Grid Solutions Online Store Training Sessions

Several Online Store (OLS) training sessions are offered throughout the year, tailored to specific user types. Each session follows the general agenda below, with subtle changes as needed based on the user type.

User Types

- <u>New Channel / Sales & Commercial Training Course</u>: for new channel partners, sales reps, sales and commercial team members to learn everything they need to know about using the OLS.
- <u>Channel Refresher Training Course</u>: offered to any channel wanting a refresher or review of existing OLS processes and to learn about any new functionality.
- <u>Direct Customer Training</u>: offered to direct end customers and will be scheduled as needed.

Agenda

- Login
- Product Search
- Customer Select (for Sales Reps)
    - o Search
    - o Tags
    - o Self Order
    - o Unassigned
    - o PDQ Request
- Product Config page
    - o Config options
    - o Pricing changes
    - o Accessories
- Shopping Cart
    - o Quantity
    - o View pricing
    - o Favorites
    - o Cart PDF
    - o Quote
- Checkout Page
    - o Business Rules
- Saved Order
    - o Retrieve Order
- Order Status
- Order History
- Invoice Lookup
- My Account