



REALDOLMENSTORE

MANUAL

v 1.3

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REALDOLMEN

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1 Introduction

REALDOLMENSTORE (abbr. RDSTORE) is a web-based application that provides you easy access to your personalized catalog. A catalog contains a selection from a diversified range of IT products. This selection can be made by the customer, in consultation with RealDolmen.

RDSTORE allows you to consult detailed information at any time at article level, ranging from your net price to the stock situation and technical specifications.

With this application you can very easily create and send orders as well.

The website is available in Dutch, French and English.

Following browsers are supported:

- ✓ IE 9 and up (Windows 7)
- ✓ Google Chrome 20 and up (Windows 7)
- ✓ Mozilla Firefox 20 and up (Windows 7)

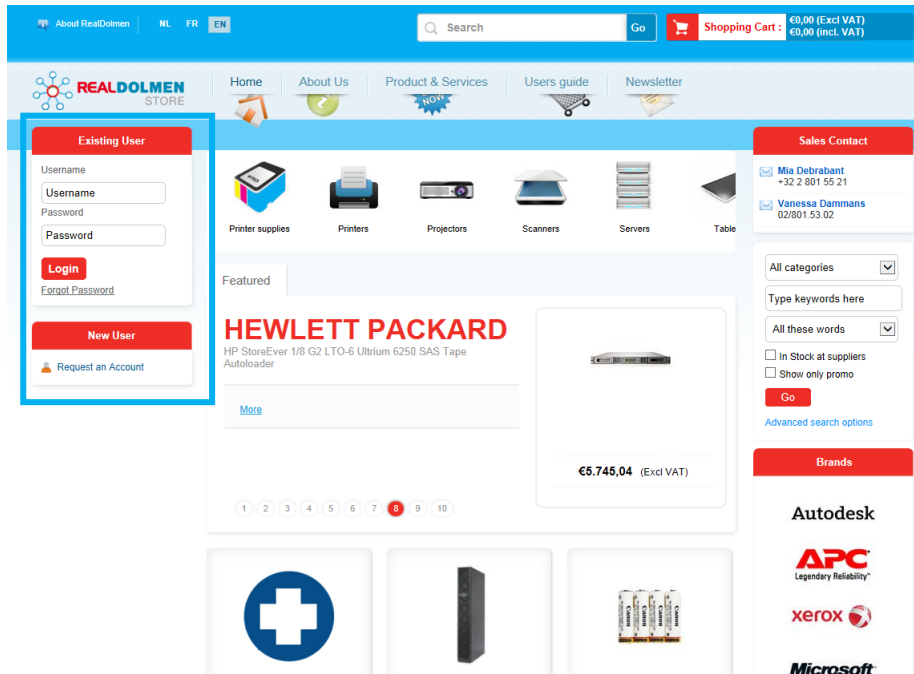
This manual guides you in the use of RDSTORE.

The approach is very simple. We guide you through the application and gradually go deeper into the application, providing some explanation where necessary.

2 Signing in

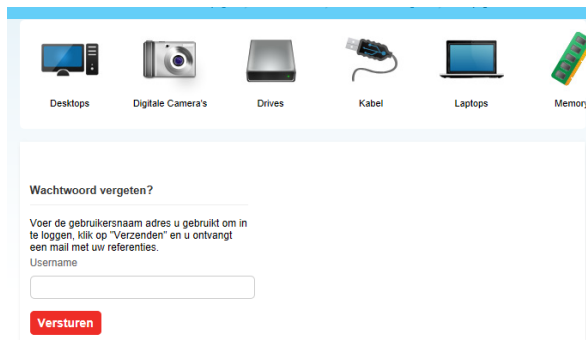
The RDSTORE can be reached with the following URL: <https://STORE.realdolmen.com>

The RDSTORE site is a secured website (https). Each user has his own login ID and password. There are two types of users: administrators and 'regular' users. The management of the administrators is the responsibility of RealDolmen, and the management of the users is the responsibility of the customer's administrator.



In the upper left corner you can enter your user name and password to sign in ¹.

With the link "[Forgot password](#)" you can enter your user name. A password reset mail will then be sent to your e-mail address.



If you want to [change your password](#) contact your administrator. He will then make sure to provide you with a password reset mail. Via the link in that mail you can enter your new password.

With the link "[Request an account](#)", new users can request an account by filling in an online form:

¹ Before using the application for the first time, you will receive a password reset mail so you can set your own password.

General Information

Select User Type

Company or Organization Private Person

E-mail* Company*

First Name* Name*

Gender*

Street Name* Street Number, Bus*

Zip Code* City*

Country VAT nbr

Language*

Telephone* Fax

Function



Enter this code (Not case sensitive)

*These fields are required

[Create Account](#)

Type keywords here

All these words

In Stock at suppliers

Show only promo

[Go](#)

[Advanced search options](#)

Brands



Microsoft



The form will then be processed by RealDolmen². The new user will receive a password reset mail to the e-mail address he has provided. Via the link in that mail the new user can set his own password.

² Note that only companies or organizations can submit a request. RDSTORE is not available for private individuals.

3 Start page

When you have logged in you will be automatically redirected to the home page. The image below shows the different components of the home page.

The image shows a screenshot of the RealDolmen website home page with several components labeled:

- Heading:** The top navigation bar containing 'About RealDolmen', language options (NL, FR, EN), a search bar, and a shopping cart icon showing '€0,00 (Excl VAT) €0,00 (incl. VAT)'.
- Logo user:** The 'REALDOLMEN STORE' logo and navigation links for 'Home', 'About Us', 'Product & Services', 'Users guide', and 'Newsletter'.
- Name of the signed in user:** A 'Customer Logo' section displaying the user's email 'Mia.debrabant@Realdolmen.com' and a 'Logout' button.
- Menu:** A list of user account options including 'My orders', 'Saved Carts', 'Invoicing address', 'Order address', 'Inventory address', 'Delivery address', 'Quotations', 'Favourite Products', and 'Online tracking'.
- 1. Structured search:** A category-based search section with icons for 'Tools Finder', 'Printer supplies', 'Printers', 'Projectors', 'Scanners', and 'Servers'.
- 2. Search by category:** An 'Advanced search options' section with dropdown menus for 'All categories', 'Type keywords here', and 'All these words', along with checkboxes for 'In Stock at suppliers', 'Show only promo', and 'Search in My Favorites', and a 'Go' button.
- 3. Advanced search:** A 'Brands' section featuring the 'SAMSUNG' logo.
- 4. General search:** A 'Sales Contact' section listing contact information for 'Pascal Van Saene' and 'Yannick Deneys', and a 'Your User Administrator' section listing 'Ghafiki'.
- Current value of the shopping cart:** The shopping cart icon and its associated price information.
- Account manager and internal sales of the user at RealDolmen:** The 'Sales Contact' and 'Your User Administrator' sections.
- User administrator or:** The 'Your User Administrator' section.
- The contents of this part vary. Among others, products, the order, the content of the shopping cart, addresses,... are shown here.** A large blue-bordered box highlights the main product area, which currently displays a 'HEWLETT PACKARD HP 1-port Power Injector (J9407B)' for €64,04 (€52,01 Excl VAT) and a row of other product thumbnails.

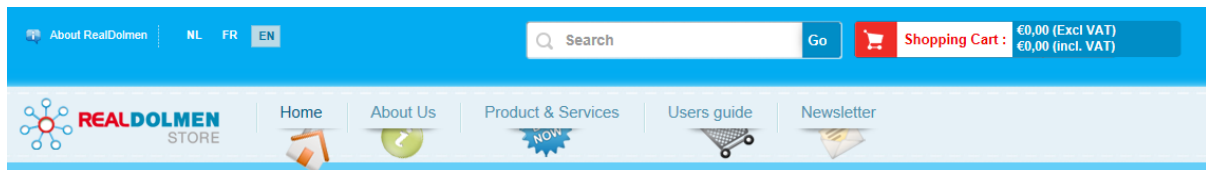
Personalize the start page

It is possible to customize the home page for your company with text and/or a web link in the tab page "info" of the home page. This is done by RealDolmen.

The screenshot displays the RealDolmen website interface. On the left, there is a 'Customer Logo' section with the 'REALDOLMEN' logo and a contact email 'Jan.vanoosterwijk@Realdolmen.com'. Below this is a vertical menu with options like 'My orders', 'Saved Carts', and various address fields. A 'Logout' button is also present. The main navigation bar includes 'Cables', 'Carrying Cases', 'Desktops', 'Digital Cameras', 'Drives', and 'Memor'. The central 'Featured' section contains a tabbed interface with 'Info' selected, showing a block of placeholder text. To the right, a 'Sales Contact' section identifies 'Muriel Hamelryck' as the 'Your User Administrator'. Below this is a search sidebar with filters for categories, keywords, and a 'Go' button. At the bottom, there are 'Brands' like OKI and Kensington, and a row of product images including a camera lens, headphones, and a drive.

The content of this section can be defined in consultation with RealDolmen.

4 Heading



This part is always available for the user.

- About Realdolmen: here you will be redirected to the general website of RealDolmen
- NL,FR,EN: Throughout the entire website it is possible to select the desired language by clicking the corresponding icon at the top of the screen. The language in which the site is initially displayed is the default language of the user.
- Search: this is 1 of 4 possibilities to search for products (see further [General search](#))
- Shopping cart: Here you always see the total price of the shopping cart including and excluding VAT.
- Home: with this link you can go back to the home page at any time.
- About us: here you will be redirected to the general website of RealDolmen
- Products and services: here you will find more information about legal contributions and after sales services
- Users guide: here you will be redirected to this manual
- Newsletter: here you can subscribe to the RealDolmen newsletter

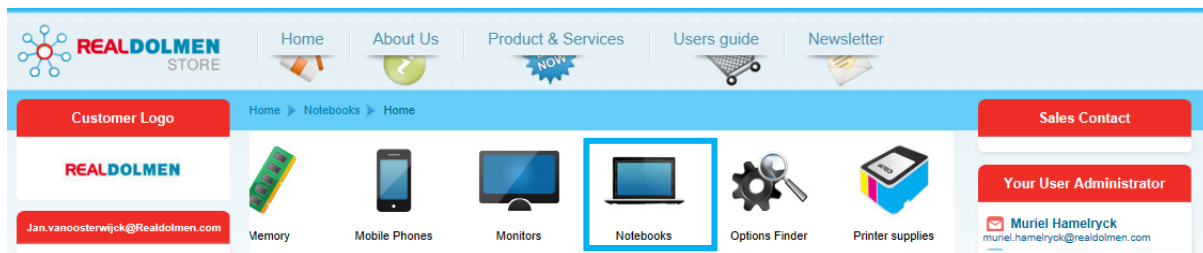
5 Searching products

The **4 search options** provide a very easy way to search for products which meet the parameters and criteria indicated in the search request, such as product group, manufacturer, promotion products, and technical criteria. By using the search criteria, the result of the search request will be more precise and will meet the specific requirements. Each product can also be added to a list of favorite products so that each user can set his or her personal selection of preferred products (see [Favorite products](#))

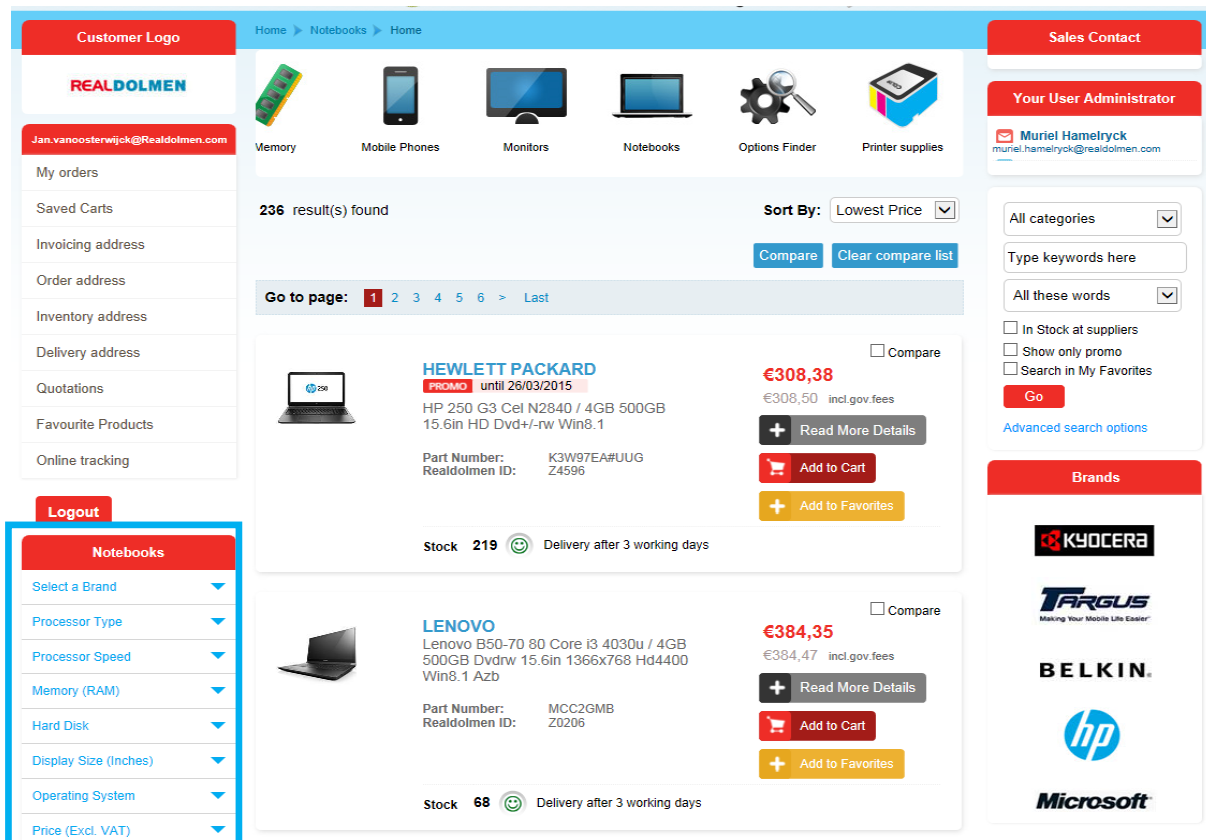
5.1 Structured search (quickfinder)

A structured search helps you find products based on their specifications such as brand, processor, screen size, etc...

1. First, select a product group (e.g. laptops) at the top of the screen



2. Refine your search by using the suggested criteria on the left.



3. Only the criteria relevant to the products are displayed. Click for example on "Select a brand", select Lenovo: all Lenovo laptops will be displayed.

The screenshot shows a sidebar on the left with a 'Logout' button and a 'Notebooks' section. Under 'Notebooks', there is a 'Select a Brand' dropdown menu with options: '-- Not Specified --', 'APPLE', 'DELL', 'HEWLETT PACKARD', and 'LENOVO' (highlighted). Below this are 'Memory (RAM)' and 'Hard Disk' dropdowns.

The main content area displays two product listings:

- Product 1:** HP 250 G3 Cel N2840 / 4GB 500GB 15.6in HD Dvd+/-rw Win8.1. Price: €308,00 incl.gov.fees. Stock: 219. Delivery: after 3 working days. Buttons: Read More Details, Add to Cart, Add to Favorites.
- Product 2:** LENOVO B50-70 80 Core i3 4030u / 4GB 500GB Dvdrw 15.6in 1366x768 Hd4400 Win8.1 Azb. Price: €384,35 (€384,47 incl.gov.fees). Stock: 68. Delivery: after 3 working days. Buttons: Compare, Read More Details, Add to Cart, Add to Favorites.

4. Select processor type. Only processor types Core 2 Duo, Core i3, Core i5, Core i7 are available because only Lenovo laptops with those processor types are available.

The screenshot shows the same sidebar as above, but the 'Processor Type' dropdown is expanded, showing options: '-- Not Specified --', 'Core 2 Duo', 'Core i3', 'Core i5', and 'Core i7' (highlighted). The 'LENOVO' brand is selected in the 'Select a Brand' dropdown.

The main content area displays two product listings:

- Product 1:** HP 250 G3 Cel N2840 / 4GB 500GB 15.6in HD Dvd+/-rw Win8.1. Price: €308,00 incl.gov.fees. Stock: 68. Delivery: after 3 working days. Buttons: Add to Favorites.
- Product 2:** LENOVO B50-70 Core i3-4005u / 4GB 500GB Win8.1 Azb Ts. Price: €389,75 (€389,87 incl.gov.fees). Stock: No stock information available. Buttons: Compare, Read More Details, Add to Cart, Add to Favorites.

5. After each selection the products which meet the selected criteria are displayed.

Number of products that meet the selected criteria

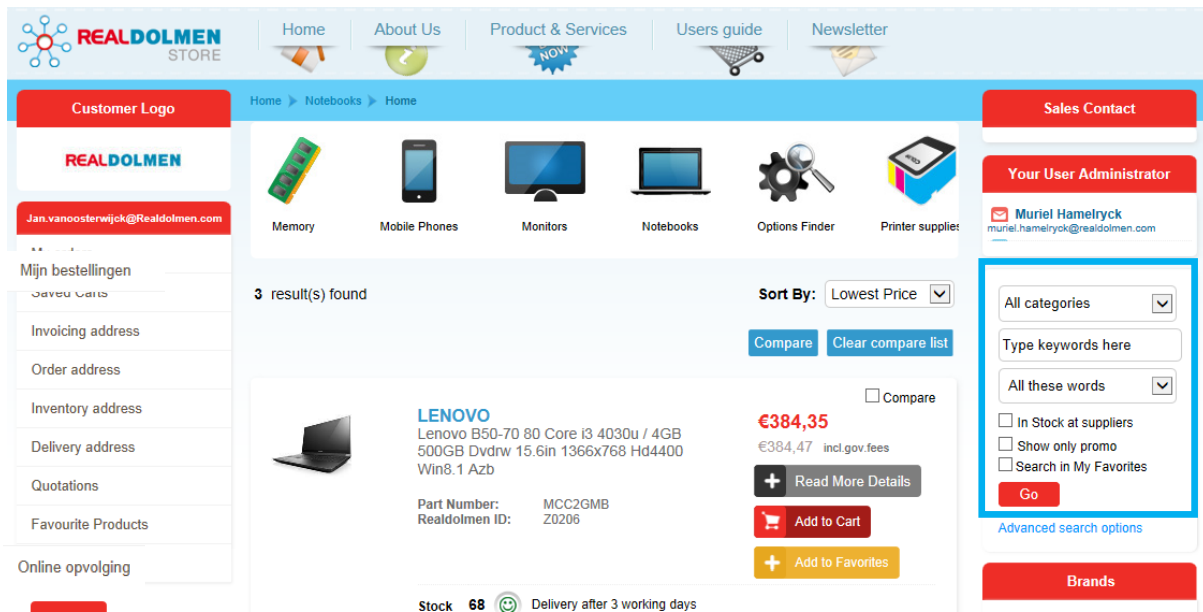
Click on X to delete a selection criterion

Click again to delete all selection criteria

Products that meet the selected criteria

Sometimes it is possible to define a selection criterion yourself, such as Price. Click on “Search” to apply this selection.

5.2 Search by category



The screenshot shows the REALDOLMEN STORE website interface. At the top, there is a navigation menu with links for Home, About Us, Product & Services, Users guide, and Newsletter. Below the navigation, there is a header section with a Customer Logo, REALDOLMEN logo, and a Sales Contact section. The main content area displays a search result for a Lenovo B50-70 laptop. The product listing includes the product name, specifications (Lenovo B50-70 80 Core i3 4030u / 4GB 500GB Dvdrw 15.6in 1366x768 Hd4400 Win8.1 Azb), price (€384,35), and options like 'Add to Cart' and 'Add to Favorites'. The sidebar on the right contains search filters, including 'All categories', 'Type keywords here', and 'All these words'. The bottom of the page shows the stock status (68) and delivery information (Delivery after 3 working days).

With this search function you can enter free text to search through all products. All products that have the entered text in their description will be displayed. This search function is always available for the user.

Method:

- If desired, select a category from the list
- enter 1 or more search terms in the field “Type keywords here”. Note that at least 2 characters must be entered to perform the search.
- select
 - “All these words” (default value): AND relation
 - “Exact wording or phrase”: no relation
 - “One of these words”: OR relation

For example, when entering intel7 4Gb the following search string is used: (%=any character)

all these words: %intel7% AND %4Gb%

exact wording or phrase: %intel7 4Gb%

one of these words: %intel7% OR %4Gb%

- If desired, select
 - In stock at suppliers: only products in stock are displayed
 - Show only promo: only products currently on sale are displayed.
- click on Go

5.3 Advanced search

Click on advanced search options on the right side of the screen:

The screenshot shows the REALDOLMEN STORE website interface. At the top, there are navigation links: Home, About Us, Product & Services, Users guide, and Newsletter. Below this is a blue header with the REALDOLMEN logo and a navigation breadcrumb: Home > Notebooks > Home. The main content area displays a search result for a Lenovo laptop. The product details include:

- Product Name:** LENOVO
- Description:** Lenovo B50-70 80 Core i3 4030u / 4GB 500GB Dvdrw 15.6in 1366x768 Hd4400 Win8.1 Azb
- Price:** €384,35 (incl. gov. fees)
- Part Number:** MCC2GMB
- Realdolmen ID:** Z0206

 Action buttons include 'Read More Details', 'Add to Cart', and 'Add to Favorites'. On the right side, there is a sidebar with search filters: 'All categories', 'Type keywords here', 'All these words', and checkboxes for 'In Stock at suppliers', 'Show only promo', and 'Search in My Favorites'. A red 'Go' button is below these filters. A blue box highlights the 'Advanced search options' link. At the bottom of the sidebar is a red 'Brands' button. The top right corner shows the 'Sales Contact' information for Muriel Hamelryck.

This is an alternative search method which can be used to search through all products. Fill in at least one of the following criteria and click on Search: product/reference/manufacture/product category. With the reset button you can remove all search criteria.

The 'Power Search' form contains the following fields:

- Product Name:** Text input field.
- Part Number:** Text input field.
- Price:** Input field with a dropdown menu showing '≤' and a text input.
- In Stock:** Checkbox.
- Show only promo:** Checkbox.
- Manufacturer:** Dropdown menu with a list of manufacturers including ADDER, ADOBE, ADVANCED CABLE TECHNOLOGY, APC/ MGE, APPLE, AUTODESK, BELKIN CORPORATION, BRAINBOXES, and BRENNENSTUHL.
- Product Category:** Dropdown menu with a list of categories including Audio/ Video/ Multimedia, Audio/Video Accessories, Audio/Video Mixer/Amplifier, Audio/Video Repeater/Extender, Audio/Video Splitter, Audio/Video Switch/Hub, Audio/Video/Multimedia Warranty, Digital Photo Frame, Gaming Accessories, and Headphone/Headset/EarPhone.

 At the bottom of the form are 'Reset' and 'Search' buttons. A blue callout box with lines pointing to the Product Name, Part Number, and Manufacturer fields contains the text: 'At least 1 of these 4 criteria has to be filled in'.

- product: here you can enter free text. If you fill in e.g. “printer”, both products such as e.g. printers and printer cables will be displayed.
- reference: this is the reference on the product info
- price: here you can enter a price and select greater/less than the entered price
- In stock at suppliers: only products in stock are displayed
- Show only promo: only products currently on sale are displayed.
- manufacturer: here you can select one or all manufacturers
- product category: here you can select all categories or 1 specific category. If manufacturer is specified, only product categories for which products by that manufacturer are available will be displayed in the selection pane.

5.4 General search

With the general search you can search the entire RDSTORE. Enter text and click on “Go”.

The screenshot shows the REALDOLMEN STORE website interface. At the top, there is a navigation bar with language options (NL, FR, EN) and a search bar containing the text 'print'. A 'Go' button is next to the search bar. To the right of the search bar, a shopping cart icon shows '€0,00 (Excl VAT)' and '€0,00 (incl. VAT)'. Below the navigation bar, there are several menu items: Home, About Us, Product & Services (with a 'NOW!' badge), Users guide, and Newsletter. The main content area is divided into several sections. On the left, there is a 'Customer Logo' section with the REALDOLMEN logo and contact information for Jan.vanoosterwijk@Realdolmen.com. Below this is a list of user actions: My orders, Saved Carts, Invoicing address, Order address, Inventory address, Delivery address, Quotations, Favourite Products, and Online tracking. A 'Logout' button is at the bottom of this section. In the center, there is a 'Featured' section with tabs for 'Specific Range' and 'Info'. The featured product is a 'HEWLETT PACKARD' 'Dvd-rom SATA 12.7mm Slim Jackblack'. The product image shows a slim DVD drive. The price is listed as '€80,00' and '€75.62 (Excl VAT)'. Below the product image is a pagination bar with numbers 1 through 10, where '6' is highlighted. On the right, there is a 'Sales Contact' section with 'Your User Administrator' information for Muriel Hamelryck. Below this is a search filter section with 'All categories' dropdown, 'Type keywords here' input, 'All these words' dropdown, and checkboxes for 'In Stock at suppliers', 'Show only promo', and 'Search in My Favorites'. A 'Go' button and 'Advanced search options' link are also present. At the bottom right, there is a 'Brands' section with the OKI logo.

6 Menu

The screenshot displays the RealDolmen website interface. At the top, there is a navigation bar with language options (NL, FR, EN), a search bar, and a shopping cart icon showing a total of €0,00 (Excl VAT) and €0,00 (incl. VAT). Below this is a main navigation menu with links for Home, About Us, Product & Services, Users guide, and Newsletter. The left sidebar contains a 'Customer Logo' section with the RealDolmen logo and email address (Jan.vanoosterwijk@Realdolmen.com), followed by a 'My orders' menu with items like Saved Carts, Invoicing address, Order address, Inventory address, Delivery address, Quotations, Favourite Products, and Online tracking. A 'Logout' button is positioned below the menu. The main content area features a 'HEWLETT PACKARD' product listing for 'Hp eCare Pack 3 Years NBD Onsite HW Support (UH361E)' with a price of €157,80 (Excl VAT) and a 'More' link. The right sidebar includes a 'Sales Contact' section, a 'Your User Administrator' section for Muriel Hamelryck, and a search filter section with options for categories, keywords, and search preferences. At the bottom right, there is a 'Brands' section featuring the KYOCERA logo.

What follows is a more detailed description of the various menu items.

6.1 My orders

Here you will get an overview of all the orders you made via the RDSTORE.

As a user administrator you will see all the orders of the users that are linked to your account.

By entering filtering criteria and subsequently pressing “search” you can refine your selection.

The screenshot shows the 'My orders' page in the REALDOLMEN STORE. The page has a blue header with navigation links and a search bar. The main content area is titled 'My orders' and contains a search filter form. The table below the form lists the following orders:

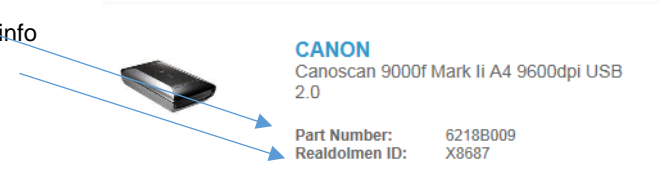
Order ID	Order Ref	Full Name	Company	Date ordered	Order Status
90574	355346	Jan2 VO2	REALDOLMEN DUMMY 2 HUIZINGEN	2015-03-09	Open Order
90573	355346	Jan2 VO2	REALDOLMEN DUMMY 2 HUIZINGEN	2015-03-09	Open Order

- Order ID: the order ID number that is generated by the system³
- Order status: the status of the order. The following statuses are used
 - Open order: order has been placed and is being processed by RealDolmen
 - Needs approval⁴: order has been placed by the user but is awaiting approval by the approver.
 - Admin approved⁴: order has been approved by the approver.
 - Admin rejected⁴: order has been rejected by the approver.
 - Shipping review required: international shipping has to be approved by RealDolmen's administrator. In the meantime, the order is given this status.

³ When an order has been placed and is being processed by RealDolmen, the order ID number is final (e.g. 90028). When a chain of approvers is used (work flow), the order ID number will have a different format (e.g. 8067082189741438565). However, it will be given the final format after approval (see [User profile administrator](#))

⁴ Only applicable if the system of approval (work flow) is in place (see [User profile administrator](#))

- Shipping updated: after approval and adjustment of the shipping costs by RealDolmen's administrator, the order is given this status.
- Customer rejected: the order gets this status in case the updated shipping costs are rejected by the user.
- Product part number: this is the reference on the product info
- RealDolmen ID: the internal product ID at RealDolmen



- Start and End date: interval between which the order was executed (order date=date on which the order was placed)
- Order ref(erence): reference which is entered by the user when placing the order

By clicking on the order ID you can consult the details of the order

Order ID	Order Ref	Full Name	Company	Date ordered	Order Status
90574	356346	Jan2 VO2	REALDOLMEN DUMMY 2 HUIZINGEN	2015-03-09	Open Order
90573	356346	Jan2 VO2	REALDOLMEN DUMMY 2 HUIZINGEN	2015-03-09	Open Order

Order Summary

Cart Details

Item Description	Qty	Unit Price(Excl. VAT)	Gov. Fees Incl. (Per unit)	Total Price(Excl. VAT)
Lifebook E754 No UMTS Port Repl ACV + RDWP Manufacturer : FUJITSU Part Number Y6719 Y6719	1	€700,00		€700,00
Delivery Charge :				€9,00
Total without VAT :				€709,00
VAT 21 % :				€148,89
Total With VAT :				€857,89

Rc : [Recupel](#) Rp : [Reprobel](#) Av : [Auvibel](#) Bb : [BeBat](#)

6.2 Saved carts

Here you can find an overview of your saved carts. This enables you to prepare an order in different sessions. There are 2 types of carts: auto-saved and manually saved. When a product is added to the shopping cart, the system will automatically save the cart during that session. You can also save a shopping cart manually with a custom name. (see [Placing an order](#))

The screenshot shows the REALDOLMEN STORE interface. The top navigation bar includes links for Home, About Us, Product & Services, Users guide, and Newsletter. The left sidebar contains a 'Customer Logo' section with the user's name and email, and a 'Saved Carts' menu. The main content area displays two saved carts:

- Cart saved by the system:** Autosaved Cart - 09-03-2015_85718, Date: 2015-03-09 08:57:17. It contains one item: TARGUS Laptop Skin 10-12.1in Grey Neoprene (Part Number: TSS549EU, Qty: 1, Unit Price: €7,16, Total Price: €7,16).
- Cart saved by the user:** mycart1, Date: 2015-03-09 08:56:54. It is currently empty.

The right sidebar features search filters for categories, keywords, and brands (Kingston, Autodesk, Logitech).

The following actions can be performed for a shopping cart:

- email: send the cart to an e-mail address
- pdf: open or save the cart as a PDF file
- print: print the cart
- delete: delete the cart
- process: With this button you open the cart, allowing you to continue the order process (see [Placing an order](#))

The screenshot shows a detailed view of a shopping cart. The left sidebar is identical to the previous screenshot. The main content area displays a table of items and a summary section:

Item Description	Qty	Unit Price (Excl. VAT)	Gov. Fees Incl. (Per unit)	Total Price (Excl. VAT)
LENOVO : ThinkCentre M32 Tiny Celeron 847 / 1x 2GB 1GB Dom Linux Letoss USB Kb+mouse Azb Part Number: 10BV000GBE Realdolmen ID : Z4938	1	€215,93	Rc: €0,04 Total €0,04	€215,97
Delivery Charge :				9
Total without VAT :				€224,97
VAT 21% :				€47,24
Total With VAT :				€272,21

At the bottom of the cart view, there are buttons for 'CLEAR' and 'ORDER NOW', and a list of brands: Rc : Recupe! Rp : Reprobe! Av : Auvibel Bb : BeBat.

6.3 Invoicing, order, inventory and delivery address

The following information goes for each of the 4 types of addresses.

The screenshot shows the 'Invoicing address' management interface on the REALDOLMEN STORE website. The page includes a navigation menu, a search bar, a shopping cart, and a sidebar with a dropdown menu for address types. The main content area displays a table of addresses with columns for Default, Company, Street Name, Street Number, City, zip, Telephone, Fax, and VAT. Two addresses are listed: one for 'REALDOLMEN DUMMY 2 HUIZINGEN' and another for 'REALDOLMEN DUMMY 2 SUD'. The first address is marked as the default with a green checkmark.

Default	Company	Street Name	Street Number	City	zip	Telephone	Fax	VAT
<input checked="" type="checkbox"/>	REALDOLMEN DUMMY 2 HUIZINGEN	A. VAUCAMPSLAAN	42	HUIZINGEN	1654			BE 0429.037.23
<input type="checkbox"/>	REALDOLMEN DUMMY 2 SUD	RUE DE GEMBLOUX	*	RHISNES	5080			BE 0429 037 23

Here you will see a list of the addresses that are available to you. Your administrator will set this for each user by assigning one of 4 possible security levels (see [User profile administrator](#))

- All addresses of the account
- All addresses of the Headquarter and affiliates
- All addresses related to the user
- None: the user can consult the catalog but not place orders.

In the column "Default" you can indicate which address should be used as the default address for you as a customer. Click on the question mark next to the address. The address will now be checked. As a result, this address will be checked by default during the order process.

6.4 Quotations

Here you can check all your quotations.

As a user administrator you will see all quotations of the users that are linked to your account.

By clicking on a quotation you can view its details.

The screenshot shows the RealDolmen website interface. At the top, there is a navigation bar with language options (NL, FR, EN), a search bar, and a shopping cart icon showing a total of €229,61 (Excl VAT) and €277,83 (incl. VAT). Below the navigation bar, there are menu items for Home, About Us, Product & Services, Users guide, and Newsletter. The main content area is divided into several sections: Customer Logo, Sales Contact (listing Pascal Van Saene and Yannick Deneys), Your User Administrator (listing Ghafiki Toufik), and a Quotations section. The Quotations section displays a list of quotations for February 2015, including details like date, ID, and description. A red box highlights the 'Quotations' menu item in the left sidebar, and a blue arrow points from it to the detailed view of quotation 514512 in the second screenshot.

The screenshot shows the detailed view of quotation 514512. The page title is 'Quotations : OFFER 514512 ZBOOK 15 G2 - 514512'. Below the title, there are links for 'Request update' and 'Add offer to cart'. A table displays the quotation details:

Item Description	Realdolmen ID / Product Part Number	Price in €	Stock	Qty
Base HP ZBook 15 G2 Core i7-4810MQ / 16GB 256GB+512GB 15.6in QHD+ Blu-ray R/RE Win8.1 Pro/Win7 Pro Azerty	Z1475 J8253EA#UUG	€2.403,15	9	1 Order

6.5 Favorite products

Here you will find an overview of products you have added to your favorites while searching products.

The screenshot shows the RealDolmen website interface. On the left, there is a navigation menu with 'Favourite Products' highlighted. The main content area displays 'Favourite products' with two items:

- SAMSUNG** Mobile Phone - E1200 White: Price €25,03 (original) / €18,58 (current). Part Number: GT-E1200ZWAXEB Z2501. Stock: Delivery after 3 working days.
- LENOVO** ThinkCentre M32 Tiny Celeron 847 / 1x 2GB 1GB Dom Linux Letoss USB Kb+mouse Azb: Price €235,04 (original) / €215,93 (current). Part Number: 10BV000GBE Z4938. Stock: 13. Delivery after 3 working days.

Each product listing includes buttons for 'Read More Details', 'Add to Cart', and 'Remove This Item'. The right sidebar contains search filters and brand logos (Microsoft, Cisco, IBM).

With the button “Remove this item” you can remove the article from your favorites. The button “Read more details” will provide you with the product info of the article. With the button “Add to cart” you can add the item to your shopping cart.

While searching products, click on the button “Add to favorites” to add the product to your favorites list.

The screenshot shows the RealDolmen website interface with a blue arrow pointing to the 'Add to Favorites' button for the Lenovo product. The product listings are:

- LENOVO** ThinkCentre M32 Tiny Celeron 847 / 1x 2GB 1GB Dom Linux Letoss USB Kb+mouse Azb: Price €215,93 (original) / €215,97 (current). Part Number: 10BV000GBE Z4938. Stock: 13. Delivery after 3 working days.
- HEWLETT PACKARD** Thin Client T510 Flexible / 1GB Flash 4GB Win Embedded Azerly: Price €236,79. Part Number: E4S22AT#UUG X6921. Stock: No stock information available.

The right sidebar contains search filters and brand logos (Kyocera, HP, Targus, Kyocera, Eaton).

6.5 Online tracking

Here you will find an overview of orders that were not placed through RDSTORE but are known in RealDolmen's systems, for example previous orders through DClick. By clicking on "view" you will see the details of the order. Here you will also find the estimated delivery date of the order.

The screenshot shows the RealDolmen website interface. The top navigation bar includes a search bar, a shopping cart with a total of €0,00 (Excl. VAT) and €0,00 (incl. VAT), and language options (NL, FR, EN). The main navigation menu includes Home, About Us, Product & Services, Users guide, and Newsletter. The left sidebar contains a customer profile for Jan.vanoosterwijk@Realdolmen.com, with a red box highlighting the 'Online tracking' link. The main content area displays a table of orders under the heading 'ORDERS'. The table has columns for Account Number, Customer, Customer Location, Customer Reference, Order date, Realdolmen Reference, and View details. One order is highlighted with a blue arrow pointing to its 'View' link. The right sidebar shows a 'Sales Contact' section for Muriel Hamelryck, a search bar, and a 'Brands' section featuring the Kensington logo. Below the main screenshot, a detailed view of 'Order ID : 90077' is shown, with a table of articles including LifeBook E754 15.6 HD and Lifebook E754 No UMTS - ACV + RDWP.

Account Number	Customer	Customer Location	Customer Reference	Order date	Realdolmen Reference	View details
910001	REALDOLMEN DUMMY 2 HUIZINGEN	HUIZINGEN	TEST TEST TEST	16/02/2015	69364	View
910001	REALDOLMEN DUMMY 2 HUIZINGEN	HUIZINGEN	TEST TEST TEST TEST STHOE	19/02/2015	69400	View
910001	REALDOLMEN DUMMY 2 HUIZINGEN	HUIZINGEN	test test	13/02/2015	90077	View
910001	REALDOLMEN DUMMY 2 HUIZINGEN	HUIZINGEN	test muriel	24/02/2015	90082	View
910001	REALDOLMEN DUMMY 2 HUIZINGEN	HUIZINGEN	refjvoadmin26021456	26/02/2015	90091	View
910001	REALDOLMEN DUMMY 2 HUIZINGEN	HUIZINGEN	refvo26021523	26/02/2015	90093	View

Article	Part Number	Article Number	Quantity	Customer Reference	Realdolmen Reference	Estimated delivery date
LifeBook E754 15.6 HD 15-4200M 2x8 GB RAM 128GB S	-	Y6717	1,000000000000	test test	90077-001	-
Lifebook E754 No UMTS - ACV + RDWP	-	Y6724	1,000000000000	test test	90077-001	-

7 Consultation of product information

The products are subdivided into product groups according to a fixed structure.

For each product group, you can zoom in on the underlying product groups. There you will find an overview of all products that fall within this subcategory and that can be added to your shopping cart. Products are presented always in the same way, wherever in the site:

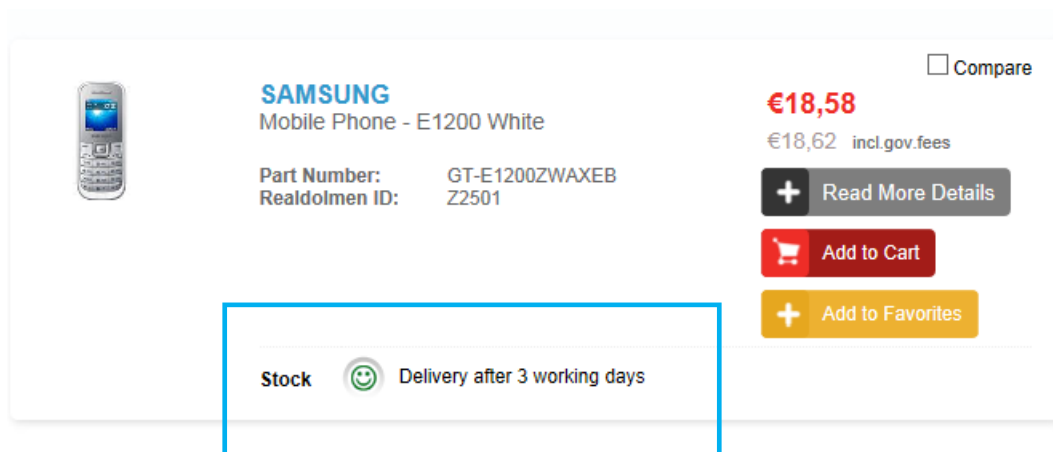
- Product description and vendor;
- The RealDolmen article number and the manufacturer part number;
- Price information;
- Available stock.

The product catalog is highly flexible and contains a very wide range. You can also choose a specific range; this is a group of products that is frequently ordered. See [Specific range](#)

The price displayed is the net price for the customer. We also consider current promotions, agreements with specific customers and taxes (bebat - recupel - reprobel - auvibel).

In addition to the customer price, the default purchase price is indicated as well.

Throughout the site, there is always an indication of the stock situation at article level with real available amounts, and a delivery time indication:



Compare

SAMSUNG
Mobile Phone - E1200 White


Part Number: GT-E1200ZWAXEB
Realdolmen ID: Z2501

€18,58
€18,62 incl.gov.fees

+ Read More Details

+ Add to Cart

+ Add to Favorites

Stock  Delivery after 3 working days

Use the "Product details" button to zoom in and consult more detailed product specifications:

- Photo
- Price
- Government fees
- Specifications
- Stock
- Warranty
- Related options and accessories
-



Lenovo B50-70 80 Core i3 4030u / 4GB 500GB Dvdrw 15.6in 1366x768 Hd4400 Win8.1 Azb

Without VAT

Base Price:	€384,35
Recupel:	+ €0,04
BeBat:	+ €0,08
Total:	€384,47 €401,76

Add to Cart

+ Add to Favorites

Part Number:	MCC2GMB
Realdolmen ID:	Z0206
Stock	68 Delivery after 3 working days
Warranty:	12 months

Product Details
Options

With the "options" button, you can view the options that are available for this product, e.g. for a laptop: mouse, keyboard,.....

Model & OS

Model	Essential B50-70
Installed OS	Windows® 8.1


Processor

Processor Type	Intel®
Processor Speed	Core™ i3-4030U 1.90 GHz

Product Details
Options

34 result(s) found Sort By: Brand

Go to page: 1 2 3 4 >



LENOVO
ThinkPad In-ear Headphones
Part Number: 57Y4488
Realdolmen ID: V9916

€16,08
€14,01


€14,09 incl.gov.fees

+ Read More Details

Add to Cart

+ Add to Favorites

Stock
 No stock information available



LENOVO
Lenovo Security Cable Lock
Part Number: 57Y4303
Realdolmen ID: X3571

€20,00
€17,24

+ Read More Details

Add to Cart

+ Add to Favorites

7.1 Comparing products

You can select products to compare from each list of products. Tick the “compare” box for the products you wish to compare and click on the “Compare” button. A new page will then be opened with an overview of the selected items. After you have compared the products you can close the page and, if desired, add a product to your cart. Click on “Clear compare list” to clear the list. You can then select other products again to compare.

Customer Logo

REALDOLMEN

Jan.vanoosterwijk@Realdolmen.com

My orders

Saved Carts

Invoicing address

Order address

Inventory address

Delivery address

Quotations

Favourite Products

Online tracking

Logout

Notebooks

Select a Brand

Processor Type

Processor Speed

Memory (RAM)

Hard Disk

Display Size (Inches)

Home > Notebooks > Home

Cables
 Carrying Cases
 Desktops
 Digital Cameras
 Drives
 Memor

236 result(s) found

Sort By: Lowest Price

Compare(2) Clear compare list

Go to page: 1 2 3 4 5 6 > Last

HEWLETT PACKARD
PROMO until 26/03/2015

HP 250 G3 Cel N2840 / 4GB 500GB
15.6in HD Dvd+-rw Win8.1

Part Number: K3W97EA#UUG
Realdolmen ID: Z4596

Stock 219 Delivery after 3 working days

€308,38

€308,50 incl.gov.fees

Compare

[Read More Details](#)

[Add to Cart](#)

[Add to Favorites](#)

LENOVO

Lenovo B50-70 80 Core i3 4030u / 4GB
500GB Dvdrw 15.6in 1366x768 Hd4400
Win8.1 Azb

Part Number: MCC2GMB
Realdolmen ID: Z0206

€384,35

€384,47 incl.gov.fees

Compare

[Read More Details](#)

[Add to Cart](#)

[Add to Favorites](#)

Sales Contact

Your User Administrator

Muriel Hamelryck
muriel.hamelryck@realdolmen.com

All categories

Type keywords here

All these words

In Stock at suppliers

Show only promo

Search in My Favorites

Go

[Advanced search options](#)

Brands

To product page	To product page	To product page
Manufacturer	HEWLETT PACKARD	LENOVO
Part Number	K3W97EAUUG	MCC2GMB
Ref	1170DWJ1	M852W382
Price (Excl VAT)	€308,50	€384,47
Model	250 G3	Essential B50-70
Installed OS	Windows® 8.1	Windows® 8.1
Processor Type	Intel®	Intel®
Processor Speed	Celeron® N2840 2.16 GHz	Core™ i3-4030U 1.90 GHz
Memory Type	DDR3L SDRAM	DDR3-SDRAM
Memory Std.	4 GB	4 GB
Memory Speed	1600-MHz	1600 MHz
Memory Slots	1 x SODIMM	1 x 4 GB
Hard Disk Capacity	500 GB	500 GB
Hard Drive Speed	5400-rpm	5400 RPM
Hard Drive Controller	SATA	
Optical Drive	Dvd±rw SuperMulti	Optical drive type : DVD-RW
Display Type	LED-backlit HD	HD LED-backlit Anti-Glare display

8 Placing an order

An empty shopping basket is always available at log-in, making it very easy to start adding products. You can select products throughout the site, starting from the catalog as well as from a search result.

Steps when placing an order:

1. Searching for products and adding to cart
2. Modifying cart and orders
3. Entering order reference and contact data, selecting addresses
4. Placing an order
5. Verifying confirmation e-mail

8.1 Searching for products and adding to cart

See [Searching products for more info on searching products](#). Add the desired product to the shopping cart by clicking the “Add to cart” button for the desired product. The content of the shopping cart is updated each time you add a product. The total price of your order, including and excluding VAT, is displayed at all times

The screenshot shows the RealDolmen website interface. At the top right, a shopping cart icon displays a total price of €64,33 (Excl VAT) and €77,84 (incl. VAT). The main content area shows search results for 'HEWLETT PACKARD Scanjet 200 Flatbed Photo Scanner'. The product is priced at €55,29. A blue arrow points to the 'Add to Cart' button with the text 'Click add to cart'. The page also features a navigation menu, a search bar, and a sidebar with various filters and options.

total price of the order including and excluding VAT

Click add to cart

From the page with detailed information about the product, you can add the item the same way.

hp

Scanjet 200 Flatbed Photo Scanner 2400dpi 48bit USB

Without VAT

Base Price: €55,29

Recupel: + €0,04

Total: €55,33 €66,04

Add to Cart

Add to Favorites

Part Number: L2734A#B19

Realdolmen ID: X3981

Stock: 4 Delivery after 3 working days

Warranty: 12 months

Click add to cart

8.2 Modifying cart and orders

Go to the shopping cart by clicking “Shopping cart” in the upper right corner. The cart contains the desired products with amounts, prices, possible shipping costs and taxes. If necessary, adjust the amounts or remove a product and click on “Order now”. As long as you do not click on “Order now”, you can go back and search and add new products.

REALDOLMEN STORE

Shopping Cart €78,88 (Excl. VAT) €95,44 (incl. VAT)

Customer Logo REALDOLMEN

Item Description Qty Unit Price (Excl. VAT) Gov. Fees Incl. (Per unit) Total Price (Excl. VAT)

DELL : Monitor E1914h 18.5in 1366x768 600:1 200cdm/2.5ms Vga Black Part Number : 8578BCO Realdolmen ID : Z3869	1	€69,47	Rc: €0,41 Total €0,41	€69,88
--	---	--------	-----------------------	--------

Delivery Charge : 9

Total without VAT : €78,88

VAT 21% : €16,56

Total With VAT : €95,44

ORDER NOW

Save this cart as

Save Cart

click here to open the shopping cart

click here to remove a product

adjust the amount and click on the green arrow to recalculate the total amounts

enter a name and click on “Save cart” to save the shopping cart if desired

click on “Order now” to finish your order

8.3 Entering order reference and contact data, selecting addresses

As soon as all of the necessary data has been entered into the shopping basket, the order can be placed. You only need to enter a reference and a contact person and select addresses. The customer-related addresses are already listed in the application and can be limited by the customer's administrator by user. From this list the user can specify addresses so that they are selected by default for each order (see [Invoicing, order, inventory and delivery address](#) Invoicing, order, inventory and delivery address

- Order address
- Inventory address
- Delivery address
- Quotations
- Favourite Products
- Online tracking

Logout

DELL : Monitor E1914h 18.5in 1366x768 600.1 200cdm/2 5ms Vga Black Part Number : 857BBCCO Realdolmen ID : Z3889	1	€69,47	Rc: €0,41	€69,88
		Total €0,41		
		Delivery Charge :		€9,00
		Total without VAT :		€78,88
		VAT 21% :		€16,56
		Total With VAT :		€95,44

Rc : [Recupe!](#) Rp : [Reprobel](#) Av : [Auvibel](#) Bb : [BeBat](#)

Your Cart is Saved as Autosaved Cart - 09-03-2015_110007

Type keywords here

All these words ▼

In Stock at suppliers

Show only promo

Search in My Favorites

Go

Advanced search options

Brands

Invoicing address

Order Ref x ?

REALDOLMEN DUMMY 2 HUIZINGEN A. VAUCAMPSLAAN 42 1654 HUIZINGEN BE 0429.037.23

Order address

REALDOLMEN DUMMY 2 A. VAUCAMPSLAAN 42 1654 HUIZINGEN

Inventory address

REALDOLMEN DUMMY 2 HALLE EDINGENSESTEENWEG 196 1500 HALLE BE

REALDOLMEN DUMMY 2 HUIZINGEN A. VAUCAMPSLAAN 42 1654 HUIZINGEN BE

Delivery address

Contact person delivery + phone x

REALDOLMEN DUMMY 2 HALLE EDINGENSESTEENWEG 196 1500 HALLE BE

Special Comments

We are closed on **monday** 1/4/2015

Please send me your Newsletter/special promotions

Buy

Fill in the order reference (required)

use the default address or select another address

fill in the contact data (required)

if desired, add a comment

While placing an order, a new delivery address can be created as well:

Delivery address

Contact person delivery + phone

REALDOLMEN DUMMY 2 HALLE EDINGENSESTEENWEG 196 1500 HALLE BE

REALDOLMEN DUMMY 2 HUIZINGEN A. VAUCAMPSLAAN 42 1654 HUIZINGEN BE

REALDOLMEN DUMMY 2 MOL STEENWEG OP MOL 148 2360 OUD-TURNHOUT BE

REALDOLMEN DUMMY 2 SUD RUE DE GEMBLoux * 5080 RHISNES BE

(+) Add new delivery address

Company*

Street Name*

Street Number*

City*

zip*

Country*

Telephone*

Fax

click on "Add new delivery address": additional input field will then be displayed. All fields are required except for "Fax"

8.4 Placing an order

Indicate whether you want to receive the newsletter (default: yes) and click on "Buy" to place your order.

Special Comments

Please send me your Newsletter/special promotions

indicate whether you want to receive the newsletter

click on "Buy" to place the order

An overview of the order will be displayed:

- Inventory address
- Delivery address
- Quotations
- Favourite Products
- Online tracking

Logout

Order Summary

Cart Details

Item Description	Qty	Unit Price (Excl. VAT)	Gov. Fees Incl. (Per unit)	Total Price (Excl. VAT)
Monitor E1914h 18.5in 1366x768 600:1 200cdm/2 5ms Vga Black Manufacturer : DELL Part Number 857-BBCO Z3869	1	€99,47	Rc: €0,41	€99,88
			Total:	€0,41
Delivery Charge :				€9,00
Total without VAT :				€78,88
VAT 21 % :				€16,56
Total With VAT :				€95,44

Rc : Recupel Rp : Reprobel Av : Auvibel Bb : BeBat

Invoicing address

Order ID	90575	Date ordered	09/03/2015
First Name	Jan2	Last Name	VO2
Company	REALDOLMEN DUMMY 2	Street Name	A. VAUCAMPSLAAN
HUIZINGEN		Street Number	42
City	HUIZINGEN	Post Code	1654
Country	Belgium	Email	jan.vanoosterwijck@realdolmen.com
Telephone		Fax	
VAT	BE 0429.037.23		
Order Ref	jvoref 091304		

Order address

First Name	Jan2	Last Name	VO2
Company	REALDOLMEN DUMMY 2	Street Name	A. VAUCAMPSLAAN
HUIZINGEN		Street Number	42
Post Code	1654	City	HUIZINGEN
Country	Belgium	Telephone	

All these words

In Stock at suppliers

Show only promo

Search in My Favorites

Go

[Advanced search options](#)

Brands

-
-
-
-
-

8.5 Verifying confirmation e-mail

After placing the order, the user receives an e-mail stating all of the details of the order.

Order is being processed by our system.

Order Ref : jvoref 091304 Date ordered : 2015-03-09 13:04				
Product Information	Qty	Unit Price (Excl. VAT)	Gov. Fees Incl. (Per unit)	Total Price (Excl. VAT)
DELL Monitor E1914h 18.5in 1366x768 600:1 200cdm/2 5ms Vga Black Part Number : 857-BBCO Realdolmen ID:Z3869	1	69,88	Rc: 0,41 Rp: 0,00 Av: 0,00 Bb: 0,00 Total: 0,41	69,88
Delivery Charge				9,00
Total without VAT				78,88
VAT : 21%				16,56
Total With VAT				95,44
Rc : Recupel Rp : Reprobel Av : Auvibel Bb : BeBat All prices are in EUR				
Invoicing address		Delivery address		
Company	REALDOLMEN DUMMY 2 HUIZINGEN	Company	REALDOLMEN DUMMY 2 HALLE	
Address	A. VAUCAMPSLAAN 42 1654 HUIZINGEN Belgium	Address	EDINGENSESTEENWEG 196 1500 HALLE Belgium	
Email	jan.vanoosterwijck@realdolmen.com	Telephone/Fax	Jan VO 03/21434588	
Telephone/Fax		Contact person delivery + phone		
VAT	BE 0429.037.23	Telephone/Fax		
Inventory address		Order address		
Company	REALDOLMEN DUMMY 2 HALLE	Company	REALDOLMEN DUMMY 2 HUIZINGEN	
Street Name	EDINGENSESTEENWEG	Street Name	A. VAUCAMPSLAAN	
Street Number	196	Street Number	42	
City	HALLE	City	HUIZINGEN	
Post Code	1500	Post Code	1654	
Country	Belgium	Country	Belgium	
Telephone		Telephone		
Fax		Fax		
Comments				
Order ID : 90575				

9 Specific range

The product catalog offers a very wide range of products. You can also choose a specific range; this is a group of products you frequently order, for example, desktop x in combination with printer y. This specific range is shown separately so that these products can be ordered directly. RealDolmen manages and defines this assortment in consultation with the customer.

Go to the home page, tab page Specific range. Select one of the sub-groups. The products for that group will be displayed.

The screenshot displays the RealDolmen website interface. At the top, there is a navigation bar with links for Home, About Us, Product & Services, Users guide, and Newsletter. Below this is a header with 'Customer Logo' and 'Sales Contact' sections. The main content area features a 'Specific Range' tab highlighted in blue, with a blue box around it and an arrow pointing to the 'Specific Range' sub-section below. This sub-section lists various product categories: Cables, Carrying Cases, Desktops, Digital Cameras, Drives, and Memor. A 'HEWLETT PACKARD LaserJet Enterprise 600 M601n Printer A4 43ppm 500Sh USB/Enet' is featured with a price of €517,81 (Excl VAT). Below the main navigation, there is a 'Specific Range' section with expandable categories: DESKTOPS, LAPTOPS, ALGEMENE OPTIES, ALGEMENE OPTIES, MONITORS, and PRINTERS. The 'ALGEMENE OPTIES' category is selected, and a blue arrow points to it. Below this, the 'Sort By Groups' section shows '1 result(s) found' and a 'Sort By: Groups' dropdown. The final product shown is a KINGSTON 2GB DDR2-667 Module (em995aa) with a price of €24,66 (reduced from €23,60) and a 'Read More Details' button.

10 International shipping

If you select a delivery address outside of Belgium when placing an order, the administrator of RealDolmen may adjust the shipping costs. Should this be the case, you will be notified when placing an order. This is also indicated in the confirmation mail you receive after confirming your order.

Thank you for your order.
Shipping cost for this order has to be reviewed by one of our admins. An email will be sent to you, once the shipping cost has been set.

Order Summary

Cart Details

Item Description	Qty	Unit Price (Excl. VAT)	Gov. Fees Incl. (Per unit)	Total Price (Excl. VAT)
HP 250 G3 Cel N2840 / 4GB 500GB 15.6in HD Dvd+-rw Win8.1 Manufacturer : HEWLETT PACKARD Part Number K3W97EA#UUG Z4596	1	€308,38	Rc: €0,04	€308,50
			Bb: €0,08	
			Total : €0,12	
Delivery Charge :				€9,00
Total without VAT :				€317,50
VAT 21 % :				€66,68
Total With VAT :				€384,18

The order status in the order overview shows this as well:

Order ID	Order Ref	Full Name	Company	Date ordered	Order Status
54041365493381565	refjvo9031348	Jan2 VO2	REALDOLMEN DUMMY 2 HUIZINGEN	2015-03-09	Shipping Review Required

After adjustment of the shipping costs by the RealDolmen administrator the order's status is changed to "Shipping costs updated". You will be sent an e-mail to notify you of this.

Dear customer,

We have calculated the transport costs for your order.
As a confirmation, you will find a detailed description of what you want to order with the corresponding transport costs below.

If you agree with the transport costs please confirm your order.

With kind regards,

Your internal sales contact

Order Ref : refjvo9031330
Date ordered : 2015-03-09 13:32

Product Information	Qty	Unit Price (Excl VAT)	Gov. Fees Incl. (Per unit)	(Excl VAT)
KINGSTON 60GB SSDNow V300 SATA 3 2.5in (7mm)			Rc: 0,00 Rp: 0,00	

Search the order by using for example the reference or order ID (see [My orders](#)) and click on the order ID. You can then choose whether or not you agree with the updated shipping costs.

Admin has approved this order. Do you want to complete this order?

Shipping charges have been updated for this order

Order Summary

Cart Details

Item Description	Qty	Unit Price (Excl. VAT)	Gov. Fees Incl. (Per unit)	Total Price (Excl. VAT)
HP 250 G3 Cel N2840 / 4GB 500GB 15.6in HD Dvd+/-rw Win8.1 Manufacturer : HEWLETT PACKARD Part Number K3W97EA#UUG Z4596	1	€308,38	Rc: €0,04 Bb: €0,08 Total : €0,12	€308,50
Delivery Charge :				€29,00
Total without VAT :				€337,50
VAT 21 % :				€70,88
Total With VAT :				€408,38

Logout

If you select “Yes” the order will be placed and the process continues the same way as a “regular” order. If you select “No” you can optionally provide a reason for your cancellation (not mandatory).

Admin has approved this order. Do you want to complete this order?

Shipping charges have been updated for this order

Reject Reason

If desired, fill in the reason for your cancellation and click on “Cancel” to confirm.

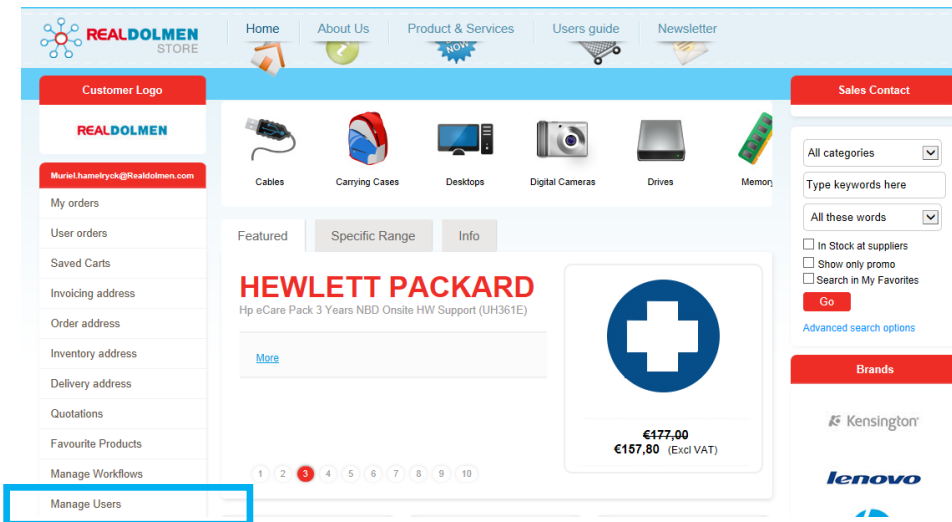
You will then receive an e-mail confirming your cancellation.

11 User profile administrator

Extra options are available for the administrator (at least 1 for RealDolmen customer) compared to standard users:

11.1 Manage users

Go to the menu "Manage users":



The following page will be displayed:

Create New User

Email * Username @rdstore

First Name* Last Name*

Telephone Language

create / modify user

Filter

First Name Last Name

User ID Username

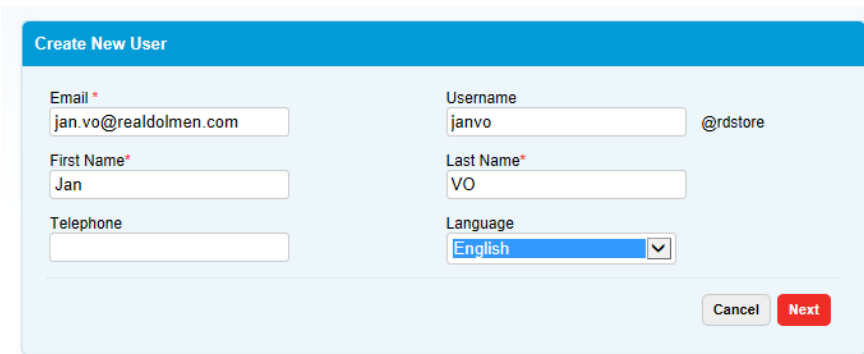
Email Status

search user

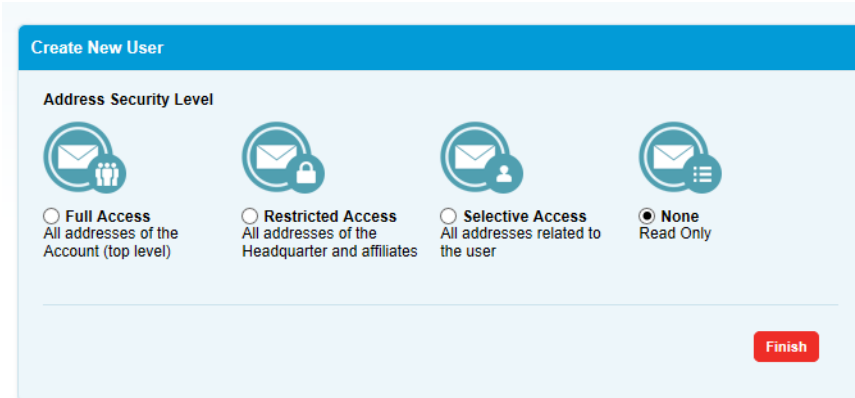
User ID	Full Name	Username	Email	Status	Address	Action
4416	Jan2 VO2	jan2RDD2@rdstore	jan.vanoostervijck@realdolmen.com	Active	View	<input type="button" value="edit"/> <input type="button" value="delete"/> <input type="button" value="refresh"/>
4389	Jan1 VO1	jan1RDD2@rdstore	jan1RDD2@hotmail.com	Active	View	<input type="button" value="edit"/> <input type="button" value="delete"/> <input type="button" value="refresh"/>

manage existing users









11.1.1 Creating a user



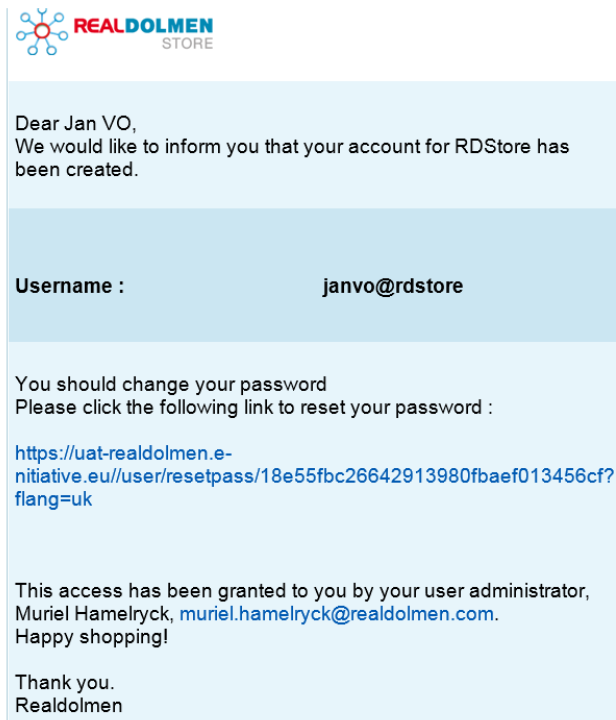
Fill in the fields (Telephone is optional) and click on “Next”



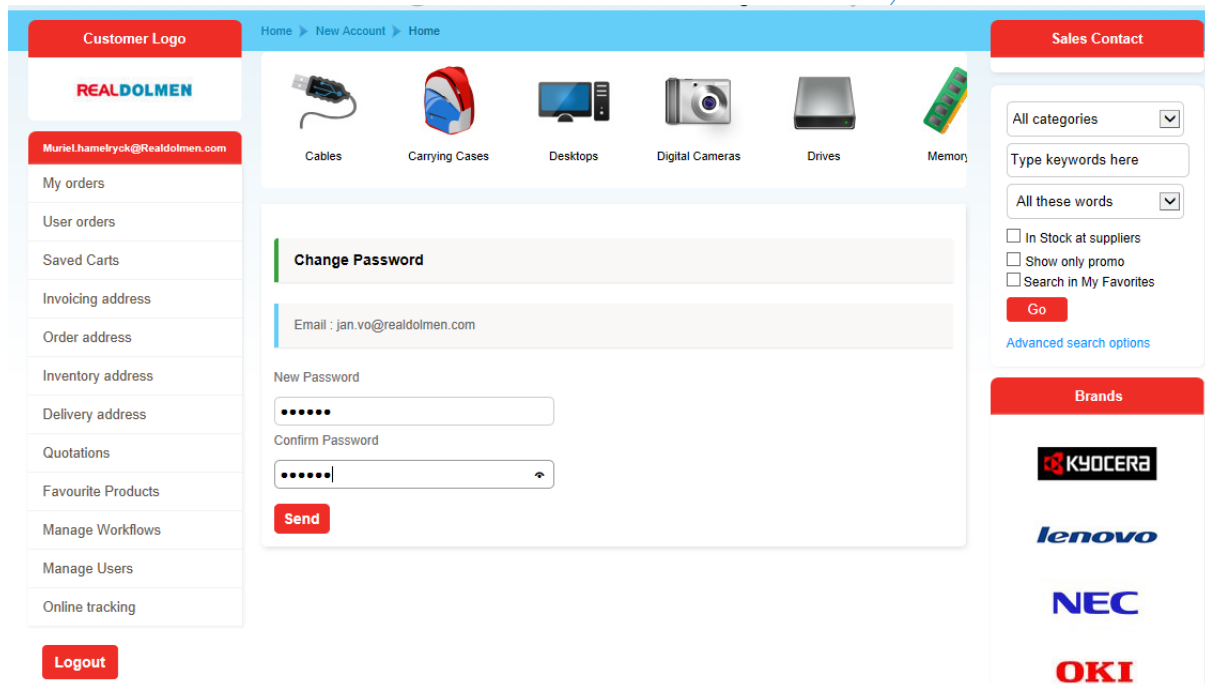
Select an address security level (see [Managing delivery addresses per user](#)) and click on “Finish”. The user will now be added to the list:

User ID	Full Name	Username	Email	Status	Address	Action
4424	Jan VO	janvo@rdstore	jan.vo@realdolmen.com	Active	View	   
4416	Jan2 VO2	jan2RDD2@rdstore	jan.vanoosterwijck@realdolmen.com	Active	View	   

The new user will receive a password reset mail.



by clicking this link the new user will be redirected to a new page



The new user enters a new password and clicks on "Send". He will now be able to log on to the website.

11.1.2 Searching a user

Filter

First Name	Last Name
<input type="text"/>	<input type="text"/>
User ID	Username
<input type="text"/>	<input type="text" value="janvo"/>
Email	Status
<input type="text"/>	Select <input type="button" value="v"/>

User ID	Full Name	Username	Email	Status	Address	Action
4424	Jan VO	janvo@rdstore	jan.vo@realdolmen.com	Active	View	<input type="button" value="edit"/> <input type="button" value="delete"/> <input type="button" value="lock"/> <input type="button" value="unlock"/>





Enter the search criteria and click on "Filter". By clicking "Reset" the search criteria can be reset.

Remarks:

User ID: only used by the RealDolmen administrator

Status: Active / Inactive: can be set by the administrator (see [Managing users](#))

11.1.3 Managing users

User ID	Full Name	Username	Email	Status	Address	Action
4424	Jan VO	janvo@rdstore	jan.vo@realdolmen.com	Active	View	   

Available actions per user:

Editing

Deactivate

Delete

Reset password and send mail

11.1.3.1 Edit

Click on the icon "Edit". The user data is displayed at the top of the screen. Edit the data and click on "Save"

Edit User Details

Email *	jan.vo@realdolmen.com	Username	janvo@rdstore
First Name *	Jan	Last Name *	VO
Telephone		Language	English





[Edit Address Security Level](#) [Reset & Mail Password](#) [Cancel](#) [Save](#)

Filter

First Name	Last Name
User ID	Username
Email	Status

[Filter](#) [Reset](#)

Select "Edit": the user data is displayed here

User ID	Full Name	Username	Email	Status	Address	Action
4424	Jan VO	janvo@rdstore	jan.vo@realdolmen.com	Active	View	   

[Edit Address Security Level](#)

click here to modify the address security level (see [Managing delivery addresses per user](#))

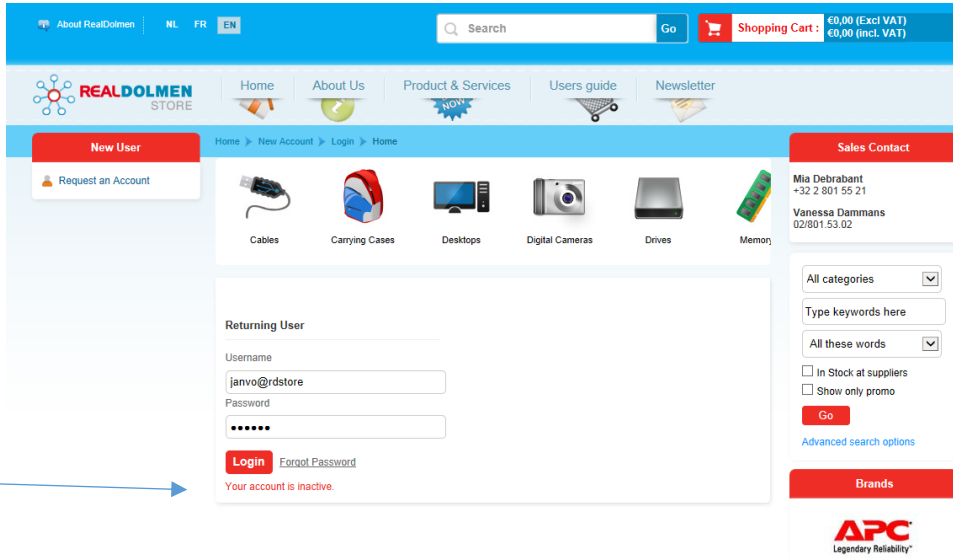
[Reset & Mail Password](#)

A password reset mail will be sent to the user.

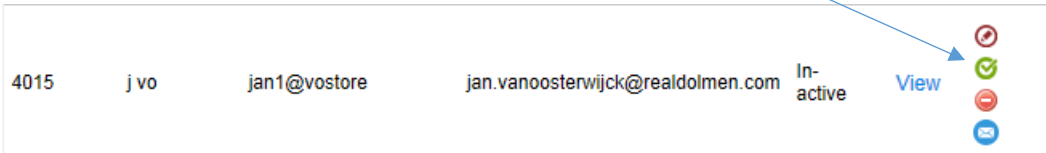
11.1.3.2 Deactivate

Click on "Deactivate". After confirmation, the status of the user will be set to "Inactive".

When this user tries to log on, he will receive a message:

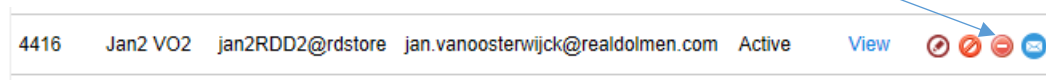


The user can be set to active again at any time:



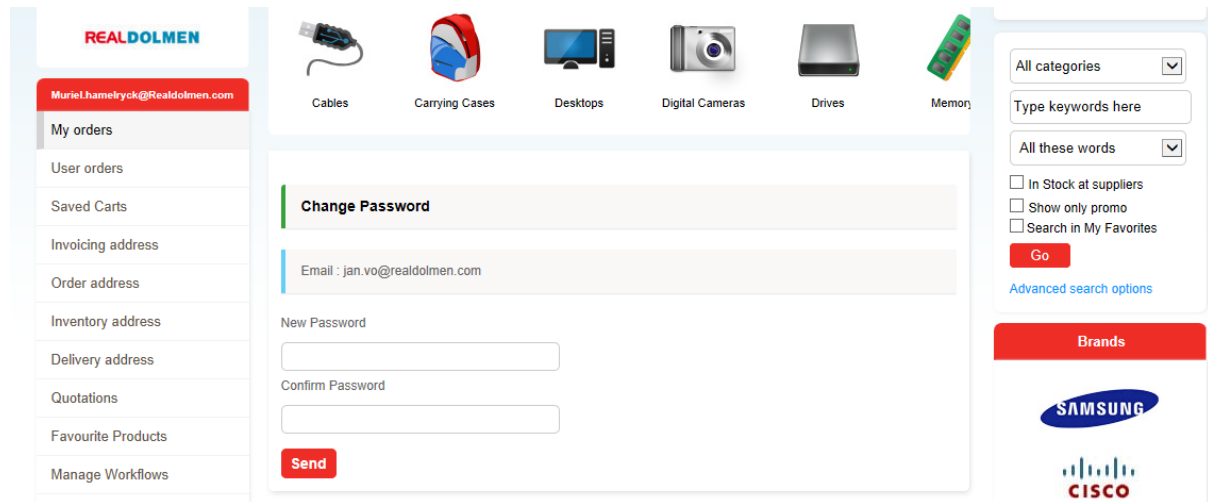
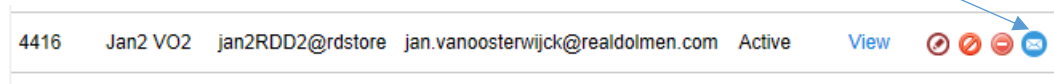
11.1.3.3 Delete

Click on "Delete". After confirmation the user will be deleted permanently.



11.1.3.4 Reset password and send mail

With this action a password reset mail is sent to the user. With the link in this e-mail the user will be redirected to a page where he can enter his new password.

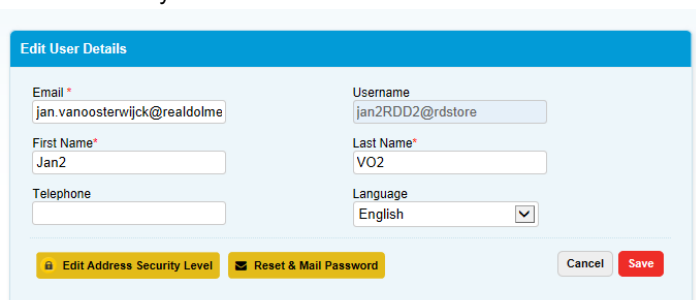


The new user enters a new password and clicks on "Send". He will now be able to log on to the website.

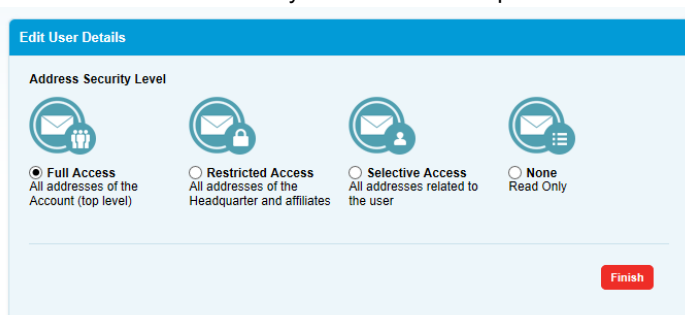
11.2 Managing delivery addresses per user

At the level of the user, the administrator is also able to determine which delivery addresses will be visible to the user: See also [Creating a user](#) and [Edit](#).

Click on “Modify user”.



Select “Edit address security level”. Select an option and click on “Finish”



There are 4 possible Address security levels:

- ✓ Full access: all addresses of the account
- ✓ Restricted access: All addresses of the Headquarter and affiliates
- ✓ Selective access: with this option you can select from a list which addresses should be visible to the user (see further)
- ✓ None: read only, the user cannot select addresses and consequently cannot place orders.

Follow these steps to select addresses for a user with the Address security level “Selective access”:

Online tracking

Logout

Filter

First Name	Last Name
<input type="text"/>	<input type="text"/>
User ID	Username
<input type="text"/>	<input type="text"/>
Email	Status
<input type="text"/>	Select <input type="button" value="v"/>

User ID	Full Name	Username	Email	Status	Address	Action
4424	Jan VO	janvo@rdstore	jan.vo@realdolmen.com	In-active	View	<input type="button" value="edit"/> <input type="button" value="delete"/> <input type="button" value="refresh"/>
4416	Jan2 VO2	jan2RDD2@rdstore	jan.vanoosterwijck@realdolmen.com	Active	View	<input type="button" value="edit"/> <input type="button" value="delete"/> <input type="button" value="refresh"/>
4389	Jan1 VO1	jan1RDD2@rdstore	jan1RDD2@hotmail.com	Active	View	<input type="button" value="edit"/> <input type="button" value="delete"/> <input type="button" value="refresh"/>

1. Click on "View" in the column Address

[Back](#) ⚠ **Address Security Level** : All addresses related to the user [Edit address list](#)

Invoicing address
Order address
Inventory addresses
Delivery address

Show: Search:

Sort: Company Street Name Street Number City Zip

0 of 0 pages:

2. Click on "Edit address list"

Invoicing address
Order address
Inventory addresses
Delivery address

Show: Search:

Sort: Company Street Name Street Number City Zip

<input checked="" type="checkbox"/>	REALDOLMEN DUMMY 2 HUIZINGEN	A. VAUCAMPSLAAN	42	HUIZINGEN	1654
<input type="checkbox"/>	REALDOLMEN DUMMY 2 SUD	RUE DE GEMBLOUX	*	RHISNES	5080

2 of 2 pages: [Previous](#) [Next](#)

3b If desired, enter your search criteria and press enter to shorten the list

3a Select the tab page (for each address type)

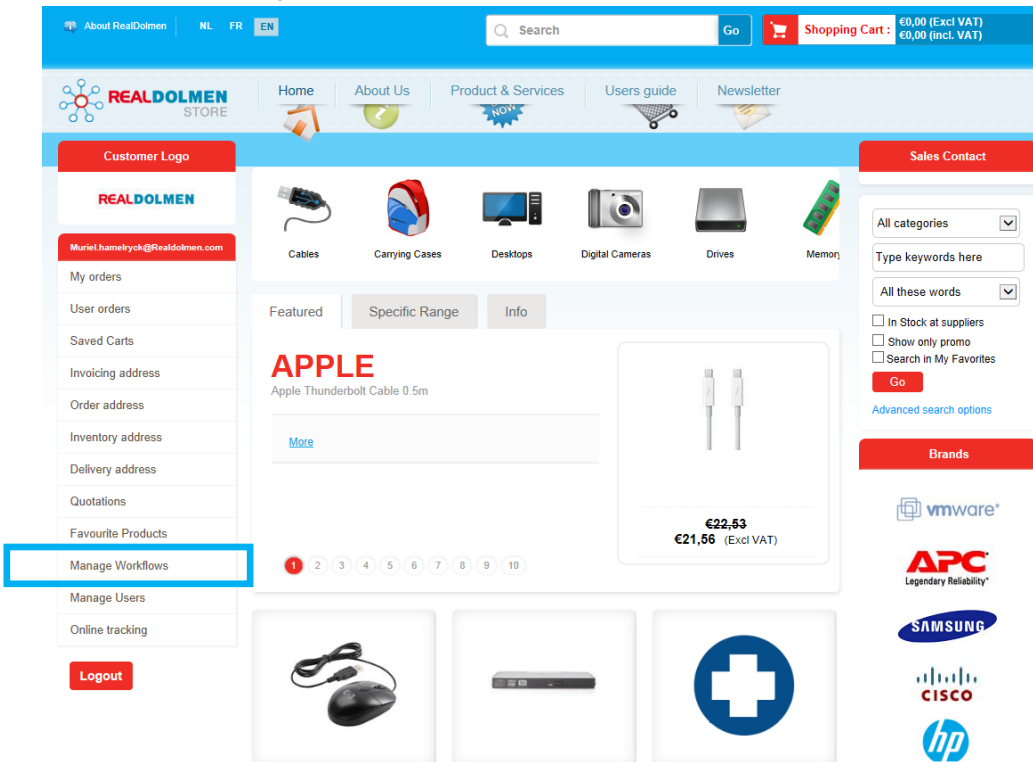
3c Select 1 or more addresses.

Click on "Finish" to save the changes.

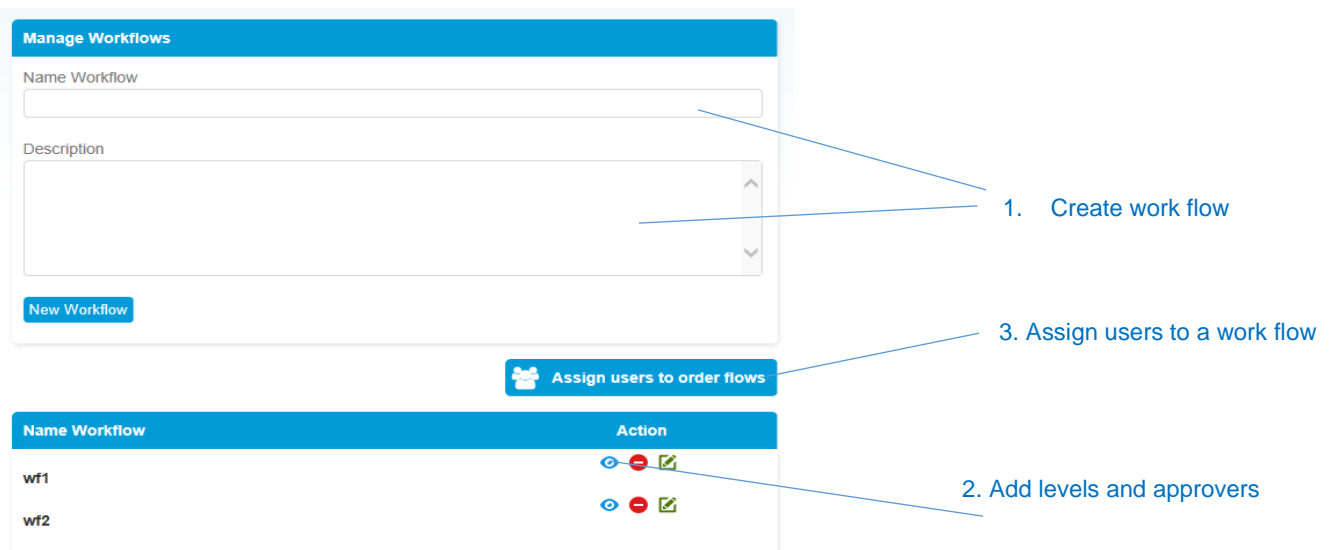
11.3 Managing work flows

Your administrator can indicate which persons in an organization must grant approval for an order. This can be done at different levels, and different approvers can be defined per level. For each level it is sufficient to have the approval of 1 approver to continue to the next level. Assigning a user to a work flow ensures that this user will receive an e-mail when placing his order informing him that the order must be approved. The approver will also receive an e-mail notifying him or her that an order is awaiting approval. At the end of the process, the user will receive an e-mail saying that his or her order has been approved (or denied).

Go to the menu "Manage workflows"



The following page will be displayed:



Setting up a work flow can be done in 3 steps:

1. Creating a work flow
2. Adding levels and approvers
3. Assigning users to the work flow

11.3.1 Creating a work flow

Enter a name (required) and, if desired, a description. Click on “New workflow”. The new work flow will be added to the list.

Name Workflow	Action
wf1	
wf2	

11.3.1.1 Editing a work flow

1. To change the name and/or description, click on the “Edit” icon.

Name Workflow	Action
wf1	
wf2	

2. Edit the name and/or description and click on “Update”. The changes will be saved ⁵

⁵ Note: if a work flow still has pending order awaiting approval, this work flow cannot be modified. This is indicated with a padlock icon.

Manage Workflows

Name Workflow

Description

Update

Assign users to order flows

Name Workflow	Action
wf1	👁 - ✔
wf2	👁 - ✔
test test	👁 - ✔

Modify

11.3.1.2 Deleting a work flow










To delete a work flow, click on the “Delete” icon. After you have confirmed this action, the work flow will be deleted.

Name Workflow	Action
wf1	👁 - ✔
wf2	👁 - ✔

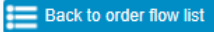
(Arrow pointing to the red delete icon in the wf1 row)

11.3.2 Adding levels and approvers

1. Click on the “Levels” icon

Name Workflow	Action
wf1	  
wf2	  
test test	  

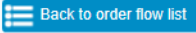
The following screen will be displayed:



Manage Approver Levels for test


Add new level

2. click on “Add new level”



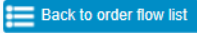
Manage Approver Levels for test

LEVEL 1




Add new level

3. enter one or more characters in the field “Enter user name/email here to select approver”, for example “jan”. A list of all names containing “jan” will be displayed. Select a user (approver).



Manage Approver Levels for test

LEVEL 1



Jan1 VO1 (Email: jan1RDD2@hotmail.com / Username: jan1RDD2@rdstore)

Jan2 VO2 (Email: jan.vanoosterwijck@realdolmen.com / Username: jan2RDD2@rdstore)

Add new level

4. If required, repeat the previous step to add more approvers.

Back to order flow list

Manage Approver Levels for test

LEVEL 1

Jan1 VO1 (jan1RDD2@hotmail.com) X

test| X

Test Testertje (Email: muriel.hamelryck@realdolmen.com / Username: test.testertje@rdstore)

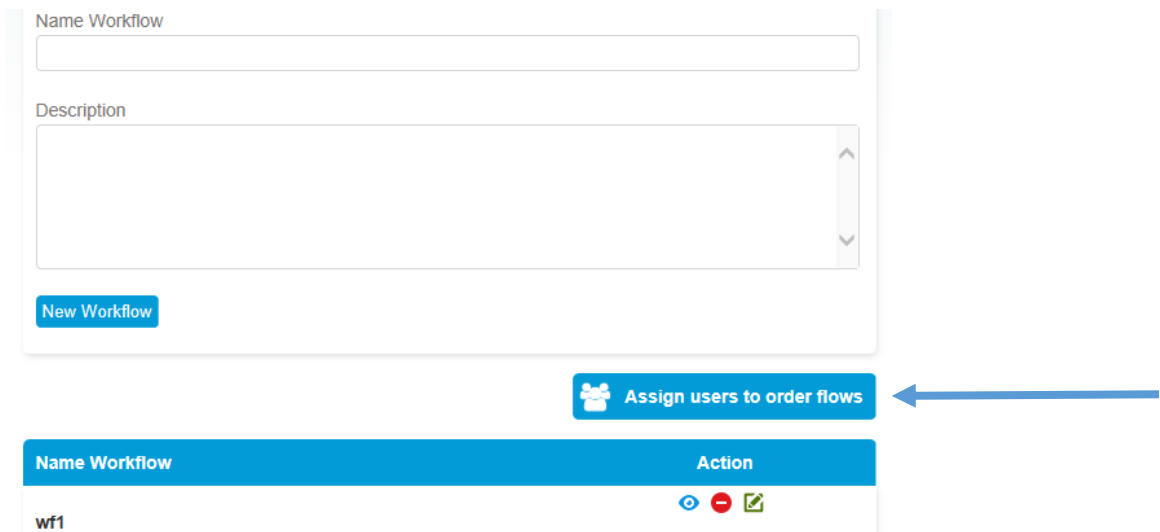
Add new level

The cross icon can be used to remove an approver.
New levels can be added with the button “Add new level”.

5. Click on “Back to order flow list” to finish creating levels and approvers.

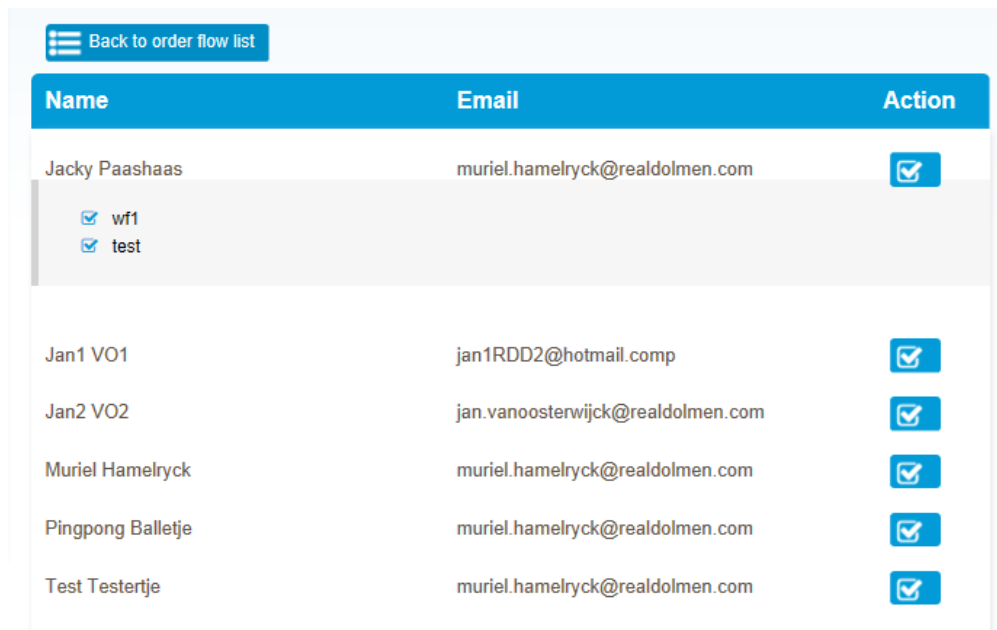
11.3.3 Assigning users to the work flow

1. Click on “Assign users to order flows”



The screenshot shows a workflow management interface. At the top, there is a form with two input fields: "Name Workflow" and "Description". Below the "Description" field is a "New Workflow" button. To the right of the form is a blue button labeled "Assign users to order flows" with a group of people icon. A blue arrow points to this button. Below the form is a table with two columns: "Name Workflow" and "Action". The table contains one row with the name "wf1" and three action icons: a magnifying glass, a red minus sign, and a green checkmark.

A list of all users will be displayed along with the work flows they are currently linked to.

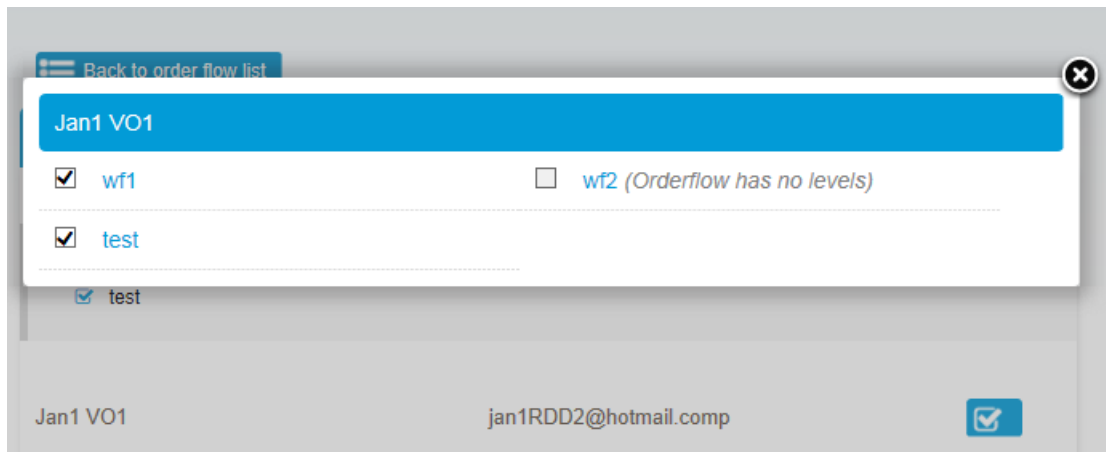


The screenshot shows a user assignment interface. At the top left is a button labeled "Back to order flow list" with a list icon. Below it is a table with three columns: "Name", "Email", and "Action". The table lists users and their associated workflows.

Name	Email	Action
Jacky Paashaas	muriel.hamelryck@realdolmen.com	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> wf1		
<input checked="" type="checkbox"/> test		
Jan1 VO1	jan1RDD2@hotmail.comp	<input checked="" type="checkbox"/>
Jan2 VO2	jan.vanoostenwijk@realdolmen.com	<input checked="" type="checkbox"/>
Muriel Hamelryck	muriel.hamelryck@realdolmen.com	<input checked="" type="checkbox"/>
Pingpong Balletje	muriel.hamelryck@realdolmen.com	<input checked="" type="checkbox"/>
Test Testertje	muriel.hamelryck@realdolmen.com	<input checked="" type="checkbox"/>

2. Click on the check box next to the user's name to link the selected user to a work flow.

All available work flows will be displayed. Select/deselect the desired work flows. If no levels have been defined for a work flow, users cannot be added.



3. Close the screen by clicking the cross and select "Back to order flow list" to finish.