

LorAnn Oils Wholesale Website Important tips for a better user experience

Importance of Logging In before browsing

We cannot stress enough how important it is that you **first** log in to the Wholesale version of our website before you start shopping. Once you are logged in, the banner at the top of the page specifies WHOLESALÉ. – see example below.

Logging in with your wholesale account credentials:

1. Gets you to your correct Wholesale pricing, Shipping incentives, as well as appropriate shipping and payment options.
2. Gets you access to products, displays, case-packs, larger sizes and detailed product information designed for our business clients.
3. Gets you access to Safety Data Sheets for every flavor or ingredient we offer. (along with allergen reports, Nutritional Profiles and Specification Sheets.)
4. Gets you access to all your past order information
5. Gets access to your core customer information maintained by LorAnn (including customer number and primary sales contact)
6. Allows you easy re-order tools such as “Quick Order” or the ability to quickly create a new order from a previous order.

Note: Wholesale account access is tightly controlled, and access is provided by LorAnn. You must log-in using the email address (username) you provided LorAnn when setting up your Wholesale account.



FOR INTERNATIONAL CUSTOMERS – website limitations:

International customers are encouraged to utilize the wholesale website for placing orders with LorAnn, however, the shipping details and order payment cannot be finalized within the website alone.

1. Given the complexity of international shipments, the website will not calculate shipping charges. When asked to select shipping method, select the “LorAnn Shipping Department Chooses Best Way to Ship” option in order to proceed toward checkout. After we receive your web order, a LorAnn representative will contact you to discuss shipping details so that an appropriate shipping quote can be provided.
2. When asked for a payment method, select the “invoice me” option. This will allow you to submit your web order. Following receipt of that web order, a LorAnn representative will contact you to organize payment once the order is reviewed and approved by you.

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Key Site functionality to be aware of:

1. Search Fields:
 - a. You cannot search using the full 8-digit item numbers from LorAnn. Use the search field to pull up an item based on either the first 4 digits of the item number or a product name.
 - b. Searching on fewer words will yield more results.
 - c. We have two different search fields: “Search Products” and “Search Recipes”, each with different data sets. Be sure you are searching in the correct field.

2. Adding items to your cart
 - a. The quantity fields on an item card default to a “1”. Only after you select the ADD button on that particular item line is it added to the card. Selecting the ADD button multiple times will add multiple units to the cart.
 - b. As you add items to your shopping cart, you are not taken to your shopping cart to review. You can review that anytime by selecting the Shipping Cart/Bag image in the top right.
 - c. For your information, the Cart/Bag image on the top right will indicate the number of items in the shopping cart. The number changes **each time** the ADD button is selected.

3. Free Shipping Incentives and Calculations:
 - a. Near the top of the page you’ll find an image of Sam The Dram moving from left to right across a line. The line represents how far along you are toward meeting LorAnn’s free ground shipping incentive (Contiguous US states only). Not all items or sizes qualify for the free shipping incentive, so please review the Shipping Information link in the footer for details.
 - b. A review of your shopping cart will identify items that do not qualify for the free freight incentive. They will state “Not eligible for free shipping”
 - c. Orders shipped internationally do not qualify for free shipping incentives.
 - d. If expedited shipping is needed please call us at 1-800-862-8620 as not all items qualify for expedited shipping.

4. Shipment Tracking:

Once your order has been shipped, you will receive a separate email with a confirmation that includes your tracking number and a summary of your order. Please note that our website does not offer direct tracking of orders. If you need assistance tracking your shipment, we are here to help. You can reach us by phone Monday through Friday, from 9:00 AM to 5:00 PM EST, at 517-882-0215 or toll-free at 800-862-8620.

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Faster ways to place orders:

Many customers orders include multiple items. Moreover, they tend to re-order many of the same items. For those customers, there are efficient ways to add items to your shopping cart.

Quick Order Feature - Located in the top right corner of the website, this tool provides two simple and efficient methods to quickly add multiple items to your shopping cart.

- **Option 1:** Enter the item number (either the first four digits or all eight). Note, when entering just the first four digits, you will see the drop-down menu listing all sizes and case packs to choose from. Simply choose you're the size or case pack you want. Then choose the quantity want to purchase. When ready, select "add all to cart" and your list of items be cleared as they are added to your cart.
- **Option 2:** You can easily upload your order using a preformatted Excel template. Simply click the 'Import from Excel' button and follow the step-by-step instructions to download the Quick Order Upload Template, complete it, and upload your file.

With both options, once the items are added to the cart, you'll have another opportunity to review and make changes before proceeding.

Recreating and modifying a past order – Another easy way to place an order is to start with one of your past orders.

- First, locate the order you might want to duplicate under "MY ORDERS" found under the "MY ACCOUNT" link at the top right of the website.
- Then click on the little "Shopping Cart" icon on the right side of that order. This will then add all the items from that order to your shopping cart. You can then review your shopping cart to add, delete, or to change quantities.

Using MY FAVORITES – This function allows the user to create different lists of products they frequently purchase. These items cannot be directly added to the cart but can be used to navigate into the product and then select a size for purchase.

- To add an item to "my favorites", simply click on the heart next to the product name.
- To review your favorites, from the menu under MY ACCOUNT, select the option for MY FAVORITES
- You can create multiple lists within FAVORITES for different locations or projects.

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Hidden Gems:

- The MY ACCOUNT link provides access to some helpful information – in particular, under MY ACCOUNT INFORMATION you will find your company’s account number, primary contact and primary address for billing. If any information on this screen needs updating, you must contact LorAnn to make changes.
- As a Business account, you can have more than one authorized user for the wholesale website. Initial access must be set up by our customer service staff, so please contact us if you would like to authorize additional users.
- We want to help your marketing efforts both in stores and on your website. We can provide logos, lifestyle images and product photos for your use. The Marketing Resources link in the footer provides an easy way for you to contact our marketing department to request assistance.
- If logged in as a wholesale customer, additional product information sheets are available on from each item card: Safety Data Sheets (SDS) and Product Specification Sheets.
- LEARN MORE and LEARN links leads to a great deal of additional information about our products and their suggested uses. This section starts with Frequently Asked Questions, but scrolling down the page reveals much more information on subjects like Candy Making, Chocolate Crafting, Baking, Ice cream Making, Food Colors and Essential Oils & Aromatherapy.
- RECIPE Section: While this section is primarily for the home user, each recipe can be downloaded and printed as a pdf.

More Help?

If you have any questions about your account or our products, please feel free to email us anytime at customercare@lorannoils.com where you can expect a response in one business day, or call us Monday-Thursday 8a-5p EST and on Friday 9:30a-5p EST at 800-862-8620. Orders can be placed by phone, fax, the website or emailed directly to orders@lorannoils.com