

Dealer Extranet 3 Orders User Guide



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Processing an order

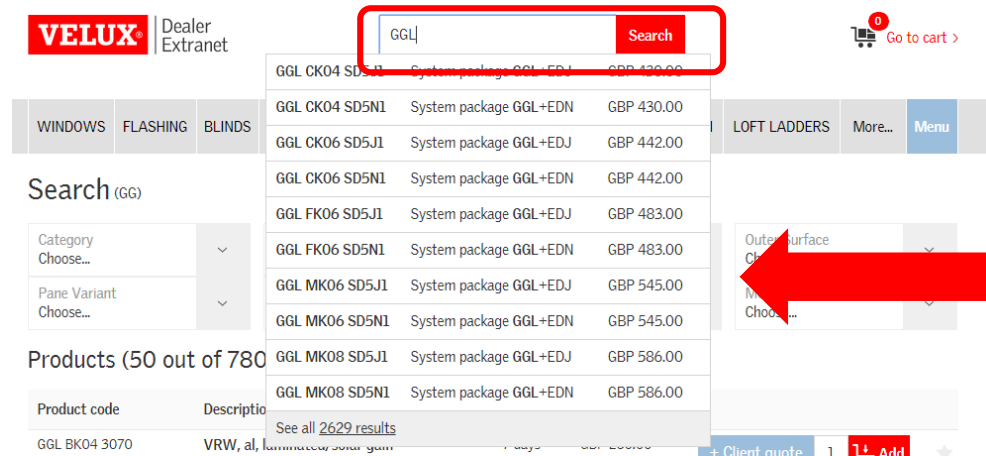
There are 6 options when you want to process an order.

1. [Search Bar](#)
2. [Configurator](#)
3. [Quick Order](#)
4. [Order Favourites](#)
5. [Order from a Quotation](#)
6. [Upload Tool](#)

****VELUX RECOMMEND THAT YOU DO NOT USE THE  BUTTON. IF YOU USE THIS YOU WILL NOT GET THE OPPORTUNITY TO ADD YOUR PURCHASE ORDER NUMBER WHICH WILL CAUSE ISSUES WHEN INVOICING.****

This button should only be used for orders from Quotes that include Special products. For those orders, please call VELUX to have the official PO no. added to the quote before placing the order.

Search Bar



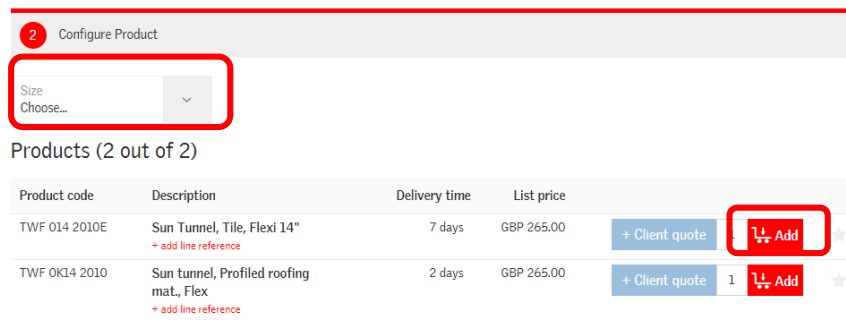
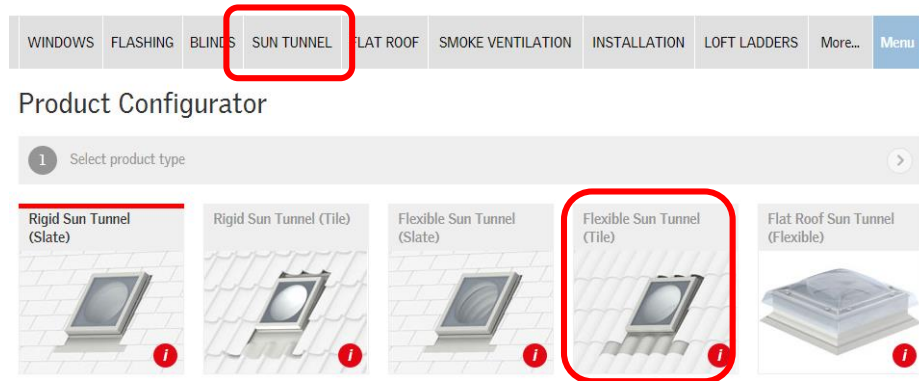
There is a search bar where you can enter the product codes if you know them. Once you start typing, a list of suggestions will appear. If the product comes up on the list, just click on the item and add to basket. You can continue to use this method to complete the order or switch to using the configurator if you are unsure of the product codes.

You can also see the list price of the product before you select it. Please note that this price is ex V.A.T. and before discount.

Please see [pages 15-16](#) for saving the order

Configurator

Something new for DE3 is the configurator tool. This feature provides a guided search. Choose the category you want to search from the ribbon at the top and make the selection from there.



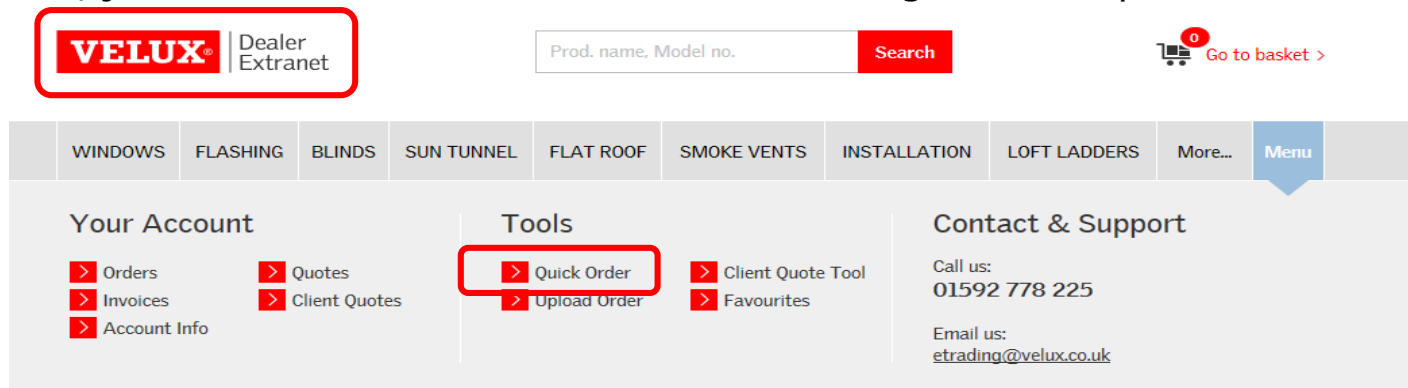
Once you click on the selected item, a drop down box will appear to enable you to narrow down your selection.

Alternatively the product that you require may be showing below. Click to add this to your basket when you are happy with your choice.

Please see [pages 15-16](#) for saving the order

Quick Order

When you log onto your account you will see the following screen. In the Tools section click on **Quick Order**. If you have navigated somewhere else on the site and need to return here, just click on the VELUX Dealer Extranet Logo in the top left corner.



Your 5 most recent orders

This works exactly the same as the search bar mentioned previously. If you know the code just type it in. Then add each item to the basket.

Please note - The **Line reference** is an internal reference for you, and VELUX will not see this. For larger orders it may be useful to reference the lines if they are for multiple customers or plots, but this is optional.

Add product

-

+

Please see [pages 15-16](#) for saving the order

Favourites


All products have a star next to them when you view the product either in your basket or the configurator. Clicking on this star adds the item to your favourites which can make it quicker and easier to place an order for products you order regularly, such as stock items.

Your shopping basket

Purchase Order/Reference:

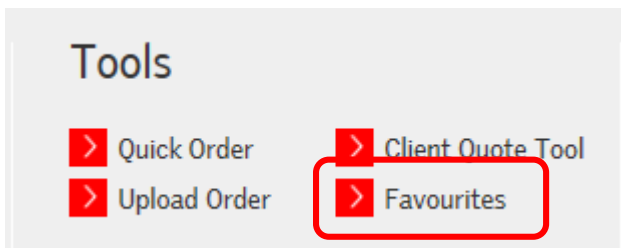
[Continue shopping](#)

[Order Upload](#)

Product code	Description	Delivery time	Quantity	List price	Total price	
GGL CK04 2070	VRW, al, laminated + add line reference	2 days	- <input type="text" value="1"/> + Remove	GBP 232.00	GBP 232.00	

Ordering Favourites

You can access your Favourites from the Tools section of the Home Page or by pressing Menu at any time.



Simply enter the quantity you require and click Add to basket.

Favourites

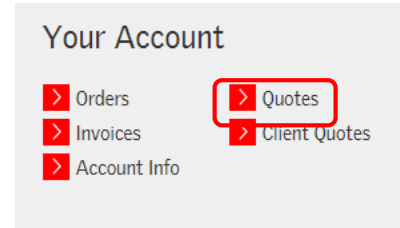
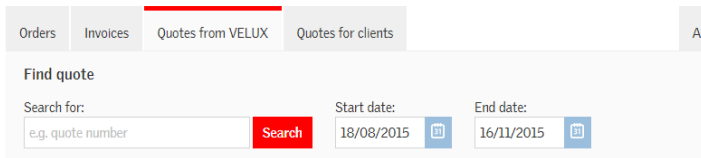
You can always favourite or unfavourite a product by clicking the star next to it. By favouriting products, you can easily identify them no matter where you are in the VELUX Dealer Extranet.

Product code	Description		List price	Quantity	
EDW MK04 0000	Single tile flashing,78x98	★	GBP 65.00	<input type="text" value="1"/>	Add to basket
EDZ MK04 0000	Single low profile tile flashing,78x98	★	GBP 55.00	<input type="text" value="1"/>	Add to basket
GGL CK02 2070	VRW, al, laminated	★	GBP 220.00	<input type="text" value="1"/>	Add to basket
GGL CK04 2070	VRW, al, laminated	★	GBP 232.00	<input type="text" value="1"/>	Add to basket
GGL MK04 2070	VRW, al, laminated	★	GBP 252.00	<input type="text" value="1"/>	Add to basket

Please see [pages 15-16](#) for saving the order

Processing an Order from a Quote

To access your quote(s) click on the **Quotes** section of the Account page.

The image shows a search form titled 'Find quote'. It has a 'Search for:' field with a placeholder 'e.g. quote number' and a red 'Search' button. There are also 'Start date:' and 'End date:' fields with date pickers. The 'Start date' is set to 18/08/2015 and the 'End date' is set to 16/11/2015.

Quote history (5 out of 5)

Quote date	Expiration date	Quote number	Quote reference
16/11/2015	16/12/2015	0022093365	New Bungalow
11/11/2015	11/12/2015	0022092997	Test with Discount
04/11/2015	04/12/2015	0022092675	04/11/2015 Ewa Heuni
29/10/2015	28/11/2015	0022092569	02/10/2015 Melisa Bi
29/10/2015	28/11/2015	0022092475	29/10/2015 Melisa Bi

This will allow to search for a specific quote, search between dates or you can just click on the quote if it is showing in the quote history list.

Please note that quotes are only valid for **1 month**. If it is over this time period, you will need a new quote.

Once you have the quote number just click on it to take you to the next screen.

(Continued)

Processing an Order from a Quote cont.



Please be aware that that incomplete quotations which include Special products (codes starting with Special, for example SPECIAL FLA or SPECIAL GGLK) can be seen in Dealer Extranet 3 (DE3). When a Special product is required by a customer we will sometimes have to send away a request for pricing for the product which can take some time. During that period the product will show a price of zero when you view the quote in DE3. The lead time may also be incorrect.

Order: 5007728843

Order date: 14/01/2016

Quote ID: 0022230690

Order reference: Incomplete

Track and trace (V-Track): [Click here to see V-Track status](#)


Customer information:		Delivery information:				
The VELUX Company Ltd		The VELUX Company Ltd				
Quantity	Product code	Description	Delivery date	List price	Your discount	Net Sales Price
1	SPECIAL FLA	special Flashing	To be confirmed	GBP 0.00		GBP 0.00
Sub total, GBP:						0.00
Total, GBP excl. VAT						<u>0.00</u>
Total, GBP Including VAT:						<u>0.00</u>

Should you try to place an order from a quote like this, the order will error because the quotation is missing essential information and no goods will be supplied. No special products will be supplied free of charge, and we will always email/fax a copy of the completed quote when it is ready.

If you wish to place an order from a quote containing a Special product please ensure that the quote exactly matches your full order, including the delivery address, and contact VELUX to have your official PO number added to the quote as you will not have the opportunity to amend this prior to saving the order.

Processing an Order from a Quote cont.



 [Go to basket >](#)

Quantity	Product code	Description	Delivery time	List price	Discount	Net Sales Price
1	GGL MK04 3050	VRW, al, non laminated	2 days	GBP 248.00	31.0%	GBP 171.12
Sub total, GBP:						171.12
Total, GBP excl. VAT						<u>171.12</u>
Total, GBP Including VAT:						<u>205.34</u>

Once you have chosen your quotation, click on the **Transfer to basket button**. At the top of the screen you will see the basket. Click **Go to basket**.

[Create client quote](#)


[Transfer to basket](#)

[Place order >](#)

(with updated conditions) (+ Update/add PO No.) (Check quote carefully - Official PO No. must be on quote before ordering or call VELUX to add)

****VELUX RECOMMEND THAT YOU DO NOT USE THE [Place order >](#) BUTTON. IF YOU USE THIS YOU WILL NOT GET THE OPPORTUNITY TO ADD YOUR PURCHASE ORDER NUMBER WHICH WILL CAUSE ISSUES WHEN INVOICING.****

This button should only be used for orders from Quotes that include Special products. For those orders, please call VELUX to have the official PO no. added to the quote before placing the order.

 Your shopping basket

[Continue shopping](#) [Order Upload](#)

Product code	Description	Delivery time	Quantity	List price	Total price
GGL CK04 2070	VRW, al, laminated + add line reference	2 days	<input type="text" value="1"/> Remove	GBP 232.00	GBP 232.00 ★
Total, GBP excl. VAT:					<u>232.00</u>
Total, GBP Including VAT:					<u>278.40</u>
Empty basket					

Check all the details are correct and enter your official Purchase Order Number into the correct field.

Now click on

[Get Price & Delivery Time >](#)

Please see [pages 15-16](#) for saving the order

Upload Tool

1. Click on the **Upload Order** tool

2. Click **Choose File**, and select the file from your drive before clicking **Upload** ([please see link on the following page for further info on how to upload files](#)).

The **Upload complete** section will confirm how many lines have been uploaded and highlight any errors. Click **Add to basket**.

3. Once the file has uploaded successfully, you can add to basket. The following screen will appear with the products uploaded from your file.' Please check this order and complete the delivery details and PO Number

(Continued)

Tools

- Quick Order
- Upload Order**
- Client Quote Tool
- Favorites

Upload a file with products, quantities and line references

Choose File CSVFile upload.csv **Upload**

Upload complete:
- 3 product lines successfully identified

Add to basket

Your shopping basket

[Continue shopping](#) [Order Upload](#)

Upload a file with products, quantities and line references

How do you upload orders?
Here you can add multiple items to the shopping basket in just a few clicks. The file you upload should be a semi-colon separated text file that confirms to this format: product code;quantity;line reference
Example:
CVP 060090 S00G;2;House project 32
GGL UK08 207021U;7;Zenith Apartment Project

Purchase Order/Reference:

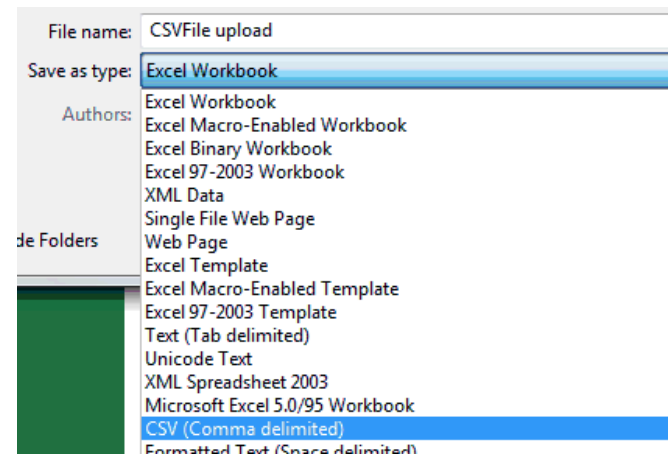
Product code	Description	Delivery time	Quantity	List price	Total price
GGL CK04 2070	VRW, al, laminated <small>+ add line reference</small>	2 days	- 1 + <small>Remove</small>	GBP 232.00	GBP 232.00
Total, GBP excl. VAT:					232.00
Total, GBP Including VAT:					278.40
Empty basket					

Upload Tool

To be able to use this tool, the Excel file must be laid out with the format – Product code;quantity;line reference (if required).
Please do not add any spaces between the fields.

	A
1	GGL MK04 3050;27;Plot 9
2	DKL MK06 1085;22;Plot 10
3	GGL CK02 3070;15;Plot 11

Make sure that the file is saved as a CSV file.



Please see [pages 15-16](#) for saving the order

Amending/Deleting Order Lines

You can amend quantities, or remove lines completely at any point until the order has been saved. If you need to make any changes to a saved order please contact VELUX on 01592 778225 before 4pm on the date the order is processed. Orders generally cannot be changed after this cut-off time.

To change the quantity click the **-/+** buttons either side of the quantity to reduce/increase it, or simply type over it, with the correct quantity.

To remove a line completely click **Remove** below the quantity box.

Product code	Product	Quantity	Price
GGL MK04 2070	VRW, al, laminated + add line reference	<input type="text" value="1"/> - + Remove	GBP 310.00 GBP 310.00 each


If all items in the basket are to be removed click **Empty basket**, which can be found below the total.

Total, GBP excl. VAT:	<u>764.00</u>
Total, GBP Including VAT:	<u>916.80</u>
	Empty basket

Saving the order

Whatever method has been used to place the order, once the goods have been added to the basket you will arrive at the following screen.

Check all the details are correct and enter your purchase order number into the correct field.



Your shopping basket

[Continue shopping](#) [Order Upload](#)

Purchase Order/Reference:

Product code	Description	Delivery time	Quantity	List price	Total price
GGL CK04 2070	VRW, al, laminated <small>+ add line reference</small>	2 days	- <input style="width: 30px; text-align: center;" type="text" value="1"/> + <small>Remove</small>	GBP 232.00	GBP 232.00 ★
Total, GBP excl. VAT:					<u>232.00</u>
Total, GBP Including VAT:					<u>278.40</u>
					Empty basket

(Continued)

Saving the order (cont)

Requested delivery date:

- Delivery a.s.a.p - *We will deliver on the earliest possible date, subject to VELUX lead times. (Applies to orders placed before 4:00 pm).*
- Select a later delivery date. VELUX deliver Monday to Friday excluding holidays.

Place of delivery:

- Branch address
- Direct delivery

Please pick the relevant address:

- VELUX, Woodside Way, KY7 4ND Glenrothes

[I want to place orders for another branch](#)

Get Price & Delivery Time >

- **Delivery a.s.a.p** – This option means that the goods will be delivered in line with standard Velux lead times. Orders placed after 4pm incur a 1 working day delay.
- **Select a later delivery date** – You can select a later date than the standard VELUX lead times. It is not possible to select an earlier date. ([see page 17](#))
- **Place of delivery** – Select delivery to branch address or, if you would like a direct delivery this will then open a new set of fields to enable you to do this. ([See page 16](#))
- **Pick the relevant address** - This will show any permanent delivery addresses that you use. Select which address you require from the list.
- If you would like to add a new permanent delivery address then you can request this by clicking **I want to place orders for another branch** and completing the details, and VELUX will add it on for you.

Direct delivery

Full name*
Full name

Street House Name
Street name House Name

House number Postal code*
House number Postal code

City
City

Mobile phone* Email
Mobile number E-mail address

Fill in the required mandatory fields then hit Enter

Select shipping address

Please select the correct shipping address.

- Velux Co Ltd, Woodside Way, GLENROTHES, Fife, KY7 4ND
- Core Products Ltd, Mitchell Buildings, Woodside Way, GLENROTHES, Fife, KY7 4ND
- Paint Tec Fife, Unit 2, Mitchell Buildings, Woodside Way, GLENROTHES, Fife, KY7 4ND

Select & Continue >

This will bring up a box where you can choose the correct delivery address. Then click Select and Continue.

You can then confirm your order with the address you have chosen.

Please note: A delivery charge may apply for direct deliveries depending on the products/quantities ordered.

Select a delivery date

Requested delivery date:

- Delivery a.s.a.p - We will deliver on the earliest possible date, subject to VELUX lead times. (Applies to orders placed before 4:00 pm).
- Select a later delivery date. VELUX deliver Monday to Friday excluding holidays.

26/11/2015

2015 November						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	1	2	3	4	5	6

House Name

House Name

The delivery date will default to **Deliver asap**. You also have the option to chose a later delivery date by clicking here.

Click on your chosen date. Once you have clicked on the date the box will close.

26/11/2015

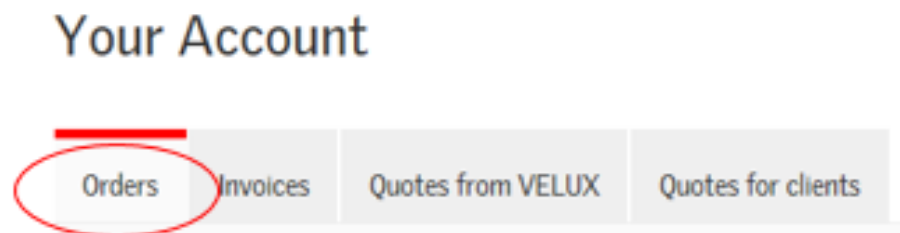
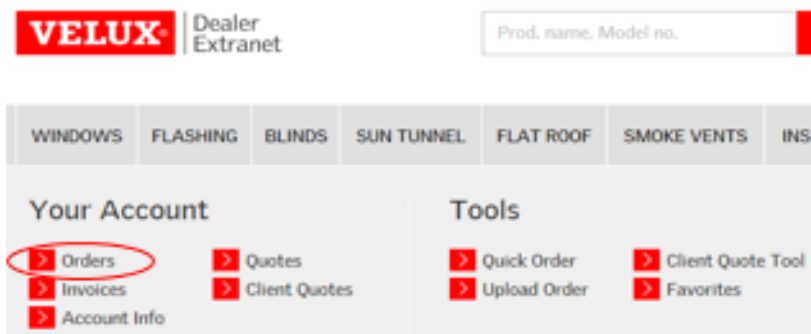
(Please note that when selecting your date the normal lead times will apply)

Now click [Get Price & Delivery Time >](#) and check the details are correct. Once you are happy with the order, click [Confirm Order >](#) to place your order.

Search/View Orders

Your 5 most recent orders can be viewed on the Home Screen.

If you need to search for an order, click on **Orders** in the Your Account section which can be found either on the **Home Page** or in the **Account Info** screen.



The **Find order** screen will open.

If you have Super Dealer access for more than one branch there will be a Select Dealer section where you can select the branch you wish to view. For other customers this section cannot be seen.

Find order

Select dealer:

12426495 Branch 2

Search/View Orders

You can search by order number or reference, select a date range to view, or view by order status.

Once you locate the order you want, click on the Order Number to view it.

Orders
Invoices
Quotes from VELUX
Quotes for clients
Account Info
Favorites

Find order

Select dealer:

12426495
Branch 2

Search for:

E.g. order number, order reference, ...
Search

Start date

14/08/2015
📅

End date

12/11/2015
📅

Status

All
▼

Order history (2 out of 2)

Order date	Order number	Order reference	Customer name	Document type	Status
19/10/2015	5006531099	123asA		Order	Partially delivered
19/10/2015	5006531097	123		Order	Partially delivered

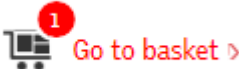
Reordering from a previous order.

Once you have found the order, you just click on the order number. It will allow you to view the order. You can then click on the **Add entire order to basket** button.

Quantity	Product code	Description	Delivery date	List price	Your discount	Net Sales Price	Status
1	BBX CK04 0000	Vapour barrier for collar VRW	To be confirmed	GBP 23.00		GBP 23.00	
						Sub total, GBP:	0.00
						Total, GBP excl. VAT	<u>0.00</u>
						Total, GBP Including VAT:	<u>0.00</u>

[Add entire order to basket >](#)

Once you have done this click **Go to basket.**



Reordering from a previous order (Cont.)



Your shopping basket

Purchase Order/Reference:

[Continue shopping](#) [Order Upload](#)

Product code	Description	Delivery time	Quantity	List price	Total price	
BBX CK04 0000	Vapour barrier collar,55x98, + add line reference	2 days	- <input type="text" value="1"/> + Remove	GBP 23.00	GBP 23.00	★
Total, GBP excl. VAT:					23.00	
Total, GBP Including VAT:					27.60	
						Empty basket

Requested delivery date:

- Delivery a.s.a.p - *We will deliver on the earliest possible date, subject to VELUX lead times. (Applies to orders placed before 4:00 pm).*
- Select a later delivery date. VELUX deliver Monday to Friday excluding holidays.



Place of delivery:

- Branch address Direct delivery

Once you have added the goods to the basket you can change the quantity or remove products if you don't require them or add additional items. You can also change the delivery address if you wish. Refer to [page 15](#) for instructions to Save the order.