



MANUAL E-COMMERCE SKYDDA.COM



Version 1.0 (2020-09-22)

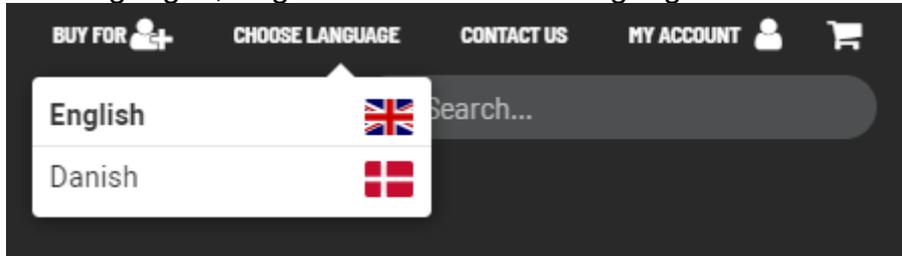
Index

1	<u>Language, login and menu</u>	3
1.1	Language	3
1.2	Login	3
1.3	Menu	4
2	<u>Filter, sort and compare</u>	5
2.1	Filtering	5
2.2	Sorting	6
2.3	Compare products	6
3	<u>Product page</u>	7
3.1	Pictures	7
3.2	Accessories and spare parts	8
3.3	Documents	9
3.4	Long description	9
3.5	Buy all items	10
4	<u>Item page</u>	11
4.1	Prices	11
4.2	Next delivery	11
4.3	Alternative item	12
4.4	Search for an item in the order history	12
4.5	Detailed information about the item	13
5	<u>News, To be discontinued and Discontinued</u>	14
5.1	Newsflag	14
5.2	Flag To be discontinued and Discontinued	14
6	<u>Shopping cart</u>	15
6.1	Delivery information	15
6.2	Quick registration	15
6.3	Order rows	15
6.4	Order template	16
6.4.1	Upload an order template from csv file	16
7	<u>My account</u>	17
7.1	My account	17
7.1.1	Page My account	17
7.1.2	Change password	17
7.2	Order	18
7.2.1	Order history	18
7.2.2	Search order rows	18
7.2.3	Deliveries	18
7.2.4	Order template	19
7.2.5	Saved orders	20
7.2.6	Order confirmation	20
7.2.7	Invoices	20
7.3	Returns & Complaints	20
7.3.1	Report incorrect delivery	20
7.3.2	Report claim	20
7.3.3	Apply for a return	21
7.3.4	Current returns/claims	21
7.4	User management	21
7.4.1	Add a user to your organization	21
7.4.2	Change password on a user	21
7.4.3	Different roles of a user	22
7.4.4	Request approval	22
8	<u>"Buy for" function</u>	23
9	<u>Net price on/off-function</u>	24

1 Language, login and menu

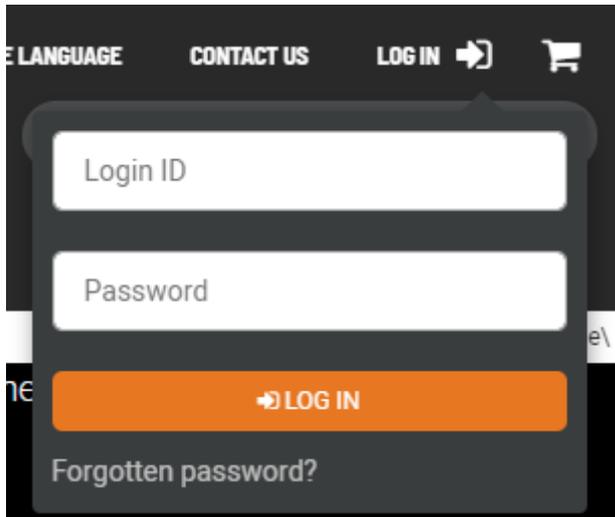
1.1 Language

Skydda.com is generally an English site but the product information can be read in two languages, English or Danish. The language can be selected in the header.



1.2 Login

You can log in by "Log in" in the header. Here you can also click on "Forgotten password" if you have forgotten your password.

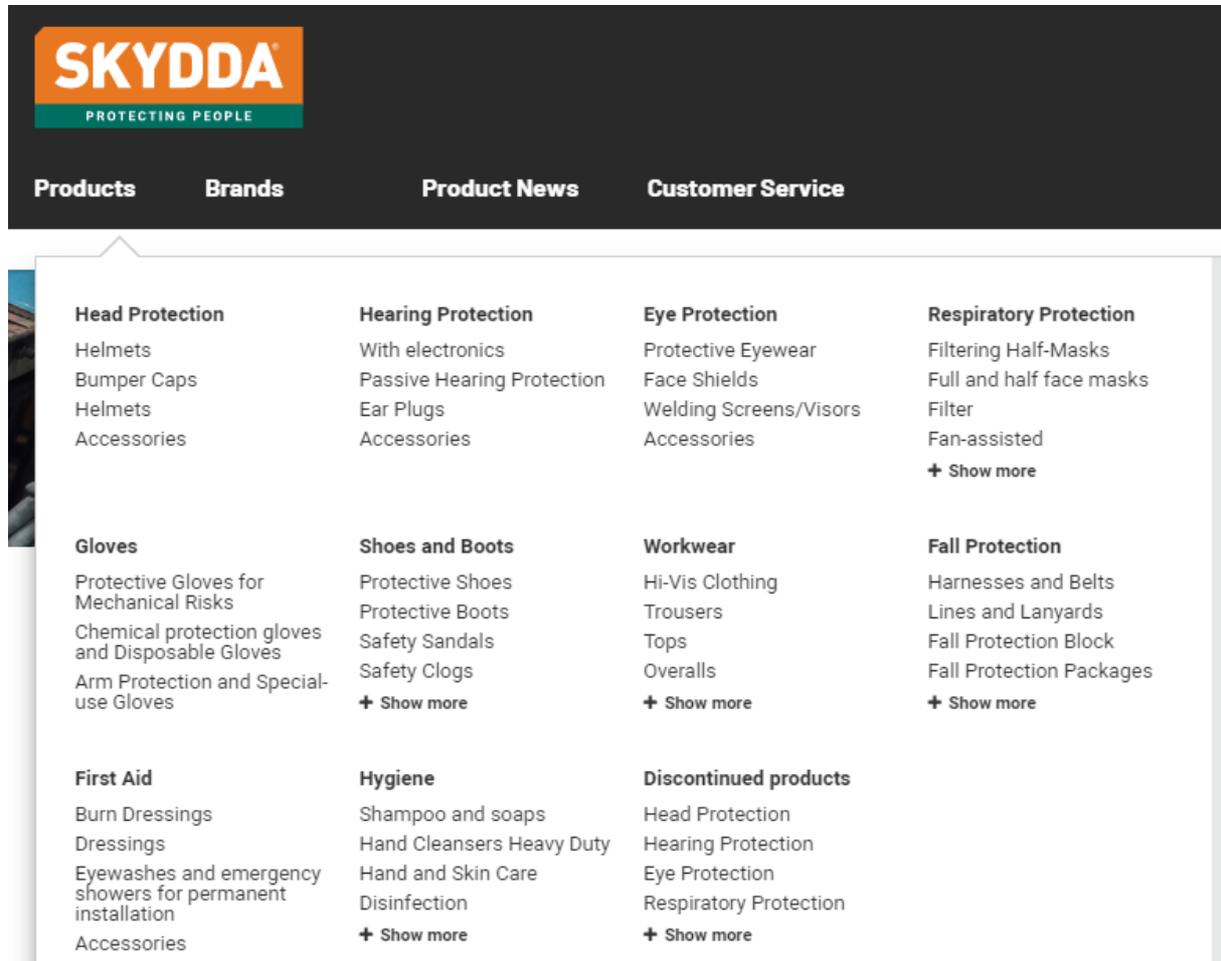


The difference between logged in and logged out. When you logged into the webshop you can:

- Place an order
- See the contracted prices, discounts, base prices etc.
- Get access to My account (invoices, shipments, order history, etc.).
- With administrator rights you have access to "Buy for" another user in your organization.

1.3 Menu

In the top menu you will find a mega menu under "Products" with all product categories and product groups. Here you will also find Discontinued products.

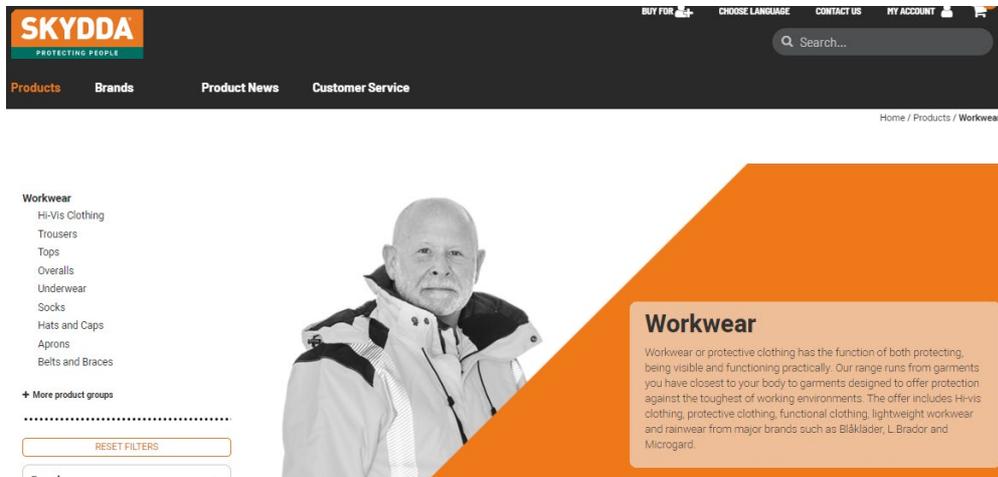


The image shows a screenshot of the SKYDDA website's mega menu under the "Products" category. The SKYDDA logo is at the top left, with the tagline "PROTECTING PEOPLE". Below the logo are four main menu items: "Products", "Brands", "Product News", and "Customer Service". The "Products" menu is expanded, showing a grid of product categories and sub-categories. Each category has a list of items and a "Show more" link.

Head Protection	Hearing Protection	Eye Protection	Respiratory Protection
Helmets Bumper Caps Helmets Accessories	With electronics Passive Hearing Protection Ear Plugs Accessories	Protective Eyewear Face Shields Welding Screens/Visors Accessories	Filtering Half-Masks Full and half face masks Filter Fan-assisted + Show more
Gloves	Shoes and Boots	Workwear	Fall Protection
Protective Gloves for Mechanical Risks Chemical protection gloves and Disposable Gloves Arm Protection and Special-use Gloves	Protective Shoes Protective Boots Safety Sandals Safety Clogs + Show more	Hi-Vis Clothing Trousers Tops Overalls + Show more	Harnesses and Belts Lines and Lanyards Fall Protection Block Fall Protection Packages + Show more
First Aid	Hygiene	Discontinued products	
Burn Dressings Dressings Eyewashes and emergency showers for permanent installation Accessories	Shampoo and soaps Hand Cleansers Heavy Duty Hand and Skin Care Disinfection + Show more	Head Protection Hearing Protection Eye Protection Respiratory Protection + Show more	

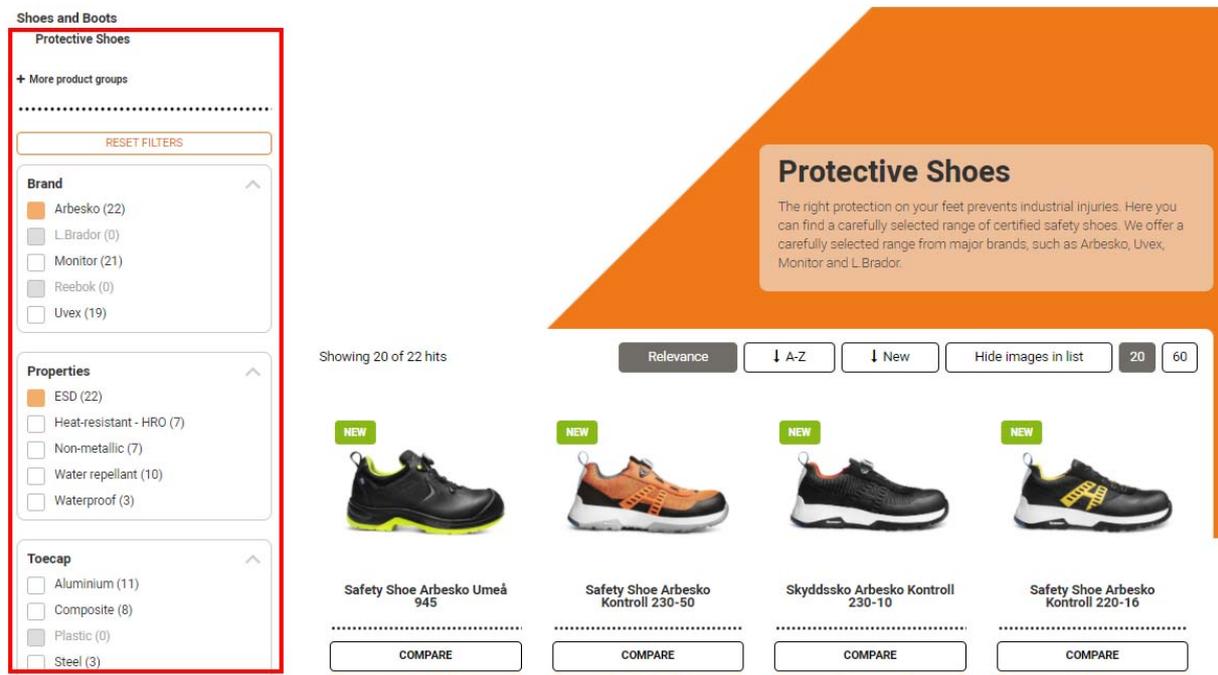
2 Filter, sort and compare

To find the right product, there are several ways to refine your selection. Below is a description of the functions filtering, sorting and comparison on category pages.



2.1 Filtering

When you enter a Category e.g. Shoes and boots, you see all the underlying product groups. In this top "Category page", you can only filter by brand. When you select the next level "Product group", e.g. "Protective shoes", you get all the filtering options. By marking different values you can filter your needs to find the right product.



2.2 Sorting

The product cards can be sorted based on the following options:

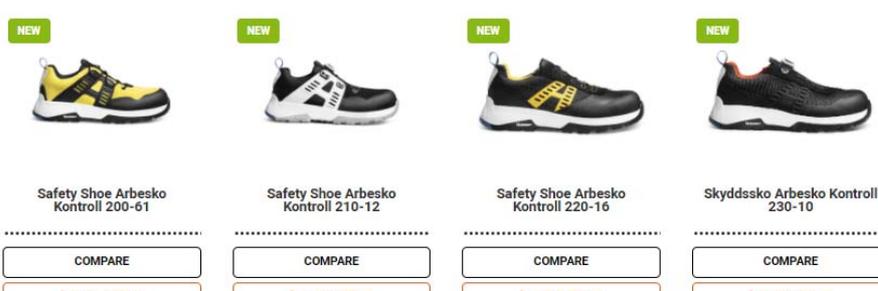
Relevance – As default

A-Z – Alphabetically.

New - Publication date. The newest date on product is at the top.

Showing 20 of 22 hits

Relevance ↓ A-Z ↓ New Hide images in list 20 60



Safety Shoe Arbesko Kontroll 200-61

Safety Shoe Arbesko Kontroll 210-12

Safety Shoe Arbesko Kontroll 220-16

Skyddssko Arbesko Kontroll 230-10

COMPARE

COMPARE

COMPARE

COMPARE

SHOW ITEMS

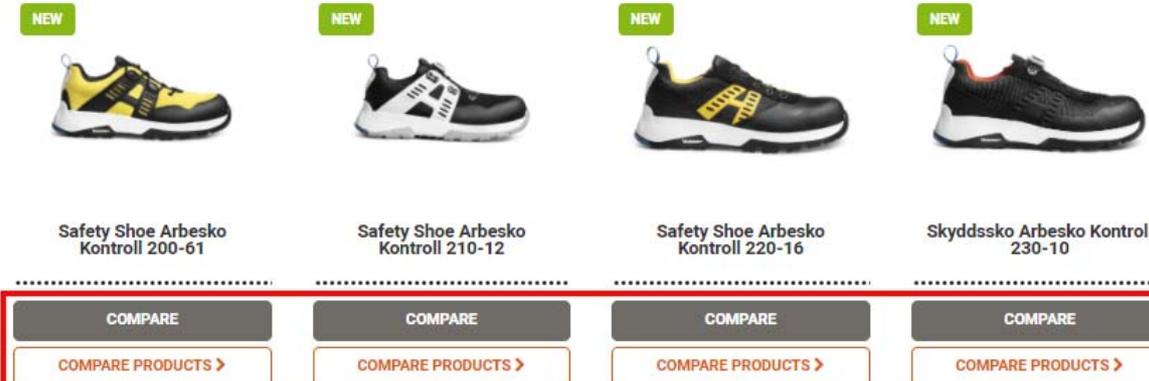
SHOW ITEMS

SHOW ITEMS

SHOW ITEMS

2.3 Compare products

To easily compare products, you can use the function "Compare". You can compare 4 products at most and then click on "Compare products". The price you can see (when logged in) is the recommended price of the product.



Safety Shoe Arbesko Kontroll 200-61

Safety Shoe Arbesko Kontroll 210-12

Safety Shoe Arbesko Kontroll 220-16

Skyddssko Arbesko Kontroll 230-10

COMPARE

COMPARE

COMPARE

COMPARE

COMPARE PRODUCTS

COMPARE PRODUCTS

COMPARE PRODUCTS

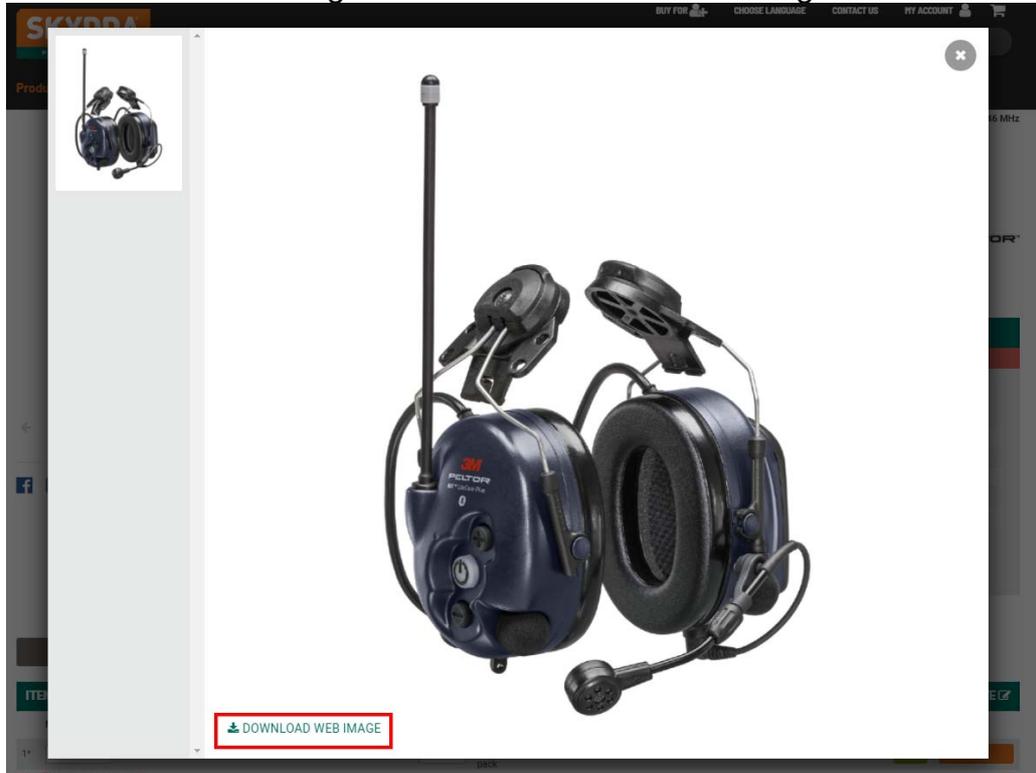
COMPARE PRODUCTS

3 Product page

A product has a product page and one or several items pages (depending on how many articles it is). On the product page you get general information about the product and its properties.

3.1 Pictures

You can zoom the image and also download a web image.



3.2 Accessories and spare parts

You can easily see which accessories and spare parts are available for a product. You can find a drop list of items by clicking on the plus sign after e.g. Accessories.



Headset hjälmfäste Peltor WS LiteCom Plus 446 MHz



PRODUCT INFORMATION

Elektronikakatt tillkommer

Description
 WS LiteCom Plus är en hörselkåpa med inbyggd kommunikationsradio för kommunikation mellan två eller fler hörselkåpor och/eller handhållna enheter.

- Förprogrammerad analog kommunikationsradio (16 st förprogrammerade PMR radiokanaler i 446MHz frekvensband).
- Bluetooth® Multipoint funktion.
- Vattentät mikrofon (IP68).

Properties

Description	Hard hat attachment
Communication	Yes
Bluetooth	Yes
Radio frequency	PMR446
Number of channels	16
Boom microphone	Yes
SNR	33

+ SHOW MORE

ACCESSORIES + **SPARE PARTS** +

ACCESSORIES **ORDER TEMPLATE**

Marking	Item no.	Description	Quantity	Pack	Contents	Price/Pack	Unit price	Balance	
<input type="text"/>	466201159	MICROPHONE PROTEC TAPE HYM1000	<input type="text"/>	PC Show pack	PC à 5 M	148.79	148.79/PC	4 PC	BUY
BUY ALL									

Click on the item and you will come to the item page of the accessory. On this page you can also see which product an accessory (or a spare part) fits.

ITEMS **ORDER TEMPLATE**

Marking	Item no.	Description	Quantity	Pack	Contents	Price/Pack	Unit price	Balance	
<input type="text"/>	466201159	MICROPHONE PROTEC TAPE HYM1000	<input type="text"/>	PC Hide pack	PC à 5 M	148.79	148.79/PC	4 PC	BUY
<input type="text"/>		GTIN: 7318640043817	<input type="text"/>	PC	1 PC à 5 M	148.79	148.79/PC	4 PC	BUY
<input type="text"/>		GTIN: 7318640002128	<input type="text"/>	CAR	96 PC à 5 M	14,283.84	148.79/PC	0 CAR	BUY
BUY ALL									

ACCESSORIES TO **ORDER TEMPLATE**

Marking	Item no.	Description	Quantity	Pack	Contents	Price/Pack	Unit price	Balance	
<input type="text"/>	466202215	EARMUFF HELMET MO MT7H7P3E4310	<input type="text"/>	PC Show pack	PC à 1 PCE	5,811.57	5,811.57/PC	4 PC	BUY
<input type="text"/>	466201639	EARMUFF HELMET MOU MT53H79P3E	<input type="text"/>	PC Show pack	PC à 1 PCE	1,941.17	1,941.17/PC	26 PC	BUY
<input type="text"/>	466202207	EARMUFF HEADBAND MT7H7A4310	<input type="text"/>	PC Show pack	PC à 1 PCE	5,811.57	5,811.57/PC	0 PC	BUY
1*	<input type="text"/>	466204306	<input type="text"/>	PC Show pack	PC à 1 PCE	6,098.35	6,098.35/PC	7 PC	BUY

3.3 Documents

Under the tab “Document” you will find e.g. Declaration of conformity, Instruction of use and Size guides for clothes etc.



PRODUCT INFORMATION

Description
Thin working glove with nitrile

- Seamless in nylon
- Tight fit
- Good breathability
- Good grip
- Sizes 6-12

Properties

Coating	Palm dipped
Vendor pack	Yes
Seamless	Yes
Cuff design	Cuff
Palm material	Nitrile
Ventilated	Yes
CE Category	Category 2

EN 388 4131X
OEKO-TEX® STANDARD 100
MADE IN THE NETHERLANDS

f e p

DOCUMENT

Declaration of performance

Declaration of conformity GUIDE 577

User manual

Instruction of use GUIDE 577

3.4 Long description

By hovering the item description, you can see the long description that provides more detailed information about the item. The last string is the supplier's item number (230-50,38).

ITEMS	
Item no.	Description
027973884	SAFETYSHOE 230-50 ORANGE/BL 35
027973885	SAFETYSHOE 230-50 ORANGE/BL 36
027973886	SAFETYSHOE 230-50 ORANGE/BL 37
027973887	SAFETYSHOE 230-50 ORANGE/BL 38
027973888	SAFETYSHOE 230-50 ORANGE/BL 39 SKYDDSSKO 230-50 ARBESKO ORANGE/SVART 38, 230-50,38

3.5 Buy all items

You can register more order lines before pressing the button "buy". You can, for example register all sizes you want to buy and after that click on "Buy all" to add all the items to the shopping cart.

<input type="text" value="test"/>	800050900	T-SHIRT 4002P ORANGE XS	<input type="text" value="1"/>	<input type="button" value="Show"/>	BAG à 1 PCE	43.68	43.68/BAG	90 BAG	<input type="button" value="BUY"/>
<input type="text" value="test"/>	800050901	T-SHIRT 4002P ORANGE S	<input type="text" value="1"/>	<input type="button" value="Show"/>	BAG à 1 PCE	43.68	43.68/BAG	96 BAG	<input type="button" value="BUY"/>
<input type="text" value="test"/>	800050902	T-SHIRT 4002P ORANGE M	<input type="text" value="1"/>	<input type="button" value="Show"/>	BAG à 1 PCE	43.68	43.68/BAG	91 BAG	<input type="button" value="BUY"/>
<input type="text" value=""/>	800050903	T-SHIRT 4002P ORANGE L	<input type="text" value=""/>	<input type="button" value="Show"/>	BAG à 1 PCE	43.68	43.68/BAG	150 BAG	<input type="button" value="BUY"/>
<input type="text" value="test"/>	800050904	T-SHIRT 4002P ORANGE XL	<input type="text" value="1"/>	<input type="button" value="Show"/>	BAG à 1 PCE	43.68	43.68/BAG	4 BAG	<input type="button" value="BUY"/>
<input type="text" value="test"/>	800050905	T-SHIRT 4002P ORANGE XXL	<input type="text" value="1"/>	<input type="button" value="Show"/>	BAG à 1 PCE	43.68	43.68/BAG	0 BAG	<input type="button" value="BUY"/>
<input type="text" value=""/>	800050906	T-SHIRT 4002P ORANGE XXXL	<input type="text" value=""/>	<input type="button" value="Show"/>	BAG à 1 PCE	43.68	43.68/BAG	86 BAG	<input type="button" value="BUY"/>
									<input type="button" value="BUY ALL"/>

4 Item page

By clicking on an item on the product page or searching for an item number, you will come to an item page. On the item page, you will find more detailed information about the item and you can also see the prices and discounts etc.

4.1 Prices

As logged in, you see unique prices (net prices), base prices and discounts on the item page. Base price and net price are in the customer's currency (DKK for Danish customers, EUR for Export customers) and Recommended price (RRP) is in Euro. This is because there is only one recommended price list (RRP) for the export market. You always see the recommended price with EUR displayed after the amount.

Trousers L.Brador 1052PB



ITEM 800051350 TROUSER 1052PB GREY 44 BYXA 1052PB L.BRADOR GRÅ C44			
BASIC UNIT (PRICE UNIT)	BAG	WAREHOUSE	35 BAG
CONTENTS (PER BASIC UNIT)	1 BAG á 1 PCE	NEXT DELIVERY i	12 (2020-10-19) *
RRP (EXCL. VAT)	155.71 EUR/BAG	BASE PRICE	1,195.00/BAG
EAN	7325930000290	TOTAL DISCOUNT	50.00%
		NET PRICE	597.50/BAG

4.2 Next delivery

You find next delivery (quantity and delivery date) under “Next delivery” and an information box (i). By holding the mouse over the (i), you get an explanation of the symbol after the parentheses. * in this case, means that the order is confirmed by the supplier.

Symbols after date = See key below

- = On order
- * = Order confirmed by supplier
- ! = Order changed and confirmed by supplier
- ? = Delivery date uncertain

NEXT DELIVERY i	12 (2020-10-19) *
BASE PRICE	398.70/BAG
NET PRICE	398.70/BAG

4.3 Alternative item

You can find information about alternative item on the item page. This will show up if we can recommend some other product in case of a discontinued product.

The screenshot shows a product page for 'ITEM 486020133 GLOVE SEMP. VINYL PF 7 HANDSKE SEMPERGUARD VINYL PUDERFRI IC SEMPERIT 7'. Below the product title, there is a section for 'ALTERNATIVE ITEM' which lists '223535733 GLOVE GUIDE 602 7/S'. To the right of this section, there is a vertical list of options: 'WAREHOUSE', 'NEXT DELIVERY', 'BASE PRICE', and 'NET PRICE'. A dotted line separates the alternative item information from the pricing options.

4.4 Search for an item in the order history

On the item page, you can click on the item number to check out if the item is included in previous orders. You will be transferred to My account/Search order rows.

Disposable Glove Semperit Semperg

This screenshot is similar to the one above, showing the same product page. However, a white search box with the text 'Search for article in order history.' is overlaid on the product title area. The rest of the page content, including the alternative item and pricing options, is visible behind the search box.

4.5 Detailed information about the item

On item page you can find "Detailed info" with more information about the item. Here you can find e.g. statistical number, weights, volumes, supplier item nr etc.

DETAILED INFO			
Item name (long)	SKYDDSSKO 230-50 ARBESKO ORANGE/SVART 37	BK04	22203
Country of origin	RO0	FINFO_Number	7668882
Statistical goods no.	6403400000	Class	S52/370/
Net weight	1.04 kg	JVGR	4516
Gross weight	1.22 kg	NobbNumber	57165655
Volume	0.00 l	UNSPSC	46181605
Packaging information			
GTIN	7392187602348		
UNIT	CAR		
CONTENTS	1.0		
AVAIL. TO ORDER	Yes		

BK04: The Swedish Construction group

Finfo_Number: Finfo/Vilma item no – used in Construction trade

Class: Skydda goods and discount grouping. PRG in this case S18 (the higher group) which in turn can be divided into several AGRs (in this case 7522). PRG = Product group, AGR = Article group.

JVGR: A grouping of goods that the hardware store used to group articles. It is no longer maintained.

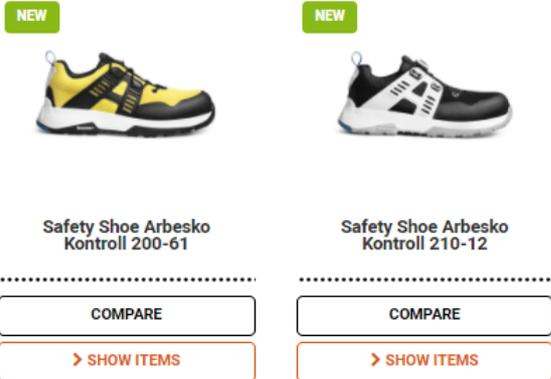
Nobbnr: For the Norwegian market

UNSPSC: United Nations Standard Products and Services Code (UNSPSC). Internationally recognized and the same codes are used in all countries. UNSPSC is cross-industry and the structure covers all industries and product areas. UNSPSC is translated into Swedish and managed by GS1 Sweden.

5 News, To be discontinued and Discontinued

5.1 Newsflag

The **News** flag will appear on new products for 6 months. You can find news either in the top menu under "Product news" or by sorting by "News".



5.2 Flag To be discontinued and Discontinued

To be discontinued will be shown as a "T" on the items row in a grey box.

Discontinued will be shown in the black box.

	pack CAR + Show	CAR á 1 PAI				DISCONTINUED
	pack CAR + Show	CAR á 1 PAI	506.60	506.60/CAR	0 CAR	T BUY
	pack CAR + Show	CAR á 1 PAI	506.60	506.60/CAR	0 CAR	BUY

6 Shopping cart

6.1 Delivery information

In this area you can choose how you want your delivery. Most customers probably only have one order type in the system. Talk to Skydda about the different options. You can find the order type's lead time, order stop time, order stop day etc.

DELIVERY INFORMATION

ORDER MARKING	<input type="text"/>	ORDER TYPE	NLA / NEXT REGULAR DELIVERY
REFERENCE	Test	LEAD TIME	2-5 days
DESIRED DELIVERY DATE (YYYY-MM-DD)	<input type="text"/>	ORDER STOP TIME	19:00:00
.....		ORDER STOP DAY	Monday Tuesday Wednesday Thursday Friday
GOODS RECEIPT	B & B SAFETY AB/PROVER-FÖRBRUKNING	WEEKLY ORDER	Yes
	523 85 ULRICEHAMN	SHIPPING FEE	200
<input type="checkbox"/> Alternative delivery address		FREE SHIPPING LIMIT	0
		CURRENCY	SEK

6.2 Quick registration

Here you can do a quick registration for items. You can navigate by tabs and then click Add order row.

QUICK REGISTRATION

MARKING	ITEM NO./GTIN NO.	QUANTITY
<input type="text"/>	<input type="text"/>	<input type="text"/>

ADD ORDER ROW

6.3 Order rows

You can find the complete shopping cart and you can add or delete rows or adjust the quantity here. You can shop by item number or by GTIN number.

ORDER ROWS

Marking	Item no./GTIN no.	Description	Quantity	Pack	Contents	Price/Pack	Total price	In stock	
<input type="text" value="test"/>	7392187076668	CLOG 1057 WHITE 44	<input type="text" value="12"/>	CAR GTIN	1 CAR à 1 PAI	55.18	662.16	1 CAR	
<input type="text"/>	223531955	GLOVE GUIDE 700 8	<input type="text" value="12"/>	PAI ART	1 PAI	1.12	13.44	480 PAI	

UPDATE ORDER **DELETE ORDER**

ORDER TOTAL:

TOTAL AMOUNT **675.60**

SEND ORDER

6.4 Order template

Before you send the order, you can save it in an order template to use for future repeat orders. Either you save it in an existing order template that you previously created, or you create a new one.

You can set the order template as private (only visible to you) or you choose to share it "Shared" in your organization (all users can access the template).

Quantity	Pack	Contents	Price/Pack	Total price	In stock
1	PC ART	1 PC à 15 PCE	302.14	302.14	0 PC
1	BAG ART	1 BAG à 1 PCE	332.01	332.01	109
1	BAG ART	1 BAG à 1 PCE	332.01	332.01	124
1	BAG ART	1 BAG à 1 PCE	443.52	443.52	36 E

ORDER TEMPLATE ✓

CREATE NEW ORDER TEMPLATE ✕

Name

Private

CREATE AND ADD

PLACE ITEMS IN ORDER TEMPLATE

-- Choose an order template

The order template is saved under My account/Order templates. You can also choose to add articles to an order template on the product/article pages.

6.4.1 Upload an order template from csv file

You can upload a CSV file (Excel). Find more information under chapter My account/Order templates.

7 My account

7.1 My account

7.1.1 Page My account

Here you will find all your information

- Personal information
- Standard delivery address
- Customer information (customer number, customer group, country code, org number, etc.)
- Order information (order types, order stop days, and order stop time)

CUSTOMER INFORMATION			
CUSTOMER NUMBER	09995	CUSTOMER GROUP	46
TELEPHONE	0321-677300	CUSTOMER GROUP NAME	DIVERSE
E-MAIL		COUNTRY CODE	SE
		PALL REG. NO.	
		ORG. NO.	

ORDER INFORMATION		
Order type	Order stop day	Order stop time
NLA / NEXT REGULAR DELIVERY	Monday Tuesday Wednesday Thursday Friday	19:00:00
SNB / FAST ORDER	-	16:00:00

7.1.2 Change password

Here you can change to your own password.

Change password

.....

CHANGE PASSWORD
CURRENT PASSWORD
<input type="text"/>
NEW PASSWORD
<input type="text"/>
<small>Must contain at least 8 characters, including 1 numbers and 1 letters.</small>
CONFIRM NEW PASSWORD
<input type="text"/>
<input type="button" value="SAVE"/>

7.2 Order

7.2.1 Order history

Here you will find previously placed orders (1 month for fully delivered orders). In case of rest orders, they are displayed longer. By clicking on an order number, you see the entire order. You can find Shipments and shipping documents (if there is an agreement with the carriers). The green sign shows the status if the order has been invoiced.

Order history

.....

From date To date **FILTER**

CUSTOMER NUMBER: 09995

Order no.	Order type	Date	Rows	Order total	Status	Code	Shipments	
5484457	KRT	9/21/20	3	0.00	Invoiced			
2147928	SNB	9/18/20	1	0.00	Invoiced		Shipments	Status: Invoiced
2147920	SNB	9/18/20	1	0.00	Invoiced		Shipments	

7.2.2 Search order rows

Here you can search for order rows either based on marking, item number or only back orders.

SEARCH ORDER ROWS

MARKING

ITEM NUMBER

ONLY BACK ORDERS

SEARCH

7.2.3 Deliveries

Here you will find deliveries with links to transport ID and shipments. Saved for 30 days.

Deliveries

.....

SEARCH BY GLOBAL ID: SE03210677300

Shipment no.	Date	Shipping method	Number of parcels	Transport ID
9024232	9/21/20	Targospeed	3	1000172117

7.2.4 Order template

Here you will find your created order templates and you can upload a csv file. To upload a csv file - do as following:

1. Open up excel and create your list of items. Write item number,quantity,marking. **No space between the comma and the quantity and marking.** See picture below.
2. Note that the beginning of item number must contain a 0 (if the item nr starts with a 0). E.g. if you enter item no. 064961510 in excel you must be careful that excel does not delete the initial 0.
3. Save as CSV (comma separated) file.
4. Upload the file in e-commerce. Check the upload status.

466135100,1,tony
466120292,1,richard
466135100,2,jens

Above you can see how the CSV file should look like. (Itemnr,quantity)

Click on the menu in the right column and select Add to basket to add to the shopping cart. By clicking the name of your order template, you can view and adjust the items.

CREATE ORDER TEMPLATE

CREATE NEW ORDER TEMPLATE

 Shared ▼

CHOOSE A CSV FILE TO UPLOAD:

 CHOOSE FILE

CANCEL SAVE CANCEL UPLOAD

LISTS 1 - 1 of 1

ORDER TEMPLATES				
Name	Items	Last updated	Created by	Type
Åsas test	4	September 22, 2020	Åsa Krågen	Private ☰

Add to basket

Duplicate

Remove

7.2.5 Saved orders

If you temporarily want to work with two different shopping carts, you can save your order to keep them separate. But usually it's better to use order templates.

SAVED ORDERS				
Order number	Name	Last updated	Total	
★ 388617053230 (Current order)	Test	Sep 22, 2020	0	☰
☆ 389116419903		Sep 22, 2020	8	☰

7.2.6 Order confirmation

Order confirmations (pdf) are saved for 60 days.

7.2.7 Invoices

Invoices (pdf) are saved for 60 days.

7.3 Returns & Complaints

7.3.1 Report incorrect delivery

Type manually what is incorrectly delivered. All fields are mandatory. The e-mail will be sent to the logistic support at Skydda.

7.3.2 Report claim

Search for item number or order number to report a claim. Click on the + box in the right column to add an item. Type the reason for the complaint. Send the report by clicking Submit. The report will be sent into Skydda and is handled by the person who is responsible for complaints.

SEARCH DELIVERED ORDER ROWS					
Item number	<input type="text"/>				
Order number	<input type="text" value="5484457"/>				
<input type="button" value="SEARCH"/>					

Order no.	Marking	It. no.	Description	Del.	Date	
5484457		800052285	BYXA 1042PB MARIN D88	-1	9/21/20	+
5484457		800052288	BYXA 1042PB MARIN D100	-1	9/21/20	+
5484457		800051763	BYXA 1845PB SVART D88	-1	9/21/20	+

ROWS IN RETURN							
Order no.	Marking	It. no.	Description	Del.	Date	Reason	Ret. qty
5484457		800052285	BYXA 1042PB MARIN D88	-1	9/21/20	<input type="text"/>	-1
<input type="button" value="SUBMIT"/> <small>If the complaint is not found in the return report, see actions under Current returns.</small>							

7.3.3 Apply for a return

Same as above (report claim).

7.3.4 Current returns/claims

Here you find ongoing case.

7.4 User management

7.4.1 Add a user to your organization

1. Click Create user. Type all the fields for the user included an e-mail address. When you have typed the correct e-mail address, an e-mail is generated to the new user and he/she can create the account with a personal password.

Create user

.....

B & B SAFETY AB/PROVER-FÖRBRUKNING (SE03210677300)

FIRST NAME

LAST NAME

TELEPHONE NUMBER

LOGIN ID/E-MAIL ADDRESS

CREATE USER

7.4.2 Change password on a user

Click on a user in the list. Enter a new password and save the changes.

7.4.3 Different roles of a user

You can assign different roles to a user:

Administrator - Can create new users and "Buy for" others in the same organization.

Hidden prices – The user cannot see net prices or discounts in the account (can only see RRP).

No order – The user cannot send the order but can see a "Request approval" button in the shopping cart instead. More information below in chapter Request approval.

ORGANISATIONS AND ROLES: SE03210677300 - B & B SAFETY AB/PROVER-FÖRBRUKNING

- Administrator - Create user accounts, shop on behalf of other users
- Hidden prices - No online prices
- No order - Can not send order

7.4.4 Request approval

The role "No order" in User management generate another button in shopping cart. When the user comes to the shopping cart, there is no "Send" button but a "Request approval" button instead. By clicking this button, a prescribed e-mail will be generated. The user can fill in the e-mail to the person (manager) who will give approval to the order. The manager uses the function "Buy for" for the requested user and goes to the shopping cart and send the order or delete it if the order is denied.

ORDER TEMPLATE

Quantity	Pack	Contents	Price/Pack	Total price	In stock
12	BAG ART	1 BAG á 1 PCE	398.70	4,784.40	50 BAG

ORDER TOTAL:

TOTAL AMOUNT **4,784.40** You are not authorized to place orders.

REQUEST APPROVAL

[Read more about how approval works here.](#)

Ämne Order to approve at skydda.com

You have an order to approve for the following user:

Customer number: 09995

User: null

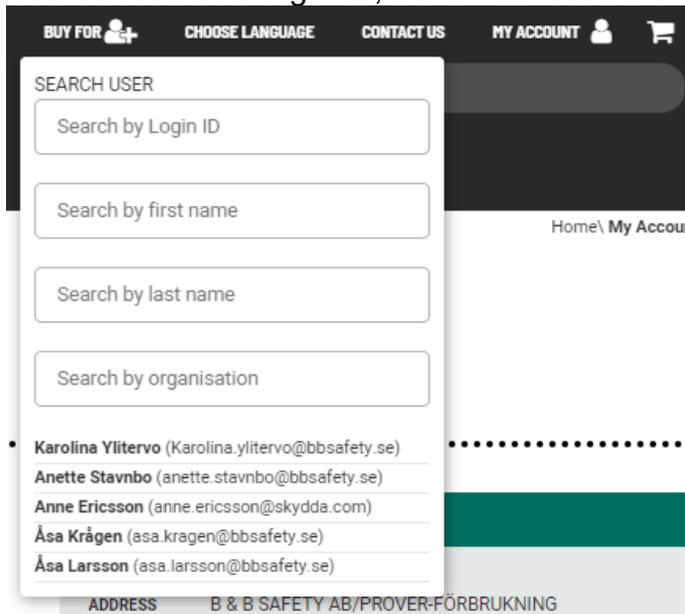
To approve the order, go to <https://www.skydda.com>. Select "Buy for" the above user to approve the order.

8 "Buy for" function

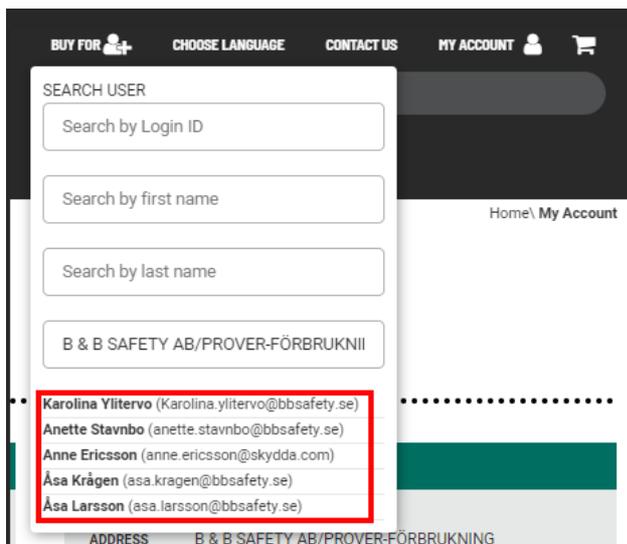
As an administrator, and when logged in, you will find the function "Buy for" in the header of the site.

The function is used by help another user to add items to the shopping cart. For those organizations that needs approval of their order, they will use the feature "Buy for" to approve the order or deny it.

Search by customer number or name. The drop list shows 5 users per organization. You can combine login ID, name with customer number or organization name.

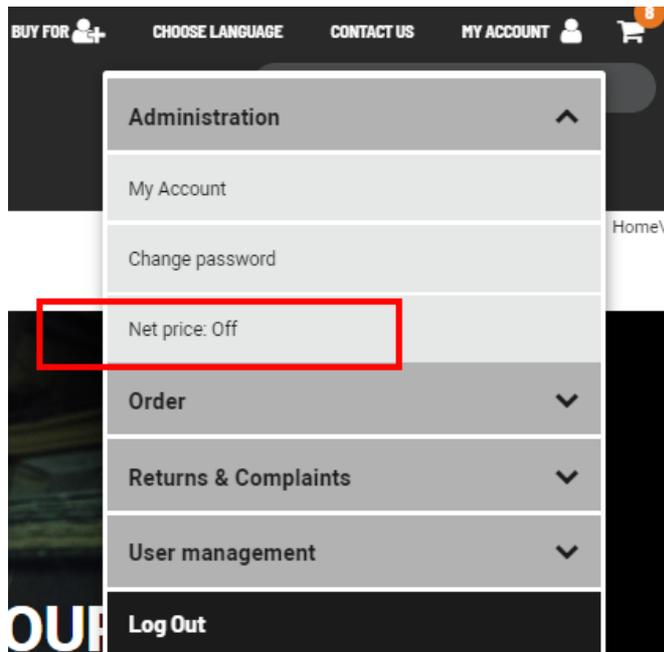


You always must select a user from the list to see information of the customer.



9 Net price on/off-function

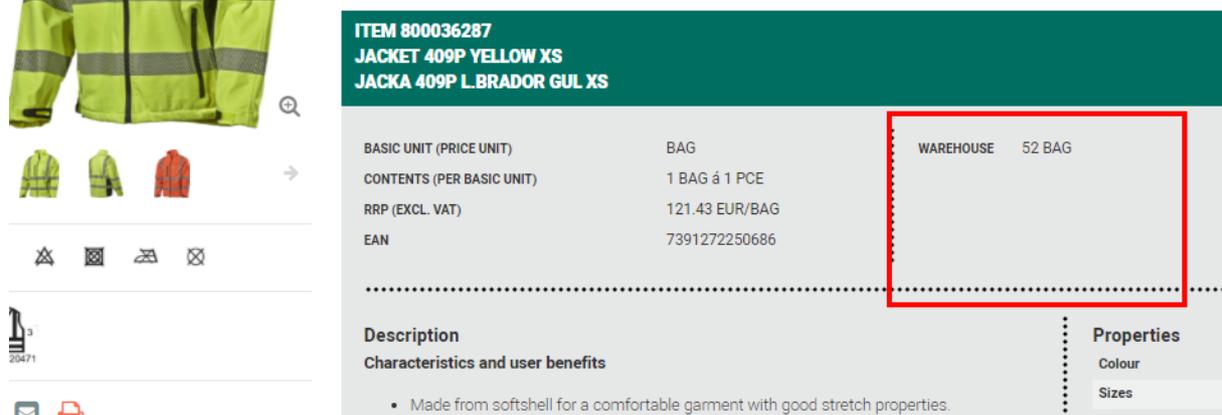
There is a function to quickly turn off the “Net Prices” on the article page. This function is mainly used in stores when the retailer wants to show a customer an item without showing their own purchase prices. This function you can find in the menu My account when you have logged in. By clicking on **Net price: On** you turn off the net price (It will look like below **Net price: off**). Net price: Off means that net prices are off.



On the item page there will be hidden prices and discounts. But you can still see warehouse quantity.



Jacket Softshell L.Brador 409P



ITEM 800036287
JACKET 409P YELLOW XS
JACKA 409P L.BRADOR GUL XS

BASIC UNIT (PRICE UNIT)	BAG	WAREHOUSE	52 BAG
CONTENTS (PER BASIC UNIT)	1 BAG á 1 PCE		
RRP (EXCL. VAT)	121.43 EUR/BAG		
EAN	7391272250686		

Description
Characteristics and user benefits

- Made from softshell for a comfortable garment with good stretch properties.

Properties
Colour
Sizes