USER MANUAL
Vector Ordering Portal

vectorlog.com

Purpose

Objectives

This document is intended to guide Customers on how to use the Vector Portal for placing orders, querying order statuses, and changing orders:

1 – Introduction & Overview

Vector Logistics has implemented a Portal solution for the capture of sales orders. This can be used by Customers to place sales orders instead of phoning or emailing our Customer Service Centre.

The URL is shown below.

https://vectorlogistics-production-ordering-portal.azurewebsites.net/#/login

It is advisable to use Chrome as your internet browser when logging onto the Vector Portal.

Customers can register themselves on the portal via the registration process. Once registered and your details have been confirmed, you can log onto the portal and add your Vector Customer Number(s). These numbers will be supplied to you, by Vector, in a separate document. Please note that the turnaround time for customer approvals is 48 hours. Once you and your customer numbers have been verified, you can start capturing your sales orders on the portal.

Collection orders cannot be placed via the Vector Portal – these must continue to be phoned through to the Customer Service Centre.

All orders captured on the portal will be confirmed via email, with a PDF attachment, to the email address you entered when registering.

Note: All users that have registered a specific customer will receive the emails confirmations for this customer even if they have captured the order themselves.

For Buying group customers, the Vector Customer Service Centre historically called the customer's Head Office to get a PO number for their order. This responsibility will now fall on the customer to get his own PO number from his Head Office.

He can save the order as a draft without the PO number and once he has the PO number, he can pull up the saved order and add the PO number and checkout.

Disclaimer – You will be given a list of your customer numbers and the related supplier for each. Vector will not be held responsible if you use the incorrect account number to place your order.

2 – Registration Process

To register on the Portal, click the *Register* button on the Login Screen:

Enter the following required details:

- First Name
- Last Name
- Mobile Number – *this will be used for verification*
- Email Address – *also used for verification*
- Passwor

Tick the *I'm not a robot* checkbox
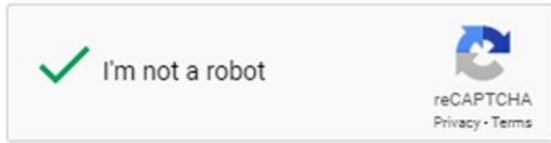
Then click *Submit*

The following popup will appear:
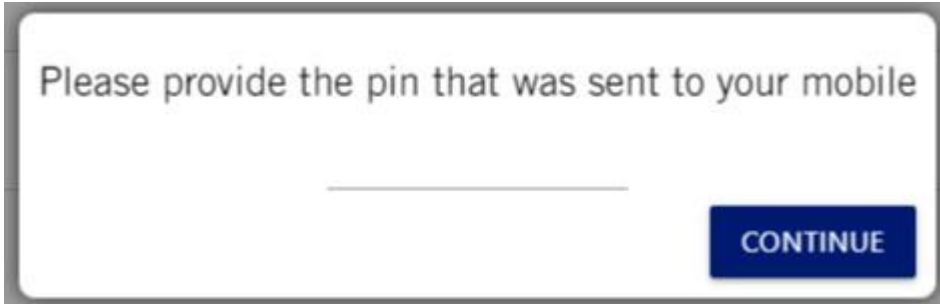
Enter the pin that was sent to your mobile, then click *Continue*:
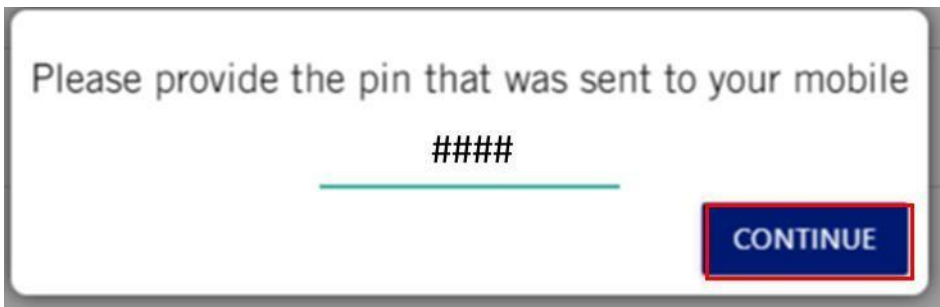
The following message will be received, click *OK* to continue:
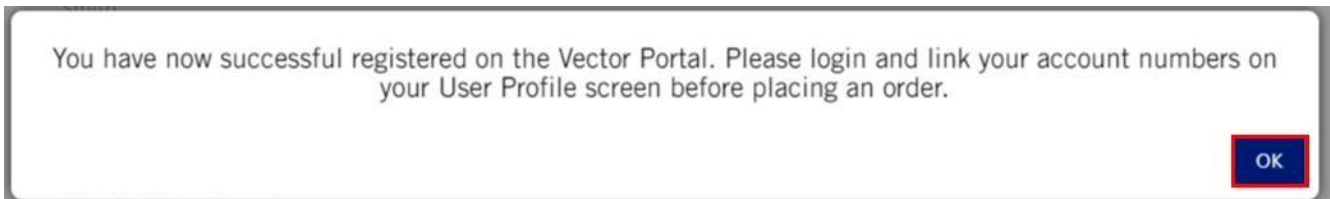
You will receive an email asking you to click on a link to complete your registration. You will need to do this first and then you will be able to log on and link your accounts.

Note: Customers must please notify the Vector Customer Service Centre when staff that place their orders on the Vector Portal leave their business. This is so that we can deactivate their Portal account so that it cannot be used

3 - Logging On & Off

Logging On

To log on, go to the URL:

https://vectorlogistics-production-ordering-portal.azurewebsites.net/#/login

It is recommended to save the URL on your browser for easy access
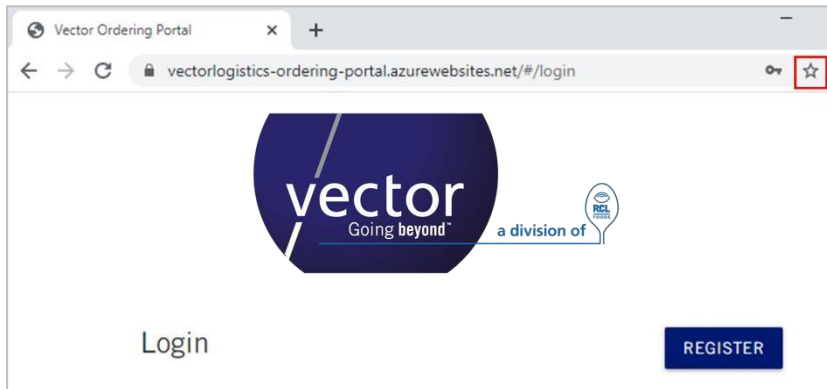
On the Login screen, enter your registered email address and Password. Then click *Submit:*

Logging Off

Use the Log Out button on the toolbar to log out of the Portal:

4 – Navigation

You can navigate the portal by either using the homepage or the toolbar.

Homepage

The following options are available from the homepage:

1. Create Order – create sales orders
2. Order templates – browse, use and delete templates
3. Order History – status of orders as well as display, change, delete orders
4. User Profile – add and remove customers from profile
5. User Guide – display this user guide
6. Contact Us
7. Logout – logout of the portal

Toolbar

The Toolbar provides similar options once inside the portal. It can be found on the top right of the screen:

Order Capture Screen Familiarization

Order Capture

Select the Customer number from the Dropdown

Customer No
101101 - SR KHAYALITSHA 0238 CAB - RF.

Enter the Customer Purchase Order number

PO Number
Portal Test 1

Currency
ZAR

📅 Requested Delivery Date

Click to select the Requested delivery Date

Delivery Date
2020-02-25

Displays the pricing after Check Prices is clicked

Line No	Product Code	Description	QTY	UOM	Unit Price	Taxable Value	Tax Value	Incl Value	
10	30305	HSR PUFF PEPPER STEAK 190G X 36 - 1707	5	CS	0	0	0	0	✖
10	31057	FRY'S FALAFEL BALLS 6 X 270G (F4586)	4	CS	0	0	0	0	✖

Displays the ordered products and quantities

Click the X to remove the product from the order

Use to add a new product to the order

➕ _____ Add New Line

MULTI ✏️

Use to add multiple products

Total Cases
0

Amount Excl Tax
0

Tax
0

Total
0

Displays the order values and total cases after Check Prices is clicked

Click to remove all products from the order

✖ Clear   📄 Save Order   📄 Save Template   ✔ Check Prices

Click to display pricing on order prior to checkout

Click to Save Order as a Draft

Click to save this order as a template for future use

5 – User Profile - Adding/Removing Customers

You can only capture sales orders on the portal if you have maintained your customer numbers on your portal profile. You can maintain multiple customers on one profile if required.

To add a customer, click *Profile* on the toolbar or *User Profile* on the homepage:
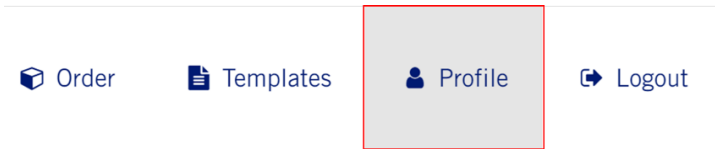
Add a Customer

Once you have added your Vector account numbers, they will go through an approval process to ensure that you are a valid person to place orders for these accounts. You will receive an email notifying you of the status of your account(s).

The status will start as "Pending" and then will move to "Approved", which will allow you to create orders for that Vector Account, or "Rejected" if this is not a valid Vector Account number for you. If "Rejected" you will not be able to capture orders for the Vector Account in question.

On the User Profile, click the *Create* button

User Profile

✔ SUBMIT FOR VERIFICATION   ⚙ CREATE CUSTOMER

On this screen you can either add your customer numbers for approval or delete any customer numbers you no longer require.

Customer Code	Customer Name	Status	
141188	DIGISTICS - KFC - JHB	Rejected	✖
101101	SR KHAYALITSHA 0238 CAB - RF.	Approved	✖
180382	SPUR SILVER SPEAR	Approved	✖
176415	BOXER S/STORE MITCHELL PLAIN	Pending	✖

On the Create New Customer popup, enter the Vector Customer Number and click *Create*

Create New Customer

Customer Code

121822

✖ Cancel   ✔ Create

If the customer number is valid, the *Customer Accepted* message will display. The customer will be added to the end of the list.

Note the customer account is in Pending status.

Once you have added all your customer numbers, click ✔ SUBMIT FOR VERIFICATION - this will notify Vector that there are customers awaiting approval.

Only once Approved will you be allowed to create orders for that Vector Account.

Remove a Customer

On the User Profile, simply click [X] icon on the customer line

A Caution message will be displayed, review the details and click *Continue* to remove the customer from your profile.

The *Accepted* message will display. The customer will be removed from the list.

Once you have deleted all the customer numbers, you need to click **✔ SUBMIT FOR VERIFICATION** - this will notify Vector of these deletions.

User Profile

✔ SUBMIT FOR VERIFICATION   **⚙ CREATE CUSTOMER**

On this screen you can either add your customer numbers for approval or delete any customer numbers you no longer require.

Customer Code	Customer Name	Status	
101101	SR KHAYALITSHA 0238 CAB - RF.	Approved	✖
180382	SPUR SILVER SPEAR	Approved	✖
176415	BOXER S/STORE MITCHELL PLAIN	Pending	✖

6 – Create Order

To begin Order Capture, click on the *Create Order* button on the home screen.

The Order Capture screen will be displayed.

Order Capture

Customer Number

Please select a customer no ▾

📅 Requested Delivery Date

PO-Number

Delivery Date

Currency

None

Please note the cut off time for order placement is 16:00:00. Orders captured after cut off will not be delivered within 48 hours.

*Values are based on order quantity

Line No	Product Code	Description		Order QTY	Confirmed QTY	UOM	Unit Price	Taxable Value*	Tax Value*	Incl Value*
➕		Add New Line	MULTI ✏️							

Total Cases Ordered

0

Amount Excl Tax

0

Total Pallets

0

Tax

0

Total

0

✖ Clear   ☁ Template Upload   ☁ Template Download   🖫 Save Order   🖫 Save Template   ✔ Check Prices

Begin the order capture by:

- Selecting a Customer No.
- Entering the PO Number

On selection of the customer account, the highlighted message below will appear – informing you of the order placement cut-off time.

Order Capture

Customer Number

184940 - VECTOR PORTAL DEMO CUSTOMER 5   ▾

PO-Number

Demo 1

Currency

ZAR

📅 **Requested Delivery Date**

Delivery Date

> Please note the cut off time for order placement is 16:00. Orders captured after cut off will not be delivered within 48 hours.

*Values are based on order quantity

Line No	Product Code	Description	Order QTY	Confirmed QTY	UOM	Unit Price	Taxable Value*	Tax Value*	Incl Value*

➕ _____ Add New Line **MULTI** ✏️

Total Cases Ordered 　　0 　　　　Amount Excl Tax 　　0

Total Pallets 　　0 　　　　Tax 　　0

Total 　　0

✖ Clear 　 ☁ Template Upload 　 ☁ Template Download 　　　　💾 Save Order 　 💾 Save Template 　 ✔ Check Prices

Then click the *Requested Delivery Date* button 　📅 Requested Delivery Date

Order Capture

Customer Number
184940 - VECTOR PORTAL DEMO CUSTOMER 5   ▾

📅 **Requested Delivery Date**

PO-Number
Demo 1

Delivery Date

Currency
ZAR

Please note the cut off time for order placement is 16:00. Orders captured after cut off will not be delivered within 48 hours.

*Values are based on order quantity

Line No	Product Code	Description		Order QTY	Confirmed QTY	UOM	Unit Price	Taxable Value*	Tax Value*	Incl Value*
➕		Add New Line	MULTI 🖉							

Total Cases Ordered	Amount Excl Tax
0	0

Total Pallets	Tax
0	0

	Total
	0

✖ Clear   ☁ Template Upload   ☁ Template Download   💾 Save Order   💾 Save Template   ✔ Check Prices

Selecting Requested Delivery Date

A popup will appear allowing you to select the Requested Delivery Date.

Note: Only the Nominated Delivery Dates relevant to the account you are placing an order for will be available for selection. These dates are subject to cut-off times. The available dates (not greyed out) are the only days that can be selected
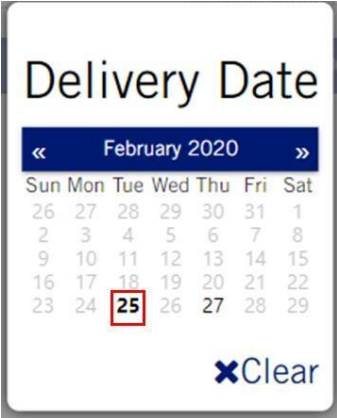
Note: If you are placing your order after the cut-off time, your first nominated delivery date may not be available, and you will have to select the second nominated delivery date.

Adding a Product Manually

If you know the product code, you can add products manually by entering them directly on the order line.

Click an empty line and manually type the product code.

When you press enter, the product will be accepted (if correct) and the quantity will default to 1.

Order Capture

Customer Number
184940 - VECTOR PORTAL DEMO CUSTOMER 5

📅 Requested Delivery Date

PO-Number
Demo 1

Delivery Date
2021-02-17

Currency
ZAR

Please note the cut off time for order placement is 16:00. Orders captured after cut off will not be delivered within 48 hours.

*Values are based on order quantity

Line No	Product Code	Description	Order QTY	Confirmed QTY	UOM	Unit Price	Taxable Value*	Tax Value*	Incl Value*	
10	41451	DEMO PRODUCT 1	1	0	CS	0	0	0	0	✖

➕ _____ Add New Line **MULTI** ✏️

Total Cases Ordered		Amount Excl Tax	
	0		0

Total Pallets		Tax	
	0		0

		Total	
			0

✖ Clear   ☁ Template Upload   ☁ Template Download   💾 Save Order   💾 Save Template   ✔ Check Prices

Quantities can be changed by manually entering the new quantity for the product

Order Capture

Customer Number

184940 - VECTOR PORTAL DEMO CUSTOMER 5 ▾

📅 Requested Delivery Date

PO-Number

Demo 1

Delivery Date

2021-02-17

Currency

ZAR

Please note the cut off time for order placement is 16:00. Orders captured after cut off will not be delivered within 48 hours.

*Values are based on order quantity

Line No	Product Code	Description	Order QTY	Confirmed QTY	UOM	Unit Price	Taxable Value*	Tax Value*	Incl Value*	
10	41451	DEMO PRODUCT 1	5	0	CS	0	0	0	0	✖

➕ _____ Add New Line MULTI ☑

Total Cases Ordered

0

Amount Excl Tax

0

Total Pallets

0

Tax

0

Total

0

✖ Clear   ☁ Template Upload   ☁ Template Download   🖫 Save Order   🖫 Save Template   ✔ Check Prices

Adding a Product using the Filter

If the product code is not known, the product search can be used by clicking on the ⊕ button.

Order Capture

Customer Number

184940 – VECTOR PORTAL DEMO CUSTOMER 5 ▼   📅 Requested Delivery Date

PO-Number   Delivery Date

Demo 1   2021-02-17

Currency

ZAR   Please note the cut off time for order placement is
                                                    16:00. Orders captured after cut off will not be
                                                    delivered within 48 hours.

*Values are based on order quantity

Line No	Product Code	Description	Order QTY	Confirmed QTY	UOM	Unit Price	Taxable Value*	Tax Value*	Incl Value*	
10	41451	DEMO PRODUCT 1	1	0	CS	0	0	0	0	✖

⊕   Add New Line   MULTI ✏

	Total Cases Ordered	Amount Excl Tax
	0	0

	Total Pallets	Tax
	0	0

	Total
	0

✖ Clear   ☁ Template Upload   ☁ Template Download   💾 Save Order   💾 Save Template   ✔ Check Prices

A complete list of products will be displayed. The Product Group and Product Sub-Group dropdowns can be used to further filter the list.

Products

Product Group

Select All ▼

Product Sub Group

Select All ▼

Filter

✖ Cancel   ✔ Save

Product Code	Description	Category	Sub-Category	Barcode	Case Barcode	QTY	UOM
32495	COUNTY FAIR FH BRST FILLETS 6 PCE 00136	ASTRAL OPERATIONS ROT	ASTRAL FRESH ROT	0	96001164001367	0	CS
32492	COUNTY FAIR FH DRUMSTICKS 6 PCE (00133)	ASTRAL OPERATIONS ROT	ASTRAL FRESH ROT	0	96001164001336	0	CS
32493	COUNTY FAIR FRESH THIGHS 6 PCE (00134)	ASTRAL OPERATIONS ROT	ASTRAL FRESH ROT	0	96001164001343	0	CS
32494	COUNTY FAIR FRESH WINGS 8 PCE (00135)	ASTRAL OPERATIONS ROT	ASTRAL FRESH ROT	0	96001164001350	0	CS
32488	FESTIVE FRESH PARTY BRAAI 16 PCE (53002)	ASTRAL OPERATIONS ROT	ASTRAL FRESH ROT	0	96001181030029	0	CS
32497	FH CHOICE SKINLESS DRUMSTICKS 6 IW 06353	ASTRAL OPERATIONS ROT	ASTRAL FRESH ROT	0	96001181063539	0	CS
32496	FH CHOICE SKINLESS THIGH & DRUM (06296)	ASTRAL OPERATIONS ROT	ASTRAL FRESH ROT	0	96001181062969	0	CS
31422	CP FISH PANGASIUS FILLETS 20X600G	ATLANTIS SEAFOOD DIST	DEFAULT	6001224340303	16001224340300	0	CS
31603	CP HAKE BABY 10X800G	ATLANTIS SEAFOOD DIST	DEFAULT	6001224358841	16001224358848	0	CS
31633	CP HAKE CRUMBED CIABATTA CLASSIC	ATLANTIS SEAFOOD DIST	DEFAULT	6001224555608	16001224555605	0	CS

Once selected, the product list will only show products applicable to the product group and sub-group selected.

For Retail customers:
- **Product Group –** used to select the Vendor/Supplier
- **Product Sub Group** – used to select the Material Group for that Vendor/Supplier

Products

	Product Group			Product Sub Group	
	FRY GROUP FOODS (PTY) LTD	▼		FRYS PRODUCTS	▼

Filter

✖Cancel   ✔Save

Product Code	Description	Category	Sub-Category	Barcode	Case Barcode	QTY	UOM
7943	CKN STRIPS KAUAI CATER (F3145KAUAI CAT)	FRY GROUP FOODS (PTY) LTD	FRYS PRODUCTS	0	46005207000312	0	CS
31824	FRYS BFAST BANGERS 10X300G (F8235)	FRY GROUP FOODS (PTY) LTD	FRYS PRODUCTS	0	16005207001820	0	CS
30239	FRYS BRAAI SAUS (20X380G) EXP	FRY GROUP FOODS (PTY) LTD	FRYS PRODUCTS	0	0	0	CS
30140	FRYS BRAAI SAUSAGE 20X380G (F0079)	FRY GROUP FOODS (PTY) LTD	FRYS PRODUCTS	6005207000079	26005207000073	0	CS
30697	FRYS BRAAI SAUSAGE VALUE PACK (F2366)	FRY GROUP FOODS (PTY) LTD	FRYS PRODUCTS	6005207001236	46005207001234	0	CS
31037	FRYS BUTTERNUT BALLS 6X240G (F5716)	FRY GROUP FOODS (PTY) LTD	FRYS PRODUCTS	6005207001571	46005207001579	0	CS
7917	FRYS CAT BRAAI SAUSAGE 80X62.5G F0245CAT	FRY GROUP FOODS (PTY) LTD	FRYS PRODUCTS	0	36005207000025	0	CS

For Food Solutions customers:
- **Product Group –** is restricted to your customer group
- **Product Sub Group** – used to select the sub categories

Products

Product Group		**Product Sub Group**
Beverages ▼		Coffees ▼
Filter		

✖ Cancel   ✔ Save

Product Code	Description	Category	Sub-Category	Barcode	Case Barcode	QTY	UOM
516298	JD CAPPUCCINO BISCUIT SACHET 10 BOXES	Beverages	Coffees	0	0	0	CS
516299	JD CAPPUCCINO MILKTART SACHET 10 BOXES	Beverages	Coffees	0	0	0	CS
514148	JD DAYDREAM CHARDONNAY PINOT 6X750ML	Beverages	Coffees	0	0	0	CS
515131	PAN GOLD ARABICA BEANS 6X1KG	Beverages	Coffees	0	0	0	CS
514240	PAN JD RED ESPRESSO PODS - SINGLE 100 UN	Beverages	Coffees	0	0	0	CS
515067	PAN OPERA GRAN BIDOSE CAPS DBL 100 UNITS	Beverages	Coffees	0	0	0	CS
515132	PAN SINGLE DECAF OPERA CAPSULES 100 UNIT	Beverages	Coffees	0	0	0	CS

Further filtering can be done by entering text in the filter field. For example, part of a product code or name can be entered.

Products

Product Group		**Product Sub Group**
FRY GROUP FOODS (PTY) LTD ▼		FRYS PRODUCTS ▼
Filter		
794		

✖ Cancel   ✔ Save

Product Code	Description	Category	Sub-Category	Barcode	Case Barcode	QTY	UOM
7943	CKN STRIPS KAUAI CATER (F3145KAUAI CAT)	FRY GROUP FOODS (PTY) LTD	FRYS PRODUCTS	0	46005207000312	0	CS
7941	FRYS VEG MINCE 20X380G (FO215) EXP	FRY GROUP FOODS (PTY) LTD	FRYS PRODUCTS	0	0	0	CS

Quantities can be manually added for the products found by the product search. Once entered, click *Save*

Products

Product Group
FRY GROUP FOODS (PTY) LTD

Product Sub Group
FRYS PRODUCTS

Filter
794

✖Cancel   **✔Save**

Product Code	Description	Category	Sub-Category	Barcode	Case Barcode	QTY	UOM
7943	CKN STRIPS KAUAI CATER (F3145KAUAI CAT)	FRY GROUP FOODS (PTY) LTD	FRYS PRODUCTS	0	46005207000312	2	CS
7941	FRYS VEG MINCE 20X380G (F0215) EXP	FRY GROUP FOODS (PTY) LTD	FRYS PRODUCTS	0	0	4	CS

The products selected will be copied to the order capture screen.

Order Capture

Customer Number
184940 - VECTOR PORTAL DEMO CUSTOMER 5

📅 **Requested Delivery Date**

PO-Number
Demo

Delivery Date
2021-02-24

Currency
ZAR

Please note the cut off time for order placement is 16:00. Orders captured after cut off will not be delivered within 48 hours.

*Values are based on order quantity

Line No	Product Code	Description	Order QTY	Confirmed QTY	UOM	Unit Price	Taxable Value*	Tax Value*	Incl Value*	
10	7943	CKN STRIPS KAUAI CATER (F3145KAUAI CAT)	2	0	CS	0	0	0	0	✖
20	7941	FRYS VEG MINCE 20X380G (F0215) EXP	4	0	CS	0	0	0	0	✖

➕   Add New Line   **MULTI** 🖉

Total Cases Ordered	0	Amount Excl Tax	0
Total Pallets	0	Tax	0
		Total	0

✖ Clear   ☁ Template Upload   ☁ Template Download   💾 Save Order   💾 Save Template   ✔ Check Prices

Note: The prices are not displayed while entering product codes.

Tip: You can use the search functionality while in the order capture screen. Enter the description of the product and then click the ➕

Order Capture

Customer Number

184940 - VECTOR PORTAL DEMO CUSTOMER 5 ▾

📅 Requested Delivery Date

PO-Number

Demo

Delivery Date

2021-02-24
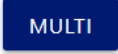
Currency

ZAR

Please note the cut off time for order placement is 16:00. Orders captured after cut off will not be delivered within 48 hours.

*Values are based on order quantity

Line No	Product Code	Description	Order QTY	Confirmed QTY	UOM	Unit Price	Taxable Value*	Tax Value*	Incl Value*	
10	7943	CKN STRIPS KAUAI CATER (F3145KAUAI CAT)	2	0	CS	0	0	0	0	✖
20	7941	FRYS VEG MINCE 20X380G (F0215) EXP	4	0	CS	0	0	0	0	✖

➕ fresh   Add New Line   **MULTI** ✎

Total Cases Ordered   0

Amount Excl Tax   0

Total Pallets   0

Tax   0

Total   0

✖ Clear   ☁ Template Upload   ☁ Template Download   🖺 Save Order   🖺 Save Template   ✔ Check Prices

All products with the entered text in their description will be displayed.

Products

Product Group
Select All ▼

Product Sub Group
Select All ▼

Filter
fresh

✖Cancel   ✔Save

Product Code	Description	Category	Sub-Category	Barcode	Case Barcode	QTY	UOM
32495	COUNTY FAIR FH BRST FILLETS 6 PCE 00136	ASTRAL OPERATIONS ROT	ASTRAL ROT FRESH	0	96001164001367	0	CS
32492	COUNTY FAIR FH DRUMSTICKS 6 PCE (00133)	ASTRAL OPERATIONS ROT	ASTRAL ROT FRESH	0	96001164001336	0	CS
32493	COUNTY FAIR FRESH THIGHS 6 PCE (00134)	ASTRAL OPERATIONS ROT	ASTRAL ROT FRESH	0	96001164001343	0	CS
32494	COUNTY FAIR FRESH WINGS 8 PCE (00135)	ASTRAL OPERATIONS ROT	ASTRAL ROT FRESH	0	96001164001350	0	CS
32488	FESTIVE FRESH PARTY BRAAI 16 PCE (53002)	ASTRAL OPERATIONS ROT	ASTRAL ROT FRESH	0	96001181030029	0	CS
32497	FH CHOICE SKINLESS DRUMSTICKS 6 IW 06353	ASTRAL OPERATIONS ROT	ASTRAL ROT FRESH	0	96001181063539	0	CS
32496	FH CHOICE SKINLESS THIGH & DRUM (06296)	ASTRAL OPERATIONS ROT	ASTRAL ROT FRESH	0	96001181062969	0	CS

Adding Products using "MULTI" or "Paste" functions

You can also capture products using the icons **MULTI** or if you know the product codes.

If you click on "MULTI" **MULTI** you will receive a pop up (shown next) where you can capture multiple products and quantities. You can scroll within this pop up to see more blank lines and you can click on the "ADD" to add more blank lines.

Multiple Products

#	Product Code	Qty
1	1389	1
2	105	3
3	107	2
4	Product Code	Qty
5	Product Code	Qty
6		

+ ADD

✖Cancel   **✔Save**

Once have completed your capture click on "SAVE" and these product codes and quantities will show in your order. You can now follow the same process as if you had entered each product separately i.e. click "Check Prices" etc.

Order Capture

Customer Number
184940 – VECTOR PORTAL DEMO CUSTOMER 5   ▼   📅 Requested Delivery Date

PO-Number
Portal Demo1   Delivery Date

Currency
ZAR   Please note the cut off time for order placement is 16:00. Orders captured after cut off will not be delivered within 48 hours.

*Values are based on order quantity

Line No	Product Code	Description	Order QTY	Confirmed QTY	UOM	Unit Price	Taxable Value*	Tax Value*	Incl Value*	
10	1389	GOLDI IQF THIGH 8X1.5KGCS	1	0	CS	0	0	0	0	✖
20	107	LIGHT&CRISPY:CLASSIC 12X500GCS	2	0	CS	0	0	0	0	✖
30	105	LIGHT&CRISPY:LEMON 12X500GCS	3	0	CS	0	0	0	0	✖

| ✖ Clear | ☁ Template Upload | ☁ Template Download | | | 🖫 Save Order | 🖫 Save Template | ✔ Check Prices |

Total Cases Ordered   Amount Excl Tax

If you click on "Paste" ✏️ you will receive a pop up as shown below.

Paste Columns

Input Format: Product Code TAB Qty

eg: 1024 6

✖Cancel   ✔Save

Here you can copy a list of product codes and quantities from an excel spreadsheet (as shown below) and paste them into the pop up.

A	B
105	3
107	4
2406	1

Paste Columns

```
105  3
107  4
2406     1
|
```

Input Format: Product Code TAB Qty

eg: 1024 6

✖Cancel   ✔Save

Once have completed your paste click on "SAVE" and these product codes and quantities will show in your order. You can now follow the same process as if you had entered each product separately i.e. click "Check Prices" etc.

Order Capture

Customer Number
184940 - VECTOR PORTAL DEMO CUSTOMER 5   ▾   🗓 Requested Delivery Date

PO-Number
Portal Demo1   Delivery Date

Currency
ZAR   Please note the cut off time for order placement is
                                                                     16:00. Orders captured after cut off will not be
                                                                     delivered within 48 hours.

*Values are based on order quantity

Line No	Product Code	Description	Order QTY	Confirmed QTY	UOM	Unit Price	Taxable Value*	Tax Value*	Incl Value*	
10	1389	GOLDI IQF THIGH 8X1.5KGCS	1	0	CS	0	0	0	0	✖
20	107	LIGHT&CRISPY:CLASSIC 12X500GCS	4	0	CS	0	0	0	0	✖
30	105	LIGHT&CRISPY:LEMON 12X500GCS	3	0	CS	0	0	0	0	✖

✖ Clear   ☁ Template Upload   ☁ Template Download   🖫 Save Order   🖫 Save Template   ✔ Check Prices

Removing Products

To remove products during order capture, click the ✖ icon on the line of the product you wish to remove:

Order Capture

Customer No
101101 - SR KHAYALITSHA 0238 CAB - RF.   ▾

📅 Requested Delivery Date

PO-Number
Portal Test 1

Delivery Date
2020-02-25

Currency
ZAR

Please note the cut off time for order placement is 14:30. Orders captured after cut off will not be delivered within 48 hours.

Line No	Product Code	Description	QTY	UOM	Unit Price	Taxable Value	Tax Value	Incl Value	
10	30305	HSR PUFF PEPPER STEAK 190G X 36 - 1707	5	CS	0	0	0	0	✖
20	31057	FRY'S FALAFEL BALLS 6 X 270G (F4586)	4	CS	0	0	0	0	✖
30	31056	FRY'S FULL SAUSAGE ROLL 10X400G (F6185)	5	CS	0	0	0	0	✖

➕   Add New Line

Total Cases   0

Amount Excl Tax   0

Tax   0

Total   0

✖ Clear   💾 Save Order   💾 Save Template   ✔ Check Prices

The product will be removed from the order:

Order Capture

Customer No
101101 - SR KHAYALITSHA 0238 CAB - RF.   ▼

📅 Requested Delivery Date

PO-Number
Portal Test 1

Delivery Date
2020-02-25

Currency
ZAR

Line No	Product Code	Description	QTY	UOM	Unit Price	Taxable Value	Tax Value	Incl Value	
10	30305	HSR PUFF PEPPER STEAK 190G X 36 - 1707	5	CS	0	0	0	0	✖
20	31057	FRY'S FALAFEL BALLS 6 X 270G (F4586)	4	CS	0	0	0	0	✖

➕ Add New Line

Total Cases
0

Amount Excl Tax
0

Tax
0

Total
0

✖ Clear   💾 Save Order   💾 Save Template   ✔ Check Prices

To remove all products from an order, click the *Clear* button:

Order Capture

Customer Number

184940 - VECTOR PORTAL DEMO CUSTOMER 5   ▾

📅 Requested Delivery Date

PO-Number	Delivery Date
Demo	2021-02-24

Currency

ZAR

Please note the cut off time for order placement is 16:00. Orders captured after cut off will not be delivered within 48 hours.

*Values are based on order quantity

Line No	Product Code	Description	Order QTY	Confirmed QTY	UOM	Unit Price	Taxable Value*	Tax Value*	Incl Value*	
10	105	LIGHT&CRISPY:LEMON 12X500GCS	1	0	CS	0	0	0	0	✖
20	107	LIGHT&CRISPY:CLASSIC 12X500GCS	1	0	CS	0	0	0	0	✖

➕ _____ Add New Line **MULTI** ✏️

Total Pallets		Tax	
	0		0
		Total	
			0

✖ Clear   ☁ Template Upload   ☁ Template Download   💾 Save Order   💾 Save Template   🛒 Checkout

All products have been removed from the order:

Order Capture

Customer Number

184940 - VECTOR PORTAL DEMO CUSTOMER 5   ▾

📅 Requested Delivery Date

PO-Number

Demo

Delivery Date

2021-02-24

Currency

ZAR

Please note the cut off time for order placement is 16:00. Orders captured after cut off will not be delivered within 48 hours.

*Values are based on order quantity

Line No	Product Code	Description	Order QTY	Confirmed QTY	UOM	Unit Price	Taxable Value*	Tax Value*	Incl Value*

➕   Add New Line   MULTI   ✏️

Total Cases Ordered

0

Amount Excl Tax

0

Total Pallets

0

Tax

0

Total

0

✖ Clear   ☁ Template Upload   ☁ Template Download   💾 Save Order   💾 Save Template   🛒 Checkout

Checking Pricing

To view the products with pricing, click the *Check Prices* button.

The message below will appear. At this stage, the system is validating the products and extracting the relevant prices.

Line and Total Pricing will then be displayed for review. Please note this pricing is based on the order quantities.

Order Capture

Customer Number

184940 - VECTOR PORTAL DEMO CUSTOMER 5 ▼

📅 Requested Delivery Date

PO-Number

Demo

Delivery Date

2021-02-24

Currency

ZAR

Please note the cut off time for order placement is 16:00:00. Orders captured after cut off will not be delivered within 48 hours.

*Values are based on order quantity

Line No	Product Code	Description	Order QTY	Confirmed QTY	UOM	Unit Price	Taxable Value*	Tax Value*	Incl Value*	
10	41451	DEMO PRODUCT 1	2	0	CS	289.56	579.12	86.87	665.99	✖
20	41481	DEMO PRODUCT 4	5	0	CS	269.22	1346.10	201.92	1548.02	✖

➕ Add New Line **MULTI** 📝

Total Cases Ordered		Amount Excl Tax	
	7		1925.22
Total Pallets		Tax	
	0.064		279.78
		Total	
			2205.00

✖ Clear   ☁ Template Upload   ☁ Template Download   💾 Save Order   💾 Save Template   🛒 Checkout

Material Substitution

You may notice that the product code has changed from what was originally entered.

This is most likely caused by a material substitution rule that has been created for that product code. If a rule is in place, then the substitution product automatically replaces the entered product code on Checking Prices.

This can happen if the customers head office has requested a replacement code or if there is a stock shortage of a product.

For example: 1 Case of Product 524 is entered:

After Checking Prices, 529 has substituted 524:

Line No	Product Code	Description	QTY	UOM	Unit Price	Tax Amount	Gross Price	Net Value	
10	529	FLAMING GOOD BURGERS 12X500GCS	1	CS	XXX.XX	XXX.XX	XXX.XX	XXX.XX	✖

➕ Add New Line

Total Cases: 1

Amount Excl Tax: XXX.XX

Tax: XXX.XX

Total: XXX.XX

✖ Clear   🖺 Save Order   🖺 Save Template   🛒 Checkout

Bill of Materials (BOM)

Certain materials are maintained as Bill of Materials (BOMs) which are made up of a product and the returnable packaging that it is delivered with.

For example, a BOM including the product and CHEP Crate.

When capturing orders for BOM materials on the Portal, it is important to note that the lower level products and returnable packaging will not be seen on the Portal.

However, the BOM and sub-items will be displayed on the PDF Order Confirmation when the order is confirmed.

Code	Description	Quantity	Unit	Unit Price	Taxable Value	Tax Value	Incl Value
515773	BOM CLC BIG JOHN BUN 29X2	0.00	CS	XXX	XXX	XXX	XXX
CHEP04	CHEP COLLAPSABLE CRATE04	1.00	CR	XXX	XXX	XXX	XXX
515753	CLC BIG JOHN BUN 29X2	1.00	CS	XXX	XXX	XXX	XXX

Checking Out

Once the order capture is complete and the prices have been reviewed, click the *Checkout* button.

The following disclaimer will be displayed.

Click *Accept*.

An Order Confirmation screen will be displayed. The details of the order are displayed for review.

If you are happy with the order, click the **✔ Confirm** button to confirm. This will send the order to Vector and the order will be created in the Vector SAP system.

Once confirmed the following popups will appear, confirming that the order has been completed and providing you with the reference number.

Email Confirmation

Once received and accepted by Vector, the following email will be sent to you with a PDF attachment of the order.
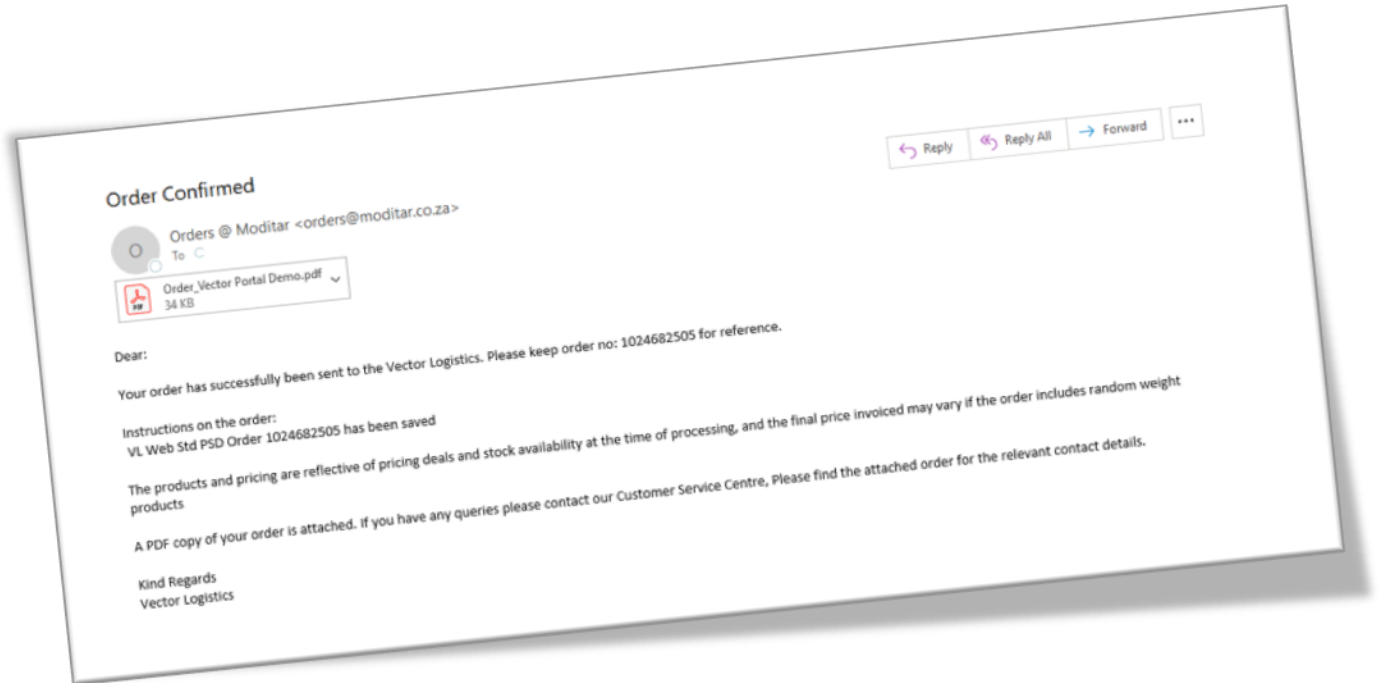
The PDF will be displayed as below.

Note the SAP order number and your order number highlighted below:

Page 1 of 1
18.05.2020   12:19:27

Order   Confirmation

Sold-To-Party

SPRINGBOK   ALGEMENE   HANDELAARS
SPRINGBOK   ALGEMENE   HANDELAARS
HOOFSTRAAT
ZA-8440   EAQSTERN   CAPE

Ship-To-Party

SPRINGBOK   ALGEMENE   HANDELAARS
SPRINGBOK   ALGEMENE   HANDELAARS
HOOFSTRAAT
ZA-8440   EAQSTERN   CAPE

Information	
Sales Order No.	**1023956909**
Document Date	18.05.2020
Customer No.	165846
Currency	ZAR
Customer Services Retail	0861 832 867
Customer Services Food Solutions	0861 832 273

Header   Information

Purchase Order No:	Portal Test 18.05.2020	Purchase Order Date:	18.05.2020
Gross Weight:	4.753 KG	Net Weight:	4.207 KG
Volume:	21.545 L		
Delivery Date:	20.05.2020		

Code	Description	Qty Un	Unit Price	Taxable Value	Tax Value	Inclusive Value	Rej
6181	PB STEAK & KIDNEY PIE X 12 - 701	0 C S	XXX.XX	XXX.XX	XX.XX	XXX.XX	
6183	PB SAUSAGE ROLLS X 12 - 704	1 C S	XXX.XX	XXX.XX	XX.XX	XXX.XX	
6185	PB CHICKEN & MUSHROOM PIE X 12 - 706	1 C S	XXX.XX	XXX.XX	XX.XX	XXX.XX	

TOTAL QUANTITY		2
TOTAL PALLETS		0.021
AMOUNT EXCL TAX		XXX.XX
SURCHARGES TAX		X.XX
TAX		XX.XX
TOTAL		XXX.XX

Document   Note

SOME STOCK COULD NOT BE CONFIRMED DUE TO STOCK SHORTAGES.

Rejection   Code   Reasoning

88 - Customer has no permit 89 - Customer Cancellation 91 - Duplicate Order 95 Processing   Error
E1 - Pricing Discrepancy P2 - PBCS Order Cancellation

Downloading & Uploading a template

Additional functionality is available to assist you with order capture.
You can download a template that has all the products & descriptions on it as well as a quantities column. You can enter the quantity you want to order next to each product and save the template on your computer. You can then upload the template and it will automatically populate the order page for you with the products and quantities you have chosen. You then just need to "Check Prices" and "Checkout" and "Confirm" and your order will be created.

Downloading
Go to the Order Create Page and choose your customer number as shown next and click on "Template Download" shown highlighted at the bottom of the page.

The system will extract the relevant products and place them in an excel spreadsheet which you will see now at the bottom of the page.

Order Capture

Customer Number
185017 - VECTOR PORTAL DEMO CUSTOMER 2 ▾

📅 Requested Delivery Date

PO-Number

Delivery Date

Currency
ZAR

Please note the cut off time for order placement is 14:30. Orders captured after cut off will not be delivered within 48 hours.

Line No	Product Code	Description	QTY	UOM	Unit Price	Taxable Value	Tax Value	Incl Value
➕		Add New Line						

Total Cases
0

Amount Excl Tax
0

Tax
0

✖ Clear   ☁ Template Upload   ☁ Template Download   💾 Save Order   💾 Save Template   ✔ Check Prices

📊 Vector_Order_Tem....xlsx   ⌃

Click on this file and it will open the template for you in Excel. Make sure you click on "Enable Editing" so that you can edit the template.

Your customer number will already be on the template. Please enter a PO (Purchase Order) number. Enter the quantities you would like to order next to each product that you require as shown below. Now save the template on your computer using the File/Save As option. Give the template a unique name e.g. Template order for 185017.

			Customer Number:	185017
			PO Number:	Demo Test

PRODUCT DESCRIPTION	CATEGORY	SUB-CATEGORY	PRODUCT CODE	ORDER QUANTITY
DEMO PRODUCT 1	PORTAL DEMO SUPPLIER	DEFAULT	41451	1
DEMO PRODUCT 2	PORTAL DEMO SUPPLIER	DEFAULT	41477	0
DEMO PRODUCT 3	PORTAL DEMO SUPPLIER	DEFAULT	41480	5
DEMO PRODUCT 4	PORTAL DEMO SUPPLIER	DEFAULT	41481	4

Close the template and go back to the Order Capture page on the Vector Portal and click on "Template Upload" highlighted at the bottom of the page.

Order Capture

Customer Number

185017 - VECTOR PORTAL DEMO CUSTOMER 2 ▾

📅 Requested Delivery Date

PO-Number

Delivery Date

Currency

ZAR

Please note the cut off time for order placement is 14:30. Orders captured after cut off will not be delivered within 48 hours.

Line No	Product Code	Description	QTY	UOM	Unit Price	Taxable Value	Tax Value	Incl Value
➕		Add New Line						

Total Cases

0

Amount Excl Tax

0

Tax

0

✖ Clear   ☁ **Template Upload**   ☁ Template Download   🖺 Save Order   🖺 Save Template   ✔ Check Prices

Find the file on your computer and select it as shown next and click on "Open".
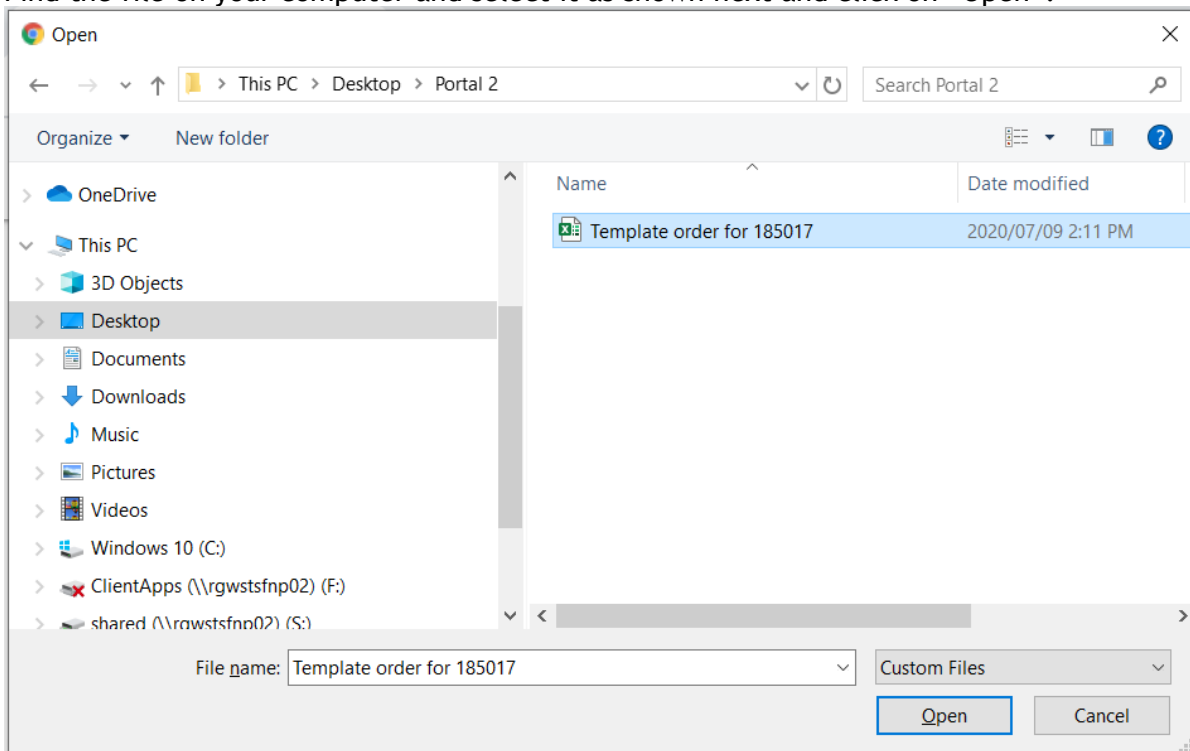
The template will populate the Order Capture page with the products that you have entered a quantity against. Please choose a Requested Delivery Date by clicking on the calendar.
At this stage you can still adjust the order if necessary.

Order Capture

Customer Number
185017 – VECTOR PORTAL DEMO CUSTOMER 2   ▾

📅 Requested Delivery Date

PO-Number
Demo Test

Delivery Date

Currency
ZAR

Please note the cut off time for order placement is 14:30. Orders captured after cut off will not be delivered within 48 hours.

Line No	Product Code	Description	QTY	UOM	Unit Price	Taxable Value	Tax Value	Incl Value	
10	41451	DEMO PRODUCT 1	1	CS	0	0	0	0	✖
20	41480	DEMO PRODUCT 3	5	CS	0	0	0	0	✖
30	41481	DEMO PRODUCT 4	4	CS	0	0	0	0	✖

➕ Add New Line

✖ Clear   ☁ Template Upload   ☁ Template Download   💾 Save Order   💾 Save Template   ✔ Check Prices

Once you are satisfied with the order click on "Check Prices". The rest of the process now is the same as the normal Order Capture process described earlier in this User Manual.

7 - Order History

This functionality allows you to see the status of your existing orders. You can also view, change, delete or copy existing orders. Please note that you can only change or delete an order if it is in the status "Order accepted but delivery not planned" or "Order on Credit Block; Chat to an Agent". Any other status means that the process is too far along, and you will need to contact the Vector Customer Service Centre to assist you.

Statuses
Order has been rejected; please contact our CSC for details
Stock has been successfully delivered
Stock is in transit
Stock has been checked and invoiced; next step – despatch
Stock has been picked; next step invoicing and despatch
Your delivery has been planned; next steps picking and invoicing
Delivery planning started
Your order has been accepted; next step is delivery planning
Your order is on credit block; please chat to a CSC Agent

Click on the "Order History" tile.

You will now see the Order History page showing a list of your orders in descending delivery date sequence.

History Page

Customer Select		Status Select	
All ▼		Choose your status ▼	

From delivery date	To delivery date		Filter
2021-02-01		SEARCH	

PO Number	Sales Order Number	Delivery Date	Creation Date	Customer	Name	Status	#
test ZINJ1	1026175318	2021-03-05	2021-02-26	10936	ZIPPYS Test	ACCEPTED; NEXT IS DELIVERY PLANNING!	⚙
test ZINJ2	1026175329	2021-03-05	2021-02-27	10936	ZIPPYS Test	ACCEPTED; NEXT IS DELIVERY PLANNING!	⚙
test ZINJ2	1026175319	2021-03-05	2021-02-26	10936	ZIPPYS Test	ACCEPTED; NEXT IS DELIVERY PLANNING!	⚙
test ZINJ2	1026175305	2021-03-05	2021-02-25	10936	ZIPPYS Test	ACCEPTED; NEXT IS DELIVERY PLANNING!	⚙

You will only see orders for the customers that you have in your profile on this Portal.
You can search for orders by choosing your customer number

History Page

Or by entering a different delivery date range and clicking on "Search".

Or by choosing a status

History Page

Customer Select				**Status Select**			
All ▼				Accepted; next is delivery planning! ▼			
From delivery date		**To delivery date**				**Filter**	
2021-03-01		2021-03-12		SEARCH		Filter	

PO Number	Sales Order Number	Delivery Date	Creation Date	Customer	Name	Status	#
test ZINJ1	1026175328	2021-03-05	2021-02-27	10936	ZIPPYS Test	ACCEPTED; NEXT IS DELIVERY PLANNING!	⚙
test ZINJ1	1026175311	2021-03-05	2021-02-25	10936	ZIPPYS Test	ACCEPTED; NEXT IS DELIVERY PLANNING!	⚙
test ZINJ1	1026175323	2021-03-05	2021-02-26	10936	ZIPPYS Test	ACCEPTED; NEXT IS DELIVERY PLANNING!	⚙
test ZINJ2	1026175329	2021-03-05	2021-02-27	10936	ZIPPYS Test	ACCEPTED; NEXT IS DELIVERY PLANNING!	⚙
test ZINJ2	1026175324	2021-03-05	2021-02-26	10936	ZIPPYS Test	ACCEPTED; NEXT IS DELIVERY PLANNING!	⚙

Or by entering a filter which could be the order number as an example

History Page

Customer Select				**Status Select**			
All ▼				All ▼			
From delivery date		**To delivery date**				**Filter**	
2021-03-01		2021-03-12		SEARCH		1026175329	

PO Number	Sales Order Number	Delivery Date	Creation Date	Customer	Name	Status	#
test ZINJ2	1026175329	2021-03-05	2021-02-27	10936	ZIPPYS Test	ACCEPTED; NEXT IS DELIVERY PLANNING!	⚙

If you click on the icon that looks like a "wheel" ⚙ to the right of each order line you will see the options available for that order.

History Page

Customer Select

All ▼

Status Select

Choose your status ▼

From delivery date

2021-03-01

To delivery date

2021-03-12

SEARCH

Filter

PO Number	Sales Order Number	Delivery Date	Creation Date	Customer	Name	Status	#
test ZINJ1	1026175328	2021-03-05	2021-02-27	10936	ZIPPYS Test	ACCEPTED; NEXT IS DELIVERY PLANNING!	⚙
test ZINJ1	1026175311	2021-03-05	2021-02-25	10936	ZIPPYS Test	ACCEPTED; NEXT IS DELIVERY PLANNING!	⚙
test ZINJ1	1026175323	2021-03-05	2021-02-26	10936	ZIPPYS Test	ACCEPTED; NEXT IS DELIVERY PLANNING!	⚙
test ZINJ2	1026175329	2021-03-05	2021-02-27	10936	ZIPPYS Test	ACCEPTED; NEXT IS DELIVERY PLANNING!	⚙
test ZINJ2	1026175324	2021-03-05	2021-02-26	10936	ZIPPYS Test	ACCEPTED; NEXT IS DELIVERY PLANNING!	⚙

We have View, Change, Copy and Delete. The options available depends on the status of the order. For example, you cannot change or delete an order if it is in ant status other than "Order Accepted but delivery not planned".

History Page

Customer Select

All ▼

Status Select

All ▼

From delivery date

2021-03-01

To delivery date

2021-03-12

SEARCH

Filter

PO Number	Sales Order Number	Delivery Date	Creation Date	Customer	Name	Status	#
test ZINJ1	1026175328	2021-03-05	2021-02-27	10936	ZIPPYS Test	ACCEPTED; NEXT IS DELIVERY PLANNING!	View
test ZINJ1	1026175311	2021-03-05	2021-02-25	10936	ZIPPYS Test	ACCEPTED; NEXT IS DELIVERY PLANNING!	Change
test ZINJ1	1026175323	2021-03-05	2021-02-26	10936	ZIPPYS Test	ACCEPTED; NEXT IS DELIVERY PLANNING!	Copy
test ZINJ2	1026175329	2021-03-05	2021-02-27	10936	ZIPPYS Test	ACCEPTED; NEXT IS DELIVERY PLANNING!	Delete
test ZINJ2	1026175324	2021-03-05	2021-02-26	10936	ZIPPYS Test	ACCEPTED; NEXT IS DELIVERY PLANNING!	⚙
test ZINJ2	1026175312	2021-03-05	2021-02-25	10936	ZIPPYS Test	ACCEPTED; NEXT IS DELIVERY PLANNING!	⚙

View an Order

If you click on View, your order will be displayed in a pop up, but no changes can be made here.

View Order

Customer Number	Customer Name	Po Number
184940	VECTOR PORTAL DEMO CUSTOME	Demo Test

Delivery Date	SalesOrder Number
2021-02-17	1026174657

*Values are based on order quantity

Line Item	Material Number	Material Description	Order QTY	Confirmed Qty	NetPrice	NetValue	TaxAmount	ItemMessage	PrePrice	RejectReason
10	41451	DEMO PRODUCT 1	1	0	289.56	289.56	43.43			
20	41481	DEMO PRODUCT 4	1	0	299.22	299.22	44.89			

Total Cases Ordered	Amount Excl Tax
2	588.78

Total Pallets	Tax
0.021	88.32

	Total
	677.10

CLOSE

Change an Order

If you click on Change, your order will be shown, and you can make changes.
You can change the following things:
- PO Number
- Requested Delivery Date
- Quantities
- Add lines
- Delete lines

Once you have made changes you will need to follow the same process as if you had created the order i.e. "Check Prices", "Checkout" and "Confirm". You will receive a message stating that you order has been successfully changed.

Copy an Order

If you click on Copy, the order will show in the Order Capture page but without the PO number which you will need to enter and without the Delivery Date which you will need to choose. You can now change the quantities and add and remove lines.

Once you are happy with your new order you will need to follow the same process as if you had created the order i.e. "Check Prices", "Checkout" and "Confirm" and your new order will be created & you will receive a Vector order reference number.

Delete an Order

If you click on Delete, you will need to choose a reason for deleting the order. The options are shown below.

Delete Order

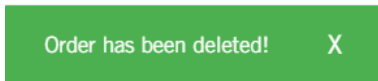Please specify reason for delete of Sales Order: 1026174082

○ Cancellation

○ Duplicate Order

CLOSE   ACCEPT

Once you have made your selection, click on ACCEPT and you will receive a message that your order has been successfully deleted. Once the system refreshes you will not see this order on your list.

Order has been deleted!   X

8 - Templates

Templates of your orders can be saved to speed up your future ordering process. This is useful for common orders that are placed periodically.

Creating a Template

During Order Capture, enter all the relevant order details and then click *Save Template*

Order Capture

Customer No

121822 - BIDFOOD PE

Requested Delivery Date

PO-Number

Portal Demo

Delivery Date

2020-02-13

Currency

ZAR

Line No	Product Code	Description	QTY	UOM	Unit Price	Tax Amount	Gross Price	Net Value	
10	30306	PMAN VALJUM FZN UBK SLICE S/KID 36X300G	1	CS	0	0	0	0	✖
20	30307	PMAN VALJUM FZN UBK SLICE CORNIS 36X300G	1	CS	0	0	0	0	✖

➕ Add New Line

Total Cases

0

Amount Excl Tax

0

Tax

0

Total

0

✖ Clear   🖺 Save Order   🖺 Save Template   ✔ Check Prices

The New Template screen will be displayed. Enter a template name, check the Customer and Products and then click *Save*.

New Template

Name
Demo Template

Customer
BIDFOOD PE

Line No	Product Code	Description	QTY	UOM	Unit Price	Tax Amount	Gross Price	Net Value
20	30307	PMAN VALJUM FZN UBK SLICE CORNIS 36X300G	1	CS	0	0	0	0
10	30306	PMAN VALJUM FZN UBK SLICE S/KID 36X300G	1	CS	0	0	0	0

‹ Cancel   🖫 Save

A message will be displayed confirming that *Template successfully created*.

Templates

| | Template successfully created |

Filter

Customer
Please select a customer   ▼

Info		
Demo Template -->Template<--	⊚ USE	🗑 DELETE
2020-02-10T10:20:54+00:00 -->AutoSave<--	⊚ USE	🗑 DELETE
2020-02-10T08:50:25+00:00 -->Previous Order<--	⊚ USE	🗑 DELETE
2020-02-05T13:09:04+00:00 -->Previous Order<--	⊚ USE	🗑 DELETE
2020-02-03T11:06:45+00:00 -->Previous Order<--	⊚ USE	🗑 DELETE

Using a Template

To access Templates and create new orders using a template, click on the *Order Templates* button on the home page.

A list of templates will be displayed. There are 4 types of templates available on the Portal:

- **Autosave** – the portal autosaves periodically to prevent loss of order data during capture.
- **Draft** – drafts can be saved during order capture to allow you to come back to incomplete orders.
- **Previous Order** – recent orders placed on the portal can be reused as templates.
- **Template** – templates that you have saved.

You can search for a template by entering text in the Filter textbox:

Or by selecting a Customer from the dropdown, this will only show you templates for that customer.

In the example below, both filters are used to locate the *Demo Template:*

Click the *Use* button to use the template:

The Order Capture screen will be displayed with the template data completed. You will, however, need to select a new delivery date, enter the PO number and change quantities (if relevant). You can also remove and add products.

Saving a Draft

You can save incomplete orders as drafts, which will allow you to come back to complete them at a later stage.

During order capture, click the *Save Order* button:

If successful, the following message will appear:
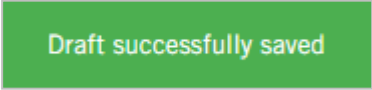
9 – User Guide

To access the User Guide, click on the *User Guide* button on the Home Page. A PDF version of the User guide will be displayed and can be downloaded.

10   – Contact Us

Click on the *Contact Us* button on the Home Page if you would like to send a message to us.

You will see a screen like the one below with your email address defaulted.
Please enter:
- Your Cellphone Number
- Select one of your account numbers from the dropdown list
- Enter the product codes if there are specific products related to your query
- Select a category
- Type your message to us in the "Comments" block.

CONTACT US

Please enter the below information and click on "Submit" and someone will respond to your query

Login Email

vectorcustomer@gmail.com

Cellphone Number

Account number

Please select a account number ▼

Product code

Category

Please select a Category ▼

Comments

CANCEL   SUBMIT
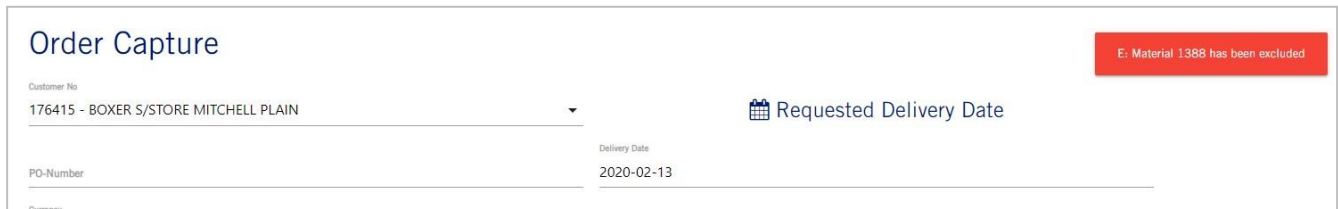
Once you have completed the above, click on "Submit" and an email will be sent to the Vector Customer Service Centre Agents who will respond to you.

11 - Error Handling

Certain errors may occur during order capture. This section will outline some of the more common errors and how to resolve them.

Removing Error Messages

When an error is encountered, an error message will be displayed in the top right of the screen:

The error message will remain on the screen until it is swiped away.

To remove the error, simply drag the error message to the side:

Troubleshooting Error Messages

The Vector Customer Service Centre (CSC) can be contacted via the "Contact Us" button on the Home Page for any messages that you may receive and need more clarity on.
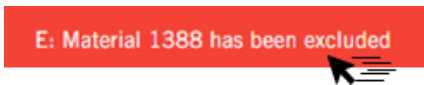
Error/Warning	Reason	Resolution
E: Customer 10936 has been assigned order block: Block, allow credits	The customer has been assigned block by the Debtor's Department	Contact the CSC. They will contact the Debtor's Department to make the necessary arrangements.
E: Mandatory deal price is missing for product 41840	The deal price is missing for this product	Contact the CSC. They will contact the relevant Department to have the deal captured. You will need to remove this product to save the order.
E: Material 1388 has been excluded	This product has been excluded for the customer	Contact the CSC. They will contact the relevant Department to check if there is a substitute code for you. You will need to remove this product to save the order.
W: Requested quantity is less than the minimum order quantity of 10 cases.	The customer has a minimum order quantityof 10 cases	This order will be blocked. You will need to ensure that all your orders for the same delivery date add up to 10 cases for your orders to be released and delivered.
E: Fresh products cannot be ordered with other temperature products.	Fresh products cannot be ordered with products of another temperature	A separate order must be captured for the fresh products.
E: Credit limit has been exceeded	The customer credit limithas been exceeded	The order can be saved but will be blocked. Debtors will check and release if payment has been made. Contact CSC if you would like to escalate.
E: Customer 168083 not found or blocked	The customer account has been blocked	Contact the CSC. They will check why your account is not available on the Portal and let you know. You will not be able to capture any orders for this account, but the CSC should be able to.
E: Material 513951 has status: Discont. - no orders	This product has been discontinued	Use a different product as this one has been discontinued.

12 - Frequently Asked Questions

Can the Requested Delivery Date (RDD) be changed on an order?	Yes you can change the RDD on an order but only to one of the Customer's Nominated Delivery Days (NOD's).
Can I change the Nominated Delivery Date (NOD)?	No, the system is linked to Transportation Schedule. Requests for earlier deliveries can be done via the "Contact Us" page on the Portal.
Can bulk orders/truckloads be ordered via the Portal?	Yes for Siqalo (Spreads) and for McCain orders. No for other products. These direct loads must be captured by the Vector Customer Service Centre (CSC).
What if the pricing does not match my deal sheet?	Use the "Contact Us" page on the Portal to notify the Vector CSC. They will arrange for the pricing to be corrected in SAP & respond to you.
How do I follow up on my order?	By using Vicky the BOT (064 619 9165 WhatsApp line) or by using the "Contact Us" page on the Portal.
How do I know which products are out of stock?	The confirmed quantities show on the Portal so you can see the lines that are out of stock.
What is the minimum delivery quantity?	10 cases across all Principals for a single delivery day.
How do I amend or delete my order?	In User Manual, look in the "Order History" section. This must be done 48hrs before the RDD.
What if my computer does not allow me to use the app?	Tablets, iPads and Cellphones can also be used.
What happens if I do not receive my delivery on time?	Contact the Vector CSC via the "Contact Us" page on the Portal
What should I do if my account shows as blocked?	If your customer is blocked, you will not be able to create the order via the Portal or via the Vector CSC. You will need to arrange for payment via the Debtors department. Your account will then be unblocked.
How will I know if I have exceeded my Credit limit?	Your order can be placed but it will be blocked, and no stock will be confirmed. You will see this on the email order confirmation. You will need to arrange payment with the Debtor's Department, and they will release the order.
What happens if I miss my NOD and I need stock urgently?	Place your order via the Portal for the next NDD and use the "Contact Us" page to send an email to the Vector CSC asking them to arrange this. You must supply your order reference number. They will advise accordingly.
Can multiple portal profiles place orders for a single customer account?	Yes, each profile will need to load that customer account to their user profile. Once approved, they can place orders for the account.
Can I place orders for multiple customer accounts?	Yes, this can be done by adding each customer account to the user profile. Once approved, you can place orders for the accounts.