

Getting Started with the Online Catalogue

The In Kind Direct online catalogue is now available. This new web based service gives you real time access to our full range of available goods so you can place orders any time you choose, without having to wait for the paper catalogue or phone day. You can also pay by cheque, debit or credit card.

We hope you find the site straightforward to use, however please let us know if this is not the case. We would also appreciate any other feedback you would like to provide. You can use the online helpdesk (see below), you can e-mail us at web@inkinddirect.org or you can call us on 020 7714 3930. We may also be in touch to see how you are getting on.

The information on the next few pages should help you get started with the catalogue. Thank you.

Essentials

The main contact person for your organisation is automatically assigned the user name and start-up password required to access the online catalogue. You should have already been sent your user name and password by email or in the post. If not, please contact us as you will need these to access the catalogue. Our web site address is www.inkinddirect.org where you will be able to follow a link to "Online Catalogue".

First Things First

When you have successfully logged in we strongly recommend the first thing you do is change your start-up password and set a secret question and answer on your account. To do this click "My Account" in the top bar and select "View/Change My User Accounts". Changing your password regularly will ensure your account remains secure.

Logging In

Although you can browse the catalogue without logging in, to place orders you must log in by entering your user name and password. If you ever forget your password you can request to have it sent to your registered email address. Please follow the instructions on the log-in page.

Please note you will be asked for the secondary password on the account (the secret answer to your question). If you do not know this or you have forgotten your user name, your account information cannot be retrieved online. Please call us to have your account reset.

Placing an Online Order

We hope ordering online is a straightforward process for you. To place orders online you must first log in to the site using your user name and password. You can then browse the catalogue using the sections available in the left hand menu. You can also use the search facility to find the products that interest you.

When you have found items you wish to order, simply add them to your basket, taking note of any item restrictions that may apply. You can continue browsing and add more items to your basket to make up your order, noting the minimum order value displayed on the basket page. There is no rush, once something is in your basket, the stock is allocated to you and cannot be ordered by someone else.

When you are finished shopping, simply complete your order and choose whether to pay by secure online card payment or send a cheque to us by post.

Payment Options

When you complete your order you may choose whether to pay by secure online card payment or send a cheque by post.

If paying by cheque you should print a copy of the order confirmation you receive by email and enclose this with your payment. Your order will be held for up to 7 days until payment has been received.

If paying by credit or debit card your payment will be processed by our payment service provider, Secure Trading. Your order will usually be processed within one working day. We accept payment online by Visa, Mastercard, Switch, Solo and Electron.

If your account is in debit or credit with us you will be given the option to apply this to the amount due when you complete an order. For example, if your account is in credit you may choose to deduct this amount from your order total by ticking the box provided. If your credit exceeds the order amount you will have nothing to pay. If your account is in debit you may choose to clear this by paying the outstanding amount and the order amount. We recommend you clear any outstanding amount to avoid delay to your orders. You can check your account history by viewing your online account statement in "My Account".

Secure Ordering

Rest assured that any credit or debit card details you provide online will be processed, transmitted and stored with the utmost care and security.

All credit and debit card payments made on our website are processed by Secure Trading, our payment service provider. In Kind Direct does not store your card details on its site. The information is held only on Secure Trading's secure server and all transactions are encrypted between your web browser and the server. No personal or financial details are left unencrypted on a remote server, and such details are never sent by e-mail.

The partnership with Secure Trading means In Kind Direct can safely process your card payment through your bank and complete the transaction securely behind protected firewalls.

Restricted items

Some items in the catalogue are in very short supply but high in demand. For this reason we have to restrict the numbers any one organisation can order, indicated where you see this icon:



Your organisation may only order one "Restricted" item OF ANY TYPE within any 48 hour period. Once you have ordered any one restricted item, you must then wait 48 hours until you can order the same or any other restricted item. This ensures that other organisations have the opportunity to order high demand items.

Other items may be limited by a quantity limit. These items will be accompanied by a message such as "Limit of 1" to indicate the maximum number of that item you may add to your order, or that your organisation may have on any current open order.

Free Gifts

When you spend £75 or more (before VAT) on our site you are eligible to select a free gift. Make sure you add a free gift to your order when you spend more than £75. Note: if you subsequently remove items from your order and the total value drops below £75 any free gift in your basket will be automatically removed.

Minimum Spend

Each order you place must total at least £15 in total before VAT.

Delivery

The handling charge includes packing and delivery of your order to any UK address (mainland and Northern Ireland). Goods will generally be delivered within 14 days from the day we receive your order (excluding computers/printers which can take up to 60 days).

If you have any special delivery instructions, please use the appropriate box on the order page to tell us. As the goods you request may come from different warehouses across the UK, it may not be possible to deliver them all at the same time.

Points

Points are awarded to you every time you shop online. Normally 1 Point is awarded for every item purchased. Occasionally you may also find products in the catalogue which offer Bonus Points. The number of Points available with that item will be displayed on the product detail page.

Points can be redeemed when completing your order. Points have a cash value which can be applied to an order to obtain a discount. You can choose how many Points to apply to an order at the order completion point. One Point is worth £0.01.

From time to time certain special products in the catalogue may be available for a Points value instead of a handling charge. If you have sufficient Points you may use them to purchase such items. The number of Points required will be displayed instead of a handling charge. Note your order must still meet the minimum order value before you may complete it.

To see your current Points balance, visit the My Account page. It is also displayed on the basket page. Points are only accumulated and redeemed with online orders, not postal orders. Points may only be redeemed against orders or products available for points. Any outstanding Points balance is cancelled should your registration lapse.

Managing Users

Using the facilities in the My Account section, you as the Account Controller may add, remove and update any user accounts associated with your organisation. Please complete the form on screen to add a new account. If we already hold the contact details for the person you are adding, you can select them from the menu provided. If not, you can add them by entering their full details. They will be automatically sent an email confirming they are now able to log in.

User Levels

When adding another user you must decide what access level you would like them to have. There are three levels and the main features are summarised here:

Account Controller: The highest level, an account controller may add, change and delete other user accounts and has access to all functions and account information.

Order Authorisation: Users of Order Authorisation level may view other user accounts but may only update their own account information. They may place orders, view all order history and authorise pending orders.

Provisional Order: Users of Provisional Order level may only place pending orders. Pending orders are held on our system and the goods are reserved for you, but the order will not be processed until authorised by a user of a higher level. A provisional order level user may only update their own details and see details of orders only they have placed.

Additionally when creating a user account of any level you may define an order value limit which will limit the value of an order that user may place.

Customer Service Helpdesk

Our new online Customer Service Helpdesk is a quick and easy way to contact our customer service team with your comments and questions about any aspect of our service, such as orders, deliveries, account enquiries and our web site.

To access the Helpdesk you must first be logged in. Then click "Customer Service" in the top menu to open a new window where you will be asked to enter your partnership number and the postcode of your main charity address. If successful you will be presented a list of all your current and previous support requests. These may have been logged online or by phone. Click a request number to see the details and the current status of each request you have raised.

To log a new support request with the helpdesk click "Log a New Request". Enter a subject, a message and a reference (this should be an order or consignment number where applicable). Also please ensure you select an appropriate Request Type to ensure we route your request properly.

This service is available 24 hours a day and although we will always aim to respond as fast as possible please note that we can only respond during our standard office hours. For immediate help and answers to many frequently asked questions you may like to consult the Help Pages on the site by clicking "Help".

Contact Us

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