

# A QUICK GUIDE TO USING THE ON-LINE SHOPPING CART SYSTEM

## GET STARTED

**The on-line system is not available until the sale opens.** Once open, you can set up an “account” which will let you review your orders and enter your info so you don’t have to enter it each time you order in the future.– NO FINANCIAL INFORMATION IS KEPT within the system. **Preferred method.**

If you wish to skip this step, you can proceed as a guest, but you will **NOT** be able to review your order once you leave the site.

To set up an account, click on **“My Account”** at the top right corner, select **“Register”** and fill in the information. When you return to the site in the future, click **“My Account”** and **“Login”**.

## START SHOPPING

Click on **ASI Plant Sale Item** on the blue bar. It will bring up the plants that are for sale in alphabetical order. It displays 15 items to a page. You can adjust that by selecting a different number from the **“SHOW”** box.

If you wish to search for specific items, enter a **“%”** (no quotes) in the **“SEARCH”** box at the top. It will bring up all the items in the store AND some ways to narrow your search. If you ever get lost in the site, either click on the blue box again or enter the % in the search box and you will get back to the main screen.

**DO NOT USE YOUR BROWSER BACK BUTTON** - it does not always work the way you think it will, and can get you lost or cause problems for you.

### **Search Criteria Options (optional)**

1. **LOOK AT EVERYTHING** – Enter a **“%”** (no quotes) in the **“SEARCH”** box at the top any time you want to see all items (same as using the blue box option).
2. **LOOK FOR A SPECIFIC TYPE OF ITEM** – the items have been categorized. Select the category you want from the **rightmost box under “Search Criteria”**.
3. **LOOK FOR A SPECIFIC ITEM BY FULL OR PARTIAL NAME** – type in a partial or full name in the **leftmost box under “Search Criteria”**. If you want CROWN OF SPLENDOR, you can type in CROWN OF SPLENDOR, or CROWN, or SPLENDOR (capitals not required). Only those items that match your criteria will display.

## SELECT YOUR ITEMS

1. Check the available quantity to be sure it is not sold out.

**BE ADVISED - WARNING:** The available quantity decrements AFTER orders are completed at Checkout. It may be available when you started, but be gone when you get to checkout – someone else who wanted it got thru checkout before you did. If you inadvertently add more quantity than is in stock, it will NOT tell you until you are in checkout, and will prevent you from checking out without fixing it.

2. If you only want 1 (one), click “**ADD TO CART**”.

3. If you want more than one, click “**ADD TO CART**” as many times as the quantity you want.

## CHECKING WHAT IS IN YOUR CART

You can check to see what is in your cart at any time by clicking on the **black shopping cart bar** at the upper right corner.

You can **delete any item** by clicking on the **red box**.

You **CAN NOT** change quantity here. See “Changing Quantity on an Item Already in Your Cart”, below.

## CHANGING QUANTITY ON AN ITEM ALREADY IN YOUR CART

1. While shopping, **use this method ONLY** – other ways lead to problems.

2. Click on the **black shopping cart bar** at the upper right corner.

3. Click “**VIEW CART**”

**Change the quantity** on the item AND click on the little **blue box (update cart)**.

You can also **delete items** here by clicking on the little **red box (delete)**.

To **return to shopping**, click “**Continue Shopping**” at the bottom left. Unfortunately, this takes you back to the blank beginning screen and you will need to reselect “**ASI Plant Sale Item**” from the blue bar or re-enter your search criteria (%).

You can also **proceed to Checkout** from here by clicking on the **blue CHECKOUT button** at the bottom right.

## CHECKING OUT

Click the **black shopping cart bar** – select “**CHECKOUT**”.

This is a 6 step process.

1. Options – if you have set up an account, this step will already be done for you.
2. Billing address – allows for multiple addresses – IF you have set up an account, **choose the one you want, otherwise enter a new address.**
3. Delivery address – allows for multiple addresses - **choose/enter the one you want.**
4. Shipping – currently there is only one option available based on your location

**NOTE: PLEASE** indicate whether you will accept substitutions **AND** put substitution list in the **COMMENTS** field on this page.

5. Payment method –

**PayPal** is the preferred method. **YOU DO NOT NEED A PAYPAL ACCOUNT**  
- you can use this option to pay with a credit card.

If you are **mailing a check/money order**: select “**Cash on Delivery**” – check /MO must be received within 5 days (7 international) or your order will be cancelled. Make checks/money orders payable to “ASI”. Mail to  
Dell Perry ASI Plant Sale Chair 800 Purcell Dr. Plano, TX 75025 USA

6. Confirm – check everything and then click “**CONFIRM ORDER**” to complete your order. You may change quantity here if need be or remove an item. Order is not final until this step is done. This is when the Available Quantity gets decremented.

**NOTE: BE AWARE** – once an order is completed, it cannot be changed through the online shopping cart system. If you place a second order, you will be charged the standard S&H fees again. These will be refunded after the sale.

# COMMON TROUBLES WHEN ORDERING

Here are a few of the most common problems that can occur when ordering and how to get around them quickly.

## **Trouble logging in if you have already set up an account.**

Select **GUEST** instead of trying to log in. This will let you order and check out, BUT you will have to enter your name, address, etc. at check-out instead of the system using the data from your account record.

## **Trouble with PayPal when checking out.**

Select the **Cash on Delivery** payment option instead of the PayPal option. You will be able to check out without using PayPal. Your order will be placed, but it will be on hold until payment is received. You will be sent a separate PayPal invoice via email to pay. If you do not wish to pay via Paypal, you can send a check. If you do not have an email address on file, you will be contacted at the phone # on file for payment arrangements.

**NO ORDER WILL BE SHIPPED UNTIL PAID.**

## **Items show SOLD OUT when you get to check-out.**

Item availability count is decremented after an order is completed, so it may have been available when you put it in your cart, but not so when you get to checkout—someone got the last one in an order previous to yours. At check-out, you will be told of the unavailability, and **you will need to adjust the quantity or delete the item from your order in order** before check out can proceed.

Help is available for any ordering problems (other than your connectivity or computer issues) by calling 972-816-3418. Leave a message if the line is busy. It can be crazy for the first 30 minutes of the sale.