

## 【 How to check the Answers(Messages) from the Contact Board 】

The email will be sent to the email address when the member is registered.

※ Please note that you will not be able to receive any emails when you made a mistake of your email address when you registered. Also e-mails might not reach some of e-mail accounts such as free email addresses.

The screenshot shows the JPstores website homepage. At the top, there is a search bar with a keyword field, AND/OR radio buttons, a 'Show 10 articles' dropdown, and a 'price range' dropdown set to 'no limit'. There are also 'Display order' and 'Sort from cheapest price' dropdowns, and a 'search' button. Logos for 'Topsites Japan' and 'FedEx Express' are visible. A banner for 'Discover stores in Japan!' features a woman and the text 'Buy in Japan! -It's easy'. Below the banner, there are category links for 'Japanese Toys and Hobbies', 'Japanese Sports and Outdoor', and 'Japanese Beauty'. A yellow callout box with a blue border contains the text: 'To go to My Page, either you can click "My Page" button from JP Stores Top Page or go to URL below. https://www.jp-stores.com/mypage-en/'. A red arrow points from the 'My page' link in the right-hand navigation menu to the callout box.

The screenshot shows the 'Log into MyPage' login form. The title is 'Log into MyPage'. Below the title, there is a note: '\*Put in your ID and password and click the button below. As a first-time user you will have to sign up free.' The form contains fields for 'USER ID' (with the value 'eu00488') and 'Password'. There is a checked checkbox for 'Remember my ID and Password'. A 'Login' button is located at the bottom of the form. A yellow callout box with a blue border contains the text: 'At the page of "Log into MyPage" enter your USER ID and Password and click "Login" button.' A red arrow points from the 'Login' button to the callout box.

Hello, Mr Toshiro Omiya YOUR ACCOUNT **JPstores** Japanese stores LOG OUT

[Edit Personal data](#) [Check order history](#) [Customer Service](#) [FAQ](#) [Track&Trace](#) [Contact Board](#) [Home](#)

Thank you for purchasing at JPstores - Japanese shopping portal-

Receive all your shoppings in one parcel  
www.jp-stores.com *from Japan!*

**NEWS**

In "My Page" click either "Contact Board" link on the top of screen or click "Contact Board" button bottom of a screen

we would like to inform you about our new shipping costs.  
We have managed to reduce the service and shipping charges.

**Disclaimer:**  
There are cases where e-mails, especially from free providers, have failed to reach our customers. If you do not receive any message from us please check the contact board regularly or register another e-mail address.

- ▶ Personal Data Change your personal data such as address, e-mail etc.
- ▶ Check order history Your order summary. You can trace your order and check situation.
- ▶ **Contact Board** Use the contact board for questions.
- ▶ Customer Service Frequently asked questions. Please check here before contacting us directly.
- ▶ Track & Trace Trace your international shipping by FedEx / EMS.
- ▶ Delay and Permission Information on postal traffic.

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**Contact board to Shops**  
Your ID: eu00488 Mr Toshiro Omiya

**Shops** Questions : 4 Answered questions : 4 Information: 1 New answered or message  
**JPstores** Questions : 0 Answered questions : 0 Information: 0 New answered or message  
**Delivery center** Questions : 0 Answered questions : 0 Information: 0 New answered or message

[Contact board to Shops](#) [Contact board to JPstores](#) [Contact board to Delivery center](#)

[Refresh](#)

**Questions to Shops:** [Ask a question to Shops](#)

Question number	Question to	Title	Date / Time	Current state	Read
10260	<a href="#">Koi Mart</a>	About prices	2007-09-21 20:49:42	<b>New Answered</b>	<a href="#">Read</a>
10259	<a href="#">Koi Mart</a>	Others	2007-09-21 20:37:36	Answered	<a href="#">Read</a>
10258	<a href="#">Koi Mart</a>	Others	2007-09-21 17:03:49	Answered	<a href="#">Read</a>
10195	<a href="#">Koi Mart</a>				<a href="#">Read</a>

when you get answers from us Current State will show New Answered in red.  
Click "Read" button to read.

After you checked your mails, click "Back" button to go back to the page.

Back

Question number	10260
Question to	<a href="#">Koi Mart</a>
Date / Time	2007-09-21 20:49:42
Title	About prices
Message	Test
Attached file	

You can check your inquiry.

Answer	
Date / Time	2007-09-21 20:50:10
Message	Test
Attached file	

You can check the answer from Koi Mart JAPAN.

### Contact board to Shops

Your ID: eu00488 Mr Toshiro Omiya

**Shops** Questions : 4 Answered questions : 4 Information: 0 New answered or message  
**JPstores** Questions : 0 Answered questions : 0 Information: 0 New answered or message  
**Delivery center** Questions : 0 Answered questions : 0 Information: 0 New answered or message

Contact board to Shops

Contact board to JPstores

Contact board to Delivery center

Refresh

#### Questions to Shops:

Ask a question to Shops

Question number	Question to	Title	Date / Time	Current state	Read
10260	<a href="#">Koi Mart</a>	About prices	2007-09-21 20:49:42	Answered	Read
10259	<a href="#">Koi Mart</a>	Others	2007-09-21 20:37:36	Answered	Read
10258	<a href="#">Koi Mart</a>	Other			
10195	<a href="#">Koi Mart</a>	About or			

After you check your mails Current State will be changed to "Answered"  
If you have any other questions, click "Ask a question to Shop" button.