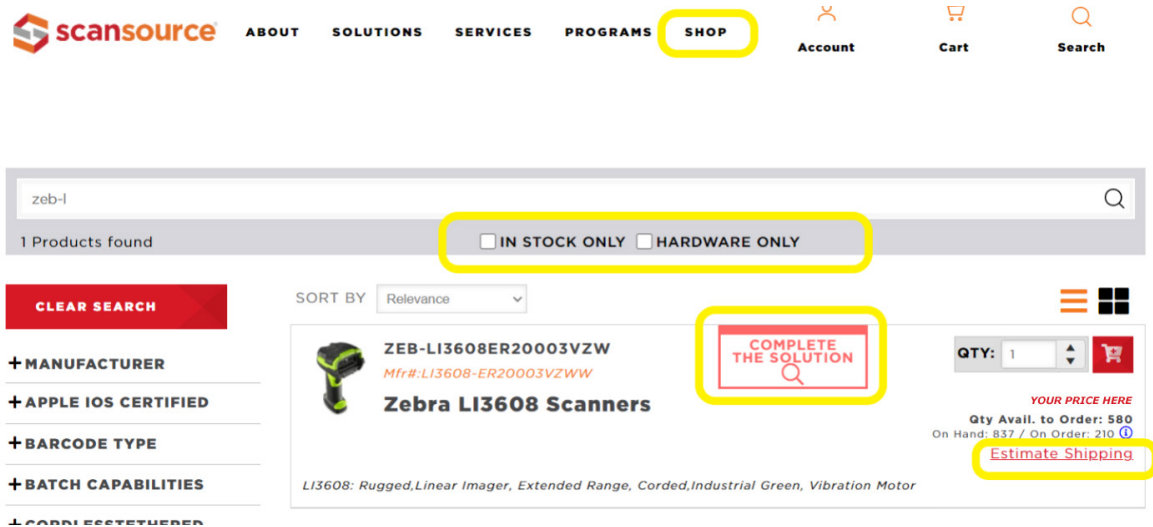# ECOMMERCE FAQs

What can eCommerce do for me?

You can look up pricing and inventory, create shopping lists and carts, place orders, look up order history, invoices, and tracking, and initiate RMA's. eCommerce gives you instant access to all these things, any time of day.

How do I look up pricing and inventory?

Select "Shop." When you start typing a part number in the Search bar, the site will auto-suggest items. You can also filter the search for in-stock only or hardware-only items. The "Complete the Solution" option will list the accessories you may need to add to your order. The Estimate Shipping link will help you determine freight charges before you even create your cart.

How do I place an order?

Once you find the item you want, simply click on the red cart icon, and it will be placed in your cart. Once your order is ready, go to the cart to submit it.

ACCOUNT MENU HIGHLIGHTS

Order history

- **Orders** – Look up order status and see estimated ship dates for open orders.
- **Invoices** – Get invoice copies, tracking numbers, and initiate RMA's.

Carts and lists

- **Shopping lists** – Export these to Excel for record keeping.
- **Your saved carts** – Make repetitive orders easier to access.
- **Shared carts** – You can share these with your colleagues who use eCommerce or your Account Manager to review.
- **Quotes** – Create your own quotes by building a cart, then select "Create Quote," and export to PDF or Excel.

User access

- **Manage users** – You will assign one or more Site Admins who can add, edit, and even delete users as determined by your business needs and staffing changes.

Resources

- **Contact us** – This will be routed to your Account Manager or our Technical Team, depending on the option you select. This is not meant to replace any relationships you have at ScanSource. If you prefer, reach out by phone or email. Use the method that makes the most sense to meet your business needs.
- **How-to videos** – Access quick guides for your convenience.