

## PartnerView Customer FAQ

### Questions & Answers

#### How can I access PartnerView, Westcon-Comstor's partner self-service 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](http://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.

We suggest as a minimum you have:

- a buyer access for converting quotes into orders and for creating new orders
- a sales access to check stock, request quotes and look up quotes
- a technical person access to use the Shop Now vendor database where they will find technical information on products

#### 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 contracts, check order status and history, track orders, get copy invoices, download packing slips and request RMAs (Return Merchandise Authorisations).

#### 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 (Not available in all countries, please contact us for more information)
- Integration with vendor systems allows migration of existing quotes
- Technical information at part code level
- Request RMA now live on PartnerView!

#### 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 contracts and licences through PartnerView?

Yes, you can order contracts and licences via PartnerView;  
(Please note that we have our Bluesky platform for all Cloud-based services)

## Can I submit a return in PartnerView?

PartnerView makes requesting an RMA (Return Merchandise Authorisation) easy! No need to contact your account manager; multiple search criteria options, prepopulated fields and dropdown boxes mean you can self-serve. Once your request is submitted in PartnerView, our customer service team will process your return request and contact you if they have any questions.

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

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

#### Africa:

All countries except Morocco and South Africa: [www.westconcomstor.com/store/xa](http://www.westconcomstor.com/store/xa)

South Africa: [www.westconcomstor.com/store/za](http://www.westconcomstor.com/store/za)  
Morocco: [www.westconcomstor.com/store/ma](http://www.westconcomstor.com/store/ma)

#### Middle East:

Saudi Arabia: [www.westconcomstor.com/store/sa](http://www.westconcomstor.com/store/sa)  
United Arab Emirates: [www.westconcomstor.com/store/ae](http://www.westconcomstor.com/store/ae)