

Kenro E-commerce Trade Website- Quick Start Guide

Entering the site

- Click on the “login” tab at the top of the page: www.kenro.co.uk
- Enter your Username and Password- **this is case-sensitive**. N.B The first time that you log onto the site it may prompt you for a change of password from the default; Note that changes of password can also be requested via email at: sales@kenro.co.uk

Placing an order:

- You will see 3 tabs when you log in- “My Account” “My Orders” and “Favourites” you will also see a Basket in the top right hand corner of the page. You can start an order by selecting the “My Orders” tab or clicking the Basket in the top right hand corner.
- The “My Orders” tab will then give you the option to “Start New Order” this will take you to the same order page as if you select the basket in the top right corner.
- You will then have the choice of “Quick Add” or “Fast Lines”
 - The “Quick Add” feature allows you to search for individual products and ranges using a product code. Once you have found the product you are looking for you can add the required quantity. You then select the “Add to order button” and the product is added to your order. You can then add more products.
 - The “Fast Lines” button is very useful if you know the product code that you require. Instructions on how to use this feature are on the left hand side of the page.
 - You also have the option to “Remove Selected” lines and “Re-Calculate” your order as you process the order. As well as this you can “Save this order” and “Download Products” as a CSV file.
- Once the required products have been selected they will appear on the order page as a summary which details the products that have been ordered so far, along with the broken down prices and the total order value.
- Once you have completed the order you will need to select the “Proceed to Checkout” tab located on the top right hand side of the screen.
- A purchase order number must be added on the next page, along with the requested ship date. Note: unless specified otherwise, ship date will default to next working day.
- Please check the delivery address is correct. Delivery address will default to same as invoice address, however an alternative address can be selected or entered manually together with any important information regarding the order in the “Special Instructions” field. You will then need to click “Proceed” to progress to the “Review Order” page.
- If you wish to make any amendments to your order, please click on the “Back” button. If the details on the summary page are correct press the proceed button and you will be directed to the “Finalise” page.
- If all details on this page are correct then click to complete your order.

Other Functions:

- There are 3 tabs on the first screen
 - “My Account” includes important information such as your Account Balance, Credit Limit and Last Invoice date.
 - “My Orders” also details previous orders made via the trade website along with uncompleted orders which have been saved.
 - Finally “Favourites” allows you to view your favourite products which can be added from the product description page.

This document is designed as a quick start guide. For more detailed information please call Kenro on 01793 615836 or email andy@kenro.co.uk or sales@kenro.co.uk