

1. Questions from Shop Customers

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Login and Access

What do I enter as user name?

Your **Customer number**. Although the field is called *User name*, you cannot assign your own name.

See [Request access and initial login](#).

I do not have any access data yet. How do I get some?

Via **Access request** on the login screen, if you are already a customer. You need your Customer number and Your email adress for this.

If you are Not a customer yet?, **Not a customer yet?** leads to a request to the shop operator — this is not yet access.

See [Request access and initial login](#).

I have requested access but did not receive an e-mail

If your details do not match the customer base, the request will be **checked manually**. This can take several days, and you will receive the access data only afterwards.

Most common cause: The customer base contains a different or no E-mail address yet. Only your shop operator can correct this.

After logging in, the shop immediately requires a new password

This is intentional. The password from the e-mail was in plain text and should not be valid permanently. The page cannot be bypassed.

Enter the password from the e-mail under *Current password* and assign your own below.

See [Request access and initial login](#).

Do I have to log in every time?

No, if you activate the slider **Stay logged in on this system** when logging in. The login then applies for **30 days** — for this device and this browser.

On a computer used by several people, it is better to leave it off.

I have forgotten my password

Via **Password forgotten?** on the login screen, with Customer number and the E-mail address you used to request access.

If "*The E-mail address for this user is invalid.*" appears, the address does not match this Customer number.

I want to change my access e-mail address

Via the **User symbol** at the top right, menu item *Change E-mail address*. A confirmation link is sent to the new address — the change only takes effect after clicking it.

See [Change address, E-mail and password.](#)

Ordering and Cart

I cannot add an item to the cart — it says "Open matrix"

This is a **matrix item**, which comes in several variants, such as colours and sizes. Instead of entering a quantity, you enter the variants in a table.

Click on **Open matrix**, enter the quantities and then apply them all together at the end.

See [Ordering matrix items](#).

I have applied the matrix and want to make a correction

The matrix cannot be **reopened**. The cart now contains individual items — one per combination. You can only correct them there, line by line.

Therefore, check the values at the bottom left before applying: *Items* and *Total quantity*.

See [Ordering matrix items](#).

"Apply all" added fewer items than were displayed

There are two reasons for this, which can also overlap:

- The button only applies **the current page**. If there are 50 items per page, at most 50 will be added to the cart — regardless of how many results there are in total.

- Some items cannot be applied in this way. Then the message "*Not all items could be added to the cart.*" appears in red. This concerns **matrix items** and **locked items**.

The message does not specify which item is missing. Compare the number of items in the cart with the number of displayed items.

See [Item overview page](#).

After the Excel import, higher quantities appear in the cart than in my file

Your shop operator has configured the import so that quantities are rounded up to the next valid **packaging unit**. For example, quantity 1 with a packaging unit of 5 becomes 5 pieces.

There is no indication of this — only the normal success message appears. Therefore, check the quantities after each import.

See [Importing items via Excel template](#).

After uploading a second time, everything appears twice in the cart

The import **adds** the quantities; it does not replace the cart. If the first import was successful, do not upload the same file a second time.

If individual lines were rejected due to an error, instead use **Apply all error-free items** — this will add the remaining lines without a new upload.

See [Importing items via Excel template](#).

My Excel file is not being read at all

“The Excel file cannot be read. Please check the format of the Excel file.”

Either it is the wrong file type, or the file contains no rows apart from the headers. It is best to use the template from the shop.

See [Importing items via Excel template](#).

The live prices have disappeared again

This is intentional. The queried prices apply to **exactly the composition** for which they were calculated. As soon as you change something in the cart — quantity, new item, deleted item — or reload the page, they are discarded.

Simply trigger the query again afterwards.

See [Cart](#).

What does the coloured marking next to the item mean?

This is the **stock level**, provided your shop operator allows it to be displayed. Green means available, red means not available, grey: no information is available. Hover your mouse over it to see an explanatory text.

Whether a number is shown depends on your shop operator's settings.

See [Settings overview](#), section *Display stock level*.

I cannot submit my order

Check the **mandatory fields** in the order completion — depending on your shop operator's settings, these may include delivery address, order number or date of delivery. The message when clicking *Place order* specifies what is missing.

See [Placing an order](#).

I do not see a price for any item

Contact your **Contact**. If prices are missing throughout and not just for individual items, it is due to your conditions or the status of your customer account — both can only be clarified by the shop operator.

In this case, it is better not to order on speculation but to ask first.

Why do I see fewer items than I expected?

The assortment in the shop may be restricted — for example, to deliverable items, certain product groups or an item list assigned to you. Which restriction applies is decided by your shop operator.

Use the search by **Item number** if you are missing a specific item. If you still cannot find it, ask your Contact.

I have submitted an order but did not receive a confirmation

The confirmation is sent to the E-mail address of your **shop access**, not to the address from your master data. If you have changed it recently, check the new E-mail account — and the spam folder.

See [Change address, E-mail and password](#).

Prices, Discounts and Coupons

My coupon was accepted, but the total does not change

This is correct. Neither a coupon nor a special discount is **deducted** from the displayed total — both only appear as text. The deduction is only made on the **invoice**.

At the order completion you will see a grey note, for example *“The special discount of 5% will only be deducted on the invoice.”*

See [Coupons and Special Discounts](#).

My coupon code is not accepted

The shop states the reason in the message:

Message	Meaning
“Coupon not found!”	The code does not exist, or it does not apply to you
“The coupon has expired!”	The validity period has passed
“Coupon already redeemed!”	The code has been used up — either overall or by you
“This coupon is only for first-time buyers!”	You have already placed an order
“Minimum order value ... not reached!”	Your cart is too small for this coupon
“Coupon not combinable and lower than the special discount!”	see next question

See [Redeem Coupon](#).

What does “not combinable and lower than the special discount” mean?

You already have a **special discount** applied, and this coupon may not be combined with it. Because the special discount is **higher**, the shop rejects the coupon — you benefit more from the special discount.

If the coupon is equal to or higher, it will be accepted and **replaces** the special discount.

See [Coupons and Special Discounts](#).

I do not have an input field for a coupon

Then your shop operator has not enabled coupon entry. Without the field, a valid code cannot be redeemed either.

See [Redeem Coupon](#), section *If the input field is missing*.

Does my coupon remain if I leave the shop?

Yes. The coupon remains on the cart, even if you reload the page or sign out and sign in again later.

You can remove it yourself at any time.

See [Redeem Coupon](#).

Why do my prices differ from the price list?

The displayed prices come from your shop operator's pricing and may already include your personal conditions.

If your shop offers a **Live price enquiry** in the cart, the prices are calculated directly in your supplier's system — this is the binding value.

See [Pricing](#) and *Cart*.

After the Live price enquiry, two totals are shown

Depending on the program version, the shop either shows the *total sum* and below it additionally the **Live price total**, or a single total named **Total (Live Price)**.

In both cases, the Live price is decisive.

See [Cart](#).

Are the prices net or gross?

Whether a note about net prices appears is set by your shop operator. In the cart and at order completion, this note text is hidden.

The **invoice** is always decisive.

The freight costs are not included in the total

Correct — the line *plus freight costs* is **below** the total and is not included there. It only appears if freight costs apply to your order.

Above your shop operator's free carriage limit, the line disappears.

See [Cart](#).

Documents and Personal Data

I do not see my invoices

There are two possible reasons for this, and neither is your fault:

- Your shop operator has **not activated** this document type for you. In that case, the menu entry is completely missing.
- There are **no documents** of this type. Then the entry is also missing — a customer without invoices does not see the *Invoice* item, even if it is activated.

Contact your Contact if you expect documents that do not appear.

See [Viewing documents](#).

How far back do the documents go?

As a rule, you will find documents from the **last three years**. The exact period depends on which data your shop operator transmits and cannot be set in the shop.

See [Viewing documents](#).

I do not get my document as a PDF

All downloads provide an **XLSX file** — including the symbol in the document line. A document as a PDF is not provided.

Two document types differ: For *Backlogs* instead of the symbol there is the link **Export as file**, and *Unpaid invoices* cannot be downloaded at all.

See [Documents](#).

Can I reorder directly from an old document?

No, this is currently not possible. Search for the items in the shop, or use the **Excel template** to add a list to the cart at once.

See [Importing items via Excel template](#).

I am looking for a specific document

The search field **Search Term** on the document page searches for the **Document number** — not for items or amounts.

See [Viewing documents](#).

I have changed my address, but the shop still shows the old one

This is not an error. Your change is a **notification to your shop operator**, not a direct change. They will adopt it in their system, and only then will you see the new address in the shop.

See [Change address, E-mail and password](#).

What is the difference between “E-mail (Contact)” and “Change E-

mail address”?

Field	Meaning
E-mail (Contact) in the address mask	belongs to your address — a contact detail like the telephone number
<i>Change E-mail address</i> in the user menu	the address of your shop access , to which all shop e-mails are sent

If you want to receive order confirmations elsewhere in the future, *Change E-mail address* is the right way.

See [Change address, E-mail and password](#).

I have changed my e-mail address but did not receive a confirmation link

Without clicking the link, the old address remains valid. Check the **spam folder** and the spelling of the new address — if there is a typo, you will not receive the link and the change will simply not take effect.

In this case, repeat the process with the correct address.

See [Change address, E-mail and password](#).

I have changed my e-mail address — why is mail still sent to the old one?

Only the address of your **shop access** is changed. The old one remains in your shop operator’s master data, so invoices and mail are still sent there unchanged.

If this should also change, enter the new address additionally via **Change address** or notify your Contact.

See [Change address, E-mail and password](#).

What is shown under “My profile”?

Your **Customer number** and the time of your **last login**. Nothing can be changed there — the customer number is also your User name.

See [My profile](#).