

User Guide

Allpack Online Ordering

Getting started

You should have received an email confirming your online Login and password. If you haven't yet received this please contact our customer care department who will be able to provide it for you.

Email: Customer.care@allpack.uk.com

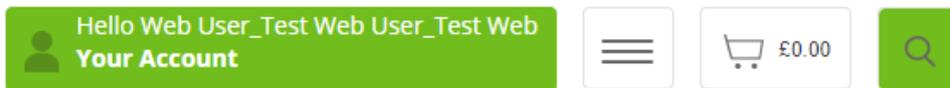
Tel: 01922 472 400

Once you have your Login, head to our website

www.allpackpackaging.com

Select the customer login in button (*top right of the screen*) and enter your login and password.

Placing your order



Once logged in you will need to hover over the green “your account” button.

This will show you the different areas of your account.

To place an order, select the “My products” option in the list.

Your core products will then appear along with quantities and Prices. These are listed numerically using the Allpack product code, or your agreed part codes.

Product Code	Product Description	Price Per Pack	Pack Qty	Pallet Qty	Minimum Order Qty	Packs or Pallet	Qty
03ET02WH	e-tape™ Gold 48mm x 150m white	£81.72	Pack of 36	Pack of 36	1	Packs ▾	- 0 + 

Select the quantities of the items you require. Once you have what you need, Add them to the cart with the button at the bottom of the screen.

This will take you to your shopping cart. You can increase quantities or remove items as required.

Once happy, hit the proceed to checkout button.

You are now in the final stages of your order.

Follow the five steps of checkout.

You can add, change or amend the delivery address on the right-hand side, these can also be saved for next time.

Shipping Address [Change](#)

Web User_Test (002)
123456
Middlemore Lane West
Walsall, WS98BH
United Kingdom
T: 123456

Once all five steps are completed, hit continue.

Delivery Options

Orders under £200 are subject to a £15.95 delivery charge. This will show here. If your order is over £200, this should be £0.00. You will also see the option to collect. If you chose to collect any delivery charges will be removed.

Payment information

You will now need to select how you intend to pay for your order.

Allpack account customers should select “on account” and you will receive your standard invoice via agreed terms.

Please note account customers will be required to provide a PO or reference number. *(Failure to do so may result if your order or invoice being rejected)*

Cash on collection should be selected if you wish to collect the goods from Allpack and pop in to reception to pay before visiting the warehouse.

You can also choose to pay online with a debit/credit card in the usual way.

Once you have chosen your option, Please select continue.

You now have the chance to final check your order, if you have forgotten anything you can add it now.

All done? Then hit that place order button.

You will receive an email with confirmation of your order within 35 Minutes. To make changes to this order

Forgot an Item? [Edit Your Cart](#) [Place Order](#)

you will need to call our customer care team.

You can however review the progress of your order in the “My orders” option.

My Orders

Items 1 to 10 of 34 total Page: 1 2 3 4 Show 10 per page

Order #	Date	Ship To	Order Total	Order Status	
100001634	19/07/2017	Web User_Test (002)	£20.48	Pending	View Order Reorder
100001485	20/06/2017	Web User_Test (002)	£19.28	Pending	View Order Reorder
100001395	01/06/2017	Web User_Test (002)	£120.89	Pending	View Order Reorder

If you require any further assistance with placing your order, please do not hesitate to contact us, we can talk you through your order or guide through any issues.

We also welcome any feedback about how we can improve our online ordering facility.

Please send any feedback good or bad to Customer.care@allpack.uk.com

Thank you for choosing Allpack.