B2B

The **Supplier Portal** is the main platform that connects suppliers to Shoprite

The portal is primarily used for the Shoprite Group to **communicate** with our suppliers and **transfer day-to-day documents**

Type of documents include orders, claims, remittances, a variety of reports, quality assurance certificates etc.

Always connect to the website by using either:

Google Chrome

Internet Explorer Version 9 +

OVERVIEW

The guide is divided into sections:

Tutorial

- Provides instructions on how to complete the Master User registration form

Advanced

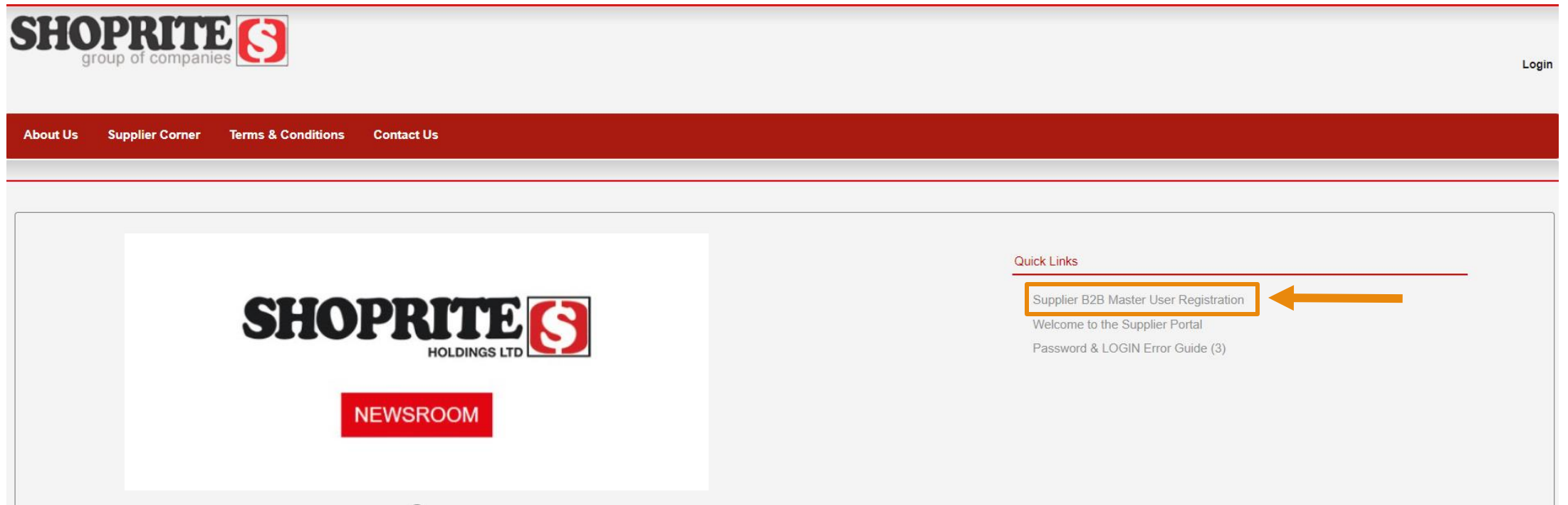- Introduces Master Users to their role and responsibilities

IT'S ADVISABLE THAT USERS COMPLETE BOTH SECTIONS

TUTORIAL

How to register a master user?

1. Visit the website https://supplier.shopriteholdings.co.za/

2. Click on the **Supplier B2B Master User registration** button and complete the form

What are mandatory fields?

Mandatory fields, indicated with a * symbol, must be captured correctly before the user can submit the form for approval. Error messages will appear when these fields are left blank etc.

Supplier B2B Master User Registration

Clear Cancel

Trading Group *	-- Select --	User Domain *	-- Select --
Buyer Name		Supplier Company Name *	
Title			
Master User Initials *		Master User Surname *	
Master User First Name *	*	Type of Legal Entity *	-- Select --
Company Registration No *		Vat No	
Accounting Supplier (Accounting Vendor No) *	-- Select --		
Vat Status *	-- Select --	Postal Address * ☐ Tick the checkbox if postal address is same as business address	

How to complete the form?

Where the field shows - -Select- - the user must choose the correct option from the dropdown list and tick the relevant check boxes where applicable

Trading Group – choose **Shoprite Checkers, South Africa** from the dropdown field

User Domain - choose **Shoprite Checkers Suppliers** from the dropdown field

Trading Group *	-- Select --	User Domain *	-- Select --
Buyer Name		Supplier Company Name *	
Title			
Master User Initials *		Master User Surname *	
Master User First Name *		Type of Legal Entity *	-- Select --
Company Registration No *			
Accounting Supplier (Accounting Vendor No) *	-- Select --	Vat No	
Vat Status *	-- Select --	Postal Address * ☐ Tick the checkbox if postal address is same as business address	

Title – the master user's job title as know by the supplier

Title	⭐		
Master User Initials *		Master User Surname *	
Master User First Name *		Type of Legal Entity *	-- Select --

Master User Initials, First Name and Surname – must match the information as known by the Supplier

Title			
Master User Initials *	⭐	Master User Surname *	⭐
Master User First Name *	⭐	Type of Legal Entity *	-- Select --

Trading Group *	-- Select -- ▼	User Domain *	-- Select -- ▼
Buyer Name	★	Supplier Company Name *	★
Title			
Master User Initials *		Master User Surname *	
Master User First Name *		Type of Legal Entity *	-- Select -- ▼
Company Registration No *	★		
Accounting Supplier (Accounting Vendor No) *	-- Select -- ▼	Vat No	
Vat Status *	-- Select -- ▼	Postal Address * ☐ Tick the checkbox if postal address is same as business address	

Buyer Name – main contact at Shoprite for the supplier when registering articles, negotiating prices etc.

Supplier Company Name – used to verify that the supplier is a legal registered entity

Company Registration No – used to verify that the supplier is a legal registered entity

Accounting Supplier no – also referred to as the vendor number (choose the correct option from the dropdown list). If the number can't be found it signifies an account has not been opened by Shoprite

Type of Legal Entity – used to verify the type of legal registered entity

Vat Status – indicates if the entity is registered or not

Vat number – used to verify the number that will be found on the tax invoice processed at receiving when the supplier delivers stock to Stores or Distribution Centres

Business Adress – registered location of the legal entity (type the first few characters and choose the correct option from the dropdown list)

Postal Address – registered post box of the legal entity (type the first few characters and choose the correct option from the dropdown list or tick the checkbox)

Primary Email & Confirm Email– email of the person registering as a master user (must match)

Communication Email – person responsible for managing the Shoprite account with the Buyer such as a Key Account Manager (KAM) or Brand Manager

Statements Email – person responsible for statements such as Debtors Clerk or Financial Manager

Telephone, Fax and Cell Numbers– must match the information as known by the supplier

Primary Email Address *	⭐	Communication Email Address *	⭐
Confirm Email Address *	⭐	Email Address (Statements)	⭐
	Copy & paste not allowed. Please type	Fax Number	⭐
Telephone Details *		Cell Phone Details	
Telephone number *	⭐	Cell Phone Number	⭐

Comments– allows users to type any other information that might be significant

Terms and Conditions –it's advisable that users read the T&C's before enabling the tick box

Comments

Clear | Cancel

→ ☐ I have read the Terms and Conditions.
Click here to read the full Terms and Conditions

Once all mandatory fields have been captured and the T&C's button enabled then the **submit button** will appear on screen

Submit | Clear | Cancel

☑ I have read the Terms and Conditions.
Click here to read the full Terms and Conditions

What are the next steps?

Once the user has clicked on the **submit button** a new popup will appear requesting an **OTP.**
Look for the email that was sent to the primary email address containing the **OTP** details

From: b2badmin@shoprite.co.za <b2badmin@shoprite.co.za>
Subject: Shoprite Checkers Supplier Portal: Manage Users - OTP

Dear Juanell Coetzee

You have selected the User Administration option on the Shoprite/Checkers Supplier Portal.

Your one-time password for username CoetzeeJ09 is 1055465204

Click here to resubmit OTP

If you have any trouble accessing the Supplier Portal, please email b2bhelpline@shoprite.co.za or contact the

B2B Helpdesk on +27 21 980 8797 / 4840

Regards

Supplier Portal Support Team

Note: This is not an official email address - do not reply to this email address.

The OTP **1055465204** can be copied and pasted, just ensure no spaces are accidentally inserted

Click on the **I am not a robot** tick box

Click on the **Submit OTP** button

OTP

OTP has been sent to you via Email and optional SMS. Please click 'Resend OTP' if you haven't received

1055465204

☑ I am not a robot ←

Resend OTP   Submit OTP

Wait for the successful message to appear before closing the screen

ⓘ Info

Successfully registered. You will be notified via email shortly.

OTP

Once the successful message has appeared the application form will be sent to the B2B Helpdesk for a closer inspection. It can take a few days before the user receives feedback.

- **Rejected Status** - An email will be sent from the B2B Helpdesk containing details as to what failed on the application form. The User must then re-register correctly

- **Approved Status** - An email will be sent to the registered email containing the username and temp password that must be used upon Login for the B2B portal. Once Login users should then reset the temp password to something more personal

From: b2badmin@shoprite.co.za <b2badmin@shoprite.co.za>
Subject: New Supplier B2B Master user: Juanell Coetzee

Dear Juanell Coetzee
You have been registered as a B2B Master User on the Shoprite/Checkers Supplier Portal.

Accounting Supplier Name: 13132 - Supplier ABC

Your Username is: CoetzeeJ09

Your Temporary Password is: rD=3Q$4o+

First Name: Juanell
Surname: Coetzee

Log in and change the Temporary Password by copying the below link into your browser:
https//supplier.shopriteholdings.co.za/

If you have any trouble accessing the Supplier Portal, please email b2bhelpline@shoprite.co.za or contact the B2B Helpdesk on +27 21 980 8797 / 4840
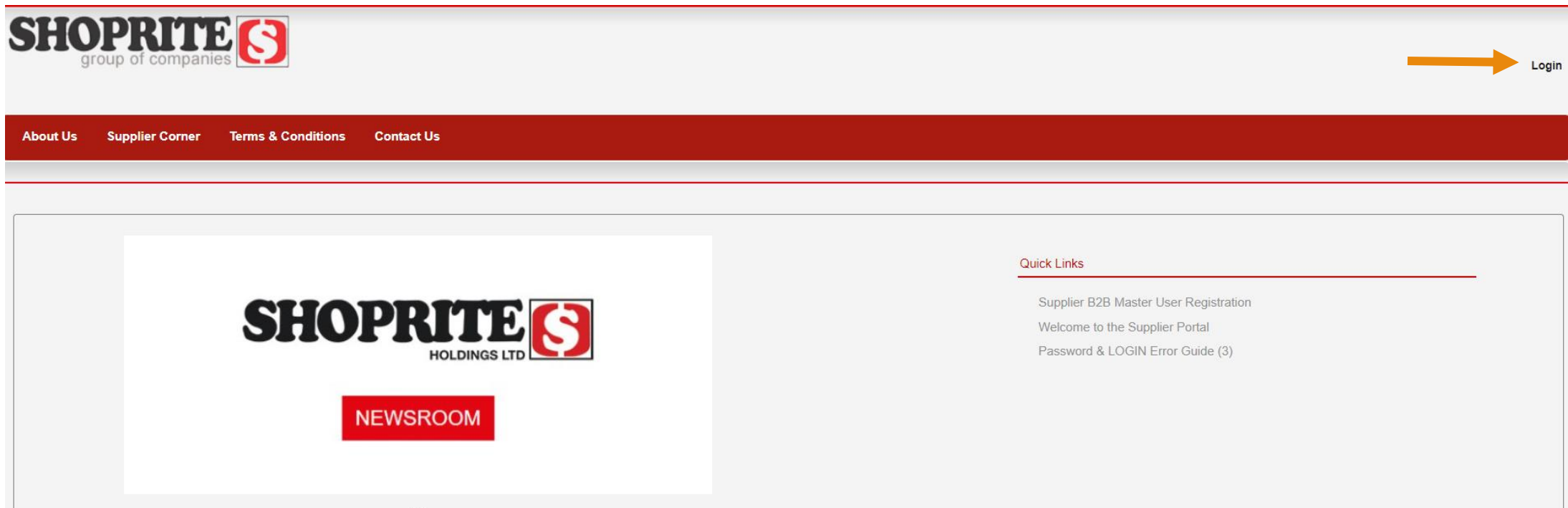
Regards
Supplier Portal Support Team
Note: This is not an official email address - do not reply to this email address.

What are the next steps?

1. Visit the website https://supplier.shopriteholdings.co.za/

2. **Login** with a relevant username / password combination (refer to the email if required)

3. It's preferred that the temp password on the email i.e. rD=3Q$4o+ be copied and pasted onto the **Login** page instead of manually captured on screen, just ensure no spaces are accidentally inserted

How to reset the password?

B2B does not expect users to remember the temp password i.e. rD=3Q$4o+. Therefore, once **Login** the user should reset the temp password to something more personal i.e. JC@Shoprite2022

4. Click on the **Password Reset** button

| About Us | Supplier Corner | Manage Users | Quality Assurance | Administration | Supplier Training Documents | Contact Us | Password Reset |

Home | Shoprite Supplier Portal - Home
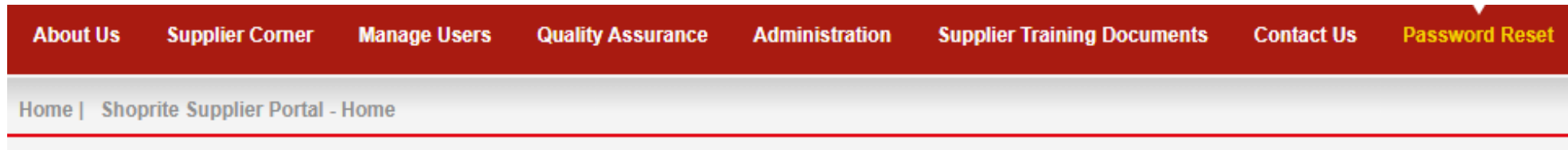
5. Insert the relevant username, then insert a new password

6. Click on the **Reset Password** button

7. Upon the next **Login** use the new password

**This must be done every 90 days !**

ADVANCED

What is a Master User?

Some suppliers are too large for one user to perform all the tasks that the day-to-day operations requires

Therefore, the supplier has B2B Master Users that are responsible for creating and maintaining other user profiles that access the website

When **Login** on the Supplier Portal https://supplier.shopriteholdings.co.za/

They have access to the **Manager Users Tab**
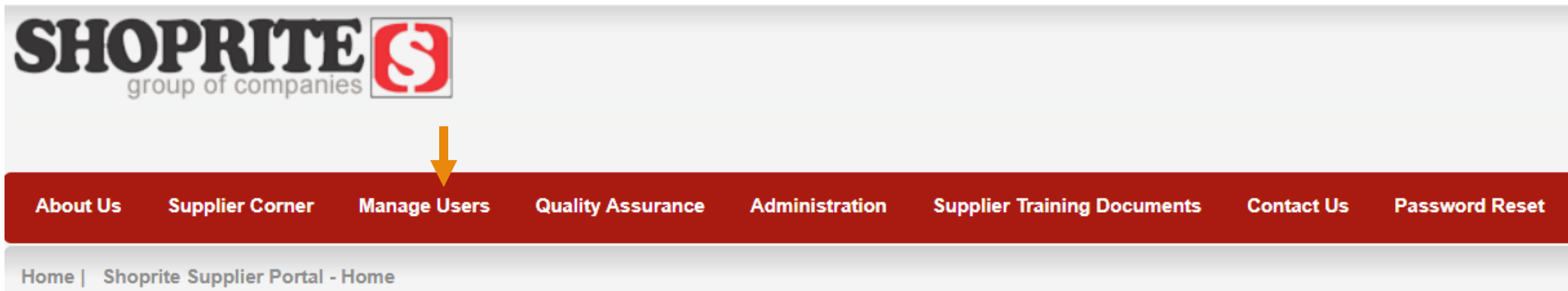
How many can be registered?

To split the load or responsibilities, suppliers can have up to **3 Master Users** registered per vendor number examples

B2B Master Users can be the same person for each vendor number

Vendor Number	Vendor	Country	Master Name
354160	TEST	RSA	Person A
619457	TEST1	Namibia	Person A
246840	TEST2	Lesotho	Person A

Or B2B Master Users can be different people for the various countries the supplier trades in or others can be registered as backups to assist in someone's absence

Vendor Number	Vendor	Country	Master Name
354160	TEST	RSA	Person A
619457	TEST1	Namibia	Person B
246840	TEST2	Lesotho	Person C

Vendor Number	Vendor	Country	Master Name	
354160	TEST	RSA	Person A	Primary
			Person B	Alternative
			Person C	Alternative
619457	TEST1	Namibia	Person A	Primary
			Person B	Alternative
246840	TEST2	Lesotho	Person A	Primary
			Person C	Alternative

What are the Master User's responsibilities?

From the **Manager User Tab,** the Master User can:

1. Create user profiles

2. Edit the user's Access Levels and Depots

3. Update the user's Title, Email and Contact details

4. Enable or Disable user profiles

5. Automatically access all content or documents available on the **B2B Portal**

What type of users can a Mater User create?

Supplier B2B Users

B2B User accounts are created for people that must access the portals on a regular basis to perform certain tasks but who are not responsible for other users. They can only see content or perform tasks they have permission to access. **These users Login via the website and can reset their own passwords every 90 days**

Supplier B2B Service Accounts

B2B Service accounts are created for REST API programs where suppliers either directly or via a 3rd Party member automatically downloads B2B documents e.g. orders and claims

This integration is beneficial to suppliers with high volumes of transactions and large inventories

They can only perform limited tasks to help automate certain processes

These users do not Login via the website and can't reset their own passwords that expire annually

What are Access Levels?

The **Access Level Tab** allows Master Users to control what the user can see on the B2B Portal and what tasks they are allowed to perform

- User profiles can be customised to match the person's role and responsibilities such as a Debtors Clerk might only require access to finance documents (statements, remittances etc.)

- Whereas a Key Account Manager might need to perform tasks relating to Orders and Reports but should not see financial documents

What are Depots?

Depots / Sub ranges are created when Shoprite splits articles into different categories such as grocery items (mayonnaise) and perishables (margarine) or for distributors the split will occur per principle

Edit Profile

Personal | Access Levels | **Depots** | Manage Account

Depots

Vendor Depot Supplier	Permission
407678 - 407678 -	☐
407678 - 9510918 ·	☐
407678 - 9510919 ·	☐
407678 - 9510920 ·	☐

- This allows Master Users to protect information for principles or brand managers ensuring they can't see each other's data

- For suppliers with many users, this allows the Master User to split the workload e.g. user A is responsible for orders linked to depot 9510918-20 while user B is responsible for depot 9510921-22 and user C responsible for 9512878 etc.

- If the user can see a section on the B2B Portal but actual data is not appearing, e.g. the user will see the **Orders** tab but order numbers will not be displayed, then this signifies the depots were not correctly enabled

How to add or create a user?

1. Click on the plus sign next to the **Add User** field
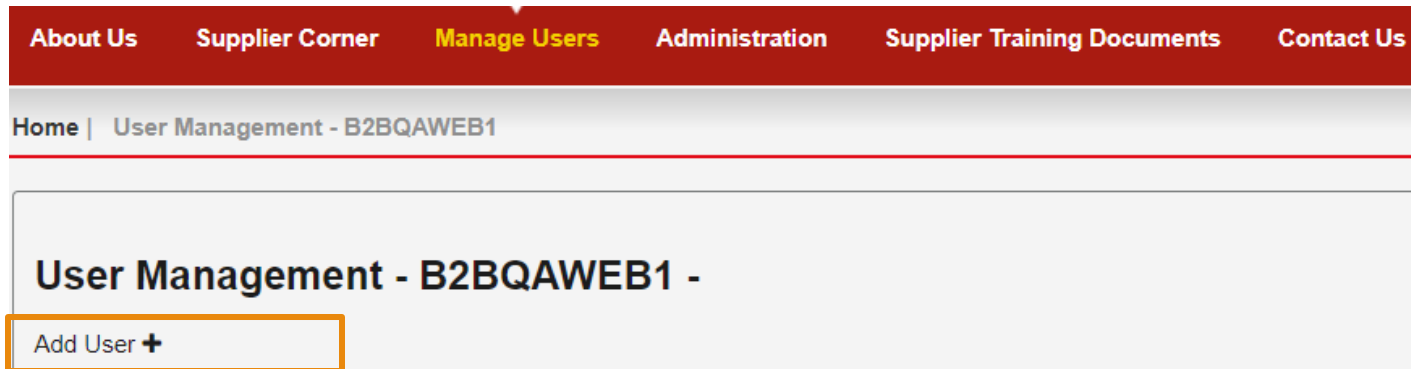
2. On the new screen, select the type of user from the dropdown list

3. Complete the form with the user's personal information, must match as known by the Supplier

New Profile

Personal

Personal -

		Country
Accounting Supplier Name		
User Type	Supplier B2B User ✕ ▾	
Trading Group *	SHOPRITE CHECKERS, SOUTH AFRICA ✕ ▾	User Domain * — Shoprite Checkers Suppliers ✕ ▾
Initials *		
First Name *		Surname *
Title	job title not mr / mrs	
Primary Email Address *		
Phone Details *	-- Select Country -- ▾	Cellphone Details — -- Select Country -- ▾
Phone Number *		Cell Phone Number

Save Profile

4. On the new screen, click on the **Save** button

New Profile

Supplier Mapping

Supplier Mapping

ⓘ Info

Company Name *	Permission
Supplier ABC	✓

Save

5. Give the user permission to perform certain tasks on the B2B Porta (there is a dropdown list)

New Profile

Access Levels

Access Levels

| | B2B | x ▼ | Claims | x ▼ |

Access Level	Permission
Download Claims	☐
Email Claims	☐
Manage Claims Type - Local	☐
Manage Claims Type - Overcharge	☐
Manage Claims Type - Returns	☐
Manage Claims Type - Shortages	☐
Print Claims	☐

| 1 | 2 | Next | Last |

Page 1 of 2

Save

6. Give the user permission to see the content (data) linked to the tasks they can perform

Edit Profile

| Personal | Access Levels | Depots | Manage Account |

Depots

Vendor Depot Supplier	Permission
407678 - 407678 · Supplier ABC	☐

7. Wait for the successful message to appear before exiting the screen

New Profile

Depots

ℹ️ Info

AD Account created. Please continue.

8. Should the profile need to be updated, then search for the username or choose from the dropdown lists until the **Edit** button appears next to the user's profile

| About Us | Supplier Corner | Manage Users | Supplier Training Documents | Contact Us | Quality Assurance | Password Reset |

Home | User Management - B2BQAWEB1

User Management - B2BQAWEB1 -

Add User ✚

| Supplier B2B User | ✕ | ▾ | | Active | ✕ | ▾ |

Find an item... | Search

| First Name | Last Name | User Name | Communication Email Address | Telephone No | Status | Edit | View |

How to Enable or Disable a user?

Manage Account tab allows Master Users to control if a profile is still relevant or not. Should a user no longer work for the supplier or no longer require access to the B2B Portal then the status must be changed

- If a user no longer works at the supplier, then for security the Master User must disable the profile

- If a Master User is no longer valid then it's the current Master User's responsibility to ensure that a new user is appointed to replace them before disabling their username with the B2B Helpdesk

- If a B2B User accidently locked their profile or is inactive then the Master User can unlock the account by Disabling and then Enabling the username

Why regularly update personal information?

The Master User and the B2B User can update their own contact details
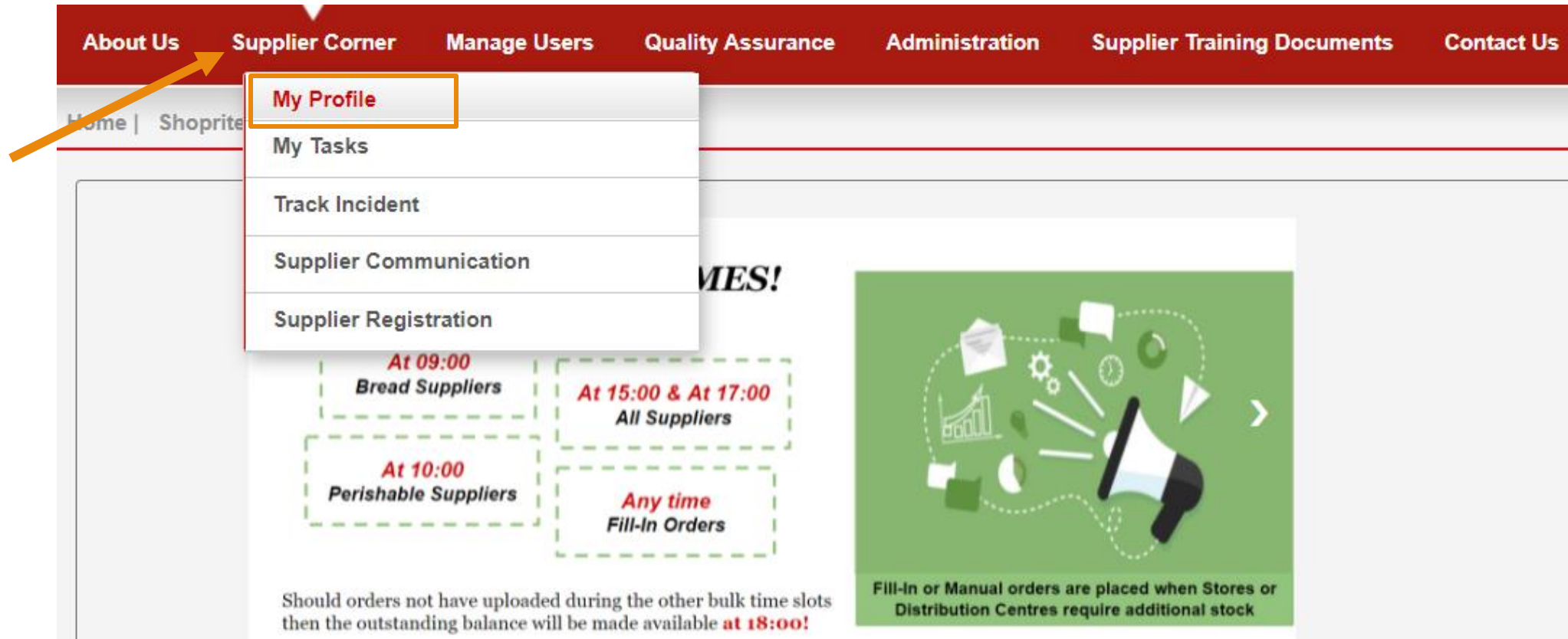
- This allows the B2B Helpdesk to remain in contact with any user that requires assistance

- Also allows Shoprite to get hold of the correct people at the supplier should something occur that impacts day-to-day operations such as missing orders, delayed orders etc.

How to update personal information?

My Profile is located under the **Supplier Corner tab** on the **Supplier Portal.** It's important that email address be correct otherwise users will not receive their password reminders

New Depots or Sub Ranges?

The B2B Helpdesk will notify Master Users when a new **Depots / Sub range** has been created on the vendor number. The Master User must then ensure all relevant user profiles are updated with the new information

- If the profiles have not been updated then users will not be able to access the new orders etc.

- For distributors, the adding of new principle can become a regular occurrence. It's advisable that these notification emails be actioned immediately to avoid the loss of sales for both parties

Important for Distributors!

The financial documents on the B2B Portal such as Remittance Advice, CMGJ etc. cannot be split per Depot. These documents are linked to the vendor number and not to the articles registered under the vendor number.

This signifies

- If a user profile's access levels are enabled on a financial document such as Rebate Invoice, then the user will see all documents available on the B2B Portal and not just a specific depot's information as done with orders and claims

- Further clarifying, if depot 955142 for has been enabled for principle A, then this person will see all financial documents including principle B, principle C etc.

- Therefore, it's advisable that the users that access the financial documents be appointed correctly so that they can filter the information to the relevant principles without revealing sensitive information

If in doubt, contact the B2B Helpdesk!

For more information or further assistance contact the B2B Helpdesk

Email: B2Bhelpline@shoprite.co.za

Or by phone: 27(0) 21 980 4840 or +27(0) 21 980 8797

Welcome Aboard!

You have successfully completed orientation