



Providers' User Manual

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1. Introduction

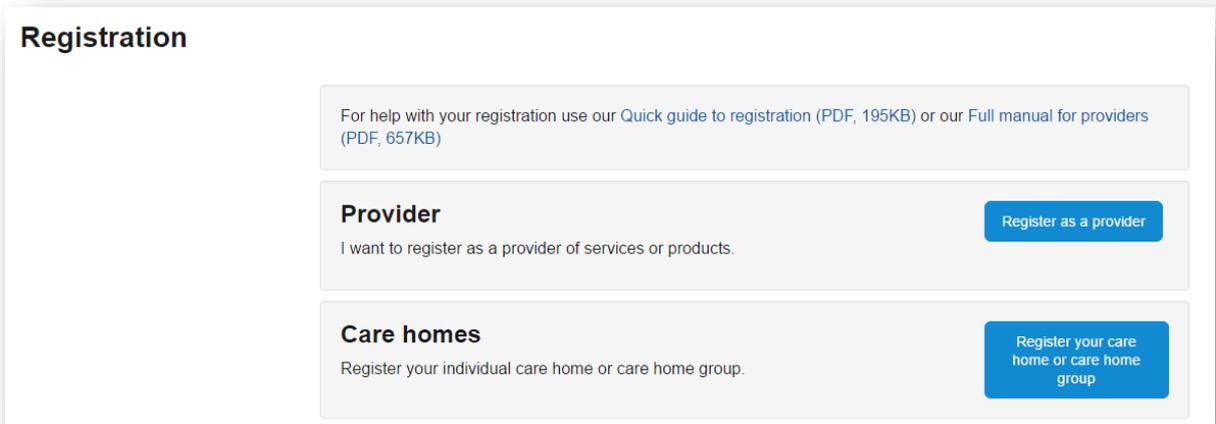
This document is the User Manual for Providers who wish to register on the Directory in order to promote their organisation and its services.

Please note: Images in this document may vary slightly in appearance from the site

2. Provider Registration

Please follow these instructions to register as a provider on the Directory.

- a) Access the website at <http://camdencarechoices.camden.gov.uk/>. This will take you to the homepage.
- b) Click on the 'Register' link on the top right hand side of the screen.
- c) Click on the 'Register as a provider' button to register as a Provider.



d) Screen 1 of the Provider Registration process is displayed.

The screenshot shows a web form titled "Provider registration". At the top, there are four progress steps: "1. Account name" (highlighted in blue), "2. Business details", "3. Terms & conditions", and "4. Complete". Below the steps, a note states "All fields marked with * are required." The form is divided into sections. The "Account details" section contains a "User name*" field with a text input box and a note: "This is what you will use to login and is usually your email address." Below this are two password fields: "Password*" and "Password again*", each with a text input box. The "Password*" field has a note: "Password should be minimum 8 characters, alphanumeric, with both upper and lower case letters." The "Password again*" field has a note: "Retype your password for verification". At the bottom right of the form is a blue "Continue" button.

- Enter the username that you want to use for the site
- Enter the password that you want to use (8 characters minimum)
- Re-enter the password
- Click 'continue'.

e) Screen 2 - Business details - of the Provider Registration process is displayed.

Provider registration

1. Account name
2. Business details
3. Terms & conditions
4. Complete

All fields marked with * are required.

Personal details

Title*

First Name*

Last Name*

Business address

Postcode*

Enter your postcode above and we will find your address for you.

Find...

Organisation*

Address Line 2

Optional

Address Line 4

Optional

Town*

Address Line 1*

Address Line 3

Optional

Address Line 5

Optional

County*

Contact details

Email*

Home phone

Optional, Please enter a valid phone number. It may start with '+' and include numbers and spaces. Maximum length is 20 characters.

Mobile phone

Optional, Please enter a valid phone number. It may start with '+' and include numbers and spaces. Maximum length is 20 characters.

Retype email*

Work phone*

Please enter a valid phone number. It may start with '+' and include numbers and spaces. Maximum length is 20 characters.

Areas you cover*

Select the local authorities you wish to deliver products or services within

London Borough of Camden

Previous Step
Cancel
Continue

Person details

- Select a title from the pull down menu (mandatory field)
- Enter the first name of the individual you want associated with the account (mandatory field)
- Enter the last name of the individual you want associated with the account (mandatory field)
- Enter whether you are an individual or part of an agency

Business (Contact) address

- Enter your postcode (mandatory field) and click Find
- Select your address from the pull down. This will populate the address fields with the selected address details. Please note that these details can be manually overwritten
- Contact details
- Enter the e-mail address you would like to be associated with the account (mandatory field)
- Confirm the e-mail address (mandatory field)
- Enter your home phone number
- Enter your work phone number (mandatory field)
- Enter your mobile number

Areas you cover

- Select the local authority area you wish to deliver products and services within
- You will then be asked if your products or services fall into the high, medium or low category, please select the category most appropriate to your services.

f) Screen 3 of the Provider Registration process is displayed.

This screen shows the site Disclaimer and the Terms and Conditions. Please read these.

You can click on the links to view or print the disclaimer and terms.

Once you have read, understood and accepted the Disclaimer and the Terms and Conditions, you should record this by clicking on the check box.

Click on the 'Complete Registration' button to complete the registration process.

Please note that any logged in session that has been inactive for more than 20 minutes is automatically terminated.

Once completed, a confirmation e-mail will be sent to the e-mail address that has been associated with the account. The e-mail will contain a link that must be clicked on in order to activate registration; the link will take you to the log in screen.

The registration link will only remain valid for 24 hours.

Please note that none of your details or your products or services in your catalogue will appear on the front end of the Site until your access has been approved by the relevant Council(s), you therefore need to complete stage 2 of your registration as follows.

3. Logged in Home page

Log in to your account with your user name and password.

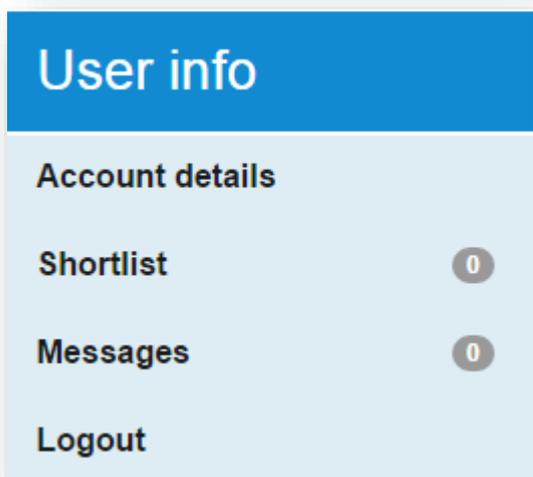
Your account homepage will be displayed as a new provider checklist, while you are still applying for Authority Approval. Once approved, the account details will be editable at any time by clicking on the appropriate links.

At the top of the screen, clicking on the logo will take you to the site's homepage.

(You can return to your logged in homepage by clicking on your username).

Also at the top of the screen is the facility to change the font size, and logout. The 'Search Services' and 'Search Products' can be used to search your catalogue.

The left hand navigation panel (**see below**) contains the following links and will notify you when you have new messages.



4. New provider check list

The Provider logged in home page will initially contain a new provider check list; this is the list that needs to be completed before approval from the local authority can be requested. Once the 6 steps have been completed as appropriate then you can click 'Apply for approval'.

Colour coding is used to show the status of the specific information:

- Green – The minimum amount of information has been provided
- Amber – Some information has been provided.

- Red – No information has been provided in this area

New provider check-list

Please follow these steps to help you get your approval as quickly as possible.

Business details Enter your place of business details	1
Approval/Documents Enter documentation for any approvals available	2
Homepage Enter details for your on-site homepage	3
Additional Information Enter the provided services you support	4
Terms and conditions Enter your business terms and conditions	5

4.1 Business details

Business details Enter your place of business details	1
---	---

Provider details

- Enter the name of your organisation in the provider name box
- Select the provider type most appropriate to your business or organisation

Business Details

- In business details enter the company number and select the box if your business/organisation is VAT registered, If VAT registered then you must enter the VAT number.

Contact information

- Enter the contact e-mail address
- Enter the contact telephone number
- Enter the hours you are available to be contacted

Website

- Enter your business or organisation's website address

Call back requests

- If you would like to receive requests for you to call back users of the website who are interested in your services, select the box available.

CQC Information (Optional)

- Enter your CQC location
- Enter your CQC provider

Areas you cover

- Select the local authority area you want to operate within
- Select the level of approval required – high, medium or low
- Select the postcodes for the areas where your services or products are available

Contexts you cover

- This section asks you which age range your services or products are targeting.

Select Submit

4.2 Approval

Approval/Documents

Enter documentation for any approvals available

2

This is the place to upload the documents required by the local authority to approve your details to be available on the site.

- Please check 'Essex Council's' approval process to find out the documents that you need to be attaching, dependent on the service you are providing.
- To upload a new document, enter the document's title, select the file you wish to upload by clicking on 'choose file', browse to the document and double click it.
- Select the appropriate tag for the document from the dropdown menu options.
- 'Show icon' and 'Allow document to be viewed' allow for the document to be viewed on the front end of the service by users of the service. Ordinarily these options should be left unchecked unless you want end users to be able to view the document you have uploaded.
- 'Valid Dates' allows you to record the valid start and end dates for the approval document that you are uploading, e.g. for insurance documents. You can enter these dates by clicking on the calendar.
- Click 'submit' to upload the document and create the approval record.
- Repeat for each document you want to upload.

4.3 Homepage

Homepage

Enter details for your on-site homepage

3

Business description

- You can write a description about your organisation; this will provide an introduction to your organisation and what you offer. Any information you feel will help people interested in your organisation decide whether or not you are the right provider for them should be included.
- NOTE: You will have the chance to describe in detail, each product and service you have on offer in step 6.

Upload vendor image

- You can upload a logo that represents your business or organisation by clicking on 'Choose file'. Browse to find the document you want to upload and double click it.
- Please note that the quality of the document uploaded is important for you as an organisation – a low quality logo will not show your organisation to its best advantage. Please note, only logos are acceptable.

Display address and map

- Select this box if you would like to display your address on a map on the homepage.

4.4 Additional Information



In this section you can further define information about the services you provide.

Special need support

- Select the options appropriate to your service. To select more than one option in a list, press CTRL and then click on the options you wish to choose. To deselect any options, again press CTRL then click on the option you wish to deselect.

4.5 Terms and Conditions

Terms and conditions

Enter your business terms and conditions

5

This is the place to upload your organisation's terms and conditions.

You will need to copy and paste your document into the space provided. If your browser does not let you copy and paste, use the 'Paste as plain text' button



Alternatively select the 'Use default terms'. Please see Appendix 1 for details.

- Click 'Submit' to proceed
- Once this is done, the 'Provider Profile' page is displayed. It is now possible to run through the checklist to ensure all the details are filled out or to add a supporting document. If you are happy with the details the next step is to click the 'Apply for approval' button:

Apply for approval

This will take you through to the screen to confirm approval submission. Once you are ready, then you can submit your account for approval. If any mandatory account details have not been completed, you will be advised at this point.

5. Account management

Once you have applied for approval the provider home page will then state, "Currently awaiting approval".

There is a navigation bar which contains quick links to the main relevant provider functions:

My account Services Products Quotes Homepage Requests Call backs

My Account

This takes you to your provider account management home page.

Services and Products

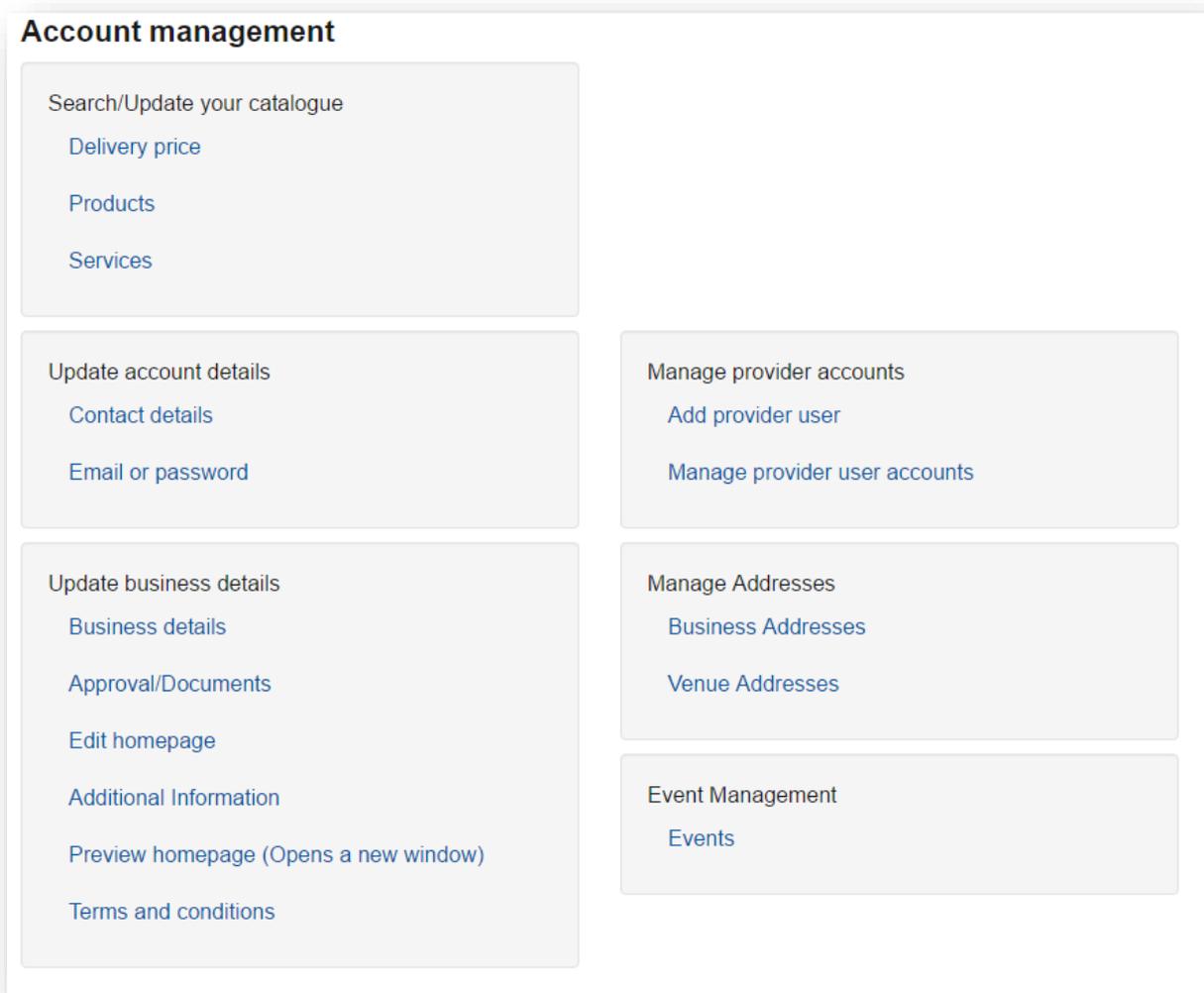
Select 'add new service' or select 'add new product'

This takes you to the screens to manage your services including editing, enabling/disabling, and adding new services. Disabling a service means that it will no longer be displayed on the front end to the service end users.

See section 5.2 for detail on how to add a service or product.

Homepage

This takes you to the screen that allows you to set up and edit your organisation's home page on the service front end.



This section allows you to maintain your organisation's recorded business details; upload relevant approval documentation; create and maintain a 'home page' for users if they click on a link on the home site to see your organisation's details, manage and maintain delivery charges, preview your organisation's home page, and enter your own organisation's Terms and Conditions.

Delivery price

For businesses or organisations that are providing products that require delivery costs, the cost of post and packaging should be added by clicking on the 'add new delivery cost'.

Search Search my catalogue

[My account](#) [Services](#) [Products](#) [Events](#) [Homepage](#)

For businesses or organisations providing products, complete the relevant boxes to ensure your costs for post and packing are up-to-date. Please leave blank if this is not applicable or there is no delivery charge.

Description	Standard Cost	Express Cost	Update	Delete
No Cost	0.0		Update	Delete

Back
Add new delivery cost

Enter the standard cost of delivery and, if applicable, the cost of express delivery.

Search Search my catalogue

[My account](#) [Services](#) [Products](#) [Events](#) [Homepage](#)

Vendor address(es)

Address Name	Details	Default?	Edit
Vendor	21 Farringdon Road,,... London, EC1M3HA	Default	Edit

Back
Add new address

This section will enable you to manage your main business addresses. You can edit any existing addresses and add additional ones that you will need in the running of your services.

Just like the form above, this will enable you to manage your venue addresses for the business.

You can edit any existing addresses and add additional addresses that you may use in providing your service and also be able to edit each one whenever you want as shown with the edit button on the right hand side.

5.1 Add a Service or Product

Click on Services or Products, the add service or product screen will be displayed. Click on Add a new service or Add a new Product.

In this section, to select more than one option in a list, press CTRL and then click on the options you wish to choose. To deselect any options, again press CTRL then click on the option you wish to deselect.

Service / Product details

- Enter the title/name of the Service or Product. This will be used as the title of the service/product when it is displayed on the front end. This is also used by the search engine to help deliver appropriate search results to end users. This is a mandatory field.
- Enter a Service or Product Code. This can be any internal reference that you use for the service in question. If you do not use any references then please enter a suitable identifier. This field is mandatory.
- Enter a description. Please add a suitable description of the service/product you are providing. Please note that the field has a 2,000 character limit. The content of the field is used by the search engine to help deliver appropriate search results to end users. This is a mandatory field.
- Enter a price (numeric characters and decimal point only), or enter a price range (From and To) if this is more appropriate.
- Select the most appropriate unit from the 'Price Description' pull down. If you want to display the cost of the item/product or if none of the descriptions apply, select None.
- Select the appropriate VAT code from the 'VAT Code' pull down.
- Select the relevant delivery code from the 'Delivery Code' pull down. If there is no suitable delivery code then you can set one up using the 'Delivery Price' link in the Account management section of the Provider's home page. Please see below for further instructions on how to use this feature.
- Upload an image – you can upload an image of your service or product here.

The following checkboxes should then be completed as appropriate:

Display in catalogue

This box must be checked to allow the service to appear in your catalogue on the front end of the service.

Display on map

This box must be checked to allow the service to appear on the map.

Checking this box will allow users to send you their contact details and a time window when they would like you to contact them to discuss the service.

VAT exempt for registered disabled

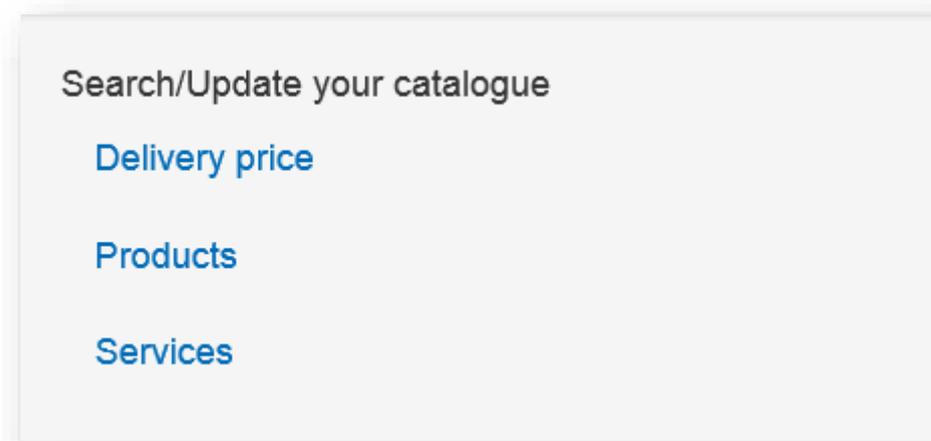
Checking this box will ensure that the service is VAT rated at '0' for registered disabled users.

For services:

- Select venue address from the drop down.

6. Update your catalogue

6.1 Manage catalogue

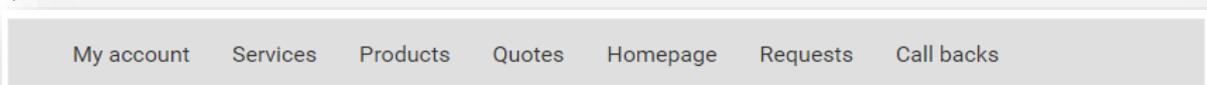


This allows you to quickly access your catalogue and review your current services, edit them, enable or disable them.

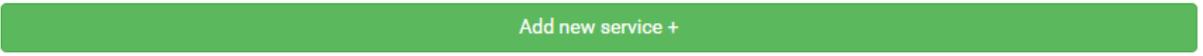
6.2 Adding a service or product to your catalogue

You can add a service or a product to your catalogue by clicking on 'Services' or 'Products' in the menu bar

:



Then click on the 'Add new service +' button, 'Add new product +' button



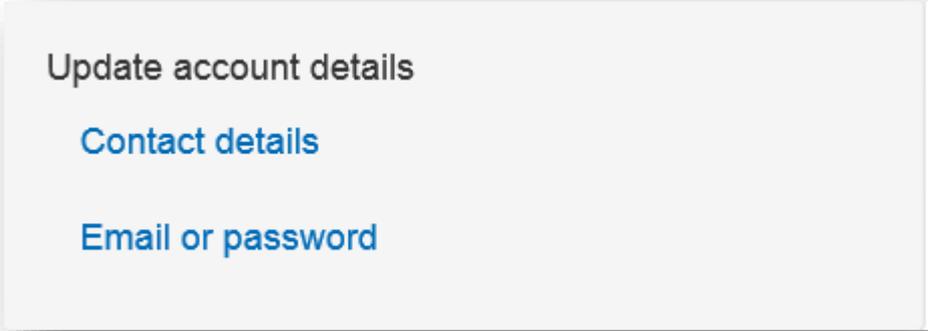
Add new service +

Alternatively, by clicking the 'Services' or 'Products' link in the central panel 'Update your catalogue' box; and then clicking on the green 'add new service +' bar (as above); or 'add new product +' bar.

The add service screen or add product screen will be displayed where you can input the appropriate information about the service.

Once this is done, the 'Provider Profile' page is displayed. It is now possible to view your product or service in your catalogue.

7. Update account details



Update account details

Contact details

Email or password

The update account details box at the bottom of the provider homepage contains links to access the recorded contact details and amend the associated account email and password.

The contact details link allows you to maintain the associated contact name, address and telephone number details.

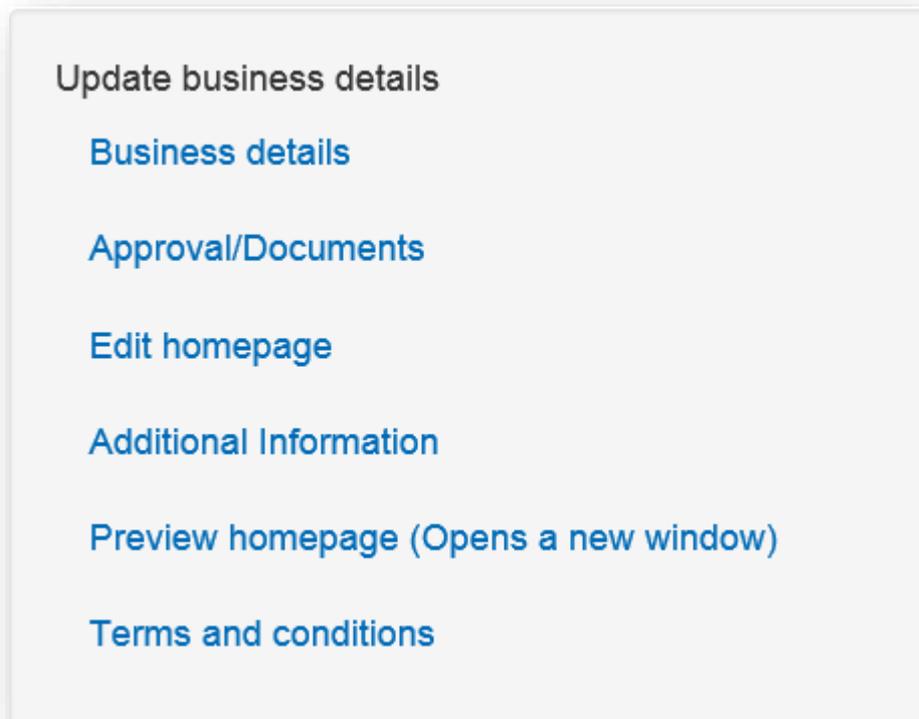
The e-mail or password link allows you to amend the e-mail address associated with the account or change the password.

8. Update business details

The Update business details box in the central navigation panel (**see below**) contains links to access the following functions:

- Business details

- Approvals
- Edit homepage
- Delivery pricing
- Preview homepage
- Terms and Conditions



Business details

This link allows you to update and maintain the following information:

- Areas covered
- Provider Name
- Provider Type (Business or Charity)
- Company Number
- VAT Registered check box
- VAT Number
- Provider Address
- Contact hours

Approval/Documents

This link takes you to a screen that allows you to upload the relevant documentation required for approval. Approval requirements can be found in the links to the left on the Provider Homepage

The screen shows any approval evidence that has already been uploaded. These can be edited, removed or viewed using the available links.

You can also upload a new document via the 'Upload document form'.

Upload document

All fields marked with * are required.

Document details

Title *

Select a document *

Tag this document * ▼

Show icon

Allow document to be viewed

Will make the icon into a link

Valid dates

From

To

Edit homepage

The link takes you to a screen which allows you to edit your business description, upload an image and add testimonials.

Additional Information

This section allows you to add further detail on the types of disability groups your services are aimed at.

Preview homepage

This allows you to see what your business/organisation's home page will look like to other users.

Terms and Conditions

This link takes you to a screen where you can edit or add your Terms and Conditions.

Appendix 1

Example of provider Terms and Conditions

*****TO BE EDITED BY PROVIDER BEFORE USE *****

Terms and Conditions for the Supply of Services by [Organisation name]

Interpretation

The definitions and rules of interpretation apply in these Terms and Conditions:

'Camden Care Choices website': The website at the URL: ;

'Charges' means the charges made by Us for the provision of the Services;

'Contract': The Customer's order for Services through the submission of an Order via Camden Care Choices website;

'Customer', 'You' and 'Your': The person, firm or company who requests Services from the Supplier;

'Parties': The Customer and the Supplier;

'Order': The order submitted by the Customer through Camden Care Choices;

'Services': The provision of a service provided by Us as ordered through Camden Care Choices website which We provide or have agreed to provide to the Customer;

'Supplier', 'We', 'Our' and 'Us': the person, firm, organisation or company that has accepted the Order as submitted by the Customer through Camden Care Choices website and whose contact details are recorded within Camden Care Choices website.

Paragraph headings shall not affect the interpretation of these conditions.

Words in the singular shall include the plural and vice versa.

Commencement and Duration

The Services supplied under the Contract shall be provided by Us to You from the agreed commencement date as specified in the relevant Order submitted through Camden Care Choices website and accepted by Us.

The Services supplied under the Contract shall continue to be supplied to You for the period defined on the Order.

Our obligations

We shall provide the Services to You until the Contract is terminated by expiry in accordance with the Order details or if the Contract is cancelled in accordance with the Termination procedures below.

This Contract sets out the full extent of Our obligations and liabilities in respect of the supply of the Services. All conditions, warranties or other terms concerning the Services which might otherwise be implied into this agreement or any collateral contract (whether by statute or otherwise) are hereby expressly excluded.

Your obligations

If the performance of Our obligations under the Contract is prevented or delayed by any act or omission of the Customer, its agents, sub-contractors or employees, We shall not be liable for any costs, charges or losses sustained or incurred by You arising directly or indirectly from such prevention or delay.

Charges and payment

The Customer will pay for the Services at the point of Order on Camden Care Choices website, unless the Customer elects to pay on invoice. If the pay on invoice option is selected then the Customer shall pay the Charges in respect of the Services within 30 days of the submission of a valid invoice by Us.

Unless otherwise stated in the Contract, the Charges are exclusive of any Value Added Tax, sales tax or similar, and any taxes, duties or imposts chargeable thereon all of which shall be payable by the Customer as an additional charge.

If the Customer disputes any invoice or part thereof, the Customer shall immediately notify Us in writing of the reasons. The Customer shall immediately pay any undisputed portion of any invoice and the Parties shall seek to resolve the dispute within 14 days. In the absence of a resolution the provisions of the section entitled Dispute Resolution below shall apply. Upon resolution of the dispute, such sum as is agreed by the Parties as payable shall be payable immediately.

If the Customer fails to pay any sum due under the Contract within 30 days of submission without notification of any dispute, the Customer will be liable to pay interest on such sums from the due date for payment at an annual rate equivalent to the base lending rate from time to time of Lloyds TSB Bank plc plus 2 percentage points, accruing on a daily basis until payment is made.

Consumer rights

If you are contracting as a Consumer (as defined in the Unfair Contract Terms Act 1977, the Unfair Terms in Consumer Contracts Regulations 1999 and Consumer Protection (Distance Selling) Regulations 2000), you may cancel the Contract at any time within seven working days, beginning on the day after you first start to receive the Services.

To cancel the Contract you must inform us in writing in accordance the Notices section below.

No provision of these terms and conditions will adversely affect the rights of any Consumer (as defined in the Unfair Contract Terms Act 1977, the Unfair Terms in Consumer Contracts Regulations 1999 and Consumer Protection (Distance Selling) Regulations 2000).

Intellectual property rights

All Intellectual Property Rights shall be owned by Us. We do not purport to licence, sell or assign such rights in anyway.

Data Protection

You acknowledge and agree that details of the Your name, address and any other personal data collected in order for Us to deliver the Services, will be processed by and on behalf of Us in connection with the Services.

Limitation of liability

Except in respect of death or personal injury due to negligence for which no limit applies, the Supplier's entire liability to the Customer in respect of any claim whatsoever, or breach of this Agreement, whether or not arising out of negligence, shall be limited to the Charges paid by the Customer to the Supplier for the Services.

The Supplier shall not be liable under any circumstances to the Customer or any third party for any indirect or consequential loss of profit, consequential or other economic loss suffered by the Customer howsoever caused, as a result of negligence, breach of contract, misrepresentation or otherwise.

Termination

The Services may be terminated by You with 30 days written notice. To terminate the Contract, the written submission should be made in accordance with the Notices section below.

Events beyond our control

The Supplier shall have no liability to the Customer under the Contract if it is prevented from or delayed in performing its obligations under the Contract or from carrying on its business by acts, events, omissions or accidents beyond its reasonable control, including strikes, lock-outs or other industrial disputes (whether involving the workforce of the Supplier or any other party), failure of a utility service or transport network, act of God, war, riot, civil commotion, malicious damage, compliance with any law or governmental order, rule, regulation or direction, accident, breakdown of plant or machinery, fire, flood, storm or default of suppliers or sub-contractors.

Variation

No variation of the Contract or these Conditions or of any of the documents referred to in them shall be valid unless it is in writing and signed by or on behalf of each of the parties.

Severance

If any provision (or part of a provision) of the Contract is found by any court or administrative body of competent jurisdiction to be invalid, unenforceable or illegal, the other provisions will remain in force.

If any invalid, unenforceable or illegal provision would be valid, enforceable or legal if some part of it were deleted, that provision will apply with whatever modification is necessary to make it valid, enforceable and legal.

The parties agree in the circumstances referred to above and where the second condition does not apply, to attempt to substitute for any invalid, unenforceable or illegal provision a valid, enforceable and legal provision which achieves to the greatest extent possible the same effect as would have been achieved by the invalid or unenforceable provision. The obligations of the parties under any invalid or unenforceable provision of the Contract shall be suspended while an attempt at such substitution is made.

Status of pre-contractual statements

Each of the parties acknowledges and agrees that, in entering into the Contract it does not rely on any undertaking, promise, assurance, statement, representation, warranty or understanding (whether in writing or not) of any person (whether party to these terms and conditions or not) relating to the subject matter of the Contract, other than as expressly set out in the Contract.

Assignment

The Customer shall not, without the prior written consent of the Supplier, assign, transfer, charge, sub-contract or deal in any other manner with all or any of its rights or obligations under the Contract.

The Supplier may at any time assign, transfer, charge, sub-contract or deal in any other manner with all or any of its rights or obligations under the Contract.

No partnership or agency

Nothing in the Contract is intended to, or shall operate to, create a partnership between the parties, or to authorise either party to act as agent for the other, and neither party shall have authority to act in the name or on behalf of or otherwise to bind the other in any way (including the making of any representation or warranty, the assumption of any obligation or liability and the exercise of any right or power).

Rights of third parties

The Contract is made for the benefit of the parties to it and (where applicable) their successors and permitted assigns and is not intended to benefit, or be enforceable by, anyone else.

Dispute resolution

If any dispute arises out of or in connection with this Contract the Parties undertake that, prior to the commencement of any legal proceedings, they will seek to have the Dispute resolved amicably by use of an alternative dispute resolution procedure acceptable to both Parties. Either Party will be entitled to initiate the process by written notice to the other.

If the Dispute has not been resolved to the satisfaction of either Party within thirty days of initiation of the dispute procedure, or if either Party fails or refuses to participate in or withdraws from participating in the procedure then either Party may deal with the Dispute through legal proceedings.

Notices

All notices between the parties about the Contract shall be in writing and delivered by hand, email or sent by pre-paid first class post to the address recorded on Camden Care Choices website, or via the Camden Care Choices website messaging service.

Communications shall be deemed to have been received:

(a) if delivered by hand, on the day of delivery; or

(b) if sent by email, or via Camden Care Choices website, if the notice was sent during the business hours of the addressee then on the day of transmission, and otherwise on the next following Business Day. For the purpose of this clause business hours means the hours of 9.00 am to 5.30 pm local time in the country of the addressee; or

(c) if sent by pre-paid first class post, two days (excluding Saturdays, Sundays and bank and public holidays) after posting (exclusive of the day of posting).

Governing law and jurisdiction

The Contract and any dispute or claim arising out of or in connection with it or its subject matter, shall be governed by, and construed in accordance with, the law of England and Wales.

The parties irrevocably agree that the courts of England and Wales shall have non-exclusive jurisdiction to settle any dispute or claim that arises out of or in connection with the Contract or its subject matter.