

REGISTRATION PROCEDURE EXAMPLE

1. Go to our website <http://www.frantoio-bo.it> with your browser (Microsoft Internet Explorer is the best)
2. Click in the middle of the image
3. Select your language by clicking the appropriate flags on the top-right of the page
4. Click on the button named "CREATE NEW CUSTOMER ACCOUNT" or in German "TRAGEN SIE SICH EIN!"

New Customer registration			
First Name *		Last Name *	
Address *			
Town *		District	
Post code *		Country *	Enabled countries ▾
Phone number *		Mobile number	
Fax number		Email *	
Login code *			
I agree with the Italian Privacy Act. [Show it - italian version]			
[In order to register you must agree] <input checked="" type="radio"/> Yes <input type="radio"/> No			
Reserved company fields			
Company name			
Tax firm Id		Vat Id	
Show help me			
<input type="button" value="Please Confirm !"/>			

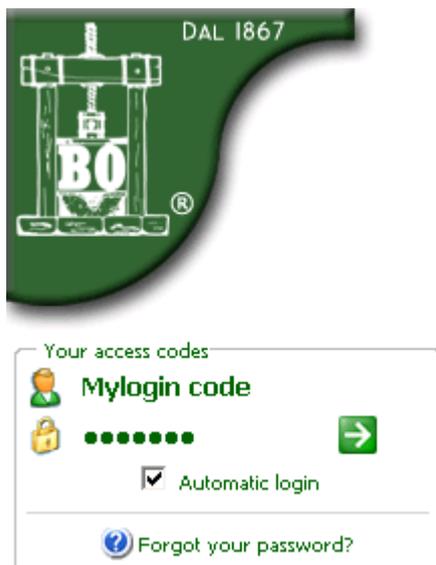
- 5.
6. Fill all the fields marked with *. Remember that the "Login code" is a fantasy name that you will use as login. (ie: "Myname2008"). If you have a mobile phone please insert your number.
7. If the Login Code is already taken please provide a new one (ie: adding some numbers at the end - "Mark" ALREADY TAKEN - "Mark0608" IS OK)
8. Click "CONFIRM"
9. Re-check your information and confirm again. You will receive an email in 24 hours with your access data.

LOGIN PROCEDURE EXAMPLE - PASSWORD RETRIVAL HELP

1. After received the email with the access codes you have to write your login code & password in the appropriate fields (see point 2 below) and push the green button.
 - a. NOTE: Remember that "A" differs from "a" and "0" differs from "O" !
 - b. You could also click the special link included in the email.



In this way a browser window will be opened with the access codes already written. Then push the GREEN BUTTON.



- 2.
3. You will receive this message "Access granted! Login operation completed"
4. If you have not yet received your access codes by mail after 24 hours or if you lose the login/password click the special link "FORGOT YOUR PASSWORD?" (see the above picture)
5. You will be prompted to insert the email used during the registration. After pushing the grey button you will receive a new confirmation email with your access codes in your mailbox.

ORDER PROCEDURE EXAMPLE

1. After logging-in you will see at the left side of the page a control panel like shown in the picture below:

Good afternoon

CONTROL PANEL

- Show my cart
- Edit my account
- Customize Web Site
- Change Password
- My orders
- Logout

2.

3. Go to the product page clicking in the menu "SHOW PRODUCTS"



4.

5. Then select the product you wish to purchase, adding it to the basket.



6.

7. You could also use the quick link "Add to my cart" to perform the same operation

8. After you will see a page like this

Your shopping cart				
Step 1/4				
Article	Price per unit	Qty	Price	Cancel
Bottiglia 0,75 lt. Olio extravergine "Le due Baie"	€ 11.50	1	€ 11.50	X
Total Product Value			€ 11.50	
Web discount			0 %	
Total Product Value (with discount)			€ 11.50	
<input checked="" type="radio"/> Standard Shipping * <input type="radio"/> Express Shipping **			Shipping & Handling Costs	€ 23.00
			TOTAL AMOUNT PAYABLE	€ 34.50

* Delivery all over Italy and abroad are guaranteed in 4-6 working days
 ** Delivery all over Italy guaranteed in 24-36h, abroad in 24-48h

Shipping address

First Name *	<input type="text"/>	Last Name*	<input type="text"/>
Address *	<input type="text"/>	Zip Code *	<input type="text"/>
Town *	<input type="text"/>	District *	<input type="text"/>
Deliver at (i.e. Company name, etc.)	<input type="text"/>	Country	<input type="text" value="Germania / Germany"/>
Phone number *	<input type="text"/>	Mobile number	<input type="text"/>

* these fields must be filled.

9.

- a. If you would like to buy for more pieces please UPDATE the quantity and then push the button "UPDATE"
- b. You could change the shipping method (STANDARD/EXPRESS). NOTE: Sometimes EXPRESS is cheaper than STANDARD.
- c. If you would like to send the box in another place/country you have to change the desired fields. If applicable the shipping prices are automatically updated.
- d. If you would like to add other products click "SELECT OTHER PRODUCTS" and repeat the procedure at point 5.

10.

Click NEXT STEP. You will see a page like this.

Method of payment	
Step 2/4	
<input type="radio"/> 	<h3>Cash on delivery</h3> <p>This option is available only for deliveries to Italy and for orders the amount of which is inferior to € 200,-.</p>
<input type="radio"/> 	<h3>Credit transfer</h3> <p>We invite you to make a note of our bank coordinates</p> <p>IBAN: IT53 E061 7532 2300 0000 0820 820 - BIC/SWIFT: CRGEITGG143 Banca Carige Spa. - Filiale di Sestri Levante Genova</p> <p>Before sending the selected products we will wait for the payment to be confirmed by our bank.</p> <p><u>NOTE: Please inform your bank to send a STP (Straight Through Processing) transactions with IBAN+BIC+"OUR fees" (Charges are borne by the remitter - You bear all charges of the payment)</u></p>
<input checked="" type="radio"/> 	<h3>Credit Card</h3> <p>By choosing this option, you will be able to decide whether transmitting your credit card details by fax, email, phone or contextually with the order.</p>
<input type="radio"/> 	<h3>Paypal</h3> <p>Save your time. Safe payment with paypal. Pay without revealing your personal information.</p> <p>You will be redirected to safe server https://www.paypal.com. There you will be able to anonymously complete the payment with credit card or, if you have already registered for a paypal account, you can log in and use your paypal credit. <u>You will be able to go back at any time and change the form of payment.</u> By choosing this option Paypal will charge transactions fees on the total amount previously shown. (Click here to view the fixed charge)</p>
<p style="text-align: center;"> <input type="button" value=".: Back :."/> <input type="button" value=".: Confirm Payment :."/> </p>	

11.
12.

- Then select your payment and click CONFIRM.
- With credit card/paypal, the deliver is immediate. You could also choose to send the details with the order or leaving the fields blank and send the info after.
 - With credit transfer we will wait the confirmed payment by our bank (usually delay: 4-7 business days). Please inform your bank to send a STP (Straight Through Processing) transactions with IBAN+BIC+"OUR fees" (Charges are borne by the remitter - You bear all charges of the payment).
 - If you have a Paypal account please prepare your account information (Paypal login+password) at the and of the 4° step.

Wait to be redirected to Paypal website and wait the OK message after the Paypal procedure.

13. Confirm the next two step and wait for the OK message.