



Stareast International

Pty Ltd

STAREAST WEBSITE USER GUIDE

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

1. Search

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 and technical data. 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 bar is at the top of each Stareast webpage. Once logged in, it will give you access to your Stareast online user portal, trade pricing and much more. Ensure the email address we have on file for you is correct as this email address is your username to gain access.

3. General Information

Our top and bottom navigation bars (also found on each page) contain useful links such as MSDS files, FAQ's and general information. Good to know in case you ever need access. The 'SHOP NOW' section contains promotions, flyers and featured products.

4. Express Order

HOME ABOUT US FIRSTTIME VISITORS CATALOGUE MY ACCOUNT EXPRESS ORDER AFFILIATIONS MSDS FAQ'S CONTACT US

Home / Express Search

SHOP NOW

HVAC-EQUIPMENT & SPARE PARTS
HEATING/ELECTRICAL COMPONENTS
GENERAL APPLIANCE SPARES

EXPRESS ORDER

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

B0

| | Price | Quantity |
|--|-------|----------|
| B017 - SIMPSON MINIMAX FAN BELT CLEAR | | |
| B007 - HOOVER AUTO MAIN DRIVE BELT A35 500/900 | | |
| B008 - HOOVER AUTO PUMP RUBBER BELT | | |
| B034 - HOOVER MAIN DRIVE BELT M20 | | |
| 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 | | |

SHOP NOW CONTACT US

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.

5. Quantity Breaks

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. Once again remember to be logged in, otherwise you will only see retail pricing.

6. Favourites

MY FAVOURITES

Quantity:

• My Favourites

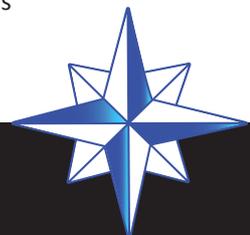
Save all your favourite items together in the one place for quick reference and ordering. Using the item's detailed description page, you can use the 'ADD TO FAVOURITES BUTTON' so you can easily find these items again later. A must feature to use as Stareast has over 10,000 unique items in it's database.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

7. 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.



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

www.stareast.com.au



8. My Account

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. We have touched on Favourites in Article 6, but from your "My Account" page you will also be able to change your password, make an express order, add additional emails to the mailing list, view your past Stareast GST inclusive invoices, view current orders where you have yet to checkout and so much more.

9. My Invoices

MY INVOICES

| Invoice No | Date | Total | Balance | Pay |
|------------|-------------|------------|------------|--------------------------|
| 12345678 | 23-Jun-2017 | \$1,790.18 | \$1,790.18 | <input type="checkbox"/> |
| 12345678 | 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"/> |

Your online user portal will show a link named 'My Invoices' that will show invoice history for 6 months. Customers who have a 30 day credit account will be able to see invoices that are both paid and unpaid. Cash account 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 | 3,901.48 |

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 to pay via this method. (Please visit the "Payment Methods" page on our website for more information)

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. CBA Payment Gateway & PayPal

To further protect your online security, Stareast has implemented live payment processing for cash accounts giving you the option to pay via either the Commonwealth Bank Payment Gateway and now PayPal. Visit the "Payment Methods" page on our website for more info.



13. Checkout & Complete Your Order

Once you have selected all the items you require and added them to your cart, you simply need to select your payment method, freight/pickup option and agree to the terms and conditions. Click on "Confirm Order" and we will send your order confirmation to your email address. Done! Orders received before 2pm AEST on every business day are almost always sent out the same day!

Terms and Conditions

I agree to the Terms and Conditions

CONFIRM ORDER

Step 1 - Delivery Information

Step 2 - Payment Information

Step 3 - Confirmation

Step 4 - Finished!

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.

