



Electrolux B2B New Zealand

User Guide

V1.1 – July 2023

TABLE OF CONTENTS

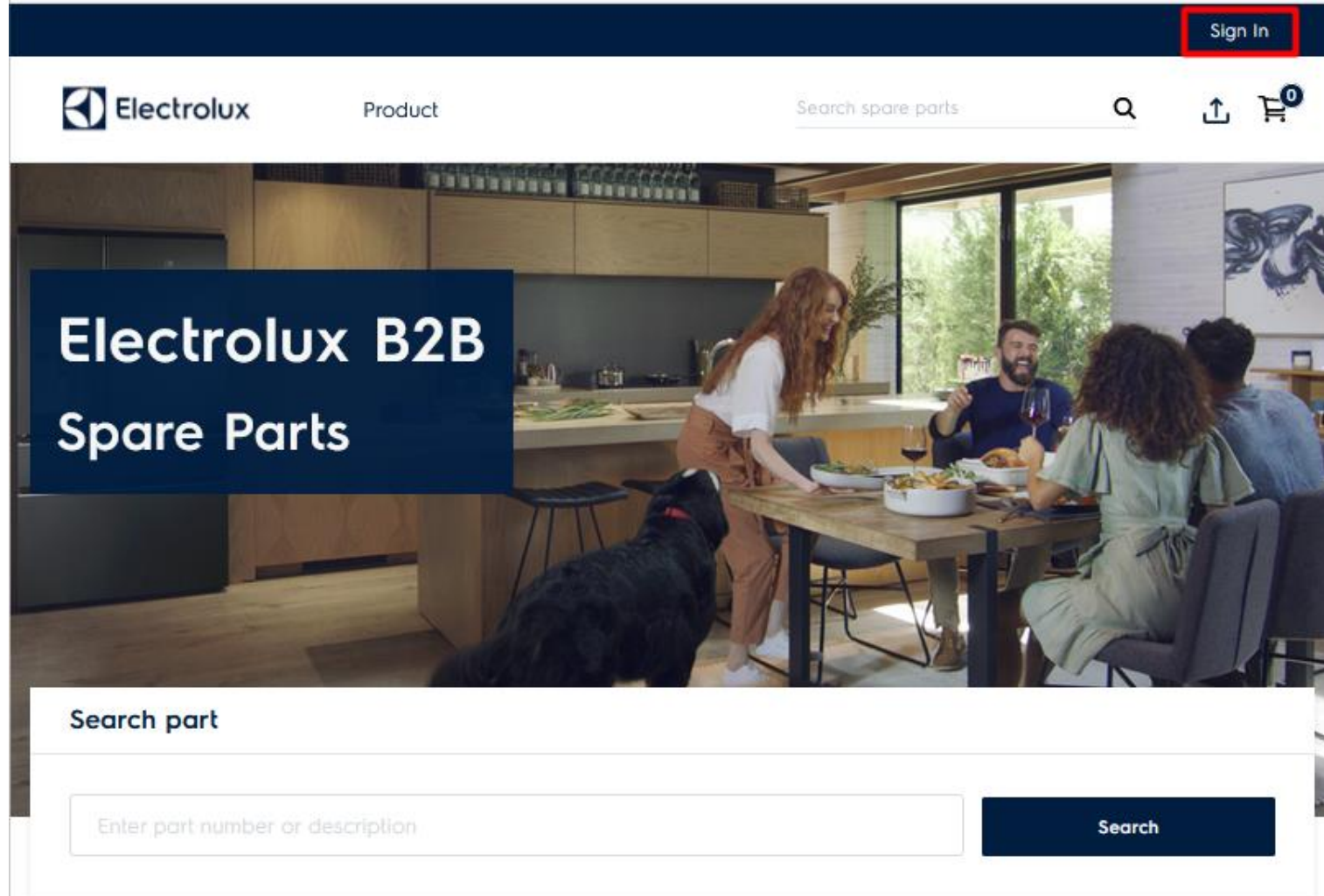
I. Homepage.....	2
1. Header	2
2. Navigation.....	4
2.1. Main navigation.....	4
3. Homepage Content.....	5
3.1. Banner and Search box.....	5
3.2. Content blocks.....	5
4. Footer.....	6
II. Product listing page (PLP)	7
III. Product Details Page (PDP)	8
IV. Cart Page.....	9
V. Checkout Page	11
VI. Order History	13
1. Open Order tab:.....	13
2. Open Lines tab:	14
3. Closed Order tab:.....	14
4. Closed Lines tab:	16
VII. Order Details.....	17

I. Homepage

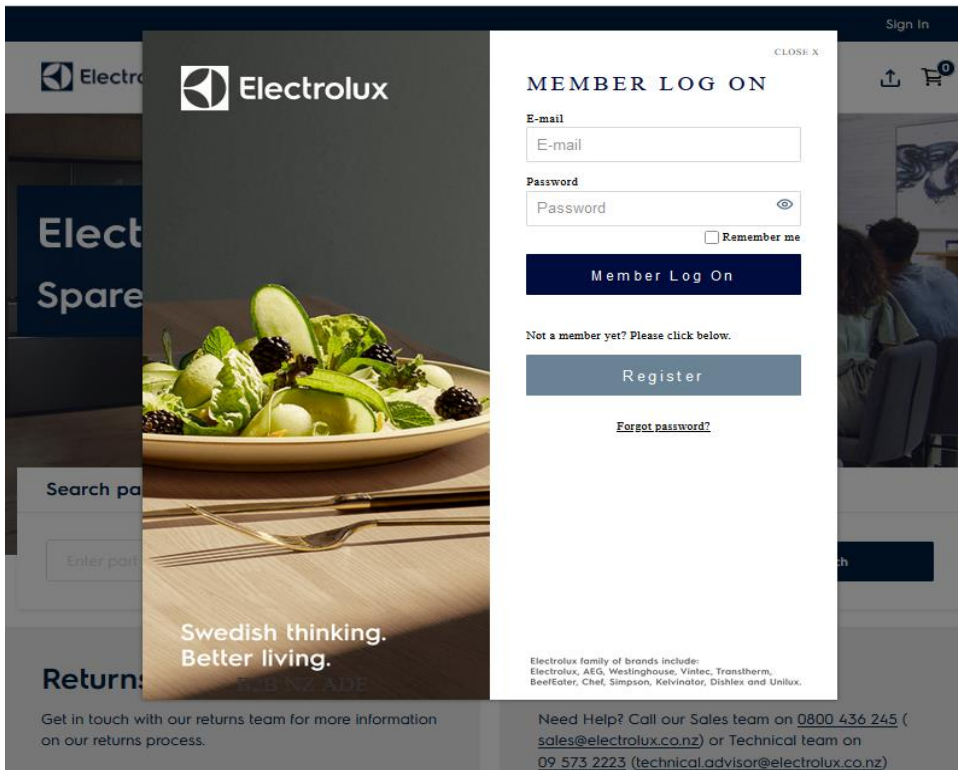
The Homepage of Electrolux B2B New Zealand consists of: Header, Navigation, Page Content, and Footer.

1. Header

When Users access the site, Users can see “Sign In” button at the top right of the screen.




By clicking on the button, it will lead to Users to “Member Log On”.



Electrolux

MEMBER LOG ON

E-mail

Password
 

☐ Remember me

Member Log On

Not a member yet? Please click below.

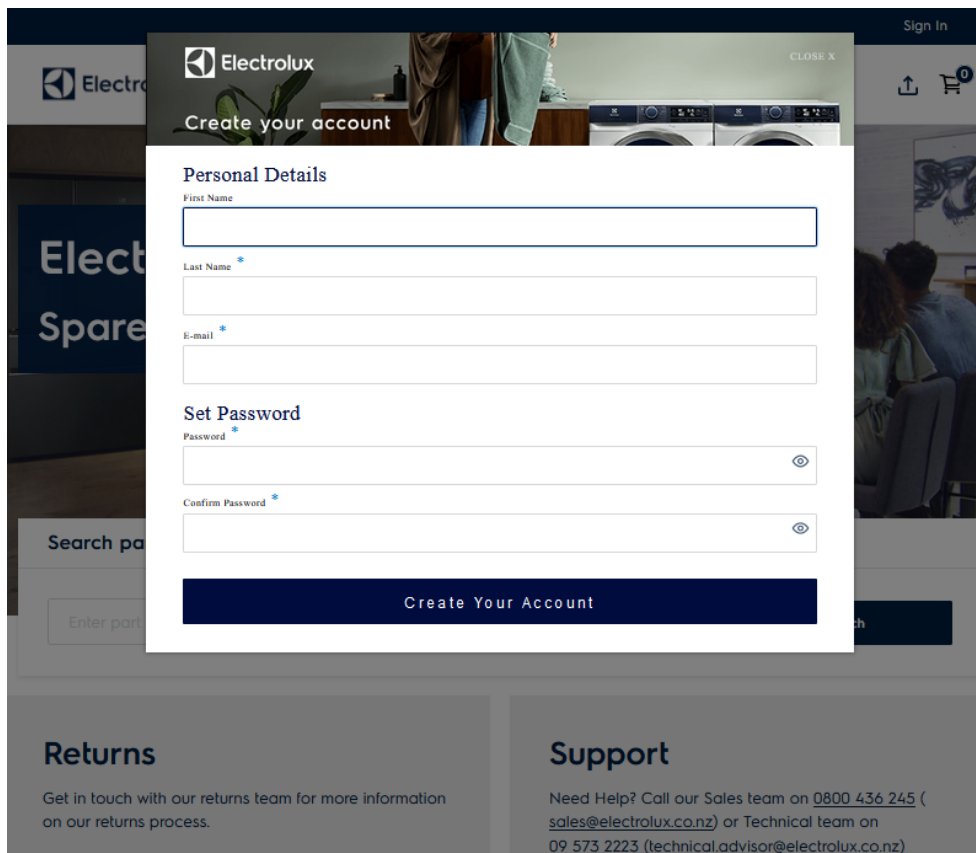
Register

[Forgot password?](#)

Electrolux family of brands include:
 Electrolux, AEG, Westinghouse, Vintec, Transtherm,
 BeefEater, Chef, Simpson, Kelvinator, Dishlex and Unilux.

Need Help? Call our Sales team on 0800 436 245 (sales@electrolux.co.nz) or Technical team on 09 573 2223 (technical.advisor@electrolux.co.nz)

If Users already have an account, they can enter username and password in the required fields to log in the system. If not, Users can click “Register” to create a new account with First Name, Last Name, Email and Password.



Electrolux

Create your account


Personal Details


First Name

Last Name *

E-mail *

Set Password

Password *
 

Confirm Password *
 

Create Your Account

Returns
 Get in touch with our returns team for more information on our returns process.

Support
 Need Help? Call our Sales team on 0800 436 245 (sales@electrolux.co.nz) or Technical team on 09 573 2223 (technical.advisor@electrolux.co.nz)

After successfully logging in, Users can see following items in the header:



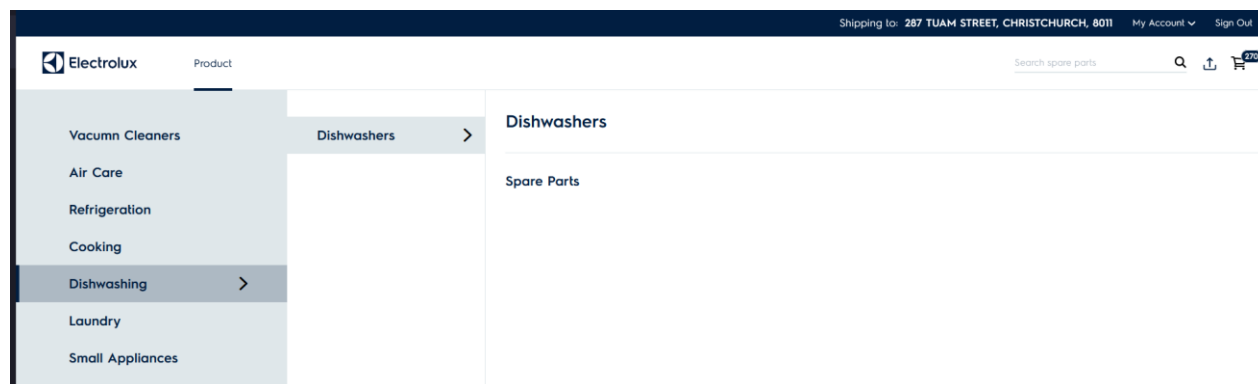
 Account Details

 Order History

- **Shipping to:** Allows Users to check Delivery address.
- **My Account:** Contains Account Details, Order History
- **Sign Out:** to log out of Electrolux B2B New Zealand

2. Navigation

2.1. Main navigation

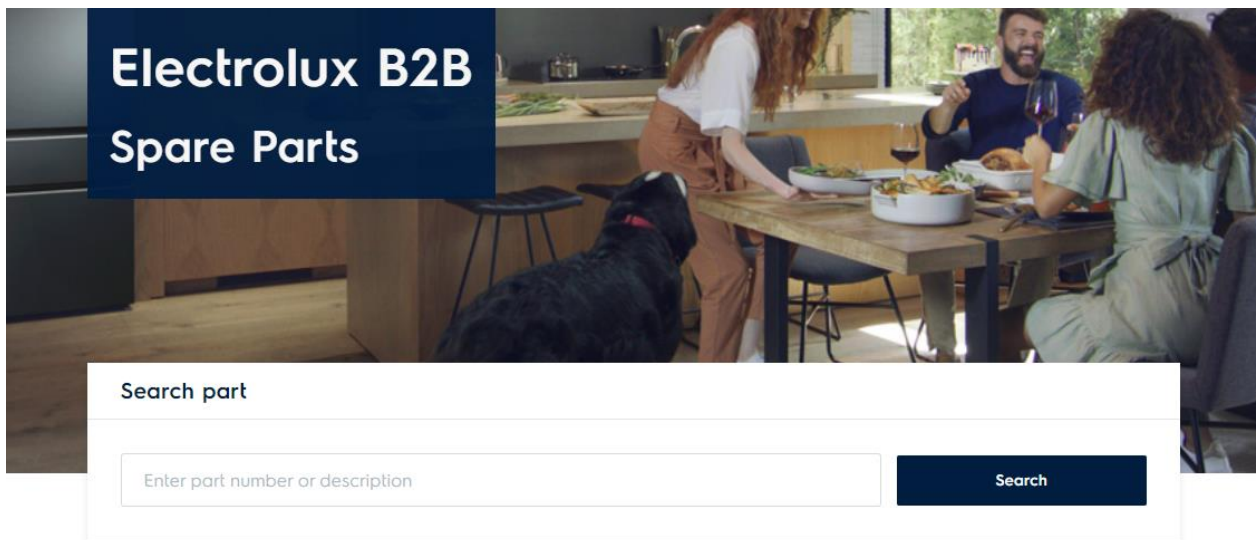


Main navigation consists of Product, Search box, Upload order and Mini cart.

- **Product:** Drop-down list containing all product categories and product sub-categories with their Spare parts accordingly
- **Spare Part:** leads to the Parts listing page.
- **Search box:** Enter part number, model number or product name to quick search.
- **Upload order:** Allow Users to upload orders by using the Excel template.
- **Mini cart:** A quick look to see what's in Users cart.

3. Homepage Content

3.1. Banner and Search box



Users can use the Search part box under banner to Search product by Model number or Keyword, Users will be directed to Search Results page.

3.2. Content blocks

This section shows Returns and Support block.



In Return block, Users can download the SRA form for their reference.

4. Footer

Footer is divided into 3 columns.

ABOUT ELECTROLUX	SHOPPING AT ELECTROLUX	CONTACT US
About Electrolux Group	Terms and Conditions	Get in touch
Visit Electrolux.co.nz	Privacy Policy	sales@electrolux.co.nz
		0800 436 245

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[Terms & Conditions](#) | [Privacy Policy](#)

1. **About Electrolux**
 - a. About Electrolux group.
 - b. Visit [Electrolux.co.nz](https://www.electrolux.co.nz) links to **Electrolux New Zealand** brand site
2. **Shopping at Electrolux**
 - a. Click to see Terms and Conditions
 - b. Click to see Privacy Policy
3. **Contact Us**
 - a. Customer Care 0800 436 245. Click to call the Customer Care number
 - b. Email: sales@electrolux.co.nz. Click to send email.

II. Product listing page (PLP)

All products that are available for a particular product category will be listed here.

Filter section on the left are show In stock and Out of stock availability that allows User to select stock type









Filter 1126 items Sort by

Applied Filter

APPLIANCE CATEGORY ^

Ovens

AVAILABILITY v

 THERMOSTAT OVEN 4055549911 THERMOSTAT OVEN In Stock (74) NZD 31.20 Add To Cart	 CLIP FIXING GRATING 5614852019 CLIP FIXING GRATING In Stock (18) NZD 0.84 Add To Cart	 THERMAL CUTOUT 145 DEG NC 140064215019 THERMAL CUTOUT 145 DEG NC In Stock (18) NZD 3.49 Add To Cart
 SWITCH MULTI FUN 5 MAXI GRILL 4055565024 SWITCH MULTI FUN 5 MAXI GRILL In Stock (17) NZD 16.90 Add To Cart	 PLATE CVR TERM ELEC BIOS 4055471108 PLATE CVR TERM ELEC BIOS In Stock (16) NZD 2.79 Add To Cart	 IMPELLER OVEN FAN 160 MM 4055548913 IMPELLER OVEN FAN 160 MM In Stock (15) NZD 5.20 Add To Cart

Users can add products to cart on PLP by clicking “Add To Cart” button.

III. Product Details Page (PDP)

The PDP consists of 2 sections: Part Information and Part Specification.

[< BACK](#)



DOOR HANDLE ROUND INOX

5614713013

DOOR HANDLE ROUND INOX

NZD 64.23

Item price includes GST

1

In Stock (1)

Add To Cart

The first section of the PDP is all detailed information about the part:

- Product images
- Product's name
- Model Number
- Product's description
- Price
- Stock
- "Add To Cart" button for purchasing the part.

The second section of the PDP provides all Specifications information about the part, including the replacement and delivery information.

Specifications

Part number: 5614713013
Appliance category: Ovens, Microwave ovens
Part type: Part
Pack size: N/A
EAN code: N/A
Dimensions (Part): N/A
Dimensions (Carton): N/A
Weight (Part): N/A
Weight (Carton): 0

This part replaces older parts

There are no superseded parts for this part.

Delivery

Delivery is available New Zealand wide

IV. Cart Page

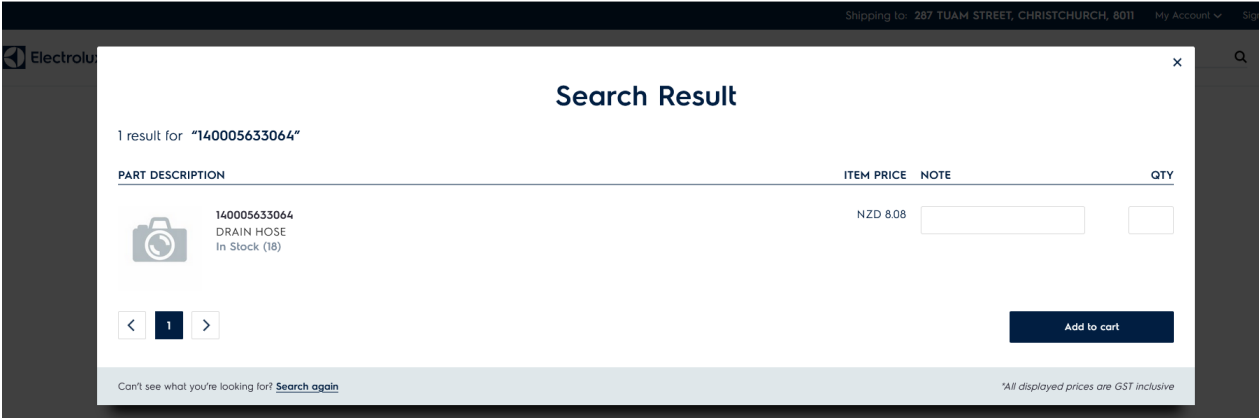
The Cart page consists of: Search, Upload Order, Shopping Items, and Frequently Ordered sections.

Your Shopping Cart

Search parts

Download [Excel template](#) to fill the list of parts you want to purchase then bulk upload. **Add maximum 200 line items for better uploading performance** on the site.


The **Search** section allows Users to look for the part by entering the part number or description. In the Search result, Users can edit the quantity before adding the part into the shopping cart



Shipping to: 287 TUAM STREET, CHRISTCHURCH, 8011 | My Account | Sign In

Search Result

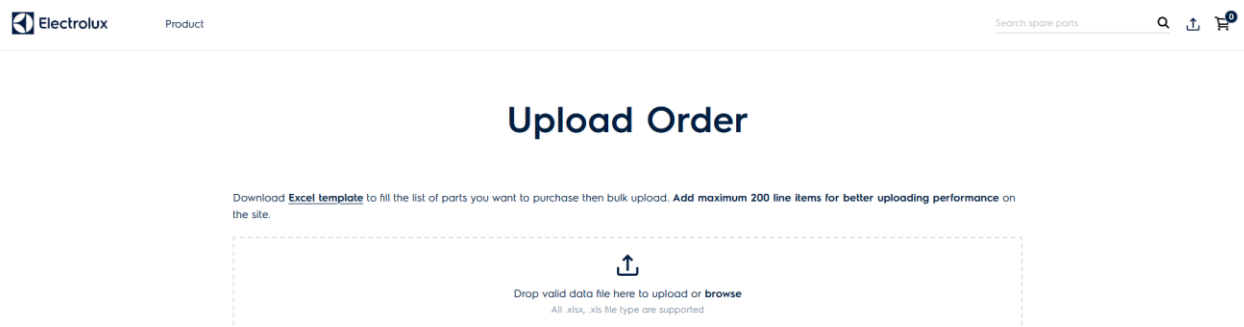
1 result for "140005633064"

PART DESCRIPTION	ITEM PRICE	NOTE	QTY
 140005633064 DRAIN HOSE In Stock (18)	NZD 8.08		<input type="text"/>

Can't see what you're looking for? [Search again](#)

*All displayed prices are GST inclusive

The **Upload Order** section allows Users to upload the order by using Excel templates to have multiple order line items.




Electrolux | Product

Search spare parts

Upload Order

Download [Excel template](#) to fill the list of parts you want to purchase then bulk upload. **Add maximum 200 line items for better uploading performance** on the site.



Drop valid data file here to upload or [browse](#)

All .xlsx, .xls file type are supported

The Cart Items section provides information about all purchased items with quantities and summary of the order total amount. Users can review all the items' details before checking out and submit the order.

Your Items

[Remove All](#)

PART NUMBER	DESCRIPTION	NOTE	QTY	STOCK STATUS	ITEM PRICE	LINE TOTAL
140005633064	DRAIN HOSE	<input type="text"/>	<input type="text" value="1"/>	In Stock	NZD 8.08	NZD 8.08

[Remove](#)

DELIVERY

Standard Shipping NZD 0.00

PRIORITY




SUB-TOTAL NZD 8.08
 DELIVERY NZD 0.00
TOTAL NZD 8.08
GST Included

[Go to Checkout](#)

[Continue Shopping](#)

The **Frequently Ordered** section provides the recently purchased items that Users can refer to reorder.

Frequently Ordered

SPRAY ARM UPPER DK GREY 450MM
1118949104
Out of Stock
NZD 9.29

[Add As Backorder](#)

BIN DOOR FLEX 13 WH MD36 HOTF
140073380010
Part
Out of Stock
NZD 23.66

[Add As Backorder](#)

HUMIDITY SENSOR CAPACTIVE BJT
140108726229
Part
Out of Stock
NZD 41.29

[Add As Backorder](#)

○ ○ ○ ○ ○ ○ ○ ○ ○ ○

V. Checkout Page

The Checkout page provides all information of the order to submit, including Order Branch Details (Sold To), Shipping Details (Ship To), and all purchased items with total amount summary.


Users can also put the order reference number if needed in the Reference Number text box.

When clicking on the Submit button, the order will be sent to the ERP for processing with the stock availability and shipping.

[← BACK TO CART](#)

Secure Checkout



1 Address	Order Summary
Ordering Branch Details <p>Address 287 TUAM STREET CHRISTCHURCH 8011</p>	 DRAIN HOSE NZD 8.08 140005633064 Qty: 1
Shipping Details <p>Address 287 TUAM STREET CHRISTCHURCH 8011</p>	<hr/> <p>Sub-total NZD 8.08</p>
<p>Reference Number <input type="text" value="Enter number of order reference"/></p>	<p>Delivery NZD 0.00</p>
<p>Submit Order</p>	<p>TOTAL NZD 8.08 GST Included</p>

After submitting the order, the B2B Portal will provide confirmation that the order has been processed as shown below screenshot. Users can have more information about their orders by clicking on the link to the Order History.

[← BACK TO CART](#)

Order Submitted



ADDRESS



CONFIRM

Thank you for your purchase. Your order number is **#BA00361007**

You will receive an order confirmation email shortly.

Go to **My Account > Order History** to view your order summary

VI. Order History

The Order History page consists of 4 tabs: Open Order, Open Lines, Close Order, and Closed Lines.




























1. Open Order tab:

Provide information such as Order number, Order Date, Shipping Address for on-going orders with 2 main statuses: In Progress and Shipped/Partially Ship.

In this tab, Users can also:

- review their orders in detail by clicking on the Order Details icon, or
- review the Receipt by clicking on the Receipt icon at the Actions column.

My Account

Open Order						Open Lines						Closed Order						Closed Lines					
Order number	Date	Status	Item quantity	Shipping address	Actions																		
BA00361007	13/07/2023	In Progress	1	287 TUAM STREET CHRISTCHURCH 8011	 																		
BA00360976	06/07/2023	In Progress	36	287 TUAM STREET CHRISTCHURCH 8011	 																		
BA00360954	04/07/2023	In Progress	1	287 TUAM STREET CHRISTCHURCH 8011	 																		
BA00360953	04/07/2023	In Progress	9	287 TUAM STREET CHRISTCHURCH 8011	 																		
BA00360948	04/07/2023	In Progress	1	287 TUAM STREET CHRISTCHURCH 8011	 																		
BA00360944	04/07/2023	In Progress	1	287 TUAM STREET CHRISTCHURCH 8011	 																		
BA00360943	03/07/2023	In Progress	1	287 TUAM STREET CHRISTCHURCH 8011	 																		
BA00360942	03/07/2023	In Progress	1	287 TUAM STREET CHRISTCHURCH 8011	 																		
BA00360941	03/07/2023	In Progress	1	287 TUAM STREET CHRISTCHURCH 8011	 																		
Show 10 items. Total item: 62 items.						        																	

2. Open Lines tab:

Provide information about each order line item of an order such as Part number, Quantity, Price, Shipping Type with specific statuses: In Progress, Back Order.

In this tab, User can also:

- Search for a particular Order or Spare part by entering the Order number or Part number in the Search area.
- Filter the Order line items by Order date, or Order line items' status.
- Export all the Order line items into Excel file for other usage purposes.

My Account

Open Order

Open Lines

Closed Order

Search for Part No., Order No. <input type="text"/>		Filter	<input type="text" value="By time"/>	<input type="text" value="All status"/>	Export	
Part No.	Order No. <input type="text"/>	Status <input type="text"/>	Quantity	Item price	Total price	Order type
140005633064 13/07/2023	BA00361007 13/07/2023	In Progress	1	NZD 8.08	NZD 8.08	Normal
140020904052 06/07/2023	BA00360976 06/07/2023	Back Order	0	NZD 39.68	NZD 0.00	Normal
140071217040 06/07/2023	BA00360976 06/07/2023	Back Order	0	NZD 99.21	NZD 0.00	Normal
4055354841 06/07/2023	BA00360976 06/07/2023	Back Order	0	NZD 14.69	NZD 0.00	Normal
807010414C 06/07/2023	BA00360976 06/07/2023	Back Order	0	NZD 152.14	NZD 0.00	Normal
1118949104 06/07/2023	BA00360976 06/07/2023	Back Order	0	NZD 9.29	NZD 0.00	Normal
140073380010 06/07/2023	BA00360976 06/07/2023	Back Order	0	NZD 23.66	NZD 0.00	Normal
140108726229 06/07/2023	BA00360976 06/07/2023	Back Order	0	NZD 41.29	NZD 0.00	Normal
140026158075 06/07/2023	BA00360976 06/07/2023	Back Order	0	NZD 25.19	NZD 0.00	Normal
3872957018 12/07/2023	BA00360954 04/07/2023	In Progress	1	NZD 0.84	NZD 0.84	Normal
Show <input type="text" value="10"/> items. Total item: 111 items.			<div><div><</div><div>1</div><div>2</div><div>...</div><div>11</div><div>12</div><div>></div></div>			

3. Closed Order tab:

Provide information about the Cancelled or Completed orders. In this tab, Users can also:































- Review the Order details by clicking on the Order details icon, or
- Review the Invoice of the Completed orders (not the Cancelled orders), or
- Reorder for the favourite orders in the past.

My Account

Open Order

Open Lines

Closed Order

Order number	Date	Status	Item quantity	Shipping address	Actions
BA00360975	06/07/2023	Cancelled	3	287 TUAM STREET CHRISTCHURCH 8011	  
BA00360955	04/07/2023	Cancelled	1	287 TUAM STREET CHRISTCHURCH 8011	  
BA00360929	03/07/2023	Completed	1	287 TUAM STREET CHRISTCHURCH 8011	  
BA00360918	27/06/2023	Completed	1	287 TUAM STREET CHRISTCHURCH 8011	  
BA00360906	23/06/2023	Completed	100	287 TUAM STREET CHRISTCHURCH 8011	  
BA00360896	21/06/2023	Completed	100	287 TUAM STREET CHRISTCHURCH 8011	  
BA00360884	20/06/2023	Cancelled	100	287 TUAM STREET CHRISTCHURCH 8011	  
BA00360882	20/06/2023	Completed	100	287 TUAM STREET CHRISTCHURCH 8011	  
BA00360881	20/06/2023	Completed	100	287 TUAM STREET CHRISTCHURCH 8011	  
BA00360880	19/06/2023	Completed	100	287 TUAM STREET CHRISTCHURCH 8011	  
<div> Show <input type="text" value="10"/> items. Total item: 17 items. <div> < 1 2 > </div> </div>					

4. Closed Lines tab:

Provide information about the Cancelled or Completed Order line items of an order such as Part number, Quantity, Price, Invoice number Shipping Type.

In this tab, User can also:

- Search for a particular Order or Spare part by entering the Order number or Part number in the Search area.
- Filter the Order line items by Order date, or Order line items' status.
- Export all the Cancelled or Completed Order line items into Excel file for other usage purposes.

Open Order

Open Lines

Closed Order

Closed Lines

Search for Part No., Order No.

Q

Filter

By time

All status

Export

Part No.	Order No.	Consignment	Status	Quantity	Item price	Total price	Invoice No.	Order type
1119208443 04/07/2023	BA00360975 04/07/2023		Cancelled	0	NZD 0.00	NZD 0.00		Normal
140150565012 04/07/2023	BA00360975 04/07/2023		Cancelled	0	NZD 0.00	NZD 0.00		Normal
8085641010 05/07/2023	BA00360955 04/07/2023		Cancelled	0	NZD 0.00	NZD 0.00		Normal
ET431121 03/07/2023	BA00360929 03/07/2023	1432849	Completed	1	NZD 39.72	NZD 39.72	1511548	Normal
30565336 04/07/2023	BA00360918 23/04/2023		Completed	1	NZD 1.69	NZD 1.69		Normal
A10092601 23/04/2023	BA00360906 23/04/2023		Cancelled	0	NZD 0.00	NZD 0.00		Normal
B040017 23/04/2023	BA00360906 23/04/2023	1417756	Completed	20	NZD 62.54	NZD 1,250.97	1489025	Normal
B040017B 23/04/2023	BA00360906 23/04/2023	1417756	Completed	80	NZD 51.09	NZD 4,087.46	1489025	Normal
B040017 22/04/2023	BA00360897 22/04/2023		Cancelled	0	NZD 62.54	NZD 0.00		Normal
B040017B 21/04/2023	BA00360896 21/04/2023	1417754	Completed	40	NZD 65.08	NZD 2,603.37	1489023	Normal

Show

10

Items. Total item: 45 items.

<

1

2

3

4

5

>

Show items. Total item: 45 items.

< 1 2 3 4 5 >

VII. Order Details



The Order Details page provides all information about the order from Order Number, Order Date, Order Status, Delivery Details, Billing Details to Order line items with Delivery quantity and their own status.

Users on this page can have the information about the Invoice when the order is completed as well as the number of parcels if the order is shipped partially.

[< BACK TO ORDER HISTORY](#)

Order Number: BA00360917

Order Details	Delivery Details	Ordering Branch Details
Order number: BA00360917/1762546 Order date: 27/06/2023 Order status: In Progress	287 TUAM STREET CHRISTCHURCH 8011	287 TUAM STREET CHRISTCHURCH 8011

PRODUCT	NOTE	STATUS	ORDER QTY	DELIVERY QTY	ITEM PRICE	SUB TOTAL
 CARTON - PACKAGING 0514200116		In Progress	1	1	NZD 2.53	NZD 2.53
 WASHER MX5 X 11 X .55 CSK BRAS 76157		In Progress	1	1	NZD 0.84	NZD 0.84
SUB-TOTAL						NZD 3.38
DELIVERY						NZD 0.00
TOTAL						NZD 3.38
						GST Include