# Fine Touch Disposables Instructions for ordering online

To order from Fine Touch's website, please follow Steps 1 to 7 below. You need your email address and password to log on and use the website.

If you have difficulty ordering online, please phone Michelle on 0800 82 82 82 or email Michelle at: <u>michelle@finetouch.co.nz</u>

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# Step 1: Log into your account

Go to: http://www.ryman.finetouch.co.nz You will be taken to the login page

Login Page				
Call Support Free: 0800 82 82 82 (or) mich	elle@finetouch.co.nz			
FINE TOUCH				
Ryman Healthcare Log	jin			
Email Address *	Enter em	ail		
Password *			0	
Required Fields	Enter pas	sword 2	3 Click	Login
PO Box 11 312 Sockburn, Christchurch, New Zealand 8443	Company Info Home Contact Us	My Account How to Order Shipping Information	Store Info (03) 348 8516 (03) 348 8517 michelle@finetouch.co.nz	
© Copyright 2015. Fine Touch Disposables. All rights re				

- 1. Enter your email address
- 2. Enter your password
- 3. Click: Login

You will be taken to an Order Form

der Fo	orm			
Call S	Support Free: 0800 82 82 8	2. (or) michelle@finetouch.co.nz	MY ACCOUNT	DRDER LOCOUT
FIN			REMAINING	MY ORDER \$0.00 G CREDIT: \$1000
HOME	RYMAN ORDER F	ORM HOW TO ORDER		CONTACT US
Home > R	yman Order Form			
Rym	an Order For	m		
Please no	ote that you have an orde	er limit of \$1000.	Firs Touch on 0000 of	
If your ore	der is over \$1000 it will n	ieed to be approved by your Regional Manager. Or contact Michelie at i	Fine Touch on 0800 82	82 82.
Orde	er List		ORDEI	R TOTAL : \$0
Sort By	Position	• Show	50	• Per Page
			,	
				PLACE ORDER
	SKU	Product	Price	Quantity
	C-APRONW	Apron - White - LDPE (Carton Of 500)	\$60.00	0
9	C-GVPFS	Glove - Vinyl Clear - Powder Free - Small (Carton Of 1000)	\$36.00	0
	C-GVPFM	Glove - Vinyl Clear - Powder Free - Medium (Carton Of 1000)	\$36.00	0

Please note that you have an order limit of \$1000. If your order exceeds \$1000, it will have to be approved by your Regional Manager.

# Step 2: Selecting products for your order

Drder							
Call S	upport Free: 0800 82 82	182 (or) mich	helle@finetouch.co.nz		MY ACCOUNT	ORDER	LOCOUT
FIN		CH			REMAIN		4Y ORDER \$0.00 DIT: \$1000
HOME	RYMAN ORDER	RFORM	HOW TO ORDER			CON	TACT US
Home > Ry Ryma Please no If your ord	yman Order Form <b>an Order Fo</b> te that you have an or der is over \$1000 it wil	orm der limit of I need to be	\$1000. approved by your Regional Manager. Or contact Micl	helle at Fir	ne Touch on 0800	82 82 82.	
Orde	r List			2	ORDER TO	OTAL :	\$132.00
Sort By	Position	•		Show	50 Click	• Per	Page
	SKU	Pro	duct	3		PLAC	e order Juantity
Ŷ	C-APRONW	Apr	on - White - LDPE (Carton Of 500)	1	\$60.00 Enter quar	ties	1
9	C-GVPFS	Glo	ve - Vinyl Clear - Powder Free - Small (Carton Of 1000)		\$36.00 Enter quant	tis	1
D	C-GVPFM	Glo	ve - Vinyl Clear - Powder Free - Medium (Carton Of 1000)		\$36.00	ues	4
0	C-GVPFL	Glo	ve - Vinyl Clear - Powder Free - Large (Carton Of 1000)		\$36.00	)	0

- 1. Enter the quantities of the products you want in the Quantity box.
- 2. Note: **ORDER TOTAL** indicates the dollar value of your order as you add products (excluding GST)
- 3. Click: Place Order

You will be taken to the shopping cart

Call Support	t Free: 0800 82 82 82 (or) michelle@finetouch.co.nz		MY AC		LOCOUT	
FINE	TOUCH				MY ORDER 1 \$132.00 REDIT: \$868 2	)
HOME	RYMAN ORDER FORM HOW TO ORDER			CON	NTACT US	
Products: A Powder Fre	spron - White - LDPE (Carton of 500), Glove - Vinyl Clear - F re - Medium (Carton of 1000) are added to cart.	Powder Free -	Small (Carton of 1000	) , Glove - Vinyl	Clear -	
Your Ord	der				Place Order	
PRODUCT		PRICE	QTY	SUBTOTAL		
Ŕ	Apron - White - LDPE (Carton Of 500) sku: C-APRONW	\$60.00	1 Edit	\$60.00		
	Glove - Vinyl Clear - Powder Free - Small (Carton Of 1000) sku: C-GVPFS	\$36.00	1 Edit	\$36.00		
D	Glove - Vinyl Clear - Powder Free - Medium (Carton Of 1000) sku: C-GVPFM	\$36.00	1 Edit	\$36.00		
CLEAR ORDER			UPDATE ORDER	-OR- CONTINUE	TO ORDER	
			S	GUBTOTAL	\$132.00 \$19.80	
			GRAND TO	OTAL \$15	1.80	

### Order in shopping cart

### Note

Next to the shopping cart symbol

- 1. Dollar value of your order (excluding GST)
- 2. Remaining credit on your order

Step 3: Check your order is correct

If you want to make changes to your order, go to Step 7, Page 20.

If your order is correct -

Order in shopping cart

Call Suppor	t Free: 0800 82 82 82 (or) michelle@finetouch.co.nz		M	Y ACCOUNT ORDER	LOCOUT	
FINE	TOUCH				MY ORDER \$132.00 EDIT: \$868	
HOME	RYMAN ORDER FORM HOW TO ORDER			CON	ITACT US	
Products: A Powder Fre	Apron - White - LDPE (Carton of 500), Glove - Vinyl Clear - Pe - Medium (Carton of 1000) are added to cart.	Powder Free - !	Small (Carton of 10	000) , Clove - Vinyl	Clear -	
Your Ore	der		1	Click	Place Order	
PRODUCT		PRICE	QTY	SUBTOTAL		
Å	Apron - White - LDPE (Carton Of 500) sκυ: C-APRONW	\$60.00	1 Edit	\$60.00	•	
Þ	Glove - Vinyl Clear - Powder Free - Small (Carton Of 1000) sκυ: C-GVPFS	\$36.00	1 Edit	\$36.00	0	
	Glove - Vinyl Clear - Powder Free - Medium (Carton Of 1000) sku: C-GVPFM	\$36.00	1 Edit	\$36.00		
CLEAR ORDER			UPDATE OR	DER -OR- CONTINUE	TO ORDER	
				SUBTOTAL	\$132.00 \$19.80	
			GRAND	TOTAL \$15	1.80	

### 1. Click: Place Order

You will be taken to the checkout

# Step 4 Proceed through the checkout

MY ACCOUNT ORDER LOCOUT
MY ORDER \$132.00 REMAINING CREDIT: \$868
CONTACT US
" Requirea Fielas

### Checkout page – Billing Information

### 1. Click: Continue

# Checkout page – Shipping Information

Call Support Free: 0800 82 82 82 (or) michelle@finetouch.co.nz	MY ACCOUNT ORDER LOCOUT
FINE TOUCH	MY ORDER \$132.00 REMAINING CREDIT: \$868
HOME RYMAN ORDER FORM HOW TO ORDER	CONTACT US
Checkout	
1 Billing Information	Edit
2 Shipping Information	
Select a shipping address from your address book. Rose Fitzgerald, 204 King Street, Rangiora, Cant	
Continue Click 1	- Back
3 Shipping Method	
4 Payment Information	
5 Order Review	

### 1. Click: Continue

### Checkout page - Shipping Method

Call Support Free: 0800 82 82 82 (or) michelle@finetouch.co.nz	MY ACCOUNT ORDER LOCOUT
	MY ORDER \$132.00 REMAINING CREDIT: \$868
HOME RYMAN ORDER FORM HOW TO ORDER	CONTACT US
Checkout	
1 Billing Information	Edit
2 Shipping Information	Edit
3 Shipping Method	
If the order is urgent can you please email us regarding delivery options or phone 0800 82 82 82 and ask Free Shipping	k for Michelle.
Free \$0.00	
Customer Comments	
Attention: Kitchen Delivery instructions 2	
Continue Click 3	« Back
4 Payment Information	
5 Order Review	

- 1. For urgent orders, please email or phone Michelle on 0800 82 82 82
- 2. Please enter delivery instructions in the "Customer Comments" box
- 3. Click: Continue

### Checkout page - Payment Information

Call Support Free: 0800 82 82 82 (or) michelle@finetouch.co.nz	MY ACCOUNT	ORDER	LOCOUT	
FINETOUCH	REMAIN		1Y ORDER 156.00 EDIT: \$844	
HOME RYMAN ORDER FORM HOW TO ORDER		CONT	ACT US	
Checkout				
1 Billing Information			Edit	
2 Shipping Information			Edit	
3 Shipping Method			Edit	
4 Payment Information				
Pay on Account: Maximum Order Limit of \$1000.				
Continue Click 1			« Back	
5 Order Review				

### 1. Click: Continue

Checkout page – Orde	r Review
----------------------	----------

Call Support Free: 0800 82 82 82 (or) michelle@finetouch.co.nz	му Асс		ORDER	LOCOUT
	R	EMAIN	MY \$13	ORDER 52.00 117: \$868
HOME RYMAN ORDER FORM HOW TO ORDER			CONTA	CT US
heckout				
Billing Information				Edit
Shipping Information				Edit
Shipping Method				Edit
Payment Information				Edit
Order Review				
PRODUCT	PRICE	QTY	SUBTO	TAL
Apron - White - LDPE (Carton of 500)	\$60.00	1	\$60	.00
Glove - Vinyl Clear - Powder Free - Small (Carton of 1000)	\$36.00	1	\$36	.00
Glove - Vinyl Clear - Powder Free - Medium (Carton of 1000)	\$36.00	1	\$36	.00
		Subtotal	\$132	.00
	Shipping & Handling (Free Shippi	ng - Free)	\$0	.00
2		🔻 GST	\$19	.80
	Gr	and Total	\$151	.80
CHO				

Click: Edit Order - if you want to change your order. Go to Step 7 Page 20
 Click: Place Order - if you want to send your order to Fine Touch
 Disposables. (You will receive an Order Notification email in your inbox - see example on Page 11).

Note: If your order has exceeded \$1000, it will be sent by email to your Regional Manager for approval before it is dispatched by Fine Touch Disposables.

For more information on orders exceeding \$1000, go to Step 6, Page 14.

# You will be taken to the Order Confirmation page

# Order Confirmation Page

Call Support Free: 0800 82 82 82 (or) michelle@finetouch.co.nz	MY ACCOUNT	ORDER	LOCOUT			
FINETOUCH	REMAIN		1Y ORDER 0.00 DIT: \$1000			
HOME RYMAN ORDER FORM HOW TO ORDER		CONT	ACTUS			
Your Order Has Been Received And Is Being Processed Thank You For Your Order! Your order # is: 100000877.						
You will receive an order confirmation email with details of your order. Click here to print a copy of your order confirmation.						
Place Another Order						

Order Notification Email

Michelle Donnelly [michelle@finetouch.co.nz] rose

Sent: Mon 8/02/2016 10:

- Rose Fitzgerald: New Order # 100000853:

~	
FINE	TOUCH
	100011
	DISPOSABLES
FINE	DISPOSABLES

#### THANK YOU FOR YOUR ORDER FROM FINE TOUCH DISPOSABLES.

Your order summary is below. We will send you an email when your order is dispatched.

#### **Order Questions?**

Call Us: 0800 82 82 82 Email: michelle@finetouch.co.nz

Your order #100000853

Placed on 8 February 2016 10:09:10 am NZDT

Customer Order C	omment: Attention: Ki	tchen	
ITEMS IN YOUR ORDER		QTY	PRICE
APRON - WHITE - LDPE SKU: C-APRONW	(CARTON OF 500)	1	\$60.00
GLOVE - VINYL CLEAR - (CARTON OF 1000) SKU: C-GVPFS	POWDER FREE - SMALL	1	\$36.00
GLOVE - VINYL CLEAR - (CARTON OF 1000) SKU: C-GVPFM	POWDER FREE - MEDIUM	1	\$36.00
SI	Subtotal hipping & Handling GST Grand Total	s	\$132.00 \$0.00 \$19.80 \$151.80
BILL TO: Rose Fitzgerald 204 King Street Rangiora, Canterbury, 7400 New Zealand T: 03 313 4197 SHIPPING METHOD: Free Shipping - Free	SHIP TO: Rose Fitzgerald 204 King Street Rangiora, Canterbury, 7400 New Zealand T: 02 313 4197 PAYMENT METHOD: Pay on Account: Maximum Order Purchase Order Number: Ryman	Limit of \$:	1000.

Thank you, Fine Touch Disposables!

# Step 5 Checking the status of your order



1. Click: Home (from any page on the website) You will be taken to the Dashboard

- 2. Click: View Order (to view an order)
- 3. Click: View All (to list all orders you have placed)
- 4. Check the status column to see where your order is in Fine Touch's system
- Status Pending: Order has been received by Fine Touch.
- Status Processing: Order is being processed by Fine Touch

Status – Complete: Order has been dispatched.

You will receive a notification email in your inbox confirming this (see example on Page 13).

# Notification email – Order dispatched

From:	Michelle Donnelly [michelle@finetouch.co.nz]	Sent:	Mon 8/02/2016 10:51
To: Cc:	Kose Hitzgerald		
Subject:	Fine Touch Disposables: Your order # 100000853 update		
	FINETOUCH		
	Hi Rose Fitzgerald		
	Your order # 100000853 has been dispatched		
	If you have any questions, please email michelle@finetouch.co.nz or phone us on 0800 82 82 82 Monday - Friday 8.30am to 4.00pm.		
	Thank you, Fine Touch Disposables!		

Step 6 Orders exceeding \$1000



1. Enter quantities of the products you want in the Quantity box

2. Note: **ORDER TOTAL** has exceeded \$1000. You can either change the quantities of products

or

3. Click: Place order – to send the order to the shopping cart

## Order in shopping cart

Call Support F	Free: 0800 82 82 82 (or) michelle@finetouch.co.nz					Ļ
FINE	TOUCH			REMAINING	MY ORDER \$1,200.00 CREDIT: \$0	1
HOME R	YMAN ORDER FORM HOW TO ORDER			со	NTACT US	
Product: Apro	on - White - LDPE (Carton of 500) is added	to your Order.				
Your Ord	er			4 Click	Place Order	
Please note that y	you have an order limit of \$1000.					
If your order is ov	er \$1000 it will need to be approved by your R	tegional Manager. Or conta	ict Michelle at Fine T	ouch on 0800 82 82 8	12.	
PRODUCT		PRICE	QTY	SUBTOTAL		
Ŕ	Apron - White - LDPE (Carton Of 500) sku: C-APRONW	\$60.00	3 2C Edit	\$1,200.00	0	
CLEAR ORDER			UPDATE	ORDER -OR- CONTINUE	TOORDER	
				SUBTOTAL	\$1,200.00 \$180.00	
			GRAND	TOTAL \$1,38	30.00	
				Plac	e Order	

- 1. Dollar value of the order has exceeded \$1000
- 2. Remaining credit on your order is \$0
- 3. To make changes to the quantity go to Step 7, Page 20

or

4. Click: Place order - to continue to the Checkout

### Checkout Page – Payment Information

Call Support Free: 0800 82 82 82 (or) michelle@finetouch.co.nz	MY ACCOUNT ORDER LOCOUT
FINE TOUCH	MY ORDER \$1,200.00 REMAINING CREDIT: \$0
HOME RYMAN ORDER FORM HOW TO ORDER	CONTACT US
Checkout Please note that you have an order limit of \$1000. If your order is over \$1000 it will need to be approved by your Regional Manager. Or contact Michelle at	Fine Touch on 0800 82 82 82.
1 Billing Information	Edit
3 Shipping Method	Edit
4 Payment Information	
Pay on Account: Maximum Order Limit of \$1000.	
Because your order is over \$1000, it will be sent by email to your Regional Manager for approval. Plea approval process.	se click "Continue" to start this
Continue Click 2	« Back
5 Order Review	

1. As you proceed through the checkout, you will be notified that your order exceeds \$1000 and will be sent by email to your Regional Manager for approval when you place the order

2. Click: Continue to review your order

### Checkout Page – Order review

		-00
	REI	MY ORDI \$1,200.0 MAINING CREDIT:
HOME RYMAN ORDER FORM HOW TO ORDER		CONTACT US
Checkout		
Please note that you have an order limit of \$1000. If your order is over \$1000 it will need to be approved by your Regional Manager. O	r contact Michelle at Fine Touch on 08(	00 82 82 82.
1 Billing Information		Edi
2 Shipping Information		Edi
3 Shipping Method		Edi
4 Payment Information		Edi
5 Order Review		
PRODUCT	PRICE Q	Y SUBTOTAL
Apron - White - LDPE (Carton of 500)	<b>\$60.00</b> 2	\$1,200.00
	Subtot	al <b>\$1,200.00</b>
	Shipping & Handling (Free Shipping - Fre	e) <b>\$0.00</b>
	▼ G:	st \$180.00
	Grand Tot	al <b>\$1,380.00</b>
Place Order	Forgot an	Item? Edit Order

1. Click: Edit Order – if you want to make changes to your order. Go to Step 7, Page 20

2. Click: Place Order - to begin the approval process

You will receive an Order Notification email in your inbox – see example on Page 19. Please note that your order will not be dispatched until it has been approved.

You will receive an email notification when your order has been dispatched

# You will be taken to the Order Confirmation page

# Order Confirmation Page

Call Support Free: 0800 82 82 82 (or) michelle@finetouch.co.nz	MY ACCOUNT	ORDER	LOCOUT	
FINETOUCH	REMAIN		1Y ORDER 0.00 DIT: \$1000	,
HOME RYMAN ORDER FORM HOW TO ORDER		CONT	ACTUS	
Your Order Has Been Received And Is Waiting Approval Thank You For Your Order! Your order # is: 100000869. You will receive an order confirmation email with details of your order. Click here to print a copy of your order confirmation. Place Another Order				

# Order Notification Email

Ŀ

er Questio Us: 0800 8: il: <u>michelle</u>	ons? 2 82 82 @finetouch.co.nz
i.	
NZDT	
QTY	PRICE
20	\$1,200.00
	\$1,200.00 \$0.00 \$180.00 \$1,380.00
imit of \$10	000.
	imit of \$1

# Step 7 Making changes to your order

# To delete a product from your order

Order							
Call Support Fre	e: 0800 82 82 82 (or) michelle@finetouch.co.nz		MY ACC		LOCOUT		
FINE			R		MY ORDER \$132.00 EDIT: \$868		
HOME RYN	MAN ORDER FORM HOW TO ORDER			CON	TACT US		
Products: Apro Powder Free - Your Orde	Products: Apron - White - LDPE (Carton of 500), Glove - Vinyl Clear - Powder Free - Small (Carton of 1000) , Glove - Vinyl Clear - Powder Free - Medium (Carton of 1000) are added to cart.						
PRODUCT		PRICE	QTY	SUBTOTAL			
Å	Apron - White - LDPE (Carton Of 500) sku: C-APRONW	\$60.00	1 Edit	\$60.00	0		
9	Glove - Vinyl Clear - Powder Free - Small (Carton Of 1000) sku: C-CVPFS	\$36.00	1 Edit	\$36.00	0	1	
Þ	Glove - Vinyl Clear - Powder Free - Medium (Carton Of 1000) sku: C-GVPFM	\$36.00	1 Edit	\$36.00		Click	
CLEAR ORDER			UPDATE ORDER	-OR- CONTINUE T	OORDER		
			SU	JBTOTAL V GST	\$132.00 \$19.80		
		_	GRAND TO	TAL \$15	1.80		

1. Click the rubbish bin symbol

### Amended Order

Call Support	t Free: 0800 82.82 82 (or) michelle@finetouch.co.nz		M		LOCOUT	
FINE	TOUCH		(		MY ORDER \$96.00 EDIT: \$904	1
НОМЕ	RYMAN ORDER FORM HOW TO ORDER			CON	TACT US	/
Your Ore	der			P	lace Order	
PRODUCT		PRICE	QTY	SUBTOTAL		
Ŕ	Apron - White - LDPE (Carton Of 500) sku: C-APRONW	\$60.00	1 Edit	\$60.00		
9	Glove - Vinyl Clear - Powder Free - Small (Carton Of 1000) sκυ: C-GVPFS	\$36.00	1 Edit	\$36.00		
CLEAR ORDER			UPDATE OR	DER -OR- CONTINUE T	O ORDER	
				SUBTOTAL	\$96.00 \$14.40	
			GRAND	TOTAL \$11	0.40	
				Place	Order	

The product is deleted from the order.

- 1. The dollar value of your order has changed
- 2. The remaining credit value on your order has changed

### To change the quantities of a product on your order



- 1. Click mouse in qty box
- 2. Use arrows that appear to change the quantity
- 3. Click: Update

## Amended order

Call Support	Free: 0800 82 82 82 (or) michelle@finetouch.co.nz		MY ACCOUNT ORDER LOCOUT
FINE	TOUCH		MY ORDER         1           \$156.00         \$156.00           REMAINING CREDIT: \$844         2
номе и	RYMAN ORDER FORM HOW TO ORDER		CONTACT US
Your Ord	der		Place Order
PRODUCT		PRICE	QTY SUBTOTAL
Ŕ	Apron - White - LDPE (Carton Of 500) sku: C-APRONW	\$60.00	2 \$120.00
	Glove - Vinyl Clear - Powder Free - Small (Carton Of 1000) sku: C-GVPFS	\$36.00	1 \$36.00
CLEAR ORDER			UPDATE ORDER -CR- CONTINUE TO ORDER
			SUBTOTAL \$156.00 GST \$23.40
			GRAND TOTAL \$179.40
			Place Order

- 1. The dollar value of your order has been updated
- 2. The remaining credit on your order has been updated
- 3. The quantity of the product has changed

# **To add a product to your order**

C Call Support Free- 0800 82 82 82 (or) michelle@finetouch.co.nz			5		LOCOUT	
FINE	TOUCH	MY ORDER \$156.00 REMAINING CREDIT: \$844				
HOME RYMAN ORDER FORM HOW TO ORDER			CONTACT US			
Your Order			Place Order			
PRODUCT		PRICE	QTY	SUBTOTAL		
Å	Apron - White - LDPE (Carton Of 500) sкu: C-APRONW	\$60.00	2 Edit	\$120.00		
	Glove - Vinyl Clear - Powder Free - Small (Carton Of 1000) sкu: C-GVPFS	\$36.00	1 Edit	\$36.00		1
CLEAR ORDER			UPDATE OF	-OR- CONTINUE	TO ORDER	Click
				SUBTOTAL	\$156.00 \$23.40	
			GRAND	TOTAL \$17	9.40	
				Place	Porder	

1. Click: Continue to Order

You will be taken back to the Order Form – go back to Step 2, Page 4