

# Product Availability

Click below to learn more.

[Price & Availability Inquiry](#)

[Replacement Product](#)

J&J

Customer Connect

# Price & Availability Inquiry

# A quick reference guide

Pricing information and rebate codes can be obtained via Price Inquiries on J&J Customer Connect.

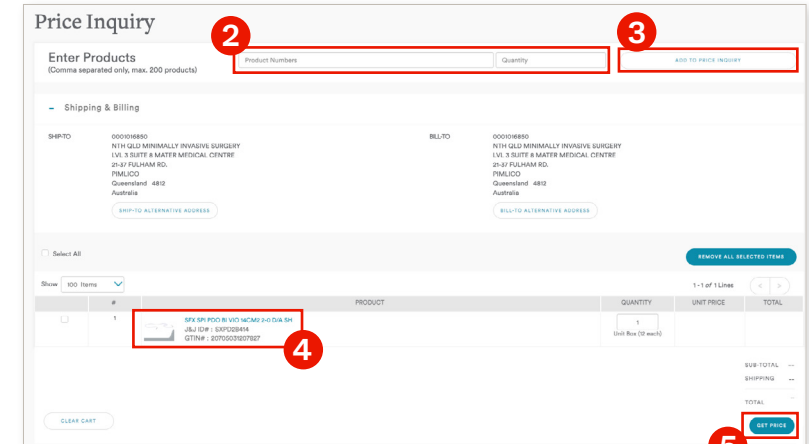
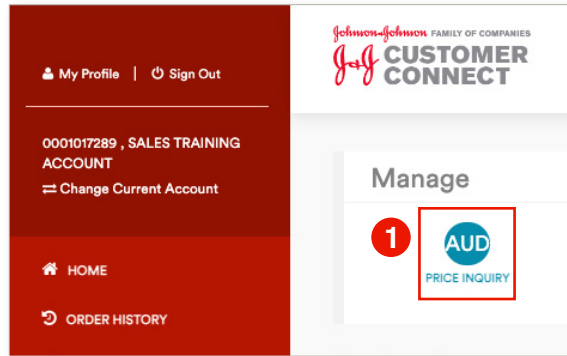
- 1 Select the **Price Inquiry** button in the Manage section of the Home Page.
- 2 Enter the required product numbers. Multiple products can be separated with commas.
- 3 Click the **Add to Price Inquiry** Button.
- 4 The products will be displayed on-screen.
- 5 Select the **Get Price** button.
- 6 Contract prices for the selected account are displayed.


7 Australia Only: Rebate codes are displayed for applicable products.

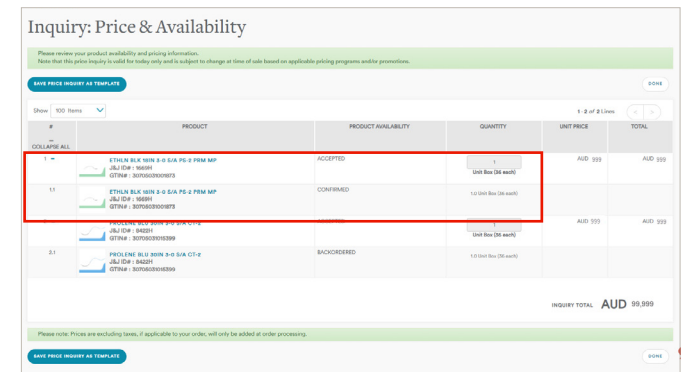
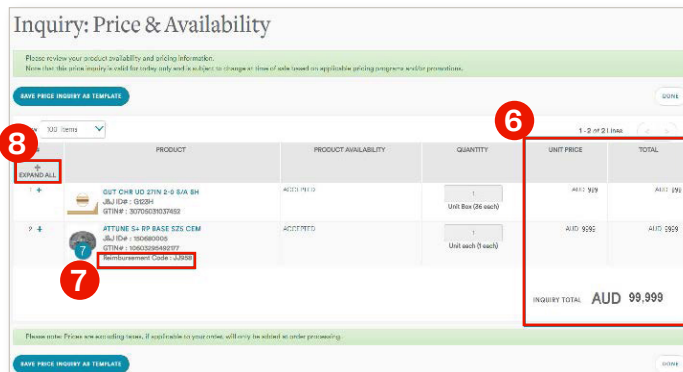
8 Click on **+ EXPAND ALL** to check item availability.

**Confirmed** = Available

**Backordered** = Out of Stock.



 **Tip:** You can add products to your Price Inquiry Cart from other pages of the portal, including the Catalogue page, uploading from a file, using the Quick Add to Cart feature, and more.



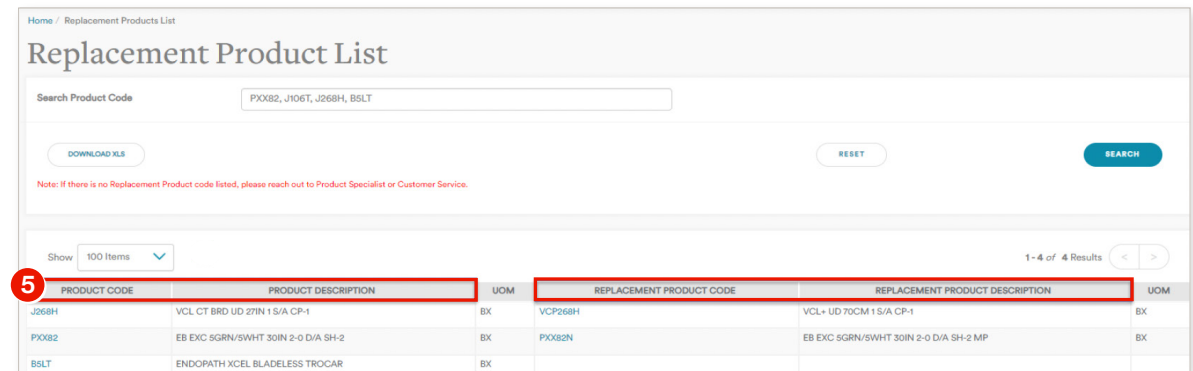
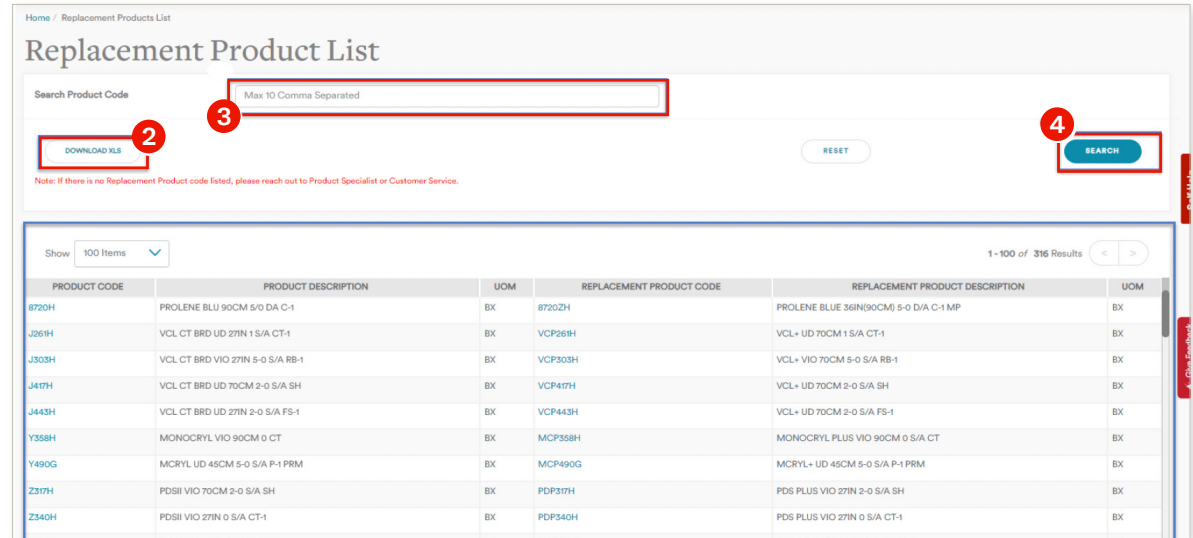
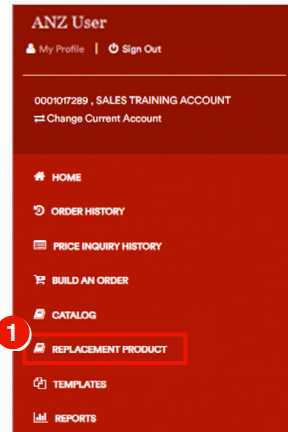
# Replacement Product

# A quick reference guide

If there is a replacement product available for an item, you will now be able to easily find it via J&J Customer Connect.

- 1 Navigate to the “**Replacement Product**” page. A list of product codes that have replacements available will be displayed.
- 2 The full list can be downloaded via Excel.
- 3 To search for a replacement product for a specific product code, enter the code in the “**Search Product Code**” field. Multiple products can be separated with commas.
- 4 Click search.
- 5 The Original Product Code as well as the replacement product will display on the screen.

You will also be notified of replacement product codes (where applicable) when searching for product codes in the Global Search.



# Replacement Product

# A quick reference guide

- 6 You will also be advised of Replacement Products (where applicable) when completing Price Inquiries. Select the Price Inquiry button in the Manage Tab.
- 7 Enter the required product code. Multiple products can be separated with commas.
- 8 Click the Add to Price Inquiry button.
- 9 Please Note: Where there is a replacement for a Vantage product, a product validation screen will be displayed, advising the product will be replaced by a new code. Click Close.
- 10 All other products will be displayed on screen. if a replacement code is available for a product, it will be noted below the original product information. Click Get Price.
- 11 Where there are replacement products available, a pop up will show, select the replacement item codes & click Save to confirm Selection.

