

SK Sales E-Shop

Frequently Asked Questions



1. E-SHOP ACCOUNT SET UP AND MAINTENANCE

Q: How do I create an E-Shop account?

A: To register to use the **E-Shop** please click [here](#) and complete the registration form.

Q: How long will it take to process my application for an E-Shop account?

A: We aim to process all applications within 2 working days.

Q: How do I find out my login and password?

A: After completing the registration form your E-Shop number and password will be advised via email.

Q: How can I change my password?

A: Navigate to www.sksales.co.uk. Enter your E-Shop number and password in this box

A screenshot of a login form with two input fields: 'Eshop-number' and 'Password'. To the right of the 'Eshop-number' field is a shopping cart icon. Below the 'Password' field is a blue 'Ok' button.

Click on the **My Account** section and then click on **Change Password**.

You can change your password below:

A screenshot of a 'Change password' form. It has a title 'Change password' and three input fields: '* Old password', '* New password', and '* New password (again)'. Below the fields is a blue 'Send' button.

Complete the boxes with your current password and then confirm your new password and click **Send** (NB passwords are limited to 8 characters). You have now changed your password.



1. E-SHOP ACCOUNT SET UP AND MAINTENANCE (cont)

Q: What do I do if I can't login?

A: If you have problems, please email eshop@sksales.co.uk with a description of the issues you are having.

Q: What do I do if I forget my password?

A: Please email eshop@sksales.co.uk. Your password will be reset and you will receive an email detailing your new password.

Q: Where can I manage my E-Shop customer data?

A: Some of your customer data can be changed in the **My Account** section.

Q: How do I change my billing address?

A: This requires maintenance in our credit control system, so please advise these via email to eshop@sksales.co.uk.

Q: How do I change my saved delivery address?

A: Changes to your default delivery address can be made during the course of placing an order and can be retained for use on future orders.

Q: How do I change the default delivery address for all orders?

A: To do this go to the **My Account** section, click on **Contact Info** and then complete the delivery address fields and click **Send**.



Delivery address	
Name	<input type="text"/>
Address	<input type="text"/>
County	<input type="text"/>
Postal code	<input type="text"/>
Country	<input type="text"/>
<input type="button" value="Send"/>	



1. E-SHOP ACCOUNT SET UP AND MAINTENANCE (cont)

Q: How can I change the contact name shown on my E-Shop account?

A: Click on the **My Account** section and then click on **Contact Info**, add your new contact details and click **Send**.

Contact information	
* Contact person	<input type="text"/>
* Telephone	<input type="text"/>
* E-Mail	<input type="text"/>
Mobile	<input type="text"/>

2. PRODUCT SEARCHES IN E-SHOP

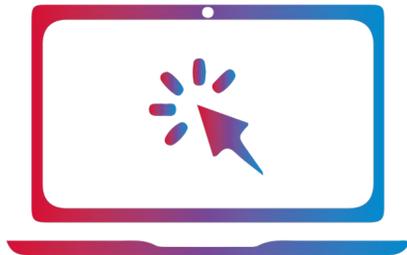
Q: What is the quickest way to search for a product in the E-Shop?

A: The quickest way is by using the SK Sales article number in the Search box at the top of the page and click **OK**.



Q: How do I search for a product in the E-Shop whilst placing an order?

A: Click **Browse in Catalogue & Add**.



Q: How do I search for a product in the E-Shop in the **Price and Stock** section?

A: Click **Browse in Catalogue**.



Q: How do I search for a product from the **Products** Menu?

A: Click on Product Category, then click on the Product Group, followed by the Item.

3. HOW TO PLACE AN ORDER

Q: How do I place an order in E-Shop?

A: Log-in to the E-Shop and click **Create new order**.

Q: Can I choose which branch to collect my order from?

A: Yes you can choose your collection point during the course of placing your order.

Q: How do I choose my products?

A: Please refer to **Product Searches** section in this guide.

Q: When will my order be delivered or available for collection?

A: The options available for delivery and collection will be shown as you create your order.

Q: Is it possible to modify my order?

A: Once the order has been placed, it may be possible to make modifications.
Please contact the SK Sales branch processing your order as quickly as possible.

Q: Where can I find my order history?

A: Your order history can be found in the **E Shop** by clicking on **Sent Orders**.



2021-09-02	30048106		CD E SHOP TEST ORDER		invoiced	View		
2021-09-02	30048156		CD E SHOP RETEST		invoiced	View		

4. ORDER FULFILLMENT



Q: What are the E-Shop delivery methods?

A: E-Shop will give you the option to either have your order delivered to you or to collect it from an SK Sales branch.

Q: What delivery charges will be applied to my order?

A: Any applicable delivery costs will be shown when you choose your products.

Q: Can I return products purchased on the E-Shop?

A: It may be possible to return products purchased via the E-Shop. Please refer to your order confirmation which will be emailed to you on receipt of your order.

Q: What is the delivery time?

A: Your anticipated delivery date will also be shown on the order confirmation.

Q: Where am I able to collect an order from?

A: Please see our website for a list of all [SK Sales locations](#).



4. PAYMENTS

Q: How can I pay for my order if I do not have a credit account with SK Sales?

A: On receipt of your order SK Sales will contact you to arrange payment.

Q: Can my E-Shop order be invoiced via my SK Sales credit account?

A: Yes you will receive an invoice in the normal way.

Q: How can I apply for an SK Sales credit account?

A: To apply for an SK Sales credit account please click [here](#) or visit our [website](#).