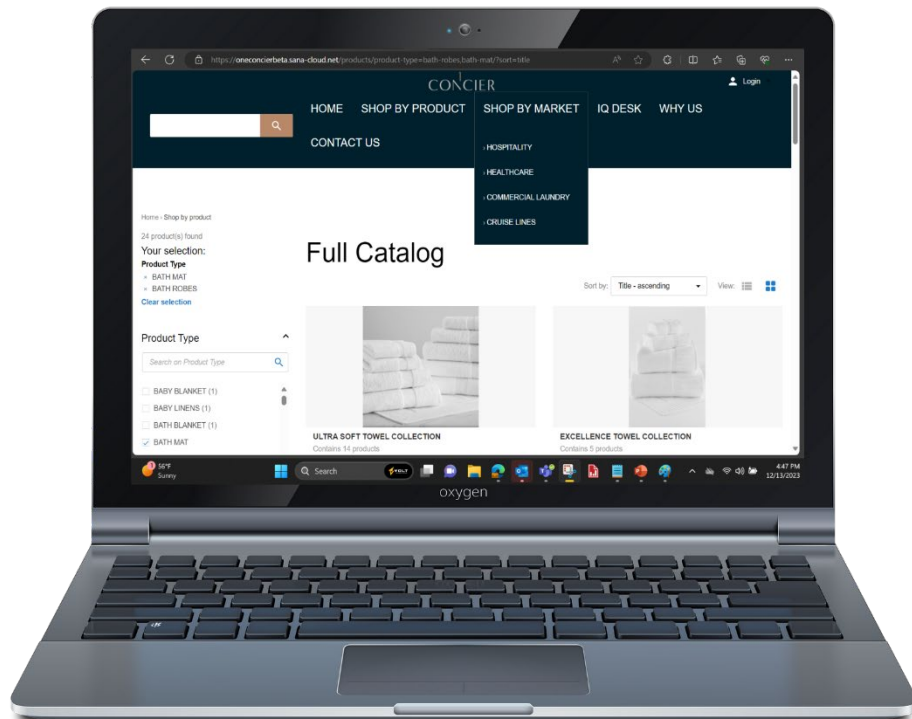


1 CONCIER

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User Guide



Trusted Linen Solutions

1

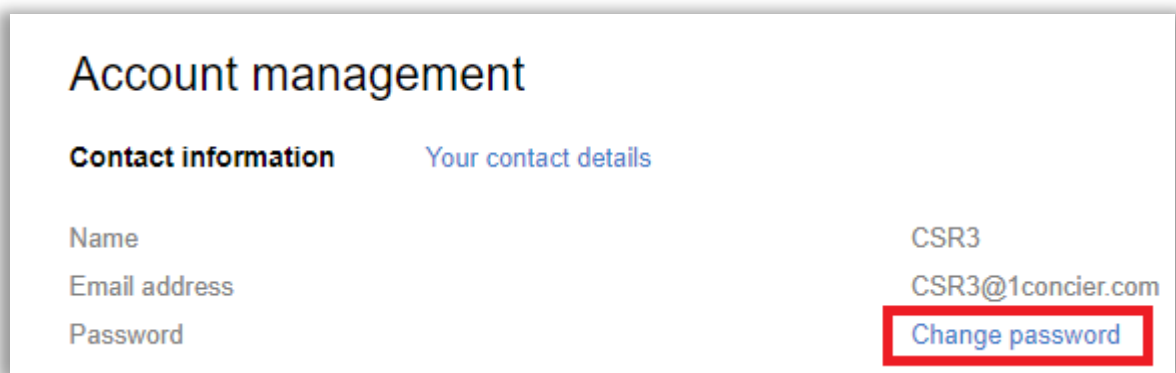
Access your account

You will receive your username and password in an email sent by webmaster@1concier.com. If you have any questions regarding your account, you may reach out to your customer service representative.

2

Change your password

To change password, go to the section:
My account >> Account management >> Change password.

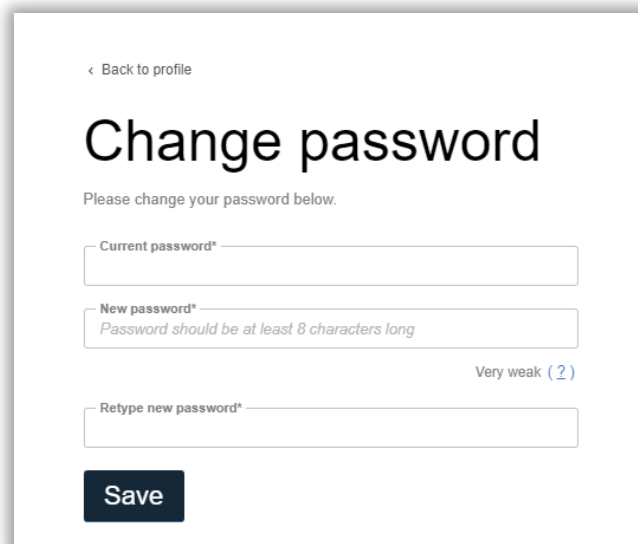


The screenshot shows the 'Account management' page. Under the 'Contact information' section, there are three rows: 'Name' with the value 'CSR3', 'Email address' with the value 'CSR3@1concier.com', and 'Password'. A red rectangular box highlights the 'Change password' button located to the right of the password field.

2a

To recover the password

Go to the login home screen to the section **FORGOT YOUR PASSWORD**, enter the email associated with the account, and follow the recovery steps.



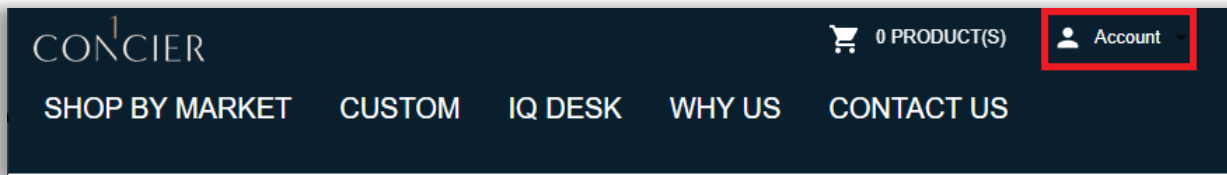
The screenshot shows the 'Change password' form. At the top left, there is a link '< Back to profile'. The main heading is 'Change password'. Below it, the instruction reads 'Please change your password below.' There are three input fields: 'Current password*', 'New password*' (with a note 'Password should be at least 8 characters long' and a strength indicator 'Very weak (2)'), and 'Retype new password*'. A dark blue 'Save' button is located at the bottom left of the form.

3

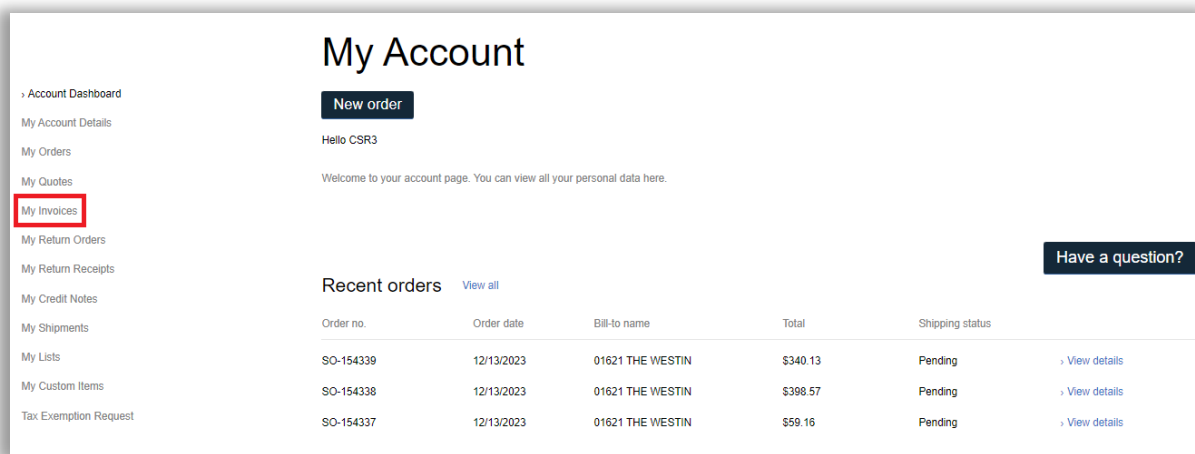
Check your invoice history

In the main menu, you will find the section **MY ACCOUNT**. Your account profile will open, and in the middle column, you will find the section **MY INVOICES**.

Home



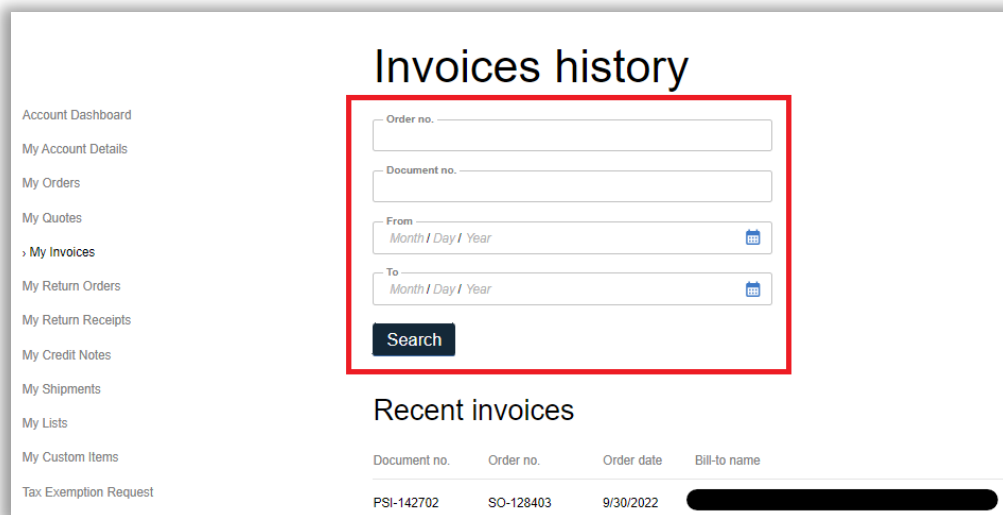
My account



3a

Filters

In this section, you will be able to filter by order number and by time period.



3b

Documents

In the document overview, you can find the order date and outstanding balance of the invoice you wish to consult. By expanding the section **VIEW DETAILS**, on the right-hand side of the document overview, you will be able to view in detail the information specific to that invoice, such as the due date and payment terms.

Document

Recent invoices						
Document no.	Order no.	Order date	Bill-to name	Total	Remaining amount	
PSI-142702	SO-128403	9/30/2022	[REDACTED]	\$37.32	\$37.32	View details
PSI-123903	SO-104070	1/5/2022	[REDACTED]	\$1,299.22	\$0.00	View details

Document details

[Back to Invoices](#)

PSI-142702 Posted invoice detail

Document no. PSI-142702	Reference no. [REDACTED]	
Order no. SO-128403	Order date 9/30/2022	
Shipping method PARCEL SERVICE	Document date 10/6/2022	
Shipment date 10/6/2022	Payment terms NET30 DAYS	
Location NFI SAVANNAH	Due date 11/5/2022	
Sales person Dennis Sinclair	Payment discount date 10/6/2022	
Bill-to contact [REDACTED]		

Remit To:
 1Concier
 PO Box 715195
 Cincinnati, OH 45271-5195

[Download Posted invoice detail](#)

Bill-to address
[REDACTED]

Ship-to address
[REDACTED]

[Reorder](#)

Item No.	Title	Status	Ship. d.	Price	Discount	Qty	UOM	Outst.	Total
100C5518-00008	76X80X16 KING MAT PAD 100% POLY MF 4 SUPER BASIC DOWN ALT WHI SLEEP BLUEPRINT QLTD FIT OCA/CS		10/5/2022	\$0.00	100%	1	CASE OF 8 EA	0	\$0.00
100C5725-00008	97X97 QUEEN BLANKET 100% CTN WAFFLE WHI CAPE COD 8EA/CS		10/5/2022	\$0.00		1	CASE OF 8 EA	0	\$0.00
	FREIGHT								\$34.27
Subtotal									\$ 34.27
Total									\$ 34.27
AvaTax									\$ 3.05
Total incl. tax									\$ 37.32

4

Active purchase orders

In the main menu, you will find the section **MY ACCOUNT**, which will open your account profile. In the central column, you will find the section **MY ORDERS**. Filter and search for your order number and consult the 'view details' section for more information on the order.

Order no.	Order date	Bill-to name	Total	Shipping status
SO-154339	12/13/2023	[Redacted]	\$340.13	Pending View details
SO-154338	12/13/2023	[Redacted]	\$398.57	Pending View details
SO-154337	12/13/2023	[Redacted]	\$59.16	Pending View details

5

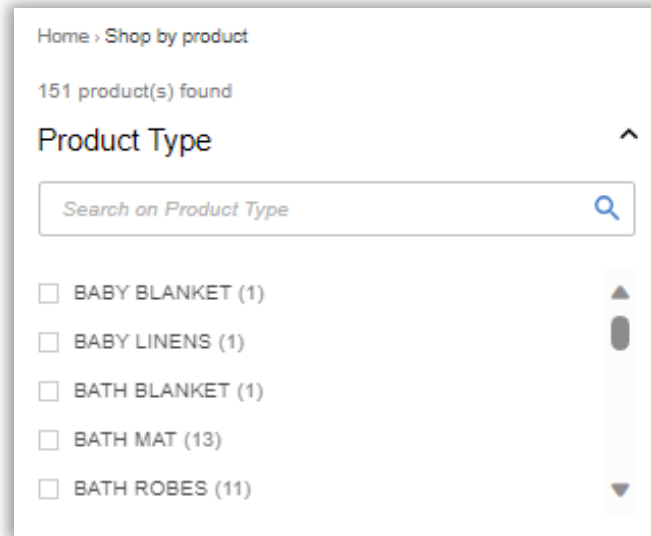
Product catalog

In the catalog section, you will be able to view the entire range of products we have for you.

5a

Filters

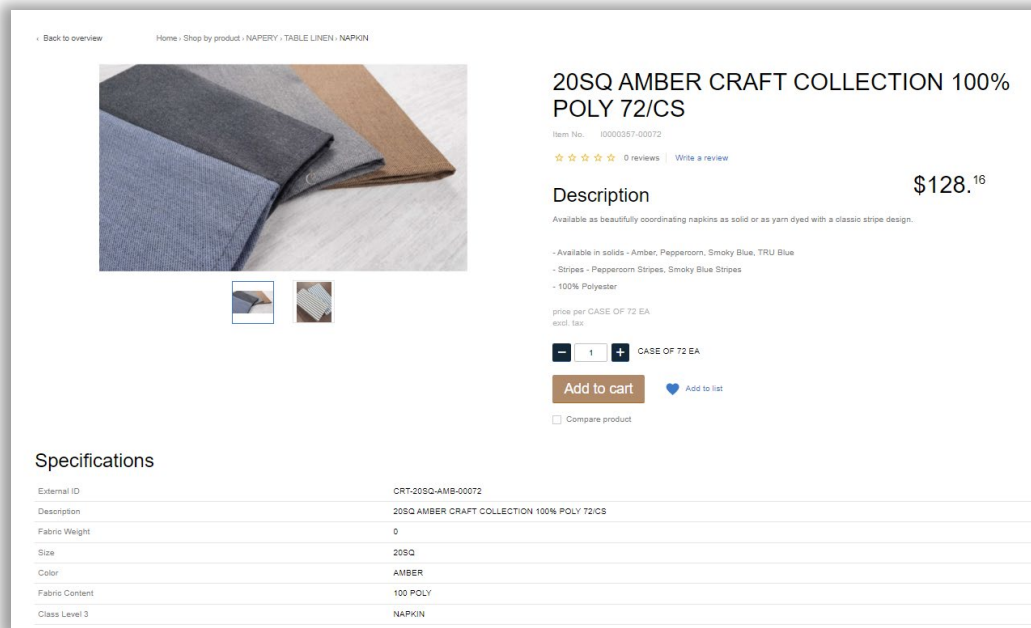
Filter products based on categories and other criteria on the left-hand side of the page.



6

View product details

Select product collections or individual products to view descriptions and specifications.




To request product samples, please contact your account executive.

7

Checkout

To order products, simply add the desired quantity to the cart. The shopping cart icon in the top right corner can be used to view products in the basket or proceed to the checkout.

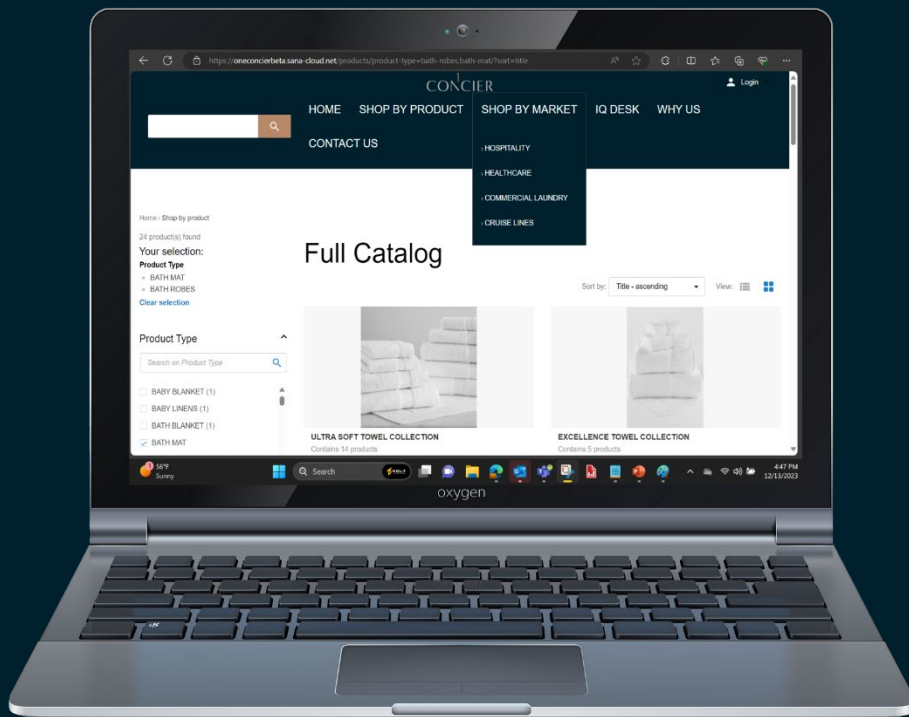
The screenshot shows a web application interface for a shopping cart. At the top left, it says 'Home > Shopping cart'. The main heading is 'Shopping cart'. Below this is a search bar with a magnifying glass icon. A sub-heading reads 'My shopping cart'. To the right of this is a 'Have a question?' button. The main content area is a table with columns for 'Product', 'Price', 'Quantity', 'UOM', and 'Total'. One item is listed: '81X110 FULL FLAT SHEET 60/40 CTN/POLY T200 WHI PERCALE FLAT PIP 24EA/CS' with a price of \$ 224.88 and a quantity of 1. Below the item name is 'Item No.: I0005773-00024' and a 'Delete' button. To the right of the table is a 'Shopping cart details' section with a table showing 'Items (1 units)' for \$ 224.88, 'Total' for \$ 224.88, 'Total tax' for \$ 15.74, and 'Total incl. tax' for \$ 240.62. Below this are buttons for 'Recalculate shopping cart', 'Add to list', 'Load list', and 'Empty shopping cart'. At the bottom right are two large buttons: 'Request a sample' and 'Proceed to checkout'.

Product	Price	Quantity	UOM	Total
 81X110 FULL FLAT SHEET 60/40 CTN/POLY T200 WHI PERCALE FLAT PIP 24EA/CS Item No.: I0005773-00024 Delete	\$ 224.88	1	CASE OF 24 EA	\$ 224.88

Shopping cart details	
Items (1 units)	\$ 224.88
Total	\$ 224.88
Total tax	\$ 15.74
Total incl. tax	\$ 240.62
Items: 1 units (1 product lines)	

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