

# Webshop User Guide

Your step-by-step guide to using our 24-hour webshop



**ARROW**  
COUNTY SUPPLIES

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🌐 arrowcounty.com

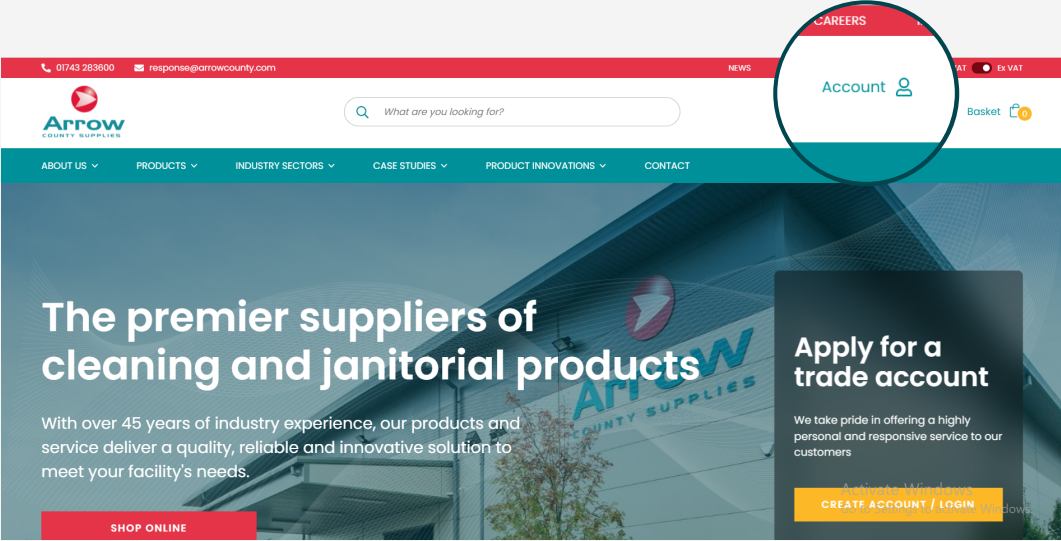
# Logging In & Passwords

How to log in and change your password



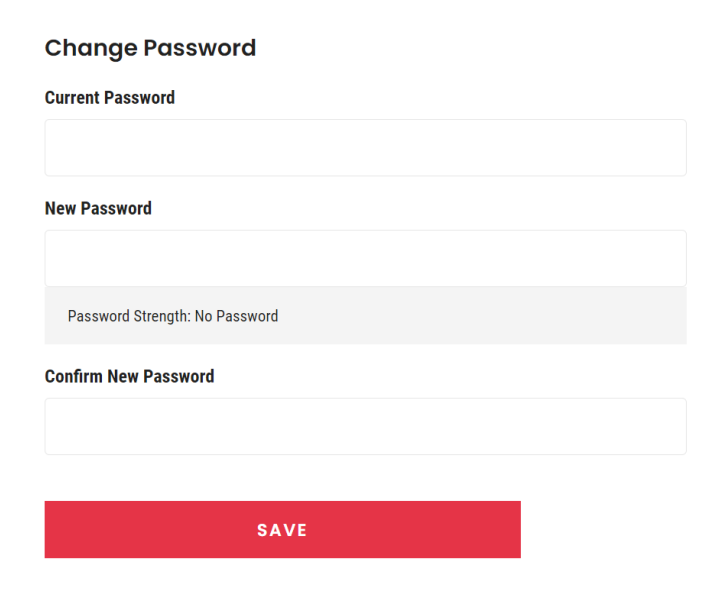
## How do I log in?

- 1. Open your web browser
- 2. Visit [arrowcounty.com](http://arrowcounty.com)
- 3. Click 'Account' on the top right of the screen
- 4. Enter the Email Address for your assigned login
- 5. Enter password
- 6. Click "Sign In"



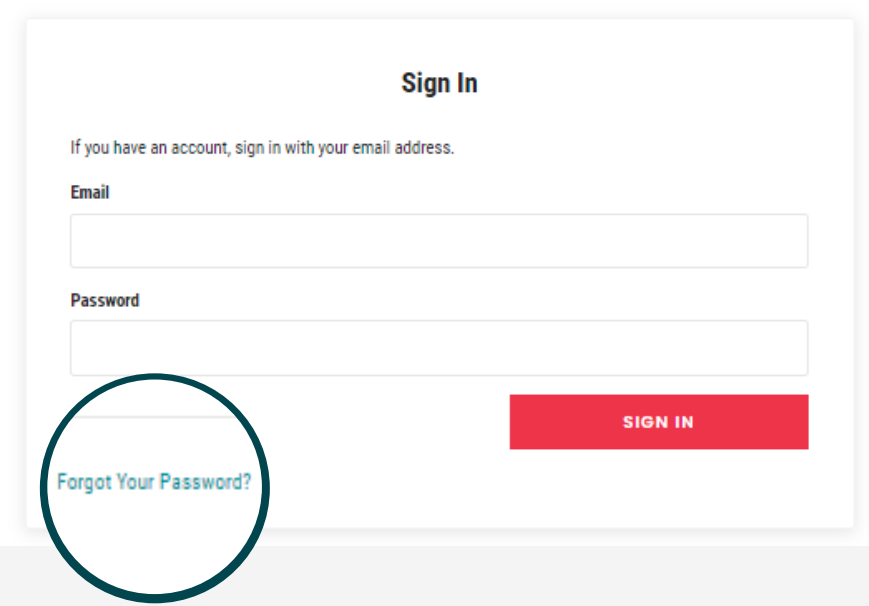
## How do I change my password?

- 1. Go to 'Account' in the top right of the screen
- 2. Under 'Account Information' click 'Change Password'
- 3. Confirm your current password
- 4. Type in your new password twice
- 5. Click 'Save'
- 6. Log in with new password



## Forgotten your password?

- 1. Go to your Log In page
- 2. Click forgot your password
- 3. Enter your user email address
- 4. Press 'Reset My Password'
- 5. Check your email inbox and follow instructions
- 6. Log in with new password



# Your Landing Page

Once you have logged in to your account, you can review your default information to make ordering easier.



## My Orders

Under 'My Orders' you can find your previous orders and track the progress of any current orders

My Account

My Orders

Address Book

Account Information

Newsletter Subscriptions

My Shopping Lists

Logout

## My Shopping Lists

Under 'My Shopping Lists' you can find your agreed product lists, making repeat ordering easy

## My Account

### Account Information

Contact Information

Name

Name.Surname@emaildomain.com

### Address Book

Default Billing Address

You have not set a default billing address.

## Subscribe To Our Newsletter!

Don't miss out! Enter your email address to subscribe to the Arrow mailing list.

Newsletters

You aren't subscribed to our newsletter.

[Edit](#)

## View Account Information

View and check your account information is correct and up-to-date.

Default Delivery Address

You have not set a default delivery address.



# Shopping Lists

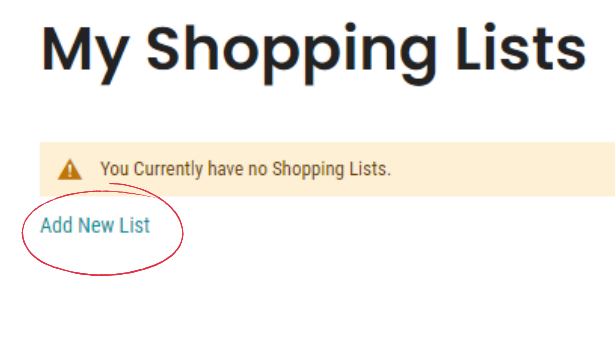
How to select and use 'Shopping Lists'



## How do I create a shopping list?

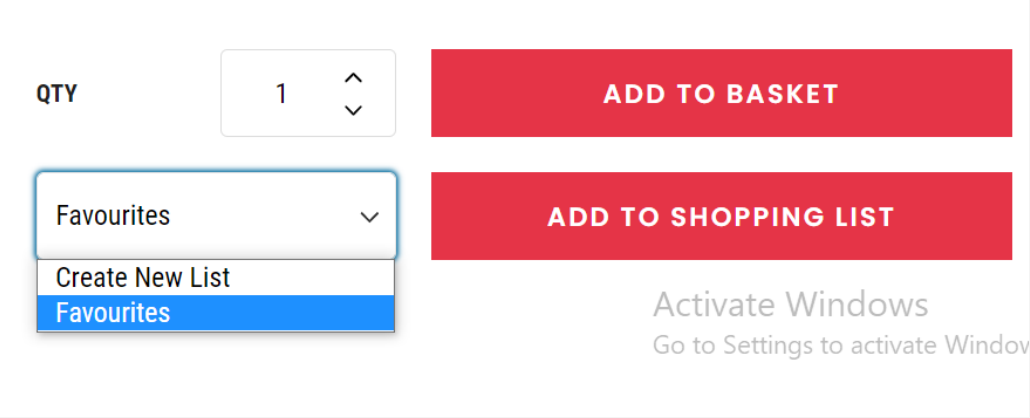
- 1. Go to 'Account'
- 2. Click on 'My Shopping Lists'
- 3. Select 'Add New List'
- 4. Give your list a name and description
- 5. Select 'Create List'

- My Account
- My Orders
- Address Book
- Account Information
- Newsletter Subscriptions
- My Shopping Lists
- Logout



## How do I add products to my shopping list?

- 1. Search for the product you want to add
- 2. On the product listing, select the Shopping List you would like to add the product to
- 3. Select 'Add to shopping list'
- 4. Go back to 'My Shopping Lists'



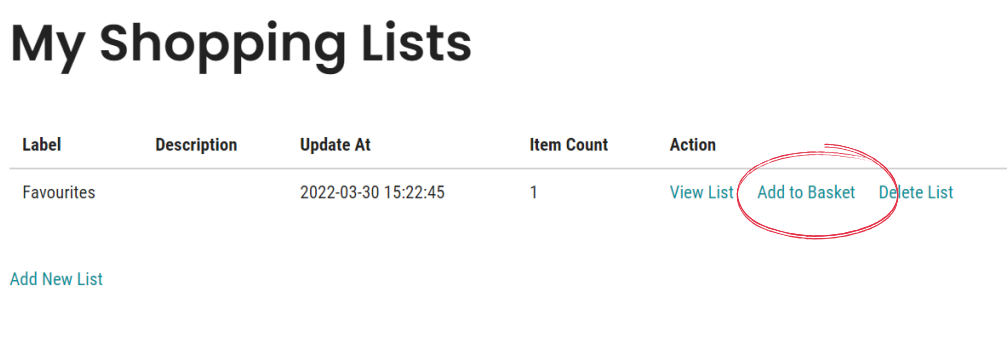
## How do I order from my shopping list?

### To order all items on your list

- 1. Select the 'Add to Basket' button
- 2. All products on the list will be added to basket

### To order specific items on your list

- 1. Click 'View List'
- 2. Add the specific products to your basket.





# Product Search & Checking Out

How to search for a specific product and checkout your order





## How do I search for a product?

Using the search bar at the top of the page, use key words or Arrow Product Codes to search and select the item you are looking for.

A screenshot of a search bar with the text 'bin' entered. Below the search bar, there are three search results listed in a table:

Search Result	Count
bins	48
bin	48
bin bags	24

	<b>14 Cu.ft Grit Bin c/w Hasp and Staple</b> £293.02 (Exc VAT)
	<b>White Light Duty Square Bin Liner</b> 15x24x24 (Box 1000) £27.45 (Exc VAT)
	<b>7 Cu.ft Grit Bin c/w Hasp and Staple</b> £188.77 (Exc VAT)

## What happens after I order?

1. Your order is automatically processed
2. You will receive an order confirmation so you know your order has been processed
3. Your order is then transferred to our Distribution Centre for picking and packing
4. Once picked, you will receive a delivery confirmation email confirming your delivery date and time
5. Your order is delivered!

A screenshot of an order confirmation email. The email header includes the Andarta logo and the text 'Order Confirmation' and 'Arrow County Supplies'. The main body of the email contains the following details:

Sales Order No:	1038585
Order Date:	29-March-2022
Account No:	C03926
Customer Order Ref:	AR
Estimated Dispatch Date:	31-March-2022
Payment Terms:	Net 30 Days

At the bottom of the email, there are two delivery addresses listed: Telford TF6 6BZ.

## Checkout

1. Once you have selected your products, click the basket icon in the top right of your screen
2. Click 'Checkout securely'
3. Search your Address within the address book and select 'Continue to Secure Payment'
4. Enter your purchase order number
5. Read and agree to our Terms and Conditions
6. Add any comments using the comments dropdown
7. Click the 'Place Order' button
8. You can view the status of your order under 'My Orders'.

A screenshot of the checkout process. The 'Delivery Address' section is active, showing a search bar with the text '03319 Arrow County Supplies, Arrow County Supplies, Shrewsbury, SY3 9AE, United Kingdom'. Below the search bar, there is a list of selected addresses, with the first one highlighted and a checkmark next to it. The address is: '03319 Arrow County Supplies, Arrow County Supplies, Shrewsbury, SY3 9AE, United Kingdom'. A 'DELIVER HERE' button is visible below the address list. At the bottom of the screen, there is a small note: '1 result is available, use up and down arrow keys to navigate.'



## Want help using the webshop?

Our dedicated Customer Response team are here to help! Contact us during office hours (08:30-17:00) via:

📞 **01743 283 600**

@ **response@arrowcounty.com**