



Decora Blind Systems

Made To Measure User Guide



Proforma Customers

Contact – onlineordering@decora.co.uk



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Made To Measure Online Ordering

General Information?

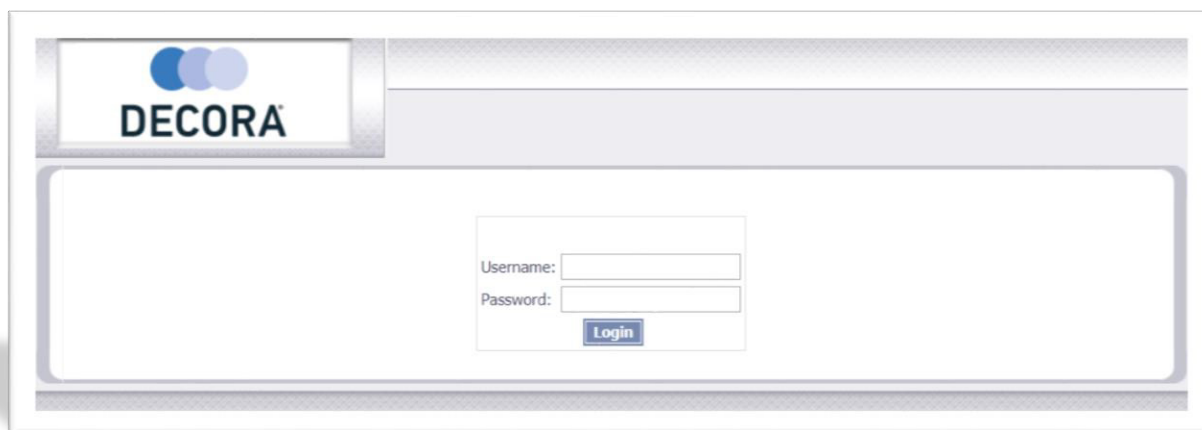
This guide will help you to navigate the Made To Measure website and will help assist you with creating new orders along with previewing and printing order acknowledgments.

Please Note: If you have not received your Username or Password you must contact the Online Ordering team and they will get this setup for you, the team can be contacted at the following email address – onlineordering@decora.co.uk


How To Login?

Once you have received your login credentials you will need to visit the following web address – <https://www.decoraonlineordering.co.uk> when this webpage has loaded you should see the Username and Password box as shown below:

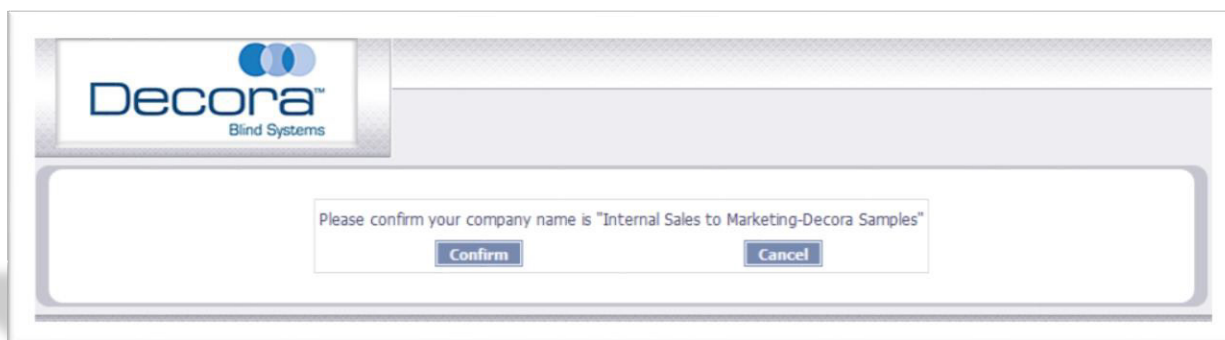
Before entering your login credentials, please ensure that you can see a green padlock or words



“Secure” beside the website address. This indicates that the website is secure and encrypted so any information you pass across is safe.

 Secure | <https://www.decoraonlineordering.co.uk>

Simply enter the login information which was sent to you by the Online Ordering team and click the “Login” button. There will be a confirmation message displayed to confirm your company name, please acknowledge this is correct before continuing.



Order Summary

After you have logged into the Made To Measure website you will notice some buttons along the top of the page, these link to our general policies. Please take some time to read over these as you



accept these agreements when placing any order. There are also links to user guides and a link to log out of the Website.

The main ordering screen will contain the following buttons:



Their functions are as follows:

Print	Prints Order Acknowledgement/Quotation
Add New Order	Creates A New Order
Amend	Amends An Un-Submitted Order
View	View Order Detail
Delete	Deletes Un-Submitted Orders
Pay Order	Confirms and proceeds with payment for your order to Decora

If you have any orders which remain unsubmitted these will be highlighted in red and the following message will be displayed on

screen: "You have **Filter:** All Records **YOU HAVE UNSUBMITTED ORDERS**"

	Online Order No.	Factory Order No	Order Date	Contact Name.	Customer Reference	Customer Order No.	Out of stock	On Cus hold	Status	On Stop	Same Day Despatch
<input checked="" type="radio"/>	843907	-	24/07/2018	Marketing		TEST	No	No	Unsubmitted	No	No
<input checked="" type="radio"/>	843892	-	24/07/2018	Marketing		TEST	No	No	Unsubmitted	No	No

unsubmitted orders"

You can also filter for specific order status using the drop-down menu:



Adding An Order

To create a new order, you will need to click the “Add New Order” button

Add New Order

Once you have clicked the “Add New Order” button you will be presented with the following screen, from here you can enter the order references and delivery information:

Order

Account: Select

Customer Address

Address Line 1:

Address Line 2:

City:

County:

Country:

Post Code:

Delivery Company Name:

Order Info

Order Date:

Req. Date:

Customer Order No:

* Required Field

Customer Reference:

Measure Type:

Despatch Method:

Carriage Type:

Delivery Address

Title:

First Name:

Last Name:

Address Line 1:

Address Line 2:

City:

County:

Country:

Post Code:

Delivery Phone:

Fax:

Email:

Same Day Despatch: ☐

Priority Despatch: ☐

* Charges will apply. Click [here](#) for more info

Delivery Notes:

Next Save

Important

- Delivery Company Name – This will appear on the delivery dockets and labels, so if the order is being delivered straight to your end customer by Decora, then please insert your customers name into this box.
- Please check your details are correct including your delivery address for the order, this should already be prepopulated, but it can be changed if you require the order to be shipped to a different address.
- The Customer Order No is a required field, so we would advise you to complete this with your own order reference or number.
- If you would like your order to be same day or priority despatch, then the corresponding box should be ticked. Please be aware that there are rules and restrictions that apply to same day and priority orders, these are detailed in the Terms and Conditions section of the Trade Price Book.

Once you are happy the information is correct, please continue to the next screen using the “Next” button or if you prefer to continue with the order at a later just click “Save”.

Next

Save

The next step is to add a blind to the order, this can be done by clicking the “Blind” button under the add new section:

You have no detail lines in list

Add New	Options	Net Total: <input type="text" value="0.00"/>
Blind Component Auto	Amend Delete Copy	VAT: <input type="text" value="0.00"/>
		Total: <input type="text" value="0.00"/>

Back **Save**

On this screen you will be able to select and customise your blind to your specification.

Blind Type:

Measure To:

Fabric:

Location:

Instructions:

*Please ensure your instruction notes are essential. Entering these may delay your order as it will need to be checked manually before entering the factory.

Quantity:

Base Price:

Discount %:

Discount:

Net Price:

VAT:

Total:

Back **Save**

Step 1 – First select the type of blind you require from the Blind Type Drop Down List and choose your measurement. (Metric or Imperial)

Blind Type:

Measurement:

Step 2 – Choose your Measure To – Recess Or Blind Size

Measure To:

Step 4 – Enter You Width and Drop (The chain length, return and valance width are calculated automatically, you can alter these if required) “Please refer to child safety rules”

Width: mm

Drop: mm

Valance Width:

Return Length:

Install Height:

Chain Length:

Step 5 – Select Your Fabric/Slat Colour

Fabric: | Lima ▼

Step 6 – Enter a location (Not Required) This is a free text field. This will be displayed on the box when it arrives, e.g. You could have ‘kitchen’ or ‘living room’, If you would like to combine orders for different customers into one then you could alternatively put your customers surname or another reference of your choice.

Location: | Living Room |

Step 7 – Enter Special Instructions

Instructions: |

*Please ensure your instruction notes are essential. Entering these may delay your order as it will need to be checked manually before entering the factory.

Step 8 – Choose the options you require for the blind by click the circle button beside the option name and making your choice from the drop-down list:

	Option	Choice
<input checked="" type="radio"/>	Valance Type	Double Return
<input type="radio"/>	Ext Brackets	Plain
<input type="radio"/>	Bracket	
<input type="radio"/>	Branding	Single Return
<input type="radio"/>	Pull Option	Uncut

Plain ▼

Note – The Made To Measure site will calculating the available options depending on the Blind Type selected and the information which has been entered. The system can make changes to comply with child safety legislation, but you will receive an onscreen notification should any changes be applied.

Step 9 – Click the “Save” button to complete this blind.

Blind Type: 35mm Fauxwood

Measurement: Metric

Measure To: Blind Size

Width: 290 mm

Drop: 290 mm

Valance Width: 302

Return Length: 44

Install Height: 0

Chain Length: 194

Fabric: Lima

Location: Living Room

Instructions:

Option	Choice	Price
<input type="radio"/> Valance Type	Plain	0.00
<input type="radio"/> Ext Brackets	Not Required	0.00
<input type="radio"/> Bracket	Standard Brackets	0.00
<input type="radio"/> Branding	DECORA Branding	0.00
<input type="radio"/> Pull Option	None required	0.00

Plain

Quantity: 1

Base Price: 18.23

Discount %: 100.00

Discount: 18.23

Net Price: 0.00

VAT: 0.00

Total: 0.00

Back

Save

You will now be returned to the Blind Details section, which will have the blind you just saved:

Order					Blind Details					
	Blind Type	Width	Drop	Measure To	Fabric/Colour	Qty	Net	VAT	Total	Out of stock
<input type="radio"/>	35mm Fauxwood	500	500	Blind Size	Lima	1	0.00	0.00	0.00	No

If you would like to add another blind to the order then you will need to click “Blind” under “Add New” like you did previously, then follow the steps above.

Note: – The system will remember your choices from the last blind entered on the order, this is extremely useful if you are adding multiple blinds of the same style but just amending the sizes.

Otherwise if you would just like to return to the main order screen then please finish by clicking the “Save” button.

Order

Blind Details

Blind Type	Width	Drop	Measure To	Fabric/Colour	Qty	Net	VAT	Total	Out of stock
<input type="radio"/> 35mm Fauxwood	500	500	Blind Size	Lima	1	0.00	0.00	0.00	No

Add New

Blind Component Auto

Options

Amend Delete Copy

Net Total: 0.00

VAT: 0.00

Total: 0.00

Back

Save

Amending An Order

Please Note – Only unsubmitted orders can be amended online, these are highlighted in red as previously discussed. Should you need to amend an order already submitted it is important to contact the Customer Services team as soon as possible and they will be able to help advise.

Amending an order offers you the ability to make changes to the delivery address, add, adjust or remove blinds. Amendments can be done by following these steps.

Step 1

Select the order you would like to amend by clicking the circle.

Print

Add New Order

Amend

View

Delete

Pay Order

Filter:

All Records

YOU HAVE UNSUBMITTED ORDER

	Online Order No.	Factory Order No	Order Date	Contact Name.	Customer Reference	Customer Order No.	Out of stock	On Cus hold	Status	On Stop	Same Day Despatch
<input checked="" type="radio"/>	295512	-	27/07/2018	Test Order		TEST	No	No	Unsubmitted	No	No

Step 2

Once you have selected the order, please click the amend button.

Print

Add New Order

Amend

View

Delete

Pay Order

Filter:

All Records

YOU HAVE UNSUBMITTED ORDER

	Online Order No.	Factory Order No	Order Date	Contact Name.	Customer Reference	Customer Order No.	Out of stock	On Cus hold	Status	On Stop	Same Day Despatch
<input checked="" type="radio"/>	295512	-	27/07/2018	Test Order		TEST	No	No	Unsubmitted	No	No

Step 3

The system will then bring you back to the order details section first so if you need to make any amendments to the delivery address, reference or delivery method this can be done here.

Step 4

To amend the blinds on the order, click the “Blind Details” tab.

Order	Blind Details
-------	---------------

Once you have done this the blinds which are already added to the order will be displayed. To make an amendment to the blind, you will need to click the circle icon followed by the “Amend” button.

Step 5

Blind Details									
Blind Type	Width	Drop	Measure To	Fabric/Colour	Qty	Net	VAT	Total	Out of stock
<input checked="" type="radio"/> 35mm Fauxwood	500	500	Blind Size	Lima	1	0.00	0.00	0.00	No

Add New

Blind Component Auto Amend Delete Copy

Options

Net Total: 0.00
VAT: 0.00
Total: 0.00

Back Save

Once you have completed your amendments, you just need to save the changes by click the “Save” icon.

Blind Type: 35mm Fauxwood

Measurement: Metric

Measure To: Blind Size

Width: 500 mm

Drop: 500 mm

Valance Width: 512

Return Length: 44

Install Height: 0

Chain Length: 335

Fabric: Gravity

Location: Living Room

Instructions:

Option	Choice	Price
Valance Type	Plain	0.00
Ext Brackets	Not Required	0.00
Bracket	Standard Brackets	0.00
Branding	DECORA Branding	0.00
Pull Option	None required	0.00

Plain

0.00

Quantity: 1

Base Price: 19.68

Discount %: 100.00

Discount: 19.68

Net Price: 0.00

VAT: 0.00

Total: 0.00

Back

Save

You will then be taking back to the main blind details screen, from here you can then edit more blinds on the order or add additional blinds.

Order

Blind Details

	Blind Type	Width	Drop	Measure To	Fabric/Colour	Qty	Net	VAT	Total	Out of stock
<input type="radio"/>	35mm Fauxwood	500	500	Blind Size	Lima	1	0.00	0.00	0.00	No
<input type="radio"/>	Carriage	0	0		Carriage	1	4.95	0.99	5.94	No

Add New

Blind Component Auto

Options

Amend Delete Copy

Net Total: 4.95

VAT: 0.99

Total: 5.94

Back

Save

If there are no further amendments to be made to the order, please click “Save” to return to the main orders screen.

Please Note

The system will alert you with the following message if you try to make an amendment to an order which is already submitted.


www.decoraonlineordering.co.uk says

You can't amend this order!

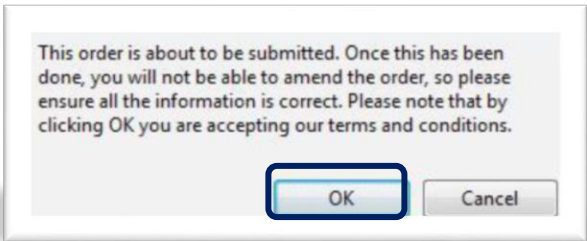
OK

Submitting & Paying For An Order

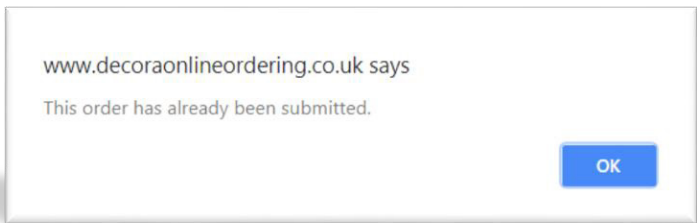
When you are ready to submit an order you will need to be at the main orders screen, only one order can be submitted at any one time. So first please click the circle beside the order you would like to submit to Decora followed by the pay order button.

Print	Add New Order	Amend	View	Delete	Pay Order	Filter: All Records YOU HAVE UNSUBMITTED ORDERS				
Online Order No.	Factory Order No	Order Date	Contact Name.	Customer Reference	Customer Order No.	Out of stock	On Cus hold	Status	On Stop	Same Day Despatch
 295512	-	27/07/2018	Test Order		TEST	No	No	Unsubmitted	No	No

Once you do this you will then receive a notification to advise that once ok is pressed your order will be submitted and you will not be able to make any changes.



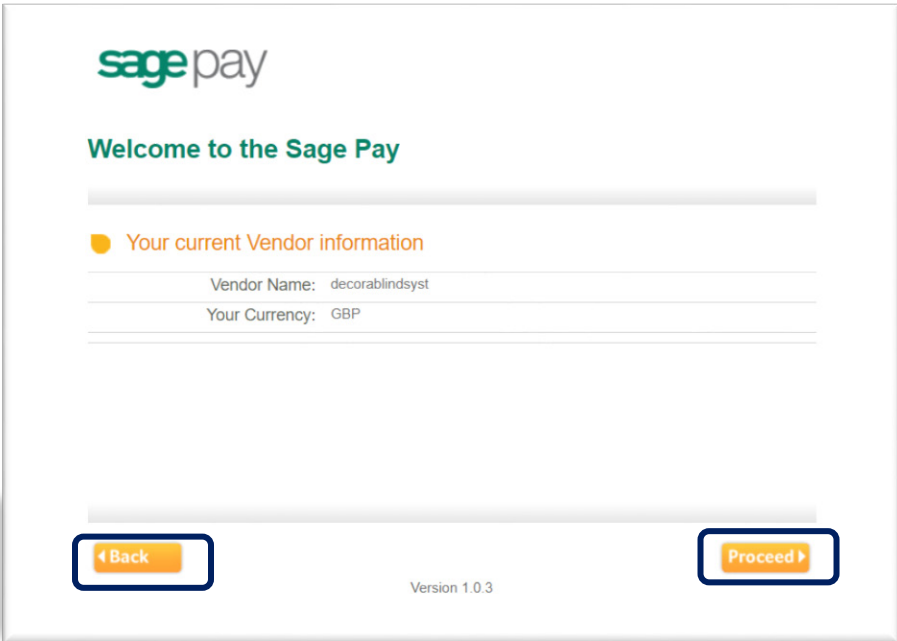
After clicking the ok button, you will then be taken to the Sage Pay payment screen to process your card payment.



You will not be able to submit an order to Decora again, the following message will be displayed.

Please Note - It is important not to press the back button within your web browser once the following screen is shown, you can go back by pressing the back button highlighted below.

Click Proceed to move onto the next stage of the payment process.



This screen will display your billing and delivery address which is prepopulated from your order. You can amend these details if required, once you are ready to move onto the next stage please press the proceed button highlighted below.

Gathering Customer Details

This page allows you to provide your name, address and contact details. The form makes some fields compulsory and the code of this page ensures the customer has completed these correctly.

Please enter your Billing details below

* First name(s):

* Surname:

* Address Line 1:

Address Line 2:

* City:

* Post/Zip Code:

* Country:

United Kingdom ▼

State Code (U.S only):

(*State Code for U.S. customers only)

Phone:

Email:

Please enter your Delivery details below

Deliver to Billing Address?:

☐

* First Name(s):

* Surname:

* Address Line 1:

Address Line 2:

* City:

* Post/Zip Code:

* Country:

United Kingdom ▼

State Code (U.S only):

(*State Code for U.S. customers only)

Phone:

Back

Proceed

This is the order confirmation page and it will display the contents of your order along with the billing and delivery address, please ensure this information is correct before continuing to the next stage. Please click proceed to move on in the process.

Order Confirmation Page

Your Basket Contents

Item No	Title	Price	Quantity	Total
1	25mm Sunwood TAPES / Ash	24.40 GBP	1	24.40 GBP
2	Carriage / Carriage	14.10 GBP	1	14.10 GBP
			Total:	38.50 GBP

Your Contact and Delivery Details

e-Mail Address:

Billing Details

Name:

Phone Number:

Billing Address:

Delivery Details

Delivery Name:


Phone Number:

Address:

◀ Back

Proceed ▶

You will now be presented with the payment screen, from here please select the type of card you wish to use to pay for your order, clicking cancel will abort the transaction process.




Decora
Blind Systems

Decora Blind Systems


Order description: Online ID: 123456 Cust Account
No: 123456

To pay
38.50 GBP


How do you want to pay?

 VISA


 Visa >

 VISA


 Visa Debit >

 VISA

 Visa Electron >

 MasterCard

 MasterCard >

 MasterCard


 Debit MasterCard >


[< Cancel](#)


Your payment is secured by 


Next enter your card details and click confirm card details.


Your card details

 **Name**

 **Card**

 **Expiry**

 **CVC**



[< Back](#)

[Confirm card details >](#)

If the card details are incorrectly entered or missing information, the system will display an alert to advise of this.

You can now review your complete order, once you are happy everything is correct, please click the green button to process the payment and submit your order to Decora.

Decora
Blind Systems

Decora Blind Systems

Order description: Online ID: 123456 Cust Account No: 123456

To pay
38.50 GBP

Review your order

Transaction details
Description:
Online ID: 123456 Cust Account No: 123456
Transaction Reference:
decorablindsyst-
Amount:
38.50 GBP

Your Shopping Basket +

Payment Details +

Billing Address + **Shipping Address** +

[< Back](#)

[Pay 38.50 GBP now >](#)

If the process completes successfully, you will receive a confirmation message like the below:

Your order has been Successful

The order has been submitted.

Click the proceed button to continue back to the Made To Measure Ordering website.

[Proceed ▶](#)

The order status will then change to submitted and you will receive an on-screen message

<input type="radio"/>	268230	✓	-	23/05/2013	Marketing		test	No	No	Submitted	-1.34	No
-----------------------	--------	---	---	------------	-----------	--	------	----	----	------------------	-------	----

If you order is not successful then you may get this message, there may be a problem with your card.

Your order has NOT been successful

Printing An Acknowledgment/Quotation

Decora Online ordering allows customers to print their own acknowledgments or quotations for their reference. To complete the process, you will need to follow these steps.

Orders which still have the status “Unsubmitted” will contain “Quotation” in the top right corner

Quotation
Customer Copy

If an order has the status of “Submitted” then it will contain “Order Acknowledgement” in the top right corner.

Order Acknowledgement
Customer Copy

Step 1

First please select click the circle beside the order you would like to print the acknowledgment/quotation.



Print	Add New Order	Amend	View	Delete
Online Order No.	Factory Order No.	Order Date	Contact Name.	
843980	-	25/07/2018	Marketing	

Step 2

Clicking the “Print” button will load up a new window with the order details, as the order above is unsubmitted, you will notice the preview below has the quotation text as previously mentioned.

Decora Blind Systems Limited

1 Ferguson Drive
Knockmore Hill Industrial Estate
Lisburn, Co Antrim
Northern Ireland
BT28 2FL
Tel: 028 9266 3600 Fax: 028 9266 0890

Vat No: GB 331391187
Cust Order No: EE
Order Date: 25/07/2018
Order No: 843980
Cust Ref:
Account Ref: MARK01
Despatch Method: DPD-WEB

Quotation
Customer Copy

Order To:
Internal Sales to Marketing-Decora
Samples
In-House
.
.
XXX XXX

Deliver To:
Internal Sales to Marketing-Decora
Samples
test
test
test
test
0X7 TTT

Type	Colour	Width	Drop	Quantity	Unit Price	Disc %	Net
Carriage	Carriage	0	0	1	4.95	0	4.95
Measurement: Location:	Spec. ins: Fitting ins:						
35mm Fauxwood Plain, Not Required, Standard Brackets, DECORA Branding, None required Measurement: Blind Size Location: Living Room	Lima Spec. ins: Fitting ins:	500	500	1	19.68	100	0.00
					Chain Length: 335		

Net Total: 4.95
VAT: 0.99
Total: 5.94

Frequently Asked Questions

If I submit an order can I make an amendment?

Once an order has been submitted to Decora you will not be able to make changes on the website, you will need to contact the customer services team and they will be able to advise.

When does the status update?

The order status is updated nightly, but a report can also be setup and emailed daily. If you require this service, please speak with the online ordering team.

I am having an issue getting logged in?

Please call or speak with the online ordering team, it is possible an issue may have occurred with the synchronisation of your login credentials.

How do I select a tape colour?

After you have selected a tape Blind Type such as “50mm Sunwood with Tapes” you will notice in the option selection there is an option called “Tape” please select your desired tape colour from the drop-down list.

I am ordering a wood blind, but I can only select a fabric colour?

On the Made To Measure website, Fabric and Slat colour are the same, so the slat colour can also be selected from this list.

Can I change my password?

Unfortunately, this feature is not currently available on the website, however if you require this to be change please contact the online ordering team and they arrange for this to be changed for you.

Is there any cut off time for same day despatch orders?

Yes, there are cut off times for these services, please refer to the Trade Price Book for more information.

What is the difference between same day and priority despatch?

Same Day Despatch – Blinds are manufactured and despatched on the same day.

Priority Despatch – Blinds are manufactured on the same day and despatched the day after.

Please refer to the conditions of sale in the Trade Price Book for more information.

How do I remove old orders?

Old orders are automatically removed once they move to the invoicing stage.

I am received an error “Bad Status 500”, what does this mean?

This error is related to the website timeout, please refresh and try again.

Is it possible more than one person can login at any one time?

Unfortunately, only one user can be logged in at any one time.

When ordering a tape blind, why is there already a tape selected in the options?

The system will automatically select a tape colour based on your colour choice, but you do have the ability to change this if required, just select the circle box beside the tape option and choose a new colour from the drop-down list.

There appears to be options missing?

The options which are displayed are currently offered by Decora, it is possible the option may have been removed or discontinued. Please check with the online ordering team if you believe this is a mistake.

Child Safety Rules

The Child safety rules will be automatically applied to shorten any unsafe cord/chain lengths to a child safe length, but the system will not automatically extend them to the maximum child safe cord/chain length.

CORD AND CHAIN LENGTHS

Operating Loop - Fixed Tensioning System

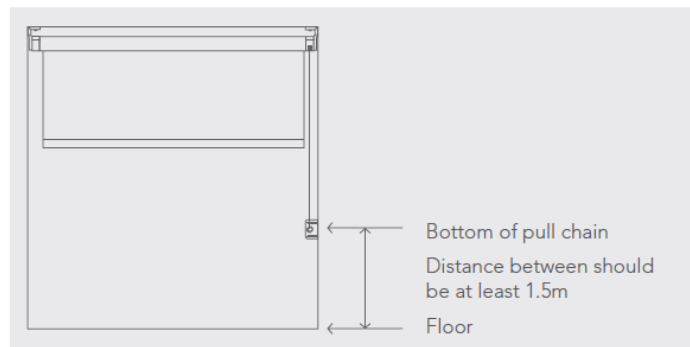
(Roller, Vertical & Cassettes)

If the installation height is **known** the distance from the floor to bottom of pull cords shall be at least 1.5m.

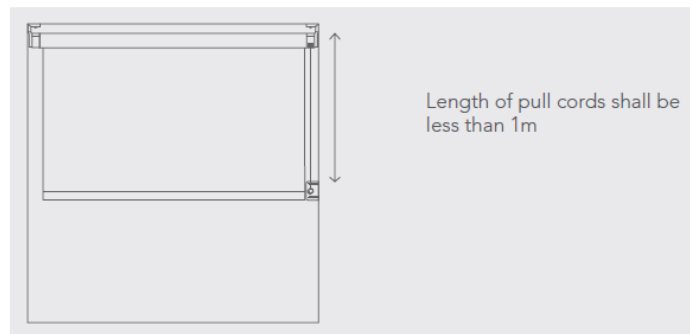
If the installation height is **not known but the drop of the blind is less than 2.5m**, length of the pull cords shall be less than 1m.

If the installation height is **not known but the drop of the blind is more than 2.5m**, length of pull cords shall be less than drop of the blind – 1.5m.

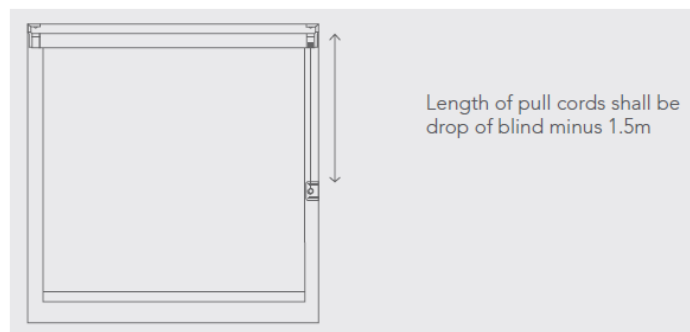
Known Installation Height



UnKnown Installation Height (If the blind less than 2.5m)



UnKnown Installation Height (If the blind is more than 2.5m)



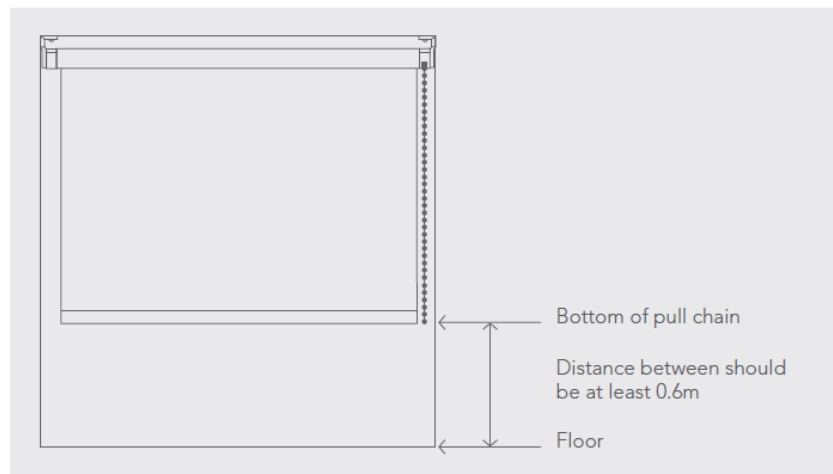
CORD AND CHAIN LENGTHS

Operating Loop - Breakaway System (Roller, Vertical & Cassettes)

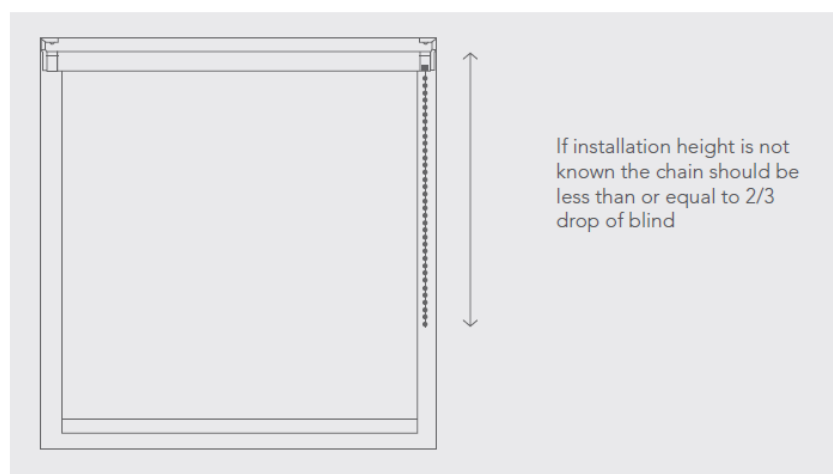
If the installation height is **known** the cord length distance from the floor to the bottom of the pull cord shall be at least 0.6m

If the installation height is **not known** the cord length should be less than or equal to 2/3 drop of blind.

Known Installation Height



UnKnown Installation Height



CORD AND CHAIN LENGTHS

Pull Cords

(Sunwood, Timberlux, Excel Wood, 25mm, 35mm & 50mm Alumitex)

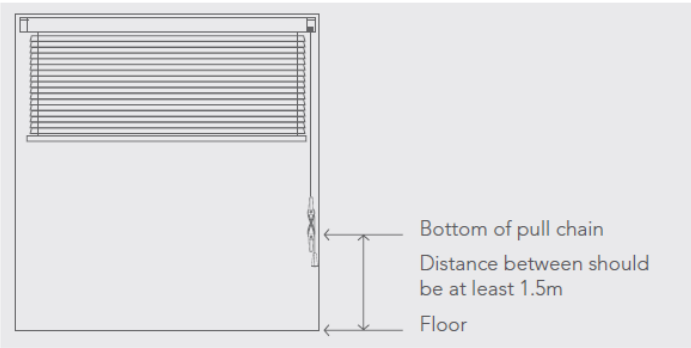
Its recommended the 2 piece cleat is fitted as close to the headrail as possible or alternatively:

If the installation height is **known** the distance from the floor to bottom of pull cords shall be at least 1.5m.

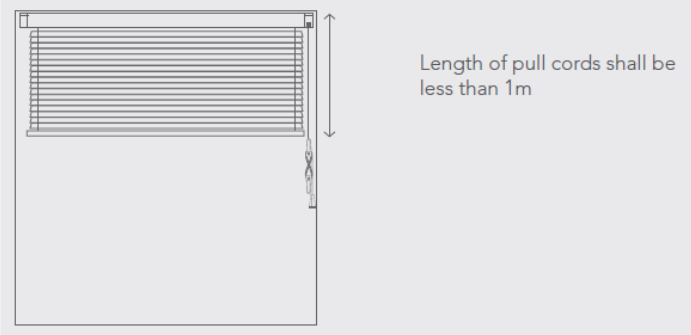
If the installation height is **not known but the drop of the blind is less than 2.5m**, length of the pull cords shall be less than 1m.

If the installation height in **not known but the drop of the blind is more than 2.5m**, length of pull cords shall be less than drop of the blind – 1.5m.

Known Installation Height



UnKnown Installation Height (If the blind less than 2.5m)



UnKnown Installation Height (If the blind is more than 2.5m)

