

Summary of Account Statuses

Any Customer may be marked as a [Retail](#) or [Trade](#) Customer

There are four primary Customer Statuses:

- Registered
- Guest
- In-Store
- Pending Approval

Registered

A Registered Customer is one who has fully registered their account through the website.

This will either be:

- directly through the website, where they have registered an account, entered their personal details and set up a password (this may, or may not have been as part of an eCommerce purchase)
- by following up on an In-Store transaction to fully register their account (see below)

Guest

This is the default for an eCommerce customer who has not set up a password.

All eCommerce Customers are prompted to set up a password once they have completed their transaction.

In-Store

Unless previously registered, all In-Store customers will be recorded as an In-Store Customer. This will allow Sales People to access their account, and to place additional orders against that account.

Customers will not be able to access their Order History unless they fully register their account.

All new In-Store Customers will be sent an email inviting them to register their account, e.g. set up a password, which will allow them to access their Sales Order history, account balance, amend personal details, etc. If they do so, additional Sales Orders placed online will be linked to the same account.

If an In-Store Customer later places an eCommerce Order and registers properly, all In-Store Sales Orders will be linked to their Customer Account.

Pending Approval

All Trade Account registrations will come through as Pending Approval.

These Customers will not be able to place Sales Orders online until they have been manually approved.

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