

## **[www.europeanarmysurplus.co.uk](http://www.europeanarmysurplus.co.uk) web tutorial**

EAS is a trade user only website – Although you are able to submit enquiries without registering (quick registration function) you will not have access to trade information, e.g. pricing, at this time.

### **Getting Started:**

To gain access to pricing requires potential users to register completing all the required information on the registration form. Follow the link from the home page:

<http://www.europeanarmysurplus.co.uk/registration.php>

### **Username & Password:**

Your username is the email address you use on the registration form – It must be a valid email address. You will have to remember this so it should be an email address you access regularly. The registration process will ask you to complete your own password. You can choose any combination of letters / numbers & local language characters also work.

**Registration Approvals:** Once submitted your registration will be reviewed to check the validity of the information entered & matched against our industry data base. This will normally be within 24 Hours of submission. If your registration is urgent (because you wish to place an urgent order) simply email us asking that your registration be manually reviewed ASAP.

### **Access Troubleshooting (Records Updating)**

**Username reminder:** If you forget the email address contact us by email letting us know your name, company name, town & country. The information will be sent to the email address you used to make the username reminder request. Please confirm that you wish this email address to become your primary email & username.

**Password reminder:** If you forget your password simply click the “forgotten password” question in the customer log in box on the home page (it will be sent to your registered email address): <http://www.europeanarmysurplus.co.uk/contactus.php>

**Password Change:** If you wish to change your password simply email us with your request or call the office.

**Records Updating:** We can update your profile details so if your details change simply contact us informing us which information has changed.

### **Shopping/ Buying/ Navigating around the site:**

**Pages / Titles:** Placing your cursor on a page heading / title will reveal the alt text that describes what is on that web page.

**Sample Orders:** When you log into the site some sample orders will be evident (E.g. New to Surplus). These are lists of the most frequently ordered items so should work for you! Clicking on these orders will automatically populate your basket / shopping cart. You can edit it later before you submit your order.

**Previously Ordered Items:** After logging in you will also see a link to previously ordered items: These are all the items you have submitted through your shopping cart in your lifetime – useful if you can't remember an item you have previously ordered. To re-order simply click on the shopping cart icon to add to your basket.

**Quick Add to Shopping Cart:** To add items to your basket simple click on the shopping basket icon – You can edit quantities as you check out.

**Product Catalogue:** <http://www.europeanarmysurplus.co.uk/catalogue.php>

Choose one of the product categories from the menu & browse to find the items you need. Remember to use the alt text to see which items you will find in each category.

**Screen View:** At the top of the screen you will see the number of pages for your search terms. To see all items click 'view all' or use the forward symbol (1 page at a time) or fast forwards symbol (last page) buttons. Click 'Normal' to return to the standard view.

**Quick Search:** Once you understand our civilian product codes (E.g. 2 letters for the product group followed by 2 letters for the country of origin) you can conduct quick searches for groups of similar products – E.g. Bags from Germany = BRDE. For further details see:

<http://www.europeanarmysurplus.co.uk/catalogue.php>

**Tip:** When navigating around the site you do not need to use the back / forward explorer tabs or close windows etc - simply click on the next heading you wish to visit for quicker browsing.

**Price Lists:** Due to the fast moving nature of our stock, price lists quickly become outdated. As an environmental company we are driven by reducing waste. As a result we rarely print price lists. You can tailor your own price list according to any criteria you choose (Grade, Colour, Size etc). Simply follow this link:

<http://www.europeanarmysurplus.co.uk/advanced.php?begin=y>

**Website downloads:** Don't forget to use the marketing material / environment downloads for point of sale product promotion. Re-sellers consistently inform us that these messages directly help sales.

Quick overview of the key pages on the site:

**Special Offers:** Items available in limited quantities for a limited time.

**Monthly Flyer:** Items new in stock or that have recently become available again.

**Wholesale deals:** Bulk Quantities for sale – E.g. Pallet Quantities. We may also be able to trade stocks if you have interesting items for sale / access to bulk quantities.

**Special Order:** Items not immediately available but source is known to us. It may be that an item needs to be over dyed which should be quick (5-10 days) or drawn from one of our warehouses in mainland Europe which could be 2-4 weeks. Please note we neither guarantee availability nor listed price of such items.

**Shopping Cart:** Your shopping cart displays all the items you have added. The items will only be removed if you 'remove' them individually or if you chose to clear all using the 'empty basket' button. Tip: Add items to your cart as your stock levels decline so you don't forget them later.

**Submitting Orders:** When you are ready to submit makes sure your order includes all the items you need (including samples / special requests – note this in the comments section). The total cost is the total excluding special order items. The total cost should meet the minimum order value (see website terms & conditions).

**Order Value:** Remember trade orders have minimum value requirements according to the website terms & conditions. **Special Order Items Value:** This amount is detailed separately to the ex stock value & will automatically be transferred into a sales / back order to count towards future orders. You may be asked to re-confirm this is your intention.

**What happens after I submit my order?** You will receive a message thanking you for your order then your order will be relayed to our order processing system. This will trigger a response. As often as we can, allowing for time zones we will make a telephone call confirming the order & the preparation / shipping procedure. Alternatively email may be used.

**Payment:** Given the nature of second hand clothing we do not transact orders on line. Payment can be made by most debit / credit cards.

**Payment by BACS.** Full banking details can be found on the invoice you will be sent. Please confirm to us (preferably in writing) if you have paid by BACS.

**VAT:** As all trade pricing the website pricing does not include VAT. VAT will be charged on all orders within the UK. Zero VAT applies to all EU orders shipped against valid EU VAT numbers / trade deliveries outside of the EU.

**Card Details / Security:** For your security we do not hold your card details in our files. We will ask you to specify the card number each time you place an order.

**Shipping:** Our typical UK deliveries arrive on a next day before midday service. We charge the amount we are charged until loyal buyers have spent £2.5K (correct at time of writing) on surplus goods – Thereafter, deliveries that continue to meet the trade minimum per order will be shipped FOC. Orders exceeding £750 are shipped FOC within the UK. European deliveries typically take 2-3 days. Worldwide services are subject to regional variations. Non UK deliveries will be quoted individually.

**Full Terms & Conditions:**

<http://www.europeanarmysurplus.co.uk/TermsAndConditions.php>