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technology

Website User Manual

<http://in.ingrammicro.com>

We are delighted to offer you the latest Ingram Micro website that provides extensive functionalities that meet three important criteria –

1. Ease of use
2. Quick to search
3. Simple to place orders

You'll find friendly 'point and click' functions, a choice of three ways to search for information and straightforward 24 x 7 ordering in a clear and logical web structure.

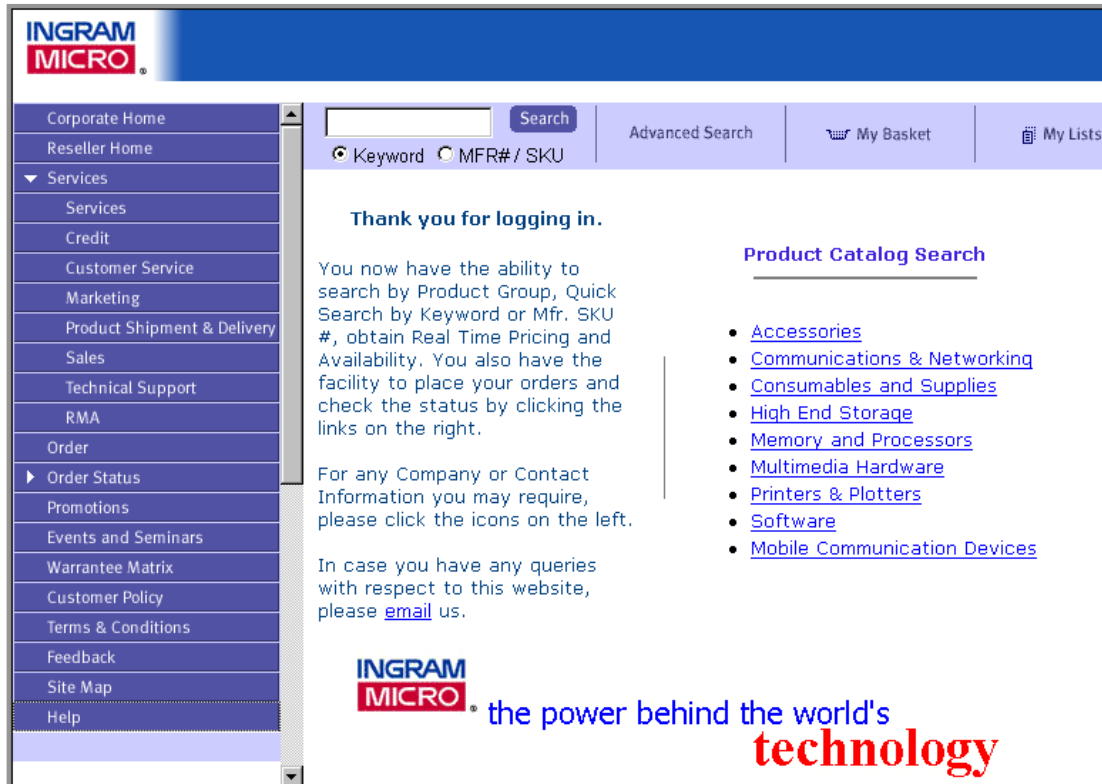
Seen below is the Corporate Home Page.*

* Please note the appearance of all pages are being improved/modified on a regular basis. This however will not affect any functionality.

The screenshot shows the Ingram Micro India Corporate Home Page. At the top left is the Ingram Micro logo. Below it is a 'Reseller Log-In' section with 'User Id:' and 'Password:' input fields and a 'Log-In' button. A note states 'Password must be in all CAPS.' To the right of the login section is a navigation menu with links: 'Corporate Home', 'About Ingram Micro India', 'About Ingram Micro India', 'Company Biography', 'Awards and Achievements', 'New Business Partners', 'Job Opportunities', 'Contacts', 'Vision, Mission & Values', 'Executive Biography', 'Products and Vendor Partners', 'Internet ID Application', and 'Press Office'. The main content area features a 'Welcome to Ingram Micro India' message with the tagline 'What you need, When you need it.' Below this is a blue banner for '...INGRAM MICRO INDIA SIGNS DISTRIBUTION AGREEMENT WITH SUN MICRO SYS'. An orange 'Lost Password?' button is present, with text: 'If you have lost your Password, please click on the button above to email us your request. Please remember to mention your User Name.' To the right is an image of a computer system in a box labeled 'MAGIX' with the email 'magixinfo@imindia.com'. Below that is a 'The 2001 INGRAM Event? Are You Invited?' banner. At the bottom is a 'Vesta' logo with 'MOTHERBOARDS' and 'KEYBOARDS' buttons. A text box on the right says: 'Become our partner today and enjoy all the benefits of becoming a preferred IMIL business partner. If you are focussed on retailing, selling your own branded systems, global brands or products directly to the end user and provide sales and support services, you can become our partner. Please click on the link below to download the Application Form and fax it'.

This guide provides all the essential information you need about the new Ingram Micro India website and getting the most out of it.

SEARCH ENGINES



BROWSE SEARCH

The secure area of the website includes a 'Browse the Catalogue' facility.

By clicking on the links you are taken to a menu of sub-categories for the content selected.

This has a number in brackets next to it. This number shows you the amount of search result items you will find if you follow this branch of the search tree.

You can follow the sub-category link to select a specific manufacturer or you have the option to view all results for the selections made so far.



Once you have reached the list of products from the Search, there is a search trail at the top of the screen showing the selections made. By clicking on any of the selections in this trail you can return to the stage of the search tree to make an alternative selection if desired.

SKU (Replacement)	MANUFACTURER Manufacturer Part#	Product	MRP (Incl. ST) INR	Batch Price (Excl. ST) INR Availability
CREDIT CARD SIZED PERIPHERALS				
118040	NORTEL CG1001C09	BAYSTACK 51 10BT HUB 8 RJ45	13,850.00	10,925.00 ●
118003	NORTEL AT3901C08	BS 60 10B-T/100B-T HUB - 12 RJ AUTOSENSE UNMANAGED	36,213.00	27,070.00 ●
118002	NORTEL AT3901C12	BS 60 10B-T/100B-T HUB - 16 RJ AUTOSENSE UNMANAGED	27,150.00	20,300.00 ●
118037	NORTEL AT3901C12	BS 60 10B-T/100B-T HUB - 16 RJ AUTOSENSE UNMANAGED 5-PACK	1,00,000.00	99,500.00 ●
118004	NORTEL AT3901C09	BS 60 10B-T/100B-T HUB - 24 RJ AUTOSENSE UNMANAGED	50,925.00	37,000.00 ●
118036	NORTEL AT3901C09	BS 60 10B-T/100B-T HUB - 24 RJ AUTOSENSE UNMANAGED 5-PACK	1,80,000.00	1,70,500.00 ●

QUICK SEARCH

While in the password protected section of the site, the Quick Search box is always visible and available for use.

In this box you can search by complete or partial keyword(s): Manufacturer Part Numbers, or Ingram Micro SKUs (Stock Knowledge Units).

Keyword
 MFR# / SKU

It is also necessary to select buttons below the text box either Keyword or Part Number.

ADVANCE SEARCH

- You can perform a more refined search by clicking on the [Advanced Search](#) link or using the [Refine Search](#) button from your search results. Once into this search engine you have a variety of choices to assist you to find the product you are looking for.

- The first section gives you the option to choose a Category, Sub-Category, Manufacturer.

Product Type:

TIP: Use this section to refine your search by manufacturer, product category and subcategory.

- ▶ [Category](#)
- ▶ [Subcategory](#)
- ▶ [Manufacturer](#)

Simply click on the link you would like, highlight the choice(s) in the drop down box, and press the **» Select** button to add to your search criteria.

- If you make a mistake, simply highlight the selection you would like to remove and press **Deselect**
- Following this you can enter a From -To price range to improve the quality of the results displayed.

Price Range (Excl. ST)

from INR to INR

- You then use the buttons to make decisions to Include or Exclude products from your results.
- You can even choose to look at all New Products by day, week or month.

New Products:

Last day Last Week Last Month

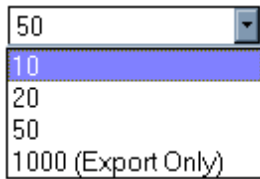
- Your final options in the search engine are to decide which criteria you would like to use to sort your results. By Description, Manufacturer or Price

Sort Results:

Sort By:	Sort Order:
<input checked="" type="radio"/> Description	<input checked="" type="radio"/> Ascending
<input type="radio"/> Manufacturer	<input type="radio"/> Descending
<input type="radio"/> Price	

(ascending or descending), and how many products to be displayed on each page; 10, 20,

50 or to export up to 1000 products to a .csv file which can be opened using most spreadsheet applications.



- At the bottom right hand corner of the screen you will then find the **Search** button, which will query the Ingram Micro Product database, and show your search results as defined.

SEARCH RESULTS

- We have endeavored to show as much information as possible in an easy-to-read format. The search results confirm what criteria you used and details of the search trail, giving the categories your search results fall under. These can also be used as hot links to show the search results within a selected category.
- Also shown is a table with SKU, Manufacturer, Part No., Product Description, Recommended Retail Price (where available) and the Batch Price and availability (from the closed of business the previous day).
- The column by which you have chosen to sort results will be colored yellow, but by clicking on any of the column headings you can re-sort your results by that column.

Three of the columns are marked as links, which perform the following functions;

1. **SKU** - adds the item to your shopping basket (or order)
 2. **Product** - displays the Technote (detailed product specification) for that item
 3. **Batch Price** - interrogates our database to show Real Time price and availability of the item
- Using the check-boxes to the right of each product can also perform these functions.
 - By clicking on the check-boxes function buttons at the bottom of the search results. You can perform tasks on multiple products.

Add Selected Items to Selected Lists – see list management instructions,

Check Real Time Price and Availability – as detailed above ([Batch Price](#) link),

View TechNotes – as detailed above ([Description](#) link),

Add to Basket – as detailed above ([SKU](#) link) places item into shopping basket,

Order Now – as for Add to Basket, but also takes you to the first step of the order process.

SHOPPING LISTS

- When you first access the site you will have 15 empty and unnamed lists to use.

 My Lists

- You can either search for the products you would like to put in your lists using the search engines, or if you know the Ingram Micro part number (SKU) you may type this directly into your shopping lists.
- At the top of the list you can overtype the default name assigned to the list, likewise simply overtype the quantities you would like to remember for each product.
- From the search results you can add products to your shopping list by clicking on **Add Selected Items to Selected Lists**
- From the List Management Screen, you would like to move the product to (from the drop down list at the bottom of the screen) you can remove a product from one list to another.
- When you have finished updating/creating your personalised list, simply click on the **Save Changes** button to update the page. Your shopping list will then be saved on the Ingram Micro Web server so that, wherever you access the site from, you will always see your own lists.

24 HRS, 7 DAYS ORDERING

- When you have chosen which products you wish to buy, simply click on the **Order Now** button and you will be taken to STEPS 1 and 2 of the order process.
- Here you confirm the details of the products you are ordering, and then supply basic information to get your order under way (your P.O. number, your customers P.O. number where applicable and your e-mail address).

Step 2: When you are ready to order, fill in the information below and click "Order"

Order Information:

P.O. #
(Required)

End User P.O.#

Email
(Required)

Order

- In STEPS 3, 4, and 5, you then proceed to confirm the invoicing address, delivery address, and whether to allow partial shipment if products are not available at that time. You can also select which carrier option you would like to use and include a personalised message to be printed on the packing slip sent with your order.

Finally you can choose to **Submit Order**, your request will be forwarded directly to Ingram Micro to be processed.

The final screen confirms all of the details you have entered.

Thank you for placing your order with Ingram Micro. Your order is being logged by our systems and will be completed later. When your order is completed, you will be notified via email

Billing and Shipping							
Registered User		Customer #	Order Date		Status Summary		
TEST CUSTOMER		10000001	Friday, January 19, 2001 11:34:24 PM GMT+05:30		Hold		
Customer P.O. #	IM Order #	Drop Ship	Ship From	Carrier			
dfgdg3435	Offline	No	10	WC			
Bill To Address			Ship To Address				
PLEASE DO NOT DELETE TAJ MAHAL IN			PLEASE DO NOT DELETE TAJ MAHAL IN				
SKU	Manufacturer Manufacturer #	Product	Quantity			Unit Price INR	Extended Price INR
			Ordered	Shipped	BO		
114001	AVAYA COMMUNICATION 106836950	CAT5 UTP CABLE(BOX OF 1000 FT) .	1	1	0	0.00	0.00
End User P.O. #			Invoice Total			0.00	

REVIEW ORDERS

Not only can you create new orders on the Ingram Micro website, you can check on the status of orders already created. By selecting the [Order Status](#) link from the left-hand side of the browser window, you can view specific orders in numerous ways:

Order Status Search

Real Time Search
Enter 9-digit Invoice Number:

[Search](#)

Advanced Search
Search by Number:
 [9-Digit Invoice/Order #](#)
Order Status
 Open Orders Shipped Orders Hold Orders All Backorders
Date (MM/DD/YYYY):
Exact Order Date: Exact Ship Date:
Order Date Range: to Ship Date Range: to
SKU:

[Manufacturer](#) Click on Manufacturer to display a list of Manufacturers
Order Amount (INR)
Exact Total:
Total Range: to
[Reset](#) [Search](#)

Quick Search
Status and Date:
 All Open Orders Today
[Search](#)

Quick Search
Status and Date:
 All Open Orders Today
[Search](#)

Reports
Order Status Reporting:
 View Export
 Open Order Report
Shipped Order Date (MM/DD/YYYY):

[Search](#)

RMA/STATUS

From the [Customer Service](#) link you can request a Return Merchandise Authorisation (RMA) number, and view the status of previous RMAs from links within their pages. The Ingram Micro Customer Support Team is also accessible at <http://in.ingrammicro.com>

RMA Search

Quick Search

Show all RMAs submitted

Since Yesterday ▾

Search

Advanced Search

Search by Number:

RMA # ▾

Search by Status:

Open Only Closed Only Both Open and Closed

RMA Exact Date (DD/MM/YYYY)

RMA Date Range (DD/MM/YYYY)

to

RMA Contains SKU#

Reset Search

GENERATE ON-LINE REPORTS

(export function also available)

Another facility the site offers is located from the Order Status section.

Account Statistics

The new Ingram Micro website can show you invoiced or returned quantities and values of product by Category, Manufacturer and/or date range. Once the table has been generated on-line, you have the facility to export this data to a .csv file that can be opened using spreadsheet software.

Ingram Micro India Limited - Branches

North

Delhi

Ingram Micro India Limited
D - 13 / 5, Okhla Industrial
Area – Phase II,
New Delhi - 110 020.
Tel. 011 - 683 3726 / 4688 /
632 3323 / 3324.
Fax. 011 - 683 3594.

Contact. Mukesh C

Lucknow

Ingram Micro India Limited
7 Way Lane, Ashok Marg,
Lucknow - 226 001.
Tel. 0522 - 206 013 / 206 937
/ 38.
Fax. 0522 - 206 013, 209 960.

Contact. Sanjay Sharma

Indore

Ingram Micro India Limited
209, II Floor, Gold Star
Tower,
576, M G Road,
Indore - 452 001.
Tel. 0731 - 540 088 / 540 077.
Fax. 0731 - 540 088.

Contact. Nitin Pathak

Chandigarh

Ingram Micro India Limited
SCO 373, Basement, Sector
44-0,
Chandigarh - 160 047.
Tel: 098140 - 12498.

Contact. Sanjeev Banga

Jaipur

Ingram Micro India Limited
52, Shopping Centre,
Shastri Nagar
Jaipur - 302 016.
Tel. 0141 - 308 525.
Mobile. 098290 11270.
Telefax. 0141 - 308 986.

Contact. Vivek Khandewal

NOIDA

Ingram Micro India Limited
C/o. Safe Express Pvt. Ltd.
A - 40, Sector 8,
NOIDA - 201 001.
Tel. 011 - 453 2883 / 881.

Contact. Yogesh Swarup

East

Calcutta

Ingram Micro India Limited
394/A, Gariahat Road
(South),
1st Floor,
Calcutta - 700 068.
Tel. 033 - 483 8426 / 27 / 29
/ 30.

Fax. 033 - 483 8428.

Contact. Bijon C

Bhubaneshwar

Ingram Micro India Limited
C-101, Ground Floor,
Palaspali,
Bhubaneshwar - 751 004.
Tel. 0674 - 590 097.
Mobile. 098610 60248
Fax. 0674 - 592 927.

Contact. Akash Sanyal

Guwahati

Ingram Micro India Limited
1st Floor, C/o. Business
Links,
Opp. Hotel Asian Palace,
G S Road, Bora Service,
Guwahati - 781 007.
Tel. 0361 - 451 460, 527 369.
Mobile. 098640 618845.
Telefax. 0361 - 459 067.

Contact. Indranil Ganguly

West

Mumbai

Ingram Micro India Limited
43/44, Kalpataru Court,
C G Marg, Behind R K
Studios,
Chembur,
Mumbai - 400 074.
Tel. 022 - 555 0604 / 607 /
611 / 612 / 613.

Fax. 022 - 555 0605.

Contact. Ravinder K

Vasai (Warehouse)

Ingram Micro India Limited
Johnson Motor Compound,
Village Gokhivare,
Near Range Office,
Vasai (E),
Thane - 401 208.
Tel. 0250 - 451 848 / 455 825
Fax. 0250 - 451 849.

Contact. Nishikant K

Ahmedabad

Ingram Micro India Limited
11, New York Tower 'A',
Sarkhej, Gandhinagar
Highway,
Taltej Cross Road,
Ahmedabad - 380 054.
Tel. 079 - 685 8111 / 13 / 14
/ 18 / 19.
Fax. 079 - 685 8116.

Contact. Nailesh Vora

Pune

Ingram Micro India Limited
2, Priyanjali Apartments,
64/5, Income Tax Lane,
Prabhat Road, Erandwane,
Pune - 411 004.
Tel. 020 - 546 2944 / 546
2952.

Fax. 020 - 5451926

Contact. Yoresh P

South

Bangalore

Ingram Micro India Limited
Sadath Meridian (Opp.
Motorola),
No 2, Ulsoor Road,
Bangalore - 560 042.
Tel. 080 - 555 0605 / 0599,
558 3254 / 3977.
Fax. 080 - 558 6872.

Contact. R Mohan

Chennai

Ingram Micro India Limited
MF 7, Cipet Hostel Road,
Thiru-vi-ka Industrial Estate,
Ekkatuthangal,
Chennai - 600097.
Tel. 044 - 233 3071 / 73 / 75
/ 77.
Fax. 044 - 233 1751.

Contact. R Raghunahan.

Coimbatore

Ingram Micro India Limited
56 (Old #196),
East Sambandam Road,
R S Puram,
Coimbatore - 641 002.
Tel. 0422 - 543 870 / 548 512,
457 392.
Fax. 0422 - 457 391.

Contact. Baskar S

Pondicherry

(Manufacturing)

Ingram Micro India Limited
39, First Cross,
Jawahar Nagar,
Pondicherry - 605 005.
Tel. 0413 - 200 315 / 200 065.
Telefax. 0413 - 200 065.

Contact. V Rajasekaran

Pondicherry (Trading)

Ingram Micro India Limited
12, 1st Main,
Saradamba Nagar,
Pondicherry - 605 005.
Tel. 0413 - 201 370 / 202 262.
TeleFax. 0413 - 200 065.

Contact. T Kannan

Vizag

Ingram Micro India Limited
101, South Block,
Paradise Apartments,
Opp. BOC India Ltd.,
Seetammadara,
Vizag - 530 013.
Mobile. 098481 - 96767.
Fax. 0891 - 542 780.

Contact. Sessa Sai

Kochi

Ingram Micro India Limited
CC 39/4896, K K Buildings,
Thoundayil Lane,
Panampilly Nagar,
Kochi - 682 036.
Tel. 0484 - 310 842/ 321 895.
Fax. 0484 - 382 890.

Contact. Geetha Prasad

Madurai

Ingram Micro India Limited
#1 Kannadasan 2nd Street,
Muthukumarasamy Nagar,
S S Colony,
Madurai - 625 016.
Tel. 0452 - 700 923
Mobile. 098430 - 12392.

Contact. C Ramanan

Trivandrum

Ingram Micro India Limited
Nandanam, T.C. 4/2618(4),
Vayalikkada Road,
Kuravankonam,
Kowdiar P O,
Trivandrum - 695 003.
Tel. 0471 - 431 410.
Mobile. 098460 - 52323.

Contact. P Suresh

Hyderabad

Ingram Micro India Limited
32 & 33, Chittareddy
Colony
Tarbund Cross Road,
Secunderabad.
Tel. 040 - 784 5151 / 789
9490 / 789 9491.
Fax. 040 - 789 6464.

Contact. Arindam C