



## How do I use feature of Recurring Order

### How to use new functionality of Recurring Order:

**Short description** of Recurring Order:

Recurring Order is a functionality, where Linde webshop user can set up an order with desired frequency and a day of a week (or a month), product type and quantity and then save it. After activating it, the order with predetermined products would be placed on a predetermined day with predetermined frequency automatically without the need for the user to do anything manually. User would be getting email notifications of order activation, placement etc.

1. Go to <https://www.linde-gas.se/shop/en/se-ig/home> and log in. You will land on My Account page.
2. **How to create and save a Recurring Order:** There are multiple ways of creating and saving a recurring order:

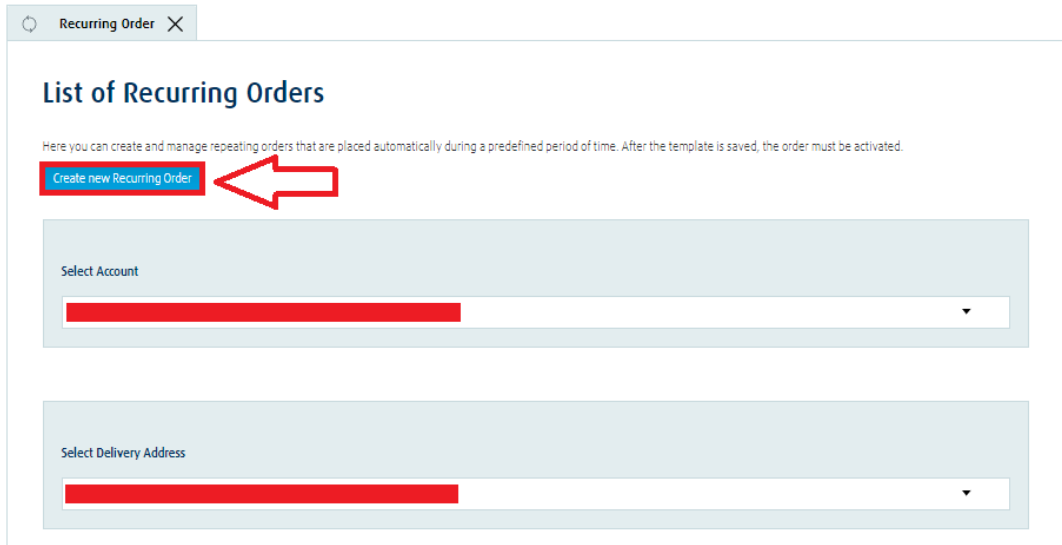
**A:** Create Recurring Order **from your Order History**, where you have overview of earlier placed orders. Select an account and delivery address, that the order was placed for, choose an order from the list that you would like to be placed on a regular base and click on „Save as Recurring Order“:

Order date ▾ Linde Order Ref. ▾ My Order Ref. ▾ Order Type ▾ Amount ▾ Status ▾ Related Documents

Part Number	Product Name	Quantity Ordered	Quantity Processed	Item Status	Price	My Order Ref.
Not Yet Delivered						
117171	CORGON® 18 NEMO® PLUS 50 L	2	2	Scheduled	SEK 3 640,00	
300100	SINGLE ROTAMPLUS FLOWMETER 2,5BAR3-32L/M	4	4	Scheduled	SEK 4 616,00	
504891	RECURRING ORDER Item Sample	1	1	Scheduled	SEK 101,00	

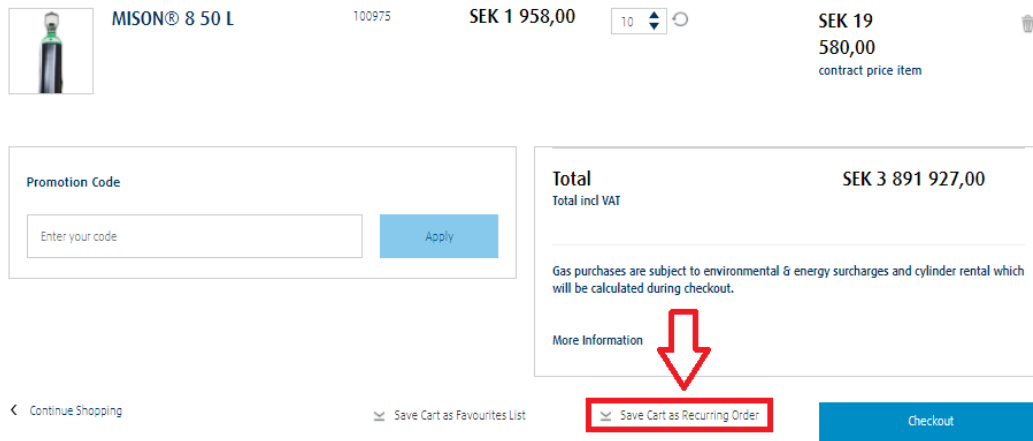
Query for this order **Save as Recurring Order** Save as Favourites List Re-Order

**B:** Create Recurring Order **from the section of Recurring Order** by simply clicking on the button of „Create New Recurring Order“:



**NB!** When saving a Recurring Order from the section of Recurring Order, you will have to manually add desired products to the order later before activating it!

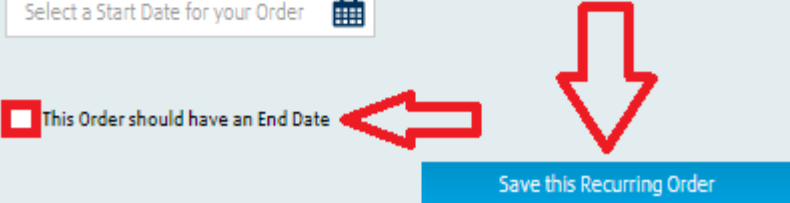
**C:** Create Recurring Order **from a Shopping Cart**, where you already have added products that you need to order on a regular base:



3. A popup will appear, where details for recurring order have to be provided. Fields marked with \* are mandatory. Keep in mind to make sure that recurring order is being created for correct account number and delivery address. When ready, save this recurring order:

## Create Recurring Order ×

Order placement Frequency* <input type="text" value="Please select"/>	Order placement Day* <input type="text" value="Please select Day"/>
Select Customer Number* <input type="text" value="Select Customer Number"/>	
Select Delivery Address* <input type="text" value="Please select your Delivery Address"/>	
Recurring Order Name* <input type="text" value="Recurring Order Name"/>	PO Number* <input type="text" value="PO Number"/>
Description of your Recurring Order <input type="text" value="Description of your Recurring Order"/>	Delivery Instructions for our Driver <input type="text" value="Delivery Instructions for our Driver"/> <small>100 characters remaining</small>
Select a Start Date for your Order* <input type="text" value="Select a Start Date for your Order"/>	
<input type="checkbox"/> This Order should have an End Date	
<input type="button" value="Save this Recurring Order"/>	



You should get a notification popup window confirming your Recurring Order was saved.

**NB!** In case recurring order needs to have an expiry date – check the box for an End Date as shown on the picture!

4. Navigate to the section of Recurring Orders in order to see saved Recurring Orders. Select correct account followed by delivery address, for which you want to see Recurring Orders. When done, a list of all saved (both, active and inactive) recurring orders will appear:

Create new Recurring Order

Select Account

Select Delivery Address

Search for your account >

Name	Description	Status	Last updated	
1	1	Inactive	08-Dec-20	
test2	test2	Active	01-Jan-21	
2 wednesdays for emails		Active	04-Jan-21	

5. Click on the order you want to activate or modify. Order will then expand. The details of the recurring order (valid email address for order placement notifications, account nr, delivery address, order frequency, order day etc) will appear on the left, while next order placement date, order status and additional info will appear on the right side:

Name	Description	Status	Last updated	
1	1	Inactive	08-Dec-20	

Recurring Order Name\*

1

Description of your Recurring Order

1

Order placement Frequency\*

Once a week

Day

Tuesday

Select Customer Number\*

Select Delivery Address\*

PO Number\*

1

Your next order will be placed on:  
Tuesday, 8th December 2020

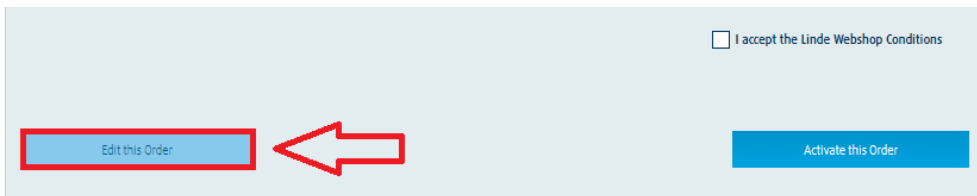
Recurring Order Status: **Inactive**

Here the Order is placed, applied individual Delivery Times have to be taken into Account.

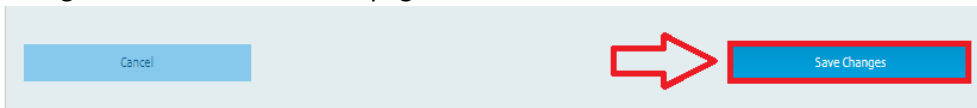
6. **How to edit a Recurring Order:**

Any change of the order details, including editing email address for notifications on this recurring order, adding/removing products, changing order placement day or frequency etc is doable only when order is in editing mode.

If you need to edit any of the details for the recurring order, navigate to the section of Recurring Order under My Account, click on mentioned section, choose correct account number and delivery address, find the order you wish to edit and click on it. Order will then expand with all details. Scroll to the bottom of the order and click on „Edit this Order“ button:



All fields will become editable. Make required changes to the order, then click on „Save Changes“ at the bottom of the page:

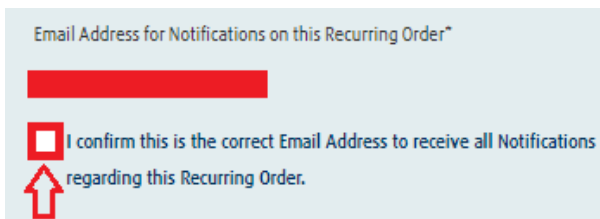


Notification popup will appear, saying that changes have been saved.

**NB!** If you need to edit an active order, it will first have to be deactivated!

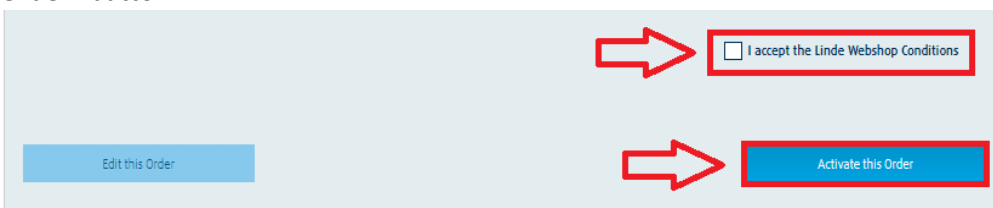
7. **How to activate saved Recurring Order:**

For the order to start being placed automatically, saved Recurring Order has to be first activated. If you need to activate an order, navigate to My Account, from there to the section of Recurring Order, then choose correct account number and delivery address, find correct recurring order, click on it and it will then expand. If all the details are correct, check the box for email-confirmation:



**NB!** Be sure that email address for recurring order notifications would be correct! It may as well be different than the email address you have used under the registration process.

Then check another box for accepting Linde Webshop Conditions and click on „Activate this Order“ button:



You will now see in the list of Recurring Orders that the status of your order has become „Active“.