

USER GUIDE E-COMMERCE

PT RIYADI E-MART INDONESIA



Ruko Perkantoran Perumahan Taman Kota Blok H7
Bekasi Jaya, Bekasi Timur

DAFTAR ISI

USER MANUAL GUIDE	2
GENERAL INFORMATION	2
ABOUT RIYADI E-MART INDONESIA WEBSITE	3
1. Register.....	3
2. Login.....	5
3. Product Search.....	6
4. Transaction.....	7
a. Add to cart	7
b. Quotation.....	9
c. Detail Quotation.....	12
d. PO.....	14
e. Checkout.....	16
f. Detail PO.....	18
g. Upload payment attachment	20
h. Download Invoice	21
i. Download Tax Document	21
j. Shipping	21
k. Complaint	22
5. Account	24
a. Profile	24
b. Change Password.....	25
6. Header.....	26
a. Home	26
b. Product.....	26
c. Training.....	26
d. News.....	26
e. Contact Person.....	28
7. Footer.....	29
a. Terms and Conditions.....	29
b. Privacy and Policy	29
c. About Us	30
d. Contact Us	30
e. User Guide.....	30

User Manual Guide

General Information

- System Requirements

The following are recommendations for the use of the Riyadi E-mart Indonesia web :

System Requirements	
OS	Windows 10
Browse	Internet Explorer 11 Edge latest ver. Firefox latest ver. Chrome latest ver.

- User Registration

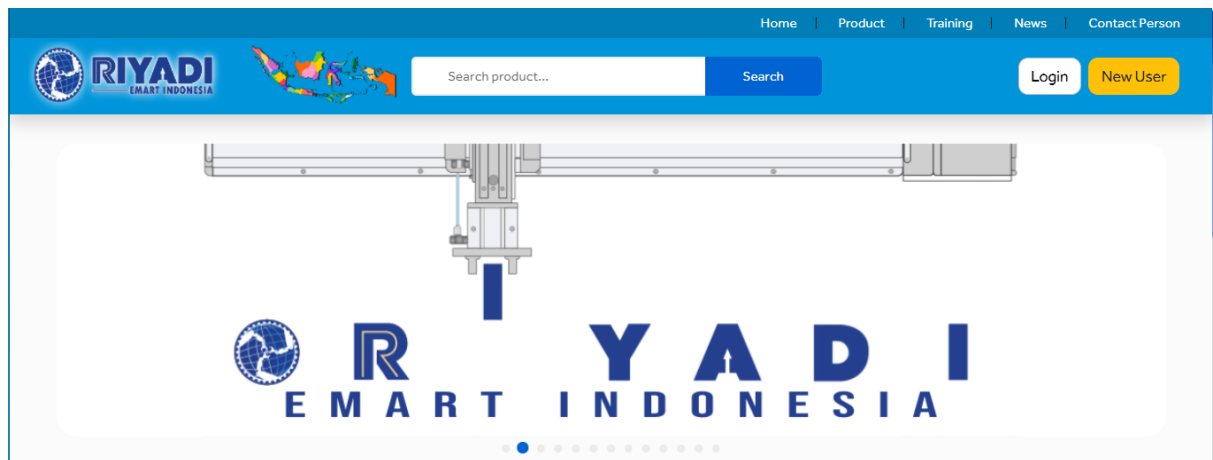
The following are recommendations for the use of the Riyadi E-mart Indonesia web :

Services Available	Guest	Customer (not approved)	Customer (approved)
E-catalog Access	✓	✓	✓
Icon (Notification, Cart, Profile)		✓	✓
Price on Product Detail			✓
Transaction (Quotation & Order)			✓

A visitor to the site is essentially an unregistered user. For new visitor, you may click on the “New User” on the homepage for more details to register an account at Riyadi E-mart Indonesia to enjoy more online services.

About Riyadi E-mart Indonesia website

1. Register



- To register for Riyadi E-mart Indonesia, select the "New User" option in the top right box on the homepage.



- This will take you to the online registration form. Customers are asked to complete this form (all fields marked with a * are mandatory) and click Submit.

Register New User

Login Information


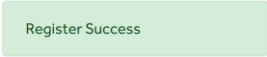
Email (Login ID)
Confirm Email
Password
Confirm Password

User Information

Title
Select Title
Name
Company
Sudah menjadi partner?
Position
Select Position
Phone

- If your company has been registered previously, in the company field please check on this mark "already a partner?" and choose your company.

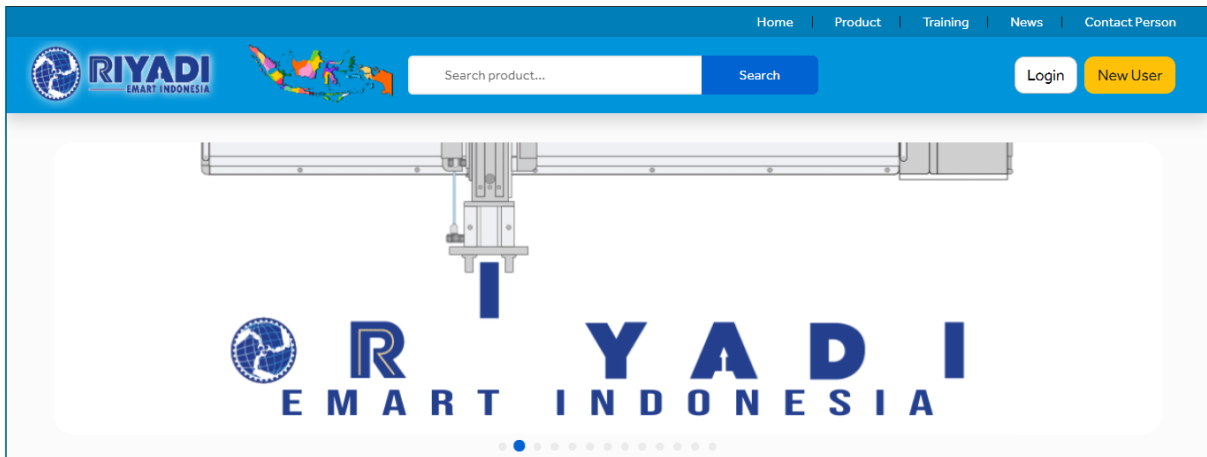
- In the Company Information field, select business type according to your company.

- Make sure to input and upload your company's NPWP.
- After filling out the registration form correctly, click the button  to continue the registration process.
- The registration process has successfully entered the login page and displays an alert  and you are asked to verify your email first to login. A confirmation e-mail will be sent to your e-mail address.
- After successful email verification, you can log in but cannot make a transaction.

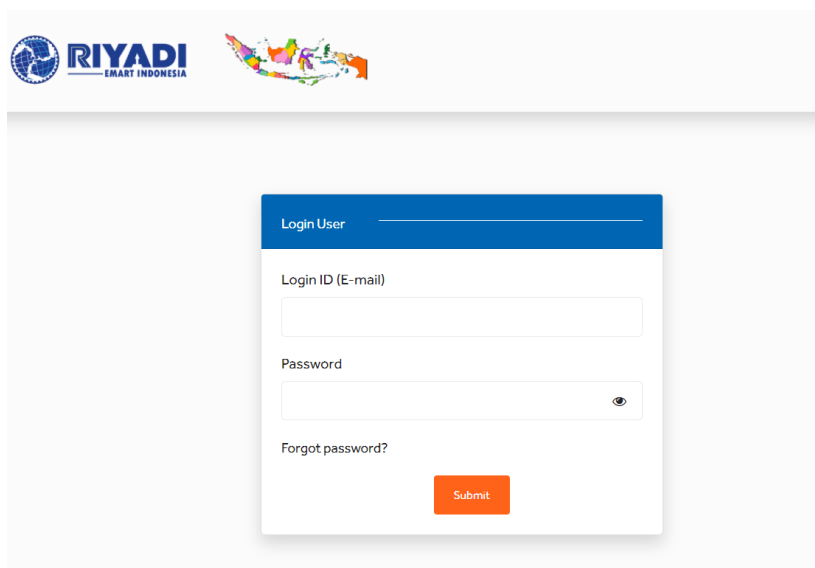
Note.

Once the form is received and verified, it will be sent to Sales and Admin for review moreover approval. When the form is approved, you will receive a notification and can make a transaction.

2. Login



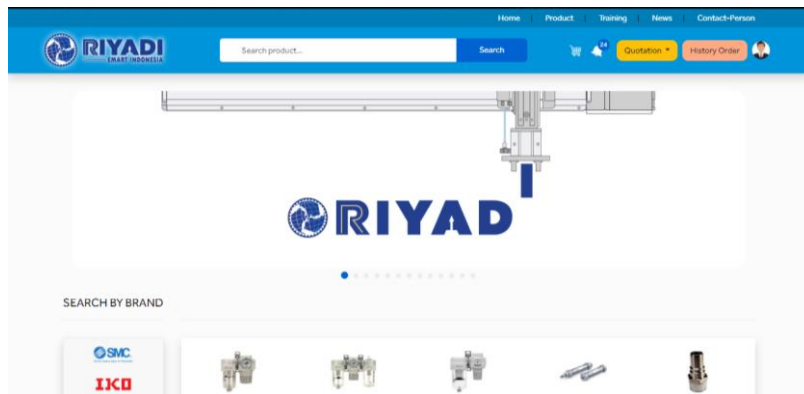
- To log in for Riyadi E-mart Indonesia, select the "Login" option in the top left box on the homepage.
- Once you click on login, you will be taken to a page to enter your email address and password.



- Once logged in, customers can view their account details, make a transaction, etc.

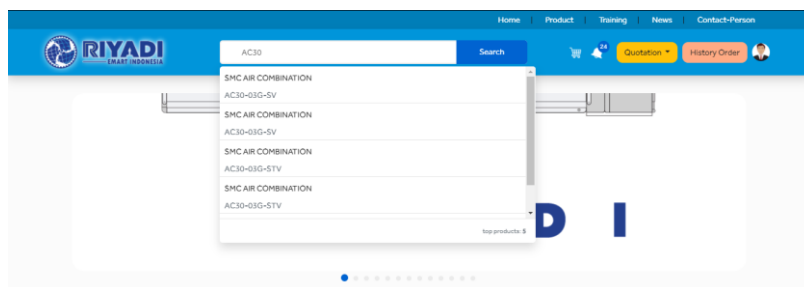
3. Product Search

Search by Brand

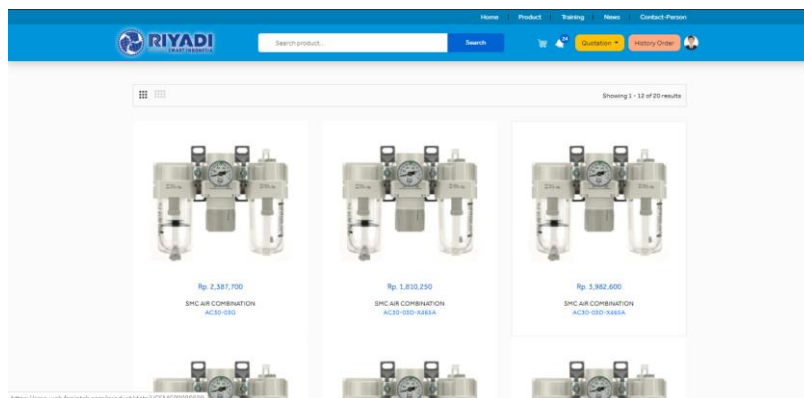


- Go to the homepage.
- View the list of categories featured on the left of the page and click on the one relevant to you.
- A list of products belonging to the category will be displayed.

Search by Keywords or Part Number



- Go to Riyadi E-mart Indonesia homepage.
- Use the search box to search for a product by name, part number.



- A list of products belonging to the category will be displayed.

4. Transaction

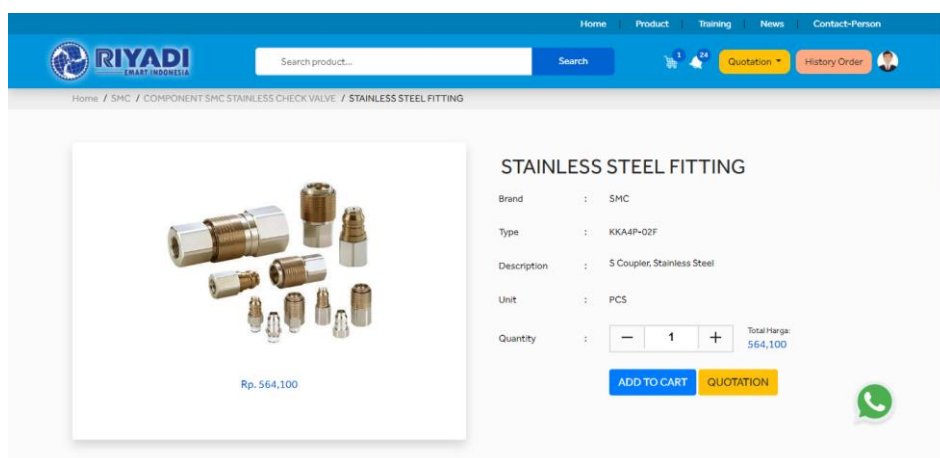
- User Transaction

The following are recommendations for the use of the Riyadi E-mart Indonesia web :

Services Available	Purchasing	Finance	Maintenance	Engineer
Price on Product Detail	✓	✓		✓
Add to cart	✓			
Create a quotation	✓			
Tab Quotation on history	✓		✓	✓
Create a PO	✓			
Tab Order on history	✓			
Create an invoice	✓			
Tab Payment on history		✓		
Tab Complaint on history	✓	✓	✓	✓

A visitor to the site is essentially an unregistered user. For new visitor, you may click on the “New User” on the homepage for more details to register an account at Riyadi E-mart Indonesia to enjoy more online services.

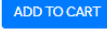
a. Add to cart




- Go to detail product page.

- You can change the quantity of a product which you want to place a quotation request. And the price will change according to the quantity.



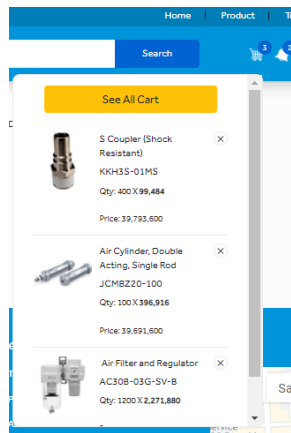
- Click the "Add to Cart"  button on the product page to add a product to the cart.

The "Add to Cart", "Quotation" and price will be displayed after your account is approved by Sales and Admin.

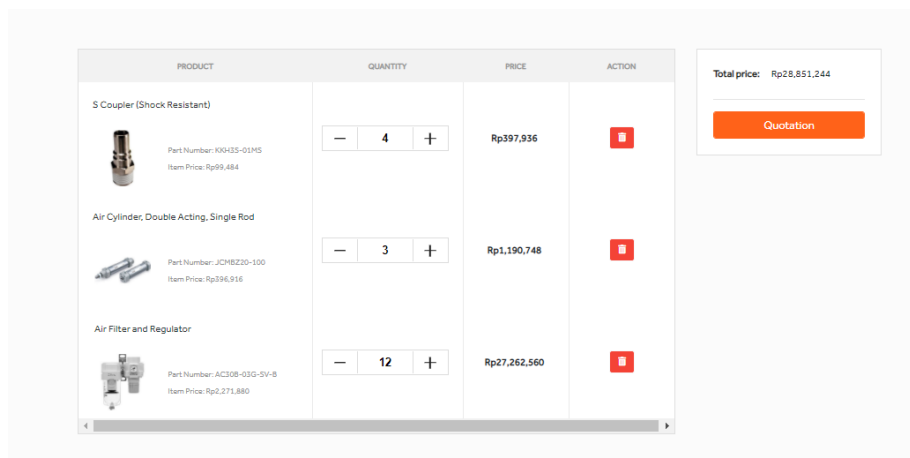
- To see the product that enter the cart, you can  click "cart" icon on header.


See All Cart

- You can see all the items in your cart when you click the "see all cart" button.



- The display that will appear will be as below. You can change the quantity of items, delete items from the cart.



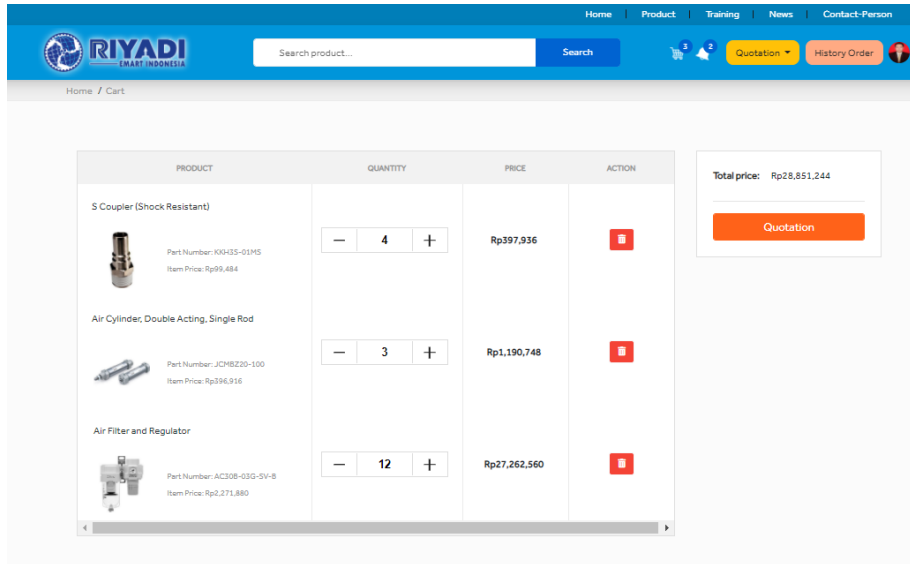
- On the list, you can delete items by clicking the trash  button in each data.


b. Quotation

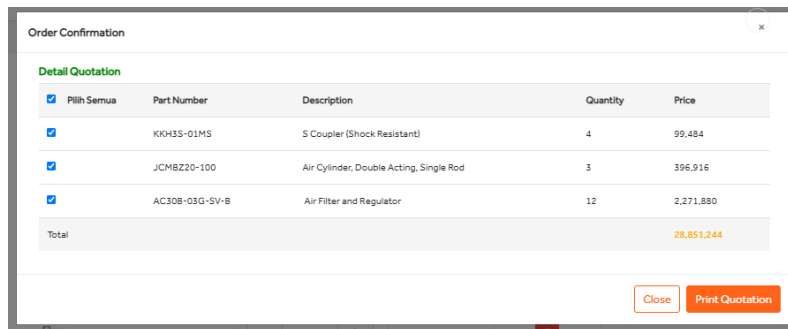
You can make a quotation by 4 options :



Quotation by cart

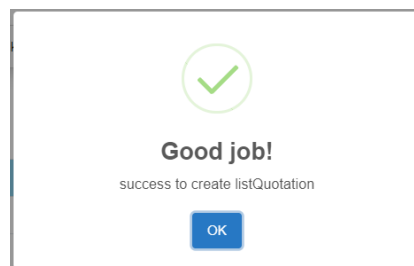
- Make sure that the product you will make a quotation is already on the cart.
- Go to cart page.




- Click the “Quotation”  and will appear confirmation page to choose what items to make a quotation.

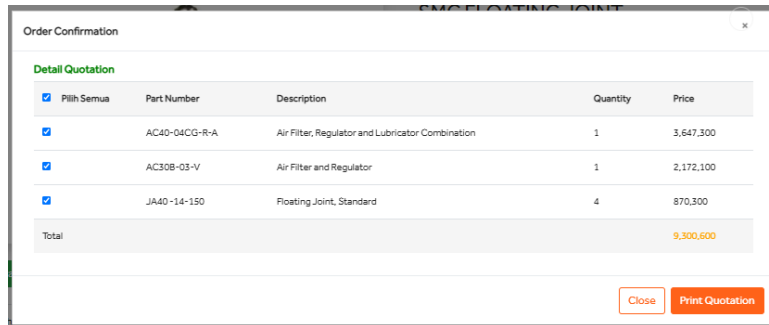


- Click  button to create a pdf quotation. And click  button if you want to cancel the changes.

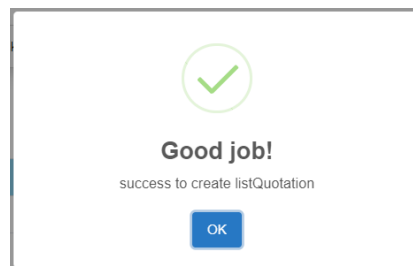


Quotation by detail product

- Make sure that the product you will make a quotation is already on the cart.
- Go to detail product page.
- Click the “Quotation”  and will appear confirmation page to choose what items to make a quotation.

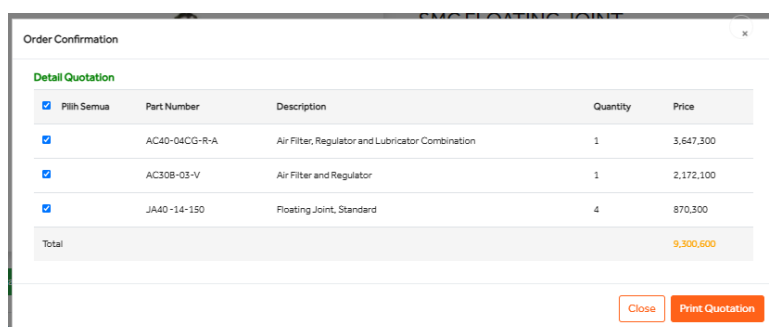
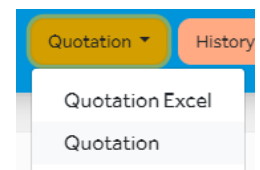


- Click [Print Quotation](#) button to create a pdf quotation. And click [Close](#) button if you want to cancel the changes.

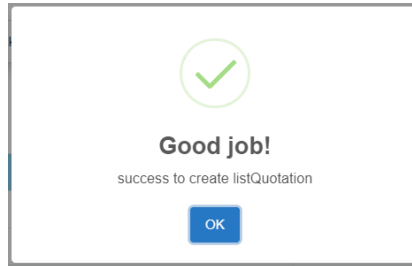


Manual Quotation

- Make sure that the product you will make a quotation is already on the cart.
- Click the “Quotation” on header and will appear confirmation page to choose what items to make a quotation.

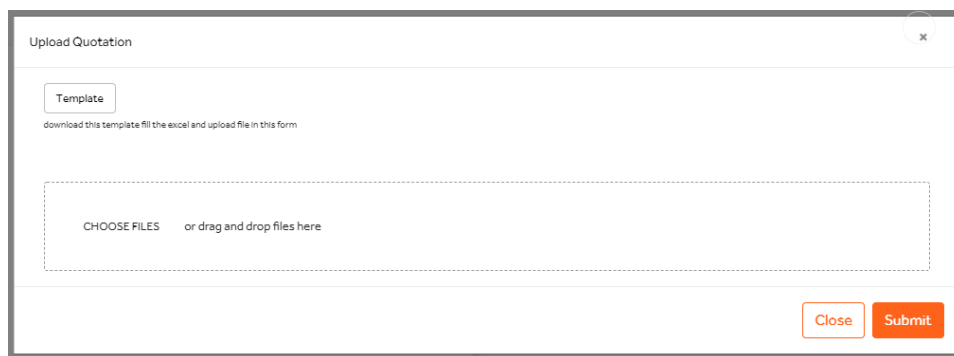
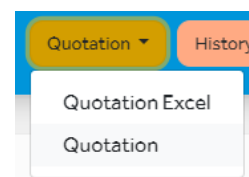


- Click **Print Quotation** button to create a pdf quotation. And click **Close** button if you want to cancel the changes.



Quotation by excel

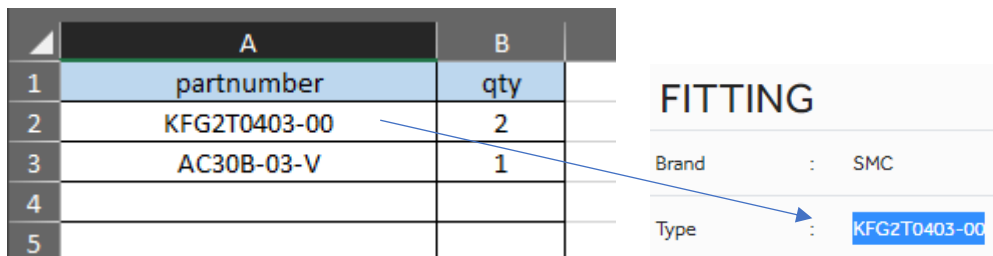
- Go to Riyadi E-mart Indonesia homepage.
- On header, click “Quotation Excel” and pop up appears.



- On this page you can download this template, fill the excel and upload file in this form.

We strongly recommend that you make a quotation by excel if the product that will be a quotation is a lot.

- Click **Template** button to download the template.



- The part number that must be filled in excel can be seen on the detail product page in the type section.
- You can re-upload the template in the fields below.

CHOOSE FILES or drag and drop files here

- After re-uploading the file, the order confirmation page will appear. On this page, you can see if there is an incorrect part number.

Nama Barang	Part Number	Quantity	Status	Price
AIR CYLINDER	JCMBZ20-100	1	Y	583,700
SMC MOUNTING	KJ8D	12	Y	86,800
Total				1,625,300

Wrong Part Number

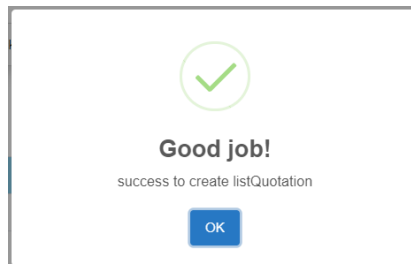
Part Number

JCA32-20

Close Print Quotation

for incorrect part number, it will not be create as a quotation

- Click **Print Quotation** button to create a pdf quotation. And click **Close** button if you want to cancel the changes.

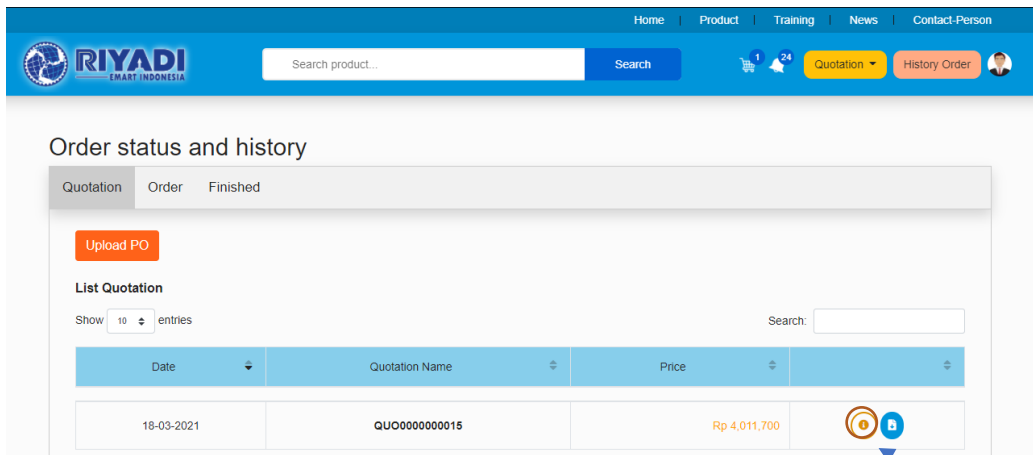


- “Good Job! success to create list quotation” alert will appear and immediately download the quotation pdf in your browser.

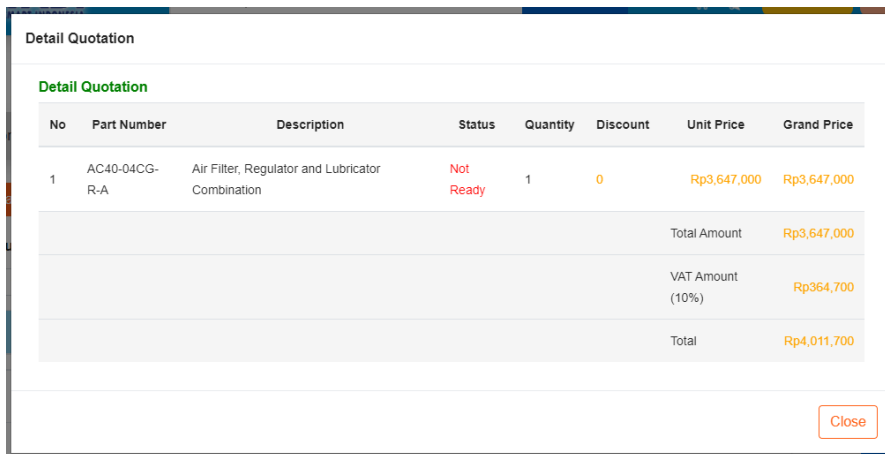
c. Detail Quotation

On detail quotation, you can see the details of the product that you have created into a quotation :

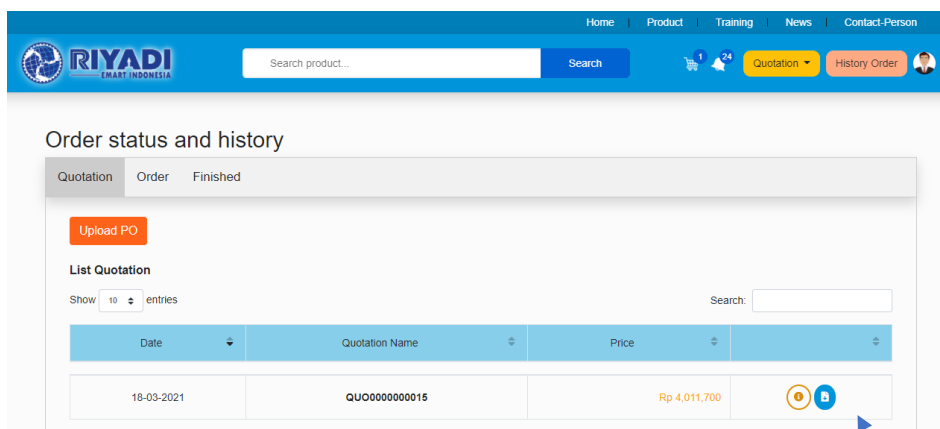
- Go to homepage and click the “History Order” **History Order** and then will be displayed to the history page.



- Check that you are in the quotation tab.
- On the list, you can see one of the quotation detail by clicking the detail button in each data.



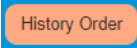
- Quotation detail will be displayed as shown.

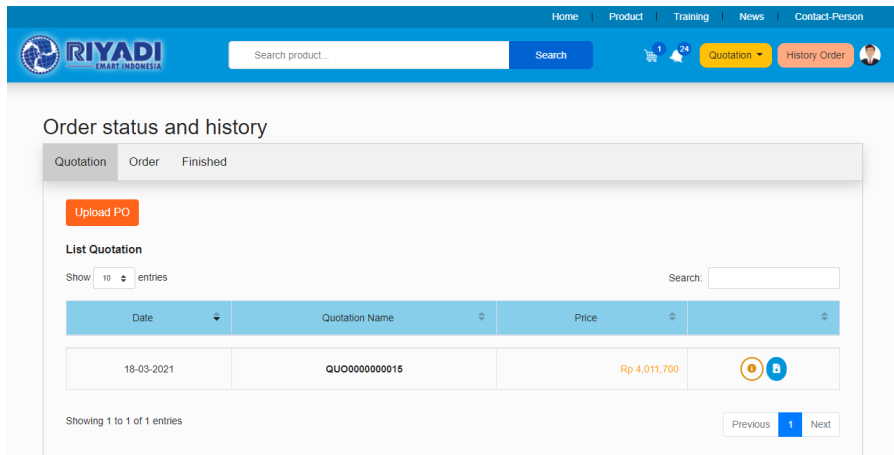


- Check that you are in the quotation tab.
- On the list, you can download the file quotation by clicking the download pdf quotation button.

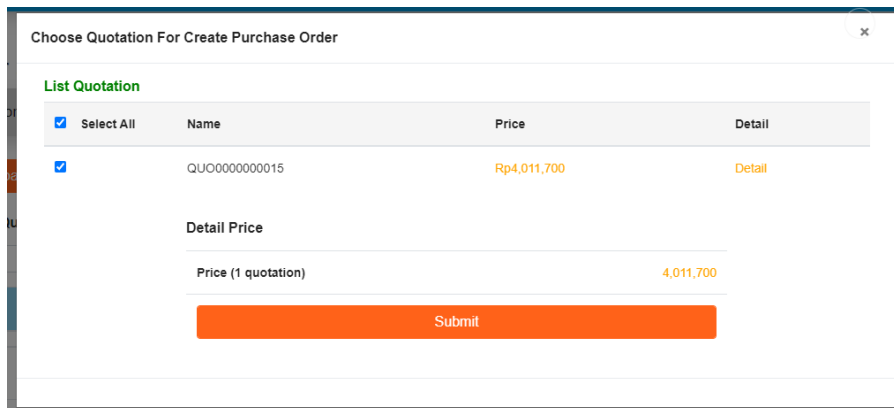
d. PO

In order to continue the transaction process, after creating a quotation you must create a purchase order

- Make sure that the quotation that you will make a purchase order is already on the list.
- Go to homepage and click the “History Order”  and then will be displayed to the history page



- Check that you are in the ‘quotation’ tab 
- Click the “Upload PO”  button and pop up appears.

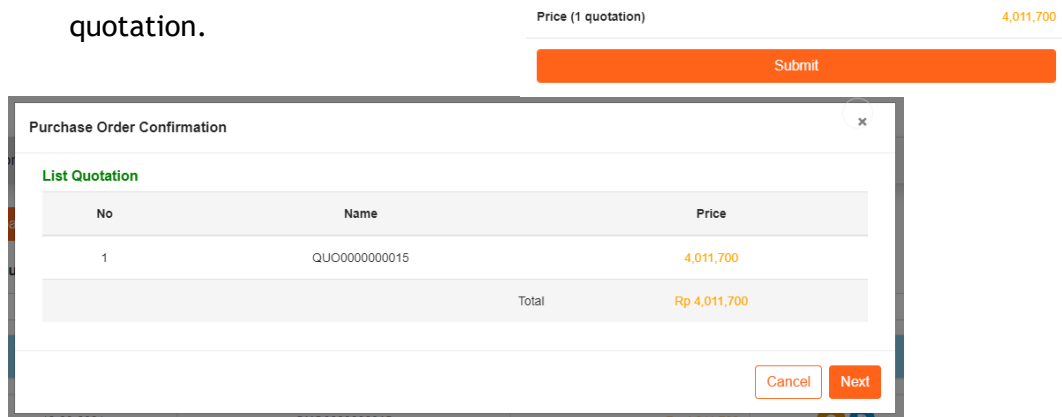


- On this page, you can choose the quotation that you’ll create as a purchase order.

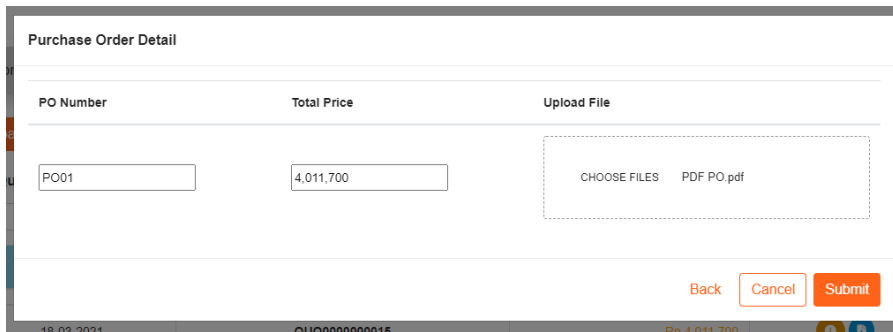
Note

- You can select all quotations by click ‘Select All’ to create as 1 Purchase Order
- Also, you can select multiple quotations that will be created into 1 Purchase Order by clicking the checkbox for each data

- After clicking ‘submit’ button, the next page to confirm the selected quotation.



- Click “next” **Next** button if the selected quotation is appropriate.
- Click “cancel” **Cancel** button if you want to cancel the changes.

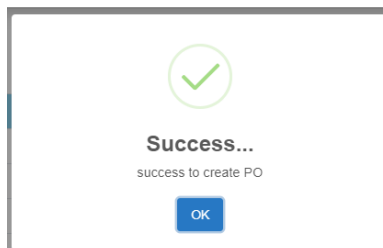


- On this page, fill in the purchase order name, prices, and upload the PO file from your company.

Note

The PO name is based on the PO name of your company
 The total price inputted must be the same as the total price in system
 Upload file PO is based on the PO name of your company

- The “Submit” **Submit** button can only be clicked if the price you input is in accordance with the system.



- “Success to create PO” alert will appear and immediately go to Checkout page.

e. Checkout

The checkout page will appear when uploading a PO.

- On this page will be displayed is a collection of products that have successfully become a PO.

Checkout

Detail Purchase Order

No	Part Number	Description	Quantity	Indent	Delivery Date	Price	Grand Price
1	AC40-04CG-R-A	Air Filter, Regulator and Lubricator Combination	1	Yes	TBA	3,647,000	3,647,000
VAT Amount (10%)							Rp 364,700
Total Price							Rp 4,011,700

Choose Shipping


Shipping

* choose the shipping method. For outside DKI will be sent by shipping partner.

Payment

Total Price	Rp 4,011,700
Shipping	Rp 0.00
Total Payment	Rp 4,011,700

PAY NOW

- Customers outside DKI Jakarta will be sent by 'JNE' for their shipping.
- When you click the 'Pay Now'  button it will be appear account number and total payment

Payment


Nomor Rekening
089628021919

Payment

Price (7 item)	Rp 82,482,138,200
Shipping	Rp 0.00
Total Payment	Rp 82,482,138,200

Total Payment:
Rp 82,482,138,200

Close

- It will generate one invoice and click the "Close"  button.

If you are an old customer, there is a difference to the checkout view where the old customer has 2 menus, namely 'Pay Now' and 'Pay Later'.

Checkout

Detail Purchase Order

No	Part Number	Description	Quantity	Indent	Delivery Date	Price	Grand Price
1	CDA2850-100Z	-	4	Yes	TBA	1,793,000	7,172,000
2	CDA2850-100Z	-	1	No	19-02-2021	1,793,000	1,793,000
VAT Amount (10%)							Rp 896,500
Total Price							Rp 9,861,500

Choose Shipping

Shipping

* choose the shipping method. For outside DKI will be sent by shipping partner.

Payment

Total Price	Rp 9,861,500
Shipping	Rp 0.00
Total Payment	Rp 9,861,500

[PAY LATER](#) [PAY NOW](#)

- Customers outside DKI Jakarta will be sent by 'JNE' for their shipping.
- When you click the 'Pay Now' [PAY NOW](#) button it will be appear account number and total payment

Payment

Nomor Rekening

089628021919

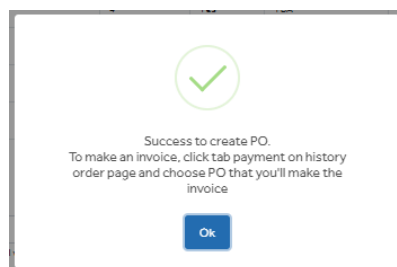
Payment

Price (7 item)	Rp 82,482,138,200
Shipping	Rp 0.00
Total Payment	Rp 82,482,138,200

Total Payment:
Rp 82,482,138,200

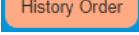
[Close](#)

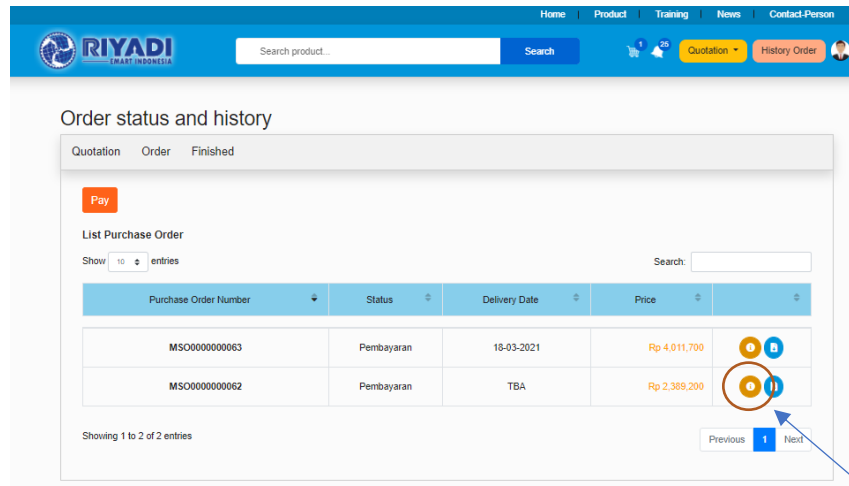
- It will generate one invoice and click the "Close" [Close](#) button.
- When you click the 'Pay Later' [PAY LATER](#) button it will pop up a success alert and redirect to the homepage.





f. Detail PO

On detail PO, you can see the details of the product that you have created into a PO :

- Go to homepage and click the “History Order”  and then will be displayed to the history page



- Check that you are in the ‘order’ tab 
- On the list, you can see one of the order details by clicking the detail  button in each data.

Purchase Order Number	Part Number	Avail Stock	Indent	Quantity	Delivery Date	Price	Grand Price
MSO0000000021	KK130L-N04MS	Not Ready	Yes	1	TBA	186,000	186,000
MSO0000000021	AC40-04CG-A	Not Ready	Yes	20	TBA	3,647,000	72,940,000
MSO0000000021	UTMIL-10000Nm	Not Ready	Yes	100	TBA	278,400,000	27,840,000,000
MSO0000000021	F395+PLUI	Not Ready	Yes	900	TBA	52,032,000	46,828,800,000
MSO0000000021	D-MP025A	Not Ready	Yes	23	TBA	7,637,000	175,651,000
MSO0000000021	AC40-04CG-R-A	Not Ready	Yes	5	TBA	3,647,000	18,235,000
MSO0000000021	AC40-04CG-S-2NR-A	Not Ready	Yes	10	TBA	4,795,000	47,950,000
						VAT Amount (10%)	Rp 7,498,376,200
						Total	Rp 82,482,138,200

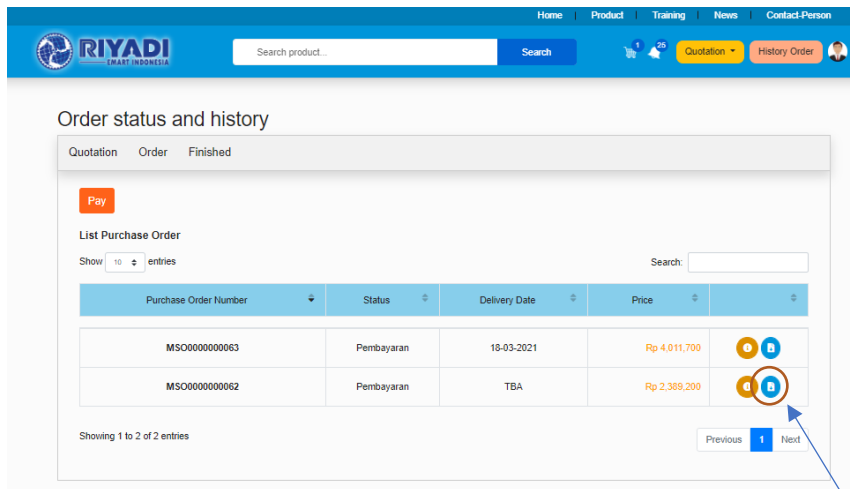
- Order detail will be displayed as shown.

Note

Part number which is a unique code for each item.

Avail stock is the availability of goods from warehouse stock

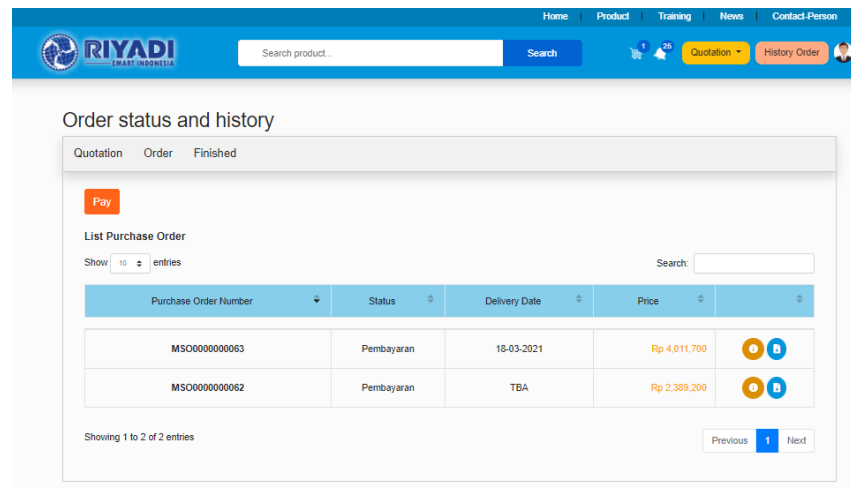
Field indent 'yes' when the item is not available.



- Check that you are in the order tab.
- On the list, you can download the file quotation by clicking the **B** download pdf PO button.

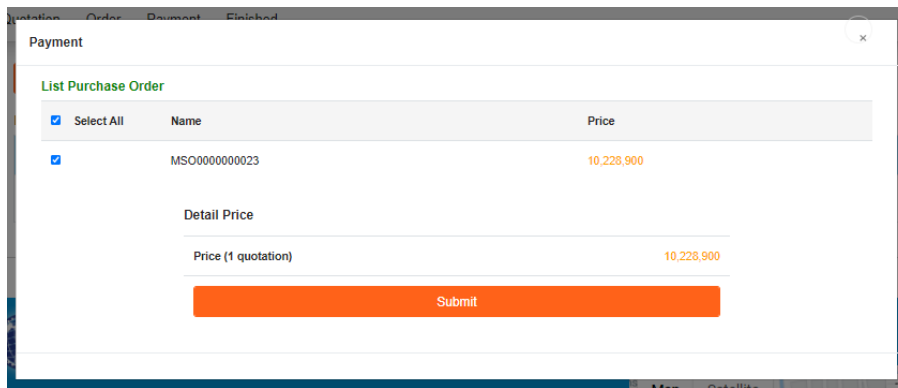
Note


If your order exceeds the existing stock, then in the PO details the part number will be divided by 2 for the delivery date. Items with the amount of stock available in the warehouse will be sent h + 2 after making PO while the remaining items will become indent and the status will be TBA (To Be Annouce).

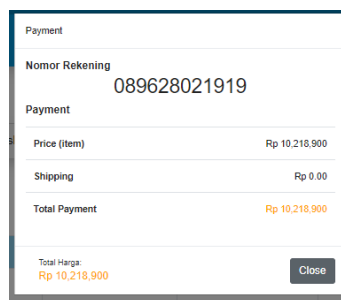


The pay **Pay** button is used to old customers who at checkout click the pay later button and will create a new invoice.

- Click “Pay” **Pay** button and then you can choose the PO that you’ll create as an invoice.

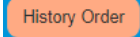


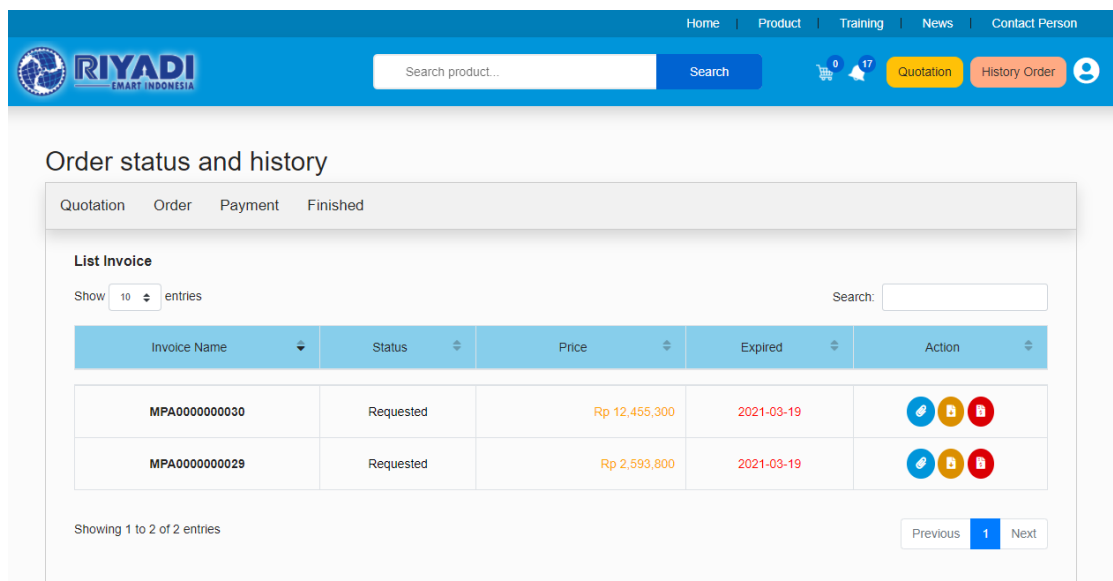
- Click the 'Submit'  button it will be appear account number and total payment.



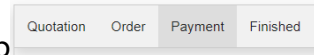
g. Upload payment attachment

You must upload a payment file attachment to complete the transaction.

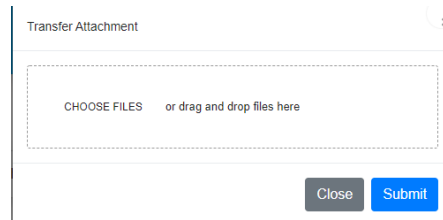
- Go to homepage and click the “History Order”  and then will be displayed to the history page.




- Check that you are in the 'payment' tab



- On the list, you can choose the invoice and click the "File attachment" button.

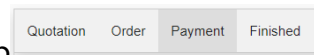


- On this page, upload the payment file
- Click "Submit"  button.

h. Download Invoice

On the list, you can download the invoice file from the payment tab.

- Check that you are in the 'payment' tab

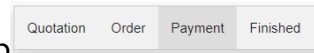


- On the list, you can choose the invoice and click the "Download Invoice" button.

i. Download Tax Document

On the list, you can download the tax document from the payment tab.

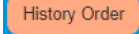
- Check that you are in the 'payment' tab



- On the list, you can choose the invoice and click the "Download Tax" button.

j. Shipping

You can see the shipping history from the finished tab.

- Go to homepage and click the "History Order"  and then will be displayed to the history page

Order status and history

Quotation Order Payment Finished

Tracking PO

Show 10 entries Search:

Purchase Order Number	Purchase Order Name	SO Process	Warehouse Process	Delivery Process	Delivered	Answer	Complain
MSO0000000023	po1	15-02-2021	TBA	TBA	TBA	-	-

Showing 1 to 1 of 1 entries

Previous 1 Next

- Check that you are in the 'finished' tab
- On the list, you can check the delivery history starting from the SO Process until it was delivered.

Note

SO Process is the date when the PO was created.

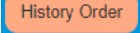
Warehouse Process is the date when the goods are packed from the warehouse

Delivery Process is the date when the goods are on their way to the destination address

Delivered is the date when the goods arrive at their destination

k. Complaint

You can make a complaint if the history status has become 'delivered'.



- Go to homepage and click the "History Order"  and then will be displayed to the history page

Order status and history

Quotation Order Payment Finished

Tracking PO


Show 10 entries Search:

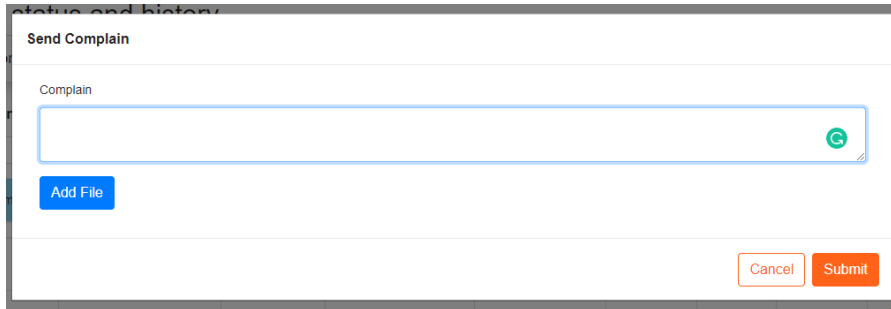
Order Number	Purchase Order Name	SO Process	Warehouse Process	Delivery Process	Delivered	Answer	Complain	Action
0025	po1	17-02-2021	08-02-2021	08-02-2021	09-02-21	-	-	
0017	po1	11-02-2021	08-02-2021	08-02-2021	09-02-21	-	-	

Showing 1 to 2 of 2 entries

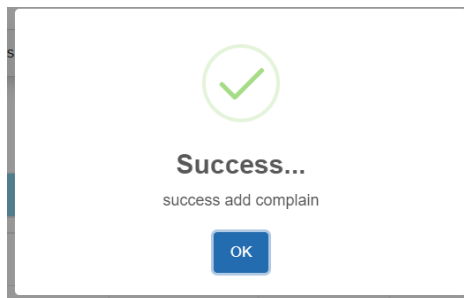
Previous 1 Next

- Check that you are in the finished tab.

- On the list, you can click the complaint  button.
- Please enter your complaint with a photo attached.




- Click Submit and pop up appears.



- Your complaint will be displayed on the list.

Tracking PO

Show entries Search:


Order Number	Purchase Order Name	SO Process	Warehouse Process	Delivery Process	Delivered	Answer	Complain	Action
0025	po1	17-02-2021	08-02-2021	08-02-2021	09-02-21	-	Barangnya penyok	
0017	po1	11-02-2021	08-02-2021	08-02-2021	09-02-21	-	-	

Showing 1 to 2 of 2 entries Previous **1** Next

- Then you can wait for a response from the E-Commerce team. If your complaint has been answered, it will appear on the list.

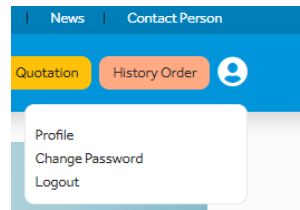
Tracking PO

Show entries Search:

Order Number	Purchase Order Name	SO Process	Warehouse Process	Delivery Process	Delivered	Answer	Complain	Action
0025	po1	17-02-2021	08-02-2021	08-02-2021	09-02-21	Baik, sudah kami tukar barangnya	Barangnya penyok	
0017	po1	11-02-2021	08-02-2021	08-02-2021	09-02-21	-	-	

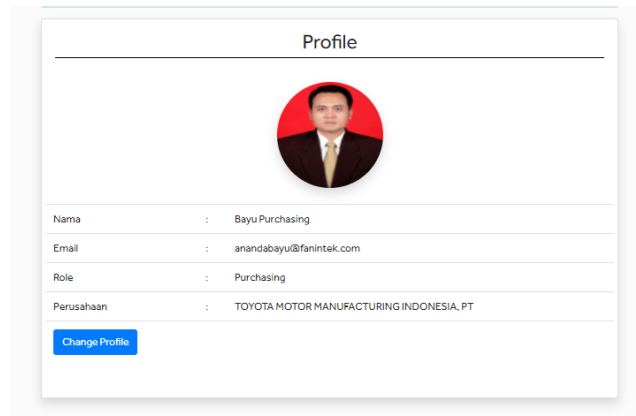
Showing 1 to 2 of 2 entries Previous **1** Next

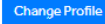
5. Account




a. Profile

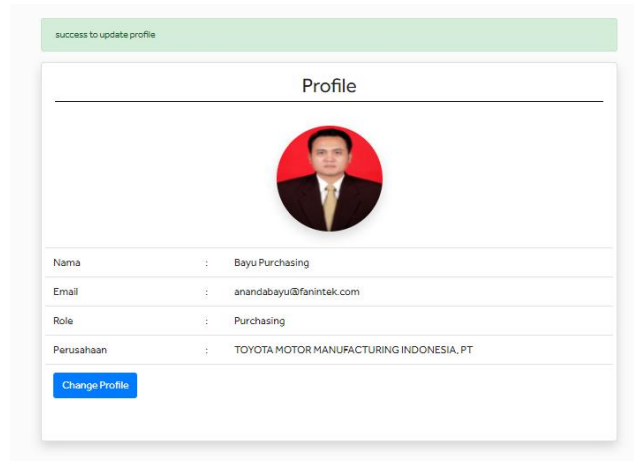
Click on the Profile ^{Profile} button to display the user's profile page. Profile feature contains customer account identity.



- You can edit your profile data by clicking the change profile  button.
- On this page, you can only edit your email, name, and profile photo.

A screenshot of the 'Change Profile' form. The form has a blue header with the title 'Change Profile'. It contains three input fields: 'Login ID (Email)' with the value 'anandabayu@fanintek.com', 'Name' with the value 'Bayu Purchasing', and 'Photo' with a 'Choose File' button and the text 'No file chosen'. At the bottom right, there are two buttons: 'Back' and 'Submit'.

- After edit, click the submit  button.
- An alert will appear as below



- click Back button if you want to cancel the changes.

b. Change Password

Click on the Change Password Change Password button to display the page. Change password feature to change your old password.

- Click the submit Submit button and your password will change to a new password.

6. Header



a. Home

On the header, click on the Home  button to return to the homepage.

b. Product

Product features in the header contain product catalogs of each company brand.

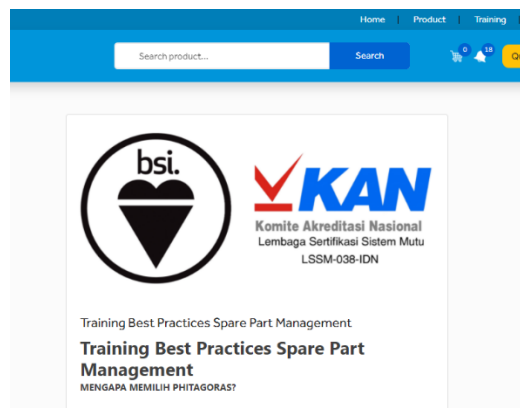


c. Training

The training feature in the header contains training events for the Riyadi group.



- You can choose one on the list and display the page as below.

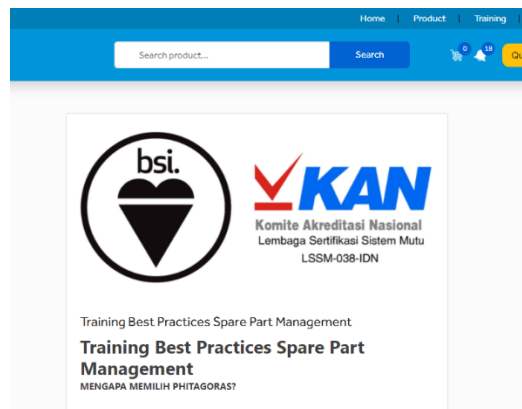
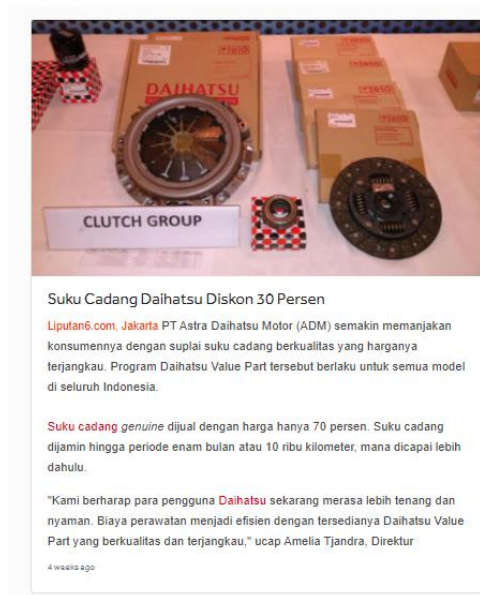


d. News

The news feature in the header contains articles that can be seen by all customers.

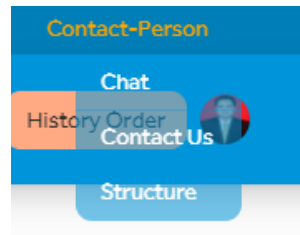


- You can choose one on the list and display the page as below.



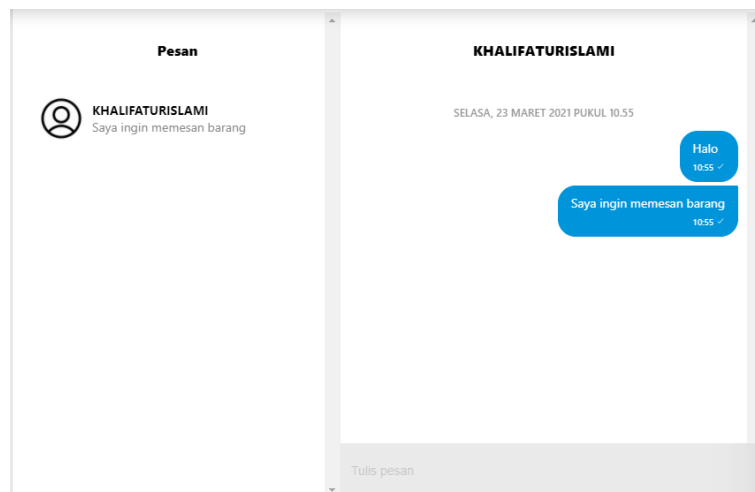
e. Contact Person

on the contact person there are 3 features including chat, contact us and structure.



- **Chat**

Click button chat and the chat feature will appear in your new browser tab. You can contact our sales with this feature.



- **Contact Us**

If you encounter any problems, please contact RIYADI E-MART INDONESIA Customer Service. We will always appreciate your business.

Jika Anda menemukan kendala, silahkan hubungi Customer Service RIYADI E-MART INDONESIA

Kami akan selalu menghargai bisnis Anda.

Customer Service PT. RIYADI EMART INDONESIA

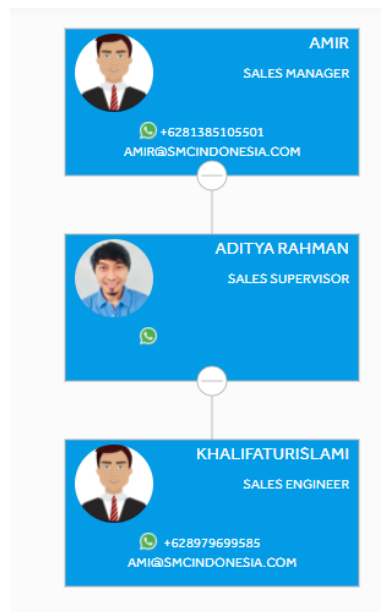
<https://smc-web.fanintek.com/>

e-mail : sales@smcindonesia.co.id

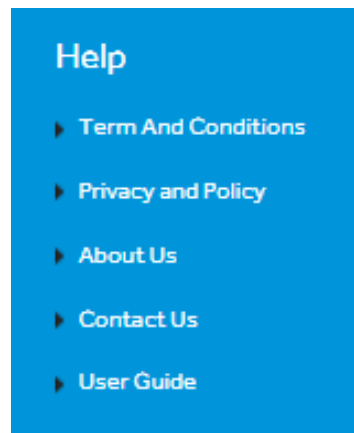
Telepon: 021-6122-888

- Structure

Structure displays your sales, supervisor, manager, and general manager. You can contact with the data listed below.



7. Footer



a. Terms and Conditions

Terms & conditions is an agreement between the customer and application management which contains a set of conditions that govern the rights, obligations, responsibilities of the customer and application management, as well as procedures for using the Site.

b. Privacy and Policy

Privacy Policy is the privacy policy issued by Application Management.

c. **About Us**

About us contains our corporate identity.

d. **Contact Us**

If you encounter any problems, please contact RIYADI E-MART INDONESIA Customer Service. We will always appreciate your business.

e. **User Guide**

User guide is a document which explains all the features contained in this e-commerce application. When you click the user guide it will immediately download the document.