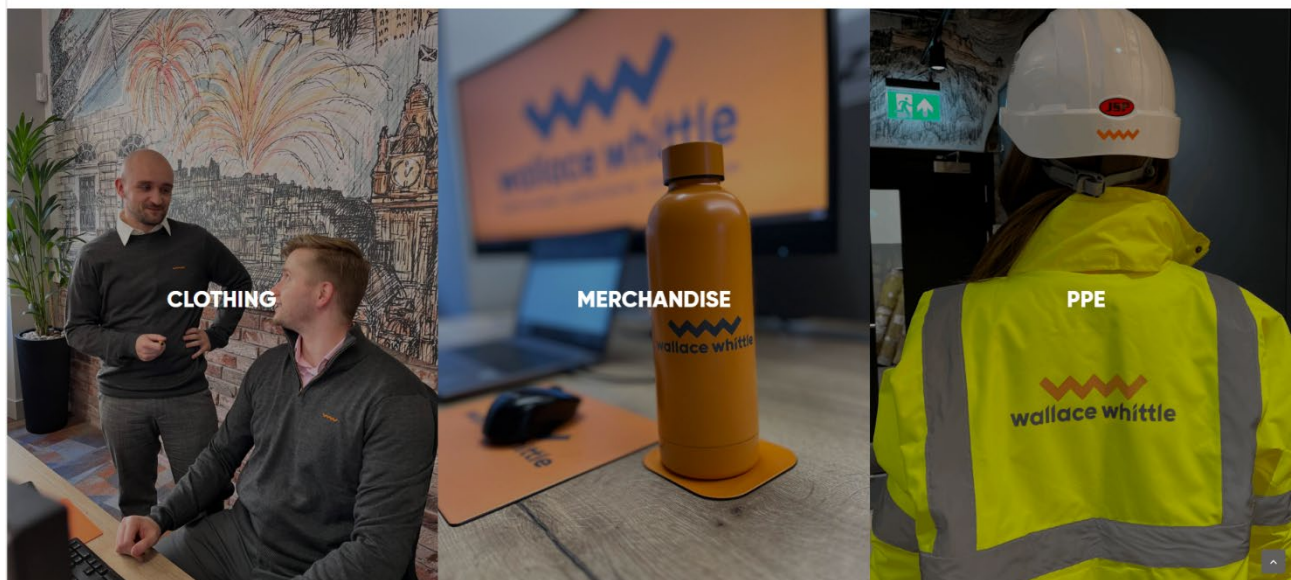


Wallace Whittle Direct Guidance Notes



All staff have access to our company shop WW Direct where staff can order branded Clothing, Merchandise and PPE.



Access can be found via staff area in web site www.wallacewhittle.com/staff-area

You will receive a one-time username and password which will allow you to log into the staff area of the website that contains WW:Direct, WW:BenefIT and WW:Intranet where you will be able to browse the shop and place your orders as required going forward.

Shop Guidance Notes

All new starts will receive a starter pack which includes:

- Backpack
- Notebook
- Pen
- Mouse Mat
- Laptop Sleeve
- Water Bottle
- Mug

All engineering staff who attend site should order a free of charge PPE bundle which includes Safety Glasses, Helmet, Gloves, Vest & Equipment bag.

New staff will receive an initial allowance of £150, thereafter all staff will have an annual allowance of £100 to spend between 1st April to 31st March each financial year.

Should you wish to spend more than your allowance any additional cost will be deducted from your next salary.

Sizing samples are available in each office location, please try before you buy!

Log on, have a browse and happy shopping!

Wallace Whittle Direct Guidance Notes



Guidance on Placing Orders

Once you have placed your order go to Cart.
If you have a coupon code it should be inserted as highlighted below.

Have a coupon? [Click here to enter your code](#)

Billing details

First name *

Last name *

Delivery Office *

Phone *

On your first order default Delivery Office will be Aberdeen this should be changed as required by selecting drop down menu

Email address *

Additional Info (optional)

Additional Info

**Any Additional Info to be inserted here
i.e. replacement for faulty item etc**

Once you proceed to Checkout please ensure correct method of payment is selected:

Total	£61.25
<hr/>	
Wallet	<input type="radio"/>
Payment from Salary	<input checked="" type="radio"/>

Any problems with placing orders please contact wwdirect@wallaewhittle.com

Receiving Orders

Once your order is placed you will receive an email saying your Wallace Whittle order is now complete. This means that it has been received and logged on the WWDirect ordering portal. Orders are downloaded every 2 weeks and sent to White Label for processing.

Once White Label receive your order you will receive a further mail confirming they are in the process of getting your order ready to be shipped.

Once your order is shipped you will receive a final email with a tracking link to check delivery status.

If you have any queries about your order please contact hello@twls.co.uk. If this does not resolve your query or if you are experiencing any issues please escalate to wwdirect@wallacewhittle.com.