

Frequently Asked Questions

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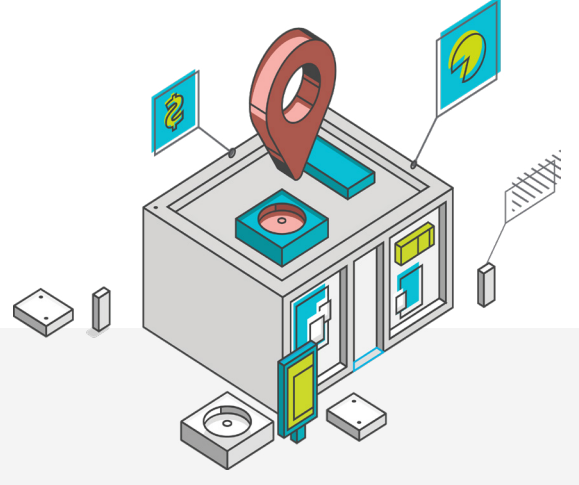
How does an end user receive their order? How are taxes and shipping fees handled?

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What is TD SYNnex's MyShop?

MyShop is a TD SYNnex exclusive ecommerce tool that automatically keeps our partners' websites updated as vendor product and marketing information changes — positioning them as the go-to source for IT purchases. With real-time refresh, plug-and-play capabilities and tools made for business acceleration, we can help you create everything from a personalized, easy-to-use catalog of offerings to a one-stop ecommerce shop.

How much does MyShop cost? How do I pay for MyShop?

You have several versions of MyShop to select from. This includes the free Standard version, or one of three upgraded versions for a small yearly fee. Reseller customers pay for the year of service upon registering.

- If at any point you're unhappy with the value you are receiving from MyShop, contact TD SYNnex to discuss your options.

How do I sign up for MyShop?

Registration for MyShop is quick and easy; simply go to the MyShop homepage, click "Register" at the top right of the page and fill out a short form. You will then be emailed information on how to log in.

How long does it take to get started if I'm new to MyShop?

MyShop offers a variety of easy-to-use, customizable features, allowing you to create the best environment for your customers to do business with you.

- Upon registering, MyShop's basic functions can be initiated quickly (within 30 minutes). However, depending on the complexity of your ecommerce needs, it can take up to a few hours if you are looking to add additional features.

How does MyShop get added to my website? Can it be used as a punchout?

After setting up your MyShop page to your exact specifications, you can then retrieve a script code provided in your account that can be added into your website. The code will populate MyShop into your website as an i-frame (if employing the Standard, Standard Plus or Prestige version).

- MyShop can also work with your internal procurement system and operate as a punchout catalog with a full suite of TD SYNnex solutions available to your customers or employees. Additional fees may apply. Email us directly at MyShop@tdsynnex.com for more details.

Is there a standalone website option?

Yes, at the VIP level of MyShop you receive a hosted domain that can be fully branded, customized and pointed directly to any URL.

What products can be sold? How is end-user pricing determined?

MyShop uses real-time pricing, allowing the reseller customer to add their end-user markup or leverage MSRP.

- All TD SYNnex products that you are authorized to sell can be featured on MyShop.

How are orders processed and how do I receive payment from a sale?

All transactions via MyShop are between the end-user customer and the reseller customer. Payments are processed by one of several approved third-party payment providers (PayPal, Stripe, PayTrace, Worldpay, etc.).

- After an order is completed in MyShop by the end user, the reseller customer is prompted to approve and submit that order to TD SYNnex. TD SYNnex then processes and fulfills the order by shipping directly to the end user or to the reseller customer, depending on which option is selected.

How does an end user receive their order? How are taxes and shipping fees handled?

Once you approve an order, TD SYNnex automatically begins processing and shipping to your end user. If properly set up with TD SYNnex in advance, orders shipped to your customers can be white labeled with your brand and information. Reseller customers can also set all orders to be returned directly to them.

- For shipping costs, you can select from two options: utilize the built-in FedEx API, which calculates the fee based on the size and weight of a product, or manually set the shipping fee based on the price range of an item.
- MyShop uses an integration with TaxJar to automatically calculate and assess the proper sales tax to your customers, built seamlessly into the purchase flow.

How are returns handled?

Product returns from sales made through MyShop are handled the same way as products purchased from TD SYNnex by a reseller customer. Refer to your service agreement with TD SYNnex for specific details.

Can I add my own products or services to be featured on MyShop?

Yes, at the Prestige or VIP level your company's products and services can be featured and sold on MyShop.

Can MyShop integrate with my CRM?

Yes, MyShop can integrate with CRM systems such as Salesforce, ConnectWise and Dynamics. You can also download your order history data. For CRM integration, additional fees may apply. Contact us directly for more details.

Can I create special access for some of my accounts and customize what they see in MyShop?

Yes, with MyShop you can create special logins for your individual customers and create customer groups to control the specific products and pricing that they can view.