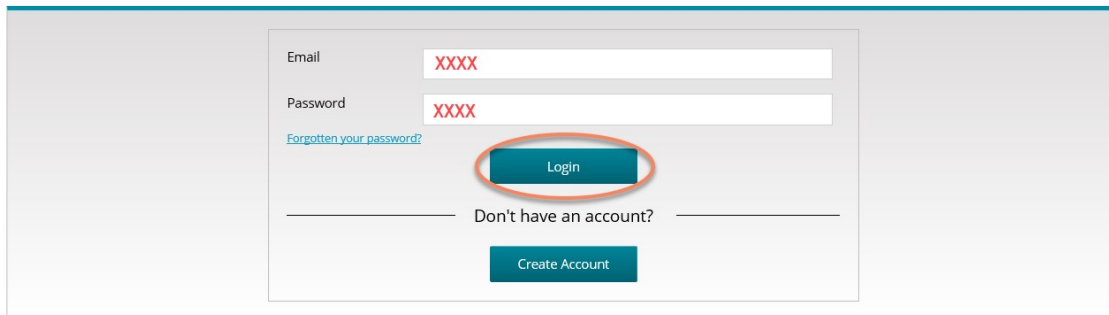
You will need to be registered on the site prior to being able to place an order or add items into your basket.

Click 'Login' –



Log in using your email address and password –

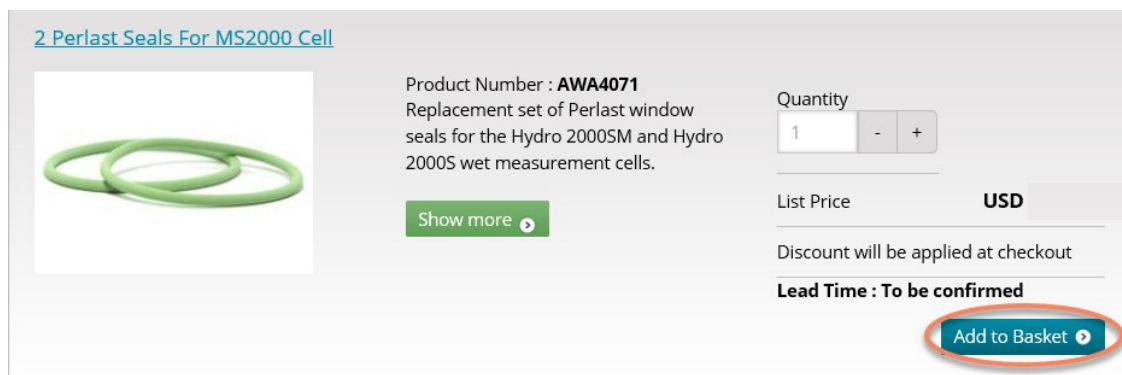
Login



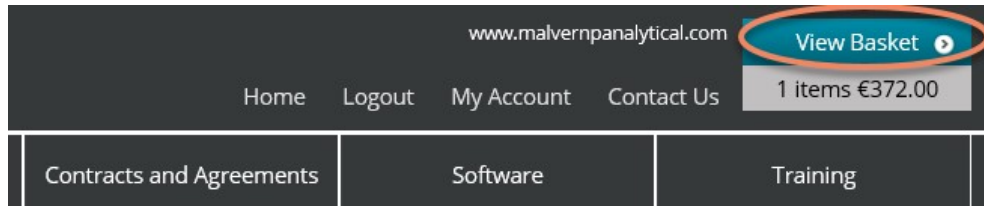
The screenshot shows the login form on the Malvern Panalytical website. It includes fields for Email and Password, both containing 'XXXX'. A 'Forgotten your password?' link is present. The 'Login' button is circled in red. Below the login fields are links for 'Don't have an account?' and 'Create Account'.

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.

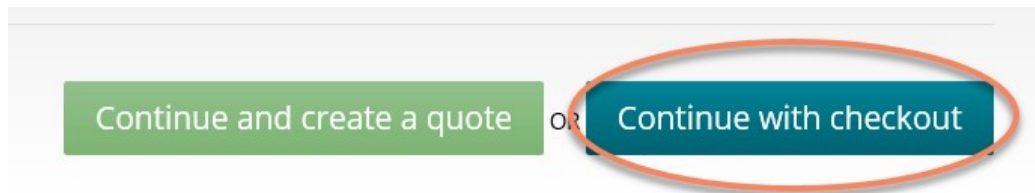
Add parts to your basket by clicking the 'Add to basket' button.



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



To place order click 'Continue with checkout' –



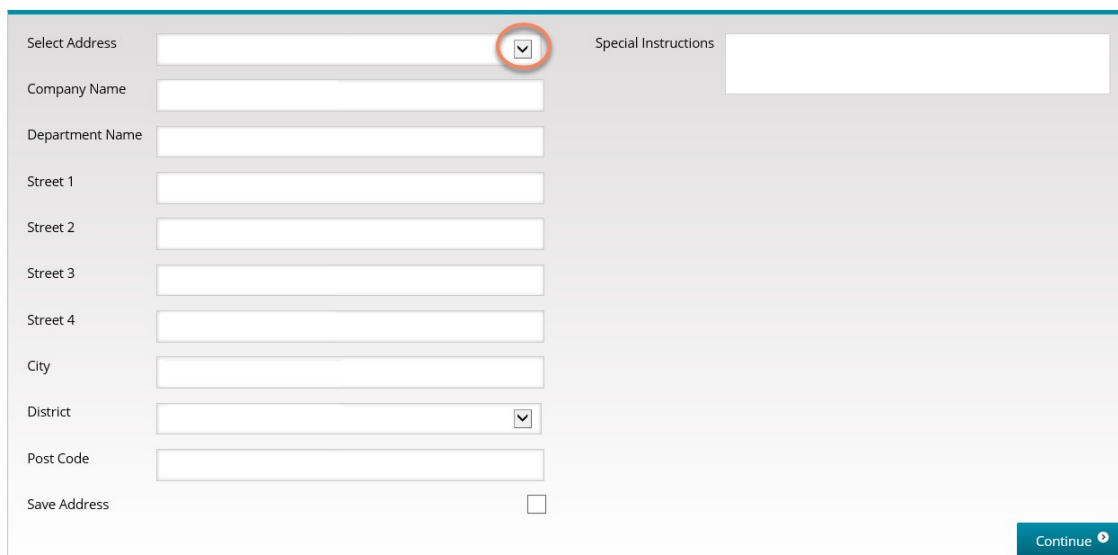
There are four sections to complete within the checkout process.



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



Select Address

Company Name

Department Name

Street 1

Street 2

Street 3

Street 4

City

District

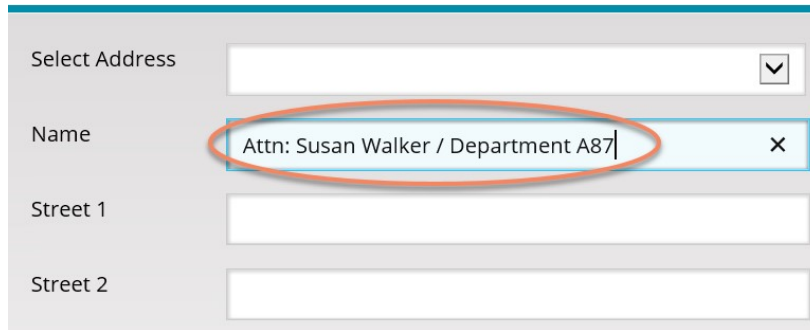
Post Code

Save Address

Special Instructions

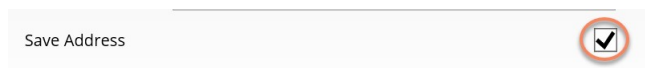
Continue

You do have the facility to amend the details here to add a contact name or department.



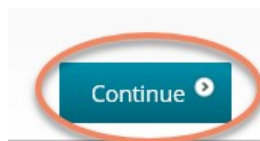
The image shows a form with the following fields: 'Select Address' (a dropdown menu), 'Name' (a text input field containing 'Attn: Susan Walker / Department A87' and circled in red), 'Street 1' (a text input field), and 'Street 2' (a text input field).

If you wish for this detail to be available for future orders you can add a tick 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.



The image shows a 'Save Address' checkbox which is checked and circled in red.

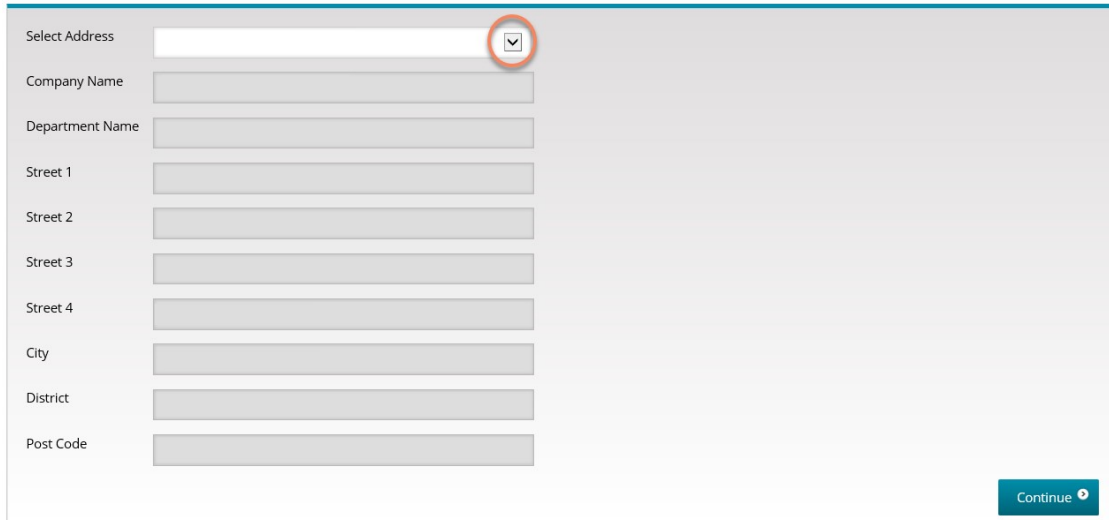
Once you are happy the right delivery address has been set click 'Continue' –



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 'On Account' –

Choose Payment Option

Credit Card On Account - PO Required Create Quote

When placing an order on Account you must provide a completed PO (purchase order) on Malvern Panalytical.

To upload this PO click on 'Click to upload'. This file must be in a PDF format –

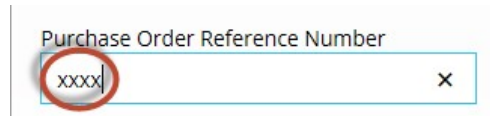
Please select a purchase order to upload

Note: if you do not upload a PO, then you will be prompted to do so. You will be unable to complete your order without this attachment –

Purchase Order Reference Number

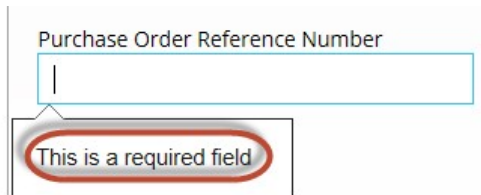
Purchase Order Document Required

Please also add your purchase order reference number which should match the details supplied on your uploaded PO –



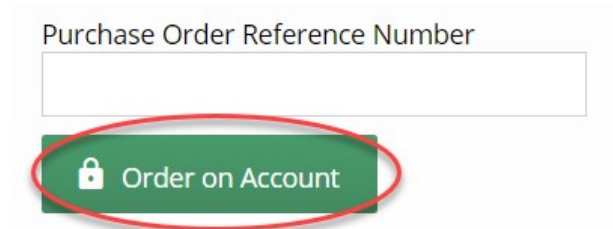
Purchase Order Reference Number
xxxxx

Note: if you do not add a PO number then you will be prompted to do so. You will be unable to complete your order without this –



Purchase Order Reference Number
|
This is a required field

To complete the order, click 'Order on Account' –



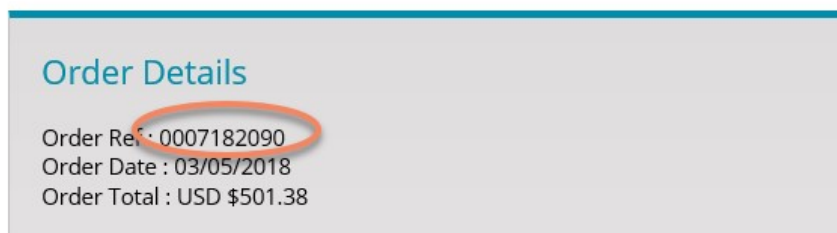
Purchase Order Reference Number

Order on Account

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's.

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' –



Title: How do I place an order on account
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