



Global Solutions for Global Companies

Acer Global Account Portal

Acer offers Global Accounts with an Online Store so that our customers can place orders online, browse select products, track orders, make e-payments, and create tickets for any order or product inquiries.

One-Stop Shopping for Global Customer Procurement



Online Stores



Catalogs



Placing Orders



Tracking



Invoicing



24hr eSupport

A world map with a light green tint, overlaid with numerous small, teal-colored location pins scattered across all continents, indicating global presence. A large, white, rounded rectangular box is centered over the map, containing text.

Our Global Solution for Your Global Business

Acer Global Account Portal

450+ Partners / 160+ Countries / 1 Global Network

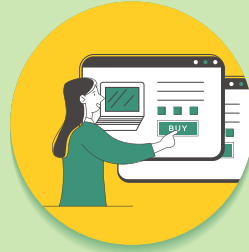
True Global Coverage

What Can Acer Global Account Portal Do ?



B2B Activation

- **Quick:** Customizable webshop - account ready in weeks¹
- **Simplified Channels:** Work directly with Acer, a selected partner based on country, or a HUB partner for multiple countries



Catalogue Creation

- **Setup Validated Products** and pricing arrangements for enterprise customers
- **Online Ordering:** One-stop worldwide shopping for corporate IT
- **End-to-End** solution with worldwide tracking and order management



Quality Service

- **Order Monitoring:** E2E order and delivery status updates, 24/7 online service and issue escalation
- **Predefined E2E Pricing:** All local taxes, margins, and charges included in price for orders
- **Live Updates and Reporting:** Online inquiry and reports available for download 24/7

1 - The leadtime for setting up a GA (Global Account) customer ready on portal may be varies depends on the readiness of customer and channel partners.

Acer Global Account Management Service Offering



Global company offers IT products, solutions, shipments, and support worldwide



Network of more than 450 local resellers in over 160 countries



Point of contact and helpdesk services for enterprise customers



Simplified process for placing orders, invoicing, tracking deliveries, and ticketing for issues



Premier Services Tailored to Your Needs ¹

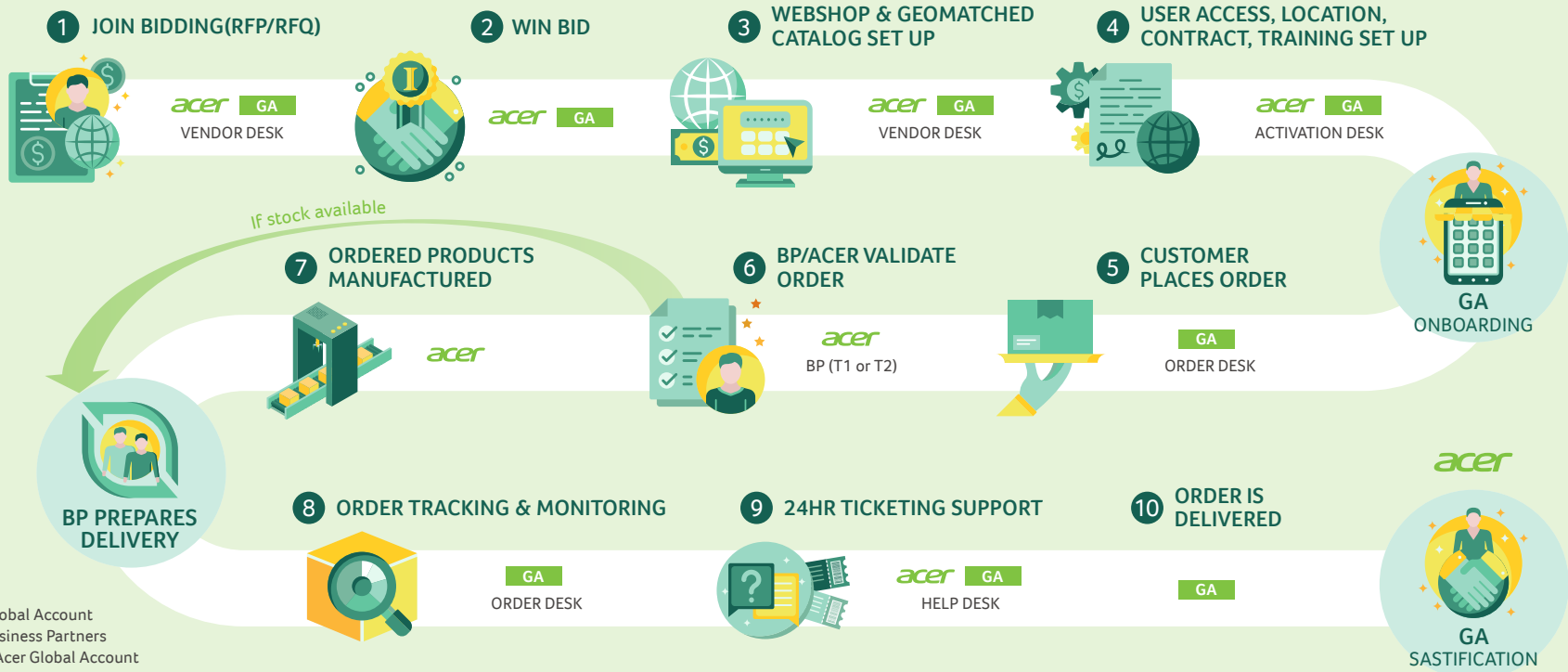


- ✓ Up to 5 Yr On-site Extended Service Warranty
- ✓ Extended Battery Warranty
- ✓ International Warranty Coverage
- ✓ Accidental Damage Protection Insurance
- ✓ Extra Local Services from Engineers (Installation, Out-of-Warranty Repairs, Disposal, etc.)
- ✓ Order Tracking, Data Management, & Reporting
- ✓ Invoice compliance management & customized shipment reporting
- ✓ Online Local Service & Ticketing Tool Integration for Out-of-Warranty Issues

This is only a glimpse into the full range of services offered by Acer. Our complete list of services is available upon request.

1 - All listed services are available upon request. Extra service charges apply. Service availability may vary depending on country.

10 Steps for Global Account to Purchase on AGA Portal



GA = Global Account
BP = Business Partners
AGA = Acer Global Account

A True B2B Global Coverage Solution

GLOBAL MANAGEMENT via AGA Portal

- Develop Global Partnerships with Global Customers
- Geomatched Webshop for Enterprise Customers to Fully Cover their WW Services
- Implement Direct or Indirect Business Models with Local Channel Partners
- Offering Acer's Global Product Catalogue and Pricing
- A True Global B2B e-Procurement Platform with Global & Local Pricing Factors Applied
- Manage Multiple Currencies, Exchange Rates, Landing Factors, Charges, & Taxes for E2E Pricing Visibility
- Manage Local Shipping and Customs Requirements
- Pre-defined Global Access Rights for Customer's Users
- 24/7 Tracking/Monitoring on All Open Orders/Deliveries
- Extensive Global Spending Reports or Customized KPI Reports
- 24hr Global Ticketing & Issue Tracking
- Pre-existing B2B Links and PunchOut with Customer's Platform ¹

¹ - SAP, Coupa, Oracle, Ariba and other cXML based solutions.

LINKING THE GLOBAL
AND LOCAL THROUGH
Acer Global Account Portal

