



Stareast International

Pty Ltd

STAREAST WEBSITE USER GUIDE

VISIT WWW.STAREAST.COM.AU - 24/7 ONLINE SHOP!!!

The purpose of this user guide is to explain some of the Stareast website features. Please ensure you know your login details. If you have forgotten your password, you can use the "forgotten password" link on the website. For all further questions or for any clarification on the articles in this booklet, please get in touch with the Stareast team – the contact details can be found at the footer of each page.

1. Search



Can't find the part you're looking for?
[Click here to contact us](#)

The search feature is a useful tool for finding items by their part number, associated model numbers, supplementary part numbers and even text keywords in the item description. You will find the search bar on the top of every Stareast webpage for quick access.

2. Account Login

Email Address Password [LOGIN](#) [REGISTER](#)

The login feature is at the top of each Stareast webpage. Once logged in, it will give you access to your Stareast user account. If you do not have a customer file with Stareast, please see the 'FIRST TIME VISITORS' page on our website with instructions on how to obtain one. Only once you are properly set up, you can gain access to trade pricing, directly order through Stareast online and much more.

3. General Information

[HOME](#) [ABOUT US](#) [FIRST TIME VISITORS](#) [CATALOGUE](#) [EXPRESS ORDER](#) [AFFILIATIONS](#) [MSDS](#) [FAQ'S](#) [CONTACT US](#)

SHOP NOW	CUSTOMER SERVICE	OUR COMPANY	CONTACT US
Promotions & Flyers More Featured Products New Products We accept: 	Freight & Handling Returns Policy Warranty Card Terms & Conditions FAQ's Account Logout	About Us SEI News Refrigeration Agencies Privacy Policy Credit Reporting Policy	Stareast International Pty Ltd 45 Bryant St Padstow NSW 2211 Email: sales@stareast.com.au Phone: 02 9792 5988 Fax: 02 9792 5944

Our top and bottom navigation bars (also found on each page) contain useful links to resources such as our MSDS files and FAQ's. Good to know in case you ever need access. The 'SHOP NOW' section is only available to users who are logged in to our website.

4. Express Order

[HOME](#) [ABOUT US](#) [FIRST TIME VISITORS](#) [CATALOGUE](#) [MY ACCOUNT](#) [EXPRESS ORDER](#) [AFFILIATIONS](#) [MSDS](#) [FAQ'S](#) [CONTACT US](#)

Home / Express Search

SHOP NOW

EXPRESS ORDER



Enter a Stock Code and your desired quantity and click Add to Order List.

<input type="text" value="B0"/>	<input type="text" value="Q1"/>	ADD TO ORDER LIST
B017 - SIMPSON MINIMAX FAN BELT CLEAR	Price	Quantity
B007 - HOOVER AUTO MAIN DRIVE BELT A35 500/900		
B008 - HOOVER AUTO PUMP RUBBER BELT		
B034 - HOOVER MAIN DRIVE BELT M20		ADD TO CART
B015 - TWIN TUB SPIN BELT		
B012 - TWIN TUB YELLOW SPOT BELT		
B013 - TWIN TUB BLUE SPOT BELT		
B022 - SIMPSON MINIMATIC MAIN DRIVE BELT A36		
B020 - SIMPSON MINI DELTA PUMP BELT M34		
B005 - MAYTAG & SIMPSON LRG MAIN DRIVE BELT A40		

Already know the part numbers for the items you want to add to your cart? The express order feature allows you to quickly place orders without having to go directly to the items one by one. An added feature brings up the part plus a brief description to ensure you are selecting what you require. Check out the Stareast Catalogues, past invoices or previous searches, just jot down the part numbers you need, make an express order, and then simply checkout. **Easy!**

9 items Total: \$769.50

Don't forget to click on the cart to checkout and complete your order. (Also see #12)

SHOP NOW [CONTACT US](#)

Phone: 02 9792 5988 | Fax: 02 9792 5944 | Email: sales@stareast.com.au

www.stareast.com.au





5. Quantity Breaks



SIMPSON MINIMAX FAN BELT CLEAR

Stock Code: B017

Price: \$2.00

Quantity Breaks

- 1+
- 10+
- 100+



FOUND HERE

Stareast has always given incentives and rewarded our trade customers who buy in bulk. Some items contain quantity breaks so that the more of an item you buy the bigger the discount. You will find these quantity breaks of certain items only in the item detailed description page. Remember, you need to be logged in on our website to view this pricing as it is TRADE ONLY.

\$2.00
\$1.70
\$1.30

6. Favourites

MY FAVOURITES

- My Favourites

ADD TO FAVOURITES

Quantity:

Your Stareast user portal has a way for you to save all your favourite items together in the one place for quick reference and ordering. Using the item's detailed description page, you can use the 'ADD TO FAVOURITES BUTTON' so you can easily find these items again later. A must feature to use as Stareast has over 10,000 items in it's database. Try it, you will have access to all the items you require in just a few clicks.

7. My Account

Home / My Account

SHOP NOW

HVAC-R EQUIPMENT & SPARE PARTS

HEATING/ELECTRICAL COMPONENTS

GENERAL APPLIANCE SPARES

MY ACCOUNT

MY ACCOUNT

- View or change my account information
- View or change entries in my address book
- Change my account password
- Quick Order
- My Invoices

Update your address details, names, passwords etc

Express ordering

View Paid/Outstanding Invoices

MY ORDERS

- View my orders

Look at your past online orders

SUBSCRIPTIONS

- Unsubscribe from Newsletter

Ensure you receive our promotions & Newsletters

MY FAVOURITES

- My Favourites

Quick access to your favourite items

Once you are logged in to our website, you will be directed to your user portal where you will be able to access some self explanatory and simple links for you that you can use. We have touched on favourites in Article 6, and the next few articles will touch on some other features accessible via your user account.





8. Mailing List

Click here to
JOIN OUR MAILING LIST

(Get newsletters and promotions
emailed directly to your inbox)

Chances are, when you applied for a COD or 30 Day account, you opted to receive our newsletters and promotions. If so, the email address you provided at that time will have automatically been added to the Stareast mailing list. If you require further email addresses to be added, you can use this link on the home page of our website to add as many as required. Remember, it is a 2 step verification, so don't forget to head to your inbox to confirm the addition.

9. My Invoices

MY INVOICES

Invoice No	Date	Total	Balance	Pay
12345678	23-Jun-2017	\$1,780.18	\$1,780.18	<input type="checkbox"/>
<u>12345678</u>	23-Jun-2017	\$350.20	\$350.20	<input type="checkbox"/>
12345678	14-Jun-2017	\$5,970.30	\$5,970.30	<input type="checkbox"/>
12345678	14-Jun-2017	\$5,901.48	\$5,901.48	<input type="checkbox"/>
12345678	06-Jun-2017	\$1,109.50	\$1,109.50	<input type="checkbox"/>
12345678	06-Jun-2017	\$1,540.00	\$1,540.00	<input type="checkbox"/>
12345678	25-May-2017	\$6,900.39	\$6,900.39	<input type="checkbox"/>
12345678	25-May-2017	\$301.80	\$301.80	<input type="checkbox"/>
12345678	05-May-2017	\$850.12	\$850.12	<input type="checkbox"/>
12345678	01-May-2017	\$2,644.46	\$2,644.46	<input type="checkbox"/>
12345678	21-Apr-2017	\$1,136.20	\$0.00	<input type="checkbox"/>
12345678	13-Apr-2017	\$138.25	\$0.00	<input type="checkbox"/>
12345678	06-Apr-2017	\$6,226.06	\$0.00	<input type="checkbox"/>
12345678	05-Apr-2017	\$312.84	\$0.00	<input type="checkbox"/>
12345678	24-Mar-2017	\$901.37	\$0.00	<input type="checkbox"/>
12345678	17-Mar-2017	\$976.07	\$0.00	<input type="checkbox"/>
12345678	08-Mar-2017	\$9,176.30	\$0.00	<input type="checkbox"/>
12345678	01-Mar-2017	\$280.47	\$0.00	<input type="checkbox"/>
12345678	01-Mar-2017	\$5,409.32	\$0.00	<input type="checkbox"/>
12345678	23-Feb-2017	\$920.52	\$0.00	<input type="checkbox"/>

PAY

Your user portal will show a link named 'My Invoices' that will show invoice history for 6 months. Customers who have a 30 day account will be able to see invoices they have both paid and not paid. COD customers will be able to see all past paid invoices. You will also be able to click into each respective invoice to see more detailed specifics about the items purchased on that invoice. For account customers, you can also click to pay your account invoices by clicking on the respective checkboxes for invoices you wish to pay and then by proceeding to the payment screen by clicking 'PAY'. See article 10 next.

10. 30-Day Account Payments

PAY INVOICES

Amounts

Invoice Number	Balance	Amount
123456789	\$3,901.48	<input type="text" value="3,901.48"/>

Payment Method

Commonwealth Bank Payment Gateway

NEXT

30 Day account customers will be able to pay for any outstanding invoices directly from our website using a mastercard or visa via our Commonwealth Bank Payment Gateway. Stareast imposes no credit card surcharges at the present time. (Please note we no longer accept AMEX or Diners Club)

11. SSL Secured Website



At Stareast, we take online security very seriously. That is why you can rest assured that all your personal and payment information is safe with our high end SSL secured website. Enjoy peace of mind while you shop with us knowing that Stareast has your online presence protected.





12. Checkout & Complete Your Order

9 items Total: \$769.50

CHECKOUT

Don't forget to click on the cart icon to checkout and complete your order. You can find this link at the top of every webpage. Simply head over when you're ready and then click CHECKOUT.

First step: Choose either to pick up or have your order shipped/delivered

Shipping Method

Please select a shipping method to continue:

Trade Customer

Please see FAQ23 for our freight and handling charges. Please do not make bank transfer until a member of staff contacts you via phone/email with the final invoice total. We prefer payment via Visa or Mastercard and there is no surcharge

\$0.00

Trade Pick Up

Pick up from SEI trade counter. Please allow some time before coming to collect your order. Payment for the total invoice amount at sales counter is accepted

\$0.00

Second step: Choose your payment method (30-Day account customers will see a third checkbox option for 'On Account', where you will also need to enter in an order number to proceed.

Payment Method

Balance: \$18.70

Please select a preferred payment method to continue:

Australian Bank Deposit

Credit Card

Credit Card Owner

Credit Card Number

Credit Card Expiry Date

3 or 4 Digit Security Code

Third step: Check the final overview details of your order and then click 'CONFIRM ORDER'

(Please also note to click the checkbox that you agree to the terms and conditions. To view these before accepting, click on the text)

Terms and Conditions

I agree to the Terms and Conditions

CONFIRM ORDER



This informational handout is subject to change at any time. The current version of this handout can always be viewed on our website. The link can be found in the footer area.

