VBH24 Customer Portal

Setting Up Users & User Roles

VBH24 Customer Portal @ www.vbhgb24.com

VBH

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

My Organization - Users

When you ask us to set up your company with VBH24 Customer Portal Access, we will set you up as your company's Admin. As an Admin, you can then easily set up additional people as Users.

*Just go to **My Organization** – Users, and click Add User. Then fill in the fields, making sure to complete those marked *, which are mandatory. Please note that each user must have their own individual email address, as it is used to log in. When you set up a new User they will receive an email of welcome and a request to set up a password via a link provided.*

Users - Roles

You may have noticed on the previous page that there is a section for 'Roles'. The Admin is able to give each User permissions, or Roles, which dictate what they can and cannot do. Here are the levels starting from the basic 'Buyer' level:

Buyer - They can manage their own Orders, Order Templates and Subscription Orders.

Cost Centre Manager – They have the Buyer role, plus they can view and manage all Cost Centres.

Approver - They have the Buyer role, plus they can approve others' pending Orders and Subscriptions
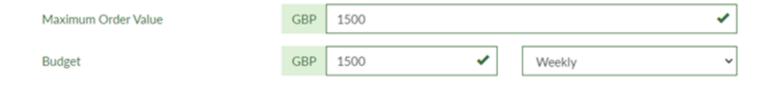
Account Admin – They can do all of the above, plus manage the company's Users

Note, a Cost Centre Manager can also be given the Approver role

Users - Roles

The Account Admin can, if they wish, set Budgets for all Users. This includes a Maximum Value per order, and a Maximum Spend per day, week, month or quarter.

These Budgets are set within the individual User's profile in

My Organization - Users.

Maximum Order Value	GBP	1500	✔	
Budget	GBP	1500 ✔	Weekly	⌄

VBH

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