

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](#).

