### ORDER SUPPLIES ON THE RED BANK CIDER SECURE WEB SITE

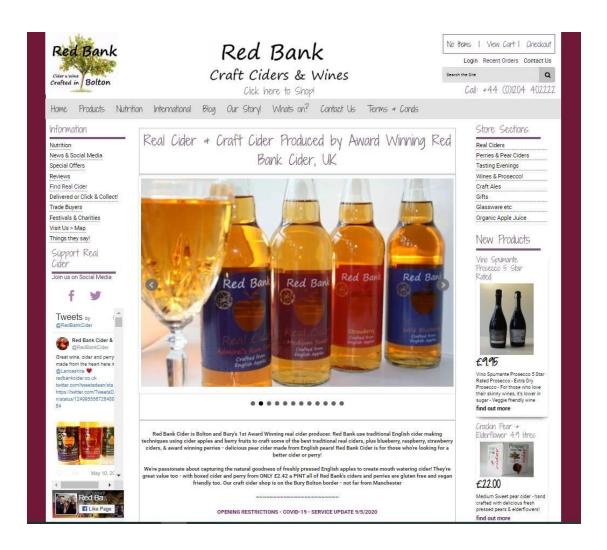
Welcome to Red Bank Cider's HOME PAGE. Add PRODUCTS to your CART in just 3 clicks.

PASSWORD SECURITY - If you've a PayPal Account with PayPal "One Touch" you don't need to login!

If you've ordered before simply **LOGIN first** - it saves time. PASSWORD / USER ID not found?

Passwords are sensitive – being just digit out is all it takes to cause frustration, so Passwords can be reset easily from the same device you made the request.

**TO ORDER** – click **PRODUCTS** at the top or **STORE SECTIONS** on the right hand side. Products are divided into the main types e.g. Real Cider or Craft Ales. Choose a product type e.g. **REAL CIDERS** 



There are fruit ciders, and traditional ciders. E.g Rasputin is a traditional cider - click **TRADITIONAL** 



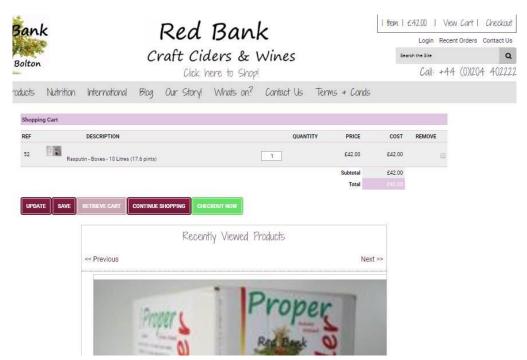


Click to Select the Product – e.g **Rasputin** .....

And then the green button... **ADD TO CART** 



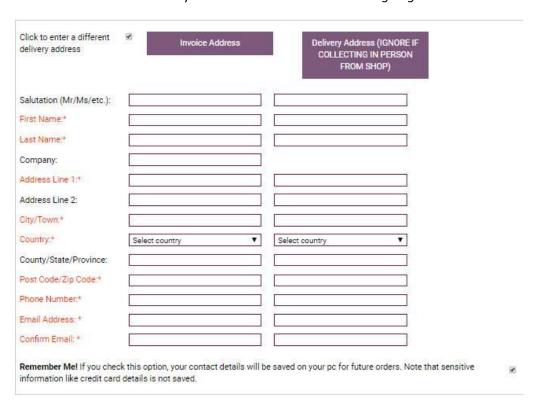
Click CHECKOUT NOW - Enter your details required for ordering and payment processing.



DELIVERY ADDRESS Ignore Delivery Address unless you require a different delivery address.

**Tick the box** [ ] Top left and it will show the delivery address.

**For "Click & Collect" and account holders IGNORE the ADDRESS IF COLLECTING** – and don't be offended if it fills the delivery address – it assumes it must be going somewhere!



# "CLICK & COLLECT"

If you are "Click & Collect" simply ignore any address duplication. The system logically assumes there must be a recipient address and sets it to the Invoice Address, even if you're collecting. (Confirmation emails will have a delivery address for this reason).

**PHONE NUMBER** – is required for delivery updates e.g. a text saying when your parcel is due, and so we can ring you if there is a problem.

Remember: To assist delivery enter the delivery Phone Number / Email or ensure you forward these on if you have not put the recipient's email or contact number.

Click **PROCEED**. If something has been missed it's important that we will let you know.

Your Browser will take you to a Secure CREDIT CARD MERCHANT e.g. PayPal or WorldPay

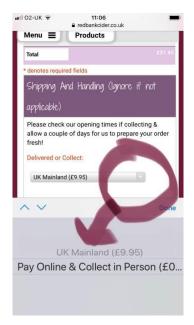
If the order is going to a different delivery address we recommend use the WorldPay option.



## **CLICK & COLLECT on mobile phones**

It's pretty much the same but of course it's a lot easier to miss type passwords and email addresses etc.

The Delivery / Collect Option is a drop down menu which APPEARS AT THE BOTTOM of your screen!



# Log in to PayPal With a PayPal account, you're eligible for Return Shipping on Us, Buyer Protection and more. Iee@redbankcider.co.uk Forgotten your password? Stay logged in for faster purchases ? Log In Log In Pay by Debit or Credit Card Cancel and return to Red Bank Cider (PROASSET LTD t/a)

## **PAYPAL**

To pay by CREDIT/DEBIT CARD **click that option...** There's no need to LOG IN or create Paypal accounts.

PASSWORD SECURITY - If you've a PayPal Account PayPal One Touch you don't need to login!

## **PAYPAL ADDRESSING - KNOWN ISSUE**

If the order is going to a different delivery address – we recommend use the WorldPay option.

If you've entered a different delivery address on PAYPAL – it will bring that up – it's designed that way due to the way Paypal processes transactions and shipping. Simply correct the address for the card details manually, and proceed.

PAYPAL ACCOUNT HOLDERS - it may try to save you time by not showing the Pay by Credit Card Option

## **ACCOUNT VERIFICATION**

When you set an account up and order, for security reasons, we have to verify it so it may not let you log back in straight away. Please contact us if you need us to upload verification quickly.

Passwords are sensitive – being just digit out is all it takes to cause frustration. If needed, Reset your Password from the same device you made the request.

We hope this is helpful, if you're struggling please contact us, email a screen print or details to <a href="lee@redbankcider.co.uk">lee@redbankcider.co.uk</a> and we will try to help you as soon as we can.

Thank you for supporting a small business!