

Helukabel Online Shop

Documentation EN

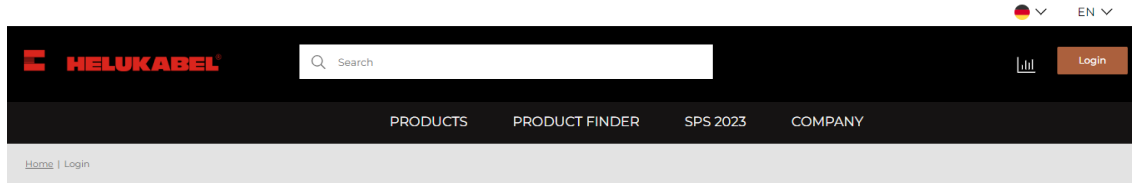
Version 1.0

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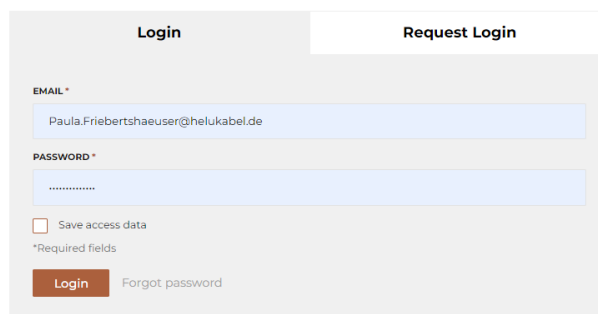
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1. Login and Creating an Account

To create an account for the Online Shop, click on the "Login" button in the header.



Login



If you have already created an account, you can log in with your email address and password.

If you do not yet have login details, please register for the HELUKABEL Online Shop by clicking on the tab "Request Login".

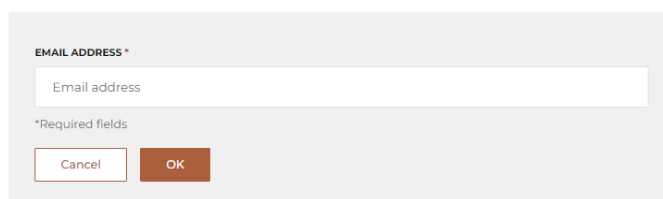
Info:

Multiple users from a single company may register. Please submit a separate registration form for each user.

Please be aware that it may take several business hours to process new registrations.

Did you forget your password?

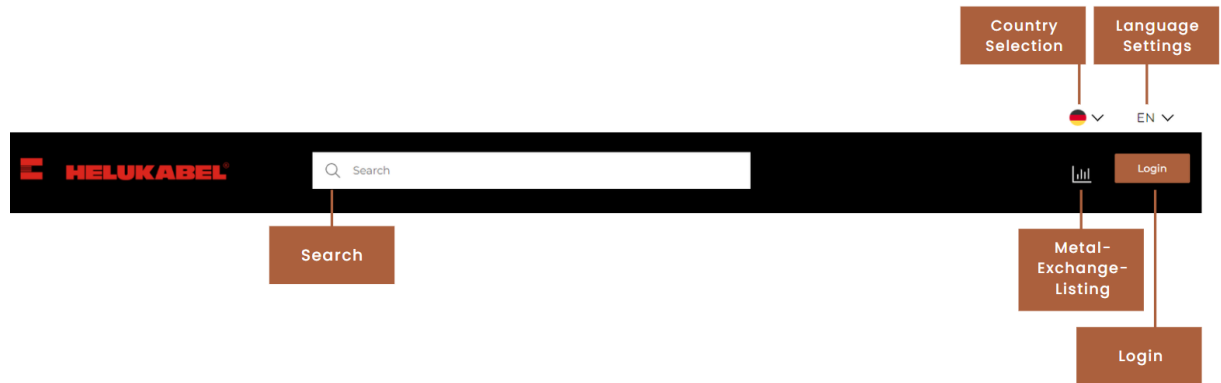
Change Password



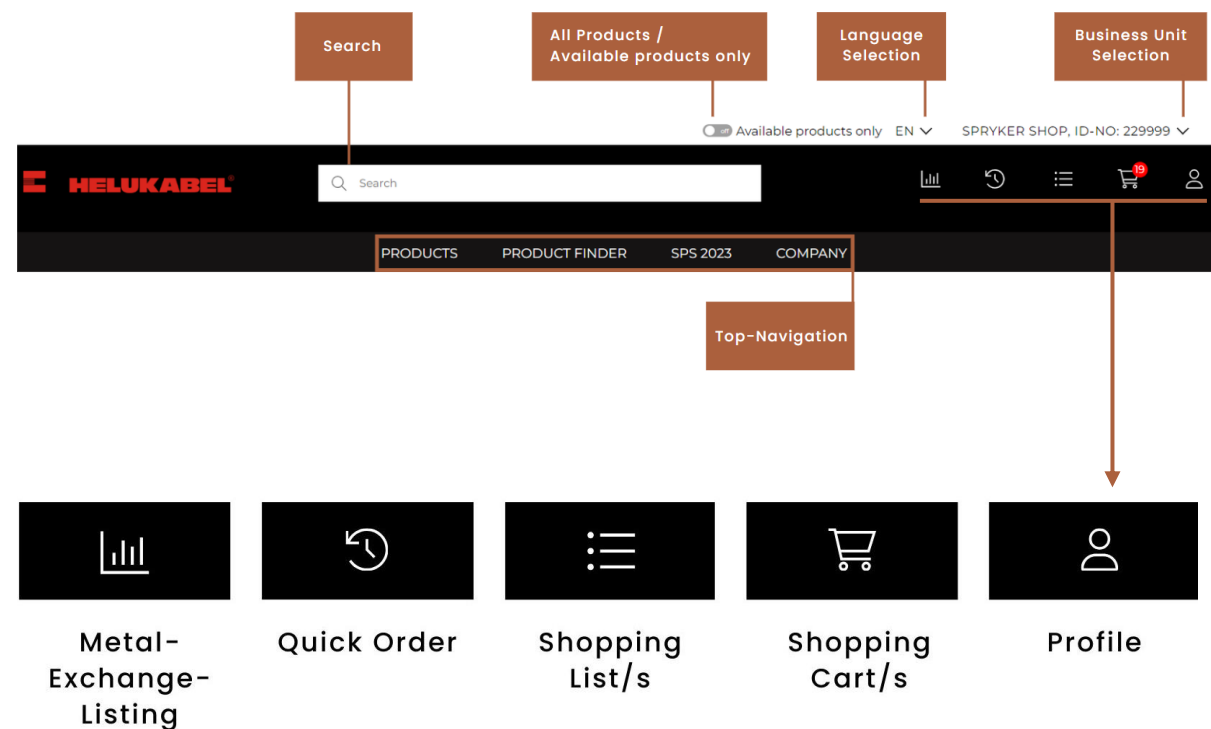
Request a new password by clicking "Forgot password". Enter your account email address and click "OK". A link to change your password will be sent to you by email.

2. The Header Area in Detail

The header appearance when logged out:










The header appearance when logged in:



3. Customer Account










Access all of your important account data by clicking on the "profile symbol" in the header. The following menu options are listed in the "Customer Account" area:

-  • Order History
-  • Profile
-  • Addresses
-  • Business Unit
-  • Shopping Lists
-  • Shopping Carts
-  • Cable Drum Management

The "Customer Account" area:

[Home](#) | [Customer Account](#)

-  Order History
-  Profile
-  Addresses
-  Business Unit
-  Shopping Lists
-  Shopping Carts
-  Cable Drum Management

Order History Search & Filters

Order Ref. ⌵	Order No. ⌵	Date ⌵	User ⌵	Email ⌵	Total	Order Status	Actions
Step 4: Versand	11330981	Mar. 15, 2024 21:48	Alexander Volkert	alexander.volkert@helukabel.de	€ 0.00	Cancelled	⌵
test	11283519	Nov. 28, 2023 06:01	Alexander Volkert	alexander.volkert@helukabel.de	€ 0.00	Cancelled	⌵
ZVPP	11280764	Nov. 21, 2023 17:26	Sven Wendt	sven.wendt@helukabel.de	€ 0.00	Cancelled	⌵
test mwset	11268043	Oct. 24, 2023 21:52	Alexander Volkert	alexander.volkert@helukabel.de	€ 0.00	Cancelled	⌵

Order History

Under **Orders**, you will see an overview of all orders that you have placed in the Online Shop. You can search and filter your orders by clicking "Search and Filter".

Order History Search & Filters

Order Ref. ↕	Order No. ↕	Date ↕	Company User ↕	Email ↕	Total	Order Status	Actions
test mwset	11268043	Oct. 24, 2023 21:52	Alexander Volkert	alexander.volkert@helukabel.de	€ 0.00	Canceled	➤
Test	11248777	Sep. 13, 2023 19:42	Alexander Volkert	alexander.volkert@helukabel.de	€ 0.00	Canceled	➤
Test	11242484	Aug. 30, 2023 19:46	Alexander Volkert	alexander.volkert@helukabel.de	€ 0.00	Canceled	➤

Clicking on the *arrow* opens the order and shows each position of the order as well as all important information regarding the order.

You can also find the order confirmation, invoice and packing lists here, as well as download them.

It is also possible to place individual positions or the entire order in the shopping cart once again. This simplifies the reordering of items.

Profile

Your saved personal information is shown under **Profile**. You may change your password or enter an alternative email address to receive order confirmations here.

Profile

Personal Data

SALUTATION **FIRST NAME *** **LAST NAME ***

Ms.

EMAIL *

Information for this account cannot be changed due to the synchronization with SAP

DIFFERENT EMAIL FOR ORDER CONFIRMATION

*Required fields

Change Password

OLD PASSWORD *

NEW PASSWORD *



CONFIRM PASSWORD *

*Required fields

Addresses

Under **Addresses**, you will see an overview of all delivery, pickup, and billing addresses that are attached to your customer account number. You are able to manually add, edit, and delete delivery addresses in the "*Customer Account*" area. Delivery and pickup addresses may also be designated as standard addresses.

[Add new delivery address](#)

<div style="display: flex; justify-content: space-between;"> Delivery Address Set as default </div> <p>Spryker Shop</p> <p>Schloßhaldenstr. 11 71282 Hemmingen , Germany</p>	<div style="display: flex; justify-content: space-between;"> Delivery Address (manual / default)   </div> <p>ABC travel</p> <p>sdfasdfsdfsdfasdfsdfasd 53224 Milwaukee , Germany</p>
<div style="display: flex; justify-content: space-between;"> Pickup Address Set as default </div> <p>Abholung Helukabel</p> <p>Eichelbergstraße 7 09212 Limbach-Oberfrohna , Germany</p>	<div style="display: flex; justify-content: space-between;"> Pickup Address Set as default </div> <p>Abholung Helukabel</p> <p>Zum Mühlenfließ 1 15366 Neuenhagen , Germany</p>
<div style="display: flex; justify-content: space-between;"> Pickup Address Set as default </div> <p>Abholung Helukabel</p> <p>Willi-Bleicher-Str. 4 71282 Hemmingen , Germany</p>	<div style="display: flex; justify-content: space-between;"> Billing Address (default) </div> <p>HELU - ebay</p> <p>Schloßhaldenstr. 10 71282 Hemmingen , Germany</p>
<div style="display: flex; justify-content: space-between;"> Billing Address </div> <p>Spryker Shop</p> <p>Schloßhaldenstr. 11 71282 Hemmingen , Germany</p>	

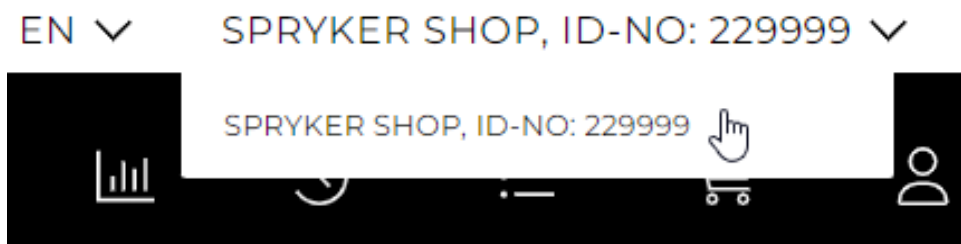
[Add new delivery address](#)

During the checkout process, you are able to assign individual orders different delivery addresses and decide whether these should be saved permanently within your customer account or only used once.

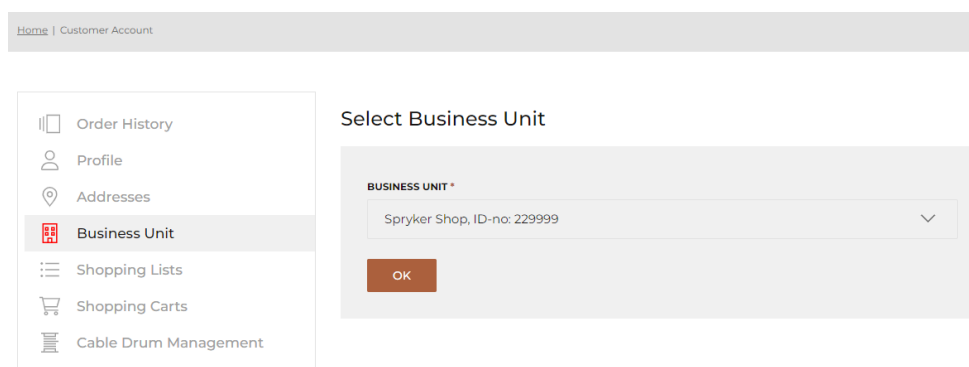
Business Unit

Under **Business Unit**, you will receive an overview of all business units/customer account numbers associated with the currently logged-in profile. With this, it is possible to switch between different business units (in the header or in the customer cockpit) without needing to log in with a separate profile.

- Selecting a business unit **in the header**:



- Selecting a business unit **in the customer cockpit**:







Shopping Lists

Under **Shopping Lists**, you will receive an overview of the existing shopping lists.

Shopping Lists

NAME *

Name	Owner	Created	Access	No. of Items	Actions
<input type="checkbox"/> Einkaufsliste - Projekt 1	Paula Friebertshaeuser	Jan. 18, 2023	Full access	2 items	   





"/>

Shopping Carts

Under **Shopping Carts**, you will receive an overview of the existing shopping carts.

Shopping Carts

[+ Create shopping cart](#)

Name	Access	No. of Items	Actions
Shopping cart	Owner Access	19 items	  
Shopping Cart 2	Owner Access	1 item	  

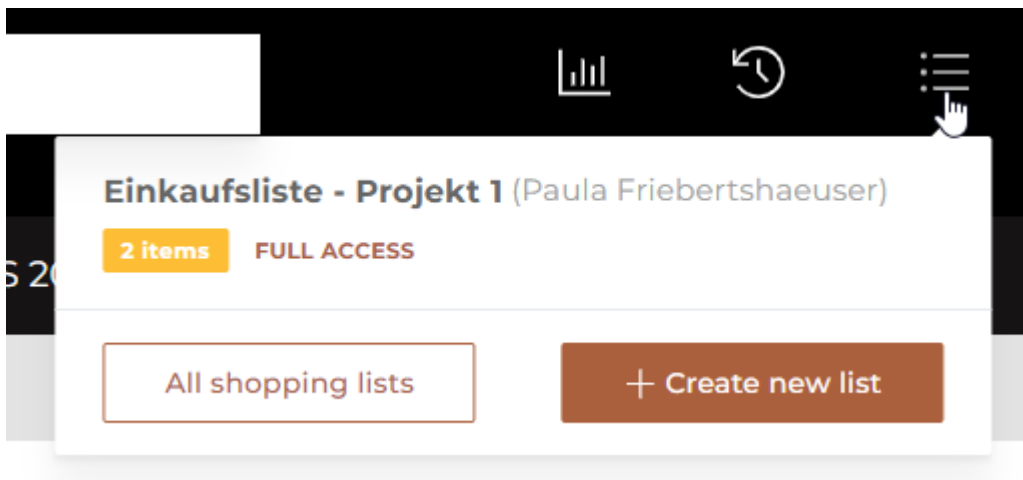
Cable Drum Management

Under **Cable Drum Management**, you will be redirected to the "Cable Drum Return" form where empty drums can be registered for pick-up.

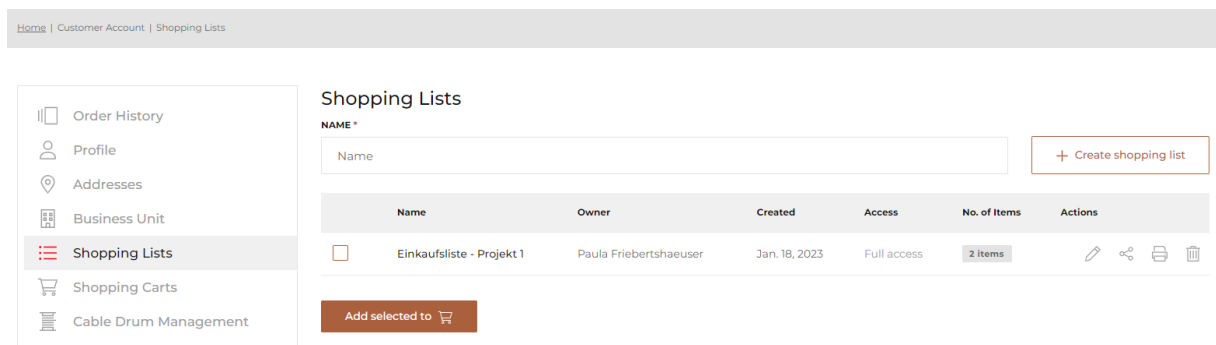
4. Multiple Shopping Lists



By clicking on the shopping lists icon in the header, you will receive an overview of your shopping lists.



You have the possibility to create different shopping lists and add items to them individually.



How to add items to shopping lists:

- **Option 1:** Add singular items from their **item details page** by selecting the length/amount, quantity and the desired shopping list.

€ 202.47 / 100 metre ⓘ

100 × 1

Add to cart: Shopping cart

Add to shopping list: Einkaufsliste - Projekt 1

Please select shopping list

Einkaufsliste - Projekt 1

- **Option 2:** Add singular items from the **Quick Add** menu by entering the part number/name, selecting a length/amount and quantity.

Einkaufsliste - Projekt 1

OWNER: Paula Friebertshaeuser ACCESS: FULL ACCESS SHARED WITH: 1 Users

Quick Add to shopping list

10001 Lenght / Amount × Quantity Add

JZ-500 HMH grey 100 G 0.75 mm² (11017876)

Add all available products to cart

€ 29.00/ 100 metre ⓘ

OZ-500 grey 2 x 0.5 mm²


Part no.: 10001
PVC control and connection cable, 300/500 V, number coded, unscreened

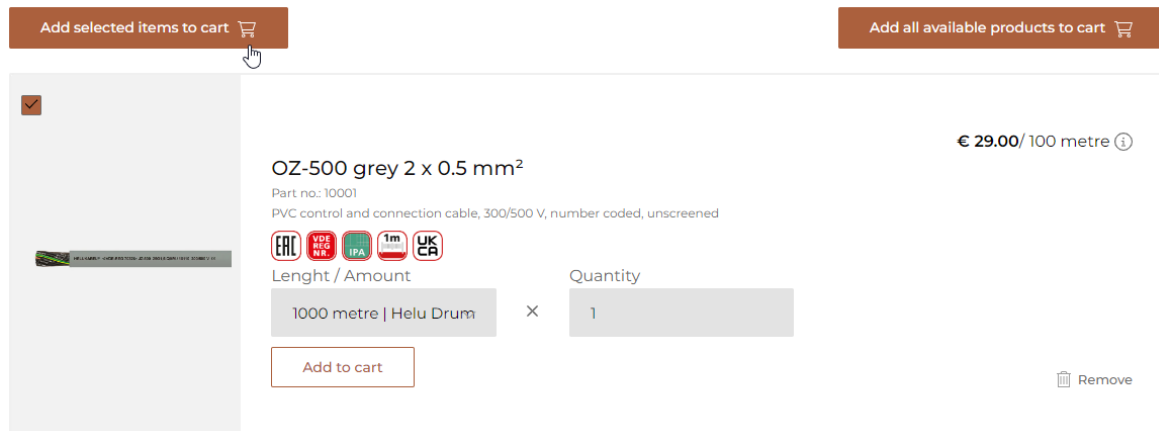
ERA VDE NF PA 1m UK CA

Lenght / Amount × Quantity

1000 metre | Helu Drum × 1

Add to cart Remove

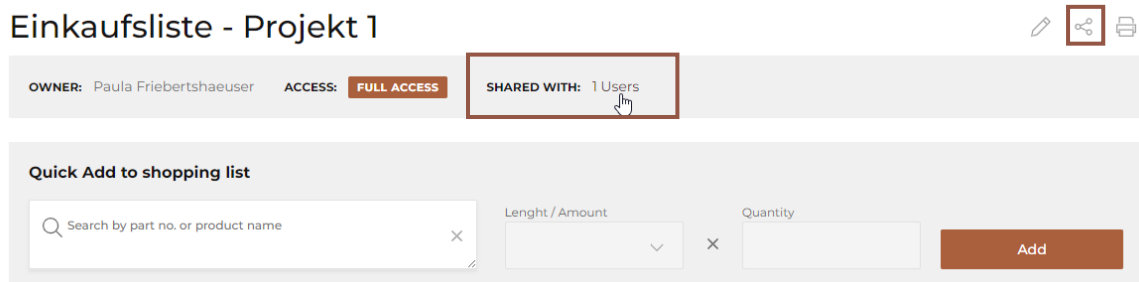
By clicking "Add to  " all items or selected items (from the shopping list) will be placed in the shopping cart



Info:

Shopping lists (including the items added to it) will remain until the user deletes individual items or the entire shopping list.

Within a shopping list, you have the option to edit your shopping list (ex. changing the quantity, deleting singular or all items).



Shopping lists can be shared with colleagues within a company (account) by clicking on the share symbol.

5. Multiple Shopping Carts

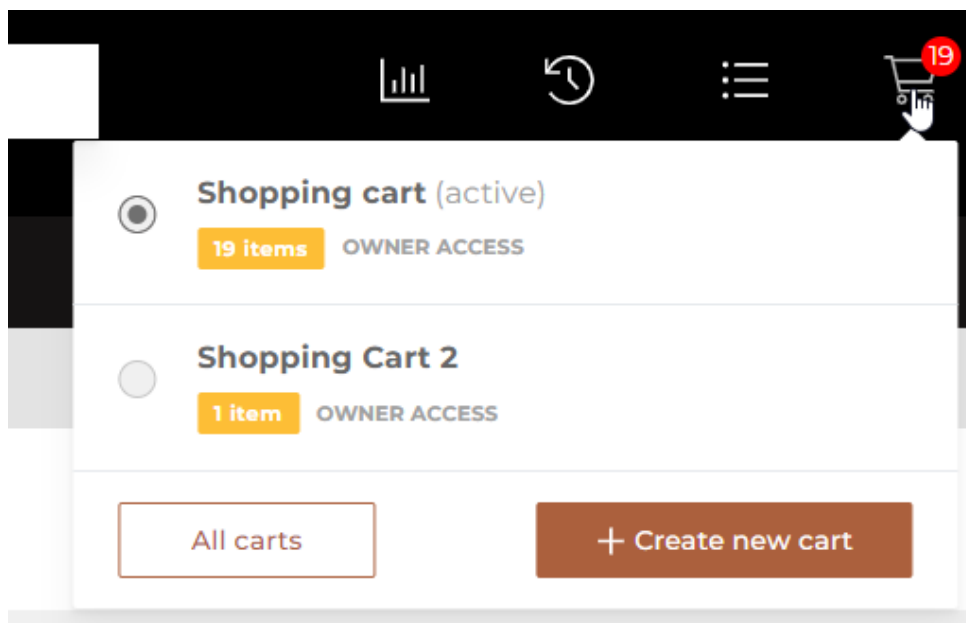


By clicking on the shopping cart icon in the header, you will be directed to the currently active shopping cart.

How to identify which shopping cart is active:

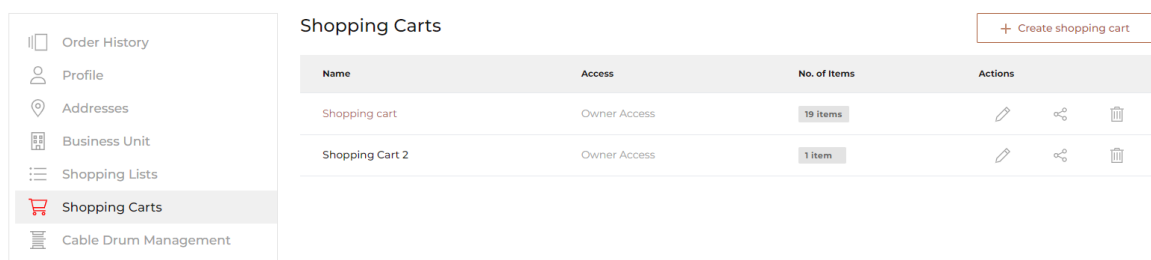
- Hover the mouse over the shopping cart icon in the upper-right area of the page. The active shopping cart is marked with a dot.

(See screenshot: active shopping cart = "Shopping cart")



- Under "Shopping Carts" in the customer account menu, the active shopping cart is highlighted.

(See screenshot: active shopping cart = "Shopping Cart")



Info:

Switch between shopping carts by clicking on them.

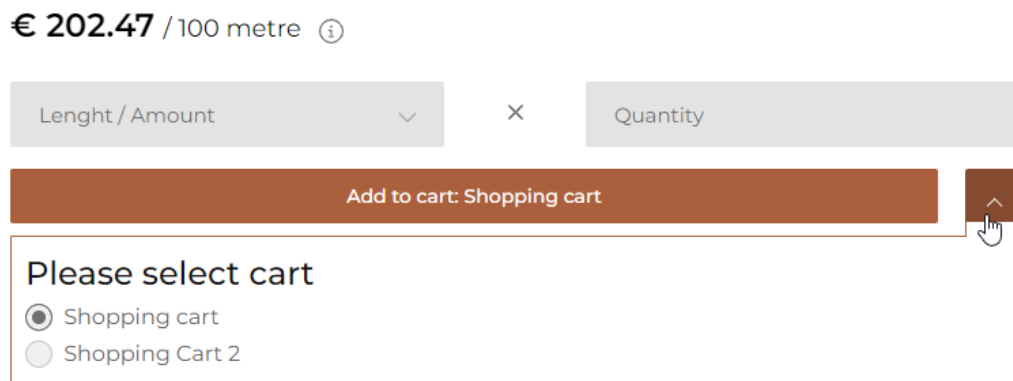
It is possible to create multiple shopping carts in the HELUKABEL Online Shop. This can help by allowing project-specific orders to be submitted, which can be delivered to different addresses or to keep all items for one project in the same order and on one invoice.

Info:



The shopping carts are saved to your customer account and remain available between logins until the items are ordered or deleted.

How to add an item to a shopping cart:

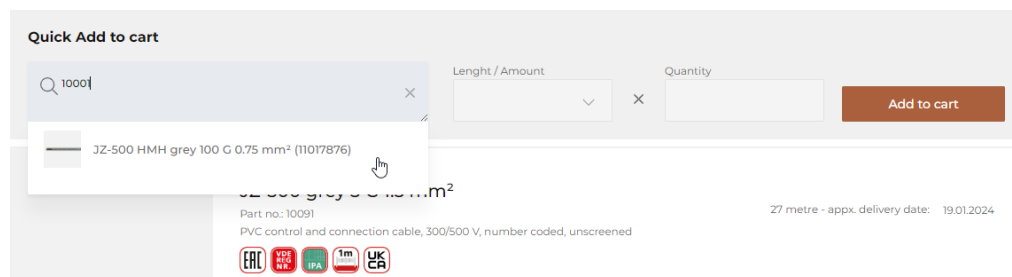
- **Option 1:** Add singular items from their **item details page** by selecting the length/amount, quantity and the desired shopping cart on the respective item detail page.



- **Option 2:** Add singular items from the **Quick Add** menu by entering the part number/name and selecting a length/amount and quantity.

Shopping cart  

19 items



6. Quick Order



Navigate to the Quick Order page by clicking on the Quick Order icon in the header.

The Quick order allows you to quickly add items to the shopping cart:

- **Manual entry** of the part number, length/amount and quantity
- **Upload** of a structured CSV file with the parameters defined in the CSV template
(The CSV template can be downloaded by clicking "Click here to download a csv template")

[Home](#)
Quick Order

Order directly with part no., product name or csv upload. Please use the csv file template to upload.

PART NO. OR PRODUCT NAME	ENTER QUANTITY	SELECT LENGTH	MEASURING UNIT
<input type="text" value="Search by part no. or product name"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text" value="Search by part no. or product name"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text" value="Search by part no. or product name"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text" value="Search by part no. or product name"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text" value="Search by part no. or product name"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text" value="Search by part no. or product name"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text" value="Search by part no. or product name"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text" value="Search by part no. or product name"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Upload Your Order

NO FILE SELECTED. CLICK HERE TO SELECT FILE.
Only .csv files accepted

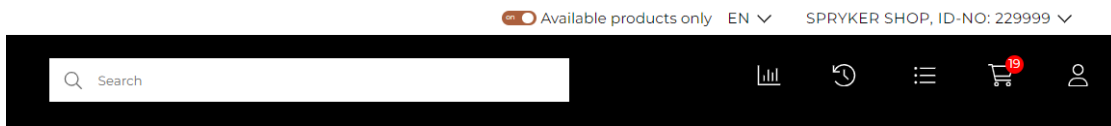
[Upload](#)

[Click here to download a csv template](#)

[+ Add more rows](#) [Clear all rows](#)

[Add to cart](#)

7. All Products / Available Products Only



The on/off toggle "Available products only" allows you to:

- either search through our **entire product portfolio**
- or only be shown **available products**.



Info:

Only orders for available items may be placed.

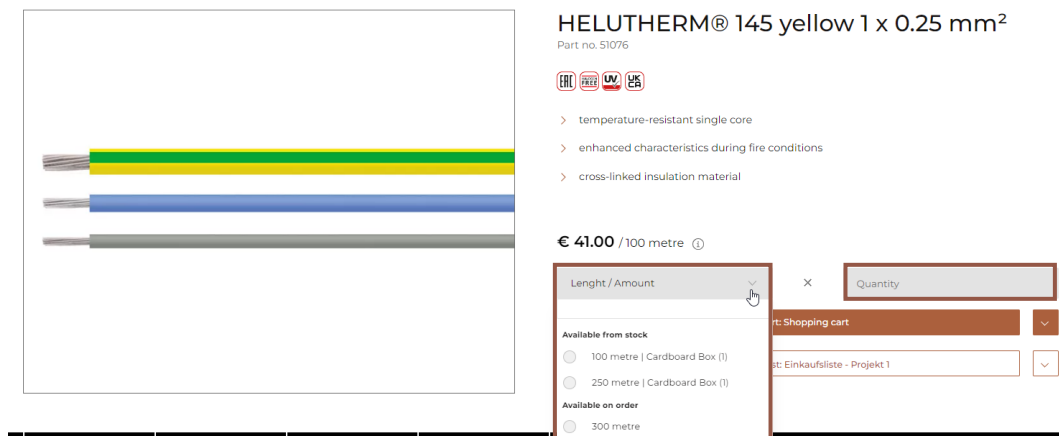
Unavailable items (see below) can be requested by contacting your personal HELUKABEL representative. You will receive an individual offer including delivery window.



8. Item Selection

On the item details page, you can choose individual lengths or stock lengths.

- For lengths that we have **in stock**, there are **no cutting fees**. The type of packaging (*ex. barrel, ring, coil, box, drum, etc.*) of the length in stock/amounts will be shown. (The amount in stock is shown in parenthesis)
- A **cutting fee** is charged for **individual cuts**. These can be found for every item in the shopping cart.



In the field "*Length / Amount*", you can enter the desired quantity of the required length (or amount of items) and in the field "*Quantity*" the quantity. Following this, the selected item can be added to the desired shopping cart or shopping list with the selected quantities.

€ 41.00 / 100 metre ⓘ

Length / Amount × Quantity



Add to cart: Shopping cart

Add to shopping list: Einkaufsliste - Projekt 1

9. Shopping Cart / Checkout

In the shopping cart, you will see information on:

- Delivery dates
- Net value of goods
- Metal surcharges
- Costs for cutting services for individual cable cuts
- Packaging costs
- Shipping costs

Shopping cart   18 items

Quick Add to cart

×

Lenght / Amount

×

Quantity


+

Add to cart

JZ-500 grey 3 G 1.5 mm²

Part no: 10091
PVC control and connection cable, 300/500 V, number coded, unscreened

27 metre - appx. delivery date: 19.01.2024



Lenght / Amount

×

Quantity

27 metre | Ring

×

1

Total Amount: 27 metre

Price	€ 73.00 / 100 metre	€ 19.71
Metal Surcharge	€ 7.31	€ 7.31
Total Net Position		€ 27.02

Personal Note

Delete

Custom Order Reference*

Personal Note

Vouchers

Redeem code

Your Order 18 items

Net Value of Goods	€ 44,468.49
Metal Surcharge	€ 8,591.30
Net Value	€ 53,059.79
VAT: 19%	€ 10,091.36
Grand Total	€ 63,141.15

Details of the conditions will be sent via order confirmation.

OZ-500 grey 2 x 0.5 mm²

Part no: 10001
PVC control and connection cable, 300/500 V, number coded, unscreened

100 metre - appx. delivery date: 19.01.2024

Checkout

It is possible to add individual positions to a shopping cart via the quick order window ("Quick Add to cart"). You can edit and delete individual positions or even delete all positions in the shopping cart.

Under "*Custom Order Reference*", an individual reference to your order must be entered.

Under "*Personal Note*", you may add notes on both an order level as well as on a position level. These are visible on following documents (ex: order confirmation, invoice).

Info:

The customer notes are meant exclusively for your records and do not have an influence on the order.

e-Commerce | Online Shop | Version 1.0 | 2024.03.27



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Under "*Vouchers*", you can enter and redeem HELUKABEL Online Shop vouchers. Only one voucher may be used per order.

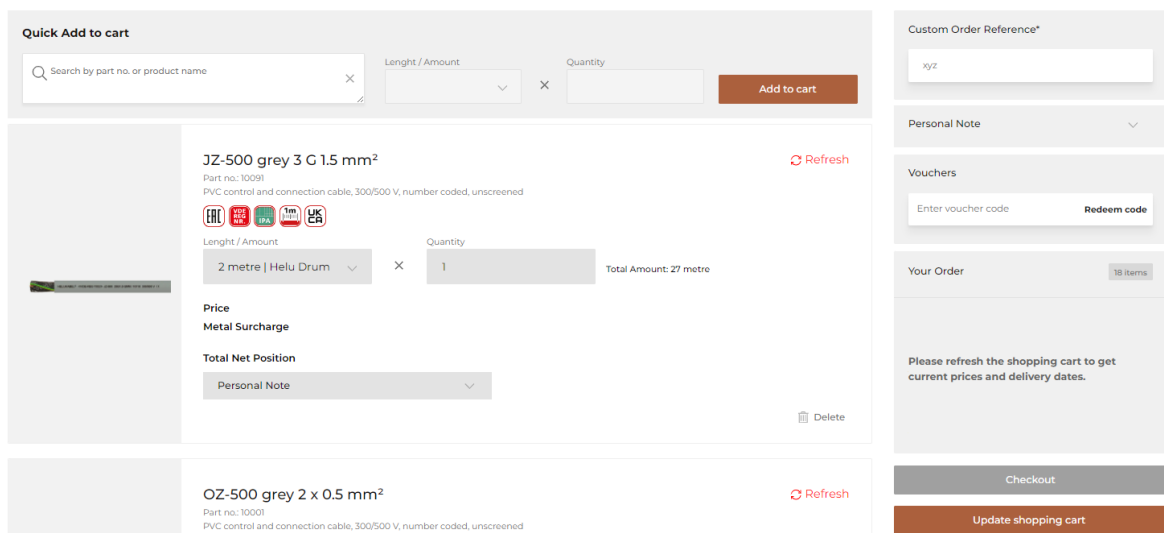
You can submit your order by clicking "*Checkout*".

Info:

Have you changed item quantities in the shopping cart or added an additional position? You will need to refresh your shopping cart by clicking on "*Update shopping cart*" or "*Refresh*" within each position in order to see updated prices and delivery dates. After this, you can complete your order by clicking on "Checkout".

Shopping cart  

18 items



Quick Add to cart

Search by part no. or product name Length / Amount × Quantity

JZ-500 grey 3 G 1.5 mm²

Part no: 10091
PVC control and connection cable, 300/500 V, number coded, unscreened

Length / Amount: 2 metre | Helu Drum × Quantity: 1 Total Amount: 27 metre

Price
Metal Surcharge
Total Net Position
Personal Note

OZ-500 grey 2 x 0.5 mm²

Part no: 10001
PVC control and connection cable, 300/500 V, number coded, unscreened

Custom Order Reference*

Personal Note

Vouchers
Enter voucher code

Your Order

Please refresh the shopping cart to get current prices and delivery dates.

After a successful order, you will receive an email with the order confirmation and conditions details.

10. Support & Feedback

- Do you have any questions regarding the HELUKABEL Online Shop?
- Do you need help regarding the HELUKABEL Online Shop?
- Do you have feedback, concerns, or requests regarding the HELUKABEL Online Shop?

Send us your requests by email ecommerce@helukabel.de