

Merchandise shop QUICK GUIDE

by Conxion A/S

Content

Introduction	1
Signing up to the webshop	2
The navigation bar	7
How to join an order	8
Delivery address	9
Orders in production	10
Order history	10
Liked products	11
Personal folders	12
Support and Message Center .	13
You are ready!	14



Welcome to the *LINK* webshop quick guide!

The merchandise shop enables you to order products with other businesses both locally and globally.

This gives you the option of better prices and lower quantities.

This quick guide will give you an introduction to the webshop platform and its features.

Signing up - first step

When signing up to the Microsoft webshop, the first thing you want to do is go to the following page: <https://conxion.dk/microsoft/>

When entering this page, you are greeted by a login window. By entering “405e-9af1” into the password field and pressing “login”, you are forwarded to another login window, from where you can sign up.

The screenshot shows the top navigation bar of the Conxion website with the logo and links: Cases, Reklameartikler, Firmagaver, Profilkædning, Kataloger, Om Webshop, Blog, Om os, and Kontakt os. Below this is the Microsoft logo and the text "Login til Microsoft Merchandise Shop". A password field is present with the label "Password*" and a dotted line pointing to it from a callout box at the bottom. The bottom of the page features a dark green footer with the Conxion logo and four main categories: NYHEDER/BLOG, PRODUKTER, and KONTAKT OS.

1

Enter password: “405e-9af1”

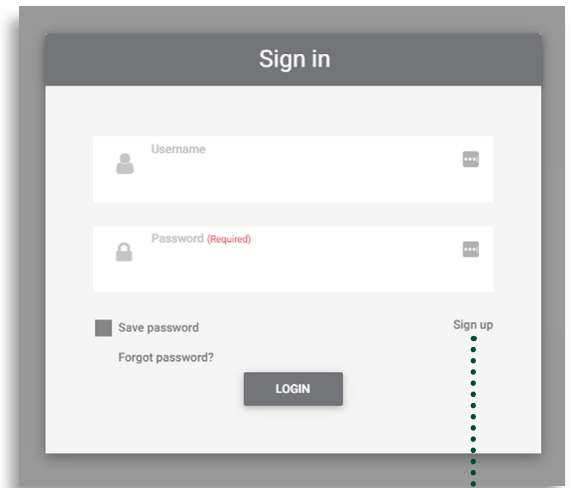
Signing up to the webshop

1) After being forwarded, you are greeted by a new login window, as seen to the right, from which you can press the **"Sign up"** button below the lower right corner of the password box.

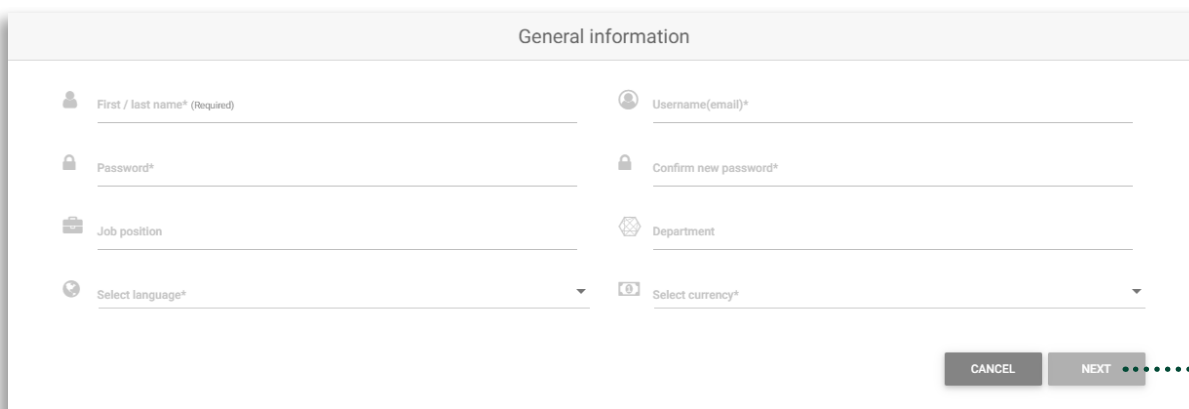
The sign-up process is divided into three parts; **General information**, **Addresses** and **Final information**.

General information

2) Upon pressing the sign up button, you are transferred to a page which requires some general information to be entered about the user. Mandatory fields are marked with an "*". Fill in the information and click **"NEXT"**.

A screenshot of a 'Sign in' window. It features two input fields: 'Username' and 'Password (Required)'. Below the password field is a 'Save password' checkbox and a 'Forgot password?' link. A 'LOGIN' button is at the bottom center. A 'Sign up' link is located at the bottom right, indicated by a dotted line and a green circle with the number 1.

1

A screenshot of the 'General information' registration form. It contains several input fields: 'First / last name* (Required)', 'Username(email)*', 'Password*', 'Confirm new password*', 'Job position', 'Department', 'Select language*', and 'Select currency*'. The last two are dropdown menus. At the bottom right are 'CANCEL' and 'NEXT' buttons. A dotted line connects the 'NEXT' button to a green circle with the number 2.

2

First / Last name: The first and last name of the user.

Username: The chosen username is your screen name, and will be displayed on the webshop, invoices etc.

Password: Please choose a password which is long, but easy to remember. You can reset your password at any time, and an e-mail will be sent with a temporary password.

Select language: You have the option to choose between Danish and English. The language you choose will be set as your default language. The webshop is displayed in your default language. This can be changed at any time in your user settings.

Select currency: The selected currency will be set as your default currency on the webshop. This can be changed at any time in your user settings.

Addresses

After filling in the mandatory fields you are allowed to go to the next page. This page concerns delivery and invoice addresses. Mandatory fields are marked with an “*”.

The screenshot shows a web form titled "Address" with two columns: "Invoice address" and "Delivery address". At the top right, there is a checkbox labeled "Same as invoice address". The "Invoice address" column contains fields for: Company name, Phone number* (mandatory), Email* (mandatory), Alternative email for invoices, Address line 1* (mandatory), Address line 2, Address line 3, City* (mandatory), Postal code, and Select your country* (mandatory). The "Delivery address" column contains fields for: Company name, Phone number*, Email*, Address line 1*, Address line 2, Address line 3, City*, Postal code, Select delivery country* (mandatory), and Contact person*. At the bottom right, there are "BACK" and "NEXT" buttons. A dotted line with a green circle containing the number 3 points to the "NEXT" button.

- Company name:** Refers to your company/subsidiary. This information is shown in the order overview.
- Phone number:** Your phone number. In case you need to be contacted, this number will be referenced.
- E-mail:** This e-mail address will receive order confirmations, price drops, and will function as your main contact e-mail address.
- Invoice e-mail:** This e-mail address will receive all invoicing associated with the account. If no e-mail address is stated here, your main e-mail address will receive the invoice information.
- Address line 1:** Your company address.
- City:** The city where your company address is located.
- Postal code:** The postal code where your company address is located.
- Select country:** The country where your company address is located.

Once these have been filled out, you have the option to copy them on to your main delivery address by checking the “same as invoice address” checkbox in the top right-hand corner.

3) After filling out the mandatory fields and pressing “**NEXT**”, you are directed to the third and final page of the sign-up process, “Final information”.

Final information

There is only a single mandatory field on this page, “**I agree to the Terms, conditions and refund policy and user data policy**”.

Final information

VAT identification number

Comment

Drag & Drop your picture here
Files : JPEG, PNG , GIF

or

UPLOAD FILE

☐ I agree to the [Terms, conditions and refund policy](#) and [user data policy](#)

BACK CREATE PROFILE

4

VAT identification number refers to the VAT number of your company/subsidiary. By leaving this field blank, your order is considered a B2C order.

Writing a comment attaches it to your user profile as an internal note in the system. When your user is looked up by the administrator(s), they are able to see the comment.

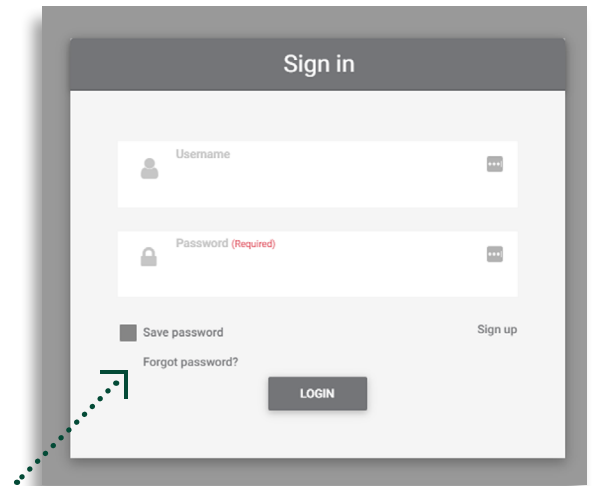
4) Once all the mandatory fields from page 1-3 have been filled out, you can create your user by pressing the “**CREATE PROFILE**” button. Pressing “**CREATE PROFILE**” returns you to the login window.

Log-in procedure

After having created a user, you are ready to log in to the LINK webshop platform.

Go to <https://conxion.dk/microsoft/> and enter the password “405e-9af1” to be forwarded to the webshop platform.

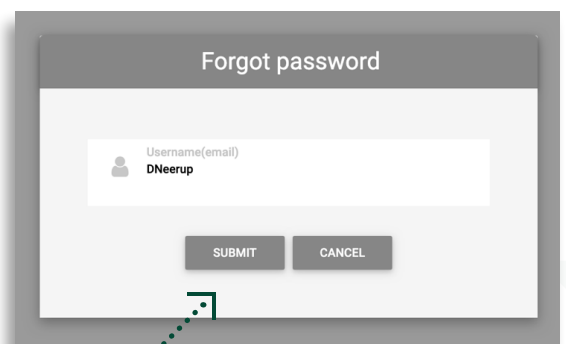
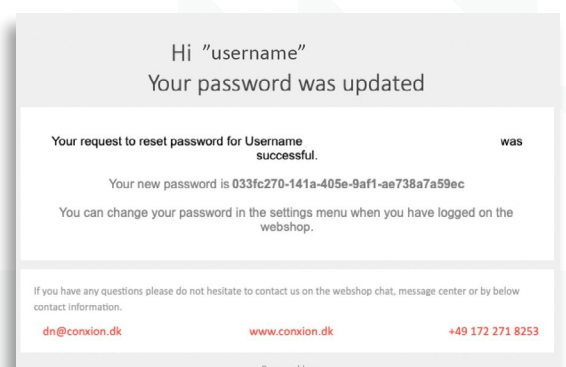
Upon being forwarded to the webshop, you are met by a login window, in which you can enter your username and password.

A screenshot of a web browser window titled "Sign in". It contains two input fields: "Username" with a person icon and "Password (Required)" with a lock icon. Below the password field is a "Save password" checkbox and a "Forgot password?" link. A "Sign up" link is in the top right corner. A "LOGIN" button is at the bottom center. A dotted line with a square end points to the "Forgot password?" link.

Resetting password

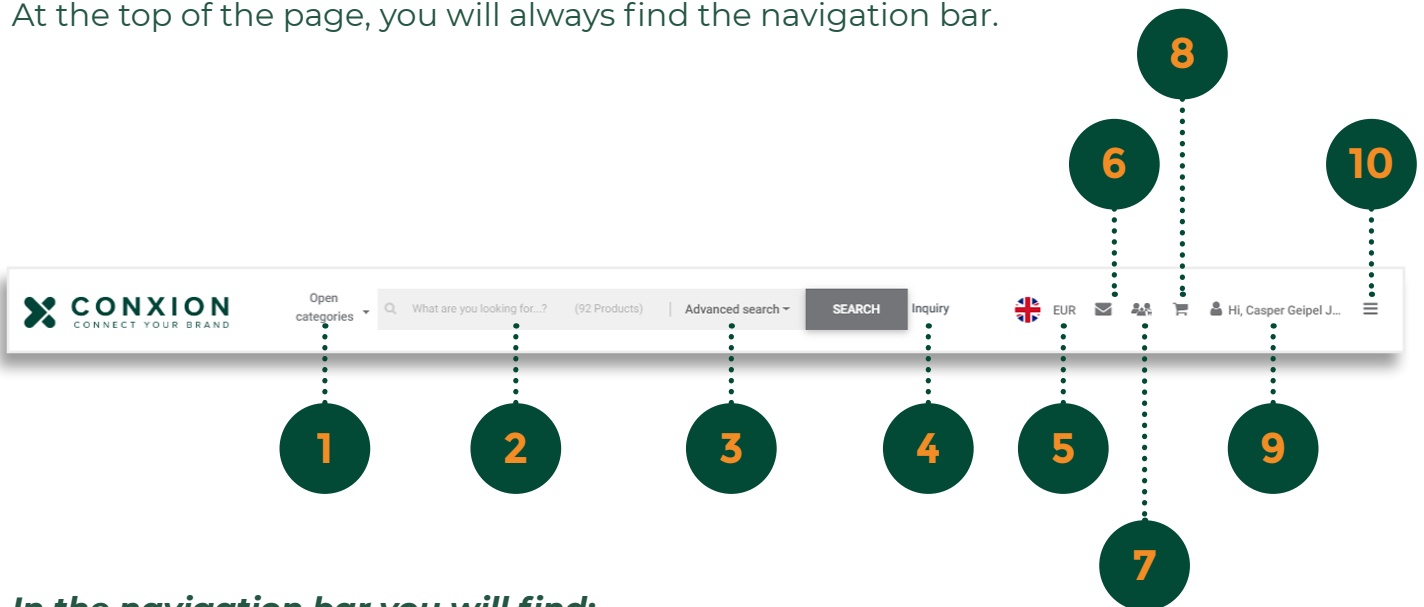
If your login does not work, or you want to reset your password, you have the option of pressing “**Forgot password?**”. This opens a window in which you are prompted to input the username whom is to receive a password reset.

Pressing “**SUBMIT**” resets the password of the user and sends an e-mail with a new system-generated password. The user receives an e-mail informing them of their password being reset, along with a newly generated password with which they can now log in to the LINK webshop.

A screenshot of a web browser window titled "Forgot password". It contains one input field labeled "Username(email)" with the text "DNeerup" entered. Below the field are "SUBMIT" and "CANCEL" buttons. A dotted line with a square end points to the "SUBMIT" button.A screenshot of an email message. The header says "Hi 'username'" and "Your password was updated". The body text reads: "Your request to reset password for Username successful. was", "Your new password is 033fc270-141a-405e-9af1-ae738a7a59ec", and "You can change your password in the settings menu when you have logged on the webshop." The footer contains contact information: "If you have any questions please do not hesitate to contact us on the webshop chat, message center or by below contact information.", "dn@conxion.dk", "www.conxion.dk", and "+49 172 271 8253".

The navigation bar

At the top of the page, you will always find the navigation bar.



In the navigation bar you will find:

- 1) Product categories
- 2) Search tool
- 3) Advanced search tool
- 4) Inquiries
- 5) Currency and language settings
- 6) Message Center
- 7) Number of orders you can join
- 8) Shopping Cart
- 9) Log out of user
- 10) Burger menu with:
 - Order history
 - Orders in production
 - Sample orders
 - Liked products
 - Personal folders
 - Profile Settings
 - Logo bank

How to join an order

Find the desired product. You can find products by using the product categories, the search tools or "Orders you can join" from the navigation bar.

Click on the product to see the detailed product information.

The screenshot shows the CONXION webshop interface for a 'Twill bag, nature'. The product image is a beige tote bag with a blue bicycle graphic and the text 'Teamwork is wherever you go'. The sidebar contains the following information:

- 1 ENTER QUANTITY**: Minimum order quantity - 50 Pcs, 200
- 2 BRANDING**: Digital print, EUR 3.45
- 3 SET DELIVERY DATE**: 02-01-2020, Express order
- 4 YOUR PRICE**: EUR 7.19, NEW ORDER

On the right side, there is a price comparison section:

- YOUR PRICE**: EUR 6.36 (Join Orders)
- view all join orders**: More info
- Price comparison**: EUR 3.67 (100 - 249 Pcs, EUR 3.74) vs EUR 3.37 (250 - 499 Pcs, EUR 3.67) vs EUR 3.37 (+200 Pcs to next price drop)

- 1) You can now choose to start a **NEW ORDER** or
- 2) Join an existing order by clicking **JOIN ORDER**

1

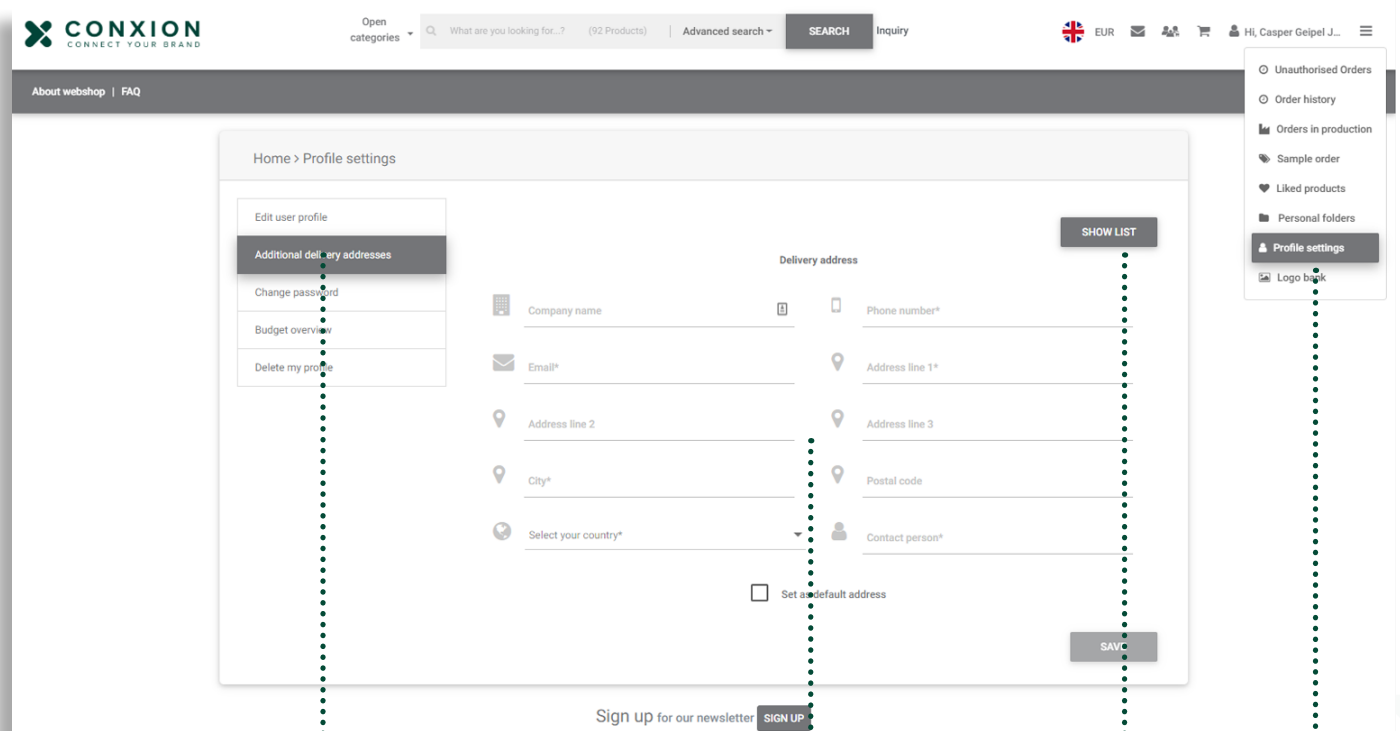
2

Please note that you can only choose the delivery date if you start a new order.

If you decide to place a new order instead of joining an existing one, the webshop platform will make your order visible to other departments as well. Thereby allowing you to benefit from better prices due to higher purchase volumes, should others choose to join your order.

Delivery address

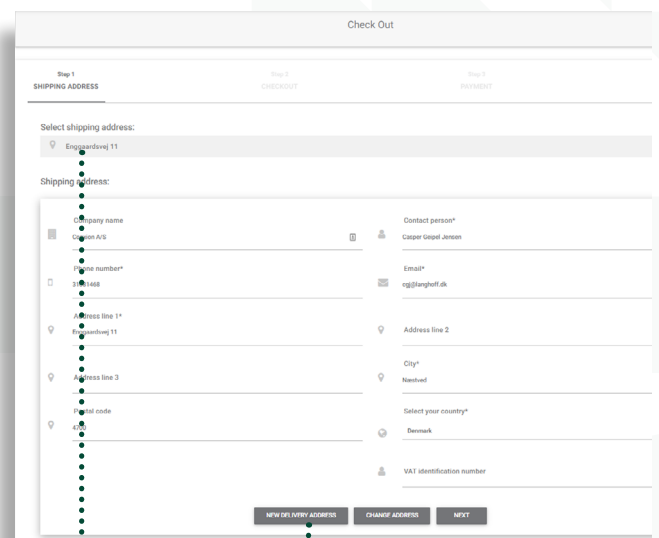
In your profile settings you can see the pre-registered delivery addresses and add more addresses.



- 1) Click **Profile Settings** in the burger menu
- 2) Click **Additional delivery addresses**
- 3) Click **Show List** in the top right corner to see your current delivery addresses
- 4) Add more delivery addresses by filling in the information and clicking **Save**

When you order a product you can

- 5) Change the delivery address to one of the pre-defined addresses from your list
- 6) Create a new delivery address



Orders in production and order history

Orders in production offers you a chance to follow the production status and the delivery status of your order. **Order history** gives you an overview of your invoices and previous orders.

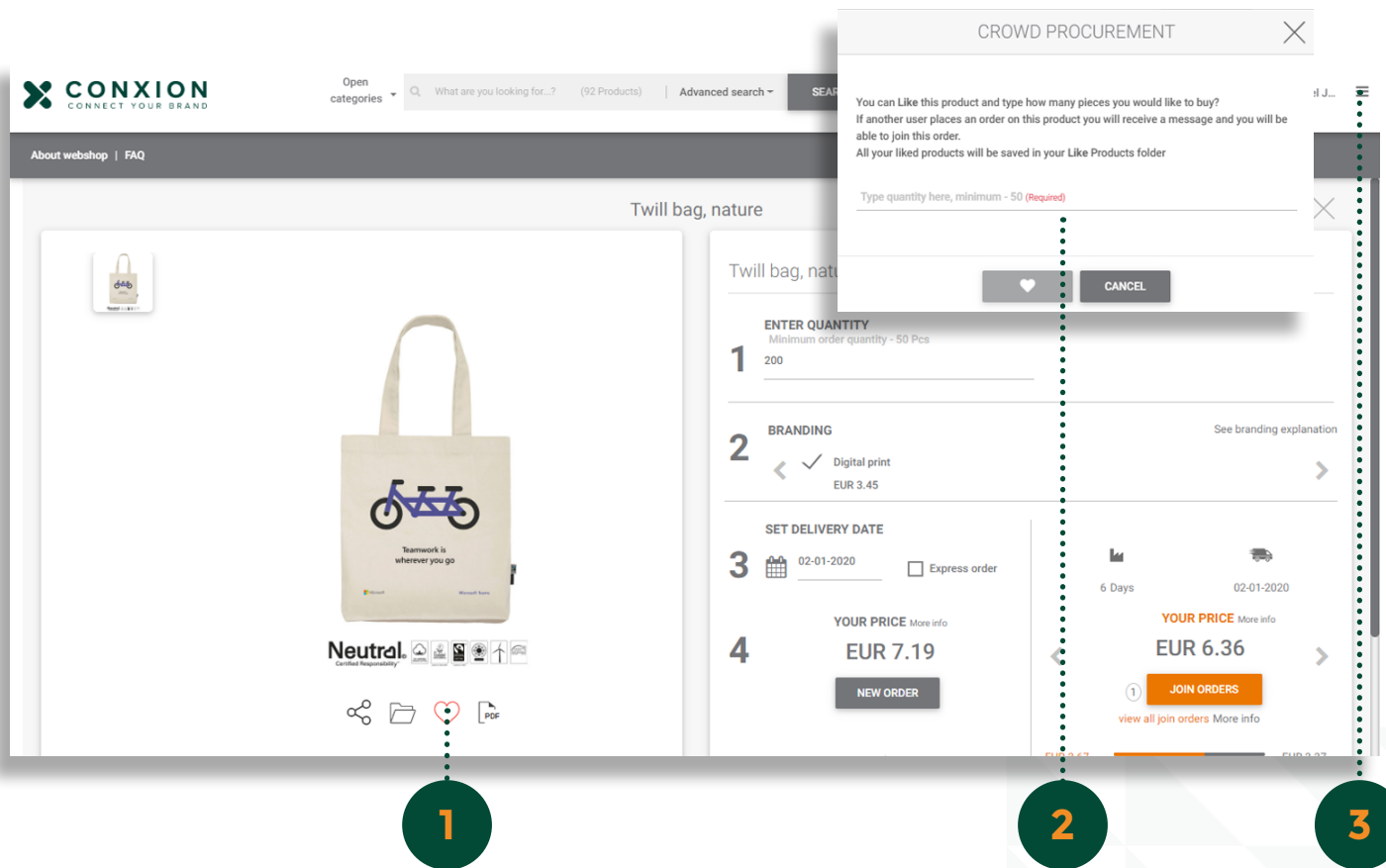
The screenshot shows the Conxion webshop interface. The top navigation bar includes the Conxion logo, a search bar, and user information. The main content area displays the 'Orders in production' section for order number PS-20191121-1. It lists two products: 'Twill bag, nature' (MS2006) and 'Prodir DS3 Biotic' (100267-White). Each product has a table with details like product number, name, order date, and total. Below each table are buttons for 'PROFORMA INVOICE' and 'MORE DETAILS'. A burger menu on the right shows 'Orders in production' as the selected option. Numbered callouts 1, 2, and 3 point to the burger menu, the 'PROFORMA INVOICE' button, and the 'MORE DETAILS' button respectively.

- 1) Click **Orders in Production** or **Order History** in the burger menu
- 2) Click **Proforma invoice** to download your proforma invoice
- 3) Click **More Details** to view all details of your order including **Order Status**

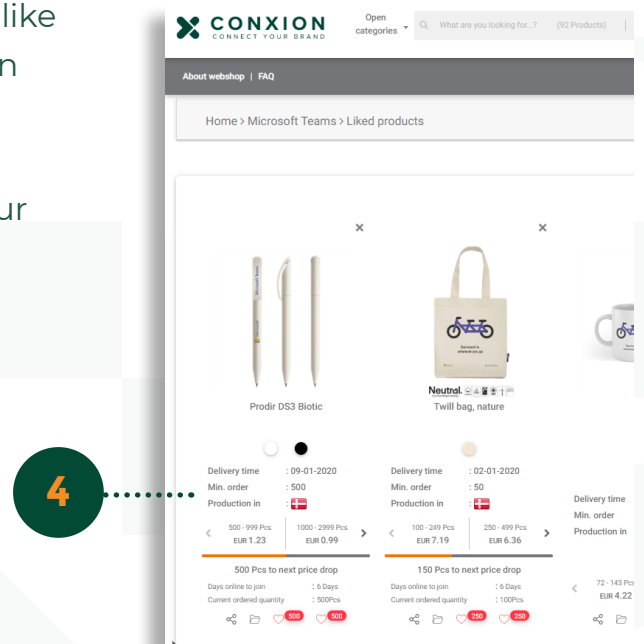
The screenshot shows the 'Track order' modal window. It displays a timeline of the order's progress. The steps are: Order Received (21-11-2019), Accepted (Not Decided 21-11-2019), Min. Production Qty. Reached (21-11-2019), Logo sketch approved (Complete and Enable Logo Sample 21-11-2019), Logo sample approved (Completed 21-11-2019), User paid (Not Paid 21-11-2019), Production started, Production completed, Dispatched (Not Dispatched 21-11-2019), and Delivered (Not Delivered 21-11-2019). The 'User paid' step is marked with a red X, and the 'Delivered' step is also marked with a red X. A 'CLOSE' button is at the bottom.

Liked products

Liking a product gives you notifications when others have liked or ordered the same product.



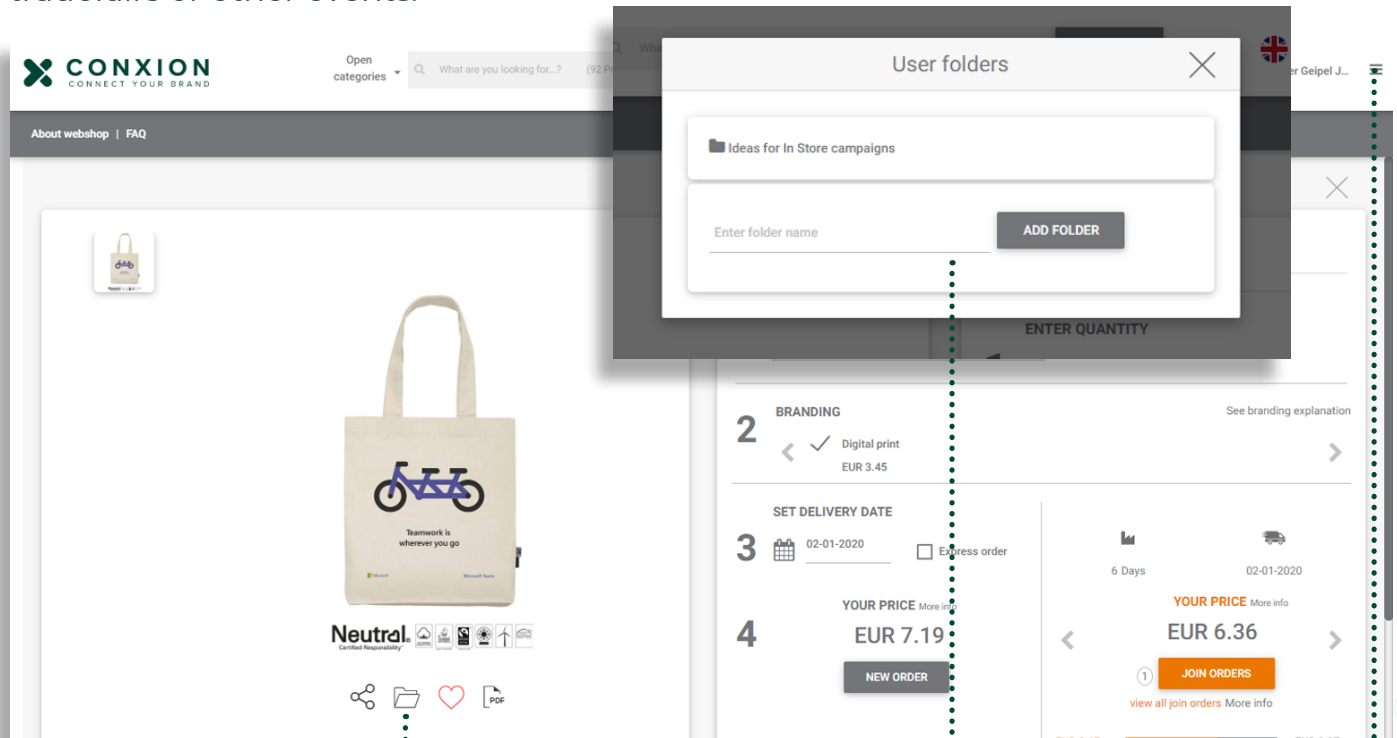
- 1) Click on the "**heart icon**" on the product you like
- 2) Enter the quantity you would be interested in
- 3) In the burger menu click "**Liked Products**"
- 4) On your "Liked Products" page you have an overview of your liked products as well as your preferred quantity and the total quantity of others who liked the same product



Personal folders

You can save your favorite products into personal folders.

For example if you find products or ideas suitable for later campaigns, upcoming tradefairs or other events.



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2

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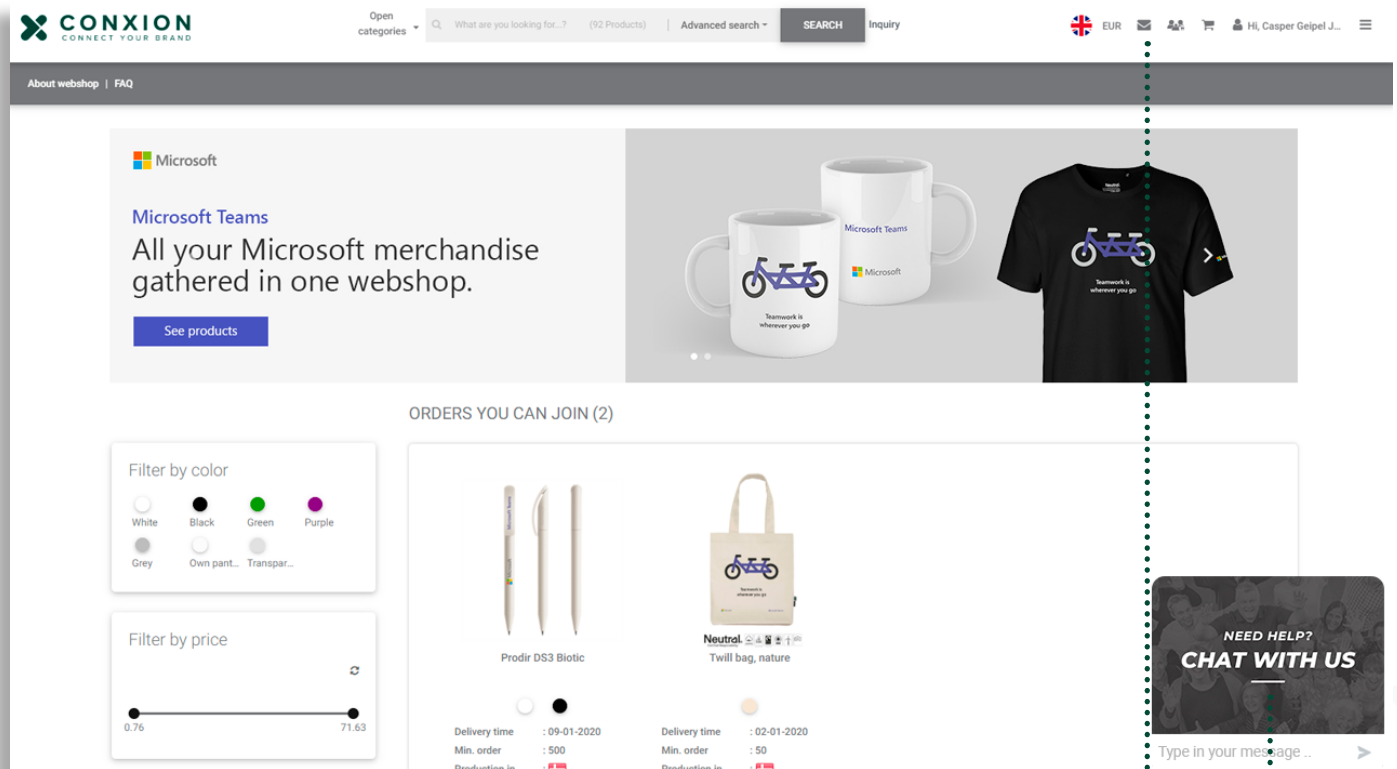
- 1) Click on the "**folder icon**" on the product you like
- 2) Choose an existing folder to save the product in or create a new folder, for example: "Ideas for in-store campaigns"
- 3) To find your personal folders go to "**Personal Folders**" in the burger menu
- 4) On your "Personal Folders" page you have an overview of your folders. Click on the small "**eye icon**" to view the products you saved in the folder



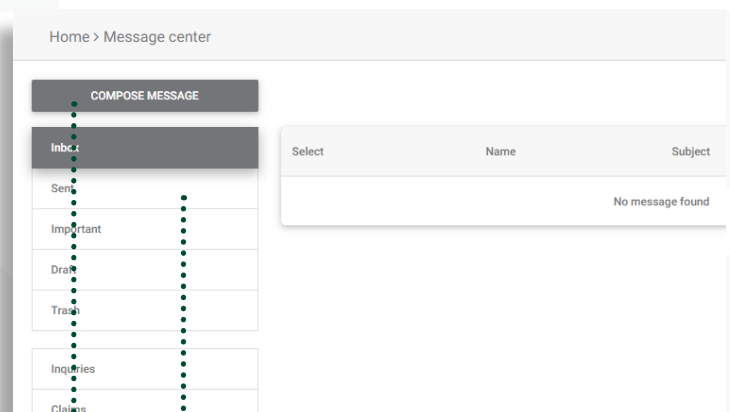
4

Support and Message Center

You can easily get online support. Our online support is built into the webshop platform with a Message Center and Live Chat.



- 1) Click on the **Live Chat** in the bottom right corner. A chat window will open when you are connected. If the support team is unavailable, you can leave a message.
- 2) You can also send us a message by using the **Message Center**. Click on the "**letter icon**" in the navigation bar.
- 3) In the Message Center you can compose and send messages to us.
- 4) The Message Center works a normal mailbox. You have an inbox, sent messages, as well as answers to inquiries and claims.



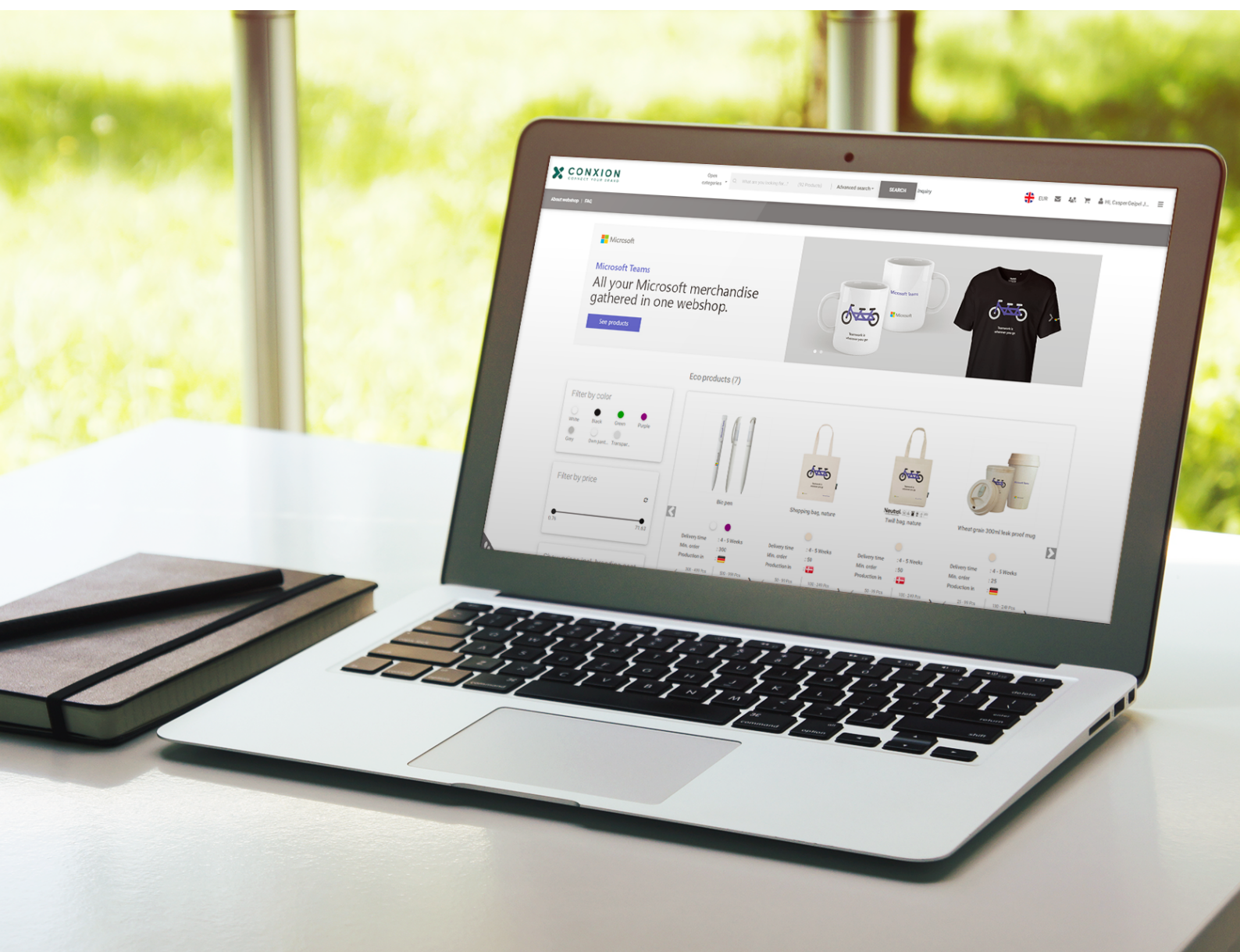
You are ready!

Thank you for reading the quick guide for the LINK Webshop platform with Microsoft merchandise and promotional items.

We hope you feel ready to log in and benefit from the features the shop has to offer for you and your company.

If you have any questions don't hesitate to reach out to your contact person, send us a message through the Message Center in the shop or contact our general support at support@conxion.dk.

Link to the webshop: <https://www.conxion.dk/microsoft/>





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