Website CyM Distributor (WebCyM)

User Guide

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1. Introduction

CyM Distributors, Inc. (CyM) clients’ now have an additional channel to communicate your orders to CyM Distributors, Inc. This new service will be available 24/7 on every day. This service is in addition to the current order placing methods like the weekly sales person visit, phone orders, fax or personal visits to CyM warehouse.

Through the use of the WebCyM, customers will be able to perform the following transactions:

- Place parts orders
- Select the delivery method
- Search for parts numbers using one or more of the following criteria:
  - Part number
  - Partial part number
  - Book Code
  - Category
  - Sub-Category
  - Name or part of the description name
  - Any combination of the above mentioned

In addition to the order placing functionality, you will be able to see the status of your orders, your open invoices and will be able to pay them. Finally, clients will have access to general CyM information, including the sales people names and phone numbers, their emails, new and engaging videos related to the CyM business.

2. General Info

The CyM Web is available to clients and general public using the following Web address:

http://www.cymdistributors.com

This URL of web address must be entered in your Internet Browser. Once entered, you should be presented with a home page like the one displayed on the following image.
The page layout is organized as follows:

A. **URL** – Web page address or URL
B. **General Bar** – web page main options which will be available through the site navigation.
C. **Search Bar** – where search criteria will be entered.
D. **General Area** – will display the requested information
E. **Target Area** – most of the requested information will be displayed here.
F. **Base Labels** – will be displayed on each of the Website pages and will display the links to various CyM suppliers website.

3. **Login**
In order to place an order, see inventory availability, order status and any other WebCyM function, you must be an authorized user by CyM with a valid user name and password. Unauthorized users will have access only to CyM general information but will not be able to inquire on inventory items, order status no pay open invoices.

3.1. **Authorized Users**
Once WebCyM is displayed, the user must click on the Login logo located on the General Bar as shown on the on the next image.

Once clicked, a login form will be displayed as shown on the next image.
Enter the user and password information as provided by CyM.

A. Enter your user name provided when requested your account to CyM (needs to be a valid email address)
B. Enter your Password.

Press login to continue.

3.2. New Users
New users must request a WebCyM access and must be approved by CyM. Once approved, an email will be sent with the login instructions. Press Register Here to on the Login Form to request a user account as shown on the following image.
Once the request is placed, the WebCyM will display a form to capture required information needed to validate and process your request. The information form is presented in the next image.
Fill in the requested information and click on the Register button to process your access. Once your identity and information is validated, you will be receiving an email with the information necessary to access your account.

Once you successfully login, you will have access to the functions you are authorized.
4. Main Features

The General Bar functionality are herewith described.

- **Name** – Authorized name of the user and the company associated with the user name
- **My Account** – Access to the Order Tracking, password change, aging and open invoice payment function.
- **Quick Order** – Form to quickly create an order by just entering an item number and the desired quantity.
- **Logout** – Logout from WebCyM
- **Home** - WebCyM Home Page
- **Customer Service** – List the names, telephone and email addresses of the sales force.
- **Contact Us** – Form used by users and non-users to send messages to CyM.
- **About Us** – Company general information.

More detailed information will be presented latter on this User Guide.

5. New Arrivals

New arrivals are parts received at CyM during the last 45 days. They can be either items previously out-of-stock or new items. New arrivals are presented and grouped by book code at the WebCyM home page. The following image depicts how new arrivals are presented. The red box indicates where the new arrivals are presented.
Click on the book code name to display the new arrival detailed information as shown in the next image.

The marker “A” points to the catalog Book Code displayed on the list. Use your browser navigation arrows to return to the new arrival list. The full explanation on how to use and navigate this list is presented on section 6 – Catalog Search of this user Guide.
6. Item Search
Orders are created by entering part numbers. In order to facilitate this task, the WebCyM provides various methods to part look up, like entering the known OEM number, alternate, book code or part of the description. Item search is done at the Search Bar as presented on the next image.

The red rectangle indicates the Search Bar where the search criteria are entered. The search criteria are:

6.1. Key Word or Item Number
Enter the know number or part of the number to search. Likewise, you can enter keyword of the number you are looking for. Numbers can be entered with or without hyphen. A list of matching numbers will be displayed in numerical order.
The free text search displays the following image.
## 6.1.1. Helpful Hints to look for a Part Number

There are some part number which CyM has added either a prefix or suffix to the Original number. The following table provides the necessary information when looking for parts.

<table>
<thead>
<tr>
<th>Prefix</th>
<th>Product</th>
</tr>
</thead>
<tbody>
<tr>
<td>AMERICAN EXPEDITION</td>
<td>AV</td>
</tr>
<tr>
<td>ARB</td>
<td>AR</td>
</tr>
<tr>
<td>BODY ARMOR</td>
<td>BA</td>
</tr>
<tr>
<td>BUSHWAKER</td>
<td>B</td>
</tr>
<tr>
<td>HEADMAN</td>
<td>HE</td>
</tr>
<tr>
<td>KC-LITES</td>
<td>KC</td>
</tr>
<tr>
<td>MONROE O RANCHO</td>
<td>M</td>
</tr>
<tr>
<td>TERAFLex</td>
<td>TF</td>
</tr>
<tr>
<td>WARN</td>
<td>PN</td>
</tr>
<tr>
<td>ADVANCED FLOW ENGINEERING</td>
<td>AF</td>
</tr>
<tr>
<td>ALL THINGS JEEP</td>
<td>AT</td>
</tr>
<tr>
<td>GARVIN INDUSTRIES</td>
<td>GA</td>
</tr>
<tr>
<td>RAMPAGE</td>
<td>R</td>
</tr>
<tr>
<td>HASTING</td>
<td>H</td>
</tr>
<tr>
<td>SAFARI STRAPS</td>
<td>SS</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Suffix</th>
<th>Product</th>
</tr>
</thead>
<tbody>
<tr>
<td>China Belts</td>
<td>-R</td>
</tr>
<tr>
<td>BANDO / German Belts</td>
<td>-GER</td>
</tr>
<tr>
<td>KOYO</td>
<td>-KY</td>
</tr>
<tr>
<td>Valeo o Seco</td>
<td>-K</td>
</tr>
<tr>
<td>Head Gaskets AJUSA</td>
<td>-A</td>
</tr>
<tr>
<td>Indonesia &amp; Japan Brake Pads</td>
<td>-MK</td>
</tr>
<tr>
<td>Clutch Disk &amp; Pressure Plate-China</td>
<td>-N</td>
</tr>
<tr>
<td>Bronze</td>
<td>-BR</td>
</tr>
<tr>
<td>Remanufactured</td>
<td>-REM</td>
</tr>
<tr>
<td>Core</td>
<td>-CORE</td>
</tr>
<tr>
<td>Oversize</td>
<td></td>
</tr>
</tbody>
</table>
6.2. Categories
Parts number grouping
6.3. **Book Code**

Group part numbers by vehicle application.
6.4. Sub-Category

Detailed part Sub-category.

The part number search can be done combining more two or more search criteria. For example, you can use a Book Code and model search. This is a very handy search to filter Book Code for a specific model.
For example, in this case we will look for a Water Pump for a Toyota Corolla. We enter “Coroll” on the Key Word and select “Pump/ Water” on the Book Code. The following image depicts the search result.
The red box indicates the list of items which are water Pump for Toyota Corolla. You can search for another selection by entering the new search criteria and pressing the *Search* button.
7. Order Entry
There are two ways to enter numbers to an order on the WebCyM. One is using the searching features as explained on section 7.1 of this manual and the other is entering known number on the Quick Entry form as explained on section 7.2

7.1. Indicating How many to Order
Once you have found the part number you are interested as explained previously section 6, you need to indicate the quantity per item. Enter the desired number or units for a particular item on the box in the column Quantity. Please note that the Quantity box is preloaded with the number one. Then press the button Add to Cart to update the cart. The next image depicts the item selected and the orange button.

Please note that once you added an item to the cart, the button will change color to orange and will indicate Update Cart to be used when changing quantity ordered.
7.2. Quick Order
You can create faster order by just entering the desired part number and the quantity to order. This can be done by using the Quick Order feature from the General Bar of the WebCyM as presented on the next image and indicated by the red box.

Click on Quick Order and the next form will be displayed.
Enter the part number to be added to the order and the desired quantity. Once the numbers are entered on the form, press Add to Cart button to add the items to the cart. If for any reason the number entered is not found, it will be highlighted in red. Successfully added items will be cleared from the form and listed in green color at the bottom of the form as presented in the following image.
8. Shopping Cart
The selected items are added to the shopping cart displaying also de ordered quantity. Click on View Cart located in the Search Bar as indicated in the next image on the red box.

Once the View Cart is selected, the content of the cart will be displayed as depicted on the following image.
The cart form displays the list of items, the On Hand Quantity, price and the selected quantity. The red box above indicates two options to modify the items on the order. These options are:

- **Update** – to update the quantity ordered
- **Remove** – to delete the selected item from the order

Once the cart is finalized, the order is ready to be placed to CyM for processing. To place the order, you must select the order type.

A. **Customer Pick Up** – Client will pick-up the merchandise at CyM warehouse.

B. **Next Day** – Regular delivery on the next day the order is received.

C. **Same Day** – Available only in selected areas in Puerto Rico and subject to cut-off time.

D. **Shipment** – Order outside Puerto Rico will be delivered via a ship cargo company as indicated by customer.

E. **Mail** – Order outside Puerto Rico will be delivered via regular mail or courier service as indicated by customer.

The order type is selected from the drop down menu indicated in the red box in the following image.
The delivery types are subject to CyM business rules. Once the delivery method is selected, press the green **Place Order** button to submit the order. Customers are responsible of coordinating shipment arrangements. These delivery instructions are entered in form presented in the following image.
The business rules for deliveries in Puerto Rico will be displayed as depicted in the following image.

Once you read the delivery business rules, you need to check off on the lower left end of the form to agree with the delivery rules. Then, press the Submit button to finally place the order. Once the order is successfully placed, you will receive the following message as presented in the image.
Press *Continue Shopping* to close this form and move around the WebCyM.
9. My Account
There are other Web functions that are available to users related to the management of the Web account. To access these functions, select My Account from the General Bar, as depicted in the following image. The red box indicates the option to choose.

9.1. Password Change
Each user can change its password at any time. Select the Change Password on the My Info section as depicted in the following image and indicated by the red box.
A password change form will be displayed. Enter the new password and click on the **update button**.

### 9.2. Order Tracking

You can track the status of your order through the *Tracking Order* feature on this page. You can inquire by entering the order number or the order date and clicking on the Search button as indicated in the red box on the following image.
A list with the status of your order will be displayed.

9.3. Open Payables

The WebCyM displays the open or unpaid invoice for your convenience. The invoices are grouped by ageing buckets (30, 60, 90 & 90+). In order to review the detail invoices, you must click on the plus sign (“+”). A list of open invoices, the date, aging dates, available discount (if any) and amount will be displayed.
You can search for a particular invoice by entering the invoice number on the Invoice field as indicated by the red box. Click on the Search button to look for the invoice.

Once you open the invoice aging bucket, you will see a list of the actual invoices within that ageing bucket. You can double click on the invoice number to display a pdf image of the invoice. You will be able to print this invoice if needed.
<table>
<thead>
<tr>
<th>Invoice</th>
<th>Date</th>
<th>Type</th>
<th>Aging</th>
<th>Web Paid</th>
<th>Current Balance</th>
<th>Discount</th>
<th>Amount Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>0066807</td>
<td>9/3/2010</td>
<td>Invoice</td>
<td>394</td>
<td></td>
<td>$172.40</td>
<td></td>
<td>$172.40</td>
</tr>
<tr>
<td>0066831</td>
<td>9/3/2010</td>
<td>Invoice</td>
<td>394</td>
<td></td>
<td>$127.50</td>
<td></td>
<td>$127.50</td>
</tr>
<tr>
<td>0066853</td>
<td>9/3/2010</td>
<td>Invoice</td>
<td>394</td>
<td></td>
<td>$143.40</td>
<td></td>
<td>$143.40</td>
</tr>
<tr>
<td>0066957</td>
<td>9/3/2010</td>
<td>Invoice</td>
<td>392</td>
<td></td>
<td>$114.15</td>
<td></td>
<td>$114.15</td>
</tr>
<tr>
<td>0066985</td>
<td>9/3/2010</td>
<td>Invoice</td>
<td>392</td>
<td></td>
<td>$305.45</td>
<td></td>
<td>$305.45</td>
</tr>
<tr>
<td>0074608</td>
<td>9/3/2010</td>
<td>Invoice</td>
<td>344</td>
<td></td>
<td>$708.25</td>
<td></td>
<td>$708.25</td>
</tr>
<tr>
<td>0074615</td>
<td>9/3/2010</td>
<td>Invoice</td>
<td>344</td>
<td></td>
<td>$3,172.10</td>
<td></td>
<td>$3,172.10</td>
</tr>
<tr>
<td>0074635</td>
<td>9/3/2010</td>
<td>Invoice</td>
<td>344</td>
<td></td>
<td>$6,000.00</td>
<td></td>
<td>$6,000.00</td>
</tr>
<tr>
<td>0074699</td>
<td>9/3/2010</td>
<td>Invoice</td>
<td>344</td>
<td></td>
<td>$34.45</td>
<td></td>
<td>$34.45</td>
</tr>
<tr>
<td>0074631</td>
<td>9/3/2010</td>
<td>Invoice</td>
<td>344</td>
<td></td>
<td>$224.80</td>
<td></td>
<td>$224.80</td>
</tr>
</tbody>
</table>

Total Amount Due: $391,576.33
9.4. Invoice Payment

WebCyM offer the convenience of paying selected invoices through the website. The payment transaction is managed and cleared by a Web Service provided by Banco Popular de Puerto Rico. Double click on the invoice number to display a pdf image of the invoice. This invoice could be printed or saved. Follow the next steps in order to pay invoices:

1. Select the invoice to pay. The WebCyM will require that you select for payment from the oldest invoices and credits. The WebCyM will not allow you to bypass any invoice or credit for payment. Select the invoice my clicking on the box next to the invoice as depicted in the following image.

   ![Invoice Image]

1. Click on Pay Selected Invoices at the lower right corner of the screen.
2. The system will display a summary of the selected invoices to pay, the amount and total payment. The following image represents the form presented.
3. Click on Submit Payment to start the payment process. At this point, you will be leaving the WebCyM website and the payment agent website will be displayed.

4. Complete the required information to process your payment. Payments can be processed by using one of the following cards:
   a. Visa
   b. MasterCard
   c. American Express
   d. Banco Popular ATH Debit Card.

5. It is strongly recommended that you copy or write down the confirmation number since any payment claim must be submitted to Banco Popular de PR (www bppr.com).

6. Once the payment is completed, the navigation will bring you back to WebCyM. Please note that selected invoice will be presented as Web Paid and that the select check box will be disabled. This will prevent from double paying an invoice in the same day. The red box in the following image indicates the Web Paid message.