



dams 

MyDams customer portal
Quick start guide

Contents

Welcome

Logging in

MyDetails

Stock check

Product library

MyFlyers

MyBanners

MyQuotes

MyOrders

Downloads

Welcome

Hi there!

Welcome to your MyDams customer portal account.

The MyDams customer portal has been developed to bring all your product details, stock information, downloads, customised promotion flyers and sales quotes together into a single place that's easy to manage.

Help grow your business with Dams going the extra mile in terms of the marketing support we offer.

Please take a few minutes to look over this manual to ensure you get the most from your MyDams account.

We look forward to working with you!

Best Regards,

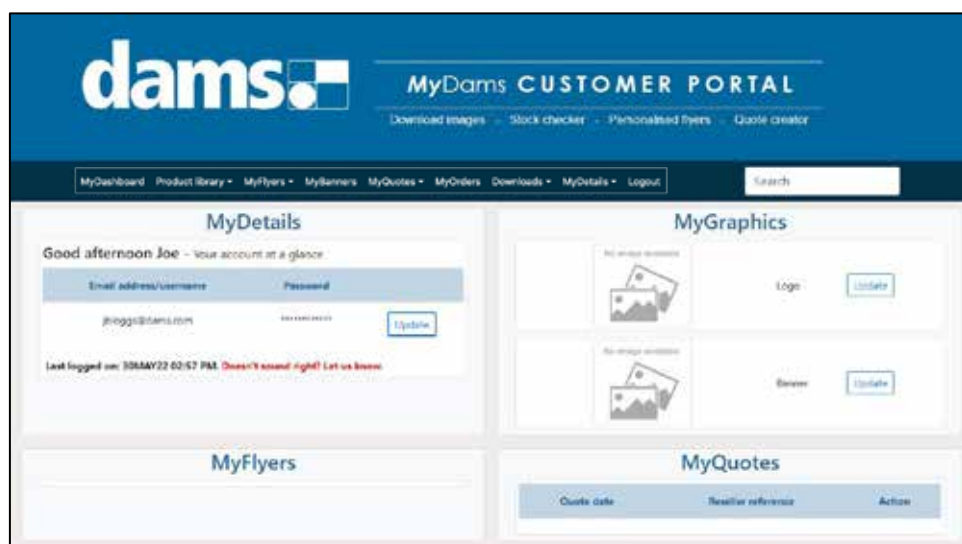
The Dams Marketing Team

Logging In

To access your MyDams account, please log in with the email you set up when you registered.

Once you're in, you'll gain access to the MyDams customer portal which has been developed to bring all your product details, stock information, downloads, customised promotion flyers and sales quotes together into a single place that's easy to manage.

Help grow your business with Dams going the extra mile in terms of the marketing support we offer.

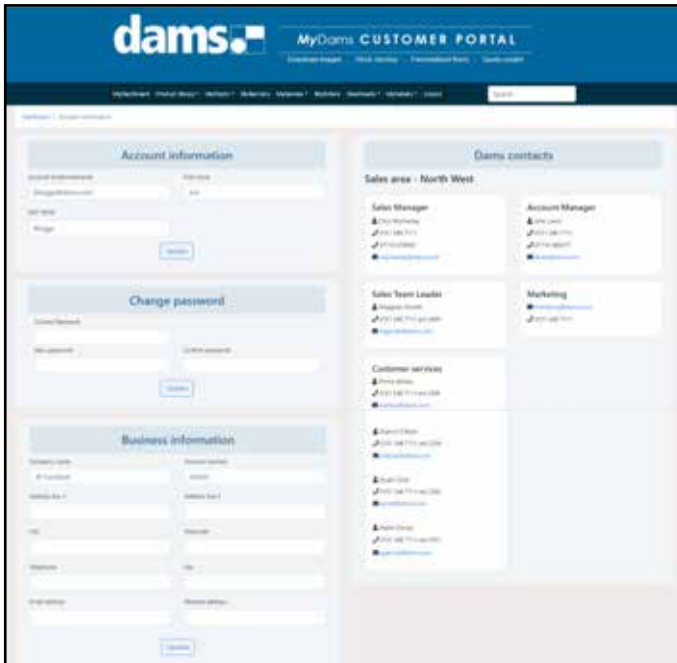


When you login, you will be taken to your MyDams dashboard page, with an overview of your MyDams activity.

MyDetails

First of all, head over to the MyDetails section from the main header and fill in your business information details.

This is the page that you can also change your password (if needed) and find details of the dedicated Dams sales team in your area.



Then add your company logo and banner header in the Business Graphics section. This is important as this appears in the header of your MyDams export documents.

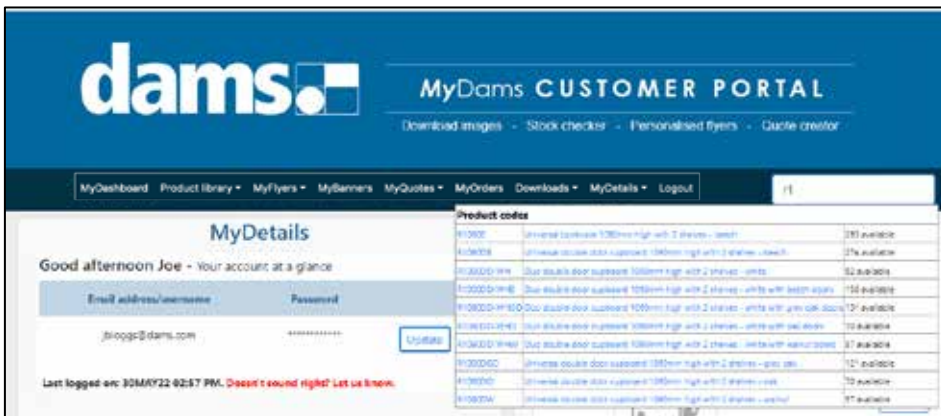


We would always recommend designing a banner header as this is the most professional looking. If you need any assistance creating your banner header, contact the Dams Marketing team at marketing@dams.com

Stock check

Our online stock check facility is updated every hour with our current stock levels so you can use the information to make the right decisions on ordering.

Simply start typing the Dams product code into the intelligent search box for a quick stock check of all products starting with those letters.



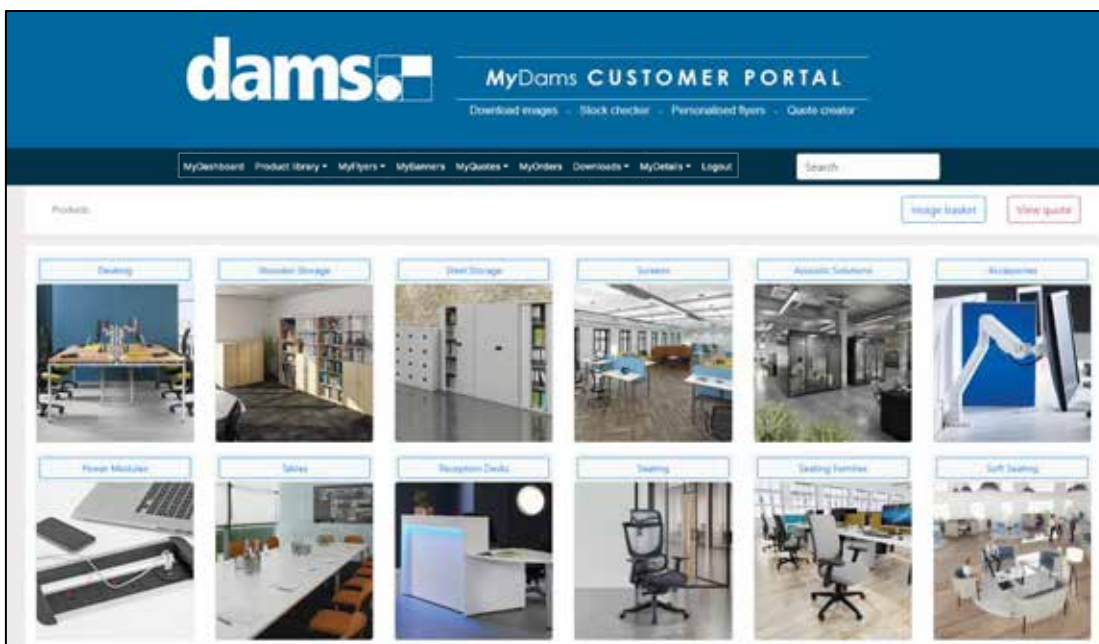
For products that are out of stock, a due date will be visible showing when the product is next due in stock.



Product library

Dams product portfolio consists of over 9,500 stocked products and over 1,500 made-to-order items, which make up the biggest and best portfolio of office furniture products in the UK.

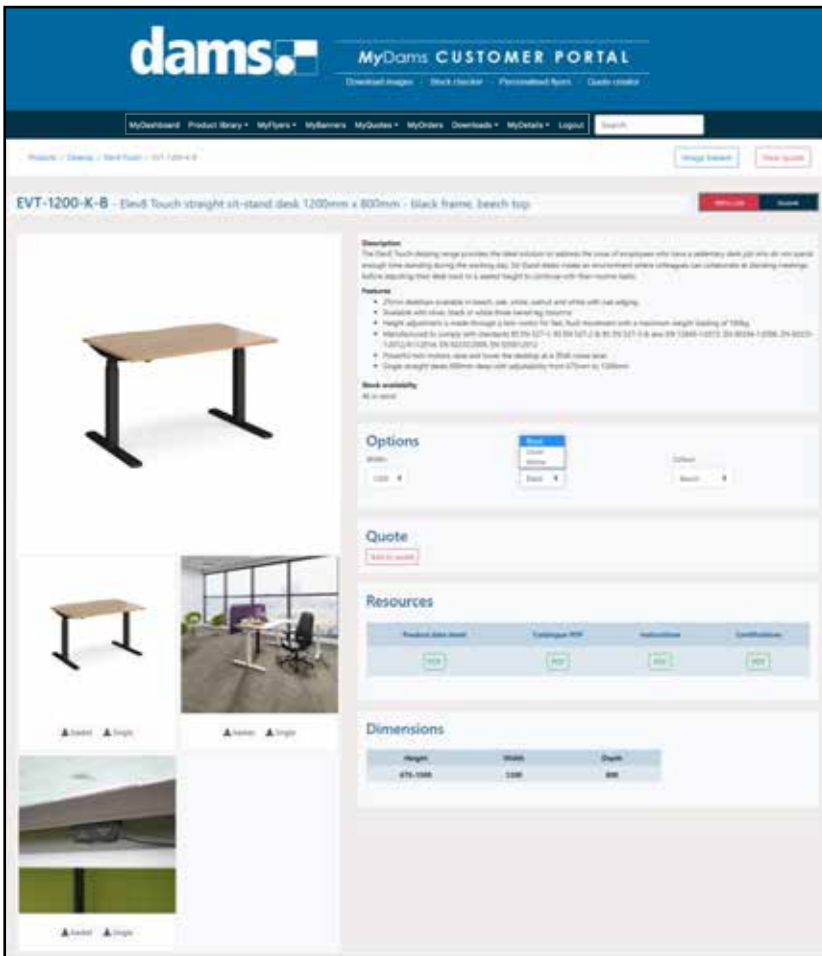
All Dams products are featured in the MyDams product library which can be easily viewed using the product category navigation system.



Select the main product category, then filter down to sub-categories until you reach the desired product page with full product details.

Product library

On the individual product pages, you can filter between the different product options (for example different top finishes, top sizes and leg frame colours) which will update the main product image on screen, in addition to being able to download images of each product, including location shots.



In the resources section, you can also generate the following documents:

- **Product data sheet.** Personalised with your MyDams banner header.
- **Catalogue PDF.** Product section pages from the Furniture Guide.
- **Instructions.** Product assembly instructions.
- **Certifications.** Quality standards notes relating to the product.

Product data sheet

An example product data sheet pdf export document containing all relevant information for that product, with your personalised banner header.



www.socialspacesfurniture.com



Chris
Sales Manager

Tel: 0151 548 7111 Email: sales@dams.com

Dams Furniture Ltd, Charley Wood Road, Knowsley Industrial Park, Knowsley, Merseyside, L33 7SG

PRODUCT DATA SHEET

Jota ergo 24hr ergonomic asynchro task chair - blue



JXERGOB-BLU

The Jota Ergo 24 hour task chair is built for constant use, with a host of ergonomic features that facilitate all-day comfort. Ideal for call centres, hospitals and other institutions that require round-the-clock support, the extra high back and adjustable arms of the Jota Ergo have been designed to increase user comfort and productivity, with a 3 lever mechanism, plenty of features and a stylish chrome base.





FEATURES & SPECIFICATIONS

- 24 hour ergonomic seating with height adjustable arms
- Asynchro mechanism provides free floating back action, lockable seat and back
- Stocked in blue, black and red with made-to-order fabric options
- CMHR high resilience, flexible foam seats for enhanced comfort
- Weight tension control with seat depth adjustment
- Back rake adjustment with lumbar support and independent seat tilt adjustment

Height	Width	Depth	Seat Height	Seat Width	Seat Depth	Back Height	Back Width
1050-1180mm	680mm	650mm	470-600mm	520mm	500mm	590mm	450mm

RRP: £433.00

Bar Code: 5019904454739

Weight Capacity (Kg): 150.00

Product Weight (Kg): 22.00

Finish: Blue

Warranty: 5 years

Pack Quantity: 1

Conforms to: EN 1335-1:2000, EN 1335-2:2018 and BS 5459-2:2000 + A2:2008

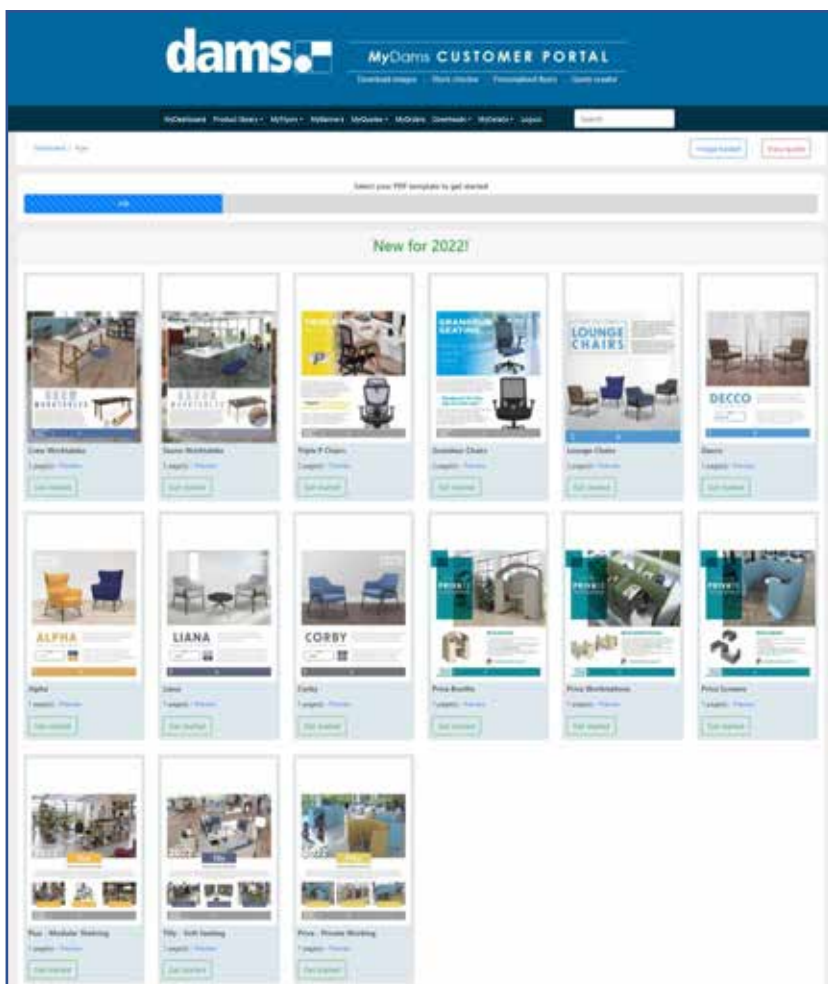


MyFlyers

We have a huge library of promotion flyers and literature available, across all our product categories, to personalise with your company logo, contact information and pricing details.

Take the following steps as a user to produce a new flyer. There is a handy 4-stage header to make the process of creating a new flyer simple and easy-to-use.

Select your PDF template to get started from the MyFlyers header.



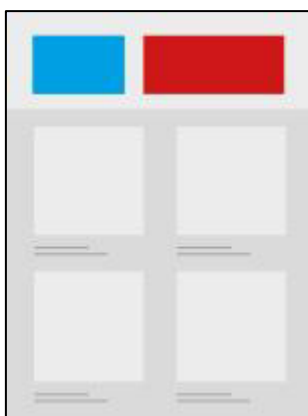
MyFlyers

After you have chosen a project name, there are 3 header options to select from when personalising flyers on MyDams, with the creation of three template variations using intelligent positioning.

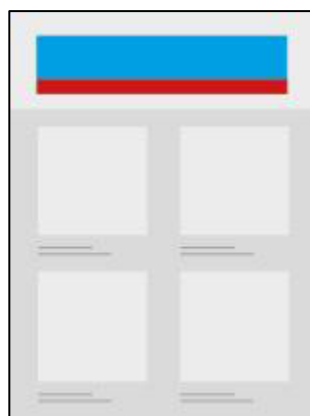
Select the best header option and layout that suits your company logo and contact details, which will make the personalised flyers look more professional.

The three options are:

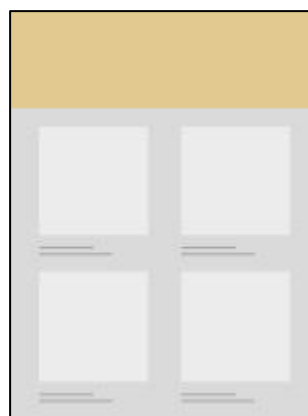
- **Flowed logo and address.** Logo on the left-hand side with address details flowing to the right of the logo.
- **Central logo and address.** Horizontally central logo with horizontal address details beneath.
- **Custom banner.** Use the entire header space with a custom banner image.



Flowed logo



Central logo



Banner header

We would always recommend using the banner header option.

MyFlyers

Once the header is selected, you move on to pricing the flyer.

The page is currently filled in with your business address and details which you have already added in MyDetails, together with the promotion prices if applicable.

There are a few different options you can use to price up your flyer:

- **Global markup.** Add a percentage increase into the markup box, with the option to round the prices to the nearest full number.
- **Excel upload.** Load all your selling prices using our quick, easy downloadable Excel file, which is ideal for large multi-page promotions.

Downloading the price file will open a Microsoft Excel file which you will need to save.

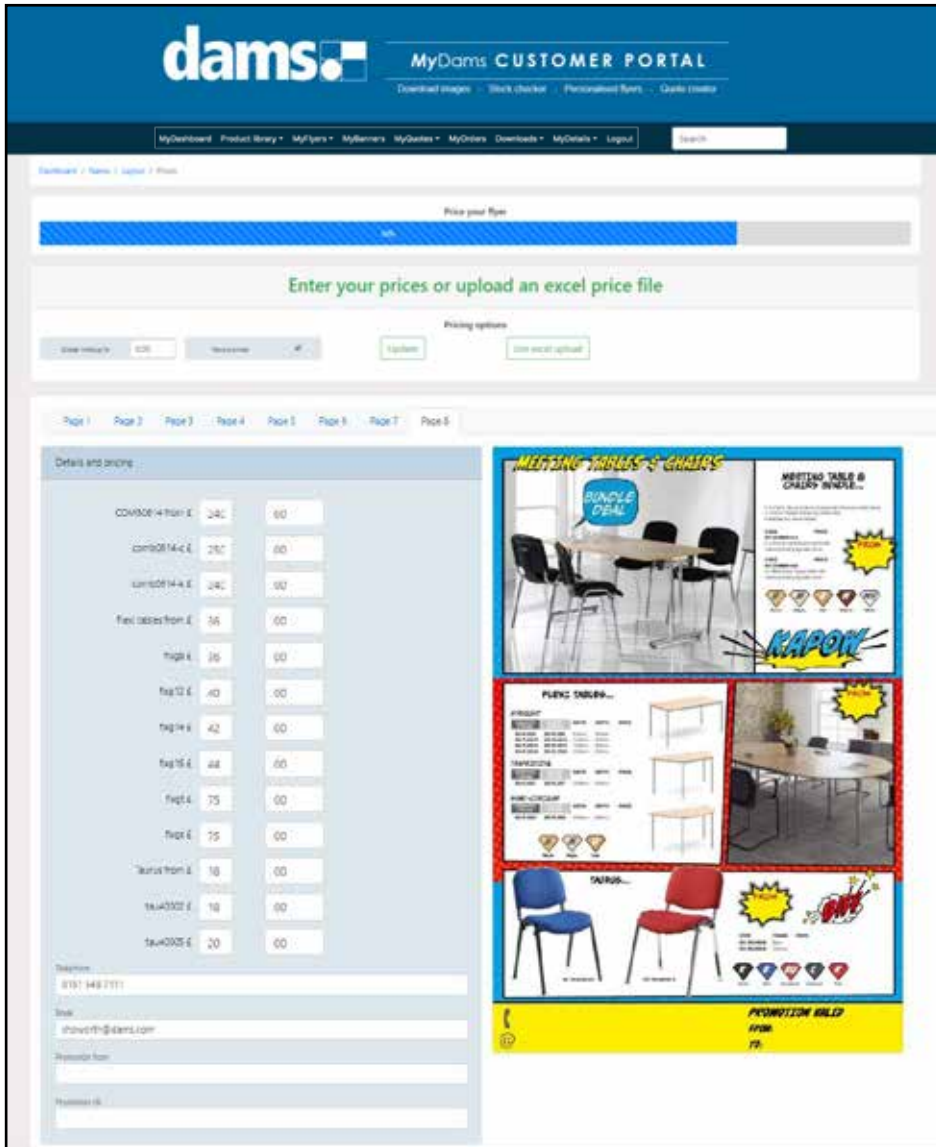


Then you can fill in the prices on the Excel spreadsheet and upload the completed file. This will automatically populate the prices on the 'Price your Flyer' page.

- **Manual pricing.** You can also override the price of individual products by typing in the boxes in each line, for example if you want to increase or decrease the selling price.

MyFlyers

For flyers with multiple pages select the page you require from the header tabs to view those pages.



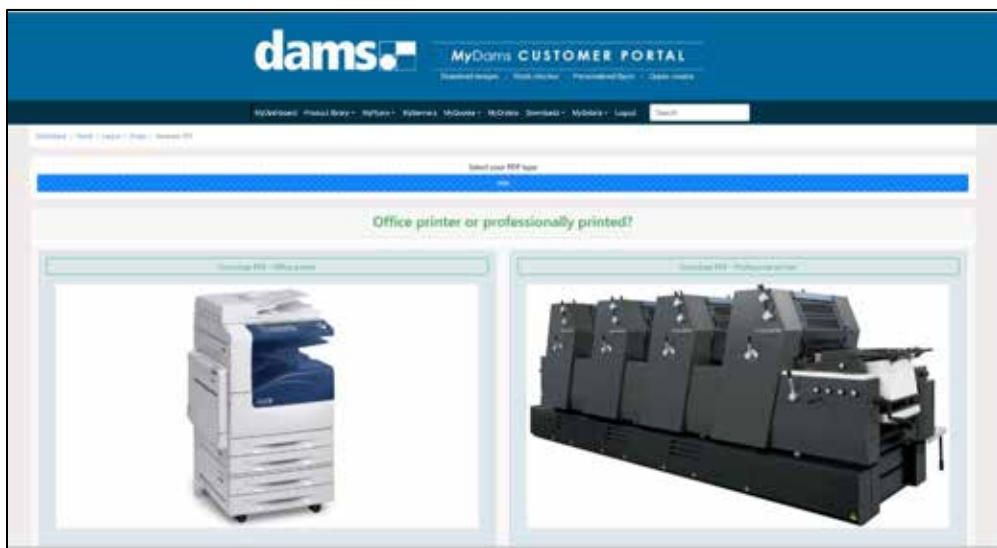
You can also add in promotion valid dates from the last page of a multi-page promotion flyer.

When you are happy with your pricing and other details are complete, select the 'create PDF' option.

MyFlyers

Download the finished PDF with two document quality options for in-house printing/emailing, or a print-ready file for printing using a professional printer.

When selected, this will generate a PDF file which will open a new window in your browser with the completed personalised promotion flyer.



When your flyer has been created, you have the option to download, print, or copy the url link:

- **Download.** You can choose to download the file from the arrow icon in the top right-hand corner. This will automatically save the flyer in the downloads section on your hard drive.
- **Print.** Print the flyer from the printer icon in the top right-hand corner.
- **URL link.** Copy and paste the url link from your browser to use in any email campaigns or to send to customers.

MyBanners

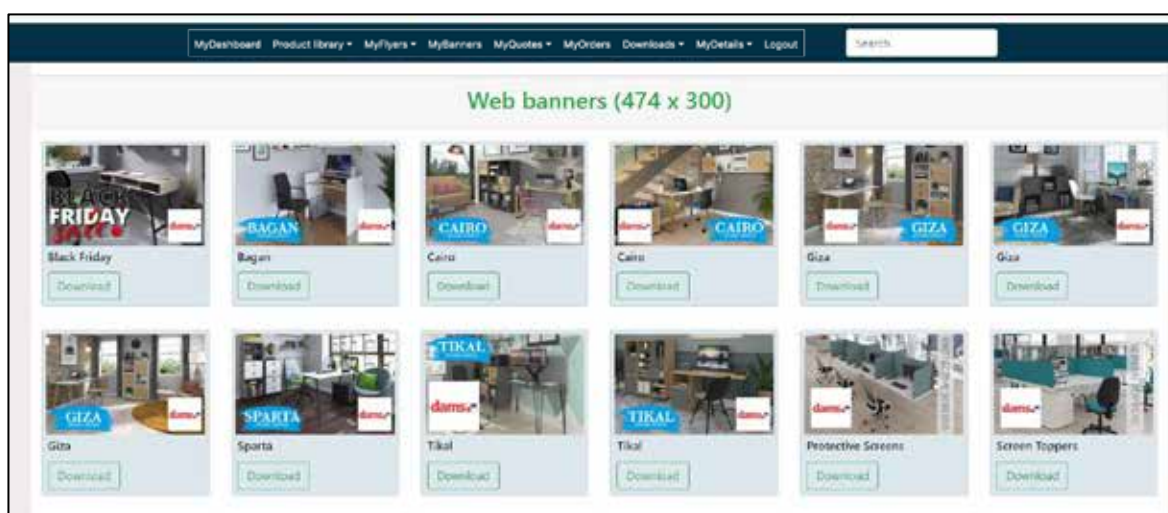
MyBanners allows you to create your own web banners and email signature images, personalised with your company logo.

There are a selection of product banners already saved on MyDams in the most popular web banner sizes and ideal email signature size.

The following sizes are available:

Email signatures. 728 x 284 pixels

Web banners. 453 x 453, 474 x 300, 768 x 400, 1420 x 250, 1920 x 448 pixels



On the screen you can see how your company logo will be positioned on the banner. There are different logo positions for each banner depending on your logo size and shape.

So all you have to do is select the banner image you require, and then click download – it's as simple as that!

MyQuotes

We have an easy-to-use quoting system for customers to create, produce, send and manage quotes.

There are two ways in which you can add products to the quote system:

- **Search by category.** Navigate through the product library to get to the individual product page.
- **Quick product search.** If you know the product code, simply start typing the product code in the quick product search box and the intelligent search box will bring up a list of products.

Once you have landed on the individual product page, you will notice an 'Add to quote' red button can be found under the product details.



To add a product to the quote system, simply click on the 'Add to quote' button. You will notice a pop-up appears at the top of the screen to confirm you wish this product to be added.

Also, on the right-hand side of the same header you have the option to 'View quote', showing the total number of products which have been added.

MyQuotes

When you view the quote, the following is a detailed description of the fields on the active quote header:

The screenshot shows the 'Active Quote' form in the MyDams Customer Portal. The form is divided into several sections: Reseller details, General, Delivery options, Pricing, and Profit/margin. The Reseller details section includes fields for 'Quote reference' and 'Quote description', both marked as 'Required'. The General section includes 'Quote valid for' (with a value of '30') and 'Days'. The Delivery options section includes a 'Delivery type' dropdown menu (with 'Please select' as the current selection), a 'Delivery charge' field (with a value of '£0.00'), and a 'Delivery price' link. The Pricing section shows 'Total RRP £564.00', 'Total cost price £564.00', and 'Total quote price £564.00'. The Profit/margin section shows 'Total profit £0.00' and 'Gross margin 0.00%'. At the bottom of the form, there are two input fields for 'Global discount %' and 'Global markup %', both with a value of '0.00'. There are also 'Add products' and 'Add sections' buttons in the top right corner of the form area.

- **Reseller details.** Every quote needs a unique reference number and a description (these are mandatory fields) so simply type in the boxes.
- **General.** How many days do you want the quote to be valid for.
- **Delivery options.** You can select from various delivery options using the drop-down box and type in a delivery charge. If you don't want to add a delivery charge, simply select N/A. There is also an option to view our delivery cost calculator and a quick view for the delivery options and pricing details.
- **Global discount.** Add in your Dams discount % to list your cost prices. Please note the discount will be applied to all line items.
- **Global markup.** Add in a markup % to list your quote prices. Please note the markup will be applied to all line items.
- **Pricing information.** The total RRP, total cost price and total quote price will update automatically as you change the prices.
- **Add quote sections.** Add multiple sections to a quote which you can name and edit (see later in guide).

MyQuotes

After adding a global discount and markup percentage, in the product section, see definitions below for the fields on the active quote product details:

The screenshot shows the MyQuotes interface with two product lines. At the top, there are input fields for 'Global discount %' (set to 60) and 'Global markup %' (set to 50). Below this, there are two product lines, each with a table header: 'Quantity', 'RRP', 'Cost price', 'Quote price', 'Margin', and 'Total'. Line 1 features a desk with code 'MC1221' and a stock of 279. Line 2 features an office chair with code 'AHD-008-BLK' and a stock of 937. At the bottom, there are three buttons: 'Add non-standard item', 'Create quote', and 'Save quote'.

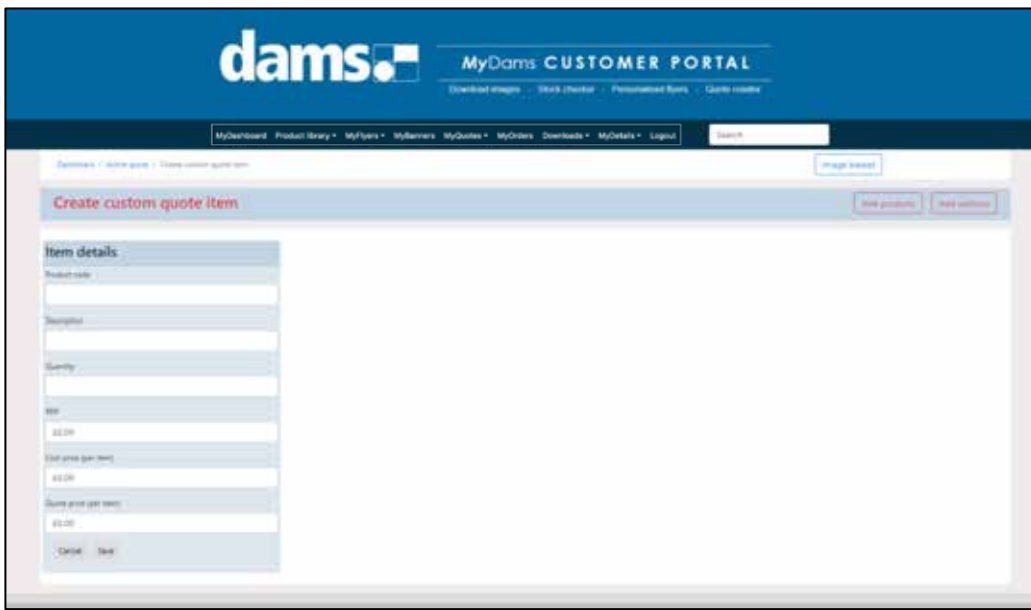
Line	Quantity	RRP	Cost price	Quote price	Margin	Total
1	1	£321.00	£128.90	£192.60	33.33%	£192.60
2	1	£243.00	£97.20	£145.80	33.33%	£145.80

- **Line items.** You can re-order the products on the quote by clicking the green up and down arrows.
- **Quantity.** Amend the quantity of each item on the quote. The line total and total quote price will update automatically.
- **Cost price.** You can override the cost price of individual products by typing in the boxes in each line, for example if you know a particular product is cheaper on promotion at that particular time. The margin on sale % and total cost price will update automatically.
- **Quote price.** You can override the quote price of individual products by typing in the boxes in each line, for example if you want to increase or decrease the selling price. The margin on sale % and total quote price will update automatically.
- **Remove.** Remove items from the active quote.

You can also add more products to the active quote using the search options mentioned earlier.

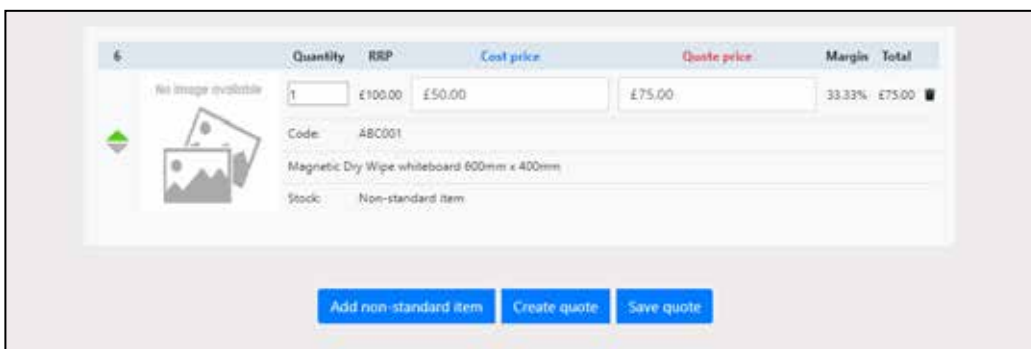
MyQuotes

If you want to add a non-standard item (a non-Dams product), you can do this by clicking on the 'Add non-standard item' button at the bottom left-hand side of the active quote, which will open the following page:



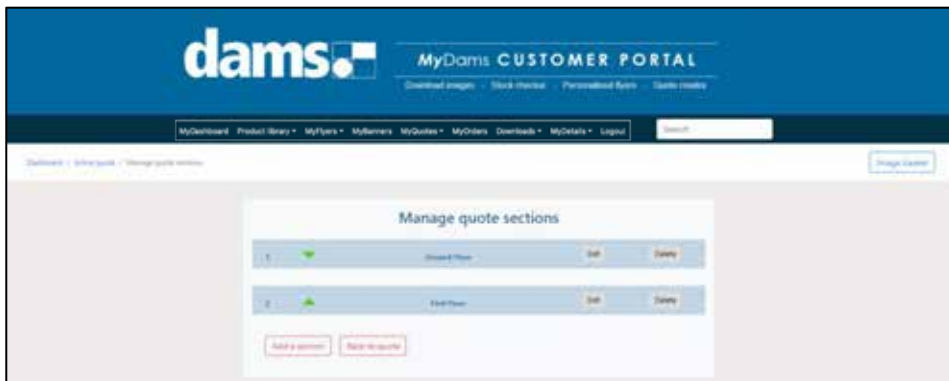
Fill in the product details and 'Add to quote' to add a custom item to the 'Active quote' page (you can't add a product image for a non-standard item).

Once saved, this will add an additional section to the bottom of the quote.

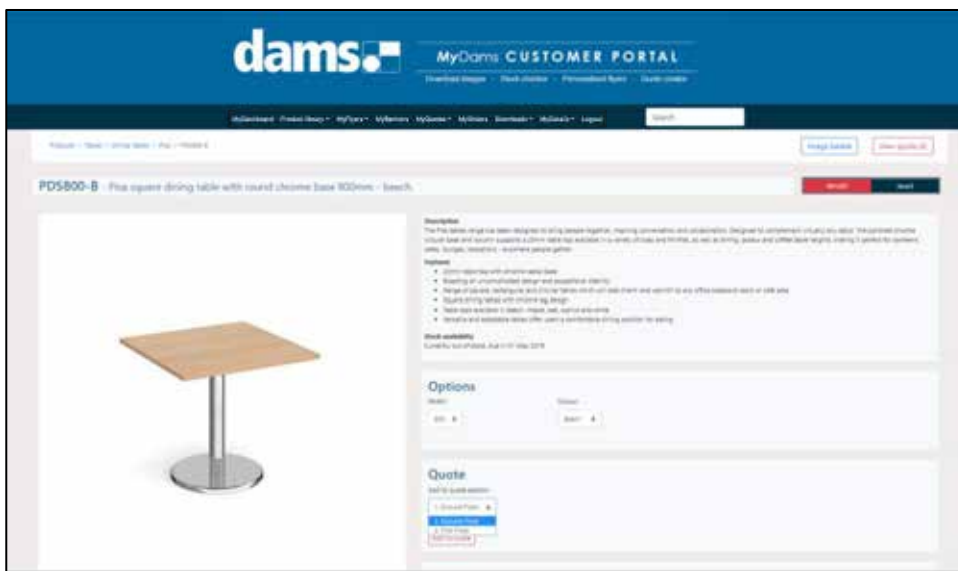


MyQuotes

If you want to add multiple sections to your quote, click on the 'Add quote sections' button on the quote header. You can then create multiple sections in a single quote which you can name and edit. You can add the same product in different sections of the quote.



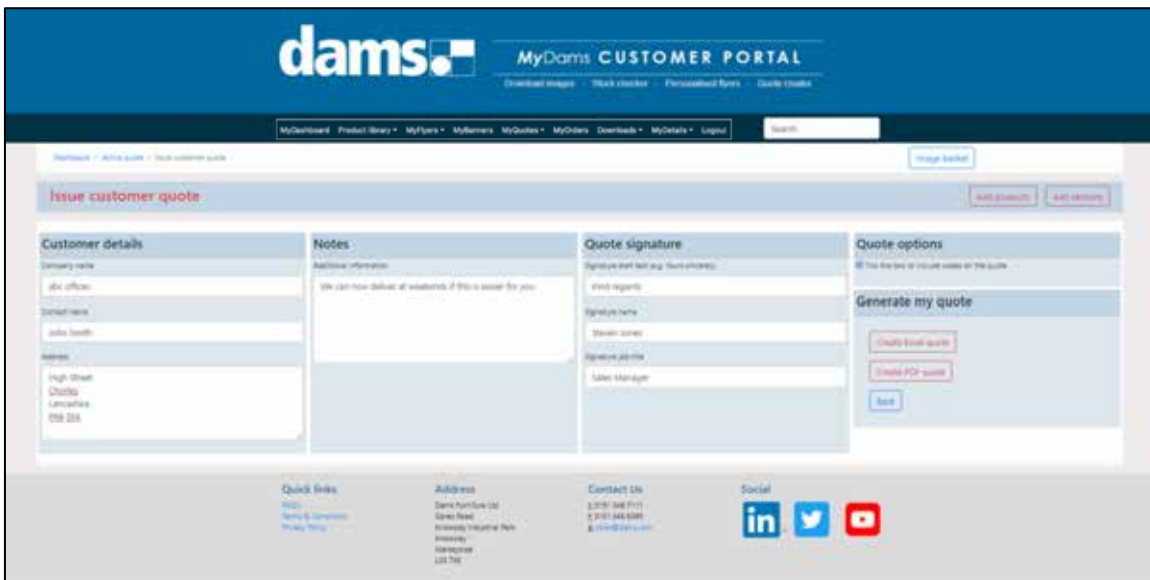
By default, all the lines you have already added to the quote will appear in section 1. After you have created multiple sections, a drop-down box is visible on the product pages when adding a new item to the quote, which allows you to add that product.



The section headers will also appear on the active quote page so you can see which products are in which section.

MyQuotes

After you have completed all the active quote details, by using the buttons at the bottom of the page you can either save the quote to come back to it later, or you can 'Create quote' which opens the following page:



This is your opportunity to personalise your quote with end user details, a quote signature or any additional information which you want to add to the bottom of the quote pdf.

Customer details and additional information are optional fields so you can either include or not include these details.

You also have the option to include product codes on the quote or leave the product codes off the quote. Simply tick the check box if you wish to include product codes.

MyQuotes

After you completed all your details, you can then generate the finished quote. There are two options:

- Create the quote as a pdf file
- Create the quote as an editable Microsoft Excel file

When selected, this will generate a PDF or a Microsoft Excel file which will open at the bottom of the page.

Whether files are created as a PDF or in Excel, the quote layout will be the same. The big difference is that quotes generated in Excel can easily be edited.



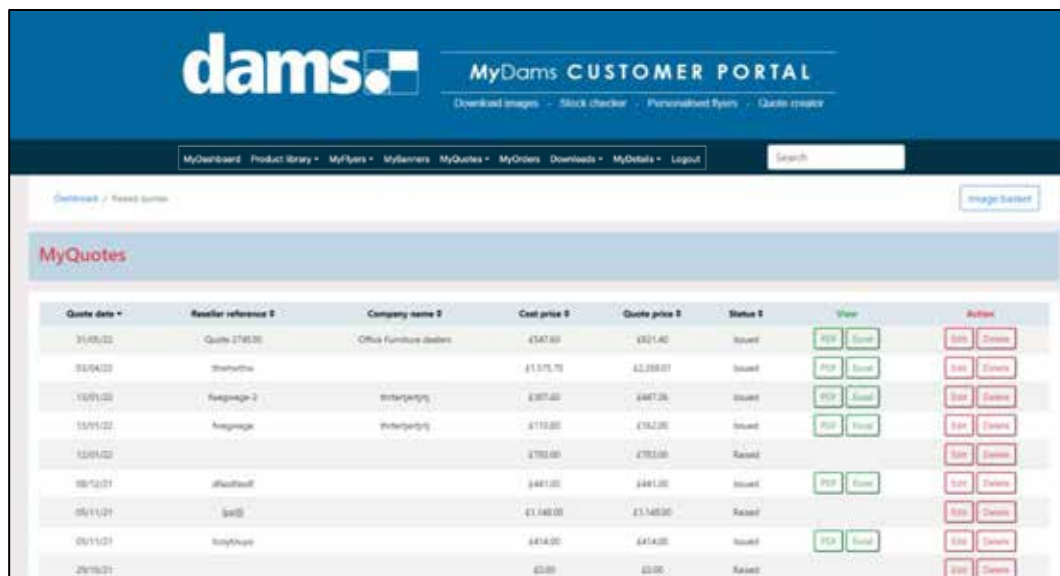
PDF file



Excel file

MyQuotes

You will then be directed to your MyQuotes overview page which is a summary of all your quotes in date order:



Quote date	Quote reference	Company name	Cost price	Quote price	Status	View	Action
31/03/22	Quote 274530	Office Furniture dealers	4547.60	4921.40	Issued	PDF Excel	Edit Delete
02/04/22	Quote 274530	Office Furniture dealers	4547.60	4921.40	Issued	PDF Excel	Edit Delete
12/01/22	Quote 274530	Office Furniture dealers	4547.60	4921.40	Issued	PDF Excel	Edit Delete
15/01/22	Quote 274530	Office Furniture dealers	4547.60	4921.40	Issued	PDF Excel	Edit Delete
15/01/22	Quote 274530	Office Furniture dealers	4547.60	4921.40	Issued	PDF Excel	Edit Delete
15/01/22	Quote 274530	Office Furniture dealers	4547.60	4921.40	Issued	PDF Excel	Edit Delete
15/01/22	Quote 274530	Office Furniture dealers	4547.60	4921.40	Issued	PDF Excel	Edit Delete
15/01/22	Quote 274530	Office Furniture dealers	4547.60	4921.40	Issued	PDF Excel	Edit Delete
15/01/22	Quote 274530	Office Furniture dealers	4547.60	4921.40	Issued	PDF Excel	Edit Delete
15/01/22	Quote 274530	Office Furniture dealers	4547.60	4921.40	Issued	PDF Excel	Edit Delete

On this MyQuotes page you can:

- **PDF.** To view the individual quotes as a pdf file.
- **Excel.** To view the individual quotes as a Microsoft Excel file.
- **Edit.** To amend existing quotes, you will need to edit/copy them and re-save them with a new unique reference which will save an updated version of the quote.
- **Delete.** To remove the unsuccessful quotes.

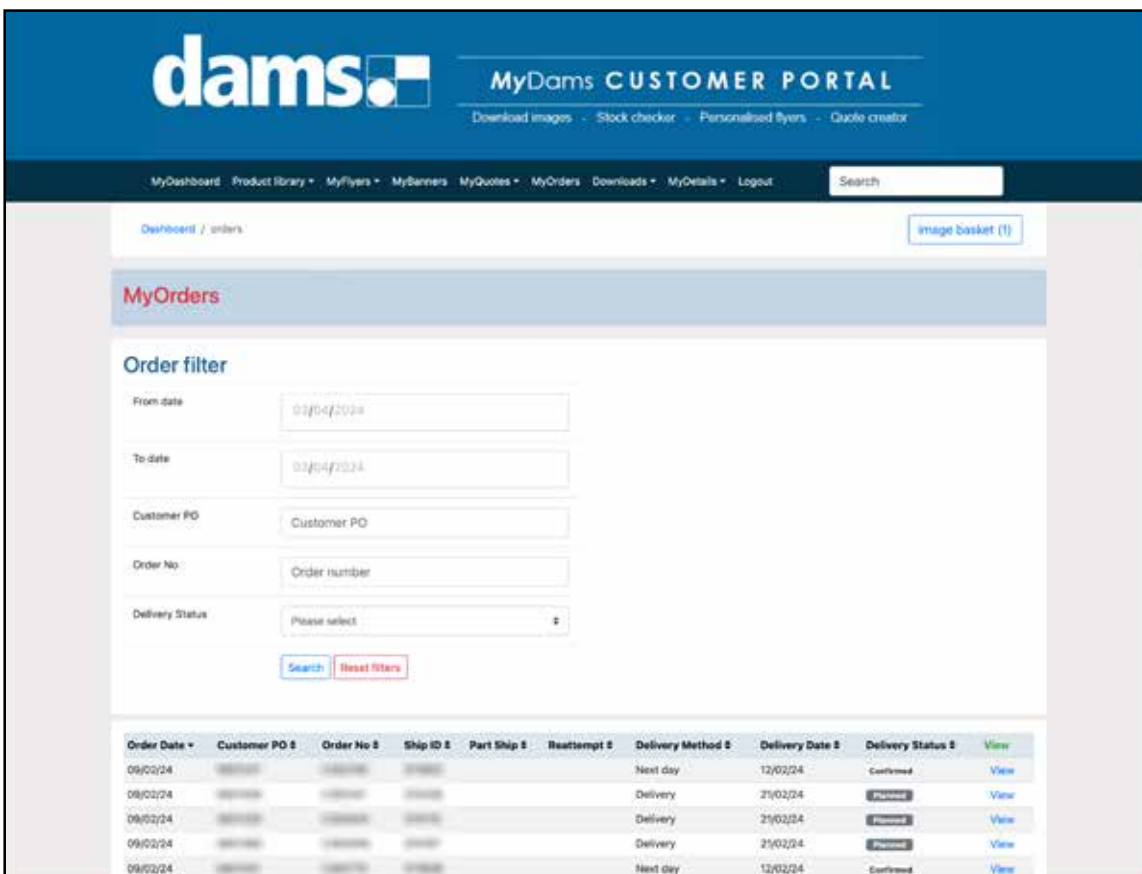
MyOrders

We have a new addition to our MyDams website called MyOrders!

MyOrders will show you every delivery you have outstanding with Dams Furniture, and a rolling two weeks of invoiced orders as well.

You can find MyOrders on the tab menu or there is also a quick look section on the dashboard for MyDams that loads up when you log in.

The First screen has an easy-to-use filter and the list of your outstanding orders which matches the format of the Dams Order Status Reports generated daily and emailed around 6am, but has updated data every 2 hours. If you are looking for a particular order you can find it in several ways.



- **Date From.** Enter a date that will return orders created on or after this date.
- **To Date.** Enter a date that will return orders created on or prior to this date.
- **Customer Po.** Add in your PO number.
- **Order Number.** Add in your Order number.
- **Delivery Status.** Choose from a delivery status option in the drop down menu

...Then click the [Search](#) button to begin or click [Reset filters](#) to start again.

You can also click the headers of the list to sort your search results:



MyOrders – Delivery Statuses

Once you click [Search](#) your orders will then appear in the format displayed below.

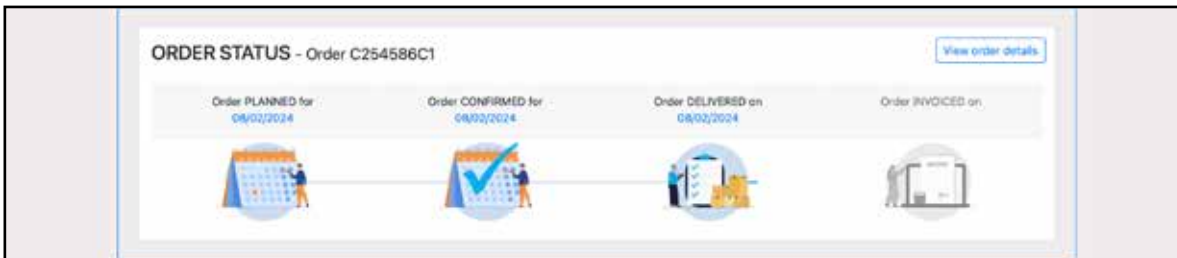
Order Date #	Customer PO #	Order No #	Ship ID #	Part Ship #	Resattempt #	Delivery Method #	Delivery Date #	Delivery Status #	View
06/02/24						Next day	12/02/24	Confirmed	View
07/02/24						Next day		Incomplete	View
07/02/24						Delivery on hold		On hold	View
07/02/24						Delivery	09/02/24	Planned	View
06/02/24								Awaiting release	
06/02/24						Next day	06/02/24	Delivered	View

All of your orders from the filter selected will be shown in the columns at the bottom of the page. The delivery status shown has the following meanings:

- **Awaiting Release.** The order has not been released and is awaiting more information. Please contact the Customer care team 0151 548 7111 Opt 2 or CustomerCare@dams.com
- **Blocked.** The order has not been released as the account payment details need updating. Please contact credit control team 0151 548 7111 Opt 5 CreditControl@dams.com
- **Planned.** The delivery date shown is only currently a planned date. Estimated for deliveries that need booking in. The date allows enough time for Dams or a delivery partner to contact the customer and arrange a confirmed date.
- **Confirmed.** The delivery date shown is now confirmed. If appropriate for the service – the customer has been called by Dams or delivery partner and we have confirmed this date is acceptable with the contact provided.
- **On Hold.** The delivery has been put on hold. Either because you have asked us to hold the order, or because we are unable to book the delivery in with the contact provided. If you have alternative phone numbers or email addresses please let us know.
- **Incomplete.** The delivery was attempted but not completed. In the Delivery Log it will show the Incomplete reason. If there has been an incomplete delivery because of the end user please contact Dams Customer Care team to rearrange. If the reason is due to driver hours, breakdown or traffic problems, no action is required from you, we will re-attempt the delivery and a new Confirmed date will populate once arranged and will display on the Status page and in the Delivery Log on when you VIEW [INSERT BUTTON] Order Status Page.
- **Outstanding Collection.** The goods are ready and waiting collection from one of the Dam's distribution centres. Please collect within 48Hours of date agreed.

MyOrders – Status Page

Once you click VIEW to access the Status Page you will see:

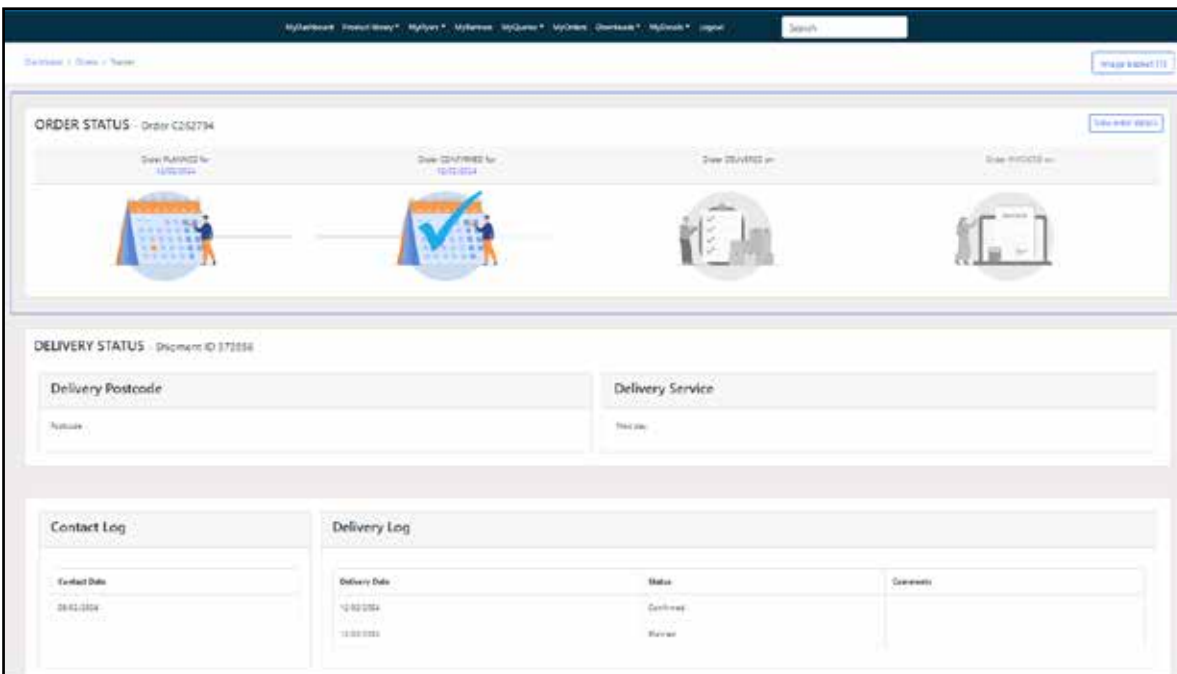


The graphics at the top will populate with dates once the delivery progresses. This will change from Planned to Confirmed to Delivered then to Invoiced.

The delivery address and Service Type are shown next on the page.

At the bottom of the page is the

- **Call Log.** This tracks the communication with the contact provided. The dates entered are the dates the attempts were made.
- **Delivery Log.** This shows the latest status of the delivery on the top of the list with the date, with older information below.

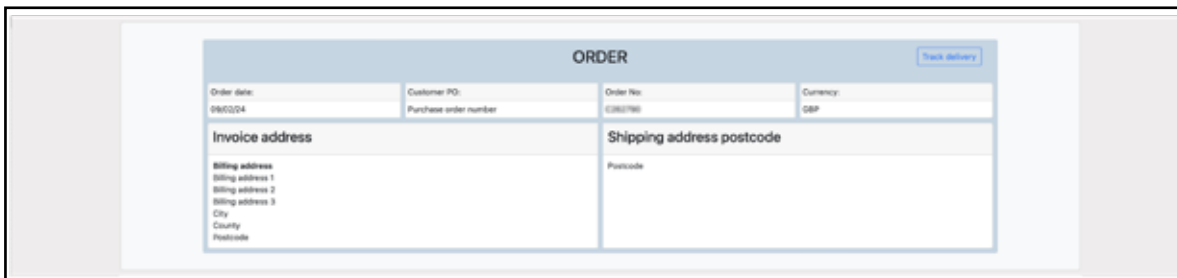


MyOrders

Your order status will be displayed in sections:

- **Planned**
- **Confirmed**
- **Delivered**
- **Invoiced**

These sections will display the date carried out.



The screenshot shows a form titled "ORDER" with a "Track Delivery" button in the top right corner. The form is divided into several sections:

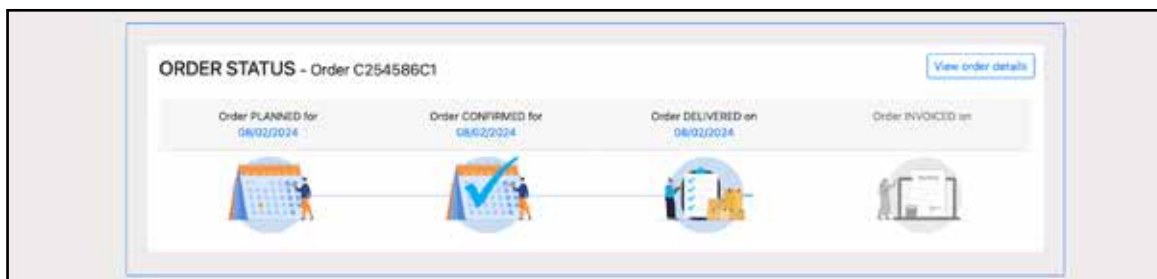
ORDER			
Order date: 09/02/04	Customer PO: Purchase order number	Order No: 0282780	Currency: GBP
Invoice address		Shipping address postcode	
Billing address Billing address 1 Billing address 2 Billing address 3 City County Postcode		Postcode	

These sections will display the date carried out.

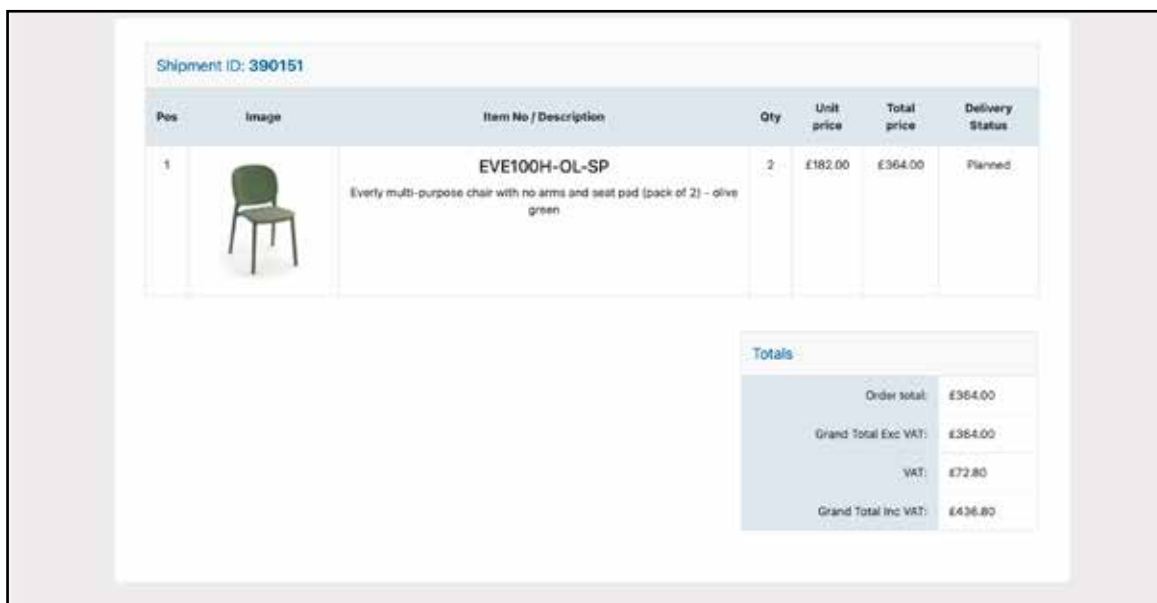
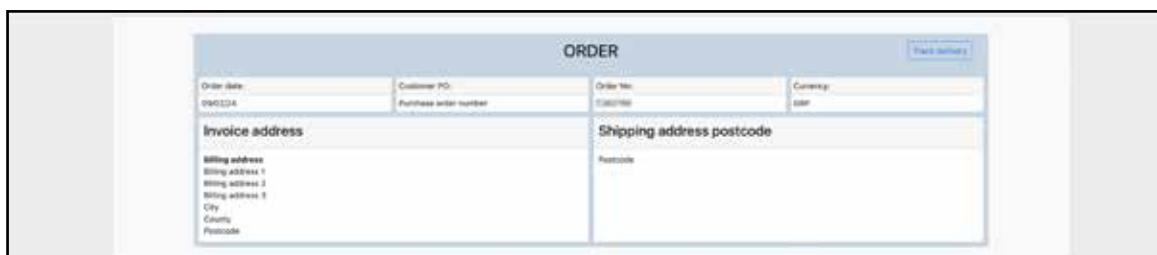
Once each section is complete the illustration will change to colour and display the date of completion showing you the progress of your order.

MyOrders

Click view order details [View order details](#) and this will take you to the order page where you can see your orders in a more detailed view.



On the Order page invoice and shipping address details are shown. Along with purchase information:

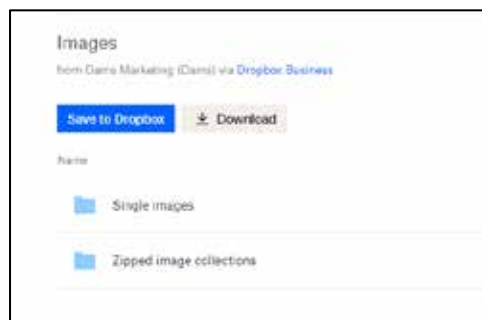
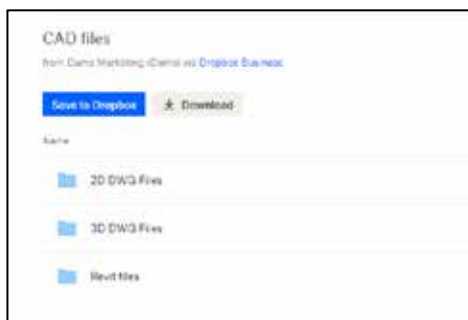


To Navigate back in your browser, you can select the back button or Click MyOrders again from the menu.

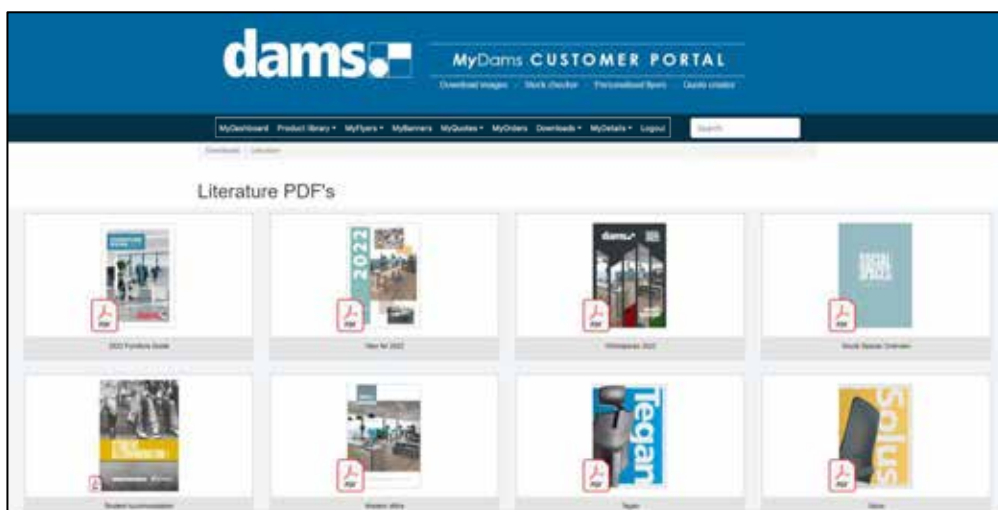
Downloads

The new 'Downloads' section allows users to download files quickly and easily, including CAD models, product images, company literature, policy documents, promotions, website product data files, newsletters, order forms and videos.

- **CAD Files.** Download 2D, 3D and Revit models of our product library to use in product renders or the latest space planning software.

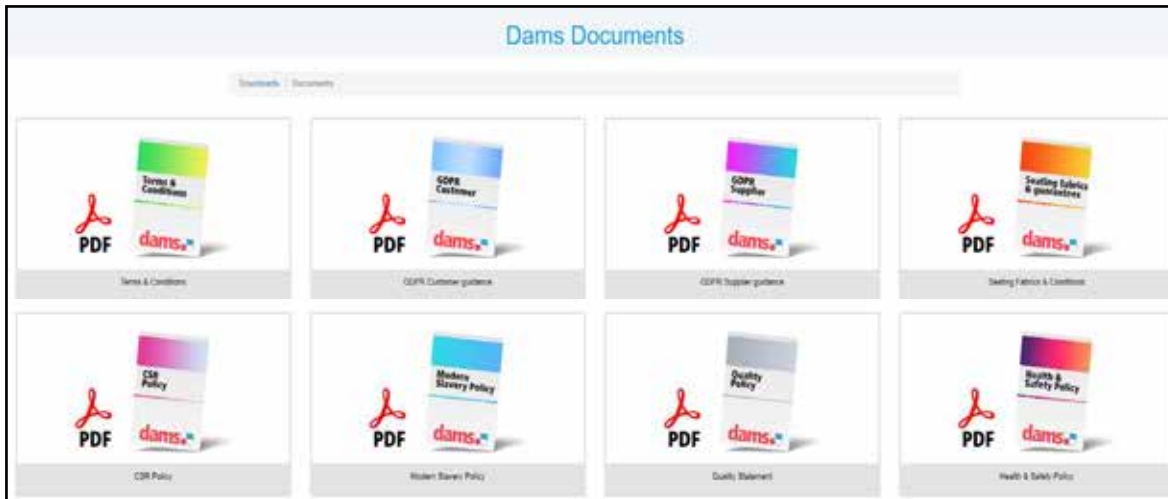


- **Image Downloads.** Download our extensive library of product images as single images or zipped image collections (by product category) from our easy-to-use Dropbox site.
- **Company Literature.** PDF versions of our latest catalogues and brochures available to download.



Downloads

- **Policy Documents.** Company policies ranging from our terms and conditions, to environmental policies, quality statements, and much more.



- **Promotions.** PDF versions of promotion flyers from the last 12 months.

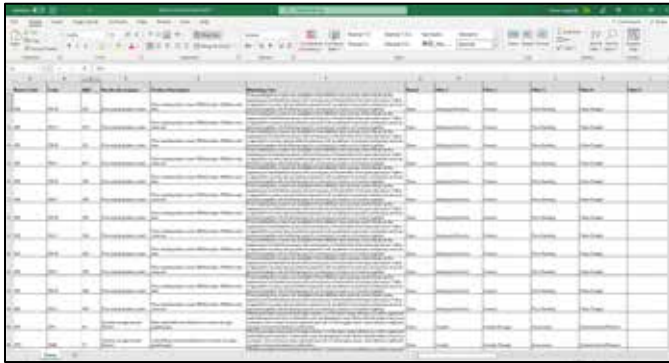


- **Newsletters.** PDF versions of company newsletters from the last 2 years.



Downloads

- **Website Data Files.** Product data files split into 3 categories (Furniture Guide, Made-to-order, Dams@home) available as Excel or Fusion data files for all software house partners and to use on your e-commerce sites.



- **Order Forms.** Social Spaces order forms to be completed for made-to-order soft seating products and tables with MDF/laminate tops.



- **Videos.** All our video content available to download as branded or unbranded videos, ideal for your own social media channels.



MyDams support team

Contact your MyDams support team at **marketing@dams.com** and we will assist you with all your service needs.

Monday to Friday
8:00 am - 5:00 pm



Ready to get started?

If you don't already have a MyDams account, then you're missing out on some market-leading sales and marketing support.

Creating your free account is quick and easy at www.dams.com