



VBH24 Customer Portal

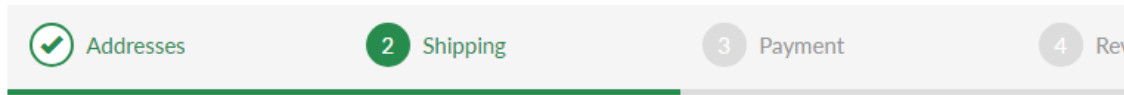
Your Order Reference & Payment Option

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

Your Order Reference & Payment

Please ensure that you add an Order Reference that will be known to your accounts team, to avoid invoice queries. At this point you can also choose a future-dated delivery date.



Shipping

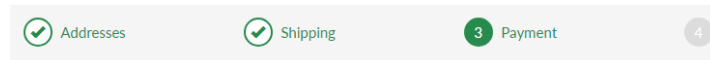
Enter an Order Reference ID

Order Reference ID

You can enter an ID for your own book keeping. It will appear on your invoice and packing slip.

dd/MM/yyyy

At present, only account holders can use VBH24. Please select 'Invoice' as your payment option. If you have a credit account you will be invoiced after despatch. If you do not have credit terms, a member of our CSC Team will contact you to take payment. The order will be released once payment has cleared.



Payment

Payment

Invoice

You will be invoiced for this order if you have a credit account with VBH. If you do not have an agreed credit limit, we will contact you for payment before releasing the order to our warehouse

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**

