

## WEBSITE USER GUIDE

Simple documentation that will help you to navigate our new website.

Version: 1.0

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# INTRODUCTION

We welcome you to a new online shopping experience.



## INTRODUCING OUR BRAND NEW WEBSITE!

**Australian Eco Print is excited to introduce our brand new website to you, our loyal and valuable customers.** We have listened to your feedback and believe the updated website will make it easier than ever for you to order from Australian Eco Print.

The new website boasts:

- **Fresh, clean and user-friendly design.**
- **Intuitive and consistent site-wide navigation system with improved functionality.**
- **Fully responsive with smartphone and tablet devices.**

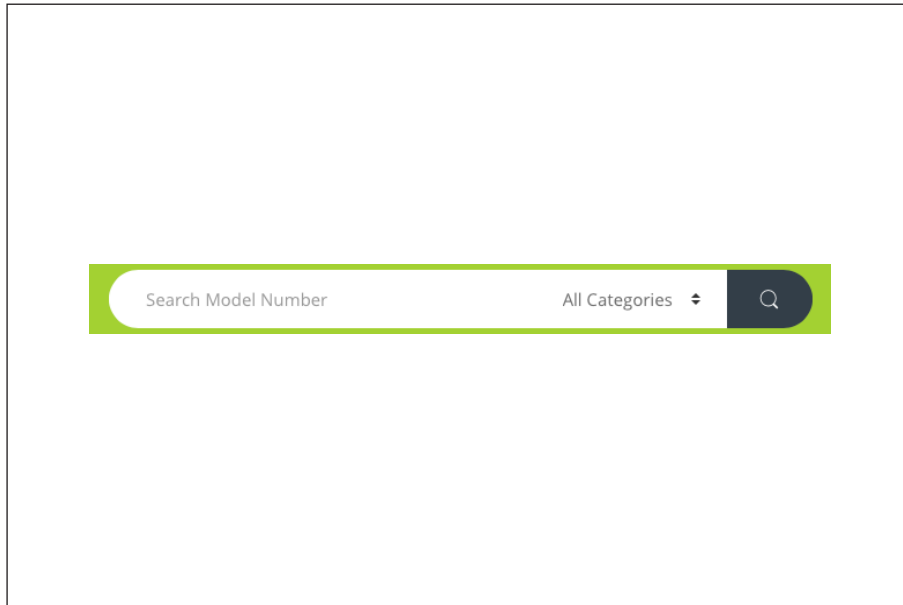
We believe the new website will create the experience you're looking for when you shop with us on-line and whilst we may be a little biased, we believe it looks fabulous.

We are exceptionally proud of the work that has been occurring behind the scenes and would love if you believe it is as fabulous as we do so please drop us a note to let us know.

We look forward to continuing to bring you the same great everyday low prices, superior quality product along with a seamless shopping experience, so jump on line!

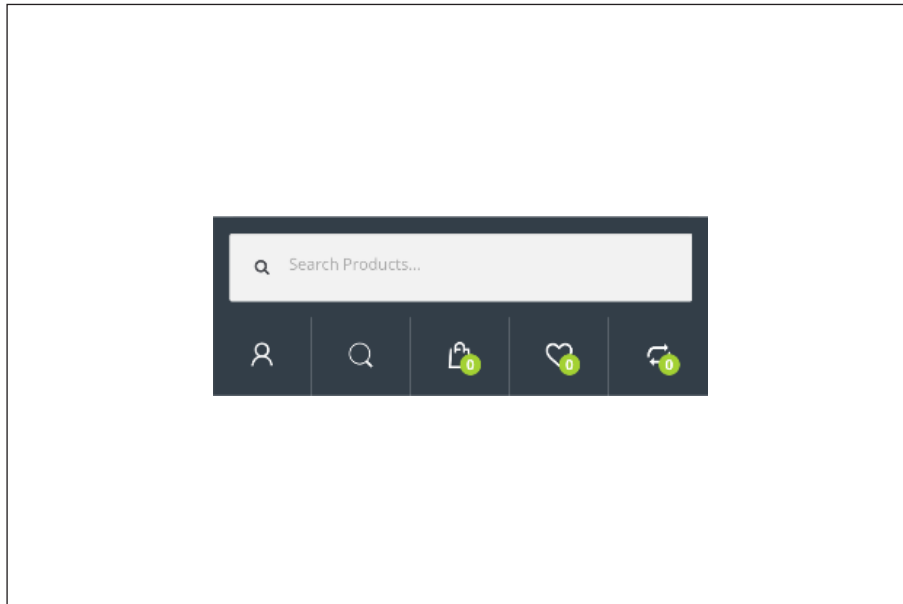
# SEARCHING FOR A PRODUCT

The quickest way to find a product is to use the live search to lookup a product model number i.e. the ink or toner cartridge model number.



On a desktop or laptop computer the search bar is located below the header and will become a sticky header when scrolling down the page.

You also have the option to filter a specific brand or use the default "All Categories" search.



On a smartphone or tablet device the search bar is located at the bottom of the screen in a menu.

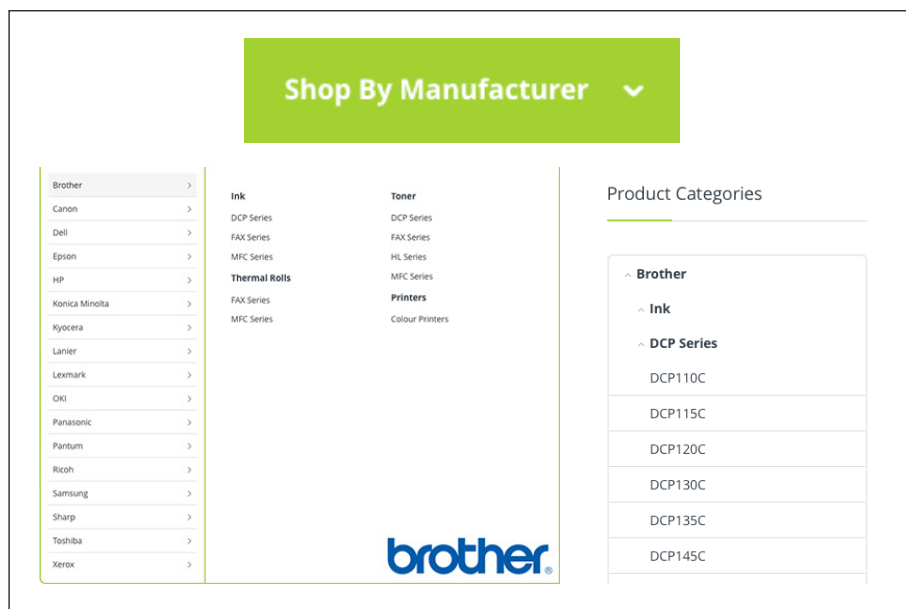
Click the magnifying glass icon to bring up the search bar.



You can also use this search to lookup a printer, printer series or any other terms relatable to your desired product.

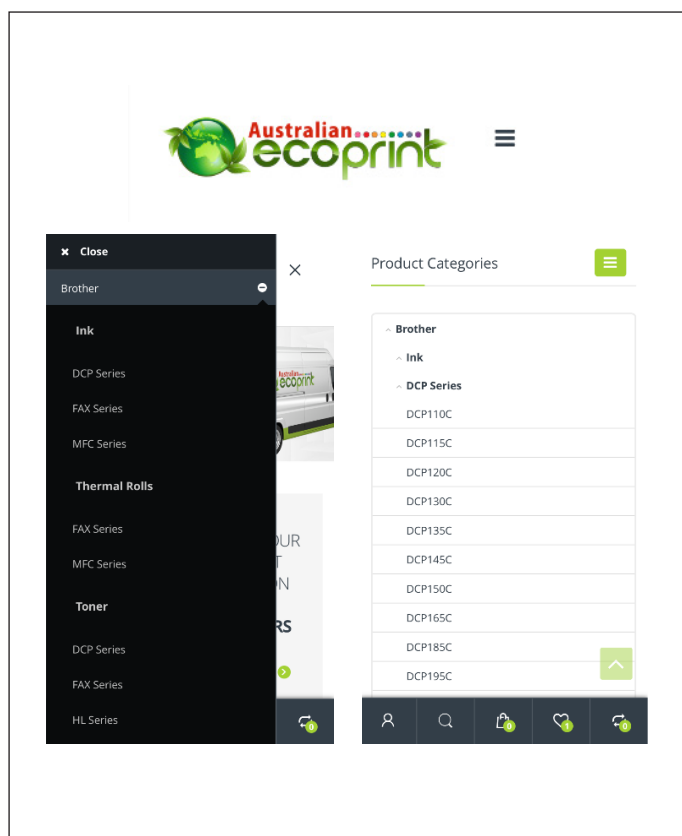
# USING THE MANUFACTURER MENU

An alternate way to navigate to a product is by using the “Shop By Manufacturer” menu. Here you can select a manufacturer, followed by the applicable printer series in the sub menu. This will display all of the cartridges that are compatible with this printer series.



On a desktop or laptop computer the Manufacturer Menu is located below the header on the left and will become a hidden (click to show) sticky header menu when scrolling down the page.

The categories menu is located in the left sidebar.



On a smartphone or tablet device the Manufacturer Menu is an icon with 3 bars and is located to the right of the logo in the header. The icon will become sticky when you scroll down the page.

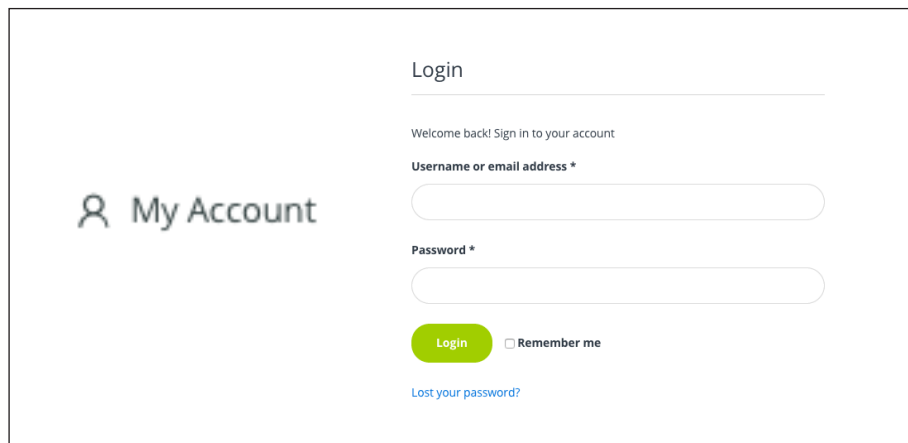
The Categories menu is located below the product results after scrolling down.



To narrow these results to a specific printer within the selected series, select the printer model from the categories menu.

# LOGGING ON TO MY ACCOUNT

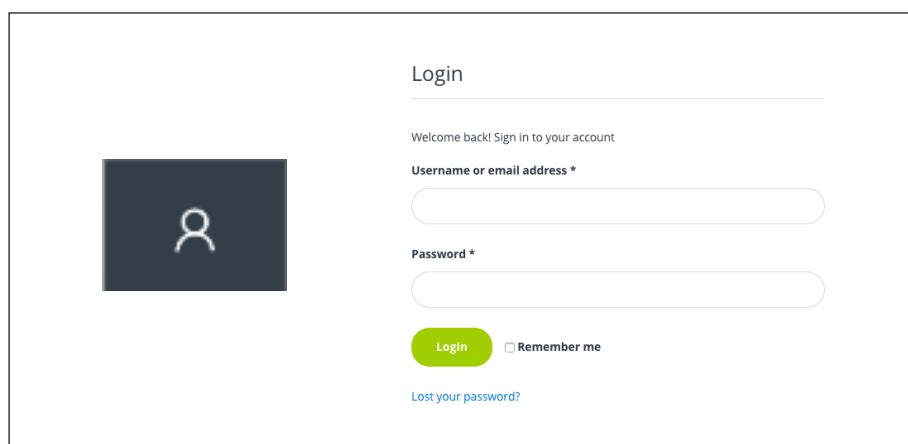
From the My Account dashboard you can to view your recent orders, manage your shipping and billing addresses and edit your password and account details and more.



The desktop view of the My Account login page features a header with a person icon and the text "My Account". Below this, the "Login" section includes a welcome message, a "Username or email address \*" field, a "Password \*" field, a green "Login" button, a "Remember me" checkbox, and a "Lost your password?" link.

On a desktop or laptop computer My Account is accessed by clicking on My Account, located above the header on the right.

To Login enter your email address and password and click Login.



The smartphone or tablet view of the My Account login page features a dark square profile icon with a white person symbol on the left. The "Login" section on the right includes a welcome message, a "Username or email address \*" field, a "Password \*" field, a green "Login" button, a "Remember me" checkbox, and a "Lost your password?" link.

On a smartphone or tablet device My Account is accessed by clicking the My Account profile icon on the left of the bottom menu.

To Login enter your email address and password and click Login.

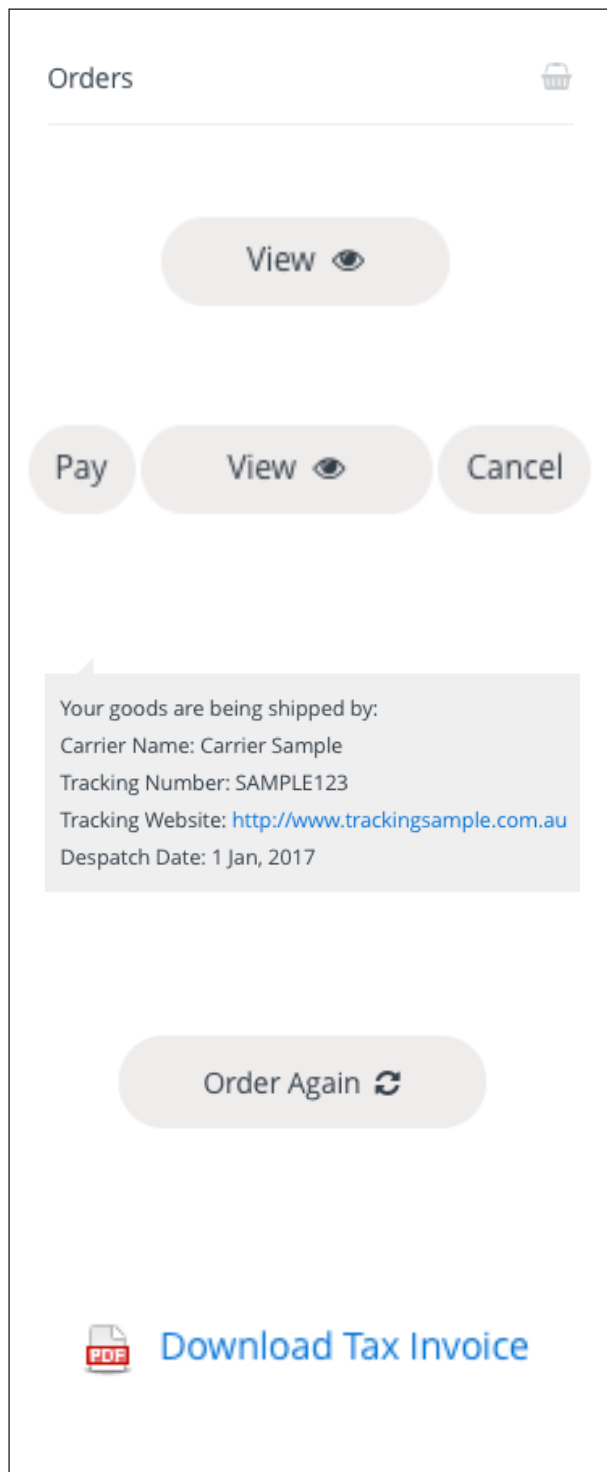
Returning customer? **Click here to login**



You can also login to My Account on the checkout page if you are not already logged in by clicking on the green bar "Returning customer? Click here to login".

# VIEWING ORDERS, ORDERING AGAIN AND DOWNLOADING INVOICES

When logged in to my account you can view any previous or pending orders. You have the ability to pay for a failed order, view tracking details, re-order products, and download a tax invoice.



\_\_\_\_\_ To view Orders, click the Orders tab in My Account.

\_\_\_\_\_ To view an order click the View button with the eye icon.

\_\_\_\_\_ If you have a failed order you can click the Pay button to attempt to make the payment again using a different method. The order can also be viewed or canceled.

\_\_\_\_\_ If you have an order that is being shipped, the tracking details will be displayed at the top under Order Updates.

\_\_\_\_\_ If you would like to re-order an order, click the Order Again button the contents of that order will be added to the shopping cart ready for checkout.

\_\_\_\_\_ If you would like to download an invoice scroll down and click Download Tax Invoice. This will download a PDF Tax Invoice.

# MANAGING ADDRESSES

When logged in to My Account you can edit your latest used billing and shipping addresses, or if you have more than one address you can add and edit additional billing and shipping addresses.

Home > My Account > Addresses

Addresses

Dashboard

Orders

Addresses

Account Details

Logout

Latest Used Addresses

Billing Address

You have not set up this type of address yet.

Add new billing address

Shipping Address

You have not set up this type of address yet.

Add new shipping address

Billing Details

Select an address

There are no additional addresses

Add new address

Your order

Product	Total
Genuine Epson 81N HY Ink Cartridge Value Pack C13T111792 x 1	\$149.00

If you would like to add multiple addresses, please add them separately as billing and shipping addresses as required. Please note that addresses that appear as a latest used address must be entered again to the additional shipping and billing section if you plan to switch to another saved address and then back again in the future. If you miss this step, your latest used address may be lost.

Click on the Addresses tab in My Account. Click Edit to edit the latest used billing or shipping addresses. To add an additional address, click either the Add new billing address or Add new shipping address buttons. Alternatively, addresses can also be added at the checkout page and stored in your address history. Simply click Add new address under the shipping or billing address sections.



At the Checkout stage, you can toggle between your stored Billing and Shipping Addresses by using the dropdown menu under “Select an address.”

# CHANGING YOU NAME, EMAIL ADDRESS AND PASSWORD DETAILS

When logged in to my account you can modify your name address, email address and password. Click the Account Details tab and enter your new name, email address or password and save your settings.

Dashboard

Orders

Addresses

Account Details

Logout

Account Details

First name \*

Last name \*

Email address \*

Password Change

Current Password (leave blank to leave unchanged)

New Password (leave blank to leave unchanged)

Confirm New Password

Save changes

## LOGGING OUT OF MY ACCOUNT

When logged in to my account you can logout of your account by clicking the Logout tab.

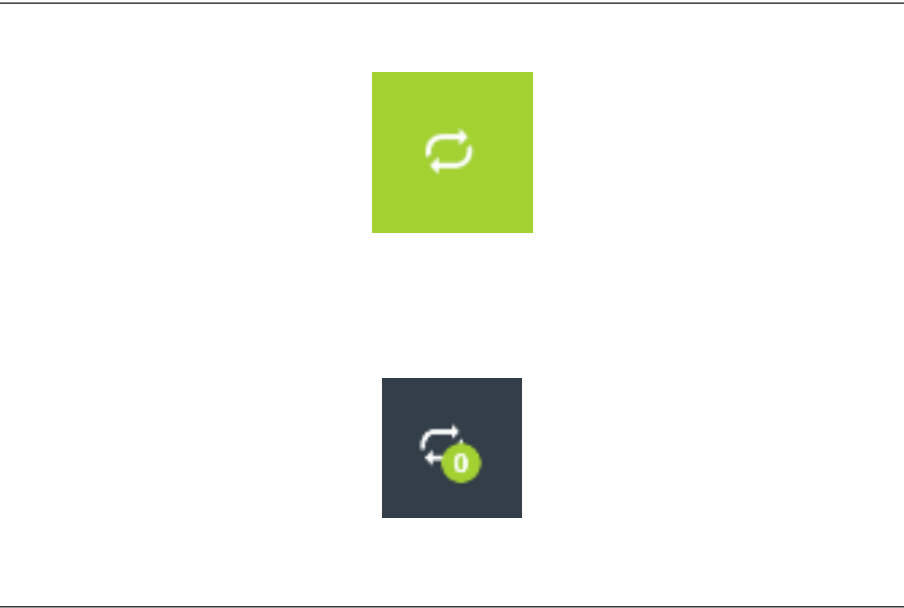
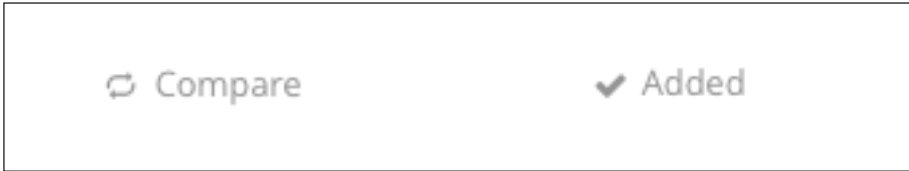
Logout



If you are logged in to a public computer, we strongly recommend logging out after each session to prevent unauthorised access to your account and details.



# COMPARING PRODUCTS

Products can be compared side by side for a comparison of price, availability, description and more. To compare products, click on compare underneath or next to a product. When a product is successfully added to the compare page you will see a tick and “Added”.



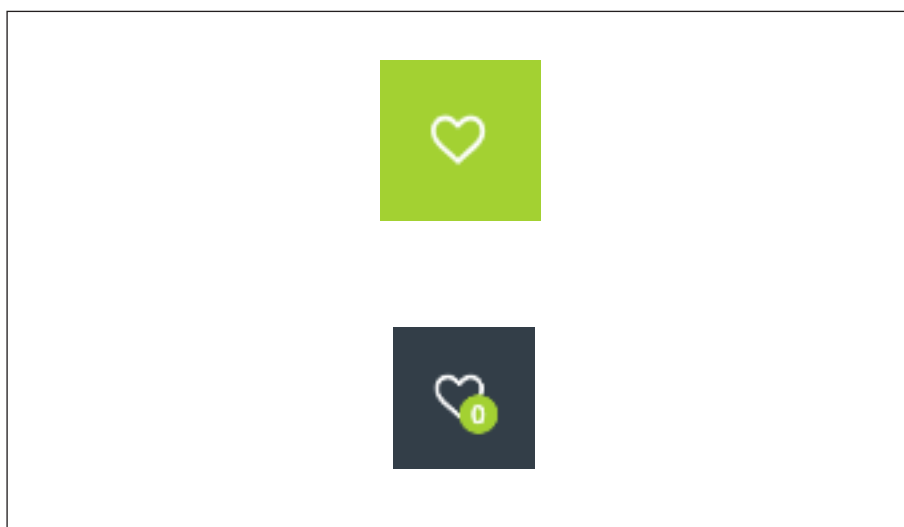
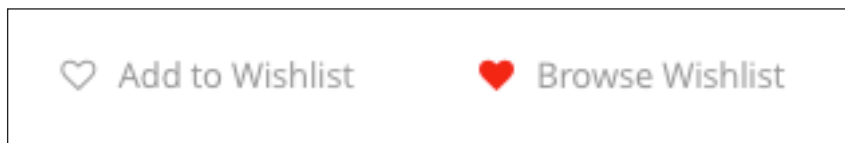
On a desktop or laptop computer the Compare page is accessed by clicking the compare symbol in the top green menu bar.

On a smartphone or tablet device the Compare page is accessed by clicking the compare symbol in the bottom menu bar.

Compare		
PRODUCT	 10 Pack Genuine Epson T0961 T0962 T0963 T0964 T0965 T0966 T0967	 12 Pack Genuine Canon PGI-29 Ink Cartridge Set
PRICE	\$179.00	\$445.00
AVAILABILITY	IN STOCK	IN STOCK

# ADDING PRODUCTS TO A WISHLIST

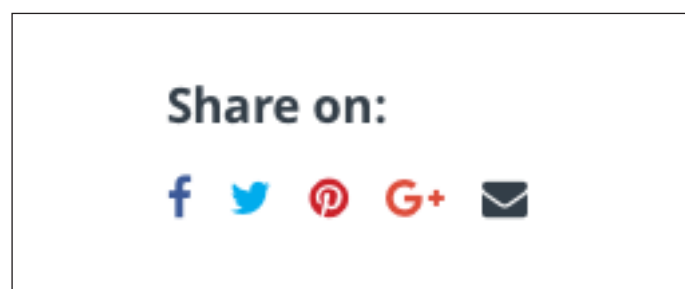
Products can be saved and added to the Wishlist for review and purchasing at a later date. To add a product to the Wishlist, click on add to Whishlist underneath or next to a product. When a product is successfully added to the Wishlist you will see a tick and "Product added".



On a desktop or laptop computer the Wishlist is accessed by clicking the Whishlist symbol in the top green menu bar.

On a smartphone or tablet device the Compare page is accessed by clicking the Whishlist symbol in the bottom menu bar.

My wishlist on Australian Eco Print				
	Product Name	Unit Price	Stock Status	
×	 10 Pack Genuine Epson T0961 T0962 T0963 T0964 T0965 T0966 T0967	\$179.00	In Stock	<button>Add to Cart</button>
×	 12 Pack Genuine Canon PGI-29 Ink Cartridge Set	\$445.00	In Stock	<button>Add to Cart</button>



This Wishlist can also be shared with friends, family and colleagues via the social media or email icons.

# NEED MORE SUPPORT?

If you need any additional support, we are always here to assist. Whether is a sales enquiry, technical support question, price matching request, or even if you just need someone to talk to, our customer service team is standing by and ready to help.

- **EMAIL**

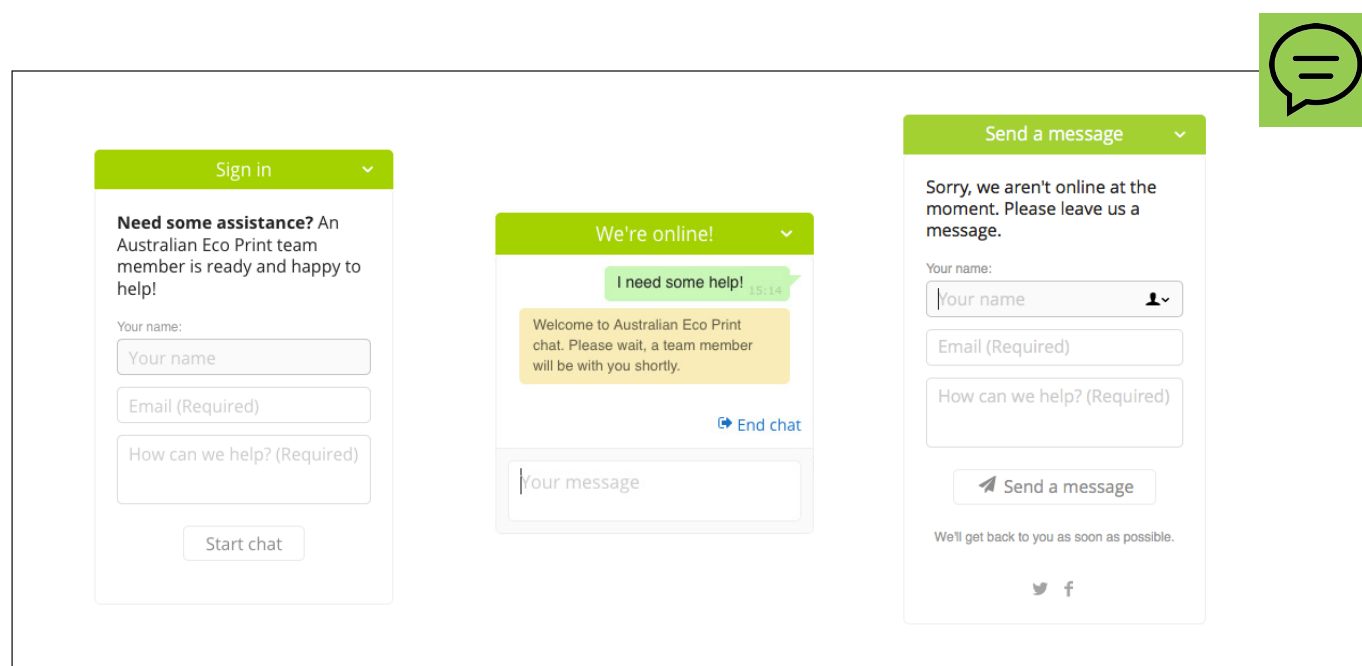
Contact our customer service team at [sales@australianecoprint.com.au](mailto:sales@australianecoprint.com.au). We guarantee a reply within 3 hours.

- **PHONE**

Call and speak with one of our friendly customer service team members over the phone on 1300 207 723, 8:00am to 6:00pm AEST 7 days a week.

- **LIVE ONLINE CHAT**

With Australian Eco Print Live Chat you can ask your question quickly and conveniently, and know you'll be answered straight away. New to the Australian Eco Print website, this is only available on the laptop and desktop versions of our website. In the event that we are not online to chat with you directly, please leave us a message and we'll get back to you as soon as possible.



The screenshot displays the Australian Eco Print Live Chat interface in three states, with a green chat bubble icon in the top right corner.

- Sign in:** A green header with a dropdown arrow. Below it, a message reads: "Need some assistance? An Australian Eco Print team member is ready and happy to help!". There are three input fields: "Your name", "Email (Required)", and "How can we help? (Required)". A "Start chat" button is at the bottom.
- We're online!:** A green header with a dropdown arrow. A green bubble says "I need some help!" with a timestamp of 15:14. A yellow bubble says "Welcome to Australian Eco Print chat. Please wait, a team member will be with you shortly." Below is a blue "End chat" button and a "Your message" input field.
- Send a message:** A green header with a dropdown arrow. A message reads: "Sorry, we aren't online at the moment. Please leave us a message." There are three input fields: "Your name", "Email (Required)", and "How can we help? (Required)". A "Send a message" button is at the bottom. Below the button, it says "We'll get back to you as soon as possible." and includes social media icons for Twitter and Facebook.



# AUSTRALIAN ECO PRINT

WEBSITE USER GUIDE - VERISON 1.0

[www.australianecoprint.com.au](http://www.australianecoprint.com.au)  
[sales@australianecoprint.com.au](mailto:sales@australianecoprint.com.au)