

# Procedure of ordering the IJF/EJU Back Numbers

Version from 15.10.2010

**Service available from - 15.11.2010**  
**Actual Service available till - 15.11.2010**

The athlete, or his National Federation, is obliged to arrange his back number according to "[New document](#)".

The back numbers have to be ordered online at [www.mybacknumber.com](http://www.mybacknumber.com)

The order process and the explanations thereof are available in:

- English
- Spanish
- French
- Russian
- German.

**Access to the online-order process will be:**

- Link from IJF Homepage
- Link from EJU Homepage
- Link from national organizations
- Direct access via [www.mybacknumber.com/IJF](http://www.mybacknumber.com/IJF)
- Direct access via [www.mybacknumber.com/EJU](http://www.mybacknumber.com/EJU)

The order process has 8 steps:

- 1. Creation of backnumber**
- 2. Confirmation and order of backnumber**
- 3. Input buyer data**
- 4. An Input delivery address**
- 5. Choosing production service – standard or express**
- 6. Input credit payment data**
- 7. Order confirmation and closing process**
- 8. Delivery**

## **Step 1. Creation of backnumber**

To create the backnumber the athlete inserts his name in the respective field.

The rules for length of name (how many letters can be used, is first and second name allowed, whether the name can be separated, if it is too long and so on...) are defined by IJF/EJU.

These "naming rules" will be shown on the site during the process of the creation.

The athlete chooses his country code out of a list.

The final look of his backnumber (name and country code) will be shown in a preview window. In addition to that he can open a PDF-preview to see the backnumber in a larger view.

## **Step 2. Confirmation and order of backnumber**

By using the "add to cart" button the buying process will be started.

The product (backnumber) is now in the shopping cart. The athlete can change the wanted quantity anytime in the shopping cart.

### **Step 3. Input buyer data**

The athlete adds his personal data. This information will be used for the billing address.  
(It is therefore possible to order for another person, but the ordering person will be charged.)

### **Step 4. Input delivery address**

The athlete enters the delivery address.

(A recommendation will be shown to use a business- or a club-address as the delivery address, because the delivery will take place during working hours.

The total cost of the order will be shown now.

### **Step 5. Choosing production service – standard or express**

The athlete can choose express production. This service will add extra costs.

### **Step 6. Input credit card data**

The athlete inserts his payment data. Paypal, MasterCard, Visa, American Express and prepayment are available.

### **Step 7. Order confirmation and closing process**

A summary of the order is shown. The button "order now" activates the order, the payment will be processed (credit card or paypal will be charged) and an order confirmation will be sent to the athlete as e-mail.

Furthermore, the site is providing additional information to:

- Shipment costs
- Delivery times
- Terms and conditions
- Frequently asked questions

The site is held in a very user friendly and simple way and answers all questions the athletes could have. It offers a fast and easy way to order the backnumbers.

### **Step 8. Delivery**

The delivery will be processed via a carrier (i.e. UPS, Fedex, DHL). An e-mail address is enclosed in the shipment that can be used in case of damages and problems. The athlete can contact the producer to solve the situation in a fast and direct dialogue.

#### **Delivery items:**

To meet international customs and tax regulations the delivery will be declared as "documents" and will contain a booklet of IJF/EJU (A4-size/legal letter size) explaining the handling of the backnumber. It is meant to be a manual.

It contains:

- Extract of the IJF/EJU backnumber rules
- Description of the sewing process  
(the above in 5 languages)

The ordered quantity of backnumbers and a delivery note will be enclosed.

#### **Additional information:**

Clubs or national organizations can also order in the name of athletes. Therefore, the organization will open a customer account.