

## Online Shop User Guide

# #makeityours

### **Step 1**

Customer chooses products and colours from [www.admdirect.co.uk](http://www.admdirect.co.uk).

Customer confirms all customisation details and sends over any logos required

Customer confirms all contact details – mobile number, email

Customer agrees quote provided and agrees to proceed with online shop

### **Step 2**

ADM build online shop within 7 days

Customer checks over site & confirms

Customer confirms 1<sup>st</sup> opening & closing period (suggested period 1 -2 weeks)

\*Shops can be opened as often as required over a year

### **Step 3**

ADM opens online shop for set period

Customer shares online shop link via email & social media to all members

Customer informs members of how shop works

- Delivery 2-4 weeks after shop closing date
- No orders can be accepted if not placed by closing date
- Orders delivered to Students Union office
- Orders handed out by main customer contact to members

**Step 4**

ADM close shop & process orders on date specified

ADM notifies members of any shortages within 7 days

ADM confirm expected delivery date to members within 7 days

**Step 5**

ADM dispatch order

Text message sent to customer confirming dispatch

**Step 6**

Customer receives orders at agreed postal address

Customer distributes orders to members

Happy customer & members who provide testimonial & images for ADM to use via social media.

**Please note:**

“Customer” is referred to as the lead member of the club/society/organisation that is tasked with its merchandise requirements

“Members” refers to individuals that order via the ADM online shop that has been created for a particular club/society or organisation.

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