



# Immijonline Ordering User Manual

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## Login page

Immijonline web address is <http://ioof.immij.com> (please note there is no www)

Your office will have one login that is linked to your office's generic email. All order confirmation emails will be sent to this email.

IFAs will have direct access through POL and will not need to login through the web address.

If you need assistance with your login information please contact IOOF Marketing Services on [IOOFMarketingServices@ioof.com.au](mailto:IOOFMarketingServices@ioof.com.au)

Register Log in

Search store

Home page My account News Help

### Welcome, Please Sign In!

**RETURNING CUSTOMER**

Username:

Password:

Remember me? [Forgot password?](#)

**Log in**

#### Contact Details

[Registration / Login Details](#)

For all new registrations or to change your registration details please contact IOOF Marketing Services.

**CONTACTS**      **INFORMATION**      **NEWS**

Marketing Services

- Shipping Timings
- Frequently Asked Questions
- Sitemap

Warehouse closure over Christmas 2014  
- Thursday, November 27, 2014

All orders are to be placed by COB Wednesday 17 December 2014. This will

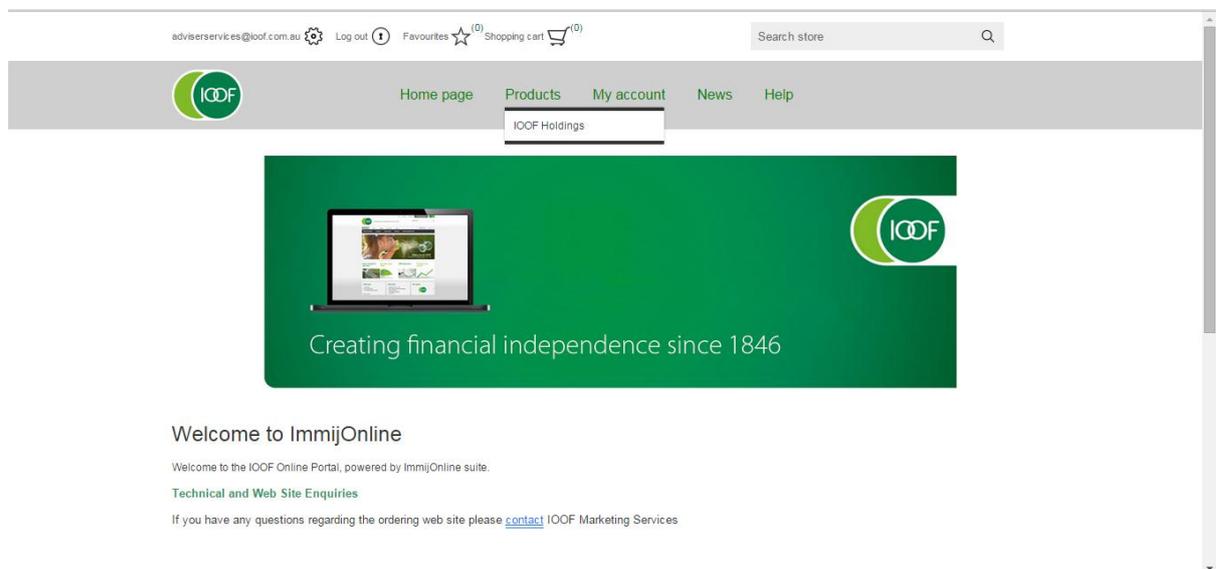
## Welcome page

The first page you will see is the Welcome page.

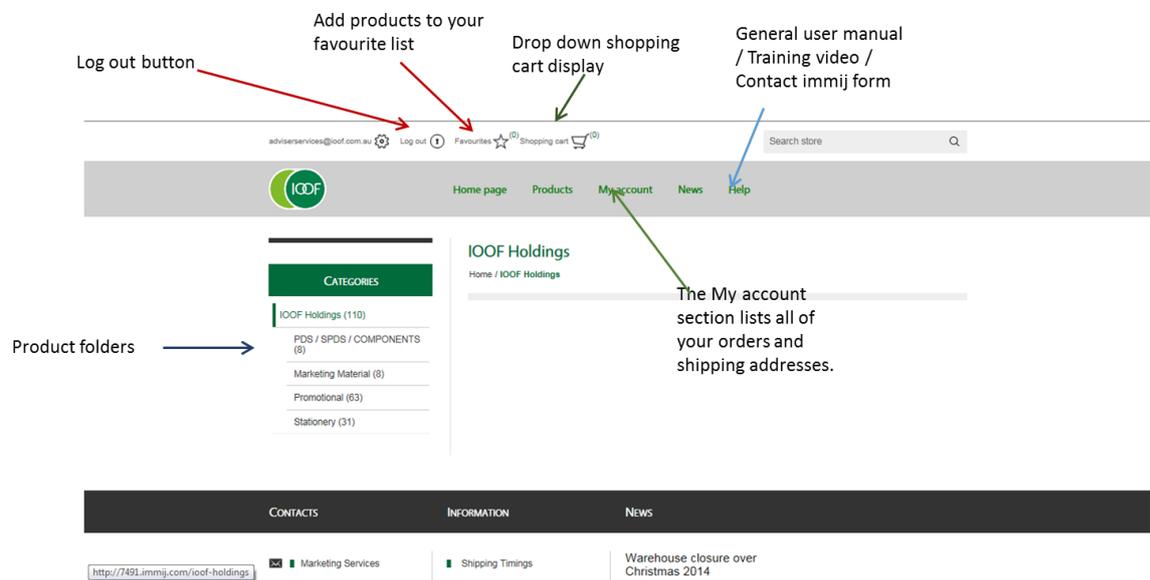
This page will display shortcuts to the main pages and also a banner that may contain important information for users.

To access your folders

1. Hover over Products and a drop down menu will appear.
2. Move the mouse down to select your folder.
3. Click on the sub folder to be accessed



## Home page overview



**Product folders:** The folders you see will depend on your access.

These are the folders to click on to access the products. When you click on a heading the folder will expand and the products will be displayed on the right hand side.

**Favourites:** Items that are regularly ordered can be added as favourites to be able to add them to your cart easily.

NB: this feature is not available for IFA's

**My Account:** This lists your office name and cost centre. This area can't be edited.

This also includes a listing of all orders placed and all of the shipping addresses you have used. For more info on this section refer to page 10.

NB: this feature is not available for IFA's

**Help:** This will store the general user guide for all users of immijonline, the training videos and a contact immij page.

**Shopping cart display:** This is the button to select after placing an order to check out.

**News:** From time-to-time news items may appear at the bottom of the screen with information about product changes.

## Stock item overview

The screenshot shows the IOOF website interface. At the top, there is a search bar and navigation links for Home page, Products, My account, News, and Help. A sidebar on the left lists categories: IOOF Holdings (110), PDS / SPDS / COMPONENTS (8), Marketing Material (8), Promotional (63), and Stationery (31). The main content area displays the product 'Pursuit Focus Allocated Pension PDS and Forms Booklet - July 2014' with code IOOFPDS011. Below the product name, there are fields for Pack Unit (EACH) and Stock Level (12893). An 'ADD TO CART' button is visible next to a quantity input field set to 0. Red annotations highlight key elements: 'Name of item and warehouse code' points to the product name and code; 'Stock on hand' points to the stock level; 'Add your order quantity' points to the quantity input field; 'Pack unit' points to the 'EACH' dropdown; and 'Select the thumbnail to view a larger option' points to a product thumbnail in the sidebar.

**Name of item and warehouse code:** The code and name can be used to search for the item using the search function.

**Stock on hand:** This shows the current stock held in the warehouse. This is live data. If an order is placed for more than is in stock the item will be placed on backorder. The back order will be filled when new stock is reprinted.

**Pack unit:** This describes how the item is packed.

It can say

- each – means comes as a single item
- Pkt10, Pkt20, Pkt50, Pkt100 – when an order is placed for one, you will receive the qty in the pack ie the above brochure sample means if you order one you are ordering one packet of 50 brochures. You will receive 50 brochures.
- RM500 – this means ream of 500. This is used for letterhead. It means if order one ream you will receive 500 sheets of paper.

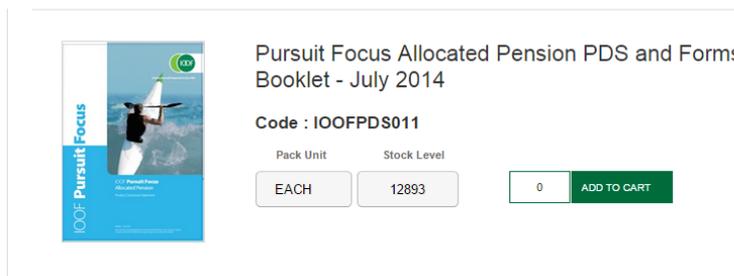
**Price:** This is the current price for the item.

**Add quantity:** this is to type in how many individual items or packs to be ordered

**Select thumbnail:** this opens the larger view for you to double check you are ordering the correct item.

## Order process

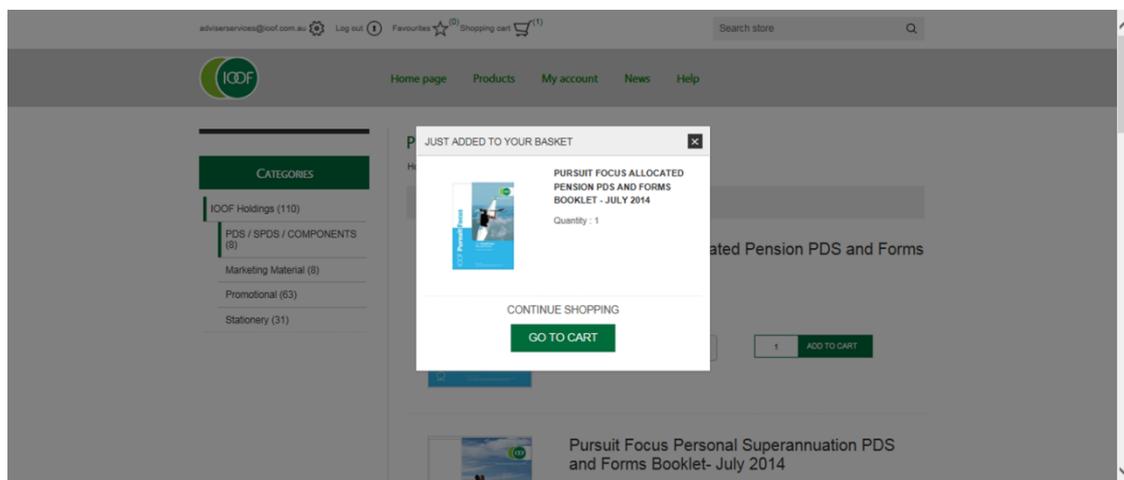
1. Find the product and type in the quantity (make sure to check the pack unit first). Then select 'ADD TO CART'. Repeat this process for all of the items to be ordered.



2. As new items are added to the cart a pop up box will appear – this is to inform you the item has been added.

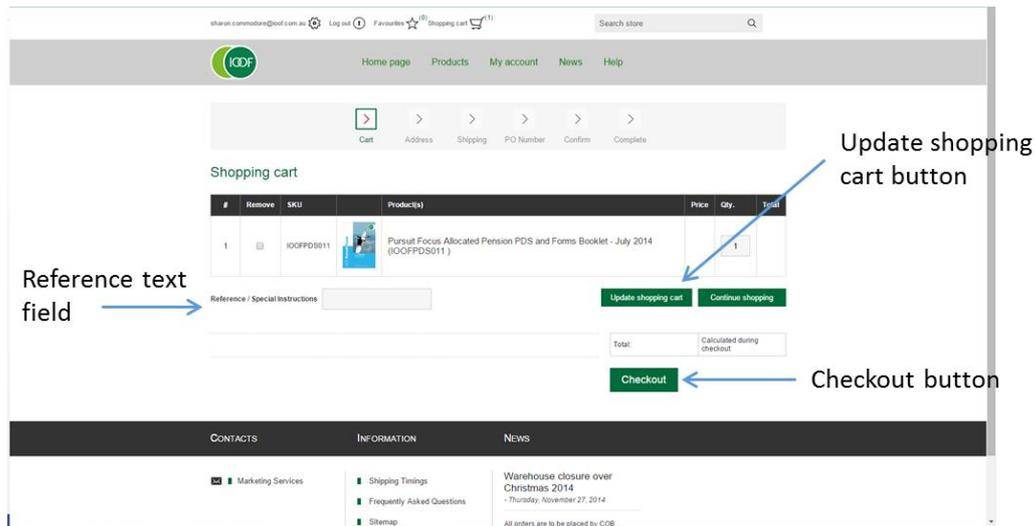
You will have the option to CONTINUE SHOPPING to add more items or GO TO CART

Your shopping cart information will appear in the top bar in the shopping cart drop down option.

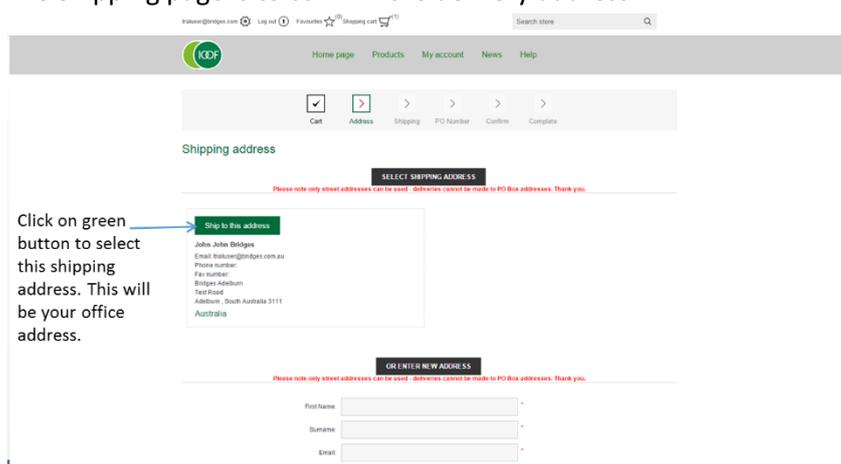


3. Select “Go to cart” to check your order. Changes to items ordered or quantity can be made at this stage. If you make changes, ensure to click Update shopping cart. A reference can also be added for the order

When you have confirmed the order is correct, press the green “checkout’ button.



4. The Shipping page is to confirm the delivery address.



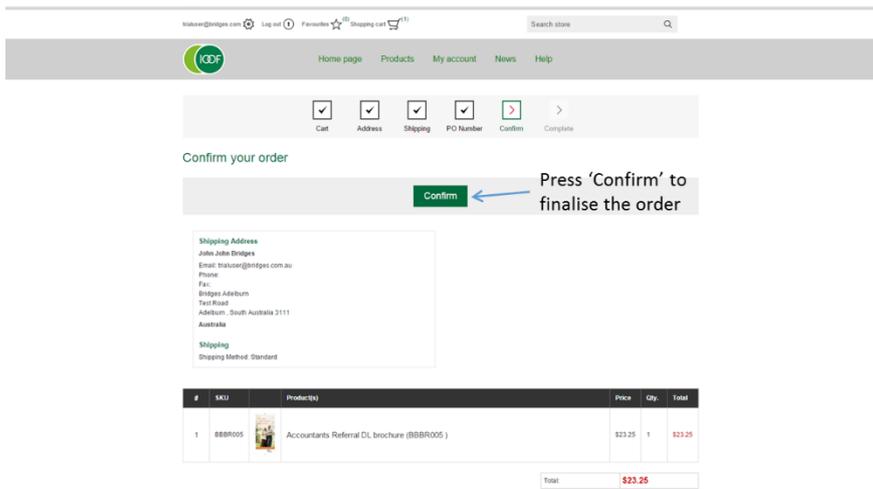
You can also add in one off delivery addresses if required **(please ensure they are street addresses not PO Boxes).**

**IAF advisers will be required to add your shipping address for every order.**

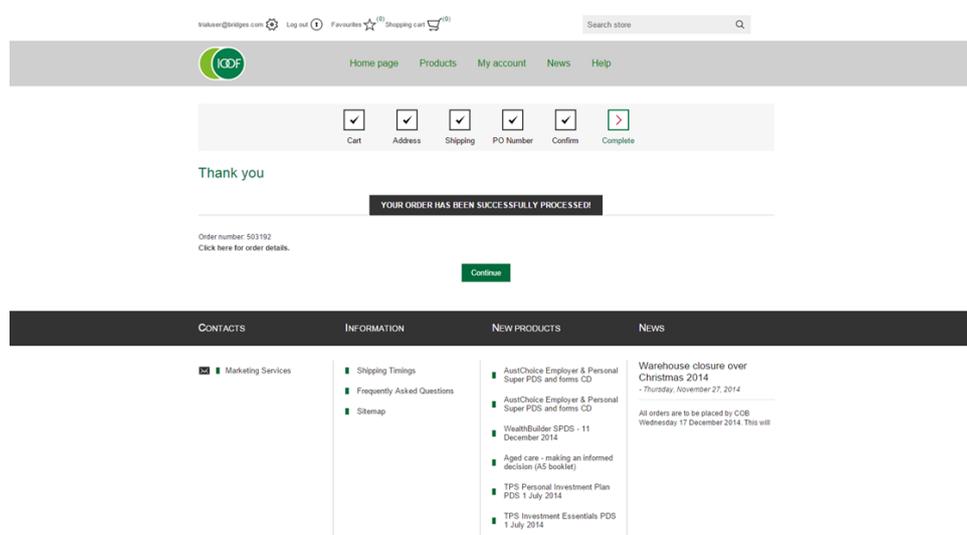
- After the address is selected or added, this will bring you to the PO Number confirmation. If you may wish to add an additional reference or click on NEXT to continue.
- The final screen is the last confirmation of your order. Please check items and quantities are correct and also the delivery address.

To place your order, press the green 'CONFIRM' button.

Your order is not placed unless you click on the CONFIRM button.



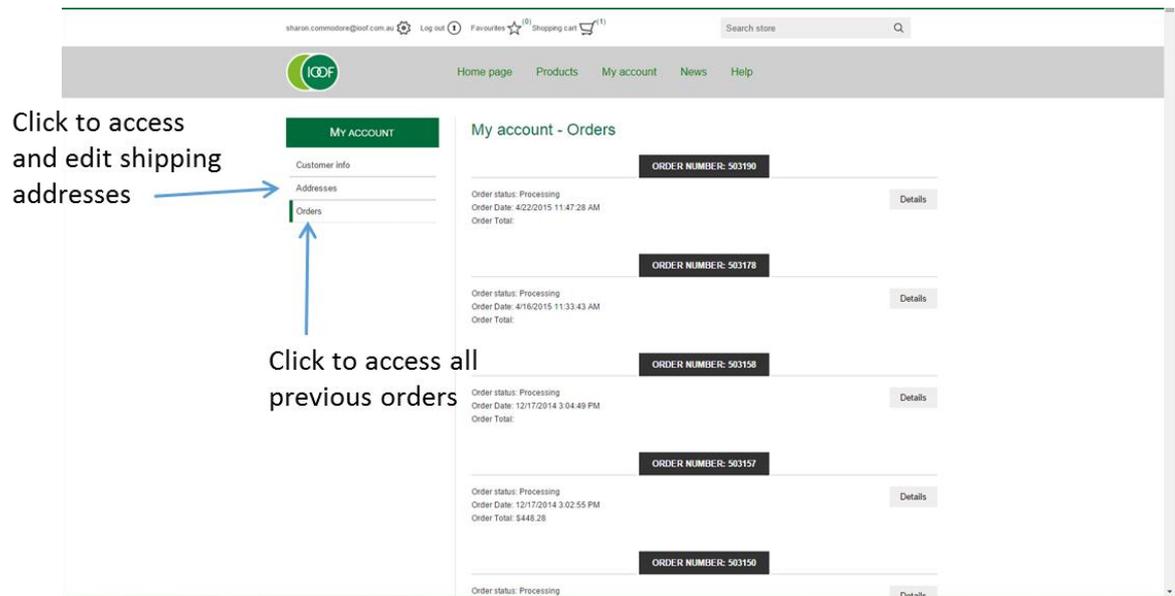
- After the order is placed a Thank you page will be displayed with the order number and a link to view the details.



- A confirmation email will also be sent to the email used to login or to the email supplied in the shipping address detailing what has been ordered.

## My Account section

This feature is not available to IFAs.



### Addresses

This section will list all address that the user has added in. Delivery addresses can be added either through the checkout stage or within this section.

Addresses can also be edited or deleted within this section

### Orders

This will list all orders placed by the user.

To view the information about an order, click on the details button. You can choose to re-order the entire order. It will be added to your shopping cart.