



# VBH24 Customer Portal

Finding Items via Drill-Down 'Product Tree' Searches

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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 – Via Search Function

***If you do not know the Item Code, you can use the ‘Product Tree’ search function by clicking the drop down arrow in the ‘Webshop’ header.***

***This will bring up the search tree that will allow you to drill down to search for specific items. The main categories are Patio Door Lifestyle Hardware, Window Hardware, Residential Door Hardware, Fabrication and Installation Products, Ventilators, and Miscellaneous. We are working hard to expand the search function to a much more detailed ‘product tree’. You will need a few more clicks, but you will get much more focused search results!***

**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**

