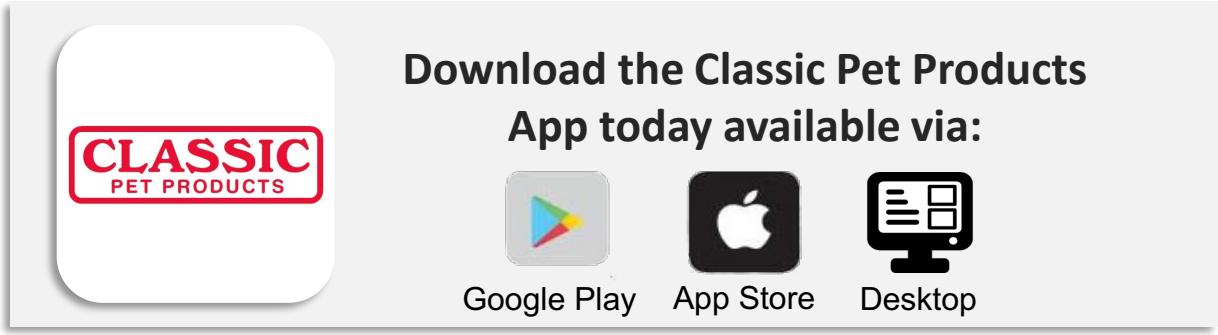
CLASSIC
PET PRODUCTS

Our Guide to

online ordering



Visit ***www.classicpetproducts.co.uk*** or search '***Classic Pet Products***' in the app store

Offers & Browse | **Basket** | **Shopping Lists** | **History** | **Favourites**

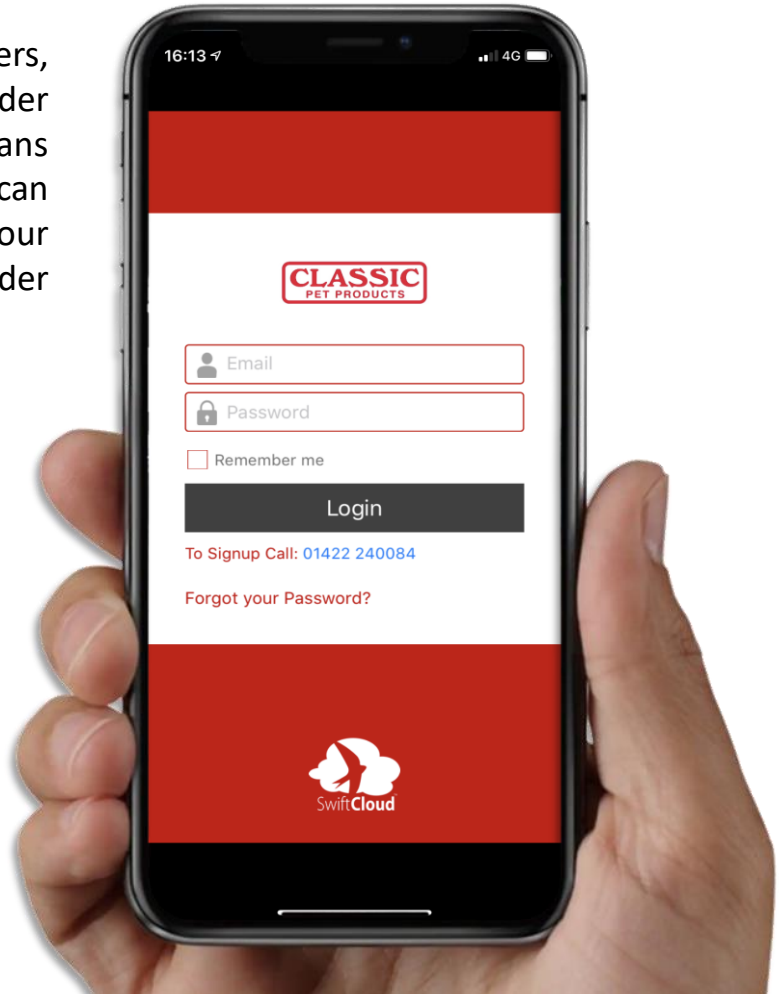
Relax, now you can order any time, any day.

Although we are always happy to stay as late as possible to take your orders, we understand that sometimes business is just too busy to get your order placed before closing. Our new online ordering app and desktop site means that you can now place your order whenever it suits you. In fact, you can now do much more than that too! Share a team shopping list, jump to your favourite items, quickly repeat a previous order or print out your past order details – all easy and at your own convenience!

We hope you find this guide helpful and we are confident that once you have registered our app will speak for itself.

For queries though, we're here to help:

E: appadmin@classicpetproducts.co.uk
T: +44 (0)1422 240084
W: www.classicpetproducts.co.uk/appadmin



How to get going

Email: appadmin@classicpetproducts.co.uk

Provide us with business name and telephone number.

We will send you an...

Email to download the app including your username and password information

You're ready to start ordering!

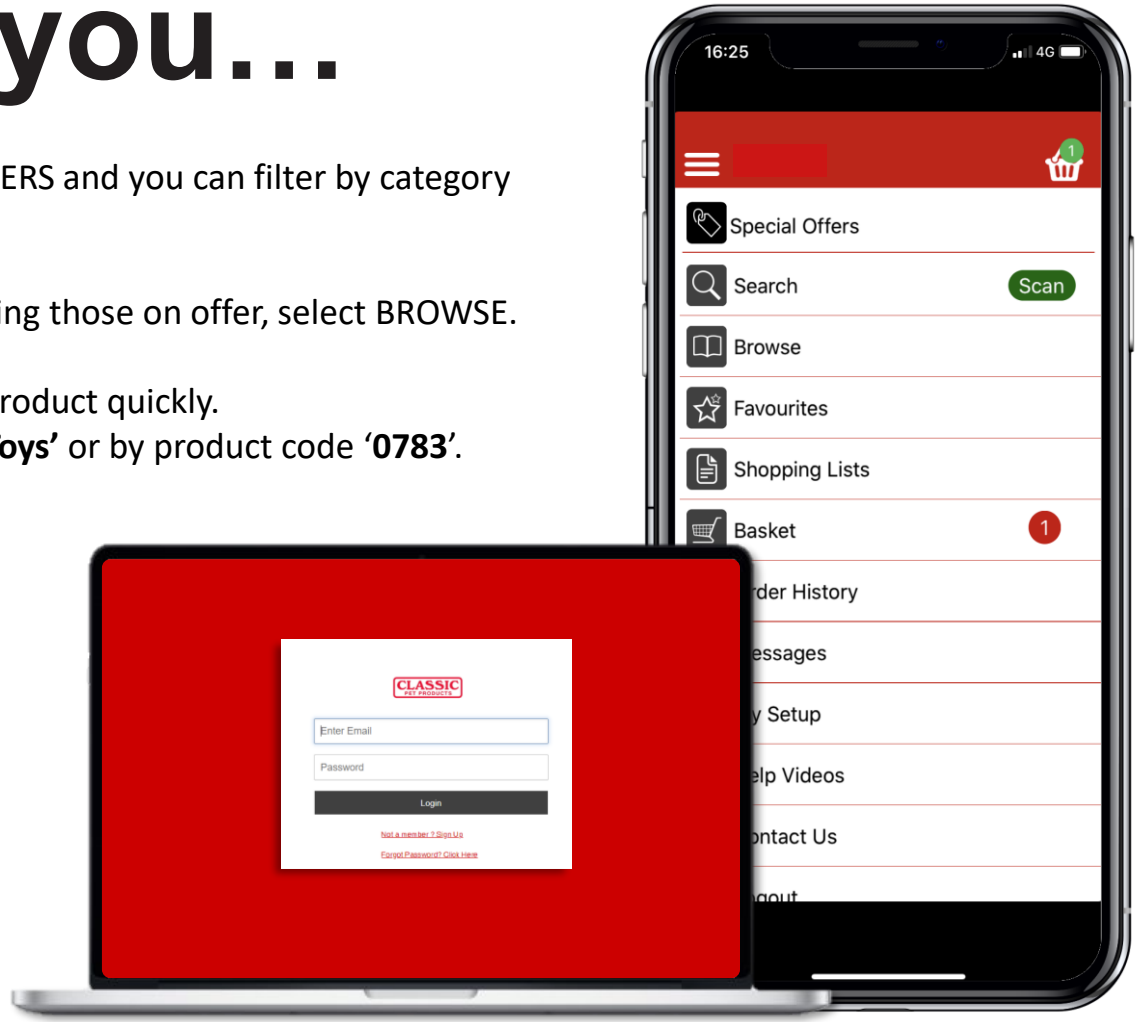
CLASSIC
PET PRODUCTS
Watch out for our incentives and promotions for new and loyal customers
BE SURE TO REGISTER
SO THAT YOU DON'T MISS OUT!

OFFERS & BROWSE

CLASSIC PET PRODUCTS

It’s simple!
We’ll show you…

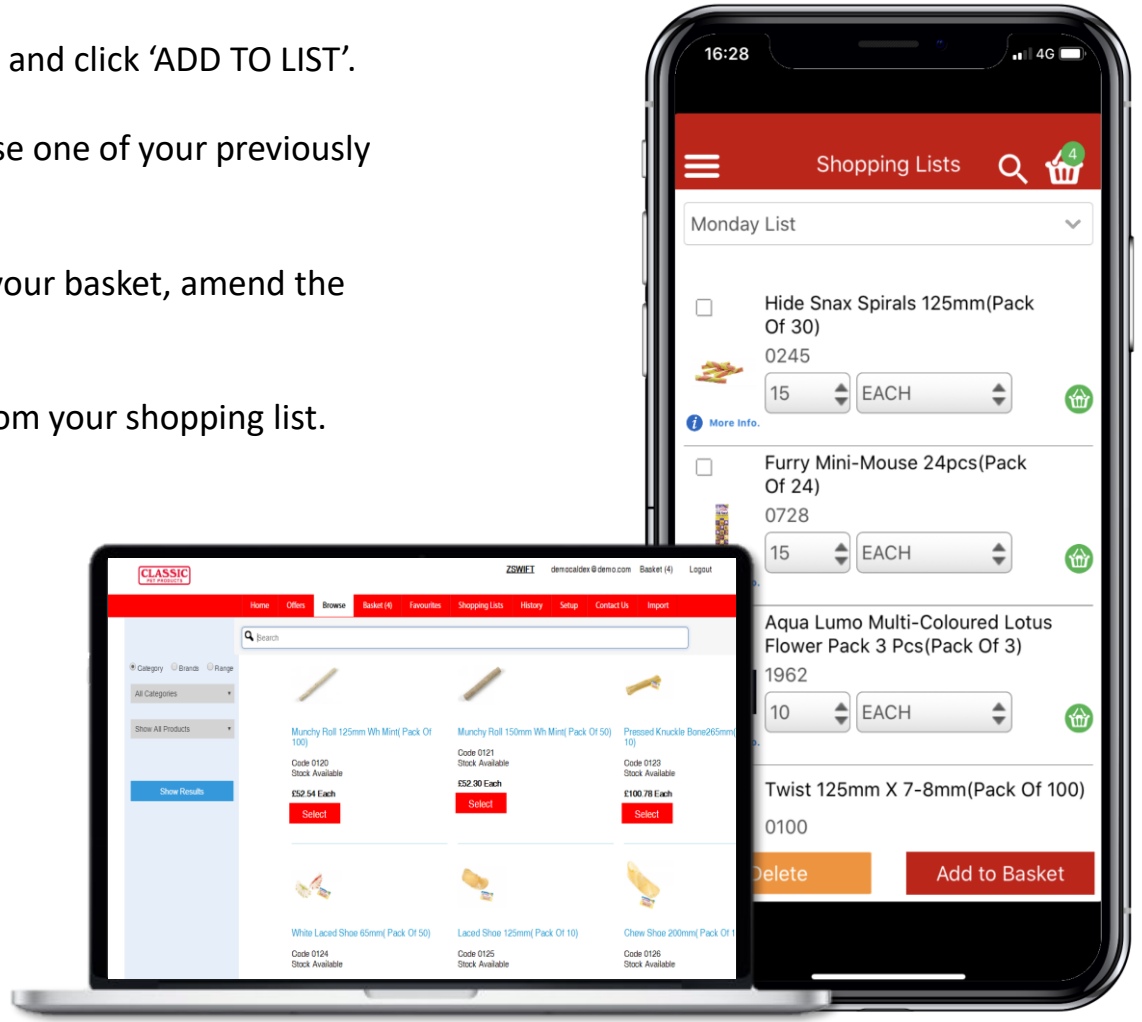
- To see our special offers, select SPECIAL OFFERS and you can filter by category menu.
- To browse our full range all products, including those on offer, select BROWSE.
- Use the ‘SEARCH’ feature to find a specific product quickly.
  Either by product description such as **‘Dog Toys’** or by product code ‘**0783**’.



SHOPPING LISTS

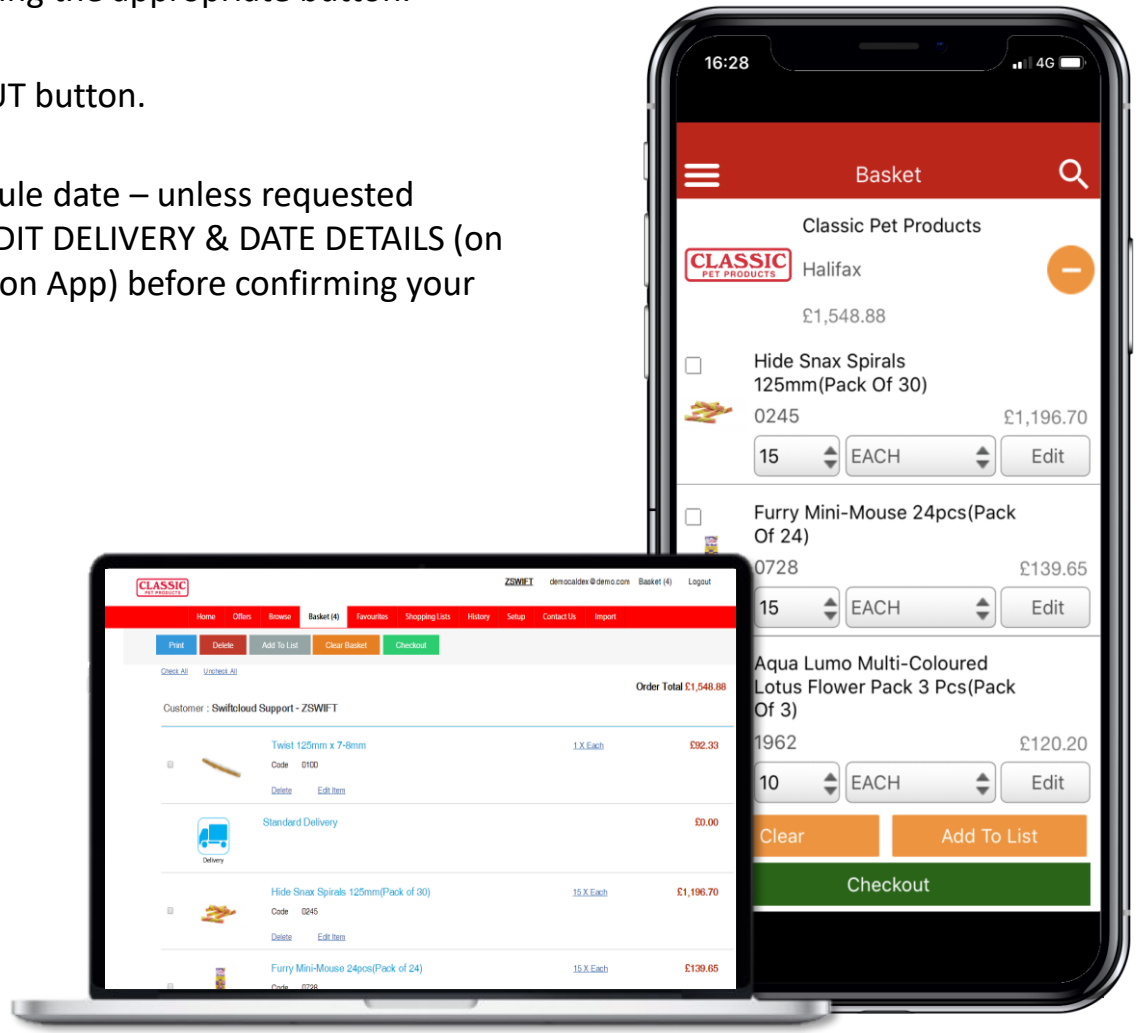
For items you regularly order, it's quicker to create a Shopping List. You can give your list different names, such as 'Monday Order'.

- To do this, tick the items when in your basket and click 'ADD TO LIST'.
- Use the pop-up box to create names or choose one of your previously named lists to add into.
- To add specific items from a shopping list to your basket, amend the quantity then select ADD TO BASKET.
- Use the 'Delete' button to remove an item from your shopping list.



BASKET

- Click the BASKET page to see its contents, plus your order total so far.
- Delete items or add them to a shopping list using the appropriate button.
- To place your order, select the green CHECKOUT button.
- Your order will be delivered on the next schedule date – unless requested otherwise. To schedule a different date click EDIT DELIVERY & DATE DETAILS (on desktop) or the ESTIMATED DELIVERY button (on App) before confirming your order.

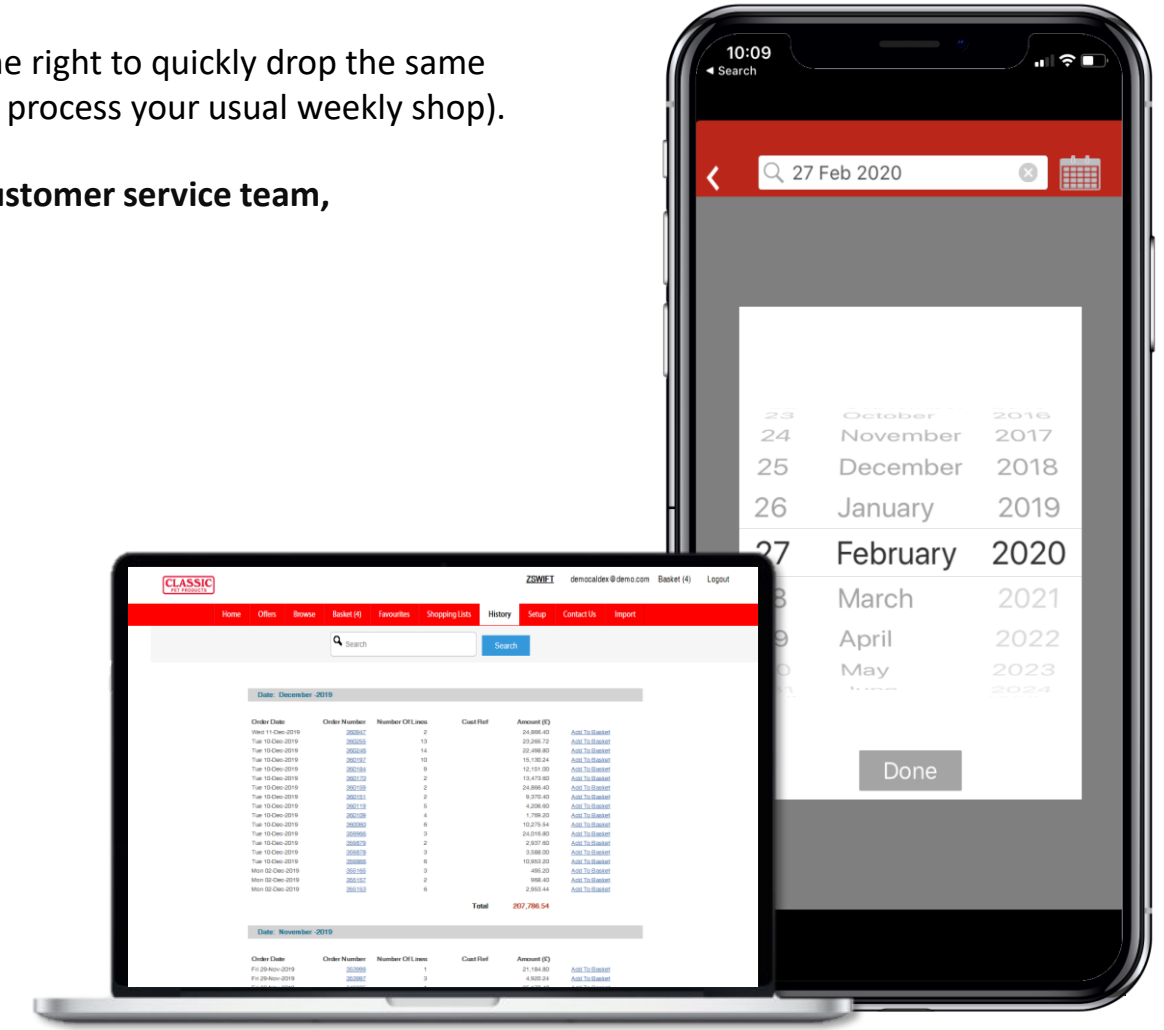


HISTORY

View details of past orders either by looking through the list shown, by searching the order number or your customer reference.

- You can also use the ‘Add to Basket’ link on the right to quickly drop the same items into your basket (a great way to quickly process your usual weekly shop).

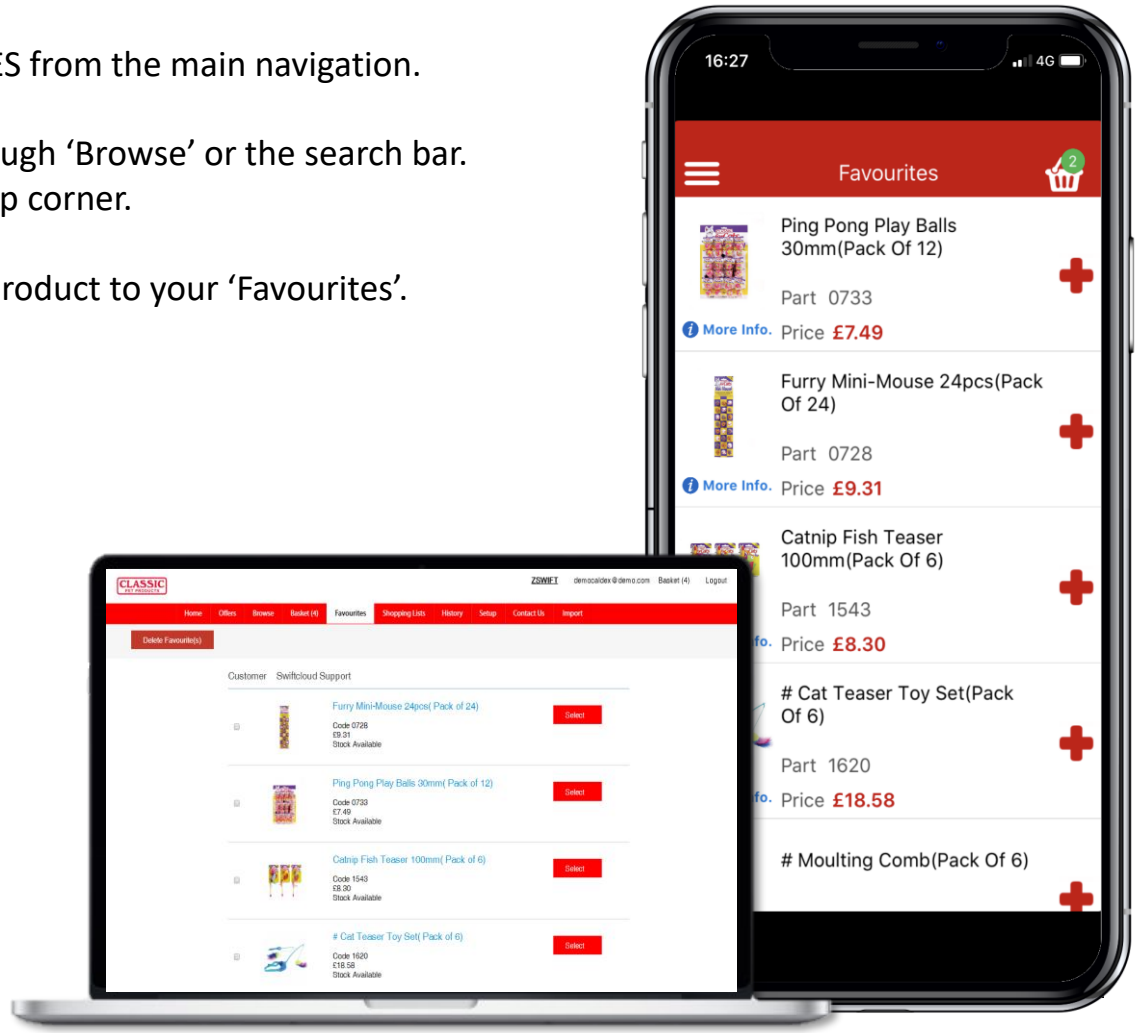
Note: For order amendments contact the customer service team, these cannot be edited using the app.



FAVOURITES

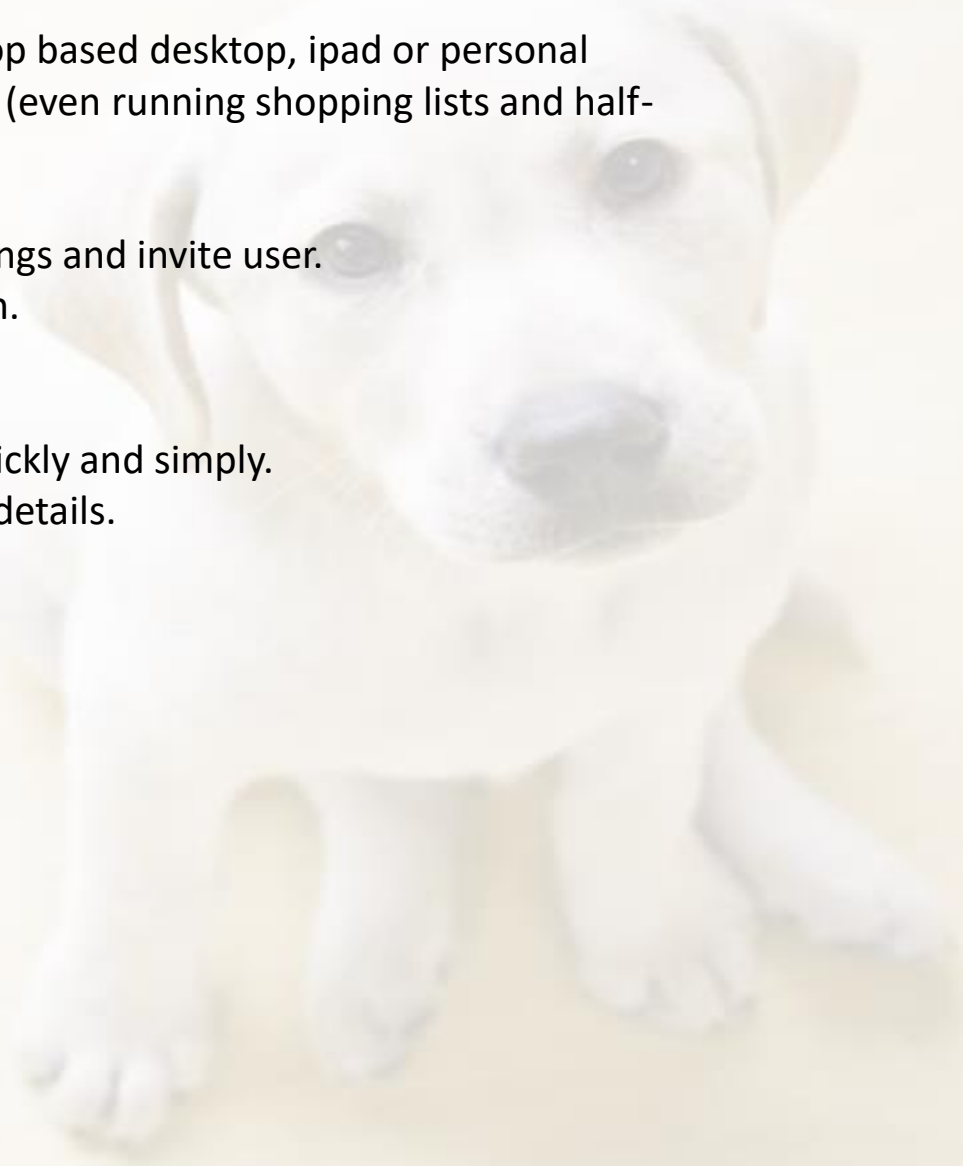
Add items to a ‘Favourites’ list to quickly order items you regularly use.

- To view your favourite items, select FAVOURITES from the main navigation.
- To add a product into ‘Favourites’ locate it through ‘Browse’ or the search bar. Click ‘Select’ and you’ll see a grey star in the top corner.
- Click the star to turn it **GOLD**, which adds the product to your ‘Favourites’.



TOP TIPS

- **Do you jump between different devices,** such as a shop based desktop, ipad or personal mobile? If so, it's good to know that your order details (even running shopping lists and half-ready baskets) will transfer across instantly.

- **To add a second user to an account,** simply go to settings and invite user.
  We will ensure a password is swiftly on its way to them.

- **Accessing multiple Classic Pet Products accounts?**
  We can set you up so that you can order from each quickly and simply.
  Just email **appadmin@classicpetproducts.co.uk** with details.