



Web ordering quick reference **user guide**

1. Log in

The **OTC Direct web ordering site** can be accessed via www.websales.otc-direct-ltd.com

As a secure site, you will need to use the email address that was provided at your registration. For security a new password will be sent via an automatically generated email. This password can be changed via the **“My Account”** tab at the top of your page.

2. Placing an order

You can add products to your basket in three simple ways.

- 1) Search the store with the **“Search”** bar above the **“Quick Add Product”** function. You can use letters, numbers, PIP codes, and full or partial product names.
- 2) On the right-hand side of your screen you can see the **“Quick Add Product*”** function. If you know the **PIP code** of the product you want, you can just enter your desired quantity, and add it to your basket.
- 3) To use the **“Quick Ordering”** function on the navigation bar, enter the desired product **PIP code**, or part/all of its name into the search bar. From there, you can quickly see all information on the requested product and add it to your basket.



You can edit your basket by clicking on **“My Basket”** on the navigation bar at the top of the page.

3. Checkout



The checkout option can be found in the navigation bar at the top of the page. You will then be taken through the quick and easy checkout process.

Please note that stock will be allocated at the point that we receive your order.

4. Change your password

Your password can be changed via the **"My Account"** option in the navigation bar. **"Change Password"** can be found under the heading **"Account Information"**.

You will be asked to enter your new password in twice to check for any spelling errors or typing mistakes.

5. Logging out

To ensure that the ordering process is secure, speedy, and safe the website will automatically log you out after extended periods of inactivity (60 minutes). Any items added to your basket and not ordered will be saved for the next time you log in.

Please note that stock will not be allocated until the order is received.

You can also manually log out with the **"Log Out"** tab in the navigation bar. Again, any items in your basket will remain there until you are ready to transmit your order.

6. Additional information

6.1 System requirements

- You will need a broadband connection.
- An ideal screen resolution of at least 1024x768.
- The web ordering site has been tested with Microsoft Internet Explorer (versions 7 and later), Google Chrome, Firefox and Safari. We are unable to guarantee the performance in any other operating platforms.

6.2 Hours when the website is available

The site is available **Monday to Friday from 9am to 7pm**. Outside of these hours, it is likely to be available, but this is not guaranteed.

Orders received up to your usual cut-off time will be despatched the next working day.

Our working days are Monday to Friday excluding Bank Holidays.

Contact us; asking for the **Web ordering support team** using the normal telesales number **0800 169 2305**, or by **email websales@OTC-Direct-Ltd.com** during the above working hours.