

Frequently Asked Questions

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How to Log in

1. Go to www.juicyisle.com.au and click on the **Order** menu. You will be taken to shop.juicyisle.com.au



1. Are you already a registered online customer? If so, type in your nominated **Username** and **Password** into the boxes
(You should have these from when you first became an online customer so please check your email if you don't know them).

Click **Login**.

If you are not yet registered as an online customer please click on the **Register** menu, fill in the form and we will contact you

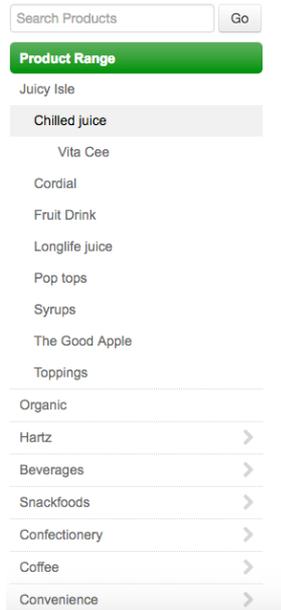
Once logged in you go to the **My Account** area. Here you can begin to select products to order or manage your account.

Finding and Selecting your products:

First you need to find and select products. There are several ways you can do this.

1. **select each product individually**
either:

- a. Browse from the Product Range (see diagram above Juicy Isle, Organic, etc.)



- b. Choose a Subcategory image (if necessary) then click on the Product Name of the product to select it.

	Code	Product Name	Price Ex GST	Qty
	67108	145G D/LEA ROCKY ROAD DARK CHERRY X 6	\$23.02	<input type="text" value="0"/>

OR

- c. Type in keywords or product codes into the Search Products box.

OR

- d. Click on Quick Order from the My Account menu and dynamically search for products by typing in the product into the search box.

How to order

Ready to Order the product?

Once you have selected the product click in the **Qty** box type in a number great than 0 and click **Add to Cart**



	Code	Product Name	Price Ex GST	Qty
	697	1250ML SCHWEPPE'S DRY GINGER ALE X 12	\$38.37	<input type="text" value="1"/>

How to view or change your shopping cart

View your Shopping Cart

Click on the shopping cart icon  at the top of the page and a Cart Summary will appear at the top of the screen with a list of products you have chosen.

Manage Profile ▶	Quick Order	Favourites	Saved Carts	Order History ▶		
Cart Summary ✕						
Qty	Code	Product Name	Unit Ex GST	Unit GST	Total inc GST	
1	697	1250ML SCHWEPES DRY GINGER ALE X 12	\$38.37	\$3.84	\$42.21	<input type="checkbox"/>
					Total (inc GST): \$42.21	
<input type="text" value="Name"/>		<input type="button" value="Save Cart"/>		<input type="button" value="Recalculate"/>	<input type="button" value="Clear Cart"/>	<input type="button" value="Checkout"/>

Home / Beverages / Carbonated / 1250ml

Here you can change the quantity or remove the product. (To remove it tick the box next to the price then click the red trash can symbol. You can remove more than 1 item by ticking all the boxes then clicking the trash can).

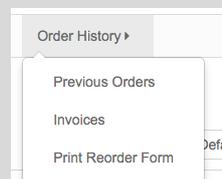
NB: If you make any change to the Shopping Cart make sure you click the Recalculate button to refresh the screen.

Quicker ways to select products!

Once you've made a couple of orders you can create a shopping cart of your products really quickly.

1. Select products from a previous order

a) In the My Account menu choose Order History > Previous Orders



b) Choose the order you most want to repeat and click on **Restore Cart** button.

Christmas Dec15 order	May 26, 2016	DO	<input type="button" value="Restore Cart"/>	<input type="button" value="View"/>
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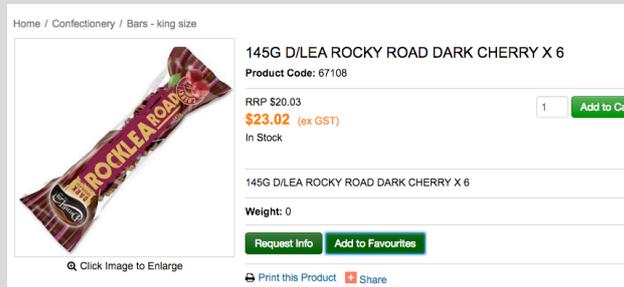
(You will get a message telling you that the products will be added to any products you have already selected – click OK)

c) The shopping cart appears at the top of the screen. You can change quantities, remove or add products. NB: make sure you click **Recalculate**

once you make changes.

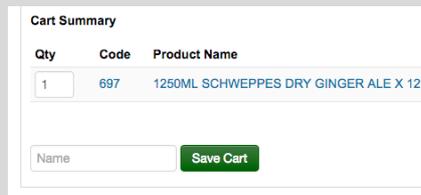
2. Select products from a Favourites list

Create a list of Favourite products to order from next time.



- First you need to select your favourite products by searching for them.
- Once selected click the Add to  button. This will add the product to the Favourites list. You can then view your list of favourites view in the My Account menu under  ready to add to your next order.

- Select a previous Shopping Cart** Another quick way to order is to save your shopping cart and give it a name to use next time. Eg. "March16", "Christmas" or "Social Club".

A screenshot of a 'Cart Summary' form. It contains a table with the following data:

Qty	Code	Product Name
1	697	1250ML SCHWEPPES DRY GINGER ALE X 12

Below the table is a 'Name' input field and a 'Save Cart' button.

- In the Name box type a name for that cart. Click Save Cart.

How to checkout

Selected all your products? You're ready to Checkout!!

- Click on the Checkout button on your shopping cart.



- Fill out your details on the **Checkout - Contact & Delivery** page. Don't forget to add your contact number so we can call you with any questions.
- Next, click **Proceed to Confirm Order & Pay**

4. On the **Checkout – Freight & Terms** page click the Distribution Fee and your Payment Term and then **Proceed to Confirm Order & Pay**.

Please Select a Freight Option:

Distribution Fee: (\$3.98 ex GST)

Please Select a Payment Term:

COD

[Proceed to Confirm Order & Pay >>](#)

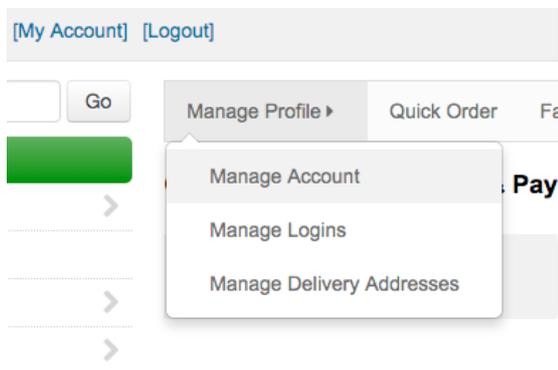
5. Check that all the details are correct.* Then click [Complete Your Order >>](#) taking you to a page showing your order which you can then print out [Print this page](#)

* if they are not correct just click on Step 1. [Step 1. Contact & Delivery](#) and change the information.

Congratulations!

How to change your account details

Ps. You can change your account details anytime



Any queries at all please contact us:

TEL: [03 6274 5999](tel:0362745999)

EMAIL: online@juicyisle.com.au

Office hours: 8am to 5pm (CST) - Monday to Friday