

# Church Lads' & Church Girls' Brigade



## BRIGADE STORES

VERSION 0.2

JULY 13, 2013

## Brigade Stores

### Document history

Version no.	Date	Change
0.1	13.05.13	First Draft – created from screens available
0.2	23.07.13	Release 1 of Brigade Stores online

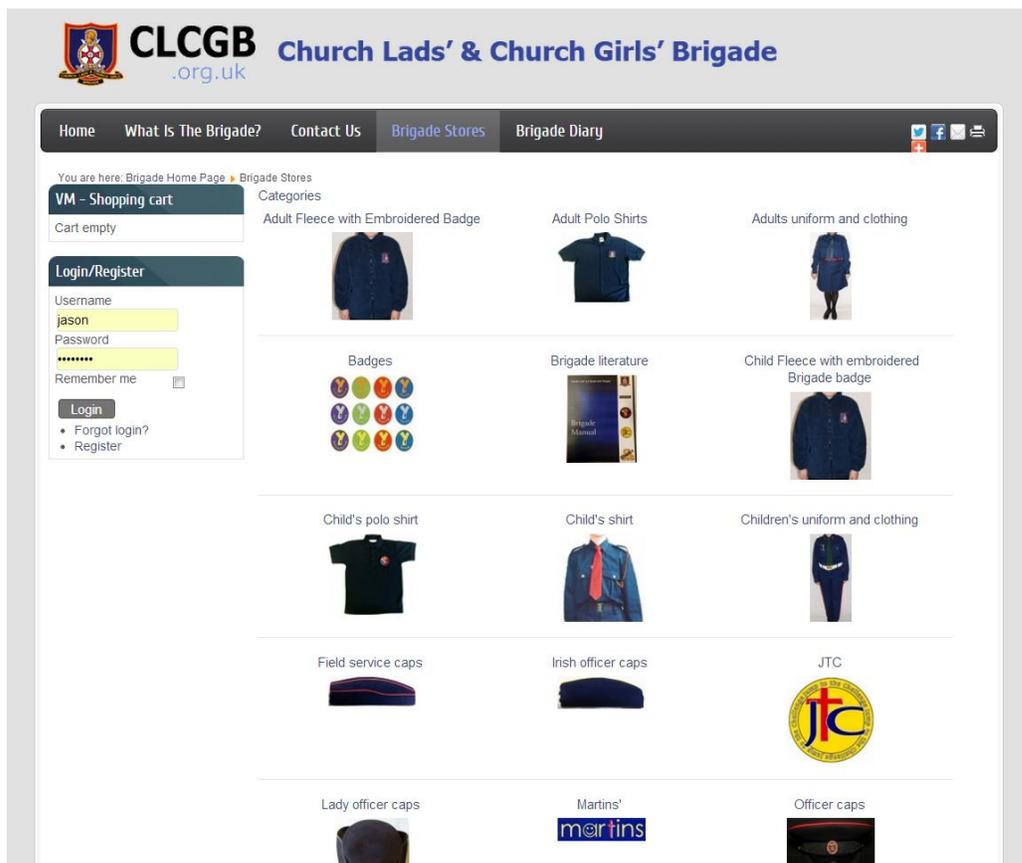
## Logging into Brigade Stores

1.1 To order from Brigade stores you need to be registered on the website.

## Accessing Brigade Stores

1.2 Go to the Brigade Stores page either by [www.clcgb.org.uk/stores](http://www.clcgb.org.uk/stores) or by visiting the [www.clcgb.org.uk](http://www.clcgb.org.uk) homepage and click on Brigade Stores on the top navigation bar.

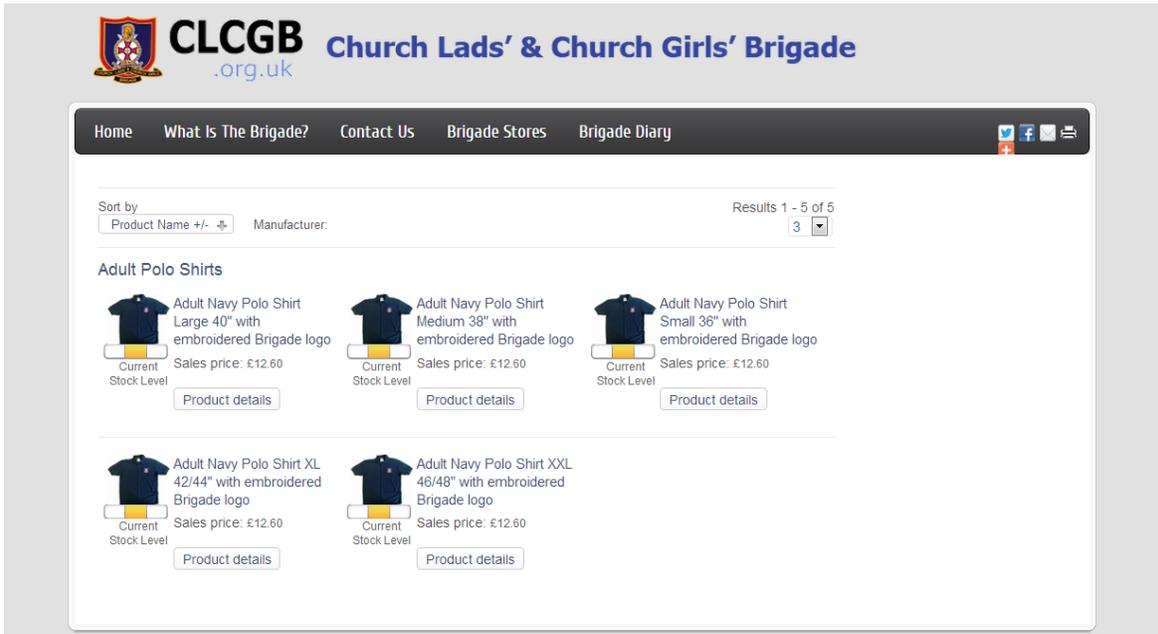
1.3 Once into Brigade Stores you should see the following screen



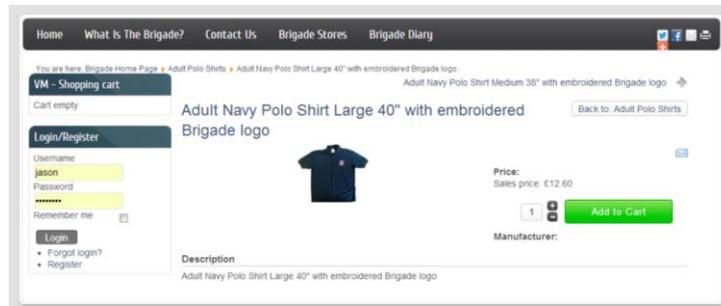
## Categories

2.1 Once in Brigade Stores each item categorised.

2.2 To locate your product click on the product category which will bring you into the product to select your required goods.

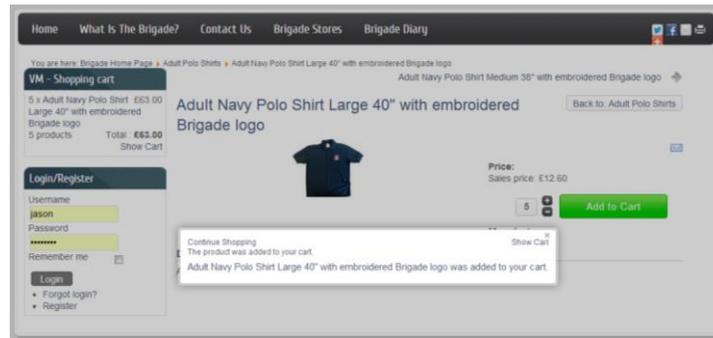


2.3 clicking on the goods you will see the following screen with further details and the button to add to cart:



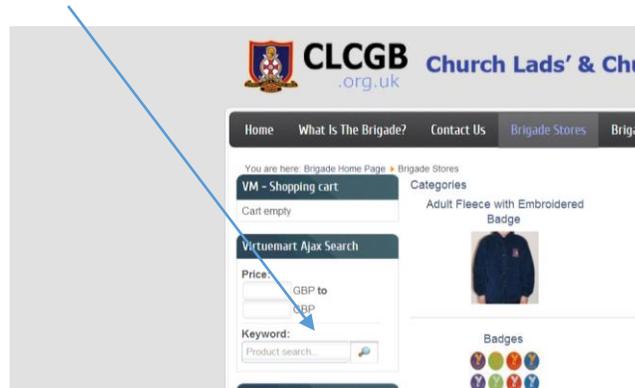
2.4 If this is the product you require select the quantity and click on Add to Cart and the following screen will appear.

2.5 If that is your order complete click on Show Cart text:



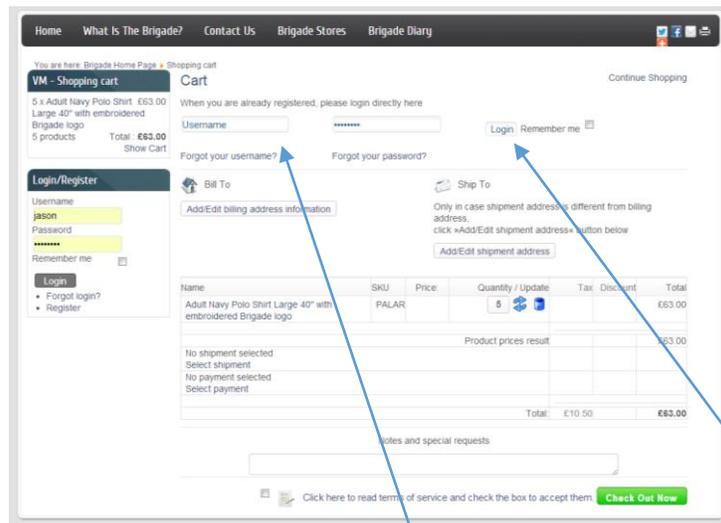
2.6 If you require further goods click on the Continue Shopping text and repeat as above.

2.7 Or you can use the product search found on the left hand side of Brigade Stores as shown below. This search will allow you to enter either the product code or description and click on the search icon next to the box.



## Completing the transaction

3. Once clicking on Show Cart you will see the following screen with all your order details:



3.1 Review your order and login with your website username and password and click on Login and this will work out the postage and you will be ready to complete your order.

3.2 If you require any special requests, type them in the free field box, and click on the box accepting the terms and conditions and click on Check Out Now.

3.3 The system will ask you to review your order. Once you have reviewed this page click on the Confirm Purchase button.

Cart Checkout Step 4 Continue Shopping

Hello Jason Greenwood [Logout](#)

**Bill To**  
jasongreenwood@clcgb.org.uk  
jason  
Mr Jason Greenwood  
2 Barnsley Road  
S63 6PY Rotherham  
United Kingdom  
[Add/Edit billing address information](#)

**Ship To**  
Only in case shipment address is different from billing address.  
[Click »Add/Edit shipment address« button below](#)  
[Add/Edit shipment address](#)

Name	SKU	Price:	Quantity / Update	Tax	Discount	Total
Adult Navy Polo Shirt Large 40" with embroidered Brigade logo	PALAR		3			£37.80
Product prices result						£37.80
Royal Mail 1st Class 751g-1000g						£4.30
Total:						£6.30
						£42.10

Notes and special requests

[Click here to read terms of service and check the box to accept them.](#) [Confirm Purchase](#)

3.4 Please note that all orders will be set to cheque/BACS. Once the order has been weighed NHQ will add the postage costs to the invoice and forward you the invoice to pay. A cheque or BACS payment is then required within 14 days of placing the order otherwise the system will automatically cancel your order and your goods will be available for others to purchase. To find out where to send the payment to please see 4.2 below.

3.5 You will receive an email to confirm your order with a unique order number and password.

3.6 Once Brigade Stores have received your payment your goods will be dispatched and you will receive confirmation of dispatch by email.

## Tracking your order

4. If at any point you wish to track your order you can go back to Brigade Stores or click on the email that you received and click on view your order online. You will need your order number and your order password.

Hello Mr Jason Greenwood,

Your order number:  
83a9013

Your order password:  
p\_145c8

[view your order online](#)

Your order Total: £42.10

Your order status is: Pending

Bill To		Ship To	
<a href="mailto:jasongreenwood@clcgb.org.uk">jasongreenwood@clcgb.org.uk</a> jason Mr Jason Greenwood 2 Barnsley Road S63 6PY Rotherham United Kingdom		jason Jason Greenwood 2 Barnsley Road S63 6PY Rotherham United Kingdom	

SKU	Product Name	Product status	Price	Qty	Tax	Discount	Total	
PALAR	<a href="#">Adult Navy Polo Shirt Large 40" with embroidered Brigade logo</a>	Pending	£10.50	3	£6.30	£0.00	£37.80	
					Product prices result	£6.30	£0.00	£37.80
					Royal Mail 1st Class 751g-1000g	£0.00	£4.30	

### 4.2 Payments are required either by Cheque or BACS

Cheque payments should be made payable to “church lads’ and church girls’ brigade” and sent to

Barnsley Road  
 Wath upon Dearne  
 Rotherham  
 S63 6PY

## Questions and Answers

**Q. Why do I have to now order online?**

A. From feedback received from companies and our recent survey it showed that companies wanted to see stock online, to be able to view stock levels and the product they were buying. In ordering online makes the process and tracking a quicker process.

**Q. Why do I have to pay now or within 14 days?**

A. Brigade Council passed in April 2013 that all stores stock should be paid for before dispatch due to cash flow, and to reduce time chasing outstanding invoices. This will also assist companies with their own cash flow.

**Q. Are all items online?**

A. Yes, all of our stock items are online and prices are upto date.

**Q. Can I amend my order?**

A. If you require to amend your order you will need to email Zoe Palmer on [stores@clcgb.org.uk](mailto:stores@clcgb.org.uk) or by calling NHQ and using option 2 on the new telephone system.

**Q. What if my item is not in stock?**

A. If your item is not in stock it will show a red colour in stock availability. This page will show a “notify me” button which you will need to click on, and enter your email address. As soon as this product is back in stock the system will email you out to allow you to place a further order.

**Q. Will I still be able to request an annual report of my companies purchase?**

A. Yes, however when placing an order you will need to write your company number in the “company number” box, and save this to your website profile.