

Novell.

Online Ordering Tool

Help Guide



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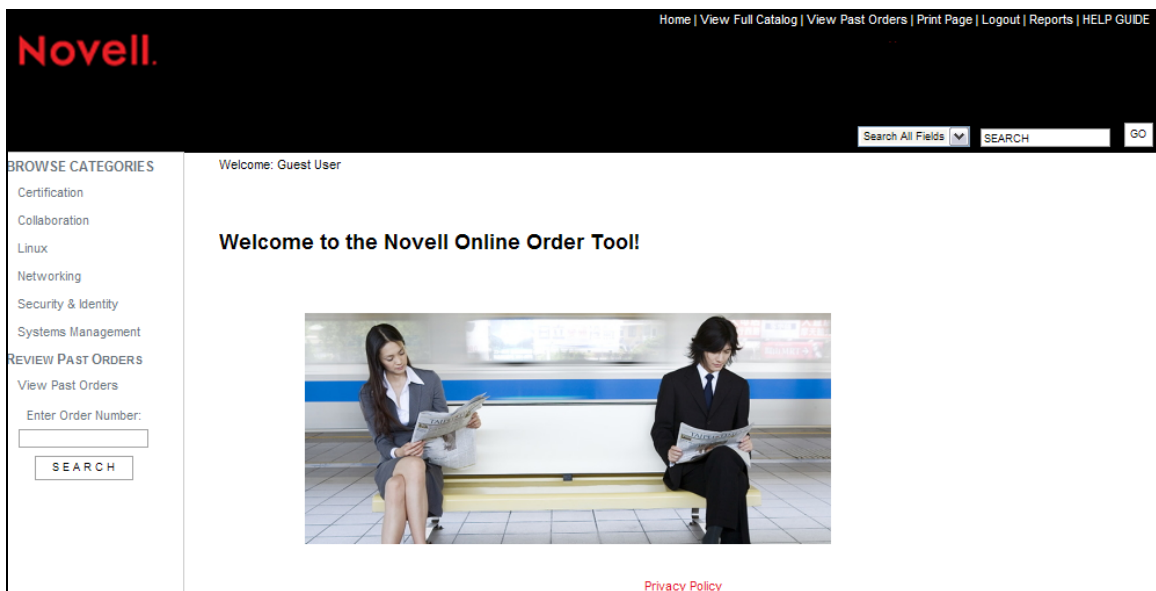
Overview

This manual will provide instruction and useful information for navigating through the online order tool and reporting systems.

The WebTop

What you see when you login

Once you have successfully logged in, you will have opened a 'session' and placed in a view that is called the 'WebTop' view. This is your online desktop that shows the accessible features on the store.



The screenshot displays the Novell Online Order Tool WebTop interface. At the top left is the Novell logo. The top right navigation bar includes links for Home, View Full Catalog, View Past Orders, Print Page, Logout, Reports, and HELP GUIDE. A search bar with a dropdown menu labeled 'Search All Fields', a 'SEARCH' button, and a 'GO' button is located in the top right. The main content area is divided into two columns. The left column contains 'BROWSE CATEGORIES' with a list of categories: Certification, Collaboration, Linux, Networking, Security & Identity, and Systems Management. Below this is the 'REVIEW PAST ORDERS' section, which includes a 'View Past Orders' link and an 'Enter Order Number:' field with a 'SEARCH' button. The right column features a 'Welcome: Guest User' message and a large heading 'Welcome to the Novell Online Order Tool!'. Below the heading is a photograph of a woman and a man sitting on a yellow bench in a modern office setting, both reading newspapers. At the bottom right of the page, there is a red link for 'Privacy Policy'.

Security Features

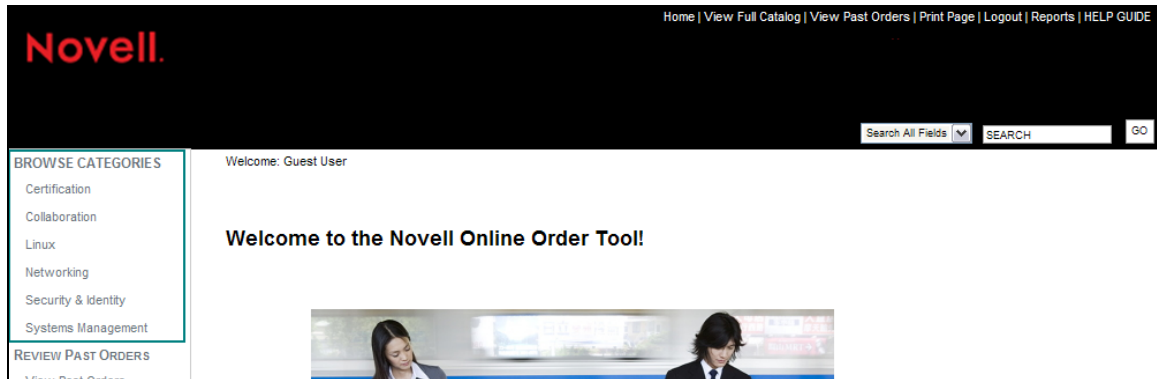
During your use of the web application you may notice some security features. Once you have established your session, there is a 15-20 minute time out feature that prevents your session from being used after that length of time has passed without any activity.

Browsing the Products

There are a couple different ways to view the products on the store.

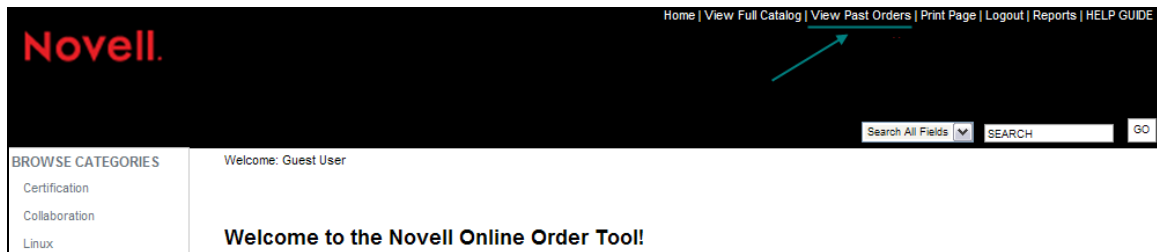
Product Categories

Product Categories are found on the left side of the screen. These links act as categories that contain all of the products on the store. If you know the location of the product you are searching for, you can use these folders to drill down until you find the desired product.



View Full Catalogue

There is a link on the top right hand of the store labeled 'View Full Catalogue'. By selecting this link, a list of all products available on the store will be displayed on one page for easy viewing. You can scroll down the page until you find the desired product.



Search Function

On the top right of the store there is a text box titled 'Search' as well as a drop down menu. Use the drop down menu to select the criteria by which you wish to search, and enter the desired part number, key word etc in the text field. The results of the search will be listed for easy viewing.



Product Description

You will notice the product title acts as a link. Clicking this link will display a synopsis of the desired product. This page displays all of the product information in one table, and includes an extended description.

BROWSE CATEGORIES [Home](#) >> [Collaboration](#) >> [Open Enterprise Server](#)

Certification
Collaboration
Linux
Networking
Security & Identity
Systems Management

REVIEW PAST ORDERS
View Past Orders
Enter Order Number:

Results per page: 10 | [25](#) | [50](#) | [75](#) | [100](#) | [1000](#) | [10000](#)
Browse Results 1 - 10 of 10 [1] [[Next](#)] [Printer-friendly version](#)

ITEM NUMBER	PRODUCT	PRICE	QUANTITY
3077-VER1	Integration Novell Open Enterprise Server for Linux (Course 3077 v1)	\$220.00	<input type="text"/>
3080-VER1	Foundations of Novell Open Enterprise Server for NetWare (Course 3080 v1)	\$220.00	<input type="text"/>
3081-VER1	Novell Open Enterprise Server for NetWare Administration (Course 3081 v1)	\$220.00	<input type="text"/>
3082-VER1	Novell Open Enterprise Server for NetWare Advanced Administration (Course 3082 v1)	\$220.00	<input type="text"/>
3083-VER1	Upgrading to Novell Open Enterprise Server for NetWare (Course 3083 v1)	\$220.00	<input type="text"/>
3089-VER1	Implementing Novell Open Enterprise Server 2 for Linux (Course 3089 v1)	\$220.00	<input type="text"/>
3090-VER1	Deploying Novell Open Enterprise Server 2 for Linux (Course 3090 v1)	\$220.00	<input type="text"/>
7013-VER2	Novell Open Enterprise Server for Linux Self-Study Bundle (Course 7013 v2)	\$875.00	<input type="text"/>
7014-VER1	Novell Open Enterprise Server for NetWare Self-Study Bundle (Course 7014 v1)	\$700.00	<input type="text"/>
7016-VER1	ONE to NCE Enterprise Services Bundle (Course 7016 v1)	\$350.00	<input type="text"/>

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Novell Open Enterprise Server for NetWare Administration (Course 3081 v1)

Item Number: 3081-VER1
Media Type:
Language:
Unit Of Measure: 1
Price: \$220.00
Description:
Extended Description: As the Open Enterprise continues to grow, the Novell Open Enterprise Server for NetWare Administration (Course 3081) course builds on the concepts and procedures taught in Foundations of Novell Open Enterprise Server for NetWare (Course 3080) to teach students the basic, critical skills needed for managing a network that uses the Novell Open Enterprise Server for NetWare operating system.

Quantity:

Placing and Order

To order an item, enter the desired quantity in the field beside the product, and then click the 'Add to Cart' button located in the bottom right hand corner of the page. The items will be added to your shopping cart and the total value of items in your cart will be shown above the Categories on the left navigation bar. Item quantities can be modified later in the shopping experience if an error is made.

BROWSE CATEGORIES [Home >> Collaboration >> Open Enterprise Server](#)

Certification
Collaboration
Linux
Networking
Security & Identity
Systems Management

REVIEW PAST ORDERS
View Past Orders
Enter Order Number:

Results per page: 10 | [25](#) | [50](#) | [75](#) | [100](#) | [1000](#) | [10000](#)
Browse Results 1 - 10 of 10 [1] [[Next](#)] [Printer-friendly version](#)

ITEM NUMBER	PRODUCT	PRICE	QUANTITY
3077-VER1	Integrating Novell Open Enterprise Server for Linux (Course 3077 v1)	\$220.00	<input type="text"/>
3080-VER1	Foundations of Novell Open Enterprise Server for NetWare (Course 3080 v1)	\$220.00	<input type="text"/>
3081-VER1	Novell Open Enterprise Server for NetWare Administration (Course 3081 v1)	\$220.00	<input type="text"/>
3082-VER1	Novell Open Enterprise Server for NetWare Advanced Administration (Course 3082 v1)	\$220.00	<input type="text"/>
3083-VER1	Upgrading to Novell Open Enterprise Server for NetWare (Course 3083 v1)	\$220.00	<input type="text"/>
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7014-VER1	Novell Open Enterprise Server for NetWare Self-Study Bundle (Course 7014 v1)	\$700.00	<input type="text"/>
7016-VER1	CNE to NCE Enterprise Services Bundle (Course 7016 v1)	\$350.00	<input type="text"/>

[Add Item to Cart](#)

[Privacy Policy](#)

There are a few ways you can return to a desired category or folder. First you can return to your root 'Category' and drill down until you return to the desired product, or you can use the 'Bread Crumb' option found above the 'results per page' display. The 'Bread Crumb' option simply displays the selections that led you to your current location.

Shopping Cart

Clicking the 'Add to Cart' button will bring you to your cart view. You may wish to add more items to your cart. Simply select 'Continue Shopping' to return to your default view, select one of the visible categories from the left navigation bar or 'search' for the desired product.

ITEM NUMBER	PRODUCT	PRICE	QUANTITY	AMOUNT
3014-VER1	GroupWise 6.5 Administration (Course 3014 v1.0)	176.00	<input type="text" value="1"/>	176.00

Subtotal: 176.00

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Once you've selected all of the products for your order, select 'Go To Shipping' to advance to the next step of the order process.

Entering Ship-to Information

At this step you will be asked to enter the 'ship-to' information. If the Shipping information is the same as the Purchaser Information select 'Copy Purchaser Information'. If the information is different you will have to enter the details manually. The fields marked with asterisks are mandatory fields and must be completed before proceeding to the next stage in the order process.

Please complete the shipping information. * Indicates Required Fields.

PURCHASER INFORMATION

* Full Name: Guest User
Company:
Street address required (no P.O. Boxes).
* Address: Guest
* City: Kanata
* Country: Canada
* State/Province: Ontario
* Zip/Postal: K2K1L6
* Email: rocka@gilmore.ca
* Phone: Guest
Fax:

SHIPPING INFORMATION

* Full Name:

Company:

Street address required (no P.O. Boxes).
* Address:

* City:

* Country: Afghanistan

* State/Province: Other Other:

* Zip/Postal:

Email:

* Phone:

Fax:

Special Instructions:

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At this time you are not committed to finishing your order. Click the 'Back' button to return to the checkout page. If you are satisfied with your ship-to information, click the 'Shipping Details' button to proceed to the Shipping Detail page.

Shipping Details

On this page you will be asked to choose a method of shipment and indicate a date required for your order. You can also specify additional contact information if necessary.

All orders will ship in 48 business hours from date of order remittance.
Please take this into consideration and allow sufficient delivery time for your order to arrive.

SHIPPING DETAILS

Select Method of Shipment:

Date Required:

Required Time:

Shipping & Handling Fees are an estimate only. Actual cost will be determined at time of billing.

Third Party Notification (Optional)

Fill out this information only if you wish to notify a third party of the order details.

Contact:

E-mail:

Phone:

Fax:

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Click the 'Order Summary' button to finish the order process.

Final Order Summary

At this point of the order process you can review and make any changes before placing your order.

ORDER SUMMARY						
Order Date:	April 2, 2008					
Required Date:	April 7, 2008					
BILLING INFORMATION		SHIPPING INFORMATION				
Full Name:	Guest User	Full Name:	Guest User			
Company Name:		Company Name:				
Address:	Guest	Address:	Guest			
City:	Kanata	City:	Kanata			
Province/State:	Ontario	Province/State:	Ontario			
Postal/ZIP:	K2K1L6	Postal/ZIP:	K2K1L6			
Country:	Canada	Country:	Canada			
Email:	rocka@gilmore.ca	Email:				
Phone:	Guest	Phone:	Guest			
Fax:		Fax:				
ITEM NUMBER	PRODUCT	PRICE	QUANTITY	AMOUNT		
3077-VER1	Integrating Novell Open Enterprise Server for Linux (Course 3077 v1)	\$220.00	1	\$220.00		
Subtotal:				\$220.00		
Shipping & Handling:				\$20.17		
Taxes:				\$31.22		
Pricing in USD.				Total: \$271.39		
Please note the shipping cost displayed on the order form upon e-commerce checkout is an estimate. Shipments may incur additional VAT, duties, customs, and shipping charges upon receipt of your order.						
If you would like an email confirmation sent to one or more of the following please check as needed:						
<input type="checkbox"/> Guest User (rocka@gilmore.ca)						
Printer-friendly version						
<table border="1"><tr><td style="text-align: center;"><< Back</td><td style="text-align: center;">Submit PO Order >></td></tr></table>					<< Back	Submit PO Order >>
<< Back	Submit PO Order >>					
Privacy Policy						

Under the comments field there is a check box option. Check the box if you wish for a confirmation email to be sent to the displayed email address. If all the information displayed is correct, click the 'Submit PO Order' button at the bottom of the page.

Order Confirmation Page

Once your order has been accepted, SMP will display a confirmation page indicating the order number. An email is automatically sent to the customer service representative as well as the email addresses provided. Select 'Return to Login' to place another order.

**ORDER
CONFIRMATION**

Thank you for your Patronage! Your order number is 326275.

If you have received an order number above we have accepted your order.
To review your order, when entering the Online Ordering Tool, choose the Review button.
To help prevent duplicate orders you may only place 1 order per session.

Return To Login

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Reporting

From the WebTop, click on the 'Reports' link to run reports of past orders you have placed online.



Each report can be output to an HTML format (which allows you to view the report online) or a comma delimited text format (which allows you to import the file into a spreadsheet program like Microsoft Excel.) Each report is queried by date range and can be sorted by status, order number, date, user name, or department name.

Custom reports can be created and saved as a template for future use. A custom report can include almost any data relating to an order, including but not limited to ship-to, bill-to, cost, courier, contact and quantity.

There are two commonly used reports you are able to create – Order Detail and Order Summary.

Order Detail Report

Order Id	User	Dept	Company	Ordered Date	Status	Required Date	Shipped Date	Product Code	Product Name	Price	Quantity	Currency	Amount
326275	Guest User	Novell		20080402	processed	20080407	0	3077-VER1	Integrating Novell Open Enterprise Server for Linux (Course 3077 v1)	220.00	1	USD	220.00
Total: 220.00													
Privacy Policy													

This report displays each line item from each order as a single row. This report is commonly used for exporting data to other systems for analysis.

Order Summary Report

Order ID	User	Dept	Company	Order Date	Status	Required Date	Shipped Date	Currency	Order Cost
326275	Guest User	Novell		20080402	processed	20080407	0	USD	240.17
Total: 240.17									
Privacy Policy									

This report displays each order as a single row. This report is commonly used for summaries and statements. Each order number is hyperlinked to the applicable order, and the User ID is linked to a view of the User information.

View Past Orders

From the WebTop, select the **View Past Orders** button to view the status of past orders you have placed online.

Past Orders		
ORDER NUMBER	DATE ORDERED	ORDER STATUS
326275	April 2, 2008	processed
Privacy Policy		

Click the 'Order Number' to view the order in detail.

A summary of the order will be displayed, detailing all of the information shown in the original order summary presented during the shopping experience including the ship date and waybill number used to ship the order. In addition, you can click on the tracking number of an order that has already been shipped. Doing so, will bring you to a courier website and automatically track your order.

ORDER REVIEW		Status: processed		
Order Number:	326275	Order Date:	April 2, 2008	
WAYBILL NUMBER:		Required Date:	April 7, 2008	
Ship Method:	UPS - Express	Shipped Date:		
Instructor Name:				
BILLING INFORMATION		SHIPPING INFORMATION		
Full Name:	Guest User	Full Name:	Guest User	
Company Name:		Company Name:		
Address:	Guest	Address:	Guest	
City:	Kanata	City:	Kanata	
Province/State:	Ontario	Province/State:	Ontario	
Postal/ZIP:	K2K1L6	Postal/ZIP:	K2K1L6	
Country:	Canada	Country:	Canada	
Email:	rocka@gilmore.ca	Email:		
Phone:	Guest	Phone:	Guest	
Fax:		Fax:		
ITEM NUMBER	PRODUCT	PRICE	QUANTITY	AMOUNT
3077-VER1	Integrating Novell Open Enterprise Server for Linux (Course 3077 v1)	220.00	1	220.00
				Subtotal: 220.00
				Shipping & Handling: 20.17
				Taxes: 31.22
Pricing in USD.				Total: 271.39
Privacy Policy				