

Optus Ecom User Guide

July 2020 – Online Store

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A large, abstract teal graphic consisting of several overlapping geometric shapes, primarily triangles and quadrilaterals, creating a dynamic, angular composition on the right side of the page.

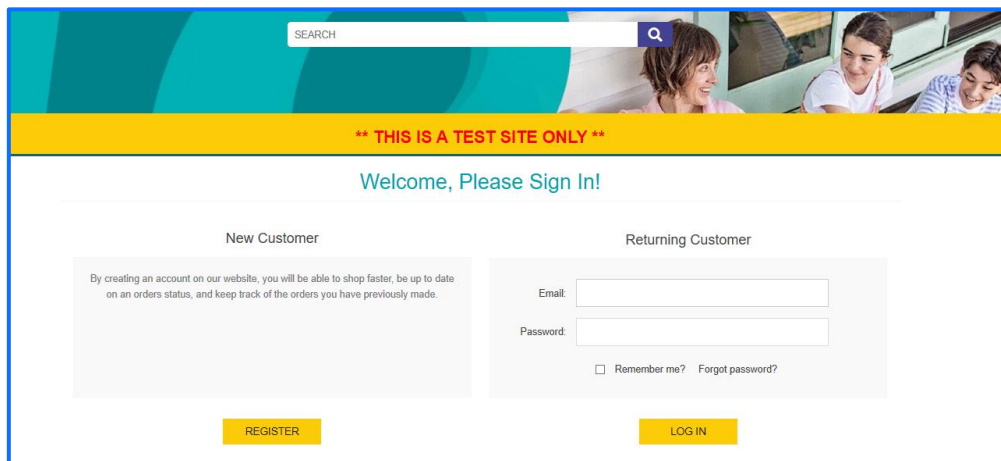
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Optus / Ecom User Guide

Login / Registration

If you already have a login, please enter your username and password. You also have the “forgot password” at the login page if you can’t remember your login. You will be prompted on reset instructions.

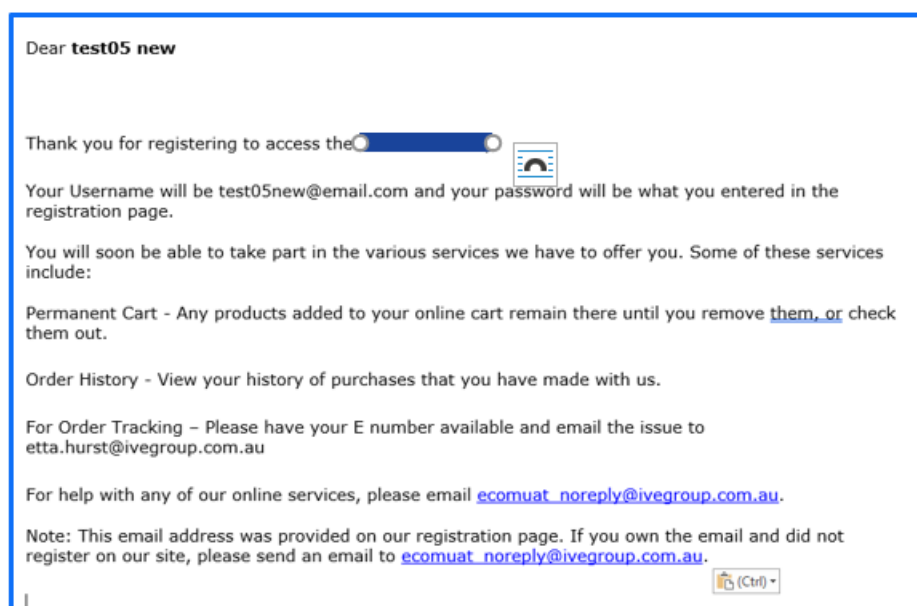
If you are a new user, simply click the register button and your account will be automatically approved.




You will get an email Link to confirm your email address – click to confirm and validate your address. If you do not get this link in the first 10 minutes, chances are you entered the incorrect email address. Wait 10-15 minutes before lodging a help request in case there are network delays.

[Optus](#)
To activate your account [click here](#).

After email validation – you will automatically get an email Welcome message to confirm your account has been setup, example below:



Dear **test05 new**

Thank you for registering to access the 

Your Username will be test05new@email.com and your password will be what you entered in the registration page.

You will soon be able to take part in the various services we have to offer you. Some of these services include:


Permanent Cart - Any products added to your online cart remain there until you remove them, or check them out.

Order History - View your history of purchases that you have made with us.

For Order Tracking – Please have your E number available and email the issue to etta.hurst@ivegroup.com.au

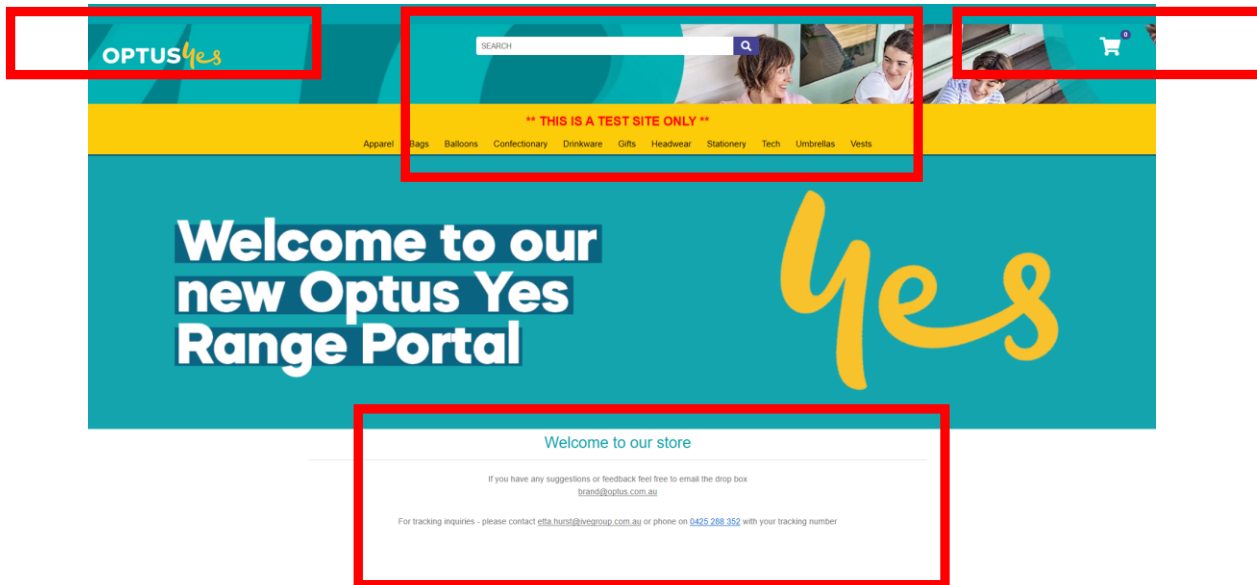
For help with any of our online services, please email ecomuat_noreply@ivegroup.com.au.

Note: This email address was provided on our registration page. If you own the email and did not register on our site, please send an email to ecomuat_noreply@ivegroup.com.au.

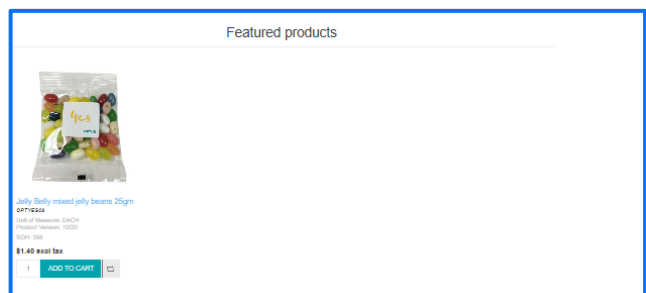
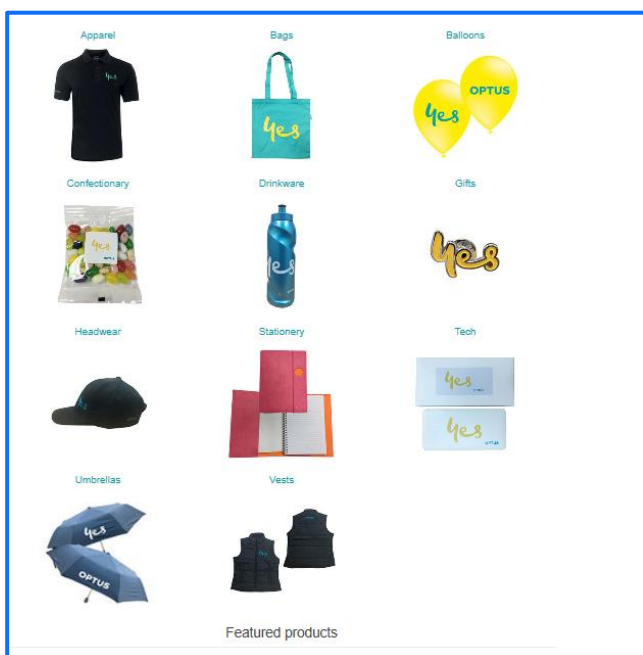
 (Ctrl) -

Navigating the Website

- HOME – OPTUS LOGO: Optus logo on the top left, is also the area you click when you want to get back to HOME / Welcome page
- USERNAME: Top right you will see the user you are logged in as. If you click that top right area it will display detail about your user credentials. Name, contact details etc.
- At the base of Welcome Tile there are the contact details of your account manager and the email for feedback to the brand drop box
- At the header in the centre are all the current folders where your products sit, and also the search box



- In addition to the folder names at the header, Categories can also be accessed further down the Welcome page via the picture tiles
- There is also a section for "Featured products" which Optus would like to be front of mind on the site. These could be products they wish to promote, and appear at the foot of the Welcome Page, above the footer function area



Footer Functions

There are a number of footer options that can help you shortcut to different areas. Most are self explanatory but an overview of each is listed below

- Site Map – is an over all view of directories
- Shipping and Returns policy – as described
- Privacy Policy – as described
- Contact us – Account Manager details
- Search – as described search for products
- Recently viewed products – Shows products you would have recently viewed
- 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.



- New Products – Displays items marked as “New” in the admin panel
- My Account – Shows your account details
- Orders – shows your order details – See detailed instructions
- Shopping Cart – takes you to your shopping cart
- Wish List - takes you to items you have marked as a wish list item. You can add to cart from there. See detailed instructions.



Information	Customer service	My account
Sitemap	Search	My account
Shipping and Returns Policy	Recently viewed products	Orders
Privacy notice	Compare products list	Shopping cart
Contact us	New products	Wishlist

Compared products lists



Displays the products where you selected the compare products icon. It compares 4 products maximum and you need to clear to add more. Table is as shown below

Orders


Displays a snapshot of your orders to review in detail

Compare products					CLEAR LIST
	Remove	Remove	Remove	Remove	
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					

Orders				
ORDER #	ORDER STATUS	ORDER DATE	ORDER TOTAL	
#E1000007G-OPTUS	Processing	30 Jun 2020	\$457.76	DETAILS
#E1000004G-OPTUS	Processing	30 Jun 2020	\$457.76	DETAILS
#E1000002G-OPTUS	Processing	29 Jun 2020	\$457.76	DETAILS
#E1000001G-OPTUS	Processing	22 Jun 2020	\$15.24	DETAILS

Wishlist

Displays items on your wish list and allows you to add them to your cart

Wishlist							
Remove	Add to cart	SKU	Image	Product(s)	Price	Qty.	Total
<input type="checkbox"/>	<input type="checkbox"/>	OPTYES06		Jelly Belly mixed jelly beans 25gm	\$1.40 excl tax	<input type="text" value="1"/>	\$1.40 excl tax

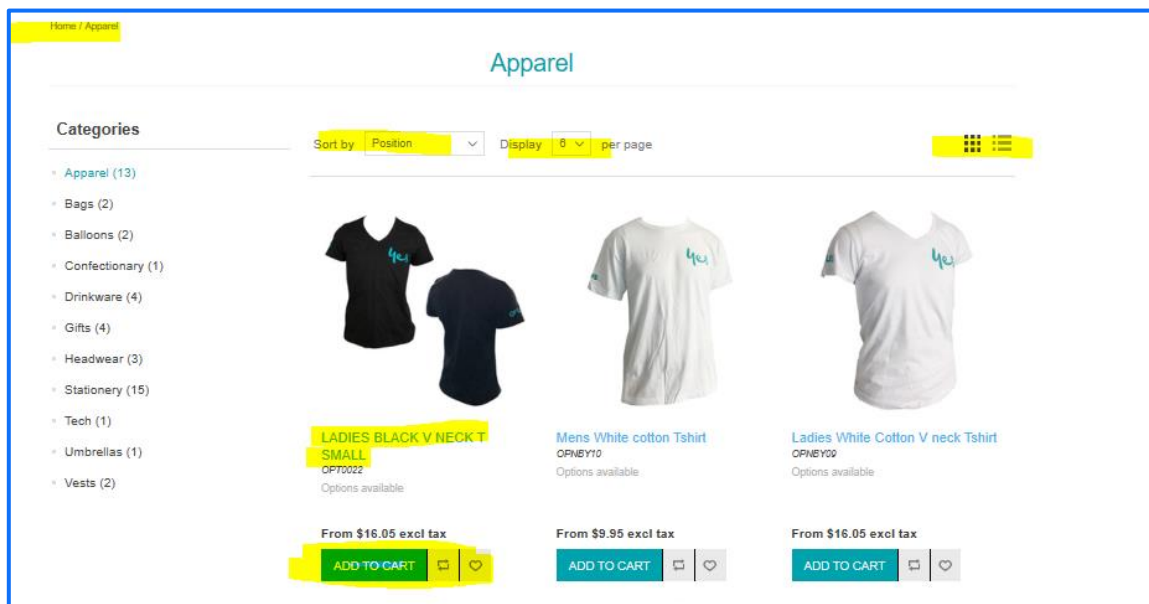
[UPDATE WISHLIST](#) [ADD TO CART](#)

Public Store View

- You can search for a product in the Search Box via the item code or partial or full description
- Alternatively, you can click one of the directories at the header to display product
- Once directories are clicked you will see products under that directory
- Top left are the breadcrumbs to show you whereabouts on the site you are
- You can sort by different categories, example Name a to z or visa versa, price high to low
- You can also display up to 9 tiles per page
- You can view the thumbnails in Tile view or Column View




Tile View



Column View

Apparel


Sort by Position ▼ Display 6 ▼ per page



LADIES BLACK V NECK T SMALL
OPTD022
Options available

From \$16.05 excl tax


ADD TO CART 🛒 ❤️



Mens White cotton Tshirt
OPNEY10
Options available

From \$9.95 excl tax

ADD TO CART 🛒 ❤️



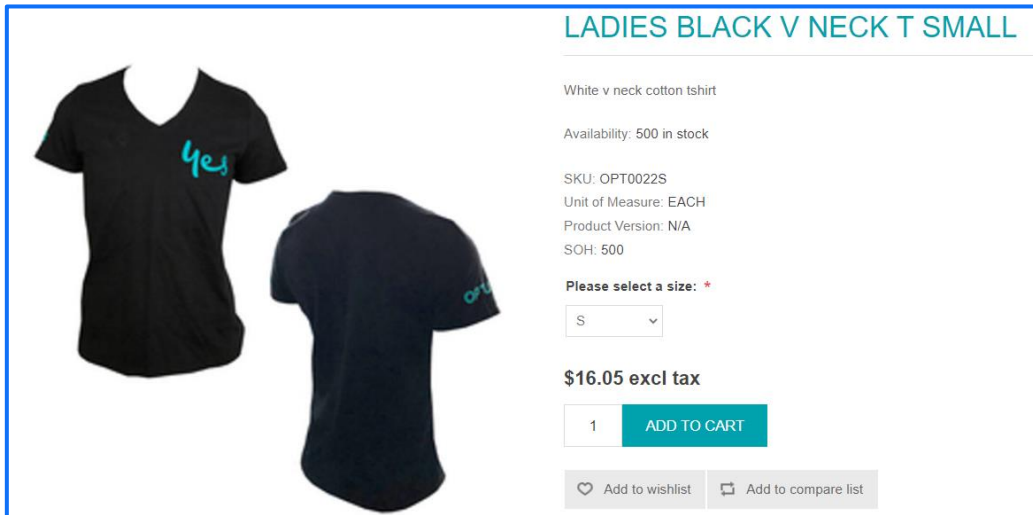
Ladies White Cotton V neck Tshirt
OPNEY00
Options available

From \$16.05 excl tax

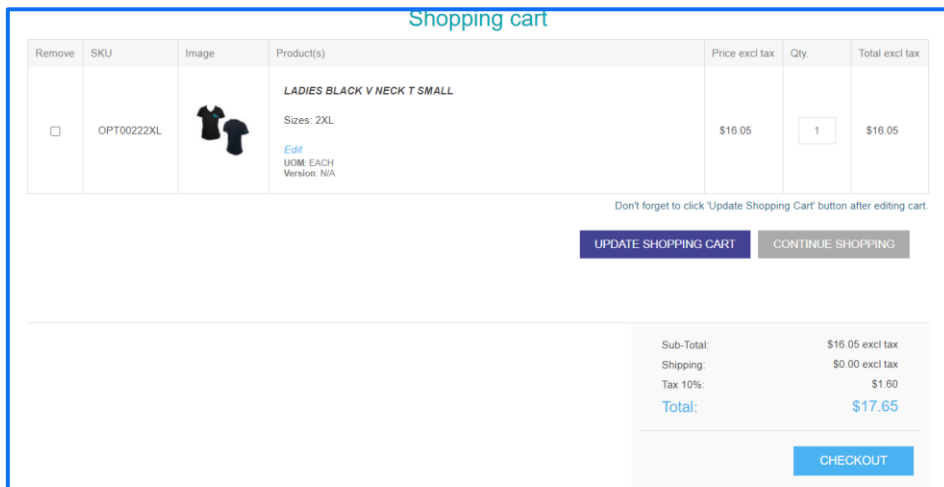
ADD TO CART 🛒 ❤️

Placing an order

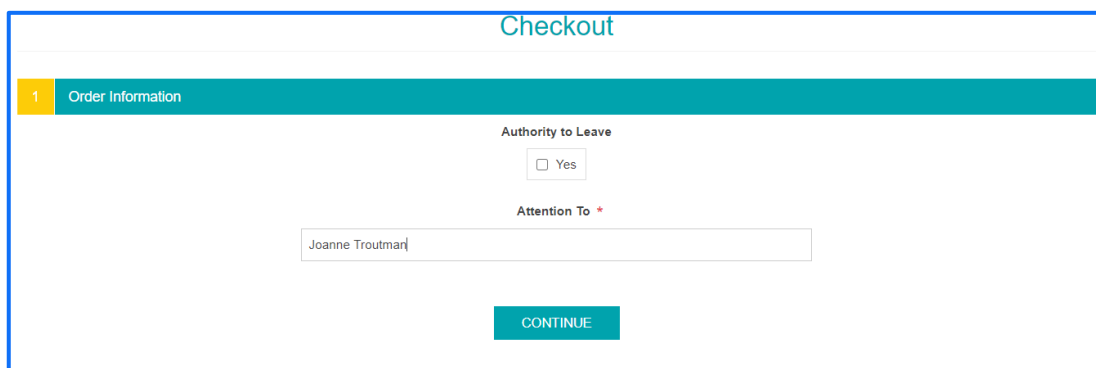
- Once locating your item via search box or going into a directory, select the ADD TO CART button which takes you into the details screen. Enter a quantity in the quantity box, and click add to cart. If you click the cart multiple times it will add the number of items multiplied the number of times you clicked, into the cart



- Repeat search to keep shopping or go to your shopping cart to check out. Select GO TO CART
- Continue shopping or check out



- Click authority to leave if applicable
- Click who the delivery is going to and CONTINUE



- You will be presented with a drop down that has the default address allocated to your login
- Optus users also have the permission to ADD different address (NEW)

Checkout

1 Order Information

2 Shipping address

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

1 Lyonpark Road, Macquarie Park, New South Wales 2113, 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 you have a new address you want typed – clicked the NEW selection in the drop down
- Fill in your new address details then hit the CONTINUE button
- In the future you will see any new address you have created, in addition to your default address, and also the NEW option for future new addresses

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

- Fill in your relevant credit card details and hit CONTINUE




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:

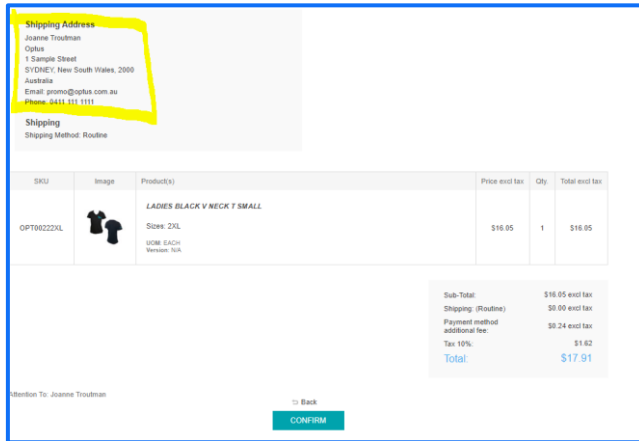
Credit Card Fees

Visa	\$0.26 excl tax (1.5%)
Master Card	\$0.26 excl tax (1.5%)
Amex	\$0.35 excl tax (2%)

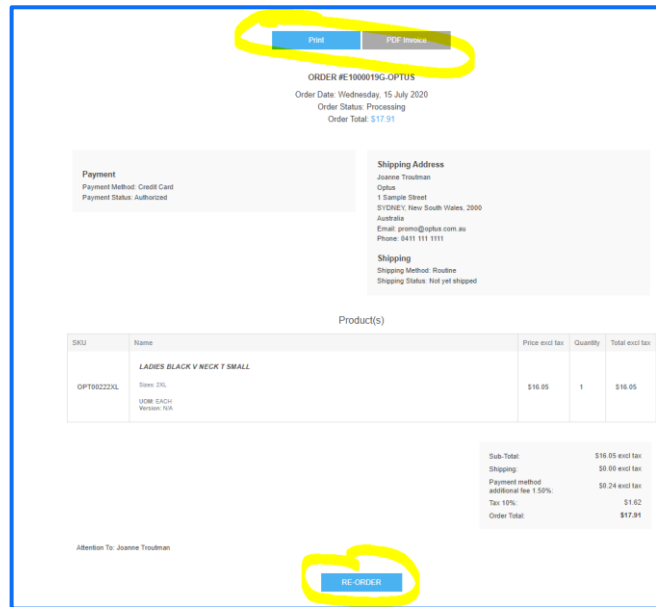
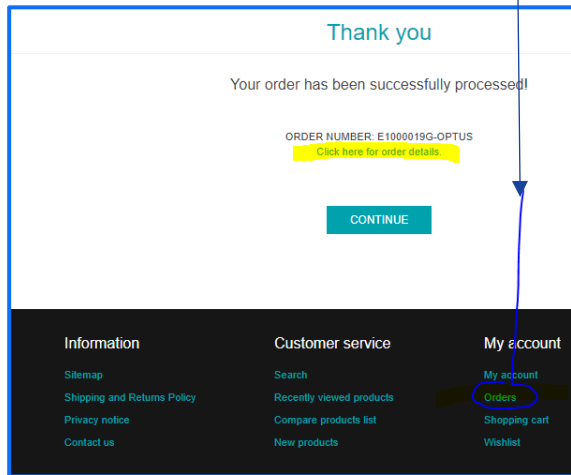
[Back](#)

[CONTINUE](#)

- Check all your order details are correct. Address, Qty, price calculations, items etc and click CONFIRM



- On confirmation you will get a display on screen. You can click the link to view your order, and you can also view the order in the ORDER FOOTER
- You can also reorder via the link
- If you have paid by credit card you will be able to print a pdf copy of the invoice. Refer next page



Invoice Sample

Print

ORDER #E100025G-OPTUS

Order Date: Friday, 17 July 2020

Order Status: Processing

Order Total: \$44.22

Shipping Address

Joanne Troutman
IveGroup
test 2 st
Sydney, New South Wales, 2000
Australia
Email: joanne.troutman@bluestargroup.com.au
Phone:

Shipping

Shipping Method: Routine
Shipping Status: Not yet shipped

Product(s)

SKU	Name	Price excl tax	Quantity	Total excl tax
OPT0022L	LADIES BLACK V NECK T SMALL Sizes: L UOM: EACH Version: N/A	\$16.05	1	\$16.05
OPNBY06	Yes Black Cap UOM: EACH Version: N/A	\$8.10	1	\$8.10
OPT00222XL	LADIES BLACK V NECK T SMALL Sizes: 2XL UOM: EACH Version: N/A	\$16.05	1	\$16.05

Sub-Total: \$40.20 excl tax
Shipping: \$0.00 excl tax
Tax 10%: \$4.02
Order Total: **\$44.22**

Attention To: Joanne Troutman

RE-ORDER

- The system will also send you an email confirmation of your order – Refer sample

Sample Email

Hello [Joanne Iye](#) Troutman,

Thanks for your order. Below is the summary of the order.

Order Number: E1000025G-OPTUS

Order Details: <http://uategroup.ivegrouponline.com.au/Optus/orderdetails/1000025>

Date Ordered: Friday, 17 July 2020

Shipping Address

Joanne Troutman
[IveGroup](#)
 test 2 st
 Sydney 2000
 New South Wales Australia

Shipping Method: Routine

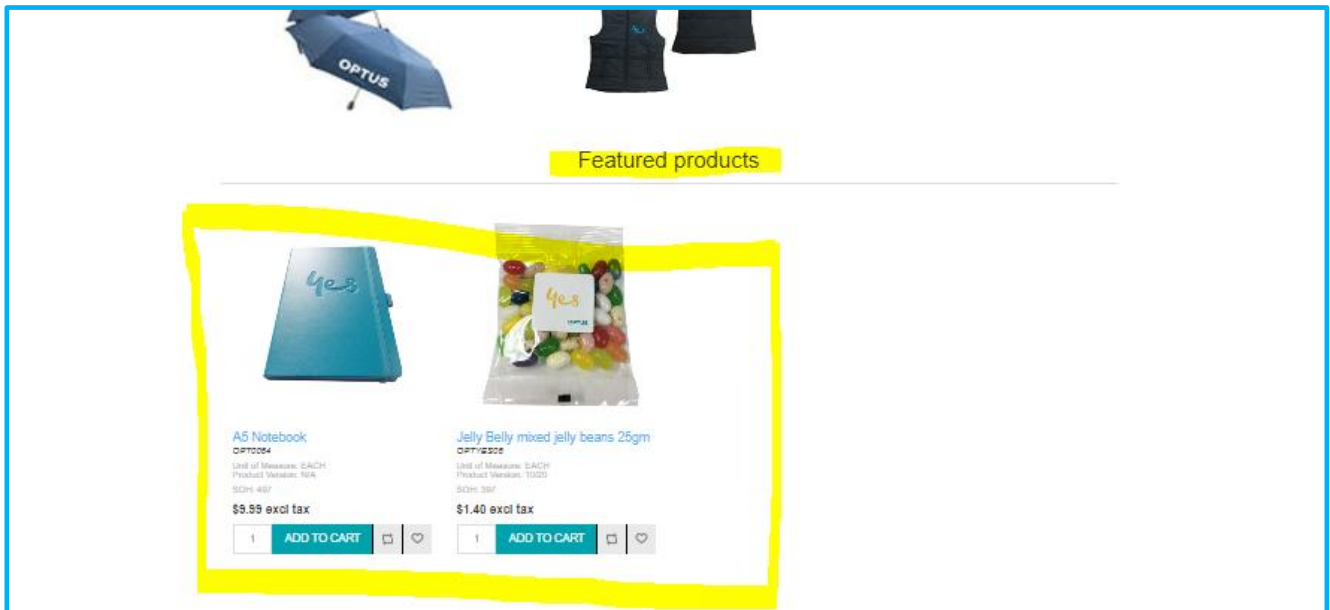
Name	Price	Quantity	Total
LADIES BLACK V NECK T SMALL Sizes: L SKU: OPT0022L	\$16.05 excl tax	1	\$16.05 excl tax
Yes Black Cap SKU: OPNBY06	\$8.10 excl tax	1	\$8.10 excl tax
LADIES BLACK V NECK T SMALL Sizes: 2XL SKU: OPT00222XL	\$16.05 excl tax	1	\$16.05 excl tax
Sub-Total:			\$40.20 excl tax
Shipping:			\$0.00 excl tax
Tax 10%:			\$4.02
Order Total:			\$44.22
Attention To: Joanne Troutman			

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.

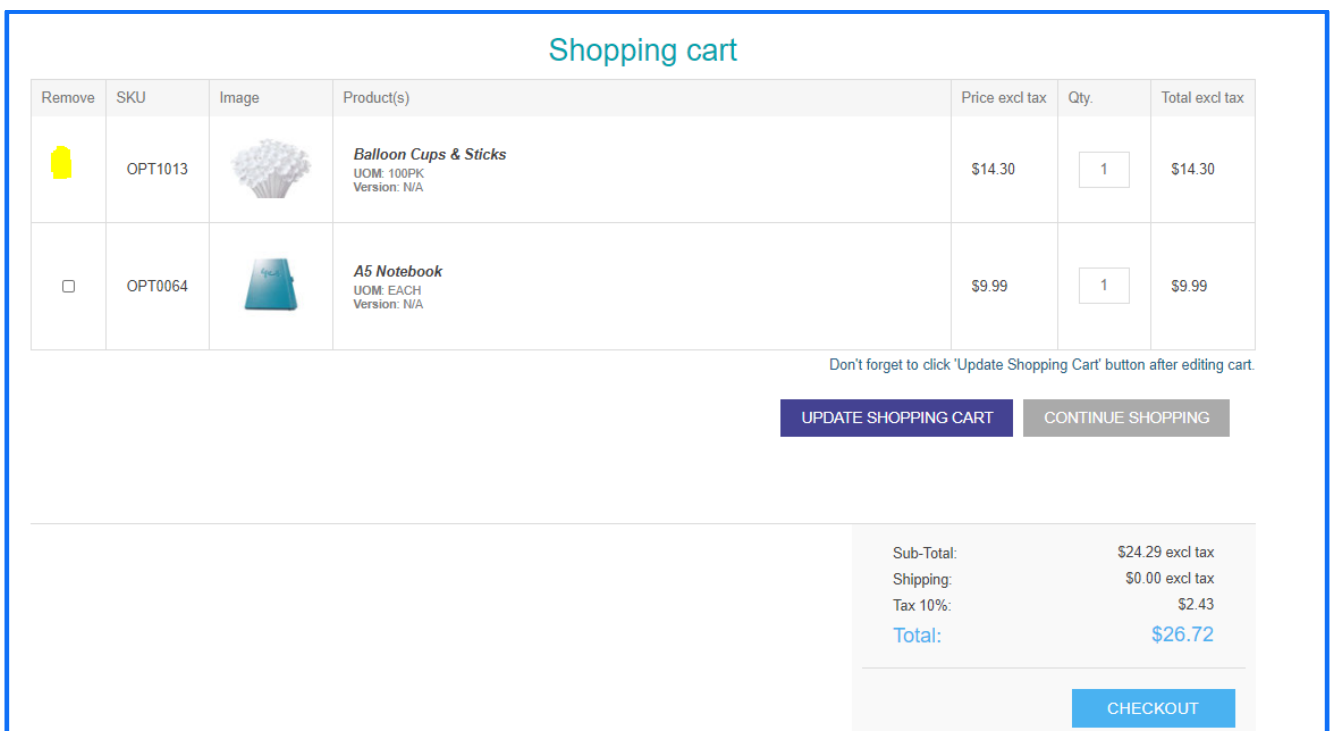
Display Item on home page – Featured Product

Ability to show an item on the home page in addition to its usual directory (Item published on home page). This shows up in Featured products at the base of the welcome page



Required product function

Ability to automatically add a specific “required product” to the cart when they order an item. Eg: when you order product a), product b) automatically appears in your cart. The remove tick box is disabled



New Product

Any product marked as NEW in the admin panel, will show in the NEW PRODUCTS available on the footer. A date range for this item to appear and disappear in the NEW link is also available


Categories

- Apparel (13)
- Bags (2)
- Balloons (2)
- Confectionary (1)
- Drinkware (4)
- Gifts (4)
- Headwear (3)
- Stationery (15)
- Tech (1)
- Umbrellas (1)
- Vests (2)



Recently viewed products


- Balloon Cups & Sticks
- A5 Notebook

New products





A5 Notebook
OPT0064
Unit of Measure: EACH
Product Version: N/A
SOH: 497
\$9.99 excl tax

1 **ADD TO CART**  



Jelly Belly mixed jelly beans 25gm
OPTYES06
Unit of Measure: EACH
Product Version: 10/20
SOH: 397
\$1.40 excl tax

1 **ADD TO CART**  

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, providing the choice to add the item

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

1 **ADD TO CART**  

Related Items

Ability to add RELATED items, 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 **ADD TO CART**

[Add to wishlist](#) [Add to compare list](#)

Related products

