

Documentation: External Shop

POMBERGER Goisern Web-Interface

Current Version: 1.0

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1. Description

1.1 Goal

This documentation supports the use of the "External Shop" provided by POMBERGER Goisern. The interface offers numerous functions to interact with our product range as well as your core data and orders.

1.2 Availability

The web interface is provided by POMBERGER Goisern on request. It is normally always available via modern online browsers.

2. Access

2.1 Login data

You will receive the login data from our service centre. If you want to request new access data or wish to have your existing ones sent to you again, please write an e-mail to office@pomberger.com.

2.2 Navigation

2.2.1 Partner-Login

On our website www.pomberger.com you can use the "Partner Login" in the upper right corner: <https://pomberger.com/partner-login/?lang=en>

To get to the "External Shop", please click on the button "to login".

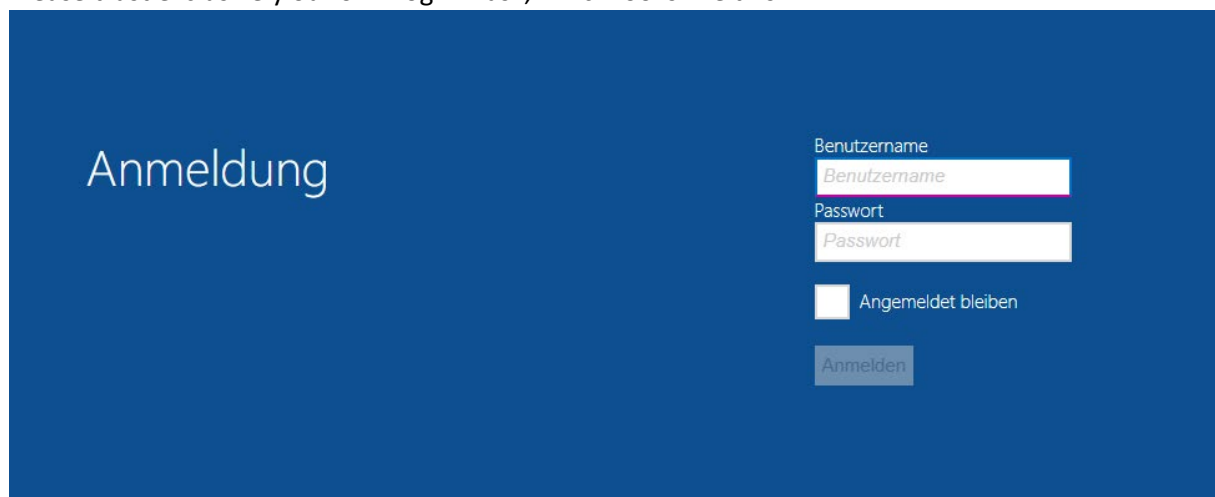
2.2.2 Direct

To go directly to the login, you can navigate directly to <https://infocenter.pomberger.com/#/external/shop/>.

3. Login

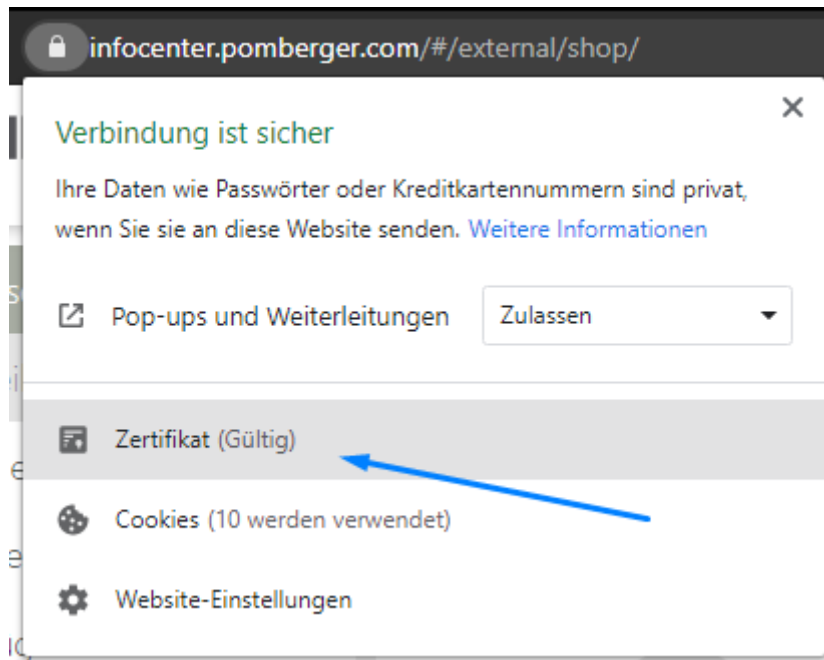
3.1 How to login

Please trust exclusively our own login mask, which looks like this:

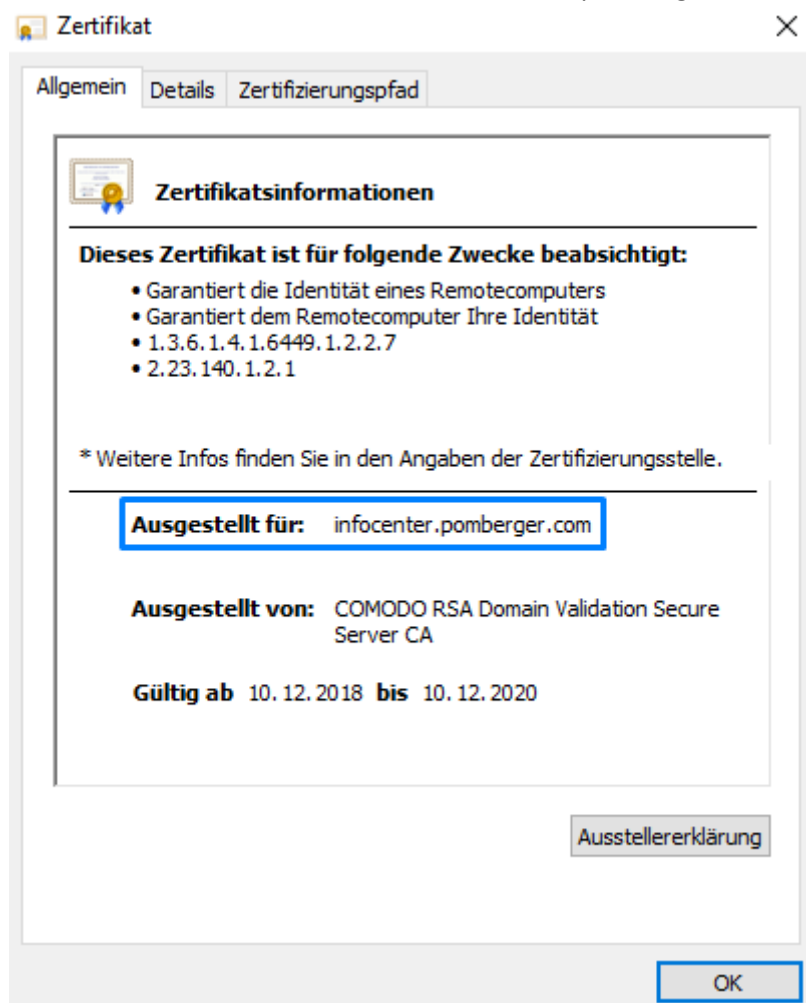


The image shows a login form titled "Anmeldung" on a dark blue background. On the left, the word "Anmeldung" is written in white. On the right, there are two input fields: "Benutzername" with a placeholder "Benutzername" and "Passwort" with a placeholder "Passwort". Below these fields is a checkbox labeled "Angemeldet bleiben". At the bottom right, there is a button labeled "Anmelden".

To ensure that you are on the correct page, click on the lock icon in your browser and click on "Certificate":



This certificate should be issued for "infocenter.pomberger.com":



To log in, enter your user name and password provided by us and click on "Log in".

3.2 Faulty login

3.2.1 Screen blinks red

If you click on "Log in" and your screen flashes red, your login details are unknown to the system. Either the data was entered incorrectly or is not available. If it still does not work after checking the data and trying again, please contact our service centre: office@pomberger.com

3.2.2 Login screen appears again

If you were able to log in correctly, but then immediately return to the login screen, you have either accessed a page for which you do not have user rights, or we have not set the rights of your account correctly. Check the URL in your browser. If it is correct (<https://infocenter.pomberger.com/#/external/shop/>), please contact our service centre: office@pomberger.com

4. Home

On the start page you will find links to the most important functions and an overview of your contact persons:

4.1 Show and hide prices

In the header of the start page (and on all other pages) there is a button to show or hide prices. If it is switched on, prices are displayed with the articles, orders, and receipts. If it is turned off, the prices are hidden. The button resets to the default setting (displayed prices) when the page is reloaded (e.g. F5).



Picture 1: Prices shown



Picture 2: Prices hidden

5. Messages

The "Messages" function is not yet available in version 1.0.

6. Core Data

The function "Core Data" displays the stored master data for your customer account. In addition to

the delivery address, the differing billing address (if available) is also displayed. Your current VIP level can also be found to the right of your delivery address.

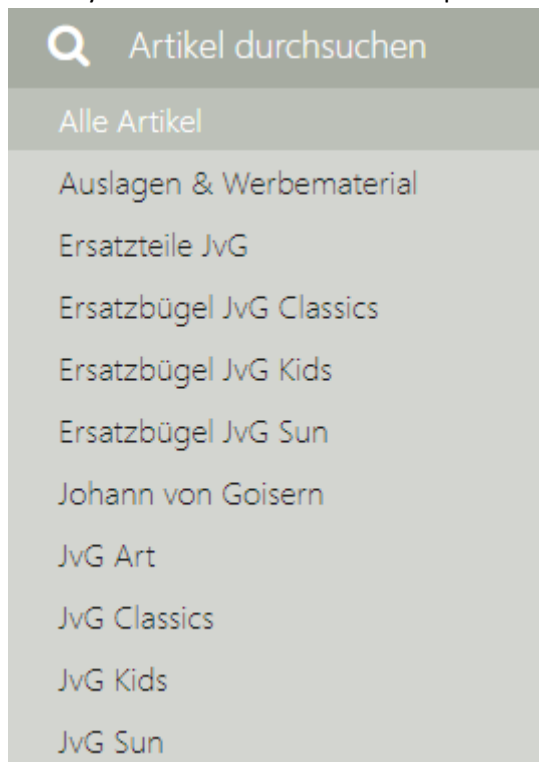
In the lower block you will find a list of your general contact data as well as the contact persons stored with your account.

In case of missing, incorrect, or outdated data, please contact our service centre:

office@pomberger.com

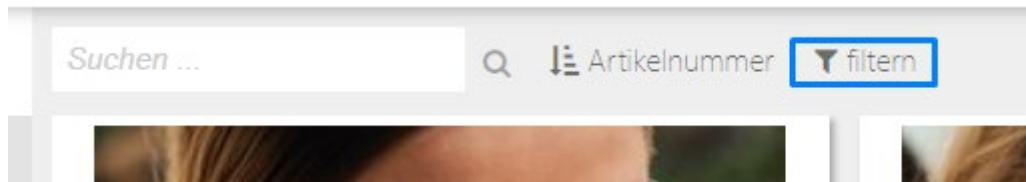
7. Browse Articles

With the function "Browse Articles" you can search our product range. A list of all article groups to which your account has access will open in the left side bar:



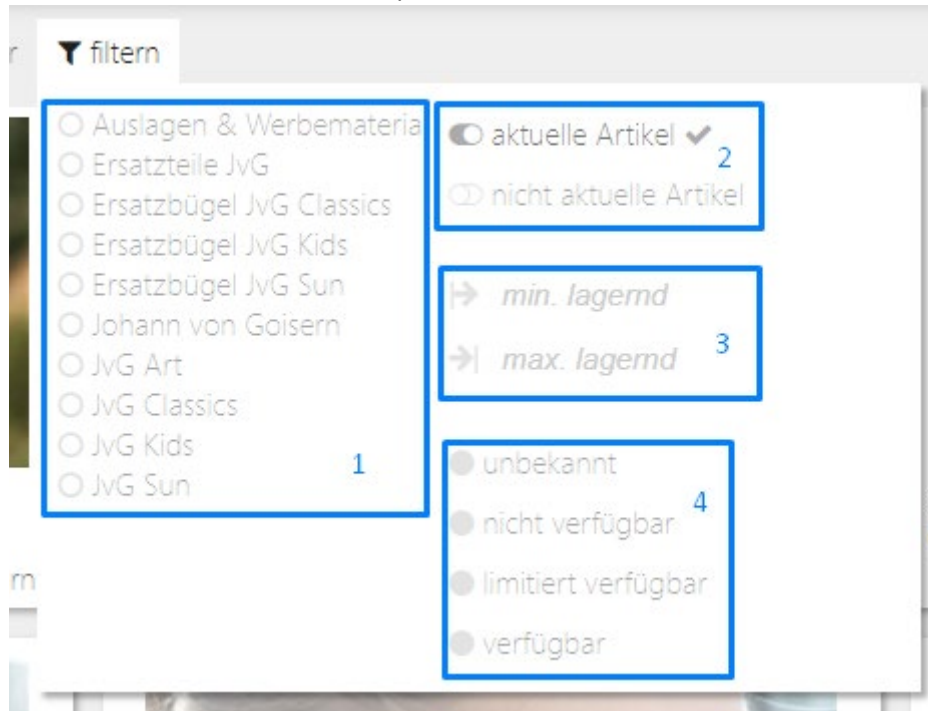
By default, "all items" is selected. However, you can already filter for a specific article group here.

Alternatively, you can also use the "filter" tab in the search bar:



7.1 Article filters

The filter menu offers extensive possibilities to filter the articles:

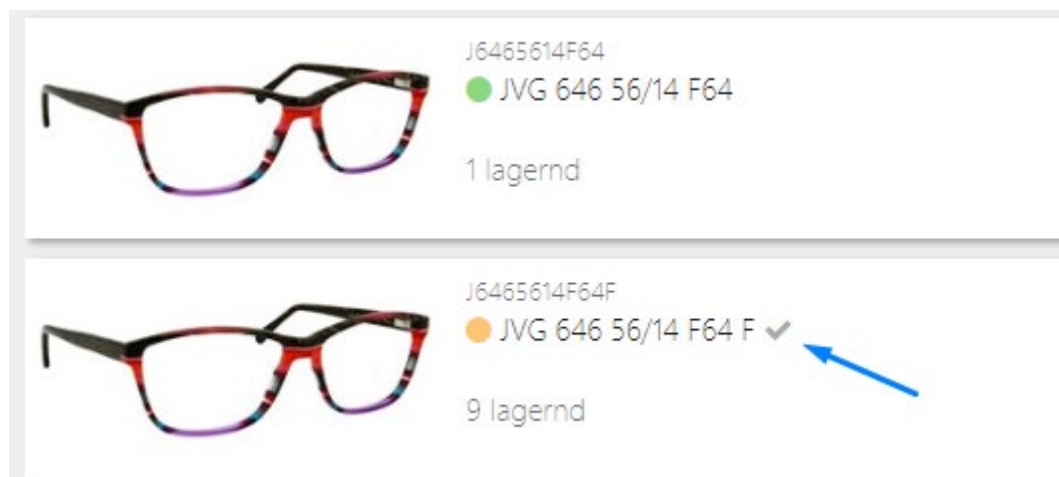


7.1.1 Article group filter

In the first block [1] one or more article groups can be filtered. If no group is selected, all article groups are displayed.

7.1.2 Filter current collection

In the second block [2] you can set whether current or not current articles should be displayed. By default only current articles are displayed, which are marked by the grey tick next to the article description:



7.1.3 Filter by stock level

In the third block [3] it is possible to filter by articles of which a minimum and/or maximum stock level is available.

7.1.4 Filter by availability

In the fourth block [4] you can filter according to availability. The availabilities are divided into 4 categories:

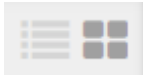
Availability	Description
<i>unkown</i>	No information on availability available. For example, we cannot provide information about the availability of items from other manufacturers.
<i>not available</i>	These articles are currently not available. If applicable however, the next delivery date is shown.
<i>limited availability</i>	These items are still in stock, but are expected to be sold out quickly (e.g. due to great popularity or already low stock).
<i>available</i>	These items are in stock and should be available in normal delivery quantities without problems.

The information on availability is not binding and does not constitute a guarantee for immediate delivery, it is only intended as an indication and decision-making aid.

The availability value as well as the stock level is updated hourly.

7.2 View

In the upper right area you can switch between tile and list view:



The tile view is activated by default.

7.3 Selecting articles

To select an item, click on the desired tile or list entry.

7.4 Article info


Once you have selected an article, the article info opens on the right side of the screen:

> Artikelinfo verbergen

JVG 646 56/14 F69 F

📷 Produktbild
↻ 360° Ansicht

1



↻ + - ↔ 🔍

GTIN 9010260028790

Artikelnummer J6465614F69F 2

Beschreibung JVG 646 56/14 F69 F

Zielgruppe Frauen

Einführungsdatum 09.10.2017

Farbnummer F69

Material Schicht-Acetat

Bügel-Material Acetat

Scharniertyp Federscharnier (FlexUno 3.0)

Base Base 6

Glasbreite 56mm

Glashöhe 38mm

Nasenbreite 14mm

Bügellänge 135mm

✓ aktueller Artikel 3

● limitiert verfügbar
50+ lagernd 4

Notiz hinzufügen ... 5

1 in den Warenkorb 🛒

7.4.1 Article visualization

If available, a 360° view of the article opens automatically in the first block [1]. Alternatively the product image in the side view. If both are available, you can switch between them in the upper left corner.

7.4.2 Technical details

The second block [2] contains all technical details of the frame.

7.4.3 Information on current collection

In the third block [3] you will find a short note if this article is still part of the current collection.

7.4.4 Information on availability

The fourth block [4] contains information on the current stock level and availability of the article. More information can be found in sections 7.1.3 and 7.1.4.

7.4.5 Add to cart

In the fifth block [5] you can put a desired quantity with an optional note in the current shopping cart. If there is no shopping cart yet, a new one will be created automatically.

8. Availability

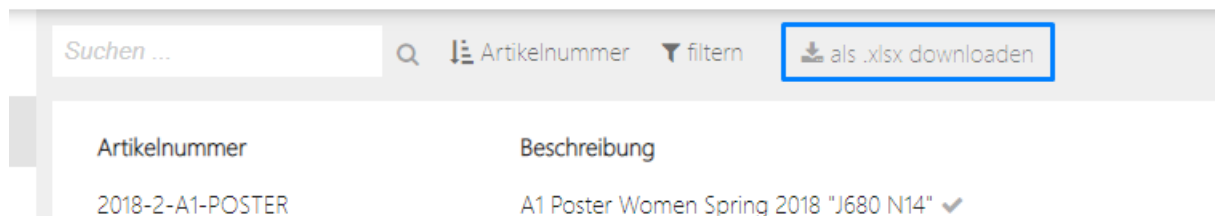
The "Availability" function provides quick access to the availability of individual items.

8.1 Filter

"Availability" uses the same filters as "Browse Articles" - see section 7.1.

8.2 Download as .xlsx

In the search bar you can download the current availability list as .xlsx:



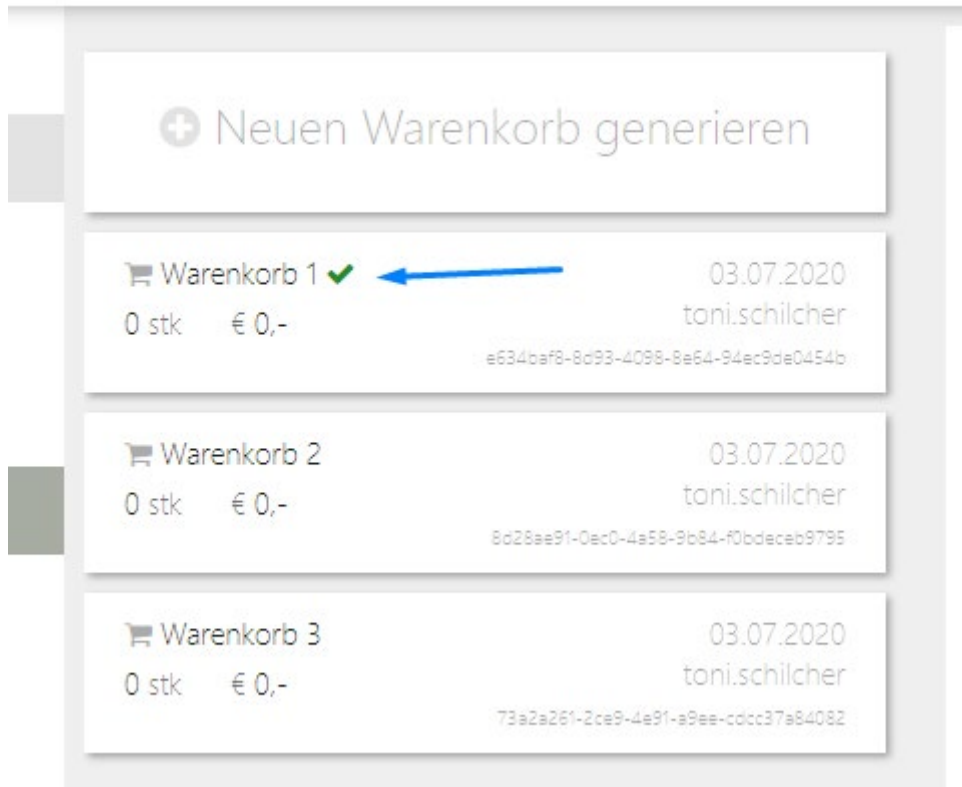
Please note: The current filter is not transferred.

9. Carts

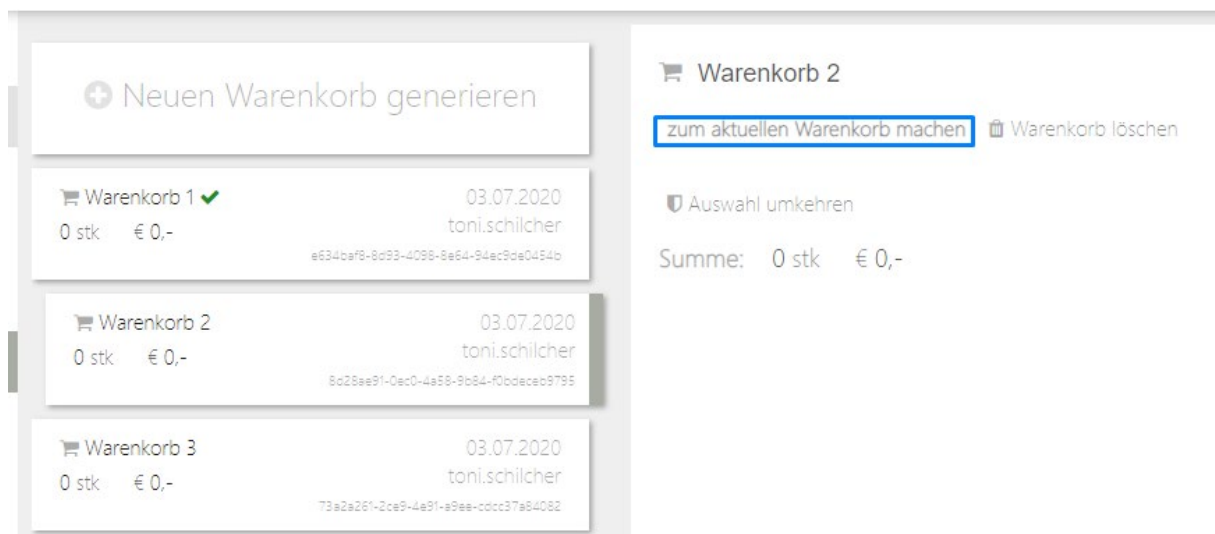
The function "Carts" enables the administration of the current shopping carts for the customer account. Any number of shopping carts can be generated.

9.1 Current cart

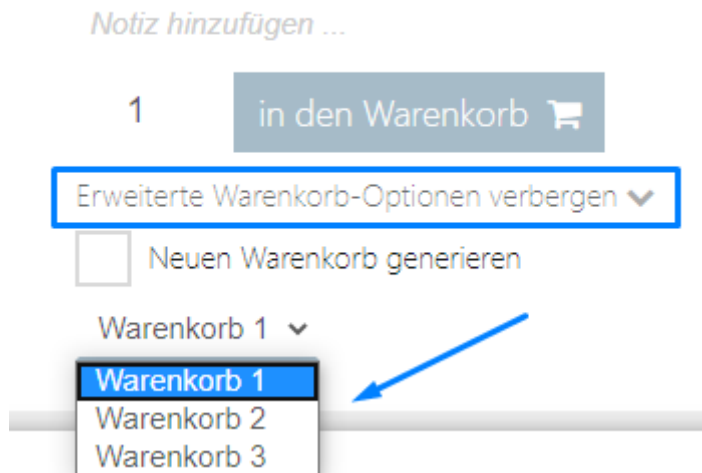
The current shopping cart is marked with a green checkmark:



To change the current shopping cart, you can select another cart and then click on "make current cart" in the info area:



Alternatively, another shopping cart can be selected in the item info with the button "Show advanced shopping cart options":



In order to put an article directly into a new shopping cart, the checkmark "Generate new shopping cart" can be ticked here.

9.2 Edit shopping cart lines

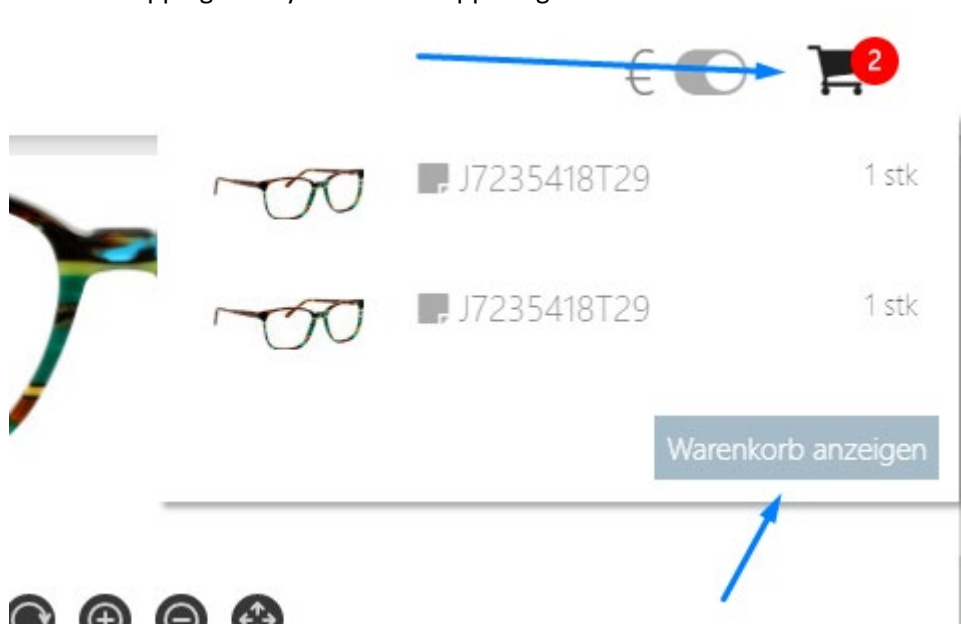
In the article info you see all lines of the current article in the current shopping cart. So an article can be put several times into the same shopping cart, e.g. to add different customer references:

Nasenbreite 18mm
Bügelänge 145mm

<p>■ J7235418T29</p> <p>■ J7235418T29</p>	<p><i>Notiz hinzufügen ...</i></p> <p><i>Notiz hinzufügen ...</i></p>	<p>1 stk</p> <p>1 stk</p>
---	---	---------------------------

Here you can easily change the number of pieces per line and the note. Changes are automatically applied.

Alternatively, the lines can also be edited directly in the "Carts" function. To get there, you can either use the shopping cart symbol in the upper right corner:



To get to the shopping cart, click on "Show cart".

Or you can select the item "shopping baskets" in the side menu.

In the shopping cart info you can edit or delete individual lines:



The shopping cart lines offer several functions:



9.2.1 View article info

By clicking on the article picture [1] you get back to the article info.

9.2.2 Change voucher type

In the second block [2] you can specify the desired document type. For example, if it is a reclamation, it can be declared as such.

9.2.3 Add note

In the third block [3] you can optionally add a note to the article line. This note will be displayed in the order mail and on the document (order, delivery note ...). It is suitable for example to indicate customer references or commissions.

9.2.4 Change quantity

In the fourth block [4] you can change the desired quantity for this article line.

9.2.5 Delete article line

In the fifth block [5] the article line can be deleted from the shopping cart.

9.3 Generate order

If the shopping cart contains at least one article line, an order can be generated at any time by clicking on "Generate order".

This does not yet send a binding order, it only changes the status of the online order from "shopping cart" to "open".

If an order is generated, it will be opened automatically.

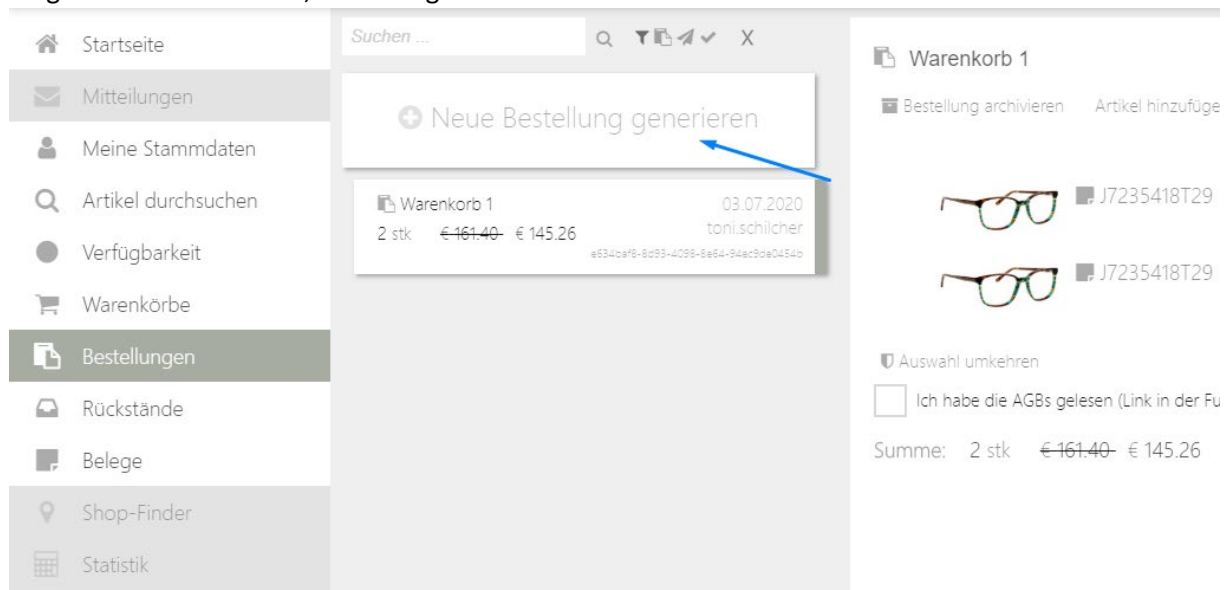
10. Orders

The "Orders" function allows you to manage online orders.

10.1 Generate order without shopping cart

Orders can also be created directly, without a shopping cart being transferred. This can be helpful, for example, if you want to order a specific article number or import an order as .xlsx file.

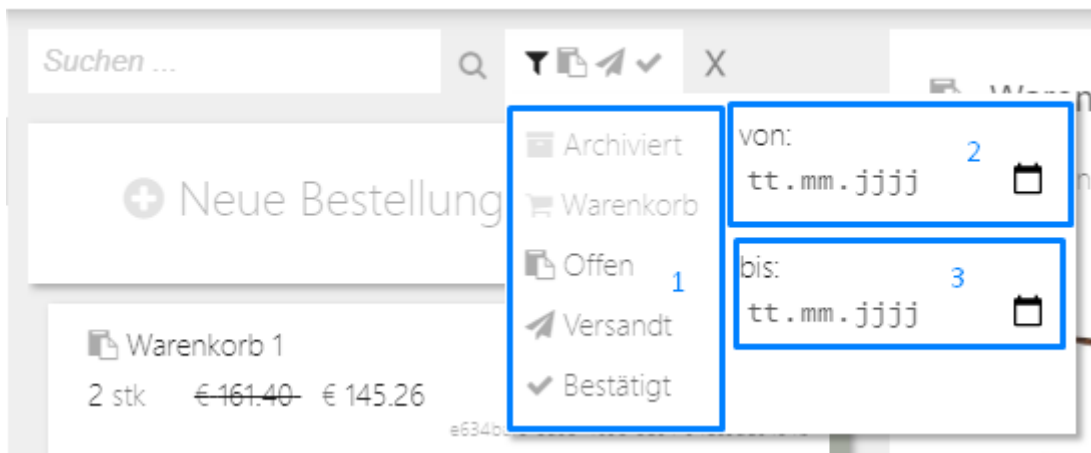
To generate a new order, click on "generate new order":



10.2 Filter orders

The orders can also be filtered. By default, only orders with the status "Open", "Sent" and "Confirmed" are displayed.

Alternatively, this filter can also be changed:



In the first block [1] you can also display archived purchase orders or shopping baskets that have not yet been transferred.

In addition, the search can be limited by the creation date in the second [2] and third block [3].

10.3 Edit order lines

The editing of order lines works the same way as the editing of article lines in the shopping cart. For more information, please refer to sections 9.2.1 to 9.2.5.

10.4 Edit order

In the upper area you can change the name of the order, add individual items, import files and add messages:



10.4.1 Renaming orders

In the first block [1] you can rename the order by changing the text in the input field. This can be done in every order status ("Archived", "Cart", "Open", "Sent" and "Confirmed"). In the list area on the left side, orders can be searched by name.

10.4.2 Add article

The second block [2] contains the function "Add article". If you click on it, an area for adding individual articles will open:



In the first field [1] you can search all available articles, in the second field [2] you can optionally add a note, and in the third field [3] you can enter the desired quantity. The "add to order" button becomes active as soon as an article number is given.

Alternatively, you can copy a desired article number into the search field and add the article to the order.

The article will only be added if the article number is recognized.

Please note: The search field searches the item description, but then selects the articlenumber.

10.4.3 Import file

The third block [3] contains the function "Import file". This allows you to upload an Excel file and import the rows into the opened order.

For the import to work, the table must have at least two columns with the respective column headings "Article number" and "Quantity".

Example:

Article number	Quantity
J6465614F69F	3
....

Alternatively, a third column can be added with the column header "Note" to simultaneously import notes for the individual lines, as well as "Type" for the line type ("Standard", reclamation", etc.)

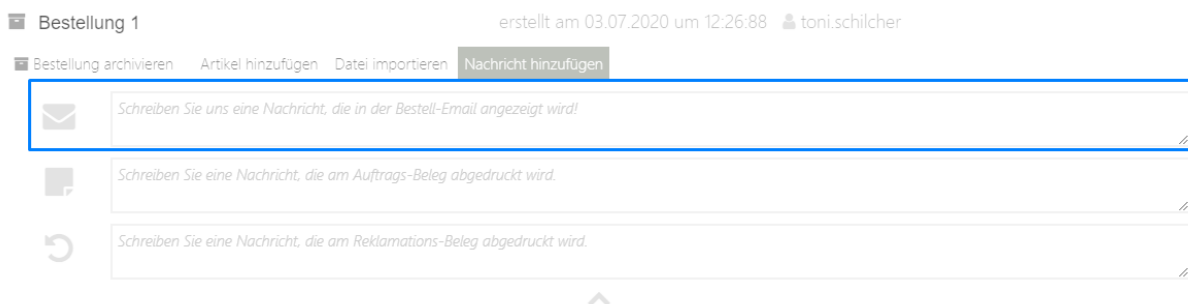
The following terms are supported:

Column	Alias
Article number	"article number", "articlenumber", "article", "product", "productcode", "artikel", "artikelnummer", "artikelcode"
Quantity	"amount", "quantity", "menge", "stück", "aantal besteld"
Note	"note", "notiz", "comment", "kommentar", "reference", "referenz"
Type	"type", "art", "typ", "voucher"

Please note: Only .xlsx files are supported.

10.4.4 Add message

The fourth block [4] contains the function "Add message". Here you can optionally add a message to the order mail automatically sent to the service center and optionally adjust the note texts for the individual vouchers:



These messages cannot be changed after the order has been sent.

10.5 Unknown article numbers

If you import files into the order, it can happen that article numbers are not recognized by the system. The unknown lines are marked with a red triangle:



These lines are given as text in the order mail and added by hand if possible. This may be necessary for certain spare parts, for example.

However, if the article really does not exist, we cannot add it.

10.6 Add free cases

If available for the account number, the "Add free cases" button is displayed in the lower area. By clicking on this button, the quantity of cases will be adjusted to the existing order lines.

This action is only a preview and will be executed again automatically when you send the order.

10.7 Show order preview

In the lower area the button "Show order preview" is displayed. By clicking on this button a preview for the current order is opened.

10.8 Send order

In the lower area the button "Send order" is displayed on the far right. The button can also be found in the order preview.

The button is only enabled if the order contains at least one item and the confirmation checkbox for the order conditions is activated.

If you click on "Send order", the cases will be recalculated and the order will be sent to our service centre as a binding order. A confirmation email will be sent back to the email address stored in the user account.

After sending the order, only the name of the order can be changed - messages or order lines cannot be changed.

10.8.1 Missing confirmation email

If you do not receive a confirmation email, please check your spam folder. If you still do not receive an email after a few minutes, there was either an error sending the order, or your account uses a different email address. In both cases please contact our service center: office@pomberger.com

11. Backorders

The "Backorders" function allows you to view and search current backorders or order lines that have not yet been delivered.

By default, the same article numbers from different orders are grouped together. This behaviour can be switched off with the switch in the upper area:



The last two columns provide information on since when the article has been outstanding (order date) and when it is expected to be delivered (confirmed delivery date):

Auftragsdatum	Bestätigtes Lieferdatum
14.11.2019	nicht gesetzt
28.02.2020	10.07.2020
28.02.2020	10.07.2020
28.02.2020	14.08.2020

If no confirmed delivery date is available, "not set" is displayed. This can happen, for example, if the article has just been ordered and will be delivered the next day, or if an article has been sold out in the meantime and has not yet been cancelled.

In case of doubt, please contact our service center for questions about backorders:
office@pomberger.com

12. Vouchers

The "Vouchers" function allows you to view and search past invoices. You can search by invoice numbers as well as by articles:

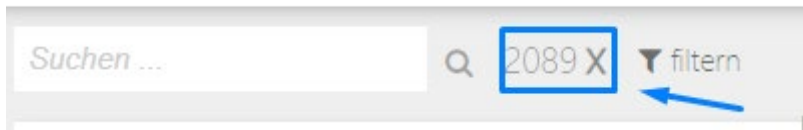
The screenshot shows two search panels. The left panel, labeled '1', has a search field 'Suchen ...' and a 'filtern' button. It displays two voucher headers:

- Rechnung: 3020-1919, Betrag: € 317.53, 30.06.2020, TELEFON [10], 23363-2125
- Rechnung: 3020-1618, Betrag: € 87.16, 29.05.2020, 02.06.2020, TELEFON [10], 23363-2113

The right panel, labeled '2', has a search field 'Suchen ...' and a 'Sie konnten die gewüns...' label. It shows a table with columns: Schlüssel, Artikelnummer, and Beschreibung.

The first search field [1] is used to search the list of voucher headers for invoice numbers. The second search field [2] searches the list of voucher middles for item numbers and descriptions. voucher middles on the right side are only displayed if a search term has been entered or if a voucher header has been selected on the left side.

If you click on a document header, it will automatically filter by its sequence number, and only voucher middles that belong to the selected sequence number are displayed on the right side. To switch off this filter, click on the "X" next to the sequence number:



13. Shop-Finder

The function "Shop-Finder" is not yet available in version 1.0.

14. Statistics

The "Statistics" function is not yet available in version 1.0.

15. Downloads

The function "Downloads" is not yet available in version 1.0.