The Good Guys Commercial

Buyer – User Guide
Welcome Email

1. Once your user account has been setup you will receive a Welcome Email with a link to set your password

2. The password must be set within **30 minutes**. A link to set the password will be available on the Welcome Email

3. Alternatively, the password reset request can be made by clicking on the ‘Did you forget your password?’ link on the sign in page
User Login

1. Enter a user name proved in the Welcome email in the sign in box and click on ‘Next’ or

2. Click on the Login link at the top of the page

3. Enter your Username and Password in the fields and click on the reCAPTCHA box then click the Sign Into proceed

4. The user will be notified through error messages if their sign in has failed due to incorrect credentials
Quick Tips

While on the website, if you want to go back to the home page, click on The Good Guys Commercial logo at the top of the page.

**Blue Banner** - On this banner you are able to search by Products, Commercial Products and Brands.

**Search Field** - In this field you can search by Model Number, Brand and Description.

**Grey Banner** - This grey banner allows quick access to My Account.
Browsing Products

1. Products can be browsed through the different categories and sub-categories

2. The Commercial Products tab contains products that are business grade or specifically designed for business use

3. Brands tab shows the list of brands that are available for purchase

4. Alternatively, a particular product/brand/category etc. can be searched through the search bar at the top of the page
Quick View

1. Quick View allows users to add products to the cart by viewing a brief summary of the product which pops up after clicking on the Quick View button.

2. The Quick View button appears when hovering your mouse over a products image.

3. In the Product Summary pop up the user can choose to:
   a) Add the product to the cart
   b) View more details about the product
Product Details Page

Here you can:

1. View pricing
2. Add the product to cart
3. Add the product to the Favourites list or Quote
4. Check Stock
5. Check Delivery
6. View the Products features, Specifications, Ratings and reviews

There are options to zoom in on the product image or view 360 degree images of the product to assist the buyer in selecting their product
Product Details Page – Check Stock

To check stock, from the product page click on the ‘Check Stock’ button and enter either a postcode or suburb into the field then click the ‘Go’ button.

The website will show a list of local store(s) with the stock available at the time that the product is checked.

The stores will only appear if the item is in stock.
Cart Overview – Click and Collect

1. The user can choose ‘Click & Collect’ to pick up the order from a store by clicking on ‘Select Store’ button

2. Enter a postcode into the field and click on ‘Find Nearest Store’

3. The user to selecting from the list of stores shown

4. Once the user selects a store the store will appear on the screen
Cart Overview – Checkout – Click and Collect

Here you can:

1. Change the collector by unticking the box and fill in the fields under ‘Enter your collection details below’

2. Add additional details regarding the order in the comments field

3. Proceed to payment

Enter your collection details below

- First Name:
- Last Name:
- Email:
- Phone number:

1 or more valid numbers must be entered
Cart Overview – Delivery

1. The user can select to have the order delivered, enter the site address by clicking on the ‘Change Address’ button then click on the ‘Estimate Delivery’ button.

2. The user to select from ‘Door to Door’ or ‘Premium Delivery’

3. Premium Delivery may not be available for all items *

4. A organization can choose to “Request a Quote” for the order. For further details regarding Quotes refer to page 15-20
Here you can:

1. Change the delivery address by clicking on the ‘Change Address’ button

2. Select a preferred delivery date by clicking into the date field and selecting a date from the calendar

3. Enter further instructions regarding the delivery into the delivery instructions field

4. Proceed to payment
Checkout Flow – Credit Account

1. The buyer must provide a purchase order number or reference to submit their order

2. Buyer must enter the amount payable by the customer which is the total amount that isn't to be charged to the account

3. Click on ‘Submit Order’ button

4. The buyers will be asked to review and confirm the order on clicking ‘Submit Order’
Checkout Flow – Customer Payment

1. The user can arrange payment via credit card or PayPal by selecting one and clicking on ‘Proceed to payment’ button.

2. Buyers will be asked to review and confirm the order.

3. For online payment help please call our customer care team on 1300 466 348
Quotes

The Good Guys provides an option to raise quotes against product(s). These quotes capture the price and guarantee that price for a 30 period.

There is no limit on the number of quotes a user can create.

Quotes can be created/modified from the following pages:

1. Cart Overview – The products in the cart can be converted into a quote. This is the only way through which a quote can be created.

2. Product Detail Page – A product can be added to an existing quote from the Product Detail Page

3. My Account – A quote can be modified from the Quote tab of the My Account page
Quotes – Request a Quote

1. A buyer can request a quote from the Cart Overview page after the product has been added to their cart by clicking on the ‘Request a Quote’ button.

2. The buyer will receive a copy of the quote via email and will also be able to review the quote from the My Account section on the website.
1. A product can be added to an existing quote by clicking on ‘Add to Quote’ from the drop down menu and selecting add to existing quote.

2. The user can then select from a list of existing quotes to add the product to a specific quote.
Quotes – My Account

Any quote that has been created will be available in the ‘Quotes’ tab under the My Account page.

Here the buyer can view or delete a quote or set the quote as their current order.
Quotes – Update Quote Name

1. To update the quote name either click on the quote number or select ‘view quote details’ from the My Account page.

2. The user can then select from a list of existing quotes to add the product to a specific quote.

3. Click on ‘Update Quote Name’ button.

4. Enter the new name into the field and click ‘update’ button.
1. To set the quote as the current order from the ‘Quotes’ tab under the My Account page click either click on the quote number or select ‘Set as current order’

2. If you selected the quote number click on the ‘Set as current order and check out’ button