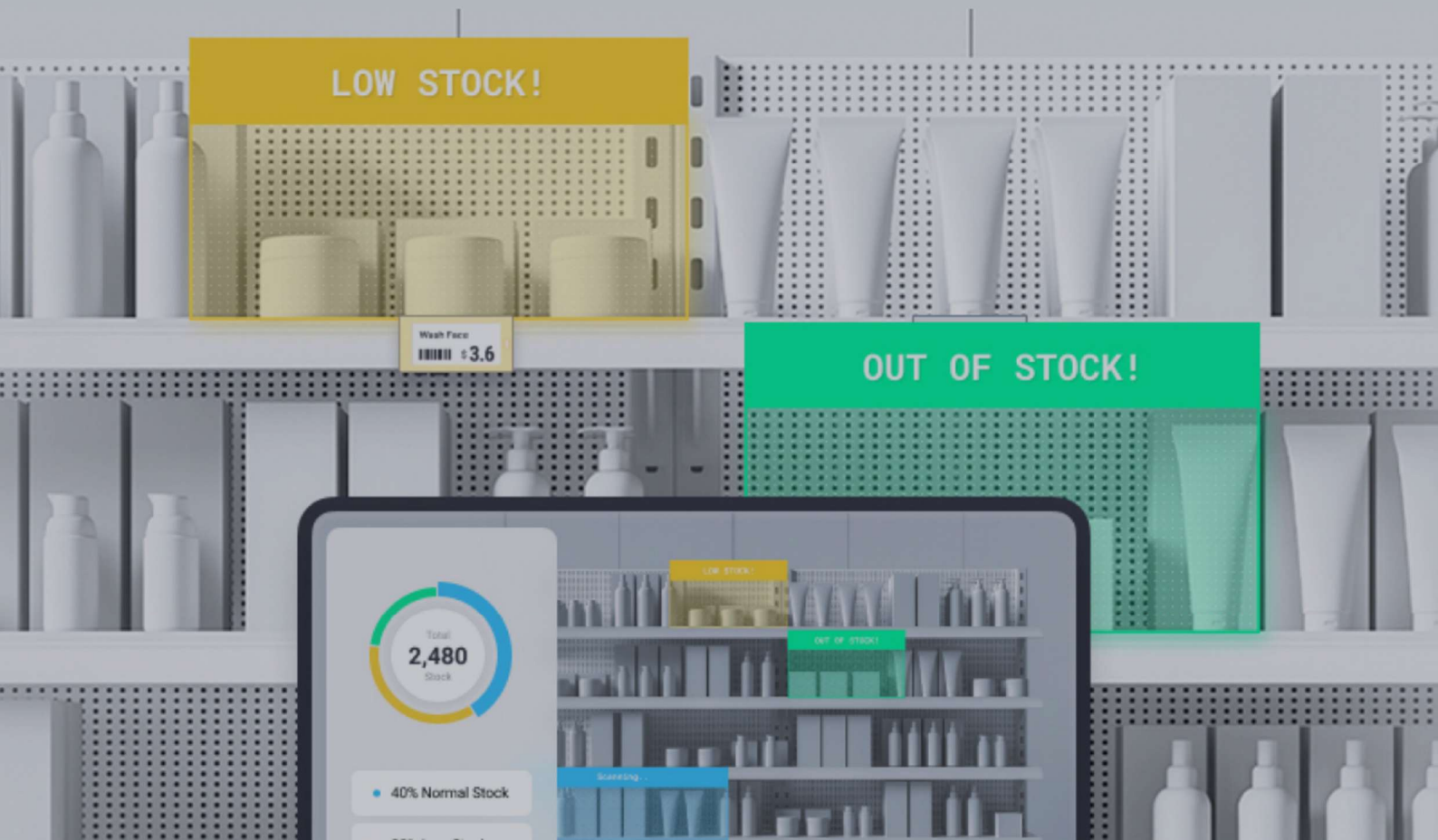
SOLUM

# Store

## User Guide

For Partners



# DOCUMENT HISTORY

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| V1.1 | 03-06-25 | Updated with Store V2 Changes |
| | | |
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# 1. Introduction

This user guide is designed to help you navigate through the Solum store and become a Solum partner. Follow the step-by-step instructions provided in this manual to enjoy a smooth and hassle-free shopping experience.

# 2. Getting Started

Users can access the Solum store by clicking the URL provided below in any web browser.https://solumstore.com It opens to the main page of the Solum Store.

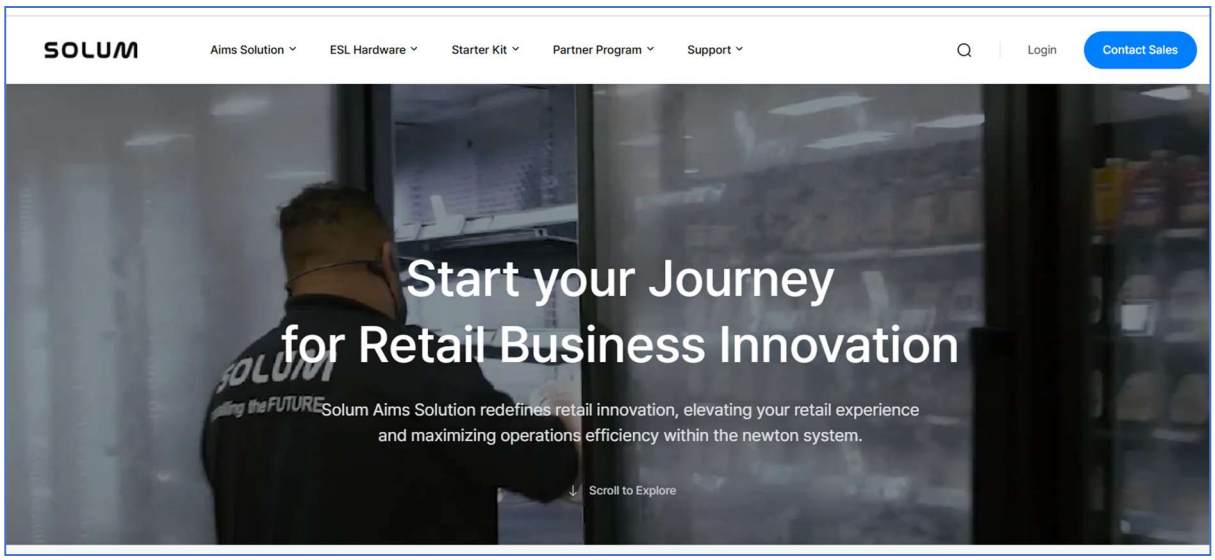


*Figure 1 Getting Started*

The main page of the store includes six primary tabs for easy navigation:


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- **Aims Solution** – Provides information about solutions offered.
- **ESL Hardware** – Offers details on available hardware products.
- **Starter Kit** -Sample kit for Demos and Hands on previews
- **Partner Program** – Explains partnership opportunities and benefits.
- **Support** – Accesses help resources and user support.
- **Login** – Allows users to sign in to their accounts.
- **Contact Sales** – Enables users to contact the sales team for inquiries.

## 2.1 Book a Demo

To book a demo and learn how Solum ESL solutions work with AIMS SaaS, follow these steps:

1. **Access the Main Page** – Open the Solum Store website to reach the main page.
2. **Scroll Down** – Navigate down the main page.
3. **Click "Get My Demo"** – Select the **"Get My Demo"** button to schedule a demonstration.

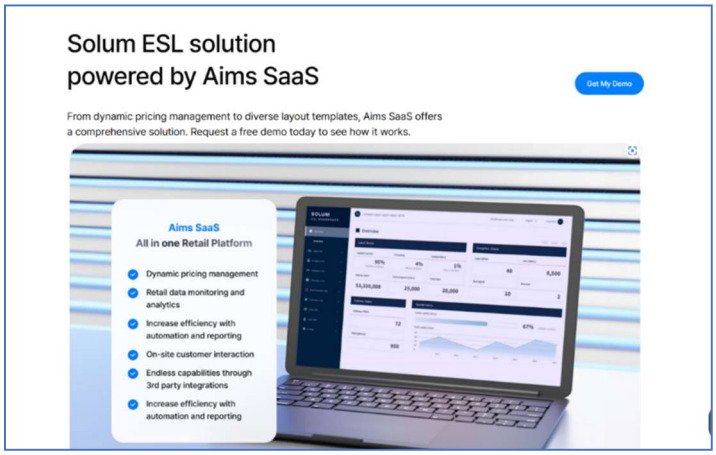


*Figure 2 Book a Demo*



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4. After clicking **"Get My Demo"**, you will be directed to a form.
5. **Fill in the Required Information** – Provide details such as your name, company, and any specific requirements or preferences for the demo.
6. **Submit the Form** – Once you've filled out the form, click **Submit** to complete your request for a customized demo.
7. Solum will contact the user to schedule a discovery call.

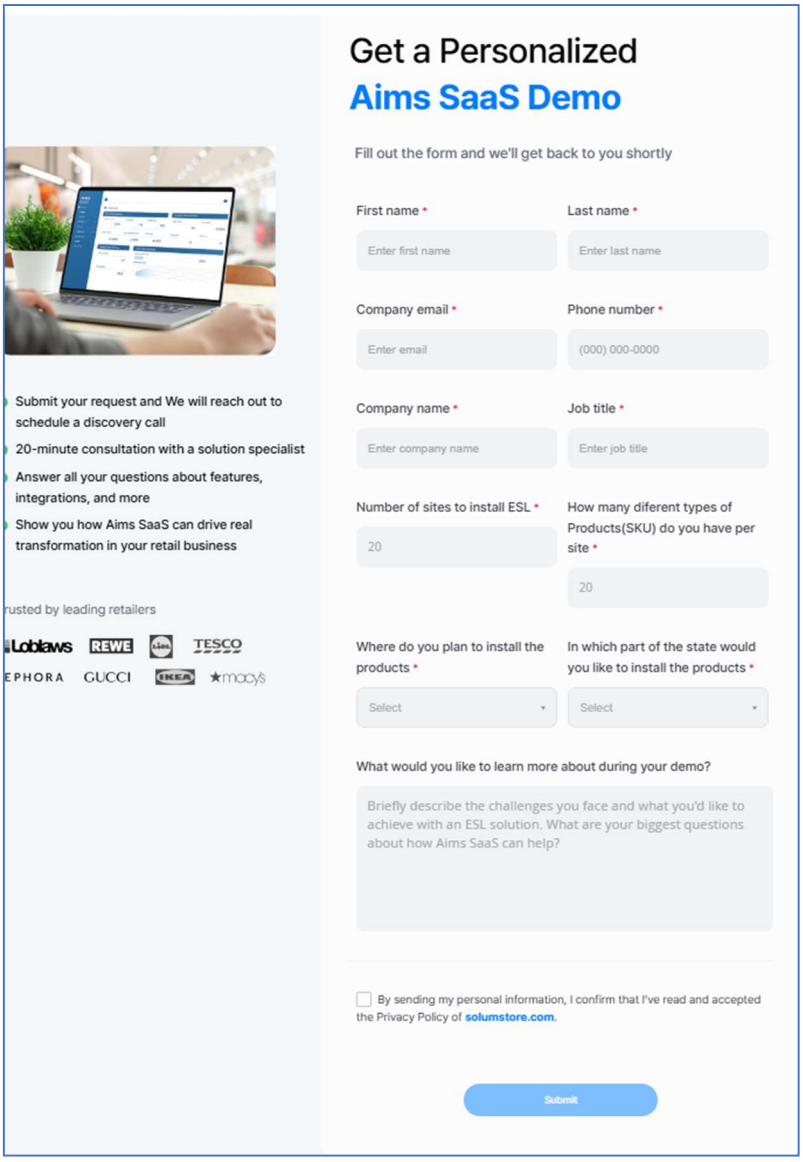


*Figure 3 AIMS SaaS Demo*



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# 3. Setup Your Account

Before accessing all the features of the Solum Store, users need to create an account.

To create an account:

1. Navigate to the **"Login" Tab** on the main page.

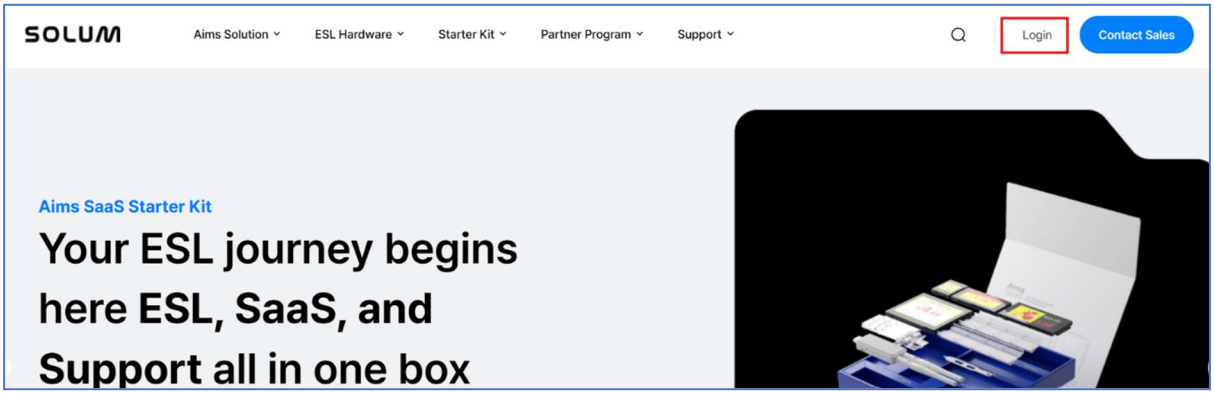


*Figure 4 Login*

2. Click **Create an Account** from the newly opened window.

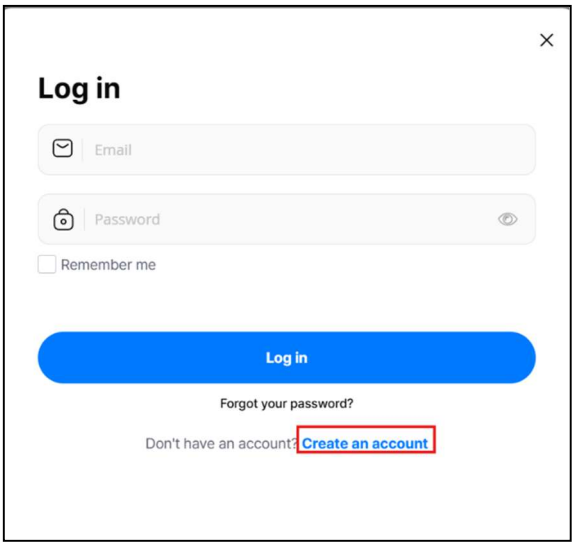


*Figure 5 Create an Account*



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3. Fill in the required information:
    - First Name, Last Name
    - Email
    - Password
    - Company
    - Country
    - Phone Number
4. Click **Continue** to complete the process.

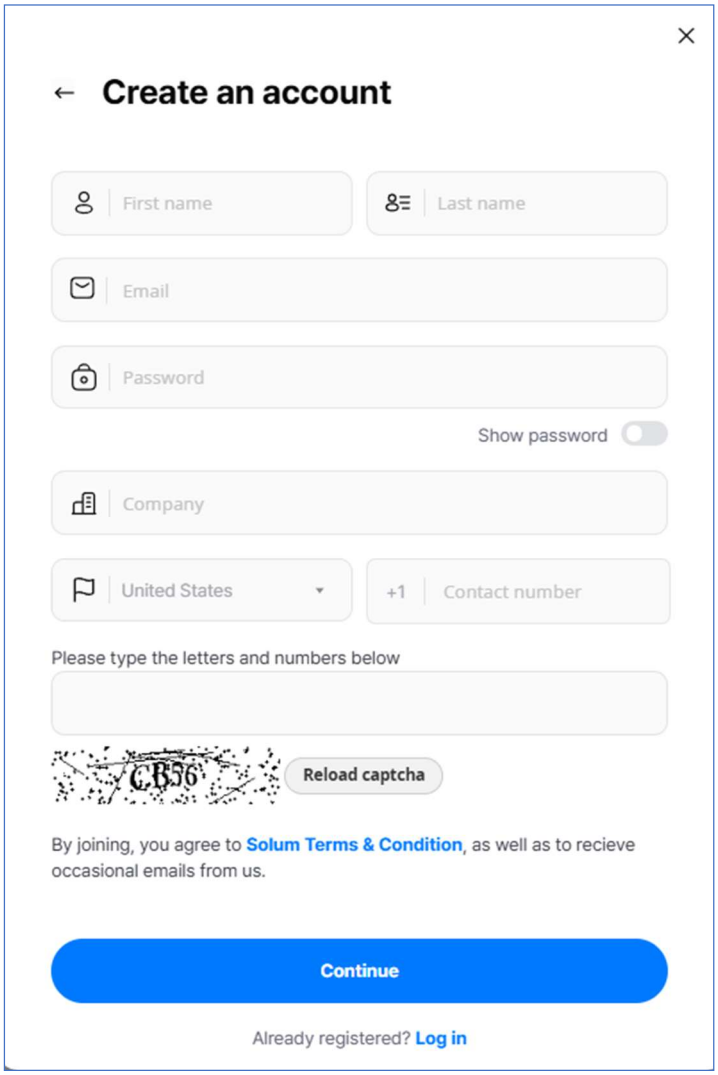


*Figure 6 Account Details*



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5. a pop-up message will appear stating that a confirmation email has been sent to your provided email address.

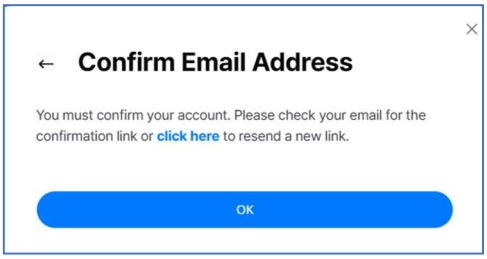


*Figure 7 Confirm Email Address*

6. **Check your email inbox** for the confirmation message from the Solum Store.
   (If you do not see the email in your inbox, check your spam or junk folder.)
7. Click the **Confirm Your Account** link in the email to verify your account.

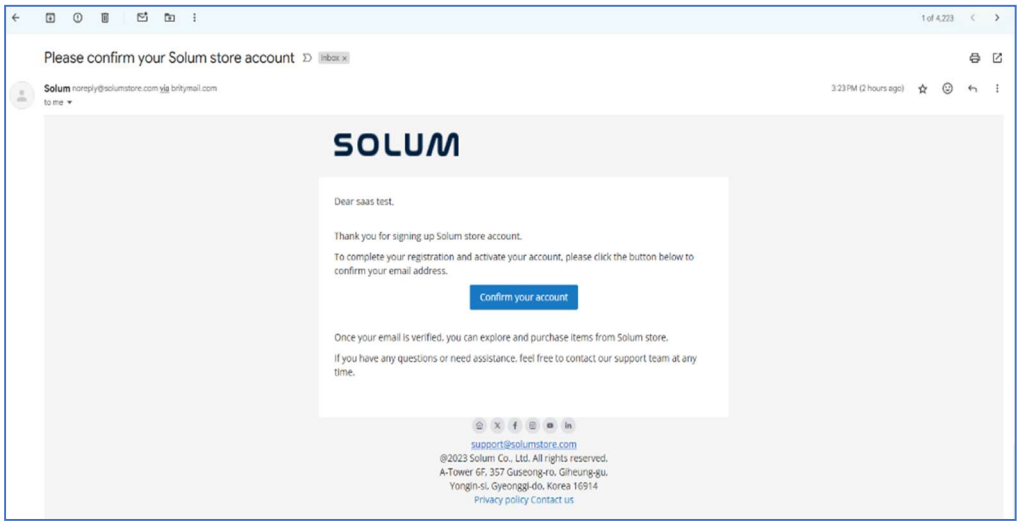


*Figure 8 Confirm Account Email*


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# 3.1 Login to Your Account

If you've been logged out of your account and wish to log in again, follow these steps:

1. **Go to the top of the page** and click the **"Login"** button.
2. **Enter your username** and **password** that you created while setting up the account.
3. Click the **"Log In"** button to access your account.

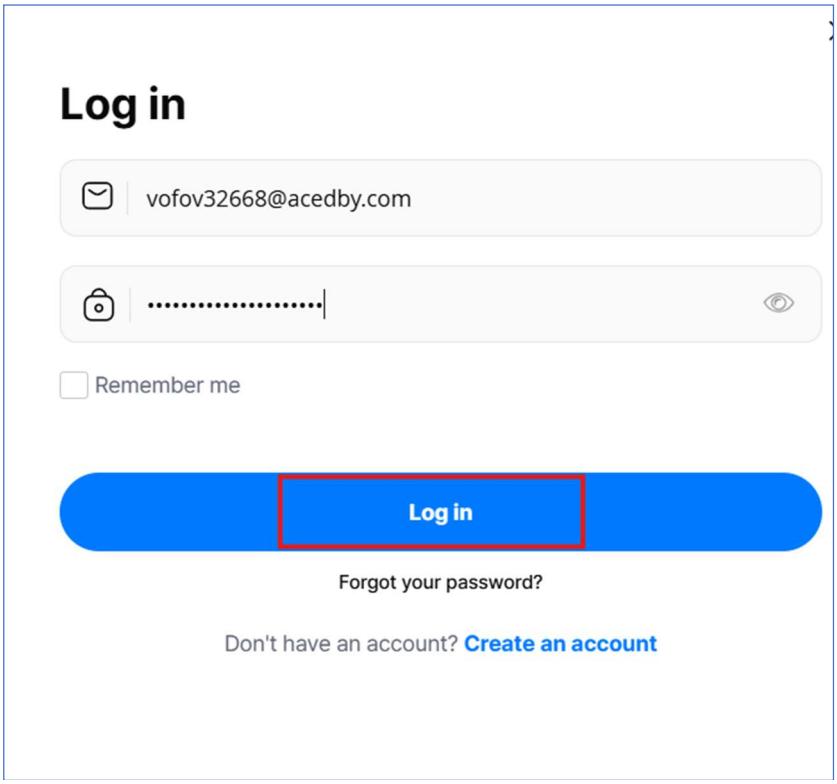


*Figure 9 Login*

# 3.2 Forgot Password



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If a user forgets their password, they can reset it from the Login tab.

1. Click **Login** from the navigation bar on the top
2. Provide your **Username** and click **Forgot Your password.**

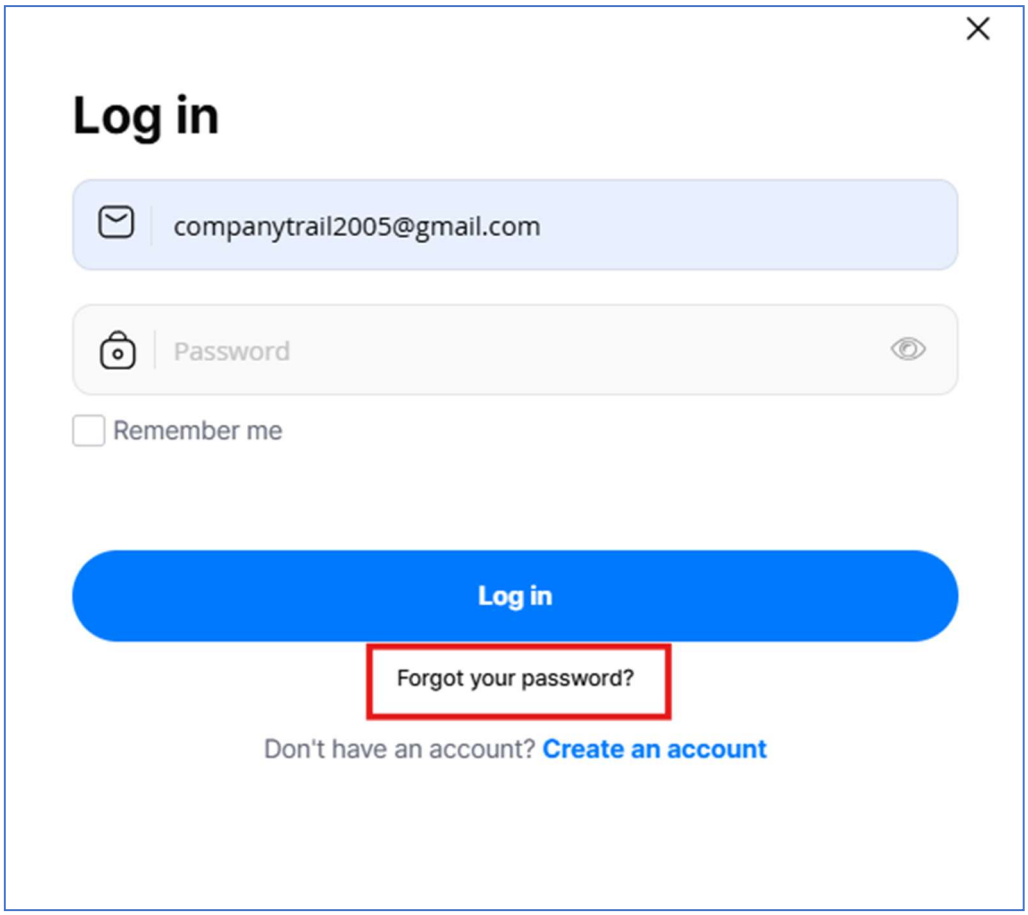


*Figure 10 Forgot Password*



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3. Provide your Email ID and Captcha, then click **Reset My Password**

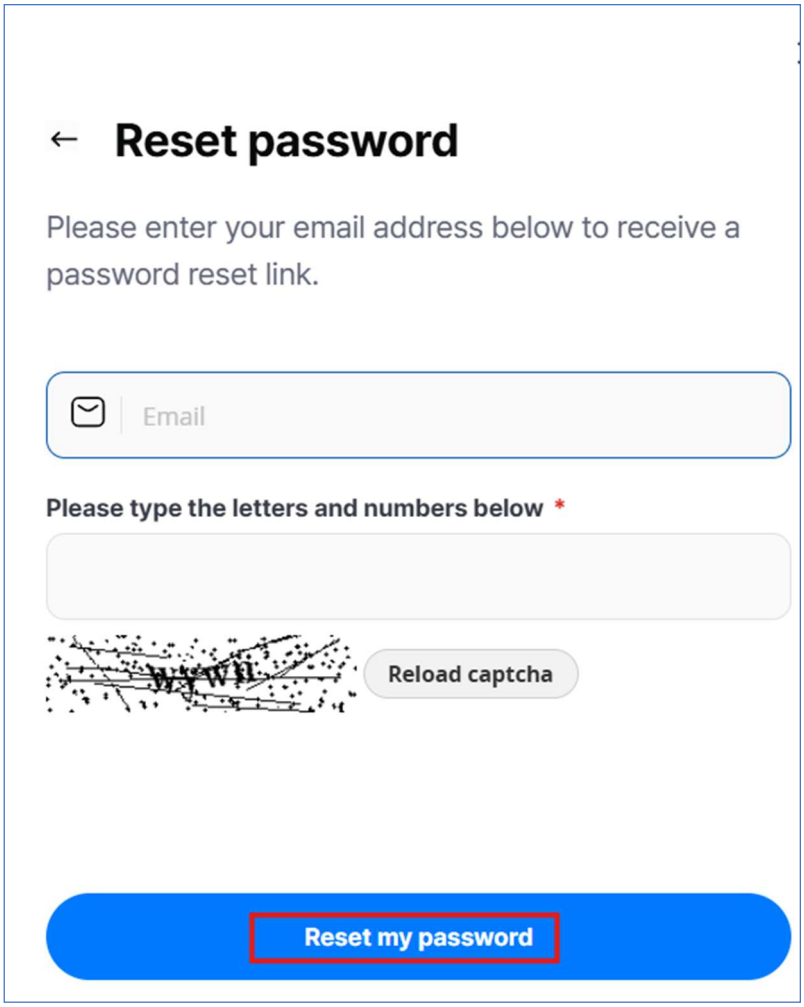


*Figure 11 Reset My Password*

4. Click **"Confirm"** on the newly opened window to proceed.



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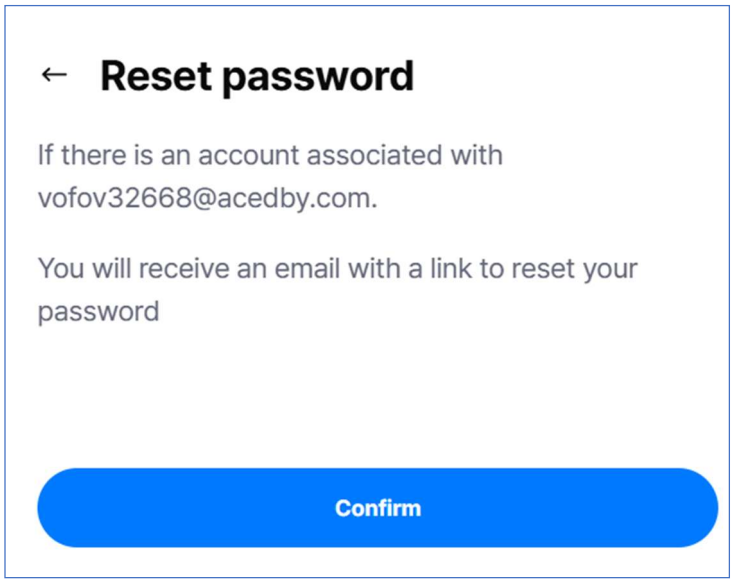


*Figure 12 Reset Password*

5. Check your Email ID for the password reset Link and click **Set a new password**.

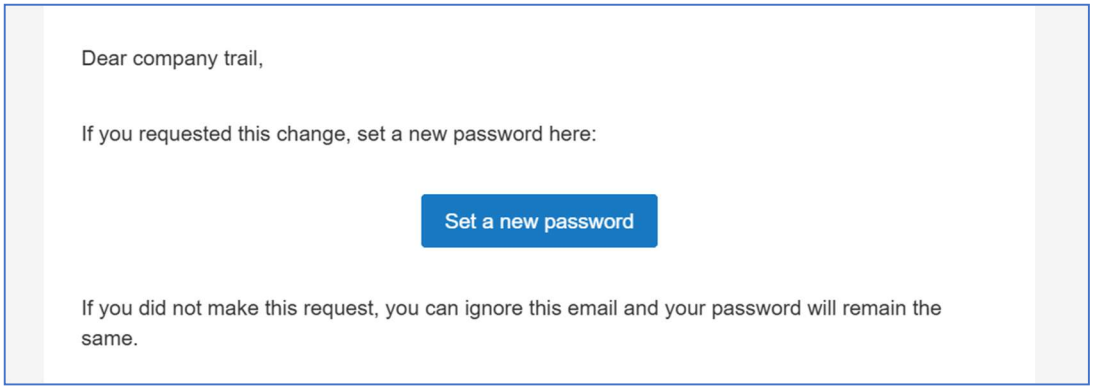


*Figure 13 Email-Password Reset Link*

5. Enter your new password and confirm it in the fields provided on the new page that opens. Click Set a New Password to complete the process.



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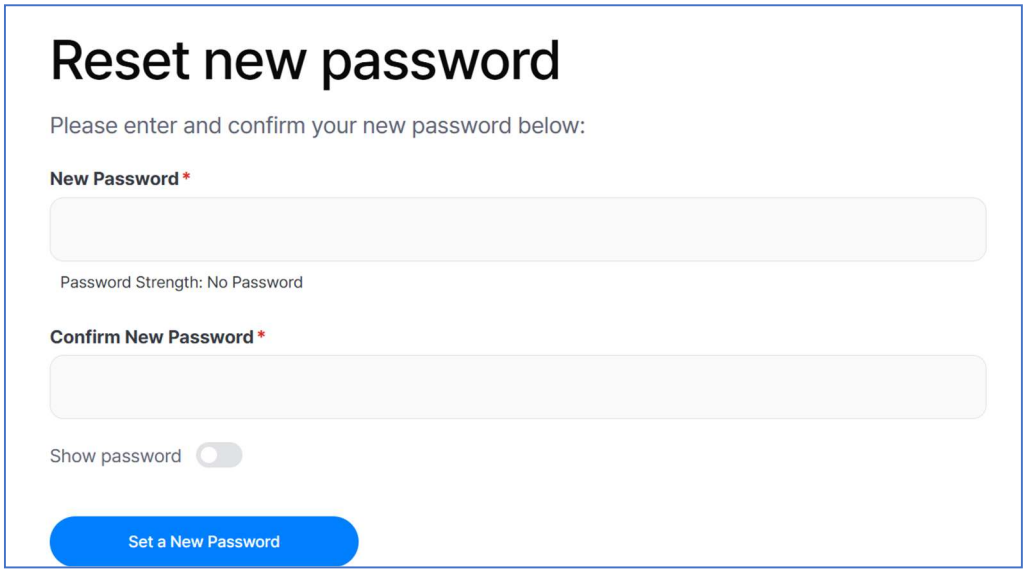


*Figure 14 Reset New Password*

## 3.3 Logout from Your Account

Once logged in, to log out of your account, click your account name at the top of the page, then select **"Logout".**

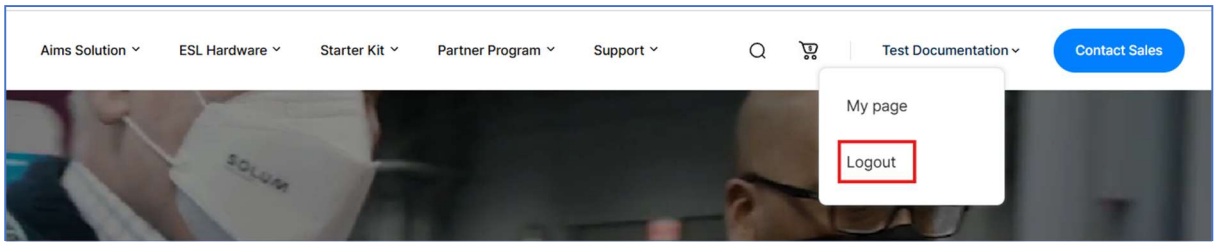


*Figure 15 Logout from Your Account*

# 4. Become a Partner

As a Solum Partner, users can have exclusive benefits such as special pricing, technical support, training, sales assistance, and collaboration opportunities.

To become a Solum Partner:

1. **Click the "Partner Program" tab to** take you to the Partner Program page.



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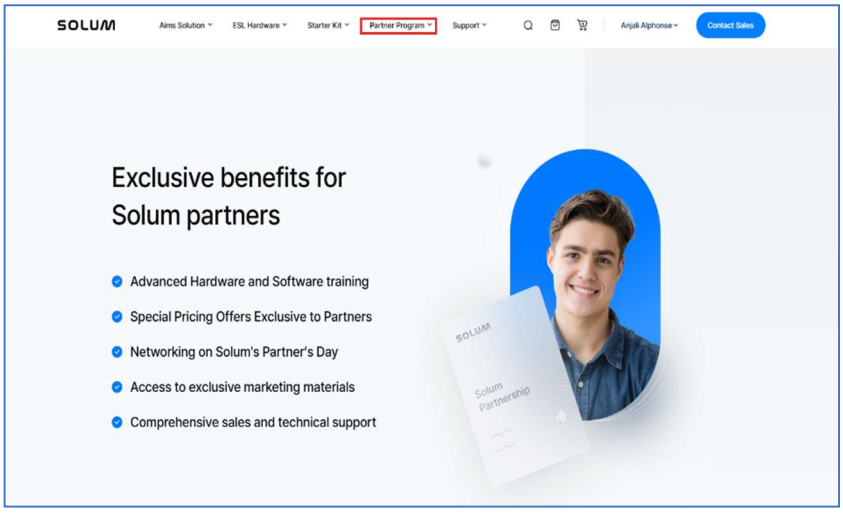


*Figure 16 Partner Program*

2. Click on **Become a Partner**

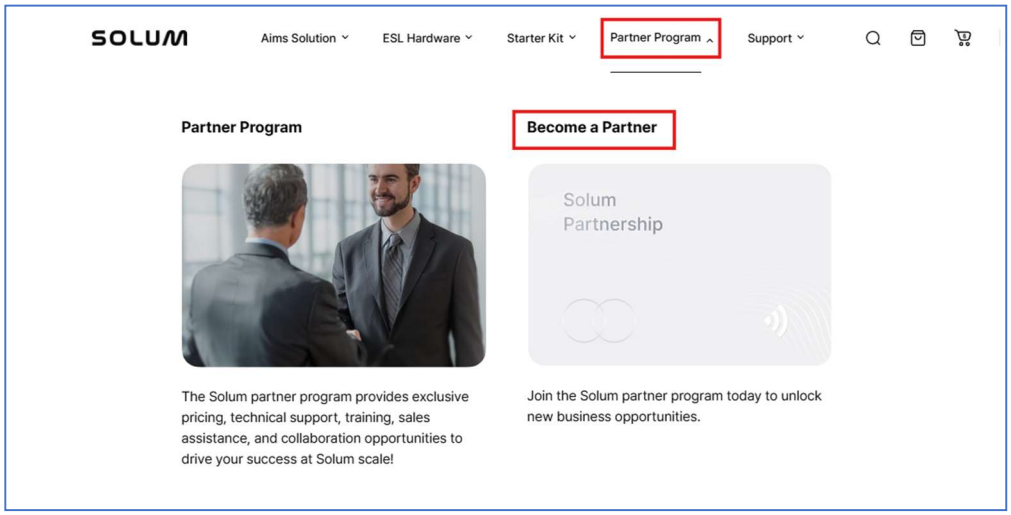


*Figure 17 Partner Program*

3. Provide your company details and attach your business card to the form. You can also add any extra information in the text box at the bottom. After filling in all the details, click the check box to agree to the privacy policy, then click **Submit**.



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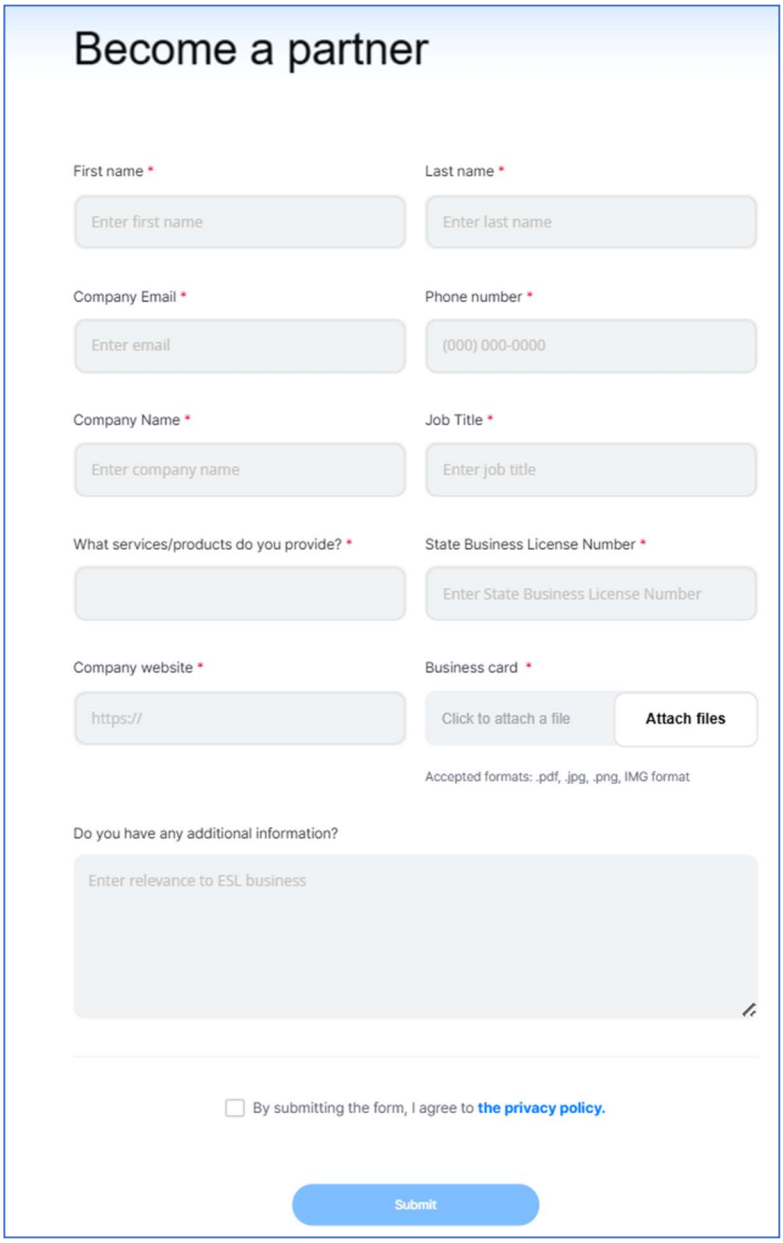


*Figure 18 Become a Partner*

4. After clicking submit, your request to become a partner will be sent to Solum.



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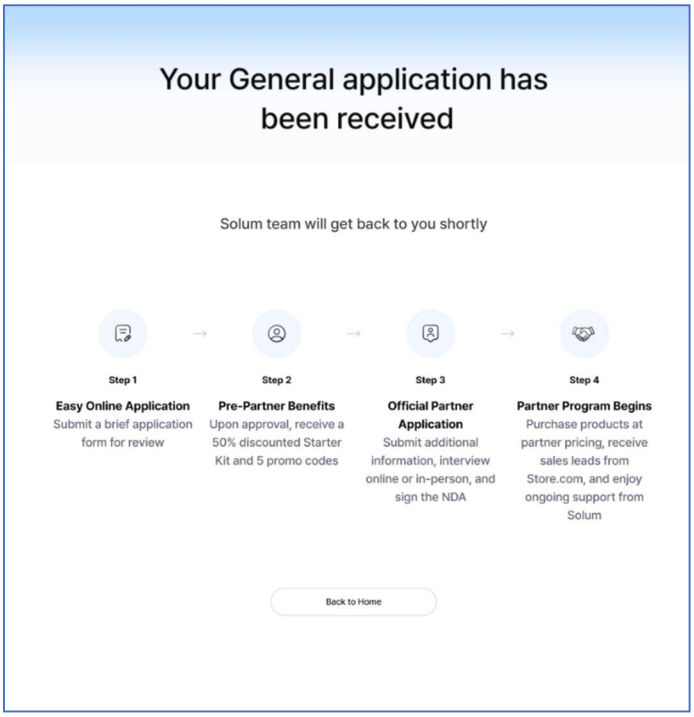


*Figure 19 Online Application*

5. Solum will review your brief application form. After the admin approves your account, you will receive a **50% discounted Starter Kit along with 5 promo codes** as a pre-partner.
6. You will need to **log in** again to your account to view your new offers and discounts.

## 4.1 Become a Certified Partner

1 Once a pre-partner is approved, Solum sends them an email inviting them to apply for the Certified Partner program.

2 The pre-partner fills out the application form and sends it back to Solum via email.

3 After receiving the application, Solum will arrange a meeting to evaluate the user for the Certified Partner program.



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# 5. Purchasing Products

## 5.1 Purchasing AIMS SaaS Starter Kit

User can purchase the AIMS SaaS Starter Kit from the store by clicking the **Starter Kit** tab on the main page.

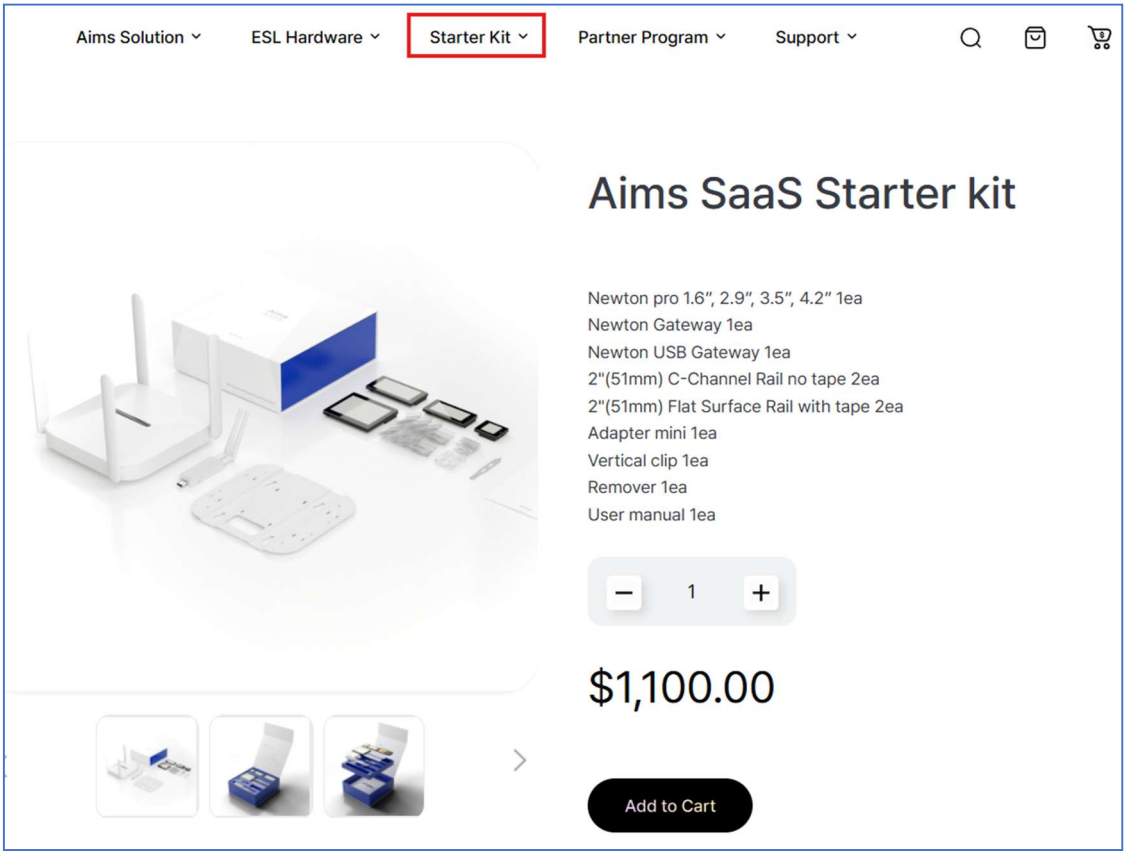


*Figure 20 Adding Starter Kit to Cart*

1. The new page provides details about the Starter Kit and its contents.
2. You can increase the quantity by clicking the **+** button.



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3. Click **Add to Cart** to add the Starter Kit to your cart.

4. Go to the shopping cart to see your added product.

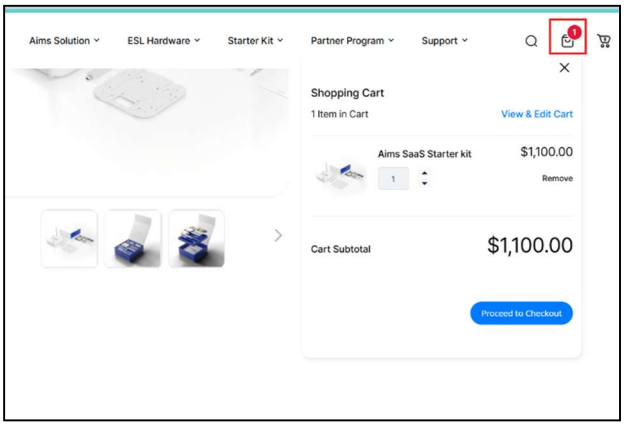


*Figure 21 View Shopping Cart*

4. You can increase or decrease the quantity using the up and down arrows. Then click **Update** to adjust the price based on the quantity selected.



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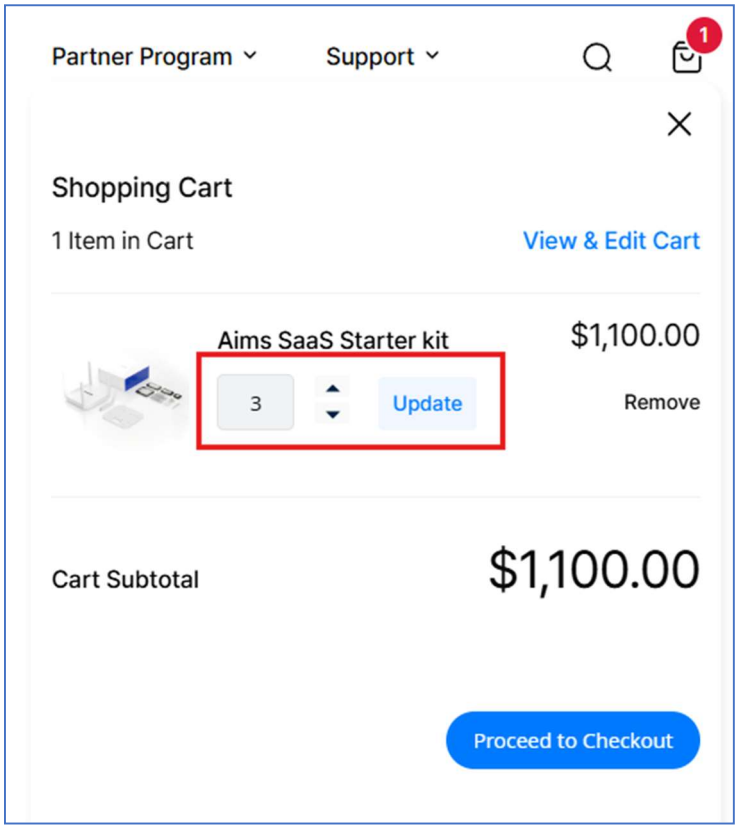


*Figure 22 Update Quantity and Price*

6. Click **View and Edit Cart** to edit your cart details and apply offers.

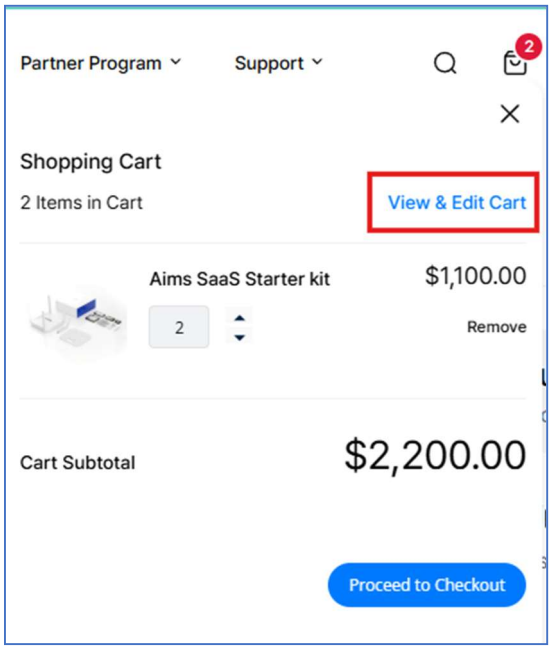


*Figure 23 View and Edit the Shopping Cart*



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8. Enter your coupon code in the **Apply Offers** section to avail the discounts.

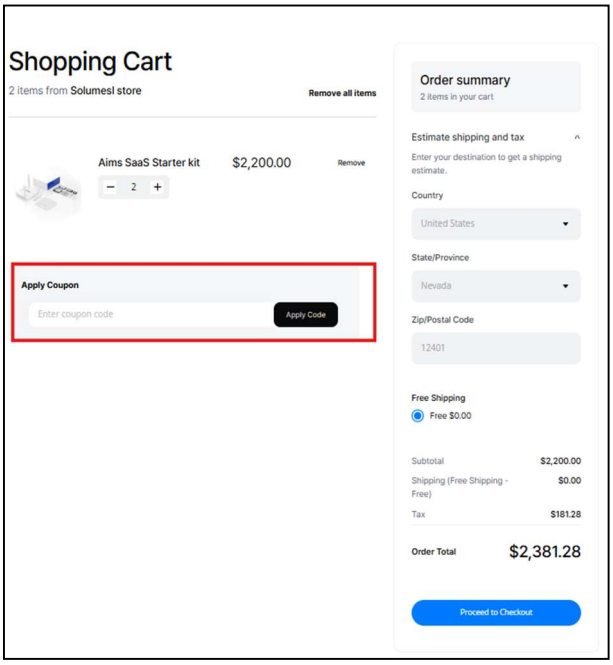


*Figure 24 Apply Coupon Code*

8. Check the order summary to see the discount you received as a pre-partner. This item will be displayed up to 5 times per user, and from the 6th order onward, the order will be processed without the discounted amount.



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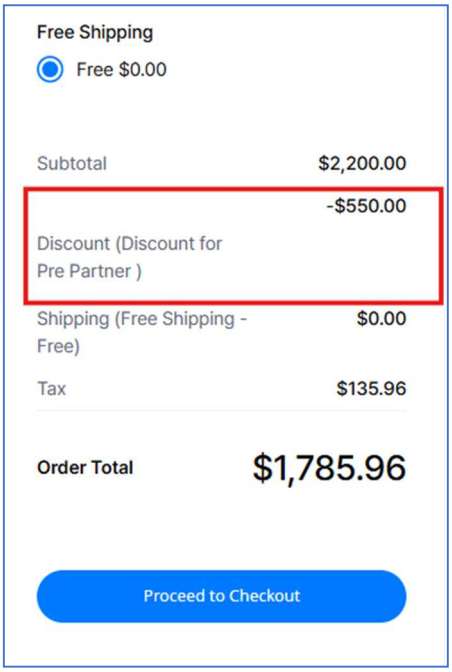


*Figure 25 Discount for Pre-Partner*

9. Click **Proceed to Checkout**. If you haven't set a shipping address before, a new page will open asking you to provide your shipping address.

10. Click either **Add New Address** or **Add Address** to enter your shipping address.

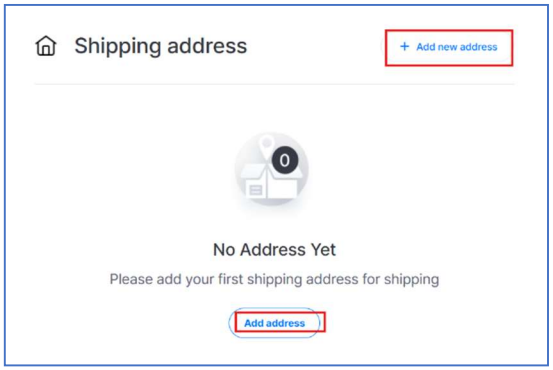


*Figure 26 Adding Shipping Address*

11. Provide the required details and click **Complete** to save your shipping address.



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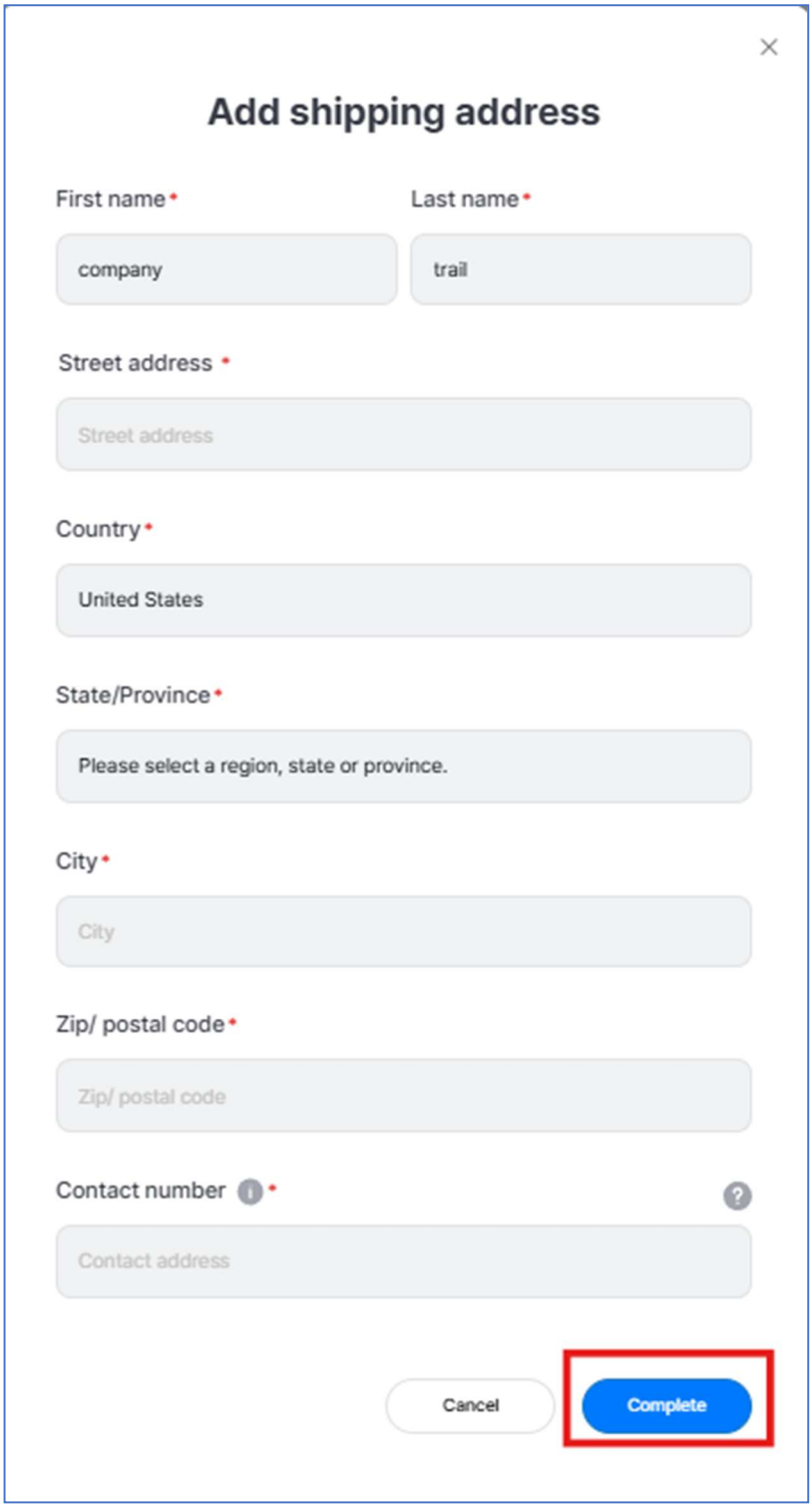


*Figure 27 Shipping Address Details*

12. Once the address is added, click **Continue** to proceed with your purchase.



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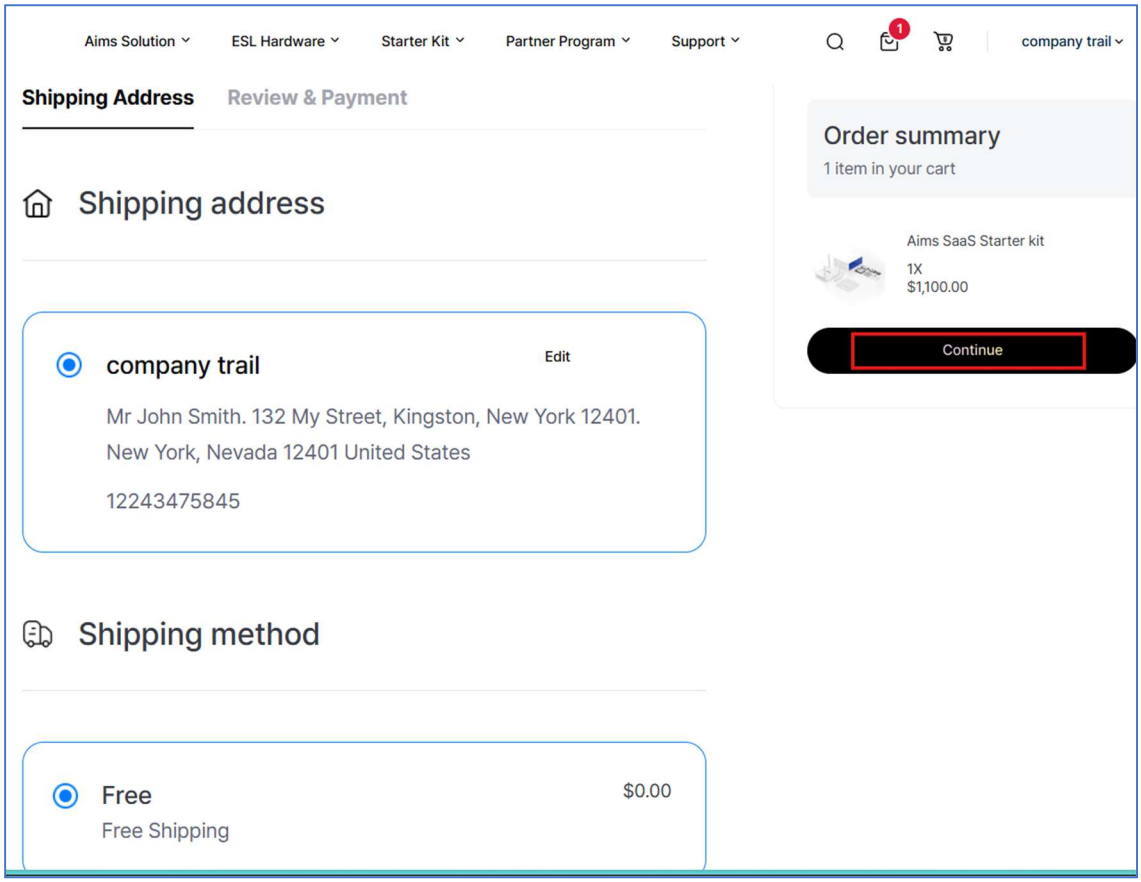


*Figure 28 Shipping Address*

13. Choose your preferred payment method for the purchase. You have two options:

- **Pay Online**: Pay through a card or bank transfer.
- **Purchase Order**: Pay using a purchase order number.



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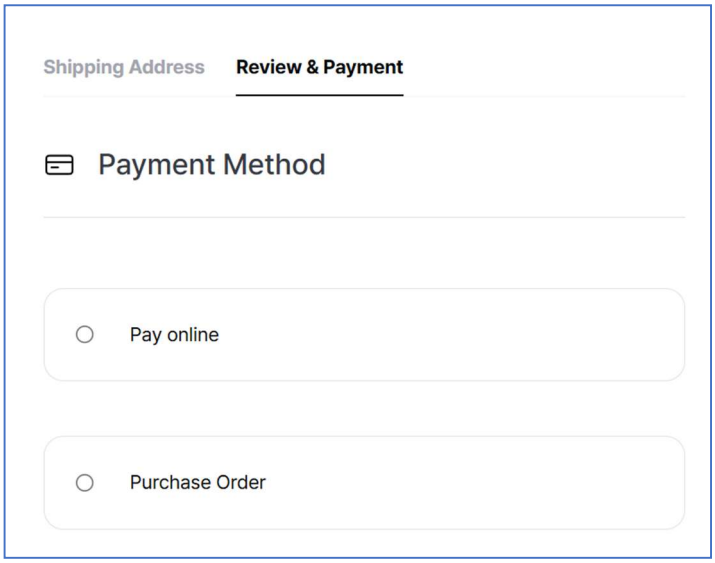


*Figure 29 Mode of Payment*

14. Click **Place an Order** to complete the process.

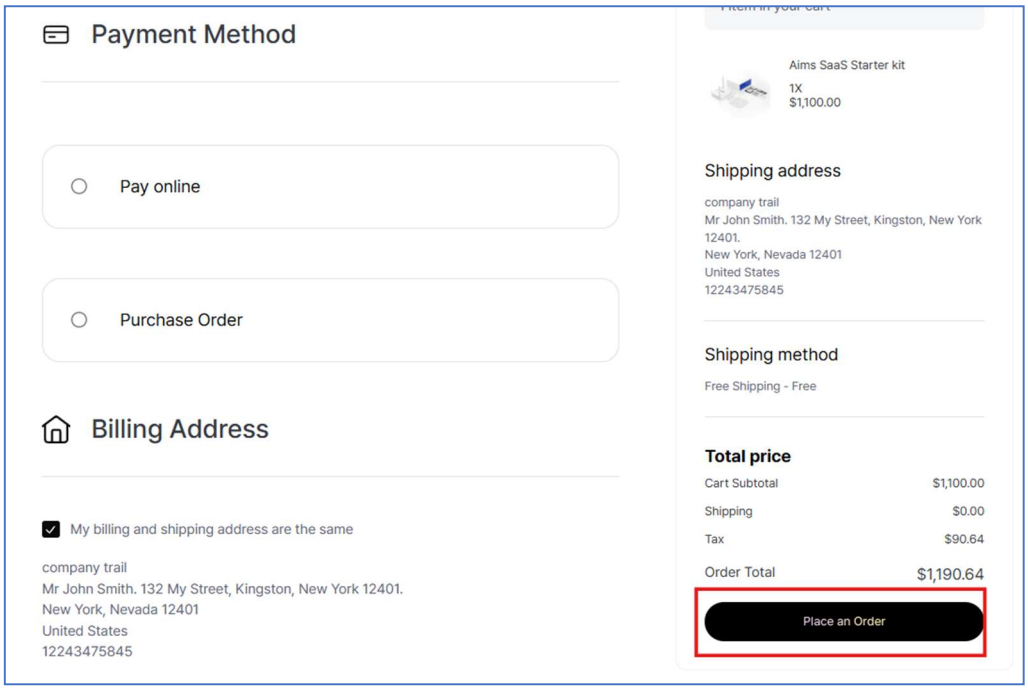


*Figure 30 Place an Order*



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15. A new window will appear confirming your purchase was successful.

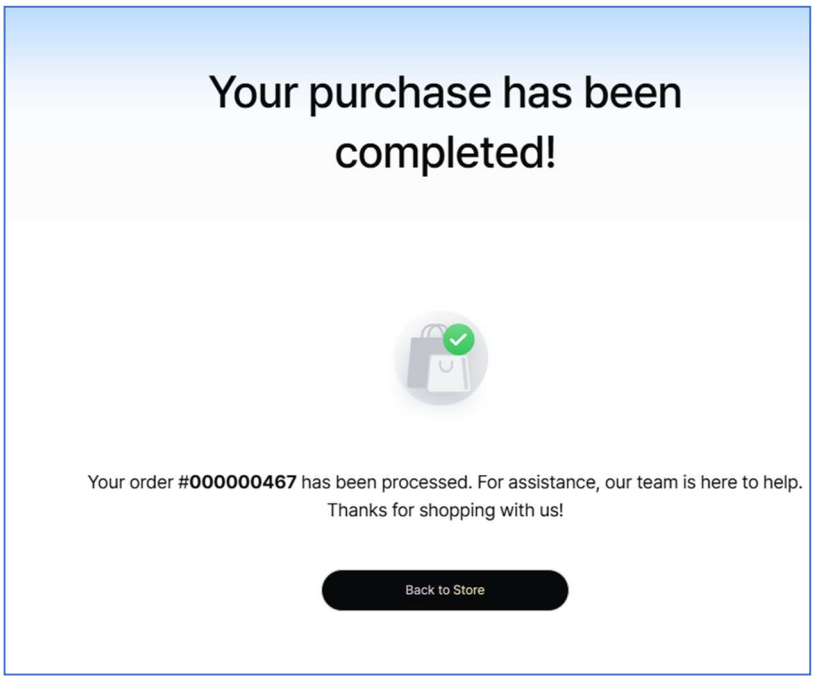


*Figure 31 Purchase Completed*

## 5.2 Purchasing Package Product

To purchase the Package Product, you must use the **Contact Sales** option.

**How to Buy a Package Product:**

- Go to the Solum store from the ESL Hardware tab, and click on Package Products.
- Choose the package that fits your needs.
- After selecting your package, click the **Contact Sales** button to proceed.



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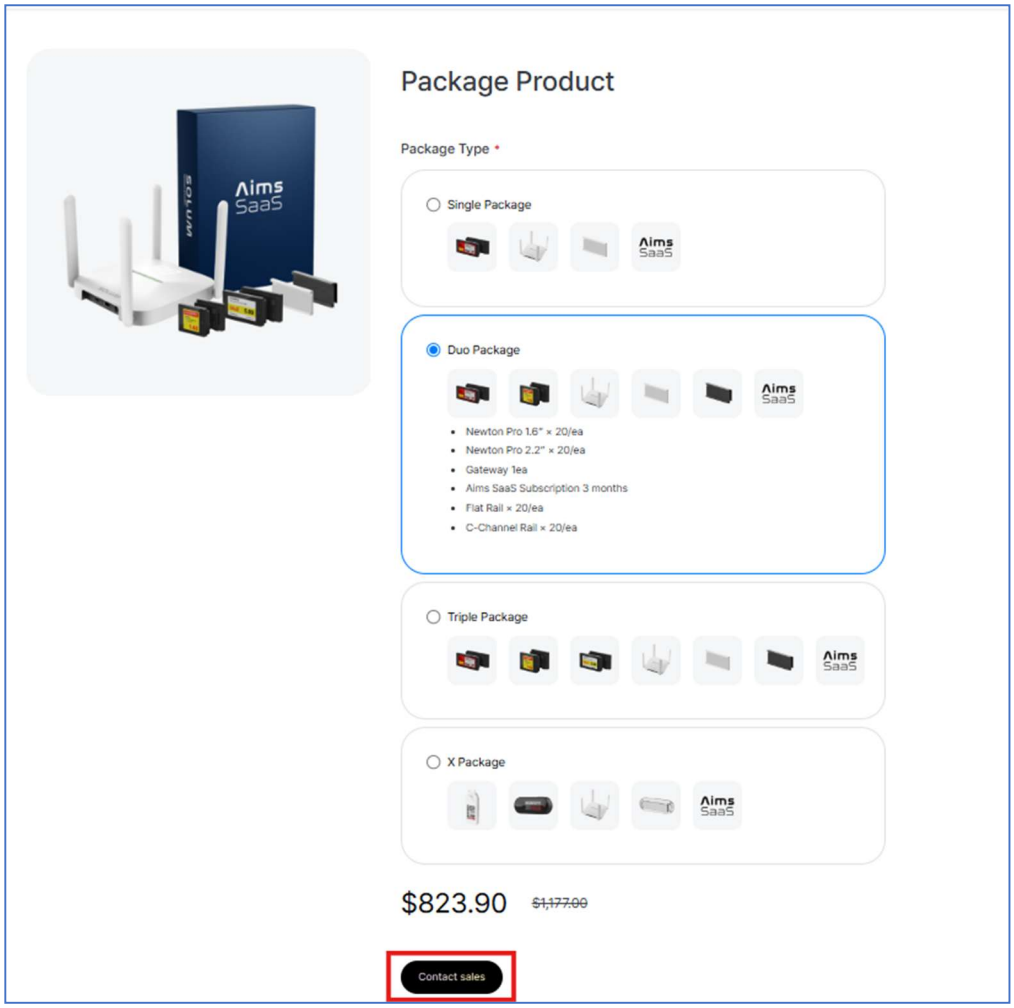


*Figure 32 Package Product*

***Note:*** *To understand how the* ***Contact Sales*** *feature works, refer to the* ***Contact Sales Instructions*** *section in this manual.*



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# 6. Request for Quote (RFQ)

Users can explore Solum's range of products using two convenient options:

**1. ESL Hardware Window**

If you're looking for specific product categories such as **package products**, **ESLs**, **gateways**, or **accessories**, you can navigate directly to the desired category from the ESL Hardware window.

**2. Using the 'Shop All' Option**

To browse and view all available products in the store, select the **Shop All** option. This allows you to explore the entire product range and make your purchase from the store. Choose the option that best suits your needs for a seamless shopping experience.

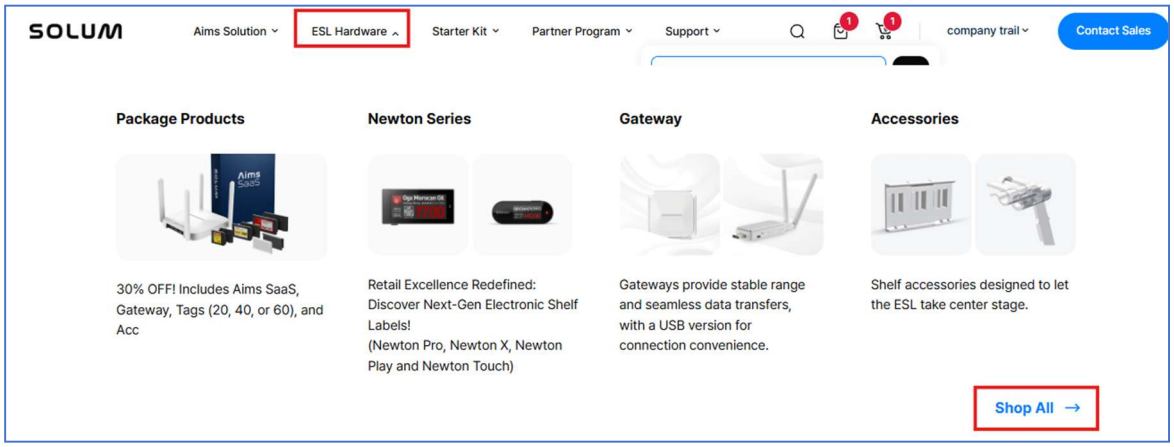


*Figure 33 ESL Hardware Tab*

When users click on the **Shop All** option, they will be redirected to the **Solum Store Page**. Here, the products are organized into five distinct categories for easy navigation and selection.

1. Newton Series
2. Gateway
3. Accessories
4. Starter Kit



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5. Package Products

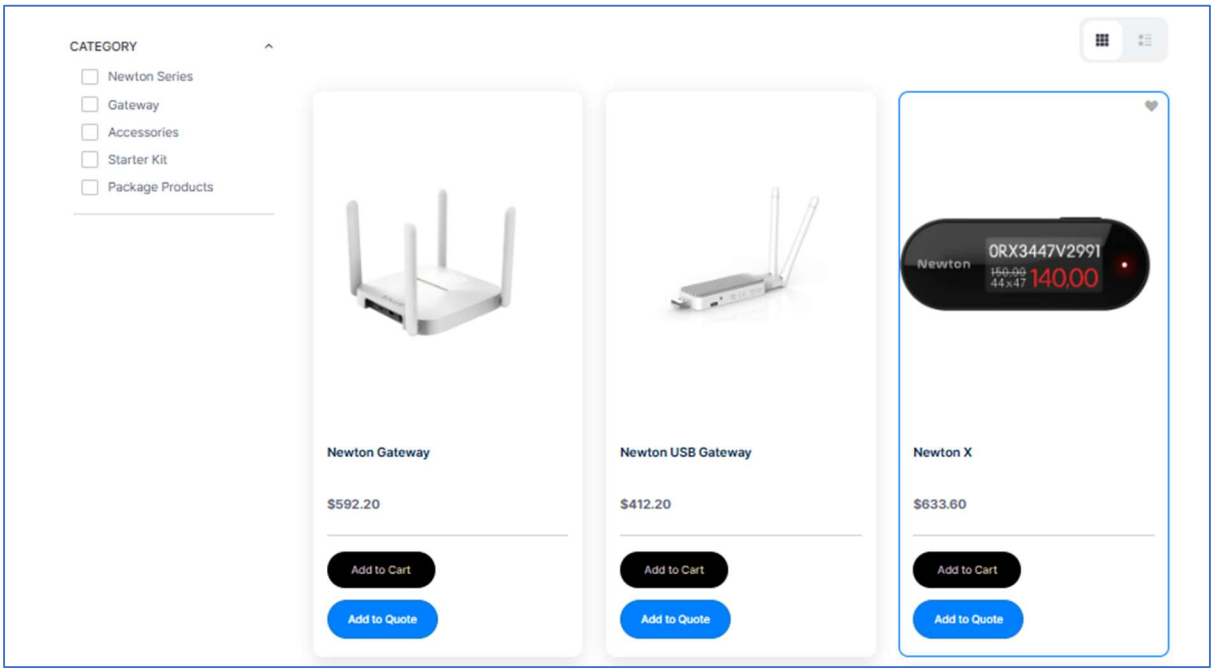


*Figure 34 Solum Store*

users can request a quote for purchasing the Newton series, gateways, and accessories. A **Request for Quote (RFQ)** helps users get better prices, custom offers, and clear details.

# 6.1 Adding Products to Quote Cart



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1. Select a product from the Solum Store.

Figure 35 Adding Products to Quote cart

***Note**: Users can directly add products to the quote cart from the store page, by clicking **Add to Quote** below the product image. Check your Quote Cart for the next steps.*

2. Click on the product image to open the detailed page for that product. Users can adjust the quantity and view the price here.



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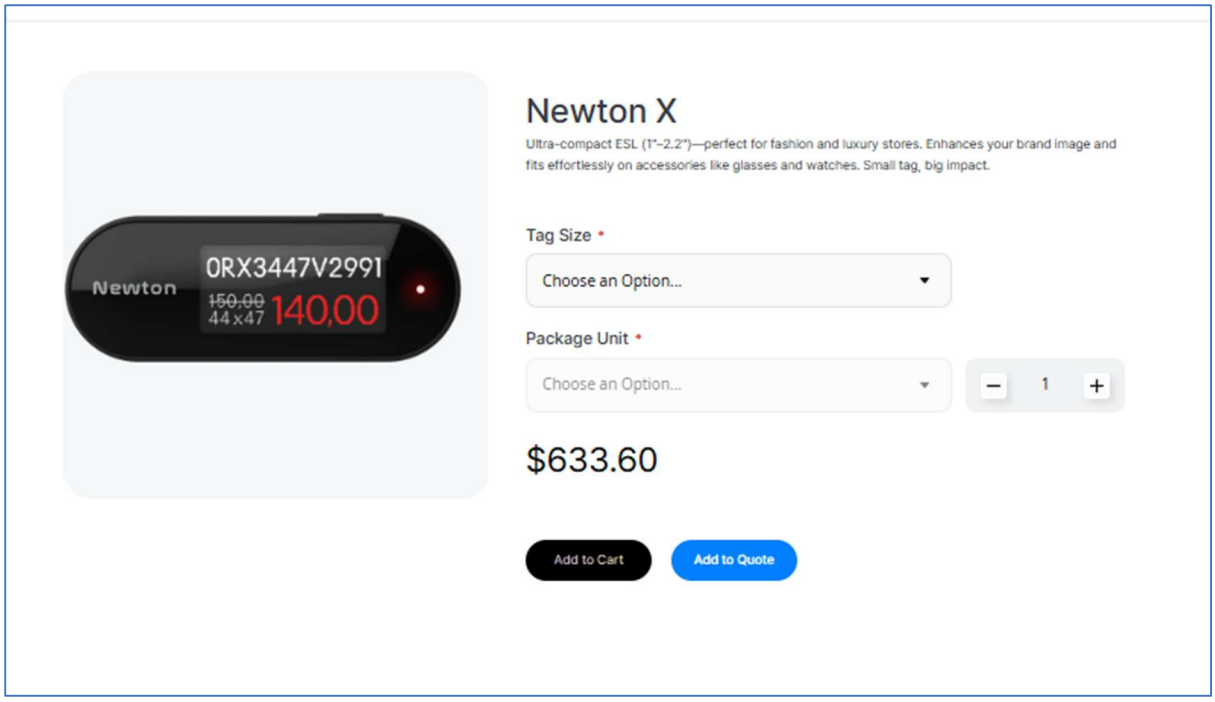


*Figure 36 Updating product details before adding to Quote*

3. Click **Add to Quote** to add that product to the quote cart.
4. Go to the Quote Cart.

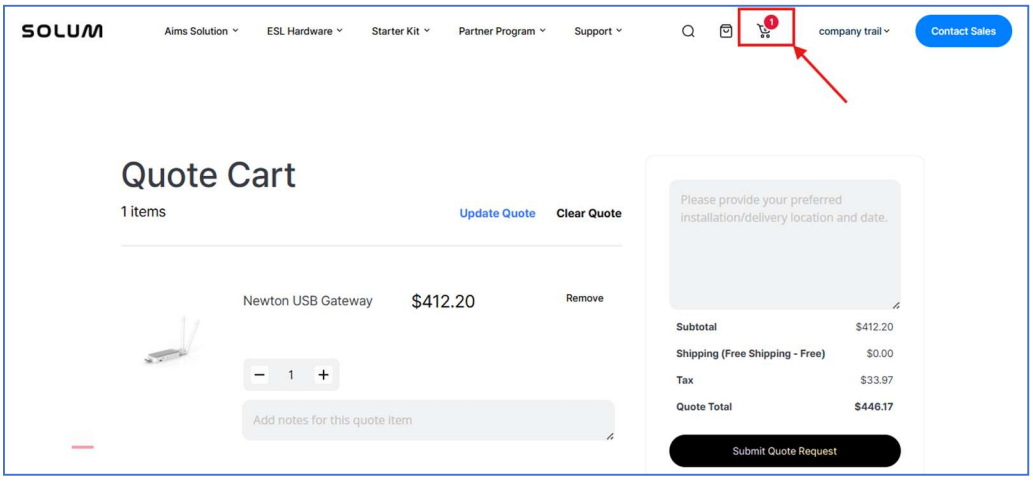


*Figure 37 Quote Cart*

5. click **View and Edit Quote** for any modifications.



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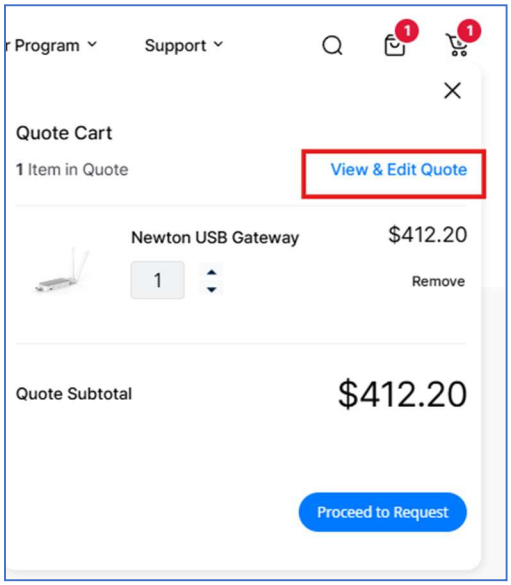


*Figure 38 View and Edit Quote*

6. Click **Proceed to Request** for further process.

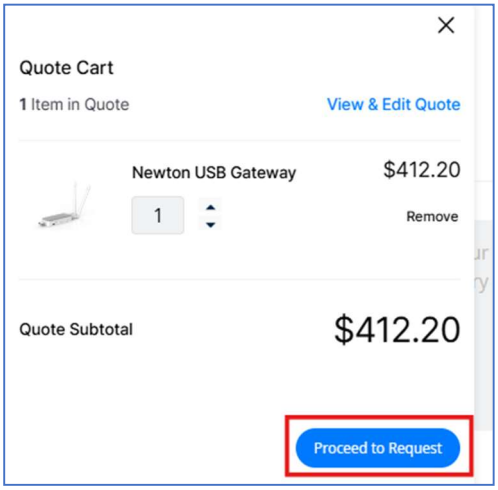


*Figure 39 Proceed to RFQ*

7. On the newly opened page, users can provide additional details about the item they have added.
8. In the next section on the same page, they can specify their preferred installation or delivery location and date.



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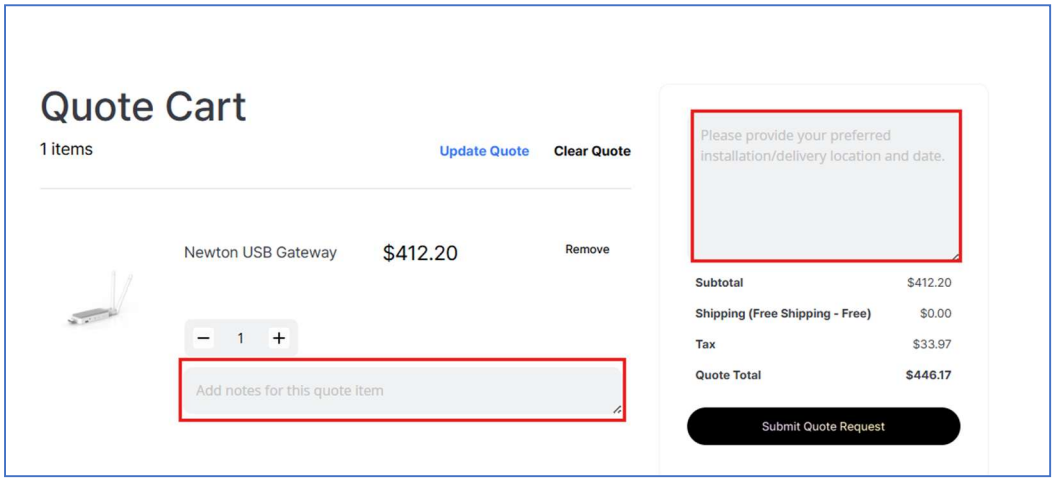


*Figure 40 Adding additional information to the Quote*

9. Click **"Update Quote"** to apply any changes made to the quote.
10. Click **"Clear Quote"** to remove all items from the cart.
11. Use **"Remove"** to delete a specific item from the cart.

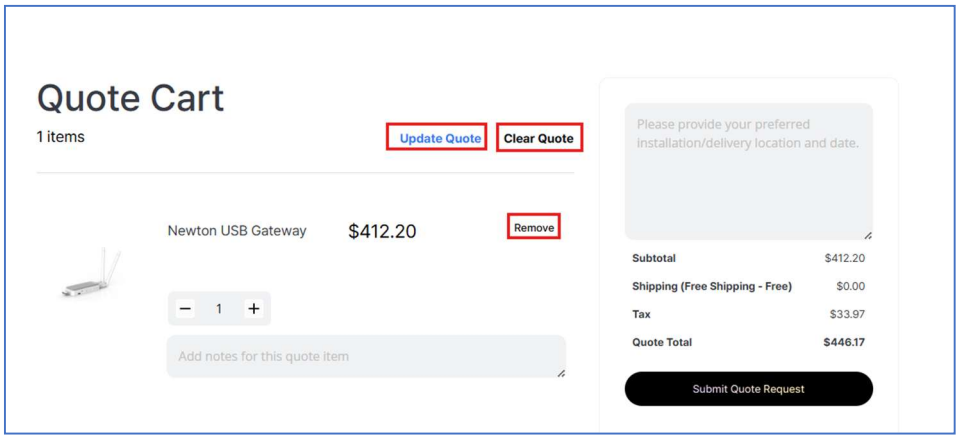


*Figure 41 Update or Clear Quote*

12. After making the modifications, review your updated quote total and click **Submit Quote Request** to proceed.



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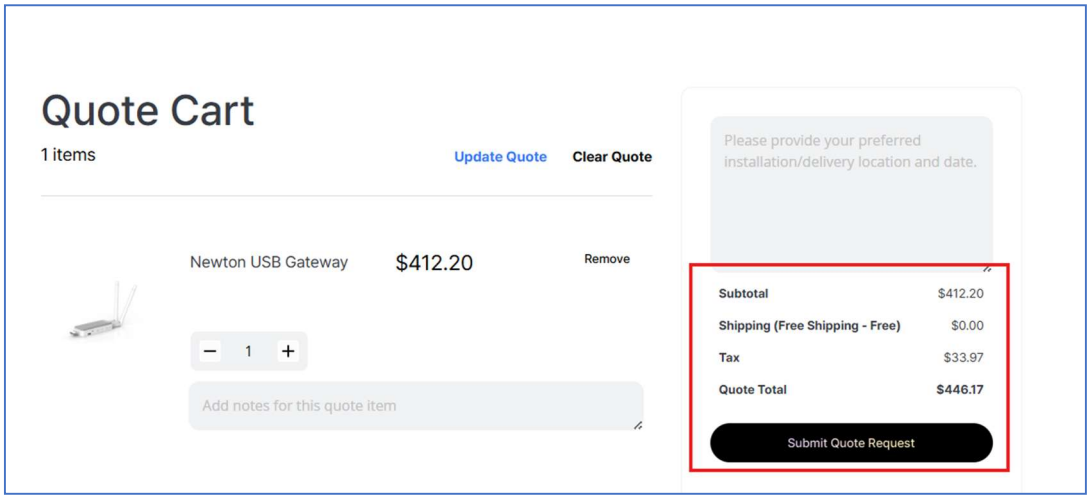


*Figure 42 Submit Quote Request*

13. A new window will appear displaying your Quote Request Number. Click **Back to Store** to continue exploring the store.

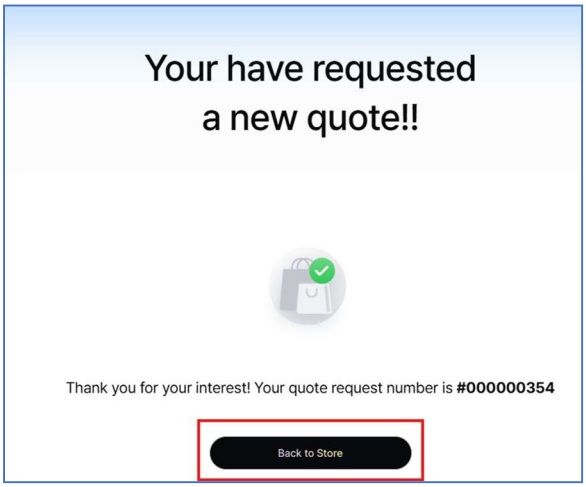


*Figure 43 Quote Request Status*



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# 7. Manage Your Account

In the Solum store, users can view their account information, order status, quote status, and other account details from the **My Page** tab.

To access **My Page**, click on your **Username** in the navigation bar at the top of the page.

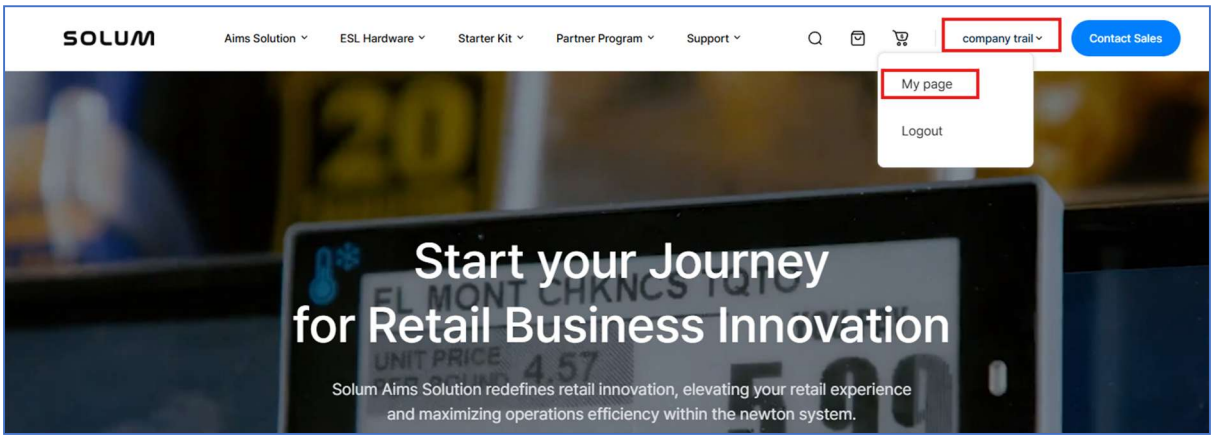


*Figure 44 Accessing Your Account*

**My Page** includes the following sections:

- My Quote
- My Orders
- Partial Payment Orders
- My Wish List
- Account Information
- Address Book



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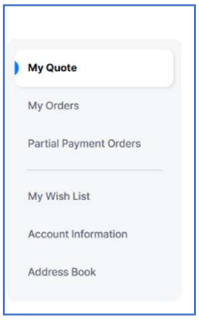


*Figure 45 My Page*

# 7.1 My Quote

This section provides details about all the quotes requested by the user or Solum. The current status of each quote is displayed in the table.

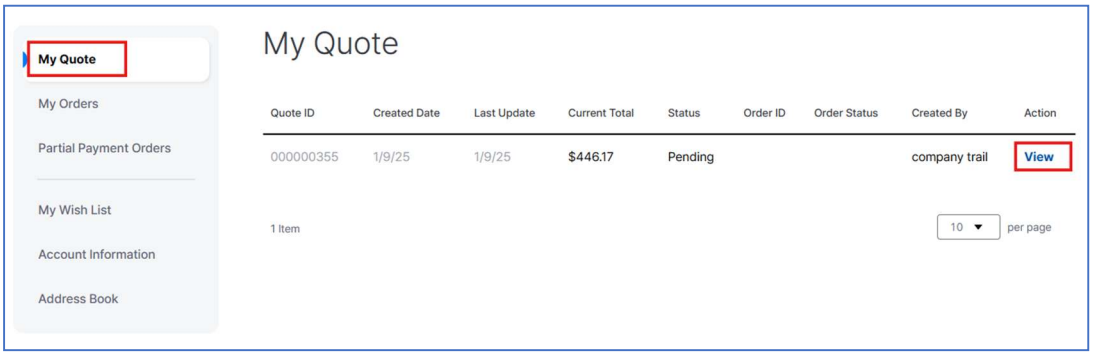


*Figure 46 My Quote*

1. Click **View** to see the items quoted.



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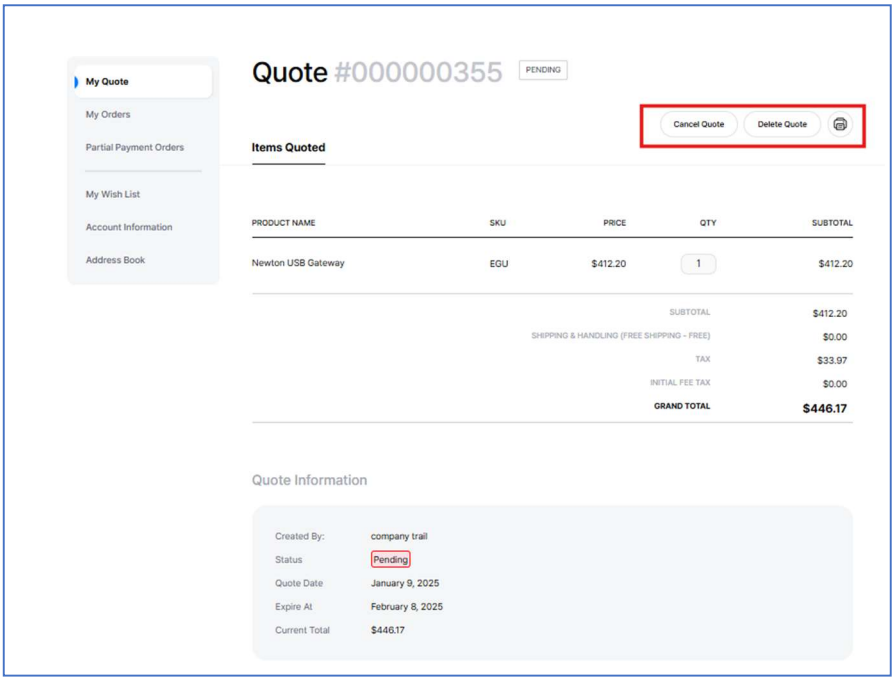


*Figure 47 Quote Details*

Users can **Cancel** or **Delete** a quote depending on its status. Additionally, users can **print a PDF** of the quote directly from this page.

| **Quote Status** | **Actions** |
|---|---|
| Pending | Except for the cancel quote action, the user cannot take any further action |
| Rejected | The user can perform all possible actions with the quote in this status except by using the checkout button |
| Updated | The user can perform all possible actions with this status |
| Re-Submitted | The user cannot take any further actions |
| Ordered | Users can Print PDF |



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| | |
|---|---|
| Expired | The user can perform all possible actions with the quote in this status except using the Checkout button |
| Closed | Users can Print PDF |
| Complete | Users can Print PDF |

When the order status changes to **Update**, users can:

- **Update** the order
- **Resubmit** the order,
- **Check out** the order.

1. To change the quantity, update the number and click **Update Quote**.
2. Once the quantity and price are updated, click **Resubmit Quote**.
3. A request will be sent to Solum for review.
4. Solum will send an **Updated Quote**.
5. If you're satisfied with the new quote, click **Move to Checkout** to proceed.
    6. It will open to the Quote checkout page.

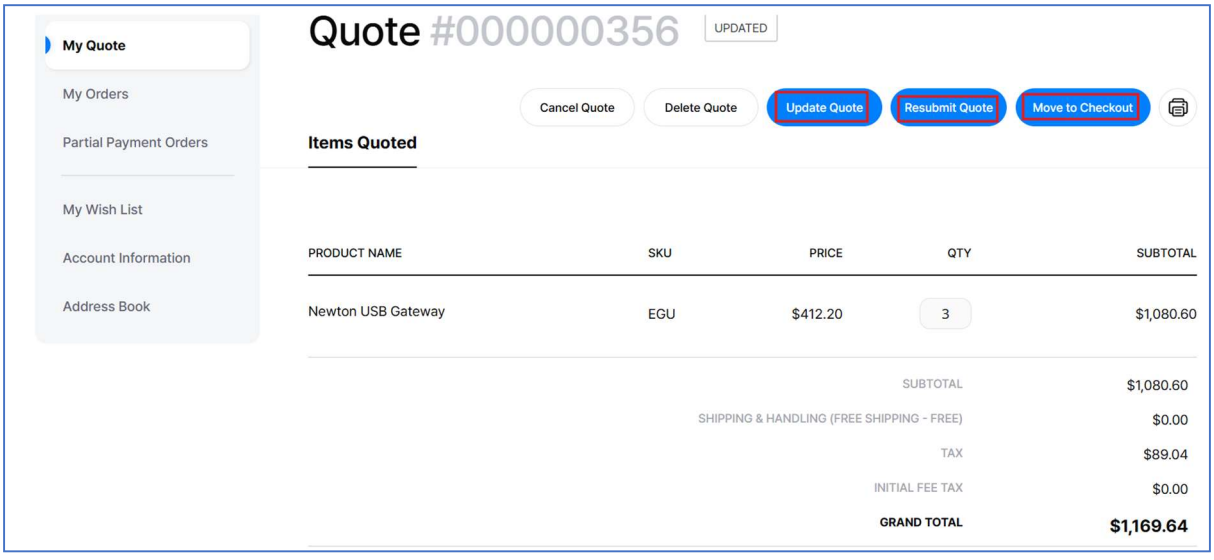


*Figure 48 User Actions on a Quote*



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7. Verify the **shipping** and **billing address** selected.
8. Check the **order summary** to ensure everything is correct.
9. Once confirmed, click **Continue** to proceed.

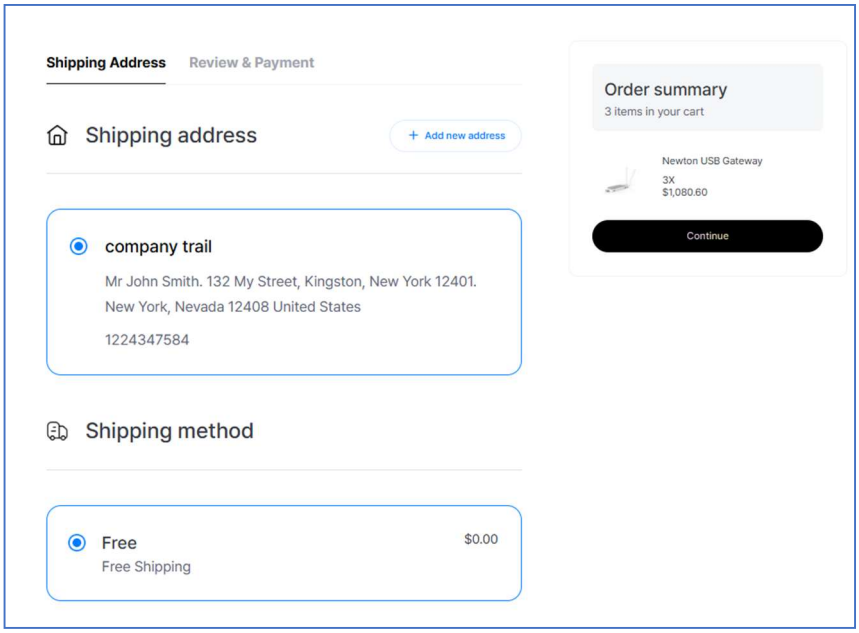


*Figure 49 Shipping Address for the Quote*

10. Select your preferred payment method, review your address and shipping details, and click **'Place an Order'** to complete your purchase.


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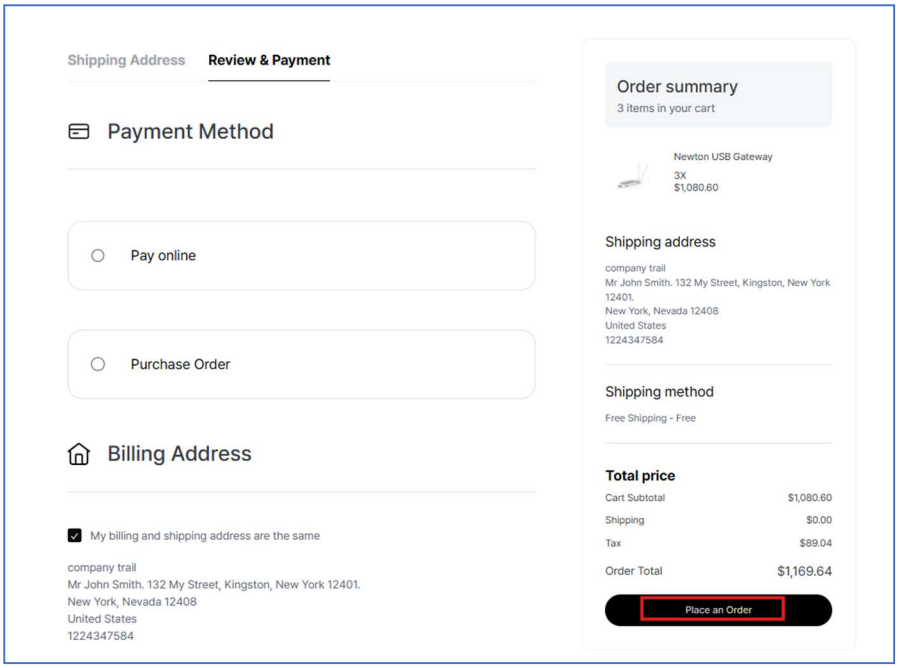


*Figure 50 Place an Order-RFQ*

11. You will receive a notification confirming that your purchase is complete.

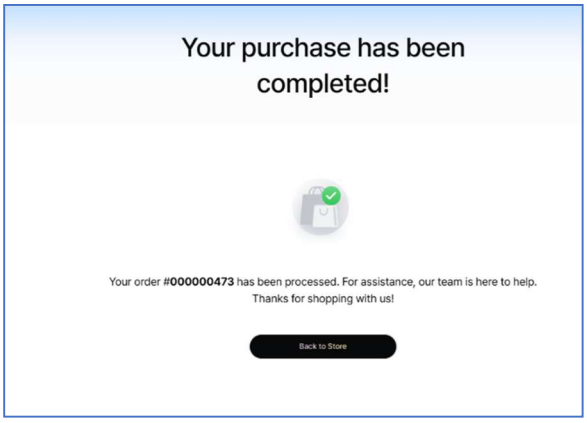


*Figure 51 Quote Purchase Status*

**11.** Check your **'My Quotes'** section again; your order status will be updated to **'Ordered'.**



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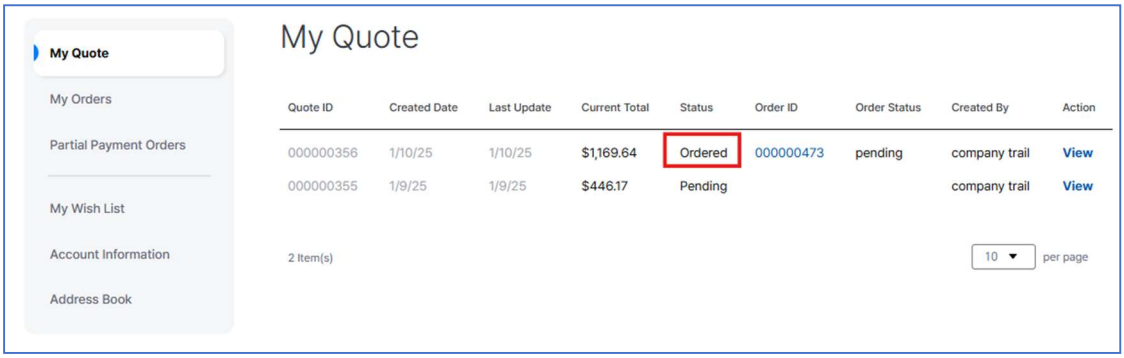


*Figure 52 Quote Status*

# 7.2 My Orders

Users can view all the orders they have made and their current status from the **My Orders** section.

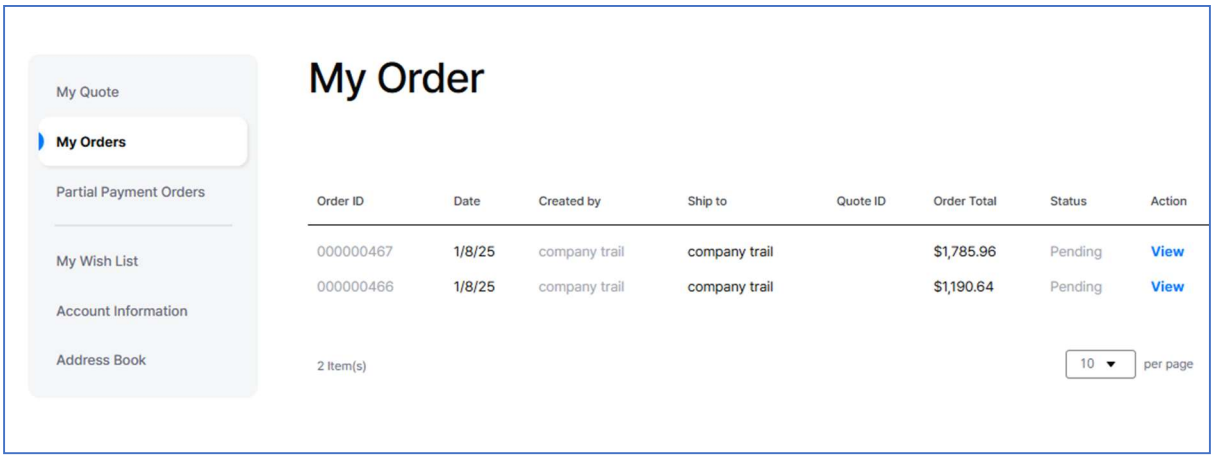


*Figure 53 My Orders*

Click **View** to see detailed information about each order, including the **Shipping Address**, **Mode of Payment**, and **Discounts**.



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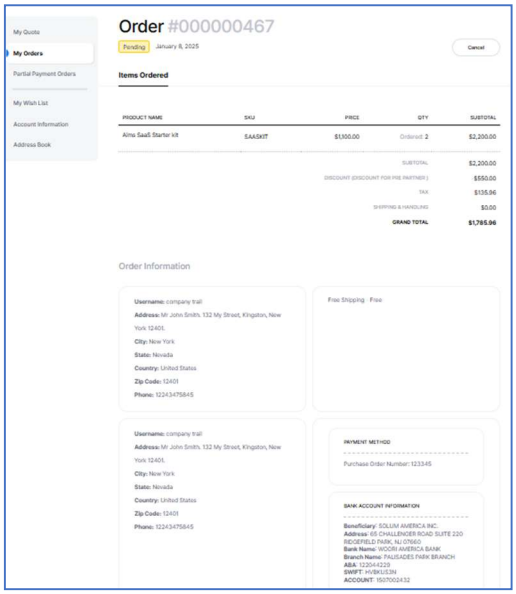


*Figure 54 Order Details*

# 7.3 My Wishlist

This section provides details about the products that users wishlisted from the store.

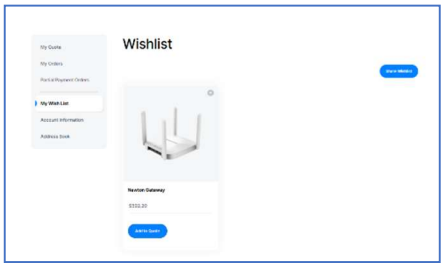


*Figure 55 My Wishlist*

Users can perform two actions from this page:

1. **Add to Quote**: Add the product to the quote cart and request a quote.
2. **Share Wishlist**: Share the product with anyone by providing their email ID. The item will be sent to that person.



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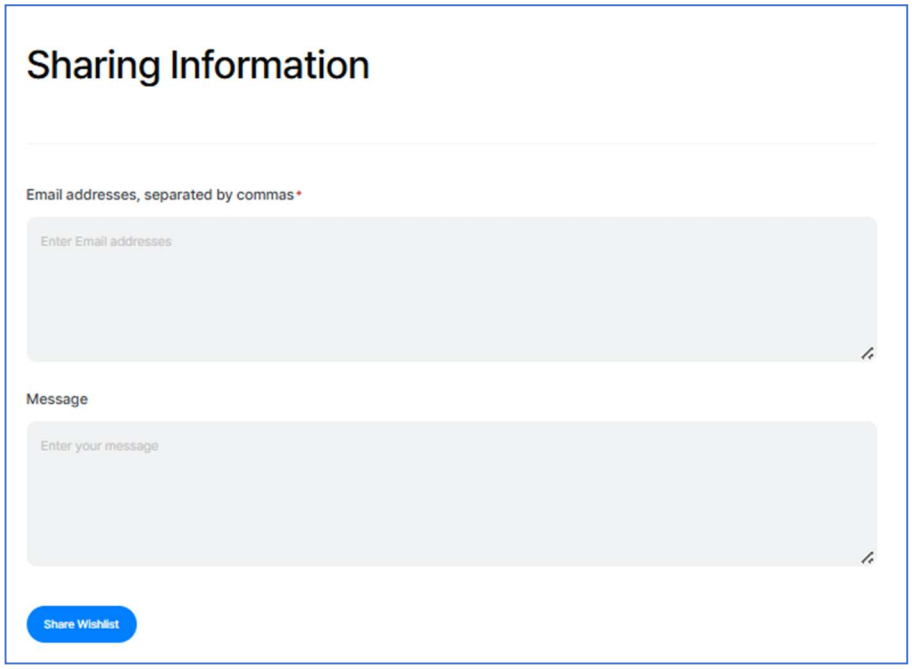


*Figure 56 Share Wishlist*

## 7.3.1 Wishlist a Product

1. Go to the **ESL Hardware** tab.
2. Click **Shop All** to see the list of products.

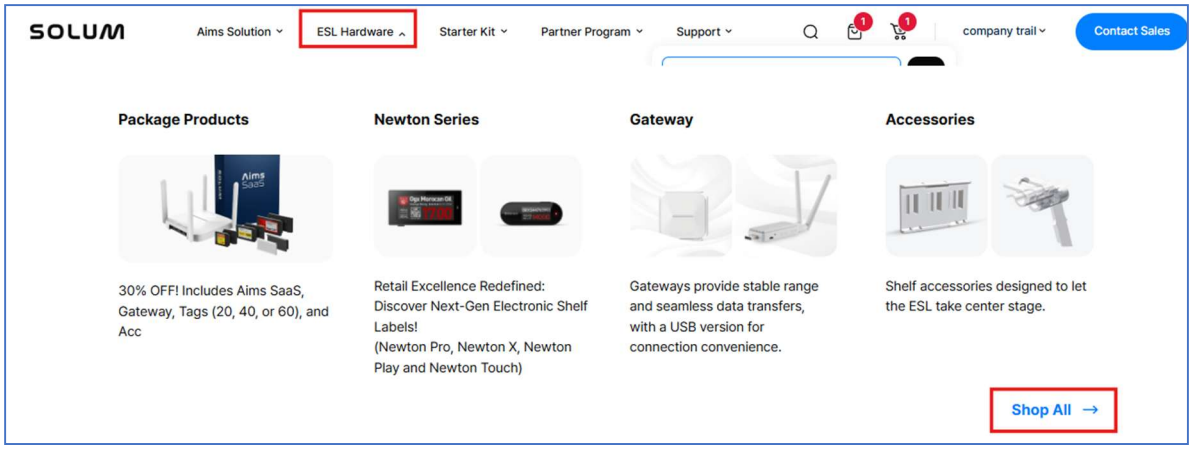


*Figure 57 Wishlist a Product*

3. Find the product you want to add to your Wishlist.
4. Click the **heart icon** in the top-right corner of the product.



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*Figure 58 Adding Product to Wishlist*

5. The **Wishlist page** will open to confirm the product has been added to your Wishlist.

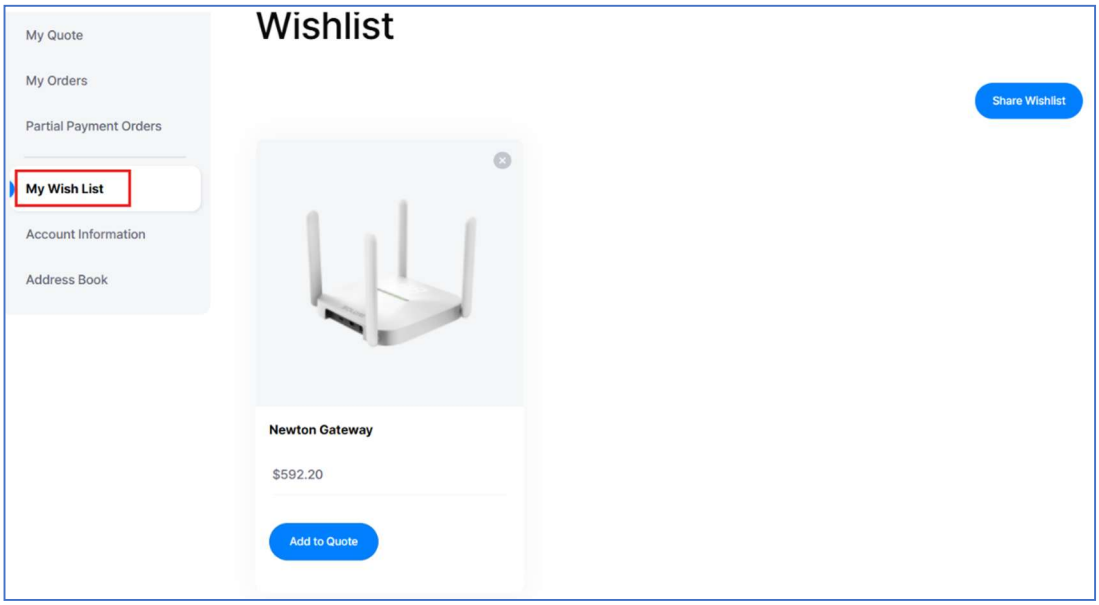


*Figure 59 Managing Wishlist Products*



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# 7.4 Account Information

The **Account Information** tab displays user personal details, including:

- Name
- Company Email
- Contact Number

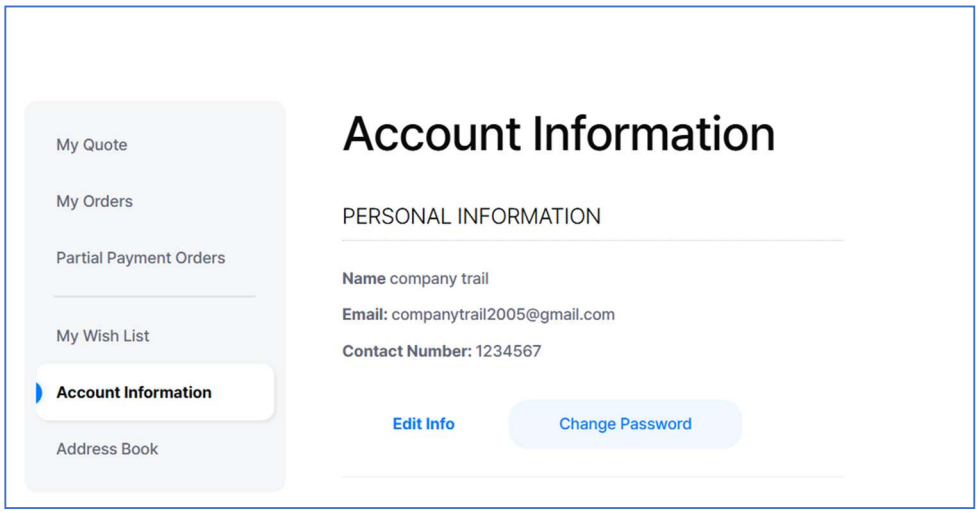


*Figure 60 Account Information*

To update personal information, click the **Edit Info** tab.

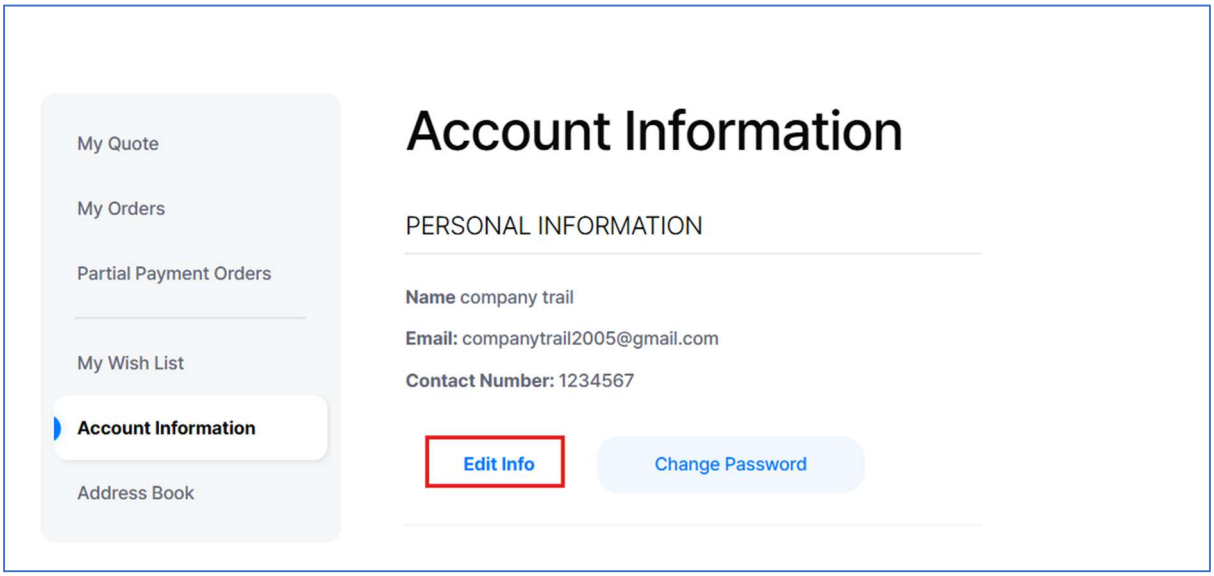


*Figure 61 Edit Account Information*



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1. Make the changes you want.
2. Enter your **Account password**.
3. Click **Save** to apply the changes.

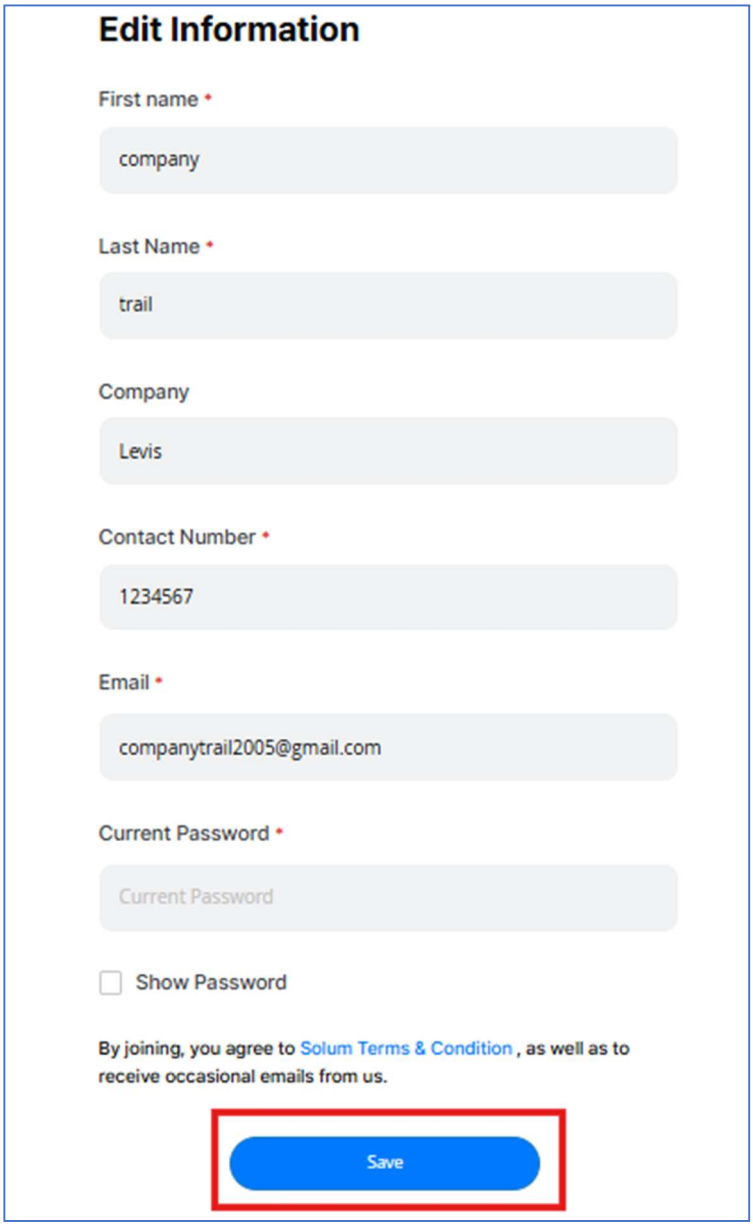


*Figure 62 Edit Account Information*

4. You will be asked to **log in** again.
5. Provide your **username** and **password** to log in.



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**To change Your password**

1. Click the **Change Password** option.

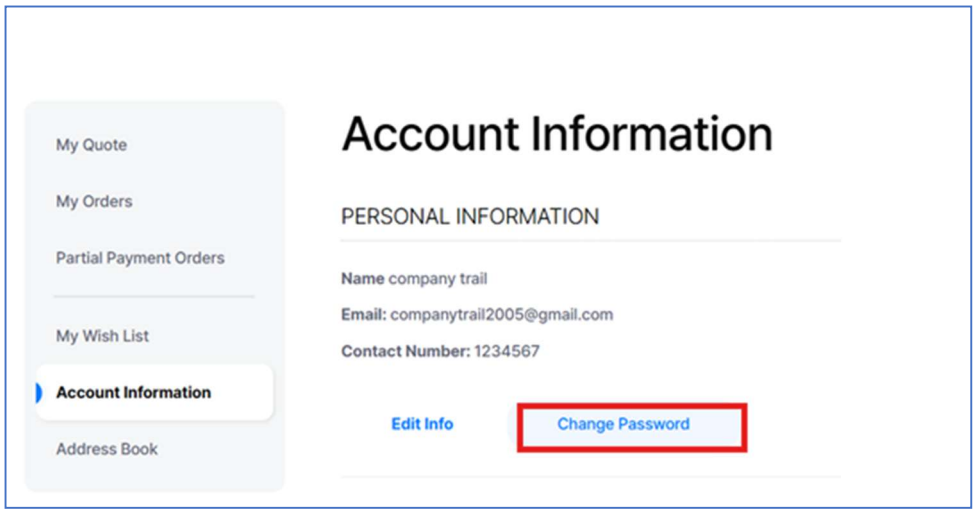


*Figure 63 Change Account Password*

2. Enter your **current password**.
3. Enter a **new password**.
4. Confirm the **new password**.
5. Click **Save** to update your password.

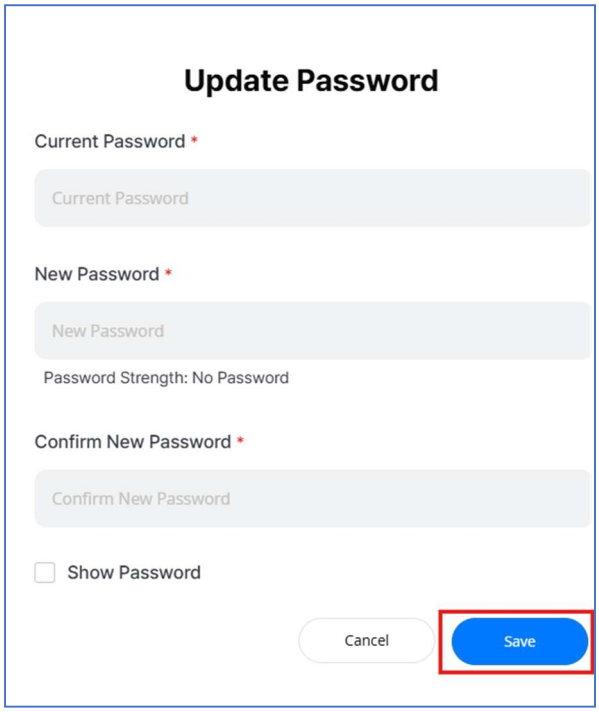


*Figure 64 Updating Account Password*



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# 7.5 Address Book

This section allows you to manage your address and add a new one.

1. To **modify an existing address**, click **Edit Address**.

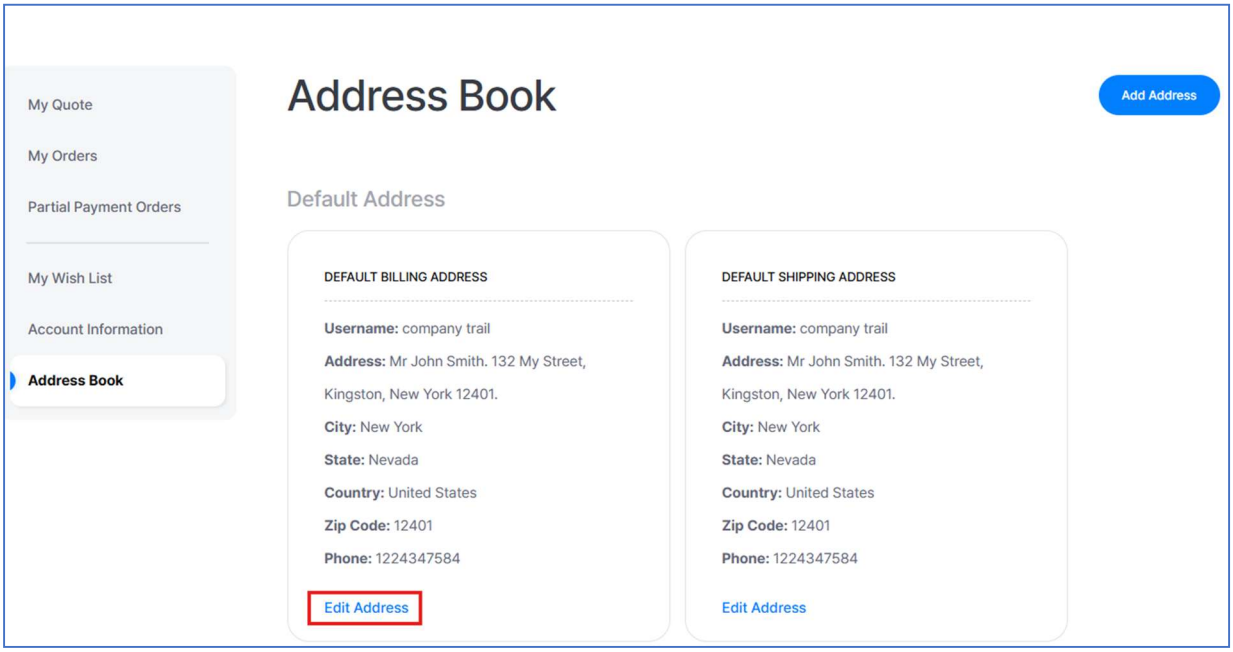


*Figure 65 Managing Address*

2. Make the changes and click **Update Address**

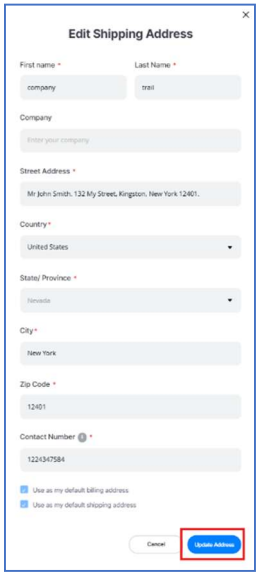


*Figure 66 Edit Address*



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3. To **add a new address**, click **Add Address**.

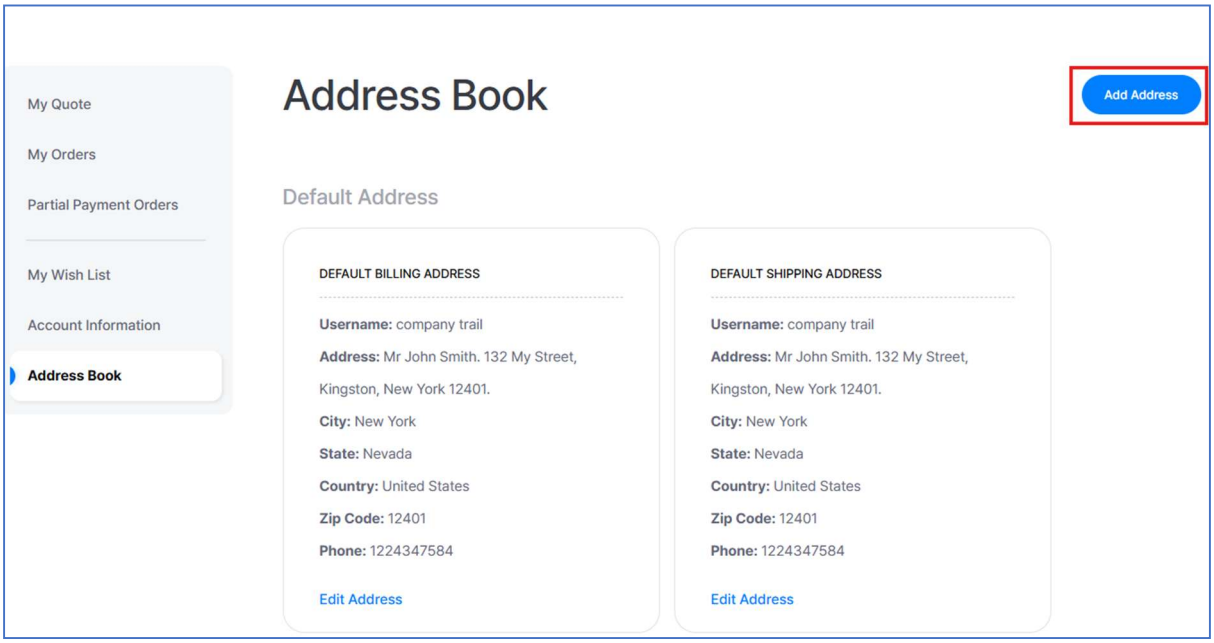


*Figure 67 Add New Address*

4. Input the required information and click **Add Address**

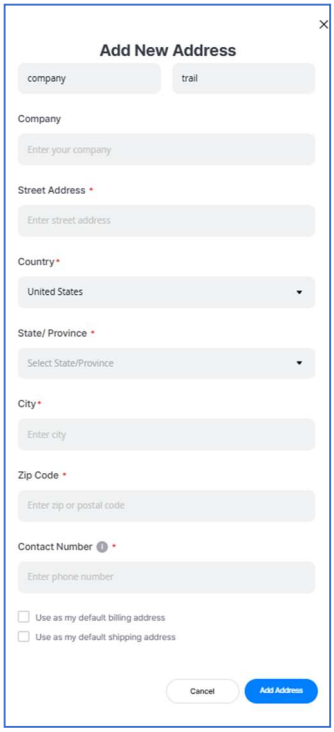


*Figure 68 New Address Details*



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# 8. Contact Sales

The **Contact Sales** feature allows you to connect directly with Solum, whether or not you have a Solum account. If you need information about ESL solutions but don't want to create an account, you can still use this feature to reach out.

**How to Use the Contact Sales Feature**

1. **Go to the Main Page**:
    - Click on the **Contact Sales** tab.

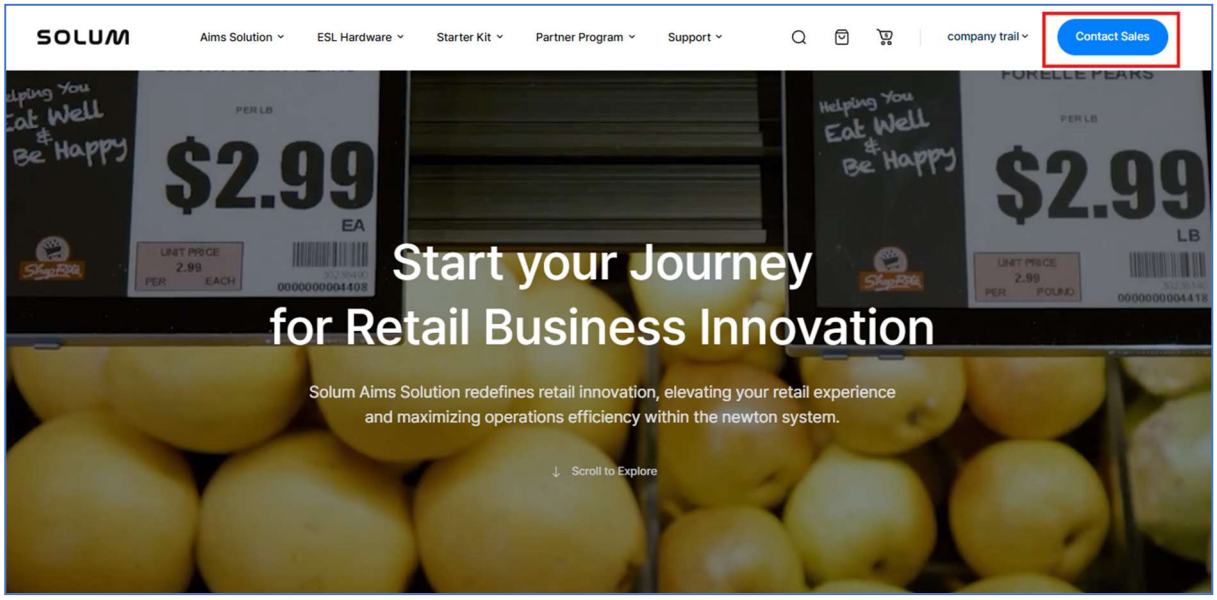


*Figure 69 Contact Sales*

2. **Fill Out the Form**:
    - Enter the required company details.
    - Specify your ESL requirements.
    - Use the designated field to provide additional details about your specific project needs.



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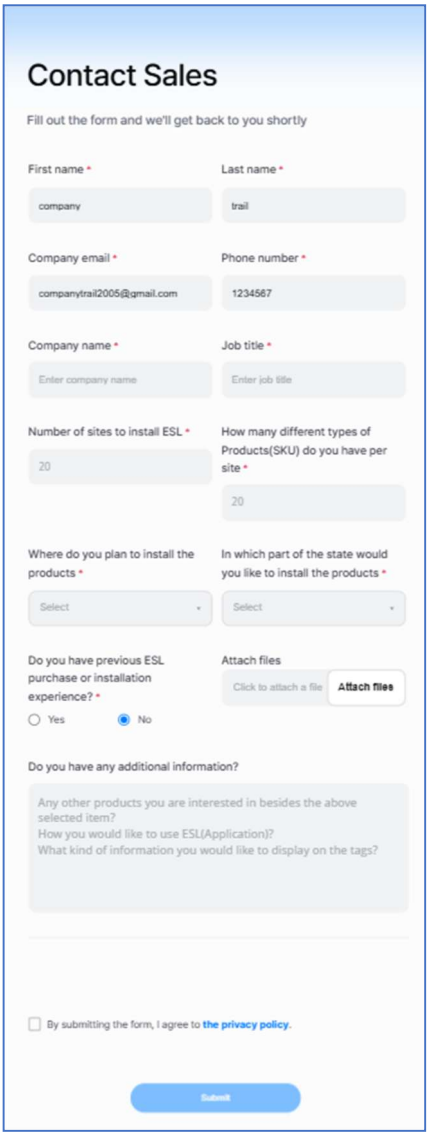


*Figure 70 Contact Sales Details*

3. **Submit the Form**:
    - Click the **Submit** button.

Once submitted, Solum's sales team will review your request and contact you with the necessary information.



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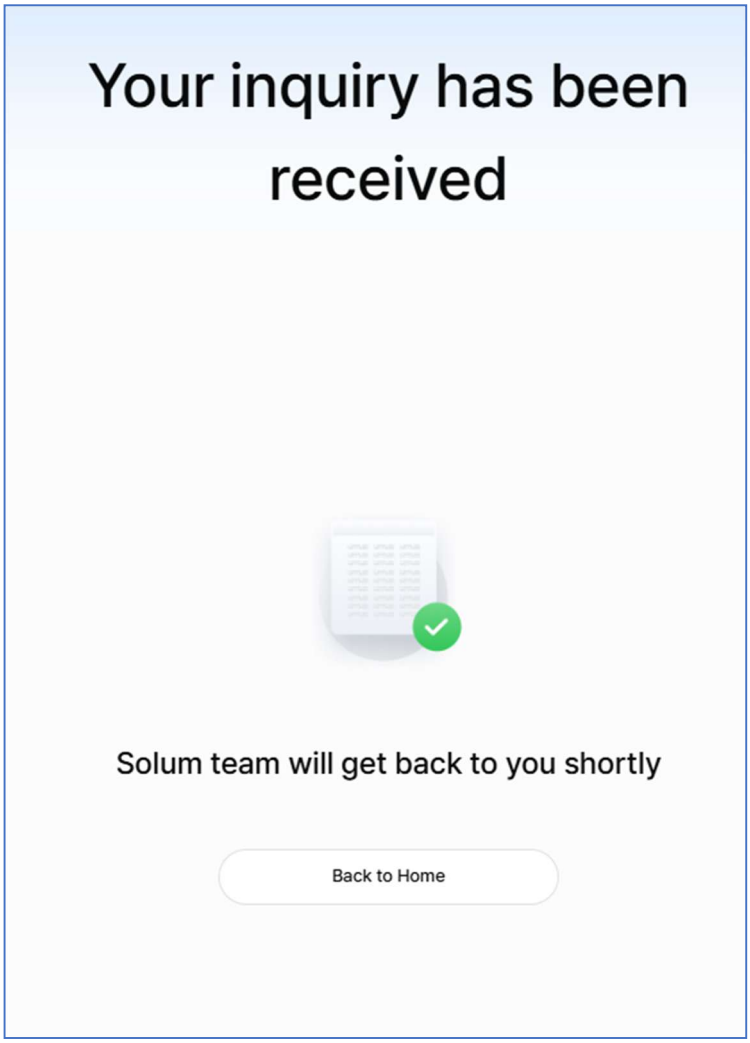


*Figure 71 Contact Sales Inquiry Status*



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# 9. Help and Support

The **Help and Support** section assists users experiencing issues accessing ESL Solutions. Support is available through:

- **Support Tickets** – Requests submitted via support tickets will receive a response within 2 to 3 business days
- **FAQs** – Find answers to common questions.
- **Contact Us** – Submit Inquiry

## 9.1 Identify Your Issue

Determine the problem you're facing with the system or equipment. For general issues, explore FAQs for quick solutions.

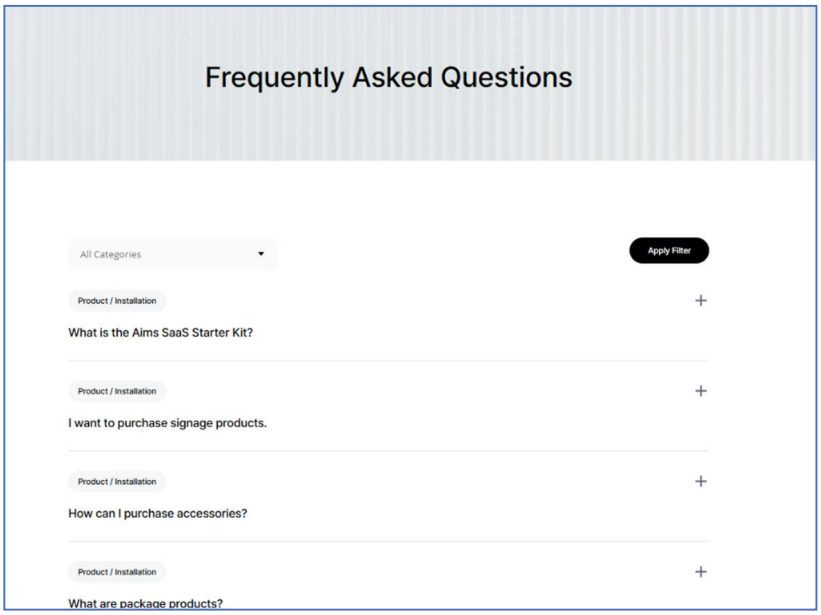


*Figure 72 FAQs*



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# 9.2 Contact Help Centre

Reach out to our Help Centre (**Contact Us**) before purchasing a ticket. Fill in the required information and submit your inquiry.

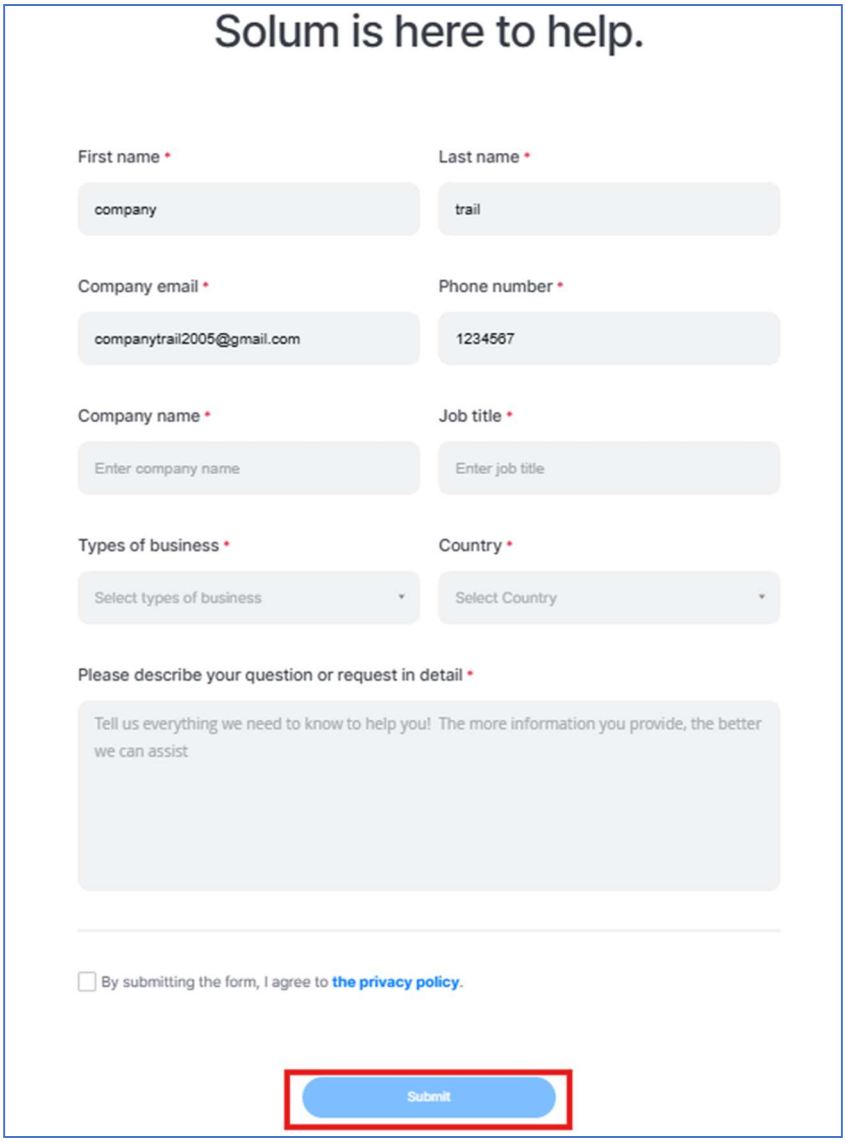


*Figure 73 Contact Us*

Our experts will:

- Help identify your problem type
- Provide consultation for general errors
- Guide you on choosing the right support ticket for your needs



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# 9.3 Purchase Support Ticket

After receiving guidance, Purchase and Activate Your Support Ticket:

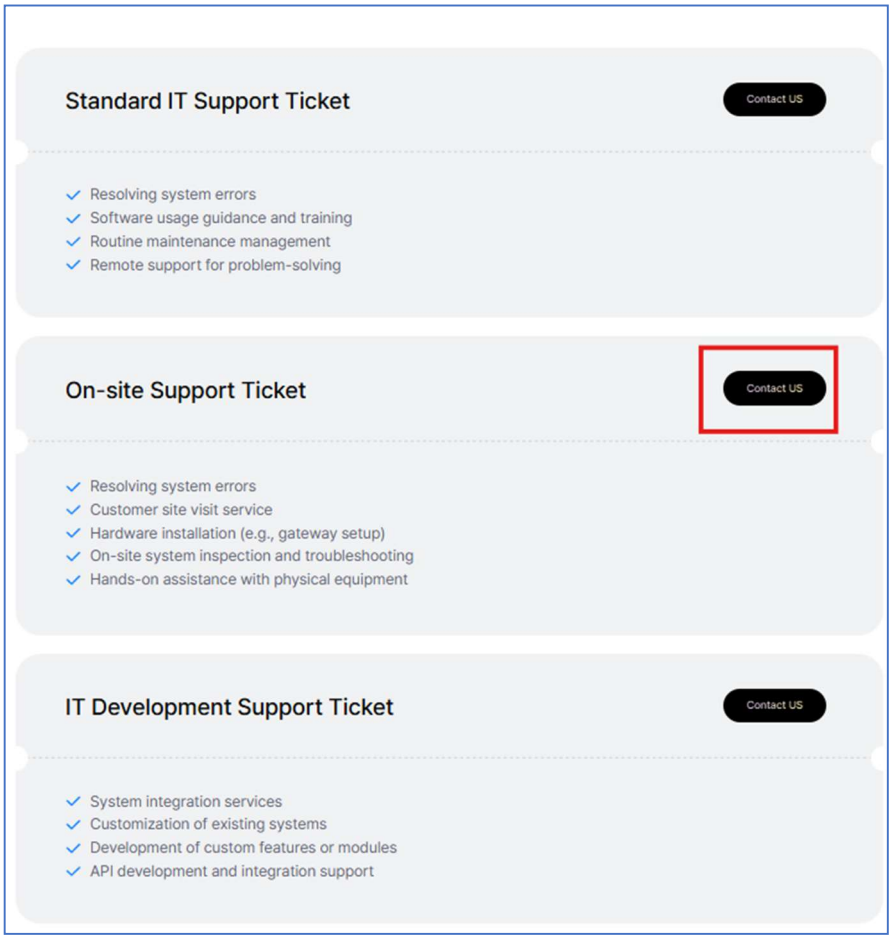


*Figure 74 Support Ticket*

**Receive Support Services**

Solum will offer support based on purchased ticket type. When users connect with the IT Help Centre via chat, support services will start. Tickets are deducted based on time spent, and you can monitor your remaining balance on the dashboard.



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## 9.4 User Manual

Users can explore this section for video user guides to use the system effectively and independently.

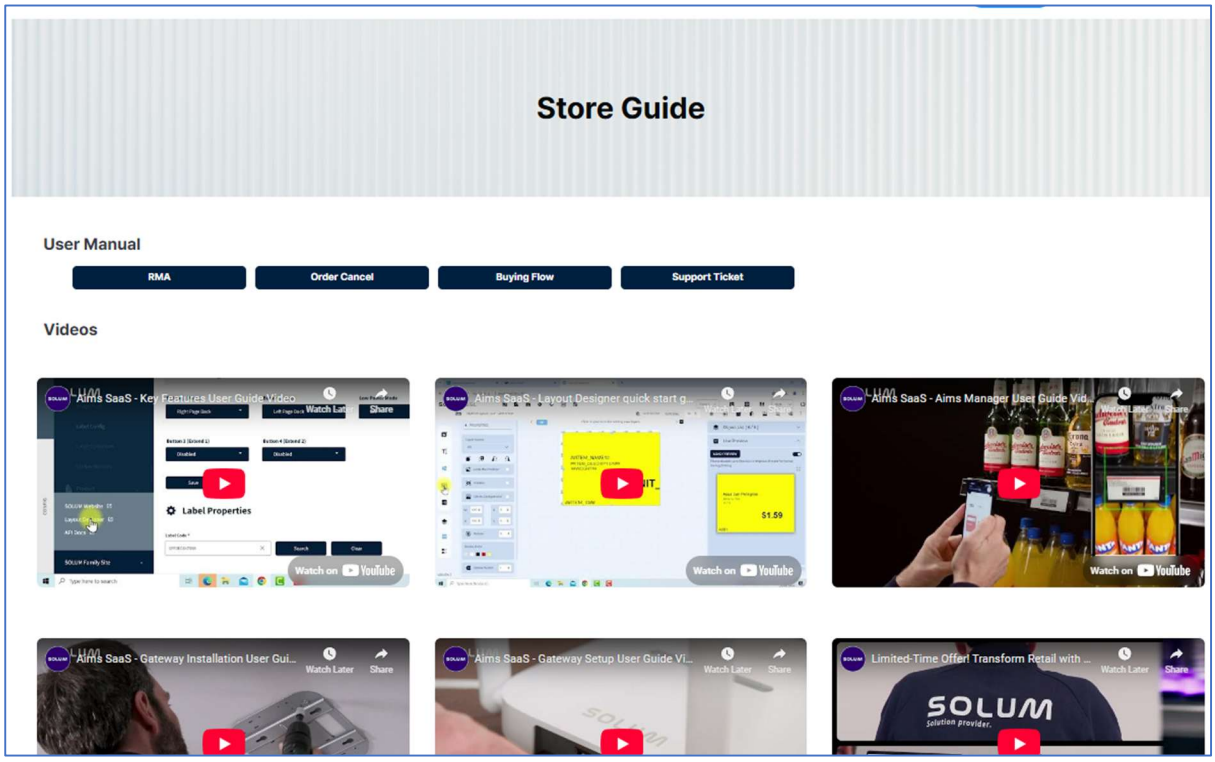


*Figure 75 User Manual*

# 10. Search and Explore

The **Search** tab, located in the top-left corner, helps you quickly find products without browsing through the entire store. Follow these steps to search efficiently:

1. **Open the Search Tab**:

   Click on the search icon in the top-right corner of the screen.



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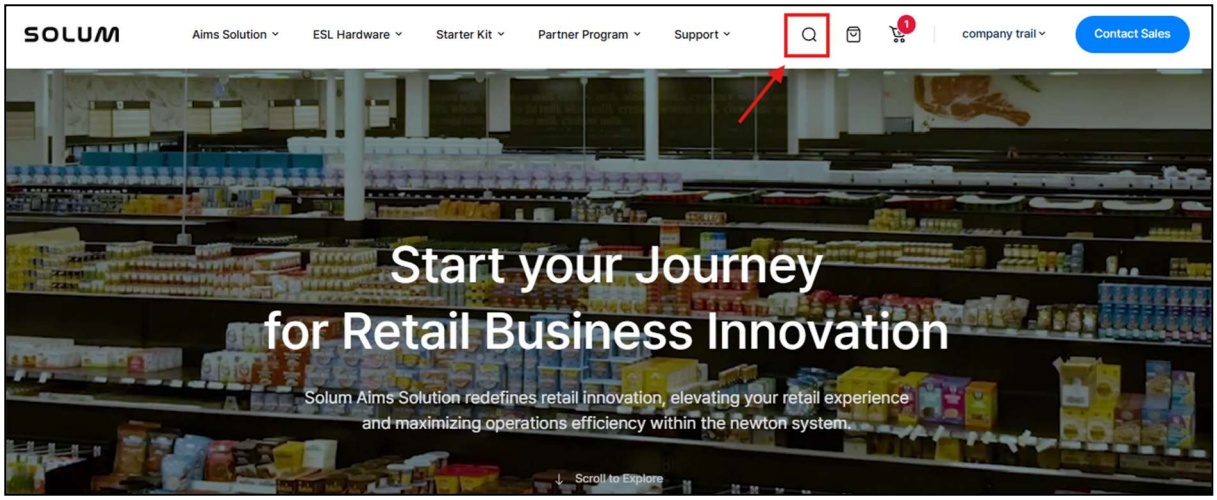


*Figure 76 Search Products*

2. **Enter the Product Name**:

   Type the name of the product you are looking for into the search bar.

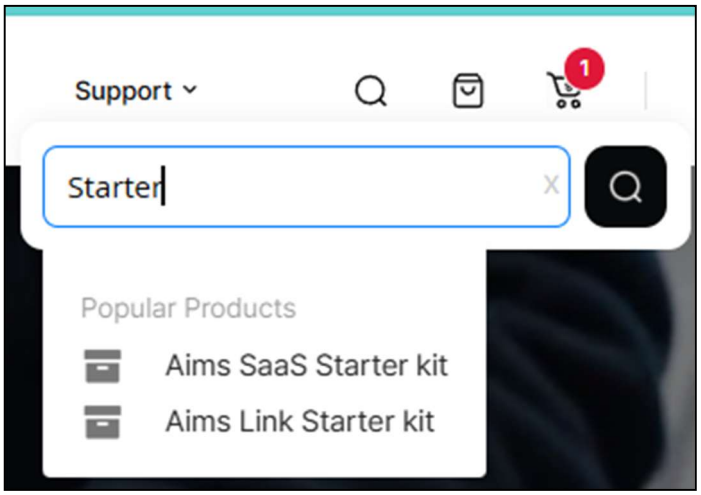


*Figure 77 Quick Search*

3. **View Search Results**:

   A list of matching products will appear based on your input.

4. **Select Your Product**:

   Click on the product from the list to view its details or add it to your cart.

By using the search tab, you can save time and quickly find exactly what you need.



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SOLUM
Store

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