JAVITS CENTER®

USER GUIDE

Jake

Visit our new online customer portal to order products and services at **javitscenter.com**

Use Free Wi-Fi to Order: **@_Jake**

✓ **Obtain quotes for all products and services**

✓ **Review how much each item costs before you order**

✓ **View your *Jake* order history**

✓ **Receive electronic receipts for all orders**

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User Guide

Upon completion of Electrical, Technology, Plumbing orders, please upload your booth diagram to avoid installation delays.

Functions to know:

+Place New Order – will take you to the **Select an event** screen.

Return to Portal – will take you to the **Welcome to Jake** screen.

Update – will update and accept the information on the screen.

Create Quote – will register your company with the selected event and prepares for service selections.

Start Over – sends you back to Home.

Save – retains the transaction.

Refresh – reruns the rules in Commerce.

Add to Transaction – add the items selected to your quote and returns to the Select A New Service screen (Electrical, Technology, Cleaning, Plumbing).

Return to Transaction – return to Quote Details without adding any new items.

Let's get started:

1. Already have a Javits Sign In:
    a. Enter your **Email address** and **Password** and click **Sign In**.
2. First-Time user: click on **Create an Account**.
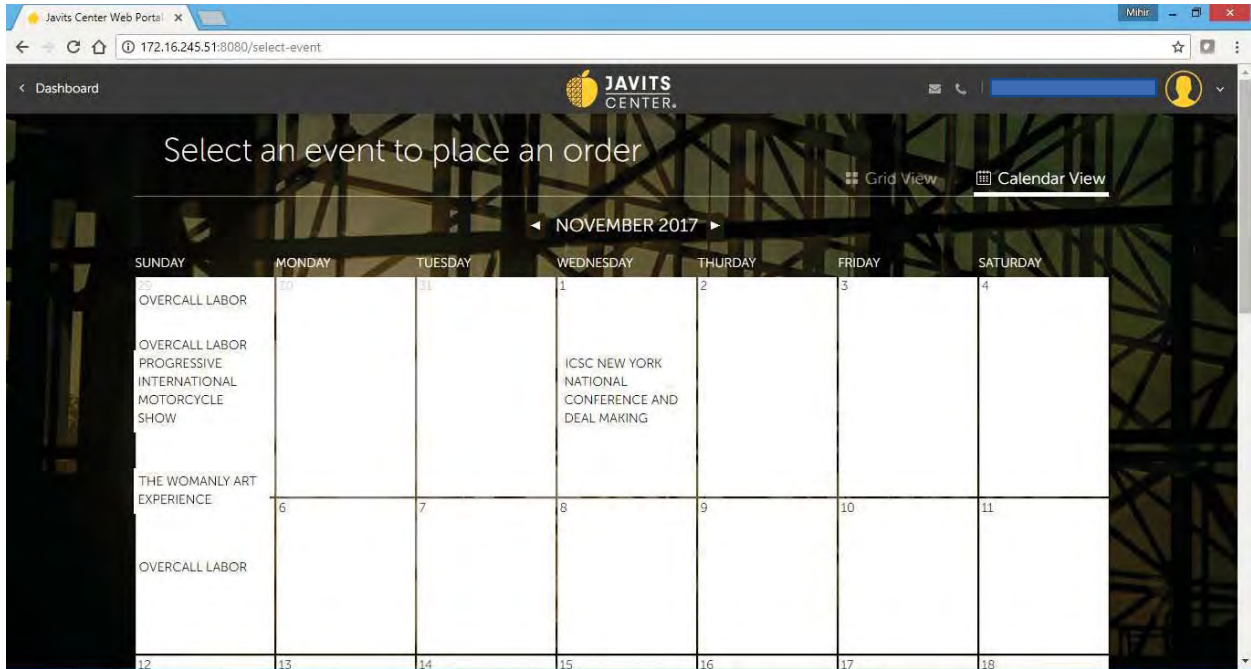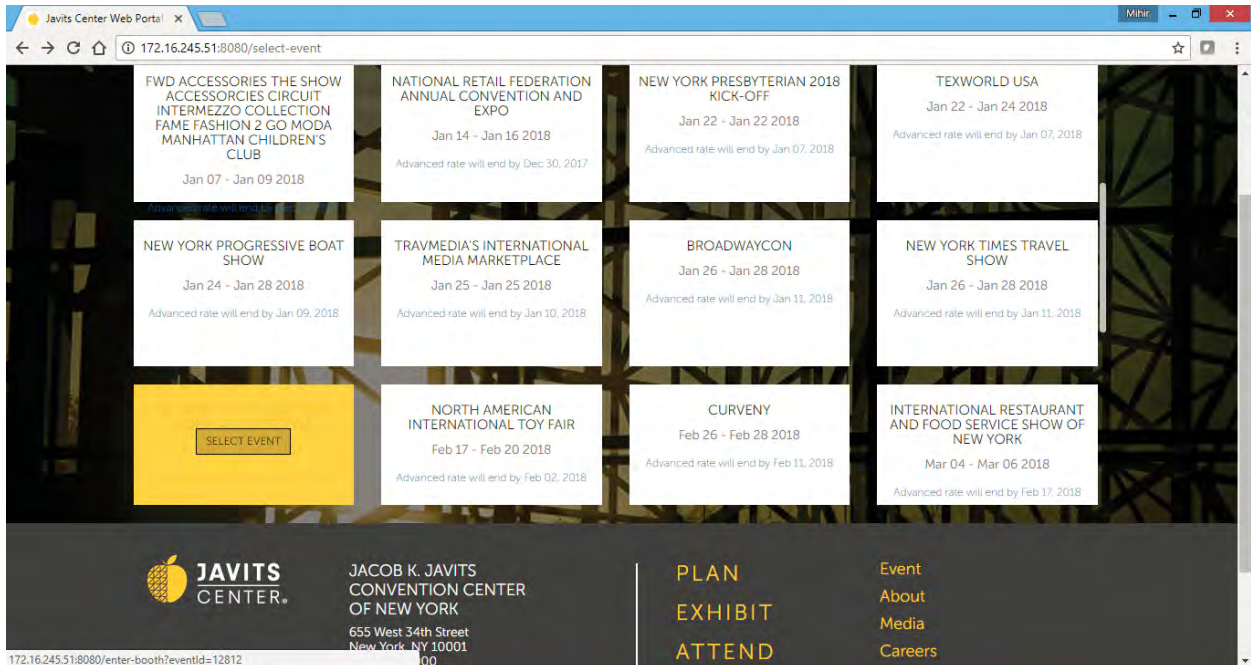
3. Click on **Place New Order:**
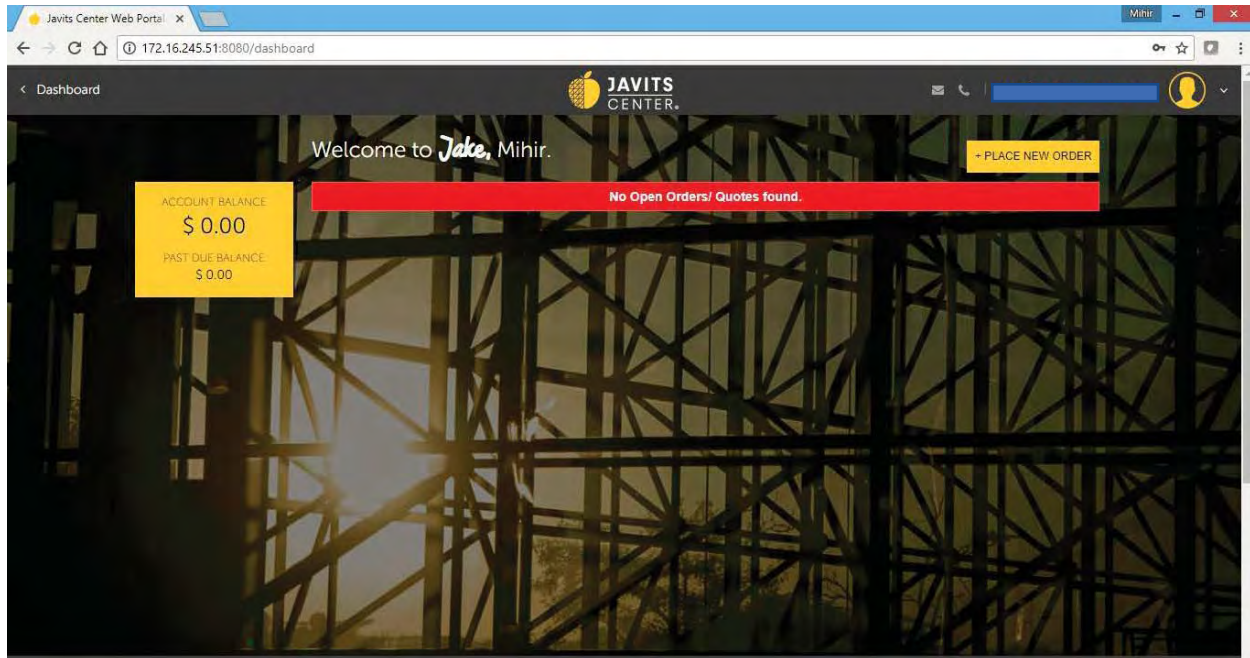
a. 1st Option: **Event Grid View**: shows a list in the format of all the upcoming events for selection.
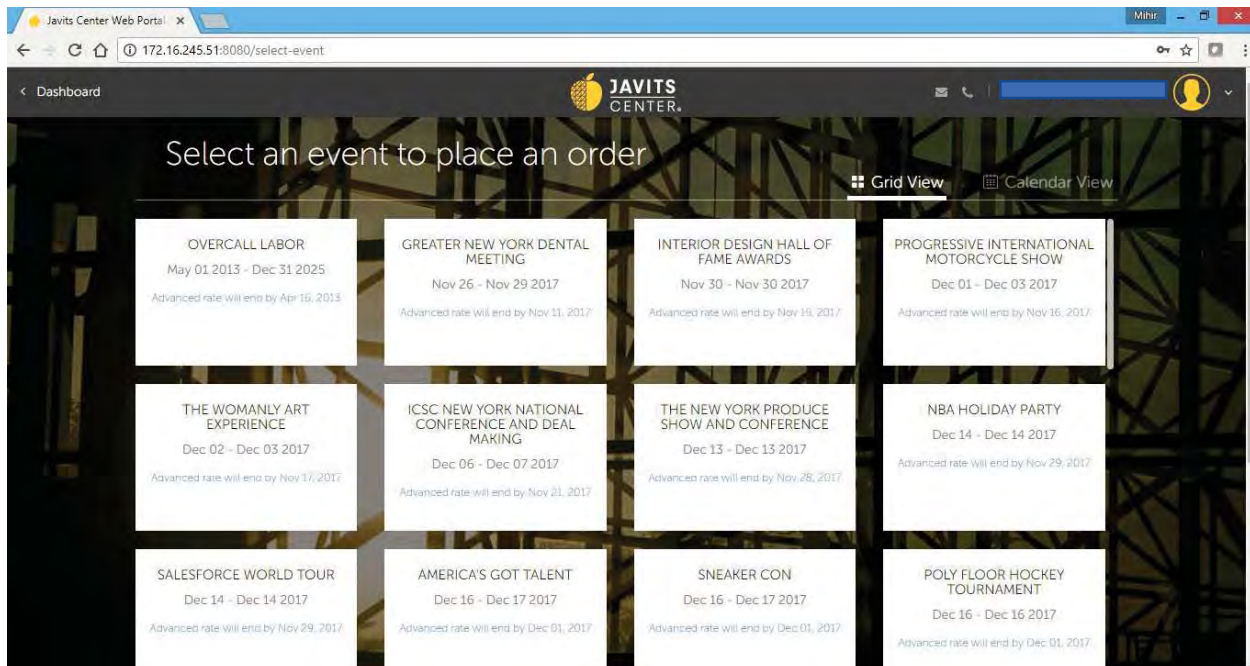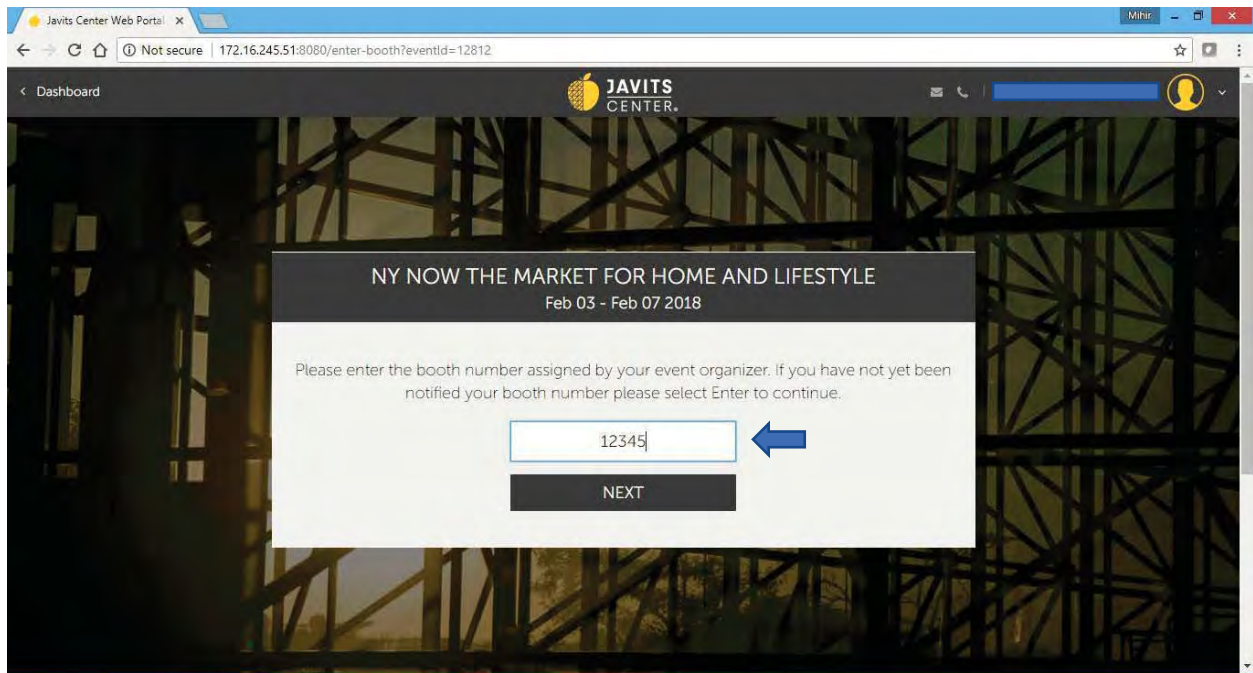
b. 2nd Option: Events Calendar View: shows a list in calendar format of all the upcoming events for selection.

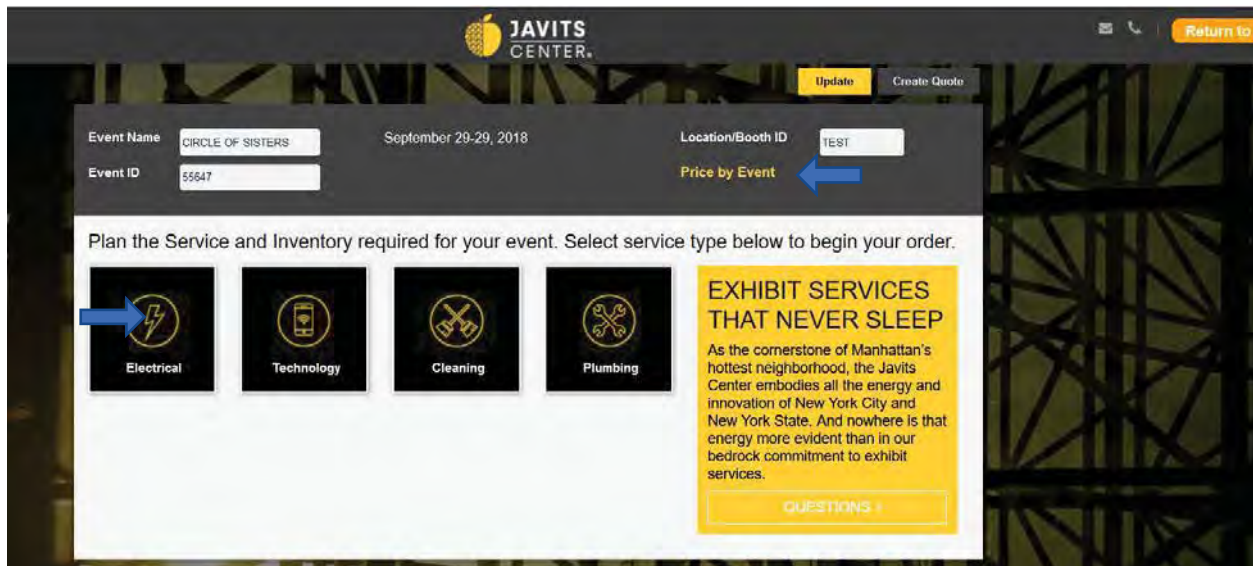4. Hover over the required Event tile and click on **Select Event**:

5. Enter the **Booth Number** assigned to you and click **Next**:

6: Click in the **center of the circle** of the service tile for services you require:

   Note: To view item prices click on **Price by Event**:

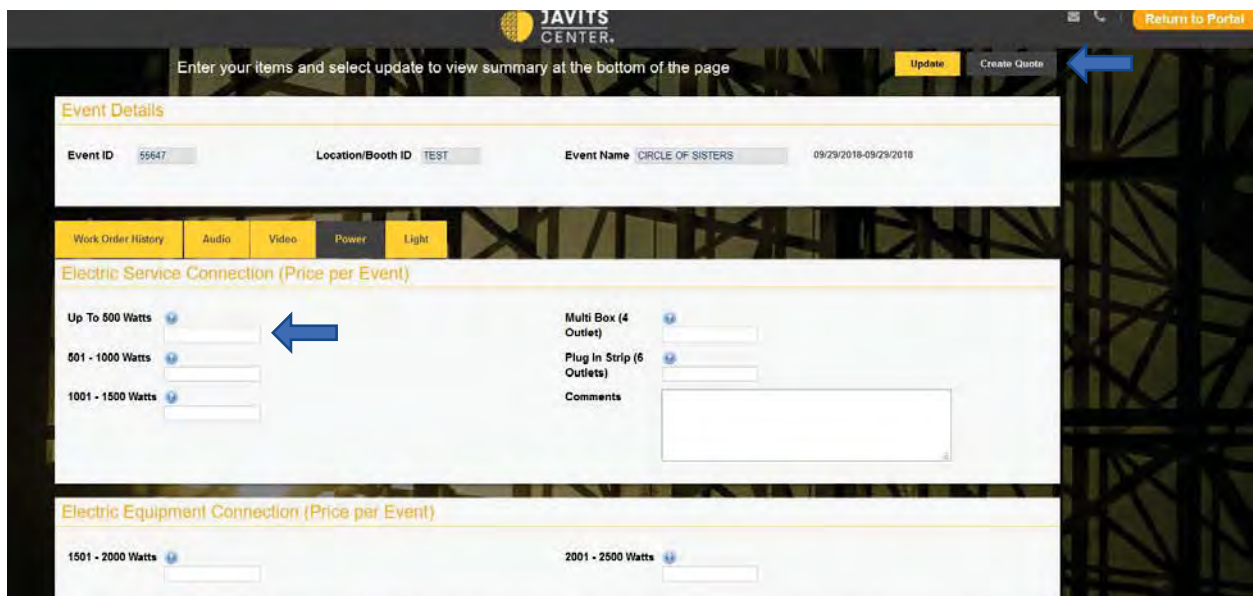7. Click on the desired **YELLOW** tab to display items to order:

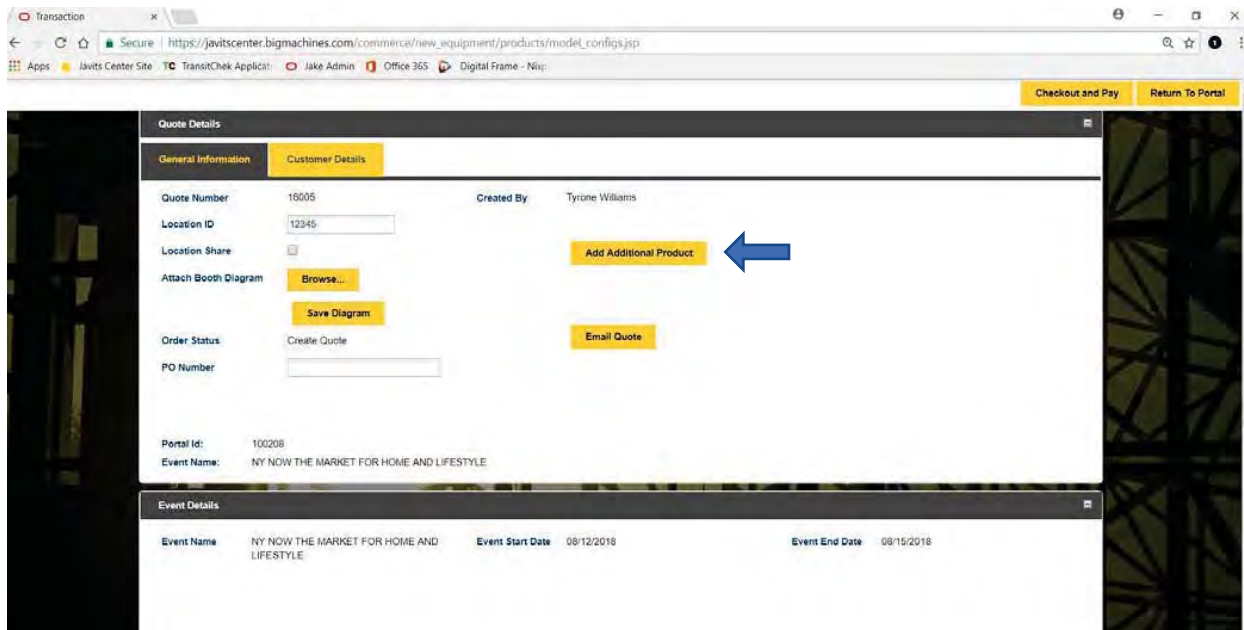8. Enter the quantity in the boxes of the item required:
9. Click **Update**:
10. Click on **Create Quote**:

Note: To view item description, place your mouse over the 🌐 beside the item.
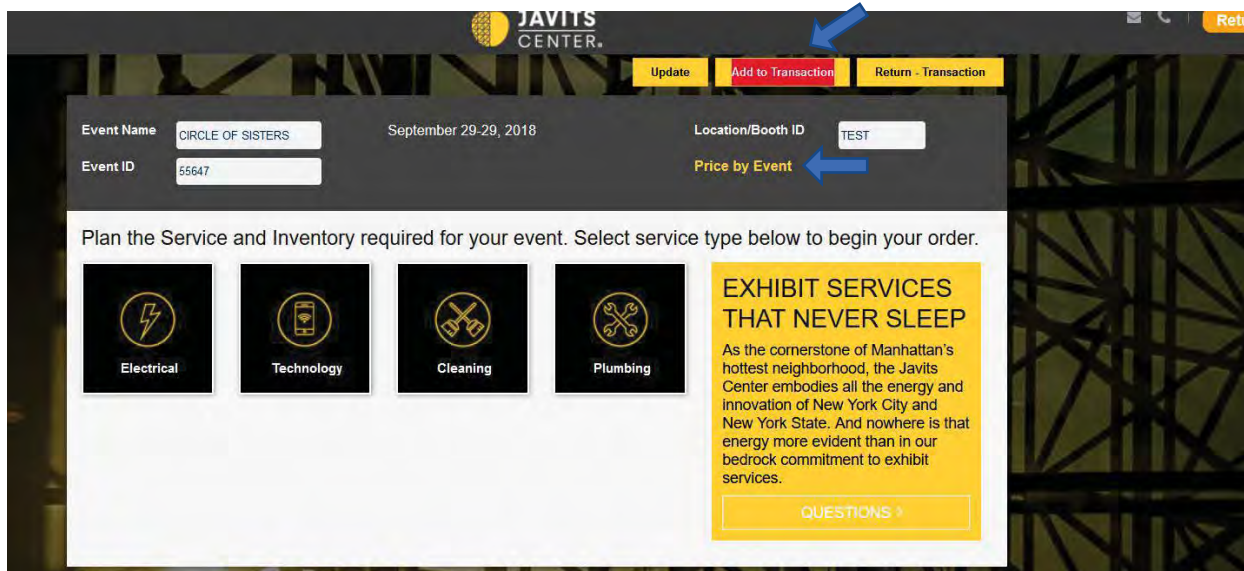
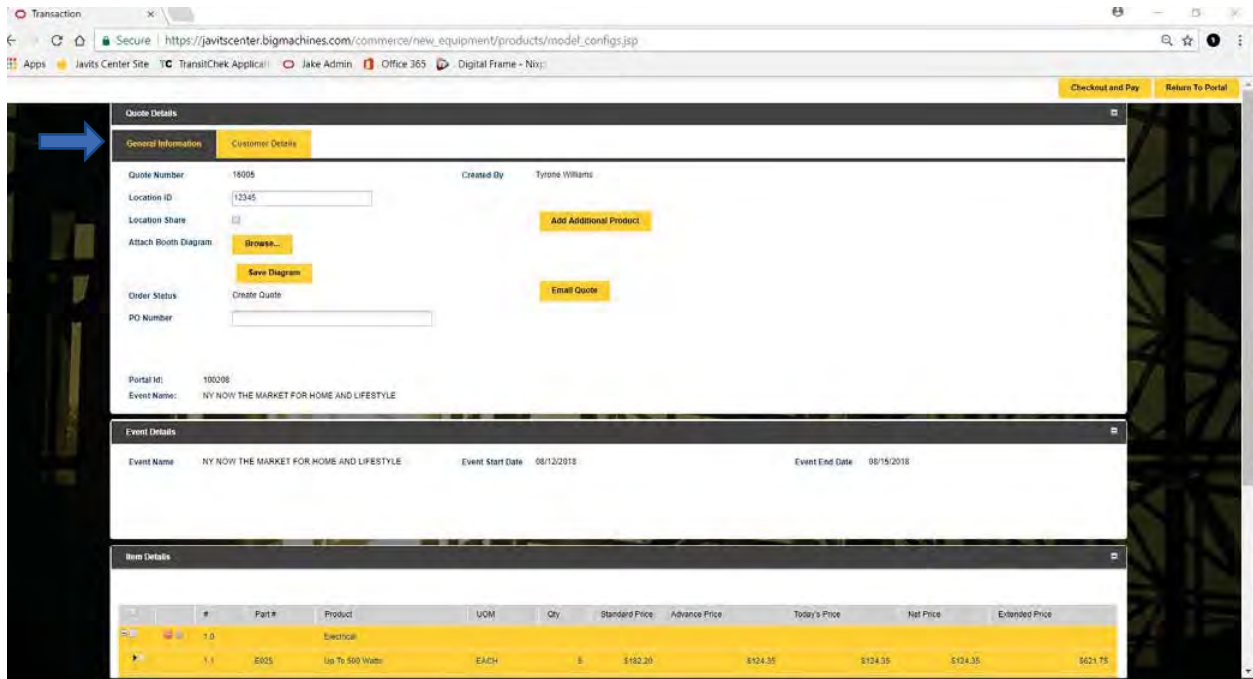11. To add a new service: Click on **Add Additional** Product (optional):

12. Click **Add to Transaction**: Select tile either of the same type of service or if required, select tile of a different type of service. (follow steps 8-10 & 13)

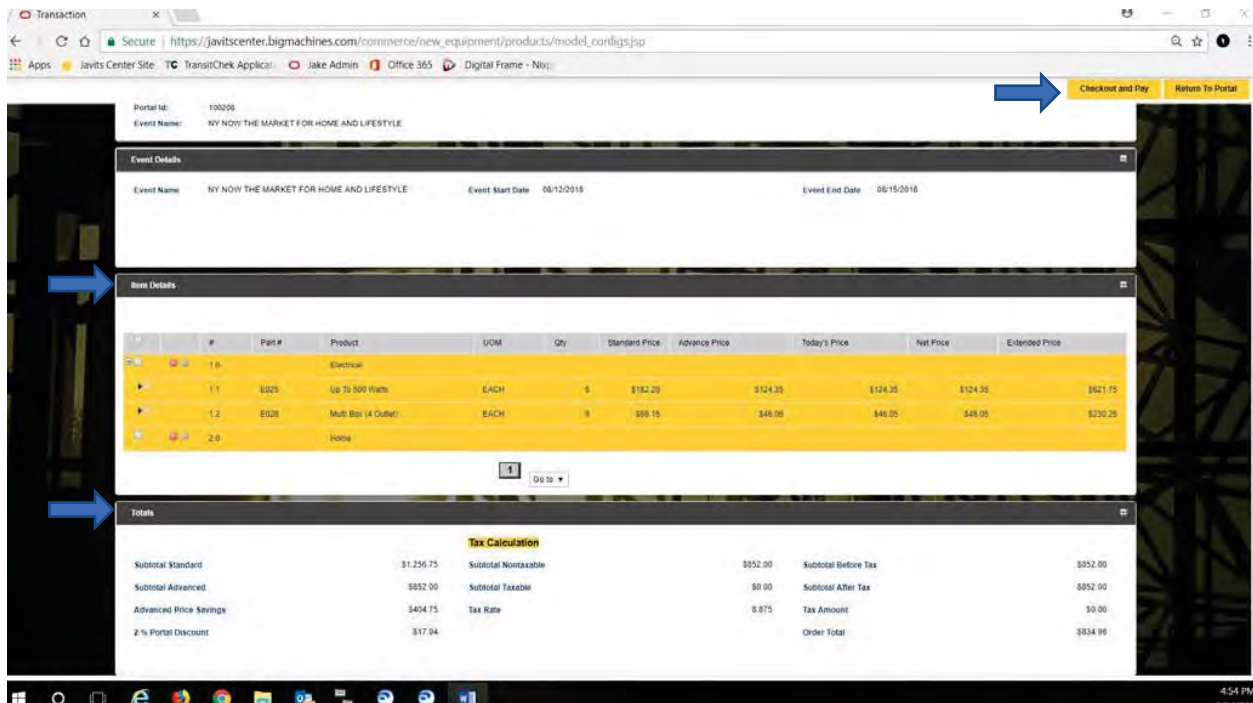   **Note**: To view item prices click on **Price by Event**:

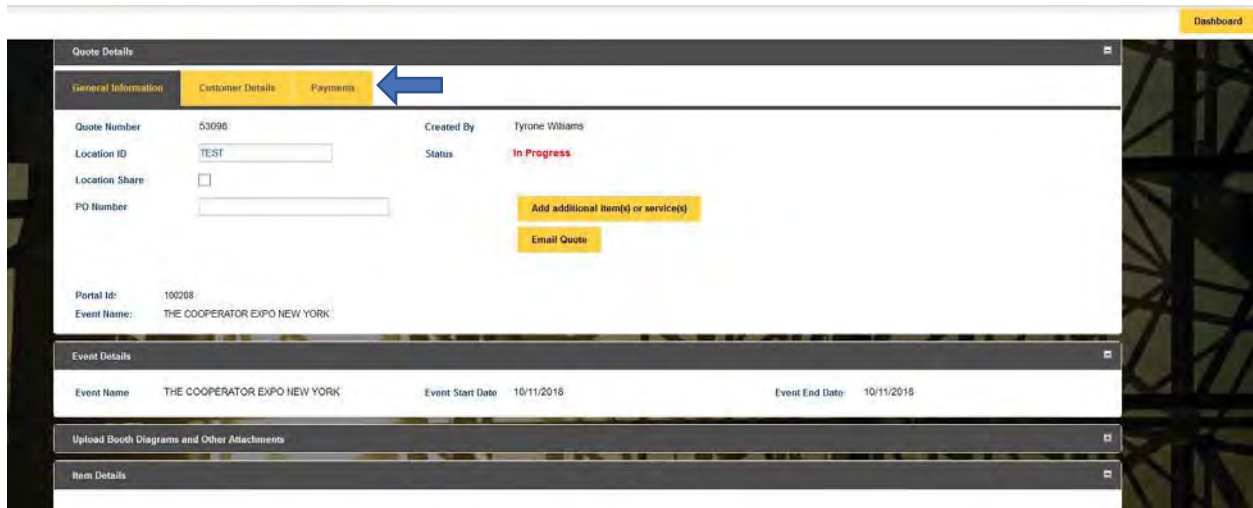13. You should be taken back to the Quote Details Page:

14. **Scroll down** to the **Item Details** tab and verify all the items selected are services you require:
15. **Scroll down** to the **Total**s tab and check your balance.
16. Click **Checkout and Pay** tab on the top right corner of screen:

17. Click on the **Payments** tab:

18. Enter your Credit Card details and click **Tokenize**:

Note: If you wish to pay with 2 different credit cards, please follow these steps:

1. Adjust the **Enter Payment Amount** to the amount you wish to pay with the 1st credit card.
2. Enter the credit card details of the 1st credit card and click **Tokenize**.
3. Adjust the **Enter Payment Amount** field to the balance due.
4. Enter the credit card details of the 2nd credit card and click **Tokenize**.

(As you enter your credit card detail and TAB to the next field the Tokenize button will be displayed)
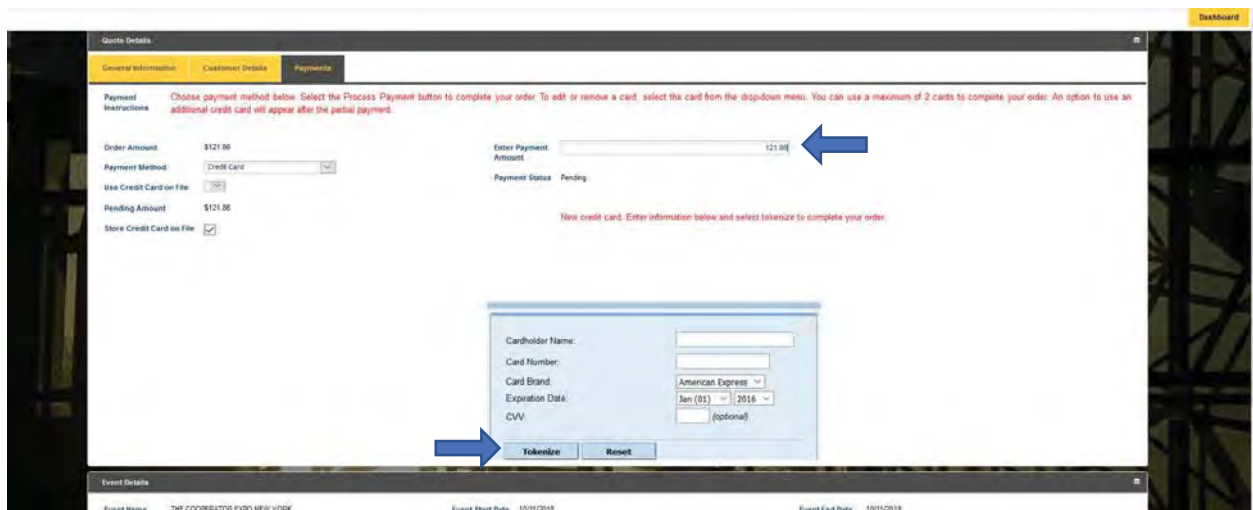
19. If credit card is **approved**, the screen will display a payment confirmation notice and an email order confirmation will be sent.
20. If credit card is **declined**: you will need to enter a new card for payment.
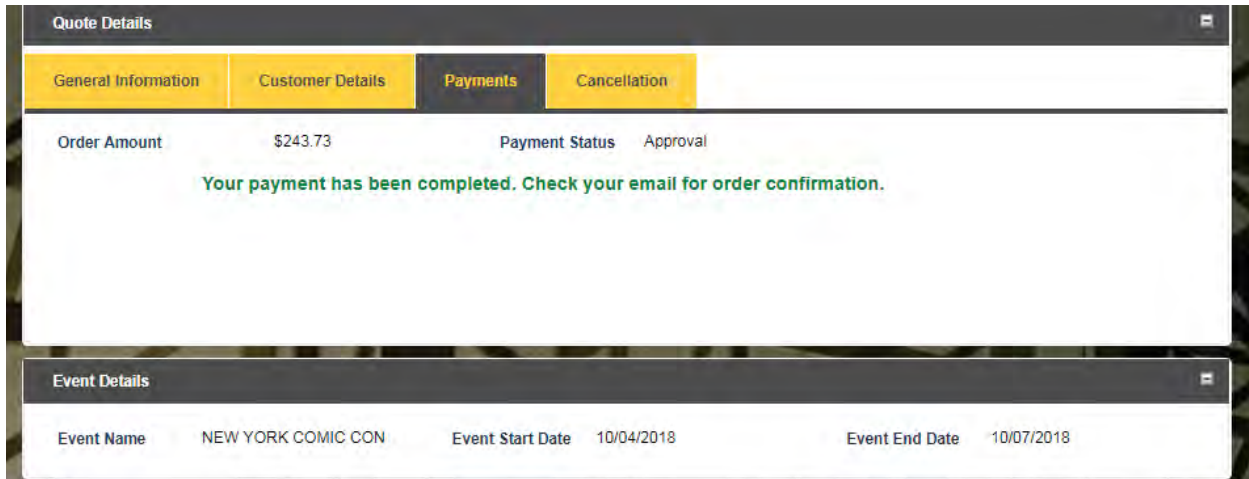
Booth Diagrams: It is important to include a booth diagram to assist the installation of your services and avoid installation delays.

21. To upload your booth diagram:
    a. Click on the **General Information** tab.
    b. Scroll down and click on **Upload Booth Diagrams and Other Attachements** tab.
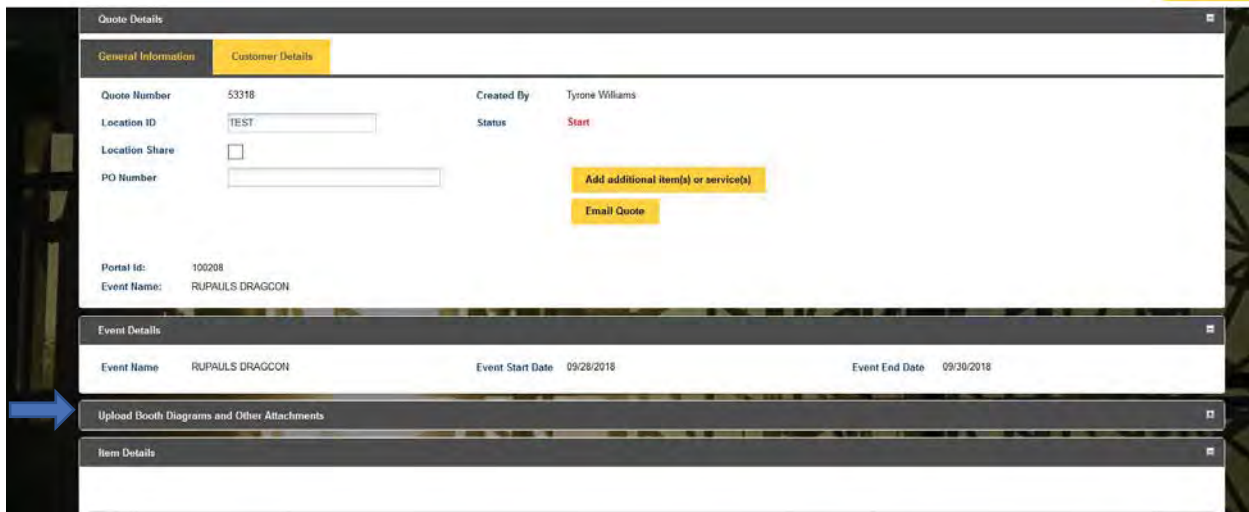
c. Click on **Upload Booth Diagram** tab and follow instructions.
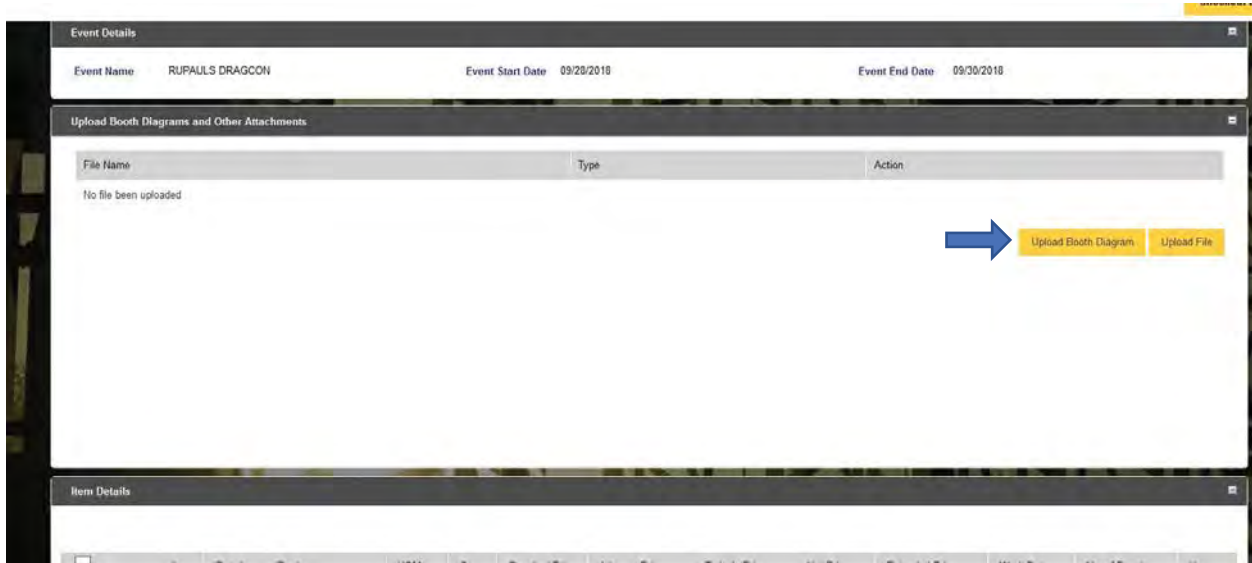
Your ordering is completed.

If you still require assistance, please call 1.877.4.JAVITS Monday-Friday 9am-5pm EST.

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