

WILLOW GROUP LTD

WEBSITE INTRODUCTION

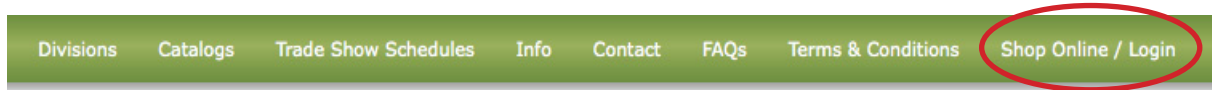
HIGHLIGHTS AND FEATURES FOR ONLINE ORDERING

LOGGING IN

Navigate to our website by using the web address below

www.willowgrouppltd.com

To get to the ordering section click on "Shop Online / Login" in the main navigation bar.



If you're an **existing customer** follow the instructions on the following page (also available on the ordering homepage).

If you're a **new customer** please contact Customer Service to open an account or to create login access. Our staff will be glad to assist you with your purchase.

Customer Service

Monday - Friday

8:00 am - 5:00 pm EST

Email: customerservice@willowgrouppltd.com

Phone: 800.724.7300

Fax: 585.344.0044

EXISTING CUSTOMER LOG IN

USERNAME:

Log in by using your unique contact number printed on your mailing label, packing slip and to the left of your company name on your recent past invoice.

Mailing Label Example

*****AUTO**5-DIGIT 14020
604 F-3 P32
CONTACT #82278 #

Packing Slip Example

SPECIAL INSTRUCTIONS:
REGULAR ORDER
82278
R114685

Invoice Copy Example

WG Skalny
Avery Imports
Willow Specialties
WillowGroup

Bill to:
R999999
82278

PASSWORD:

Your password consists of the following 3 parts: (1) The first three characters of your company name in upper case with no spaces, as it appears on your mailing label or invoice, (2) A period, and (3) Your area code.


Examples:

Baskets By Willow Group BAS.800
Zzzome Containers & Vases ZZZ.555

ITEM SEARCHING AND DETAILS

SEARCHING:


Use the search field to display items. Type in partial or whole item numbers, or a word from the description and hit the search button to the far right.

● Item# ● Description ● All
 ...Narrow by Category... 

ITEM DETAILS:

Click on any image for item details including available quantity, substitutions and ETA information. Or if you know what item you want, just enter the quantity and add to cart.

RECT POLY-LINE TRAY~ Item Number: 4125



List Price: \$2.30
Your Price: **1** \$1.73

2 Total On Hand: 1378 (EA)

Qty (EA) **Add To Cart**

Minimum order qty: 12

4 Add to Favorites

Substitute Items

Item #	Description
3 4125BK	RECT POLY-LINE TRAY - BLACK

Qty Breaks

Qty	Price
120	\$2.10

Estimated Time of Arrival

On Order	Backordered
1200	0

5 10 L 7.5 W 3.5 H

Features:

- 1** Any contract pricing for selected customers will be reflected in your price.
- 2** The total on hand = total available. If quantity above total on hand is ordered, an order exception will appear (see page 6).
- 3** Clicking on the substitute item number will directly pull up item detail for that item number.
- 4** Choosing "Add to Favorites" will add item to *My Favorites* tab.
- 5** Dimensions are available under the picture.

WEBSITE FEATURES

[Logout](#)

[HOME](#)

[MAIN WILLOW PAGE](#)

ITEM LISTING

- [Our Favorites](#)
- [My Favorites](#)

ACCOUNT

- [Account Profile](#)
- [Recent Orders](#)
- [Invoice History](#)

ORDER FORMS

- [Use Order Form](#)
- [Create New Form](#)
- [Modify Existing Form](#)
- [Grid Item Entry](#)

PROMOTIONS

- [Web Specials](#)
- [Small Gift Basket Selection](#)
- [Valentine's Day Essentials](#)


CART TOTAL

Lines:

Items: 0

Total: \$0.00

[View Cart](#)



FREE chat by Volusion

ITEM LISTING:

Our Favorites: These are favorites for the entire account. Click this link if a Willow Group representative has selected items for you to review.

My Favorites: These are favorites for the logged in contact. You can build a wish list by tagging items you like as a My Favorite. Items are saved each time you login. To remove click the X to the far right. To order type your Qty and click Add To Cart. You can add items to your favorites at any time by clicking on "Add To Favorites" in the item detail screen.

ACCOUNT:

Account Profile: This is where you can find general information about the account as well as aging and any unpaid invoices.

Recent Orders: Click here to see the status of any current orders that have not been invoiced and any backorders.

Status Key: *Entered* = order was input by customer service

Picking = order has been released to the warehouse

Shipped = order shipped that day. Invoicing information will be available the following business day.

Invoice History: Here you can find printable versions of invoices and credit memos. Select the invoice number to reprint an invoice copy and to access tracking numbers and freight charges.

ORDER FORMS:

Create New Form: To create order forms put items into a cart, then click Create New Form and name it.

Once forms are created they may be used, modified or deleted at any time by clicking on

Use Order Form or *Modify Existing Form*.

Grid Item Entry: Here you can find blank order forms with 50 open spots for item numbers and quantities.

PROMOTIONS:

Click on any of the links below this title to see the items we are promoting. New seasonal items that possibly didn't make it into the seasonal publication, or special time sensitive discounted sales are types of items that will be displayed in this section.

SHOPPING CART

CART TOTAL:

Click on View Cart to view final prices and quantities. You may return to shopping, check out, change quantities and update cart or delete cart. The cart **MUST** be checked out or deleted (**COMPLETE IT OR DELETE IT**). Make sure to verify item numbers, quantities and prices before you check out.

Cart

Printable Form

ItemNo	Description	AmtOrdered	UOM	B/O	Price	Ext. Price	Remove
5013	RECT BAMBOO TRAY	400	EA	0	\$0.75	\$300.00	X
Page:							

Subtotal:	\$300.00
Tax:	\$0.00
Total:	\$300.00

- [Back to Shopping](#)
- [Update Cart](#)
- [Delete Cart](#)
- [Checkout](#)

If you get an ordering exception you must choose to change the quantity to the quantity available or lower, backorder, substitute the item or delete the item. Once the selection has been made, click *Update* to update your cart. You may view more details about the substitute item by clicking on the item number.

Ordering Exception

Reason	ItemNo	Description	Qty Avail	Min Order	Change Qty	Backorder	Delete	Substitute Item
Insufficient Quantity	8909.10	RECT SPLIT WHT WLW TRAY	514	0	<input checked="" type="radio"/> 800	<input type="radio"/>	<input type="radio"/>	8900.10 :OB WHT WLW OPEN WEAVE TRAY

[Update](#)

[Update](#)

NEED HELP?

Live Chat is staffed by Willow Group Customer Service representatives and is available during normal business hours. An email will be sent to customer service in off hours (an offline message will appear). Chat is available to both reps and customers but you must be logged in to access it. Just click on the *Live Help Online* button and a representative will be with you shortly to answer any questions.

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