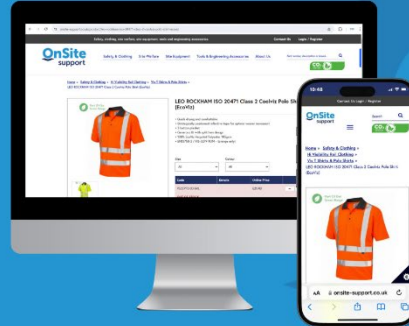


# Online Ordering Made Simple

The OnSite Support website allows simple navigation to find the products, services and offers you need in a one-stop shop so that you can review your requisitions, orders, invoices and proof of delivery all in one place.



## Personal service

- Personalised Portal
- View you Branded and Company Specific Items
- Add your own favourites
- Access your documents and view your order history

## Easy ordering

- Simple navigation
- Add extra detail and special instructions to your delivery
- Review orders and requisitions
- Quick and easy reordering

## Full support

- Dedicated support team to check and verify your orders
- Customer support to help with questions

### How do I sign up?

You can change your permissions to include online ordering or request a credit account by simply clicking on <https://www.onsite-support.co.uk/open-an-account>

# Frequently Asked Questions

## Why order online?

- Ordering online is quicker, easier and offers even better value
- Keep up to date with latest offers
- See the latest innovations to help you work better, stay safer and more sustainably
- It's just like any online shopping account you may already have, but for work (with even better controls)

## Can I control my sites' spending?

Yes you can set up all sorts of permissions including

- who can place orders
- who can only requisition items for others to authorize
- view requisitions, orders, invoices, statement of account and proof of delivery

## Can I find things easily?

Yes you can choose to simply and easily search our full catalogue using the

- search function and categories  
or
- tell us your company favourites or if you only want to see what is on your approved list

## Is it easy to order?

If you already order using online services at home this is just as simple.

- click on the item you want
- check the specification
- added it your basket
- order straight away or save it for later - it's quick and easy!
- open a trade account to order online and then pay on monthly account
- pay with a credit or debit card for each transaction

## Can I still talk to someone?

- Yes one of our friendly and well informed Customer Services Team or your dedicated Account Manager is available to answer any questions you may have about specification or alternative products are available

Call OnSite Support on 01293 744444 or email [Sales.Support@OnSite-Support.co.uk](mailto:Sales.Support@OnSite-Support.co.uk)