



USER MANUAL VERSION 3.0



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INTRODUCTION

Welcome to the *PPG Online User Manual*. This user manual is designed to provide customers with a step-by-step instruction guide to our online ordering website, PPG Online.

What is PPG Online?

PPG Online is PPG's online ordering website. It provides customers with the benefit of 24/7 ordering convenience at their fingertips. Customers can place their orders at any time and on any day at their own convenience.

Ordering via PPG Online is available nationally.

Deliveries from our warehouse are only made to customers in metropolitan areas.

If you are a regional customer, you have the following delivery options:

- a. Contact your state Customer Service team for an estimate freight charge to your required delivery address OR
- b. Arrange your own delivery via your preferred courier OR
- c. Organise pick up from your state PPG branch warehouse.

Note: store pick up is only available between **11.00am – 2.00pm** on **weekdays only**.

To find your nearest PPG branch warehouse, visit our website <https://www.ppgaust.com.au/contact-us/locations>

1.0 GETTING STARTED

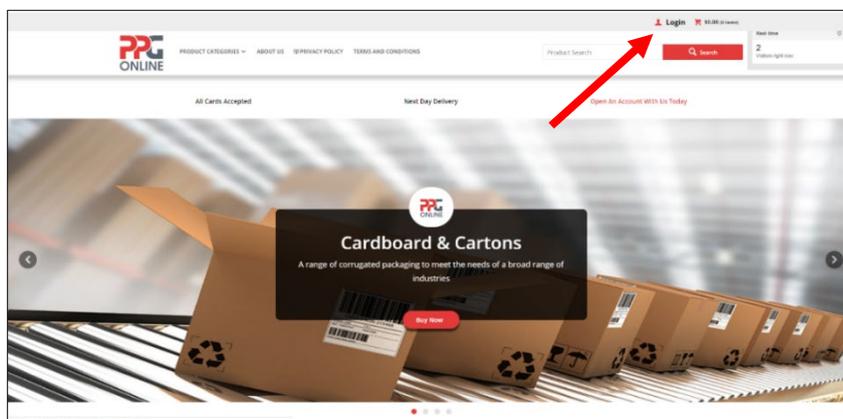
1.1 PPG Online

1.1.1 PPG Online Website

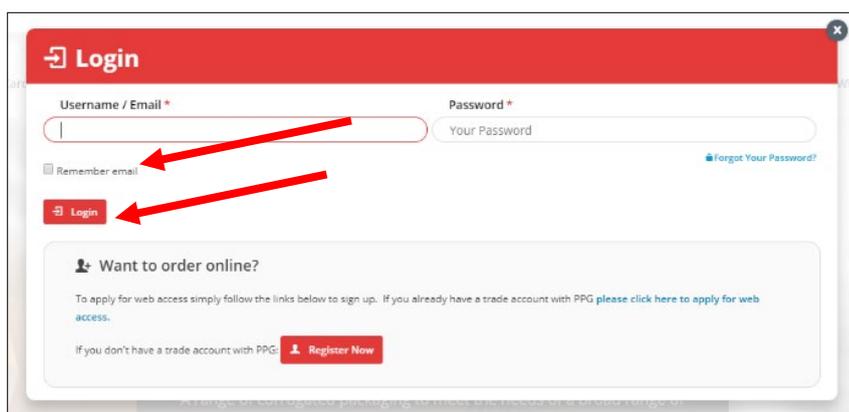
Go to our PPG Online website at <https://ppgonline.com.au>

1.1.2 Login

If you have an account with us, you would have been provided with your login details. Click on the **Login** icon located at the top right corner of the page and enter your username (email address) and your password.



Check the “**Remember email**” box if you do not want to re-type your email address in again the next time you login.



Click on **Login** to take you into the online store.

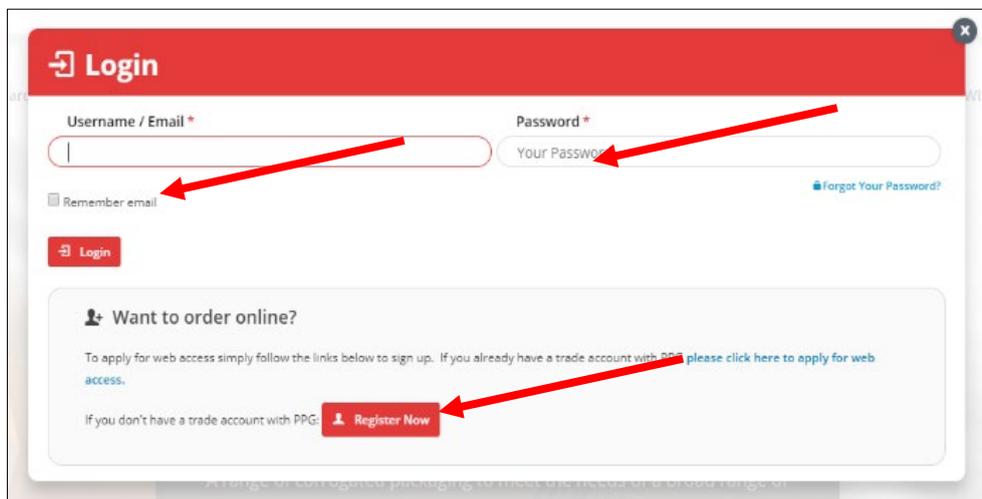
Note: you may change your password at any time after logging in.

1.1.3 Register

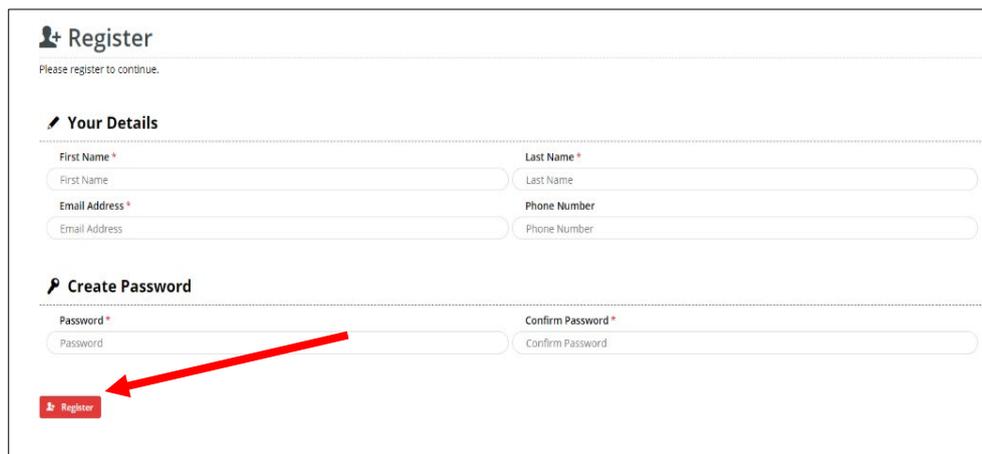
If you do not have an account with us, you have the option to register your details upfront or to use our guest checkout option. If you wish to register your details please click on the red **Register Now** button.

Enter your **First Name**, **Last Name** and **Email Address** (all mandatory fields with an asterisk * must be filled in).

Enter a **Password** (create your own password) and **Confirm Password**.
Click on **Register**.

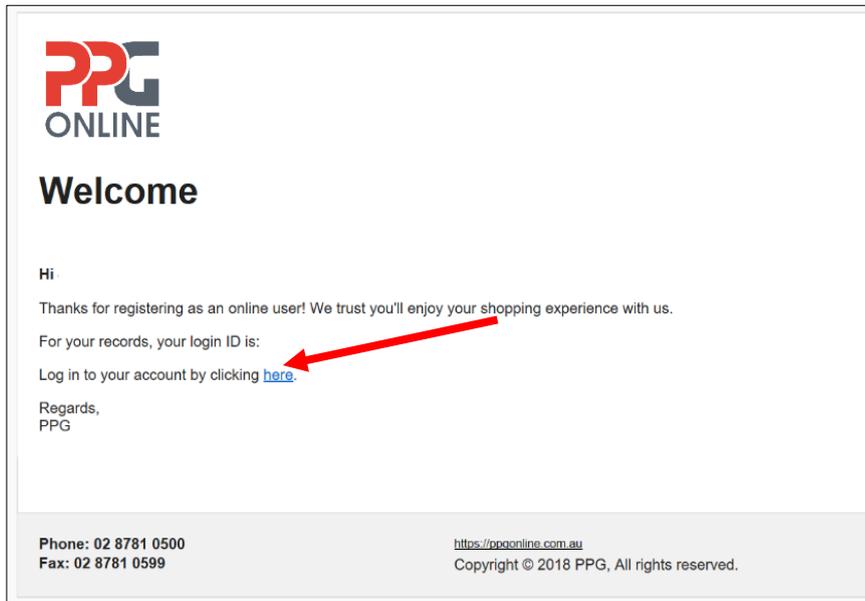


The screenshot shows a 'Login' form with a red header. It contains two input fields: 'Username / Email *' and 'Password *'. Below the 'Username / Email *' field is a 'Remember email' checkbox. A red arrow points from the 'Remember email' checkbox to the 'Register Now' button in the section below. Another red arrow points from the 'Password *' field to the 'Register Now' button. The 'Register Now' button is located in a section titled 'Want to order online?' which also contains a link to 'apply for web access'.

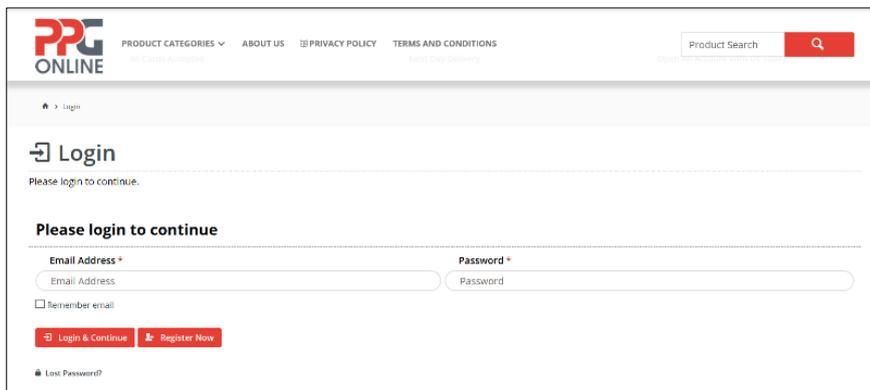


The screenshot shows a 'Register' form with a white header. It contains two sections: 'Your Details' and 'Create Password'. The 'Your Details' section has four input fields: 'First Name *', 'Last Name *', 'Email Address *', and 'Phone Number'. The 'Create Password' section has two input fields: 'Password *' and 'Confirm Password *'. A red arrow points from the 'Password *' field to the 'Register' button at the bottom left of the form.

An email will be sent to your email address (see below). Click on **here** on the email.



Enter the email address and password used for registration to login to your account.

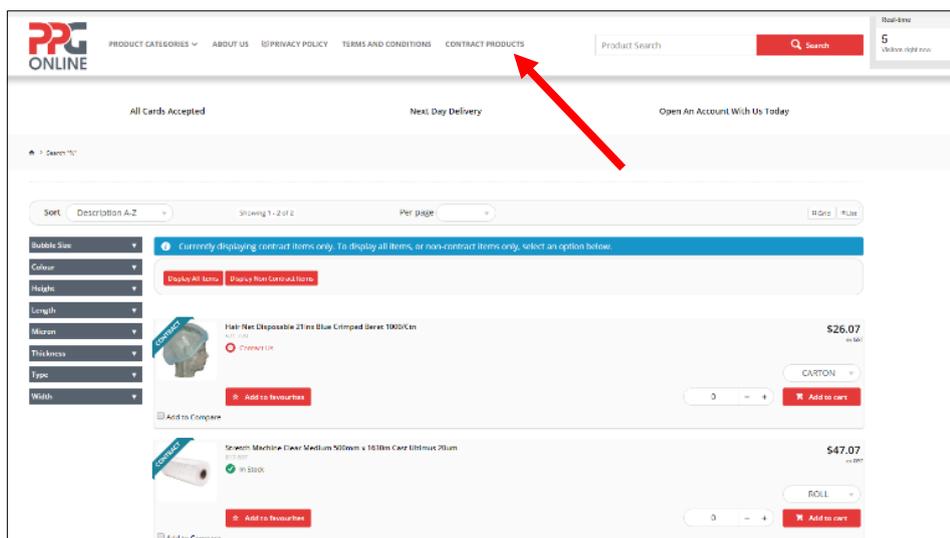


NOTE: If you wish to checkout as a guest, you may skip this section and proceed to **Section 1.3 Product Categories** to search for your products or go to **Section 2.2 Guest Checkout**.

1.2 Contract Products

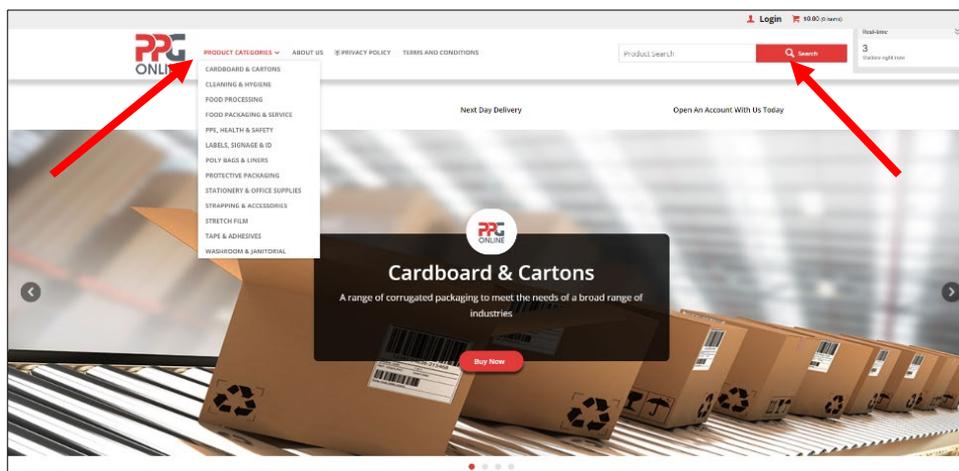
If you have an account with us and your Account Manager has negotiated special pricing for you on the selected products that you order from us, click on **Contract Products**. Here you will find all the items that you frequently order from us at your special prices.

Note: Add to cart the product(s) and quantity that you wish to order from the **Contract Products** section to ensure that when you Check Out, the products being ordered are at your special prices.



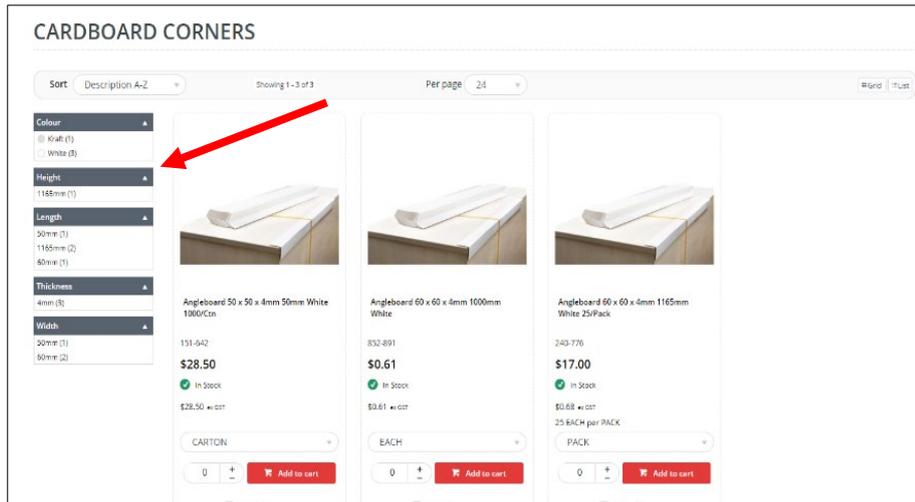
1.3 Product Categories

Click on **Product Categories** to search for your product(s) OR use the search function.

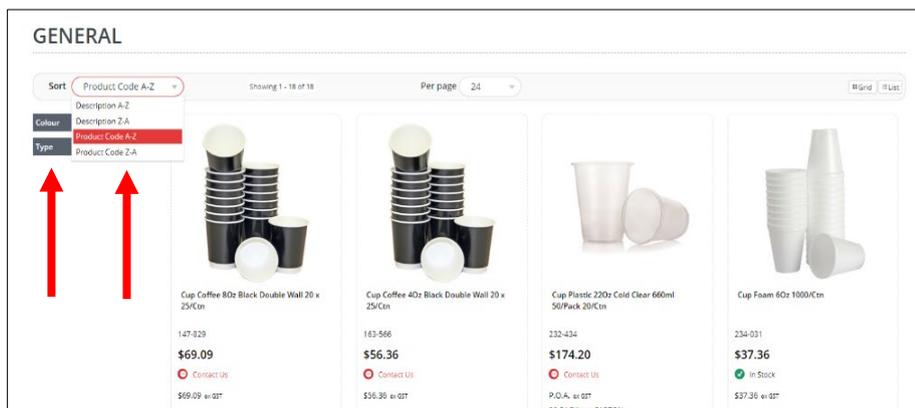


Use your mouse key to highlight the product category you wish to search and click once. Within the category chosen, click on the sub-category icon to drill down to the product item required.

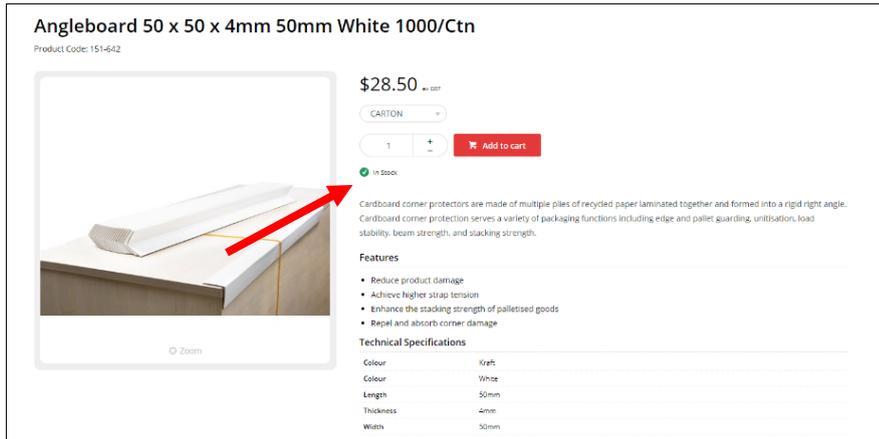
Depending on the product you choose, you can filter the product details by colour, height, length, thickness or width.



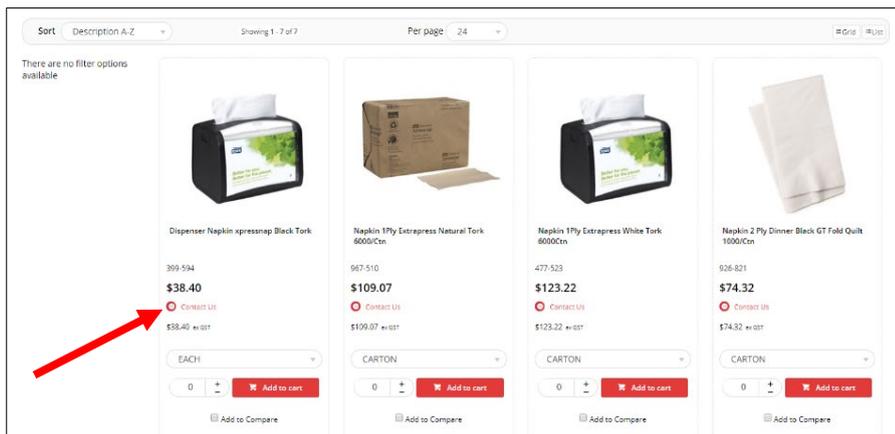
You can also sort each product sub-category by description or product code in either ascending or descending order.



If you click on the product e.g., 151-642 further details will be displayed such as the unit of measure, product features and specifications and whether it is in stock, indicated by a **green tick** next to **In Stock**.



Out of stock or non-stock items will have a red circle with the words **Contact Us**.
Note: Please contact our Customer Service Team to find out the lead time on any non-stock / out-of-stock items that you order.

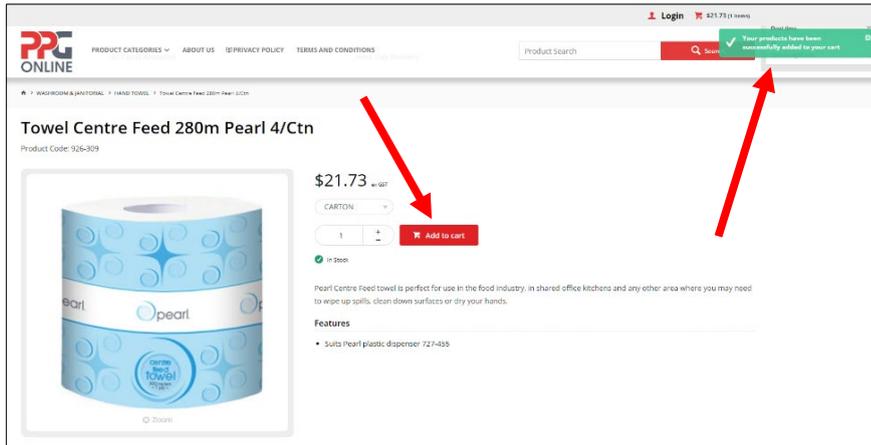


1.4 Add to Cart

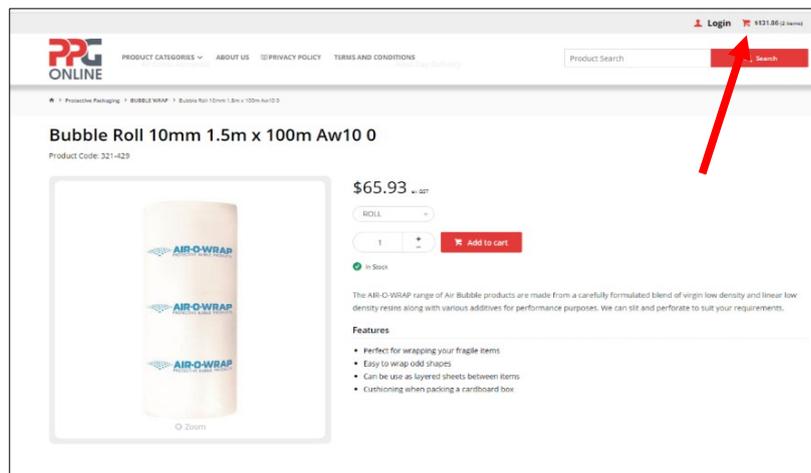
If you wish to order the item, adjust the quantity required by clicking on the “+” sign and then click on the **Add to Cart** button.

A message will appear at the top right-hand corner to let you know that the item has been successfully added to your cart.

Note: If you do not see this message, click on the Cart icon to check that your item was successfully added to your cart.



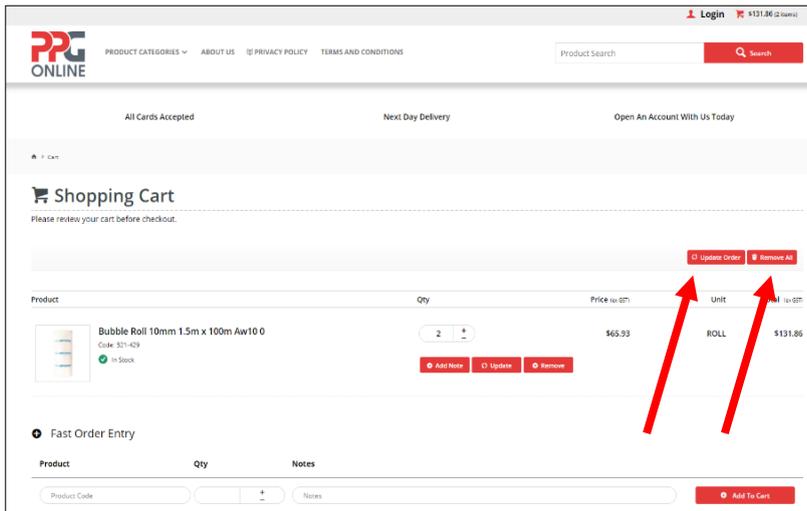
If you are ready to check out or you wish to check what is in your cart, click on the cart symbol on the top right-hand corner of the screen. It will take you to your cart.



1.4.1 Your Order Cart

Depending on what items you have added to cart, you have the option to save the order as a template by clicking on:

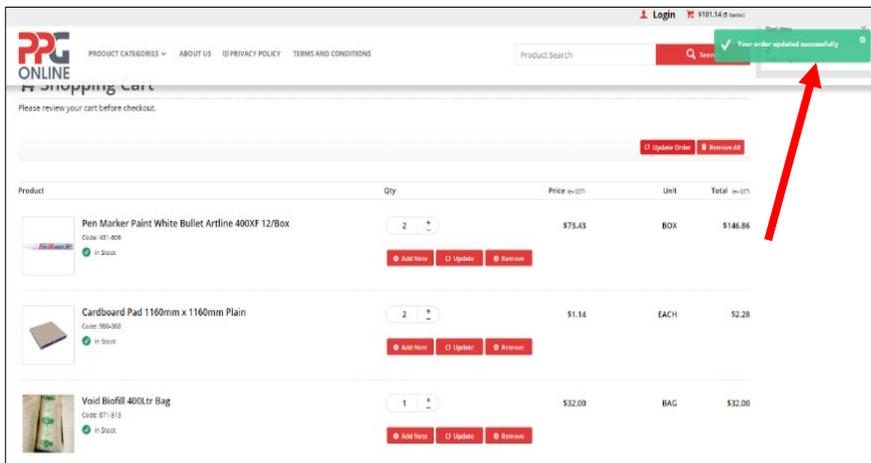
- **Update Order** by using the “-“ or “+” to amend the quantity of the item(s) or
- **Remove All** if you do not want to order the item(s) in your cart.



If you want to add other item(s) to the order and you know your product code (part number), you can use **Fast Order Entry** by entering the part number under **Product**, quantity required under **Qty** and any instructions under **Notes**. Once done, click **Add To Cart**.

1.4.2 Update Order

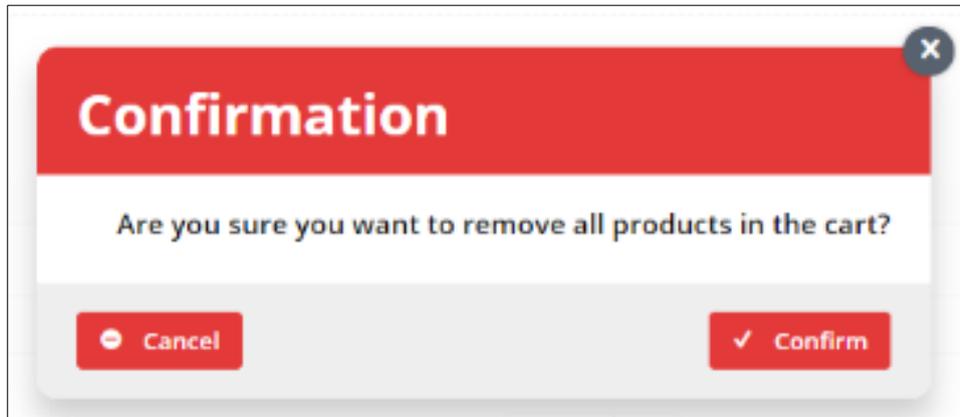
When your order has been successfully updated, a message will appear on the top left-hand corner **Your order updated successfully**.



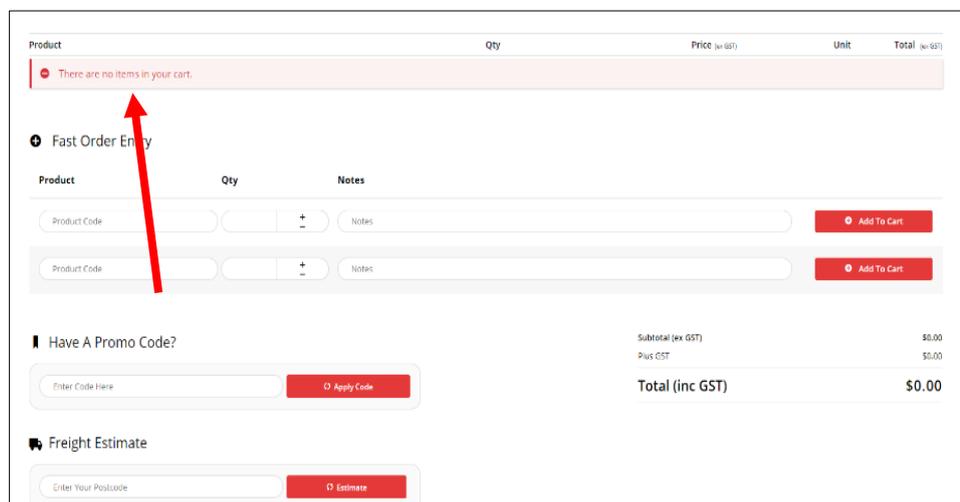
1.4.3 Remove All

If you no longer wish to order the product(s) in your cart, click on **Remove All**.

A message alert will appear as below. If you wish to remove all products in your cart, click on **“Confirm”**. Otherwise, click on **“Cancel”** if you wish to keep all products in your cart.



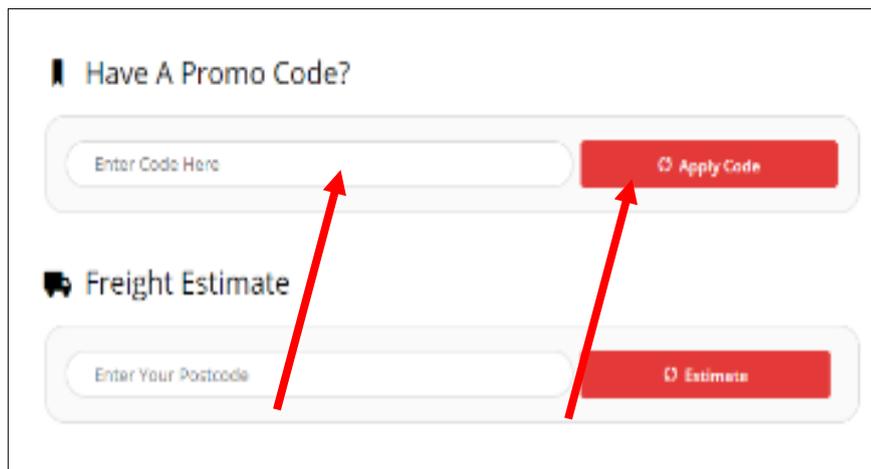
Once you have clicked on **Confirm** and you have successfully removed all products in your cart, a message will advise you that **There are no items in your cart**.



1.5 Promotion Code

1.5.1 Successful Promotion Code

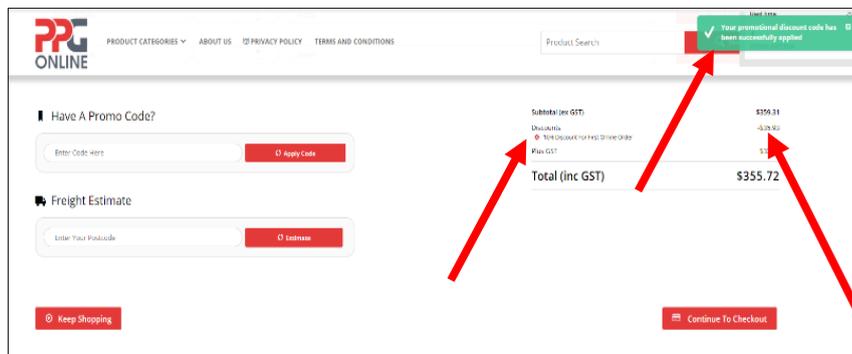
When PPG Online run promotional campaigns, you may be given a promotional code which will entitle you to our promotional specials such as percentage discount off your order value or free product samples. To ensure you receive these promotional specials, enter your promotional code in the field **Have A Promo Code** below and click **Apply Code**.



The screenshot shows two sections of the checkout page. The top section is titled "Have A Promo Code?" and contains a text input field labeled "Enter Code Here" and a red button labeled "Apply Code". The bottom section is titled "Freight Estimate" and contains a text input field labeled "Enter Your Postcode" and a red button labeled "Estimate". Red arrows point from the bottom of the input fields to the top of the buttons in both sections.

If your promotional code was successfully applied to your order, you will receive a message at the top right-hand corner of the screen in green, **Promotional Code successfully applied**.

If the promotional code is a discount, the discounted amount will be shown under **Subtotal (ex GST)**.



The screenshot shows the PPG Online checkout page. At the top right, a green notification message reads "Your promotional discount code has been successfully applied." Below this, the "Have A Promo Code?" and "Freight Estimate" sections are visible. To the right, a summary table shows the following items:

Subtotal (ex GST)	\$359.31
Discount	-\$24.59
Plus GST	\$3
Total (inc GST)	\$355.72

Red arrows point from the bottom of the input fields in the "Have A Promo Code?" and "Freight Estimate" sections to the "Apply Code" and "Estimate" buttons, respectively. Another red arrow points from the bottom of the "Subtotal (ex GST)" row to the "Total (inc GST)" row. A fourth red arrow points from the bottom of the "Total (inc GST)" row to the "Continue To Checkout" button.

1.5.2 Unsuccessful Promotional Code

If the promotional code does not work or was incorrectly entered, you will receive an error message, **Could not apply the Promotional Code you entered**. In this case, please check that you have entered in the correct promotional code. If you have the correct promotional code and it cannot be entered, please contact us at sales.ppgonline@ppgaust.com.au for further assistance.

2.0 CHECKOUT

When you have completed your order, click on **Continue To Checkout**.

The screenshot shows the 'Fast Order Entry' form. It includes a table for adding products with columns for Product, Qty, and Notes. Below the table are two 'Add To Cart' buttons. There is a section for 'Have A Promo Code?' with an 'Apply Code' button. A 'Freight Estimate' section has an 'Estimate' button. At the bottom left is a 'Keep Shopping' button, and at the bottom right is a 'Continue To Checkout' button. A red arrow points from the 'Continue To Checkout' button in the 'Freight Estimate' section to the 'Continue To Checkout' button at the bottom right. A summary table on the right shows: Subtotal (ex GST) \$2,723.03, Plus GST \$272.30, and Total (inc GST) \$2,995.99.

Or click on the cart symbol and then **Checkout**.

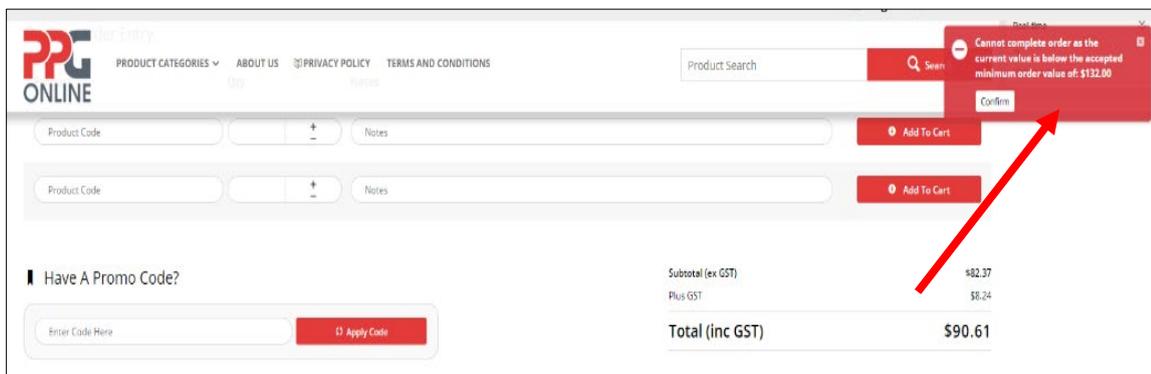
The screenshot shows the PPG ONLINE shopping cart. The cart contains four items: 'Pen Marker Paint Red Buffer Artline 4000/ 12/Box' (\$73.43), 'Pen Marker Paint White Buffer Artline 4000/ 12/Box' (\$73.43), 'Pen Marker Paint Yellow Buffer Artline 4000/ 12/Box' (\$73.43), and 'Pen Marker Permanent Black Buffer Artline /25/12/Box' (\$36.54). A red arrow points from the 'Checkout' button in the cart summary to the 'Checkout' button in the product list. The cart summary shows: Subtotal (ex GST) \$220.29, Plus GST \$22.03, and Total (inc GST) \$242.32.

Your shopping cart of items will be displayed. If there are no changes required, scroll down to **Continue To Checkout**.

2.1 Checkout Process

2.1.1 Minimum Order Value

Please note that there is a minimum order value of **\$120** ex GST. If you click on **Continue To Checkout** and your order value is less than \$120 excluding GST, the system will alert you with the message, **Cannot complete order as the current value is below the accepted minimum order value of: \$132** (which is \$120 plus GST).



In order to complete the order and checkout, either *add another product to your order* OR *increase the quantity of the product by clicking on the “+” sign*. Once your order value is \$120 excluding GST or greater, you may then click on **Continue To Checkout**.

If you are new to PPG Online and do not have an account with us, you can choose to check out as a guest under **New Customers < Guest checkout, quick and easy** OR enter your email address and password (of your own choosing) and click on **Register Now**.

If you choose this option, please login to your email account and follow instructions as per **Section 1.1.3 Register**.

2.2 Delivery Options

Select either Delivery or Pick Up.

1. Delivery charges to metropolitan areas: \$15 excluding GST
2. Pick Up – free from your local PPG branch warehouse

Notes

1. Next day store pickup is available for **orders** placed **before 12pm**.
2. Store pickup is only available between the hours of **11.00am to 2.00pm** on **weekdays only**.
3. Regional customers have the following option:
 - a. Contact your state Customer Service team for an estimate freight charge to your required delivery address OR
 - b. Arrange your own delivery via your preferred courier OR
 - c. Organise pick up from your state PPG branch warehouse.

Contact / Billing Address

Customer Reference *

Customer Reference

Email Address *

Email Address

Name *

Name

Phone Number *

Phone Number

Address Line 1 *

Address Line 1

Address Line 2

Address Line 2

Suburb *

Suburb

State *

Please Select

Postcode *

Postcode

Create Account & Remember my details

My Delivery Address is different to my Contact / Billing Address

Enter your contact or billing address in the fields under **Contact / Billing Address**.

If your delivery address is different to your contact or billing address then check the box **My Delivery Address is different to my Contact / Billing Address**.

2.2.1 Delivery Instructions

My Delivery Address is different to my Contact / Billing Address

Delivery Instructions

Order Comments

Order Comments

Pick up is available between 11.00am - 2.00pm weekdays only. Note: next day pick up is only available for orders placed before 12pm

Freight Options

(+\$15.00) Standard Freight (ex GST)

Order Summary

[Quick View](#) [Edit](#)

Subtotal (ex GST)	\$693.96
Discounts	-69.40
10% Discount For First Online Order	
Freight	\$15.00
Plus GST	\$63.96
Total (inc GST)	\$703.52

If you have any delivery instructions you can enter the instructions in the **Order Comments** data field.

2.3 Guest Checkout

If you do not have an account with us, you can choose to checkout as a Guest by clicking on **Guest checkout, quick and easy**.

You will be asked to enter in your contact or billing address.

To checkout as a Guest and create an account, click on the checkbox **Create Account & Remember my details**.

If you do not wish to create an account, leave the check box unticked.

Contact / Billing Address

Customer Reference *

Customer Reference

Email Address *

Email Address

Name *

Name

Phone Number *

Phone Number

Address Line 1 *

Address Line 1

Address Line 2

Address Line 2

Suburb *

Suburb

State *

Please Select

Postcode *

Postcode

Create Account & Remember my details

My Delivery Address is different to my Contact / Billing Address

If you have logged into your account, your check out screen will look similar to the below:

Checkout

Step 1 of 3 - Please provide your delivery address details

Delivery Options

Delivery Pickup

Delivery Details

Customer Reference *

Customer Reference

Delivery Address *

Name

Address Line 2

Address Line 3

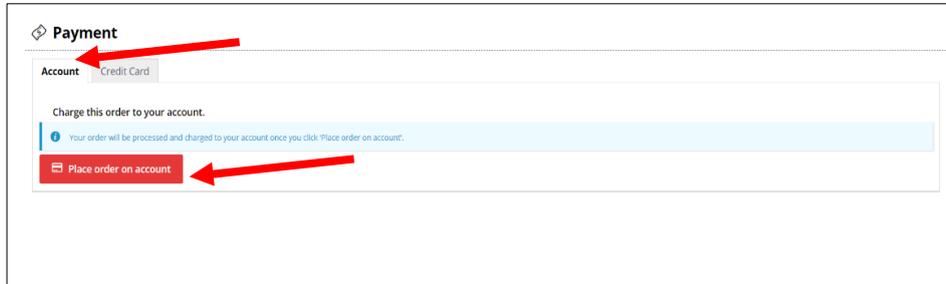
Address Line 4

Order Comments

Order Comments

2.4 Payment

If you are an account customer and you wish to pay by Account, click on **Account** under **Payment** and click on **Place order on account**



Payment

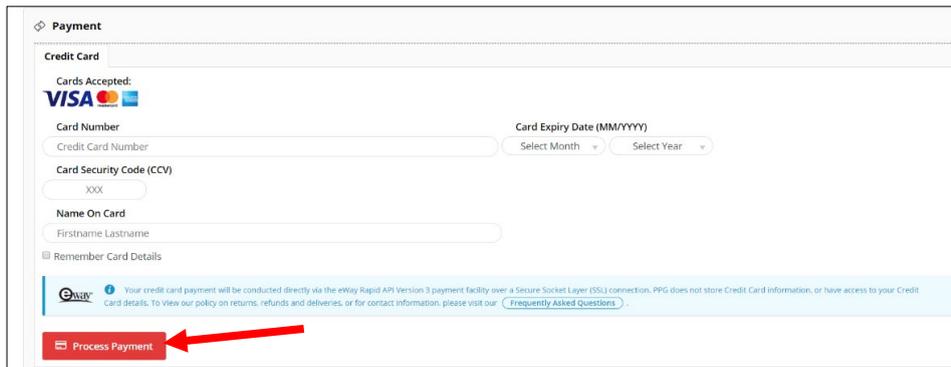
Account | Credit Card

Charge this order to your account.

Your order will be processed and charged to your account once you click 'Place order on account'.

Place order on account

If you are a non-account customer, enter your credit card details in and click on **Process Payment**.



Payment

Credit Card

Cards Accepted:
VISA | Mastercard | American Express

Card Number: Card Expiry Date (MM/YYYY): Select Month | Select Year

Card Security Code (CCV):

Name On Card: Firstname Lastname

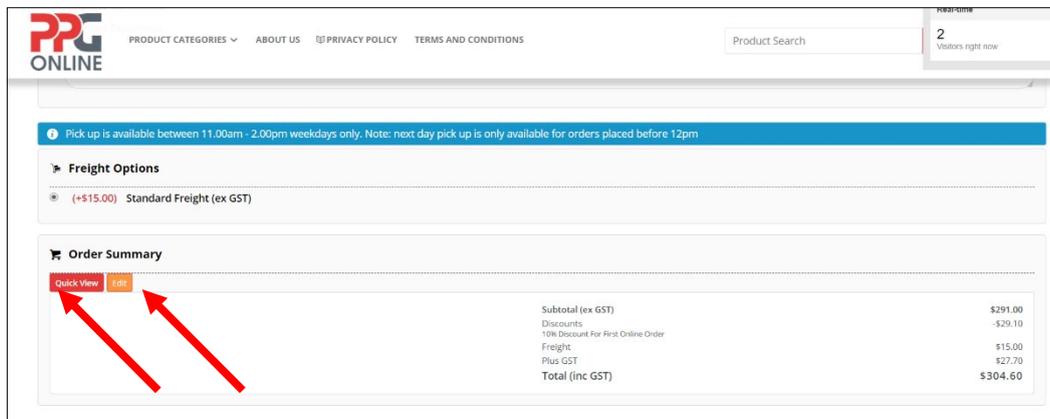
Remember Card Details

Your credit card payment will be conducted directly via the eWay Rapid API Version 3 payment facility over a Secure Socket Layer (SSL) connection. PPG does not store Credit Card information, or have access to your Credit card details. To View our policy on returns, refunds and deliveries, or for contact information, please visit our [Frequently Asked Questions](#).

Process Payment

2.4.1 Order Summary

If you wish to view your order details before payment, click on **Quick View** or **Edit** under **Order Summary** to make any changes to your order.



PPG ONLINE | PRODUCT CATEGORIES | ABOUT US | PRIVACY POLICY | TERMS AND CONDITIONS | Product Search | 2 Visitors right now

Pick up is available between 11.00am - 2.00pm weekdays only. Note: next day pick up is only available for orders placed before 12pm

Freight Options

(+\$15.00) Standard Freight (ex GST)

Order Summary

Quick View **Edit**

Subtotal (ex GST)	\$291.00
Discounts	-\$29.10
10% Discount For First Online Order	
Freight	\$15.00
Plus GST	\$27.70
Total (inc GST)	\$304.60

Important: No credit card fees apply in the interim.

2.4.2 Quick View / Edit

If you click on **Quick View** it will provide an overview of your order cart.

Product	Qty	Price <small>(ex GST)</small>	Unit	Discount	Total <small>(ex GST)</small>
 Tissue Facial 2 Ply 180Sh Pearl 24/Ctn Code: 703-110 In Stock	4	\$29.58	CARTON	0.00%	\$118.32
 Towel Centre Feed 280m Pearl 4/Ctn Code: 926-909 In Stock	1	\$21.73	CARTON	0.00%	\$21.73
 Toilet Tissue Roll 1 Ply 850Sh Pearl Eco 48/Ctn Code: 910-777 In Stock	1	\$31.15	CARTON	0.00%	\$31.15

If you click on **Edit** it will provide you with an overview of your order cart but the quantity fields are enabled to allow you to adjust the order quantity and to **Add Note(s)**, **Update** or **Remove** the items in the order cart.

Product	Qty	Price <small>(ex GST)</small>	Unit	Total <small>(ex GST)</small>
 Tissue Facial 2 Ply 180Sh Pearl 24/Ctn Code: 703-110 In Stock	4 <input type="text"/>	\$29.58	CARTON	\$118.32
	<input type="button" value="Add Note"/> <input type="button" value="Update"/> <input type="button" value="Remove"/>			
 Towel Centre Feed 280m Pearl 4/Ctn Code: 926-909 In Stock	1 <input type="text"/>	\$21.73	CARTON	\$21.73
	<input type="button" value="Add Note"/> <input type="button" value="Update"/> <input type="button" value="Remove"/>			
 Toilet Tissue Roll 1 Ply 850Sh Pearl Eco 48/Ctn Code: 910-777 In Stock	1 <input type="text"/>	\$31.15	CARTON	\$31.15
	<input type="button" value="Add Note"/> <input type="button" value="Update"/> <input type="button" value="Remove"/>			

Once you have made your changes click on **Continue To Checkout** through to **Payment**.

2.5 Order Confirmation

Once you have submitted your order, you will receive an alert in green advising **Order Successful**.

An email will also be sent to your email address to confirm your order.

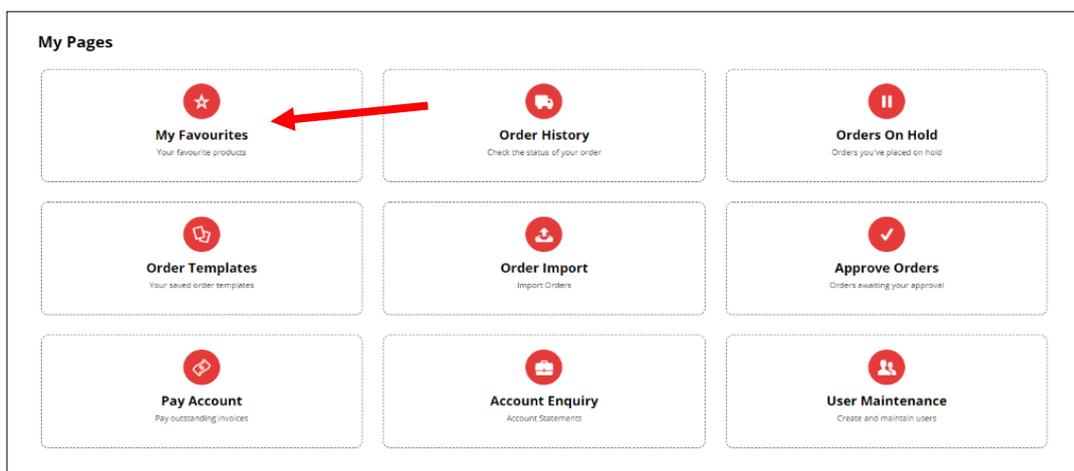
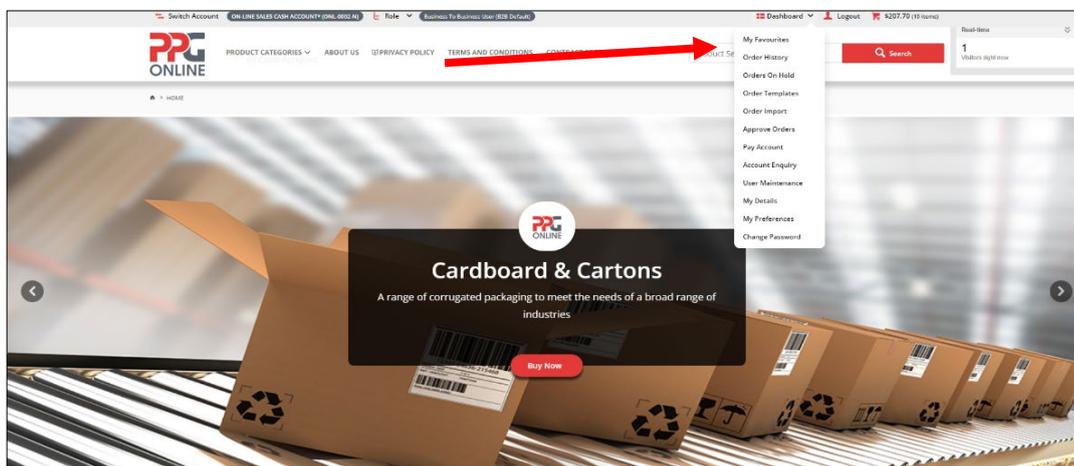
3.0 DASHBOARD

3.1 My Favourites

To find your favourites, you can click on **Dashboard** then **My Favourites** at the top menu bar.

Or just click on **Dashboard** and under **My Pages** click on the **My Favourites**. When you click on **My Favourites** it will display all your favourite items

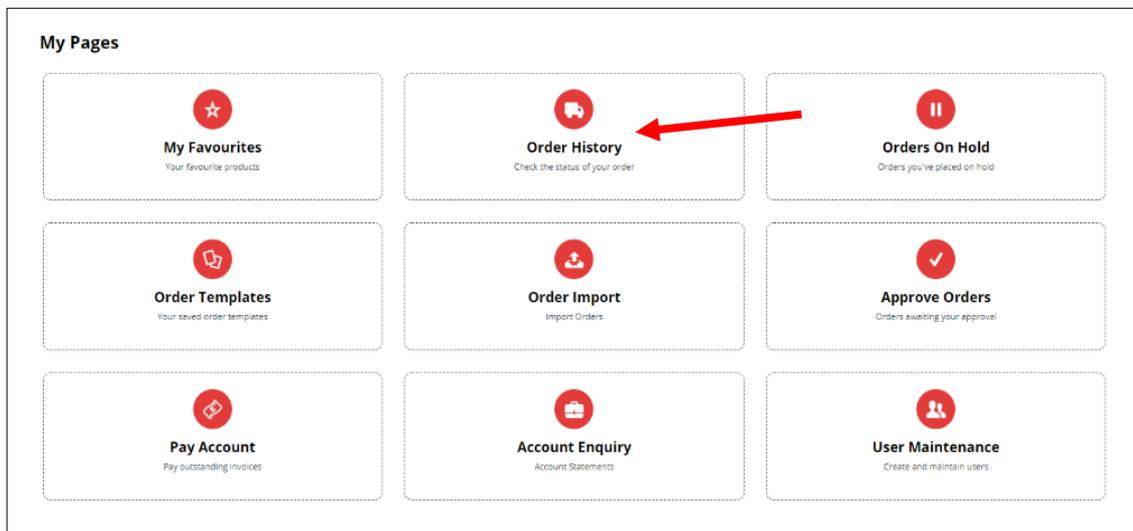
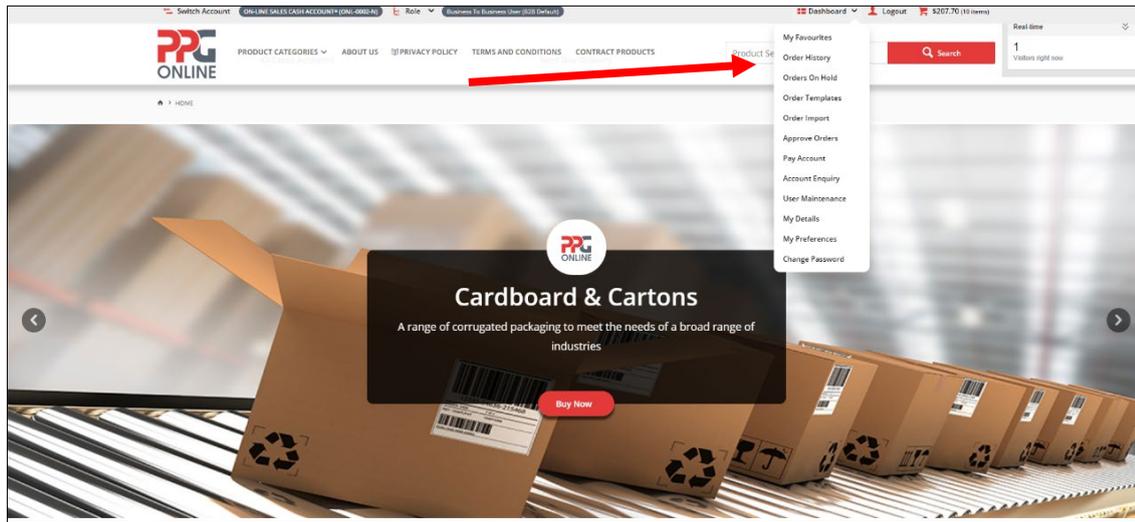
If you wish to add your favourite products to **My Favourites** click on the **Add to favourites** button when browsing through the product category.



3.2 Order History

To find your order history, you can click on **Dashboard** then **Order History** at the top menu bar.

Or just click on **Dashboard** and under **My Pages** click on **Order History**.



You can find your order history by entering your invoice or order number in the **Invoice/Order Number** field or using the drop-down menu to search by **Order Status**, **Order Date** (start or end date), **Reference** or by **Product Search**.

Order History
Check the status of your order

Search Range
Invoice / Order Number

Advanced Search

Order Status:

Order Date (start):

Order Date (end):

Your Reference:

Product Search:

Search Results
3 records (1 page)

Order No.	Order Date	Status	Your Ref	Total (ex)	Options
14014531	29/11/2018	Placed on Hold	sfdsfsdf	\$199.59	<input type="button" value="Reprint Invoice"/> <input type="button" value="View"/>

You can view any orders **Placed on Hold** by clicking **View**

Search Results
3 records (1 page)

Order No.	Order Date	Status	Your Ref	Total (ex)	Options
14014531	29/11/2018	Placed on Hold	sfdsfsdf	\$199.59	<input type="button" value="Reprint Invoice"/> <input type="button" value="View"/>
14000276	29/11/2018	Placed on Hold		\$115.38	<input type="button" value="Reprint Invoice"/> <input type="button" value="View"/>
14000201	22/11/2018	Placed on Hold		\$192.82	<input type="button" value="Reprint Invoice"/> <input type="button" value="View"/>

Placed on Hold

Order Details

Entered By:

Sales Order Date: 29/11/2018

Customer Reference: sfdsfsdf

Warehouse Code: 220A

Delivery Address

sfdsfsdf
*sfdsfsdf
sfdsfsdf
CAMPBELLFIELD
2550

Carrier

Standard Freight

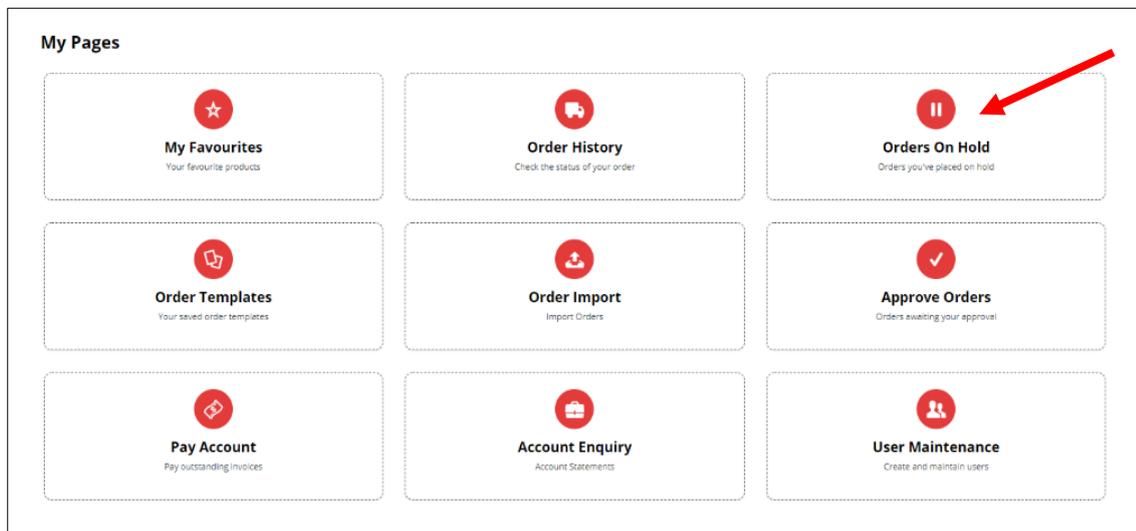
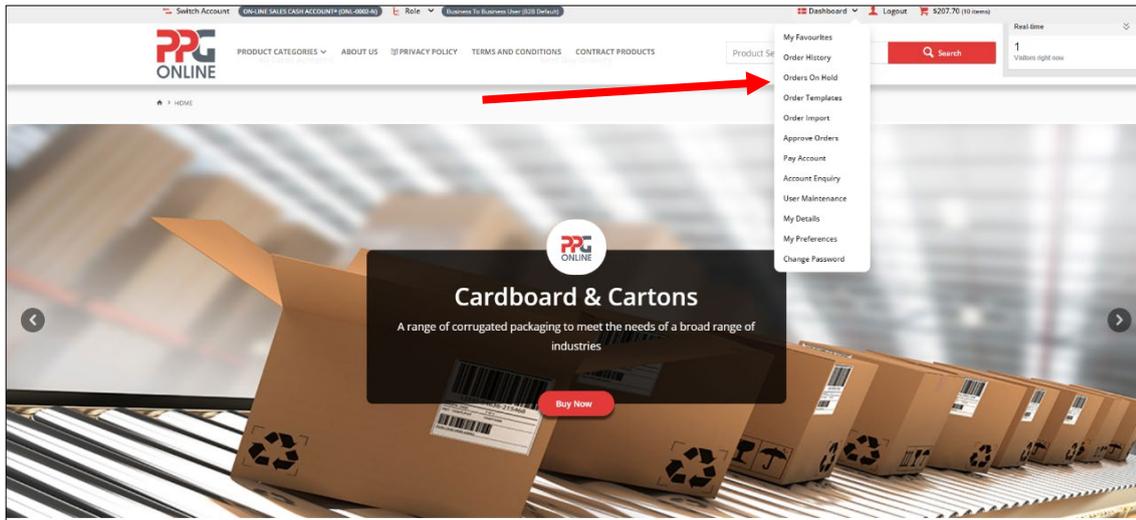
Line	Product	Order Qty	Unit	Shipped Qty
1	Tape Packaging 48mm x 75m Clear Acrylic Ultimix 36/Ctn Code: 269-296 (CARTON)	4	CTN	
2	Stretch Hand Clear Heavy 500mm x 400m Cast Ultimix 23um Code: 393-014 (ROLL)	3	ROLL	

Standard Freight Charges

3.3 Orders On Hold (only available to account customers)

To find any orders on hold, you can click on **Dashboard** then **Orders On Hold** at the top menu bar.

Or just click on **Dashboard** and under **My Pages** click on **Orders On Hold**



You can choose to **View** the order, **Delete Order** or **Resume Order** by clicking on the required.

Order No.	Order date	Hold Reference	Total	Options
TBA	22/11/2018		\$212.11	<input type="radio"/> View <input checked="" type="checkbox"/> Resume Order <input type="button" value="Delete Order"/>
TBA	29/11/2018		\$126.92	<input type="radio"/> View <input checked="" type="checkbox"/> Resume Order <input type="button" value="Delete Order"/>
TBA	29/11/2018		\$219.55	<input type="radio"/> View <input checked="" type="checkbox"/> Resume Order <input type="button" value="Delete Order"/>

Viewing Orders On Hold.

You can choose to **Print Order**, **Delete Order**, **Copy To Current Order** or **Resume Order**.

Orders On Hold

Orders on hold, ready to be placed

Your Order Details

Order: TBA **\$192.82**
Plus GST - \$19.29
Total - \$212.11

Placed on Hold

Order Details

Entered By:

Sales Order Date:
22/11/2018

Warehouse Code:
220A

Hold Reference:

Hold Reason:

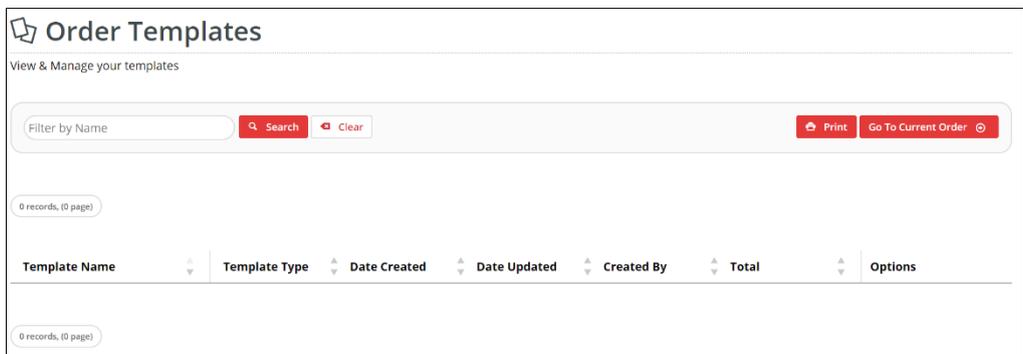
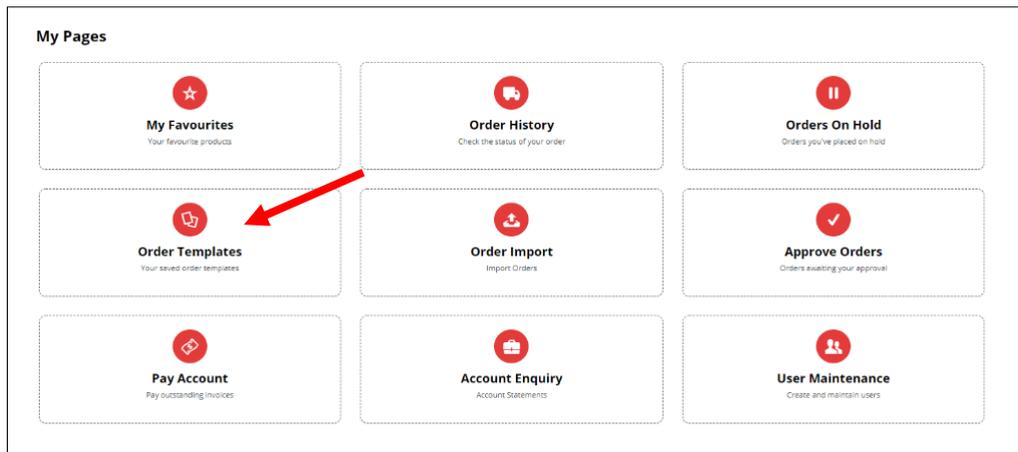
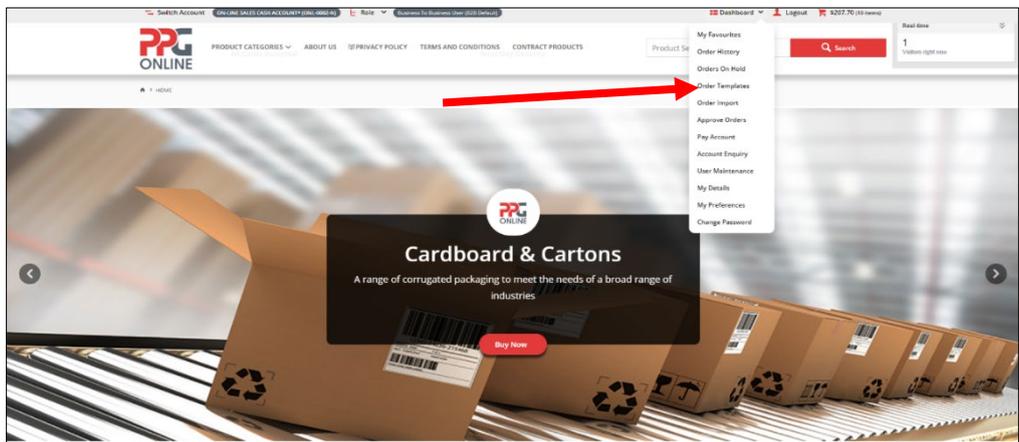
Delivery Address

Line	Product	Order Qty	Unit	Price (ex) Per	Discount	Total (ex)
1	 Towel Centre Feed 280m Pearl 4/Ctn Code: 926-209	1	CTN	\$19.76 CTN	0%	\$19.76
2	 Deodorant Block Urinal 4kg Northfork Code: 899-842	1	EACH	\$61.03 EACH	0%	\$61.03
3	 Bandsaw Blade 5/8Ins x 2570mm 3TPI 6/Box Code: 847-042	1	BOX	\$64.75 BOX	0%	\$64.75
4	 Safety Glasses Visitors Clear Medium Impact Over Presc Glasses Code: 948-726 Price Per 1 PACK	1	PACK	\$3.94 PAIR	0%	\$47.28
Subtotal (ex GST)						\$192.82
Plus GST						\$19.29
Total (inc GST)						\$212.11

3.4 Order Templates (only available to account customers)

To find your order template, you can click on **Dashboard** then **Order Templates** at the top menu bar.

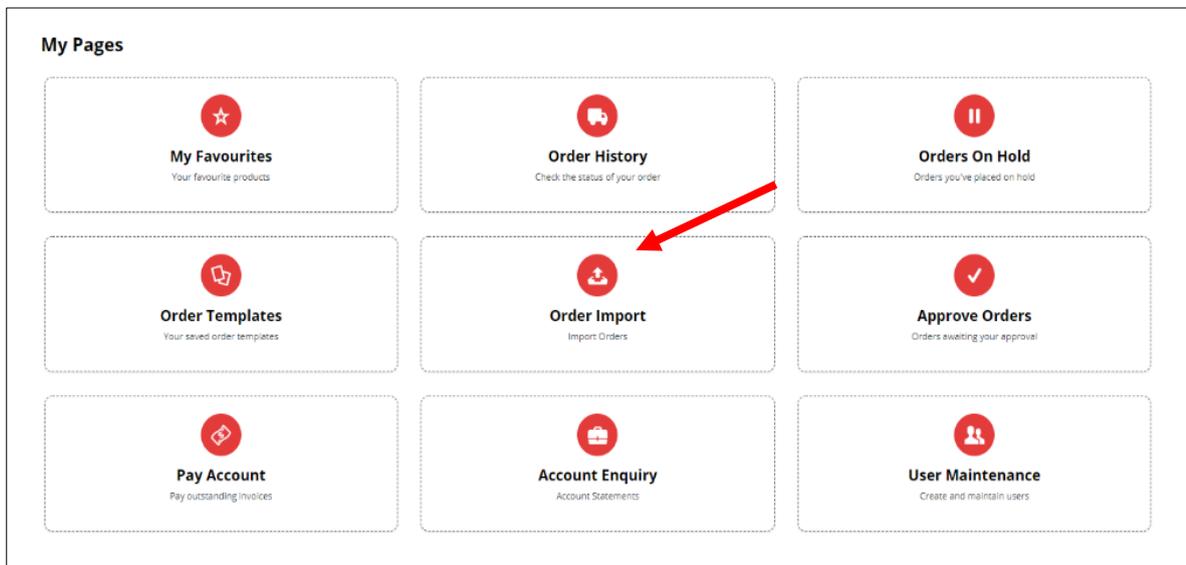
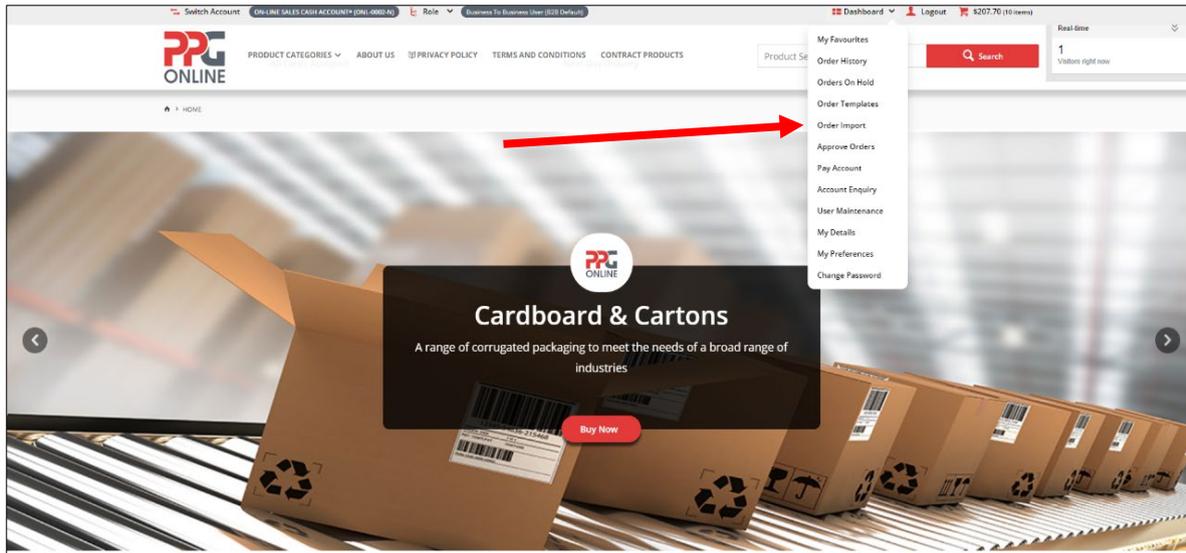
Or just click on **Dashboard** and under **My Pages** click on **Order Templates**



3.5 Order Import (only available to account customers)

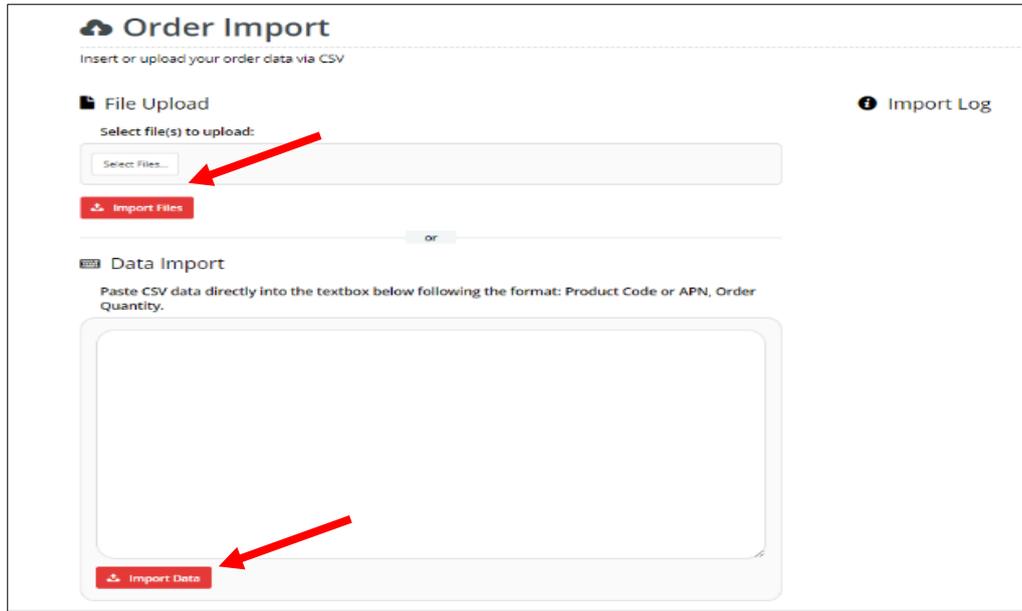
To import your orders, you can click on **Dashboard** then **Order Import** at the top menu bar.

Or just click on **Dashboard** and under **My Pages** click on **Order Import**



In this option you can choose to upload your order files via **File Upload** and then click on **Import Files**.

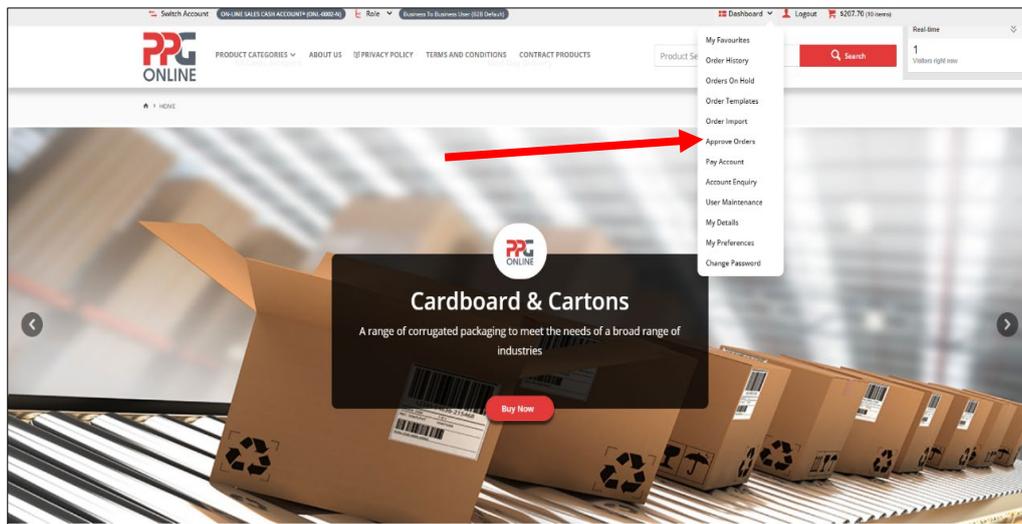
Or you can choose to paste your order data in the **Data Import** field and then click on **Import Data**.

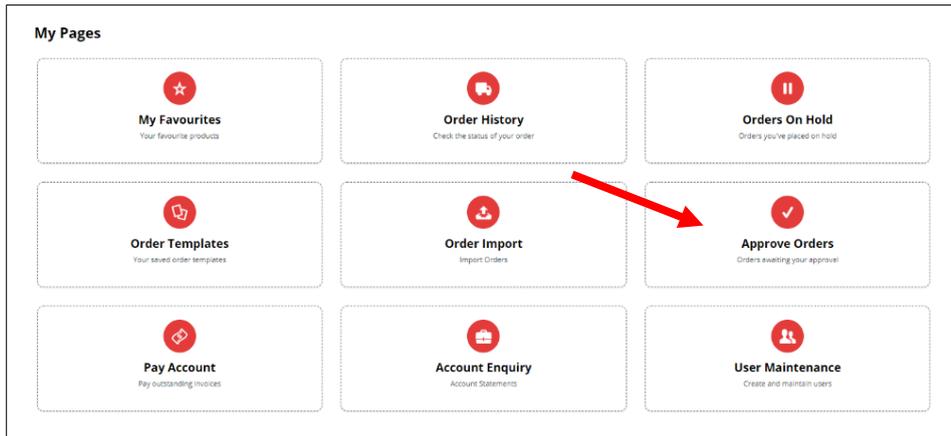


3.6 Approve Orders (only available to account customers)

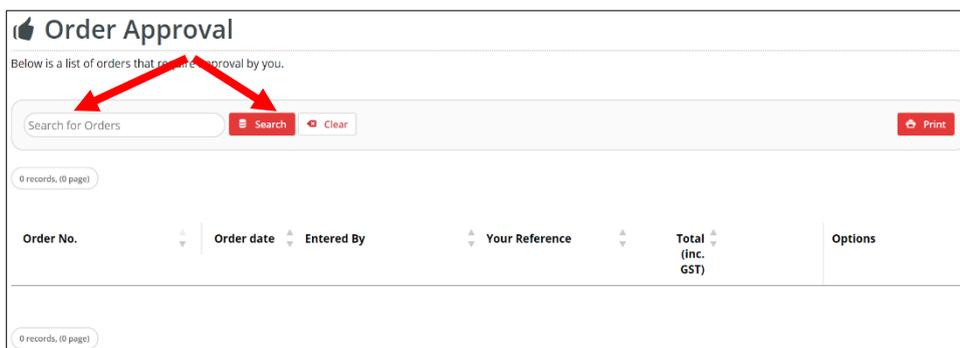
To approve any orders you have on hold, you can click on **Dashboard** then **Approve Orders** at the top menu bar.

Or just click on **Dashboard** and under **My Pages** click on **Approve Orders**





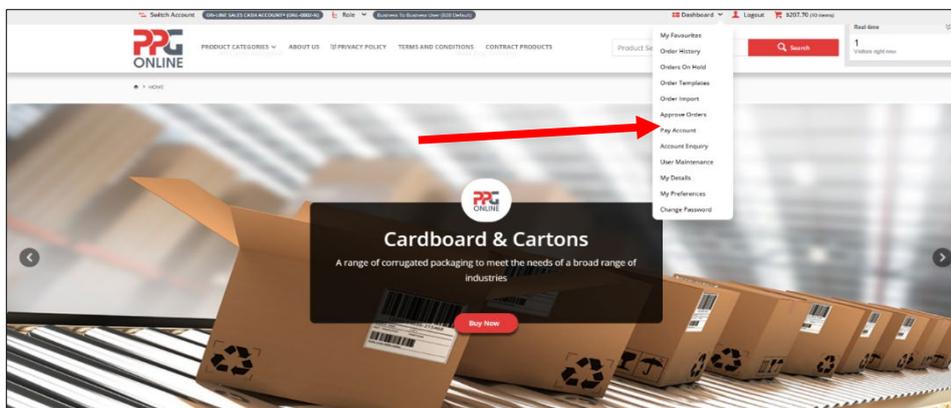
Search the order you want by entering your order number into the data field and then click on **Search**. Click on **Clear** to search for another order.

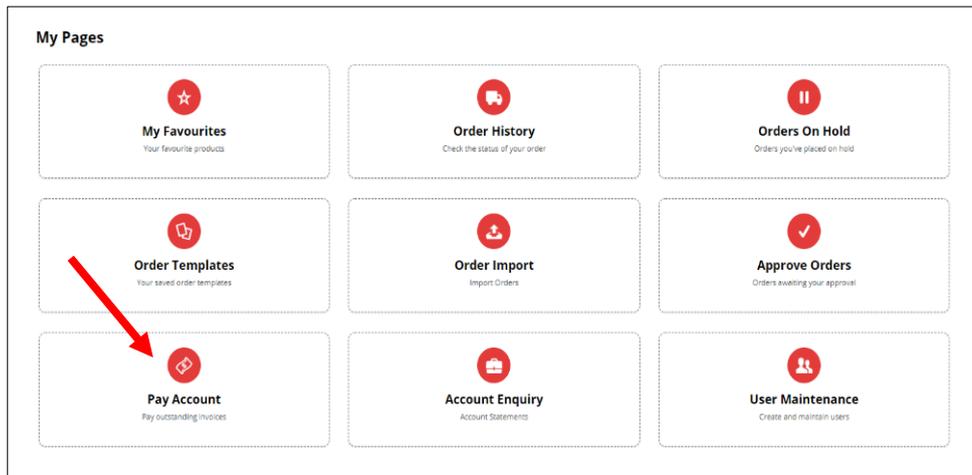


3.7 Pay Account (only available to account customers)

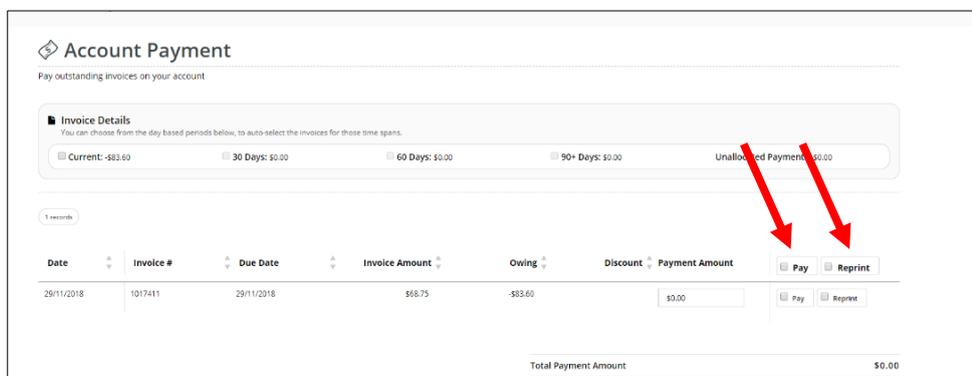
If you are an Account customer and you wish to pay any invoices on your account, you can click on **Dashboard** then **Pay Account** at the top menu bar:

Or just click on **Dashboard** and under **My Pages** click on **Pay Account**





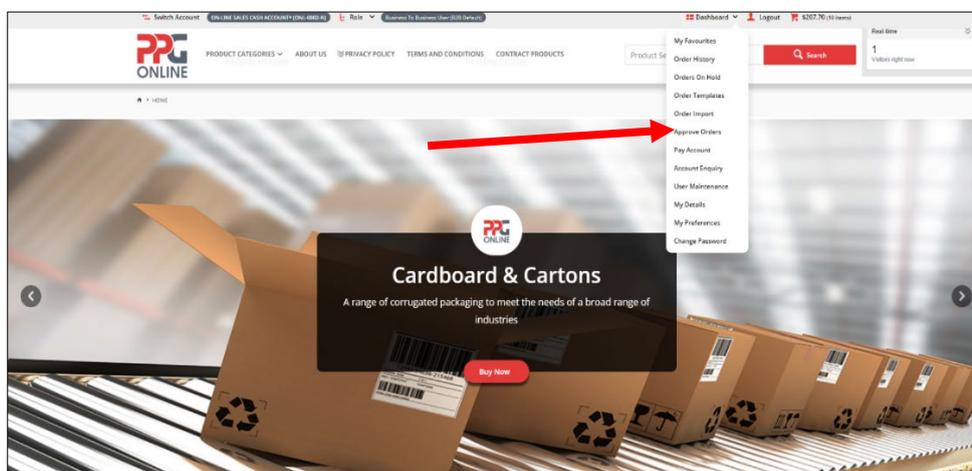
Here you can choose to **Pay** or **Reprint** your invoice by clicking on the relevant button.

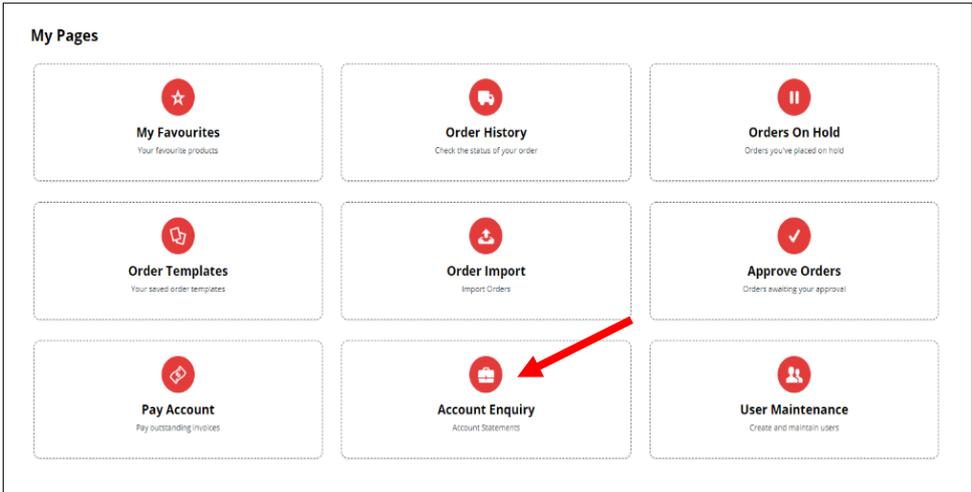


3.8 Account Enquiry (only available to account customers)

If you are an Account customer and you wish to view your account, you can click on **Dashboard** then **Account Enquiry** at the top menu bar.

Or just click on **Dashboard** and under **My Pages** click on **Account Enquiry**





You can display or download your account statement by using the drop-down menu to select the relevant statement and then clicking on **Display** or **Download**.



Example of Statement Display

Statement for December
1/12/2018 to 4/12/2018

Subtotal All Periods: -\$328.90	Account Balance: -\$328.90	Last Payment Date: 3/12/2018		
Current: -\$245.30	30 Days: -\$83.60	60 Days: \$0.00	90+ Days: \$0.00	Fwd Dated: \$0.00

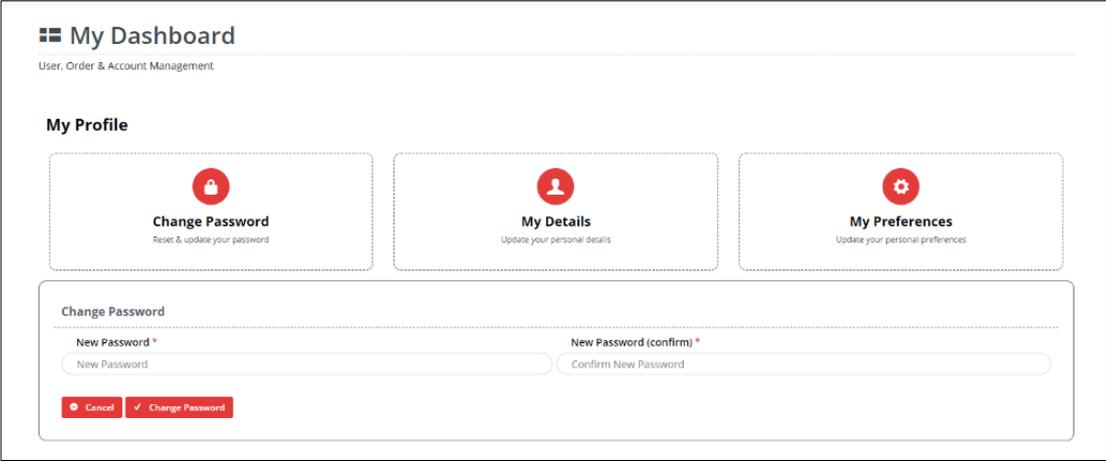
Transaction Date	Invoice Date	Type	Invoice #	Details	DR	CR
				Balance Brought Forward		-\$83.60
				CLOSING BALANCE		\$328.90

3.9 Change Password

If you would like to change your password, click on **Dashboard** then **Change Password** at the top menu bar.

Or just click on **Dashboard** and under **My Profile** click on **Change Password**.

To change/update your password, enter your new password twice and then click on **Change Password**.

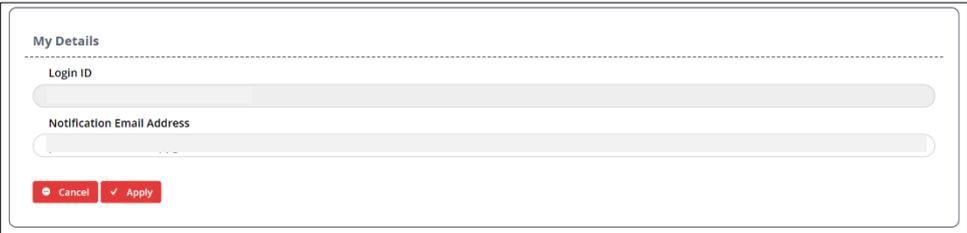


3.10 My Details

If you would like to update your personal details, click on **Dashboard** then **My Details** at the top menu bar.

Or just click on **Dashboard** and under **My Profile** click on **My Details**

Here you can update your notification email address (where all your order confirmation emails will be sent).

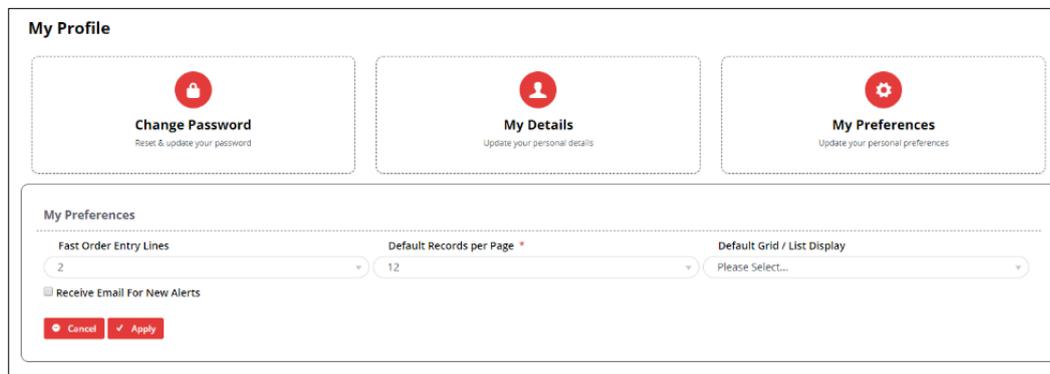


3.11 My Preferences

If you would like to change your preferences, click on **Dashboard** then **My Preferences** at the top menu bar:

Or just click on **Dashboard** and under **My Profile** click on **My Preferences**.

Use the drop-down menu to display how many order entry lines or default records per page to display and then click on **Apply**. You can choose to display by list or grid.



The screenshot shows a user interface for 'My Profile'. It features three main action buttons: 'Change Password' (with a lock icon), 'My Details' (with a person icon), and 'My Preferences' (with a gear icon). Below these is a 'My Preferences' section containing three dropdown menus: 'Fast Order Entry Lines' (set to 2), 'Default Records per Page' (set to 12), and 'Default Grid / List Display' (set to 'Please Select...'). There is also a checkbox for 'Receive Email For New Alerts' which is currently unchecked. At the bottom of the preferences section are 'Cancel' and 'Apply' buttons.

4.0 DELIVERY INFORMATION

4.1 Delivery Details

When entering delivery details please note the following:

1. Same day delivery and same day pick up is currently **NOT** available.
2. Weekend delivery and weekend pick up is currently **NOT** available.
3. Please ensure delivery date required is a **working** day.
4. Orders with a weekend delivery date will be delivered/can be picked up on the next **WORKING** day if order is placed before 12.00pm.
5. To receive **next day delivery**, you must place your order by **12.00pm**.
6. Orders placed **after** 12.00pm will be received within **2** working days.
7. A **standard freight charge** of \$15 excluding GST applies for all **Greater Metropolitan deliveries**.
8. **Store pick up** is available between **11.00am – 2.00pm** on **weekdays only**.

4.2 Delivery Times

Sales Order	Delivery Time
Stock Items	
Order before 12.00pm	Next working day delivery
Order after 12.00pm	Dispatched within 2 working days
Local Non-Stock Items	Dispatched within 6 working days
Overseas Non-Stock Items	Please contact us on 1300 PRO PAC

4.3 Delivery Fees

A standard freight charge of \$15.00 excluding GST applies for all Greater Metropolitan delivery locations.

Regional customers have the following delivery options:

1. Contact your state Customer Service team for an estimate freight charge to your required delivery address OR
2. Arrange your own delivery via your preferred courier OR
3. Organise pick up from your state PPG branch warehouse.

5.0 Back Orders

For any non-stock items or items on back order, our Customer Service team will contact you to advise of expected delivery time.

Please advise our Customer Service team if you are happy to wait to receive your order delivery in full or whether you prefer to receive partial deliveries. Both options can be arranged at your convenience.

6.0 HELP

6.1 Contact Us

Should you require further assistance with your order, please click on **Contact Us**.

Complete an enquiry form with your name, email address and phone number.

Add your comments in the **Message** field and click **Send**.

Our customer service or sales representative will respond to your enquiry at the earliest convenience.

Alternatively, please contact us on **1300 PRO PAC (1300 776 722)** to speak with our customer service or sales representative.

