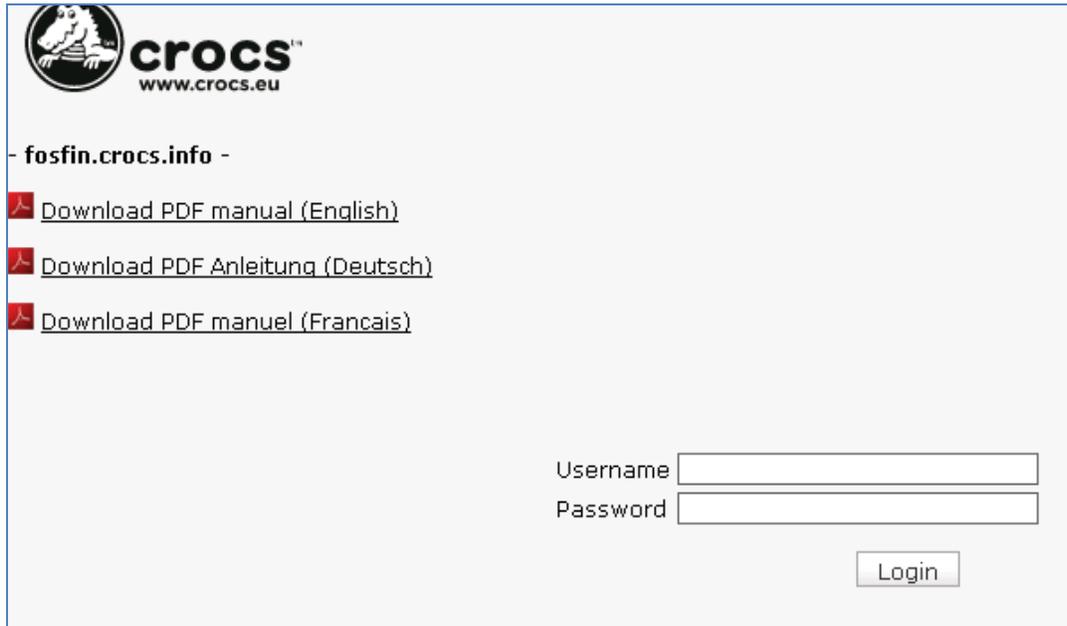


FOS - ORDER PROGRAM

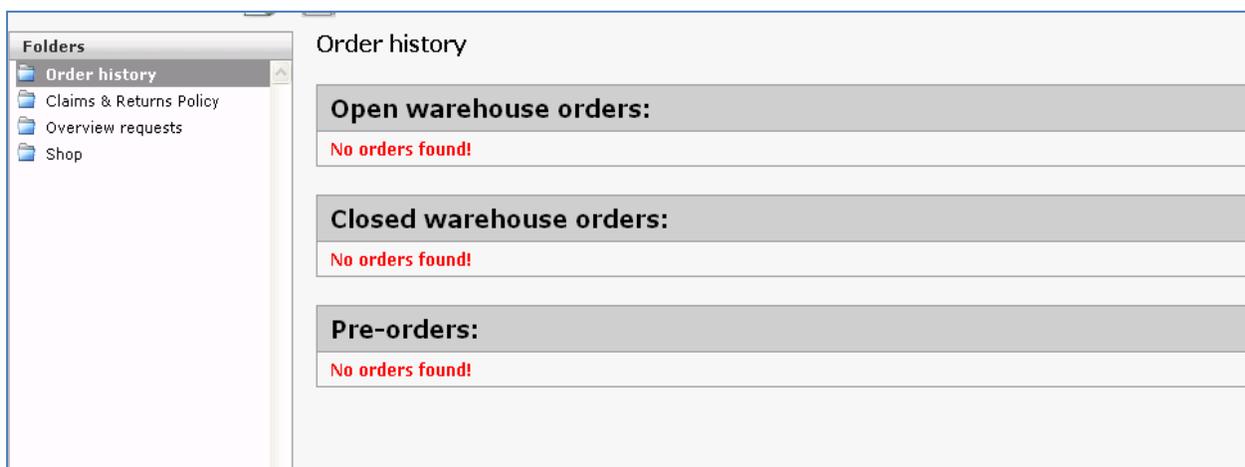
1. <http://fosfin.crocs.info/order/login/index.php>

Log in with the Username and Password provided to you by Crocs customer service.



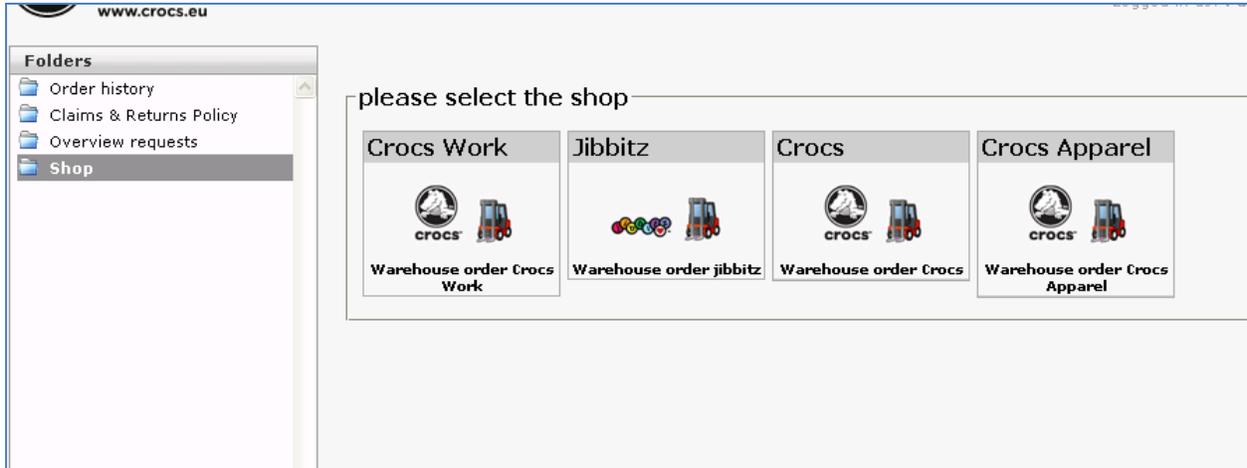
The screenshot shows the login page for the Crocs FOS system. At the top left is the Crocs logo with the website address www.crocs.eu. Below the logo, the text reads "- fosfin.crocs.info -". There are three links for downloading PDF manuals in English, German, and French. At the bottom right, there are input fields for "Username" and "Password", and a "Login" button.

2. From the window below you can check your open orders and order history. By clicking **Shop** from the left pane you can start picking out items you want to order.

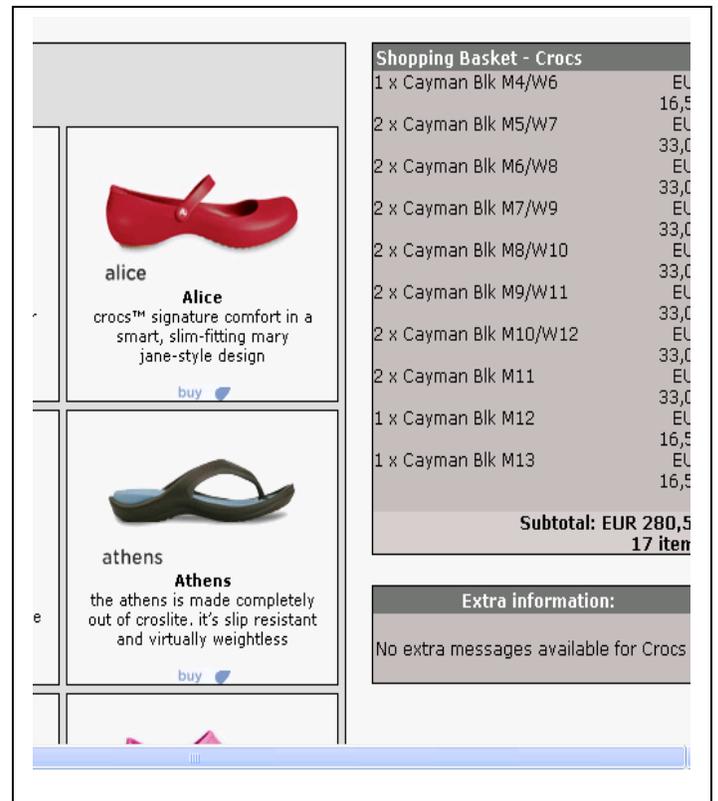
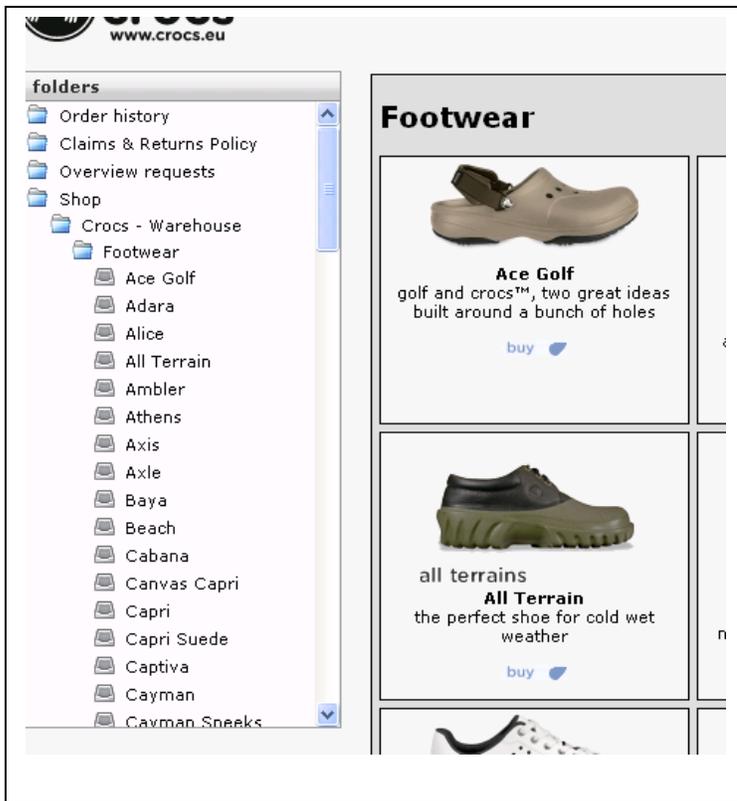


The screenshot shows the "Order history" page. On the left is a "Folders" pane with a tree view containing "Order history", "Claims & Returns Policy", "Overview requests", and "Shop". The main content area is titled "Order history" and is divided into three sections: "Open warehouse orders:", "Closed warehouse orders:", and "Pre-orders:". Each section contains the text "No orders found!" in red.

- Click which items you wish to order. Note that Jibbitz and shoes etc. need to be ordered separately. Although you order shoes and Jibbitz separately they will be shipped together with NO additional cost as long as the orders have been made not far apart from one another.



- You can choose items by clicking on the corresponding name on the left pane or by clicking on the picture within the square. On the right pane you will see a recap of your current order and the total Euro amount.



5. On the **Order**-column mark how many pairs of each item you want. There are three color codes; **red = item is out of stock**, **orange = item is running low** and **green = availability good**. You can find the size chart on the right pane. If the number of items you've chosen is greater than what is available the program will automatically inform you how many pairs are actually available. Save your order by clicking **Save changes** from the bottom of the page.

Cayman

Click on the small image or the color-name to view a large image of the product!



Subtotal: EUR 0

Extra information:
No extra messages available for C

Item	Color	Size	Buy	sell	Order
0001-309-011	Army Green	M11	EUR 16,50	EUR 39,95	
0001-675-005	Berry	M5/W7	EUR 16,50	EUR 39,95	
0001-675-007	Berry	M7/W9	EUR 16,50	EUR 39,95	
0001-675-008	Berry	M8/W10	EUR 16,50	EUR 39,95	
0001-675-009	Berry	M9/W11	EUR 16,50	EUR 39,95	
0001-001-004	Black	M4/W6	EUR 16,50	EUR 39,95	
0001-001-005	Black	M5/W7	EUR 16,50	EUR 39,95	
0001-001-006	Black	M6/W8	EUR 16,50	EUR 39,95	
0001-001-007	Black	M7/W9	EUR 16,50	EUR 39,95	
0001-001-008	Black	M8/W10	EUR 16,50	EUR 39,95	
0001-001-009	Black	M9/W11	EUR 16,50	EUR 39,95	
0001-001-010	Black	M10/W12	EUR 16,50	EUR 39,95	
0001-001-011	Black	M11	EUR 16,50	EUR 39,95	
0001-001-012	Black	M12	EUR 16,50	EUR 39,95	
0001-001-013	Black	M13	EUR 16,50	EUR 39,95	
0001-854-005	Bronze	M5/W7	EUR 16,50	EUR 39,95	
0001-335-004	Celery	M4/W6	EUR 16,50	EUR 39,95	
0001-335-005	Celery	M5/W7	EUR 16,50	EUR 39,95	

Size conversion		
US	UK	EU
M4/W6	4	36-
M5/W7	5	37-
M6/W8	6	38-
M7/W9	7	39-
M8/W10	8	41-
M9/W11	9	42-
M10/W12	10	43-
M11	11	44-
M12	12	45-
M13	13	47-

6. Next you can continue adding items to your order by clicking **Continue shopping**. If you have chosen all items you wanted then tick the empty box, which states that you accept the terms and conditions, and click **Proceed to Checkout**.

Cayman

Item	Color	Size	Order	Buy
10001-001-004	 Cayman Blk	M4/W6	1	EUR 16,50
10001-001-005	 Cayman Blk	M5/W7	2	EUR 33,00
10001-001-006	 Cayman Blk	M6/W8	2	EUR 33,00
10001-001-007	 Cayman Blk	M7/W9	2	EUR 33,00
10001-001-008	 Cayman Blk	M8/W10	2	EUR 33,00
10001-001-009	 Cayman Blk	M9/W11	2	EUR 33,00
10001-001-010	 Cayman Blk	M10/W12	2	EUR 33,00
10001-001-011	 Cayman Blk	M11	2	EUR 33,00
10001-001-012	 Cayman Blk	M12	1	EUR 16,50
10001-001-013	 Cayman Blk	M13	1	EUR 16,50
			17	EUR 280,50

I accept the User Agreement which is the terms and conditions that apply to my Crocs Finland account

[Click here to read our conditions](#)

7. Check that your billing- and delivery address details are correct. On the left hand side in **Known delivery address** you will find the current delivery address. You have to click on the **Known delivery address** so that it will be shown below the Invoice Address as **Selected delivery address**. By clicking **NEW delivery address** you can change your delivery address. If anything is unclear with the billing address contact customer service (contact information at the end). In **Email Address** box **ALWAYS** put tilaukset@crocs.fi otherwise we will not receive the order! In the same box fill in your own email address to get a confirmation of the order by separating addresses with semicolon (;). In **Reference** box you can fill in your own reference number, for instance the order number etc. Note that you can use only maximum 16 characters. In **Delivery date** box you will automatically get the estimated delivery date. We will process orders on first-in-first-out basis and it is possible you will get the delivery sooner. You can also choose a later delivery date from the drop down menu. Finally click **Confirm Order**. You will receive a confirmation of the order to the email address you provided earlier.

The screenshot shows a checkout page with the following elements:

- CHECKOUT** header.
- Two tabs: **KNOWN delivery addresses** (selected) and **NEW delivery address**.
- Known delivery addresses (Click to use):** A list of addresses with fields for ID, CompanyName, Address 1, PostalCode, City, and Country (FI).
- Invoice Address:** A text input field with "FI" entered.
- Selected delivery address:** A text input field.
- Email Address:** A text input field containing "tilaukset@crocs.fi".
- Reference:** A text input field.
- A message: "The ordered goods will be shipped to you as soon as possible. If you want to have a specific shipping date, please choose from the following:"
- A dropdown menu showing "09-09-2009 - Wednesday".
- A **Confirm Order** button.

If you need any additional information about the order process or there are anything unclear about your contact details please contact our customer service:

Crocs Nordic Oy

- tilaukset@crocs.fi
- Tel. +358 3 3454 3400