



**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

- Introduce users to the various functions available on the Supplier Portal and B2B Portal

### Advanced

- Provide tips and tricks on how to efficiently use the functions available on the Supplier Portal and B2B Portal

**IT'S ADVISABLE THAT USERS COMPLETE BOTH SECTIONS**



# TUTORIAL

## Step 1



### Have an Accounting Number

This signifies that the Supplier Portal is only available to suppliers who are currently trading with Shoprite and have an active account number

Opening an account with Shoprite is managed separately and not via the Supplier Portal

## Step 2



### Register a Master User

Many supplier's employees access the Supplier Portal to perform day-to-day tasks. These profiles are created and managed by a Master User who works for the supplier

Each account number can have up to three master users registered

## Step 3



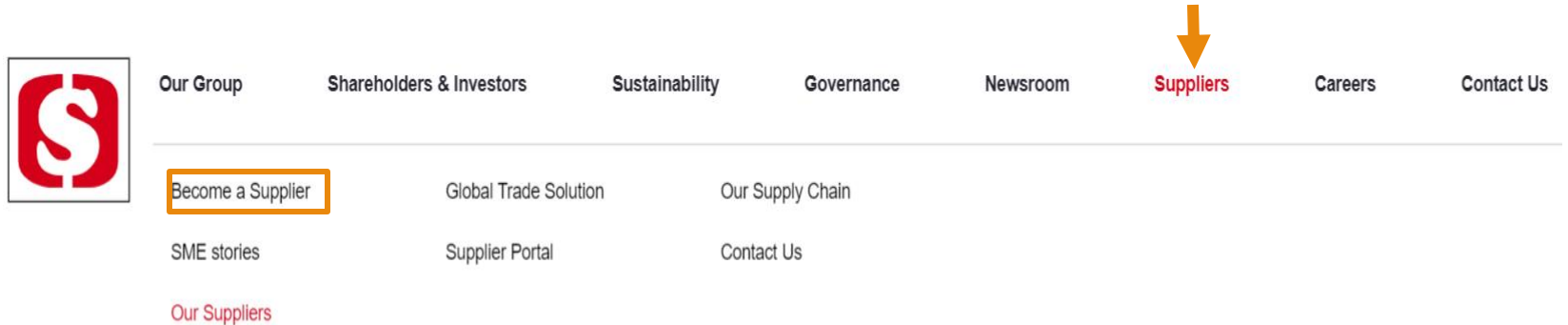
### Login to the Supplier Portal

Any person who Login Supplier Portal <https://supplier.shopriteholdings.co.za> must have their own unique username and password combination

As per the T&C's, don't share this information with others and don't save the password on the website

# How to open an account?

1. Visit the website <https://www.shopriteholdings.co.za/>
2. Click on the **Suppliers** page and go to the **Become a Supplier** section

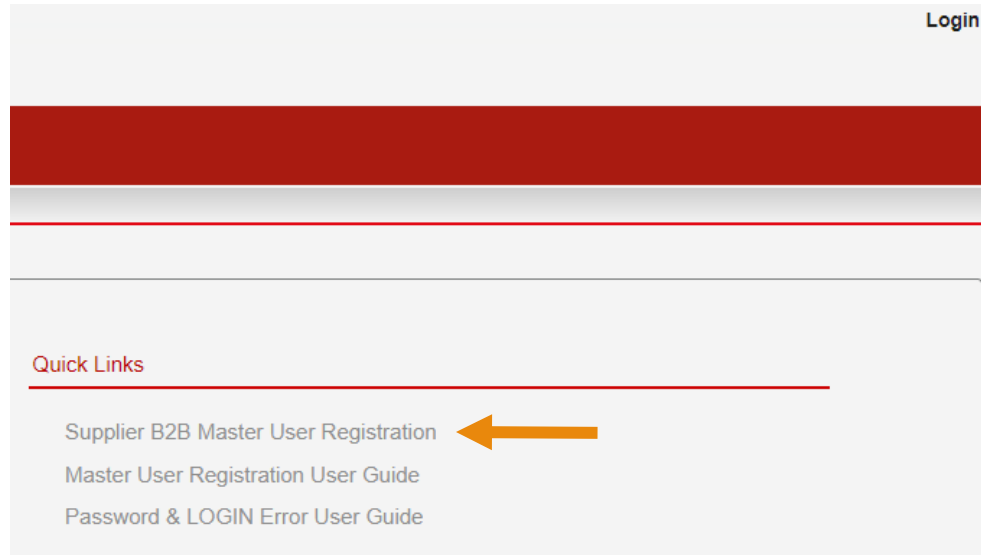


3. Choose the correct option and complete the relevant next steps



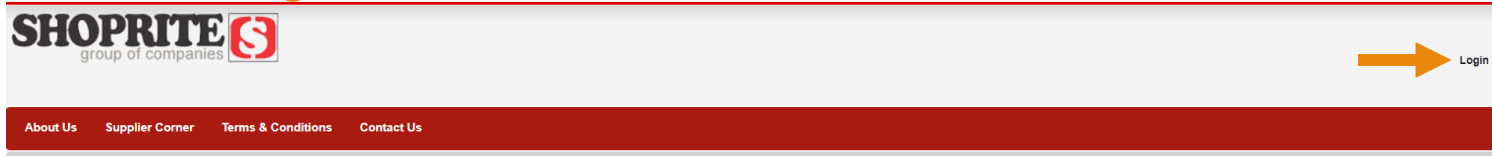
# How to register a master user?

1. Visit the website <https://supplier.shopriteholdings.co.za/>
2. Click on the **Supplier B2B Master User registration** button and complete the form
3. Step by step instructions are available in the **Master User Registration Guide** as shown below

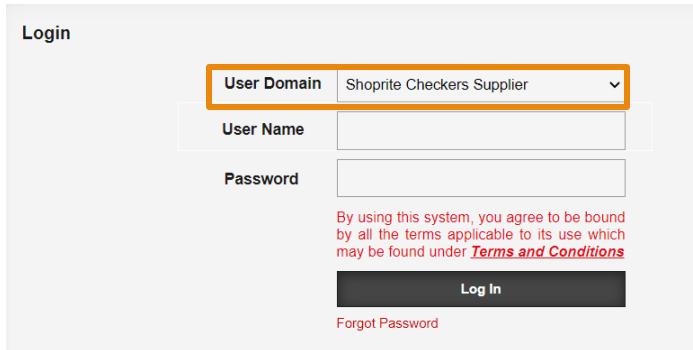


# How to Login?

1. Visit the website <https://supplier.shopriteholdings.co.za/>
2. Click on the **Login** button



3. Domain defaults to Shoprite Checkers Supplier

A screenshot of the login form. The form has a title 'Login' and a 'User Domain' dropdown menu set to 'Shoprite Checkers Supplier'. Below the dropdown are input fields for 'User Name' and 'Password'. A 'Log In' button is at the bottom, with a 'Forgot Password' link below it. A disclaimer text is also present: 'By using this system, you agree to be bound by all the terms applicable to its use which may be found under [Terms and Conditions](#)'.

4. Type or copy / paste the relevant username / password combination
5. Click on the **Login** button

## Step 4



### Read the Banner Slide

The banner slide displays any important notifications that can impact the supplier's day-to-day operations

Users must Login to <https://supplier.shopriteholdings.co.za> regularly to read and action accordingly!

## Step 5



### Read the Notifications

The notifications section displays any important formal letters addressed to suppliers from Shoprite's management

Users must Login to <https://supplier.shopriteholdings.co.za> regularly to read and action accordingly!

## Step 6



### Login to the B2B Portal

Any person who Login B2B Portal <https://b2b.shopriteholdings.co.za> must have their own unique username and password combination

As per the T&C's, don't share this information with others and don't save the password on the website

# What is the Banner Slide?

The **banner slide** is found to the top left of the **Home Page** and normally the information is displayed in an image format

The screenshot shows the Shoprite Supplier Portal Home Page. At the top is a navigation bar with links: About Us, Supplier Corner, Manage Users, Quality Assurance, Administration, Supplier Training Documents, Contact Us, and Password Reset. Below the navigation bar is a breadcrumb trail: Home | Shoprite Supplier Portal - Home. The main content area features a banner slide with the following elements:

- IMPORTANT!** (in red)
- B2B Order Fields Explained** (in black)
- An illustration of a man with a beard thinking.
- A table with the following data:

Item Number	Item Description	Item Barcode	Supplier Reference	Pack Size	Cost Per	Packs Ordered	Gross Cost £
18545166	CHC BRAAL/PK FRESH L2PC COUNTRY RING <b>PER KG</b>	98004690033512		<b>6.6</b>	<b>6.6</b>	<b>5</b>	<b>216.72</b>

Annotations for the table fields:

- PER KG** indicates variable or catch weight.
- Barcodes are used to identify an item (variable or catch weight items must be ordered on a crate barcode owned by the Supplier).
- Supplier Reference: No longer maintained or used by Shoprite.
- Pack Size: Average weight of the crate ordered (determined by the weight of the items inside the one crate).
- Packs Ordered: Quantity of crates required.
- Gross Cost £: Cost of one crate excluding vat.

**Supplies will continue to invoice on the actual weight delivered at the agreed cost per KG**

This way of ordering ensures the Total Nett KG invoiced (crates, cases, packs etc.) remains close to the Total Nett KG ordered e.g. Supplier delivered Total 31.2 KGs while Shoprite ordered Total 33 KGs (pack size of 6.6 multiplied by quantity of 5)

**Notifications**

Letter: Swaziland VAT Rate Change

# Where to find the Notification section?

The **Notifications** section can be found below the banner slide and each letter will be displayed as a list

The screenshot shows the Shoprite Supplier Portal interface. At the top, there is a navigation bar with links: About Us, Supplier Corner, Manage Users, Quality Assurance, Administration, Supplier Training Documents, Contact Us, and Password Reset. Below this is a breadcrumb trail: Home | Shoprite Supplier Portal - Home.

The main content area features a large banner slide titled "IMPORTANT! B2B Order Fields Explained". The banner includes a cartoon illustration of a man thinking and a table with the following data:

Item Number	Item Description	Item Barcode	Supplier Reference	Pack Size	Cost Per	Packs Ordered	Gross Cost C
10545164	CHIC BRAAL/PK FRESH L2PC COUNTRY RENG PER KG	96004990033512		6.6	6.6	5	216.72

Annotations on the banner explain the fields: "PER KG indicates variable or catch weight", "Barcodes are used to identify an item (variable or catch weight items must be ordered on a crate barcode owned by the Supplier)", "No longer maintained or used by Shoprite", "Average weight of the crate ordered (determined by the weight of the items inside the one crate)", "Quantity of crates required", and "Cost of one crate excluding vat".

Below the banner, there is a text block: "Supplies will continue to invoice on the actual weight delivered at the agreed cost per KG. This way of ordering ensures the Total Nett KG invoiced (crates, cases, packs etc.) remains close to the Total Nett KG ordered e.g. Supplier delivered Total 31.2 KGs while Shoprite ordered Total 33 KGs (pack size of 6.6 multiplied by quantity of 5)".

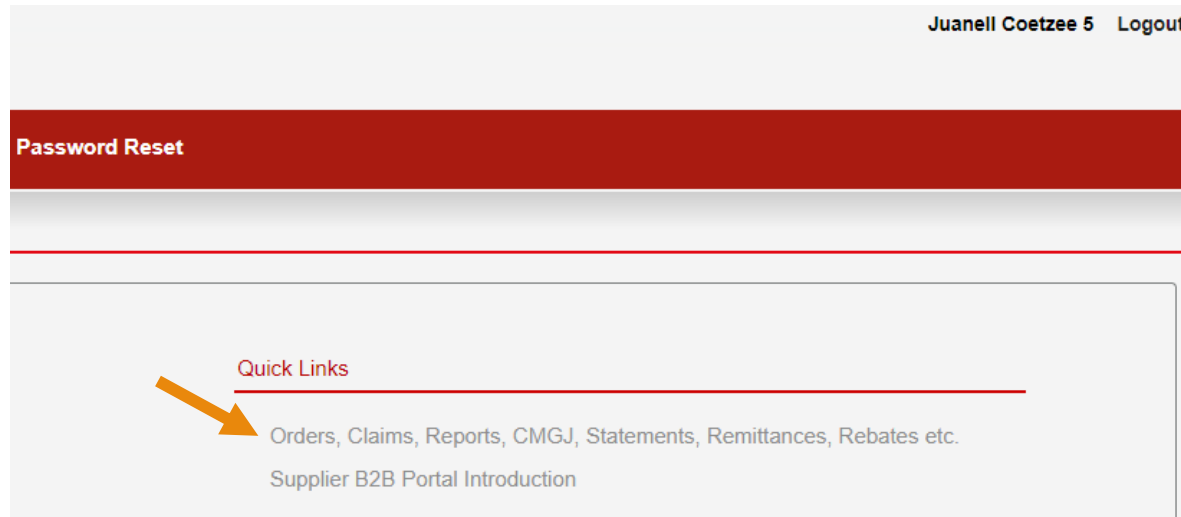
At the bottom of the banner slide, there is a "Notifications" link. An orange arrow points to this link. Below the link is a horizontal row of 12 circular indicators, with the first one being dark grey and the others light grey.

Below the banner slide, the text "Letter: Swaziland VAT Rate Change" is visible.

# What is the B2B Portal?

The **B2B Portal** is a quick link within the **Supplier Portal** website where day-to-day documents are transferred

It can be found here:



# The B2B screen looks like:



Users accessing the **B2B Portal** are only able to see content or perform tasks as per the Access Levels and Depots enabled on their profile. These fields are managed or updated by the registered **Master User** and not by the B2B Helpdesk – refer to the **Master User Registration Guide** for more details

## Step 7



### Collect Purchase Orders

Suppliers will not receive purchase orders via email nor be notified when there are new orders placed

It's the user's responsibility to Login daily to check if any files were uploaded and then download the files for further processing

## Step 8



### Review/ Setup Order Cycles

Order Cycles is the schedule that Stores / DCs will follow when placing orders or receiving stock from a supplier. This is managed separately by the Replenishment Team

It's the user's responsibility to regularly review the order cycles available and request changes where applicable



## Step 9



### Capture E-invoices

Suppliers with large invoice volumes are required to submit an electronic version of the paper / tax invoice before the truck arrives at the receiving bay. This is managed separately by the EDI Officers

It's the user's responsibility to Login daily to capture e-invoices for the scheduled deliveries

## Step 10



### Collect Claims

A copy of the claims (shortage, overcharge, returns) generated at receiving is attached to the POD invoice and an electronic version is available on the B2B Portal

It's the user's responsibility to Login daily to check if any files were uploaded and then download the files for further processing

## Step 11



### Schedule Supplier Reports

Shoprite provides reports to suppliers that grants visibility on sales, stock, barcodes and service levels. These reports are generated based on the **Julian Calendar** and can be scheduled for a 6 weekly, or 6 monthly period. It takes 72 hours before a report is available for download

It's the user's responsibility to schedule these reports and to Login regularly check if the files are ready for download

## Step 12



### Collect Money Market Refunds

For **applicable** suppliers, Shoprite generates Money Market Refund Invoices that will be applied to the account as per the signed Trading Terms

It's the user's responsibility to Login regularly to check if any files were uploaded and then download the files for further processing

## Step 13



### Collect Rebate Invoices

Shoprite generates rebate invoices that will be applied to the account as per the signed Trading Terms. This is managed separately by the Rebates Department

It's the user's responsibility to Login regularly to check if any files were uploaded and then download the files for further processing

## Step 14



### Submit Statements

Suppliers are required to upload statements via the B2B Portal before or on the 8th of every month or as per the dates agreed upon in the signed Trading Terms

It's the user's responsibility to create a statement as per the required format, upload the file and /or fix the file if the status shows rejected. Only once a statement is approved is the task completed for the month

## Step 15



### Collect CMGJ's

Shoprite generates a statement indicating the amounts applied to the account for the month. This is managed separately by the Finance Department

It's the user's responsibility to Login and collect the Shoprite statement also referred to as a CMGJ and to recon this against the supplier's statement. Any differences will result in inaccurate payments

## Step 16



### Collect Remittances

Shoprite generates a payment notification text file indicating the amounts that will be paid to the supplier. This is managed separately by the Finance Department

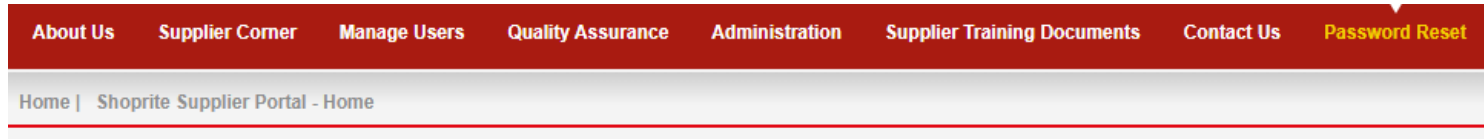
It's the user's responsibility to Login regularly to check if any files were uploaded. Should the amounts differ to what was expected then the user must contact the Finance Department for further assistance and not the B2B Helpdesk



ADVANCED

# How to reset the password?

1. Visit the website <https://supplier.shopriteholdings.co.za/>
2. **Login** with a relevant username / password combination
3. Click on the **Password Reset** button



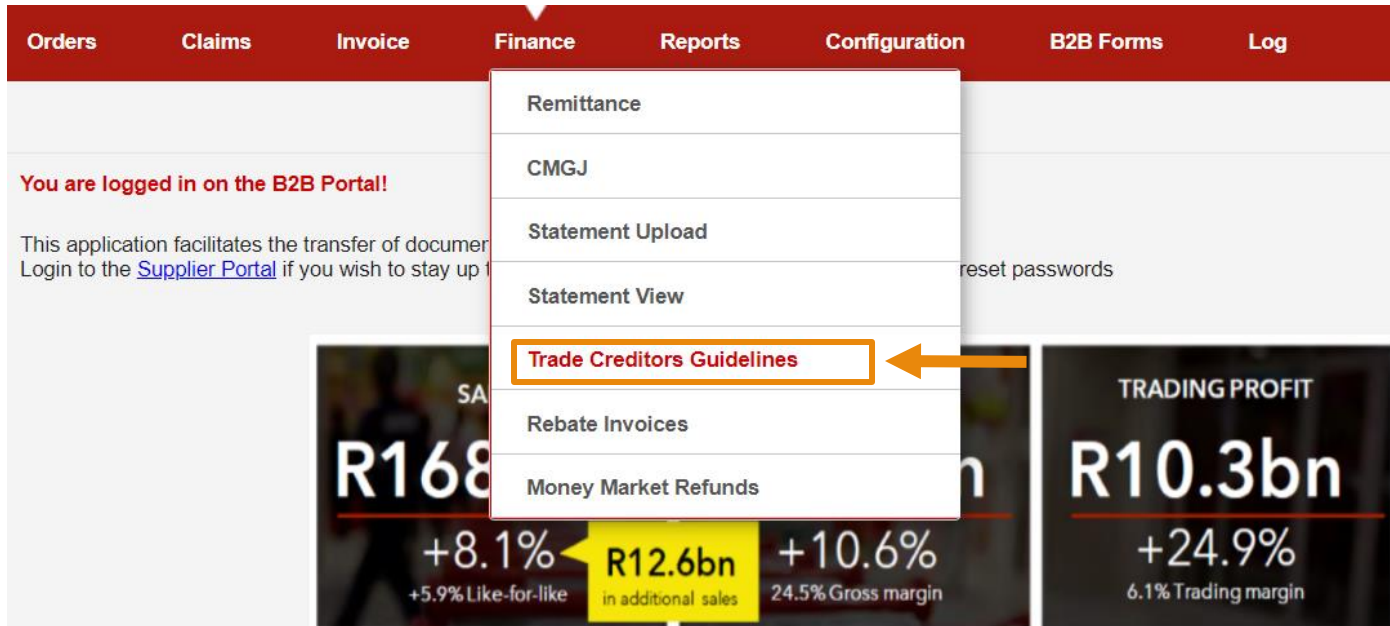
4. Insert the relevant username, then insert a new password
5. Click on the **Reset Password** button



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

# How to Finance with Shoprite?

The **trade creditors guideline** is a document created by the Finance Department providing clarity or guidance on various account related enquiries. It should always be referenced before making contact with Shoprite



The screenshot shows the Shoprite B2B Portal interface. The top navigation bar includes: Orders, Claims, Invoice, Finance, Reports, Configuration, B2B Forms, and Log. The 'Finance' menu is open, displaying the following options: Remittance, CMGJ, Statement Upload, Statement View, Trade Creditors Guidelines (highlighted with an orange box and arrow), Rebate Invoices, and Money Market Refunds. Below the menu, a notification states: 'You are logged in on the B2B Portal! This application facilitates the transfer of documents. Login to the [Supplier Portal](#) if you wish to stay up to date. [Reset passwords](#)'.

Below the notification, there are two large data cards:

- SALES**: R168.1bn, +8.1% (vs +5.9% Like-for-like), R12.6bn in additional sales, +10.6% (vs 24.5% Gross margin).
- TRADING PROFIT**: R10.3bn, +24.9% (vs 6.1% Trading margin).

Detailed **B2B Training Guides** are available to users on the **Supplier Portal**. It provides step by step instructions on how to efficiently use the functions that are available on the B2B Portal





# They can be found here:



Navigation bar: About Us | **Supplier Corner** | Manage Users | Quality Assurance | Administration | **Supplier Training Documents** | Contact Us | Password Reset

Home | Supplier Training Documents - B2BPRODWEB4

### Supplier Training Documents

- B2B Claims User Guide **Step 10**
- B2B Finance User Guide **Step 12** **Step 14** **Step 15** **Step 16**
- B2B Orders User Guide **Step 7** **Step 8**
- B2B Rebate User Guide **Step 13**
- B2B Reports User Guide **Step 11**
- Password & LOGIN Error Guide (3)
- Supplier Portal Starter Guide (1)
- User Role & Responsibility Guide (2)

For more information or further assistance contact the **B2B Helpdesk**

Email: [B2Bhelpline@shoprite.co.za](mailto: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**