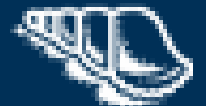


Council is currently in Caretaker Period until 24 October 2020.

By participating in this session, you agree not to discuss any electoral matters. Any questions relating to electoral matters will not be addressed. A participant will be asked to leave if they continue to discuss electoral matters.




MORNINGTON
PENINSULA
Shire



How to shop Online!

With Jena

- 
- Australia has millions of online shoppers, and the number is growing daily. More and more people are seeing the benefits of being able to browse for information, compare products and prices and find some real bargains. Plus, shopping on the internet also means you can shop anytime, day or night, whenever it suits you.
 - In just a few minutes, you can buy a dvd, do your weekly food shop or purchase some new clothes, and have it all delivered straight to your door.

Know the retailer

- If you're not familiar with the retailer, you should find out a bit about them before you start shopping. Find out their email address and phone number in case you have questions or problems.



Know what you're buying

Read the description of the product carefully – especially the small print.

Reading **reviews of the product or ratings of the retailer** lets you know if the retailer or product has a good track record.



- **Pay by credit card or PayPal**
- Credit cards offer extra protection if you have a dispute with the retailer. Make sure you understand what you're being charged for and whether it's a single payment or a series of payments.
- A lot of retailers now let you pay using PayPal. PayPal is a safe and easy way to pay online. It allows you to send and receive money without giving the seller your financial details.
- Never email financial information or reveal your PIN (Personal Identification Number) to anyone.

Read the small print

Read the retailer's terms and conditions carefully. These will discuss things like delivery costs and their returns policy. The retailer's terms and conditions should also say who pays for returning goods. If they don't, they have to pay.

Woolworths online shop overview

- To get started, search 'Woolworths online' or visit [woolworths.com.au](https://www.woolworths.com.au) in your browser.
- Login into Woolworths online or create an account.
- To shop, use the navigation menu...
You can also use the search bar at the top of the screen... then click on the items you want to add to your cart.
- When you are done, click checkout to review your cart.
add your payment details
And place your order.
- You will receive an order confirmation by email
From this email, you can track your order.
- <https://www.woolworths.com.au/shop/discover/shopping-online/tools-and-tips> link for tutorials for account creation and how to shop



- Share screen for a fake Woolworths shop!

EBay Overview

- Please make sure you are buying on eBay Australia
- There are two ways to buy on eBay. With Buy It Now, you pay a fixed price and buy the item immediately, or you can bid on an item and try to win it for a lower price in an auction. On some listings you can also make an offer of the price you'd like to pay.
- **Remember, a bid is a binding contract. When you bid on an item in an auction, you're committing to buy it if you win.**
- You can save fixed-price items you'd like to buy by adding them to your shopping cart while you continue shopping. When you're ready, you can check out and pay for multiple items in one go.
- You're under no obligation to buy items you've added to your shopping cart, but keep in mind that items in your cart can still be bought by other members until you've completed checkout.

eBay

- if something's gone wrong with your order, the first step is to let the seller know there's a problem. If your item has gone missing, or if it's damaged or faulty, most sellers are happy to work with you to resolve the issue. Either way, you're covered by [eBay Money Back Guarantee](#).
- eBay Money Back Guarantee means you'll get your money back if the item you ordered didn't arrive, is faulty or damaged, or doesn't match the listing. Conditions and exclusions apply, so for all the details of how the eBay Money Back guarantee works, please see our full policy guidelines below.
- Link for ebay beginners
- <https://www.ebay.com.au/help/buying/getting-started-ebay/getting-started-ebay?id=4010>




- Live eBay test and run through!

Signs of a bad website

- If the site asks for financial info while you're browsing
- If it seems too good to be true
- Nonexistent return policy
- Nonexistent contact info
- Bad reviews or reviews that don't make sense
- No option to pay with a credit card or paypal



■ Question
time! 😊



■ **Thank you for joining
me today 😊**

■ `jena.whitehead@mornpen.vic.gov.au`