Welcome to L'Oreal Orders

Welcome to L'Oréal Orders: a platform designed for existing L'Oreal customers to place and track orders at your convenience, across all your brands and divisions, with your customer specific pricing and promotions.

➤ shop.lorealorders.com.au – for Consumer, Luxe and Active Cosmetics Customers
➤ au.lorealpartnershop.com – *Professional Products Customers (SALONS) please use the Partnershop platform*

Customer Service contact details:

➤ 1300 651 991 (B2B - option 7)
➤ service@contact.lorealorders.com.au
➤ Live chat is also available on site

For the L'Oreal Online Payment Portal and Accounts enquiries: Accounts@payment.loreal.com.au or call Salons: 1300 651 241 / Pharmacies & Clinics: 1300 133 929

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1. Registration & Login

a. How to Log In – First time access

If you have an Online Payment Portal Account, are a Sales Rep, or have already set a password, please 'Log in now'.

Login/Register 👤

L'Oreal Customers can access the platform using the email address(es) linked with their L'Oreal account, for example – the email you receive invoices to.

If it is your first time using the new platform, and you do not have an Online Payment Portal log in, you will need to set a new password.

Update credentials

If this is your first time using the new log in, please use your L'Oréal account email address to set a new password

Email address
_____

SET NEW PASSWORD

Instructions:

1. Read and agree to the Terms & Conditions and Privacy Policy, click *Continue to site*
2. Click *Login/Register*
3. Enter your email address and click *Set New Password*
4. You will receive an email within 15 minutes. Email will be from *L'Oreal B2B Support* support@shop.lorealorders.com.au
   i. If you do not receive the email, please check your Junk/Spam.
5. Open the email and click *SET PASSWORD*
6. Enter your new password, following the requirements listed on the page. Click *Reset password*
7. You have now set your password. Follow the steps to Login

If you need assistance or have any questions, please call our Customer Service team 1300 651 991 (B2B - option 7)

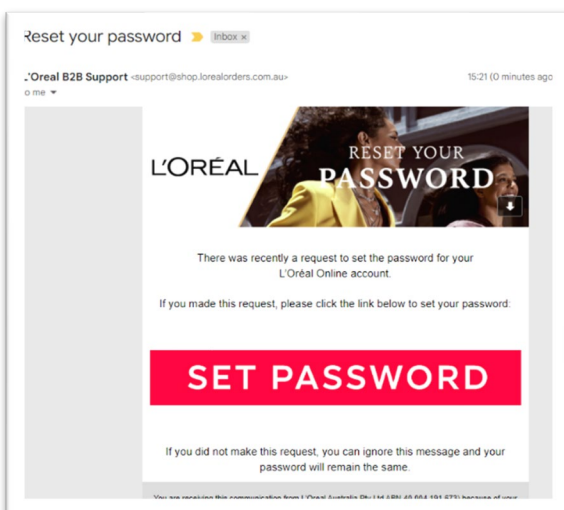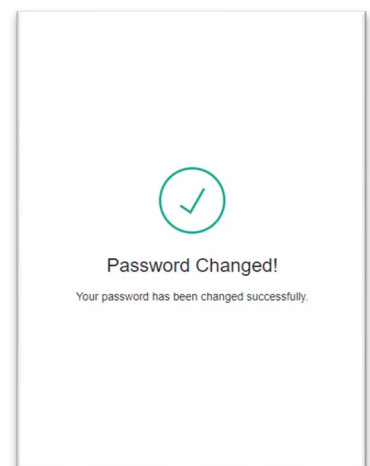## b. How to Log In (incl. Online Payment Portal Customers & Sales Reps)

Online Payment Portal Customers and Sales Reps do not need to set a new password. If this applies to you, or you have already set a new password, you can log in at any time using these credentials.

1. Navigate to shop.lorealorders.com.au and click *Login/Register*
2. Click *Login*. Enter your email address. Click *Continue*
3. Enter the password you have set for your account. Click *Continue*

c. How to Reset Password

1. Navigate to shop.lorealorders.com.au and click *Login/Register*
2. Click *Login*
3. Enter your email address. Click *Continue*
4. Click *Forgot password*
5. Check it is your **correct** email address. Click *Continue*
6. You will receive an email within 15 minutes. Open it and click *SET PASSWORD*
    i. If you do not receive the email, please check your Junk/Spam. The email will be from *L'Oreal B2B Support support@shop.lorealorders.com.au*
7. Enter your new password. Click *Reset password*
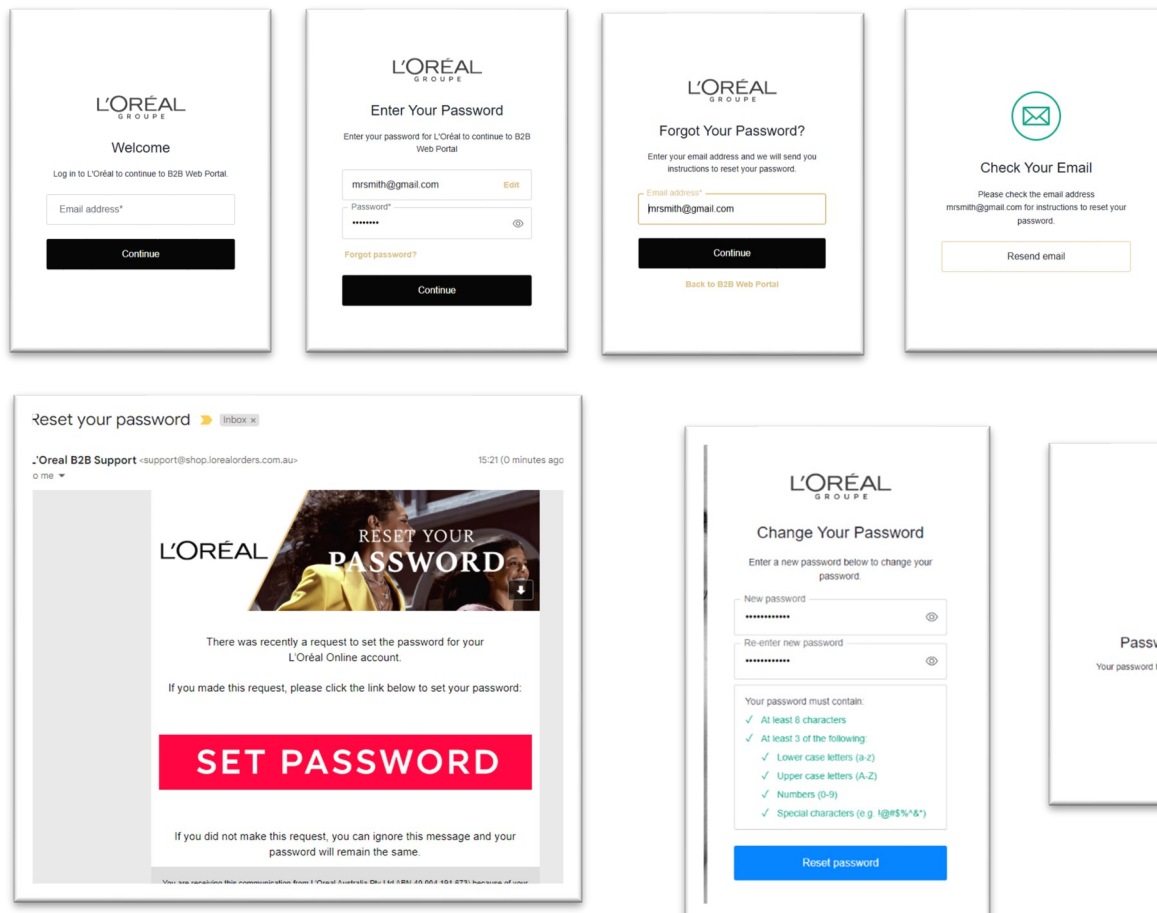8. You have now set your password. Follow the steps to Login

If you need assistance or have any questions, please call our Customer Service team 1300 651 991 (B2B - option 7)

d. How to become a L'Oréal Customer

To access L'Oréal Online Orders, you must be an authorised customer of L'Oréal Australia.

If you are not currently an authorised customer and are interested in becoming one, please

contact Customer Service.

e. Switching between accounts

If you have access to multiple accounts, you will be able to switch between them using the same log in. To validate this access, your email address must be listed on each L'Oreal Customer Account.

To switch between accounts, click on the account number and name (located next to *Basket* in the top right of the page), then click *Switch Customer*. Select from the list available.

If you believe you should have access to an account which is not in this list, please contact Customer Service.
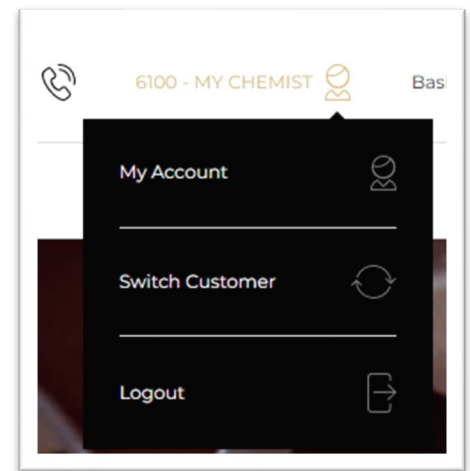
The account you are ordering from will always display at the top of the page. Order will be shipped to the address listed at checkout. Please check this before submitting your order, as we will be unable to change this after the order has processed.
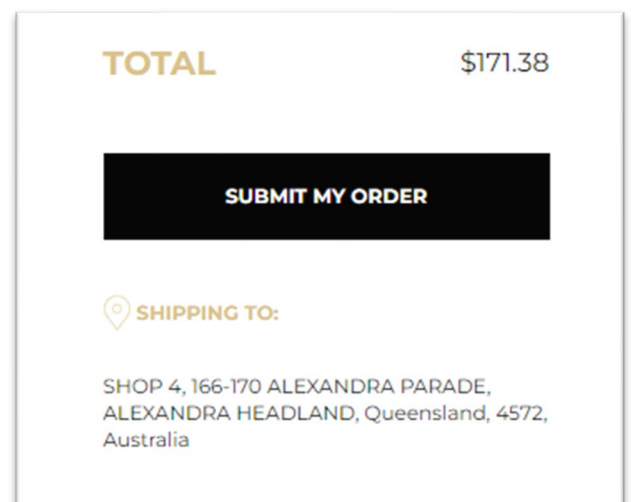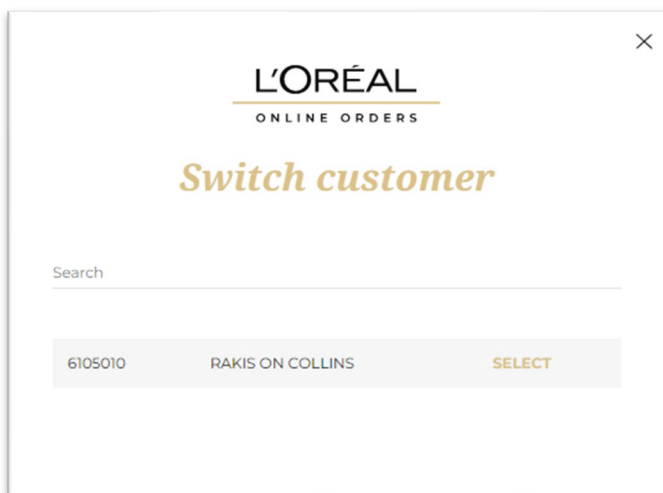
2. Ordering

a. Navigating the Product Catalogue

When you are logged in, you have access to the brands and products available to you, listed at your specific customer pricing. Promotions for your customer account will also be available **once product is added to cart.**

Each brand you have access to will be in the navigation bar under **_Browse by brand._** Click on a brand to view the products available. **Categories** are shown down the left-hand side, which can be expanded to see the **Sub brands**.
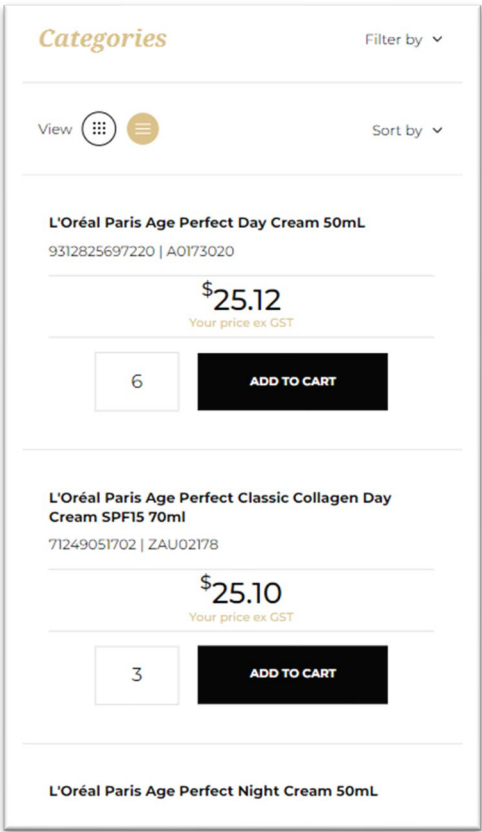
The **Search function** is generally the fastest way to find a particular product. You can search by product name, brand, EAN or SAP code eg. 3337875733748 or MB284600.

Brand pages will default to the **Tile view** and **Default** sorting. You can change this using the View and Sort by controls:
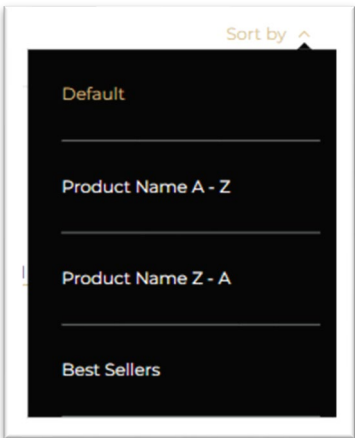
You may wish to use the more compact **List view**, which is useful especially for mobile:
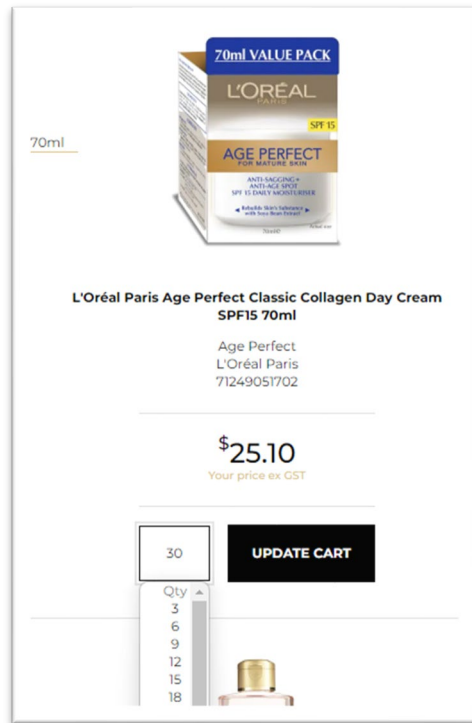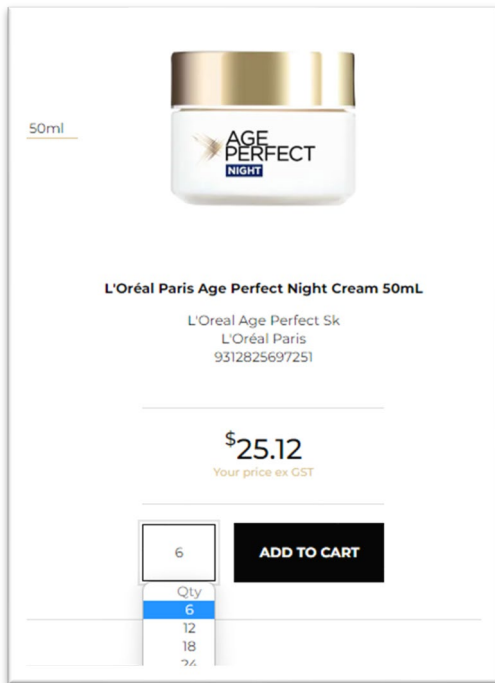

Sort functions available are as follows:

b. Adding Products to Cart

You can *Add to Cart* directly from the list page. Click on the quantity to adjust how many you want. This dropdown reflects our stock availability and the order multiples for each product. You can also *Update Cart* to change quantity for any products you have already added to cart from this page.

c. Product page

If you want more information about a product, simply click on it to view the product page. You will see product images, description, ingredients. You can also *Add to Cart* or *Update Cart* from this page.
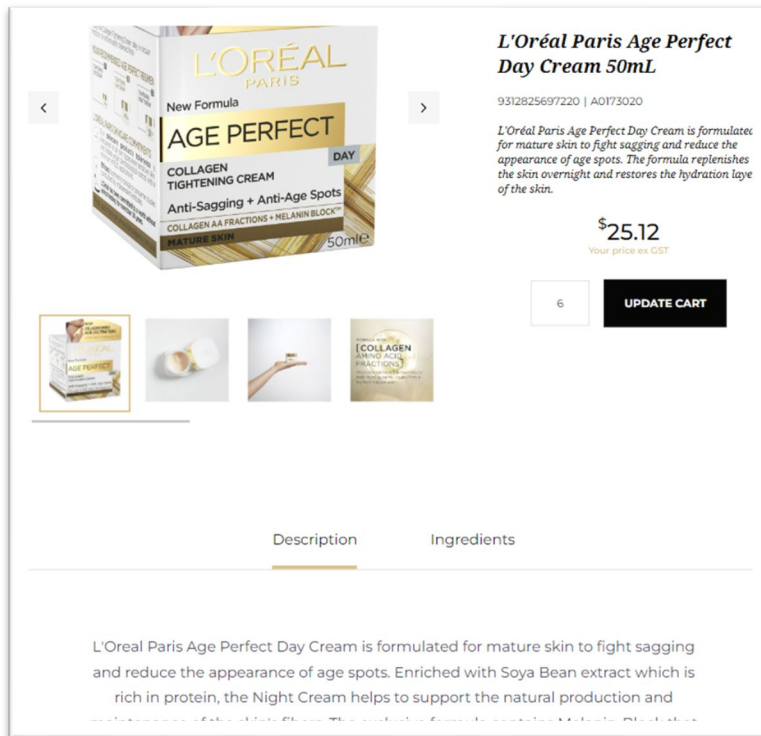
At the bottom of the product page, you will also see other **Recommended products**:

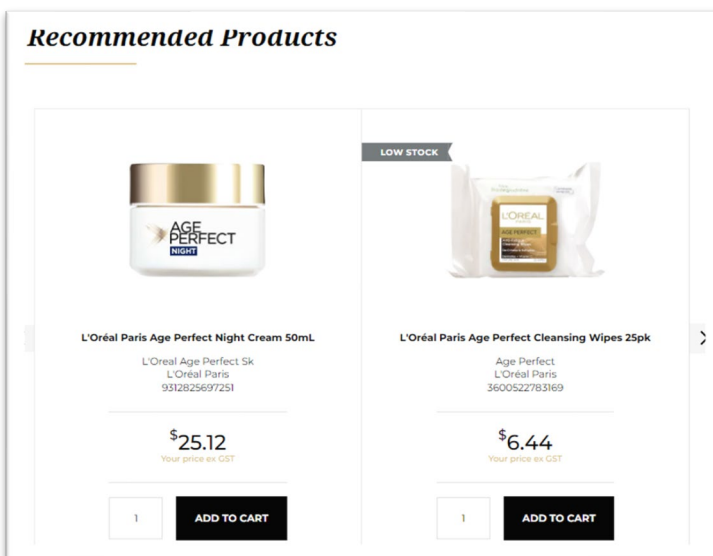### d. Pricing & Promotions

The prices listed when you are logged in is **your customer price**, excluding GST. The price is for a singular unit of the product.

Once you have added product to your cart, and coupons entered (if required), all applicable promotions will be applied, and the final price will be shown in the checkout.

Please note any order minimums for promotions, eg. Buy 12 units get 20% off – i.e. the 20% off will not apply until 12 qualifying units have been added to cart.

You may also receive a pop-up message if you have qualified for any free products eg samples. The products will then appear in cart.

e. Remove items from Cart

You can edit the quantity of the products in cart the same way you would on the product listing page, using the drop downs.
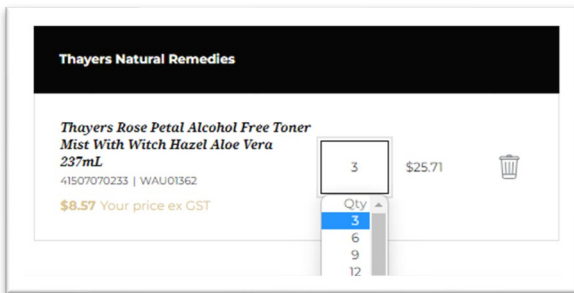
You can also preview what is in your cart using the dropdown available when you click *Basket*. This will also allow you to amend the quantity.

You may also wish to *Remove All* items from your cart and start fresh.

f. Minimum Order Values and Handling Charges

Each L'Oreal division set minimum order values and handling charges for your order. If you haven't met the minimum value for each division in your cart, you will be unable to submit your order.

g. Placing an Order
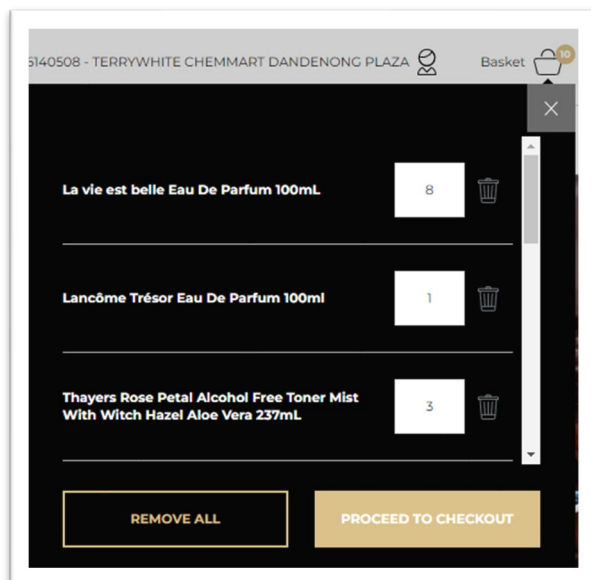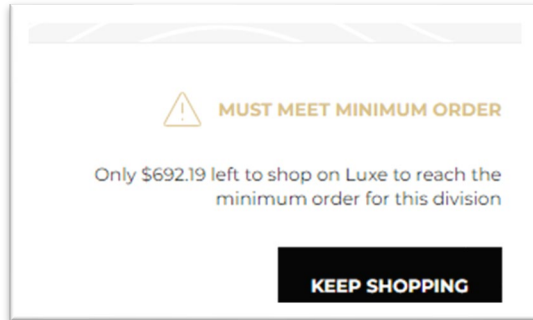
Once you are ready to finalise your order and if you have reached the minimum order value, click 'Submit My Order'.

If the button is grey, you either have out of stock products in your cart which need to be removed, or you haven't met order minimums.
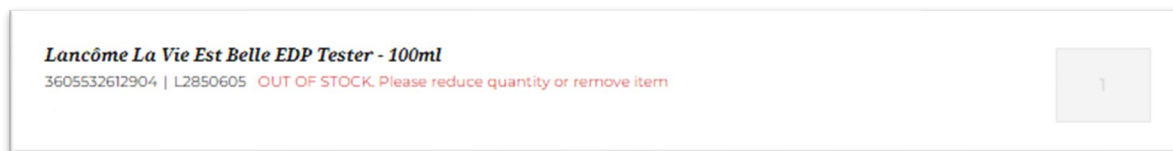
If you have access to multiple accounts, <u>please check the shipping address before submitting your order</u>, as we will be unable to change this after the order has processed.

You will not be able to change your order once it has been submitted.
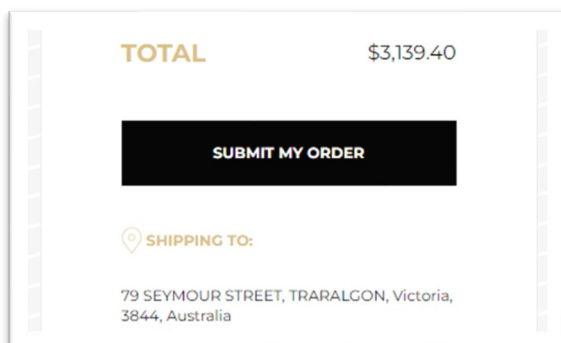
3. Order Forms

You can upload large orders quickly with Order Forms. This works best on desktop, as you need to use Excel.

1. Download the order form from the left-hand side of the product listing page under *Browse by brand*
2. Download and open the file.
3. Enter the quantity of products you want to order under Order Qty. Anything left blank will not be added to cart.
4. Save the file.
5. On the same page, click *Upload Order Form* and select the file. *Submit*.

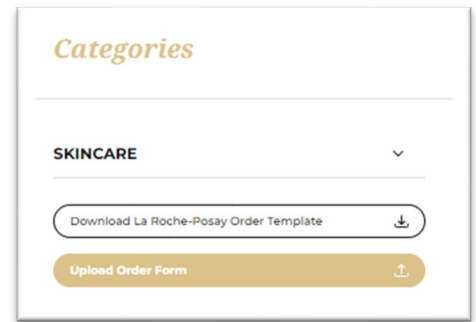6. You will be notified of any issues with what you have uploaded and will get the chance to amend if necessary.
7. Once amended, click *Add All to Basket*

8. You will receive confirmation of the products added to cart. Click *Proceed to Checkout*. You can continue to edit your cart, including adding other products or order forms if you wish.
9. Once you are happy with your order, *Submit* order via checkout.

4. Re-Order function

You can re-order directly from previous orders with the ability to add/remove other products before submitting a new order.

1. Click on your account, and select *My Account*
2. Click *My Orders* on the left-hand side of the page
3. You will then see a list of your previous orders, which can be expanded for further details
4. When an order is expanded, you will be able to click *Re-Order*
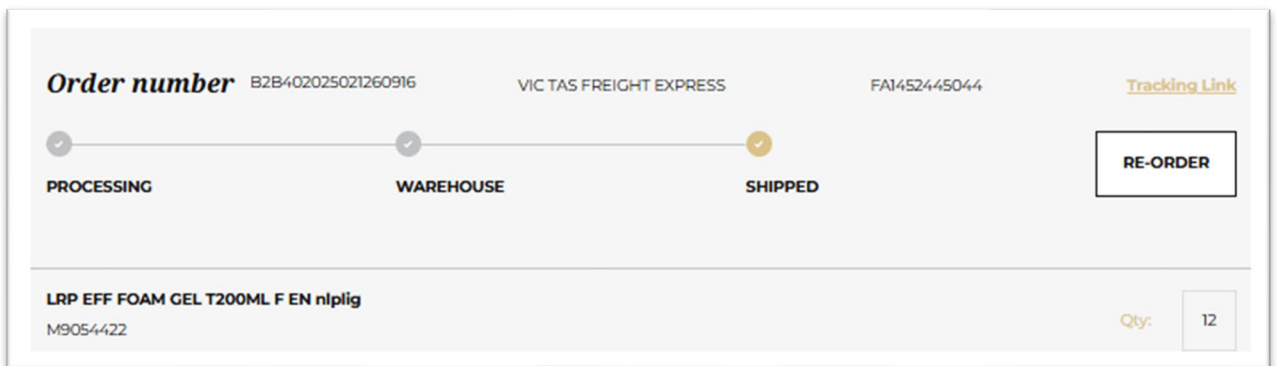
5. From here, you can select which products you want to *Add to Cart*. The products will default to the units previously ordered, but the drop down is available if you want to change the quantities. You may also see products no longer available and/or Out of Stock.
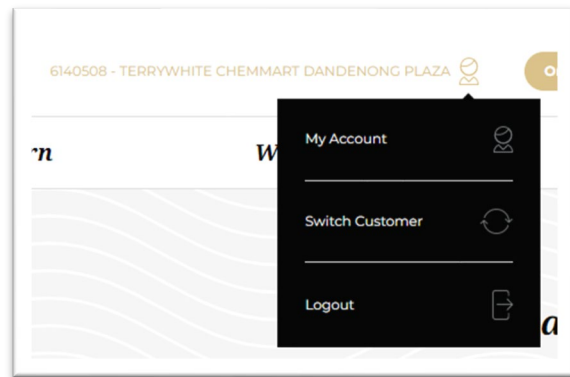

6. Once you have added to cart, you can then continue to edit your order. Once you are happy with the order, click *Submit*

5. My Account

My Account is available by clicking on your Customer name. Under My Account, you will find:

- your delivery address and contact details (please note only one email will show)
- your sales rep details by brand
- your past orders

a. Order History (Reorder function)

My Orders shows your order history, for L'Oréal Orders only. Click to expand and view the order details.

b. Tracking Deliveries

Track the status of your orders in the *My Orders* screen. Once the order has shipped, you will see a *Tracking Link* which will take you directly to the carrier's tracking page.

Please allow up to 2-3 business days for the order to be dispatched from the warehouse, at which point tracking details will be available. Details on this page are updated once every 24 hours.

Please note only select areas will have carrier information available.
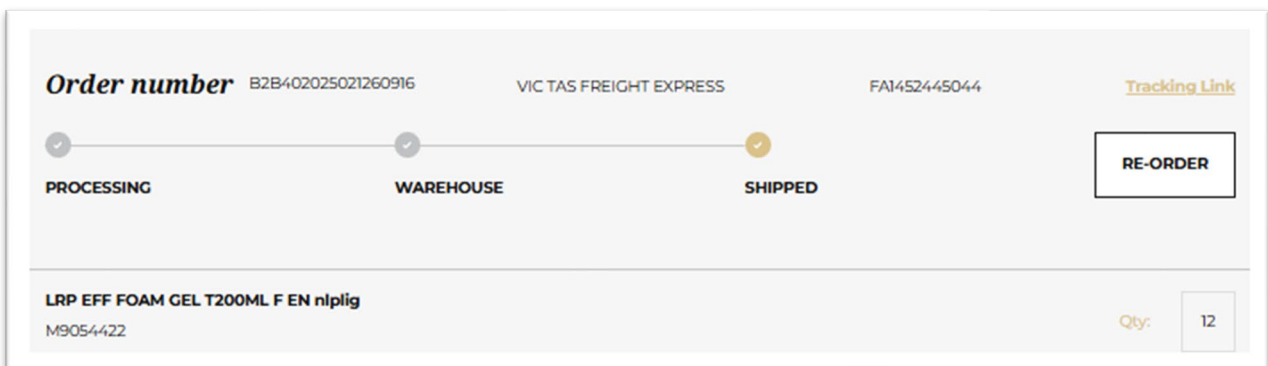
6. Payment

The L'Oréal Orders platform does not handle payment directly. However, it is linked to Online Payment Portal with Single Sign On, allowing you to switch between platforms within the same session.

Orders placed on L'Oréal Online Orders abide by the same payment terms as your regular orders. You can pay by direct deposit or via the Online Payment Portal. For more information, click here or refer to the Accounts queries contact details.

The L'Oréal online payment portal can be accessed here: myaccount.loreal.com.au