

## B2B FAQs

### How do I create an order?

Once you are signed in, please browse the products under each category and add them to your cart. Once you are ready to check out, please click on the cart in the top left corner and 'Go to Cart'. Once you are there, follow the steps to confirm and complete your order.

### I have access to more than one brand; can I place one order for all brands?

Yes. You may place an order for multiple brands and the products will be invoiced on the same invoice and delivered in the same box. Please note, currently, clocks must be ordered separately.

### How do I look up the status of my order?

If you would like to look up the status of your order, please look under 'Account Overview'.

**'Open Orders'** – will give you insight on orders that are pending and processing. In the last column you may click on 'Details' and the details of your order will open.

Order Number	Order Date	Order status	PO Number	Total Quantity	Order Total	DETAILS
8000108634	08/06/2019	Pending	TESTANIKA	3	\$3.27	Details
8000108441	07/08/2019	Pending	GG	4	\$0.00	Details
10610200	07/17/2019	Pending	TEST	1	\$78.75	Details
10609631	07/08/2019	Processing	STOCK	4	\$448.00	Details

**'Invoiced Orders'** – will give you insight on closed orders that have shipped. You will also find details on your order as well as the tracking number. Please click on the tracking number to track your order.

Order Number	Invoice No	Order status	PO Number	Tracking Number	Order Date	Order Total	DETAILS
8000107465	800010746501	Closed	ROLAND	<a href="#">9400110200882075722574</a>	07/03/2019	\$39.63	Details
8000097646	800009764601	Closed	5/2/2019	<a href="#">9400110200881035004286</a>	05/08/2019	\$27.48	Details
8000092881	800009288101	Closed	04/03/2019	<a href="#">9400110200793039973713</a>	04/10/2019	\$17.70	Details
8000084628	800008462801	Closed	VOGT	<a href="#">9400110200793003732599</a>	02/25/2019	\$0.00	Details

## Why can't I register?

If you cannot register on COA-RETAILERS.COM there may be a system error, or the minimum order threshold has not been met yet. Please talk to your Sales Representative or email [retailers@citizenwatchgroup.com](mailto:retailers@citizenwatchgroup.com) about your access and we hope we can get you on as soon as possible!

## How do I download an Invoice?

To download an invoice, go to 'Invoiced Orders' and find the orders you would like to view. Then click 'Details' and you will see the following:

### Order Information

[PDF Invoice](#)

Order #10566563  
Order Date: 05/13/2019  
Order Total: **\$1,071.00**

**Billing Address**  
THE W COMPANY HQ  
101 W Edison Ave  
STE 261  
Appleton, WI 54915-1367  
United States

**Shipping Address**  
THE W COMPANY HQ  
101 W Edison Ave  
STE 261  
Appleton, WI 54915-1367  
United States

**Purchase Order Number**  
TEST

**Shipping Method**  
DEFAULT SHIPMENT METHOD

### Product(s)

#	SKU	Image	Product(s)	Price	Qty Shipped	Qty Ordered	Total
1	97B186		PRECIS M B ST BL CAL	\$358.00	0	2	\$716.00
2	97B184		American Clipper	\$110.00	0	2	\$220.00
3	43B170		BRACEL M W BR WH	\$67.50	0	2	\$135.00

[Re-order](#)

When you click PDF Invoice, you will have the option to Print and/or Save the PDF for your records.

## Who can I contact for questions?

Please email [retailers@citizenwatchgroup.com](mailto:retailers@citizenwatchgroup.com) and include B2B in the subject line.