

# Quick Reference Guide

## GETTING STARTED

### SUPPORTED BROWSERS

Taylor Communications e-commerce platform is supported on the following browsers – Chrome, Firefox, IE10 and later, and Safari 6.x.

### RESPONSIVE DESIGN

Designed to work on any device – from desktop to tablet to mobile. The responsiveness of the site ensures that regardless of which device is used, you will get a consistent user experience.

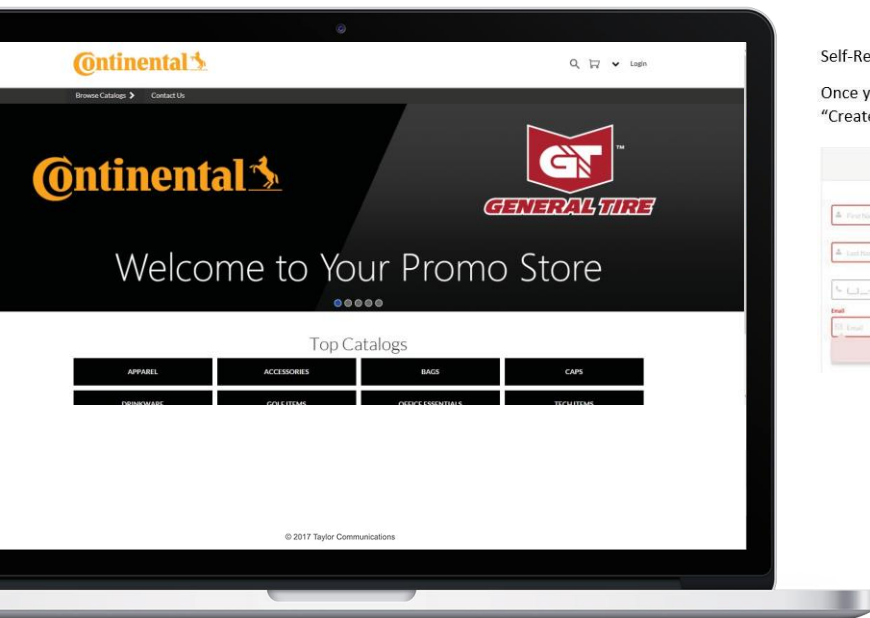
## LOGGING IN

Enter the below URL into your preferred supported browser. You will be directed to the Continental homepage and be able to begin your shopping experience.

[continentalpromo.orders.com/store](http://continentalpromo.orders.com/store)

## PASSWORD RESET

To reset your password, click on “Need Help Logging On?”. A link will be sent to the email address associated with the user profile. Use the link to reset your password.



### Self-Registered Customers:

Once you enter the URL into your browser click on “Login” at the top of your page. Scroll down to “Create Account.”

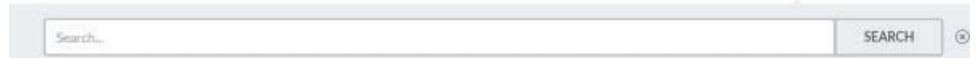
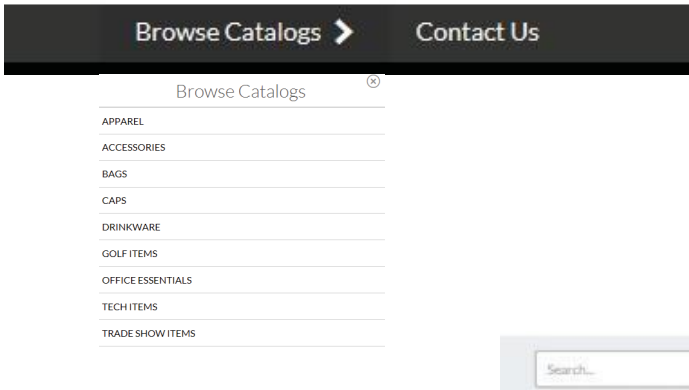


# HOMEPAGE

The homepage provides a central landing area. Here you will find your navigational tabs - such as Browse Catalogs, Quick Reference Guide, MyOrders, and Contact Us. To navigate back to the homepage at any time simply click the Continental Logo in the upper left hand corner.

## CONTINENTAL PRODUCTS

Users may browse through categories by clicking on the desired catalog, or they can locate specific items using the Search tool on the upper right.



# ADDING ITEMS TO YOUR CART

To find the desired item you may utilize the catalog navigation bar on the left hand side or you can utilize the search field by entering the item number or name of the item (partial descriptions will return results).

## OPTION 1

Once the item has been located, simply add the desired quantity in the Order Quantity field and click ADD TO CART.

## OPTION 2

To view additional item details click on the image or VIEW DETAILS. This will render a larger image of the item as well as an extended description and lead times along with personalization options (if applicable).

- Pricing can be reviewed along with any Minimum Order requirements (if applicable).
- Once confirmed that you've selected the correct item, simply add the item to your cart by clicking the ADD TO CART button.



### 6 Panel Polyester Cap

CON-2000

#### Color

Black

#### Logo

Continental Tire

\$5.28 / EA

45

ADD TO CART

Minimum Order: 45

#### Description

Brushed heavy cotton with piping, low profile, pre-curved peak, and short touch strap.

Minimum Qty = 45

Lead Time is 7 to 10 business days plus shipping.

\*\*You will notice that some items have a minimum order requirement which means you must order at least that many.\*\*

# Minimum Qty = 45

# CHECKING OUT TO COMPLETE ORDER

Once all items are placed in your shopping cart, follow these easy steps to complete your order.

## CART

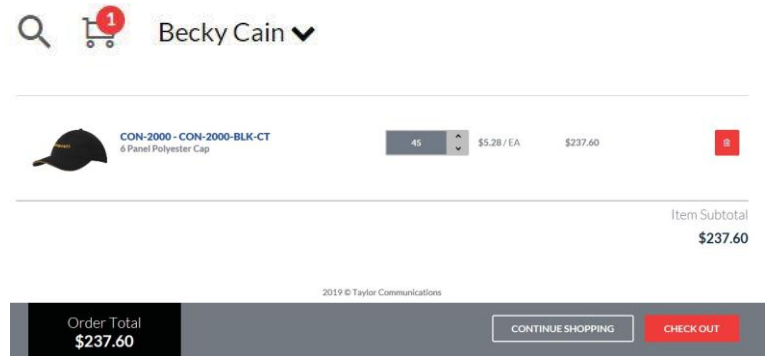
1. Once items are placed in your cart, you can view the mini-cart by hovering over the shopping cart icon.
2. Review items in cart. Here you can modify items by increasing or decreasing quantities, removing specific items, continue shopping or proceeding to checkout.
3. Once cart is reviewed for accuracy, click CHECK OUT.

## CHECKOUT

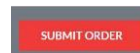
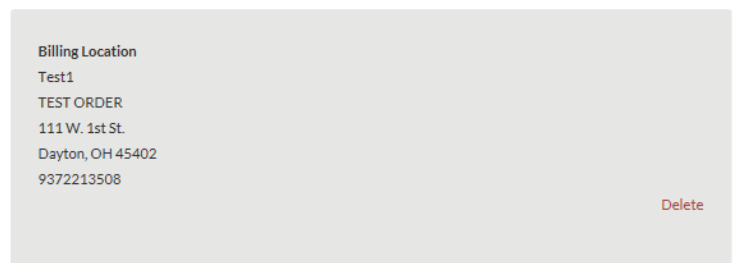
1. Shipping Address: The user will select a shipping address. If a user profile has only one assigned, it will automatically populate. If a user profile has multiple shipping addresses assigned, the user will select the correct address from the drop down. The First Name and Last Name should be populated for the Attention To on the shipping information.  
\*You will also have the option of creating a new shipping address during checkout as needed.
2. Shipping Method: Select shipping method from selections in dropdown.
3. Payment Method: Complete your credit card information in this section.
4. Submit Order: Once all product and pricing info is reviewed and confirmed, click SUBMIT ORDER.

# WHAT HAPPENS NEXT?

- You will receive an order acknowledgment via email.
- Once your order ships, you will receive a shipping acknowledgment with tracking information. There may be multiple acknowledgments if items are shipping from different facilities.



## BILLING



# WHAT IF I HAVE PROBLEMS LOGGING IN OR PLACING MY ORDER?

Contact your Continental customer service team.

Phone:  
**888-277-2158**

Email:  
**CONTINENTALPROMOSUPPORT@TAYLORCOMMUNICATIONS.COM**