

User Guide

Creating an Online Order

Purpose

The purpose of this guide is to provide instruction on how to submit an order over XYNYTH's *Order Online System* (or "How to Create an Online Order").

Prerequisites

- In order to use XYNYTH's *Order Online System*, you must be the buyer of an active XYNYTH customer, and
- You must have your unique and confidential Log-In User Name and Password. If you do not have a Username and password, please contact sales@xynyth.com and one will be supplied.



If you forgot your password – go to Appendix A, page 14.
To CHANGE your password – go to Appendix B, page 15.

Procedure Steps

1. Navigate to XYNYTH's website (www.xynyth.com) by entering the address into the address bar of your browser. The following page (Figure 1) will appear:

Figure 1 : XYNYTH Manufacturing Corp Website Homepage



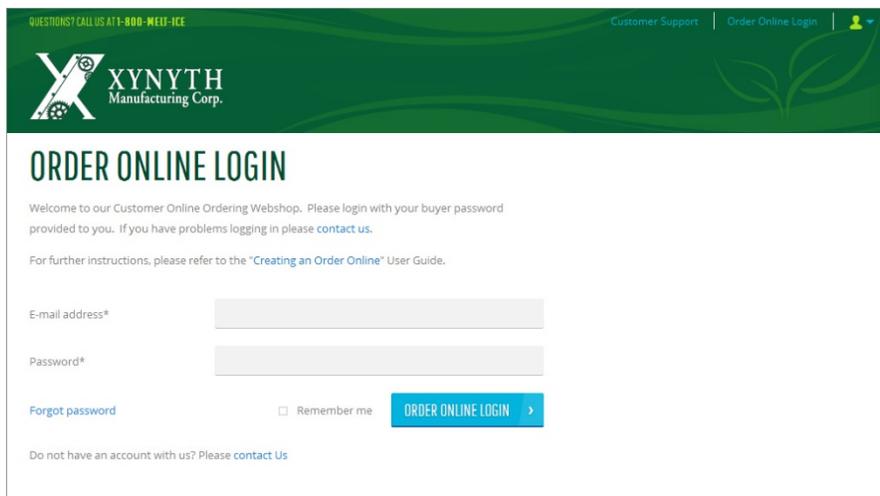
2. Feel free to explore our Corporate Website for information about our company and products. When you're ready to get started, click "Order Online" on the left hand menu, or click on the "Order Online Here" button on the right. You will be redirected to our Order Online Login Page. Below illustrates the two links to click to order online (as in Figure 2).

Figure 2 : XYNYTH's Order Online System



3. Figure 3 shows the Login (or "Start") page of the Order Online System.

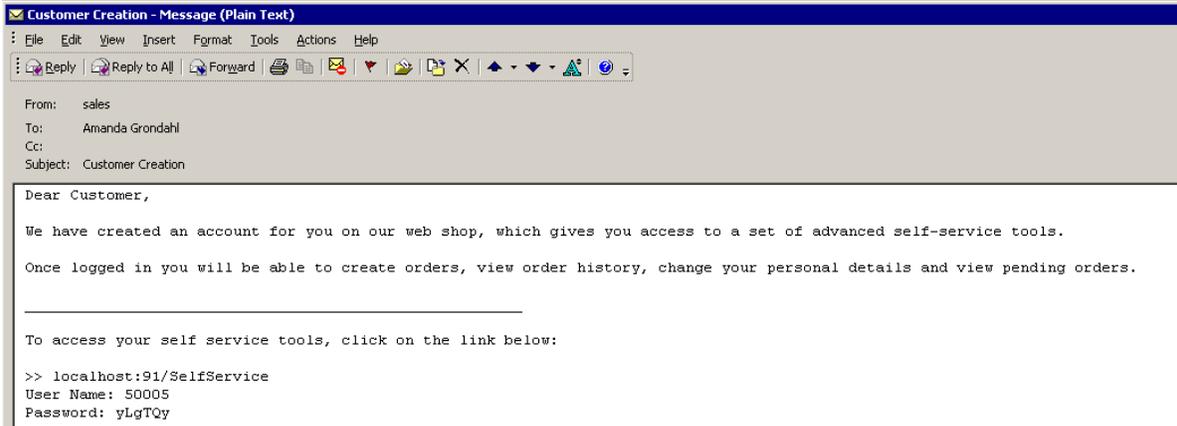
Figure 3 : XYNYTH's Order Online System



4. Before continuing, if you have not already done so, you must obtain a User Name and Password. The User Name will be the email address associated to your Customer Account, and the Password will be unique to you, the buyer, and should not be given out to anyone. This password is also unique to the order online process and is NOT the same password used to access the Sales Rep. Resource Center of the [XYNYTH website](http://www.xynyth.com). To obtain your Buyer log-in details, simply send an email request to sales@xynyth.com Please remember to include your full name, company name and contact information in the body of the email.

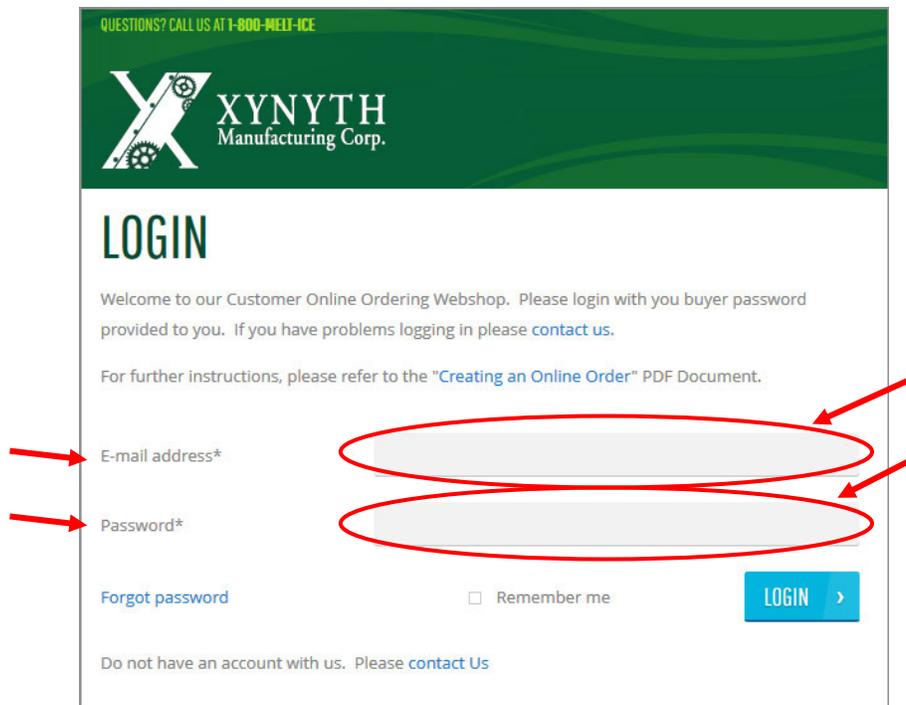
- Once we have assigned you your User Name and Password, you will receive a New Account Notification Email, as shown in Figure 4. **Note: You can change your password, once online, to something more memorable by accessing your “Account”.** (see Appendix B, page 15)

Figure 4 : XYNYTH’s New Account Notification Email



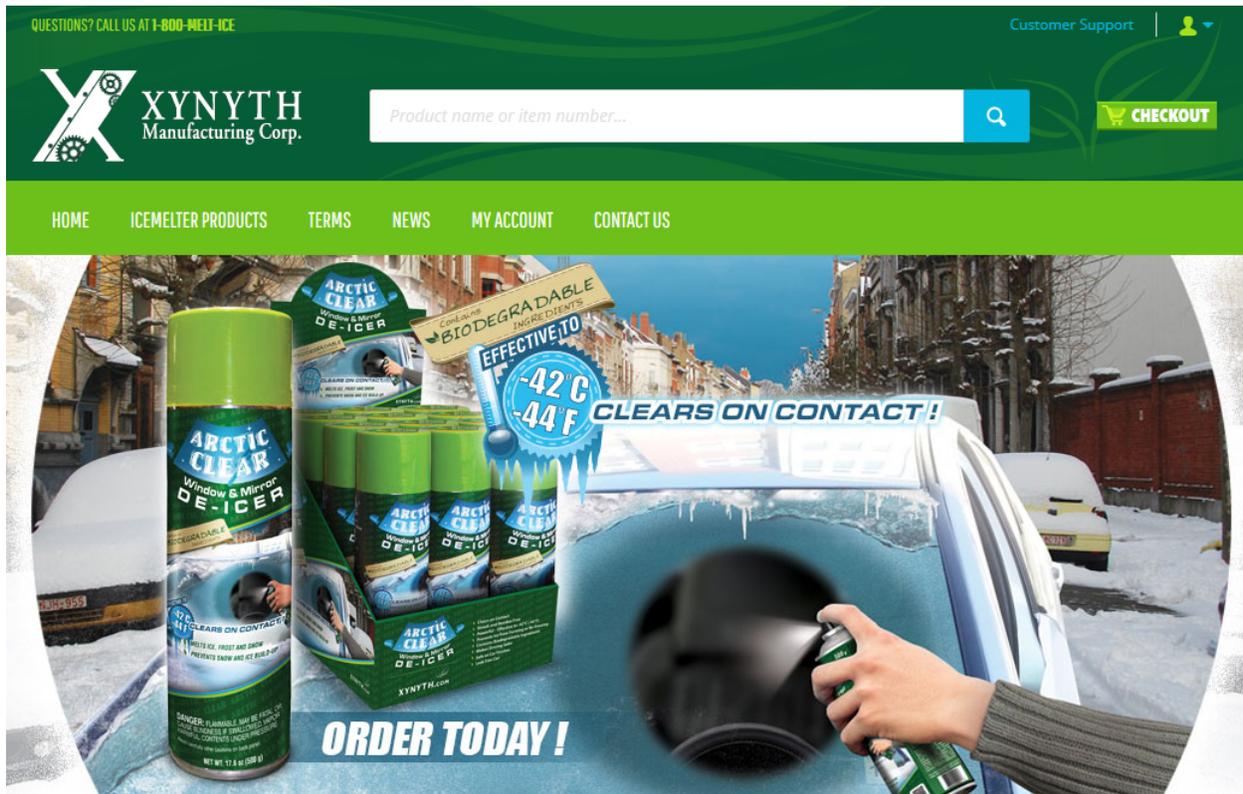
- Now you’re ready to go! Take note of your User Name and Password.
- Enter your User Name and Password in the fields provided (see Figure 5). Press Login. You will be directed to the *Order Online System Welcome* screen (see Figure 6).

Figure 5 : Login Screen



 **Remember: Your User Name and Password are case sensitive.**

Figure 6 : Order Online Welcome Screen



WELCOME TO THE XYNYTH ORDER ONLINE SYSTEM.

Here at **XYNYTH**, you are very important to us, so we try to make things easier for you. With our new Order Online System, you can now view our products and place your orders online. You also now have access to special pricing, avail of discounts, and get the latest news on our products and services. We hope you enjoy your shopping experience.



Mountain Organic Natural™ Icemelter is a premium product designed to tackle the worst winter weather conditions, while still being completely organic and environmentally safe. [Find out more...](#)



Our new **Winter Warrior Enviro LEADER Icemelter™** is the best choice for Green Eco-buildings. It contains no chlorides and unlike pure CMA and goes down to lower temperatures while being much more cost effective. Check out our line of [Specialty Icemelters](#) as well.

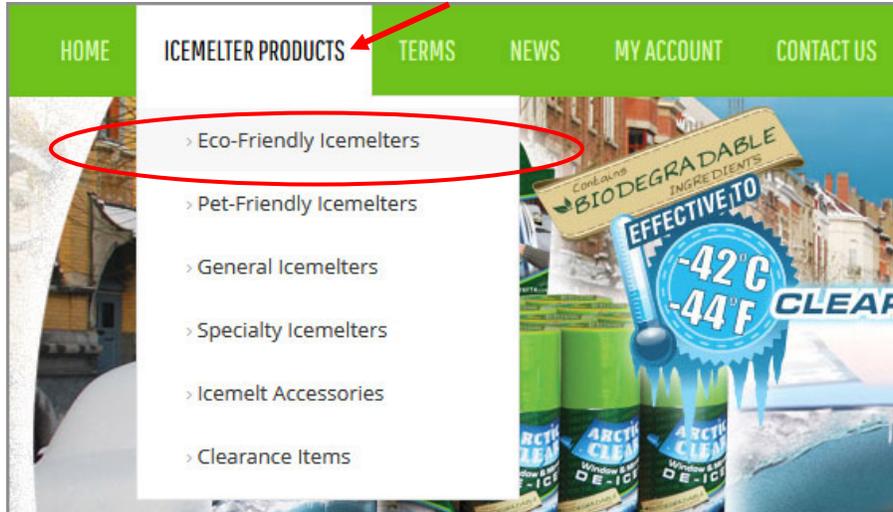


GroundWorks Natural Icemelter™ is completely safe for use around children and pets. It is one of the safest icemelter on the market. So when the safety counts, choose these products. [Find out more...](#)

Once logged-in, there are many elements of this site you will want to explore – for example, you can review our product lines, view your recent orders, review your past invoices, and even read news about our new products and promos. For the purposes of this User Guide, however, we'll jump right ahead to placing an order.

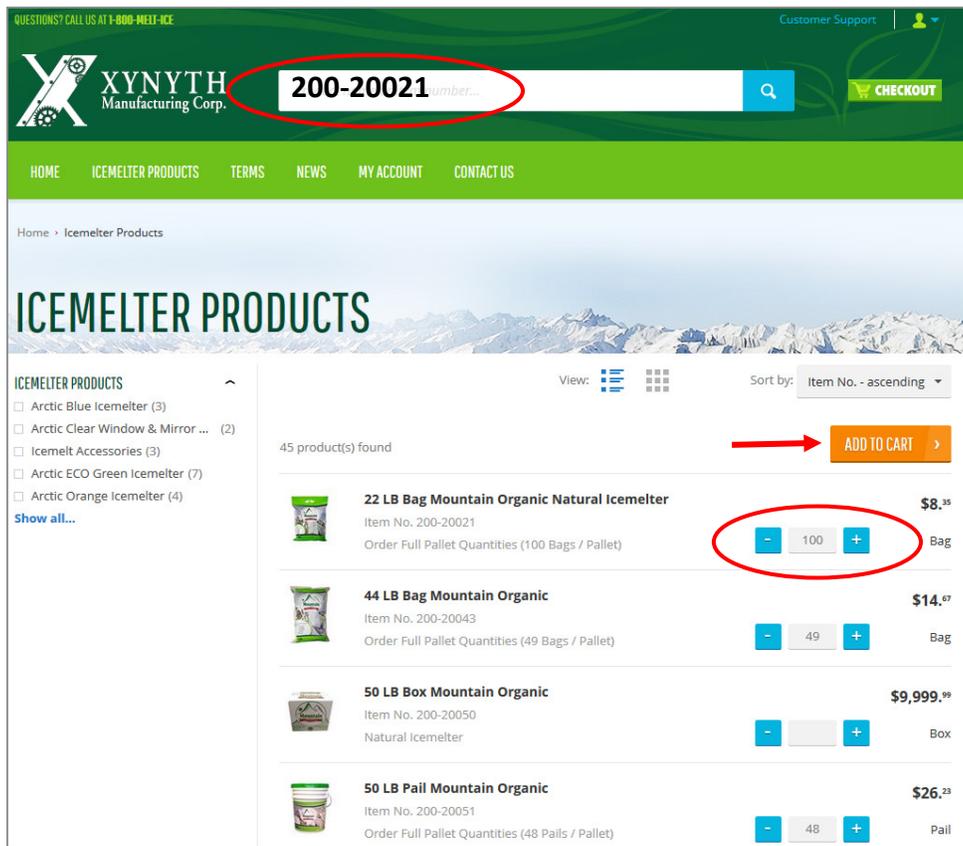
8. Hover over "Icemelter Products" on the top navigation to select product categories on the drop-down menu. Select a product category (as in Figure 7) to view our specific products. You will be directed to the Product List Page wherein you can order (as in Figure 8).

Figure 7 : Product Category Selection Menu



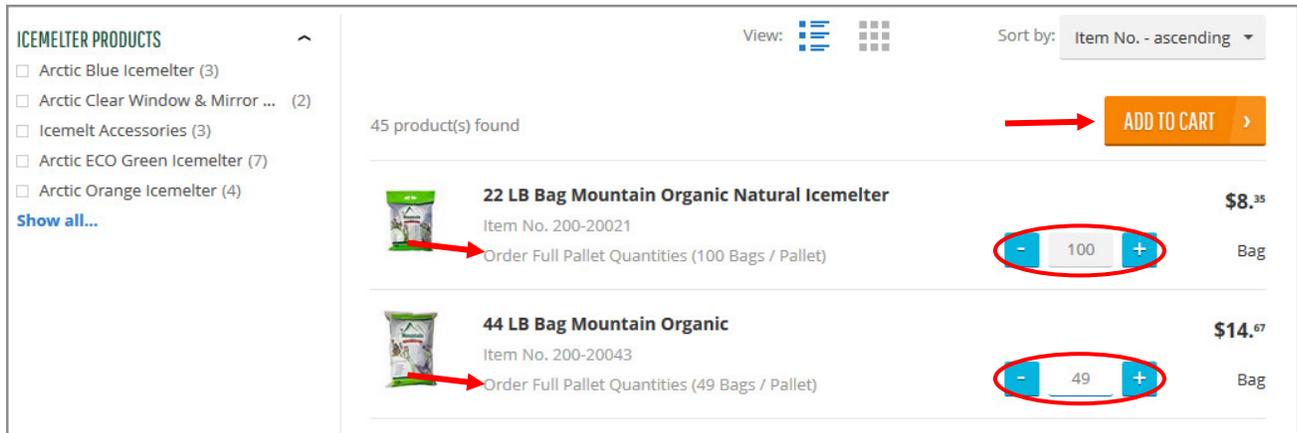
9. There are 2 ways to order products from our webshop. 1. Browse our product listings, or 2. Enter the Product Number directly to the top search box (as in Figure 8).

Figure 8 : Ordering Products



10. You may now order as many products as you want. Please make sure that you order full pallet quantities. Once you are done, click **“Add to Cart”** to continue. Pay special attention to the **“Order Quantity”** number. At XVNYTH, we only sell in full pallet quantities. As the corresponding unit number changes with each SKU, we list it here as shown below. That means, that if you want to buy 2 pallets of the product shown below, you **enter 200, not 2, for the 22LB Bag, and enter 98, not 2 for the 44LB Bag** (as in Figure 9).

Figure 9 : Product Selection from Product List



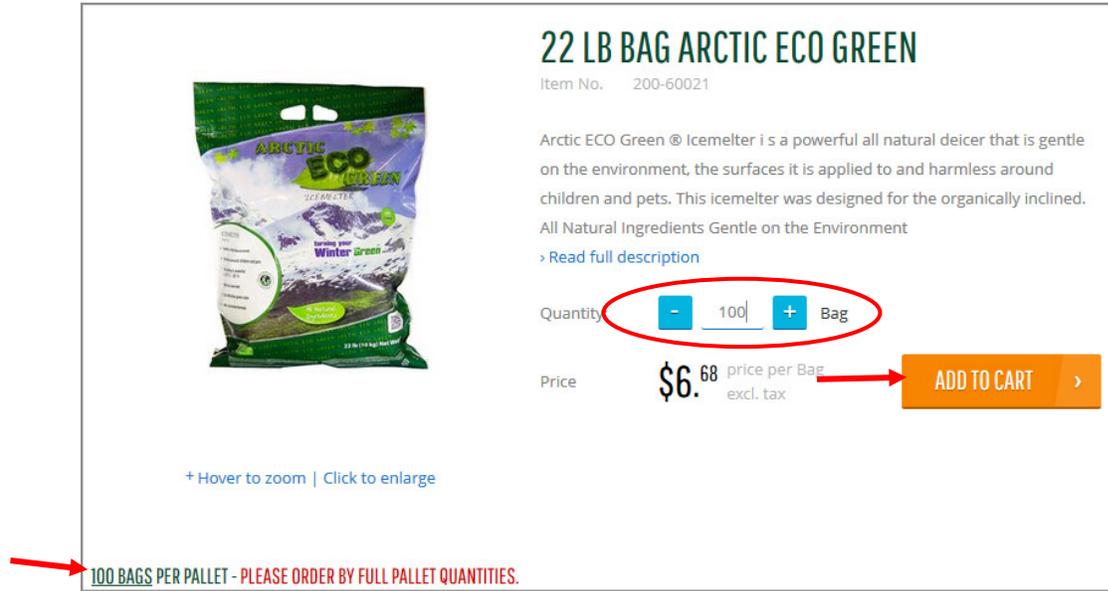
11. If you want to view more detailed information about the Product, click on the **product image** or the **name of the product** on the **Product List Page** to view the **Details Page** of each product. Once you are in the Products Details Page, you may also order that particular product, from this screen (as in Figure 10).

Figure 10 : Product Details Page



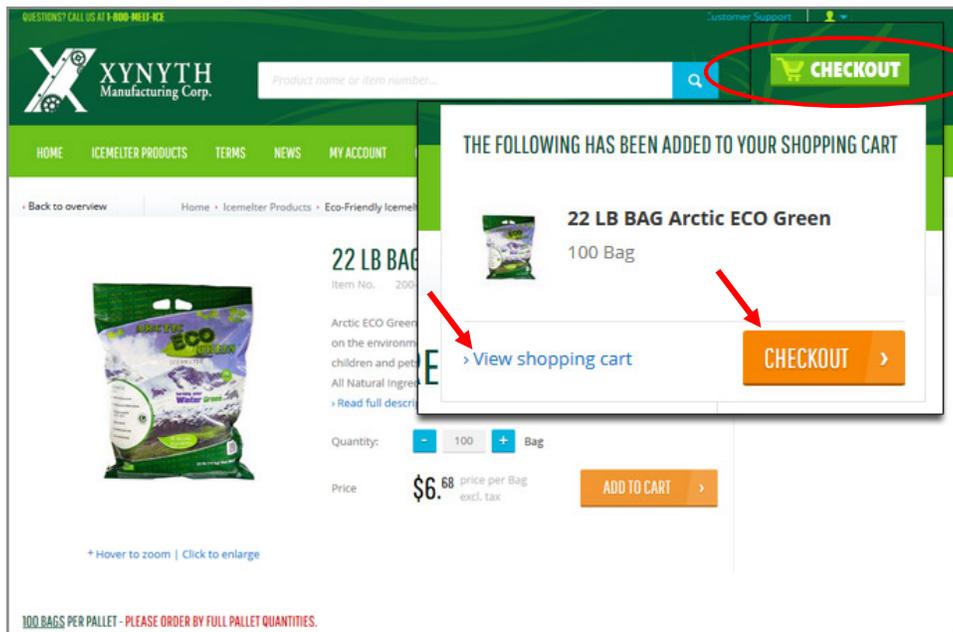
- To order an individual product from the **Product Details Page**, please make sure that you order full pallet quantities. Once you are done, click **“Add to Cart”** to continue. Again, pay special attention to the **“Order Quantity”** number. At XVNYTH, we only sell in full pallet quantities. As the corresponding unit number changes with each SKU, we list it here as shown below. That means, that if you want to by 2 pallets of the product shown below, you enter 200 bags, not 2.

Figure 11 : Ordering the Product



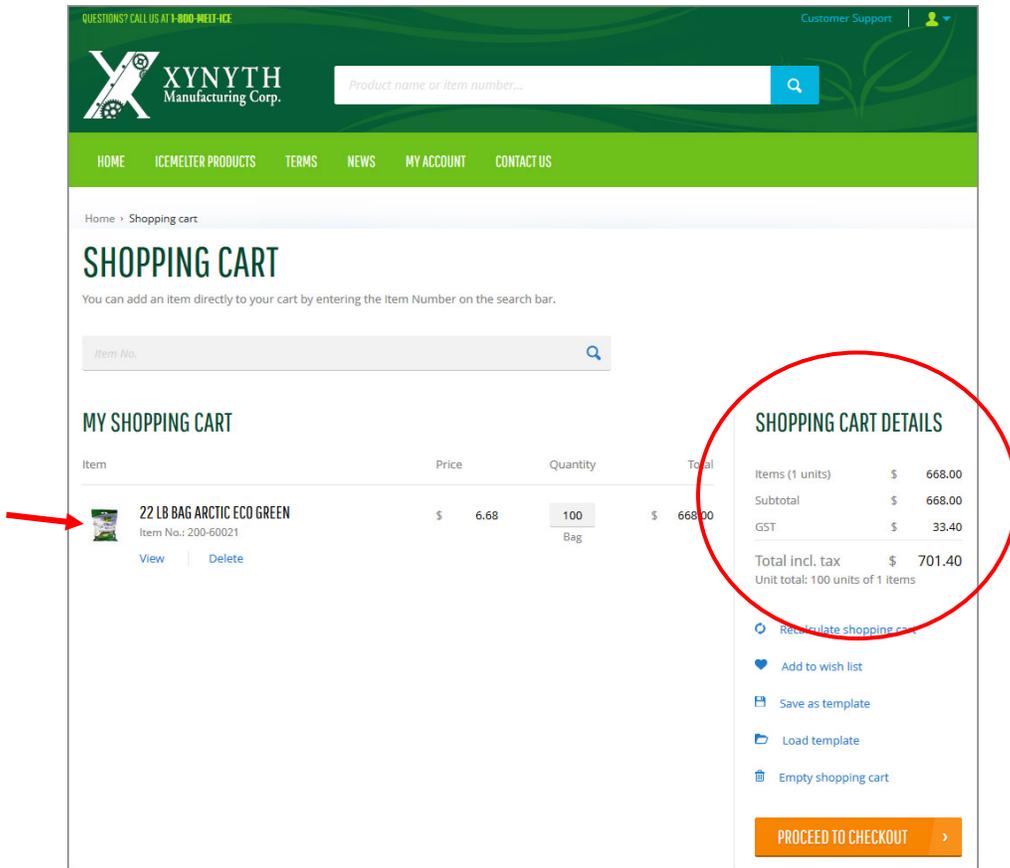
- Once you click **“Add to Cart”**, you will notice a pop-up screen below the **“Checkout”** button (as in Figure 12), wherein you have the option to **View Shopping Cart** or continue to **“Checkout”**. The pop-up screen will disappear after a few seconds and you may continue browsing and ordering other products before you decide to checkout. You have the option to checkout at any time by clicking the **“Checkout”** button, at the top right of the screen.

Figure 12 : Checkout Pop-up



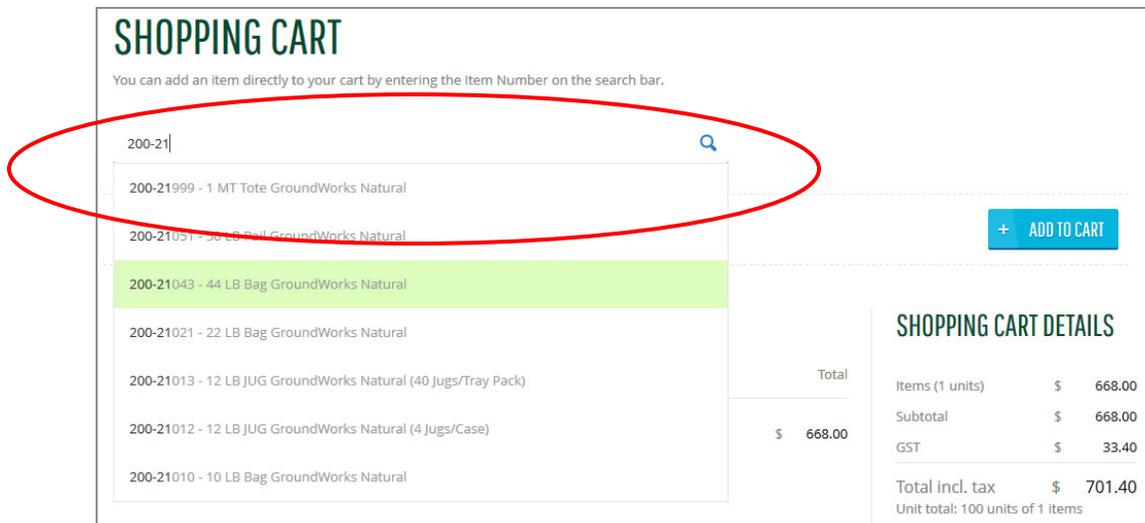
- If you click “View Shopping Cart”, you will be able to see all the items in your Cart, plus all the pricing details on the right hand side of the page (as in Figure 13).

Figure 13: Shopping Cart Page



- You may also add products directly to your Shopping Cart by entering the Item Number on the Search bar (as in Figure 14).

Figure 14: Add Products to Shopping Cart



Before adding the product you selected to your Shopping Cart, please make sure that you enter the full pallet quantity in the **“Quantity”** Field, then click **“Add to Cart”**(as in Figure 15).

Figure 15: Add Product Quantity

SHOPPING CART
You can add an item directly to your cart by entering the Item Number on the search bar.

200-21043 - 44 LB Bag GroundWorks Natural

44 LB Bag GroundWorks Natural Bag - 49 + ADD TO CART

MY SHOPPING CART

Item	Price	Quantity	Total
22 LB BAG ARCTIC ECO GREEN Item No.: 200-60021 View Delete	\$ 6.68	100 Bag	\$ 668.00

SHOPPING CART DETAILS

Items (1 units)	\$ 668.00
Subtotal	\$ 668.00
GST	\$ 33.40
Total incl. tax	\$ 701.40
Unit total: 100 units of 1 items	

Once you have added the new product in your Shopping Cart, click **“Recalculate Shopping Cart”** to update your pricing. You may click on **“Proceed to Checkout”** once you’re done (as in Figure 16).

Figure 16: Recalculate Shopping Cart

SHOPPING CART
You can add an item directly to your cart by entering the Item Number on the search bar.

200-21043 - 44 LB Bag GroundWorks Natural

44 LB Bag GroundWorks Natural Bag 1 + ADD TO CART

✓ The shopping cart has been recalculated.

MY SHOPPING CART

Item	Price	Quantity	Total
44 LB BAG GROUNDWORKS NATURAL Item No.: 200-21043 View Delete	\$ 14.67	49 Bag	\$ 718.83
22 LB BAG ARCTIC ECO GREEN Item No.: 200-60021 View Delete	\$ 6.68	100 Bag	\$ 668.00

SHOPPING CART DETAILS

Items (2 units)	\$ 1,386.83
Subtotal	\$ 1,386.83
GST	\$ 69.34
Total incl. tax	\$ 1,456.17
Unit total: 149 units of 2 items	

- Recalculate shopping cart
- Add to wish list
- Save as template
- Load template
- Empty shopping cart

PROCEED TO CHECKOUT

 Did you know you can save your order as a Template for faster ordering next time? This is very helpful if you regularly order the same items. See [Appendix C](#) for details

16. Checkout is a simple **2 STEP Process**. **Step 1:** Choose options for your Shipping Information. You may **1.** Deliver the order to the same address as in the billing address on your customer account, shown on the right. **2.** Choose a different address from several addresses that you ship to regularly, already stored in our system, by selecting from a dropdown menu which appears once this option is chosen. **3.** Or, you may use a different shipping address by typing in the information on the fields provided, once this option is chosen (as in Figure 17). Once you are done, click **“Next”**.

Figure 17: Shipping Information

SECURE CHECKOUT

1. SHIPPING INFORMATION

Please select your shipping address below.

- Deliver the order to the same address as the billing address, shown to the right.
- Deliver the order to a different address from address book.
- Deliver the order to a different address.

Company Name*

Contact*

Address*

City*

Province / State*

Postal / Zip Code*

Country*

[NEXT >](#)

2. ORDER OVERVIEW

SHOPPING CART SUMMARY [Edit](#)

No. # of items in cart: 2

Subtotal \$ 1,386.83

Total incl. tax \$ 1,456.17

For questions regarding your order, contact **1-800-MELT-ICE** or **Order Desk**

CHECKOUT SUMMARY

Billing address

Xynyth Manufacturing Corp.

William Ng

122 - 3989 Henning Drive

V5C6N5 Burnaby

Canada

17. Step 2: Provide the final Information for your Order. It is very important that you provide your **Purchase Order Number** and the **Requested Delivery Date** of your order on the provided fields. Other details or instructions regarding your order can also be entered in the **Comments** field provided (as in Figure 18).

Figure 18: Order Overview

SECURE CHECKOUT

1. SHIPPING INFORMATION

2. ORDER OVERVIEW

ADDITIONAL INFORMATION: ** (MUST PROVIDE)

Your PO No. **:

Comments:

Requested Delivery Date **:

Product	Description	Price	Quantity	UOM	Total
	44 LB BAG GROUNDWORKS NATURAL Item No.: 200-21043	\$ 14.67	49	Bag	\$ 718.83
	22 LB BAG ARCTIC ECO GREEN Item No.: 200-60021	\$ 6.68	100	Bag	\$ 668.00
Subtotal					\$ 1,386.83
Total					\$ 1,386.83
Total incl. tax					\$ 1,386.83

I have read and fully understand the [Terms and Conditions](#)

[← BACK](#) SUBMIT ORDER >

SHOPPING CART SUMMARY [Edit](#)

No. # of items in cart: 2

Subtotal \$ 1,386.83

Total incl. tax \$ 1,386.83

For questions regarding your order, contact **1-800-MELT-ICE** or [Order Desk](#)

CHECKOUT SUMMARY

Billing address

Xynyth Manufacturing Corp.
William Ng
122 - 3989 Henning Drive
V5C6N5 Burnaby
Canada

Shipping address [Edit](#)

Xynyth Manufacturing Corp.
William Ng
122 - 3989 Henning Drive
V5C6N5 Burnaby
Canada

Please make sure that you read thoroughly thru the **Terms and Conditions** and make sure you fully understand everything, before checking off the checkbox.

Go through your Order Details, and make sure all your information is correct. If everything is good, click **“Submit Order”**.

- 18.** Once your order has been submitted, you will receive two (2) emails from us. The first email, which you will receive almost immediately, will be an **Order Receipt Acknowledgement** Email, letting you know our system has received your order and that it is being processed. (shown in Figure 19). The second email you will receive, once your order has been fully processed, is our standard **ORDER CONFIRMATION** Email, which confirms your order details, stock availability and the delivery date. Please take note of **your Order Number** as this will serve as your reference.

Figure 19: Order Receipt Acknowledgement Email

Dear Customer,

ORDER RECEIPT ACKNOWLEDGEMENT

Thank you for your order. We appreciate your business. This email is to acknowledgement receipt of your order placed through our Online Order System. The processing of your order has begun and you will shortly receive another email, an ORDER CONFIRMATION, from us confirming the details of your order and delivery date.

An important number to note is your XYNYTH Order Number shown below, as this quickly identifies your order for easy reference in our system if needed.

Shipping method:
Payment method: On account

<p>Bill-to address Xynyth Manufacturing Corp. Norman Chanyungco 122 - 3989 Henning Drive V5C6N5 Burnaby Canada</p>	<p>Ship-to address Xynyth Manufacturing Corp. William Ng 122 - 3989 Henning Drive V5C6N5 Burnaby Canada</p>
--	---

For your reference,
 Your **XYNYTH Order Number** is: **370111**

Your PO No.: 55006
 Comments::
 Requested Delivery Date 12/23/2016
 **::

Item No.	Description	Price	Quantity	UOM	Total
200-20043	44 LB Bag Mountain Organic	\$14.67	49	Bag	\$718.83
Subtotal					\$718.83
Total					\$718.83
Total incl. tax					\$718.83

You can find more information on the [order details page](#).

- 19. Congrats the process is complete. Thank you for placing your order online.**

20. Note: If you like, you may view details of your Order History by going to **My Account > My Orders** (as in Figure 20). You may **View, Edit, Print,** or **Re-order** the orders you have placed, at any time by going to **My Account > My Orders**, and clicking on the reference number (as in Figure 21).

Figure 20: Order History

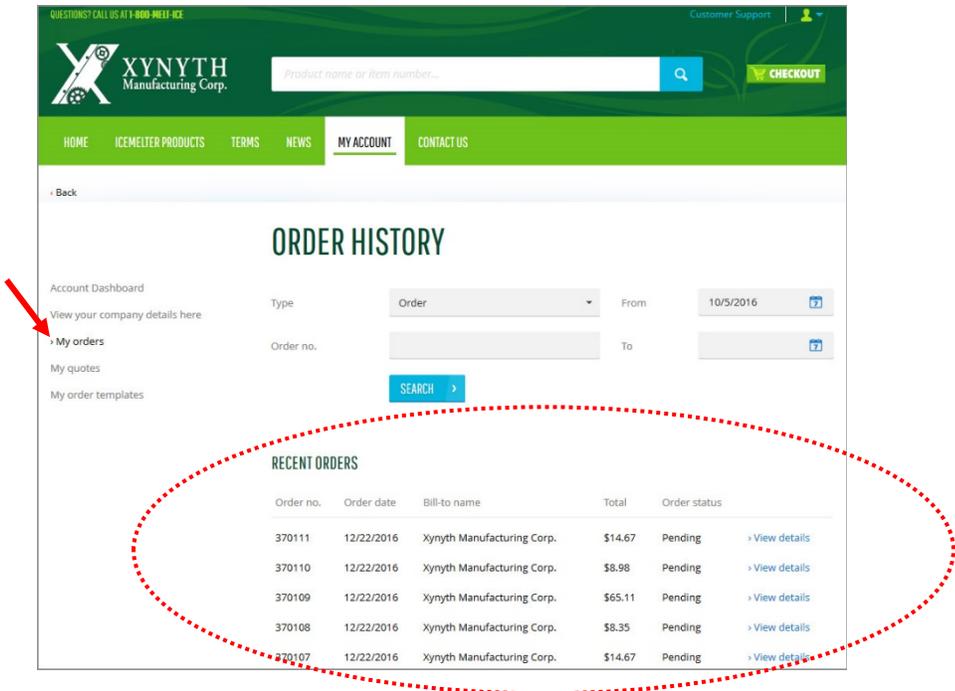
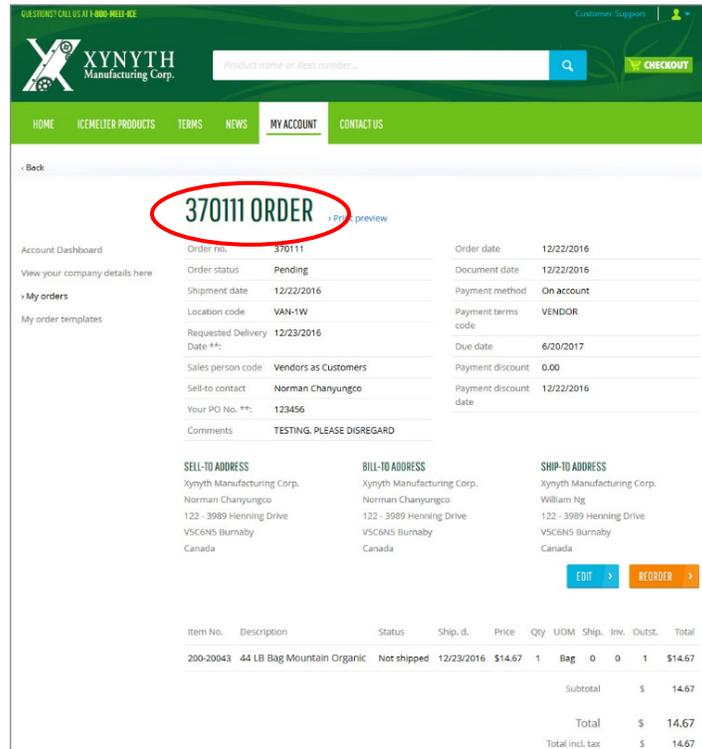


Figure 21: Order Details



21. You also have the option to edit your Account details at any time by going to **My Account > View your company details here** (as in Figure 22).

Figure 22: Account Details

The screenshot shows the 'MY ACCOUNT' section of the Xynyth Manufacturing Corp. website. The 'YOUR DETAILS' form is highlighted with a red dotted circle. A red arrow points to the 'View your company details here' link in the left sidebar. The form fields are as follows:

Field Label	Value
Name*	Xynyth Manufacturing Corp.
E-mail address*	nchanyungco@xynyth.com
Country*	Canada
Address*	122 - 3989 Henning Drive
Address 2	
Zip code*	V5C6N5
City*	Burnaby
Phone number*	604-473-9343
Fax number	604-473-9399

A blue 'SUBMIT' button is located at the bottom right of the form.

Appendix A: FORGOT YOUR PASSWORD

To receive a new password:

- From the Order Online Login Page, Click **"Forgot Password"**.

The screenshot shows the 'LOGIN' page of the Xynyth Manufacturing Corp. website. The 'Forgot password' link is circled in red, with a red arrow pointing to it. The page content is as follows:

LOGIN

Welcome to our Customer Online Ordering Webshop. Please login with you buyer password provided to you. If you have problems logging in please [contact us](#).

For further instructions, please refer to the "Creating an Online Order" PDF Document.

E-mail address*

Password*

[Forgot password](#) Remember me

Do not have an account with us. Please [contact Us](#)

- You will have to enter the Email address accredited to your account, then click **“Submit”**. If the email is associated with your Customer Account, you will receive an **email** with a link to reset your password.

- The link will take you to the **Change Password Page** which will require you to type and re-type your New Password. Click **“Save”** and you now have changed your Password.

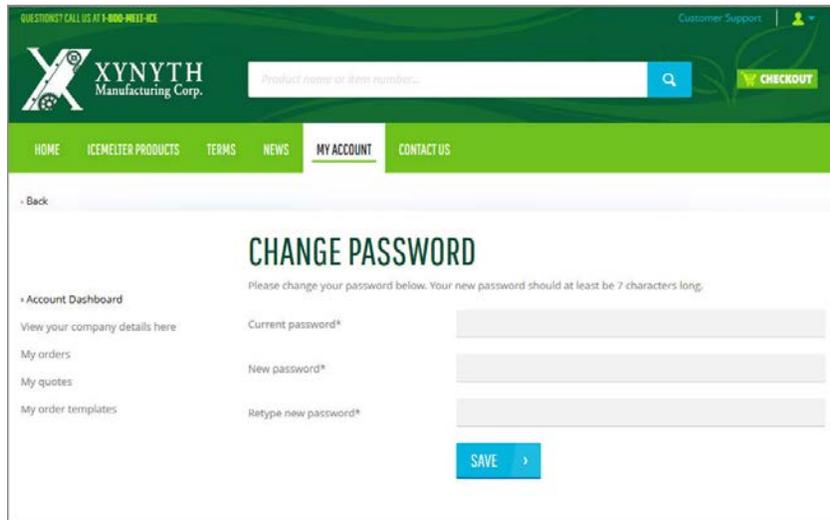
Appendix B: HOW TO CHANGE YOUR PASSWORD

You can change your password to something easier to remember:

- Go to **My Account**, then click on **“Change Password”** under Account Management at the bottom of the page

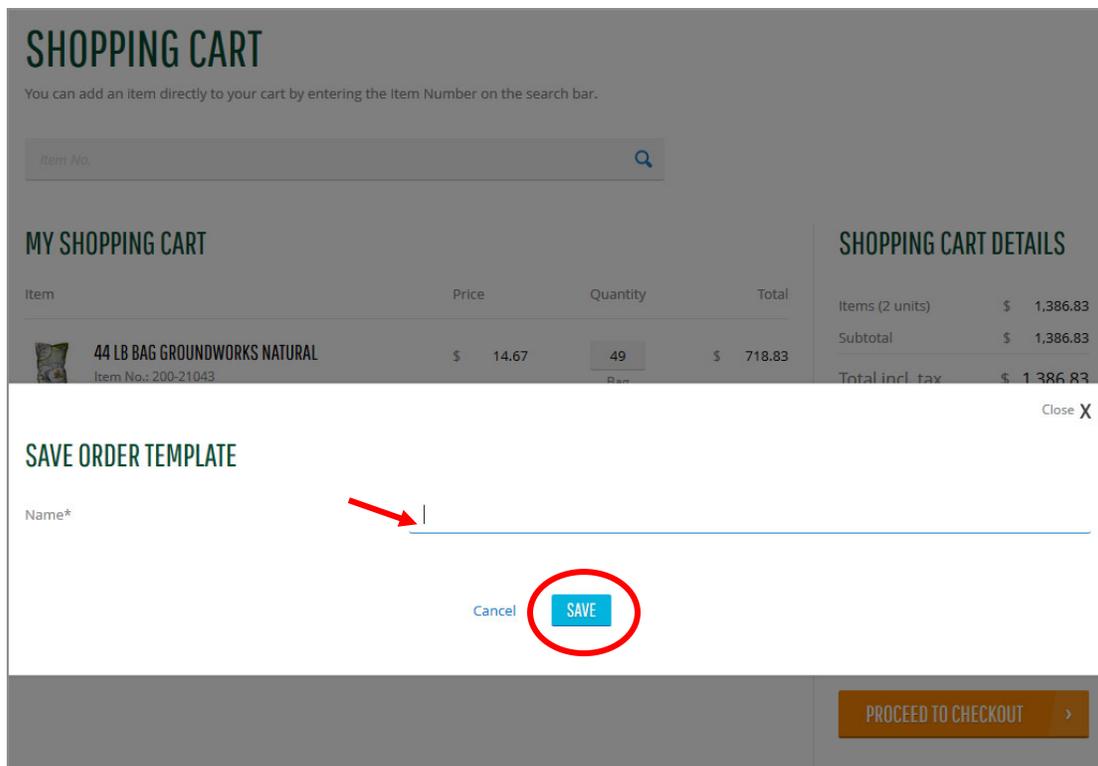
Order no.	Order date	Bill-to name	Total	Order status	
370111	12/22/2016	Xynyth Manufacturing Corp.	\$14.67	Pending	View details
370110	12/22/2016	Xynyth Manufacturing Corp.	\$8.98	Pending	View details
370109	12/22/2016	Xynyth Manufacturing Corp.	\$65.11	Pending	View details

- Enter your **Current** Password, then type and re-type your **New** Password on the fields provided. Click **“Save”** and you have completed the steps required to change your password.

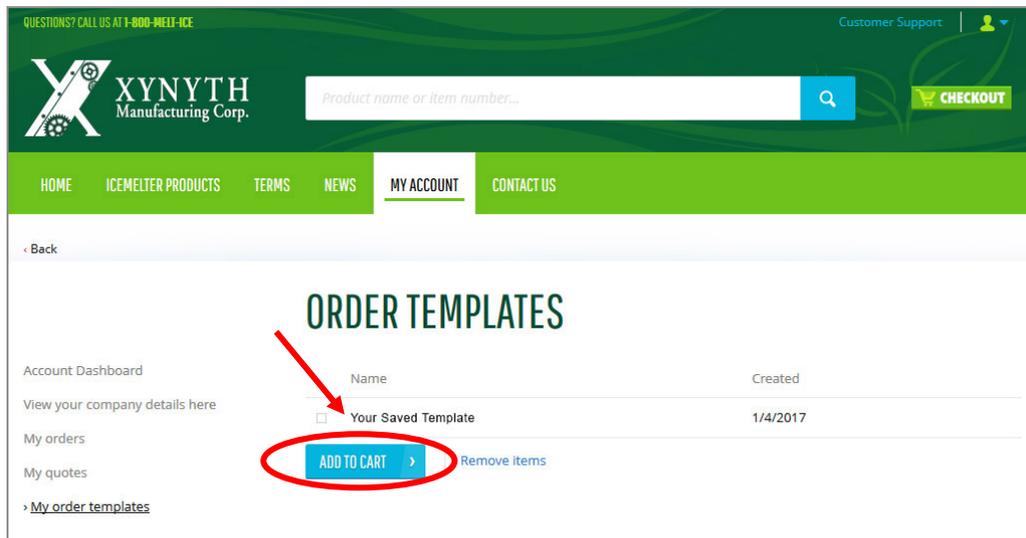


Appendix C: HOW TO YOUR ORDER AS A TEMPLATE

From your Shopping Cart, you may also click on **“Save as Template”** to save your Order Template for future use, if in case you order the same products on a regular basis. Enter the name then **SAVE** your Template.



In turn, you may also load a previous **Order Templates** that you have created, in your Shopping Cart in order to save time of having to go through the process all over again. Click on "**Load Template**" then "**Add to Cart**" to update your Shopping Cart.



The screenshot displays the Xynyth Manufacturing Corp. website interface. At the top, there is a navigation bar with the company logo, a search bar, and a 'CHECKOUT' button. Below this is a secondary navigation menu with links for HOME, ICEMELTER PRODUCTS, TERMS, NEWS, MY ACCOUNT (which is highlighted), and CONTACT US. The main content area is titled 'ORDER TEMPLATES' and features a table with columns for 'Name' and 'Created'. A single entry is listed: 'Your Saved Template' with a creation date of '1/4/2017'. Below the table, there is a blue 'ADD TO CART' button with a right-pointing arrow, which is circled in red. A red arrow also points to the 'Your Saved Template' text in the table. To the left of the table, there is a sidebar with links for 'Account Dashboard', 'View your company details here', 'My orders', 'My quotes', and '> My order templates'.

Name	Created
<input type="checkbox"/> Your Saved Template	1/4/2017

[ADD TO CART](#) [Remove items](#)