

# STEP-BY-STEP WEB PORTAL GUIDE

Arrow County Supplies

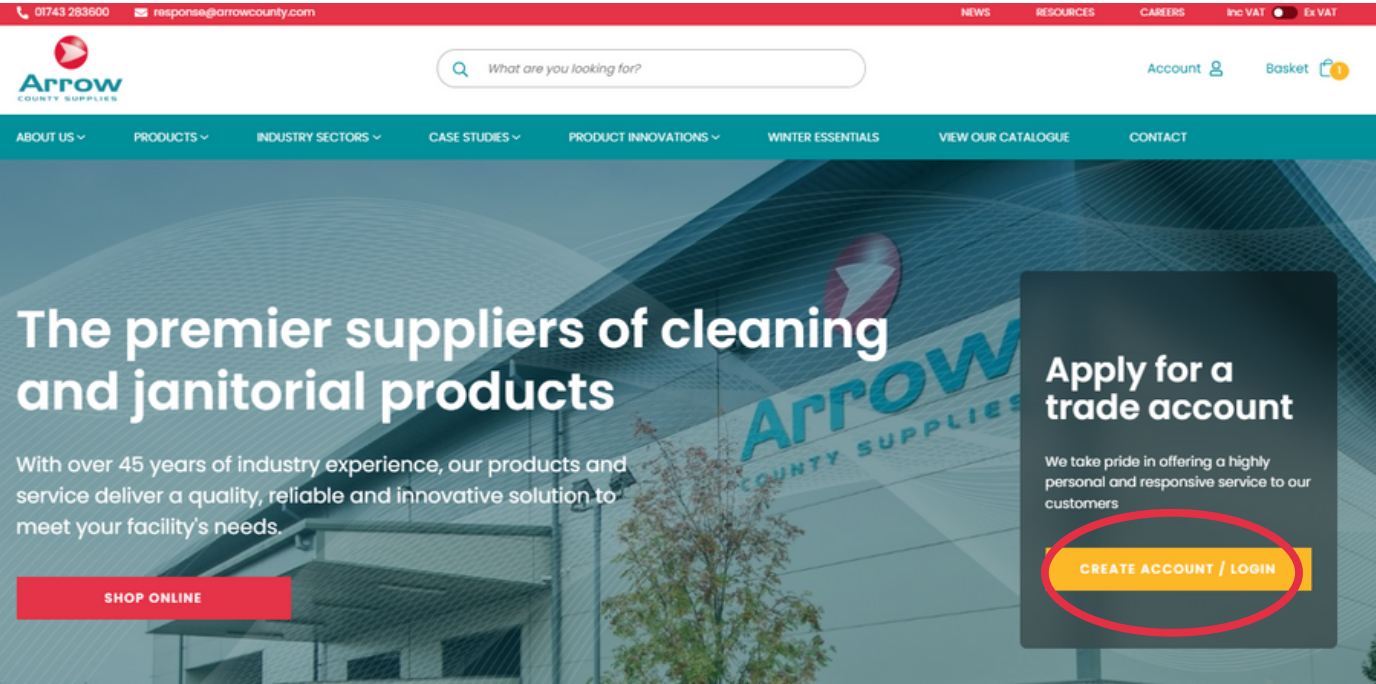


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# SETTING UP YOUR ACCOUNT

To create an account, firstly visit the Arrow portal:  
[www.arrowcounty.com](http://www.arrowcounty.com). Once you have reached the homepage, click the 'Create Account' button to register.



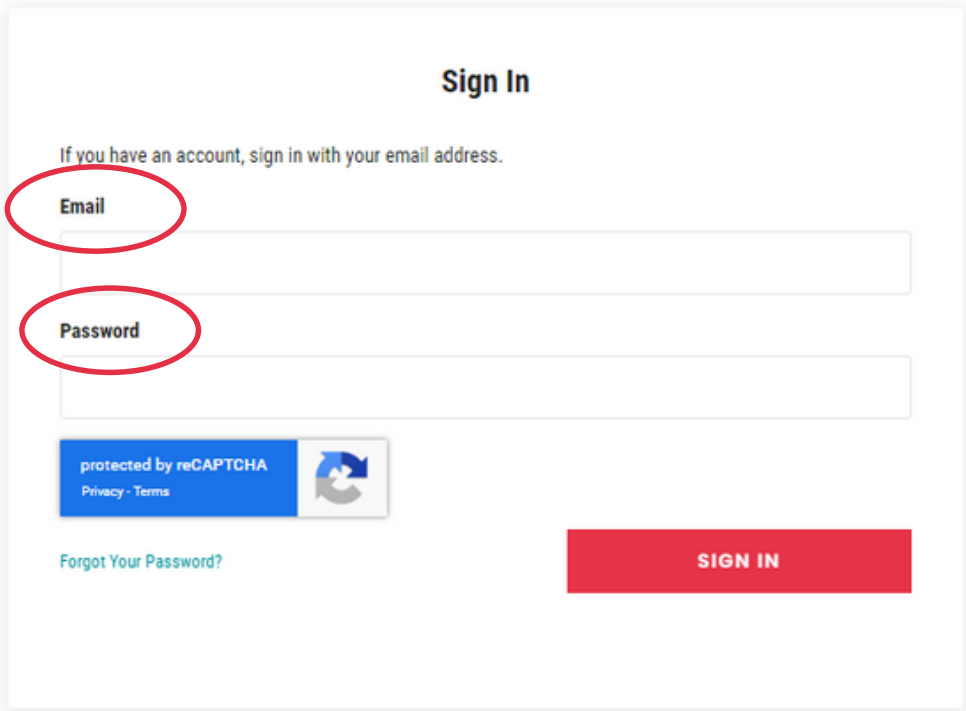
## TO CREATE AN ACCOUNT >

Click the 'Apply Now' button. Create your account by filling in your details and company information.

Once confirmed, you will receive an email with your user details – simply click through to access your account!

# LOGGING IN TO YOUR ACCOUNT

To login, enter the email address for your assigned login. Enter your password, and click 'Sign In'. You will be taken to your 'My Account' dashboard.



**TOP TIP** Bookmark this tab for easy access on your next login



# CHANGING YOUR ACCOUNT PASSWORD

To change your password, click the 'Account' button in the top right of the screen. Under 'Account Information' click 'Change Password':

- 1. Confirm your current password
- 2. Type in your new password twice
- 3. Click 'Save' and login

Change Password

Current Password

New Password

Password Strength: No Password

Confirm New Password

SAVE

# MANAGING FORGOTTEN PASSWORDS

Go to your Log In page and click the 'Forgot Your Password?' button. Enter your user email address into the box, and a password reset link will be sent to your inbox.

Follow the instructions on the link to reset your password, before logging in with your new password.

Sign In

If you have an account, sign in with your email address.

Email

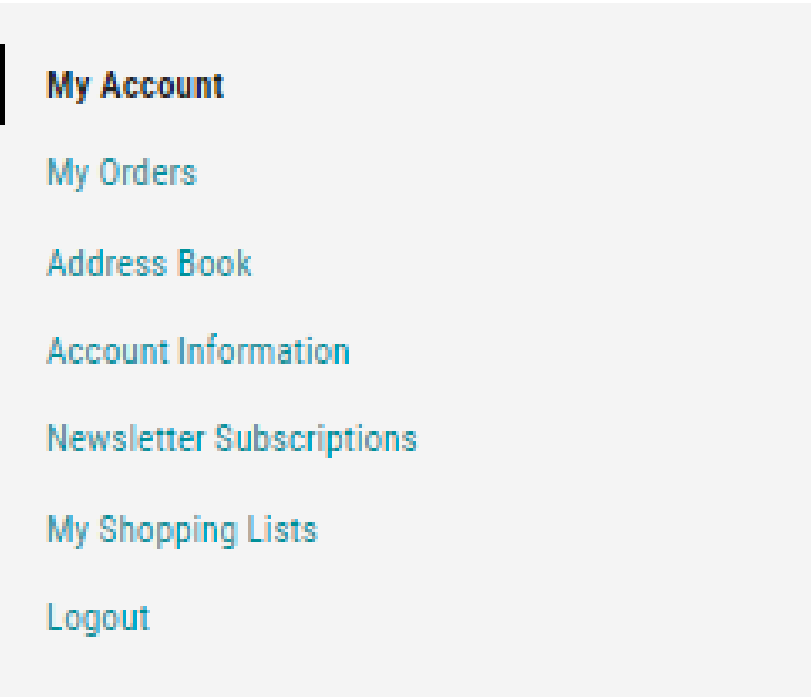
Password

Forgot Your Password?

SIGN IN



# YOUR ACCOUNT DASHBOARD



Manage your account via the 'My Accounts' tab.

This provides easy access to all personal/account information and order details, including:



### MY ORDERS

Find and reorder your previous orders and track the status of any current orders.



### NEWSLETTER SUBSCRIPTION

Subscribe to our newsletter to keep up-to-date with the latest products and industry news.



### ADDRESS BOOK

Enter and manage all delivery addresses for your company.



### ACCOUNT INFORMATION

Manage your personal information, account username and password.



### DEFAULT ADDRESSES

Set and manage your default billing address and delivery address for faster checkout.







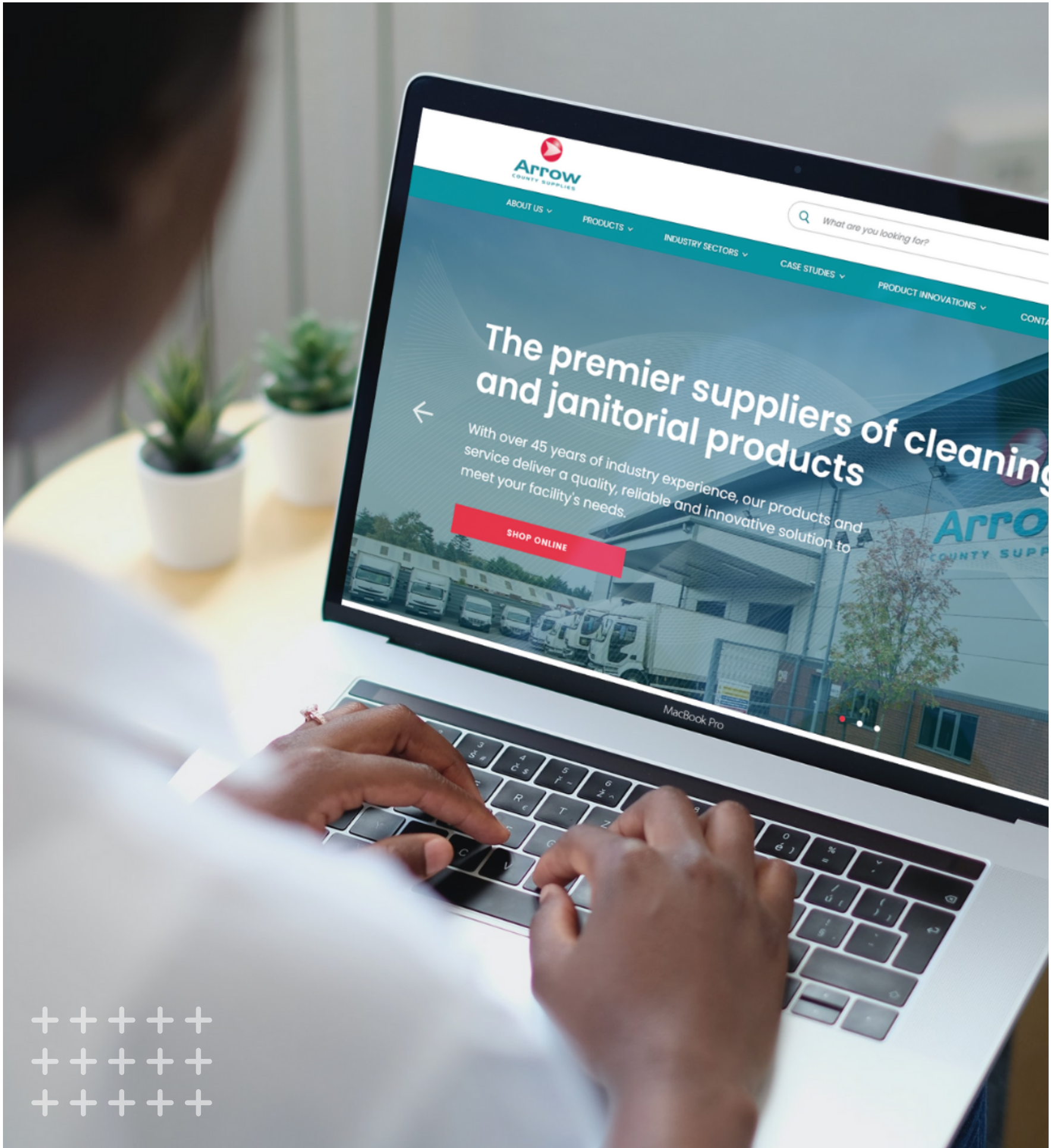
### MY SHOPPING LISTS

Create and save selected 'Shopping Lists' of your favourite products for easier reordering.

# SEARCHING FOR PRODUCTS

Using the search bar at the top of the page, type in the key words or Arrow Product Codes to find the item you are looking for.

	bin	
bins		48
bin		48
bin bags		24
	14 Cu.ft Grit Bin c/w Hasp and Staple	£293.02 (Exc VAT)
	White Light Duty Square Bin Liner 15x24x24 (Box 1000)	£27.45 (Exc VAT)
	7 Cu.ft Grit Bin c/w Hasp and Staple	£188.77 (Exc VAT)



# MANAGING SHOPPING LISTS

Shopping lists allow you to save favourite items for easy reference and reordering.

To create a shopping list, click the 'My Shopping Lists' tab in your Account dashboard, and select 'Add New List'. Give your list a name and description, and select 'Create List'.

My Account

My Orders

Address Book

Account Information

Newsletter Subscriptions

My Shopping Lists

Logout

### My Shopping Lists

Label	Item Count	Action
Shopping List	3	<a href="#">View List</a> <a href="#">Add to Basket</a> <a href="#">Delete List</a>
Paper Products	1	<a href="#">View List</a> <a href="#">Add to Basket</a> <a href="#">Delete List</a>

Add New List

## TO ORDER ALL ITEMS

Select 'Add to Basket'. All products will be added to your basket.

## TO ORDER SPECIFIC ITEMS

Click 'View List', and add the specific products you require to your basket.

## ➤ BUILDING YOUR LIST

Using the search bar, find the product you would like to add to your shopping list. On the product listing, select your chosen list (or 'Create New List' to create a new list), and then 'Add To Shopping List'.

QTY

1

ADD TO BASKET

Favourites

Create New List

Favourites

ADD TO SHOPPING LIST

Activate Windows  
Go to Settings to activate Windows.

## ➤ REMOVING PRODUCTS

Go to the 'My Shopping List' tab on your Account dashboard and click 'View List'.

Select 'Remove Item' on the product you would like to remove.

You will receive a pop-up confirming that the product has been removed from your shopping list.

1. Andarta 2Ply 320 Sheet Toilet Roll (Pack 36) Sku: 01-002  
£26.73 (Exc VAT)  
Comment  

Comment

Qty

1

ADD TO BASKET

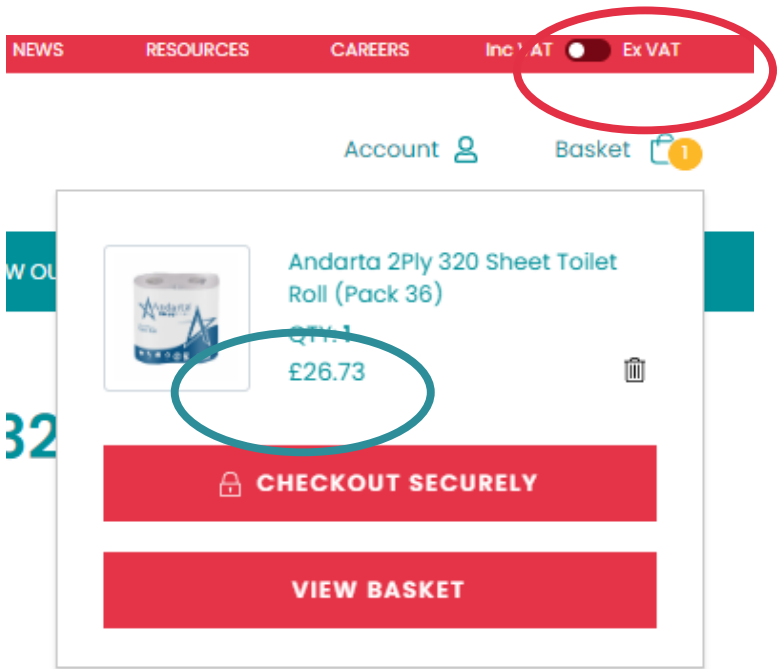
[Edit](#) [Remove Item](#)

7

# CHECKING OUT YOUR ORDER

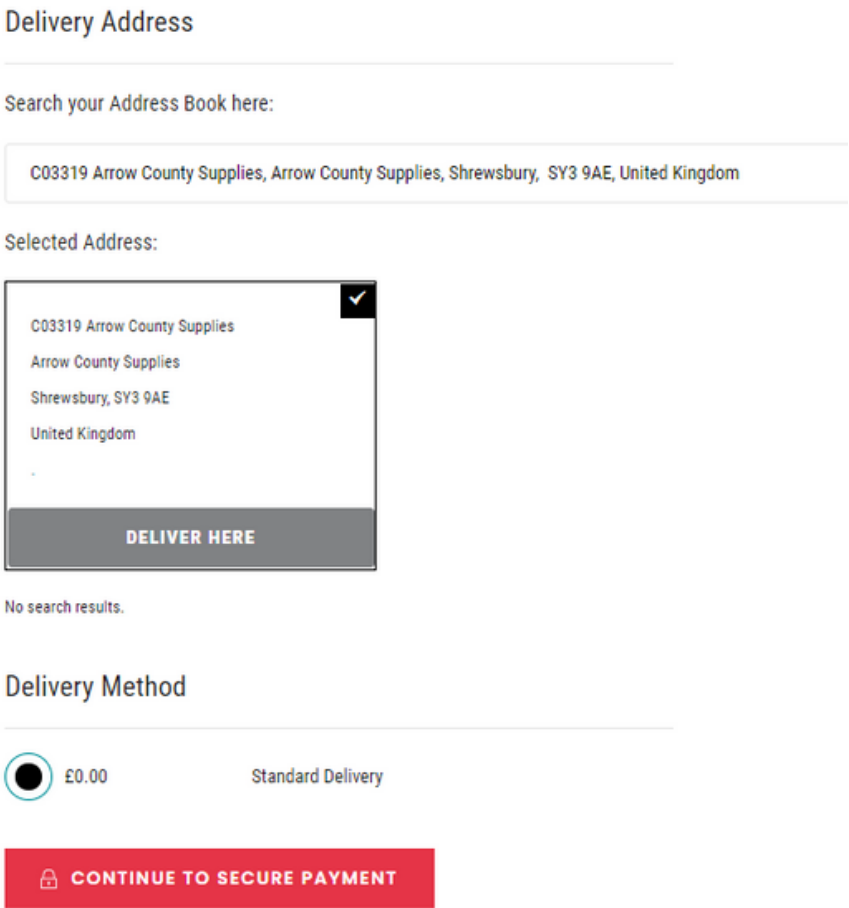
Once you have selected your products, click the basket icon in the top right of your screen to checkout. This should open a basket pop-up.

Click 'Checkout Securely' to complete your order.



# CONFIRMING YOUR DELIVERY ADDRESS

Search your address within the address book, and select your chosen delivery address. Once confirmed, click 'Continue to Secure Payment'





# MAKING PAYMENT

When you are ready to checkout, select your preferred payment method from the options provided. If you would like to pay by card, you will be redirected to the PayPal website to complete your purchase.

Select Payment Method

☒

Credit / Debit Cards and PayPal

You will be redirected to the PayPal website.

☒ I AGREE TO THE TERMS AND CONDITIONS \*

Do you have any comments regarding the order?

Enter your comment...

CONTINUE TO PAYPAL

☐

Purchase Order

# AMENDING YOUR ORDER

You can amend your order/order preferences at any point during checkout via the 'Order Summary' tab - just click the 'Edit' button to amend your details.

Order Summary

Edit Basket

Basket Subtotal

£26.73

Fulfilment Charge

£4.00

Delivery

£0.00

Arrow - Standard Delivery

VAT

£6.15

Total

£36.88

1 Item in Basket

^

Andarta 2Ply 320 Sheet Toilet Roll (Pack 36)  
QTY: 1  
£26.73 (Exc VAT)

Deliver To

Edit

C03319 Arrow County Supplies

Arrow County Supplies

Shrewsbury, SY3 9AE

United Kingdom

.

Delivery Method

Edit

Arrow - Standard Delivery

# ORDER SUMMARY

Once you have placed your order, you will automatically receive an Order Confirmation email summarising your order.

This can also be downloaded as a CSV or PDF file.

Processed  
Order Date: 29 November 2022

[Reorder](#) [Print Order](#)

Order # 000071687

[Items Ordered](#) [Invoices](#)

Items Ordered			
Product Name	SKU	Price	Qty
Andarta 2Ply 320 Sheet Toilet Roll (Pack 36)	01-002	£26.73 (Exc VAT)	Ordered: 1
			Subtotal
			Delivery & Handling
			Extra Fee : Fulfilment Charge (Fulfilment Charge)
			VAT
			Grand Total

# TRACKING YOUR ORDER

Order status can be viewed at any point via the 'My Orders' tab in your account dashboard. Orders will be classified as one of the following:

CANCELLED	Order cancelled
PENDING	Awaiting approval
PROCESSED	Processing complete
SHIPPED	Out for delivery
PART-SHIPPED	Items on backorder
COMPLETE	Delivery complete

## My Orders

Order #	Date	Deliver To	Total	Status	Action
000071687	29/11/2022	C03319 Arrow County Supplies, Arrow County Supplies, Shrewsbury, SY3 9AE,	£36.88	Processed	<a href="#">View Order</a> <a href="#">Reorder</a>
000055920	04/01/2022	C03319 Arrow County Supplies, Arrow County Supplies, Shrewsbury, SY3 9AE,	£97.75	Processed	<a href="#">View Order</a> <a href="#">Reorder</a>
000053404	01/09/2021	C03319 Arrow County Supplies, Arrow County Supplies, Shrewsbury, SY3 9AE,	£51.24	Cancelled	<a href="#">View Order</a> <a href="#">Reorder</a>

Show 10 per page



# DOCUMENT DOWNLOAD

You can access and download PDF copies of individual Purchase Orders and signed PODs via the 'My Orders' tab in your account dashboard.

Simply click the relevant text in blue to download your required document.

Alternatively, all documents can be accessed by contacting our Customer Response Team on **response@arrowcounty.com**

You can also access all data sheets and COSHH sheets for any product in the downloads tab on the page of the product you require (see page 10)

Processed  
Order Date: 29 November 2022

Reorder [Print Order](#)

Order # 000071687

Items Ordered [Invoices](#)

Items Ordered

Product Name	SKU	Price	Qty	Subtotal
Andarta 2Ply 320 Sheet Toilet Roll (Pack 36)	01-002	£26.73 (Exc VAT)	Ordered: 1	£26.73 (Exc VAT)
Subtotal				£26.73
Delivery & Handling				£0.00
Extra Fee : Fulfilment Charge (Fulfilment Charge)				£4.00
VAT				£6.15
Grand Total				£36.88



**ARROW COUNTY SUPPLIES**

Arrow House, Longden Road, Shrewsbury, SY3 9AE  
01743 283 600 | [response@arrowcounty.com](mailto:response@arrowcounty.com) | [www.arrowcounty.com](http://www.arrowcounty.com)