



Sammy's Online Tips!

Samios Online Purchasing Site

In order to access the Samios Online Purchasing Site, you will need to be a current Samios account holder and have registered for a website account.

If you are a Samios account holder and have not registered for a website account you can do this in one of three ways.

1. Go to the Account Holders - info section of our website which you'll find on the Home Page. Click on "register now" and fill out the required details. You will receive your online account and password details via email.
2. Phone or visit any Samios branch and they will take your details and organise your online account.
3. Email your Samios account number, company name and contact details to webaccount@samios.net.au and you will receive your online account and password details via email.

On the following pages you'll find some useful tips to help you navigate through our Online Purchasing System.



Sammy's Online Tips!

Searching:

There are two options available when searching for a product.

1. The menu
2. The Search function

Menu

The menu function is located down the left column of the page and is most suitable when searching for a range of products or when you don't know the product code.

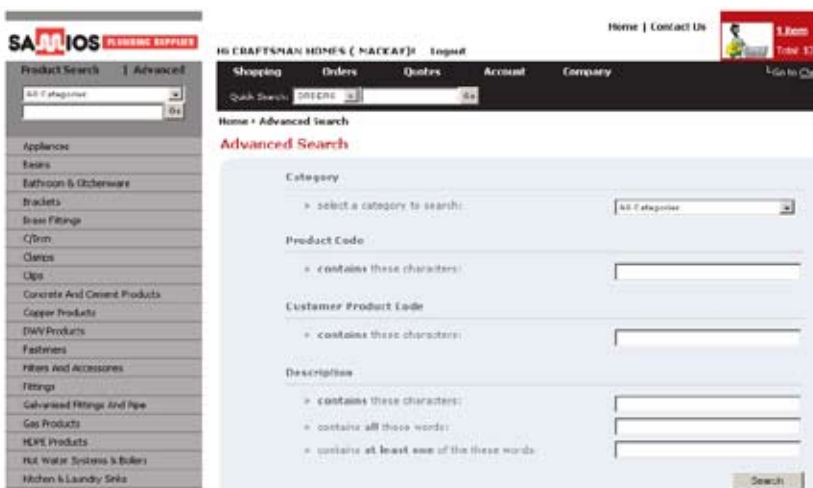
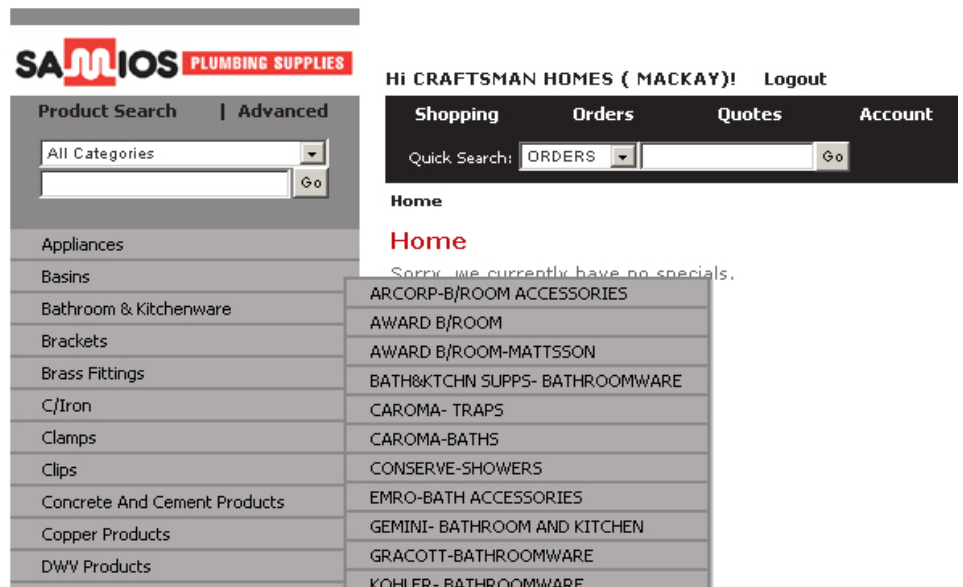
Simply hover the mouse over the menu bar, and then hover over the product category that you want. This will return the products in this range, including their code, description, availability, and price.

Search

Standard search

The search function is located directly above the menu column and allows searching to be specific. This function is best used when there is a desired product in mind. This enables the option of searching using a part number.

Type in the part number or section of the part number that you know. Generally part numbers are prefixed by the first 3 letters of the brands name.



Being as specific as possible will cut down your search time.

Advanced Search

An advanced search allows the option of entering the product code, customer product code and a brief description of the product.

Do not use 'and' or 'the' for a more accurate search.





Sammy's Online Tips!

Purchase:

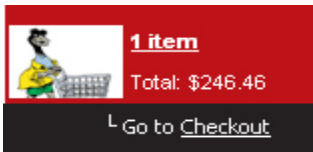
Once a product has been selected, it can be purchased. This can be done by selecting the 'add to cart' option found below the selected product. At this point the quantity desired can also be chosen when multiple products are required.

Shopping Cart

The shopping cart can be accessed in the top right corner of the page where both the recently selected product and those previously added in the visit can be located together. You can also get to the shopping cart by clicking on Kanga in the top right corner.



Products added to the cart will remain there until emptied or purchased, even if you log out.



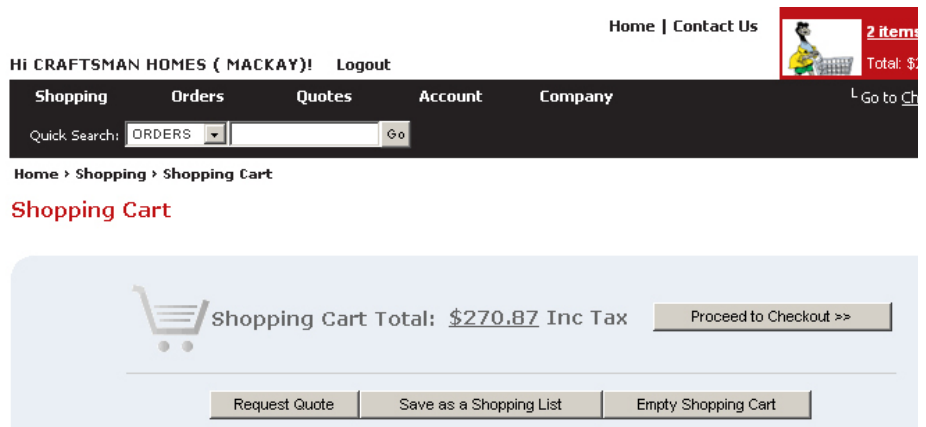
Shopping lists

Lists can be created in the shopping cart page for future purchases. This means that you can open a shopping list and not have to search for the items on this list. This option saves a lot of time when purchasing products that you regularly purchase. When there is a saved list, it can be accessed through the shopping option at the top of the page.

Once you have opened a saved shopping list, you can make changes - add new products, delete products, increase or decrease quantities.

Requesting a quote

This option, found next to the 'save as list' option on the Shopping Cart page, will be particularly useful for project work. The quote, upon request, will be sent via email and will be particular to that project and the quantity of products selected.





Sammy's Online Tips!

Finalising the purchase

When ready to purchase select the 'proceed to checkout' option at the top of the shopping cart page. Once in the checkout page fill in the required information such as delivery site, and mode of transit. This information can be saved as a template for future purchases at the bottom of the page. When completed, select the 'proceed with purchase' option. A confirmation email will be sent within 24 hours and the order will be dispatched.

Information can be changed at every point of purchase.

Printing invoices:

Invoices related to each purchase will be mailed to you, however, you can also print invoices from the Website. The required invoice can be found through the 'account' heading at the top of the page under 'invoice history'.

This will bring up a page containing all previous invoices. A particular invoice can be found by identifying the date within given fields at the top of the page. If you know the invoice number, enter it into the search field, below the main menu options. Once the invoice is found it can be entered into and a printable version will open up in a new window.

Orders:

There are two types of orders that can be retrieved and looked at. These are the open orders and the history of orders.

Open orders

An open order is one that has not yet been shipped. The status of this order can be found by choosing the 'orders' option at the top of the screen and then selecting 'open orders'.

Order history

The order history contains all orders placed. The order history can be found under 'orders' and then 'order history'. The required order can be identified by date or by order number. Otherwise the order can be opened and identified by its contents.

The order history will show various information about that order including price, status, and quantity.





Sammy's Online Tips!

Quotes:

There are two types of quotes that can be retrieved and looked at. These are the open quotes and quote history.

Open Quotes

Open quotes are quotes that have been requested, most likely as a price reference, and that have not yet been acted upon. These quotes stay available in the event that they will be acted upon at some point. These quotes can be accessed through the 'Quotes' option at the top of the page and by then selecting 'open quotes'.

Open quotes expire after a month but can still be accessed as a reference.



Quote history

The quote history contains all quotes requested during an accounts commencement with the website. This list can be opened through the 'quotes' option at the top of the page and then under 'quotes history'. The history of quotes will contain open quotes, quotes that have been declined, and quotes that have expired. The required quote can be found using the date of the quote request or the quote number. Otherwise the quotes can be opened and identified by their contents.

Quotes that have been declined or expired will remain available to peruse, however dated quotes will not always be a reliable reference in price and availability.



Sammy's Online Tips!

Account options:

The 'account' option allows an account holder to access and change key details to do with their account. This option is located on the top menu bar.

The account option will lead to all of the following.

Account balance

The account balance option shows account holders the balance, due payments and credit available on their account.

Account details

Within account details the account holder can view their details and change them if needed. Such details are address, phone, fax and email.

Account contacts

The account contact lists the details of the person to call if any issue should arise. There is the option of adding more than one contact if the immediate contact is unreachable.

Delivery sites

The delivery site contains the details including the address where the required products are to be delivered. If the account holder has numerous delivery sites then alternate sites can be created and applied to the relevant order.

Password changes

If the account holder is concerned about their account's security or wants a routine change of password, this can be done. This will involve entering the existing password, the new password and then confirming that new password.