

## Become a Cloud Reseller FAQ

**1. How quickly can I start trading once my account is approved?**

Your can start trading immediately.

**2. Do I have an Account Manager?**

Your account managers are Rachel McVey and Katie Hawkins. You can contact them by phone or email - 1908 807 599, [newbusinessme1@ingrammicro.co.uk](mailto:newbusinessme1@ingrammicro.co.uk).

**3. How do I place an order?**

Contact your Account Manager or visit IM online <http://uk-new.ingrammicro.com/>.

**4. I haven't received my password for IM Online**

For security reasons we must send the password in a separate email to a different email address. Your administrator will receive this email. If you do not think your administrator has received the password please contact [web.uksupport@ingrammicro.co.uk](mailto:web.uksupport@ingrammicro.co.uk)

**5. Who do I contact if I wish to discuss obtaining or increasing my credit line?**

Credit Risk via the general telephone number (0871 973 3000) or by contacting your Account Manager who can make the request on your behalf.

**6. What to do if something goes wrong with an order**

Step 1. Log onto the web site <http://uk-new.ingrammicro.com/>

Step 2. Make sure 'Query IT' appears on your quick links bar. If it does not click on the 'cogs' icon and select 'Query IT'

Step 3. Log a query

Step 4. Select either Returns Management (damages, defective, lost ship, short ship and return requests) or Invoice Query (price or purchase order error, incorrect freight or other changes)

Step 5. Select specific issue and submit the query

**7. How to obtain an invoice copy**

Step 1. Log onto the website <http://uk-new.ingrammicro.com/>

Step 2. Make sure 'Bill Viewer' appears on your quick links bar. If it does not click on the 'cogs' icon and select 'Billviewer'

Step 3. Click on icon quick links bar

Step 4. Enter invoice number

8. **What do you mean by 'cash with order'?**

Prepayment of order via bank transfer, cheque (please note check clearance is required) debit card and credit card (please note when paying by credit card your order can only be sent to the registered address of the card)

9. **What do you mean by 'cleared funds'?**

Payment via bank transfer only. Please note your order will not be dispatched until the funds have reached our bank

10. **Is my credit limit inclusive of VAT?**

Yes

For further information on how to use IM Online please visit our YouTube Channel for tutorial videos - [https://www.youtube.com/playlist?list=PLaD\\_KFtBonPjfCOrWdnYeGCnWikkk\\_uYy](https://www.youtube.com/playlist?list=PLaD_KFtBonPjfCOrWdnYeGCnWikkk_uYy)