MANUAL E-COMMERCE SKYDDA.COM

Index

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.
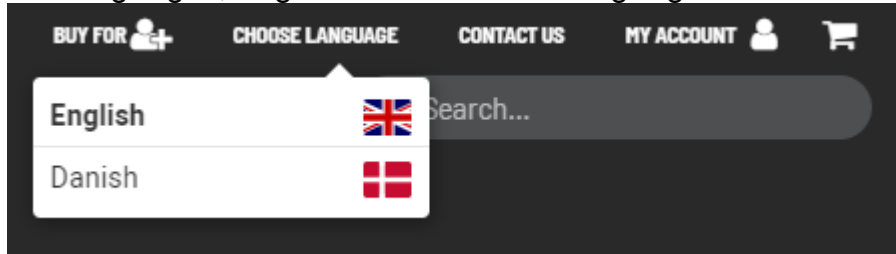
1.2 Login

You can log in by "Log in" in the header. Here you can also click on "Forgotten password" if you have forgotten your password.
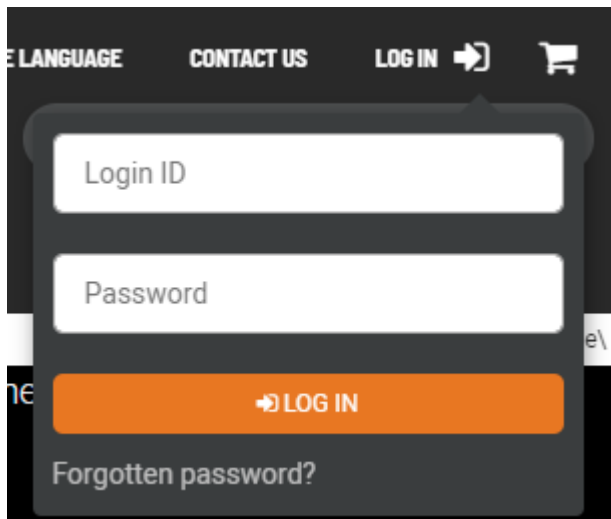
The difference between logged in and logged out. When you logged into the webshop you can:

- 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 Lösenord

When you become a customer of ours, you get a login and a password for our e-commerce. As an administrator in an organization, you can also set up new users for e-commerce in your own organization. See more under the chapter "My pages" and section "User management".
If you have forgotten your password, you can click on "Forgotten password" under the login box.
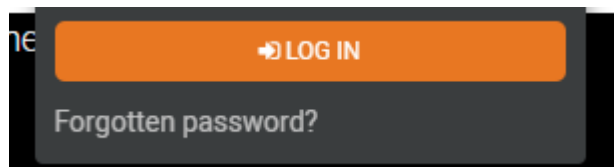
An administrator can change passwords for all users in their own organization under My Pages. After 9 incorrectly typed passwords, your account will be locked and an administrator must reactivate this. Read more under "My pages" and the section "User management" how to adjust a locked user account and change the password.

1.4   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. Discontinued products are shown here for 6 months as a rule, but there are exceptions as they may need to remain longer.
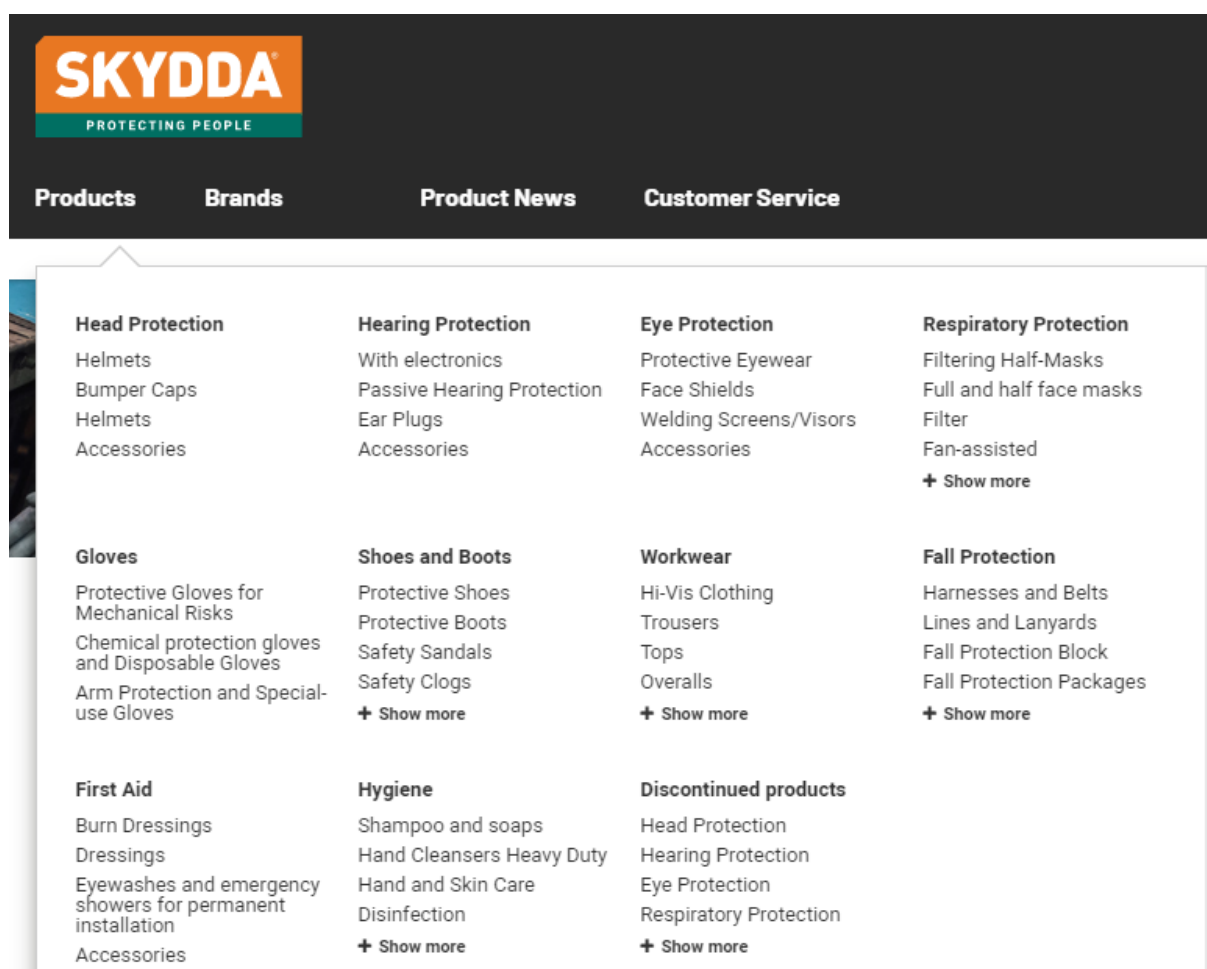
2   Filter, sort and compare

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.
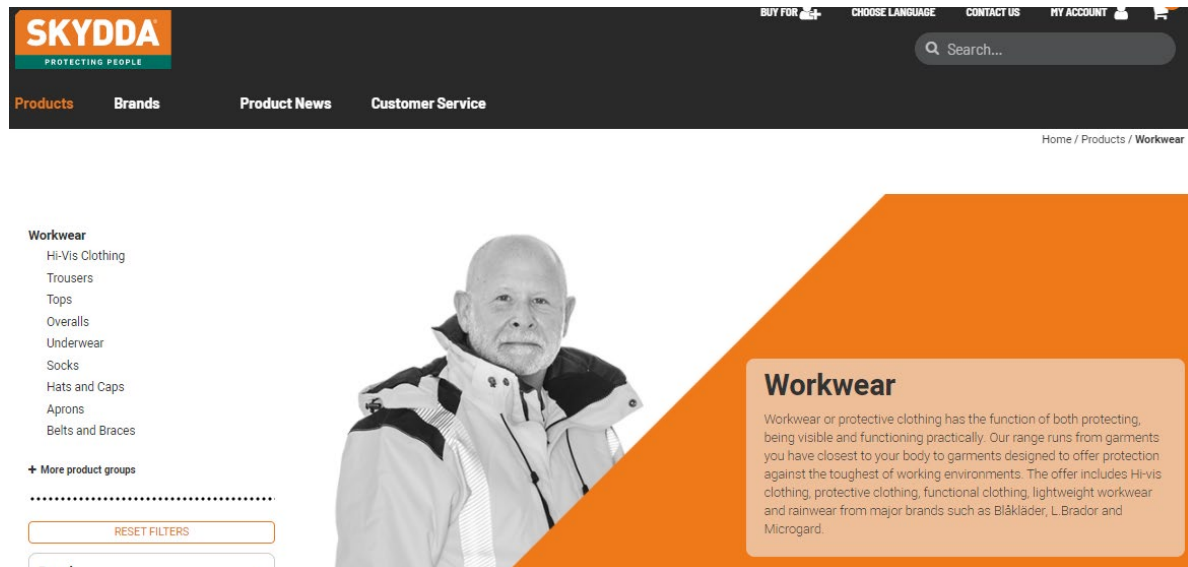
2.1   Filtering

When you enter a Category e.g. Shoes and boots, you see all the underlying product groups. You can filter either on the top level "Shoes and boots" or on one of the underlying product categories, eg "Protective shoes". By marking different values you can filter your needs to find the right product.
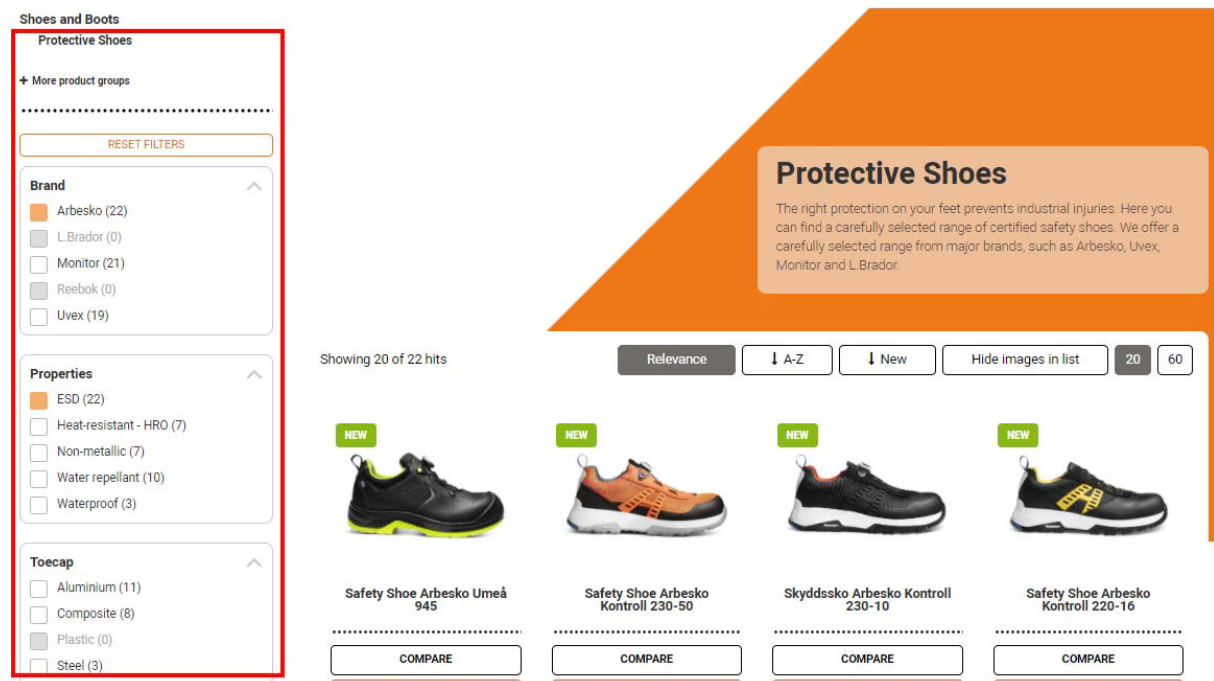
2.2 Sorting
The product cards can be sorted based on the following options:
Price - Arrow down shows sorting from lowest recommended price. Arrow up shows sorting from highest price.
Relevance – As default from PIM
A-Z – Alphabetically.
New - Publication date. The newest date on product is at the top.

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.

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.
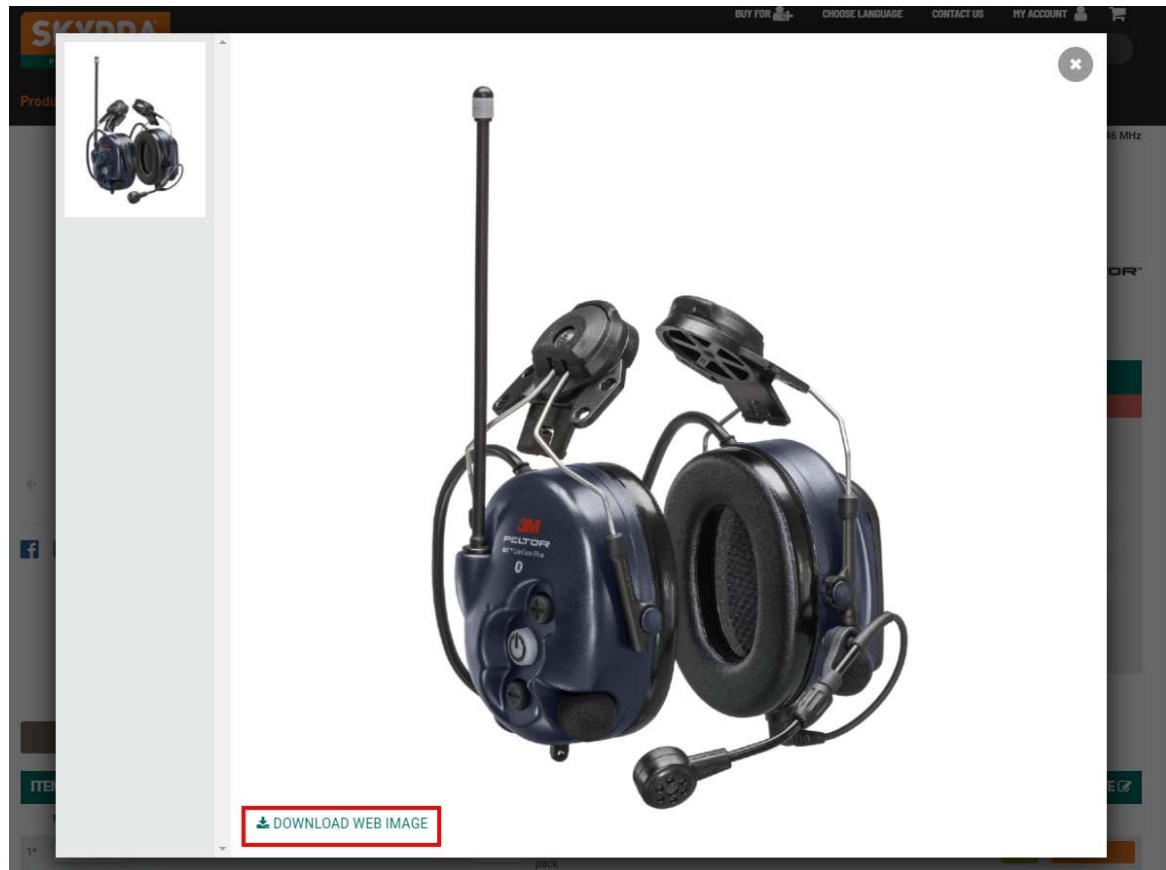
3.2 Accessories and spare parts

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.

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.

3.3 Documents

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

3.4 Long description

By hoovering 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).

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.

test	800050900	T-SHIRT 4002P ORANGE XS	1	Show Jack	BAG á 1 PCE	43.68	43.68/BAG	90 BAG	BUY
test	800050901	T-SHIRT 4002P ORANGE S	1	Show Jack	BAG á 1 PCE	43.68	43.68/BAG	96 BAG	BUY
test	800050902	T-SHIRT 4002P ORANGE M	1	Show Jack	BAG á 1 PCE	43.68	43.68/BAG	91 BAG	BUY
	800050903	T-SHIRT 4002P ORANGE L		Show Jack	BAG á 1 PCE	43.68	43.68/BAG	150 BAG	BUY
test	800050904	T-SHIRT 4002P ORANGE XL	1	Show Jack	BAG á 1 PCE	43.68	43.68/BAG	4 BAG	BUY
test	800050905	T-SHIRT 4002P ORANGE XXL	1	Show Jack	BAG á 1 PCE	43.68	43.68/BAG	0 BAG	BUY
	800050906	T-SHIRT 4002P ORANGE XXXL		Show Jack	BAG á 1 PCE	43.68	43.68/BAG	86 BAG	BUY
									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.

ITEM 486020133	
GLOVE SEMP. VINYL PF 7	
HANDSKE SEMPERGUARD VINYL PUDERFRI IC SEMPERIT 7	

ALTERNATIVE ITEM	223535733 GLOVE GUIDE 602 7/S		WAREHOUSE
			NEXT DELIVERY
			BASE PRICE
BASIC UNIT (PRICE UNIT)	BOX		NET PRICE

Any reference to Alternative article can also be found in the article table on both the product page and the article page.

ITEMS						
Item no.	Description		Pack	Contents		
800042509	SWEATSHIRT 660PB BLACK XS		BAG ⊞ Show pack	BAG á 1 PCS	ALTERNATIVE	DISCONTINUED
800042517	SWEATSHIRT 660PB BLACK S		BAG ⊞ Show pack	BAG á 1 PCS	ALTERNATIVE	DISCONTINUED
800042525	SWEATSHIRT 660PB BLACK M		BAG ⊞ Show pack	BAG á 1 PCS	ALTERNATIVE	DISCONTINUED
800042533	SWEATSHIRT 660PB BLACK L		BAG ⊞ Show pack	BAG á 1 PCS	ALTERNATIVE	DISCONTINUED

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

ITEM 486020133	
GLOVE SEMP. VINYL PF 7	
HANDSKE SEMPERGUARD VINYL PUDERFRI IC SEMPERIT 7	

Search for article in order history.

ALTERNATIVE ITEM	223535733 GLOVE GUIDE 602 7/S	WAR
		NEXT
		BAS

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.

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
		Package type	KRT
		Supplier item no.	230-50,37
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.

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.

6.2 Order marking (mandatory)

Requirements for the order mark in the shopping cart can be set at the user level. Should any user have a mandatory order mark as a requirement, you can set this control on the user under user settings on My Pages. Read more under chapter 7 My Pages and User Management. Then the user will not be able to shop without filling in the Order mark field.

6.3 Campaign code

When we have various campaigns and offers, you may need to enter a campaign code to receive any extra discounts, promotional materials, etc. When you give us the campaign code, we go in and adjust your order afterwards with any discounts and promotional materials. You will see your final order total as well as promotional material under order history after we have registered it. You can enter 28 characters in the campaign code field.

DELIVERY INFORMATION

ORDER MARKING

REFERENCE

Test

DO YOU HAVE A PROMOTION CODE? ENTER THE CODE HERE:

The discount and/or campaign material will be adjusted on your order. You will see your final order amount and campaign material under order history after we have received your order and registered it.

6.4 Delivery later in time

If you want a delivery further in the future in order to plan this, you can set a desired date by selecting in the calendar. The date given is the date the delivery is <u>sent from Skydda.</u>

DESIRED DELIVERY DATE (YYYY-MM-DD)

		August 2022				>
Su	Mo	Tu	We	Th	Fr	Sa
31	1	2	3	4	5	6
7	8	9	10	11	12	13

ÖRBRUKNING

6.5 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

ADD ORDER ROW

6.6 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								ORDER TEMPLATE ✎
Marking	Item no./GTIN no.	Description	Quantity	Pack	Contents	Price/Pack	Total price	In stock	
test	7392187076668	CLOG 1057 WHITE 44	12	CAR GTIN ∨	1 CAR á 1 PAI	55.18	662.16	1 CAR	🗑
	223531955	GLOVE GUIDE 700 8	12	PAI ART ∨	1 PAI	1.12	13.44	480 PAI	🗑

UPDATE ORDER   DELETE ORDER

ORDER TOTAL:

TOTAL AMOUNT   675.60

SEND ORDER

6.7 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 st
1	PC ART ∨	1 PC á 15 PCE	302.14	302.14	0 PC
1	BAG ART ∨	1 BAG á 1 PCE	332.01	332.01	109
1	BAG ART ∨	1 BAG á 1 PCE	332.01	332.01	124
1	BAG ART ∨	1 BAG á 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 templat ∨

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.

6.7.1 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 acoount
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. The password must be at least: 8 characters, 1 number and 1 letter. If the customer is with Essve and Luna, we share the same password in all companies, provided you have the same globalID. If you have forgotten your password, you can change it by clicking forgot password at the login box. Read more under chapter 1.

Change password

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CHANGE PASSWORD

CURRENT PASSWORD

NEW PASSWORD

Must contain at least 8 characters, including 1 numbers and 1 letters.

CONFIRM NEW PASSWORD

SAVE

7.1.3 Login problems and changing passwords for other users
Under "My pages" and the User Management section "Organizations and users", you as an administrator can manage another user's account. If a user tries to log in with an incorrect password 9 times, the account is locked. Check the user in the list if it is disabled. Click on the orange icon and then select Activate.
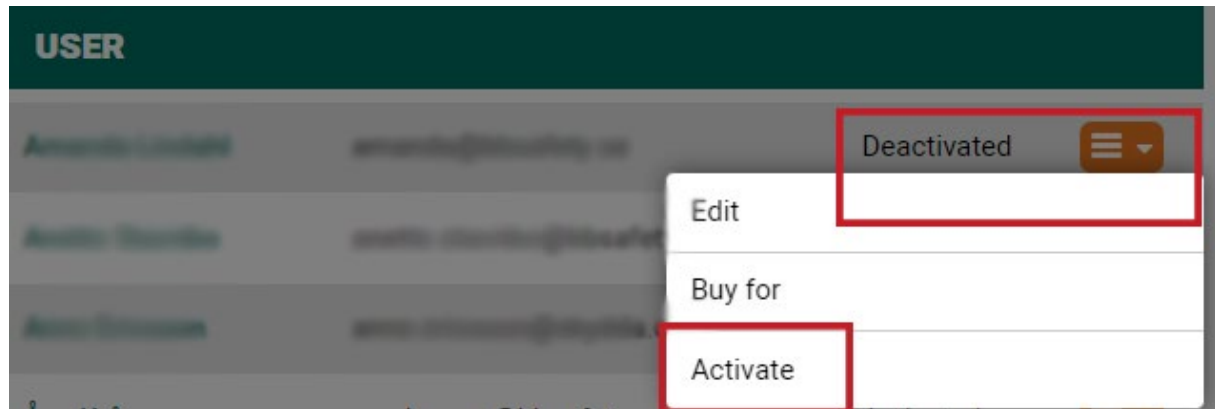
Now change the password for the user by clicking on the user's name in the user list. Enter new password and save the change.

7.2 Order
7.2.1 Order history
Here you can find previously placed orders 3 months ago (in the case of fully delivered orders). If you want to search for previously completed orders, you can do this by entering a date range and clicking filter - then you will get previous orders. In the case of undelivered orders, they are shown 2 years ago.

By clicking on an order number, you can see the entire order under "Order details". You can find Shipments by clicking on "Shipments" and shipment documents can be

found under resp. shipment (where there is an agreement with the carriers). The green plop shows the status that the order has been invoiced. Code R = Remaining listed order line exists. Username is displayed for the person who placed the order (note that the order must be placed via e-commerce. If the username is empty, the order is placed in a different way. In the case of a refill order, only the username of the person who created the order first is displayed.

Order history

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From date	To date	FILTER

CUSTOMER NUMBER: 09995

Order no.	Order type	Date	Rows	Order total	Status	User name	Code	Shipments	
2995996	DAG	12/08/22	3	0.00	Allocated				
2993109	DAG	10/08/22	1	0.00	Invoiced			Shipments	🟢
2990724	DAG	08/08/22	2	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 2 months.

Deliveries

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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, 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

| Type name | Shared ∨ |

CANCEL   SAVE

CHOOSE A CSV FILE TO UPLOAD:

CHOOSE FILE

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 2 months. Open the file by clicking on the file name. Order confirmations will not be seen here for customers who have EDI.

7.2.7 Invoices
Invoices (pdf) are saved for 2 months.

7.3 Returns & Complaints

7.3.1 Report incorrect delivery
Type manually what is incorrectly delivered. All fields are mandatory.

7.3.2 Report claim
Search via article number or order number to advertise articles. Click on the + sign in the right column to add an article to the complaint. Fill in the reason for the complaint.

The **Art.nr** field gives hits on items that are purchase items, etc. that are not available in the e-commerce. In this box you have to fill in all the numbers and click Search.

Advanced search shows hits on items that are only available in e-commerce.

SEARCH DELIVERED ORDER ROWS	
Item no [ ] Advanced search - Part of Item no./GTIN no. [ ] Order number [ ] SEARCH	The field **Item no** shows items that not necessary are in our e-commerce. In this field you have to fill in the whole itemnumber and click on Search. **Advanced search** shows hits on items that are only available in e-commerce.

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		-1	➖

SUBMIT

If the complaint is not found in the return report, see actions under Current returns.

7.3.3 Apply for a return
Same as above (report claim).

7.3.4 Current returns/claims
Here you find ongoing case.

Current returns / Claims

....

CUSTOMER NUMBER: 09995			
394339	28/04/22		Credited
392870	16/03/22		Credited
392842	15/03/22		Credited

7.4 User management
Under My pages and "User Management" and the "Organizations and users" section, you can manage various settings for users in your organization. You can add new users and disable old users. If you manage more than one organization, for example if you have end customers, you can manage these here as well. You fill in the customer number or display in the drop-down list and then click search to display posted users for the respective customer number. If you have many users in your list, you can combine the customer number/organization with, for example, first name or last name.

Organisations and users

FIND USER

FIRST NAME

ORGANISATION

Search organization / customer number   ✖

LAST NAME

ROLE

All

LOGIN ID/E-MAIL ADDRESS

ACCOUNT STATUS

All

SEARCH

7.4.1 Organizations and Users

7.4.1.1 Create new user
To create a new user, click on "Create user". Here you fill in information and the user's email address. When you have filled in the correct email address, an email is generated to the email address so that the person can set their own password.

Create user

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

FIRST NAME

LAST NAME

TELEPHONE NUMBER

LOGIN ID/E-MAIL ADDRESS

CREATE USER

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

09995 - B & B SAFETY AB/PROVER-FÖRBRUKNING

CUSTOMER INFORMATION			
GLOBAL-ID	SE03210677300	CUSTOMER GROUP	46
TELEPHONE	0321-677300	CUSTOMER GROUP NAME	DIVERSE
E-MAIL	support@bbsafety.se	COUNTRY CODE	SE
		PALL REG. NO.	
		ORG. NO.	

CREATE USER

USER		
Name	**Login ID/e-mail address**	**Account status**
· ·	1@xzktg.com	Activated
Karolina Olsens	Karolina.olsens@bbsafety.se	Activated

7.4.1.3 Different roles of a user

You can set different rights on a user. Click a user in the list that you want to manage.

Administrator - Can create new users and "Buy for" others in the same organization.
Alternative delivery addresses - The user shall only be allowed to choose a delivery address from a predefined list set up by an administrator under "User management" and "Administer delivery addresses". This is when the delivery address deviates from the customer's regular delivery address. Eg at different projects in different locations.
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.
Order marking – Users must fill in an order marking on the order header.
Customer unique assortment – When a customer unique assortment has been set up in Skydda's ERP, this role will appear as an option. When you check this, the user will only be able to shop and see the customer-unique assortment and nothing else when logged in.

7.4.1.4 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.

You have an order to approv 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.

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.

7.5   Administer delivery addresses

Under "User Management" and the "Manage delivery address" section, you can set up predefined lists of where the goods should be sent. This is useful for, for example, various project constructions where the goods are to be sent directly to the construction site in the locality. You can easily add new delivery addresses and remove old ones.

You can then impose requirements on certain users that they must always select a delivery address from a selectable list. This list appears under "Alternative delivery address" in the shopping cart. Please note that the customer must have a certain order type to be able to get this as a selectable option in the shopping cart.
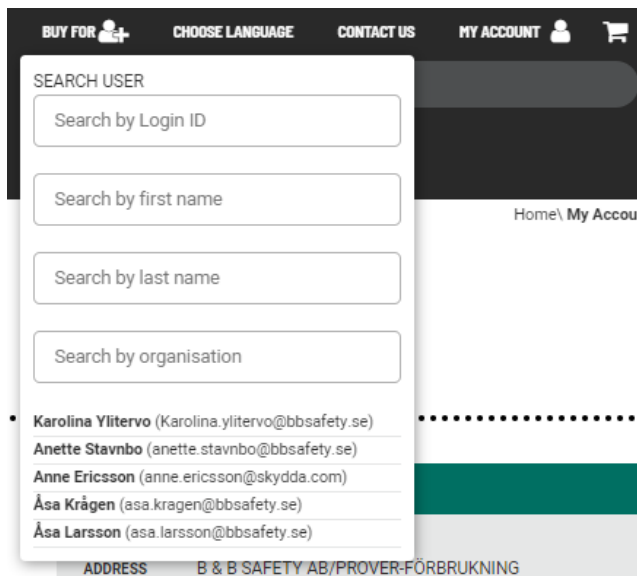
8 "Buy for" function

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.

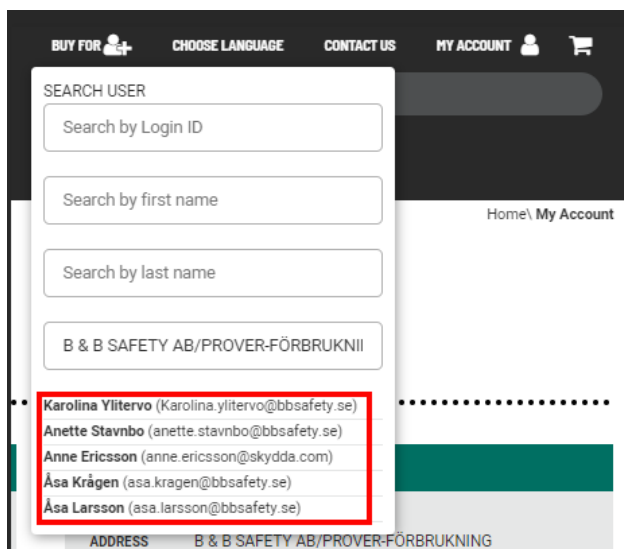## 8.1 "Buy for" in case of request approval

You can search by username (email), first name, last name or organization (customer number or name).
The list shows all users in the organization. You can combine username, first name or last name together with customer number or organization name.

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

Go to the cart and LOCK the cart to handle someone else's order.

My Basket

·●●●

Unlock the order before making any changes to the cart. Click Lock to lock the order.

LOCK

Your basket is empty.

When you have sent off the order, the shopping cart will automatically be unlocked without you having to do anything.

8.2 "Buy for" by creating a shopping cart for the user

Select the "Buy for" feature and go to the cart and LOCK the cart to handle someone else's order.

My Basket

·●●●

Unlock the order before making any changes to the cart. Click Lock to lock the order.

LOCK

Your basket is empty.

Add a suggestion of items to the user in their own shopping cart. Then hand over the shopping cart to the user without sending the order. You do this by unlocking the shopping cart again. By unlocking the shopping cart, you hand it back to the user, who can then send in their own order.

My Basket

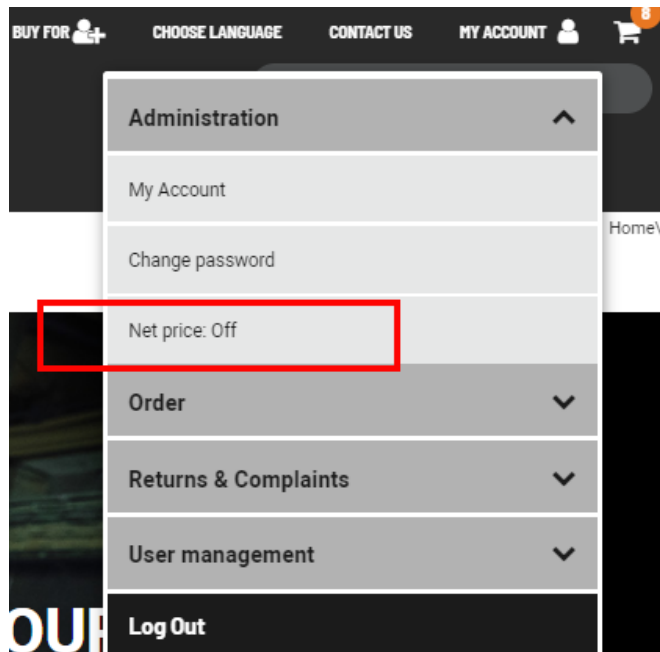·●●

When you're done with changes, click Check out or click Unlock to hand over the shopping cart to the buyer.

UNLOCK

Your basket is empty.

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 menue 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 quatity.

10 Show a limited assortment to the user

If you want to limit the logged-in user to only be able to shop from a certain assortment, you can limit the selection of products for the logged-in user. By setting up an article list in our ERP that is a selection specific to the customer, i.e. customer-tailored assortment, we can help the customer choose the right one. When the list has been set up by Skydda's MDM team, a flag (small figure) will be seen on the articles in the e-commerce.

Arbetshandske Uvex Athletic Lite	ESD-handske Guide 4203	Skärskyddshandske Guide 308
JÄMFÖR	JÄMFÖR	JÄMFÖR
> VISA ARTIKLAR	> VISA ARTIKLAR	> VISA ARTIKLAR

A user's rights can be controlled using "hard" or "soft" control.

10.1 Hard control on the user

When you have created a customer-unique assortment for the customer in Skydda's ERP, the labeling is sent over to the e-commerce. As mentioned above, there is a small flag on the product card if it is part of the customer-unique assortment. If you want to the user to only see and be able to buy from the customer-unique assortment, check the role "Only customer-unique assortment" on My pages/User management.

ANVÄNDARINSTÄLLNINGAR: SE0000SK00089 - SKYDDA I SVERIGE AB/DEMOKUND

☐ Administratör - Skapa användarkonton, handla för annan användare

☐ Alternativa leveransadresser - Ska välja leveransadress ur en fördefinerad lista. Obs! Kräver korrekt ordertyp

☐ Dolda nettopriser - Inga nettopriser visas på produkt

☒ Endast kundunikt sortiment - Ska endast se kunds avtalade sortiment

☐ Ordermärkning - Obligatorisk ordermärkning

☐ Orderspärr - Kan ej skicka order

Both the menu and product listings will be adjusted and limited based on the customer assortment. The menu only shows the categories and product groups that are part of the customized assortment.
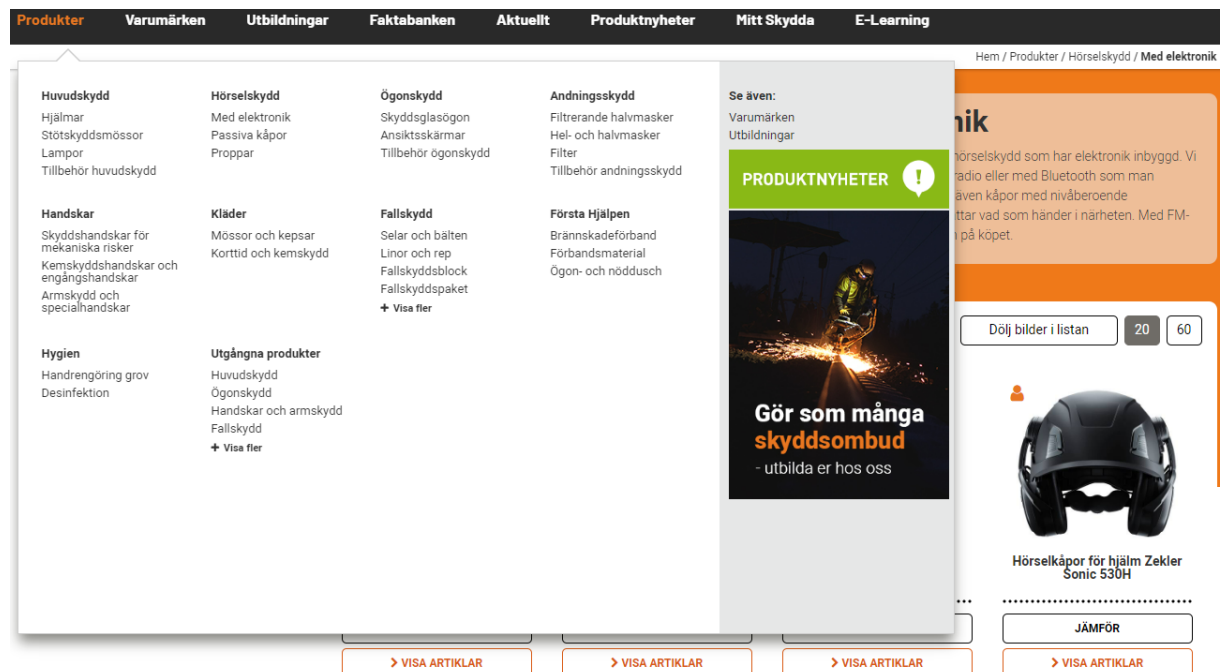

10.2 Soft control of the user

When you have created a customer-unique assortment for the customer in Skydda's ERP, the labeling is sent over to the e-commerce. As mentioned above, there is a small flag on the product card if it is part of the customer-unique range. With soft control on the user, the user can choose to filter the customer-unique assortment through a slider in the "My assortment" header. When you check this, it filters out only my assortment. Can easily be unchecked to see the total range.
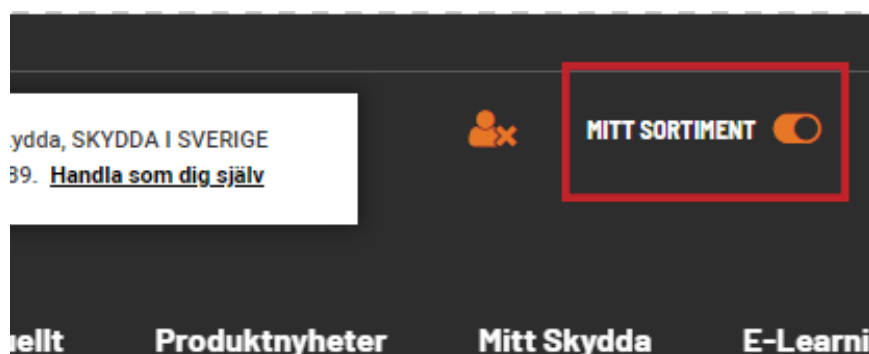
11 End customer solution

A retailer can get their own login to Skydda's e-commerce and let their customers shop directly. The workflow is described below:

1. Your end customers are registered in our business system
A retailer provides information about the end customers they want to setup as an end customer. Rec. price is shown by default for the end customer. Email addresses is set up to send order confirmations, both to the retailer and to the end customer. Order type is set according to agreement and the retailer decides whether delivery will be sent to retailer or directly to the end customer.

2. Create a user account on skydda.com
When the end customer is registered in the business system, an administrator account can be created. Once the account is created, the end customer can add multiple user accounts within their organization if this has been assigned administrator right. Otherwise, retailer handles this for the end customer.

3. Optionally: Create unique assortment
It is possible, if you wish, to give the end customer a unique assortment to shop from, e.g. certain brands or certain product groups. Contact us and we will help to set it up. The retailer chooses whether the customer should see our entire range or just the customer-unique assortment. This can be controlled at the user level. In this way, e.g. purchasing manager for a customer can be able to see the whole assortment, while individual users only can see the limited assortment. Unique assortment is marked with a small symbol. Those users who have "soft" control, i.e. rights to see the entire assortment can easily switch between seeing the entire assortment or only the customer-unique. Read more under chapter 10.

4. Order confirmation
When the end customer makes a purchase, an order confirmation is sent, via e-mail, both to the retailer and directly to the end customer. The retailer can control what his customers are buying.
On the order confirmation, it is the end customer's price that is shown (recommended price).

5. Invoice
The invoice always goes directly to the retailer, with their agreed prices and discounts. Then retailer invoices the end customer according to its own agreed prices with the end customer.
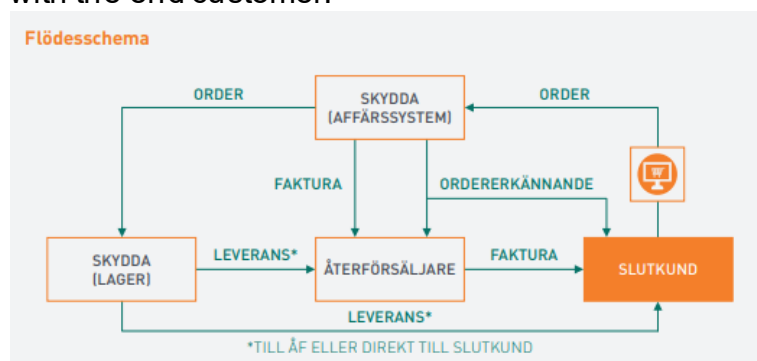
12 Punch out

Do you have a business system that you want to integrate with our e-commerce to facilitate your purchasing work? By using our punch out solution, you get an opportunity for you as a customer to work in your own purchasing system with the help of skydda.com. You get a link that you receive from us and goes via your purchasing system to skydda.com and "collect" all the order lines to your own system.

This is how it works:

1. Via a link that you receive from us, you go via your purchasing system in to skydda.com. Instead of directly submitting the order into our business system, you "collect" all order lines into your own system.

2. After your internal attest, you forward the order to us via EDI or pdf.

3. You avoid register maintenance, maintenance of article information and price lists.

4. Possibility to adapt a customer-unique assortment that must be purchasable.

We use the OCI standards, and the customer adapts input values to Skydda's e-commerce and output values back to the "Punch Out system". The user who connects is logged in as a generic user from a scrolling list. The number of users you get depends on how many people you think may be in our e-com at the same time. When you finish your session, the user you had is now available for another user and the current shopping cart is cleared.

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