

A horizontal yellow bar is located in the top left corner of the page.

Winc Website User Guide.

Discover all the time saving, streamlined ordering and account self-service features available through winc.com.au.

Website features that make shopping easier and faster.

Personalised experience enabling you to view product alternatives available for faster delivery and top ordered products.

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

Intuitive search function recommending suggested searches and top sellers.

View live stock availability and expected date of delivery.

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

Refine product results with filters for Winc Brands, First Nations, Sustainable, Social Enterprise and Women Owned products.

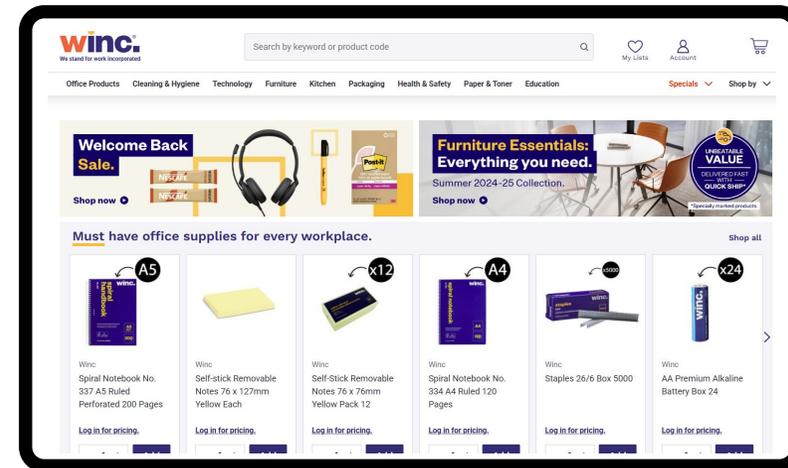
Schedule future orders or recurring orders. Specify a date in the future for orders to be submitted and processed for delivery.

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

Track the status and delivery timeframe of your orders including proof of delivery.

Account self-service features enable you to view and pay invoices, manage backorders, raise returns and view reporting.

Online chat for faster support from our Customer Experience team.



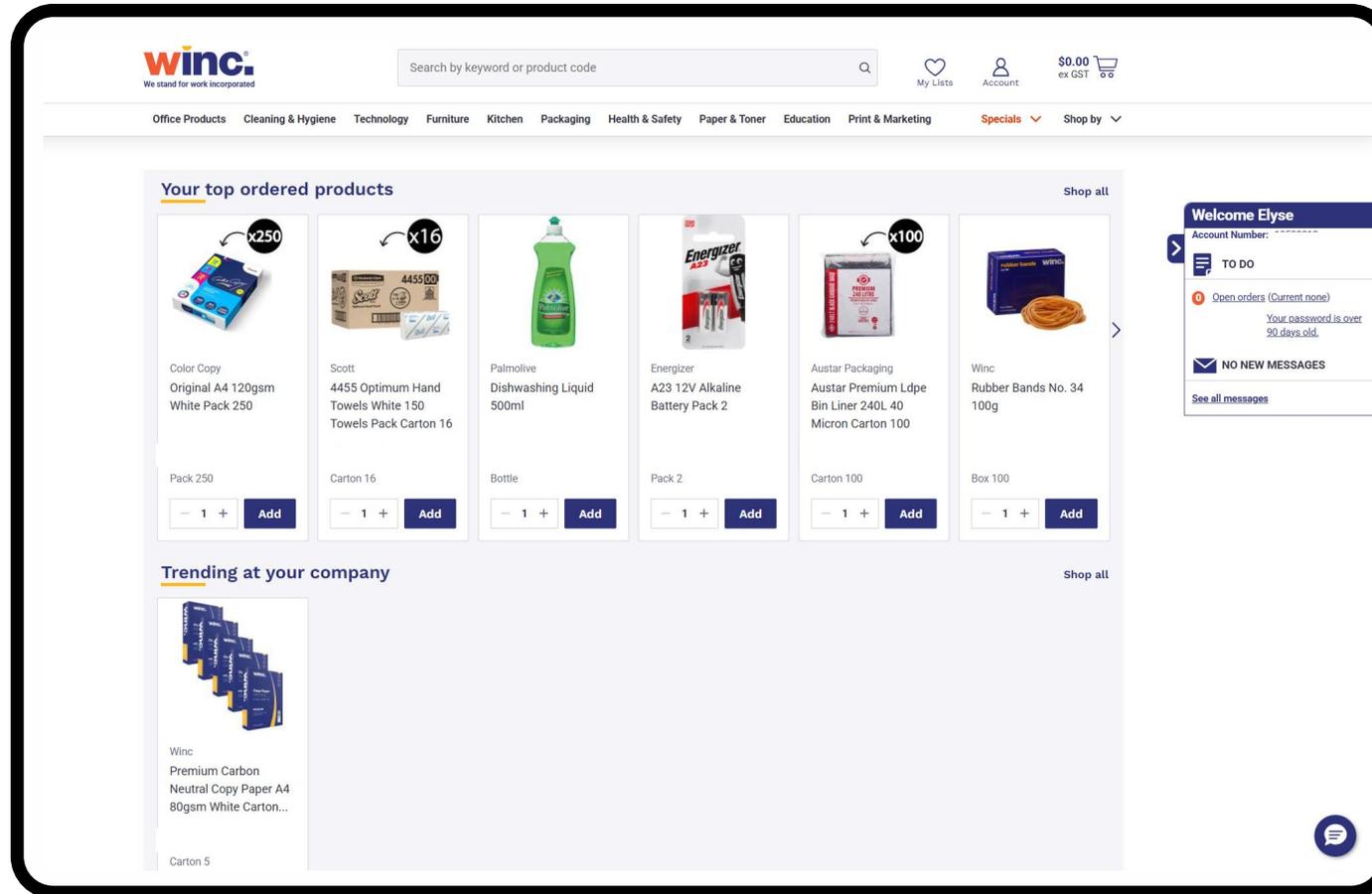
Your frequently ordered products appear on homepage for faster re-ordering.

Top ordered products

The quickest way to re-order is via 'Your top ordered products' grid shown on your homepage.

Trending at your company

View and order items being purchased within your organisation by referring to the 'Trending at your company' grid.



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

Account icon

Select the 'Account' icon in the header of your page to view your Account and Order menu.

My orders

Select 'Create New/View Orders' to start a new or view a past order. 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.

The screenshot displays the Winc website interface. At the top, there is a search bar and navigation icons for 'My Lists', 'Account', and 'Cart'. A dropdown menu is open under the 'Account' icon, showing 'Demo' account information (Account Number: AAA111, TESTING COMPANY NAME - NETXPRESS) and a 'Change Account' button. Below this, there are two columns of menu items: 'MY ACCOUNT' (Settings, Add by Product Code, My Lists, Messages) and 'MY ORDERS' (Create New / View Orders, Order History, Previously Ordered Products, Find Invoice, Track orders, Backorders, Online Returns). A 'Log Out' button is also visible. The main content area shows product listings under the heading 'Must have office supplies for every workpl...' and 'Keep your washrooms stocked with the essentials...'. Each product card includes an image, name, quantity, and an 'Add' button. A 'Welcome Demo' message box is visible on the right side of the page.

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 and manage open orders

View and finalise incomplete orders directly from your message box.

Live Chat

Use Live Chat for immediate support from our Customer Experience team.

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 200 previously ordered products from past orders, located in one handy consolidated page.

Handy filters

Filter recently purchased products by product category, brand, or product type.

The screenshot displays the Winc website's 'Previously Ordered' page. At the top, the Winc logo is on the left, and a search bar with the text 'Search by keyword or product code' is in the center. To the right of the search bar are icons for 'My Lists', 'Account', and a shopping cart showing '\$0.00 ex GST'. Below the search bar, the page title is 'Previously Ordered' with a 'Find in results' search icon. A breadcrumb trail reads 'Home > Your Previously Ordered Products (123 results)'. On the left side, there are two filter sections: 'Show results for' with a list of categories and counts (e.g., Office Products (62), Cleaning & Hygiene (14)), and 'Narrow by' with a 'Brand' search box and a list of brands with counts (e.g., Avery (4), Kleenex (6)). The main content area is a grid of 10 product cards. Each card shows a product image, name, and quantity. The products include: Ego Pharmaceuticals Aqium Hand Sanitiser 375ml (1), Teter Mek 380x510mm 60gsm MG Litho Paper Pack of 500 (1), Oates Multi Purpose Cleaner Orange Squirt 750ml (1), Ego Aqium Anti Bacterial Gel 1L (1), Teter Mek MG Litho Paper 380x250mm 94gsm White Pack 500 (x500), Winc Manilla Folder A4 Buff Box 100 (x100), Kleenex 4440 Compact Hand Towels 90 Sheet Carton 24 (x24), Kleenex 4735 Toilet Tissue Roll 2 Ply 400 Sheets Carton 48 (x48), Marbig Sheet Protector A4 Heavyweight Clear Box 100 (x100), and Kimberly Clark Kleenex 6342 Luxury Foam Hand Wash 1L Carton 6 (x100). Each card has a 'Delivers by' date and a quantity selector with an 'Add' button.

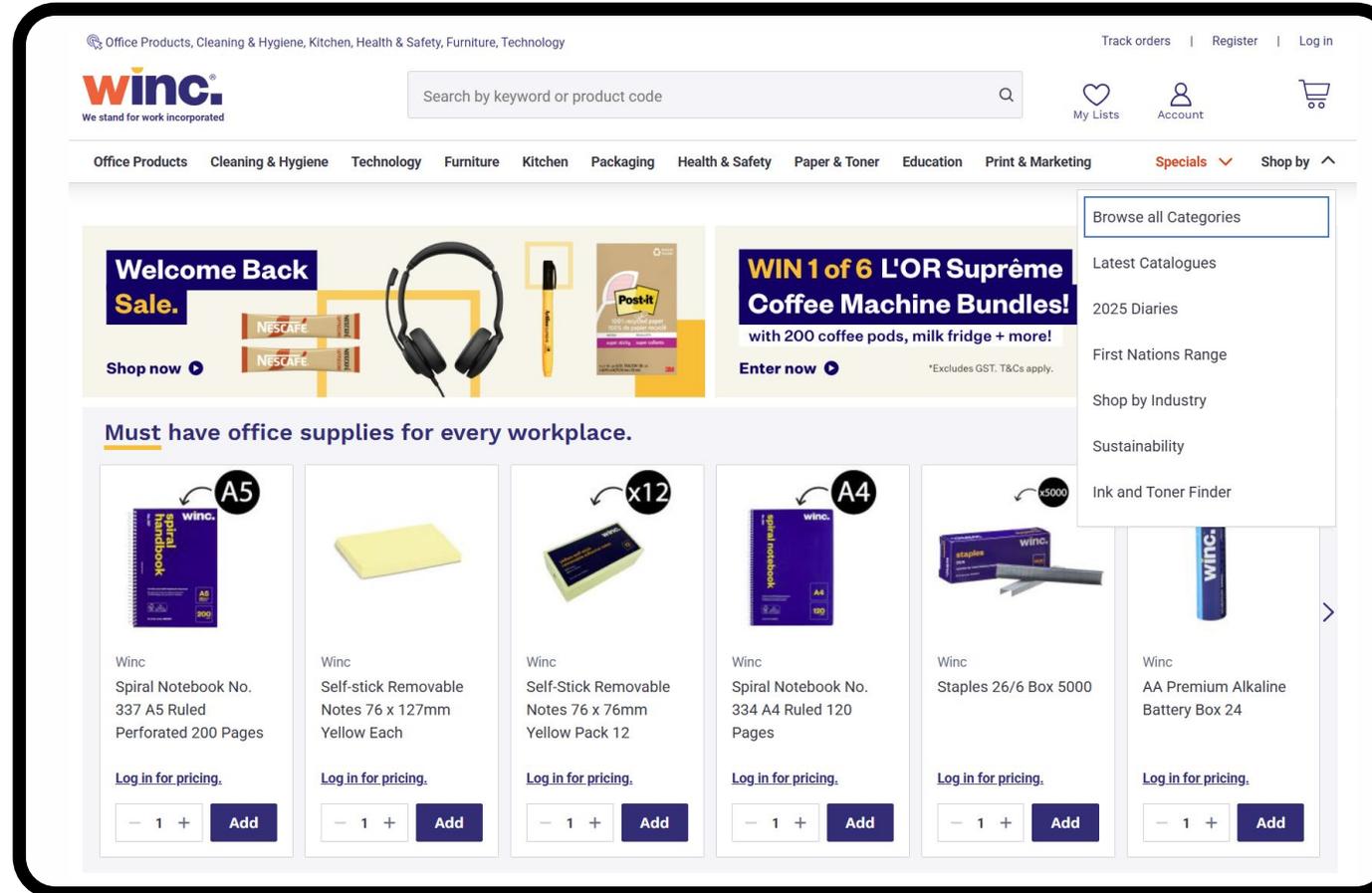
Find products faster via browse, search or favourites.

Intuitive search

Search by keyword, brand, product names or code, manufacturer code and more.

Category menu

Browse categories across the top of the page to explore our wide product range.



My Lists – Favourites

Access or manage your 'My Lists' by clicking the heart icon or via the 'Account' menu.

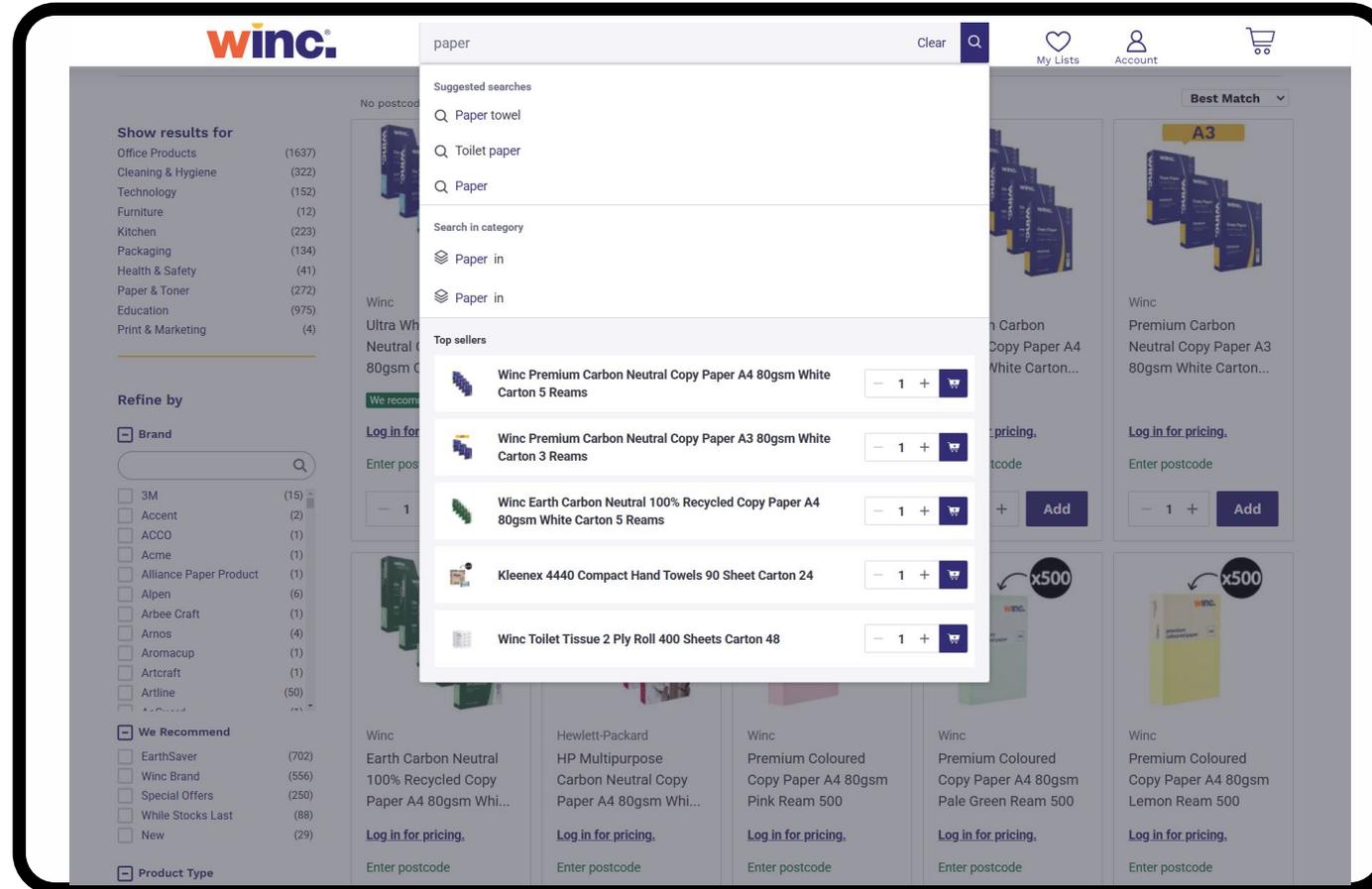
Shop by

Use the 'Shop by' menu to view latest catalogues, browse our First Nations and Sustainability ranges or to use the Ink and Toner compatibility finder.

Refine and sort your search results.

Intuitive search

To find what you need quicker, choose from 'selected searches', 'search in category' or add to cart directly from 'top sellers'.



Change the way your search results are presented

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

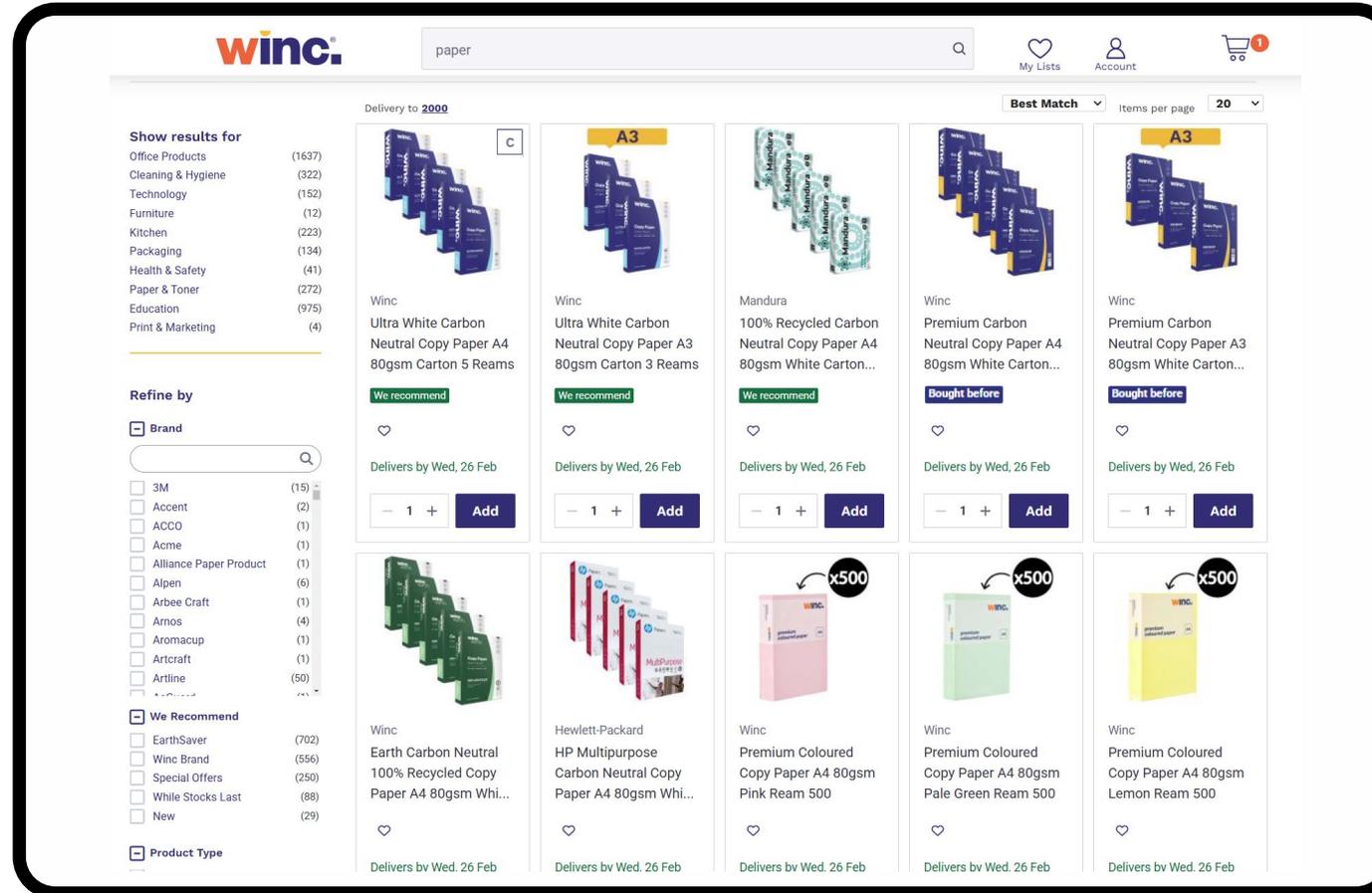
Access key product information from your search results page.

Filter your search results

Use filters to refine your search results by product category, brand, product type or criteria.

Contracted items

The 'C' flag indicates products in your organisations contracted basket of goods. (Available on application)



Bought before

Easily identify products you have previously purchased within search results.

Stock availability

View real-time expected date of delivery and stock availability.

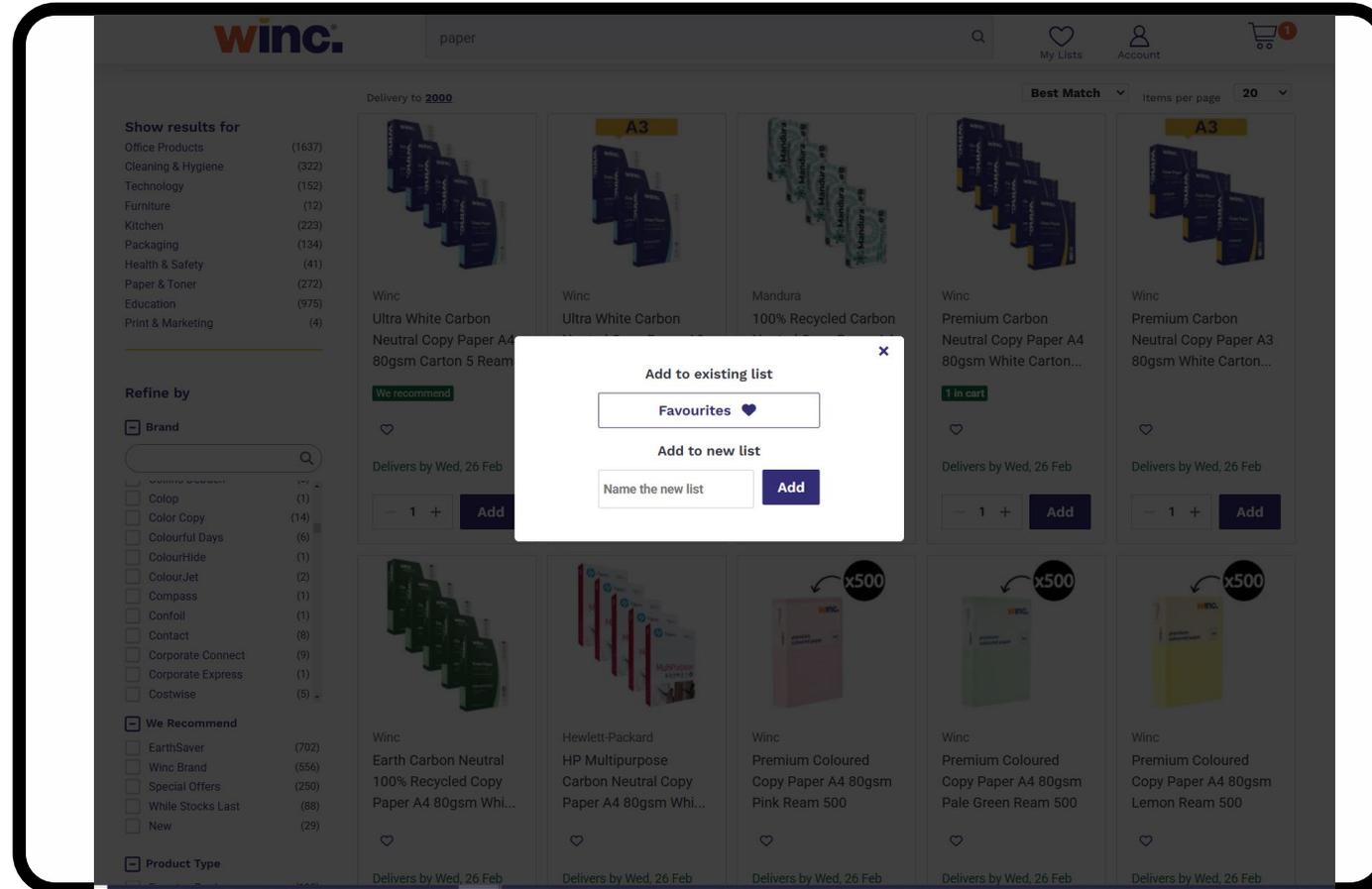
Add to My Lists

Select the heart icon to add your favourite products direct to your My Lists.

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

Create favourites lists

Create, name and modify multiple My Lists over time to make ordering regular items faster and easier.



Access My Lists

Click on the heart icon in the header menu to access your past favourites lists.

Add to My Lists

Select the heart icon to add your favourite products direct to your My Lists.

Access detailed product information and specifications on product pages.

Features and specifications

View key product information, compatible products, specifications and manufacturer codes.

Documents and downloads

Download **Material Safety Data Sheets** or **product manuals** for applicable products.

The screenshot displays a product page for 'Cleera 4% Hypochlorite Bleach 5L'. The page layout includes a navigation bar at the top with categories like 'Office Products', 'Cleaning & Hygiene', and 'Specials'. Below the navigation, there's a breadcrumb trail: '< Back to Results | Home > Cleaning & Hygiene > Cleaning Products > Bleach & Mould Killers > Cleera'. The main product image is a white plastic jug with a blue label. To the right of the image, the product name 'Cleera 4% Hypochlorite Bleach 5L' and 'Product Code: 86745862' are displayed. Below this, there's a 'Bottle' section with a 'Delivery to 2000' dropdown and a 'Delivery date: Wednesday, 26 Feb' indicator. A quantity selector shows '1' and an 'Add to Cart' button. A 'Save to list' button with a heart icon is also present. The 'Frequently bought with this product' section lists three items: '1402 Multifold Hand Towel 1 Ply 200 Sheets Carton 20', 'Austar Premium Bin Liners Heavy Duty 72 Litre 910 x 760mm Black Packet 50 Carton 5', and 'Hand & Body Wash Liquid Pearl White 5L'. Each item has a quantity selector and an 'Add' button. The 'Features' section is expanded, showing a list of benefits such as 'Ideal for white linen and garments', 'Effective bacteria and mould killer', and '5L bulk bottle'. The 'Specifications' section is also expanded, showing a table with 'Product Code' (86745862) and 'Manufacturer Code' (636080700W1). The 'Documents & downloads' section shows a 'Safety Data Sheet' link with a download icon.

Stock availability

View real-time expected date of delivery and stock availability dynamic to your location.

Frequently bought together

View and add to cart products frequently bought together.

Add to My Lists

Select the heart icon to add your favourite products direct to your My Lists.

Access detailed product information and specifications on product pages.

Image gallery

Scroll through image galleries and 360° images (where available) to help with product selection.

Product attributes

Look out for the EarthSaver logo for sustainable products and the Supplier Diversity logo for First Nations products.

The screenshot displays the Winc product page for the 'Winc Ambition Viva 2.0 Task Chair Mesh Mid Back 3 Lever Black'. The page layout includes a search bar at the top, a navigation menu, and a breadcrumb trail: '< Back to Results | Home > Furniture > Chairs & Seating > Office Chairs > Winc'. The main content area features a large central image of the chair, a vertical gallery of smaller images on the left, and a 360-degree view on the right. The product details section on the right includes the product name, product code (18992731), and arm type options: 'Adjustable Arms' and 'Without Arms'. Below this, there is an optional assembly service: 'Assembly Service - Task Chair / Manager Chair / Pedestal' with an 'Add' button. The page also shows 'Delivery to 2000' with a 'Quick Ship' badge (Expires 30 Apr, 25) and a 'Delivery date: Friday, 28 Feb'. A 'Bulky item freight: \$15.00' is listed. At the bottom, there is a quantity selector (set to 1) and an 'Add to Cart' button. The 'Good to know' section features the EarthSaver logo, and the 'Features' section provides a detailed description of the chair's ergonomic features.

Product variants

Toggle through options available to customise your product selection including colour or configuration.

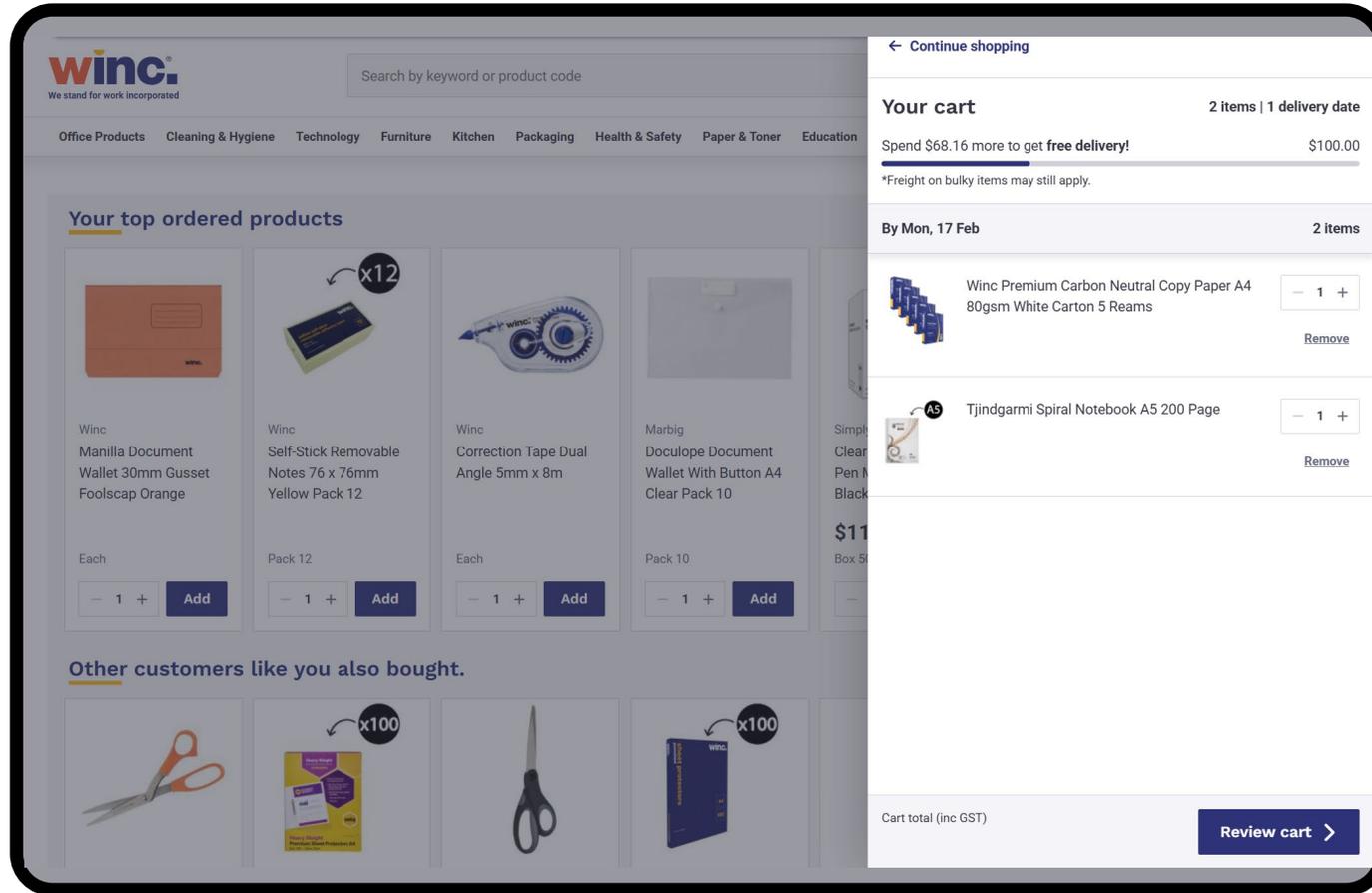
Furniture assembly

Add assembly to your order for applicable furniture items.

Bulky item freight

View bulky item freight incurred on select products.

Review your order from your mini cart.



Free delivery tracker

Easily view your cart total and eligibility for free delivery.

Estimated date of delivery

To help keep track of your orders, products will be grouped by estimated date of delivery.

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

Add notes for GLs

Use 'add note' to include a GL code for products added to cart. You can enforce notes or GL codes for all products via your Account settings.

Furniture assembly

You can also add assembly to your order for applicable furniture items within your cart view.

The screenshot displays the Winc website's cart page. At the top, there's a navigation bar with the Winc logo, a search bar, and links for 'My Lists', 'Account', and 'Log out'. Below the navigation, a category menu includes 'Office Products', 'Cleaning & Hygiene', 'Technology', 'Furniture', 'Kitchen', 'Packaging', 'Health & Safety', 'Paper & Toner', 'Education', 'Print & Marketing', 'Specials', and 'Shop by'. The main cart area is titled 'Cart (3 items)' and features a 'Print Cart' button. It is organized into three sections based on delivery dates: 'BY MON, 10 FEBRUARY' (1 item), 'BY WED, 12 FEBRUARY' (2 items), and 'QUICK SHIP' (1 item). Each item is listed with its name, product code, stock status, pack size, and quantity. The first item is 'Winc Ultra White Carbon Neutral Copy Paper A4 80gsm Carton 5 Reams'. The second item is 'Rapid Line Open Desk 730H x 1500W x 750dmm Beech/Ironstone'. The third item is 'Winc Ambition Viva 2.0 Task Chair Mid Back Mesh 3 Lever Black'. Each item has an 'Add note' button and an 'Add to list' button. There are also 'Add Assembly service' buttons for the desk and chair items. On the right side, there's a 'Current Order Details' panel showing the 'Order Number: NET59205264' and a 'Continue to Checkout' button. A green callout box at the bottom right encourages adding more to the order to reduce CO2 emissions.

Order reference

View your order number and Winc account number before checking out.

Consider consolidating your order

Help reduce delivery related Co2 emissions by increasing or consolidating your order.

Seamless single-page checkout to finalise your order.

Shipping and delivery

For accounts with multiple delivery locations enabled, select your shipping address from the list of approved delivery locations.

Alternatively, choose to have your order delivered to a one-time address (enabled on request).

For accounts with home delivery enabled, select this option for delivery to a home address.

Order scheduling

Delivered when you need it, choose to order Now, order Later or set up a recurring order.

Please note, when selecting order later the date specified is the date the order is submitted, not delivered.

The screenshot displays the Winc checkout interface, which is a single-page process divided into three main steps:

- STEP 1: Contact Information**
 - Includes a notification: "The order total has changed the revised total is \$101.83."
 - Form fields for Name, Email, Telephone, and Mobile.
 - Optional fields for Order Reference, Your Order Reference, and Notes to self.
 - Buttons for "Continue to Shipping Address" and "Continue Shopping".
- STEP 2: Shipping and Delivery**
 - Section for "Pick an address" with a dropdown menu showing "QLD 4655".
 - Notification: "Postcode has changed and this may affect delivery dates."
 - "Order Scheduling Options" with radio buttons for "Order now", "Order later", and "Recurring order".
 - "Special Delivery Instructions" with a text input field (90 characters remaining).
 - Button for "Continue to Payment".
- STEP 3: Payment**
 - Agreement text: "By submitting this order you're agreeing with the Terms & Conditions of Sale. Changes cannot be made after completing your order. Ensure that all details are correct."
 - "Select Payment Method" section with a "Charge to Current Account" option.
 - Security icon: "SECURE SSL Encryption".
 - Button for "Complete Order".

Current Order Details

Account Number:	Order Number: NETS8804
Your Order Reference (Optional):	
Order Reference:	
Subtotal including GST:	\$79.8
Total Freight:	\$21.1
Total including GST (GST \$9.26):	\$101.8:

Order Summary

by Wed, 26 February

Winc Facial Tissues 2 Ply 100 Sheets Carton 48	1	\$79.1
Product Code: 25093419		\$72.62 / case

Modify Or

Delivery instructions

Include instructions for your driver viewable at time of delivery.

Order reference and POs

Add an order reference or PO to your order.

Payment options

View your order total including GST and freight charges. Select your payment option, either charge to your nominated account or pay by credit card if enabled.

Order scheduling – order now, order later or set a recurring order.

Order later

Select 'order later' to view scheduling options available. Select a date to schedule an order to be submitted in the future.

Order Scheduling Options

Order now Order later Recurring order

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

i Delivery dates will change to reflect new order date. We cannot guarantee items will be in stock on your preferred order date.

Special Delivery Instructions

90 characters remaining.

[Continue to Payment](#)

Order scheduling – order now, order later or set a recurring order.

Recurring order

Select 'recurring order' to view scheduling options available.

To set a recurring order select the frequency and day of the week for the order to be delivered. Select your start and end date and continue to payment once complete.

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: ▼

Send An Order Every: week(s) on:

Monday Tuesday Wednesday Thursday Friday

Range of Recurrence

End: No End Date

End after: occurrences

End by: ▼

Send one additional order now

Special Delivery Instructions

90 characters remaining.

[Continue to Payment](#)

Manage your account, orders, deliveries and invoices.

Account

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

Account settings

Click 'settings' to view and update account details such as contact details, order approvers or to reset your password.

The screenshot displays the Winc user interface. At the top, there is a search bar and navigation links for 'Office Products', 'Cleaning & Hygiene', 'Technology', 'Furniture', and 'Kitchen'. A user profile dropdown menu is open, showing the user's name 'Thomas Ellis', account number 'NXPRICE', and a 'Change Account' button. Below the menu, there are two columns of options: 'MY ACCOUNT' (Settings, Add by Product Code, My Lists, Messages, Staff) and 'MY ORDERS' (Create New / View Orders, Order History, Previously Ordered Products, Find Invoice, Track orders, Backorders, Online Returns). A 'Log Out' button is at the bottom right of the menu. The main content area shows a 'New Order' form with fields for 'Order Name (Optional)', 'Account Number', and 'Testing (Optional)', followed by a 'Create Order' button. Below the form, a section titled '(1) Saved Orders' shows a table with columns for 'CREATED ON', 'ORDER NUMBER', and 'STATUS'. The table contains one entry: '5 Feb 2025', 'NET59205264', and 'Open'. Below the table, there are input fields for 'Order Name', 'Testing', and 'Account Number' (set to 'NXPRICE - NXPRICE'). A 'Delete' button is next to the table entry. At the bottom, there are three product thumbnails labeled 'Products 3'.

Find and view invoices

Based on your businesses billing set-up you will be able to access delivery notes and/or invoices via 'find invoice'.

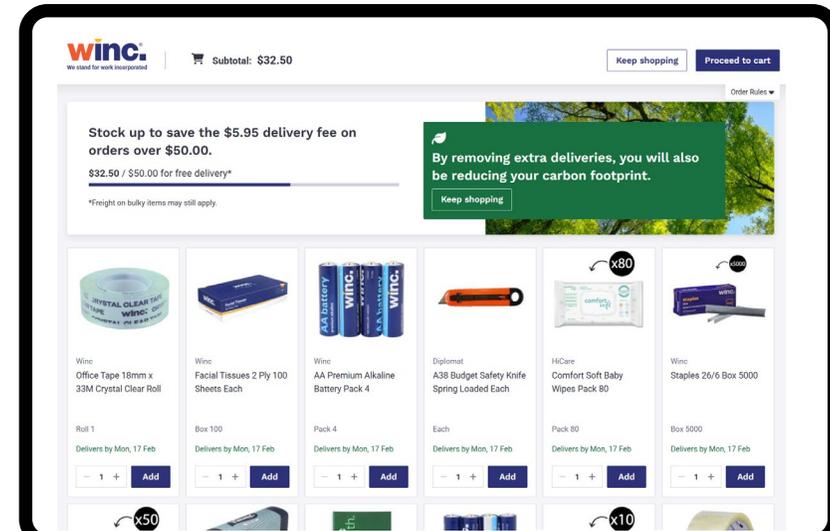
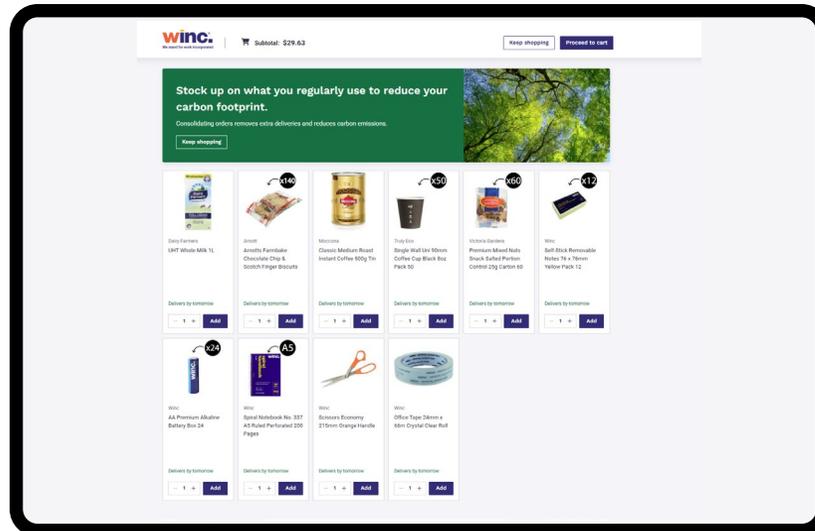
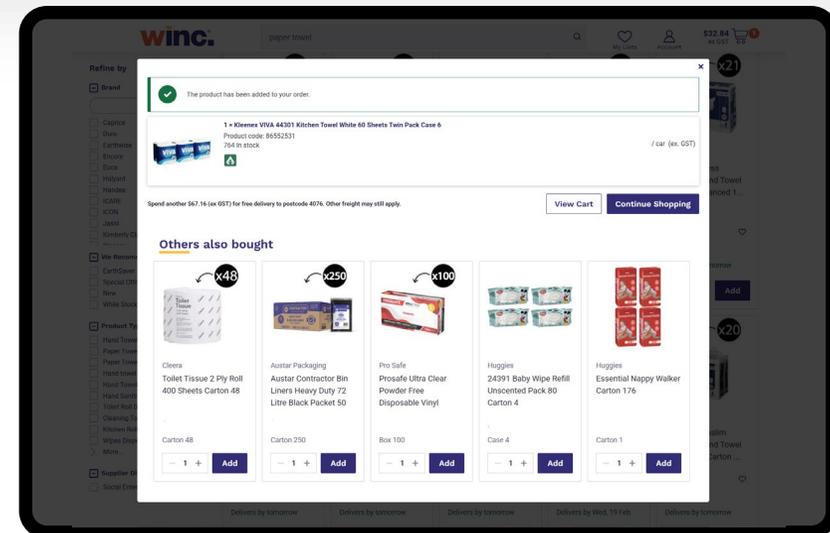
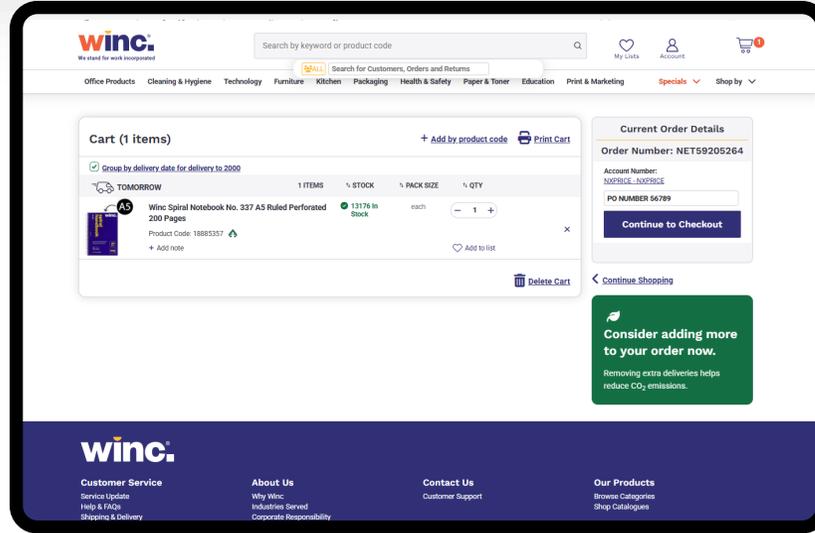
Create, view and edit saved, held and new orders

Select 'create new/view orders' to view all orders that are currently open; saved and held. This includes orders that are incomplete or those awaiting approval.

Consolidate your order to help reduce delivery related Co2 emissions.

Consider stocking up on your essentials

By removing extra deliveries, you will also be reducing your carbon footprint.



Order history – view and manage orders.

View and manage any submitted orders. Access this page from your 'Account' drop-down menu and select 'Order History'.

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

The screenshot displays the Winc Order History interface. At the top, there is a search bar and navigation icons for 'My Lists', 'Account', and a shopping cart with 3 items. Below the search bar are tabs for 'My Orders', 'All Orders', and 'Returns / Missing Items'. A sidebar on the left provides filtering options: 'Search All Orders' with a 'Go' button, 'Refine by month / year' (2025: 4 orders, 2024: 7 orders, 2023: 5 orders), and 'Refine by date range' with 'Start date' and 'End date' fields and a 'Filter' button. The main content area, titled 'order activity', lists three orders:

- Monday, 24 February 2025**: Order Number: NET59803062, Account Number: AAA111 -TESTING COMPANY NAME - NETXPRESS, Ordered By: Milton Clarke. Includes buttons for 'Track order', 'Buy again', 'Printable View', 'Online Return / Missing Items', and 'View Invoice'. Product images include a comb, a box, a folder, and cleaning supplies.
- Friday, 21 February 2025**: Order Number: NET59299682, Account Number: AAA111 -TESTING COMPANY NAME - NETXPRESS, Customer Ref: PO12345, Ordered By: Karan Wallis. Includes buttons for 'Track order', 'Buy again', 'Printable View', 'Online Return / Missing Items', and 'View Invoice'. Product images include a chair, a box, a box of tissues, a sign, and a bag.
- Wednesday, 29 January 2025**: Order Number: NET58929202, Account Number: AAA111 -TESTING COMPANY NAME - NETXPRESS, Ordered By: Anoj Augustine. Includes buttons for 'Track order', 'Buy again', and 'Printable View'. Product images include a chair and a box.

View invoices

Dependant on your businesses billing set up you will be able to access delivery notes and/or invoices by clicking 'view invoice'.

Manage and pay invoices conveniently and securely.

Located in the Account menu, select 'pay open invoices' to view and pay invoices by credit card. Enabled on request.

Invoices overview

View open invoices for all the accounts you have access to. Your default account will be selected automatically.

Export and share

Download or share invoices via email in a variety of formats.

Invoices Overview

Overdue Invoices (2) **\$0.00** (Total Adjustment Notes) Including GST
Unpaid Invoices (5) **\$284.46** (Overdue Amount) Including GST
Adjustment Notes (0) **\$735.17** (Total Unpaid) Including GST

Select Payer Account

All	Creation Date	Document Number	Order ID	Cost Center	Your Reference	Due Date	Total (including GST)	All	Status
<input type="checkbox"/>	Email 23-12-2024	9046937268	8882616688	10777126	NET58761724	31-01-2025	\$183.15	<input type="checkbox"/>	Pay Now
<input type="checkbox"/>	Email 30-05-2024	9045417357	8881451827	10675593		30-06-2024	\$101.31	<input type="checkbox"/>	Pay Now
<input type="checkbox"/>	Email 12-02-2025	9047278118	8882850362	10675593	NET58941795	31-03-2025	\$75.00	<input type="checkbox"/>	Pay Now
<input type="checkbox"/>	Email 11-02-2025	9047266728	8882850362	10675593	NET58941795	31-03-2025	\$94.84	<input type="checkbox"/>	Pay Now
<input type="checkbox"/>	Email 03-02-2025	9047188844	50757696	10675593		31-03-2025	\$280.87	<input type="checkbox"/>	Pay Now

Total Selected **\$0.00**
Credit **-\$0.00**
Total (including GST) **\$0.00**
Pay Now

Balance

View a summary of total adjustment notes (credits), amount overdue and total amount unpaid by account.

Pay invoices securely by credit card

Easily pay one or multiple invoices at once, applying any available credits. Pay your balance on the spot with credit card payment.

Track orders in real-time and view proof of delivery.

Track your order

Keep up to date on the progress of your order by selecting 'track order' located in the Account menu. Select your order to view real-time order status and estimated date of delivery.

Track your order even when logged out

To track your order while logged out of your Winc account visit www.winc.com.au/trackorder and enter the email address related to the order.

The screenshot displays the Winc tracking interface. At the top, there's a search bar and navigation links for 'My Lists', 'Account', and '\$0.00 inc GST'. Below this, a message states: 'Tracking your order on this page is the fastest way to access the latest information available on the status of your order. It's the same information our Customer Experience Agents use to assist you when you call. For all other enquiries, please reach out on chat.' The main tracking section shows 'Track my Order: #8882804931' with 'Delivery to: MASCOT' and a 'View more +' link. A yellow bar offers 'Any questions regarding your order? Chat with us.' and 'Ask Winnie.' with a chat icon. The status is 'Delivered | 1 Item' with 'No. of Deliveries: 1'. The shipment details include 'Shipment Number: 842061199', 'Total Items: 1', and 'Number of Parcels: 1'. A progress bar shows the following stages: 'Order Created' (04 Feb 2025), 'In Progress' (04 Feb 2025), 'Ready to Ship' (04 Feb 2025), 'Shipped' (05 Feb 2025), and 'Delivered' (05 Feb 2025). A 'Proof of Delivery' section shows a signature from 'Mailroom'. Below the progress bar is a table with columns for ITEMS, ORDERED, and SHIPPED. The table shows one item, 'Metro Tower Fan', with 1 ordered and 1 shipped. The page also includes a 'See Less ^' link at the bottom right.

ITEMS	ORDERED	SHIPPED
Metro Tower Fan Product Code: 25214896	1	1

Real-time delivery updates

Your estimated delivery date is provided against each shipment with detail down to the product level.

View proof of delivery

Find your proof of delivery signatures for eligible orders

Order for multiple accounts.

To change the account you are ordering for, select 'create new / view orders' located under Account.

1. Select the required account

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

2. Create your order

Once you have selected the required account, click on 'create order' to start adding products to cart.

The screenshot displays the 'New Order' form in the Winc system. At the top, there are navigation links for 'Order History' and 'Backorders'. The form includes a 'New Order' section with an 'Include Current Cart Items' checkbox and an 'Order Name (Optional)' field. Below this is an 'Account Number' section with a search bar and a list of accounts. The 'Saved Orders' section shows a table of previous orders with details like 'CREATED ON', 'ORDER NUMBER', and 'STATUS'. The current order being viewed is 'CLOSED' and is marked as 'Current in Cart'.

Home > Create New / View Orders

Order History Backorders

New Order

Include Current Cart Items

Order Name (Optional)

Account Number

Search for the account number or select from the list

<input type="radio"/>	AAA111	TESTING COMPANY NAME - NETXPRESS	670
<input type="radio"/>	NXPRICE	NXPRICE	

Create Order

(2) Saved Orders

Sort by

CREATED ON	7 Feb 2025	ORDER NUMBER	NET59315412	STATUS	Open
Order Name	CLOSED			Delete	
Testing					Current in Cart
Account Number	NXPRICE - NXPRICE				
Products	3				

CREATED ON 5 Feb 2025 ORDER NUMBER NET59205264 STATUS Open

Easily switch between multiple accounts.

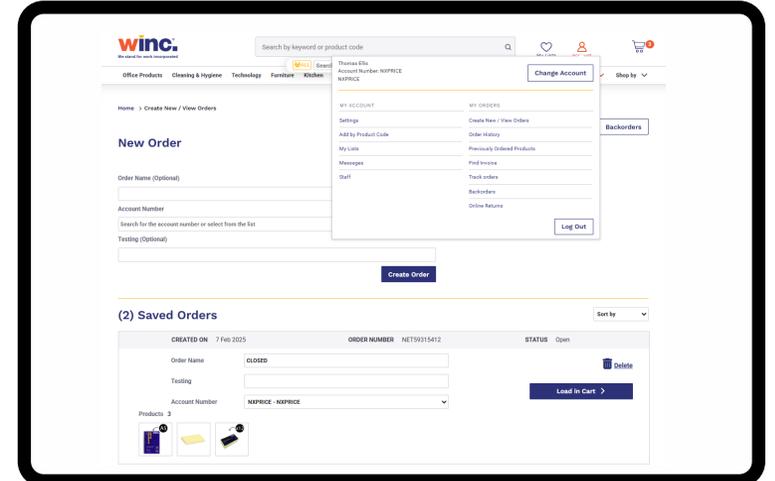
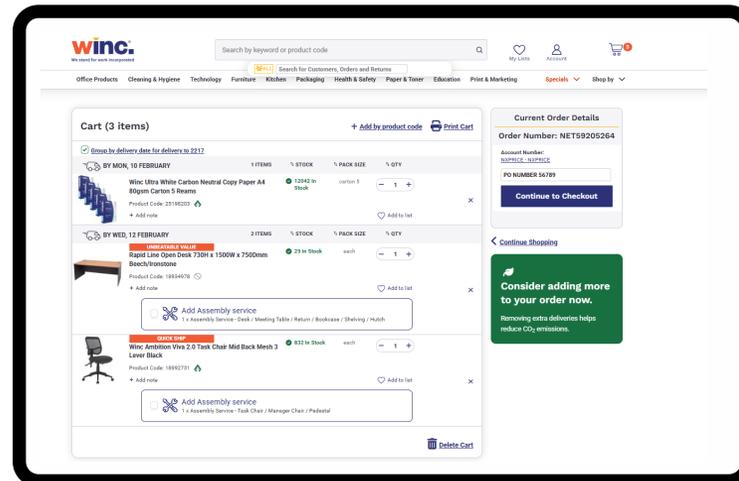
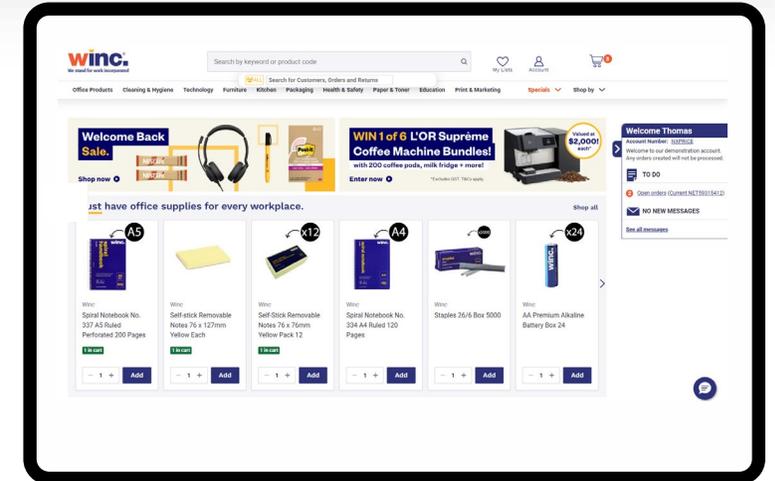
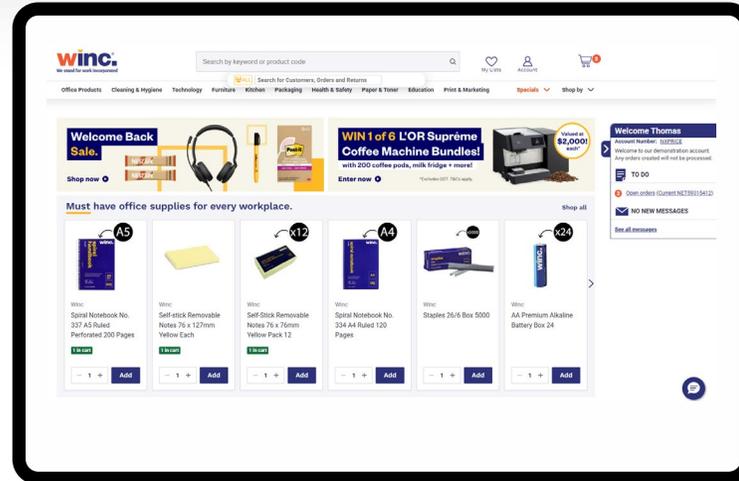
From the 'Account' or 'Cart' icon drop down.

Accessible from any page across the site.

Via the homepage notification module

At cart and checkout

Via Create new / view orders page under Account



Self-manage and track returns.

Returns

View submitted and processed returns under the 'returns' tab on the 'Order History' page.

Non-returnable items

Items that are non-returnable in line with Winc's returns policy will appear greyed out.

The screenshot displays the Winc returns management interface. At the top, there are tabs for 'My Orders', 'All Orders', and 'Returns / Missing Items'. Below the tabs, the section is titled 'All return activity'. A card shows the date 'Tuesday, 23 May 2023' and a 'Return Details' button. The return information includes:

- Return Number: 60706814
- Invoice Number: 9042438096
- Account Number: 10681743
- Requested By:
- Return Value:

A small image of a return label is shown below the information. The main part of the screenshot is a detailed view for 'Invoice Number: 90' in 'STEP 1 Select Items'. It features a table with columns: Item, Invoiced Quantity, Return Items, Returning Quantity, and Reason for Returning.

Item	Invoiced Quantity	Return Items	Returning Quantity	Reason for Returning
 Rocketbook Smart Reusable Notebook Fusion Executive A5 Product Code: 25214312	1	<input type="checkbox"/> Return item	1	Ordered by mistake / no longer want
 Marbig Enviro Foldable A4 Clipboard Black/beige Product Code: 25211956	1	<input type="checkbox"/> Return item	1	Select a reason for returning
 Santa Vittoria Mineral Water Sparkling Pomegranate Flavoured Can 330ml Pack 4 Product Code: 25179619	1			

Below the table, a message states: 'These items are not returnable as per our Returns Policy. For return of faulty products or warranty issues please contact [customer care](#).' At the bottom, it shows 'Total items to return: 0' and a 'Continue to Pick Up Details' button with a downward arrow.

Self-service backorder management.

Located in the Account menu, select 'Backorders' to view products yet to be delivered and in-stock alternatives available for faster delivery.

View backorders for your accounts

To manage product lines yet to be delivered, toggle between the accounts you have access to view open backorders.

The screenshot shows the 'Backorders' page in the Winc account menu. At the top, there is a navigation bar with categories like Office Products, Cleaning & Hygiene, Technology, Furniture, Kitchen, Packaging, Health & Safety, Paper & Toner, Education, Print & Marketing, and a 'Specials' dropdown. Below this, the breadcrumb 'Home > Backorders' is visible. The main heading is 'Backorders', with a 'Download all items' button on the right. A search bar is labeled 'Search backorders' with a search button. To the right of the search bar are filters for 'Account' (set to '1054'), 'Placed by' (set to 'Everyone'), and 'Sort by' (set to 'Oldest orders first'). Below the filters, it says '1 item across 1 order'. The order details are shown for 'Order NET', placed on 11 Feb 2025 by CROYDON PARK, 13 days ago, with 1 item. The item is 'Safety Goggle' with a quantity of 1. A red message states: 'We apologise that this item has not yet arrived. We are awaiting an update from our supplier'. A 'View similar items' button is on the right, and the estimated delivery status is 'Waiting for supplier'.

Faster alternatives

Find in-stock products available for faster delivery by selecting 'view similar items'.

Order status

View live updates about the status of your open order lines. As updates are available, your estimated date of delivery will be updated.



Need Help?

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

Product, order & delivery enquiries: Email customerexperience@winc.com.au

Website support: websitesupport@winc.com.au