



ARC ORDERING SERVICE ONLY VIA CSL LIVE GUIDE

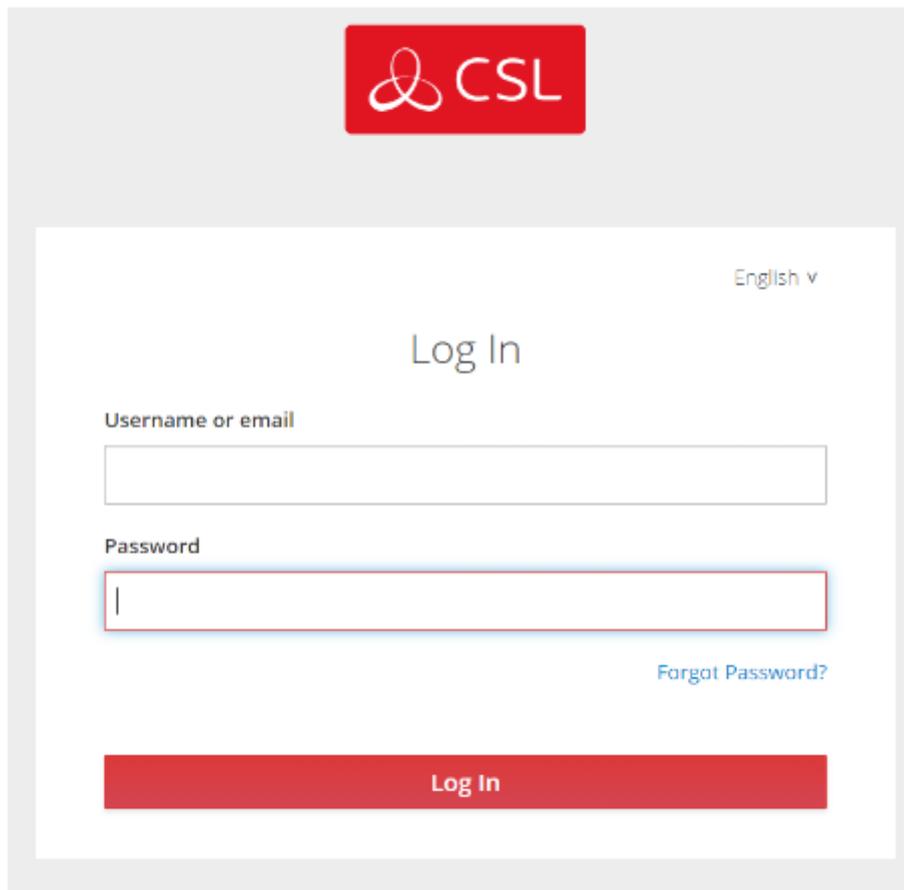
GUIDE

ARC Ordering Service Only via CSL Live Guide

Guide

This guide explains the process of how an ARC can order a service only product and then link this to a hardware product using a serial number.

Step 1 - Firstly, you will need to log into CSL Live using your username and password. <https://portal.csl-group.com>

The image shows a screenshot of the CSL Live login interface. At the top center is the CSL logo, which consists of a red square containing a white stylized knot icon and the letters 'CSL' in white. Below the logo is a white rectangular area containing the login form. In the top right corner of this area, the text 'English v' is displayed. The main heading 'Log In' is centered. Below the heading are two input fields: the first is labeled 'Username or email' and the second is labeled 'Password'. The password field has a red border and a vertical cursor. To the right of the password field is a blue link that says 'Forgot Password?'. At the bottom of the form is a large red button with the text 'Log In' in white.

Step 2 - You will now be required to complete the Multi-Factor Authentication to login. To complete this you must enter the one-time code from your Authenticator App or follow the link to have a one-time code emailed to you.

App Enter one time code from your authenticator app to the box below

One-time code

Log In

Don't have an authenticator app? Select one of the options below

Email

Send my code via email

Step 3 - Once logged into CSL Live, click on shop on the top ribbon.

HOME **SHOP** MY BASE / NEWS & OFFERS

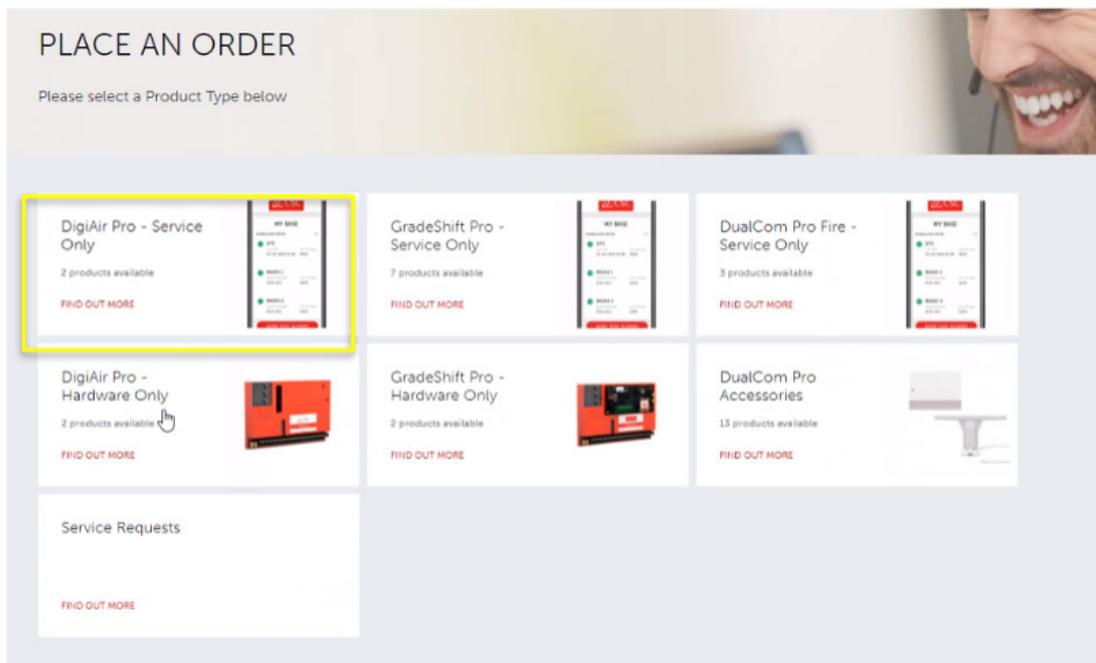
PRODUCT CATEGORIES / BULK ORDERS / ORDER HISTORY / ADMIN

PLACE AN ORDER

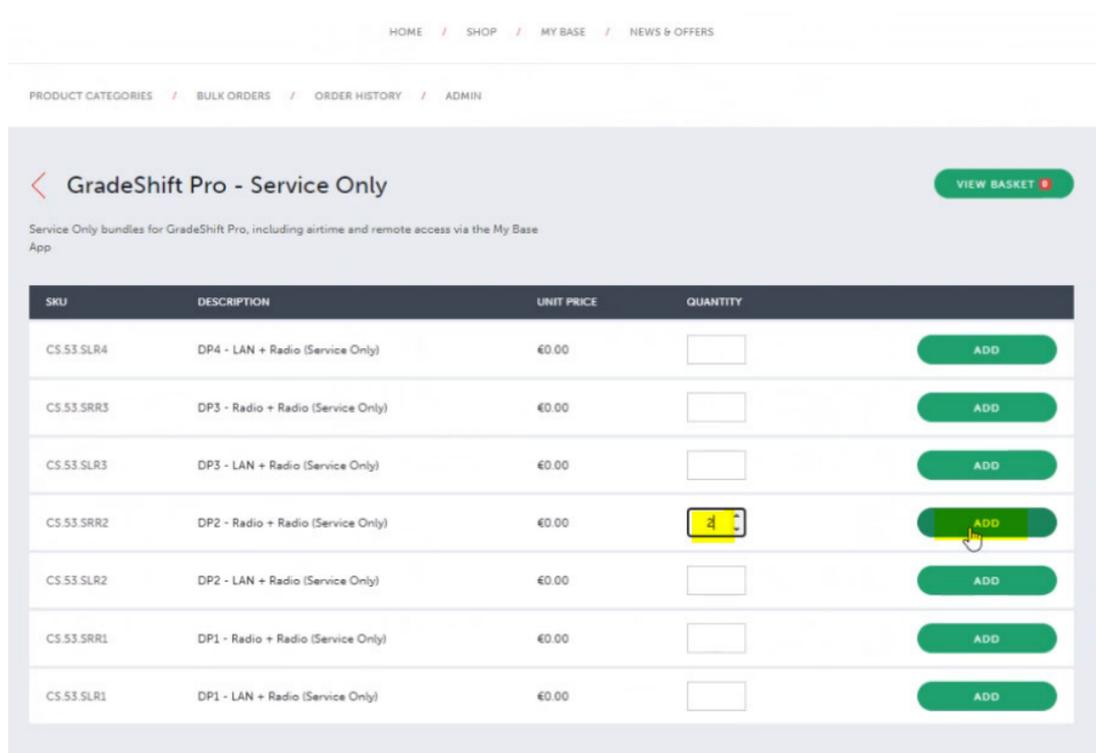
Please select a Product Type below

<p>DigiAir Pro - Hardware Only</p> <p>2 products available</p> <p>FIND OUT MORE</p> 	<p>GradeShift Pro - Hardware Only</p> <p>2 products available</p> <p>FIND OUT MORE</p> 	<p>DualCom Pro Accessories</p> <p>13 products available</p> <p>FIND OUT MORE</p> 
<p>Service Requests</p> <p>FIND OUT MORE</p>		

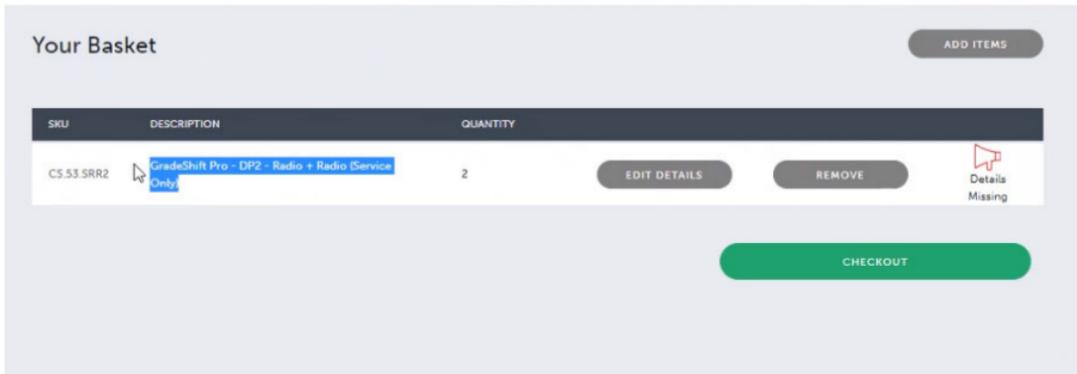
Step 4 - Select the relevant service that you want to order.



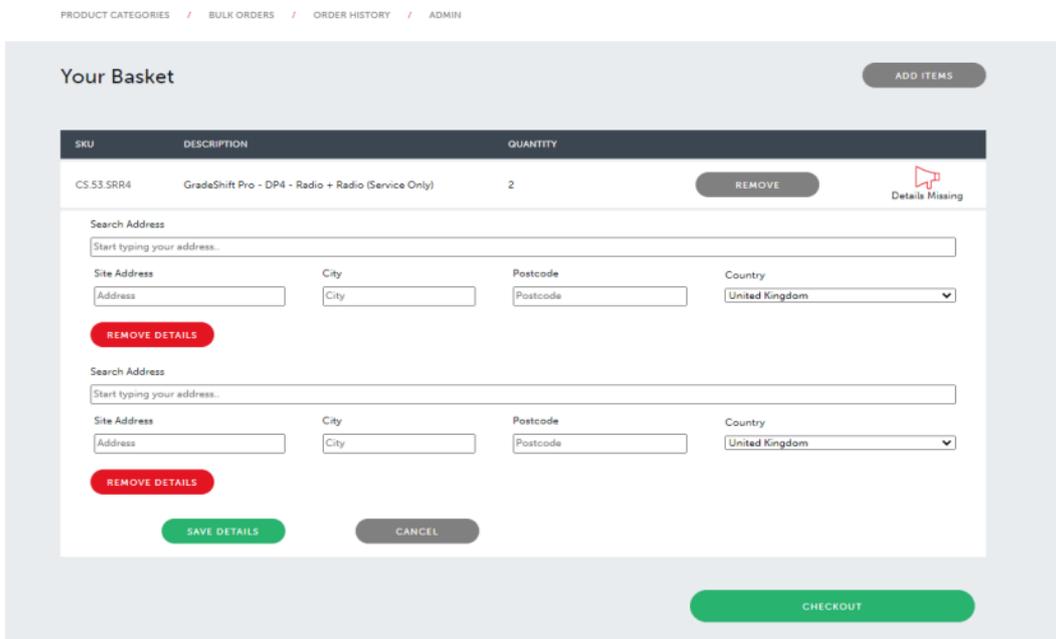
Step 5 - From here, you can select the required quantity and then select add, this will add the items into your basket ready to checkout.



Step 6 - You will then be taken to your checkout basket, from here you can add in any site details given to you by the Installer.



Step 7: Add any relevant site address details in the boxes should the Installer wish to see this information on My Base. Then select save, followed by checkout.



Step 8 - The search tool requires the exact spelling and format of the Postcode or Company Name, as it appears on our database. Please try variations of these if you are unable to find your result on an initial search. If you are still unable to find what you are looking for, please contact your Account Manager.

< Delivery details BASKET

Please select the relevant Installer Company for your order using the search option below.
If you are unable to find the Installer Company, please contact CSL via sales@csi-group.com

FIND INSTALLER SEARCH

Kelly Installer [1002537]
Salamander Quay West Park Ln Harefield
Uxbridge
UB9 6NZ
United Kingdom

SELECT INSTALLER

Step 9 - You can leave the default shipping and carrier address (as these are only relevant for hardware. Carrier price will always show as €0.00). Order reference is a free text field, where the Control Centre can include a reference of their choosing.

<p>INSTALLER NAME</p> <p>Kelly Installer</p>	<p>SHIPPING ADDRESS</p> <p>Company <input type="text" value="Kelly Installer"/></p> <p>Change Address</p> <p>Address 1* <input type="text" value="Salamander Quay West Park LnH"/></p> <p>Address 2 <input type="text"/></p> <p>City* <input type="text" value="Uxbridge"/></p> <p>Postcode* <input type="text" value="UB9 6NZ"/></p> <p>Country* <input type="text" value="United Kingdom"/></p> <p><input style="width: 100%; height: 30px; border: 1px solid #ccc;" type="text" value="Add any special instructions and contact name/mobile number"/></p> <p>ORDER REFERENCE* <input style="border: 2px solid yellow;" type="text"/></p> <p>CSL QUOTE REF <input type="text" value="CQR Code"/> APPLY CQR CODE</p> <p>SELECT CARRIAGE* <input type="text"/></p> <p style="text-align: center;">REVIEW ORDER</p>
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Step 10 - Once on the order summary page, you can check over the details of the order. If all is correct, click the 'I agree to have read and accepted the T&C's', if you are happy with the T&Cs of the order. After this, click place order.

Your order summary EDIT ITEMS

SKU	DESCRIPTION	QUANTITY		
CS53.SRR2	GradeShift Pro - DP2 - Radio + Radio (Service Only)	2	EDIT DETAILS	REMOVE

Details Missing

DELIVERY DETAILS EDIT DELIVERY

INSTALLER	Kelly InstalleR
ADDRESS	Kelly InstalleR, Salamander Quay West Park LnHarefield, Uxbridge, UB9 6NZ, United Kingdom
CARRIAGE	Next Day Delivery Before 9AM
CUSTOMER ORDER REF	12345
SPECIAL INSTRUCTIONS	

Sub total	€0.00
Delivery	€0.00
Total cost	€0.00

* VAT will be added on invoice (if applicable)

I agree to have read and accepted the T&C

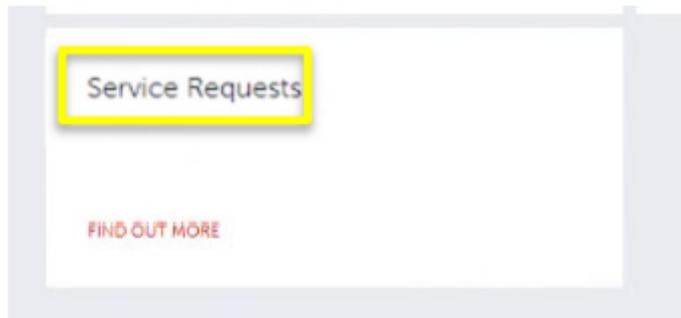
PLACE ORDER

Step 11 - After clicking on "Place order", a new screen will open and the connection ID will appear after about 60 seconds. You will also receive a confirmation email of your order, which will include a link to the portal which contains your connection ID. This will need to be given to the Installer if they are linking the hardware.

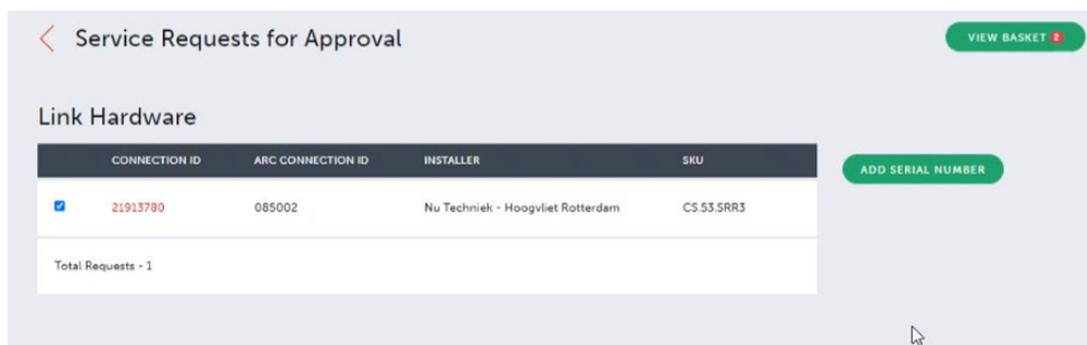
You have now completed the order.

IF THE ARC IS LINKING THE HARDWARE, THEN FOLLOW THE BELOW STEPS

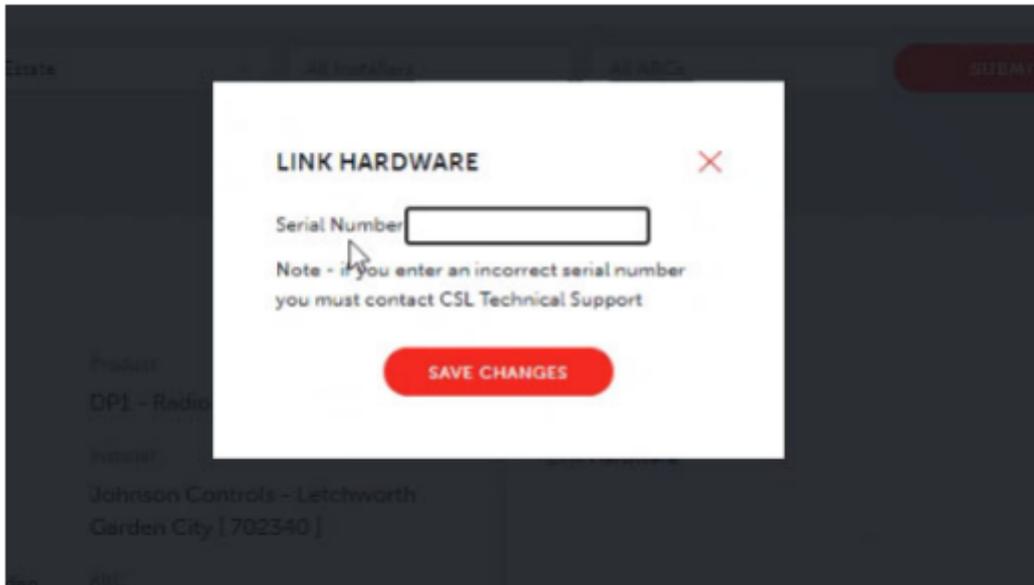
Step 1 - Once you have ordered the service, you can then go onto to the CSL Live Shop, then go to Service Requests.



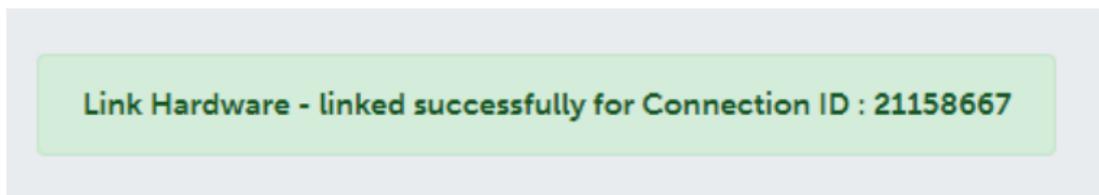
Step 2 - Any hardware that is waiting to be linked will be found here; these are ordered by product. You will need to find the relevant connection ID for your order. Click the tick button and add the serial number (you should have received this from the Installer).



Step 3 - You will be presented with the below screen. Populate this with the serial number of the unit, then click save changes.



Step 4 - If successful, a green banner will pop up.



Step 5 - If there is a problem, details regarding the issue will appear in a pop-up box.

You have now linked the hardware