

Supplying safety, welfare, site equipment, tools and engineering accessories



SUPPORTING CONSTRUCTION

ONSITE SUPPORT®

Online Ordering Made Simple.



T: 01293 744 444 **E:** sales.support@onsite-support.co.uk
W: www.onsite-support.co.uk | **ORDER ONLINE TODAY**




Table of Contents

My Account	Page 3
Viewing Orders	Page 4
Viewing Basket	Page 5
My Details	Page 5
SupportHub	Page 6
Company Details	Page 7
User Permissions	Page 8
Price List	Page 10
Downloading Price List	
Documents	Page 10
Uploading Documents	
Downloading Documents	
Orders & Requisitions	Page 11
Pending Requisitions	
Approval History	
Your Requisitions	
Placing Orders	Page 12
Adding to Basket	
Editing Basket	
Adding Order Information	
Check Out	
User Favourites	Page 16
Adding a Favourite	
Adding to Basket	
Removing a Favourite	
From Product Page	
From Favourites List	
Finding Bespoke Products	Page 19
Contact Information	Page 20



My Account

After logging into your account on the OnSite Support website your screen will open to the below "My Account" page. From this page you can; review orders, review basket, review details, access the Support Hub, view pending requisitions, view favourites and logout.

MY ACCOUNT	
> My Account	
> Orders	
> Basket	
> My Details	
> SupportHub	
> Pending Requisitions	
> Favourites	
> Logout	

Welcome to OnSite My Account

Here you can view your details, past orders and also any items you've left in your basket since the last time you were logged in.

Call us on 01293 744 444 or email us at sales.support@onsite-support.co.uk for any help or further information.

Your Account Manager:

Darren Oliver



Experience

Darren has been working at OnSite Support for 4 years now, as a Customer Support Account Manager. He is also in the Website Development Team, and having been so from the start, it's fair to say Darren knows the website inside out. He is best known for the fast efficient service he provides to clients.

Top Qualities

- Efficient
- Accurate
- The go-to Website expert

What Darren's clients say:

"You know I always have nothing but praise for Darren and therefore OnSite Support as a whole. Darren's a great individual who works fast and accurately – it's a real pleasure to deal with him and he's a great representative for OnSite Support.

- Quotations are always done accurately and very quickly.
- Invoice queries get sorted in no time at all.
- Any issues with orders including items not delivered, damaged items, replacements etc are done so efficiently.

About Us

At OnSite Support our vision is to be the leading experts in construction safety and site support, whilst maintaining excellent ratings in customer service. Keeping our values at front of mind we strive to make a difference for effectiveness, excellence, commitment and innovation. We believe both our vision and our values help us to achieve our mission 'Supporting Construction'.

We provide a quality range of safety, welfare, site equipment, tool and engineering products for the construction and engineering industries. Our Constructor products focus on providing you with what you need, whenever you need it. We know that safety on your site is paramount and our Fallproof range was created to provide tethered tools while working at height.

Telephone: 01293 744 444

Email: darren.oliver@onsite-support.co.uk

Connect with me on LinkedIn

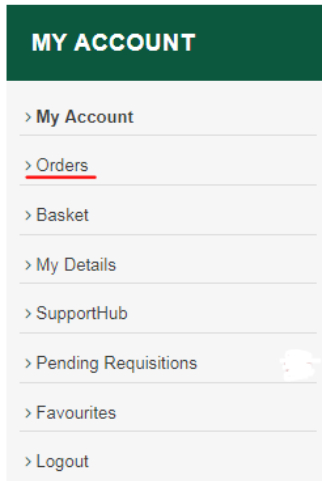


T: 01293 744 444 E: sales.support@onsite-support.co.uk
W: www.onsite-support.co.uk | ORDER ONLINE TODAY



Viewing Orders

Select "Orders" from the My Account navigation on the left-hand side of the screen as below.



This page displays all the orders previously placed by a user plus their status (Pending Approval, Processed, & Rejected). You can filter the orders down by PO number or invoice number. The orders are paginated and are output in chronological order.

Clicking on a "View Order" button will direct you to a page displaying the details of the order such as delivery method, delivery cost, total cost, delivery information, ordered by, address, & products ordered.

The screenshot shows the 'Order History' page. On the left is the 'MY ACCOUNT' navigation menu. The main content area has a search bar and a list of orders. Each order entry includes the order number, PO number, status, and a 'VIEW ORDER' button. The orders listed are:

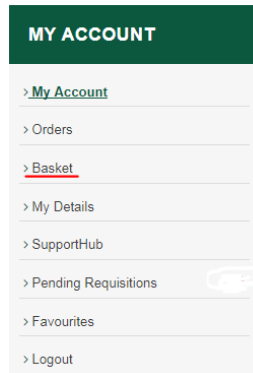
- Order 0010727 (PO Number: 12345) - Processed
- Order 0009170 (PO Number: TESTBOOKIN) - Processed
- Order 0008303 (PO Number: 1234) - Processed
- Order 0007027 (PO Number: 123456) - Processed
- Order 0007026 (PO Number: 123456) - Processed

At the bottom of the list is a pagination control showing '1' and '2' with arrows.





Viewing Basket

Select "Basket" from the left hand My Account navigation as below.



This page will either show the products the user has put in the basket, or it will inform the user that the basket is empty. Products can be removed from the basket from this page by selecting "Remove" on the variant required or "Empty Basket" to clear the basket completely. Once items are removed from the basket they can only be added back manually. The user can proceed to checkout from this page.

Your basket

Product Detail	Quantity	Price Details	Total Price
 <p>Heavy Duty Black Refuse Sacks (Pack 200) Product Details: 18" x 29" x 38" 457x724x965mm - Black Product Code: PO2L10</p>	<input type="text" value="2"/> Update > Remove 	Unit Price: £17.50 Price: £35.00 VAT (20%): £7.00	£42.00

PROCEED TO CHECKOUT

EMPTY BASKET

My Details

This page will output the user's contact information and associated address(es). You have permission to edit your login details, including password.



T: 01293 744 444 E: sales.support@onsite-support.co.uk
W: www.onsite-support.co.uk | **ORDER ONLINE TODAY**



Support Hub

This is the service we provide when you sign up to an online account with us and offers a personalised portal for each client. It gives you access to your details, price list, documents, and orders and requisitions.

Who is an Account User?

A user set up on the website who is associated with a company account.

What can they do?

An Account User is able to access the following within the SupportHub:

- View company general (invoice) information.
- View and edit company price list
- Download company documents (set by OnSite Support)
- View previous orders/requisitions (Dependent on permissions)



SupportHub as an Account User

Company Details:

This is where you can view the following information:

- Account Number
- Name
- Invoice Address 1
- Invoice Address 2
- Invoice Address 3
- Invoice Town
- Invoice County
- Invoice Country
- Invoice Post Code
- Email Address
- Telephone



User Permissions

Differing permissions can be set for each user. If you require any of the following permissions, please contact our Customer Support Team – 01293 744 444 or email sales.support@onsite-support.co.uk

Permission	Description
Access Company Details	Can access the “Company Details” page SupportHub
Administrate Users	Can create, edit and remove users
Access Price List	Can access the price list in SupportHub
Add Company Addresses	Can add an address in SupportHub
Delete Company Addresses	Can delete an address in SupportHub
Edit Company Addresses	Can edit an address in SupportHub
View Company Addresses	Can view all addresses in SupportHub
Add Company Contacts	Can add a contact in SupportHub
Delete Company Contacts	Can delete a contact in SupportHub
Edit Company Contacts	Can edit a contact in SupportHub
View Company Contacts	Can view all contacts in SupportHub
Access Documents	Can access Company Documents in SupportHub (documents in navigation)
Directly Place Order	User can place orders without them needing to be approved by an administrator
Can approve requisitions	User can approve requisitions placed by non-admin users (only users that have this user assigned as their admin)
Can decline requisitions	User can reject requisitions placed by non-admin users (only users that have this user assigned as their admin)
Can view user history	Can view approval and rejection history of the user in SupportHub
Can hide processed/declined requisitions	User can hide requisitions that have been approved or rejected in SupportHub
Ignore terms and conditions	When placing an order the user does not have to agree to Terms and Conditions
Can view prices	Can see prices. If not selected the user will not see prices throughout the entire website at any stage of the order process



Can access non-company approved products	The user can access items that the user does not have as part of their prices table. Prices for these items are set as standard price. If the user does not have this permission products not on the price list will not appear on the website for this user
Can see stock number	Can see stock numbers – Please contact us for further information.
Can participate in rewards scheme	Can access reward scheme – Please contact us for further information.
Can see favourites	Can view their favourites list containing variants in the My Account section of the website.
Can use vouchers	Can use valid vouchers in the checkout process
Access Company Reports	Can access Company Reports in the SupportHub navigation set by OnSite Support – Please contact us for further information.
Can see invoices	Can access the invoices section in SupportHub



Price List

If the user has permission, they can view the price list of all company-approved products. The list shows the following for each product:

- Variant Code (Individual code for differing size, colour or other product variations)
- Colour
- Size
- Description
- Product Category
- Price Per Unit

The list can be filtered using the search function to help find the relevant product quickly. The user can also export the price list to CSV.

Price List

Search

Download as CSV/Excel

Tip: [Print this price list directly from your browser.](#)

Variant Code	Colour	Size	Description	Product Category	Price Per Unit
9954550	Black		Spectacle Nylon Bag With Cord	Eye Protection Accessories	0.62
AMC230		230 x 3.0mm	Abrasive Metal Cutting Discs	Cutting & Grinding Discs	1.37
BA1S30	Black	85ltr	Constructor Wheelbarrow (Solid Tyre)	Wheelbarrows & Trolleys	28.8
BL2BD0-WHT-2XL	White	2XL	Non-Woven Polyprop. Disposable Coverall c/w Hood	Boilersuits & Coveralls	0.9
BL2BD0-WHT-L	White	L	Non-Woven Polyprop. Disposable Coverall c/w Hood	Disp Coveralls & Overshoes	0.9
BL2BD0-WHT-XL	White	XL	Non-Woven Polyprop. Disposable Coverall c/w Hood	Disp Coveralls & Overshoes	0.9

Documents

If the user has permission, they can download any documents that have been assigned to their company by OnSite Support. The list is in chronological order with the upload date and title of the item listed.. Contact OnSite Support if you would like a document uploaded to your SupportHub.

Documents

Document Title	Download	Upload Date
Test Document 1		08/01/2016 18:23
Test Document 2		08/01/2016 18:22



Orders and Requisitions

The orders and requisitions section is split into 4 sections. Each section has an option to filter their list of requisitions by PO Number or Invoice number.

Pending:

Displays all pending requisitions waiting to be approved or rejected. It is only accessible to users with appropriate permissions. The requisitions are paginated and chronologically ordered. Each requisition is an accordion, clicking a requisition will trigger the accordion to show more details. Once dropped down, the requisition can be edited by increasing or decreasing the quantity of the items, which will detach any vouchers associated. A PO number has to be set before a requisition can be approved or rejected.

Approval History:

The approval history section will display all the requisitions that the user has previously approved or rejected. The section is only accessible to users with the “Can view company history” permission. The background of the requisition will be red if it was rejected and green if approved. Each requisition is an accordion, clicking a requisition will show more details. There is a prompt to hide the requisition (if the user has permission). If hidden a requisition will not appear in the list again.

Your Requisition:

The “Your Requisitions” section displays all the past requisitions placed by the user. The background of the requisition will be red if it was rejected and green if approved. Each requisition is an accordion, clicking a requisition will show more details. There is a prompt to hide the requisition (if the user has permission). If hidden, this will not appear in the list again.

Hidden:

The hidden section outputs all requisitions hidden in the previous sections that have been approved by the user. Hidden requisitions cannot be retrieved.

Requisitions

Pending Approval History **Your Requisitions** Hidden

Search: Search by PO Number or Invoice Number

Details

Order 0010727 (PO Number: 12345) [Read Less](#)

Order Placed 21/12/2017 14:46:23

Delivery Method Standard Specified Date

Requested Delivery Date 29/12/2017

Delivery Cost £0.00 (plus £0.00 VAT)

Value £51.26

VAT £10.25

Total £51.26

Total Inc. VAT £61.51

Delivery Information Gate B

Ordered By Admin User (admin.user@onsite-support.co.uk)

Address **Delivery Address Name:** Onsite Support Ltd
Darren Oliver
Stephenson Way (Next to the BMW garage)
Three Bridges
Crawley
West Sussex
England
RH10 1TN
01293 744 444
01293 522 934

Items

Product	Code	Quantity	Unit Price	Price	VAT (20%)	Line Total
Debris / Safety Netting - Blue 2m x 50m - Blue	SN2B250	2	£25.63	£51.26	£10.25 (VAT Rate : 20.00%)	£61.51

[Hide >](#)



Placing Orders

Adding to the basket:

Users can add product variants to their basket using the - and + signs to increase/decrease the quantity they wish to purchase. Alternatively, they can type the quantity desired directly into the field.

Please Note: If the product is already in the basket this quantity will be appended to the current quantity.

Code	Details	1 - 9	10 - 19	20 - 49	50+	
TA8ASYB	50mm x 18m - Black/Yellow	£34.50	£24.15	£20.70	£17.94	- 0 +




Editing the basket:

The user can view the basket and its current items by clicking the shopping cart with the item quantity listed in the website header.



This displays the list of the items in the basket including their price and quantity. The user can update the quantity or remove the item entirely. The user can also click the “Empty Basket” button to remove all items from the basket, this cannot be reversed after clicked. The “Proceed to checkout” button will send the user to the next screen to begin the checkout process.

Your basket

Product Detail	Quantity	Price Details	Total Price
 <p>Anti-Slip Tape Product Details: 50mm x 18m - Black/Yellow Product Code: TA8ASYB</p>	<input type="text" value="2"/> Update > Remove	Unit Price: £34.50 Price: £69.00 VAT (20%): £13.80	£82.80



Adding order information

The first checkout screen allows the user to add notes for each individual product with a maximum of 255 characters (optional).

Order summary:

Product	Code	Quantity	Unit Price	Price	VAT (20%)	Line Total
Anti-Slip Tape: 50mm x 18m - Black/Yellow	TABASYB	2	£34.50	£69.00	£13.80	£82.80
Type comments about this item here						
				£69.00	£13.80	£82.80

Following this, the user can select an address for this to be delivered to. Addresses are linked to company and users. An address might be associated with a company but not a user. If this is the case then this address will not be selectable for this user and will need to be set by a user with permission in SupportHub. If they have the correct permissions they can also add a new address or link an address already associated with their company, as shown below.

Select Delivery Address*

Tom Daley
Splash Point
Worthing
West Sussex
United Kingdom
BN13 1HN
01293 744 444

ADD NEW ADDRESS

LINK AN ADDRESS TO YOUR ACCOUNT

The user then selects the delivery method.

Select Delivery Method*

i For same-day/special deliveries please call us on 01293 744 710

i Carriage charge free if orders are over £150.00 (before VAT)

- Standard - Next Day Delivery : £9.50 (plus £1.90 VAT)
- Standard Specified Date : £9.50 (plus £1.90 VAT)



Any additional information can be added below including a PO Number (required for Account Users). Once ready, the user can click the "Confirm Details" button to proceed to the next stage of the checkout process.

Order Details:

Delivery Instructions:

PO Number*:

Special Instructions:



The next stage allows a user to add a voucher code, if they have the permission to do so.

Checkout

Add Voucher Code:



The user is then shown all of the previously added data relating to their basket/checkout process and are given a chance to go back to edit anything that may be an issue. The user can click the “Download Sales Order PDF” button to generate a PDF with the basket/checkout information. Once happy with the order the user can click “Place Order” or “Send Requisition for Approval” button.

If the user has permission to directly place orders they will see the “Place Order” button otherwise they will see the “Send Requisition for Approval” button.



If the user clicks the “Place Order” button they will be shown an overview of their order plus a message stating that their order has been placed. They will also be emailed a confirmation of their order.

If the user clicks the “Send Requisition for Approval” button they will be shown an overview of their order along with a message to tell them their requisition has been sent to their admin. The user will be emailed a confirmation of their requisition, as will any users set as their admin so they are able to approve or reject their requisition.

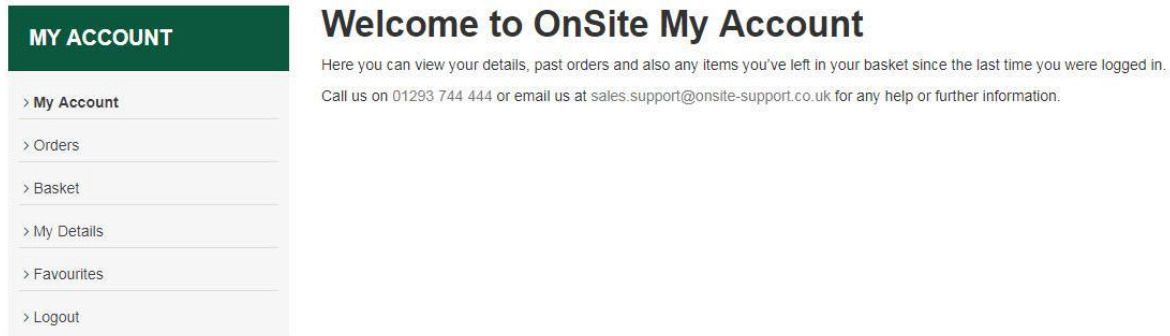


User Favourites

The Wishlist functionality has now been replaced with Favourites. When logged in a user can now select a product to be added to their Favourites list.

My Account

A user can view their Favourites list within "My Account":



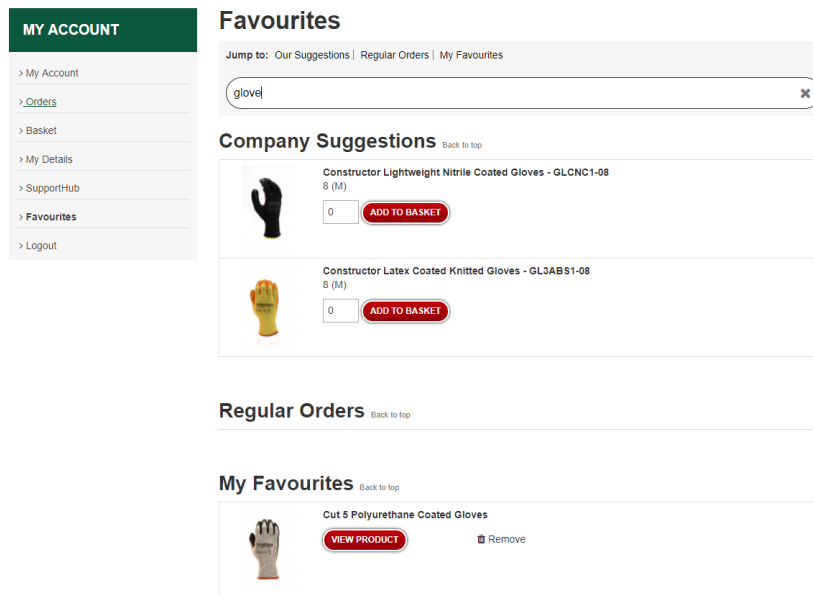
In this section a user will see three different options.

My Favourites: Selected by individual users and limited to 80.

Company Suggestions: Company suggestions from the Company Admin User and limited to 80.

Regular orders: Favourites which pull in automatically based on what the individual purchases and limited to 80.

A user can search for a particular product by typing into the search bar.




Adding a Favourite

To add a product to their favourites a user can hover over a product on the product overview page and click + Add to Favourites.


ANCHORAGE LINES & CONNECTORS (9 products)

View 100 per page Sort by: Name (Asc) ▼




ALUMINIUM TWISTLOCK KARABINER

+ ADD TO FAVOURITES




ANCHORAGE LINE TO SUIT ROPE GRAB

VIEW PRODUCT




AUTOMATIC & MANUAL ROPE GRAB WITH LANYARD & CONNECTOR



GALVANISED SCREWGATE CONNECTOR

Alternatively on a product page they can click + Add to Favourites

Home » Safety » Anchorage Lines & Connectors » Aluminium Twistlock Karabiner



+ ADD TO FAVOURITES

ALUMINIUM TWISTLOCK KARABINER

Aluminium lightweight screwgate connector

Read more

Code	Details	1 - 9	10 - 19	20 - 49	50+			
HN5ML02	18mm Opening	£32.05	£22.44	£19.23	£16.67	-	0	+

ADD TO BASKET >

Adding to Basket

From the favourites section the user can add products directly to their basket. If a product requires a variant (e.g. they need to choose a size) the user can click the view product button for more details and follow the standard purchase process.


MY ACCOUNT

- > My Account
- > Orders
- > Basket
- > My Details
- > Support Hub
- > Favourites
- > Logout

Favourites

Jump to: Our Suggestions | Regular Orders | My Favourites


Company Suggestions Back to top



Constructor Lightweight Nitrile Coated Gloves - GLCNC1-08
8 (M)

ADD TO BASKET


Your basket has been updated.



Constructor Latex Coated Knitted Gloves - GL3ABS1-08
8 (M)


ADD TO BASKET


17



T: 01293 744 444 **E:** sales.support@onsite-support.co.uk

W: www.onsite-support.co.uk | **ORDER ONLINE TODAY**





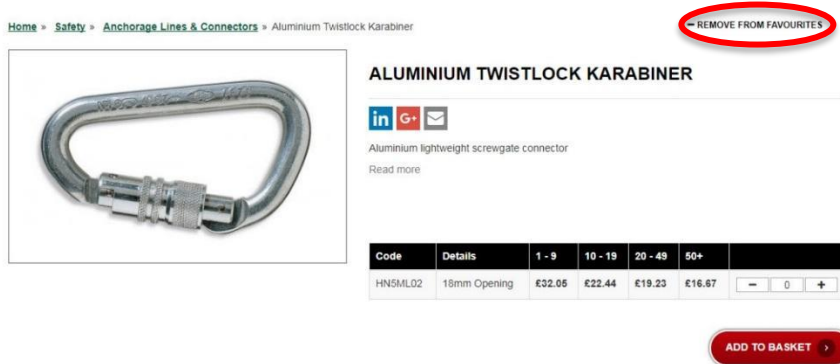
Removing a Favourite

Once a product has been added to Favourites it can also be removed in the same way, on either the product overview and product page. They can also be removed by clicking the Remove button in the Favourites list.

From the product overview

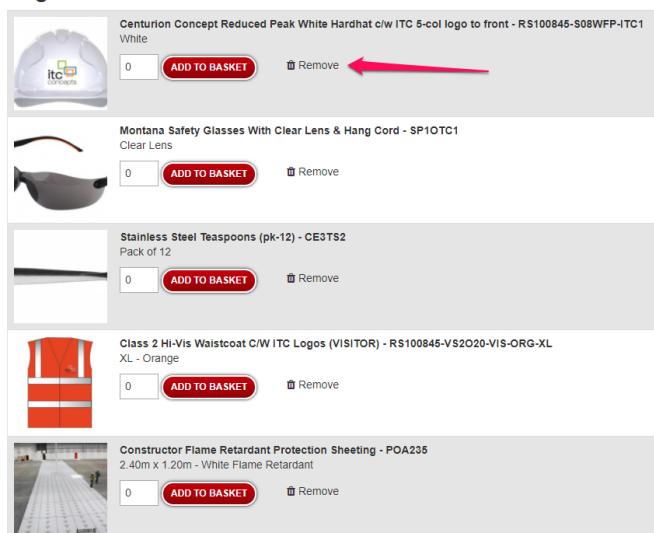


From a product page



Favourites list

Regular Orders Back to top



Finding Bespoke Products

Users who have bespoke products, e.g. safety helmets with company logos on them, can automatically find them under bespoke sections. Please ensure you are logged into your account.

The screenshot shows a website navigation menu with the following structure:

- Safety**
 - Anchorage Lines & Connectors
 - Disposable Coveralls & Overshoes
 - Ear Protection
 - Fall Arrest Harness
 - Handling Gloves
 - Radios
 - Safety Goggles
 - Safety Spectacles
 - Welding Gloves & Accessories
 - Bespoke** (indicated by a red arrow)
 - Disposable & Chemical Gloves
 - Eye Protection Accessories
 - Fall Arrest Lanyards & Blocks
 - Helmets & Head Protection
 - Safety - Other
 - Safety Shoes & Trainers
 - Socks & Footwear Accessories
 - Welding Headshields
 - Cut Protection Gloves
 - Rigger Gloves
 - Face Shields
 - First Aid & Eyewash
 - Masks & Respiratory Protection
 - Safety Boots
 - Site Safety Signs
 - Traffiglove
 - Safety Wellington Boots & Waders
- Clothing**
 - Bespoke Clothing** (indicated by a red arrow)
 - Flame Protection Clothing
 - Hi-Vis Jackets
 - Hi-Vis Waistcoats
 - Railtrack Hi-Vis
 - Sweatshirts
 - Boilersuits & Coveralls
 - Fleeces
 - Hi-Vis Polo Shirts
 - Jackets
 - Rainwear & Waterproofs
 - T Shirts & Poloshirts
 - Clothing - Other
 - Hats, Bags & Accessories
 - Hi-Vis Trousers
 - ProGARM FR & Arc Flash
 - Shirts
 - Trousers & Shorts
- Fallproof Equipment**
 - FALLPROOF Accessories
 - FALLPROOF Quick Switch System
 - FALLPROOF Tool Belts & Pouches
 - FALLPROOF Instrument Retention
 - FALLPROOF Retrofit Solutions
 - FALLPROOF Tool Lanyards
 - FALLPROOF Lifting & Storage
 - FALLPROOF Tethered Tools

When a user clicks through they can select their bespoke product options.

BESPOKE (1 products)

View 100 per page



JSP EVO 3 COMFORT
VENTED SAFETY
HELMET C/W CALA
LOGO

Please Note: Contact your account manager or the Customer Support Team for further information or questions regarding bespoke products – 01293 744 444



Contact Information

For any queries regarding the website, contact your dedicated account manager. Their information can be found on the “My Account” page and will include your account manager’s information.

Queries to speak with your account manager may include but are not limited to:

- bespoke products
- products not showing correctly on the website
- adding products to a price list
- users and user administration
- user permissions
- user errors
- creating/editing users and addresses
- website performance
- page errors/malfunction

Alternatively, if you cannot contact them or if you have not been allocated an account manager, contact OnSite Support’s Customer Support Team – 01293 744 444.

