Customer Center
User Guide

DIPACO

www.dipacodtech.com
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Welcome!

Welcome to the DIPACO/DTech Customer Center! This user guide will help you become familiar with all the features and functionality of the Customer Center on our website. You will need a login, password, and the appropriate permission to access the Customer Center.

We recommend full Customer Center access for those who handle the accounting, invoice review, and payment of invoices for their company. We suggest DIPACO Web Access for those who place product orders or view product pricing, but do not need to view invoices or make payments.

If you do not have a login please contact the DIPACO/DTech Customer Experience team at 1-800-648-4720 Option 2 or email cs@dipaco.com and they will provide you with access.
To get started, open the www.dipacodtech.com webpage.

Just above the search box on the right hand side of the page you will see “My Account.” Once you click this link you will be asked to enter in your email address and password. Click the “continue” button and you will be taken to the main My Account page.

The My Account page defaults to the Overview tab which shows the following information:

1. Company’s three most recent orders
2. Company profile
3. Company default shipping address
4. Company credit card (if we have one on file)
Clicking the **Orders** tab in the menu bar on the left side of the screen reveals the following sub tabs:

- Order History
- Returns
- Receipts
- Reorder Items
- Quotes
Clicking the **Order History** sub tab will show your company’s order history. For each order the following information is shown:

1. Order Number
2. Order Date
3. Order Total
4. Order Status
5. Tracking number

Clicking on the order number will show you all the details of the order. For larger orders this can take a moment to load.
If you wish to reorder items from a particular order click Reorder Items while on the Order History sub tab. From here you can enter the quantity of each item that you wish to reorder and add it to your cart.
Clicking the **Billing** tab in the menu bar on the left side of the screen reveals the following sub tabs:

- **Account Balance**
- **Invoices, Transaction History**
- **Print a Statement**

On the **Account Balance** sub tab, if you have an open account with DIPACO, you will see:

1. Account Credit Limit
2. Outstanding Account Balance
3. Remaining Available Credit Limit
4. Credit Terms
5. Open Credit Memos
Clicking the **Invoices** sub tab will allow you to view all invoices for your company.
You can sort invoices using the drop down menu on the upper right hand side of the screen, to filter by the following criteria:

- Due Date
- Invoice Date
- Invoice Number
- Amount Due
While viewing invoices based on any of the above-mentioned criteria you can also sort them using the second drop down menu on the upper right hand side of the screen, which has the following options:

- Overdue
- Due next 7 days
- Due next 30 days
- Due next 60 days
- Due next 90 days
- All
From the Invoices sub tab you have the option to select open invoices to pay. (Note: Open invoice can only be paid online using a credit card.) Clicking the check box next to the invoice or invoices you want to pay will cause the orange button at the top of the Invoices screen on the right hand side to change from “0 Invoices selected” to “Make a Payment”.
Clicking the “Make a Payment” button will take you to the Make a Payment page. On this page you will see the invoice(s) you selected to pay on the previous screen. From here you have the option to select or deselect invoice(s), and edit the payment amount to be made on each invoice. If you wish to pay only a portion of the invoice amount click “Edit Payment” under the invoice dollar amount.
A popup window will appear you can enter in the dollar amount you wish to pay and hit save. Once you hit save the pop up window will close and under the amount it will read “Partial Payment.” Once you have all the invoices selected and amounts you wish to pay entered, click the orange “Next” button in the payment summary box. This will take you to the Payment Review screen.
One the Payment Review screen you will see:

1. The invoice(s) and the amount(s) you selected to pay
2. Any open credit memos* you have the option to apply
3. Your payment total
4. Your payment method

Once you have verified everything is correct click the orange “Submit” button to complete the payment.

*Due to the variety of preferred accounting methods used by our customers, we do not automatically apply credit memos. Through the Customer Center your accounting department has the ability to apply credit memos as they see fit. Please see viewing credit memos later in this guide.
Clicking the Billing tab on the menu bar on the left side of the screen, and then the **Transaction History** sub tab will allow you to view all of the transactions that have occurred in your account and their status.
You have the option to view only a certain type of transaction by selecting an option in the drop down menu on the upper right hand side of the screen. You can sort the transactions using the second drop down menu on the upper right hand side of the screen by:

- Date
- Number
- Amount
Clicking the Billing tab on the menu bar on the left side of the screen, and then the **Transaction History** sub tab. Select the “Show Credit Memo” option in the drop down menu on the upper right hand side of the screen. This will show the credit memos for your account and their status. Be sure to clear out the date range boxes to view all credit memos. To view only certain credit memos you may specify a date range.
Account-Print A Statement

Clicking the Print a Statement sub tab will allow you to print an up to date statement of your account.

You have the option to customize the information that will show on the statement by specifying a statement date and start date and by selecting one or all of the check boxes.

We recommended the following settings for printing statements so that you’re viewing the same information you would if DIPACO/DTech sent the statement out to you:

- Select a Statement date
- Leave the Start date blank
- Click the Show only Open Transactions box

Clicking the orange ‘Print” box will create a PDF of your statement. At the top of your browser you can select to print or save the statement.
Clicking the **Settings** tab in the menu bar on the left side of the screen reveals the following sub tabs:

- Profile Information
- Email Preferences
- Address Book
- Credit Cards
- Update Your Password

Clicking on any of these sub tabs will allow you to manage your account and edit the information contained in each one.
Support Cases

Clicking the **Cases** tab in the menu bar on the left side of the screen reveals the following sub tabs:

- **All My Cases**
- **Submit New Case**
- **DTech Warranty Claim Request**
- **DTech/DIPACO Core Return Request** (Please see our Core Processing Guide for more information.)

The **All My Cases** sub tab allows you to view all cases related to your account along with their status. All cases must be created through the Customer Center.

The **Submit New Case** sub tab allows you to create a new case for review by the DIPACO/DTech Customer Experience team. Selecting the type of inquiry from the drop down menu will allow Customer Experience to better assist you with a resolution to your inquiry.
Filing a claim for warranty is never fun, to help speed things up and get your customer back on the road DIPACO/DTech now offers an online warranty claim form for your convenience.

The form is available on the Cases tab once you have logged in to the Customer Center.

• DTech Warranty Claim Request
Thank you!

We appreciate you taking the time to review the DIPACO/DTech Customer Center User Guide.

Should you need further assistance please contact Customer Experience at:
1-800-648-4720 Option 2 or email cs@dipaco.com