

B2B

DEALER PORTAL



- STARTER GUIDE -

AUSTRALIS

PRO AUDIO

B2B DEALER PORTAL INTRODUCTION



WELCOME TO THE AUSTRALIS B2B DEALER PORTAL!

Using the **Australis B2B Dealer Portal** is all about making day to day business with us more convenient and efficient.

The portal helps us better support you in and out of normal working hours, and will ultimately save you time – so you and your staff can spend more time doing the things that will make your organisation more profitable.



We have handy FAQ Section here:

www.australismusic.com.au/b2b-portal-faq

But for your first time using the Portal, let's walk you through the process.

THE KEY FEATURES OF THE AUSTRALIS B2B DEALER PORTAL:

- See real time, accurate Stock Levels of all our products 24 hours a day, 7 days a week.
- Get ETA for both new and existing orders live from our logistics team, to give you an estimate on when stock will next arrive to fulfill your order.
- Place your orders for Australis products via a familiar e-commerce style website quickly and easily 24 hours a day, 7 days a week. No potentially missing out on stock because your order wasn't in on time!
- Track shipments directly with Star Track, via your user dashboard
- Get accurate RRP's and costings on each product and your order, informing you what products cost relative to your Dealership Level.
- Lodge an RA Enquiry to our Service Department efficiently to start a return process. Easily find the products invoice, lets us know the problem and our Service Department will be in touch with the next steps.
- See all your previous orders you have placed with Australis, download previous invoices and check shipping consignment details.
- Check our Online Stocklist, updated nightly. Search, filter, and even export CSV files of either filtered or unfiltered view. You can also click straight through to the product page if it is currently active on the B2B Dealer Portal!

LOGGING IN FOR THE FIRST TIME



ACCESS YOUR ACCOUNT ONLINE

You will have been supplied a **username** and **password** to access the Portal which is tied directly to your account with Australis. You will generally be supplied a single Portal Account, but as many staff can log into that account as you wish.

When successfully logged in, click the round **user icon** (in the top-right area of the menu bar) to be taken to your user profile, where you can access your profile information, addresses, orders, favourites lists, and more.

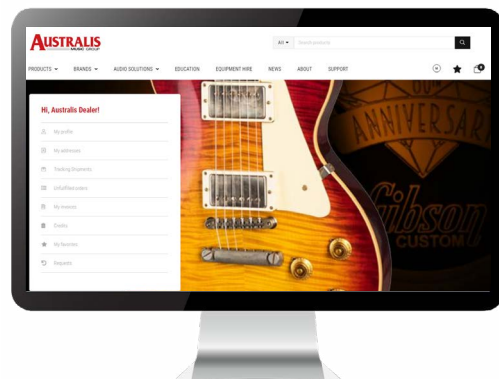
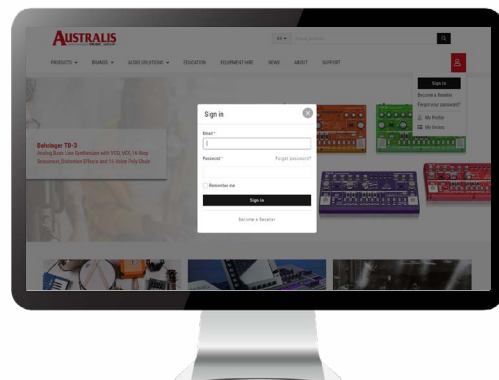
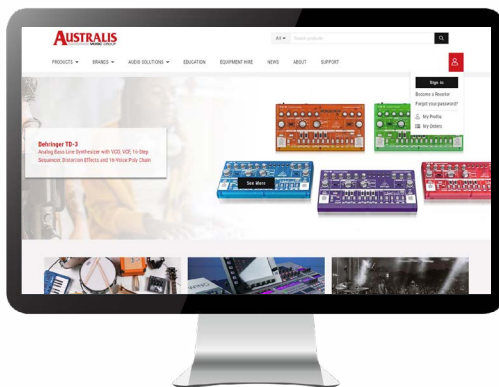
All your standard delivery details will have been prefilled from your existing account details, but you can always double check and change these details by clicking the **MY ADDRESSES** button on your profile page.

You can also change your billing address, edit your profile details, and change your password by clicking the **MY PROFILE** button on your profile page.

Please remember your password shouldn't be easy for people outside of your organization to guess. If you do change your password, make sure for security you include one capital letter and one number, with at least 8 characters.

For convenience, once signed into the Portal, your account will remain signed in until you log out.

Simply login by clicking the **USER ICON** on the top right of



www.australismusic.com.au

Select **“sign in”**, and enter your details.

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australismusic.com.au 02 9698 4444 sales@australismusic.com.au
LOGGING IN FOR THE FIRST TIME | B2B DEALER PORTAL

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CREATING AN ORDER FOR THE FIRST TIME



BROWSE PRODUCTS

When logged into your Account, click the **PRODUCTS** tab on the header menu. Here you can search through Australis Music's range of products and add them to your order via a very familiar e-Commerce style platform. You can also hover over the **PRODUCTS** tab to display a megamenu of different product category options.

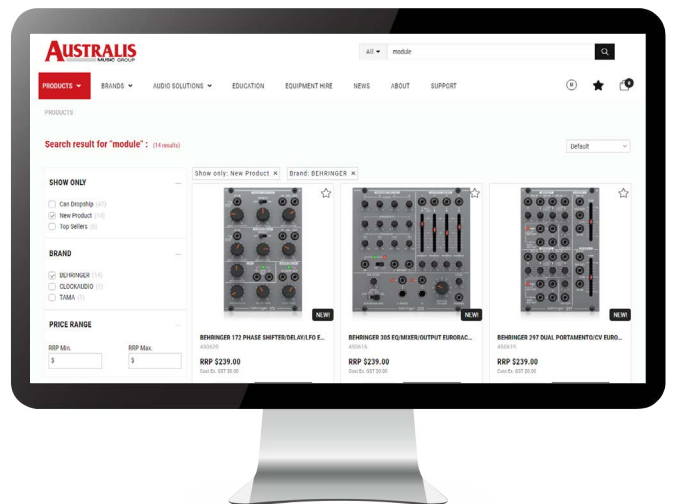
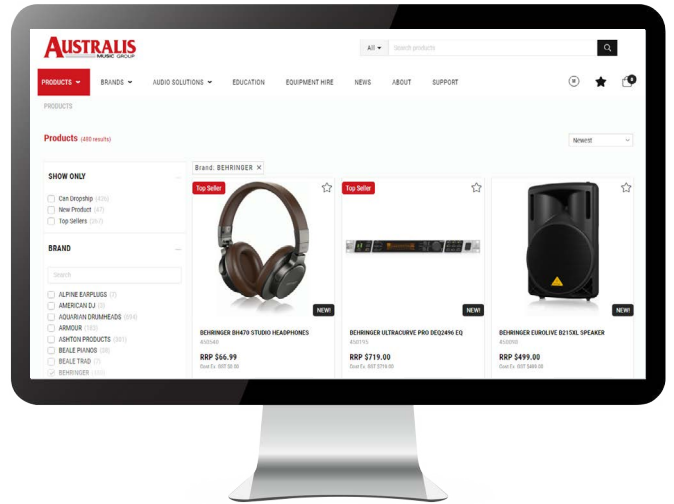
FILTER YOUR SEARCH

Using the Search Bar in the site-wide header menu, you can quickly navigate to your product of choice. Otherwise, just browse through our range by filtering the type of product you are after, by Brand, Colour, Category, Top Sellers, and **Finders Keepers**, our curated list of special offers, available while stocks last!

In the product grid, you will notice badges indicating Top Sellers, New Products, and Item Status (for example, if a product is End of Life). You can also add or remove products to a favourites list by clicking the star in the top right of an individual product tile.

SEARCH SKU NUMBERS

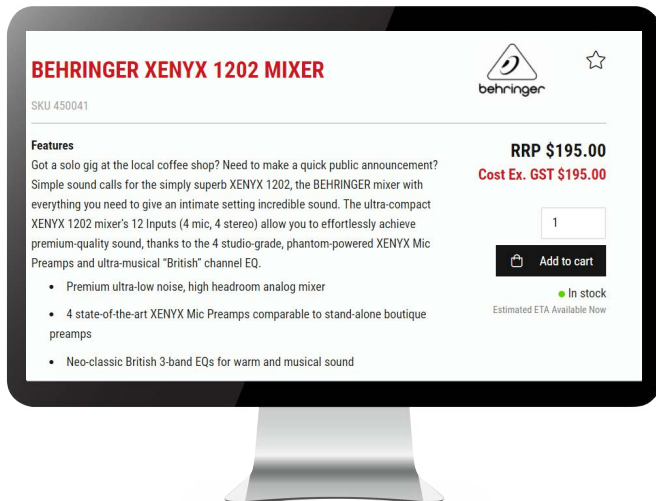
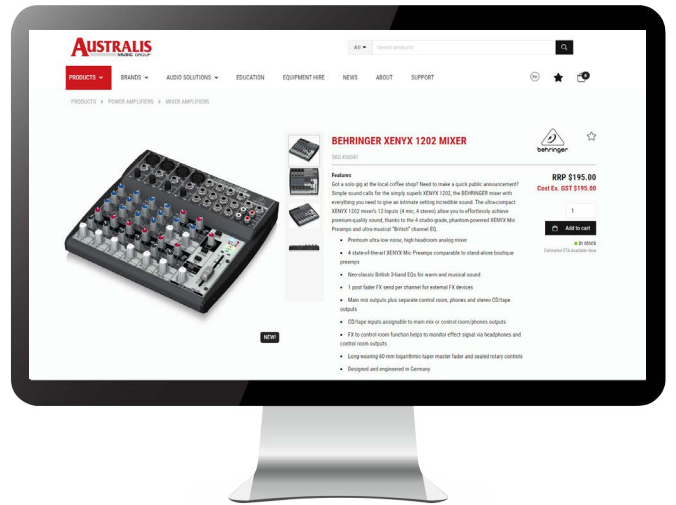
The Search Bar is tied into a products SKU Number as well – so you can enter your own orders at an astonishing speed 24 hours a day! Copy and paste a products SKU number into the bar and you can get your product of choice onto your screen in a flash.





VIEW PRODUCT SPECS

By clicking onto a product, you will be taken to its Product Page. Here you can see high resolution images, further features and specifications of a product, or add it as one of your favourite products so you remember it for next time.

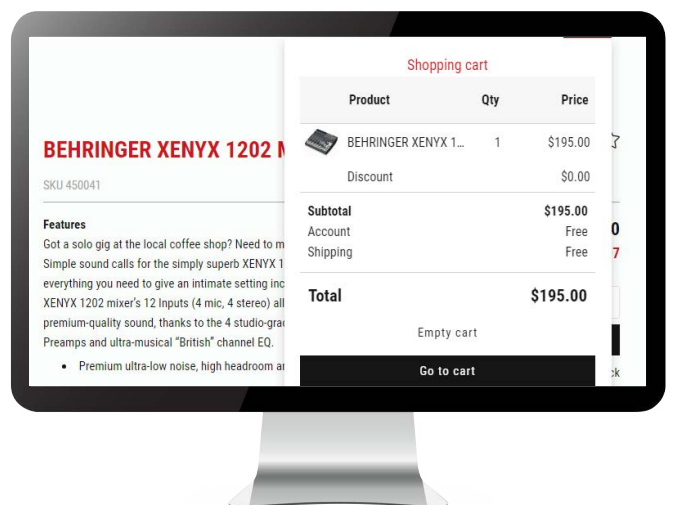


SEE YOUR PRICES & STOCK STATUS

Importantly, you will see what your exact cost exclusive of GST will be on any available product. You will also see a real time stock indicator for our Sydney warehouse. A product will either have **Good Stock Levels**, **Low Stock Levels** or be **Out of Stock**. If an item is Out of Stock, it will be backordered automatically for you to get your place in the queue.

KEEP UPDATED AS YOU ORDER

Adding a product to your “**Cart**” will add it to your order and you will see your Order Total change on the top right of the website. This amount shows you your Order Total Inclusive of GST. Hovering your mouse over the Shopping Cart icon will show you what you currently have on Order, clicking the icon will take you to the Checkout.



COMPLETING YOUR ORDER



CHECKOUT & REVIEW

In the Checkout you will be able to review your order, change quantities if needed and add your Purchase Order Number to the order. For Sydney based customers, you can also choose to arrange to Pickup your Order from our Riverwood warehouse if you wish.

CHECKOUT & REVIEW

Hitting the **NEXT >** Button will then automatically place your order into our live order processing system.

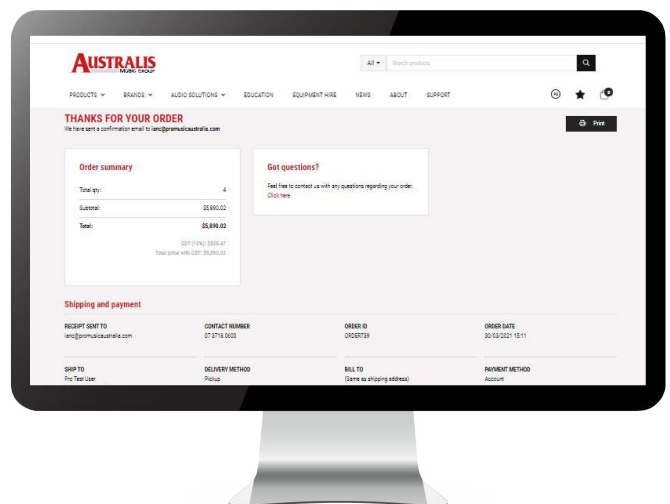
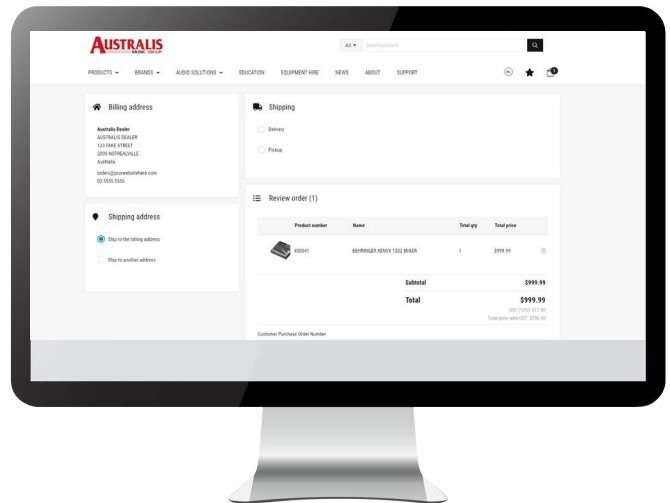
All orders will automatically have the correct terms applied to each account upon invoice, even if ordered together. You will see a screen showing you that your order has been successful and will receive an email confirmation of your order.

There may be a slight delay while our order processing system conducts a credit check across your accounts.

Rest assured, if this occurs stock will still be allocated to you, your backorder registered if applicable and your order will be released as soon as possible.

AMEND ERRORS

If you feel you have made a mistake on an order, contact our Internal Sales Team on **(02) 9698 4444** or your Account Manager immediately and they will be able to make any changes you need.



DIGITAL WAREHOUSE - DOWNLOAD ASSETS, BUILD ENRICHMENT

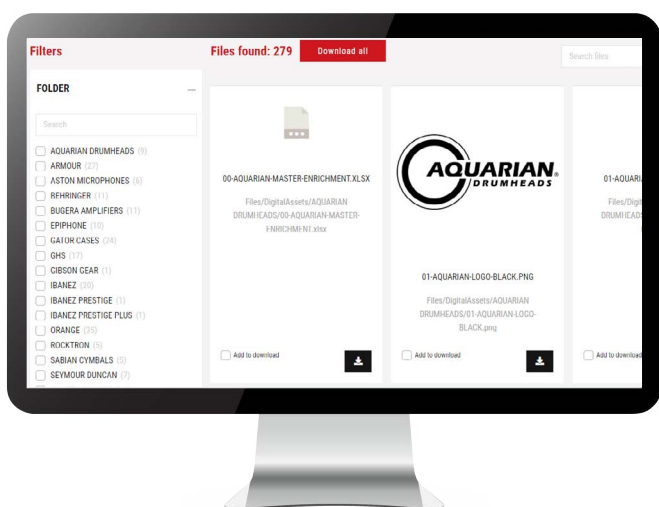
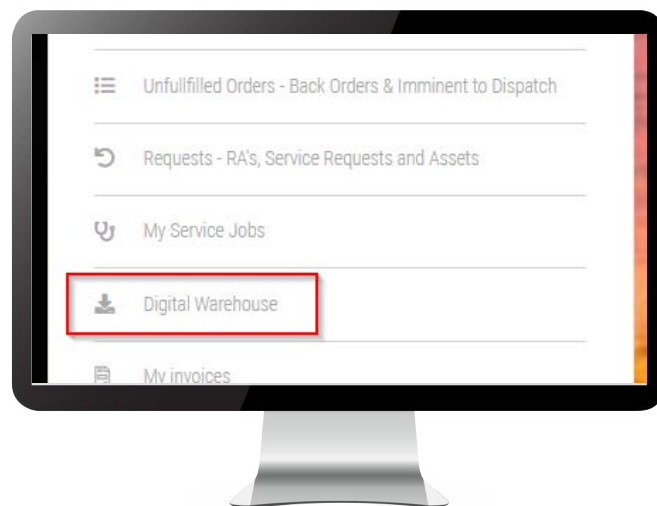


YOU CAN DOWNLOAD BRAND ENRICHMENT FILES OR BUILD YOUR OWN CUSTOM ENRICHMENT!

The Digital Warehouse is a place you can come to get everything you need to get a brand or product live on your website, including Product and Brand assets like logos, brand catalogues and imagery.

Because the Digital Warehouse is based on the database behind our Australis websites - you know the data is always up to date.

When you open a product page, you'll be able to download images and other collateral as we load it for each product and then by adding the product to your "cart" you will build a custom Excel enrichment file for those products for you to download.



HOW TO DOWNLOAD ASSETS

Click on "Digital Assets" to find our file repository.

Inside you'll have access to all brand assets for the sales restrictions that you have, including logos, master enrichment, related catalogues where applicable and lifestyle imagery if it's available.

On the left, you'll be able to select folders segmented by Sales Restriction so you can find what you're looking for even faster.

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australismusic.com.au [02 9698 4444](tel:0296984444) sales@australismusic.com.au

COMPLETING YOUR ORDER | B2B DEALER PORTAL

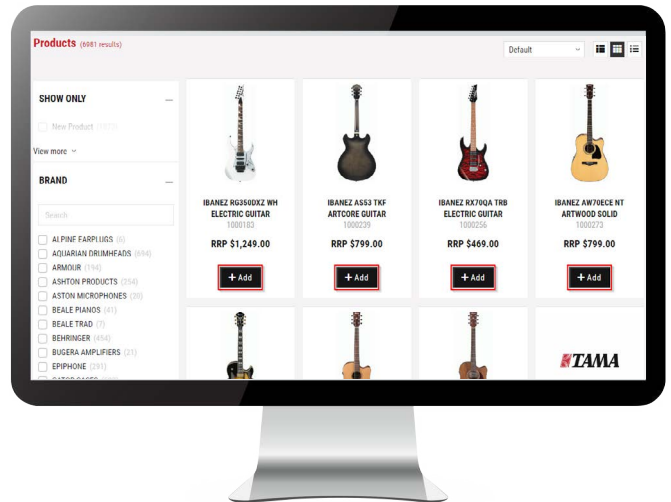
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PRODUCTS IN THE DIGITAL WAREHOUSE

The Digital Warehouse has an ecommerce style product repository - you'll be able to click on a product to open a product page and download the images, assets and enrichment associated with the product.

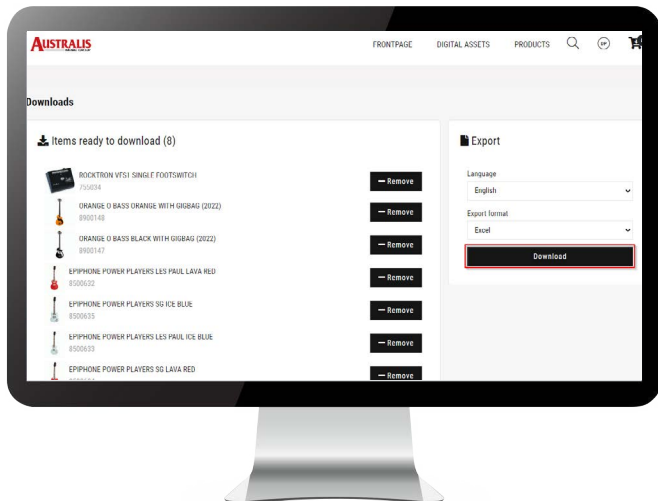
You'll also be able to add products to your cart. This cart isn't for purchasing, it's strictly for building custom enrichment.



BUILDING CUSTOM ENRICHMENT

After adding products to your cart, visit your cart and you will see you can download enrichment for all the products you've added.

This enrichment is tied to what we have live on our website, so you'll have a file ready to update your listings at the click of a button.



LOGGING AN RA REQUEST



START A RETURN PROCESS

Our Return Authority (RA) and **Service Repair Requests (SV)** can be submitted via easy to complete digital form. You must complete these forms **BEFORE** anything is sent to the Australis Service Team.

RA means Return Authority, which is any unit that needs to be **RETURNED** for a credit or replacement.

An RA request should only be completed when an item is damaged in transit, sent incorrectly or is ordered but arrives DOA.

You will be required to enter your Australis Invoice Number and submit images of any damage when you lodge your RA request form

[RETURN AUTHORITY \(RA\) ONLINE FORM](#)

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RETURN AUTHORITY REQUEST FORM

RA REQUEST PROCEDURE

- IMPORTANT: For items already sold to end users please use the SV REPAIR REQUEST FORM**
- The Return Authority Request Form should only be completed when an item is damaged in transit, sent incorrect or ordered and DOA.
 - FAULTY PRODUCT** Claims will only be considered if lodged within 7 days of delivery.
 - TRANSIT DAMAGE** Claims will only be considered if lodged within 7 days of receipt of goods for dealers with the appropriate insurance cover.
- Please do not include additional items which were not originally packaged, with the product and if possible send in the original packaging.
- Please include a photo if necessary (ie. transit damage or cosmetic damage).

DEALER DETAILS

DEALER NAME *

DEALER NUMBER * CONTACT NAME *

BUSINESS PHONE * EMAIL *



LOGGING AN SV REQUEST



START A SERVICE ORDER PROCESS

SV means Service Order which is any unit under **WARRANTY** or **NON-WARRANTY** that needs **REPAIRING**. This also referred to as an SRR or Service Repair Request.

An SV request should only be sent when an item requires repair. You will be required to upload an image of the customer's original purchase receipt and submit images of the damage when you lodge your SV request form.

Once you receive an SV number this number needs to be very clearly noted on the outside of the carton near the address label.

NOTE: If you have multiple items being returned, please submit a separate SV Repair request form for each item.

➤ SERVICE REPAIR REQUEST (SV) ONLINE FORM

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SERVICE ORDER (SV) REPAIR REQUEST FORM

SV REPAIRS PROCEDURE

1. Please complete all mandatory fields and upload an image of your original purchase receipt where requested below.
2. Australis Music will send you an SV number with detailed information about what to do next. Please ensure when returning your product, that the SV number is clearly noted on the outside of the carton to enable us to identify your item.
3. Please ensure that you do not include additional items which weren't originally packaged with the product, such as cases, covers, cables, as we are unable to return them to you. Please ensure the power supply is sent in the carton and if possible send in the original packaging.
4. If you have multiple items for return, please ensure that you complete a separate SV Repair Request Form for each product being returned.

DEALER DETAILS

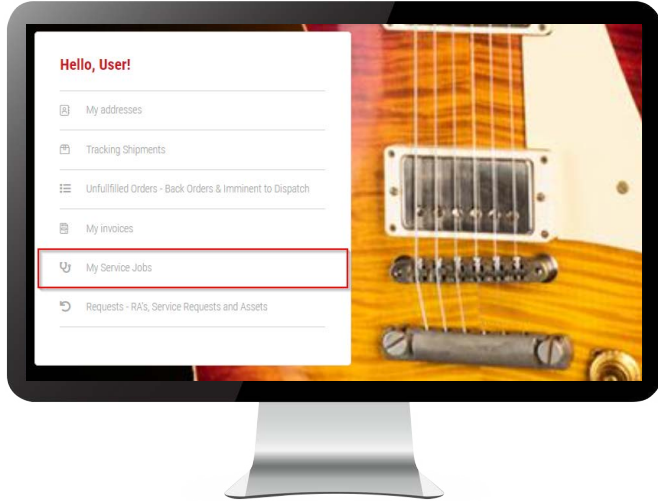
AUSTRALIS MUSIC INVOICE NUMBER *

DEALER NAME * CONTACT NAME *

ADDRESS *

Street Address

TRACKING MY SERVICE JOBS

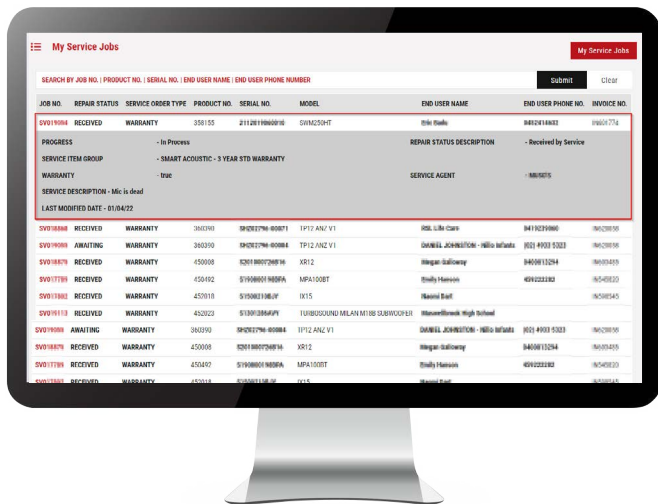
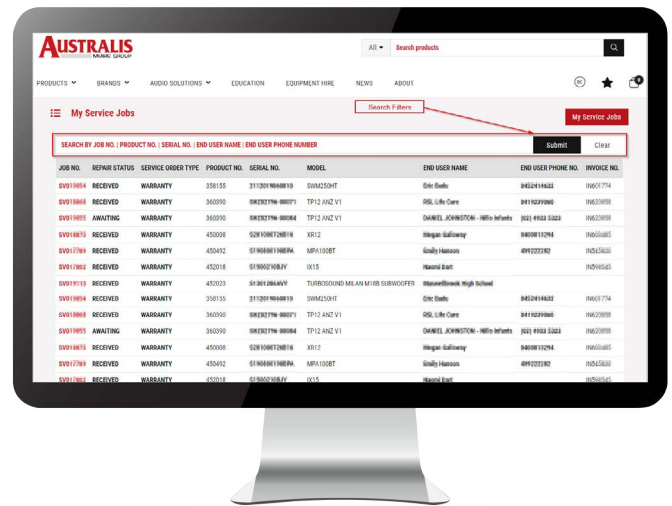


ALL SERVICE JOBS AT A GLANCE

Log into the B2B portal and check out My Service Jobs in your customer dashboard. Once you click on the My Service Jobs area of your dashboard, you will see a page with all of the service jobs you have under your account.

FIND SPECIFIC JOB INFORMATION

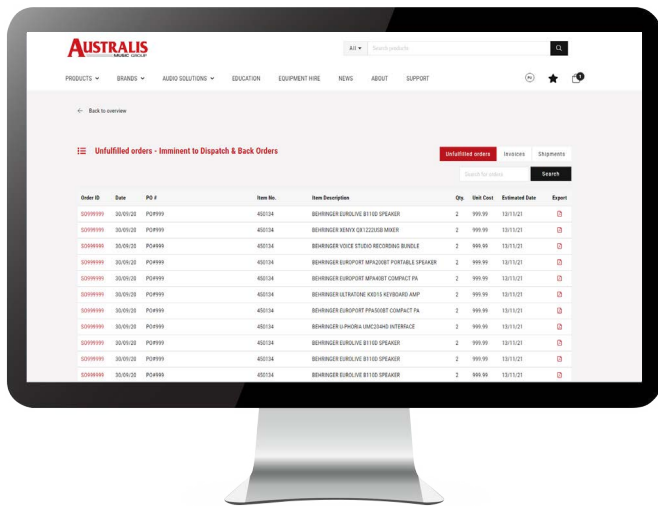
This page will show you a list of the service jobs you have. We wanted it to be really easy to find the specific job you want information on too, so we've made it searchable by **Job No**, **Customer Name**, **Customer Number**, **SKU** or the **Serial No**. When you find the job you're looking for (or you just want to look around) you can click on a list item to bring up more information about the job you're looking at.



TRACK JOB PROGRESS

In this area, you'll find the progress of the job, the brand and warranty information, the service description, where the item is being repaired and when the last time the information was updated. This way - whenever you need the information, you can find it easily.

SELF-SERVICE



GO TO THE ORDERS TAB

When logged into your account and in your Dashboard page, you will see four options are available to you: Tracking Shipments, Unfulfilled Orders, My Invoices, and Credits

Selecting one of these options will take you to a new page for that category, from which you can search, visualise, and download documents directly from our order processing system. As you can imagine, this is A LOT of data so it can take a minute to load.

SEARCH & DOWNLOAD

Once the page has loaded, and in each respective tab, you can search through your Shipments, Unfulfilled Orders, Invoices, and Credits.

You can further refine your search using a Purchase Order Number, a Sales Order Number or even just search the Product you may be after – this is especially useful for finding the correct Invoice number for a Return Request.

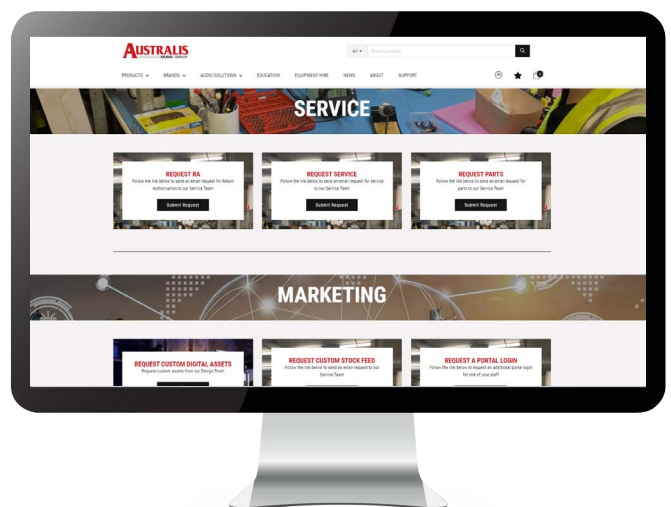
Features specific to each tab include:

Tracking Shipments will display shipments from the past four weeks, even allowing you to go directly to the consignment tracker for your shipment, by clicking the displayed tracking number, beginning with the characters 4VBZ.

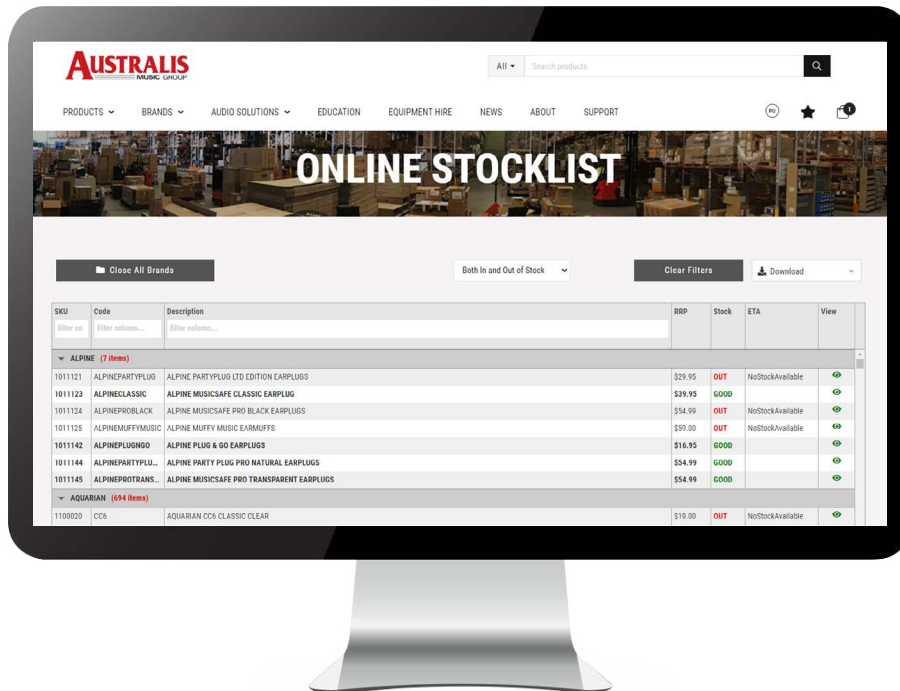
Unfulfilled Orders will give ETA per order line where available, or notify you if the item is imminent to dispatch, in which case it will be on it's way to you very soon!

OTHER REQUESTS

Selecting **Requests - RA's, Service Requests and Assets** from your user dashboard takes you to the requests page, where you can visit our online stocklist, submit a shipment enquiry, submit a request for RA, SV or Parts, and even request custom digital assets, custom stock feed, or additional portal login accounts.



ONLINE STOCKLIST



VIEW, FILTER, DOWNLOAD

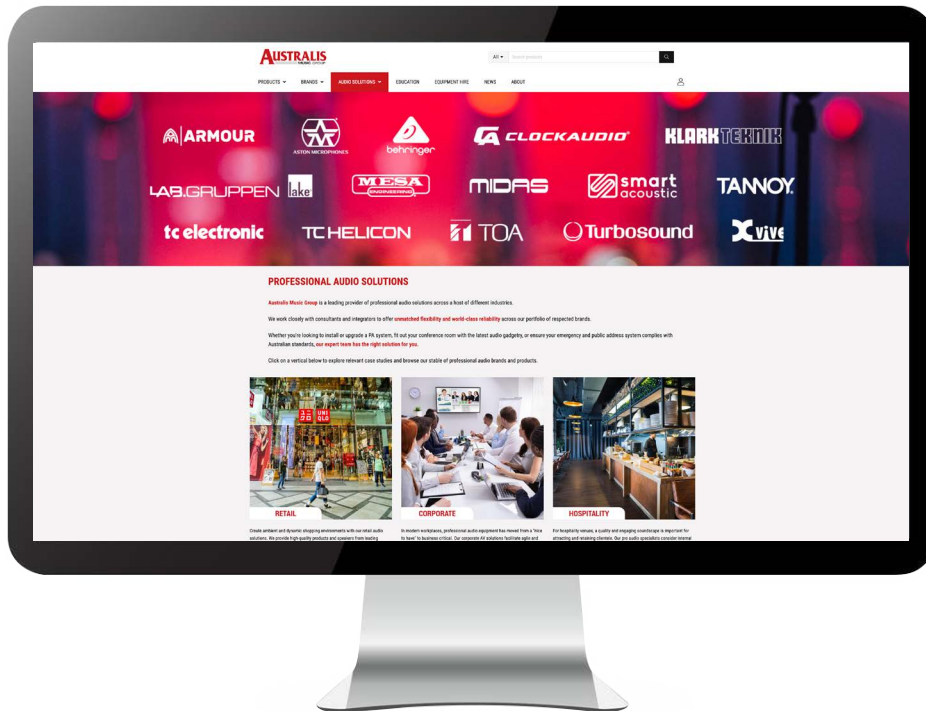
Inventory Stock-On-Hand is updated at the end of each day, 7 days a week, ensuring that you have an accurate indication of our stockholding and incoming shipments at any one time.

It's fast, can be used on any device including mobile, and you can apply filters to a variety of options to help you find the info that you need.

Generating CSV downloads is as easy as clicking a button. You can even choose if this CSV is unfiltered (every product in the stocklist) or filtered (only the products you have in your current view)

Using the icon at the right-hand side, you can also click straight through to the product page if it is currently active on the B2B Dealer Portal!

PRO AUDIO SOLUTIONS



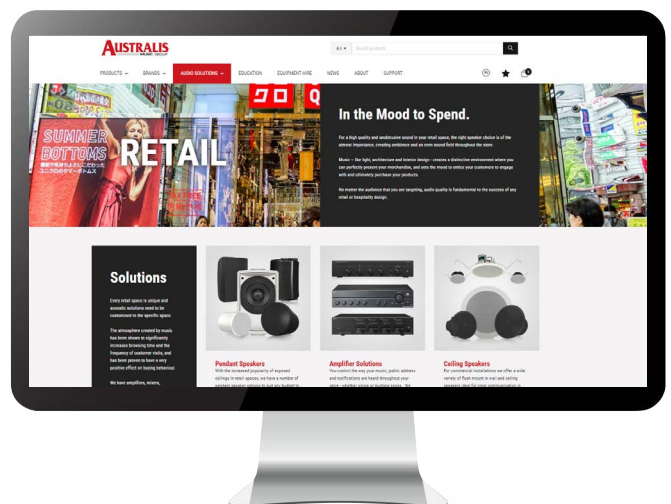
LEARN WHAT OUR EXPERIENCED PA TEAM CAN DO FOR YOU

Australis Music Group represents quality Pro Audio brands that fit our strategic objective and our partners.

Tannoy, Lab.Gruppen, TOA, Turbosound, Behringer, Clock Audio and Lake Processing products provide us with a complete range of Pro Audio solutions for any application.

Our new PA Solutions area will demonstrate applications for our product range across Retail, Worship, Education, Infrastructure, and more.

From here, you may also reach out to our Pro Audio Team directly via the contact form at the base of every page.





As we stated before; using the Australis B2B Dealer Portal is all about making day to day business with us more convenient and efficient, help us better support you in and out of normal working hours and ultimately save you time – so you and your staff can spend more time doing the things that will make your organisation more profitable.

Never hesitate to let us know how we can improve the Portal and we will do our best look into your feedback.

Now get on there, and see what it can do for you.

YOUR SUCCESS IS OURS

If you ever get stuck or can't find a product you are after, never hesitate to contact us at our Sydney Head Office on **(02) 9698 4444**

Message us on the Portals online chat service, or email us at **sales@australismusic.com.au**

or contact your Account Manager.

You can also check the B2B Portal FAQ section here:

www.australismusic.com.au/b2b-portal-faq