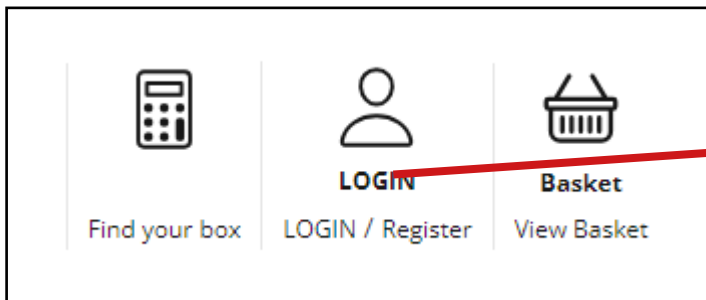


Due to security and data protection reasons, your current password on our existing website cannot be copied across.

To login to the new website please follow the steps below:

1)



Click LOGIN in the top right corner of the homepage

2)

A screenshot of the 'Registered Customers' login page. It features a heading 'Registered Customers', a sub-heading 'If you have an account, sign in with your email address.', and two input fields for 'Email *' and 'Password *'. Below the password field is a 'Show Password' checkbox. At the bottom, there is a blue 'protected by reCAPTCHA' badge, a 'Sign In' button, and a 'Forgot Your Password?' link. A red arrow points from the 'Forgot Your Password?' link to the right.

Click Forgot Your Password

3)

A screenshot of the 'Forgot Your Password?' page. It has a large heading 'Forgot Your Password?' and a sub-heading 'Please enter your email address below to receive a password reset link.'. There is an 'Email *' input field. Below it is a blue 'protected by reCAPTCHA' badge. At the bottom, there is a red asterisk '* Required Fields' and a blue 'Reset My Password' button. A red arrow points from the 'Reset My Password' button to the right.

Enter the email address you **currently** use to login to the existing Springpack Website

Click reset my password

You will be sent an email with a reset password link, once you have reset your password you can login to the new website using these credentials.

Below we have created a handy user guide for navigating the new customer portal and other features



Getting to grips with your online account from Springpack



Springpack Ltd

Woodside Point, Williamson Road,
Worcester, WR5 1SG

Contents

My Account Page.....	2
Address Book	3
My Orders Section.....	3
Order Status	3
Action.....	4
Re-Order	5
My Transactions	6
Purchased Products	7
My Favourites.....	8
Address Book.....	9
Privacy Settings	9
Policies Text	9
Cookie Policy	10
Download personal data	11
Delete Account	11
Stored Payment Options	11
Newsletter Subscriptions	11
My Back in Stock Subscriptions	11
My Saved Baskets	12
FAQ – Key Process’	12
How to change your email address	12
How to change your password.....	13
How to save a basket	14
Further Help and Guidance	17

My Account Page

When you log into your account you will see that everything has changed from your previous Springpack account.

My Account

- My Orders
- My Transactions
- Purchased Products
- My Favourites

- Address Book
- Account Information
- Privacy Settings
- Stored Payment Methods

- Newsletter Subscriptions
- Back in Stock Subscriptions
- My Saved Baskets

My Account

Account Status

Overview	Financial
Reference SPR001	Credit Limit None Set
Account Name Springpack Ltd	Current Balance £10,599.93
	This account can make purchases against purchase orders.

Account Information

Contact Information	Newsletters
Simon Rees srees@springpack.co.uk Edit Change Password	You are subscribed to "General Subscription". Edit

Address Book [Manage Addresses](#)

Default Billing Address	Default Delivery Address
Simon Rees Woodside Point Williamson Road Worcester WR5 1SG United Kingdom T: 01 527 527 302 Edit Address	Simon Rees Woodside Point Williamson Road Worcester WR5 1SG United Kingdom T: 01 527 527 302 Edit Address

Overview

My Account

Account Status

Overview

Reference SPR001
Account Name SPRINGPACK LTD

Financial

Credit Limit None Set
Current Balance £10,599.93
This account can make purchases against purchase orders.

This area contains your account reference number, account name, credit limit and current balance.

Account Information

Account Information

Contact Information

Simon Rees
srees@springpack.co.uk
[Edit](#) | [Change Password](#)

Newsletters

You are subscribed to "General Subscription".
[Edit](#)

This area contains your contact your contact information, including your name, email address and if you are subscribed to our newsletter. You can change both your email address and password from this screen. For more information on how to do this, [click here](#)

Address Book

This area shows your registered default billing address and default delivery address. You can click Edit Address to change either over.

Address Book

Default Billing Address

Simon Rees
Woodside Point
Williamson Road
Worcester
WR5 1SG

United Kingdom
T:01905 457 000

[Change Both Addresses](#)

[Add New Address](#)

Default Delivery Address

Simon Rees
Woodside Point
Williamson Road
Worcester
WR5 1SG

United Kingdom
T: 01905 457 000

My Orders Section

This area shows every order that has been placed via the account either online or via phone / email.

My Orders

Order #	Date	Ship To	Order Total	Status	Action
	22/01/2024		£3,323.40	Complete	View Order
	15/01/2024		£1,732.08	Processing	View Order
	15/01/2024		£81.65	Complete	View Order
	12/01/2024		£2,652.83	Complete	View Order
000000021	08/01/2024	Simon Rees	£233.78	Pending	View Order Reorder
	13/12/2023		£4,769.28	Complete	View Order
	23/11/2023		£3,132.00	Complete	View Order

Any PO / order numbers related to the orders can be seen under the order column, date shows when the order was placed, ship to is where the order will be sent to, order total is the costs associated.

Order Status

Pending – This shows that the order has been placed and is now pending delivery.

Processing – This shows that the order has not yet been placed.

Completed – This shows that the order has been both placed and delivered.

Action

You can quickly and easily see and PDF any order by clicking view order.

Here you will see the web order number, date it was placed and then all the relevant information included in the order. You can click Print Order. This will open the order in a separate tab and then ask how you would like to proceed with print options.

Web Order # 000000021

PENDING
8 January 2024

[Reorder](#)

[Print Order](#)

Items Ordered						
Product Name	SKU	Price	Per	Qty	Subtotal	
ROLL 50MM X 990M CLEAR TEXUS	409014	£24.72	1	Ordered: 1	£24.72	
ROLL 500MM X 100M ANTI-STATIC	124050	£34.02	1	Ordered: 5	£170.10	
					Subtotal	£194.82
					Shipping & Handling	£0.00
					VAT	£38.96
					Grand Total	£233.78

Order Information

Delivery Address

Simon Rees
Woodside Point
Williamson Road
Worcester
WR5 1SG

T: 01 527 527 302

Shipping Method

Free Shipping - Free

Billing Address







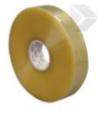



Simon Rees
Woodside Point
Williamson Road
Worcester
WR5 1SG

T: 01 527 527 302

Payment Method

Re-Order

My Basket

Item	Price	Qty	Subtotal
 ROLL 50MM X 990M CLEAR DENVA	£9.60	1	£9.60
Move to Favourites			 
 32X48" HD POLYTHENE BAGS	£3.52	1	£3.52
Move to Favourites			 
 ROLL 50MM X 990M CLEAR TEXUS	£24.72	1	£24.72
Move to Favourites			 
 ROLL 500MM X 100M ANTI-STATIC	£34.02	5	£170.10

Summary


Estimate Delivery and VAT

Enter your destination to get a shipping estimate.

Country

United Kingdom 

State/Province

Worcestershire 

Postal Code

B98 0EA

Free Shipping

Free **£0.00**

Flat Rate

Fixed **£40.00**

Subtotal £207.94

Delivery (Free Shipping - Free) £0.00

VAT £41.59

Order Total £249.52

[Proceed to Checkout](#)

If you click reorder, all the items from that order will be added to your basket, allowing you quickly and easily reorder everything you need. You can also remove items, change quantities and add items to your favourites.

My Transactions

My Transactions

[Request a copy statement.](#)

You can request a copy of any invoice below by clicking 'Copy' next to the relevant line.

Transaction Date	Type	Our Reference	Your Reference	Due Date	Debit	Credit	Amount Due	Balance	Action
23/01/2024	invoice	500687	C:VERBAL	2024-02-29	£3,323.40	£0.00	£3,323.40	£3,323.40	Copy
17/01/2024	unknown	5440	C:VERBAL	2024-02-29	£0.00	-£227.23	-£227.23	-£227.23	
16/01/2024	invoice	500145	C:VERBAL	2024-02-29	£2,652.83	£0.00	£2,652.83	£2,652.83	Copy
16/01/2024	invoice	500245	C:VERBAL	2024-02-29	£81.65	£0.00	£81.65	£81.65	Copy
29/12/2023	cash	BACS			£0.00	-	£0.00	£0.00	
						£6,779.28			
19/12/2023	invoice	499054	C	2024-01-30	£4,769.28	£0.00	£4,769.28	£4,769.28	Copy
30/11/2023	cash	BACS			£0.00	-	£0.00	£0.00	
						£8,400.58			
27/11/2023	unknown	5388	C:CALL OFF	2023-12-30	£0.00	-	£0.00	£0.00	
						£1,085.41			
24/11/2023	invoice	497457	C:CALL OFF	2023-12-30	£3,132.00	£0.00	£0.00	£0.00	Copy
15/11/2023	invoice	496776	C:VERBAL	2023-12-30	£2,283.49	£0.00	£0.00	£0.00	Copy
02/11/2023	invoice	495848	C:VERBAL	2023-12-30	£2,449.20	£0.00	£0.00	£0.00	Copy
31/10/2023	cash	BACS			£0.00	-	£0.00	£0.00	
						£3,161.48			
11/10/2023	invoice	494196	C:CALL OFF	2023-11-30	£1,085.41	£0.00	£0.00	£0.00	Copy

This area shows each line on your account and all stored information associated. You can click the copy on any line which has an invoice to send us a request for a copy invoice. This will be processed automatically and then emailed to you. The email subject will be Requested Invoice – (Invoice Number)

You can also click the request a copy statement button at the top of the page. This will also send over and processed automatically, then emailed over to you. The email subject will be Requested Statement.

Purchased Products

My Previous Products

Displaying recently invoiced products.

Items 1 to 20 of 47 total

1 2 3 >

SKU	Product Name	Orders	Quantity	Value		
401101	ROLL 50MM X 150M CLEAR E-TAPE 1	50	1764	£2,412.36	<input type="text" value="1"/>	Add to Basket
022833	24X38X32" CLEAR GUSSETED POLYTHENE SACKS	56	210996	£58,033.74	<input type="text" value="1"/>	Add to Basket
052587	ROLL 13" MD LAYFLAT TUBING	25	479	£17,833.75	<input type="text" value="1"/>	Add to Basket
301520	REEL 12MM X 2000M TENSO PR130 PP STRAPPING	17	61	£1,388.52	<input type="text" value="1"/>	Add to Basket
401190	ED2 SILENT E-TAPE DISPENSER	3	28	£218.46	<input type="text" value="1"/>	Add to Basket
409061	ROLL 50MM X 990M CLEAR DENVA PP MACHINE TAPE	25	408	£3,616.44	<input type="text" value="1"/>	Add to Basket
508006	4X5½" PG 6 RESEAL BAGS	29	273000	£2,021.78	<input type="text" value="1"/>	Add to Basket
136015	BAG FASTFIL STANDARD LOOSEFILL	9	9	£129.60	<input type="text" value="1"/>	Add to Basket
061148	385X245X328MM CALMAR INNER MK2 150 BOARD GRADE	4	2760	£1,790.00	<input type="text" value="1"/>	Add to Basket
505012	12X18" MD ECO POLYTHENE BAGS	43	813000	£30,306.99	<input type="text" value="1"/>	Add to Basket

This sections allows you to see by product, the number of orders, quantity and value of products placed. Clicking the Add to Basked button will quickly add this to your basket. You can also click on the SKU and go to the product page.

My Favourites

My Favourites

2 Item(s)



[Update Favourites](#)

[Share Favourites](#)

[Add All to Basket](#)

This area is your own section where you can store products that you routinely order or are looking to order in the future.

Update Favourites – Click this to sync your online account and update this area

Share Favourites – Click this to be given the option to share your favourites via email externally.

Add All to Basket – This will add all your favourites to your basket, ready for you to order.

Address Book

Address Book

Default Billing Address

Simon Rees
Woodside Point
Williamson Road
Worcester
WR5 1SG

United Kingdom
T: 01 527 527 302

[Change Both Addresses](#)

[Add New Address](#)

Default Delivery Address

Simon Rees
Woodside Point
Williamson Road
Worcester
WR5 1SG

United Kingdom
T: 01 527 527 302

Additional Address Entries

You have no other address entries in your address book.

[Add New Address](#)

Here houses all your saved address. Here you can simply add in new address to be used on future orders.

Privacy Settings

Privacy Settings



[Policies text](#)



[Download personal data](#)



[Delete account](#)

There are 3 new areas here.

Policies Text

Click this to read our privacy policy.

Cookie Policy

Please select and accept your Cookies Group

Essential



Necessary cookies enable core functionality of the website. Without these cookies the website can not function properly. They help to make a website usable by enabling basic functionality.

[More Information](#)

Marketing



Marketing cookies are used to track and collect visitors actions on the website. Cookies store user data and behaviour information, which allows advertising services to target more audience groups. Also more customized user experience can be provided according to collected information.

[More Information](#)

Google Analytics



A set of cookies to collect information and report about website usage statistics without personally identifying individual visitors to Google.

[More Information](#)

DONE

Here you can view and change and your privacy settings. Simply use the sliders to change your preferences.

Please select and accept your Cookies Group

Essential



Necessary cookies enable core functionality of the website. Without these cookies the website can not function properly. They help to make a website usable by enabling basic functionality.

[More Information](#)

Marketing



Marketing cookies are used to track and collect visitors actions on the website. Cookies store user data and behaviour information, which allows advertising services to target more audience groups. Also more customized user experience can be provided according to collected information.

[More Information](#)

Google Analytics



A set of cookies to collect information and report about website usage statistics without personally identifying individual visitors to Google.

[More Information](#)

DONE

Download personal data

Here you can download a copy of your personal data which we store for your account in CSV format.

You will need to insert your current password.

Delete Account

By clicking 'Agree and Submit request' button you agree that all your orders, personal data and other information associated with your account or purchases will be lost. You will not be able to regain access to your account after we approve your deletion request.

Stored Payment Options

Here you will be able to view all / any cards you have linked to your account. You can update the information and remove them.

Newsletter Subscriptions

Newsletter Subscription

Subscription option


General Subscription

Save

This section allows you to change your preference on if you would like to receive our newsletter or not. Simple add or remove the tick in the box and select save.

My Back in Stock Subscriptions

My Back in Stock Subscriptions

 There are no active subscriptions.

If a product is out of stock you will be able to place a marker. This will be stored in our system and when the stock levels return, you will be notified via email.

My Saved Baskets

My Saved Baskets

Date	Name											
06/02/2024, 11:15	#202416111459	View Cart		Delete		Restore Cart		Get shared link		Print Cart		Export CSV

If you have not created / saved any this will be empty. You can see how to save baskets by [clicking here](#).

However, if you do have saved baskets here you will be able to:

- View the products within
- Delete
- Restore all items into the cart, ready to be ordered
- Get a Shared Link – This link can be sent to others for approval, reviews comments etc
- Print Cart – Will allow you to PDF or print the cart information for use later
- Export CSV – Creates a CSV file that can be opened in excel.

FAQ – Key Process'

How to change your email address

Log into your online account and within your account information section click edit which is located under your email address.

Edit Account Information

Account Information

First Name *

Last Name *

Change Email

Change Password

Edit Account Information

Account Information

First Name *

Last Name *

Change Email

Change Password

Change Email

Email *

Current Password *

Show Password

You will now see 2 boxes appear. Within the right boxes, type in your new email address and then your **current** password and simply click save. This will log you out and you will need to log back in using your new email address.

How to change your password

Log into your online account and within your account information section click edit which is located under your email address.

Edit Account Information

Account Information

First Name *

Last Name *

Change Email

Change Password

Save

Edit Account Information

Account Information

First Name *

Last Name *

Change Email

Change Password

Change Password

Current Password *

New Password *

Password Strength: No Password

Confirm New Password *

Show Password

You will now see extra boxes appear on the right side. Enter in your new password and then again to confirm your new password. You can click the show password box, which will reveal it to you. Now click SAVE. You will be logged out and will need to log back in again, using your new credentials.

How to save a basket

You will need to be logged into your online account and have product added to your basket.

Within the top navigation bar, you will see view basket.

My Basket		Close
	ROLL 500MM X 100M ANTI-STATIC	
Qty: < 5 >	£34.02	
	32X48" HD POLYTHENE BAGS	
Qty: < 1 >	£3.52	

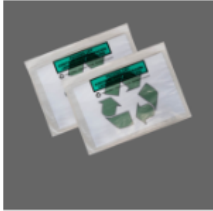





Basket Subtotal: £173.62

[View and edit basket](#)

[Go to Checkout](#)

This will open a simple panel, where you will see everything within your basket. Simply click view and edit basket.

My Basket

Item	Price	Qty	Subtotal
 32X48" HD POLYTHENE BAGS	£3.52	<input type="text" value="1"/>	£3.52
Move to Favourites			 
 ROLL 500MM X 100M ANTI-STATIC	£34.02	<input type="text" value="5"/>	£170.10
Move to Favourites			 

Update Shopping Basket

Save Shopping Basket

[Apply Discount Code](#) 

This will show your basket with more details. To save this group of products for later or to share to others click Save Shopping Basket.

Save Cart

Cart Name

Save Cart

Close

You will be prompted to give it a name, then select save cart.

Further Help and Guidance

If you require further help and guidance please do not hesitate to contact:

marketing@spingpack.co.uk

or give us a call on 01905 457 000