

Shop manual

Welcome to the new Flamingo website

Who can log on to Flamingo's online shop?

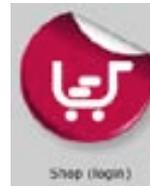
If you are in the trade and have you a VAT number, then you can request a log-in for Flamingo's on-line shop.

Are you a private individual? Then unfortunately you cannot order through the on-line shop.

If you have found a product in the catalogue that you would like to buy, then note the item number and go to your nearest pet specialist. If the item is not in stock in the shop, the owner can order the item required from Flamingo and a few days later the item will be available in the shop.

How do you request a log-in?

Choose your language on the Flamingo website at the top right of the screen by clicking on the appropriate icon. Click on the shop icon at the bottom left in the grey bar



In the screen that then opens, you can click at the bottom on *click here*



In addition to product information you will also be given an overview of prices in our shop. You can also place on-line orders.

In order to place orders online as a dealer, you need to log in.

Login

Password

Forgot your password? [Click here.](#)

Language

English

Verzenden

If you are not registered yet, [click here.](#)

Fill in your company data carefully. Then click at the bottom on the "send" button.

Your log-in request is then forwarded to Flamingo. You will receive an answer as soon as possible.

How do you request a log-in?

A log-in is only allocated to traders, not to private individuals. The sales department decides whether or not a trader is allocated a log-in. If you have a customer number with Flamingo, you can log in with the log-in and the password that you have received. You always receive this by mail. You can view the prices and order online.

If you are still not a Flamingo customer, then you can get a temporary 3-month log-in. Here too the sales department decides whether you get a log-in or not. You can use this temporary log-in to view prices but you can NOT order online. If you wish to place an order, you can do this by telephone, fax or by email.

How can you log in?

Click on the shop icon at the bottom left in the grey bar.



Fill in your log-in and password that you have received by mail. Choose your language and click on the “send” button.



In addition to product information you will also be given an overview of prices in our shop. You can also place on-line orders.

In order to place orders online as a dealer, you need to log in.

Login

Password

Forgot your password? [Click here.](#)

Language

Verzenden

If you are not registered yet, [click here.](#)

You now have access to the shop.

Option 1:

You are still not a Flamingo customer and you have received a temporary log-in. You can only view the prices via the search products menu.

● Search products

Option 2:

You are a Flamingo customer and therefore have a customer number.

You can choose from 6 menus:

- [Search products](#)
- [My Flamingo range](#)
- [New order](#)
- [Open order](#)
- [History](#)
- [My favourite products](#)

1. Search products = only searching for products for ordering: go to the menu new order

You can consult the products on 4 ways :

- via [descriptions](#)
- via [product codes](#)
- via [barcode](#)
- via [categories](#)

- via descriptions:

type in the description of a product, for example turtle. If you click on the send button, then a list of all products appears with the word turtle in the description. You can also type in several search words, for example collar leather. Then on the right, all products with collar and/or leather in the description appear. If you type these words into 1 box, then you search for products with collar AND leather. If you type these words in separate boxes, then you search for collar and/or leather.

-via product codes:

Using this menu, you can search for a product via the product code (= item number). Type in the product code, click on send and the relevant product appears on the right.

-via barcodes:

Using this menu, you can search for a product on the basis of the barcode. Type in the barcode, click on the send button and the relevant product appears on the right.

-via categories:

You can use this to search for a product in the same way as searching in the on-line catalogue. Per category dog, cat,... you can click on to sub-categories for example toys, leads,... If you click on the sub-category, you will see on the right all products sorted under this category.

2. My Flamingo range

All the items you ordered the previous year are collated under this menu. You can scroll through this list and easily find items you regularly order. There is also a handy print version that you can use to print out the list. With this list, you can run through your shop and highlight what you want to order. Then, on the basis of this list, you can fill in your order form on-line. Items marked with a red cross in the history, are items on an open order form.

3. New order = here you can search for products that you want to order

There are four ways you can add products to your order form:

- via [descriptions](#)
- via [product codes](#)
- via [barcode](#)
- via [categories](#)

This is via the same system as search products. This lets you put your order form together.

4. Open orders

If you have already created an order form and you have not yet sent this to Flamingo, then you can find this under the menu open orders.

5. History

This is an overview of all orders that you have already placed with Flamingo. A green button  behind the order form means that this is processed at Flamingo. A red button:  this order is not yet processed.

6. My favourite products

You can store your favourite Flamingo products in this menu and thus find and order your favourites very easily. You can use this menu to add your favourite items to your order form. Information on the Flamingo products. For each product, you will find detailed information: the product code, the name of the product and product info. Product info covers the size (unless this is mentioned in the name) and any additional information on the use or function of the product.

In the shop you will find more information: in particular the barcode, inner, outer and pallet. If you click on the icon with the little eye, then an enlarged version of the product photo and detailed photos appears. Click on the detailed photos and these will be enlarged.

The order form

In the left column you will find all data relating to the products, such as product code, description, inner, outer and pallet,...

If you click on the icon with the little eye,  then you can view the detailed data on the product. The column with "order in" this is the minimum order quantity. In the space to be filled in, you fill in the number that you want to order. In the column beside that, you will find the price per unit. In the space to be filled in, you fill in the number that you want to order..

NB: the number that you fill in, must ALWAYS be a MULTIPLE of the minimum purchase. For example: if the minimum quantity is 6, then you can only order 6,12,18... No. So you cannot order 1 No or 17 No., as these are not multiples of 6.

In the column "total price" you will find the price calculated per product. Click on the blue icon  to recalculate your price per product. By clicking on this button, the minimum purchase is checked. If this is NOT a multiple of the minimum purchase, then the amount you order is automatically adjusted to the next highest multiple. The total price is the price per unit multiplied by the number that you order.

If you wish to remove a product from the order form, click on the icon .

You can also let your order form be fully recalculated instead of per product. To do this, click right at the bottom of the order form on the icon .

If you have submitted your order and you wish to place your order with Flamingo, then click on the icon .

You can also print out your order form. .

NB: before closing off your order form, you must tick at the bottom of the order form beside the green sentence

Before you can complete your order, you must first agree with our conditions.

Only then can you send off your order form.