

Ingram Micro Website Quick Reference Guide



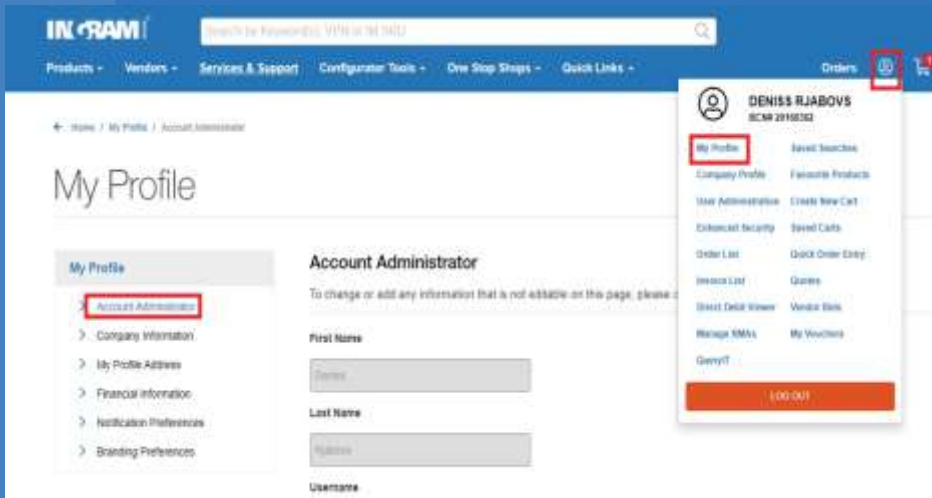
Login

Logging in for the first time

When you visit the site for the first time, please log in with your username and password that you should have received in an email from us. Please ensure you have donotreply@ingrammicro.se added to your "Safe Sender List".

Steps:

1. Ingram Micro will ask you to accept the new site's terms and conditions and may ask if you're the sole person using the log-in credentials. Tick the box to accept.
2. In the "My Profile" section at the top of the page once logged in you can view Your account and personal information.
(Profile button > My Profile > Account Information)
If you would like to amend your company details, please contact: support-se@ingrammicro.com



Forgotten Username

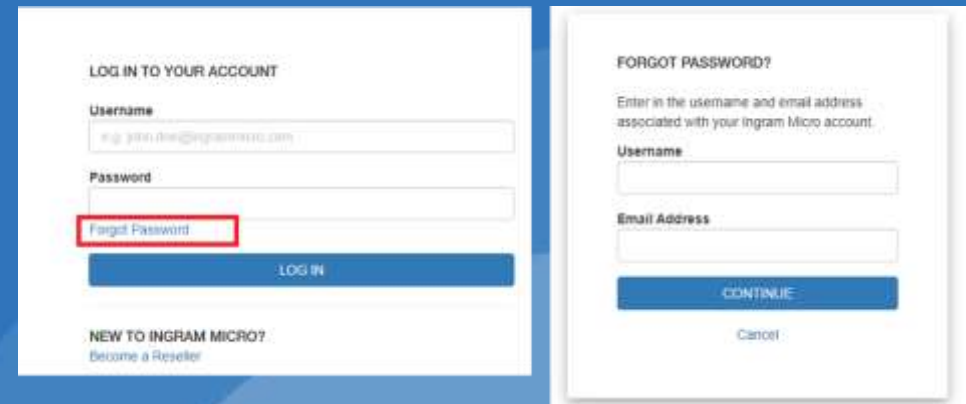
if you forget your username, please contact your company's account administrator or email support-se@ingrammicro.com

Forgotten Password

1. Go to the Ingram Micro [Log-in page](#) and click "Forgot Password?" 2. Enter your username and email address > Click OK
3. You will receive an immediate email with a temporary password that you will need to modify when you next log in.

Please note: Too many incorrect log-in attempts or expired credentials resulted in your account being locked.

If you have any questions regarding this process, please contact your company's account administrator or email support-se@ingrammicro.com



Create a new Password

Steps:

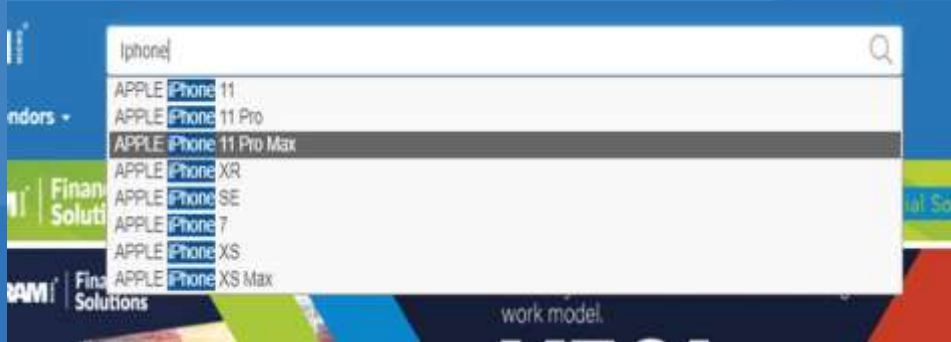
1. Profile > My Profile > Account Information
2. Enter Current Password
3. Enter New Password. Password must contain at least three of the following:
 - * A minimum of 6 characters
 - * At least one upper case (A-Z) and one lowercase (a-z) letter
 - * At least one number (0-9)
 - * Non-alphabetic characters (for example, !, \$, #, %)Your new password must be different from the last 5 passwords and cannot contain any part of your username.
4. Enter new password > Save
5. Your password has now been saved
6. Login with your new password

Search

Type Ahead Product Search

Steps:

1. Type keyword(s), VPN, EAN, SKU, or Price Code into main keyword search field. As you type the results will appear related to your search.



Browsing

You have 2 options:

1. Move cursor over Products > Hover over preferred category > Sub-category > Vendor > Click to see results
2. Move cursor over Vendors > Browse by alphabetical order > Click to see results



Narrowing Search Results

You have 3 options:

Single Selection

1. Search or Browse > Click search parameter

Multiple Selection

1. Search or Browse > Click checkboxes of multiple parameters > Go

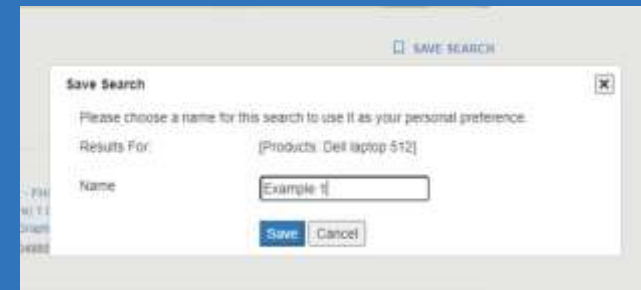
Add additional keywords to your search

1. Search example: Dell Laptop 512 SSD

Save Searches

Steps:

If you search frequently for the same products, it's convenient to save the search parameters. Click Save Search, name your search in the pop-up window, and click Save. Access these results anytime by adding a Saved Search link to your dashboard or visit My Account > Saved Searches.



Product Comparison

Steps:

1. Products can be compared on "Favourite products" Page
2. Click Compare > Select viewing display options > Select List or With Images
3. Select Email and/or Print, if desired
4. Click Add to Cart to purchase or Click Clear Comparison to empty list



Carts & Checkout

Add Item to Cart

Steps:

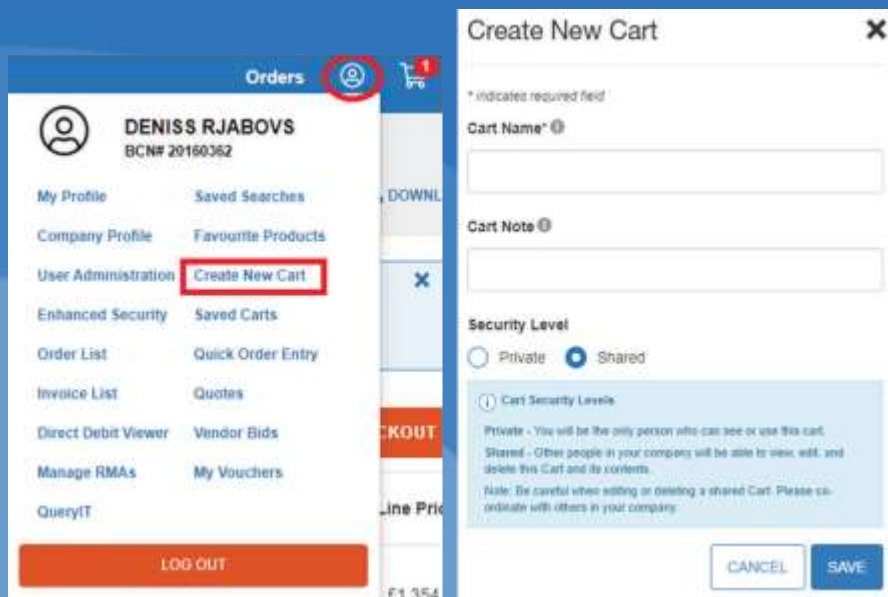
1. Enter Quantity > Click Add



Create New Cart

You can create and save up to 100 Carts at a time to make re-ordering easier and save time. There are two ways to create a Cart

1. Click profile Icon > Create new Cart > on My Carts page create new cart > Complete form > Save.
 2. My Cart > Switch Cart > Create New Cart > Complete form > Save
- Make sure you give the Cart a unique name in the pop-up window; define if it's private, public, or shared (*) and click Save.
- (*) Private Cart: You are the only person who can see or use this Cart.
- Shared Cart: Others in your company will be able to view, edit, and delete the Cart and contents.



Delete Carts

Steps:

1. Profile Icon > Saved carts > Delete cart



To add a product to a Cart you've created:

Steps:

1. Make sure the desired Cart is selected.
 2. Click Add to Cart from search results and the item will be added to the active cart
 3. The active Cart stays active until you switch to another Cart in your saved list or create a new Cart.
- To switch active Carts:
1. Click on Cart icon on the top right, select "Switch cart" option, select desired cart from the list.

Convert a Quote to a Cart

You have 2 options:

1. Profile icon > Quotes > Quote details > Add Contents to Cart
2. Profile icon > Quotes > Quote details > Arrow next to Add Contents to Cart > Select a different Cart or create a new one



My Orders

Searching for Orders

Steps:

1. Click "Orders" icon that is located next to your Profile in the top right corner.
2. You may search by Order Number, Reseller PO Number, Serial Number, Date Range, SKU, VPN, Vendor or Order Status.
3. Click IM Order Number to view details, tracking information and serial numbers

IN RAM

Search by Keyword(s), VPN or IM Order

Products - Wireless - Services & Support - Configuration Tools - One Stop Shops - Quick Links - **Orders**

Home / Orders

Orders

Reseller PO #

Reseller PO #	IM Order #	Dist User PO #	Order Type	Order Date	Ship Date	Total	Status
TP00009810-01	20-00744-11	ENDUSERPO#	S	10/06/2020		00.00	Visible
TP00009807-08	20-00847-11	20102981	S	07/06/2020		00.00	Visible
TP00009806-29	20-04484-11	20102981	S	07/06/2020		00.00	Visible
TEST123321	20-04450-11		S	07/06/2020			Visible
TP00009800-29	20-00380-11	20102981	S	07/06/2020		00.00	Visible
TP00009800-26	20-00380-11	20102981	S	06/06/2020		00.00	Visible

Invoices

Find Invoices

Steps:

1. Profile Icon > Invoice list
2. Search by Invoice Number, P.O. Number, Date Range, or Payment Status > Search
3. Click Invoice Number to view details

Invoice List

Credit Snapshot Info Unavailable

Reseller P.O. # OR Invoice Date to

Due Date	Invoice Date	Invoice #	Reseller P.O. #	Value	Status	Download
30/04/2020	30/04/2020	200	Your PO Here	07.37	Paid	
29/04/2020	29/04/2020	200	Your PO Here	200.00	Paid	
29/04/2020	29/04/2020	200	Your PO Here	052.88	Paid	
29/04/2020	29/04/2020	200	Your PO Here	025.57	Paid	
29/04/2020	29/04/2020	200	Your PO Here	020.38	Paid	

Returns:

Steps:

1. Profile Icon > Returns Management > Click Return Items

rma entry

Tip: RMA Invoice search is also possible by year own reference number

ACCOUNT INFORMATION

Company Name : BRIGHTPOINT GREAT BRITAIN LTD
Account Number : 168P0051
Address :
City - Postcode :

Contact Name :
E-Mail :
Telephone :
Fax :

RMA ENTRY

Type of Return :
Year Reference Number :
Invoice Number :
Customer PO # :

* Required

Configuration Solutions

You can select tools and configurators to help you find out-of-the-box and best-in class solutions for your business. Ingram Micro offers:

Configurator Tools

- HP Top Config
- Apple CTO
- Dell Power Quote
- Fujitsu Channel Assembly

Product Finders

- Startech Connection Wizard

Tools

- Microsoft SPLA Portal

Steps:

Configurator Tools > Select any Tool > Click on a product, view the product details, configure it the way you like, and add all the items to the basket.



My Account

Set up Notifications

You can more easily track pertinent business information by setting up a variety of personalised notifications from password changes, to shipment confirmations.

Steps:

1. Profile Icon > My Profile > Notification Preferences
2. Enter the email address you want notifications to be sent to
3. Select the method and timing of your preferences
4. Click Save

Notification Preferences

Please select your notification preferences below

Email

Basic Notifications

The following notifications will always be sent to the email address shown on this page.

- Privilege changes
- Password reset
- Order Confirmation

Quotes Notifications

- Copy me on sent quotes
- One day before expiration
- Three days before expiration
- One week before expiration
- Two weeks before expiration

Backorder Notifications

- Daily summary
- Weekly summary

Shipment Notifications

- Shipped order details

My Account (ADMINS ONLY)

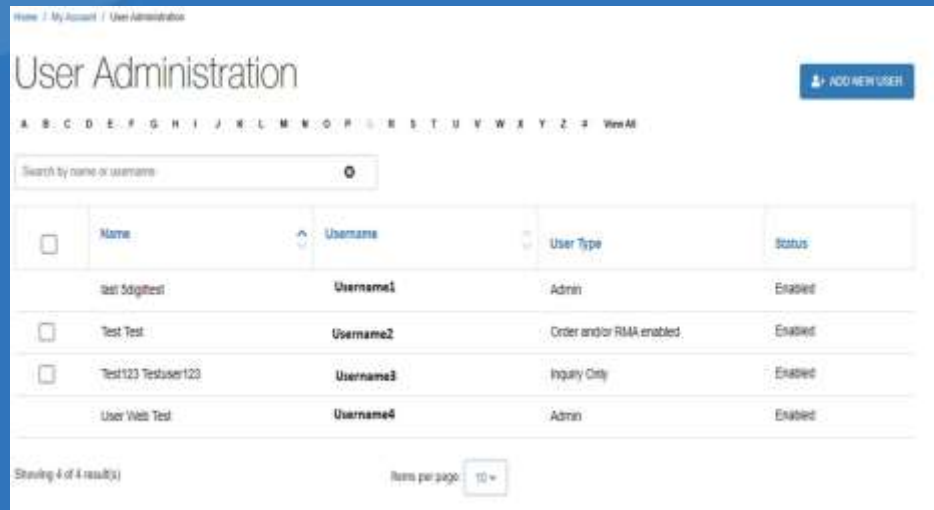
Create and Enable a New User

Users with admin privileges have the flexibility to create personalised accounts for all of the employees in their company.

Steps:

1. Profile Icon > User Administration > Add a New User
2. Complete information > Create a New User

Please contact Ingram Micro at support-se@ingrammicro.com to create a new admin user.



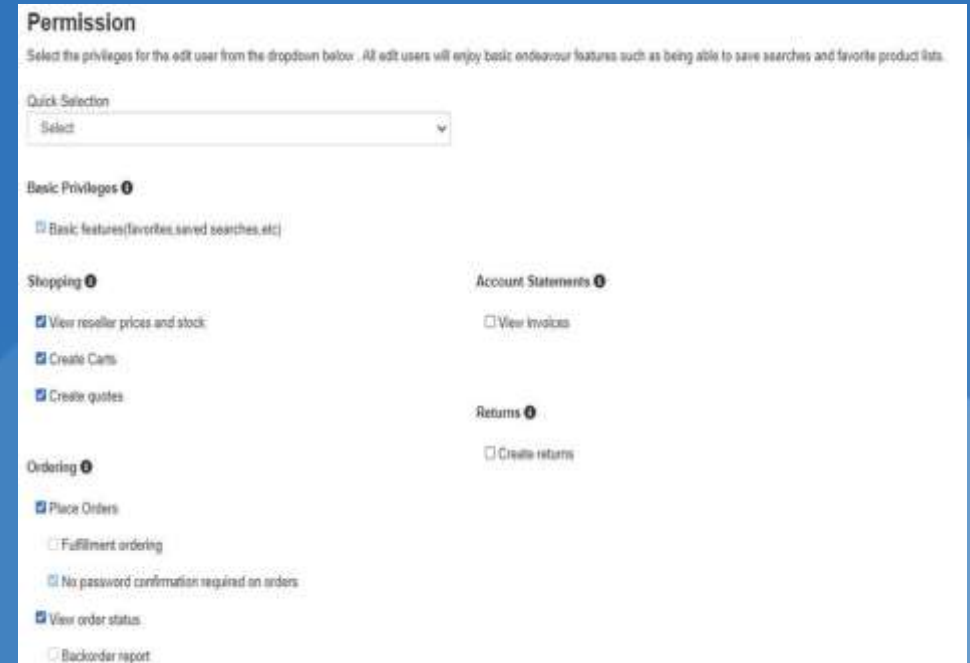
IM Online Contact Details

If you have any questions that haven't been covered in this Quick Reference Guide please contact Ingram Micro at support-se@ingrammicro.co.uk

Set Up and Change Privileges

Steps:

1. Profile Icon > User Administration > Select User Select privileges tab > Choose privileges > Save



For more detailed information, review the Services & Support Section at <https://se-new.ingrammicro.com/>