

Ordering standard items

You can order everything from badges to brochures, collection boxes to cable ties here.

There are a few different ways to search for products. Let's imagine we need cable ties for collection buckets.

Step 1

- In the top right corner, you can search by code if you know the product code already. For cable ties, you would type in **PER041**.
- In the top right corner, you can search by description, for example 'cable ties'.
- On the home page, under the 'Order' tab, there is the option to see the 'Product list'. All products are listed by product code in alphanumeric order. This option is useful if you are ordering multiple products and know their codes.
- Or the home page, under the 'Orders' tab, there is the option to 'Browse products'. When you click through you will find a folder system, where all products are filed in appropriate categories. You would find your cable ties in the 'Collecting boxes' folder. This is a useful option as, when browsing this way, you might come across other items you need – such as labels for your buckets. NB: When you first enter the catalogue in this way, you'll see a message saying 'No products available for selection. Please retry.' This just means you need to select the appropriate folder on the left-hand side.

Now you've found your product, you can go ahead and order it.

Step 2

Select Qty: This field selects the number of packs you require. For most listings, a pack contains more than one item. For example, there are 100 cable ties in a pack. Before selecting a quantity, please check the 'Qty per pack' column. If you would like 100 cable ties, select 1 pack. If you put '100' in the 'Select Qty' box, you'll end up with 10,000 cable ties!

Step 3

Pack price/Line price: Pack price is the price before VAT, line price is the price after VAT. Do check the price of the items you're ordering. Your branch will not be charged, but there is a cost to the RNLI. Is your event going to raise enough money or awareness to cover the cost of the materials you're ordering?

Step 4

Add to basket: Once you've selected your quantity, click the blue 'Add to Basket' button. A message will appear briefly in the 'Select Qty' column telling you that your items have been added to your basket.

From here, you have two options: you can order more products, or you can finish your order.

Step 5

If you would like more products, repeat steps 1–4 above. When you have put everything you want into your basket, proceed to step 6.

Step 6

To see everything you're about to order, click the blue 'View my basket' button in the top right corner.

Working with your basket

You can manage your order from the 'View my basket' screen:

- Change the number of packs you're ordering in the 'Select Qty' column. You must then click on the 'Recalculate' button on the bottom of the page to see the cost impact of your changes. Remember, you won't be charged, but the RNLi will be.
- You can remove an item from the list by clicking the X in the 'Delete' column on the right hand side.
- 'Add Products' allows you to add more products to your order. You can search using any of the methods in step 1, fill your basket with items from a previous order (you must have the order number to hand, but this is very handy if you often order the same things), or choose from your favourite products.
- Use 'Cancel Order' to clear your basket.
- You can hit 'Save' to save your basket, if you want to come back and finish your order later.

Step 7

When you're satisfied with your order (remember to click 'Recalculate'), click 'Next' to confirm your order. Your delivery address will show up on the next screen. Click 'Next' to view your order one more time.

Step 8

Once again, you can save your order for later, or cancel it. If you're happy with your order and want to complete it now, click 'Confirm Order'.

Step 9

That's it! Expect your products within 10 working days in the UK, or 20 working days in the Republic of Ireland. You can print a record of your order using the button at the bottom of the screen, start a new order, or log off, sit back, and wait for your items to arrive.

Ordering personalised items

You can use this system to order bespoke posters, tickets, invitations and flyers for fundraising events.

You can also order business cards. But please don't order business cards because they're a cool thing to have. You should only order business cards if you really need them, as there will be a cost to the RNLI.

In the following example, we are going to order posters for a quiz night. The same process applies to all personalised items.

Step 1

From the home page, click 'Posters'. (Or, if you're making tickets 'Tickets' etc.)

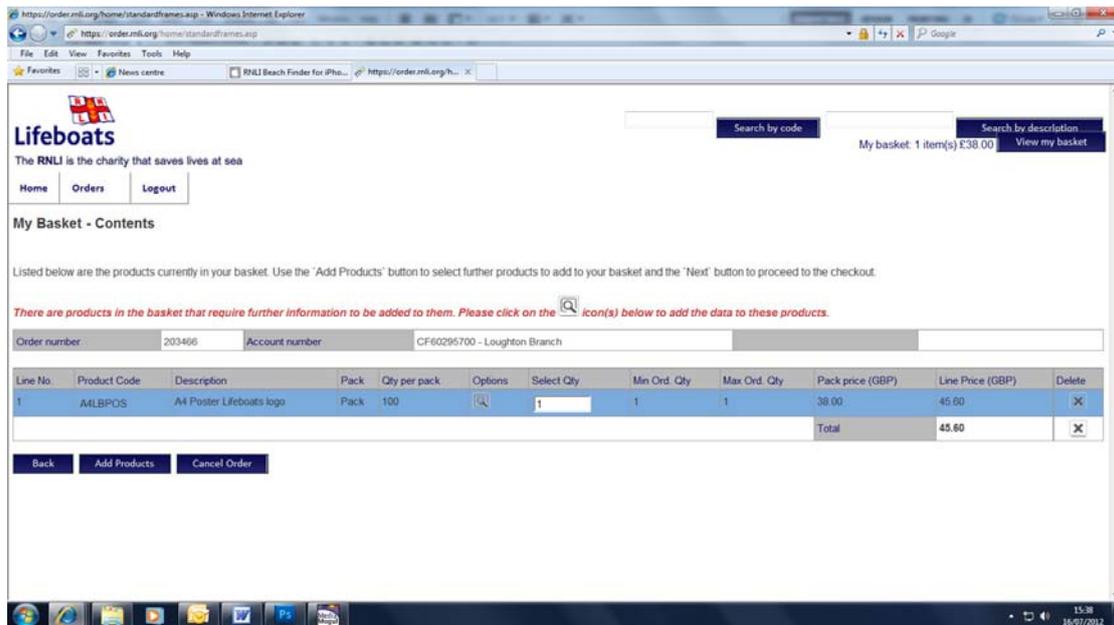
Step 2

This is the same as step 2 for ordering standard products. In our example, we would like 100 A4 posters with a Lifeboats logo. So check your quantity and click on 'Add to Basket'.



Step 3

To personalise your poster, click on 'View my basket' click on the magnifying glass icon in the 'Options' column.



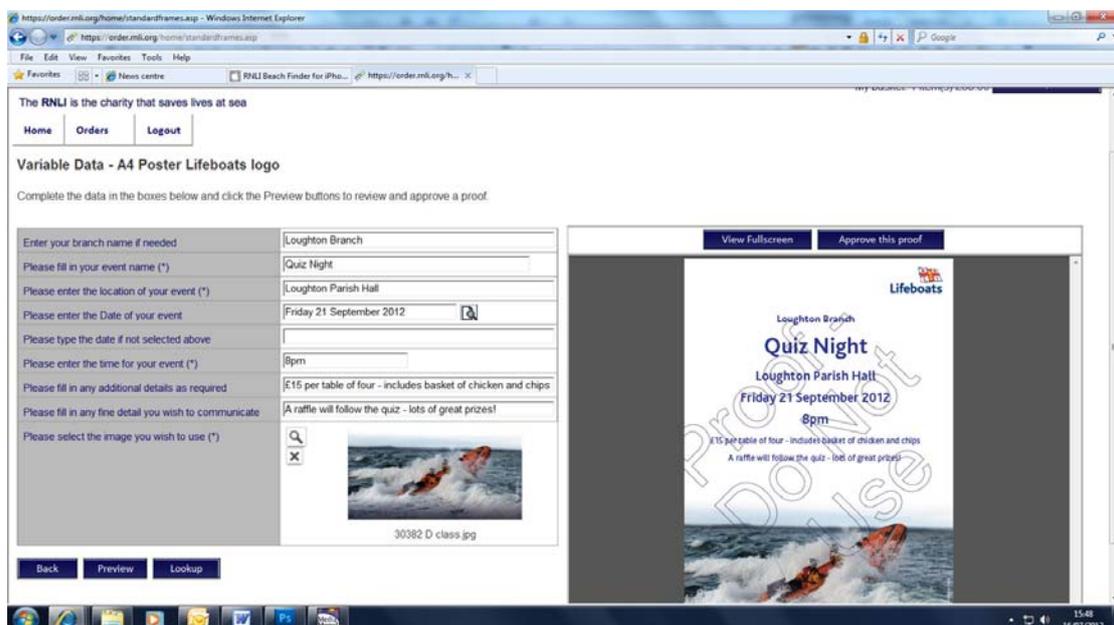
Step 4

You will be taken to a screen where you can fill in your event details. You can choose a suitable photo by clicking on the magnifying glass image and browsing the available images. You can then click on the 'Preview' button to see a preview of your poster.

The 'Lookup' button can be used to search previous orders so that if, for example, you've already designed and ordered tickets for this event, you can import the details for your posters.

Get a good look at your proof using the 'View fullscreen' button. From there, you can approve your proof, change the text and/or image ('Edit data values') or return to your basket.

In the example, we are happy with our proof, and choose to approve it.



Step 5

Once you click the 'Approve this proof' button, you will be prompted to go back and check your poster one more time. Please do so. You don't want to make a costly error or an embarrassing typo. It happens to all of us ;)

Once you've checked it one more time, clicked 'Approve this proof' and 'Accept'

You will then be taken to your basket, and can proceed as from step 6 in the process for ordering standard products.

Ordering a Set of products

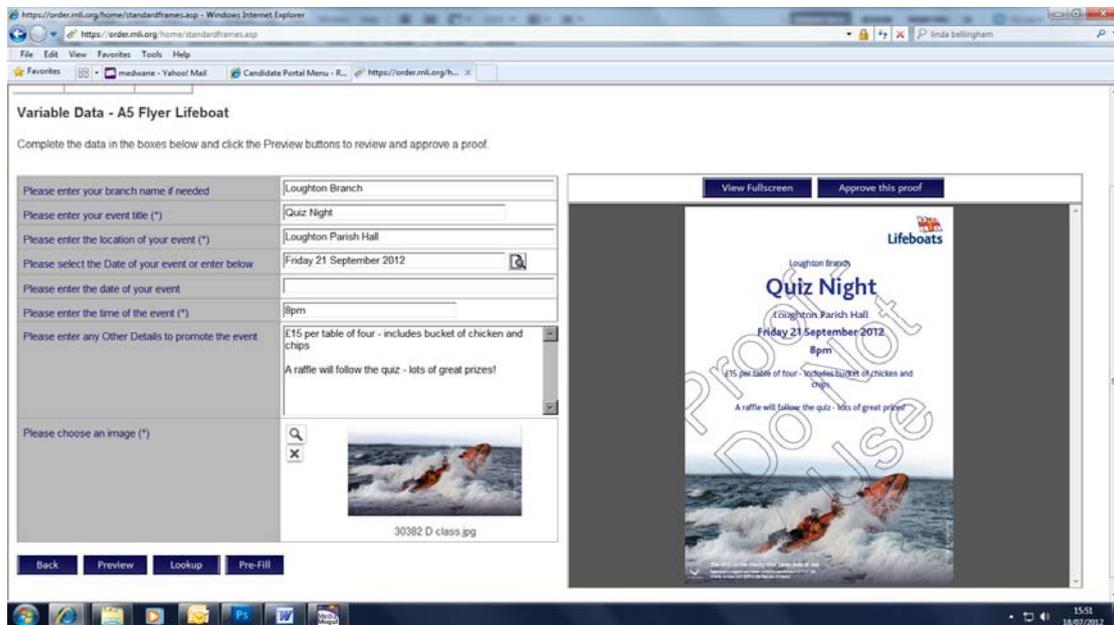
If you would like to order tickets, flyers, posters and invitations, or a combination thereof, all for the same event, you can order a 'Set of products'.

Step 1

Click 'Set of products' in the bottom centre of the home page.

Step 2

You will be taken to a screen with a folder-style catalogue view. From here, you can choose a range of materials, with Lifeboats or Lifeguards logos. In the example here, we are ordering 25 flyers, 25 posters and 25 invites.



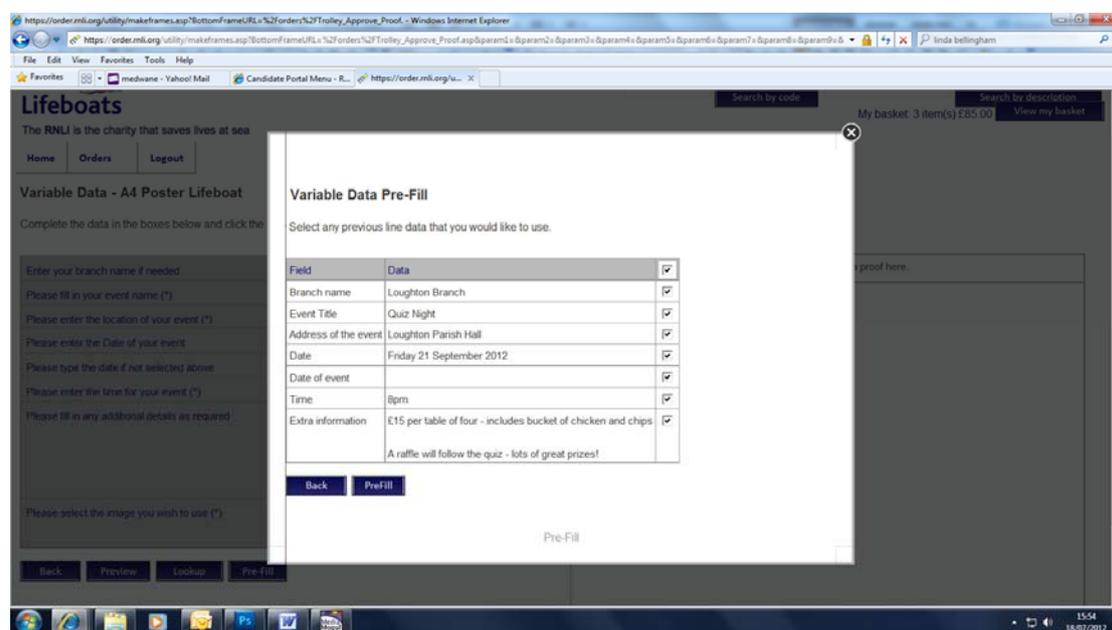
Step 3

Click on the magnifying glass icon to personalise one of your products, as in steps 3 and 4 in 'Ordering personalised products' above.

Step 4

When you approve your first item, you will be taken back to your basket. In our example, we've done the flyer, now we need to make the poster.

Click on the magnifying glass to edit your second item. You will be taken to the screen where you input your date, time, event name etc. This time, you don't have to type in all your details again – just click the Pre-Fill button at the bottom of the screen and the system will automatically fill in the details you put on your first item.



You can uncheck the boxes on the right hand side if you don't want to automatically fill any of the fields.

You will then be taken back to the 'Variable Data' page, where you can manually adjust any of the fields, add a photo, preview your second item, and approve in the usual way.

Repeat this step for the rest of the items in your set. Then review what's in your basket and order your items in the usual way (see step 6 in the 'Ordering standard items' section).

Print it yourself with a PDF download

You can print some simple items, such as forms and street collectors' instructions, yourself.

Search for the product and click Download. A window will automatically open with your PDF file. Open the file and simply print as many as you need.

If you have difficulty opening the file, make sure your computer has a PDF reader, such as Adobe Reader. You can download Adobe Reader for free at get.adobe.com/uk/reader.

Thank you for everything you do for the RNLI.

We hope the online ordering system has made this part of the process easier for you. If you have any feedback or suggestions, please get in touch with your Community Support team

Good luck with your event!

FAQ

Q: Where do I log on to the system?

Via a link on the volunteer zone of the main RNLI website

<http://rnli.org/howtosupportus/getinvolved/Volunteer-zone/Pages/Volunteer-resources-and-training.aspx>

Q: Which log in and password do I use to access the system?

You were sent a unique user ID in an email advising of the new system. Please ensure this is kept safe and you use this each time you log into the system. If you forget it you can call your nominated support team for a reminder. When logging in for the first time you will be asked to submit a password for each user log in, which must be a minimum of 8 characters, including a capital and numeric.

Q: What should I do if I am having problems logging on?

The user name is the email address that you provided during April 2012, specifically for use with the ordering system. If you have forgotten your user name, please contact your support team. If you have forgotten your password or need to re set it, this can be done in the log in screen.

Q: What happens if I forget my password?

There is a link on the log in screen that enables you to reset your password using your nominated email address.

Q: What do I do if my order is delayed?

If you have any concerns regarding a late delivery, please continue to contact your nominated support team who will endeavour to confirm if it has been despatched.

Q: Why will print orders and fundraising materials orders be delivered to our branch in separate orders, surely this is costly?

This is no different to how orders are currently fulfilled, but we will look to improve upon this as the system progresses and amend our internal processes accordingly to fit. Currently the warehouse that picks and packs stock items operates in a different location and different systems to the print department and the system to consolidate them would be manual and take up more staff time than the additional cost to send separately.

Q: Why can we not have a generic RNLI email address/log in?

We have investigated providing RNLI generic email addresses for volunteers and the cost for this would be circa £30K. We do not know the full demand or requirements for this function so we need to do more research and make sure this function is required before committing to this spend. In addition there would be considerable costs for our technical department to provide these. We will review this and make changes if there is demand.

Q: Can I upload my own photographs to use on posters?

Not at present but we are looking at this as a future opportunity, along with guiding principles on suitable images and confirmation of the approvals process.

Q: Are branches being charged for printing and fundraising items?

No, there will be no cross charging to branches and guilds. However, we felt it important that you had the transparency to be able to see the costs to the RNLI and make informed decisions regarding your events.

Q. The system logged me out mid order – why?

If you are inactive on the system for longer than 30 minutes it will log you out and all data will have to be re entered, this is for security purposes.

Q. What is the process for raffle tickets?

We are aiming to be able to add raffle tickets to this system in the future, for now please place orders in the usual manner via your nominated support team.

For any questions unanswered, please contact your nominated support team who will be happy to help