

Dstewart.com FAQs Reference Guide



Find answers to the most common questions regarding The Douglas Stewart Company's online experience

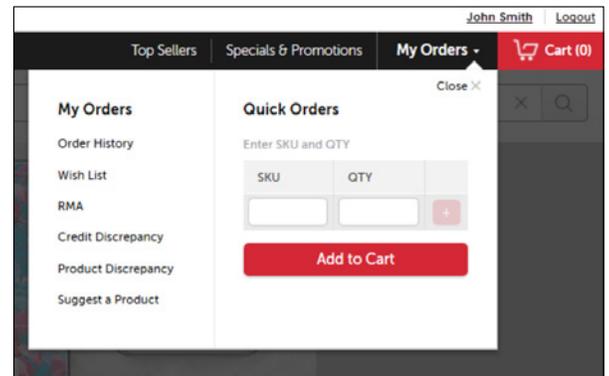
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1. Where can I find: Quick Order | Order History | Wish List RMA | Credit Discrepancy Product Discrepancy | Suggest a Product

After login, to find any of these new links, forms, and sections on the new site, simply click the **My Orders** dropdown link in the upper right corner of your browser window to enter a quick order, access your wish list, submit an RMA, or product discrepancy, etc.

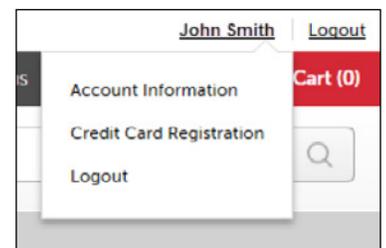
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2. Where can I find My Account?

After login, in the upper right corner, simply click on your name and a dropdown menu will appear with several links including Account Information and Credit Card Registration.

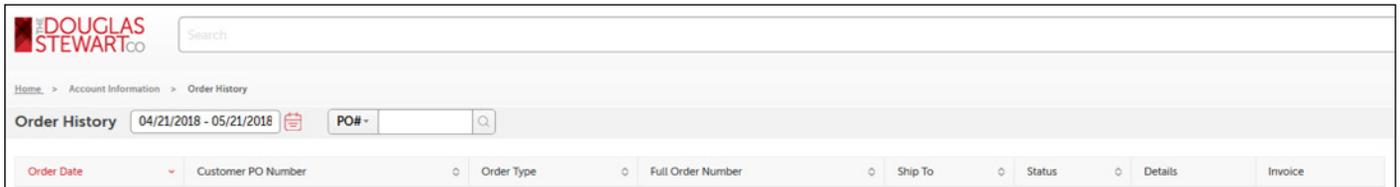
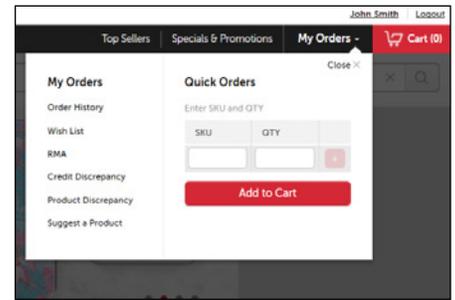
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3. Where can I find my order's status?

Order status is now located under **My Orders → Order History**

On this page you will find a listing of all past orders with your order date, PO number, status, invoice and more. You can search for your order by PO# or DSC order# and filter your order history by date range.

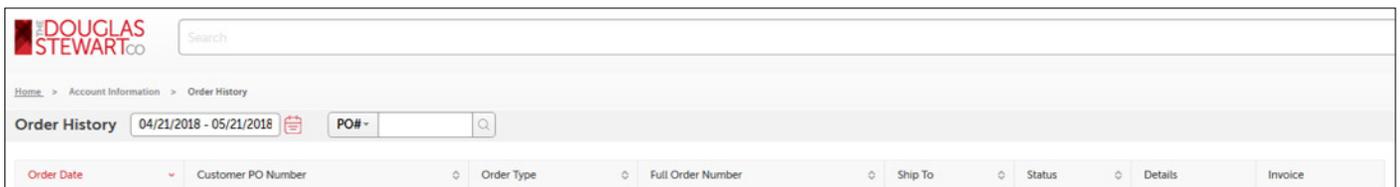
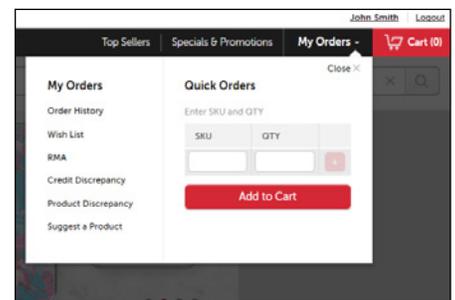


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4. Where can I find my invoices?

Invoices can be found under **My Orders → Order History**

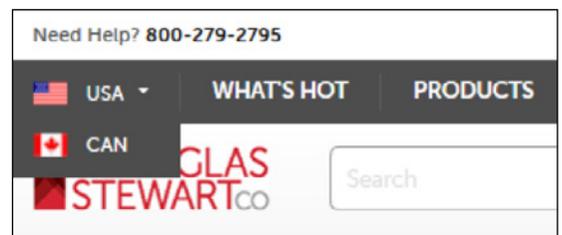
On this page you will find a listing of all past orders with your order date, PO number, status, invoice and more. You can search for your order by PO# or DSC order# and filter your order history by date range.



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5. How do I access your Canadian website?

The Canadian website can be accessed in the upper left corner of your browser window above the Douglas Stewart logo by clicking on the dropdown arrow next to the **USA** text and flag. Click on the **CAN** option to switch over to the Canadian website and vice versa for returning to the US site.

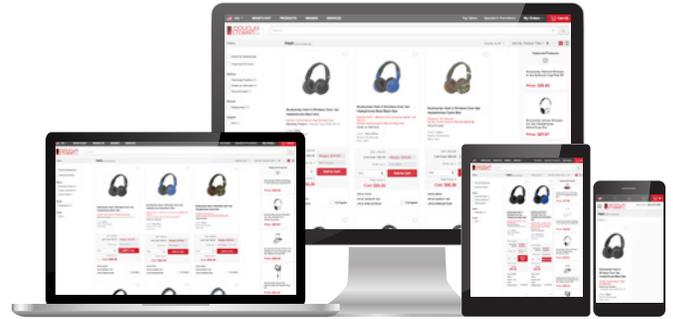


Please also note, that the Canadian version of our site only features products available to purchase in Canada. All reseller pricing and SRPs listed on that site are current prices for customers based within Canada. All prices are listed in Canadian dollars. Prices are subject to change without notice.

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6. What does it mean when you state that your website's layout is now responsive?

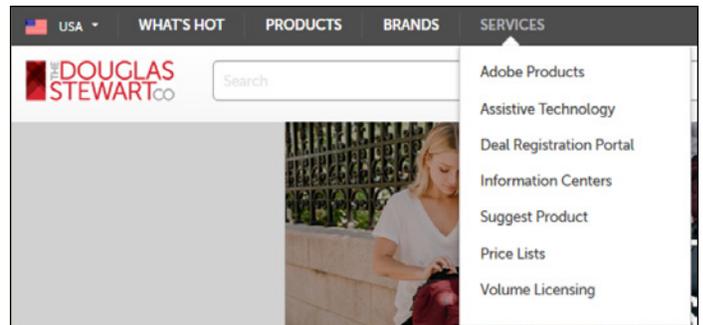
Our website's responsive layout allows the webpage to adapt to the device's screen size on which it is opened. Our website can be accessed and the browser window size can be adjusted on a monitor, laptop, or mobile device without distorting the content. The Dstewart.com layout adjusts to fill the available space.



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7. Where can I find the following pages: Price Lists | Volume Licensing Marketing Tools | Sales Tools?

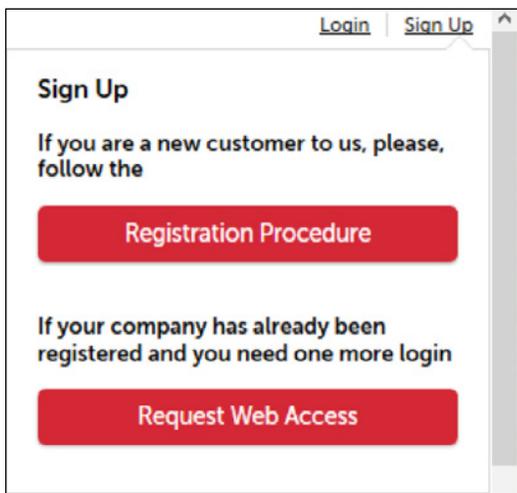
These pages and/or certain elements of these pages are now listed under the Services dropdown on the main menu at the top of your browser window. Please note, some of these pages are only accessible after login and so you may be prompted to login first before the website redirects you to your requested page.



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8. How do I request login credentials for Dstewart.com?

If you do not currently have logins for Dstewart.com you can request them by going to upper right corner of the web page and clicking the **Sign Up** link.



If you are new customer without a Douglas Stewart Company account please click the corresponding button to be taken to our new reseller application.

If you are an existing Douglas Stewart Company reseller with an established account please click the corresponding button to be taken to a page where you can request website logins.

If you have website logins for the old Dstewart.com website, please note these logins will carry over and work across the new site

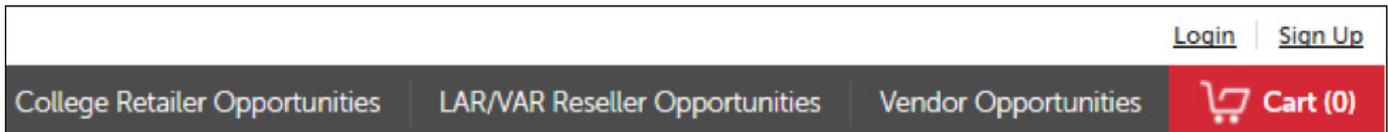
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9. Where do I find your sales policies?

Douglas Stewart Sales Policies can be found in two places on our website:

1. Under the College Retailer Opportunities or LAR/VAR Reseller Opportunities links on the main menu at the top of our webpage or
2. In our site's footer under the **HELP** section

Please note, you may access our **Sales Policies** page at any time from our website however, logins are required to access our **Special Sales Policies** documents.



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10. How can I sort and filter products on your catalog pages??

Douglas Stewart Sales Policies can be found in two places on our website:

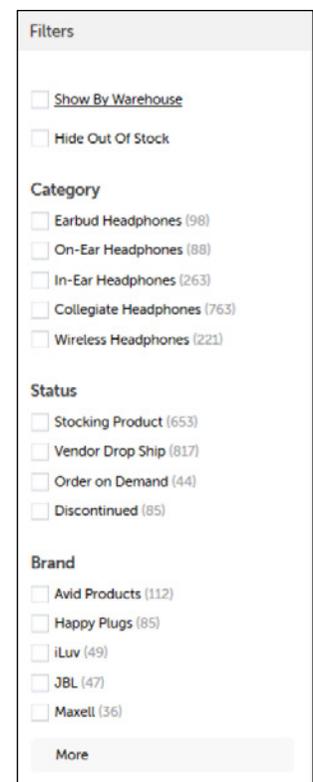
- **Filters Bar**

This bar is located on the left side of your webpage and allows you to filter products by warehouse location and hide any products that are currently out of stock.

Additionally, other filters will populate as they relate to the products you are searching which will further allow you to filter these products by attributes such as Category, Status, Brand, Count, Platform, etc.

- **Sort-By Dropdown**

This dropdown is located just above the top row of products near the right side of the page. Here you can choose to sort through the products by several attributes as they apply to the products on the page. These attributes may include Relevance, Product Title, Brand, SRP, etc.



Please note, you may access our **Sales Policies** page at any time from our website however, logins are required to access our **Special Sales Policies** documents.

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11. How do I request a quote?

Please contact The Douglas Stewart Company customer service to request a quote for the following product types:

- Physical product: custserv@dstewart.com
- Licensing: licensing@dstewart.com

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12. How can I report incorrect product information?

Please email custserv@dstewart.com to report any incorrect product information listed on Dstewart.com or DstewartCanada.com.

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13. Who do I contact if I have issues with the website?

- Please email webmaster@dstewart.com for technical website assistance.
- Contact custserv@dstewart.com for all other inquiries related to product information, account information, order assistance, services, or website content.

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14. How long does The Douglas Stewart Company new customer application process take?

To purchase from The Douglas Stewart Company or to receive full online access to our website, customers must have a valid account established with The Douglas Stewart Company.

After a completed application has been received by custserv@dstewart.com, processing time will take between 1-3 business days for new customers. New vendor applications will be followed up with by our New Business Development team after application is received by newvendor@dstewart.com.

To apply for an account, download our [New Customer Application \(US\)](#), [New Customer Application \(CAN\)](#), or [New Vendor Application](#).

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