

# WILDHEARTS OFFICE ONLINE USER GUIDE



WildHearts  
Office

## FEATURED IN THIS GUIDE:



Customer Admin Control



Enhanced Search Facility



Advanced Authorisations



Reporting



Budgets and Costs  
Centre Control



Order Templates

## TAKE A LOOK AROUND.

Learn all about the features and benefits of using WildHearts Office Online.

## GET STARTED.

Easy to set up, lots of tips and simple to use.

## SEE WHAT YOU CAN DO.

Review live stock updates, evaluate budgets and authorisations. Analyse your sales history and even personalise your home page.



Furniture



Office  
Supplies



Print



Workwear



Workplace



[www.wildheartscorporate.easyorder.eu](http://www.wildheartscorporate.easyorder.eu)



03333 20004



[support@wildheartscorporate.com](mailto:support@wildheartscorporate.com)

# WELCOME

Thank you for choosing WildHearts Office to order your business supplies. With a simple to use interface you will find searching for products, placing orders and tracking your online spend easy to learn. Whether your company is a large corporate or a smaller enterprise we've designed our system to meet your requirements and frequently evolve the software behind the scenes to improve your user experience. We hope this guide provides you with enough detail to begin shopping online with confidence. Should you have any questions however, please don't hesitate to get in touch.

## MEET YOUR WILDHEARTS OFFICE SUPPORT NETWORK:



Customer Services  
03333 200004

- ♥ Amend order
- ♥ Delivery not arrived
- ♥ Incorrect product received



Account Manager

- ♥ Questions about your account
- ♥ Invoice/billing queries
- ♥ Contractual amends/updates



Ebusiness  
Support@wildheartscorporate.com

- ♥ Add/amend online users
- ♥ Add/amend authorisations
- ♥ Any online system questions

### NOT SETUP?

- ♥ Simply follow the steps you have been sent by email and you should be ready to go. Not received the emails? Please contact eBusiness.

Every £5,000 you spend with WildHearts Office funds 10 'Love to Learn' education packs, WildHearts global literacy programme, impacts 20 lives in the developing world through WildHearts Microfinance and supports the ongoing delivery of Micro-Tyco, WildHearts' multi-award winning enterprise education programme, free of charge to young people across the UK. Over 35,000 have participated to date.



“

I got an apprenticeship because of Micro-Tyco.

JAMIE MAGUIRE | School Excluee | Arnold Clark apprentice, UK

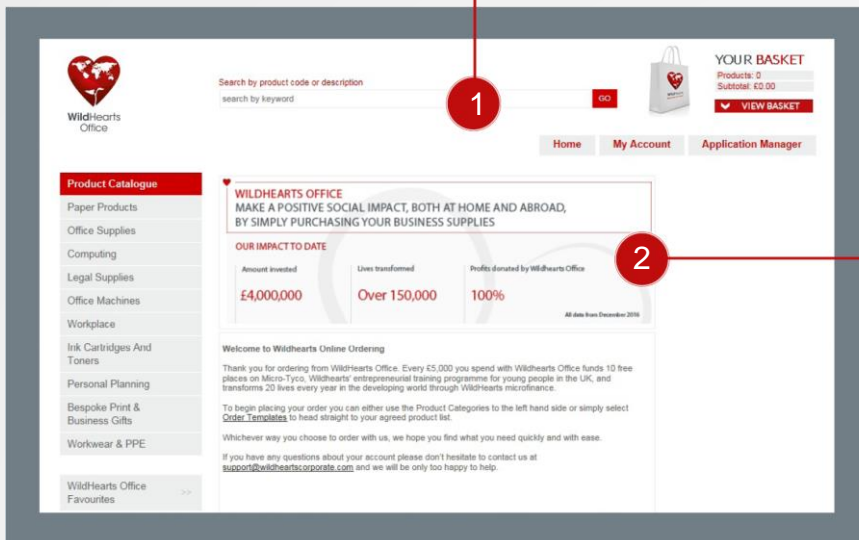


“

I used my micro-loan to start a weaving business. Now it is so successful I employ 25 people and have a wholesale and retail arm. My neighbours tell me I'm a role model.

MARIA SICAJAN SICAY | Weaver, Guatemala

# NAVIGATING THE HOME PAGE OF WILDHEARTS OFFICE ONLINE

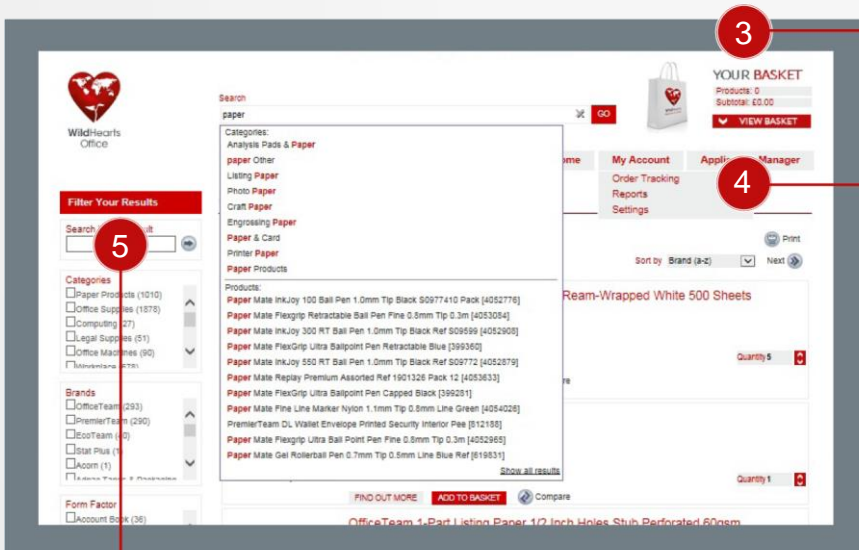


## 1. Search for products

Our intuitive search facility allows you to find an item either by product name, product code or brand name using our smart search function.

## 2. Welcome message

You can personalise this section of the site to suit the message you want to share with your teams. Please contact the eBusiness team to create this.



## 3. View basket and checkout

This area allows you to review your basket of products. Once you have selected what you want to purchase you can view or edit the products in your basket and finalise the checkout process with a simple click of the 'Next' button.

## 4. View orders

Previous Orders – Review previous orders which are registered on your account and check their status and order content.

Speed Orders – Know product code and quantities you want to order, simply pop into the form and place your order.

Order Templates – Create your own order template with popular items and go to the template when placing an order.

## 5. Navigation panel

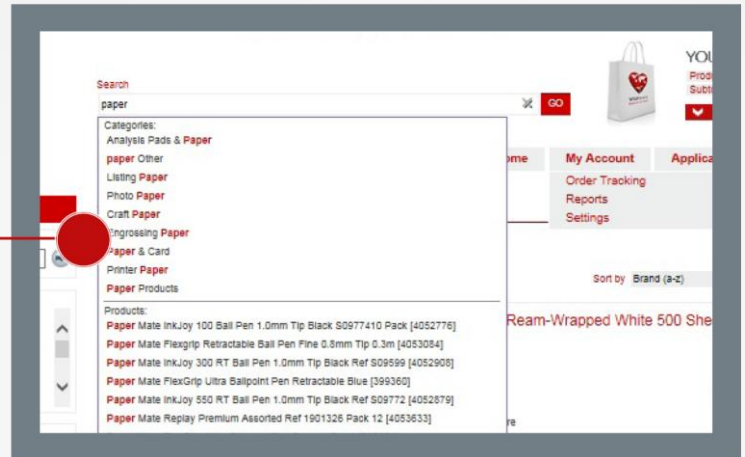
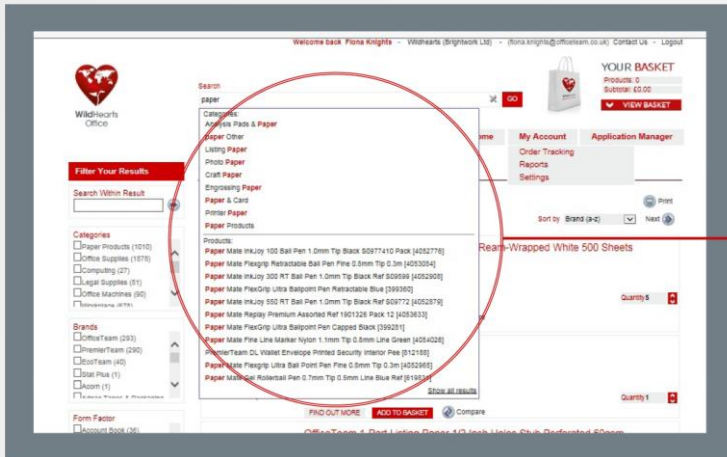
Search and filter products by either product code and description where it takes seconds to find the product you want. There are different filters you can add to narrow down your search criteria.



# WILDHEARTS OFFICE ONLINE SEARCHING FOR A PRODUCT

- You have the options to search by product code or by product name. Within seconds the system will have pulled a list of products which match your search criteria.

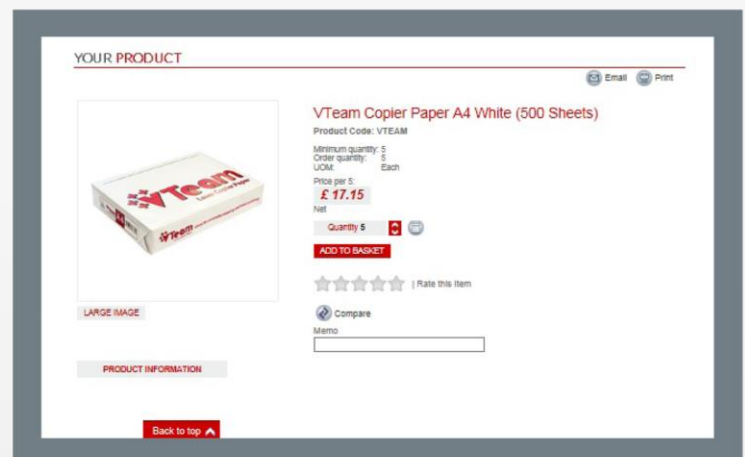
- You will then be able to drill down further to narrow down the search by filtering the results.



# WILDHEARTS OFFICE ONLINE PRODUCT VIEW & PLACING AN ORDER

Within the product page the following information is available

- Stock quantity
- How many of the item comes in the pack
- Product description
- Product specification
- Green alternatives
- Minimum order value
- Calculator to work out your price in accordance to your quantity
- Related products



## HAVING DIFFICULTIES?

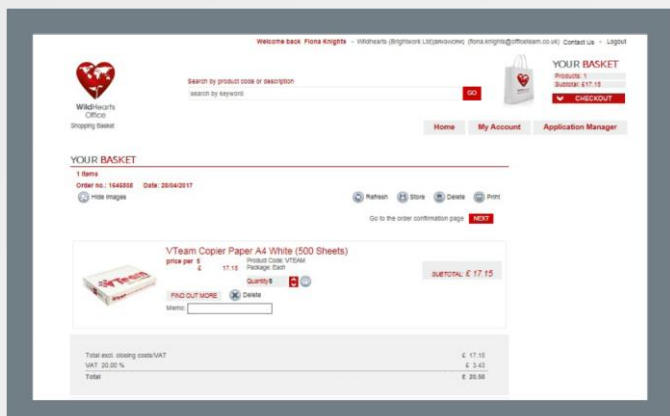
If you are having difficulties accessing your online ordering site, we have a dedicated team on hand to assist.

Contact our Online Support Team at: [support@wildheartscorporate.com](mailto:support@wildheartscorporate.com)





# WILDHEARTS OFFICE ONLINE MY BASKET AND CHECKOUT



## Shopping Basket

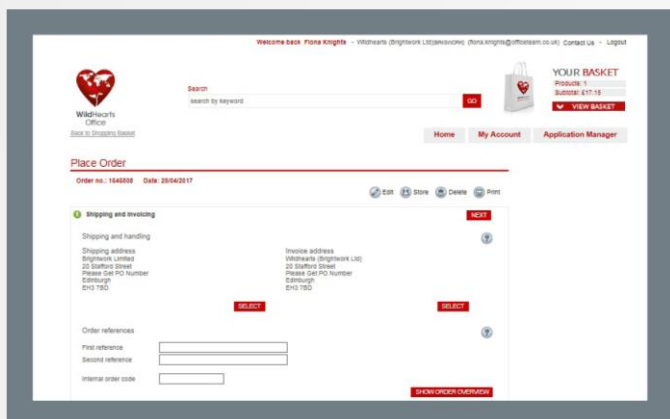
The online shopping basket is your last chance to review your order. Giving the option to change colour and quantity, allowing you total control of your order

## Delivery addresses

When confirming an order you will have the option to set the delivery and invoice address based on preset settings. When the addresses have been set, the user has the option to set their cost centre. As with the addresses, users can be restricted to one or more cost centres, therefore reducing the requirement for the user to select the appropriate cost centre value.

## Did you know...

Customers can place orders to be delivered on a specified date, By default, all orders will be placed for next day delivery, however the new ordering system allows WildHearts to create delivery windows specific to clients. This means that between WildHearts and the client, we can build orders for delivery on specific days. The ability to do this enables seamless deliveries over holiday periods and busy times.



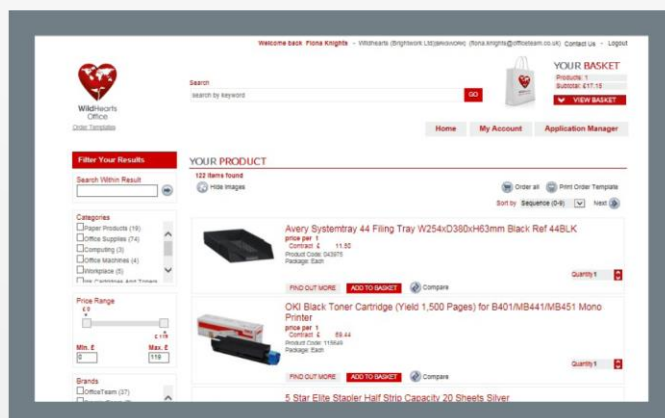
# WILDHEARTS OFFICE ONLINE ORDER TEMPLATES

You can create a list of products that you purchase on a regular basis, which gives you quick access to their items when needed. Templates can be created by department or product sector or both. You can also split your contract and non-contract items in to separate templates if required

- ♥ Bespoke print products
- ♥ Business cards
- ♥ Product list by department

You will have control of:

- ♥ Administration
- ♥ Manage users
- ♥ Restrict template/users



We hope you have found this guide useful, if you would like to find out more please contact your Account Manager.





[www.wildheartscorporate.easyorder.eu](http://www.wildheartscorporate.easyorder.eu)



03333 200004



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Office