



# VBH24 Customer Portal

Finding Individual Items by VBH Item Code, Manufacturer Reference or Key Word

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### The easier way to order your hardware and manage your account with VBH

- Manage your ordering and Users
- Place orders
- Check prices
- Check stock
- Improved product search
- Set up Order Templates for quick ordering
- CSV upload option for quick bulk orders
- Order using our Product Configurator (bi-folds, tilt and turns etc)
- Set up Approvals processes
- Set up Cost Centres
- Set up automatic 'Subscription' orders (coming soon)
- Compare items
- View Order History and re-order from there
- View & download images, drawings, guarantee info, certification by item
- View & download invoices and delivery notes
- View catalogues and literature

# Placing Orders – Enter Individual Items



Firstly, please note that orders will only be transmitted to VBH if your account is within its limits. i.e. when there are no overdue payments outstanding and that your account is within its credit limit.

There are various ways to build an order (or Cart) ready to send to us.

If you know the VBH or Manufacturer Item Code, or part of the description, you can type it into the box at the top right. It'll make suggestions as you go along. When you see what you want, click it

The screenshot shows the VBH customer portal interface. At the top, there is a navigation bar with the user's name 'Gary Gleeson My Account | Logout', a 'Compare' icon, and a 'Contact' icon. Below this is the VBH logo and a 'Quick Order' button. A green navigation bar contains 'WEBSHOP', 'MY ACCOUNT', 'ORDER HISTORY', and 'CONFIGURATOR'. The breadcrumb trail reads 'HOME / MYACCOUNT / ORDER TEMPLATES'. On the left, a customer profile card shows 'Customer number: CASH0008', 'Gleeson, Gary', and 'Testkunde'. The main content area is titled 'Order Templates' and contains a table with columns 'Template Name' and 'Created'. The table has one entry: 'Door Knockers' created on '27/Jul/2023'. On the right, a search dropdown menu is open, showing suggestions for '2qeh'. The suggestions are: '2qeh ALPHA 30SP INLINE LKG S.CHROME ESPAG HNDL' (Manufacturer-Art.-NR.: 2QEH0045A), '2qeh ALPHA 40SP INLINE LKG BLK ESPAG HNDL' (Manufacturer-Art.-NR.: 2QEH0066A), and '2qeh ALPHA 40SP INLINE LKG ENDURO STEEL ESPAG HNDL' (Manufacturer-Art.-NR.: 2QEH0068A). A red circle highlights the search dropdown menu.

**Once you select an item you will be able to see the price, box quantity, and any further written information, product details or attachments. In this case we have attached a Product Bulletin (Product information sheet) for you to download.**



DESCRIPTION    DETAILS    **ATTACHMENTS**

Product Information  
Product Information 

ALPHA 10SP INLINE LKG WHT  
ESPAG HNDL

 **PRODUCT ID: 2QEH0001A**  
**List price: £ 4.88**

QUANTITY  EACH

**PACK SIZE: 25.0 EACH**

**Add to Cart**

Add to order template

**We hope that you find the VBH24 Customer Portal to be a useful tool but we understand that nothing is always plain sailing.**



**These notes should cover most things but if you have an issue or don't understand something, contact us and we'll get you up and running in no time**  
Email: [marketing@vbhgb.com](mailto:marketing@vbhgb.com) (ideally with a screenshot showing your issue)

*Remember: You will be unable to access the VBH24 Portal if your account is on hold for payment or is outside its credit limit. This is usually the reason why people have trouble logging on, so give those a check if you are having trouble.*

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**Thank you for using the VBH24 Customer Portal.  
It's more than just a webshop**

