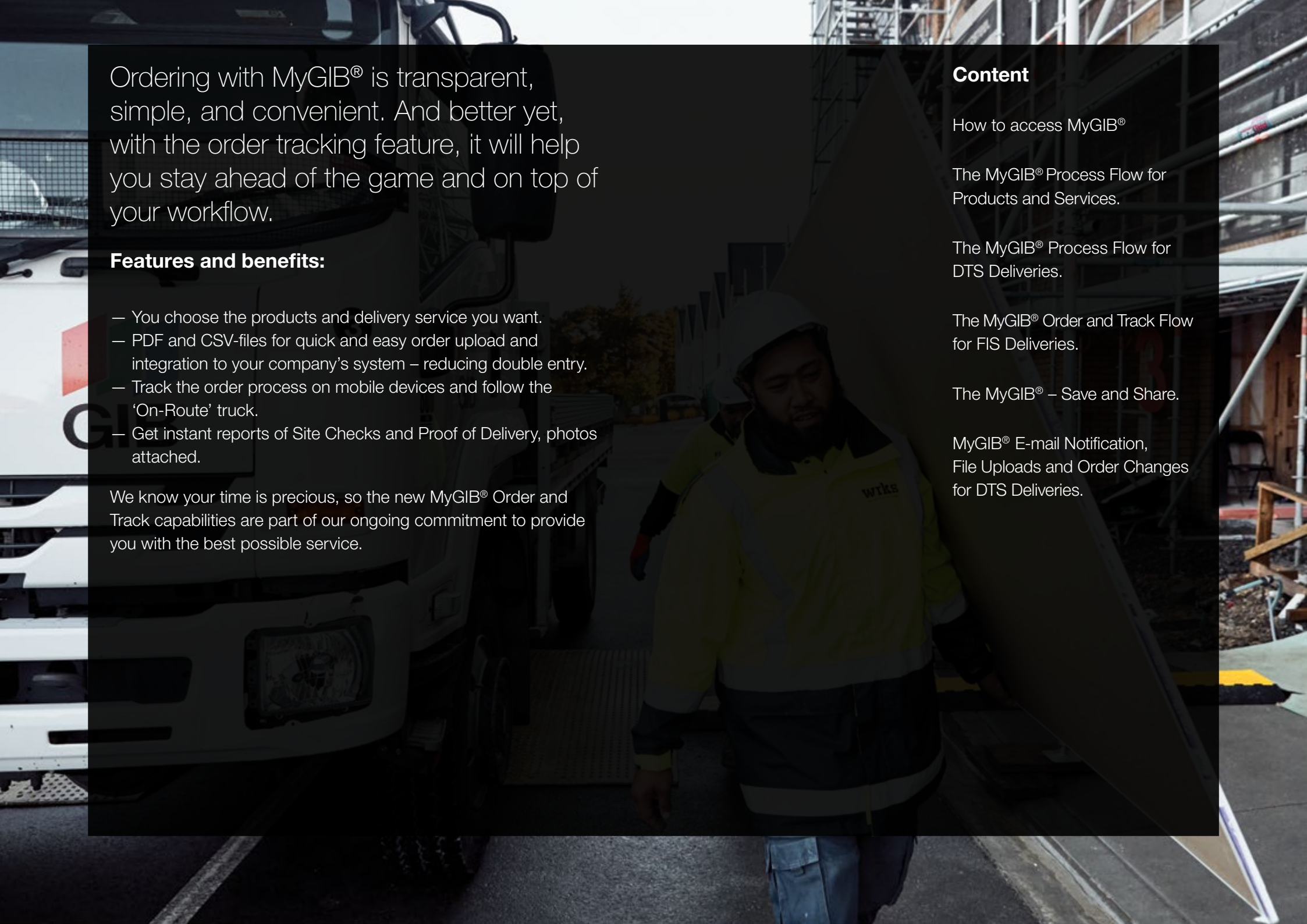




# MyGIB® Order and Track Training Guide



Customer V. 1.0  
August 2019



Ordering with MyGIB® is transparent, simple, and convenient. And better yet, with the order tracking feature, it will help you stay ahead of the game and on top of your workflow.

### **Features and benefits:**

- You choose the products and delivery service you want.
- PDF and CSV-files for quick and easy order upload and integration to your company's system – reducing double entry.
- Track the order process on mobile devices and follow the 'On-Route' truck.
- Get instant reports of Site Checks and Proof of Delivery, photos attached.

We know your time is precious, so the new MyGIB® Order and Track capabilities are part of our ongoing commitment to provide you with the best possible service.

### **Content**

How to access MyGIB®

The MyGIB® Process Flow for Products and Services.

The MyGIB® Process Flow for DTS Deliveries.

The MyGIB® Order and Track Flow for FIS Deliveries.

The MyGIB® – Save and Share.

MyGIB® E-mail Notification, File Uploads and Order Changes for DTS Deliveries.

## How to access MyGIB®

### From Mobile or Tablet

Download the GIB® App from the App store or Google Play store then select MyGIB® Order and Track from the home screen.



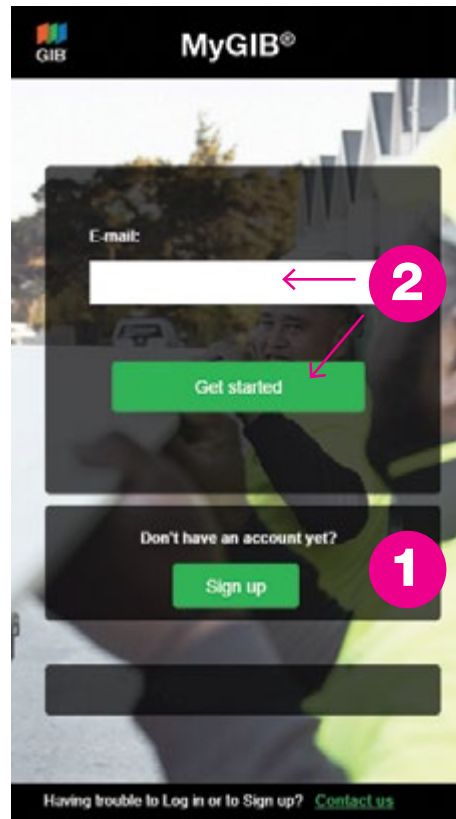
### From Desktop

Open your web browser (eg. Chrome, Safari) and enter [mygib.gib.co.nz](http://mygib.gib.co.nz)



MyGIB®

**TIP** – Bookmark the page for quick access to MyGIB® Order and Track.

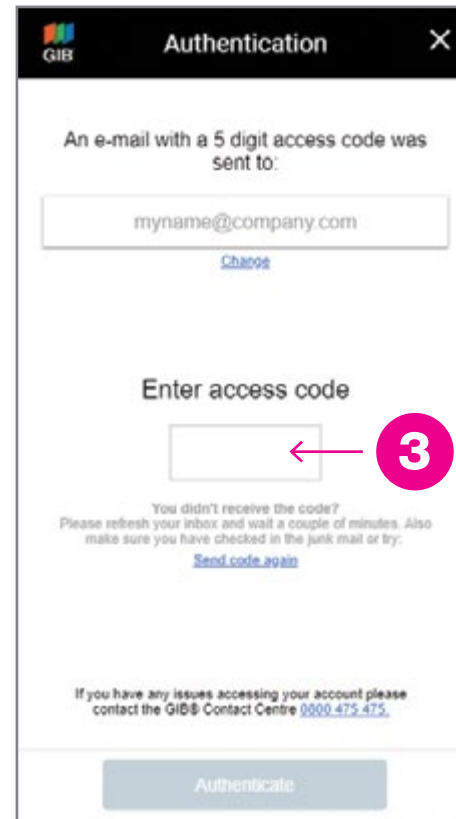


### Get Started or Sign up

1 – If you are new to MyGIB®, sign up, entering your email address, name and mobile number and click 'Register'. A verification code will then be sent to your e-mail address.

2 – If you are already a MyGIB® user, enter your e-mail address and click 'Get started'. A verification code will then be sent to your e-mail address.

**NOTE** – Make sure you have got access to your e-mail account when signing up.



### Authentication

3 – Enter the verification code and click 'Authenticate'.

Once verified, you will stay logged in to MyGIB® Order and Track until you log out.



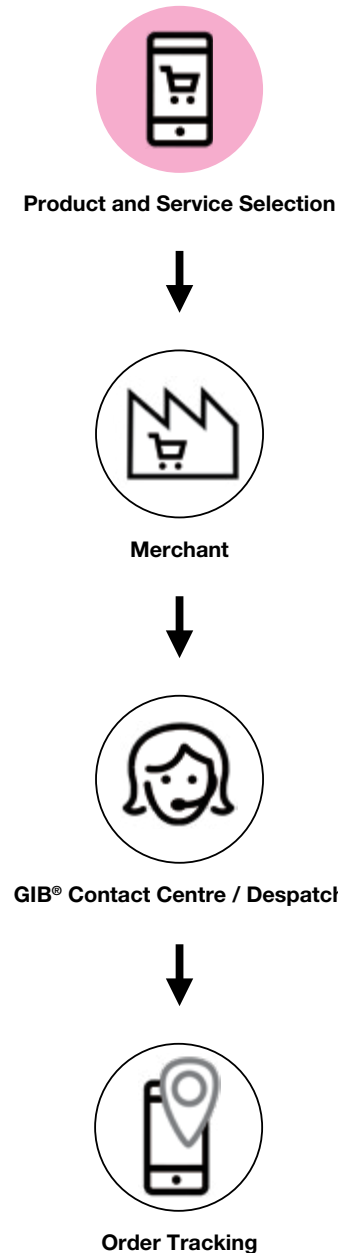
### Start with a Project

Start by setting up your first project.

Click on 'Project' and enter all details.

**NOTE** – The better you set up your project right from the start, the easier it will be when submitting the order.

# The MyGIB® Process Flow for Products and Services.



## Order Summary Page

4 – Click on ‘New Areas’ and a grey bar with ‘Area 1’ will appear.

5 – To rename ‘Area 1’, click on the three dots on the left-hand side and a small window will open to rename the area.

Once finished, click ‘OK’.

To add products, click on the grey bar, then click on ‘Add Products’.

The green ‘Add Products’ button is located on the bottom of your dashboard.



## Product Order Page

6A – From here, select GIB® plasterboard by thickness, SE/TE or TE/TE and width. Click ‘Select Length and Quantity’ to specify the length and quantity you require.

All GIB® plasterboard is listed with available thickness, sheet width and length.

6B – GIB-Cove® options are under ‘Cove’ on the menu bar.

**TIP** – You can select your plasterboard one-by-one and add length and quantity, or you can select all your plasterboard first and specify length and quantity after.



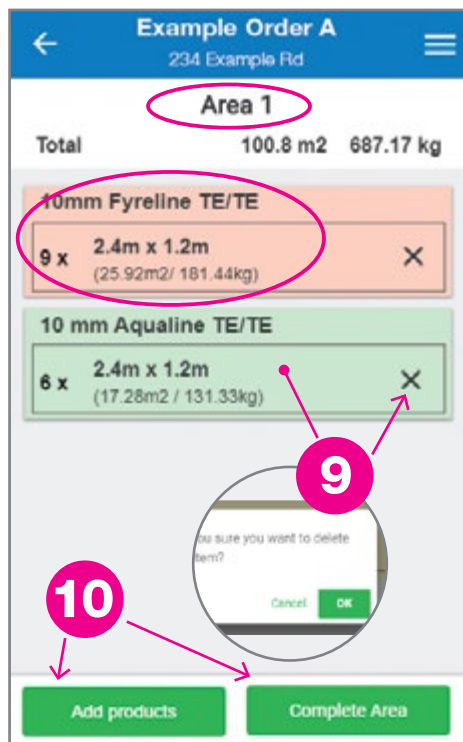
## Product Length and Quantity Page

7 – Click on the length of plasterboard you require and adjust the quantity with ‘+’ and ‘-’.

**TIP** – If you have a large quantity of plasterboard to order, click on the number itself to manually type in the quantity of boards required.

8 – The quantity of plasterboard selected will be shown in the right-hand corner of the plasterboard length.

When finished click ‘Add Items to Order’.



### Summary of Ordered Plasterboard by area – Page

At the top, the total m<sup>2</sup> and weight of your order is shown.

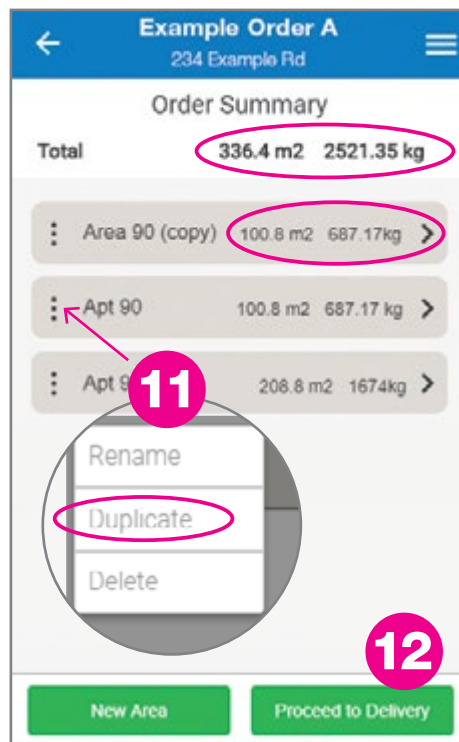
The coloured rows show the product type, number of sheets, m<sup>2</sup> and total weight of each plasterboard selected.

9 – To make changes, click on the coloured rows. To delete a row, click on the 'x'.

10 – To add more products, click on 'Add Products'.

Once you have finished adding products for the area, click 'Complete Area'.

To add further areas to the order repeat steps 4-10 for each area.



### Order Summary Page

On the top right the total m<sup>2</sup> and weight of all areas in the order is shown.

The grey bars show the total m<sup>2</sup> and weight of plasterboard for each area.

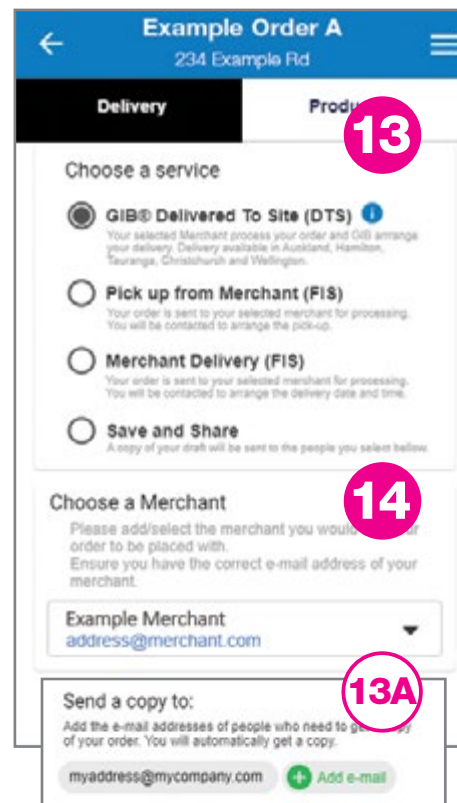
11 – To duplicate an area, click on the three dots on the left hand side and select 'Duplicate'.

Rename the area and click 'OK'.

You can adjust your order by clicking on the grey bar (see step 6).

To delete an area, click on the three dots and select 'Delete'.

12 – Once you have finished selecting your products, click 'Proceed to Delivery'.



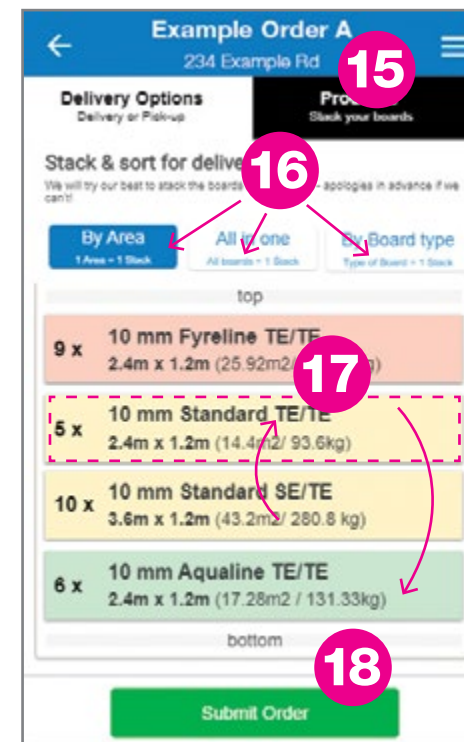
### Delivery Details Page

13 – Choose your preferred delivery service and complete required information. For further details for DTS service click on **i** or go to [gib.co.nz](http://gib.co.nz)

13A – To send a copy of your draft, (eg. to your office), use the 'Save and Share' option and add further e-mail addresses in 'Send a copy to:'.

14 – 'Choose Merchant' by selecting your preferred merchant from the list or add a merchant under 'Add Merchant'.

MyGIB® will save the e-mail address for use in future orders.



### Product Stacking Page

15 – Add in any site-specific delivery instructions.

16 – Select one of the delivery stacking options available.

17 – Drag and drop the boards in the order you want it stacked.

**NOTE** – Swapping between the stacking options, the stacking arrangement will automatically return to the default setting.

18 – Click on 'Send Order'. An e-mail will be sent to your preferred merchant for processing.

**NOTE** – Your order will still need to be confirmed from your merchant.

# The MyGIB® Process Flow for DTS Deliveries.



Product and Service Selection



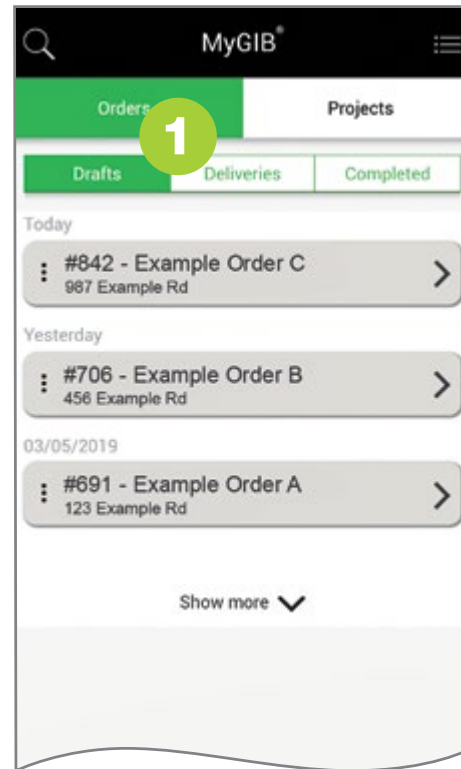
Merchant



GIB® Contact Centre / Despatch



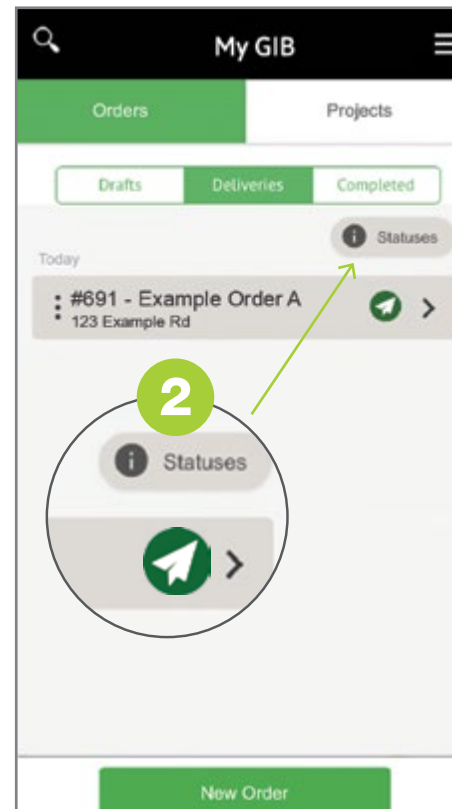
Order Tracking



## Drafts Screen

1 – A created project/order which has not been submitted will be displayed in 'Drafts'.

As soon as the DTS order has been submitted, the order will move to 'Deliveries'.













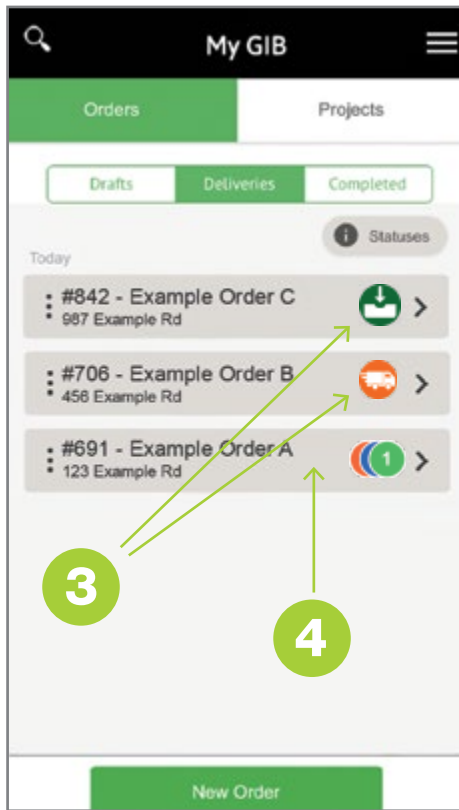
## Deliveries Screen

Status icons have been introduced to make follow up on process of orders easier.

2 – The 'Statuses' button gives you an overview of the meaning of each icon.

## Status Overview for Delivery

-  Order submitted
-  Order processed
-  Delivery scheduled
-  Site check booked
-  Site check done
-  Delivery confirmed
-  Multiple deliveries
-  On Route
-  Successful delivery
-  Damaged board



### Deliveries Screen (Order Status)

3 – The icons will change accordingly throughout the process of your order.

4 – To access the delivery details dashboard of your order, click on the grey bar.

### DTS Delivery Tracking

After you click 'Submit Order' the delivery tracking is activated. (See No 7)

5 – Keep track of your orders. To set your preferences for e-mail or SMS notifications, click on the top right menu.

6 – 'Edit Order' will take you to change your order.

**NOTE** – Changes can only be made outside of 48 hours delivery time. If it is within 48 hours call your merchant.

7 – The submitted order has been processed by your selected merchant and is now forwarded to the GIB® Contact Centre for further processing.

8 – An order number and an estimated delivery time has been scheduled.

*\*This delivery date is an estimation only and might be changed due to site check results or fleet availability. The final delivery date will still be confirmed.*

9 – A site check has been scheduled.

10 – The site check has been done. View the site check report on the link below.

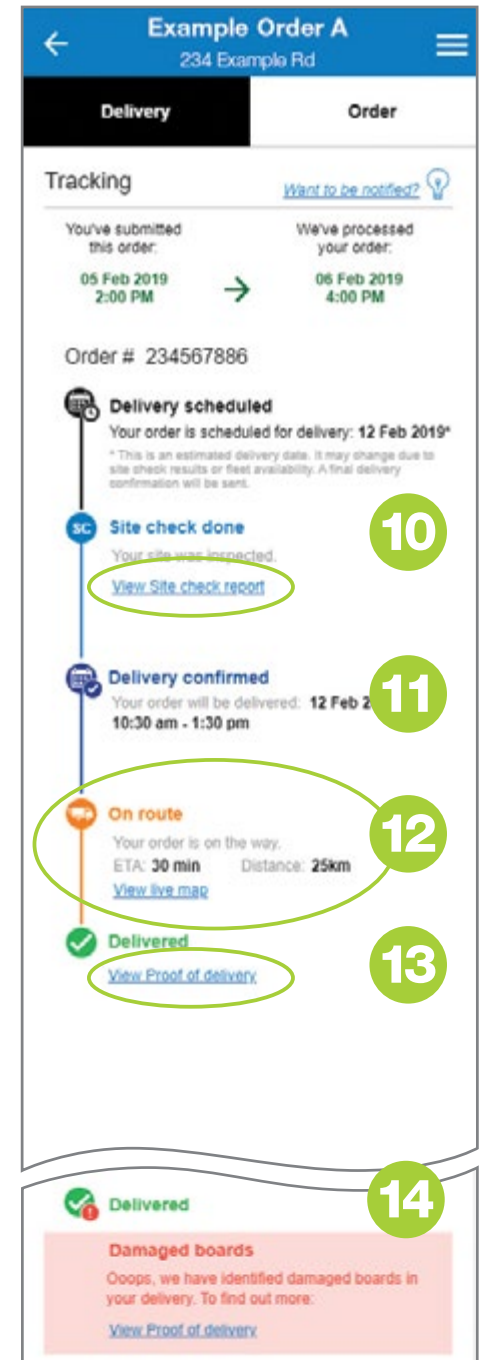
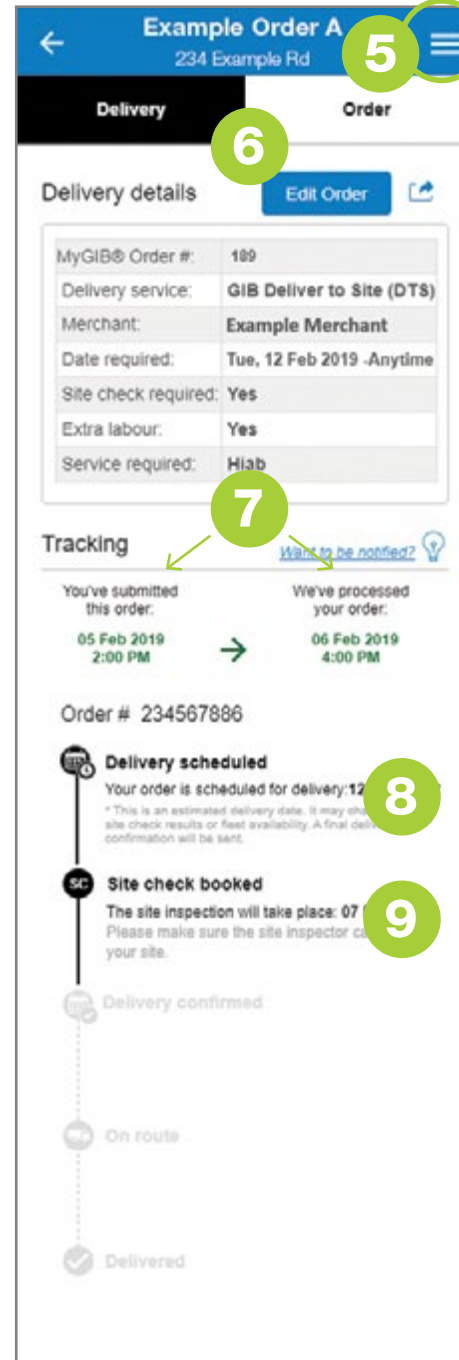
11 – The delivery date and time is confirmed within a 3 hour window.

**NOTE** – You will receive an SMS notification on the day before delivery.

12 – The truck is on its way. Access the ETA of the truck by clicking on 'View live map'.

13 – Delivered successfully, click on the link below to 'View Proof of Delivery'

14 – If plasterboard has been damaged on delivery the GIB® Contact Centre will be notified to schedule replacements the next working day.



## The MyGIB® Order and Track Flow for FIS Deliveries.



Product and Service Selection



Merchant



GIB® Contact Centre / Despatch



Order Tracking

15 – On the ‘Delivery’ tab click on ‘Delivery’ and choose:

- Pick up from Merchant (FIS) or
- Merchant Delivery (FIS).

16 – Select the preferred merchant.


17 – Select your preferred date and time of delivery and click ‘Submit Order’.

18 – Include additional contact(s) to send a copy of your order.

19 – After clicking the ‘Submit Order’ button, you and your merchant will receive the order in an e-mail. A PDF and CSV file is automatically generated and attached to the e-mails.

20 – The Order is available to view at the ‘Completed’ tab in your dashboard.

21 - Depending on your FIS choice, the icons will show:

 **Merchant Delivery (FIS)**

 **Pick up from Merchant (FIS)**

**NOTE** –The Order and Track Service is not provided with FIS delivery.

Date, time and the order itself still needs to be confirmed by your merchant.

If you have to make changes to your order, you will need to contact the merchant directly.



## MyGIB® – Save and Share.



Product and Service Selection



Merchant



GIB® Contact Centre / Despatch



Order Tracking

22 – In cases when you select products and like to share this draft with your office only, chose the 'Save and Share' option.

23 – Include additional contact(s) to send a copy of your draft.

24 – After clicking the 'Send Order' button, you and the added contact(s) will receive the draft in an e-mail. A PDF and CSV file is automatically generated and attached to the e-mail.

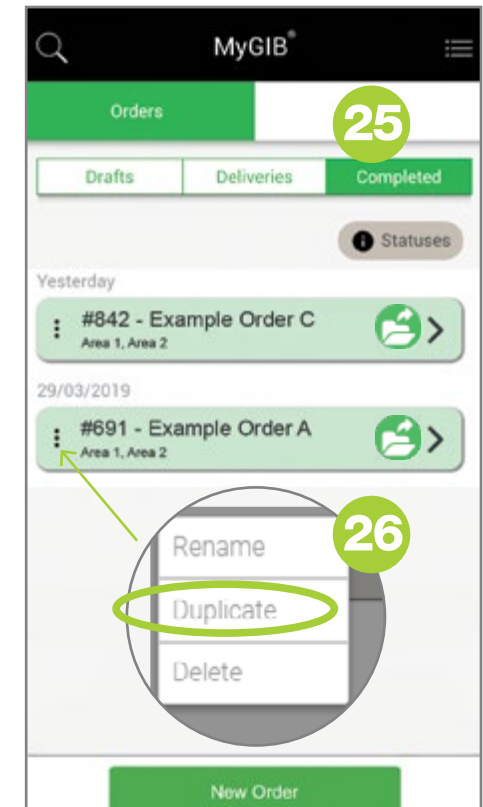
25 – The draft is available to view at the 'Completed' tab in your dashboard, marked with the icon:



'Save and Share'.

**NOTE** – Using the 'Save and Share' option does not trigger the order process.

26 – If you wish to place the order at a later time, go to the 'Completed' tab on your dashboard and select 'Duplicate'. Select the delivery service you require and submit the order to the merchant.



# MyGIB® E-mail Notification, File Uploads and Order Changes for DTS Deliveries.

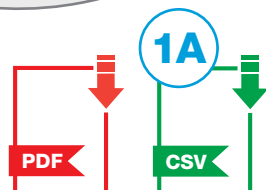
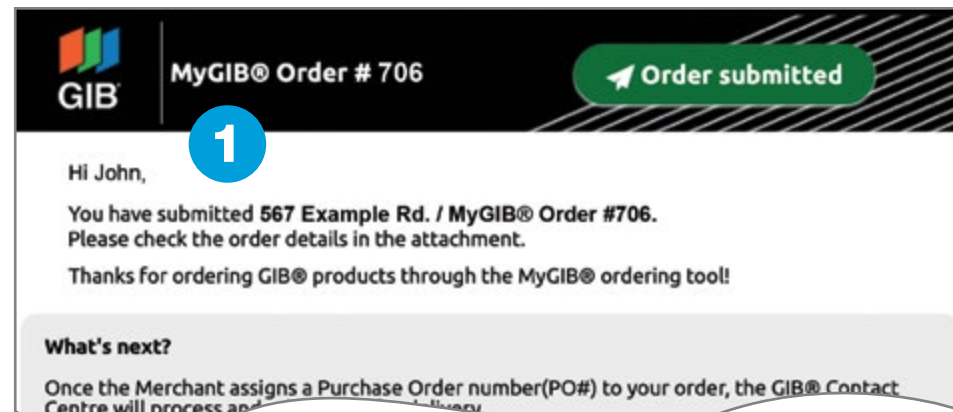
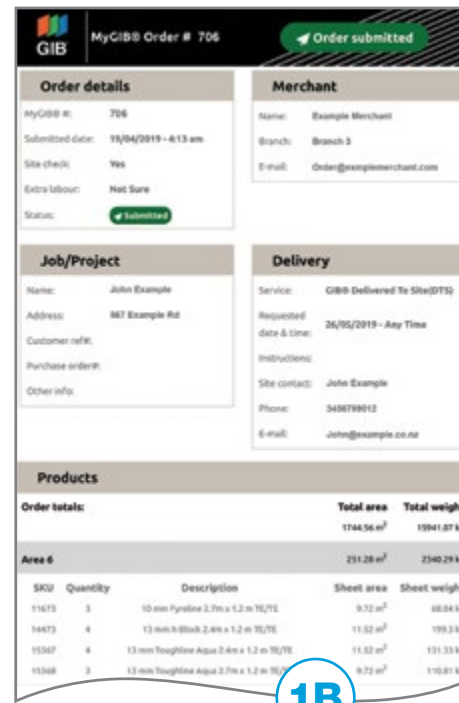
## Order submitted notification

After clicking the 'Submit Order' button you will receive a generated e-mail to confirm the submission.

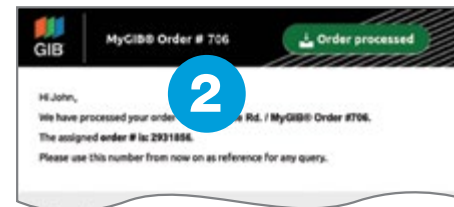
1A – A PDF and CSV file of your order is automatically generated and attached to the e-mail.

1B – The PDF displays all entered delivery details and product selection details, including total m<sup>2</sup> and weight.

The CSV can be used to upload the order information into your businesses system avoiding double handling of data entry.



**NOTE** – You will always get the 'Order Submitted' e-mail.



## Notifications preferences

By default, you will receive all e-mail notifications. To change preferences see No 8.

2 – The order has been processed.

3 – A site check has been booked.

4 – Confirming the delivery date.

5 – The 'Site check done' notification has the site check report attached to the email.

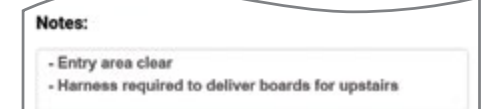
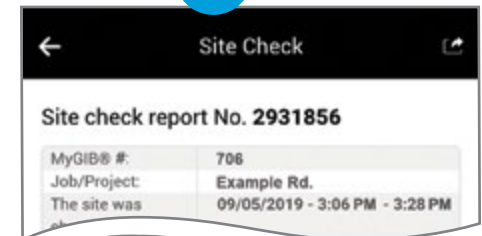
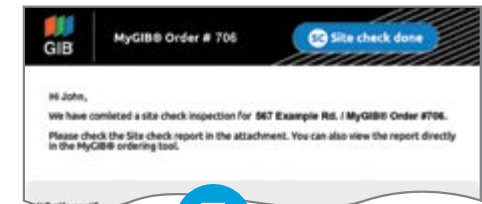
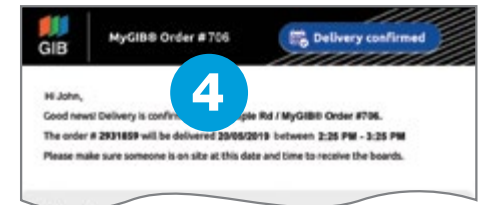
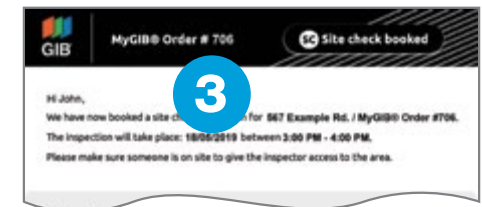
6 – The truck is on its way.

7 – The delivery is complete.

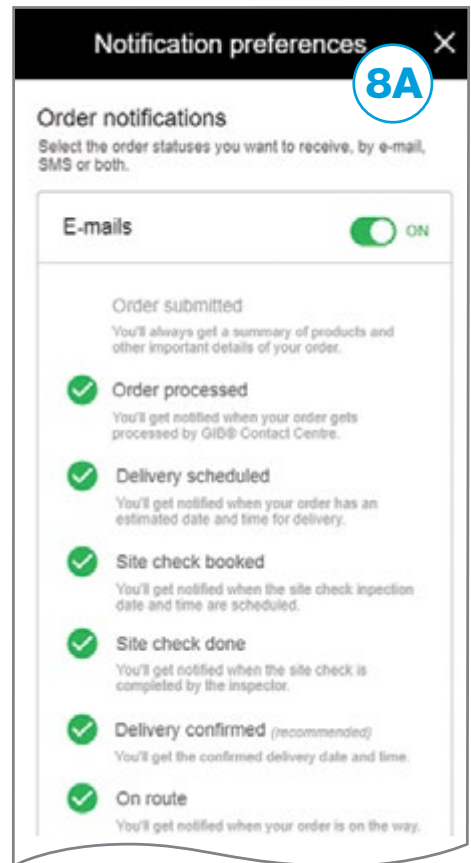
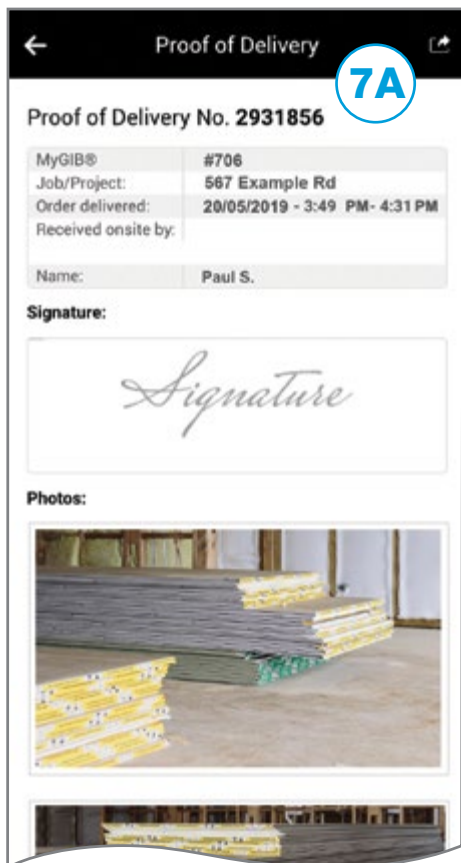
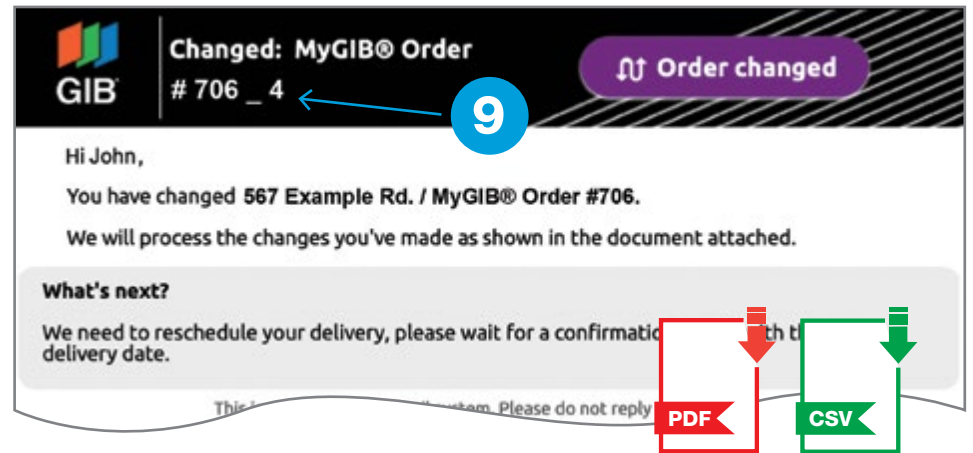
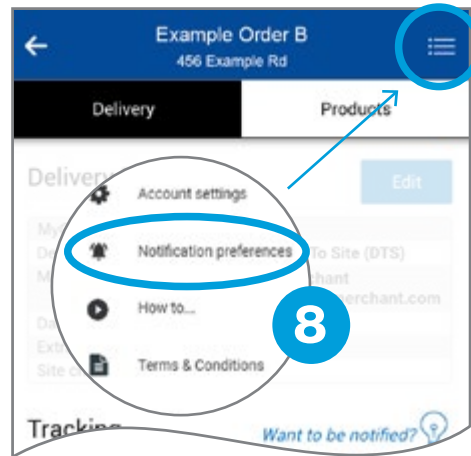
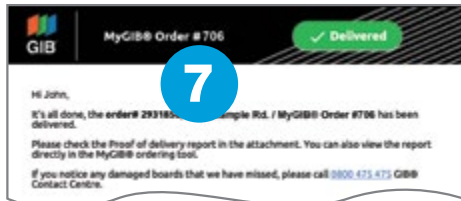
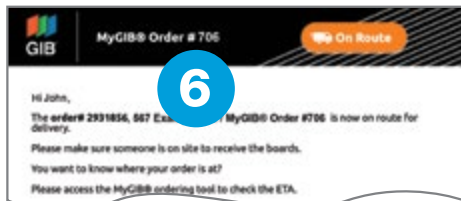
7A – The 'Proof of delivery' report is attached to the e-mail or can be accessed from the delivery dashboard in MyGIB®.

8 – Set up your notification preferences at the 'Delivery Details' screen menu on top right corner (e-mail and SMS).

8A – Depending on your preferences, you can tick and untick the communications you would like to receive.



**NOTE** – In special cases the merchant or the GIB® Contact Centre will override your delivery choices if this seems necessary.



If you need to make changes to an already submitted order, go to the 'Deliveries' tab and click on the project you would like to amend.

From there follow step 4 to 18 and resubmit the order.

You will receive a generated e-mail confirming your resubmission.

A PDF and CSV file version of the changed order will be automatically generated and is attached to the e-mail.

9 – The updated e-mail will be titled 'Changed: MyGIB® order' and will clearly show the changes made.

The MyGIB® order number will display as a version like this: MyGIB® Order #706\_4.

Updated PDF and CSV-file versions of the order are automatically generated and attached to the e-mail.

9A – Order changes are clearly marked in the PDF file.

SKU	Quantity	Description	Sheet area	Sheet weight
Deleted 11550	4	13 mm Standard 3m x 1.2 m TE/TE	14.4 m <sup>2</sup>	122.4 kg
Area 6a4			87.12 m <sup>2</sup>	794.8 kg
Modified 11673	4	10 mm Pyrelite 2.7m x 1.2 m TE/TE	12.96 m <sup>2</sup>	90.72 kg
Modified 12556	3	10 mm Aqualine 2.4m x 1.2 m TE/TE	8.64 m <sup>2</sup>	65.66 kg
14473	6	13 mm X-Block 2.4m x 1.2 m TE/TE	17.28 m <sup>2</sup>	298.94 kg
New 12484	3	10 mm Standard 3.6m x 1.2 m SE/TE	12.96 m <sup>2</sup>	84.24 kg
New 11548	4	13 mm Standard 2.7m x 1.2 m TE/TE	12.96 m <sup>2</sup>	110.16 kg



## FAQs

Having trouble accessing the MyGIB® Order and Track? Try the following:

1 – Refresh the screen.

**Android:** Tap and drag the screen down. Repeat it twice. If that doesn't work, follow the steps for the iOS.

**iOS:** Close the GIB® app and re-open. Repeat it twice.

**Desktop:** Use the Refresh button. Repeat it twice.

2 – If that doesn't work, log out and log back in.

3 – For Android devices and desktop you can do this additional step: Clear the cache in Google Chrome by tapping on the 'More menu' (represented by 3 vertical dots), click on 'History' and 'Clear Browsing Data', select 'all time' for Time Range, then Clear Data.

4 – If you are still having trouble, uninstall and then re-install the GIB® app.

Alternatively, access the MyGIB® Order and Track via [mygib.gib.co.nz](http://mygib.gib.co.nz)

5 – MyGIB® Order and Track syncs across mobile phones, tablets and desktop computers.

## Other MyGIB® Tips:

- Bookmark MyGIB® to the home screen on your device.
- For future orders, MyGIB® Order and Track will remember your preferred merchant store.
- Can't find your 'Submit Order' e-mail confirmation, check your junk mails.

**Still need help with MyGIB® Order and Track or got feedback?**

**Call the GIB® Contact Centre on 0800 475 475 or e-mail [wwbdigitalteam@gib.co.nz](mailto:wwbdigitalteam@gib.co.nz)**