

# Dealer Extranet 3 Orders User Guide



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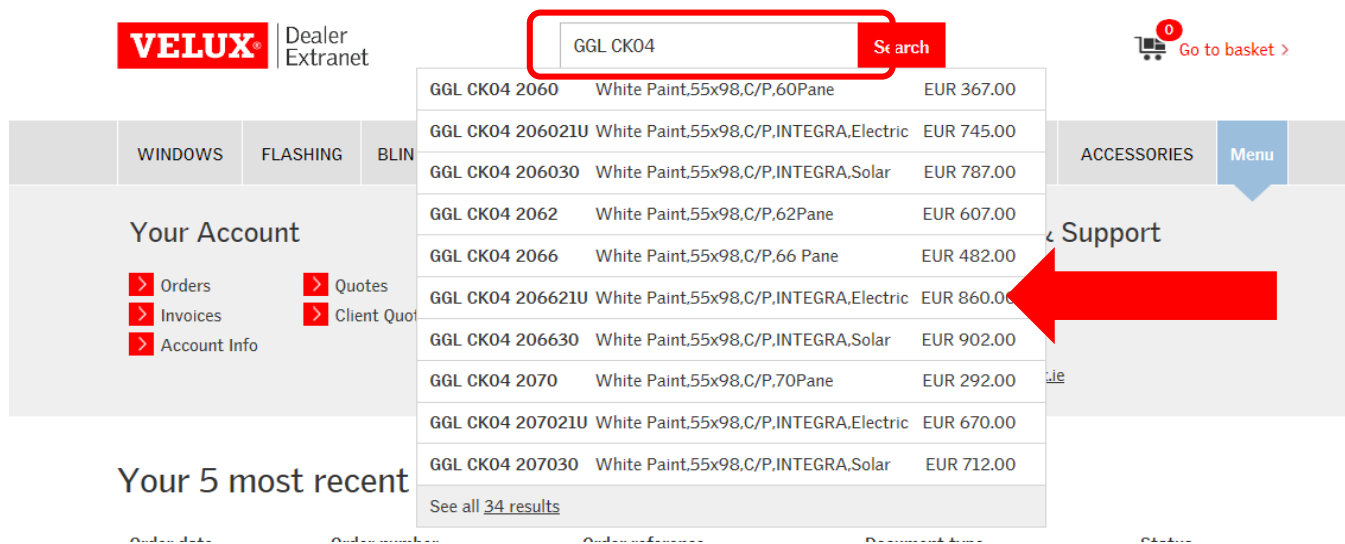
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# Processing an order

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

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

# Search Bar



The screenshot shows the VELUX website interface. At the top left is the VELUX logo and 'Dealer Extranet'. A search bar contains the text 'GGL CK04' and a 'Search' button. Below the search bar is a dropdown menu listing various product options with their descriptions and prices. A red arrow points to the 'GGL CK04 206621U' item. To the right of the search bar is a 'Go to basket' button with a '0' in a red circle. Below the search bar are navigation tabs for 'WINDOWS', 'FLASHING', 'BLINDS', 'ACCESSORIES', and 'Menu'. On the left side, there is a 'Your Account' section with links for 'Orders', 'Invoices', 'Account Info', 'Quotes', and 'Client Quotes'. Below that is a 'Your 5 most recent' section. On the right side, there is a 'Support' section.

Product Code	Description	Price
GGL CK04 2060	White Paint,55x98,C/P,60Pane	EUR 367.00
GGL CK04 206021U	White Paint,55x98,C/P,INTEGRA,Electric	EUR 745.00
GGL CK04 206030	White Paint,55x98,C/P,INTEGRA,Solar	EUR 787.00
GGL CK04 2062	White Paint,55x98,C/P,62Pane	EUR 607.00
GGL CK04 2066	White Paint,55x98,C/P,66 Pane	EUR 482.00
GGL CK04 206621U	White Paint,55x98,C/P,INTEGRA,Electric	EUR 860.00
GGL CK04 206630	White Paint,55x98,C/P,INTEGRA,Solar	EUR 902.00
GGL CK04 2070	White Paint,55x98,C/P,70Pane	EUR 292.00
GGL CK04 207021U	White Paint,55x98,C/P,INTEGRA,Electric	EUR 670.00
GGL CK04 207030	White Paint,55x98,C/P,INTEGRA,Solar	EUR 712.00

See all [34 results](#)

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 may be 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

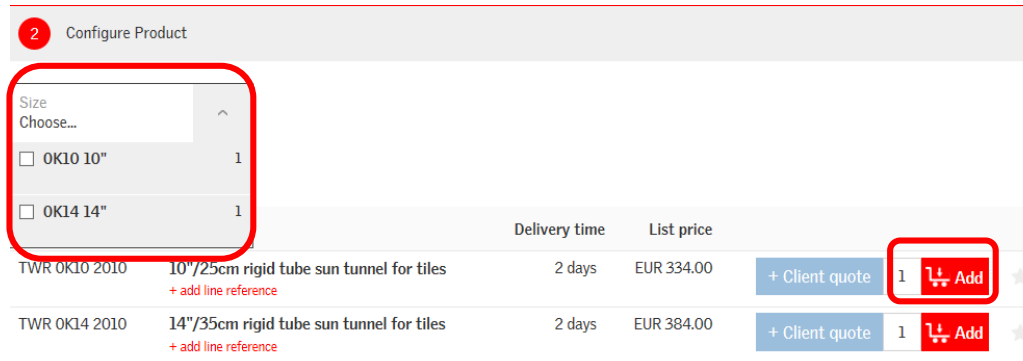
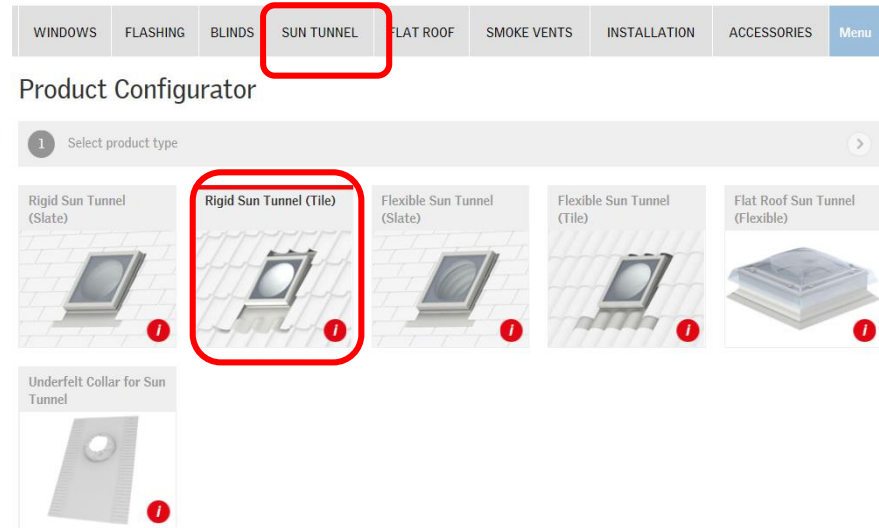
**If the product doesn't appear in the Search Bar please refer to [page 7](#) for instructions on how to order using the Quick Order tool for spare parts, old style flashings and other non-standard products.**

Please see [pages 18-23](#) for saving the order

# Configurator

The configurator provides a guided search to make it easy to find the product you need when you don't know the exact code.

Choose the category you want to search from the ribbon at the top and make the selection from there.



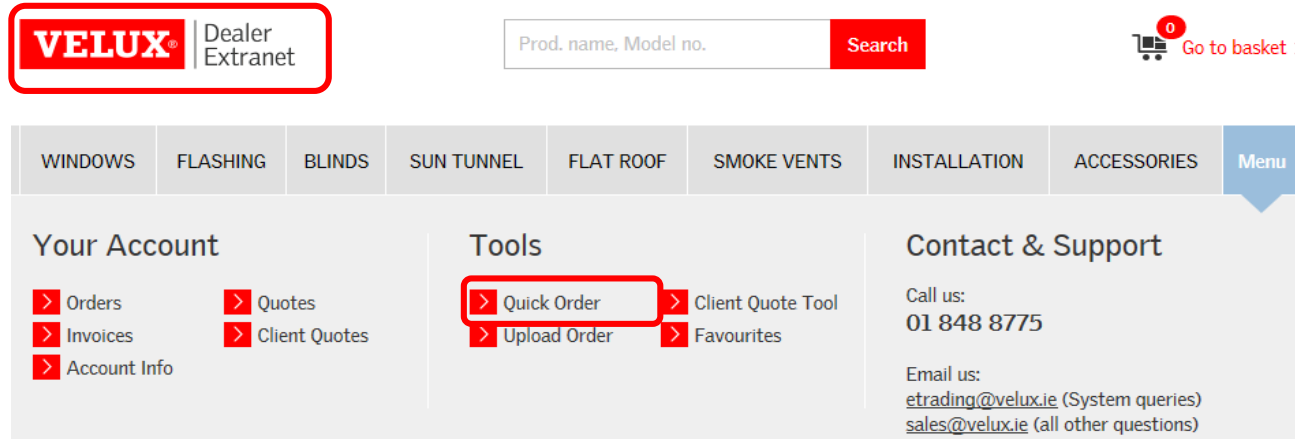
Once you click on the selected item, a drop down box will appear to enable you to narrow down your selection.

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 18-23](#) for saving the order

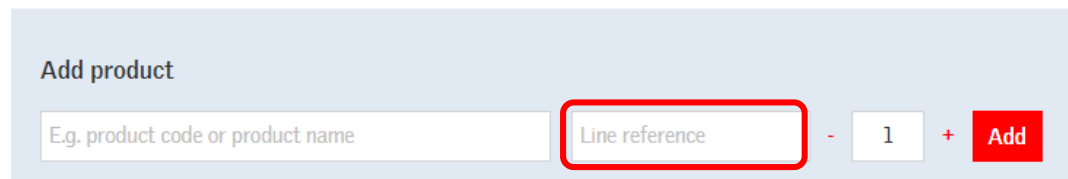
# Quick Order

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 and 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 to use. VELUX will not see this. For larger orders it may be useful to reference the lines if they are for multiple customers, rooms or plots, but this is optional.



Please see [pages 18-23](#) for saving the order

# Quick Order

To order spare parts 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

Prod. name, Model no.

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 **Confirm Pricing** button is pressed.

Product code	Description	Delivery time	Quantity	List price	Total price
EDW C02 0000	Material to be validated <a href="#">+ add line reference</a>		<input type="text" value="1"/> <a href="#">Remove</a>		
Total, EUR excl. VAT:					<u>0.00</u>


# 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\*

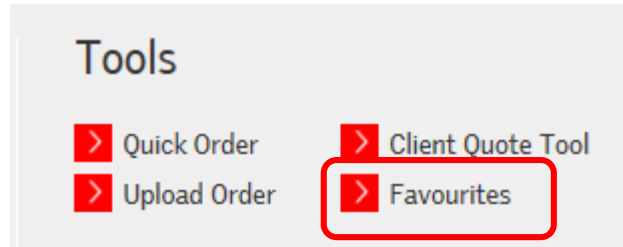
[Continue shopping](#) [Order Upload](#)

Product code	Description	Delivery time	Quantity	List price	Total price
GGL CK04 2070	White Paint,55x98,C/P,70Pane <a href="#">+ add line reference</a>	2 days	- <input type="text" value="1"/> + <a href="#">Remove</a>	EUR 292.00	EUR 292.00 
Total, EUR excl. VAT:					<b><u>292.00</u></b>
Total, EUR Including VAT:					<b><u>359.16</u></b> <a href="#">Empty basket</a>



# 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

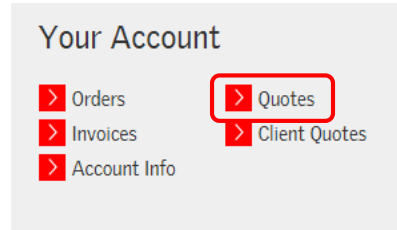
You can always favourite or unfavourite a product by clicking the star next to it. By favouriting products, you can easlily identify them no matter where you are in the VELUX Dealer Extranet.

Product code	Description		List price	Quantity	
EDL CK02 0000	Single slate flashing,55x78	★	EUR 63.00	1	Add to basket
EDW CK04 0000	Single tile flashing,55x98	★	EUR 64.00	1	Add to basket
GGL CK02 2070	White Paint,55x78,C/P,70Pane	★	EUR 276.00	1	Add to basket
GGL CK04 2070	White Paint,55x98,C/P,70Pane	★	EUR 292.00	1	Add to basket
ZCT 200	Telescopic rod control	★	EUR 32.00	1	Add to basket

Please see [pages 18-23](#) for saving the order

# Processing an Order from a Quote

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



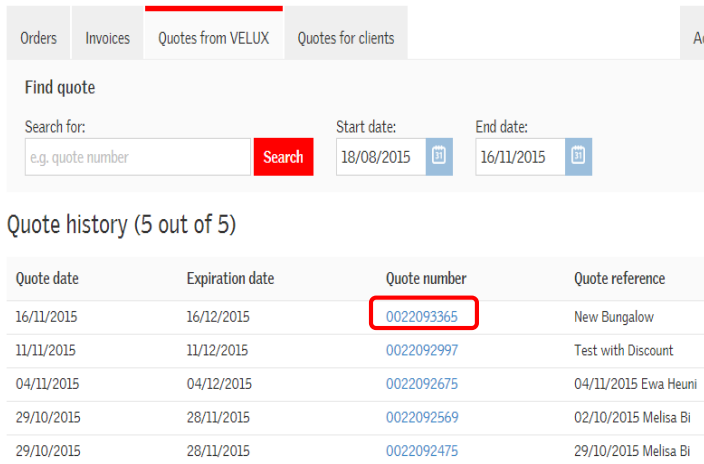
This will allow you to search for a specific quote, search between two dates or you can just click on the quote if it is showing in the quote history list.

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)**



The screenshot shows the 'Quotes' section of the account page. It includes a search bar with a 'Search' button and date filters for 'Start date' and 'End date'. Below the search bar is a table titled 'Quote history (5 out of 5)' with columns for 'Quote date', 'Expiration date', 'Quote number', and 'Quote reference'. The quote number '0022093365' is highlighted with a red box.

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

# 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
1	GGL CK04 2070	VRW, al, laminated	7 days	EUR 340.00	29.0%	EUR 241.40
Sub total, EUR:						241.40
VAT, EUR:						55.52
Total, EUR excl. VAT						<u>241.40</u>
Total, EUR Including VAT:						<u>296.92</u>

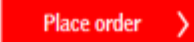
\*This option is not available for orders containing Specials. See [page 12](#) for quotes with Specials.

Buttons: 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 UNLESS THE ORDER CONTAINS CODES STARTING WITH THE WORD "SPECIAL". USING "PLACE ORDER" WILL CREATE AN ORDER WITH EXACTLY THE INFORMATION ON THE QUOTATION, INCLUDING DELIVERY ADDRESS. YOU WILL NOT GET THE OPPORTUNITY TO CHANGE ANYTHING BEFORE THE ORDER CREATES, OTHER THAN ADDING THE PO NUMBER.\*\***

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

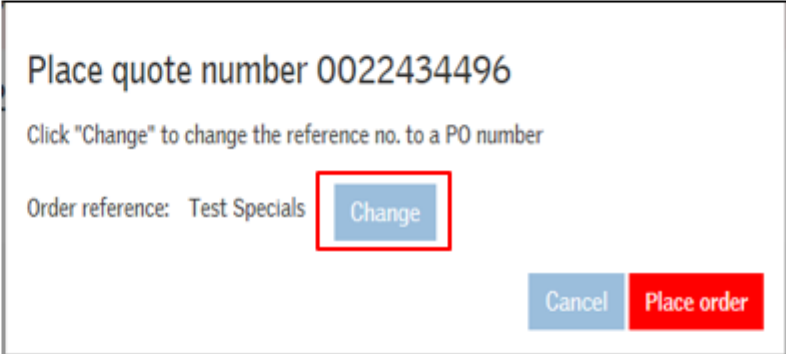
# Processing an Order from a Quote cont.

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.



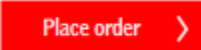
Place quote number 0022434496

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

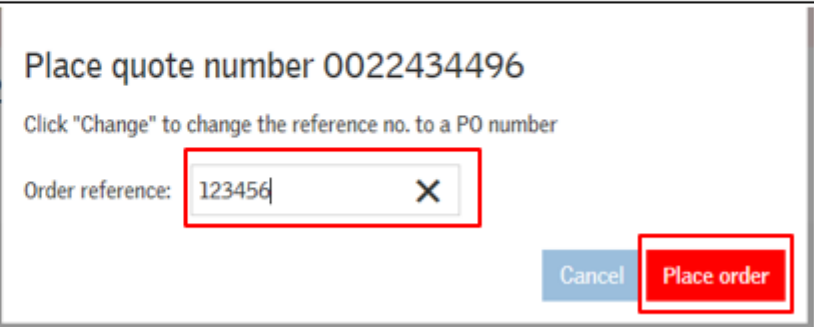
Order reference: Test Specials 

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





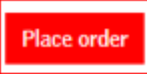
Your order will save with the exact information on the quote and the PO number you added.



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 0022099473

Expiration date 15/07/2016

Customer number: 0010660689

Customer information:	Delivery information:	 Print				
Quantity	Product code	Description	Delivery time	List price	Discount	Net Sales Price
1	SPECIAL FLA	Special Flashing	21 days	EUR 0.00		EUR 0.00
Sub total, EUR:						0.00
VAT, EUR:						0.00
Total, EUR excl. VAT						<u>0.00</u>
Total, EUR Including VAT:						<u>0.00</u>

**Should you try to place an order from a quote like this, even if the order appears to save, it will go into 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 Order Tool



## \*Improved Functionality\*

With this tool you can upload multiple orders to the shopping basket with just a few clicks.

The file you upload should be either:

- 1) A CSV file with one column for each piece of information - PO Number, Product Code, Quantity, Line Reference (if required) or
- 2) A semi-colon separated TEXT file that conforms to this format- PO Number;Product code;Quantity;Line Reference (if required)

Repeat as above in a new row for each line of the order.

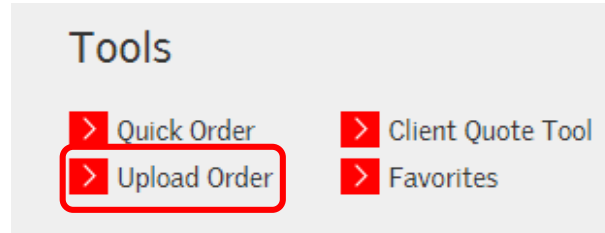
	A	B
1	PO 1;GPU MK04 0070;3;ROOM 1;	
2	PO 1;EDW MK04 2000;3;ROOM 1;	
3	PO 1;RFL MK04 1086S;3;ROOM 1;	
4	PO 1;GGL MK04 207021U;1;ROOM 2;	
5	PO 1;EDW MK04 2000;1;ROOM 2;	
6	PO 2;GGL CK04 2060;1;	
7	PO 2;EDJ CK04 2000;1;	
8	PO 3;ZCT 200;5;	
9		
10		

If you upload more than one order on the same file, the basket will be filled with one PO number at a time. You can add the delivery details and complete the order as normal, then continue back to this page and repeat until all orders in the file have been uploaded.

[\*\*Next\*\*](#)

# Upload Order Tool

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

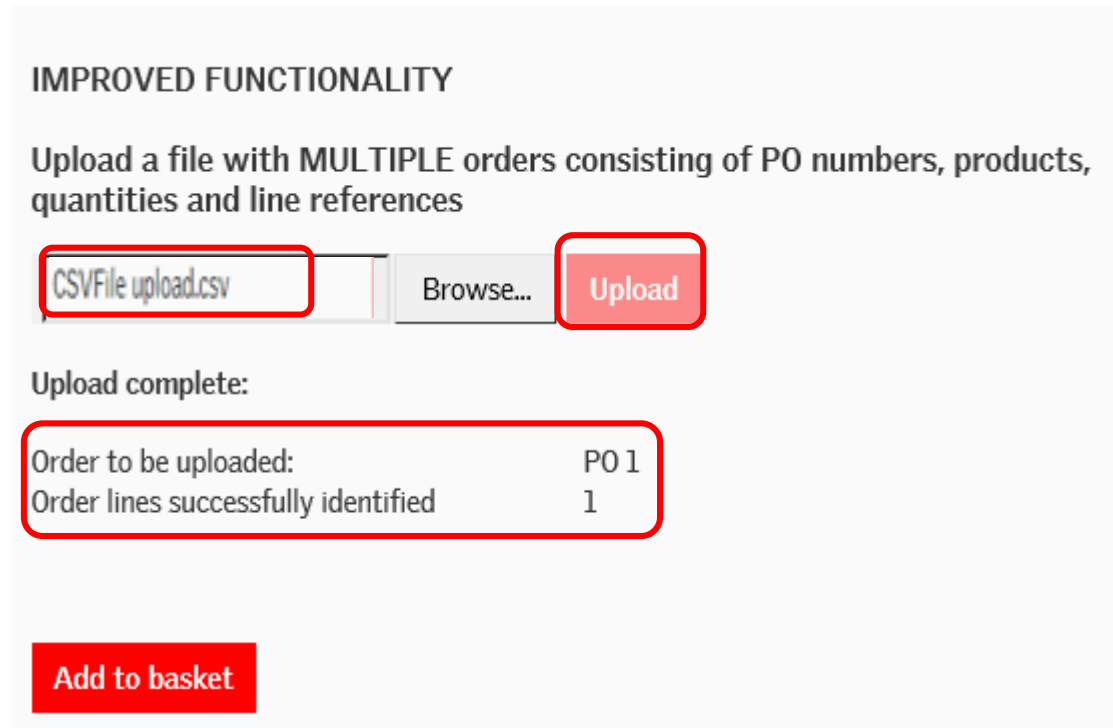


2. Click **Choose File**, and select the .csv or .txt the file from your drive before clicking **Upload**.

The **Upload complete** text will confirm which Order has been uploaded and how many lines were successfully identified.

If there are any errors the line numbers will show so you can correct them.

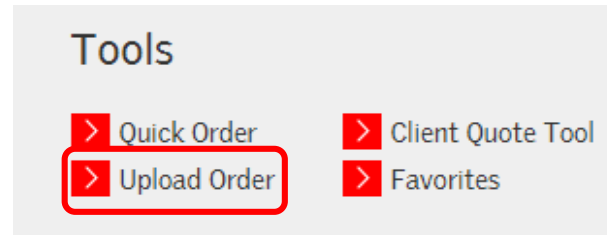
3. Click **Add to basket**.



Please see [pages 18-23](#) for saving the order

# Upload Order Tool

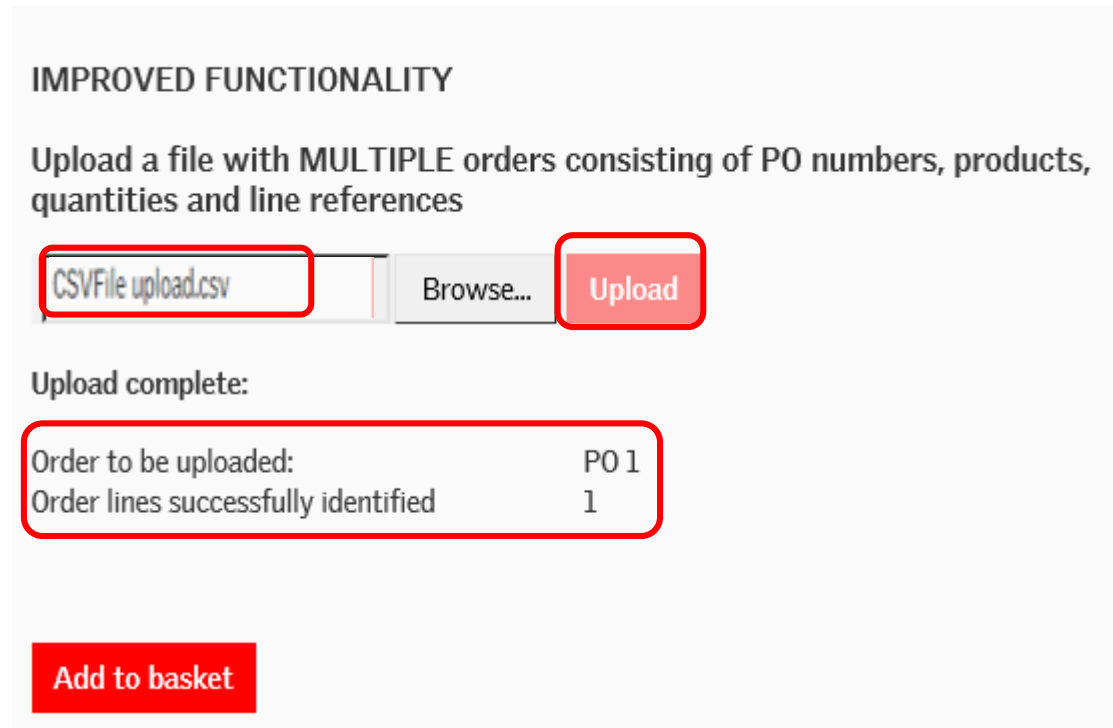
1. Click on the **Upload Order** tool



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

The **Upload complete** text will confirm which Order has been uploaded and how many lines were successfully identified.

If there are any errors the line numbers will show so you can correct them.



3. Click **Add to basket**.

Please see [pages 18-23](#) 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 01 848 8775 before 3pm 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.

GGL CK04 2070	White Paint,55x98,C/P,70Pane 0022099375	2 days	-	1	+	EUR 292.00	EUR 292.00	★
				Remove				
						Total, EUR excl. VAT:	<u>292.00</u>	
						Total, EUR Including VAT:	<u>359.16</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 the 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

Purchase Order/Reference\*

0123456789

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

Product code	Description	Delivery time	Quantity	List price	Total price
GGL CK04 2070	White Paint,55x98,C/P,70Pane <input type="text" value="0022099375"/>	2 days	- <input type="text" value="1"/> + <a href="#">Remove</a>	EUR 292.00	EUR 292.00 
Total, EUR excl. VAT:					<u>292.00</u>
Total, EUR Including VAT:					<u>359.16</u> <a href="#">Empty basket</a>

**(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 20](#))
- 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 21](#))
- **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 clicked on the 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 together on 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

Branch address
  Direct delivery

Full name\*

Full name

Street

Street name

SAP Street 3

Street (2)

House number

House number

County\*

eg. Co Dublin

City\*

City

District

District

Mobile phone\*

Mobile number

Email

E-mail address

Shipping instructions (e.g. Rigid Vehicle, Van Only, Forklift Required, Hi Viz on site etc.)

Complete the delivery address.

Fields marked \* are mandatory.

The County will either start Co (eg. Co Dublin) or for longer County names it may be just the name alone (eg. Fermanagh).

Once the County has been added correctly clicking City will bring up a list of towns and cities to choose from.

Shipping instructions should now be added for direct to site deliveries. Please keep the number of characters to a minimum to ensure all details can be seen by the carriers.

Once the delivery date and address information is complete click

Confirm Pricing >

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

# 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:

Deliverv information:

Quantity	Product code	Description	Delivery date	List price	Your discount	Net Sales Price	
1	GGL CK04 2070	White Paint,55x98,C/P,70Pane	To be confirmed	EUR 292.00	29.0%	EUR 207.32	
						Sub total, EUR:	207.32
						Fee, EUR:	13.00
						<b>Total, EUR excl. VAT:</b>	<b><u>220.32</u></b>
						<b>Total, EUR Including VAT:</b>	<b><u>270.99</u></b>


[< Edit basket](#)

 Save as Quote

**Confirm Order** >

Quote will be valid to 14. August 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.

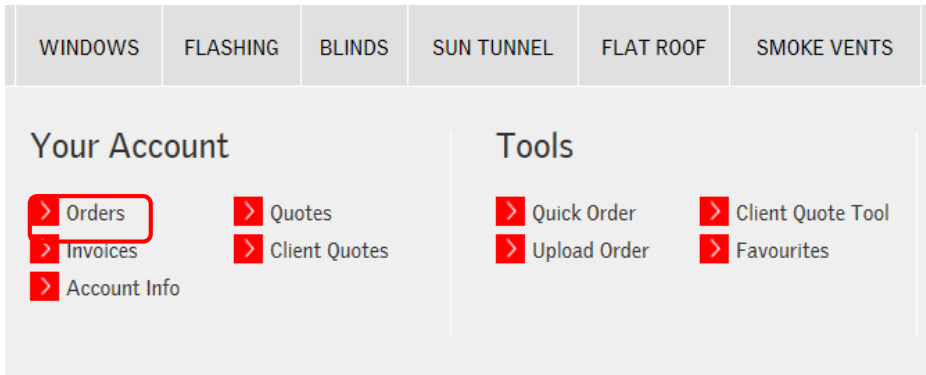
[Confirm](#)

[Cancel](#)

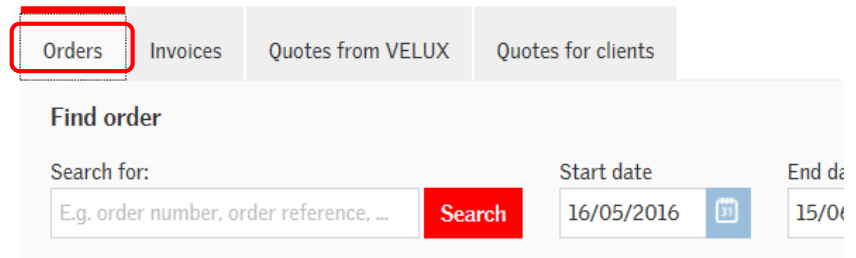
# Search/View Orders

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

If you need to search for 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.

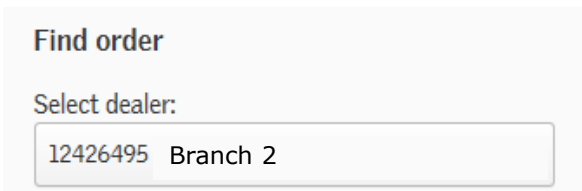


## Your-Account



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

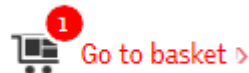
# Reordering from a previous order.

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	GGL MK04 2070	VRW, al, laminated	24/06/2016	EUR 372.00	29.0%	EUR 264.12	Open
						Sub total, EUR:	264.12
						Total, EUR excl. VAT	<u>264.12</u>
						Total, EUR Including VAT:	<u>324.87</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 18-23](#) for instructions to Save the order.

# XML Order Files

If you place a lot of orders and find creating your order on your own POS then duplicating the information into Dealernet is a problem, we do have a solution which may work for you.

You can create the order in Dealernet first, and create an .xml file with your order information which you can then upload into your own POS system. Please be aware that you need to put a PO number in when you create the order in Dealernet, otherwise Dealernet will generate a PO number for each order placed this way. If you need to generate your own PO on your POS system first, then this option will not work for you.

This facility can be set up on request. If you are interested in this option please contact [etrading@velux.co.uk](mailto:etrading@velux.co.uk) with your account number and contact details and we will request this for you.