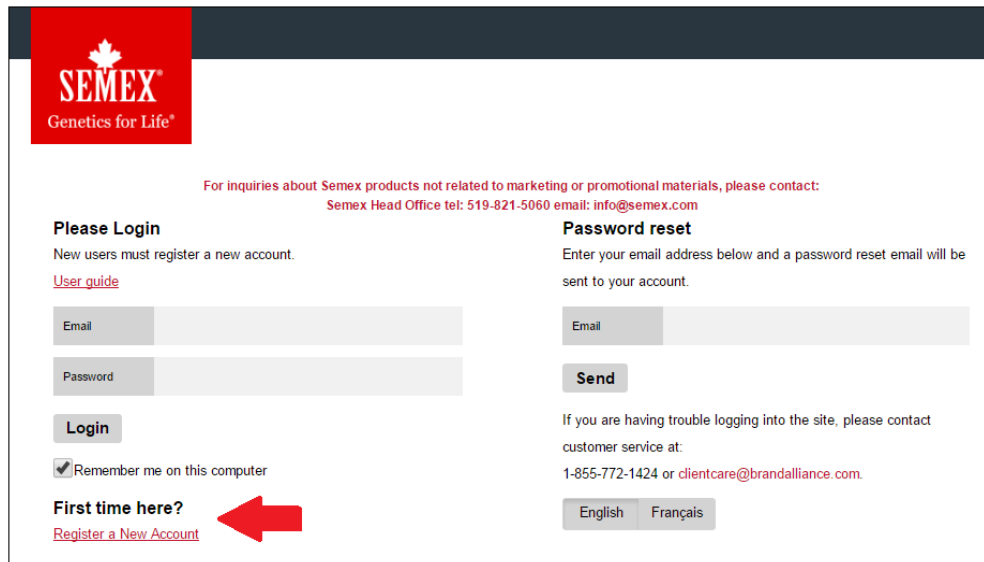


# User's Guide for – Semex Promo Shop

## Create your profile

Before you can order promotional items from the Promo Shop, you need to register an account and create a profile. To do so, simply click on **'Register a New Account'** and provide the required information.



SEMEX  
Genetics for Life®

For inquiries about Semex products not related to marketing or promotional materials, please contact:  
Semex Head Office tel: 519-821-5060 email: [info@semex.com](mailto:info@semex.com)

**Please Login**  
New users must register a new account.  
[User guide](#)

Email

Password

**Login**

Remember me on this computer

**First time here?**  
[Register a New Account](#)

**Password reset**  
Enter your email address below and a password reset email will be sent to your account.

Email

**Send**

If you are having trouble logging into the site, please contact customer service at:  
1-855-772-1424 or [clientcare@brandalliance.com](mailto:clientcare@brandalliance.com).

English Français

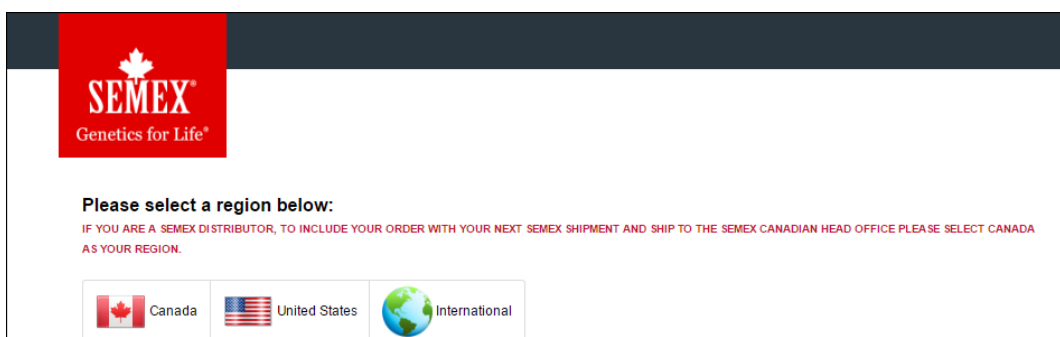
Visit the **'My Profile'** section if you need to make any changes to your profile information. Once your profile has been created, enter your user name and password on the login page. Once your login is authenticated, you will be directed to the Promo Shop. This will allow you to view the catalogue and order promotional items available for purchase.

## Ordering

For all orders, please look through the website to see available items. You are welcome to contact the BrandAlliance Client Care Team for service in English at 1-855-772-1424, or in French at 1-855-772-1422, to discuss any questions you might have. You can also send an email to [clientcare@brandalliance.com](mailto:clientcare@brandalliance.com), specifying the names of the items, their codes, and what additional information you require.

## Using the Online Promo Shop

- After logging into the Online Promo Shop you must select the region in which you wish to shop. Please note item selection and item pricing will depend on the region selected.

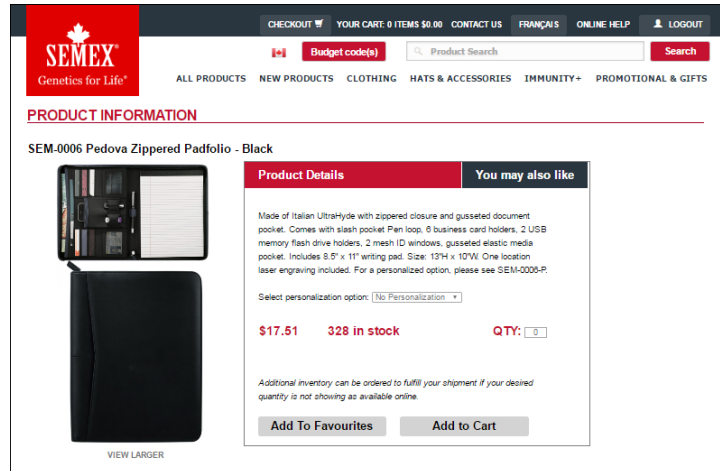


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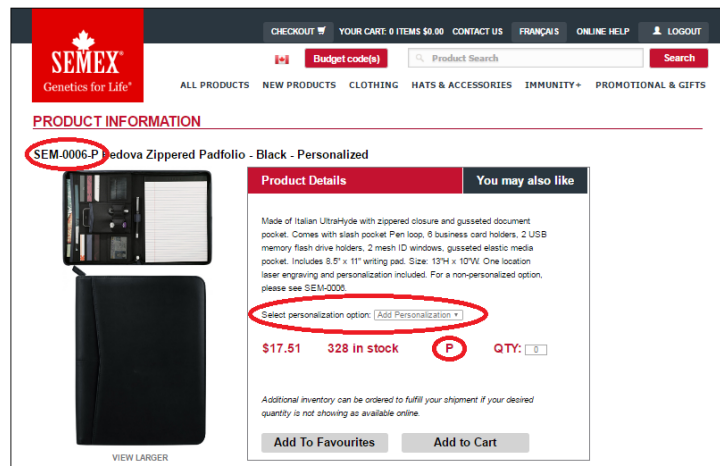
**Please select a region below:**  
IF YOU ARE A SEMEX DISTRIBUTOR, TO INCLUDE YOUR ORDER WITH YOUR NEXT SEMEX SHIPMENT AND SHIP TO THE SEMEX CANADIAN HEAD OFFICE PLEASE SELECT CANADA AS YOUR REGION.

Canada United States International

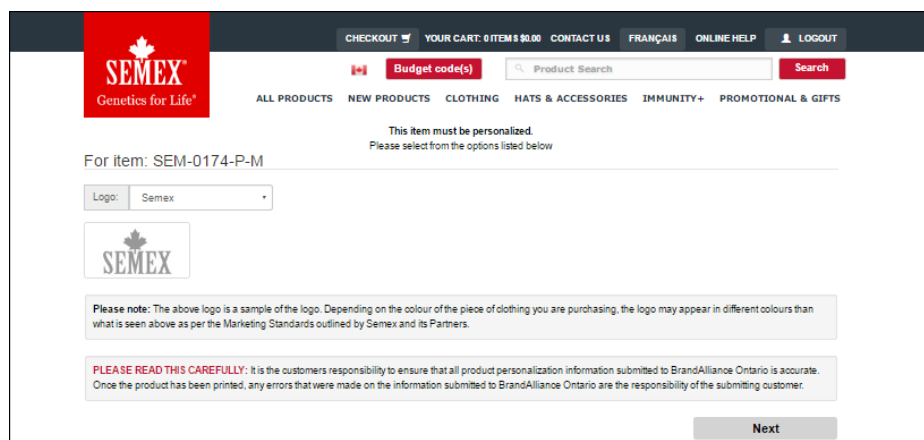
- You may select items by clicking on the categories located in the top bar navigation. If you see an item you like, click on the item or **‘View Details’** for additional information. Here you will have the ability to see the product details, sizing options (if applicable) and to enlarge the image by clicking on it. To order the item, enter the quantity required and click **‘Add to Cart.’**



- By clicking on the personalization drop down, you can have personalization (ie name or farm name, event name etc.) added to the item on the right chest location or as specified in the description for other items. When you have chosen an item with personalization the item number will have the letter “P” with it.



- Once an item has been selected, you will then be prompted to choose a logo. Semex and its partner logos are available for pieces on the store. Please select a logo from the drop down menu and select **‘Next’**.



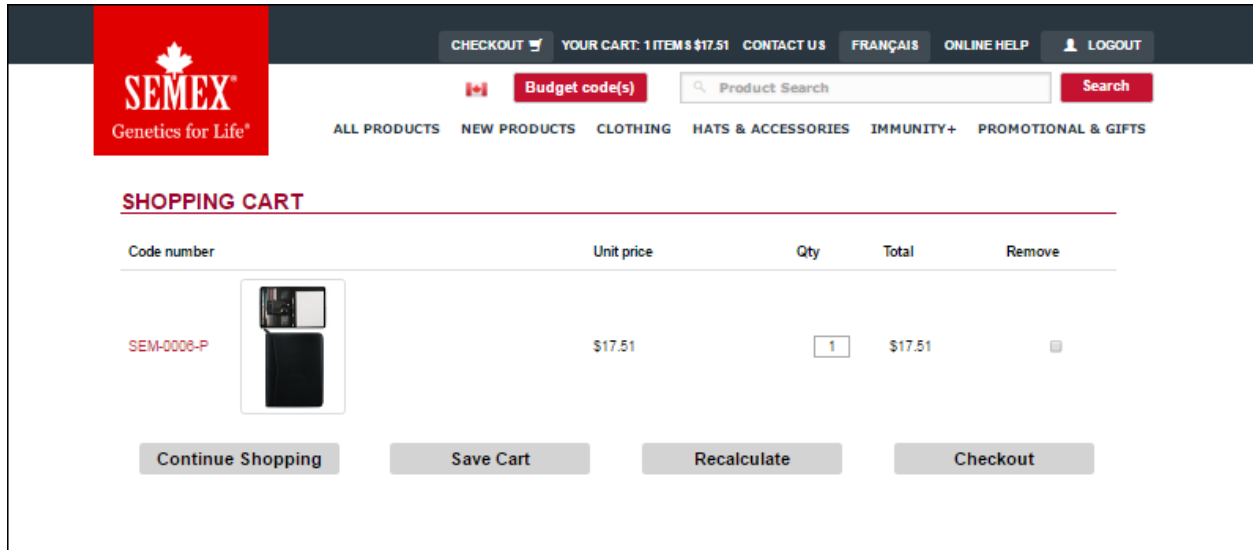
- If you have chosen to personalize the item, you will be asked to enter that information here as well. Note the personalization cannot exceed 30 characters.

**Please note that it is the customer’s responsibility to ensure that all product personalization information submitted to BrandAlliance Ontario is accurate. Once the product has been printed, any errors that were made on the information submitted to BrandAlliance Ontario are the responsibility of the submitting customer.**

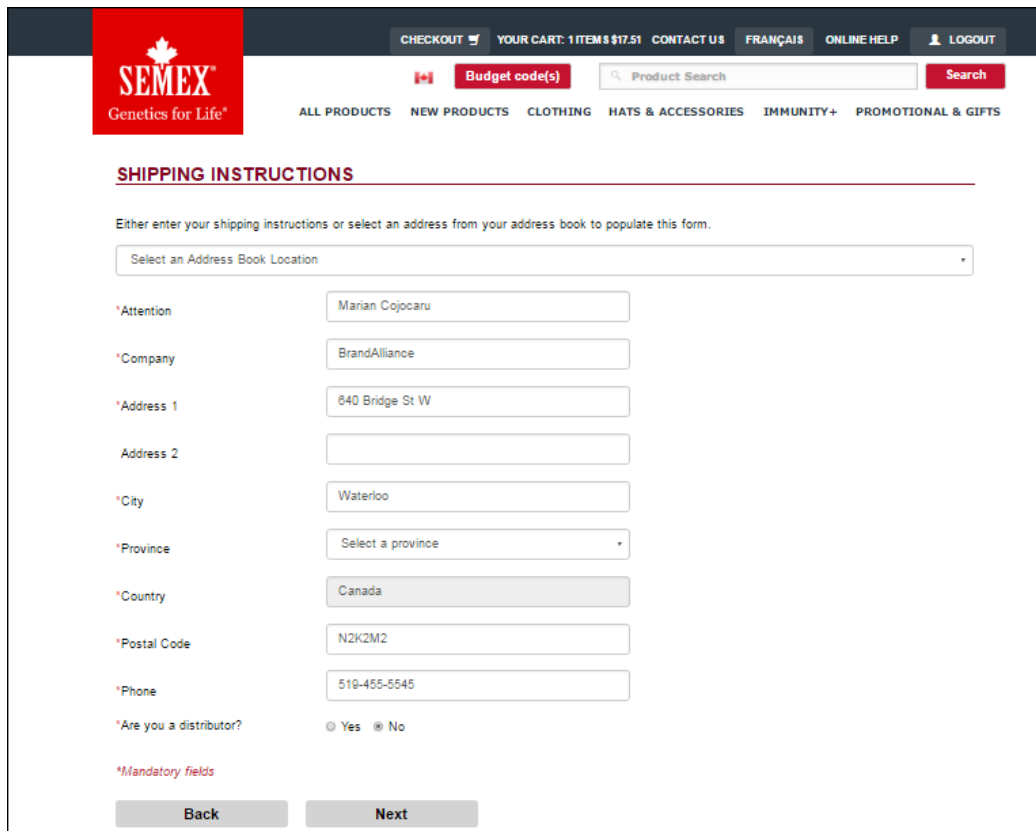
- Once you have selected the logo (with or without personalization) for imprint, it will be required that you electronically sign-off on the imprint logo to ensure the information is correct. You will be required to enter your initials and select **‘Next’**. If the incorrect imprint logo has been selected please select **‘Back’**.

- Once the item is added to your cart, you can keep shopping or click on the **‘Shopping Cart’** button to continue with your transaction.

- From within your **‘Shopping Cart,’** you will have the ability to update product quantities, remove items from your cart, save your cart, recalculate quantity, continue shopping, or checkout.



- If you need to save a Shopping Cart to access it on your next visit, click “Save Cart” in the bottom navigation menu. Name the cart, if you’d like, to help you recall which project these items were for. When you return to the Semex Promo Shop and want to access that cart again, choose “Saved Carts” from the bottom navigation menu and then click “Load” to retrieve the cart required. You will then need to click on the Cart link in the top navigation bar to view the items in the Shopping Cart.
- Once you click on **‘Checkout,’** you will be directed to the **‘Shipping’** page where you will be required to enter and/or confirm your shipping address.



- You can click on **'Address Book'** to view your saved addresses once in the Checkout screen. Here you have the ability to edit or delete your saved addresses, or to add a new address.
- Click **'Next'** to select your Shipping Method.

The screenshot shows the SEMEX checkout page. At the top, there is a navigation bar with 'CHECKOUT', 'YOUR CART: 1 ITEM \$17.51', 'CONTACT US', 'FRANÇAIS', 'ONLINE HELP', and 'LOGOUT'. Below this is a red banner with the SEMEX logo and 'Genetics for Life'. A search bar with 'Budget code(s)' and 'Product Search' is visible. The main content area is titled 'SHIPPING METHOD' and lists four options:

Shipping Method	Description	Price
<input checked="" type="radio"/> UPS Standard	Delivery within 1-2 business days.	\$8.43
<input type="radio"/> UPS Second Day Air	Delivery within 2 business days.	\$17.79
<input type="radio"/> UPS Saver	Guaranteed Delivery Date: 9/20/2016 by 3:00 P.M.	\$18.16
<input type="radio"/> UPS Express	Guaranteed Delivery Date: 9/20/2016 by 10:30 A.M.	\$18.34

Below the table, there is a section for 'Use your own courier' with a dropdown menu and a text input field for an account number. At the bottom, there are 'Back' and 'Next' buttons.

- Click **'Next'** to view your order total and select your method of payment. **Once an order is submitted, you will not be able to change the payment method for the order.**
  - *Please note based on your user type, your payment method will default. However, if you wish to choose another method of payment you may do so by selecting another payment option (where available).*

The screenshot shows the SEMEX checkout page. At the top, there is a navigation bar with 'CHECKOUT', 'YOUR CART: 1 ITEM \$17.51', 'CONTACT US', 'FRANÇAIS', 'ONLINE HELP', and 'LOGOUT'. Below this is a red banner with the SEMEX logo and 'Genetics for Life'. A search bar with 'Budget code(s)' and 'Product Search' is visible. The main content area is titled 'ORDER TOTAL' and shows a table with the following data:

Number	Price	Qty	Extended
Pedova Zippered Padfolio - Black - Personalized Item #: SEM-0006-P	\$17.51	1	\$17.51
Personalization: PERSONALIZATION Semex			
HST	\$3.37		
Shipping	\$8.43		
<b>Total charges</b>	<b>\$29.31</b>		

Below the table, there is a section titled 'PAYMENT METHOD' with the instruction 'Please select one of the following:'. There are two radio buttons: 'Credit card order' (unselected) and 'Invoice' (selected). Below this is a text input field for 'GL Code:'. At the bottom, there are 'Back' and 'Next' buttons.

- Click **'Next'** to complete your order. An Order Summary is displayed where you can review the shipping address, shipping method and select a backorder shipping method where applicable. You can choose to ship the order complete once the backordered product becomes available or split ship the order allowing for product in-stock to ship now and the backordered product to ship once it becomes available.

**SEMEX**  
Genetics for Life®

CHECKOUT YOUR CART: 1 ITEM \$ \$17.51 CONTACT US FRANÇAIS ONLINE HELP LOGOUT

Budget code(s) Product Search Search

ALL PRODUCTS NEW PRODUCTS CLOTHING HATS & ACCESSORIES IMMUNITY+ PROMOTIONAL & GIFTS

### SUMMARY

Ship to

Attn: Marian Cojocaru  
BrandAlliance  
640 Bridge St W  
Waterloo, ON  
N2K2M2  
CA

Shipping method: UPS Standard

Payment method: Invoice GL Code: test

If you wish to add any notes to your order please do so here:

Shopping Cart **View**

Number	Price	Qty	Extended
Pedova Zippered Padfolio - Black - Personalized Item #: SEM-0006-P	\$17.51	1	\$17.51

Personalization: PERSONALIZATION  
Semex

HST	\$3.37
Shipping	\$8.43
<b>Total charges</b>	<b>\$29.31</b>

**Back** **Submit**

- To complete the order, click **'Submit.'** An Order Confirmation is displayed.
- The Order Confirmation is e-mailed to the end user once the order has been approved.
- Once your order has been shipped, you will receive an e-mail with your Shipping Confirmation and your shipment tracking information.
- If you need help during the ordering process you have three options:
  1. Click on **'Live Help'** which will connect you directly to a Client Care Team Member at BrandAlliance.
  2. Call 1-855-772-1424 for service in English, or 1-855-772-1422 for service in French.
  3. E-mail [clientcare@brandalliance.com](mailto:clientcare@brandalliance.com) and a representative will respond to your request as quickly as possible.

## Order modification

You can make changes to the quantities, add or delete items to your order before sending it. If your order has to be changed after it has been sent, please contact the Client Care Team at BrandAlliance by e-mailing [clientcare@brandalliance.com](mailto:clientcare@brandalliance.com) or calling 1-855-772-1424 for service in English, or 1-855-772-1422 for service in French.

## Item availability

When placing your order, you will be able to see stock availability. If there is insufficient quantity to complete your order or the item is on back order, you may still continue with your transaction. Once the order has been approved, items will be ordered by BrandAlliance. You will be asked whether you prefer items to be shipped complete when the inventory is replenished, or whether you would like to have a split ship order sending the items in-stock now and the balance of the order shipped when the backordered product becomes available. A BrandAlliance Client Care Team Member will contact you with the estimated arrival date for the backordered items or you can contact Client Care to discuss options for expedited delivery.

## Delivery address

When you have completed your order and clicked on **'Checkout'** from the main screen or from the Shopping Cart, your default profile address will be pre-loaded. All shipping fields can be edited and changed if required before clicking on **'Next.'**

If the delivery address needs to be changed after you submit your order, please contact the Client Care Team at BrandAlliance by e-mailing [clientcare@brandalliance.com](mailto:clientcare@brandalliance.com) or calling 1-855-772-1424 for service in English, or 1-855-772-1422 for service in French.

## Passwords

When logging in via URL link, all users will have access to a **'Password Reset'** field on the home page. You will be asked to enter your e-mail address and a password re-set link will be sent to you. Users will need to click on the link and will be directed to the website to enter a new password. Passwords must contain 7-15 characters cannot contain any portion of your e-mail address and are case sensitive.

The screenshot shows the SEMEX website's login and password reset interface. The SEMEX logo is at the top left. A red box highlights the 'Password reset' section on the right, which includes an email input field, a 'Send' button, and contact information for customer service. The 'Please Login' section on the left contains an email input field with 'marian.cojocar@brandalliance.com', a password input field with masked characters, a 'Login' button, and a 'Remember me' checkbox. A 'First time here?' link is also present.

**SEMEX**  
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For inquiries about Semex products not related to marketing or promotional materials, please contact:  
Semex Head Office tel: 519-821-5900 email: [info@semex.com](mailto:info@semex.com)

**Please Login**  
New users must register a new account.  
[User guide](#)

Email

Password

Remember me on this computer

**First time here?**  
[Register a New Account](#)

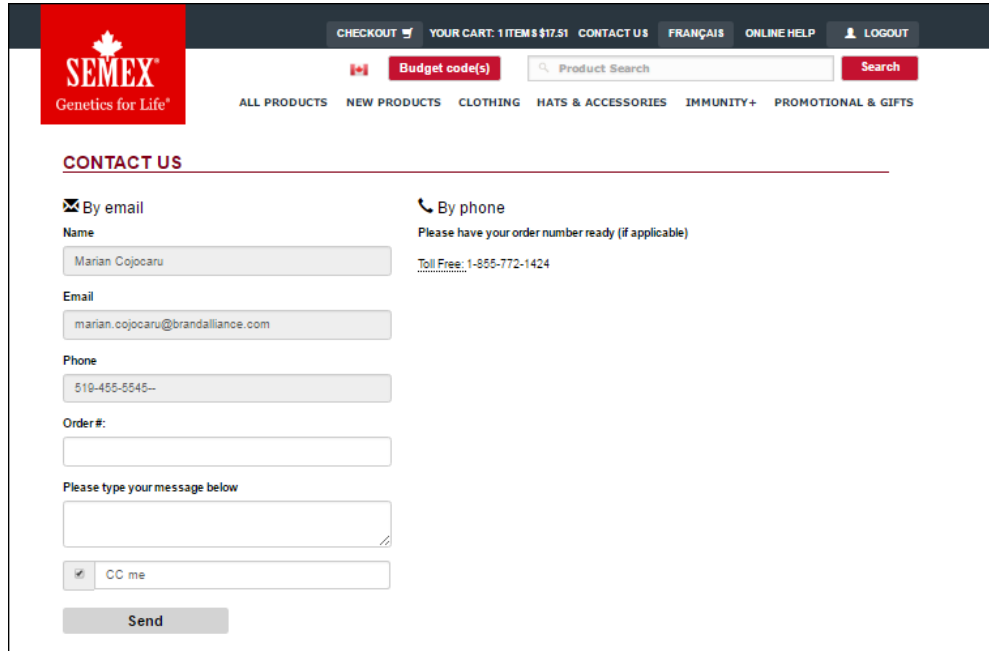
**Password reset**  
Enter your email address below and a password reset email will be sent to your account.

Email

If you are having trouble logging into the site, please contact customer service at:  
1-855-772-1424 or [clientcare@brandalliance.com](mailto:clientcare@brandalliance.com).

## Feedback

To send us your comments, click on '**Contact Us**' at the top of the page. Your message will be forwarded to the BrandAlliance Client Care Team for review.



The screenshot shows the SEMEX website's 'CONTACT US' page. The header includes the SEMEX logo with the tagline 'Genetics for Life', a navigation menu with 'CHECKOUT', 'YOUR CART: 1 ITEM \$17.51', 'CONTACT US', 'FRANÇAIS', 'ONLINE HELP', and 'LOGOUT', and a search bar with 'Product Search' and a 'Search' button. Below the header, there are category links: 'ALL PRODUCTS', 'NEW PRODUCTS', 'CLOTHING', 'HATS & ACCESSORIES', 'IMMUNITY+', and 'PROMOTIONAL & GIFTS'. The main content area is titled 'CONTACT US' and features two contact options: 'By email' (selected) and 'By phone'. The 'By email' section includes fields for 'Name' (Marian Cojocar), 'Email' (marian.cojocar@brandalliance.com), 'Phone' (519-455-5545--), and 'Order #'. There is also a 'Please type your message below' text area and a 'CC me' checkbox. A 'Send' button is at the bottom.

## Questions or problems

Please refer to the Frequently Asked Questions (FAQ) section for answers to common questions.

For any other questions or technical support, please contact the Client Care Team at BrandAlliance by e-mailing [clientcare@brandalliance.com](mailto:clientcare@brandalliance.com) or calling 1-855-772-1424 for service in English, or 1-855-772-1422 for service in French. You may also link up directly to a Client Care Team Member by using the Online Live Help option.