

On-line ordering Guide for Allotment Association Seed Secretaries

Registering with the Shop

Once logged into the NAS website, go to the 'Members Area' and then 'Seeds Scheme' page. Click **Login to Kings Seeds** to login or complete your registration details. Kings Seeds will receive this application and will email you with a username which is needed to login.

Please note that the login details will only work on our allotment website (<https://nas.kingsseeds.com/>); they will NOT work on our standard Kings Seeds website.

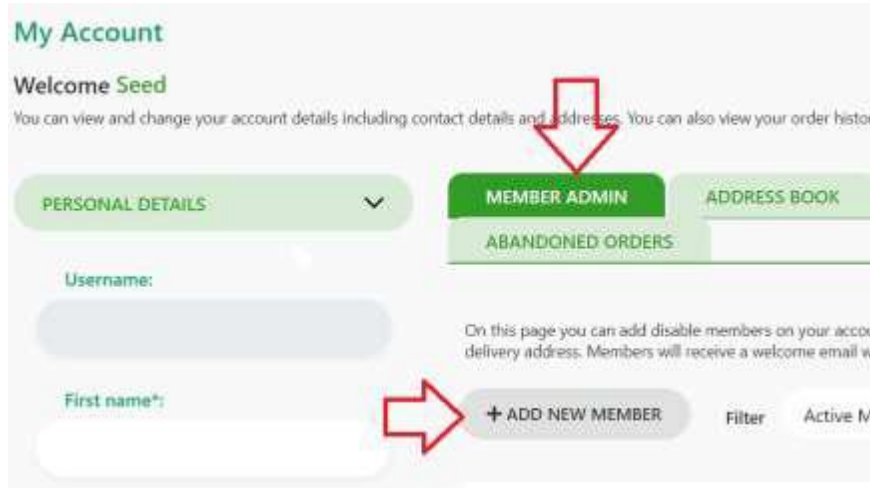
Setting up the Account

Adding Affiliate Members

If you have affiliate members who wishes to order on-line themselves or have products delivered directly to their home address you will need to add them as a member to the account. When on the Kings NSALG website, click the green arrow next to your name in the top right corner to bring up a drop down, and select **"My Account"**.



Select the **"Member Admin"** tab and click "+ Add new member" button in grey.



My Account

Welcome Seed

You can view and change your account details including contact details and addresses. You can also view your order history.

PERSONAL DETAILS ▼ MEMBER ADMIN ADDRESS BOOK

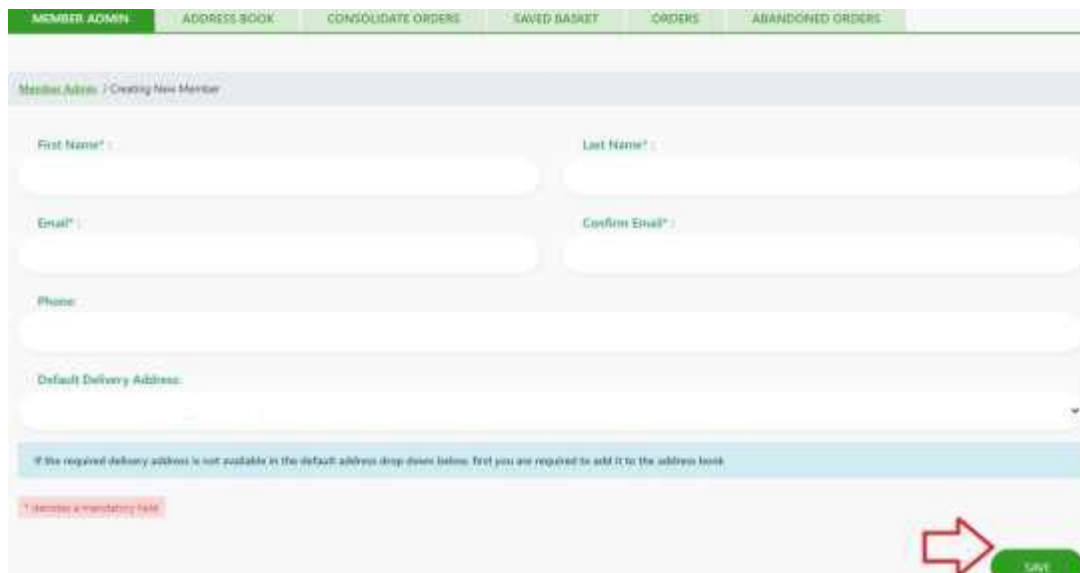
ABANDONED ORDERS

Username:

First name*:

On this page you can add disable members on your account delivery address. Members will receive a welcome email when they register.

+ ADD NEW MEMBER Filter Active Members



MEMBER ADMIN ADDRESS BOOK CONSOLIDATE ORDERS SAVED BASKET ORDERS ABANDONED ORDERS

Member Admin > Creating New Member

First Name* :

Last Name* :

Email* :

Confirm Email* :

Phone :

Default Delivery Address :

If the required delivery address is not available in the default address drop-down below, first you are required to add it to the address book

* denotes a mandatory field

SAVE

Fill in the member's details;

- First and last name,
- Enter their email address twice
- Click SAVE

As soon as you click the 'Save' button, an email will be sent out to the member immediately requesting that they create a new password. *Please note this is valid for 48 hours.* If it expires, the member can click through the 'Forgotten your password' link, or contact us so we can set a password for them.

Once the member has access to their account, they can then add their own address and make this their default address. The members address will show in the association address book.

You will only need to add addresses for affiliates so that **you** can place an order for them for delivery to their home address, **or** if you want to add each members address to set their own address as the default delivery address for them.

Go to "My account" section, select "Address book" tab, then click the "new address" button.

Fill in the member's address details.

The button to 'Set As Default Delivery' will make this the default address for all members. This should only be set on your (secretary's) address. If you want to make the members own address their default, you will need to add their own address to the address book **first**, then go to the 'Member Admin' tab, click add new member, and choose their address from the drop down menu.

Please note that the default billing address will **always** be the secretary's address. Members must click to add their own billing address during the checkout process. If they don't, this may cause problems processing the payment and your address will be printed on the members invoice. If a member leaves the default billing address as the secretary's address, it doesn't mean that the secretary will be charged for the order. Members will pay for their own orders when checking out online.

Ordering On-line - Please see the Kings' website Help section for how to use the Quick Order facility and saving baskets etc. Email nsalg@kingsseeds.com if you need further help.

Secretaries can;

- Add members so they can place their own orders.
- Place bulk orders to be delivered to the seed secretary address.
- Place an order for each affiliate member that forms a bulk order (once consolidated) delivered to seed secretary address but with individual packing.
- Place an order for an affiliate member to be delivered to their home address.

Any orders, placed by you or by affiliate members to be delivered to the default association address will need to be consolidated before they are processed by Kings. The Secretary will be notified by email that

the order is waiting for consolidation. You can find orders awaiting consolidation by going to 'My Account' and then selecting 'Consolidate Orders'. **Please note that you should not consolidate a single members order. This is for BULK ordering only.**

Placing orders for Affiliates

- If you have affiliate members who have opted for individual packing you will need to place a separate order for each one. Choose the default association address and put the affiliates name in the Delivery notes section and make a note of the order number. This order will need to be consolidated.
- The secretary can select an Affiliate Member's address and place the order for them to be delivered to the affiliate's own address. No consolidation is required for this.

Consolidating orders

To consolidate order, go to the 'My Account' section', and then 'Consolidate Orders' tab. You can view all orders waiting to be posted to the seed secretary's delivery address. This feature is so that the secretary can decide if they would like to wait for all orders to be placed and consolidated together or if an order is more urgent they can send it across to Kings Seeds straight away. Kings Seeds do not receive these orders on our system until they have been consolidated by the secretary. Payment is taken at the time the order is placed.

Orders for consolidation are either placed by you, the secretary, using the main account, or by an Affiliate Member independently, but in all cases for an order to be available for consolidation "the delivery address" must be the main seed secretary delivery address.

Once an order has been placed you can view it in here but you can't edit an order in the 'to be consolidated' status.

- You can consolidate multiple orders which will be sent together, by selecting the orders from the Consolidation section and then choosing to 'Consolidate'.
- Once consolidated, the orders' status is changed to 'Consolidated' and they then become visible on the Order History Tab
- Orders placed by members for delivery to their own address are not listed here but are listed on their own account. These orders are sent out as soon as possible and do not need to be consolidated.
- Secretaries now receive a weekly reminder by email, typically on a Friday reminding them that there are outstanding orders waiting to be consolidated.

Society Discounts

Orders placed online will automatically be priced the same membership prices as in the NAS Kings Seeds Members Catalogue. (40% off mail order packets).

You must contact us at the end of the season to claim back any Society Discounts and Early Order Discounts commission. This is usually paid back to the association towards the end of the Season, around May-June time to allow for as many orders as possible to be combined and processed, so the discount can be paid back in one go.

Despatch times

Please note that during our busiest times of the year (typically October to March), despatch times for allotment orders can be up to 25 working days.