

2. Ordering

- [Placing an Order](#)
- [Redeem Coupon](#)
- [Import items via Excel template](#)
- [Ordering Matrix Items](#)

Placing an Order

Summary

An order goes through four stages: finding items, adding to cart, proceeding to checkout, placing a binding order.

There are several ways for the first two stages. The last two are straightforward.

If you already know the item number, you can skip the first stage and enter the item directly in the cart. See *Directly in the cart via the item number*.

1. Finding items

Four ways lead to the item list:

Way	Procedure
Product search	Enter search term and confirm with Enter
Categories	Click a category — the item list loads
Highlights	Click a highlight entry, if available. See note below
Container	Click a slider or float container, if it links to an order template, a product group or an item

“ **Note on highlights:** If a highlight entry has a **submenu**, clicking the entry itself **does not** load an item list — it only opens the submenu. Only clicking an entry in the submenu leads to the item list. With categories it is different: there the first click already loads the list.

2. Adding items to the cart

Four ways lead to the cart: from the result list, via collective adoption, from the item detail page or directly in the cart via the item number.

From the result list

Each line of the result list has a quantity field and a cart icon.

1. Adjust quantity using – and +.
2. Click the **cart icon**.

Adopt all items of the view

Below the result list is the button **Apply all**. It adds all items of the **current view** to the cart.

“ **Note:** Exactly what **is on the screen** is adopted — the current page of the current view. Three things determine the result: the chosen **category**, the filter **product immediately available** and the setting **items per page**. With 50 items per page, at most 50 go into the cart, even if the category contains thousands.

“ If **"Not all items could be added to the cart."** appears in red, at least one item could not be added this way — for example a **matrix item** or a locked item. The others are in the cart. The message does not say which is missing; you add matrix items via **Open matrix**.

From the item detail page

1. Click item in the result list to open the detail page.
2. Adjust quantity.
3. Click **Add to cart**.

Directly in the cart via the item number

If you know the item number, you do not need to search for the item.

1. Open the cart via the **cart icon at top right**.
2. Enter **item number** and confirm with **Enter**.
3. Click the **cart icon** to add the item.

If the item number is incorrect, an error message appears.

This is the fastest way for an order from a list — you stay in the cart and do not have to switch between item list and cart.

Exception matrix items

A matrix item **cannot** be added to the cart from the result list.

1. Click item in the result list to open the detail page.
2. Click **Open matrix** — for a matrix item this button appears instead of *Add to cart*.
3. Enter quantities in the matrix entry.

The matrix has its own operation — see [Ordering matrix items](#).

3. To the cart

The cart is opened exclusively via the **cart icon at top right**. There is no other way.

There are five buttons in the cart:

Button	Effect
Proceed to checkout	leads to order completion
CONTINUE SHOPPING	back to the shop, the cart remains
Live price enquiry	lets the ERP system calculate prices, if enabled

“ **About Live price enquiry:** Trigger this **last** when the cart is complete. Any change afterwards — adjusting quantity, adding or deleting items — resets the determined prices, as does reloading the page with **F5**. Then you must trigger the enquiry again. | Empty cart | removes all items | | Excel Upload | reads items from an Excel template, if enabled |

Also in the cart is the input field for the **item number** — see above — and, if enabled, the field for the **coupon code**.

4. Order completion

Order completion is **a single page**. There you fill in the released fields — depending on configuration, for example delivery address, picking text or your order number.

The order is sent with **Place binding order**.

“ **If you do not see prices or the order does not go through:** Contact your contact. Your customer account may be locked in your shop operator's system — this cannot be seen or lifted in the shop.

“ **Attention:** As long as you have not clicked **Place binding order**, you can only return to the cart via the **browser's back function**. There is no back button in order completion.

5. Confirmation

After sending, a box appears with the confirmation and your **order number**, below it the button **CONTINUE SHOPPING**.

Note the order number if you have enquiries about the order later.

You will also receive a **confirmation by email**. Your contact in the backoffice is informed in parallel.

Redeem Coupon

Summary

You redeem a coupon in the **Cart** before proceeding to checkout.

The input field spans the full width — after any special discount and before the cart total.

Procedure

1. Go to the Cart.
2. Enter the code in the **Coupon Code** field.
3. Click **Redeem**.

“ **General Information:** Pressing Enter does **not** redeem the coupon. You must click **Redeem**.

How to tell that the coupon has been accepted

There is no confirmation message. Instead, the display changes at the location of the input field:

- the **name of the coupon**
- the **discount** applied
- a **Delete** button

“ **Important:** The **cart total does not change**. Your coupon is still accepted — the discount is only deducted on the **Invoice**. At checkout, there is a note such as *“The credit of 3 % will only be deducted on the invoice.”*

Does the coupon remain?

Yes. A redeemed coupon remains on the cart, even if you reload the page or sign out and return later.

Remove coupon again

Via the **Delete** button in the coupon line.

If the code is not accepted

Message	Meaning
"Coupon not found!"	The code does not exist or is not valid for you. First check the spelling.
"The coupon has expired!"	The code exists, but its validity period has ended.
"Coupon already redeemed!"	The code has been used — either overall or by you.
"This coupon is only for first-time customers!"	The code is only valid for the first order, and you have already ordered.
"Minimum order value ... not reached!"	Your cart is too small for this coupon. The stated amount is the limit.
"Coupon not combinable and lower than the special discount!"	A special discount is already running that is higher than your coupon. You are better off with the special discount.

If multiple reasons apply, the messages are listed one below the other.

If the message remains, contact your Contact with the code.

If the input field is missing

Then your shop operator has not enabled coupon entry. In this case, a coupon cannot be redeemed.

Import items via Excel template

Summary

If you already have your order as a list, you can import the items as an **Excel file** into the Cart instead of searching for them individually.

The function must be enabled by your shop operator. If the **Excel Upload** button is missing in the Cart, it is not available to you.

“ **Important:** The import **adds to** the Cart; it does not replace it. What you placed there before remains intact.

Procedure

1. Open the Cart via the **Cart icon at the top right**.
2. Click on **Excel Upload**.
3. Click on **Download empty template** if you do not yet have a file.
4. Fill out and save the template.
5. Use **Select file** to find the file — or **drag** it into the dashed area.
6. After the import, click **Back to Cart**.

The last step is necessary: The shop does **not** automatically return to the Cart.

Structure of the file

The file requires exactly two columns **in this order**:

Column	Heading in the template
1	Item number

Column	Heading in the template
2	Quantity

The shop explicitly states two rules:

- Both columns must be present, **even if one contains no data**.
- The **first row is not imported** — it is expected to contain the column headings.

“ **Tip:** The easiest way is via **Download empty template**. The file is named `Warenkorb_` with date and time, is an **XLSX** file, and already contains the two headings.

Other file types are rejected. For example, the shop responds to a CSV file with “*The Excel file cannot be imported. Please check the format of the Excel file.*”

If the import was successful

A green border appears with “*x new item(s) applied.*” — showing the number of rows imported.

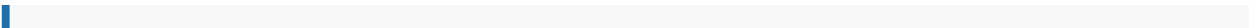
Check this number. It is the only indication of how many items actually arrived.

If the quantity does not match the packaging unit

Items are often sold only in fixed packaging units — for example, in packs of five. If your file specifies a different quantity, the result depends on how your shop operator has configured the import:

Shop operator setting	What happens
Report incorrect packaging units as an error	The row is not imported and reported: “ <i>Row 4: For item 10001 quantity 1 does not match the SKU 5. The item is not imported.</i> ”
Round up incorrect packaging units and report	The quantity is rounded up to the next valid packaging unit and the row is imported — quantity 1 with packaging unit 5 becomes 5 pieces .

In the first case, retrieve the **remaining** rows via **Add all error-free items** — see below.



Warning: When rounding up, **nothing** indicates this. Only the normal success message “x new item(s) applied.” appears. Therefore, check the **quantities** in the Cart after import — they may be higher than in your file.

If an item number is unknown

“Row x: The item number x is not known.”

Here too, the affected row is not imported. Either correct it and upload the file again, or import the remaining rows using the button below.

Skip faulty rows

If the shop reports errors, the button **Add all error-free items** appears. Clicking it adds all rows without errors to the Cart — the reported ones are excluded.

This way, you do not have to re-upload everything for a long list because of a single row. Afterwards, check the import number: it shows how many rows actually arrived.

Warning: Do **not** upload the file a second time if the import was previously successful. The quantities will then be **added** — the same item will appear twice as high in the Cart. This also applies to items you previously added manually.

Overview of messages

Message	Meaning
“x new item(s) applied.” (green)	Import was successful. The same message appears when rounding up.
“Row x: The item number x is not known.”	The item number does not exist. This row is not imported.
“Row x: For item ... quantity ... does not match the SKU The item is not imported.”	The quantity does not match the packaging unit. This row is not imported.

Message	Meaning
"The Excel file cannot be imported. Please check the format of the Excel file." (red)	Wrong file type, or the file contains no rows besides the headings.

Ordering Matrix Items

Summary

Some items come in variants — for example, in several sizes and colours. For these items, you do not order a quantity, but a quantity **per combination**.

Such items **cannot** be added to the cart from the result list. You can recognise them by the fact that on the item page, instead of *Add to cart*, the button **Open matrix** is shown.

Procedure

1. Click the item in the result list to open the item page.
2. Click **Open matrix**.
3. Enter quantities — individually or together, see below.
4. Check **Items** and **Total quantity** at the bottom left.
5. Click **Apply documented quantities to cart**.

The message *“x items have been applied to the cart.”* appears. The matrix is then empty again.

Enter quantities individually

Enter the quantity directly into the cell, or adjust it using – and +.

Cells with a ✕ are not a valid combination — that variant does not exist. Nothing can be entered there.

Enter quantities together

If you need the same quantity for several variants:

1. **Click** the desired cells. They will be highlighted dark and receive a check mark.
2. The bar above shows how many cells are selected.
3. Use – and + in this bar to set the quantity — it applies to **all selected cells at once**.

4. Use **Deselect** to end the selection. The entered quantities remain.

This saves time if, for example, you want to order ten pieces of each size of a colour.

Packaging units

You can enter **any quantity** in the matrix. Unlike with the Excel import, the shop does not check here whether the quantity matches the packaging unit of the item.

Please therefore pay attention yourself to the units in which the item is delivered.

What you should check before applying

“ **Important:** The matrix **cannot be reopened**. After applying, individual items are in the cart — one item per combination. You can only correct there, line by line.

Therefore, check the two values at the bottom left beforehand:

Display	Meaning
Items	how many combinations you have documented
Total quantity	how many pieces that is in total

“ **Warning:** After applying, the mask is empty but still open. If you accidentally document again and click **Apply documented quantities to cart** once more, the items will be added **additionally** to the cart.

“ **Warning: Back to item** discards documented quantities **without enquiry** as long as you have not applied them. There is no safety prompt and no general information.