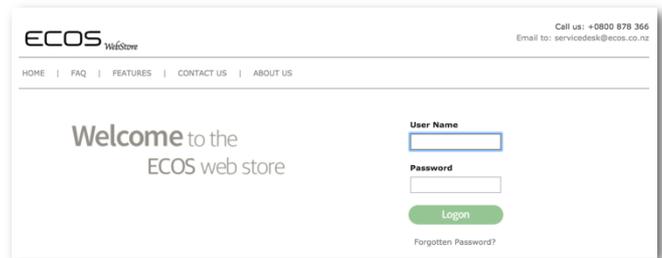
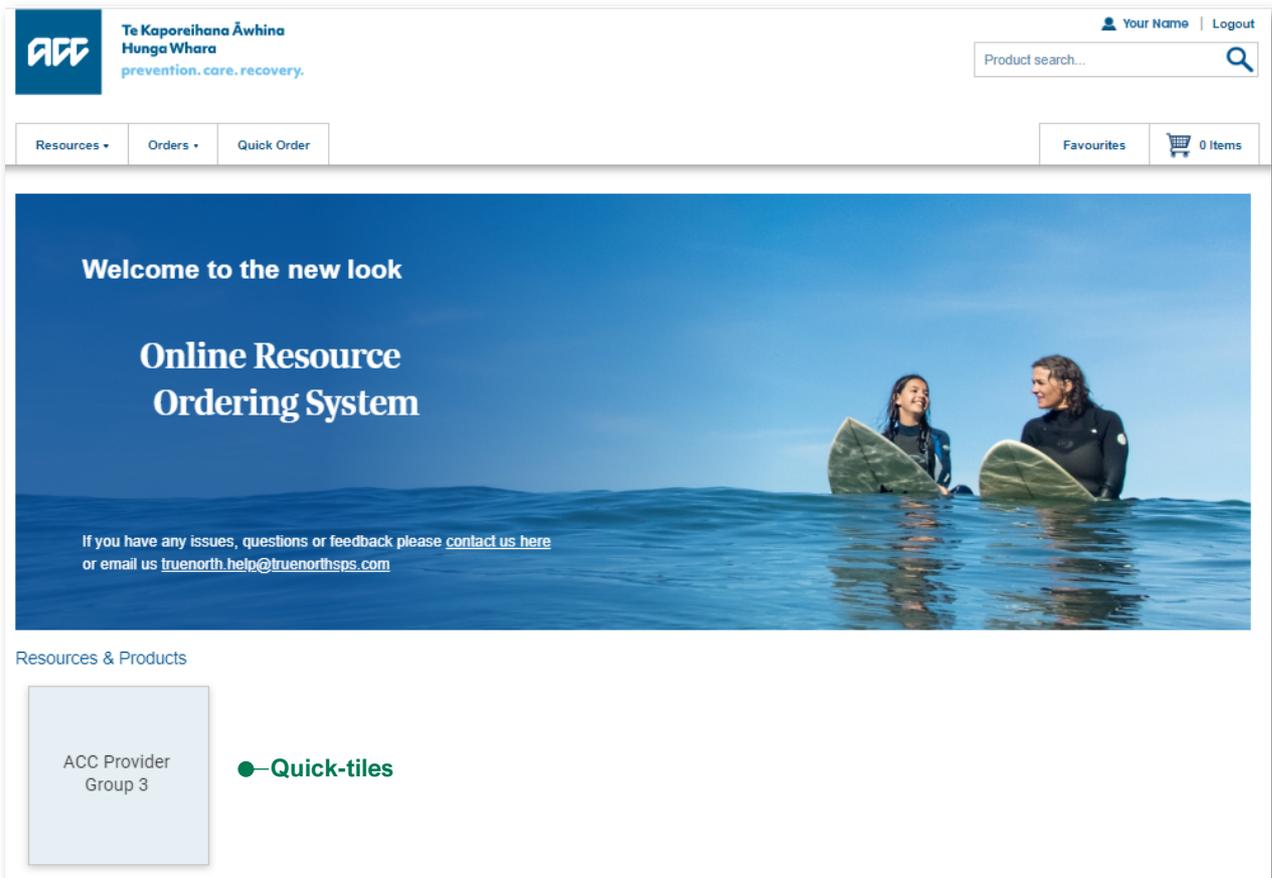


# Ordering Online – ECOS Quick Guide for ACC Providers

- 1 From your browser log on to: [www.ecos.co.nz](http://www.ecos.co.nz)
- 2 Input your user name and password (these are not case sensitive), then select 'Logon'.
- 3 Your user name and password haven't changed but if you are not sure what your user name or password is, please contact our customer services team on 0800 802 444.

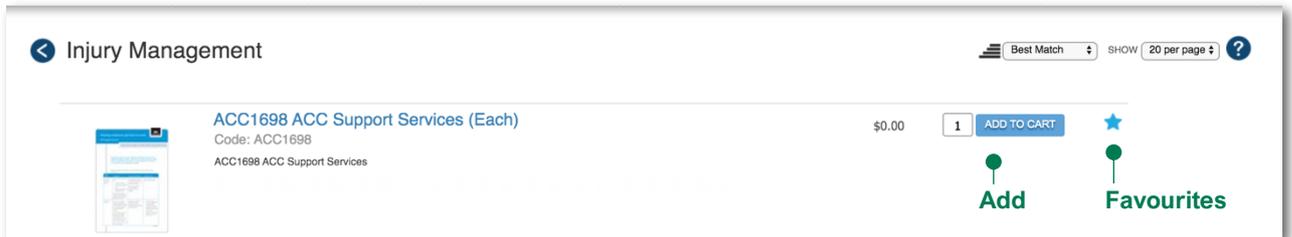


- 4 You can select products under the drop-down **Resources** tab, or by clicking on the quick-tiles displayed below.

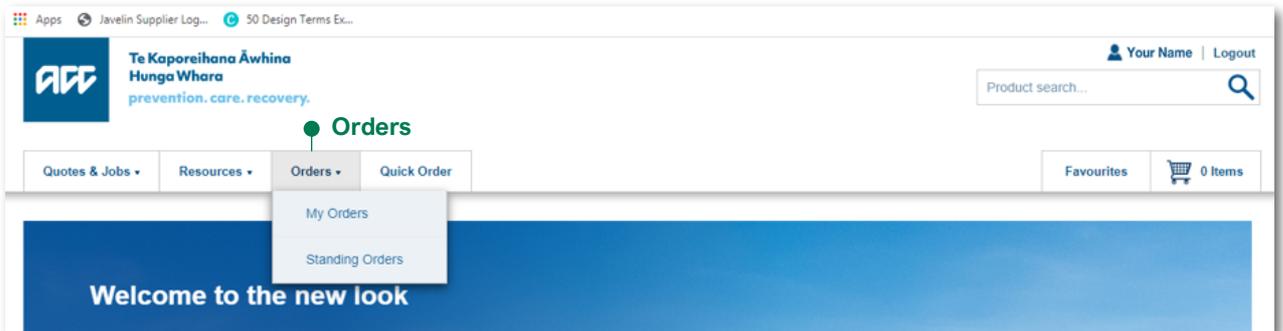


- 5 Once you have found the item you wish to order, add it to your shopping cart by entering a quantity and clicking the 'Add' button. Be sure to check the unit of measure within the product description, e.g. Packet, Bundle 50, Each etc.

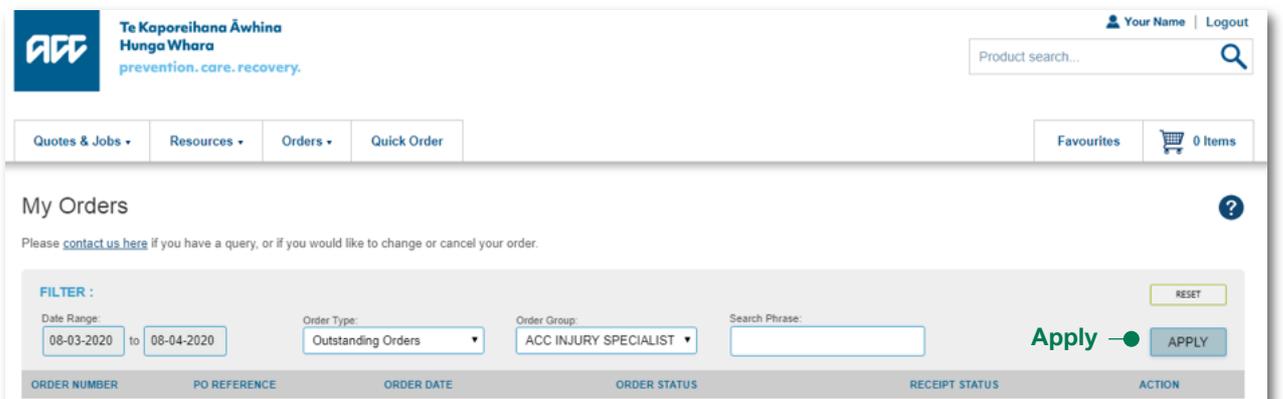
- 6 If items are going to be frequently ordered, you can add them to your 'Favourites' tab by clicking the star to the right of the 'Add' button.



- 7 After you have selected your products, click the 'Shopping Cart' link at the top of the page to view your order (you can make alterations from here too). To complete the order select 'Checkout'.
- 8 Make sure your delivery details and billing information are correct, and you have entered the correct cost centre code (ACC internal only). You can choose whether you want order confirmations, then press the 'Submit Order' button at the bottom of the screen.
- 9 Order status can be checked using the 'Orders' tab at the top of the page. There are various options for searching on orders, including a track and trace function.

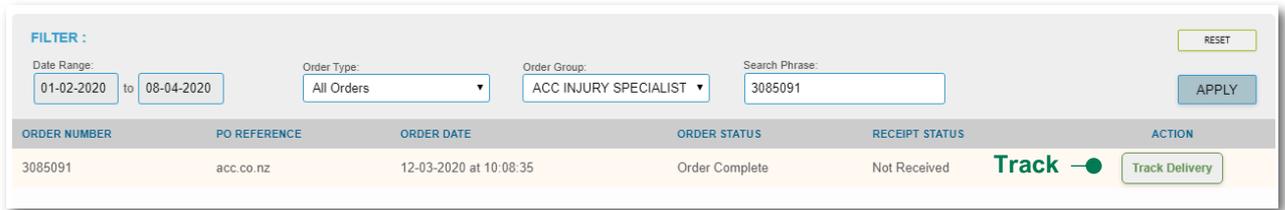


- 10 The 'My Orders' tab, takes you to this screen.



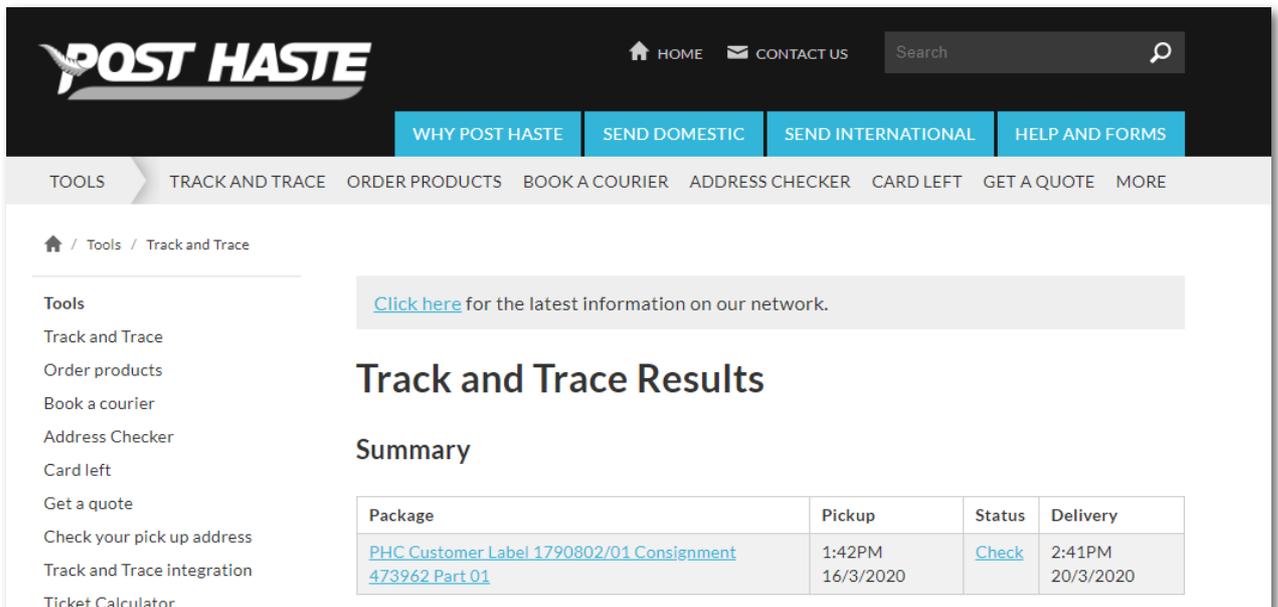
Change filters to suit and enter order number, be sure to change order type to **All Orders**. Hit 'Apply'.

11 If order has dispatched there will be the option to 'Track Delivery'.



ORDER NUMBER	PO REFERENCE	ORDER DATE	ORDER STATUS	RECEIPT STATUS	ACTION
3085091	acc.co.nz	12-03-2020 at 10:08:35	Order Complete	Not Received	Track  <a href="#">Track Delivery</a>

12 This will take you to the Post Haste tab.



Package	Pickup	Status	Delivery
<a href="#">PHC Customer Label 1790802/01 Consignment 473962 Part 01</a>	1:42PM 16/3/2020	<a href="#">Check</a>	2:41PM 20/3/2020

If there is no option to track the delivery or you have any other queries please email us with your order number: [truenorth.help@truenorthsps.com](mailto:truenorth.help@truenorthsps.com)

**HINT:** If you are stuck on any page, try clicking the question mark '?' at the top right of that page. Otherwise you can browse the help page by pressing the 'Help' button at the top of the ECOS screen.

