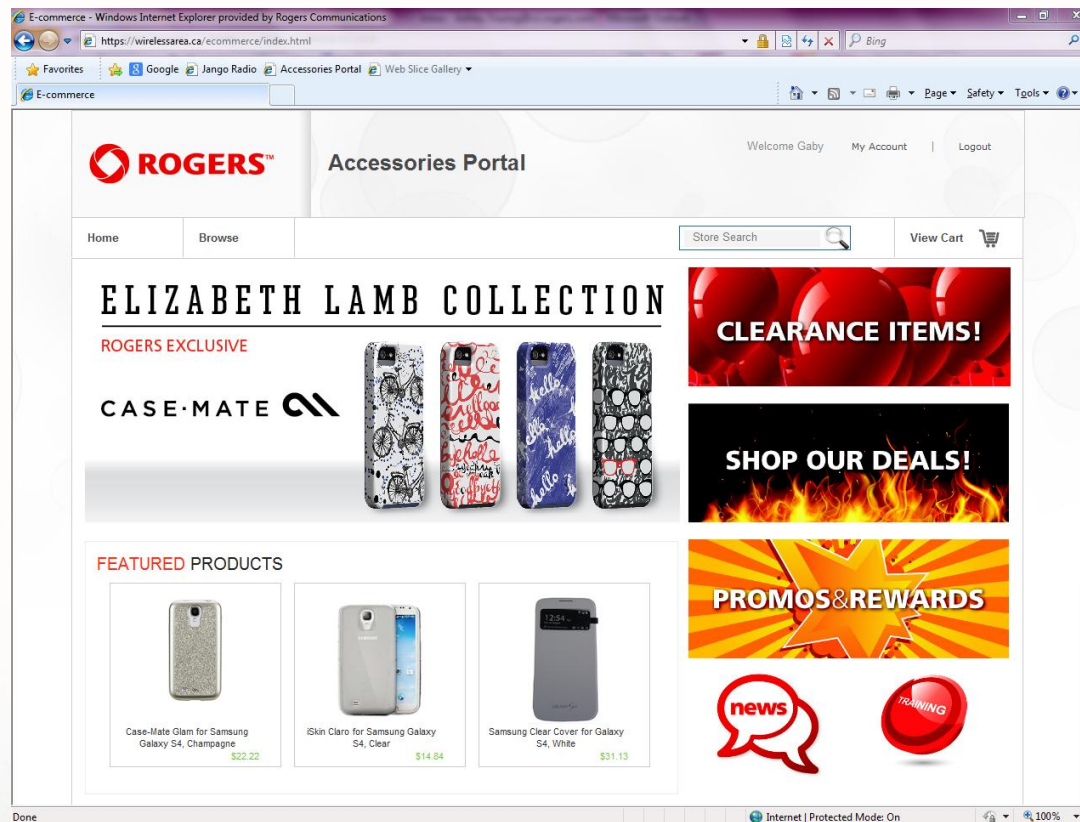


Rogers Accessory Portal

Quick Start Up Guide

Overview

The Rogers Accessory Portal is a one stop shop for all your accessory needs! Browse and order your favourite products in one convenient online portal.



ROGERS TIP

Access the Rogers Accessory Portal daily to take advantage of our flash deals!



Key Benefits

The portal has great benefits to keep things simple, seamless and efficient:

- ✓ **Order Visibility** – View the status of your order at any time, all the information is right at your finger tips!
- ✓ **Inventory Availability Status** – See how many units are in stock and avoid back orders
- ✓ **Notifications** – Receive email confirmation for all orders and see “what’s new” with our monthly newsletters
- ✓ **New Device Launches** – Accessories available in time for device launches
- ✓ **Wish Lists** – Stores can request stock by saving their own wish lists
- ✓ **Exclusive Offers** – Access to Rogers dealer exclusive promotions
- ✓ **Returns** – Easy, no hassle returns
- ✓ **Training** – Use materials in the new Training section to educate your reps
- ✓ **Latest and Greatest Accessories** – Get access to the newest and most innovative accessories
- ✓ **Credit Card Payments** – Pay for orders with your favourite credit card

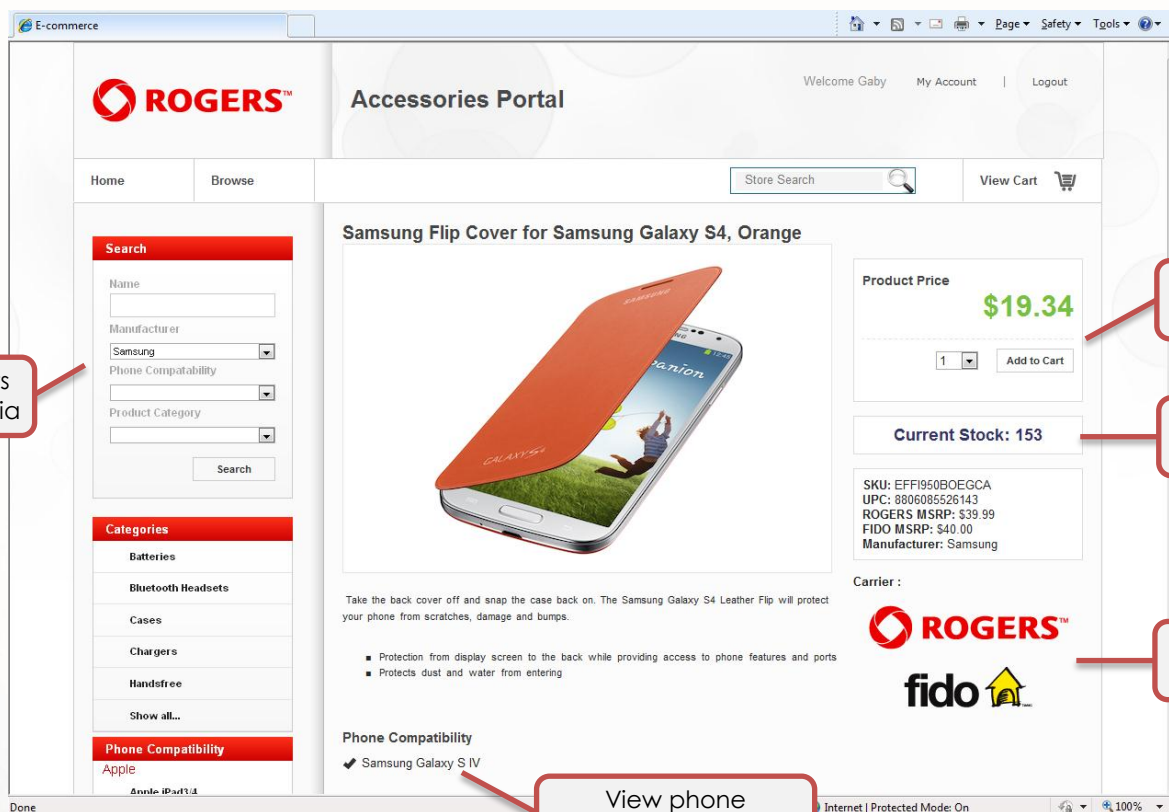
ROGERS TIP

Save big on great products by visiting our Clearance Centre! Click on the “Clearance Items” link located on the Portal homepage.



Key Benefits in Action

New features makes finding information easier!



ROGERS TIP

Product Out of Stock?

Subscribe to an email notification and we'll let you know when product is back in stock! To subscribe, click "Request additional stock", check the "Please notify me when the desired stock is available" box and click "Submit Query".




How to Place an Order – It is as easy as 1, 2, 3!

1. Shop

- Select the product you love
- Select the quantity you want to order
- Click the “Add to Cart” button
- Repeat

2. Review Your Order

- Click “View Cart ” (upper right hand corner)
- Review your cart
- When you’re sure, click “Begin Checkout”. You must have at least one item in your cart to checkout.

3. Checkout

- Enter your contact & shipping information. Click continue.
Helpful Hint: Have an existing address? Use the “Select from Existing” dropdown menu at the top of the page, and select your address. Any new addresses you enter will be automatically populated to the dropdown menu for your next order.
- Review your shipping costs. When you’re ready, click “I’m Ready, Proceed to Checkout”
- Enter your credit card information and billing details
- Enter any notes you may have regarding your order
- Click “Order”. Do not click the button twice.
- Once processed, an order confirmation will appear. A summary of your order will also be emailed to you.

ROGERS TIP

Using Wish Lists



Wish lists can be a helpful tool to manage store level product listings. Grant store managers access to the portal and allow them to manage their own wish lists for weekly replenishment orders. Inventory managers can vet the wish lists and order the product to their stores.

Simple. Seamless. Efficient.

To use this Rogers Tip, follow these steps:

Store Managers:

1. Shop as per step #1
2. Click “View Cart”
3. Click “Save Wish List”

Inventory Managers:

1. Click My Account
2. Click Wish List (left navigation)
3. Select wish list
4. Click “Order this now”
5. Check out as per step #3

For more information about wish lists, please see the full training guide located in the Training section on the homepage.

My Account

The My Account section contains information specific to you. This section allows you to update and modify your account information. To access your account, click “My Account” in the top navigation.

- **Profile**

- Use this section to update your account address and email information. Note that all communications including order confirmation emails will be sent to your email address listed here.

- **Change/Forgot Password**

- To change your password, enter and retype your new password and click the Save button.
- If you forgot your password, click “Forgotten your password?” on the sign in page. Enter your email address and click “Send password”. An email will be sent to you with instructions on how to reset your password.

- **Wish Lists**

- Use this section to view your existing wish lists.
- Click on a wish list to view its items. If you are ready to order the items in the wish list, click the “Order this now” button.

- **Address List**

- You can manage all of your store addresses here. These addresses will populate when you are completing your order.
- To edit an address, click on the address, make the appropriate changes and click “Save”.
- To add a new address, click “Add New Address”, enter the new address and click “Save”.

- **Support Tickets**

- Need help or have feedback? Contact us! Support tickets are a means for you to request stock, process a return, tell us about an order, etc. Whatever it is, we want to hear from you!
- If you have created any support tickets, they will be displayed here. To view an existing support ticket, click on a ticket and the information will be displayed.
- To create a new support ticket, click the “Add New Ticket” button. Let us know what you’re thinking and click “Submit Query”.

ROGERS TIP

Grant your frontline reps access to the Portal to allow them to show customers product specific information. Best of all, reps can print product details directly from the Portal for customers to take home!



Thank You!

For any questions or concerns, please
contact AccessoryMgmt@rci.rogers.com