

## ALL NEW & IMPROVED WEB SITE

- > **REAL TIME PRICING & AVAILABILITY**
- > **NEW EASY TO USE SHOPPING BASKET**
- > **NEW TRIPLE FILTER QUICK SEARCH**

## HOME PAGE



From here you can Login to the Reseller section of the website to check real time pricing and availability, place orders, check your Account and much more. You can also access the following features from the front page of our website:

### LEFT HAND MENU

**Become a customer** - not already an Ingram Micro customer? Download an account application form to sign up.

**Request a Website Log-In** - want a Log-In for the website, if you already have an account with us simply fill out the online form.

**Website Support** - details of requirements for using the Ingram Micro website including what browsers you can use.

### TOP MENU

**About Ingram Micro** - find out more about us in New Zealand and around theWorld.

**Vendors** - see a complete list of our Vendor partners and Brands we stock

**Press Office** - see the latest Press Releases from Ingram Micro

**Contact Us** - details of how to contact us by email, phone, fax or post

# LOGGING IN

To enter the Reseller section of the website including real time pricing and availability and your shopping basket simply enter your Log-In and Password in the box at the top left of the page.

Home | About Ingram Micro | Vendors

Username

Password

## **PASSWORD SECURITY - 3 STRIKES AND YOU ARE LOCKED OUT**

If you incorrectly enter your USERNAME and PASSWORD 3 times, you will be locked out of the Ingram Micro web site and you will need to email our Webmaster at [webmaster@ingrammicro.co.nz](mailto:webmaster@ingrammicro.co.nz) to unlock your account.

## **60 DAY ROLLING PASSWORD EXPIRATION**

Every 60 days you will need to change your password. 10 Days before your password expires you will be prompted with warning messages stating this.

## **ONLINE SECURITY TIPS**

- Never share, write down or disclose your access codes or passwords to anyone, or store them in a file on your computer.
- Never give out your password to anyone.
- Never leave your browser logged into the web site when you are not at your desk.
- Use the Log Out button when you've finished using the Ingram Micro web site. This is in the dark blue menu bar near the top of the page under the HOME drop down menu.
- If you think your online security has been compromised, it is important that you immediately contact us to reset or suspend your password on 09 574 2500.
- Always make sure you keep your own PC virus protection up to date, we also strongly recommend that you use a firewall.

## **YOU CAN NOW SET YOUR OWN PASSWORD**

To further enhance your security you can now set your own Password to access the Reseller section of our website.

To change your password follow these simple steps:

- 1) Login to [www.ingrammicro.co.nz](http://www.ingrammicro.co.nz) using your existing Password.
- 2) From the dark blue menu near the top of the page select ON-LINE SERVICES.
- 3) From the drop down menu select CHANGE PASSWORD.
- 4) This will open a frame in your browser that will allow you to change your password.

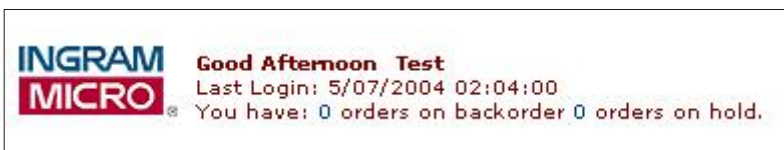
If you have any difficulties Logging In email [webmaster@ingrammicro.co.nz](mailto:webmaster@ingrammicro.co.nz) or call 09 574 2501.

NOTE: You can select your own password, however there are a certain of criteria that your new password must meet, these are indicated during the process. You still need to use the Username that we give you.

For security reasons we cannot change your password for you over the phone and we cannot disclose passwords over the phone!

# RESELLER HOME PAGE

When you log in you will notice a Personalised Welcome Message near the top left of the page. This tells you when your Login was last used, adding to your security.



It also tells you the number of backorders and hold orders you may have. Simply clicking on one of these numbers will generate a list of the orders so you can quickly see which particular orders are still outstanding.

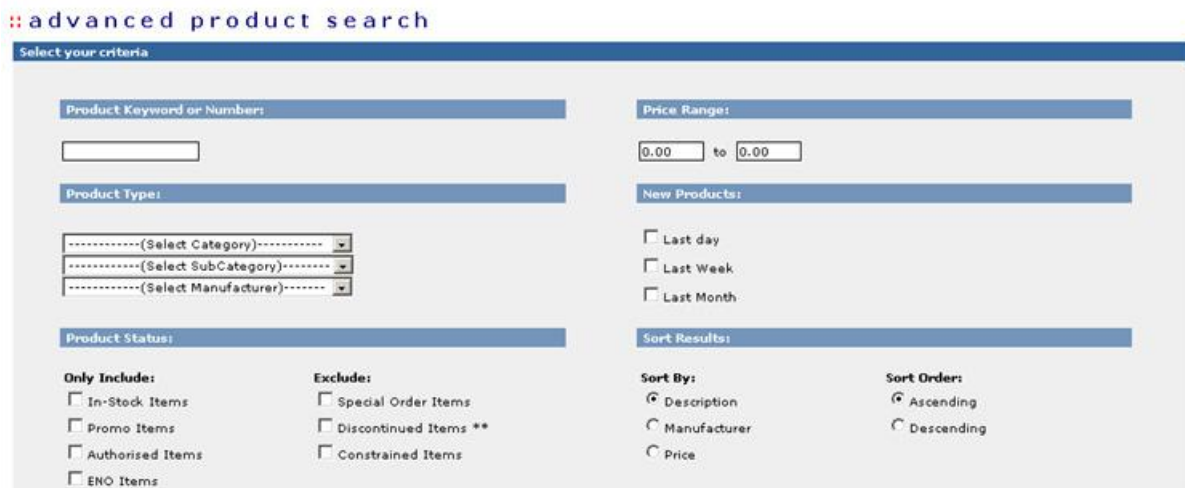
## TRIPLE FILTER QUICK SEARCH FEATURE

This all new triple filter Quick Search facility allows you to search by Category (eg Communications / Networking), Sub-category (eg Network Switches) and Manufacturer.



The Ingram Micro Triple Filter search engine can be used to generate a list of search results alone. Or you can use it in combination with a search using a Keyword, an Ingram Micro SKU number or Manufacturer part number. It can also be used in conjunction with the three product filters (*Stock Only*, *Promo Only* and *New Only*).

## ADVANCED SEARCH



You can perform a more refined search by clicking on the 'Advanced Search' button under the quick search bar. You have the same options as in the Quick Order Search, plus you can add a price range and choose from various product status filters. In addition you can choose to sort your search results by description, manufacturer or price. You can even search only for new products added during the last day, week or month.

# SEARCH RESULTS

You will find your search results displayed in an easy to read format as follows, displaying Ingram Micro SKU, Manufacturer part number, Product description, Price (ex GST) and Quantity.

Items Found:34 1 2

**Tips:** Click on Price or Qty for Real Time Price & Availability

IM SKU	Manf. / Part#	Product Description	Lang.	CPU	Price (excl.GST)	Qty	Add to Basket
<b>NETWORK SWITCHES</b>							
<input type="checkbox"/>	100A569	3COM / 3C16479			MSD 1,750.00	1	<input type="text" value="1"/> <input type="button" value="Add"/>
<input type="checkbox"/>	100A064	3COM / 3C16792-AA			NMSD 162.21	1	<input type="text" value="1"/> <input type="button" value="Add"/>
<input type="checkbox"/>	100A186	3COM / 3C16794-AA			NMSD 74.19	2	<input type="text" value="2"/> <input type="button" value="Add"/>
<input type="checkbox"/>	100A192	3COM / 3C16793-AA			NMSD 49.04	17	<input type="text" value="17"/> <input type="button" value="Add"/>
<input type="checkbox"/>	100A566	3COM / 3C1670500			MSD 172.84	17	<input type="text" value="17"/> <input type="button" value="Add"/>
<input type="checkbox"/>	100A374	3COM / 3C16790-AA			NMSD 65.00	2	<input type="text" value="2"/> <input type="button" value="Add"/>
<input type="checkbox"/>	100A375	3COM / 3C16791-AA			NMSD 86.76	10	<input type="text" value="10"/> <input type="button" value="Add"/>
<input type="checkbox"/>	100A575	3COM / 3C1670108			NMSD 187.36	11	<input type="text" value="11"/> <input type="button" value="Add"/>
<input type="checkbox"/>	100A004	3COM / 3C16965			NMSD 138.69	10	<input type="text" value="10"/> <input type="button" value="Add"/>
<input type="checkbox"/>	100A167	3COM / 3C17206-AA			NMSD 1,026.29	10	<input type="text" value="10"/> <input type="button" value="Add"/>
<input type="checkbox"/>	100A011	3COM / 3C17227			PC 493.73	6	<input type="text" value="6"/> <input type="button" value="Add"/>
<input type="checkbox"/>	100A457	3COM / 3C16470-AA			NMSD 126.39	2	<input type="text" value="2"/> <input type="button" value="Add"/>

**Important Note:** Pricing and availability listed in your search results is batch information, and is from the previous day. See below on how to view RealTime pricing and availability.

## REAL-TIME PRICING & AVAILABILITY

For up to the minute pricing and availability information click on the price or quantity of an item in your search. This now opens in a pop up window - not a new page, so you don't lose your search results.

## SORTING SEARCH RESULTS

You can sort your search results either by Manufacturer; Product description or price. Simply click on the heading that you wish to sort by, the column you sort by will appear in a lighter shade of blue to the others.

## TECHNOTES

Over 50% of products have Technotes, these contain detailed technical specifications and often an image of the particular product. If the description of a product appears in blue (not black) in your search results, simply click on the description and a Technote will open in a pop-up window.

## ADDING PRODUCTS TO YOUR SHOPPING BASKET

There are two ways to add a product from your search to your shopping basket

1) Simply add a numeric quantity into the field at the end of the line and click the basket icon 

2) Check the box or boxes of the products you wish to order and click the ADD SELECTED TO BASKET button at the bottom of the page. This will add the products to your basket and then take you from the search screen into your shopping basket screen.

Add selected to basket

# SHOPPING LISTS

When you first access the Ingram Micro website you will have 15 empty and unnamed Shopping Lists to use, which are called 'My Lists'.

You can either search for the products you would like to put in your lists using the search facility, or if you know the Ingram Micro SKU number you may type this directly into your shopping lists. From search results you can add products to a shopping list by clicking on COPY PRODUCTS TO... button at the bottom left, then selecting a list from the pop up menu.

To get into the List Management Screen click on 'MY LISTS' under the Search bar. Here you can move products from one list to another. To change the name of a shopping list simply overtype any default name assigned to the list and simply overtype the quantities you would like to remember for each product.

When you have finished updating/creating your personalised list, simply click on the SAVE CHANGES button at the bottom right of 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.

# SHOPPING BASKET / ORDERING

## SHOPPING BASKET PREVIEW

Once you have logged in you will see the SHOPPING BASKET PREVIEW on the right side on the Quick Search Bar near the top of the page. Initially it will be empty but as you add products to your Shopping Basket they will appear in the Preview pane.



## GETTING TO YOUR SHOPPING BASKET

To get into your shopping basket click on QUICK ORDER under the search bar or click on the tick icon  next to your shopping basket preview.

**basket** Note: Please check the items in your basket, enter the quantity and click "update" to save changes.

	Qty	IM SKU or Manf. Part #	Manufacturer	Product Description	Batch Price (Excl. GST) NZD	Delete
<input type="checkbox"/>	<input type="text" value="1"/>	100A069	3COM	SS3 SWITCH 4400 STACK EXTENDER KIT	493.73	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<input type="text" value="1"/>	100A342	3COM	OFFICECONNECT ENET HUB SPORT	94.31	<input checked="" type="checkbox"/>
	<input type="text" value="1"/>	<input type="text"/>			5	
	<input type="text" value="1"/>	<input type="text"/>			13	

Select All | Clear | Delete

Add  Blank Lines

In your basket you will see a list of the products you have added to your basket and the quantities of each you wish to order. If you wish to change a quantity simply overtype a number then click on the UPDATE button. To add more products to your basket you can simply type additional SKU numbers into empty boxes.

To remove an item from your basket simply click on the red  icon on the right hand side.

When you have finished and are ready to order click on the CONTINUE button at the bottom right of the page.

# SHOPPING BASKET / ORDERING

## ORDER SCREEN

By clicking on the CONTINUE button in your Shopping Basket you will go through to the ORDER SCREEN. On the order screen you will be asked to enter YOUR ORDER NUMBER and confirm your shipping and billing details. You will also be asked whether you would like your order to ship partial or complete. In addition you will be asked to confirm your email address so that an order confirmation email can be sent directly to you.

This screen also shows the Total Cost of Goods EXCLUDING GST & FREIGHT.

### GENERAL INFORMATION

Your Order #:	<input type="text" value="123456"/>	E-mail:	<input type="text" value="info@ingrammicro.com"/>	When products are not in stock, backorder the items and ship my order: <input type="radio"/> Partial <input checked="" type="radio"/> Complete
End-user #:	<input type="text" value="A1"/>	Carrier:	<input type="text" value="Courier Post"/>	

<b>Bill to Address</b>		<b>Ship to Address:</b>	
Bill To:	<input type="text" value="000 - DO NOT DELETE"/>	Ship To:	<input type="text" value="200 - TEST CUSTOMER ( SHIP-TO ADDRESS)"/>
Attention To:	TEST ACCOUNT	Attention To:	TEST ACCOUNT
Bill To:	DO NOT DELETE	Ship To:	TEST CUSTOMER ( SHIP-TO ADDRESS)
Address 1:		Address 1:	ADDRESS LINE 1 ADDRESS LINE 1 AAAAA
Address 2:		Address 2:	ADDRESS LINE 2 ADDRESS LINE 2 AAAAA
Suburb / City / Postal Code:	ADDRESS LINE 2 ADDRESS LINE 3 ADDRESS LINE 4	Suburb / City / Postal Code:	ADDRESS LINE 3 ADDRESS L NE 3 AAAAA

### ORDER SUMMARY - Please review your order

IM SKU	Manf. Part #	Product Description	Ordered	Shippable	BO	Unit Price (Excl. GST) NZD	Extended Price (Excl. GST) NZD
100A069	3C17228	SS3 SWITCH 4400 STACK EXTENDER KIT	1	1	0	493.73	493.73
100A342	3C16700A-AA	OFFICECONNECT ENET HUB 8PORT	1	1	0	94.31	94.31
						<b>Cost of Goods Total</b>	<b>588.04</b>

When you are happy that your details are correct click on the ORDER NOW button at the bottom. Once you have clicked this button your order will be entered into our system!

Alternately you can click on the BACK (on the page, NOT your browser) or CANCEL buttons. **NOTE:** If you wish to go back please ensure that you use the back button at the button left of the page, using the back button in your browser may cause the page to expire.

## CONFIRMATION ORDER SCREEN

Once you click the ORDER NOW button your order is entered and you will see the ORDER CONFIRMATION SCREEN as below. You can print this screen by clicking the PRINT PAGE button near the bottom. You will also be sent a confirmation email to the email address you have entered, usually just a few minutes after placing your order.

:: thank you for your order

### GENERAL INFORMATION

Customer Account #:	10000001	End User PO:	A1	Ship From warehouse:	Auckland
Ingram Micro Order #:	102722111	Drop Ship:	No	Carrier:	CP
Customer P.O. #:	123456			Status:	Open

<b>Bill To Address</b>		<b>Ship To Address</b>	
Attention To:	TEST ACCOUNT	Attention To:	TEST ACCOUNT
Bill To:	DO NOT DELETE	Ship To:	TEST CUSTOMER ( SHIP-TO ADDRESS)
Address 1:		Address 1:	ADDRESS LINE 1 ADDRESS LINE 1 AAAAA
Address 2:		Address 2:	ADDRESS LINE 2 ADDRESS LINE 2 AAAAA
Suburb / State / Postal Code:	ADDRESS LINE 2 ADDRESS LINE 3 ADDRESS LINE 4	Suburb / State / Postal Code:	ADDRESS LINE 3 ADDRESS L NE 3 AAAAA

### ORDER SUMMARY

SKU	Manf. Part #	Product	Ordered	Shipped	BO	Unit Price (Excl. GST) NZD	Extended Price (Excl. GST) NZD	Extended Price (Incl. GST) NZD
100A069	3C17228	SS3 SWITCH 4400 STACK EXTENDER KIT	1	1	0	493.73	493.73	
100A342	3C16700A-AA	OFFICECONNECT ENET HUB 8PORT	1	1	0	94.31	94.31	
						<b>Total :</b>	<b>588.04</b>	

# ORDER / ACCOUNT STATUS

As well as checking Real Time pricing and availability and ordering online you can check the status of an existing order, view an invoice or even see a full statement of your account.

## QUICK ORDER STATUS

Under the ORDER STATUS drop down from the blue menu bar along the top of your page select QUICK ORDER STATUS.

From the Quick Order Status page you can rapidly check *Open, Shipped and Back Orders* you can select from orders placed *Today, Yesterday, Last 7 Days, Last 30 Days or All orders*.

You can also enter an order number and search for that order specifically. Once you have entered the criteria on which you want to do a search simply click the SEARCH button at the bottom right of the page.

Plus you can also export a report for *Open Orders, Shipped Orders, Backorders or Month to Date Report*. These will be exported in a CSV format.

The image shows two screenshots of the Ingram Micro website's order status interface. The top-left screenshot is titled 'Quick Order Search' and features a list of order types: 'Open Orders' (selected), 'Shipped Orders', and 'Backorders'. To the right, there are radio buttons for time periods: 'Today' (selected), 'Yesterday', 'Last 7 Days', 'Last 30 Days', and 'All'. An 'Entered:' label is positioned between the order types and time periods. A 'Search' button is at the bottom. The top-right screenshot is titled 'Real Time Search' and has a 'Search by invoice number:' label followed by three input boxes for the date format (DD-MM-YY). A 'Search' button is at the bottom right. The bottom screenshot is titled 'Order Status Reporting' and has a 'Please Choose:' label with a dropdown menu showing options: 'Open Order Report' (selected), 'Open Order Report', 'Shipped Order History (date entry required below)', 'Backordered Product Report', and 'Month To Date Volume By Manufacturer'. To the right, there is a 'Shipped Order Date (DD/MM/YYYY):' label and an input box. 'Export' and 'Search' buttons are at the bottom right.

Doing a search will generate a list of orders that meet your search criteria. To view detailed order information simply click on the order number that you want to view.

## ADVANCED ORDER SEARCH

If you want to do a more specific search the Advanced Order Search page lets you additionally search within a specific date range, a dollar amount, for orders containing a specific SKU or for goods from a specific Vendor. You can get access the Advanced Order Search from the Order Status menu.

## STATEMENT

You can quickly and easily view a statement of your account by clicking on STATEMENT in the Order Status menu. This will display a summary of all current and any overdue invoices, plus tells you the *Balance* of your account plus *Credit Used* and *Credit Available* (if you have a credit account). By clicking on the SEARCH button at the bottom left you can search for a orders in a specific date or order number range, or for Current or Overdue invoices.

To export this information to excel simply click on the EXPORT TO EXCEL button near the bottom left of the page.

**NOTE:** Information contained in YOUR STATEMENT IS NOT LIVE and uses batch information that may only be as at the previous business day.

# RMA REQUESTS & STATUS

You can request and track the status of RMA's (Return Merchandise Authorities) on our website. Under the ON-LINE SERVICES drop down menu on from the main menu bar at the top of the page select RMA.

## TO REQUEST AN RMA

Simply click on REQUEST AN RMA under the ORDER STATUS drop down from the blue menu bar along the top of your page select QUICK ORDER STATUS.

From the Quick Order Status page you can quickly check *Open, Shipped and Back Orders* you can select from orders placed *Today, Yesterday, Last 7 Days, Last 30 Days or All* orders.

**NOTE:** Incomplete RMA's will not be processed!

## CHECK THE STATUS OF AN RMA

You can check the status of an already submitted RMA using the Quick Search facility at top right of the RMA page. This simply lets you search for all RMAs submitted in the *last day, 7 days or 30 days*.

Or can you complete an Advanced RMA search which lets you look up an *RMA by number, Status (Open or Closed), an exact Date, a Date Range or by a SKU* that the RMA contains.

The screenshot displays three main sections of the RMA interface:

- RMA Request:** A button labeled "Click here to request your RMA".
- RMA Search (Quick Search):** A section with the text "Show all RMAs submitted" followed by a dropdown menu currently set to "Since Yesterday" and a "Search" button.
- Advanced RMA Search:** A form with the following fields:
  - Search by Number: [text input] RMA # [dropdown menu]
  - Search by Status:  Open Only  Closed Only  Both Open and Closed
  - RMA Exact Date (DD/MM/YYYY): [text input]
  - RMA Date Range (DD/MM/YYYY): [text input] to [text input]
  - RMA Contains SKU#: [text input]At the bottom right of this section are "Reset" and "Search" buttons.

# PROMOTIONS

## EFLASH

To see our most recent eFlash emails containing information on the latest promotions and news from Ingram Micro simply click on EFLASH under the PROMOTIONS drop down in the blue menu bar at the top of your page.

## CLEARANCE ITEMS

Looking for a bargain, click on CLEARANCE ITEMS in the promotional menu. This will show you a list, by vendor of the all items we have at Clearance Prices. These may be items that are nearing end of life or that we are simply over stocked in.