



shop4support User Guide

## **How to pay for products if you pay for your own support**

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## Overview

We're glad to tell you that as well as using cash and cheques to buy products from shop4support, you now also have the option of using PayPal!

This is a very convenient and secure way of buying products from shop4support.

The diagram below gives you an overview of how you can buy products and services from shop4support if you pay for your own support.

Step 3 gives you information about the different ways you can pay for products and services, including using PayPal.



If you pay for your own support this guide explains how you can pay for products from shop4support.

## What is PayPal?

PayPal is a service that allows you to pay for products securely, direct to a product or service provider through the internet, without using cash or cheques.

If you want to use PayPal you can sign up for a free PayPal account that will connect to your bank account.

If you don't want to sign up for a PayPal account but still want to pay through the internet, you can use your credit or debit card to make a payment online.

## How to make an order

It is very easy to order and buy products from shop4support. To start off with:

- Add a product to your basket and choose the 'quantity' or amount of that product that you want to order.
- Click the link shown below, that tells you how many items you have in your basket

1.

The screenshot shows the shop4support website interface. At the top left is the logo 'shop 4 support'. To its right, it says 'Hello Drew Suarez, you have 27 unread message(s) | Log out'. Further right are font size controls and a 'Report this page' button. Below this is a navigation bar with 'HOME', 'SEARCH & SHOP', 'MY COUNCIL', 'MY LIFE', and 'MY ACCOUNT'. The 'SEARCH & SHOP' tab is active. Below the navigation bar, the breadcrumb trail reads: 'You are here: Home > Search & Shop > Search for Products & Services > Adapted Products and Equipment'. To the right of the breadcrumb is a shopping basket icon with '8 Items in Basket' and a red circle with the number '1' around it. Below the breadcrumb is the heading 'Search for Products & Services' and a sub-heading 'Adapted Products and Equipment'. There are two search boxes: one for 'Enter your postcode' with a 'Find' button, and another for 'Enter a keyword to search the catalogue' with a dropdown for 'All categories' and a 'Search' button. On the left side, there are two category selection buttons: 'Accommodation' and 'Adapted Products and Equipment'. The main content area features a green checkmark icon and the heading 'Adapted Products and Equipment' with the text 'Bathing, eating, sleeping.... Below, you'll find a great range of adapted products to assist you in your home.'

Next, take the following steps:

### Step 1 – My Basket

On the 'My Basket' screen shown below, you will notice that the products that you have put in your basket are separated and grouped by the different providers you are buying from. This is because you need to pay each individual provider separately, like you would if you were buying from different shops in a shopping centre.

You are here: [Home](#) > [My Basket](#)  [My PA Shortlist](#)

## My Basket

Here, you can see the items you've added to your basket, change the amount of items, or remove them, for each store you're buying from. To continue with your order select 'Delivery & Billing'.

 **5** [Empty this basket](#)

You have **1 item(s)** in your basket from: **Mobility Choices**



<input type="checkbox"/>	Product	Qty	Price per Unit	Total value
<input type="checkbox"/>	<a href="#">**2 PACK** 24 INCH WHITE ANTI-SLIP STEEL GRA RAIL HANDLE</a>	1	£21.03	£21.03
<a href="#">Remove products</a>			<a href="#">Recalculate</a>	
			<b>Total: £21.03</b>	

[Billing & Delivery](#) 

You have **2 item(s)** in your basket from: **Independent Living Partnership Ltd**



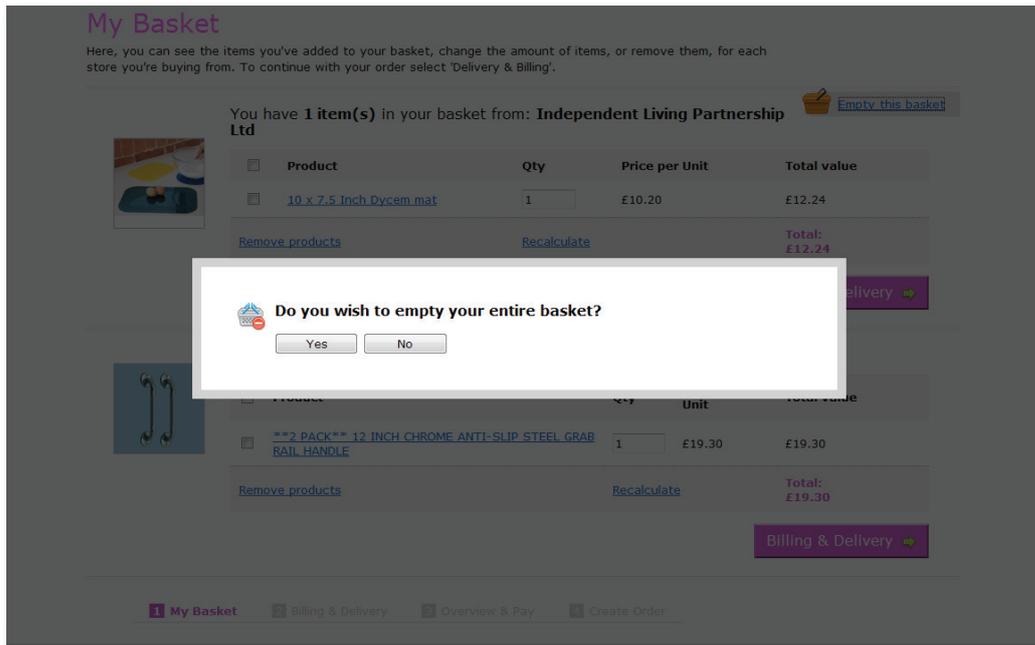
<input type="checkbox"/>	Product	Qty	Price per Unit	Total value
<input type="checkbox"/>	<a href="#">14 x 10 Inch Dycem mat</a>	1	£16.67	£16.67
<a href="#">Remove products</a>			<a href="#">Recalculate</a>	
			<b>Total: £16.67</b>	

[Billing & Delivery](#) 

1 My Basket
2 Billing & Delivery
3 Overview & Pay
4 Create Order

To make your order, follow the simple instructions below:

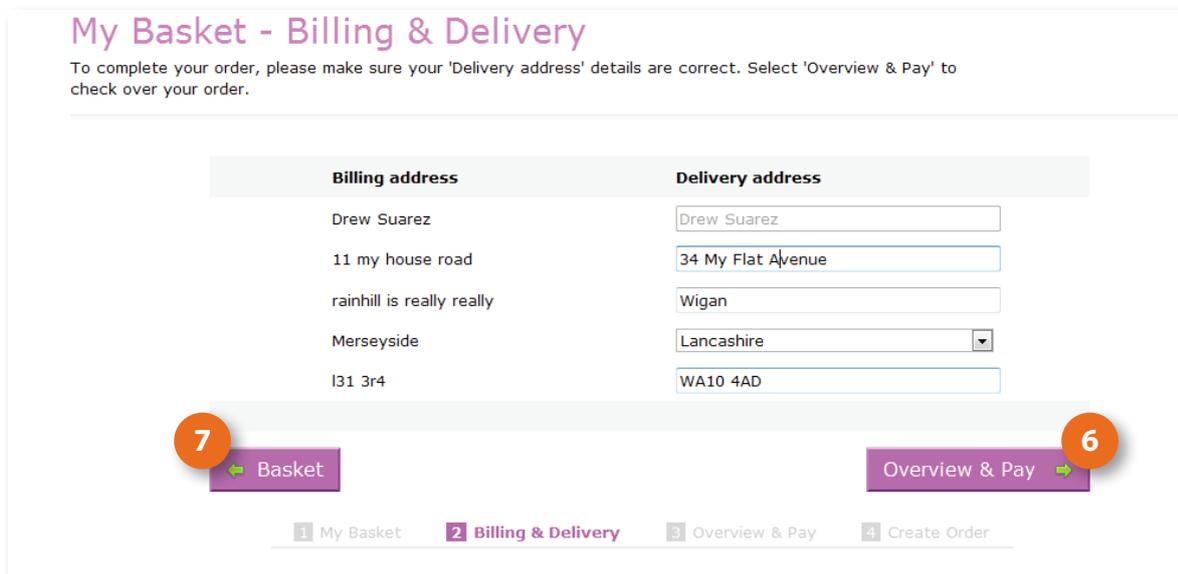
- Choose the quantity of the product you would like to order (in this case an anti-slip rail handle), by entering the amount in the 'Qty' box **2** and clicking 'Recalculate'.
- If at any time you want to remove a product from your basket, tick the checkbox that is next to it **3** and click 'Remove products'.
- Once you are happy with the products you have chosen from a provider, click the 'Billing & Delivery' button next to that provider's products **4**.
- If you should change your mind and want to remove all the products from your basket, click 'Empty this basket' **5**. You will be asked the question on the next page.



- If you want to empty your entire basket, click 'Yes.'
- If you don't want to empty your basket, click 'No.'

### Step 2 – Billing & Delivery

Next, you will need to arrange your billing and delivery, using the Billing & Delivery screen shown below.



Your 'Billing address' will be displayed on the screen for you. You will not be able to change this.

If you are happy for your product(s) to be delivered to the delivery address shown on screen, click the 'Overview & Pay' button **6**.

If you wish to go back to the My Basket screen at any time, click the 'Basket' button **7**.

If you want your product(s) to be delivered to a different delivery address to the one shown on the screen, follow these simple instructions:

- Delete the delivery address shown on the screen and type in the new address, including your Address, Town/City, County and Postcode.
- Click the 'Overview & Pay' button.

### Step 3 – Overview & Pay

The Overview & Pay screen shown below allows you to choose how you would like to pay for your product(s).

**You are here:** [Home](#) > **My Basket - Overview & Pay** My PA Shortlist

## My Basket - Overview & Pay

An overview of your order is below. You may be given a choice of how to pay for your order, depending on how the store you are paying is able to take payment.

**Please select a method of payment**  
Your payment will be made on a secure page.

**8**

**Pay Online**

Pay using PayPal  
or credit or debit card

**9**

**Pay Manually**

Pay using cash or cheque

Products from: **Mobility Choices**

Product	Qty	Price per Unit	Total value
<a href="#">**2 PACK** 24 INCH WHITE ANTI-SLIP STEEL GRAB RAIL HANDLE</a>	1	£21.03	£21.03
			<b>Total: £21.03</b>

**Billing address**

Drew Suarez  
11 my house road  
rainhill is really really  
Merseyside  
L31 3r4

**Delivery address**

Drew Suarez  
11 my house road  
rainhill is really really  
Merseyside  
L31 3r4

[Billing & Delivery](#)

1 My Basket  
 2 Billing & Delivery  
 3 Overview & Pay  
 4 Create Order

You can choose to pay:

- 8** Using PayPal or a credit or debit card (if the provider you are ordering from offers this service). If you wish to do this, select 'Pay Online.'
- 9** Using cash or a cheque (again, if the provider you are ordering from offers this method of payment). If you wish to do this, select 'Pay Manually.'

## Paying using Cash or a Cheque – Offline Orders

If you have decided to pay using cash or a cheque, you will be directed to the screen below:

shop4support

Hello [Drew Suarez](#), you have [12 unread message\(s\)](#) | [Log out](#)

Report this page

HOME SEARCH & SHOP MY COUNCIL MY LIFE MY ACCOUNT

You are here: [Home](#) > **My Basket - Order Confirmation** [My PA Shortlist](#)

### My Basket - Order Confirmation

Thank you!

**Confirmation**

Your order has been successfully submitted and is awaiting the supplier(s) response(s). You can view the order in [My Orders](#)

You can click on the 'My Orders' link **10** to view your order and track its progress.

## Paying using PayPal – Online Orders

If you have chosen to pay online, you will be directed to a PayPal screen. You will be given the choice of two different payment methods:-

- 11** Paying using a PayPal Account.
- 12** Paying with your credit or debit card.

PayPal. Safer. Simpler. Smarter.

PayPal Secure Payments

PayPal securely processes payments for **Andrew Scattergood's Test Store**. You can finish paying in a few clicks.

**Why use PayPal?**

- Pay without revealing your debit or credit card numbers, or your bank account details.
- Speed through checkout. There's no need to enter your address details.

**Don't have a PayPal account?**  
Use your credit card or bank account (where available). [Continue](#)

VISA MasterCard DISCOVER AMERICAN EXPRESS

**LOG IN TO PAYPAL**

Email address:

Password:

[Log In](#)

[Forgot your email address or password?](#)

Cancel and return to [Andrew Scattergood's Test Store](#).

## Paying with a PayPal Account

If you already have an account with PayPal, simply login using the details you signed up with.

If you do not have an account but wish to have one, you can sign up for a free account using the PayPal website.

To login to PayPal:

**LOG IN TO PAYPAL**

13 Email address:

14 Password:

15

[Forgot your email address or password?](#)

13 Enter your email address.

14 Enter your password.

15 Click the 'Log in' button.

Once you have logged into your PayPal account, you will see the following screen. You will be able to use this screen to review your payment for your order.

**Review your payment** PayPal Secure Payments

If the information below is correct, please click **Pay Now** to complete your payment.

[Learn more](#) about how PayPal withdraws funds.

Description	Unit Price	Quantity	Amount
<input type="text"/>	£19.30	1	£19.30
<a href="#">Add special instructions to merchant</a>			Item total: £19.30
			Total: £19.30 GBP
<a href="#">Enter PayPal gift voucher, reward or discount</a>			

Payment Method: PayPal Balance £19.30 GBP [Change](#)

Post to: Drew Suarez  
11 my house road  
rainhill is really really  
131 3r4  
United Kingdom [Change](#)

Contact Information: andrew\_1316788192\_biz@valueworks.co.uk

16

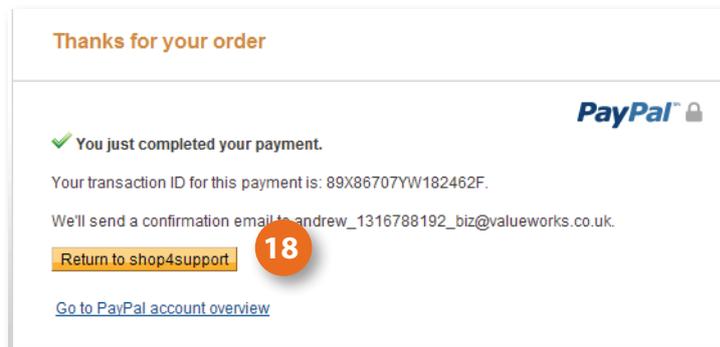
17 [Cancel and return to shop4support.](#)

PayPal. Safer. Simpler. Smarter.  
For more information, see our [Privacy Policy](#), [User Agreement](#) and [Key Payment and Service Information](#).

16 If you are happy with your order, simply confirm your payment by clicking the 'Pay Now' button.

17 If you are not happy with your order, click 'Cancel and return to shop4support'.

Once your payment has been accepted, you will be directed to the screen below.



To return to shop4support, click the 'Return to shop4support' button **18**. You will be able to review and track the progress of your order using the 'My Orders' area of shop4support.

## Paying directly with a credit or debit card

If you chose to pay by credit or debit card (this may be because you do not have a PayPal account), you will be directed to the screen below:

**19** Select your card type from the list provided.

Next, you will need to enter your card details, using the instructions below:

### Pay with Credit Card or Log In



[Learn more](#) about PayPal - the safer, easier way to pay.  
[Enter your billing information](#)

Country:

Payment Type:

Card Number:

Expiry Date:  /  CSC:  [What's this?](#)

Billing Information: Change"/>

Home Telephone:

Email:

In order to process your payment, PayPal collects certain personal information from you which it holds in accordance with its [Privacy Policy](#). For more information on this process, click [PayPal Account Optional](#).

**Already have a PayPal account?**

**Please log in**

Email address:

Password:

[Forgot your email address or password?](#)

- 20 Enter your credit or debit card number.
- 21 Enter the expiry date of your credit or debit card.
- 22 Enter the last three digits of the CSC number (this is on the back of your card).
- 23 Enter your home telephone number.
- 24 Click the 'Review Order and Continue' button.

Next, you will be directed to the screen on the next page, where you will be able to review all the details of your order before you confirm payment.

**Review your payment** PayPal  Secure Payments

If the information below is correct, please click **Pay Now** to complete your payment.

Description	Unit Price	Quantity	Amount
<input type="text"/>	£19.30	1	£19.30
<a href="#">Add special instructions to merchant</a>			Item total: £19.30
			<b>Total: £19.30 GBP</b>

Payment Method:

**VISA** Credit/Debit Card : Visa/Delta/Electron XXXX-XXXX-XXXX-6547 £19.30 GBP  
 This credit card transaction will appear on your bill as "PayPal \*ANDREWSCATT".  
[Change](#)

Post to: Drew Suarez  
 11 my house road  
 rainhill is really really  
 131 3r4  
 United Kingdom  
[Change](#)

Contact Information: drew@drew.co.uk

**25**  
 Pay Now

**26**  
 Cancel and return to [shop4support](#).

PayPal. Safer. Simpler. Smarter.  
 For more information, see our [Privacy Policy](#), [User Agreement](#) and [Key Payment and Service Information](#).

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If you are happy with your order, confirm payment by clicking the 'Pay now' button **25**.

If you are not happy with your order, cancel the payment and return to shop4support by clicking 'Cancel and return to shop4support' **26**.

Once your payment has been accepted, you will be directed to the screen below.

**PayPal** 

✓ **You just completed your payment.**

Your transaction ID for this payment is: 89X86707YW182462F.

We'll send a confirmation email to [andrew\\_1316788192\\_biz@valueworks.co.uk](mailto:andrew_1316788192_biz@valueworks.co.uk).

**Return to shop4support** **27**

[Go to PayPal account overview](#)

To return to shop4support, click the 'Return to shop4support' button **27**. You will be able to review and track the progress of your order using the 'My Orders' area of shop4support.

## Help and Support

If you experience any difficulty using shop4support, please contact our Helpdesk on 01942 614 088.