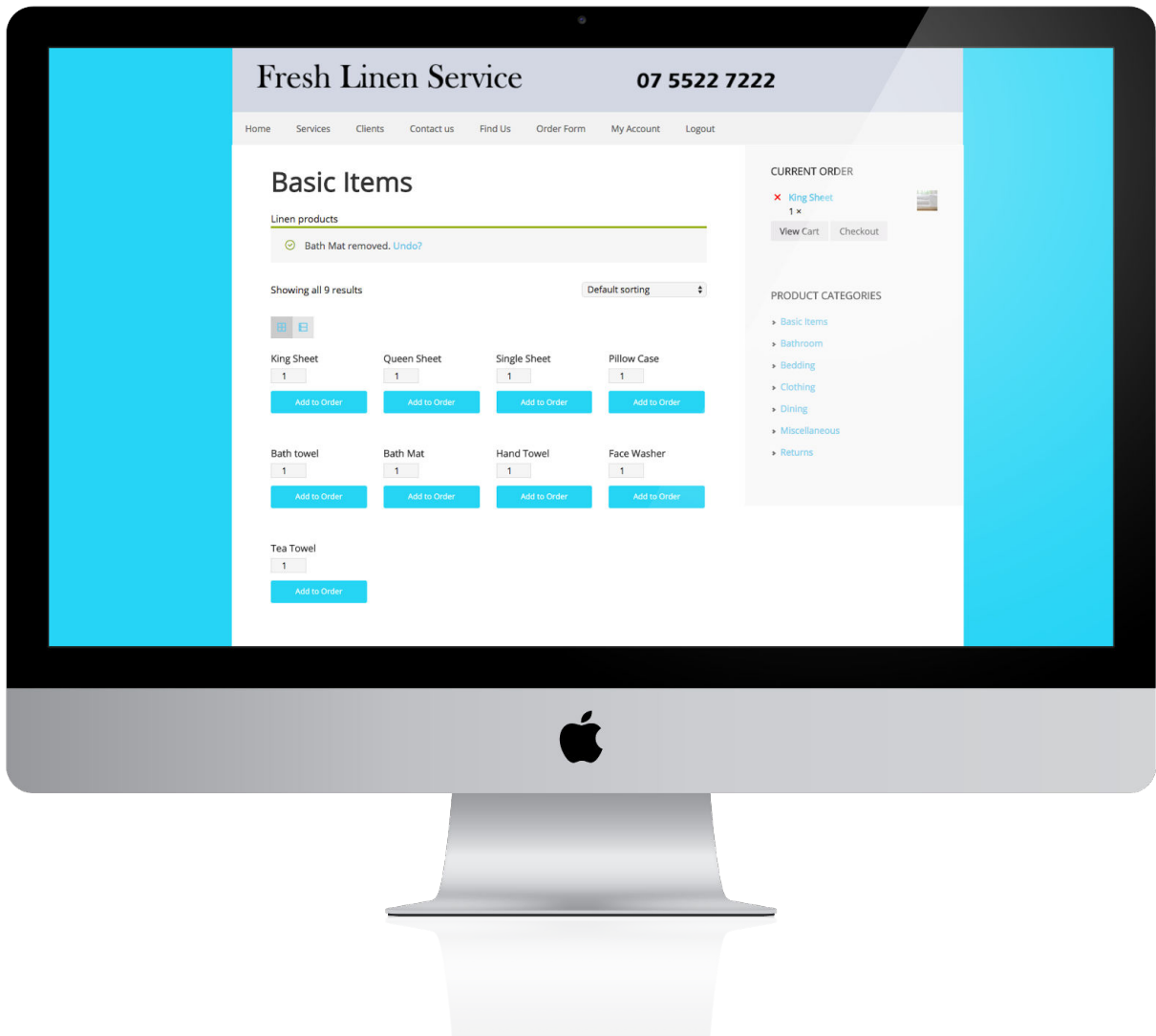


# Fresh Linen Service



Online Ordering System

## Overview

Fresh Linen Service has implemented an online ordering system that aims to improve customer service. The ordering system uses a virtual shopping cart to allow you to place your order and review before committing. The system will enable you to track the progress of your orders and review past orders.

This document aims to provide a step-by-step guide on how to use the system.

## Logging In

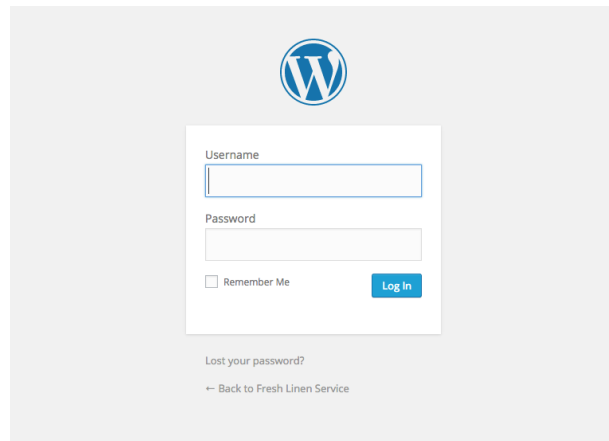
To use the ordering system, your business will need to be registered with a login. This login identifies you and allows us to track your orders. If you are unsure whether you have a registered account or would like to register an account, please telephone the office on (07) 5522 7222 and we will issue you with a username and password.

## How do I login?

To log into your account, follow these steps:

1. Navigate to the Fresh Linen Service site at [www.freshlinenservice.com.au](http://www.freshlinenservice.com.au).
2. In the top navigation menu, click on the link 'Login'. You will then be directed to a login page.
3. Fill in your username and password, and select the 'Remember Me' checkbox if you want the site to remember your username. Click the 'Log In' button to proceed.
4. Once you have successfully logged in, you will be redirected to a page called 'My Account'. From this page, you will be able to place a new order, review your recent orders and change your password and address details.

Refer to the instructions below on how to use each of these features.



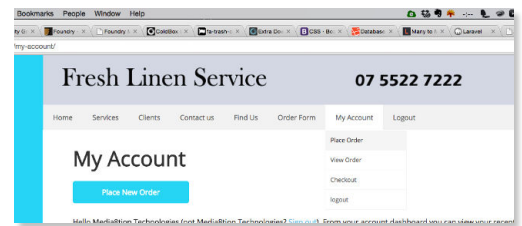
The screenshot shows a login page with the following elements:

- WordPress logo at the top center.
- Username input field.
- Password input field.
- Remember Me checkbox.
- Log In button.
- Lost your password? link.
- Back to Fresh Linen Service link.

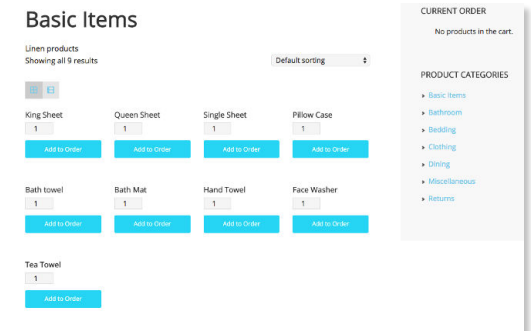
# How do I place a new order?

To place a new order, follow these steps:

1. From the 'My Account' page, click on the 'Place New Order'. Refer to the image for details. This will direct you to the page 'Basic Items'.

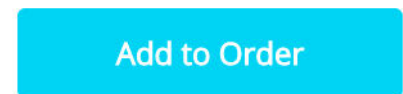


2. To order a specific product, click on the quantity text field and type in the number required. Some computers will display a numeric stepper.

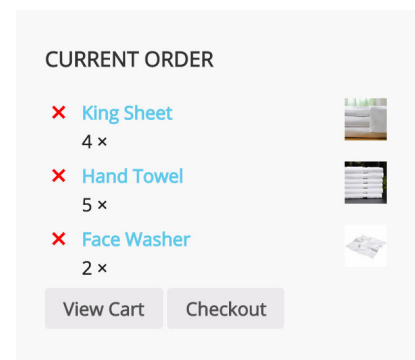


3. To add each product to the cart click the 'Add to Order' button. Repeat the process for each product you wish to add to your order.

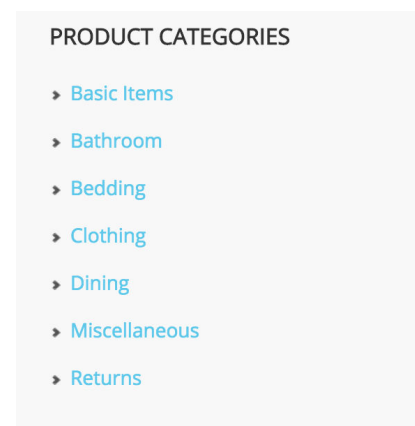
## King Sheet



4. A shopping cart displaying your current order will appear on the right hand side of the screen. You can at any stage click on the red cross to remove a product from the order. Clicking on 'View Cart' button will give you a more detailed view of your cart and the ability to change quantities.

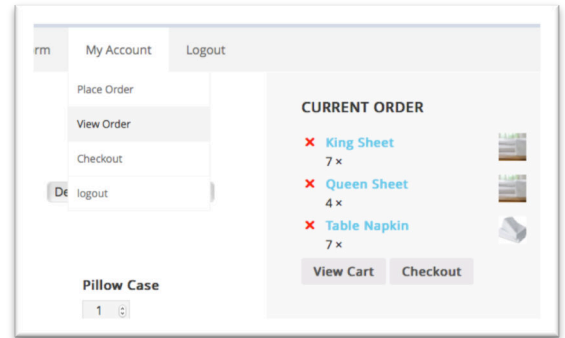


5. If you wish to add products to your order that are not in the 'basic items' page, you can click on one of the items under 'Product Categories' on the right hand navigation column.

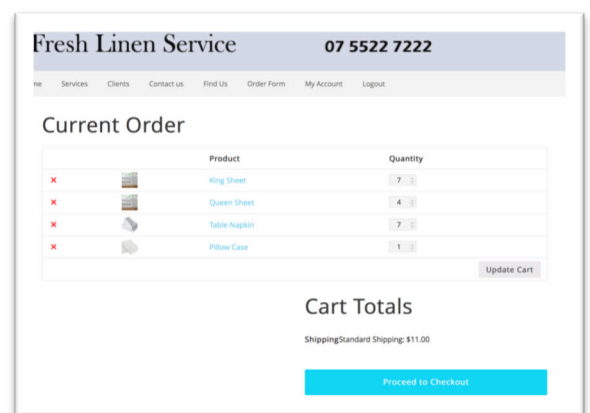


## Checking your order

6. After you have selected the products you wish to order click the 'View Cart' button to review your order.



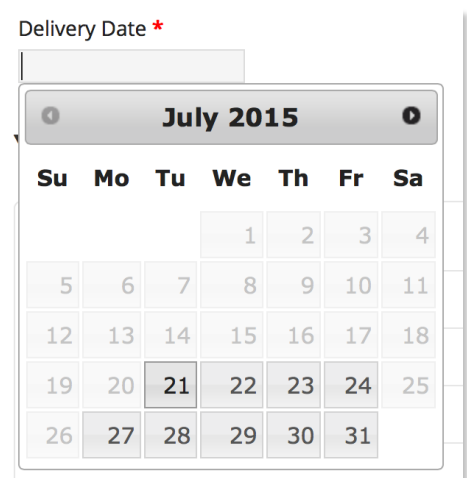
7. On the 'Current Order' page, you will have the ability to alter item quantities. Please check these quantities thoroughly as they cannot be changed once the order is placed. If you change any of the quantities, be sure to click the 'Update Cart' button to ensure the changes are affected.



8. Once you have reviewed your order and are satisfied that it is correct, click the 'Proceed to Checkout' button. This will advance you to the 'Checkout' page where you will be able to finalise and submit your order.

9. On the checkout page, confirm your shipping address. If you would like to specify an alternative shipping address, select the 'Ship to a different address?' checkbox. This will present the required fields for the alternative address that you will need to complete before submitting.

10. Be sure to select a delivery date for your order, as this is a required field. The form will throw a validation error if a date is not selected. Please note that your order will be delivered on or as close as possible to the selected date based on the delivery schedule.



12. If you would like to leave any instructions or notes regarding your order, please be sure to complete the 'Order Notes' text area field.
13. Once you have confirmed your address details, your order quantities and shipping method and are satisfied with the order, click on the 'Place order' button to finally submit your order.
14. On successful placement of your order, you will be directed to the 'Order Received' page. This page displays your order details including an order number, ordered items, delivery date and company details. You will also receive an order confirmation email outlining the details of your order.
15. At this stage you can view your order by navigating to 'My Account'.
16. To logout click on the logout link in the top navigation bar.

#### Order Notes

Notes about your order, e.g. special notes for delivery.

## Order Received

Thank you. Your order has been received.

ORDER NUMBER:	DATE:	PAYMENT METHOD:
2022	20/07/2015	Account

Will be invoiced on order fulfilment.

## How do I change my password?

In the event that you want to change your email address or password, you can do so from the 'My Account' page in the following way:

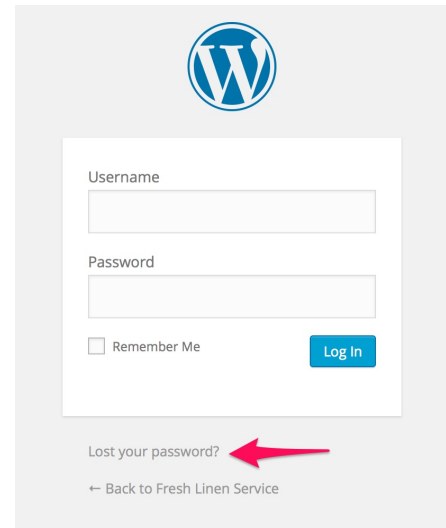
1. Click on the 'edit your password and account details' link on the 'My Account' page under the 'Place New Order' button.
2. Complete the presented form with the details you wish to alter.
3. Click on the 'Save changes' button to update your details.

#### Edit Account Details

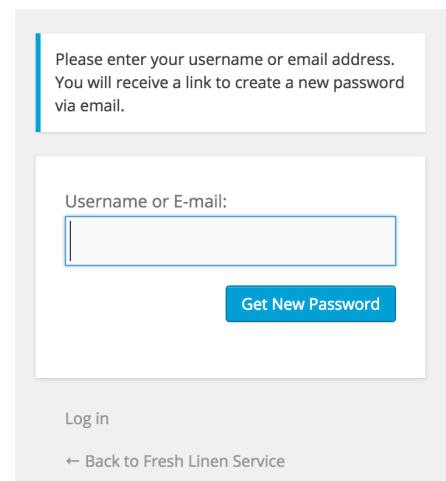
## What if I forget my password?

If you have forgotten your password or cannot login you will need to reset your password. Follow these instructions to reset your password:

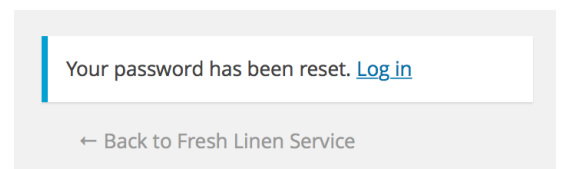
1. Navigate to the login page by clicking on the 'Login' link in the top navigation bar.
2. Click on the 'Lost your password' link below the login panel.
3. In the 'Lost Password' page, click the 'Lost your password' link below the requested login panel.
4. Fill in your Username or E-mail in the presented form and click the 'Get New Password' button.
5. You will be sent an email with a link to reset your password. Click on the link and a browser window will open and present a form to reset your password.
6. Fill in your new password and confirmation. It is highly recommended that you select a password with a medium or strong status. Use the 'hint' as a guide for setting a stronger password.
7. Once your password is successfully reset, you will receive an onscreen notification. Click on the 'Log In' link to proceed to the login page.
8. If this fails, please call our office at (07) 5522 7222 and we will assist you with resetting your password.



The screenshot shows the login page with the WordPress logo at the top. Below the logo are two input fields: 'Username' and 'Password'. There is a 'Remember Me' checkbox and a 'Log In' button. At the bottom, there is a link 'Lost your password?' with a red arrow pointing to it, and a '← Back to Fresh Linen Service' link.



The screenshot shows the 'Lost Password' page. At the top, there is a message: 'Please enter your username or email address. You will receive a link to create a new password via email.' Below this is an input field labeled 'Username or E-mail:' and a 'Get New Password' button. At the bottom, there is a 'Log in' link and a '← Back to Fresh Linen Service' link.



The screenshot shows a confirmation message: 'Your password has been reset. [Log in](#)'. Below the message is a '← Back to Fresh Linen Service' link.