



TROVAC.COM

TUTORIEL



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HOW TO: connect to the Trovac Portal

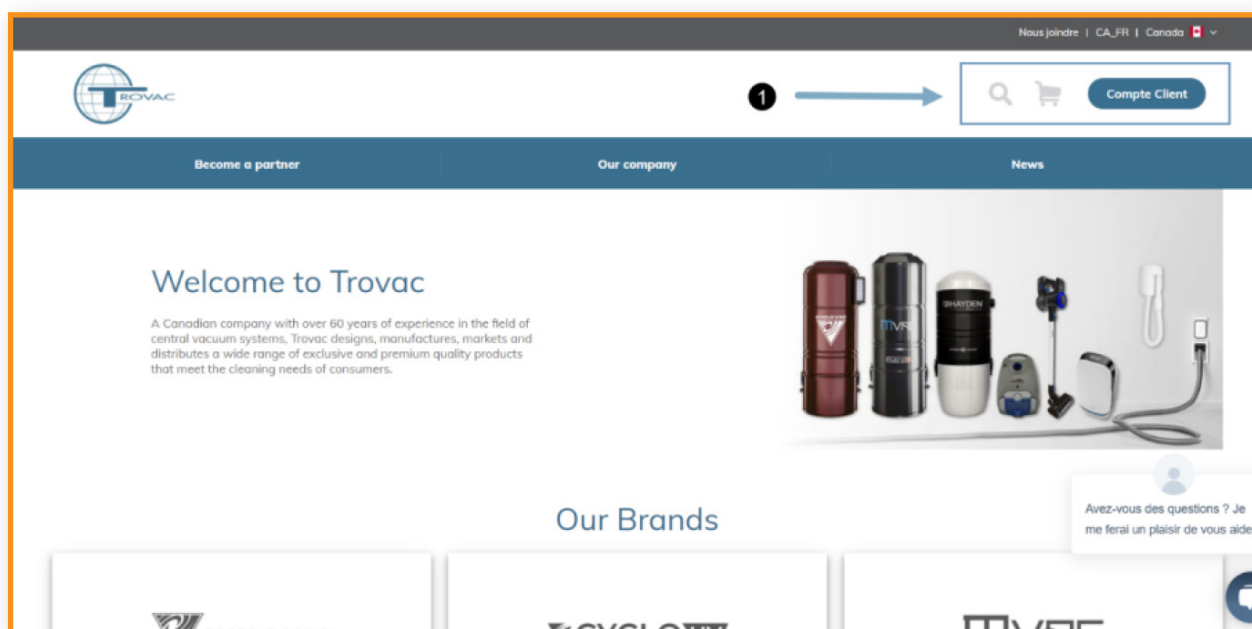
Trovac portal login steps

Dear Partner,

We are pleased to present to you our new **trovac.com** platform.

In this tutorial, we will walk you through how to log into your dealer account.

1. First you will have to go to the Trovac portal (trovac.com)
2. You will need to select **Customer Account** which is located in the upper right corner of your screen.



You will be able to log in either with your login information, email and password or through your Google or Facebook account.

If you are a new user, you have received your temporary password by email from Trovac.

- Be careful to check your junk mailbox.
- Otherwise, we invite you to contact us. A member of customer service will be happy to assist you.



You can also use the Forgot Password function to receive instructions to reset your password.

3. Finally, select Sign In.

The screenshot shows a web page with a dark blue header containing navigation links: "Become a partner", "Our company", and "News". Below the header, the breadcrumb "Home / Login" is visible. The main heading is "Login". There are two social login buttons: "Sign in with Google" (orange) and "Sign in with Facebook" (blue). Below these, a text prompt reads: "If you have an account, sign in with your email address and your password." There are two input fields: "Email" and "Password", both marked with a red asterisk. Below the "Password" field is a "Sign in" button (blue) which is circled in blue. To the right of the "Sign in" button is a link "Forgot your password?". At the bottom left, there is a red asterisk and the text "* Required fields".

You will arrive on your dashboard which is your home page.

Here you are, you are now connected to your Trovac dealer account!

OVERVIEW: of your dealer account

Overview of your dealer Trovac account

The dealer account is an essential tool to manage your purchases and access our products anytime.

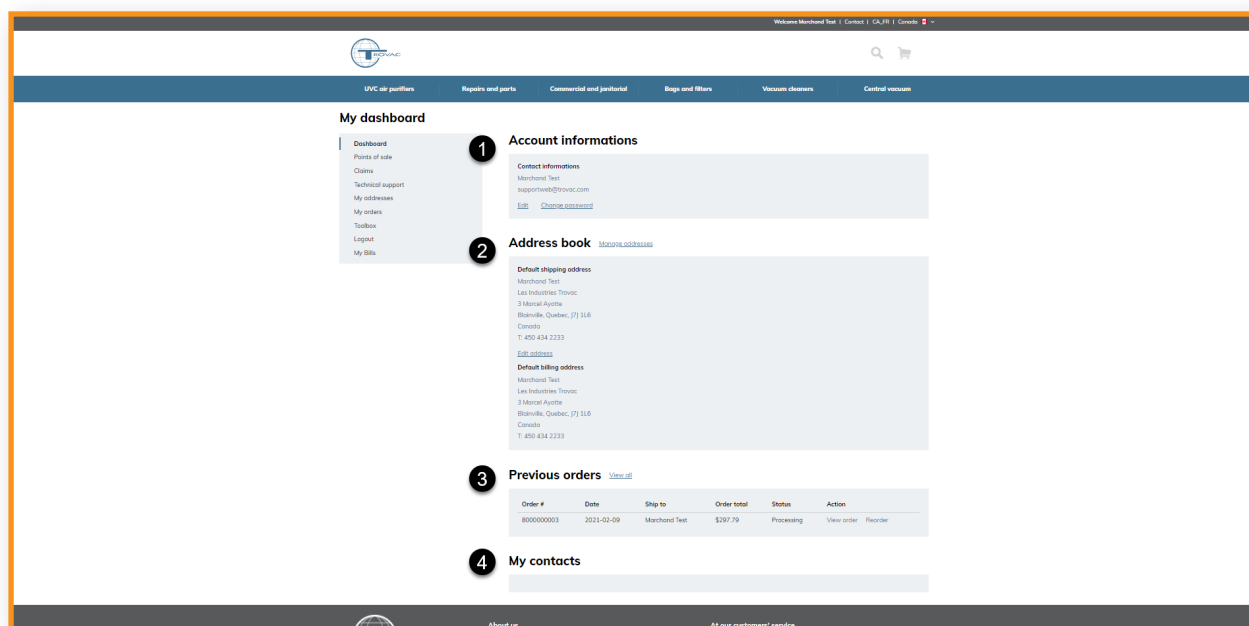
By accessing your dealer account, you can:

- See your invoices online.
- Create a claim.
- Consult and get various marketing tools.
- Manage your account and your payment methods.

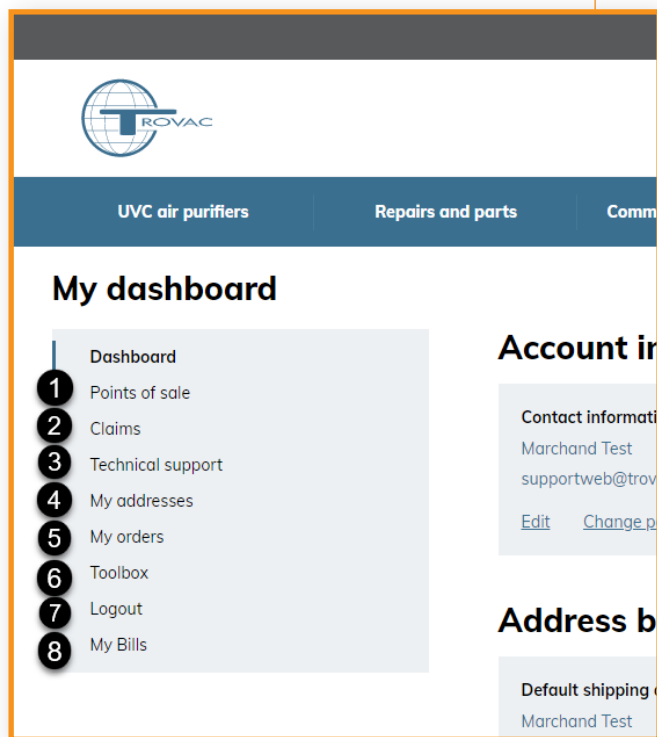
In this tutorial, we give you an overview of your dealer account. Once logged in, you will first have access to your dashboard.

When you click on Dashboard, you will see in the centre of the screen:

[Account Information \(1\)](#), [Address Book \(2\)](#), [Previous Orders \(3\)](#) and [My Contacts \(4\)](#).



In the menu, at the top left, you will find the following categories:



1. Point of sale: To see the list of your stores displayed in search engines.

2. Claims: To see your latest claims, or to create a new one.

3. Technical support: If you have any problems navigating this interface.

4. Mes adresses ou Canet d'adresses : To modify your address or define additional delivery addresses (warehouses for example).

5. My orders: To view your order history and reorder.

6. Toolbox: To have access to various practical files or various local marketing tools that you can download in PDF version.

7. Logout: Allows you to log out of your dealer account.

8. My Bills: To view your latest invoices.



We just took a quick tour of your dealer account together. **Would you like to learn more?** To get more details on each of the different categories, just click on the titles above. You will be directed to new pages.

OVERVIEW: explore the dashboard

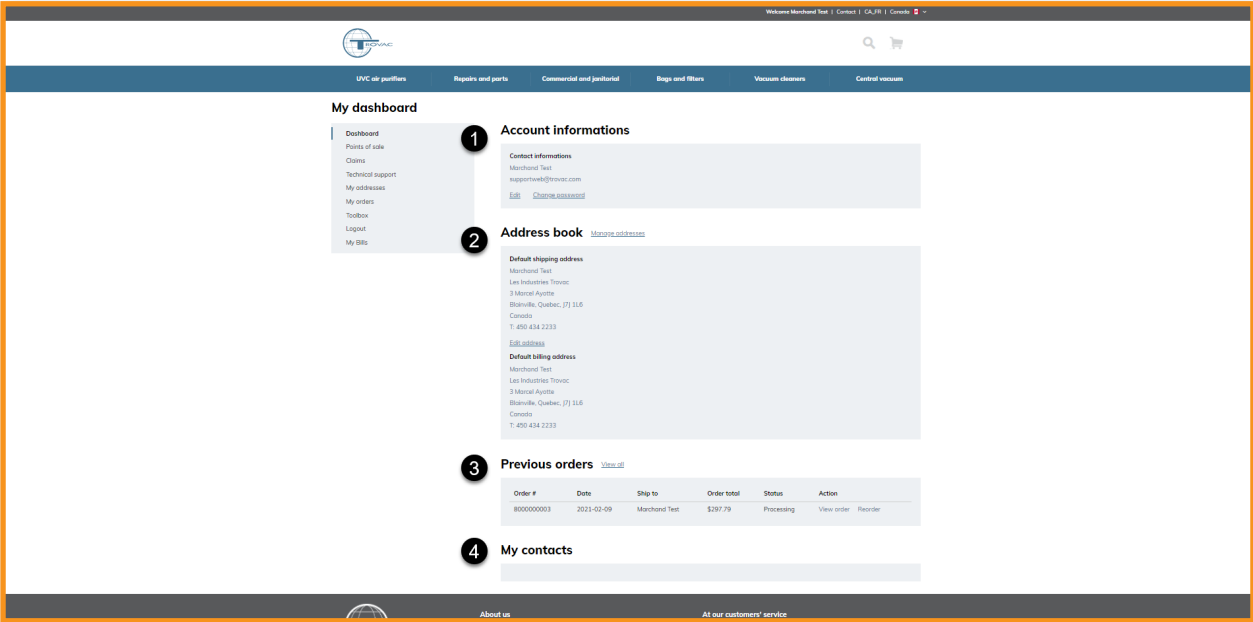
Dashboard – Trovac Portal

To access it, you must first be logged into your dealer account.

Once logged in, in the left menu, select Dashboard.

In the centre of the screen, you will see four boxes with the following titles:

- 1. Account Information
- 2. Address Book
- 3. Previous Orders
- 4. My contacts

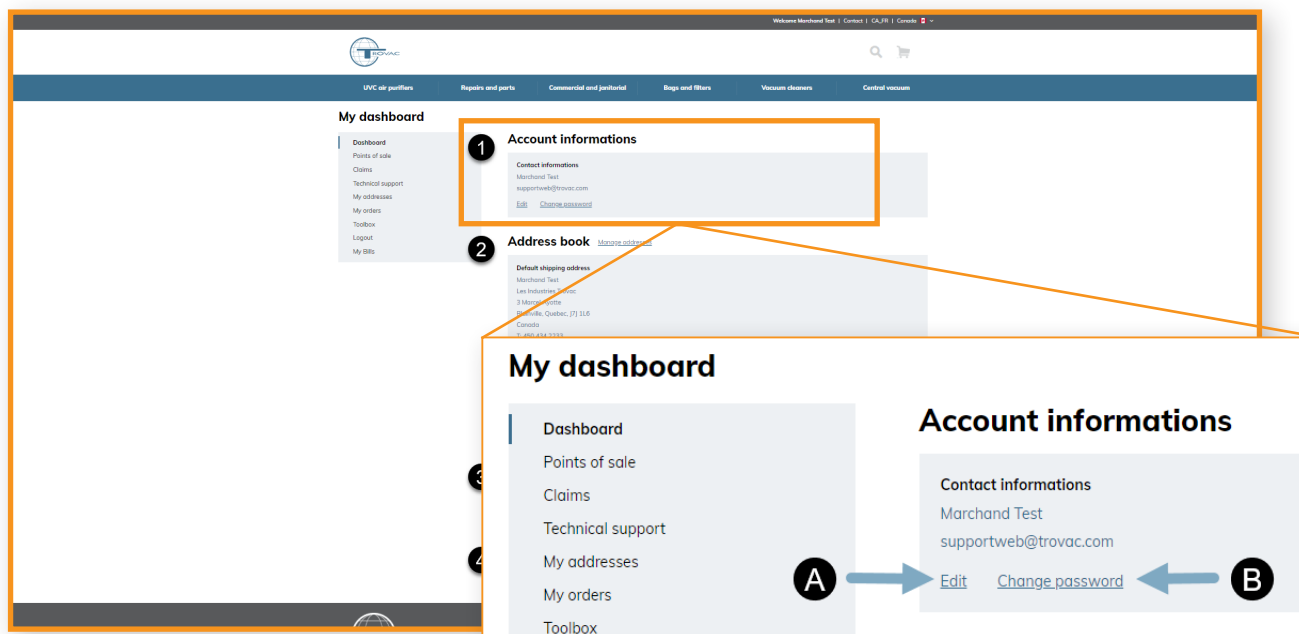


1. Account Informations

This is your contact information on file, that is, your first name, your last name and email address.

It is possible to modify them at any time, by clicking on **Edit (A)**.

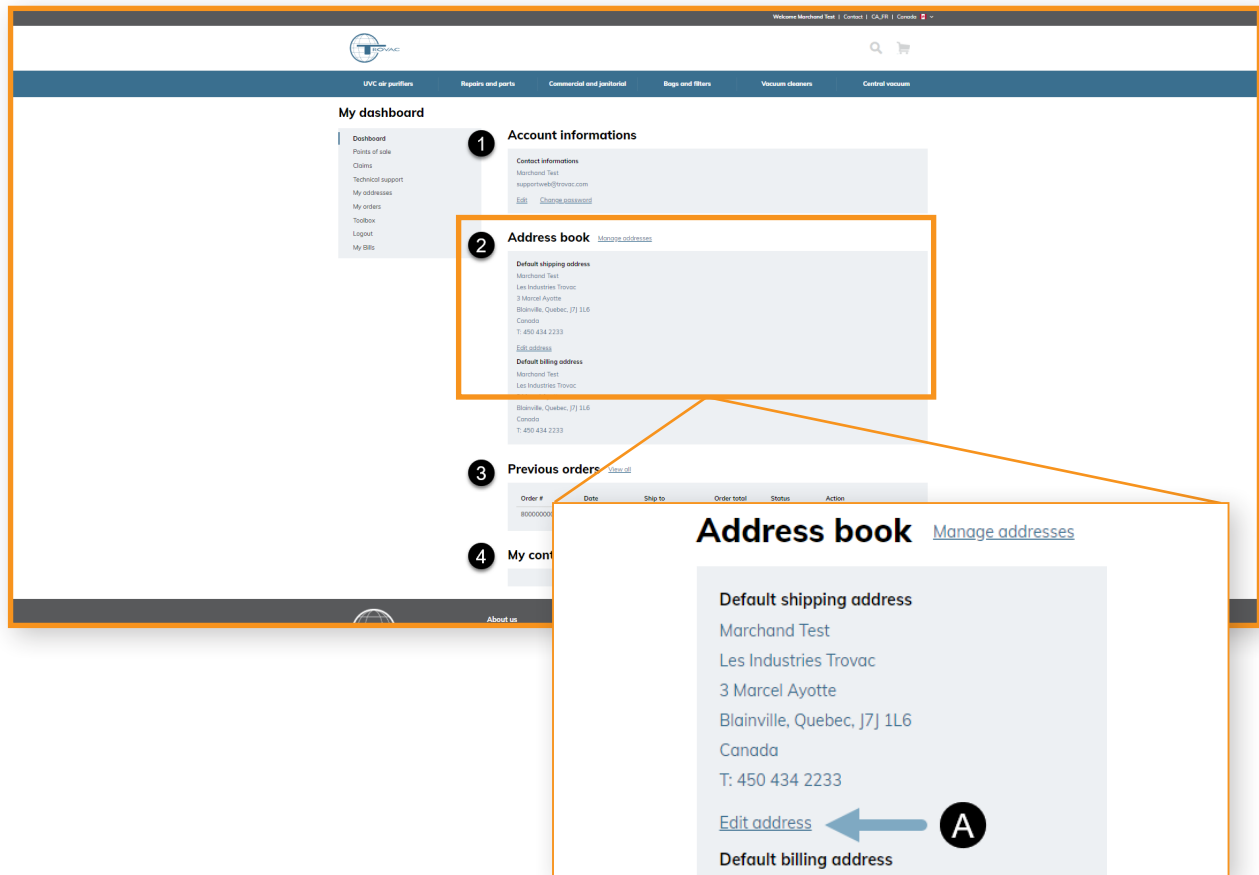
This is also where you can change your password, using the **change password function (B)**.



2. Address Book

This is where you can manage your addresses.

Here you will find confirmation of your shipping address and your billing address.



You can make changes or add a new one, using the Edit address option (A).

3. Previous Orders

In this section, you have access to orders that have been placed from your dealer account only. Two actions are available in this part of your account.

A. Check old orders, by clicking on **View order**.

a. You will be directed to the **My Orders** category.

B. **Reorder**, by clicking on the button with the same name.

a. The order will be automatically added to your shopping cart and you will be directed to this page at the same time.

The screenshot shows the Trovac account dashboard. The 'Previous orders' section is highlighted with a callout box. Below it, a detailed view of the 'Previous orders' table is shown, with a callout box highlighting the 'Action' column.

Order #	Date	Ship to	Order total	Status	Action
8000000003	2021-02-09	Marchand Test	\$297.79	Processing	View order Reorder

4. My contacts

This section acts as a phone directory. You will find the contacts you interact with most often at Trovac. Your representative or customer service representative, for example.

NOTE: it is not possible to add a contact. The contacts saved in your Trovac account will be synchronized automatically thanks to our web platform.

HOW TO: order online

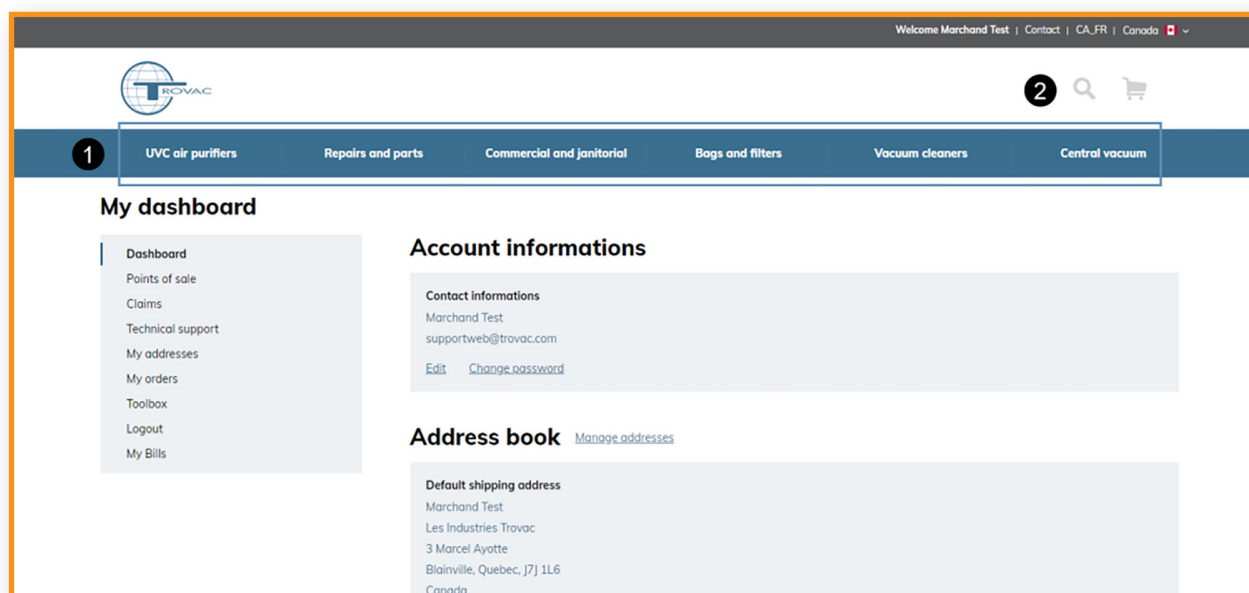
See how to place an order online and view your order history as needed.

To access it, you must first be [logged into your dealer account](#).

A. Search

To access the list of available products and find out their availability, you must **search for the item** that suits you by using the **following two options**:

- 1) The main menu in which all the products have been classified by **category (1)**.
- 2) Use the **Search (2)** function, identified by the magnifying glass, located at the top right of your screen.





HOW TO DO: a search

Click on the magnifying glass to bring up the search bar.

Then type in the search bar the product code, a keyword or a phrase describing your subject among the most specific or appropriate.

- Usually, capital letters and punctuation are not required.
- Our search engine ignores small words like “the, and to,” etc.

Example of a search with a product code

The screenshot shows the TROVAC website interface. At the top right, there is a navigation bar with links: "Welcome Marchand Test", "Contact", "CA_FR", and "Canada". Below this is a search bar with a magnifying glass icon. The main navigation menu includes categories: "UVC air purifiers", "Repairs and parts", "Commercial and janitorial", "Bags and filters", "Vacuum cleaners", and "Central vacuum". The page content is divided into "My dashboard" and "Account in" sections. A callout box highlights the search bar, which contains the product code "TDSAC95C".

Example of a search with a keyword

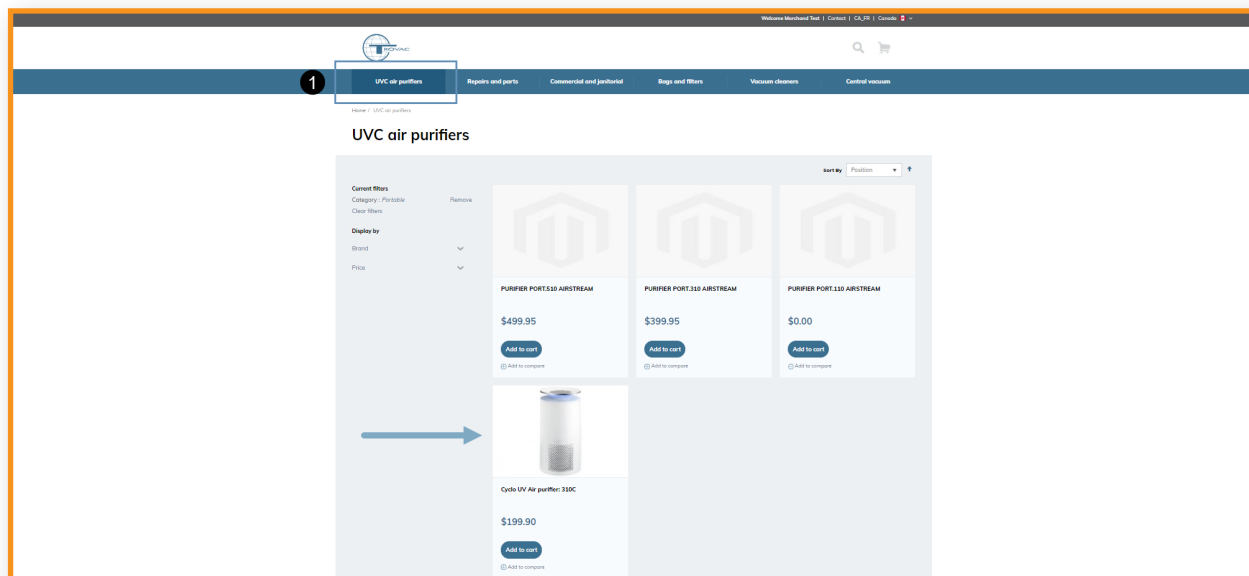
The screenshot shows the TROVAC website interface, identical to the previous one. A callout box highlights the search bar, which contains the keyword "purificateur d'air".

Press the Enter button on your computer keyboard.
Then access your results.

B. Order a product

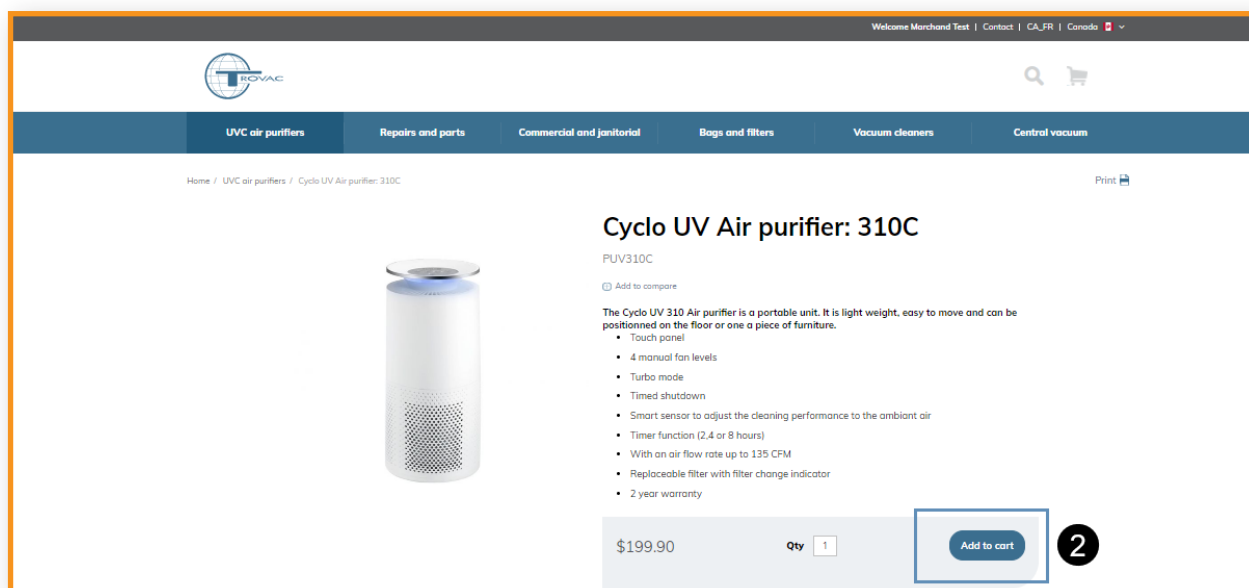
A) View the product sheet of the item.

At any time, you can look at the product sheet and to confirm whether it meets your expectations using descriptions, illustrations and various technical characteristics. To do this, you need to click on the product image.

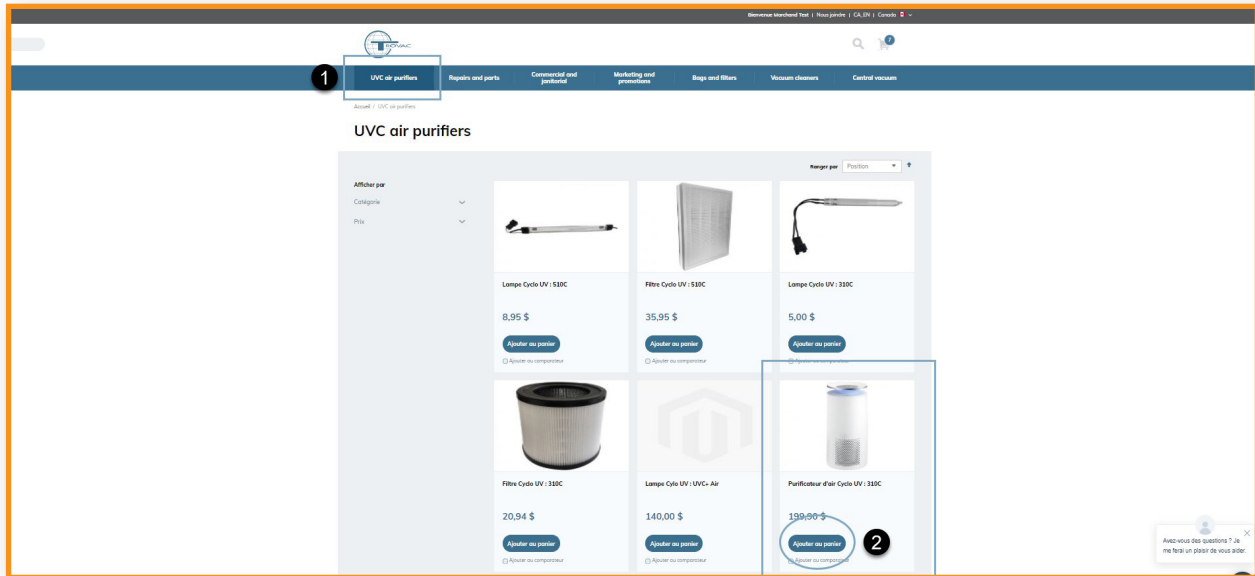


To add the selected item to your shopping cart, you will need to:

- Select the item you want to order.
- Click on the **add to cart (2)** function.



Repeat these steps for each product until your order is complete.



At any time, it is possible to see the content of your cart or to modify it.

To do this, click on the cart at the top right of your screen. Then, a small window will appear, it is about the selection of your items.

To make a change, you can:

A. **Directly modify the number of items in the Qty section, directly entering the desired quantity (A).**

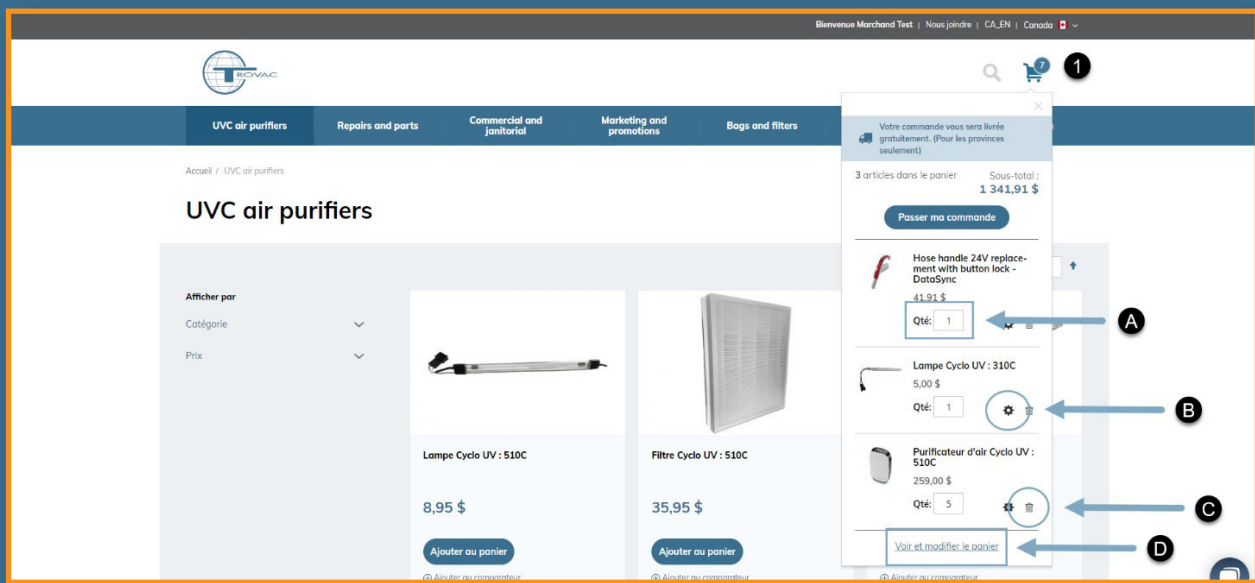
B. By clicking on the **mechanical wheel icon** [(modify order) B]

To delete an item:

C. Click on the **trash can icon (C).**

To access all the contents of your cart:

D. Click on **View and edit cart (D).**



C. Access your cart

If you click on View and modify your cart **(D)**, you will see in the centre of the screen:

Cart **(1)**, Promotional Code **(2)** and Summary **(3)**.

Through these sections, you will be able to:

1. Shopping Cart

A. To modify or delete an item by selecting the appropriate buttons **(A)**.

B. Directly modify the quantity you wish to order for each item **(B)**.

a. If this is the case, be sure to click Update shopping cart, so that the correct quantities and amounts are displayed there **(C)**.

2. Promotional Code

Enter the promotional code in the row below to take advantage of your discount.

A. Click on **Apply promotional code (D)**.

3. Summary

Quick overview of the different amounts applicable to your order (taxes, delivery costs, total invoice amount).

When your purchases are finished, check the cart one last time. If everything is correct, click on **Proceed to checkout (E)**.

The screenshot shows a shopping cart page with three main sections: Shopping Cart, Promotional Code, and Summary. The Shopping Cart section contains a table with three items: Cyclo UV Air purifier: 310C, Cyclo UV Lamp: 310C, and Cyclo UV Filter: 310C. The Promotional Code section has a text input field and an 'Apply promotional code' button. The Summary section shows a breakdown of costs including Subtotal, Taxes, and Order total, along with a 'Proceed to checkout' button. Annotations (1, 2, 3, A, B, C, D, E) are placed on the page to highlight specific elements.

Product	Price	Qty	Subtotal
Cyclo UV Air purifier: 310C	\$199.90	1	\$199.90
Cyclo UV Lamp: 310C	\$5.00	1	\$5.00
Cyclo UV Filter: 310C	\$20.94	1	\$20.94

Summary	
Subtotal	\$225.84
Taxes	\$33.82
Canada-QC-GST (9%)	\$11.29
Canada-QC-GST (9.975%)	\$22.53
Order total	\$299.66

D. Finalize your order

You are now on the **Delivery** page, where you will need to confirm the information necessary to place the order and the delivery itself.

You must indicate the **Shipping method (A)** of your last purchases and, if applicable, indicate the **Shipping address (B)**.

When done, click **Next (1)**.



At any time it is possible to view the contents of the cart again or to modify it.

Click on the **small arrow (v)** on the right side of the screen, in the Order Summary box.

You are now on the **Review and payment page**.

The screenshot shows a web interface for reviewing an order. At the top, there are tabs for 'Shipping' and 'Review and payment'. The main content is divided into several sections, each with a numbered callout:

- 1 Billing address:** Displays the customer's address: Marchand Test, 3 Marché Ayette, Blainville, Québec J7 1L6, Canada, 450.434.2233.
- 2 Comments:** A section for adding comments with the prompt 'Information regarding the order? Please let us know:' and a text input field.
- 3 Other information:** A section for adding purchase numbers with a text input field.
- 4 Payment method:** A section for selecting a payment method, with a radio button for 'Invoice me today, A customer Service representative will contact you.' and a 'Back' link.
- 5 Order Summary:** A table showing the order details and total amount.
- 6 Ship to:** A section for the shipping address, which is identical to the billing address, with an 'Edit' link.
- 7 Delivery method:** A section for selecting a delivery method, currently set to 'Standard shipping', with an 'Edit' link.

Subtotal	\$225.84
Shipping	Free
Standard shipping	
Taxes	\$33.82
Canada-QC-GST (5%)	\$11.29
Canada-QC-QST (9.975%)	\$22.53
Order total	\$225.84
You have 3 items in cart	

Billing address (1): This address will appear on your invoice.

Comments (2): To add a comment to our customer service team or distribution employees.

Other information (3): To indicate additional information to our team regarding the preparation or shipment of the order.

Payment method (4): To choose how you want to pay your bill.

Order summary (5): This section will confirm all the conditions of purchases and will detail the amounts to be paid for your order (taxes, delivery costs, etc.).

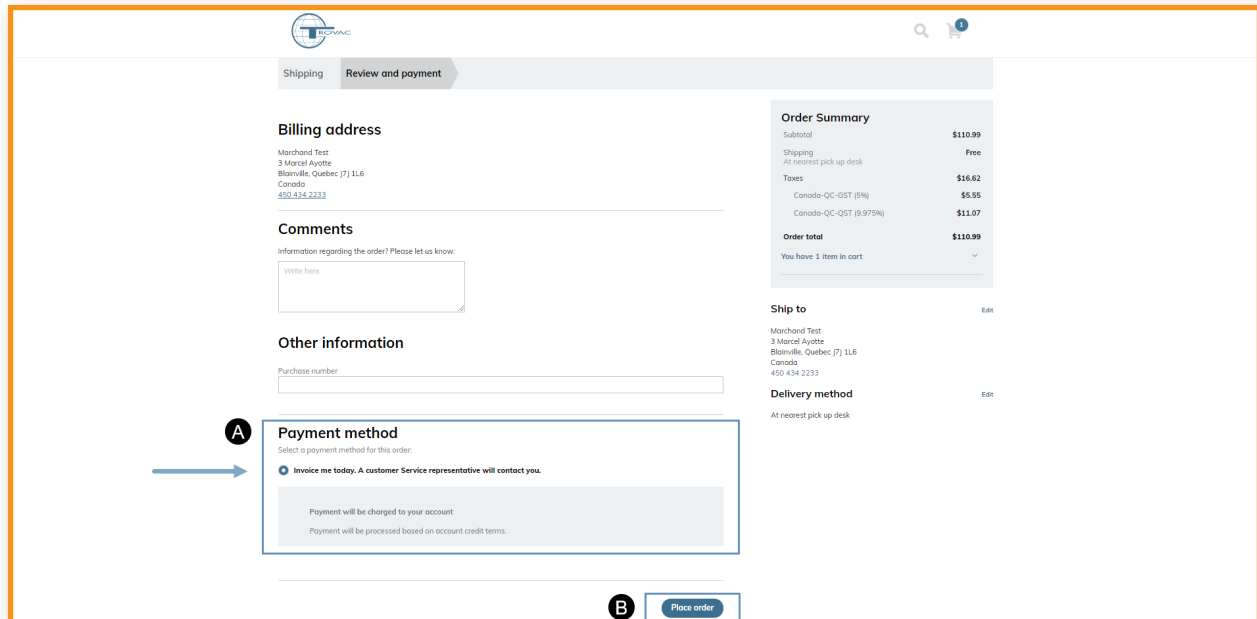
Ship to (6): This section indicates where the order will be delivered.

Delivery method (7): This section indicates how your order will be delivered and at what speed.

If the information entered is incorrect, make the desired changes and review your order summary again.

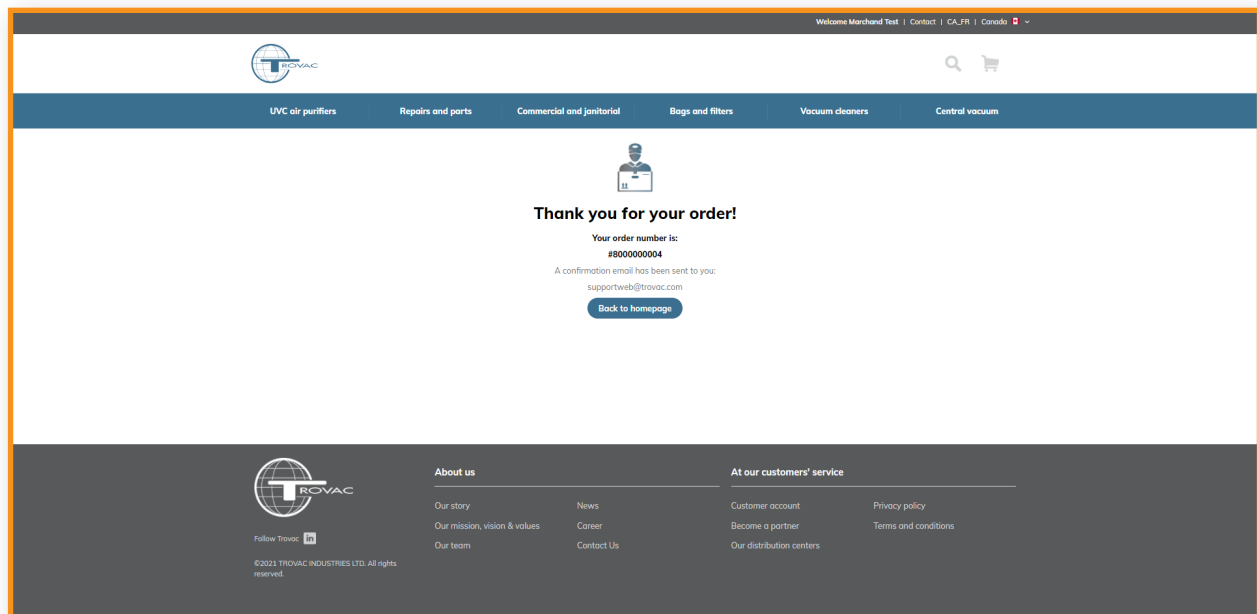
Select your **payment method (A)**.

Finally, click on **Place Order (B)** to complete your purchase.



Once your order is confirmed, you will receive the transaction confirmation number. This confirmation is also sent by email to the default address initially listed in your profile.

We recommend that you save or print all documents useful for tracking the order or resolving any problem.

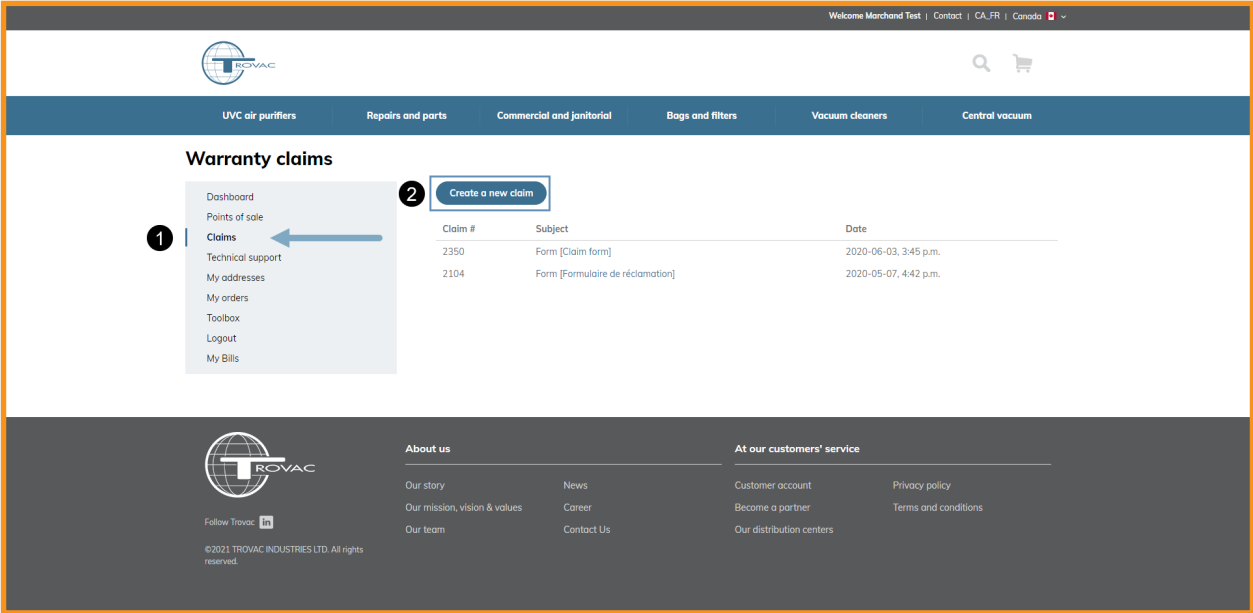


HOW TO: create a new claim

To access it, you must first be logged into your dealer account.

Once logged in, in the left menu, select **Claims (1)**.

Then click on the **Create a new claim** button (2).



The fields to be filled in will appear. Those with red asterisks are mandatory(*).

You will need to provide:

GENERAL INFORMATION SECTION

- a. Your authorized dealer number (in other words your Trovac store number)*
- b. Your store name*
- c. Your store phone number including the area code*
- d. Your return number (RMA)
 - i. This number has been confirmed to you by a customer service representative if you have previously called Trovac.

RETURN SECTION

- e. The date of receipt (year month date)*
 - i. Click on the calendar icon (to the right of the box) to select the correct date more quickly
- f. Customer name*
- g. Date of purchase*
 - i. You can repeat step a.i. above.
- h. The part number(s)
- i. The serial number of the device*
- j. Give a short description of the part.
- k. Specify the defect in the product which is the cause of the return. Feel free to add relevant details.*

Finally, you can add an attachment to your claim, for example a photo or a copy of the invoice.

- l. Click on the Choose file button and select the right file from your computer.
 - i. JPG, PDF and GIF formats are accepted.

Once the sections have been completed, click on **Submit (1)**.

You will then receive a message acknowledging receipt of our claim request.

BILLING: View my invoices

Once registered with your dealer account, you will be able to access your invoices online.

View my invoices online

You can quickly and easily access your invoices online in your dealer account and see the balance at a glance.

1. To access it, you must first be logged into your dealer account.
2. Once your session is open, in the left menu, select **My bills (1)**.
3. Click on **View (2)** to access, download or print your complete invoice.

Factures #	Date	Total facture	Action
2000001138	2020-07-13	1 466,01 \$	Voir
2000001128	2020-07-10	0,96 \$	Voir

4. Click on **PDF Invoice** to download it.

Produits catalog News

Facture # 200001138

- Tableau de bord
- Points de vente
- Réclamations
- Support Technique
- Mes adresses
- Mes commandes
- Mes Factures**
- Boîte à outils
- Déconnexion

Processing
Facture Date 13 juillet 2020
Produit(s) facture(s) **Facture PDF** ←

Produit(s) facture(s)

Nom du produit	Code barre	Prix	Qty Invoiced	Sous-total
Aspirateur central 615 Type de filtration Avec sac Technologie DataSync Oui Garantie 15 ans avec DataSync* (incluse)	ACYGX615A	512,02 \$	1	512,02 \$
Aspirateur central Quartz Exclusive hybride avec 1 prise de boyau rétractable Retraflex comprenant les accessoires et l'ensemble d'installation - garantie 25 ans Longueur de boyau 30' (9.1m)	PROQUARTZR3	666,29 \$	1	666,29 \$
Récupérateur à poussière - avec sac	TDRECP01	96,76 \$	1	96,76 \$
Sous-total				1 275,07 \$
Total (avant taxes)				1 275,07 \$
Taxes				190,94 \$
Total (avec taxes)				1 466,01 \$

[Retour a mes factures](#)

Facture Information

Adresse de livraison
Jimmy Turgeon
Les Industries Trovac Ltée
3 rue Marcel-Ayotte
Blainville, Québec, J7C 5L7
Canada
T: 4504342233

Adresse de facturation
Jimmy Turgeon
Les Industries Trovac Ltée
3 rue Marcel-Ayotte
Blainville, Québec, J7C 5L7
Canada
T: 4504342233

Mode de paiement
Facturation

Méthode de livraison
Livraison standard - flat-rate



To change your default billing address,
Please contact our customer service directly.

NEED HELP TO BETTER UNDERSTAND YOUR INVOICE?

Please contact a customer service representative who can assist you and answer all of your questions in detail.

HELP CENTER

Do you have connection problems? Questions? See how we can help you.

Help Center

Do you need support?

During our customers service hours (8 a.m. to 5 p.m. EST), you can chat live with a customer service representative who can answer your questions or assist you to finalize a transaction.



Outside of these hours, please refer to **technical support (3)** [which can be found in the dashboard menu, on the left of your screen].

DO YOU HAVE OTHER QUESTIONS ABOUT THE TROVAC PORTAL?

GENERAL OVERVIEW <ul style="list-style-type: none">• Dealer account• Dashboard	PROFILE <ul style="list-style-type: none">• I lost my password• Change the email address linked to the account• Change the billing address
ONLINE ORDER <ul style="list-style-type: none">• How can I modify my cart	BILLING <ul style="list-style-type: none">• See my invoice

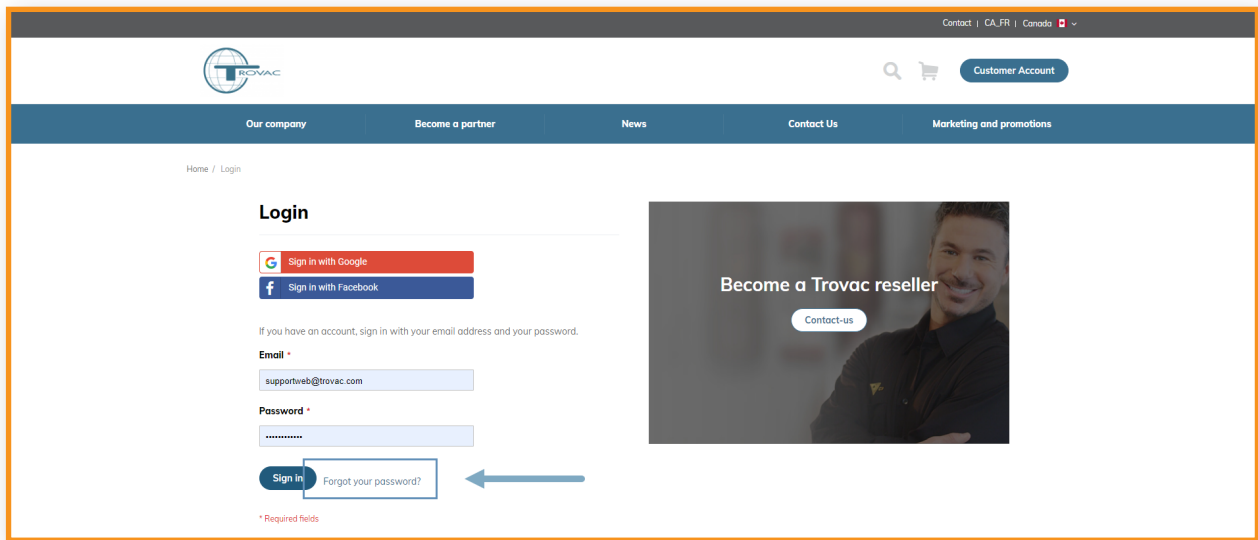
Forgot your password

To do this:

1. Go to the Customer account section of your Trovac portal.

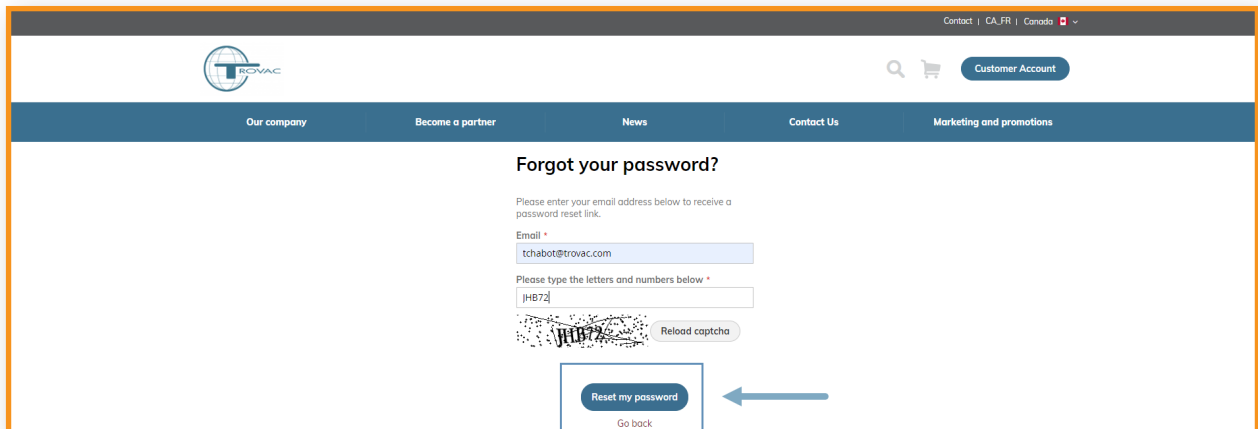


2. Click on *Forgot your password?*



A. Enter your email address.

3. Click on **Reset my password.**



Then check your inbox. You will receive an email at the address provided, which will contain a link that will allow you to reset your password. Then follow the procedures that will be provided to you.