

# Using the Store

[www.ulverscroft.com/store](http://www.ulverscroft.com/store)



ULVERSCROFT

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1.0

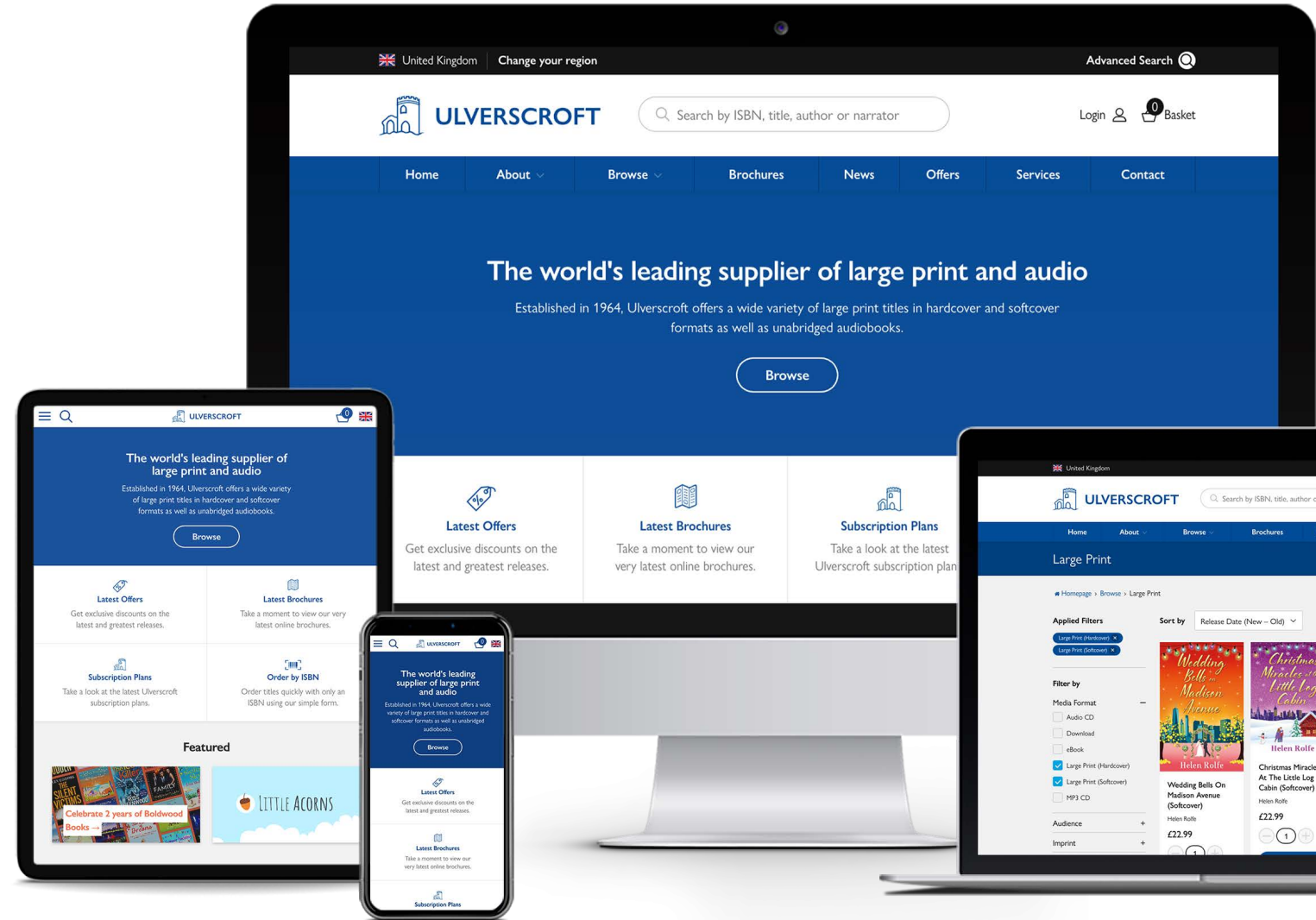
# Getting started

## 1.1

# Designed with you in mind

The new Ulverscroft website has been designed to work responsively across different devices, including desktop, laptop, tablet and mobile. We recommend using a desktop or laptop for the best user experience.

Please note this guide focusses on the desktop user experience so the featured imagery may differ from what you see if you use a different device.



## 1.2

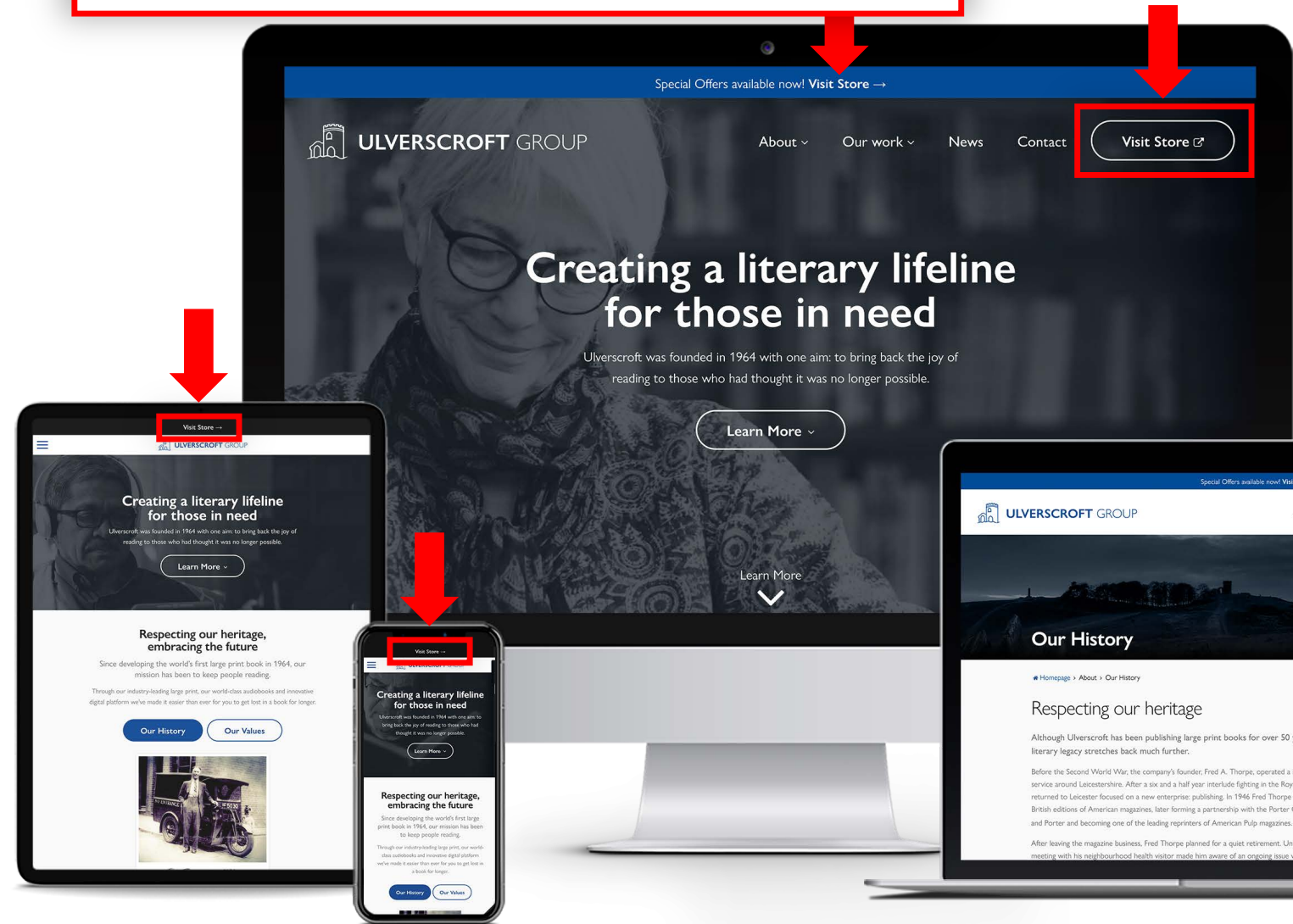
# Visiting the Store

When viewing [www.ulverscroft.com](http://www.ulverscroft.com) you will first be directed to our corporate website.

To reach our library store site click the button **Visit Store** button. Our corporate website is separate from the Store website.

You can skip this step in future by simply visiting [www.ulverscroft.com/store](http://www.ulverscroft.com/store).

Links to **Visit Store** can be found at the top of our new Corporate website.  
The Store is a separate website.



## 1.2

# Accepting cookies

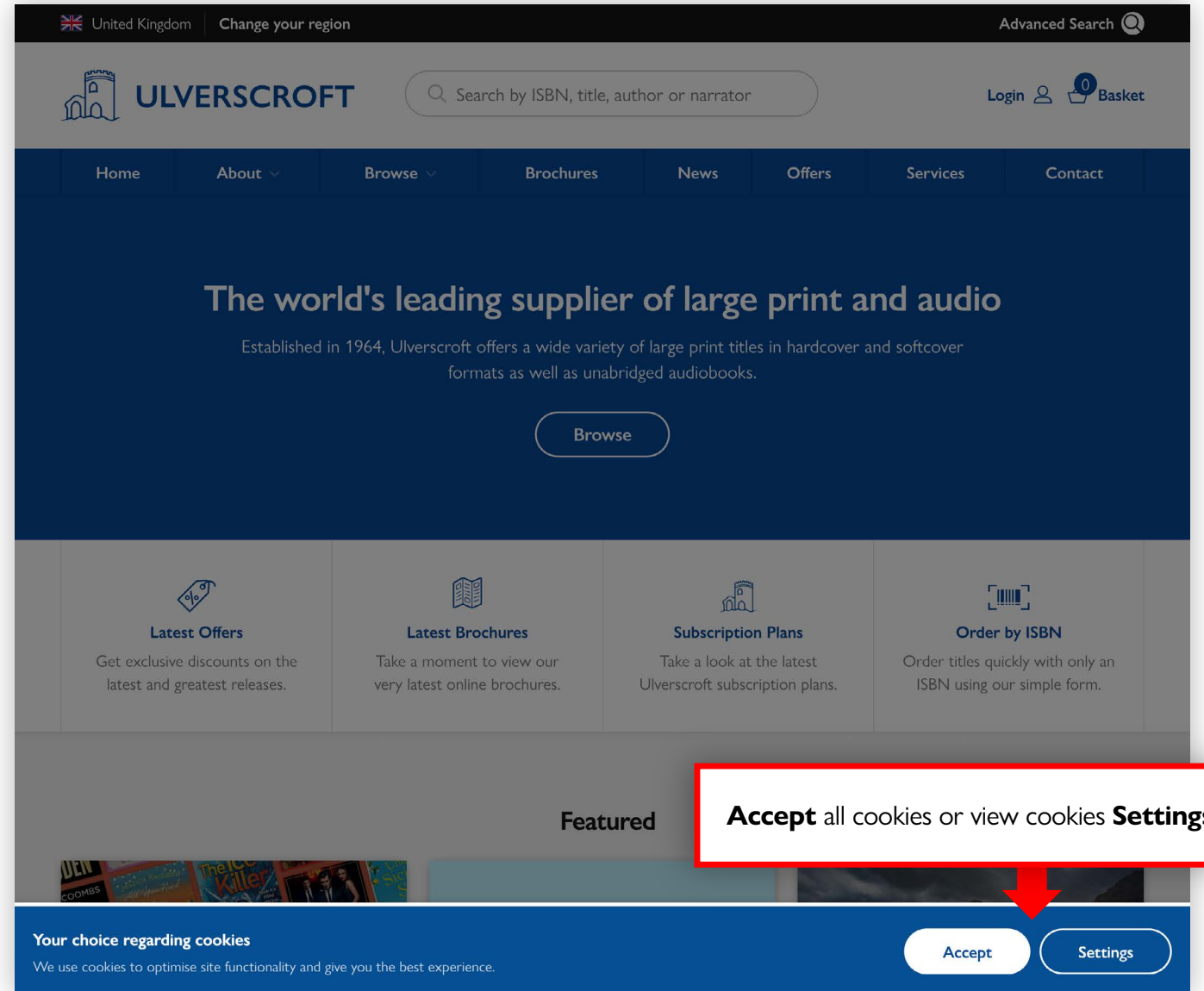
On your first visit to the store, you will be prompted to accept website cookies by a banner in the footer.

Some cookies are essential to the running of the website (allowing us to capture basket information when you place an order for example), whereas some cookies are optional. You will need to allow essential cookies but may opt out of any additional cookies the website uses for marketing purposes.

For more detailed information regarding our use of cookies, please visit

[www.ulverscroft.com/store/privacy](http://www.ulverscroft.com/store/privacy)

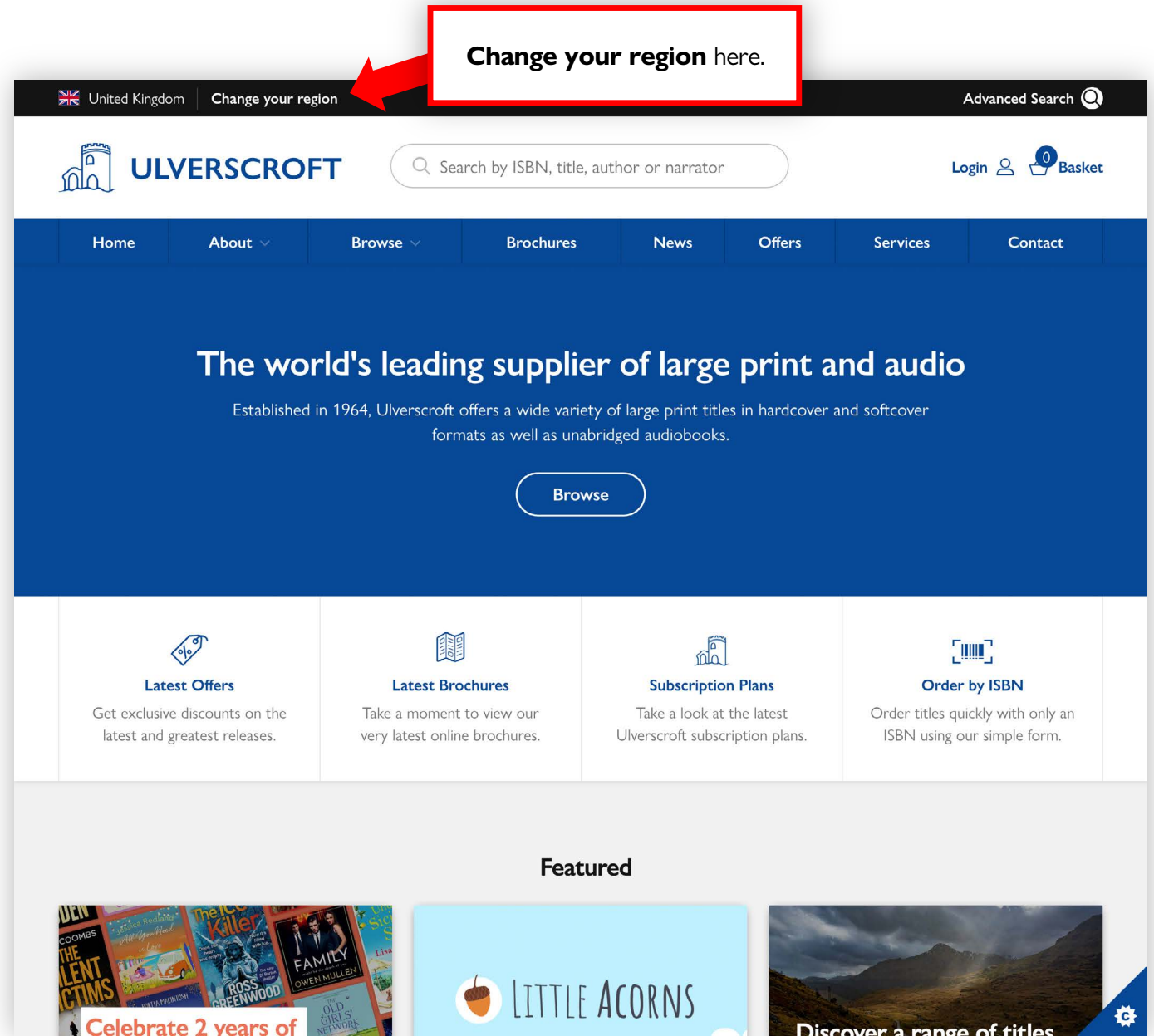
Ulverscroft Ltd Using the Store



## 1.3

# Changing your region

Our website automatically detects your region based on your location but if you need to change your region you can do so by clicking **Change your region** which is located at the top of the page (only when logged out).



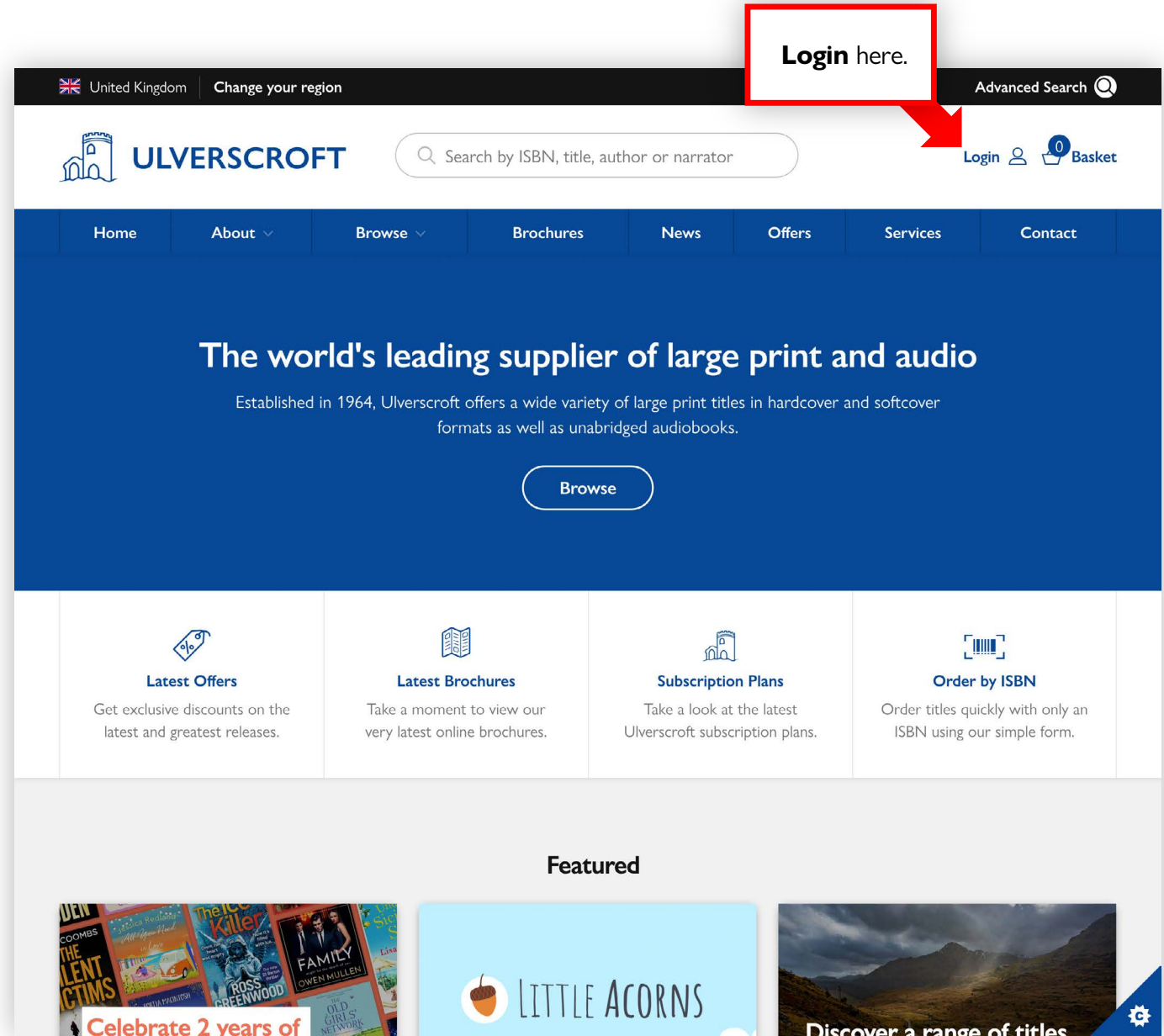


## 1.4

# Logging in

To login to the Ulverscroft website you must first click **Login** which is located next to the **Basket** function in the top right-hand side of the screen.

You will then be directed to enter your **Username** and **Password**. Please note, you will be unable to access our **Brochures** and **Offers** pages as well as title information screens until you are logged in.





2.0

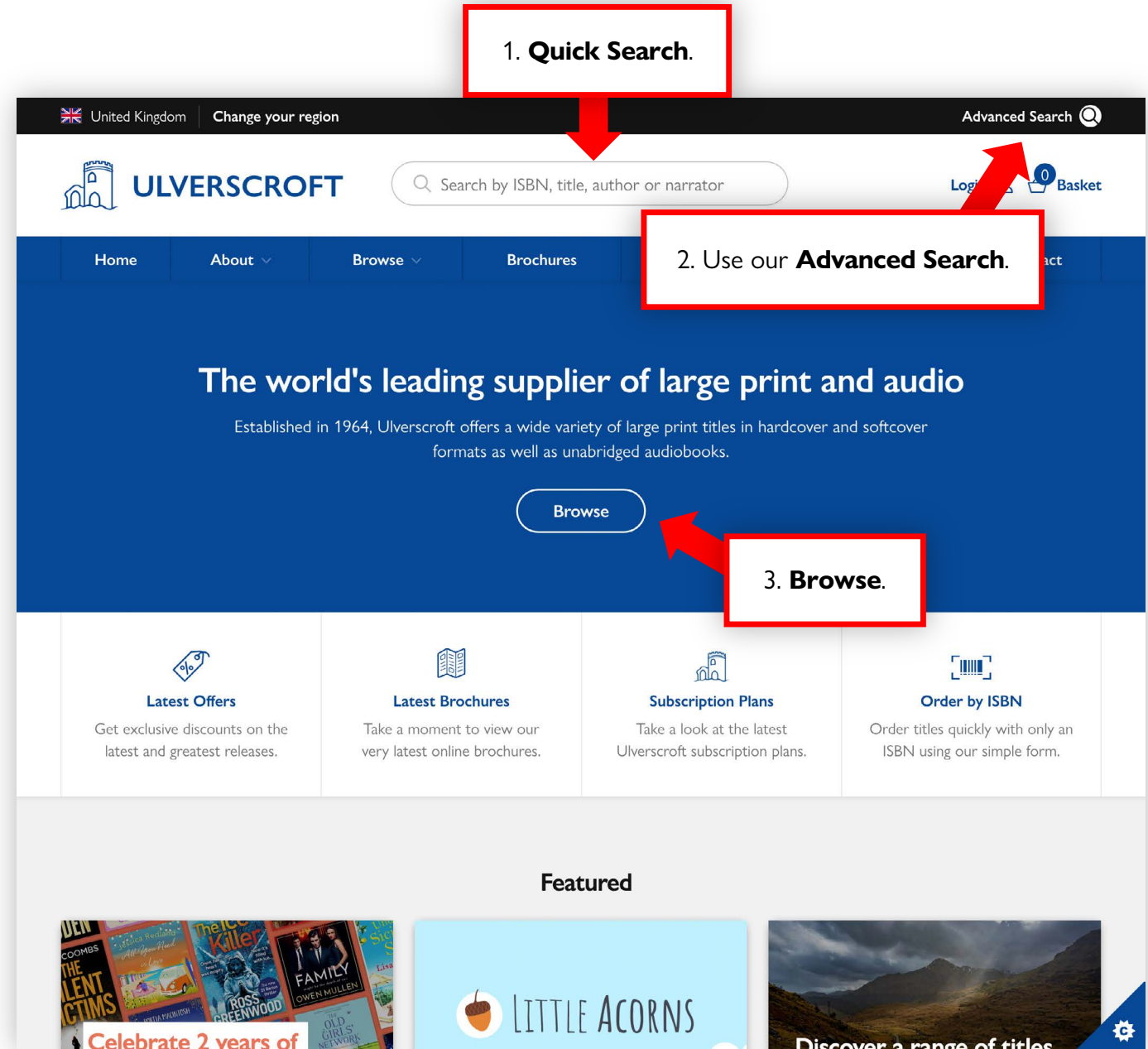
# Searching

## 2.1

# How to search the website

You have several different ways to search the Ulverscroft website:

1. Our **Quick Search** function is located to the right of the Ulverscroft logo. This can be used by entering an ISBN, title, author, or narrator and clicking the magnifying glass icon to complete your search.
2. Our **Advanced Search** function is in the top right-hand corner. Upon clicking the hyperlink, you will be directed to the **Advanced Search** page.
3. You can reach our filterable **Browse** page by clicking the **Browse** button which is found in the centre of the page or by selecting your desired format from the **Browse** drop-down menu.



## 2.2

# How to use Quick Search

Fill in your search term in the top header, press enter or the magnifying glass icon and you will be directed to a filterable page based upon your terms.

From here you can find your desired title by scrolling and clicking on the title or by using the filters on the left-hand side of the screen to narrow the search results.

Please note, you will need to be logged in to access the title's information screen. You can also add titles to the basket from the search results page as shown opposite (if you are logged in).

Ulverscroft Ltd Using the Store

Quick Search by ISBN, title, author or narrator.

The screenshot shows the Ulverscroft website's search results for 'James Patterson'. The page has a dark blue header with the Ulverscroft logo and a search bar containing 'james patterson'. Below the header is a navigation bar with links: Home, About, Browse, Brochures, News, Offers, Services, and Contact. The main content area is titled 'Search Results' and shows a blue banner stating 'Your search for 'james patterson' returned 66 titles.' Below this, there are filters on the left, a 'Sort by' dropdown set to 'Release Date (New - Old)', and a grid of book results. The first result is 'NYPD Red 3 (Audio CD)' by James Patterson/Marshall Karp, priced at £44.99. The second is 'Murder House (Audio CD)' by James Patterson/David Ellis, priced at £56.99. The third is 'Private Sydney (Audio CD)' by James Patterson/Kathryn Fox, priced at £40.99. The fourth is 'Cross Justice (Audio CD)' by James Patterson, priced at £50.99. Each result has an 'Add to Basket' button. A red arrow points from the 'Quick Search' text to the search bar. Another red arrow points from the 'Click on a title for more information.' text to the 'NYPD Red 3' book cover. A third red arrow points from the 'Add the title to your basket (only when logged in)' text to the 'Add to Basket' button for 'NYPD Red 3'. A fourth red arrow points from the 'Filter results as required.' text to the 'Apply' button in the filter section.

United Kingdom

Advanced Search

ULVERSCROFT

Search: james patterson

My Account Basket Logout

Home About Browse Brochures News Offers Services Contact

Search Results

Homepage > Browse > Search Results

Your search for 'james patterson' returned 66 titles.

Applied Filters: Audio CD

Sort by: Release Date (New - Old)

Filter by:

- Media Format +
- Audience +
- Imprint +
- Type +
- Genre +
- Date Published +

Clear Apply

Click on a title for more information.

Add the title to your basket (only when logged in)

Filter results as required.

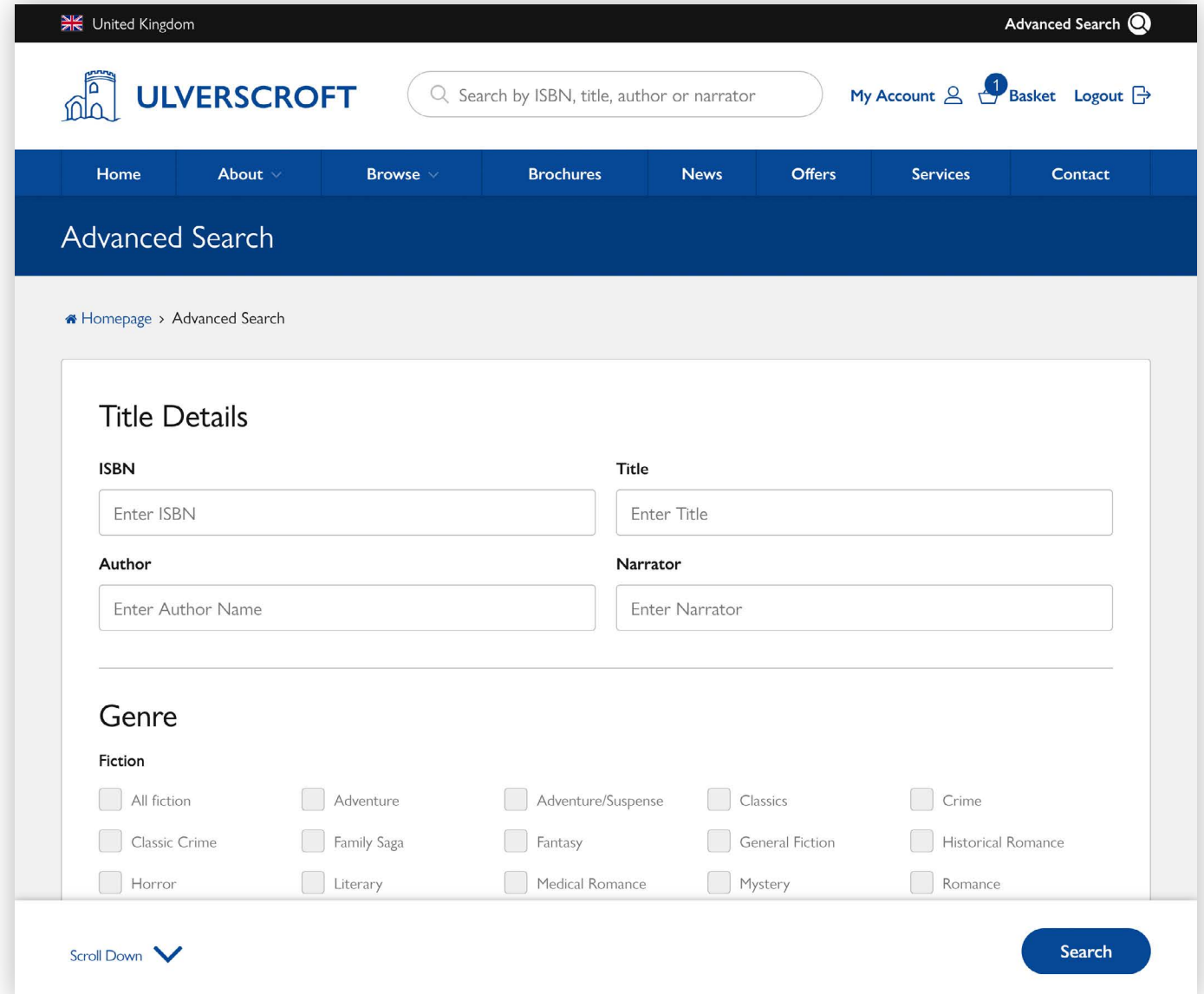
Title	Author	Price	Add to Basket
NYPD Red 3 (Audio CD)	James Patterson/Marshall Karp	£44.99	Add to Basket
Murder House (Audio CD)	James Patterson/David Ellis	£56.99	Add to Basket
Private Sydney (Audio CD)	James Patterson/Kathryn Fox	£40.99	Add to Basket
Cross Justice (Audio CD)	James Patterson	£50.99	Add to Basket

## 2.3

# How to use Advanced Search

From the **Advanced Search** screen, you can add specific title details or select genres, imprints, media and/or a date of a publication range. Be sure to scroll down to view all available fields.

Once fulfilled, click **Search** in the bottom right of the screen to be directed to a filterable screen based upon your terms. Please note, you will need to be logged in to access the title's information screen.



The screenshot shows the Ulverscroft website's Advanced Search interface. At the top, there's a navigation bar with the Ulverscroft logo, a search bar, and links for My Account, Basket (with 1 item), and Logout. Below this is a dark blue header with navigation links: Home, About, Browse, Brochures, News, Offers, Services, and Contact. The main section is titled 'Advanced Search' and includes a breadcrumb trail: Homepage > Advanced Search. The search form is divided into two main sections: 'Title Details' and 'Genre'. The 'Title Details' section has four input fields: ISBN, Title, Author, and Narrator. The 'Genre' section is titled 'Fiction' and contains a grid of 15 checkboxes for various genres: All fiction, Adventure, Adventure/Suspense, Classics, Crime, Classic Crime, Family Saga, Fantasy, General Fiction, Historical Romance, Horror, Literary, Medical Romance, Mystery, and Romance. At the bottom of the form, there is a 'Scroll Down' link with a downward arrow and a prominent blue 'Search' button.

United Kingdom

Advanced Search

ULVERSCROFT

Search by ISBN, title, author or narrator

My Account

1 Basket

Logout

Home About Browse Brochures News Offers Services Contact

Advanced Search

Homepage > Advanced Search

Title Details

ISBN

Enter ISBN

Title

Enter Title

Author

Enter Author Name

Narrator

Enter Narrator

Genre

Fiction

☐ All fiction ☐ Adventure ☐ Adventure/Suspense ☐ Classics ☐ Crime

☐ Classic Crime ☐ Family Saga ☐ Fantasy ☐ General Fiction ☐ Historical Romance

☐ Horror ☐ Literary ☐ Medical Romance ☐ Mystery ☐ Romance

Scroll Down

Search

## 2.4

# How to use the Browse page

By clicking the **Browse** button (either on the homepage or from the main website menu), you will be directed to a filterable **Browse** screen.

From here you can select your desired search filters on the left hand side. Click **Apply** to activate your filters or **Clear** to remove all selected filters.

By selecting the format from the **Browse** drop-down you will find a list of all available **Large Print Books**, all **Audiobooks**, and all **Digital titles**.

The screenshot shows the Ulverscroft website's 'Browse' page. A red box at the top highlights the 'Browse' link in the main navigation menu, with the text 'Browse from the main website menu.' and a red arrow pointing to the link. On the left, the 'Applied Filters' section shows 'Little Acorns' and 'Audio CD' selected. Below this, a 'Filter by' section lists various criteria like Media Format, Audience, Imprint, Type, Genre, and Date Published, each with a plus sign. At the bottom of this section, a red arrow points to the 'Apply' button, with a red box containing the text 'Filter results as required.' The main content area displays a grid of book covers with their titles, authors, and prices. Each item has a 'Pre-order' button and a quantity selector (minus, 1, plus). The books shown are 'Little Polar Bear Rescue', 'My Friend The Octopus', 'The Boy With The Butterfly Mind', and 'The Nightsilver Promise'. The top of the page features a search bar, a 'My Account' link, a 'Basket' with a count of 1, and a 'Logout' link. The bottom right corner has a gear icon for settings.

**Browse** from the main website menu.

Filter results as required.

3.0

# How to order



### 3.1

## Specifying quantity, fund code and branch code(s)

Once you've located the title you require simply fill in the **Line Reference**, **Fund Code** and select the **Branch Code** and **Quantity**.

If you'd like to order copies of the title to a different branch you can do so by clicking Add Branch Code and adding the Quantity. If title is a digital eAudiobook, you can also select the Purchasing Model. Once this is done click **Add To Basket** or **Pre-order** if the title is a future release.

*Please note: Some regions may not include an option to specify branch or fund codes. You may simply be asked for a quantity. Please complete the fields according to your region's requirements.*

*Also, a message will show under the title's price on this page if this title has been previously ordered. This message also displays on the listing page in List View (see slide 6.1).*

Homepage > Browse > Large Print > The Other Girlfriend

Releases on 28th July, 2022

### The Other Girlfriend (Softcover)

Alex Stone

£22.99

Previously ordered on 30th June, 2022

She loves him... Lizzie Green once loved Tom Murphy with a passion that bordered on obsession. All she wanted was his love to be returned. Then one night something terrible happened and Tom left Lizzie. She swore she would never let him hurt her again... She l...

Order Now

Line Reference

e.g Order 0001

Fund Code\*

Please select

Branch Code\*

Please select

Quantity\*

1

Add Branch

Pre-order

A message will show here if this title has been previously ordered.

Specify Line Reference, Fund Code, Branch Code and Quantity as required. Additional branches can be added by clicking **Add Branch**.

Click **Add To Basket** or **Pre-order** (if the title is a future release).

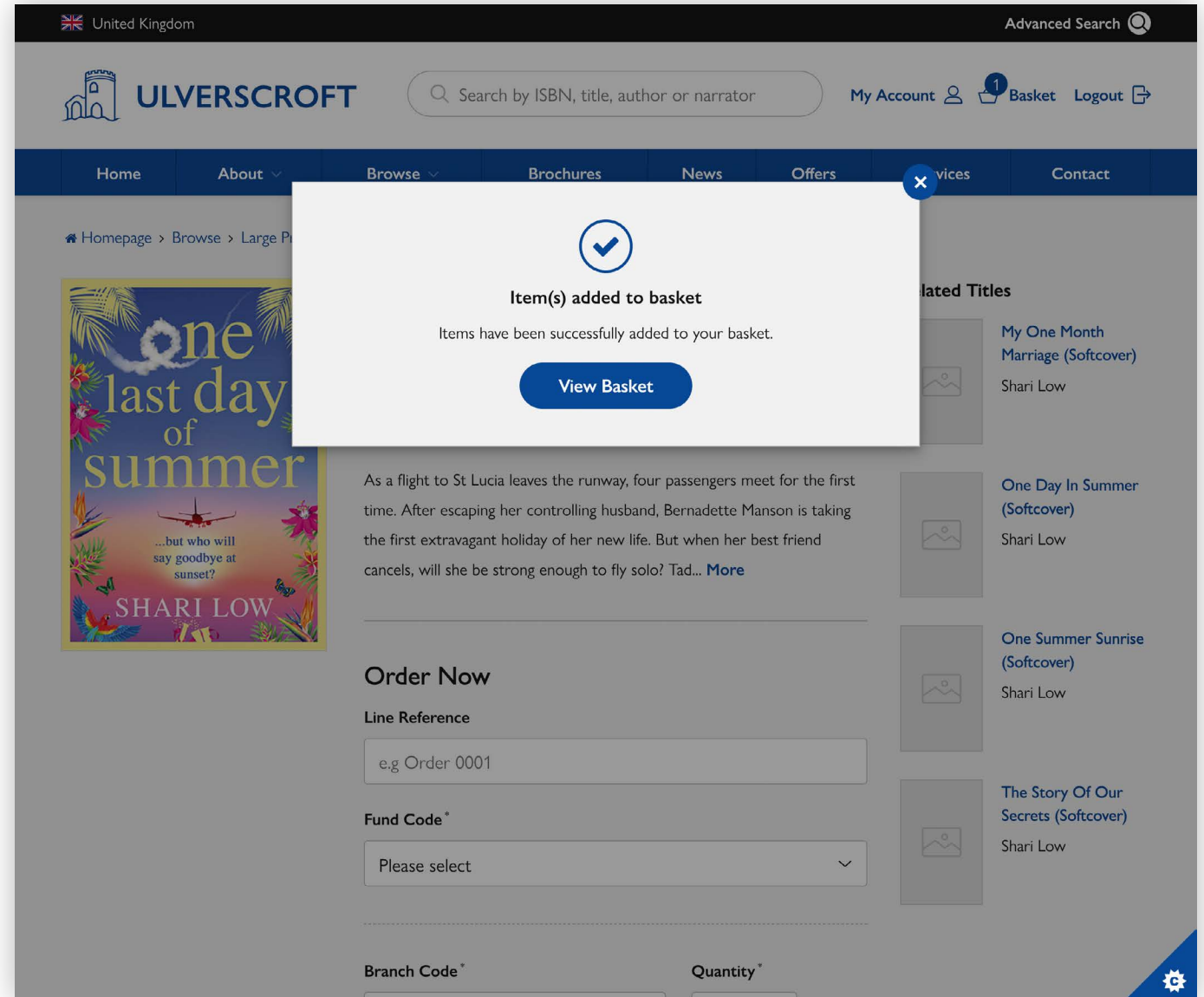


## 3.2

# Viewing your basket

Once the title has been added to your basket you will receive a notification that it has been successfully added.

Click the **View Basket** within the pop up to see your purchasing collection in greater detail.



3.3

# Updating your basket


From the **Basket** page you can see all your **Selected Titles** and the purchase information you filled in previously.

Please ensure all information is correct. You can amend the **Line Reference**, **Fund Code**, **Branch Code** and **Quantity** at this stage.




You can remove titles by by clicking **Remove Item** under the title details or by clicking the **X** located to the right of the price (on larger screens only). You can also empty your basket completely by clicking **Clear**. If you are happy with all purchases, click **Checkout**.

United Kingdom

Advanced Search

 **ULVERSCROFT**

Search by ISBN, title, author or narrator

My Account   Basket [Logout](#) 

Home

About

Browse

Brochures

News

Offers



Services

Contact

Basket

Homepage > Basket

Your basket items

Items	Line Reference	Fund Code	Branch Code	Quantity	Total
 <div><div>One Last Day Of Summer (Softcover)</div><div>Shari Low</div><div>9781800487437</div><div>£22.99</div><div> Remove Item</div></div>	LP Q3 2022	AV_SPW	AME	1	£22.99
Subtotal					£22.99
Total					£22.99

Update

Clear

Checkout

## 3.4 Checkout explained

During checkout, you will reach the following pages:

The screenshot shows the 'Checkout' page with a breadcrumb trail: 'Homepage > Checkout > Your details'. A progress bar at the top indicates four steps: 'Your details' (active), 'Delivery', 'Review', and 'Complete'. Below the progress bar, the 'Order details' section contains four input fields: 'Full Name\*', 'Email Address\*', 'Phone', and 'PO Number\*'. At the bottom, there are 'Back' and 'Continue' buttons.

**(1) Order Details** – you are required to add a **Full Name**, an **Email Address** and a **PO Number**.

The screenshot shows the 'Checkout' page with a breadcrumb trail: 'Homepage > Checkout > Delivery'. The progress bar shows 'Delivery' as the active step. The 'Your address details' section is divided into two columns: 'BILLING ADDRESS' and 'DELIVERY ADDRESS'. Each column has input fields for 'Full Name\*', 'Address Line 1\*', and 'Address Line 2'. A checkbox labeled 'Same as billing address' is located between the two columns. At the bottom, there are 'Back' and 'Continue' buttons.

**(2) Delivery** – you are required to add a **Billing Address** and a **Delivery Address**. If your delivery address is the same as the billing, there is a tick box to carry the information over so you only have to enter it once. Be sure to scroll down to view the entire page contents. From this screen you can also add any special delivery requirements.

The screenshot shows the 'Checkout' page with a breadcrumb trail: 'Homepage > Checkout > Review your order'. The progress bar shows 'Review' as the active step. The 'Order details' section displays three columns of information: 'PO NUMBER' (12345), 'CONTACT DETAILS' (Piotr Borowski, l.carter@ulverscroft.co.uk, T: 01162003000), 'BILLING ADDRESS' (Piotr Borowski, 1 Green, Bradgate Road, Anstey, LE7 7FU, United Kingdom), and 'DELIVERY ADDRESS' (Lisa Carter, 1 Green, Bradgate Road, Anstey, LE7 7FU, United Kingdom). Each column has an 'Edit' link. At the bottom, there are 'Back', 'Save', and 'Place your order' buttons.

**(3) Review** – here you can review and edit the order details and apply a voucher code. You must accept our terms and conditions and privacy policy before going further with the order. To save your basket for later click the **Save** button – you can then approve the order from the **My Account** screen. To purchase the titles, click the **Place Your Order** button.

4.0

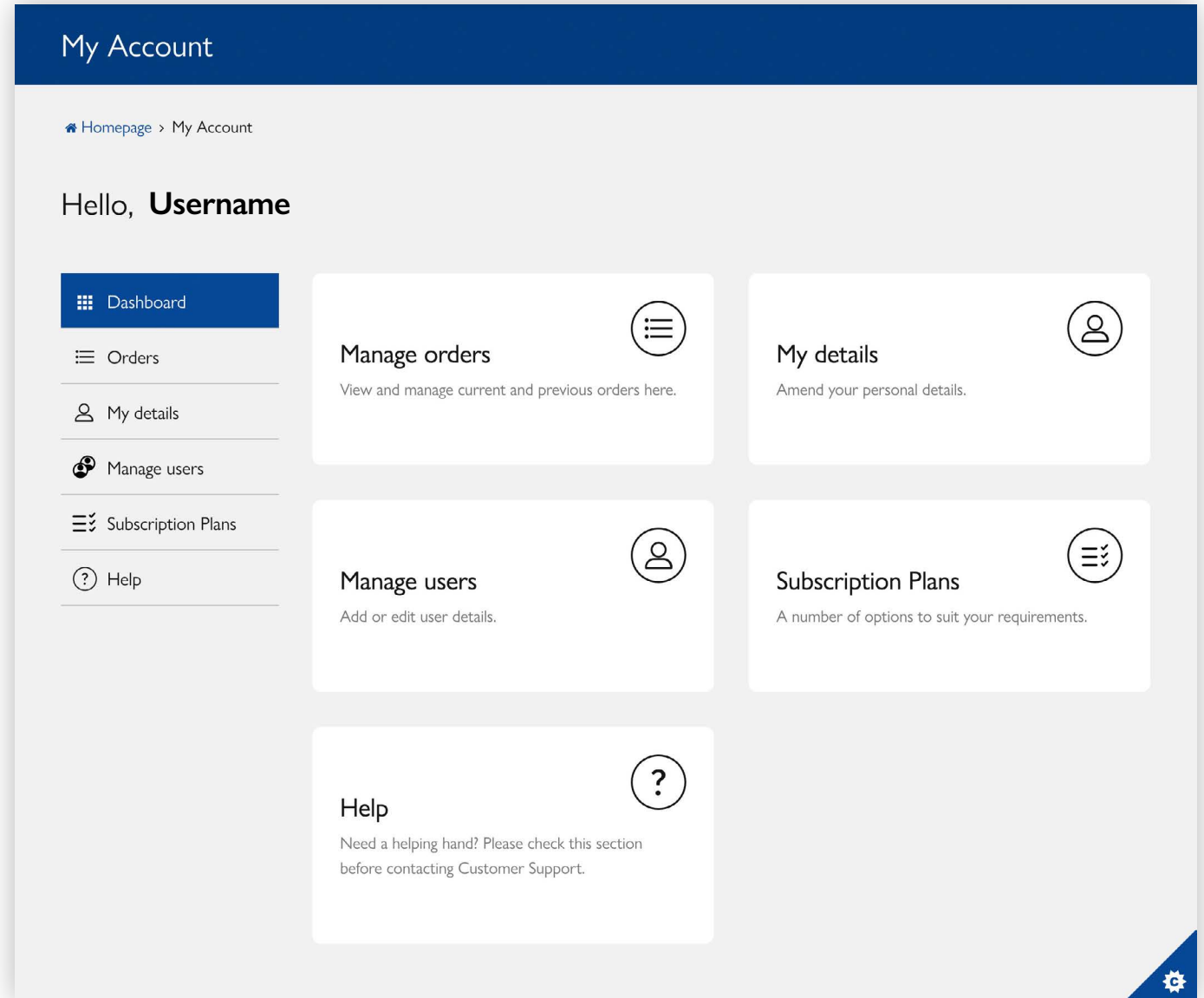
# Managing your account and orders

## 4.1

# Accessing your Control Panel

The **Account Dashboard** can be accessed through the **My Account** link which is located to the left of the **Basket** icon in the top right of the website header.

From the **Account Dashboard** you can access the following subsections: **Manage Orders**, **My Details**, **Manage Users**, **Subscription Plans** and **Help**.



# Managing your orders

From the **Orders** section you can view the status of orders, approve saved baskets, and download invoices.

Orders marked with **Pending Approval** require authorisation from an administrator. Click **View Order** and **Approve** to complete the purchasing process or **Cancel** to delete the basket.

My Account

Homepage > My Account > Orders

Hello, Username

Dashboard

Orders

My details

Manage users

Subscription Plans

Help

There are 24 orders awaiting your approval.

Order reference: #25586

Placed	2022-07-05	Status	Completed	Items	1	Total	£50.99
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View order

Invoice

Order reference: #25578

Placed	2022-06-30	Status	Completed	Items	1	Total	£22.99
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View order

Invoice

Order reference: #25525

Placed	2022-06-17	Status	Completed	Items	1	Total	£9.99
--------	------------	--------	-----------	-------	---	-------	-------

## 4.3

# User levels explained

A **Level 1 Administrator** can authorise an order awaiting clearance. Once authorised the order will be passed to the Ulverscroft system for processing.

### Level 1 Administrator

Full control.

### Level 2 User

Can place orders with no authorisation required.

### Level 3 User

Can place orders but requires authorisation from the administrator.

United Kingdom Advanced Search Help

ULVERSCROFT Search by ISBN, title, author or narrator My Account Basket Logout

Home About Browse Brochures News Offers Services Contact

### Order Details

Homepage > My Account > Orders > Order details

### Order reference #25524

#### Order details

PO NUMBER: le2	CREATED BY: PragatiUKI2	SUPPLIER(S): Ulverscroft Ltd
STATUS Pending Approval	ASSIGNED TO: PragatiUKI2	DATE CREATED: 17-06-2020

#### Your details

Scroll Down

Update Cancel Approve

**Level 1 Administrator** is able to approve or cancel orders placed by Level 2 or Level 3 users via the Order Details screen.



## 4.4

# Amending your details


From the **My Details** section you can change your password as well as set up a default Billing and Delivery address.


To amend your password simply enter your new password into the **Password** field and **Confirm Password** field and click **Update** to confirm the change.


To amend your addresses, scroll down the page, click the **Edit** hyperlink underneath either your Billing or Delivery address, enter your new address, and click **Update** to confirm the change.


[Homepage](#) > [My Account](#) > My details


Hello, **Username**


 Dashboard

 Orders

 My details

 Manage users

 Subscription Plans

 Help

Edit user details

User Name

Name

Password \*

Confirm Password \*


Phone

078038420105

Email \*

r.coetzer@ulverscroft.co.uk

Update



## 4.5

# Amending user details

Depending on your level of authorisation, you can amend the details of users linked to your purchasing account as well as add new colleagues from the **Manage Users** section.

To change the details of the members, simply click **Edit**, fill in your desired changes and press **Update** to confirm the change.

To add a colleague to your purchasing channel, click **Add New User**, enter their details, and click **Update** to confirm the change.

The screenshot displays the Ulverscroft website's 'My Account' interface. At the top, there's a navigation bar with 'United Kingdom', 'Advanced Search', and 'Help'. Below this is a search bar and links for 'My Account', 'Basket' (with a 1 item icon), and 'Logout'. A main navigation menu includes 'Home', 'About', 'Browse', 'Brochures', 'News', 'Offers', 'Services', and 'Contact'. The 'My Account' section is highlighted in blue. Below this, a breadcrumb trail shows 'Homepage > My Account > Manage users'. The user is greeted with 'Hello, Username'. A sidebar on the left contains links: 'Dashboard', 'Orders', 'My details', 'Manage users' (which is active and highlighted in blue), 'Subscription Plans', and 'Help'. The main content area is titled 'Manage users' and lists two users: 'Emma Stephenson' with a blue 'Edit' button, and 'Pragati Bharat' with a blue 'Edit' button. At the bottom of this section is a blue button labeled 'Add new user'. A small gear icon is visible in the bottom right corner of the page.

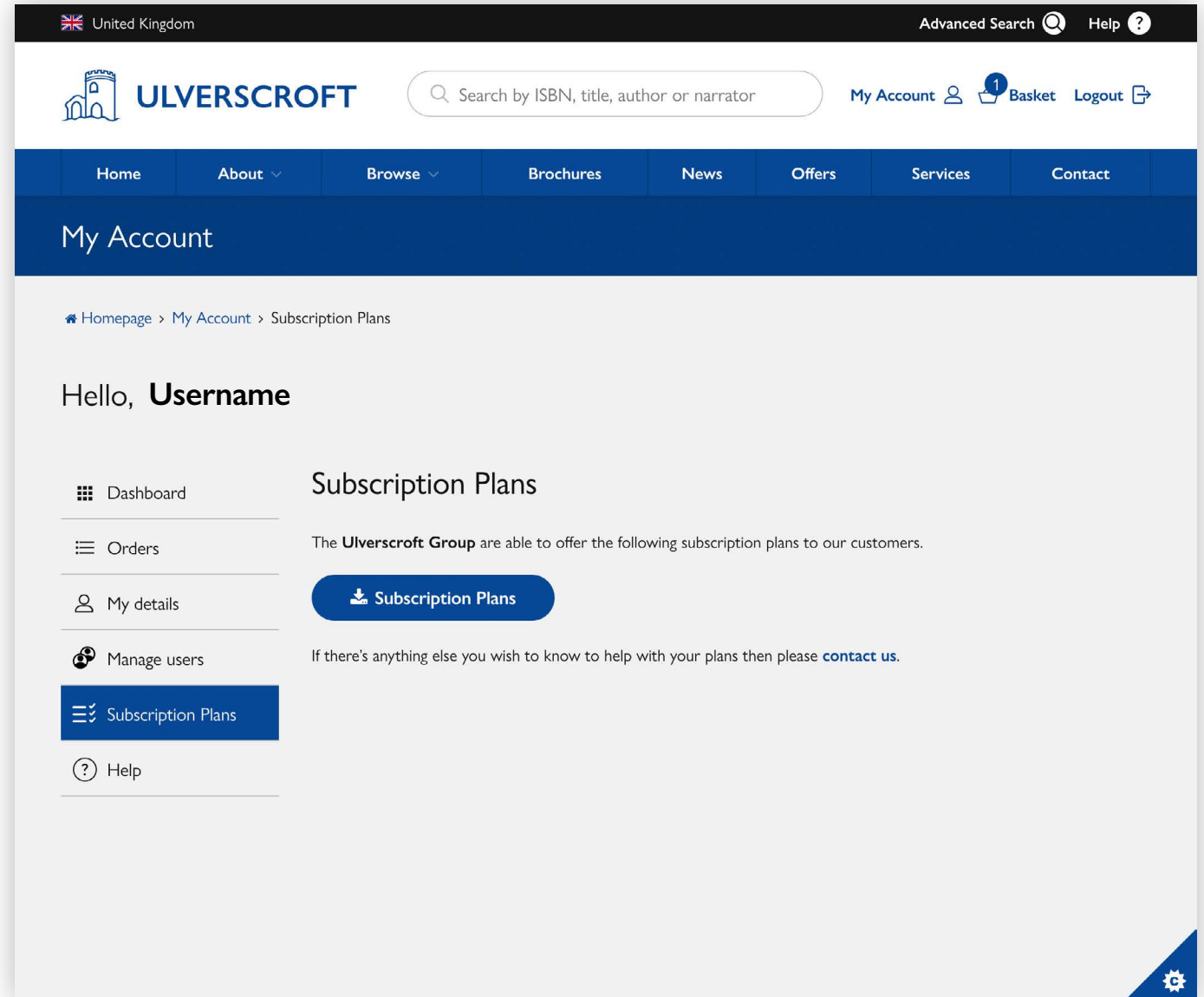
## 4.6

# Accessing Subscription Plans

You can access our ongoing annual subscription plans from within the dedicated **Subscription Plans** section.

Click **Subscription Plans** to download the latest version of our plans.

If you have any questions, you can find your local Ulverscroft representative via the Contact page.



5.0

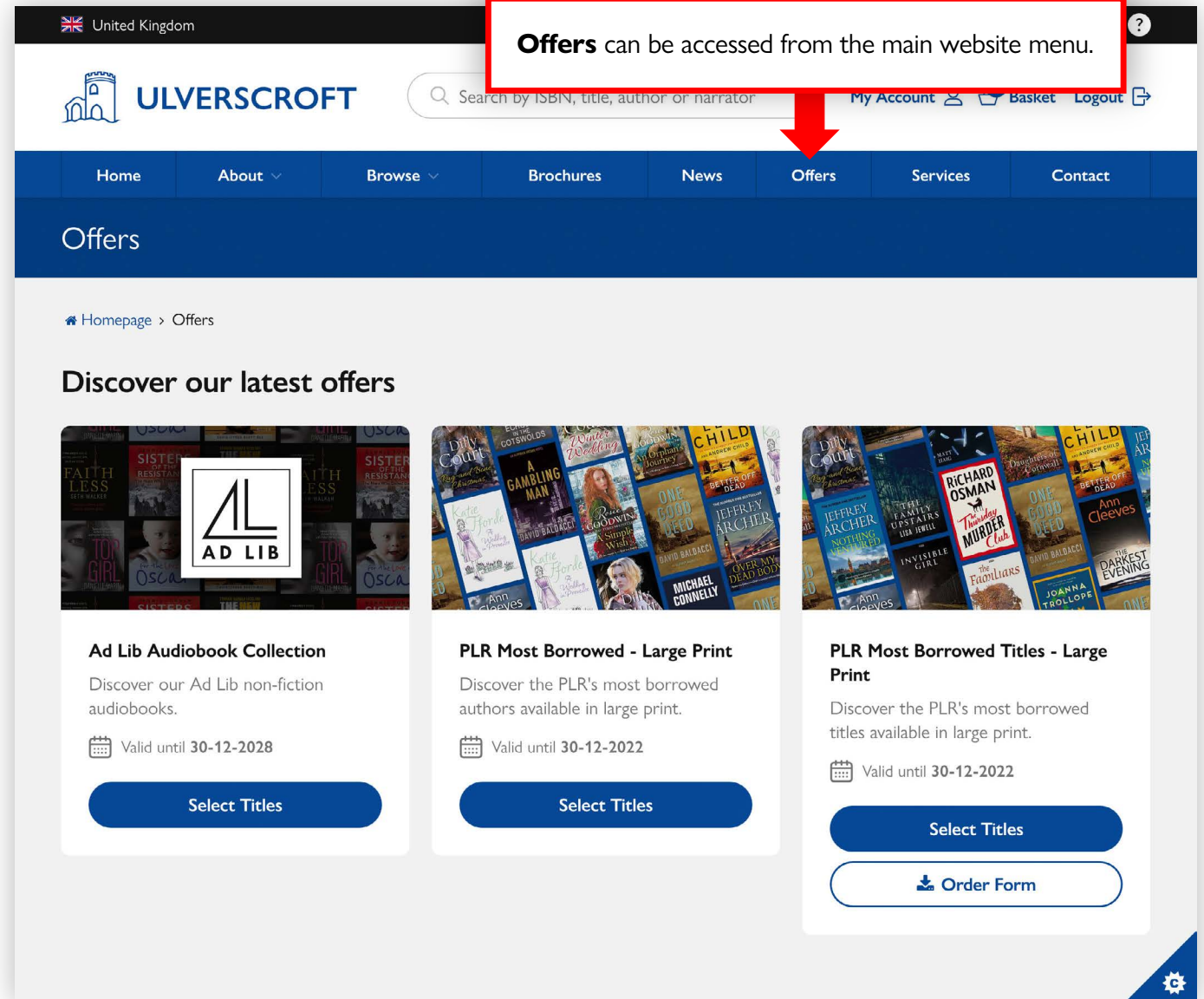
# Special Offers & Highlights

## 5.1

# Viewing our latest Special Offers & Highlights

Our latest special offers are located in the designated **Offers** section, which can be accessed via the homepage and the main menu of the website.

Please note, you will need to be logged in to access the **Offer** screen.



5.2

# Activating an offer

To activate an offer click **Select Titles** on your chosen promotion. Please note, your basket will have to be empty to activate an offer.

From here you can see any rules the promotion may have as well as select the titles you wish to purchase. If the title is discounted then a reduced price will display. You can use the **Add All** function if you wish to purchase the whole basket.

Upon selecting a title it will be added to your basket. To finalise your order you will need to complete steps 3.3 - 3.4.

[Homepage](#) > [Offers](#) > Browse

## Ad Lib Audiobook Collection

Discover our Ad Lib non-fiction audiobooks.



This offer is valid for a limited time only and expires on **30th December 2028**. You'll need to order a minimum of **1 item** in order to redeem this offer. For any further queries, please contact [Customer Support](#) or your local sales agent.

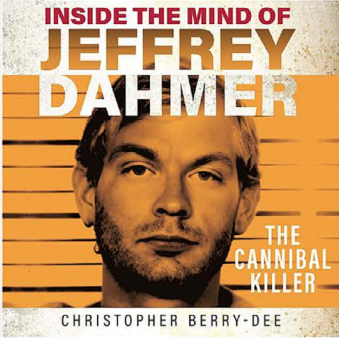
Select Titles ▾

Add All

Sort by

Release Date (New – Old) ▾





### Inside The Mind Of Jeffrey Dahmer (Audio CD)

Christopher Berry-Dee

~~£40.99~~ **£36.89**

---

Order Now

Line Reference	Fund Code*	Branch Code*
<div>e.g Order 0001</div>	<div>Please select ▾</div>	<div>Please select ▾</div>

---


–

1

+

Add to Basket

✓ This item is in your basket.



6.0

# Hints & Tips



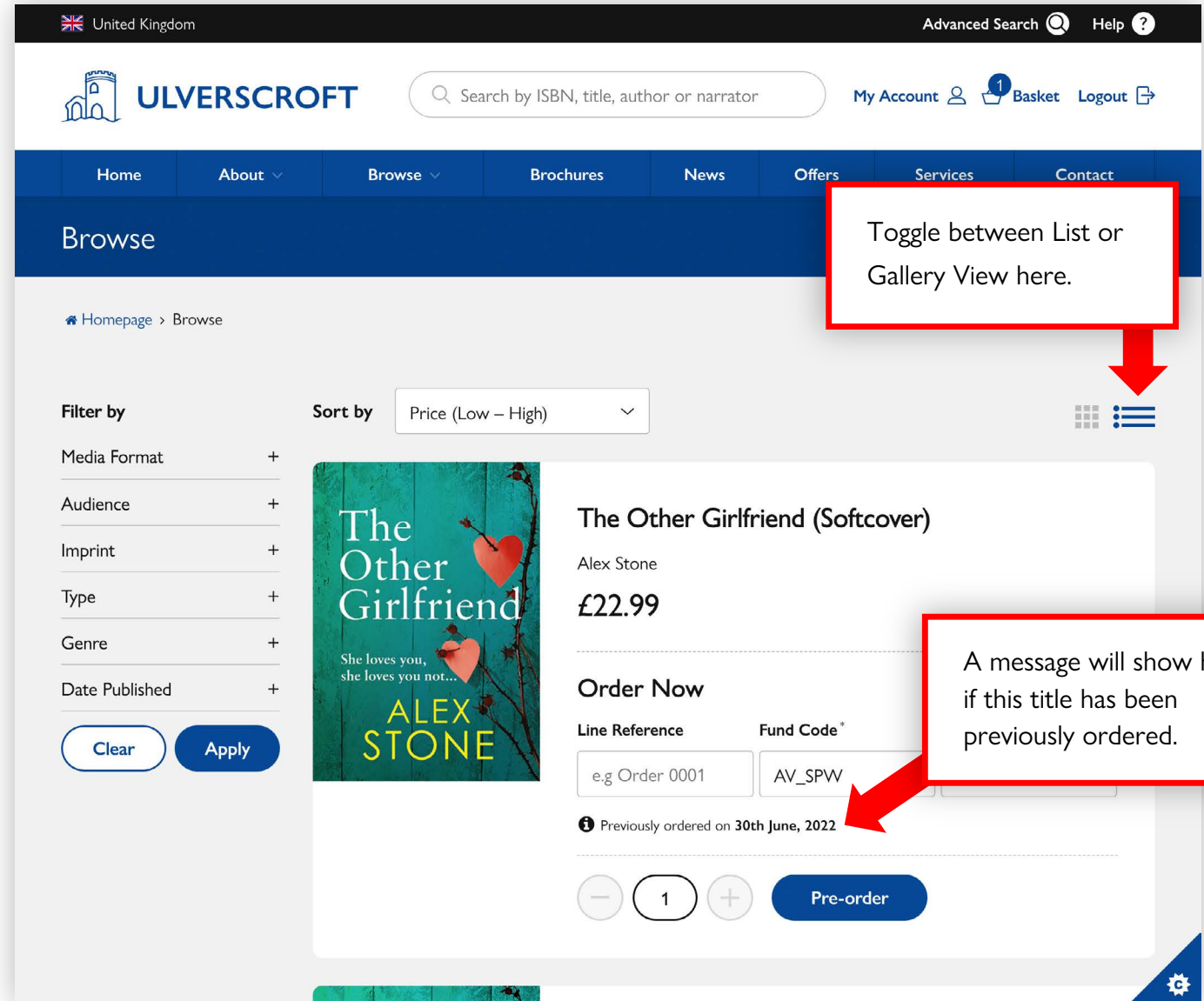
## 6.1

# Toggling List or Gallery View

You can choose to view titles on the **Browse** page in two alternative layouts, by toggling between **List View** and **Gallery View**.

There is a little more information shown when in **List View**. For example, you may specify **Line Reference**, **Fund Code**, and **Branch Code** (if applicable to your region) from this screen before adding titles to the basket.

A message also displays in this view indicating if this title has been previously purchased. Note: this message also shows on the title details screen (please see Slide 3.1)



## Contact Details

If you require further assistance using our website, please contact:

**[customersupport@ulverscroft.co.uk](mailto:customersupport@ulverscroft.co.uk)**



INVESTORS  
IN PEOPLE