

A woman with long dark hair is posing in a black leather jacket over a black lace top. She is wearing large silver hoop earrings and has her hand resting on her head. The background is a plain light gray.

Joseph Ribkoff

— B2B —

E-COMMERCE PLATFORM

User Guide Training Manual - Retailer Edition
2021-2022

TABLE OF CONTENTS

03	INTRODUCTION
04	HOMEPAGE
04	Header - Quick Tips
05	Footer - Quick Tips
07	SIGN IN / SIGN OUT
08	Forgot Password
10	Password Guidelines
12	ACCOUNT DASHBOARD
14	MY BUSINESS PROFILE
14	Master Admin / Admin View
21	Purchaser View
22	MY WISHLIST
24	COMMUNICATION CENTER
25	CLOTHING CATEGORY PAGE
26	FILTER
27	SEARCH
31	PRODUCT DETAIL PAGE
35	The Quick Order Pad
38	MY ORDER DETAILS - CHECKOUT PROCESS
43	IMPORTANT - Communications & Tracking
44	IMPORTANT - Shared Cart Process
45	ORDER HISTORY
47	ORDER DETAILS
50	CONTACT CUSTOMER SERVICE
52	MAKE A PAYMENT
55	CONTACT THE CREDIT DEPARTMENT
57	INITIATE A RETURN
60	HELP CENTER



INTRODUCTION

The B2B E-Commerce platform was created to facilitate the ordering process for our customers and to allow them to access a state-of-the-art website that represents the Joseph Ribkoff brand in all its beauty.

This manual will walk you through the website features such as:

- Account Dashboard
- My Business Profile Page
- Product Details Page
- My Wishlist
- How to place an online order
- How to easily get in contact with Customer Service

And much more.

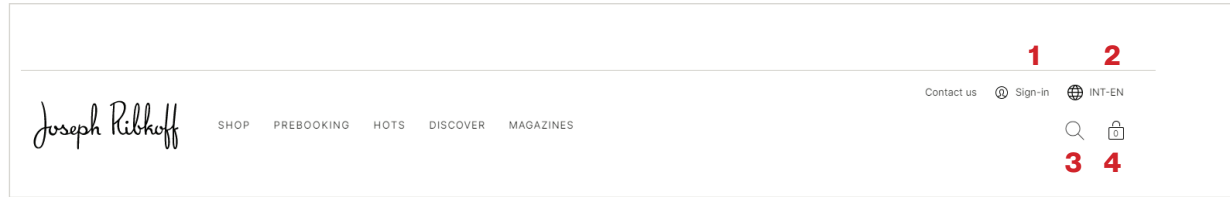






“TREASURE
EVERYTHING
THAT IS
NEW AND
DIFFERENT.”

– Joseph Ribkoff

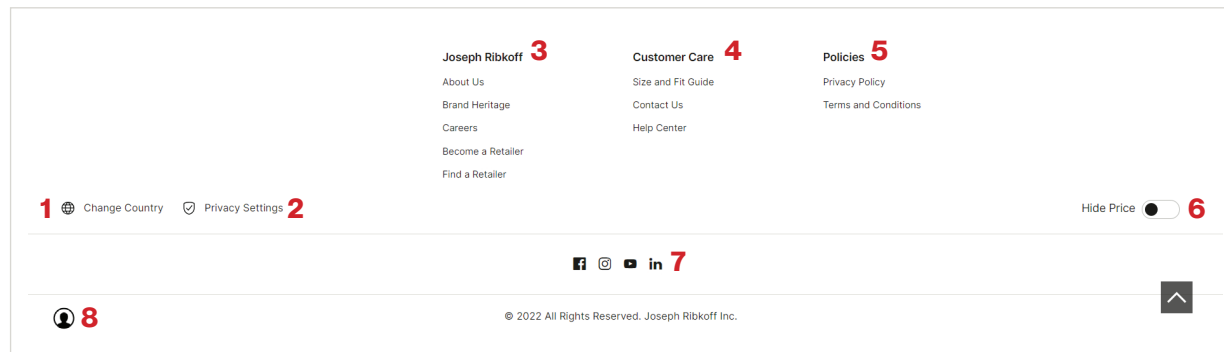
The homepage is the heart of the website. You will be able to access all the different features and functionalities from here.

Header - Quick tips

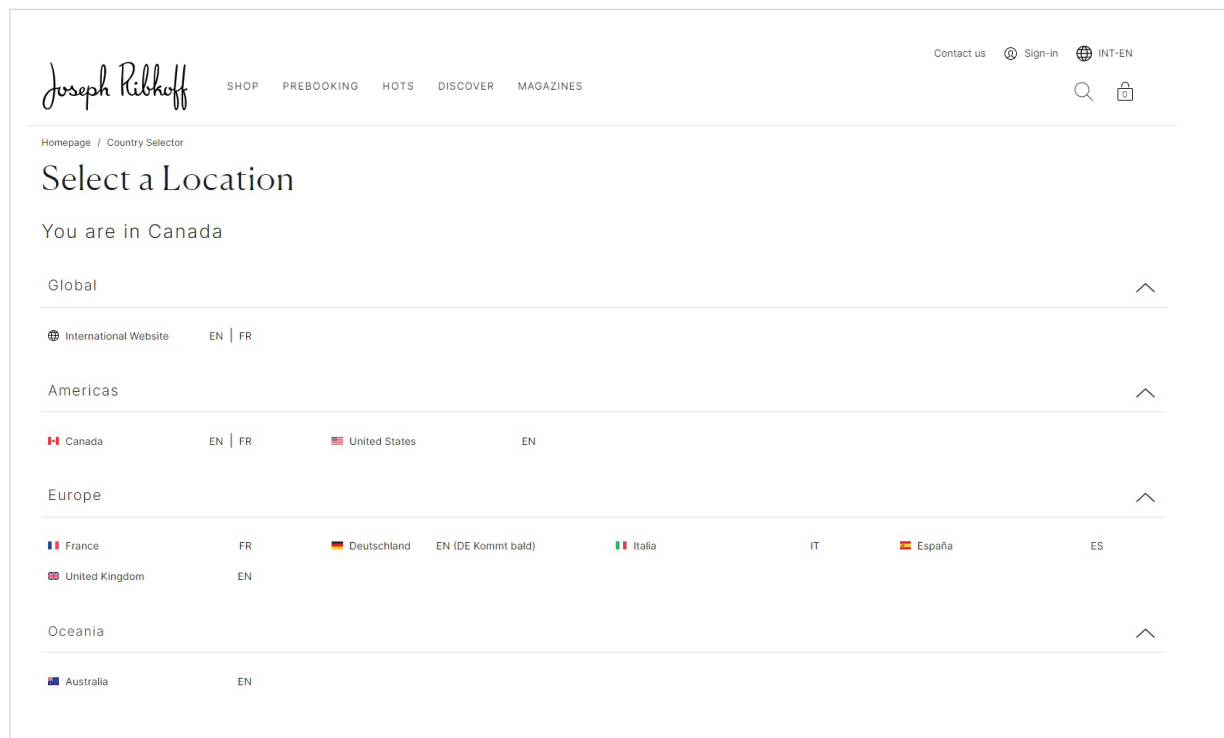


-  **1.** To view the details of your account (Dashboard, Business Profile, Wishlist, etc.) make sure to always log into your personal business profile. Login details will be provided to each user. Once logged in, the name of the parent account will be indicated next to the displayed icon. You can access your Dashboard by clicking on the displayed icon.
-  **2.** This is the language option that allows you to select the language you wish to navigate in. Ex: Note the currency that you usually transact in, will never change if you change your language/market setting.
-  **3.** To activate the search engine, simply click on this icon for the search bar to appear. (More details about the search to come later in the manual).
-  **4.** The shopping bag icon will display the number of items you currently have in your shopping cart (if applicable). To access the cart, click on the bag icon.

Footer - Quick Tips



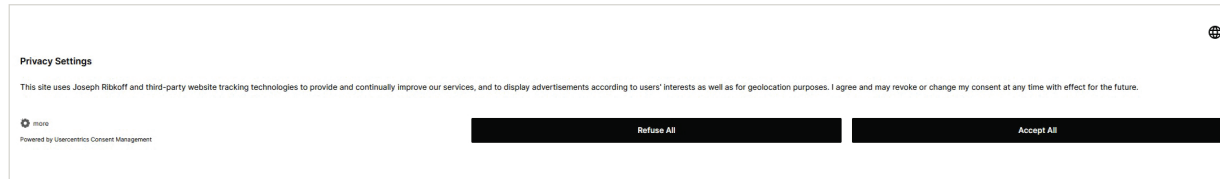
1. The link “Change Country” will re-direct you to the country selector page. From there, you can choose your preferred language.





2. When accessing the website for the 1st time, a pop up will appear for our 3rd party Consent Management Platform (CMP) requesting approval for the use of cookies and other tracking technologies on websites and apps. The “Privacy Policy” link is a quick access to our privacy policy tool.

Once a response is registered, the pop up will disappear. The “Privacy Policy” quick link will allow you to view/edit your privacy settings should you need to access it at any time during your visit.



3. The Company: Quick link to our pages that pertain to information on Joseph Ribkoff Inc.

4. Customer Care: Quick links to information or contacts related to support

5. Policies: Quick links to the legal aspect of the website

6. Hide Price: Hide Price ☒ This feature allows you to go through all the product pages without showing any pricing. The tool was intended to allow the retailer to go through our catalogues with the end consumer and show the products that are available to be purchased. Being that the price shown will be for the client (wholesale price) it's best to not show this information to the end consumer. This feature will be available on every page within the footer section. Simply click to activate or deactivate.


7. Connect With Us: Quick links to our social media pages. This is a great way to show our end consumers our social media presence.

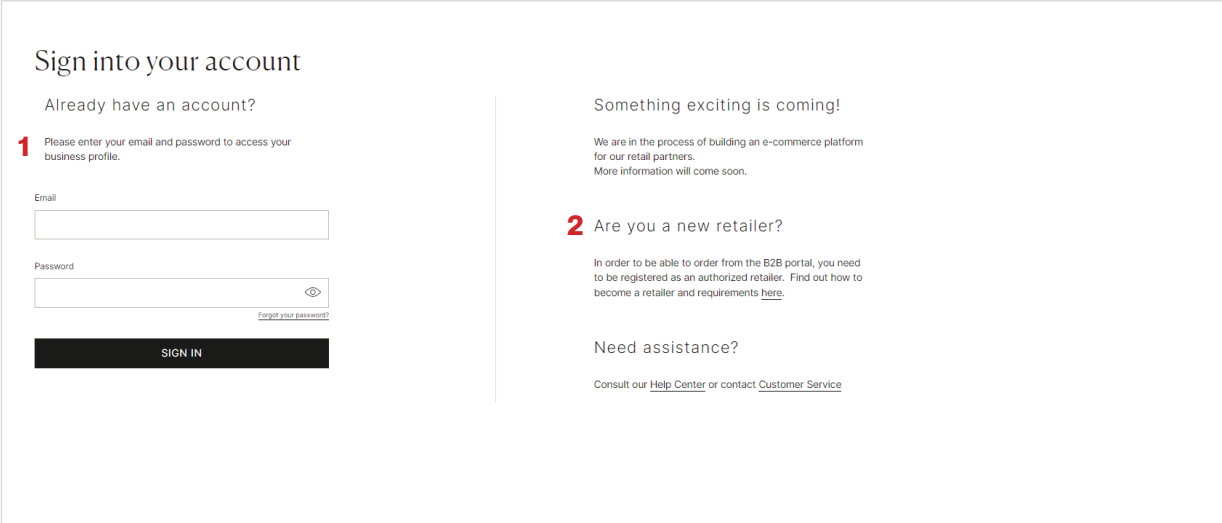
8. Did you notice this little guy? This is our accessibility tool.

What is an accessibility software? Accessible software is designed to work for people who experience disabilities, such as visual, hearing, motor, or cognitive impairments, and who may access software using an assistive device.

When you click on the icon, a whole variety of features are there at your disposal.

SIGN IN / SIGN OUT

The B2B website is only available for retailers that have a login and authorized JR account. To login, click on the “Sign-in” link next to the  icon located in the header (top right-hand side of your screen).



1. The next step will be to enter your email and password that were assigned to you.

2. New retailers looking to sign in, will be redirected to the “Become a Retailer Form” featured on the “Become a Retailer” page.

All B2B features will only appear when logged in. This will allow you to view:

- Your Account Dashboard
- Your Business Profile
- Pricing agreement with your pricing on each item
- Payments
- Order History
- Wishlist
- Communication Center

Forgot Password

Forgot your password? That's ok, we got you covered. Click on the featured link to reset your password. You will be asked to enter your email address (assigned to the account). A reset link will be emailed to you. Make sure to look through your junk/spam mail just in case.

IMPORTANT: All password modifications must be done through the website. Should you require any help, a Customer Service agent can walk you through the process.

Email

Password



[Forgot your password?](#)

SIGN IN

Forgot Your Password?

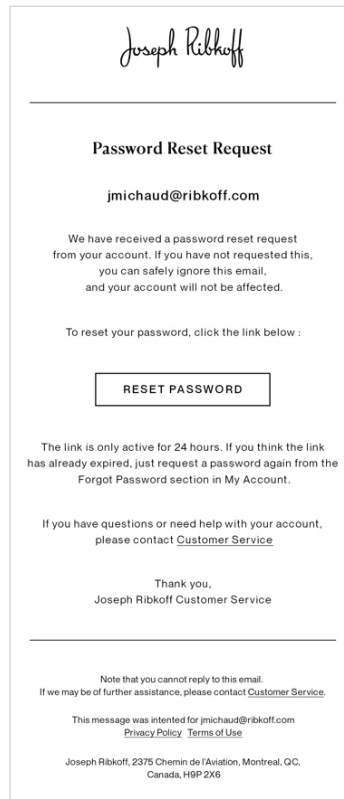
Please enter your email address and we'll send you a link to reset your password.

Email

SEND ME A RESET LINK

[GO BACK TO SIGN IN PAGE](#)

Below is a sample of the email that you will receive.



Click on **RESET PASSWORD** , to modify your password and follow the instructions.

Reset Your Password?

New password

Confirm your new password

SAVE MY NEW PASSWORD

Should the change be successful, a confirmation message will appear.

Your password was successfully reset!

[GO BACK TO SIGN IN PAGE](#)

If there are issues with the new password entered, an error message will appear with instructions, that must be followed in order to proceed.

Reset Your Password?

New password



Make sure it's at least 10 characters and must contain at least an uppercase letter, a lowercase letter, a digit, and a special character

Confirm your new password



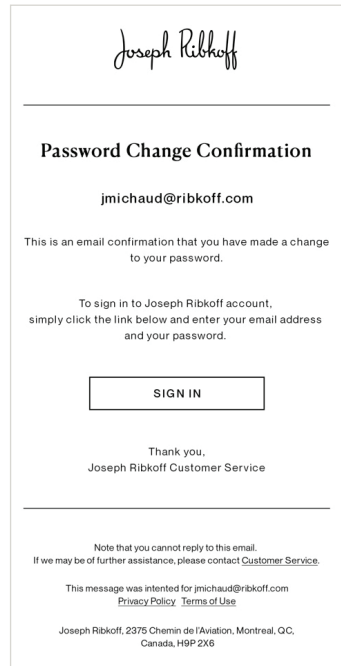
SAVE MY NEW PASSWORD

Password Guidelines

- Must contain at least 10 characters
- Must contain at least 1 uppercase letter
- Must contain at least 1 lowercase letter
- Must contain at least 1 digit
- Must contain at least 1 special character
- Must not contain your username
- Must not contain 3 or more consecutive identical characters
- Must not repeat any of your previous 10 passwords
- Must differ from your current password by more than the last character


An email will be sent to you once the password has been updated. This is simply a security measure to notify you that a change has been made. If you DID NOT change your password, please contact Customer Service.

Below is a sample of the email that you will receive.





ACCOUNT DASHBOARD

The dashboard provides you a simplified overview on all features within your B2B account; from communications to paying invoices. Each title is a clickable link to the actual pages that will contain the detailed information.


[SHOP](#)
[PREBOOKING](#)
[HOTS](#)
[DISCOVER](#)
[MAGAZINES](#)

[Contact us](#)
[Boutique XYZ](#)
[CA-EN](#)

1 My Account Dashboard

- [My Business Profile](#)
- [My Order History](#)
- [My Wishlist](#)
- [Communication Center](#)
- [Initiate a Return](#)
- [Make a Payment](#)
- [Sign Out](#)

Questions about your account?
[Contact Customer Service](#)

Welcome Boutique XYZ

2 My Business Profile

Username:	jane.doe@boutiquexyz.com
Role:	Master admin
Account Number:	100012215

3 Current balance

\$58.88 CAD

This represents the current amount owed and compiles all pending invoices with Joseph Ribkoff.

[MAKE A PAYMENT](#)

4 Recent Orders


Order Date	Sales Order Number	Channel	Order type	Total Units	
16/09/2021	SO_JCAN-1692497	eCommerce	Sales Order	10	VIEW ORDER
5/09/2021	SO_JCAN-1692450	Wholesale	Sales Order	8	VIEW ORDER

5 Wishlist

View all items saved to your wishlist

[SHOP FROM WISHLIST](#)

6 Recent News




June 6th, 2022

Graphic Prints

The perfection of a high contrast look is hard to put into words, but we know chic when we see it. Wearing black and white head-to-toe has become a Joseph Ribkoff standard, it's the best formula for a fashionable look.

[KEEP READING](#)

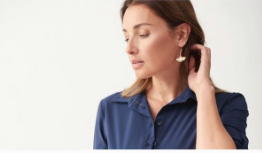


June 1st, 2022

Daytime Dresses

Daytime dresses have made a definite comeback. After wearing nothing but leggings a year, no wonder. You can slip one on, add a pair of sandals and be out the door in minutes. Dresses are also versatile.

[SEE DRESSES](#)



May 26th, 2022

Last Chance Tops & Tunics

Run, Don't Walk! Time is running out before season favourites are sold out.

[CLICK FOR MORE](#)

[VIEW ALL NEWS](#)

1. The left navigation column is another way for you to access the different pages linked to the dashboard. The following features are only available through this section:

- a. Initiate a Return
- b. Sign-Out

NOTE: “Make a Payment” is only visible to a Master Admin and an Admin user.

2. My Business Profile – The overview will show:

- a. Username that is logged in
- b. Your login role
- c. The account number of the parent

3. Current Balance – The overview will show:

- a. The total amount owed or credit (if any)
- b. The “make a payment” button. When you click this option, you will be redirected to a page where you can pay your current balance.

IMPORTANT: This is only visible to a Master Admin or an Admin.

4. Recent Orders – The overview will provide you with a resume of your last 2 orders, if applicable.

5. Wishlist – Click on the available button to view all the items within your Wishlist.

6. Recent News – The 3 most recent articles posted to the Communication Center will appear here. Click on each tile to access the displayed communication or click on VIEW ALL NEWS to access the Communication Center.


NOTE: The title of each section is a clickable link that will re-direct you to the displayed page.

MY BUSINESS PROFILE



This is your profile and will contain information and functions that only you can access. Each account type (Master Admin, Admin vs Purchaser) will have a different view.

The parent account is the user identified as the Master Admin. They will receive the username and password from Joseph Ribkoff. The Admin and Purchaser users are added to the account by the Master Admin.

Master Admin / Admin View


[SHOP](#)
[PREBOOKING](#)
[HOTS](#)
[DISCOVER](#)
[MAGAZINES](#)

[Contact us](#)
[Boutique XYZ](#)
[CA-EN](#)

[My Account Dashboard](#)
[My Business Profile](#)
[My Order History](#)
[My Wishlist](#)
[Communication Center](#)
[Initiate a Return](#)
[Make a Payment](#)
[Sign Out](#)

Questions about your account?
[Contact Customer Service](#)

My Business Profile

Section 1

Retailer Name:

Boutique XYZ

Account Number:

100012215

Section 2

Manage Users (2) [ADD USER](#)

When creating a new user, please select the appropriate user type:

1) Admin: An Admin user can place an order, view all content, can see current account balances and can make a payment. An admin user can also manage other users.

2) Purchaser: A purchaser can place an order, and view all content, except for financial information (They cannot see account balances or make a payment, but they can see invoices).

Username	User Role	
jane.smith@boutquexyz.com	Master admin	
john.smith@boutquexyz.com	Admin	EDIT REMOVE ACCESS

Section 3

Email Address

jane.smith@boutquexyz.com

[MODIFY](#)

Section 4

Password

[MODIFY](#)

Section 5

Billing Address

Boutique XYZ - Parent Invoice

110 Ronson Drive
Toronto, ON, M9W 1B6
CAN

If you need to modify your billing address, please contact our [customer service](#).

Section 6

Shipping Address Book [VIEW ALL](#)

Boutique XYZ - 100000126

355 Hespeler Road
Cambridge, ON, N1R 6B3
CAN

If you need to add/remove or modify one of your shipping addresses, please contact our [customer service](#).

Section 7

Manage Communications

Get notified by email when a new article is posted in the newsfeed.

No ☒ Yes

Section 1

Retailer Boutique Name:	Tovi Stores Inc.
Account Number:	1000000000

This section will contain your boutique name as well as your Joseph Ribkoff account number. This information is not editable. Should you notice any discrepancies, please contact Customer Service.

Section 2

Manage Users (3)

[ADD USER](#) **1**

Username	Rôle		
john.smith@tovistores.ca	admin	EDIT	
melanie.ashford@tovistores.ca	purchaser	EDIT 2	REMOVE ACCESS 3
michelle.surin@tovistores.ca	purchaser	EDIT	REMOVE ACCESS

This section is only visible to a Master Admin & Admin.

These users are the only ones able to proceed with the payment of an invoice through the “Make a Payment” page.

1. To add a new user to your account, click on the “ADD USER” link. The screen will update and provide you with instructions with the information needed to proceed.

Enter the:

- Username (email address)
- Select the role from the drop-down list
- Create the password
- Confirm the password
- Click on SAVE to register your request

Manage Users (3)

Add a user to your business account

Username Role

Create Password

Create new password

Confirm new password

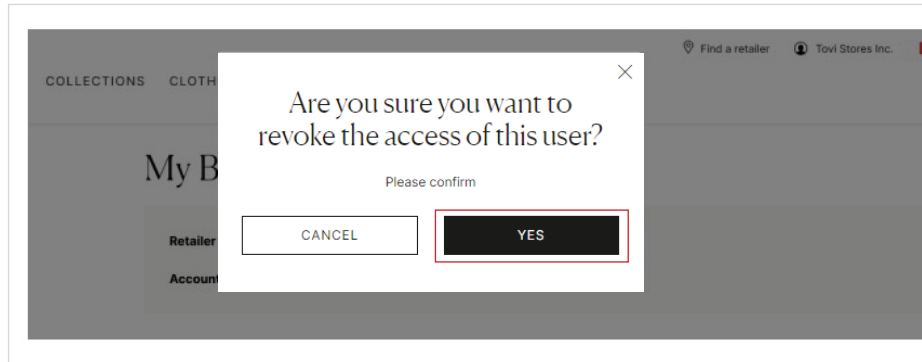
Once a new user has been created, you (the Master Admin/Admin) is required to email the new user their credentials (E-mail Address/User Name & Password). If for any reason, you have forgotten the password you created, the new user may click the forgot your password link, located below the login fields. Reset instructions will then be sent to the new user by email.

2. The EDIT function will allow you to modify the user's role. From Admin to Purchaser or vice versa. Click on the drop-down menu and SAVE your modification.

john.smith@tovistores.ca

Role

3. The REMOVE ACCESS function will allow you to delete a user from your account. When clicking this option, a pop-up window will appear to confirm your modification. Click on YES to proceed.



IMPORTANT: Only a Master Admin can revoke the access.

Section 3

Manage Email

[john.smith@tovistores.ca](#) [MODIFY](#)

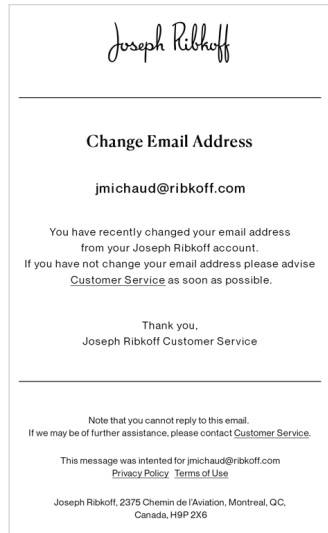
All users can modify their email address. Click on MODIFY and change the email in the indicated field. Click on SAVE to make your change.

Manage Email

Email



Once the change is processed, a confirmation message will appear. You will also receive a confirmation email the original email address, notifying you that your email address was successfully changed to the new address. See below to view a sample of this email.



IMPORTANT: All email address modifications must be made through the website. Should you require any help, a Customer Service agent can walk you through the process.

Section 4

Manage Password

.....

[MODIFY](#)

All users can modify their password. Click on [MODIFY](#) and change the password in the indicated field. Click on [SAVE](#) to make your change.

Manage Password

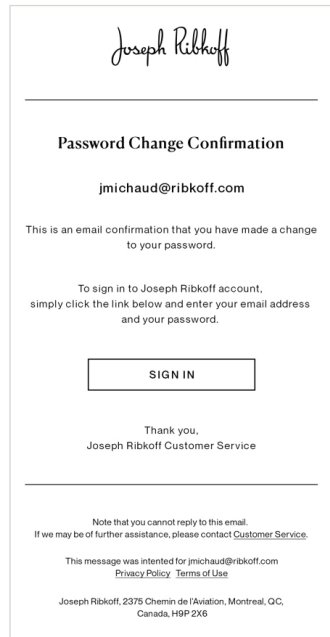
Enter current password

Create new password

Confirm new password

[CANCEL](#) [SAVE](#)

Once the change is processed, a confirmation message will appear. You will also receive a confirmation email. See below to view a sample of this email.



IMPORTANT: All password modifications must be made through the website. Should you require any help, a Customer Service agent can walk you through the process.

Section 5

Billing Address

Bella Grace Boutique Inc.
3999 Niagara Parkway
Fort Erie (ON) L0S 1S0
Canada

If you need to modify your billing address, please contact our [customer service](#).

This section provides you with the Billing Address attached to your account. This field cannot be edited. Should any change be required, please contact The Credit Department.

Section 6

Shipping Address Book

[VIEW ALL](#)

Amies Fashion
595 Bay Street
Toronto (ON) M5G 2C2
Canada

If you need to modify your shipping address, please contact our [customer service](#).

This section provides you with all the shipping addresses attached to your account. If an address needs to be removed or added, please contact the Credit Department.

When clicking on the [VIEW ALL](#) option, you can select a default address. The chosen address will always appear first when processing an order through the online platform. Simply select the address to make your change.

Shipping Address Book

[VIEW LESS](#)

Amies Fashion
595 Bay Street
Toronto (ON) M5G 2C2
Canada

☒ Set by default

Amies Fashion
595 Bay Street
Toronto (ON) M5G 2C2
Canada

☐ Set by default

Amies Fashion
595 Bay Street
Toronto (ON) M5G 2C2
Canada

☐ Set by default

Amies Fashion
595 Bay Street
Toronto (ON) M5G 2C2
Canada

☐ Set by default

Amies Fashion
595 Bay Street
Toronto (ON) M5G 2C2
Canada

☐ Set by default

Section 7

Manage Communication Preferences

Get notified by email when a new message is posted in the newsfeed.

No ☒ Yes

This section will allow you to opt out of receiving notifications when a new article is added to the Communication Center. It will be set to “Yes” by default. You may click the slide button to opt out of communications.

Purchaser View

The screen shot below shows the Business Profile screen, from the perspective of the “Purchaser” user type. The only difference between this view and the Admin/Master Admin view is that the purchaser does not see or have access to the “Manage User Section”.

Joseph Ribkoff

SHOPPREBOOKINGHOTSDISCOVERMAGAZINES

Contact usBoutique XYZCA-EN

Q

My Account Dashboard

My Business Profile

My Order History

My Wishlist

Communication Center

Initiate a Return

Sign Out

Questions about your account?
[Contact Customer Service](#)

My Business Profile

Retailer Name:

Boutique XYZ

Account Number:

100012215

Email Address

jane.smith@boutquexyz.com

MODIFY

Password

MODIFY

Billing Address

Boutique XYZ - Parent Invoice
110 Ronson Drive
Toronto, ON, M9W 1B6
CAN

If you need to modify your billing address, please contact our [customer service](#).

Shipping Address Book

Boutique XYZ - 100000126
355 Hespeler Road
Cambridge, ON, N1R 6B3
CAN

If you need to add/remove or modify one of your shipping addresses, please contact our [customer service](#).

VIEW ALL

Manage Communications

Get notified by email when a new article is posted in the newsfeed.

No☒ Yes

MY WISHLIST


The wishlist allows you to bookmark items in your account. You can create a list of items that you love all on one page and save them for later. From there, you can decide to remove or add them to your shopping bag.

IMPORTANT: Adding an item to your wishlist does not reserve the inventory. Please note that you cannot add Prebooking items to your wishlist.

[My Account Dashboard](#)
[My Business Profile](#)
[My Order History](#)
[My Wishlist](#)
[Communication Center](#)
[Initiate a Return](#)
[Make a Payment](#)
[Sign Out](#)

Questions about your account?
[Contact Customer Service](#)


My Wishlist (6)



Caftan Dress
211123
MSRP: \$299
Your price: \$158
Black

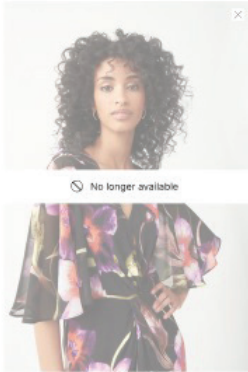
1

[ADD TO CART](#) **2**



Caftan Dress
211123
MSRP: \$299
Your price: \$158.80 \$198.50 20% Off
Extra 60% off with code HOW FUN
Size S, Green


[ADD TO CART](#)



Jumpsuit
211123
MSRP: \$299
Your price: \$198.50
White

3

No longer available




Tartan skirt
211819
MSRP: \$299
Your price: \$158
Blue-17

4


Option no longer available

[VIEW MORE OPTIONS](#)



Jumpsuit
211123
MSRP: \$299
Your price: \$198.50
Size 22, Blue

[ADD TO CART](#)



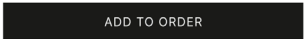
Maxi Dress
211123
MSRP: \$299
Your price: \$158.80 \$198.50 20% Off
Extra 60% off with code HOW FUN
Print

[ADD TO CART](#)

[Previous](#) **1** [Next](#)

1. The main details of the item added to the wishlist will be displayed

- a. Item Name
- b. Style number
- c. Suggested retail price (MSRP)
- d. Your price
- e. Color and size

2. **Add to Cart:** The Quick Order pad will appear for you to select the proper size and color. Once selected, simply click on  to add the item to your cart.

Quick Order Pad

Size Guide

● Black

Qty: 0

Amount: \$0.00

^

Sizes	Inventory Status	Qty	Amount
XS	✓ Available to ship now	— 0 +	\$0.00
S	✓ Available to ship now	— 0 +	\$0.00
M	✓ Available to ship now	— 0 +	\$0.00
L	✓ Available to ship now	— 0 +	\$0.00
XL	✓ Available to ship now	— 0 +	\$0.00
XXL	✓ Available to ship now	— 0 +	\$0.00

● Grey

Qty: 0

Amount: \$0.00

▼

● Blue

Qty: 0

Amount: \$0.00

▼

Taxes will be calculated when processing the order.

Amounts include discount if applicable.

Total Qty: 0

Total: \$0.00

ADD TO ORDER

Questions about this order?

Contact Customer Service

3. The inventory is not reserved when adding an item to the wishlist. Should the saved item be completely out of stock, a notice will be displayed.

4. The inventory is not reserved when adding an item to the Wishlist. Should the saved item be out of stock, but another color is available, a notice will be displayed.

COMMUNICATION CENTER

The Communication Center was created to regroup newsfeed and communications sent to all retailers.

When an article is added to the Communication Center, all B2B platform users (Master Admin, Admin and Purchaser) will receive a notification by email from Joseph Ribkoff.

My Account Dashboard

My Business Profile

My Order History

My Wishlist

Communication Center

Initiate a Return

Make a Payment


Sign Out

Questions about your account?
[Contact Customer Service](#)

Communication Center

See the latest Joseph Ribkoff communications, from our new collections to specific news from head office. Please NOTE that you can turn off the notification feature, at any time, by using the toggle from your account dashboard.

Newsfeed




June 6th, 2022

Graphic Prints

The perfection of a high contrast look is hard to put into words, but we know chic when we see it. Wearing black and white head-to-toe has become a Joseph Ribkoff standard, it's the best formula for a fashionable look.

KEEP READING

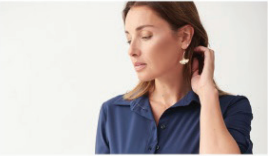


June 1st, 2022

Daytime Dresses

Daytime dresses have made a definite comeback. After wearing nothing but leggings a year, no wonder. You can slip one on, add a pair of sandals and be out the door in minutes. Dresses are also versatile.

SEE DRESSES




May 26th, 2022

Last Chance Tops & Tunics

Run, Don't Walk! Time is running out before season favourites are sold out.


CLICK FOR MORE



Oct 21st, 2022

Pastel Palette


This season softer hues are making an entrance. Check out our exciting new shades from Lilac to Baby Yellow.



June 6th, 2022

Essentials Never out of Style

Timeless basics for every season and every occasion.



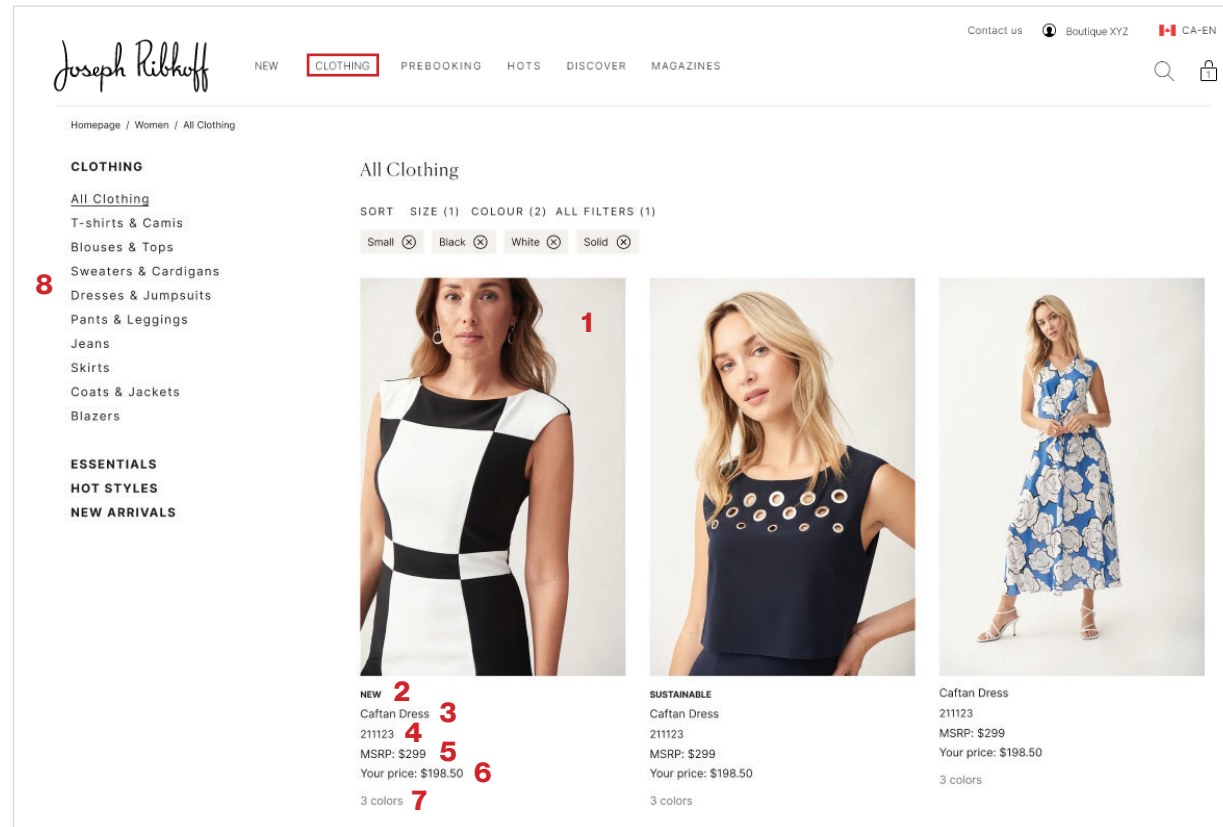
October 26, 2021

Click on one of these 3 items (featured picture, title, Call to Action button) to access the document related to the article

NOTE: You can turn your notifications on and off from “My Business Profile” in the “Manage Communications” section.

CLOTHING CATEGORY PAGE

The clothing page will display all available styles as tiles with the basic item information. You can view the collection by a specific category or by all clothing. When an item interests you, click on the tile (image) to view the product detail page.

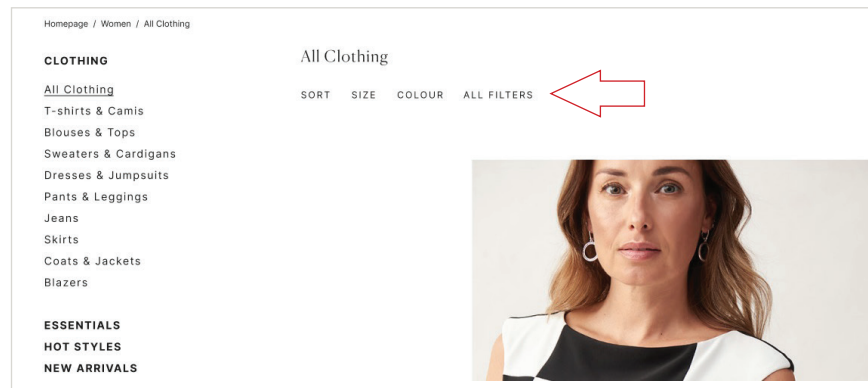


1. Images of the featured item.
Leave your cursor on the image to see all angles of the item.
2. Special tag assigned to that item (New, sustainable, etc.)
3. Item name
4. Item style number
5. Suggested retail price (MSRP)
6. Retailer price
7. Number of colors this item is available in
8. The left navigation menu includes a list of categories and subcategories under which our products are classified.

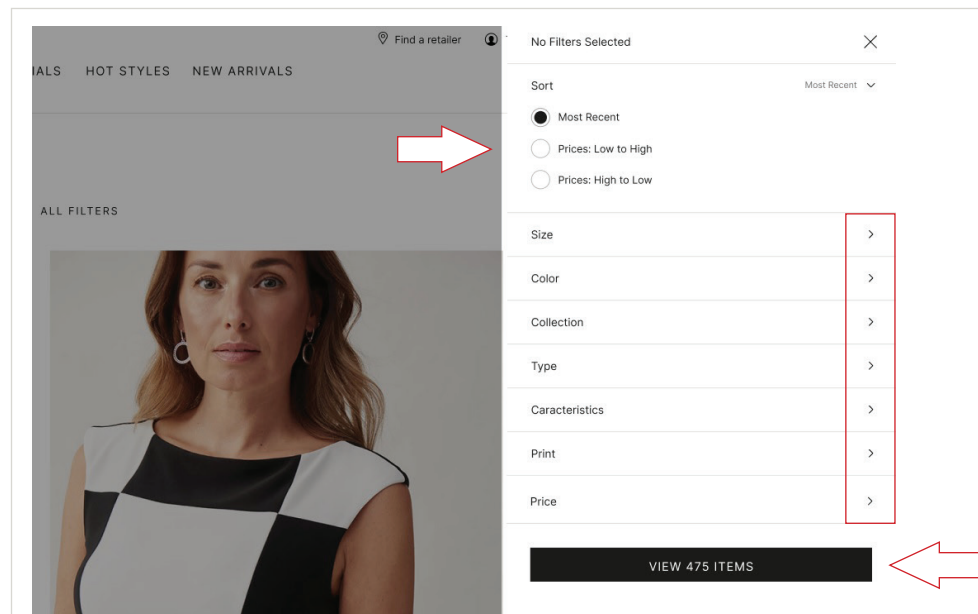
FILTER

A quick and easy way to look through our featured catalogues is to use the filter option. This will allow you to refine your search and pinpoint the perfect item that suits your customer's needs.

From any category page, click on the filter options (sort, size, colour) or click on ALL FILTERS.



When you click, a pop up will appear for you to select your filter criteria.




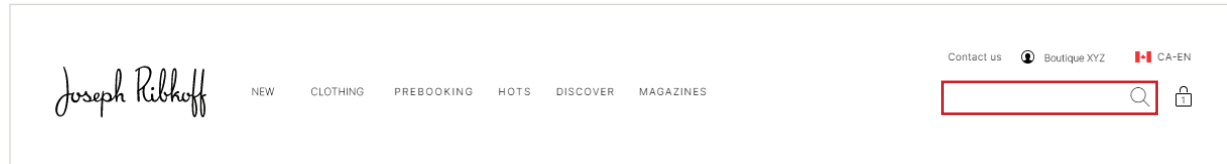
Filter Options: The attributes in the filter will change depending on the category you are viewing. Ex: If you are filtering from the Dress category, you will not see the “Wide Leg” attribute in the Silhouette filter category.

Simply click on the side arrow icon > to view the list of attributes under each category. Once you have selected your attributes, click on the VIEW ITEMS button. The screen will refresh and display all the items that match the filter selections.

SEARCH

Our search option allows you to easily find the item(s) you are looking for. Just like the cart icon, the search bar is accessible on every page of the website since it is located in the header.

Click on the magnifying glass icon  located at the top right-hand side of the screen, to open the search bar.



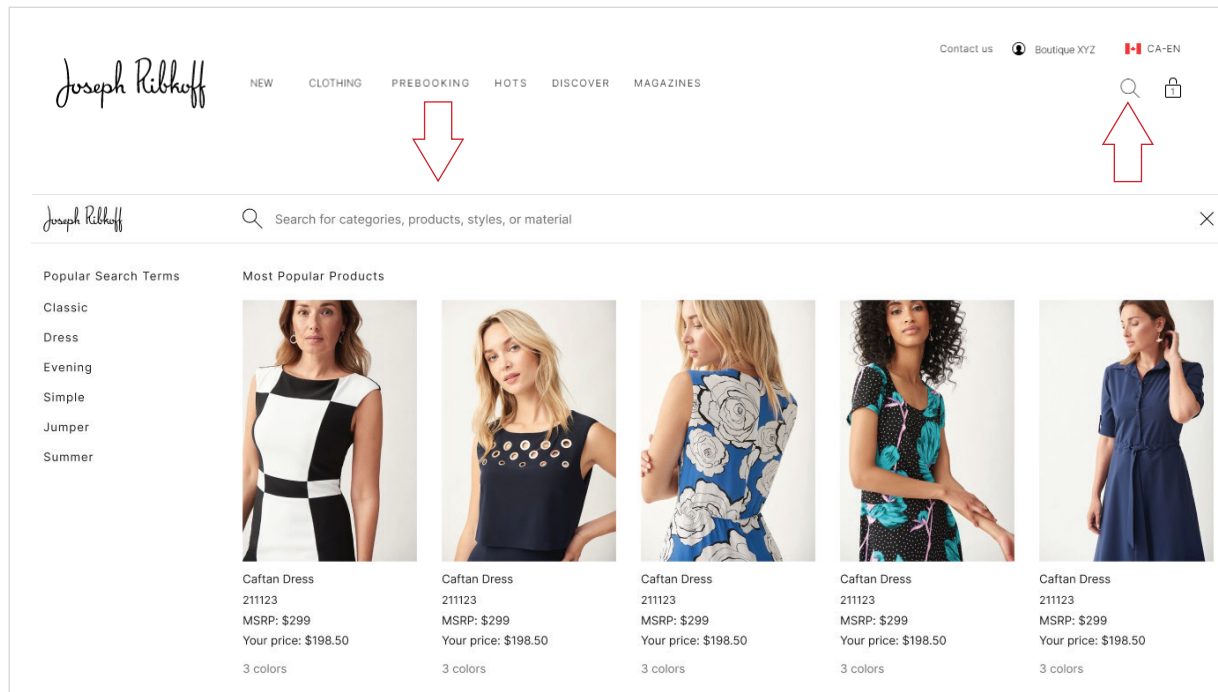
You can search for a particular item by using the:

- Item number
- Item name

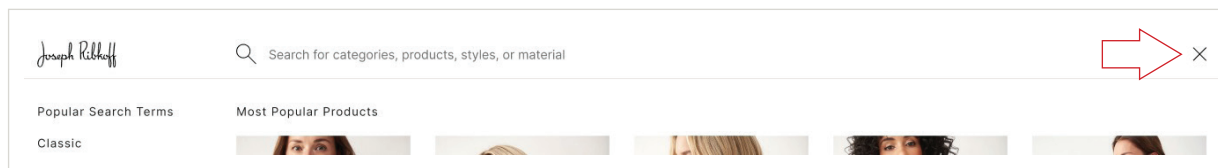
You can search for a variety of items with the same characteristic by using key words like:

- Cotton
- Dry Clean
- Inseam 25"
- Etc.

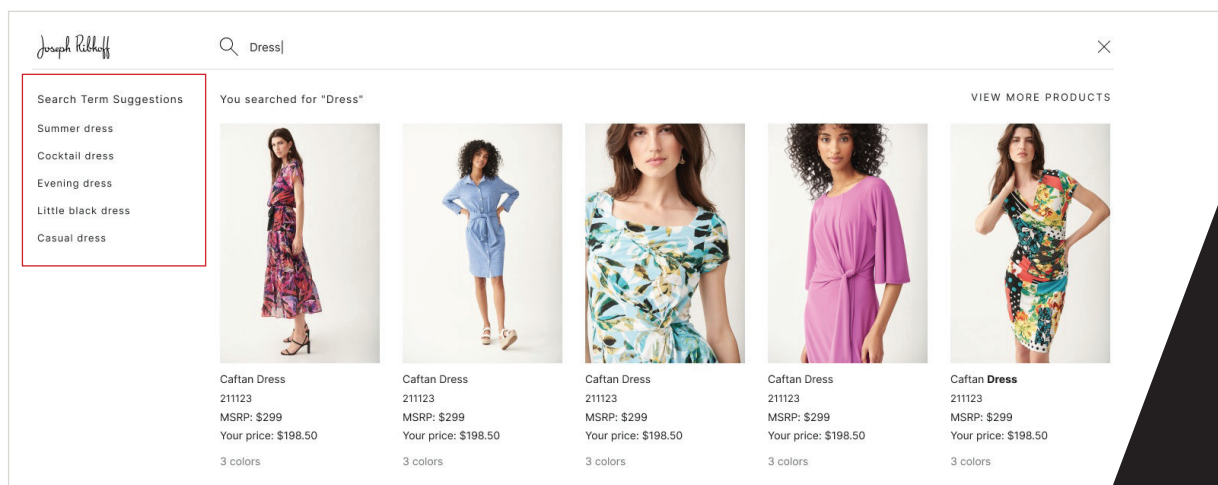
SEARCH



To close this window, click on the X located on the right-hand side of the screen.



When entering a particular search term, the website will provide you with “Search Term Suggestions” based on popular searches made with the same term you entered.



You can click on one of the suggested terms or press enter to continue with the search term you entered.

SEARCH

In this example, The search term “dress” was entered, and all the items that contain the word “dress” within the Product Detail page were displayed in the results.


Joseph Ribkoff

COLLECTIONS CLOTHING ESSENTIALS HOT STYLES NEW ARRIVALS


Find a retailer Tovi Stores Inc. CA-EN (CAD)

Search results for
Dress (230)


SORT SIZE COLOUR ALL FILTERS




Caftan Dress
211123
MSRP: \$299
Your price: \$198.50
3 colors



Caftan Dress
211123
MSRP: \$299
Your price: \$198.50
3 colors



Caftan Dress
211123
MSRP: \$299
Your price: \$198.50
3 colors



Caftan Dress
211123
MSRP: \$299
Your price: \$158.80 \$198.50 20% Off
Buy more save more
3 colors

If you mistyped the search term, the website will look for the closest term that is available and pull up all associated products. You can choose to look at the provided selection or click on [back](#) to relaunch your search.

SEARCH

Joseph Ribkoff COLLECTIONS CLOTHING ESSENTIALS HOT STYLES NEW ARRIVALS


Find a retailer Tovi Stores Inc. CA-EN (CAD)

Search results for
Blac


We couldn't find a match for "blac", but results for "black" are shown below.
Did you mean back? If not, please try another search.

Need help? [Contact Customer Service](#) or Call 1-888-888-8888


SORT SIZE COLOUR ALL FILTERS




Caftan Dress
211123
MSRP: \$299
Your price: \$198.50
3 colors



Caftan Dress
211123
MSRP: \$299
Your price: \$198.50
3 colors



Caftan Dress
211123
MSRP: \$299
Your price: \$198.50
3 colors



Caftan Dress
211123
MSRP: \$299
Your price: \$158.80 \$198.50 20% Off
[Buy more](#) [save more](#)

If the search term entered is not recognized at all, the website will advise you. Click on the magnifying icon, to relaunch the search option.






Joseph Ribkoff COLLECTIONS CLOTHING ESSENTIALS HOT STYLES NEW ARRIVALS

Find a retailer Tovi Stores Inc. CA-EN (CAD)

We could not find anything for "xyzxyz".

Popular Search Terms
Classic

Most Popular Products



PRODUCT DETAIL PAGE

By clicking on a specific product image on the “shop” page, you will be redirected to the product detail page. From there, you will see the product’s attributes, the available sizes/colours and you can purchase the item.

Sleeveless Crepe Dress ¹

2122 ²

MSP: \$299 ³

Your price: \$198.50 ⁴

Black ⁵

Select a size ⁶

XS S M L XL XXL ⁷

ADD TO ORDER ⁸ ⁹

DESCRIPTION ¹⁰

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco. [More](#)

DETAILS & CARE ¹¹

SIZE & FIT ¹²

SPECIFICATIONS ¹³

SHIPPING & RETURNS ¹⁴

Question on this product? [Contact Customer Service](#) ¹⁵

DOWNLOAD THESE PHOTOS ¹⁶

COMPLETE THE LOOK ¹⁷

Quick Order Pad ¹⁸

Size ¹⁸

Size	Inventory Status	Qty	Amount
2	Available to ship now - Only 3 units left	0	\$0.00 CAD
4	Available to ship now - Only 4 units left	0	\$0.00 CAD
6	Available to ship now - Only 3 units left	0	\$0.00 CAD
8	Available to ship now - Only 4 units left	0	\$0.00 CAD
10	Available to ship now - Only 5 units left	0	\$0.00 CAD
12	Available to ship now - Only 4 units left	0	\$0.00 CAD
14	Available to ship now - Only 2 units left	0	\$0.00 CAD
16	Available to ship now - Only 2 units left	0	\$0.00 CAD
18	Available to ship now - Only 1 unit left	0	\$0.00 CAD
20	Available to ship now - Only 1 unit left	0	\$0.00 CAD
22	Available to ship now - Only 1 unit left	0	\$0.00 CAD
24	No immediate stock available	0	\$0.00 CAD
	Back order - estimated delivery date Sep 29, 2022	0	\$0.00 CAD

Taxes will be calculated when processing the order. Amounts include discount if applicable.


Total Qty: 0

Total: \$0.00 CAD

ADD TO ORDER ¹⁹

[Questions about this order? Contact Customer Service](#)

1. Item name.
2. Item style number.
3. Suggested retail price (MSRP).
4. Your purchase price considering the business discount.

5.  : Available colors for the item.
When clicking on the desired swatch (colored circle), the color name will be indicated.

6. Each square will represent a size in which the item was produced in. If the square is greyed out, then the inventory for that specific color and size is no longer available.



When selecting your color and size, you will also have a message that appears under the size square that indicates the inventory availability:

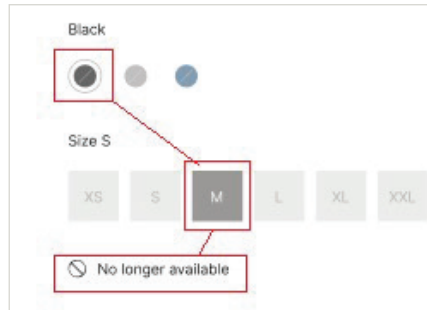
Scenario 1

- Selected color and size are available to ship now.



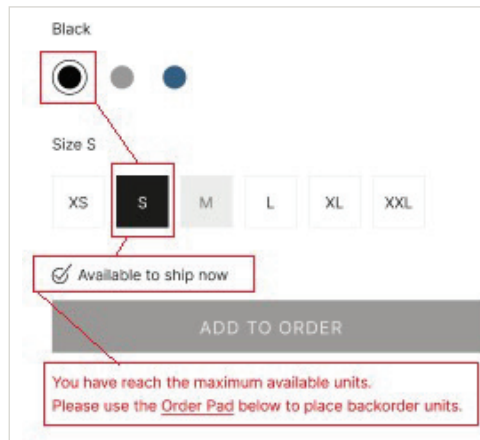
Scenario 2

- Selected size and color are no longer available, and no units are available to back order.



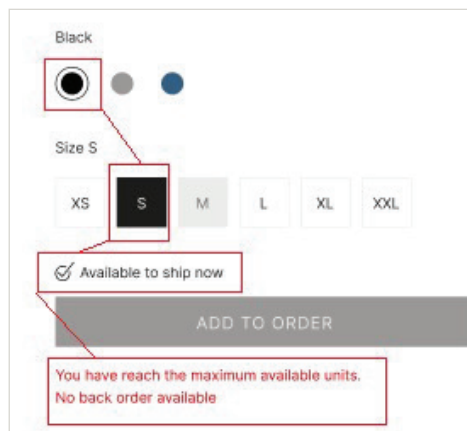
Scenario 3

- Selected color and size are available but when trying to add another unit of the same color and size, immediate stock is no longer available. The system will then refer you to the Quick Order Pad to add items on back order.



Scenario 4

- Color and size selected are available but when trying to add another unit of the same color and size, immediate stock is no longer available. Inventory shows that the Back Order option is not available for this one.



7. When clicking on the Size Guide link, a pop-up screen will appear with the measurements of the item.

8. When selecting a color and size, the button will have the mention

ADD TO ORDER

If no color or size is selected, the button will provide you with the instructions to add the item to your cart.

PLEASE SELECT A SIZE

9. The heart icon  allows you to pin the item and add it to your Wishlist.

10. Description: The item's design features.

11. Details & Care: All attributes related to the Wash/Care instructions.

- a. Composition
- b. Fabric description
- c. Fabric type
- d. Fabric construction
- e. Fabric care remark


12. Size & Fit: All attributes that are mentioned for this item within D365 related to the fit of the item in question

- a. Silhouette
- b. Neckline type
- c. Sleeve length
- d. Collar type
- e. Sleeve type
- f. Garment length

13. Specifications: All other attributes that the Marketing/Buying teams deem IMPORTANT to mention for the item.

14. Shipping & Returns: Details related to the shipment and return eligibility.

15. A quick link to the Contact Us form.

16.  DOWNLOAD THESE PHOTOS When you click on the “download photos” button, you will automatically download all featured photos for that item. By default, the photos can be found in your downloads folder.

17. Complete the Look: These hand-picked items will allow the customer to view the matching coordinates for the item they are viewing. (ex. The top that matches the pant being viewed, etc.)

The Quick Order Pad

The quick order pad allows you to:

- Order multiple sizes in multiple colors
- Provides you with the most accurate inventory status per size and color **(A)**
- Provides you with the most accurate inventory status for the quantity required **(B)**
- Provides you with a summary for the total \$ amount being ordered **(C)**
- Allows you to order items on back order with the estimated ship date **(D)**

IMPORTANT:

You cannot order more than 50 units per style, size, colour. The maximum number of units that can be ordered at once per style, size, colour is 49. If you try to order more than the maximum, a note will appear asking you to call Customer Service for a “high units order”.

Quick Order Pad

[Size Guide](#)

● Black		Qty: 0	Amount: \$0.00	^
Sizes	Inventory Status	Qty	Amount	
XS	✓ Available to ship now A	— 0 +	\$0.00	
S	✓ Available to ship now	— 10 +	\$1985.00 C	You have reach the maximum available units. B
	ⓘ Back order - estimated delivery date September 15 D	— 0 +	\$9925.00	
M	✓ Available to ship now	— 0 +	\$0.00	
L	✓ Available to ship now	— 0 +	\$0.00	
XL	✓ Available to ship now	— 0 +	\$0.00	
XXL	✓ Available to ship now	— 0 +	\$0.00	

To view the same details for a different color, simply click on the following color swatch.

Quick Order Pad

Size Guide

● Black	Qty: 0	Amount: \$0.00	^
Sizes	Inventory Status	Qty	Amount
XS	✔ Available to ship now	— 0 +	\$0.00
S	✔ Available to ship now	— 10 +	\$1985.00
	⌚ Back order - estimated delivery date September 15	— 0 +	\$9925.00
M	✔ Available to ship now	— 0 +	\$0.00
L	✔ Available to ship now	— 0 +	\$0.00
XL	✔ Available to ship now	— 0 +	\$0.00
XXL	✔ Available to ship now	— 0 +	\$0.00

● Grey

Qty: 0

Amount: \$0.00

v

● Blue

Qty: 0

Amount: \$0.00

v

Quick Order Pad

Size Guide 18

● Black	Qty: 0	Amount: \$0.00	^
Sizes	Inventory Status	Qty	Amount
XS	✔ Available to ship now	— 0 +	\$0.00
S	✔ Available to ship now	— 0 +	\$0.00
M	✔ Available to ship now	— 0 +	\$0.00
L	✔ Available to ship now	— 0 +	\$0.00
XL	✔ Available to ship now	— 0 +	\$0.00
XXL	✔ Available to ship now	— 0 +	\$0.00

● Grey

Qty: 0

Amount: \$0.00

v

● Blue

Qty: 0

Amount: \$0.00

v

Taxes will be calculated when processing the order.
Amounts include discount if applicable.

Total Qty: 0

Total: \$0.00

ADD TO ORDER

Questions about this order?

Contact Customer Service

19

18. Size Guide: This will link you to our general size chart to help you find the perfect sizing.

19. Add to Order: Once you have added all the items you wish to purchase through the Quick Order Pad, the next step is to click on and proceed to check out.

Recently Viewed

20

Caftan Dress
211123
MSRP: \$299
Your price: \$158.80 \$198.50 20% Off
Buy more save more
3 colors

Caftan Dress
211123
MSRP: \$299
Your price: \$158.80 \$198.50 20% Off
Extra 20% off applied
3 colors

Caftan Dress
211123
MSRP: \$299
Your price: \$158.80 \$198.50 20% Off
Extra 60% off with code HOW FUN
3 colors

Caftan Dress
211123
MSRP: \$299
Your price: \$198.50
3 colors

Caftan Dress
211123
MSRP: \$299
Your price: \$158.80 \$198.50 20% Off
Buy more save more
3 colors

Caftan Dress
211123
MSRP: \$299
Your price: \$158.80 \$198.50 20% Off
Extra 20% off
3 colors

You May Also Like

21

Caftan Dress
211123
MSRP: \$299
Your price: \$158.80 \$198.50 20% Off
Buy more save more
3 colors

Caftan Dress
211123
MSRP: \$299
Your price: \$158.80 \$198.50 20% Off
Extra 20% off applied
3 colors

Caftan Dress
211123
MSRP: \$299
Your price: \$158.80 \$198.50 20% Off
Extra 60% off with code HOW FUN
3 colors

Caftan Dress
211123
MSRP: \$299
Your price: \$198.50
3 colors

Caftan Dress
211123
MSRP: \$299
Your price: \$158.80 \$198.50 20% Off
Buy more save more
3 colors

Caftan Dress
211123
MSRP: \$299
Your price: \$158.80 \$198.50 20% Off
Extra 20% off
3 colors

20. Recently Viewed: This item carousel shows you the items that you viewed (while being logged in) during your entire session.

DISCLAIMER: Feature Coming Soon!

21. You May Also Like: This item carrousel shows you items that you might be interested in, according to your most recent views.

MY ORDER DETAILS - CHECKOUT PROCESS

The Order Detail screen will provide you with a summary of your entire order. This is the last step before submitting your order and receiving your order confirmation.

My Order Details 1 [CONTINUE SHOPPING](#)

Your items (17) 2

Sleeveless Crepe Dress (14) 3 4 [EDIT](#)

21123

Color	XS	S	M	L	XL	XXL	XXXL	Total Qty	Order Price	Amount	
11-Black	1	3	4	-	-	-	-	8	\$198.50	\$1588.00	✕
Available to ship now	1	3	4	-	-	-	-	8	\$198.50	\$1588.00	
Back order	-	2	-	-	-	-	-	2	\$198.50	\$397.00	
Estimated delivery date: September 15											
12-Grey	1	-	-	-	1	1	1	4	\$198.50	\$476.40	✕
Available to ship now	1	-	-	-	1	1	1	4	\$198.50	\$476.40	

Caftan Dress (1) 4 [EDIT](#)

21123

Color	0	2	4	6	8	10	12	14	16	18	20	22	24	Total Qty	Order Price	Amount	
14-Blue	-	-	1	-	-	-	-	-	-	-	-	-	-	1	\$198.50	\$198.50	✕
Available to ship now	-	-	1	-	-	-	-	-	-	-	-	-	-	1	\$198.50	\$198.50	

1. "The Continue Shopping" link will redirect you, so you can continue browsing the collections.

2. Count of the total units you are about to purchase.

3. Name of the item with the total units in brackets and the item style number.

4. EDIT: This feature will allow you to modify a specific line item. The Quick Order Pad will appear and allow you to make adjustments to the size/color/quantity. Once the change is made, simply click on [UPDATE ORDER](#) to return to the order details page.

SUGGESTION: If you would like to add or remove a size, we suggest that you use the EDIT button rather than deleting the entire line and having to re-add it to your shopping bag.

Sleeveless Crepe Dress

211211

Quick Order Pad

11-Black

Qty: 0

Amount: \$0.00

CLEAR ALL

^

Sizes	Inventory Status	Qty	Amount
XS	Available to ship now	0	\$0.00
S	Available to ship now	0	\$0.00
M	Available to ship now	0	\$0.00
L	Available to ship now	0	\$0.00
XL	Available to ship now	0	\$0.00
XXL	Available to ship now	0	\$0.00

12-Grey

Qty: 0

Amount: \$0.00

CLEAR ALL

^

14-Blue

Qty: 0

Amount: \$0.00

CLEAR ALL

^

Taxes will be calculated when processing the order. Amounts include discount if applicable.

Total Qty: 0

Total: \$0.00

UPDATE ORDER

Questions about this order?

Contact Customer Service

5. Indicates the selected color and the corresponding color code.
6. This section indicates the inventory status of the specific line item. You will see one of the 2 following statuses:
 - a. Available to ship now
 - b. Backorder – Estimated ship date “Date”
7. Quantity of each item as well as the entire size run.
8. Total quantity for the line item adding up all the sizes on order.
9. Individual price for the select line item.
10. Total price for the quantity of the line item (item quantity x unit price = total price).

NOTE: These prices do not include taxes.

11. The “X” allows you to delete the line item by color.

Your billing address **12**

Bella Grace Boutique Inc.
3999 Niagara Parkway
Fort Erie (ON) L0S 1S0
Canada

If you need to modify your billing address, please contact our [customer service](#).

Select your shipping address **13**

Select you shipping address

Select Address ▼

Amies Fashion
595 Bay Street
Toronto (ON) M5G 2C2
Canada

If you need to add a new shipping address, please contact our [customer service](#).

Cart Summary **14** 17 items

Subtotal	\$3,374.50
My Savings	- \$337.45
Business Discount (3%)	- \$91.50
Shipping	FREE
Taxes	-
Applicable taxes will be calculated at checkout	
Estimated total (CAD)	\$2,945.94

15 [PLACE MY ORDER](#)

Disclaimer text lorem ipsum dolor sit amet, consectetur adipiscing elit. Integer in libero neque.

Add your purchase order number (optional)

16

Need help?
Consult our [FAQ](#) or Call [1-888-888-8888](#)

12. The account's preset billing address.

NOTE: this field cannot be modified. For any changes, please contact our Credit or Customer Service departments directly by using the link provided.

13. Select the shipping address from the drop-down menu. If your account only has 1 shipping address, this option will not appear. You will only see the pre-selected address displayed.

14. The cart summary box will provide you with the following details:

- Total units ordered
- Subtotal (\$) excluding taxes
- Business discount % and total \$ value of the discount (if applicable)
- Shipping fees
- Taxes - by default, no taxes are shown in the cart. The tax amount will be calculated and displayed on your invoice for the items that are shipped.
- Estimated total is the subtotal minus the business discount. The value will be indicated in the customer's currency.

15. This is your last step. Once you have validated all points from 1 to 14, click on the [PLACE MY ORDER](#) button to officially submit your order.

16. This field allows you to enter your internal invoice/order number if there is one associated to your order.

NOTE: This field is not mandatory and can be used at your discretion.

Inventory Update Discrepancy

Our inventory is updated regularly, but it is not a snapshot of inventory in real time. When placing an order, the inventory on the website may not be the most up to date, and once it updates there may be some discrepancies with the items in your cart.

We designed the system to provide you with an error message in case this happens.

Once you press on **PLACE MY ORDER**

The screen will reload and show the following message(s):

Your items (17)


Sleeveless Crepe Dress (14)
21123


EDIT

Inventory for the following styles and sizes have been modified due to inventory updates. Please click on [EDIT](#) to update order.

Style No 211211 - Black - M : Only 3 units available to ship.

Style No 211211 - Taupe - XXL : No immediate stock available

	11-Black	XS	S	M	L	XL	XXL	XXXL	Total Qty	Order Price	Amount	×
Available to ship now	1	3	4	-	-	-	-	-	8	\$198.50	\$1588.00	
Back order	-	2	-	-	-	-	-	-	2	\$198.50	\$397.00	
Estimated delivery date: September 15												

	12-Grey	XS	S	M	L	XL	XXL	XXXL	Total Qty	Order Price	Amount	×
Available to ship now	1	-	-	-	-	1	1	1	4	\$198.50	\$476.40	

Example Error message 1: This indicates that item 211211 Black size M only has 3 units left to ship. Because you initially added 4 to your cart, use the [EDIT](#) button to modify the quantity.


Example Error message 2: This indicates that item 211211 Grey size XXL is no longer available for immediate shipment. Use the [EDIT](#) button to verify if the item can be placed on backorder or to select another size.

Caftan Dress (1)
21123

EDIT

Inventory for the following styles and sizes have been modified due to inventory updates. Please click on [EDIT](#) to update order.

Style No 211123 - Blue - 4 : No longer available

	14-Blue	0	2	4	6	8	10	12	14	16	18	20	22	24	Total Qty	Order Price	Amount	×
Available to ship now	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1	\$198.50	\$198.50	

Example Error message 3: This indicates that item 211213 Blue size 4 is no longer available for immediate shipment. Use the [EDIT](#) button to verify if the item can be placed in backorder or select another size.

In each case, when clicking the [EDIT](#) button, our Quick Order Pad will appear for you to make the necessary changes.


Sleeveless Crepe Dress

211211

Inventory for the following styles and sizes have been modified due to inventory updates. The missing units were added as backorder if possible.
Style No 211211 - Black - M : Only 3 left
Style No 211211 - Taupe - XXL : No more units available

Quick Order Pad

● 11-Black		Qty: 0	Amount: \$1985.00	CLEAR ALL
Sizes	Inventory Status	Qty	Amount	
XS	✓ Available to ship now	1	\$198.50	
S	✓ Available to ship now	3	\$595.50	You have reach the maximum available units.
	ⓘ Back order - estimated delivery date September 15	2	\$397.00	
M	✓ Available to ship now	3	\$595.50	You have reach the maximum available units.
	ⓘ Back order - estimated delivery date September 15	1	\$198.50	
L	✓ Available to ship now	0	\$0.00	
XL	✓ Available to ship now	0	\$0.00	
XXL	✓ Available to ship now	0	\$0.00	



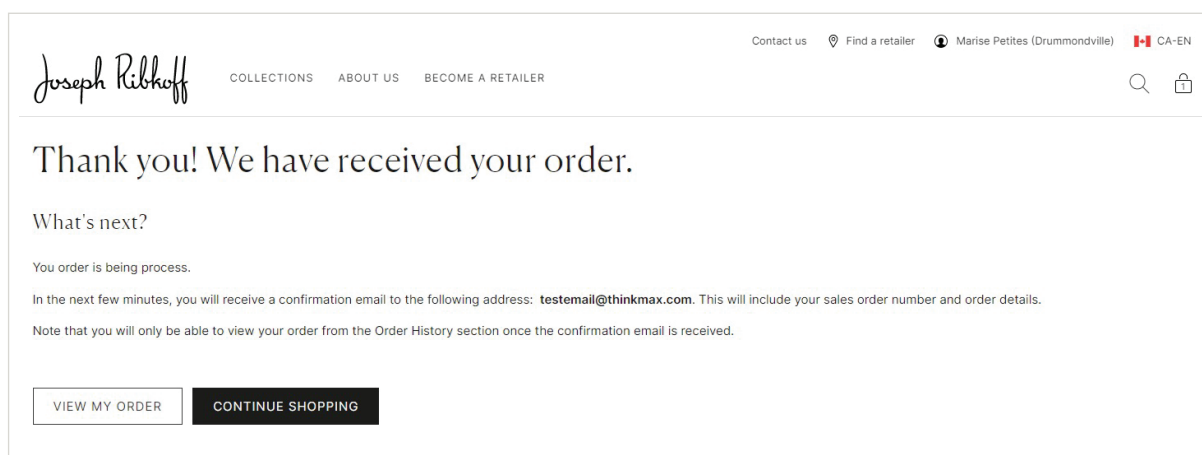
On the Quick Order Pad, the same error message that appeared in the cart will be displayed to help you make the proper changes. You will also notice that the error message will be displayed on each line that it relates to.

IMPORTANT: You must make the suggested changes as the system will not allow you to proceed with your order until the issues are resolved.

At any point during the checkout process, know that our Customer Service team is there to assist you.

IMPORTANT: Placing an order online does not mean your order is confirmed.

The “Thank You” page that appears once your order has been submitted simply confirms that we have received your order. At that point it is sent to our ERP System (D365) and a real time inventory check is done. It may happen that your request cannot be entirely fulfilled. The order confirmation email that will be sent to you a few minutes after submitting your order is your official order confirmation.



IMPORTANT - Communications & Tracking

NEW! For all orders placed by retailers (online or offline), a series of emails will be sent. You will receive constant updates regarding your shipment(s).

1. Order confirmation email will include:

- Your sales order number.
- The items listed will be the confirmed items from your order.
- Attached, you will see the Joseph Ribkoff order confirmation PDF file.

2. Shipment in progress: At this stage, the packing slip + tracking numbers have been issued, but the package hasn't left the warehouse yet. This will include:

- The item(s) that are part of this specific shipment.
- Tracking number(s) and links to the web tracking page.
- Attached, you will find a PDF of the Joseph Ribkoff invoice for the items part of this shipment.

NOTE: Certain exceptional accounts will not receive the invoice attached to the email).

3. Shipment is out for delivery: The carrier has picked up the package(s).

4. Shipment has left customs (for international packages only)

5. Almost There: The shipment is arriving soon.

6. Delay Notification | Delivery Attempt | Ready for Pickup (if applicable)

7. Successfully Delivered: Your package(s) has arrived.

Shared Cart process

IMPORTANT: The Online Shopping Cart is shared environment for all users under the same Joseph Ribkoff account number (Parent account). This functionality makes it easier for users to collaborate when placing an order.

Example: Store A has 5 users. All 5 users will see the same shopping cart when login into their online account.

Scenario:

- Jane is shopping on December 1st and adds 10 items to the cart, and does not checkout.
- John is shopping on December 10th and sees the 10 items that Jane previously added. John then adds 10 additional items, and does not checkout.
- There are now a total of 20 items in the shopping cart; both Jane and John contributed to the shared cart.
- Jane comes back on December 12th and will see that there are now 20 items in the shopping cart.

NOTE: Both users will see the same cart if they are logged in, and if one user modifies the contents of the cart, the other user will only see the update when the page is reloaded.

Tips To Avoid Issues On The Shared Cart

- 1.** Always make sure to validate the shopping cart before proceeding with the order. This will avoid extra items being shipped and billed.
- 2.** The Wishlist is a great way for you to save items for later, rather than adding them to the cart.
- 3.** Communication is key. Please make sure to communicate with the other users from your account if you see any additional items in your cart. If one user deletes another user's items from the cart they cannot be retrieved.

NOTE: The cart is saved for a period of 15 days, at whichpoint it will expire and automatically be emptied.

ORDER HISTORY

The Order History page is a display of all orders attached to your account. This page will also include orders placed with your Sales Rep and/or Customer Service.

IMPORTANT: Only orders placed after November 2021 will appear in the new B2B platform. All orders placed prior to that date will not be visible in your order history online. Please refer to your Sales Rep or to Customer Service for more details on orders not displayed.

Order History

Discover your wholesale and online order history below. Important: if you have more than one store, please make sure to select the store for which you would like to see the order history.

1 Boutique XYZ (Store 1) ▾				2 Last 3 months ▾
3 Order Date	4 Sales Order Number	5 Channel	6 Order Type	7 VIEW ORDER
27/05/2022	SO-JCAN-2010079	Wholesale	Sales order	
10/05/2022	SO-JCAN-2010077	Online Store - Jcan	Sales order	VIEW ORDER

1. For accounts with multiple stores, all orders under the parent account will be displayed, in chronological order. If you have more than one store, please make sure to select the store for which you would like to see the order history using the drop down menu.

2. You can refine your search, by timeframe by clicking on the drop-down menu and selecting the date range.

3. Order Date: Displays the date on which the order was entered into our system.

4. Sales Order Number: Each order placed with Joseph Ribkoff will have a unique ID. This number is a quick reference for us to retrieve information related to your order.

ORDER HISTORY

5. Channel: Indicates where the order was placed from.

a. Ecommerce = Website

b. Wholesale = Sales Rep or Customer Service

6. Order Type: Indicates if the order is a purchase or a return.

NOTE: All returns will be displayed as a negative (-) quantity.

7. [VIEW ORDER](#) Each order line will have a “View Order” button, from which you can see the details of each individual order.

NOTE: If there are many orders, they will be displayed on multiple pages. You can load the next page by clicking on the page number or Next/Previous feature on the bottom right-hand side of the page.

Previous **1** 2 3 4 Next

ORDER DETAILS

The order detail page will display all the details related to an order placed on the website or through your Sales Rep/Customer Service.

[NEW](#)
[CLOTHING](#)
[PREBOOKING](#)
[HOTS](#)
[DISCOVER](#)
[MAGAZINES](#)

[Contact us](#)
[Boutique XYZ](#)
[CA-EN](#)

[← BACK TO ORDER HISTORY](#)

Order #SO_JCAN:1692497
Order date: 16/09/2021

[Questions about your order?](#)
[Contact Customer Service](#)

Sleeveless Crepe Dress (10)
21123 | 11-Black

IN PROGRESS

Status	Size	Qty
In progress	8	5
Backorder	6	5
Estimated delivery date: September 30		

Jumpsuit (8)
21144 | 17-Taupe

PARTIALLY SHIPPED

Status	Size	Qty	Date Packed	Shipping Via	Tracking No
Shipped	10	3	18/09/2021	UPS Standard Shipping-Piece	2222357513
			19/09/2021	UPS Standard Shipping-Piece	2222357522
Backorder	8	4	Estimated delivery date: September 30		
Cancelled	6	1			

Capri pants (8)
21135 | 5-Brown

COMPLETED

Denim coat (2)
21164 | 88-Dark Blue

CANCELLED

Your billing address

Your shipping address

Bella Grace Boutique Inc.
3999 Niagara Parkway
Fort Erie (ON) L0S 1S0
Canada

Amies Fashion
595 Bay Street
Toronto (ON) M5G 2C2
Canada

Cart Summary

28 items

Subtotal	\$3,374.50 CAD
My Savings	- \$337.45 CAD
Business Discount (3%)	- \$91.50\$ CAD
Shipping	FREE
Taxes	-
Applicable taxes will be calculated at invoice	
Estimated total (CAD)	\$2,945.94 CAD

Consult our [FAQ](#) or Call 1-888-888-8888

Invoices & Credit Notes (5)

[IN-JCAN-1234567890](#)
[IN-JCAN-1234567899](#)
[CR-JCAN-020323237](#)
[IN-JCAN-1234567899](#)
[IN-JCAN-1234567890](#)
[IN-JCAN-1234567899](#)

1. Back to Order History: Link leads you back to the Order History Page

2. Order #: Joseph Ribkoff unique order number assigned to the order

3. Order Date: Indicates the date that the order was entered into our system

- 4. Item Description:** Ex: Sleeveless Crepe Dress (10)
This is the name given to the ordered item. The number in parenthesis indicates the quantity of the specific ordered item and its color (all sizes combined).
- 5. Item number/Color:** Ex: 211123|11-Black
This field indicates the Joseph Ribkoff item number and color code/ name associated to the ordered item.
- 6. Status:** The status will indicate the stage of fulfillment. The statuses are updated in real time and will reflect changes as soon as they apply.
 - a. In Progress** = The item is being prepared to be shipped. Our internal team is locating the merchandise and packaging it.
 - b. Backorder** = The item is on backorder
 - c. Cancelled** = The item could not be fulfilled and was cancelled.
 - d. Shipped** = The item has been packaged and handed to the carrier company.
- 7. Item/Color Status:** While we provide you with an item/color/size status, this status is geared towards the item/color level.
 - a. In progress** = All sizes under that item/color are in the process of being shipped.
 - b. Partially Shipped** = Part of the sizes under the item/color have been shipped and handed to the carrier company.
 - c. Completed** = All sizes under that item/color have been shipped and handed to the carrier company.
 - d. Cancelled** = All sizes under that item/color could not be fulfilled and were all cancelled.
- 8. Size:** Provides you with the size of the item that was ordered.
- 9. Qty:** Provides you with the quantity of the item/color/size that was ordered.
- 10. Date Packed:** Indicates the date the item was packaged and handed to the carrier company.
- 11. Shipping Via:** Provides you with the name of the carrier company as well as the shipping service selected.
- 12. Tracking No:** This field is the tracking number associated to your package. It is a clickable link to view the tracking information in real time.

ORDER DETAILS

- 13. Your billing address:** Full billing address and boutique name selected during the ordering process.
- 14. Your shipping address:** Full shipping address and boutique name selected during the ordering process.
- 15. Cart Summary:** Provides you with a total count of all the items/colors/sizes that were purchased within this order.
- 16. Subtotal:** Represents the total \$ amount of all items purchased within the order (before discounts and taxes).
- 17. Business Discount:** Represents the total amount of the discount determined on your business agreement for the items purchased in the order.
- 18. Shipping:** Displays the shipping fee applied to your order. (if any)
- 19. Taxes:** Taxes will only be displayed on the Order Detail Page once the order has been fully invoiced and shipped. For partially shipped orders, please refer to your invoices to view this information.
- 20. Estimated Total:** Represents the estimated total amount in the account's currency for the items purchased on the order. This includes all discounts but excludes taxes.
- 21. Invoices & Credit Notes:** At the bottom of the Order Detail Page, there will be a list of invoice and credit numbers associated to your order. If you click on the number(s) it will open a printable version of your invoice(s)/Credit Note(s).

CONTACT CUSTOMER SERVICE

Should you have any inquiries related to a product or an online order, you can reach out to our Customer Service department through this contact form. Please fill out the form to send an email, or contact us by phone at one of the numbers listed on the right-hand side.

Send us a message

Didn't find the answer you were looking for on our help and support page? Fill in the below form and we'll get back to you within 1 to 2 business days.

*required field**

- Country*
- First name*
- Last name*
- Email*
- Phone
- ☐ I'm a retailer
- What would you like to contact us about?*
- Type your message here (max 500 characters)
- ☐ I agree to have my information used for the purposes of my inquiry. For more information on the processing of my information, I have read and agreed to the website Terms and Conditions* and Privacy Policy*
-

Corporate Headquarter

Joseph Ribkoff Inc.
2375 de l'Aviation
Montreal, Quebec, Canada, H9P 2X6

Customer Service Offices

Australia & New Zealand +61 394194999

Belgium & Luxembourg +32 92798966

Canada & USA 1-800-361-1839

Croatia, Czech Republic, Slovakia, Slovenia, Poland, Hungary & Russia +44 7584493979

France +33 179255663

Germany, Austria & Switzerland +49 021161659

Italy +39 0543725862

Ireland +353 14295353

Israel (Distributor) +97 235759665

Japan (Distributor) +81 345007162

Mexico, Columbia & Chile +52 4423434011

Netherlands +31 204080205

Norway, Finland, Sweden & Denmark +46 766777407

Singapore (Distributor) +65 98303756

South Africa (Distributor) +27 217023970

Spain, Portugal & Canary Islands +34 931315316

United Kingdom +44 01392876390

Provide the following information:

1. Country you are in
2. First Name
3. Last Name
4. Email address
5. Phone number
6. Check off the “I am a retailer box” ☐ I'm a retailer
7. Select the reason you are reaching out to Customer Service

What would you like to contact us about?*

Select a topic ▼

Select a topic

Product Information

Email subscription/unsubscribe

Corporate Information/Request

General Inquiry

Other

8. Provide a message that will give us more details about the reason you are contacting us
9. Make sure to accept the Terms and Conditions & Privacy Policy
10. Click the button to submit your request

MAKE A PAYMENT

IMPORTANT: The “Make a Payment” feature is only available for Master Admin and Admin users, Purchasers will not have access.

This new payment feature is a quick and easy way for our retailers to pay their pending invoices online.

NOTE: This is not the only way to pay via credit card; you can still reach out to our Credit Department to make a credit card payment over the phone.

Make a Payment

You can choose to pay the current balance partially or fully in one easy click. Please note that it could take up to 5 business days before you see the updated

For any info regarding your financial information, please [contact the credit department](#) **1**

Current balance
\$58.88 CAD **2**

Retailer Name: Boutique XYZ
Account Number: 100012215 **3**

Pay Your Balance Online

Enter the amount you would like to pay from your current balance

*Note that you cannot pay more than your current balance (\$58.88 CAD)

CAD **4**

Indicate the applicable invoice numbers to your payment

Please indicate the invoice number to which you would like the payment to be applied to. By not including an invoice number, the payment will be applied to the oldest invoice due.

5

MAKE A PAYMENT **6**

Additional payment options **7**

For more details, see payment instruction on the invoice.

- Cheque
- Wire transfer
- Direct debit
- Payment in advance (COD)
- Credit card

1. Contact the Credit Department: Click on this link to access the contact form for our Credit Department. You fill out the form to reach them by email or you may contact them by phone.

2. Current Balance: Shows the account balance.

IMPORTANT : Once a payment is made, it may take up to 5 business days for the balance amount to be reflected online.

3. Basic account information

- a. Retailer name
- b. Account number

4. Enter the amount you wish to pay (cannot be more than the balance)

5. Enter the invoice number(s) you would like the Credit Department to associate the payment to.

IMPORTANT: If you don't put any invoice under this field, your payment will be applied to your latest invoices.

6. Click on the "Make a Payment" button to submit your payment.

You will then be forwarded to the payment gateway, that will allow you to safely enter your billing information and proceed with the payment.

Simply enter the requested information or select your preferred method of payment. Once the payment is submitted, a success message will appear.

Secure Checkout

Choose your preferred payment method

VISA
* 3132

* 1111

jane.doe@m...

jane.doe@m...

Billing Details

First name
John

Last name
Doe

Phone
24623456

City
Iqwe

Country
Germany

Zip
8000

Address
8000

SUBMIT YOUR PAYMENT

You will not be charged until you confirm your order in the final step.

[Go Back](#)

Your Payment

Your Invoices
SO_JCAN-1692497 SO_JCAN-1692450
SO_JCAN-1692444

Total Payment \$2960.97 CAD

Secure payment

We accept all major debit & credit cards

7. The last section of this page is an informational section that provides you with the other types of payment we accept. To use the displayed methods, please contact the Credit department.

Additional payment options **7**

For more details, see payment instruction on the invoice.

- Cheque
- Wire transfer
- Direct debit
- Payment in advance (COD)
- Credi Card

CONTACT THE CREDIT DEPARTMENT

Should you have any inquiries related to payment, invoicing and/or your account, you can reach out to our Credit department through this contact form.

Fill it out to send an email or contact them at the phone number provided to you on the right-hand side.

Contact our Credit Department

Fill in the below form and we'll get back to you within 1 to 2 business days.

*required field**

- Country*
-- Select an option --
- First Name*
- Last Name*
- Email*
- Phone Number*
- Account Number
- What would you like to contact us about?*
- Type your message here* (max 500 Characters)
- ☐ I agree to have my information used for the purposes of my inquiry. For more information on the processing of my information, I have read and agreed to the website Terms and Conditions* and Privacy Policy*
-

Corporate Headquarter

Joseph Ribkoff Inc.
2375 de l'Aviation
Montreal, Quebec, Canada, H9P 2X6

Looking to speak to us directly?

Canada, USA, Russia, UK, Ireland, North Ireland, Norway, Finland, Czech Republic, Slovakia, Slovenia, Croatia, Romania, Serbia, Hungary, Denmark, Poland, Sweden, Holland 1-800-361-1939 or 1-514-683-6948

Mexico +52 3122220036

Australia & New Zealand +61 394195888

Spain, Canary Island, Portugal +34 931352411

Belgium, Luxembourg +32 92798966

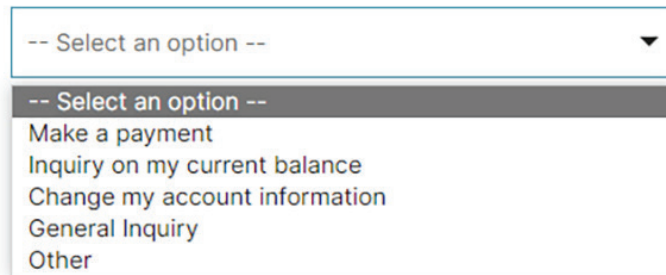
Germany, Austria & Switzerland +49 0211161659

France +33 0181707616

Italy, Malta, Vatican City, San Marino +39 0543725862

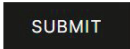
Provide the following information:

1. Country you are in
2. First Name
3. Last Name
4. Email address
5. Phone number
6. Account Number
7. Contact Reason



-- Select an option --

- Select an option --
- Make a payment
- Inquiry on my current balance
- Change my account information
- General Inquiry
- Other

8. Provide a message that will give us more details about the reason you are contacting us
9. Make sure to accept the Terms and Conditions & Privacy Policy
10. Click the button  to submit your request

INITIATE A RETURN

This is a quick and easy way to initiate a return request. Simply fill out the form shown below and submit. Our Customer Service department will review your request and provide you with further instructions as soon as possible. For response delay times, please refer to the form page, as this may change.

Request a Return

Please fill out the form below and a member of our Customer Service team will contact you within 5 business days.

*required field**

- Account Number*
- First Name*
- Last Name*
- Country*
- Province/State (Only for Canada and USA)
- Email*
- Phone Number*
- Return Reason 1*
- Items- Style, Size, Color, Qty*
- Order or Invoice Number 1

Return Reason

Items- Style, Size, Color, Qty

Order or Invoice Number 2

Return Reason

Items

Order or Invoice Number 3

IMPORTANT: If you have selected one of the following return reasons, we ask that you please upload pictures demonstrating the issue

- Damaged
- Wrong item

Picture Upload

11

CHOOSE FILES

No file chosen

12

Want to provide more details? Please right your message here (max. 300 characters)

13

SUBMIT

Provide the following information:

1. Account Number
2. First name
3. Last name
4. Country you are in
5. Select your province/state (for Canada and USA only)
6. Email Address
7. Phone Number
8. Return Reason

Return Reason 1*

-- Select an option --

-- Select an option --

Arrived Too Late

Incorrect Fit

Wrong Item

Never Ordered

Exchange/Swap

Damaged

NOTE: Your return request should be grouped by reason type.

9. Enter the list of styles that relate to the return reason above, including style number, size, color and qty. Separate your items by a ; and continue listing. **Ex: 221223, M, Red, 2; 211450, S, 1 ...**

Example: If you have a batch of styles that are damaged, you will select return reason “Damaged” and in the field below, you will list all styles that are damaged, detailing style, size, color, qty.

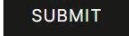
If you have addition items to return that do not fall under the first return reason, you will enter your next reason in “Return Reason 2” and subsequently list all styles related that reason in the field below.

10. Enter the order or invoice number associated to the items you wish to return under each reason type.

NOTE: You may only indicate 3 different reason types on each return request. Should you want to return more items, that don't fall under the selected reason types please contact our Customer Service department.

11. If you selected “Wrong Item” or “Damaged” as a return reason, a picture must be uploaded showing the discrepancy. This will help validate the request.

12. Provide a message that will give us more details about the reason you are requesting the return.

13. Click the button  to submit your request

IMPORTANT: Please make sure to read the Return Policy featured on the right side of the screen before submitting the request. All items being returned must follow the guidelines provided, if not, the request will be rejected by Customer Service.

Once Submitted: Customer Service will review all the details provided in the form and either accept or reject the request. An response will be sent to the email address provided, or a phone call will be made to inform you of the decision.

HELP CENTER

The Help Center is a section featuring information about everything relating to Joseph Ribkoff, including quick links to track your order, request a return and contact us. The link to access the Help Center is located in the footer on every page of the site.

[COLLECTIONS](#)
[ABOUT US](#)
[BECOME A RETAILER](#)

[Contact us](#)
[Find a retailer](#)
[Sign-in](#)
[CA-EN](#)

[Homepage](#) / [Help Center](#)

Help Center

Quick Links

[TRACK YOUR ORDER](#)
 You will be redirected to your Business Profile

[START A RETURN](#)
 Have your return details ready

[CONTACT US](#)
 We're here to help!

How can we help?

[Account Info](#)

[Orders and Shipping](#)

[Sizing and Product Info](#)

[Payment](#)

[Returns & Exchanges](#)

[Company Information](#)

FAQs

[Do you provide a size chart?](#)

[What is your return policy?](#)

[What forms of payment do you take?](#)

[How do I change my account password/email?](#)

[What is the difference between materials?](#)

[Can I edit/cancel an order that already submitted?](#)

[How can I pay my pending invoices?](#)

[How can I contact the Credit Department?](#)

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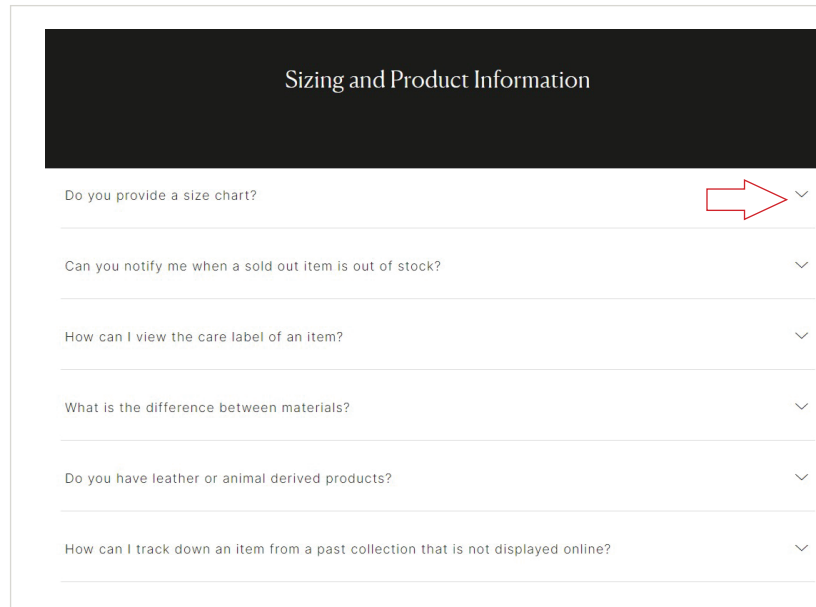
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Each subject includes a series of commonly asked questions.



Click on  /  to expand/collapse the answer(s) to each question.

