Placing an Order

Summary

An order goes through four stages: finding items, adding to cart, proceeding to checkout, placing a binding order.

There are several ways for the first two stages. The last two are straightforward.

If you already know the item number, you can skip the first stage and enter the item directly in the cart. See *Directly in the cart via the item number*.

1. Finding items

Four ways lead to the item list:

Way	Procedure
Product search	Enter search term and confirm with Enter
Categories	Click a category — the item list loads
Highlights	Click a highlight entry, if available. See note below
Container	Click a slider or float container, if it links to an order template, a product group or an item

> **Note on highlights:** If a highlight entry has a **submenu**, clicking the entry itself **does not** load an item list — it only opens the submenu. Only clicking an entry in the submenu leads to the item list. With categories it is different: there the first click already loads the list.

2. Adding items to the cart

Four ways lead to the cart: from the result list, via collective adoption, from the item detail page or directly in the cart via the item number.

From the result list

Each line of the result list has a quantity field and a cart icon.

1. Adjust quantity using **−** and **+**.
2. Click the **cart icon**.

Adopt all items of the view

Below the result list is the button **Apply all**. It adds all items of the **current view** to the cart.

> **Note:** Exactly what **is on the screen** is adopted — the current page of the current view. Three things determine the result: the chosen **category**, the filter **product immediately available** and the setting **items per page**. With 50 items per page, at most 50 go into the cart, even if the category contains thousands.

> **If "*Not all items could be added to the cart.*"** appears in red, at least one item could not be added this way — for example a **matrix item** or a locked item. The others are in the cart. The message does not say which is missing; you add matrix items via **Open matrix**.

From the item detail page

1. Click item in the result list to open the detail page.
2. Adjust quantity.
3. Click **Add to cart**.

Directly in the cart via the item number

If you know the item number, you do not need to search for the item.

1. Open the cart via the **cart icon at top right**.
2. Enter **item number** and confirm with **Enter**.

3. Click the **cart icon** to add the item.

If the item number is incorrect, an error message appears.

This is the fastest way for an order from a list — you stay in the cart and do not have to switch between item list and cart.

Exception matrix items

A matrix item **cannot** be added to the cart from the result list.

1. Click item in the result list to open the detail page.
2. Click **Open matrix** — for a matrix item this button appears instead of *Add to cart*.
3. Enter quantities in the matrix entry.

The matrix has its own operation — see Ordering matrix items.

3. To the cart

The cart is opened exclusively via the **cart icon at top right**. There is no other way.

There are five buttons in the cart:

Button	Effect
Proceed to checkout	leads to order completion
CONTINUE SHOPPING	back to the shop, the cart remains
Live price enquiry	lets the ERP system calculate prices, if enabled

> **About Live price enquiry:** Trigger this **last** when the cart is complete. Any change afterwards — adjusting quantity, adding or deleting items — resets the determined prices, as does reloading the page with **F5**. Then you must trigger the enquiry again. | Empty cart | removes all items | | Excel Upload | reads items from an Excel template, if enabled |

Also in the cart is the input field for the **item number** — see above — and, if enabled, the field for the **coupon code**.

4. Order completion

Order completion is **a single page**. There you fill in the released fields — depending on configuration, for example delivery address, picking text or your order number.

The order is sent with **Place binding order**.

> **If you do not see prices or the order does not go through:** Contact your contact. Your customer account may be locked in your shop operator's system — this cannot be seen or lifted in the shop.

> **Attention:** As long as you have not clicked **Place binding order**, you can only return to the cart via the **browser's back function**. There is no back button in order completion.

5. Confirmation

After sending, a box appears with the confirmation and your **order number**, below it the button **CONTINUE SHOPPING**.

Note the order number if you have enquiries about the order later.

You will also receive a **confirmation by email**. Your contact in the backoffice is informed in parallel.

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