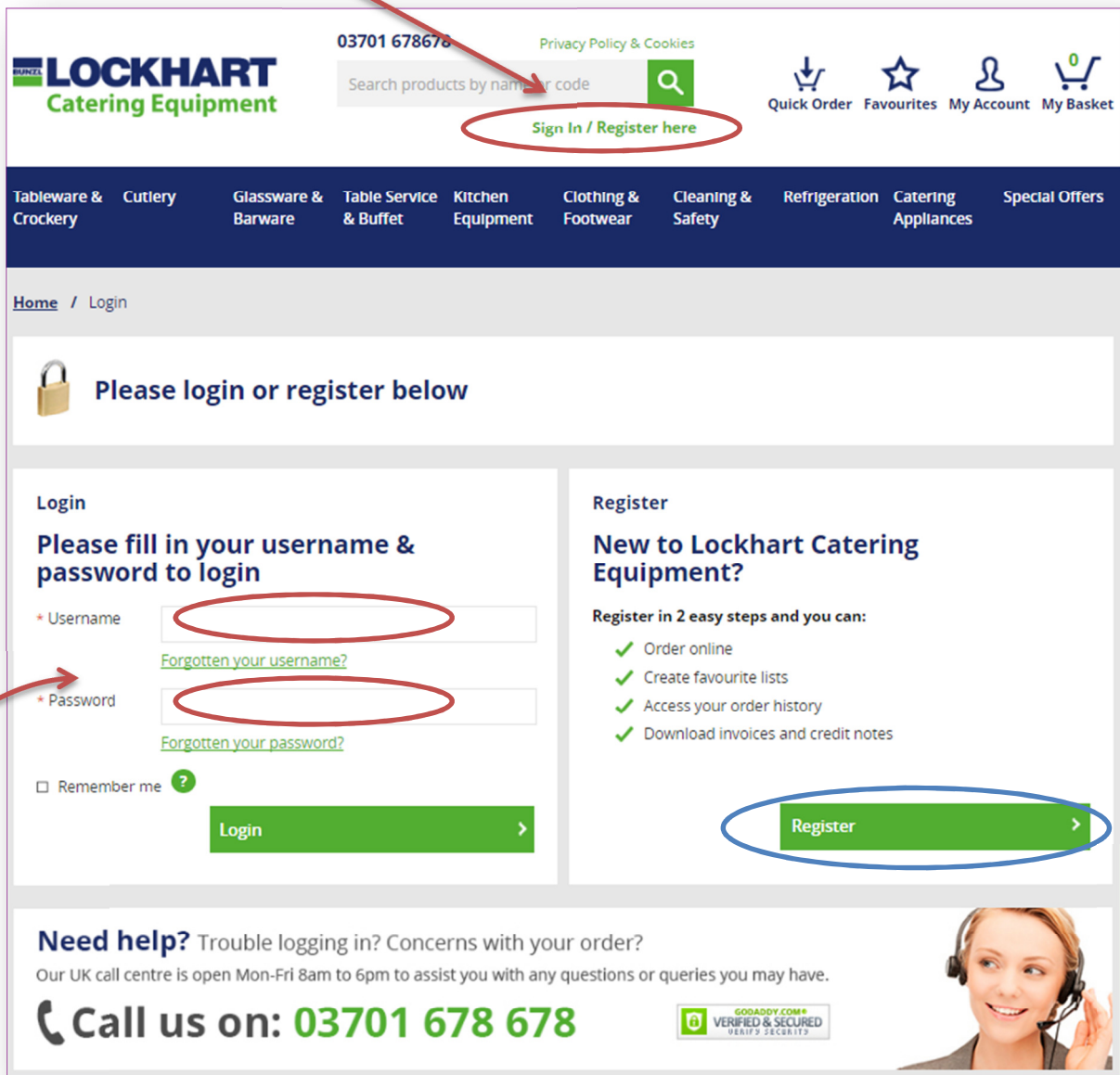


## Quick User Guide

Click on the **Sign In / Register here** link in the site header.



If you have **previously registered** on the website and already have your login credentials, simply enter your username and password in the boxes in the left hand section of this page.

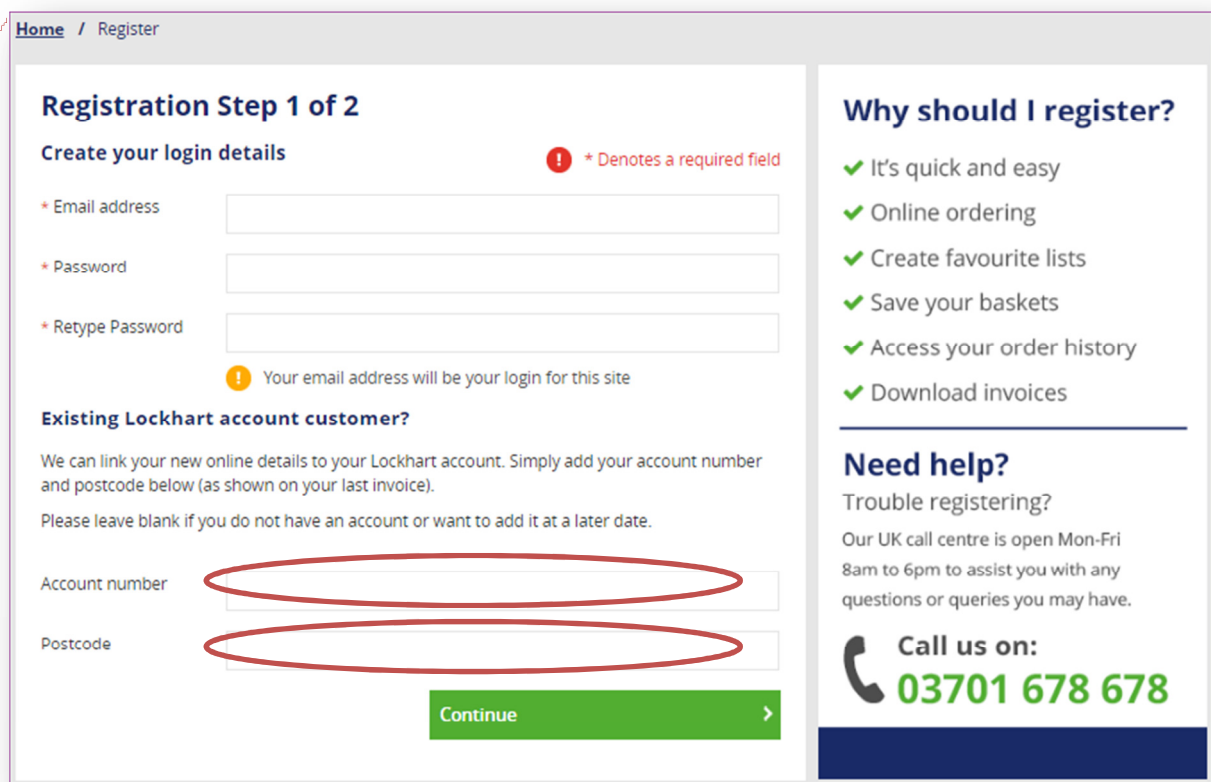
To **register for an online account**, click on the Register button in the right hand section of this page. You will be directed to the Registration Page.

## Registration

Simply enter your **email address** and choose your **password**. *For your security, we suggest you make your password as secure as possible by using a combination of letters, numbers and special characters.*

If you already have an account with Lockhart, you are able to link this to your new online account. You just need to enter your **account number** (note: you can find this on one of our invoices or delivery notes) and your **postcode** (that we have on our invoicing system).

Click the **Continue** button.



Home / Register

### Registration Step 1 of 2

Create your login details ! \* Denotes a required field

\* Email address

\* Password

\* Retype Password

! Your email address will be your login for this site

#### Existing Lockhart account customer?

We can link your new online details to your Lockhart account. Simply add your account number and postcode below (as shown on your last invoice).  
Please leave blank if you do not have an account or want to add it at a later date.

Account number

Postcode


[Continue](#)

#### Why should I register?

- ✓ It's quick and easy
- ✓ Online ordering
- ✓ Create favourite lists
- ✓ Save your baskets
- ✓ Access your order history
- ✓ Download invoices

#### Need help?

Trouble registering?  
Our UK call centre is open Mon-Fri  
8am to 6pm to assist you with any  
questions or queries you may have.

 **Call us on:**  
**03701 678 678**

Complete the next page by entering your contact details and address information.

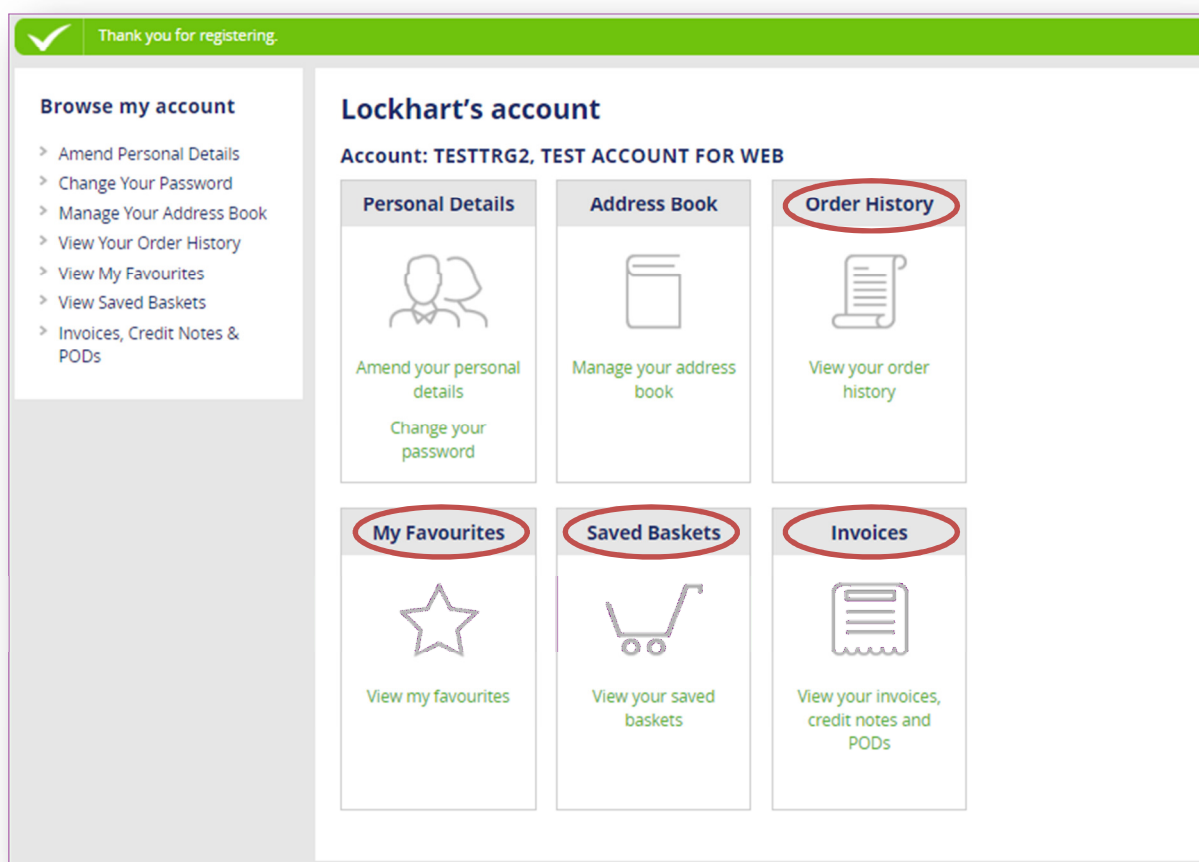
**Note: you will be able to add and save addresses once you've completed registration.**

If you already have a Lockhart account, the Invoice address details (that we hold on our invoicing system) will be confirmed to you on this page. **N.B. Your agreed pricing (incl. any discounts) will be displayed on products once you're logged in to the site.**

N.B. you will need to agree to our Terms & Conditions in order to create an online account.

## My Account Dashboard

Once you have registered, you be directed to this page.



As a registered online customer, you will be able to manage your account details & address book via **My Account Dashboard**. From here, you can also access your **Order History** and **Invoices**.

The dashboard provides you with a single page view from which you can access all the tools you need to control your account information as well as **quickly generate a new shopping basket** or **re-order your regular purchased products** with just a couple of clicks.

- ✓ **My Favourites** > view all the products that you have previously added to your Favourites list and quickly add these to your shopping basket.
- ✓ **Saved Baskets** > you can load any of your previously saved baskets with just a single click!

## Order History

You can view any of your previous orders via your Order History page. By clicking the **Re-Order link** on this page, the products (from that order) are loaded directly into your shopping basket and ready for you to checkout.

Home / My Account / Order History

**Browse my account**

- > Amend Personal Details
- > Change Your Password
- > Manage Your Address Book
- View Your Order History**
- > Manage Payment Details
- > View My Favourites
- > View Saved Baskets
- > Invoices, Credit Notes & PODs

**Rory's order history**

4 orders found Sort by: Date ▼

Account Number : BW000336

! N.B. Prices displayed on historical orders are always exclusive of VAT

Order Date	Order Number	PO Reference	Order Status	Total (exc VAT)	Action
31/10/2016	<a href="#">B0004MO</a>	N/A	In Progress	£1,667.00	<a href="#">Re-Order</a>
28/10/2016	<a href="#">B000335</a>	N/A	Cancelled	£196.48	<a href="#">Re-Order</a>
13/10/2016	<a href="#">B000052</a>	FAO-name-new-address	Complete	£46.98	<a href="#">Re-Order</a>
04/10/2016	<a href="#">W000066B</a>	LHT-1338-retest	Complete	£52.48	<a href="#">Re-Order</a>

4 orders found Sort by: Date ▼

You can check the **status of your order** at any time via this page.

If you want a more detailed view of an order, simply click on the **order number** and you will be directed to the **order detail page**; you can then see **status and delivery** information for each product that you have ordered.

**Order details**








Image	Description	Price	Qty	Delivery	Total
	Cake Stand Stainless Steel Round 48cm 3 Tier Product Code : D2439 Pack size:1	£52.48	1	<a href="#">1 Shipped View POD</a>	£52.48

[+ Add to Favourites](#)

## Back orders

Should you place an order for a quantity of a product (stocked in our warehouse) that cannot be dispatched (on the next working day) in full, the unavailable amount will be **back-ordered** for you.

The Order History details page will clearly show the quantity placed on back order. You will be kept updated on the progress of your back order via **automated emails**.

Order details						
Image	Description	Price	Qty		Delivery	Total
	<b>Classic Dish Rectangular 34 x 24 x 6cm 2.5ltr</b> Product Code : B2033 Pack size:1	£17.99	10		<b>8 On Back Order</b> Delivery TBC <b>2 Awaiting Dispatch</b> Delivery TBC	£179.90
	 Add to Favourites					
	<b>Simplicity Lid For Casserole B9318WH White</b> Product Code : B9320WH Pack size:3	£19.38	1		<b>1 On Back Order</b> Delivery TBC	£19.38
	 Add to Favourites					

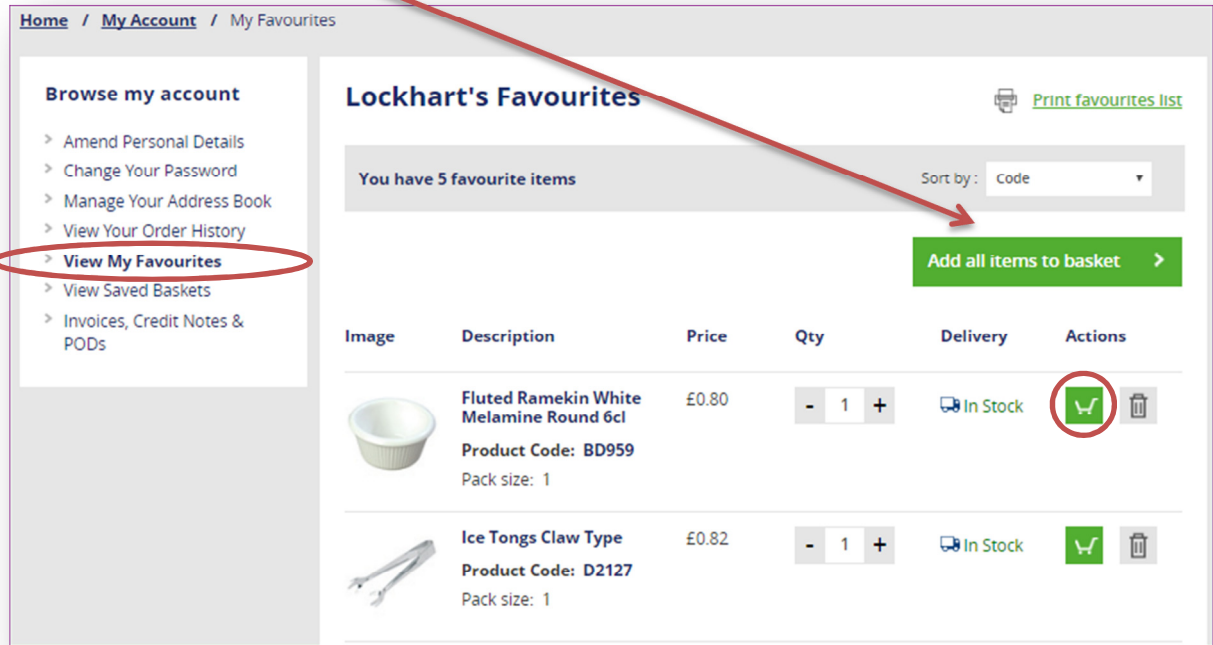
## Email notifications

As well as being able to check the status of your order/s via My Account > Order History, you will also receive regular updates via email. These include:

- ✓ **Order confirmation** – confirming that your order has been placed with us. This will detail products, pricing and your reference number that you can quote to our sales team should you need to call us about your order.
- ✓ **Consignments confirmed** – confirming that your order is now being processed in our system, your goods are being picked in our warehouse and ready for delivery.
- ✓ **Consignments backordered** – confirming any products that are being processed in our system on a back order. You will receive further updates when the stock has been received into our warehouse to fulfil your order.
- ✓ **Delivery confirmation** – advising that your goods are now out for delivery to you. This will include a link to our carriers website so you can track progress.

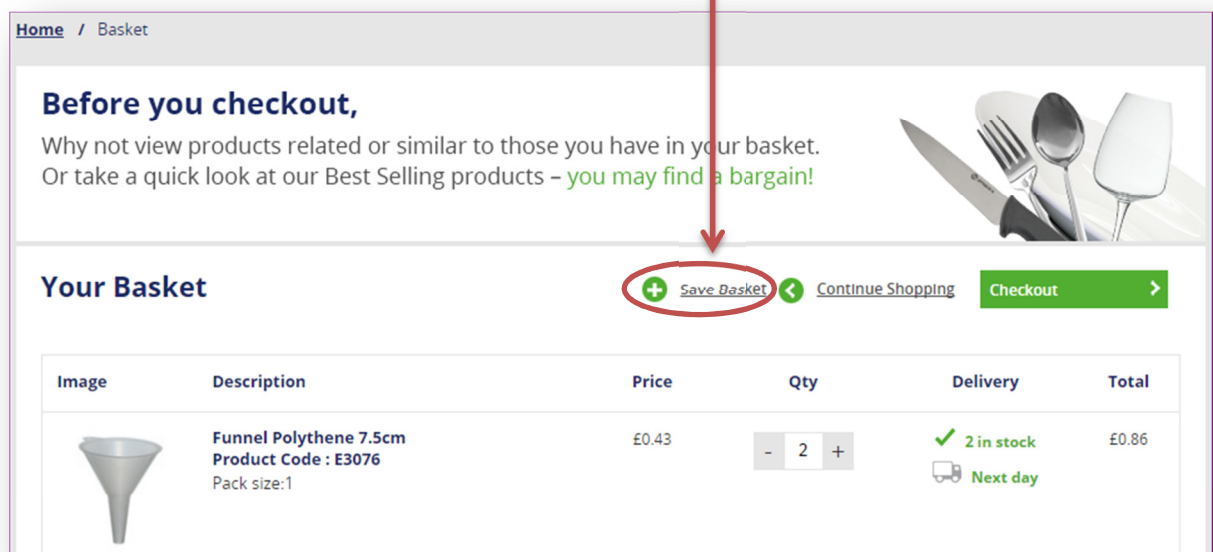
## My Favourites

Save **your favourite products** and access them via the My Favourites box. You can either **add all favourite products** to your basket or add them individually.



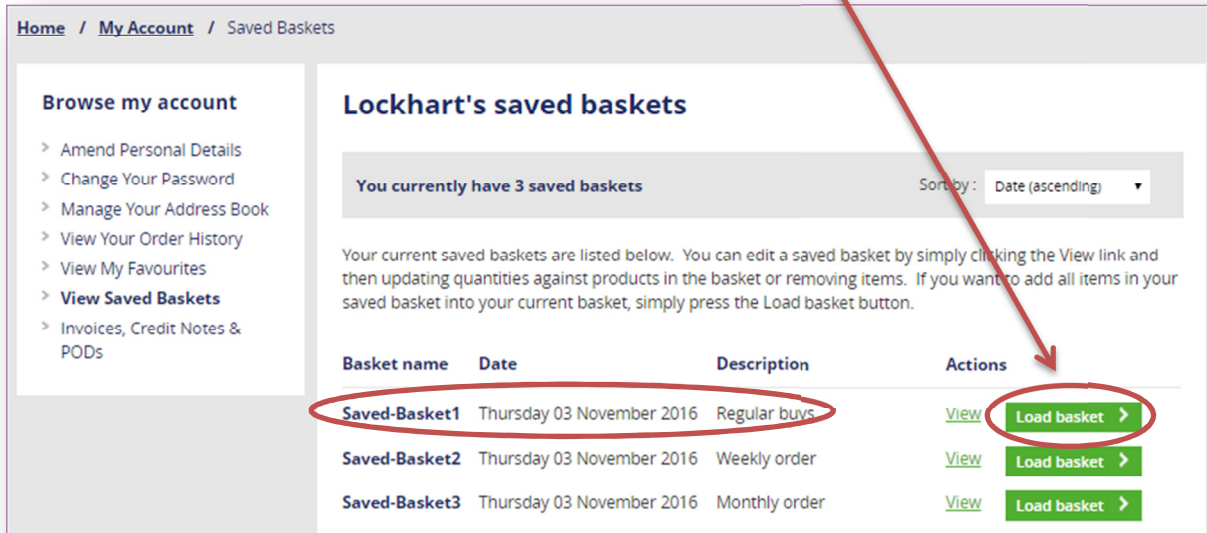
## Saved Baskets

Go to your shopping basket and simply click the **Save Basket** link at the top of the page.



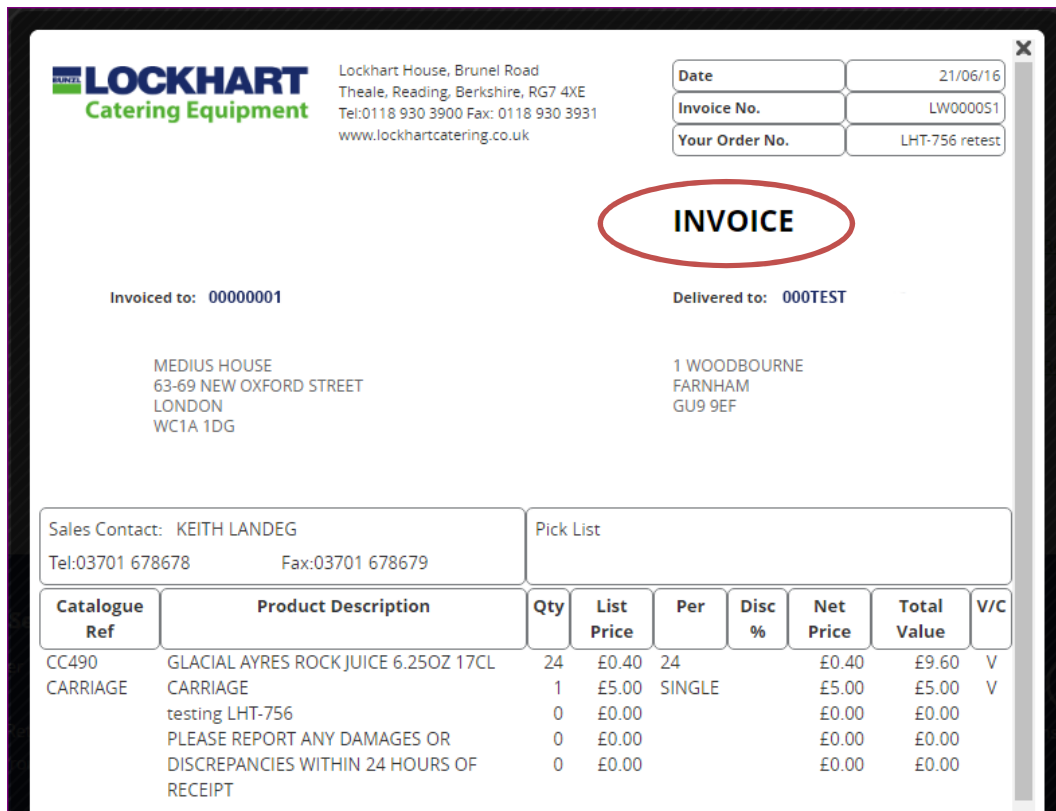


Simply name your basket and provide a brief description (optional) and then you can access this via **My Account > Saved Baskets** at any time. From here, you can **load a saved basket** into your current shopping basket in a **single click**.



### Invoices & Credit Notes

You can view, print or download invoices and credit notes for any order you have placed through the website.



You can search by your **purchase order reference** or by selecting a specific **date range** using the calendar tool provided.

A link to your documents will be displayed at the bottom of the page. Simply click the **View link** and your document will be displayed. You can then choose to print or download it if required.

Another handy option via this page is the **Re-order link** displayed against your invoice enabling you to add all products on it directly into your shopping basket.

Home / My Account / Invoices

### Browse my account

- > Amend Personal Details
- > Change Your Password
- > Manage Your Address Book
- > View Your Order History
- > View My Favourites
- > View Saved Baskets
- Invoices, Credit Notes & PODs**

## Barry's invoices, credit notes and PODs

### Account 000TEST

You can view or download invoices, credit notes and delivery PODs for any order you have placed through this website. Simply use the search fields below to find the document you need. If you are unable to find the document you're looking for, please contact us on 03701 678 678 and a member of our sales team will be happy to help.

#### Search your documents

Enter your search criteria in the boxes below to find your documents or select from the list.

Statement Number

Account number: **000TEST**

01/03/2016  04/11/2016

Purchase order ref

Invoice number  [Download CSV Report](#)

Type: Invoice  [Search Documents](#)

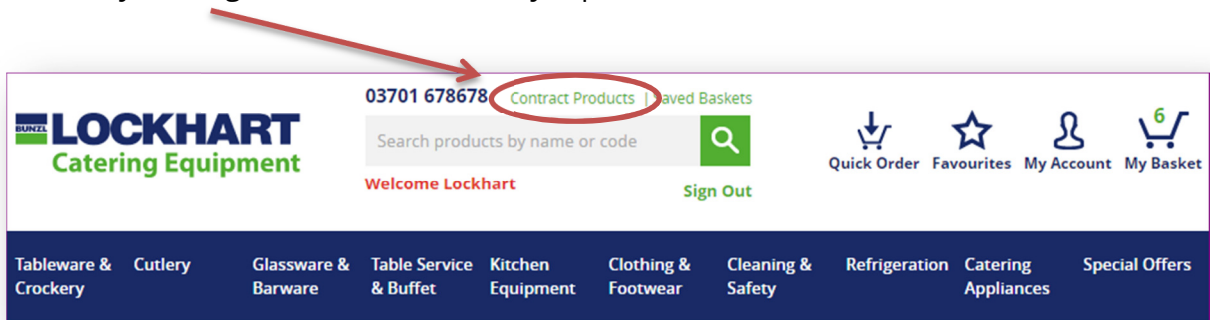
**3 Invoices found** Sort by: Invoice (ascending)

Account number	Reference number	Type	Date	PO Ref	Total	VAT	Actions
000TEST	<a href="#">LW0000S1</a>	INVOICE	21/06/16	LHT-756	£14.60	£2.92	<a href="#">View Re-order</a>
000TEST	<a href="#">LW0003V2</a>	INVOICE	21/06/16	testb2b7	£118.93	£23.80	<a href="#">View Re-order</a>

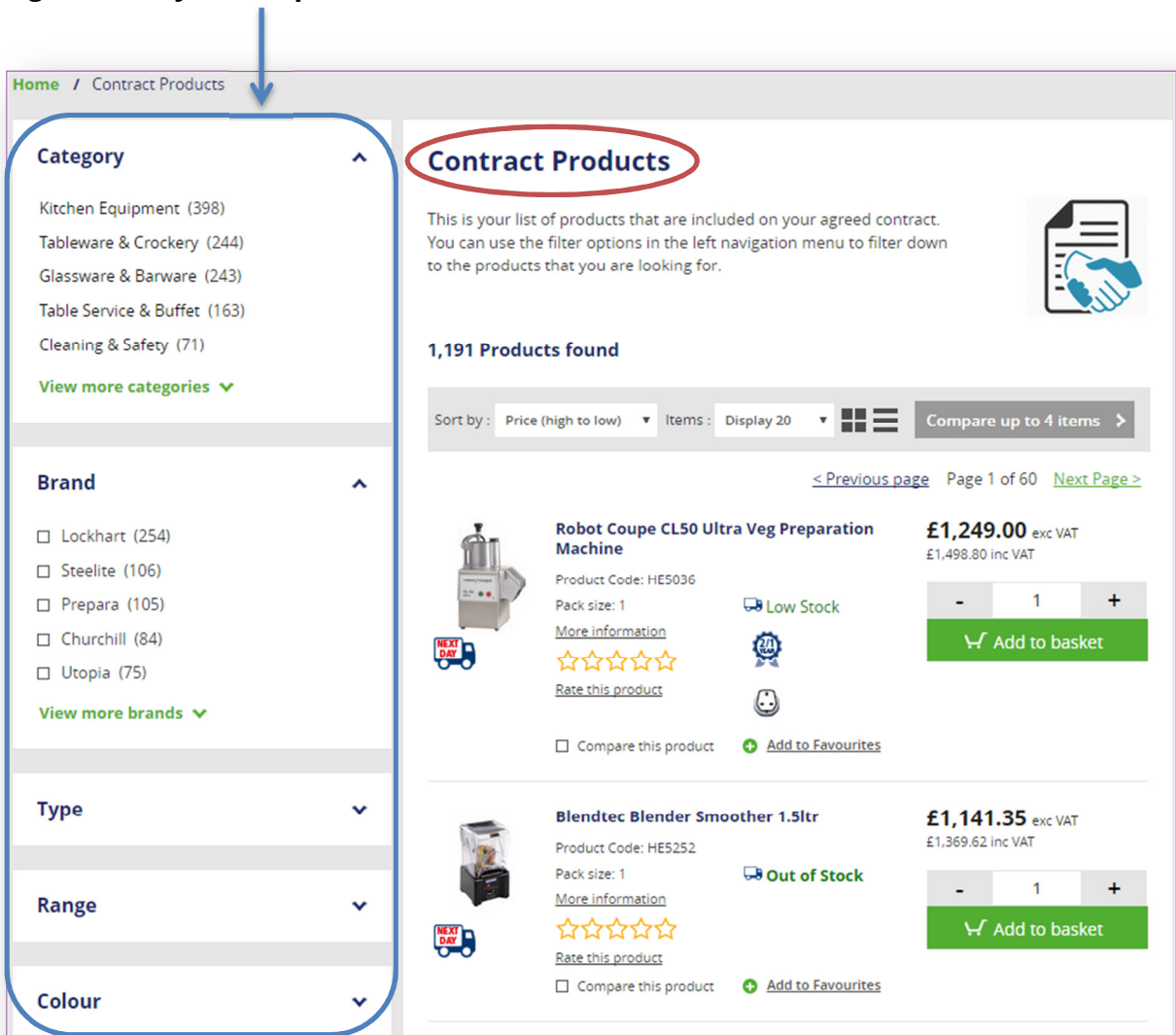


## Contract Products

If you have an agreed **contract price list**, you will be able to see all of your contract products by clicking on the link at the very top of the site header.



From this single page view, you can **quickly find the products** you are looking for by using the **handy filter options** in the left hand menu.



## Quick Order Pad

This allows you to quickly input **product codes and quantities** and then add all of them to your shopping basket.

Home / Quick Order

### Quick Order by Product Code

For quick and easy ordering, simply enter the product code and quantity of the items you wish to order from the catalogue, then add them all directly to your basket.

[Add to basket >](#)

	Product code	Product name	Size	Quantity
1	<input type="text" value="D5357B"/>	Azteca Gastronorm Dish Black 1/3 Size 100mm		<input type="text" value="1"/>
2	<input type="text" value="E7082"/>	Potato Peeler Universal Speed All Metal		<input type="text" value="1"/>
3	<input type="text" value="E7081"/>	Grater Nutmeg S/S		<input type="text" value="1"/>
4	<input type="text" value="F3382"/>	Sink Brush		<input type="text" value="5"/>
5	<input type="text" value="CC490"/>	Glacial Ayres Rock Juice 6 1/4oz 17cl		<input type="text" value="3"/>
6	<input type="text" value="BH771"/>	Creme Renoir Coupe Plate 12 1/4 inch 31cm		<input type="text" value="1"/>
7	<input type="text" value="CB080"/>	Plasma Ultra Stemless Wine Glass 17oz / 50cl		<input type="text" value="2"/>
8	<input type="text" value="D1927"/>	Ivy Leaf with Stem Table Cloth White 89 x 89cm		<input type="text" value="2"/>
9	<input type="text" value="Q2077"/>	Sharp Chef Outfitter Classic Jacket	<input type="text" value="Size L"/>	<input type="text" value="1"/>
10	<input type="text" value="Q1021"/>	Brigade Chef Trousers Black	<input type="text" value="Size L"/>	<input type="text" value="1"/>

[+ Add more rows](#) [Add to basket >](#)

**!** If you have a large number of product codes you wish to order, use our handy upload feature. Simply download the CSV file, enter your product code and quantity and then upload the file. The form above will then populate. You can then review the form before adding products to your basket.

[Download CSV file](#)  
[Choose file >](#) No file selected  
[Upload CSV file >](#)

Should you need to order a **large number of products** on a single order, you can upload a **simple spreadsheet** (CSV format) with your product codes and quantities. Simply download the CSV file from this page, populate your spreadsheet and then **upload** it.