

WebSpares

User Guide



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Overview

WebSpares enables you to display and update your illustrated parts catalogues, provide technical support and sell parts online.

In most industrial sectors, machine down time is a huge expense. Using WebSpares your catalogue will have a presence 24/7 world wide.

Web integration

WebSpares parts catalogue software integrates with your existing website.

- Increase sales
- Customer satisfaction
- Update the catalogue easily and instantly
- Reduce costs

Interactive

Fully interactive illustrations ensures the correct part is identified and selected for the cart.

- Minimise returns
- Minimise equipment downtime

Mobile friendly

Mobile ready. View your Parts Catalogue in the field.

- View the catalogue anywhere anytime
- Easy to use
- eCommerce

eCommerce

Seamlessly integrates with many web store platforms and inventory management systems or can be used as a standalone eCommerce application utilising Merchello.

- Accurate ordering

Benefits

Any changes can be updated in the database within minutes and is immediately available for viewing. Save time and money by ensuring your customer can see the part required.

The guess work is removed from ambiguous descriptions by the inclusion of a technical illustration. Interaction between the text and illustration ensures easy navigation.

This will reduce time on the phone with enquirers who are trying to describe the part they require. The largest potential saving can be from reduced returns, which not only improves your standing with the customer, but also ensures you do not tie up staff with unnecessary administration.

Visit <https://app.WebSpares.net/> to see the software in action and discover how WebSpares can drive your business forward.

Frequently asked questions

Is it expensive?

No. There are various pricing packages.

Is the catalogue easy to use?

The site has been developed with ease of use in mind. The display replicates a traditional paper based catalogue with a hierarchical structure of associated assemblies and parts, giving the user confidence that they are ordering the correct parts.

How do my customers get to the catalogue?

Place a link from your web site to your secure space on the WebSpares server. Your customer can browse the information and create a shopping list.

What if I already have an e-commerce site?

WebSpares will link to existing e-commerce sites, through an API. This allows the items selected from the WebSpares catalogue to be displayed within your existing e-commerce backend.

What if I don't have an e-commerce site?

If you don't have an e-commerce facility on your website, then the WebSpares Merchello eCommerce package can be utilised.

What if I don't have a current parts catalogue?

We can help you create your illustrated parts catalogue. We have over 35 years' experience producing technical manuals.

What about copyright?

All data, including the illustrations must be your own copyright. If the copyright is owned by a third party, you must get written permission from the owner.

What is the EU Circular Economy Action Plan and the Right to Repair?

From 2021, firms will have to make domestic appliances longer-lasting, and they will have to supply spare parts for machines for up to 10 years. The legislation has been prompted by complaints from consumers across Europe and North America.

The impact for manufacturers will be a lower production run for individual product lines, this will inevitably lead to a drop in sales. This can be offset by improving after sales support by ensuring failure diagnosis and repair procedures are properly documented, along with accurate spares procurement. This will be vital to ensure customer confidence is retained and keep the whole life cost of a product to a minimum.

Technical requirements

WebSpares runs on most browsers that support rendering Scalable Vector Graphics (SVG).

The following browsers render SVG images from the following versions.



Chrome 4.0



IE 9.0/Edge 79



Firefox 3.0



Safari 3.2



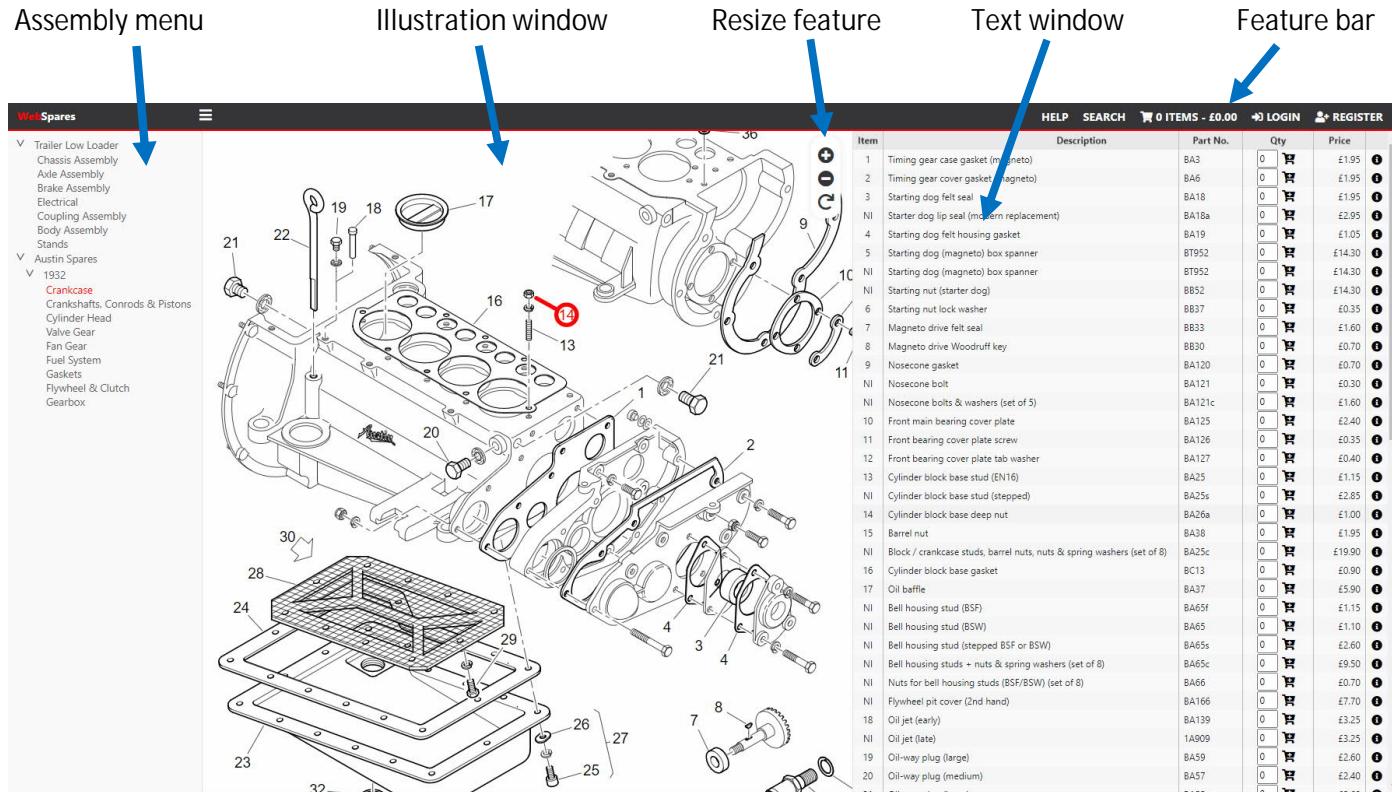
Opera 10.1

Your account

Registering an account allows you to see current and past transactions.

Catalogue

Main viewer window



Assembly menu



The assembly menu is the main navigation menu through the parts catalogue. The red text denotes the assembly illustration in the illustration window. Features of the assembly menu are shown below.

Symbol	Description
>	Click on the arrow to expand the assembly tree.
▼	Click on the arrow to retract the sub-assembly detail.
≡	The hamburger button slides away the assembly menu. If no assembly menu is visible, click this button to slide the assembly menu out into view.

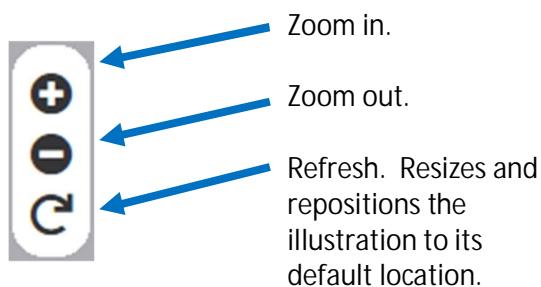
Illustration window

Repositioning the illustration. The illustration can be repositioned within its window by placing the cursor over the illustration and dragging the mouse to reposition the illustration.

Resize feature

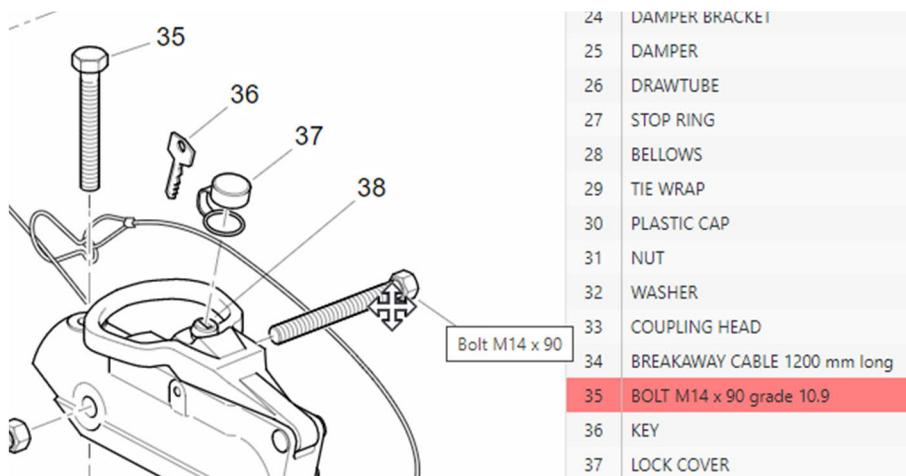
Resizing the illustration. The illustration can be resized within its window by placing the cursor over the illustration and scrolling the mouse wheel to resize the illustration or using a pinch gesture on a tablet.

The illustration can be resized by clicking the resize feature.

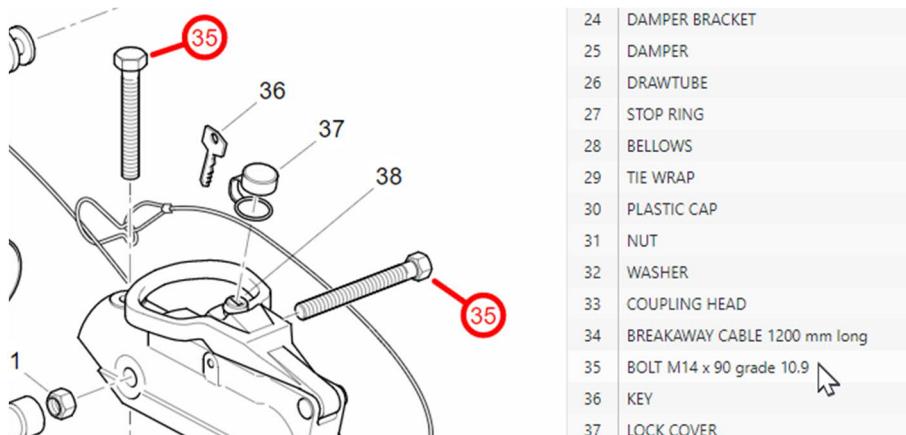


Part identification

Working between the illustration and text is easier on a larger display. To assist on smaller displays the items on the illustration and text are linked. Moving the cursor over the item numbers on the illustration highlights the corresponding line entry. If the line entry is not visible, the text will scroll to bring the corresponding line entry into view and highlight the line red. With the cursor hovering over the illustration item number, the item detail will also be displayed.



Moving the cursor over the line entries on the text window also highlights the item numbers on the illustration. On smaller displays it will aid identification if the illustration is reset to default size using the refresh button on the resize dialogue. The illustration can then be zoomed in to inspect the illustration in detail.



Text window

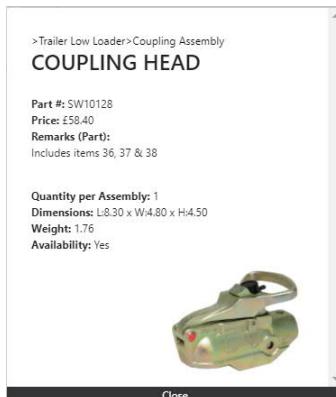
Item	Description	Part No.	Qty	Price
1	COUPLING KFG35 - Complete	SW10096	0	£162.50
2	BOLT M10 x 20 grade 8.8 red	SW10124	0	£1.65
3	BOLT SHOULDER	SW10120	0	£2.75
4	WASHER nylon	SW10121	0	£0.50

The text is divided into columns.

Item	The item number corresponds to the numbering on the illustration.
Description	A brief description of the component.
Part No.	The manufacturers unique part number.
Qty	Enter the quantity you wish to purchase in the text entry box.
	Click the shopping basket symbol to add the desired quantity to the basket. The action can be verified by noting the basket counter on the feature bar.
Price	Displays the unit price of the component.
	Click the Information symbol to view further information about the component. This opens the Information window.

Depending on screen size and the number of components listed, some line entries may not be visible. With the mouse cursor over the text, scroll up or down with the mouse wheel.

Information window



The information symbol reveals the information window. This contains further details about the component. Multiple information windows can be opened.

Each window can be repositioned on the screen by positioning the cursor over the information window and holding the left mouse button whilst moving the mouse.

Click the Close button on the lower section to close the information window.

Feature bar



The feature bar is always present at the top of the screen

Help	Opens these instructions.
Search	Opens a search dialogue box.
	Displays the content of the basket.
Login/Logout	Login to, or out of your account.
Register	Register a new account.
	My account. Displays when logged into an account

Search

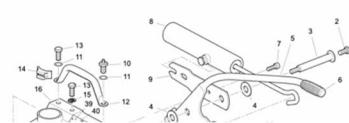


Enter a search term in the top section of the dialogue box, this can be a part number or part of a description. The results show all parts matching the search criteria found within the catalogue. Click on an item to be taken to the corresponding illustration and page. Click Close to remove the search dialogue box.

Registering an account

To register an account click on the REGISTER button on the right of the feature bar.

Login



HELP SEARCH 0 ITEMS - £0.00

Item	Description	Part No.	Qty	Price
1	COUPLING KFG35 - Complete	SW10096	0	£162.50
2	BOLT M10 x 20 grade 8.8 red	SW10124	0	£1.65
3	BOLT SHOULDER	SW10120	0	£2.75
4	WASHER nylon	SW10121	0	£0.50
5	HANDBRAKE LEVER AND GRIP ASSEMBLY	SW10099	0	£18.60
6	GRIP	SW10123	0	£3.20
7	SCREW CAP	SW10118	0	£1.15

If you have not logged into the system at checkout, you will be prompted to login or Register. If you have not logged in during this session, Login can be initiated at any time by selecting LOGIN on the feature bar.

Logout

Whilst logged into your account the feature bar changes to show the option to LOGOUT. Logging out removes all items from the basket.

HELP SEARCH 4 ITEMS - £132.15

Basket



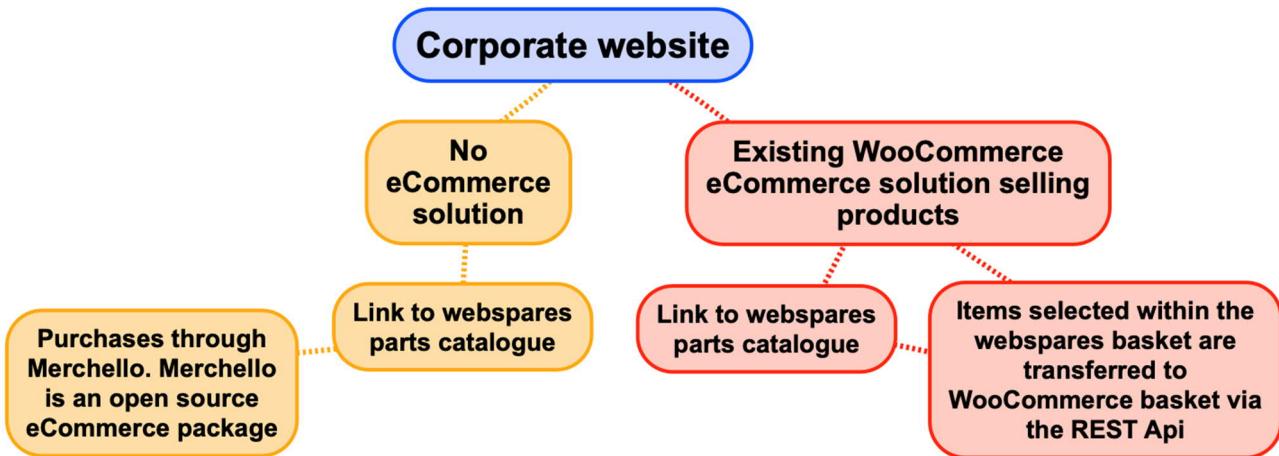
WebSpares	Description	Part No.	Qty	Price
> Trailer Low Loader	CLAMP HANDLE	SW10097	1	£4.75
> Austin Spares	GRIP	SW10123	6	£19.20



The basket has the facility to adjust to quantities before proceeding to the checkout. Click the basket symbol  on the feature bar to view the contents of the basket.

Checkout

When the CHECKOUT button is clicked, there are a number of scenarios that will occur depending on the setup of the website.



Merchello

When the WebSpares catalogue is setup as a stand alone system, WebSpares will utilise the Merchello shopping cart software. When the CHECKOUT button is clicked, the user will be prompted to Login, then directed to the Order summary page.

For more information about Merchello see the documentation at <https://merchello.readme.io/>

Overview

Merchello is an open source eCommerce package for the Umbraco CMS.

Basic Features

Merchello comes with the following core features, but it's also built so you can expand on it to your needs. The following features are standard:

- ❖ Products with options and variants.
- ❖ Extending Content on products (Attach Umbraco DocTypes).
- ❖ Collection management for product, invoices and customers.
- ❖ Flat rate shipping provider (by weight or price) for a single warehouse that can be adjusted by country and region.
- ❖ Cash payment provider (for cash, check, cod, pay by phone, etc).
- ❖ Braintree payment provider.
- ❖ PayPal payment provider.
- ❖ Product and Invoice based taxation
- ❖ Both invoicing and orders, created with each purchase
- ❖ Multiple currencies
- ❖ Discount Coupons (Highly configurable)
- ❖ Reporting

WooCommerce

WooCommerce is an open-source, completely customizable eCommerce platform for entrepreneurs worldwide.

If the spares catalogue supplements an existing shop built on the WooCommerce shopping platform, the basket from WebSpares will be transferred to the WooCommerce backend and checkout.

For more information see the WooCommerce documentation at <https://docs.woocommerce.com/>

Order summary

The screenshot shows the 'Order summary' page from the WebSpares application. At the top, there's a navigation bar with the WebSpares logo, a shopping cart icon showing '4 ITEMS - £131.26', and a 'LOGOUT' link. Below the navigation, the page title 'Order summary' is displayed. A sub-header 'Order Summary' is followed by a section titled 'Items'. A table lists the basket items with columns for Name, Unit Price, Quantity, and Price. The total sub-total is £131.26. Below the table, there are two sections: 'Billing Address' and 'Shipping Address', each containing fields for full name, email address, company, address lines, city, state/province, postal code, country, and phone number. There are also checkboxes for 'Use for shipping address' and 'Continue' buttons.

Name	Unit Price	Quantity	Price
BRAKE ASSEMBLY 250 x 40 left hand - SW10078	£58.00	2	£116.00
SHELL - SW10086	£2.76	1	£2.76
SLIDING SHOE ASSEMBLY - SW10079	£12.50	1	£12.50
Sub Total:	£131.26		

Billing Address

Full name *
Email address *
Company
Address line 1 *
Address line 2
City
State / Province / Region
Postal code *
Country *
Phone
 Use for shipping address

Shipping Address

Full name *
Email address *
Company
Address line 1 *
Address line 2
City
State / Province / Region
Postal code *
Country *
Phone
 Use for shipping address

The Order summary page lists the items in the basket and collects the details for Billing and Shipping. To get to this point, you will have been requested to Login. Logging out at this point will empty the basket. To make any changes

to the basket quantities, click on the basket logo on the RH side of the feature bar. Clicking the Continue button at the bottom of the page opens the Shipping rate page.

Items

The order summary lists all the items currently held within the basket.

Billing address

The Billing address can be completed in the lower left hand section. These details will be retained for subsequent logins. Checking the Use for shipping address icon will prepopulate the shipping address with the address stored in the Billing address section.

Shipping address

If the products require delivery to a different address to the Billing address The Shipping address can be completed in the lower right hand section. These details will be retained for subsequent logins. Checking the Use for shipping address icon will prepopulate the shipping address with the address stored in the Billing address section.

Shipping rates

Select your preferred shipping option from dropdown dialogue box. Return back to the Order summary page using the Back button. To make any changes to the basket quantities, click on the basket logo on the RH side of the feature bar. Logging out at this point will empty the basket. Click Next to proceed to the Payment method page.

WebSpares

Shipping Rate Quote

Shipping method

Over £100 (£0.00)

Over £100 (£0.00)

3 day up to 2kg (£1.50)

First Class up to 2kg (£2.50)

Back **Next**

Payment method selection

Payment details

Select the desired payment method. Select Back to return to the Shipping rates page. Select Next to proceed to the

To make any changes to the basket quantities, click on the basket logo on the RH side of the feature bar. Logging out at this point will empty the basket. Click Next to proceed to the Payment method page.

WebSpares

Payment Method Selection

Braintree Transaction

Back **Next**

Payment details

WebSpares

Payment Details

Paying with Card

Ending in 1111 Visa

Pay with card

VISA MasterCard American Express

Card Number

Expiration Date (MM/YY)

MM/YY

Pay

Order Summary

Items

Name	Unit Price	Quantity	Price
SHELL - SW10086	£2.76	1	£2.76
SLIDING SHOE ASSEMBLY - SW10079	£12.50	1	£12.50
BRAKE ASSEMBLY 250 x 40 left hand - SW10078	£58.00	2	£116.00
Sub Total:			£131.26
Shipping:	Shipment - Over £100 - 3 items		£0.00
Tax:	Tax		£0.00
			Total: £131.26

Billing Address **Shipping Address**

Enter the payment details and click Pay.

My account

Change password

The screenshot shows the WebSpares website interface. At the top, there's a navigation bar with 'WebSpares', a menu icon, 'HELP', 'SEARCH', a shopping cart icon with '1 ITEMS - £3,579.00', a user profile icon, and a 'LOGOUT' link. Below the navigation, a sidebar on the left lists 'Trailer Low Loader' and 'Austin Spares'. The main content area has a title 'My Account' and two buttons: 'Change Password' (highlighted with a red border) and 'Sales History'. A modal window titled 'Change Password' is open, containing fields for 'Current Password', 'New Password', and 'New Confirmation Password', along with a 'Change Password' button.

To check your account details click the account symbol  on the feature bar. Account options are displayed.

To change your password click the Change Password button. The change password dialogue box opens.

Sales history

The screenshot shows the 'Order History' section of the WebSpares website. At the top, there's a navigation bar with 'WebSpares', a shopping cart icon with '1 ITEMS - £3,579.00', a user profile icon, and a 'LOGOUT' link. Below the navigation, the title 'Order History' is displayed. A table lists three orders with columns: 'Invoice Number', 'Order Date', 'Items Ordered', 'Total', and 'Status'. Each row includes a 'View' link at the end. The data is as follows:

Invoice Number	Order Date	Items Ordered	Total	Status	Action
FT-22	11/11/2020	4	£174.80	Paid	View
FT-19	9/15/2020	3	£143.38	Paid	View
FT-18	9/8/2020	5	£1903.60	Paid	View

Click the Sales History button to view the Order History page.

To view the details of the order, click View at the right hand side of the list. The Order summary will be displayed.

Contact us

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