

Cooper Standard eStore User Guide

Introduction

We are pleased to announce the newly created Cooper Standard Merchandise eStore! You're just clicks away! Please follow the instructions provided to view the site and start shopping

Getting Started

Go to www.costore.com/cooperstandard

To browse the merchandise, click one of the categories on the left side of the page.

CooperStandard Search

Home Sign In My Account View Order Checkout Contact Us Help

Categories

- ▶ In Stock Merchandise
- ▶ Special Order Items
- ▶ Awards

My Favorites

My Favorites

If You Need Assistance
Click Here

Welcome to the Cooper Standard Merchandise eStore!

Begin shopping by clicking on the sidebar located at the side of your screen to navigate through the categories and products we offer.

We hope you enjoy shopping!

Featured Products

Nike Golf Balls	Men's Pique Polo	Tape Measure
		
\$23.93	\$17.84	\$6.12
View Details	View Details	View Details

If you have a promotion or event that needs a unique item or solution that you do not see, we can help!

- Contact your Cooper Standard dedicated Account Manager, Gretchen Thomas, at 248.330.7726.
- Email us at cooperstandard@mercunfs.com - let us know what you're looking for and we can help you find it!

If you have any questions about the store, please see our Help section for our most Frequently Asked Questions.

Home | My Account | View Order | Search | Contact Us | Help | Sign Out

Cooper Standard eStore User Guide

Site Navigation

1. Sign In: Click here when you are ready to place your order and add merchandise to your cart.
2. My Account: Here you can edit your profile information such as your name, address, password and other personal settings. You may also view order history.
3. View Order: By clicking this link, you are taken directly to your shopping cart to view the items you have on order, if any. **NOTE:** All items remain in your cart until you delete them out or fully check out. If you log out, and log back in at a later date, the items you had previously put in your cart will still be there.
4. Contact Us: If you have any questions or need help, please click here to get information on how to contact us!
5. Help: Frequently Asked Questions/Miscellaneous information that may be helpful in your shopping experience.
6. Search Box: Enter a keyword in the Search Box for a quick find.

The screenshot displays the Cooper Standard eStore homepage. At the top left is the Cooper Standard logo. To the right is a search box with a 'Search' button. Below the logo is a blue navigation bar with icons and labels for Home, Sign In, My Account, View Order, Checkout, Contact Us, and Help. On the left side, there are three sections: 'Categories' with links for In Stock Merchandise, Special Order Items, and Awards; 'My Favorites' with a 'My Favorites' link; and a 'If You Need Assistance' button with a 'Click Here' link. The main content area features a welcome message: 'Welcome to the Cooper Standard Merchandise eStore!' with a cartoon character icon. Below this is a message: 'Begin shopping by clicking on the sidebar located at the side of your screen to navigate through the categories and products we offer.' and another message: 'We hope you enjoy shopping!'. The 'Featured Products' section includes three items: 'Nike Golf Balls' priced at \$23.93, 'Men's Pique Polo' priced at \$17.84, and 'Tape Measure' priced at \$6.12. Each product has a 'View Details' button.

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Browsing Items

We offer both Inventoried items and Special Order merchandise.

- INVENTORIED merchandise is at the Mercury warehouse, already decorated and can be shipped out same day on orders placed by 3:00pm EST. All Inventory counts are listed on each Product Page. This is real time inventory.
- SPECIAL ORDER ITEMS are produced at the time that they are ordered. Vendor minimums apply and lead times range from 1-2 weeks for delivery.

Each category will show a small image of each product, the item number, short product description and pricing. View product details by selecting the desired item.

The screenshot displays the Cooper Standard eStore interface. At the top, the Cooper Standard logo is on the left, and a search bar is on the right. Below the logo is a navigation bar with icons and labels for Home, Sign In, My Account, View Order, Checkout, Contact Us, and Help. On the left side, there are three sections: 'Categories' with links for In Stock Merchandise, Special Order Items, and Awards; 'My Favorites' with a 'My Favorites' link; and 'If You Need Assistance' with a 'Click Here' button. The main content area is titled 'In Stock Merchandise' and shows 'Home > In Stock Merchandise' and 'Showing 1 - 12 of 18'. There are pagination links for 'Page(s) 1 2 Next >>'. The products are displayed in a grid of 12 items, each with an image, name, and price. The 'CPS102 Bistro Mug' is highlighted with a yellow border. The footer contains a dark bar with links for Home, My Account, View Order, Search, Contact Us, Help, and Sign Out.

Item Number	Product Name	Price
CPS100	Cali Fashion Tumbler	\$7.00
CPS101	Acrylic Tumbler	\$3.95
CPS102	Bistro Mug	\$3.00
CPS103	12 oz. Latte Mug	\$4.78
CPS104	Mint Tin	\$2.15
CPS105	Medium Bohemian Journal	\$9.37
CPS106	USB Drive - 1GB	\$11.81
CPS107	Flashlight	\$14.38
CPS108	Two-Tone Sports Pack	\$6.27
CPS110	Laser Pointer	\$22.96
CPS111	Pentel Gel Pen	
CPS112	Adhesive Post-it® Note Pad	\$0.67

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Product Information

The product enlarged page gives you all the information you need to know about the item including a detailed description, price, size and color options, a larger image view and product availability on the inventory items.

Placing Your Order

1. Select the desired item(s)
2. Enter the quantity and select **Order**

The screenshot displays the Cooper Standard eStore interface. At the top, there is a search bar and navigation links: Home, Sign In, My Account, View Order, Checkout, Contact Us, and Help. The main content area features a sidebar with 'Categories' (In Stock Merchandise, Special Order Items, Awards), 'My Favorites', and an 'If You Need Assistance' button. The product page for 'CPS102 Bistro Mug' is shown, including a large image of the mug, a description ('15oz. Glossy, Ceramic Bistro mug. Dishwasher and microwave safe.'), pricing ('\$3.00 ea.'), and a quantity selector set to '1'. The 'Order' button is circled in red. Below the product image, there is a section titled 'I would like to:' with links for 'Return to In Stock Merchandise', 'Request Product Assistance', 'Email Product to a Friend', and 'Add to My Favorites'. At the bottom, a table shows 'Real Time Product Availability' for item code CS102, with 25 units available. An arrow points from the 'Real Time Product Availability' text to the table.

Item Code	Item Features	Availability
CS102		25

Real Time Product Availability

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Shopping Cart/Checking Out

As you add items to your cart, the order screen will appear listing all of the items in your shopping cart.

Once all desired items have been placed in your shopping cart select **Checkout** to complete your order.

CooperStandard

Home Sign In My Account View Order Checkout Contact Us Help

Categories

- ▶ In Stock Merchandise
- ▶ Special Order Items
- ▶ Awards

My Favorites

My Favorites

If You Need Assistance [Click Here](#)

My Order

Product	Qty	Price	Total
 CPS102 Bistro Mug - Order More of this Product - View More In Stock Merchandise - Delete Item from My Order - View Purchase Details	<input type="text" value="5"/>	\$3.00	\$15.00
 CPS2007 Basic Large Duffel Bag - Order More of this Product - View More Special Order Items - Delete Item from My Order - View Purchase Details	<input type="text" value="1"/>	\$17.13	\$17.13

Make any quantity changes above? Click [Update](#) [Checkout](#)

Home | [My Account](#) | [View Order](#) | [Search](#) | [Contact Us](#) | [Help](#) | [Sign Out](#)

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Sign In Page

You will automatically be taken to the Sign In page once you click on Check-Out.

If you have already created an account please enter your login information and click "Sign In" to proceed to the Order Review Page.

If this is your first time placing an order, please click on the link to "Create a New Account"

Forgot your password? No problem, click on the link to the right to re-set it.

CooperStandard Search

Home Sign In My Account View Order Checkout Contact Us Help

User Sign In

Enter your sign in information below

Email Address:

Password:

Remember Me: Yes No [« What is this?](#)

Sign In

Other options

Forgot My Password
Change your password

Create a New Account
Complete a user profile and begin shopping

Browse Before Signing In
Preview the store before becoming a new user

Home | My Account | View Order | Search | Contact Us | Help | Sign Out

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Order Review Page

Please make sure to check this screen carefully and make any necessary changes to the shipping address or your shipping method.

Make sure your billing address matches the address associated with your credit card. To update this information click on **Change Billing Information** below. If you need to make notes about your order, or communicate an "In Hands Date"; please do so in the **Shipping Notes** link.

Click the **Next** button to proceed.

CooperStandard Search

Home Sign In My Account View Order Checkout Contact Us Help

Categories

- In Stock Merchandise
- Special Order Items
- Awards

My Favorites

My Favorites

If You Need Assistance
Click Here

Order Review

Need assistance with your order? Click [Here](#)

Ship To: (Change Shipping Information)
Lynette Bruscha
Mercury Promotions
35610 Mound Rd
Sterling Heights, MI 48310
United States
Phone: 248-936-2748

Bill To: (Change Billing Information)
Lynette Bruscha
Mercury Promotions
35610 Mound Rd
Sterling Heights, MI 48310
United States
Phone: 248-936-2748

Shipping Notes: (Change Shipping Notes)

Billing Notes: (Change Billing Notes)

Shipping Option: (Change Shipping Option)
UPS Ground - \$18.62

Additional Information:

Product	Qty	Unit Price	Ext Price
CPS102 Bistro Mug Item Code: CS102	5	\$3.00	\$15.00
CPS2007 Basic Large Duffel Bag	1	\$17.13	\$17.13

Subtotal: \$32.13
Shipping & Handling: \$18.62 +
Tax: \$3.05 +
Order Total: \$53.80 =

Want to reset your checkout info? Click [Here](#)

Next

Home | My Account | View Order | Search | Contact Us | Help | Sign Out

Cooper Standard eStore User Guide

Order Payment

You will need to enter your credit card information.

*Please note that all orders will require the **Card Identification Number**. If you do not know where this is located, select ***what is this?***

For enhanced security, we will require additional information such as your billing address as it appears on your monthly statement. This information will not be stored on our system.

All online credit card purchases are completed through a VeriSign secured online environment.

Click **Checkout** to complete your order.

Home Sign In My Account View Order Checkout Contact Us Help

Order Payment

Please Note: When you receive your credit card statement this purchase will appear as Mercury and not Cooper Standard.

Payment Amount Breakdown

Balance Due:	\$53.80
Credit Card Amount:	- \$53.80
Balance Remaining:	= \$0.00

Credit Card Details

The information below is required if you elected to fully or partially pay the balance due with a Credit Card. For accurate verification of your card, please enter the information below exactly as it appears on your credit card. Please do not include dashes or spaces when entering your credit card number. Your card number is not stored on our system.

Name on Card:

Card Type:

Card Number:

Card Expiration Date:

For enhanced security, we require additional information to process your card. Enter your credit card billing address exactly as it appears on your monthly statement. Click [here](#) if you need help finding your credit card identification number. This information will not be stored on our system.

Card Billing Address same as your Bill To Address? Click [Here](#)

Card Identification Number: [« What is this?](#)

Card Billing Address:

Card Billing City:

Card Billing State/Province: (US / Canada Only)

Card Billing Postal Code: (No Postal Extensions)

Card Billing Country:

 **Checkout**

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Order Confirmation

You will receive an order email confirmation about 15 minutes after your order has been placed.

Date Purchased:	06/17/2011 03:36 PM	
Order Number:	3389405	

User Information		

Lynette Bruscha bruschal@mercuryfs.com		

Billing Information		

Lynette Bruscha Mercury Promotions 35610 Mound Rd Sterling Heights, Michigan 48310 United States 248-936-2748		

Shipping Information - Business		

Lynette Bruscha Mercury Promotions 35610 Mound Rd Sterling Heights, Michigan 48310 United States 248-936-2748		
=====		
Description	Qty	Price
=====		=====
Ln# 001 CPS2007 Basic Large Duffel Bag	1	17.13
Shipping Method: UPS Ground		
Product SKU: CS2007		

Ln# 002 CPS102 Bistro Mug	5	15.00
Shipping Method: UPS Ground		
[CS102]		
Product SKU: CS102		

SubTotal ->	32.13	
Shipping/Handling ->	18.62	
Tax Total ->	3.05	
Total ->	53.80	
=====		=====
Payment Information	Amount	
=====		=====
Purchase Order Charges: [TEST]	53.80	

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My Account Section

Here you can edit your profile information such as your name, address, password and other personal settings.

This is where you will also find your Order History and Status of your order.

This section can be accessed anytime after you are logged in and is easily located at the top of your screen on the toolbar.

The screenshot displays the Cooper Standard eStore interface. At the top, the Cooper Standard logo is on the left, and a search bar is on the right. Below the logo is a navigation bar with icons and labels for Home, Sign In, My Account (circled in red), View Order, Checkout, Contact Us, and Help. The main content area is titled 'My Account' and features a left sidebar with 'Categories' (In Stock Merchandise, Special Order Items, Awards, Store User Guide) and 'My Favorites'. The main content area includes 'My Profile' (with a description: 'Edit your name, address, password, email address and other personal settings'), 'Update Password' (with a description: 'Update your password and/ or secret question'), 'Orders', and 'Order History' (with a description: 'View previously placed orders'). A 'If You Need Assistance' button is located in the bottom left. At the bottom of the page, a dark footer bar contains links for Home, My Account, View Order, Search, Contact Us, Help, and Sign Out.

Cooper Standard eStore User Guide

Resources

Online Assistance

Select the **Assistance Button** or **Contact Us** tab for questions or comments regarding your order and/or the site.

Make sure you check out our Help section for our most Frequently Asked Questions.

Customer Service

Ph: 248.330.7726

Email: cooperstandard@mercuryfs.com

CooperStandard

Home Sign In My Account View Order Checkout **Contact Us** Help

Categories

- ▶ In Stock Merchandise
- ▶ Special Order Items
- ▶ Awards

My Favorites

My Favorites

If You Need Assistance

Contact Us

Contact Us

Address: Cooper Standard Customer Service
35610 Mound Rd
Sterling Heights MI 48310
Phone: 248.330.7726
Fax: 248.936.2501
Email: CooperStandard@mercuryfs.com
Hours: Monday-Friday: 8:30AM-5:00PM, EST.

Email Us

From Name:

From Email:

Copy Me: Yes, please send me a copy of this email

Subject:

Cooper Standard eStore User Guide

Process for Shipping to Mexico

If you are shipping your order to Mexico please follow these instructions:

Find your correct shipping address by clicking the red bubble located to the left of your screen titled "International Shipping Process" or by clicking the link located above the ship to address on the Order Review page.

Once you have the correct address click on the "Change Shipping Information" link Shown below in red.

CooperStandard Search

Home Sign In My Account View Order Checkout Contact Us Help

Categories

- ▶ In Stock Merchandise
- ▶ Items on Demand
- ▶ Awards
- ▶ Special Order Items
- ▶ Store User Guide

My Favorites

My Favorites

If You Need Assistance Click Here

International Shipping Process

Order Review

For INTERNATIONAL shipments outside of the United States please contact Cooper Standard Corporate Customs for pricing on duties and customs shipments as they can be cost prohibitive. In the case that duties are cost prohibitive, please contact a vendor in your local area for items and imprinting similar to those on the Cooper Standard branded merchandise site.

[Click Here](#) for International Shipping Instructions.

Need assistance with your order? Click [Here](#)

Ship To: [\(Change Shipping Information\)](#)
Lynette Bruscha
Mercury Promotions
35610 Mound Rd
Sterling Heights, MI 48310
United States
Phone: 248-936-2748

Bill To: [\(Change Billing Information\)](#)
Lynette Bruscha
Mercury Promotions
35610 Mound Rd
Sterling Heights, MI 48310
United States
Phone: 248-936-2748

Shipping Notes: [\(Change Shipping Notes\)](#)

Billing Notes: [\(Change Billing Notes\)](#)

Shipping Option: [\(Change Shipping Option\)](#)
UPS Ground - \$20.31

Additional Information:

Product	Qty	Unit Price	Ext Price
CPS2006 Cooper Standard Flag Size: 4 x 6	1	\$196.29	\$196.29
CPS2008 Mens Nike Golf-Tech Basic Dri-Fit Polo Size: 2XL, Color: Navy, Logo Imprint Color: White, Logo Placement: Left Chest	1	\$44.99	\$44.99

Subtotal: \$241.28
Shipping & Handling: \$20.31 +
Tax: \$15.70 +
Order Total: \$277.29 =

Continue →

Cooper Standard eStore User Guide

Process for Shipping to Mexico (Continued)

You will need to list the TX address in the main ship to field shown below and the Mexico address in the Shipping Message Box listed at the bottom.

Once completed click on the "Next" button, Review your order and proceed to the payment section.

The screenshot shows the Cooper Standard eStore interface. At the top is the logo and a search bar. Below is a navigation bar with links: Home, Sign In, My Account, View Order, Checkout, Contact Us, and Help. On the left, there are sections for 'Categories' (listing In Stock Merchandise, Items on Demand, Awards, Special Order Items, and Store User Guide) and 'My Favorites'. A 'Click Here' button for assistance is also present. The main content area is titled 'Ship To Address' and includes an 'Address Book (Ship To)' section with a link to choose an address. The 'Ship To Name and Address' section contains a form with the following fields and values:

- Address Type:** Business Address
- First Name:** Lynette
- Last Name:** Bruscha
- Company Name:** d Automotive Services SA de CV
- Address 1:** C/O : Best American Forwarding Agency
- Address 2:** 1001 Carriers Drive, Unitec Park
- City:** Laredo
- State / Canadian Province:** Texas (US / Canada Only)
- Postal Code:** 78045 (No Postal Code Extensions)
- Country:** United States
- Phone Number:** 248-936-2748

Below the main form is an 'Additional Information' section with a 'Shipping Message:' field. A red callout box with the text 'Mexico Address goes here' has an arrow pointing to the shipping message field, which contains the text: 'Ship to the following Mexico Address: Aquascalientes, Mexico: Address: Ave. Mexico 101'. At the bottom of the form are two buttons: 'Back' and 'Next', with the 'Next' button circled in red.