

Winc Website User Guide.



Discover all the time saving, streamlined ordering and account self-service features available through [Winc.com.au](https://winc.com.au).

Website features that make shopping easier & faster

Handy features enable you to view product alternatives, 'top ordered products' and 'trending at your company' items to make re-ordering faster.

Orders automatically save (hold) as you create them so you can build or update multiple orders over time before submitting.

Intuitive search with smarts such as spelling mistake recognition, suggested searches, top sellers or related search terms.

View stock availability and expected date of delivery.

Create various favourites lists ('My Lists') to save time.

Refine product results with filters for Winc Branded, Sustainable, Socially Responsible and Indigenous product alternatives.

Schedule future orders 'order later' or set recurring orders – Choose dates in the future for orders to be submitted and processed for delivery.

Easy re-ordering of entire past orders or individual items from past orders with 'Previously Ordered Products' and 'Order History' pages.

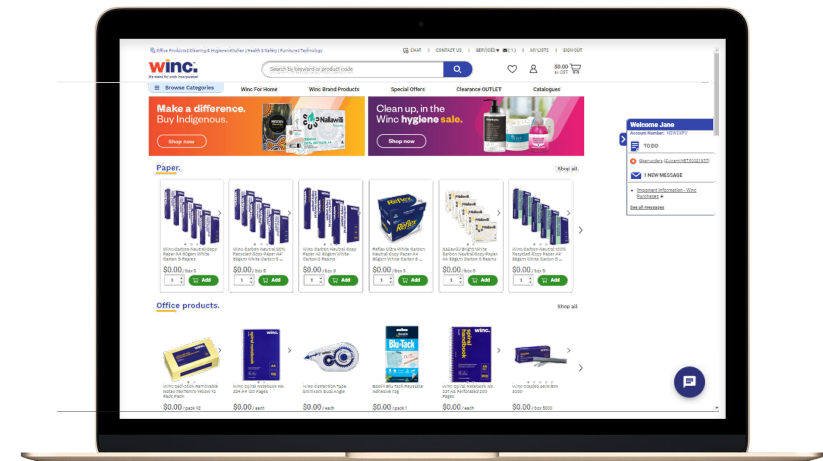
Manage your user preferences and view order history.

Track and trace the status of your submitted orders.

Account self service features enable you to view and pay invoices online and find delivery notes / proof of delivery.

Integrated online returns to submit and view processed returns.

Online chat for immediate online support from our customer experience team.



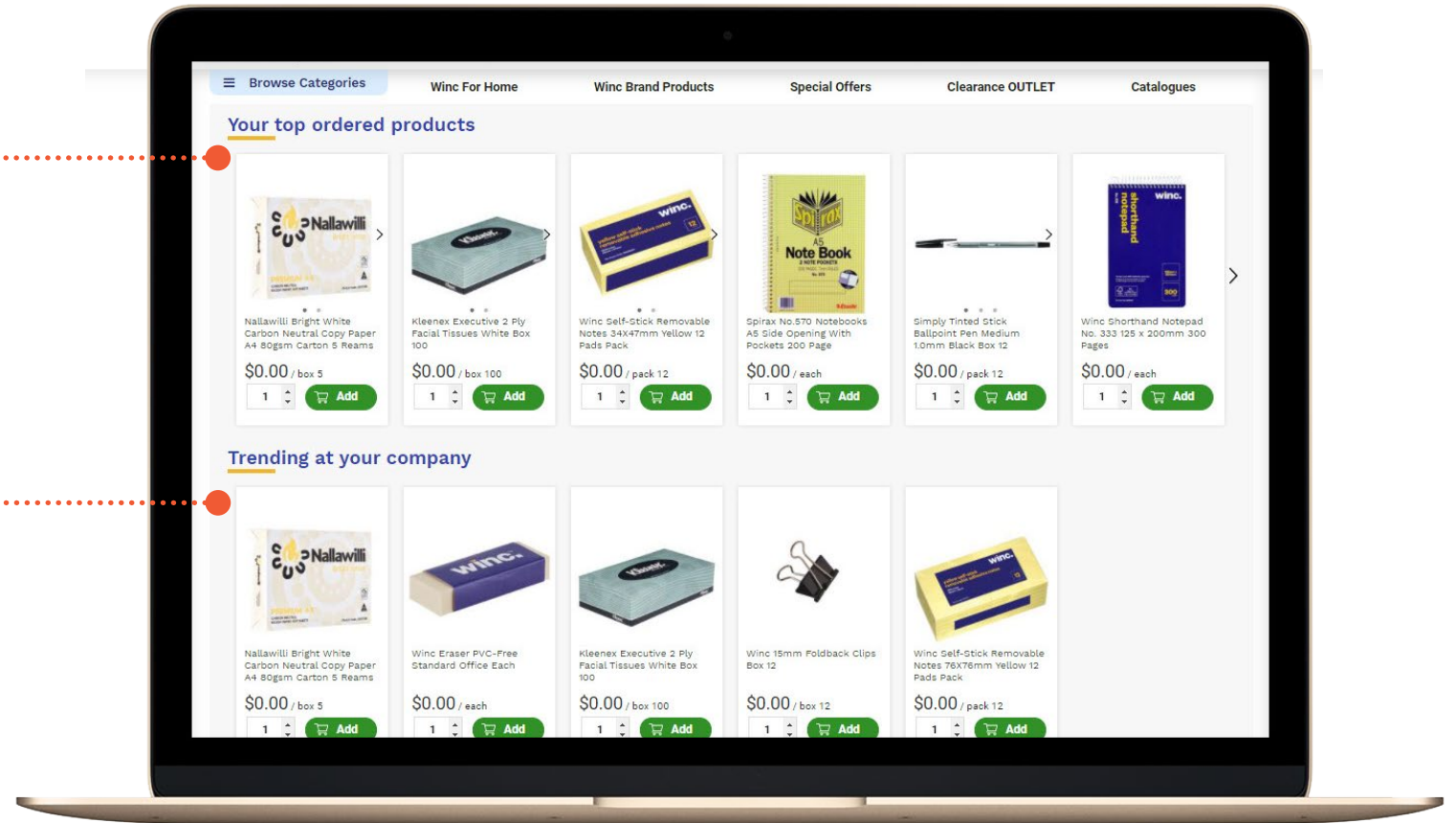
Popular products appear on home page for faster re-ordering.

Top Ordered Products

The quickest way to **re-order** is via 'Top Ordered Products' shown on your home page.

Trending at your Company

View and order items being purchased within your organisation by referring to '**Trending at your Company**' items shown.



Quick links to access, review, edit or finalise open orders.

'Account' Icon

Click on the **Account icon** in the header of your page to drop down your Account & Order menu.

My Orders

Select 'Create New/View Orders' to create a new order or **view all orders**. This includes orders that are incomplete and those awaiting approval.

Previously Ordered

Access a list of up to 200 **previously ordered products** to easily purchase again.

Change Account

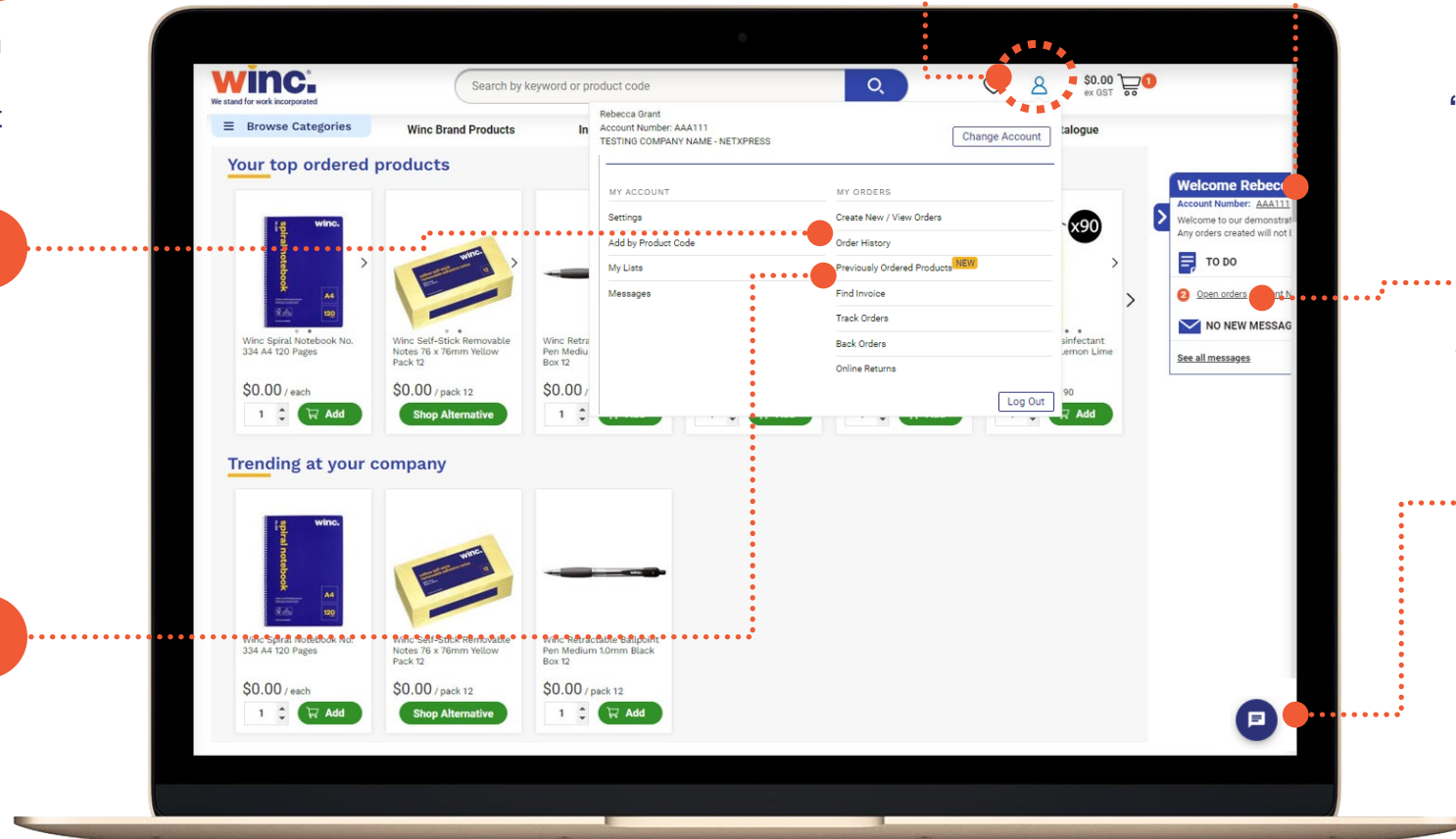
After clicking on the 'Account' icon next to your cart, **select 'Change Account' to create a new order for a different account.**

View & manage saved (held) orders

View and finalise incomplete orders directly from your message box.

Online chat feature

Talk to our Customer Experience team for immediate support from any page on our website. Your chat will be kept open for 72hrs allowing you to resume where you left off.



Shop everything you have bought before in one consolidated page.

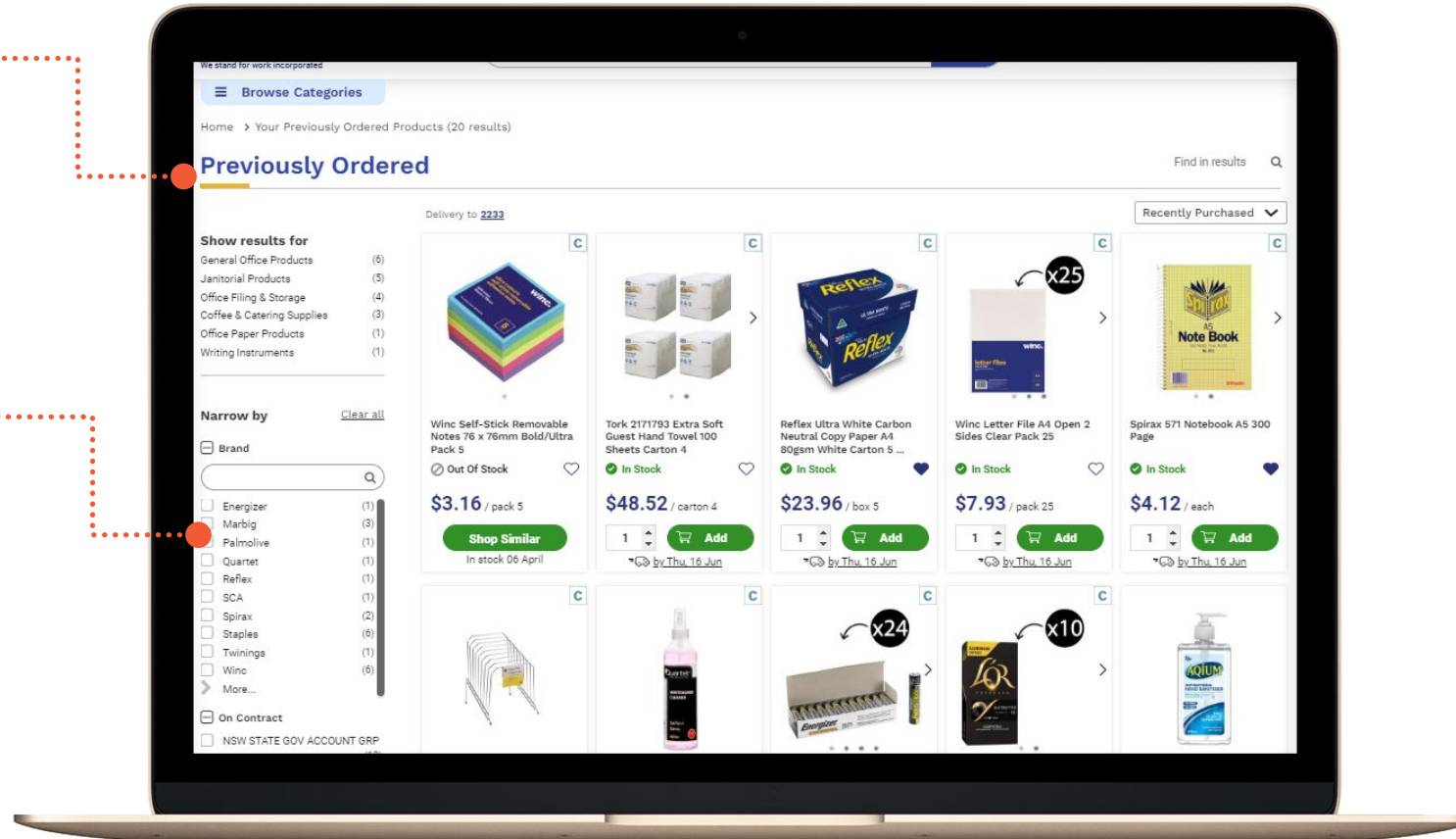
Access this page from your 'Account' drop-down menu or via your 'Order History' page.

Previously Ordered

Purchase previously ordered products from multiple orders (up to 200 items) all located in a one location and in one consolidated page.

Filter options

Ability to search and filter recently purchased products by product category, brand, or product type.



Find products faster via browse, search or favourites.

Search

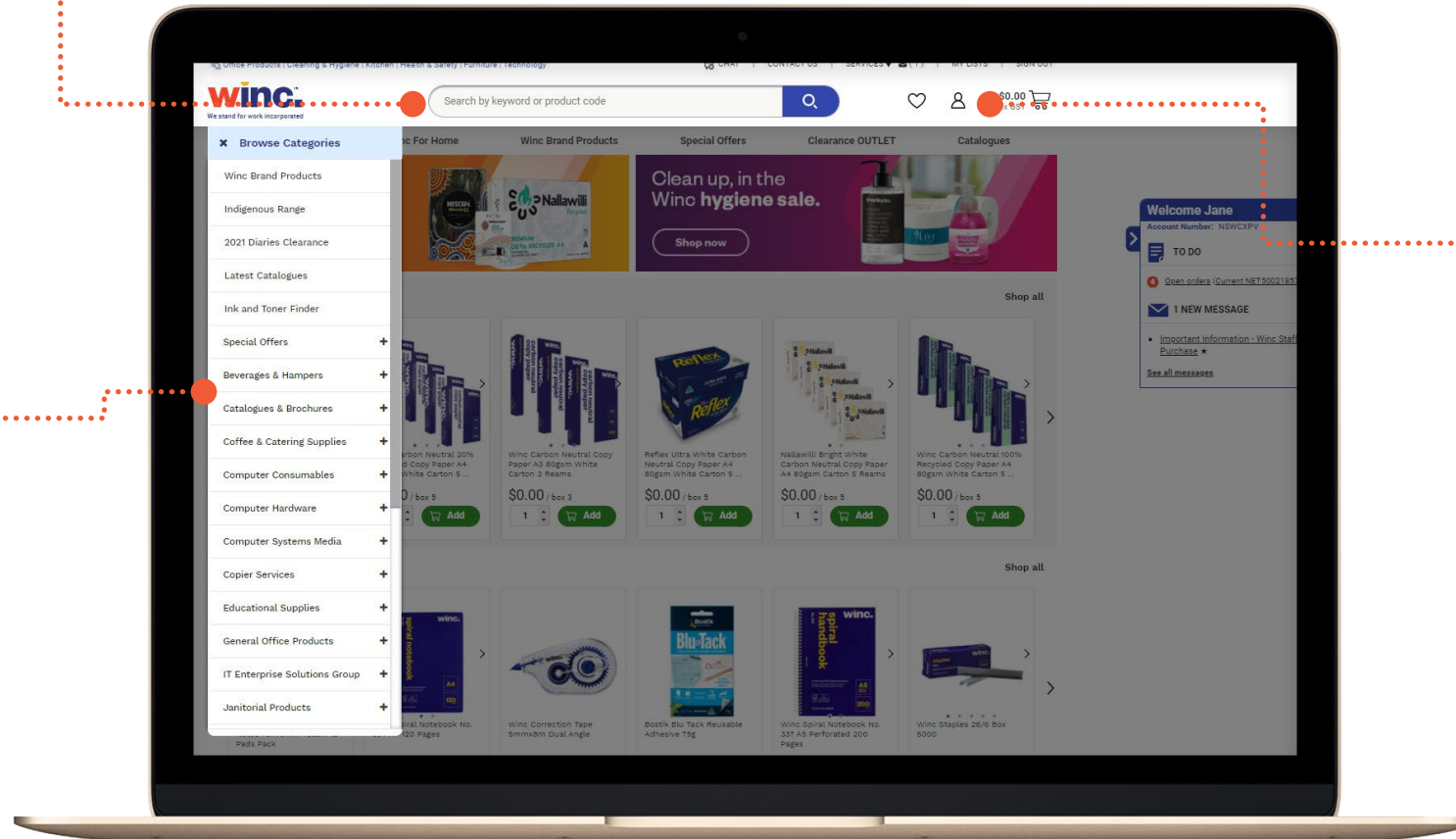
Intuitive search using keywords, brand names, product code, manufacturer's code & more.

Browse

Browse categories via our detailed menu bar to make finding products easier.

Favourites Lists

Access your **personal settings** via 'My Lists' heart icon or via your 'Account' icon.



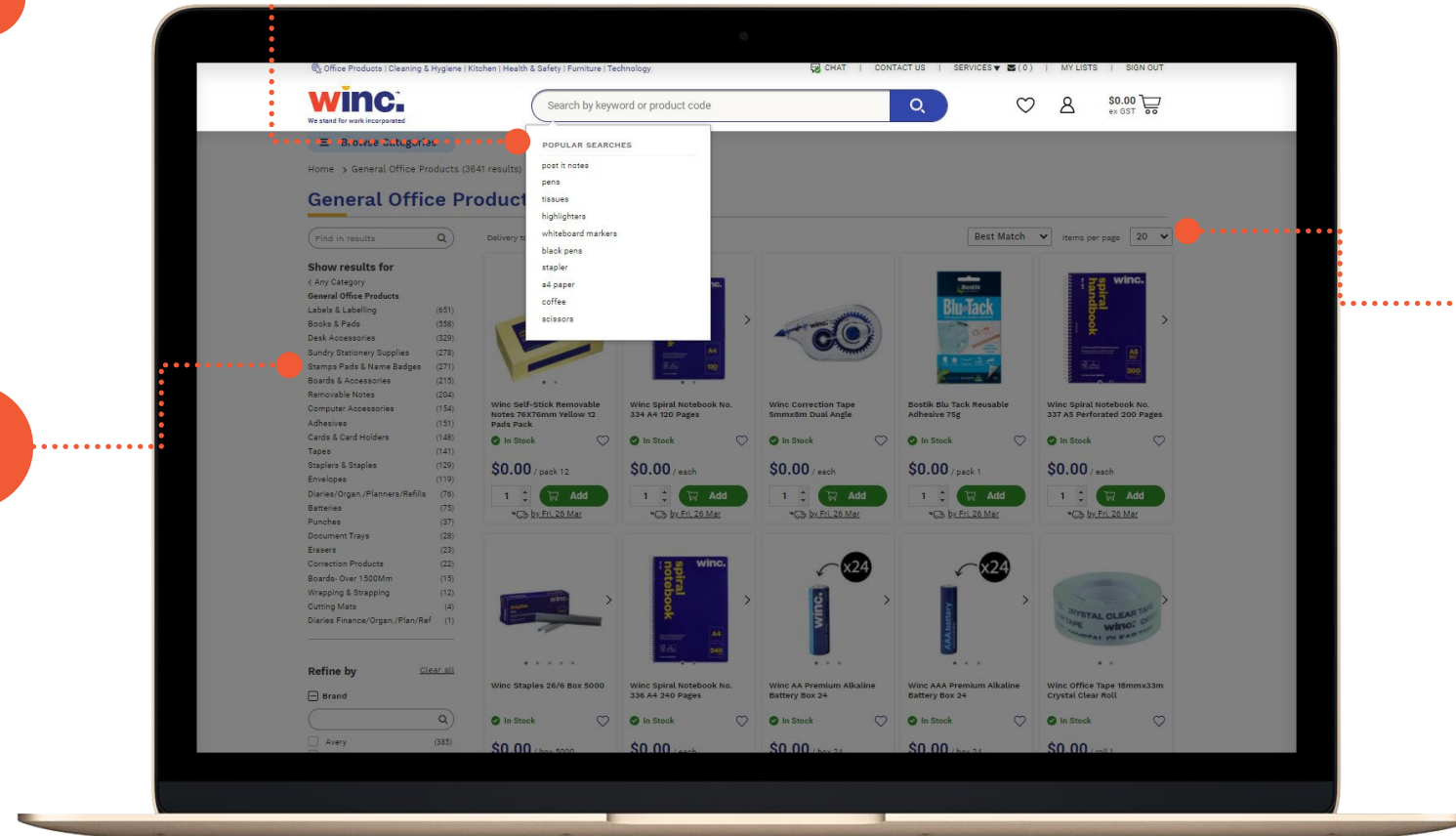
Refine & sort your product search results.

Suggested Search

For **speedier search results** use:
Suggested Searches,
Top Sellers or Popular
Searches.

View results by category or sub category

**Filter your search
by category** to find
what you are looking
for faster.



Change the way your
search results are
presented

**Tailor your search
results** - sort by
best match, price,
description or
product code.

You can also change
the number of
products displayed
on each page.

Access key product information from your search results page.

Multiple images

Scroll to view multiple images on our search results page makes ordering faster.

Filter

Filter results to isolate Brand, Contracted, Sustainability, Indigenous products & more.

Contracted items

“C” indicates products on your organisations contract (where applicable).

Quick view

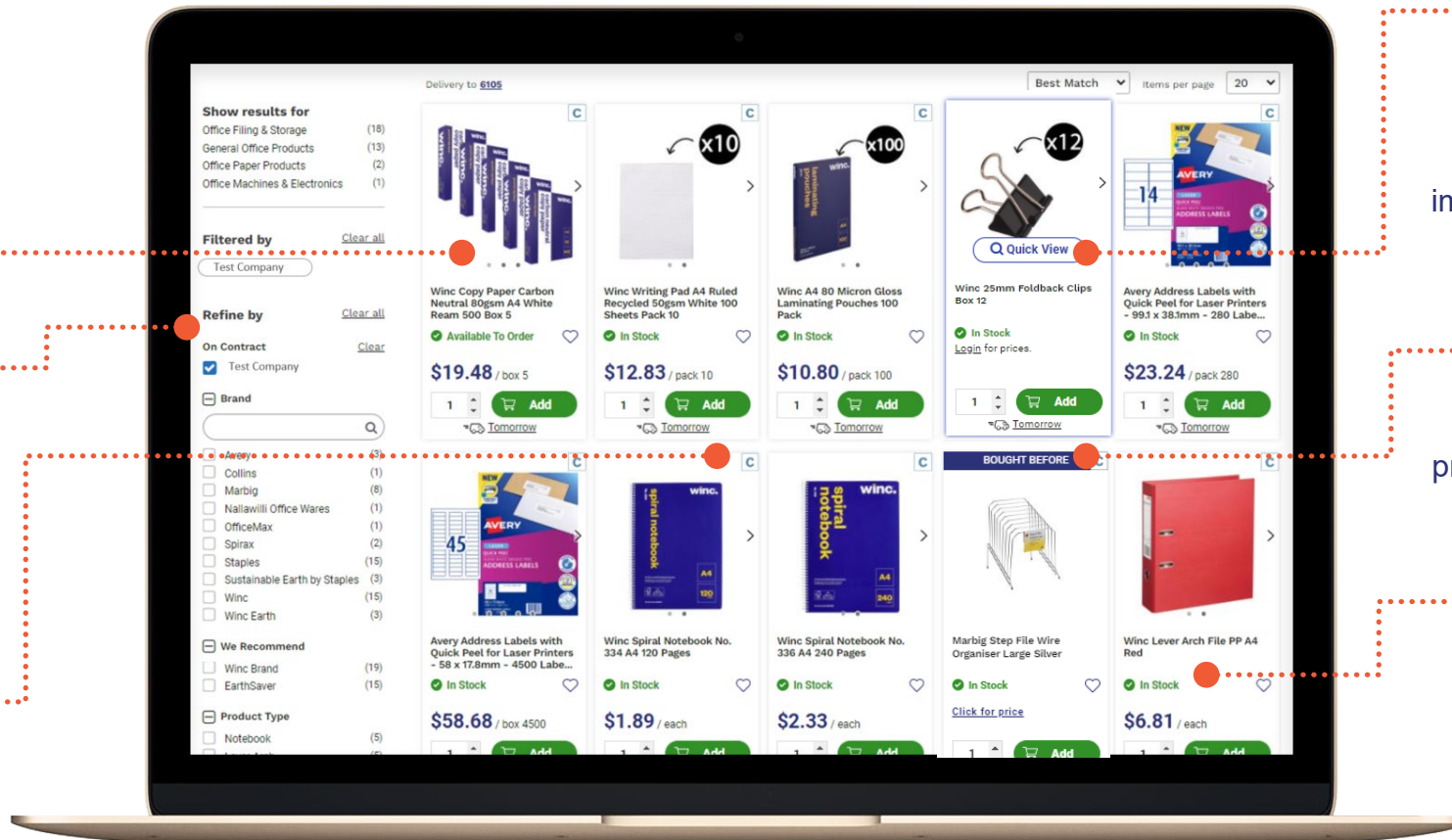
Hover over and click to view key product information and larger images without navigating to the product detail page.

Bought Before

Easily identify products previously purchased by you.

Stock availability

View real-time stock availability and expected date of delivery



Add products to new or existing favourites lists for faster re-ordering.

Create lists

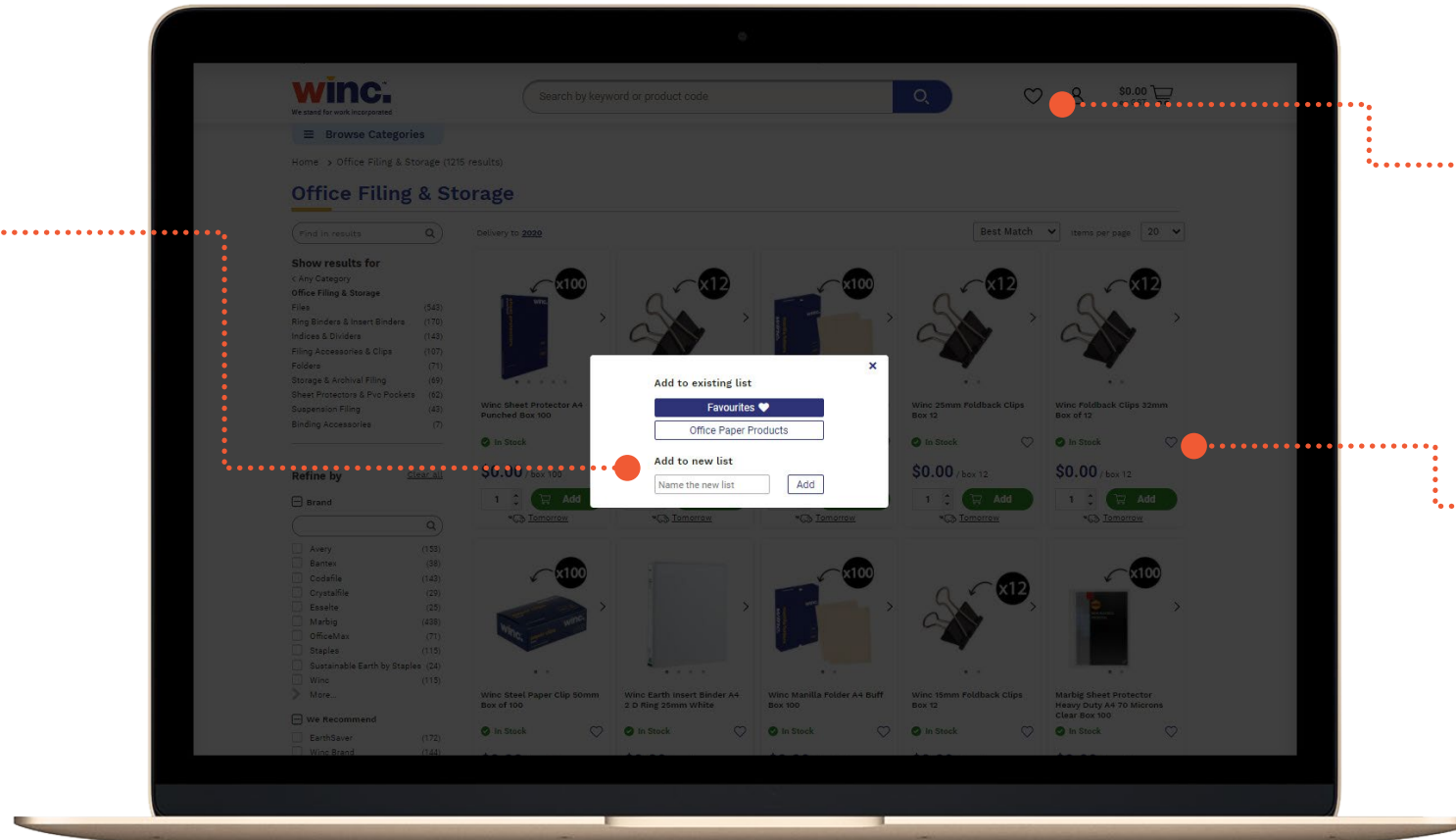
Create, name and modify multiple favourites lists over time to make shopping for top-ups faster and easier.

Access Lists

Click on the heart icon to access your favourites lists.

Add to lists

Add to lists directly from browse or search results or from your current order.



Access detailed product information & specs with our comprehensive product pages.

Image zoom

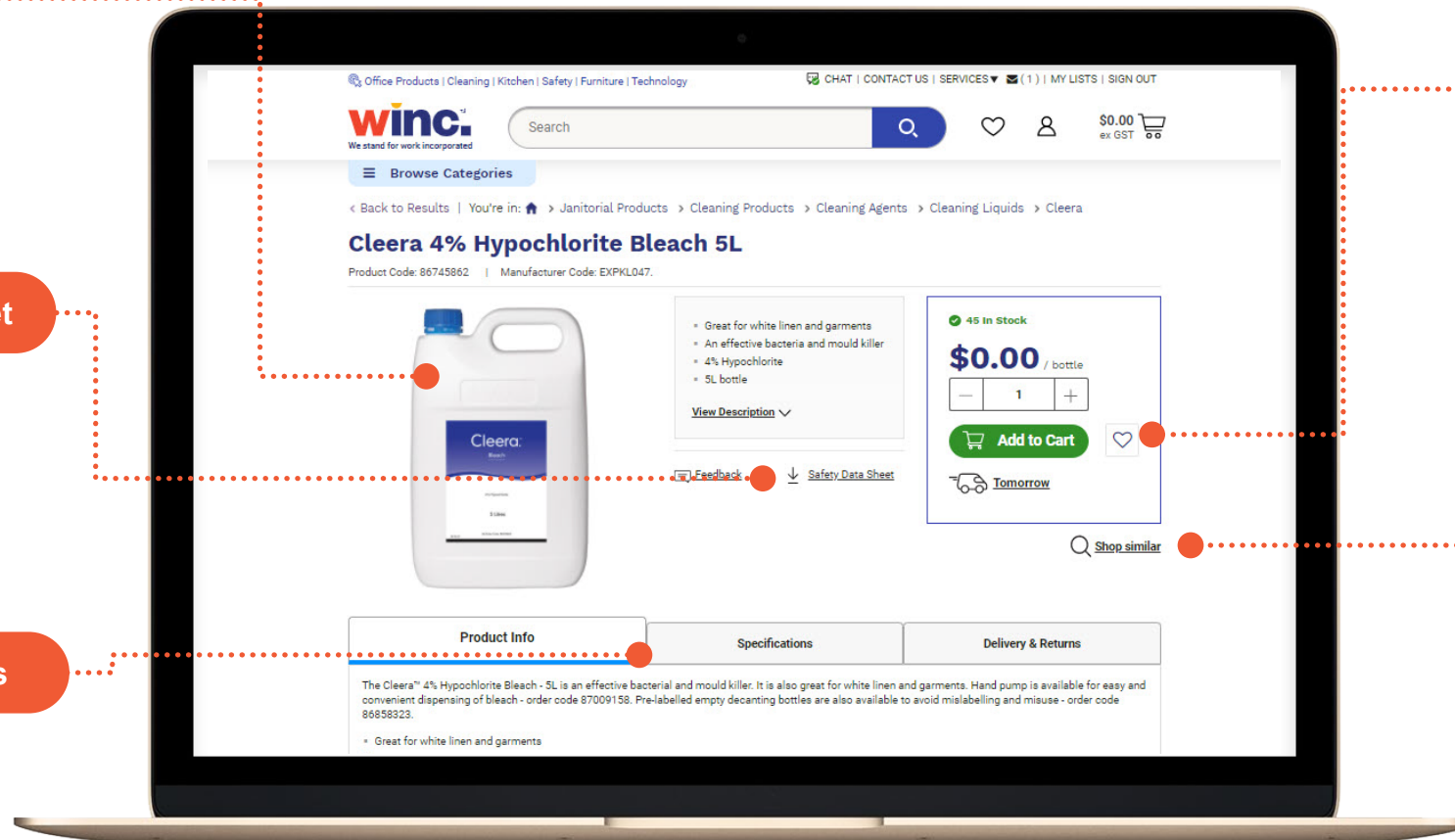
Hover over image to **zoom** or click to enlarge image.

Material Safety Data Sheet

Download Material Safety Data Sheets & provide email feedback on product information displayed.

Product details & specs

Access detailed product information and specifications via tabs on your product page.



Add to 'My (favourites) Lists'

Click on heart icon to add items to 'My Lists', check stock on hand & view estimated delivery date here.

Shop similar

Shop alternative products for when the item you need is not available.

Review cart allows you to view, update, print or finalise your open order.

Add by product code

Easily add products by product code and in bulk.

Add notes/GL codes

Add a note or GL code to products added to cart. Note: you can enforce Notes and/or GL codes for all products via your Settings.

Add to lists

Quickly add a product to your list by clicking the heart icon, plus see what products are already in lists when the icon is filled in.

Print order details

Keep a hard copy of your order by printing your page.

Order Reference

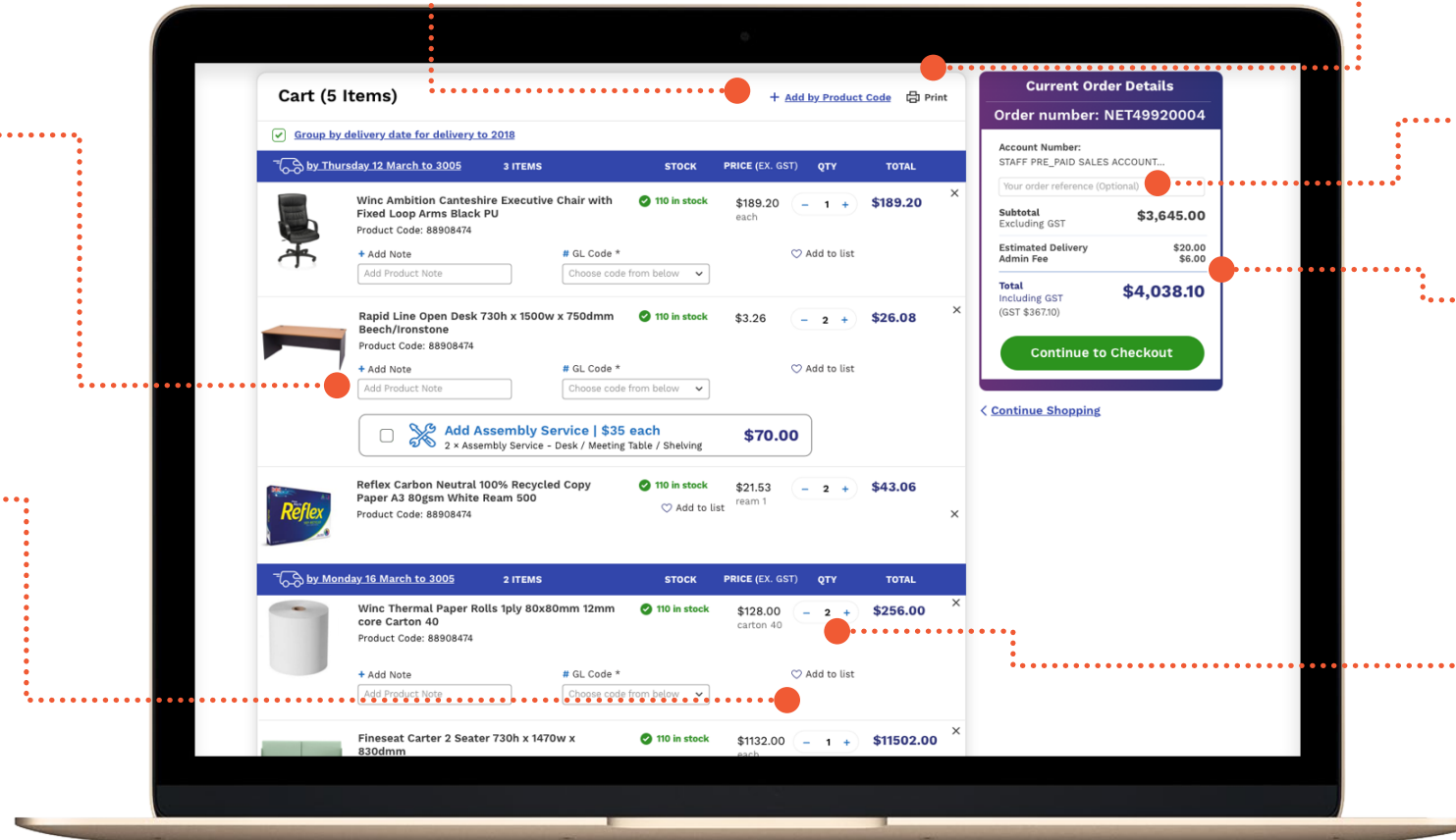
Add your order reference or purchase order number.

Current order details

Order details including order reference, order number, account number, order totals, GST breakdown and fees displayed on page and remain on screen as you scroll down for complete visibility.

Order edits

Last minute edits auto save instantly allowing you to easily make additions and deletions.



Seamless single page checkout to view order details, contact, delivery, and payment details – all on one page.

Delivery requirements

Choose to have your order delivered to a one-time address* or search from existing addresses loaded to your account.

For accounts with multiple delivery locations (& 'pick address from list' enabled), shipping address options include additional details to help you select the right location from your list.
**if enabled for your account.*

Delivery options

Delivered when you need it, choose to **Order Now**, **Order Later** or set up a **Recurring Order**. Scheduling options prompts appear on screen once 'Order Later' or 'Recurring Order' is selected.

Current order details

Easy reference to your order details including order reference, order number, account number, order totals, GST breakdown and fees.

Order summary

Order summary with product images, quantity and pricing always visible for easy reference or last minute modifications.

Payment options

Choose your preferred payment method before completing order.

STEP 1 Contact Information

Name * john.davis ✓
Email * john.davis@gmail.com ✓
Telephone * 0444444441 ✓
Mobile
Your Order Reference (Optional)
Order Reference
Send copy of emails to
Add multiple emails separated by commas
Notes to self
Comments entered here are for your own use and will not be seen by Customer Service or the Delivery Driver.
Have a Quote Number? [Enter it here](#)
[Continue to Shipping Address](#)

STEP 2 Shipping Address

Pick an Address One time address
Search from existing Address
ROYAL PERTH HOSPITAL - WARD 7A CLIN NURSE MANAGEMENT, 7/991 Lygon St, Armadale Cresc, Essendon, VIC 3008 AU
ROYAL PERTH HOSPITAL - WARD 6H WARD CLERK REC, 7/991 Lygon St, Armadale Cresc, Essendon, VIC 3008 AU
ROYAL PERTH HOSPITAL - SURGICAL SPECIALITIES, 7/991 Lygon St, Armadale Cresc, Essendon, VIC 3008 AU
ROYAL PERTH HOSPITAL - 10151E, 7/991 Lygon St, Armadale Cresc, Essendon, VIC 3008 AU
ROYAL PERTH HOSPITAL - WARD 7A CLIN NURSE MANAGEMENT, 7/991 Lygon St, Armadale Cresc, Essendon, VIC 3008 AU
ROYAL PERTH HOSPITAL - WARD 7A CLIN NURSE MANAGEMENT, 7/991 Lygon St, Armadale Cresc, Essendon, VIC 3008 AU
Order Scheduling Options
☒ Order Now ☐ Order Later ☐ Recurring Order
Special Delivery Instructions
Additional instructions for delivery driver will be read at point of delivery.
Need to update your address? [Contact us](#)
[Continue to Payment](#)

STEP 3 Payment

By submitting this order you're agreeing with the [Terms & Conditions of Sale](#).
Select Payment Method
☒ Charge To Current Account Pay by using Current Account Details
☐ Pay by Credit Card Pay by using Master, Visa or Amex
[Complete Order](#)

Current Order Details
Order number: NET49920004
Account Number: STAFF PRE_PAID SALES ACCOUNT...
Your order reference (Optional)
Sub Total Excluding GST \$3,645.36
Estimated Delivery Admin Fee \$20.00 \$6.00
Total Including GST \$4,038.10 (GST \$347.75)

Order Summary
ITEM DETAILS (5 ITEMS)
Winc Ambition Canteshire Executive Chair with Fixed Loop Arms Black PU Staedler 351 Lumocolor 2 \$25.98 \$10.99 / ea
Winc Ambition Canteshire Executive Chair with Fixed Loop Arms Black PU Mocon Classic Medium 2 \$24.99 \$24.99 / ea
Winc Ambition Canteshire Executive Chair with Fixed Loop Arms Black PU Winc highlighter Chisel Tip 2 \$10.99 \$10.99 / ea
Winc Ambition Canteshire Executive Chair with Fixed Loop Arms Black PU Winc Thermal Paper Rolls tply 20 \$13.9 \$8.99 / ea
Winc Ambition Canteshire Executive Chair with Fixed Loop Arms Black PU Finestart Carter 2 Seater 730h 2 \$3.35 \$3.35 / ea
Winc Ambition Canteshire Executive Chair with Fixed Loop Arms Black PU Winc highlighter Chisel Tip 2 \$10.99 \$10.99 / ea
[Modify Order](#)

Set your order requirements – Order now, order later or create recurring orders.

Scheduling options

Select 'Order Later' or 'Recurring Order' to have scheduling options drop down and appear on your screen.

Schedule a future order date 'Order later' or set repeat orders 'Recurring order' to have your orders processed on the dates and frequency you choose.

Order Scheduling Options

☐ Order now ☐ Order later ☒ Recurring order

This is the date your order will be processed, not the delivery date

Cycle **Weekly**

Recurrence Pattern

Start **17/03/2022**

Send An Order Every **1** week(s) on:

☐ Monday ☐ Tuesday ☐ Wednesday ☐ Thursday ☐ Friday

Range of Recurrence

End ☒ No End Date

☐ End after: **1** occurrences

☐ End by: **17/03/2022**

Create a recurring order

Create orders that will be processed at **future scheduled intervals**.

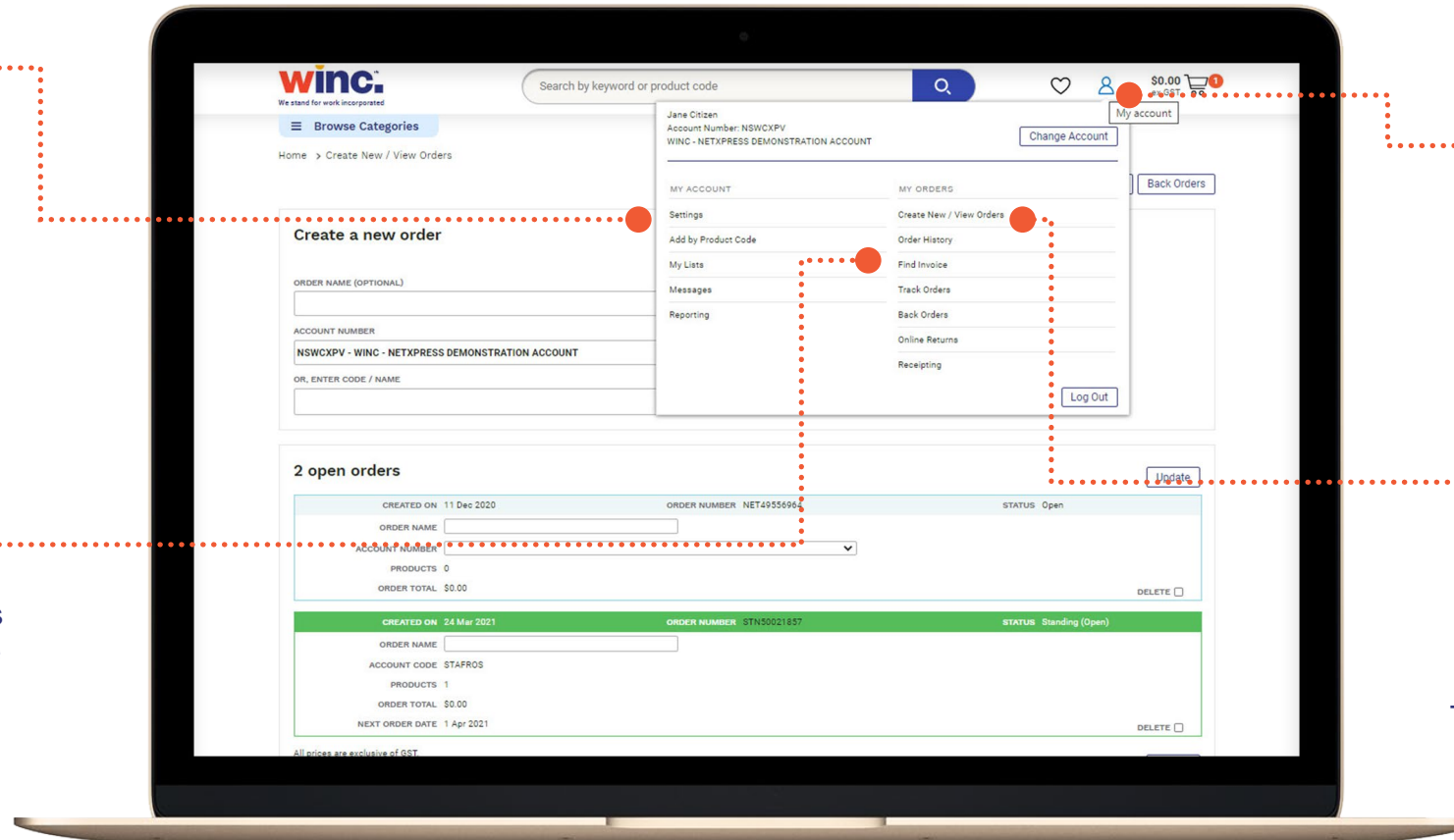
Manage your account, orders, deliveries & invoices – all online via your ‘Account’.

Account settings

Click on your Account ‘Settings’ to **view account details** such as cost centre options, your account number/s & more.

Find & view invoices

Dependent on your business billing set up you will be able to **access Delivery Notes and/or Invoices** via ‘Find Invoice’.



Account

Review order history, view order status, **download** invoices, **track** delivery or to **update** your details.

Create, view & edit all saved (held)/new orders

Select ‘Create New/View Orders’ to **view all orders that are currently open (saved & held)**. This includes both incomplete & those awaiting approval.

Refer next slide for more information on managing orders.

View and manage all your saved open (held) orders in one place.

Order Name

An (optional) **Order Name** can be given to saved (held/open) orders. Click the **'Update'** button on the right to save after making edits.

Active Order

Green indicates your current **active order**. Any items added to cart once you leave this page will be added onto this order. You can change this by selecting a different order.

Your Reference

Your reference can be added or edited from the **Review Cart** page.

Winc Order Number

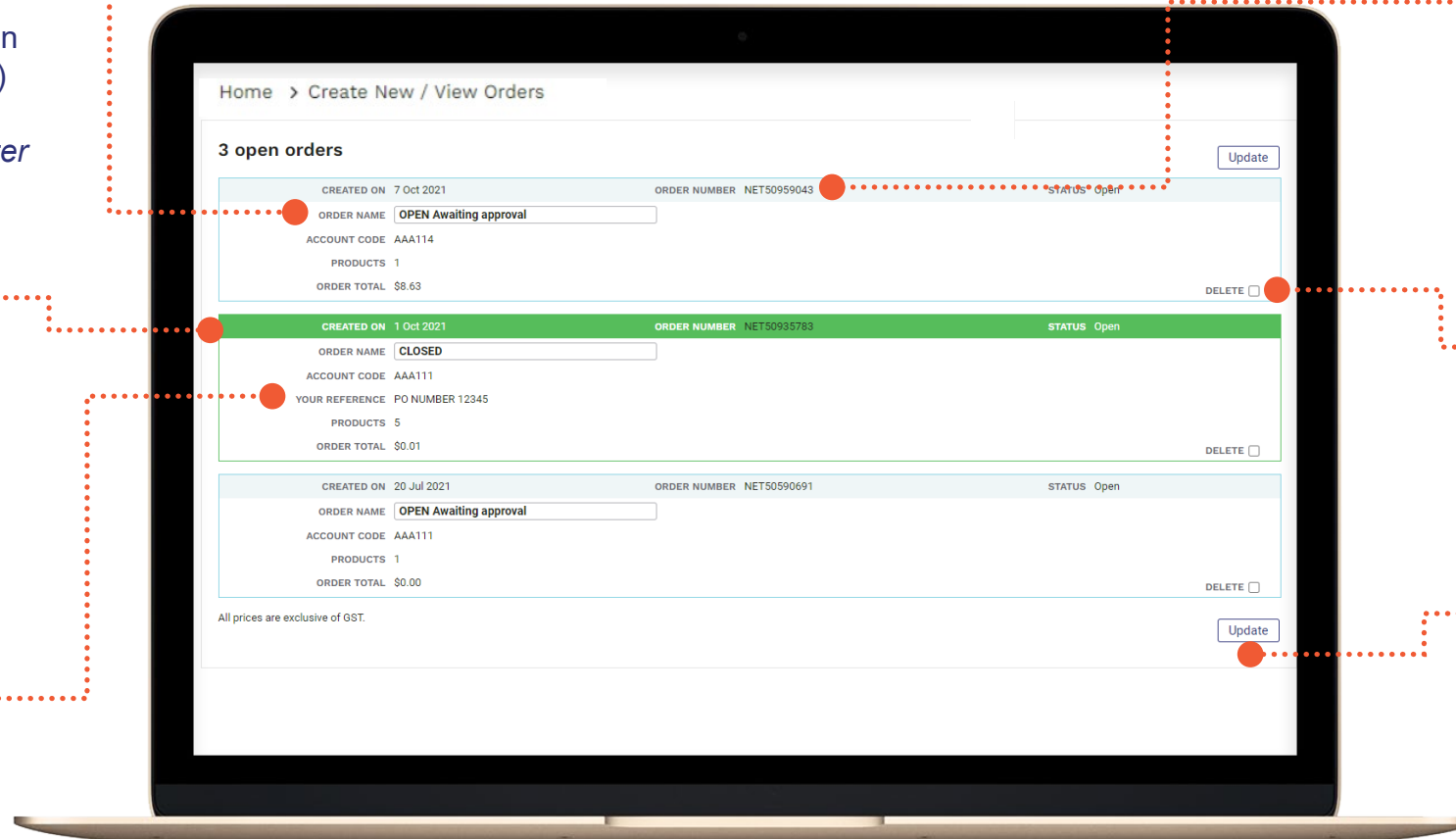
The Winc **Order Number** is clickable and will send you to the review cart page for order updates or completion.

Delete

Open orders can be **deleted** by selecting the tick box and clicking 'Update'.

Update

Click **'Update'** to save changes made – when you Delete or update Order Name.



Creating an open (held) order via 'Account' using optional order reference names.

STEP 3

Create a new order with optional "order name"

Create a new order with your own reference name (for example this could be the name of the person/department placing the order) and proceed by clicking the 'create order' button.

Once this order is created you can proceed with adding products to cart.

The screenshot displays the Winc web application interface. At the top, the Winc logo and navigation links are visible. The main content area is titled 'Create a new order'. It features a form with fields for 'ORDER NAME (OPTIONAL)', 'ACCOUNT NUMBER' (pre-filled with 'NSWCXPV - WINC - NETXPRESS DEMONSTRATION ACCOUNT'), and 'OR, ENTER CODE / NAME'. To the right of the form is a sidebar with a 'MY ACCOUNT' menu and a 'MY ORDERS' menu. The 'MY ORDERS' menu includes links for 'Create New / View Orders', 'Order History', 'Find Invoice', 'Track Orders', 'Back Orders', 'Online Returns', and 'Receipting'. Below the form, there is a section titled '2 open orders' which lists two orders with their details (created on, order number, status, order name, account code, products, order total, and next order date). The first order is 'Open' and the second is 'Standing (Open)'. A 'Log Out' button is located at the bottom right of the sidebar.

STEP 1
'Account'

STEP 2
Create New/ View
Orders

Access all open
(held) orders in the
same screen for
review before
submitting.

Your order history page displays submitted orders, allows easy re-ordering & provides access to invoices.

Order history

Reference past orders, re-order, track or view individual orders.

Preview products

View images of products included in past orders to quickly identify which order you are looking for.

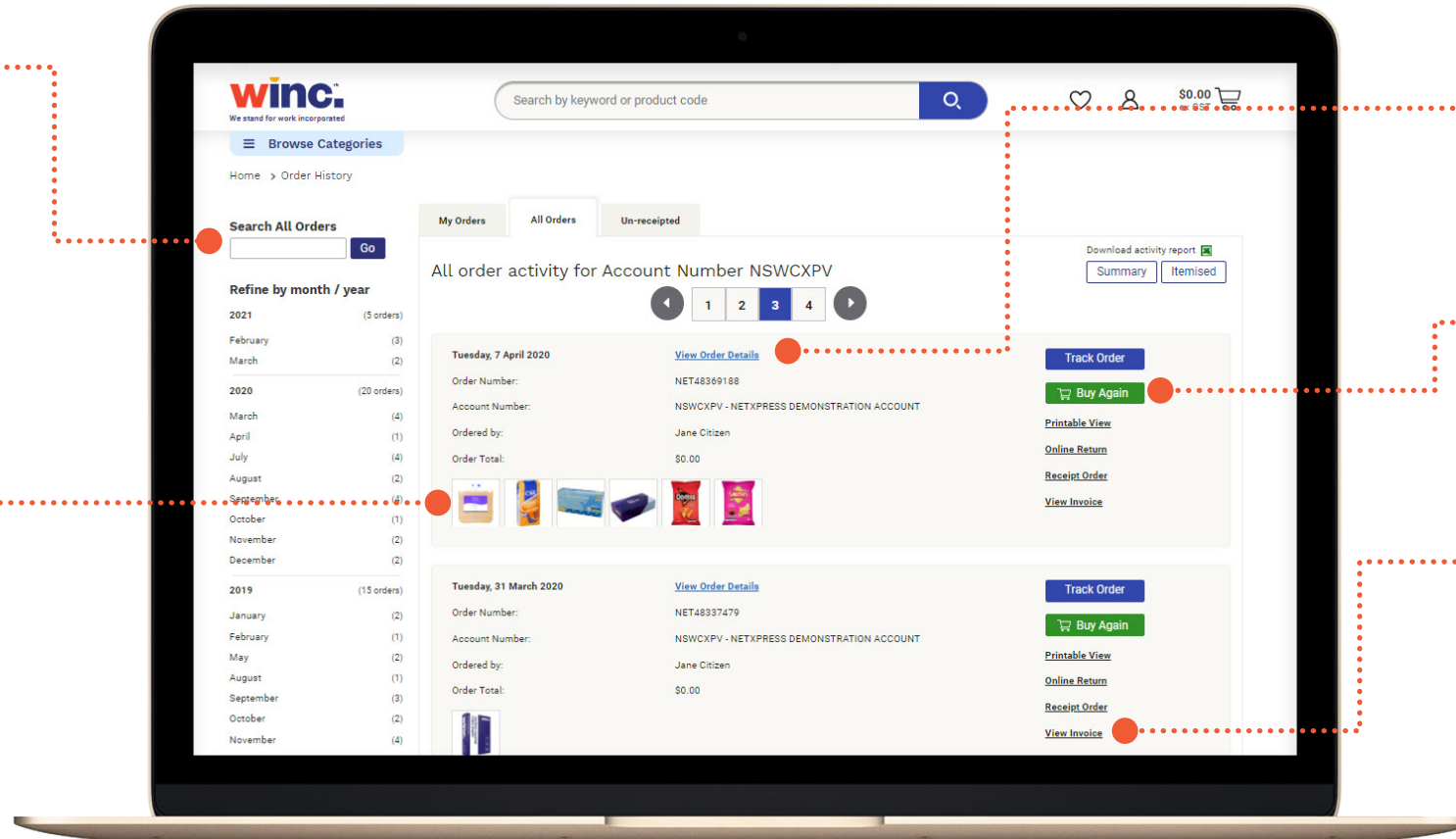
Easy Re-ordering

Re-order individual items from a past order by selecting 'View Order Details' and selecting the products you require.

OR
Re-order an entire past order by selecting 'Buy Again' and all items will be added to your cart.

View Invoice

Dependant on your business billing set up you will be able to access **Delivery Notes and/or Invoices** via 'View Invoice'.



View, export, print, email or pay invoices - conveniently & securely online. *(enabled upon request).*

Access this page (once enabled for your account) by clicking on the 'Pay Open Invoices' menu option under your 'Account' menu.

Invoice overview

View open invoices for all the accounts you have access to (default account will be auto-selected).

Export & share options

Download or share invoices via email in a variety of formats including consolidated PDF, zipped PDF, multiple PDF's in one email or multiple PDF's across multiple email addresses.

	Creation Date	Document Number	Order ID	Account Number	Your Reference	Due Date	Total (including GST)	Status
<input type="checkbox"/> Email	26-03-2022	9901254567	9976725763	10912006	Don Ramo 26.2.22	31-03-2022	\$163.10	<input type="checkbox"/> Pay Now
<input type="checkbox"/> Email	26-11-2021	9901254568	9976033752	10729608	STORE 50 ORDER	31-03-2022	\$4,201.63	<input type="checkbox"/> Pay Now
<input type="checkbox"/> Email	23-03-2022	9901254569	9976716486	10704000	KW 006	31-03-2022	\$36.23	<input type="checkbox"/> Pay Now
<input type="checkbox"/> Email	21-03-2022	9901254570	9976691444	10912009	grw00	31-03-2022	\$199.99	<input type="checkbox"/> Pay Now
<input type="checkbox"/> Email	21-03-2022	9901254571	9976691477	10912142	grw187	31-03-2022	\$532.76	<input type="checkbox"/> Pay Now
<input type="checkbox"/> Email	21-03-2022	9901254572	9976691479	10912194	grw05	31-03-2022	\$195.93	<input type="checkbox"/> Pay Now
<input type="checkbox"/> Email	21-03-2022	9901254573	9976691485	10912145	grw011	31-03-2022	\$234.02	<input type="checkbox"/> Pay Now
<input type="checkbox"/> Email	23-03-2022	9901260988	9976713939	10912191	Don Berry	30-04-2022	\$646.54	<input type="checkbox"/> Pay Now
<input type="checkbox"/> Email	21-03-2022	9901260752	997669187	10912198	954044	30-04-2022	\$10.89	<input type="checkbox"/> Pay Now
<input type="checkbox"/> Email	21-03-2022	9901260748	9976691936	10912197	NETBI 970058	30-04-2022	\$146.42	<input type="checkbox"/> Pay Now

Aggregated summary

See an **aggregated summary** of total adjustment notes (credits), amount overdue and total unpaid.

Search & filter refinements

Search for a specific invoice by document number, order number, or account number. **Filter list** to display only overdue invoices. **Find invoices within a specific date range**: options include: 'all', 'past 30 days', 'last 3 months', 'last 6 months' or specific date range.

Pay invoices securely online

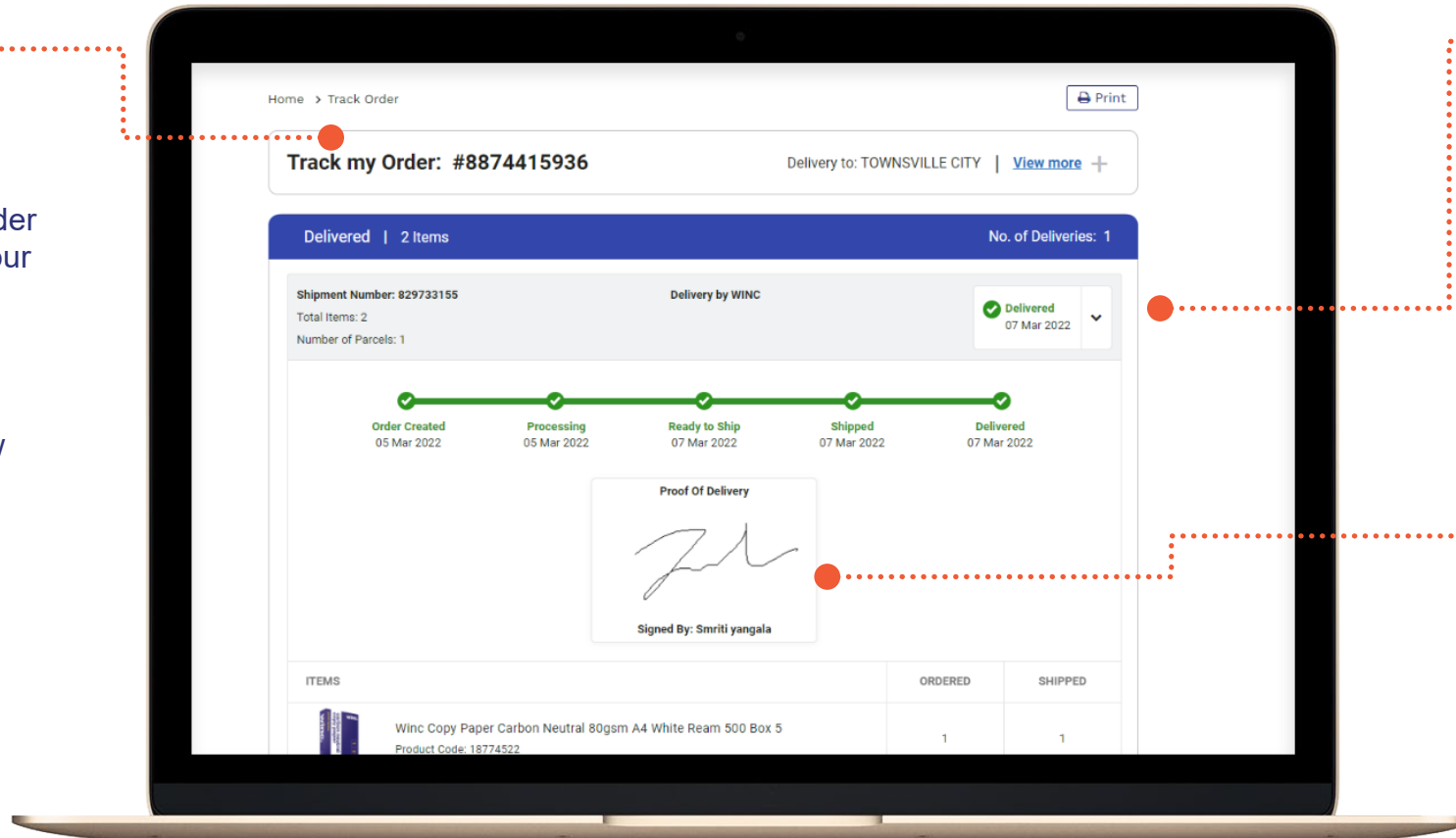
Easily pay one or multiple invoices at once, applying any credits. Instant online payment by credit card.

Order tracking page allows you to track orders in real-time & access associated paperwork.

Tracking orders

Keep up to date on the progress of your submitted orders via Order Tracking. Search using your NET order number.

From the 'Account' menu select 'Order History'. Click 'Track Order' to view the current status.



Real-time delivery info

Estimated delivery date is provided against each shipment (with detail down to the product level).

For your convenience tracking information is also provided on your **order confirmation email.*

View Proof of Delivery

Find your **Proof of Delivery signatures** for eligible orders.

Track your order via your Order History page: winc.com.au/main-orders-history

If ordering from multiple accounts – select the required account before creating an order or reviewing saved (held) orders.

STEP 1

Select the required account

If you have access to order from multiple accounts, please select the required account **prior to shopping** and adding products to cart.

Create a new order

ORDER NAME (OPTIONAL)

ACCOUNT NUMBER

AAA111 - TESTING COMPANY NAME - NETXPRESS - 670

AAA111 - TESTING COMPANY NAME - NETXPRESS - 670

AAA114 - TESTING COMPANY NAME #2 - NETXPRESS - AAA114

Create Order

3 open orders

Update

CREATED ON	7 Oct 2021	ORDER NUMBER	NET50959043	STATUS	Open
ORDER NAME	OPEN Awaiting approval				
ACCOUNT CODE	AAA114				
PRODUCTS	1				
ORDER TOTAL	\$8.63				
DELETE					

CREATED ON	1 Oct 2021	ORDER NUMBER	NET50935783	STATUS	Open
ORDER NAME	CLOSED				
ACCOUNT CODE	AAA111				
YOUR REFERENCE	PO NUMBER 12345				
PRODUCTS	5				
ORDER TOTAL	\$0.01				
DELETE					

CREATED ON	20 Jul 2021	ORDER NUMBER	NET50959091	STATUS	Open
ORDER NAME	OPEN Awaiting approval				
ACCOUNT CODE	AAA111				
PRODUCTS	1				
ORDER TOTAL	\$0.00				
DELETE					

STEP 2

Create your order

Once you have selected the required account, click on **'Create order'** to start shopping.

Integrated online returns to submit and track all submitted/processed returns.

Returns tab

Access submitted and processed returns under the 'Returns' tab Via your Accounts 'Order History' page.

Product image preview

Product images are displayed to help identify the order and invoice pertaining to the return.

My Orders All Orders **Returns**

All return activity

Account Number

Tuesday, 19 January

Order Number: NET49599451

Invoice Number: 9089080433


Account Number: 1078279132 ONLINE DEMONSTRATION ACCOUNT WA - SECOND LINE SAMPLE TEXT

Requested by: Rizwan Zakir







Return Number: RA83427922

Return Value: \$1200.00

[Return Details](#)



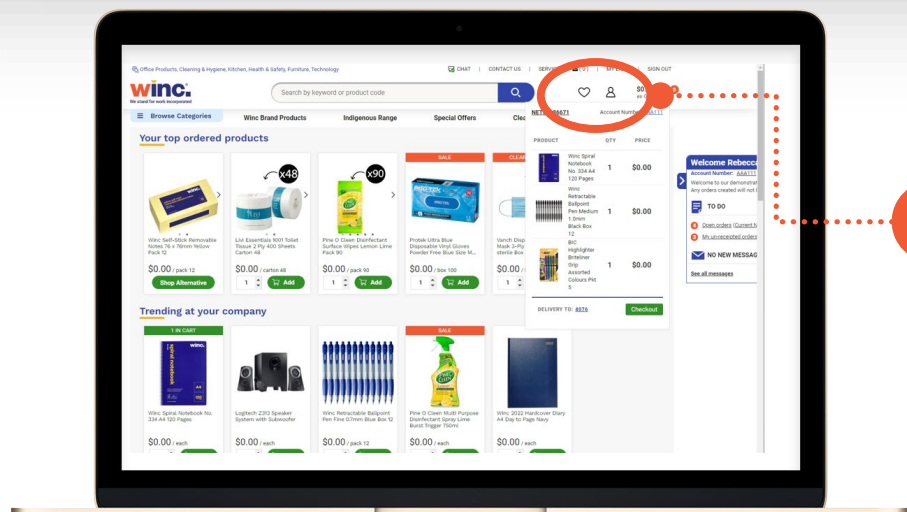
STEP 1 Select Items

Item	Invoiced Quantity	Return Items	Returning Quantity	Reason for Returning
 Winc Copy Paper Carbon Neutral 80gsm A4 White Ream 500 Box 5 Product Code: 18774522	50	<input type="checkbox"/> Return Item	50	Select a reason for returning ▼
 Winc Copy Paper Carbon Neutral 80gsm A4 White Ream 500 Box 5 Product Code: 18774522	100	<input type="checkbox"/> Return Item	100	Select a reason for returning ▼
 Winc Copy Paper Carbon Neutral 80gsm A4 White Ream 500 Box 5 Product Code: 18774522	3	<input type="checkbox"/> Return Item	3	Select a reason for returning ▼
 Winc Copy Paper Carbon Neutral 80gsm A4 White Ream 500 Box 5 Product Code: 18774522	2	<input type="checkbox"/> Return Item	2	Select a reason for returning ▼
 Winc Copy Paper Carbon Neutral 80gsm A4 White Ream 500 Box 5 Product Code: 18774522	1	<input type="checkbox"/> Return Item	1	Select a reason for returning ▼
These items are not returnable as per our Returns Policy. For return of faulty products or warranty issues please contact customer care.				
 Winc Copy Paper Carbon Neutral 80gsm A4 White Ream 500 Box 5 Product Code: 18774522	2			

Non-returnable items

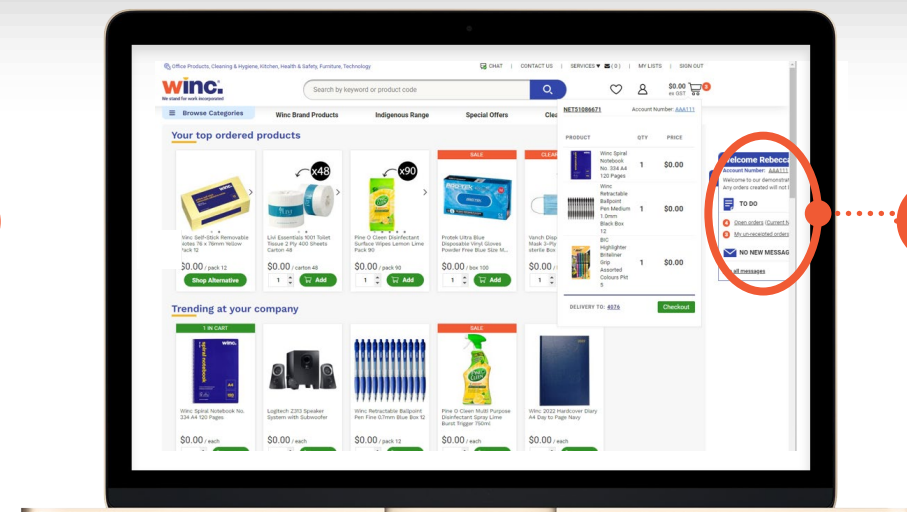
Items that are non-returnable as per the Winc returns policy will appear greyed out.

Identifying & switching between (multiple) accounts across the website.



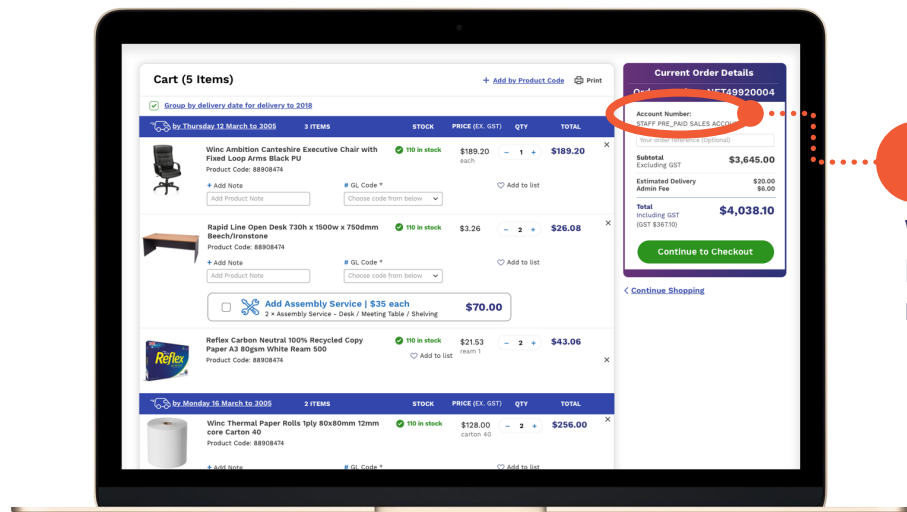
Any page across the site

From the 'Account' or 'Cart' icon drop downs.



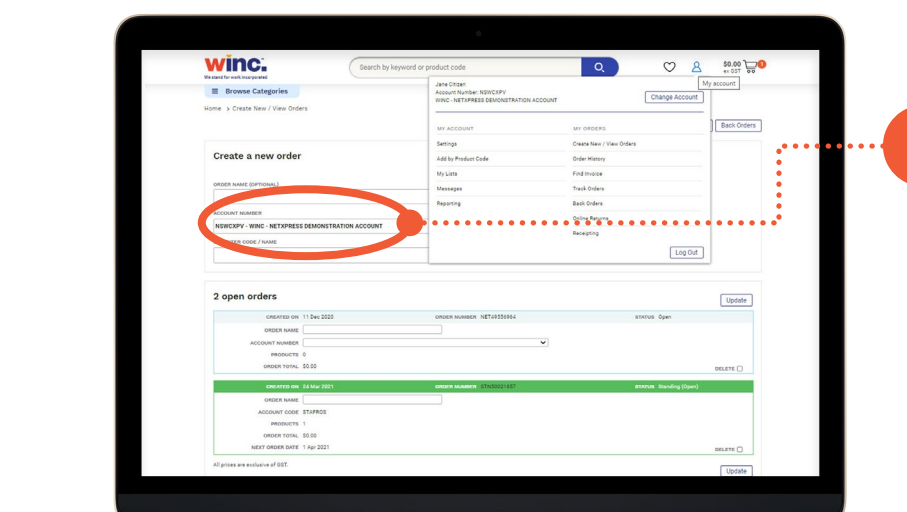
Home page message box

Pop out message box on the right-hand side of your screen.



Cart Page

Within your Order Details summary to the right of your cart.



Create New/View orders page

Accessed via your 'Account' menu.



Need Help?

Live Chat: Click on the chat icon on any page on our website (bottom right hand corner)

Product, Order & Delivery Enquires: Call 13 26 44 | Email customerexperience@winc.com.au

Website Support: Call 1800 812 198 | Email websitesupport@winc.com.au