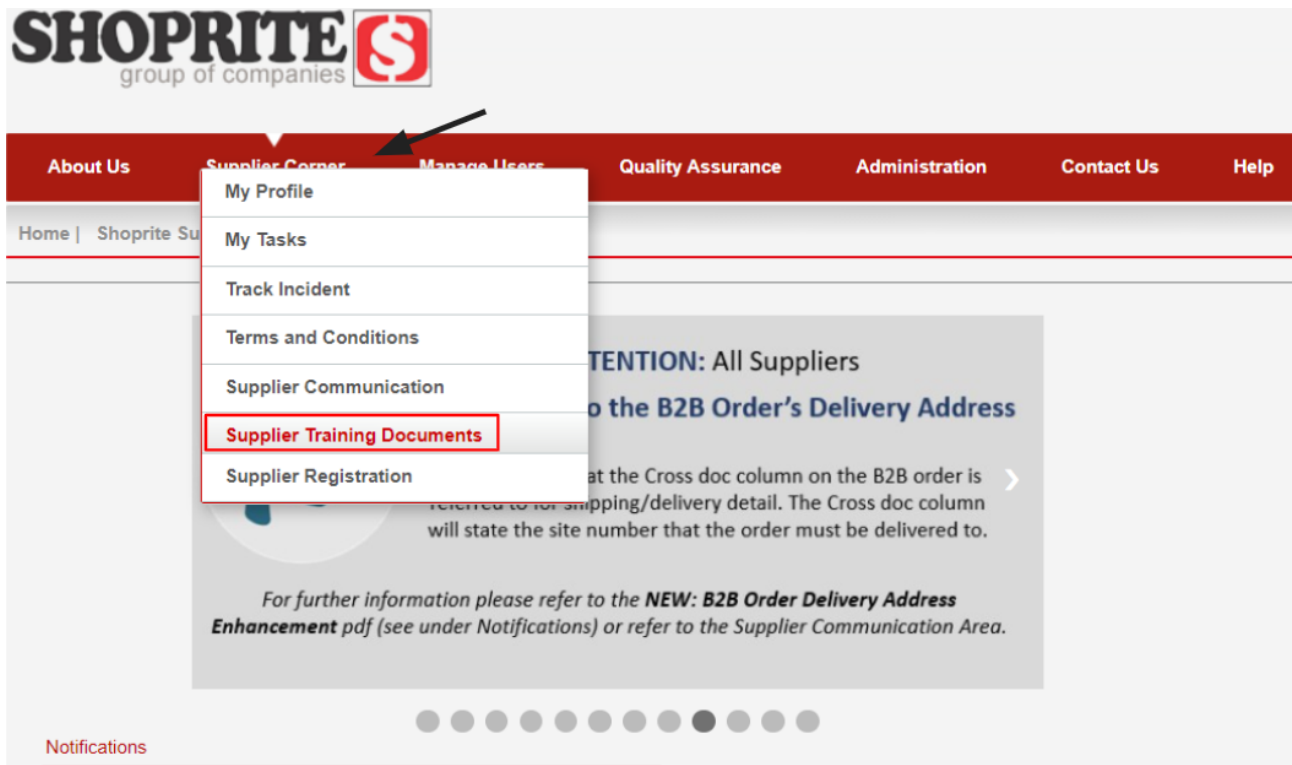


# B2B Portal

## Lending Suppliers a Helping Hand!

Under the **Supplier Corner** section of the Shoprite Supplier Portal is a new option available to all users termed **Supplier Training Documents**



Here users will find **HELP Guides** that offer training on various B2B Related Tasks.

Each Guide has been customised to assist users accessing a specific section of the B2B Portal and addresses their frequently asked questions (FAQs) and / or concerns raised.

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# B2B Starter Guide

Applicable to **all users**

HEADING	OBJECTIVE
REGISTRATION	Shows how a new supplier must register and obtain a Master Username and Password combination required for Sign In on the Supplier Portal
SIGN IN	Shows how users should Sign In on the Supplier Portal
HOME PAGE	Introduces the main page that the user accesses upon Sign In on the Supplier Portal
HELPDESK	Introduces the B2B Helpdesk contact persons
ACCESS	Describes the role and responsibilities of the different types of user accounts available to suppliers and provides step by step instructions on how to Create and Maintain these user profiles
PASSWORDS	Clarifies the different types of password errors experienced upon Sign In on the Supplier Portal and provides instructions on how to avoid this in the future
LOGIN ERRORS	Step by step instructions on how to resolve Login errors upon Sign In on the Supplier Portal

# B2B Order User Guide

Applicable to the **users that can access the Orders TAB**

HEADING	OBJECTIVE
ACCESSING ORDERS	Instructions on how to locate, download and interpret individual orders on the B2B Portal (B2B portal is a quick link found on the Supplier Portal)
SEARCH OPTIONS	Examples provided on how to conduct proper searches to locate specific orders on the B2B Portal
ORDER LOAD TIMES	General Time Slots an order will be available on the B2B Portal
ORDER CYCLES	Detailed schedules when orders will be placed for each Store or Distribution Centre (this will be unique per Supplier)
ORDER LOG	Tools that can be used to see when and who accessed a specific order on the B2B Portal
CONVERTING FILES	Step by Step instructions on how to convert a CSV file to Excel

# B2B Claims User Guide

Applicable to the **users that can access the Claims TAB**

HEADING	OBJECTIVE
ACCESSING CLAIMS	Instructions on how to locate, download and interpret claims on the B2B Portal (B2B portal is a quick link on the Supplier Portal)
CLAIM TYPES	Introduces the different types of claims and how Suppliers should import the content
UNIQUE CLAIM IDENTIFIERS	Stores and DCs (Distribution Centres) generate GRNs separately which means they can share the same claim number. This section explains what makes a claim unique and how to identify the differences
CLAIMS LOG	Tools that can be used to see when and who accessed a specific claim on the B2B Portal
CONVERTING FILES	Step by Step instructions on how to convert a CSV file to Excel

# B2B Finance User Guide

Applicable to the **users that can access the Finance TAB**

HEADING	OBJECTIVE
REMITTANCES	Shows how to download a report for the expected monthly payments made to the Supplier's account
CMGJ	Shows how to download a report that provides an overview of the outstanding invoices, unresolved claims, payments (PA) and / or discounts (DI) for the Supplier
STATEMENTS	Describes how statements should be created and upload to the B2B Portal and clarifies the process these files go through before being accepted by the Shoprite Finance Team
REBATE INVOICES	Shows how to download the rebate invoices that must be applied to the Shoprite account
MONEY MARKET REFUNDS	Shows how to download the money market invoices that must be applied to the Shoprite account
CONVERTING FILES	Step by Step instructions on how to convert a CSV file to Excel
TRADE CREDITORS GUIDELINES	Refers to a separate Guide, split per country, that explains how the financial aspects are managed between Shoprite and Supplier. This guide should always be referred to when enquiring about the account status, disputing claims etc.

# B2B Reports User Guide

Applicable to the **users that can access the Reports TAB**

HEADING	OBJECTIVE
AVAILABLE ORDERS REPORT	Shows how to download a report that provides an overview of all the orders placed for a specific time period. This report is ideal for users that wish to complete daily recons without conducting individual searches on the <b>Orders TAB</b>
STORE GLN REPORT	Full list of Branch Numbers and Global Location Numbers for all Stores and Distribution Centres for all regions and countries
SUPPLIER REPORTS	List of available reports Shoprite shares with Suppliers and provides step by step instructions on how to run, download and schedule these reports
TRANSACTION HISTORY	Tools that show the high level total orders and claims that are available on the B2B Portal for a specific date range etc. The status will indicate if an order and / or claim has been accessed by the Supplier

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