



WILD PLACES PUBLISHING and Descent magazine

Welcome to the Wild Places Publishing website, where you can peruse our information pages, find details of our books and take out a subscription to *Descent* magazine ... and much more!

This guide is intended to walk through what happens when you use our website to register and place an order, perhaps because you are

interested to see how the process works before you use it, or to seek guidance if you have a query. Not every page may look identical to these examples, both because different monitors and browsers may cause pages to relay, and because we continue to update the website.

Step 1: Finding the right page

To demonstrate the process of placing an order, we'll use the commonest of these: taking out a subscription. The [Home Page](#) always displays the three main options for this, though the pictures may differ from the image to the right, and offers subscriptions in the UK, Europe and Internationally (that is, outside Europe).

Why so many options? Because all our prices include postage, so separating the subscriptions by destination takes care of the different costs levied by the post office. Much the same thing happens on all the individual pages, but for other items such as books you are asked to select the destination before the price will display.

For our example, we will take out a UK subscription, so click on the [Subscriptions: UK](#) option (you could also find the same page through other links, of course).



Step 2: Choosing options

The next screen has a large orange notice saying that the subscription is **Unavailable – until you choose your options**. These are on the right and control how long you would like the subscription to run for, and what type of subscription you require (are you a new subscriber, and if so would you like to start with the current issue or the next one, or are you renewing an existing subscription?).

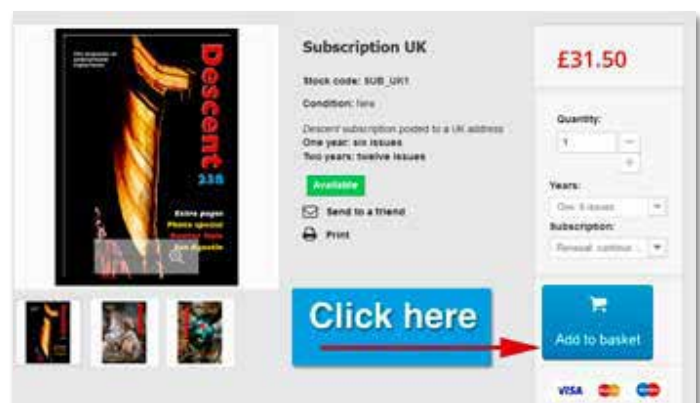
So go ahead and make your choices in both drop-down boxes (overseas subscribers also have to choose between economy mail and airmail).



Step 3: Adding your order to the basket

The page should now look something like the one on the right, where the orange Unavailable notice has changed to green and **Available** and you now have an **Add to basket** button.

Click the button and a popup will appear. If you have finished shopping, click the button to add the subscription to your order.

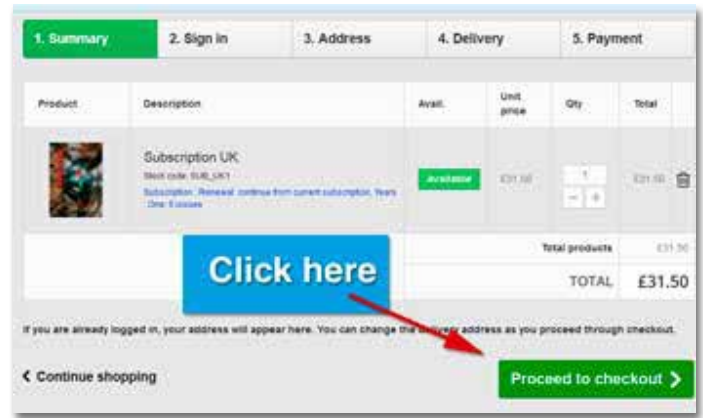


Tip: If you wish to look around the site some more, you can always reach your basket and check its contents by hovering over the blue BASKET box at the top of every page

Step 4: The Summary page

If you already created an account (and are signed in) the Shopping Basket Summary you find next will look different to this picture (because your address will appear below the price) and you can [skip down to Step 9](#).

If you haven't yet created an account (or you haven't signed in), your page will look something like the one on the right. No address will appear because you either haven't added one to your account, or haven't signed in. Scroll down to the bottom of the page and click on the large green [Proceed to checkout](#) button.



Step 5: Logging in

If you are already registered, use your e-mail address and password to sign in. If you don't have an account yet, you must create one by registering (so that we know where to post your order).

Let's go ahead and add an e-mail address, then click the [Create an account](#) button.



Step 6: Register

This page should be straightforward, as it only requires that you add your first and last name and choose a password. Don't forget it; you'll need it in future.

You may also sign up to our newsletter here – please do, as we will not bombard you with e-mails. Far from it, this is intended to mention a new issue coming out and remind subscribers if they need to renew.

When you are ready, click the [Register](#) button.



Step 7: My Account

You now have an account, where you can check on previous orders, change your personal information and, most importantly at the moment, add your address.

Click on [My Addresses](#) button to go to the next page.

The next screen should be straightforward, as you can now add your address and give the saved details a name, just to act as a reminder when you choose addresses from lists later on (the default name is 'My Home Address' but it can be anything you want).

There is one important point to note. This main address *must* be the one you have registered to your credit or debit card. The software will later send your address details and your card number (entered later in the process) to your bank, which will check that these match. If you do not enter your address used for your card, your bank will show an error and the payment will be rejected by Barclaycard.



Another important point is that we *never* release any of your details (e-mail, postal address, anything) to any other company. This requirement for the registered address is an anti-fraud measure meant to protect your card.

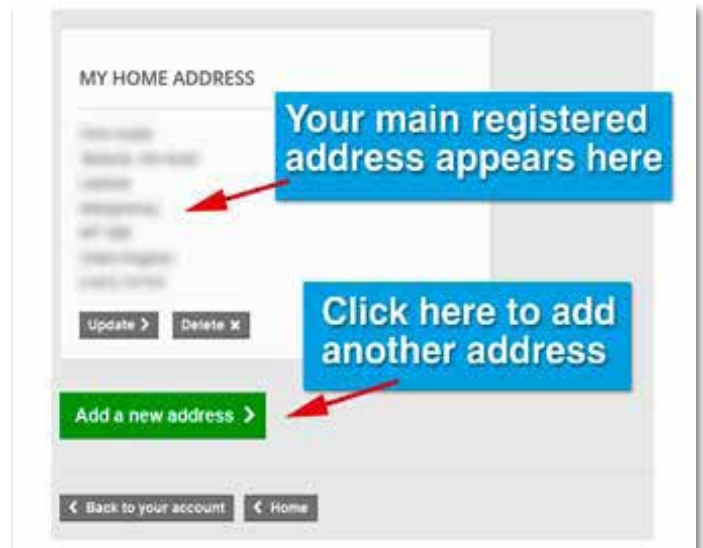
Step 8: Adding addresses

We are often asked if you can send a gift subscription to someone else. Of course you can (this and lots of other questions are answered in our [FAQ section](#), if you care to take a look). The default is to send your order to the same address your payment card is registered to, but it is perfectly possible to add details for a different delivery address.

If you wish to add an address, use the green button and go through the same process again (only choose a different title as a reminder, such as 'Work address for deliveries'). You can also create a new address during checkout, but you might as well do it now while you are here.

Now that you have an account, you can always return to it by either signing in (a link appears at the top right of every page) or, if you are already signed in, clicking on your name next to that link.

For now, you still have that order in your basket, so hover



over the blue **Basket** title at the top right of the screen, and your order will drop into view.

Click on the green Checkout button to go to the **Order Summary**.

Yes, you are back where you started before you headed into the registration pages ... but now, you have all the details entered and you won't have to do this again if you return in the future to place another order.

Step 9: Order summary

Whether you came here from Step 4 or have returned here from creating an account, you will find your order still in the Summary but you now have two address boxes below, one for your Delivery Address and one for the Invoice Address. Don't forget, the Invoice Address must *always* match the address registered with your bank for the card you intend to use for your payment.

At this stage both boxes will probably contain the same address, which is fine if you are ordering something for yourself. However, if you want to send a gift to someone else you need to select a different delivery address. We'll sort this out on the next screen.



Step 10: Address selection

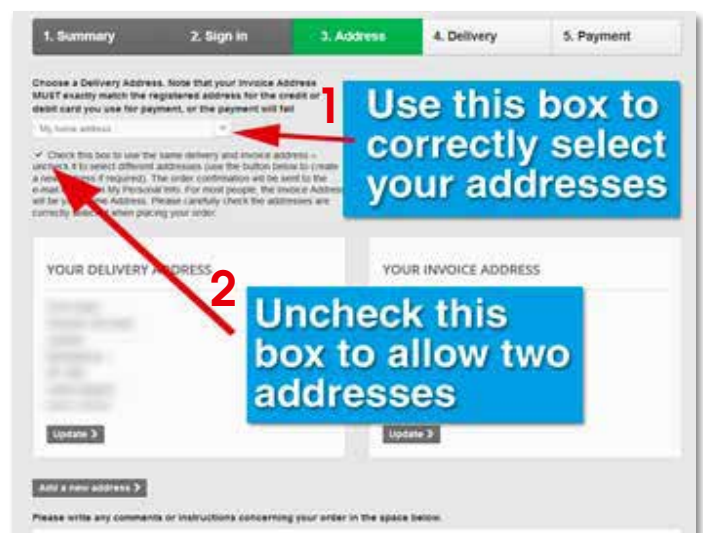
You are now on on the 3rd stage of going through checkout (you will see '3. Address' at the top, in green).

This is where you may select a different delivery address to your main registered address, if you wish.

If you are sending this order to yourself (and have more than one address entered in your account), check that the address showing is the correct one. If not, use the top drop-down box (1) to select your Invoice Address (remember, this *has* to match your bank's registered address for your payment card, for the security check).

If you are using two addresses, to deliver a gift subscription, **UNCHECK** the box (2). You will see a new button appear to add a new address (if you need to) and a new selection box on the right, so you can now select a different Delivery Address.

Make a final check that you have the correct address or addresses showing (and they are the right way round), then use the green **Proceed to checkout button** at the bottom of the page.



Tip: Use the comments box if you have any special instructions for us to take note of

Step 12: Delivery

You have probably gathered by now that all our prices include delivery, so this page only exists to tell you that we normally use Royal Mail as our carrier (and this is automatically selected). Occasionally we are faced with a larger order than normal, so we may opt to use a courier (we'll check with you first if we do so).

Read the Terms and Conditions then, if you are happy, check the box to indicate that you agree and use the green **Proceed to checkout** button at the bottom of the page.



Step 13: Payment

This is the final page of our software. The top part of the page displays your order, so please check that everything is correct.

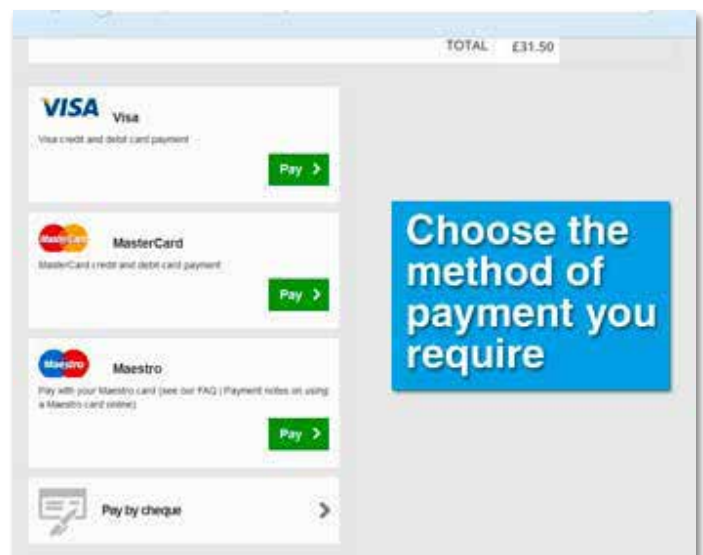
The lower half of the page comprises Pay buttons for Visa, MasterCard and Maestro, which include credit and debit card payments. Once you click on any of these Pay buttons you are leaving our software and are using Barclaycard's.

The next stage will ask you to type in your card details. Note that the software will pick up your name and address details from your Invoice Address and will show your name on the next screen. You should edit this if it does not match the name as it appears on your card.

As part of Barclaycard's security procedure, your bank will match your address with the registered details for your card. If your payment is rejected, the most likely reason is a typing mistake in your address and postcode, so please check these carefully.

The final option is for customers who wish to pay by cheque: this will send us the order, but it will not be filled until we receive your payment in the post.

As a final note, we can reassure you that your payment



is secure. We at Wild Places Publishing are unable to see any part of the transaction and are never in possession of your card details – these are all encrypted and taken care of by Barclaycard.

Step 14: Thankyou

Thankyou for taking the time to read this guide to using our website. We hope that it has helped (and if you still have questions please check our [FAQs](#) and feel free to contact us direct).

The detailed instructions for creating an account and placing an order may seem to be very long and

complex, but we would like to assure you that doing so is not difficult when you actually go through the process. Even so, we know that nothing is ever perfect so if you find something confusing in this guide (or, indeed, on the website), please let us know so that we can try to improve. We're here to help.

Wild Places Publishing
PO Box 100
ABERGAVENNY
NP7 9WY
UK
+44(0)1873 737707