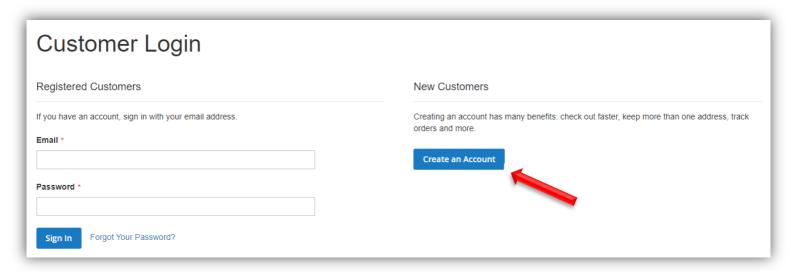
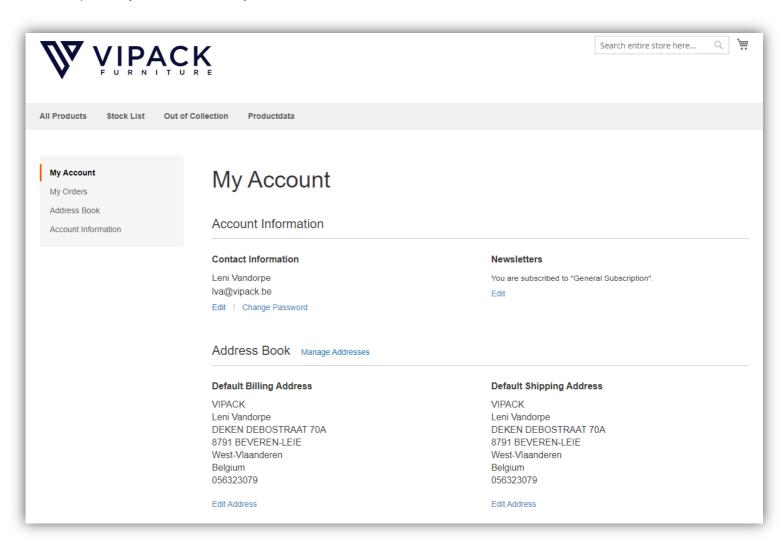
### **STEP 1: LOGIN**

1) Go to our portal <a href="https://vipackportal.be/default/customer/account/login/">https://vipackportal.be/default/customer/account/login/</a>



- 2) Use your personal login to log in. If you don't have a personal login, you can create a new account.
- 3) Now you have access to your account, orders, etc.



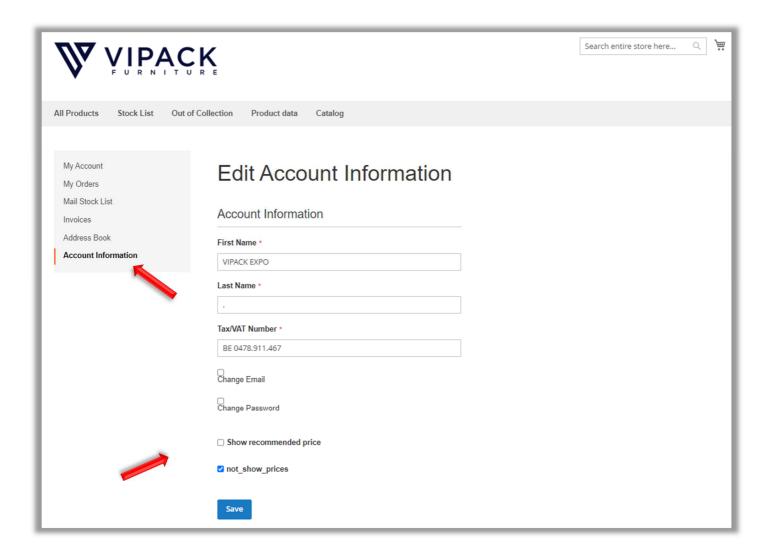
### **STEP 2: ACCOUNT**

# **2.1. ACCOUNT INFORMATION**

- 1) In "My Account" you can click on "Account Information".
- 2) Here you have the option to change your E-mail address and/or password by clicking on the check mark.
- 3) If you want to see the recommended sales prices per product, you can click on the check mark next to it and save your choice. When you turn this off again, you will see your own prices again.

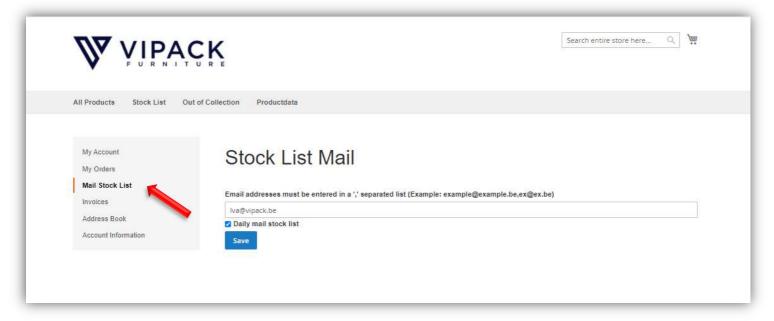
When choosing to see the recommended sales prices, you have the ability to choose the desired margin.

- 1 = shows the standard sales price
- 2= multiplies the purchase price with the factor 2 and rouds up to 9



# 2.2. MAIL STOCK LIST

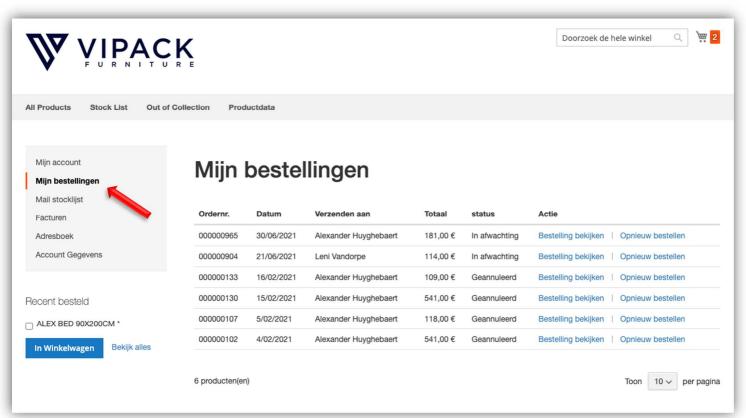
- 1) Via 'Mail stock list' you can subscribe to receive the daily mail with the most recent stock list.
- 2) One or more addresses can be add in the provided space to receive this daily mail.



# 2.3. MIJN BESTELLINGEN

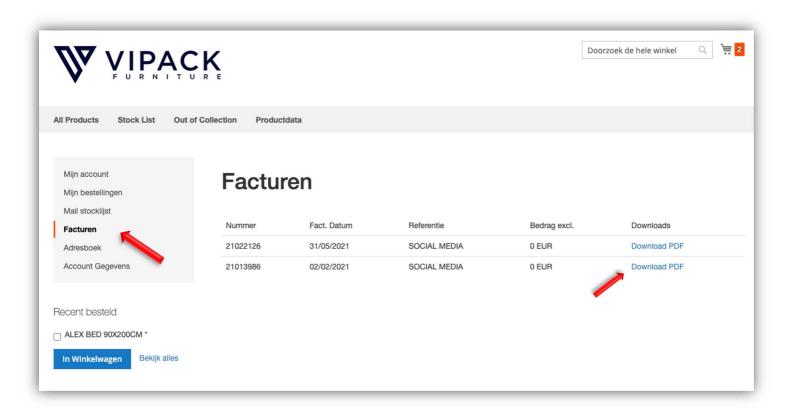
1) To check your orders and order status, click on 'My order'.

If your order has shipped, you will receive a confirmation email. This email will have the tracking number for your package.



# **2.4 FACTUREN**

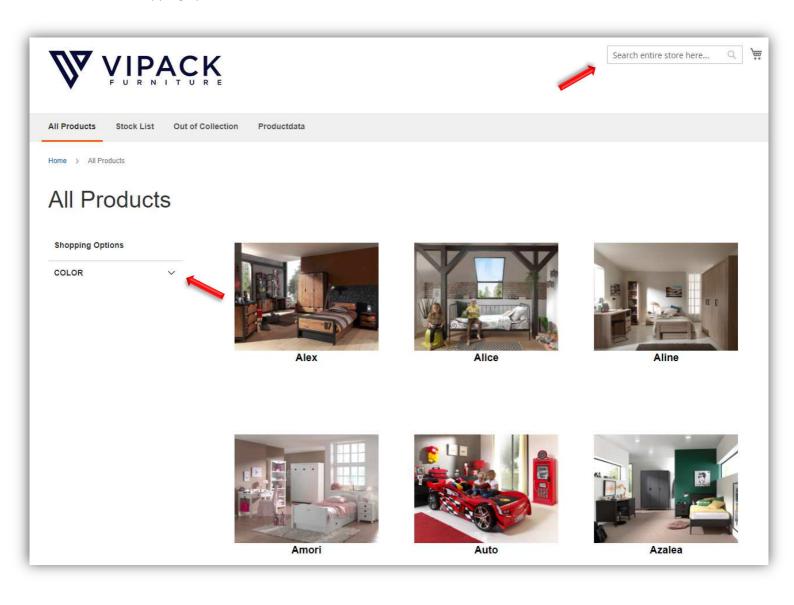
- 1) By clicking on 'Invoices', you will find a summary of all invoices.
- 2) You can check and download your invoice by clicking on the blue coloured letters 'Download PDF' on the right.



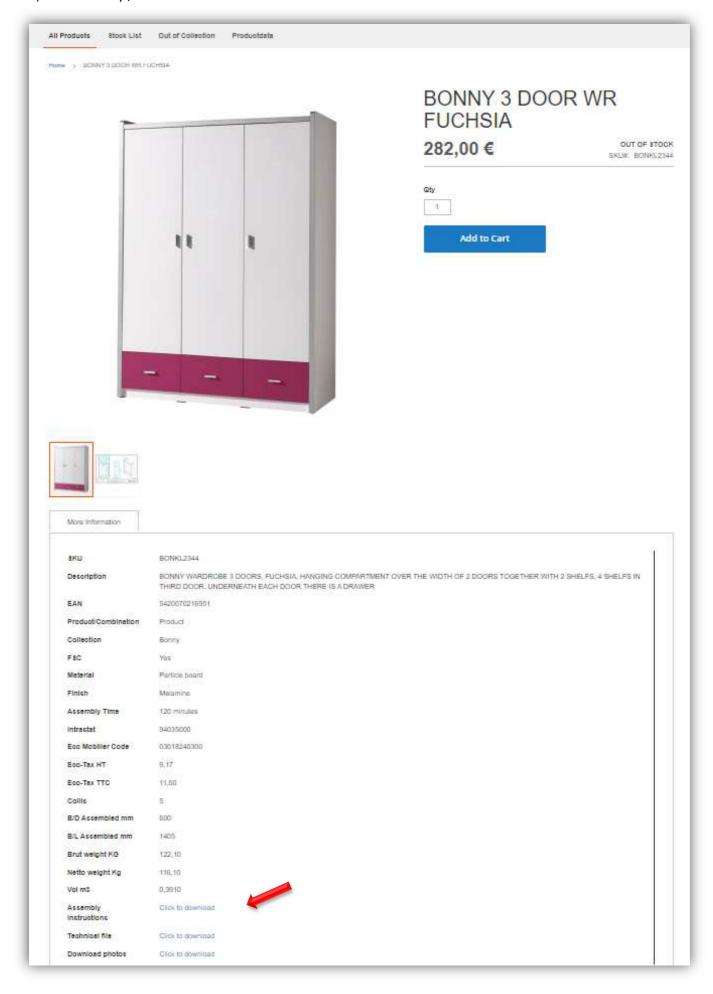
# **STEP 3: CONSULTING INFORMATION**

# 3.1. GENERAL INFORMATION

- 1) Click on "All products", you will see the entire collection of Vipack.
- 2) Use the search bar to search for specific products.
- 3) The shopping options "COLOR" can be used to filter the collection.

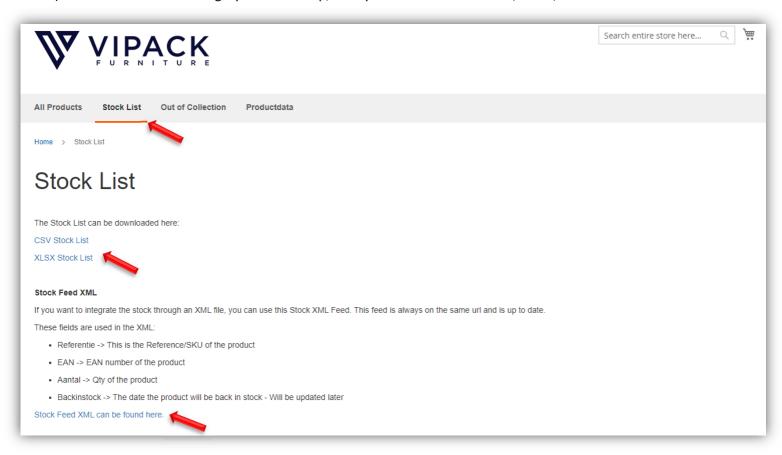


- 4) Click on a product to find all information about this article. If you scroll down further, you will find all technical data about the desired product.
- 5) The assembly / and technical data sheets can also be consulted and downloaded below.

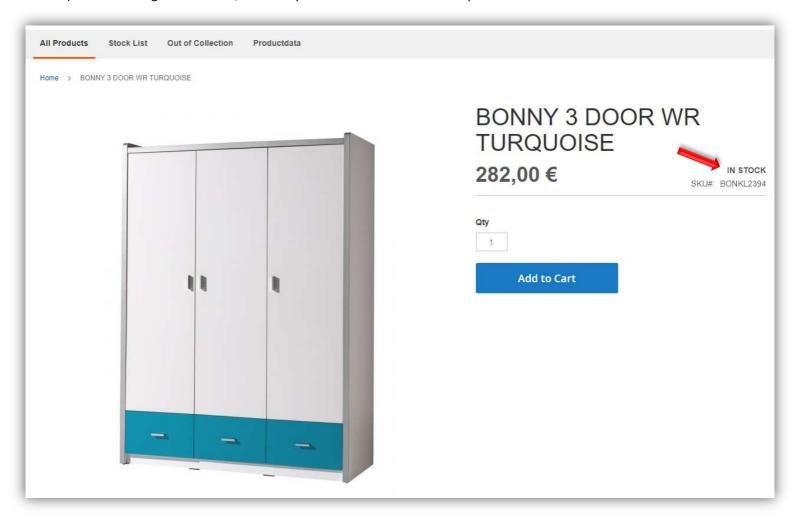


# 3.2. CONSULT STOCK

1) Click on "Stocklist" in the grey bar at the top, here you can download a CSV / XLSX / XML file with our stock level.



2) When clicking on an article, it is always stated whether or not the product is still in stock.



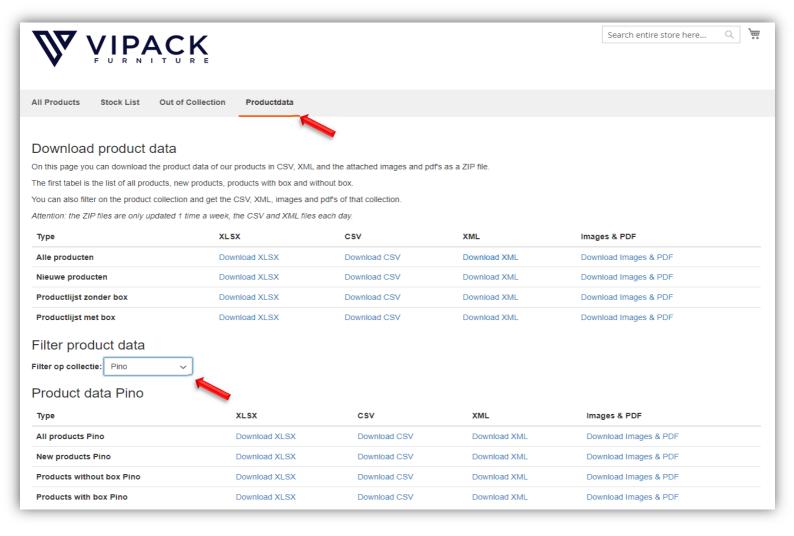
### 3.3. CONSULTING OUT OF COLLECTION

1) Click on "Out of Collection" in the grey bar at the top, here you can download a list with all items that will be discontinued and may not come back in stock.



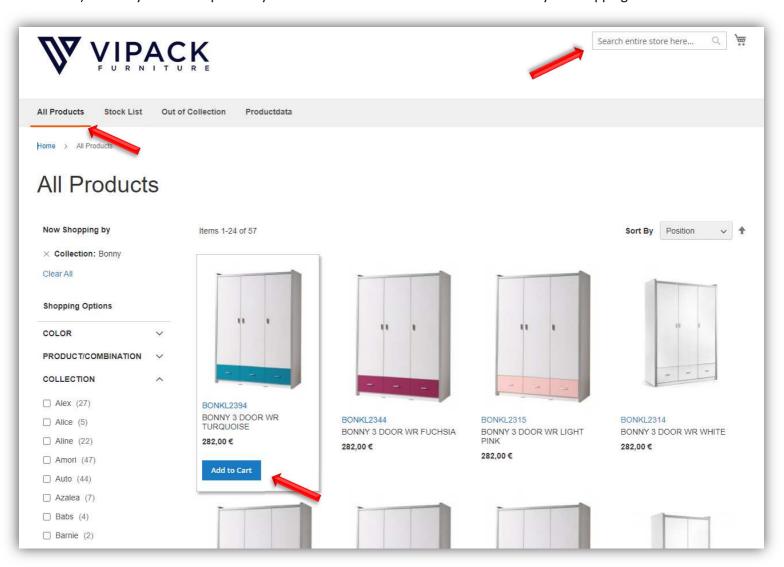
# 3.4. CONSULTING PRODUCTDATA

- 1) Click on "Product data" in the grey bar at the top, here you can download all product information and images in the desired file (XLSX CSV XML Images&PDF).
- 2) Use the filter to download the preferred product data by collection

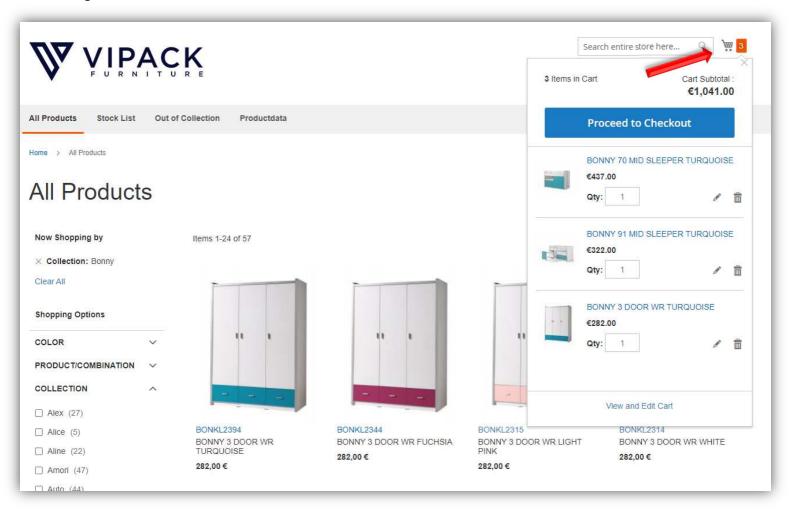


### **STEP 4: PLACING AN ORDER**

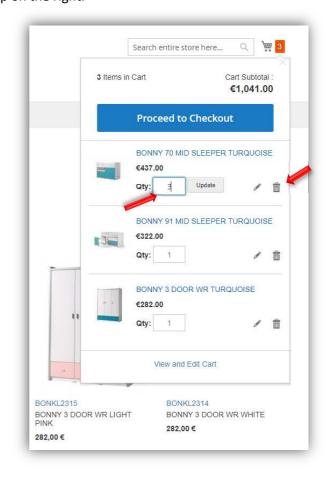
- 1) Click on "All products", you will see the entire collection of Vipack.
- 2) When you find the product you want click on "Add to cart" to add them to your shopping cart



3) Now you can continue shopping or check your shopping cart's contents, by clicking on the cart icon in the upper right-hand corner.

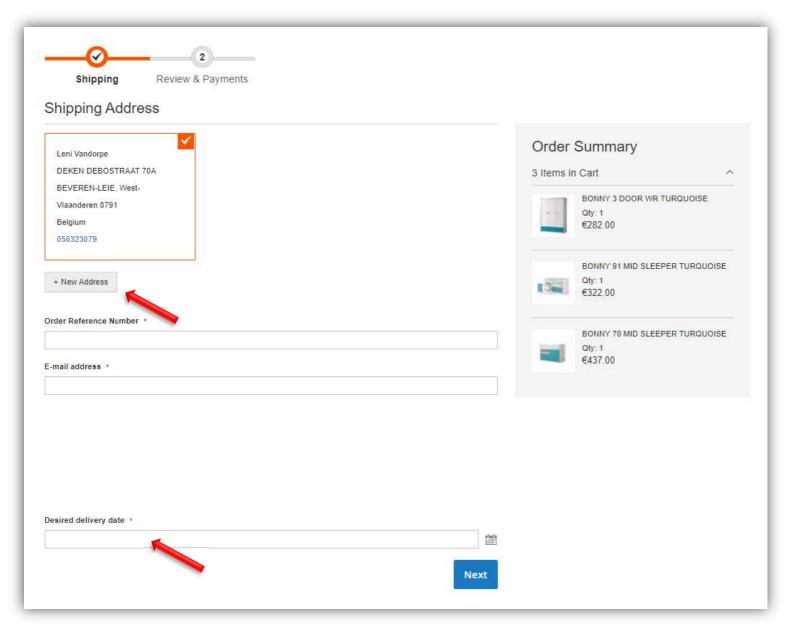


- 4) When you click on the shopping carts icon, its content will show up on the right.
  - If you want to change the <u>quantity</u>, click in the box next to the quantity and type the amount of products you want and click on 'update'. In a short while, the shopping cart will be updated.
  - If you want to <u>delete</u> an item, click on the trash can icon next to the product.
  - If you want to see your shopping cart more detailed, click on 'View and Edit cart'
- 5) Click on "Proceed to Checkout" to go to the shipping page.



# **STEP 5: SHIPPING**

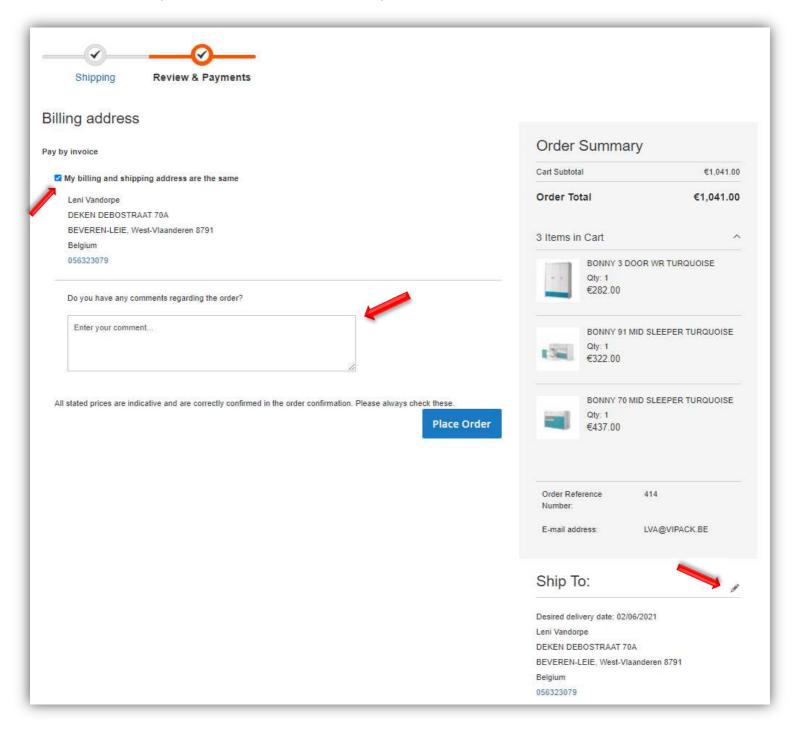
1) Your shipping address is automatically filled in, but you can change this by clicking on "+ New Address".



- 2) Type your "Order Referentie Nummer" and "E-mailadres" in the appropriate fields.
- 3) Click in the box beneath 'Desired delivery date' to choose the preferable delivery date of your shipment. This is not obligatory. When you do not fill in any date, we will arrange the delivery ASAP.
- 4) Click on "next" to go too review & payments

### **STEP 6: REVIEW & PAYMENTS**

- 1) Ensure that your data is correct and make any desired changes in your billing/-or shipping address if necessary.
- 1) When you have questions or comments, you can write them down in the space provided.
- 2) Click on "place order". Your order will now be processed.



Please always check you order confirmation.

If you have any questions or need additional information, please do not hesitate to contact us.