Manual for Buyer
www.evergreen.com.sg

| User Login | - Key in Account & Password |

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| Shop for Office Needs | - Click on "Contract Buying" or "Favorite List"
- Make use of search engine to look for products |

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| Review Shopping Cart | - Click "Checkout" or the shopping cart icon at the left side. You are allowed to amend the items and quantity in the shopping cart view |

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| Checkout | - Click "Checkout" button in the shopping cart view and fill in required information and submit |

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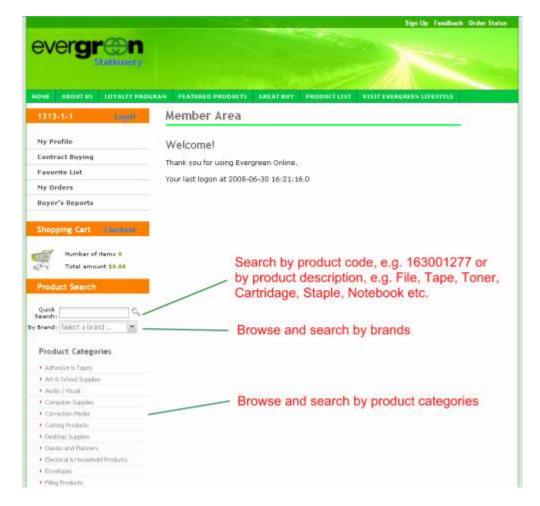| Evergreen receives order and buyer is notified by email | - Evergreen stars processing order |

DIRECT USER'S MANUAL

STEP 1 – Go to www.evergreen.com.sg Key in Account and Password

(Note: Please email: info@evergreen.com.sg to request for account and password or check with your company's administrator)

STEP 2 – Click on Contract, Favorite List or Use the Product Search to add items to shopping cart

Moving through the Evergreen e-supplies store is easy. With our easy to navigate website, you can easily locate the product by using the various search engine.

Search Engine- You can locate products from;

1. **Quick Search - Let's say you are on a mission to find Desk Tray. Enter keywords such as Desk Tray or Tray in the search box at the top of the screen. We'll give you a list of all products that match your search words. If you have a copy of our Office catalogue, you may search the product of your choice by keying in the barcode of the product. The search engine will pinpoint you to the specific product. (e.g. 151001287)**

2. **Brand – Click on the search by brand, and a drop down list will allow you to select the different brands of products. (e.g. Bantex)**

3. **Product Category – You may also search your products by clicking on the product category and search your products in the relevant category. (e.g. Office Equipment)**

Click Buy to add an item to shopping cart.
(Click Favorite to add an item to favorite list)

If there is no color attached to the product, you only need to fill in the quantity and click OK.
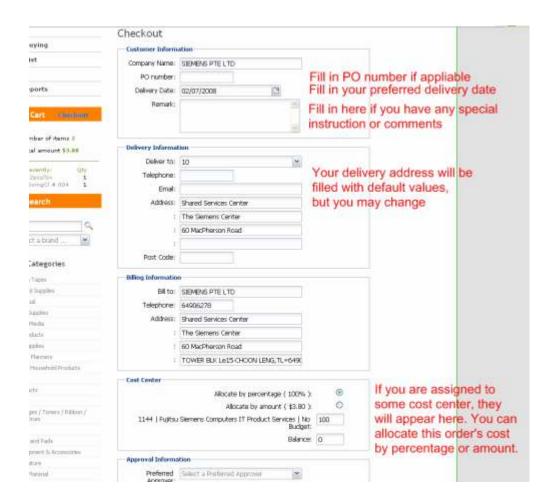
If there are colors attached to the product, you need to fill in the quantity for selected colors of your choice and click OK.

STEP 3 – Click Checkout or the shopping cart icon in the left side shopping cart section. It will show the details of your active shopping cart.

Your Shopping Cart holds items until you are ready to check out. From the Shopping Cart you can:
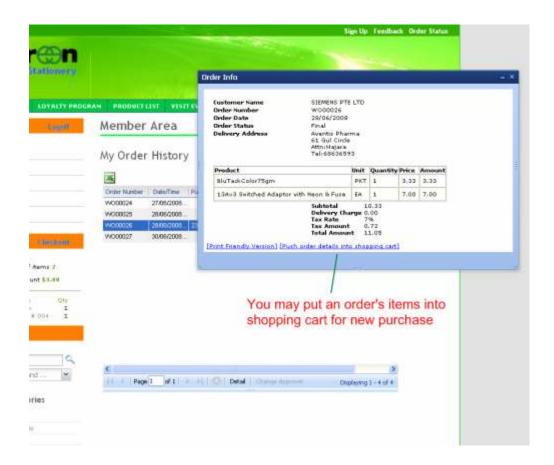
- *Proceed to checkout*
- *Keep shopping*
- *Delete or edit quantity of the items*
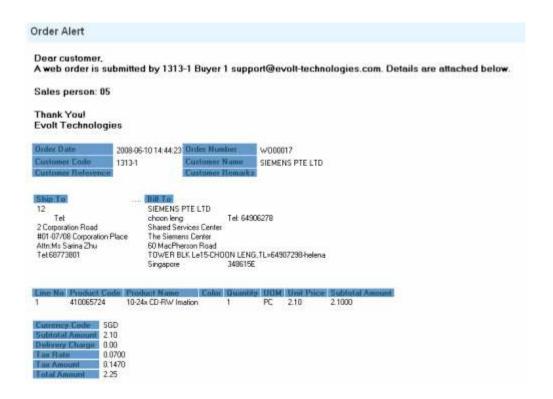- *Create new shopping cart*

STEP 4 – Click Checkout in the shopping cart view and fill in required information.

You will confirm your order by click the Submit button. And the order number is displayed.

You may put an order's items into shopping cart for new purchase

You may also retrieve your previous orders by click My Orders and put the order's items into shopping cart for repeated purchase.

Order Alert

Dear customer,
A web order is submitted by 1313-1 Buyer 1 support@evolt-technologies.com. Details are attached below.

Sales person: 05

Thank You!
Evolt Technologies

Order Date	2008-06-10 14:44:23	Order Number	WO00017
Customer Code	1313-1	Customer Name	SIEMENS PTE LTD
Customer Reference		Customer Remarks	

Ship To	....	Bill To	
12		SIEMENS PTE LTD	
Tel:		choon leng	Tel: 64906278
2 Corporation Road		Shared Services Center	
#01-07/08 Corporation Place		The Siemens Center	
Attn:Ms Sarina Zhu		60 MacPherson Road	
Tel:68773801		TOWER BLK Le15-CHOON LENG.TL=64907298-helena	
		Singapore	348615E

Line No	Product Code	Product Name	Color	Quantity	UOM	Unit Price	Subtotal Amount
1	410065724	10-24x CD-RW Imation		1	PC	2.10	2.1000

Currency Code	SGD
Subtotal Amount	2.10
Delivery Charge	0.00
Tax Rate	0.0700
Tax Amount	0.1470
Total Amount	2.25

You will receive a confirmation note of the items you ordered in your email

WEB FREQUENTLY ASKED QUESTIONS

How do I know if the order has been sent through successfully?

After you submit order, a successful transaction should see a page that says
"Thank you for shopping at Evergreen Online. Your Order is being processed."
You should also receive an email of your purchased products.

How can I search for the products in the web?

Corporate customers may click on "Contract list" to show products in contract; key in generic names like "file" "stapler" in the quick search box; Browse and search by brands or product categories.

Alternatively you may click on "Favorite List" to show the regularly bought items.

Can I still amend the order after adding the quantity in the shopping cart?

Yes. You may click the Checkout or the shopping cart icon in the left side to delete or edit product or quantity.

Can I assign the costs of the purchase to different cost centers?

You may allocate cost among cost centers in Step 4. If you are assigned to some cost centers, they will appear in the checkout screen. You may allocate by percentage or amount.

I have forgotten my login account and password.

You may request for your account and password from your company's administrators or email to Evergreen at online@evergreen.com.sg about your request. Only accounts with verified email accounts will be acknowledged.

For registered email account holders- Go to www.evergreen.com.sg and click on "Forget Password" to receive a new one.

I have some instructions I want to convey to Evergreen about my online order.

You may key in your instructions or feedback in the "remarks" field in the Check out page.

I have selected all the products I need in the web but face problems when I submit the order.

You may fax or email the product list in the shopping cart to Evergreen at fax no. 6458-4780 and follow up with a call to your Account Representative
We will process the order on your behalf and rectify the problem. Please indicate your name, contact number, cost centre and the problem you face.

How can I purchase products not found in the web?

You may either key in the items in the remarks field at "Check Out" or submit requisition to your purchasing department.

I have submitted an order but want to cancel a purchase on one of the products before the delivery date. What should I do?

You should forward your amended confirmation note to Evergreen at info@evergreen.com.sg and call your account representative about your request. Subject to approval by Evergreen.

What if Budget is exceeded and the system rejects my purchase?

 You can reduce the purchase amount by taking away some items or quantity or inform purchasing department.