

Potential Questions from Buyers (Teachers)

- Q. When I click on link on www.strahanschoos.ie it brings me to Turis not Pepperi – The ecatalogue?
- A. We are using new ecatalogue software, Turis is correct. When the ecatalogue opens, follow the instructions. You should have received an “Invite” by email to reset your password.
- If you have not received an “Invite” click on “Forgot Password” and we will send a new one to you by email.
- If there is an issue with the email, we will have to set it up in the Turis school account.
- Q. How do I use the eCatalogue?
- A. Follow the “Step by Step button Instructions on the home page” Click on the “HERE” button
- Q. What is the menu on the left-hand side?
- A. These are the main categories when you click on one it will show you the sub-menus
- You can select “All Products” or select a sub-menu for your item. There is also the “Search entire store” function at the top right-hand corner of the page. (Beside the Basket symbol)
- Q. Are prices plus or including Vat?
- A. RRP. = Prices Including Vat
- Larger Price shown **€2.75** = Prices excluding Vat.
- Q. Can I type in the amount I want to order into the basket?
- A. No, you click the basket until you reach the quantity you want to order/quote
- Q. What do I do when I have selected all my items for order/quote?
- A. Click on the basket at the top right-hand corner of the page
- Q. What if I do not use order numbers?
- A. Put a “0” in the field.
- Q. Why can I not finish my quote in “Review order/quote”?
- A. For quotes you must put “0” in the “Purchase Order No / Quote can enter)” field.
- Q. When I click “Submit” nothing happens.
- A. You must accept the “Terms & Conditions” – Put a tick the box.
- A. Where can I get a copy of my order/quote?
- Q. a. You can go to your account and print off a PDF version.
- c. We will email an Intact copy of the quote/order with a vat breakdown shown.