Ribbon N Blues Website TOP 15 EASY TIPS!

1. How do I register?

Go to our website www.ribnblues.co.nz. Select the pink button at the top left-hand corner of the home page. Enter and reconfirm your email address and password. Select your **delivery address** suburb from the drop list – please note for the larger cities you will find the suburbs have been consolidated so just select Wellington Central, Auckland Central, Christchurch Central or Dunedin Central as required. Select the type of customer you are from the <u>Customer Type</u> drop list.

If you are an <u>existing customer</u> enter your Customer Number and Account Code in the designated fields. You can get these values from the top right hand corner of your last invoice or statement. Just a note - in your Account Code the character before the number is a numeric zero not an alpha "o".

Press REGISTER. <u>You can't log in yet there is just one final step</u>.

Check your email account. We will immediately email you an activation link. Press the <u>link</u> on the email and your account will be activated. Now you can log in and shop.

<u>If you don't receive an email</u> check your spam/junk email box, your email software may have treated our confirmation as junk mail. If it's in your junk box <u>drag the email to your inbox</u> before opening it to press the <u>link</u> text.

Some email software and some corporate websites treat our email as spam and prevent it even getting to your inbox. If our email doesn't arrive within few seconds give our Customer Services Team a call Toll Free on 0800 742 625 and they will activate the account for you.
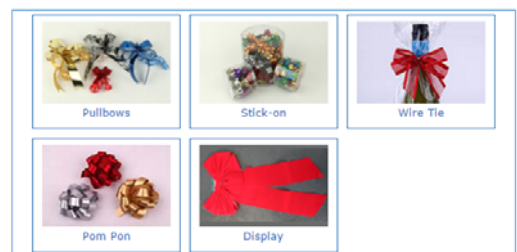
2. How do I find what I'm looking for – by browsing?
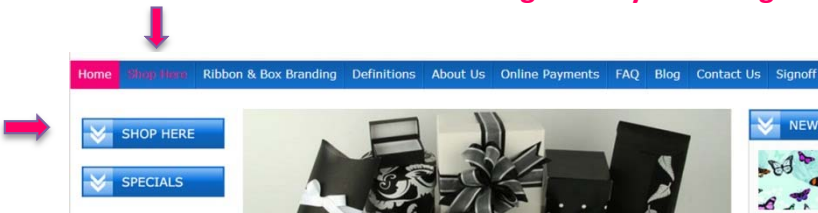
Start with the **Shop Here** button on the main menu bar or on the left hand side of the Home page. This will enable you to drill down into products by general category

e.g. bows then the sub-category of options within bows

3. How do I find what I'm looking for – by being very specific?

This is where you use the Ribbon N Blues designed FINDA Toolbar located at the top and bottom of most screens.

Let's say you wish to look for a specific ribbon. First tell the system you are only after ribbons by selecting "Ribbon" from the first Category field of the Toolbar.
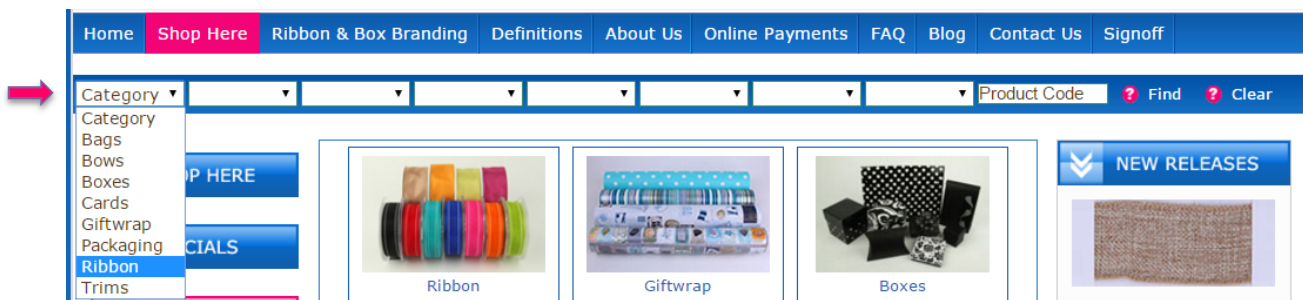

Wait a few seconds and the Toolbar will refresh by populating the drop list fields with options available for ribbons.


Looking for a blue 25mm plain satin ribbon? Select from the Type, Theme, Colour 1 and width options as shown. Press Find and all available options will display.
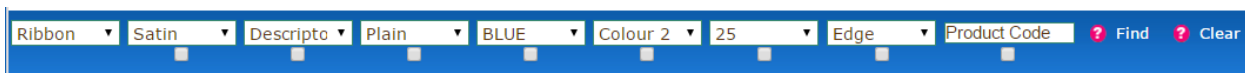

Looking for 500mm wide Red Christmas giftwrap: Select Giftwrap from the Category drop list then enter your criteria.
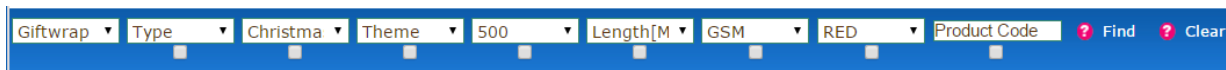

Looking for any 60*100mm cellophane bags where the width is very important to you. Tick the box under the width field to have the results sorted by width.
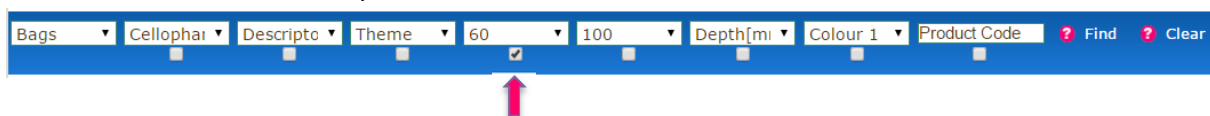
Box and bag searching can be complex because there may be a width, height and depth you are looking for. Not a problem! Our FINDA Toolbar can help. First tell the system you are looking for boxes by selecting "Boxes" from the Category field. After a few seconds the toolbar will repopulate.
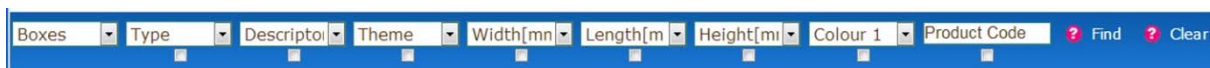
Let's say you require a 2 piece square/rectangular box 250mm wide and 250mm long but the height and colour are not important. Select the FINDA Toolbar options as shown below then press Find. If available, the system will list all available options starting with boxes which may have a slightly smaller footprint than you have requested.
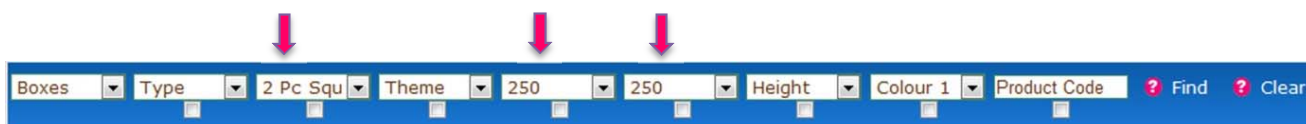
4. Handy hints when using the FINDA Toolbar

- The FINDA Toolbar is very powerful. If you are too specific we may not have the product which matches your exact specification and you will receive a "**No Products Found**" message. Don't despair, remove the least important of your selection criteria by selecting the name at the very top of the drop list [i.e. select the top drop list field e.g. "Colour" in the colour drop list to turn Colour off] or change another of the options and press Find again. If that doesn't work, you must press Clear to restart your selection.

- It's a good idea to <u>leave out the height/depth</u> when box/bag searching as our system will concentrate on showing you boxes/bags with the footprint you require. If you specify height we will search for product with the same volume as your requirement which may be quite different from the box/bag footprint you require.

- When selecting colours we suggest you use general colour descriptions such as BLUE, RED etc. not specific shades as you are likely to receive a No Products Found result.

- One of your selection criteria may be more important to you than another. If so tick the box under the criteria and the results will sort in that order.

5.   How do I see a running total of my order?

After you log in the Order Status Box will display in the top right hand corner of your screen. As you add items it will show a running total of your order including any discounts and freight.

6.   What do the buttons mean on the Status Box?

The Status Box is surrounded by four buttons which enable you to quickly access:
- View Your Basket details for the order you have created
- Previously completed online Orders
- Parked orders i.e. incomplete Orders
- The Checkout for order completion

7.   Can I park an order and come back to it later?

If you have started to build an order and then Sign Off, our system will ask you if you wish to Park your order. If you say yes then the next time you log in you can select the Incomplete Orders button on the Order Status Box to view that order. This is a great way to build up an order over time and submit it only when you are ready. <u>You must Sign Off to save your order</u>… you cannot just exit the website.

8.   How do I change or delete items from my order?

To review an order you are creating select the View My Basket Details button on the Order Status Box. From there you can:
- <u>Change a quantity</u> by overriding the **Qty Ordered** amount and press the UPDATE ORDER BUTTON.
- <u>Delete an item</u> by ticking the box on the product line next to the question mark and press the big pink cross **X** further up the screen.
- <u>Continue shopping</u> press the pink SHOP HERE menu bar option or enter a product code in the Product Code field of the FINDA Toolbar.
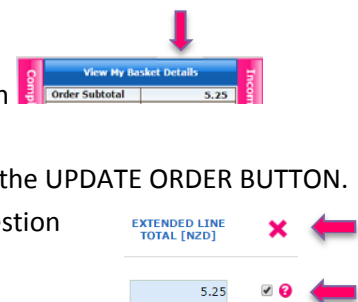
9. How do I look up and copy previous orders?

All orders processed successfully through the checkout are retained by the system.
To view these previous orders select the Completed Orders button on the Status Box. Select and open an order by clicking the Order Number. From there you can Return to the Completed Orders List or **Copy** the Order to a new order which you can then modify as per 8. above.
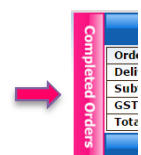
10. How do I collect an order rather than having it delivered?

When you proceed to the Checkout the Address Confirmation screen displays. To collect select the **I Will Collect** button in the top right hand corner of the display.

A popup window will display where you can select when you wish to collect the order.

Irrespective of whether you are having your order delivered or collected you <u>must complete all fields with an asterix</u>.

11. What does Branch & Branch Name mean on the Delivery Address screen?

Our system enables you to have multiple shipping addresses set up to cater for the situation where you may have multiple store locations. You need to give each of these locations a short code for the branch so you can select from them e.g. DOWNTOWN, TEPUKE…. whatever is meaningful for you.

12. How do I request order shipment after a date?

At the bottom of the Address Confirmation screen there is a field titled **Ship After Date**. When the field is selected a calendar popup is displayed from which you can select your ship date.
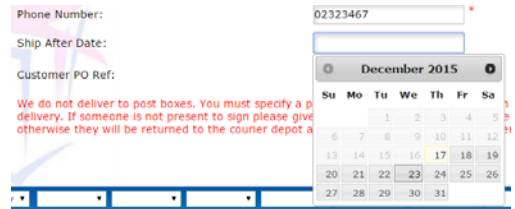

13. How do I find out what's new?

Either select the New Releases button to browse general product categories or select the Blog menu option to view new release catalogue pages.

The Blog section lists posts as they occur. To look for a specific product category select from the Categories drop list. When the screen refreshes all available New Releases will display on the left-hand side. Select the item you would like to view and a full catalogue page will display. This is a great way of viewing a newly released family of products.
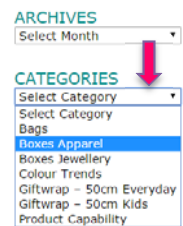
To view your pricing you will need to have logged in and enter the Product # from the catalogue into the Product Code field of the Finda Toolbar and press Find.

Selecting the New Released button enables you to look at all products in that sub-category and if logged in to view pricing.

14. How do I find out what's on special?

Select the Special button in the top right hand corner of the home page to browse for items on special by category/sub category.

15. How do I log in if I have forgotten my password?

Go to the home page and in the header part of the screen you will find a Forget Your Password option. Select this and enter the email address under which you Registered. Our system we will email you a reset code so you can log in and change your password.

Final Tip!   Why not Bookmark our website www.ribnblues.co.nz or save it to your desktop so you don't have to search for it when you need to order.