



GETTING READY TO ORDER ONLINE

A guide to your online account with CNW Electrical Wholesale.

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WHAT YOU NEED TO KNOW

- Your prices are online. Any agreements setup between you and your branch for special pricing will be available on the website once you are logged into your account.
- Any products available throughout the entire CNW Electrical network of branches will be available to you.
- If all products are available right away, your order will be ready to be picked up within a few hours.
- Online only deals will be available.
- You can change the branch you're shopping from at any time.
- You can setup users, departments and budgets for your account.
- Check the availability of products from the branch at any time.
- Any purchase, whether online, or in branch can be viewed within your online account.
- Have your invoices and statements sent to you at any time via email.

SETTING UP AN ACCOUNT

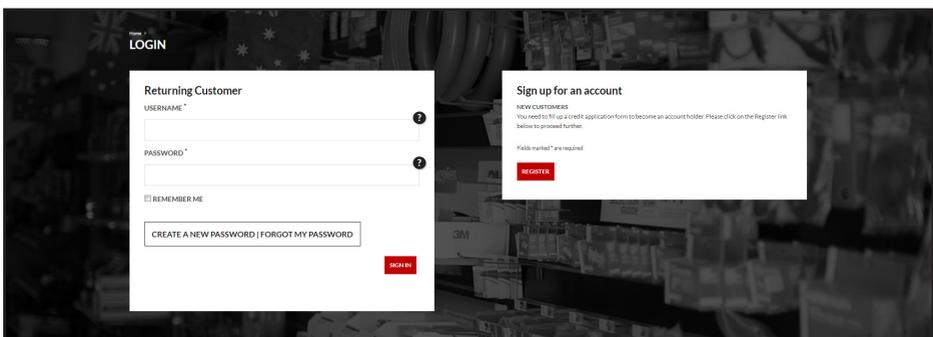
In order to begin purchasing online, you'll be required to sign up to a credit account with CNW Electrial. Applications for credit accounts are open to organisations and businesses registered within Australia.

What details do you need to provide?

When signing up for a credit account, you will need to acknowledge that the credit provided by CNW is wholly or predominantly for business or investment purposes. Please also have the following items ready:

- If you are a company or business, you will need to provide an ABN and at least two trade references (name and phone number)
- Payment details (bank details)

The online application for credit will take roughly 10 minutes to complete, whilst credit applications are processed within two or three business days. You will be contacted with your account details once your approval has been finalised.



FIRST TIME LOGGING IN

The first time you login there are a few areas you need to look at first.

CHANGING YOUR PASSWORD

You will be provided with a password for your account but to ensure your account is completely secure you should change your password as soon as possible to something unique, that only you know.

Complete the following steps to change your password:

- Login to cnw.com.au using your current username and password
- Click 'Welcome (*your name*)' in the top right of the screen.
- Under profile click 'Change your password'
- Fill out the form with the appropriate details and click 'Update Password'

The screenshot shows the 'UPDATE PASSWORD' form on the cnw.com.au website. The page has a dark header with the 'cnw' logo and a search bar. Below the header is a navigation menu with categories like Lighting, HVAC, Cable & Wire, etc. The main content area features a left-hand navigation menu with icons for Profile, Address Book, Payment Details, My Quotes, Order History, My Replenishment Orders, Manage My Favourites, Account Statements, View / Pay Invoices, and Historical Invoices. The 'UPDATE PASSWORD' form is the central focus, with the following fields and text:

- Home » My Account » UPDATE PASSWORD
- Please use this form to update your account password
- CURRENT PASSWORD * (input field)
- NEW PASSWORD * (input field)
- Minimum length is 6 characters
- CONFIRM NEW PASSWORD * (input field)
- Buttons: Cancel, UPDATE PASSWORD

CHANGING YOUR BRANCH

Your account will be setup with a default CNW branch for the website. The branch will be chosen based on the data provided when you signed up for a credit account and is usually the one closest to you. The data from the branch will determine information such as local availability of products, pricing and expected delivery times. The location of your nominated branch is under the “Welcome” drop-down at the top right of the screen.

To change your nominated branch for online shopping complete the following steps.

- Click either the down arrow next to the branch name under your name at the top right of the page, or click ‘My Account’ -> ‘Change Branch’.
- Enter the town or post code for the store you want and click ‘Find Store’ or use the ‘Find Stores Near Me’ button.
- Select the store you wish to use from the list returned.

The screenshot shows the CNW website interface. At the top, there is a navigation bar with the CNW logo and a search bar. Below the navigation bar, there is a horizontal menu with various product categories. The main content area is titled "CURRENT POSITION" and contains a search bar for "Enter town or Post Code". Below the search bar, there are two buttons: "FIND STORE" and "FIND STORES NEAR ME". The search results are displayed in a grid of 12 store cards, each with the store name, street name, and post code, and a "Select This Store" button. The stores listed are: CNW Hendra, CNW Geelong, CNW Mararite, CNW Bowen Hills, CNW Enoggera, CNW Salisbury, CNW Slacks Creek, CNW Caboolture, CNW Ipswich, CNW Osneston, CNW Southport, and CNW Nerang. At the bottom of the grid, it says "58 Stores found" and there are pagination controls.

VIEWING ACCOUNT STATEMENTS

If you already have an account with CNW all of your previous account details are available on the CNW website. If you have a new CNW account, whether you purchase online or in store, all your order history, invoices, statements, etc. will be available within the account section as they occur.

To view account statements

- Go to the 'My Account' -> 'Account Statements' section.
- To receive the current month's statement, click the 'Download' button.
- To have historical statements emailed to you, select the month and year you wish to receive, enter the email address you want them sent to and click the 'Send Email' button.

Home > My Account >

ACCOUNT STATEMENTS

EMAIL HISTORICAL STATEMENTS

Please Select Month and Year

Month Year

Email: *

DOWNLOAD CURRENT MONTH STATEMENT

VIEWING AND PAYING OUTSTANDING INVOICES

One new feature is the ability to pay your invoices online. You can view and pay invoices by selecting 'View/Pay Invoices' within the 'My Account' page. Any outstanding payments will show the outstanding dollar value. Paid invoices will display '\$0' as their value.

To pay an invoice:

- Tick the boxes in the 'Select for Payment' column for the invoices you wish to pay.
- Scroll either to the top or the bottom of the page and click the 'Make Payment' button.
- Fill in the payment details. If you have stored a credit card for future payments you may select the 'Use a Saved Card' button. The form will be automatically filled with the saved details.

Home > My Account > MANAGE INVOICES

Selected Invoices for Payment	1	Total Outstanding Invoices	1
Payment Amount	\$6.8	Total Outstanding Amount	\$6.8

DATE	INVOICE	VALUE	PO. NUMBER	<input checked="" type="checkbox"/> SELECT FOR PAYMENT
23/03/2017	6118	\$6.8	DAVID DEAN	<input checked="" type="checkbox"/>

[MAKE PAYMENT](#)

HELPFUL TOOLS IN THE ACCOUNT

PRICE FILES

Price files can now be ordered directly through the website. These are now automatically generated and will be emailed to the address you provide. Please be patient and only send through the request once. Price files may take up to a couple of hours to be generated and emailed, depending on server loads.

Home > My Account >

REQUEST PRICE FILE

Request Price File

Your Branch *	<input type="text"/>	Email Address *	<input type="text" value="ddean@bgwgroup.com.au"/>
File Format *	<input type="text" value="Choose File Format"/>	Create Price File For Top*	<input type="text" value="500"/> Products

To download a Price File please complete the following steps:

- Go to 'My Account' -> 'Price File'
- Select the branch you wish to receive the price file from. Start typing in 'CNW' followed by the suburb of your branch and an auto complete will appear with all the branches available.
- Complete the rest of the details, including the file format type and the number of products you want to get a price file for.

FAVOURITES

Are there products you're constantly ordering? Your 'Favourites' can now be saved into different lists to help manage your product orders more effectively. Simply select your Favourite items from your list and add them into the shopping cart to create your order.

If you hit the '+Add To Favourite' button within a product's details, the product will be added to your default Favourites list. The default Favourites list is selected in the 'Manage My Favourites' page, within the 'My Account' section.

Home ▶ My Account ▶

MANAGE FAVOURITES

Favourite List Name	Action
<input checked="" type="radio"/> Test 2 Favourites	Default Favourite



WATPVC RP
TAPE INSULATION 18MMX20M PVC RAINBOW PK

Choose Favourite

Quantity:

<input type="radio"/> Default	Delete Favourite
<input type="radio"/> My Top 50	Delete Favourite
<input type="radio"/> New Favourite List	Delete Favourite

Create Favourites List

Favourite List Name*:

Description:

Change Default Favourites List

Select Default List*:

To move a product from one Favourites list to another:

- Find the product you wish to move.
- Select the list you want to move the product to from the drop down box on the product.
- Click the 'Move Product' button on the product and it will move into the new list.

To create a new Favourites list, add the name and description of the list to the form at the bottom of the Favourites page and click the 'Create Favourite List' button.

To change the default Favourites list simply select the list you want as the default list from the dropdown at the bottom of the Favourites page and click 'Change Default Favourite List'.

HISTORICAL INVOICES

You can now access old invoices online, you no longer have to request them from your branch. Your past invoices are in the 'Historical Invoices' section of your online account. You can select any number of them and have them sent to your email address.

To have Historical Invoices sent to your email:

- Go to 'My Account' -> 'Historical Invoices'.
- Tick the boxes in the 'Select' column for all the invoices you would like emailed.
- Scroll to the bottom and click the 'Send Email' button.

Home > My Account > **MANAGE HISTORICAL INVOICES**

ddean@bgwgroup.com.au SEND EMAIL

From Date: To Date: Invoice /Order Number Search

1 2 3 > <

INVOICE	DATE	SALES ORDER	P.O. NUMBER	VALUE	SELECT
10000066	27/03/2018	1008391	TEST10	\$-1	<input type="checkbox"/>
10000065	27/03/2018	1008391	TEST10	\$1	<input type="checkbox"/>
6678	15/02/2018	IT4547	123123TEST	\$0	<input type="checkbox"/>
6677	15/02/2018	IT4546	CNWXMLTEST	\$0	<input type="checkbox"/>
6668	12/02/2018	IT4538	TEST5	\$0	<input type="checkbox"/>
6667	12/02/2018	IT4537	TEST4	\$0	<input type="checkbox"/>
6666	12/02/2018	IT4535	TEST3	\$0	<input type="checkbox"/>
6663	12/02/2018	IT4532	TESTMSOG2	\$0	<input type="checkbox"/>
6662	12/02/2018	IT4531	TESTMSOG1	\$0	<input type="checkbox"/>
6638	23/01/2018	IT4508	TESTPOYAHOO	\$0	<input type="checkbox"/>

SETTING UP YOUR COMPANY

WHAT'S THIS SECTION?

The CNW Electrical website now gives businesses the ability to create a hierarchical user structure, giving business manager's control over the amount of money a department or a single person is able to spend with CNW. This means the business will be able to watch the bottom line without having the micro-manage every transaction.

Company features include the ability to:

- Create an overall budget for the company;
- Manage the amount a user can spend on an order or in a time period; and
- Create a company hierarchy, departments and usergroups.

Not all the features within the 'My Company' section are required for setting up your CNW account, however if you do wish to setup the features listed above the following booklet contains the steps required to implement them.

WHO IS THIS INTENDED FOR?

The functions available within the 'My Company' account area have been targeted towards medium to large sized businesses, primarily companies that have multiple divisions or departments that require different levels of ordering permissions.

Smaller businesses will also benefit if they need to block employees from seeing account details but still allow them to order stock.



STEP 1

BUDGET

The budget you set limits the amount your entire organisation can spend via the CNW website in a given period. The budget can also be assigned to each business unit via the cost centre.

- Click 'Manage Budgets' -> 'Create New Budget'.
- Fill out the Create Budget form.

*(*Note You can set a start date any day after the current day, allowing you to plan out your budgets over a period of time. For example, if you want to set up budgets on a monthly basis, you can set them all up at the same time.)*

The screenshot shows the 'ADD BUDGET' form within a web application. The breadcrumb trail at the top reads: Home > My Company > Organization Management > Manage Budgets >. The form title is 'ADD BUDGET'. It contains the following fields and controls:

- BUDGET ID***: A text input field.
- BUDGET AMOUNT***: A text input field.
- START DATE***: A text input field with a red error message below it: *mm/dd/yyyy*.
- PARENT BUSINESS UNIT***: A dropdown menu with the selected value 'cnw30000_B2BUnit'.
- BUDGET NAME***: A text input field.
- CURRENCY***: A dropdown menu with the text 'Please select currency' and a red error message below it: *mm/dd/yyyy*.
- END DATE***: A text input field with a red error message below it: *mm/dd/yyyy*.

At the bottom of the form, there are two buttons: a black 'CANCEL' button on the left and a red 'SAVE' button on the right.

STEP 2

BUSINESS UNITS

Business Units are the groups or departments within your organisation. These units are primarily used in assigning budgets to individual departments and limiting the total amount that can be spent by the company. To setup a Business Unit complete the following:

Home » My Company » Organization-Management » **MANAGE BUSINESS UNITS**

Units represent a logical grouping of individuals or function within an organization, such as a project team or a department. Units are placed into an organization hierarchy, which is navigable below. Units inherit from their parent unit (unless overridden locally) and as such the placement of a unit within the hierarchy is important. The organization hierarchy also affects such things as available cost centers, budgets, delivery addresses and the escalation of such things as order approval.

Create New Unit

- crw30000_B2BUnit
 - Under ground Business
 - purchasingDepartment

- Click 'Manage Business Units' -> 'Create New Unit'.
- Fill in the appropriate sections of the form.
- Select the parent unit of the group.
- Click 'Save Changes'.

Home » My Company » Organization-Management » Manage Business Units » View Unit: MOBILEUNIT » **CREATE CHILD UNIT FOR UNIT: MOBILEUNIT**

Please use this form to update business unit details

BUSINESS UNIT ID *

BUSINESS UNIT NAME *

PARENT BUSINESS UNIT

APPROVAL PROCESS

STEP 3

COST CENTRES

All orders purchased on credit must be registered against a cost centre because the cost centre links to departments within the organisation's structure.

This allows you to control the amount each department can spend by creating a budget and attaching it to a cost centre.

To create a cost centre, complete the following:

Home > My Company > Organization Management > **MANAGE COST CENTERS**

All orders purchased on credit must be ordered against a cost center. The cost center's place within the organization structure defines who can place orders against it and its budget defines the limit of expenditure for that cost center at the CNW Store. [Create New Cost Center](#)

6 Cost Centers found

Sort by: By Name 1 2 > <

ID	Name	Parent Unit	Currency	Status
CreatedCostCenter1	Cost Cener Name	purchasingDepartment	AUD	Disabled
Mobilecosts	Mobile Cost	cnw30000_B2BUnit	AUD	Disabled
cnw30000_CostCenter	cnw30000_CostCenter	cnw30000_B2BUnit	AUD	Active

- Click 'Manage Cost Centres' -> 'Create New Cost Centre'.
- Fill in the appropriate sections of the form.
- Select the parent unit of the group.
- Click 'Save Changes'.

Home > My Company > Organization Management > Manage Cost Centers > **ADD COST CENTER**

COST CENTER ID *

COST CENTER NAME *

PARENT BUSINESS UNIT *

CURRENCY *

STEP 4

PERMISSIONS

There are three types of user permissions which define the amount a user can spend:

Allowed Order Threshold (per order): Sets a maximum limit a user with this budget can spend in one order.

Allowed Order Threshold (per timespan): Sets a maximum limit a user with this budget can spend within a defined time period.

Budget Exceeded Permission: Gives the user the permission to exceed any budgets created.

Home > My Company > Organization Management > Manage Permissions >

CREATE PERMISSION - STEP 1

Step 1 of 2

PERMISSION TYPE *

Select type: ▼

Cancel Continue

To create a new permission complete the following steps:

- Click 'Manage Permissions' -> 'Create Permission'.
- Select the permission type (style of budget) you require then click 'Continue'.
- Fill out the form with the relevant details and click 'Save' once completed.

If a user creates an order that exceeds the permissible amount the order will be forwarded onto an approver for completion.

Home ▶ My Company ▶ Organization Management ▶ Manage Permissions ▶ Create Permission - Step 1 ▶

STEP2

Permission type : Allowed Order Threshold (per order)

PERMISSION NAME

PARENT BUSINESS UNIT *

PERMISSION CURRENCY *

PERMISSION VALUE *

STEP 5

SETTING UP USERS

There are four roles that can be assigned to a user, each with different levels of access and permissions.

Administrator: Has control over the entire CNW account, can create users, set up users and assign cost centres.

Manager: Has access to the 'My Company' section for the purpose of updating user items. A Manager can also be assigned as an Approver.

Approver: An approver has 'My Account' permissions with an extra tab for any (pending overspend which requires approval). No access to the 'My Company' section.

Customer: Base level access only. Can (view orders they have placed).

Home > My Company > Organization Management >

MANAGE USERS

Create New User

A user is an individual who is able to login to the CNW Store. The CNW Store functionality available to the user is dependent on the roles they have. B2B Administrators have access to the My Company area to modify the organization hierarchy. B2B Managers can view statistics on the sales of the organization (awaiting implementation). B2B Approvers can approve orders for which the B2B Customer did not have enough permissions. B2B Customers can place orders in the CNW Storefront. In general, the visibility and jurisdiction of a user is restricted to the branch of the unit to which they are assigned.

25 Users Found

Sort By:

1 2 3 4 5 > <

Name	Roles	Parent Unit	Cost Center	Status
Danny Syrett	B2B Customer	cnw30000_B2BUnit	cnw30000_CostCenter Mobilecosts 123	Active

To set up new users and their level of access please complete the following:

- Click 'Manage Users' -> 'Create New User'.
- Fill out the appropriate user details.
- Select the appropriate parent unit for the user. This will determine the level of budgets the user has access to.
- Select the role (permission / access level) for the user. Just select one role as all will have base level purchasing access.
- Click 'Save Updates'.

Home > My Company > Create User >

MANAGE USERS

Please use this form to create a new customer

TITLE *	FIRST NAME *	LAST NAME *
<input type="text" value="Please select"/>	<input type="text"/>	<input type="text"/>
CONTACT NUMBER	EMAIL *	PARENT UNIT *
<input type="text"/>	<input type="text"/>	<input type="text" value="cnw30000_B2BUnit"/>

Roles

- B2B Administrator
- B2B Customer
- B2B Manager
- B2B Approver

OPTIONAL STEP 6

USERGROUPS

Assigning a User Group gives a specific user permissions they wouldn't otherwise have within their business unit, i.e. it overrides the usual business unit permissions.

Home > My Company > Organization Management > Manage Usergroups

MANAGE TEST USERGROUP DETAILS

Edit Disable Remove

Usergroup ID :	test
User Name :	HarrisonSmith
Parent unit :	Under ground Business

Permissions

Permissions define the financial limits of a user. Permissions can be on a per-order or per-timespan basis.

Edit Address

Permission Name	Currency	Value	Timespan	Parent Business Unit
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Users

Users within a Usergroup will in-effect be assigned the Permissions of the Usergroup.

Edit

User Name	Parent unit
Harrisonn Smith	Under ground Business
Purchasing	purchasingDepartment

In order to create a new User Group please complete the following steps:

- Click 'Manage Usergroups' -> 'Create New Usergroup'.
- Fill out the appropriate user group details.
- Select the parent unit of the group.
- Click on the newly created user group within the 'Manage Usergroups' page.
- Edit the permissions of the user group by clicking the 'Select Usergroup' button and select what level of permissions you want the group to have.
- Select which users to add to the user group by selecting them, and clicking 'Edit' from the users second of the usergroup details.



The screenshot shows a web application interface for creating a user group. At the top, there is a breadcrumb trail: Home > My Company > Organisation Management > Manage Usergroups. Below this is the heading 'CREATE USERGROUP' and a sub-heading 'Please use this form to update usergroup details'. The form contains three input fields: 'USERGROUP ID *' (empty), 'USERGROUP NAME *' (empty), and 'PARENT BUSINESS UNIT' (a dropdown menu with 'cnw30000_B2BUnit' selected). At the bottom left of the form are two buttons: 'CANCEL' (black) and 'SAVE UPDATES' (red).

OPTIONAL STEP 7

EDITING A USER

Once you've created a user you may want to add them to a user group, change their parent business unit, or give them a specific permission level. This can be done by clicking 'Manage Users' within the 'My Company' section.

Approvers

You can add an extra person to be an approver for individual users. Approvers are users that have been assigned the Approver role.

Permissions

This is where you can add or edit the financial limits for a user. The limits can be either per-order or per-timespan. See Step 4 for setting up permissions.

User Groups

You can also add the user to a specific user group here. User groups give the user permissions they wouldn't otherwise have within their business unit. See 'Optional Step 6' for creating user groups.

MANAGE DANNY.SYRETT@MERX.COM.AU USER

The functionality available to a user is dependent on the roles they have. In general, the visibility and jurisdiction of a user is restricted to the branch of the unit to which they are assigned.

[Edit](#) [Disable User](#)

Email:	danny.syrett@merx.com.au
Title:	Mr
First Name:	Danny
Last Name:	Syrett
Contact Number:	0400100200
Password:	Reset Password
Parent Business Unit:	cnw30000_B2BUnit
User Enabled Status:	Enable

Roles

A user is an individual who is able to login to the CNW Store. The functionality available to a user is dependent on the roles they have. B2B Administrators have access to the My Company area to modify the organization hierarchy, B2B Managers can view statistics on the sales of the organization (awaiting implementation), B2B Approvers can approve orders for which the B2B Customer did not have enough permissions. B2B Customers can place orders in the CNW Storefront.

Roles
B2B Customer

Approvers

The approval process will assign orders to approvers if the customer placing the order has insufficient permissions to do so. By default approvers are picked from the organization hierarchy, but additional approvers can be assigned to a specific customer here.

[Edit](#)

Name	Email	Roles	Actions
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Permissions

Permissions define the financial limits of a user. Permissions can be on a per-order or per-timespan basis.

[Edit Permission](#)

Manage Permissions	Currency	Value	Timespan	Parent Business Unit	Actions
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User Groups

Usergroups allow you to assign permissions to multiple customers without adhering to the hierarchical structure of the organization hierarchy.

[Edit User Group](#)

ID	Name	Parent Unit	Actions
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CLOUD INVOICE INTEGRATION

SIMPRO AND LINK4

We continuously update and improve the CNW Electrical website and now our customers can integrate with third party, cloud software systems, such as **simPRO** and **Link4**. The integration is seamless, as it will allow you to connect your online CNW account to **simPRO** and cloud accounting software such as **MYOB** or **Xero** using **Link4**, in relatively simple steps.



SIMPRO

AUTOMATED CATALOGUE UPDATES (PRICING AND PART NUMBERS)

The CNW-simPRO integration enables you to automate updates to your catalogue price and part number files. To link your CNW catalogue to simPRO;

- Log into your simPRO account.
- Click 'Utilities' -> 'Import'.
- From the 'Imports' Menu on the left, click 'Catalogue' -> 'CNW'.
- Enter your CNW account username (*cnw12345*) and password.

Imports / Catalogue / CNW

Assets

Catalogue ▶

Contractors

Customers ▶

Employees

Jobs

Plant & Equipment

Pre-Builds

Sites

Supplier Invoices ▶

Suppliers ▶

Import Catalogue - CNW

Automated Import | File Import

🔄 This supplier allows automatic syncing!

Automatic syncing keeps your catalogue up-to-date by importing new updates automatically when provided by this supplier.

1 Link simPRO to Supplier | 2 Setup Import Settings

To begin, enter your login details for this supplier below. This allows simPRO to access to your supplier catalogue pricing.

* User ID:

* Password:

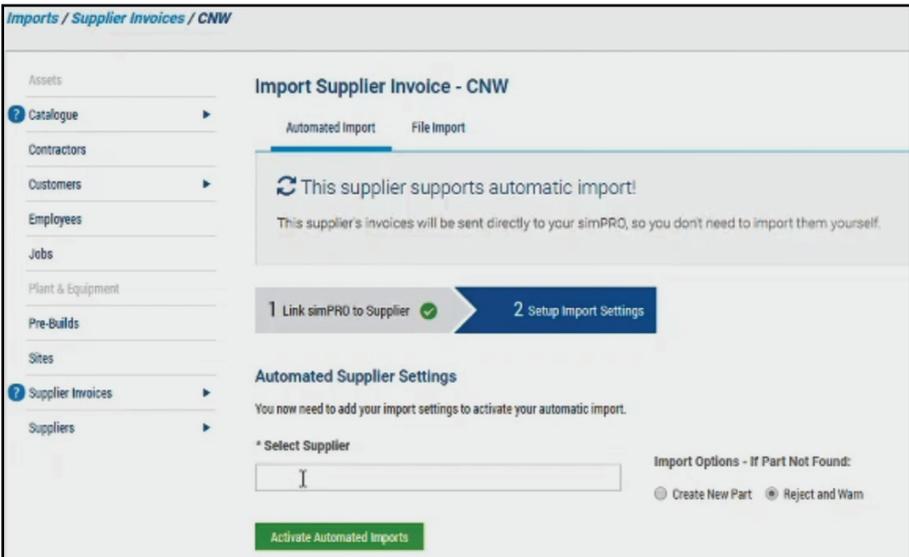
Validate

Once you have validated using your credentials, select your supplier in the 'Select Supplier' field. Click the 'Activate Automated Imports' button. A success message will be displayed: *'Automated imports are active for this supplier'*.

AUTOMATED INVOICING

To enable automatic invoicing for your CNW-simPRO integration:

- Log into your simPRO account.
- Click 'Utilities' -> 'Import'.
- From the 'Imports' Menu, select 'Supplier Invoices' -> 'CNW'.
- Enter your CNW account username (*cnw12345*) and password.
- Select your supplier from the 'Select Supplier' field.
- Click the 'Activate Automated Imports' button.



For a comprehensive video tutorial, use the following link:

<https://cnw.com.au/cnw/en/AUD/simpro>

LINK4

SEAMLESS INVOICE DELIVERY

Introducing seamless invoice delivery with the CNW-Link4 integration.

If your business uses cloud accounting software such as **MYOB** and

Xero you can activate the e-invoicing service using Link4. Receive

invoices straight into your accounting software (**MYOB or Xero**), at no

cost to you or your business.



LINK4

HOW TO ACTIVATE LINK4

You can activate your e-invoicing service with Link4 in three steps:

- Enter the following link to open the CNW-Link4 portal.
https://secure.link4.cloud/cnw_signup.php
- Input all the required information, including your CNW account number.
- Inform your local CNW branch/store that you would like your invoices to be sent to Link4.

For more information, visit the CNW website and check out the Link4 page at <https://cnw.com.au/cnw/en/AUD/cnw-link4/>

MOVING PURCHASING TO ECOMMERCE

**POWERFUL SEARCH AND RICH
PRODUCT INFORMATION.**

**LIVE CONTRACT PRICING AND
PRODUCT AVAILABILITY.**

**FULL ORDER AND DISPATCH
HISTORY FOR ALL ONLINE AND
OFFLINE ORDERS.**

**SELF-SERVICE ORGANISATION
AND PURCHASING
MANAGEMENT.**

ORDER APPROVAL WORKFLOW.

**PURCHASING OR ACCOUNT
PAYMENT SECURELY FOR ALL
MAJOR CREDIT CARDS.**

LEARN MORE AT

cnw.com.au/cnw/en/AUD/faqOrHelp