

Ordering standard items

This facility should enable you to order online all the resources you require for an Education event. Resources for school presentations should continue to be arranged through the Youth Engagement Support Team.

There are a number of ways to search for products. As an example we will use searching for Education stickers.

Step 1

Either:

On the home page there is an option in the top right corner to search for the product you require either by code, if you know this, or by description e.g. 'Education stickers'.

Or:

On the home page you will be able to click on the grouping from which you require a resource e.g. 'activity sheets' or 'posters'.

Now that you have located your product, you can proceed with placing an order.

Step 2

Select Quantity: This field selects the quantity that you require. Please note that in some instances you will be ordering a pack. Before selecting a quantity, please check the 'Qty per pack' column. Using our example of Education stickers, there are 200 stickers per roll, therefore if you require 400 stickers only 2 will need to be entered into the quantity box.

Step 3

Price: Do check the price of the items you're ordering. You will not be charged, but there is a cost to the RNLI. Please question if the event is going to raise enough money or awareness to cover the cost of the materials you're ordering.

Step 4

Add to basket: Once you have 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

There are a variety of options for amending 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. We would confirm that whilst you will not be charged the RNLI will.
- 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.
- There is also the option to 'Save' your basket, allowing you 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 then be displayed. Should this address require updating please contact the Youth Engagement Support Team who will amend the system accordingly. 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 click 'Confirm Order'.

Step 9

Your order has been placed and you should receive an email to confirm the order details. The timescale in place for the delivery of your items is within 10 working days in the UK or within 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.

Ordering personalised items

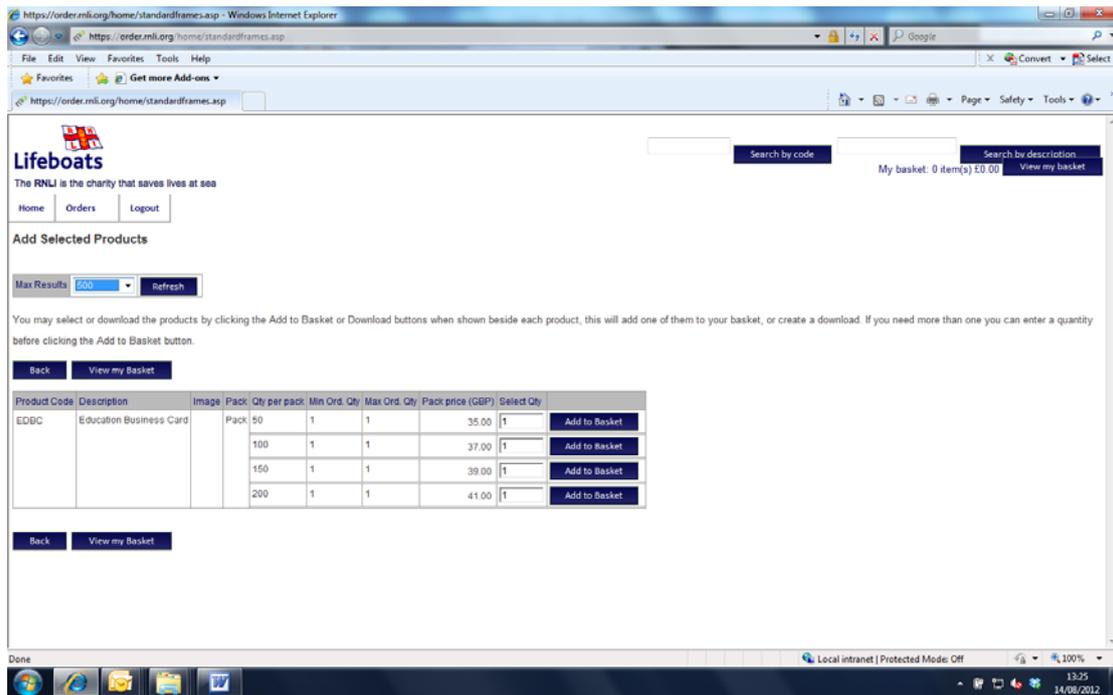
This system now provides the opportunity for Education Presenters to print business cards.

Step 1

From the home page, select 'Business Cards'.

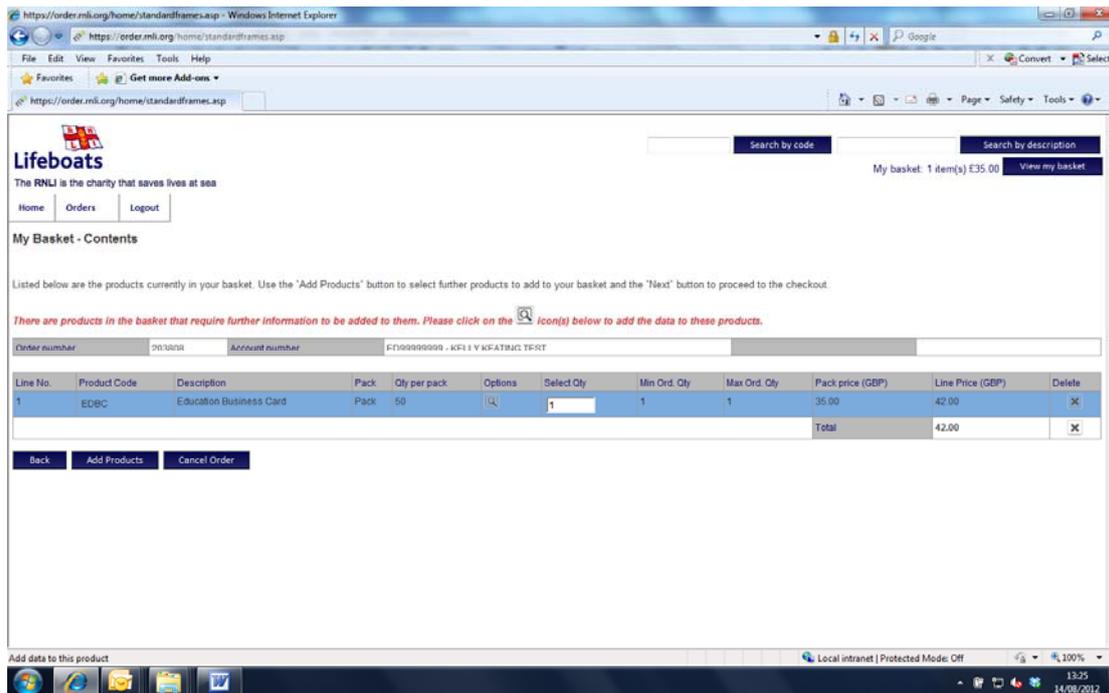
Step 2

This is the same as step 2 for ordering standard products, so check your quantity and click on 'Add to Basket'!



Step 3

To personalise your business card, 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 details. You can then click on the 'Preview' button to see a preview of your business card.

The 'Lookup' button can be used to search previous orders so that if, for example, you've already designed and ordered business cards before, you can import the details of your previous business card.

It may be easiest to view the proof of your business card using the 'View fullscreen' button. From this screen you are then able to approve your proof, change the text via the 'Edit data values' option or return to your basket.

Step 5

Once you click the 'Approve this proof' button you will be prompted to go back and double check your business card one more time. This is a valuable opportunity to check for typing errors.

Once you've checked the business card click 'Approve this proof' and 'Accept'

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

PDF download which enables you to print documents directly

This system allows you the option and convenience to print some items yourself, such as line drawings.

Where you see the following symbol  next to the Product Code, then this product is available as a downloadable item.

Simply click on the icon and a window will automatically open with your PDF file. Open the file and print your required quantity.

Should you have difficulty opening the file, make sure your computer has a PDF reader such as Adobe 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. Should you have any feedback concerning this system then please speak with either your Youth Education Manager or the Youth Engagement Support Team.

education@rnli.org.uk

01202 336330

Good luck with your event!

Frequently Asked Questions for the Education Volunteers

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?

Use the unique Personal Log In Number that you were given in the initial communication about the system. Should you forget these details then contact the Youth Engagement Support Team who will be able to assist. The first time you log on you will be asked to submit a password which was communicated to you by email, this will then need to be reset and be a minimum of 8 characters, including a capital and numeric. A re-advice of your password can be generated from the main 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 and which will be communicated to you utilising 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 the Education Support Team who will endeavour to confirm despatch details.

Q: Why will print orders and resource materials orders be delivered to me 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 on 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 £30,000. 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: Are volunteers being charged for printing and resource items?

No, there will be no cross charging to volunteers. 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.

For any questions unanswered, please contact either your Youth Education Manager or the Youth Engagement Support Team

education@rnli.org.uk

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