



**THE
GOOD
GUYS** | Commercial

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-by-side 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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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.

Welcome demo Demo account for TGGC website (CN0172439) | Role Buyer Administrator

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Search products or brands

Favourites

Logout

My Account

Products Services Why Us

Home > My Account > Customer Maintenance

Customer Maintenance

Search

Customer Details

Catalogues

Cost Centres

Delivery Addresses

Audit

All Users

Search For:

Contains

Starts With

Equals

Search

Search found 1 records

Customer Code	Name	Phone Number
CN0172439	Demo account for TGGC website	0400000000

1 records (1 page)

Select radio button to proceed

Navigate to all your admin features

Search by Customer Code or Name

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.

Search

Customer Details

Catalogues

Cost Centres

Delivery Addresses

Audit

All Users

Customer Code: CN0172439

Customer Name: Demo account for TGGC website

Show Permanently Inactive Users:

Users Email Address	FirstName	Surname	Approval Limit	Order Limit	Requisition Limit	
020@demo.com.au	demo	account	\$99999999.00	\$99999999.00	\$99999999.00	Edit
12b1@demo.com.au	demo	account	\$0.00	\$999999.00	\$999999.00	Edit

2 records (1 page)

Select edit to update user 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.

Welcome demo Demo account for TGGC website (CN0172439) | Role Buyer Administrator

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Commercial

Search products or brands

Favourites

Logout

My Account

0

\$

Navigate to user maintenance

Products Services Why Us

Home > My Account > User Maintenance

User Maintenance

Search

User Roles Accounts Audit New User

Search For :

Contains

Starts With

Equals

Search

Search found 2 records

	Login ID	First Name	Surname	Customer Code	Customer Name
<input type="radio"/>	b2b@demo.com.au	demo	account	CN0172439	Demo account for TGGC website
<input checked="" type="radio"/>	b2b1@demo.com.au	demo	account	CN0172439	Demo account for TGGC website

Select radio button to proceed

Search your user base by name or email

Upon selecting a user record, you will be navigated to the User tab presenting the user detailed record.

Select modify to update a user record

Reset a user password with one click

Refer to the table below for field descriptions

Search User Roles Accounts Audit New User

Modify Copy Delete Reset Password

User Email Address : b2b1@demo.com.au

Is Permanently Inactive : No

First Name : demo

Surname : account

Initial Role After Login : CSSAdminUser

Deactivate User Account : No

Job Title : test

Contact Phone Number : 0400000000

Mobile Phone Number : 0400000000

Account Administrator : Yes

Default Cost Centre :

Global Catalogue Access : Full

Contract Items Only : No

Disable Override of Delivery Address Only :

Order Approval Type :

Non-Contract Items Require Approval : No

Deny Approval Product Entry : No

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.

Email Address	Role Name
b2b1@demo.com.au	CV Administrator
b2b1@demo.com.au	Buyer Administrator

Users Email Address	Customer Code
b2b1@demo.com.au	CN0172439

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.

The 'New User' form includes fields for User Email Address, First Name, Surname, Password, Confirm Password, and Initial Role After Login. Below these are five rows for adding customer codes, each with a 'Please Select' dropdown, a 'Hide In Account Select' checkbox, and input fields for Order#, Reg#, and Approval#. Annotations highlight: 'After creation, you may add more customers' (pointing to the top right), 'Select New User to create new users' (pointing to the top right), 'Add up to* 6 customer numbers to a user' (pointing to the customer code dropdowns), and 'Select customer number from the list' (pointing to a dropdown).

The 'My Account' dashboard shows sections for 'My Profile' (Change Password, My Login ID, My Preferences), 'My Pages' (My Dashboard, Select Customer, Order Templates, Order Import, Orders On Hold, Order History, My Favourites, Report Generator, Report Subscription, User Maintenance, New User Approval, Customer Maintenance, Customer Approval, Orders Approval, Quote Review), and 'Recent Orders' and 'Product Favourites' tables. A red indicator on the 'Orders Approval' tile is highlighted.

Click here to access your pending approvals

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 'Orders awaiting your approval' page shows a table of pending orders with columns for Order No., Order date, Entered By, Your Reference, and Total (inc. GST). A 'VIEW' button is highlighted for a specific order. Annotations include: 'View an order to review its details and start the approval' (pointing to the 'VIEW' button) and 'Click here to access your pending approvals' (pointing to the 'Orders Approval' tile from the dashboard screenshot).

Home > Dashboard > Approve Orders

✓ Orders awaiting your approval

BACK TO RESULTS

PRINT

John Smith

Order's Customer: CN0172332


Customer Reference:

Ability to update the Order Reference Number

Additional Comments

Comments:

Leave a comment if you need to clarify something before approving or rejecting the order

Product	Price (inc GST)	Est. Price (inc GST)	Qty	Options
<div><div></div><div>Fisher & Paykel 8.5kg-5kg Combo Washer Dryer</div><div>SKU: 50049006</div><div>ADD NOTE</div></div>	RM00	RM00	<div>-1+</div>	<div><input type="checkbox"/> Reject</div>

UPDATE ORDER

REJECT ORDER

APPROVE ORDER

Freight Options

☐ Springvale (No Charge)

☐ Bayswater (No Charge)

☐ Dandenong (No Charge)

☐ Geelong (No Charge)

☐ Ballarat (No Charge)

☒ This item will be ordered from supplier on purchase. We'll contact (+\$55.00) you when it's ready for delivery. (Inc GST)

Review the fulfilment option chosen by the requester

Subtotal (inc GST)

\$1,142.16

Freight

\$25.00

Total (Inc GST)

\$1,197.16

Including GST

\$108.83

PayPal


Pay in 4 interest-free payments of \$299.29. [Learn more](#)

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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Visit the commercial help centre

Connect with our team, find answers to commonly asked questions and locate your nearest store for rapid order pickup.



Welcome to The Good Guys Commercial Help Centre!

We're here to assist you with any questions you might have about shopping with The Good Guys Commercial, either online or through one of our friendly team members. To help you get answers faster, we've compiled a list of the most common questions our customers ask. We encourage you to review these questions and answers, as they might provide the information you need right away.

How to use our website

Get the most out of your online shopping experience. Click here for our most common questions.

Placing orders and Quotes

Our website allows you to shop with us 24/7. Click here to see our most common questions.

Returns, refunds and repairs

Sometimes things can go wrong with appliances or maybe you have placed an order you no longer need. No worries! Click here to find out how we can help you.

Delivery and Click & collect

Want to know how our deliveries or click and collect work for new or existing orders? Click here for our most common questions.

Payments

Needing help with a payment enquiry. Click here for more helpful information

Trading account or Tax invoice enquires

Do you have a trading account with us? Needing help or want to understand more about how this works click here for more information

Helpful Links

[Store Locator](#)[Product Recalls](#)[Scam Alerts](#)

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