

## Frequently asked questions...

Question:

**How can I log on to Dutch Valley's website?**

Answer:

At Dutch Valley's home page take your mouse and click where it says (Login) on the top right hand corner. This will take you to the Login Page where you must enter a user name (your customer number) and a password (needs to be set up with customer service). After this information has been entered, take your mouse and click (Login), right below password to login to the website.

Question:

**How can a customer order on Dutch Valley's website once they have logged on?**

Answer:

There are three ways to order online.

1. **Order Entry Grid** (For customers who already have item numbers)
  - a. Take your mouse to the right hand side and click on Order Entry Grid.
  - b. On this page you have (30) lines to put item numbers and quantities. Once you have filled the order grid you have (2) options.
    - i. First option is clicking "add to cart." Use this only when you have more items to add to your order. By clicking this option the order grid will add your items to your cart and then the grid will clear it self out allowing you to add more items.
    - ii. Second option is clicking "add/view cart." Use this option when you have no more items to add to your order and it will take you straight to your cart so you can finish your order.
  - c. Now that you are in your cart, it is best to review your order to make sure that everything is correct. On this page, you can make changes if you wish, and deletions. As a side note, when you are adding items to your cart these items will stay in your cart until you have placed an order, or you have physically emptied your cart. (e.g. Monday you placed items in your cart and you got busy at the store. The next day you login to place your order. Those items you placed on Monday will still be there so please review your cart so you do not double up item quantities.) Here are the (3) options you can do on this page.
    - i. First option is "update cart." Use this if you have made any changes at all in your order. This will update all changes and change your dollar total of your order.
    - ii. Second option is "check out." Use this when are ready to send your order to Dutch Valley and you have no more changes. This will take you to the page where you can place your order.
    - iii. Third option is "empty cart." Use this when you want to empty your cart and start over again. This option will ask again if you want to empty your cart and you will have to confirm that option.
  - d. The last stage of placing your order is checking out. At this page you are able to let tell us how it is coming (e.g. Truck Delivery, UPS, or Pick-Up), where it is going, and how you are paying. Here are the explanations of the different items on this page.
    - i. Request Date is the date you need your order. Only use this when you want your order 2 or 3 weeks in advance. Otherwise, leave it the way it is at ASAP.

- ii. Main Order # is only used when you have a main order in our system and you are placing an add-on order. Put the main order number in the space provided. This will allow us to know that it is an add-on to that order.
  - iii. Ship Via lets us know how it is going to coming to. (e.g. Truck Delivery, UPS, or Pick-Up)
  - iv. Ship To tells us the address it will be shipped to. If your shipping address is the same as your billing address leave this section alone. If it is going to a different address type that information in the spaces provided.
  - v. Payment tells us how you are paying. There are two options on how to pay.
    - 1. Account Terms allows you to pay us either by:
      - a. 2% 10 Net 15 Days (only if you have completed a credit application and have been approved for credit)
      - b. COD
      - c. Credit Card (this option is when we have your credit card put on permanent file on your account)
    - 2. Credit Card (Use this is when you want to use a credit card that we have on file or when you are wanting to use a different card number)
  - vi. Memo allows you to tell us anything you want us to know.
  - vii. Email needs to be typed in on every order. This will allow us to email you a confirmation when we have received your order, and a confirmation when we have invoiced your order.
  - viii. Place order now (only click this button if all the above is completed)
2. **Favorites** (Creates a customized order form from your orders going back three months)
- a. Take your mouse to the right hand side and click on Favorites.
  - b. On this page, there is a drop down box that allows you two options.
    - i. First option is User Favorites
    - ii. Second option is Customer Favorites.
  - c. Click the option Customer Favorites. Once this is done click “Set.” Now you should be looking at an order form from items you have purchased in the past three months.
  - d. From this screen, you can order items by putting in quantities in the boxes on the right hand side of the item. Next, click “Add to Cart” when you are done, and this will automatically take you to your cart to finish out your order. (If you have more than one page in your Customer Favorites, repeat and go to your next page of your order form.)
  - e. Now that you are in your cart, it is best to review your order to make sure that everything is correct. On this page, you can make changes if you wish, and deletions. As a side note, when you are adding items to your cart these items will stay in your cart until you have placed an order, or you have physically emptied your cart. (E.g. Monday you placed items in your cart and you got busy at the store. The next day you login to place your order. Those items you placed on Monday will still be there so please review your cart so you do not double up item quantities.) Here are the (3) options you can do on this page.
    - i. First option is “update cart.” Use this if you have made any changes at all in your order. This will update all changes and change your dollar total of your order.
    - ii. Second option is “check out.” Use this when are ready to send your order to Dutch Valley and you have no more changes. This will take you to the page where you can place your order.
    - iii. Third option is “empty cart.” Use this when you want to empty your cart and start over again. This option will ask again if you want to empty your cart and you will have to confirm that option again.

- f. The last stage of placing your order is checking out. At this page you are able to let tell us how it is coming (ups, truck delivery, and pick up), where it is going, and how you are paying. Here are the explanations of the different items on this page.
  - i. Request Date is the date you need your order. Only use this when you want your order 2 or 3 weeks in advance. Otherwise, leave it the way it is at ASAP.
  - ii. Main Order # is only used when you have a main order in our system and you are placing an add-on order. Put the main order number in the space provided. This will allow us to know that it is an add-on to that order.
  - iii. Ship Via lets us know how it is going to coming to. (e.g. Truck Delivery, UPS, or Pick-Up)
  - iv. Ship To tells us the address it will be shipped to. If your shipping address is the same as your billing address leave this section alone, if it is going to a different address type that information in the spaces provided.
  - v. Payment tells us how you are paying. There are two options on how to pay.
    1. Account Terms allows you to pay us either by:
      - a. 2% 10 Net 15 Days (only if you have completed a credit application and have been approved for credit)
      - b. COD
      - c. Credit Card (this option is when we have your credit card put on permanent file on your account)
    2. Credit Card (Use this is when you want to use a credit card that we have on file or when you are wanting to use a different card number)
  - vi. Memo allows you to tell us anything you want us to know.
  - vii. Email needs to be typed in on every order. This will allow us to email you a confirmation when we have received your order, and a confirmation when we have invoiced your order.
  - viii. Place order now (only click this button if all the above is completed)

### **3. Ordering by Searching Out Product Pictures**

- a. Click where it says “Product Categories.” This is located on any page on our website. On this page you can search product by (4) options.
  - i. First option is by using the drop down menus. Click on the category you want to see pictures of and wait for those items to appear. Next thing you will see are pictures of product. These are called thumbnails and you can order from these pictures. In addition, you can also click on that picture to get a larger version. This is where you can get ingredient information, nutritional fact information, and order from that page. To order from these pages click in the box provided, and enter the quantity you want to order. Next, click “Add to Cart” when you are done, and this will automatically take you to your cart to finish out your order. If you have more items, you want to search and order, repeat the above steps.
  - ii. Second option is using the search box above the drop menus. The search box allows you to look up product-by-product code number, and description. This means you can put in the full item number or even a partial item number. For an example, a customer knows the item is a Jake & Amos product and it starts with “445.” Then the customer types in the search box “445,” and clicks on the search button. The website will search for any product that has “445” in the description, and item number. Next thing you will see are pictures of product. These are called thumbnails and you can order from these pictures. In addition, you can also click on that picture to get a larger version. This is where you can get ingredient information, nutritional fact information, and order from that page. To order from these pages click in the box provided, and enter the quantity you want to order. Next, click “Add to Cart” when

- you are done, and this will automatically take you to your cart to finish out your order. If you have more items, you want to search and order, repeat the above steps.
- iii. Third option is by clicking any of the promotional categories on the right hand column. These specific searches bring up product pictures that it refers to the description you clicked. Also, on any page on the right hand column are pictures that refer to different category searches. Click on the category you want to see pictures of and wait for those items to appear. Next thing you will see are pictures of product. These are called thumbnails and you can order from these pictures. In addition, you can also click on that picture to get a larger version. This is where you can get ingredient information, nutritional fact information, and order from that page. To order from these pages click in the box provided, and enter the quantity you want to order. Next, click “Add to Cart” when you are done, and this will automatically take you to your cart to finish out your order. If you have more items, you want to search and order, repeat the above steps.
  - iv. Forth option is by clicking “Vendor List” on the right hand column. This takes you to the vendor list page. From this page, you need to scroll through the vendors by clicking the different page numbers until you find the one you are looking for. Click that vendor you want to see product pictures for. Also, on any page on the right hand column are pictures that refer to different category searches. Click on the category you want to see pictures of and wait for those items to appear. Next thing you will see are pictures of product. These are called thumbnails and you can order from these pictures. In addition, you can also click on that picture to get a larger version. This is where you can get ingredient information, nutritional fact information, and order from that page. To order from these pages click in the box provided, and enter the quantity you want to order. Next, click “Add to Cart” when you are done, and this will automatically take you to your cart to finish out your order. If you have more items, you want to search and order, repeat the above steps.
- b. Now that you are in your cart, it is best to review your order to make sure that everything is correct. On this page, you can make changes if you wish, and deletions. As a side note, when you are adding items to your cart these items will stay in your cart until you have placed an order, or you have physically emptied your cart. (E.g. Monday you placed items in your cart and you got busy at the store. The next day you login to place your order. Those items you placed on Monday will still be there so please review your cart so you do not double up item quantities.) Here are the (3) options you can do on this page.
- i. First option is “update cart.” Use this if you have made any changes at all in your order. This will update all changes and change your dollar total of your order.
  - ii. Second option is “check out.” Use this when are ready to send your order to Dutch Valley and you have no more changes. This will take you to the page where you can place your order.
  - iii. Third option is “empty cart.” Use this when you want to empty your cart and start over again. This option will ask again if you want to empty your cart and you will have to confirm that option again.
  - iv. The last stage of placing your order is checking out. At this page you are able to let tell us how it is coming (ups, truck delivery, and pick up), where it is going, and how you are paying. Here are the explanations of the different items on this page.
  - v. Request Date is the date you need your order. Only use this when you want your order 2 or 3 weeks in advance. Otherwise, leave it the way it is at ASAP.
  - vi. Main Order # is only used when you have a main order in our system and you are placing an add-on order. Put the main order number in the space provided. This will allow us to know that it is an add-on to that order.

- vii. Ship Via lets us know how it is going to coming to. (e.g. Truck Delivery, UPS, or Pick-Up)
- viii. Ship To tells us the address it will be shipped to. If your shipping address is the same as your billing address leave this section alone, if it is going to a different address type that information in the spaces provided.
- ix. Payment tells us how you are paying. There are two options on how to pay.
  - 1. Account Terms allows you to pay us either by:
    - a. 2% 10 Net 15 Days (only if you have completed a credit application and have been approved for credit)
    - b. COD
    - c. Credit Card (this option is when we have your credit card put on permanent file on your account)
  - 2. Credit Card (Use this is when you want to use a credit card that we have on file or when you are wanting to use a different card number)
- x. Memo allows you to tell us anything you want us to know.
- xi. Email needs to be typed in on every order. This will allow us to email you a confirmation when we have received your order, and a confirmation when we have invoiced your order.
- xii. Place order now (only click this button if all the above is completed)

Question:

**How can I look at my account? (e.g. Past orders, current orders, etc...)**

Answer:

First, you must log on to Dutch Valley's website. Refer to "How can I log on to Dutch Valley's website?" for that information. After you have logged in take your mouse and click where in says "Your Account" on the right hand side column. This will take you to your account. On this page, you can see your customer profile, and aging. In addition, you have (2) options to choose from.

1. First option is "Check Order Status." Use this when you want to check any open orders in our system. To check an order click on the "document" number on the left hand side next to the date, and this will allow you to see what is on that order.
2. Second option is "Check Order History." Use this when you want to check any past orders in our system. To check an order click on the "invoice" number on the left hand side next to the date, and this will allow you to see what is on that order.

Question:

**Can I change or add my credit card information?**

Answer:

Yes, first you must log on to Dutch Valley's website. Refer to "How can I log on to Dutch Valley's website?" for that information. After you have logged in take your mouse and click where in says "Credit Card Information" on the right hand side column. This will take you to that page. You have (3) options to choose from.

1. First option is to "Add" a credit card. Take your mouse to the middle of the page and click "Add." Here are the different explanations on this page.
  - a. Name is the name on the credit card.
  - b. No. is your credit card number on the card you want to use.

- c. Exp. is the expiration date on the credit card.
  - d. SecCode is the 3-digit code on the back of the credit card.
  - e. Add is when you have entered all information and you are ready to send that information to Dutch Valley. Click “Ok” if you want to add the credit card or click “Cancel” if wish to get out of this screen. When you click “Ok,” it will take back to the credit card screen and it will only show you the last 4-digits of the credit card number and the expiration date.
2. Second option is “Change.” Take your mouse to the middle of the page and click “Change.” Here are the different explanations on this page.
  - a. Name is the name on the credit card.
  - b. No. is your credit card number on the card you want to use.
  - c. Exp. is the expiration date on the credit card.
  - d. SecCode is the 3-digit code on the back of the credit card.
  - e. Edit is when you have entered all information and you are ready to send that information to Dutch Valley. Click “Ok” if you want to add the credit card or click “Cancel” if wish to get out of this screen. When you click “Ok,” it will take back to the credit card screen and it will only show you the last 4-digits of the credit card number and the expiration date.
3. Third option is “Delete.” Take your mouse to the middle of the page and click “Delete.” Here are the different explanations on this page.
  - a. Name is the name on the credit card.
  - b. No. is your credit card number on the card you want to use.
  - c. Exp. is the expiration date on the credit card.
  - d. Delete is when you want to delete that credit card from Dutch Valley’s system. Click “Yes” if you want to delete the credit card or click “No” if you do not want to delete that credit card. When you click “Yes,” it will take back to the credit card screen and it will only show you that the credit card has been taken out of our system. When you click “No,” it will take back to the credit card screen, and it will only show you the last 4-digits of the credit card number and the expiration date.

Question:

**Can I look up product by a vendor name?**

Answer:

Yes, first you must log on to Dutch Valley’s website. Refer to “How can I log on to Dutch Valley’s website?” for that information. After you have logged in take your mouse and click where in says “Vendor List” on the right hand side column. This will take you to the Vendor List. From here, you just need to scroll through the pages to find the vendor you are looking for. Click on that vendor to view the products we carry from them. To order product refer to 3a IV on “How can a customer order on Dutch Valley’s website once they have logged on?” for that information.