

# STIRLING<sup>®</sup>

## Stirling Flavors Customer Portal - User Guide



# Welcome to Your Personalized Customer Portal

Your dedicated customer portal provides 24/7 access to manage your orders, view invoices, and monitor payments—all in one convenient location.

## Portal Access Information

Portal URL: <https://books.zohosecure.com/portal/stirlingflavors>

### What You Can Do:

- Place new orders
- Track order status and confirmations
- View order history
- Access invoices and payment records
- Update your account information
- Make payments (feature coming soon)

# Getting Started

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## Step 1: Account Activation

1. Check Your Email
  - You will receive an invitation email from Stirling Flavors
  - Click the activation link provided in the email
2. Register Your Account
  - Use the email address associated with your Stirling Flavors account
  - Create a secure password for your portal access
  - Complete the registration process
3. First Login
  - Visit: <https://books.zohosecure.com/portal/stirlingflavors>
  - Enter your email address and password
  - Access your personalized dashboard

# Navigating Your Dashboard

Once logged in, you'll see your main dashboard with access to:

## Dashboard Sections:



### My Details

Your profile and account information



### Invoices

Access billing statements



### Payments

Monitor payment history



### Sales Orders

Track your current and past orders



### Credit Notes

View any credits applied to your account



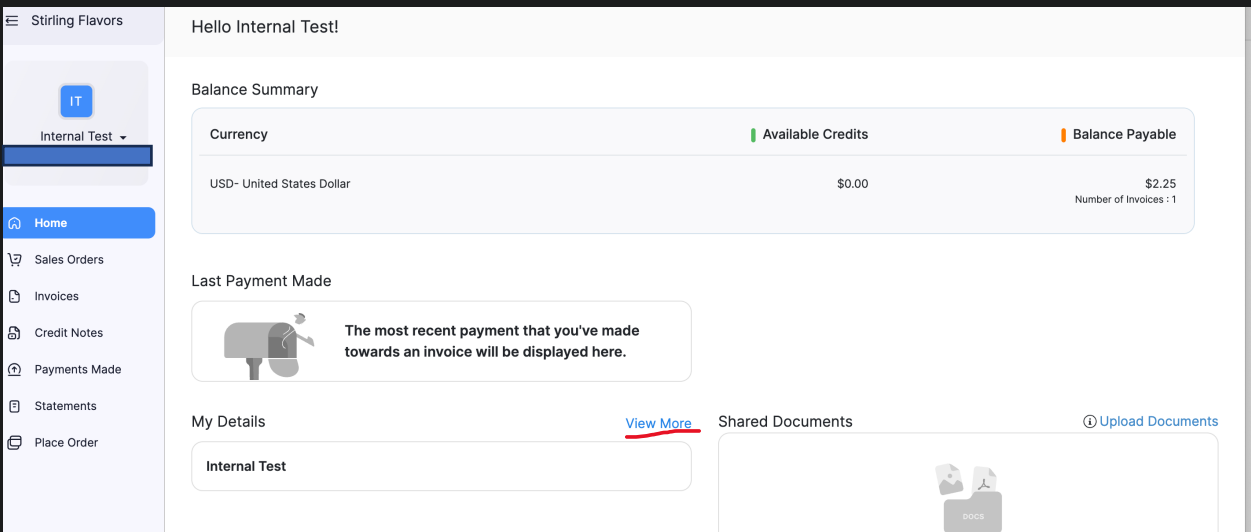
### Place Order

Submit new orders directly

# Viewing Your Profile Information

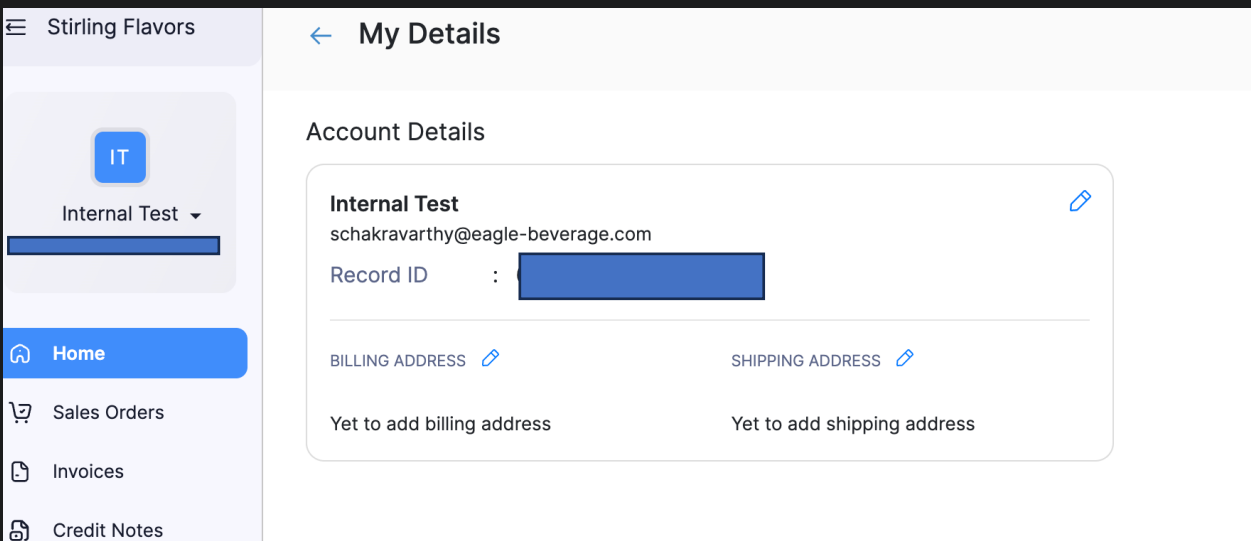
## Step 1: Access Profile Details

1. Click "View More" next to 'My Details' on your dashboard
2. Review your complete profile information including:
  - Company details
  - Contact information
  - Billing and shipping addresses



## Step 2: Important - Note Your Record ID

- Locate the "Record ID" field in your profile
- Write down or remember this number - you'll need it for placing orders
- This unique identifier ensures your orders are properly assigned to your account



# Placing Orders

## Step 1: Navigate to Order Placement

Click on the "Place Order" tab from your dashboard

The screenshot shows a web application interface for "Stirling Flavors". On the left is a sidebar menu with the following items: "Home", "Sales Orders", "Invoices", "Credit Notes", "Payments Made", "Statements", and "Place Order" (highlighted in blue). Above the menu is a user profile section labeled "Internal Test" with an email address "schakravarthy@eagle...". The main content area is titled "STIRLING® Order Form". It contains a "Customer ID" field with the value "65748876679". Below this is a "Line Item" section with a table header: "Item Name", "Quantity", and "Unit". The "Item Name" column has a dropdown menu with a plus icon. The "Quantity" column has a text input field with a plus icon. The "Unit" column has a text input field. At the bottom of the form, there is a label "Expected Shipment Date".

## Step 2: Enter Customer Information

Fill in the "Customer ID" field with your Record ID (from your profile)

# Step 3: Add Items to Your Order

## ❏ Important Ordering Information:

- **Dispensing Pumps:** Sold individually (each)
- **All Other Items:** Sold by the case (12 units per case)

01

Select items from the available product list

02

Enter the quantity needed

03

Unit Selection:

- For dispensing pumps: Select "each"
- For all other items: Select "case" (remember: 1 case = 12 units)

Stirling Flavors

IT

Internal Test

Home

Sales Orders

Invoices

Credit Notes

Payments Made

Statements

Place Order

STIRLING®

Order Form

Customer ID

65748876679

Line Item

pum

Great Pumpkin Pie Sauce Half Gallon

Pumpkin Spice Syrup 750mL Plastic

1/4 OZ Dispensing Syrup Pump

1oz Heavy Duty Dispensing Sauce Pump

1oz Thick Sauce Pump

Quantity

Unit

12

Case (12)

## Step 4: Set Delivery Date

- Enter your "Expected Shipment Date"
- Allow adequate time for processing and fulfillment

## Step 5: Submit Your Order

- Review all details for accuracy
- Click "Submit" to send your order

Stirling Flavors

IT

Internal Test

Home

Sales Orders

Invoices

Credit Notes

Payments Made

Statements

Place Order

Customer ID

65748876679

Line Item

Item Name	Quantity	Unit
Sugar Free French Vanilla Flavored Syrup 750mL Plastic	2	Case (12)
1/4 OZ Dispensing Syrup Pump	1	Each

Expected Shipment Date

17-Sep-2025

dd-MMM-yyyy

Submit

Stirling Flavors

IT

Internal Test

Home

Sales Orders

Invoices

Credit Notes

Payments Made

Statements

Place Order

Thank you! Your response has been submitted.

+ Add another response



# Order Processing & Tracking

## After You Submit an Order:

### 1 Order Review

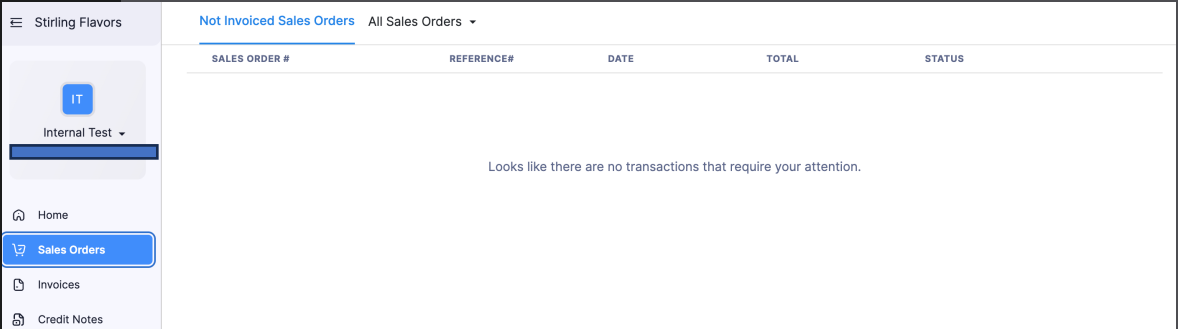
- Your order is received by our Customer Service team
- Orders are reviewed for fulfillment requirements
- Inventory availability is confirmed

### 2 Order Confirmation

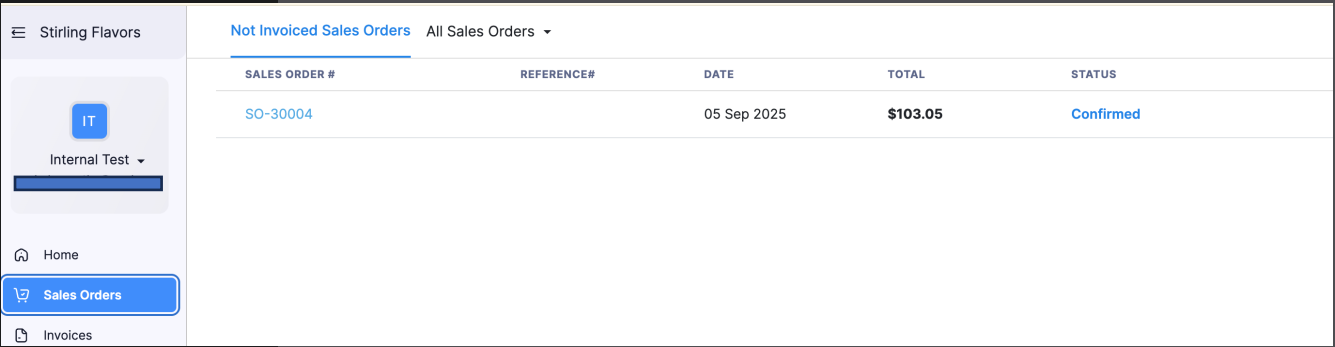
- Stirling Customer Service agents will mark your order as "Confirmed"
- You'll be able to view confirmed orders in your portal

### 3 Tracking Your Orders

- Go to the "Sales Orders" tab
- View all your orders with current status
- Confirmed orders will show expected delivery information



Stirling Flavors				
Not Invoiced Sales Orders All Sales Orders				
SALES ORDER #	REFERENCE#	DATE	TOTAL	STATUS
Looks like there are no transactions that require your attention.				



Stirling Flavors				
Not Invoiced Sales Orders All Sales Orders				
SALES ORDER #	REFERENCE#	DATE	TOTAL	STATUS
SO-30004		05 Sep 2025	\$103.05	Confirmed

# Managing Your Account



## Viewing Invoices

- Access the **"Invoices"** tab to view all billing statements
- Download or print invoices as needed

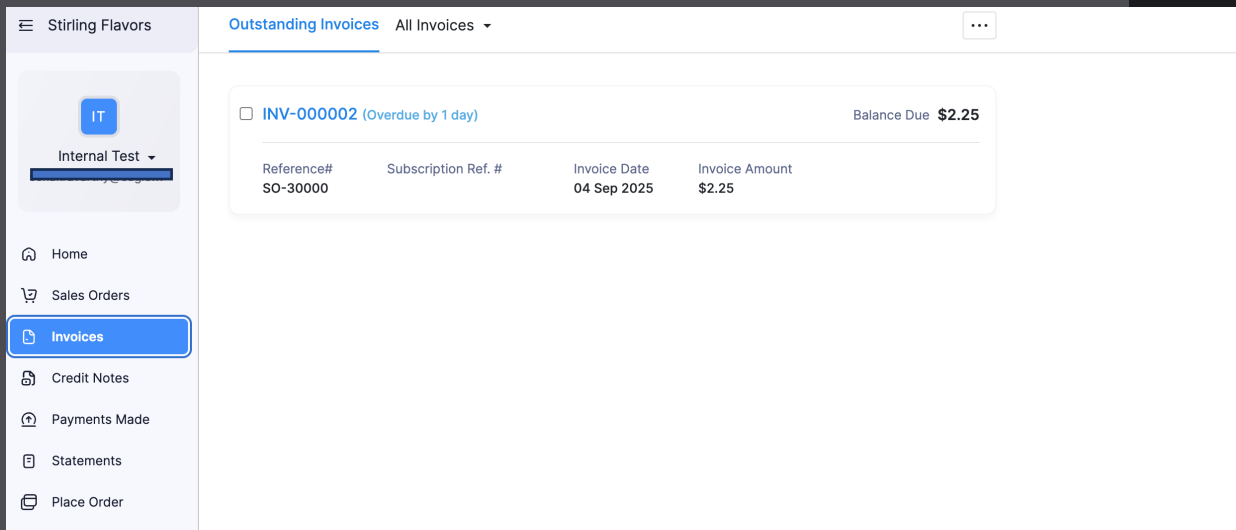
## Payment Tracking

- Monitor payment history in the **"Payments"** tab
- View payment dates, amounts, and methods



## Credit Notes

- Check the **"Credit Notes"** tab for any credits applied to your account



# Important Reminders

## Order Quantities

- Double-check your quantities when ordering
- Remember: Most items are sold by the case (12 units)
- Only dispensing pumps are sold individually

## Customer ID

- Always use your correct Record ID when placing orders
- Incorrect IDs may cause order processing delays

## Expected Shipment Dates

- Provide realistic delivery expectations
- Consider processing time and shipping duration



## Payment Processing

# Coming Soon: Direct payment functionality through your portal



Secure online payment processing



Multiple payment method options



Automatic payment confirmation



**Current Status:** Feature under development

# Customer Support

## Need Help?

If you experience any issues with the portal or need assistance with your orders:



### Contact Stirling Customer Service:

- Email: [customerservice@eagle-beverage.com](mailto:customerservice@eagle-beverage.com)
- Phone: 253-867-6130
- Business Hours: 09:00 ~ 17:00 hr. on weekdays

# Common Issues:



## Cannot access portal

Verify email address and check spam folder for invitation



## Forgot password

Use the "Forgot Password" link on the login page



## Order not appearing

Ensure you used the correct Record ID when placing the order



## Questions about order status

Contact Customer Service for real-time updates

# Security & Privacy

## Account Security

- Keep your login credentials confidential
- Use a strong, unique password
- Log out when finished, especially on shared computers

## Data Protection

- Your account information is securely protected
- Order history and payment data are encrypted
- Access is limited to authorized personnel

# Getting the Most from Your Portal

## Best Practices:

### Regular Check-ins

Monitor your dashboard regularly for order updates

### Accurate Information

Keep your profile information current

### Early Ordering

Place orders with adequate lead time

### Record Keeping

Download invoices and order confirmations for your records

## Tips for Efficient Ordering:

### Batch Orders

Combine multiple items in single orders when possible

### Standard Quantities

Remember the case/individual unit distinctions

### Delivery Planning

Coordinate expected shipment dates with your inventory needs



# Welcome to Enhanced Customer Service

Your new customer portal represents our commitment to providing you with convenient, 24/7 access to manage your Stirling Flavors account. We're here to support you every step of the way.

Questions? Don't hesitate to reach out to our Customer Service team.

# Thank you for choosing Stirling Flavors!

