



SIKA ONLINE SHOP INTRODUCTION

WELCOME TO E-SHOP ACCOUNT

YOUR ONLINE ACCESS TO
SIKA AUSTRALIA PTY LTD

With this new service we intend to make communication with you even faster,
more direct and more effective



*An eCommerce solution enabling Sika to deliver a streamlined **B2B service**, allowing you to efficiently manage your order journey online, saving time and cost.*

BENEFITS FOR YOU

Improved customer experience

- **Personalised** shopping experience.
- **Always Open** – full 24/7 service, you can order when you need.
- **Mobile** – access to Sika solutions everywhere, easy and accessible.
- **Transparency of Purchase** – reduce order errors.
- **Order Visibility** – view your order and invoice history.
- **Invoice Access** – view invoices easily.
- **Easy Access** to Product and Safety Data Sheets.

ESHOP MAIN FUNCTIONALITIES



PRODUCT CATALOG

- Product catalog visibility
- Multi-wishlist for favourites
- Product search
- Product information
- Product data sheets

CHECKOUT

- Select delivery dates up to 90 days
- Selected ship to locations/accounts
- Add manual address
- Batch order upload possible

ORDER HISTORY

- Reorder from previous order
- Order history – from eShop and regular orders

INVOICE

- See/view invoices
- Download invoices
- Search/Filter by order number and purchase order number

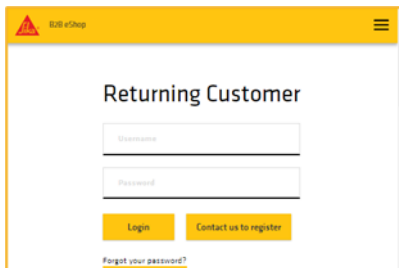
USER MANAGEMENT

- Customer administration
- Create sub-agent users

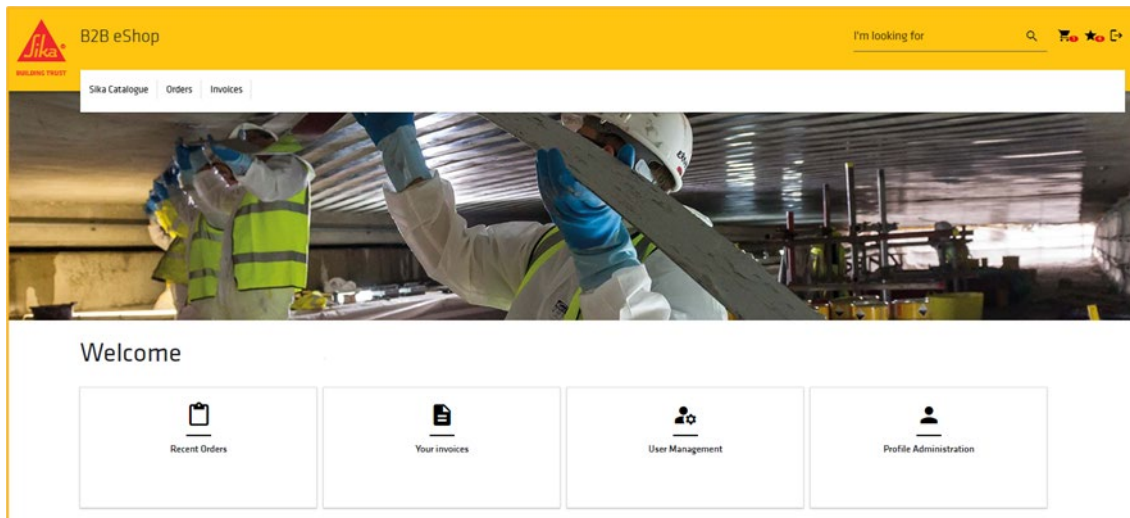
SIKA B2B ESHOP
USER GUIDE

**How
To**

SIKA E-SHOP USER GUIDE



- Login with your username and password
- If you have forgotten your password, you may click the button and you will receive instructions to reset it.
- You will have 5 attempts to login correctly or your account will be locked, and you will need to contact the business support team or customer service to unlock it.



- The **icons** on the top right are for the Cart, Wish list, Sign Out, and Print.
- **“Recent Orders”** will allow you to check the status of all your orders (including those not placed through eShop).
- **“Your Invoices”** will allow you to check and download all your invoices.
- **“User Management”** will allow you to add, edit and remove users for your Account
- **“Profile Administration”** will take you directly to the creation page.

UPDATE OR CREATE A USER

The screenshot shows the 'UPDATE OR CREATE USER' form in the B2B eShop. The form is titled 'UPDATE OR CREATE USER' and has a yellow header bar with the B2B eShop logo and navigation links. The form is divided into several sections: 'Basic Information', 'User Settings', 'Catalogue Restrictions', and 'Sold to'. The form is annotated with numbered callouts 1 through 8, indicating the steps for creating or updating a user.

1. ☒ **Is active**

2. **Username ***

3. **Last Name ***

4. **Email ***

5. **Mobile Phone**

6. **Roles ***

7. **Catalogue Restrictions**

8. **Sold to ***

Fields marked * are required

Standard Language *
ENGLISH

Landline Phone
Landline Phone

Fax
Fax

Administrator
Buyer
Viewer

Select All

☐ Licensed Contractor - Sika-Resol
☐ Industrial Manufacturing
☐ Roofing NEW
☐ Waterproofing
☐ Sealing & Bonding
☐ Building Finishing
☐ Concrete
☐ Industry Distribution
☐ Specialist Construction Solutions
☐ UK Distribution

☐ Flooring

☐ 3074146 TEST CUSTOMER | WELWYN GARDEN CITY | AL7 1BQ

Basic Information

1. **"Is Active"**, this will deactivate the account in question
2. The **"Username"** should be the e-mail address for the user
**** If the Username e-mail has been used you cannot use it again ****
3. Complete the first and last names
4. Enter the e-mail address again
5. Complete the phone numbers

User Settings

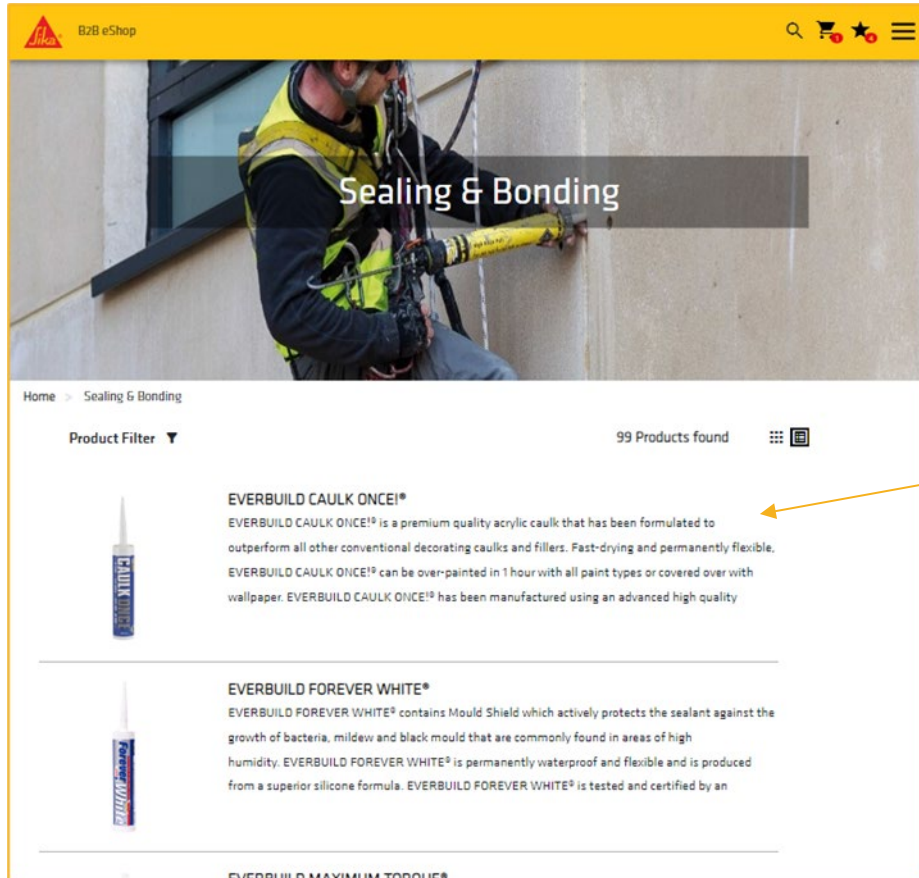
6. Roles
 - Admin: can create, buy and view products. Can create sub-users
 - Buyer: can buy and view products but not view, create or edit users
 - Viewer: can see products and add to a wish list but cannot buy. They also are unable to view, edit or create users
7. Catalogue Restrictions
 - Check this box to allow which catalogue can be seen.
8. Addresses
 - These are the sold-to and then the ship-to addresses. If you have multiple outlets select the appropriate one for the user. **"Select all"** check's all available **"Sold to"** and **"Ship to"** addresses.

HOW TO CREATE AN ORDER



Click on **“Sika Catalogue”** to show a list of Catalogue categories or use the **“I’m looking for”** field if you know the Product description or Sika material code.

HOW TO CREATE AN ORDER



When you have chosen a category or performed a search, a list of relevant products will be shown.

Click on Product to display all the variants within this product, including colours and pack sizes.

HOW TO CREATE AN ORDER

B2B eShop I'm looking for

Sika Catalogue Orders Invoices Alex Burman

Home > UK Distribution > Sealants > Decorators Caulk > EVERBUILD CAULK ONCE!®

EVERBUILD CAULK ONCE!®

Description
EVERBUILD CAULK ONCE!® is a premium quality acrylic caulk that has been formulated to outperform all other conventional decorating caulks and fillers. Fast-drying and permanently flexible, EVERBUILD CAULK ONCE!® can be over-painted in 1 hour with all paint types or covered over with wallpaper. EVERBUILD CAULK ONCE!® has been manufactured using an advanced high quality polymer to offer superior adhesion and low shrink, as well as tooling down smoothly.

PRODUCT DETAILS

PRODUCT DATA SHEETS **1** SHOW ALL DOCUMENTS

Materials **Product Details** **Documents**

2	3	4	5	7	8	9
	COLOUR	PACKAGING	MIN QTY	QUANTITY		
489514 EVERBUILD CAULK ONCE! white Cartridge cont. 310 ml Box with 12 cartridges	white	295 ML	12 PC	12		
	6 QUANTITY PER PALLET 1,440 PC					
489516 EVERBUILD CAULK ONCE! white Cartridge cont. 380 ml Box with 12 cartridges	white	380 ML	12 PC	12		
	QUANTITY PER PALLET 1,080 PC					

Fields marked * are required

RELATED PRODUCTS



Product Information Page containing Product information.

1. Download related product documents (Data Sheets).
2. Sika material code and product description.
3. Colour - if applicable.
4. Packaging – size of each unit.
5. Min qty – minimum number of units per order.
6. Quantity per Pallet – number of units per pallet.
7. Quantity - add required qty of each material (product)
Please use the up/down arrow to select qty required.
The number will index in multiple units if applicable.
8. Once quantity is selected press the cart icon to add to your order.
9. Press star icon to add this item to a wish list.

NB: **“Related Products”** are shown below the material list.

HOW TO CREATE AN ORDER

B2B eShop

Home > Sealing & Bonding > Sealants > Caulk > EVERBUILD CAULK ONCE!®

EVERBUILD CAULK ONCE!®

Description
EVERBUILD CAULK ONCE!® is a premium quality acrylic caulk that has been formulated to outperform all other conventional de... flexible, EVERBUILD CAULK ONCE!®

See more +

PRODUCT DATA SHEETS

Materials | **Product Details** | **Documents**

Material ID	COLOUR	PACKAGING	MIN QTY	QUANTITY PER PALLET
489514 EVERBUILD CAULK ONCE white Cartridge cont. 310 ml Box with 12 cartridges	white	295 ML	12 PC	1,440 PC
489516 EVERBUILD CAULK ONCE white Cartridge cont. 380 ml Box with 12 cartridges	white	380 ML	12 PC	1,080 PC

614701
SikaFume-50 G
Canister cont. 10 l

QUANTITY
1 PC

489514
EVERBUILD CAULK ONCE white
Cartridge cont. 310 ml
Box with 12 cartridges

QUANTITY
12 PC

CHECKOUT

Your Cart (2)

As you build your order the material quantity is show in your mini cart icon.

When you have completed your order click on the large Checkout bar. This will then enable you to review the total order before you move to completion

HOW TO CREATE AN ORDER

CHECKOUT: 1ST STEP: CART & DELIVERY

[< Continue Shopping](#) [Discard](#) [Checkout](#) [Any Questions ?](#)

1 Sold to address: * ?

3074145 TEST CUSTOMER
WATCHMEAD
WELWYN GARDEN CITY
AL7 1BQ

1 Ship to address: * ?

3074145 TEST CUSTOMER
WATCHMEAD
WELWYN GARDEN CITY
AL7 1BQ

2 [New Delivery Address](#)

3 Requested Delivery Date *

05-10-2022

4 [Update Cart](#)

6 [Fill Cart with Upload File](#)



614701
Sika Fume-50 S
Canister cont. 18 l

COLOUR

5 QUANTITY
1

PACKAGING
18 L

MIN QTY
1 PC

INTERNAL

1. Use the drop-down box to select the **“Sold to”** and the drop-down box to select the **“Ship to”** addresses.
2. If you need to send to a different address, you can add another address via the **“New Delivery Address”** button (see separate page for information).
3. Select your delivery date. It will default to our standard delivery schedule (3 days).
4. Click **“Update Cart”** to display pricing - see note below.
5. You can adjust material quantities – if required.
6. If you have an Order to upload – Tick **“Fill Cart with Upload File”** (see separate page for instructions).

NB: Once you are satisfied with the order – press **“Update Cart”** – the eShop will now calculate your pricing – you can still amend the order after this stage.

NEW DELIVERY ADDRESS

The image shows a user interface for adding a new delivery address. On the left is a modal window titled '2 New Delivery Address' with a close button. It contains five input fields: 'Name 1 *', 'Name 2', 'Name 3', 'Name 4', and 'Street *'. Below these fields is a 'Save' button and a note 'Fields marked * are required'. On the right is a checkout screen with a 'Discard' button, a 'Checkout' button, and a link 'Any Questions ?'. Below these is a large dropdown menu with a '1' marker and a 'New Delivery Address' button. At the bottom of the dropdown is another '3' marker. The 'Save' button in the modal is highlighted with a '3' marker.

2 New Delivery Address

Name 1 *

Name 2

Name 3

Name 4

Street *

Fields marked * are required

Save

Discard Checkout Any Questions ?

1 New Delivery Address

3

The “**New Delivery Address**” button on the “**Checkout: 1st Step**” page allows you to manually add a different delivery address for this order.

This address is not saved for future use.

1. Click “**New Delivery Address**” to bring up the address fields.
2. Enter the name and address in the relevant fields.
3. Scroll downs and press “**Save**”.

The new address is displayed under the greyed-out Ship to field.

HOW TO CREATE AN ORDER

	SikaFume-50 S Canister cont. 18 l	18 L	1 PC	1		£0.01
		PRICE UNIT PC	YOUR PRICE £0.01			
	489514 EVERBUILD CAULK ONCE white Cartridge cont. 310 ml Box with 12 cartridges	COLOUR white	PACKAGING 295 ML	MIN QTY 12 PC	QUANTITY 12	TOTAL £23.52
		PRICE UNIT PC	YOUR PRICE £1.96			
Total Net						£23.53
Output Tax						£4.71
Total						£28.24

Fields marked * are required

1

Add material

2

Add

3

Print Cart

4

Checkout

[< Continue Shopping](#)

Once the pricing is applied you can add anything here before you complete your order.

Make sure you have all your items as you will be unable to add further items to your order once you have completed checkout.

1. Add in sika code for the item and click on **“add”** button.
2. The total value of your order is shown.
3. If you want to you can print a copy of your order.
4. Once all is complete – Please click **“Checkout”**.

HOW TO CREATE AN ORDER

[Home](#) > [Checkout](#) > [Final Review](#)

CHECKOUT SUMMARY

[- Back to Shopping Cart](#)

3

Place Order

Any Questions? [?](#)

Sold to address:

3074145 TEST CUSTOMER
WATCHMEAD
WELWYN GARDEN CITY
AL7 1BQ

Ship to address:

3074145 TEST CUSTOMER
WATCHMEAD
WELWYN GARDEN CITY
AL7 1BQ

Requested Delivery Date:

05-10-2022

1

Purchase Order Number: *

2

☐ I accept the [Terms & Conditions](#) *

	S14701 SikaFume 50 S Canister cont. 18 l	COLOR:	PACKAGING 18 L	MIN QTY 1 PC	PRICE UNIT PC	QUANTITY 1	TOTAL £0.01
YOUR PRICE £0.01							
Total Net							£23.53
Output Tax							£4.71
Total							£28.24

Please be aware, if your total order value is below your minimum requirement there will be an additional shipping charge. Prices and stock are subject to change. You will receive an order confirmation email upon receipt of order.

Fields marked * are required

Print Cart

Place Order

3

This is the final stage of the order process

1. In this area – please add your **“Purchase Order Number”**.
2. Accept the standard **“Terms and Conditions”**.
3. And press one of the **“Place Order”** buttons.

FILL CART WITH UPLOAD FILE

Standard Delivery ▼ Truck Without Special Requirement ▼

Requested Delivery Date *
16-03-2022 Update Cart

☐ Fill Cart with Upload File

Name of file Examine Download Template Validate

538666	CLOUR	PACKAGING	MIN QTY	PRICE UNIT	YOUR PRICE	QUANTITY
Sika MonoTop-115 CP		25 KG	40 PC			on

	A	B
1	material	quantity
2	489516	5
3	489423	3
4	487333	10
5		

File import details

- Row 2: Material "489516" not found.
- Row 4: Material "487333" not found.
- Row 3: Quantity "3" is too small for material "489423", used the minimum order quantity "25".

	489423 EVERBUILD TECNIC ANTI PICK 109 soft linen Cartridge cont. 310 ml Box with 25 cartridges	CLOUR	PACKAGING	MIN QTY
			295 ML	25 PC

You can **upload an order from an excel file**. This is accessible from the **“Checkout: 1st Step”** page.

From the first **“Checkout: 1st Step”** page, click **“Fill Cart with Upload File”**, this will display some additional tools.

1. **“Download template”** will give you an Excel template to complete with a large order.
 - Save the downloaded file and rename as you want
 - Open the file and complete the two columns with the Sika material code and material quantity (in singles)
2. Ensure that each line has the correct value and appropriate quantity multiple.
 - Save and close the excel file.
3. Click **“Examine”** and browse for the excel file.
4. Click **“Validate”**. The items will be imported or the reason why an item cannot be added to your cart will be shown.
 - Entries for the same product can be imported more than once.
 - Order quantities will be adjusted to match the minimum order quantity or multiple quantities.

If there are errors, you can correct them in your original file and re-upload or add/adjust them in the cart.

NB: Import and validate removes all existing cart items.

ORDER ACKNOWLEDGEMENT - PORTAL

Checkout: Order Acknowledgement

THANK YOU, YOUR ORDER HAS BEEN PLACED.

You will receive an email confirmation shortly.
Order # 20466655

If you have any question please contact us at sales@uk.sika.com
or call 01707 394444

Please find all the order details below.

Sold to address:

3074145 TEST CUSTOMER
WATCHMEAD
WELWYN GARDEN CITY
AL7 1BQ

Ship to address:

3074145 TEST CUSTOMER
WATCHMEAD
WELWYN GARDEN CITY
AL7 1BQ

Requested Delivery Date:

05-10-2022

Purchase Order Number

xxx

	614701 SikaFume 50 S Canister cont. 18 l	COLOUR	PACKAGING	MIN QTY	PRICE UNIT	YOUR PRICE	QUANTITY	TOTAL
			18 L	1 PC	PC	£0.01	1	£0.01
	489514 SikaEverBuild CAULK ONCE white Cartridge cont. 300 ml Box with 12 cartridges	COLOUR	PACKAGING	MIN QTY	PRICE UNIT	YOUR PRICE	QUANTITY	TOTAL
		white	295 ML	12 PC	PC	£1.96	12	£23.52
Total Net								£23.53
Output Tax								£4.71
Total								£28.24

[Print Cart](#)[Continue Shopping](#)

This is the order acknowledgement

Note the Sika Order Acknowledgement Number.

If you need to discuss the order with us this is helpful – but we can always find the order from your PO Number.

You will also receive an email acknowledgement.

HOW TO VIEW AN ORDER

You can check on individual orders or a number of orders over a date range.

Complete:

1. **“Sold to”** drop-down (mandatory).
2. **“Date range”** (mandatory) – limited to 3 month period maximum.
3. **“Sika order number”** (optional).
4. **“Purchase order number”** (optional).

This will display both eShop and other orders, for example, orders placed directly with Sika can also be seen.

Once the order is **complete** you can view the order.

5. You can **re-order** the same order by clicking on the trolley. This puts all the same items and quantities into a new checkout cart.

Home > Order History

Filter Orders X

1 Sold to *
3074145 TEST CUSTOMER

3 Sika Order Number
Sika Order Number (optional)

2 Date From
Date To

4 Purchase order number
Purchase order number (optional)

☐ Eshop only
☐ Open Orders only

Fields marked * are required

Reset

Search

Home > Order History

Filter Orders ▼ Sort by Sika Order ▼

Sold to: 3074145 TEST CUSTOMER Ship to: 3074145 TEST CUSTOMER Date From: 01-08-2022 Date To: 03-10-2022

Sika Order	Purchase Order Number	Overall Status	Date Of Order	Requested Date	
2046655	xxxx	Being processed	2/10/2022	4/10/2022	6

ADDITIONAL TIPS

Bookmark the eShop
URL

For best performance
on mobile devices,
always use current
versions.

For Mac and Mac iOS,
we recommend Chrome
as the best browser
yielding the best results.

For Windows devices,
we recommend **Firefox**
as the best browser
yielding the best results.

The eShop will work on
all devices Android,
Apple, Tablets, Laptops,
PC's.

Place regularly ordered
items in you Wishlist
and you can quickly
place repeat orders.



THANK YOU FOR YOUR ATTENTION