

# Webshop Users Guide

User Guide for CRUK Webshop managed by APS Group

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# Introduction

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This user guide illustrates how to use the APS Webshop system which has been further developed to fulfil the online ordering requirements of CRUK.

The webshop can be accessed by any web browser and is responsive so it can also be used on a smart phone or tablet device.

To access the Webshop, point your browser to: <https://cruk.apsweshop.co.uk/>

If you have any issues using the Webshop, you can contact the APS Group dedicated Cancer Research UK team via email at [CRUKCST@theapsgroup.com](mailto:CRUKCST@theapsgroup.com) and they will assist you where possible.

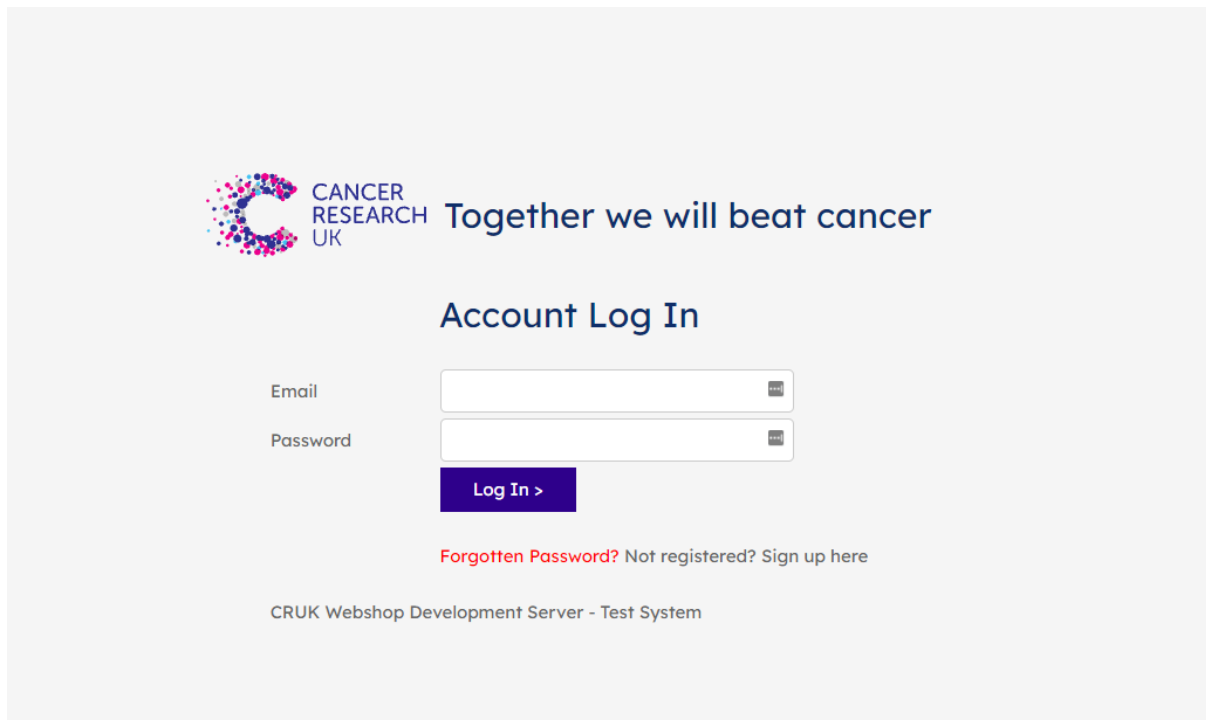
## Logging into the Webshop


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When you land upon the login page, you will see the primary sign-in screen below. From here you can log into the webshop using your email and known password.

If you have forgotten your password, click onto the **Forgotten Password** link where you will be asked to input your email and after submitting your details, the system will send you a new password.

If you are a new user and wish to sign up to use the Webshop, click onto the **Sign up here** link which will allow you to complete your personal details to request access to the webshop.



 **CANCER RESEARCH UK** Together we will beat cancer

## Account Log In

Email

Password

[Log In >](#)

[Forgotten Password?](#) [Not registered? Sign up here](#)

CRUK Webshop Development Server - Test System

## New User Sign Up Process

New user accounts can be created by CRUK Administration staff via the back office, or for simplicity, you can create your own account by completing the new user sign up process.



CANCER  
RESEARCH  
UK

Together we will beat cancer

## Account Registration

Title *	<input type="text" value="Title"/>
First Name *	<input type="text" value="First Name"/>
Last Name *	<input type="text" value="Last Name"/>
Email Address *	<input type="text" value="Email Address"/>
Password *	<input type="password"/>
Telephone *	<input type="text" value="Telephone"/>
Search Address	<input type="text" value="Begin typing your address/postcode here..."/>

If your address can not be located [click here](#) to supply your telephone and contact details for a call back.

[Register >](#)

You must complete all the fields that are mandatory (denoted by a red \*), you can search for your address by typing the postcode and selecting your house number, or by partially typing your street name.

If your address does not appear on the matching address list, you can contact a member of your Customers Services team by clicking on the [click here](#) link where you can input your issue and submit it to the team for technical support.

Below the address area there is a note field where you can input the details of Cost Centres you require for your account or other notes such as special delivery instructions for your location. These notes will be reviewed by the Administrators when they configure your access.

Once you have submitted your details, you will be sent an email\* from the Webshop to confirm your email address to ascertain that you are the person who instigated the sign-up

request. You must click onto the link within this email for the system to allow you to gain access.

**\*TIP:** If you do not receive an email from the system, check your Spam or Junk inbox as your email client may route it there as this is the first time you have received emails from this site. If the email does go into your Spam or Junk box, right click the email and tell your email client never to block the senders domain.

Once you sign into the system, your account status will need validating by a member of the CRUK Administration team who will have been made aware of your recent sign up to the webshop by a system notification. They will give you access to the required Cost Centres, groups and categories in the webshop so you can order products.

You won't be able to order any products on the webshop until your account has been validated. Once validated, you will receive an email informing you that you can now use the system.

## Using the Webshop

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### Home page

When you have successfully logged into the system, you will be presented with the home page. In the header you will find links to other parts of the system, a global product search facility and buttons to access your account, shopping basket and to log out of the system. The header always appears regardless of where you are in the system, and the Cancer Research UK logo can be clicked at anytime to return you back to the home page.

Below the header frame you may find sliding banners advertising new products within the webshop. Below this, you will find a welcome message and the selection icons for the categories your access profile provides for you.

At the bottom of the page, you will find further links to other pages within the system for Help and Support and Terms and Conditions, etc.

**TIP:** Don't forget that the Cancer Research UK logo can be clicked anywhere on the system to return back to the home page.

**CANCER RESEARCH UK** Home News Custom Link Search for...

CRUK Webshop VIEW ACCOUNT LOG OUT MY BASKET

**Welcome to the Webshop**

Thank you for allowing the APS Group to demonstrate our Webshop product for you today. This page like most on the webshop can be fully customised by your nominated administrator.

Favourites New Stock Most Popular Fundraising Materials (01)

Terms & Conditions Privacy Policy Home

APS Group

Cancer Research UK is a registered charity in England and Wales (1089464), Scotland (SC041666), the Isle of Man (1103) and Jersey (247). A company limited by guarantee. Registered company in England and Wales (4325234) and the Isle of Man (5713F). Registered address: 2 Redman Place, London, E20 1JQ.

To locate your products, either navigate through the menu tiles or search for the product name, code or meta tags\* to locate the items you require.

**\*TIP:** Products can have meta tags assigned to them, these are words that are used to group and relate the product beyond the standard webshop categories (eg: brochure, health) and its code and description, the search feature will also include products that have meta tags in the product listing that match your input.

Your Home Page will only show product categories which your access profile permits you to see. If you cannot see a product category which you believe you should have access to, please contact your CRUK administrator.

You will have three special categories called "Favourites", "New Stock" and "Most Popular".

**Favourites:** This is where products that you have tagged as a favourite will appear. This is a good way of keeping your regular products together to access quickly.

**New Stock:** When new products are introduced to the Webshop, the Administrators may want to highlight this, by tagging them as a new, which will make them appear in this

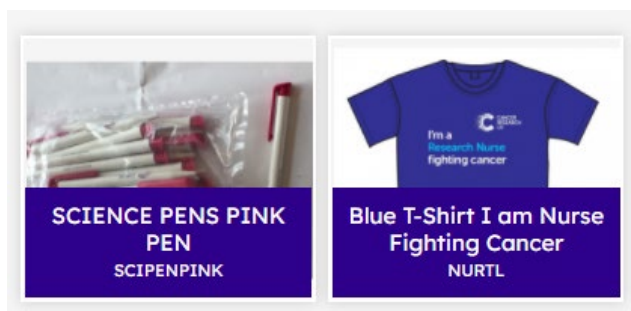
category for a few weeks. This is a great way of quickly identifying new items. The system will automatically drop a product from the New Stock category after 20 days since its introduction.

**Most Popular:** This category will list products that are currently trending with other webshop users.

**Note:** The products within the New Stock and Most Popular will only show products that you can order according to your access profile.

## Product tiles

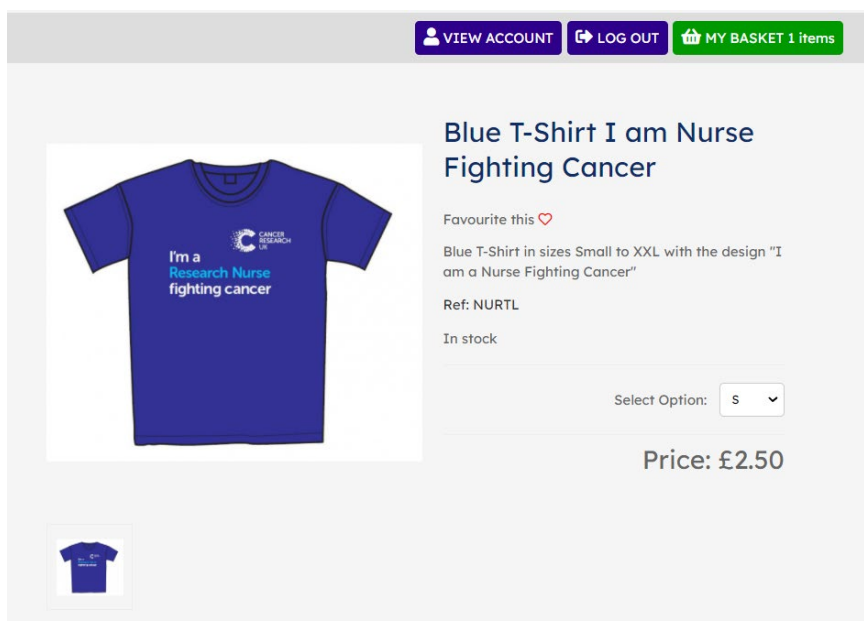
When you navigate through a menu or search for items, the products that are available to you will appear as tiles on the screen which we call "Product Tiles"



Each tile contains an image, description and unique code of the product the tile is representing.

To select a product, click onto the tile to reveal more information about it and the opportunity to add it to your basket.

## Product Details




The Product Details page contains a larger representation of the product primary image along with further supporting images across the bottom (if configured).

If this is a product you order regularly, you can add it to your personal favourites category by clicking the heart icon next to "Favourite this". When the heart turns from an outline into a solid, this indicates the product has been added to your favourite category. To remove the product from your favourite category, simply click the heart icon again so that it returns to an outline heart shape.

If the product has further variants (eg: packs, boxes, sizes or colours) a "Select Option" drop-down selection will be present, where you can select the required variant to add to your basket.

Many products show a price, which is used by the system for budget control and cost centre allocation.

A rectangular button with a dark purple background and white text that reads "Add To Basket".A green rectangular button with a white shopping basket icon on the left, followed by the text "MY BASKET 1 items" in white.

The Webshop operates like Amazon, where you adjust your ordering quantities from the basket and not from the product selection screen. If you want to order multiples of the same item, click on the "My Basket" icon and adjust the quantities there.

Your access profile may have controls which dictate the maximum number of items you can order at one time. If you have reached this limit, the system will pop a warning message and prevent you from adding further items to your basket.

Once you have added a product to your basket, you can search for further products via the search box or navigate to the relevant category.

## Your Shopping Basket



You can access your shopping basket at anytime by clicking the "Shopping Basket" icon. If you have products in your basket, it will be highlighted in green.

When you have items in the basket, they will be listed in the sequence you added them. If you add multiples of the same product to the basket, it will add them as individual lines.

CRUK Webshop

VIEW ACCOUNT
LOG OUT
MY BASKET 2 items

## My Basket

	Item	Quantity	Price	Line
	Blue T-Shirt I am Nurse Fighting Cancer Ref: NURTL -S <a href="#">X Remove Item</a>	- 1 +	£2.50	£2.50
	SCIENCE PENS PINK PEN Ref: SCIPENPINK <a href="#">X Remove Item</a>	- 1 +	£0.15	£0.15

Proceed To Checkout >

If you wish to adjust the quantity of an item in your basket, click the – or + icon next to the current basket quantity. You may also directly input a quantity; this will introduce a “tick” icon which you must select to confirm the quantity change.

Note: The quantity adjustments you make are for the denominations of the items you ordered. If you have selected packs for an item, your adjustment will be for the number of packs and not individual items.

When you adjust quantities, the Webshop will compare the totals against the restrictions of your access profile and if you exceed the maximum allowed, the system will prompt you and prevent the quantity from being adjusted further and from proceeding to the Checkout.

**Note:** All orders over £100.00 will be reviewed and accepted (or rejected) by a CRUK Administrator once you have submitted your basket for processing. You will receive a confirmation email or Acceptance or Rejection once the Administrator has reviewed your order, this may not be instantaneous, so if you have an urgent order, please contact your CRUK Administrator to review the order.

You can remove an item from the basket by clicking the [X Remove Item](#) link or reducing the quantity to zero.

Click the “Proceed to Checkout” button to confirm Cost Centre and delivery address details.

## Checkout process

The Checkout process requires you to select the Cost Centre that you wish to assign the costs for this order to. If you have multiple Cost Centres, you can select the relevant one from the drop-down selection. The input of a Cost Centre is mandatory and the Webshop will not allow you to continue without specifying one.

A Sub-Project Code is also required on all orders, again this is mandatory and you will not be able to continue without specifying one.

The Delivery Details is where you input the address where you want the order to be sent to.

If the order is for a new address, then simply complete the address fields with the required details.

**Tip:** If you input a new address, a [Save to Address Book] button will appear at the bottom of the screen allowing you to save this new address to your personal address book.

If you want the order to be sent to your own location or from your personal address book or the global address book, click the [Select from Address Book] drop-down option and either select "My Address" or scroll through the Global Address list or Personal Address list.

**Tip:** You can search these lists by inputting your search in the field where the prompt "Search for an Address" is.

Once you have completed the delivery information click the "Confirm Details" button where you will have the opportunity to have a final review of the complete order and the delivery details.

Clicking "Submit" at this final stage will submit the order for processing. If the order value (excluding delivery) exceeds £100.00 or products in the order require approval, the system will pop a message that informs you that the order will require validation by the CRUK Administration team before it will be submitted to our fulfilment partner, The APS Group.

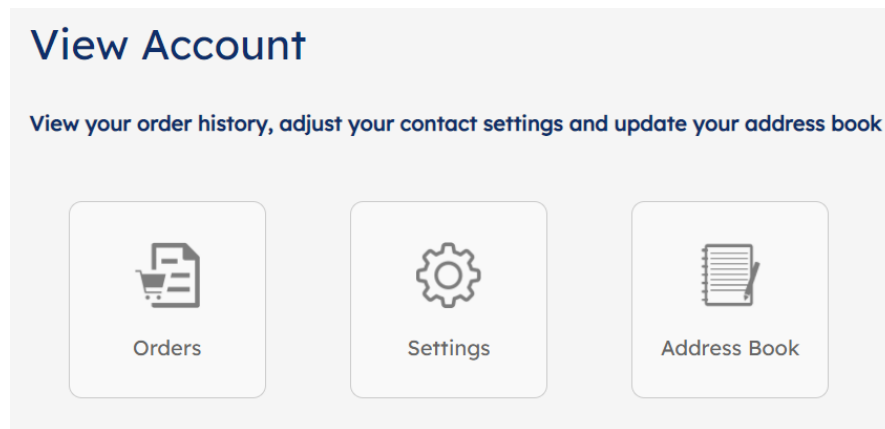
Once the order is approved you will receive an email from the webshop informing you that the order has been cleared for fulfilment.

When the order has been processed by The APS Group and is ready for collection by the delivery courier, The APS Group will send a further email informing you the order has been picked and despatched, the email will also contain the courier tracking information supplied by the courier so you can follow your orders journey from the warehouse to delivery.

# My Account Functions

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The [View Account] button on the function bar allows you to update your contact details, view orders and build your address book.



**Orders:** This will list your previous orders and allow you to review the order details.

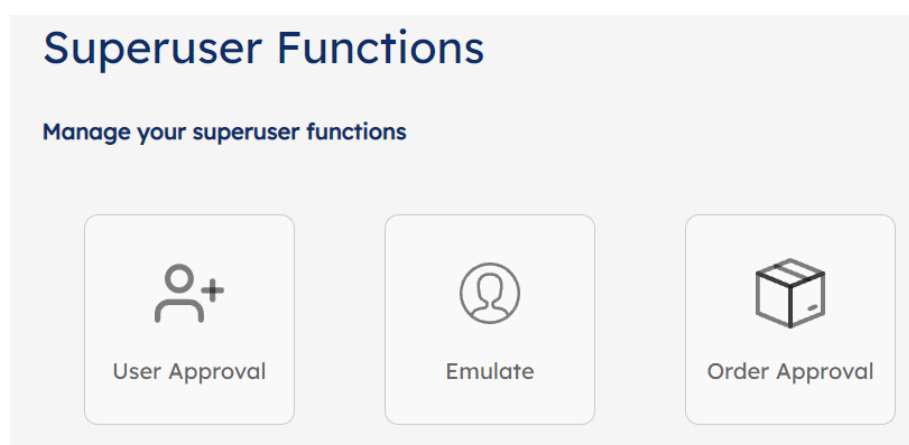
**Settings:** This is where you can update your personal contact details and reset your password.

**Address Book:** This will allow you to add, update and delete addresses upon your personal address book. These are the addresses that you can select when you create your next order.

# Superuser Functions

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If you are a superuser, you will have further specialist functions in the "My Account" page allowing you to approve users, emulate users and approve orders. These functions are accessible from a row of icons titled "Superuser Functions".



**User Approval:** This will list all new users who have recently signed up to use the system and verified their access, but are awaiting for you to review their Cost Centre, Approval settings

and Access profile. When this option is selected the new users are listed allowing you to select one for processing. Once selected you can assign the relevant Cost Centre, Branch (if applicable), Purchase approval level and Access Profile.

**Emulate:** This allows you to select a user who is linked to a Cost Centre which you are also linked to in order for you to emulate their account so you can place an order on their behalf. This is the recommended method for placing orders on behalf of Branches as the orders you place will appear on their branch order history. Once you select a user, the system will bypass their password and present the webshop using their access level restrictions.

**Order Approval:** This will allow you to review orders that have been placed by users against a Cost Centre that you have been nominated to manage. The orders will be listed including the total value of the order. Once you select an order you will see the full order details, [Accept] and [Reject] buttons are present below the order. If the order is satisfactory, you can approve the order and release it for processing by our fulfilment partner APS Group, by clicking [Accept]. To reject the order, click [Reject]. The system will then request the input of a reason for the rejection so this can be included in the email sent back to the user who placed the order. Order that have been rejected will not continue for processing and fulfilment.

Once orders have been accepted or rejected, they will disappear from the Order Approval list.

## Other Features

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### Links

There are various links in the Webshop header and footer space that reveal further relevant information about the Webshop and the service provided by The APS Group.

# Document Revisions Index

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Revision	Overview	Date	Revised By
1.1	Introduced the Superuser Functions and the revised checkout process	14/10/2021	MRW
1.2	Customer services email corrected to <a href="mailto:CRUKCST@theapsgroup.com">CRUKCST@theapsgroup.com</a>	17/12/2021	MRW