Helukabel Online Shop

Documentation EN
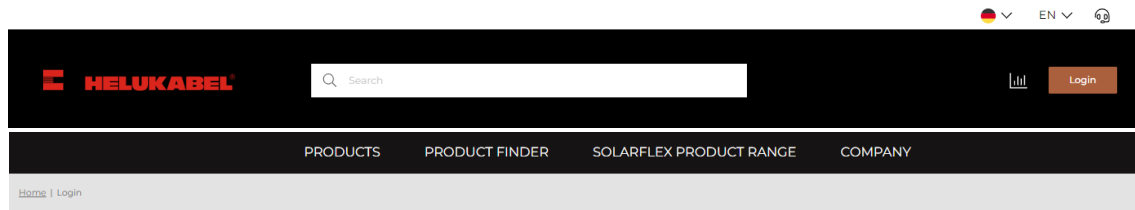
Version 2.0

Contents

1. Login and Creating an Account

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

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?
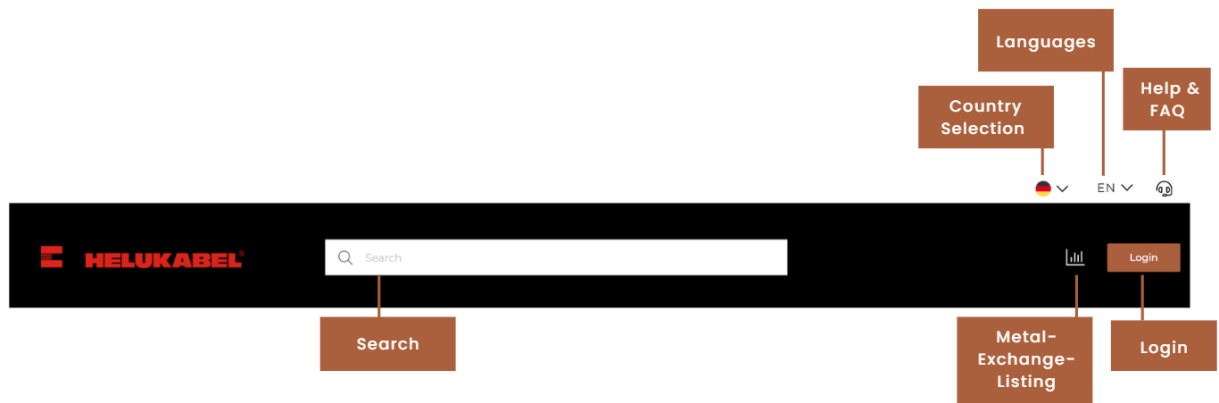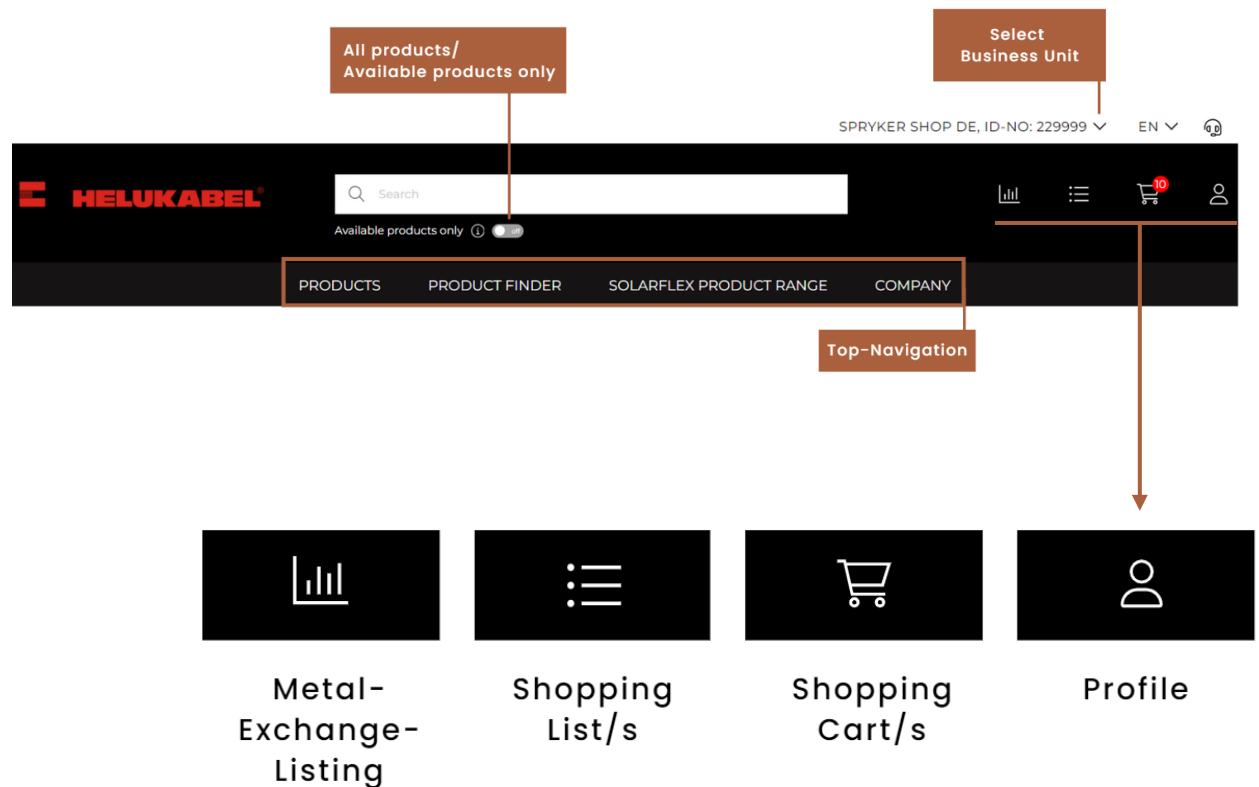

Request a new password by clicking "Forgot password". Enter your account email address and click "OK". A link to change your password will be sent to you by email.
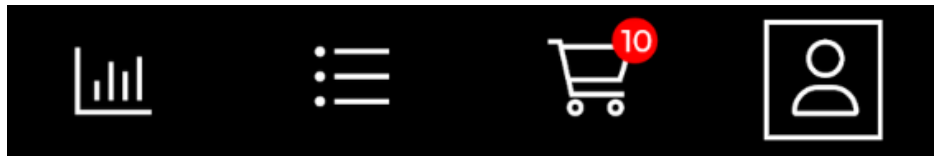
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2. The Header Area in Detail

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:

Order History

Under **Orders**, you will see an overview of all orders that you have placed at HELUKABEL (in the Online Shop, via the inside sales team or EDI). You can search and filter your orders by clicking "Search and Filter".

Order History

Date	Order Ref.	Order no.	User	Total	Order type	Order Status	Actions
2024-09-04	SB 202409003	11406363		€ 140.81	Online-Shop	Open	⊙
2024-06-06	Arthur	11366242		€ 0.00	Online-Shop	Done	⊙
2024-03-15	Step 2: Adresse	11330983		€ 0.00	Online-Shop	Done	⊙
2023-04-22	Test best	11185456		€ 0.00	Online-Shop	Done	⊙
2022-10-11	SB 202210003	11099489		€ 82.07	Inside Sales	Done	⊙
2022-10-10	SB 202210002	11098988		€ 173.28	Inside Sales	Done	⊙

In the column *"Order Type"* you can see the different order types: Online Shop, Inside Sales or EDI. 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, delivery notes 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.

← Order Details

Reorder selected items   **Reorder all**

Date	2022-10-11	**User**	
Order Number		**Order type**	Inside Sales
Order Reference		**Order Status**	Done

☑ reorder

HELUKABEL® counternut KMK-PA PG 7 without collar HG   Done
Part no.: 94270

Net Value of Goods	€ 33.97
Length/Quantity: 100 Item Amount: 5 Total Amount: 500 Item	
Discount/ Logistic services	€ 2.47
Total Net Position	€ 33.97

⤓ Invoice 1   ⤓ Invoice 2

⤓ Order (CSV)

⤓ Order Confirmation (PDF)

🚚 Track & Trace

Delivery Address

Requested Delivery Date
2022-10-13

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eCommerce | Online Shop | Version 2.0 | 2024.09.11

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

TITLE	FIRST NAME *	LAST NAME *
Mr. ⌄		

EMAIL *

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

DIFFERENT EMAIL FOR ORDER CONFIRMATION

*Required fields

OK

Change Password

OLD PASSWORD *

Old password   👁

NEW PASSWORD *

New password   👁

CONFIRM PASSWORD *

Confirm password   👁

*Required fields

OK

Adresses

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

Delivery Address	Set as default	Delivery Address (manual / default)	✏ 🗑
Spryker Shop		ABC travel	
Schloßhaldenstr. 11		sdfasdfasdfsdfasdfasd	
71282 Hemmingen , Germany		53224 Milwaukee , Germany	

Pickup Address	Set as default	Pickup Address	Set as default
Abholung Helukabel		Abholung Helukabel	
Eichelbergstraße 7		Zum Mühlenfließ 1	
09212 Limbach-Oberfrohna , Germany		15366 Neuenhagen , Germany	

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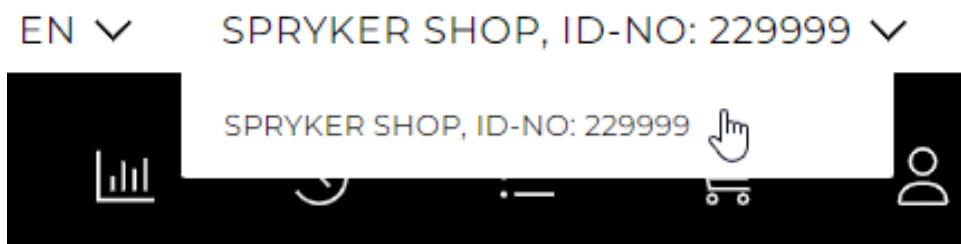
- Selecting a business unit **in the customer cockpit**:

:≡ Shopping Lists

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

🛒 Shopping Carts

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

🧵 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.
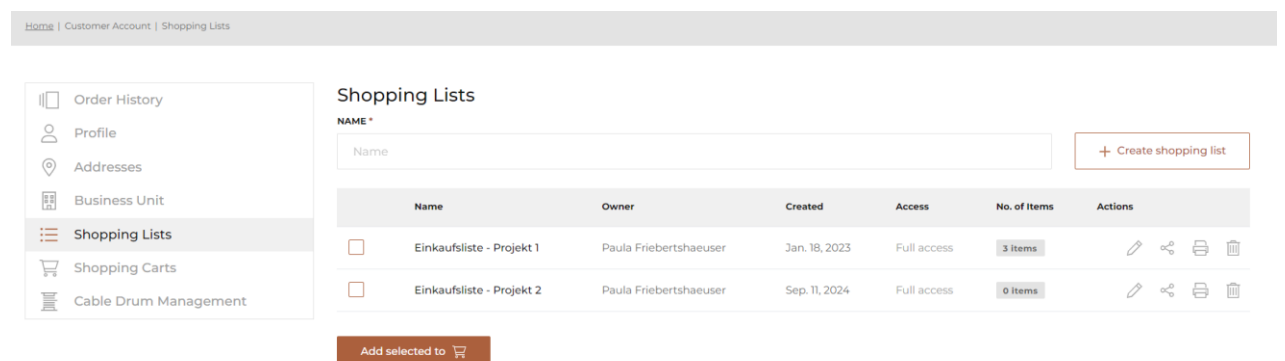
4. Multiple Shopping Lists

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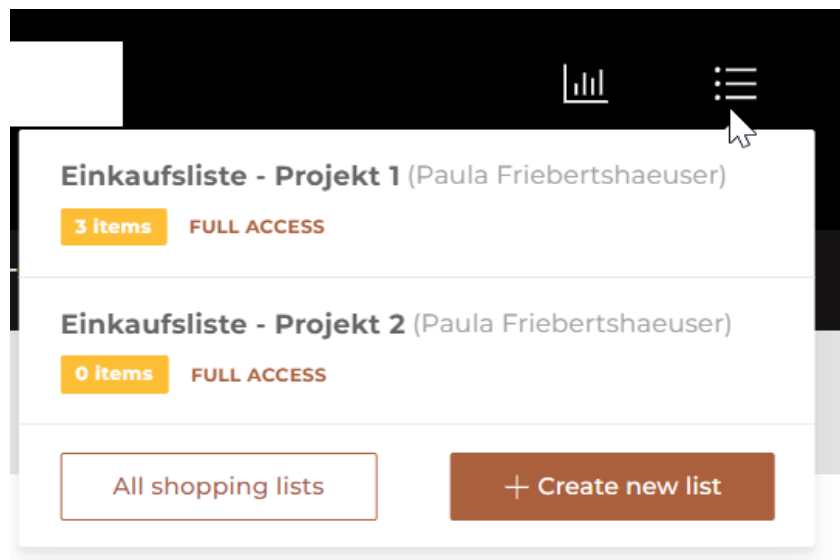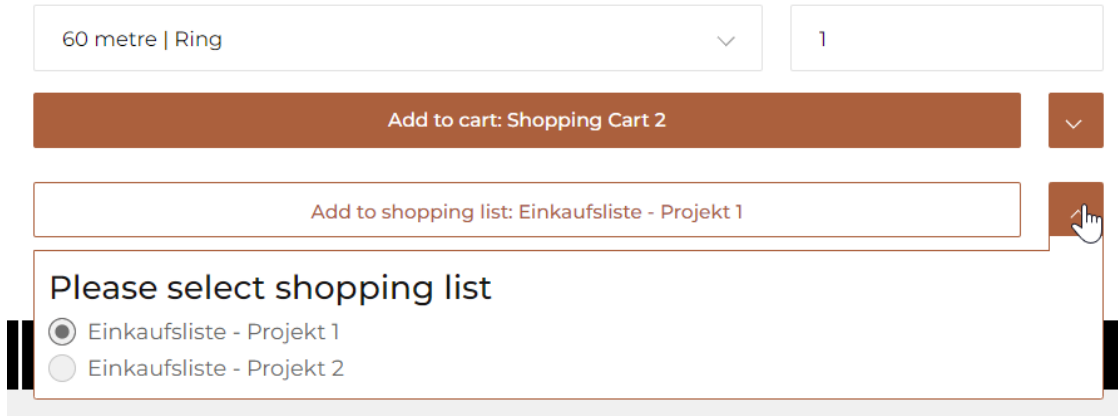

You have the possibility to create different shopping lists and add items to them individually.
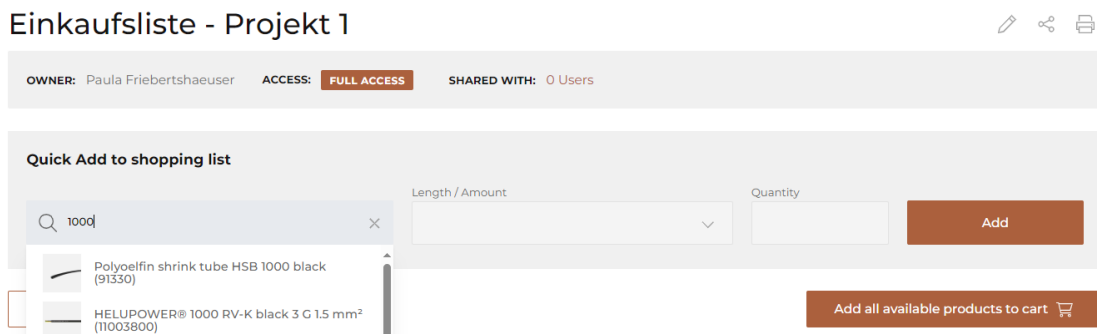
How to add items to shopping lists:

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

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

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 2*")
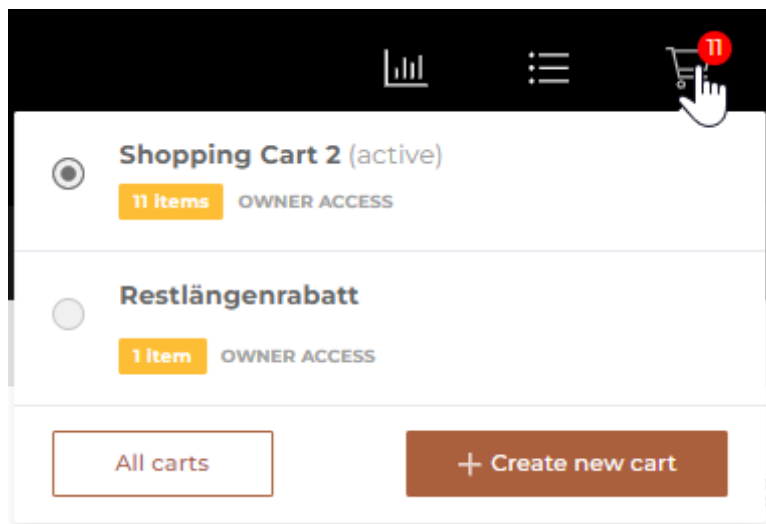
- Under "*Shopping Carts*" in the customer account menu, the active shopping cart is highlighted.
  (See screenshot: active shopping cart = "*Shopping Cart 2*")

Info:

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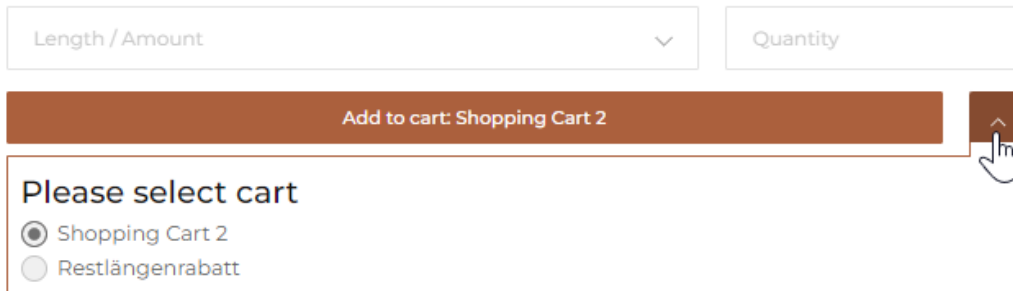
It is possible to create multiple shopping carts in the HELUKABEL Online Shop. This can help by allowing project-specific orders to be submitted, which can be delivered to different addresses or to keep all items for one project in the same order and on one invoice.

Info:

The shopping carts are saved to your customer account and remain available between logins until the items are ordered or deleted.
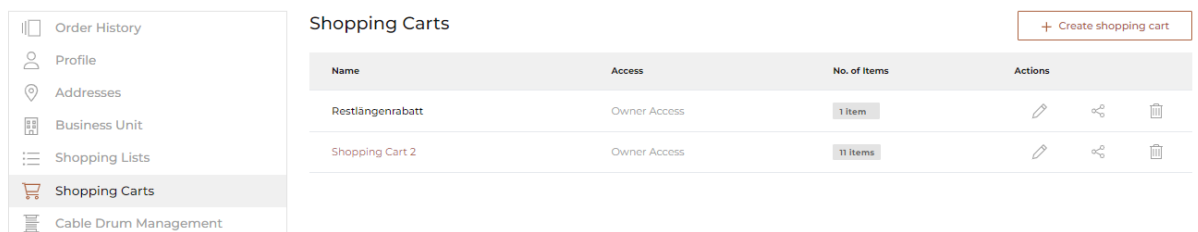
How to add an item to a shopping cart:

- **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 within a shopping cart by entering the part number/name and selecting a length/amount and quantity.

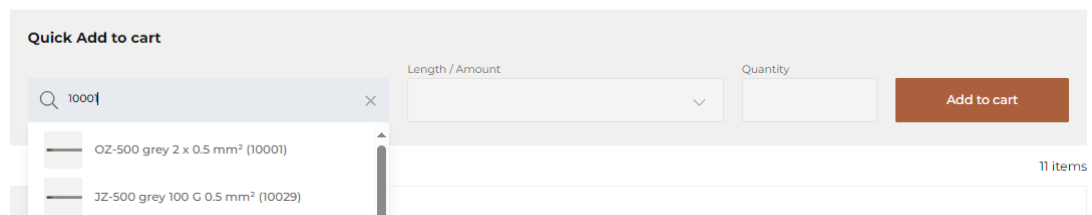## 6. All Products / Available Products Only

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

- either search through our **entire product portfolio**

- or only be shown **available products**.

Info:
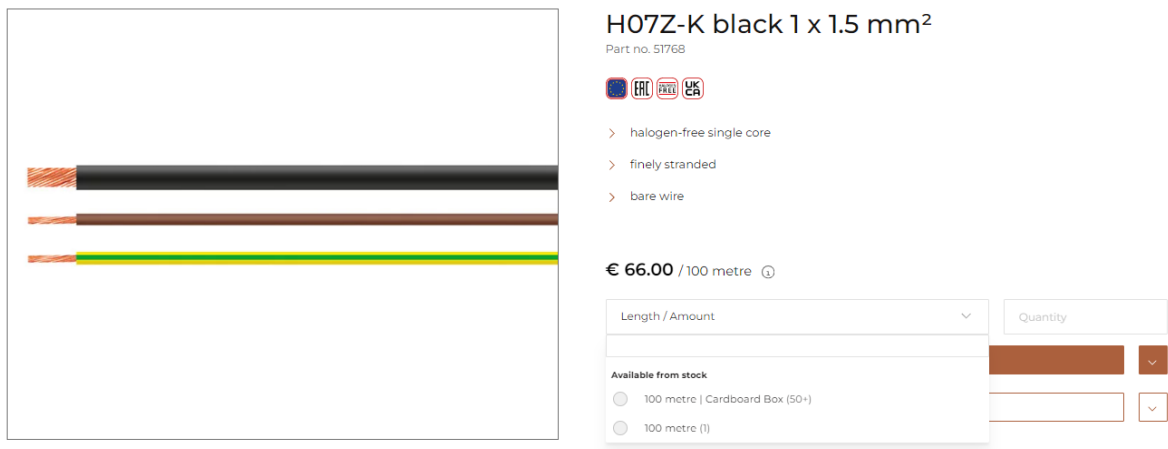
Only orders for available items may be placed.

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

MEGAFLEX® 600 black 4 G 0,5 mm²
Part no. 13203

€ 229.00/ 100 metre

View   Not available

7. 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.
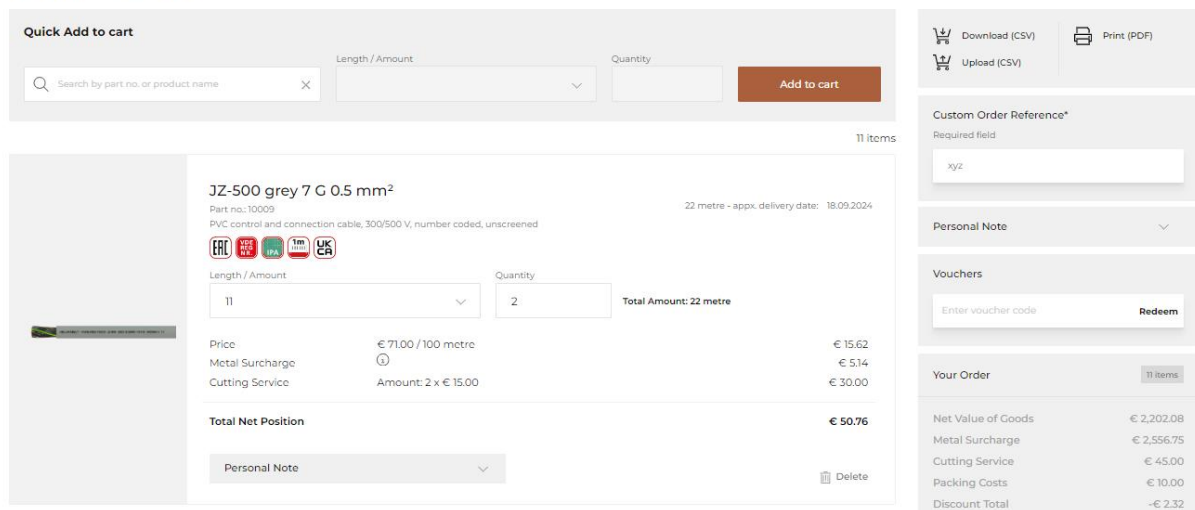
8. Shopping Cart / Checkout

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

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.

A CSV download and a CSV upload (using the according template) is possible within the shopping cart. The shopping cart can also be printed as a PDF.

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).
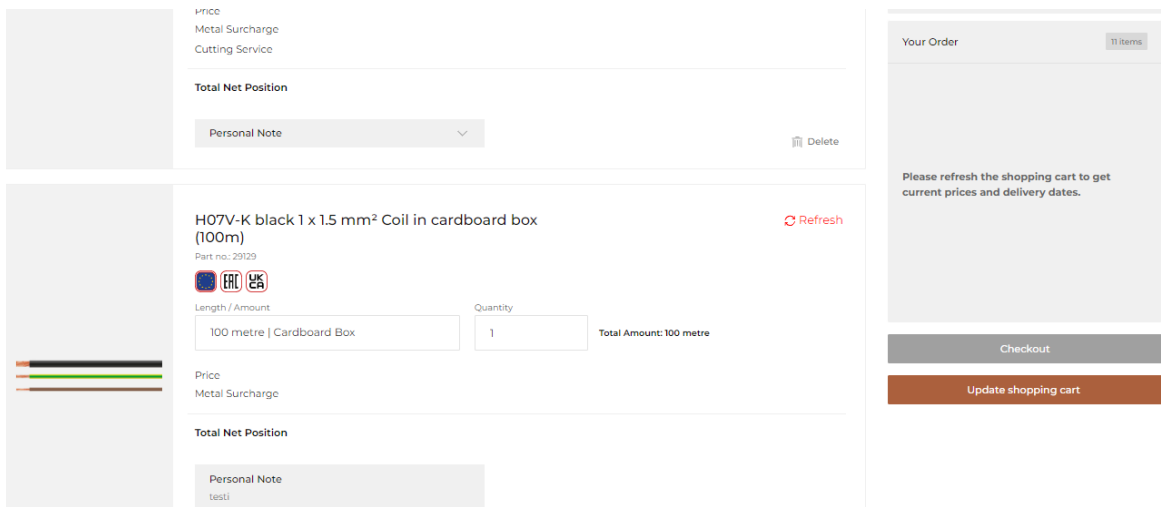
Info:

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

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".

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

9. 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