

BEAULIEU CONNECT:

User Guide

Date:	14 September 2012
Version:	2.2
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Approved by:	

Document Information & Revision History

Title	Beaulieu Connect: User Guide
Document Purpose	The purpose of this document is to outline the procedure to utilise Beaulieu Connect.
Document Number	BEAU-109
Contact for Enquiries	Anthony Burns

Issue No	Issue Date	Author(s)	Nature of Amendment
Version 1.0	1 Sept. 2008	Anthony Burns	Initial Document
Version 1.1	9 Sept. 2008	Anthony Burns	Addition of "Short Ends"
Version 1.2	20 Nov. 2008	Anthony Burns	Changes after document review
Version 1.3	11 Jan. 2011	Anthony Burns	Addition of "Holds"
Version 2.0	29 May 2012	Anthony Burns	Re-Issue for platform changes.
Version 2.1	5 June 2012	Anthony Burns	Changes after review by JW
Version 2.2	14 Sept. 2012	Anthony Burns	Miscellaneous changes

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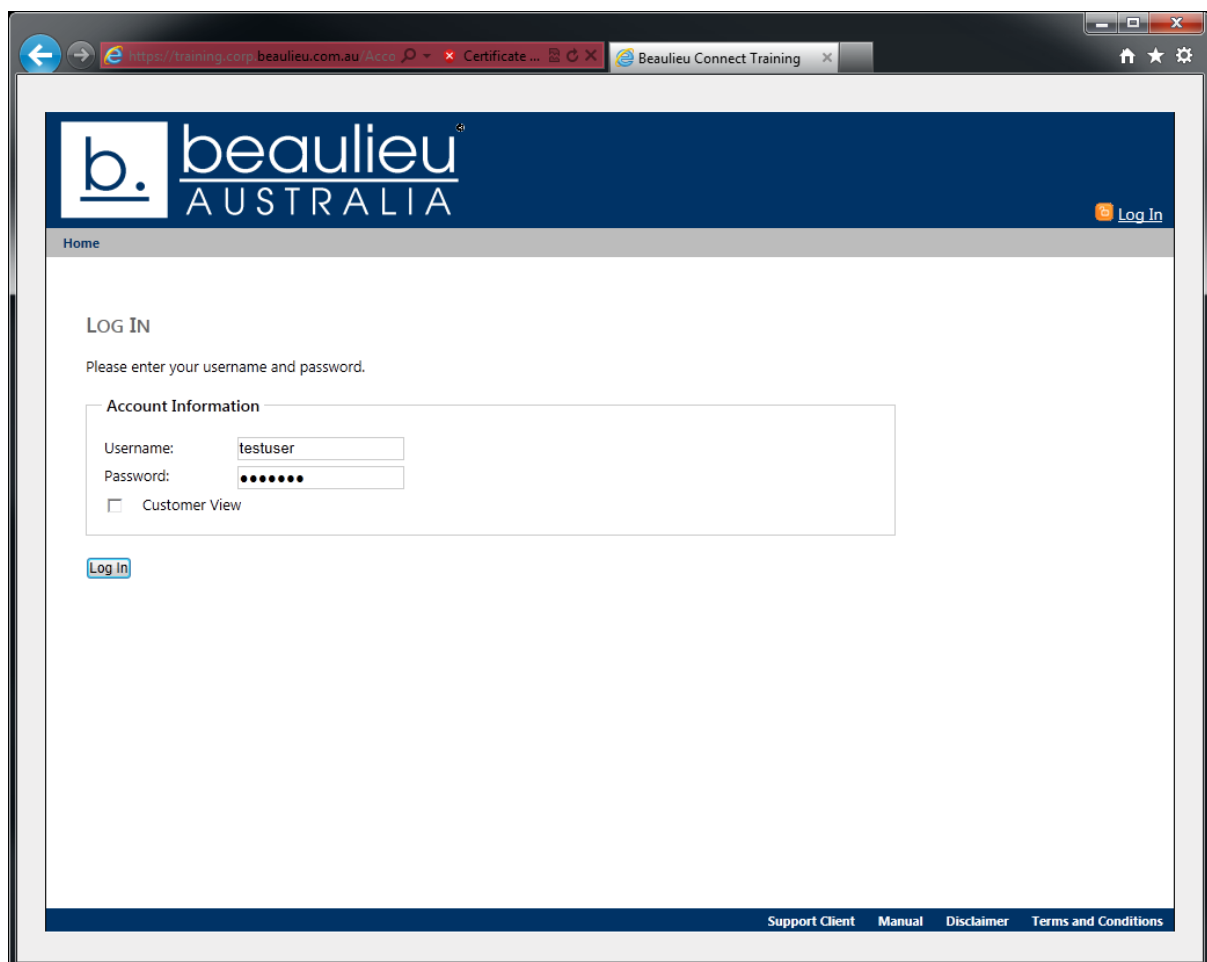
Login

When browsing to <https://connect.beaulieu.com.au>, the user will have the following window displayed.

If you browse to this window on a mobile device such as an Apple iPad or Android Phone, you will be automatically redirected to our mobile connect site. See the mobile connect section of this document for further information.

Options available at this window are “Log In” and “Customer View”. The customer view option has been included to ensure that pricing is hidden from view should there be a customer present when checking stock levels.

The user should enter their username and password in the corresponding fields and press the log in button. Note that the password field is case sensitive.



The screenshot shows a web browser window with the URL <https://training.corp.beaulieu.com.au/Account>. The page features the Beaulieu Australia logo at the top left and a "Log In" button at the top right. Below the logo, there is a "Home" link. The main content area is titled "LOG IN" and includes the instruction "Please enter your username and password." Underneath, there is a section labeled "Account Information" containing two input fields: "Username:" with the value "testuser" and "Password:" with masked characters. A checkbox labeled "Customer View" is also present. A "Log In" button is located below the input fields. At the bottom of the page, there are links for "Support Client", "Manual", "Disclaimer", and "Terms and Conditions".

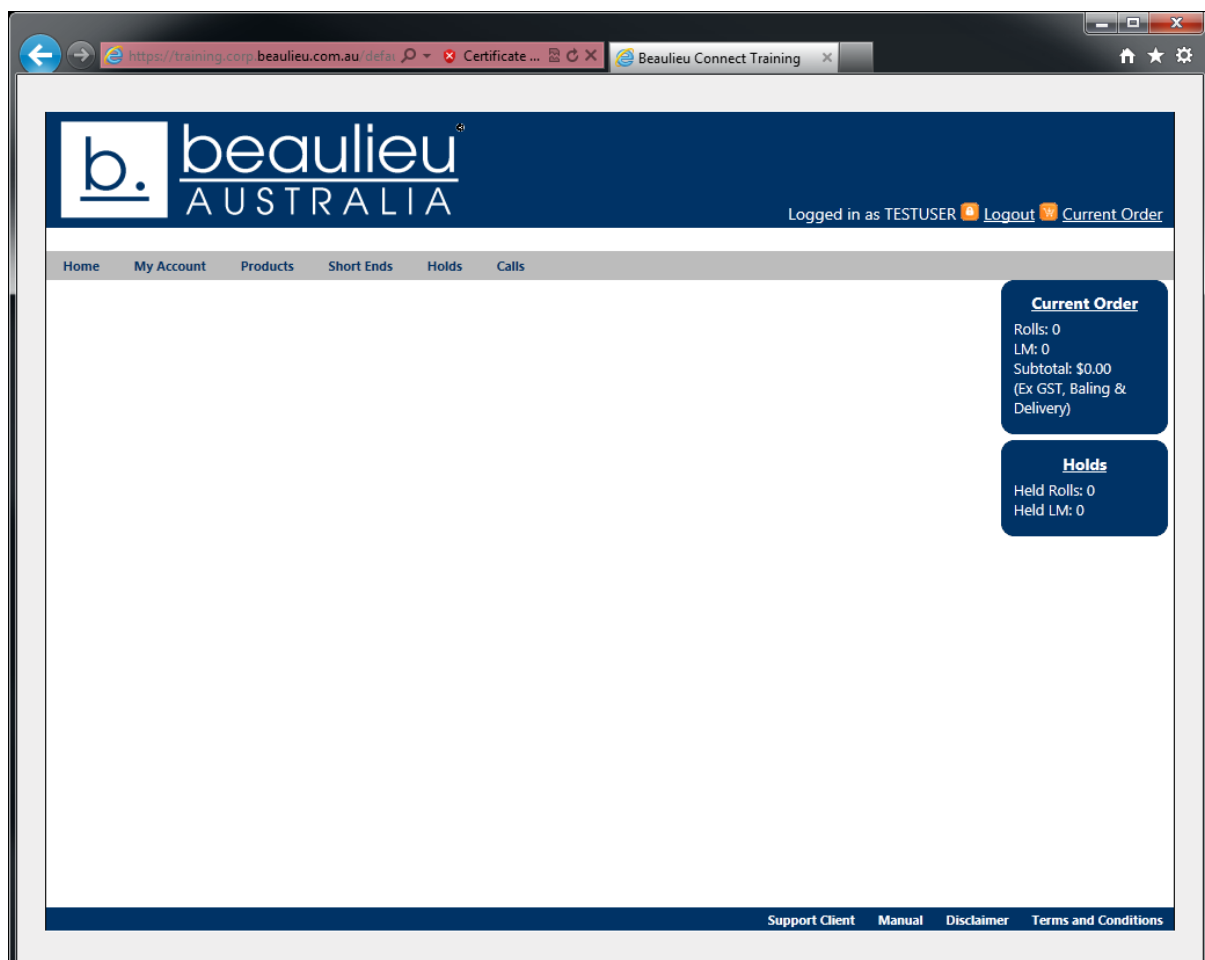
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Main Interface

Once the user log in has been completed, the window below is displayed. Depending on the level of access (i.e. SALES, HOLDS, ADMIN, STOCK, CALLS) granted to the user determines the options available to the user from the menu bar. My Account is available with ADMIN access. Products and Short Ends are available with STOCK and SALES access however, users with STOCK access are unable to place any orders or see pricing. Holds is available with HOLDS access and Calls is available with CALLS access.

From this window the user can select any of the options in the menu bar, or Current Order and Holds from the running totals which are anchored on the right hand side of the browser or Logout.

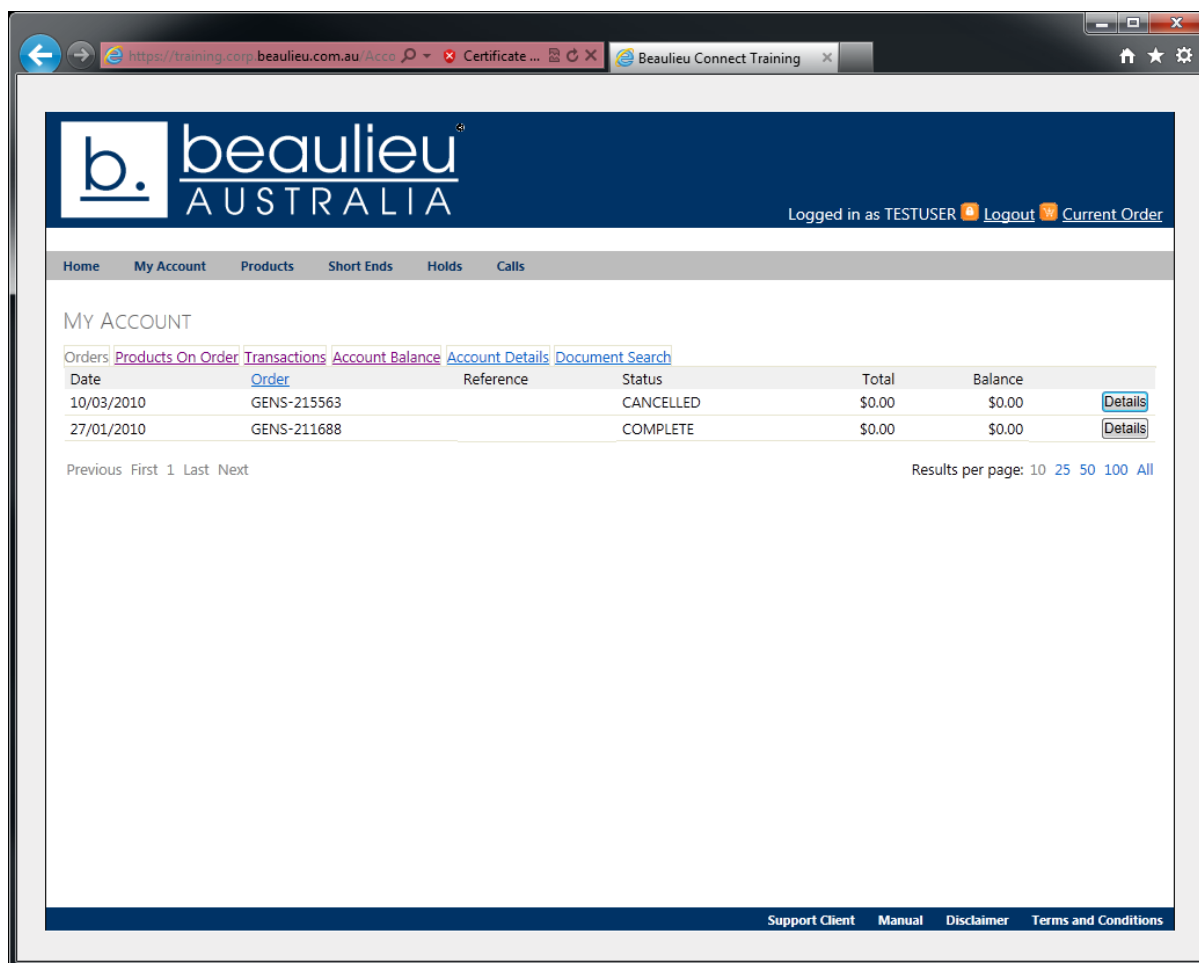
Additionally our Support Client, this document, Disclaimer and Terms and Conditions are available at any time from the footer of the page.



My Account

My Account - Orders

When a user selects “My Account” from the menu bar, the following window is displayed. By default Orders are listed in reverse chronological order. You are able to view the sales order document by pressing the corresponding details button. You are also able to change the number of results listed on the page by selecting 10, 25, 50, 100 or all on the lower right hand side of the window. Additionally, you are able to select/browse through pages of results on the lower left of the window.



The screenshot shows a web browser window with the Beaulieu Australia logo and navigation menu. The 'My Account' section is active, displaying a table of orders. The table has columns for Date, Order, Reference, Status, Total, and Balance. Two orders are listed: one cancelled on 10/03/2010 and one complete on 27/01/2010. Navigation links for 'Previous', 'First', '1', 'Last', and 'Next' are at the bottom left, and 'Results per page' options (10, 25, 50, 100, All) are at the bottom right.

Date	Order	Reference	Status	Total	Balance	
10/03/2010	GENS-215563		CANCELLED	\$0.00	\$0.00	Details
27/01/2010	GENS-211688		COMPLETE	\$0.00	\$0.00	Details

Previous First 1 Last Next Results per page: 10 25 50 100 All

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This is an example document which is displayed when a user presses the details button corresponding to a sales order which they want to view.

From this display, the user can email a PDF copy of the document to the **registered** email address of their account or alternately can view a PDF copy of the document in their browser window. From here they can save or print the document.

The screenshot shows a web browser window with the address bar displaying <https://training.com.beaulieu.com.au>. The page header features the Beaulieu Australia logo and a navigation menu with links: Home, My Account, Products, Short Ends, Holds, and Calls. The user is logged in as TESTUSER, with links for Logout and Current Order.

The main content area displays the following information:

ORDER: GENS-215563

BILLING:
BEAULIEU OF AUSTRALIA
64 LAHRS RD
ORMEAU QLD 4208
AUSTRALIA

DELIVERY:
RETURN TO BEAULIEU OF AUSTRALIA

REFERENCE:
SALES PERSON:

Group	Code	Description	Order Qty	Invoiced Qty	Backorder Qty	Price Each Ex	Tax Each	Total Inc
FC	226386	DATA STREAM - NETWORK	50					
		DYE BATCH - DTJ3001 A/B						
FC	226387	DATA STREAM - NETWORK	50					
		DYE BATCH - DTJ3001 A/B						
		NO BALING						

Total: \$0.00

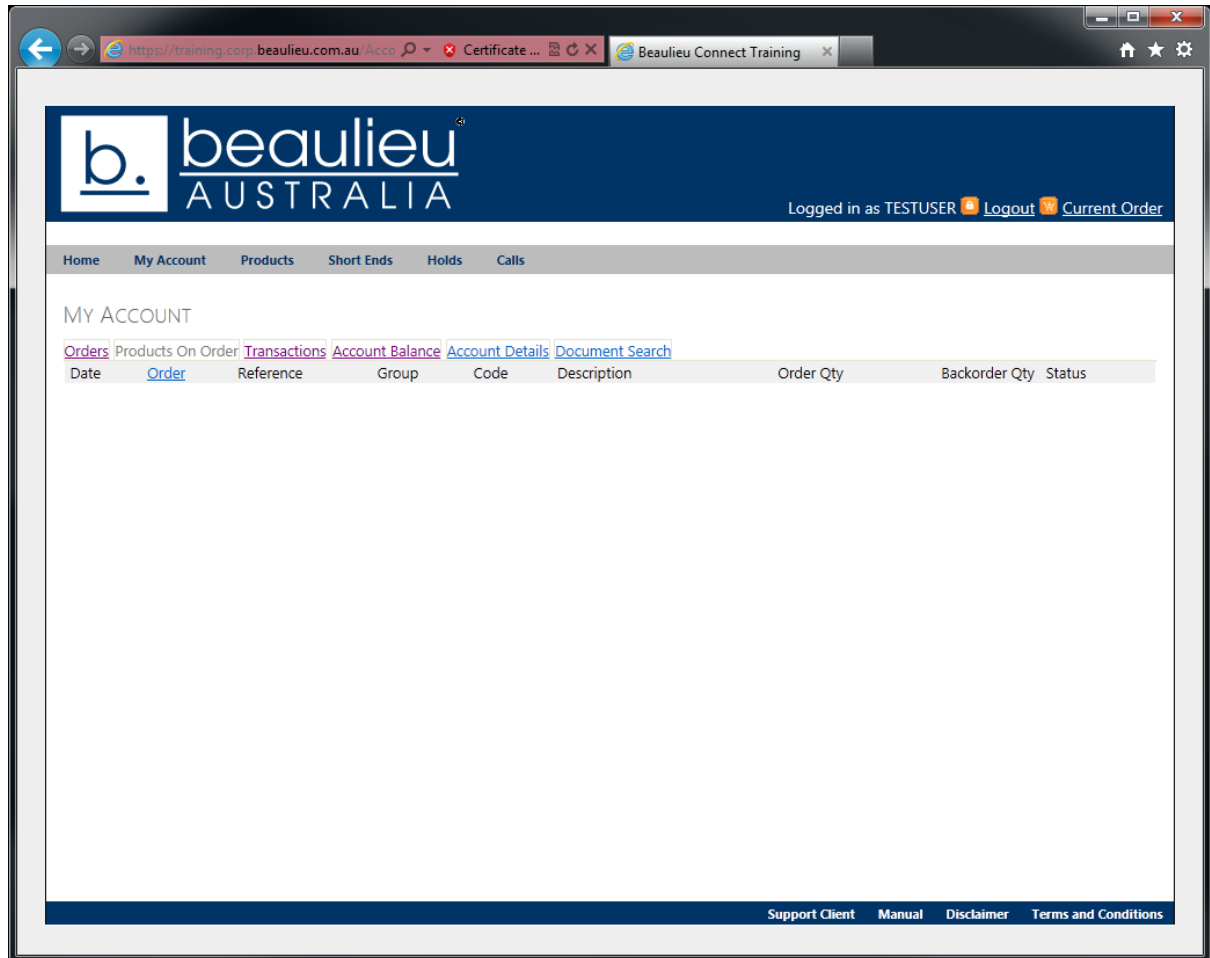
At the bottom, there are two buttons: "Email Document" and "View PDF Document".

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My Account - Products On Order

When the user selects “Products On Order” from the sub-menu, as list of products is displayed with their corresponding quantities and sales order numbers which are currently on order. The user is able to view the status of the order and also view the order details from this window.

They can also browse through the products on order by selecting the current page and/or the results per page.



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My Account - Transactions

When the user selects the transactions option from the sub-menu, a list of all transactions which have occurred against the customer account is displayed. This list can take a few minutes to display depending on the number of transactions.

The user can view the details of the transaction by pressing the corresponding details button. The user can also Email or view the statement as a PDF by pressing the appropriate buttons.

The screenshot shows a web browser window with the URL <https://training.beaulieu.com.au/Account/MyAccount.aspx>. The page header features the Beaulieu Australia logo and a user login status: "Logged in as TESTUSER" with "Logout" and "Current Order" links. A navigation bar includes links for Home, My Account, Products, Short Ends, Holds, and Calls. The "MY ACCOUNT" section contains several sub-links: Orders, Products On Order, Transactions (highlighted), Account Balance, Account Details, and Document Search. Below these links, there is a section for "Open Items" with a link to "All Items". A table displays transaction data:

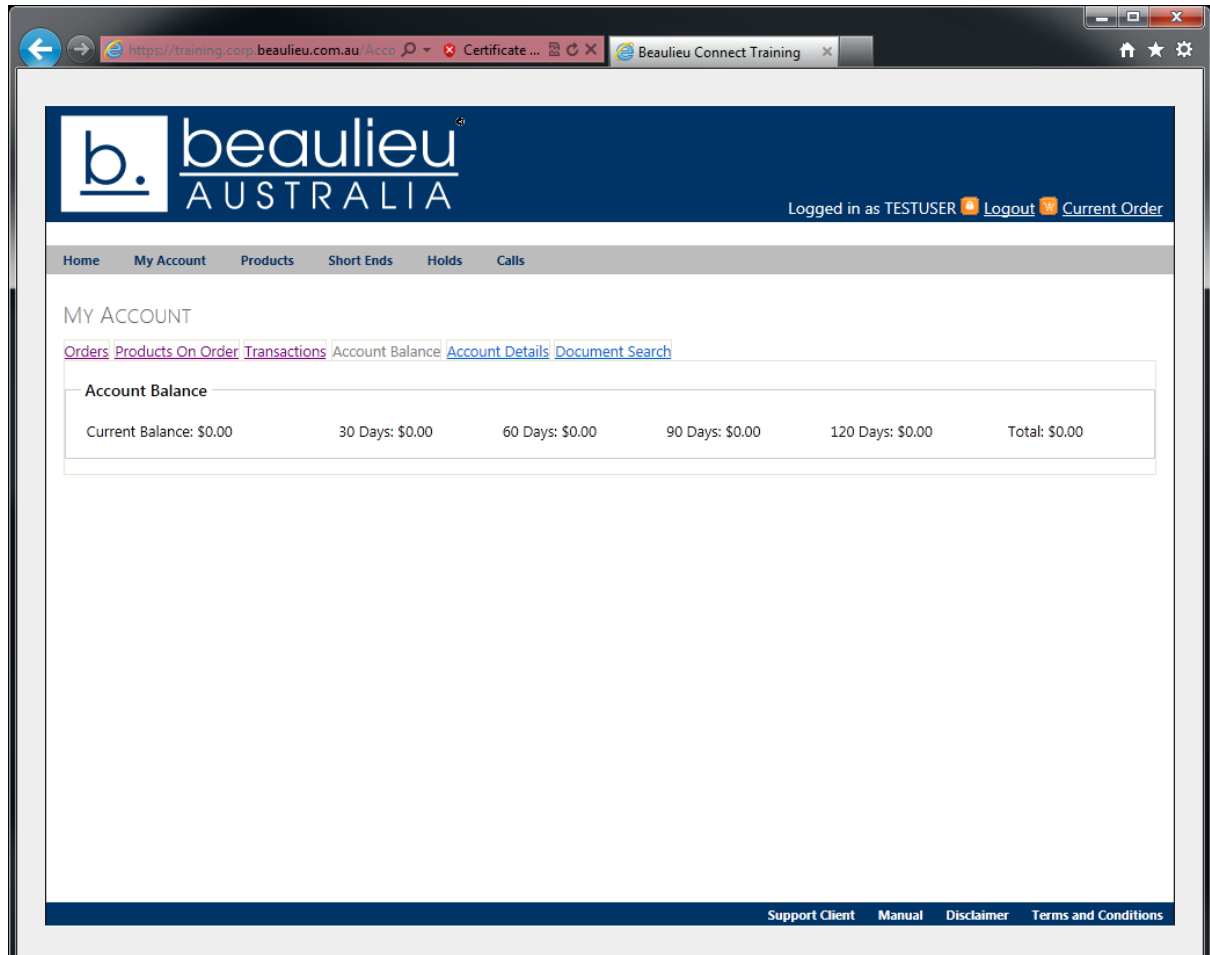
Creation	Due Date	Type	Invoice	Description	Reference	Currency	Debit	Credit	Balance	
21/05/2012	Beaulieu of Australia Pty Ltd	I	GENI-311275	Invoice #GENI-311275	30/06/2012	AUD	\$1,344.20		\$1,344.20	Details

Below the table, there are navigation links: "Previous", "First", "1", "Last", "Next". To the right, it says "Results per page: 10 25 50 100 All". At the bottom of the table section, there are two buttons: "Email Statement" and "View Statement as PDF". The footer of the page includes links for "Support Client", "Manual", "Disclaimer", and "Terms and Conditions".

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My Account - Account Balance

The account balance option displays the current account balance for the customer broken down into periods.



The screenshot shows a web browser window with the URL <https://training.corp.beaulieu.com.au/Account>. The page header features the Beaulieu Australia logo and a user login status: "Logged in as TESTUSER" with links for "Logout" and "Current Order". The navigation menu includes "Home", "My Account", "Products", "Short Ends", "Holds", and "Calls". The "MY ACCOUNT" section contains links for "Orders", "Products On Order", "Transactions", "Account Balance", "Account Details", and "Document Search". The "Account Balance" section displays a table with the following data:

Account Balance					
Current Balance: \$0.00	30 Days: \$0.00	60 Days: \$0.00	90 Days: \$0.00	120 Days: \$0.00	Total: \$0.00

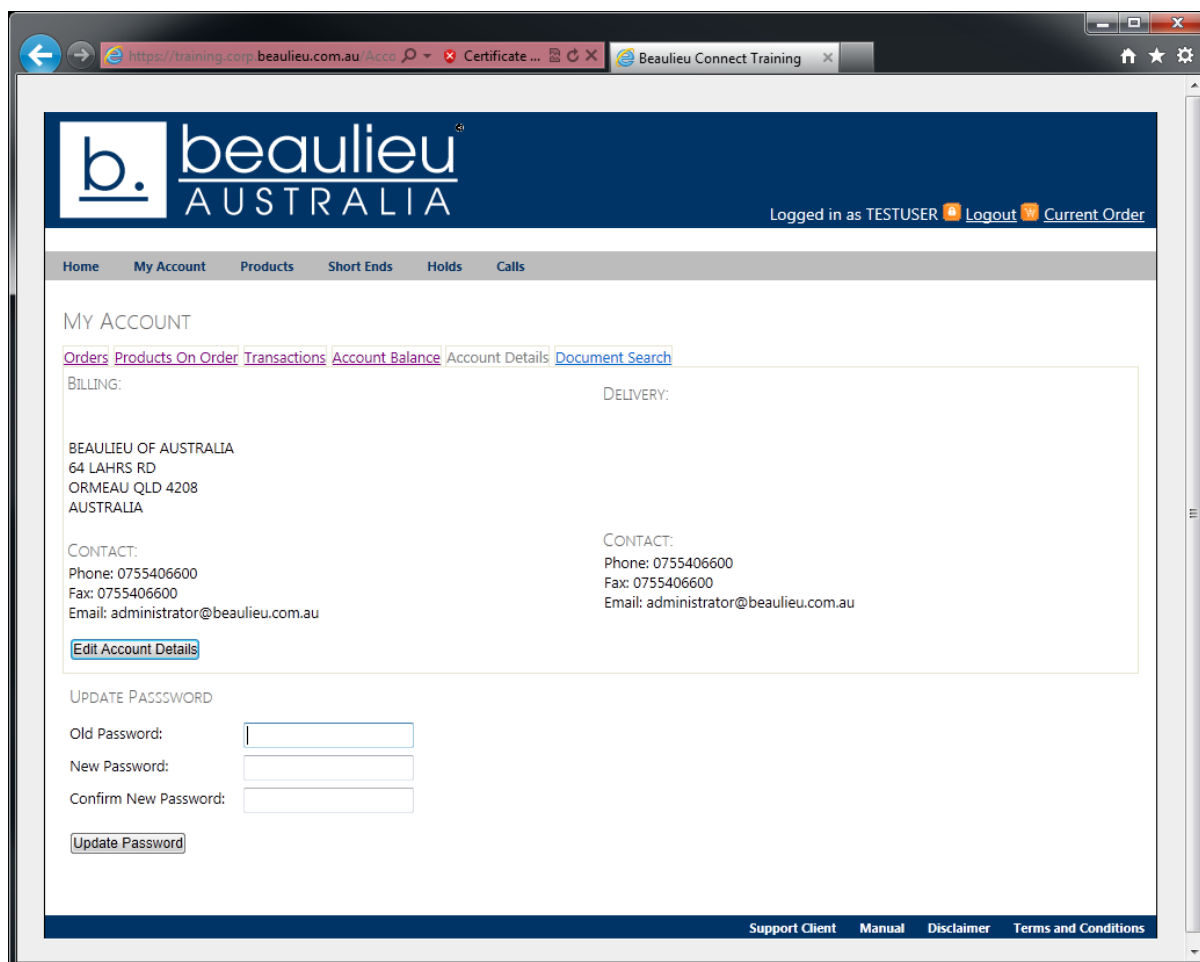
The footer of the page includes links for "Support Client", "Manual", "Disclaimer", and "Terms and Conditions".

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My Account - Account Details

From the Account Details option in the sub-menu, the user can view the current account details for the customer, update the details and also change the password of the internet user account that they're currently logged in as.

The user can edit the account details by pressing the "Edit Account Details" button.



The screenshot shows a web browser window with the URL <https://training.corp.beaulieu.com.au/AccountDetails.aspx>. The page header features the Beaulieu Australia logo and a navigation bar with links: Home, My Account, Products, Short Ends, Holds, and Calls. The user is logged in as TESTUSER, with links for Logout and Current Order.

The main content area is titled "MY ACCOUNT" and includes a sub-menu with links: Orders, Products On Order, Transactions, Account Balance, Account Details (selected), and Document Search.

The account details are displayed in two columns:

BILLING:	DELIVERY:
BEAULIEU OF AUSTRALIA 64 LAHRS RD ORMEAU QLD 4208 AUSTRALIA	
CONTACT: Phone: 0755406600 Fax: 0755406600 Email: administrator@beaulieu.com.au	CONTACT: Phone: 0755406600 Fax: 0755406600 Email: administrator@beaulieu.com.au

Below the account details, there is an "Edit Account Details" button.

The "UPDATE PASSWORD" section contains three input fields for "Old Password:", "New Password:", and "Confirm New Password:", followed by an "Update Password" button.

The footer of the page includes links for Support Client, Manual, Disclaimer, and Terms and Conditions.

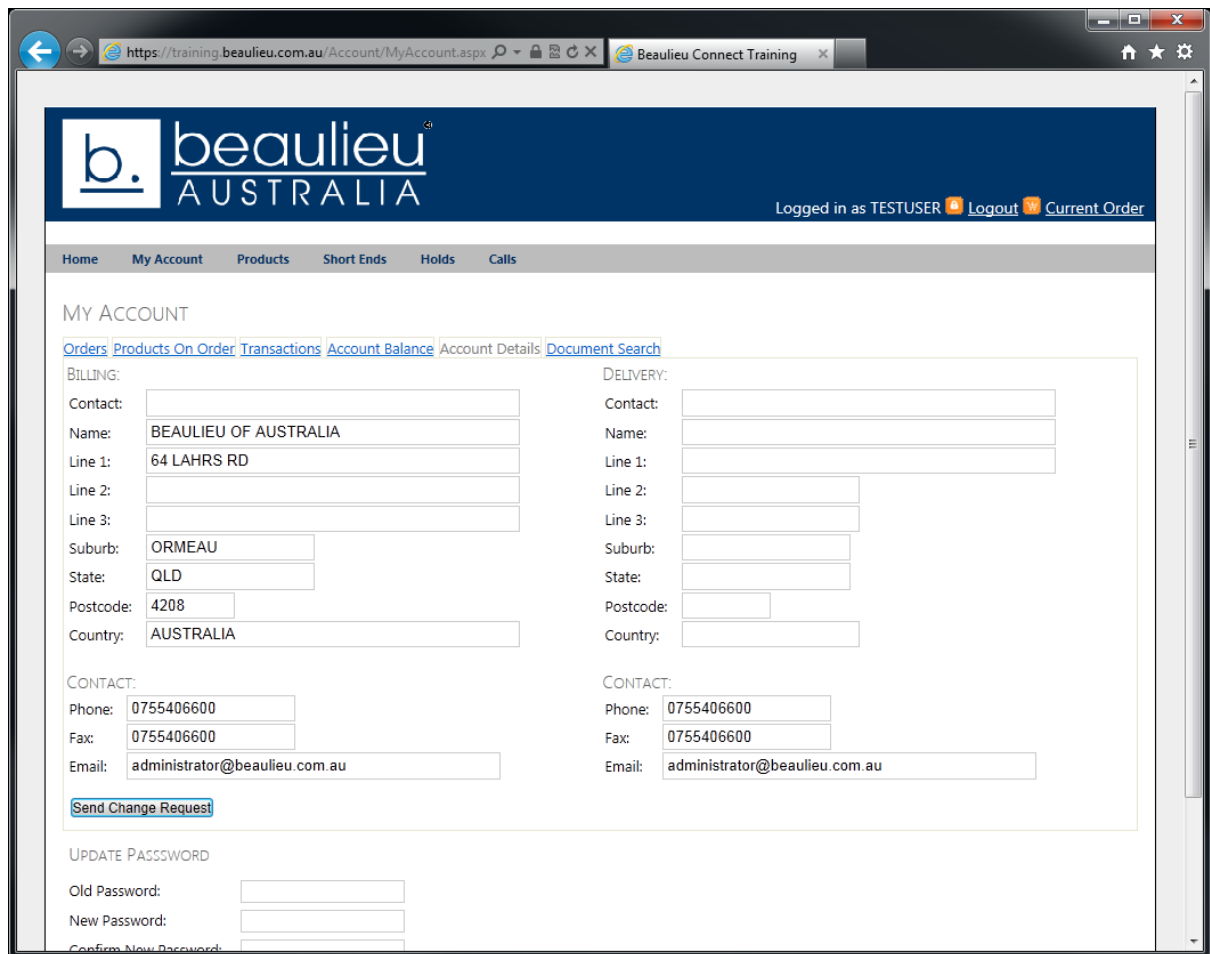
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My Account – Account Details – Edit Account Details

When the user presses the “Edit Account Details” button, the details are then displayed on the screen in an editable format. **The user should be very careful to ensure that all details provided are correct when modifying any of these fields!**

Please note: the email field is the email address which is used to send all ecommerce/electronic documentation by Beaulieu Australia. If you are unsure of this please do not edit it.

Once the user is certain that the details in the account are correct, they can then press the “Send Change Request” button which notifies Beaulieu Customer Service of the changes.



The screenshot shows a web browser window with the URL <https://training.beaulieu.com.au/Account/MyAccount.aspx>. The page header features the Beaulieu Australia logo and a navigation bar with links: Home, My Account, Products, Short Ends, Holds, and Calls. The user is logged in as TESTUSER, with links for Logout and Current Order.

The main content area is titled "MY ACCOUNT" and includes a sub-navigation bar with links: Orders, Products On Order, Transactions, Account Balance, Account Details, and Document Search. The "Account Details" section is active, displaying a form for editing account information.

The form is divided into two columns:

- BILLING:**
 - Contact:
 - Name:
 - Line 1:
 - Line 2:
 - Line 3:
 - Suburb:
 - State:
 - Postcode:
 - Country:
- DELIVERY:**
 - Contact:
 - Name:
 - Line 1:
 - Line 2:
 - Line 3:
 - Suburb:
 - State:
 - Postcode:
 - Country:

Below the BILLING and DELIVERY sections is a **CONTACT:** section with the following fields:

- Phone:
- Fax:
- Email:

A [Send Change Request](#) button is located below the contact information.

At the bottom of the form is an **UPDATE PASSWORD** section with the following fields:

- Old Password:
- New Password:
- Confirm New Password:

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My Account – Account Details – Update Password

The user can also modify their internet user password from this menu. The user has to supply the existing password and also the new password. If all of the details are entered correctly, the user can press the “Update Password” button and the new password will become effective immediately.

Please note: It is **highly recommended** that strong passwords are used as Beaulieu Australia take no responsibility for items ordered under internet user accounts which may be compromised through the use of weak passwords.

The screenshot displays the 'My Account' page in a web browser. The browser's address bar shows the URL 'https://training.beaulieu.com.au/Account/MyAccount.aspx'. The page has a navigation menu with links: Home, My Account, Products, Short Ends, Holds, and Calls. The 'My Account' section includes tabs for Orders, Products On Order, Transactions, Account Balance, Account Details, and Document Search. The 'Account Details' tab is active, showing two columns of form fields. The left column is for 'BILLING' and 'CONTACT' information, and the right column is for 'DELIVERY' and 'CONTACT' information. The 'BILLING' section includes fields for Contact, Name (BEAULIEU OF AUSTRALIA), Line 1 (64 LAHRS RD), Line 2, Line 3, Suburb (ORMEAU), State (QLD), Postcode (4208), and Country (AUSTRALIA). The 'CONTACT' section includes fields for Phone (0755406600), Fax (0755406600), and Email (administrator@beaulieu.com.au). The 'DELIVERY' section includes fields for Contact, Name, Line 1, Line 2, Line 3, Suburb, State, Postcode, and Country. The 'CONTACT' section for delivery includes fields for Phone (0755406600), Fax (0755406600), and Email (administrator@beaulieu.com.au). Below the form fields, there is a 'Send Change Request' button. A green message states 'Your password has been updated.' Below this, there is an 'UPDATE PASSWORD' section with fields for Old Password, New Password, and Confirm New Password, and an 'Update Password' button. At the bottom of the page, there is a footer with links: Support Client, Manual, Disclaimer, and Terms and Conditions.

BILLING:		DELIVERY:	
Contact:	<input type="text"/>	Contact:	<input type="text"/>
Name:	BEAULIEU OF AUSTRALIA	Name:	<input type="text"/>
Line 1:	64 LAHRS RD	Line 1:	<input type="text"/>
Line 2:	<input type="text"/>	Line 2:	<input type="text"/>
Line 3:	<input type="text"/>	Line 3:	<input type="text"/>
Suburb:	ORMEAU	Suburb:	<input type="text"/>
State:	QLD	State:	<input type="text"/>
Postcode:	4208	Postcode:	<input type="text"/>
Country:	AUSTRALIA	Country:	<input type="text"/>

CONTACT:		CONTACT:	
Phone:	0755406600	Phone:	0755406600
Fax:	0755406600	Fax:	0755406600
Email:	administrator@beaulieu.com.au	Email:	administrator@beaulieu.com.au

[Send Change Request](#)

UPDATE PASSWORD

Old Password:

New Password:

Confirm New Password:

[Update Password](#)

[Support Client](#) [Manual](#) [Disclaimer](#) [Terms and Conditions](#)

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My Account - Document Search

If the user wants to find a particular document, they can select the Document Search option on the sub-menu.

From this window they can enter the sales order/invoice number for the document which they want to display in the search box provided and press the Search button. If the document is found, it will be displayed to the user.

https://training.beaulieu.com.au/Account/MyAccount.aspx

Beaulieu Connect Training

b. beaulieu AUSTRALIA

Logged in as TESTUSER Logout Current Order

Home My Account Products Short Ends Holds Calls

MY ACCOUNT

[Orders](#) [Products On Order](#) [Transactions](#) [Account Balance](#) [Account Details](#) [Document Search](#)

Document Search

GENS-269217 Document No. Search

Note: Searches can be performed on either the complete document number (e.g. S-1234) or any part of the reference. Searching by the reference field may take a long time.

Type	Date	Order	Reference	Status	Total	Balance
S	08/05/2012	GENS-269217	123722 REP:BEL123122	CREATED	\$8,038.80	\$8,038.80

Details

Support Client Manual Disclaimer Terms and Conditions

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Products

As with previous iterations of the Beaulieu Connect portal, it is essential to understand the levels at which product can be viewed, held and ordered. Product can be viewed at a Master Product, Colour Product and Roll level. At the Master Product level, the user is only able to view these different products and make a selection. Users are unable to hold or order from this level.

At the Colour Product level (shown below), the user is able to either select the colour product to display the roll level or order a specified quantity. The user is not able to hold any product from this level or purchase a specific roll.

At the roll level, the user is able to specify a quantity to hold from a particular roll or alternately place the **entire** roll quantity on order. Short end discounts are displayed on this screen. If the user requires a quantity other than what is available at the roll level, they should order in the previous colour level screen (shown below).

Products - Add To Order

In the screenshot below, the Colour Level is displayed and the user requires 40LM of Augusta Lane Bamboo. The user enters 40 into the corresponding field and presses the “Add To Order” button.

The screenshot shows the Beaulieu Australia Connect portal interface. The header includes the Beaulieu Australia logo and navigation links: Home, My Account, Products, Short Ends, Holds, and Calls. The user is logged in as TESTUSER. The main content area displays the 'PRODUCTS > AUGUSTA LANE (FC:AG)' page. It shows a table of products with columns: Product, Code, Discount, Available LM, Held Qty, and Order Qty. The 'AUGUSTA LANE BAMBOO' product is selected, and the 'Order Qty' field is set to 40. The 'Add To Order' button is visible next to the field. The page also shows a 'Current Order' summary on the right, indicating 0 rolls and 0 LM, with a subtotal of \$0.00. The user is logged in as TESTUSER.

Product	Code	Discount	Available LM	Held Qty	Order Qty
AUGUSTA LANE BAMBOO	AG-BA		205.10		Qty: 40 Add To Order
AUGUSTA LANE BISTRO	AG-BI				Qty: Add To Order
AUGUSTA LANE DAMAS	AG-DA				Qty: Add To Order
AUGUSTA LANE GUM LEAF	AG-GL				Qty: Add To Order
AUGUSTA LANE GUN BARREL	AG-GB		15.10		Qty: Add To Order
AUGUSTA LANE MINK	AG-MI		90.20		Qty: Add To Order
AUGUSTA LANE PUMICE	AG-PU		32.90		Qty: Add To Order
AUGUSTA LANE RICE PAPER	AG-RP		231.90		Qty: Add To Order
AUGUSTA LANE SEA GREEN	AG-SG		93.80		Qty: Add To Order
AUGUSTA LANE WEATHERED ACORN	AG-WA		212.70		Qty: Add To Order

Roll Price: \$145.00 Cut Price: \$150.00

Current Order
Rolls: 0
LM: 0
Subtotal: \$0.00
(Ex GST, Baling & Delivery)

Holds
Held Rolls: 0
Held LM: 0

Results per page: 10 25 50 100 All

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Once the user has pressed “Add To Order”, they are then advised that the item has been successfully added to the cart. The Current Order running total is updated to indicate the number of rolls, total quantity and subtotal.

From this window, the user can also view their Cut and Roll pricing for the product.

The screenshot displays the Beaulieu Australia website interface. The header includes the Beaulieu Australia logo and navigation links: Home, My Account, Products, Short Ends, Holds, and Calls. The user is logged in as TESTUSER, with links for Logout and Current Order.

The main content area shows the 'PRODUCTS > AUGUSTA LANE (FC:AG)' section. It displays the Roll Price (\$145.00) and Cut Price (\$150.00). A message states: 'The item has been successfully added to the cart.'

A table lists the available products with columns for Product, Code, Discount, Available LM, Held Qty, and Order Qty. Each row includes an 'Add To Order' button.

Product	Code	Discount	Available LM	Held Qty	Order Qty
AUGUSTA LANE BAMBOO	AG-BA		205.10	40	Qty: <input type="text"/> Add To Order
AUGUSTA LANE BISTRO	AG-BI				Qty: <input type="text"/> Add To Order
AUGUSTA LANE DAMAS	AG-DA				Qty: <input type="text"/> Add To Order
AUGUSTA LANE GUM LEAF	AG-GL				Qty: <input type="text"/> Add To Order
AUGUSTA LANE GUN BARREL	AG-GB		15.10		Qty: <input type="text"/> Add To Order
AUGUSTA LANE MINK	AG-MI		90.20		Qty: <input type="text"/> Add To Order
AUGUSTA LANE PUMICE	AG-PU		32.90		Qty: <input type="text"/> Add To Order
AUGUSTA LANE RICE PAPER	AG-RP		231.90		Qty: <input type="text"/> Add To Order
AUGUSTA LANE SEA GREEN	AG-SG		93.80		Qty: <input type="text"/> Add To Order
AUGUSTA LANE WEATHERED ACORN	AG-WA		212.70		Qty: <input type="text"/> Add To Order

On the right side, there are two summary boxes:

- Current Order**
Rolls: 1
LM: 40
Subtotal: \$5,800.00
(Ex GST, Baling & Delivery)
- Holds**
Held Rolls: 0
Held LM: 0

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Products - Add To Hold

Below is a screenshot of the Roll Level. From this window, the user can Hold a quantity and can also order **the entire roll**.

In the example below, the user wants to hold 6.6LM of a roll. They have entered 6.6 into the corresponding field and can press the “Update” button. The user is able to hold any quantity, it does not need to be the entire roll.

Once the user has pressed the “Update” button, the hold value is updated against the product and also in the hold running total.

https://training.corp.beaulieu.com.au/CustomPages/Flooring/RollProducts.a...

Roll No.	Dye Lot	Discount	Price	Available LM	Held Qty	Order Qty
630447	8323708401/80097		\$145.00	10.40	<input type="text"/>	<input type="button" value="Update"/> <input type="button" value="Add To Order"/>
633655	8323708401/81117	15%	\$123.25	6.60	<input type="text" value="6.6"/>	<input type="button" value="Update"/> <input type="button" value="Add To Order"/>
635755	8323852201/83553		\$145.00	20.90	<input type="text"/>	<input type="button" value="Update"/> <input type="button" value="Add To Order"/>
635757	8323852201/83553		\$145.00	28.00	<input type="text"/>	<input type="button" value="Update"/> <input type="button" value="Add To Order"/>
635758	8323852201/83553		\$145.00	41.50	<input type="text"/>	<input type="button" value="Update"/> <input type="button" value="Add To Order"/>
635759	8323852201/83553		\$145.00	35.70	<input type="text"/>	<input type="button" value="Update"/> <input type="button" value="Add To Order"/>
635760	8323852201/83553		\$145.00	40.00	<input type="text"/>	<input type="button" value="Update"/> <input type="button" value="Add To Order"/>

Current Order
Rolls: 1
LM: 40
Subtotal: \$5,800.00
(Ex GST, Baling & Delivery)

Holds
Held Rolls: 0
Held LM: 0

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Products - Short End Discount

When a user is looking at products on the roll level, they may notice a discount displayed in red. This is a short end discount which applies to rolls less than 9LM. A discount of 15% applies to rolls which are less than 9LM but more than 6LM. Rolls which are less than 6LM have a 25% discount applied. In order to obtain the short end discount, the entire roll must be ordered.

These discounts are only available on product ordered online.

The screenshot shows the Beaulieu Australia website interface. The header includes the Beaulieu Australia logo and navigation links: Home, My Account, Products, Short Ends, Holds, and Calls. The user is logged in as TESTUSER. The main content area displays the product page for AUGUSTA LANE BAMBOO (FC:AG-BA). A message states: "The held quantity has been successfully updated." Below this is a table of products with the following columns: Roll No., Dye Lot, Discount, Price, Available LM, Held Qty, and Order Qty. The table lists several rolls, with roll 633655 showing a 15% discount. To the right of the table, there are buttons for "Held Qty:", "Update", and "Add To Order". On the far right, there are two summary boxes: "Current Order" showing 1 roll, 40 LM, and a subtotal of \$5,800.00, and "Holds" showing 1 held roll and 6.6 held LM.

Roll No.	Dye Lot	Discount	Price	Available LM	Held Qty	Order Qty
630447	8323708401/80097		\$145.00	10.40		
633655	8323708401/81117	15%	\$123.25	6.60	6.6	
635755	8323852201/83553		\$145.00	20.90		
635757	8323852201/83553		\$145.00	28.00		
635758	8323852201/83553		\$145.00	41.50		
635759	8323852201/83553		\$145.00	35.70		
635760	8323852201/83553		\$145.00	40.00		

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Products – Order Entire Roll

At the roll level, the user is only able to purchase the entire roll. This is to ensure that customers do not purchase 3LM from a 40LM roll when a 3LM roll already exists.

If the user wanted to purchase the entire roll, they could press the corresponding “Add To Order” button and it would be added to their current order.

beaulieu AUSTRALIA

Logged in as TESTUSER Logout Current Order

Home My Account Products Short Ends Holds Calls

PRODUCTS > AUGUSTA LANE > AUGUSTA LANE BAMBOO (FC:AG-BA)

The item has been successfully added to the cart.

Roll No.	Dye Lot	Discount	Price	Available LM	Held Qty	Order Qty	
630447	8323708401/80097		\$145.00	10.40		10.4	Held Qty: <input type="text"/> Update Add To Order
633655	8323708401/81117	15%	\$123.25	6.60	6.6		Held Qty: <input type="text"/> Update Add To Order
635755	8323852201/83553		\$145.00	20.90			Held Qty: <input type="text"/> Update Add To Order
635757	8323852201/83553		\$145.00	28.00			Held Qty: <input type="text"/> Update Add To Order
635758	8323852201/83553		\$145.00	41.50			Held Qty: <input type="text"/> Update Add To Order
635759	8323852201/83553		\$145.00	35.70			Held Qty: <input type="text"/> Update Add To Order
635760	8323852201/83553		\$145.00	40.00			Held Qty: <input type="text"/> Update Add To Order

Current Order
Rolls: 2
LM: 50.4
Subtotal: \$7,308.00
(Ex GST, Baling & Delivery)

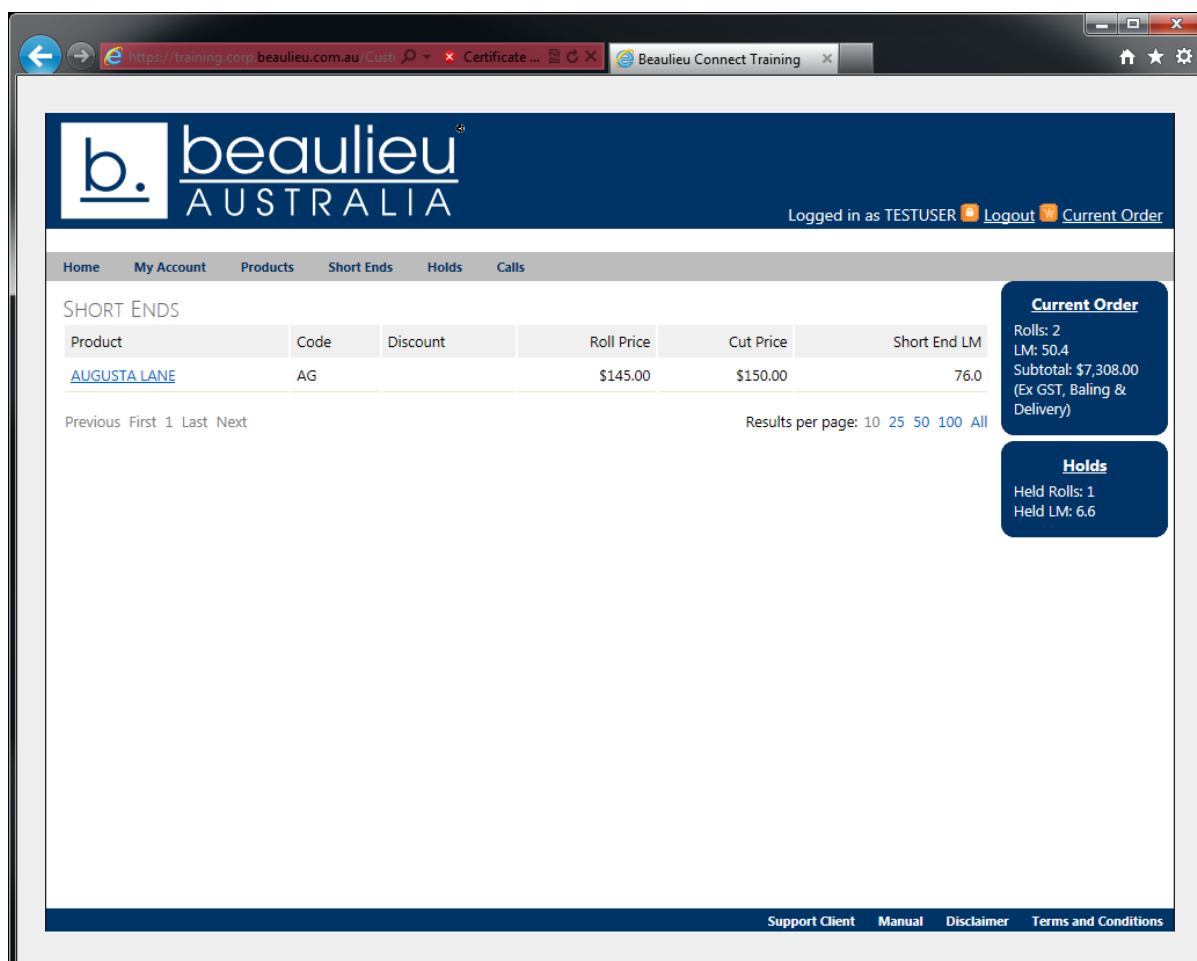
Holds
Held Rolls: 1
Held LM: 6.6

https://training.corp.beaulieu.com.au/CustomPages/Flooring/RollProducts.a...

Short Ends

The Short Ends option on the menu bar contains similar functionality as the products tab however it simplifies the task of finding rolls which are short ends by eliminating all other rolls from the list.

The user is only able to purchase the entire roll through this tab. Adding products to the current order uses the same process previously described in Products – Order Entire Roll (page 20).



The screenshot shows the Beaulieu Australia website interface. The top navigation bar includes links for Home, My Account, Products, Short Ends, Holds, and Calls. The user is logged in as TESTUSER. The main content area is titled "SHORT ENDS" and displays a table with the following data:

Product	Code	Discount	Roll Price	Cut Price	Short End LM
AUGUSTA LANE	AG		\$145.00	\$150.00	76.0

Below the table, there are navigation links: Previous, First, 1, Last, Next. On the right side, there are two summary boxes:

- Current Order**
 - Rolls: 2
 - LM: 50.4
 - Subtotal: \$7,308.00 (Ex GST, Baling & Delivery)
- Holds**
 - Held Rolls: 1
 - Held LM: 6.6

The footer contains links for Support Client, Manual, Disclaimer, and Terms and Conditions.

Beaulieu Connect: User Guide

Holds

The Holds menu is available from both the menu bar and also by clicking “Holds” on the running tab on the right hand side of the screen.

When a user accesses this interface, they have any current holds displayed which they are then able to modify. The user can change the quantity which is being held by entering the new quantity in the provided field and pressing Update Quantity.

The user is also able to remove the hold by pressing the “Remove Hold” button. If the user wants to order the product, they then can add the product to their current order.

If there are a large number of rolls on hold, the user may receive a message saying their hold limit has been reached. This limit is applied across all internet users for the customer account. If there are any rolls which no longer need to be held, the user can remove the hold for that particular roll to free up metres under the hold limit. Alternately, the user can negotiate with their Beaulieu Australia sales representative for an increase to their hold limit.

The screenshot displays the Beaulieu Connect Training web application. The header features the Beaulieu Australia logo and a user login status: "Logged in as TESTUSER" with "Logout" and "Current Order" links. A navigation bar includes "Home", "My Account", "Products", "Short Ends", "Holds", and "Calls". The "Holds" section is active, showing a table of holds. The table has columns: Colour, Batch, Roll No., Held Qty, Held By, Held On, Release On, Price, and Order Qty. A single hold is listed: AG-BA, 8323708401/81117, 633655, 6.6, TESTUSER, 08/05/2012, 10/05/2012, \$127.50. To the right of the table are input fields for "Held Qty:" and buttons for "Update Quantity", "Remove Hold", and "Add To Order". On the far right, two summary boxes are present: "Current Order" showing "Rolls: 2", "LM: 50.4", and "Subtotal: \$7,308.00 (Ex GST, Baling & Delivery)"; and "Holds" showing "Held Rolls: 1" and "Held LM: 6.6". The footer contains links for "Support Client", "Manual", "Disclaimer", and "Terms and Conditions".

Colour	Batch	Roll No.	Held Qty	Held By	Held On	Release On	Price	Order Qty
AG-BA	8323708401/81117	633655	6.6	TESTUSER	08/05/2012	10/05/2012	\$127.50	

Beaulieu Connect: User Guide

Current Order

When the user is finished ordering products or they wish to change their current order, they can press the “Current Order” link on the right hand side of the page which will bring up the contents of the order. From this window, they are able to either finalise their order or remove products from the current order.

If the user wishes to remove a roll from the order, they can simply press on the tick-box corresponding to the roll which they wish to remove and press the Update button. If they wish to remove all of the products from the order, they can simply press the “Remove All” button.

The reference field is for the user to specify their purchase order number. The Beaulieu Rewards / Sales Person field is to aid in the automatic claiming of Beaulieu Rewards points. If we have the users Beaulieu Rewards number entered in our database, this field will be automatically populated. If you want this field to be automatically populated, contact your Beaulieu Australia sales representative to have this entered.

The user is also able to enter a comment such as “Please ensure same batch” and then simply press the Add button. When the user is certain that they’re ready to process the order they can press the Checkout button.

beaulieu AUSTRALIA

Logged in as TESTUSER Logout Current Order

Home My Account Products Short Ends Holds Calls

CURRENT ORDER: NEW

Reference: 123722

Beaulieu Rewards / Sales Person: BEL123122

Remove	Group	Code	Description	Price	Qty	Total
<input type="checkbox"/>	FC	AG-BA	AUGUSTA LANE BAMBOO	\$145.00	40	\$5,800.00
<input type="checkbox"/>	FC	630447	AUGUSTA LANE BAMBOO	\$145.00	10.4	\$1,508.00
<input type="checkbox"/>			DYE BATCH - 8323708401/80097			
						Total: \$7,308.00

*All prices are shown exclusive of GST.

[Remove All](#) [Update](#) [Checkout](#)

Comment: lease ensure same batch [Add](#)

Support Client Manual Disclaimer Terms and Conditions

Beaulieu Connect: User Guide

Current Order - Shipping Address

Once the user has progressed to the Checkout, they are then prompted to select a shipping address. This is done by pressing the dropdown button which will have a list of pre-configured addresses.

The user is able to either select one of these addresses or they can also select <Other Address> to specify an alternate address. An alternate address may be used for sending samples etc.

When the user is certain that the address selected is correct, they can press the Continue button.



The screenshot shows a web browser window with the URL <https://training.corp.beaulieu.com.au/Account/ShippingAddress>. The page header features the Beaulieu Australia logo and a user login status: "Logged in as TESTUSER" with "Logout" and "Current Order" links. A navigation menu includes "Home", "My Account", "Products", "Short Ends", "Holds", and "Calls". The main content area is titled "SHIPPING ADDRESS" and contains a dropdown menu for selecting an address. Below this, there is a form with the following fields: "Contact Name:", "Line 1:" (pre-filled with "PO BOX 6160 YATALA DC QLD 4207"), "Line 2:", "Line 3:" (pre-filled with "64 LAHRS ROAD"), "Suburb:" (pre-filled with "ORMEAU"), "State:" (pre-filled with "QLD"), "Postcode:" (pre-filled with "4208"), and "Country:" (pre-filled with "AUSTRALIA"). A "Continue" button is located at the bottom left of the form. The footer of the page includes links for "Support Client", "Manual", "Disclaimer", and "Terms and Conditions".

Beaulieu Connect: User Guide

Current Order - Order Confirmation

After the user presses Continue button from the Shipping Address window, they are then displayed an order confirmation. This displays the billing details, delivery details, purchase order number, sales person/Beaulieu Rewards details and also the current order.

If any of these details are not correct, do not proceed.

The user needs to accept the Terms & Conditions of sale to continue. These are available by pressing the link at the footer of the page.

When the user is ready to continue and place the order they can press the “Process Order” button. Beaulieu Customer Services are then notified that the order has been placed and they will process the order for picking and despatch.

The screenshot shows a web browser window with the Beaulieu Australia website. The page title is "CONFIRM ORDER". It displays the following information:

BILLING:
64 LAHRS ROAD
ORMEAU QLD 4208
AUSTRALIA

DELIVERY:
64 LAHRS ROAD
ORMEAU QLD 4208
AUSTRALIA

REFERENCE:
123722
BEAULIEU REWARDS / SALES PERSON:
BEL123122

Group	Code	Description	Qty	Price Each	Tax Each	Total Inc
FC	AG-BA	AUGUSTA LANE - BAMBOO	40	\$159.50	\$14.50	\$6,380.00
FC	657164	AUGUSTA LANE - BAMBOO	10.4	\$159.50	\$14.50	\$1,658.80
DYE BATCH - 8324881201/97156						
Total:						\$8,038.80

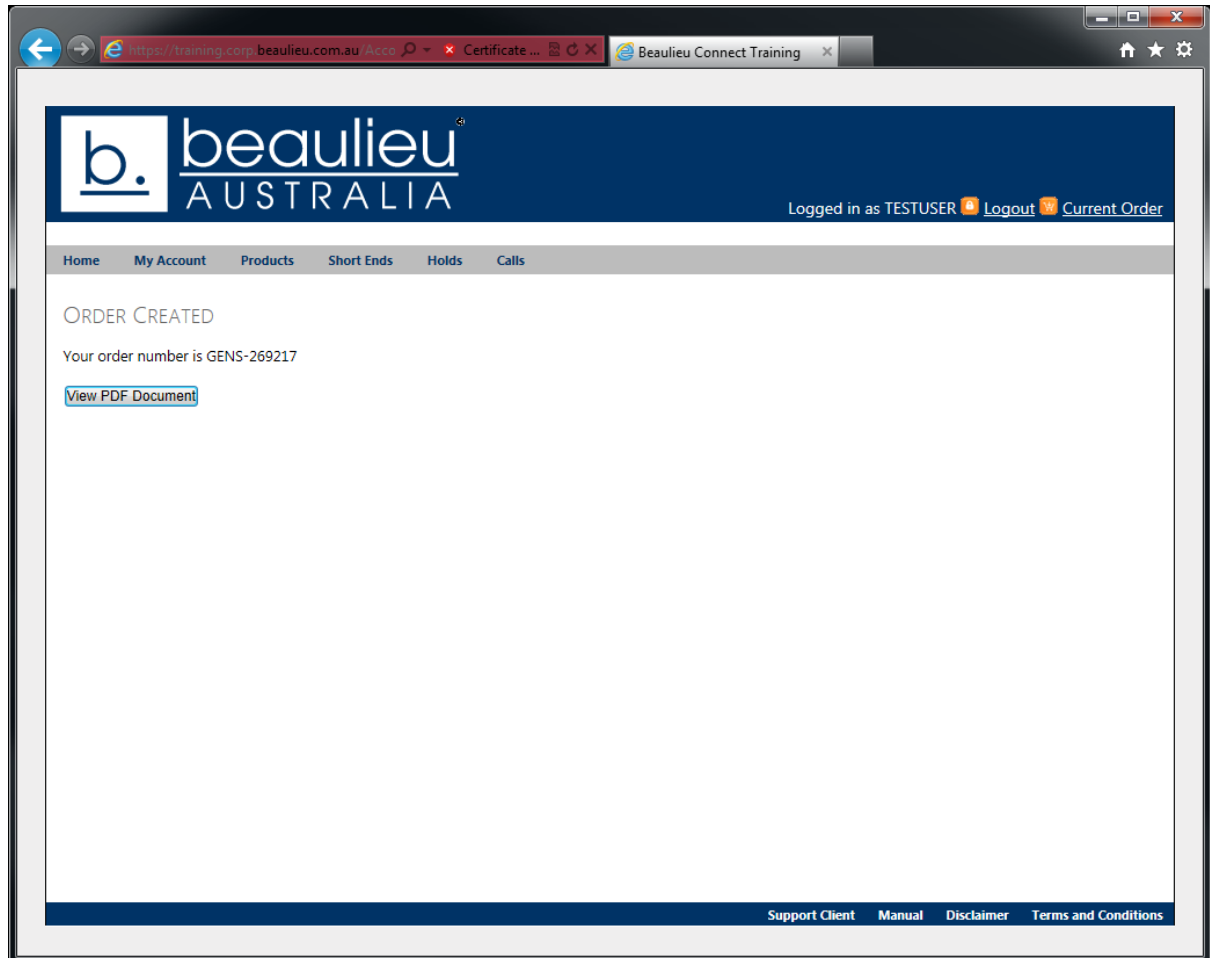
☒ I have read & accept the [Terms & Conditions](#).

[Process Order](#)

At the bottom of the page, there are links for [Support Client](#), [Manual](#), [Disclaimer](#), and [Terms and Conditions](#).

Current Order - Completion Advice

Once the order has been processed, the sales order number is displayed and they are then able to view the document as a PDF.



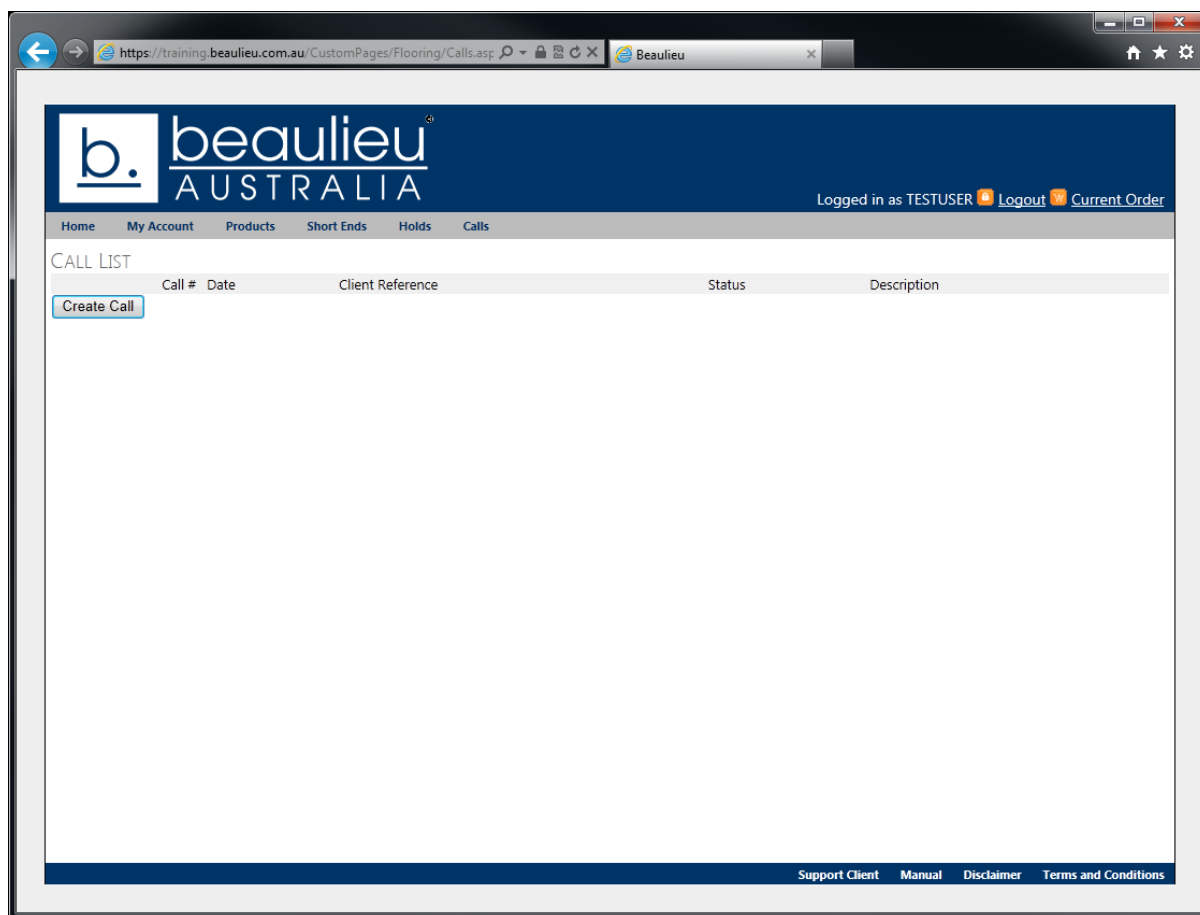
Calls (Customer Service Requests)

Beaulieu Australia has enabled the user to log Customer Service Request calls online. This facility allows the user to enter the call details and track the status of the call. To access this interface, the user requires the “CALLS” security access.

Calls – List

When the user selects the Calls option from the menu bar, the call list is displayed. If there are any calls which are open in the system, they can be viewed by pressing the “Details” button.

If the user wishes to log a Customer Service Request call, they can press the “Create Call” button.



Beaulieu Connect: User Guide

Calls – Create Call

When the user creates a call, most of the fields are mandatory. The accuracy of the information entered ensures that the call will be processed as quickly and efficiently as possible.

Customer Reference relates to your internal claim number. Contact Name, Phone, Mobile & Address relate to the end user details. Description is to outline a clear description of the fault.

The Call Products section pertains to the roll(s) which you are logging the request for. You may enter multiple rolls however the details entered must be correct. The invoice number must exist and be for your customer account. The roll number must exist on that invoice and the quantity entered must be less than or equal to the invoiced quantity.

Once the user has entered the roll details, they can add the roll to the call by pressing the “Add” button.

Home My Account Products Short Ends Holds Calls

CALL LIST > CREATE CALL

Call Details

Date: 5/06/2012
Status: OPEN
Customer Reference: 1142
Contact Name: Joe Smith
Contact Phone: 0755551111
Mobile Number: 0412111111
Address: 64 Lahrs Road
Suburb: Ormeau
State: QLD
Postcode: 4208
Description: Some descriptive carpet fault

Call Products

Invoice (Book - Number): GENI - 259012
Roll ID: 586912
Claim Qty (LM): 8.6
Laid Date: 18/3/2010
Usage Description: Domestic
☒ Within ACCS and Mill ratings
Add

Create Call

Beaulieu Connect: User Guide

If the user wishes to enter another roll to the call, they can do so by entering the new roll details and pressing the “Add” button again.

After the user has finished entering all of the details for the call they can press the “Create Call” button. This will log the call with Beaulieu Administration and details will be sent directly to the Beaulieu Sales Representative to follow up.

Suburb: Ormeau

State: QLD

Postcode: 4208

Description: Some descriptive carpet fault

Responses:

Add Response:

Attached Documents:

Call Products

Invoice (Book - Number): GENI -

Roll ID:

Claim Qty (LM)

Laid Date:

Usage Description:

☒ Within ACCS and Mill ratings

[Add](#)

Invoice	Roll Id	Length	Description	Usage	Laid	Within Ratings
GENI-259012	586912	8.6	MEDALLION - TOURMALINE	Domestic	18/3/2010 Y	Remove

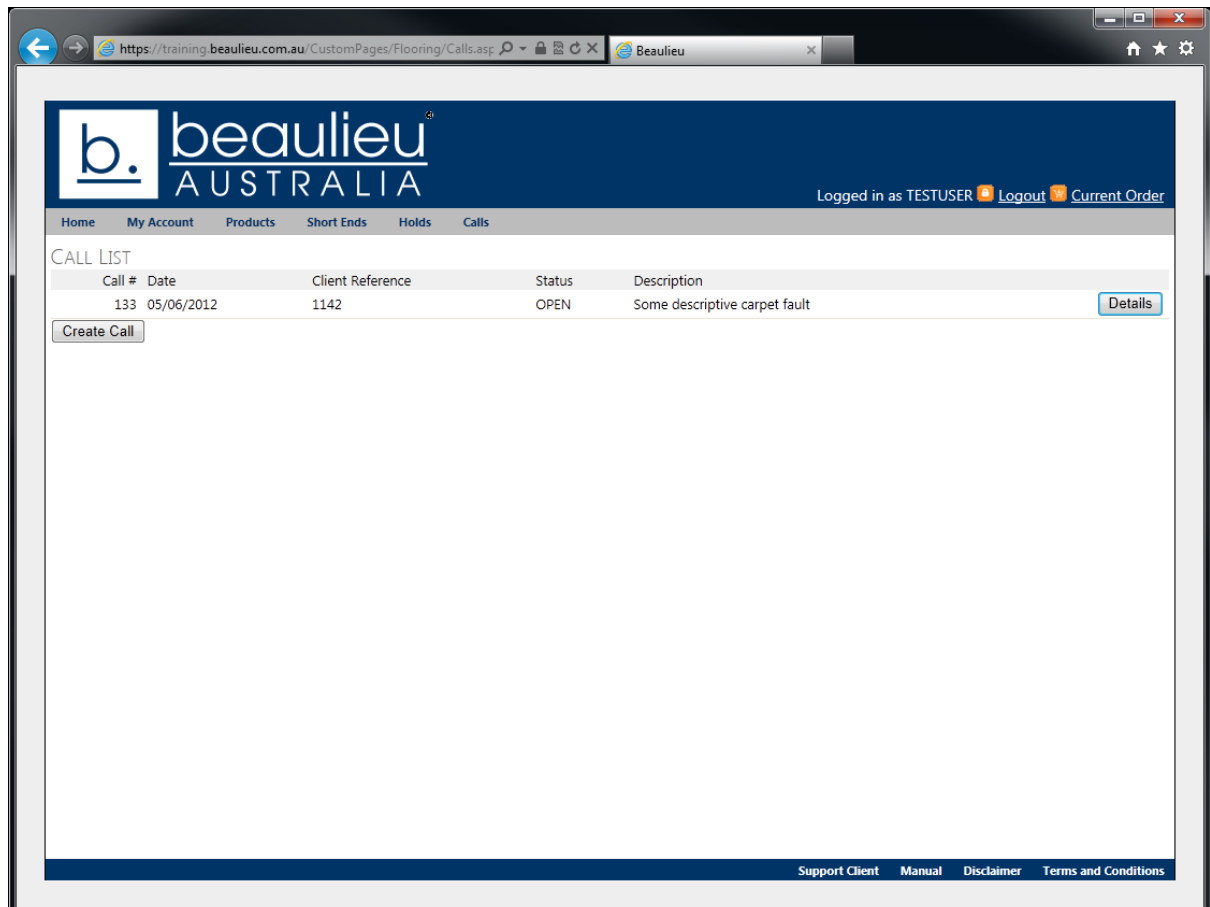
[Update Call](#)

[Support Client](#) [Manual](#) [Disclaimer](#) [Terms and Conditions](#)

Beaulieu Connect: User Guide

Calls – List Details

After the call has been created, the user is then returned to the Call List. They can view the progress of the call at any time by pressing the corresponding details button, including Beaulieu Sales Representative comments and photos.



Beaulieu Connect: User Guide

Calls – Call Particulars

After the call has been inspected by a Beaulieu Sales Representative, there may be photos which have been attached to the call. The user is able to view these photos by viewing the details of the call and then clicking on the photo link in the attached documents.

The user can also view the Beaulieu Sales Representatives comments and respond or add further information in the “Add Response” field.

Suburb: Ormeau
State: QLD
Postcode: 4208
Description: Some descriptive carpet fault

Responses:

Add Response:

Attached Documents: • 133 - photo - 382.jpg - [133 - photo - 382.jpg](#)

Call Products

Invoice (Book - Number): GENI -
Roll ID:
Claim Qty (LM):
Laid Date:
Usage Description:
☒ Within ACCS and Mill ratings
[Add](#)

Invoice	Roll Id	Length	Description	Usage	Laid	Within Ratings
GENI-259012	586912	8.6	MEDALLION - TOURMALINE	Domestic	18/3/2010	Y Remove

[Update Call](#)

[Support Client](#) [Manual](#) [Disclaimer](#) [Terms and Conditions](#)

Calls – Emailing Images Into A Call

Users are able to email images which they've taken when the initial inspection was completed. Emailing images of your inspection of the carpet will speed up the customer service request process.

This can be done by emailing the image to csr@beaulieu.com.au and using the **call number as the subject line**.

The subject line must only contain the call number and the image type must be a JPEG image. The image may take up to an hour to appear in your call.



Mobile Connect

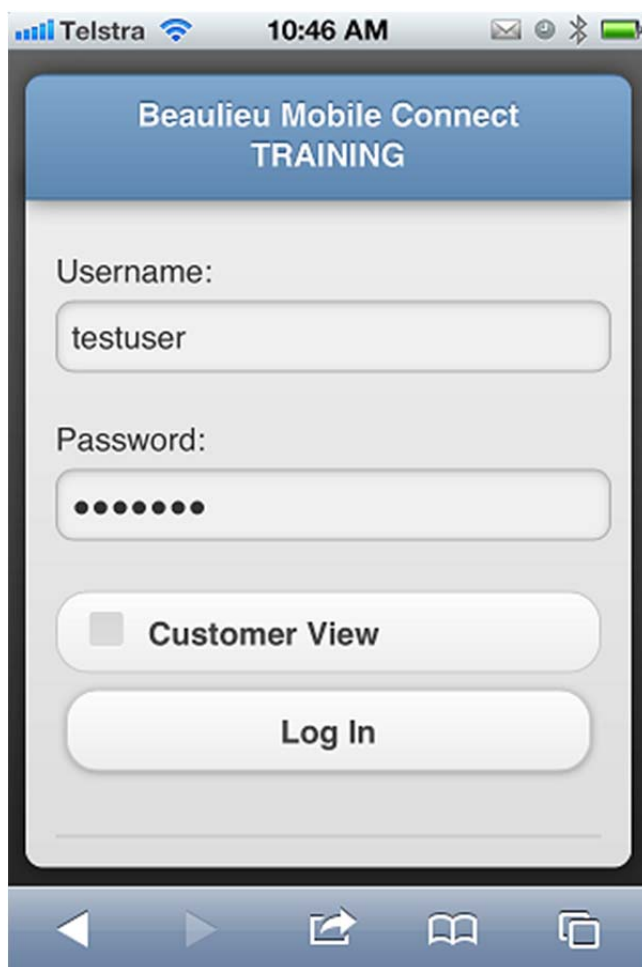
Our Beaulieu Mobile Connect platform has been developed to provide a light-weight interface which users can access from a mobile device to aid in converting in-house measure and quotes to sales.

If a user browses to our connect portal <https://connect.beaulieu.com.au> on a mobile device such as an iPad or an Android device, they will be automatically redirected to our mobile connect portal. Alternately, users are able to browse directly to <http://mconnect.beaulieu.com.au>.

Login

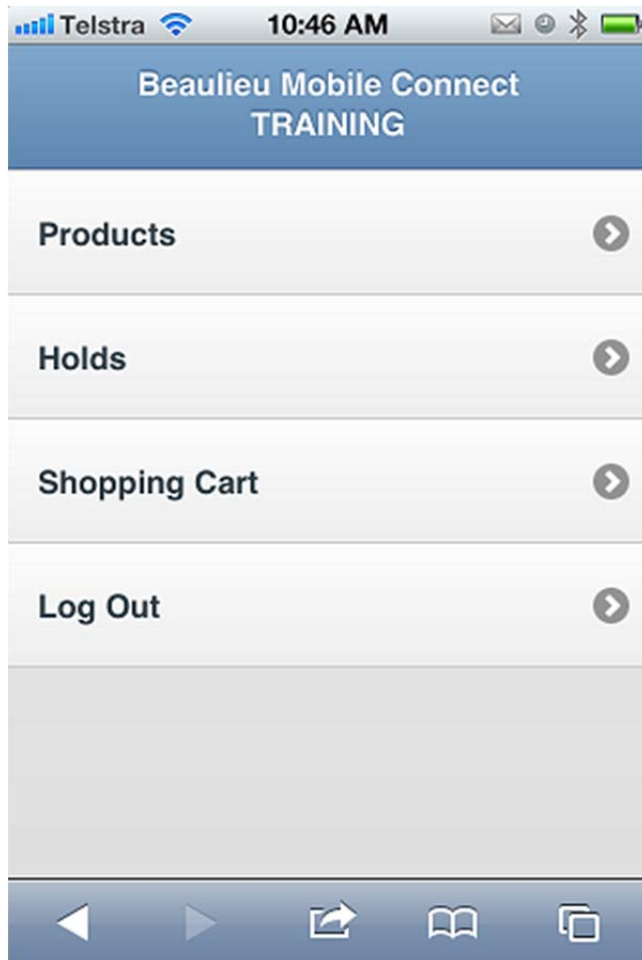
Any user who currently has access to our connect portal will be able to log into mobile connect using their existing credentials. The customer view checkbox exists to hide pricing details for the session.

Once the user has entered their login credentials, they can proceed by pressing the “Log In” button.



Main Menu

The options at the main menu depend on the level of access which the user has been granted. You will note that the administration option does not exist in the mobile connect platform.



Products

When a user selects the Products option from the main menu, they are then displayed a list of the products which they have in their price list. If they have SALES access, the prices for the product are displayed as well.

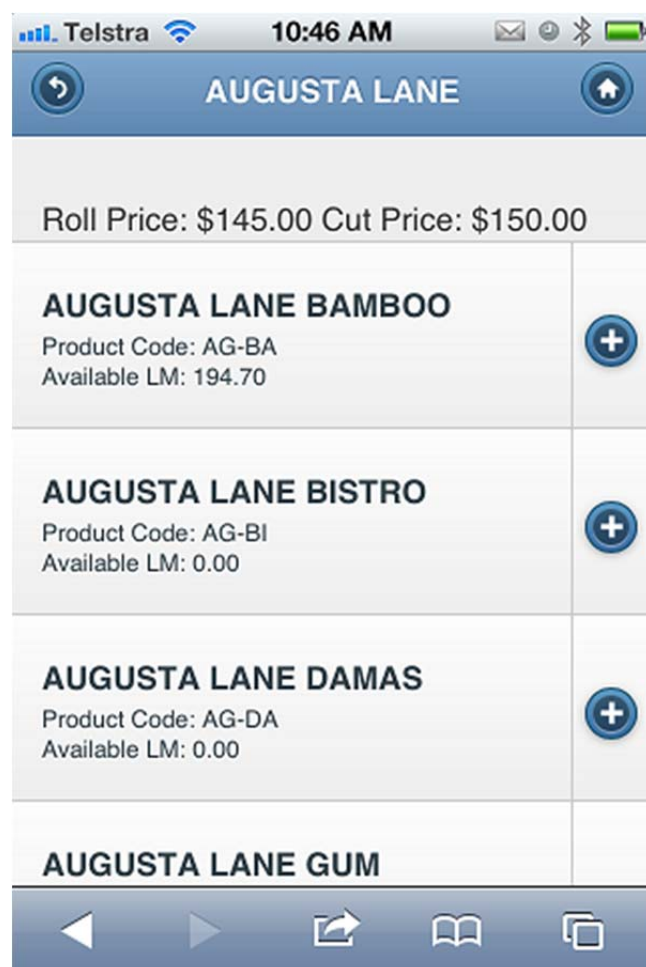
The user can either select the master product to view at a colour level or they can press the home button located at the top right to return to the main menu.



Add To Order

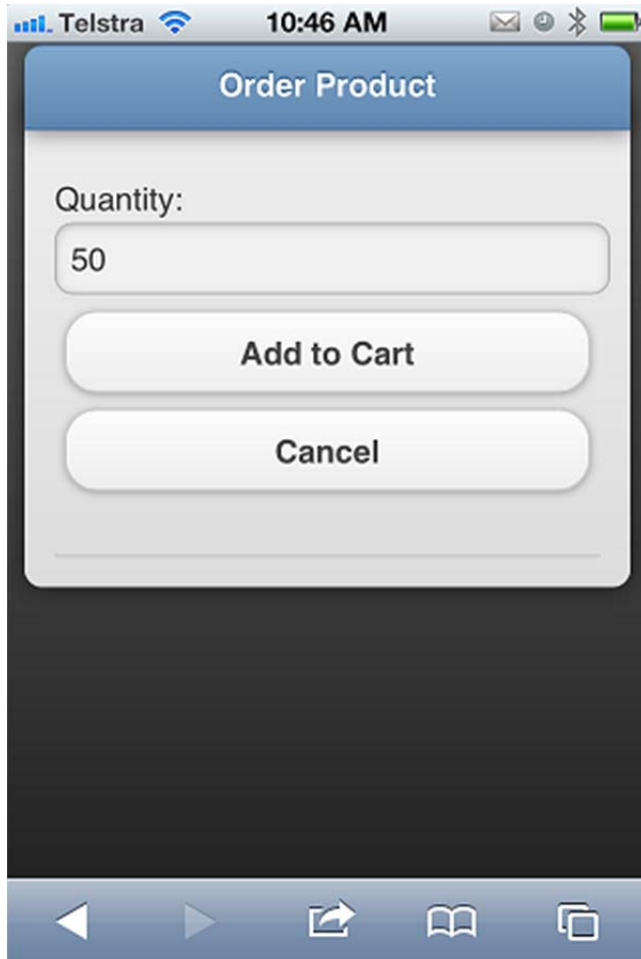
When the user selects the master product, they are then displayed the colour level products. From this level they are able to view the available quantities of each product. They are also able to order quantities from this level by pressing the corresponding “+” button. If the user wishes to view the product at the roll level, they can press on the colour product.

The user can also press the back button located at the top level to return to the previous page.



Beaulieu Connect: User Guide

When the user presses the “+” button, they are then prompted to enter the quantity which they wish to order. Once the user has entered the quantity into the available field, they can then press “Add to Cart” to add the product to their order.

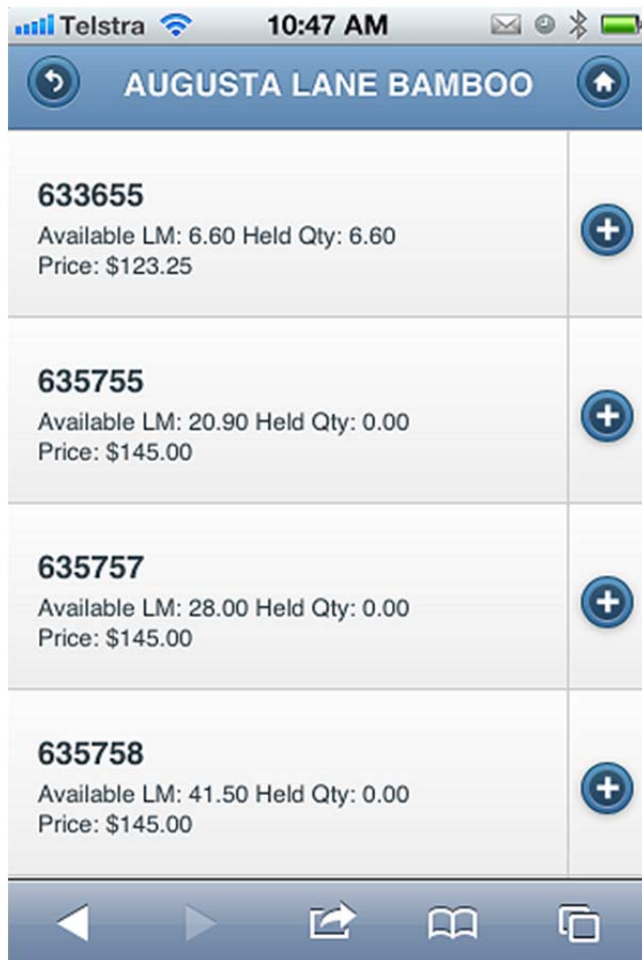


Beaulieu Connect: User Guide

Roll Level

If the user has selected to view the roll level products from the colour products menu, they are displayed all of the available rolls.

At this level the user is able to either purchase the entire roll or specify a quantity to hold. If the user wishes to either hold or add the product to their cart, they can simply press the “+” button.

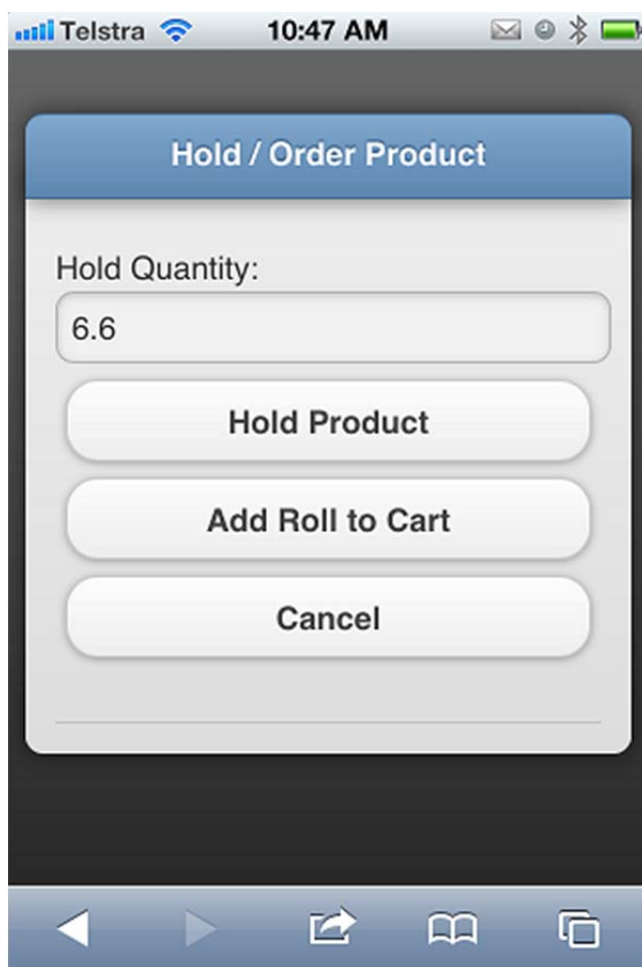


Order / Hold Product

When the user has pressed the “+” button, they are prompted to enter a quantity to hold or to add the product to their cart. **The user cannot add a quantity to their order; they must either purchase the entire roll or enter a quantity to hold.**

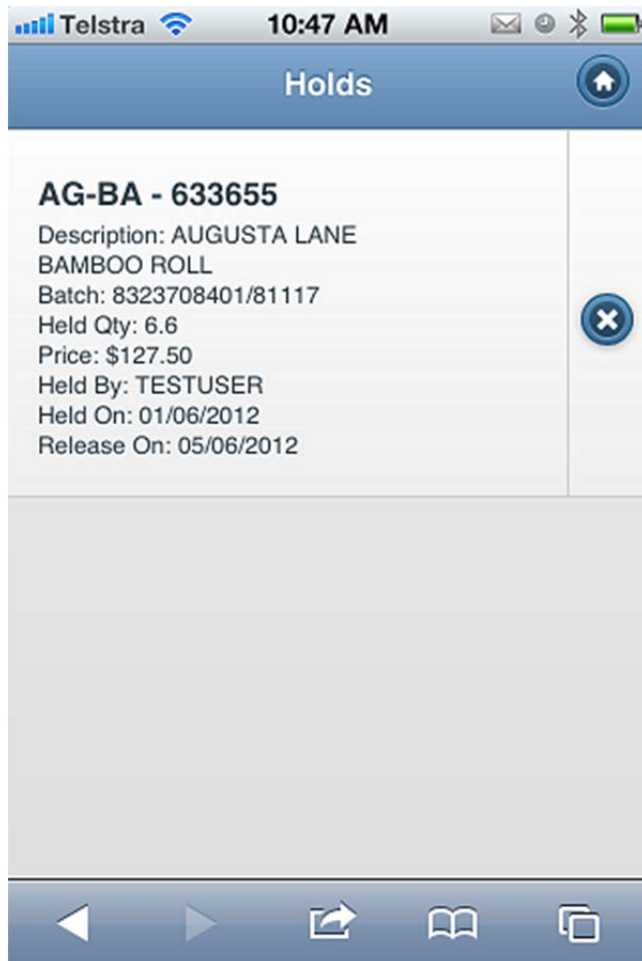
If the user wants to hold 6.6LM of the product, they enter the quantity into the hold quantity field and press the “Hold Product” button. This product will then be held for this customer for a 24 hour period.

Alternately, if the user wishes to purchase the entire roll, they simply press the “Add Roll to Cart” button.



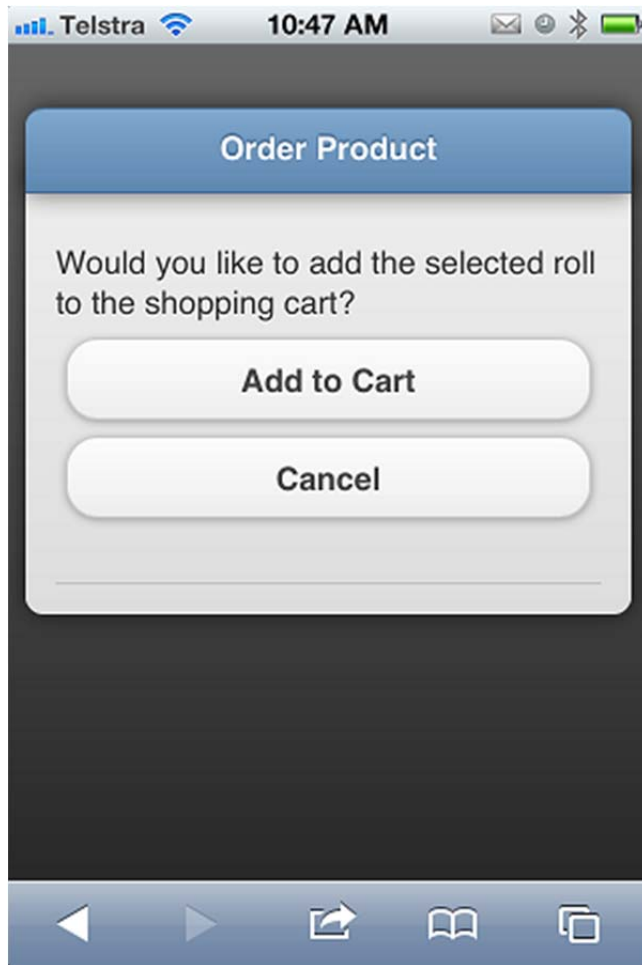
Holds

If the user selects hold from the main menu, they are displayed a list of products which they currently have on hold. From this menu they can either add the product to their cart or remove the hold.



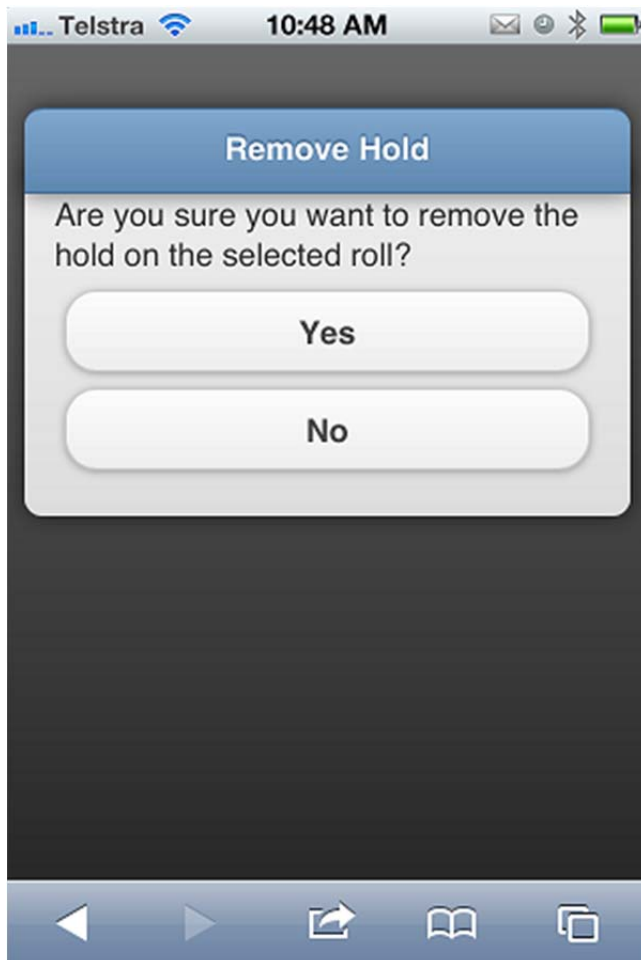
Add To Order

To add the product to the shopping cart, the user simply taps on the product from the holds menu and a confirmation prompt will be displayed asking if the user wishes to add the selected roll to the shopping cart. If the user wishes to add this item to the shopping cart, they would simply press the “Add to Cart” button.



Remove Hold

To remove a hold for a product, the user can press the corresponding “x” button from the holds menu. They are then prompted with a confirmation “Are you sure you want to remove the hold on the selected roll?” which they would respond by pressing the “Yes” button.



Shopping Cart

If the user wishes to modify or finalise an order, they can select Shopping Cart from the main menu.

If a user wishes to remove a product from the shopping cart, they can simply press on the corresponding “x” button.

When the user wants to proceed with the order, they can enter their reference number which is normally an internal purchase order number.

If they have registered their Beaulieu Rewards number with their Sales Representative, this field will automatically populate with the correct details.

The user may also want to enter a comment by pressing the “Add Comment” button.

Once they are ready to proceed to the Checkout, they can press the “Proceed to Checkout” button.



Beaulieu Connect: User Guide

Select Delivery Address

The user is able to select from a drop-down box multiple delivery addresses if they've been configured on the account. This is the address which the products will be delivered to so the user must ensure they have selected the correct address.

Once the correct address has been selected, the user must press the "Continue" button to proceed.



Confirm Order

A summary of the order is displayed to the user. The user needs to ensure that all of the details are correct before pressing the “Confirm” button. If any of the details are not correct, the user should press “Cancel”.



Order Advice

If the user confirms the order, they will then have the Sales Order number displayed. They may then proceed back to the main menu by pressing the “Home” button.

