

## Online Shop User Guide

# #makeityours

### **Step 1**

Customer chooses products from approved pdf brochures – see download section.

Customer provides details on club name required under university logo on left breast

Customer decides on club name to be printed on back

Customer supplies any additional embroidered & printed logos in required format if required

Customer confirms if personalisation is required

Customer confirms all contact details – mobile number, email

Customer confirms garment colours

Customer confirms customisation colours

Customer agrees new prices quoted if additional sponsors are required

### **Step 2**

ADM build online shop within 7 days

Customer checks over site & confirms

Customer confirms 1<sup>st</sup> opening & closing period (suggested period 1 -2 weeks)

\*Shops can be opened as often as required over a year

### **Step 3**

ADM opens online shop for set period

Customer shares online shop link via email & social media to all members

Customer informs members of how shop works

- Delivery 2-4 weeks after shop closing date
- No orders can be accepted if not placed by closing date
- Orders delivered to Sport Liverpool office
- Orders handed out by main customer contact to members

**Step 4**

ADM close shop & process orders on date specified

ADM notifies members of any shortages within 7 days

ADM confirm expected delivery date to members within 7 days

**Step 5**

ADM dispatch order

Text message sent to customer confirming dispatch

**Step 6**

Customer receives orders at agreed postal address

Customer distributes orders to members

Happy customer & members who provide testimonial & images for ADM to use via social media.

**Please note:**

“Customer” is referred to as the lead member of the club/society/organisation that is tasked with its merchandise requirements

“Members” refers to individuals that order via the ADM online shop that has been created for a particular club/society or organisation.

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