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PURITY'S Post

CustomerLink: not Just for Online Ordering

For the past several catalogue issues we have promoted our online ordering site, which is accessed through CustomerLink. Ordering online is fast and very efficient, even more so with our recent enhancements.

Perhaps you have your own very efficient system for ordering; even if you do, CustomerLink is still a valuable asset for your business. This quick Q&A from your perspective will illustrate just how valuable CustomerLink can be to your business.

Q: I am completely out of stock on an item. How can I find out if it is available right away?

A: *Login to CustomerLink and see real-time inventory from the warehouse you draw from (Acton or Vancouver).*

Q: I misplaced my invoice. Where can I find a copy?

A: *Look up invoices, credits and account statements all through CustomerLink. Past invoices, return authorizations, and statements can be viewed and downloaded in either PDF or Excel formats. This is quick and easy and will save you the \$5 admin fee charged through customer service.*

Q: If I have my own POS system for ordering, will redoing an order online be very time consuming?

A: *No. The new Quick Order Entry feature allows you to easily cut and paste an order from your POS system or Excel file into CustomerLink without having to retype it!*

Q: Where do I go to get images and other details for an ad?

A: *View product NPNs, ingredient lists, and images online; download what you need for ads or your own website.*

Q: I get very busy taking care of customers. If I start an order online and need to leave, will I lose it?

A: *Absolutely not! Work on your orders when it's convenient for you; save in-process orders and modify them later. You can also create your own custom order form by selecting your favourite items and see a copy of your invoice as soon as your order is submitted. This system can be accessed 23 hours a day and is optimized for use on your PC or tablet.*

Q: What if I forget the name of the brand of a product I am trying to order?

A: *No problem. Enter what you do know in the search field and the system will bring up all brands and products associated with your search word. You can place your order in the way that's most convenient for you (e.g. Purity Life code, product name, brand name, ingredient deck, or UPC). You can also view the full catalogue online with easy to use 'flip' feature.*

Go to www.puritylife.com and click on  ORDER PRODUCTS ONLINE

For username and password, please use your customer number and your postal code. Should you have questions or issues logging in, please contact our online customer support number at 1-800-265-2615 ext. 3 (live help is available from 9 am to 5 pm EST Monday to Friday).