

PartnerView Customer FAQ

Questions & Answers

How can I access PartnerView, Westcon-Comstor's partner portal?

PartnerView is the new name of our existing e-commerce portal and the log in details haven't changed. Existing e-commerce users can log in using their e-commerce username and password. New users can simply go to the portal www.westconcomstor.com/store and register. Once the new account is verified by our team the portal will become available.

Can more than one person from my company register as a user?

Yes, multiple users from a company can register and have their own individual permissions.

What are the functionalities of PartnerView?

Partners can **shop online** and browse the product catalogue (with real-time pricing, availability and ETA) and **manage their orders**. They also can request, manage and revise quotes, convert quotes into orders, renew licences, check order status and history, track orders, get copy invoices, download packing slips and request RMAs.

What are the benefits of using PartnerView?

PartnerView makes it easier to do business with Westcon-Comstor.

- Packed with time-saving features and functionality
- Makes purchasing and procurement quick and easy
- Access to vendor portfolios with full specifications
- Visibility of all quotes, orders and renewal opportunities
- Discounts automatically applied
- Integration with vendor systems allows migration of existing quotes

Can I see all orders, or only the ones placed via PartnerView?

You will be able to view and access all orders placed with Westcon-Comstor, including the orders that were not placed through PartnerView.

Will I be able to order licenses through PartnerView?

Yes, all products can be ordered.

Where can I find more information?

The portal login page includes a "Learn More" link with helpful information such as an overview of portal features and customer FAQs.

Do I need training to use PartnerView?

The portal is very easy and intuitive to use, you will not need additional training to get the best out of it. If you would like a walk-through or assistance, your account manager will be happy to show you the portal's features and function.

What should I do if I have an issue?

Please contact your account manager, who will come back to you with a solution.

PartnerView URLs

Europe:

Austria: www.westconcomstor.com/store/at
Belgium: www.westconcomstor.com/store/be
Czechia: www.westconcomstor.com/store/cz
Denmark: www.westconcomstor.com/store/dk
Finland & Baltics: www.westconcomstor.com/store/fi
France: www.westconcomstor.com/store/fr
Germany: www.westconcomstor.com/store/de
Greece: www.westconcomstor.com/store/gr
Ireland: www.westconcomstor.com/store/ie
Italy: www.westconcomstor.com/store/it

Luxembourg: www.westconcomstor.com/store/lu
Netherlands: www.westconcomstor.com/store/nl
Norway: www.westconcomstor.com/store/no
Poland: www.westconcomstor.com/store/pl
Portugal: www.westconcomstor.com/store/pt
Spain: www.westconcomstor.com/store/es
Sweden: www.westconcomstor.com/store/se
Switzerland: www.westconcomstor.com/store/ch
United Kingdom: www.westconcomstor.com/store/gb

Africa:

Angola: www.westconcomstor.com/store/ao
Kenya: www.westconcomstor.com/store/ke
Mauritius: www.westconcomstor.com/store/mu
Morocco: www.westconcomstor.com/store/ma

Namibia: www.westconcomstor.com/store/na
Nigeria: www.westconcomstor.com/store/ng
Tanzania: www.westconcomstor.com/store/tz
South Africa: www.westconcomstor.com/store/za

Middle East:

Saudi Arabia: www.westconcomstor.com/store/sa
United Arab Emirates: www.westconcomstor.com/store/ae