

User Guide

How to use the JTC Online Shop · Last updated: 5 August 2026 ·

JTC Online Shop (shop.jointrading.biz) is the B2B web shop of **JO-IN TRADING CO., LTD** for premium bearings and linear motion products. Through the shop you can check your contract prices and stock, request quotations, place orders, and follow the fulfilment of everything your company has ordered — including orders placed outside the shop.

1. Getting Started — Account & Login

- **Business customers only.** Access requires an account approved by JO-IN Trading.
- **Requesting an account:** submit the registration form (or contact your account manager). Once approved, you receive a welcome email with the login address and a temporary password. On first login you are asked to set your own password.
- **Multiple users per company:** colleagues can each have their own login under the same company account. Prices, orders, quotes, and order status are shared at company level. To add a user, contact your account manager.
- **Currency:** all prices are shown in your company's agreed currency, which is set by JO-IN Trading.
- **Forgotten password:** use **Password forgotten?** on the login page to receive a reset link by email.

2. Catalog & Pricing

- Find items with the **search bar** (part number, brand, or type) or browse the **BEARINGS, LINEAR MOTION, TOOLS, and SURPLUS** menus.
- **Prices are your company's contract prices.** The same item may be priced differently for other customers, and only users of your company can see your prices.
- **Price on Request:** some items have no automatic price. Add them to a quote request — our sales team will quote them individually.
- **Stock** shown in the catalog is synchronized with our warehouse system at regular intervals throughout the day.

3. Cart & Checkout — Order or Quote

1. Add items to your **Cart** and open it from the cart icon (top right).
2. At checkout, choose how to proceed:
 - **ORDER NOW** — order the items directly at the shown prices.
 - **Request a quote** — send the same lines to our sales team for a formal quotation (required when a line shows Price on Request).
3. For items **not listed in the catalog**, use the **REQUEST A QUOTE** menu: enter part numbers freely and attach files (drawings, lists) if needed.

4. Quotes

1. When our team has priced your request, you receive a **Quotation email**, and the quote appears in **My Page › My Quotes**.
2. Each quote shows unit prices, a **Remarks** column (lead time and any notes) per line, and a **Valid until** date. You can download the quotation as **PDF**.

3. To order from a quote, click **Accept & Checkout**: tick the lines you want, adjust quantities if needed, and proceed. The quoted prices are carried over to the order exactly.
4. After the valid-until date the quote is marked expired — contact us to revalidate pricing.

💡 You can accept only part of a quote — untick the lines you do not need. The rest of the quote remains on record.

5. Orders

There are two ways an order is fulfilled:

- **Standard order (default)**. We reserve available stock for you and allocate incoming stock to the remainder. Fulfilment and shipment follow your usual trading arrangement with us, and progress is visible in **Order Status**.
- **Air shipment (urgent)**. Tick **Request air shipment** at checkout when you need items flown out immediately. You select the delivery address, can look up an **estimated FedEx freight**, and receive a Proforma Invoice; the goods are dispatched right after payment.

After ordering:

- You receive an **Order Confirmation email** once our team has processed the order. Each line shows the confirmed quantity — **Confirmed**, **Partially Confirmed**, or **Not Available**.
- Follow your orders in **My Page > My Orders**. Air orders are marked with a red **AIR** tag and show the courier and AWB number after dispatch.

6. Order Status — Open Order Lines

My Page > Order Status shows every open (not yet shipped) order line of your company — merged directly from our ERP system, so it also covers orders placed by email or through your account manager, not only shop orders.

- **Order / Shipped / Open** — ordered, already shipped, and remaining quantity per line.
- **Reserved** — quantity already allocated to you from stock.
- **Outstanding** — quantity still awaiting incoming stock.
- **Refresh** — updates the list live from our ERP. **Excel** — downloads the current list as a spreadsheet.

7. Shipping & Documents

- **Air shipments**: when your cargo is ready, we email the **Proforma Invoice** and **Packing List** as PDF. After courier pickup you receive a dispatch notice with the carrier, the **AWB number**, and the waybill attached.
- **Standard orders**: shipment and documentation follow the trade terms agreed for your account (see our General Terms & Conditions).
- Delivery terms (Incoterms®) and payment terms are stated on each quotation and invoice.

8. My Account

- **Contact details** — keep your contact person and phone number up to date; they are used on our correspondence.
- **Shipping address** — save your delivery address (with a nickname) once; it is offered automatically at air-shipment checkout.
- **Password** — change your password at any time under My Account.

- **Currency** is managed by JO-IN Trading — contact your account manager if it needs to change.

FAQ

Why do some items show "Price on Request"?

Those items are not covered by your automatic price list. Send them as a quote request and our team will price them individually — usually within one business day.

How long is a quotation valid?

Until the **Valid until** date stated on the quotation. After that, prices and availability need reconfirmation.

Can I change or cancel an order after placing it?

Contact your account manager as soon as possible. Changes are normally possible until the order has been confirmed; after confirmation we will check what is still feasible.

Is the stock information real time?

Catalog stock is synchronized at regular intervals. In **Order Status**, the Refresh button queries our ERP live.

Who can see my company's prices and orders?

Only logins belonging to your company account. Prices are confidential per customer.

How do I add a login for a colleague?

Ask your account manager — each colleague receives their own email login under the same company account.

Contact

Your assigned account manager is always the fastest route. Otherwise:

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