

## QUESTIONS TO ASK CUSTOMER THAT ARE HAVING WEB ISSUES

- Ask the customer what browser they are using Microsoft IE®, Google Chrome®, Mozilla Firefox®, and Apple Safari® browsers.
- Ask if the customer are receiving error messages
- Need the date & time of the issue
- Need customer details – email address and customer number
- Were they using their gift list?
- What is product they were trying to order?
- What was the url of the page the error appear on
- Provide a screenshot or details of any error message
- Steps taken prior to getting an error

## ENTERING A NEW ORDER

The customer has to add the recipient name, zip code and arrival week and then click “add to cart”


starting at  
**\$22.39**


<input type="radio"/>	<b>4 TRAYS</b> # 4N   48 Pieces	<del>\$74.99</del> <b>\$59.99</b>
<input type="radio"/>	<b>3 TRAYS</b> # 3N   36 Pieces	<del>\$64.99</del> <b>\$51.99</b>
<input type="radio"/>	<b>2 TRAYS</b> # 2N   24 Pieces	<del>\$49.99</del> <b>\$39.99</b>
<input checked="" type="radio"/>	<b>1 TRAY</b> # 1N   12 Pieces	<del>\$39.99</del> <b>\$31.99</b>
<input type="radio"/>	<b>NAVEL SAMPLER TRAY</b> # 101N   6 Pieces	<del>\$27.99</del> <b>\$22.39</b>

[Click here](#) and sign in to use your address book

RECIPIENT NAME \*  
cd

ZIP \*  
32966


11/15 - 11/21/2021 

Personalize it  ?

**ADD TO CART**

The customer will see this after each package has been added. They can either continue shopping  
Or checkout

**Added to Cart** ✓
**Cart Summary** ✕



**1 Tray of Navel Oranges**  
Item #1N | \$39.99

**Arrival**  
11/15 - 11/21/2021

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**Recipient**  
cd  
32966

CONTINUE SHOPPING

CHECKOUT

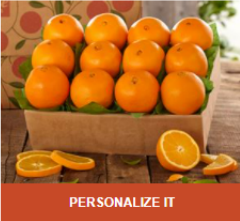
### My Cart

In my cart the customer can remove a recipient (package), send to someone else, and change the estimated arrival week, add the gift message and apply the promo code. When completed click on “secure checkout”

### My Cart

Questions? 1-800-562-4502

Send To cd ( 32966)



**1 Tray of Navel Oranges**  
Item # 1N  
**\$39.99**

QTY 1   
[Remove](#)  
[Send to Someone Else](#)

PERSONALIZE IT

**Estimated Arrival** ✎  
11/15 - 11/21/2021

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Add a Gift Message +

**Cart Summary (2 items)**

Subtotal	\$89.98
S&H	\$24.99
<b>Total</b>	<b>\$114.97</b>

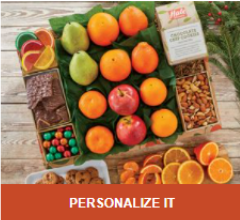
[Apply Promo Code](#) ✎

**SECURE CHECKOUT** 🔒

✔ **TrustedSite** 2021-10-20

99% Issue-Free Orders | **Secure Checkout**

Send To cp ( 07753)



**Favorite Fruits Gift Box**  
Item # 2119  
**\$49.99**

QTY 1   
[Remove](#)  
[Send to Someone Else](#)

PERSONALIZE IT


**Estimated Arrival** ✎  
12/06 - 12/12/2021




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Add a Gift Message +

### Secure Checkout

Complete the receiver address (you can change the arrival week add gift message & promo code) (if multiple receivers) click “next recipient”


**Secure Checkout** 


1. Recipient Details (1 of 2)  2. Review & Payment  3. Order Complete 


 Sign In For Faster Checkout


Ship to cd (1 item)

FIRST NAME * cd		Last Name *	
Company (optional)		Street Address * Vero Beach	<input type="checkbox"/> P.O. Box
Apt, unit, suite	Vero Beach	STATE * Florida	ZIP * 32966


 1 Tray of Navel Oranges  
Item # 1N | Qty: 1  
\$39.99

Estimated Arrival   
11/15 - 11/21/2021


Add a Gift Message 

**Summary**  Return to Cart


Subtotal	\$89.98
S&H	\$24.99
Total	\$114.97




Apply Promo Code 


**NEXT RECIPIENT**

 2021-10-20  
99% Issue-Free Orders | **Secure Checkout**

After completing the receiver addresses click on “Continue to payment”


**Secure Checkout** 


1. Recipient Details (2 of 2)  2. Review & Payment  3. Order Complete 


 Sign In For Faster Checkout


Ship to cp (1 item)

cp		LAST NAME * p	
Company (optional)		STREET ADDRESS * 106 W Sylvania Ave	<input type="checkbox"/> P.O. Box
Apt, unit, suite	Neptune	STATE * New Jersey	07753-6428


 Favorite Fruits Gift Box  
Item # 2119 | Qty: 1  
\$49.99

Estimated Arrival   
12/06 - 12/12/2021


Add a Gift Message 


**Summary**  Return to Cart


Subtotal	\$89.98
S&H	\$24.99
Total	\$114.97

Apply Promo Code 

**CONTINUE TO PAYMENT**

 2021-10-20  
99% Issue-Free Orders | **Secure Checkout**



Edit cd d (543 Bimini Cay Cr, Vero Beach, FL, 32966) 


If the billing is not completed – complete the billing and the cc information click on “place order”

# Secure Checkout

1. Recipient Details (2 of 2) 

2. Review & Payment 


3. Order Complete 

 Sign In For Faster Checkout

### Billing Address

First Name *		Last Name *	
Company (optional)		Street Address *	<input type="checkbox"/> P.O. Box
Apt, unit, suite	City *	STATE * - Select -	Zip *
Phone Number *		Email Address *	


### Summary

 Return to Cart

Subtotal	\$89.98
S&H	\$24.99
Total	\$114.97

Apply Promo Code 


 PLACE ORDER

 **TrustedSite** 2021-10-20  
99% Issue-Free Orders | Secure Checkout



### Credit / Debit

### PayPal

 Apply a Gift Card

Card Number *	Expiration (ex. 07/23) *	Security Code *
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