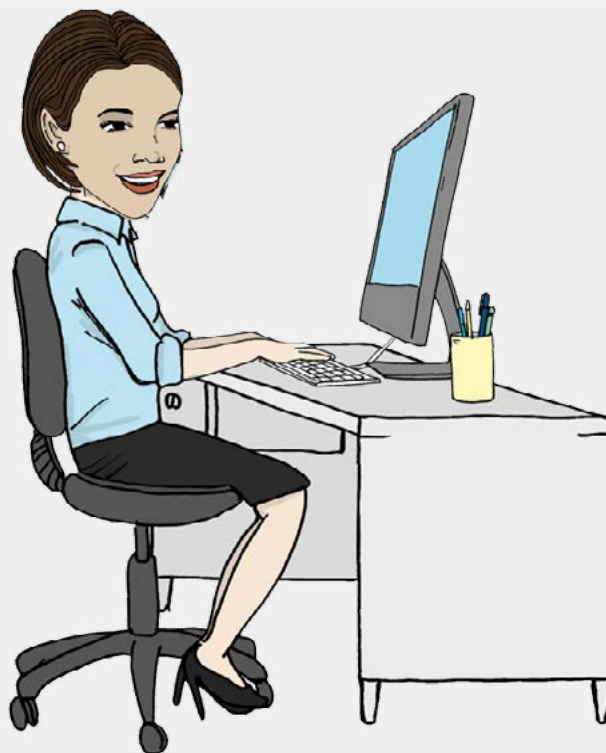


USING OUR WEBSITE

Your handy guide to search and buy
on the BT Business Direct website.



WELCOME TO THE BT BUSINESS DIRECT WEBSITE.

Whether you're new to our website or a seasoned user, this guide offers an overview of the key features available when purchasing with us online.

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SECTION ONE: SEARCHING THE SITE

THE HOMEPAGE

From our homepage you can access your account, view up to date offers and start browsing for products.

Signing in

Sign in to your account by clicking 'Sign In' at the top of the page.

Your Account

A handy overview of your account. View and track orders, update your personal details and update your password, all from 'Your Account'

Top level categories

The site is divided into six major product categories.

Computing

Components & storage

Phones & consumer electronics

Networking

Print, office & conferencing

Cables, power & adaptors

Use these areas to start drilling down into the product sections you're interested in.

Brand shops

Alternatively, if you have specific brand in mind, you can use our **brand shop** section to search all the product categories featured under that supplier.

Useful Information

At the footer of every page you can access a broad range of useful information, from delivery charges to our returns policy.

The screenshot shows the BT Business Direct homepage. At the top, there are navigation links for 'Help', 'Business sales: 0870 429 3010', 'Gov and Education: 0870 429 3020', 'Your basket is empty', 'Regular buy list', and 'Checkout'. The main navigation bar includes 'Products', 'Services', and 'Your account'. Below this, there are six major product categories: Computing, Components & storage, Phones & consumer electronics, Networking, Print, office & conferencing, Cables, power & adaptors, and Brand shops. A large promotional banner for Plantronics offers 'GREAT OFFERS FROM PLANTRONICS' with 'UP TO £35 CASHBACK' and 'HURRY! OFFER ENDS SOON'. Below the banner, there are three featured products: a Lenovo ThinkCentre Edge E73 SFF Intel Core i3-4130 4GB 500GB (£324.99 ex VAT), Microsoft Office Home & Business 2013 - 32/64-bit (£154.99 ex VAT), and a Lenovo B5400 Intel Core i5-4200M 4GB 1TB 15.6" Windows 7 (£379.99 ex VAT). The 'Featured brands' section includes logos for HP, Microsoft, Lenovo, Dell, BT, Jabra, Epson, and Apple. The 'Used Stock Bargains' section features an Acer Travelmate Celeron 1005M (£157.76 ex VAT), a Lenovo B590 Laptop (£301.91 ex VAT), and a ViewSonic Pro8400 Lumens Projector (£386.96 ex VAT). Social media links for Facebook, Twitter, and LinkedIn are also present. At the bottom, there is a 'Useful information' section with links to Delivery charges, Conditions of sale, Returns, Privacy policy, Learn more, Feedback, Accessibility, Cookie preferences, Promotions, Cashback offers, About us, How to find us, and Help. There is also a 'Contact us' section with email and phone numbers, and a 'Latest on the site' section with links to a Jabra store, HP OfficeJet Pro X, and a fire and flood protection product. Finally, there is a 'Latest from the blog' section with links to articles about wireless headsets, business partners, and switching to network connectivity.

SECTION ONE: SEARCHING & NAVIGATION

FIND WHAT YOU'RE LOOKING FOR.

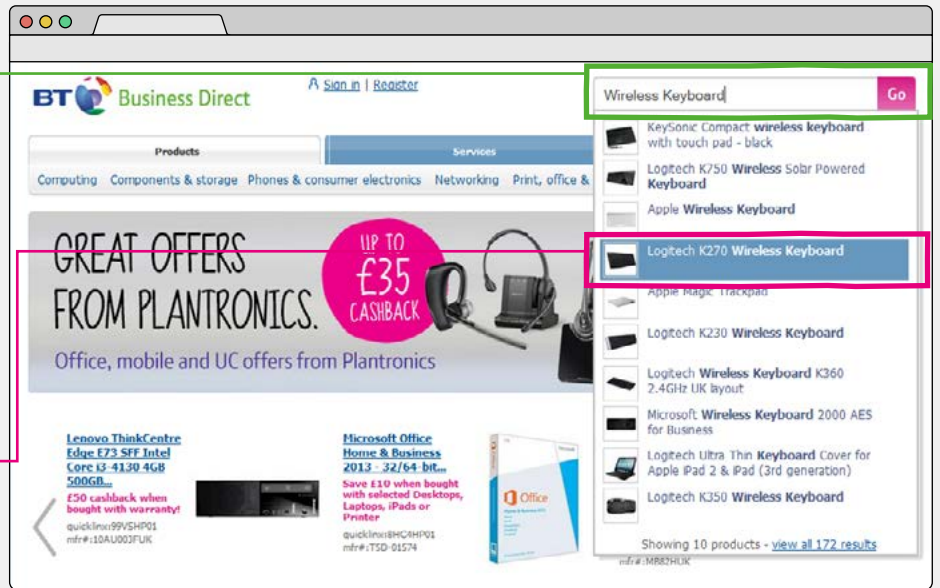
There's lots of ways to find the products you're interested in.

Search Bar

The search bar at the top of the website is the fastest way to look for products.

Product prompt: Notice that the search bar will offer products as you type.

Click 'Go' or press 'Enter' to see the full search results list.



WHEN YOU KNOW WHAT YOU WANT

Add any of these terms into the search bar to speed up your search.

Series/Model Name: Typing either of these will provide a much narrower result.

Manufacturer Code: Typing all or part of this code will help you find the product.

Quicklinx: These eight character codes are unique to every product. E.g. **7WRHTK00** If you have this code to hand, enter it into the search bar and click go.

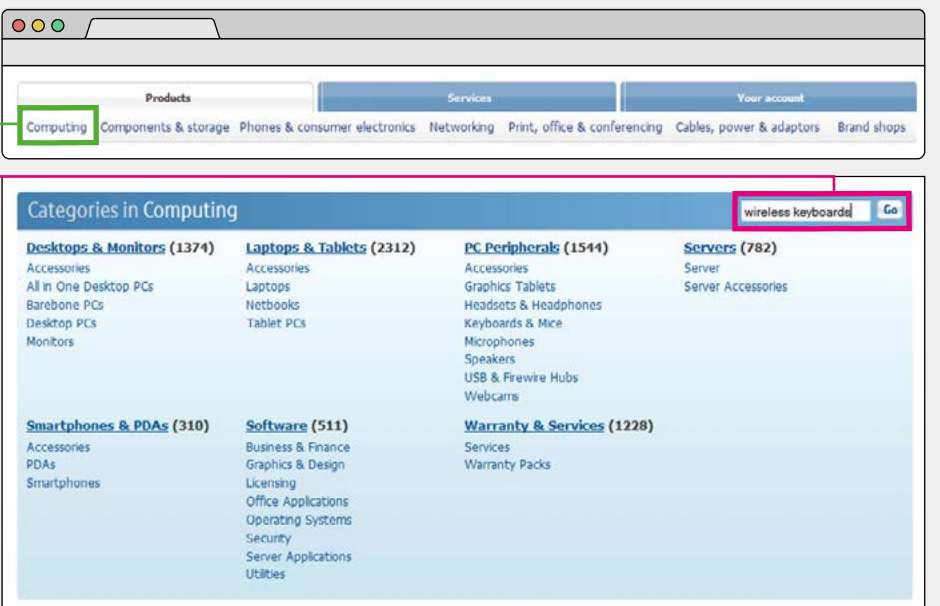


Browsing categories

Browsing by category gives you more power when refining your search. Top level product categories are broken down into further, specific sub-categories with detailed product groups. Clicking on any of the links will take you to your initial product list, ready for you to refine.

Category search

Note that there is also a search bar in the sub-categories menu. Entering a search in here is a good way to quickly start refining your search.



SECTION ONE: SEARCH RESULTS

REFINING LISTS

Once you've drilled down to a product list there may still be hundreds of products to choose from. So you might want to refine your search further.

Refining your search

Use the 'Refine your search' box on the left hand side, to find what's important to you.

You can search by:

Keyword: You can add or remove keywords. To add a filter type a new keyword in the search bar and click go. To remove any filter, click the red cross.

Feature: Each sub-category has its own section-specific filters. Expanding on one of these and choosing its options will filter your list further. Note the bracketed number next to each filter, identifying how many products you will be reducing the search to.

The screenshot shows a search results page for 'Keyboards & Mice'. On the left, a 'Refine your search' sidebar is visible. It includes a search filter box with 'wireless' entered and a 'Go' button. Below this are several filter categories: 'Recommended Use', 'Type' (with 'Wired / Wireless' selected and 'Wireless (118)' and 'Wired (6)' listed), 'Colour', 'Compatibility', 'Brand', 'Stock Status', and 'Price Range Ex VAT'. There are also promotional banners for Microsoft ergonomic keyboards and a 'Get yourself connected...' section. The main product list on the right shows 122 products found, displaying 1-25. The first few items are: Gigabyte M7700 Wireless Laser Mouse (£13.33), Microsoft Wireless Desktop 800 for Business (£15.70), Microsoft Wireless Desktop 800 Keyboard and Mouse Black (£16.32), Logitech Wireless Mouse M185 (£9.03), Microsoft Wireless Mobile Mouse 3500 (£10.78), Logitech MK270 Wireless Desktop Kit (£19.44), Microsoft Wireless Comfort Desktop 5000 - Keyboard and mouse set - Wireless (£35.80), Microsoft Wireless Desktop 3000 USB BlueTrack (£25.11), and Logitech Wireless Mouse M235 (£13.93). The page is sorted by 'Relevance' and shows 'Page 1' of 5.

Sorting

There are other useful ways to sort through your product search list.

Items per page: Increase the list list from 25 to up to 75 items per page.

Sort by: Searches are usually sorted by a default setting of relevance. But you can also try alternative terms such as popularity, price and latest product.

This screenshot is identical to the one above, but with additional annotations. A green box highlights the 'Items per page' dropdown menu, which is currently set to '25'. A red box highlights the 'Sort by' dropdown menu, which is currently set to 'Relevance'. A pink box highlights the 'Go' button next to the 'Sort by' dropdown. A green line connects the 'Refine your search' sidebar to the 'Items per page' dropdown. A pink line connects the 'Sort by' dropdown to the 'Sort by' dropdown.

SECTION ONE: COMPARING PRODUCTS

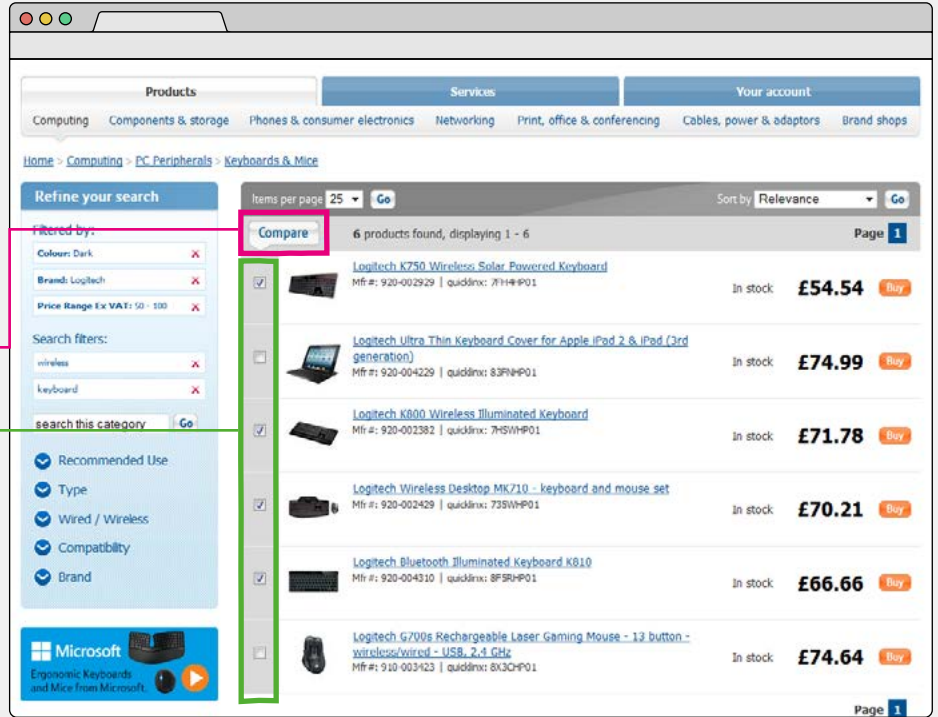
PRODUCT COMPARISON

Once you've finished refining your search, you might still have a number of products to choose from. In order to make the most informed decision before you make your purchase, use our comparison tool.

Comparison Feature

On the left hand side of the product list you'll find check boxes next to each product. You can check up to six products at one time.

Once you've selected the items you want to check. Click the 'Compare' button at the top of the list.



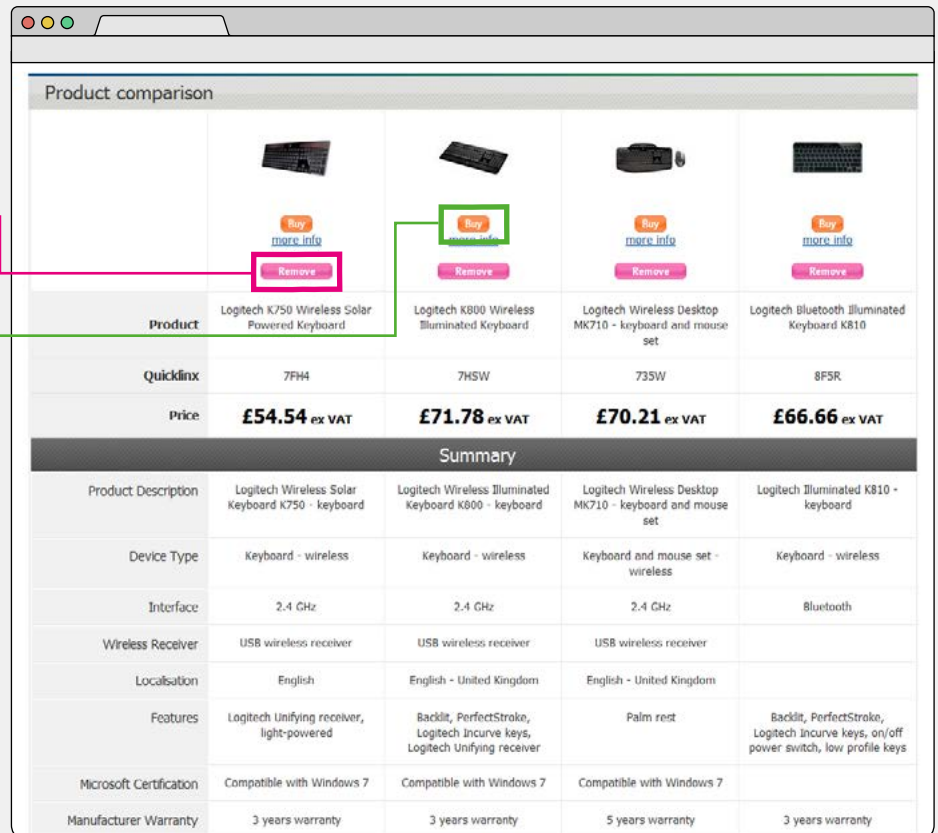
Product comparison

Once on the product comparison page, you can quickly compare and contrast the specifications and features of your choices.

Use the 'remove' button to drop products from the comparison.

Add to basket

Click the buy button at the top of any of the product columns to add the item to your basket.



SECTION ONE: THE PRODUCT PAGE

ABOUT THE PRODUCT

Once you've found the product you're interested in, the product page has lots of features to aid and inform your purchase.

Product overview

The product overview is a snapshot of the product. Including quicklink and manufacturer code.

Getting to know the product

Below the image you will find a series of tabs. The **Description** tab gives you a detailed breakdown of key features.

Specification

The **Specification** tab gives you the technical specification of the product and is a great way to get to grips with its capability.

Find similar

If you're not sure if you've found exactly what you're looking for, use the **'Find Similar'** Tab to perform a quick search based on the selected product.

Other tabs

Some products may have special **'Bundle deals'** or **'Used stock'** for that particular item. To benefit from these deals you will need to click **'Buy'** directly from these tabs.

Products Services Your account

Computing Components & storage Phones & consumer electronics Networking Print, office & conferencing Cables, power & adaptors Brand shops

Home > Computing > PC Peripherals > Keyboards & Mice > Logitech Wireless Desktop MK710 - keyboard and mouse set

Logitech Wireless Desktop MK710 - keyboard and mouse set **12 in stock**

£70.21 ex VAT
£84.25 inc VAT
Qty 1 Buy

Express delivery
Order within the next 3 hours for delivery tomorrow

Standard delivery
Delivered within 3 working days
Add to regular buy list

Quicklink: 735WHP01 Mfr#: 920-002429

Type: [Wireless](#)
Colour: [Black](#)

Watch video

Like 0 Tweet 0 +1 0 Share

Description Specifications Find similar

Description
Comfort and productivity go hand-in-hand thanks to concave keys, a cushioned palm rest and a hyper-fast scrolling mouse.

Three-year battery life
The batteries in both the keyboard and mouse last up to three full years, so you can forget the hassle, expense and waste of frequent battery changes

Logitech® Incurve keys™
Concave keys with softly-rounded edges position your fingers properly and invite your fingertips to glide from key-to-key—keeping you comfortable for hours

Description Specifications Find similar

Specifications

Find similar

Summary

Product Description	Logitech Wireless Desktop MK710 - keyboard and mouse set
Device Type	Keyboard and mouse set - wireless
Interface	2.4 GHz
Wireless Receiver	USB wireless receiver
Input Device	Keyboard
Localisation	English - United Kingdom
Features	Palm rest

Description Specifications Find similar

Not quite found what you are looking for? You can find products which may be more suitable by simply checking the features that interest you and clicking the find button.

Find similar

- Recommended Use: [Leisure](#)
- Type: [Keyboard](#)
- Wired / Wireless: [Wireless](#)
- Colour: [Black](#)

Bundle deals (4) Description Specifications Used stock Find similar

Software applications

Bundle deal on Acer Travelmate Celeron 1005M 1.9GHz 8GB 750GB Laptop **£394.98**

Including:

- Microsoft Office Home & Business 2013 - 32/64-bit (Medialess) worth **£154.99** in stock

Buy

Bundle deal on Acer Travelmate Celeron 1005M 1.9GHz 8GB 750GB Laptop **£319.98**

Condition: **£10.00**

Bundle deals (4) Description Specifications Used stock Find similar

Used stock

What is used stock?

Used stock is a great opportunity to bag yourself a bargain. There are many reasons why a product may be classed as used stock ranging from missing manuals or software to simply having been opened or having damaged packaging. Some items may have been repaired under warranty. Rest assured though that all used stock comes with a 6 month warranty and is in good working order. You can find out the exact details about each product using the key below.

	Accessories	Packaging	Functional	Software	Manuals	
Ref: 8ZVF 016897 Condition: Customer return - item has been opened but is in excellent condition	✓	✓	✓	✓	✓	£232.83 Buy

SECTION TWO: ORDERING ONLINE

ADDING TO BASKET

Still on the product page, you're getting ready to make your purchase. Let's look at some useful details regarding the order you're about to make.

Stock Levels

In the top right hand corner, you can see the stock availability. If we have no stock available immediately we'll show you our next due date.

Delivery Options

There will be different delivery options available, depending on the product. These options will be displayed below the buy button. If we have the product in our warehouse you can select a next day delivery up to 6:00pm.

The screenshot shows the product page for an Acer Travelmate Celeron 1005M laptop. The product name and specifications (1.9GHz 8GB 750GB Laptop) are at the top. A 'More than 50 in stock' badge is in the top right. The price is £249.99 ex VAT. Below the price is a 'Buy' button with a quantity selector set to 1. Underneath the buy button are two delivery options: 'Express delivery' (Order within the next 2 hours for delivery tomorrow) and 'Standard delivery' (Delivered within 3 working days). Below the delivery options are three suggested add-ons: 'Microsoft Office Home & Business 2013' (£154.99 ex VAT), 'Extend your warranty to 3 Years!' (£33.33 ex VAT), and another 'Extend your warranty to 3 Years!' (£37.49 ex VAT). At the bottom right of the add-ons is a link to 'Add to regular buy list'. Social media sharing buttons (Like, Tweet, +1, Share) are visible below the product details.

Suggested add-ons

You may want to make purchase add-ons related to the product such as software or extended warranty. Selecting any of these before you click the Buy button will add them to your purchase.

Add to regular buy list

If you find yourself purchasing the same items on a regular basis such as storage or consumables, you can 'Add the product to your regular buy list'. You can access your regular buy list via the top menu bar. Note that you will need to be logged in for this list to be saved to your account.



Adding to your basket

You can add products to your basket in several different ways.

Product line list: You can add items from a product list. There is no option to choose multiply quantity, but this can be amended in the shopping cart.

Product page: Select your desired quantity by adding it into the field next to the buy button. Click 'Buy' to add the item to your basket

The screenshot shows a product list with two items. The first item is the Acer Travelmate Celeron 1005M laptop, priced at £249.99. The second item is the Acer TravelMate B115-MP laptop, also priced at £249.99. Both items have 'In stock' status and a 'Buy' button. A 'Compare' button is visible at the top left of the list, and a 'Sort by price (high-low)' dropdown is at the top right. The page shows 5 products found, displaying 1 - 5.

This is a second view of the Acer Travelmate Celeron 1005M laptop product page. It highlights the 'Buy' button and the 'More than 50 in stock' badge. The price is £249.99 ex VAT. The quantity selector is set to 1.

SECTION TWO: VIEW YOUR BASKET

AT THE BASKET

Once you've added all the items to your basket, the next step is to review/edit your basket at the checkout.

Basket overview

You can view a quick summary of your basket without leaving the page you're on. In the top control bar you can see a running total of the items in your basket, as well as the total price. From the pop up, you can view and edit the basket itself by clicking the **'View/Edit basket'** button at the bottom of drop down box.

Go straight to basket

View/Edit your basket by clicking here.

View/Edit your basket

Within the basket section, you can view the details of what you're buying.

Quantity

You can amend the quantity of any product within your basket by entering the new amount in the **'Qty'** field and clicking **'Update'**.

Copy to regular buy list

Remove item

Items can be easily removed from your basket by clicking **'Remove'**.

Delivery

An estimated delivery charge is shown here but you can select your preferred delivery option on the next pages.

Totals

SECTION TWO: PLACING AN ORDER

GO TO CHECKOUT

Once you're happy with your basket and you're ready to proceed. There are five steps to your placing your order...

Order using PayPal

If you want to pay using your PayPal account, click the left hand option.

Order with Card Payment

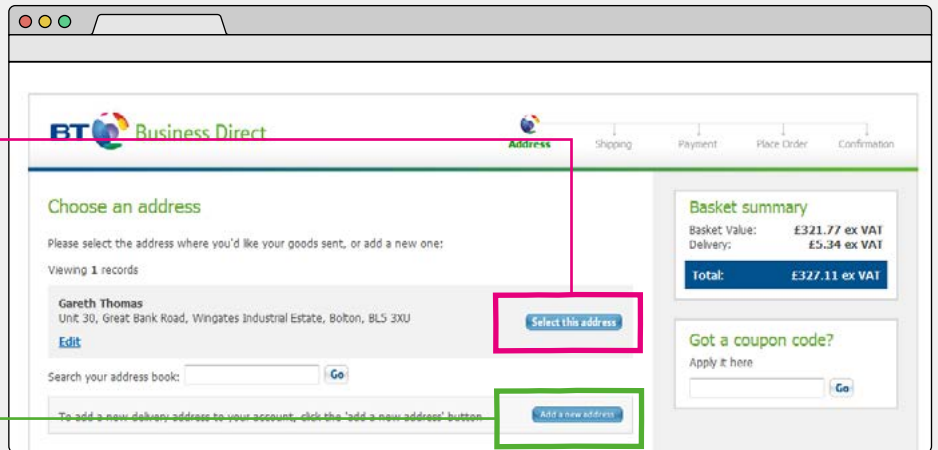
If you prefer to pay by card or on account, click the right hand option.



STEP ONE: ADDRESS

Select a delivert address

If you want to add a new address, this can be added by clicking 'Add new address'

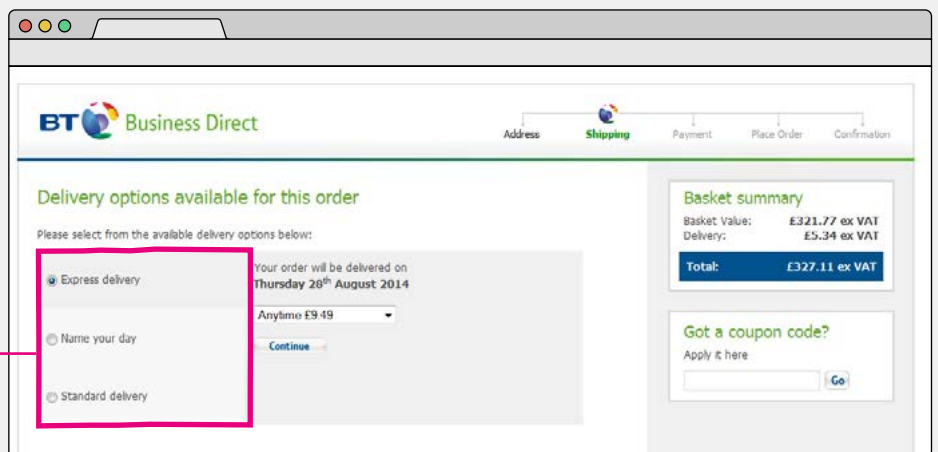


STEP TWO: SHIPPING

Delivery options

Here you can choose your preferred delivery option. **Express delivery** lets you choose next day or pre-9am delivery.

Name your day lets you pick any specific day including Saturdays. **Standard delivery** is our cheapest option and is for when you are more flexible.



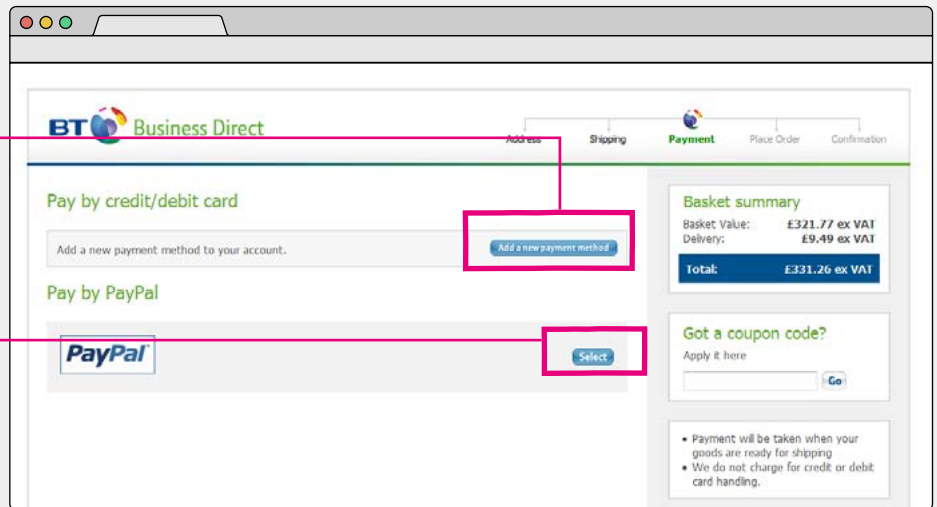
SECTION TWO: PLACING AN ORDER Continued

STEP THREE: PAYMENT

Select payment method

If you haven't set up a payment method previously, you will be prompted here.

Note that even if you have chosen to pay by card, you can still choose to pay via PayPal.



STEP FOUR: PLACE ORDER

Checking your details

If you've already set a payment method, you'll be sent straight to the order summary page. Let's look at the remaining options you have before placing the order.

Purchase Order Reference

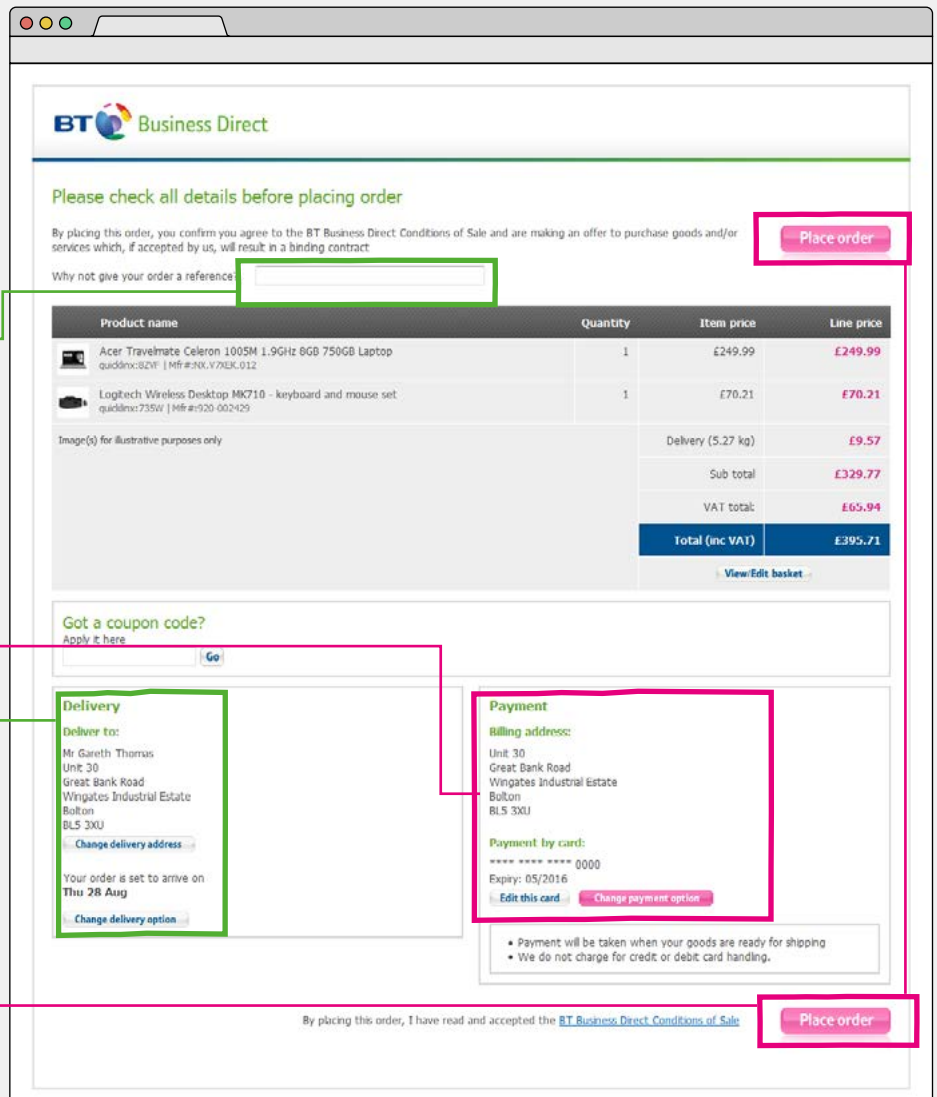
Add a unique Purchase Order reference here to tie your order to your own procurement records.

Change payment options

Edit your card details or change your payment method here.

Change delivery options

Change your delivery address and preferred arrival date here.



PLACE ORDER

Once you've checked your details. Click 'Place Order' using the buttons at the bottom or the top of the page.

SECTION THREE: YOUR ACCOUNT

UPDATE, VIEW, TRACK.

Your account dashboard is a really useful area of the site, from it you can view and track orders and update your details.



Access Your Account

Click the 'Your Account' tab near the top of the page.

View orders and returns

From here you can access all the orders you have placed, both outstanding and complete. You can also **track deliveries** from here.

Change account information

Change your personal account information, including name, contact details and password.

Manage address book

From this section you can change your address and add new ones.

Manage payment method

From this section you can update the details of existing payment cards, or add new ones.

Membership discount schemes

If you are a member of any organisation that is part of our Discount Scheme, you can take advantage of it here.

Communication preferences

View and edit your communication preferences, including when and how you'd like us to keep in touch.

Account preferences

Here you can set default addresses and payment methods.

