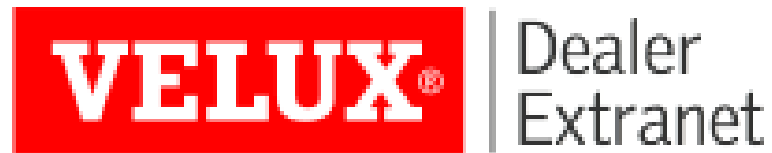


Dealer Extranet 3 Orders User Guide



Contents:

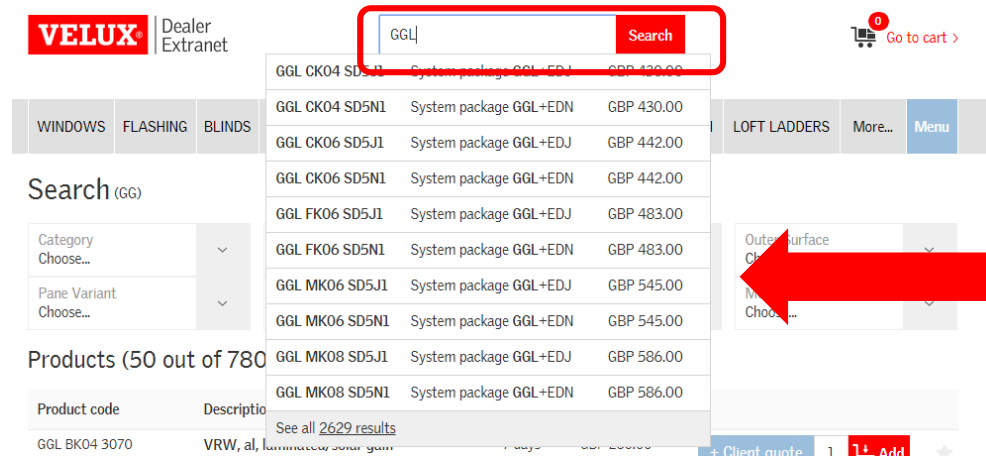
Processing an Order - Options	<u>3</u>
Search Bar	<u>4</u>
Configurator	<u>5</u>
Quick Order	<u>6</u>
Quick Order – spares & non standard products	<u>7</u>
Favourites	<u>8-9</u>
Process an order from a quote (inc. Specials)	<u>10-13</u>
Upload Tool	<u>14-15</u>
Deleting/Amending Orders	<u>16</u>
Saving the order	<u>17-22</u>
Search & View Orders	<u>23-24</u>
Reordering a previous order	<u>25</u>

Processing an order

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

1. [Search Bar](#)
2. [Configurator](#)
3. [Quick Order](#) (inc. Spares, old style flashings & non-standard products)
4. [Order Favourites](#)
5. [Order from a Quotation \(inc. Specials\)](#)
6. [Upload Tool](#)

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. There maybe a large number of options so you might have to type the complete code before the product you want is shown. Alternatively click the link at the bottom to see all results.

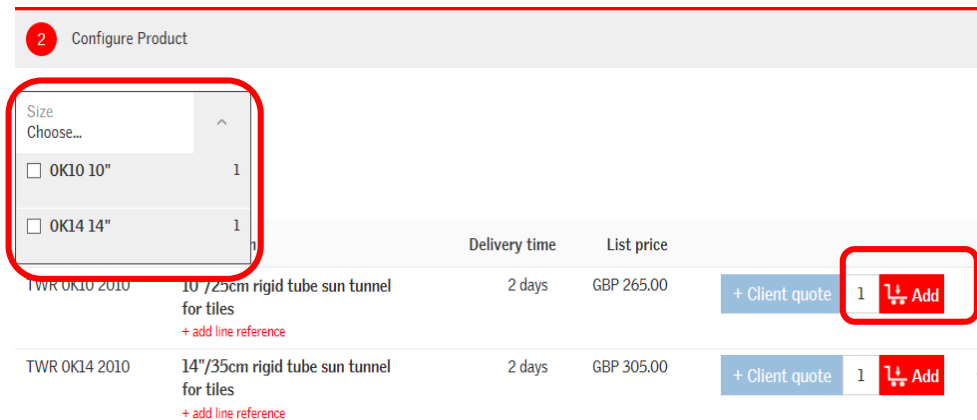
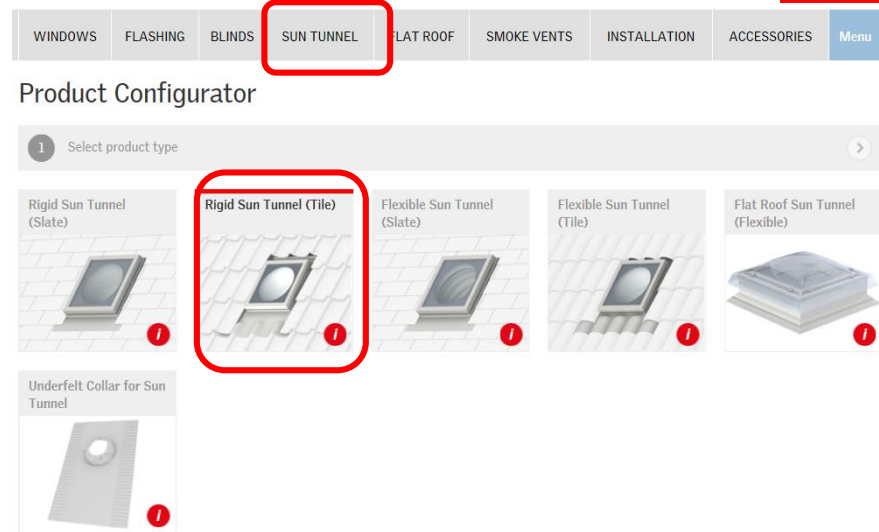
You can continue to use this method to complete the order or switch to using the configurator if you are unsure of product codes. You can also see the price of the product before you select it. Please note that this price is ex V.A.T. and before discount

If the product doesn't appear in the Search Bar please refer to [page 7](#) for instructions on how to order using the Quick Order tool for spare parts, old style flashings and other non-standard products.

Please see [pages 17-22](#) 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.



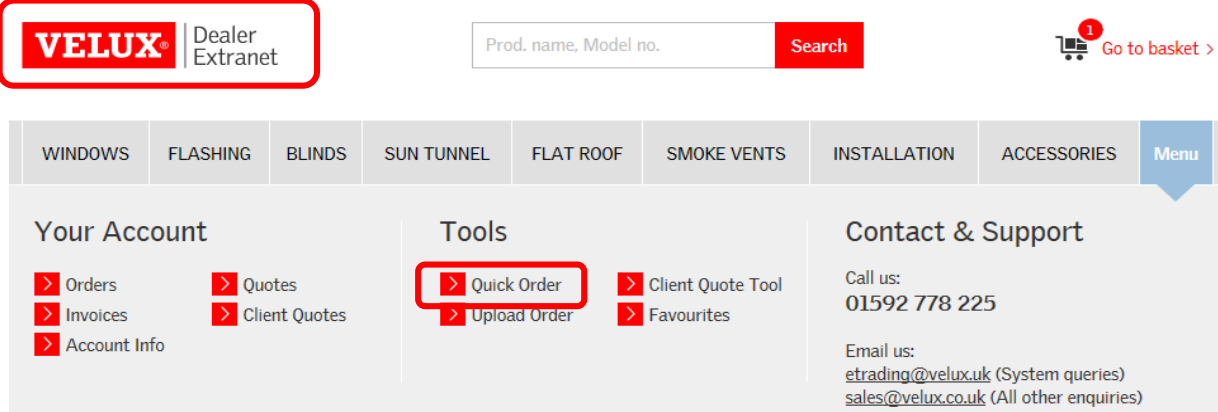
Once you click on the selected item, a drop down box will appear to enable you to narrow down your selection.

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

Please see [pages 17-22](#) for saving the order

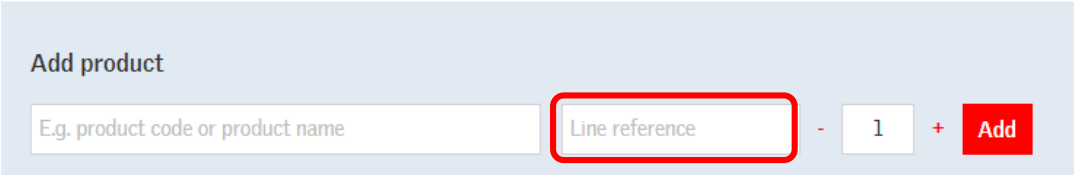
Quick Order

If you know the codes of the products you want to order, you can use the Quick Order Tool. From the home page, go to 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.



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.



Please see [pages 17-22](#) for saving the order

Quick Order

To order spare parts, flashings for the previous generation of windows and non-standard products that cannot be found in the search bar or configurator just type the code into Quick Order, fill in the quantity and click **Add**. Once you have added all items you require click **Add order to basket**.


 Dealer Extranet

- WINDOWS
- FLASHING
- BLINDS
- SUN TUNNEL
- FLAT ROOF
- SMOKE VENTS
- INSTALLATION
- ACCESSORIES

Quick Order

Add product

-

+

The product will be added to the basket. The price & delivery time will be blank and the description will show "Material to be validated". Prices and description will only be seen once the **Get Price & Delivery Time** button is pressed.

Product code	Description	Delivery time	Quantity	List price	Total price
EDL C02 0000	Flashing, al <small>+ add line reference</small>		- <input type="text" value="1"/> + <small>Remove</small>		
Total, GBP excl. VAT:				0.00	
Total, GBP Including VAT:				0.00	
Empty basket					

Favourites


To make it quicker and easier to place an order for products you order regularly, such as stock items, you can add these to your 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.

Your shopping basket

Purchase Order/Reference:

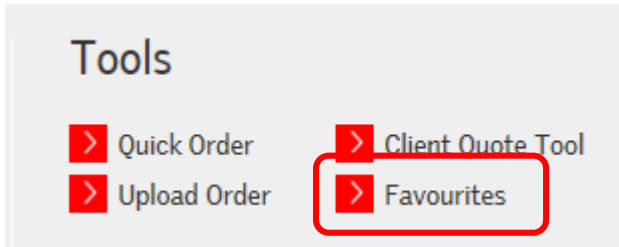
[Continue shopping](#)

[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.

Your Account



Favourites

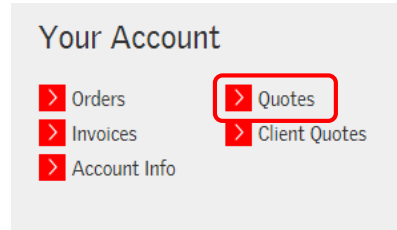
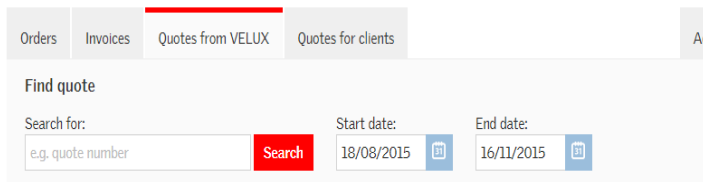
You can always favourite or unfavourite a product by clicking the star next to it. By favouriting products, you can easily identify them no matter where you are in the VELUX Dealer Extranet.

Product code	Description		List price	Quantity	
EDL CK04 0000	Single slate flashing,55x98	★	GBP 51.00	1	Add to basket
EDW MK04 0000	Single tile flashing,78x98	★	GBP 57.00	1	Add to basket
GGL CK02 2070	White Paint,55x78,C/P,70Pane	★	GBP 220.00	1	Add to basket
GGL CK04 2070	White Paint,55x98,C/P,70Pane	★	GBP 232.00	1	Add to basket
GGL MK04 2070	White Paint,78x98,C/P,70Pane	★	GBP 252.00	1	Add to basket
ZCT 200	Telescopic rod control	★	GBP 25.00	1	Add to basket

Please see [pages 17-22](#) 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 interface with tabs for "Orders", "Invoices", "Quotes from VELUX", and "Quotes for clients". Below the tabs is a "Find quote" section with a "Search for:" input field containing "e.g. quote number", a "Search" button, and "Start date:" and "End date:" fields with date pickers set to "18/08/2015" and "16/11/2015" respectively.

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 you to search for a specific quote, search between two 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.

Quotes which have already been turned into orders will not show on the list.

Once you have the quote number just click on it to view your quote.

(Continued)

Processing an Order from a Quote cont.



To place an order from the quote click on **Transfer to basket***. Once the items are in the basket you can add, amend quantities, select direct to site delivery and specify a delivery date.

Quantity	Product code	Description	Delivery time	List price	Discount	Net Sales Price
3	GGU MK04 0070	VRW, al, laminated	2 days	GBP 924.00	27.0%	GBP 674.52
3	EDL MK04 0000	Flashing, al	2 days	GBP 171.00	27.0%	GBP 124.83
Sub total, GBP:						799.35
VAT, GBP:						159.87
Total, GBP excl. VAT						799.35
Total, GBP including VAT:						959.22

*This option is not available for orders containing Specials. See [page 12](#) for quotes with Specials.


Buttons for quote processing:

- Create client quote (with updated conditions)
- Transfer to basket** (+ Update/add delivery info.)
- Place order > (Check quote carefully - No changes can be made)

****VELUX RECOMMEND THAT YOU DO NOT USE THE Place order > BUTTON. ORDERING THAT WAY WILL CREATE AN ORDER WITH EXACTLY THE INFORMATION ON THE QUOTATION, INCLUDING DELIVERY ADDRESS. YOU WILL NOT GET THE OPPORTUNITY TO CHANGE ANYTHING OTHER THAN ADDING THE PO NUMBER BEFORE THE ORDER SAVES.****

Please see [pages 17-22](#) for saving the order

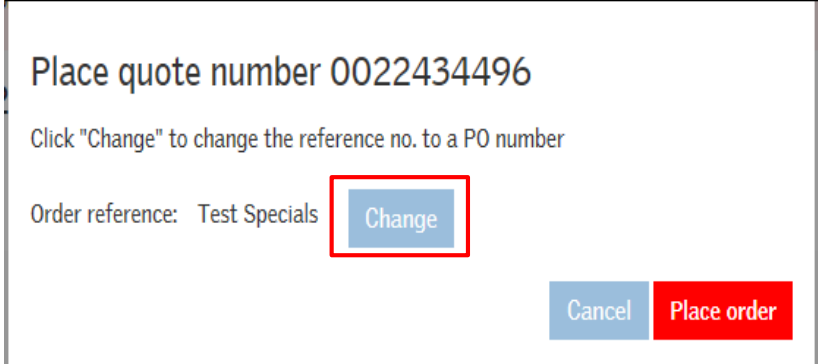
Processing an Order from a Quote cont.

When ordering from a quote which includes Specials the  button will be the only option given. Please check that the quote exactly matches your order. Nothing can be added or deleted before saving the order.

Please call VELUX before placing the order if you need to add/amend any details including direct delivery addresses. Once the quote has been corrected you can go ahead and click the Place Order button.

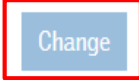
When you click  you will see this pop-up.


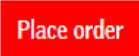
The reference on your quote will be used as the PO number on your order unless you change it when prompted.



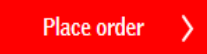
Place quote number 0022434496

Click "Change" to change the reference no. to a PO number

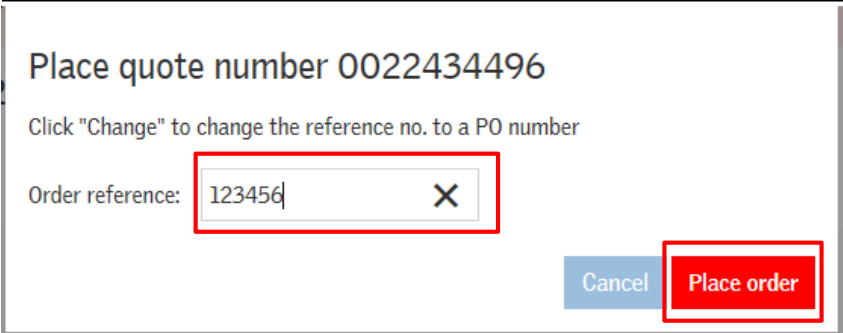
Order reference: Test Specials 

Click Change and type the PO number in the Order Reference box then click





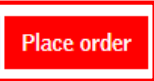
Your order will save with the exact information on the quote and the PO number you added.



Place quote number 0022434496

Click "Change" to change the reference no. to a PO number

Order reference: 


 

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 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.

Quote number 0022235142

Expiration date 31/03/2016

Customer information:		Delivery information:		 Print		
Quantity	Product code	Description	Delivery time	List price	Discount	Net Sales Price
1	SPECIAL FLA	special Flashing	21 days	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. No special products will be supplied free of charge. Please wait for the quote to be completed with prices before ordering.

Upload Tool

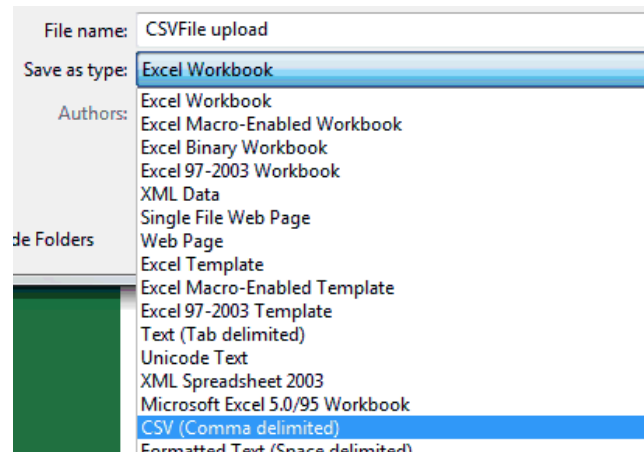
You can order by uploading the products you require from a .csv file. One file is required per Purchase Order. Only product code, quantity and line reference can be uploaded. PO numbers, delivery addresses and delivery dates need to be entered by hand before saving the order.

To be able to use this tool, the 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 2070;7;Plot 9
2	DKL MK06 1085S;2;Plot 10
3	GPL PK10 2060R;1;Plot 11
4	EDW PK10 0000;1;Plot 11

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



(Continued)

Upload Tool

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

2. Click **Choose File**, and select the .csv the file from your drive before clicking **Upload**.

The **Upload complete** text will confirm how many lines have been uploaded and highlight any errors.

3. Click **Add to basket**.

The screenshot displays the VELUX Upload Tool interface. At the top, a 'Tools' menu is visible with four options: 'Quick Order', 'Client Quote Tool', 'Upload Order', and 'Favorites'. The 'Upload Order' option is highlighted with a red box. Below the menu, a section titled 'Upload a file with products, quantities and line references' contains a 'Choose File' button and a file name 'CSVFile upload.csv'. A red box highlights the 'Choose File' button and the file name. To the right of the file name is a red 'Upload' button. Below the file selection, the text 'Upload complete:' is followed by '- 3 product lines successfully identified'. At the bottom of the interface, a red 'Add to basket' button is highlighted with a red box.


Please see pages [17-22](#) 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	Description	Delivery time	Quantity	List price	Total price
GGL MK04 2070	White Paint,78x98,C/P,70Pane <small>+ add line reference</small>	2 days	- <input type="text" value="1"/> + Remove	GBP 252.00	GBP 252.00 
Total, GBP excl. VAT:					<u>252.00</u>
Total, GBP Including VAT:					<u>302.40</u> Empty basket


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

Saving the order

Whatever method has been used to add the products to your shopping basket, once the goods have been added click  at the top right of your screen.

[Go to basket >](#)

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:
(Dates subject to normal VELUX lead times & cut off time)

Split delivery - *Delivery on the earliest possible date. (Stock items delivered together, non-stock items grouped & delivered with the item with the longest lead time)*

Complete delivery - *Delivery of complete order on the earliest possible date.*

Select a later delivery date. - *VELUX deliver Monday to Friday excluding holidays.*

Place of delivery:

Branch address Direct delivery

Please pick the relevant address:

The VELUX Company Ltd, Woodside Way, KY7 4ND Glenrothes

[I want to add a new permanent delivery address.](#)

- **Requested delivery date:**
- Split Delivery: Stocked items delivered together, non-stock items grouped for delivery together with the item with the longest lead time for each despatching warehouse.
- Complete delivery: Complete order will be delivered together on the earliest date that all items are available.
- 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 19](#))
- All deliveries are subject to VELUX lead times. Orders placed after 4pm will incur a 1 working day delay.
- **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 20](#))
- **Pick the relevant address** - This will show any permanent delivery addresses that you use such as a warehouse or delivery to a port for merchants based on an Island. 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 the link at the bottom of the screen and completing the details.

Select a delivery date

The delivery date will default to **Split Delivery**. If you wish to specify a later delivery date you can do that by clicking here.

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

Requested delivery date:
(Dates subject to normal VELUX lead times & cut off time)

Split Delivery - Delivery on the earliest possible date. (Stock items delivered to the longest lead time)

Complete delivery - Delivery of complete order on the earliest possible date.

Select a later delivery date. - VELUX deliver Monday to Friday excluding holiday

11/11/2016

2016 November						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
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	7	8	9	10	11	12

Please note: When selecting your date normal VELUX lead times will apply. If you select a date which is before the products are available for delivery the order will arrive on the next possible delivery date.

Direct delivery

Fill in the required mandatory fields (marked *) then press Enter

This will bring up a box where you can choose the correct the delivery address. Then click Select and Continue. New build and site addresses may not be available on the address list. Please choose the closest match and contact VELUX to amend the order once saved.

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 >

Once the delivery time and address information is complete click



Please note: A delivery charge may apply for direct deliveries depending on the products/quantities ordered. Refer to Terms & Conditions for details.

Confirm Order

Check all details are correct and click

Confirm Order >

Your Price & Delivery time

Please note: Your order/quote is not processed yet. Confirm it by clicking "Confirm Order" or "Save as Quote" below.


Customer number:

Customer information:

Delivery information:

Quantity	Product code	Description	Delivery date	List price	Your discount	Net Sales Price
1	GGL MK04 2060	White Paint,78x98,C/P,60Pane	To be confirmed	GBP 312.00	29,0%	GBP 312.00
Sub total, GBP:						312.00
Total, GBP excl. VAT:						<u>312.00</u>
Total, GBP Including VAT:						<u>375.20</u>


[< Edit basket](#)

 Save as Quote

Confirm Order >

Quote will be valid to 15. September 2016

Confirm Order

Your order is being processed 

If you do not want to wait here for your order number, please check [Order history](#) in a few minutes.

If you experience problems processing your order, please contact us for further assistance.

[Go to quick order >](#)

[Go to order upload >](#)

If you do not want to wait for the order to save and be confirmed you can navigate straight to Quick Order or Order Upload from this screen by clicking the relevant link. If you prefer to wait on this screen you will see the message below and the VELUX order confirmation number once the order has saved. You can click on the order number link to view the order.

Your order is now complete

See the details of your [Order no. 5008653928](#).

If you try to save an order which is the same as a previous order, a warning message will show. Press confirm if you want to go ahead and place the same order again, or Cancel to stop.

This order is identical to your last order

Please confirm that you want to place this order.

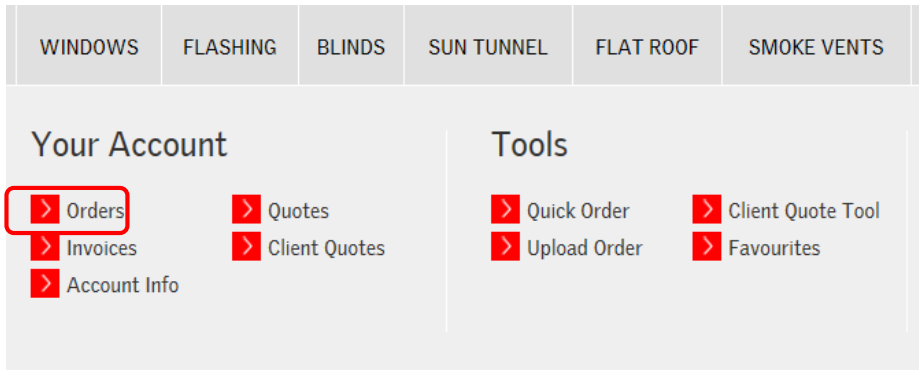
[Confirm](#)

[Cancel](#)

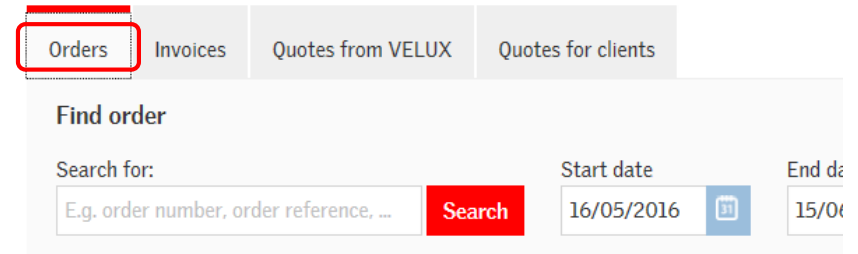
Search/View Orders

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

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



Your-Account



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.



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

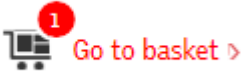
Reordering from a previous order.

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.**



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 17 -22](#) for instructions to Save the order.