

## Webstore Handy Tips!

Dear Valued Customer,

JB's wear has worked hard to ensure that our customer service meets or exceeds your expectations, that our stock levels remain high and that our deliveries to you are prompt and efficient.

We have also tried to provide the best possible technology options to you, so that in these busy times, you can access a range of information electronically if you choose to do so.

For your reference, we have listed below some handy tips on a range of functions that our webstore may be able to provide assistance with.

*If you prefer to speak to one of our customer service team members, we remain, as always available and ready to provide any help or guidance that you may need.*

### QUERY: I RECEIVED AN E-MAIL TO SAY MY BACKORDER IS NOW IN STOCK. HOW DO I GET THESE ITEMS?

#### **EASY WEBSTORE STEPS:**

- Log into JB's Webstore <http://orders.jbswear.com.au/>
- Go to the "BACK ORDERS" tab
- Click on the relevant web order number
- Click on the "Proceed with In-Stock items" button
- Select your payment method and freight method
- Verify that the shipment address is correct
- Select the 'Submit form' button
- Provide your credit card details
- Select the 'Submit' button



### QUERY: HAS MY ORDER BEEN DISPATCHED ?

#### **EASY WEBSTORE STEPS:**

- Log into JB's Webstore <http://orders.jbswear.com.au/>
- Go to the "MY ORDERS" tab
- Locate the relevant web order number
- Beside the web order number it will say whether the order is complete or incomplete.
- If it is complete, the courier tracking details will appear under the heading 'Consignment Number'.
- Click on the consignment number – this will re-direct you to the relevant courier website for up to date delivery information



## QUERY: WHEN IS MY BACK ORDER DUE?

### **EASY WEBSTORE STEPS:**

- Log into JB's Webstore <http://orders.jbswear.com.au/>
- Click on the "BACKORDERS" tab
- Your current backorders will be listed
- Click on the relevant backorder
- The ETA date for the stock will appear on the screen.



## QUERY: CAN I CANCEL A BACK ORDER?

### **EASY WEBSTORE STEPS:**

- Log into JB's Webstore <http://orders.jbswear.com.au/>
- Click on the "Backorders" tab
- Your current backorders will be listed
- Click on the relevant backorder
- Change the quantity of the cancelled item to zero and select the "Update Order" button.



## QUERY: CAN I AMEND A BACK ORDER?

### **EASY WEBSTORE STEPS:**

- Log into JB's Webstore <http://orders.jbswear.com.au/>
- Click on the "Backorders" tab
- Your current backorders will be listed
- Click on the relevant backorder
- Change the quantity of the relevant item to the quantity required and select the "Update Order" button



## QUERY: CAN I FIND OUT IF YOU HAVE THE STOCK I REQUIRE?

### **EASY WEBSTORE STEPS:**

- Log into JB's Webstore <http://orders.jbswear.com.au/>
- Type the item code of the garment you require into the search bar at the top right hand side of the screen
- Select the quantity, size and colour you require
- If the number you type, turns green, we have sufficient stock.
- If the number turns blue, we have part of the quantity you require. The next screen will tell you how many of these will be on backorder and when they are due to arrive
- If the number turns red, we are currently out of stock. The next screen will tell you when they are due to arrive



## QUERY: CAN I GET A PRICE ON AN ITEM?

### **EASY WEBSTORE STEPS:**

- Log into JB's Webstore <http://orders.jbswear.com.au/>
- Type the item code of the garment you require into the search bar at the top right hand side of the screen
- The price of the relevant item will appear in the colour / size grid



## QUERY: CAN I GET A COPY OF MY INVOICE / CREDIT NOTE?

### **EASY WEBSTORE STEPS:**

- Log into JB's Webstore <http://orders.jbswear.com.au/>
- Go to the "ACCOUNT" tab
- Select the tab "Open Invoices"
- Your recent invoices will be listed
- Select the relevant invoice and click on it
- The "View Invoice" screen will appear
- Print the invoice using the red "print" button at the bottom of the page



## QUERY: CAN I GET A STATEMENT OF MY ACCOUNT?

### **EASY WEBSTORE STEPS:**

- NB: Statements will only be available after the end of each month
- Log into JB's Webstore <http://orders.jbswear.com.au/>
- Click on the "Account" tab
- Click on the "Statement" tab
- Click on the statement
- Print the statement using the red "print" button at the bottom of the page



## QUERY: CAN I MAKE A PAYMENT ON MY ACCOUNT?

### **EASY WEBSTORE STEPS:**

- Log into JB's Webstore <http://orders.jbswear.com.au/>
- Click on the "Account" tab
- Scroll to the bottom of the screen
- Select the red "Pay Online" button
- Using the tick boxes on the left of the screen, select the invoices you would like to pay.
- Select the red "Pay" button
- Select either "Bill my Account" or "Bill my Credit Card" and submit



***If you encounter any difficulties or require assistance with our webstore, please do not hesitate to call us on 03 8368-7000 or send us an e-mail at [enquiries@jbswear.com.au](mailto:enquiries@jbswear.com.au).***

**JB's wear®**