



Volunteer Guide to ordering materials

We know how important it is for our volunteers to have the right information on hand to support risk awareness activity. Our award-winning health information materials provide the means to engage people, provide information on individualised risk and signpost to further sources of support. Our health information team work hard to ensure the most accurate, up to date and accessible materials are available to anyone who needs them – this includes our volunteers, health care professionals and individuals seeking support and advice.

We want to make sure all of our supporters have access to the right materials, at the right time, but we need to balance this with controlling stock levels and costs. Maintaining levels of stock to meet demand can be tricky and, given supply chain issues, it is not always easy to replenish stock as quickly as we would like. There are also significant cost implications with some of our most popular items costing more than people might think. For context, 100 ‘Know your Prostate’ Z-cards costs around £40 (inclusive of production, storage, packing and postage).

I’m sure you’ll agree that we must target our finite resources as responsibly as possible - whilst trying to reach those in greatest need in the most accessible way. We have created this guidance document to help ensure you have the best experience possible whilst ordering materials from us. We would encourage volunteers to get in touch if you’d like any advice on quantities or which resources would be useful for your particular event. We’re always happy to help.

Where to order – THE SHOP

We request that all volunteers use our online shop to order materials. We know some people call Mosaic directly but we would like to avoid this if possible. Mosaic provide an essential fulfilment function for Prostate Cancer UK, storing, picking, packing and posting all of our materials. They have strict limits on the number of items they can approve and are not authorised to make decisions about when limits can be increased.

By ordering through the online shop you should have a much better experience and we can intervene in a more timely manner, if necessary, to ensure you get what you need, when you need it.

The shop allows you to create an account, place orders and even re-order based on previous 'baskets' without the need to reselect items and quantities. At the end of this document we have some helpful guidance on how to use the shop, including creating an account and placing a repeat order

When to order

To avoid any disappointment or last-minute issues, we always recommend placing orders as soon as possible. As a rule, please ensure orders are received at least 2 weeks in advance of resources being required, though we welcome them sooner. Whilst we will usually be able to fulfil requests in a quicker time frame, this will allow plenty of time to check your order and report any missing, damaged or incorrect items.

We know that sometimes last-minute arrangements mean this isn't possible and we will try to be as flexible as we can in these circumstances. If you are placing an order with 1 week of an event, please also send an email to volunteer@prostatecanceruk.org to alert us to this so we can try and ensure it gets processed as soon as possible.

Permitted order limits

Whilst we understand some events do require significant amounts of resources to ensure we can spread our important risk messaging effectively, it would be irresponsible of us not to apply controls to order quantities as there are significant cost implications, as well as the need to manage stock.

Here are some of the current limits in place for some of our most popular items:

ITEM NAME	Max. order quantity
Know your prostate: a quick guide (KQU):	100
The PSA test and prostate cancer: A quick guide (PSASUM)	100
Prostate cancer: Information for Black men (RSKBM)	100
Know your prostate: a quick guide, box of 50 (KQUB)	1

The PSA test and prostate cancer: A quick guide, box of 55 (PSASUMB)	1
Prostate cancer: Information for Black men box of 50 (RSKBMBOX)	1

What if I need larger quantities?

We are very happy to support requests for larger orders of resources where needed. Please do get in touch if you'd like to discuss which printed resources might be useful for your particular event, and in what quantities. Our Risk Checker is another tried-and-tested way to raise awareness and encourage men to take action. It can be used to direct men to this incredibly effective 30 second online tool (www.prostatecanceruk.org/risk). A QR code linking to the risk checker can be found on our [1 in 8 men posters](#) too, so please do order a poster or two for your event. These posters are available in A4 or A3 size and are a great way to signpost men to our Risk Checker.

If you think you'll need more printed materials than the limits allow, especially for events where you're expecting a lot of people to turn up, please don't hesitate to get in touch with us at volunteer@prostatecanceruk.org. This may take slightly longer and to speed up this process, please provide as much information as possible regarding the event, including:

- where the event is,
- when the event is
- expected number of attendees
- audience demographic (where applicable)
- any experience attending this event previously

What if I have stock left over after the event?

It is worth noting that Health Information can go out of date quite quickly as we are constantly reviewing and updating our advice and guidance. We are very happy for you to keep any left-over stock to use at any other events you have coming up but please do not store large quantities for long periods of time as they may be wasted.

If you have significant amounts of stock remaining after an event, or your event was cancelled, please do contact the Volunteer Engagement team at volunteer@prostatecanceruk.org and we can help to identify the most efficient way of redistributing these materials.

Ordering Badges and Fundraising materials

If you try and order badges through the shop, you will incur a charge. We are very happy to provide volunteers with pin badges to exchange for donations at awareness events but you must order these by emailing volunteer@prostatecanceruk.org

Fundraising materials can be ordered [here](#) . If you require any support from the fundraising team, please email community@prostatecanceruk.org.

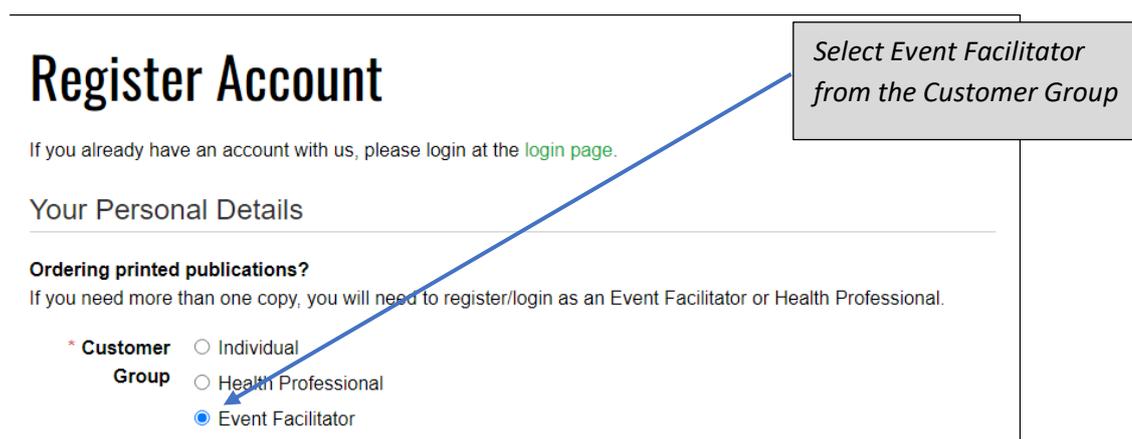
Step by step guide to ordering publications on the online shop

- [Creating an account](#)
- [Logging in](#)
- [Placing an order](#)
- [Checking out](#)
- [Placing a repeat order](#)
- [Updating account details](#)

Creating a new account

To order more than one copy of each publication, you will need to register for an **Event Facilitator** account on the shop here:

<https://shop.prostatecanceruk.org/index.php?route=account/register>



Register Account

If you already have an account with us, please login at the [login page](#).

Your Personal Details

Ordering printed publications?
If you need more than one copy, you will need to register/login as an Event Facilitator or Health Professional.

* **Customer Group**

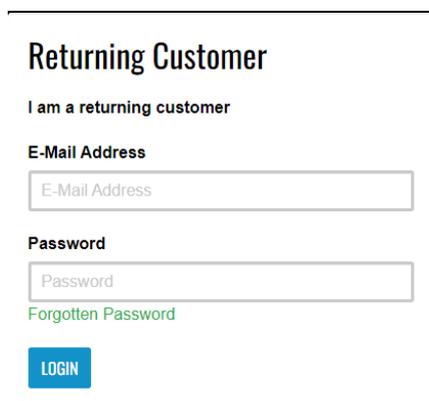
- Individual
- Health Professional
- Event Facilitator

Select Event Facilitator from the Customer Group

Logging in

If you already have an Event Facilitator account, or when logging back in, log in under **Returning Customer** here:

<https://shop.prostatecanceruk.org/index.php?route=account/login>



Returning Customer

I am a returning customer

E-Mail Address

Password

[Forgotten Password](#)

LOGIN

NB. If you have a registered account as an Individual, please email shop@prostatecanceruk.org who will change your account to Event Facilitator.

Placing an order

Once logged in, select the **Publications** category from the top bar.



Publications

Order printed publications or read them online. All our publications are free of charge.

If you need more than one copy, you will need to [register/login](#) as an event facilitator or health professional.

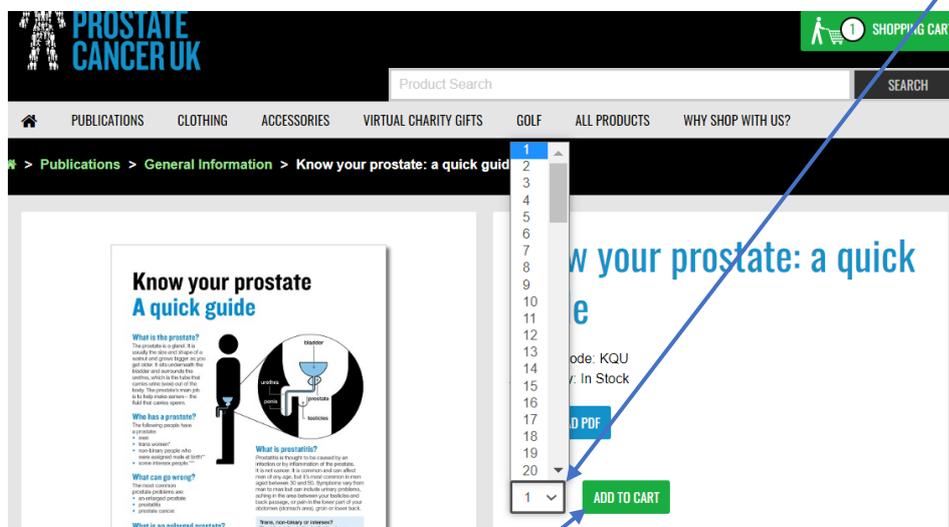
Having trouble ordering? Check our [publications FAQ](#) for help or call us on **0800 074 8383**.

[Back to Prostate Information](#)



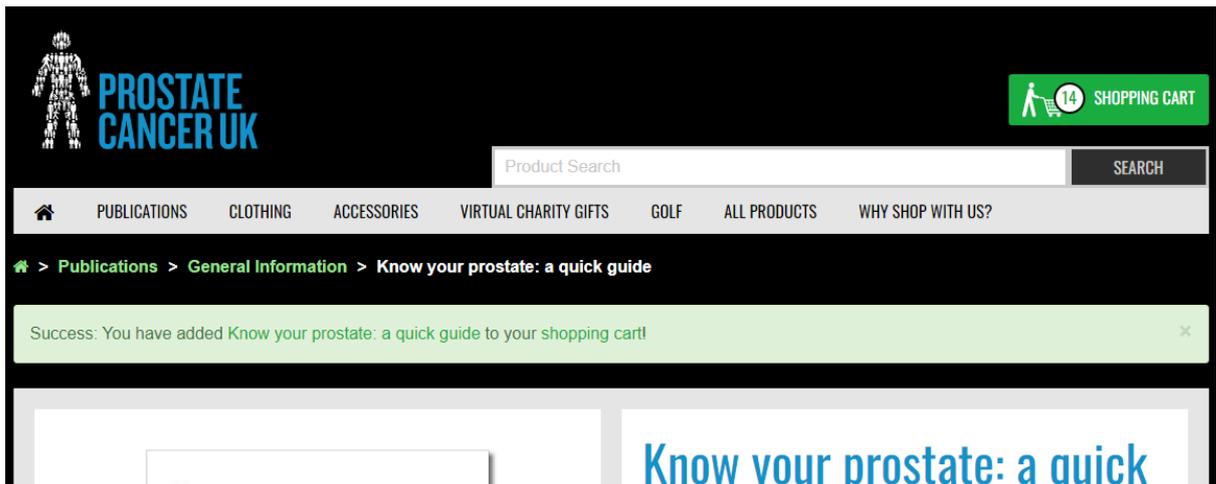
Click on the publication you want to order.

You will then be able to select the quantity by clicking the drop-down arrow in the **Qty** box.



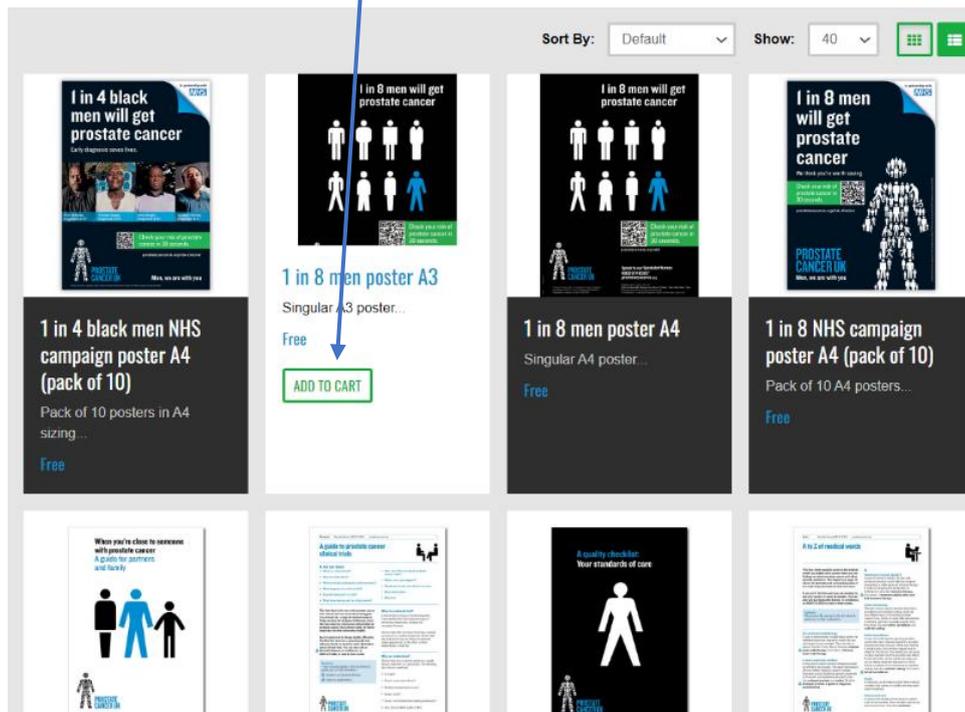
Select the quantity and then click **Add to Cart**

You'll then see a message at the top to say it has been successfully added to your basket.



Return to the publications category if needed to add any further publications to your basket.

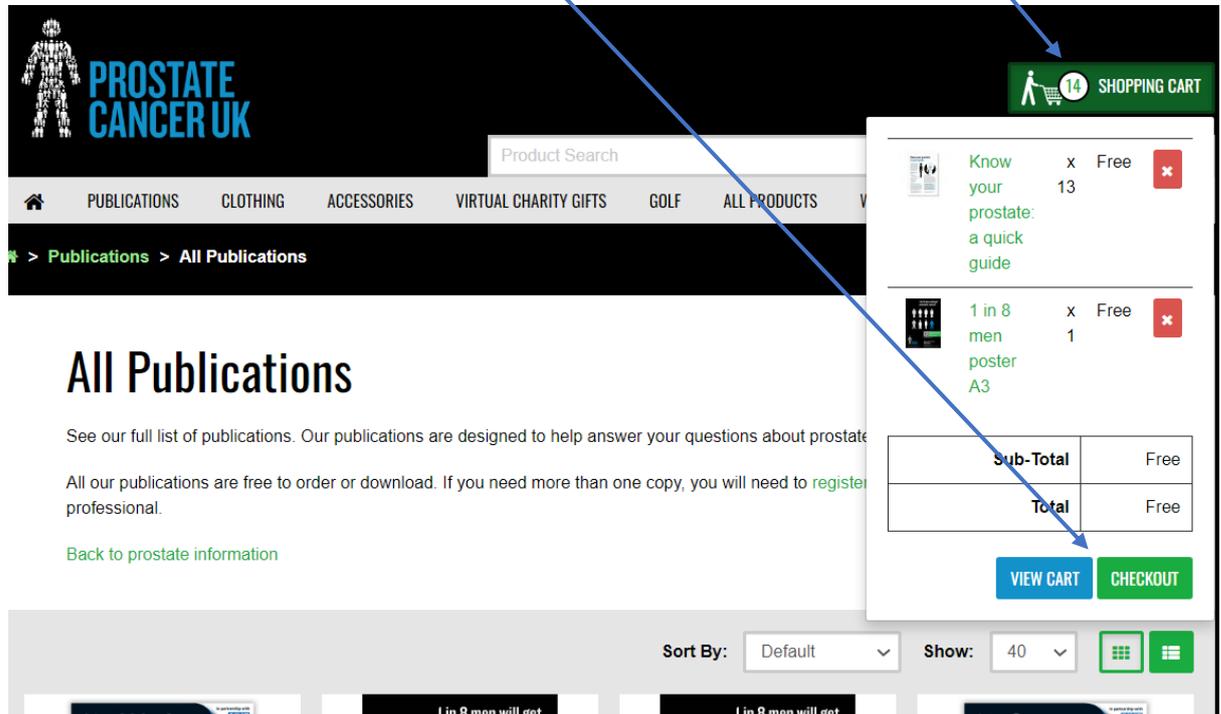
NB. If you select the quick **Add to Cart** button when scrolling through the publications, it will add only one copy to your basket. However, you can then change the quantity when viewing your basket ([see below](#)).



Checking out

When you've finished adding the publications, click on the **Shopping Cart** button in the top right and then select **View Cart** or **Checkout**.

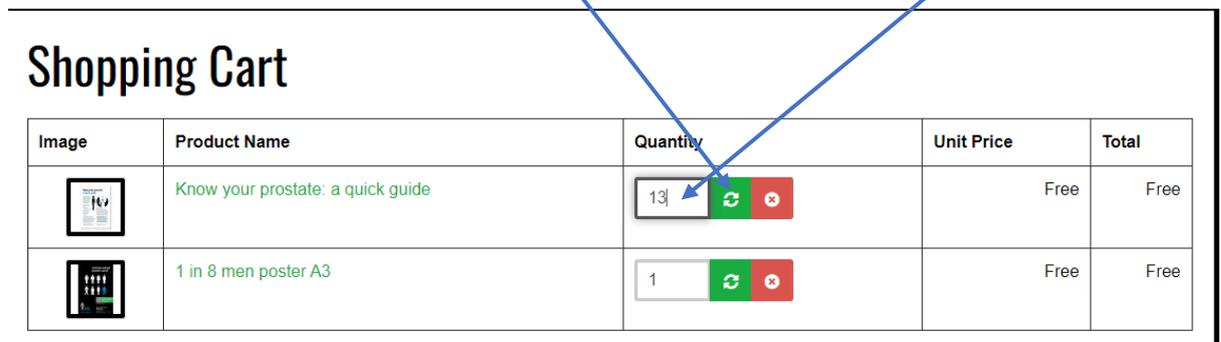
This will take you to your basket.



The screenshot shows the Prostate Cancer UK website. The main content area is titled "All Publications" and contains text about the full list of publications. A floating shopping cart overlay is visible in the top right corner, showing two items: "Know your prostate: a quick guide" (quantity 13) and "1 in 8 men poster A3" (quantity 1). The cart total is Free. Buttons for "VIEW CART" and "CHECKOUT" are visible. A blue arrow points from the text above to the "Shopping Cart" button in the top right corner of the website. Another blue arrow points from the text above to the "VIEW CART" button in the floating cart overlay.

When viewing your basket, you can edit the quantity if needed by clicking in the quantity box and typing in the required quantity (it will only allow you to order up the max limit).

Make sure you then click the **refresh button** to save the updated quantity.



The screenshot shows the "Shopping Cart" page. It features a table with the following columns: Image, Product Name, Quantity, Unit Price, and Total. The table contains two rows of items:

Image	Product Name	Quantity	Unit Price	Total
	Know your prostate: a quick guide	13  	Free	Free
	1 in 8 men poster A3	1  	Free	Free

A blue arrow points to the quantity input box for the first item, and another blue arrow points to the refresh button next to it.

You'll then receive a success message to say it has successfully updated.

Success: You have modified your shopping cart!

Shopping Cart

Image	Product Name	Quantity	Unit Price	Total
	Know your prostate: a quick guide	15  	Free	Free

NB. If you try to add more than the allowed quantity, you will receive a red warning message and the quantity will default to the maximum you can order.

> Shopping Cart

You have exceeded the maximum allowed quantity for one or more of your publications

Shopping Cart

Image	Product Name	Quantity	Unit Price	Total
	Know your prostate: a quick guide	100  	Free	Free

When you're ready to checkout, scroll down and click the **Checkout** button at the bottom right of the page.

What would you like to do next?

Choose if you have a discount code or gift certificate you would like to use.

Use Coupon Code ▾

Use Gift Certificate ▾

Sub-Total:	Free
Total:	Free

[CONTINUE SHOPPING](#) [CHECKOUT](#)

Continue through each step of the checkout and then select **Confirm Order** at the bottom right to place your order.

Checkout

Step 1: Checkout Options

Step 2: Account Details ▾

Step 3: Delivery Method ▾

Step 4: Payment Method ▾

Step 5: Donation ▾

Step 6: Confirm Order ▾

Product Name	Model	Quantity	Unit Price	Total
Know your prostate: a quick guide	KQU	100	Free	Free
1 in 8 men poster A3	MEN3	1	Free	Free
			Sub-Total:	Free
			Standard Publications Delivery:	Free
			Total:	Free

[CONFIRM ORDER](#)

The below message will then appear on screen.

Your order has been placed!

Your order has been successfully processed!

You can view your order history by going to the [my account](#) page and by clicking on [history](#).

If your purchase has an associated download, you can go to the account [downloads](#) page to view them.

Please direct any questions you have to the [store owner](#).

Thanks for shopping with us online!

[CONTINUE](#)

You'll also receive an order confirmation email to confirm the order has been placed.

Then once the order has been despatched, you'll receive a despatch email with the tracking link.

Placing a repeat order

You can easily place repeat orders on the shop.

Log into your account ([as above](#)) and click on your **name** in the top right corner.

Visit prostatecanceruk.org Welcome back [Charlotte](#), [Logout](#)

PROSTATE CANCER UK SHOPPING CART

Product Search SEARCH

[PUBLICATIONS](#) [CLOTHING](#) [ACCESSORIES](#) [VIRTUAL CHARITY GIFTS](#) [GOLF](#) [ALL PRODUCTS](#) [WHY SHOP WITH US?](#)

[Home](#) > **Account**

My Account

- [Edit your account information](#)
- [Change your password](#)
- [Modify your address book entries](#)

My Orders

- [View your order history](#)
- [Downloads](#)
- [Your Transactions](#)
- [Recurring payments](#)

My Account

- Edit Account
- Password
- Address Book
- Order History
- Downloads
- Recurring payments
- Reward Points
- Returns
- Transactions
- Logout

Here you can also edit your account, update your password, and add/change saved addresses.

Select **View your order history**

Then select the order you wish to view by clicking the **view** button next to the order.

Order History

Order ID	Customer	No. of Products	Status	Total	Date Added	
#234965	Charlotte Launchbury	1	Pending	Free	13/01/2023	
#234964	Charlotte Launchbury	1	Pending	Free	13/01/2023	
#234963	Charlotte Launchbury	1	Pending	Free	13/01/2023	
#234962	Charlotte Launchbury	1	Pending	Free	13/01/2023	

You will then see the order details.

Click the **shopping trolley** button next to the item(s) you wish to reorder, and it will add them to your basket.

Product Name	Model	Quantity	Price	Total	
Enlarged prostate: A guide to diagnosis and treatment	BPH	1	Free	Free	 
How prostate cancer is diagnosed	HOW	1	Free	Free	 
Display box - The PSA test and prostate cancer: A quick guide	PSASUMB	1	Free	Free	 
			Sub-Total	Free	
			Total	Free	

Proceed to checkout as detailed [above](#).