

On-line ordering Guide for Allotment Association Seed Secretaries

Registering with the Shop:

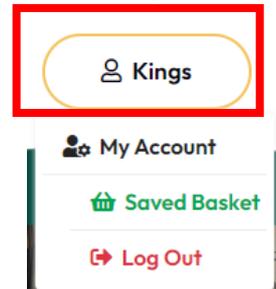
Once logged into the NAS website, go to the 'Members Area' and then 'Seeds Scheme' page. Click **Login to Kings Seeds** to login or complete your registration details. Kings Seeds will receive this application and will email you with a username which is needed to login.

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:

If you have affiliate members who wish 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 NAS website, click your name in the top right-hand corner, and go to "My Account".



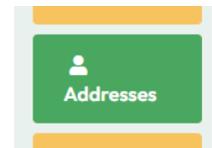
There are 2 ways to add members to the account;

- Either by adding each member manually, OR
- You can now import your members list from the NAS website (New Feature)

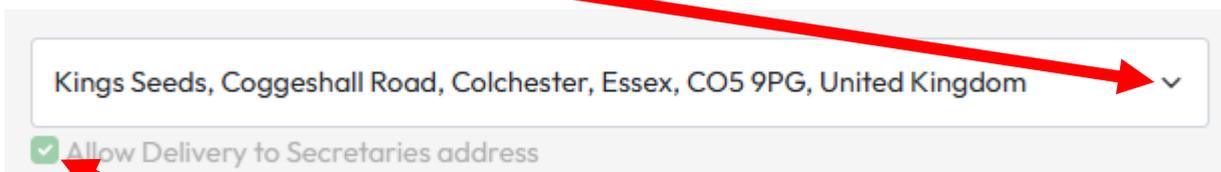
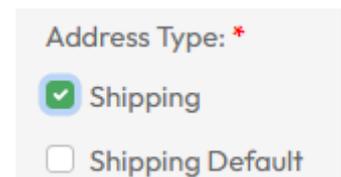
When adding a new member, you can choose if you'd like members to be able to select your address for deliveries. Your address should only be used by members if their order will make up a bulk order, totalling over £75.

Manually adding a member:

If you don't want members to have the option of selecting your address for delivery, you will need to add each members address before you add them as a member. To do this:



- Go to "My Account" and then click on the "Addresses" tab.
- Click the "+ Add New" button, and fill in the form with member's address details.
- Choose the Address type as "Shipping", and then click "Save".
- Now, click on the "Member Admin" tab, and click "+ Add New Member".
- Enter the members name and email address. *It is optional to add the members phone number.*
- The default address will show as your address. If you don't want them to have your address as an option, click the arrow and select their own address.



- Untick this box if you **DO NOT** want members to have your address as an option.
- 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 'Forgot 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 if you haven't added their address for them. The members address will show in the association address book. You will see who added the address by looking at the address Owner column.

You can also 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.

Importing Members (NEW FEATURE):

If you have a lot of members, you may find it quicker and easier to import your members list from the NAS website. (www.thenas.org.uk). You will need to go to the NAS website, and export the list of members before you can add them. Please see our help video for further information.

To Import Members:

- Go to "My Account", select the "Member Admin" tab, and then click "Import Members".
- You can either download our Excel Template and fill this in/ copy and paste the members information from the exported file, for each member you want to add to our website, or you can import the list of affiliate members that you have downloaded directly from the NAS website. This will create every member on the list with their own login.

Your address should only be used as the delivery address for members orders if it will be part of a bulk order. (multiple orders from other members). Orders placed to your address will await consolidation. You can only consolidate all orders when the total is over £75.

Addresses:

You will see a list of all members addresses in the "Addresses tab". You will see who added each address in the 'Owner' column. You can edit or delete any addresses where 'Secretary' is the owner. (These will be addresses that you added). You cannot edit or delete an address that a member has added themselves.

Online Ordering:

The quickest way to order online is by using the "**Quick Orders**" page. Here, you only need to enter the product codes and quantities of what you'd like to order. Once all items have been listed click "Add to basket", and follow the checkout steps.

Alternatively, you can browse through our range using the categories, or use the search box.

Please see the Kings' website Help section for how further help on using the website, including the Quick Order facility and saving baskets etc. **Email nas@kingsseeds.com if you need further help.**

Placing Orders:

Secretaries can;

- Add members so that members 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 the 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.

Place 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:

All bulk orders going to the secretary's address will require consolidation. This should only be used for bulk orders, where the total of all orders will exceed £75!

When the secretary's address is chosen as the delivery address, the website will ask the following:

2 Delivery Address

Select a Delivery address from your address book or enter a new address.

Secretary Address

Select the preferred consolidation option*

This is a single order.

This will be part of a group order, which will total over £75

Exporting Seeds to countries outside the UK (Including Northern Ireland):
We are not allowed to export seed to countries outside the UK (Northern Ireland included) without the customer purchasing a Phytosanitary certificate which costs anything upwards of £250.00. For more information, please contact us by email: info@kingsseeds.com

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If the option for **“This is a single order”** is chosen, the individual postage charges apply, and the order won't require consolidation. (£2.55 for seeds and sundries + £4.00 for potatoes, fruits, asparagus).

If the option for **“This is part of a group order, which will total over £75”** is chosen, the members will only be charged the **£1.95 packing fee**, and the order will require consolidation by the secretary. Orders can only be consolidated when the total amount of all orders awaiting consolidation is over **£75**.

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.

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 **“Orders”** 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

The prices on our special NAS members only website have already been discounted. They will match the prices of your members catalogue.

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.