

## SOP

## Creating an Online Order

**Purpose**

The purpose of this guide is to provide instruction on how to submit a purchase order over XYNYTH's *Online Order System* (or "How to Create an On-line Order").

**Prerequisites**

- In order to use XYNYTH's *Online Order System*, you must have access to the internet and our website;
- You must permit 'pop-ups' from XYNYTH ([www.xynyth.com](http://www.xynyth.com)) on your web browser;
- You must be the buyer of an active XYNYTH customer, and
- You must have your unique and confidential Log-In User Name and Password. If you do not have a Username and password, please contact our office and one will be supplied.



If you forgot your password – go to Appendix B, page 12.  
To CHANGE your password – go to Appendix C, page 12.

**Procedure Steps**

1. Navigate to XYNYTH's website ([www.xynyth.com](http://www.xynyth.com)) by entering the address into the address bar of your browser. The following page (Figure 1) will appear:

Figure 1 : XYNYTH Manufacturing Corp's Website Homepage



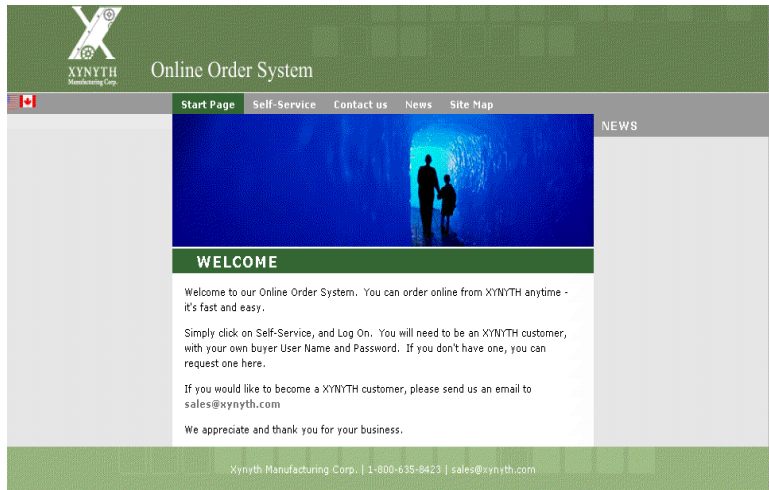
- 2. Feel free to explore our Corporate Website for information about our company and products. When you're ready to get started, click "Order Online" in the left hand menu, or click on "The Shopping Cart" on the right. You will be redirected to our Online Order Welcome Page. Figure 2 illustrates the two fields to click to order online.

Figure 2 : XYNYTH's Online Order System



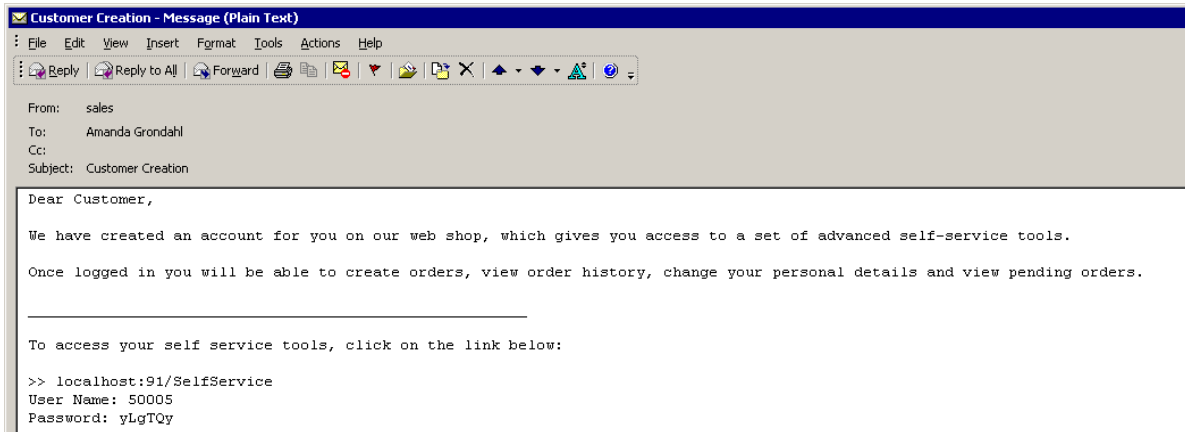
- 3. Figure 3 shows the introductory (or "Start") page of the Online Order System.

Figure 3 : XYNYTH's Online Order System



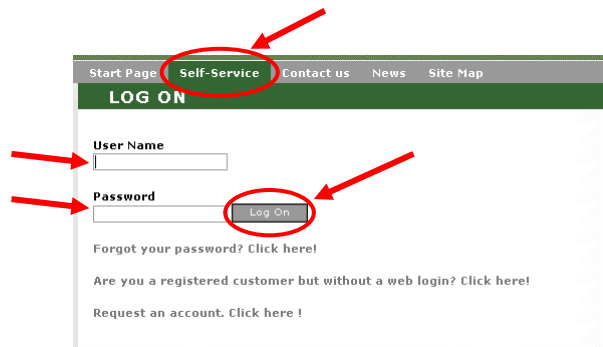
4. Before continuing, if you have not already done so, you must obtain a User Name and Password. This password will be unique to you, the buyer, and should not be given out to anyone. This password is also unique to the order online process and is NOT the same password used to access the Sales Rep. Resource area of the XYNYTH website. To obtain your log-in details, simply send an email request to [sales@xynyth.com](mailto:sales@xynyth.com) Please remember to include your full name, company name and contact information in the body of the email.
5. Once we have assigned you your User Name and Password, you will receive a New Account Notification Email, as shown in Figure 4. Note: You can change your password, once online, to something more memorable by accessing your “Company Details”. (see Appendix C – page 12)

*Figure 4 : XYNYTH’s New Account Notification Email*



6. Now you’re ready to go! Take note of your User Name and Password.
7. Click the “Self-Service” tab, and enter your User Name and Password in the fields provided (see Figure 5). Press Log On. You will be directed to the *Online Order System* Welcome screen (see Figure 6). If you are not at the “Log On” page as shown, follow the menu path noted below.

*Figure 5 : Self Service – Login Screen*



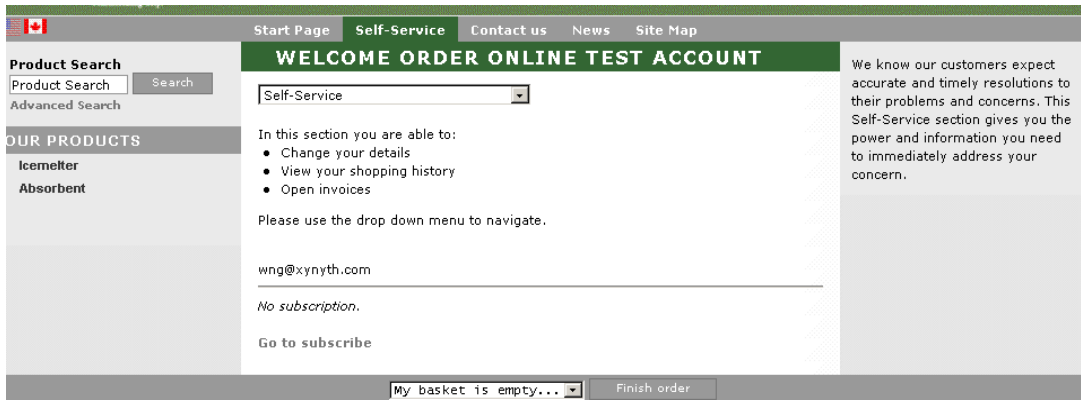
**Menu Path**

To go to the *Online Order System*, use the following menu path:

- Xynyth Homepage → Order Online → Self Service

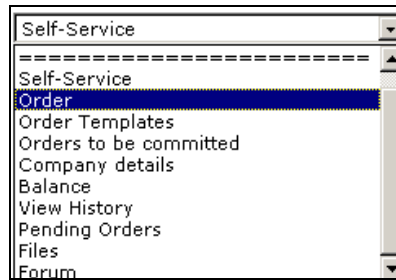
Remember: Your User Name and Password are case sensitive.

*Figure 6 : Self Service Screen*

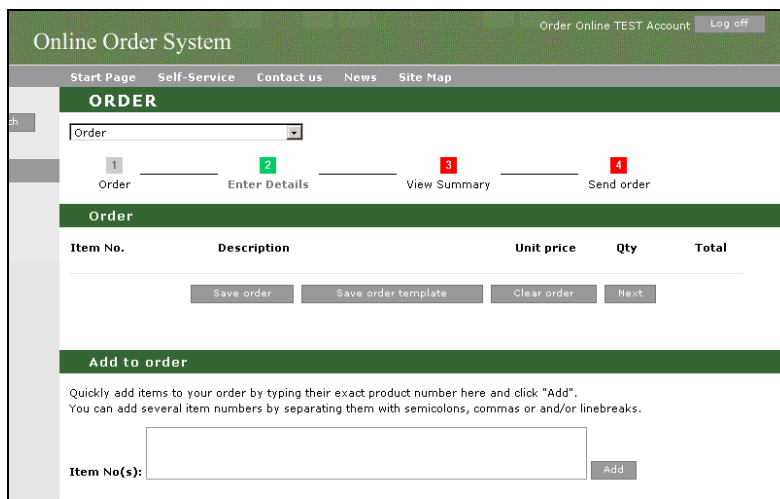


8. Once logged-in, there are many elements of this site you will want to explore – for example, you can review our product lines, view your current orders, review your past invoices, and even read news about our company. For the purposes of this User Guide, however, we'll jump right ahead to placing an order. Click on the arrow to the right of the Self-Service drop-down menu.
9. Click on Order (see Figure 7). Figure 8 shows the screen that will appear, the Order Screen.

*Figure 7 : Self Service – Order Selection Screen*

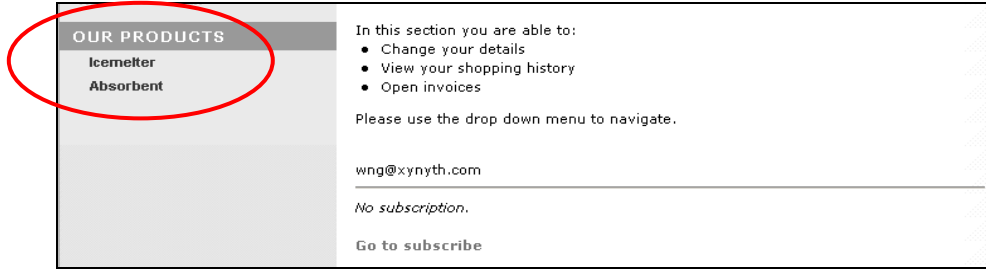


*Figure 8 : Self Service Screen*



**10.** Now let's get our bearings. There are **4 stages** to this process: **ORDER**, **ENTER DETAILS**, **VIEW SUMMARY**, and **SEND ORDER**. As you move through the steps, you'll see that the numbered boxes above each stage turn grey to help you keep track of where you are. When you're ready to begin shopping, turn your attention to the left-hand sidebar.(see Figure 9)

*Figure 9 : Product Selection Screen*



**11.** Click on Icemelter (or Absorbents) **and then** Commercial (or Retail) depending on the type of products you are looking to purchase from XVNYTH.

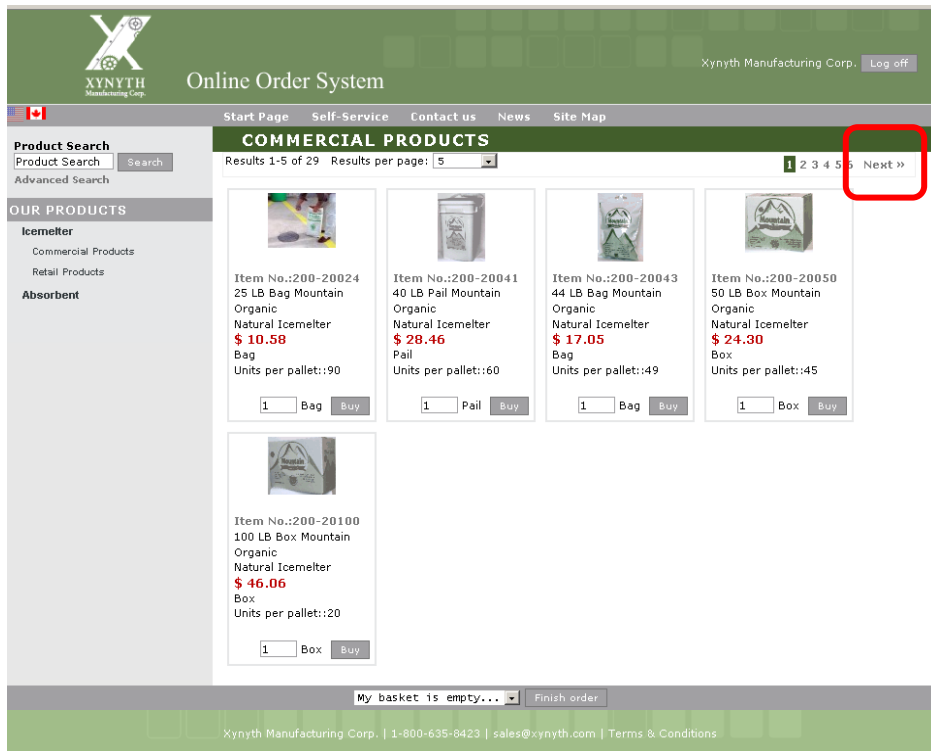
**Menu Path**

To go to the *Listing of our products*, use the following menu path:

- **Order → Our Products → Icemelter → Commercial**

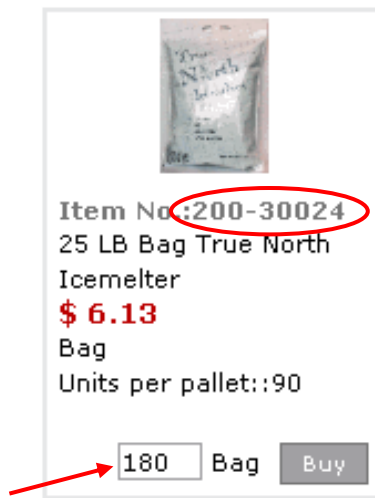
You will arrive at the following screen (Figure 10). A listing, in this example, of some of our commercial products. Note: While the first screen shows only five products, you can view *all* of our products by clicking "next" in the right-hand corner of the screen.

*Figure 10 : Product Selection Screen*



- Each of the boxes is called an "Item Folder". The Item Folder provides a snapshot of the important details about each product. You can "buy" directly from this screen, or you can click on the Item Number (as in Figure 11) on the Item Folder to view the Item Card (see Figure 12), which provides further product details.

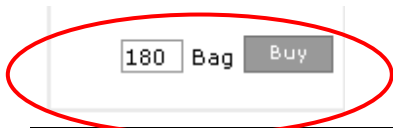
*Figure 11 : Item Folder - Item Card*



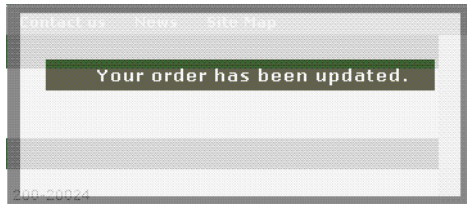
*Figure 12 : Item Card*



- This is a good opportunity to review the Item Details. Pay special attention to the "Order in multiples of" number. At XVNYTH, we only sell in full pallet quantities. As the corresponding unit number changes with each SKU, we list it here as shown above. That means, that if you want to by 2 pallets of the product shown above, you enter **180**, not 2.
- You can explore the rest of the product line by clicking on Item Folders and then pressing the back button to get back to the item shelf. When you've decided what you'd like to order, you can enter in the numbers. You can do that in the Item Folder or the Item Card.



- 15. Click "Buy". This pop-up window will appear (it will disappear after a few moments):

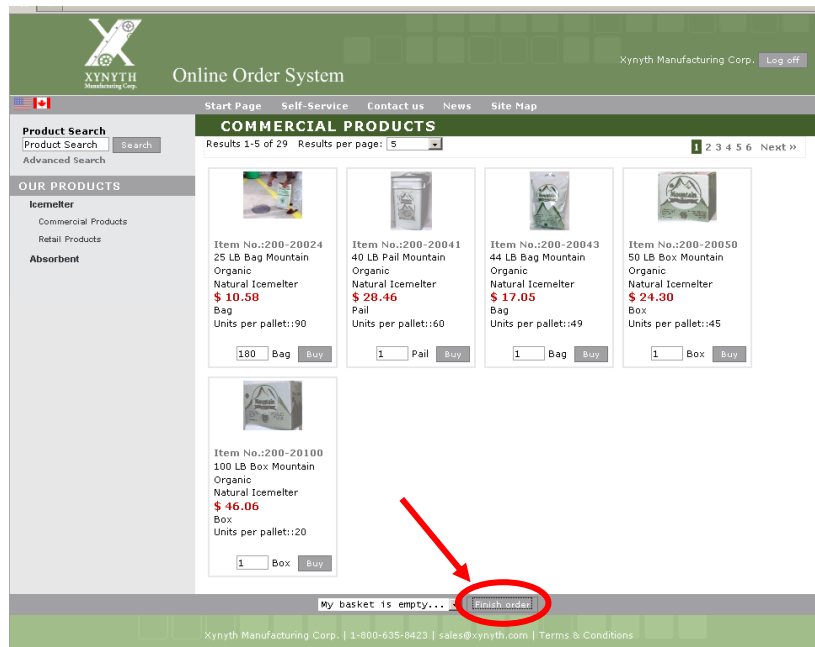


You will notice that now there has been a change on the screen. A ticker-tape message near the bottom of the window is now showing a total. This is a running total, and will keep track of what your order is adding up to.



- 16. You can continue to shop by selecting different items and "buying" in full pallet quantities. Each time you add a new item, the "Your order has been updated" pop-up window will appear to confirm your choice has been recognized. Don't be too nervous about this "shopping" process. Before you "check-out" for good, there will be an opportunity to review and modify your selections.
- 17. When you are finished "shopping", click "Finish Order" (Figure 13). You will be directed to the Order Review page (see Figure 14).

*Figure 13 : Finish Order Screen*



*Figure 14 : Review Your Order Details*

The screenshot shows the 'ORDER' page with a navigation bar at the top containing 'Start Page', 'Self-Service', 'Contact us', 'News', and 'Site Map'. Below the navigation bar is a progress indicator with four steps: 1. Order, 2. Enter Details, 3. View Summary, and 4. Send order. The main content area is titled 'ORDER' and contains a table of items in the shopping cart. The table has columns for Item No., Description, Unit price, Qty, and Total. Below the table, there are buttons for 'Save order', 'Save order template', 'Clear order', and 'Next'. At the bottom of the page, there is an 'Add to order' section with a text input field for 'Item No(s):' and an 'Add' button.

Item No.	Description	Unit price	Qty	Total
200-30024	25 LB Bag True North	\$ 2.51	180	\$ 451.80 Delete
200-30049	50 LB Bag True North	\$ 4.44	45	\$ 199.80 Delete
200-30100	100 LB Box True North	\$ 11.93	40	\$ 477.20 Delete
200-20050	50 LB Box Mountain Organic	\$ 7.66	45	\$ 344.70 Delete
<b>Amount</b>				\$ 1473.50
<b>Sales Tax</b>				\$ 0.00
<b>Amount (inc. Tax)</b>				\$ 1473.50

18. Now is your opportunity to review what you've put into your "shopping cart". Have you ordered the right products and product sizes? Are the quantities correct? If you've made an error, you can click "Delete" and your page will refresh automatically.

If you are familiar with our product numbers, you can add to your order from this page simply by entering the 8-digit number, including the hyphen, in the "Add to order" box (see Figure 15). Once you've entered the number manually, click "Add" – the item will materialize in the Order List above. Note: The "Qty" defaults, in this case, to (1), so you must remember to change it to a number representing a full pallet quantity.

19. You now have four options. Select one.

- a) **Save Order** – Saves your order so you can return to it later, but **does not** submit it to XYNYTH.
- b) **Save Order Template** – Saves this order so that you can resubmit the exact same order later on.
- c) **Clear Order** – Scrap it and start over.
- d) **Next** – Move on to the next step; Enter Details. Below is the page that will appear.

Figure 15 : Enter Details Page

The screenshot shows the 'Enter Details' page. At the top, there is a 'Select Page' dropdown menu and a progress indicator with four steps: 1. Order, 2. Enter Details, 3. View Summary, and 4. Send order. The main content area is divided into three sections: 'Payment method', 'Your Details', and 'Shipping'. The 'Your Details' section contains a form with fields for Name, Phone No., Contact, Address, Address 2, Zip code, State / Province, Customer PO #, E-Mail, Fax No., and Home Page. The 'Shipping' section contains a 'Delivery Instructions' text area and a 'Select Shipping Method' dropdown menu. At the bottom, there is a 'Deliver' button and a 'Requested Delivery Date' field.

20. Update all the required fields. Please ensure your email address is correct. We do require your Purchase Order Number to process the order.

**21.** Before proceeding to the next section “Shipping”, it’s imperative that you understand XYNYTH’s 4 distinct Freight options. They are divided into two categories: Deliver and Pick-up.

“Deliver” includes the following:

- Common Carrier Collect
- Prepaid and Charged
- Prepaid by XYNYTH

“Pick up” includes only:

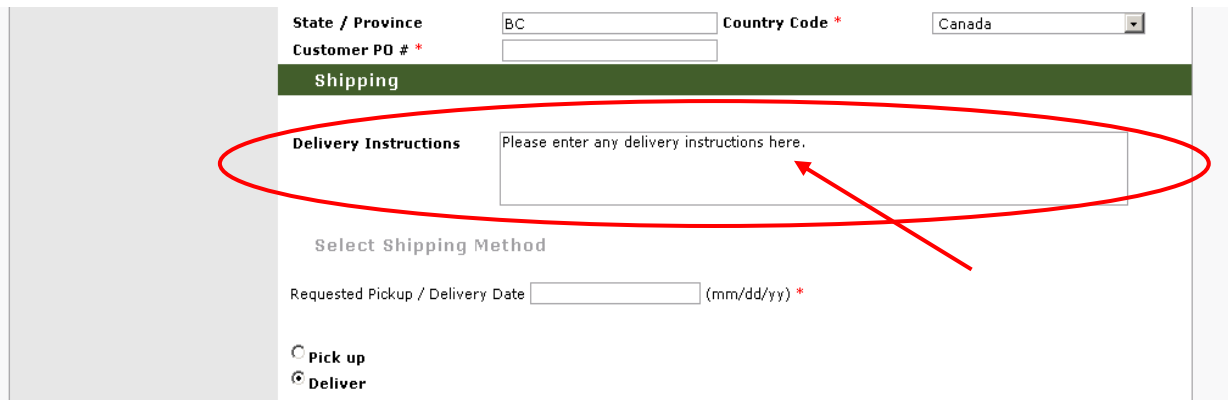
- Customer pick up

See Appendix A (page 12) for an explanation of the above terms

**22.** Update the following required fields in the Shipping Section, as needed:

Field	Description/Action
Deliver / Pick up	Using the explanation above, select deliver or pick up.
Delivery Instructions	This is the field for you to enter any special delivery instructions, such as whether the delivery location requires, for example, a power tailgate or to indicate any early closing times or gate codes. (Figure 16) Please be specific and clear in your instructions.  <b>Important:</b> If you’ve selected the delivery option ‘Common Carrier Collect’, please type the name and contact number of your preferred carrier in this field.
Requested Delivery Date	This is a required field. Enter the date that you require the product to be delivered to you. Use the date convention shown on the screen (mm/dd/yy) so that your entry looks like this: 01/22/08 for January 22 <sup>nd</sup> , 2008.
Is this address also your shipping address Y/N?	This is a required field. Select yes or no. If your selection is NO, an additional section will appear that asks you to fill in your shipping address, or choose from the multiple shipping address that have already been established for you.

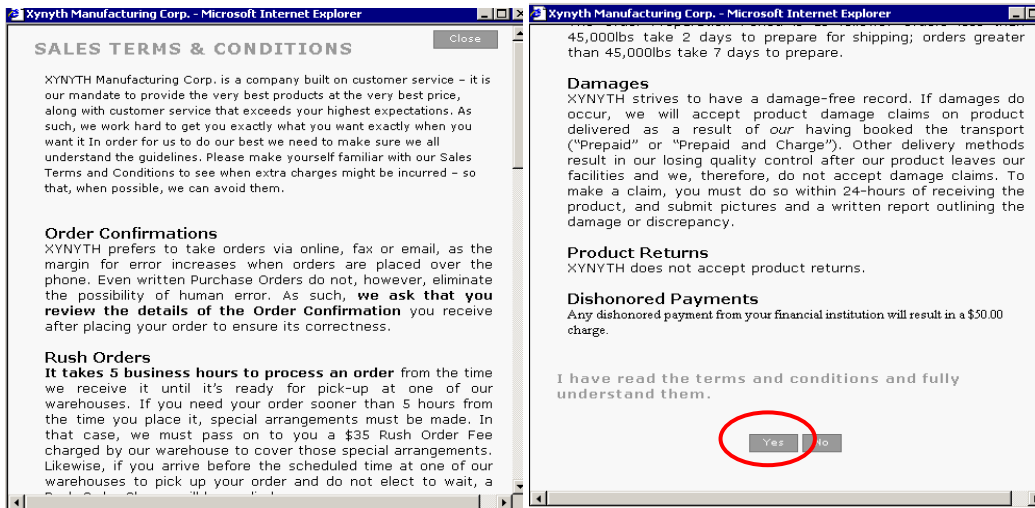
*Figure 16 : Delivery Instructions Screen*



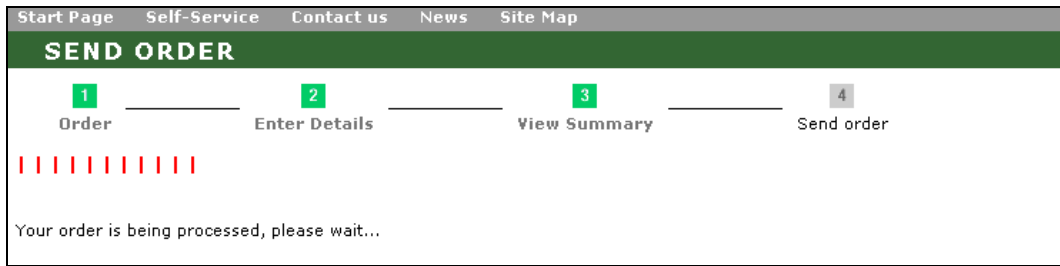
**23.** Click Next. If you have correctly filled in this form, you will be directed to the View Summary Page. Notice that a pop-up window appears containing XYNYTH’s Sales Terms and Conditions. You cannot continue until you have read and understand these terms. Note: This Sales Terms and Conditions Pop-up Window will only appear the first time you use the *Online Order System*. In future, it’s still recommended that you review them.

**24.** Click Yes, to confirm you have reviewed our Sales Terms and Conditions.(see Figure 16)

*Figure 16 : XYNYTH Sales Terms & Conditions Agreement*

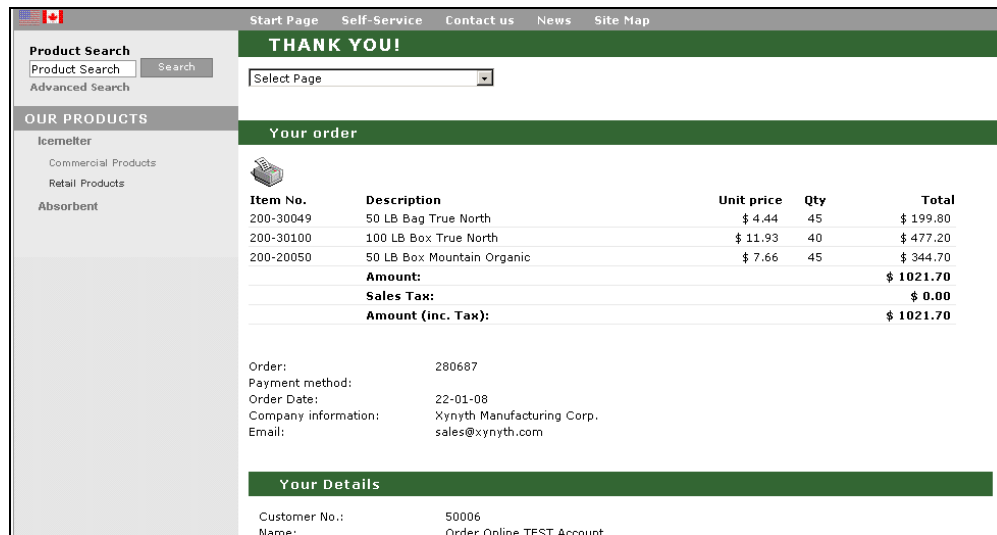


25. Review your details. If everything looks correct, click "Send Order". This process will send your order directly into our system.



26. Wait. The following "Thank You" page, (Figure 17) will appear: Your order has now been submitted..

Figure 17 : Order Details Summary



27. This is a final opportunity to see the order you've submitted to XVNYTH.. You can print a copy for your records from here, by selecting print from the File Drop-Down Menu. You will also receive a recap in an email you will receive from us.

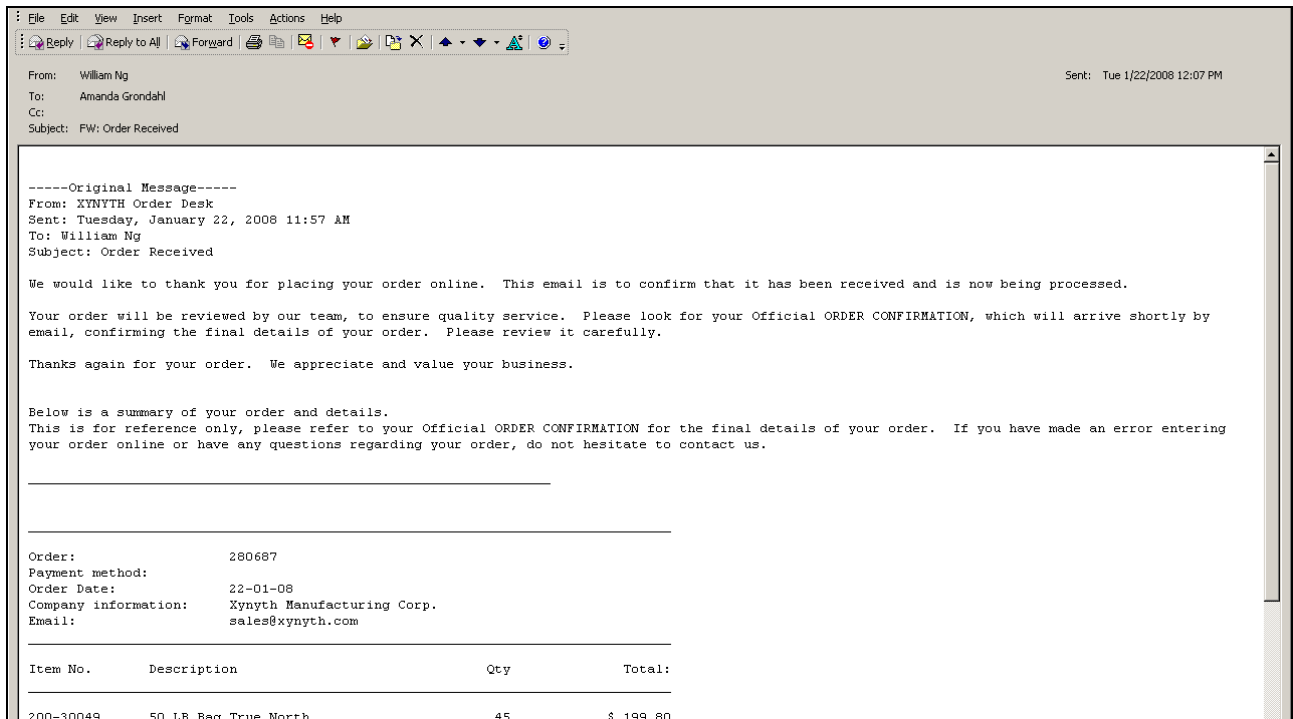
**28.**

Now two things will happen:

1. Our Order Desk Staff will receive a notification that you have placed an order online, and
2. You will receive an automatic email to confirm that Xynyth has received your order (called an Order Received Email, see Figure 18). Do not confuse the Order Received Email with the Order Confirmation email which will be sent shortly after placing your Online Order.

**The “Order Received” Email is not the same as the “Order Confirmation” Email.**

*Figure 18 : Order Received Email*



This acknowledgement email reiterates your order and confirms we have received it. Once your order has been reviewed, you will receive our standard Order Confirmation Email as well. Note: the Order Confirmation email, clearly states “Order Confirmation” on it, in large BOLD letter.

29. When you’re finished using the Online Order System, it is recommended that you Log-out. Do this by clicking the Log-out button at the top-right.

**Result**

Congratulations! You have successfully placed an Online Order using Xynyth’s Online Order System.

## Appendix A: FREIGHT OPTIONS

### Deliver:

Making a choice in this category implies that XYNYTH will help to arrange the freight.

- **Common Carrier Collect:** Order is FOB our warehouse. You ask us to ship your order via your specific carrier, where you will be paying the freight bill directly, without involvement from us. This option requires you to already have an account with your specified carrier and to have arranged with them to pickup the order from our warehouse. Please specify your carrier's name and phone number in the "Delivery Instructions", and our warehouse will call your carrier when the order is ready for pickup.
- **Prepaid and Charged:** Order is FOB our warehouse. You ask us to arrange the freight and add the freight charges onto your invoice.
- **Prepaid by XYNYTH:** Order is FOB destination (ie, your dock). This service is available only on full truckload orders. For Canadian customers, this means 60,000 LBS or approx.. 26 pallets. For US customers, a full truckload is 45,000 LBS or approx.. 20 pallets (weight restrictions may apply).

### Pick up:

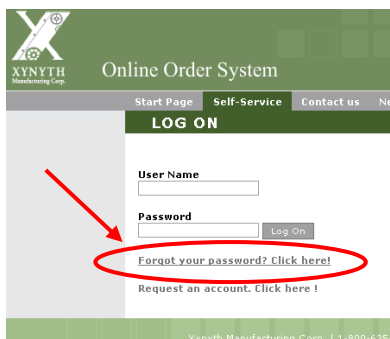
Choosing Pick up implies that XYNYTH is not involved in arranging freight.

- **Customer Pick-up:** Order is FOB our warehouse. You arrange your own freight – either by picking it up yourself, or by organizing some other carrier, without involving us.

## Appendix B: FORGOT YOUR PASSWORD

### To receive a new password:

- Navigate to the XYNYTH website ([www.XYNYTH.com](http://www.XYNYTH.com)) by entering the address into the address bar of your browser..
- Begin the "Order Online" process and click "Order Online" in the left menu, or the "Shopping Cart" on the right.
- Click the "Self-Service" Tab.
- Click "Forgot You Password".

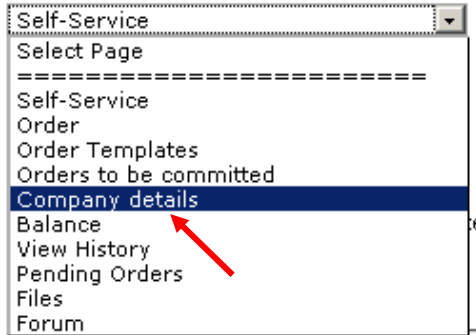


- Enter your "User Name" in the field provided. Your "User Name" is your account number with XYNYTH Manufacturing. A new password will be generated and emailed to the email address we have on file for you. *\*Remember, passwords are case sensitive\**

## **Appendix C: HOW TO CHANGE YOUR PASSWORD**

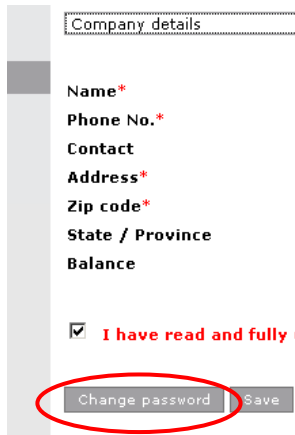
You can change your password to something easier to remember:

- Please follow steps 1 thru 8 in this “Creating an Order Online” SOP.
- In Step 9, click on “Company Details”.



*No subscription.*

- Please ensure all your company details are correct and up to date and make any necessary changes.



- Click “Change Password”. A Pop-up screen allowing you to enter your new password will appear.
- Enter a new password.
- Confirm the new password entered.
- Click “OK”
- You have completed the steps required to change your password.

<b>Department</b>	Sales & Marketing
<b>Department Category</b>	Customer Service
<b>SOP Number</b>	4.01.11.02.0
<b>SOP Release</b>	Version 02.0
<b>Created By</b>	Agrondahl
<b>Creation Date</b>	01/24/08
<b>Last Changed Date</b>	01/24/11
<b>Last Changed By</b>	TArmstrong
<b>Comments:</b>	