

VELUX Dealer Extranet Account Information





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For quicker access to any of the titles in the contents section when viewing on-screen, place your cursor over the requested title, press the 'CTRL' key on your keyboard and click on the title.

* Please read the user information before processing or navigating your new Dealer Extranet system.

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VELUX Dealer Extranet Account Information

Dealer Extranet provides access to inform VELUX of any changes to your account details such as change of branch address, your Dealer Extranet account contact details and specified delivery address details.

You can also choose to inform VELUX how you would like your order status information sent to you and provide your colleagues with their own user access to your VELUX Dealer Extranet account.

To access this information, click on the 'View/Edit your data' link



Your account » View/Edit your Data



Creating sub-user access for your VELUX Dealer Extranet account

Another new feature to Dealer Extranet is that you can now provide your colleagues with their own username and password for access to your VELUX Dealer Extranet account.

This will allow simultaneous access to Dealer Extranet for the account holder and additional colleagues without having to share usernames and passwords.

(Providing and authorising additional access to your VELUX Dealer Extranet account is the sole responsibility of the account holder. VELUX cannot be held accountable for any fraudulent activity and all orders processed will be valid. VELUX Terms and conditions will apply.)

To create additional account access, click on 'Create and maintain users' and then click 'Create access for an additional employee'.

VELUX® DEALER EXTRAN	IET	Change your password Sign out Current order: 0 Order lines
Customer Data		> VELUX Support
You are here Home > Customer Data		
Create and maintain users		
		Create access for an additional employee
> Choose messages to receive		
» Company info		
» Personal info:		
» Billing addresses		
» Delivery addresses		
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Creating sub-user access for your VELUX Dealer Extranet account

The below screen will appear. Enter your colleagues' details as shown below and then to the right hand side you have a list of functions which you can grant your colleagues with access to.

For example, if you want to give them access to process orders, click the box next to 'Can place orders' and this will insert a tick in the box. Follow the same process for the remaining functions you would like to provide access to and then click 'OK'.

User e-mail*: test@velux.com View orders
* = mandatory field User e-mail*: test@velux.com
User e-mail*: test@velux.com View orders
User e-mail*: test@velux.com
✓ Call view of dets
First name* in the Can track orders
inst name : jue
☑ Can view customer data
Last name*: Bloggs
Phone number*: 01592778225
✓ Is approved (Active)

You will now receive confirmation that the account has been created. From here you can click 'Home' to return to the Home screen or click 'Back to Customer Data' to take you back to your account information.





Editing and/or deleting sub-user access details

Should you need to edit your additional account access information, click on 'Create and maintain users' in the 'Customer Data' section. You will see the names of colleagues which have been granted access to your Dealer Extranet account. Should you need to amend any contact details, click 'Edit'.

VELUX DEALER EXTRANET	Change your password Sign out Current order: 0 Order lines
Customer Data	1 WILLIX Support
You are here Home > Customer Data	
Create and maintain users	
Joe Bloggs, test@velux.com Active	Edit Delete
	Create access for an additional employee
Choose messages to receive	
2 Company info	
Personal info:	
Billing addresses	
Delivery addresses	
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From here you can amend the contact information or user access details. When finished, click 'OK' and you will again receive confirmation that you have made a change to the account information.

VELUX	DEALER EXTRANET	Change your password Sign out Current order: 0 Order lines
Create/ ed	lit user	>> VELUX Support
You are here Home	> Create/ edit user	
User data		User properties
* = mandatory fie	eld	Can place orders
User e-mail*:	test@velux.com	 ✓ Can create quotes ✓ Can view orders
First name*:	Joe	Can track orders Can view customer data
Last name*:	Bloggs	Can view invoice and payment
Phone number*:	01592778225	 ✓ Can view net price and discount ✓ Is approved (Active)
ОК Са	velux - e	trading@velux.co.uk - Legal Notice



Editing and/or deleting sub-user access details

Should you need to 'delete' an additional user from your Dealer Extranet account, access the 'Create and Maintain Users' selection again within 'Customer Data' as shown below.

VELUX® DEALER EXTRANET	Change your password / Sign ou Current order: 0 Order lines
Customer Data	4 VILLEX Support
You are here Home > Customer Data	
Create and maintain users	
Joe Bloggs, test@velux.com Active	Edit Delete
	Create access for an additional employee
Choose messages to receive	
2 Company info	
Personal info:	
Billing addresses	
> Delivery addresses	
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If you have multiple additional users on your Dealer Extranet account, click 'Delete' against the account you wish to remove access to.



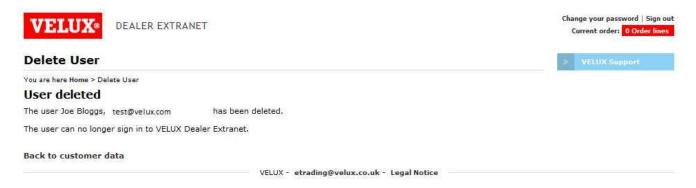


Editing and/or deleting sub-user access details

You should now see the below screen confirming the details you wish to delete from your account. If you want to proceed with removing this user from your Dealer Extranet account, click on 'Delete', if not, click 'Cancel'



Upon deletion of the account you will see the below screen confirming that the user has been deleted from your Dealer Extranet account.



If you have accidentally deleted a user from your Dealer Extranet account, you will need to create a new user account for this person.



Order/invoice Status notifications

From 2013, our VELUX Logistics Department will provide our customers with 'notifications' confirming various order information.

VELUX can now advise our customers when returns will be uplifted, when an order has been dispatched for delivery, when invoices are available for viewing and (depending on carrier service) when our carrier is likely to arrive at your depot with your delivery.

Our customers can now choose whether they wish to 'receive' this communication or 'Opt out' of the notification afterwards.



To access this function, click on the 'View/Edit your data' link on the 'Home' screen.



Order/invoice Status notifications

Click on the 'Choose messages to receive' tab and this will open the notification section as shown below.

You will see five notification options available. Simply click on the option you wish to receive a notification for and click 'send'.

DEALER EXTRANET			rent order: 0 Order VELUX Support
re here Home > Customer Data			VELUX Support
Amend access for your account			
Choose messages to receive			
Please choose which notification method you would like VELUX to use to advise your order status. This will apply to all orders placed with VELUX regardless of how they were processed. See description here Please allow 5 working days for any changes to be activated to your account.	Messages Goods collected by carrier Invoice created Goods out for delivery Next stop on route (This service is currently restricted for use with our carriers Norbert Dentressangle and Geodis.)	Email © ©	Opt out © © Send
Company info:			
Personal info:			
Billing addresses			
Delivery addresses			

Your request will be sent to our VELUX Logistical team who will process your request.





Your company/account details (Company Info)

Should your business have a change of address, or have a change in company details, you can now inform VELUX via Dealer Extranet and your account details will be updated.

To advise VELUX of any changes to your company information, click on the 'View/Edit your data' link.



Your account » View/Edit your Data

Click on 'Company Info' and then click on the 'Edit information' link which will open a text box.





Your company/account details (Company Info)

Type in the information you would like VELUX to amend for your account details and click 'Send' to forward the details or 'Cancel' to exit.

	2 2 2 3 S
Nease type any changes to your custom noved or you need a new delivery addre ny email.	er data. If your company has ess registered, please advise u:
	1

Your amendment request will be forwarded to VELUX and your details will be updated. Click on the 'X' to close the confirmation box.





Your company/account details (User Info)

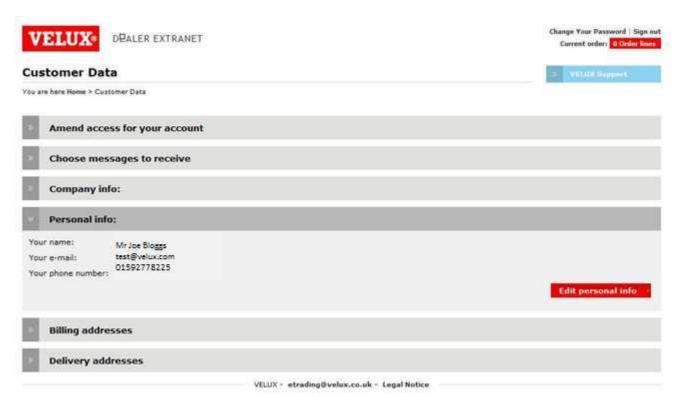
Should you need to change the contact name and email address for your VELUX Dealer Extranet account, please follow the below steps.

Click on the 'View/Edit your data' link on the 'Home' screen.



Your account » View/Edit your Data

Click on the 'Personal Info' tab which will show the current information saved against your Dealer Extranet account and click on the 'Edit personal info' link.





Your company/account details (User Info)

This will now open the below screen. Please be advised that you can **only** edit the name and contact telephone number for the details shown. Should you wish to amend the contact email address, the Dealer Extranet account in question will have to be deleted and a new account will need to be created by a VELUX employee.

If you have made any amendments to this section, click on 'OK' to confirm your changes or 'Cancel' to exit.

VELUX	DEALER EXTRANET		Change Your Password Sign out Current order: 0 Order lines
Create/ ed	it user		» VELUX Support
You are here Home	> Create/ edit user		
User data			
* = mandatory fie	eld		
User e-mail*:	test@velux.com		
First name*:	Joe		
Last name*:	Smith		
Phone number*:	123456789		
ОК Са	incel		
	VELUX - etr	ading@velux.co.uk - Legal Notice	
f you have i	made changes, you will receive a co	nfirmation as shown below.	
VELUX	DEALER EXTRANET		Change Your Password Sign ou Current order: 0 Order lines

Create/ edit user

You are here Home > Create/ edit user

User Updated

User Joe Smith, test@velux.co.uk has been Updated.

Back to customer data

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Your company/account details (Billing addresses)

Our customers can also advise us if there have been any changes to their billing address. This application can be used to inform VELUX if you have changed address or switching to using a buying group such as Unimer or NMBS to process your invoices.

To inform VELUX of any changes to your billing address, click on the 'View/Edit your data' link on the 'Home' screen.



Your account » View/Edit your Data



Your company/account details (Billing addresses)

Click on the 'Billing addresses' tab which will confirm the existing details VELUX has registered against your account. If you need to inform VELUX of any changes to these details, click on the 'Edit information' tab.

VELUX DEALER EXTRANET	Change Your Password Sign out Current order: Order lines
Customer Data	> within support
You are here Home ≻ Customer Data	
Amend access for your account	
Choose messages to receive	
Company info:	
Personal info:	
Billing addresses	
N.M.B.S. Limited 10 Merus Court LE19 1RJ LEICESTER GB VELUX Company Ltd Woodside Way GLENROTHES KY7 4ND	Edit information 3
Delivery addresses	

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Enter the changes you wish VELUX to apply to your account in the box and click 'Send'. The information will now be forwarded to VELUX for processing. Or click 'Cancel' to exit this process.

Change billing address	2
Please enter the changes regarding your customer data. If your ompany has moved or you need a new delivery address registered, please advise us by email.	8
	-



Your company/account details (Delivery addresses)

Dealer Extranet can allow you to confirm if VELUX have the correct delivery addresses registered for your account. This function can be particularly useful for our customers who have off mainland accounts and require their orders to be shipped to a port based transportation company. Should your delivery instruction change at any time, please use this application in Dealer Extranet to inform VELUX of any changes.

Click on the 'View/Edit your data' link on the 'Home' screen.



Your account » View/Edit your Data



Your company/account details (Delivery addresses)

Click on the 'Delivery addresses' tab which will confirm the existing details VELUX have registered for your account. Should these details change at any time, you can inform VELUX by clicking on the 'Edit information' link.

VELUX DEALER EXTRANET	Change Your Password Sign out Current order: 0 October lines
Customer Data	> VELUX SHERIH
'⊱ou are here None > Customer Data	
Amend access for your account	
Choose messages to receive	
Company info:	
Personal info:	
Billing addresses	
Delivery addresses	
VELUX Company Ltd Woodside Way GLENROTHES KY7 4ND	
	Edit information
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Enter the changes you wish VELUX to apply to your account in the box and click 'Send'. The information will now be forwarded to VELUX for processing. Or click 'Cancel' to exit this

Change delivery address	\$
Please enter the changes regarding your customer data. If your company has moved or you need a new delivery address registered, please advise us by email.	
	*
	Please enter the changes regarding your customer data. If your company has moved or you need a new delivery address registered,



View or print VELUX Invoices

Customers can also display invoice and payment history from their account as well as obtain copies of invoices and credits (where applicable) for their records.

To view this information, click on the 'View invoices and payments' link at the bottom left hand corner of the 'Home' screen.



Your account » View/Edit your Data

LATEST ORDERS									
Date	VELUX Order number:	Customer Order ref:	Document Type	Status					
04/04/2013			Standard Order	Open					
04/04/2013			Standard Order	Open					
04/04/2013			Standard Order	Open					
04/04/2013			Standard Order	Open					
04/04/2013			Standard Order	Open					

All orders | View invoices and payments

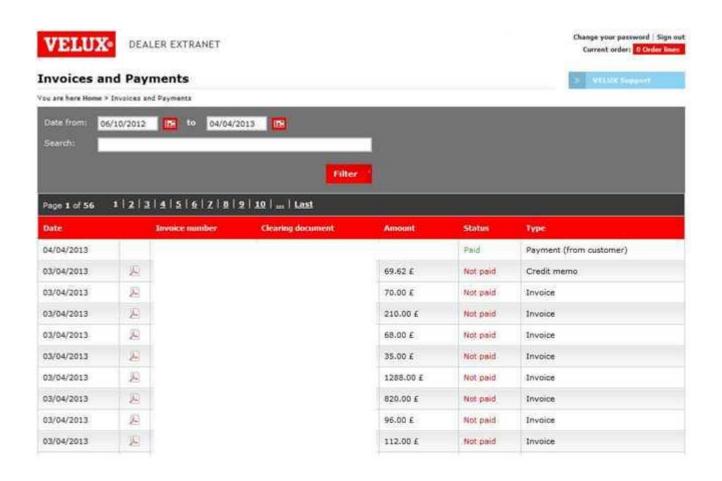
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View or print VELUX Invoices

This will open the below screen. To view an invoice, click on the 'pdf' icon to the left hand side of the VELUX 'invoice' number. A copy of the invoice will download and appear on screen for you to view, print or save.

The invoice application also allows customers to reorder products from an existing invoice. To process a new order from an invoice detail, click on the VELUX 'invoice' number.





Reorder products via a VELUX invoice

When viewing a invoice, the below 'view order' screen shall appear.

Click on the 'Reorder these products' link located at the bottom right of the screen.

VELUX® DEALER EXTRANET							ssword Sign ou r: 0 Order lines
View	/iew Order						
You are h	ere Home > View Order						
Orde	r Number:						
Order d	ate: 01/04/2013						
V-Trac	k						
CUSTON	IER INFORMATION		DELIVERY INFOR	RMATION			
Your R	eference:						Print 📇
QTY	DESCRIPTION	DELIVERY	REFERENCE	LIST PRICE IN £	DISCOUNT	NET VALUE IN £	STATUS
1	KFK 100 WW, Break glass point, grey	04 April 2013		70.00	27.00%	51.10	Completed
2	KFA 100 WW, Smoke detector	04 April 2013		140.00	27.00%	102.20	Completed

Total value: 153.30 £

Reorder - add to current order

Add all the products on this order to the current order by clicking 'Reorder these products'. Please note: by doing this, it will clear the current order.

Reorder these products

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Reorder products via a VELUX invoice

This will then redirect you to the order processing section. The products listed from the invoice will be added to the order lines as shown.

Please remember that you will have to provide a 'new' order reference and confirm the delivery address the products are to be delivered. Please refer to our guide for processing orders via Dealer Extranet.

