

How To Use Westcon Webshop

Introduction

Westcon's web shop is a tool that will allow you to place orders, track orders, look up pricing and availability and more. Also, by using the web shop for your orders you will have a better deal on freight and minimum order charges.

Below is a description on how to use some of the features to help you get going.

Register to get access

If you don't already have an account to use the Westcon Web shop you need to create one first. Click the web shop link – <http://compass.westcon.se> above and on the landing page click the [Get an account]-link. This will bring you to a registration page.

Just follow the instructions on the screen and submit. As soon as that's done you will receive a temporary log in account that will be upgraded within 2 hours as soon as your details have been validated. With the upgraded account you will have access to all of the features mentioned in this document.

The screenshot shows the Westcon Compass login page. At the top left is the Westcon logo with the tagline 'a Westcon Group company'. To the right of the logo are contact details: 'SE +46 406508200 | DK +45 44928600' and a 'Contact Us' link. The main header area contains a 'User Name' input field, a 'Password' input field, and a 'Log In' link. Below these fields are three links: 'Get an Account', 'Forgot your Password', and 'Request Quick RMA'. A red arrow points from a text box 'Click to register an account' to the 'Get an Account' link. Another red arrow points from a text box 'Fill in when you have your log in data' to the 'User Name' and 'Password' input fields. The main content area features the 'Compass' logo and a description: 'Compass is our password-protected site available to resellers 24 hours a day, seven days a week. Features of Compass include up-to-date product availability, list pricing, and order tracking capability. If you are already a Compass member, log in now to take advantage of our benefits. If you are not a member, register today!'. Below this is a welcome message: 'Welcome to Compass, Comstor's complete suite of e-business tools and online services. In order to have access to Compass, you must have a login name and password. If you don't have access, you can [register](#) to become a member.' The footer contains copyright information: '©2014 Westcon Group European Operations Ltd UK Sweden Branch', contact details: 'SE +46 406508200 | DK +45 44928600 | Contact Us', and links: 'Terms of Use - Terms of Sale - Site Map'.

Let's get started...

When you have received your log in data you use it to log in on the start page: <http://compass.westcon.se>

Look for price and availability

To find an item in the Westcon web shop, you can either search based on:

- ...part number begins with (Will also work with full item no)
- ...part number containing...
- ...product description

Just choose the search criteria in the menu. There is also a possibility to filter out items only from a specific vendor or vertical. I suggest you try to avoid this if not absolutely necessary.

When you have entered the search criteria and the "value", press "search" and within seconds you will get the result. If the search fits more than one item you will see a list of items, then just click the right one to get to the item detail page.

On this page (see example on the right hand side->) you will have all information on Price, Description & Availability.

AVAYA	
Part No.	AL4518002-E6
Description	4000-SSC HStack Stacking Cable 1.5m (5ft) for Ethernet Routing Switch 4500 or 4800 series (spare or for use as return cable for resiliency). (RoHS compliant).
Group	DAT-000
Warranty	
Qty in Stock	0
On Order	45
SBA	BASE PRICE
SBA Expiration	N/A
List Price	USD 276.00 Type: List
Discounted Price	USD 177.62
Buy at Discounted Price	
Quantity	<input type="text" value="5"/>
Add To My Cart	

Place an order

If the item you have now searched for is an item you want to buy, you can now add the item to the shopping cart. Just enter the number of units you'd like to buy and press "Add to my cart". This brings you to a new page where you can see the full details on what you have ordered.

[eCommerce Start Page](#) > View Cart

Cart	Billing	PO Info	Shipping	User Details	Summary		
Cart Unsaved Cart							
Vertical Market	Commercial	Created By	Martin Flensburg, Westcon Sweden	Currency	USD		
Delete	Vendor	Part No.	Pricing Type	Price (USD)	Qty	ETA	Extended Price (USD)
<input type="checkbox"/>	Avaya ECG - USD	AL4518002-E6	BASE PRICE	177.62	<input type="text" value="5"/>	Regional Availability 0 Backorder 5	45 888.11
Update This Cart Empty This Cart						SubTotal	USD 888.11
Save and Export Cart Save This Cart Continue Shopping Proceed to Checkout							

When you are done, you can either go back to the search page ("Continue Shopping") or move on to finalize the order (Proceed to Checkout). You can also save the cart if you'd like to go back to this order later and make changes before you submit the order.

Finalizing the order

When you have added all of the items you'd like to add to the order you press "Proceed to Checkout". This will bring you onwards to a new page where you need to add information to complete the order. This is information like Billing details, Order number, Ship to address, End User Details etc...

And, when the appropriate information is added, you will end up at the Summary tab and you can send the order.

When the order is placed you will get a confirmation with a reference number starting with "6". This is just a temporary number used for the web shop, the actual live order number will be sent to you in a separate order confirmation and those order numbers always start with a "2".

Check orders, ETA & Track shipment

The web tool can also be used for tracking and checking orders and more. Below is a description on some of these features

- Look at your current back log and ETAs
- Track a delivery to see if it has arrived or where the actual shipment is
- Get a re print of an invoice
- Find serial numbers

To access this information you just click the "Track Orders" link on the start page. This will take you to a list showing all orders you have placed with Westcon Group (Not only via the web). The list is as a default set to show orders that are placed within 90 days but you can choose your own filter on top of the page to show more or less orders. There is a big number of different criteria to filter on, not only on date.

In the list to your right you can see orders that are still OPEN (Not yet delivered complete), INVOICED (Shipped and Invoiced complete from Westcon) and RMA related orders.

By clicking the order number (Highlighted in red) you will be taken to the specific order where you can see:

- Expected deliveries on all items on each order

Order Tracking				
Search criteria		All Orders By Date Range		
Choose a date range to search (dd/mm/yyyy):		13/05/2014	To	11/08/2014
Search				
Selected Account: 1704809 - Westcon Internal Demo Account				
1				
E-Commerce Confirmation No.	PO No.	Order No.	Order Status	Order Date
	Demo-CKP-Reserv	<u>22350278</u>	Open	05/08/2014
	SX 22327470	<u>30273447</u>	Open	07/07/2014
	internal demo F5	<u>22327470</u>	Invoiced	07/07/2014
	SX22311564	<u>30272067</u>	Open	17/06/2014
	Alessandro Della Negra	<u>22311564</u>	Invoiced	17/06/2014
	SX 22306125	<u>30271682</u>	RMA Invoiced	11/06/2014
	Training Bruno T	<u>22306125</u>	Invoiced	11/06/2014
	SX22288907	<u>30269974</u>	RMA Invoiced	20/05/2014
	Demo-Westcon-CP	<u>22288907</u>	Invoiced	20/05/2014
	Demo-Westcon-CP	<u>22288907</u>	Open	20/05/2014
1				

- For the orders that are already sent/invoiced you can, after you have clicked the Invoice number, also:
 - o Make a reprint of the Invoice
 - o Find out serial numbers of the units on the invoice
 - o Delivery and Invoice adress
 - o Track shipment status
 - o Check invoice date

Print Invoice Summary Print Invoice w/ Serial Numbers

Invoice

Selected Account: 1201028 - Westcon Internal Demo Account

Below is the detail information for invoice 109108. Click the hyperlink in line "Tracking No.:" to get the tracking information from the carrier's Web site.

From/Remit To
 Westcon Group European Operations Ltd UK Sweden Filial
 Elbegatan 5
 211 20 Malmö
 Sweden

Tracking No. Information
[135977332](#)

Track delivery by clicking the link

Invoice No.	109108	Invoice Date	23/06/2014
Account No.	1704809	Ship Date	23/06/2014
Order No.	22311564 SX	Brn/Plt:	180525
PO No.	Alessandro Della Negra	Payment Terms	30 Days from Invoice Date
Pick Slip No.	2009446		

Sold To Westcon Internal Demo Account Chandlers House Love Lane Industrial Estate Cirencester , * GL7 1YJ GB	Ship To Westcon group Via Colleoni 13/1 Agrate Brianza , * 20864 IT
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Carrier	TNT	Method	NORMAL
Special	2 TO 3 DAYS		

Show All Serials/ License/MAC and Asset Info

Serial	Qty	Part No.	Description	Unit Price (EUR)	Extension (EUR)
2		DEMO-PANPA200NFR	Palo Alto	0.00	0.00
SubTotal					0.00
Tax					0.00
Freight					0.00
Insurance					0.00
Total					0.00

Print Invoice Summary
Print Invoice w/ Serial Numbers

Click to re print the invoice

Track delivery by clicking the link

Check Serial numbers of the units