EUROPEAN & ASIAN PANDORA CLOUD

STORE STAFF

VERSION 4/2016
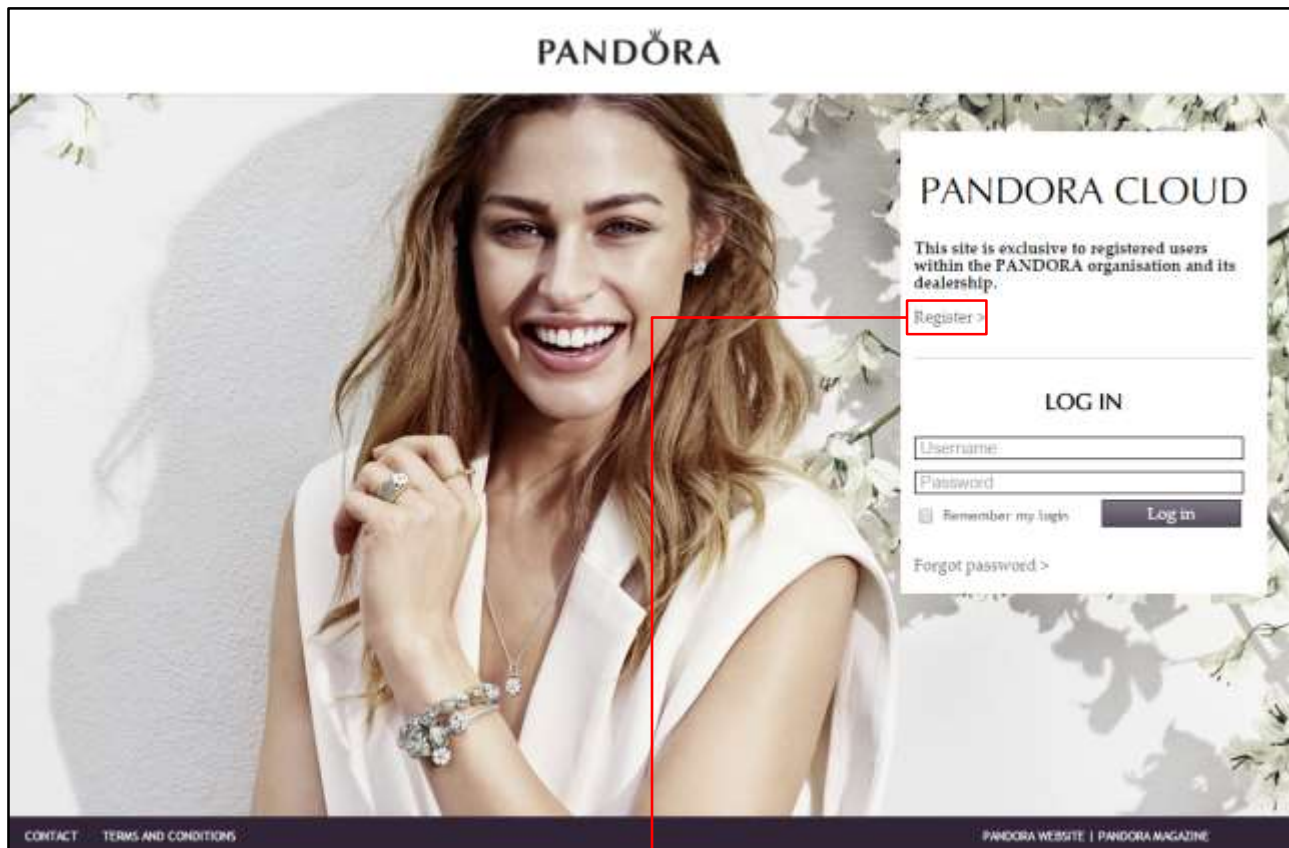
CONTENT

1. SIGN UP / LOG IN

If you are entering PANDORA Cloud for the first time you will have to **Register.**

Click on **Register >** in the **LOG IN** frame on the right, where you will be transferred to the page shown on the next page.

The **SIGN UP** page is divided into two parts through which the user is to fill out **General Information** and provide **Store / Account Information**.

1.1 GENERAL INFORMATION

SIGN UP

Use the form below to create a new account. Passwords are required to be a minimum of 8 characters in length with a minimum of one large letter, one small letter, and one number.

General information

First name

Last name

Business phone

Mobile phone

Email address

Password

Confirm new password

Fill in the empty fields with the required information. Be aware of spelling errors and capital letters. It is further recommended to add your country code (e.g. 0045, +45) before **Business phone** and **Mobile phone**. The password is required to be a minimum of 8 characters in length with a minimum of one capital letter, one small letter and one number.

1.2 STORE / ACCOUNT INFORMATION

Store / Account information

Job title
(I am a...)   Select...   ▼

Stores represented
List your PANDORA account number or just
tell us the store names and locations:

Sign Up

Click on the drop down menu and choose among the different options for **Job title**. Following, you have to write **the PANDORA account number** and/or information of the **store names and locations** which you represent.

Upon these steps, the final action is to click **Sign Up**.
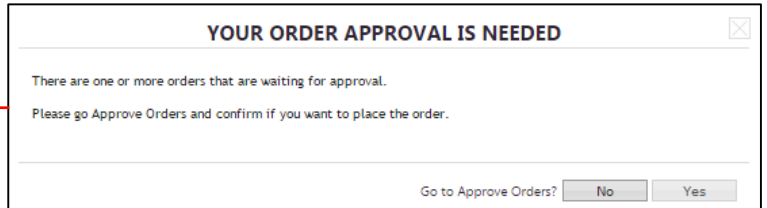
1.3 LOG IN

LOG IN

Username

Password

☐ Remember my login   Log in

If you are already registered as a user you can **LOG IN** with your email address and password. Write your details in the text fields as shown below and click **Log in**. If you want the browser to remember your log in details you can tick the box **Remember my login**.

If you have any orders that are waiting for approval, the following pop-up box will appear once you have logged in. You can go to **Approve Orders** and confirm if you want to place the order immediately by clicking **Yes** or postpone by clicking **No**.

YOUR ORDER APPROVAL IS NEEDED ☒

There are one or more orders that are waiting for approval.

Please go Approve Orders and confirm if you want to place the order.

Go to Approve Orders?   No   Yes

2. USER PROFILE

In the upper right corner of the top bar you can enter **My Account, Log Out** and see the name, email and phone number linked to your profile.

By clicking **My Account**, the following options appears.

MY ACCOUNT - TESTADMIN PANDORA (TESTADMIN@PANDORA.DEMO)

Change my PASSWORD | Update my PROFILE

2.1 CHANGE PASSWORD

MY ACCOUNT - CHANGE PASSWORD

Use the form below to change your password or return to MY ACCOUNT
New passwords are required to be a minimum of characters in length with a minimum of one large letter, one small letter, and one number.

Current password	
New password	
Confirm new password	

Change password

To change your password, fill in the information needed and click on **Change Password**.

If the password was successfully changed, a pop-up box will appear to confirm it.

INFO:
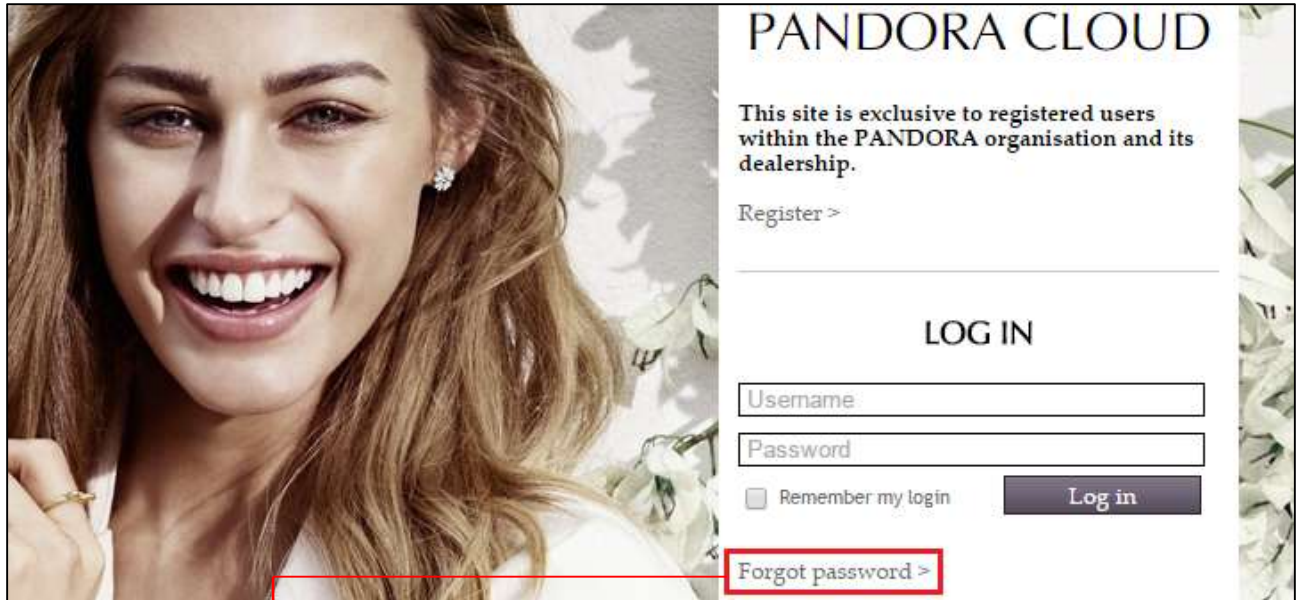The following requirements apply to the choice of password:
- The password cannot be the same as one previously used.
- It should be a minimum of 8 characters.
- It should include minimum one small letter.
- It should include minimum one capital letter.
- It should include minimum one number, [0-9].
- Find the special characters that are allowed in passwords here: https://kb.wisc.edu/page.php?id=4073

2.2 FORGOTTEN PASSWORD

PANDORA CLOUD

This site is exclusive to registered users within the PANDORA organisation and its dealership.

Register >

LOG IN

Username

Password

☐ Remember my login

Log in

Forgot password >

If you have forgotten your password, you can click on the **Forgot password >** link.

The following box appears, in which you can reset your password by typing your e-mail in the text line and click **Reset password**.

FORGOT PASSWORD? ☒

To reset your password, please enter your email below.
Email: [_____]

Reset password   Cancel

By clicking on:
Pandora Cloud – you are directed to the front page of the Cloud, where you can log-in or sign up.

Change password – you are directed into the **LOG IN** page.

Contact Page – you are taken to the web page of contact information to customer service. You can find information for each market by selecting the respective language of the market requested in the top of the page.

From: Pandora Cloud [mailto:noreply@pandora.net]
Sent: 21. oktober 2014 09:23
To: Pandora Cloud User
Subject: Pandora Cloud New Password

Dear Pandora Cloud User,

A request to reset the password for your account has been made at Pandora Cloud
You may now log in to change password site using the following username and password:

Login: user@pandora.net
Password: cM7dr=Q%6V4$k0N

After logging in, you will be redirected to a page where you can change your password.

This email was generated automatically, please do not respond to this email.
If you need help please visit our Contact Page.

-- EUROPEAN Pandora Cloud team

2.3 UPDATE PROFILE

MY ACCOUNT - TESTADMIN PANDORA (TESTADMIN@PANDORA.DEMO)

Change my PASSWORD | Update my PROFILE

To update your profile, click on **PROFILE** under **My Account**.

Upon making any changes, you have to click **Save changes**. Clicking **Reset** will reset any changes made during this session.

INFO:
You can update the **General information, Contact method** and **Store / Account information** linked to your profile.

MY ACCOUNT - UPDATE YOUR PROFILE

TESTADMIN PANDORA (TESTADMIN@PANDORA.DEMO)

General information

First name	testadmin
Last name	pandora
Business phone	12345678
Mobile phone	

Contact methods

Email	☑
Bulk email	☐
Phone	☐

Store / Account information

Main office	

Save changes   Reset

3. FOOTER LINKS

CONTACT	TERMS AND CONDITIONS	HELP / USER GUIDE	POD	PANDORA WEBSITE | PANDORA MAGAZINE

After being logged in to Cloud you find various links in the footer of every page. In particular, you can find information regarding **CONTACT, TERMS AND CONDITIONS, HELP / USER GUIDE, POD, PANDORA WEBSITE**, and **PANDORA MAGAZINE.**

3.1 CONTACT INFORMATION

CONTACT	TERMS AND CONDITIONS	HELP / USER GUIDE	POD

By clicking on **CONTACT** the information for customer service appears

CONTACT INFORMATION

PANDORA Jewellery UK Ltd.

33 George Street,
London, W1U 3BH

OPENING HOURS:
MON - FRI: 9:00 - 17:30
SAT: *CLOSED*
SUN: *CLOSED*

TEL: + 44 (0) 844 8731 441

E-Mail: INFO-UK@PANDORA.NET

By clicking on the e-mail link, a new message is generated from Outlook which appears in a new window on the screen.

3.2 TERMS AND CONDITIONS

TERMS AND CONDITIONS

TERMS AND CONDITIONS FOR THE SALE OF GOODS
The Buyer's attention is in particular drawn to the provisions of condition 13.

INTERPRETATION

In these Conditions the following definitions apply:

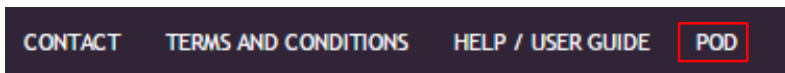| Buyer:	the person, firm or company who purchases the Products from the Company.
Company:	PANDORA Jewellery UK Limited (Company number 06654012) whose Registered Office is at 33 George Street, London, W1U 3BH.
Conditions:	the terms and conditions set out in this document as amended from time to time in accordance with condition 2.3.

PANDORA's terms and conditions for the sale of goods can be found in local language under the header **TERMS AND CONDITIONS**

3.3 HELP / USER GUIDE

CONTACT   TERMS AND CONDITIONS   HELP / USER GUIDE   POD
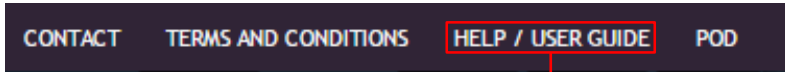
By clicking on **HELP / USER GUIDE** a new window opens, where you will find the latest updated user guide including a FAQ on the last page. If the user guide is outdated or if you have any requests or questions, please contact your customer service.

3.4 POD

CONTACT   TERMS AND CONDITIONS   HELP / USER GUIDE   POD

WELCOME TO THE POD - PANDORA ON DEMAND E-LEARNING

LOGIN

USER NAME

PASSWORD

LOG IN

FORGOTTEN YOUR PASSWORD? CLICK HERE

The **POD** provides users access to PANDORA's training material and information related to new campaigns, launches and previous, current and upcoming collections. A login is require to enter the **POD**.
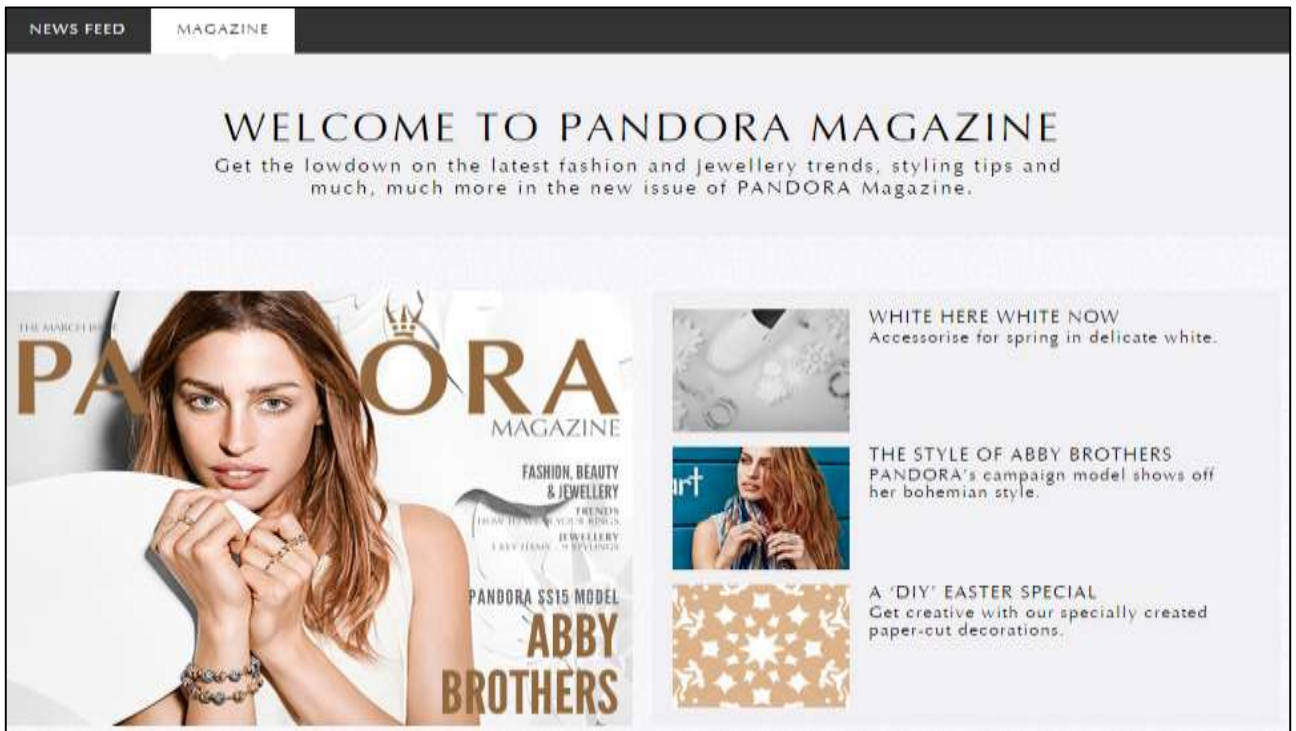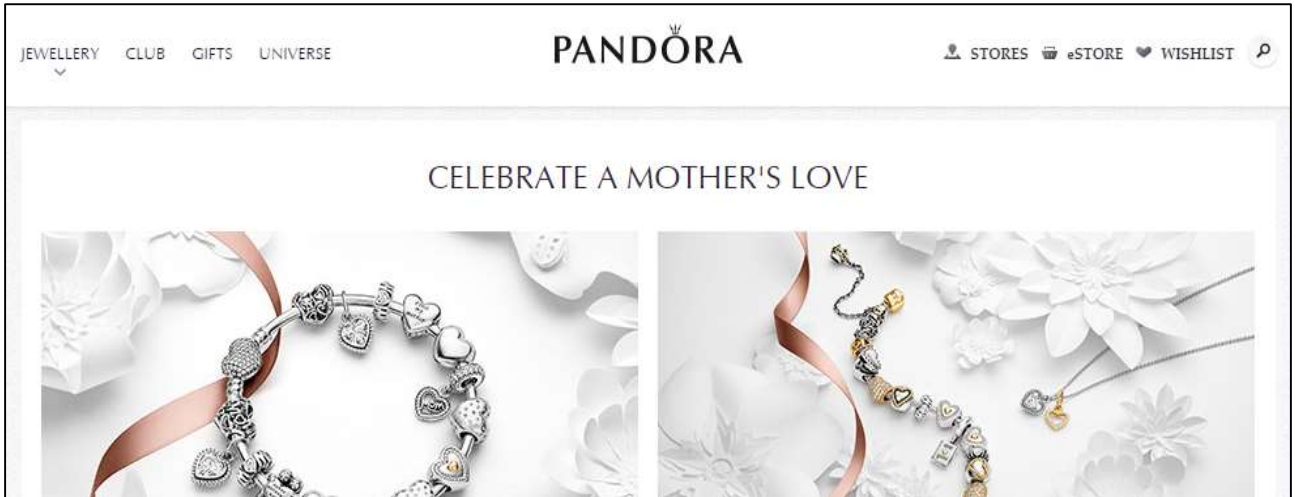
For questions regarding the **POD**, please contact customer service.
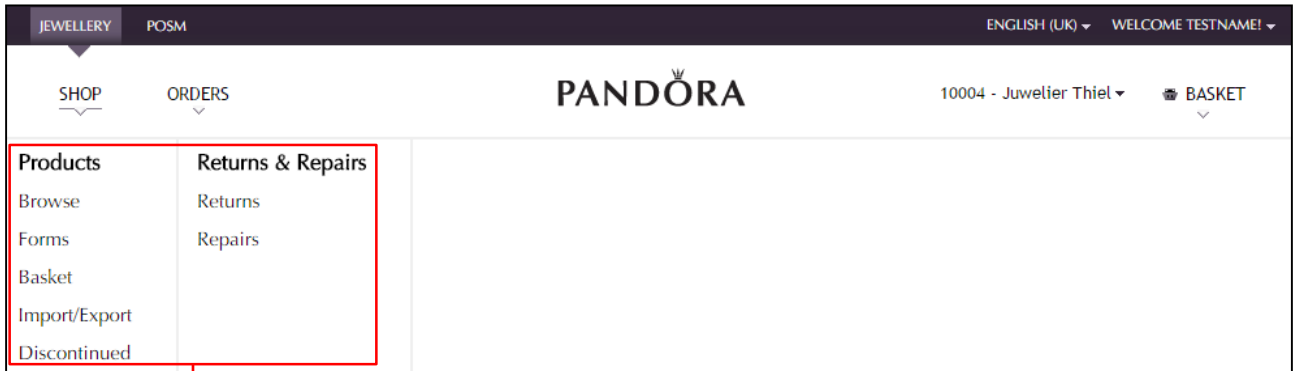
3.5 PANDORA WEBSITE / PANDORA MAGAZINE

PANDORA WEBSITE | PANDORA MAGAZINE

Go directly to PANDORA website or magazine by clicking on the respective links on the bottom right corner.

4. SHOP

After logging in, you enter **SHOP** where you have five functionalities under the sub-header **Products**; **Browse, Forms, Basket, Import/Export,** and **Discontinued**. Below the sub-header **Returns & Repairs** are **Returns** and **Repairs.**
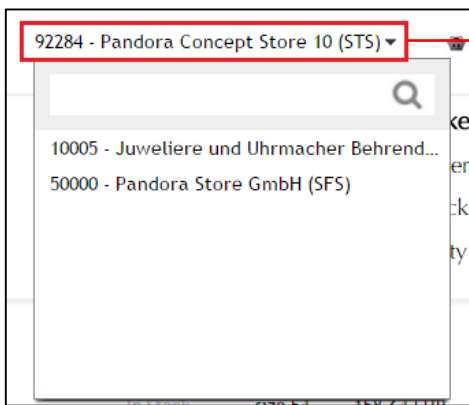
4.1 PRODUCTS – BROWSE

Clicking on **Browse,** to start browsing around the product catalogue. It is recommended to browse around if you do not know exactly what you are looking for.
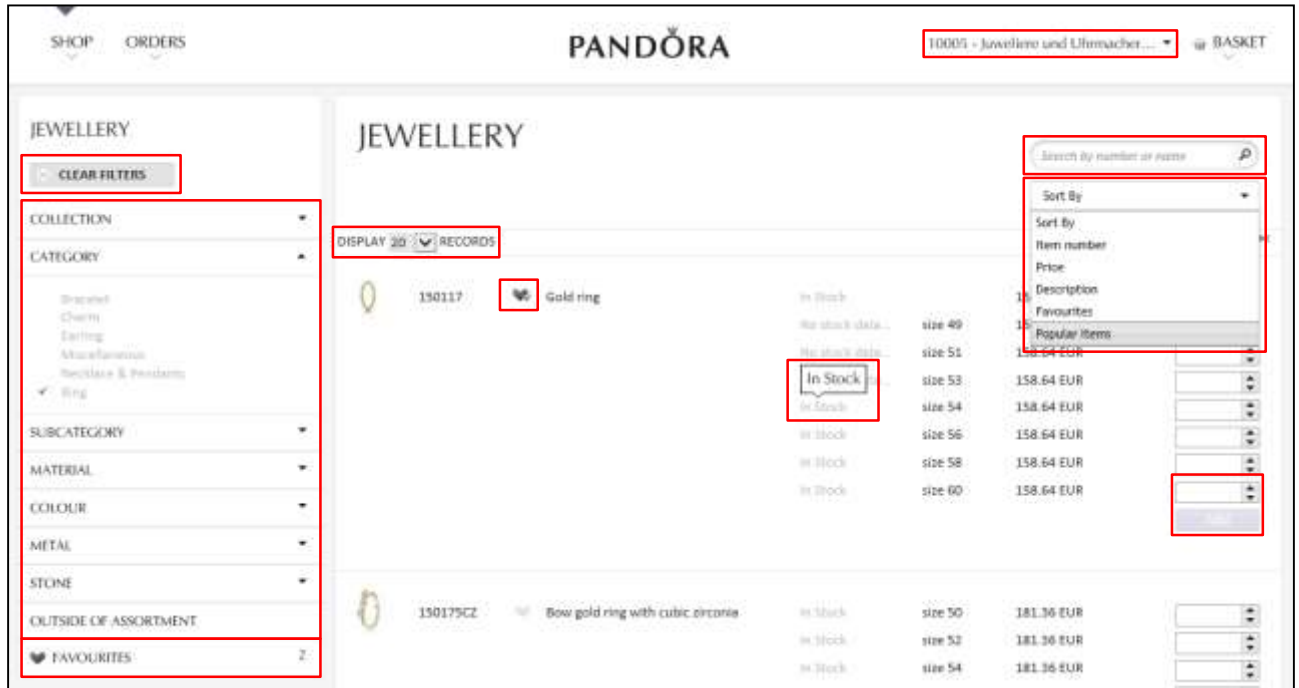
The highlighted sections are information about different functionalities that can facilitate your online shopping experience.

4.1.1 SELECT STORE

In the upper right corner of the browse page, you can select a store and/or see which store you are currently shopping for. If you click on the store name, drop-down appears (see below), which shows all the stores you can select among. You can subsequently click on the store you wish to shop for from the list.

INFO:
Note that you will only have access to the customers which have been registered to your user account in Cloud.

4.1.2 CLEAR FILTERS

JEWELLERY

⊠ CLEAR FILTERS

COLLECTION ▾

CATEGORY ▴

At the top of the filter section, you are able to clear all filters selected in case you, for example, want to start all over. The bottom appears as soon as filters have been selected from the drop down options.

4.1.3 DISPLAY

DISPLAY 20 ▾ RECORDS   ◁◁ ◁ **1** 2 3 4 5 6 … 25 ▷ ▷▷

20
50
100   0157GP   ♡   Silver earring, grey freshwater cultured pearl   Out of Stock   One size   15.05 GBP   [ ] ▲▼

Add

Under **DISPLAY RECORDS**, choose how many items to be displayed per page; that is, 20, 50 or 100 items per page.

The numbers of pages matching your search are shown to the right of the display records. You can click on the arrows to go back and forward between the pages. The inner arrows take you one page forward or back at a time, whereas the outer arrows take you to the first or last page.

4.1.4 SEARCH BY NUMBER OR NAME

Search by number or name 🔍

In the upper right corner is the dynamic search field, in which an item number can be entered in for faster search of any specific item in the assortment. As soon as you start typing, item lines matching the text will appear.

4.1.5 SORT BY

Sort By ▾

Sort By
Item number
Price
Description
Favourites
Popular Items
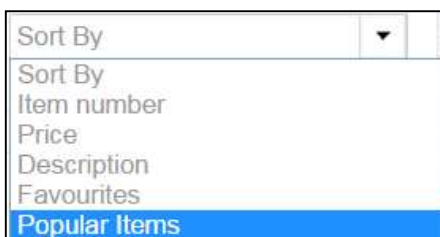
Below the search field, is the opportunity to sort by item number, price, description, favourites, and popular items. By clicking on the drop-down menu **Sort By,** you can sort on these options.

4.1.6 FAVOURITES

Click on the heart logo, between the item number and description, to add an item to the **FAVOURITES** filter; the logo will subsequently turn dark purple.

You can locate your favourites filter in the bottom of the menu to the left. If you do not want to have an item as favourite any longer, click the logo again.
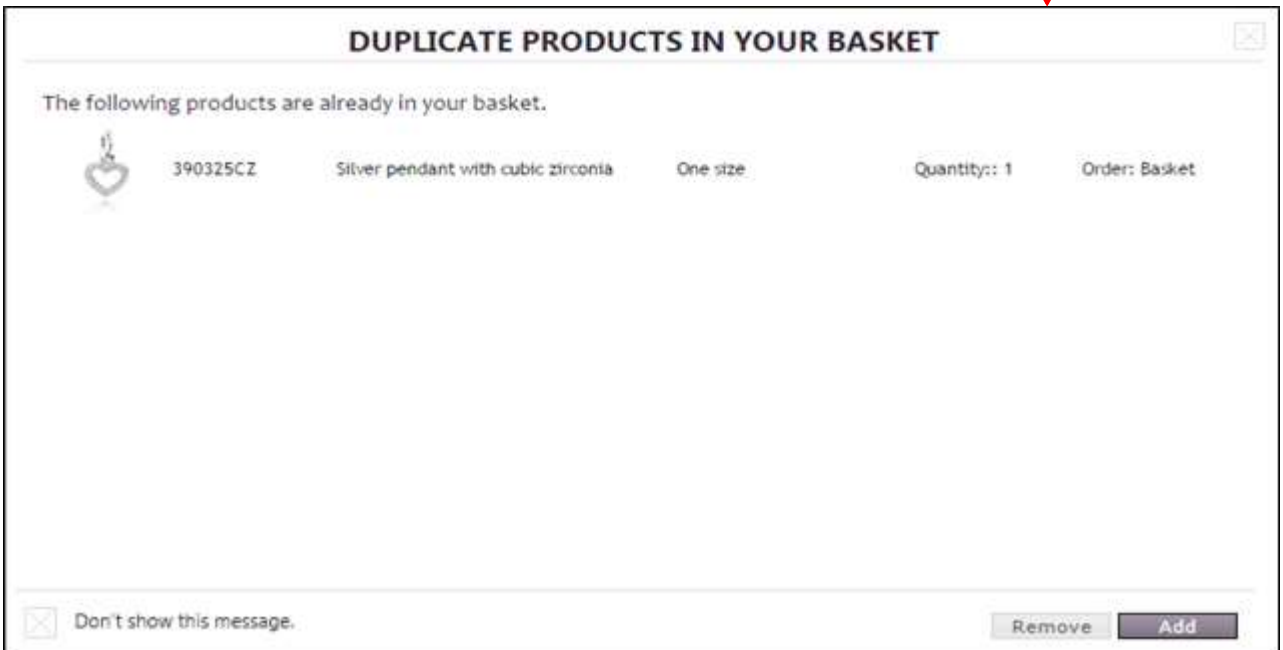
4.1.7 ITEMS DETAILS

In order to see the details about a specific item, click on its picture, and an information window appears called **Item details**. If an item is out of stock, hovering over the stock status to see the anticipated arrival in stock. Zooming in is an option if you hover your mouse over the picture. You can see both **Price** for wholesale price and **RRP** for recommended retail price.

4.1.8 ITEM LINE INFORMATION

	290449	♥	Compose silver hook	In Stock	One size	8.70 GBP	2 ▲▼ Add

On each item line in the browsing overview, you can see different information about the particular items. From the left, you can see a picture of the item, the item number, the heart logo (marked as a favourite or not), item description, stock information, size, price in local currency, and lastly, a field to enter the quantity of the item that can be added to the basket.

You can enter in the quantity in the field or use the up and down arrows to increase or decrease the quantity. When the quantity of an item is above 0, the **Add** button turns purple and becomes clickable.

DUPLICATE PRODUCTS IN YOUR BASKET

The following products are already in your basket.

	390325CZ	Silver pendant with cubic zirconia	One size	Quantity:: 1	Order: Basket

Don't show this message.   Remove   Add

If an item is already in the basket, the above window appears to notify of duplicate products in your basket. You can subsequently click **Add** or **Remove.** You can turn off warning with a check box in the bottom **'Don't show this message again'**. Once the box is checked, notification would not be shown for the current session.

INFO:
Note that some item has a min and/or max quantity set in AX which is reflected in the Cloud. This means that for these items Cloud will automatically round up or down to match the quantity set in AX.

By adding items to the basket, you can see the updated total quantity and price underneath the grey box **VIEW BASKET / CHECKOUT** as shown here.

If an item has the stock status **Out of Stock**, you can hover over the status to see information about when the item is anticipated to be in stock again.

4.1.9 FILTERS


On the left side of the browsing area are different filters**,** which can be used to sort for specific items, material, metals, and so forth. This area consists of the following filters: **COLLECTION, CATEGORY, SUBCATEGORY, MATERIAL, COLOR, METAL, STONE, OUTSIDE OF ASSORTMENT** and **FAVOURITES**. All of the filters have sub-filters as exemplified below for **CATEGORY**.

You can select filters by clicking on the names and unselect filters by clicking on them again. If a filter is selected, it will be marked with a check (✓) on the left side of the name. Notice that you can select as many filters as you want to.

4.2 PRODUCTS - FORMS
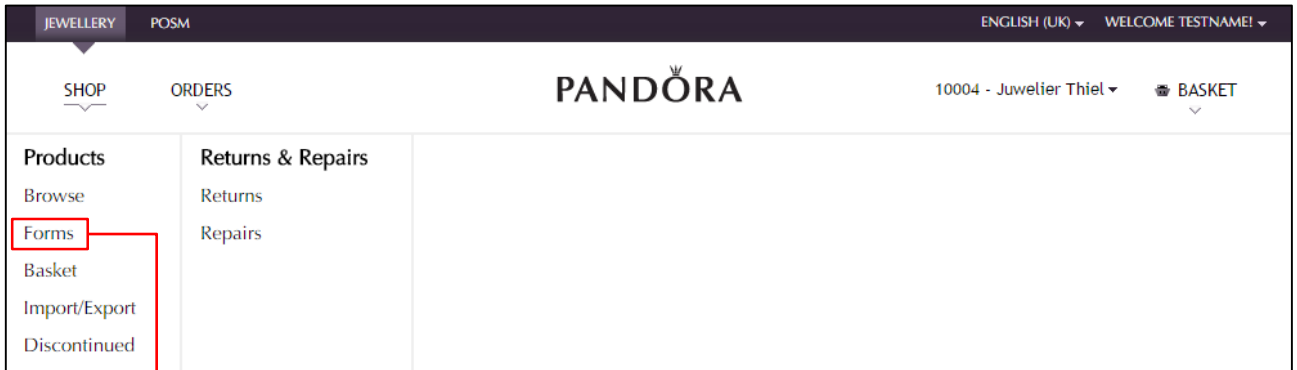
The second functionality in SHOP is **Forms**, where you can browse through pre-packaged POSMs and releases, such as starter kits or new releases dedicated to the particular store you are shopping for.

4.2.1 ORDER FORMS
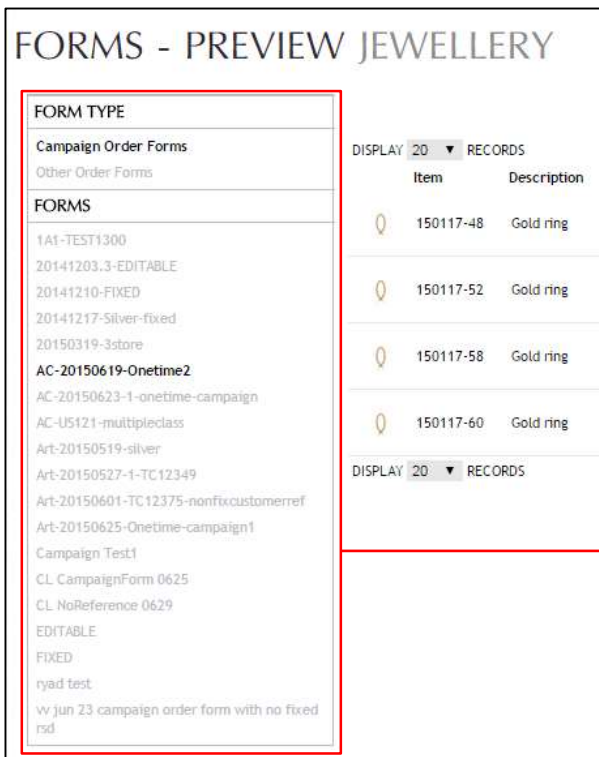
On the left side of the screen, you find an example of a column showing different order **Forms** to select from. Order forms are pre-packed order suggestions dedicated to the particular user and will typically be related to new campaigns, non-campaigns or general order suggestions.

FORMS - PREVIEW JEWELLERY

FORM TYPE

Campaign Order Forms

Other Order Forms

FORMS

1A1-TEST1300

20141203.3-EDITABLE

20141210-FIXED

20141217-Silver-fixed

20150319-3store

AC-20150619-Onetime2

AC-20150623-1-onetime-campaign

AC-US121-multipleclass

Art-20150519-silver

Art-20150527-1-TC12349

Art-20150601-TC12375-nonfixcustomerref

Art-20150625-Onetime-campaign1

Campaign Test1

CL CampaignForm 0625

CL NoReference 0629

EDITABLE

FIXED

ryad test

vv jun 23 campaign order form with no fixed rsd

GO TO ORDER

DISPLAY 20 ▼ RECORDS

	Item	Description	Size	Rec. Qty.	Min. Qty.	Max Qty
◊	150117-48	Gold ring	size 48	1	0	99999
◊	150117-52	Gold ring	size 52	1	0	99999
◊	150117-58	Gold ring	size 58	1	0	99999
◊	150117-60	Gold ring	size 60	1	0	99999

DISPLAY 20 ▼ RECORDS

It is possible to select the type of order form, under the header **FORM TYPE**.

By clicking on an order form, after selecting the form type, the product content will appear in the main area (demonstrated above). On each item line, you can see a picture of the item, the item number, description, size, recommended quantity, minimum quantity to order, and maximum quantity that can be ordered.

To place an order using order forms, click on the **GO TO ORDER** button on the upper right corner.

4.2.2 MULTIPLE ACCOUNTS AND ORDER FORMS

This page allows you to order for multiple accounts using multiple order forms. When there are no filters applied, you will see the following screenshot.

You will notice that the **Import** button is an option to click. If you click on **Import**, you can upload a list of accounts that you would like to use.

On the **Multiple Accounts Selected** drop-down box, you can select the stores that you would like to order for

If you select accounts and order forms from the drop-down menu, the Import button will change into an **Export** button.

Next, you can select which order forms you would like to use by selecting them in the **Multiple Forms Selected** drop-down box.

FORMS - BROWSE JEWELLERY

| Multiple Accounts Selected ▾ | Multiple Forms Selected ▾ | Clear Filters | Apply Filters |
| | | Preview Forms | Import |

DISPLAY 20 ▾ RECORDS

| ▾ 10004 - Juwelier Thiel	20141203.3-EDITABLE ▾	+ Add Order X		12	1,130.92 EUR
250402 Gold hoop earring	Out of Stock size 01 76.82 EUR	10 10	10 ▴▾	768.20 EUR	768.20 EUR
250432 Gold earring	In Stock One size 181.36 EUR	2 2	2 ▴▾	362.72 EUR	362.72 EUR
▸ 10005 - Juweliere und Uhrmacher Behrendt Gbr	Campaign Test1 ▾	+ Add Order X		9	2,223.17 EUR
▸ 10006 - Juwelier Heming	CL NonCampaign 0625 ▾	+ Add Order X		3	0.00

DISPLAY 20 ▾ RECORDS

TOTAL	
24	3,354.09 EUR

| What is next? | Cancel | Next Step |

Once you have all the desired accounts selected and the multiple order forms selected, click **Apply Filters** button to apply the changes (see below).

| Clear Filters | Apply Filters |
| Preview Forms | Import |
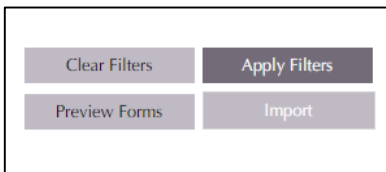
Clear Filters: This button empties out your basket. A pop-up notification will alert you and ask for confirmation.
Apply Filters: This button applies the filters that you had selected from the drop-down boxes.
Preview Forms: This button brings you back to the previous page, where you can view different form types and the details in each form.
Import/Export: This button will allow you to export an Excel/CSV file for the selected multiple accounts and multiple orders.
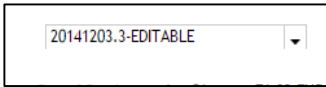
DISPLAY 20 ▾ RECORDS
▾ 10004 - Juwelier Thiel

This shows the specific account. To get more details about the items in this account and order form, click on the arrow on the left side to expand the view.

| 20141203.3-EDITABLE | ▾ |

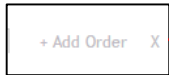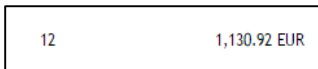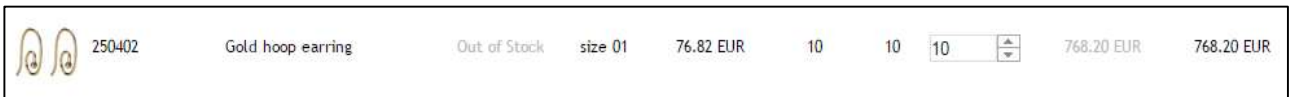This drop-down box shows the order forms that were selected from the **Multiple Forms Selected** drop-down box <u>AND</u> relevant for this specific account. You can select which order form you would like to use for this specific account.

| + Add Order | X |

Here, if you want to add another order form for this specific account, you can click on the **+Add Order** link. A new line will be created for this specific account and you can select a new order form from the drop-down box.
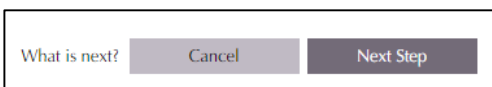
| 12 | 1,130.92 EUR |

This quantity indicates the total number of items for this specific account and the amount indicates the total price of all the items for this specific account, in the respective currency.

| 250402 | Gold hoop earring | Out of Stock | size 01 | 76.82 EUR | 10 | 10 | 10 | ▲▼ | 768.20 EUR | 768.20 EUR |

In this expanded view, you can get more details on the order form. It shows a picture of the item, the item number, a description of the item, stock, size, price, minimum order quantity, maximum order quantity, the recommended quantity which you can edit within the min/max range, cost of unit price * quantity, and total cost of the order line.

| TOTAL | |
| 24 | 3,354.09 EUR |

At the bottom left corner is where you will find the summary of your complete order. This includes the total quantity of items across all the accounts and the total price across all the accounts.

| What is next? | Cancel | Next Step |

Clicking the **Cancel** button will prompt an alert that you are about to empty your basket. The **Next Step** button brings you to the next section of the check-out process (see section 4.3.3 FORMS – CHECKOUT).

4.2.3 MULTI-STORE ORDERING - IMPORT

Under FORMS - BROWSE, it is possible to import an Excel file that allows you to order for multiple accounts at once. Again, to use the Import function, all filters must be cleared (see section 4.2.2a). Once the filters are cleared, then the Import button becomes functional and allows you to browse for the file to upload. Below is an example of how the Excel file should be formatted.

Please keep in mind the columns in which the information (item number, quantity, etc.) must be placed in. Yellow cells denotes mandatory fields while green cells denotes optional fields. Once you have filled out your Excel file, an example of how it should look like can be seen below.

If everything you have entered into the Excel file is correct, then B2B Cloud will populate, as shown below.

However, if the uploaded file is in the incorrect format, then B2B Cloud will return an Excel file named InvalidFile.xlsx.


Open the file to see the errors in the Excel file.

To learn what the highlighted cells indicate, you can click on the **Legends** tab on the InvalidFile.xlsx to learn what each color means.

| Legend |
| --- |
| Invalid Account |
| Invalid SKU |
| SKU not in store's assortment |
| Invalid Requested Shipping Date |
| Requested Shipping Date Not Allowed |
| Customer Reference Mandatory |
| Invalid Sales Pool |
| Sales Pool not editable |
| Invalid Quantity |
| Invalid Line Header |

INFO:
Date must be in the format DD/MM/YYYY.

In this case, there are several SKU that are not in the store's assortment. In addition, the requested shipping date is not allowed and the sales pool is not editable. Make the respective corrections to continue using the import function.

4.3 PRODUCTS – BASKET
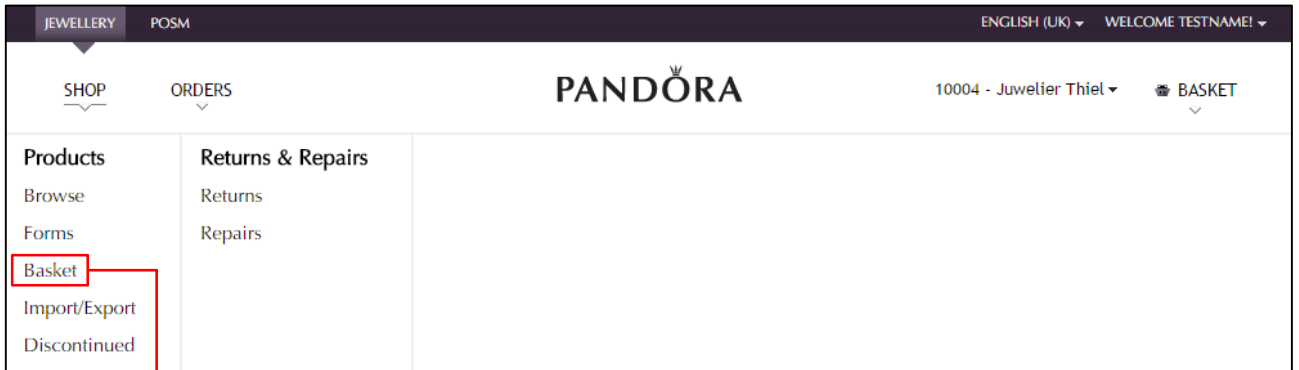
In the **Basket**, you can find the items added to your order from the browsing overview. You have the opportunity to review the items selected or edit any existing items. To view your basket, click on **Basket** under the SHOP menu or on **BASKET** in the upper right corner of the browse view, where you can click on the basket content or go directly to **Check Out**. If you wish to empty the basket, click **Empty basket**.
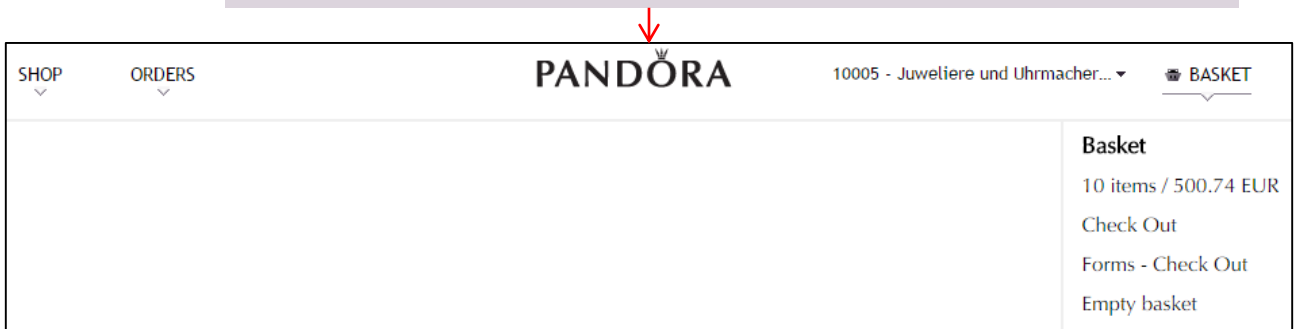
4.3.1 CHECK OUT – STEP 1 (NON-FORMS)

As per the window on next page is an example of a basket, where you can find details about your order. Displayed is the image of the items, item number, the favorite icon, item description, stock status, price per unit, size, quantity, cost of unit price * quantity, and total cost of the order line. In addition, you can delete an order line by clicking the X next to the total price. Note that total price excludes order fee.

At this step, you are able to change the basket content, e.g. quantities or by deleting items.

As with the browsing site, you can see more details about the individual items by clicking on the picture.

At the top right corner, you can use the Sort By drop-down menu to sort the items in your basket

CHECKOUT - STEP 1 JEWELLERY
10006POS - JUWELIER HEMING

SEARCH / ENTER ITEM NO.: 791302

Sort By ▾

○	150117	Gold ring	In Stock	158.64 EUR	size 50	1 ↕	158.64 EUR	✕	
			In Stock	158.64 EUR	size 56	1 ↕	158.64 EUR	✕	
			In Stock	158.64 EUR	size 60	3 ↕	475.91 EUR	✕	793.18 EUR
⬯	590713	Silver bangle bracelet	In Stock	26.82 EUR	19 cm	2 ↕	53.64 EUR	✕	53.64 EUR
🐟	7911087PP	Fish silver charm with blue treated topaz	In Stock	22.27 EUR	One size	1 ↕	22.27 EUR	✕	22.27 EUR
🐻	791124EN41	Teddy beer silver charm with blue enamel bow	In Stock	17.73 EUR	One size	1 ↕	17.73 EUR	✕	17.73 EUR
🗼	791302	Eiffel tower silver dangle with 14k	In Stock	31.36 EUR	One size	1 ↕	31.36 EUR	✕	31.36 EUR

BASKET COMPOSITION

	Quantity	Value
Ring	50%	86.39%
Bracelet	20%	5.84%
Charm	30%	7.77%

*Total might not add up to 100% due to rounding

TOTAL

Items	10	918.18 EUR

[Empty basket] [Export basket]   Items may not be available at this time.
Total price excludes order fee.

What is next? [Continue shopping] [Next step]

If you want to export the order lines in the basket, click **Export basket**.

If you want to delete the order lines completely, click **Empty basket** to reset.

Clicking on Continue shopping directs you back to the browsing area while your existing item contents are saved in the basket. Clicking on Next step button brings you to STEP 2 and the window showed in the next section appears (section 4.3.2 CHECKOUT - STEP 2).

At the bottom left corner, you can see the basket composition of the jewelry categories, in terms of quantity and value percentages. This information changes automatically as modifications are made to the basket contents.

TOTAL

Items	1	158.64 EUR
Line discount >	Various	44.21 EUR
Your price		114.43 EUR

At the bottom right corner, the **Total** section includes total price and **Line discount** (if discount is applicable for the customer account).

By clicking on the **Line discount**, there is discount summary by item line consisting of discount percentage and subtotal.

DISCOUNT SUMMARY

	SKU	Wholesale Price	Size	Qty	Line Price	Discount	Discount Amount	Discount subtotal	Subtotal
	150117	45.00 EUR	Size 50	2	90.00 EUR	3%	1.35 EUR	2.70 EUR	87.30 EUR
	150140	45.00 EUR	Size 50	2	90.00 EUR	3%	1.35 EUR	2.70 EUR	87.30 EUR
	150163D	45.00 EUR	Size 50	2	90.00 EUR	3%	1.35 EUR	2.70 EUR	87.30 EUR
	190121BTP	45.00 EUR	Size 50	2	90.00 EUR	3%	1.35 EUR	2.70 EUR	87.30 EUR
	190122CZ	45.00 EUR	Size 50	2	90.00 EUR	3%	1.35 EUR	2.70 EUR	87.30 EUR
					Total Price 450.00 EUR			Total Discount 13.50 EUR	Final Price 436.50 EUR

OK

SEARCH / ENTER ITEM NO.s

CHECKOUT - STEP 1 JEWELLERY

10006 - JUWELIER HEMING

SEARCH / ENTER ITEM NO.: Search by number or name

Sort By

This function provides the possibility of searching for a specific item by item number in the browsing overview, and thereby being able to add items to your basket while you are in CHECKOUT – STEP 1. In order to search for an item, type in least 5 digits, then a drop-down menu appears where you can select an item number matching your search. By clicking on an item number in the drop-down menu, the Item details appears in a new window, and you can select the Quantity and Add the item to your basket.

SCAN / ENTER BARCODE

CHECKOUT - STEP 1 JEWELLERY
10006 - JUWELIER HEMING

SEARCH / ENTER ITEM NO.: Search by number or name

In addition, the barcode scan functionality can be enabled by clicking on the barcode icon. When a red line is marked around the icon and the text shows **SCAN/ENTER BARCODE**, you can start adding items directly to the basket by scanning item barcodes.

4.3.2 CHECK OUT – STEP 2 (NON-FORMS)

CHECKOUT - STEP 2 JEWELLERY
10006 - Juwelier Heming

DISPLAY 20 ▼ RECORDS

|◄ ◄ 1 ► ►|

	150117	♥	Gold ring	In Stock	158.64 EUR	Size 50	1	158.64 EUR	
				In Stock	158.64 EUR	Size 56	1	158.64 EUR	
				Out of Stock	158.64 EUR	Size 60	3	475.92 EUR	793.20 EUR
	590713	♡	Silver bangle bracelet	In Stock	26.82 EUR	19 cm	2	53.64 EUR	53.64 EUR
	791108TPP	♡	Fish silver charm with blue treated topaz	In Stock	22.27 EUR	One size	1	22.27 EUR	22.27 EUR
	791124EN41	♡	Teddy bear silver charm with blue enamel bow	In Stock	17.73 EUR	One size	1	17.73 EUR	17.73 EUR
	791302	♡	Eiffel tower silver dangle with 14k	Out of Stock	31.36 EUR	One size	1	31.36 EUR	31.36 EUR

DISPLAY 20 ▼ RECORDS

|◄ ◄ 1 ► ►|

PAYMENT	DELIVERY TYPE	INVOICE ADDRESS	TOTAL		
✓ 8 days net	✓ Standard	✓ Schüppenstrasse 11-13 Coesfeld DE 48653	Items	10	918.20 EUR

REQUESTED SHIPPING DATE	REFERENCE	POOL	☐ I agree with the terms and conditions of PANDORA Cloud
31/12/2015	Enter Customer Reference...	Select Pool ▼	

What is next?   Previous step   Place order

In **CHECKOUT - STEP 2**, the order is shown again; however, it cannot be modified. In order to make any changes, you have to click on the **Previous step** button in the lower right corner.

Below the order lines, you can see information about **PAYMENT**, **DELIVERY TYPE**, **INVOICE ADDRESS**, **REQUESTED SHIPPING DATE**, **REFERENCE**, **POOL** and **TOTAL** (quantity and cost) for the entire order.

The reference field can be used for the user's own documentation of the specific order. Comments made here will follow the order as it is placed and generated under **ORDERS**; i.e. first under **Invoiced Orders** and then **Open Orders** (see section 5.1 HISTORY – INVOICED ORDERS and 5.2 HISTORY – OPEN ORDERS).

The **INVOICE ADDRESS** in this view reflects the invoice address; however, the order will be delivered to the delivery address registered in AX.

To finalize the order, check the terms and conditions checkbox to acknowledge your agreement and then click the **Place order** button. If the order is successfully submitted, a pop-up box appears stating the order has been put up for approval.

4.3.3 FORMS - CHECKOUT

After browsing under FORMS – BROWSE and you are ready to place your orders (after section 4.2.2 MULTIPLE ACCOUNTS AND ORDER FORMS), your next step is the FORMS – CHECKOUT page (see below). Please note, modifications cannot be made at this point. If you wish to edit your order, click on the **Previous Step** button to go back to the previous page.

On the FORMS – CHECKOUT page, you will see the accounts that you are ordering for. You will also see the headers **RSD** (Requested Shipping Date), **POOL**, and **Send for approval**. If the order that you are placing requires approval, you can check the checkbox corresponding to the account.

Next, if you wish to see more information about each account, you can click on the ▶ arrow to expand details. Now, you can see information about **INVOICE ADDRESS**, **PAYMENT**, **DELIVERY TYPE**, **CUSTOMER REFERENCE**, and **TOTAL** (quantity and cost) for the entire order.

The customer reference field can be used for the user's own documentation of the specific order. Comments made here will follow the order as it is placed and generated under **ORDERS**; i.e. first under **Invoiced Orders** and then **Open Orders** (see section 5.1 HISTORY – INVOICED ORDERS and 5.2 HISTORY – OPEN ORDERS).

The **INVOICE ADDRESS** in this view reflects the invoice address; however, the order will be delivered to the delivery address registered in AX. To finalize the order, be sure to check the terms and conditions checkbox, if not, you will get a notification prompt to check it. Once ready, click the **Place Order(s)** button.

A pop-up will appear, summarizing the accounts, pools and approvals for this multi-account order (see below). Click **Yes** to confirm placing your order. Click **No** to revert back to FORMS – CHECKOUT page.

PLACE ORDER

You are about to place the following orders:

10005 - Juweliere und Uhrmacher Behr...	MANY ITEMS	Placed order
10006 - Juwelier Heming	20141217-multiple classifica...	Sent for approval by store
10009 - Juwelier Max Schreiner	Long form not fixed	Placed order

Are you sure you want to place these orders? No Yes

If the order is successfully submitted, you will be directed to FORMS – ORDER REVIEW, which summarizes your order. Please note, on this page, you are only allow to click on the left arrow to expand the details of each account.

FORMS - ORDER REVIEW JEWELLERY

DISPLAY 20 ▼ RECORDS

		RSD	POOL	Send for approval	
▶ 10004 - Juwelier Thiel	20141203.3-EDITABLE	15/12/2014	2014 WM		1,130.92 EUR
▶ 10005 - Juweliere und Uhrmacher...	Campaign Test1	20/06/2015	VICTORY	✓	2,223.17 EUR
▶ 10006 - Juwelier Heming	CL NonCampaign 0625	01/06/2015			0.00

DISPLAY 20 ▼ RECORDS

|		
	TOTAL	
	23	3,354.09 EUR

4.4 PRODUCTS – IMPORT/EXPORT
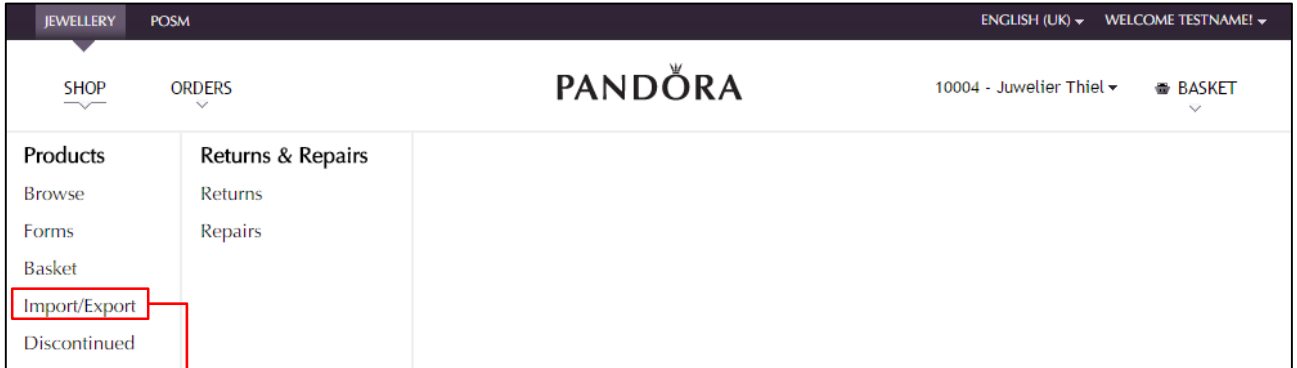
It is possible to export an assortment Excel sheet or upload a pre-made Excel sheet of assortment orders from your own computer.

Make sure to select the store, where you want to import or export orders to.

By clicking on Export Entire Assortment, the following Excel sheet opens, in which you find the pre-determined assortment for the store that was selected. Subsequent, you can update it by adding quantities in column B to the items you want to order and save the document on your computer.
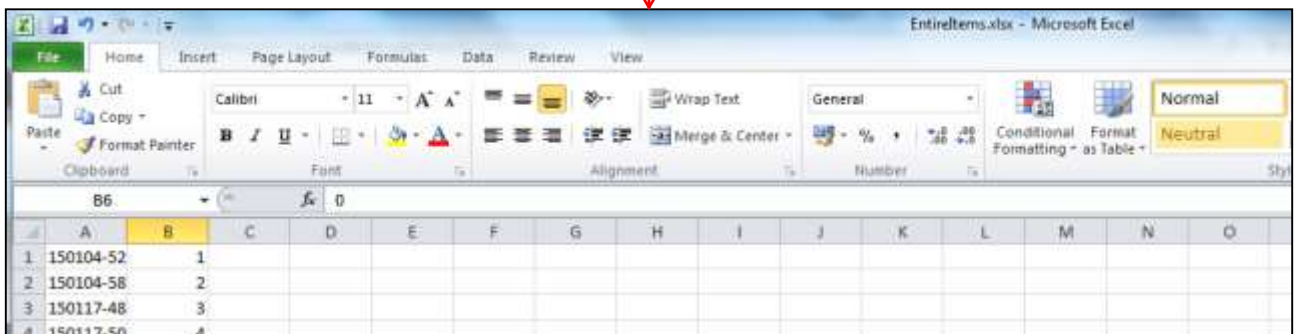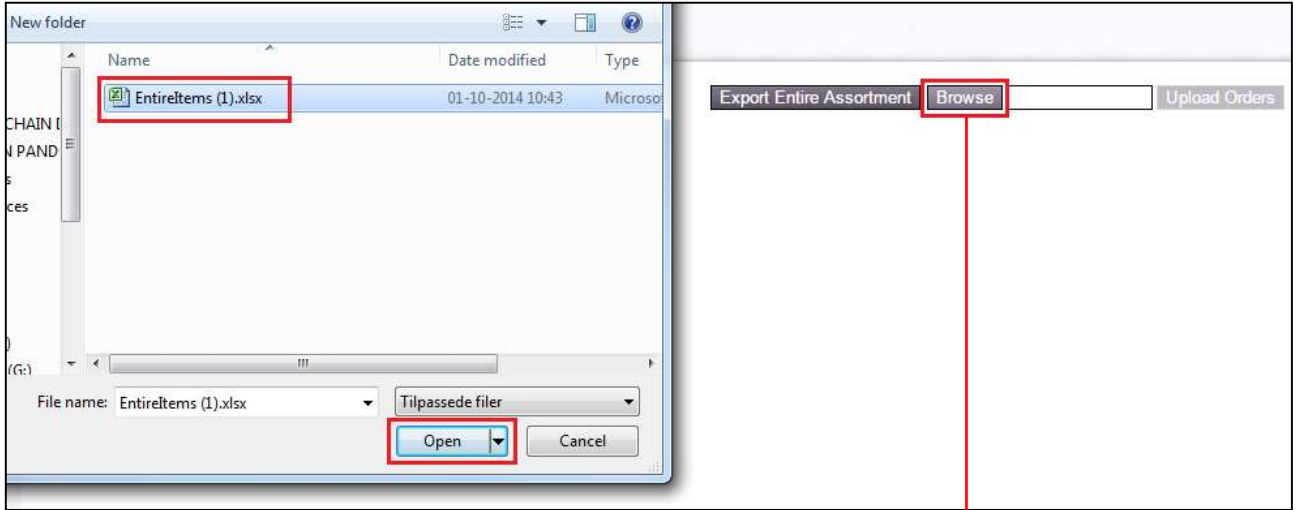
Next, click on **Browse** in Cloud to upload the saved document or search for already filled Excel documents of your assortment, which can be uploaded directly from your computer into Cloud.

After you have selected the file from your computer, click on the **Upload Orders** button.

If the Excel file is valid and successfully uploaded, the following window opens where you can change the order quantities or delete order lines. When you are satisfied with the order items, click on Cancel or Accept to upload the orders to the basket. As demonstrated, the view provides information about duplicated items.
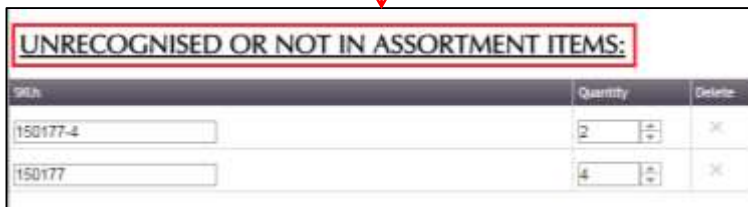
If you click on **Cancel**, nothing happens and you are transferred back to the **Import/Export** function. If you click on **Accept**, you are transferred to CHECKOUT – STEP 1, where you can see all the basket content.

In case the Excel file includes unrecognized items in your assortment, the following information appears. Consequently, you will need to correct the SKU number or delete the item(s) from the list before you can import the data.

4.5 PRODUCTS – DISCONTINUED

The last functionality within **Products** is an overview of the **Discontinued** jewelry. The functionality provides the same filter options as the **Browse** functionality.

You are able to see a picture, item number, item description, and price. In addition, you can search by number or name, as well as, sort the collection by item number, price, and description.

An Account Manager with permission to import items outside of assortment and permission to purchase discontinued items can import outside assortment including all discontinued items. Besides, all users with access to Return/Repair can submit return/repair orders for discontinued items.

4.6 RETURNS & REPAIRS – RETURNS
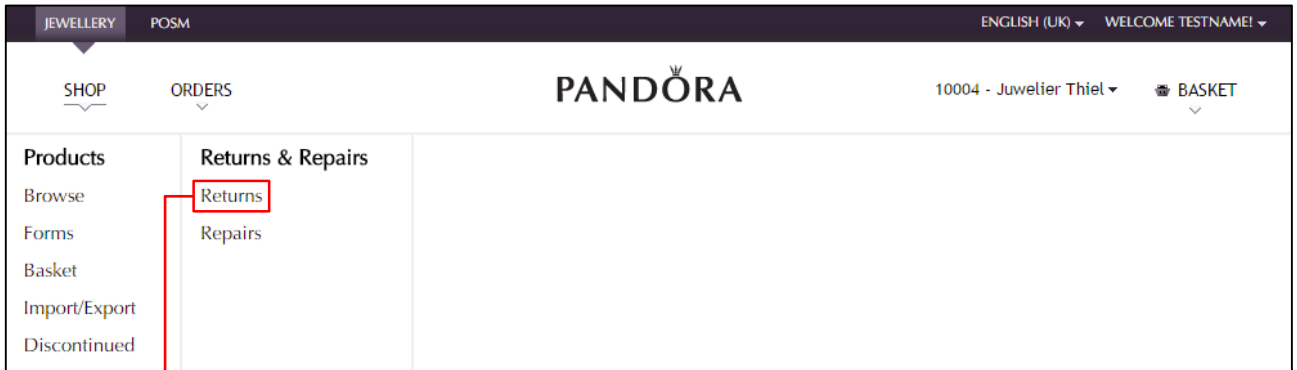
The second header under the shop is **Returns & Repairs**. With the **Returns** functionality, you can submit a return order via Cloud.

4.6.1 ADD ITEMS
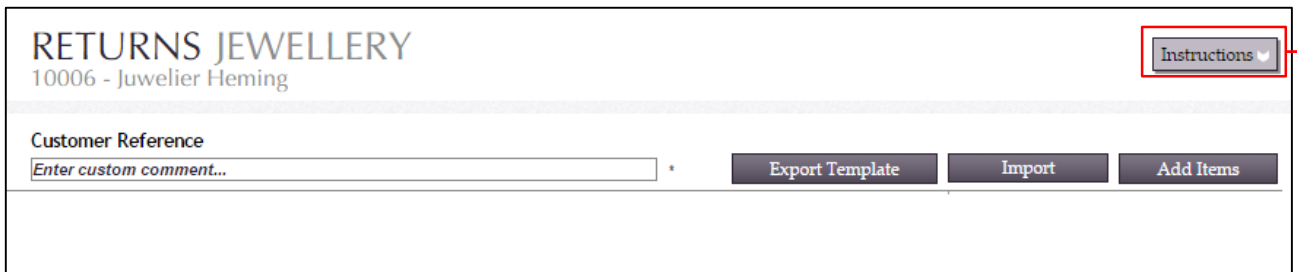
Upon entering into the **Returns** section under Returns & Repairs, you will see the above screenshot.

There is an **Instructions** button that will open up a PDF detailing how to conduct a perfect return and use correct Return Codes. It is highly recommended that you familiarize yourself with these procedures.

RETURNS JEWELLERY
10006 - Juwelier Heming

Customer Reference

Enter custom comment...   *

| Export Template | Import | Add Items |

The Export Template button allows you to download an Excel template, from which you can enter in the items you wish to return. Once you have completed the template, you can upload it back into B2B Cloud by using the Import button.

	A	B	C	D	E	F	G	H	I
1	SKU	QTY	Reason Group	Reason	Proof of Purchase	Customer Name	Phone Number	Bag Number	My Notes
2									
3									

INFO:
SKU number can be scanned using EAN codes in the Excel Template.

RETURNS JEWELLERY
10006 - Juwelier Heming

Instructions ⌄

Customer Reference

Enter custom comment...   *

| Export Template | Import | Add Items |

To create a new return order, start by entering in a custom comment into the **Customer Reference**. This is mandatory as indicated by the *. Next, if you choose to manually add items, clicking on the **Add Items** button in the right side of the window. The pop-up box shown on the next page appears on the screen, where you can enter the necessary information before submitting the order. The information to fill in is written in grey, italic text within the boxes. Note that the boxes marked with stars (*) or (**) are required to be filled in order to make a successful submission.

ADD ITEM TO RETURN ORDER

REQUIRED INFORMATION

Item

Enter Item Number... *

Quantity

1 *

Reason Group

Select Reason Group ▼ *

Reason

Select reason ▼ *

Select reason group to enable reason selection

Proof of Purchase

Purchase date 📅 ** ☐ No proof of purchase

ADDITIONAL INFORMATION
This information is only for your own records and will not be shared with Customer Service.

Customer Name

Enter customer name...

Customer phone number

Enter customer phone number...

Bag Number

Enter bag number...

My notes

Notes:

* Required   ** Pick purchase date or check "No proof of purchase"

Cancel   Add

Click on the drop-down menu **Reason Group** after entering the item number (under **Item**) and **Quantity**. Select a Reason Group to enable the Reason drop-down menu. Here, you can select a more specified reason for the return.

ADD ITEM TO RETURN ORDER

REQUIRED INFORMATION

Item

Enter Item Number... *

Quantity

1 *

Reason Group

Claim PPT ▼ *

Reason

Select reason ▼ *
Select reason
Bent or out of shape
Broken in pieces
Element missing or loose
Malfunction
Other
Peeling off
Surface imperfections
Thread or silicone malfunction
Wrong color or discolored

ADDITIONAL INFORMATION
This information is only for your own records and will not be shared with Customer Service.

Customer Name

Enter customer name...

Customer phone number

Enter customer phone number...

Bag Number

Enter bag number...

My notes

Notes:

Cancel   Add

Depending on the reason group chosen, a list of reasons will appear from the drop-down menu. You can only select one of the options. Similar to the reason group, it is required to select a reason from the options. For clarification about the meaning of the reason groups and reasons, please contact your dedicated Customer Service department.

You can enter a **Bag Number**; for example, you can write a number on the physical box with returned items for your own documentation of the return and enter it to this field in B2B Cloud. It is not required to fill in a bag number.
Moreover, the **Customer Name** and **Customer phone number** can be entered if you want to.
By clicking on the calendar within the box of **Purchase date**, a calendar appears from which a date of purchase is to be selected. If you do not know the date of purchase, the box **No proof of purchase** should be ticked. One of them has to be selected.
Click on **Add** to continue with the return order or **Cancel** if you do not want to take further action on the return order.

4.6.2 SUBMIT RETURN ORDER

ITEMS		TOTAL	
Quantity	35	EUR	12,711.30

Item values displayed are guiding and may vary.
Actual values credited will be shown on the Return Order Approval.

Submit Return Order

To finalize the process, click on the **Submit Return Order** button in the lower right corner of the page. Before submitting a return order, you can click on the new return order line and make modifications if necessary. The order will be saved in this overview until you submit the return order. Thus, it is possible to create return orders, come back later and make modifications, delete existing or create additional return orders whenever it suits the user. The return orders will be saved in this view until submitted.

Upon submission of a return order or various return orders, you can find the **Return Order** under the header **ORDERS** and sub-header **History**. Go to section 5.3 HISTORY – RETURN ORDERS for more information.

A dedicated Customer Service will have to approve the return order. If an order is accurate and approved, it is synced with AX, where after a Return Management Approval (RMA) is generated, is automatically sent to the customer. This process is exactly the same for the current return setup aligned with the Yes Policy. The processes of packaging and shipment of the returned items are likewise the same.

Lastly, it is important to emphasize that item values are guiding and may vary.

4.6.3 DELETE ALL ADDED ITEMS

ITEMS		TOTAL	
Quantity	2	EUR	521.82

Clear Return Order

Item values displayed are guiding and may vary.
Actual values credited will be shown on the Return Order Approval.
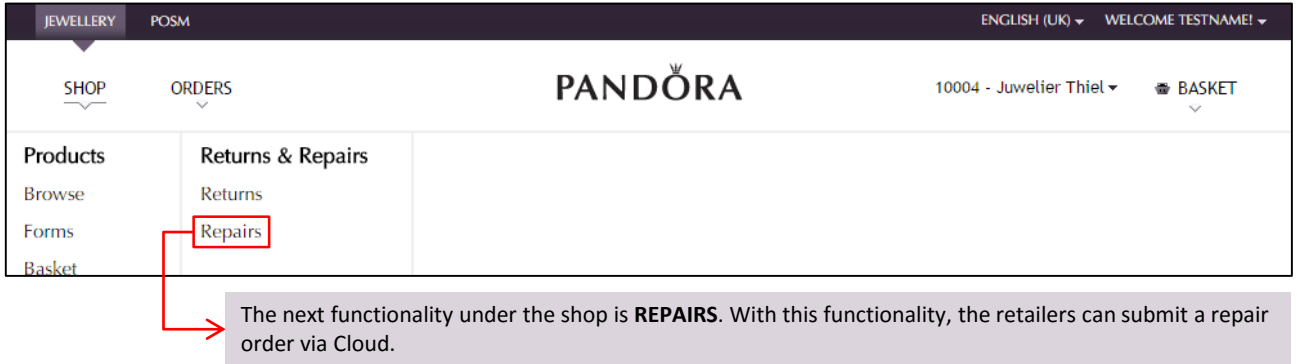
Submit Return Order

If the added items for returns are wrongly entered or you want to remove all the added items from a return order, you can click on the **Clear Return Order** button in the lower left corner of the page. A pop up **CLEAR RETURN ORDER** is displayed. If you click on Yes, all items from the return order will be removed.

CLEAR RETURN ORDER
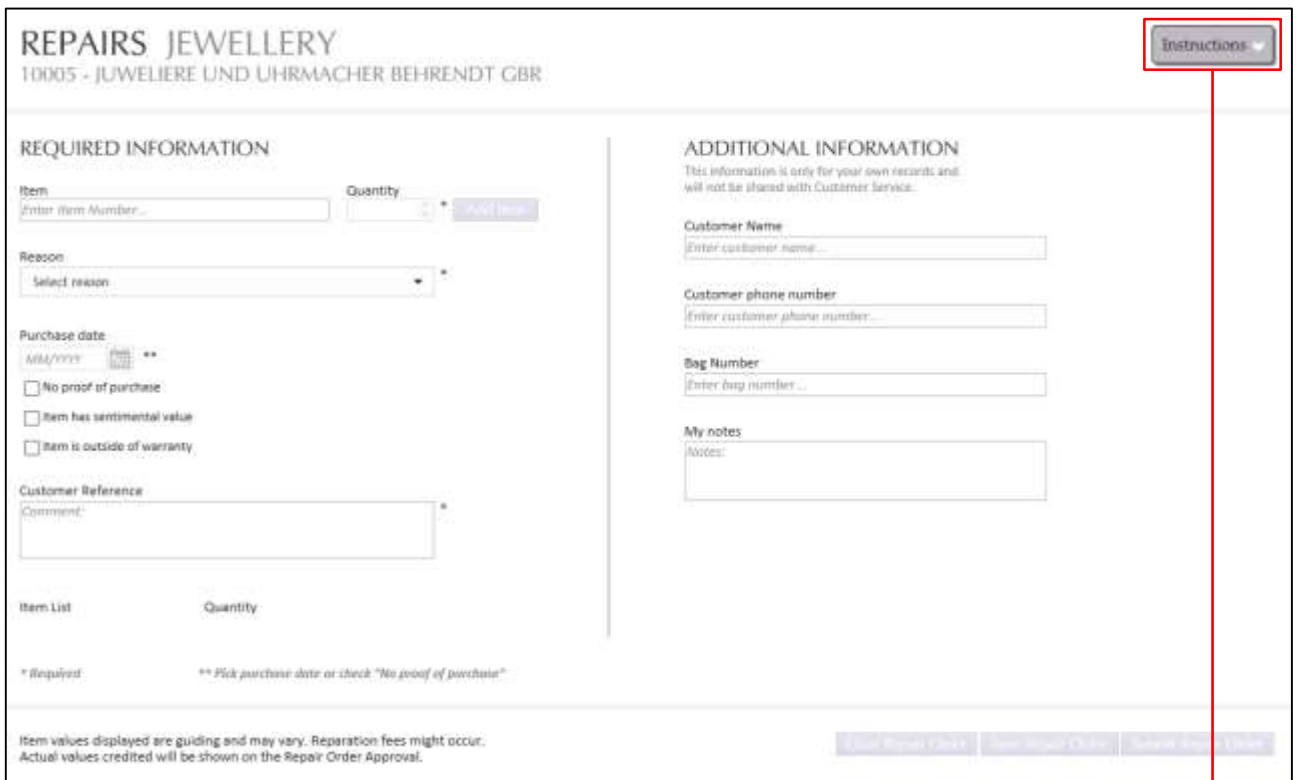
This will delete all items from the return order.

Are you sure you want to delete the items?   No   Yes

4.7 RETURNS & REPAIRS – REPAIRS

The next functionality under the shop is **REPAIRS**. With this functionality, the retailers can submit a repair order via Cloud.

4.7.1 INSTRUCTIONS

To ensure the return is handled and packed in a correct way, user can click on the Instructions button, there will be a word file with instructions.

4.7.2 ADD ITEMS AND SUBMIT

REQUIRED INFORMATION

Item
150132D-49

Quantity
1 * Add Item

Reason
Select reason ▼ *

Purchase date
MM/YYYY 📅 **

☐ No proof of purchase

☐ Item has sentimental value

☐ Item is outside of warranty

Customer Reference
Comment: *

Item List	Quantity		
150117-47	3	☒	⌃
150114D-52	1	☒	
150113BTP-47	1	☒	⌄
150140-48	4	☒	

Required *** Pick purchase date or check "No proof of purchase"*

Use the **Reason** drop-down menu to select a reason for repairs. In addition, a purchase date should be selected from the calendar, which has been revealed here. It is an option to tick the **No proof of purchase** box, if necessary.

The process of **REPAIRS** is very similar to that of **RETURNS**.

As shown on the picture above, you have to type in the information written in the boxes and the boxes marked with (* or **) are required. First, please enter in an item number in the **Item** field. If you have multiple items to be added, you can enter the item number and quantity and then click **Add item** one by one. Then you can see the items in the **Item List**.

☑ Item has sentimental value

☑ Item is outside of warranty

Customer Reference

[SV] [OW]   *

ERROR

Customer reference maximum length is 100. Excess will be trimmed.

OK

The **sentimental value** check-box is there for if the item being repaired has a sentimental value to the customer. This enable the repair center to know not to destroy or replace the item, even if the item cannot be repaired. The **outside of warranty** check-box is there to notify the warehouse that the item being repaired is out of warranty. Checking either box will create a [SV] or {OW] tag into the **Customer Reference** field. The **Customer Reference** field is required as indicated by the *, but is limited only to 100 characters. If you exceed 100 characters, you will prompt a notification error.

Item values displayed are guiding and may vary. Reparation fees might occur.
Actual values credited will be shown on the Repair Order Approval.

Clear Repair Order | Save Repair Order | Submit Repair Order

In the additional information section, you can fill in **Customer Name**, **Customer phone number** and **Bag Number** and **My notes**, should you choose to do so. These are not required to submit a repair order.

After the information is entered, you can **Clear Repair Order** if you want to delete all that has been entered, **Save Repair Order** to make modifications for a later time, or **Submit Repair Order**.

It is important to emphasize that item values displayed are guiding and may vary. Moreover, reparation fees might occur, and actual values credited will be shown on the Repair Order Approval.

5. ORDERS

In order for Customer Service to keep track of orders made, they can see in the Order History in Cloud.

5.1 HISTORY – INVOICED ORDERS

By clicking on **Invoiced Orders**, the following window opens.

INVOICED ORDERS

Invoice No	Store	Invoice Date	Customer Reference	Total	Tracking	PDF	Export
639340	21055 - Griffins Jewellers Ltd	19/11/2015	XMAS COLLECTION	128.04 GBP	🚚	📄	CSV / Excel / Copy
637956	21055 - Griffins Jewellers Ltd	12/11/2015		58.50 GBP	🚚	📄	CSV / Excel / Copy
637652	21055 - Griffins Jewellers Ltd	12/11/2015	XMAS BUNDLES COLLECTION	1,351.00 GBP	🚚	📄	CSV / Excel / Copy
637981	21055 - Griffins Jewellers Ltd	12/11/2015	, XMAS COLLECTION	911.21 GBP	🚚	📄	CSV / Excel / Copy

There are **Normal** and **Exploded** view. Under Exploded view, an overview of items for an order is shown. In the search field, you can search Sales Order Number as well as Packing Slip ID in both list view and exploded view.

Under Exploded view, an overview of items for an order is shown. In the search field, you can search Sales Order Number as well as Packing Slip ID in both list view and exploded view.

You can export CSV or Excel by clicking **CSV** or **Excel** button. A store selector pops up and you can export orders for the selected stores.

5.1.1 ACCOUNT

In order to see invoiced orders of a particular store, select the store account from the drop-down menu. Only the stores assigned to you will be accessible in the drop-down. You can also select multiple store accounts at the same time, just tick off the boxes next to the respective store accounts. The list below will now include the invoiced orders of the store accounts that you have selected.

5.1.2 INVOICE / CREDIT NOTE

After you have selected a store account, a list of invoices appears in the lower part of the site. Among these you are able to **select** a specific **Invoice** or **Credit Note** by clicking in the respective radio button.

5.1.3 SEARCH BY REFERENCE

It is possible to **Search by Reference**, which is related to **Invoice / Order /** or **Reference Number**. Subsequently, the invoices or credit notes matching your filter will be shown in the lower part of the site.

5.1.4 SEARCH BY DATE

If you want to search for invoices or credit notes within a specific time period, you can search by date by selecting **Date From** and **Date To** and clicking **Search**.

5.1.5 SEARCH BY PACKING SLIP

It is possible to search by **Packing Slip**. Packing slip number with "-" is also searchable for records.

5.1.6 TOP ROW OF INVOICE OVERVIEW

In the top row of the invoice overview you can see the **Invoice No (Number), Store, Invoice Date, Customer Reference, Total, Tracking, PDF**, and **Export.**

By clicking on the arrows (▲ or ▼) next to the column headers **Invoice No.** or **Invoice Date**, you can sort the invoices after smallest and largest invoice number and newest and oldest invoice date, respectively.

Customer Reference can be sorted by name from A to Z or from Z to A. **Total** can be sorted by ascending or descending amounts. It is not possible to sort by **Tracking**, **PDF** or **Export**.

In order to see more details about a single order line you can click on the underlined invoice number, e.g. *639340* as shown in the below example. A box with the invoice summary then appears, in which you can see the **Sales Order Number**, **Item** description, **Quantity**, **Per Unit** price, and **Sub Total** price. At the bottom, you can see who placed and approved the order.

DISPLAY 20 ▼ RECORDS | | | |◄ ◄ 1 2 3 4 ... 10 ► ►|

Invoice No	Store	Invoice Date	Customer Reference	Total	Tracking	PDF	Export
639340	21055 - Griffins Jewellers Ltd	19/11/2015	XMAS COLLECTION	128.04 GBP	🚚	📄	CSV / Excel / Copy
637956	21055 - Griffins Jewellers Ltd	12/11/2015		58.50 GBP	🚚	📄	CSV / Excel / Copy

By clicking on the truck icon under **Tracking**, you are transferred to UPS' website, which provides the tracking details for the specific order. In connection to this, it is important to mention that one order line may have more than one tracking number if the SKUs are sent via several distributions.

Invoice No	Store	Invoice Date	Customer Reference	Total	Tracking	PDF	Export
639340	21055 - Griffins Jewellers Ltd	19/11/2015	XMAS COLLECTION	128.04 GBP			CSV / Excel / Copy
637956	21055 - Griffins Jewellers Ltd	12/11/2015		58.50 GBP			CSV / Excel / Copy

DISPLAY 20 ▼ RECORDS |◄ ◄ 1 2 3 4 ... 10 ► ►|

In order to see the invoiced **PDF** of a specific order, the PDF icon has to be red. If it is grey, the invoice has not yet been uploaded to PDF in B2B Cloud. By clicking on a red PDF icon, an additional window opens showing the invoiced PDF file as shown in the below example.

PANDORA

Telefon/Fax	+49 402487560/+49 40248756402	Bank	Nordea	Pandora Jewelry GmbH
Ust. ID	DE815142350	IBAN	DE02514303006326950001	Hans Duncker Str.14
St.ohNR	4260221820009	SWIFT-Code	NDEADEFF	21035 Hamburg
VAT Int.		Geschäftsführer Niels Meller		Germany
Domicile		Amtsgericht Hamburg HRB 110446		

	Lieferung		**Rechnungskopie**	
team-pasa	Kunden-Nr.	18207		
Inh. Sandy Dzedzig	GLN		Kunden-Nr.	18207
Neupurschwitz 1	LfNr.		Ust. ID Nr.	260775447
02627 Kubschütz	team-pasa		Rech. Nr.	1688375
Germany	Inh. Sandy Dzedzig		Rech. Datum	16/10/2014
	Neupurschwitz 1		RMA Zahl	
	02627 Kubschütz		GLN	
	Germany		Tax authority	
			Seite	1 von 1

Artikelnummer	Menge	Ein heit	Beschreibung	Richtpreis	Einzelpreis	Rabatt	Betrag
Auftrag: 0563667		(Rückstand)					
Kundenreferenz: autom. Neuheitenpaket Drop 6 X-MAS SIS							
Lieferschein/Datum:		PSCPAN0563667-1/16/10/2014					
750827CZ	1.00	pcs	Openwork abstract gold charm with cubic zirconia	349.00	158.64	3.50%	153.09

Ihr Warenrabatt beträgt 5.55 EUR

Es bestehen Rabatt - oder Bonusvereinbarungen.

WEEE-Reg.-Nr. DE 39757540. Steuernummer 44/749/00156
**** Restlieferung folgt ****

Eigentumsvorbehalt: Bis zur vollständigen Bezahlung dieser Rechnung bleibt die gelieferte Ware Eigentum der Pandora Jewelry GmbH. Bei Zahlungsverzug behalten wir uns die Erhebung von Mahngebühren vor. Rechnungsdatum ist gleich Lieferdatum.

Die hier in Rechnung gestellten Diamanten wurden von einer rechtmäßigen Quelle bezogen, die keine Konflikte unterstützt, und entsprechen den UN-Resolutionen. Hiermit garantiert PANDORA auf der Grundlage der schriftlichen Garantien der Lieferanten dieser Diamanten, dass diese Diamanten konfliktfrei sind. PANDORA verlangt darüber hinaus eine schriftliche Garantie von seinen Lieferanten, dass die in Rechnung gestellten Diamanten nicht aus der Region Marange in Simbabwe stammen.

Bei manueller Überweisung bitten wir um Angabe der Konto - sowie Rechnungsnummer.

Gesamtmenge	Nettobetrag	LSV-Rabatt	Gebühren	19.00% Ust. ID	Währung	Endbetrag
1.00	153.09	3.06	0.00	28.51	EUR	178.54

Lieferung....: UPS_WEB   Zahlungsbedingungen ......: 30 Tage netto   Zahlung fällig ....: 15/11/2014
Gewicht......: 0.0020
Bedingung..: CPT - Carriage Paid

Invoice No	Store	Invoice Date	Customer Reference	Total	Tracking	PDF	Export
639340	21055 - Griffins Jewellers Ltd	19/11/2015	XMAS COLLECTION	128.04 GBP			CSV / Excel / Copy
637956	21055 - Griffins Jewellers Ltd	12/11/2015		58.50 GBP			CSV / Excel / Copy

DISPLAY 20 ▼ RECORDS   1 2 3 4 ... 10

Lastly, it is possible to **Export** each invoiced order into a **CSV** or **Excel** file. By clicking on **Copy**, the below pop-up box appears in which you can choose to copy the exact order to another store. Tick the box in line with the respective store and copy the order by clicking **Add.**

5.2 HISTORY – OPEN ORDERS

This function provides an overview of open orders and backorders, which have been placed minimum 24 hours earlier.

OPEN ORDERS

◉ Normal ○ Exploded

DISPLAY 20 ▼ RECORDS

Store	Order Date	Req Ship Date	Sales Order Number	Status	Customer Reference	Total quantity	Remaining	Export
21055 - Griffins Jewell...	20/11/2015	24/11/2015	1382466	Register...		147	1,926.98 GBP	CSV / Excel / Copy
21055 - Griffins Jewell...	18/11/2015	20/11/2015	1381644	Register...		110	1,582.13 GBP	CSV / Excel / Copy
21055 - Griffins Jewell...	11/11/2015	01/02/2016	1379680	Register...	2016 MD COLLECTION	144	2,759.86 GBP	CSV / Excel / Copy
21055 - Griffins Jewell...	02/07/2015	05/10/2015	1358797	Register...	XMAS COLLECTION	10	158.00 GBP	CSV / Excel / Copy

DISPLAY 20 ▼ RECORDS

TOTAL REMAINING

21,800.36 GBP

Open orders contains both open orders and back orders.
This disclaimer applies to all open orders in AX as well as the cloud.

The open order can be shown in two different views, **Normal** and **Exploded**.

5.2.1 NORMAL VIEW

OPEN ORDERS

Normal Exploded

Search for dates, status etc.

DISPLAY 20 ▼ RECORDS

When clicking on **Open Orders** under **ORDERS,** you enter the **Normal** view of open orders.

Column content – normal view

OPEN ORDERS

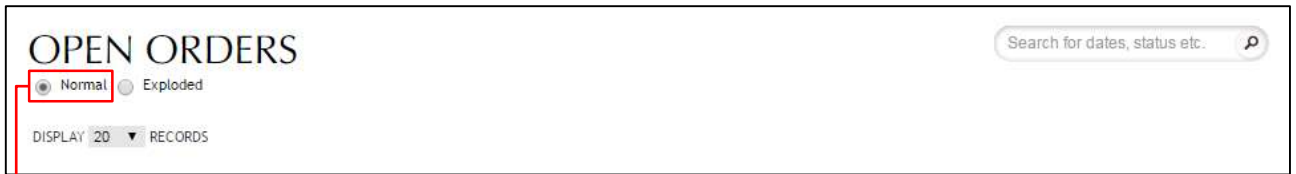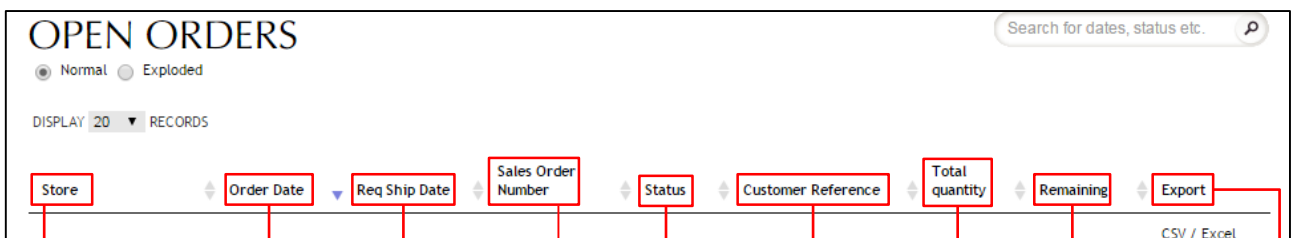Normal Exploded

Search for dates, status etc.

DISPLAY 20 ▼ RECORDS

| Store | Order Date | Req Ship Date | Sales Order Number | Status | Customer Reference | Total quantity | Remaining | Export |

CSV / Excel

Remaining refers to the remaining value of the particular orders, i.e. the value of the back order.

Total quantity reflects the overall order quantity for all the order lines.

Customer Reference is referring to your comments entered in **REFERENCE** at CHECKOUT – STEP 2 (NON-FORMS).

Status shows the order's progress in the systems starting with **Registered In Cloud**, followed by **Registered In AX, Waiting for approval,** and **Shipped** (from warehouse). As soon as the order is shipped and subsequently invoiced, the order is moved from the **Open Order** view to **Invoiced Orders**.

Req Ship Date, followed by the **Sales Order Number**, both refers to the numbers in AX.

Order Date is when the order was placed.

Store lists the different store accounts that have been selected from the top drop-down menu next to the Basket icon.

Finally, the possibility to **Export** each open order into a **CSV** or **Excel** file or **Copy** the order. Please be aware that items not in the selected store's assortment cannot be copied, which includes discontinued items, campaign items and items not released for replenishment.

VIEW OPEN ITEMS & ITEM DETAILS

OPEN ITEMS FOR ORDER

	SKU	Status	UOM	Size	Quantity	Price	Stock Status
	190615	Registered In Ax	pcs	190615-48	6	68.40 GBP	Out of Stock
	190854AQ	Registered In Ax	pcs	190854AQ-48	4	61.60 GBP	Out of Stock
	190854CH	Registered In Ax	pcs	190854CH-48	2	30.80 GBP	Arrival in stock late March
	190854MSG	Registered In Ax	pcs	190854MSG-48	2	30.80 GBP	
	190861CZ	Registered In Ax	pcs	190861CZ-48	2	33.40 GBP	Out of Stock

If clicking on one of the order lines a pop-up box appears, where it is possible to see the open items for the specific order line. In particular, it is possible to see a picture of the respective items, **SKU** number, its **Status**, Unit of Measure (**UOM**), **Size**, **Quantity**, **Price** per item, and lastly the **Stock Status**.

Clicking on a specific picture and it is possible to see further details.

SEARCH

OPEN ORDERS

○ Normal ○ Exploded

DISPLAY 20 ▼ RECORDS

Search for dates, status etc. 🔍

The **Search** function can be found in the upper right corner in both the **Normal** and **Exploded** view. It provides the possibility to search among all the column contents, i.e. by numbers, letters or combined. It is only needed to type in part of the name or number in order for the function to start matching the search with the existing content.

5.2.2 EXPLODED VIEW
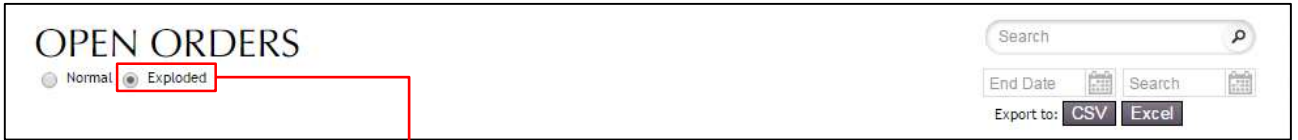
By selecting the **Exploded** view, more details are shown about the order and items in the overview, and can be searched by specific dates or time periods.

Column content – exploded view
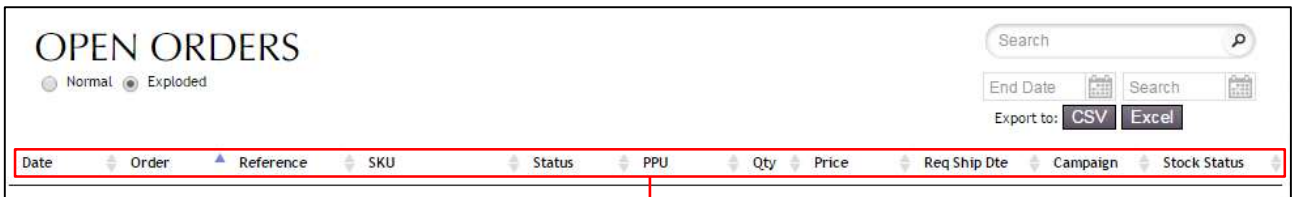
The header starts with **Date**, which is when the order was placed. Next is the sales **Order** number, **Reference**, **SKU** (Stock Keeping Unit), **Status**, **PPU** (Price Per Unit), **Qty** (Quantity), **Price**, **Req. Ship Date** (Requested Ship Date), the name of the **Campaign** which the item is connected to, and the **Stock Status**. If the stock status is Out of Stock, it is possible to hover over the stock status to see when the item is expected to arrive in stock again. Note that in exploded view, it is not possible to click on item details.

SEARCH BY DATE – EXPLODED VIEW
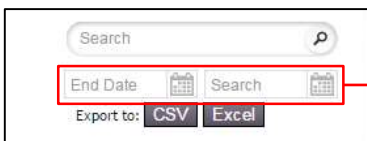
Click on the calendar icon to choose a start and end date for the period you want to search for an open order. Go back or forward between months using the arrows on each side of the month. Select a date by clicking it on the calendar.

EXPORT OPEN ORDER TO CSV OR EXCEL
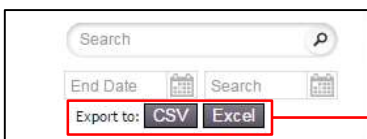
Located below the search feature is the export function, where you can export the open orders (in exploded view) to a **CSV** or **Excel** file by clicking on the appropriate buttons.

5.3 HISTORY – RETURN ORDERS

Return Orders is an overview of the approved return and repair orders placed under Returns & Repairs under Shop.

You can click on the respective radio buttons to see an overview of either **Returns** or **Repairs**.

This view is similar to the **Normal view** in **Open Orders**, where you can click anywhere on an order to see more details about the specific return order.

As shown above, the **SKU** is listed on the left along with a picture of the item. Next is the **Reference** as stated in the return order, the **Reason Code**, **Purchase date**, **Value** of the item, **Cust. Name** if that information was entered. This applies to **Phone number**, **Bag Number** and **My notes** as well. You can also see the **Receive Date** in DC.

5.4 HISTORY – CAMPAIGN OVERVIEW

Campaign Overview allows you to view and export a detailed overview of the items that have been ordered for drops by any user account.

INFO:
Please note that in order to see a campaign overview, under order history, the admin has to enable the functionality first. The functionality provides the possibility of filtering by sales pools (drops) and subsequent select store accounts, which you want to see ordering list from for this specific drop. Below is an example of the campaign overview provided to a user.
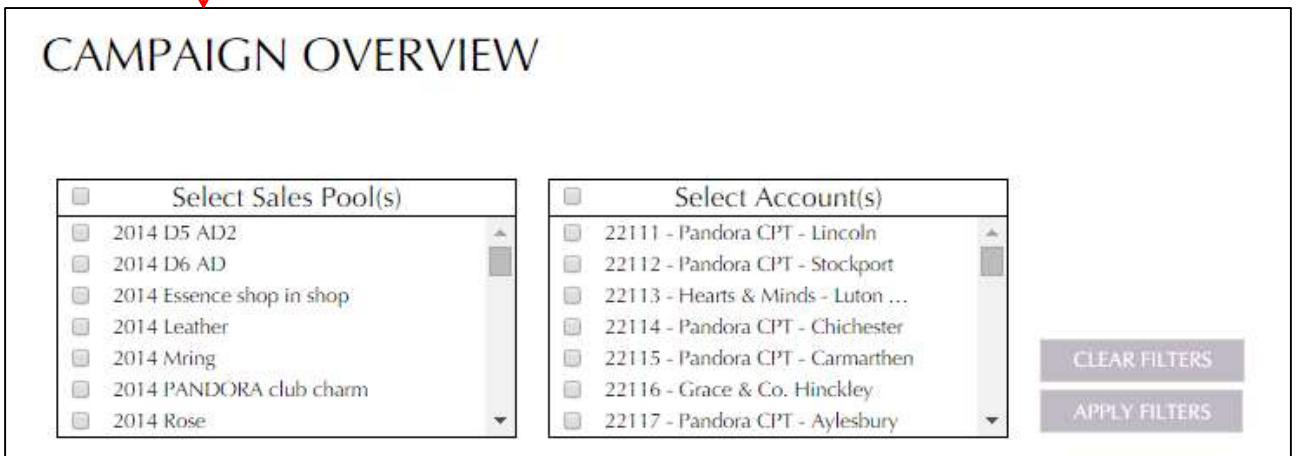
Campaign Overview allows you to view and export a detailed overview of the items that have been ordered for drops by any user account.

As you select a sales pool, the **CLEAR FILTERS** button becomes clickable, likewise, **APPLY FILTERS** becomes clickable as account(s) are selected. When you have selected the sales pool(s) and account(s), you can click on apply filter to see the campaign overview that appears beneath. In addition, the campaign overview can be exported to an Excel file if needed

INFO: Please note that this functionality only provides the campaign ordering overview and not the possibility to make any changes to the order(s).

5.5 APPROVAL – APPROVE ORDERS

In **Approve orders**, you are able to see the list of orders that are waiting for approval or to be denied.

This is an example of a list of orders waiting for approval or denial. Among the list, are orders placed by store staff without approval rights and orders suggested by the replenishment order system (TXT). Upon approval of an order, the order is removed from this list and becomes available under the **Open Orders** view for you as well as for the user account, from where the order was placed or where the TXT order was suggested. A replenishment order is only suggested to one store account, which results in various suggestions listed if you have responsibility of several user accounts.

By checking of the check mark next to the order your able to Approve or Deny multiple orders at a time.

INFO:
Depending on if a user without approval rights placed an order or if TXT placed a replenishment order, by clicking on any **Order** number, one of two windows appears. You can see more details about the order in the two following two sections.

5.5.1 ORDERS PLACED THROUGH B2B CLOUD WITHOUT APPROVAL RIGHTS

If you click on an **Order** number for an order that has been placed by a user without approval rights, you will see the following pop-up.

ORDER SUMMARY - ORDER80848

Item		Quantity:	Per unit	Subtotal
Gold ring (150117-50)		1	158.64 EUR	158.64 EUR
Gold ring (150117-52)		1	158.64 EUR	158.64 EUR
Gold ring (150117-54)		1	158.64 EUR	158.64 EUR
Gold ring (150117-56)		1	158.64 EUR	158.64 EUR
Gold ring (150117-58)		1	158.64 EUR	158.64 EUR

Address:	10005 - Juweliere und Uhrmacher Behrendt Gbr Citti Park Langbergerweg 4 Flensburg, DE 24941
Shipping method:	Standard
Payment method:	Current month + 30 days (R30)
Requested shipping date:	11/12/2015
Customer reference:	Form to Expire US20994 Non-Camp Ord

Edit order   Approve Order | Deny Order | Close

Placed by pandora_testuser04@test.com

Under the **Item** header is the item description along with the item number. Next column is the item picture followed by the **Quantity** ordered. **Per unit** header shows the price per unit, subsequently followed by the **Subtotal** based on the price per unit * quantity ordered. The **TOTAL** is listed at the bottom of the **Subtotal**. Beneath the order list is the details for the **Address**, **Shipping method**, **Payment method**, **Request shipping date** and **Customer reference**. The buttons allows you to **Edit order**, **Approve Order**, **Deny Order** or **Close** the pop-up window. In addition, the bottom left corner shows who placed the order.

5.5.2 ORDERS PLACED BY TXT (REPLENISHMENT ORDER SYSTEM)

If you click on an **Order** number for an order that has been placed by TXT, you will see the following pop-up.

ORDER SUMMARY - ORDER75979

Item	Needed Inv.		Current + Incoming Inv.			Calculated Order			Per unit	Subtotal
	Sales Inv.	Display Inv.	On Hand Inv.	In Transit Inv.	On Order Inv.	Order Quantity	Override Qty.	Final Qty.		
190854MSG-56 - Silver ring, birthstone-June, grey moonstone	56	74	20	11	5	12	1	94	22.27 EUR	2,093.38 EUR
350175D - Gold pendant, 0,09ct gh/vs diamond	67	64	15	19	4	4	3	93	363.18 EUR	33,775.74 EUR
USB590702HVD19-124 - Bracelet, 7.5 in Sterling Silver w/Dangle, Philadelphia Eagles	45	87	19	15	4	9	8	94	Price unavailable	Unavailable
USB590713D19-124 - Bangle, 7.5 in Sterling Silver w/Dangle, Philadelphia Eagles	86	74	19	2	17	8	5	122	Price unavailable	Unavailable
USB791169-G113 - Dangle Unforgettable Moment, Houston Texans	45	52	12	3	1	1	5	81	Price unavailable	Unavailable

* Stock data is from the time of calculation

TOTAL: 484   35,869.12 EUR

Address:	11500 - Pandora Store Mannheim, P4,7 Fressgasse Mannheim, DE 68161
Shipping method:	Standard
Payment method:	30 days net (30Days)
Requested shipping date:	14/05/2015
Customer reference:	

Edit order

Approve Order   Deny Order   Close

Placed by Replenishment Order System

On top, shows the estimated **Needed Inventory** from the left, which includes inventory displayed in the store and the sales inventory registered. In the mid-column, **Current + incoming inventory** is shown, which includes on hand inventory, inventory in transit and inventory ordered but not yet shipped. The next columns show the **Calculated Order** based on the former column numbers containing calculated quantity, override quantity and final quantity.

Below the item information, are further details about the order, that is, **Address**, **Shipping method**, **Payment method**, **Requested shipping date**, and **Customer reference**. The requested shipping date refers to the requested <u>receipt</u> date of the order.

In the lower right corner, you can **Approve Order** or **Deny Order** the suggested order or cancel if no action is required.

If you click on **Edit order** in the lower left corner, you will be directed to the CHECKOUT – STEP 1 JEWELLERY section

CHECKOUT - STEP 1 JEWELLERY
11500 - PANDORA STORE MANNHEIM, P4,7

SEARCH / ENTER ITEM NO.: Search by number or name

Sort By

DISPLAY 20 ▼ RECORDS

◄◄ ◄ 1 ► ►►

	190854MSG	Silver ring, birthstone-June, grey moonstone	In Stock	22.27 EUR	Size 56	94	2,093.38 EUR	✕	2,093.38 EUR

6. FAQ

I forgot my password. How do I get a new one?
If you have forgotten your password, please go to section 2.2 I HAVE FORGOTTEN MY PASSWORD for guidance on how to reset your password.

How can I change my password?
Follow the guide in section 2.1 MY ACCOUNT – CHANGE PASSWORD.

Can I cancel an approved order?
No, once an order has been approved and placed, you cannot cancel this yourself. If you need to have it cancelled, please contact your dedicated customer service.

Can I re-create a denied order?
No, you cannot re-create a denied order; you need to place a new order instead.

I cannot find a certain item in the European Cloud. Why is that?
If an item is unavailable/not visible, it could be a discontinued product, which you can search for on the discontinued pages located in the shop menu, see section 4.5 PRODUCTS - DISCONTINUED. You can always contact your dedicated customer service for more information.

I approved my order but I have not received an order confirmation yet. Why is that?
You should receive this within 24 hours, but if not, please contact your dedicated customer service.

What happens if I place an order during a release/update of the European Cloud?
You will not lose your order nor do you have to add items to your basket again. You will be logged out of the portal, but simply log-in again and continue with the task you were working on.

Will new B2B Cloud releases be implemented during the day?
No, new releases will be implemented late in the evening in order to ensure as little inconvenience as possible.

EUROPEAN & ASIAN PANDORA CLOUD