

3. Account and Documents

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View Documents

Summary

You can find your documents in the shop — Orders, Delivery notes, Invoices and more, depending on what your shop operator has enabled.

Finding your way

1. Click the **User icon** at the top right.
2. In the **right column** of the menu, select the desired document type — for example *Unpaid invoices*, *Backlogs*, *ORDER*, *Delivery Note* or *Invoice*.

Each document type has its own page.

“ **General Information:** You only see the document types that your shop operator has enabled for you — and only if documents of that type actually exist. If the menu only shows *Delivery Note*, this is not an error. If you are missing a document type, please contact your Contact.

What you see on the page

At the top is the document type with the number of your documents, for example **ORDER (10)**, below that a search field and the list.

Column	Meaning
Document number	
Document date	
Status	for example <i>not delivered</i>
Order type	
Amount	

The list starts with the newest document.

Finding a specific document

Enter the **Document number** in the search field. You cannot search by anything else — Item, Date, Amount — and you cannot sort or filter the list.

“ **Tip:** If you are looking for a document for a specific Item, take the reverse approach: Open the documents one by one and use the search field **within** the Items.

Viewing the Items of a document

Click on the **document row**. The Items will expand below:

Column	Meaning
Product	Item number
Name	
Status	
Quantity	how much you ordered
Delivered	how much of it was delivered
Price	

The columns **Quantity** and **Delivered** side by side show you what is still outstanding.

The Items list also has its own **search field**.

Downloading a document

At the end of each document row there is a **download icon**. It belongs to the document row, not to the Items.

You will always receive an **Excel file**. There is no PDF of a document in the shop — for a PDF please contact your Contact.

Document type	Download
ORDER, Delivery Note, Invoice	Icon in the document row
Backlogs	Link Export as file
Unpaid invoices	no download

When there are no documents

Document type	Message
all except Unpaid invoices	"No documents found."
Unpaid invoices	"There are currently no unpaid invoices."

Without documents, neither the button with the number nor the search field appear.

How far back the documents go

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

“ **General Information:** Currently, **nothing can be reordered** from a document. For a reorder, search for the Items in the shop or use the Excel template — see [Import Items via Excel template](#).

Change Address, E-mail and Password

Summary

You manage your account data via the **user icon** at the top right. In the left column of the menu, you will find *My profile*, *Change password*, *Change address* and *Change e-mail address*.

What is shown under "My profile"

There you can see your **customer number** and the time of your **last login**. Nothing can be changed here.

The customer number is also your user name for logging in.

Change address

1. Open the user icon, select **Change address**.
2. The fields are filled with your current data. Change what has changed.
3. Click on **Save address**.

A green-bordered message appears: "*Your address has been saved successfully.*" You remain on the page.

Mandatory fields are name, street, postal code, location and telephone. The other fields — name (addendum), fax, e-mail (contact) and homepage — can be left blank.

“ **Important:** Your new address does **not appear immediately** in the shop. Your notification goes to your shop operator, who makes the change in their system. Only afterwards will you see the new address. Until then, the old one remains in the shop — this is not an error.

General Information: The field **E-mail (contact)** belongs to your address. It is **not** the e-mail address you use to log in — you change that via *Change e-mail address*.

If a delivery is to go somewhere else one-time, do not change your address, but enter a different delivery address at **order completion**, provided your shop operator has enabled this.

Change e-mail address

This means the address of your shop access.

1. Open the user icon, select **Change e-mail address**.
2. Enter your **current e-mail address**.
3. Enter your **new e-mail address** and repeat it below.
4. Click on **Change e-mail address**.

An e-mail with a **confirmation link** is sent to the **new** address. The change only takes effect once you have clicked this link.

“ **Important:** Until then, your old address remains valid. If the confirmation mail does not arrive, check the spam folder and the spelling — if there is a typo in the new address, you will not receive the link and the change will simply not happen.

Afterwards, **all shop e-mails** go to the new address: order confirmations as well as a newly requested password. Also for *Password forgotten?* you enter the new address from then on.

“ **Attention:** Only the address of your **shop access** is changed. In your supplier's master data, the old one remains — invoices and mail therefore continue to go there unchanged. If this should also change, use **Change address** and enter the new e-mail there, or notify your contact.

Change password

1. Open the user icon, select **Change password**.
2. Enter your **current password**.

3. Set a **new password** and repeat it below.
4. Click on **Change password**.

It is the same form as at first login, when your shop operator requires a password change — see [Request access and first login](#).