

Shipton Communications Webstore

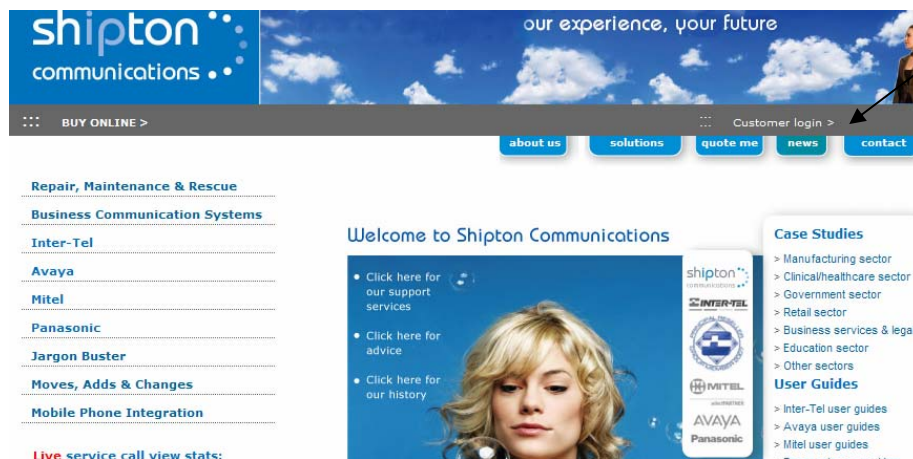
You are now able to log onto our Web Store via our website. This new feature allows you to view various options within your account, for example you are now able to view and print out your company statements and also log a support call direct with our helpdesk without even picking up the phone!

Please find below a brief user guide on the various options you can access.

If you have any further questions please do not hesitate to contact us.

Logging onto Web Store

1. Go to our website www.shiptoncomms.co.uk (as shown below)
2. Click on Customer Login found underneath our Company Logo



3. Enter your email address and password and click on 'Continue'

Returning Customers

Email Address * Required
Password *
[Click here if you've forgotten your password](#)

4. Next, click on the **My Account >** on the top left hand side of the screen
7. You will then be presented with your account screen (as shown below)

Customer Centre > **Customer Centre**
Shipton Communications - C2887 Shipton Communications (Customer)

Welcome
 ◦ You are logged in as a Customer of Shipton Communications.

Settings
 ◦ Set Preferences
 ◦ Campaign Subscription Center
 ◦ Change Email/Password
 ◦ Update Security Questions

Customer Centre - Home Links

Billing
 • [Print a Statement](#)
 • [See A/R Register](#)
 • [See All Transactions](#)

Support
 • [Contact Support](#)
 • [See Support Cases](#)

Quick View
 ◦ Outstanding Balance £0
 ◦ Open Cases 0
 ⌂ Refresh All

Quick Search

Type
 Sales Order

Date
 [Pick](#)

Number

PO/Check Number

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Billing - Printing a Statement

Billing
 • [Print a Statement](#)

1. Click on

You are then presented with the following screen;

shipton
:communications

Customer Centre > **Customer Centre**
Shipton Communications - C2887 Shipton Communications (Customer)

Print Individual Statement

Customer: Job C2887 Shipton Communications Start Date 23/10/2007
 Balance 0.00 Show Only Open Transactions
 Statement Date 23/11/2007 [Pick](#) Form Shipton Statement

[Print](#) [Email](#) [Fax](#) [Reset](#)

2. Amend the Start Date to the date you require the statement for (you can either type this manually or click on the 'Pick' option)

3. Click on 'Print'

Billing – See A/R Register

1. Click on [See A/R Register](#) under Billing

shipton
:communications

Customer Centre > **Customer Centre**
Shipton Communications - C2887 Shipton Communications (Customer)

Accounts Receivable Register

No Data Available
 There is no data available for the date/period range selected.
 Please select a different date/period range or click [Help](#) to read more about this report.

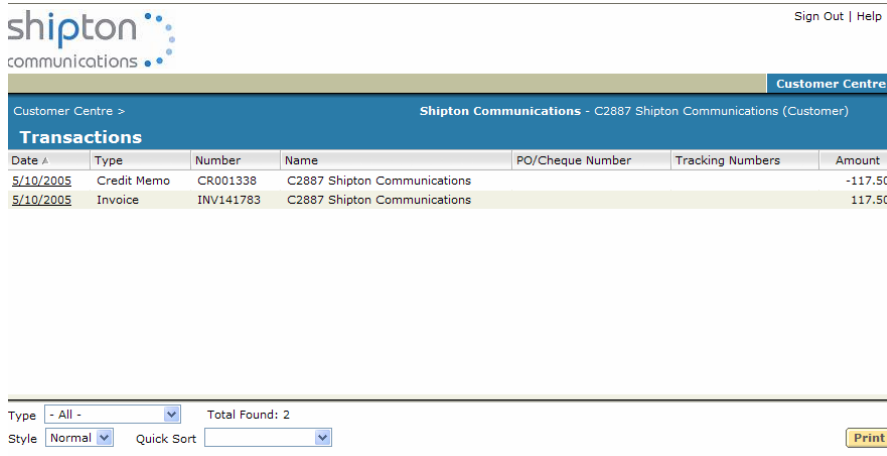
Date this month From 1/11/2007 [PickTo](#) 30/11/2007 [Pick](#) Current Ending

2. Select the relevant criteria you require from the drop down menu at the bottom of the screen, 'Date' and 'Sort by' and change the 'From' and 'To' Dates (either manually or using 'Pick')

4. When you are happy with your selection, click on 'Refresh'

Billing – See All Transactions

1. Click on [+ See All Transactions](#) under Billing



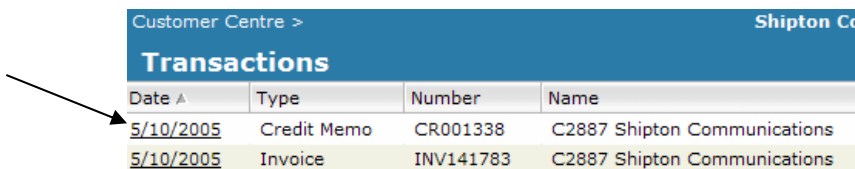
The screenshot shows the 'Shipton Communications - C2887 Shipton Communications (Customer)' page. At the top right, there are links for 'Sign Out | Help'. Below the header, there is a 'Customer Centre' tab. The main content area is titled 'Transactions' and contains a table with the following data:

Date ^	Type	Number	Name	PO/Cheque Number	Tracking Numbers	Amount
5/10/2005	Credit Memo	CR001338	C2887 Shipton Communications			-117.50
5/10/2005	Invoice	INV141783	C2887 Shipton Communications			117.50

Below the table, there are three dropdown menus: 'Type' (set to '- All -'), 'Style' (set to 'Normal'), and 'Quick Sort'. A 'Print' button is located to the right of these menus. The text 'Total Found: 2' is displayed above the 'Quick Sort' dropdown.

2. At the bottom of the screen you have 3 drop down menus where you can select different options depending on your requirements (Type, Style & Quick Sort)

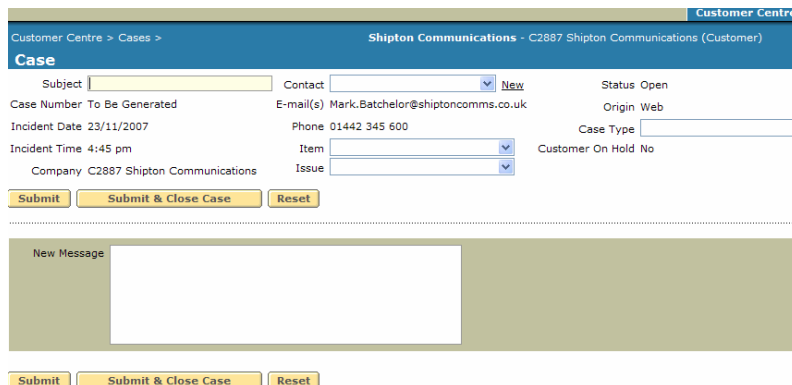
3. To view a transaction, click on the highlighted date (as shown below)



This screenshot is similar to the one above, but with an arrow pointing to the date '5/10/2005' in the first row of the 'Transactions' table, indicating that clicking on this date will view the transaction details.

Support – Contact Support (Logging a Support Call)

1. Click on [+ Contact Support](#) 'Your Account' page
3. You will be presented with a case screen



The screenshot shows the 'Case' screen in the 'Customer Centre'. The page title is 'Shipton Communications - C2887 Shipton Communications (Customer)'. The form contains the following fields and options:

- Subject:
- Contact: [New](#)
- Status: Open
- Case Number To Be Generated:
- E-mail(s): Mark.Batchelor@shiptoncomms.co.uk
- Origin: Web
- Incident Date: 23/11/2007
- Phone: 01442 345 600
- Case Type:
- Incident Time: 4:45 pm
- Item:
- Customer On Hold: No
- Company: C2887 Shipton Communications
- Issue:

At the bottom of the form, there are three buttons: 'Submit', 'Submit & Close Case', and 'Reset'. Below the form is a 'New Message' section with a large text area for input and the same three buttons at the bottom.

4. Fill in the following sections:
 - **Subject**
 - **Contact** – Select the relevant name from the drop down menu or click on 'New' and create a new user (ensuring you add full name, contact number and email address and then 'Save'.
 - **Issue** – Select relevant or nearest option from drop down menu
 - **Case Type** – Select from drop down menu, e.g. Fault
 - **New Message** – This is where you write the full description

Customer Centre

Customer Centre > Cases > **Sipton Communications - C2887 Sipton Communications (Customer)**

Case

Subject (Test) System Crash Contact C2887 Sipton Communica **New** Status Open

Case Number To Be Generated E-mail(s) Chloe@communio.co.uk Origin Web

Incident Date 23/11/2007 Phone 01442 345 600 Case Type Fault

Incident Time 4:45 pm Item Customer On Hold No

Company C2887 Sipton Communications Issue System Crash

Submit **Submit & Close Case** **Reset**

New Message No internal or external calls since this morning. Have reset system but problem still there. Have reported to line provider (BT) but lines all ok.

Submit **Submit & Close Case** **Reset**

5. Once everything is filled in as above, click on 'Submit'

Note: This will then go to our helpdesks queue who will contact you in due course

Support – See Support Cases

1. Click on **+ See Support Cases** under 'Support'
2. At the bottom of the screen are several dropdown menus for you to select your criteria

Note: Make sure you have selected 'Open' or 'All' if you want to view current open cases.

3. To view a case, click on the highlighted Case Number

Cases	
Number	Subject
<u>36662</u>	Test
<u>42945</u>	test

3. To add a new note, click on 'New'



My Account – Quick View

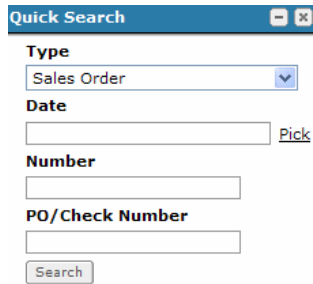
On the right hand side of the screen is 'Quick View' which tells you at a glance what the Outstanding Balance is, Open Cases, and Open Estimates.

Quick View	
Outstanding Balance	£0
Open Cases	0
Refresh All	

You can click on any of these and it will take you to the relevant area which will give more detail (as has been covered previously)

My Account - Quick Search

On the left hand side of the My Account screen is the 'Quick Search' option



The screenshot shows a 'Quick Search' window with a blue header. Below the header, there are several input fields: a 'Type' dropdown menu with 'Sales Order' selected, a 'Date' field with a 'Pick' button, a 'Number' field, and a 'PO/Check Number' field. At the bottom of the form is a 'Search' button.

Here you can quickly search for an item by selecting an option from the 'Type' drop down menu i.e. Sales Order or Invoice

1. Complete the rest of the criteria (if known)
2. Click on 'Search'

Any item matching your selection will be shown