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Overview

Document Scope

This document will outline the basic functionality of the new Rexel Electrical Supplies e-commerce web store. This site opens up several key functionalities to enhance your trading experience with Rexel, allowing for true self-service over the internet.

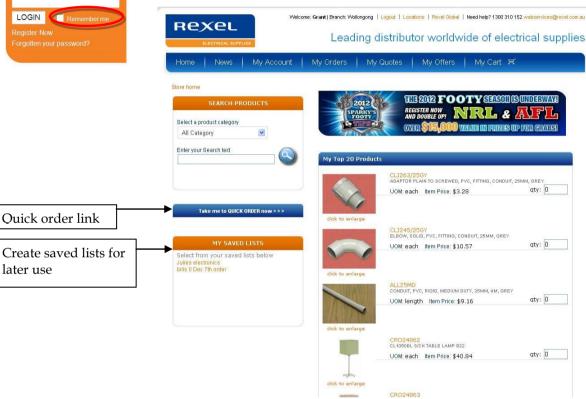
Your user-name and password details are included in the email that this document was delivered with, use these to login to http://www.rexel.com.au and begin online shopping today.

Below you will find several sections that will outline each of the major areas of functionality on the site, how to use them and some tips and tricks to ensure that you get the best experience possible from the site.

Homepage



When you login to the Rexel online shop, you can tick the 'remember me' box, which will keep you automatically logged in for two weeks. You are also going to be greeted with a lot of empty boxes, to show you how these will be populated, let's examine a screen from an account that has been used for some time.



Let's examine these page elements in detail to examine what each page element does.

Search Box

This is where the search experience begins, by using either a keyword search or a combination of the keyword and category drop-down menu. You can search for products here. Rexel has developed a state of the art parametric search engine to ensure that your search experience is the best in the industry (more on what that means later!)





Quick Order Link

For those who already know their part numbers, you can open this form and simply key in a quick order. These part numbers are then validated to ensure that they are correct and added to the shopping cart.

Take me to QUICK ORDER now >>>

The Top 20 List

One of the most common trends seen in the wholesaling industry is that most users' top 80% of sales will come from only about 20 products. In recognizing this, Rexel developed the Top 20 list, a list that dynamically tracks products ordered <u>over the web</u> and always shows you your current top 20 products. This list will appear blank when you first visit the store but don't worry, as you shop with us you will see products appearing and changing order – in real time.



Saved Lists

Do you have a set of products that you always order together? A particular configuration for a number of different house lots for example? Then group all these products together into a list for easy repeat purchasing.



Let's look at some of these features in depth now.



Search and Order Functionality

Search Engine

Rexel have developed the latest in search engines to enable easy, efficient finding of the product you're looking for. We have created a search experience using Parametric Search Techniques that allow you to filter in and out of datasets with ease. Quite simply, a Parametric Search is defined as 'a search done that fits a number of simultaneous criteria'

For example: a description, part number and supplier name.

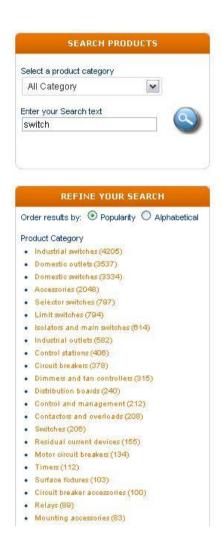
However, Rexel have further enhanced this concept with the development and deployment of attribute driven data to the web engines, this allows for unique grouping of products based on their product attributes, for example 2000 series switchgear, with added neon and in black. Let's take a look at this in action below.

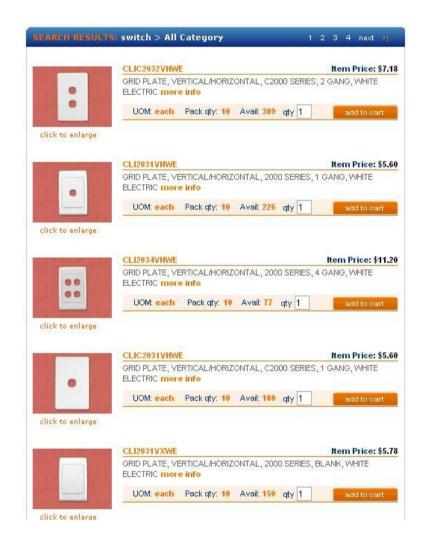
Step 1: Enter your search criteria



This search results in a return of over 19,000 products. Continue on to see how we can quickly narrow this number down to a manageable amount in just a few clicks.







Shown on the left in the above image, we see the product refinements, or facets. It's these product facets that allow a user to drill deeply into the search index for accuracy and control. Shown here, we see that we can facet by 'Product Category', and 'Brand' in the initial instance. Once a product category has been selected however, the full power of the attribute driven data set can be harnessed.

It is also possible to sort these facets alphabetically (a-z) or by popularity to assist in finding your facets/refinement criteria quickly.

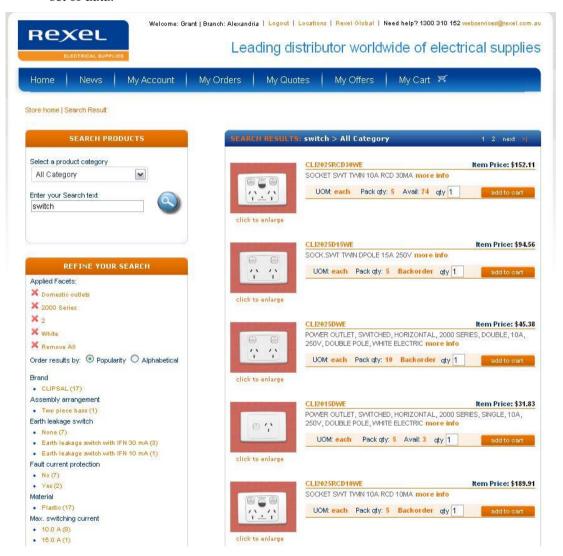


The following screenshot shows some of the product attributes available once the user selects the 'Domestic Outlets' product category.





Shown here, we see the real power of the faceted search. The user can drill into these values to get the number of results shown in the brackets beside each facet name. For example, the user will now drill into 2000 Series, then number of Socket Outlets = 2 and finally the colour white, to narrow that search result down to a manageable (17) set of data.

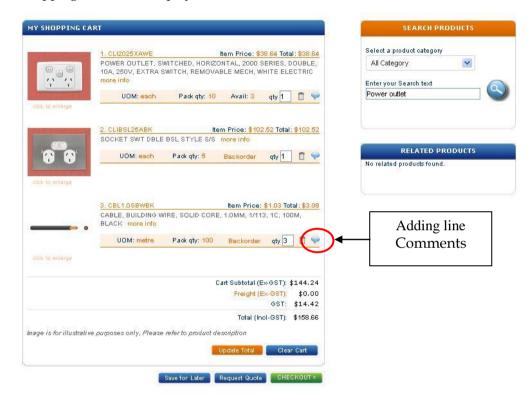


Again, the user can continue to drill down into the search by selecting more facets, or travel up the search index by clicking on the X character next to any facet – you do not have to remove search filters in the same order as they were applied, the search indexes will keep up with this!

This is the power of Parametric search, the only way to get familiar with this however is to try it, so go ahead – login to your account and experience it for yourself.

Checkout and Order Process

Okay, so now you've searched for products and added several items to your shopping cart, how does the check-out process work? This is the subject of the next section. From the search results, the user adds an item to the shopping cart and the shopping cart is then displayed.



In addition to the order comment, these comments will appear on our picking lists at the line level and can be used to pass on any message relating to that line. To enter a comment, click on the blue speech bubble icon to get the comment dialogue box to appear. Once you've entered your text click the blue disk icon. The speech bubble will turn red in colour to indicate that your message has been saved successfully.





My Shopping Cart

This is your shopping cart, items that have been added from saved lists, searches or top 20 lists are found in here. The shopping cart shows the part number, the item unit price and the line total. Also showing are pack quantities and available stock at your local branch. You can change quantities here, clicking the 'update total' button will recalculate the cart. You can also remove items from the shopping cart by clicking on

the icon in the shopping cart lines or 'Clear Cart' button to remove all items.

CHECKOUT > These three buttons will let you confirm your shopping cart as either a saved list (Save for Later), a quotation (Request Quote) or as an order (Checkout).

Search Products

The search box is still available from the shopping cart and the user can continue to search and add products to the shopping cart by either entering search terms as described above.

Related Products

Any related products to items appearing in the shopping cart will be shown in this box and the user can add these to the shopping cart by simply entering a quantity and clicking the 'Add to Cart' button.

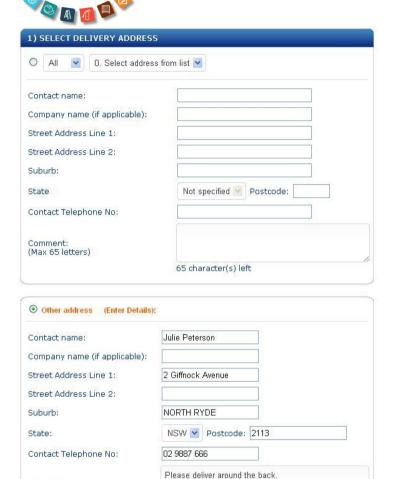


Once you're ready to check out your goods and place an order, simply click on the 'CHECKOUT' button.



Comment: (Max 65 letters)

Rexel Electrical Supplies USER DOCUMENTATION



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Again, the shipping confirmation page has plenty of detail so let's examine each of these in turn.

Select Delivery Address

34 character(s) left

These drop down addresses are those that are stored against your account in our business system, these are the 'official' ship to sites against the account. Notice that you can either select an address or as shown above, you can enter a 'one off' delivery address (that will be included for this order only – adding addresses can only be done by Rexel branch staff)

Or Pick up at Branch

If you want to collect the goods, you can check this radio button to indicate that you will be collecting this order from the branch, the branch address is shown here.

Select Billing Address

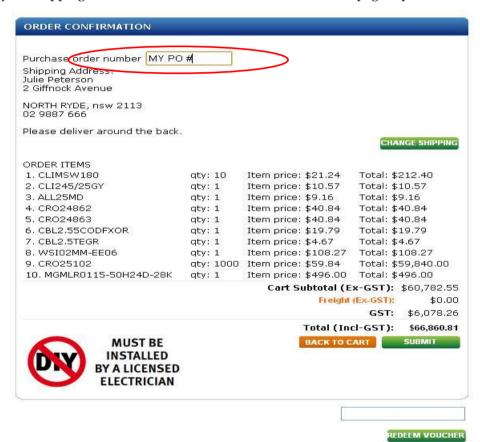
Some accounts in Rexel have multiple billing sites, if this is the case with your account you are able to select which billing site the invoice is raised against.



Delivery Date

This date picker will allow you to specify your preferred delivery date to the branch. The branch staff will contact you if there are any issues relating to the delivery or collection of your goods at the nominated time. You must also confirm that you've read our terms & conditions by clicking on the check box below the date box.

Once your shipping details are confirmed, the order confirmation page is presented.



Above is the confirmation screen, this screen will confirm all the order details such as shipping, comments and items ordered with totals. To complete the order simply enter you purchase order number (highlighted - mandatory) and then click on the

'Submit' button.

SUBMIT Items that you've checked out will now appear in your top 20 list of items and this

order will now appear in the 'My Orders' section of the site. As with the search, the best way to get familiar with the functionality within these pages is to use them, so why not login and give placing an order online a go.

My Account Features

WebFlow

For customer that want greater control of their procurement process Rexel has developed our WebFlow solution. The Rexel WebStore is your one-stop-shop for all your electrical goods need's, product and account information but there can be even further benefit in taking advantage of our extended offering – WebFlow.

What is WebFlow?

Rexel's WebFlow extends our WebStore solution and forms control-centric benefits for WebStore users. With WebFlow you can manage and monitor staff procurement activities from your central login. WebFlow will afford you greater control over your organisations procurement of electrical goods through the implementation of a self-managed approval process.

How can I have WebFlow set up?

Creating a WebFlow approval process is easy:

- Request a 'Manager Role' to be established for your WebStore login from your account manager or Rexel Web Services.
- 2- Use the 'Manage Users' link (found under the 'My Account' tab to easily create 'Users' through a simple user friendly setup. (Shown Below)



3- All Users created here are shown in the list & can be maintained (Edited / Order Limit adjusted / deleted) from this screen. Using this method the 'Manager' of the account can set individual \$ purchase limits. ('Order Budget Limit' fieldshown below)



If a 'Users' order request exceeds the specified \$ limit set by the 'Manager' the sales order request is held in place while an approval is obtained.





When an approval request is required this triggers an email to be sent to the 'Manager' of the 'User' via email for approval. The 'Manager' can then review the order and approve or reject it.

The 'User' is notified of the outcome by an email. The 'Manager' can also modify each 'User' account at any time either changing individual purchase limits for each 'User' or deleting their account with one click.

This is a security feature which can allow you to lock access & prevent users from placing unwanted online purchases on the account.

This is accessed through the 'My Account' tab then selecting 'Manage Users' link then Clicking on the username you created.

Rexel's WebFlow solution is made freely available to all our customers using a WebStore login that is linked to an active Rexel trading account.

My Account Features

Overview

In addition to providing a self-service portal for order placement and product search, the Rexel E-Commerce web-store also allows you to track several of your account functions. Including order tracking (invoice search, reprint & download), account balance enquiries and quote conversions. The web-store will allow you to track all your interactions with Rexel – not just those placed through the web-store.



The 'my account' link will take you directly into the account features available to the user, as shown below.



Each one of these features will enable you to interact with a different aspect of your relationship with Rexel, let's look at each of these functions below.

Change My Password

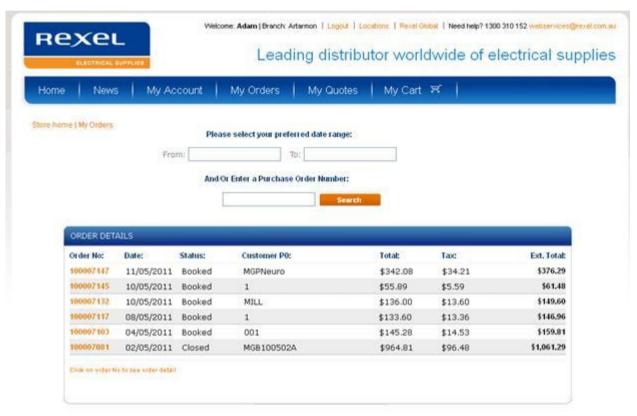
This feature will let you change your password for logging into the site. **It is highly recommended that you change your password the first time that you login**. If you haven't done so already, why not login and try changing your password now? For security, your new password must have the following characteristics:

- Passwords must be at least 6 characters long
- Passwords must contain at least 1 numerical digit
- Passwords must contain at least 1 capital letter



My Orders

This form will let you view and track orders placed both in the web-store and also those directly placed with the branch. Use this feature to check orders placed with us in both the web and branch environments.



Shown here, we see the current list of orders for this customer, an order number starting with a 6 tells us that it would've been placed with a Rexel Branch. All webstore orders will start with a 1 to allow easier differentiation. A user can click on the order number to drill into the order details.

To refine the search of customer orders, the Rexel Online store allows the user to either search by a date range (from a date & to a date), or by a customers' own purchase order number.



My Quotes

This page will allow a user to track any open quotes currently outstanding with Rexel, this includes both quotations created from the shopping cart or any quotation that has been entered by a Rexel Branch against your account.



As with the orders page above, the My Quotes page will allow you to view and work with quotations both created in the branch (starting with the 7 sequence) and created in the web-store (starting with the 1 sequence). A user can drill into the detail of a quotation to process the quote into an order. The quote number is the link for a user to do this.

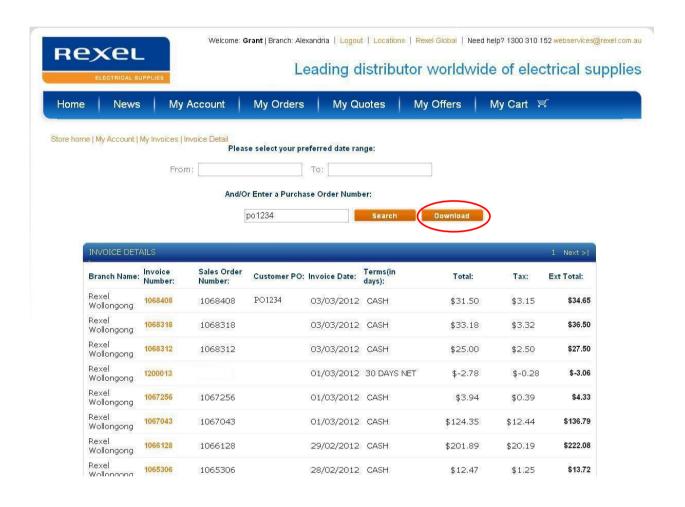
QUOTE DETAILS	ITEM LIST FOR MY QUOTE: 100000231			
Quote No: 100000231 Quote Name: web quote	L92BP2T_ENE LITHIUM AAA 2 PACK, USES 2 X AAA			
Created On: 07/12/2009	UOM: EAC qty orde	red: 6		
Expires On: 06/01/2010	Item Price: \$9.48 Tota			
Status: Open				
		Cart subtotal:	\$56.88	
	· ·	Shipping Postage:	\$0	
		GST:	\$5.69	
		Total:	\$62.57	
	Purchase Order Number: web test	Subm	Submit Quote	

To process this quote, a user is required to enter a purchase order number and click on the 'submit quote' button. This quote is now converted in the ERP system and the order is processed at the linked branch. To view this order, use the My Orders functionality shown above.



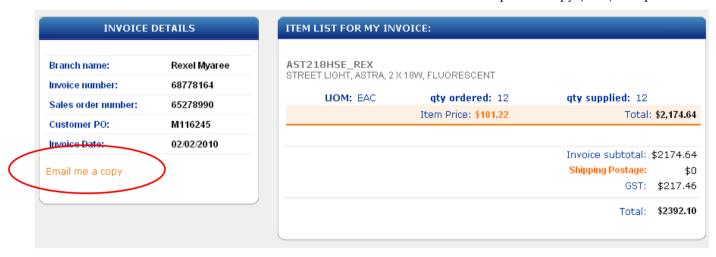
My Invoices

In addition to orders and quotes, the Rexel web-store also provides you the opportunity to review, reprint and download (.csv flat-file) any invoices against your account. Using the My Invoices feature, you can browse through a list of invoices and then drill down into the invoice to request a copy be e-mailed to you or enter the PO number in the search box and click the 'Download' button.





As with My Orders and My Quotes, the My Invoices form allows you to drill into an invoice to see its associated details or to e-mail a reprinted copy (PDF) if required.



Click on the highlighted link to have an email copy of the invoice delivered to your inbox.

Account Balance

Additionally, the Rexel web-store will allow a user to check their current account balance. Clicking on the 'Account Balance' link from the My Accounts tab page will display your current balance with Rexel. Users can refer to this page to track their outstanding amounts with Rexel.



Statement Reprint (e-mail PDF)

Using the date picker in the Account Balance form, a user can select a statement period for reprint and have a PDF copy of that statement e-mailed to them. For example, if you wish to reprint a September statement for your account, simply select any date in September in the calendar then click on the 'Generate & Send' button shown on the next page.





This concludes a brief run-down of the Rexel Web Store's key functions. Why not login today and try it out for yourself?

Keep an eye out for new features and functionality to keep appearing over the next 12 months as we respond to requests from you, the user as to what you would like to see improved. The Rexel Web Store is a constantly evolving and improving resource for our customers to do business with us. This includes conveniently placing orders, accessing information and saving time by shopping on-line.

Rexel Barcode Scanning

An additional feature of the WebStore is the implementation of barcode scanning for our tailored VOS, VMS or VMOS setups'. This feature affords customers the ability to replenish stock levels through a much faster means than traditional manual forms, minimising input errors, and with added security.

The Rexel barcode system for quick stock replenishment orders works seamlessly with our eCommerce solution, the Rexel WebStore. This means that the required quantities of stock can be determined and ordered in the same fast process.

The Rexel barcode system affords maximum benefits where inventory management requires a time consuming ordering process, such as a manual ordering form.

VOS - Vendor Owned Stock: Rexel Owned Stock on consignment at site.

VMS - Vendor Managed Stock: customer owned / Rexel Managed Stock at site as required.

VOMS - Vendor Owned and Managed Stock (Mini-Stores): Rexel Owned and Managed stock at site as required.

What's required?

Setting up and running this process is simple; all that's required is a hand-held scanner that connects to a PC with internet access and a set of barcodes for the required products.





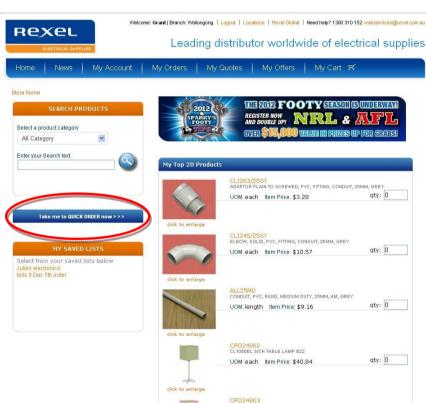
How does it work?

The barcode entry process consists of 3 easy Steps:

<u>Step 1</u> – Login to the Rexel WebStore using your provided login details. This is the stock ordering portal you will use to securely order your required goods from Rexel.

Navigate to the 'Quick Order' section located on the home screen of your login.





<u>Step 2</u> – Once at the Quick Order screen (shown below) simply move the mouse over to the first field and left-click to ensure that the 'part number' field is selected.

Begin scanning the corresponding barcode of the products you require. The product part number will populate the field and the cursor will move over to the 'Quantity' field. You can either use the quantity barcode quick-sheet or enter the quantity using the PC's keyboard.





<u>Step 3</u> – Click the 'validate' button at the bottom of the screen. Here, your product part numbers will be checked to see if they are valid. A green Tick is a valid product ready to be ordered & a red cross is an in-valid part number. If this occurs, simply click the remove button and re-scan, checking for spaces either side of the part number. If you still have trouble, contact us at (<u>Webservices@rexel.com.au</u>) a new barcode may need to be issued, this can be created & emailed to you for printing.



Finished; proceed to check-out by clicking the 'Add all items to shopping cart' button for review and check-out as per the above instructions.

You can view your order in the 'My Orders' tab and your invoices in the 'My Account' tab. These can be printed, emailed as a .PDF or even downloaded to your PC.