

Ecom User Guide

Online Store V0020

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Ecom User Guide

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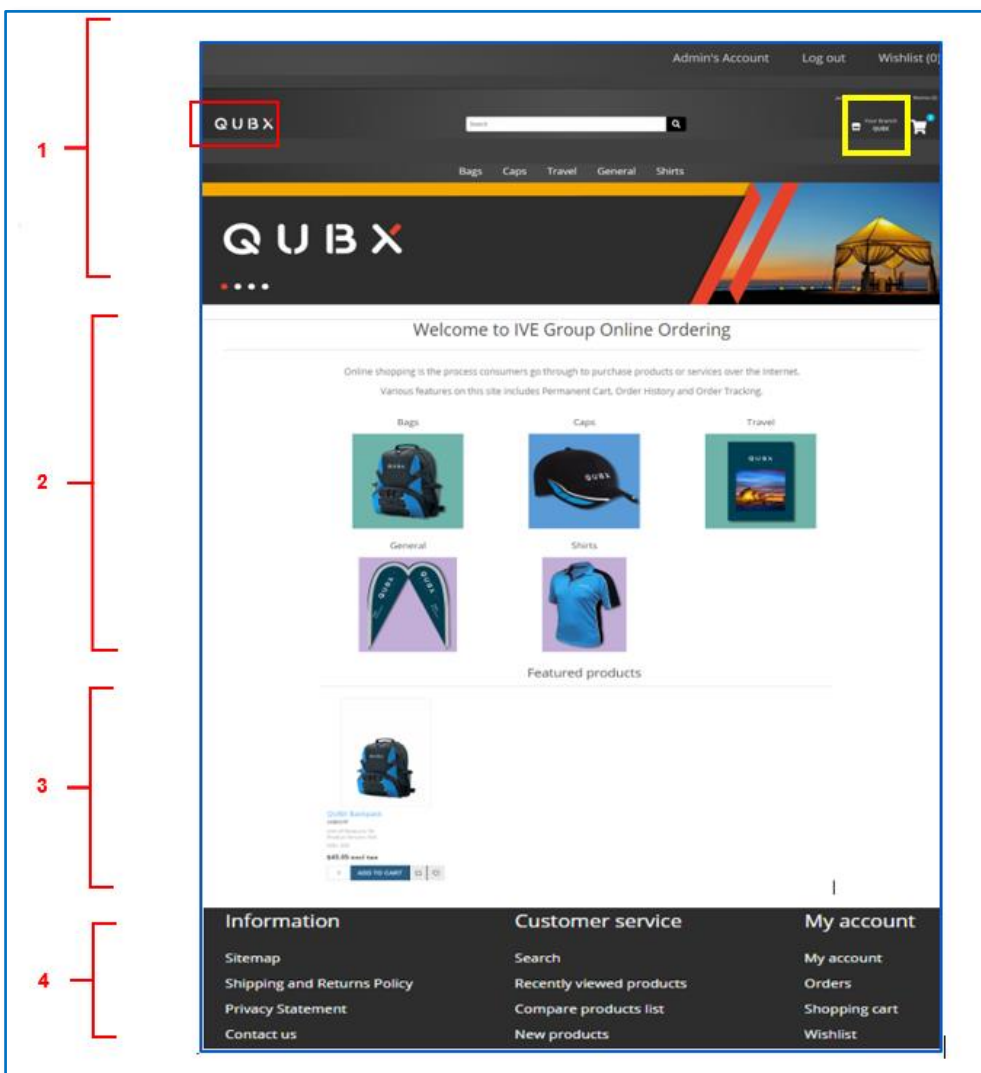
Ecom User Guide

NOTE: This user guide may differ slightly for different contracts. Please refer to your account manager if unclear on your site and relevant instructions

Navigating the Website

The Welcome Page

- **Section 1:** Top right, includes your account information, logout and wish list link. In addition, the LOGO top left acts as the section to get you back to HOME (in red). This section also displays the categories / directories at the header. You can also access **SEARCH** and your **SHOPPING CART** in this section. If you have access to Multiple Accounts – refer to the icon top right – circled in YELLOW. More details on the following page
- **Section 2:** Ecom also allows you to have images for directories, in addition to the directories on the header. This can be turned off or on. We can also customise certain messaging you wish to appear on the Welcome Page
- **Section 3:** Optional – Items can be chosen to appear on Welcome page as Featured Products
- **Section 4:** These are all your footer links that provide access to certain information



My Account

If your login is configured to have multiple accounts, you will see a default account displayed in the top right corner. Clicking on this icon will display any other accounts they have access to. It also exposes other functions on the left panel.

You need to select which account you want the order transacted against prior to checkout. You can choose the account by clicking the **SELECT BRANCH** buttons

If your login has only been allocated one Branch / Cost centre – you will still see what branch you have been allocated on the top right – but clicking it will only display the one account or if multiple – several accounts as per below

A standard user can be configured to have access to 1 branch, multiple branches, or a set of branches under a certain division (rather than all branches). This hierarchy is determined before site release. Ask your account manager for more information

Public sites and unregistered users will not have the “Your Branch” Icon in the top left

The screenshot shows the QUBX website interface. At the top right, a red box highlights the 'Your Branch Homebush' icon. Below the navigation bar, the page title is 'My account - Branches'. The 'Selected Branch' section shows 'Branch Code: Homebush' and 'Branch Name: Homebush'. Below this is a 'Select Different Branch' section with a table of available branches:

Branch Name	Branch Code	ADDRESSES	SELECT BRANCH
Homebush	Homebush	ADDRESSES	SELECT BRANCH
QUBX (approval required)	DEMO01	ADDRESSES	SELECT BRANCH
QUBX (credit card)	DEMOCC02	ADDRESSES	SELECT BRANCH
QUBX Guest	DemoGuest	ADDRESSES	SELECT BRANCH

At the bottom of the table, it says 'Showing 1 to 4 of 4 entries' and 'Previous 1 Next'.

Adding / deleting an address to your personal address book (not global address book)

- Adding, deleting, editing of personal address book can be done by accessing the My Accounts section (Top right corner), or on the footer
- Please refer to the adding or deleting of personal address book section later in this manual for more detailed description. Public Store Section

Customer Info

- This section shows the users personal profile information, including addresses they have added to their personal address book. Not the Cost centre address

Branches

- As per above picture – the Branches section displays any branches the user has access to

Saved Shopping carts

- Clicking this section shows if the user has any carts they have saved and not checked out on

**** THIS SITE IS FOR DEMO USE ONLY ****

All Products Bags Caps Brochures ▸ General Shirts Internal

My account

- Customer info
- Branches
- Saved Shopping Carts
- Template Shopping Carts
- Orders
- Back in stock subscriptions
- Change password
- Quick order form

Saved Shopping Carts

Title/Description	Cart Quantity	Cart Total	Saved Date	
Onboard Order	8	\$643.80 excl gst	31 Oct 2020 3:37 PM	VIEW CART

Template Shopping Carts

- Displayed in the same style as SAVED SHOPPING CARTS, clicking this section shows any Templated shopping carts created by the user

Orders

- Orders in this section is the same view as orders in the footer – displays all orders by the user logged in

Back in stock subscriptions

- Clicking this section shows you any items where you have clicked “NOTIFY ME” on the product to advise when the product is back in stock

**** THIS SITE IS FOR DEMO USE ONLY ****

All Products Bags Caps Brochures ▸ General Shirts Internal

My account

- Customer info
- Branches
- Saved Shopping Carts
- Template Shopping Carts
- Orders
- Back in stock subscriptions
- Change password
- Quick order form

My account - Back in stock subscriptions

You will receive an e-mail when a particular product is back in stock.

<input type="checkbox"/>	SKU	Product
<input type="checkbox"/>	QBX-002	QUBX Technology Pillus Catalogue QBX-002

[DELETE SELECTED](#)

Change password

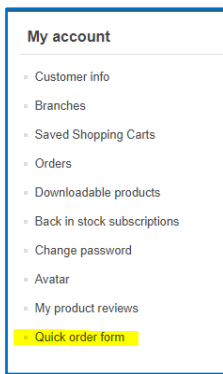
- NBN Users are coming from the Customer Portal so changing passwords has to be done via the Customer portal

Quick Order Form

Click **My Accounts** at the FOOTER, and you will see an option called **Quick Order Form**

This allows users who order a lot of products to use the quick order form or upload from a csv file

- If the form is used the Product field acts like a search field so entering some characters will bring up multiple choices for selection. User then adds quantity and can keep adding products
- If you need more fields on the form simply click the **ADD MORE PRODUCTS** button
- To upload a bulk order your CSV file should have 2 columns. The SKU number and the QTY, then upload.
- A sample can also be downloaded from the link below
- If the product selected does not allow back orders, a popup message will display. Refer last image
- NOTE – There is a limit of 100 product lines to be added to cart this way. Please contact your Account Manage if you have a large distribution to load and they may be able to load via our Online Help Team



A screenshot of an Excel spreadsheet showing a sample CSV format for upload. The spreadsheet has columns labeled 'A', 'B', and 'C'. The data is as follows:

	A	B	C
1	sku	qty	
2	A-ABC123	50	
3	A-123ABC	100	
4	G-ABC	1	
5			
6			
7			

Sample of excel sheet to upload. This sample will be downloaded to your desktop when you click the

CLICK HERE to download sample link

A screenshot of the 'Quick order form' interface. It features a table with columns for 'Sku', 'Product', 'Qty', and 'Clear'. Below the table is an 'ADD MORE PRODUCTS' button and an 'ADD TO CART' button. There is also an 'Upload Order File' section with a 'Choose File' button and an 'UPLOAD' button.

- Example if the product you are adding to cart does not allow back orders

A screenshot of the 'Quick order form' interface showing an error message. The message reads: '1 items not added to cart ZUR1044: Out of Stock - Backorder not allowed'. Below the message is a table with columns for 'Sku', 'Product', 'Qty', and 'Clear'. The table contains one row with the following data:

Sku	Product	Qty	Clear
ZUR1044	GI Farage BLUE Business Shirt 2017 Button Cuff - Size XXXL	1	X
sku	product	qty	X

Order Limits

- The order limit section shows the user what type of order limits are imposed on their role, what happens when they exceed their permission, and any accumulative balance.
- In the below case this client has an order limit imposed that says if they exceed any order over \$300 + gst, the order is HALTED
- They will not be able to re-order again until the reset period which is 1st of July yearly
- The accumulative orders limit shows 0/300. The \$0 means they have not spent any money in their orders, so the \$300 means what figure they have to hit before an order is halted
- Every client will have different restrictions so the below will display business rules according to the particular client

**** THIS SITE IS FOR DEMO USE ONLY ****

[All Products](#) [Bags](#) [Caps](#) [Brochures](#) [General](#) [Shirts](#) [Internal](#)

My account

- Customer info
- Branches
- Saved Shopping Carts
- Template Shopping Carts
- Orders
- Back in stock subscriptions
- Change password
- Quick order form
- **Order limits**

My account - Order limits

Branch order limits

Name: Orders Total (\$)

Order limit action: Halt order

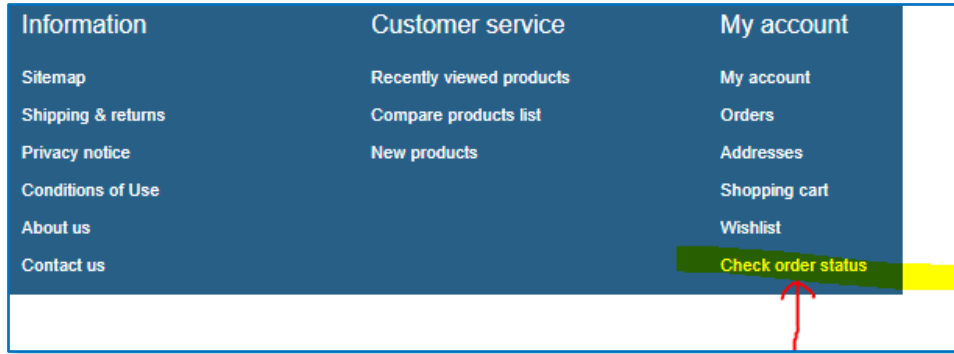
Reset period: Yearly

Reset month: July

Reset day: 1

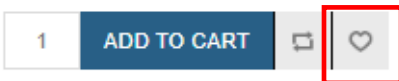
Accumulative orders total limit: \$0 / \$300.00

Footer Functions



There are a number of footer options that can take you to shortcuts for different areas.

- **Site Map** – is an overall view of directories
- **Shipping and Returns policy** – as described
- **Privacy Policy** – as described
- **Contact us** – Account Manager details
- **Search** - search for products
- **Recently viewed products** – Shows products you would have recently viewed
- **New Products** – Displays items marked as **New** in the admin panel
- **My Account**
Shows your account details other functions as listed below:
Allows you to go a **SAVED** Shopping cart, to finish a draft order
Allows a Quick order form – refer quick order form in additional functionality section
Allows you to change password
- **Orders** – shows your order details – See detailed instructions
- **Shopping Cart** – takes you to your shopping cart – 100 line maximum
- **Wish List** - takes you to items you have marked as a wish list item. 100 line maximum. You can add to cart from there. See detailed wish list instructions.



Compared products lists

- **Compare products list** – By clicking the **COMPARE PRODUCTS** icon in the add to cart section, you can compare up to 4 products side by side. You can remove existing choices to compare more products



Compare products					CLEAR LIST
Name	Ladies Navy Signature Polo	Ladies White Cotton V neck Tshirt	Mens White cotton Tshirt	LADIES BLACK V NECK T SMALL	
Price	\$17.90 excl tax	\$16.05 excl tax	\$9.95 excl tax	\$16.05 excl tax	
Short description			White round neck cotton tshirt	Black v neck cotton tshirt	
Full description					

- **Check Order Status** – When clicking this section on the footer, the entry fields below popup and once entered and submitted via CHECK STATUS, an email is sent to that address on how to check your order status. **This is only reserved for sites that are PUBLIC SITES where a user does not have to be registered**

Check order status

Order number:

Order email:

CHECK STATUS

An email has been sent to you with details on how to check your order status

Customer service

- Recently viewed products
- Compare products list
- New products

My account

- My account
- Orders
- Addresses
- Shopping cart
- Wishlist
- Check order status

↑

EMAIL EXAMPLE

Hello

Your order status is Processing. See below for the summary of your order.

Order Number: E411Phase2

Order Details: <https://qaecom.ivegrouponline.com.au/Phase2/orderdetails/411>

Date Ordered: Monday, 21 September 2020

Shipping Address

Joanne (USER log-in) Troutman
 1 testpostcode St
 Dulwich Hill 2203 |
 NSW Australia

Shipping Method: Routine
 Shipping Status: Not yet shipped

Name	Price	<u>Quantity</u>	<u>Total</u>
Blue Piggybanks (G)			
SKU: ZUR700	\$2.00 excl GST	1	\$2.00 excl GST
Sub-Total:	\$12.00 excl GST		
Shipping:	\$0.00 excl GST		
GST 10%:	\$1.20		
Order Total:	\$13.20		

Internal Charge Code: 999100

Additional Fees: Handling Fee [+\$10.00 excl GST]

Orders

Displays a snapshot of your orders to review in detail. Refer to below diagram

SEARCH



Orders

ORDER #	ORDER STATUS	ORDER DATE	ORDER TOTAL	
#E1000027DEMO	Processing	14 Aug 2020	\$149.55	DETAILS
#E1000026DEMO	Processing	14 Aug 2020	\$149.55	DETAILS
#E1000013DEMO	Processing	31 Jul 2020	\$177.05	DETAILS

Wishlist

Displays items on your wish list and allows you to add them to your cart, 100 line maximum

Wishlist

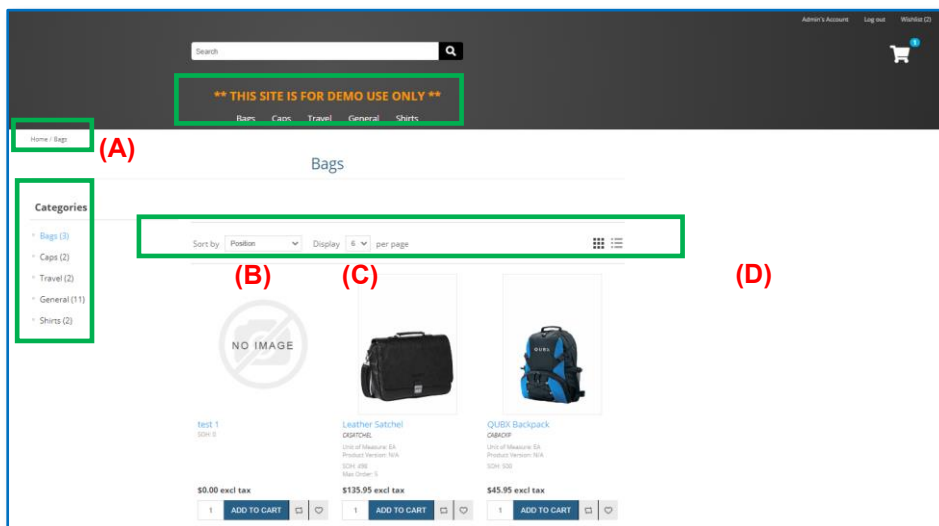
Remove	Add to cart	SKU	Image	Product(s)	Price	Qty.	Total
<input type="checkbox"/>	<input type="checkbox"/>	CASATCHEL		<i>Leather Satchel</i>	\$135.95 excl tax	<input style="width: 30px;" type="text" value="1"/>	\$135.95 excl tax
<input type="checkbox"/>	<input type="checkbox"/>	CABACKP		<i>QUBX Backpack</i>	\$45.95 excl tax	<input style="width: 30px;" type="text" value="1"/>	\$45.95 excl tax

UPDATE WISHLIST
ADD TO CART
Email a friend

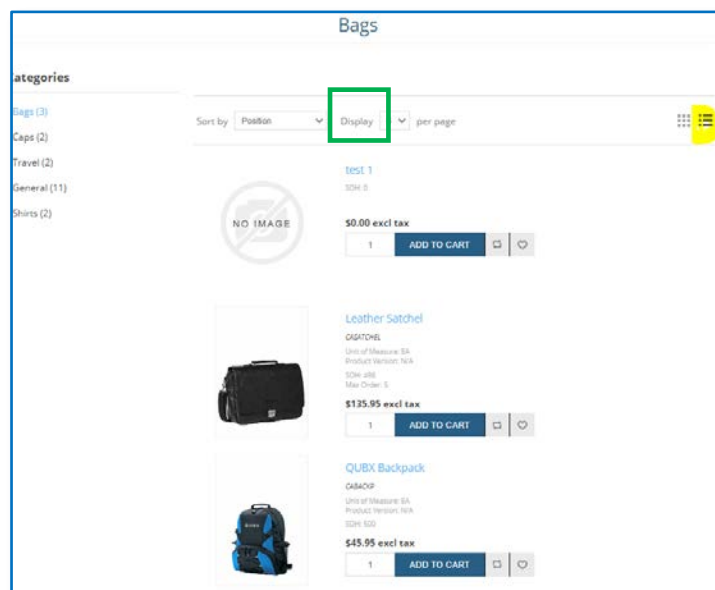
Public Store View

Tile View

- You can search for a product in the **Search Box** using either the item code, or partial / full descriptions
- Alternatively, you can click one of the directories on the header or on the side panel to display product
- Once directories are clicked you will see products under that directory
- Top left are the breadcrumbs to show you what level you are on the site **(A)**
- You can sort by different categories, example Name A to Z or vice versa, price high to low **(B)**
- You can also display up to 9 tiles per page **(C)**
- You can view the product tiles in Tile view or Column View **(D)**

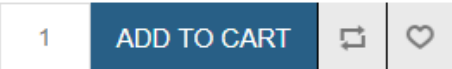

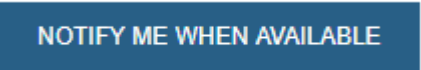


Column View



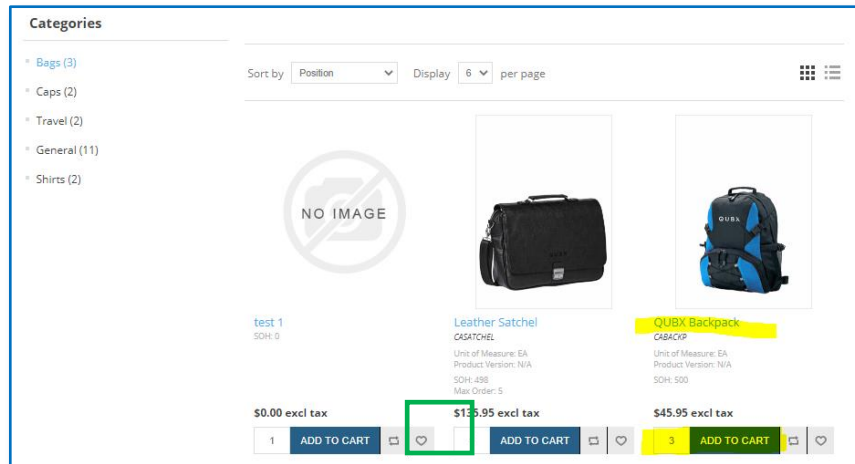
ADD TO CART and back order Status

The following buttons will appear when the below conditions are met. These will already be configured based on agreed business rules for the account.

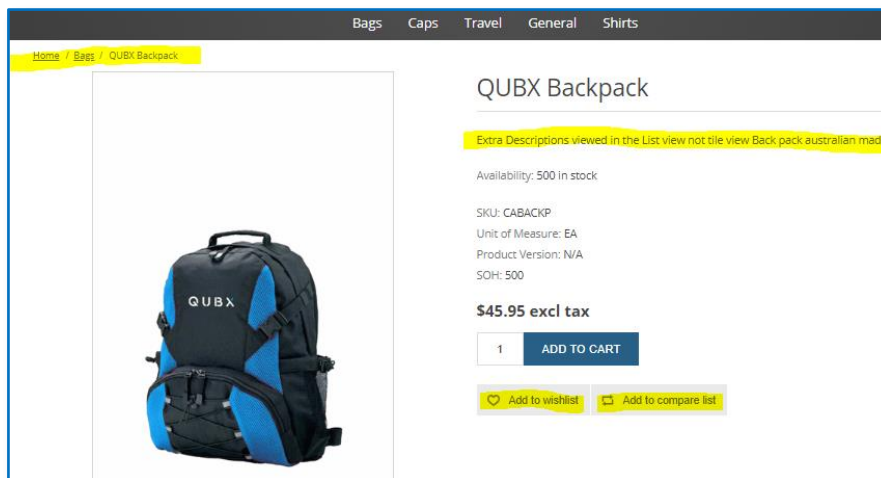
Order Button	Back order and stock availability	In stock subscription global setting
<p>ADD TO CART - BUTTON</p> 	<ul style="list-style-type: none"> • If back orders allowed and stock on hand • If back orders allowed and NIL stock on hand • If back orders NOT allowed, but stock on hand 	<ul style="list-style-type: none"> • Irrelevant
<p>UNAVAILABLE – BUTTON</p> 	<p>ADD TO CART – Turns into UNAVAILABLE button when the below conditions are met.</p> <p>If back orders NOT allowed and NIL stock on hand</p> <p>The button is greyed out and generates no action for the user</p>	<ul style="list-style-type: none"> • In stock subscriptions is DISABLED
<p>NOTIFY ME – BUTTON</p> 	<p>ADD TO CART turns into the NOTIFY button when the below conditions met</p> <p>Back orders not allowed, and NIL stock on hand</p> <p>Clicking the button will generate an action to email you when stock on hand is replenished</p>	<ul style="list-style-type: none"> • In stock subscription is ENABLED

Placing an Order

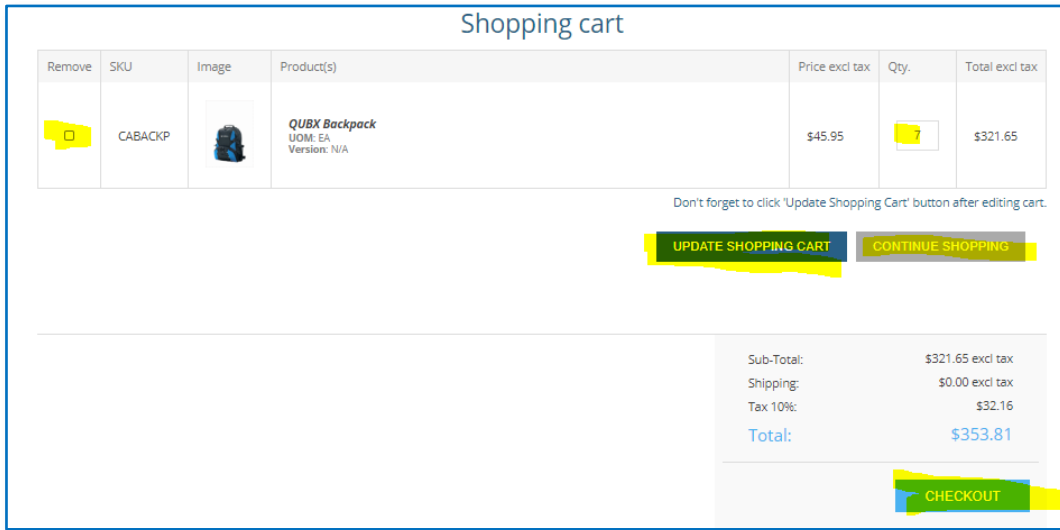
- Once you've located your item, enter desired quantity in the quantity box, and select the **ADD TO CART** button. That will automatically add the product into your cart. If you click the **ADD TO CART** multiple times it will add the number of items you entered in the field, multiplied by the number of times you clicked, into the cart
- Clicking on the product name will get you into the details screen



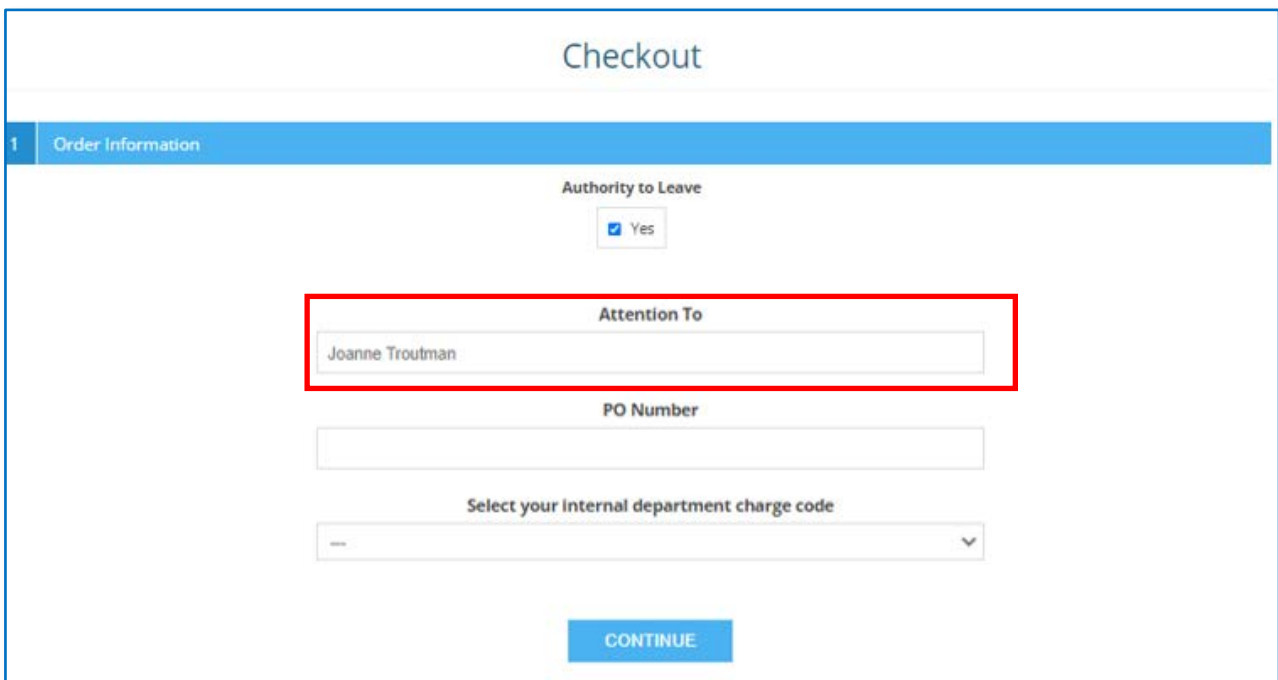
- The details screen provides more detail on the product if they are available and also provides access to **ADD TO WISHLIST** and **COMPARE**
- You can add to cart on this page also



- Click **CONTINUE SHOPPING** to keep shopping
- To edit your order (remove product or update quantity) make the changes then click **UPDATE SHOPPING CART**
- Or click **CHECKOUT** to place the order



- You will be presented with a checkout screen
- If the **Attention to** field is left blank, confirmations and delivery information will be populated by the name that is registered against the user/login. This provides a user with appropriate “Permission” to deliver to alternate contact other than the registered user.
- If that field is populated, this overrides the delivery contact name under the registered user/login
- If that login/username is a shared login for multiple people – we can configure the **attention to** as a mandatory field so they always populate with a personal name – rather than the generic registered name like “Store Manager” appearing automatically.
- We can configure the site to exclude the **Authority to Leave**, PO number field and internal charge code or make them non mandatory fields



- This will take you to the checkout screen where you select the delivery address from the drop down.
- Depending on your permission, you will be able to select from an address/s allocated to you, or you may be able to add a **NEW address** to your address book. Hit the **CONTINUE** button
- Note: If you have the permission to add “new addresses”, the drop down at the checkout page will contain your allocated branch addresses, plus any “New Addresses” you have added,

Select a shipping address from your address book or enter a new address.

}

350 Paramatta Road, Homebush, Victoria 2140, Australia ▾
350 Paramatta Road, Homebush, Victoria 2140, Australia
New Address

FROM MELBOURNE WAREHOUSE indicative Transit Times
Based on orders processed before 12noon

Checkout

1	Order Information
2	Shipping address

Select a shipping address from your address book or enter a new address.

1 Salisbury Street, HOMEBUSH WEST, NSW 2140, Australia ▾

NEW ADDRESS

FROM MELBOURNE WAREHOUSE indicative Transit Times
Based on orders processed before 12noon

STATE	No of Days Metro	No of Days Regional
ACT	1	2 - 3 days
NSW	1	2 - 3 days
NT	5 - 6 days	6+
QLD	1	4 - 5 days
SA	1	2 - 3 days
TAS	2 - 3 days	3+
WA	5 - 6 days	6+
VIC	1	2 - 3 days

CONTINUE

- If you have a new address you want typed – select **NEW** in the drop down or the **NEW ADDRESS** button
- Fill in your new address details then hit the **CONTINUE** button

1 Order Information
2 Shipping address

Select a shipping address from your address book or enter a new address.

New Address

Email: *

Company:

Country: *

State / province: *

City: *

Address 1: *

Address 2:

Zip / postal code: *

Phone number:

FROM SYDNEY WAREHOUSE indicative Transit Times
Based on orders processed before 12noon

STATE	No of Days Metro	No of Days Regional
ACT	1	2 - 3 days
NSW	1	2 - 3 days
NT	5 to 6 days	6+
QLD	1	3 - 4 days
SA	2 - 3 days	3 - 4 days
TAS	3 - 5 days	5+
WA	5 to 6 days	6+
VIC	1	2 - 3 days

CONTINUE

Any manual addresses typed will be auto predicted and linked to Australia post data for more accuracy

1 Order Information
2 Shipping address

Select a shipping address from your address book or enter a new address.

New Address

Add Address To:

Country: *

Address 1: *

Address 2:

City: *

Zip / postal code: *

State / province: *

Email: *

Company:

DEMO KEY - replace with your own AddressFinder key

- If you are only delivering to one of your allocated addresses, select the address choice from the drop down and hit **CONTINUE**

Checkout

1	Order Information
2	Shipping address

Select a shipping address from your address book or enter a new address.

350 Paramatta Road, Homebush, Victoria 2140, Australia ▾

FROM SYDNEY WAREHOUSE Indicative Transit Times
Based on orders processed before 12noon

STATE	No of Days Metro	No of Days Regional
ACT	1	2 - 3 days
NSW	1	2 - 3 days
NT	5 to 6 days	6+
QLD	1	3 - 4 days
SA	2 - 3 days	3 - 4 days
TAS	3 - 5 days	5+
WA	5 to 6 days	6+
VIC	1	2 - 3 days

CONTINUE

- If your account is configured to pay by credit card, the PayPal credit card screen will display. Fill out and **CONTINUE**
- If your account is configured on account, it will skip this PayPal payment screen
- If your login is configured for Credit card, you will be able to print an invoice from the ORDERS section on the footer – a screen message will display on confirmation of order to take you to that section. In addition, an invoice link will be sent to you when the funds are captured. Refer to “Post Order” section at the end of this document for more detail.

Credit Card Details

Testing Mode

Credit Cards will not be charged. See [here](#) for Test Credit Card Numbers

Cardholder name:

Card number:

Expiration date: /

Card code:

Credit Card Fees

Visa \$0.26 excl tax (1.5%)

Master Card \$0.26 excl tax (1.5%)

Amex \$0.35 excl tax (2%)

Back

CONTINUE

- A screen summary of your order for confirmation will display
- Select **BACK** to make alterations or **CONFIRM** to proceed after checking all your details

Checkout

1

Order Information

2

Shipping address

3

Shipping method

4


Confirm order

Shipping Address

Joanne Troutman
Ive Group PTY
350 Paramatta Road
Homebush Victoria, 2140
Australia
Email: admin@ivegroup.com.au
Phone: 0280204400

Shipping

Shipping Method: Routine

SKU	Image	Product(s)	Price excl tax	Qty	Total excl tax
CABAOIP		QUBX Backpack UOM: EA Version: N/A	\$45.95	7	\$321.65

Sub-Total: \$321.65 excl tax

Shipping (Routine): \$0.00 excl tax

Tax 10%: \$32.16

Total: \$353.81

Attention To: Joanne Troutman
Authority to Leave: Yes

Back
CONFIRM

Draft Order & Saving / Restoring an order



Draft order

Once you add to the cart, the order becomes a draft. The item will stay in your cart when you leave the site, and you can add to the cart, checkout, or save the cart for a later date

Saving an order

- Once you add to the cart, you can go to the cart and CHECKOUT, or you can choose the SAVE option to save for another day
- Click the SAVE SHOPPING CART button

Shopping cart



Remove	SKU	Image	Product(s)	Price excl gst	Qty.	Total excl gst
<input type="checkbox"/>	QBX-042		Visit London UOM: BDL250 Version: N/A	\$49.50	1	\$49.50
<input type="checkbox"/>	CACAMBWPOLO10		QUBX Black Polo Shirt Size: Size 10 Edit UOM: EA Version: N/A	\$25.00	1	\$25.00

Don't forget to click 'Update Shopping Cart' button after editing cart.

UPDATE SHOPPING CART
CLEAR CART
SAVE SHOPPING CART
CONTINUE SHOPPING

- Name the Shopping cart – EG: Chatswood April 1 Order, and SAVE the cart

Cart Name/Description:

SKU	Image	Product(s)	Price excl gst	Qty.	Total excl gst
QBX-042		Visit London UOM: BDL250 Version: N/A	\$49.50	1	\$49.50
CACAMBWPOLO10		QUBX Black Polo Shirt Size: Size 10 Edit UOM: EA Version: N/A	\$25.00	1	\$25.00

[SAVE SHOPPING CART](#)

- You will see a screen display of the saved cart, that you can restore at a later date
- If you click the VIEW CART button, you will be prentd with 2 more options
- RESTORE CART, so you can add items and or checkout – or
- DELETE CART, which deletes the saved shopping cart



All Products PHARMACY ▾ PRICELINE JNSneakers

Saved Shopping Carts

Title/Description	Cart Quantity	Cart Total	Saved Date	
Chatswood April 1 Order	2	\$74.50 excl gst	17 Sep 2021 11:51 AM	VIEW CART

All Products PHARMACY ▾ PRICELINE JNSneakers

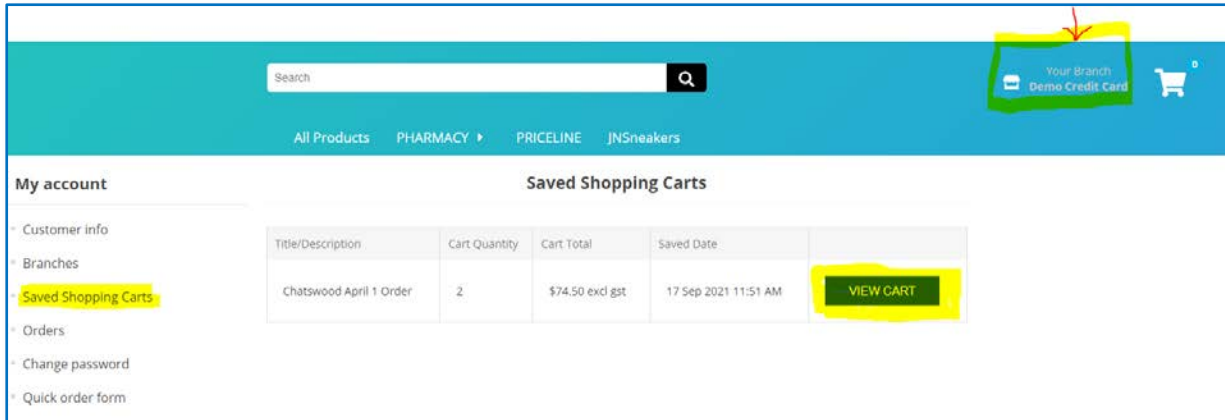
Saved Shopping Cart

SKU	Image	Product(s)	Price excl gst	Qty.	Total excl gst
QBX-042		Visit London UOM: BDL250 Version: N/A	\$49.50	1	\$49.50
CACAMBWPOLO10		QUBX Black Polo Shirt Size: Size 10 UOM: EA Version: N/A	\$25.00	1	\$25.00

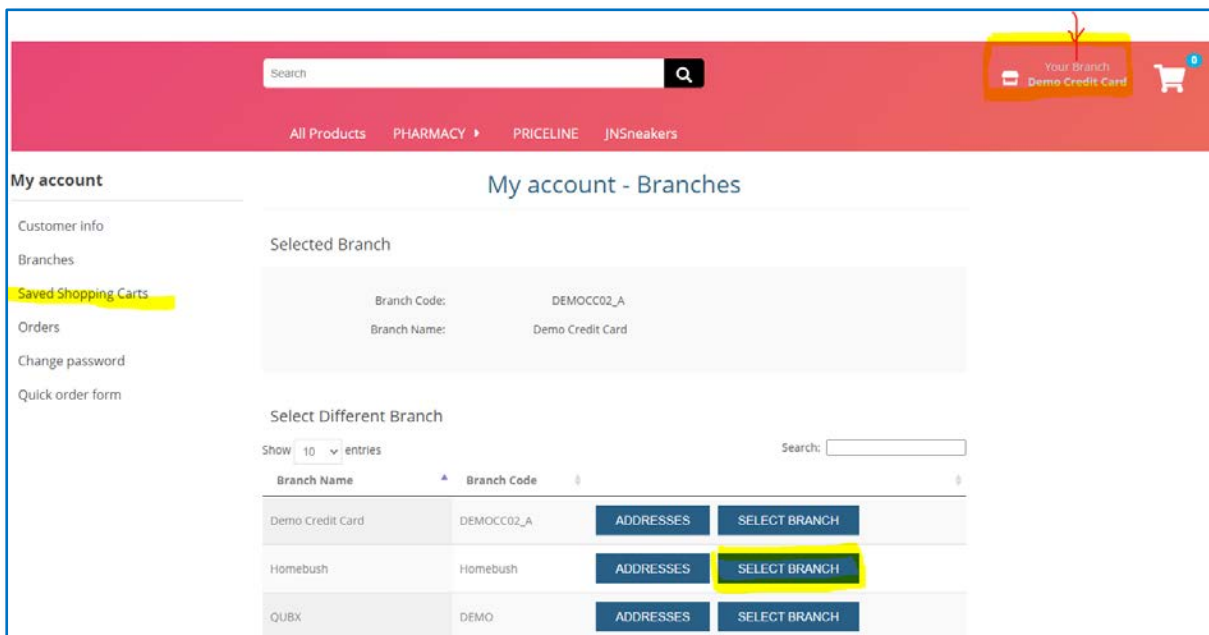
[RESTORE CART](#) [DELETE CART](#)

Restore the Cart

- To restore a cart, click your account icon top right, then go to SAVED SHOPPING CARTS on the left panel
- View the cart, then RESTORE – same as restore instructions above
- If you have multiple accounts available to you, ensure you have selected the branch you ordered for in the saved order – as only the orders you saved for that store will appear



- If you have multiple accounts available to you, ensure you have selected the branch you ordered for in the saved order – as only the orders you saved for that store will appear
- Click the top right icon, then select one of the branches you have access, click SAVED SHOPPING CARTS, and restore or delete as per previous instructions

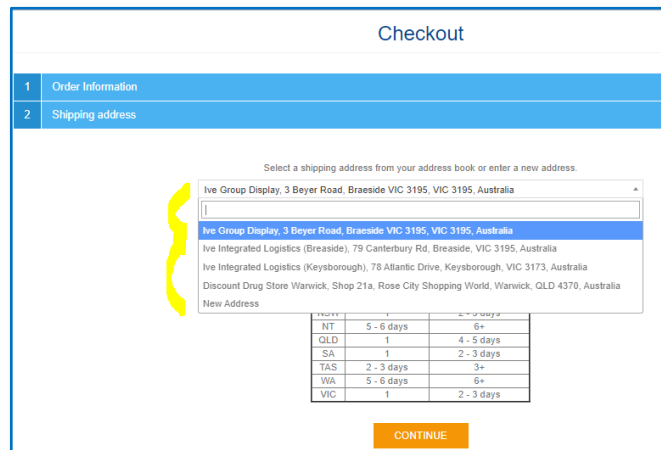
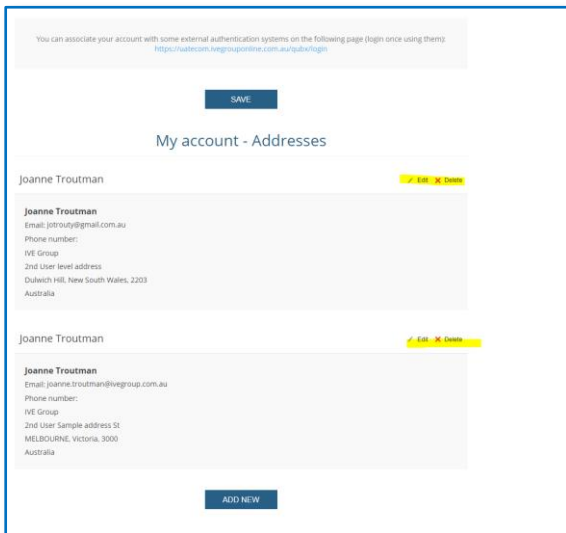
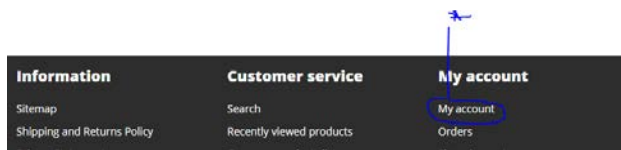


Adding, editing or deleting an address from personal Address book (Not Global Address)

If you're login has permission to add to an address book, you can also delete or edit these addresses. Branch addresses of your Cost centre, are allocated through our Management information system (Prism), so those addresses cannot be deleted. Cost Centre account addresses need to be changed via your Account Manager via our Prism system.

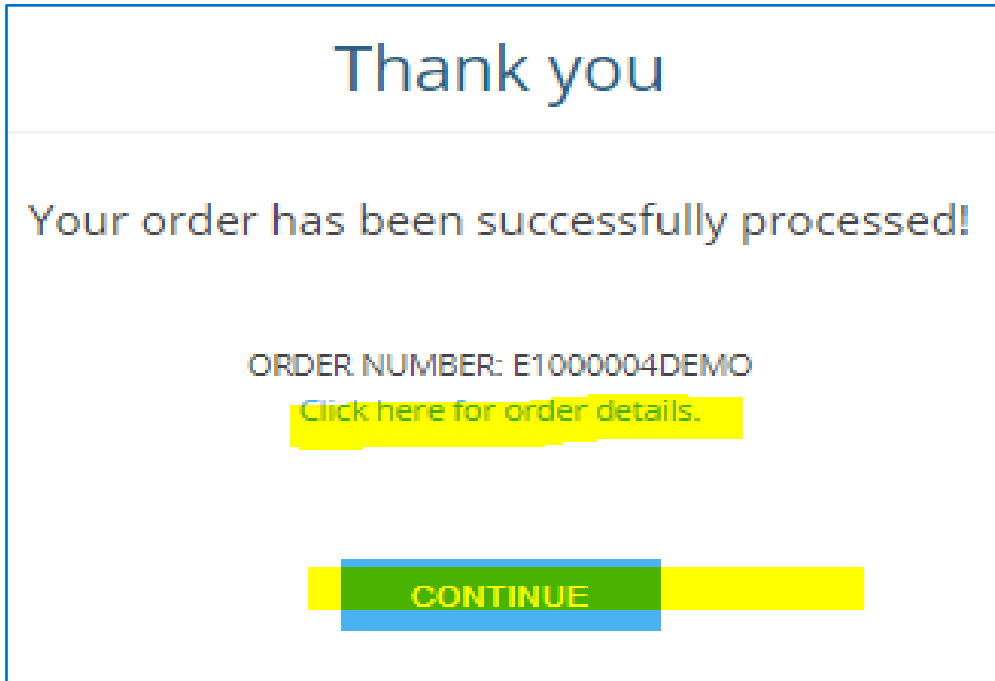
TO delete a personal delivery address created. Go to MY ACCOUNT in the footer or top right Account icon. Scroll down to the bottom and you will see addresses you have created. ADD, EDIT or DELETE as you see fit. The addresses you add in this personal section will appear as an option at the checkout screen dropdown, in addition to any addresses attached to the selected cost centre - as per image on the right.

If your login has permission to add a NEW ADDRESS, the NEW ADDRESS option will also appear on the checkout drop down



After placing an order – (Post Order)

- Once you hit confirm, if your account is configured for account payment, you will receive a screen display advising that your order has been successfully processed. An email confirmation will also be sent
- Click the link **Click here** for order details



- After clicking the above link, the below screen will be displayed. The **PDF INVOICE** button will only appear if your login was configured for credit card payment
- This screen is also available by clicking the **RE-ORDER** function on the footer

Order Information Sample

Order information

Print
PDF Invoice

ORDER #E100009DEMO
 Order Date: Thursday, 30 July 2020
 Order Status: Processing
 Order Total: **\$66.99**

Payment
 Payment Method: Credit Card
 Payment Status: Authorized

Shipping Address
 David Test
 TEST COMPANY
 1 Park Street
 Sydney, New South Wales, 2000
 Australia
 Email: user_cc@test.com
 Phone:

Shipping
 Shipping Method: Routine
 Shipping Status: Not yet shipped

Product(s)

SKU	Name	Price excl tax	Quantity	Total excl tax
CAFRONTCAP	<i>QUBX Baseball Cap with Pattern</i> <small>UOM: G Version: N/A</small>	\$20.00	3	\$60.00

Sub-Total: \$60.00 excl tax
 Shipping: \$0.00 excl tax
 Credit Card Fee 1.50%: \$0.90 excl tax
 Tax 10%: \$6.09
Order Total: \$66.99

Internal Charge Code: Internal

RE-ORDER

Sample of an invoice for the Credit Card Payment – once the PDF INVOICE has been selected

TAX INVOICE/RECEIPT
 Order# E100009DEMO
<http://uategroup.com.au/QUBX>
 Date: Thursday, 30 July 2020

Shipping Information:
 Company: TEST COMPANY
 Name: David Test
 Address: 1 Park Street
 Sydney, New South Wales 2000
 Australia
 Email: user_cc@test.com
 Phone:

Shipping method: Routine

Payment method: Credit Card

Product(s)

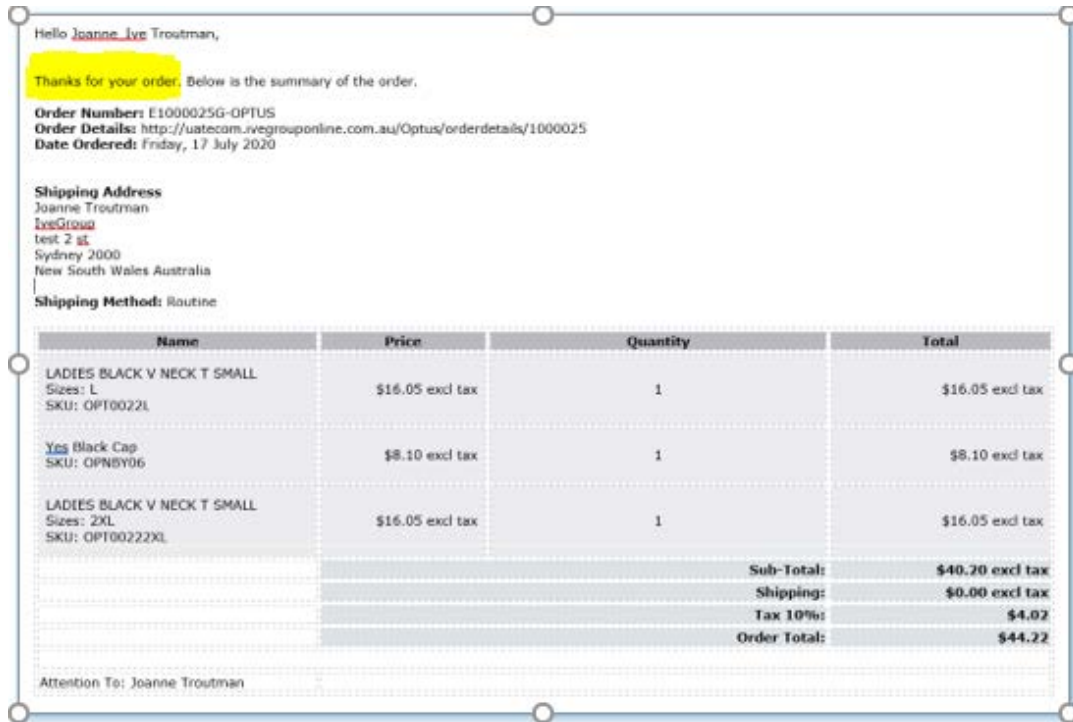
Name	SKU	Price excl tax	Qty	Total excl tax
QUBX Baseball Cap with Pattern	CAFRONTCAP	\$20.00	3	\$60.00

Sub-total: \$60.00 excl tax
 Shipping: \$0.00 excl tax
 Credit Card Fee 1.50%: \$0.90 excl tax
 Tax 10%: \$6.09
Order total: \$66.99

Internal Charge Code: Internal

Sample of Email confirmation

- A confirmation email is also sent out on completion of order



- FOR CREDIT CARD PAYMENTS ONLY: In addition to the above email, once an order is shipped or partially shipped, our systems integrates with Paypal so the funds are captured at that point. You will get an email the next day after it has been shipped with a pdf link. The pdf will be the same as above, but the only difference is the pdf will say:

“Thank you for your payment”, instead of “Thank you for your order”, and it advises who what company you will see on your bank statement



Order History or tracking URLs – looking up Order information

- You can view order history via the **ORDERS** function at the footer. By clicking the **DETAILS** button, you can drill down to further details
- The Order Information screen can be viewed again at this DETAILS section – refer to Order information sample on previous page

My account - Orders

Customer info
Orders
Back in stock subscriptions
Change password

Start Date
End Date
Product
Order Status

Payment Status
Shipping Status
Go to order

SEARCH

ORDER #	ORDER STATUS	ORDER DATE	ORDER TOTAL
#E1000004DEMO	Processing	28 Jul 2020	\$353.81

Showing 1 - 1 of 1

Information
Customer service
My account

Sitemap
Search
My account

Shipping and Returns Policy
Recently viewed products
Orders

Privacy Statement
Compare products list
Shopping cart

Contact us
New products
Wishlist

- Hitting the **DETAILS** will also display the **Tracking URL** if the order has been shipped

Order Date: Friday, 31 July 2020
 Order Status: Processing
 Order Total: **\$177.05**

Shipping Address
 Joanne Troutman
 QUBX
 350 Parramatta Road
 Homebush, New South Wales, 2140
 Australia
 Email: joanne.troutman@ivegroup.com.au
 Phone:

Shipping
 Shipping Method: Routine
 Shipping Status: Not yet shipped

Shipments

Shipment #	Tracking number	Date shipped	Date delivered	View details
1	TCG23557	Wednesday, 14 August 2019	Not yet	View details

Product(s)

SKU	Name	Price excl tax	Quantity	Total excl tax
CASATCHEL	<i>Leather Satchel</i> UOM: EA Version: N/A	\$135.95	1	\$135.95
CABLCAP	<i>QUBX Baseball Cap</i> UOM: EA Version: N/A	\$25.00	1	\$25.00

Sub-Total: \$160.95 excl tax
 Shipping: \$0.00 excl tax
 Tax 10%: \$16.10
Order Total: \$177.05

Shipment has been delivered

[Share](#)
[Watch](#)

Shipment number: AVCF258385
 Delivery date: **31 May 2021**

Shipment details

Sender details
Erskine Park
NSW AU

Freight details

Receiver details
Fortitude Valley
QLD AU

Business unit
Toll Priority

Reference
835176.907003;
Customer po# promo user
835176.907003

Service type
Parcels - Off Peak

Number of items
1

[MORE INFO](#)

Tracking Details [JOURNEY](#) [MAP](#)

	Shipment created	27 May 2021 01:32 PM	Botany, NSW	VIEW MORE
	Picked up		Erskine Park, NSW	
	In transit	27 May 2021 06:38 PM	Bungarrabee, NSW	VIEW MORE
	Out for delivery	31 May 2021 07:13 AM	Fortitude Valley, QLD	VIEW MORE
	Delivered	31 May 2021 11:40 AM	Fortitude Valley, QLD	VIEW MORE

Additional Functionality

The Ecom application also allows the following additional functionality. Please contact your account manager if you wish to enable any of these options against a specific product.

All the following functions can be configured by Ive Group IT, please refer to your Account Manager

Tier Pricing: on products QUBXBROC1 and CAFRONTCAP

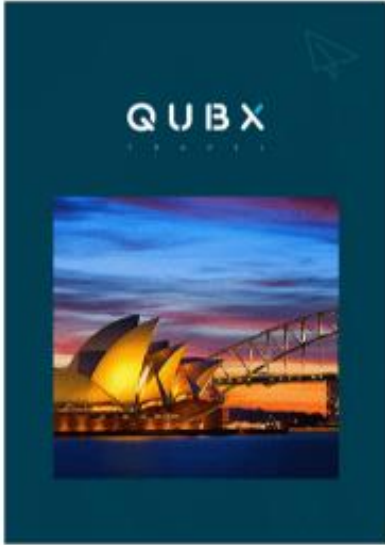





Required products: on QUBXLHD1 will auto add QUBXENVDLX1 to cart

Related products: enabled on QUBXLHD1 and QBX-012

Cross Sell – on product CASATCHEL – appears on bottom of check out page

Price discount displayed

Ecom has the ability to show the previous price of an item to demonstrate the discount

	
QUBX Travel QBX-043 Unit of Measure: RM500 Product Version: N/A SOH: 499 Max Order: 2	Visit London QBX-042 Unit of Measure: BDL250 Product Version: N/A SOH: 499 Max Order: 2
\$95.50 excl tax \$85.95 excl tax	\$49.50 excl tax \$44.55 excl tax
1 ADD TO CART  	1 ADD TO CART  

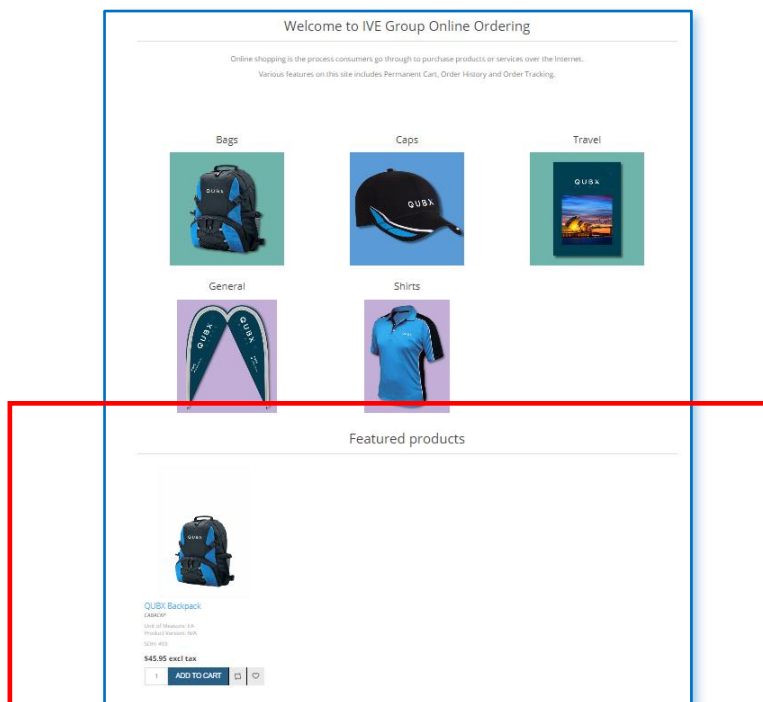
Matrix Order Mode

- If a product is selected that has multiple attributes – example size, once the product is selected a button called **TOGGLE MATRIX ORDER MODE** will appear. By clicking this icon, another display will appear so the user can enter multiple quantities if they wish to place orders of all the different sizes



Featured Product

Ability to show an item on the home page in addition to its usual directory. This shows up in Featured products at the base of the Welcome Page – just above the footer






Required product function

Ability to automatically add a specific **required product** to the cart when they order an item.

E.g. when you order product A), product B) automatically appears in your cart. The remove tick box is not available on the **required product**. Please note – both products have to be in stock for this to be enabled to add to cart

Shopping cart

Remove	SKU	Image	Product(s)	Price excl tax	Qty.	Total excl tax
	QBX-001		QUBX XL Campaign flyer UOM: EA Version: N/A	\$0.00	1	\$0.00
<input type="checkbox"/>	CASATCHEL		Leather Satchel UOM: EA Version: N/A	\$135.95	1	\$135.95

Don't forget to click 'Update Shopping Cart' button after editing cart.

	Sub-Total:	\$135.95 excl tax
	Shipping:	\$0.00 excl tax
	Tax 10%:	\$13.60
	Total:	\$149.55


New Product

Any product marked as **NEW** (by your account manager), will show in the **NEW PRODUCTS** section available on the footer. A date range for this item to appear and disappear in the **NEW PRODUCTS** area is also available

Categories

- ▾ Bags (3)
- ▾ Caps (2)
- ▾ Travel (2)
- ▾ General (11)
- ▾ Shirts (2)

New products





Leather Satchel
CASATCHEL
Unit of Measure: EA
Product Version: N/A
SKU: 498
Max Order: 5

\$135.95 excl tax

1

Recently viewed products

-  Leather Satchel
-  QUBX Backpack

Information

- Sitemap
- Shipping and Returns Policy
- Privacy Statement
- Contact us

Customer service

- Search
- Recently viewed products
- Compare products list
- New products**


My account

- My account
- Orders
- Shopping cart
- Wishlist

Cross Sell

Ability to add **CROSS SELL** items, so they will appear as additional product options at the bottom of your checkout cart as below. There is also the opportunity to **ADD TO CART** at this point

Based on your selection, you may be interested in the following items



A5 Notebook
OPT0064
Unit of Measure: EACH
Product Version: N/A
SOH: 499
\$9.99 excl tax

Related Products

Ability to add **Related products**, so they appear as options at the bottom of the checkout page

8oz Coffee Cups + Lids TEST PRODUCT ONLY


Availability: 500 in stock

SKU: OPTUS01
Unit of Measure: EACH
Product Version: N/A
SOH: 500

\$1.30 excl tax

1

Related products



Approval workflow Scenario – if applicable

There are several artwork approval workflows we can impose depending on the client’s business rules. **Please refer to your Ive Account Manager on the approval scenarios for your contract**

Order approval notifications

If your cost centre is configured for approval you will receive the same standard screen and email messages, however, there will be a line indicating this order requires approval.

Checkout
This Order Requires Approval
This order requires approval

Authority to Leave
 Yes

Delivery Comments

Attention To

PO Number

Select your internal department charge code

Internal

CONTINUE

Checkout
This Order Requires Approval
This order requires approval

Select a shipping address from your address book or enter a new address.

350 Parramatta Road, Homebush, New South Wales 2140, Australia

FROM SYDNEY WAREHOUSE indicative Transit Times
 Based on orders processed before 12noon

STATE	No of Days Metro	No of Days Regional
ACT	1	2 - 3 days
NSW	1	2 - 3 days
NT	5 to 6 days	6+
QLD	1	3 - 4 days
SA	2 - 3 days	3 - 4 days
TAS	3 - 5 days	5+
WA	5 to 6 days	6+
VIC	1	2 - 3 days

CONTINUE


Checkout
This Order Requires Approval
This order requires approval

- 1 Order Information
- 2 Shipping address
- 3 Shipping method
- 4 Cashier order

Shipping Address

John Smith
 TEST COMPANY
 200 Parramatta Road
 Homebush, New South Wales, 2140
 Australia
 Email: user_name@test.com
 Phone:

Shipping
 Shipping Method: Routine

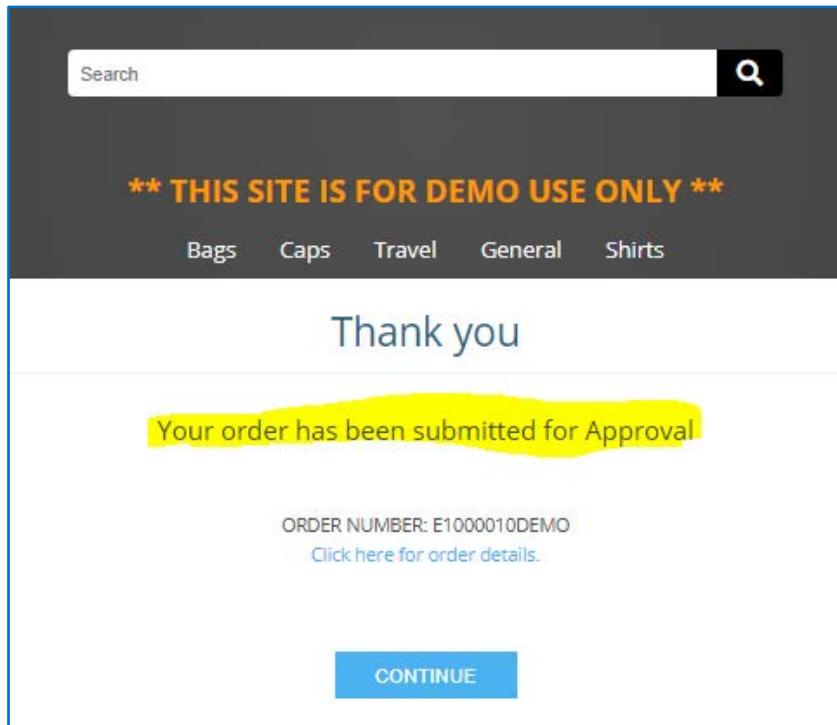
Sku	Image	Product(s)	Price excl tax	Qty	Total excl tax
CASAT06L		Leather Satchel 100% Full Grain Leather	\$135.95	1	\$135.95

Sub-Total: \$135.95 excl tax
 Shipping (Routine): \$0.00 excl tax
 Tax 10%: \$13.60
Total: \$149.55

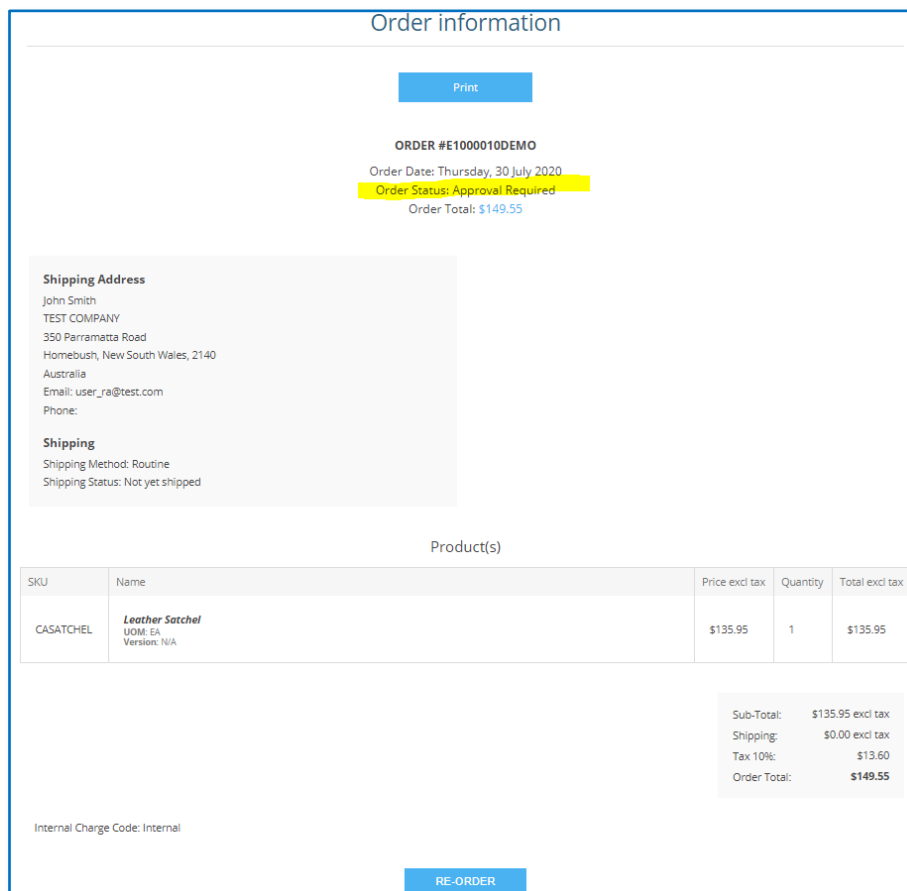
Internal Charge Code: Internal

CONTINUE

- An on-screen link is displayed



- This would be the order confirmation after the link or on the Orders footer



Order approval email trail

User confirmation email sample

Email to user once they have hit the **CONFIRM** order button

Hello John Smith,

Order E1000010DEMO has been submitted for approval. You will be notified via email of the response

Order Details:

Order Number: E1000010DEMO
 Order Details: <http://uategroup.com.au/QUBX/orderdetails/1000010>
 Date Ordered: Thursday, 30 July 2020

Shipping Address
 John Smith
 350 Parramatta Road
 Homebush 2140
 New South Wales Australia

Shipping Method: Routine

Name	Price	Quantity	Total
Leather Satchel SKU: CASATCHEL	\$135.95 excl tax	1	\$135.95 excl tax
Sub-Total:			\$135.95 excl tax
Shipping:			\$0.00 excl tax
Tax 10%:			\$13.60
Order Total:			\$149.55

Internal Charge Code: Internal

Approver email sample

Email to approver outlining what is in their Approval Dashboard to approve. The URL link will get them straight into Ecom via a second tab if they are already logged in. If not logged in the url takes them to the login page

Order E1000010DEMO is awaiting your approval.

Order Details:

Order Number: E1000010DEMO
 Client Code: %ClientCode%
 Client Name: %ClientName%
 Order Details: <http://uategroup.com.au/QUBX/orderdetails/1000010>
 Date Ordered: Thursday, 30 July 2020

Shipping Address
 John Smith
 350 Parramatta Road
 Homebush 2140
 New South Wales Australia

Shipping Method: Routine

Name	Price	Quantity	Total
Leather Satchel SKU: CASATCHEL	\$135.95 excl tax	1	\$135.95 excl tax
Sub-Total:			\$135.95 excl tax
Shipping:			\$0.00 excl tax
Tax 10%:			\$13.60
Order Total:			\$149.55

Internal Charge Code: Internal

[Go To Order](#)

Confirmation of approval sample – once order approved

Email to user confirming their order has been approved.

Please note – if the account is configured for credit payment, the message prompts you to make a payment in the **Orders Section**. The order will not be processed till the payment is submitted

An additional email is sent, confirming the order has been successfully processed after approval

Hello John Smith,

Your order below has been approved, if no payment is required your order will ship, otherwise **please complete a payment for your order to allow shipping fulfilment to commence.**

To make a payment. go to 'Orders' in My Account and access the 'Pay now' button.

Order Details:

Order Number: E1000010DEMO
 Order Details: <http://uategroup.com.au/QUBX/orderdetails/1000010>
 Date Ordered: Thursday, 30 July 2020

Shipping Address
 John Smith
 TEST COMPANY
 350 Parramatta Road
 Homebush 2140
 New South Wales Australia

Shipping Method: Routine

OPTIONAL APPROVAL EMAILS

If there is more than one approver, the other approvers will get an email notifying that:

“ Order E1000XXXX has been approved by <approvername>”

All the order details and shipping address will also be attached

BATCHED EMAIL REMINDERS

The system has a default setting of 1 day for reminders and 30 days for order cancellations, these can be changed. The reminders work as follows:

- If order has not been approved the next day, ALL approvers get 1 batched list of all unapproved orders – they get this once daily to avoid multiple emails of different orders. This is just a reminder for them to go to their dashboard, where they will only see their specific orders. This batch summary can be disabled by client
- They continue to get the 1 batched email per day until the order/orders are approved and fall off the summary
- After 30 days the order is auto rejected