Guy Brown Promotional’s Web Store User Guide

This user guide was created to help make your web store experience the best possible. Guy Brown is committed to servicing our customers in any way. If you still have unanswered questions after reading through this guide, please utilize the contact information at the end of this document.

To access the site, use the following information:
Open your browser and go URL: http://www.co-store.com/wku

This will take you to your log in page where you will be required to enter your user name and password as given to you by the administrator. If you have not received your log in information yet, you will be required to create a new account using the form located at the right of the page.

How to step up an account?

Setting up your personal account is easy. Upon your first visit to the site fill in the open fields on the right side of the screen. Make sure to enter your WKU email address and employee ID. After selecting “continue” your administrator will forward you your login information via email within 24 hours. At that point, your account will be active and you can login with your username and password.

Once you receive an email with your activated username and password you may revisit the site and input that information. After providing your login information you will be directed to the WKU home page. From the home page, you will have a variety of options that will allow you to navigate the site.
Navigating the Site

The menu bar located across the top includes the following links which appear throughout the WKU web store:

Home | Shopping Cart | My Orders | My Account | Log Out

The “Home” link will allow you to access your landing page while navigating the site at any time. The WKU logo has the same functionality as the “home”.

The “Shopping Cart” link allows you to view the items you have selected while building your order. The cart will show you item detail, quantities and total price. The cart can be accessed and modified at any time while building your order prior to checking out.
• **“Save this cart” – allows users to browse and build orders then save to place at a later date.** The Shopping Cart can be saved prior to logging out to be used to build future orders. Upon logging back in, simply select the “shopping cart” option which will open the page where your shopping lists are stored. From here, select “load saved cart”. These shopping carts can be modified at any time. You have the option to adjust quantities, continue shopping, clear cart or simply check out.

**To remove items from the list, enter the quantity “0” then select the recalculate button at the bottom of the page.**

**“My Orders”** gives you the ability to view your order history. You have access to your Order #, date the order was placed, the name you have given the order, the total amount, status and tracking when it becomes available. By visiting this page regularly, you can see the exact status of your order. You can also click on the order number to see detailed information on your order.

**“My Account”** stores your personal information. Use this page to update your information and change your password at any time. This page also displays your User ID number.
“Log Out” selecting this link logs you out of your session.

The left menu list includes options to access products in your catalog:

- **Quick Search** allows users to enter both alpha and numeric data to search for products in the catalog allowing users to bypass categories.

- **Advanced Search** provides users with the ability to filter searches by keywords, price ranges and minimum quantities. The system will return all items that contain the filters entered in these fields.

- **Product Categories** allows users to navigate the site by category and subcategory.

**Shopping**

**Adding items to your shopping cart and building your shopping list:**

**Easy As... 1, 2, 3**

The most difficult part of adding items to your cart might be deciding which ones! We have simplified the shopping process to 3 easy steps: 1. Choose a color, 2. Choose a logo and 3. Enter a quantity. These 3 fields must be filled out in order to add products to your shopping cart – simply provide this information for each item you select and then click ‘add item to cart’ to build your order.

Every product page contains specific information concerning descriptions, lead times, minimums, materials, pricing and logo placement. Pay close attention to the production time of each product. This is the timeframe for producing the product and does not include transit time. If you are utilizing the 24-hour service, please indicate this in the text box on the product screen before you add the item to your cart.
Product Information:
Use this area to add a detailed description of the decoration to be done on the product (i.e. logo, imprint color(s), logo placement, etc.). Please include any important notes regarding the product being ordered. This section is not required for the checkout process but we strongly encourage you to utilize this area.

You can browse the catalog using the quick search, advanced search or category features. Your shopping cart is your order in process which can be submitted when complete, or saved for a later date.

Checking Out

Steps to complete to submit your order:

The checkout process will resemble many other ecommerce checkouts. Once you decide to purchase your selected items simply submit your order by clicking “Shopping Cart” on the top navigation bar. There you will see your current shopping cart, as well as your saved shopping carts. Choose the correct shopping cart and select the “Check Out” button. You can also continue shopping, clear your cart and recalculate your order total.
Once you select “Check Out” you will be directed to a screen that will require you to enter your billing information, shipping information, payment information and any special notes that you want to include regarding the order. You will also need to accept the Terms & Conditions of the web store.

**Terms & Conditions:**
During the checkout process you will be faced with a Terms & Conditions section. In this area you will see Terms & Conditions that are specific to your web store. Please read these carefully.

After reading the content, you must select the “I Accept” button in order to continue through the check out process. If you have any questions or concerns regarding the Terms & Conditions setup for your web store please contact your account representative.

Once you continue through this page you will be directed to another page to review all of your order details. If everything is accurate you will submit your order. The order will now show up within the “My Orders” tab on the navigation bar. You can periodically visit this page to view the status of your order and order details.

After placing your order, you will receive an email confirmation that your order was placed and has been received. **Please note:** This confirmation will act as your invoice for the order. Please print this and keep it for your records.

**Questions?**
If you have additional questions, comments or concerns regarding WKU’s web store, please feel free to contact:

**Natasha Imbrogno**
Sales Coordinator
630-773-1456
Natasha.imbrogno@guybrown.com