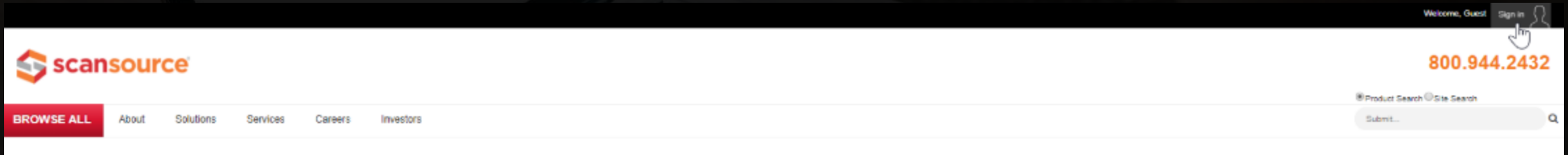

ECOMMERCE PARTNER HELP

APRIL 2019



How to Get Started

ecommerce



Navigate to a Business Unit URL
www.scansource.com



Use the Menu Bar Across the Top



Click “Sign In” to Log In



How Partners Sign In

ecommerce



Partners use their single sign-on email address



Click “Forgot your password?” to register for the first time or to retrieve your login credentials automatically



Each partner should have a site admin within his or her company to help with authorization levels

Sign in

[Forgot your password?](#)
[Don't have an account?](#)

****Our system now accepts email addresses only. Usernames will no longer be accepted for sign in. Your password is unaffected by the change.**

Email Address

Password

SIGN IN



How Partners Know They Are Logged In

ecommerce



Red "Shop By" will be the first tab on the menu bar

User name replaces Sign In on first line on top-right side

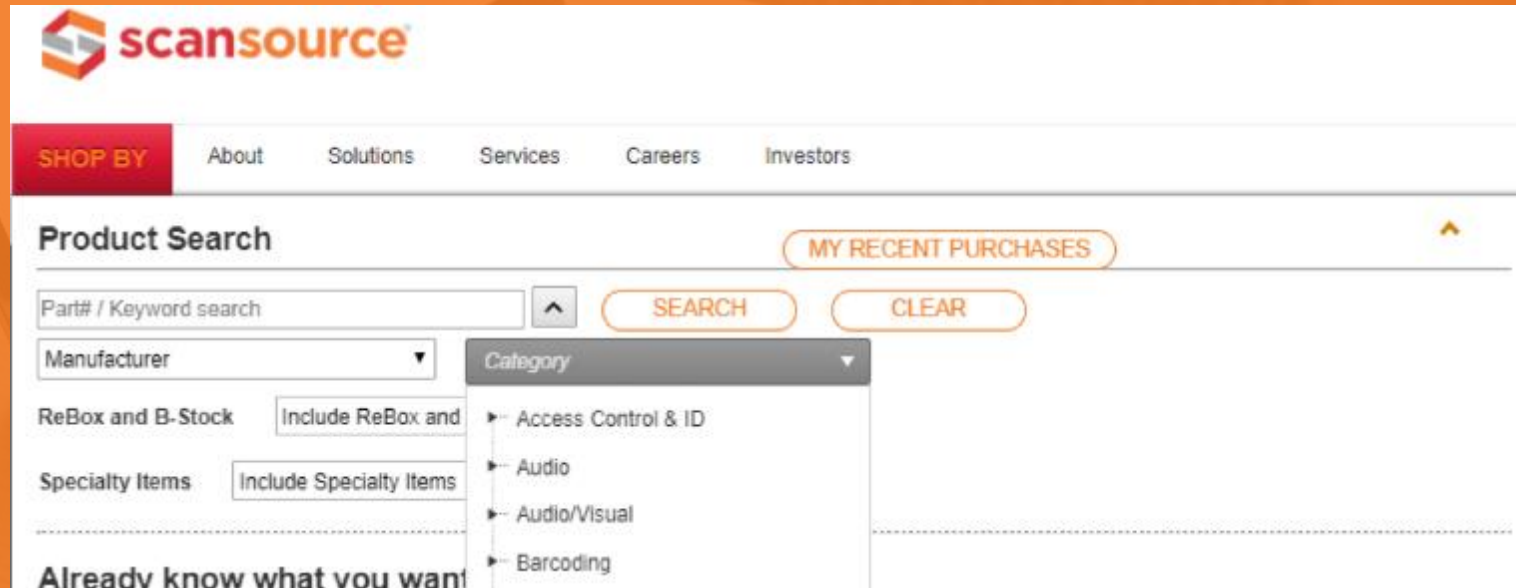
Partner name appears below the user name

Cart is now visible in the upper-right corner for users enabled to create carts



How Partners Search

ecommerce



The screenshot shows the Scansource website's Product Search interface. At the top is the Scansource logo. Below it is a navigation bar with links: SHOP BY, About, Solutions, Services, Careers, and Investors. The main section is titled "Product Search" and includes a "MY RECENT PURCHASES" link. The search area contains a "Part# / Keyword search" input field with a dropdown arrow, a "SEARCH" button, and a "CLEAR" button. Below the search field are two dropdown menus: "Manufacturer" and "Category". The "Category" dropdown is open, showing a list of categories: Access Control & ID, Audio, Audio/Visual, and Barcoding. To the left of the "Category" dropdown are two checkboxes: "ReBox and B-Stock" and "Specialty Items", each with an "Include" button. At the bottom of the search area, there is a link that says "Already know what you want".

Under “Shop By,” use the Product Search feature

Part Number

Keyword

Description

Category

Manufacturer

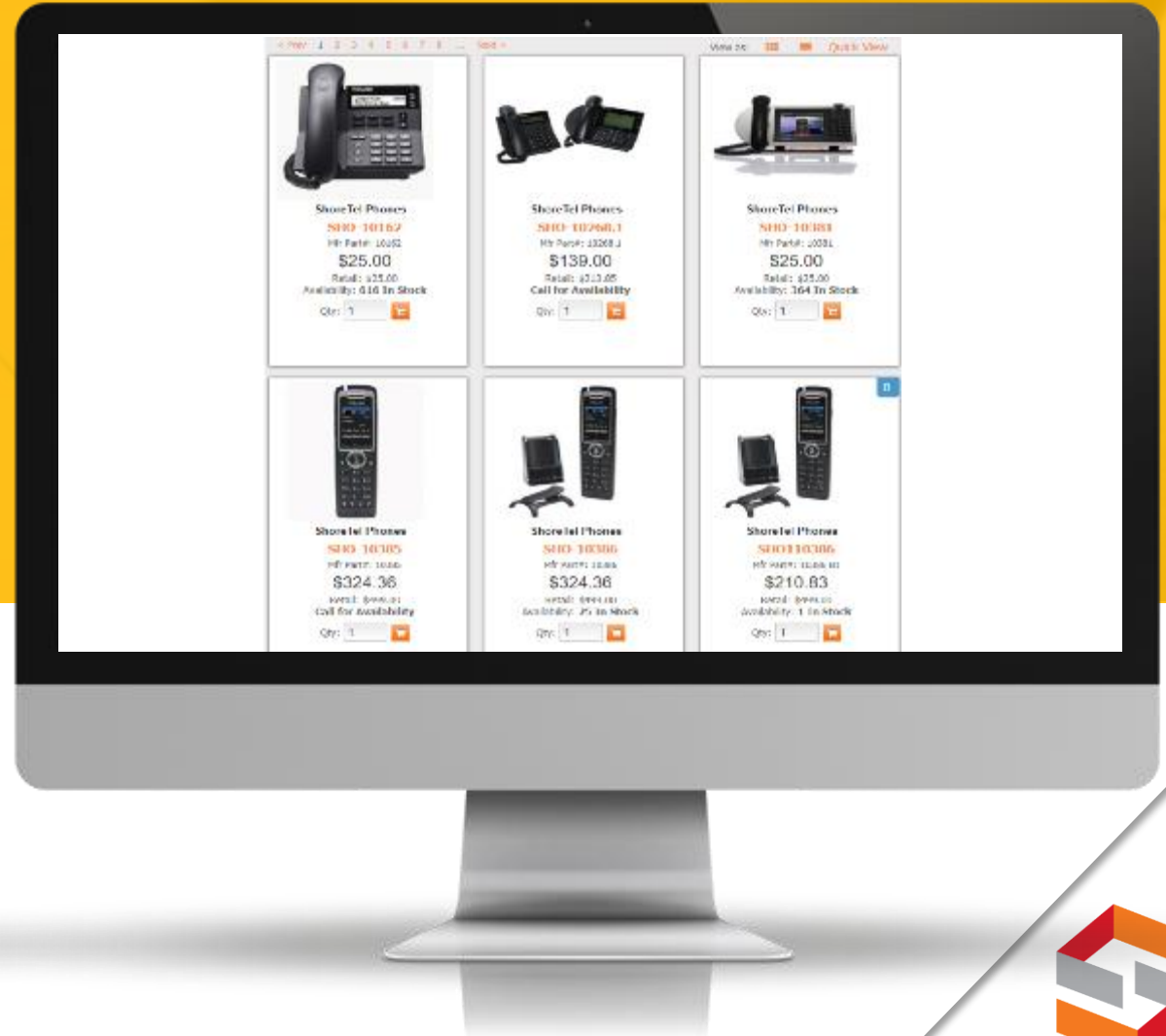
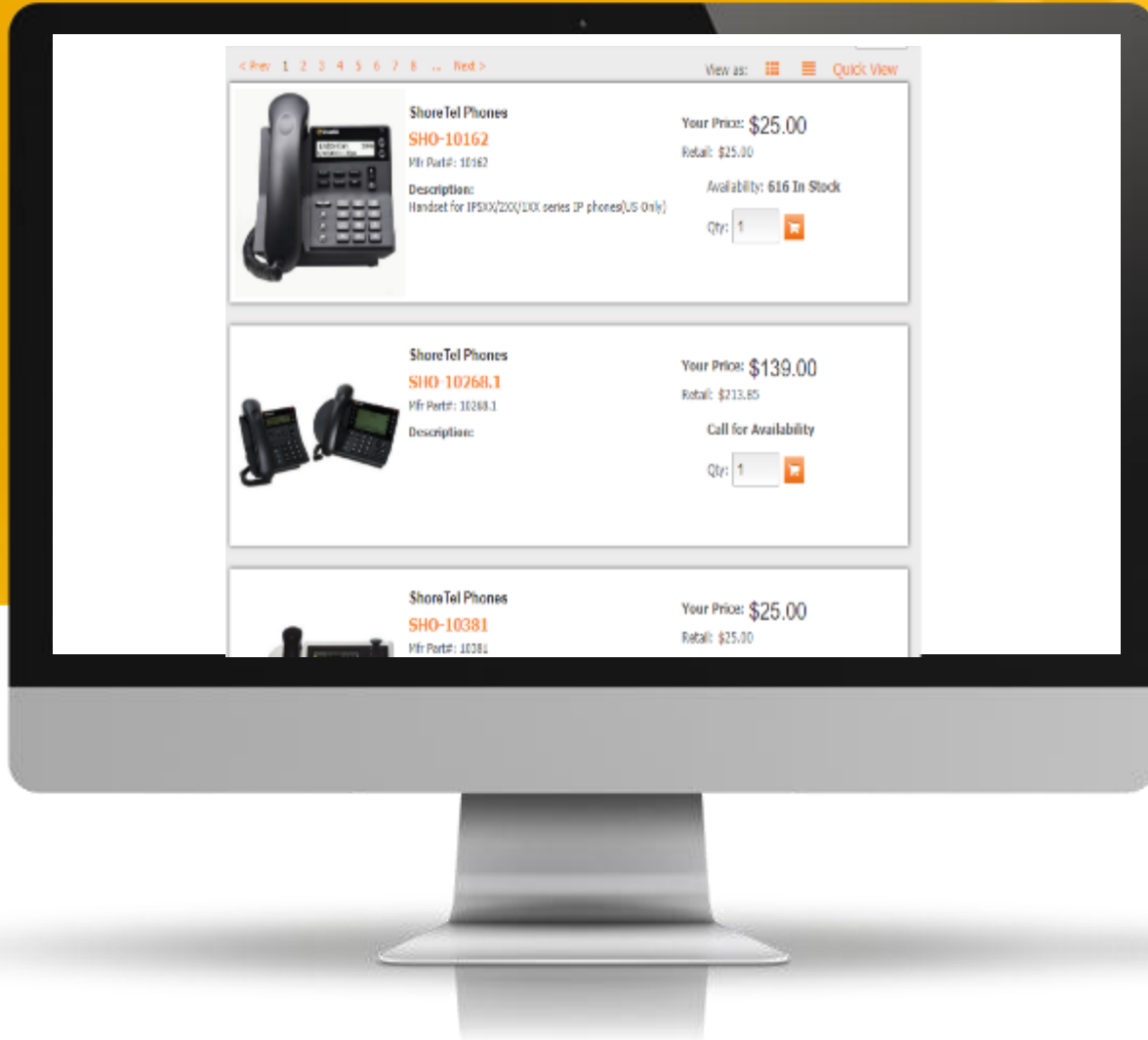
Begin with general terms before applying specific filters and attributes



Customize Your View

ecommerce

Select pictures and less content, in portrait or landscape formats, for easier scrolling



Prefer the Fast Catalog User Interface?

ecommerce

Quick View

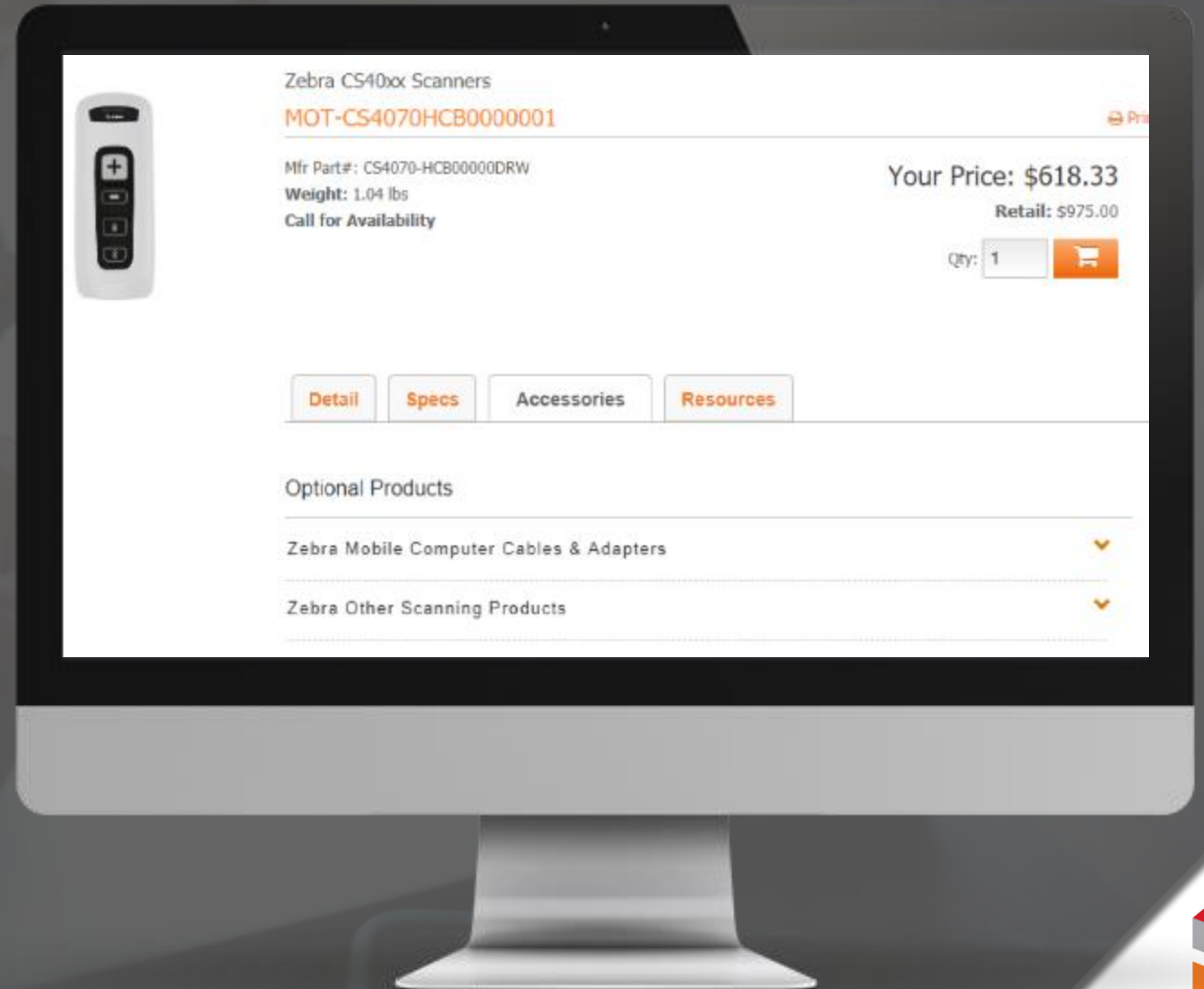
- Removes pictures
- Similar to Fast Catalog layout
- Filter based on availability
- Expand descriptions
- Easy to switch back to pictures



Product Details Page

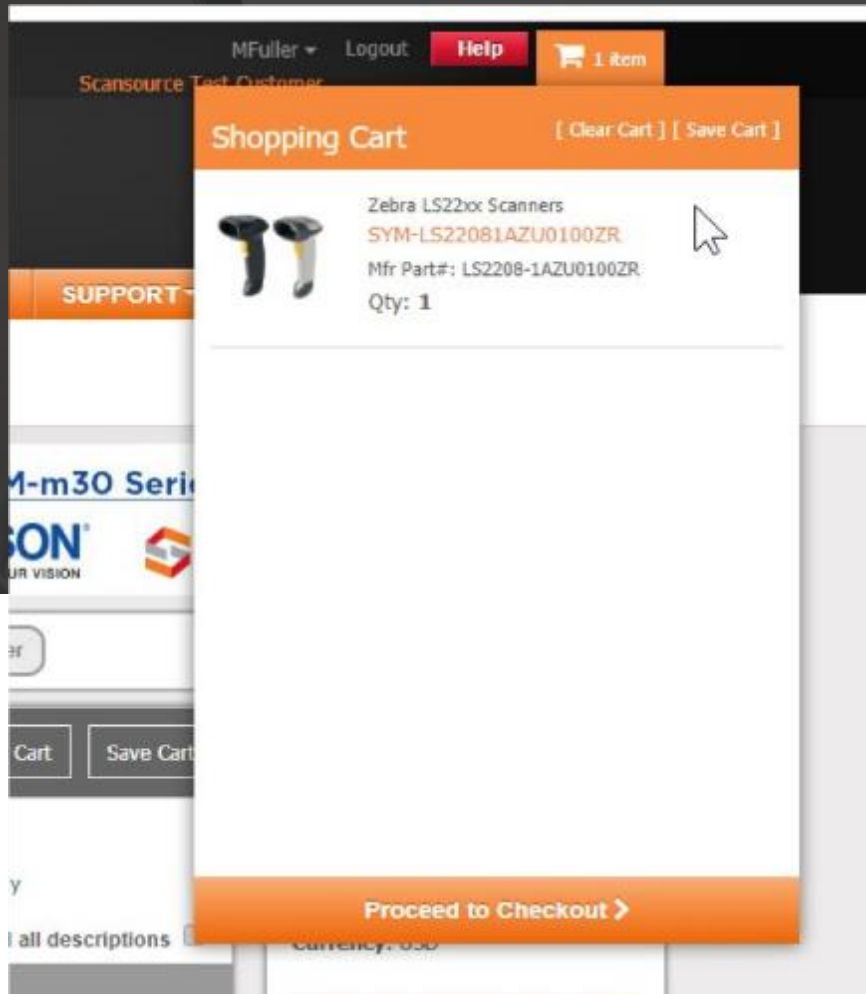
ecommerce

- MSRP
- Pricing
- Availability
- Specs
- Spec sheets
- Videos/resources
- Accessories
- Easy add-to cart
- Alert for B-stock, re-box, or non-returnable status



Things to Know

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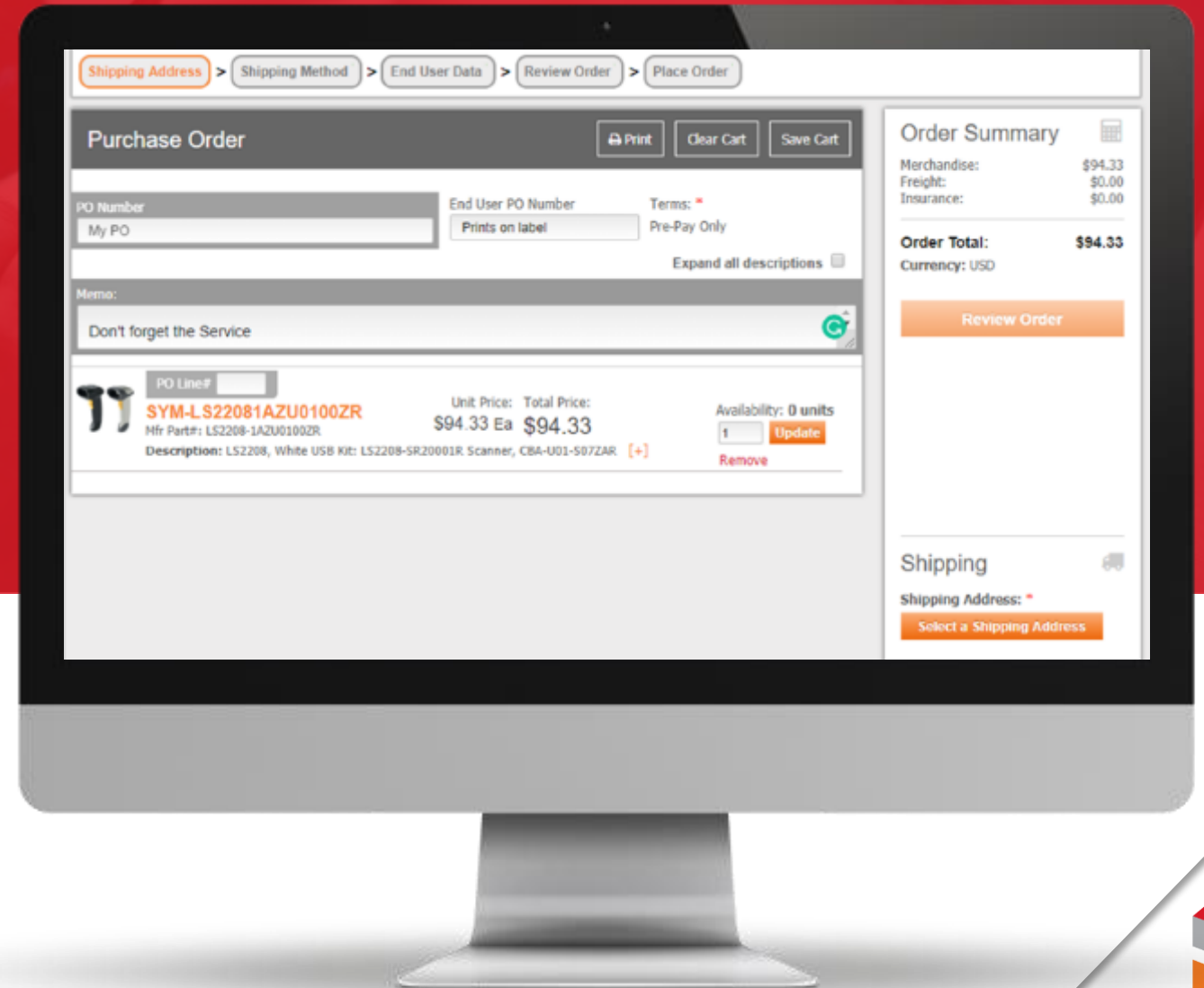


- Are you ready to place the order?
- Check your cart in the upper-right corner
- Save the cart for repeat buys or to finish up later



Guided Checkout

ecommerce

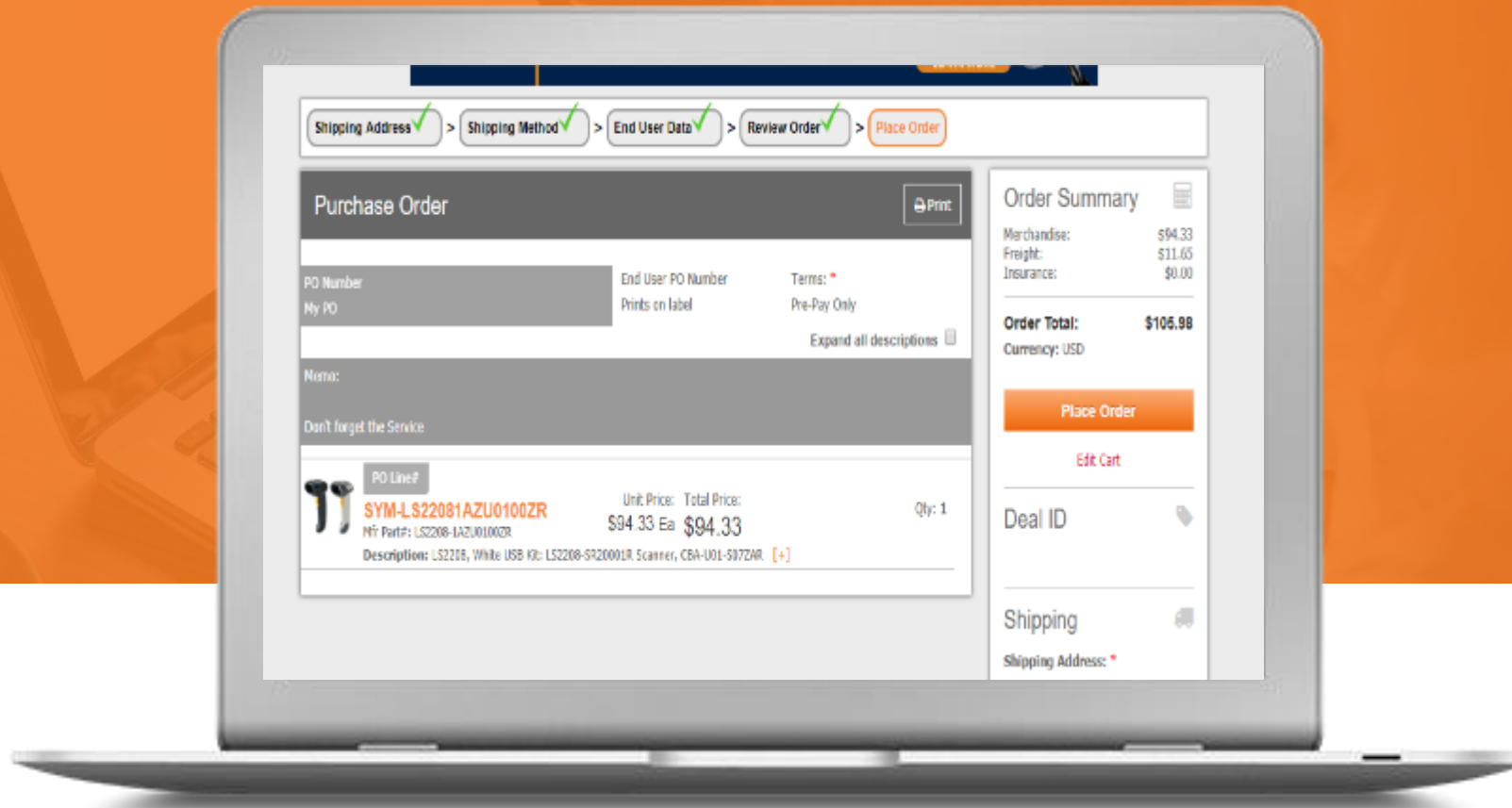


- Simply follow the steps
- Click on the active “Review Order” icon once all steps are complete



Placing Your Order

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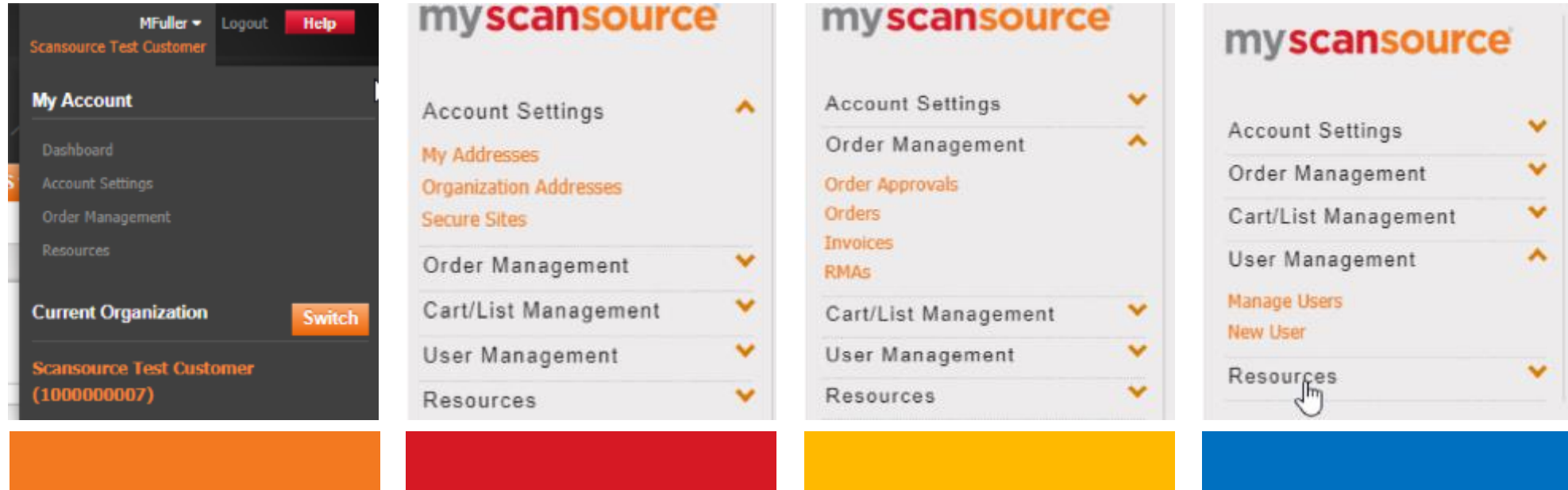


Click on the active "Place Order" icon to complete, or "Edit Cart" icon to go back



A True Self-Service Portal

ecommerce



Click on “Order Management” under your user profile to:

View order status or order history

Download copies of invoices, tracking, and serial numbers

Request RMAs, copies of credits, and the ability to export a list of orders

Create a new cart for repeat orders while reviewing previous ones

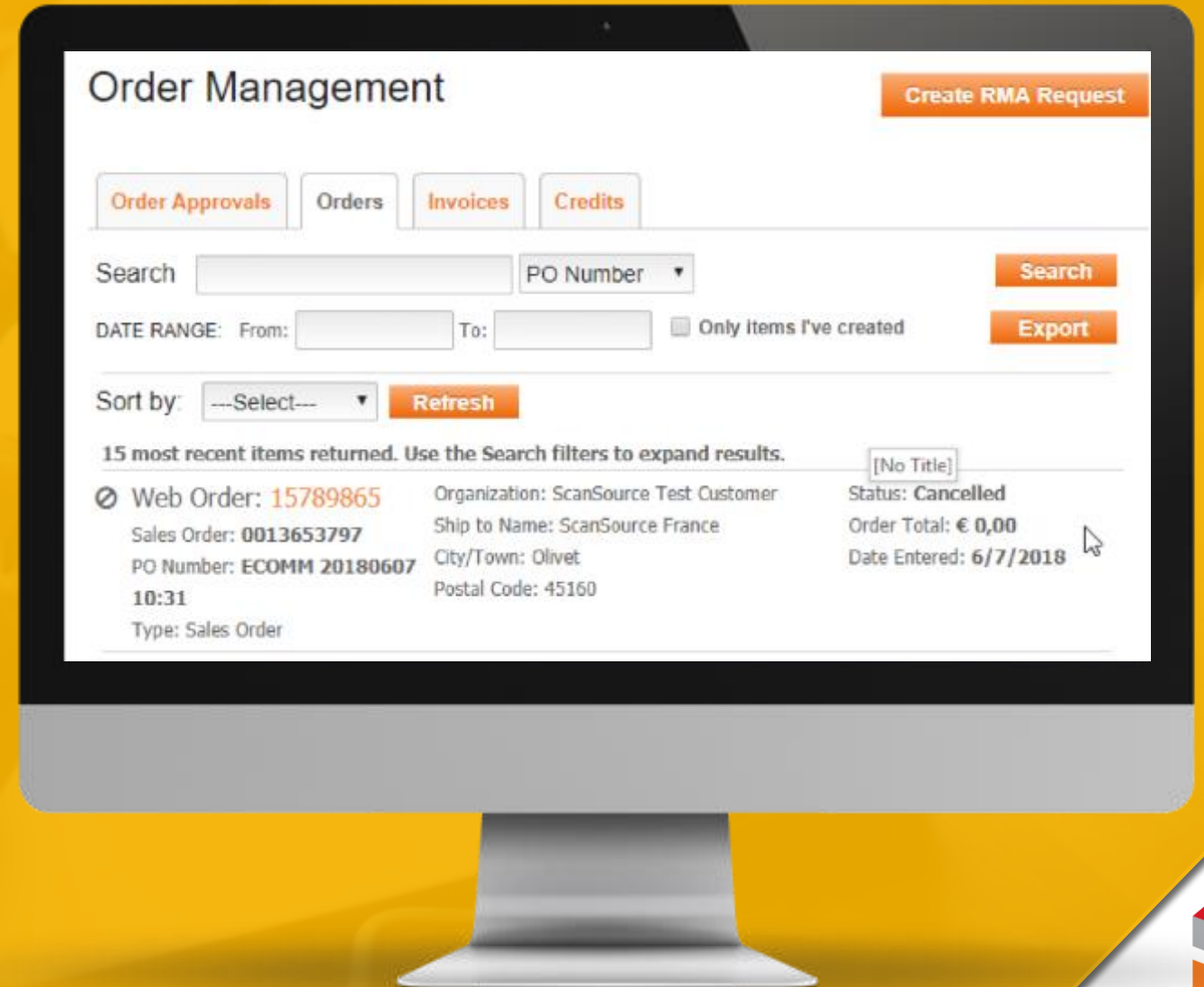
Restrict user access based on role



Similar to Fast Catalog

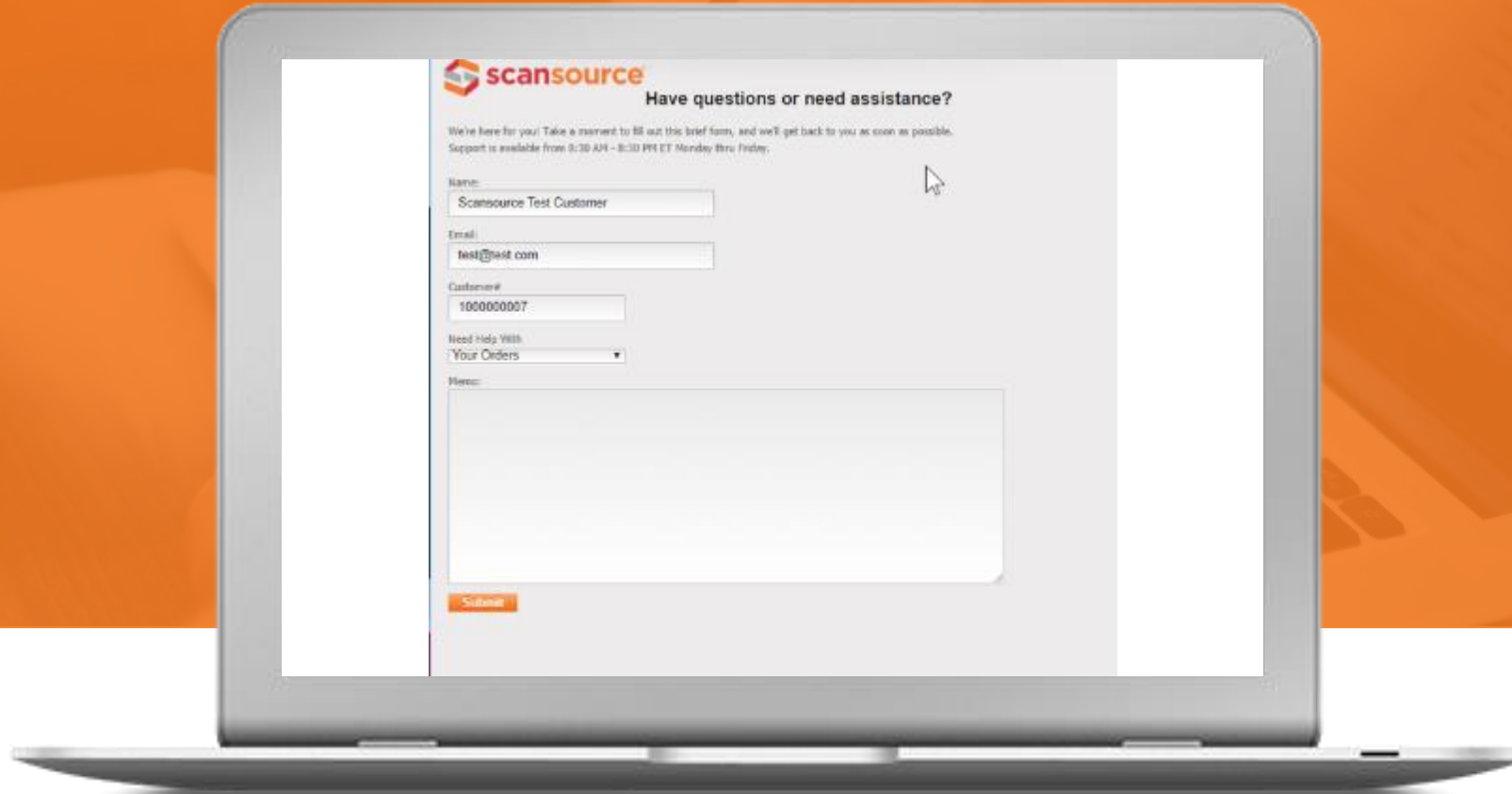
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- Similar to Fast Catalog, users can search open orders, invoices, and credits.
- Admin users can view carts made by other employees who are not allowed to create purchase orders and approve them.
- Users can also export a list of open orders or invoices limited to what they can view on the screen.



Suggestions for Product Pages?

ecommerce



Did you find a description, model number, or product page that needs some attention? Use the red **Help** icon in the upper-right corner to provide our product team with your feedback. Access help from the page you think needs updates or changes, to provide the team with the information needed.



Ready to Order?

ecommerce

- Under the “Shop By” tab, you can search for a specific product and add it to your cart after reviewing the product details.
- Based on partner feedback, we’ve added the “Quick Order” feature where you simply enter a part number to look up the latest price and check current availability.
- Use the “Load List” button to quickly look up availability for a list of multiple parts and add them to your cart to check out—fast!

