

Buying Items on the Online Store

To buy items on the Online Store involves filling a shopping basket, registering as a customer (if you haven't already registered) and then proceeding to the checkout to pay using either a credit or debit card.

Adding an Item the Shopping Basket

To add an Item to the Shopping Basket, just select the number of items you wish to buy and then press the *Add to Basket* button.

£41.50

- 2 +

Add to Basket

Description

Validation Questionnaire

Some products are limited to a specific set of customers (e.g. final year History students). If this is the case then a validation questionnaire may be displayed when you press the *Add to Basket* button. A typical questionnaire is shown below.

Questionnaire

Please enter your student ID*

Next

Enter your reply and press the *Next* button.

If you don't enter a reply or enter a value that is not on the list of valid replies, you will be prompted to re-enter as shown below.

Questionnaire

Please enter your student ID* **Required**

Next

When items are added to the shopping basket, a pop-up window, similar to the one shown below, is briefly displayed.



When you have completed your shopping, press the *Shopping Basket* icon to review the items that you have bought.

Shopping Basket Summary

At the Shopping Basket Summary, you have various options.

Shopping Basket

Clear Basket

Continue Shopping Proceed to Checkout

Item	Quantity	Unit Price	Total Cost
Product Catalogue			
 World-class research donation Product code:DARO-RES	- 1 + Remove	£10.00	£10.00
Delivery			£0.00
Total Before VAT			£10.00
VAT			£0.00
Total			£10.00

Continue Shopping Proceed to Checkout

- Continue Shopping* Enables you to add further items to your basket.
- Clear Basket* Clears any items in the basket.
- Remove* Removes an individual item from the basket.
- Proceed to Checkout* Proceeds to the payment pages.

Login / Register

To make purchases on the Online Store, you will need to first register as a customer.

Login / Register

New Customer

Creating an account only takes a few moments and allows you to store your details for future visits.

▶ If this is your first visit [click here](#)

Login

Email Address

Password

▶ [Forgotten password](#)

Forgotten Your Password?

We will send password reset instructions to the email address associated with your account. Please type your email address below.

Email Address

If you are a new customer, press the “If this is you first visit [click here](#)” link.

Then enter your details at the Register new Account page.

Register New Account

Email Address and Password

Email Address*

Confirm Email Address*

Password*

Confirm Password*

Your Details

Title*

First Name*

Last Name*

Contact Telephone Number*

Company / Organisation

Student Number

When registering, it's a good idea to set the address to the address at which your credit / debit card is registered.

Once you have registered, you can add additional addresses, for example "Delivery Address", by pressing the My Account icon at the top of any screen in the Online Store. You can also change any of your details in the My Account screen.

If you are already registered as a customer, just enter your user name and password at the login section.

Login

Email Address

Password

▶ [Forgotten password](#)

Forgotten Password

If you have forgotten your password, enter your email address in the Forgotten Your Password section and press *Send*. Your password will be emailed to the account given.

Forgotten Your Password?

We will send password reset instructions to the email address associated with your account. Please type your email address below.

Email Address

Making a Payment

Once you are logged on as a registered user, you will be prompted to select the billing address from the list of addresses attached to your account.

 **Payment Method**

Credit/Debit Card

Select a Billing Address

Please select from your saved addresses: [+ Add New Address](#)

Edit **Billing:** University of Exeter, Laver 910, North Park Drive, Exeter, Devon, EX4 4QE, United Kingdom **Select**

Edit **Delivery:** University of Exeter, Laver 910, Exeter, Devon, EX4 4QE, United Kingdom **Select**

Next, enter the card details

Enter Credit / Debit Card Details

Card Type*    



Card Holder Name*

Card Number*

Card Security Code* 

Expiry Date (MM/YYYY)*

Start Date (MM/YYYY)

Order amount: £10.00 your order will be processed on the next screen **Continue**

Enter your card details and press *Continue* to complete the order. The confirmation screen is displayed as shown below.

Login / Register

Payment

Review & Confirm

Your order is not complete until you Confirm Your Order

By clicking 'Confirm Your Order' you confirm that you have read and agreed to our [Terms & Conditions](#)

Confirm Your Order

Item	Quantity	Unit Price	Total Cost
Product Catalogue			
World class research donation Product code:DARO-RES	1	£10.00	£10.00
Delivery			£0.00
Total Before VAT			£10.00
VAT			£0.00
Total			£10.00

Payment Information

Edit Section

Credit/Debit Card

Name on Card: Mr Fred Bloggs
Card Type: Mastercard
Last 4 Digits of Card Number: 9004
Expiry Date: 08/2014
Start Date: 07/2011

Billing Address

University of Exeter
Laver 910, North Park Drive
Exeter
Devon
EX4 4QE
United Kingdom

Your order is not complete until you Confirm Your Order

By clicking 'Confirm Your Order' you confirm that you have read and agreed to our [Terms & Conditions](#)

Confirm Your Order

Press the *Confirm Your Order* button. You may then be prompted for the 3D-Secure username and password in a similar manner to the screenshot below.

Payment Authentication

Additional Security Questions Asked By Your Card Issuer

Registered Cards

To continue your payment you must answer the additional security questions asked by your card issuer.

Non-Registered Cards

You may be asked to register for this online security service by your card issuer. Please note we will still process your payment even if you do not wish to register now - in this case just click "no thanks" (or equivalent) to continue.

Alternatively (depending on your card provider) there may be no further security questions. Please wait a few moments while we process your payment and redirect you to your receipt.

3D Secure

This authentication is known as 3D Secure and includes the schemes shown below.



If you have any questions regarding this please contact your card provider.

The screenshot shows a web browser window for NatWest. At the top left is the NatWest logo, and at the top right is the 'Verified by VISA' logo. The main text reads: 'Please enter characters from your NatWest Secure password as asked below'. Below this is a link: 'I am not enrolled in NatWest Secure'. The form contains the following information: Merchant: University of Exeter (0ra), Amount: £15.00, Date: 02/09/10, Card Number: XXXX-XXXX-XXXX, Personal Message: Welcome to NatWest Secure. There is a 'Login' section with 'CVN' and a prompt 'Enter the second, sixth and seventh characters of your password.' followed by three input boxes. At the bottom are 'Submit', 'Help', and 'Cancel' buttons.

3D-Secure is a generic name for the Verified by Visa / MasterCard SecureCode security service. A brief overview of the service can be found at http://www.visaeurope.com/en/cardholders/verified_by_visa.aspx

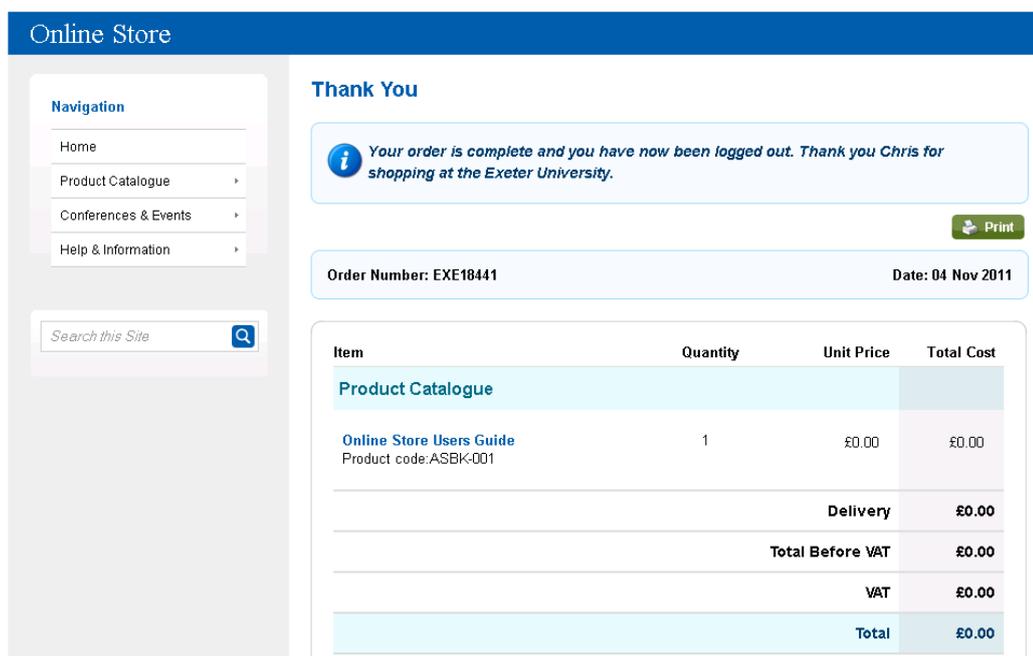
What is actually displayed will depend on your bank and whether or not you are registered for the service. A window should appear with your bank's name and logo at the top.

If you are registered then you will have to enter your password details as shown in the example above. Press the Submit button to complete the payment.

If you are not yet registered, then the window should ask you whether or not you want to register for the service. If you choose to register for the service then you will be asked to enter a password, which you will then have to supply for all future transactions on the card. You may also choose not to register, but note that depending on your bank and card provider, the payment may be declined. Press the Submit button to complete the payment.

Order Confirmation

Once the payment has been successfully completed, your order confirmation displayed. To print the order confirmation, just press the *Print* icon.



Online Store

Navigation

- Home
- Product Catalogue >
- Conferences & Events >
- Help & Information >

Search this Site

Thank You

Your order is complete and you have now been logged out. Thank you Chris for shopping at the Exeter University.

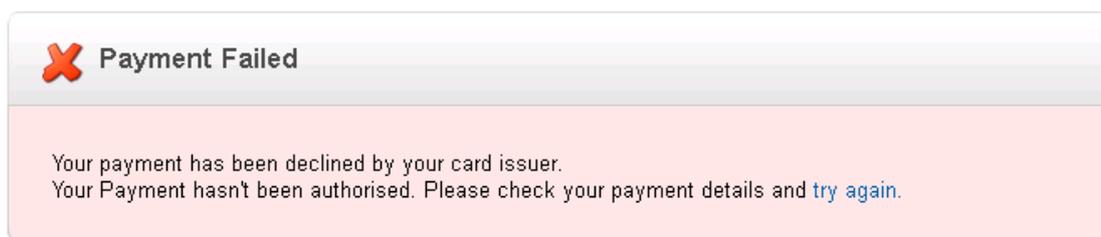
Print

Order Number: EXE18441 Date: 04 Nov 2011

Item	Quantity	Unit Price	Total Cost
Product Catalogue			
Online Store Users Guide Product code: ASBK-001	1	£0.00	£0.00
		Delivery	£0.00
		Total Before VAT	£0.00
		VAT	£0.00
		Total	£0.00

Payment Failed

If your payment fails, for example if the payment is declined by the bank, a message will be displayed like to one shown below.



X Payment Failed

Your payment has been declined by your card issuer.
Your Payment hasn't been authorised. Please check your payment details and [try again](#).

At this point, you can either correct the payment details entered and try again or abandon the payment attempt.

Confirmation of Purchase

After you have made a successful payment, you will receive an email notification detailing the items purchased. Additionally, there may be another email that giving further information specific to the item itself, for example departure times.