



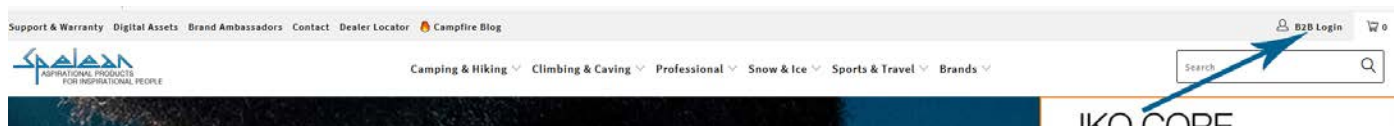
## B2B INSTRUCTIONS & TIPS

[www.spelean.com.au](http://www.spelean.com.au)

## How do I LOGIN to the B2B site?

You will receive an email from Spelean, with an invitation to the B2B Site. Please follow the links and set your password, we do not have access to this password moving forward, so please make a note of it somewhere secure. That email address will be the email address you login with.

Once you have accepted the invitation, click the “B2B Login” Icon top right of the site, and enter your email address and the password you just set.



## The My Account Page

Please note that all of your account details are obtained from your original Trade Account Application, and cannot be updated from our B2B site. The editing or adding of details on the site will not be updated in our Accounting System, all changes to account details need to be made in writing from an authorised officer.

You will be able to see all orders placed on the B2B website, and also do quick reorders from this page. Please note that the columns marked “X” are currently not updated on the website as the order progresses through our system.

Account Details LOGOUT

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Company  
[Redacted] .com

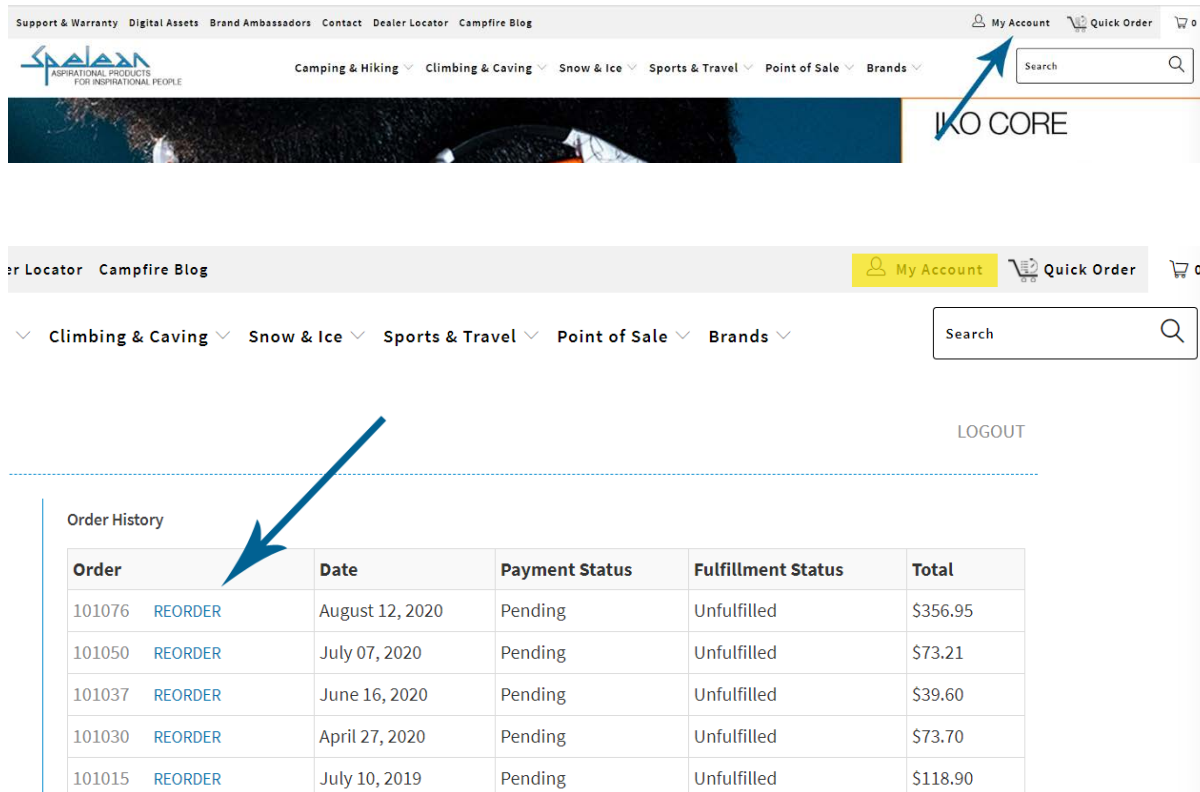
Primary Address  
[Redacted] st  
[Redacted] rd  
Australia  
[View Addresses \(3\)](#)

Order History

Order	Date	Payment Status	Fulfillment Status	Total
101076 <a href="#">REORDER</a>	August 12, 2020	Pending	Unfulfilled	\$356.95
101050 <a href="#">REORDER</a>	July 07, 2020	Pending	Unfulfilled	\$73.21
101037 <a href="#">REORDER</a>	June 16, 2020	Pending	Unfulfilled	\$39.60
101030 <a href="#">REORDER</a>	April 27, 2020	Pending	Unfulfilled	\$73.70
101015 <a href="#">REORDER</a>	July 10, 2019	Pending	Unfulfilled	\$118.90
101014 <a href="#">REORDER</a>	July 05, 2019	Pending	Unfulfilled	\$90.30
101011 <a href="#">REORDER</a>	July 03, 2019	Pending	Unfulfilled	\$712.74
101010 <a href="#">REORDER</a>	July 03, 2019	Pending	Unfulfilled	\$1,128.70
#1009 <a href="#">REORDER</a>	July 03, 2019	Pending	Unfulfilled	\$755.80
#1005 <a href="#">REORDER</a>	July 01, 2019	Pending	Unfulfilled	\$382.90
#1004 <a href="#">REORDER</a>	June 26, 2019	Pending	Unfulfilled	\$2,402.50
#1003 <a href="#">REORDER</a>	June 26, 2019	Pending	Unfulfilled	\$1,734.25

## Can I **REORDER** my last or a previous order?

Yes, if you regularly order the same items, you can select “Reorder” from your Account Page and adjust quantities if needed before processing.

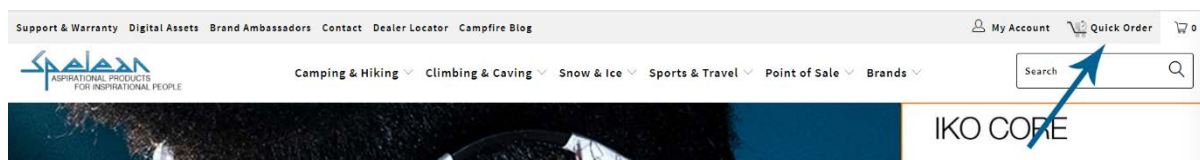


The screenshot shows the Spellean website's account page. The top navigation bar includes links for Support & Warranty, Digital Assets, Brand Ambassadors, Contact, Dealer Locator, and Campfire Blog. The main navigation menu lists categories like Camping & Hiking, Climbing & Caving, Snow & Ice, Sports & Travel, Point of Sale, and Brands. A search bar is located in the top right corner. The account page header includes My Account, Quick Order, and a shopping cart icon. The Order History section is highlighted with a blue arrow pointing to the 'REORDER' link in the first row of the table.

Order	Date	Payment Status	Fulfillment Status	Total
101076 <a href="#">REORDER</a>	August 12, 2020	Pending	Unfulfilled	\$356.95
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101015 <a href="#">REORDER</a>	July 10, 2019	Pending	Unfulfilled	\$118.90

## Do you have an **ORDER FORM** or can I just order by SKU?







Yes, we have a “Quick Order Form” where you can type the name, SKU or barcode of the product, and your quantity and then process your order. Once you are logged into the site, the Quick Order icon will appear on the top right of the site, click there to go to the order form.



The screenshot shows the Spellean website's top navigation bar. The main navigation menu lists categories like Camping & Hiking, Climbing & Caving, Snow & Ice, Sports & Travel, Point of Sale, and Brands. A search bar is located in the top right corner. The account page header includes My Account, Quick Order, and a shopping cart icon. A blue arrow points to the Quick Order icon in the top right corner.

As we have a huge range of products and size/colour options, this order form can sometimes take a little while to load line items. Please be patient the first time you search.

We suggest using the BRAND and PRODUCT name if searching, i.e. *Petzl Boreo*


Order Products (by SKU or name or barcode)	Quantity	Price	Total
PETZL - BOREO - S/M / White	<input type="text" value="Quantity"/>	<input type="text" value="Price"/>	<input type="text" value="Total"/>
 PETZL - BOREO - S/M / White	Availability: Lots		
 PETZL - BOREO - M/L / White	<input type="text" value="Quantity"/>	<input type="text" value="Price"/>	<input type="text" value="Total"/>
 PETZL - BOREO - S/M / Blue Jean	<input type="text" value="Quantity"/>	<input type="text" value="Price"/>	<input type="text" value="Total"/>
 PETZL - BOREO - S/M / Lime Green	<input type="text" value="Quantity"/>	<input type="text" value="Price"/>	<input type="text" value="Total"/>
 PETZL - BOREO - S/M / Gray	<input type="text" value="Quantity"/>	<input type="text" value="Price"/>	<input type="text" value="Total"/>
 PETZL - BOREO - M/L / Gray	<input type="text" value="Quantity"/>	<input type="text" value="Price"/>	<input type="text" value="Total"/>
Order Products (by SKU or name or barcode)	<input type="text" value="Quantity"/>	<input type="text" value="Price"/>	<input type="text" value="Total"/>
	Availability: Lots		

### Can I BACK ORDER items?

Yes, if a product is showing “none” available, you can still add the item to your cart and it will be shipped when it arrives, as per your standing backorder rules.

### Can I SPECIAL ORDER items?

Yes, if a product is available by “Special Order” only, it will show with a red icon and no stock, but you can add it to your cart. You will receive the standard Special Order Confirmation Email for signing after your order is received.



**SPECIAL ORDER ITEM**

GSI  
F550,79365  
GSI - Vortex Blender

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RRP: \$424.45

**Wholesale Price: \$243.10 +GST**

AVAILABILITY **none**

QTY

**ADD TO CART**

Blend up tasty margaritas, healthy smoothies, protein shakes, sauces, pancake batter and more without the need for an outlet. This compact nesting hand crank blender goes anywhere. • Powerful, two speed gear system crushes ice or works as a food processor. • Durable 1.5 L pitcher and shot cap are made of tough BPA Free resin. • Exclusive pour-through locking lid design prevents spillage. • Wide base and C-clamp secure the blender to most tables for ease of use. • Material: Copolyester Resin and Stainless Steel • Capacity: 1.5 L • Dimensions: 16.5 cm x 14.5 cm x 26.2 cm

Weight - 2.75 kg

## Searching on the site

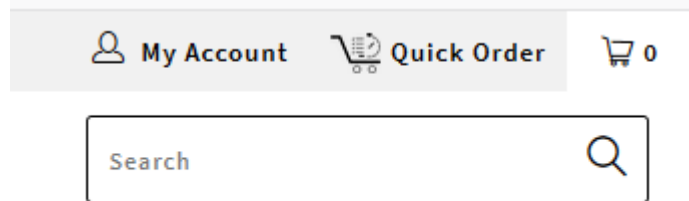
The search bar on our site lets you search by:

Product name

Product SKU

Product Barcode

Manufacturers Part Number



The screenshot shows the top navigation bar of the website. On the left, there are links for 'My Account' (with a person icon) and 'Quick Order' (with a shopping cart icon). On the right, there is a shopping cart icon with the number '0'. Below these links is a search bar with the placeholder text 'Search' and a magnifying glass icon.

## Stock Availability on the site

Stock levels are indicated on product pages and on the Quick Order Form. Please note that stock information is updated overnight after all the days online and offline transactions have been processed, so there can be small discrepancies on the website. Stock availability is listed as:

**Lots**

**Some**

**None** (you can still order but it will be backordered, per your backorder preferences in our system)

## SUPPORT, WARRANTY, DOCUMENTS

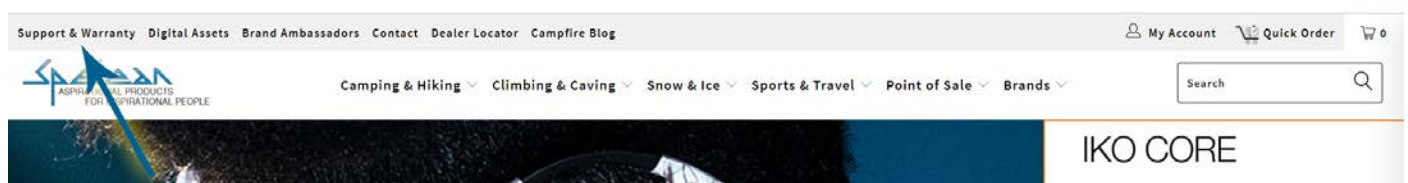
We have moved all of the following features to our Support & Warranty Centre, accessible top left of the site.

- FAQ's
- Downloadable Documents i.e. BlueWater Rope Markings, Petzl PRO Certificates of Compliance
- Instructional Videos
- Product Alerts, Notices and Recalls
- Information about specific Product Technologies i.e. Petzl Reactive Lighting Technology

You can also lodge a Support Request here online, add product information and images and send direct to the support team – use the [CREATE A SUPPORT REQUEST](#) button. You will receive a Tracking Number by return email.

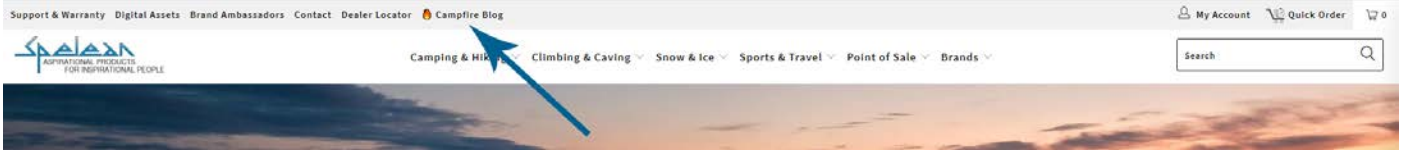
You can also access our Warranty Returns Procedure on this page.

All accessible from the Support & Warranty link.



## News

You can subscribe to our blog to get updates, or subscribe to the RSS and feed it out to your own social media. Click the Campfire Blog link on the top menu.



## Checkout

You will need to provide the following pieces of information in order to process your order:

### **Purchase Order Number**

You can also provide additional information in the ORDER NOTES section, if you need to, but that field is not compulsory

## Updates

This is our stage 1 release, and we will be providing enhancements and updates to the B2B site as we go.

If you need any assistance with our B2B Site, please contact Tim Bickerton

Email: [tim@spelean.com.au](mailto:tim@spelean.com.au)

Phone: (02) 9966 9800