

L'ORÉAL

PARTNER SHOP

USER  
GUIDE

*How To  
Create and Login  
to your LPS  
Account*



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## *How to Register for LPS*

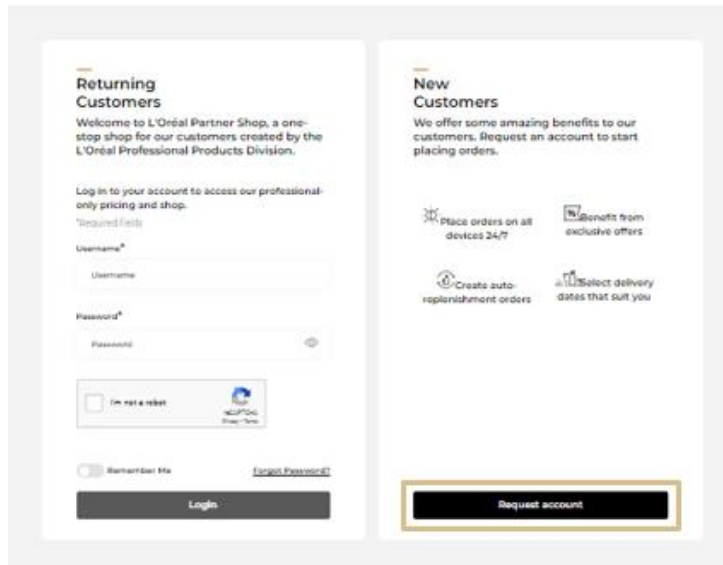
Before you can access and order products on L'Oréal Partnership you must first sign up as an online customer. This must be done whether you are an existing L'Oréal PPD customer or a new L'Oréal PPD customer.

### **01 — NEW L'OREAL PPD CUSTOMER REGISTRATION**

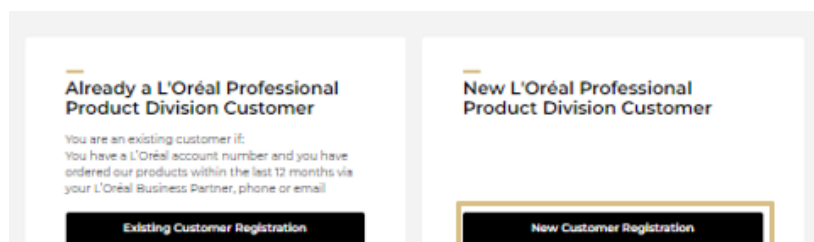
Every L'Oréal Partner Shop page will have an icon marked, 'Login/Register', in the upper right-hand corner of the web browser page – this icon will bring you to the Registration landing page.



As a new L'Oréal PPD customer, you must first sign up to L'Oréal Partnership. To do so, click on the 'Request Account' button.



Next click on 'New Customer Registration'.



## New L'Oréal Customer

- COMPANY INFORMATION
- PERSONAL INFORMATION
- HOME ADDRESS
- COMMUNICATION

### SUBMIT A REQUEST FOR L'OREAL PARTNERSHIP

Enter your details below. We will forward your request to a member of our sales team who will be in touch.

I'm a

Please select a customer type
▼

On the landing page, select which customer type you fall under by clicking on the downwards arrow.

Follow the prompts on the form that appears and fill in the relevant fields regarding your company information, personal information, home address and communication.

# New L'Oreal Customer

- COMPANY INFORMATION
- PERSONAL INFORMATION
- HOME ADDRESS
- BUSINESS ADDRESS

## SUBMIT A REQUEST FOR L'OREAL PARTNERSHIP

Enter your details below. We will forward your request to a member of our sales team who will be in touch.

I'm a

Salon Owner

\* Required fields

### COMPANY INFORMATION

Name of the Legal representative of the business\*

Business registered / legal name

Business trading name\*

Registered for GST?

Australian Business Number (ABN)

- COMPANY INFORMATION
- PERSONAL INFORMATION
- HOME ADDRESS
- BUSINESS ADDRESS

### PERSONAL INFORMATION

First Name\*

Last Name\*

Date of Birth\*

dd/mm/yyyy

email\*

### HOME ADDRESS

Address\*

Post Code\*

City\*

Phone number\*

- COMPANY INFORMATION
- PERSONAL INFORMATION
- HOME ADDRESS
- BUSINESS ADDRESS

## BUSINESS ADDRESS

Contact name\*

Address\*

Post Code\*

City\*

Correspondence Email\*

eBilling Email

Delivery Email

Phone number\*

## DELIVERY ADDRESS

My delivery address is different from my main address

Once the form is completed, complete the reCAPTCHA (1) and click 'Submit a request for L'Oréal Partnership' (2).

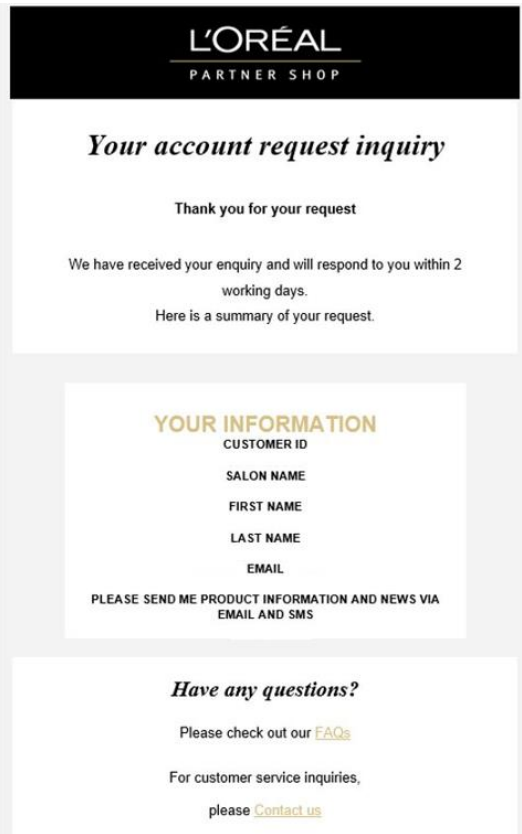
### TERMS AND CONDITIONS

L'Oréal and its Professional Products Division will use your personal information to manage your account and, where you have opted in, to send you personalised communications. All data collected on L'Oréal Professional Product Division platforms (including Partner Shop and Access) will be analysed together by the L'Oréal Group for analytics, statistics and to offer you a more personalised service. For more information on how we use your personal information, please see our [Privacy Policy](#). L'Oréal Partner Shop is part of the L'Oréal Group.

I'm not a robot  1

2

An email summary of your request details will be sent to your nominated email account.



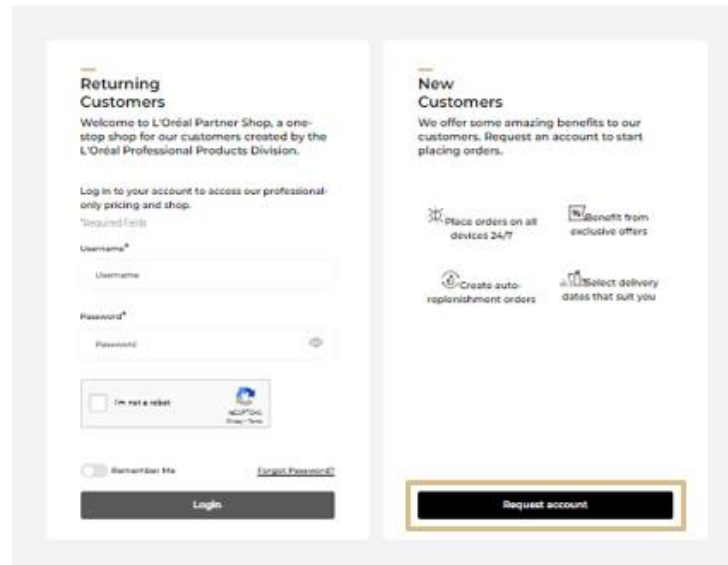
**NOTE** – Once your registration is complete, a business partner will be in contact via your nominated phone number/email address.

## 02 — EXISTING L'OREAL PPD CUSTOMER REGISTRATION

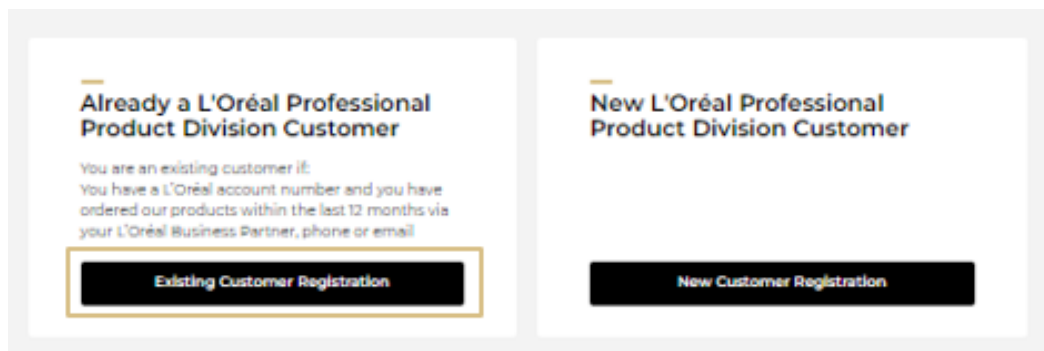
Every L'Oréal Partnership page will have an icon marked, 'Login/Register', in the upper right-hand corner of the web browser page – this icon will bring you to the Registration landing page.



As an existing L'Oréal PPD customer, you must first sign up to L'Oréal Partnership. To do so click on the 'Request Account' button.



Next click on 'Existing Customer Registration'.



A form will appear. Follow the prompts and fill in the relevant fields. Once the form is completed, read the terms and conditions (1), complete the reCAPTCHA (2) and click 'Submit a request for L'Oréal PartnerShop (3).

\* Required fields

Customer ID\*

email\*

First Name\*


Last Name\*

Salon name\*

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I have read and agree to the [Terms and Conditions](#)

I'm not a robot 

- 1
- 2
- 3

A welcome email within 24 hours will be sent once the request has been processed by our customer care team.

## ***How to Login to LPS***

### **01 — WELCOME EMAIL**

Once your request for a L'Oréal PartnerShop account has been processed, a welcome email will be sent to your nominated email account.

Once you get the welcome email, scroll down, and click on 'Create a new password'.

**Note-** For security purposes, the link in the email will expire after 24 hours – if this email is not actioned within the given timeframe, your L'Oréal Representative will need to trigger another welcome email to be sent out.



**Welcome to the L'Oréal  
Professional Products  
Division new e-commerce  
website**

L'Oréal Partner Shop is our convenient new website where you can browse and order all of your L'Oréal products directly to your salon.

Click 'Create a new password' to complete your account set up.

Please note this link will expire 24 hours after you receive this email. Don't worry, if you see a page which tells you the link has expired, simply copy and paste the login ID below to trigger a new welcome email where you will be able to finalise your account set up.

**Your login information**

Your login:

Create a new password

A form will appear - follow the prompts and fill in the relevant fields. Once the form is completed, click on 'Save' to submit your request.

Once submitted, a confirmation of details will be provided. Click on 'Go to login page' to login to L'Oréal PartnerShop with your new login account details.

**Create  
new password**

Your password must be between 8-12 characters long, include at least one special character (for example: ! & \*), one number and one capital letter.

✓ Your password has been created successfully.

Go to login page

## 02 — HOW TO LOGIN THEREAFTER

Every L'Oréal Partnership page will have an icon marked, 'Login/Register', in the upper right-hand corner of the web browser page – this icon will bring you to the Registration landing page.



After you have successfully registered your details with L'Oréal Partnership, you will be considered a returning customer – please follow the instructions below to login as a 'returning customer'.

To log in, fill in the username (1) and password (2) fields, you will also be asked to complete the reCAPTCHA (3). Switch on the 'Remember me' button (4) if you want your account login detail saved for future logins. Once completed, click login (5).

The image shows the login form for returning customers. The title is 'Returning Customers' with a subtitle 'Welcome to L'Oréal Partner Shop, a one-stop shop for our customers created by the L'Oréal Professional Products Division.' Below this is a message: 'Log in to your account to access our professional-only pricing and shop.' and a note '\*Required fields'. The form contains five numbered callouts: 1. Username field; 2. Password field; 3. reCAPTCHA 'I'm not a robot' checkbox; 4. 'Remember Me' checkbox; 5. 'Login' button. There is also a 'Forgot Password?' link.

If you have any questions about this user guide, do not hesitate to contact us by phone, by email or your personal contact via the 'Contact Us' form following this [link](#).