



Steps

Customer places order

Customer gets email with download link in it

QuikLOAD - Option 5 data update Download Process for existing and new customers

New Customers

1. Once you complete your order - New customer makes a purchase
 - a. You will then receive 4 emails:
 - b. Email 1 Invoice email with subject (**Your latest QuickLOAD invoice**)
 - c. Email 2 with new customer account username and **password creation** setup link with subject (**Your QuickLOAD account has been created!**)
 - d. Email 3 Once payment has completed you will receive a confirmation email with subject (**Your QuickLOAD order is now complete**) with your invoice and **download link**
 - e. Email 4 with subject (**Welcome to membership QuickLOAD Data Update 1 Month Subscription for QuickLOAD Data Updates**) membership information to **download file.**
2. Once when you log in the dashboard also shows the number of downloads left for the file.

For existing customers with access to my-account login.

1. Existing customer makes a purchase
 - a. You will then receive 3 emails:
 - b. Email1 Invoice email with subject (**Your latest QuickLOAD invoice**)
 - c. Email 2 Once payment has completed you will receive a confirmation email with subject (**Your QuickLOAD order is now complete**) with your invoice and **download link**
 - d. Email 3 with subject (**Welcome to membership QuickLOAD Data Update 1 Month Subscription for QuickLOAD Data Updates**) membership information to **download file.**

NB For new and existing customer who want to download later they :

- e. Login to <https://quickload.co.uk/my-account/>
- f. Go to **Orders** from My account page
- g. Click the **VIEW** button on the purchased item from the purchase list.
- h. Click Data update latest file **Download** button to download file.
- i. Dashboard also shows the number of downloads left for the file.