

ROBERTS GORDON[®] Infrared Heating

Roberts Gordon OrderStream System User Guide



Welcome to the Roberts Gordon OrderStream online ordering portal. The objective of this portal is to centralize and standardize the ordering, production and fulfillment of Business Cards, Literature and Manuals used by Roberts Gordon personnel. From this one site, users will have the ability to order these materials as well as choose where to have them delivered. You can also save your orders to recall at a future date.

This site is designed to be easy to use and navigate while remaining a robust solution. This user guide provides direction for logging into the site and navigating product catalogs.

Technical Support:

Help Desk Support: (Please use these contacts if the system is not working)

Email: helpdesk@chakracentral.com

Phone: 716-505-7330

Product Quality Issues:

For specific questions regarding your order, shipping questions, delivery dates, etc.

Greg Hennessey:

Email: ghennessey@chakracentral.com

Phone: 716-505-7300 ext. 211

Mailing Address:

Chakra Communications

80 W. Drullard Ave.

Lancaster, NY 14086

716-505-7300

<http://www.chakracentral.com>

Sales Rep Support:

Josh Paulfer

Email: josh.paufler@specifiedair.com

Phone: 716-551-7950

Site Access:

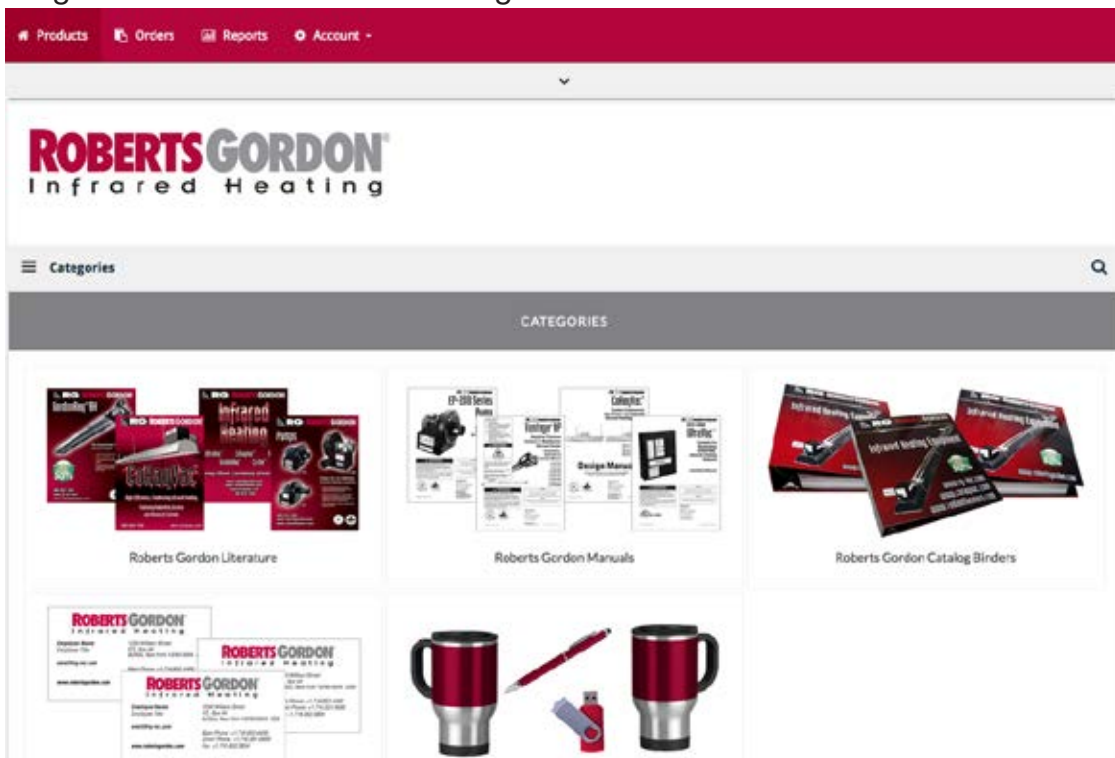
To access the Roberts Gordon OrderStream portal, go to <https://orderstream.four51ordercloud.com/RobertsGordon>

Use your assigned User Name and Password to enter the site.

Please note that after 6 login attempts, the user will be locked out of the system for 30 minutes

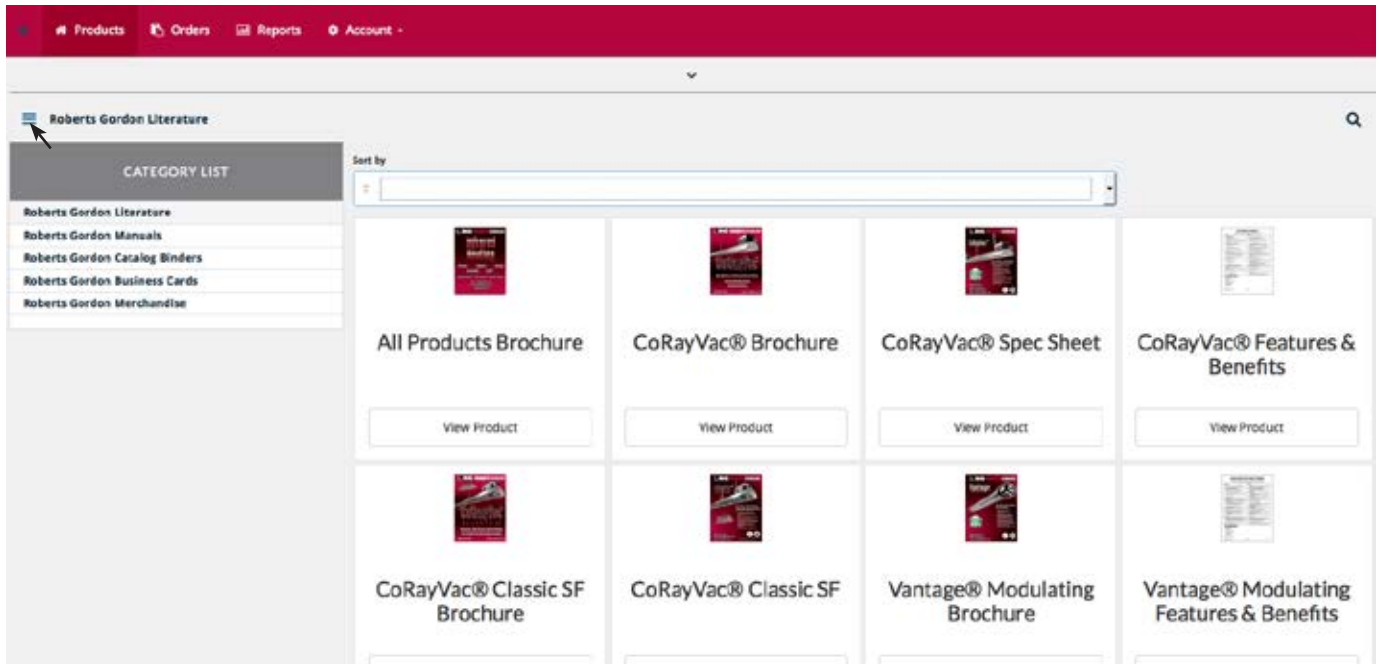


Once logged in you will be taken to the Roberts Gordon OrderStream home page, which lists the product catalogs that are available for ordering.

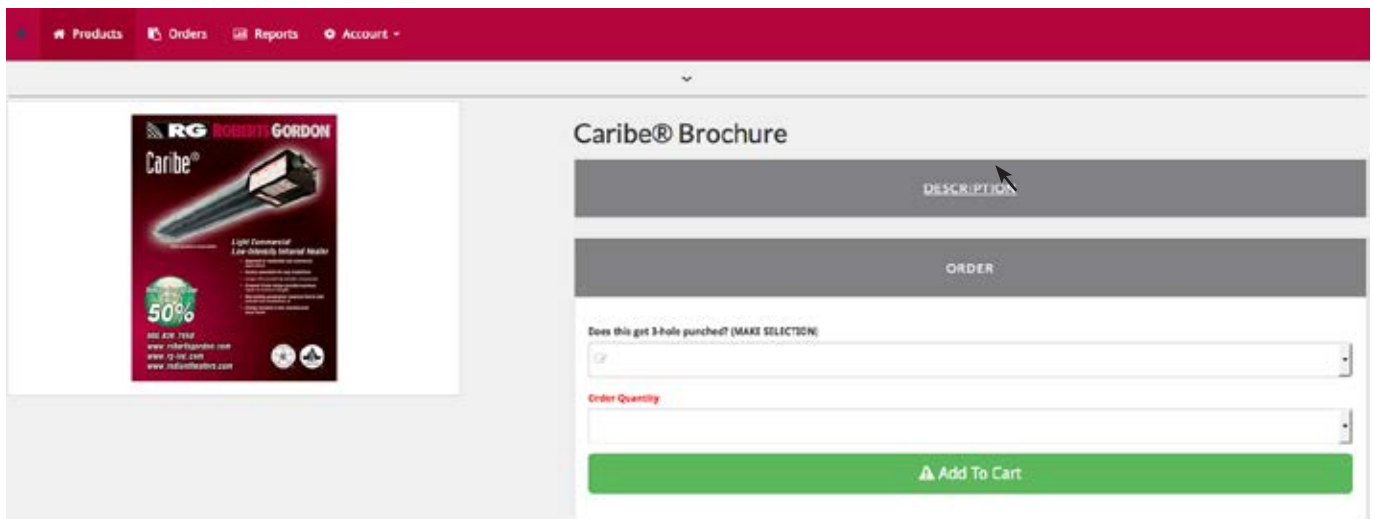


Placing Orders:

By selecting a product catalog, in this case Roberts Gordon Literature, you will access the list of products that are available within that category. You can also access a sidebar CATEGORY LIST by selecting the stacked bars icon in the upper left, above the category bar.



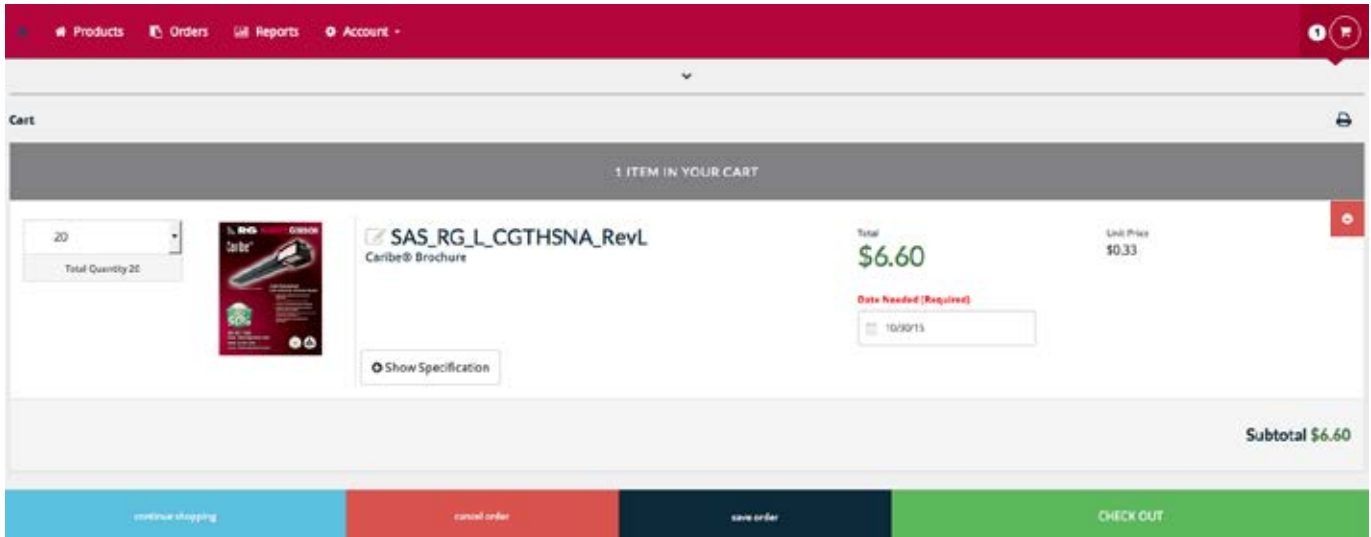
Select a specific product to access that product's page. This will give you additional information for that product as well as a larger image of the product. Select "DESCRIPTION" to open the panel with the product information and pricing schedule.



Be sure to select whether the items needs to be 3-hole punched or not.

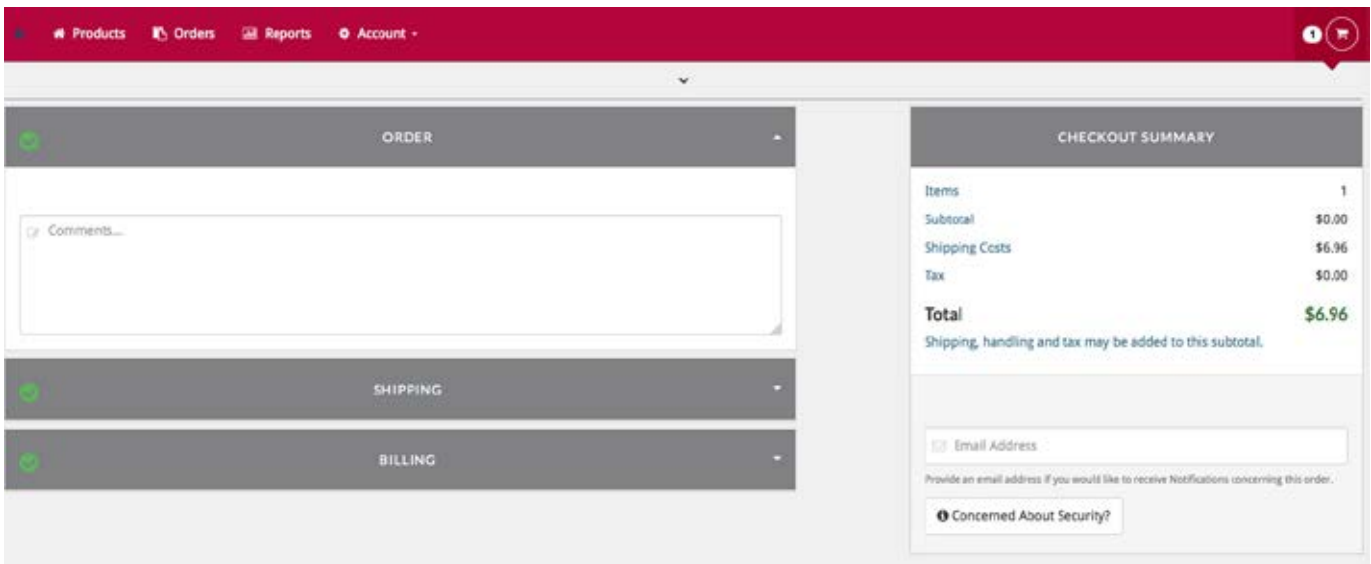
Shipping and Invoicing Information:

Once you add a product to your order you will be brought to your cart, which lists what products you have added to your order. From there you may change your order, cancel the order, continue shopping, or check out. Select the date needed (i.e.: the date you need to receive the order).



If you're ready to check out, click the check out button and you will be taken to the shipping and billing information screen. Be sure to review your order for accuracy before submitting your order.

Any special instructions concerning your order can be added in the Comments section



In the Shipping panel you may select a pre-loaded address or you may create a Shipping Address by selecting New Address. Once the Shipping Address has been selected you will be able to select your Shipping Method.

In the Billing panel you can select the Billing Address for the order.

The screenshot shows a checkout interface with a red navigation bar at the top containing 'Products', 'Orders', 'Reports', and 'Account'. Below the navigation bar, there are three main sections: 'ORDER', 'SHIPPING', and 'BILLING'. The 'SHIPPING' section is active and contains a 'New Address' button, a 'Shipping Address' dropdown menu with 'Roberts Gordon' selected, a 'Shipping Method' dropdown menu with 'UPS Ground \$6.96' selected, and a 'Shipping Location' text area with the address: Roberts Gordon, 1250 William Street, P.O. Box 44, Buffalo NY 14240-0044, 716.852.4400. To the right of the shipping section is a 'CHECKOUT SUMMARY' panel showing a table of items, subtotal, shipping costs, tax, and a total of \$6.96. Below the summary is an 'Email Address' input field and a 'Concerned About Security?' link.

Once you place your order, the order details will be sent to the email address that is linked to your user account.

The screenshot shows the 'MESSAGES' section of the user account. It features a table with columns for 'Status', 'Date', 'Subject', and 'From'. There are two messages listed, both with a status of 'Inbox' and a subject of 'Order Submitted - RG1001'. The first message is dated '04/30/15 02:26 PM' and the second is dated '04/30/15 07:15 AM'. Both messages are from 'Site Administrator'. Below the table, there is a 'Delete Selected' button and a 'COMPOSE' button.

Status	Date	Subject	From
Inbox	04/30/15 02:26 PM	Order Submitted - RG1001	Site Administrator
Inbox	04/30/15 07:15 AM	Order Submitted - RG1000	Site Administrator

The In-Store Message Center will have the order related messages that you will also receive via email. Messages sent through the Message Center will be received by the Admin User accounts that are assigned to the Roberts Gordon OrderStream store. Contact information can be found in the store in the "Account" pull-down menu, as well as on page 2 of this user guide.