Introduction

This part of the website is where you can set up and change company and user settings, provided your permission account access allows you to do so. Other tasks can also be carried out here, for example adding user accounts or changing the company logo. On the left hand side of this page are a selection of options which have been grouped into related pages. Click on one of these links to change the appropriate settings.

Company Details

The first screen that appears when ‘Your Account’ is selected is the company details page. This is a company summary page, which is a duplicate of the company details page that can be seen by all BearingNet members. It includes the company name and contact information, company contacts postal address, invoicing contact and other information. Each of these sections has a button labelled ‘Change’ which can be selected to update details. The summary page can also be visited by selecting the link ‘Change Company details’ located on the left hand menu of the ‘Your Account’ page under a section titled Company Details.
**Change Company Details**

This page is where your company name, address and contact details can be changed. To amend your company details click ‘Change’. The information entered here can be seen by other users. The address and phone details are also the default contact information for the company. This means that whenever a new user is added these phone and fax numbers will be used, unless the user provides different numbers.

![Company Address](image)

**Company Contacts**

<table>
<thead>
<tr>
<th>Company Contacts</th>
<th>Customer Accounts Manager</th>
<th><a href="mailto:scotty@bearingnet.net">scotty@bearingnet.net</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Scott Yates</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Peter Annis</td>
<td><a href="mailto:petera@bearingnet.net">petera@bearingnet.net</a></td>
<td></td>
</tr>
<tr>
<td>Nicola Beer</td>
<td><a href="mailto:nicolab@bearingnet.net">nicolab@bearingnet.net</a></td>
<td></td>
</tr>
<tr>
<td>Francesca Dileo</td>
<td><a href="mailto:francescad@bearingnet.net">francescad@bearingnet.net</a></td>
<td></td>
</tr>
<tr>
<td>Rebecca Bourne</td>
<td><a href="mailto:rebeccab@bearingnet.net">rebeccab@bearingnet.net</a></td>
<td></td>
</tr>
<tr>
<td>Jenny Palling</td>
<td><a href="mailto:jennyp@bearingnet.net">jennyp@bearingnet.net</a></td>
<td></td>
</tr>
</tbody>
</table>

This table contains a list of user accounts for your company and is identical to the list found on the company details page. On the right hand side of this table are up and down arrows. Users with permission to change company details can change the order that user accounts appear on your company details page by selecting the appropriate arrow. Administrators can enable this permission in the ‘Manage your users’ section.
Postal Address

The form on this page should only be filled in if the company’s postal address is different from the address listed on the company page.

If this form is left blank you will see the following message on the change company details page. To fill in this form click on the button labelled change.
Invoicing / Accounting Contact

This page is where the company invoice contact details are set. The form on this page should only be filled in if the invoice address and contact details are different from the details listed on the company page. Your invoice from BearingNet will be sent to this address.

Other Information

The information on this page relates to trading details that can be viewed by other members of BearingNet and will appear on the company details page. Use this page to supply information about your company to other members of BearingNet, for example the type of bearings your company supplies.
The first part of the form is about payment details.
The fields in this section are:

**Terms for delivery**
This field is where you put your terms for delivery, for example – “bank transfer prior to shipment”. In this example, the BearingNet member requires payment by bank transfer before they will ship the parts.

**Terms for payment**
This field is for you to put your terms for payment, for example – “30 days from date of invoice”. In this example the BearingNet member expects all customers to settle their invoice within 30 days.

**Primary Currency**
This field is the primary currency that you accept e.g. Euros. You can change your currency by selecting from the drop down list situated just below the primary currency field, or enter a currency if your chosen one is not on the list.
The next section of the page holds bank details. There are two sets of bank detail fields that can be used if required, for example if you have a sterling account and a euro account. These details are not used to pay BearingNet invoices but can be used by other members to pay you for goods received.

<table>
<thead>
<tr>
<th>Bank Details1</th>
<th>Bank Details2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Please enter a currency:</td>
<td></td>
</tr>
<tr>
<td>Account No:</td>
<td></td>
</tr>
<tr>
<td>Swift code/BIC:</td>
<td></td>
</tr>
<tr>
<td>Sort Code/Branch Identifier:</td>
<td></td>
</tr>
<tr>
<td>IBAN:</td>
<td></td>
</tr>
<tr>
<td>Tax/VAT Number: GB 22222</td>
<td></td>
</tr>
</tbody>
</table>

The fields that need to be filled in are:

- **Currency**: The currency that the account is in e.g. sterling would be GBP.
- **Account No**: Your bank account number.
- **Swift code/BIC**: The swift code is a unique bank identifier code in a standard format which identifies your bank.
- **IBAN**: The IBAN number is the international bank account number, which is used for wire transfer.
- **Tax/VAT number**: This is a sales tax number and is necessary to obtain exemption on sales tax for transactions within the EU.

The next section of the page has information related to company trading. To change any of these fields select the down arrow on the text box and a drop down list will appear where a new option can be selected.
**Type of trader**

There are two options on this menu, distributor or manufacturer. Choose the option that applies to your company.

**Trading Details**

There are three options on this menu, I buy and sell bearings, I just buy bearings or I just sell bearings. Choose the option that best describes your company.

**Turnover**

Turnover is reported in US dollars. You can select the option that most closely matches your company turnover from here.

**Number of employees**

You can select the number of employees in your company from the drop down menu.

**Number of Branches**

If your company has several branches, you can select the appropriate number from the drop down menu.

**ISO 9001**

The ISO 9001 field is a tick box which can be selected if the company has ISO 9001 certification. ISO certification is a measure of the quality of a company’s management systems.

**Local time**

Your Company’s local time is set in this section. A sun/moon appears to indicate working hours. If the local time on the company details page is wrong this is where it can be changed.

The next section has a selection of brands which can be ticked if your company supplies them.

<table>
<thead>
<tr>
<th>Brands:</th>
<th>AMERICAN</th>
<th>GMN</th>
<th>MRC</th>
<th>RHP</th>
</tr>
</thead>
<tbody>
<tr>
<td>ASahi</td>
<td>HYATT</td>
<td>NACHI</td>
<td>ROLLWAY</td>
<td></td>
</tr>
<tr>
<td>CHINESE</td>
<td>IBC</td>
<td>NADELA</td>
<td>SKF</td>
<td></td>
</tr>
<tr>
<td>DKFL</td>
<td>IKO</td>
<td>NICE</td>
<td>SNR</td>
<td></td>
</tr>
<tr>
<td>EASTERN EUROPEAN</td>
<td>INA</td>
<td>NILOS</td>
<td>TIMKEN</td>
<td></td>
</tr>
<tr>
<td>EZO</td>
<td>JAPANESE</td>
<td>NKE</td>
<td>TORRINGTON</td>
<td></td>
</tr>
<tr>
<td>FAFNIR</td>
<td>KAYDON</td>
<td>NSK</td>
<td>URB</td>
<td></td>
</tr>
<tr>
<td>FAG</td>
<td>KOYO</td>
<td>NTN</td>
<td>ZKL</td>
<td></td>
</tr>
<tr>
<td>FLT</td>
<td>MCGILL</td>
<td>RBC</td>
<td>ZWZ</td>
<td></td>
</tr>
<tr>
<td>GPZ</td>
<td>MGM</td>
<td>RMB</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Brands**

Selected boxes are brands that your company currently change the brands select or deselect the brand boxes.

**Other Brands**

If your company supplies brands that are not on the list, they can be added in the “Other brands” field.
The last section lists five products that companies may supply.

```
Products: [✓] Bearings [✓] Sprockets [✓] Seals [✓] Chain [✓] Belts [✓] Pulleys
Other products: BEARING ACCESSORIES
```

**Products**

Selected boxes are products that your company currently supplies.

**Other Products**

If your company supplies products that are not on the list then they can be added in the other products field.

Once all the selections have been made on this page click on the save button and a message will appear at the top of the page confirming that the changes have been saved.

**Notes**

The notes field can be used for information not included anywhere else on the page, for example, *Minimum orders; $20,000 Goods are subject to prior sale.*

**Change Your Details**

To change or update your own user details, click on the ‘Change your details’ link. A contact name and an email must be entered. If the phone and fax fields are left empty, the company default contact details will be used.

This page contains a form that you can use to change your user setting preferences. These settings will help you to use the site more effectively. Changing these settings only affects your account and has no effect on other user accounts for your company.
The first part of the form is General User Settings. It contains three drop down menus:

**Change Theme**  This drop down menu enables you to change the font size and colour. The options are larger or normal, the default is normal. If larger is selected then the font size of the entire website will increase. You can also choose from four different colours which will change the appearance of the website.

**Change Language**  This drop down menu enables you to change language. There are seven languages to choose from. Once a language has been changed on this page, text on the entire site will switch to the chosen language.

**Hide Contact Photographs In The Forums**  This drop down menu enables you to hide contact photographs in the forums. If you choose yes, then no contact photos will be displayed in the forums.

**Quote email settings**  The next section is quote email settings. This part of the form is linked to the quote pages and these settings will affect how quotes are reported to you. Please note that if you are not the default sales contact then all quotes will be sent to your sales contact. The exception being:

If you have transferred a quote to yourself (this can be done from the *Quotes* page).

If you have assigned your user account to be responsible for all inquiries from a specific company (this can be done from the *Sales Contact Settings* page).
This means that any changes made here may not affect how quotes are reported to your company because they may not be going to your email address. If you want to find out who your default sales contact is go to ‘Company Settings’ in the ‘Company Details’ box and your sales contact is listed here.

The three tick boxes at the top of the Quote Email Settings section relate to the level of notification that you receive in response to an inquiry:

- **New Inquiry**: If this box is ticked, you will receive an email notification for each new inquiry received.

- **Replies**: If this box is ticked then each time a reply to a quote is sent to the user, they will receive an email. In the email will be a thread of all correspondence between themselves and the other party for that quote with the most recent reply at the top.

- **Cannot Supply**: If this box is ticked then the user will receive an email every time a quote inquiry cannot be supplied by the other party.
The next drop down menu is regarding notification level. The choices are:

**Email full details** for each inquiry received in the BearingNet quotes section. An email will also be sent to you giving details of the inquiry including part, brand and details of the company sending the inquiry.

**Email a notification** results in a short email informing you that there are inquiries in the BearingNet quotes section for you to look at since your last visit to the quotes pages.

The last field in this section is, “show the quotation confirmation screen”. There are two options either “yes” or “no”. If “yes” is selected, then after a quote is sent the details are displayed which can be printed if needed.

**Search page settings** The last section on this form. This section affects the search results display.

**Show your region first when searching** - This drop down menu has two options, yes or no. If yes is selected, the results screen that is returned from a search will display inventory found within your region first. There are four regions and each company is allocated a region according to its geographic location, these are: Europe, Americas, Asia Pacific and Africa.

**Custom Field 1, 2, & 3 on search results page** - The next three fields enable you to choose up to three fields that you would like displayed on the search results page, along with the company name, part number, brand and quantity. Each drop down menu has the same fields which are:

- **None** - Included on custom field 2 and 3 only. Selecting none for a custom field hides the column the custom field is associated with. This is a useful option if you are using a small screen as fewer columns are displayed.

- **Fax** - Fax number of company.

- **Phone** - Phone number of company.

- **Country** – The country of the company.

- **Local time** – The local time for the company.

- **Region** – The world region of the company.

- **Recommendation Score** – The recommendations score of the company.

- **ISO 9001** – ISO 9001 certification for the company.

- **Price** - The price of the item

**Hide description line on search results screen** – Set this to “Yes” and the search results screen will only show one line for each result allowing you to see more results on a page.
Change Password

This page is where you can change your password. To change your password, enter your current password in the first field, then enter your new password in the second field and repeat the new password in the third field. If these fields are not filled in correctly when you click on ‘Save’ a blue square with a cross will appear next to the field that is incorrect. New passwords are restricted to a minimum of 5 characters and a maximum of 8. Once all fields are correct and you have clicked ‘Save’ a message will appear at the top of the page confirming that your password has been changed.

Change Contact photograph

Your contact photo is displayed on the forum when you add a message and on the company details page when your name is selected from the company contacts list. This page is where your contact photograph can be uploaded onto BearingNet. To load your contact Photograph, click on ‘Change Contact Photographs’ then click the ‘Browse’ button to find your file on your computer. A file upload box appears giving you a list of files and folders on your computer. File formats can be JPEG, GIF, BMP, TIFF or PNG.

Once you have located the correct image, select it by clicking on the file name and then clicking on the button labelled ‘Open’. This will insert the file name into the field adjacent to the browse button. Click on the ‘Upload File’ button and your image will appear on the screen. It will be resized to 550 pixels wide. If you can’t see your image when you return to the company summary page try refreshing the page by pressing the ctrl and F5 keys together. To delete your current image click on ‘Delete Current Picture’.
Change company logo

Your company logo is displayed at the top of the company details page that can be viewed by other BearingNet members and also on your company details page that is displayed when you first go to your account. This page is where your company logo can be either uploaded or changed. To change your company logo, click ‘Change company logo’ then the ‘Browse’ button to find your file on your computer. A file upload box appears giving you a list of files and folders on your computer. File formats can be JPEG, GIF, BMP, TIFF or PNG.

Once you have located the correct image, select it by clicking on the file name and then clicking on the button labelled ‘Open’. This will insert the file path into the field adjacent to the browse button. Click on the ‘Upload file’ button and your logo will appear on the screen with a message confirming that your new logo has been uploaded. If you can’t see your logo when you return to the company summary page try refreshing the page by pressing the ctrl and F5 keys together. To delete your company logo click ‘Delete’.

Company Settings

This page contains three settings that you can configure to change your company preferences. Specify the person to receive sales inquiries - This field sets the user account that will receive all new sales inquiries and email notification of inquiries (see user settings for further information about this). The drop down menu contains a list of all user accounts for your company. The user account selected cannot be deleted unless another user account is chosen to receive sales inquiries.
Send all quotations by fax or email — This field has two options yes or no. If yes is selected then all inquiries sent into your quotation inbox on the quotes page will automatically reply to the other party with the message ‘Will send quotation by fax or email’.  

All new inquiries received will be classified as ‘in progress’ in the quote management system and the ‘New Inquiries’ number on the Welcome screen will always be zero.

Your Region — This shows the region that your company is set to. There are four regions Europe, Americas, Austral Asia and Africa. Your region will be set according to the geographic location of your company. It cannot be changed by you so if the region is incorrect it will need to be changed by contacting support@bearingnet.net

Your Recommendations

This page displays information regarding trade recommendations you have given and received. A full list of companies that have recommended your company can be viewed by other BearingNet members on the company details page. To give a trade recommendation to another company in BearingNet, find the company in the company list, and then click the ‘Click here to recommend this company’ link.

The page is divided into three sections. The first section contains a drop down menu:

Show companies who recommend you — It has two options, yes or no. If no is selected the list of companies that have recommended you, displayed on the company details page, will be hidden. When other BearingNet members visit this page they will see the word ‘Private’ in the place of the recommendation list. If yes is selected the list will be displayed on this page.

The next section on this page is a list of companies who have recommended you. At the top of this list is your company’s recommendation score. An explanation of how this score is calculated can be found on the company details page on the ‘Other Information’ section.

On each line of the recommendation list is a the company name, contact name, recommendation
score for that company, the country that company comes from and a ‘delete’ option. If you want to remove a company from this list, click on the ‘Delete’ button. Deleting recommendations will affect your recommendation score. If your company has not been recommended yet you will see the following message:

![Trade Recommendations: Companies who have recommended you](image)

No one is recommending you. Why not encourage your best customers to recommend you?

The last section on this page is companies you are recommending. This list also has a delete feature which can be used to remove companies from that list. If you have not recommended a company yet you will see the following message:

![Companies you are recommending](image)

You have not provided any trade recommendations. To add a trade recommendation, find the company you want to recommend and then click the ‘Click here to recommend this company’ link.

**Manage Users**

To take advantage of our multi user facilities, for example in our quotation management system, new accounts for company employees need to be created. Provided you have administrator access, this can be done together with editing or deleting user accounts from this page. The manage users link is on the left hand side menu. If you do not have the administrator access permission set for your account you will not see this link. Clicking on ‘Manage Users’ takes you to a page that displays all the user accounts that are currently active for your company.
The user list table displays:

<table>
<thead>
<tr>
<th>Edit User</th>
<th>Name of user. Clicking on the name takes you to the edit user details page.</th>
</tr>
</thead>
<tbody>
<tr>
<td>User Name</td>
<td>Username of user account</td>
</tr>
<tr>
<td>Password</td>
<td>Password of user account</td>
</tr>
<tr>
<td>Job Title</td>
<td>Job title of user</td>
</tr>
<tr>
<td>Administrator</td>
<td>If the user account has the administrator access permission set for their account ‘yes’ is displayed in this column. If the user account is not an administrator the cell will be left blank.</td>
</tr>
</tbody>
</table>

Delete User  
This column contains a link labelled ‘Delete ’ for each row of user accounts. The row that contains your account details will not have this link and will be left blank as it is not possible for a user to delete their own user account.

Displayed at the bottom of the user list table is a button labeled ‘Add New User’, click on this button to add a new user.

Add User  
Additional user accounts can be created from this page. The form that is displayed has a number of fields which must be filled in to create the user account. The mandatory fields are the minimum amount of information required in order to set up the new user account and for it to function properly e.g. new quote inquiry emails being sent to you, if appropriate.
The fields on this page are:

- **Contact name**: The contact name of the new user. This field is mandatory.
- **Job Title**: The job title of the new user.
- **User Name**: The username of the new account. This field is mandatory. It will be prefixed with a series of characters that precede all usernames for your company. The prefix is adjacent to this text box so does not need to be entered in the username field when you are choosing a username.
- **Password**: The password for the new user. This field is mandatory and must be a minimum of 5 characters and a maximum of 8.
- **Confirm Password**: The confirm password input should be identical to the password field or else an error message will appear once ‘Save’ is selected. This field is mandatory.
- **Email**: The email address of the new user. This field is mandatory.
### Phone
The phone number of the new user. Adjacent to this field is the company number. If this field is left blank the company number will be used.

### Fax
The fax number of the new user. Adjacent to this field is the company fax number. If this field is left blank the company fax number will be used.

### Mobile
The mobile number of the new user.

### VOIP (Sip)
The Sip number of the new user.

### VOIP (Skype)
The Skype number of the new user.

### MSN
The MSN contact details of the new user.

### Yahoo
The Yahoo contact details of the new user.

### Aim
The Aim contact details of the new user.

### Permissions
The permissions are all ticked by default, apart from administrator. To remove a permission click in the tick box to deselect. The permission options are as follows:

<table>
<thead>
<tr>
<th>Permission</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Send inquiries</td>
<td>This permission is required to send another company an inquiry from the search results page. If this permission isn’t set and the user browses the search page, the form to send an inquiry from the search results will be removed.</td>
</tr>
<tr>
<td>Add or edit stock</td>
<td>This permission is required to add or edit your inventory. If the user doesn’t have this permission set then the menu item, Your inventory, on the left hand side of the page under the heading Your Inventory will be removed.</td>
</tr>
<tr>
<td>Add wanted item</td>
<td>This permission is required to add a wanted item in the Wanted Page. If the user doesn’t have this permission set then the menu item, Your wanted items, on the left hand side of the page under the heading Your Inventory will be removed.</td>
</tr>
<tr>
<td>Add offer</td>
<td>This permission is required to add a special offer to the Special Offers Page. If the user doesn’t have this permission set then the menu item, Your special offers, on the left hand side of the page under the heading Your Inventory will be removed.</td>
</tr>
<tr>
<td>Recommend a company</td>
<td>This permission is required to give a recommendation to another company or delete companies that either your company have recommended or have recommended you. If the user doesn’t have this permission set, then the tick boxes on the Your recommendations page will be disabled and the delete buttons will be removed and instead the message, “Please contact your company administrator to change this information”, is displayed. In addition the link on the company details page to recommend the company you are viewing will also be removed.</td>
</tr>
</tbody>
</table>
**Change password**
This permission is required to change your password. If this permission is not set then when the user clicks on the change password link, a message telling them to contact their administrator to change this information is displayed.

**Change pictures**
This permission is required to change the users contact photograph. If this permission is not set then the menu item, Change contact photograph, on the left hand side of the page under the heading Your Account will be removed.

**Change company details**
This permission is required to change any information regarding your company details. If this permission is not set, then any page in the Your Account part of the website where company details are changed will have their fields disabled and their save buttons removed. Instead the user will see a message on these pages telling them to contact their administrator to change this information.

**Change your details**
This permission is required to change any information regarding the users account details. If this permission is not set then when the user clicks on Change your details all the fields will be disabled and the save button will be removed. Instead they will see a message on this page telling them to contact their administrator to change this information.

**Post messages in the forum**
This permission is required to add a message in the forum. If this permission is not set then when the user visits the forum, although they can view messages, they will not be able to reply to a message or add a new topic as links to these facilities will be removed.

**View quotes**
This permission is required to view the user’s company quotes. If this permission is not set then when they click on the quotes link the page returned displays the message, “Your administrator has disabled this facility”.

**Post trading dispute messages in the forum**
This permission is required to add a Trading Dispute message in the forum. If this permission is not set then when the user visits the forum, although they can view messages, they will not be able to reply to a message or add a new topic as links to these facilities will be removed.

**Administrator access**
The administrator permission allows the user to add, edit and delete other users. Administrators have all permissions set.

When all fields have been filled in click ‘Save’ to add the new user. The new user will appear on the manage users page and under company contacts on the company details page.
Edit User Details

The form will be filled in with the selected user’s details which can be amended here. The contact name and email fields are mandatory and must be filled in. If you want to restrict this user’s permissions e.g. so that they can no longer add messages in the forums you must first remove their administrator permission then deselect the “post messages in the forum” permission.

At the bottom of this page you can update or delete the user’s contact photograph. To change your contact photo click ‘Change contact photograph’. If there is no contact photo a message saying ‘You do not have a contact photo loaded’ is displayed. You can upload an image by clicking the ‘Change contact photographs’.

Delete User

Clicking on the delete link on the ‘Manage Users’ page takes you to this page for the relevant user. A summary table is displayed which shows the user account name, job title and email address. A message also appears warning “If you delete this user, they will no longer be able to access BearingNet”. If you click the delete button a dialogue box appears asking you to confirm that you wish to continue. If you click on OK a confirmation message that the user has been deleted appears on the page with a link to return to manage users.
Your Inventory

This link will take you to ‘Your inventory’ page. If you have loaded your inventory in the database, this page will show information about your inventory and provide the functions to manage your inventory. More detailed information is available in the “Inventory maintenance” user guide.

Your Wanted items

If you have stock items that you would like to buy you can add wanted items on this page and they will be displayed on the ‘wanted’ page. This screen also shows you wanted items you have already listed. The wanted items table displays:

- **Delete**
  - Click to delete the wanted item

- **Part**
  - Part number of the wanted item

- **Brand**
  - Brand of the wanted item

- **Qty**
  - Quantity wanted

- **Type**
  - Product Type

- **Date**
  - Date and time that the wanted item was loaded

- **User**
  - Name of the user that loaded the wanted item

To delete a wanted item click ‘Delete’ next to the line you wish to remove.

To add wanted items go to the ‘Add Wanted item’ table at the bottom of the page. Enter the wanted item details including:

- **Part Number**
  - Part number of the wanted item

- **Brand**
  - Brand of the wanted item

- **Qty**
  - Quantity wanted (this field must be numeric)

- **Type**
  - Drop down menu that lists all power transmission products
Once the form has been filled in, click on ‘OK’ to add the wanted item. You will be redirected to the wanted page where you will see a list of all wanted items including the item that you have just added which will be shown at the top of the page. Your wanted items will be automatically removed after 7 days.

Your special offers

Stock items that you would like to sell as a special offer can be added on this page and they will be displayed on the ‘offers’. This screen also shows you special offer items you have already listed. The special offers table displays:

- **Delete** - Click to delete the special offer
- **Part** - Part number of the special offer
- **Brand** - Brand of the special offer
- **Price** - Price of the special offer
- **Qty** - Quantity of special offer items
- **Type** - Product Type
- **Date** - Date and time that the special offer was loaded
- **User** - Name of the user that loaded the special offer

To delete a special offer select ‘Delete’ on the line that you would like removed.

To add a special offer, go to the ‘Add Special Offer’ table at the bottom of the page. Enter the item details including:
Part
Brand
Price
Qty
Type

Part number of the special offer
Brand of the special offer
Price of the special offer
Quantity of special offer items (this field must be numeric)
Drop down menu that lists all power transmission products

Once the form has been filled in click on ‘OK’ to add the special offer. You will be redirected to the offers page, where you will see a list of all special offers including the item that you have just added, which will be shown at the top of the page under the heading ‘Here are the latest additions’. Companies are restricted to adding only 5 special offers in a 24 hour period. However you can delete an offer by clicking on the ‘delete’ button and replace it with another during the 24 hour period. If you don’t delete your special offers they will be automatically removed after 31 days. If you have a long list, use the forum and add a new post under ‘Lots for sale’.

Your Invoices

To view all your BearingNet invoices click on the ‘Your invoices’ link on the left hand menu. The top of the page displays an information panel explaining that invoices can be viewed from this page and telling you how you can pay online.

The second part of this page contains a list of all your invoices. The invoice table displays:

Date
Invoice Number
Total
Currency
Description
From
To
Status

The date the invoice was issued
Unique invoice number. Clicking on the number will display your invoice which can be printed and retained for your records.
The amount of the invoice
The currency of the invoice
The description that appears on your invoice
The start date of the period the invoice covers
The end date of the period the invoice covers
The invoice status which may be paid or pay online. If the invoice is outstanding the status column will display pay online as a link. Clicking on this link will take you to our online payment pages, where you can pay your invoice by credit card.
Help request

Use this page to get help with using the BearingNet website or to report an error. The fields that need to be completed are:

What is the problem?  
Drop down list with the three choices Error, bad translation or help. The default is set to error. Select the most appropriate description for you.

On which page?  
Drop down list with a list of web pages for you to select. Choose the page where help is needed.

Email  
This field will already be filled in with your email address. If this is not your email address then it can be edited.

Describe the problem below  
This field is where you can add a detailed description of the help that you require.

Once this form has been completed click on ‘OK’ and a message will display on the page thanking you and telling you that we will reply as soon as possible.
The ‘Help Request’ section also gives you a list of available User guides to download as well as an FAQ section.

**FAQ**

- How do I load my inventory?
- The easiest way to load your inventory is to email us your inventory in an excel spreadsheet or another similar file format. We need the Part Number, Quantity and Brand. Once prepared, email your inventory list to: stock@bearingnet.net. Please send a replacement list every month. We will load your inventory for you. Please tell us if the list is a replacement or addition.
- Take me there
  - How do I change my password?
  - How do I change my company details?
  - How do I add a special offer?
  - How do I delete a special offer?
  - How do I add a wanted item?
  - How do I delete a wanted item?
  - How do I add extra inventory?
  - How do I search my inventory?
  - How do I delete all my inventory?
  - How do I edit my inventory?
  - How do I see inquiries for bearings?
  - How do I see inquiries sent?
  - How do I see quotations received for bearings?
  - How do I see quotations sent?
  - Find more information about a company?
  - How do I have my company logo on company details?
  - How do I have my contact photo appear on company details?
  - How can I get enquiries emailed to me?
  - How can I advertise on BearingNet?
  - How can I get my inventory higher in the search results screen?
  - How do I recommend a company?
  - How can I get my computer to log on to BearingNet automatically?
  - How can I stop my computer from logging on to BearingNet automatically?