

# FLUID CONNECTORS WEBSITE TRAINING

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# 1. General

Welcome to the new Fluid Connectors website. While everything you loved about our old site is still here, there's a few new things we thought we'd let you know about.

The website is laid out in the same way as our printed catalogue meaning you can effortlessly browse the site to find the parts you are looking for.

At the top level, the products are grouped into eight categories:

1. Adaptors
2. Hose Tail
3. Tube, Tube Fittings and Accessories (or Metric Compression)
4. Quick Release Couplers
5. SAE Flange
6. Stainless Steel
7. Accessories
8. Seals

Products in these categories are then divided into groups and each group is divided into product families.

All of the sizes available for a product are found within the family. e.g. To find a BPM-JIF-1212: Adaptors / Straight / BPM-JIF / Scroll to BPM-JIF-1212

Any new or featured products are listed on the new products page. This page is found by following the link in the main menu. Keep an eye on this page as it's updated regularly!

All prices on website are list prices. Any discounts are subtracted on the cart page and at the checkout. Your discount is visible on your account page (see [My Account](#)).

All prices on the website are excluding GST. GST is added at the checkout, during order confirmation.

All order totals are excluding shipping. When an order that is to be shipped is placed Shipping is set to TBC. After an order has been placed FC staff calculate the shipping cost and add it to the invoice.

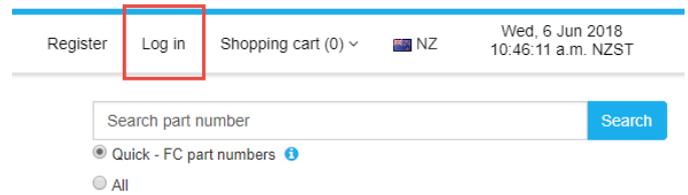


## 2. Logging In And Out

To make the most of the FC website ensure you are logged in as features are otherwise limited.  
The log in (and log out) button can be found in the top menu bar of the website.

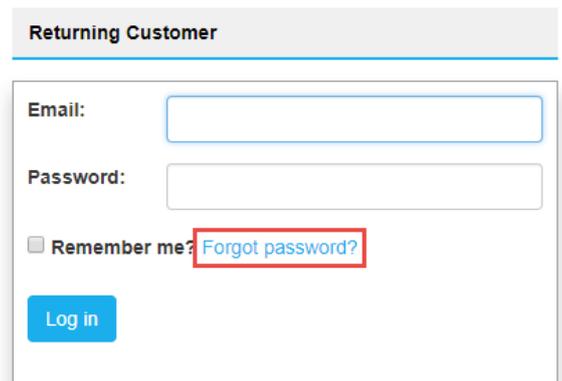
Log in to:

- View list prices
- View stock
- View your discount
- Place orders
- View items in your cart



# 3. Resetting Your Password

You can reset your password either from your account page (see [Changing Your Password](#)) or via the log in page – simply click “Forgot password?” and then enter your email address and we will send you a link to reset it! Alternatively contact the FC team and we can reset your password for you!



The image shows a login form for a 'Returning Customer'. It includes an 'Email:' field, a 'Password:' field, a 'Remember me?' checkbox, and a 'Forgot password?' link. A blue 'Log in' button is located at the bottom left of the form area.

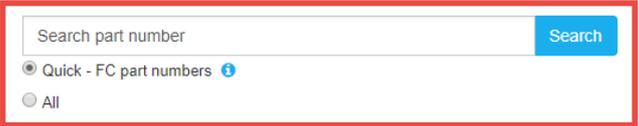


## 4. Search

To make searching for a part easier than ever we've split our search into two options – Quick Search and Search All.

TALK TO US ABOUT CUSTOM PARTS [+64 9 274 4830](#) or [EMAIL US](#)

Register Log in Shopping cart (0) NZ Tue, 5 Jun 2018 2:35:43 p.m. NZST



**Fluidconnectors**

Upload an Order New products Contact us

Search All is the default option, however you can choose your search type easily using the radio buttons beneath the search bar.

A minimum search term of three characters is required to search i.e. BPM.

### 4.1 Quick Search

Quick Search is fantastic when you know the exact part number you're looking for. This search is limited to all Fluid Connectors part numbers and, if your account has one assigned, your preferred alternative part number, meaning you'll get the answers you're looking for fast.

#### Things to note:

- The faster search option
- Results are limited to an exact match with the search term
- This is a "starts with" search i.e. searching "JIM" will not return BPM-JIM but will only return products starting with JIM e.g. JIM, JIM-BPF, JIM-BPP-JIM
- This is limited to FC and your preferred alternative part numbers (if you are logged in and have one assigned)

## 4.2 Search All

This more extensive search allows you to look for ends, reversed part numbers, and even allows you to search our entire database of cross references – try punching your customers' part numbers directly into our database!

### Things to note:

- This is a “contains” search e.g. “JIM” will return any products that relate to the term “JIM” e.g. JIM, BPM-JIM, JIM-JIM
- Looks **at**:
  - o FC part numbers
  - o Preferred part numbers (if logged in and assigned)
  - o All cross-references in database
  - o Alternative FC part numbers i.e. searching “BPM-BPM-90C” will also return BPP-BPM-90C
- Search ignores punctuation e.g. searching “BPMBPM” will return BPM-BPM
- Looks **for**:
  - o Ends e.g. searching “JIM-09” returns BPM-JIM-0409
  - o Reversal of part numbers e.g. searching “JIM-BPM-0904” returns BPM-JIM-0409
- While this is a more time consuming search, it is also a more extensive and thorough search



# 5. Ordering

To order products, simply add the products and quantities you require to your cart, via the Instant Order form, the Upload an Order File or by browsing.

Please be aware of the stock available for a product when ordering it. The FC website allows you to order any quantity of any product regardless of our current stock levels, however if there is insufficient stock on the shelf, we may have to put the part on backorder. Feel free to contact the FC staff at any time if you have any questions (see [Contact Us](#)).

## 5.1 Browse Website

Find products by navigating the site as a digital catalogue or using the search. Once you've found the parts that you're looking for, add them to your cart easily from their family page or the search results page.

To do this:

1. Enter the quantity that you require beside the appropriate part
2. Click add to cart

## 5.2 Instant Order Online Form

If you already know the part numbers of the products you require, our Instant Order table or form offers a quick and easy way to add products to your cart. Simply enter the Fluid Connectors or your preferred alternative part numbers and the quantities you require. The tab and enter keys allow you to move from cell to cell with ease.

The Add Rows button allows you to expand the table to suit your needs.

Once you've punched the parts and quantities required, simply click "Add To Cart" and you're away!

Part Number	Quantity



While this feature does require accurate part numbers (exact match only), if you're not 100 percent sure of the code you can select it from the table's drop down field.

Part Number	Quantity
bpm-bpm	

- BPM-BPM-0202
- BPM-BPM-0204
- BPM-BPM-0404
- BPM-BPM-0404 C
- BPM-BPM-0404 E100
- BPM-BPM-0404 E75
- BPM-BPM-0404 Jack R2.6
- BPM-BPM-0404 R0.3
- BPM-BPM-0404 R0.4
- BPM-BPM-0404 R0.5
- BPM-BPM-0404 R0.7
- BPM-BPM-0404 R1.0

The Instant Order form can be found in the top right hand corner of the home page.

Otherwise, on any page, the Upload An Order button in the main menu gives you the option of the Instant Order Online Form.

TALK TO US ABOUT CUSTOM PARTS +64 9 274 4830 or EMAIL US

Register Log in Shopping cart (0) NZ Tue, 5 Jun 2018 3:59:22 p.m. NZST



Search part number  Search

Quick - FC part numbers [?](#)

All

Upload an Order New products Contact us



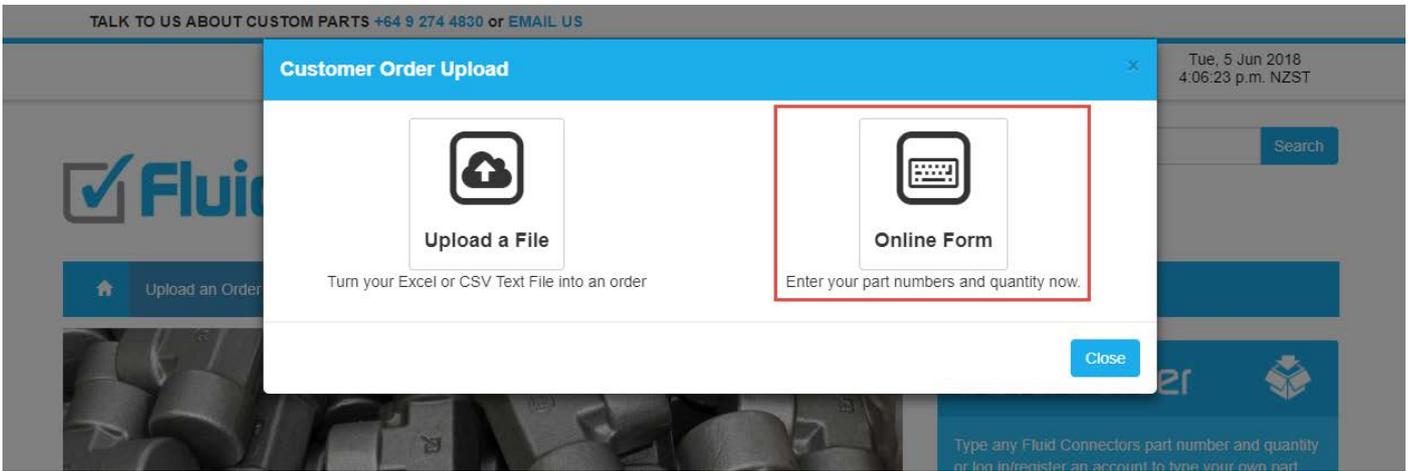
### Instant Order

Type any Fluid Connectors part number and quantity or log in/register an account to type your own part numbers.

Part Number	Quantity
bpm-bpm	

Can't find the part? We can make it for you to international standards and ship anywhere in the world, fast.

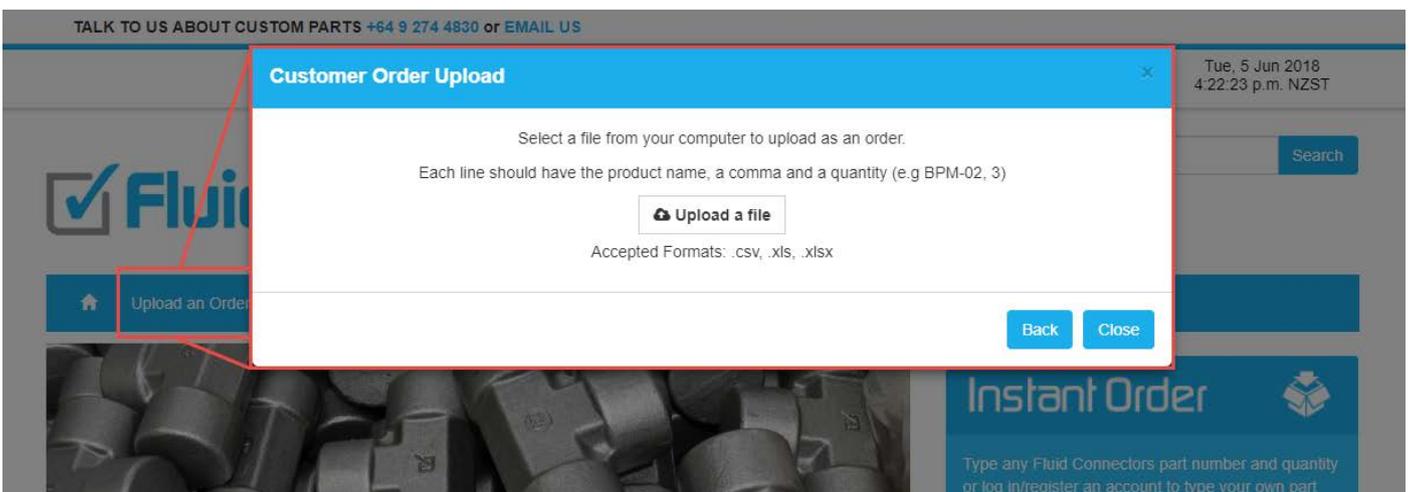




### 5.3 Upload A File

The File Upload feature is perfect for adding parts to your cart in bulk and allows you to upload your order directly into your shopping cart with a few easy clicks. This feature requires accurate part numbers (exact match only) and is limited to any FC and your preferred alternative part numbers (if you have one assigned).

The Upload An Order button is found in the main menu on any page.



Simply create an Excel, CSV or TXT file on your computer, with a column for part number and a column for quantities. Your accounting software may have an export feature that does this for you. Save this file to your computer.

Then select the file to be uploaded, using the upload a file button.



	A	B	C
1	BPF-BPF-2020	20	
2	BPF-BPF-2424	4	
3	BPF-MHM-0822	10	
4	BPF-MHM-1636	10	
5	BPM-BPF-0408	30	
6	BPM-BPF-1606	10	
7	BPM-BPF-2416	5	
8	BPM-JIM-1617	4	
9	BPM-MHF-0416	50	
10	BPP-BTM-90C-0606	2	
11	BPP-BTM-90C-1212	10	
12	BTF-BTF-BTF-040404	80	
13	BTF-BTF-BTF-060606	10	
14	BTF-BTF-BTF-080808	20	
15	STB-BSF-0606	10	



If your file has any errors or part codes that our system does not recognise these lines will be brought to your attention. You will then be able to correct any errors and delete lines from our website. The drop down field is available to select from if you're not 100 percent sure of part numbers.

### Imported Order

You have successfully added 5 parts for review.

#	Part Number	Qty.	Remove	Errors
1	STB-BSF-0808 [04412080]	5	<input type="checkbox"/>	
2	SN02-08	0	<input type="checkbox"/>	You can't order 0 of an item. <a href="#">?</a>
3	A10101616	0	<input type="checkbox"/>	No part found with code A10101616. <a href="#">?</a>
4	A10101010808	5	<input type="checkbox"/>	No part found with code A10101010808. <a href="#">?</a>
5	BPM-BPM	0	<input type="checkbox"/>	No part found with code BPM-BPM1010. <a href="#">?</a>

Part Number	Stock	Price
BPM-BPM-0202 [04509020]	132	\$8.87
BPM-BPM-0204 [04509024]	465	\$9.00
BPM-BPM-0404 [04509040]	1512	\$7.08

[errors](#)

[Add items to cart and contact me about errors](#)

[Update Order](#)

Alternatively, you can always change your order file and re-upload it if you wish to try again.

And if you don't want to deal with the errors at all you have the option of adding the lines without issues to your cart and either deleting the error lines, or providing us with a contact number and letting us sort the errors for you.

### Imported Order

You have successfully added 5 parts for review.

#	Part Number	Qty.	Remove	Errors
1	STB-BSF-0808 [04412080]	5	<input type="checkbox"/>	
2	SN02-08	0	<input type="checkbox"/>	You can't order 0 of an item. <a href="#">?</a>
3	A10101616	0	<input type="checkbox"/>	No part found with code A10101616. <a href="#">?</a>
4	A10101010808	5	<input type="checkbox"/>	No part found with code A10101010808. <a href="#">?</a>
5	BPM-BPM	0	<input type="checkbox"/>	No part found with code BPM-BPM1010. <a href="#">?</a>

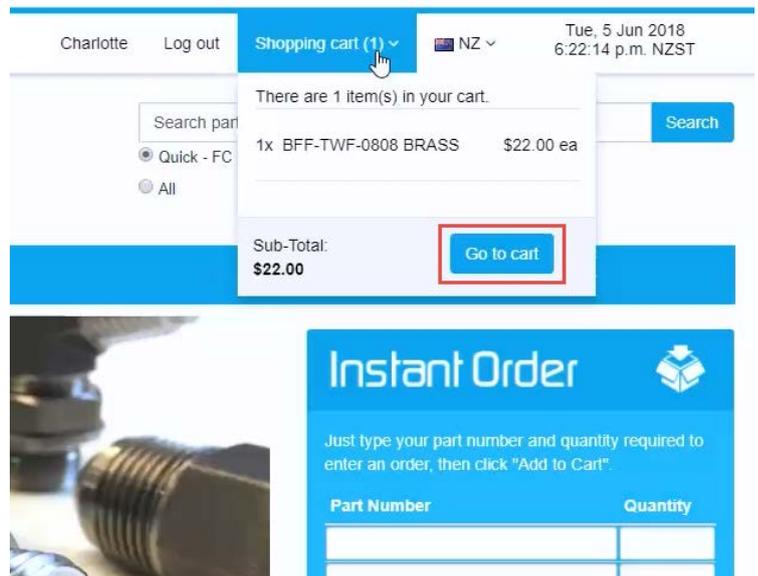
[Add items to cart and delete errors](#)
[Add items to cart and contact me about errors](#)

[Update Order](#)



# 6. Shopping Cart

Your shopping cart can be found in the top menu of the website. The drop down offers a preview of the products, quantities and list prices of the items waiting in your cart. Click the “Go to Cart” button for more detail and to order these items.



### Shopping cart

Remove	Image	Part Number	Description	Price	Qty.	Total
<input type="checkbox"/>		BFF-TWF-0808 BRASS	1/2 BSP FlatFaceFx 1/2 Tubewld	\$22.00	<input type="text" value="1"/>	\$22.00

[Update shopping cart](#) [Continue shopping](#)

**Purchase Order**

**Order Comments**

Sub-Total: \$22.00  
GST: \$3.30  
Discount: -\$15.18  
Total excluding shipping: **\$10.12**

[Checkout](#)

The Shopping Cart page includes images, part numbers, descriptions, GST, any discount and estimated totals. Here you can:

- Remove lines
- Edit the quantities of products you require

***(Remember to click “Update shopping cart” to save any changes)***



- Add Purchase Order number
- Add Order Comments

Click Checkout when you are ready to place your order.



## 6.1 Shipping

Use the drop down to select a shipping address from your saved addresses or to add a new address. Click Continue.

Select your Shipping Method:

### NZ Shipping options

- In-Store Pickup
- Contact me when ready – don't forget to add a contact number
- Send goods to me – freight charges will be added to your invoice by the store team when your order is confirmed
- Other – please add details in the Additional Delivery Instructions below
- Additional Delivery Instructions – add any additional notes here

### WA Shipping options

- In-Store Pickup
- Contact me when ready – don't forget to add a contact number
- Air bag – freight charges will be added to your invoice by the store team when your order is confirmed
- Road freight– freight charges will be added to your invoice by the store team when your order is confirmed
- Other – please add details in the Additional Delivery Instructions below
- Additional Delivery Instructions – add any additional notes here

## 6.2 Payment

Select your Payment method – either:

- Charge to my account
- Credit Card (manual) – in store payment

Check your order details in the Confirm order tab before clicking Confirm to send your order to the store.

Order confirmation will be emailed to you when the order has been received/processed by the FC store team.



## 7. Contact Us

Our contact details can be found at the top of any web page. Alternatively, the Contact us page can be accessed via the main menu. Here you will find our:

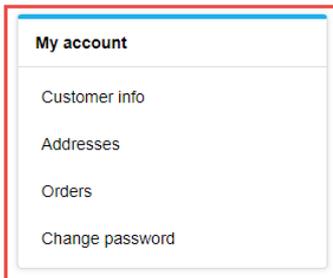
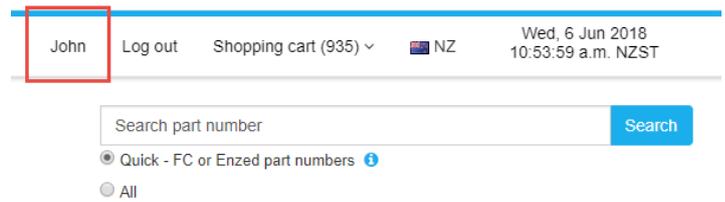
- Contact phone numbers
- Fax numbers
- Email addresses
- Street addresses
- Store hours

There is also a Contact Us form which can be used to send a message directly to the store manager and our sales team.



# 8. My Account

Clicking on your name in the top menu will take you to your account page. View all of your account information here.



This section is divided into several sections, listed in the side menu:

- Customer Info
- Addresses
- Orders
- Change password

## 8.1 Customer Info

Here you can view and edit:

- Your personal details
- Company details
- Newsletter sign up – opt in to receive the latest FC news and promotions

You can also view:

- Your discount
- Preferred alternate part number – please contact FC staff to change this
- Billing address – please contact FC staff to change this

## 8.2 Addresses

You can save as many shipping addresses to your account as you would like, saving you time and hassle each time you place an order. View and edit these addresses here.

You can even save your customers' addresses here and send orders directly to your customers. Simply leave us a note on these orders specifying "no paperwork with goods". This can be done in either the Order Comments section or the Additional Delivery Instructions section (see [Shipping](#)).

## 8.3 Orders

Here you can view and re-place orders you have placed in the past by clicking the Details button for the appropriate order. Please be aware that these orders are not 100% accurate – any changes made (e.g. due to stock shortages or added lines) are not recorded here. For accurate final invoices please contact one of the FC team.



## 8.4 Changing Your Password

For security reasons, passwords cannot be reused on the FC website.

If you forget your password, you can click “Forgot password?” in the log in page and we’ll send you an email with a link to reset it.

Alternatively if you wish to change your password, you can do this via the Change Your Password page in your account section, or by contacting the FC team.

