b2b²

User Guide

Access to your Sprecher + Schuh orders around the clock

Technical Support
B2Bhelp@sprecherschuh.com

Customer Service
877.721.5913 USA
905.475.6543 Canada

sprecher + schuh

Access the Portal

Click the B2B Portal to Open login Page

1

GO TO NEW PORTAL

sprecher+schuh

Welcome to the Sprecher + Schuh B2B Account Portal

2

Access B2B Portal

Reset Account Password

Register For An Account

Please allow up to 24 hours for verification to complete. Once your account is verified, you will receive a notification email confirming access to the Sprecher + Schuh B2B Portal.

Having trouble? Contact Us.

By continuing, you agree to Sprecher + Schuh's privacy policy.
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1 Go to url: www.sprecherschuh.com/b2b
Click the B2B Portal to Open login Page

2 Click "Access B2B Portal"

3 Sign in Page
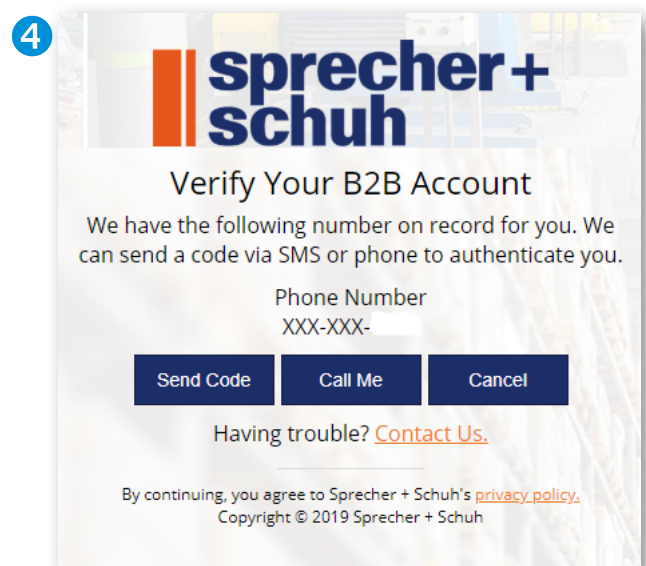Your "Sign in name" is your email.

3

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B2B Account Login

Sign in name

Sign in name

Password

Password

Continue   Cancel

Reset Password

Having trouble? Contact Us.

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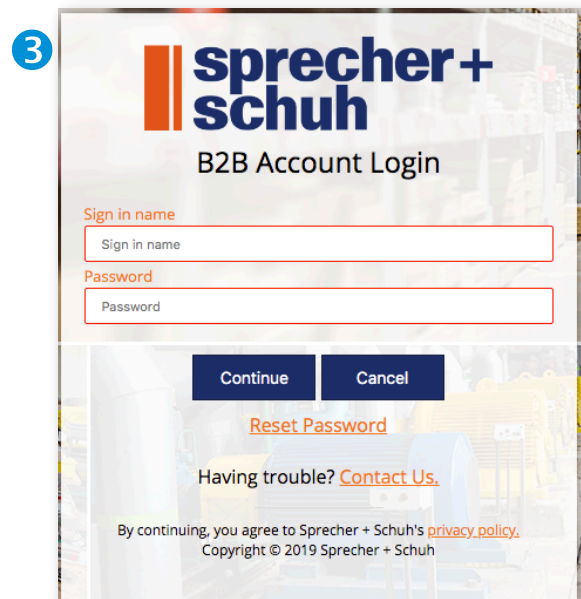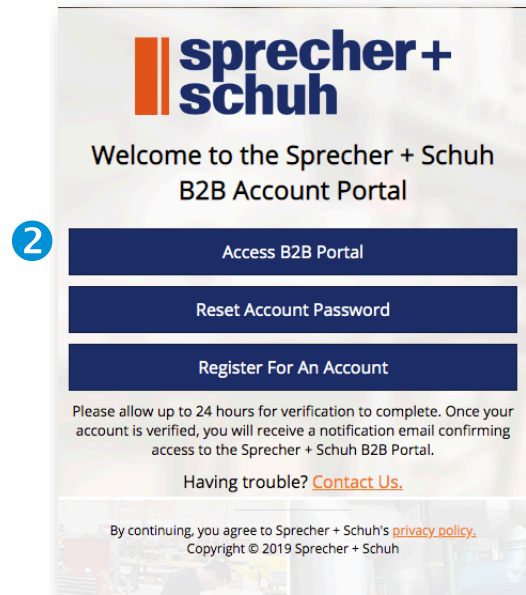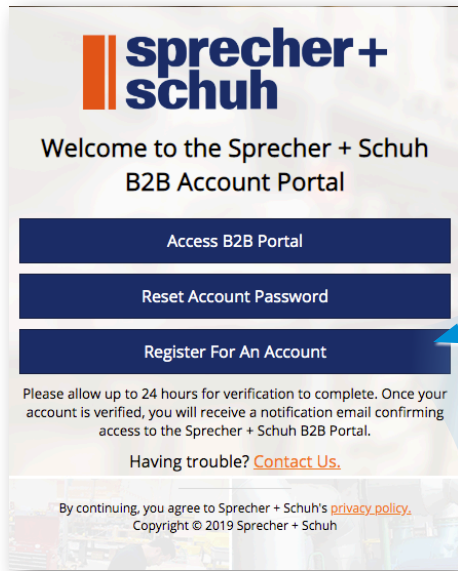
4 Verification
For security, an automated code verification is required and is sent by text, phone call or email. This verification is sent on your first sign in of the day.
- TEXT sends a security code by text message.
- EMAIL sends a security code by email.
- PHONE respond to automated call by pressing "#".

4

sprecher+schuh

Verify Your B2B Account

We have the following number on record for you. We can send a code via SMS or phone to authenticate you.

Phone Number
XXX-XXX-

Send Code   Call Me   Cancel

Having trouble? Contact Us.

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* for more information about 2-Step Verification, see the frequently asked questions
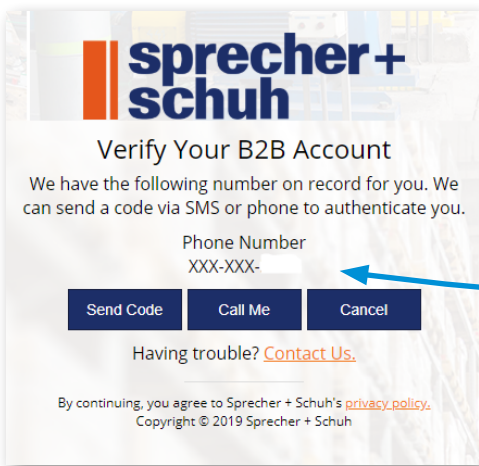
Registering for a new login

Welcome to the Sprecher + Schuh B2B Account Portal

Access B2B Portal

Reset Account Password

Register For An Account

Please allow up to 24 hours for verification to complete. Once your account is verified, you will receive a notification email confirming access to the Sprecher + Schuh B2B Portal.

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New users need to "Register For An Account".

Note: Email Address will be your "Sign-in Name"

Must click "Send verification code" before the form can be completed

- All fields are required.
- Microsoft Multi-factor Authentication is used at login.

B2B Portal Signup

Please fill out the form below. All fields are required. After providing your email address you must click "Send Verification Code" and enter the code emailed to you.

Email Address

Email Address

Verification code

Send verification code

New Password

New Password

Confirm New Password

Confirm New Password

First Name

First Name

Last Name

Last Name

Phone Number

Phone Number

Account Number

Account Number

Company

Company

Street Address

Street Address

City

City

State/Province

State/Province

Postal Code

Postal Code

Country/Region

Country/Region

Job Title

Job Title

Create   Cancel

Having trouble? Contact Us.

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Verify Your B2B Account

We have the following number on record for you. We can send a code via SMS or phone to authenticate you.

Phone Number
XXX-XXX-

Send Code   Call Me   Cancel

Having trouble? Contact Us.

By continuing, you agree to Sprecher + Schuh's privacy policy.
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The phone number does not need to be the same one Microsoft will use for verification

3

Reset Password

❶ Enter your Email
* email is the same as your Sign in name

❷ Click "Send verification code
Verification code will be emailed

❸ Enter Verification code
Click verify

❹ Click "Continue"
* option to change email is here

❺ Enter and confirm your new password
Click "Continue"

❻ Complete.

❶

sprecher + schuh

Password Reset

Verification is necessary. Please click Send button.

Email Address

| Email Address |

❷ Send verification code

Continue   Cancel

Having trouble? Contact Us.

By continuing, you agree to Sprecher + Schuh's privacy policy.
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Password Reset

Verification code has been sent to your inbox. Please copy it to the input box below.
Email Address

| marketing@sprecherschuh.com |

Verification code

| Verification code |

❸ Verify code   Send new code

Continue   Cancel

Password Reset

E-mail address verified. You can now continue.
Email Address

| marketing@sprecherschuh.com |

Change e-mail

❹ Continue   Cancel

Having trouble? Contact Us.

New Password

❺ | New Password |

Confirm New Password

| Confirm New Password |

Continue   Cancel

❻ Your password has been successfully reset.
You can now login.

4

Launch Pad
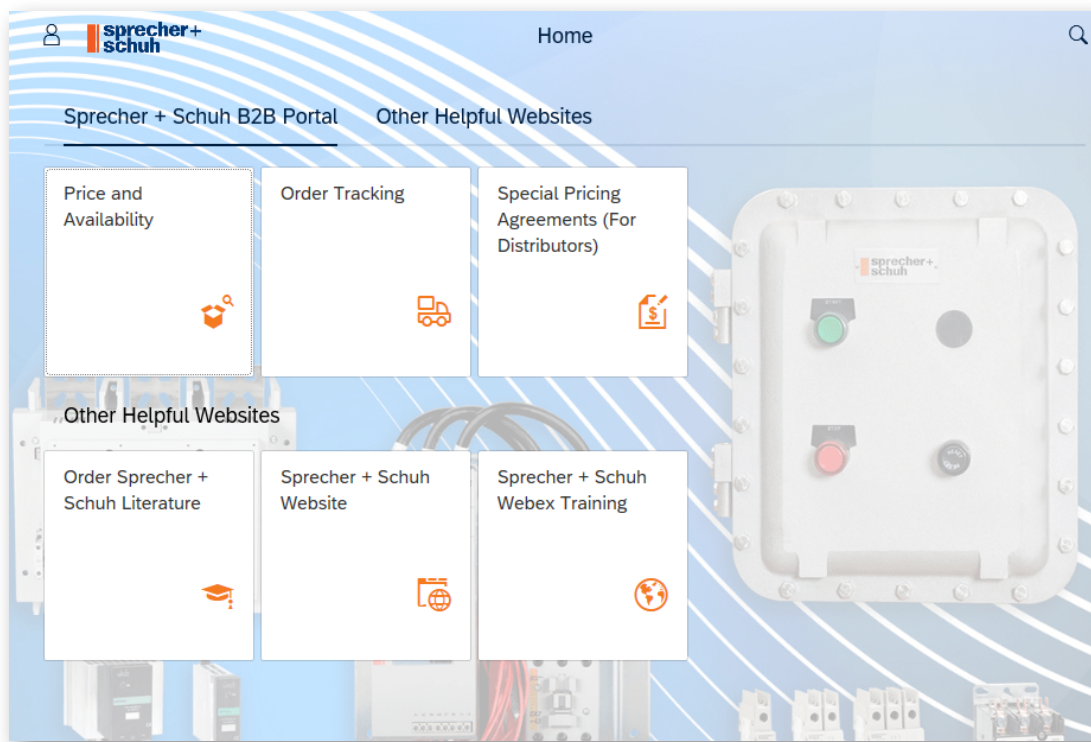
Apps

Additional applications or links will appear here when they are launched
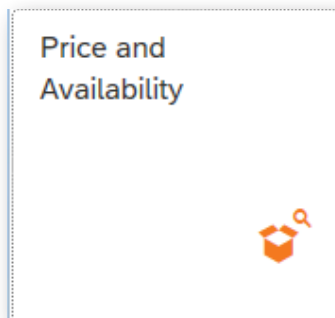
"Price & Availability" App

- Check availability dates on components
- Search by product id, catalog number or description
- Upload a list of parts by product id (SKU) or catalog #
- Check pricing on Special Price Agreements
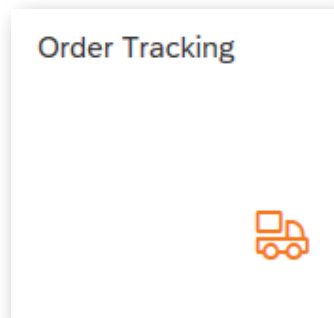
"Order Tracking"

- See Open and Completed orders
- Search by your Purchase Order and S+S Order #
- Order details, order status, and back order status
- Estimated ship dates
- Tracking numbers & links
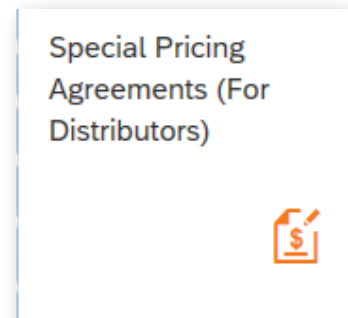
"Special Pricing Agreements"

- For Distributors and Sales Reps only
- View agreements both active and expired
- Download Excel files
- Request modifications
- Request new agreements
- Accept Countered price requests

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"Price & Availability" App…

Price and Availability
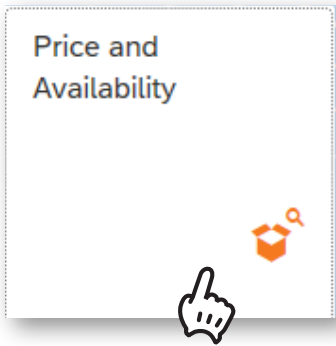
Sold To Locations

- Your Sold To account will populate automatically
- Accounts with multiple locations can choose which one to use

sprecher+schuh   Price and Availability ⌄

Price and Availability

⌄ Search Criteria

▣ Customer and Agreement Info

*Sold-To:

Agreement:

SalesOrg:

End Customer:

Product	Catalog ID	Quantity	List Price	Book Net
		No data		

Sold-To

A & P Electric   ⊗ 🔍

99855879

A & P ELECTRIC SERVICE

1002

West Columbia, SC

6

Add Items

Start by building your shopping cart. Click **"Add item"** at bottom of screen, to add products.

- It's like filling a shopping cart
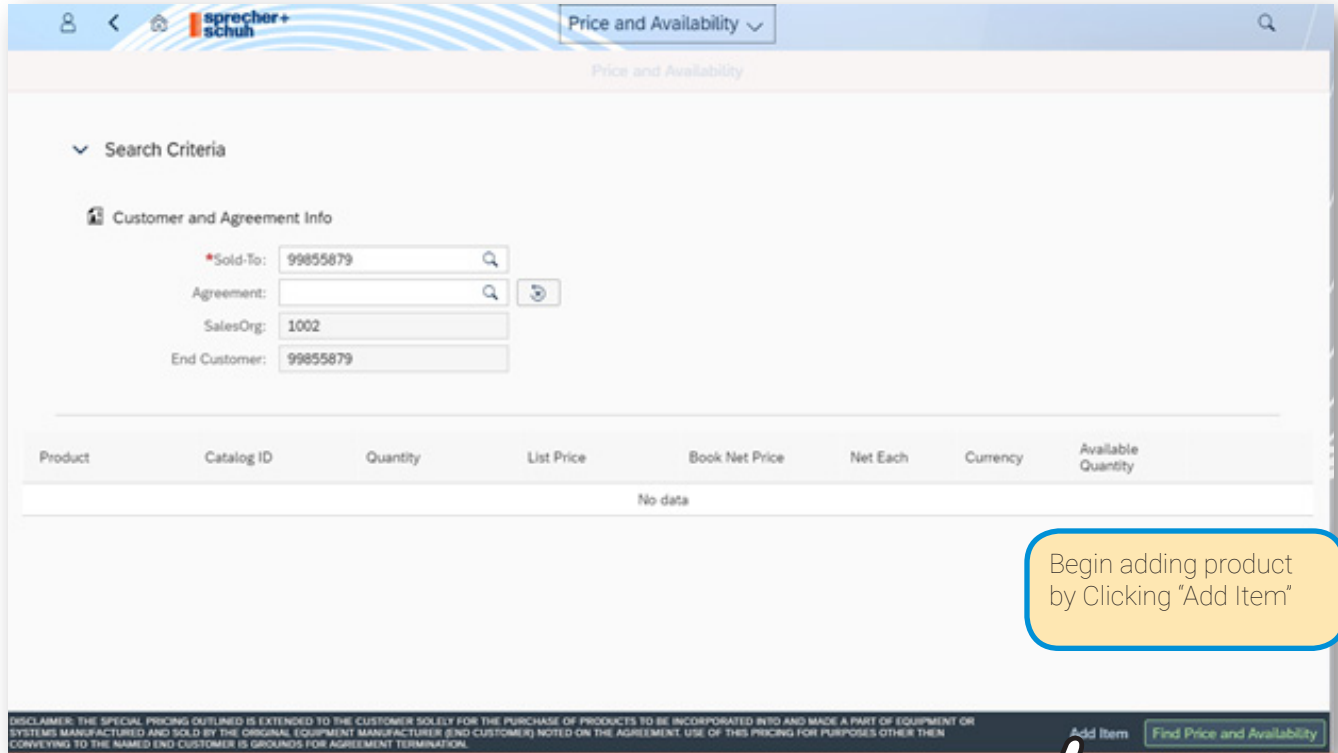
Begin adding product by Clicking "Add Item"

DISCLAIMER: THE SPECIAL PRICING OUTLINED IS EXTENDED TO THE CUSTOMER SOLELY FOR THE PURCHASE OF PRODUCTS TO BE INCORPORATED INTO AND MADE A PART OF EQUIPMENT OR SYSTEMS MANUFACTURED AND SOLD BY THE ORIGINAL EQUIPMENT MANUFACTURER (END CUSTOMER) NOTED ON THE AGREEMENT. USE OF THIS PRICING FOR PURPOSES OTHER THEN CONVEYING TO THE NAMED END CUSTOMER IS GROUNDS FOR AGREEMENT TERMINATION.

Add Item   Find Price and Availability

Three Options to Add Items

❶ Enter complete Catalog No. or Product ID here, Quantity and click + Add

❷ open **Product Search Window** by clicking Search icon

❸ Upload an Excel file containing the specified information (see page 9)

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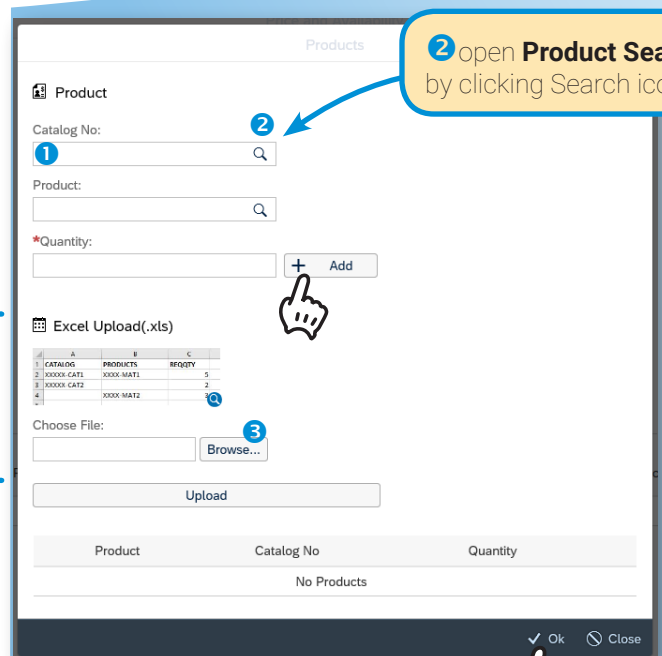
1# Enter Complete Catalog No. and or Product ID.

Use exact Catalog No or Product ID in the respective field + the quantity and click "Add" button. You can repeat this process to build your list of products.

Don't forget to...
Input desired quantity before clicking "+ Add" Button

Clicking "Ok" confirms product list and quantities and returns to **Price and Availability** screen...

2# Search by product description and partial identifiers.

To search by partial Catalog Number or Product Description use a "*" to search for incomplete identifiers such as "CA9-116-11-*"

Enter Product, Catalog number or Description. Use a star "*" to search incomplete items such as "CA9-116-11-*"

Click Search to refresh product list

Selecting product fills in Product and Catalog identifiers

Don't forget to...
Input desired quantity before clicking "+ Add" Button

Clicking "Ok" returns to **Price and Availability** screen...

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3# Uploading a list of products from Excel spreadsheet
Prepare your Excel file with column names of CATALOG, PRODUCTS, and REQQTY.

Prepare the file
- CATALOG for catalog numbers
- PRODUCT for material numbers
- REQQTY for the quantities

Catalog numbers must be complete.
No Wildcards, spaces or *.

CATALOG	PRODUCTS	REQQTY
750001900		1
750002900		1
750006900		1
750007900		1
760001310		1
760001405		1
760002310		1

Use Browse.. to locate and select your file.

click "Upload"
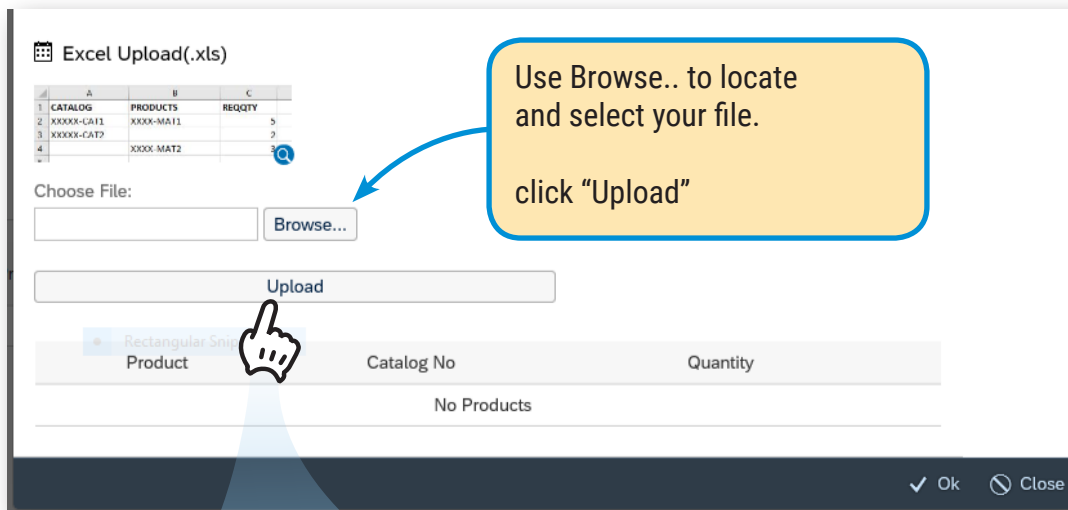
- The system will take a moment to upload and convert data...
- If there are any errors you will get an alert
- Then your listed items will be shown and you can continue adding items or adjust quantity on the Price and Availability screen.

When finished Click "OK"

Optional: Add an agreement.

Click to add agreement

Click "**Find Price and Availability**" Button populates product details

Standard discount

SPA discount

Book Net Price and Net Each prices will be the same for Items not on agreement used,

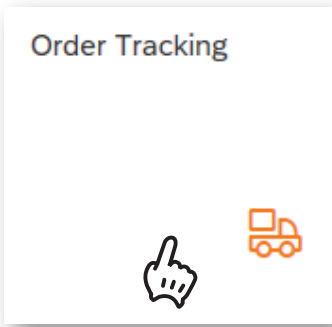Click "**Kit Availability"** link for a bill of materials and stock availabile in assemblies

- If everything is avaiable we can usually assemble and ship a kit within a few days (or sooner!)
- Items assembled in our panel shop have specific lead times. Please contact Customer Service.

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Order Tracking

"Order Tracking" App...

- See Open and Completed orders
- Search by your Purchase Order or S+S Order #
- Order details, order status, and back order status
- Estimated ship dates
- Tracking numbers & links
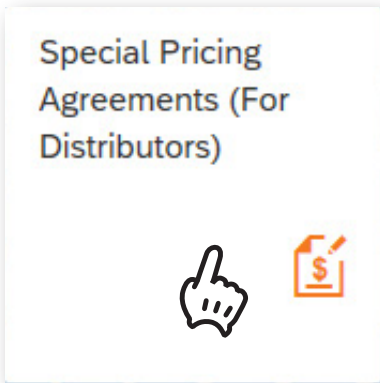
❶ Orders are listed by request date by default. (sort enhancements to come)

❷ To search, enter criteria and Apply Filters
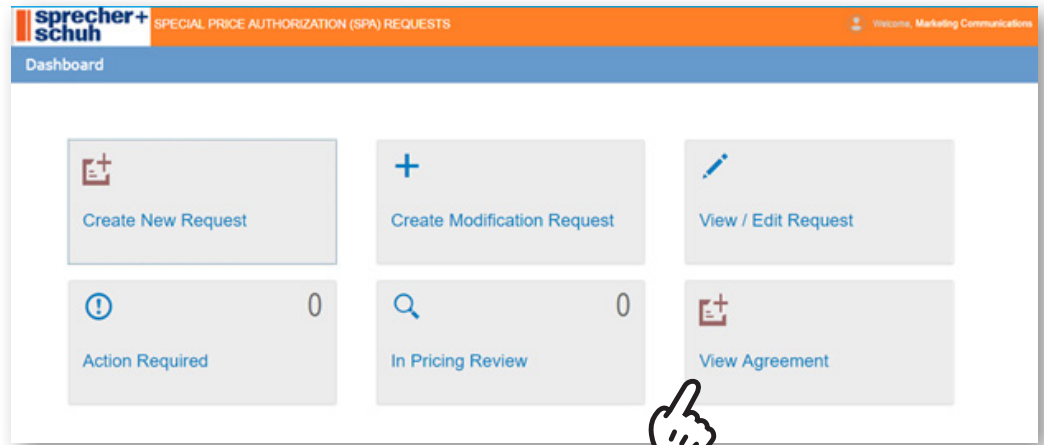
❸ Click any where on line to open the order line
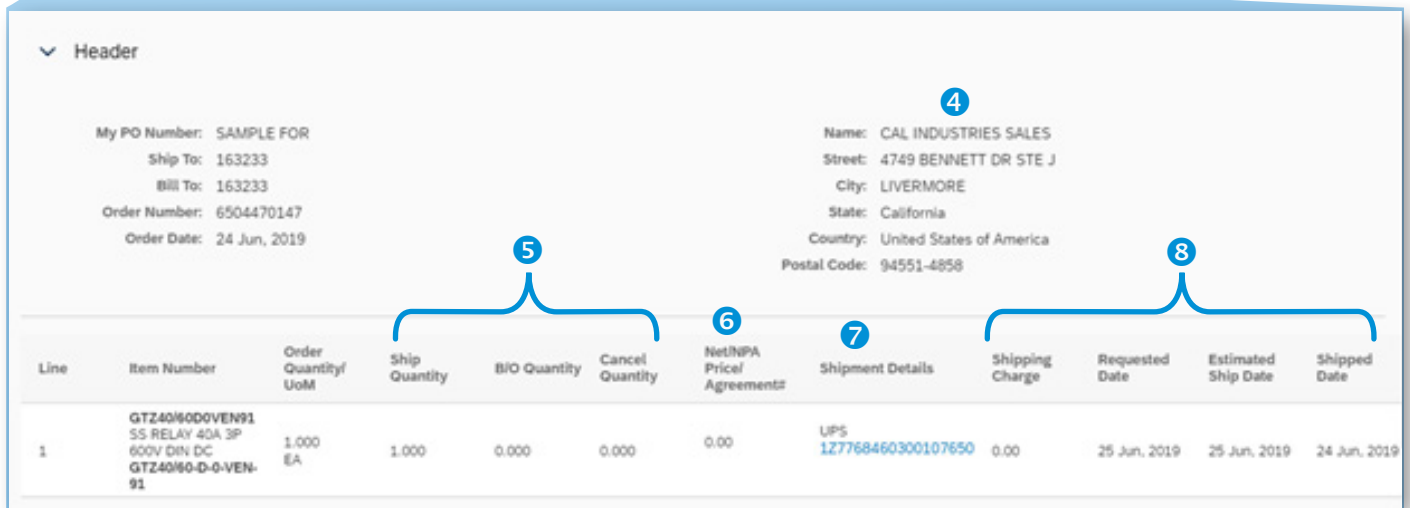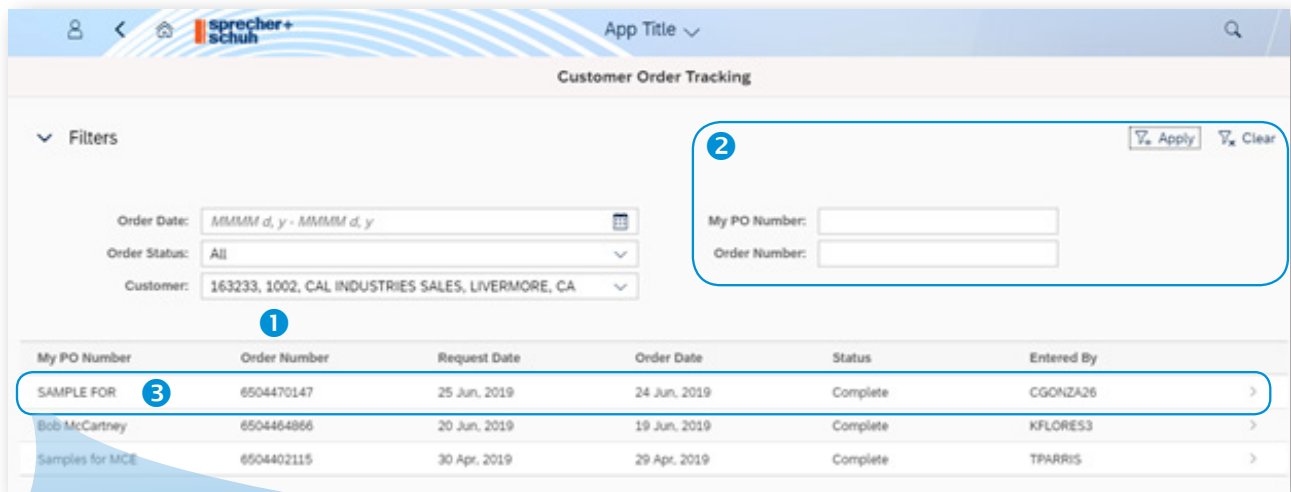
❹ Shipping address

❺ Actual quantity shipped, back orders or canceled orders

❻ Item Net and special pricing agreement

❼ Carrier and tacking numbers

❽ Freight charges and shipping dates

11

Special Pricing Agreements

Special Pricing Agreements (For Distributors)

* The SPA app is only available to Authorized and Specialty Distributors

sprecher+schuh SPECIAL PRICE AUTHORIZATION (SPA) REQUESTS   Welcome, Marketing Communications

Dashboard

Create New Request

Create Modification Request

View / Edit Request

0 **Action Required**

0 **In Pricing Review**

View Agreement

sprecher+schuh SPECIAL PRICE AUTHORIZATION (SPA) REQUESTS   Welcome, Dave Koepke

View Agreement

Agreement # | Agreement Reference | Agreement Description | Sold To Party | End Customer ❶

Equal To | | + | ☑ Active Agreements

Search | Clear

Search Results

Export

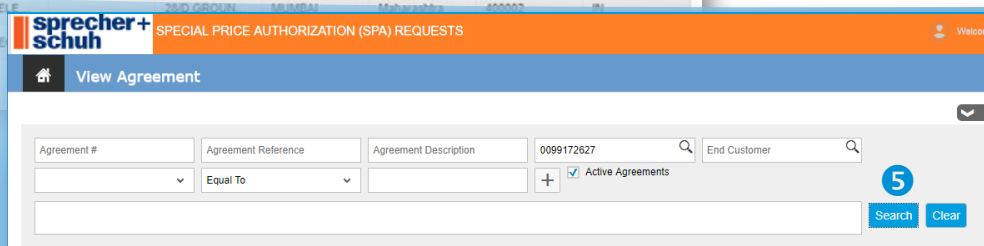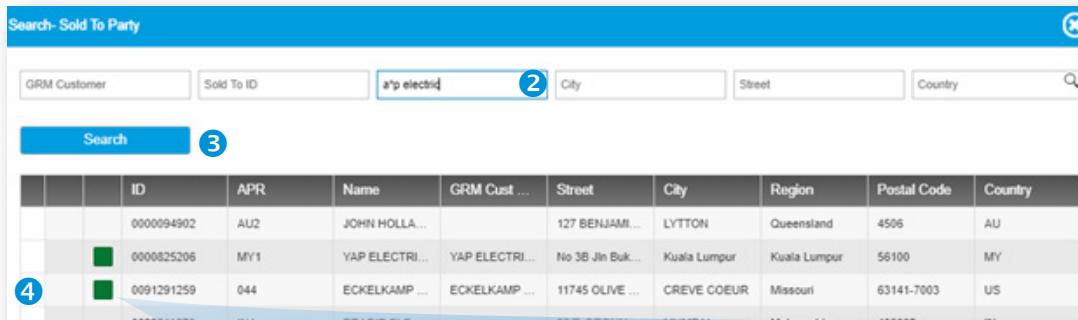| | Agreement # | Agreement Type | Current Status | Agreement Reference | Description | Project Description |

Uncheck to include ALL contract dates

View Agreement

Specific agreements can be found by Agreement number, Old 5 digit NPA (reference number) Or Description Fields are case and space sensitive. A star "*" can be used as wild card search

Search by Sold To Party or End Customer

❶ Click Seach icon to bring up search window
❷ Enter Name, City, etc.
❸ Hit "Search" button
❹ Click row button to select
❺ Click Search to find agreements

Search- Sold To Party ⊗

GRM Customer | Sold To ID | a*p electric ❷ | City | Street | Country

Search ❸

		ID	APR	Name	GRM Cust ...	Street	City	Region	Postal Code	Country
		0000094902	AU2	JOHN HOLLA...		127 BENJAMI...	LYTTON	Queensland	4506	AU
	■	0000825206	MY1	YAP ELECTRI...	YAP ELECTRI...	No 3B Jln Buk...	Kuala Lumpur	Kuala Lumpur	56100	MY
❹	■	0091291259	044	ECKELKAMP ...	ECKELKAMP ...	11745 OLIVE ...	CREVE COEUR	Missouri	63141-7003	US
		0099811676	INA	PRADIP ELE...		28/D GROUN...	MUMBAI	Maharashtra	400002	IN
	■	0099855879	135	A & P ELE...						

sprecher+schuh SPECIAL PRICE AUTHORIZATION (SPA) REQUESTS   Welcom

View Agreement

Agreement # | Agreement Reference | Agreement Description | 0099172627 | End Customer

Equal To | | + | ☑ Active Agreements ❺

Search | Clear

b2b²

Download Agreements

sprecher+schuh SPECIAL PRICE AUTHORIZATION (SPA) REQUESTS — Welcome, Dave Koepk

View Agreement

Search

| Agreement # | Agreement Reference | Agreement Description | 0099172627 | End Customer |
| Equal To | | + | ☑ Active Agreements |

Search   Clear

Search Results

Export

		Agreement #	Agreement Type	Current Status	Agreement Reference	Description	Project Descript
👁	📋	4000469636	Long-term TOE	Agreement Created	19002	MODERNFOLD INC	OPERABLE WALLS
👁	📋	4000470344	Long-term TOE	Agreement Created	78830	EUBANKS ELECTRIC	ELECTRICAL CONTRACTOR
👁	📋	4000470550	Long-term TOE	Agreement Created	86322	ARBONNE	

Click to download specific agreement

Download list of agreements shown

Specific Agreement
Opens by clicking the "view" icon

sprecher+schuh SPECIAL PRICE AUTHORIZATION (SPA) REQUESTS

View Agreement

Basic Data » Participants » Deals » Attachment » Rule Summary

| Agreement # | 4000485115 | Agreement Reference | 10000 | Agreement Type | Long-term TOE |
| Fixed value Date | 07/02/2019 | Valid From | 07/02/2019 | Valid To | 07/31/2020 |

Sales Details

				Contact Information	
Owner	*	99855879-A & P ELECTRIC SERVICE		Contact Email 1	
End Customer ID	*	99855879-A & P ELECTRIC SERVIC		Contact Email 2	
GRM Customer		A & P ELECTRIC SERVICE - (1002)		Contact Email 3	
Sales Organization	*	1002 - Sprecher + Schuh US			
Sales Estimate	*	5000.00			
Primary Competitor	*	ABB			
Secondary Competitor					
Other Competitor					
Project Description		Training SPA			
Ultimate End Customer					
Agreement Description		Long-term TOE			

Valid From and Valid To

Commercial Justification *

External Notes entered by Claudia Sears on 07/08/2019 at 15:14:55

Training

Notes created during setup or modification

Next goes to Participants

Save   Next   Reset   Exit

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Participants

Details who the agreement is assigned to (the End Customer)

Deals

Two basic discount types

- Net price by Catalog
- Discount by product group (PGC)
- Discount by Catalog is not used at this time

Use tabs to view Deals

Net Price By Catalog

Discount By Product Group

HINT! This Export only exports what is on this tab, not the whole contract.

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Attachment
Backup files can be attached to new requests.
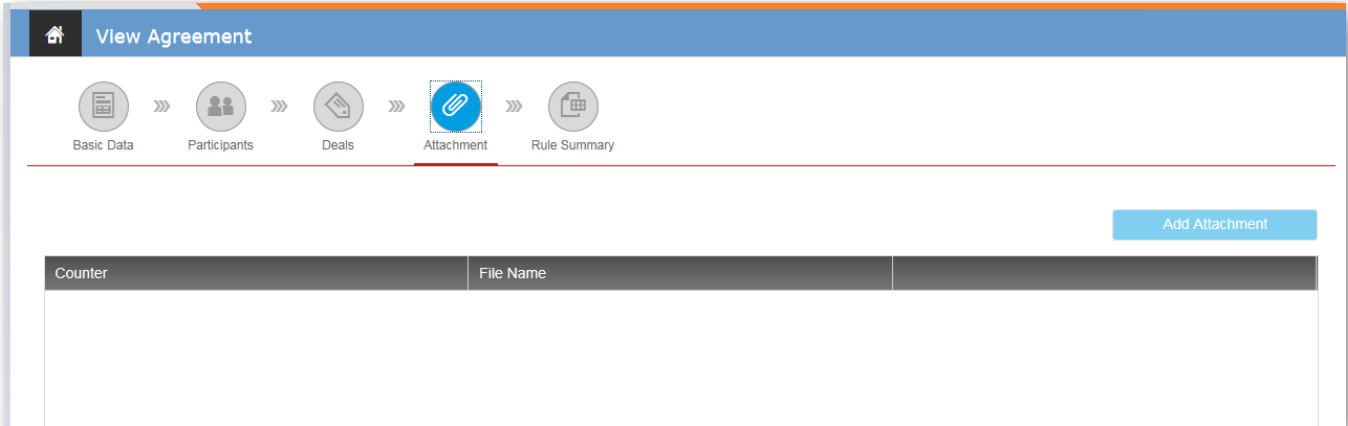
Rule Summary
Contracts can also be downloaded to .csv format by clicking Rule Summary icon

Create Modification Request

Enter the Agreement #
or Reference Number

Click the agreement

Basic Data

Supply any missing data.
Might be missing on converted agreements from JDE
Commercial Justification is required for every modification request

---

🛈 Enter valid Sales Estimates. Its a mandatory field.
🛈 Enter valid Notes. Its a mandatory field.

Agreement #	4000402908	Agreement Reference	78830	Agreement Type	Long-term TOE
Fixed value Date	07/01/2018	Valid From	07/01/2018	Valid To	06/30/2019

Sales Details

Owner	* 99145676-BREHOB ELEC
End Customer ID	99859580-EUBANKS ELE(
Sales Organization	* 1002 - Sprecher + Schu
Sales Estimate	*
Primary Competitor	* BANNER
Secondary Competitor	
Other Competitor	
Project Description	ELECTRICAL CONTRACT
Ultimate End Customer	
Agreement Description	WHAT FOR ELECTRIC

Contact Information

Contact Email 1	
Contact Email 2	
Contact Email 3	
RA Reviewer	

> Include ADDITIONAL contacts to receive notification (confirmation will be sent to requester)

> Annual estimated value of this business

> Known Competitor

Commercial Justification *

> All required fields must be completed before clicking Next or the Deals Icon
>
> Deals

> Include why you are requesting a price concession, reason for item addition or anything else you want us to know *

Save Next Reset Exit

* All notes are saved with the contract

Deals

Add items at a net price or add groups of items using a price group.

HINT! If you cut and paste catalog numbers from a list, you only need one row

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Upload from File

Create Modification Request

Agreement Request # R100643025   Agreement # 4000487167   Current Status Initial

Basic Data   Participants   Deals   Status   Attachment

Messages

- Agreement request R100643025 has been saved
- 7 records created
- Price records have been saved

Upload from an Excel file

Discount By Catalog   Net Price By Catalog   Discount By PGC

Discount By PGC

Add Rows   Select Rows   Delete All   Check   Upload File   Export

				Disc Discount % *	Rate	DS	DS Description
					0.000	B5	Global Logic Product
					50.000	B7	IEC Power Products

When uploading a file to a modification request include the Valid From and Valid To dates of the current agreement

Save   Next   Reset   Exit

	A	B	C	D
1	Catalog/UPC	rate	Valid From	Valid to
2	200100900	35	3/25/2019	6/30/2019
3	200130900	35	3/25/2019	6/30/2019
4	200200900	35	3/25/2019	6/30/2019
5	200301900	35	3/25/2019	6/30/2019
6	200302900	35	3/25/2019	6/30/2019

Status

Upload File

Browse File   No file selected

Catalog / UPC   1

Req Discount %   2

Valid From   3

Valid To   4

Upload   Cancel

Click Save, **Then Click Status to Submit.**

Success

Agreement request R100643025 has been successfully saved

Submit Request   Cancel Request   Edit Request

- Once a request has been approved an email is sent to the requester

Status Change Message

Status Updated for the Agreement Request R100643025

The Customer receiving Products purchased under this Agreement has agreed that solely for (i) its use as an end-user for its routine internal use and consumption, or (ii) as a value-added reseller, for incorporation into and resale solely as an integral part of its own products, systems or solutions for an end-user, and may not be redistributed or resold as discrete products by such Customer or any other party, except in limited numbers as spare parts necessary and incidental to such Customer's value-added products, systems or solutions for an end-user.

Your request has been sent Click **OK** and **Exit**

Ok

HINT!
You can save your request and keep editing it until you Submit it.
- Only one request can be in process at a time.
- Once a request is in Review it can no longer be edited.

Click the "Home" Icon to return to the dash board

Requests Process

Requests needing your attention

Requests submitted for Pricing Approval

Action Required
- Requests that have not been submitted (the pencil is not grayed out)
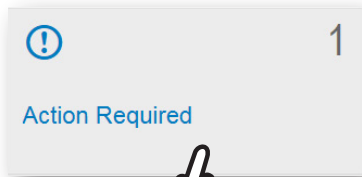- Or a price has been countered and needs acceptance

In Pricing Review
- When a request has been reviewed an email is sent to the requester
- You cannot have more than one modification request for the same contract.

Hint: The "Action Required" and "In Pricing Review" tiles only appear when an action is pending.

1
Action Required

Action Required Tile

If your request is countered you need to accept it, or counter with a new request price.

Click the pencil to review the countered pricing

Addressing a Countered Request

Only items countered need to be addressed

- Actions for countered offers
  - Edit the requested pricing and click Status to resubmit or
  - Accept the countered price by clicking Status and Acknowledge Request

Only Countered items require action. Marked by an "X"

All columns in the app are movable for easy sorting and filtering

Countered	Valid From	Valid To	Catalog/UPC *	Req Net Price *	Rate	List Price	Catalog
X	03/26/2019	06/30/2019	191326517430	35	0.00	72.27	2001009
	07/01/2018	06/30/2019	191326600729	0	79.31	409	CA7-72-

21

Special Pricing Agreements (For Distributors)

Create New Request

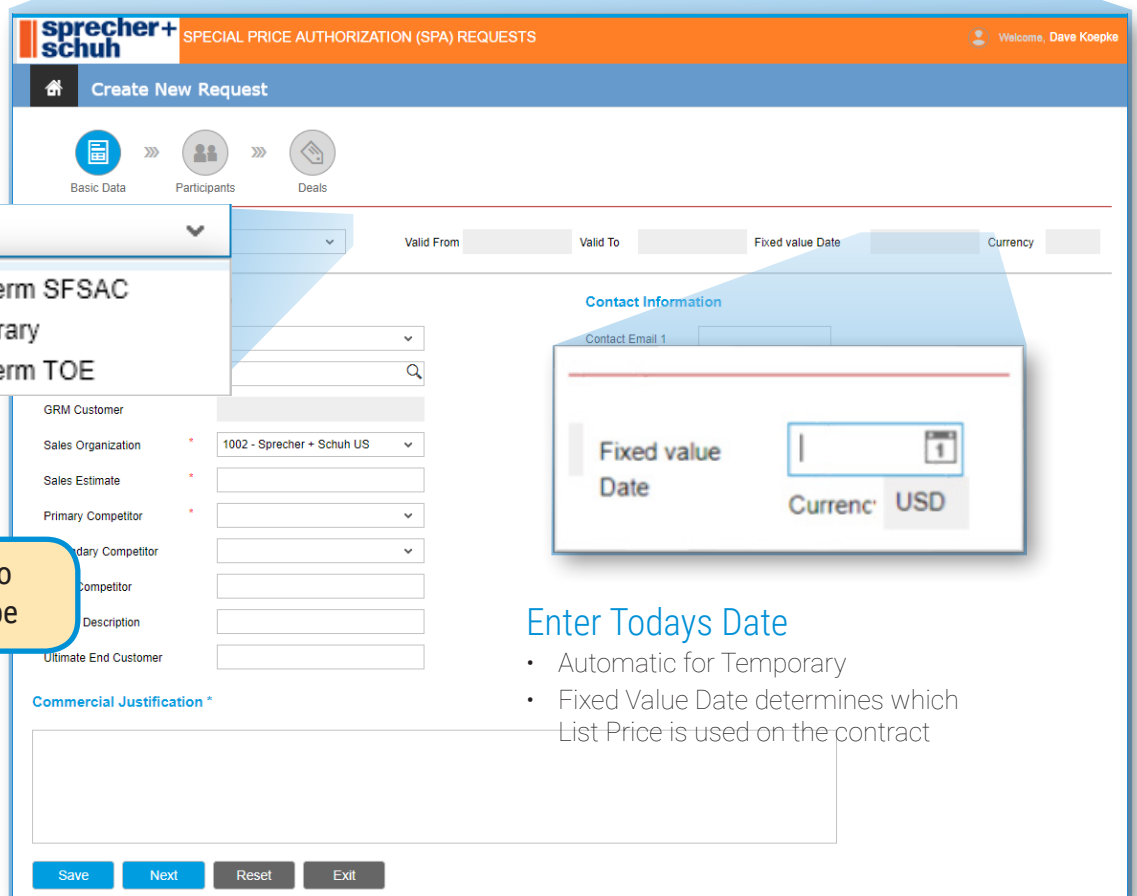To speed up your request, verify or request NEW End Customers before requesting a new contract
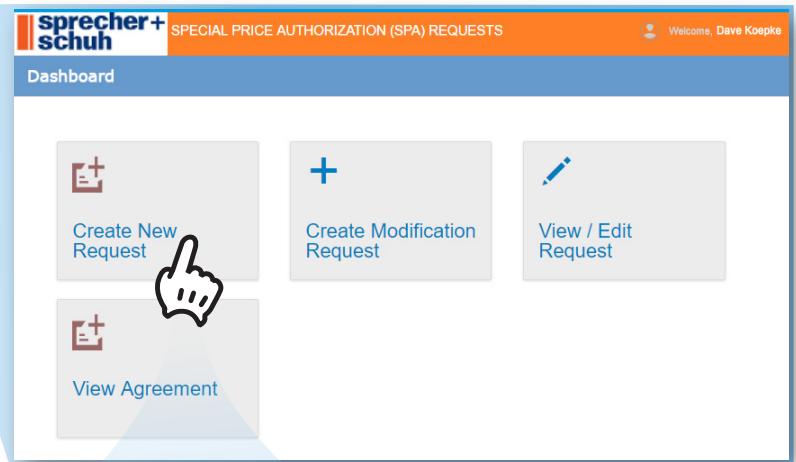
Basic Data

Agreement Type
User type determines Agreement types available.
- *Temporary = one time Quote (90 day)*
- *Long Term = Annual contract*
- *ONLY Ship from Stock and Credit customers use the SFSAC choices*

Select your contract type

Long-term SFSAC
Temporary
Long-term TOE

Use drop down menu to choose Agreement Type

GRM Customer

Sales Organization * 1002 - Sprecher + Schuh US

Sales Estimate *

Primary Competitor *

Secondary Competitor

Competitor

Description

Ultimate End Customer

Commercial Justification *

Save   Next   Reset   Exit

Contact Information

Contact Email 1

Fixed value Date

Currenc: USD

Enter Todays Date
- Automatic for Temporary
- Fixed Value Date determines which List Price is used on the contract

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Basic Data

Enter required information marked by *

- Sold to should default by user ID
- Sales Reps can select from list

Create New Request

Basic Data » Participants » Deals

Include ADDITIONAL contacts to receive notifications (confirmations will be sent to requester)

| Agreement Type | Long-term TOE | Valid From | 07/11/2019 | Valid To | 07/31/2020 | Fixed value Date | 07/11/2019 | Currency | USD |

Search End Customer ID

Sales Details

Owner	*	0099855879 - A & P ELECTRIC SERVI
End Customer ID	*	0099855879 - A & P ELECTRIC SERVI 🔍
GRM Customer		
Sales Organization	*	1002 - Sprecher + Schuh US
Sales Estimate	*	100000
Primary Competitor	*	SCHNEIDER
Secondary Competitor		
Other Competitor		
Project Description		
Ultimate End Customer		

Contact Information

Contact Email 1	
Contact Email 2	
Contact Email 3	

Search- EndCust ⊗

| GRM Customer | End Customer ID | End Customer Name | City | Street | Country 🔍 |

Search

Search- EndCust ⊗

| GRM Customer | End Customer ID | Sprecher+schuh | City | Street | Country 🔍 |

Search

	Owner ID	APR	GRM C...	Owner ...	Street	City	Region	Postal ...	Co...
	0000531...	047		JOE LA...	3 BROA...	NEW MI...	Connecticut	06776-30...	US

Commercial Justification *

Click Next to add Participants

[Save] [Next] [Reset] [Exit]

Participants

Usually the same as previous page. More than one end customer is possible.
Enter BPID from previous page or Search for additional participants.
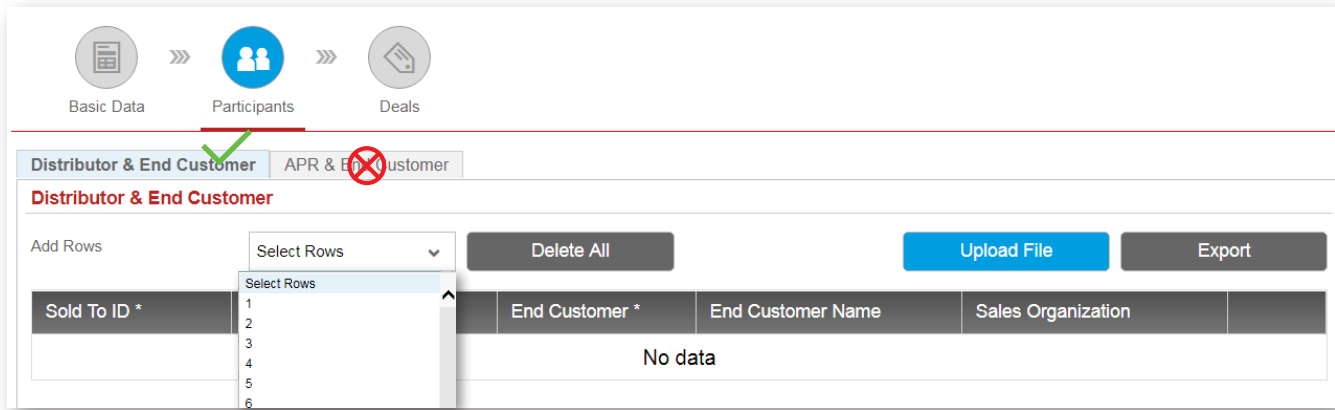
Hint!
Never use the "APR + End Customer" tab.

Deals

Uses the same tools as Requesting a Modification

❶ Select number of rows you want to add
  • You can cut and paste several lines at once
  • Past each column separately

❷ Enter catalog number, UPC number, product numbers, or Price Groups

❸ Search for catalog numbers or Price Groups
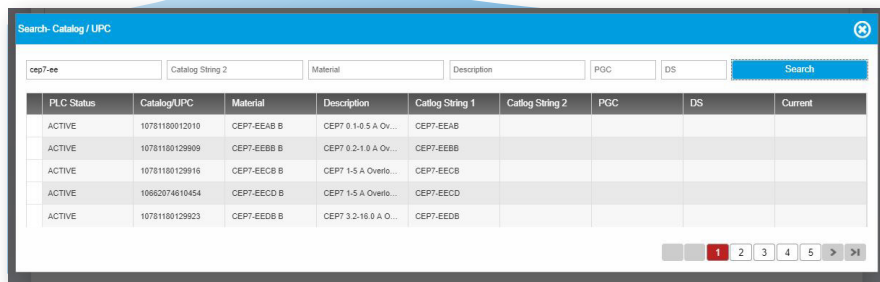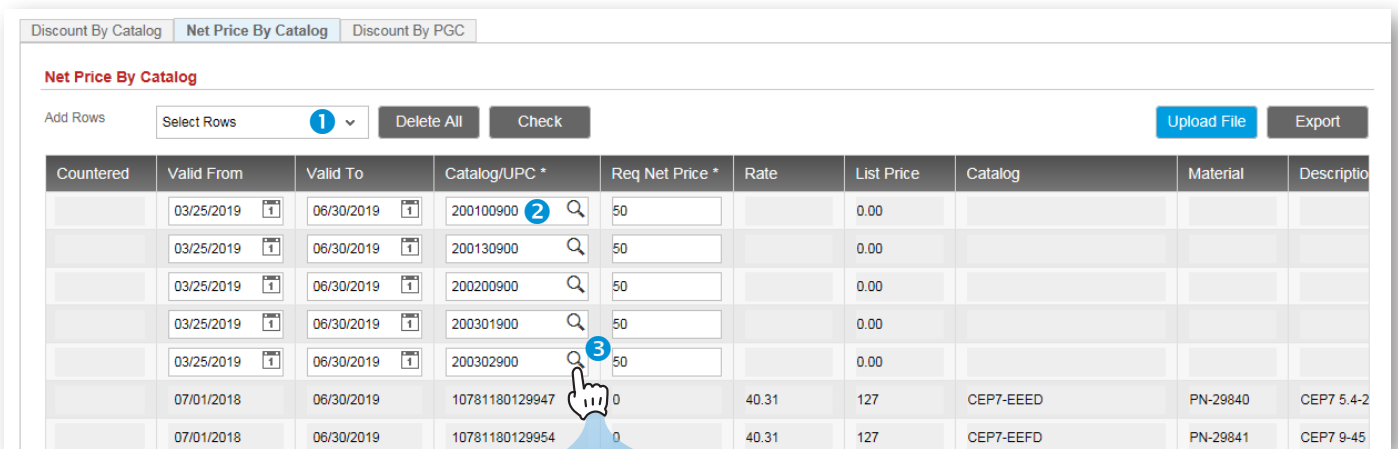
On Temporary (Short Term) Requests

• Only Net Price by Catalog
• Same tools as Long Term
• A maximum quantity is required
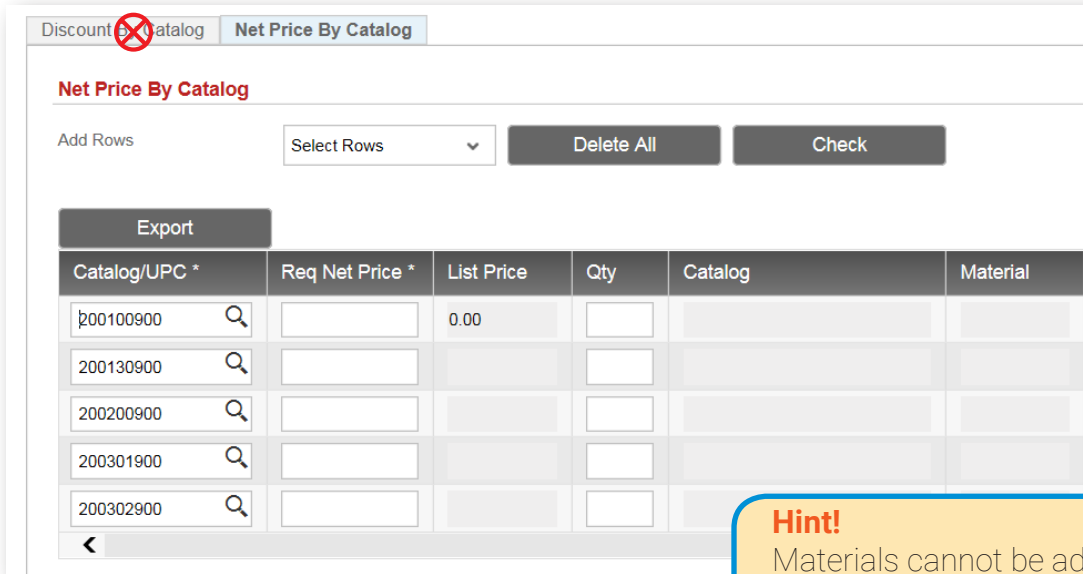
Hint!
Materials cannot be added without a UPC code already in the system ***BUT*** you can add them as a Price Group instead. See next page.

Upload a file

• Specify which data is in which column
• Include Qty for Short Term

Use "Browse File" to select and upload file.

Add Price Groups
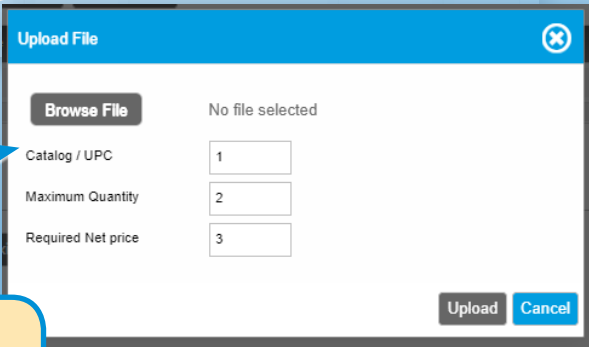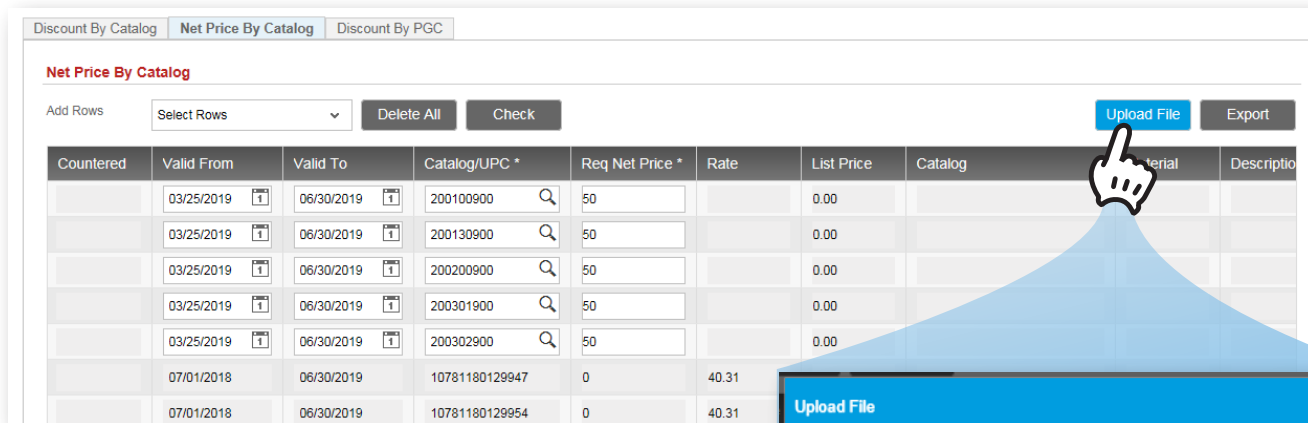
Discount By PGC

Add Rows	Select Rows	Delete All	Check		

Export

PGC*	PGC Description	Req Discount % *	DS	DS Description	
					🗑
					🗑
					🗑

Save

Search- PGC

*	auer	DS	Search

	PGC	Description	DS	DS Description
	17U	S+S Auer Haz Location Devices	B5	Global Logic Product
	56S	S+S Auer Accessories	B5	Global Logic Product
	57S	S+S Auer Comb. Signaling Se…	B5	Global Logic Product

Discount By Catalog   Net Price By Catalog   **Discount By PGC**

Discount By PGC

Add Rows	Select Rows	Delete All	Check		

Export

PGC*	PGC Description	Req Discount % *	DS	DS Description	
56S	S+S Auer Accessories	50	B5	Global Logic Product	🗑
					🗑
					🗑

Enter desired discount percent off List Price

Click Save

Save	Next	Reset	Exit

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Create New Request

Agreement Request #   R100482830   Current Status   Initial

Basic Data » Participants » Deals » Status » Attachment

Messages

ⓘ Agreement request R100482830 has been s
ⓘ 7 records created
ⓘ Price records have been saved

Discount By Catalog | Net Price By Catalog

Discount By PGC

Add Rows   Select Rows

Export

Valid From	Valid To	PGC*	PGC Description	Req Discount % *	Rate	DS	DS Desc
03/26/2019	03/31/2020	56S	S+S Auer Accessories	50	0.000	B5	Global Lo

Upload File

Success ✕

✔ Agreement request R100482830 has been successfully saved

Submit Request   Cancel Request   Edit Request

Status Change Message ✕

✔ Status Updated for the Agreement Request R100482830

The Customer receiving Products purchased under this Agreement has agreed that such Products are solely for (i) its use as an end-user for its routine internal use and consumption, or (ii) as a value-added reseller, for incorporation into and resale solely as an integral part of its own products, systems or solutions for an end-user, and may not be redistributed or resold as discrete products by such Customer or any other party, except in limited numbers as spare parts necessary and incidental to such Customer's value-added products, systems or solutions for an end-user.

Ok

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Frequently Asked Questions

Why isn't My User ID working?
Your sign in name will be the email address you used when registering for the portal. Previous "old portal" users cannot use their old credentials. You must register for a new user account at register. sprecherschuh.com

I am asked to sign in over and over
When trying to access the B2B portal for the first time, if you are asked to enter your user credentials repeatedly this indicates your user account was not ready for use. It takes up to 24 hours to complete a user set up, though typically it is the same day. Please allow more time and try to log in later. If this error persists, please contact b2bhelp@sprecherschuh.com and include a screen capture of the error.

Why Can't I See The Special Pricing Application?
The SPA application is designed for Sprecher + Schuh Authorized and Specialty Distributors, and Sales Manufacturing Representatives. If you do not see the app on your dashboard then your account type is not authorized to use it. If you think this is an error, please contact b2bhelp@ sprecherschuh.com.

Not all my products were uploaded from my Excel file
If the data in the file is not in the right columns there will be an error. Make sure to use the format examples supplied. When uploading from an Excel file, some products may not be loaded due to incomplete or incorrect information. Only correct and current products will be added to the list. There are no indicators identifying which product lines did not load. This is a future enhancement.

What is 2-Step Verification?
2-Step Verification, also commonly referred to as Multi-Factor Authentication, is the practice of presenting the user with a second challenge question in addition to their user-name and password upon login to further verify their identity. Sprecher + Schuh offers 4 options/ methods for 2-step verification; User's can opt to receive a 6-digit verification code at the time of login via a phone call, text message, or email that they can input into the login screen, or they can opt to receive a phone call from the verification Automation System and choose the # key to authenticate.

Why Do I Need 2-Step Verification?
Sprecher + Schuh wants to insure the confidentiality of your pricing and account information by using this additional security method. The second challenge question prevents someone else from logging in with your account in the event they should get ahold of your login id and password, as the authentication code changes each time you login, and a potential hacker would need access to your mobile device/ email account in addition to your password.

When is 2-Step Verification Required for login
The 2-Step Verification is required at least once a day (approximately every 8 hours), or if you log off and log on to a different computer or network (IP address). You should be able to login again within that time period without performing the 2-Step verification, including closing a browser or restarting after a system time out. A computer shut down or restart might also trigger the verification process. As a rule, once a day can be expected.

How Do I Change My Verification Method?
The 2-Step Verification method can be changed from Email to Phone or Phone to email by sending a request to b2bhelp@sprecherschuh. com.

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When I search for a company or product, I get No Data is found

Some fields of the search screens are case sensitive. Try to match the case that is on your account, or contract, and don't include any spaces in catalog numbers. You can also use a star (*) for the ampersand (&) symbol or wild card elements, as some symbols have encountered problems in the search screens. When attempting to add Search Criteria when looking for companies, make sure to use the PLUS symbol to add the criteria to the filter area before clicking the search button.
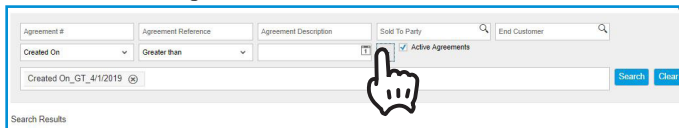
Why can't I use my End Customer?

If you search for and find an End Customer for use on a New request, and receive an error that that End Customer is not allowed, a relationship is missing. Include the End Customer data in the notes section of the request and use your own information as the End Customer. We will create the relationship (if allowed) and correct the agreement request appropriately.

Why Do I See Multiple Sold To Accounts or Duplicate Contract Numbers?

Users who have a relationship to multiple locations will see those locations in the Sold To screen on the Price & Availability app. Generally, it does not matter which location you choose to look up availability. However, if multiple locations are listed on a contract, a location on that contract must be selected to view pricing for that contract. Also, when multiple locations are listed on a contract, it will appear multiple times in the Agreement look up screen.

My Screen seems to be frozen. What do I do?

In some cases, a very large amount of data is trying to be loaded or searched for. This is especially prevalent in very long agreements or if search criteria is too vague. Please be patient. When using the app, if a screen appears to be taking too long, or is not responding, try pressing Control + F5 to force a screen refresh. Chrome, Safari and Internet Explorer are the most suitable browsers for the B2B Portal. Microsoft Edge can also be used but has some small compatibility issues that may manifest as unresponsiveness in the application.

I have extra rows I don't need

Sometimes you add more rows than you need. Or maybe you added a row on the APR & End Customer tab or the Discount by Catalog tab by mistake. The application will think you have missing data and give you an error message. Check for empty rows on all tabs. Scroll all the way to the right to delete unwanted rows using the trash can link.