



User Guide

Access to your Sprecher + Schuh orders around the clock

Access B2B Portal.....	2
Password Reset	4

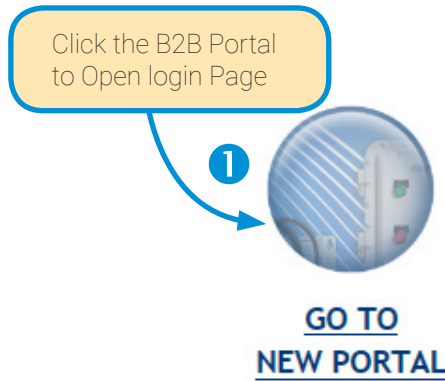
Apps

"Price & Availability"	6
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Technical Support
B2Bhelp@sprecherschuh.com

Customer Service
877.721.5913 USA
905.475.6543 Canada

Access the Portal



1 Go to url: www.sprecherschuh.com/b2b
Click the B2B Portal to Open login Page

2 Click "Access B2B Portal"

3 Sign in Page

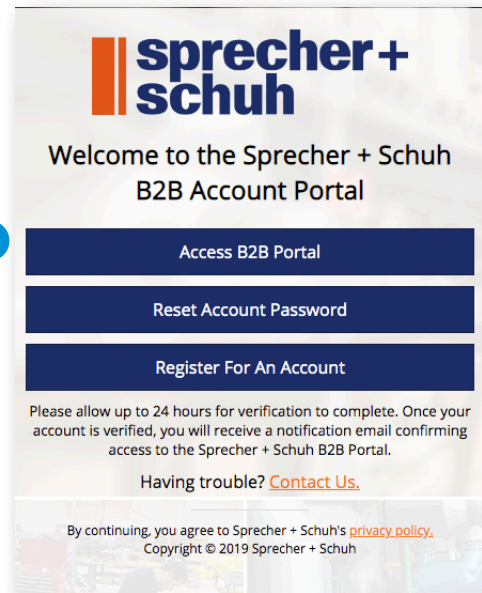
Your "Sign in name" is your email.

4 Verification

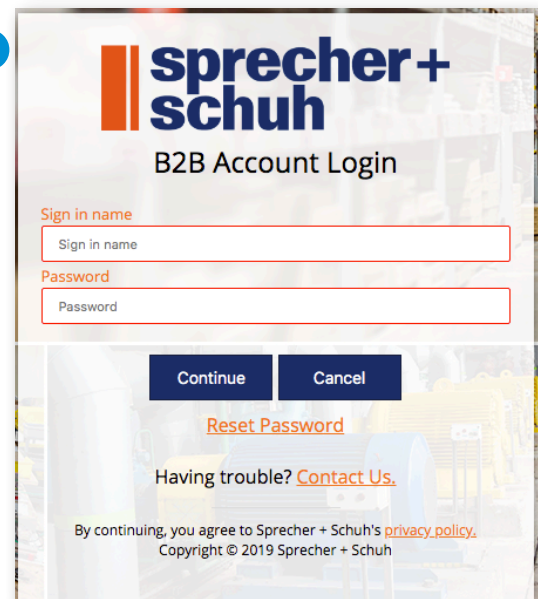
For security, an automated code verification is required and is sent by text, phone call or email. This verification is sent on your first sign in of the day.

- TEXT sends a security code by text message.
- EMAIL sends a security code by email.
- PHONE respond to automated call by pressing "#".

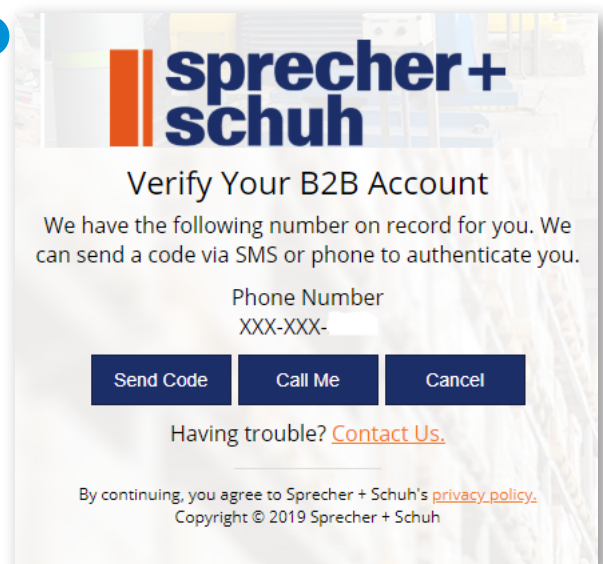
* for more information about 2-Step Verification, see the frequently asked questions



2

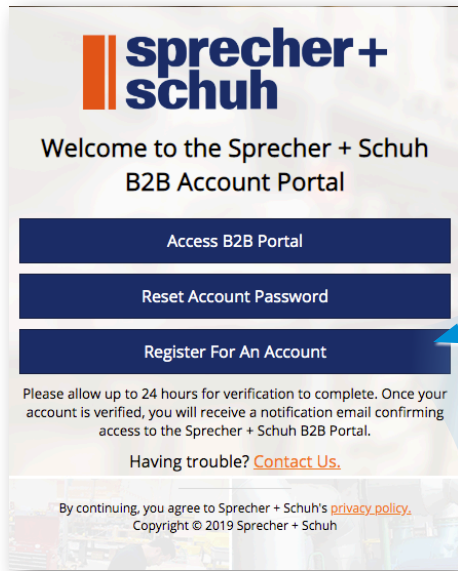


3



4

Registering for a new login



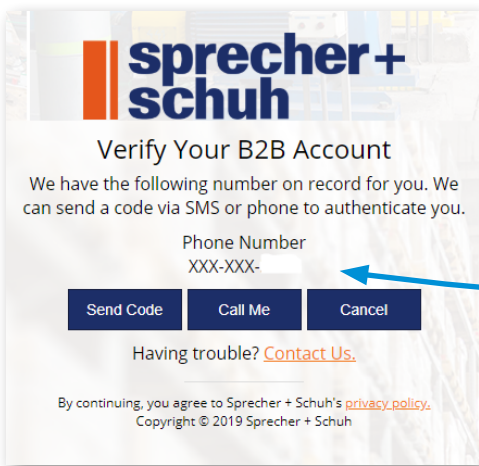
New users need to "Register For An Account".

Note: Email Address will be your "Sign-in Name"

Must click "Send verification code" before the form can be completed

- All fields are required.
- Microsoft Multi-factor Authentication is used at login.

The phone number does not need to be the same one Microsoft will use for verification



Reset Password

1 Enter your Email

* email is the same as your Sign in name

2 Click "Send verification code"

Verification code will be emailed

3 Enter Verification code

Click verify

4 Click "Continue"

* option to change email is here

5 Enter and confirm your new password

Click "Continue"

6 Complete.

1

2

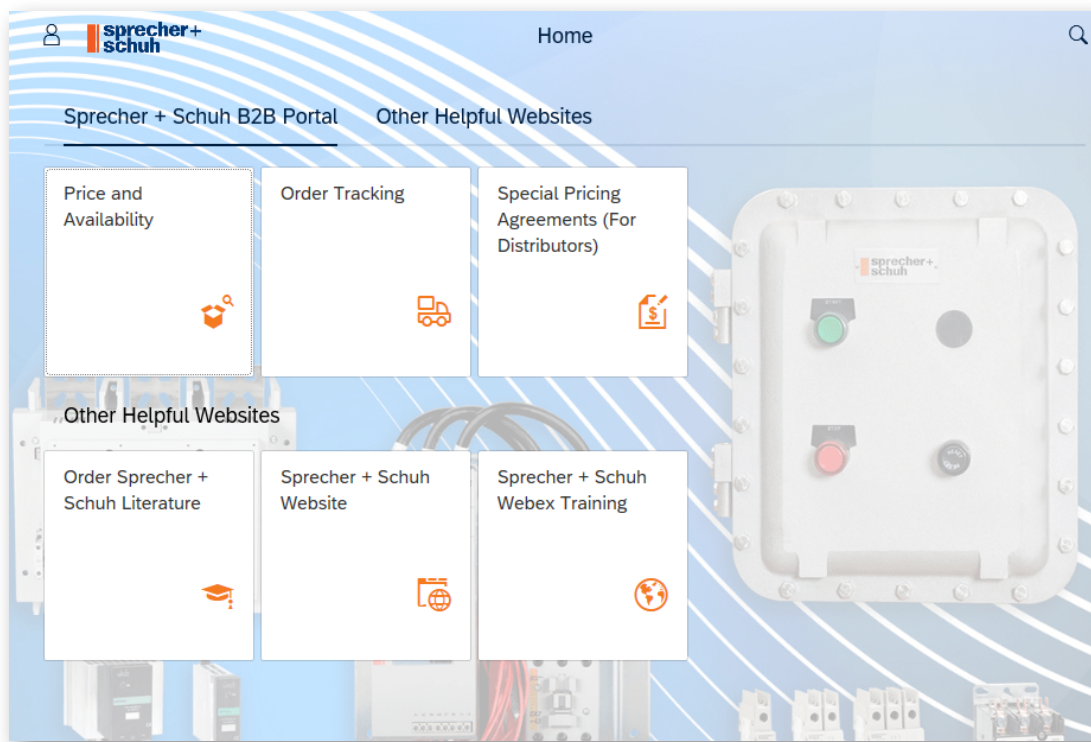
3

4

5

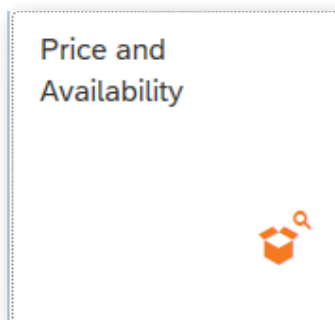
6

Launch Pad



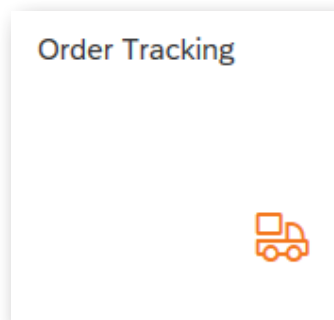
Apps

Additional applications or links will appear here when they are launched



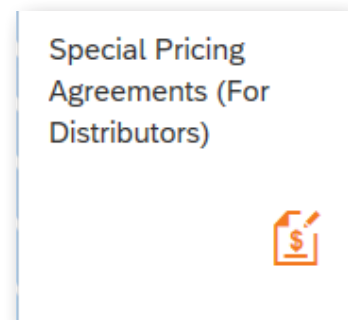
“Price & Availability” App

- Check availability dates on components
- Search by product id, catalog number or description
- Upload a list of parts by product id (SKU) or catalog #
- Check pricing on Special Price Agreements



“Order Tracking”

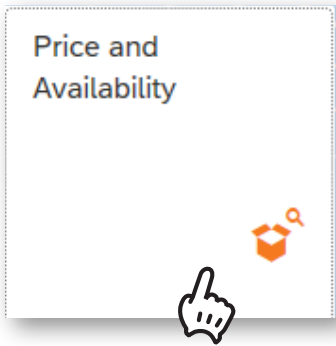
- See Open and Completed orders
- Search by your Purchase Order and S+S Order #
- Order details, order status, and back order status
- Estimated ship dates
- Tracking numbers & links



“Special Pricing Agreements”

- For Distributors and Sales Reps only
- View agreements both active and expired
- Download Excel files
- Request modifications
- Request new agreements
- Accept Countered price requests

“Price & Availability” App...



Sold To Locations

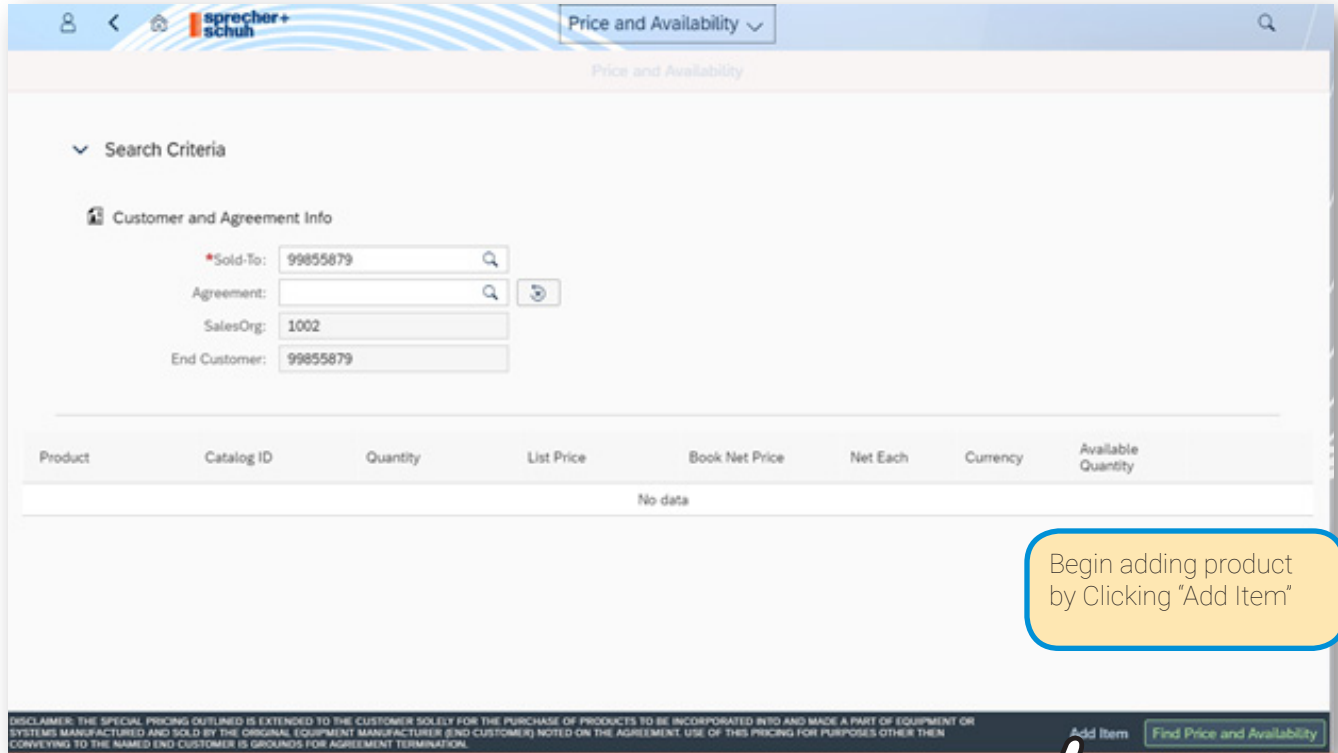
- Your Sold To account will populate automatically
- Accounts with multiple locations can choose which one to use

The screenshot shows the 'Price and Availability' app interface. At the top, there is a navigation bar with the 'sprecher+schuh' logo and a search icon. Below the navigation bar, the title 'Price and Availability' is displayed. The main content area is titled 'Search Criteria' and contains several input fields: '*Sold-To:', 'Agreement:', 'SalesOrg:', and 'End Customer:'. A hand cursor is pointing at the search icon next to the '*Sold-To:' field. A blue callout box highlights the search results for 'A & P Electric'. The callout box is titled 'Sold-To' and contains the following information: 'A & P Electric', '99855879', 'A & P ELECTRIC SERVICE', '1002', and 'West Columbia, SC'. Below the search criteria, there is a table with columns: 'Product', 'Catalog ID', 'Quantity', 'List Price', and 'Book Net'. The table currently displays 'No data'.

Add Items

Start by building your shopping cart. Click **"Add item"** at bottom of screen, to add products.

- It's like filling a shopping cart



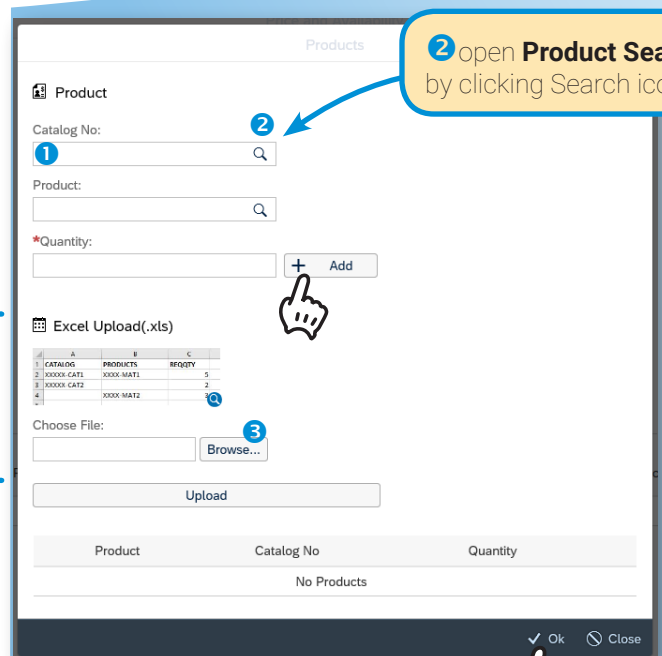
Begin adding product by Clicking "Add Item"

Three Options to Add Items

1 Enter complete Catalog No. or Product ID here, Quantity and click + Add

2 open **Product Search Window** by clicking Search icon

3 Upload an Excel file containing the specified information (see page 9)



1# Enter Complete Catalog No. and or Product ID.

Use exact Catalog No or Product ID in the respective field + the quantity and click "Add" button. You can repeat this process to build your list of products.

Don't forget to... Input desired quantity before clicking "+ Add" Button

Clicking "Ok" confirms product list and quantities and returns to **Price and Availability** screen...

Product	Catalog No	Quantity
PN-545972	CA9-116-11-120W	10

2# Search by product description and partial identifiers.

To search by partial Catalog Number or Product Description use a "*" to search for incomplete identifiers such as "CA9-116-11-*"

Enter Product, Catalog number or Description. Use a star "*" to search incomplete items such as "CA9-116-11-*"

Click Search to refresh product list

Don't forget to... Input desired quantity before clicking "+ Add" Button

Selecting product fills in Product and Catalog identifiers

Clicking "Ok" returns to **Price and Availability** screen...

Product	Catalog	Product Status
PN-408820	CA9-116-11-120W	
PN-545972	CA9-116-11-120W	
PN-408827	CA9-116-11-120W-L	
PN-545978	CA9-116-11-120W-L	
PN-408818	CA9-116-11-24W	

3# Uploading a list of products from Excel spreadsheet

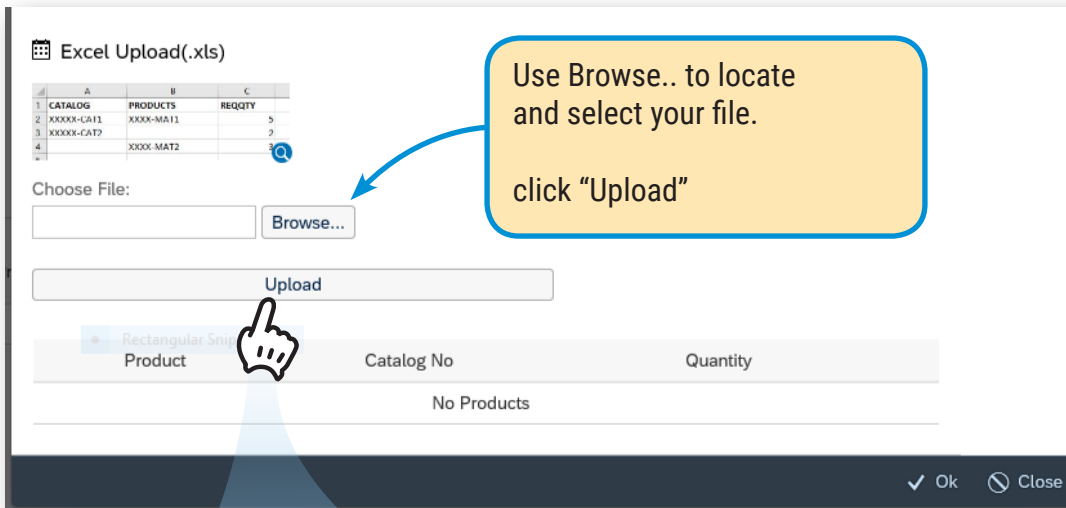
Prepare your Excel file with column names of CATALOG, PRODUCTS, and REQQTY.

Prepare the file

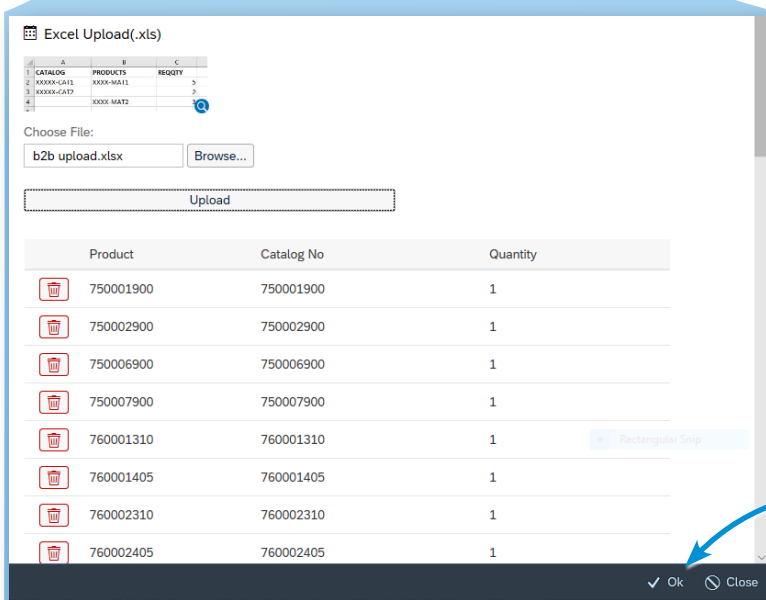
- CATALOG for catalog numbers
- PRODUCT for material numbers
- REQQTY for the quantities

Catalog numbers must be complete.
No Wildcards, spaces or *.

CATALOG	PRODUCTS	REQQTY
750001900		1
750002900		1
750006900		1
750007900		1
760001310		1
760001405		1
760002310		1



- The system will take a moment to upload and convert data..
- If there are any errors you will get an alert
- Then your listed items will be shown and you can continue adding items or adjust quantity on the Price and Availability screen.



Optional: Add an agreement.

Search Criteria

Customer and Agreement Info

*Sold-To: 99855879

Agreement:

SalesOrg: 1002

End Customer: 99855879

Agreement

Search

Agreement	End Customer
4000485115	99855879
LONG-TERM TOE	A & P ELECTRIC SERVICE

Product	Catalog ID	Quantity	List Price	Book Net Price	Net Each	Currency	Available Quantity
PN-408820	CA9-116-11-120W	<input type="text" value="10"/>					

[Add Item](#) [Find Price and Availability](#)

Click to add agreement

Click "Find Price and Availability" Button populates product details

Search Criteria

Customer and Agreement Info

*Sold-To: 99855879

Agreement: 4000487167

SalesOrg: 1002

End Customer: 99855879

Standard discount

SPA discount

Product	Catalog ID	Quantity	List Price	Book Net Price	Net Each	Currency	Available Quantity
PN-408827 IEC 116 A CONTACTOR	CA9-116-11-120W-L	<input type="text" value="10.000"/>	776.72	489.33	356.00	USD	83.000 Kit Availability
7M04402MX20 PB EXT MOM RED STOP 2NO	D7M-E402MX20	<input type="text" value="2.000"/>	53.70	34.37	34.37	USD	0.000 Kit Availability

[Add Item](#) [Find Price and Availability](#)

Book Net Price and Net Each prices will be the same for Items not on agreement used,

Click "Kit Availability" link for a bill of materials and stock available in assemblies

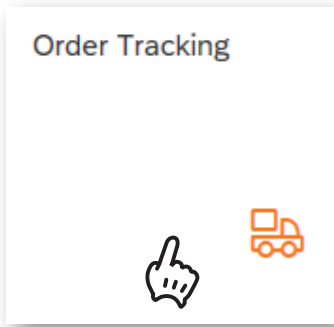
Kit Availability

Parent Item: 7M04402MX20, D7M-E402MX20, PB EXT MOM RED STOP 2NO

Item Number	Catalog Number	Qty Required	Qty Available
D7M-E9 A 22mm Momentary Push Button D7 PB	D7M-E9	2.000	521.000
D7-ALM A 22mm Accessory D7 PB	D7-ALM	2.000	8206.000
D7-AE402 A 22mm Accessory D7 PB	D7-AE402	2.000	304.000
D7-X10 A 22mm Contact Block D7 PB	D7-X10	4.000	8263.000

✓ Ok

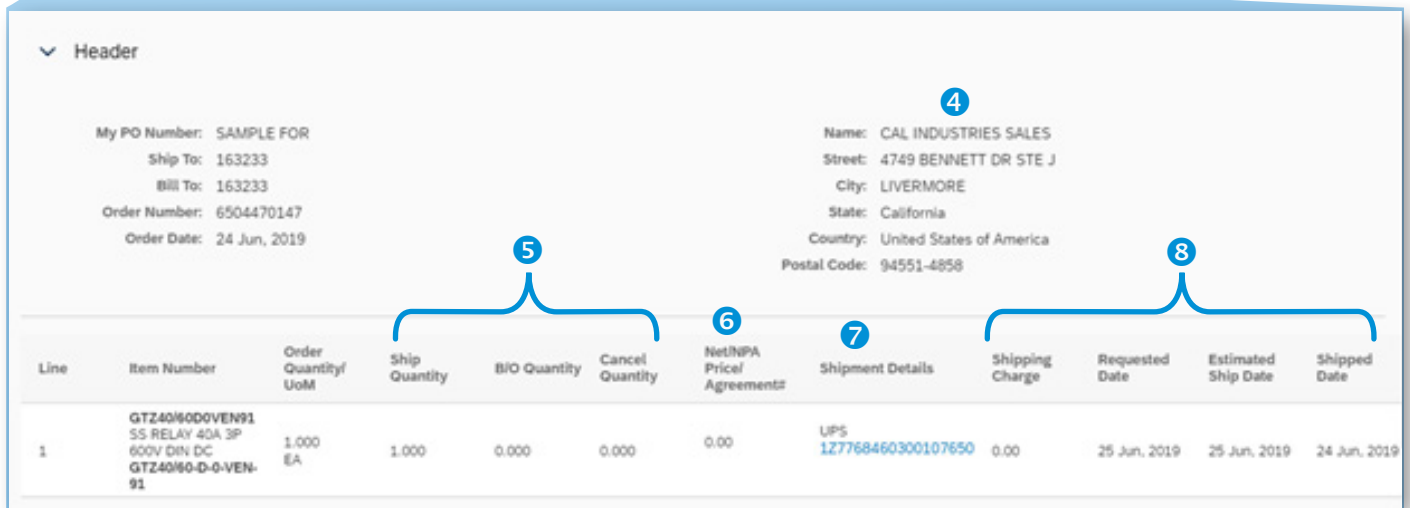
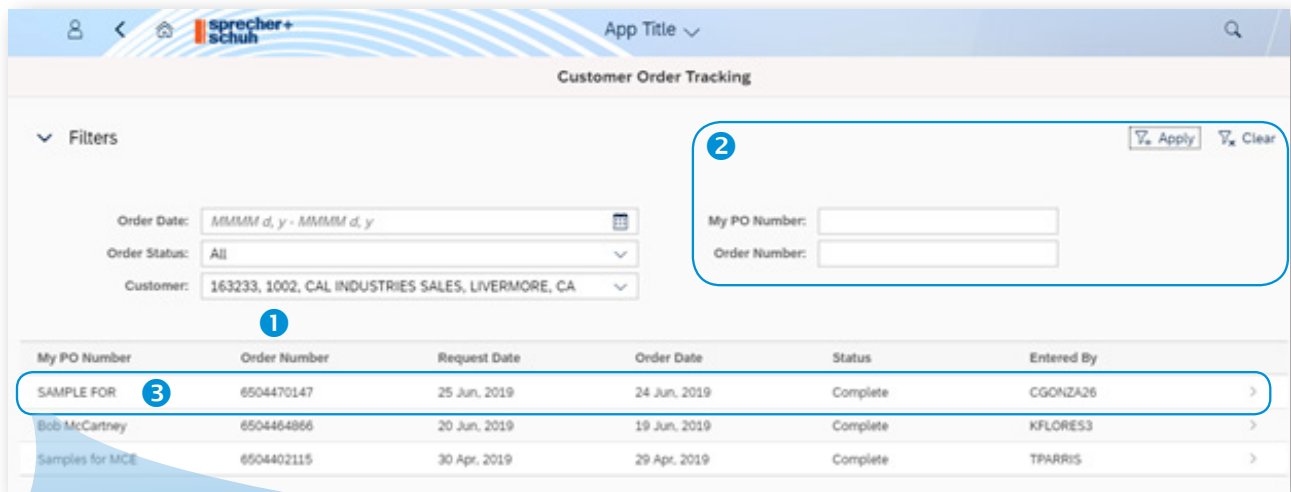
- If everything is available we can usually assemble and ship a kit within a few days (or sooner!)
- Items assembled in our panel shop have specific lead times. Please contact Customer Service.



“Order Tracking” App...

- See Open and Completed orders
- Search by your Purchase Order or S+S Order #
- Order details, order status, and back order status
- Estimated ship dates
- Tracking numbers & links

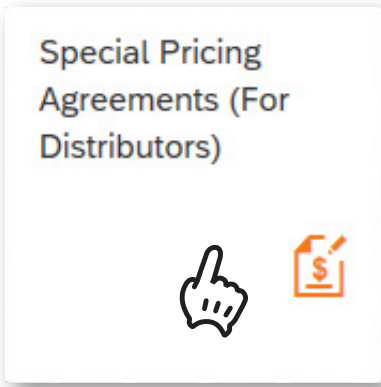
- 1 Orders are listed by request date by default. (sort enhancements to come)
- 2 To search, enter criteria and Apply Filters
- 3 Click any where on line to open the order line



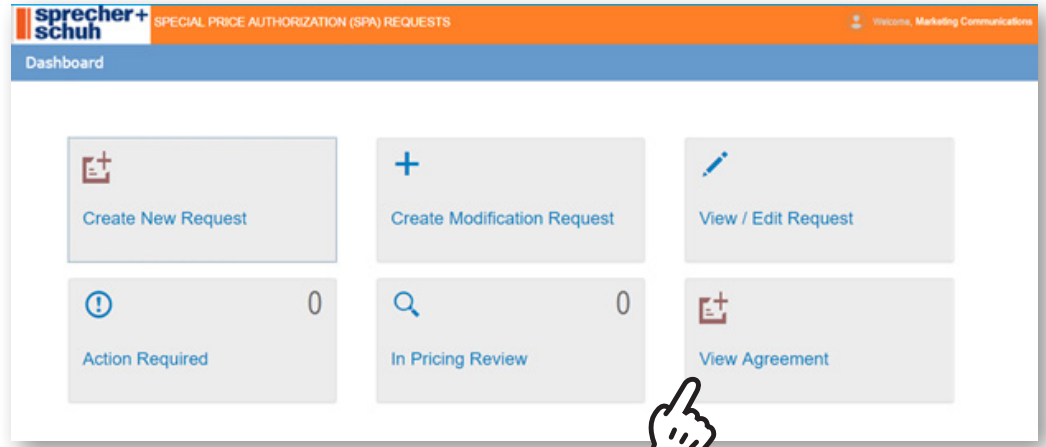
- 4 Shipping address
- 5 Actual quantity shipped, back orders or canceled orders
- 6 Item Net and special pricing agreement
- 7 Carrier and tracking numbers
- 8 Freight charges and shipping dates

Special Pricing Agreements

HINT! Hit **Ctrl+F5** if you get a blank screen

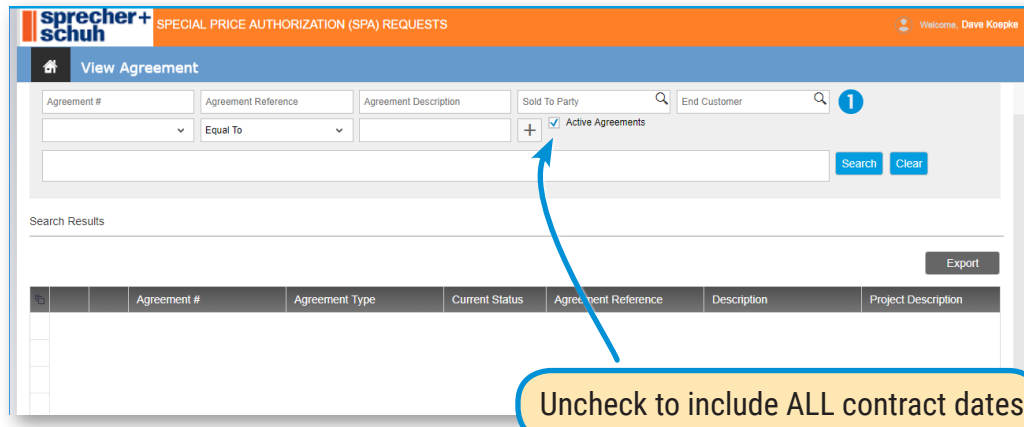


* The SPA app is only available to Authorized and Specialty Distributors



View Agreement

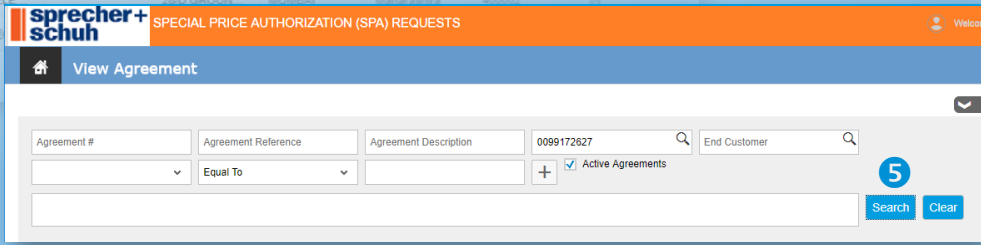
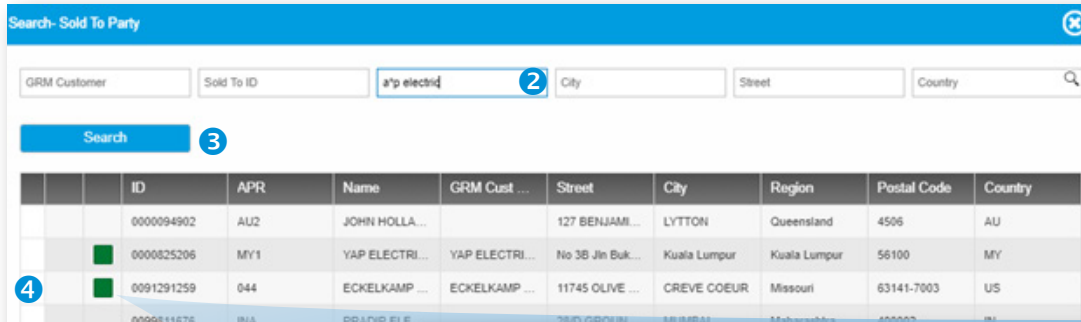
Specific agreements can be found by Agreement number, Old 5 digit NPA (reference number) Or Description. Fields are case and space sensitive. A star "*" can be used as wild card search.



Uncheck to include ALL contract dates

Search by Sold To Party or End Customer

- 1 Click Search icon to bring up search window
- 2 Enter Name, City, etc.
- 3 Hit "Search" button
- 4 Click row button to select
- 5 Click Search to find agreements



Download Agreements

SPECIAL PRICE AUTHORIZATION (SPA) REQUESTS

View Agreement

Search

Agreement # Agreement Reference Agreement Description 0099172627 End Customer

Equal To + Active Agreements

Search Clear

Search Results

View	Print	Agreement #	Agreement Type	Current Status	Agreement Reference	Description	Project Description
		4000469636	Long-term TOE	Agreement Created	19002	MODERNFOLD INC	OPERABLE WALLS
		4000470344	Long-term TOE	Agreement Created	78830	EUBANKS ELECTRIC	ELECTRICAL CONTRACTOR
		4000470550	Long-term TOE	Agreement Created	86322	ARBONNE	

Export

Specific Agreement
Opens by clicking the "view" icon

Click to download specific agreement

Download list of agreements shown

SPECIAL PRICE AUTHORIZATION (SPA) REQUESTS

View Agreement

Basic Data Participants Deals Attachment Rule Summary

Agreement # 4000485115 Agreement Reference 10000 Agreement Type Long-term TOE

Fixed value Date 07/02/2019 Valid From 07/02/2019 Valid To 07/31/2020

Contact Information

Contact Email 1

Contact Email 2

Contact Email 3

Valid From and Valid To

Sales Details

Owner * 99855879-A & P ELECTRIC SERVICE

End Customer ID * 99855879-A & P ELECTRIC SERVICE

GRM Customer A & P ELECTRIC SERVICE - (1002)

Sales Organization * 1002 - Sprecher + Schuh US

Sales Estimate * 5000.00

Primary Competitor * ABB

Secondary Competitor

Other Competitor

Project Description Training SPA

Ultimate End Customer

Agreement Description Long-term TOE

Notes created during setup or modification

Commercial Justification *

External Notes entered by Claudia Sears on 07/08/2019 at 15:14:55

Training

Next goes to Participants

Save Next Reset Exit

Participants

Details who the agreement is assigned to (the End Customer)

Valid From	Valid To	Sold To ID *	Sold To Name	End Customer *	End Customer Name	Sales Organization
07/02/2019	07/31/2020	0099855879	A & P ELECTRIC SERVICE	0099855879	A & P ELECTRIC SERVICE	1002 - Sprecher + Schuh US

Deals

Two basic discount types

- Net price by Catalog
- Discount by product group (PGC)
- Discount by Catalog is not used at this time

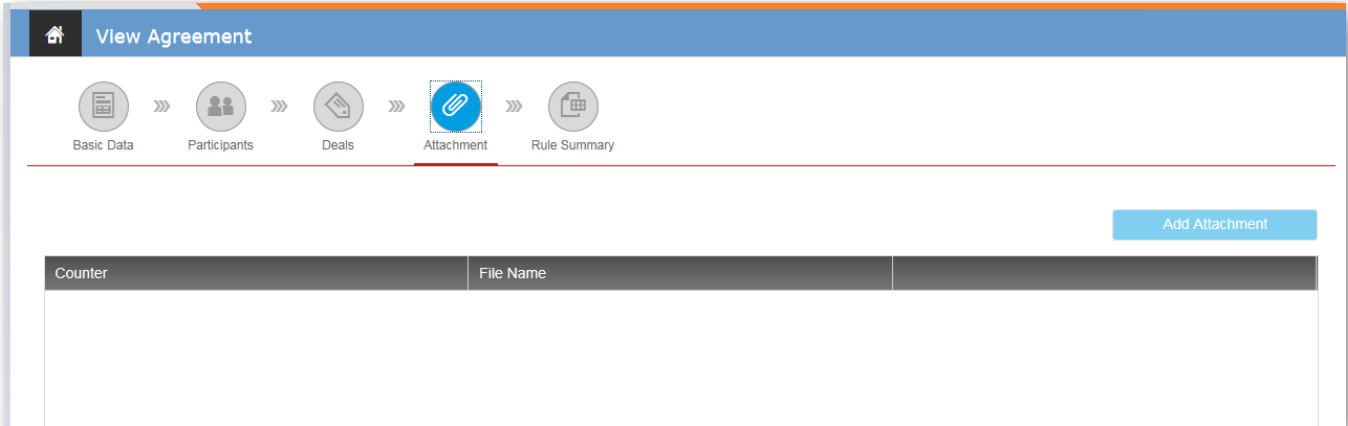
Counterparted	Valid From	Valid To	Catalog/UPC *	Req Net Price *	Rate	List P
	07/02/2019	07/31/2020	1078180024754	35	35.00	72.05
	07/07/2019	07/31/2020	1078180129923	35	47.00	81.45
	07/02/2019	07/31/2020	886739441204	0	65.00	116.50
	07/02/2019	07/31/2020	886739446933	100	100.00	150.25
	07/08/2019	07/31/2020	886739452255	85	85.00	168.60

Counterparted	Valid From	Valid To	PGC*	PGC Description	Req Discount % *	Rate	DS	DS Description
	07/08/2019	07/31/2020	67S	S-S D7 Metal Pilot Devices Illum.	50.00	50.000	B5	Global Low Product
	07/02/2019	07/31/2020	75S	S-S CA6 Renewal Parts 95-860A	0.00	50.000	B6	Spares parts - IC
	07/02/2019	07/31/2020	81S	S-S CA7 Contactor Aux. Contact	0.00	50.000	B7	IE Power Products

HINT! This Export only exports what is on this tab, not the whole contract.

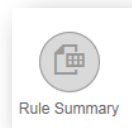
Attachment

Backup files can be attached to new requests.



Rule Summary

Contracts can also be downloaded to .csv format by clicking Rule Summary icon



O	P	Q	R	S	T	U	V	W	X	Y	Z	AA
End Customer ID	Ship-to Name	Ship-to Address	Ship-to City	End Customer region/EAN/LPC	Catalog No	Material	Description	Price Group	PG Description	Price Family	PF Description	D
9985879	A & P ELECTRIC SERV	PO Box 4294	West Columbia	SC	889508537894	CAB-116-11-120W	PN-408827	REC 116 A Contactor	82T	5+5 CAB Contactor, I E17	IEC Contactors > 100. 8T	
									82T	5+5 CAB Contactor Ai E17	IEC Contactors > 100. 8T	

Create Modification Request

The dashboard header includes the Sprecher+Schuh logo, the title 'SPECIAL PRICE AUTHORIZATION (SPA) REQUESTS', and a user welcome message 'Welcome, KCW7LXRARUCR'. The main area contains three primary action buttons: 'Create New Request', 'Create Modification Request' (highlighted with a red box and a hand cursor), and 'View / Edit Request'. A secondary 'View Agreement' button is also visible.

Create Modification Request

Agreement # Agreement Reference Search

Enter the Agreement # or Reference Number

Create Modification Request

4000402908 Agreement Reference Search

Search Results

Export

Agreement #	Agreement Type	Current Status	Agreement Reference	Description	Valid From Date	Valid To Date
4000402908	Long-term TOE	Agreement Created	78830	WHAT FOR ELECTRIC	07/01/2018	06/30/2019

Click the agreement

Basic Data

Supply any missing data.

Might be missing on converted agreements from JDE

Commercial Justification is required for every modification request

❗ Enter valid Sales Estimates. Its a mandatory field.
❗ Enter valid Notes. Its a mandatory field.

Agreement #	4000402908	Agreement Reference	78830	Agreement Type	Long-term TOE
Fixed value Date	07/01/2018	Valid From	07/01/2018	Valid To	06/30/2019

Sales Details

Owner * 99145676-BREHOB ELEC

End Customer ID 99859580-EUBANKS ELE

Sales Organization * 1002 - Sprecher + Schu

Sales Estimate *

Primary Competitor * BANNER ▼

Secondary Competitor ▼

Other Competitor

Project Description ELECTRICAL CONTRACT

Ultimate End Customer

Agreement Description WHAT FOR ELECTRIC

Contact Information

Contact Email 1

Contact Email 2

Contact Email 3

RA Reviewer


Save Next Reset Exit

Include ADDITIONAL contacts to receive notification (confirmation will be sent to requester)

Annual estimated value of this business

Known Competitor

All required fields must be completed before clicking Next or the Deals Icon



Include why you are requesting a price concession, reason for item addition or anything else you want us to know *

* All notes are saved with the contract

Deals

Add items at a net price or add groups of items using a price group.

Create Modification Request

Basic Data | Participants | **Deals** | Status

Disc Catalog **Net Price By Catalog** Discount By PGC

Net Price By Catalog

Add Rows: Select Rows

Countered	Catalog/UPC *	Req Net Price *	Rate	List Price	Catalog	Material	Description
1	CA7-9-10-120	356	356.00	776.72	CA9-116-11-120W-L	PN-408827	IEC 116 A

A	B	C	D
1	CATALOG	PRODUCTS	REQQTY
2	CA7-9-10-120		2
3	D7P-E9		2
4	D7P-FA0PX10E		3

Catalog/UPC *	Req Net Price *	Rate	List Price
CA7-9-10-120	<input type="text"/>	<input type="text"/>	0.00
D7P-E9	<input type="text"/>	<input type="text"/>	
D7P-FA0PX10E	<input type="text"/>	<input type="text"/>	
889508537894	356	356.00	776.72

HINT! If you cut and paste catalog numbers from a list, you only need one row

Disc Catalog Net Price By Catalog **Discount By PGC**

Discount By PGC

Add Rows: Select Rows

Countered	Valid From	Valid To	PGC*	PGC Description	Req Discount % *	Rate	DS
	07/11/2019	07/31/2020	<input type="text"/>		<input type="text"/>		
	07/10/2019	07/31/2020	82T	S+S CA9 Contactor Aux. Contact	50.00	50.000	B7

Search- PGC

PGC: DS:

PGC	Description	DS	DS Description
17U	S+S Auer Tel&Haz Location Devices	B5	Global Logic Product
18U	S+S Auer ECO40 Beacon Components	B5	Global Logic Product
19U	S+S Auer ECO40 Mounting Components	B5	Global Logic Product
20U	S+S Auer ECO40 Sounder Components	B5	Global Logic Product
21U	S+S Auer ECO60 Beacon Components	B5	Global Logic Product

Upload from File

Upload from an Excel file

When uploading a file to a modification request include the Valid From and Valid To dates of the current agreement

	A	B	C	D
1	Catalog/UPC	rate	Valid From	Valid to
2	200100900	35	3/25/2019	6/30/2019
3	200130900	35	3/25/2019	6/30/2019
4	200200900	35	3/25/2019	6/30/2019
5	200301900	35	3/25/2019	6/30/2019
6	200302900	35	3/25/2019	6/30/2019

Click Save, Then Click Status to Submit.

- Once a request has been approved an email is sent to the requester

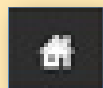
Your request has been sent
Click **OK** and **Exit**

HINT!

You can save your request and keep editing it until you Submit it.

- Only one request can be in process at a time.
- Once a request is in Review it can no longer be edited.

Click the "Home" Icon to return to the dash board



Requests Process

Requests needing your attention

Requests submitted for Pricing Approval

Action Required

- Requests that have not been submitted (the pencil is not grayed out)
- Or a price has been countered and needs acceptance

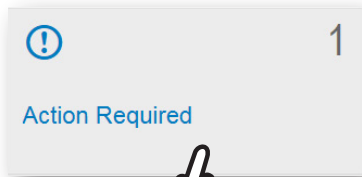
Request #	Owner ID / Name	End Cust ID / Name	Requester	Agreement Reference	Agreement #	Changes
R100643016	99855879-A & P ELECTRIC SERVICE	99855896-MCNEILL & COMPA...	Marketing Communications		4000488015	Marketing

In Pricing Review

- When a request has been reviewed an email is sent to the requester
- You cannot have more than one modification request for the same contract.

Request #	Owner ID / Name	End Cust ID / Name	Requester	Agreement Reference	Agreement #	TOE/SF
R100482781	99145676-BREHOB ELECTRIC EQUIP...	99859580-EUBANKS ELECTRIC	REFRDW0NFSUW	78830	4000402908	

Hint: The "Action Required" and "In Pricing Review" tiles only appear when an action is pending.



Action Required Tile

If your request is countered you need to accept it, or counter with a new request price.

Click the pencil to review the countered pricing

	Request #	Owner ID / Name	End Cust ID / Name	Requester	Agreement Reference	Agreement #	Changed
	R100643016	99855879-A & P ELECTRIC SERVICE	99856696-MCNEILL & COMPA...	Marketing Communications		4000488015	Marketing

Addressing a Countered Request

Only items countered need to be addressed

- Actions for countered offers
 - Edit the requested pricing and click Status to resubmit or
 - Accept the countered price by clicking Status and Acknowledge Request

Only Countered items require action. Marked by an "X"

Agreement Request # R100482832 Agreement # 4000403650 Current Status Countered by RA P&N

Participants Deals Attachment Rule Summary Status

Net Price By Catalog

Countered	Valid From	Valid To	Catalog/UPC *	Req Net Price *	Rate	List Price	Catalog
X	03/26/2019	06/30/2019	191326517430	35	0.00	72.27	2001009
	07/01/2018	06/30/2019	191326600729	0	79.31	409	CA7-72-

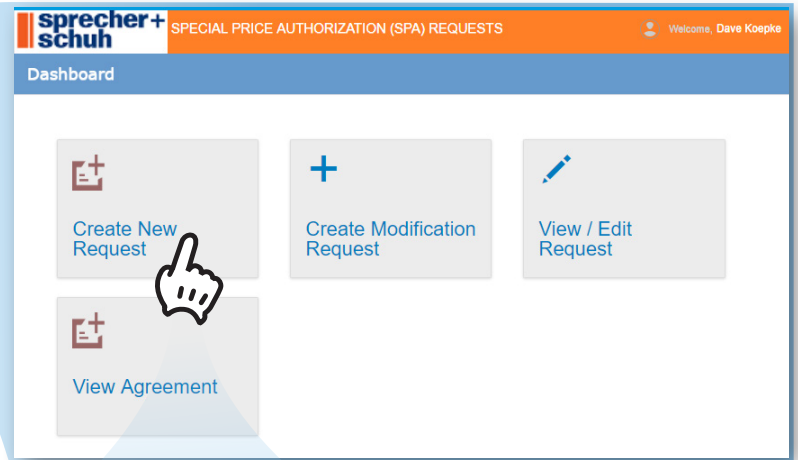
All columns in the app are movable for easy sorting and filtering

Special Pricing Agreements (For Distributors)



Create New Request

To speed up your request, verify or request NEW End Customers before requesting a new contract



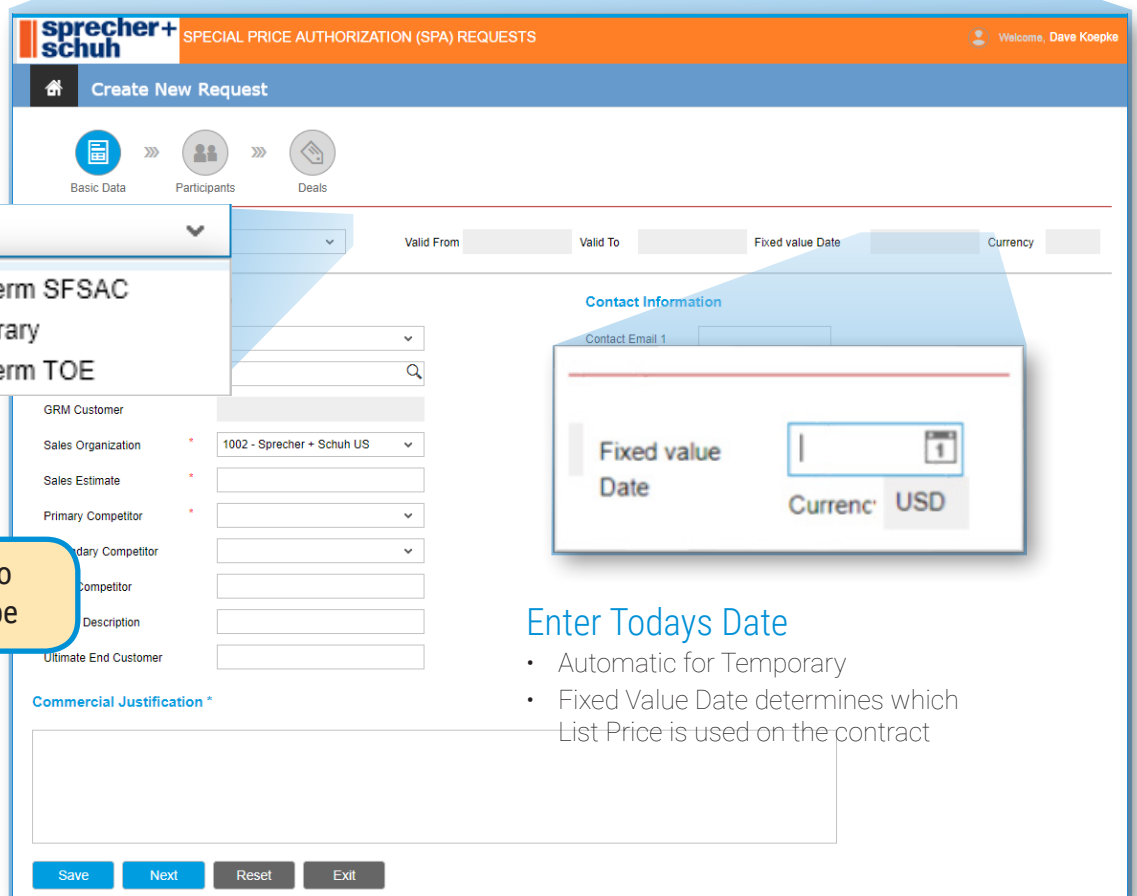
Basic Data

Agreement Type

User type determines Agreement types available.

- Temporary = one time Quote (90 day)
- Long Term = Annual contract
- ONLY *Ship from Stock and Credit* customers use the SFSAC choices

Select your contract type



Use drop down menu to choose Agreement Type

Enter Today's Date

- Automatic for Temporary
- Fixed Value Date determines which List-Price is used on the contract

Basic Data

Enter required information marked by *

- Sold to should default by user ID
- Sales Reps can select from list

Home
Create New Request

Basic Data

Participants

Deals

Agreement Type: Long-term TOE Valid From: 07/11/2019 Valid To: 07/31/2020 Fixed value Date: 07/11/2019 Currency: USD

Search End Customer ID

Owner: * 0099855879 - A & P ELECTRIC SERV

End Customer ID: * 0099855879 - A & P ELECTRIC SERV

GRM Customer: [Empty]

Sales Organization: * 1002 - Sprecher + Schuh US

Sales Estimate: * 100000

Primary Competitor: * SCHNEIDER

Secondary Competitor: [Empty]

Other Competitor: [Empty]

Project Description: [Empty]

Ultimate End Customer: [Empty]

Contact Information

Contact Email 1: [Input]

Contact Email 2: [Input]

Contact Email 3: [Input]

Commercial Justification *

[Empty Text Area]

Save
Next
Reset
Exit

Include ADDITIONAL contacts to receive notifications (confirmations will be sent to requester)

Search End Customer ID

Click Next to add Participants

Hint! For Sales Representatives only

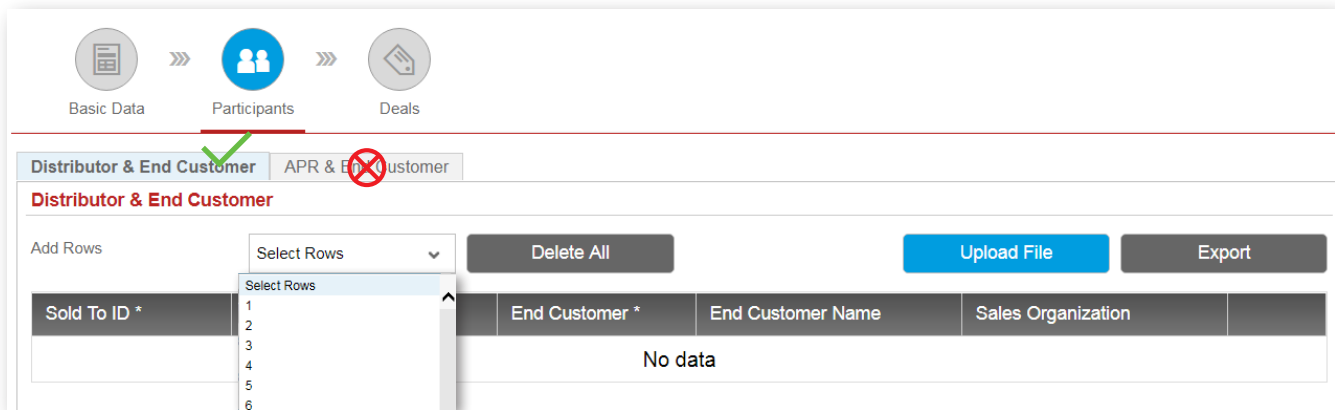
If an End Customer relationship can't be found, use the Sold To as the end customer and use the notes section to include the new end customer information

- company name
- address
- website
- phone + contact name

Your request will be delayed or rejected without End Customer information

Participants

Usually the same as previous page. More than one end customer is possible. Enter BPID from previous page or Search for additional participants.

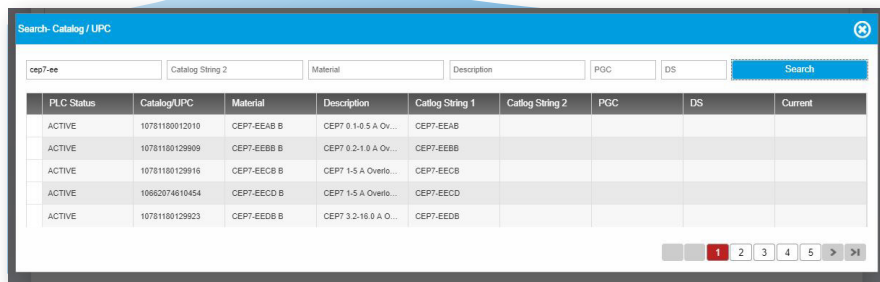
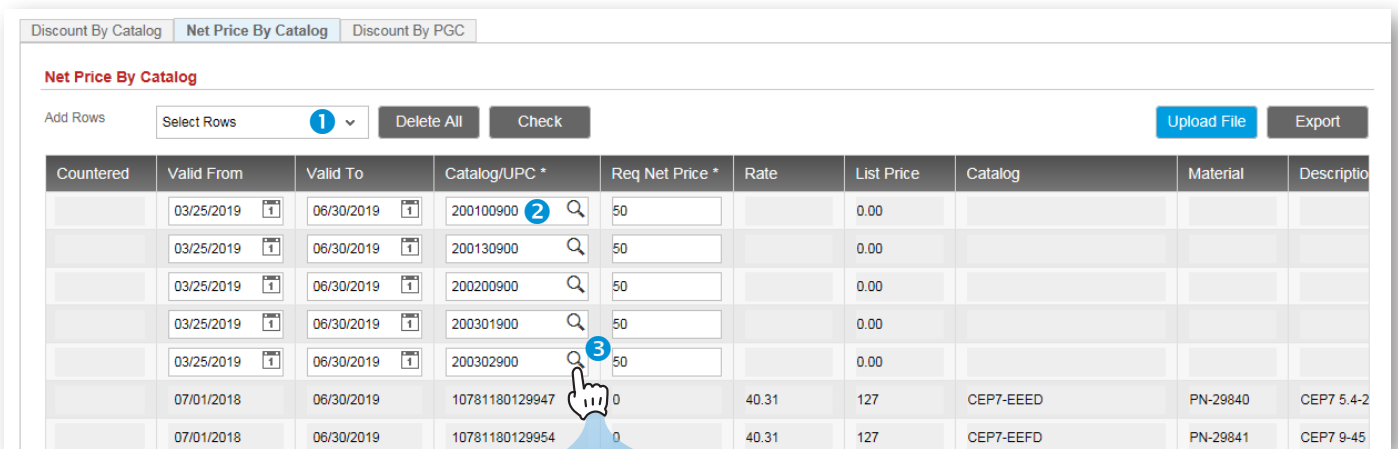


Hint!
Never use the "APR + End Customer" tab.

Deals

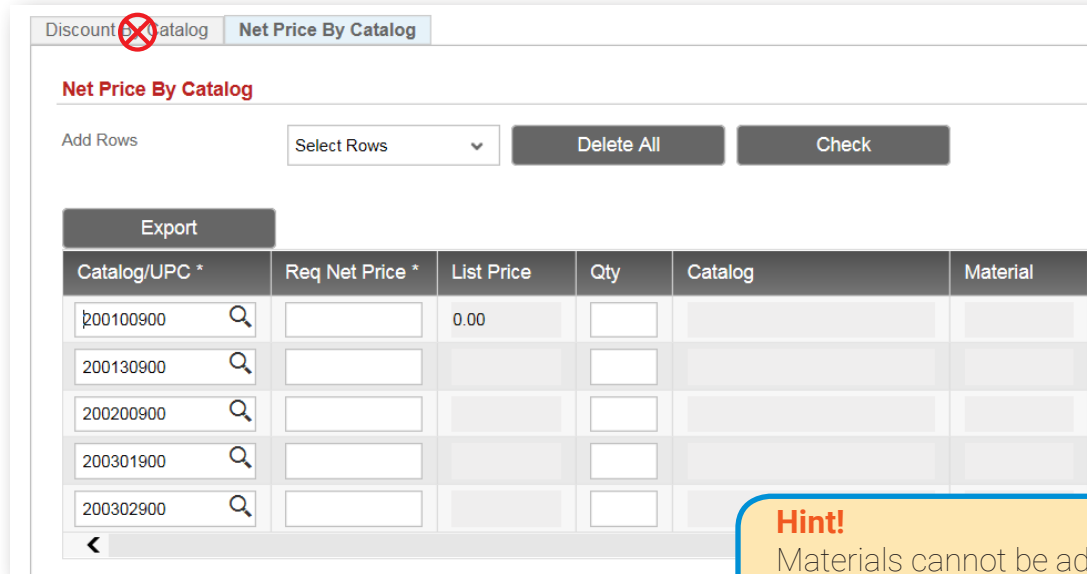
Uses the same tools as Requesting a Modification

- 1 Select number of rows you want to add
 - You can cut and paste several lines at once
 - Past each column separately
- 2 Enter catalog number, UPC number, product numbers, or Price Groups
- 3 Search for catalog numbers or Price Groups



On Temporary (Short Term) Requests

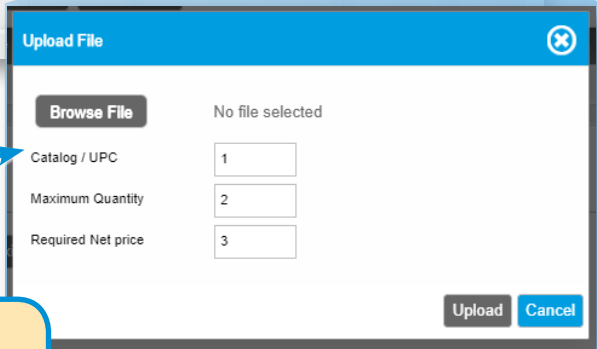
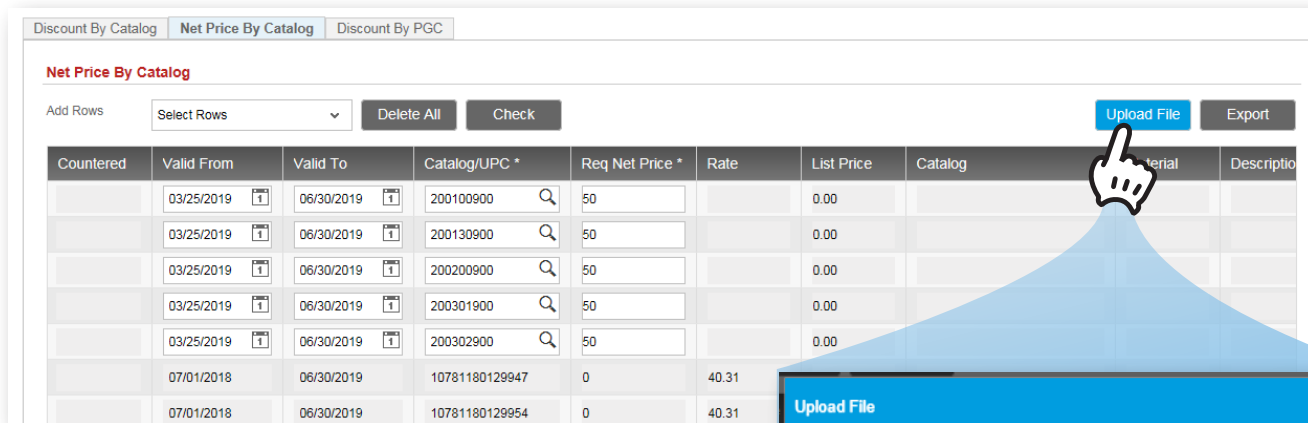
- Only Net Price by Catalog
- Same tools as Long Term
- A maximum quantity is required



Hint!
Materials cannot be added without a UPC code already in the system **BUT** you can add them as a Price Group instead. See next page.

Upload a file

- Specify which data is in which column
- Include Qty for Short Term



Use "Browse File" to select and upload file.

Add Price Groups

Discount By Catalog | Net Price By Catalog | **Discount By PGC**

Discount By PGC

Add Rows

PGC*	PGC Description	Req Discount % *	DS	DS Description	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="Delete"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="Delete"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="Delete"/>

Search- PGC

PGC	Description	DS	DS Description
17U	S+S Auer Haz Location Devices	B5	Global Logic Product
56S	S+S Auer Accessories	B5	Global Logic Product
57S	S+S Auer Comb. Signaling Se...	B5	Global Logic Product

Discount By Catalog | Net Price By Catalog | **Discount By PGC**

Discount By PGC

Add Rows

PGC*	PGC Description	Req Discount % *	DS	DS Description	
56S <input type="text" value="Q"/>	S+S Auer Accessories	<input type="text" value="50"/>	B5	Global Logic Product	<input type="button" value="Delete"/>
<input type="text" value="Q"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="Delete"/>
<input type="text" value="Q"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="Delete"/>

Enter desired discount percent off List Price

Click Save

Agreement Request # R100482830 Current Status Initial

Basic Data Participants Deals Status Attachment

Success

Agreement request R100482830 has been successfully saved

Submit Request Cancel Request Edit Request

Valid From	Valid To	PGC*	PGC Description	Req Discount % *	Rate	DS	DS Desc
03/26/2019	03/31/2021	56S	S+S Auer Accessories	50	0.000	B5	Global Lo

Status Change Message

Status Updated for the Agreement Request R100482830

The Customer receiving Products purchased under this Agreement has agreed that such Products are solely for (i) its use as an end-user for its routine internal use and consumption, or (ii) as a value-added reseller, for incorporation into and resale solely as an integral part of its own products, systems or solutions for an end-user, and may not be redistributed or resold as discrete products by such Customer or any other party, except in limited numbers as spare parts necessary and incidental to such Customer's value-added products, systems or solutions for an end-user.

Ok

Frequently Asked Questions

Why isn't My User ID working?

Your sign in name will be the email address you used when registering for the portal. Previous "old portal" users cannot use their old credentials. You must register for a new user account at register.sprecherschuh.com

I am asked to sign in over and over

When trying to access the B2B portal for the first time, if you are asked to enter your user credentials repeatedly this indicates your user account was not ready for use. It takes up to 24 hours to complete a user set up, though typically it is the same day. Please allow more time and try to log in later. If this error persists, please contact b2bhelp@sprecherschuh.com and include a screen capture of the error.

Why Can't I See The Special Pricing Application?

The SPA application is designed for Sprecher + Schuh Authorized and Specialty Distributors, and Sales Manufacturing Representatives. If you do not see the app on your dashboard then your account type is not authorized to use it. If you think this is an error, please contact b2bhelp@sprecherschuh.com.

Not all my products were uploaded from my Excel file

If the data in the file is not in the right columns there will be an error. Make sure to use the format examples supplied. When uploading from an Excel file, some products may not be loaded due to incomplete or incorrect information. Only correct and current products will be added to the list. There are no indicators identifying which product lines did not load. This is a future enhancement.

What is 2-Step Verification?

2-Step Verification, also commonly referred to as Multi-Factor Authentication, is the practice of presenting the user with a second challenge question in addition to their user-name and password upon login to further verify their identity. Sprecher + Schuh offers 4 options/methods for 2-step verification; User's can opt to receive a 6-digit verification code at the time of login via a phone call, text message, or email that they can input into the login screen, or they can opt to receive a phone call from the verification Automation System and choose the # key to authenticate.

Why Do I Need 2-Step Verification?

Sprecher + Schuh wants to insure the confidentiality of your pricing and account information by using this additional security method. The second challenge question prevents someone else from logging in with your account in the event they should get ahold of your login id and password, as the authentication code changes each time you login, and a potential hacker would need access to your mobile device/email account in addition to your password.

When is 2-Step Verification Required for login

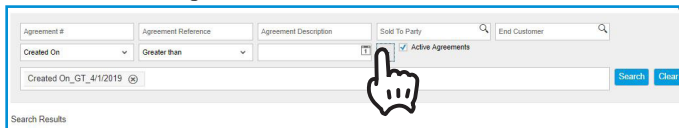
The 2-Step Verification is required at least once a day (approximately every 8 hours), or if you log off and log on to a different computer or network (IP address). You should be able to login again within that time period without performing the 2-Step verification, including closing a browser or restarting after a system time out. A computer shut down or restart might also trigger the verification process. As a rule, once a day can be expected.

How Do I Change My Verification Method?

The 2-Step Verification method can be changed from Email to Phone or Phone to email by sending a request to b2bhelp@sprecherschuh.com.

When I search for a company or product, I get No Data is found

Some fields of the search screens are case sensitive. Try to match the case that is on your account, or contract, and don't include any spaces in catalog numbers. You can also use a star (*) for the ampersand (&) symbol or wild card elements, as some symbols have encountered problems in the search screens. When attempting to add Search Criteria when looking for companies, make sure to use the PLUS symbol to add the criteria to the filter area before clicking the search button.



Why can't I use my End Customer?

If you search for and find an End Customer for use on a New request, and receive an error that that End Customer is not allowed, a relationship is missing. Include the End Customer data in the notes section of the request and use your own information as the End Customer. We will create the relationship (if allowed) and correct the agreement request appropriately.

Why Do I See Multiple Sold To Accounts or Duplicate Contract Numbers?

Users who have a relationship to multiple locations will see those locations in the Sold To screen on the Price & Availability app. Generally, it does not matter which location you choose to look up availability. However, if multiple locations are listed on a contract, a location on that contract must be selected to view pricing for that contract. Also, when multiple locations are listed on a contract, it will appear multiple times in the Agreement look up screen.

My Screen seems to be frozen. What do I do?

In some cases, a very large amount of data is trying to be loaded or searched for. This is especially prevalent in very long agreements or if search criteria is too vague. Please be patient. When using the app, if a screen appears to be taking too long, or is not responding, try pressing Control + F5 to force a screen refresh. Chrome, Safari and Internet Explorer are the most suitable browsers for the B2B Portal. Microsoft Edge can also be used but has some small compatibility issues that may manifest as unresponsiveness in the application.

I have extra rows I don't need

Sometimes you add more rows than you need. Or maybe you added a row on the APR & End Customer tab or the Discount by Catalog tab by mistake. The application will think you have missing data and give you an error message. Check for empty rows on all tabs. Scroll all the way to the right to delete unwanted rows using the trash can link.

