

## How to order the LQM/CIEH S4UL Publication

The S4UL publication can **only** be purchased via our website. Orders cannot be accepted by telephone or post - this includes official Purchase Orders. However, purchase order details can be submitted via the website.

Please note that you are strongly encouraged to make payment using a personal or company credit or debit card; such online card payments will receive an automatic 20% discount.

Please check and confirm all inputs during the checkout process, any errors may result in the publication being delayed or dispatched to an incorrect address.

### **Step by step instructions**

1. Open the LQM website (<http://www.lqm.co.uk/>) in your web browser (*i.e.* Internet Explorer, Google Chrome *etc.*)
2. If you already have an account on the LQM website, login using the “Login” link at the top of the page. If you have not already registered for an account, click the “Register” link at the top of top of the page and follow the instructions. **Please remember your login details and keep them safe; it is the only way to download receipts and invoices for your purchases.**
3. Open the S4UL page on our website at <http://www.lqm.co.uk/publications/s4ul/> and add the publication to your shopping basket using the ‘Add to basket’ button
4. To begin the checkout process and pay for the publication, click the “My Basket (1) checkout” link at the top of the page
  - a. Confirm the products and quantities are correct (and enter any discount voucher code that applies to your purchase), then click the “Proceed to Checkout” button. Please note that the price will **not** include any online card payment discount at this stage.
  - b. If you did not log in or register at Stage 2 above, you will be prompted to do so now. Otherwise,
  - c. Enter, or confirm, the billing information. **For online card payments**, this should be the card holders name and card billing address, which will be used to verify the payment. **For payments by invoice**, enter the name and address to which the invoice should be addressed. Please also supply the email address you wish the order confirmation to be sent. **If you want the S4UL publication to be shipped to a different address to the one supplied above, select “Ship to a different address”**. Click the “Continue” button.
  - d. If you selected “Ship to a different address”, enter the name and address to which the publication should be delivered. Otherwise the publication will be dispatched to the billing address supplied above. Click the “Continue” button.
  - e. Select the shipping method. For the S4UL publication, only courier delivery is available. Select “By courier” and click the “Continue” button.
  - f. Select the payment method:
    - i. To pay by online card payment (and receive the 20% discount) you must select “Credit/Debit Card” (Do **not** enter a PO number if paying by card ). . Click the “Continue” button.

- ii. To supply a Purchase Order Number and pay by invoice (at full price), you must select “Order by Invoice” and insert the relevant Purchase Order Number. Click the “Continue” button.
- g. Review your order, including the charges. Any discounts, including the 20% online card payment discount, should now be included. If you are happy with the order and terms and conditions, click the “Place Order” button.
- h. If you are paying by online card payment, you will be transferred to SagePay, our secure payment partner, to complete the payment. Please have your card ready and follow the instructions carefully. You may also be asked to verify your identity using the pre-agreed password by the card issuer (*i.e.* bank) before the payment is authorised. Any discrepancy between the information supplied and that held by the card issuer may result in the payment being declined.
- i. An order confirmation email will automatically be sent to the email address supplied in Step 4c above. However, if you experienced any problems with the card payment, please contact LQM to confirm that the payment was successful. If the payment was declined we can normally take the card payment manually over the phone to complete the order.

## Downloading an invoice

LQM do not post or email the invoice to your purchase or accounts department. The invoice must be downloaded and submitted for payment by the purchaser.

To download the invoice:

1. Ensure you are logged in to the LQM website (<http://www.lqm.co.uk/> )
2. Click the “My Account” link at the top of the page
3. Select “My Orders” from the menu on the right of the screen
4. Select the relevant order

## Downloading a receipt

If you require a receipt for your order, it can be downloaded from the website:

1. Ensure you are logged in to the LQM website (<http://www.lqm.co.uk/> )
2. Click the “My Account” link at the top of the page
3. Select “My Orders” from the menu on the right of the screen
4. Select the relevant order

## Dispatch of the publication

The S4UL publication will not be shipped until payment has been received.

For orders by online card payment, payment is received immediately and the publications will usually be dispatched within 24-36 hrs. Orders received before 11am should arrive next day but this cannot be guaranteed.

For orders by invoice, the publication will not be released until we have confirmed that payment has been deposited in our bank account (It will not be shipped immediately upon receiving a BACS notification). Once payment has been confirmed, the publications will usually be dispatched within 24-36 hrs. If your publication fails to arrive, please check that the invoice has been downloaded and submitted for payment and that the payment has been made.