

Resellers

WebStore

Brief User Guide



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enter keywords..

Invite

Resellers must be invited to use the SIPHON WebStore. This is important as we need to approve your email address against your account. If you would like to register please contact your account manager or our sales team

Self-Register

When you receive your invite, visit our website and click on WebStore TAB. You can self-register by click on “Login” at the top right hand corner and then clicking on “Existing Customer”. Simply add your email address and click on “Request password”

Log-In

Once you receive our welcome email and your password you can log-in as a “Returning Customers”

Lost Password

Simply click on the “Lost Password” link under “Returning Customers”

Support

If you require assistance or experience any issues in using the WebStore please contact us at webstore@siphonnetworks.com

The screenshot shows the SIPHON WebStore homepage. At the top, there is a navigation bar with links for Solutions, Vendors, About Us, and Support, along with a search bar. Below the navigation bar is a large banner for Microsoft Skype for Business, featuring the Skype logo and the text: "Microsoft Skype for Business. Extending Microsoft Skype for Business with innovative product bundles and consultancy to deliver advanced services and applications." Below the banner is a grid of product listings:

- SHOPPING CART:** 0 items, View order, Check Out.
- NAVIGATION:** Solutions (Call Logging & Reporting, Call Recording, Data Routers, Enterprise SBC, Gateways, Handsets, Headsets, IP PBX, Multi Service Routers, Services, Skype For Business, Soft Clients, Telephony Line Cards, VoIP Telephony Adapters) and Vendors (AudioCodes, CounterPath, Digium, Ingate, Jabra, Kuando, Mondago, OreCX, Plantronics, Polycom, Sonus, Tadiran).
- Polycom VVX Phones:** High-quality audio and video communications experience. More Information.
- Yealink SIP-Dect Phones:** SIP Cordless Phone designed for small business users. More Information.
- UC Security:** Securing the delivery and quality of Unified Communications across IP borders. More Information.
- Enterprise Call Recording:** The industry's most affordable, full-featured call recording and quality monitoring solution. More Information.
- Skype for Business:** Innovative product bundles and advanced consultancy services optimised for Microsoft. More Information.
- Services:** Full range of engineering services to enable the integration and delivery of innovation. More Information.

On the right side, there is a "NEW PRODUCTS" section with the SIPHON logo and a list of products: Audiocodes One Box, Polycom VVX101, Polycom VVX201, and Microsoft POC.





Huge Range of Products and Services

SIPHON can't sell everything on the WebStore as some devices and services require detailed configuration so that they meet specific and tailored needs of our resellers and end customers. So if you have any special requirements, or can't find the products you need on our WebStore then contact our sales team using the number below.

- Professional Services
- Large Volume Orders
- Configured Products



Call our Sales Office on **+44 (0)1635 225 000** for product guidance and sales support

Self-Register

Simply visit us at <http://siphonnetworks.com> and click on the **WEBSTORE** Tab. Next click on **LOGIN** and you will be taken to the following screen.

Next click on **Continue** under the **Existing Customers** and enter your business email address and we will sent you a welcome email with your WebStore password.



Log-In

Once you have your password you can log into the WebStore as **Returning Customers** and

start browsing. Recommended Web Browsers are Chrome, Firefox, or Safari.

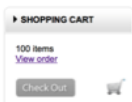
Orders

It couldn't be easier, once you have logged in you will be able to see your **Reseller Pricing** for each product you browse. By using the **Search Box** at the top the screen you can quickly lookup any product you regularly order.



Select the **product** you want, enter the **Quantity** you require and press the **Buy** button to add this to your shopping cart. You will now be taken to a screen where you can confirm costs. You can now either **Continue to Shop** or **Proceed to the Check Out**.

Check Out



When you are ready, press the **Check Out** button under the shopping cart and you will be take through to confirm the costs and setup the delivery for your products.



MyAccount Services

As soon as any order has been approved you will receive a special link in the approved email, which will allow you to access your MyAccount area and check the following:

- ▶ See your Orders and check the status of the order and print them out
- ▶ See Estimate (quotes), typically for large or special orders that have been agreed with Sales directly
- ▶ See/Request a Return, this allows you to request a return
- ▶ View all transactions, by date and invoice number
- ▶ Edit your Profile, this allows you to establish your default billing address, shipping address, Shipping Method
- ▶ Support, allows you to raise cases and check on them as well as contact the Support Centre for enquiries

Review and Submit Your Order

The final stage of your order is to check the **Delivery Address** and the **Billing Address**. Both can be changed by adding one of your previous addresses from the list or simply adding a new one by selecting **Change**.

Next ensure you have the correct **Shipping Method** selected for your needs and add any **PO reference** and/or **Delivery Instructions**. It is important that a PO number is provided on all orders so they can be tracked.

Provisioning Instructions

If you are a reseller that uses the SIPHON in-house pre-provisioning service then you can enter your special instruction here so that this order is marked correctly for provisioning – listing any Provisioning URL and Firmware version where applicable in the format:

URL = http://xxx

Firmware = x.x.x

Please ensure you have ordered the required provisioning service item which can be found on the Webstore under **Vendors – SIPHON**.

Submit Order

Once all details have been confirmed then click the **Submit Order** button and your order will be processed by our Customer Services team. Ordering on the WebStore dramatically speeds up your order fulfilment and ensure you hit that next day delivery.

Order Updates

As soon as an order is placed you will get an email at each stage of the orders life-cycle as follows.

webstore@siphonnetworks.com

Your order no. 273-SOxxxxx has been received

Your order no. 273-SOxxxxx has been approved

Your order no. 273-SOxxxxx has been fulfilled.

fulfilment@siphonnetworks.com

Once an order has been fulfilled you will receive an update of the Packing Slip, which will list all of the MAC ID if you have ordered any Phones.

Finally you will receive the Invoice for payment relating to this order.

Frequently Asked Questions

1. Where can I access the previous list of delivery addresses to select for a Webstore order?

Previous delivery addresses are not available in Webstore

2. How can I view and access my order history on the Webstore?

You may view your order history by selecting the “My Account” tab on the home menu

3. Is there somewhere where I can enter special details for the order or delivery?

Yes, these may be entered in the “Delivery Instructions” box

4. How can I get details on my credit limit?

You may view your credit limit by selecting the “My Account” tab on the home menu

5. Does the Webstore support credit card payments?

The Webstore does not accept credit card payment at this stage

6. Where can I see stock quantities for a given product?

Stock levels are not yet available in Webstore

7. Can I order product in multiple currencies on the Webstore?

To order in multiple currencies

8. Where can I enter a PO number on the Webstore?

Yes, these may be entered in the “PO” box. This is a mandatory field and the order will not progress without this.

Thank you from SIPHON

We would like to thank you for using our WebStore Service and would welcome any comments you have on any of our services especially if this can make your life easier. Please email us at sales@siphonnetworks.com