

Date: Oct 30, 2021

Kokoro2021 Shopper FAQ

What are some Shopping Navigation Tips?


***Smart Phone navigation tips:**

- Click on **Shop Now** from the Home Page to go directly to the “Shop All” page.
- Click on **Menu** in the upper left corner for a drop-down list of pages, including “Shop All” and “Sponsors”.
- To return to Kokoro after clicking on a vendor’s weblink, select the back arrow key.

***Laptop navigation tips:**

- Click on **Shop Now** from the Home Page to go directly to the “Shop All” page.
- The **Menu** options are shown horizontally on the Home Page.
- After clicking on a vendor’s weblink, your browser will open a new window or tab. To return to Kokoro2021, click on the prior window or tab.

***Navigating the Shop All page:**

- Click on **Shop All** and a drop-down list of categories from “Apparel” to “Stationery” appears. You may need to scroll down to view all 12 categories.
- Scroll to view all vendors. For categories with many vendors, the bottom of the page shows Page #s or the “next” button to click to view more vendors.
- To view all 63 vendors, click on Shop All.
- A “Vendor Index” with weblinks is at the end of the drop-down list.
- **Search button**  : Enter just a few letters of a vendor’s name to pull up the vendor.

How do I let a vendor know this is a “Kokoro2021” purchase?

Vendors have a variety of methods for accepting sales. The vendors with websites usually have a spot where you can add a comment. This is where you can indicate the sale is due to the Kokoro2021 event. For vendors on Etsy, there is a “contact” button where you can note this is a Kokoro2021 sale. If the vendor has a shopping cart with no spot to add a comment, then please email the vendor to let them know you want your purchase tagged as a “Kokoro2021” sale.

Is there a place to view all the vendors that are in Kokoro2021?

Yes, there is a “Vendor Index” including the vendor’s website which can be found on the “Shop All” page drop-down list. Also, a listing of all participating vendors is shown on the JANM Events page and the 1st and Central Blog.

If there is a problem with my order, can I contact Kokoro2021 or JANM?

All Kokoro sales are made directly with the vendor. Contact the vendor to resolve any problems. Please do not contact Kokoro2021 or JANM as we are not responsible for the sales transactions.

How will my purchase help JANM?

Vendors will donate 10% of “Kokoro2021” identified sales to JANM, which will benefit JANM’s educational and cultural programming. While the ongoing COVID-19 pandemic has temporarily halted in-person programs for school groups, education programs have gone on-line, and virtual visits are available to virtual classrooms across the country. Visit janm.org/groupvisits to learn more!