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*   630012345   ◄ **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.

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.

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.

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.

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.

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.

Next, enter the card details

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

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.

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
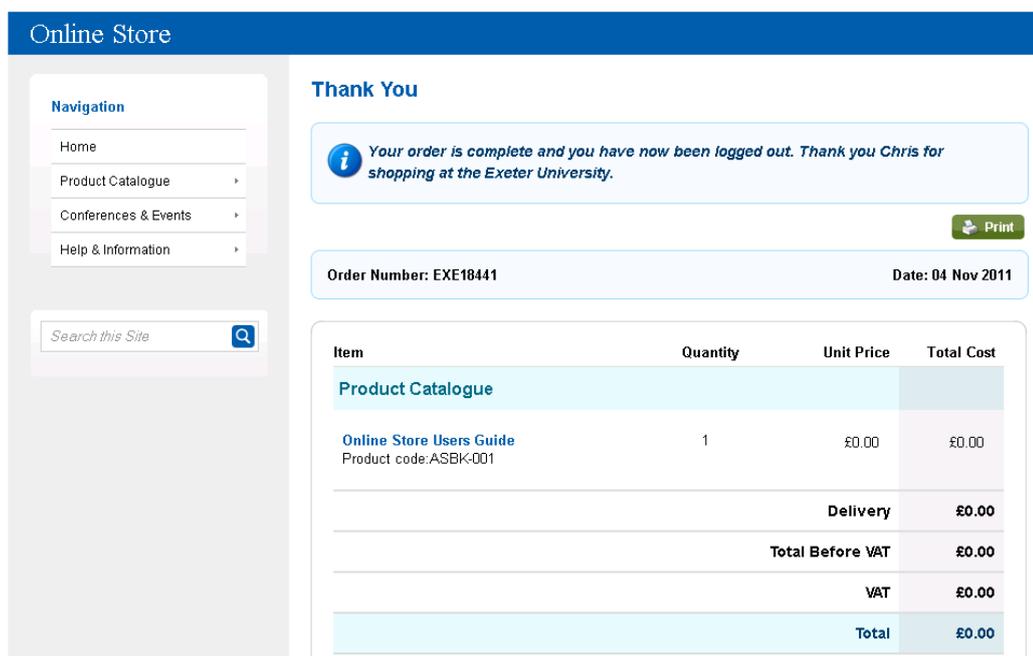http://www.visaeurope.com/en/cardholders/verified_by_visa.aspx

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.

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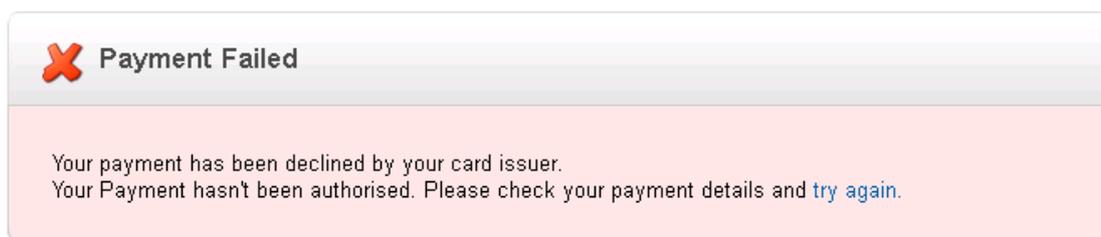
At this point, you can either correct the payment details entered and try again or abandon the payment attempt.

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.