

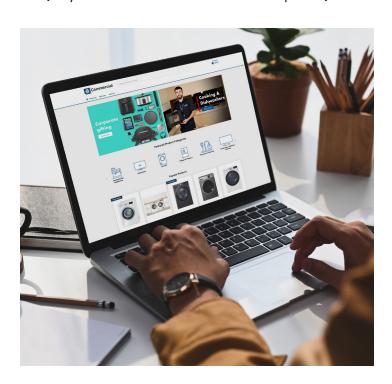


Buyer administrator user guide

Features & benefits

- Access to your business discount pricing online
- Smarter search with category filters to help you find what you need faster
- Mobile responsive site, so you can purchase anywhere, anytime
- Saved shopping carts, so you can return to complete your order when ready
- More product information, including availability
- Compare product specifications in a side-byside display to help make the right product choice
- Save products to your favourites from any product listing or detail view
- Create your own frequently purchased items lists using order templates
- Access your past order information via Order History

- GST toggle to choose whether product prices are shown inc or ex GST
- Maintain your delivery addresses and configure your employee logins online (buyer administrator access is required)



Terms of Use

This website is for use by administrators only for purchases on behalf of your organisation. It is not to be used for personal purchases by your staff, corporate members or other related parties. The order details of all users will be visible in this portal and the information (including personal information) of any user submitting orders will be visible to all users.

The organisation and its users are not permitted to re-sell products purchased from the website. Quantity limits on items may apply.

The Good Guys conducts regular audits of the website and misuse may result in revocation of your organisation's access to the website.

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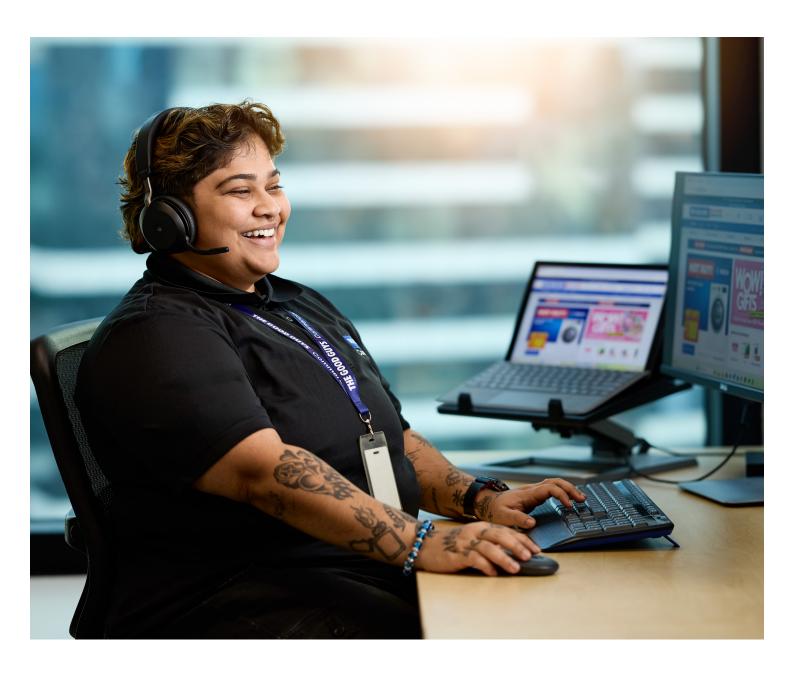
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Administration functionality

As a **Buyer Administrator** for your Customer Account (s) online, you will have the ability to maintain user access, your organisation's delivery address(es), and have access to other features such as order approvals.

When logged into the website, your **My Account** menu will include options not available to standard website users.

Additional menu options include Customer Maintenance and User Maintenance.

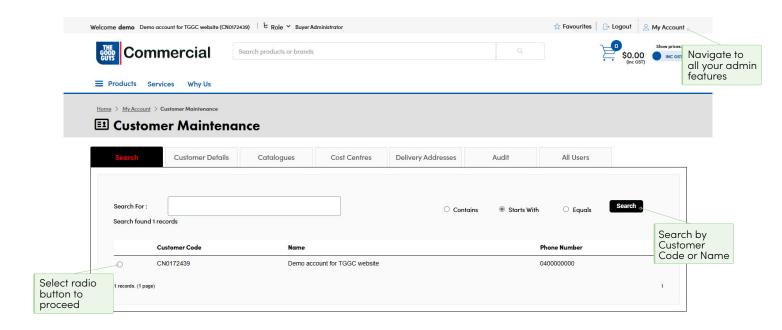


Customer maintenance

Use **Customer Maintenance** to:

- View a list of all your linked user(s)
- Create, maintain and delete your delivery address(es)

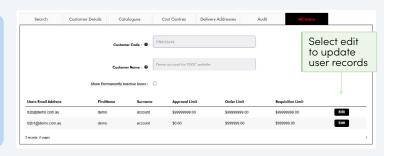
Upon navigation to Customer Maintenance, search and select your customer account by Name or Customer Number. Alternatively, clicking search will present all records we have linked to your Buyer Administrator login.



Upon selecting your customer record, you will automatically view the All Users tab, with all user records on your customer account.

You may click through to maintain any of your users from this view.

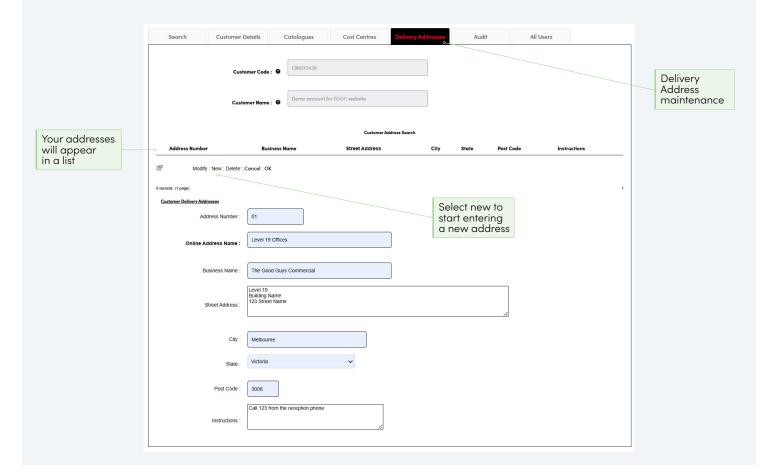
TIP: Deleted records remain in the system to ensure we maintain accurate audit trails. These records appear as 'permanently inactive' and are filtered from your standard view. Select the check-box to view your deleted records.



Delivery addresses

You can save delivery addresses under your organisation's account by clicking on the Delivery Addresses tab. Here you may create, maintain, and remove delivery addresses as required by your business.

The address provided can be selected during checkout instead of entering the delivery address manual.

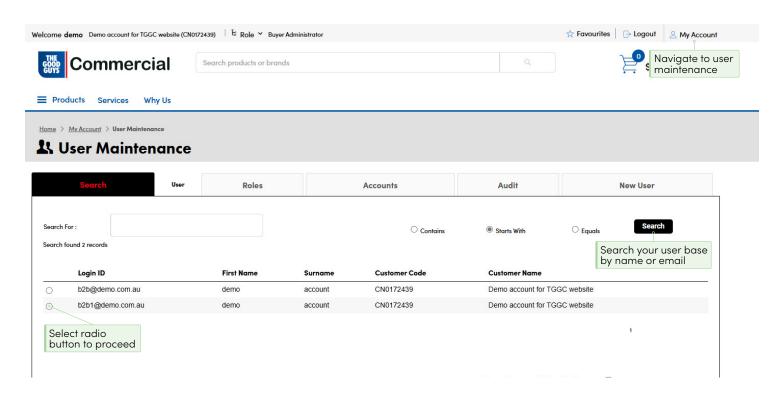


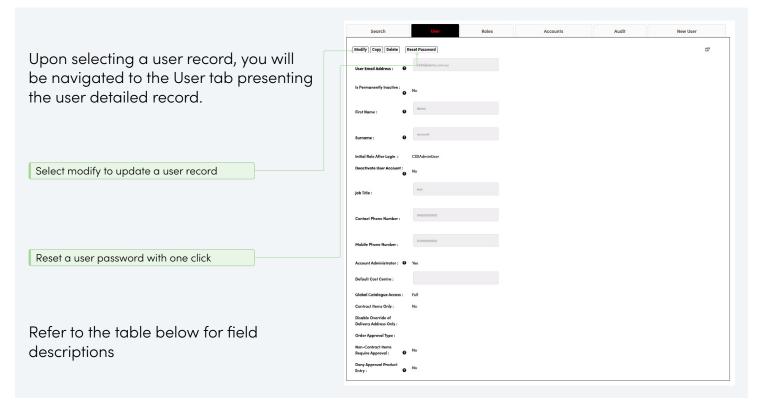
Delivery address fields:

Address Number	Numeric record for your deliver address. 01, 02 etc	
Online Address Name	Online name only, presented in the drop-down address selector during checkout. Using your own address names will help users select their chosen address from the drop-down list easily	
Business Name	Your business name for shipping purposes	
Street Address	Your street address for shipping purposes	
City	Your city for shipping purposes	
State	Your state for shipping purposes	
Postcode	Your postcode for shipping purposes	
Instructions	Additional instructions you may include with an address for the parcel to help the delivery driver find the correct delivery location. e.g. Loading dock via Smith Street entrance	

User maintenance

Navigate to **User Maintenance** to create and maintain your website users, their settings and permissions.





User maintenance address fields:

Field name	Field Description
User Email Address	This is user for login IDs, as well as order communication such as confirmation emails.
Is Permanently Inactive	This allows you to mark a user as 'deleted' when the system does not allow a full record delete. Reasons for this include recent orders, where we retain the record in order to maintain audit information.
First Name	
Surname	
Initial Role After Login	The user's initial role defines the user's functional access to the site: User Role: Standard purchase role Buyer Administrator: Access to user and customer administration functions outlined within this document
Deactivate User	Select this checkbox to temporarily deny access to any of your users. This field will auto-update if there are too many failed login attempts and is also used by the New User Approval functionality to place the login in a pending state until you approve the user record.
Job Title	
Contact Phone Number	
Mobile Phone Number	
Account Administrator	Selecting this checkbox is required for any user you provide Business Administrator or Business Admin and Accounts access to. This will switch on the admin functions they see in their My Account menu.
Default Cost Centre	
Global Catalogue Access	Defines the user's access to the product catalogue Full: Our default state when not selected. Allows for viewing and purchasing the available product range. View Only: Presents all products without the ability to add to cart Denied: Blocks the product catalogue entirely.
Contract Items Only	If selected, the user's view of the catalogue is filtered to contract products only. If you do not have a list of contracted products with The Good Guys Commercial, selecting this will filter out all products from the user's view.
Enable Override of Delivery Address	This allows you to define users that cannot enter free-text delivery addresses during checkout and can only select from delivery addresses created by the Buyer Administrators.

Roles

Roles have been designed with specific functions and function groupings in mind, reducing the need to assign multiple roles to a single user.

When a **Buyer Administrator** creates a new user, the roles available for assignment are limited to those assigned to the administrator's own account.





Accounts

Select the **Accounts** tab to maintain the user's access to your customer(s).

A search field is presented to refine the list, should you have a user with a large list of customer records. Select the radio button beside the customer record you wish to review.

You user's **Purchase Limits** will be presented under the table. Select modify to maintain.

User limits fields:

Limits are maintained for each customer record on the user, allowing for different delegation of authority to be assigned.

Order Limit	\$Value (ex GST) to which your user may place an order without approval.	
Requisition Limit	\$Value (ex GST) to which your user may checkout any order. If you don't plan to use this field, we recommend entering a high value (e.g. \$9999999) to ensure it doesn't limit your orders.	
Approval Limit	\$Value (ex GST) to which your user may approve an order If you don't plan to use this field, we recommend entering a high value (e.g. \$9999999) to ensure it doesn't limit your orders.	

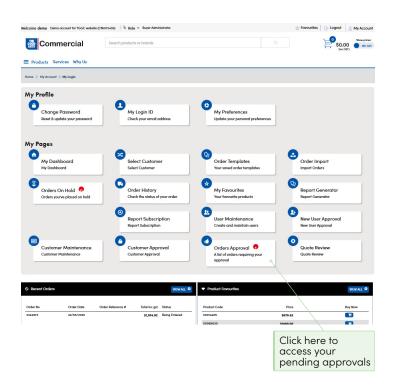
New users

To create a **new user**, select the **New User tab** and complete the online form. This simplified form is designed for quick and easy setup of basic users.

Once you have created a user, you will see their record in the **User** tab, where you may modify to further uplift their access. Navigate to the **Accounts** tab if you wish to add additional customer codes to the new login.

NOTE: Creating new users through this process will suppress sending a 'welcome' email to the user, allowing you to define the email and content you wish to send to them.





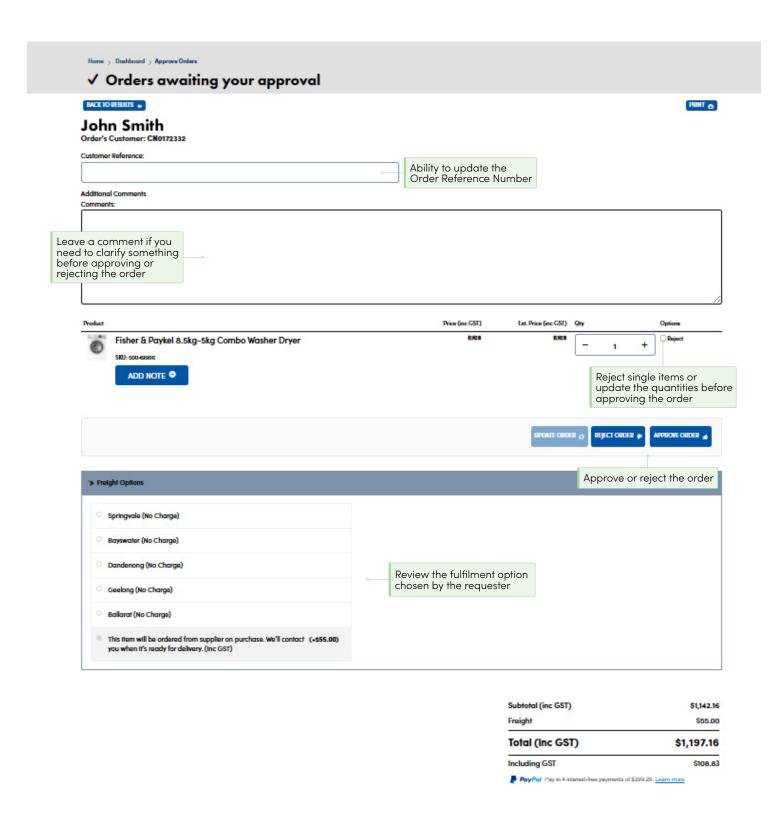
Order approvals

View and manage orders awaiting your approval by clicking the 'Orders Approval' tile on your dashboard – a number will indicate how many are pending.

Review the list of orders awaiting your approval.



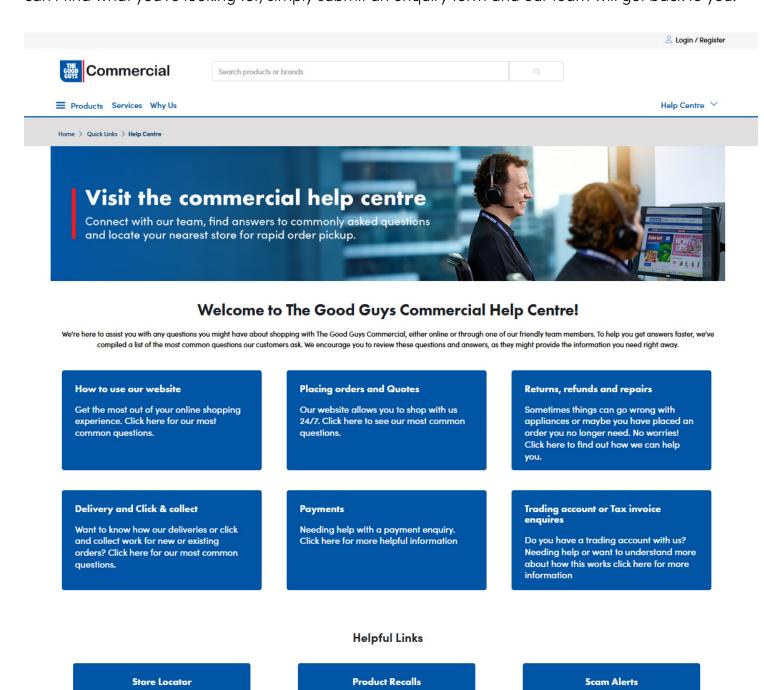
The Good Guys Commercial | Buyer administrator user guide



Support at your fingertips

Need help?

Our comprehensive Help Centre is packed with FAQs to assist with your day-to-day enquiries. If you can't find what you're looking for, simply submit an enquiry form and our team will get back to you.



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Commercial