

# XMA Website User Guide

This short guide is designed to help you navigate your way through our new XMA websites



## Navigation

Main navigation through the site is via the tabs at the top of each page, with each tab linking to a specific page.

At any point you can use the tabs at the top of the page or use the home icon to return to pages you would like to view.

Some sections also have their own menu, generally located on the left hand side of the page.

To return to the site homepage you can click the home icon located on the right hand side of the search bar.

## Browse Category

Hover over each menu item and you can either click the option to view products in that category or another menu will 'flyout' to the right with further options.

If you see a black arrow by a category it means there are further sub-categories available under that option.

## Search Function

The search option is available on every page and enables you to enter search terms e.g. LaserJet and search for that word or phrase within the XMA product database.

Using the drop down box also allows you to specify whether you would like specific hardware, consumables or spares to be returned in your search results.

The search uses a system of sound matching to build the search results. So, for instance, searching for lazer is the same as laser.

You can search for keywords, XMA product codes or manufacturer codes.

## Products Tab

This page shows our highlighted 'hot offer' plus selected promotions and a graphical display of all top level product categories, such as AV and Imaging.

Clicking an image will take you to the product page where you'll be able to see further filter options (see below).

## Manufacturer

If you prefer to find products by manufacturer then this is the page to go to. Click on either the manufacturer logo of the list at the left hand side of the page.

This will take you to the product select page. Here you will see four boxes, the first shows the top level categories Hardware, Consumables and Spares.

Select an option here and the next box will then show a list of related options, again selecting an option here will populate the text box and so on.

At any level, you can click the Find Products button and all relevant products from the selected manufacturer will be displayed

## Promotions

Promotions are displayed on the Product Page and under the promotions link on a section page e.g. schools.

The promotions link directly to each product page.

## Viewing Products

Whenever you use the product menu or open search facility you'll see the results screen labelled either Category Search or Search Results. Each of these screens allows you to further filter the results.

The first section enables you to filter the resulting category, the second section is by brand – you can select one or multiple brands and the results will change automatically.

If when you view products via the Category menu the number of products is very high you will see a message in red stating, 'Your search returned too many results, please use the filter options above to refine your search.' This is to ensure that the speed of your results is timely – if too many results are returned then the time taken for this could be high.

The results of your search are displayed further down the page, in the 'Product Grid', this shows the image, brand, XMA code, OEM code and description.

Other options are shown after you log into the site; these include price, stock levels and the options to add to basket or add to favourites.

The product grid provides several display options:

**Show images** – check on or off to show small thumbnails

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**Sort by** – you can change the order in which products are displayed, options are Product ID, (XMA code), Product name, Part No. (OEM code) and Brand

The final option allows you to display the number of items per page – a smaller number means faster page loading but more pages to click through, a higher number increases waiting time but allows you to see more items per page.

## Product Details

Clicking on the product code (XMA code) takes you to the Product Detail page, this shows the basic product information.

Further options are shown after you have logged in, including add to basket, add to favourites plus stock levels.

## Associated Products

Where these exist they are initially displayed within a product grid further down the page. Associated products may include items such as toners, paper, rollers and so on.

## Specification

Click the specification tab and this displays more detailed information about the product.

## Once You Have Logged On

You can log into your account by hovering over the login link on the top right hand side of the screen in the main header bar, when the log in box will appear.

Enter your login name and password, if you would like the system to remember your password so you do not need to enter it when you come to the site then check the Remember Me option. Alternatively, if you have forgotten your password click the link and once you enter your username and click submit you'll have your password emailed to the designated email address for that account.

When you have successfully logged in, you'll find several new options displayed.

### I don't have a login

If you don't have a login for our website, simply click 'Register' on the top right hand side of the page, complete the on-line form and you will receive a log-in within two hours.

## Minibasket

This is displayed at the top right hand side of the page and provides a quick view of the items in your basket.

You can also remove items by clicking the X and by hovering over the XMA code you'll see a tool tip showing the product name. You can also view the main basket by clicking the **View Basket button**.

## Account Options

On the left hand side of the screen you'll notice an Account Options link, hover over this and you'll see a flyout showing several further options, as follows:

My Account, which has another flyout with these options:

**Account Overview** – showing basic information about the account.

**Change login** – here you can change your email, address and password. Please note that it is not possible to change your login username.

**Saved Basket** – when you view your basket you have the option to save the Current Basket for later (see under Basket), clicking this link will show you all the baskets you currently have saved.

**Sub-Accounts** – as a main account holder you have the ability to create sub-accounts. These enable you to set-up accounts for individuals, departments or groups within your organisation who can then use a separate login function to place orders themselves. Within these options you are able to set a specific maximum order value for the individual sub-account.

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**Price Lists** — this will enable you to view or download price lists for selected product categories.

In this section you will see four boxes. The first, shows the top level product categories (hardware, consumables and spares). Select a Level 1 category and the Level 2 box will automatically populate with relevant sub-categories in this area. Again, select a Level 2 category e.g. PC and Server and the Level 3 box will populate with a further subset, which can also be selected – the same applies for Level 3 selections.

At any point (other than Level 1) you can click the Find Products button and the Product Grid will populate with products from your selected categories. Also, from Level 2 onwards, you can make multiple selections by holding down the CTRL key and clicking another option for non-contiguous selections; holding down SHIFT and selecting one option then another down the list will highlight all options between the two.

When you see products in the grid, the default view is screen. You also have other options to download the selected price list in a variety of formats including Excel 2007, PDF or CSV.

### **Saving the Price List**

Rather than having to go through the selection procedure for price lists you regularly download you may wish to Save the price list by specifying a name in the box and clicking save.

Then later when you wish to download it again, you can click the Previously Saved tab, select the required Price List and download it once more – all prices are current not historic.

## Basket

This shows the current basket, there are several familiar display options to show images, sorting and number of products per page.

As with most baskets you can delete individual line items by clicking the red X, change quantities or to clear the entire basket, click Delete All. You can also return to the product page by clicking Continue Shopping or click Checkout to process your order.

One further option allows you to save the basket and return to it at a later time. Click the Save Basket button and the save basket fields will be shown, just enter a name for your basket and description (if required) and click Save.

If you do not wish to save the basket, click the initial Save basket button and the options will disappear.

## Checkout

There are 5 stages in the Checkout process as follows:

Please note that at any stage in the process when submitting your form, it does not submit but displays a red asterisk besides a form field it means that either the form field is obligatory and must be completed or the format of the response is not correct.

Backorders – account customers are able to order products listed as Out of Stock. As default once these orders come into the order processing system they are automatically split – in stock products are shipped out according to the selected postage options with the out of stock items following.

If you are paying by credit card you cannot order products listed as 'Out of Stock'.

### **Step 1 – Select Delivery Address**

To add a new delivery address, click the + button, a form will then appear, complete this and click save address. Or, select an address that has already been entered from the drop down list.

### **Step 2 – Options**

On this screen you select delivery options. You can use the drop down boxes to select the type of delivery you require. You can elect to have a plain label delivery, the date required, order no (obligatory).

### **Step 3 – Summary**

This screen simply summarises the order, including delivery address and options from the previous screen.

### **Step 4 – Pay**

Here you can select your payment options. Displayed are the order amount and you current credit limit.

If you are an account customer you can check the box and elect to pay via your account. Or, by un-checking the box, further options are available to enable you to pay by credit card.

Please note – currently credit card payments can only be accepted for in-stock products. If this is the case, the out of stock items are displayed and you will be asked to use the Back button and remove these from your basket.

### **Step 5 – Confirm**

You simply confirm your order which once done will be processed through our order system, you will also receive a confirmation email.

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### Order History

The Order History page allows you to check all your orders placed within the last three months.

The page is split into three sections:

#### Section 1 – Select Type of Order

This consists of a series of radio buttons that enable you to filter your order by:

- Open orders
- Dispatched orders
- Closed orders
- All orders

#### Section 2 – Advanced Options

This allows you to closely filter your orders using a variety of options – customer, invoice, OEM number, part code, order number and reference.

This can be used in conjunction with the Boolean operator field (ends with, starts with, equals or contains).

In the third field enter any text you would like to filter your results by. For instance, you may select Order Number, starts with 123, click Add and this filter is now active and displayed underneath – you can add more filter options and continue to add them to the query grid which could be especially useful if you place a large volume of orders through the system. To clear the system and start again click the Delete Link and it will be removed from the query grid.

#### Section 3 – Order Grid

This displays all the orders – default sort order is by Order Number.

Initially, only the order is shown; however, by checking the Show Products box, all products within that order will be displayed too.

Note: All headings on the bar will (when clicked) sort the orders based on that field.

The Order Grid header bar shows up to eight different headings. For invoiced orders you will see an option link called Invoice, which when clicked will display you e-invoice in a printable format.

Dispatched orders also show a tracking link which will show the current delivery status of your order.

### Favourites

The site allows you to designate Favourite products and store them in the system. The Add to Favourites button is a star and shown besides the Add to Basket button.

Clicking the Account Options > Favourites link allows you to manage your favourite items and is held in this section until you add it to your basket, at which point it is removed.

### Further Assistance

Should you require any further assistance you may wish to contact your account manager or our sales support team on 0115 846 4657.

Alternatively, you can call our webteam on 0115 846 4676 or email us at: [xma.marketing@xma.co.uk](mailto:xma.marketing@xma.co.uk)

**Thank you for choosing our XMA website**