

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

Direct link to the site -
www.malvernstore.com

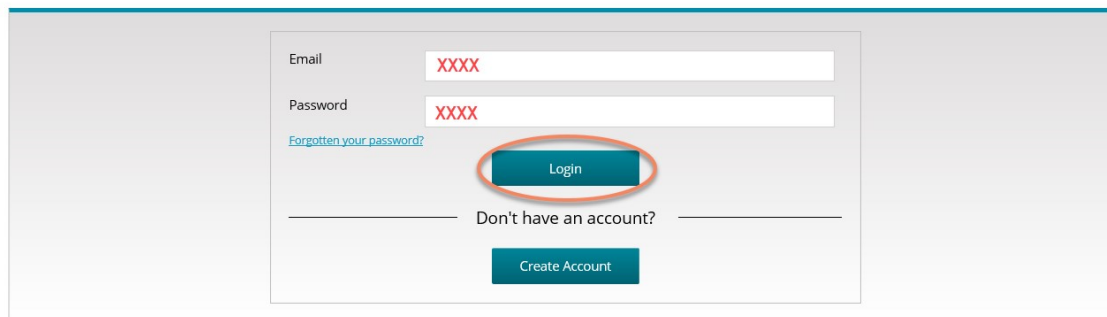
You will need to be registered on the site prior to being able to place an order or add items into your basket.

Click 'Login' –



Log in using your email address and password –

Login



Email:

Password:

[Forgotten your password?](#)

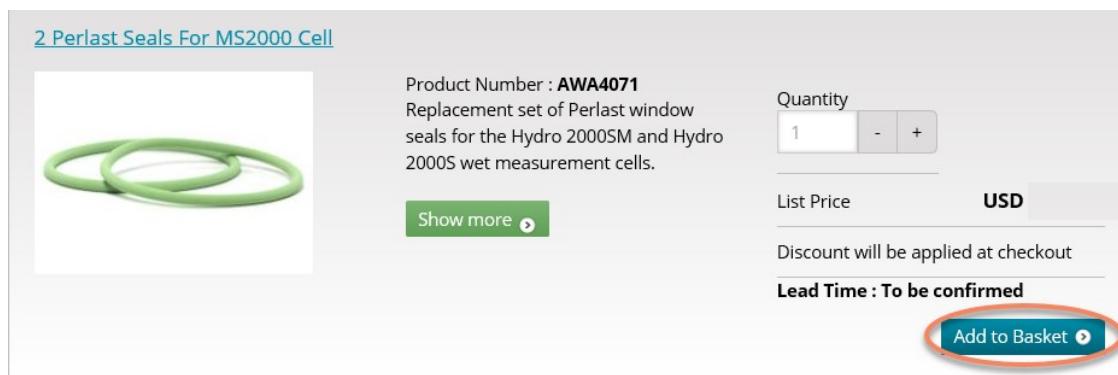
Login

Don't have an account?

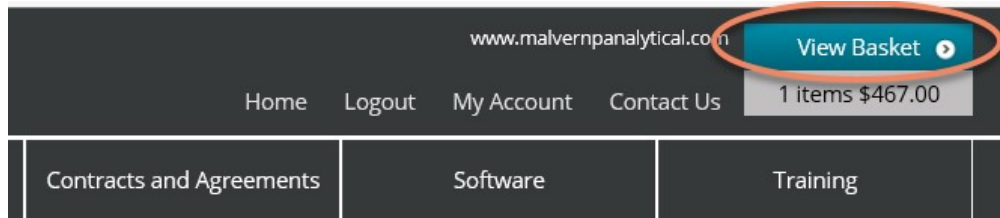
Create Account

After you are logged in search and source the items you wish to be order 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' –



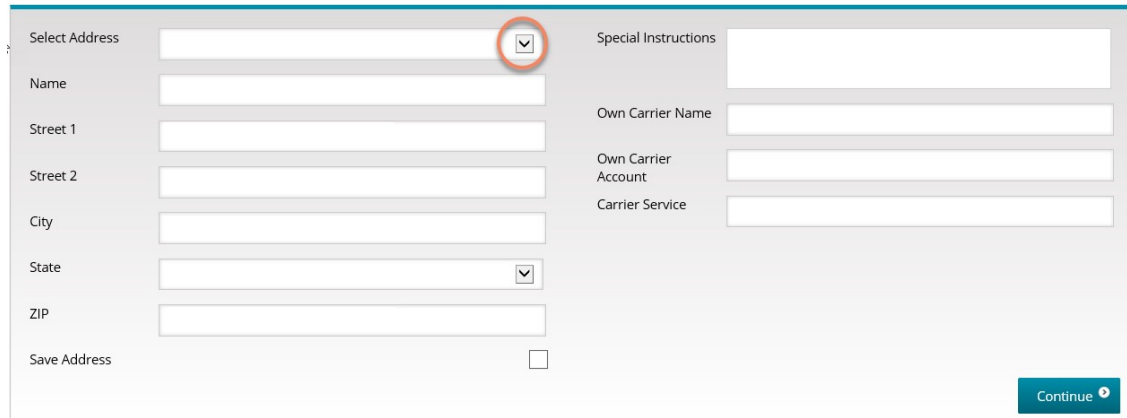
There are four sections to complete within the checkout process.



Checkout Process – Step one – Delivery

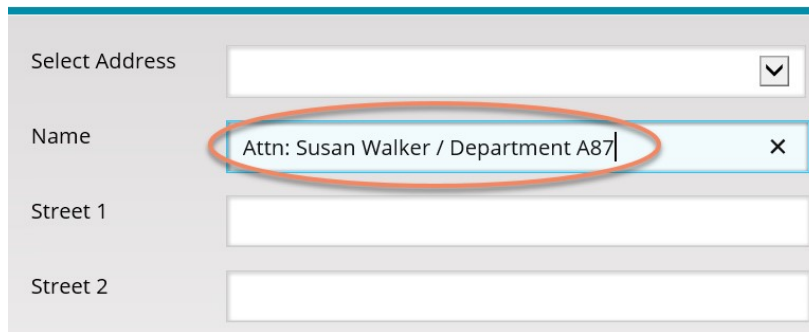
Your account with Malvern Panalytical may well have multiple ship to address'. Please check the address that is selected is correct. If you only have one main delivery address then this will automatically default in.

Delivery Details



Select Address	<input type="checkbox"/>	Special Instructions	<input type="text"/>
Name	<input type="text"/>	Own Carrier Name	<input type="text"/>
Street 1	<input type="text"/>	Own Carrier Account	<input type="text"/>
Street 2	<input type="text"/>	Carrier Service	<input type="text"/>
City	<input type="text"/>		
State	<input type="text"/>		
ZIP	<input type="text"/>		
Save Address	<input type="checkbox"/>		

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



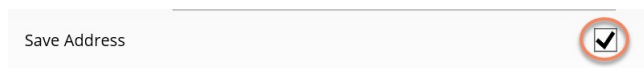
Select Address

Name

Street 1

Street 2

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.



Save Address ☒

You have the facility to add any special instructions required to accompany your order.



Special Instructions

You also have the option here to enter your specific individual courier details for Malvern Panalytical to arrange shipment against (by leaving this blank Malvern Panalytical will arrange shipment via FedEx and charge a freight cost).



Own Carrier Name

Own Carrier Account

Carrier Service

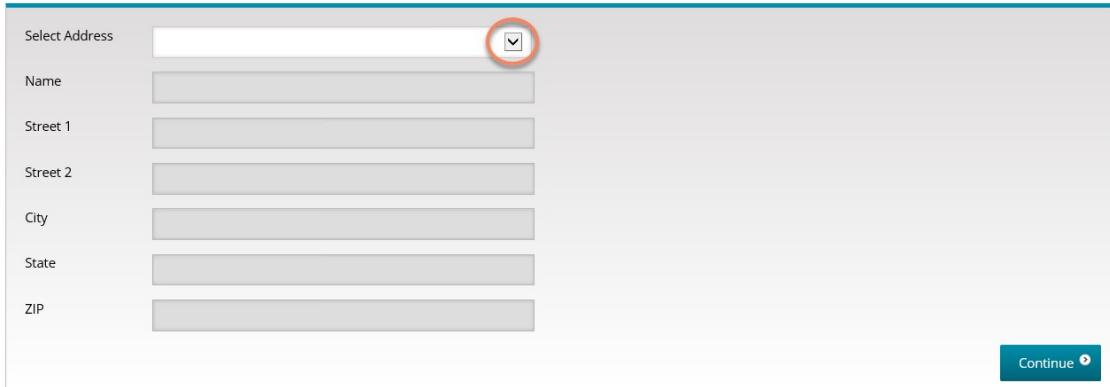
Once you are happy the details in this 'Delivery' section is completed click 'Continue' –



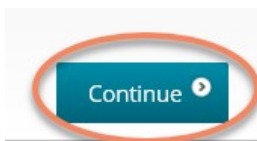
Checkout Process – Step two - Billing

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

The form is titled "Billing Details". It contains a "Select Address" dropdown menu with a checkmark icon next to it, indicating a selection. Below this are input fields for "Name", "Street 1", "Street 2", "City", "State", and "ZIP". A "Continue" button with a right arrow is located at the bottom right of the form.

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 not previously added can be added here by adding text and pressing 'Update'.

The form is titled "Special Instructions". It features a large text input field. Below the input field is a green "Update" button with a white right arrow icon.

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

The form is titled "Voucher Code". It contains a text input field. To the right of the input field is a green "Apply" button with a white right arrow icon.

Your basket will show the full breakdown of your order.

Subtotal	USD \$292.00
Delivery Charges	USD \$30.00
Sales Taxes	USD \$22.54
Voucher Discount	None
Web Discount	None
Total	USD \$344.54


Select 'Credit Card' –

Choose Payment Option

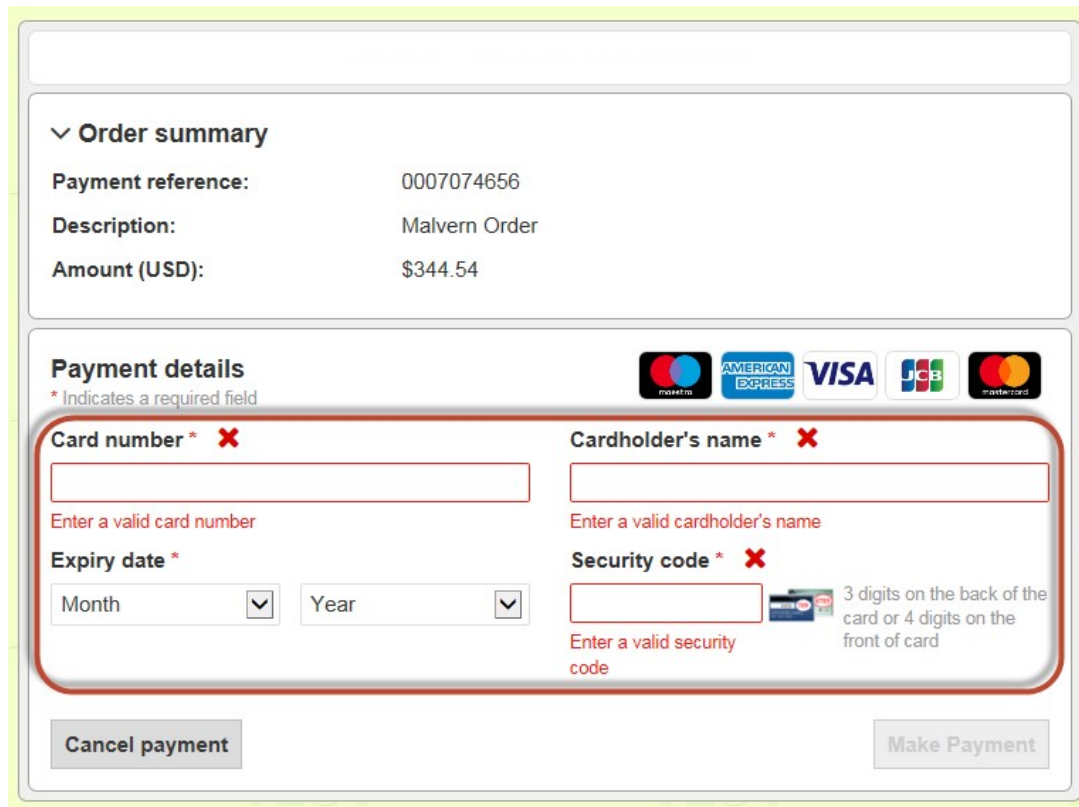
☒ Credit Card ☐ On Account - PO Required ☐ Create Quote

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

 Confirm order and continue to secure payment

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 * **×**

Cardholder's name * **×**

Expiry date *

Security code * **×**

Enter a valid card number

Enter a valid cardholder's name

Month Year

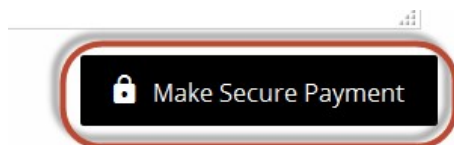
Enter a valid security code

3 digits on the back of the card or 4 digits on the front of card

Cancel payment Make Payment

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

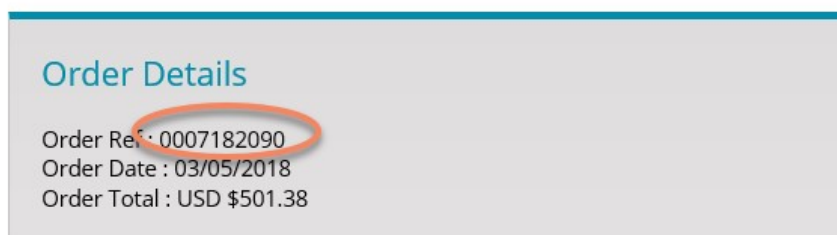
Once these areas have been completed click the 'Make Secure Payment' –



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' –

