



VBH24 Customer Portal

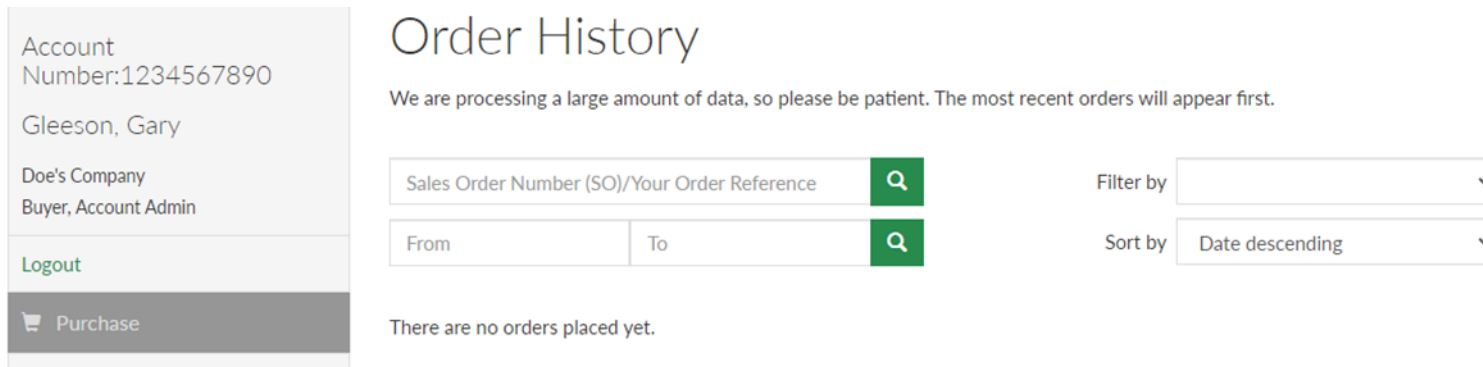
Order History & Viewing Old Invoices

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

You can search for old orders that you have placed previously (regardless of how you placed them)

You can search by your Order Reference or our Sales Order number if you know them, and you can search within a set date range. Sort your findings from Oldest to New (Date descending), or Newest to Old (Date ascending)



The screenshot shows a user interface for 'Order History'. On the left is a user profile sidebar with the following information: Account Number: 1234567890, Name: Gleeson, Gary, Company: Doe's Company, Role: Buyer, Account Admin, and a 'Logout' button. Below the profile is a 'Purchase' button with a shopping cart icon. The main content area is titled 'Order History' and includes a message: 'We are processing a large amount of data, so please be patient. The most recent orders will appear first.' Below this message are search filters: a text input for 'Sales Order Number (SO)/Your Order Reference' with a search icon, a date range selector with 'From' and 'To' inputs and a search icon, a 'Filter by' dropdown menu, and a 'Sort by' dropdown menu currently set to 'Date descending'. At the bottom of the main area, it states 'There are no orders placed yet.'

Once you have found your order, you can view the invoice and delivery details, download copies of those documents, and re-order items by clicking on them and adding to a new cart. Note that the pricing on your new order will, of course, be at the current rate, and not the rate on the old order...

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 (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.

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

