



Tahemi User Guide
2019/12/06

1. Shopping

Step 1: Login

Log in by filling in your username, which is your email address and password which will be provided to you by Flowervision London.



Login

Username
email address

Password

Show password
 Remember me

Login

Step 2: Profile

In the top right you can go to your Profile.

DEMO Test Mitch (collection) - C1374

CO

Test Mitch (collection) - C1374

CO

coen@flowervision.co.uk
Test Mitch (collection)
C1374

Shop customer: C1374

C1374 Test Mitch (collection)
D1374 Test Mitch (delivery)

Language: English

 NL  EN

 Logout

If you have a delivery and collection account assigned to you, you must select between delivery or collection.

You also have the ability to log out.

Step 3: Pick up/Delivery Date

Select which day you want to have your order. You can select days up to two weeks ahead.

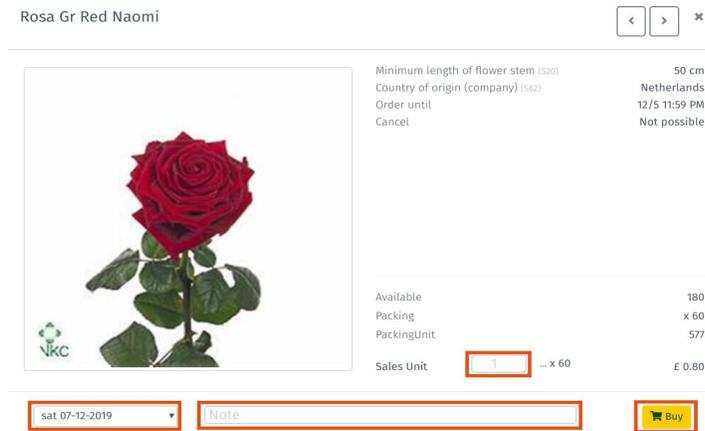
Products shown will be based

on what day you select. London Stock items will show the word STOCK on the product. Any connected stocks will not.



Step 4: Product Selection

Select the product you want to buy by clicking the shopping basket.



Step 5: Detail Page

The selected product will pop up. At this stage, you can select the day you want to have delivery or collection again, as dates can differ per product.

Before buying you'll have to select a number of sales units. After clicking the **buy** button, the product will appear in your basket. Some products will give you the option to buy a smaller quantity like 10 stems.

You can also include a note for our Flowervision team, on the product, if you need any additional care for the specific product for example.

Country of origin (company) (s62)
Cancel

United Kingdom
00:05:00

Step 6: Order Confirmation

When reserved items are from London stock** they can sometimes be cancelled, which

you will be able to see as a timer in the product detail page. This does not apply to any products reserved from connected stocks. This will be clearly shown - instead of a countdown timer you will see the words: Not Possible.

After adding all the products you want to your basket you need to confirm the orderlines. Check your basket carefully as once you have confirmed you are no longer able to cancel. (for more info on cancelling please see chapter 4).

When products are confirmed you can't cancel them anymore.

Now your order has been placed, and you're done!
An order confirmation is emailed to you at 10pm when the Webshop closes, the day before you are having a delivery or collecting your order.

Order 12/7/2019



✓ Confirm all unconfirmed orderlines

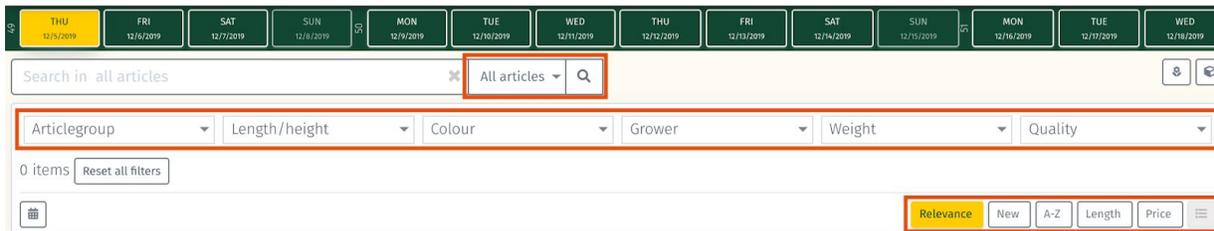
✓ 1 x 60 Rosa Gr Red Naomi £ 0.80

- ✓ Orderline confirmed
- ✓ Orderline reserved
- 🕒 Orderline is being processed
- ✗ Orderline rejected

2. Filters

There are several filters to help you find what you're looking for.

1. First there's the filter next to the search bar in which you can select whether you're looking for flowers, plants or sundries.
2. Then there are the other filters which you can use for more specific attributes (articlegroup, length etc.) you require your products to meet.
3. The last line is the line of sort filters which will determine in what order the products on your screen will be.

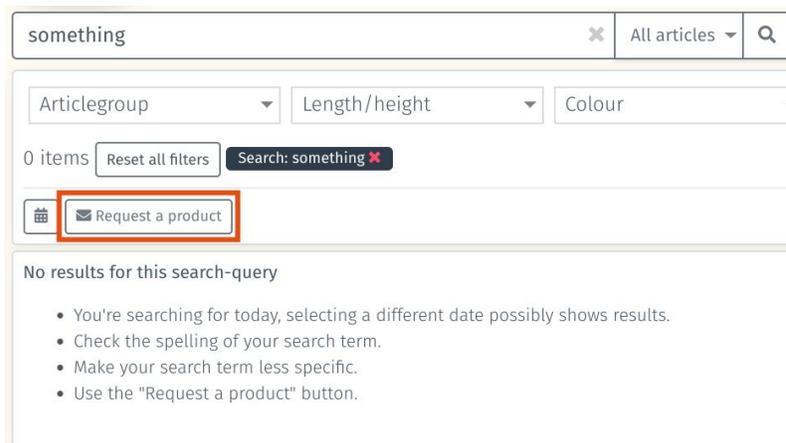


3. No Results

Whenever you are trying to find something but get no results you get the page depicted here.

It gives you a few bullet points to check whether there's any other way to find what you're looking for

The final bullet point asks you to request the product by using the button.



Request a product

Send us a message, so we can look for this product. Please describe the required article in detail.

Send this request

Describe the product you're looking for and the quantity in the message and we will add it to the orderlist.

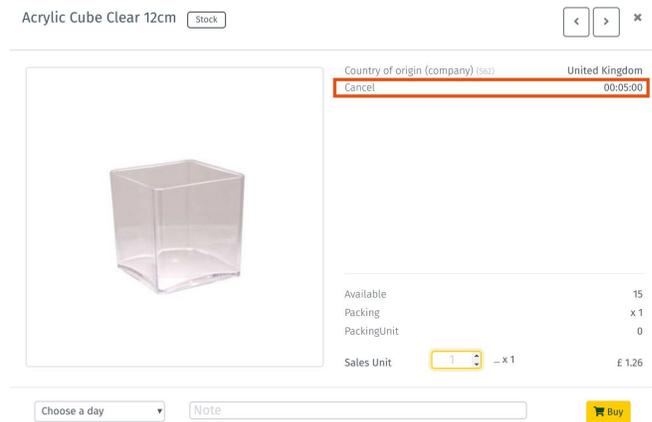
4. Product Cancellation

Even though product cancellation is something you'll hardly ever use since our products are so wonderful, sometimes you might slip up and order too much or

see something more suitable. When this happens you'll need to be able to cancel a product.

Unfortunately some of our suppliers won't let you cancel a reservation/purchase. Whether a product is eligible for cancellation is shown on the product detail page, as you can see in the picture.

For other items you will be able to cancel the purchase as long as you do it within the time limit that is shown on the detail page.



The following steps need to be taken to cancel a wrongly ordered product.

Order 12/7/2019

✓ Confirm all unconfirmed orderlines

✓ 1 x 1 Acrylic Cube Clear 12cm £ 1.26
🕒 12/6 11:11 AM



Step 1: Select Product

In your basket you'll see the orderline and in the timer underneath the product name, you can see how long you have to cancel the reservation. Select the product which you want to

adjust/cancel.

Step 2: Delete

After you've selected the product you want to cancel, you get the screen depicted below, which will also show a delete button. Click the delete button to cancel your purchase.

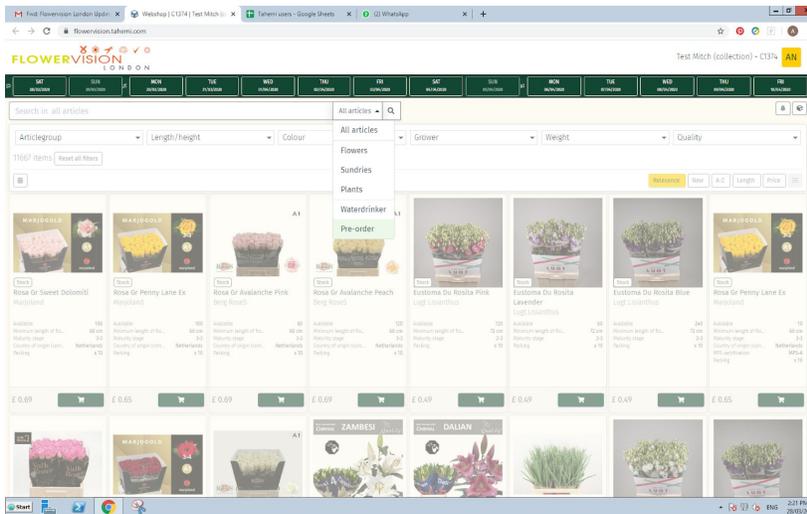
ORDER Sat 12/7/2019 🗖



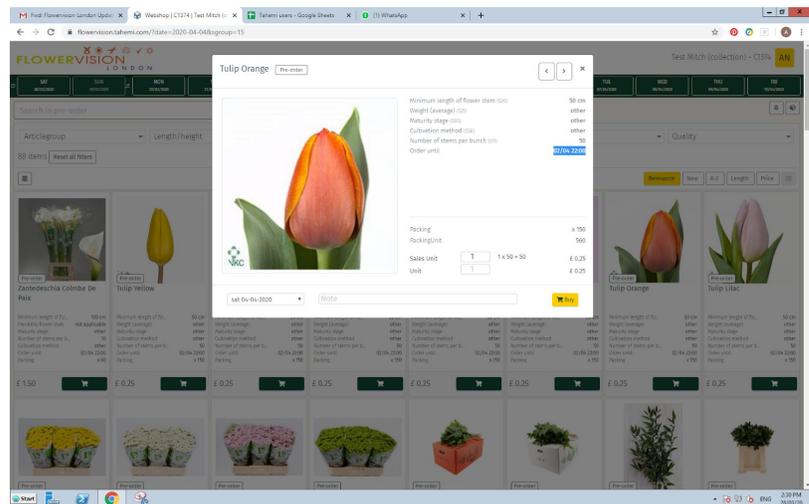
5.Pre-Order

We have created a basic assortment of items available to pre-order, we will be adding lines regularly so worth checking and anything you can't see but would like us to try for, email orders@flowervision.co.uk. Please note the price published in this pre-order list is the actual price.

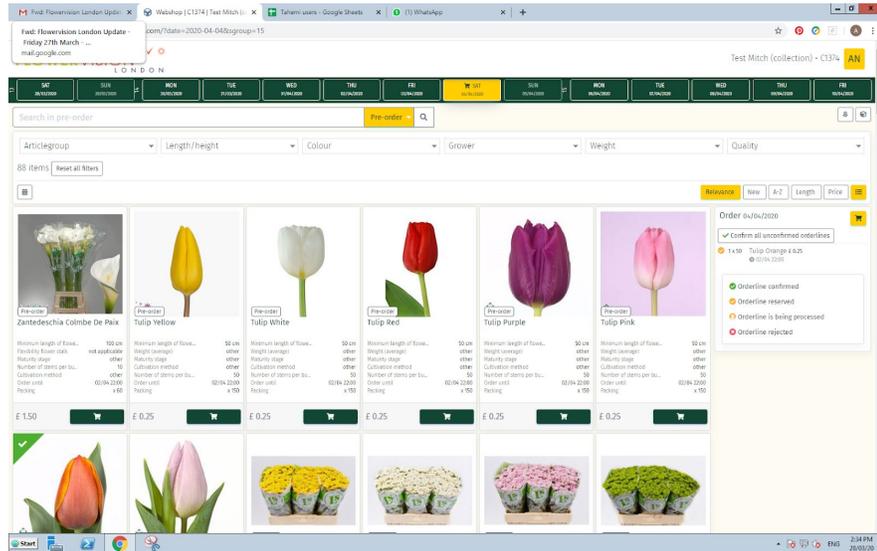
Step 1: Click on All groups and select pre-order as shown in the image below:



Step 2: Select the date you would like to pre-order and select a product. You will notice there is a date & time on the product which tells you up until when you can order this item for your selected date. Click Buy



Step 3: A shopping cart will appear on the right side of the screen, (or at the bottom if you are on a mobile device)



Order 04/04/2020



✓ Confirm all unconfirmed orderlines

1 x 50 Tulip Orange £ 0.25
02/04 22:00

- ✓ Orderline confirmed
- ✓ Orderline reserved
- ⌚ Orderline is being processed
- ✗ Orderline rejected

Step 4: Here is an image of the shopping cart. At the moment the orange tick next to the product shows that this item is reserved and you can see by the little clock that you have until that date at 10pm to cancel/amend the order. At that time the order will be automatically confirmed.

Alternatively, if you are happy with the pre-order you can click on the box above the product which has a green tick and says "confirm all unconfirmed orderlines". Once you confirm the orderline the orange tick next to the items will turn green. At this point you cannot cancel or amend the order on the Webshop.