



Calor Online Shop upgrade Order Management guide

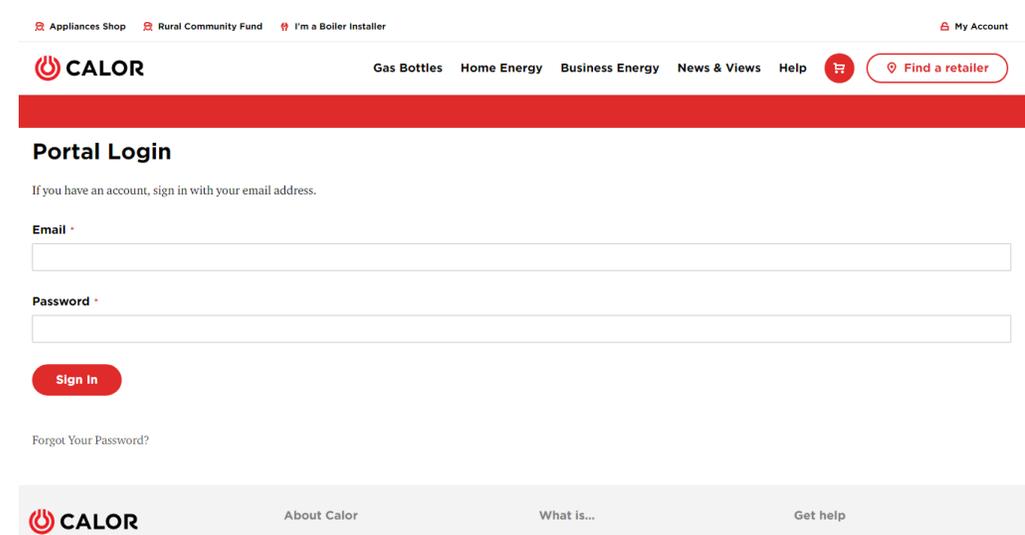


**We advise you to use Google
Chrome to access the new Shop
Order Management site.
You can download it for free [here](#)**



Create an account

- We have already created your account for you. You will need to reset the password for the email address that you previously received order notifications on. To do this, enter the email address in the email field and press “Forgot your password”. A link will then be sent to your email address to reset your password.
- Please remember to use a secure password.
- Save the password and then head to the dealer login area to login - <https://shop.calor.co.uk/portal/account/login>
- It may be helpful to save this web address as a bookmark on your browser so it is always easy to access.
- Please ensure you [login to the Calor Shop Order Management site](#) and manage your orders regularly.
- If you need more than one person to access the Shop Order Management please let us know their email address and we will add them to your account.
- If you have any issues logging in, please contact us on shop@calor.co.uk



The screenshot shows the Calor website's portal login page. At the top, there is a navigation bar with links for 'Appliances Shop', 'Rural Community Fund', and 'I'm a Boiler Installer' on the left, and 'My Account' on the right. Below this is the Calor logo and a menu with 'Gas Bottles', 'Home Energy', 'Business Energy', 'News & Views', and 'Help'. A 'Find a retailer' button is also visible. The main heading is 'Portal Login', followed by the instruction 'If you have an account, sign in with your email address.' There are two input fields: 'Email' and 'Password'. A red 'Sign In' button is positioned below the password field. A link for 'Forgot Your Password?' is located at the bottom of the form area. The footer contains the Calor logo and links for 'About Calor', 'What is...', and 'Get help'.

New order email notifications

- Unlike the old system, you will not be able to accept orders via email. You will now have to [login to the Calor Shop Order Management site](#) to manage your orders.
- When you receive an order, you will be sent an email informing you of the details, however, you do not have to wait for an email before logging into the website to check your orders.
- Please login to the [Calor Shop Order Management site](#) regularly to check for any outstanding orders.

How to Login

- Login to the new [Calor Shop Order Management site](#) using the email you usually receive order notifications on, and your newly created password.
- This is where you will see and manage all your orders; new, pending or archived.
- You will be notified of any new orders by email, but you will need to login to the dealer portal to accept or reject the order.

The screenshot displays the Calor Shop Order Management interface. At the top, there is a navigation bar with the Calor logo, utility links like 'Rural Community Fund' and 'I'm a Boiler Installer', and user options like 'Help and Support', 'My Account', and 'Search'. Below this is a secondary navigation bar with categories: 'Gas Bottles', 'Home Energy', 'Business Energy', 'Shop', 'Help', and a 'Find a retailer' button. The main content area shows the breadcrumb '13kg Patio gas bottle (Propane)' and a section titled 'Pending Orders'. On the left, an 'Order Menu' sidebar has three items: '5 Pending Orders' (highlighted), '10 Processing Orders', and 'Archived Orders'. The main area contains a table of five pending orders, each with a 'View Order' button.

Order Number:	Customer Name:	Delivery Address:	Action
100131389	[REDACTED]	[REDACTED]	View Order
100131389	[REDACTED]	[REDACTED]	View Order
100131389	[REDACTED]	[REDACTED]	View Order
100131389	[REDACTED]	[REDACTED]	View Order
100131389	[REDACTED]	[REDACTED]	View Order

How to accept an order

- All orders that are yet to be accepted will be shown in “Pending orders”, newest order first.
- Select the order that you want to accept or reject using the “view order” button.

Pending Orders			
Order Number: 100131389	Customer Name: [REDACTED]	Delivery Address: [REDACTED]	View Order ▾
Order Number: 100131389	Customer Name: [REDACTED]	Delivery Address: [REDACTED]	View Order ▾
Order Number: 100131389	Customer Name: [REDACTED]	Delivery Address: [REDACTED]	View Order ▾
Order Number: 100131389	Customer Name: [REDACTED]	Delivery Address: [REDACTED]	View Order ▾
Order Number: 100131389	Customer Name: [REDACTED]	Delivery Address: [REDACTED]	View Order ▾

How to accept an order

- Here you can view the order details, accept or reject the order.
- To accept an order, enter the day and time window you expect to deliver the order, then press accept.
- The date and time window can be changed at a later date.
- The customer will receive an email containing your details and the delivery date and time, when the order is accepted.
- **Please note:** If you don't have a finalised timeframe when you will deliver the order please give an accurate estimate and then update the delivery details when you have scheduled the delivery.

The screenshot displays a 'Pending Orders' interface. On the left, an 'Order Menu' sidebar shows 'Pending Orders' as the active tab. The main content area is divided into three columns: 'Order Details', 'Customer/Delivery Details', and 'Actions'. The 'Order Details' column lists three items: '15kg Butane gas bottle', 'Cylinder Refill Agreement', and '15kg Butane Gas Bottle', each with its own set of identifiers (SKU, PO, CRA). The 'Customer/Delivery Details' column contains fields for Name, Email, Telephone, Company, and Delivery Address, all of which are redacted. The 'Actions' column features a calendar for 'October 2020' with the 7th highlighted, and a 'Delivery Time' selector set to '09:00 am and 11:00 am'. Below these are 'Accept Order' and 'Reject Order' buttons. At the bottom, a list of four other pending orders is shown, each with a 'View Order' button.

How to reject an order

- If you are unable to fulfil this order within the agreed delivery time, you will need to **reject** the order.
- Just click on the reject order button and the order will be removed from your pending orders.
- **Please note:** If you are unable to fulfil the order in the agreed delivery time, please don't delay rejecting the order.

The screenshot displays a 'Pending Orders' dashboard. On the left, an 'Order Menu' sidebar contains three buttons: 'Pending Orders' (highlighted with a red border and a red dot), 'Processing Orders', and 'Archived Orders'. The main content area is titled 'Pending Orders' and features a 'Hide Details' link. It is divided into three columns: 'Order Number', 'Customer/Delivery Details', and 'Actions'. The 'Order Number' column lists three items: '15kg Butane gas bottle', 'Cylinder Refill Agreement', and '15kg Butane Gas Bottle', each with its own set of details including quantity, order line number, PO, SO, SKU, and CRA number. The 'Customer/Delivery Details' column shows fields for Name, Email, Telephone, Company, and Delivery Address, all of which are redacted with black bars. The 'Actions' column includes a calendar for 'October 2020', a 'Delivery Time' field set to '09:00 am and 11:00 am', and two buttons: 'Accept Order' and 'Reject Order'. The 'Reject Order' button is circled in yellow. Below the main details, there is a list of four smaller order entries, each with 'Order Number', 'Customer Name', 'Delivery Address', and a 'View Order' button.

How to change delivery details

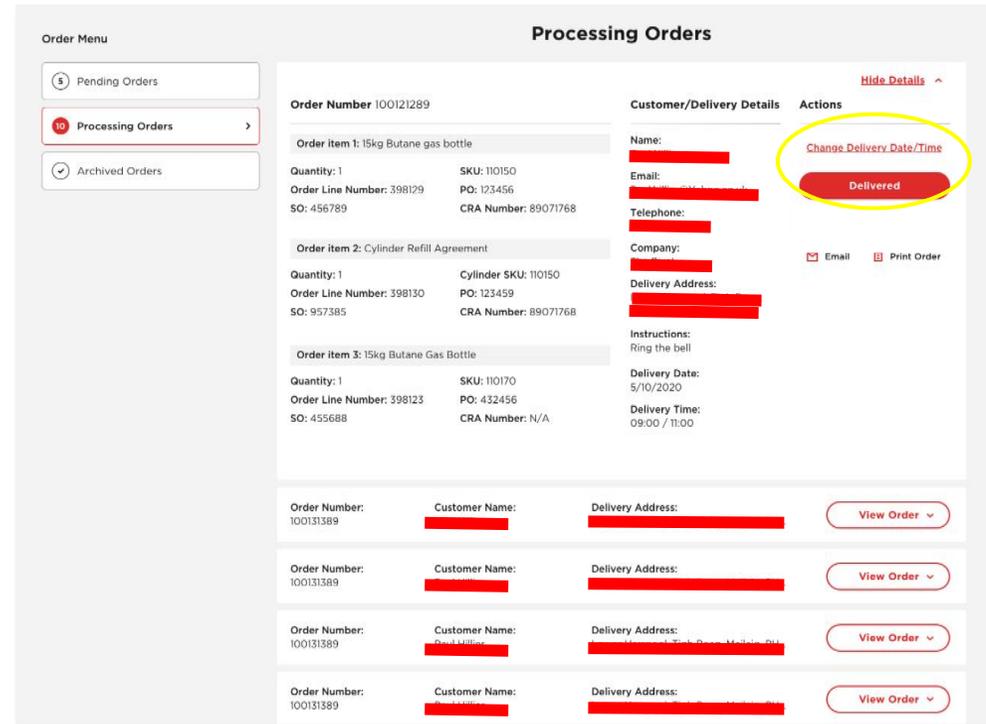
- If you initially gave an estimate or need to change the delivery date or time you can do this by clicking on “Change Delivery Date/Time” in the top right hand corner.
- The customer will receive an email informing them of the new delivery time or date.
- There is not a limit on how many times you can change this, however please be mindful of the customer.

The screenshot displays the 'Processing Orders' interface. On the left, an 'Order Menu' sidebar shows 'Processing Orders' as the active tab. The main content area is divided into three columns: 'Order Menu', 'Order Details', and 'Customer/Delivery Details'. The 'Order Details' column lists three items: '15kg Butane gas bottle', 'Cylinder Refill Agreement', and '15kg Butane Gas Bottle'. The 'Customer/Delivery Details' column shows fields for Name, Email, Telephone, Company, Delivery Address, Instructions, Delivery Date, and Delivery Time. A 'Change Delivery Date/Time' button is highlighted in a yellow circle in the top right corner of the 'Customer/Delivery Details' section. Below the main details, there is a table with four rows, each containing 'Order Number', 'Customer Name', 'Delivery Address', and a 'View Order' button.

Order Number	Customer Name	Delivery Address	Action
100131389	[REDACTED]	[REDACTED]	View Order
100131389	[REDACTED]	[REDACTED]	View Order
100131389	Paul Miller	[REDACTED]	View Order
100131389	[REDACTED]	[REDACTED]	View Order

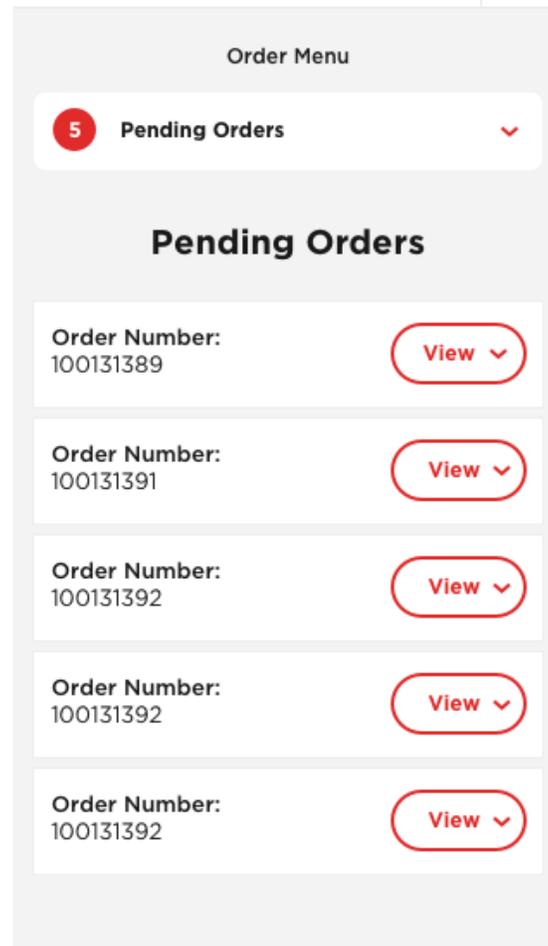
How to mark the order as delivered

- After you have delivered the order to the customer, you will need to mark the order as delivered in order to be paid by Calor, as well as sending the usual invoice to us.
- To do this, go into the “Processing Orders” and select the order you have delivered. You will then see a “Delivered” button on the right hand side, just click this and you’re done!
- All your completed orders will be saved in “Archived orders”.



Mobile optimised

- The new Calor Shop Order Management is optimised for mobile so you have ability to accept, reject and mark orders as delivered whilst you are on the go!
- Just head to the [website](#) and login.



Regional stock availability

- Another benefit of the new updates to the site is that if we have issues with availability in certain regions of the country, we no longer have to remove the gas bottle from sale country wide.
- This will be managed centrally so you don't need to do anything at this stage.
- We are able to manage stock by bottle type, refills and new.
- If a bottle is not available country wide the customer can enter their postcode on a specific gas bottle page and will be informed if a refill or new bottle is available locally.



