



# Ingram Micro Xvantage – Quick Reference Guide

Step-by-step instructions for the latest features of  
our platform, Xvantage

July 2024



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# Login

## Logging in for the first time

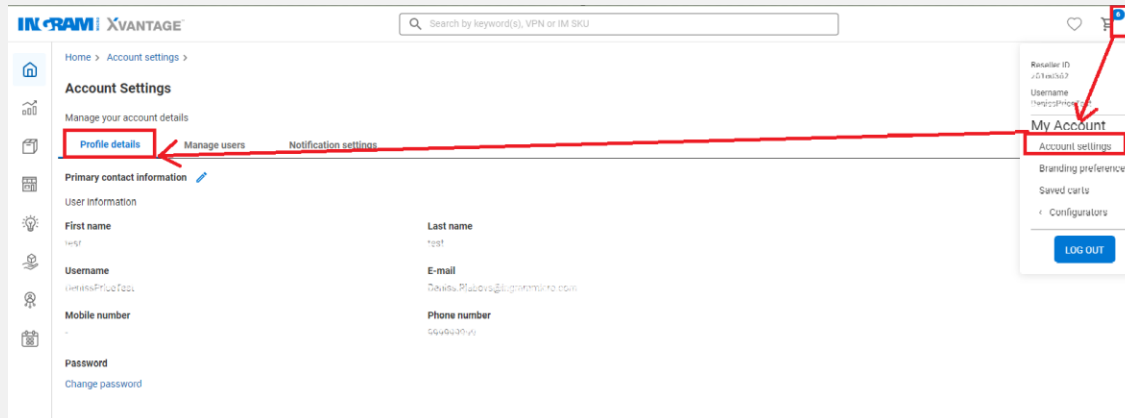
When you visit the site for the first time, please log in with your username and password that you should have received in an email from us.

### Steps:

1. Ingram Micro will ask you to accept the new site's terms and conditions and may ask if you're the sole person using the log-in credentials. Tick the box to accept.
2. In the "My Profile" section at the top of the page once logged in you can view Your account and personal information.

(Profile button > Account settings > Profile details)

If you would like to amend your company details, please contact:  
new.accounts.uk@ingrammicro.com



## Forgotten Username

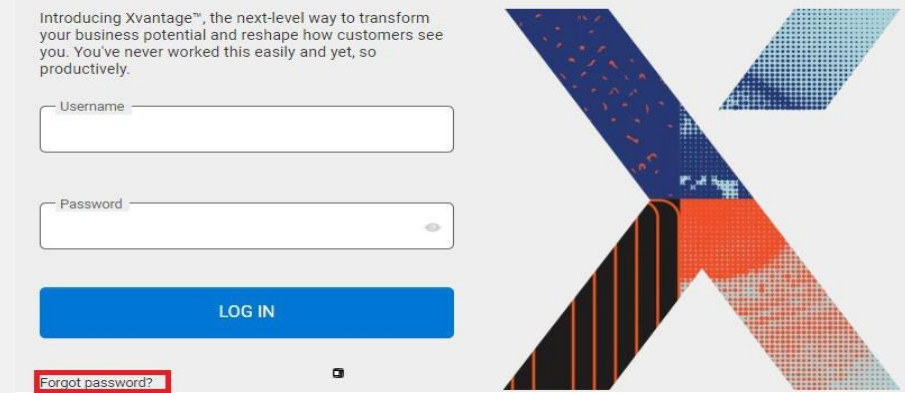
if you forget your username, please contact your company's account administrator or email Web.UKSupport@ingrammicro.co.uk

## Forgotten Password

1. Go to the Ingram Micro Log-in page and click "Forgot Password?"
2. Enter your username and email address > Click OK
3. You will receive an immediate email with a temporary password that you will need to modify when you next log in.

Please note: Too many incorrect log-in attempts or expired credentials resulted in your account being locked for 20 minutes.

If you have any questions regarding this process, please contact your company's account administrator or email Web.UKSupport@ingrammicro.co.uk



## Create a new Password

### Steps:

1. Profile > Account settings > Profile details > Change password
2. Enter Current Password
3. Enter New Password. Password must contain at least three of the following:
  - \* A minimum of 6 characters
  - \* At least one upper case (A-Z) and one lowercase (a-z) letter
  - \* At least one number (0-9)
  - \* Non-alphabetic characters (for example, !, \$, #, %)

Your new password must be different from the last 5 passwords and cannot contain any part of your username.

4. Enter new password > Save
5. Your password has now been saved
6. Login with your new password

# User Administration

## Create and Enable a New User

Users with admin privileges have the flexibility to create personalised accounts for all of the employees in their company.

### Steps:

1. Profile Icon > Account Settings > Manage users> Add a New User
2. Complete information > Create a New User

Admin users can do the following:

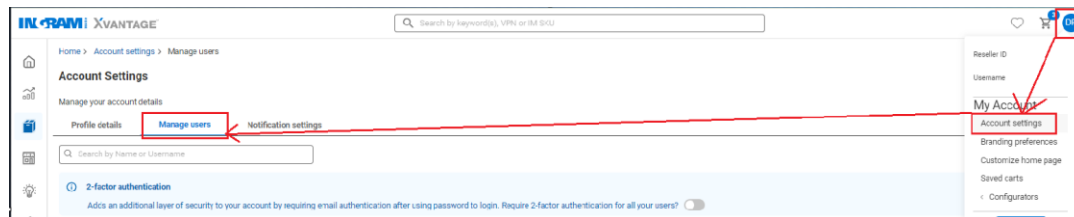
Create/delete profiles

- Amend profile details (Name/surname/email address etc.)
- Manage permissions (RMA/Invoice List/Order rights/quotes/backorder reports)
- Reset passwords
- Disable/Enable (Lock/Unlock) profiles

To request an Administrator profile, we expect the following:

- Email from the Company Director
- Listing the Name and email address of the new administrator
- Director Signature with the name

Email should be sent to [Web.UKSupport@ingrammicro.co.uk](mailto:Web.UKSupport@ingrammicro.co.uk)



## Set Up and Change Privileges

### Steps:

1. Profile Icon > Account Settings>Manage users> Select User > Choose privileges > Save

### Permission

Select the privileges for the edit user from the dropdown below .All edit users will enjoy basic endeavour features such as being able to save searches and favorite product lists.

Quick Selection

Select

#### Basic Privileges ⓘ

Basic features(favorites,saved searches,etc)

#### Shopping ⓘ

View reseller prices and stock

Create Carts

Create quotes

#### Account Statements ⓘ

View invoices

#### Returns ⓘ

Create returns

#### Ordering ⓘ

Place Orders

Fulfillment ordering

No password confirmation required on orders

View order status

Backorder report

# My Account

Under My account setting you can do the following:

- Manage your profile details
  - User details
  - Contact information
- Cloud Business Contacts
  - Admin
  - Billing
  - Technical
- Manage users
  - This is the option for Admin users only, please see [User Administration](#) page.
- Manage Notifications
  - Backorder (Daily/Weekly reports)
  - Shipment Report
  - Drop Ship Notification settings

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Search by keyword(s), VPN or IM SKU

Home > Account settings > Notification settings

### Account Settings

Manage your account details

Profile details   Cloud business contacts   Manage users   **Notification settings**

! All changes to selections are saved automatically. You'll be notified for a privilege changes, password reset and web order confirmation.

Backorders	Shipment	Drop shipping
Daily summary <input checked="" type="checkbox"/>	Shipped order details <input checked="" type="checkbox"/>	Non-default address <input type="checkbox"/>
Weekly summary <input checked="" type="checkbox"/>		Added new address <input type="checkbox"/>
		Do not notify <input type="checkbox"/>

Reseller ID  
20160362

Username  
DenissPriceTest

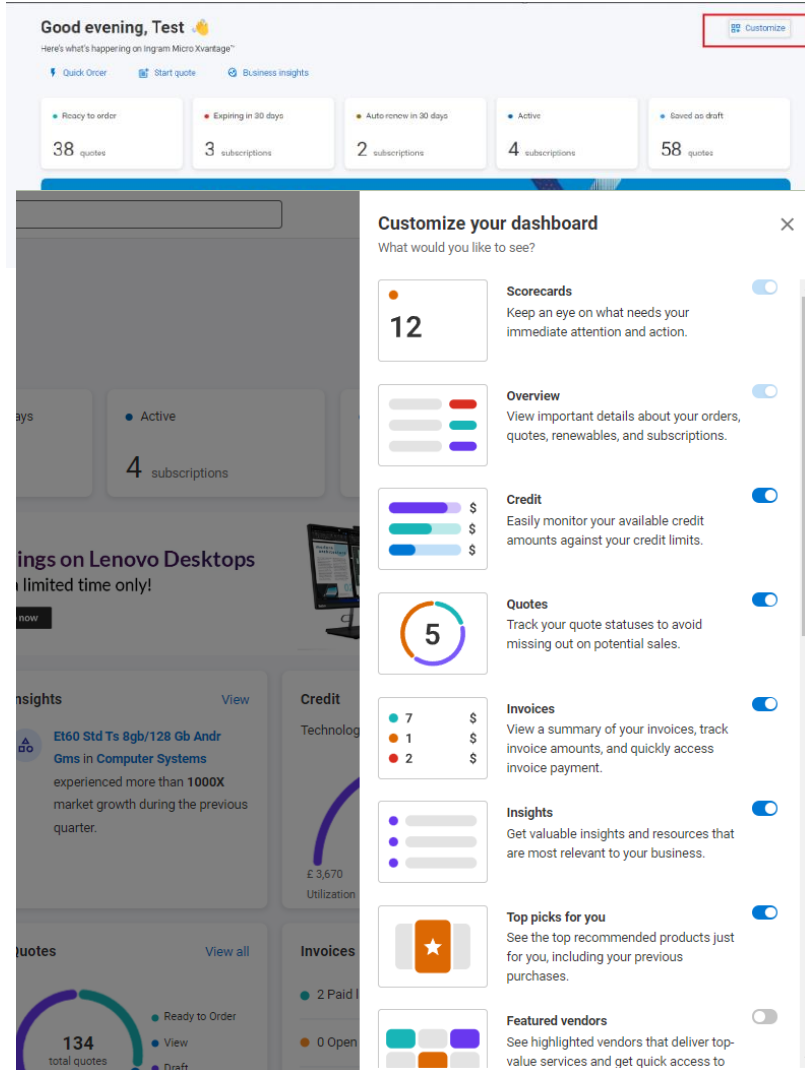
### My Account

- Account settings**
- Branding preferences
- Saved carts
- < Configurators

LOG OUT

# Customisable Home Page

Your logged in home page is entirely customisable



On the right-hand side of the home page is a personalised “Button” which expands into an account manager menu.

Once on the customizable home page you can select or de-select the widgets you want displayed on your home page that are relevant to your job function and helpful to you.

Once done click “X” at the top right or outside of the popup.

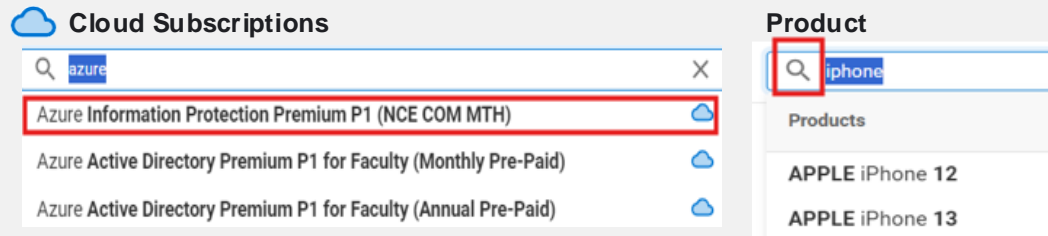
Users have the ability to rearrange each individual widget by dragging and dropping them anywhere on the screen, allowing for customization and prioritization of top widgets towards the top of the screen.

# Search

You can now find both TS (Products) and Cloud Subscriptions in one place!

## 1) Type Ahead Searching:

Type keyword(s), Vendor Part Number, EAN, Ingram Micro SKU or Cloud Subscription Plan into the main keyword search field. As you type, results will appear related to your search. If you click on the suggested item displayed, you will be taken to the Results page which shows you that exact item (exact search). However, if you would like to see that item displayed plus a selection of similar items, press the magnifying glass or hit enter after you have finished typing:

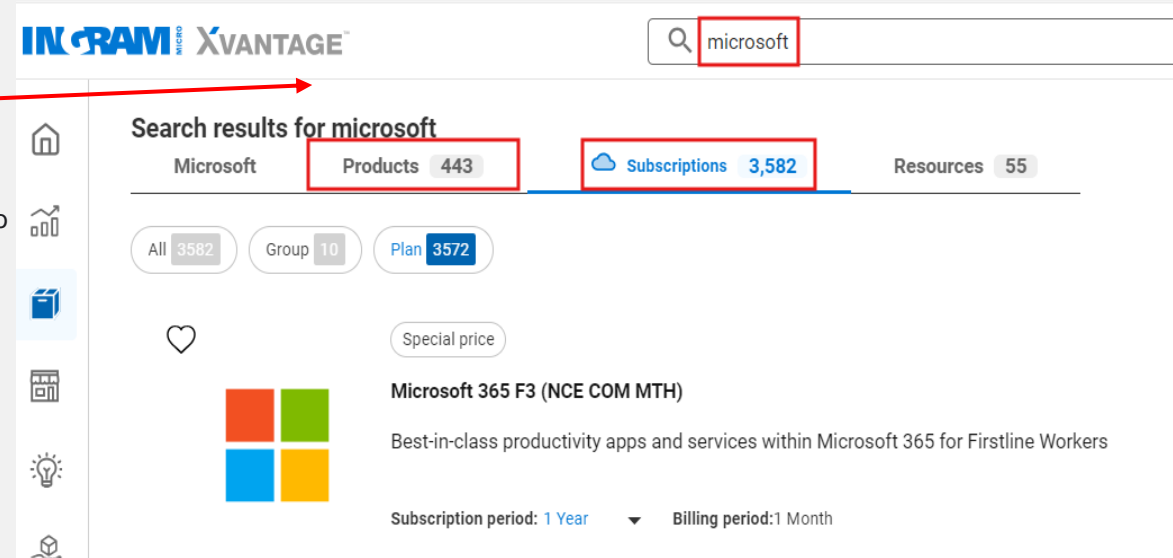
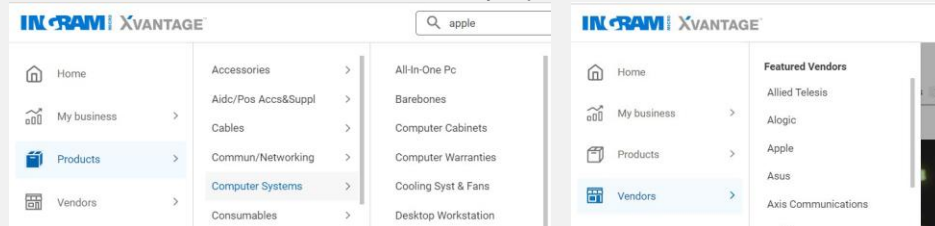


When searching, you will also see a tab which is the Vendor's landing page along with relevant Resources to help you.

## 2) Browsing:

You have 2 options:

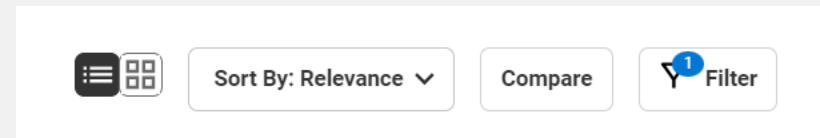
1. Move cursor over Products > Hover over preferred category > Sub-category > Click to see results
2. Move cursor over Vendors > Browse by alphabetical order > Click to see results



## 3) Filtering and Sorting:

A filtering option is available on the right-hand side to help you narrow down your selection.

When searching our TS catalogue, you can filter by topics such as: Category, Vendor, Tech Spec, Deals & Discounts, Availability, Delivery and Price. Here, you can also Sort your results by criteria such as Relevance, Price, A-Z, Stock Levels




When searching our Cloud Catalogue, you can filter by topics such as Vendor, Billing Period, Subscription Period, Trial only plans and Reseller Only plans

# Search Results

## 1) TS Search Results (Product: Hardware, Licensing and Warranties)

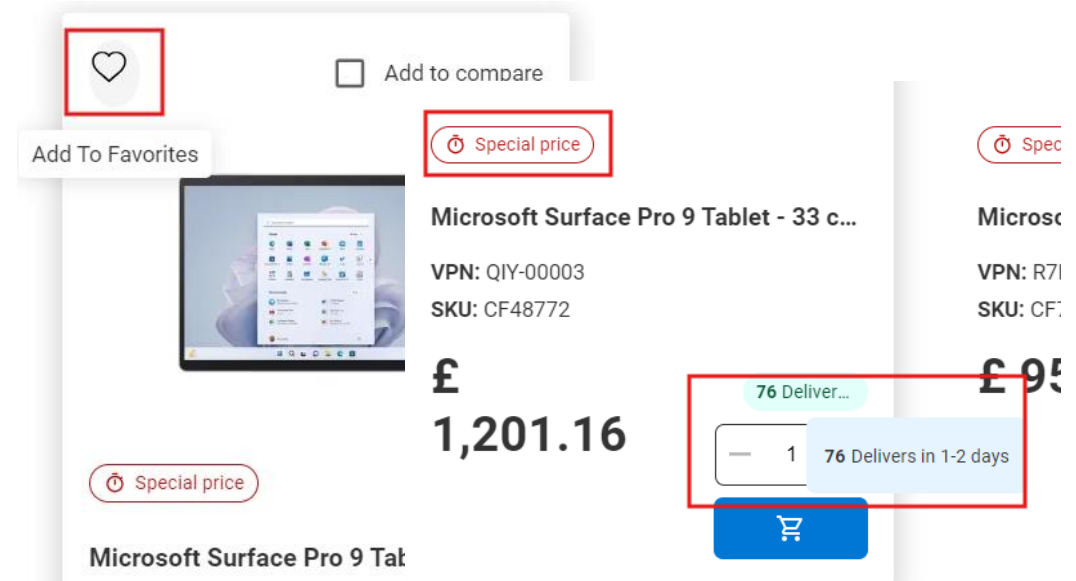
Here you can:

- Change the way you see your results to suit you – from List to Grid view 
- Add Products to your Favourites so that they appear next time on your homepage for quick access
- See Price and Special Pricing information (by clicking on the Special Price box)
- See Product availability and lead time
- Change your quantity/add to cart
- Click into the Product to view more information

## You can also do a Product Comparison

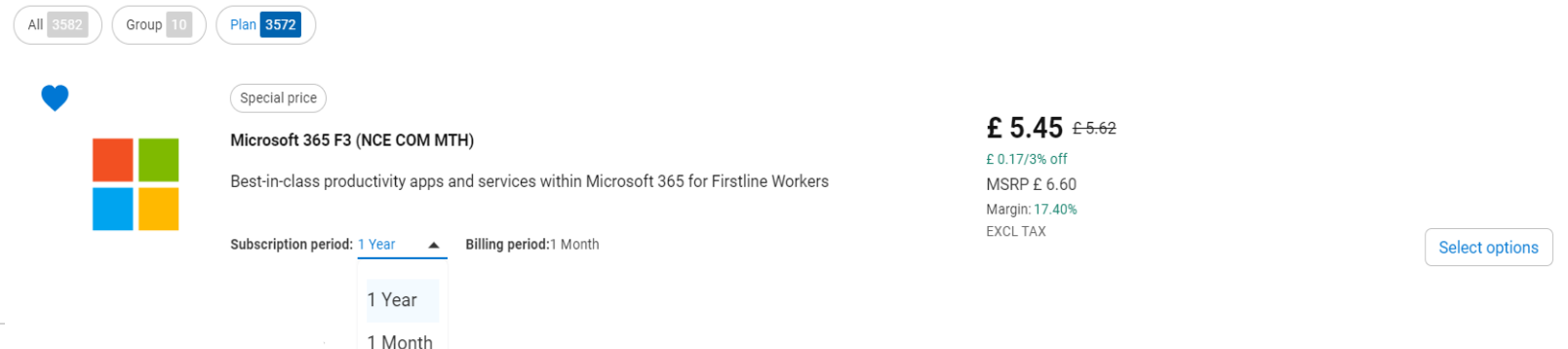
1. Select the “Add to Compare button”
2. Once 2 or more products are selected click Compare
3. Once redirected to the compare page you have the ability to download, print or email the comparison with personalized details such as non-branding, price markup, logo etc
4. You can add/remove SKUs for comparison directly on the compare page.

### Search results for microsoft

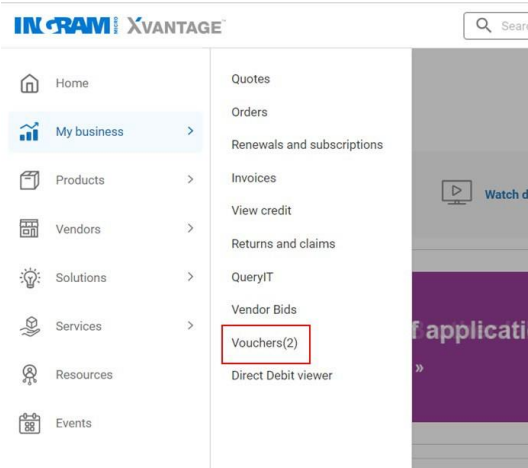
## 2) Cloud Search Results (Cloud Subscriptions, was CMP)

- Here the results are displayed in List view for easier searching
- You can add Subscriptions to your Favourites
- You can see Pricing & see if a Special Price is available
- Change the Subscription Period
- Click into the Subscription to view more information and proceed to Checkout

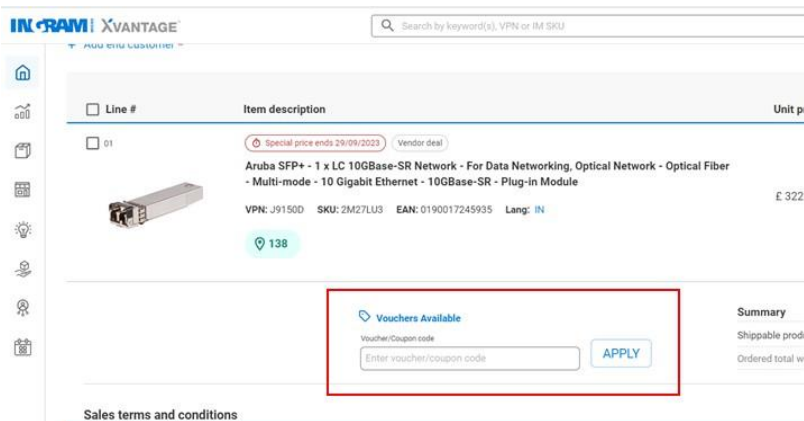


# Online Voucher Codes

You can view any eligible vouchers by accessing the Vouchers link. This link will only appear if there are valid vouchers to be used AND you have ordering rights.



In the Cart you will see if there are available vouchers that you can add to your order.



Please note that only voucher codes issued by Ingram Micro can be used at the checkout – no Vendor specific vouchers issued direct can be used at this time.

\*Please note, Vouchers can't be applied against Cloud products ☁️

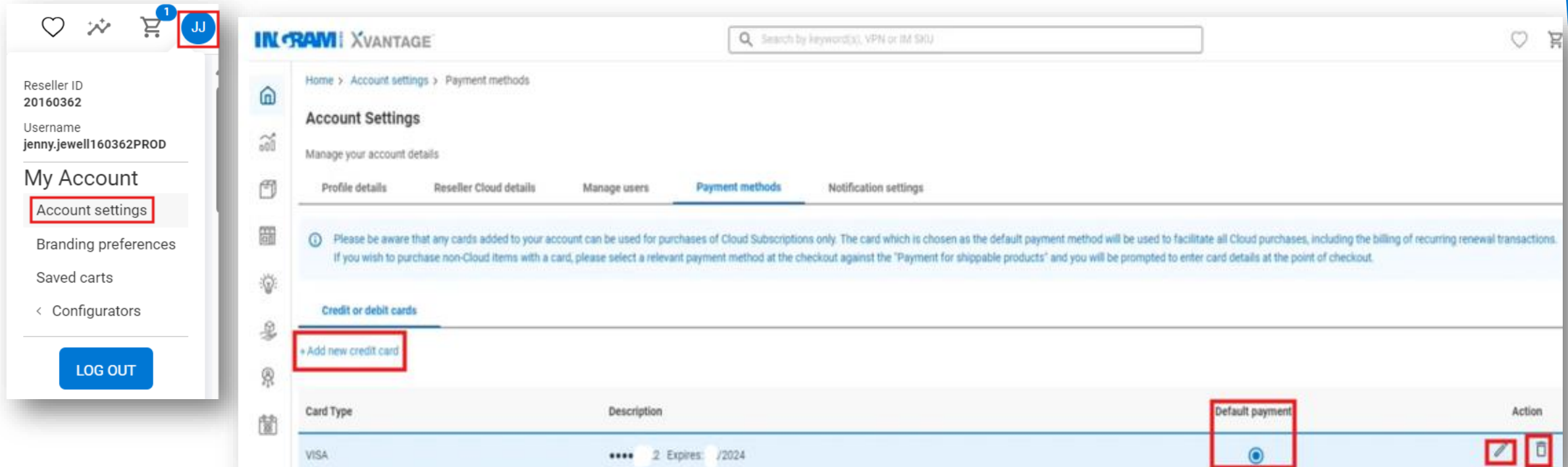
# Manage Payment methods (Cloud only)

The Payment methods section can be used to add a Credit Card as the default payment mechanism for Cloud purchases. This section is only applicable to partners who have not been issued with a Credit limit – if your account has a Cloud credit limit in situ, you will not be able to add a card for Cloud purchases.

Admin Users can see the Payment methods section and will be able to add a credit card as the default payment method for Cloud. This card will then facilitate all Cloud purchases, including the billing of associated recurring renewal transactions. Please note that the addition of this card will not automatically facilitate non-Cloud purchases in the same way – when purchasing hardware, for example, the user will be asked to enter their card details to make the payment at the checkout.

1) You can get to the Manage Payments section by clicking on My Account (click on your initials on the top right-hand side of the page you are on) and select Account Settings:

2) Once you have selected “Payment methods” you can add or remove cards. If you add more than one card you will need to select which card is to be used as your Default Payment method for Cloud purchases:



The screenshot shows the Ingram Micro Xvantage account settings page. The 'My Account' menu is open, with 'Account settings' highlighted. The 'Payment methods' section is active, displaying a warning message and a table of credit or debit cards. The 'Add new credit card' button and the 'Default payment' radio button are highlighted with red boxes.

Reseller ID  
20160362

Username  
jenny.jewell160362PROD

My Account

Account settings

Branding preferences

Saved carts

< Configurators

LOG OUT

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Search by keyword(s), VPN or IM SKU

Home > Account settings > Payment methods

Account Settings



Manage your account details

Profile details Reseller Cloud details Manage users **Payment methods** Notification settings

Please be aware that any cards added to your account can be used for purchases of Cloud Subscriptions only. The card which is chosen as the default payment method will be used to facilitate all Cloud purchases, including the billing of recurring renewal transactions. If you wish to purchase non-Cloud items with a card, please select a relevant payment method at the checkout against the "Payment for shippable products" and you will be prompted to enter card details at the point of checkout.

Credit or debit cards

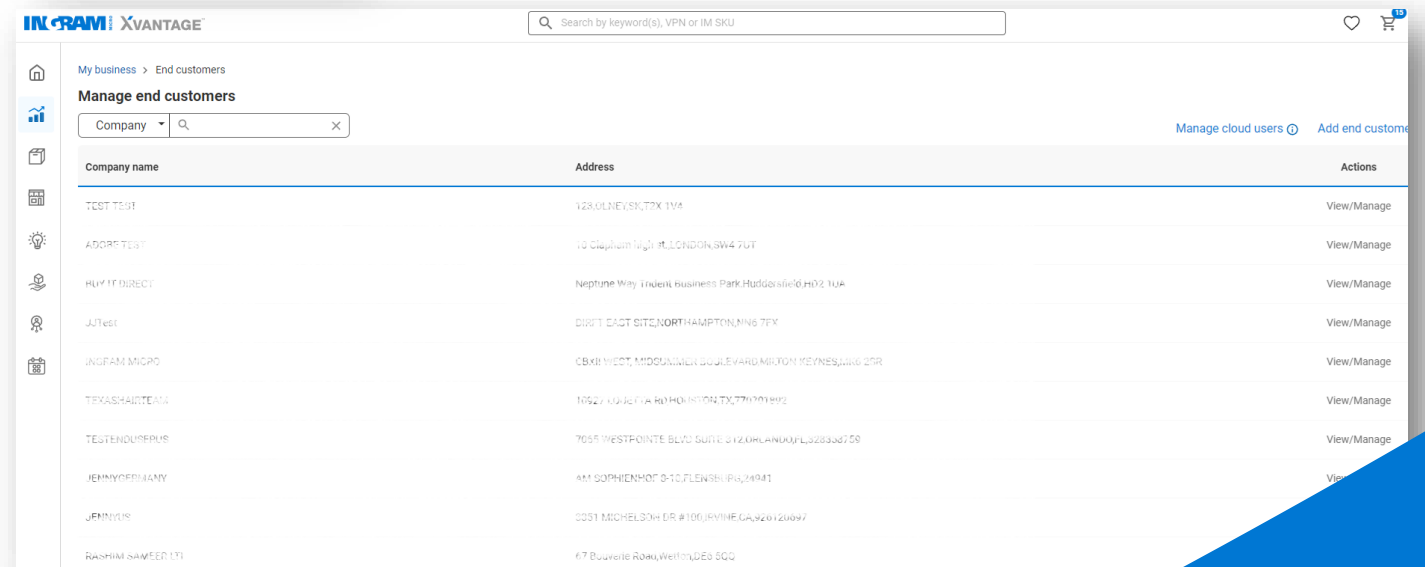
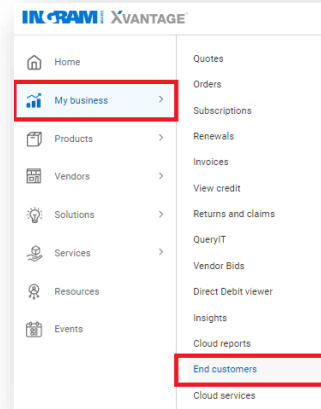
+ Add new credit card

Card Type	Description	Default payment	Action
VISA	**** 2 Expires: /2024	<input checked="" type="radio"/>	 

# Managing End Customers

To access all of your end users, select My Business → End Customers.

On this page, you have the ability to access and manage your Cloud & technical solutions customer information. You can make modifications to existing customer and add new customers as needed. To view your Cloud users, please click on "Manage Cloud users" located at the top right corner of the page.



# Cart & Checkout

## Add Item to Cart

You can add items to the cart using several ways:

1. Search for a **keyword** and add an item from the search page
2. Search for a specific **SKU/VPN** and add the item from the product details page
3. Add the item directly in the cart using **Quick Order Entry**



## Create New Cart

You can create and save up to 100 Carts at a time to make re-ordering easier and save time. There are two ways to create a Cart

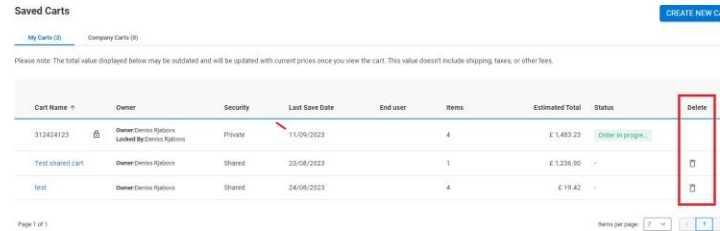
1. Click profile Icon > Saved Carts > on My Carts page create new cart > Complete form > Save.
  2. Saved Carts page> Create New Cart > Complete form > Save
- Make sure you give the Cart a unique name in the pop-up window; define if it's private or shared (\*) and click Save.
- (\*) Private Cart: You are the only person who can see or use this Cart.
- Shared Cart: Others in your company will be able to view, edit, and delete the Cart contents if you are not using that cart.



## Delete Carts

Steps:

1. Profile Icon > Saved carts > Delete cart



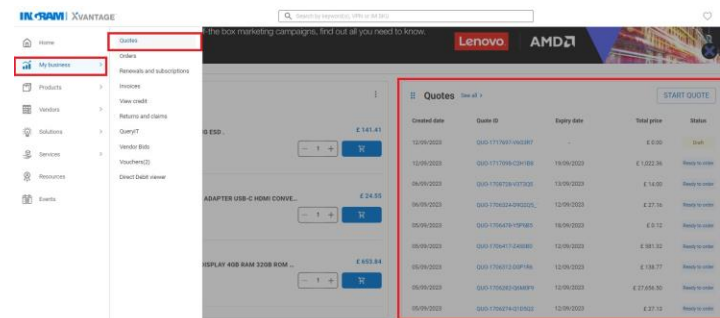
To add a product to a Cart you've created:

Steps:

1. Make sure the desired Cart is selected.
  2. Click Add to Cart from search results and the item will be added to the active cart
  3. The active Cart stays active until you switch to another Cart in your saved list or create a new Cart.
- To switch active Carts:
1. Click on Cart icon on the top right, select "Switch cart/pencil" option, select the desired cart from the list.

## How to Convert Quote to order

1. On the left-side Menu, select My Business > Quotes or go to Quotes Widget on the home page.
2. Select the desired quote that has been created by yourself or provided by the IM Sales manager
3. Review quote details and click checkout at the top-right corner
4. Once the quote is transferred to the Cart, proceed as usual and place the order.



# Orders & Tracking

## Tracking Orders & Shipments widget

### Home Page

This widget shows the most recent orders in a quick snapshot format

You can expand the list to “See All”

On the order page you can filter by various status’s or search using different ways.

By Default, “Cancelled” Status is deselected.

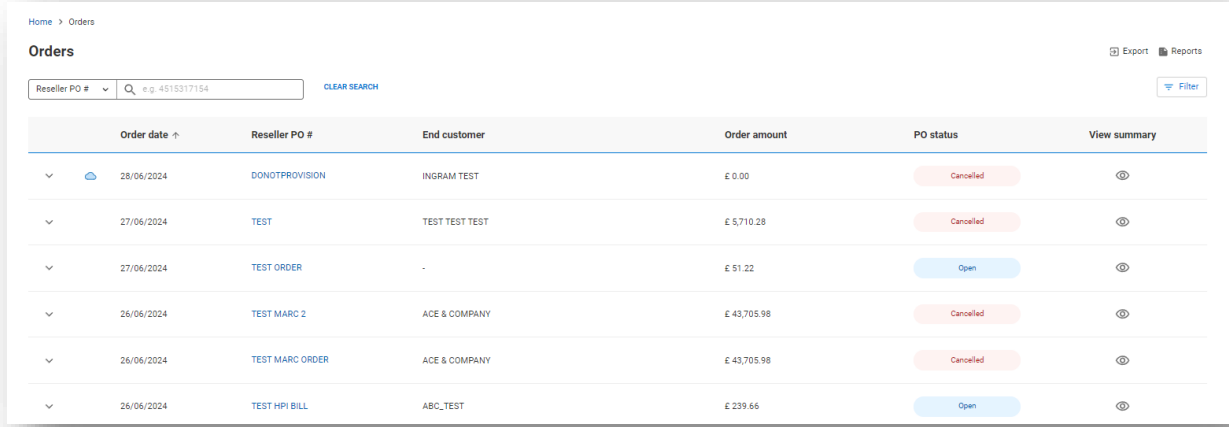
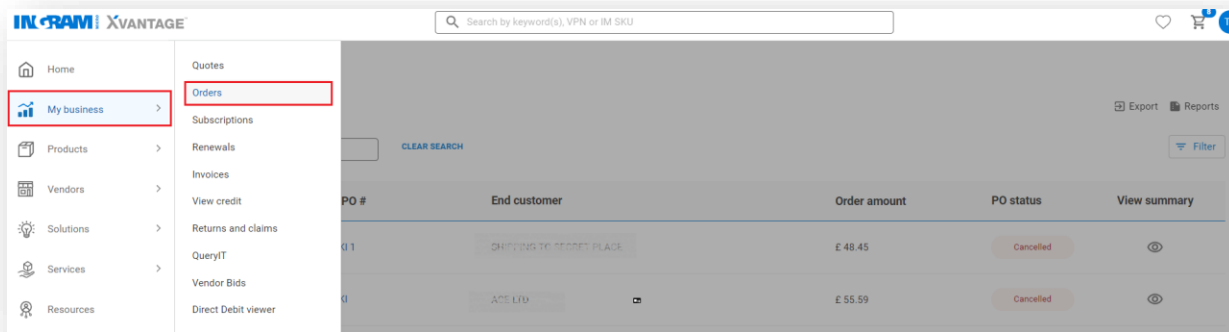
You may search by

- Order Number
- Reseller PO Number
- Serial Number
- Date Range
- SKU
- VPN
- VendorOrder Status.

Order status Can be applied via Filtering  
Click IM Order Number to view **details, tracking** information, and **serial numbers**



Cloud Orders will have cloud icon against the line



# Invoices

## Tracking Orders & Shipments widget

Home Page

This widget shows the most recent orders in a quick snapshot format


You have the ability to expand the list to “See All”

On the order page you have the ability to filter by various status's or search using different ways. By Default, “Cancelled” Status is deselected.

You may search by Order Number, Reseller PO Number, Serial Number, Date Range, SKU, VPN, Vendor, or Order Status.

Order status Can be applied via Filtering


Click IM Order Number to view **details**, **tracking** information, and **serial numbers**

Cloud Orders will have cloud icon against the line 

## Invoices



### Find Invoices

#### Steps:

1. My Business → Invoices
2. Search by Invoice Number, P.O. Number, Date Range, or Payment Status > Search
3. Click Invoice Number to view details
4. Cloud Invoices are stored in a separate tab on the same page 

**Overview**

[Orders](#) [Quotes](#) [Subscriptions](#) Latest orders ▾

<b>PONU1063231</b>	£ 159.07	<span>Open</span>	<a href="#">View</a>
 <b>SO000611</b> test co	£ 0.58	<span>Cancelled</span>	<a href="#">View</a>
<b>TEST LINE ORDER</b>	£ 49.71	<span>Cancelled</span>	<a href="#">View</a>
<b>TEST NICKI</b>	£ 26.46	<span>Cancelled</span>	<a href="#">View</a>
 <b>DONOTPROVISION</b> INGRAM TEST	£ 0.00	<span>Cancelled</span>	<a href="#">View</a>
<b>TEST</b> TEST TEST TEST	£ 5,710.28	<span>Cancelled</span>	<a href="#">View</a>

[See all](#)

**INGRAM X VANTAGE**



Home > Invoices View Credit

**Invoices**

[All Invoices](#) [Upcoming Invoices](#)

Invoice #  [CLEAR SEARCH](#) [EXPORT](#) [Filter](#)

Select up to 6 invoices Total £ 0.00 [Proceed to Pay](#)

	Invoice Due Date	Invoice Date ↓	Invoice #	Reseller PO #	Invoice Amount (In...	Status	Document Type	Download
<input type="checkbox"/>	 06/02/2024	06/02/2024	2024SIUK0003108	-	£ 5.67	<span>Paid</span>	Invoice	<a href="#">Download</a>
<input type="checkbox"/>	 05/02/2024	05/02/2024	2024DNUK1000015	-	£ 689.70	<span>Paid</span>	Debit Memo	<a href="#">Download</a>

Page 1 of 1 Items per page: 10 < 1 >

# View Credit

You can see your credit position with Ingram Micro in the View Credit page for both Technology Solutions and Cloud. For some partners who hadn't previously purchased Cloud Solutions from Ingram Micro, this will mean access to a second, brand-new credit line. There will be no changes to payments, credit facilities or invoicing for partners who were already purchasing Technology Solutions and Cloud Solutions. **Please be aware that the two lines of credit are independent of one another and cannot be combined or transferred.**

## How to View Credit

To view credit, you either need "view credit" permission to be assigned to your profile by the admin user or have admin access. On the left-side menu, select My Business > View Credit.

The Overview and Credit Summary at the top provides a snapshot of your credit position across both TS and Cloud, including your available credit limit, your terms and your Credit Manager:

The screenshot shows the 'View Credit' page in the Ingram Micro Xvantage system. The page is divided into several sections: 'Overview' with details for Technology Solutions (Open orders: £ 755, AR Balance: £ 17,983, Overdue Invoices: £ 0, Terms: 45 DAYS DIRECT DEBIT) and Cloud (Not Invoiced purchases: £ 63,504, AR Balance: £ 119,607, Overdue Invoices: £ 0, Terms: UK Net 60 Credit Terms). The 'Credit summary' section shows available credit limits for Technology Solutions (£ 41,111 available out of £ 60,000) and Cloud Market Place (£ 16,791 available out of £ 200,000). A 'VIEW INVOICES' button is located in the top right corner of the page.

Use this link to jump straight to your TS and Cloud Invoices!

Under **Credit Line Details**, you can see the monetary value of your credit usage. The Credit Utilization for Cloud contains invoices which have been billed as well as Non-Invoiced purchases:

Credit Line Details			
System	Last Updated	Credit Line	Credit Utilization ⓘ
Technology Solutions	18/03/2022	£ 60,000	£ 18,889
Cloud Market Place	-	£ 200,000	£ 183,209
<b>Total</b>		<b>£ 260,000</b>	<b>£ 202,098</b>

Further down the page under Credit Utilization details, you will find a more detailed view of your balance, anything overdue and your Cloud upcoming invoice value.

If you have any questions regarding the information displayed on your page or your balance, please speak to your usual Credit representative

# Quotes

There are various Quote options within the new Xvantage platform.

## 1. Self Serve Quotes

You can create a quote, set an expiry date and download or email it to yourself. When ready this quote can be converted to checkout with a one button click! Should you need IM associate support on your quote you can contact the team who will have visibility of the quote in our Xvantage interface and can edit, revise or change anything you are not sure of before making it live and visible for you to see – and order.

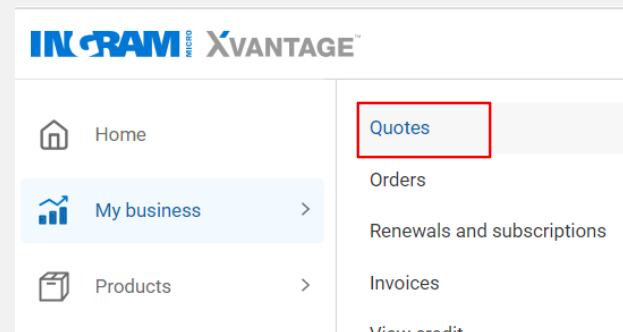
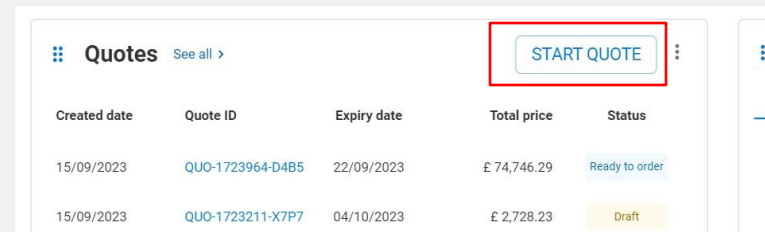
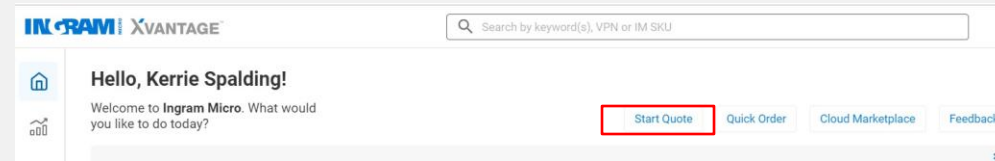
## 2. Review an Ingram Micro quotation and convert to an order

If you receive an official Ingram Micro quotation from us you will be able to view this quote on the platform in and convert it to an order.\*

### Creating a Self Serve Quote:...

Various ways to access & conduct your own quote:

1. Click start Quote on home page to conduct your own quote
2. If Quotes Widget is visible on home page> Start Quote, or view Quote conducted by someone at Ingram Micro
3. If in Quotes link via My Business click Quotes...



# Self Serve Quotes continued...

1. You will need to give your quote a name that means you can search for the quote at a later date
2. Expiry date must be set. If the quote contains any special pricing with an expiry date the expiry will automatically end on the date the pricing ends
3. Products can be found by either searching on SKU, VPN or keyword
4. For multiple line quotes these can be uploaded via the Batch Upload function
5. Once complete – Save Quote. To make the quote live ready for ordering the quote needs to be made “Active”. At this stage the quote cannot be edited any further and will be locked ready for ordering.
6. The quote can then be downloaded, emailed or ordered\*

The screenshot shows the 'Create Quote' page in the Ingram Micro Xvantage system. The quote ID is QUO-1724406-K2V7J3 and the quote name is 'Test KS'. The 'Set expiration' field is highlighted with a red box and a '2' in a blue box. The search bar for products is highlighted with a red box and a '3' in a blue box. The 'Batch upload' button is highlighted with a red box and a '4' in a blue box. The 'Save quote' button is highlighted with a red box and a '5' in a blue box. The main content area displays 'You have no items in this quote. Let's add items!'.

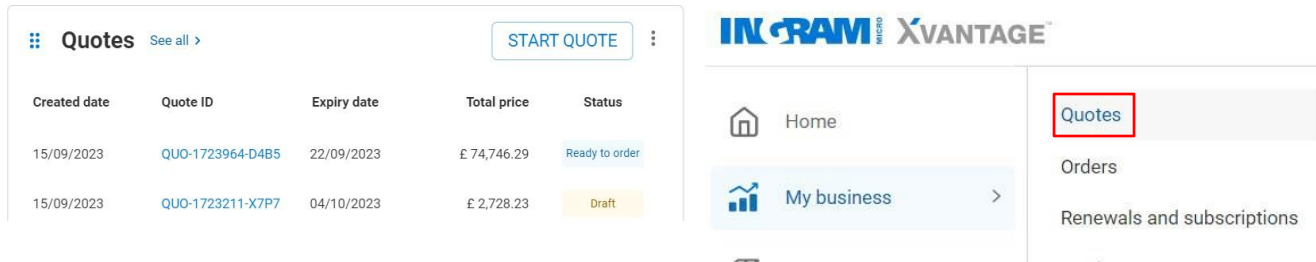
- The user must have rights to place orders to be able to convert to order.
- There are limitations and rules by Vendor as to what can and cannot be ordered from a quote – for any queries or questions please speak to your account manager.

# Quotes FAQ's

## My Ingram Micro Account Manager has emailed me a quote how do I find this on the platform?

You can search for a quote using ideally the Quote Ref on the quote you have received. If there is no quote reference provided on your quote from us – please ask for one or the quote will not be visible to you.

You can search for your quote using the quote widget on the home page or via My Business link



The screenshot shows the Ingram Micro Xvantage interface. On the left, there is a 'Quotes' section with a 'START QUOTE' button and a table of quotes. The table has columns for 'Created date', 'Quote ID', 'Expiry date', 'Total price', and 'Status'. Two quotes are listed: one with ID QUO-1723964-D4B5, price £ 74,746.29, and status 'Ready to order'; the other with ID QUO-1723211-X7P7, price £ 2,728.23, and status 'Draft'. On the right, there is a navigation menu with 'Home', 'My business', 'Quotes' (highlighted with a red box), 'Orders', and 'Renewals and subscriptions'.

Created date	Quote ID	Expiry date	Total price	Status
15/09/2023	QUO-1723964-D4B5	22/09/2023	£ 74,746.29	Ready to order
15/09/2023	QUO-1723211-X7P7	04/10/2023	£ 2,728.23	Draft

## Can I amend a quote?

If the quote was done by an Ingram Micro associate, then the quote cannot be amended in any way at present. You will need to ask the associate to revise the quote before you order online. This includes any change to line items, pricing, terms, delivery addresses or fees. All of these are editable by our associates.

If the quote was a self serve quote – IF the quote has been activated then no edits can be done and a new quote will need to be raised. Please leave the quote in Saved option should you need to revise before ordering.

## The checkout button is greyed out – why?

There are various reasons why you not may be able to proceed from quote to ordering. These include:

The quote is not yet activated

The quote is above the value threshold we have set a limit on

The quote contains products that require special shipping information

The Vendor or Ingram associate has made it non orderable for specific reasons

The user does not have rights or permissions to place orders. At this point you will need to speak to your companies admin user for any amends or changes to profiles

Sometimes products or values of quotes means we must verify the order before you check out and therefore the checkout is going to show as disabled. Or as a user profile you may not have access to ordering rights and for this you will need to speak to your companies admin to amend this.

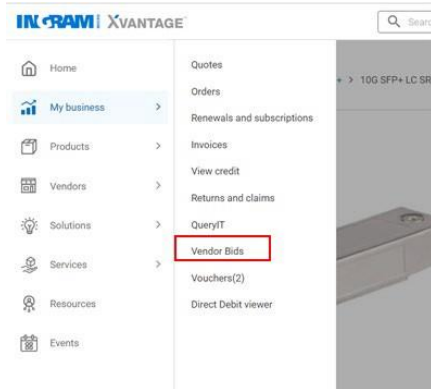
## I have been quoted a different delivery charge to what is showing on the order from the quote I have converted

Currently quotes are all converted and transacted using your standard shipping terms with us. If the quote has been honoured with special delivery terms, for now, this will have to be sent for us to process. We are currently working on a way to ensure any special freight agreed is enforced at checkout to avoid this. We will communicate when we have more information to share.

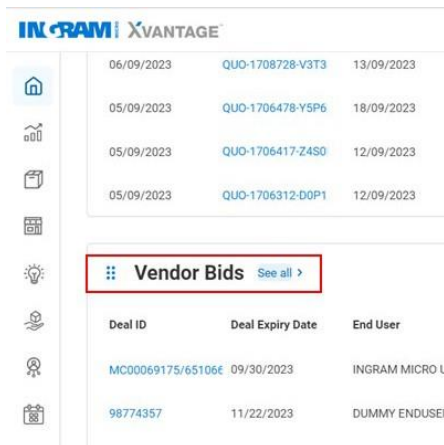
# Vendor Bids

Any Vendor Bid that has been produced for you to select for a specific end user can be uploaded to ensure it is visible to you and available for you to order

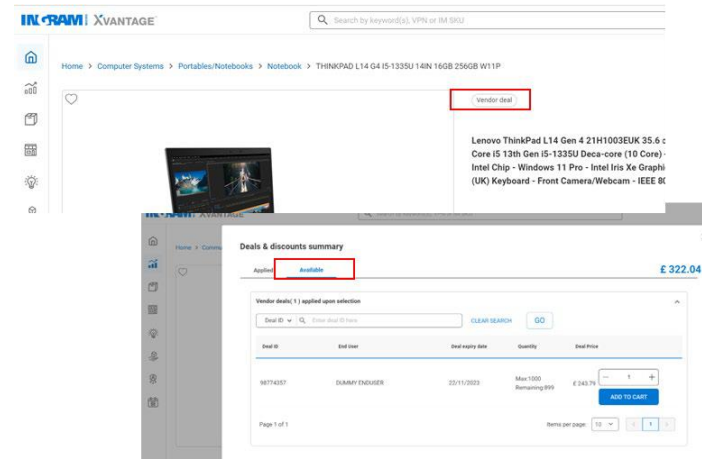
1. Access My Business in the left panel – click on Vendor Bids



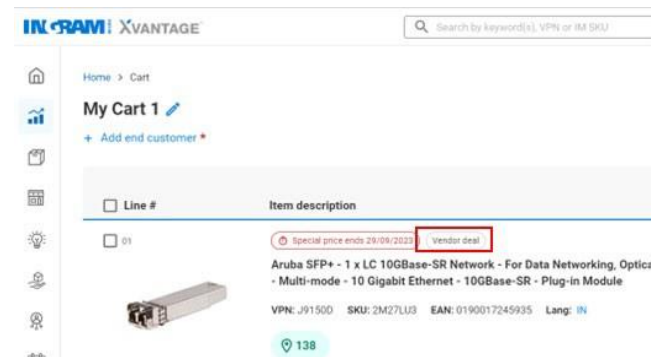
2. Activate the Vendor Bids Widget on the customisable home page



3. When on the product search or product details page and if the part “Vendor bid” button click here to view the bid.

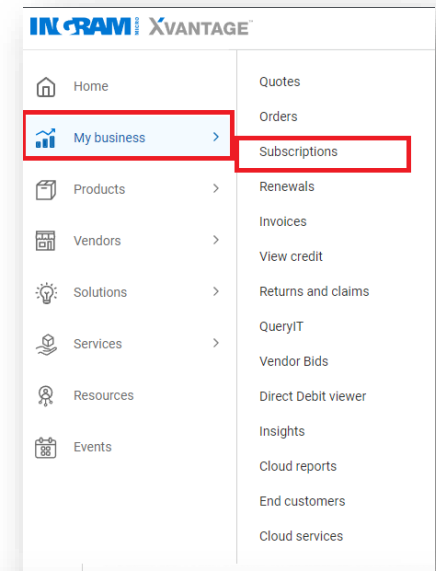


4. At the checkout the part will show the same Special Price button which can be viewed and applied at this point. Great for Quick order entry.



# Subscriptions

Currently Subscription page is available to all customers with access to Cloud business. On subscription page you can view and manage all your cloud subscriptions. If you wish to make a change to a current subscription, please click on the change button on the right side of the screen against the relevant subscription.



Home > Subscription

**Subscription**

All  Filter

Active: 5 | Pending: 7 | Expire within: 30 days | Auto-renew within: 30 days | Trial: 3 | All: 845

End customer	Subscription	Reseller PO	Status	
Wendell Clark Ltd 1310004000	Wendell and eCommerce with 100 products - multiple commit	1001 Order	Active Renews on: 06/07/2024	<a href="#">Change</a>
Wendell Clark Ltd 1310004000	Wendell and eCommerce with 100 products - multiple commit	paul@wclark.com	Active Renews on: 07/07/2024	<a href="#">Change</a>
Program Mgmt 2024-2025 1110000000	Microsoft Azure Management console		Active Renews on: 27/03/2025	<a href="#">Change</a>
Wendell Clark Ltd 1310004000	Microsoft Office 365 Business Standard	1001 Order	Active Renews on: 07/08/2024	<a href="#">Change</a>
Wendell Clark Ltd 1310004000	Microsoft Office 365 Business Standard	1001 Order	Active Renews on: 26/07/2024	<a href="#">Change</a>

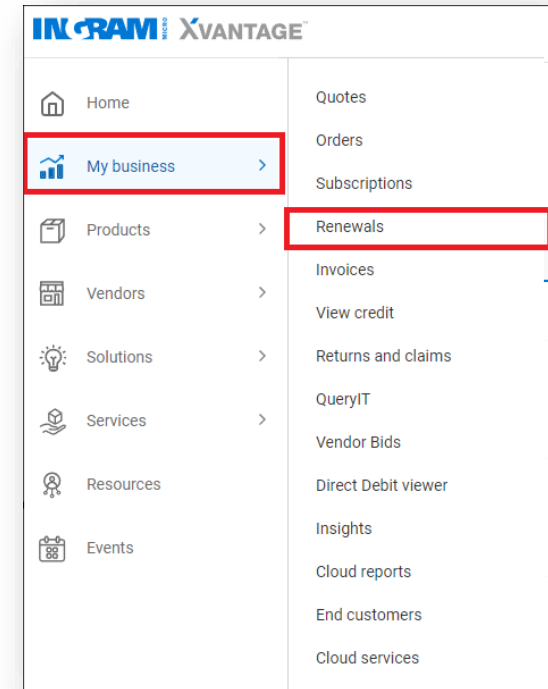
# Renewals

At present, only Cisco renewals are available for the UK through Ingram Micro.

Additional vendors will be added in the near future.

If you have any active Cisco renewals with Ingram Micro, you can access this information through the Renewals widget, or the Renewals tab located on the left side under My Business. The Renewals section provides details on the active renewal, associated end user, and expiration date.

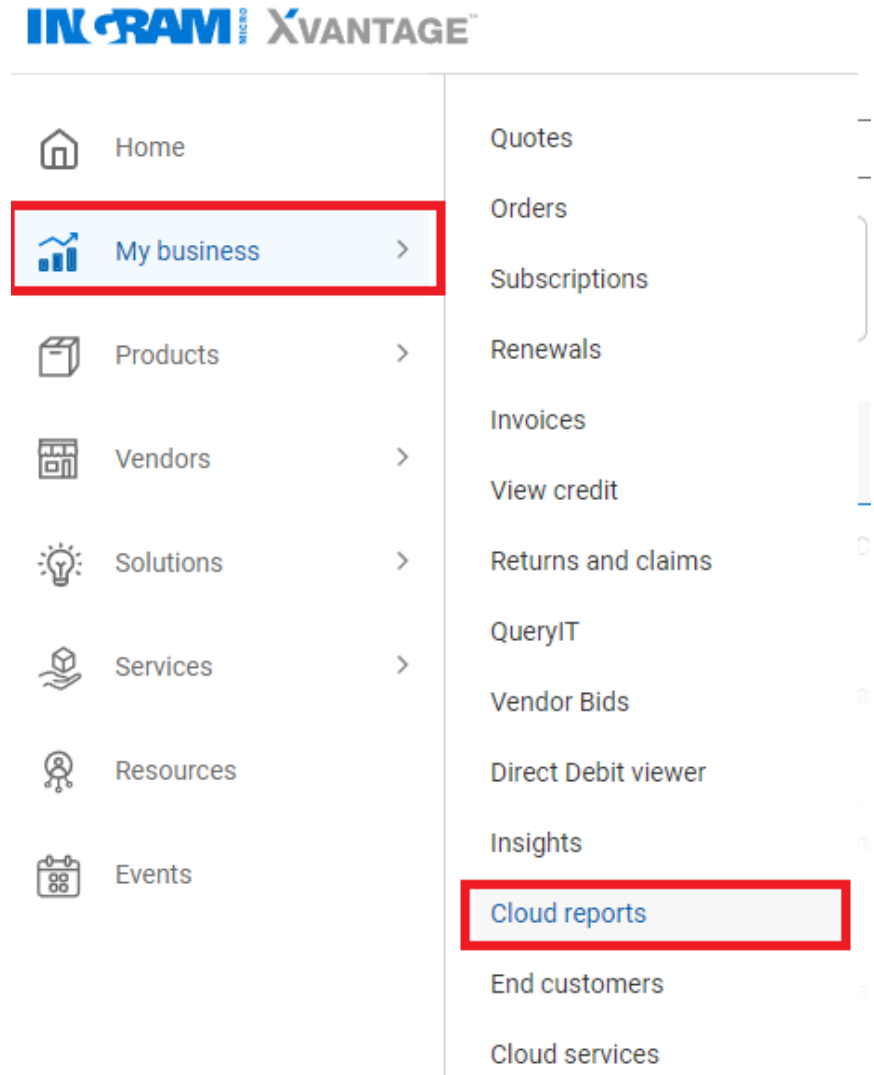
For inquiries regarding your renewals or to request a new quote prior to expiration, please contact our Cisco Sales team.



# Cloud Reporting

To access custom reporting for account reconciliation please follow the below instructions.

1. While in the Xvantage platform, navigate to My Business and click on "Cloud Reports."
2. Under the Cloud Reports page, you will find two options:
  - Reports: View the reports that have been created and create a one-time report.
  - Schedule: View reports created from a scheduled generation and create future scheduled reporting.
3. After selecting the desired type of report, you can choose the necessary information for your report, including naming, selecting the period, and file type. This will assist you with billing reconciliation or automation.



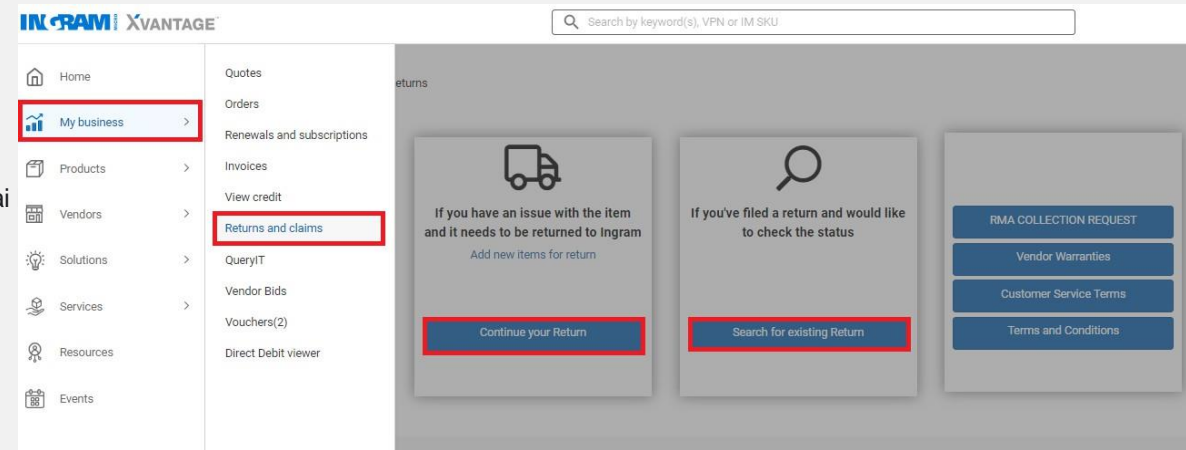
# Returns, Claims and Invoice Queries

## Returns:

### Steps:

1. On the left-side menu press My Business>Returns & Claims
2. Click Start a new return and select the invoice. You can search using PO/Order#/SKU/VPN/ etc.. . Multiple Invoices/items can be selected.
3. Once all the items have been selected, click on Proceed to Return detail
4. Select the QTY that must be returned and select the return reason.
5. Review and submit your request.
6. Once submitted you can view your returns /progress by Searching for existing Returns on the RMA home page.

For more detailed information please see the [eRMA manual](#)



## Claims and Invoice Queries(QueryIT)

### Steps:

1. On the left-side menu press My Business>QueryIT
  2. Carriage, Fulfillment, Minimum order charges -- for claims where your invoice price does not match your PO price on the carriage, fulfillment and Minimum order charges
  3. Pricing - for claims where your invoice price does not match your PO price on products received. Please note for any pricing queries that are on 3 or more SKU's a separate QUERYIT will need to be logged
  4. Refusal fee – for claims where a failed delivery was a Non-customer error
  5. Restocking fee – for claims where this was a Non-customer error
  6. VAT – for claims where VAT has been incorrectly charged
- For more detailed information please see the [QueryIT guide](#)

Adobe	Annuity	Business Objects	Diskeeper	Microsoft MOLPS	Schools	Trend	Zoom
Acronis	Autocad	Corel	McAfee	Nuance	Symantec	Veeam	

Query IT claim options:

- Carriage/ Fulfillment/ Minimum order charges
- Pricing
- Refusal Fee
- Re-Stocking Fee

# Vendor Configurator Tools

You can select tools and configurators to help you find out-of-the-box and best-in class solutions for your business. Ingram Micro offers:

## Configurator Tools -

1. HP Top Configurator
2. HPE /HPI iQuote
3. Apple CTO
4. Dell Power Quote

## Product Finders -

1. Kensington Filter Finder
2. Kingston Memory Search
3. Product Configurators offered by Vendors

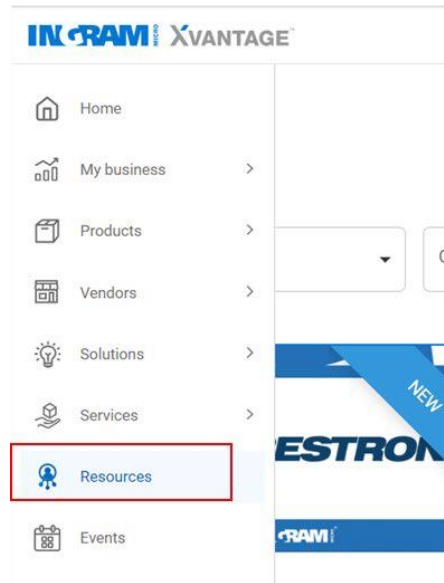
## Steps:

On the left-side menu select Services > Vendor configurators > Select desired Configurator/Tool/products finder

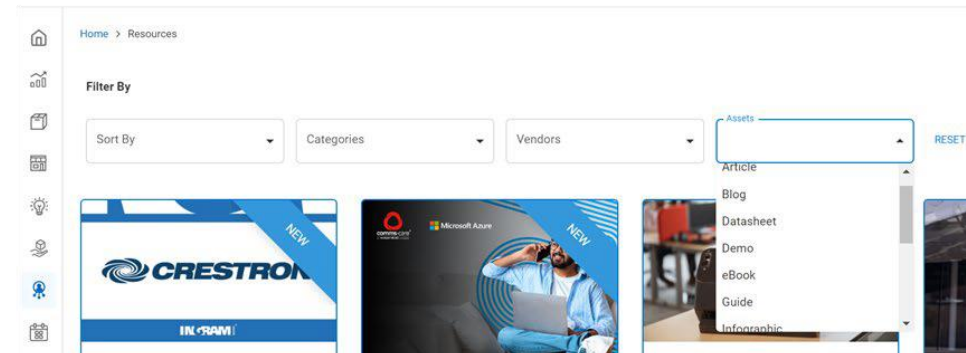
The screenshot displays the Ingram Micro Xvantage portal interface. On the left, a navigation menu is visible with 'Services' highlighted in a red box. A sub-menu is open under 'Services', with 'Vendor Configurators' also highlighted in a red box. The main content area, titled 'Ingram Micro Tools', features a section for 'Product Configurators' containing four tool cards: 'AMD BTO Comparison Tool' (with AMD and Hewlett Packard Enterprise logos), 'Apple CTO' (with the Apple logo), 'Cisco Dynamic Configuration Tool' (with the Cisco logo), and 'Dell PowerQuote' (with the Dell logo). Each card includes a brief description and an 'OPEN' button.

# Resource Guides

You have a variety of informative content and training available to you to keep you up to date with the most recent Vendor and Ingram Micro information with our new Vendor Resources library



Through a variety of different style of resources, you can select information best suited to your needs



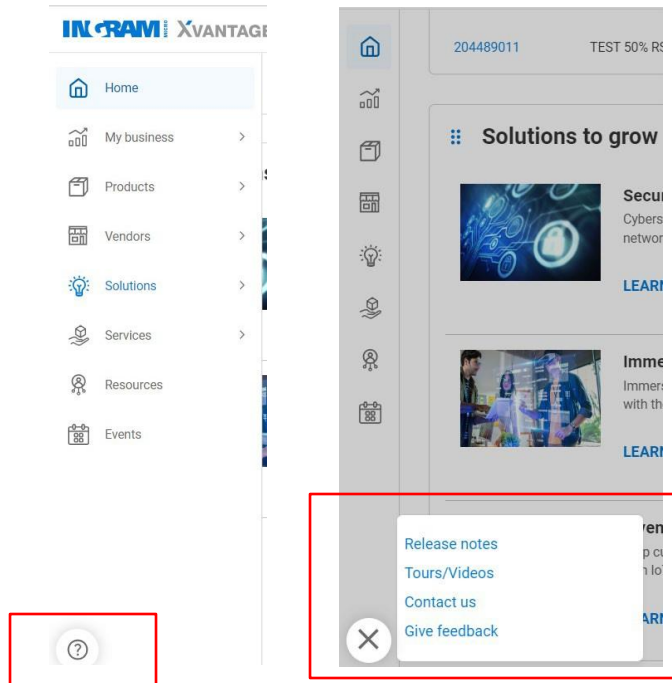
The “Just for you”, “Solutions to grow your business faster” and “Services to run your business better” are all tailored quick link resources aimed at supporting your business and providing you even more value completely free of charge to you!



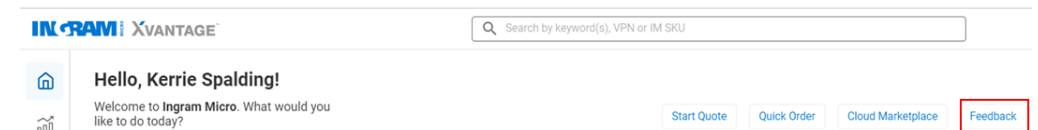
# Feedback & Trouble Shooting

Your feedback is really important to us. You can give us feedback personally at any time using your Ingram Micro contacts or you can leave us feedback on the platform in the following 2 ways.

Via Our Walk Me Feedback Button in the bottom left of the page. This feature also allows you to view the latest feature releases as well as activate some basic user guide help through the platform.



Alternatively, when you first log in at the top of the page there is a quick link feedback button for you to use.



All feedback left is reviewed globally by our Customer Experience Team and we appreciate you taking the time to leave us your thoughts,

# Raising a Ticket

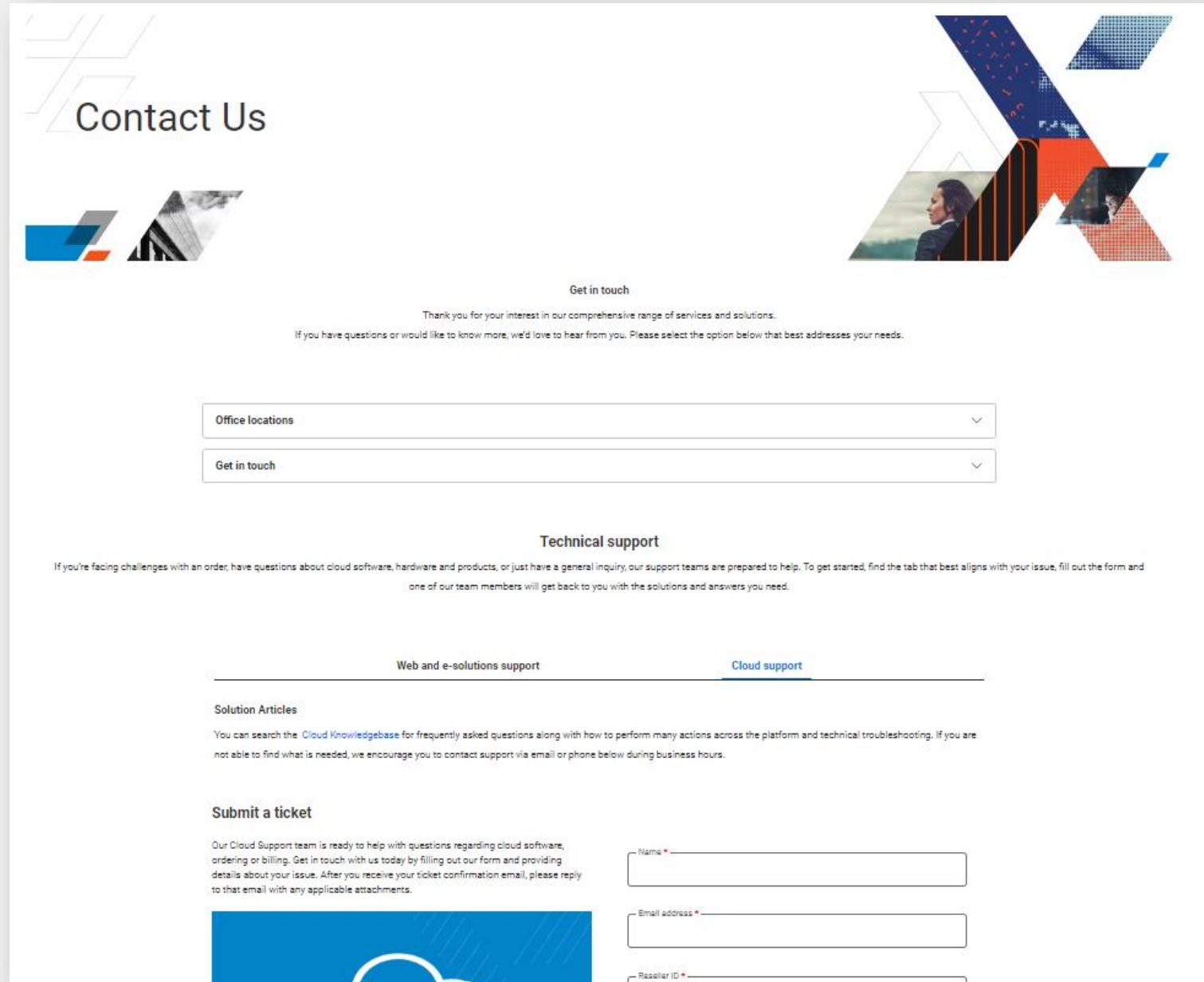
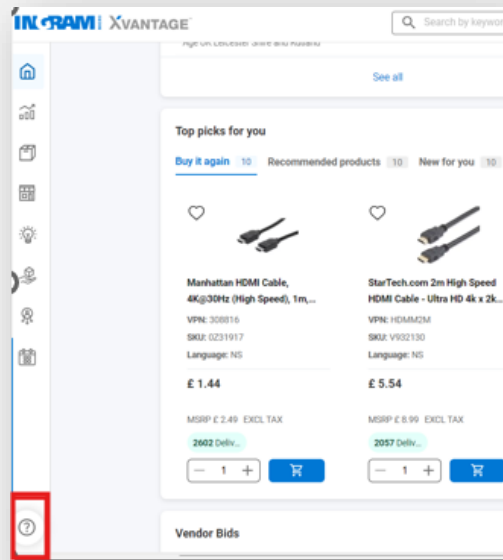
## Need more help?

If you need further assistance, you can click on the Question Mark (?) button which will always appear in the bottom left-hand corner of your screen. A menu will open up – **The Contact Us** page is here to help you if you require any technical assistance with the platform.

It will also direct you to the correct team if you have a sales inquiry or would like some help getting started selling Cloud Solutions. It is also here to help you if you have a query or issue with an existing order. Please fill out the form with as much information as you can so that we can quickly route your inquiry through to the correct team for resolution.

Alternatively, the page can be reached by using this link:

[Contact Us | Xvantage \(ingrammicro.com\)](https://www.ingrammicro.com/contact-us)



A woman with glasses and a black top is smiling and looking towards a man in a white shirt who is seen from the back. They are in an office setting with large windows in the background. The image is framed by a white circular shape on the right side.

# Thank you

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