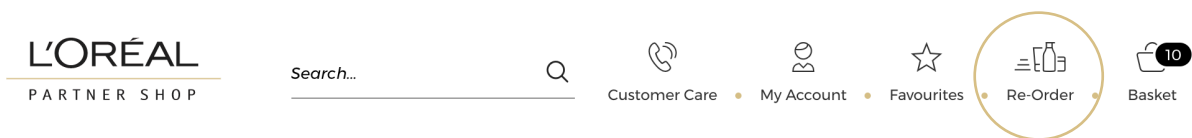USER GUIDE

How to order pre-sales product?

How to order quickly?

To meet the needs of professional, we developed several ways to place an order quickly. The 2 ways are to place an order through the quick order form or from a CSV upload.

01 — YOU WANT TO PLACE AN ORDER THROUGH THE QUICK ORDER FORM

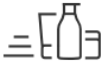On any page, click on 'Reorder' in the header, a lateral layer will be displayed.

Then, you must click on 'Quick order form' to be redirected to the corresponding landed page.
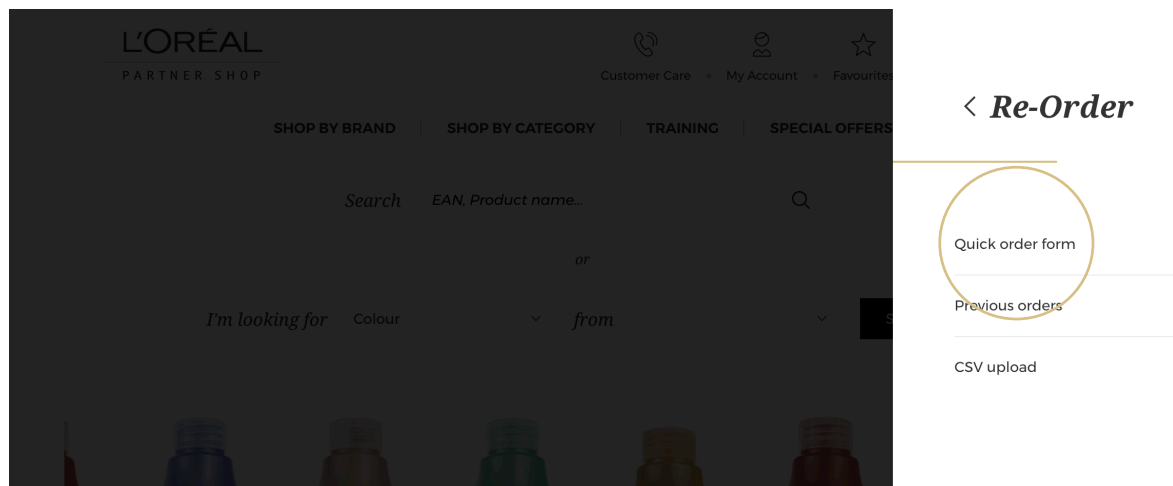
Enter a product EAN code **(1)** and a quantity **(2)** and repeat these two steps as necessary by clicking on the link 'Add new EAN code' **(3)**. Finally, click on the "Add to basket" button

If you enter an incorrect EAN, an error message will be displayed. If you do not know where to find this Product EAN code, you will find this information in the 'Product' user guide following the link.
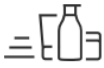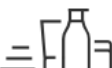

If you enter a wrong quantity, an error message will be displayed and the quantity will be automatically rounded to meet quantity requirements. Indeed, some products are only sold by minimum of 3 or 5 items.

A message will be displayed to confirm your product has been added to your basket and you will be redirected on the basket page. *Then process to checkout using the method outlined in the 'How to checkout?' user guide following [the link.](#)*

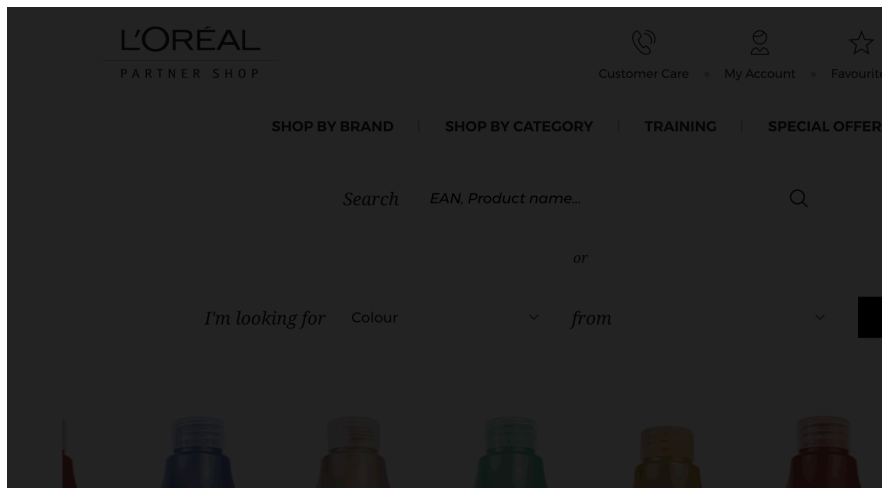## 02 — YOU WANT TO PLACE AN ORDER FORM A CSV UPLOAD

Then, you must click on 'CSV upload' to be redirected to the corresponding landed page.
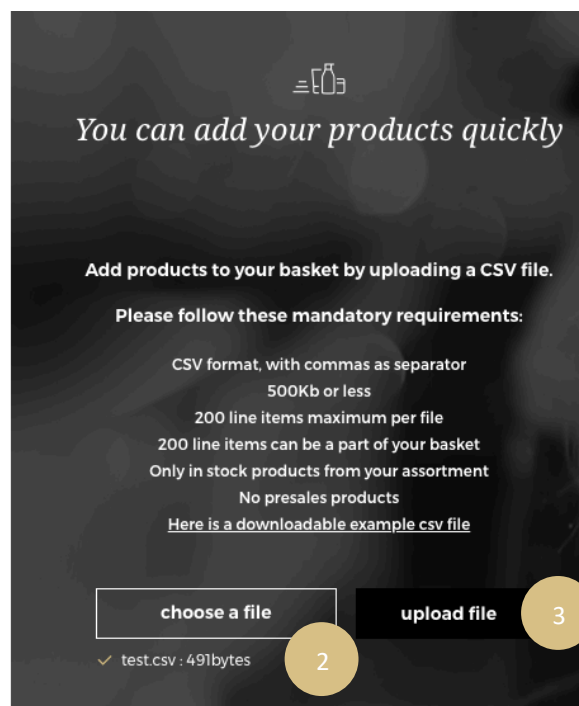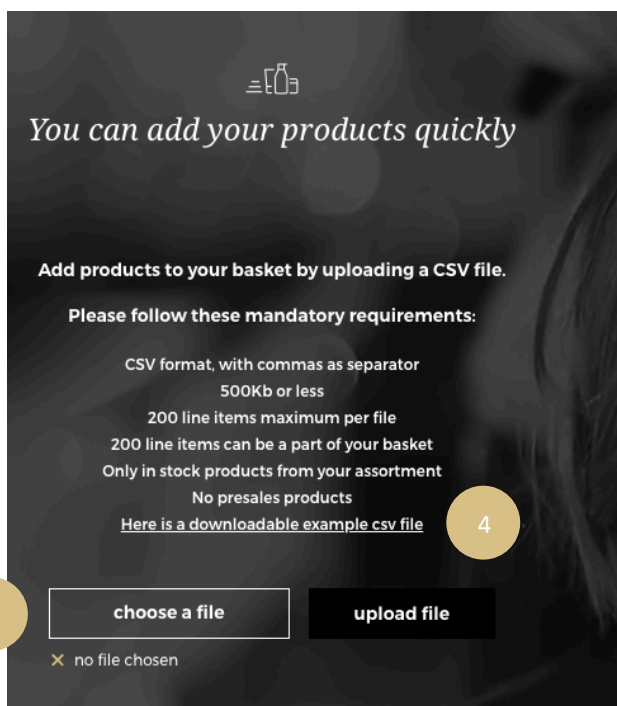
Quick order form

Previous orders

CSV upload

Click on 'choose a file' **(1)**, select on your desktop the CSV file you want to upload. If your file is correctly imported, a message will be displayed **(2)**, click on 'upload file' **(3)** and you will be redirected to your basket with your added products.

Then process to checkout using the method outlined in the 'How to checkout?' user guide following [*the link.*](#)

A csv file template is available. We recommend downloading it by clicking on the link "Here is a downloadable example csv file" **(4)** to be sure your file meets the mandatory requirements.

You can add your products quickly

Add products to your basket by uploading a CSV file.

Please follow these mandatory requirements:

CSV format, with commas as separator
500Kb or less
200 line items maximum per file
200 line items can be a part of your basket
Only in stock products from your assortment
No presales products
Here is a downloadable example csv file

choose a file   upload file

✕ no file chosen

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Please follow these mandatory requirements:

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200 line items maximum per file
200 line items can be a part of your basket
Only in stock products from your assortment
No presales products
Here is a downloadable example csv file

choose a file   upload file

✓ test.csv : 491bytes

If your file is not correctly imported, an error message will be displayed on the basket page

If your file is not correctly imported, an error message will be displayed on the basket page

*If you have any questions about this user guide, do not hesitate to contact us by phone, by email or your personal contact following **this link.***