



# Your Guide to the Naber Webshop

Off we go! The Naber website is now online. We are pleased to present our fully redesigned website - fresh and clear with easy orientation and quick access!

And: We invite you to explore the new Naber webshop. Our guide will help you find your way around!

The Naber Team wishes you every success!

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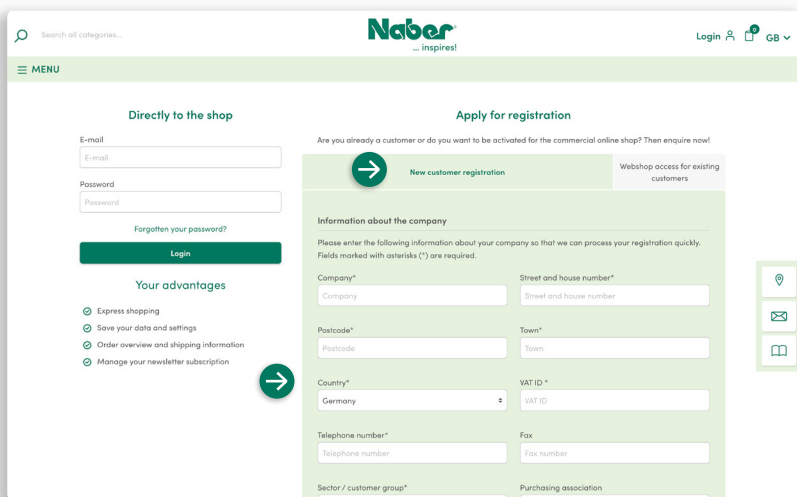
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1.1

# Registration New Customers



To register your company as a Naber dealer, open the drop-down menu **REGISTER** and select the item **register** under **My Account**.



Now select the tab **New Customer Registration** and enter all the requested information about your company.



Deviating delivery address?  
 Deviating invoice address?  
 Would you like to be included in the Naber dealer search? The advantage: end customers in your region then find you more easily as a contact.

Information on contact partners

Who can we contact if we have any queries? Fields marked with asterisks (\*) are required.

Salutation\*  
Not specified

Position  
Position

First name\*  
First name

Last name\*  
Last name

Telephone number\*  
Telephone number

Mobile no.  
+01 234 56789

E-mail\*  
muster@webseite.de  
Used as standard for newsletters.

E-mail confirmation\*  
Repeat e-mail address

Language  
Deutsch

Register for the newsletter?

## Dealer search

Would you like to be quickly and easily located as a specialist dealer? Then check this box. After your customer account has been cleared, we will add your data to the dealer search.



Register for the newsletter?

Register webshop access

Now it's just a few steps to your webshop access. Please complete the following fields. Fields marked with asterisks (\*) are required.

Salutation\*  
Not specified

First name\*  
First name

Last name\*  
Last name

New e-mail address\*  
e-mail address

E-mail confirmation\*  
Repeat e-mail address

Password\*  
Password  
The password must be at least 10 characters long.

Password confirmation\*  
Confirm password

Further

Invoice by e-mail only?  
 Order confirmation by email desired?

## Webshop access

Here you can also apply for access to the Naber webshop.



Would you like to be included in the Naber dealer search? The advantage: end customers in your region then find you more easily as a contact.

Information on contact partners

Who can we contact if we have any queries? Fields marked with asterisks (\*) are required.

Salutation\*  
Not specified

Position  
Position

First name\*  
First name

Last name\*  
Last name

Telephone number\*  
Telephone number

Mobile no.  
+01 234 56789

E-mail\*  
muster@webseite.de  
Used as standard for newsletters.

E-mail confirmation\*  
Repeat e-mail address

Language  
Deutsch

Register for the newsletter?

Register webshop access

Now it's just a few steps to your webshop access. Please complete the following fields. Fields marked with asterisks (\*) are required.

Salutation\*  
Not specified

## Newsletter

You wish to be kept up to date about new products and not to miss any special offers? Simply **check the box**.



To finish, click on **Register Now**.



Your customer registration request will now be checked internally. If we have any questions, we will contact you using the **contact details** provided.

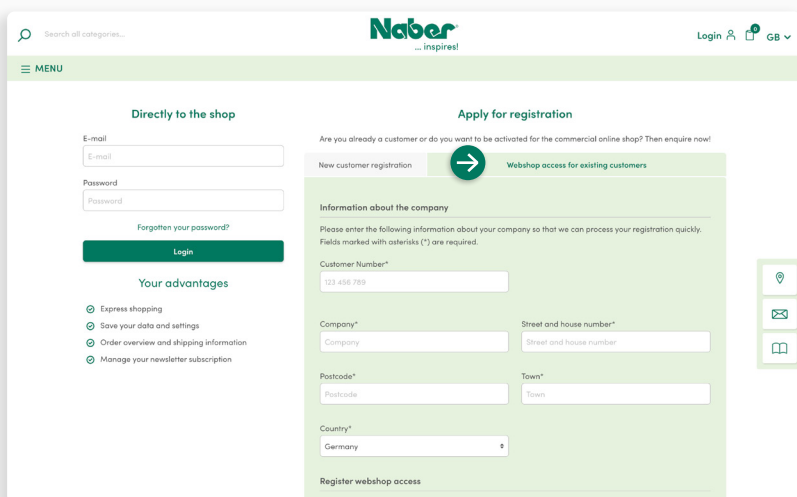
After successful checking, you will receive a **confirmation by e-mail**. If you have also opted for access to the webshop, you can then get started straight away.

1.2

# Registration Existing Customers



You are already a Naber dealer and now wish to apply for access to the Naber webshop? Open the drop-down menu **REGISTER** and select the item **Register** under **My Account**.



Now select the tab **Webshop Access for Existing Customers** and enter all the requested information for the application.



Salutation\*  
Not specified

First name\*  
First name

Last name\*  
Last name

New e-mail address\*  
e-mail address

E-mail confirmation\*  
Repeat e-mail address

Password\*  
Password  
The password must be at least 10 characters long.

Password confirmation\*  
Confirm password

By selecting continue you confirm that you have read our data protection information and accepted our general terms and conditions\*

Register now

**Naber**  
... inspires!

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Company  
About Naber  
Career and training  
Trade fairs  
Awards  
Memberships  
Press

Service  
Magazine  
Store locator  
FAQ  
Video library  
Downloads  
Catalogues  
PoS systems  
Niche rear wall configurator

Webshop  
Sinks  
Faucets  
Waste collectors  
Lighting technology  
Sockets  
Supporting elements  
Cabinet equipment  
Niche equipment  
Ventilation technology  
Installation material

To finish, click on **Register Now**.

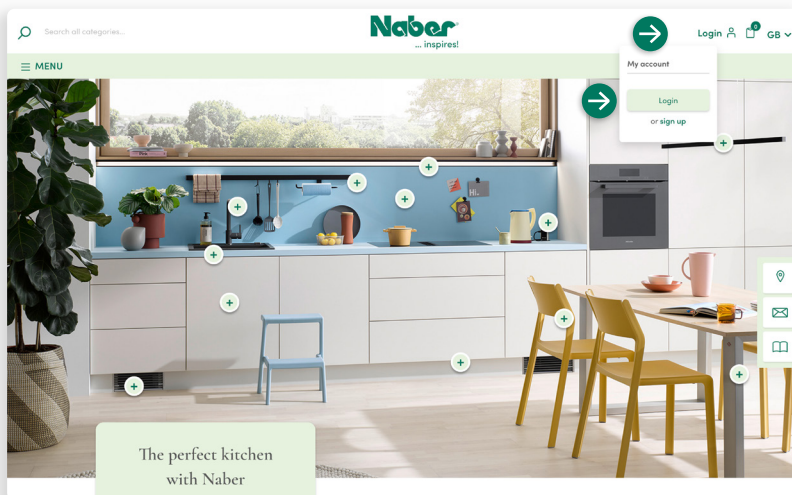


Your customer registration request will now be checked internally. If we have any questions, we will contact you using the **contact details** provided.

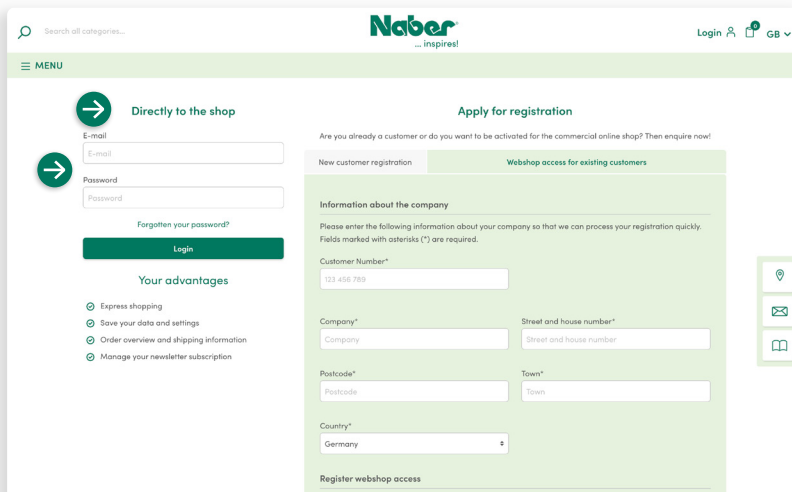
After successful checking, you will receive a **confirmation email** and you can then get started straight away.

## 2.1

# Webshop Customer Login



The webshop login is straightforward. Simply open the drop-down menu **LOGIN** and click on **Login**.

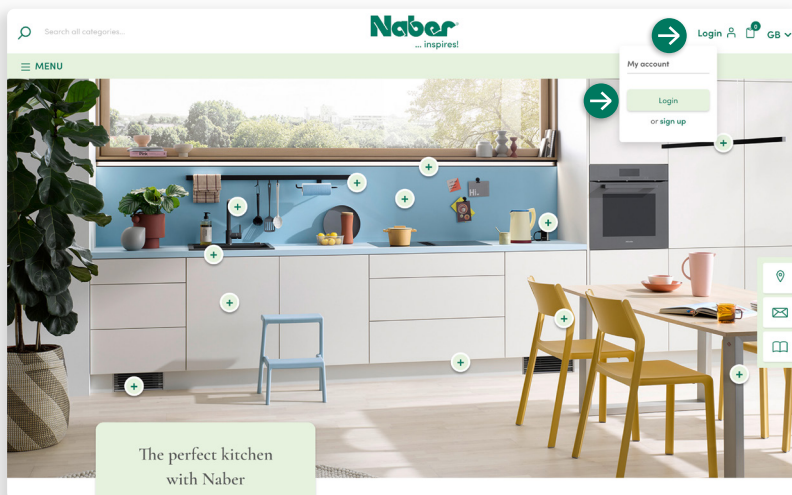


This takes you **directly to the shop**. Please enter your saved e-mail address and your password. Finally, click on **Login** to access your B2B account.



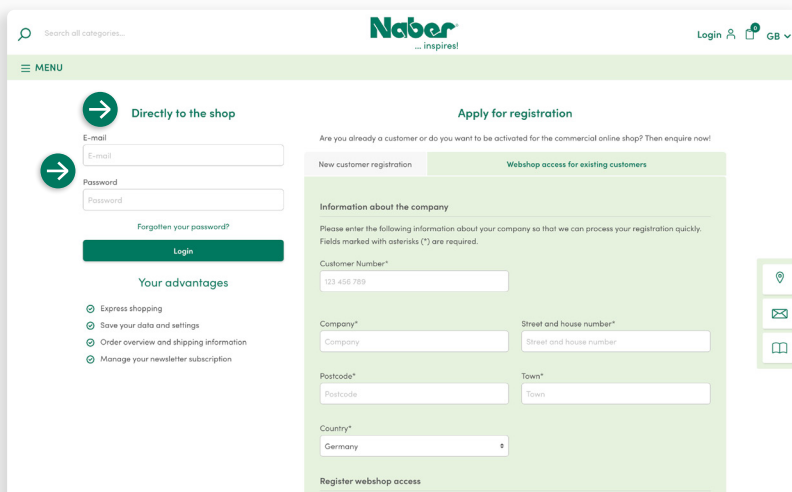
## 2.2

## Field Service Account



## Access to field service account

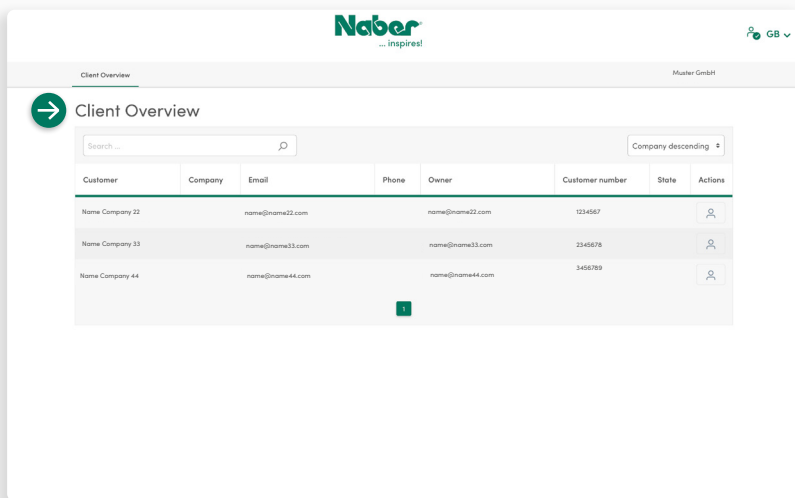
Would you like to access a field service account? Simply open the drop-down menu **LOGIN** and click on **Login**.



Then go **directly to the shop** by entering the e-mail address and password provided. Finally, **click on Login to access your customer overview**.

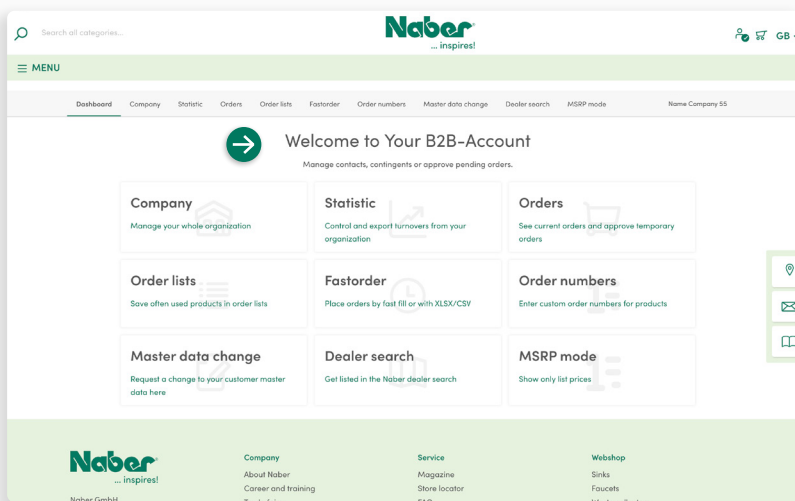






### Customer overview

Here the field staff can select and click on the desired **customer account**.



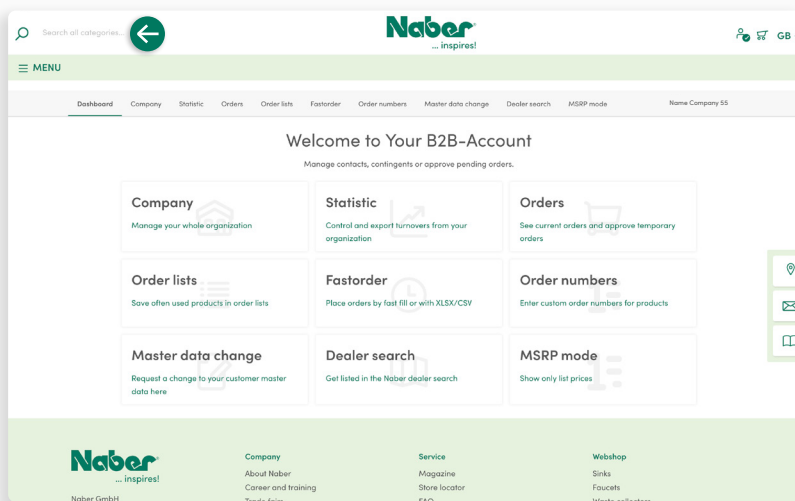
### B2B Function modules

In the B2B account, the sales representative has the same **insights and rights as the client** (main holder of the customer account) in order to be able to support customers individually and accurately.

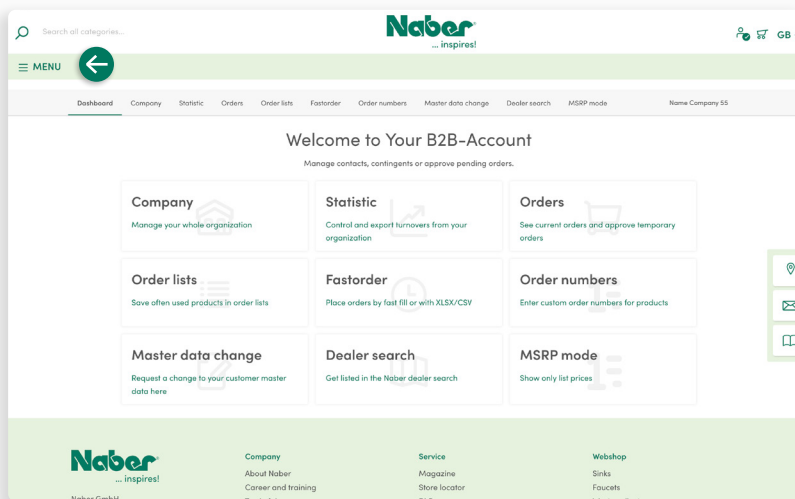


## 3.1

## Order Process

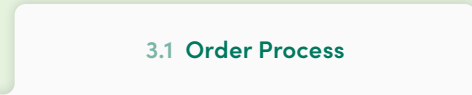
 Search function

You can start the **order process** by using the **search function** to open the desired product page with the help of the product name or the product number. If you enter the product number, you will be taken straight to the desired detailed product page. If you enter a name, you will also be shown similar products or product names on the search results page.

 MENU

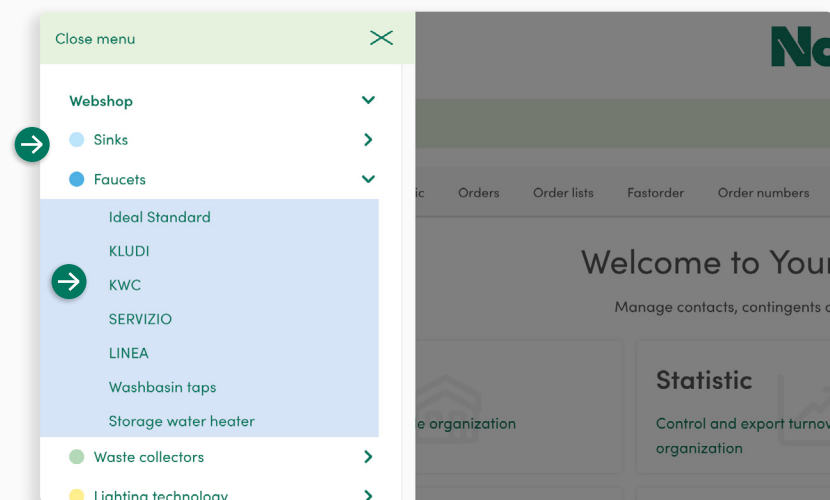
Another way to order products is via the **MENU**.





### Page menu

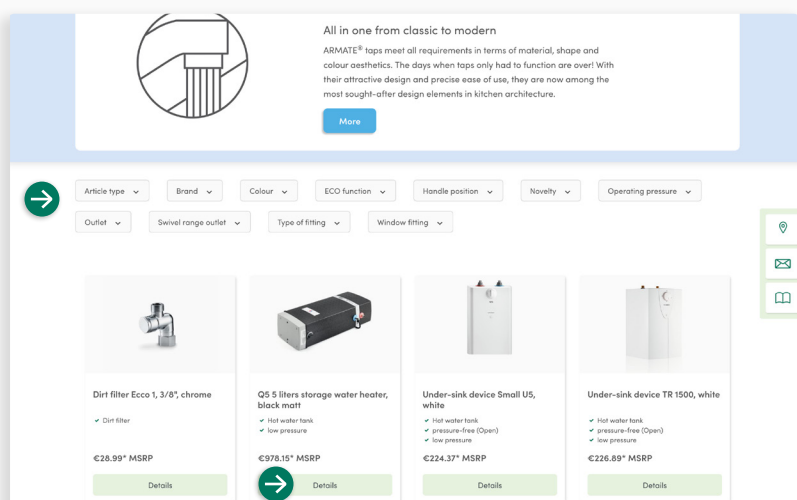
Here you can select the desired product group and display several product subgroups. If you prefer a certain brand or product line, you can also go directly to the desired product group or product subgroup.



### Filter

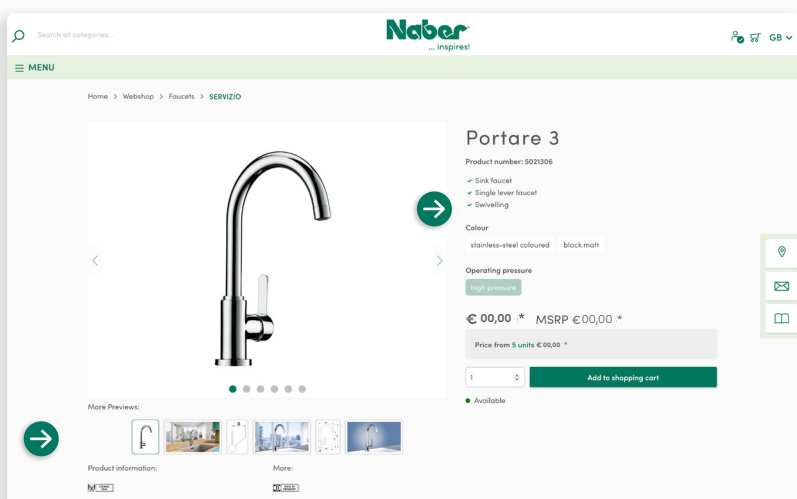
If you do not yet have a specific model in mind, the **filter function** can help you narrow down the display results. For example, you can filter the ARMATE® faucets range by colour, operating pressure or the type of faucet.

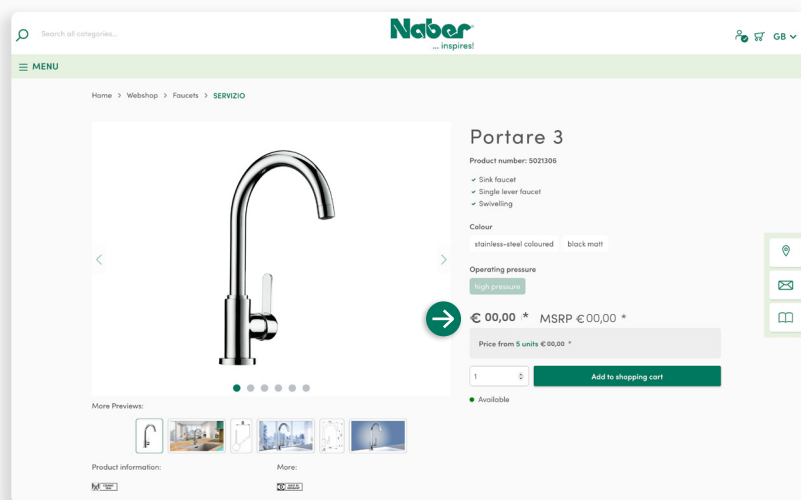
The listing pages are displayed with the **RRP prices**. More detailed price information can be found on the **detailed product pages**. For this, simply open the product page of the selected faucet by clicking on the **Details** button.



### Detailed product page

Here you will find all the important product information such as installation dimensions, assembly instructions, awards etc. and can select the desired version.

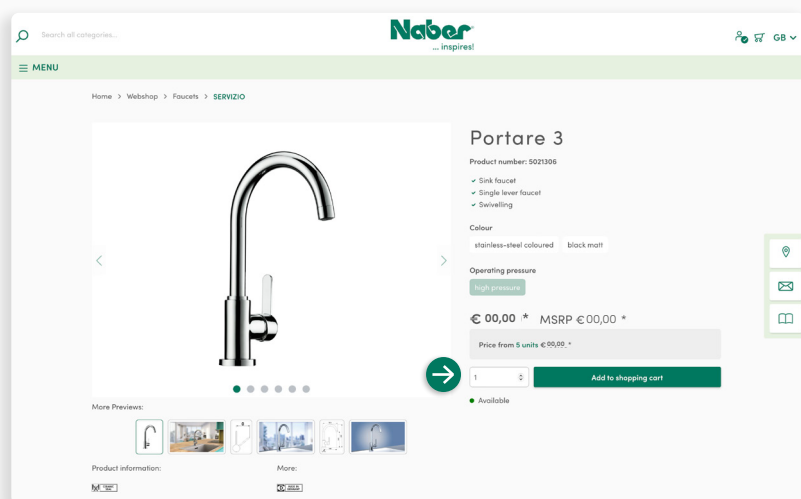




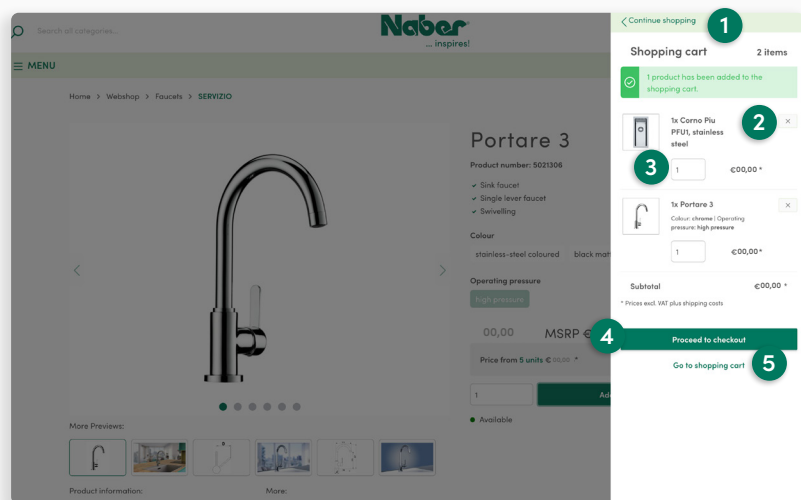
### Price overview

In your webshop account you have the full price overview!

In addition to the RRP, the **customer-specific price** and the next **graduated price** (if available) are displayed. So you can see right away whether it is worth ordering a larger quantity of the product and putting it in stock.



Select the desired quantity and simply click on **Add to Basket**.

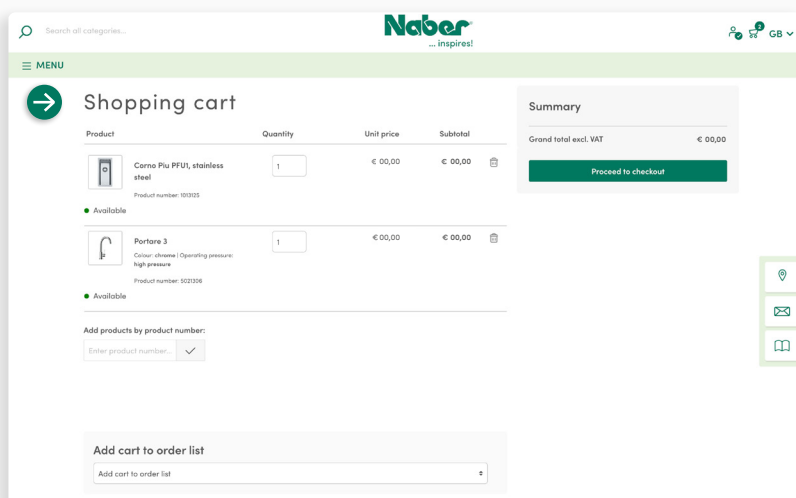


### Preview Shopping Basket

A **preview** of the shopping basket is now displayed on the right-hand side. You can now select:

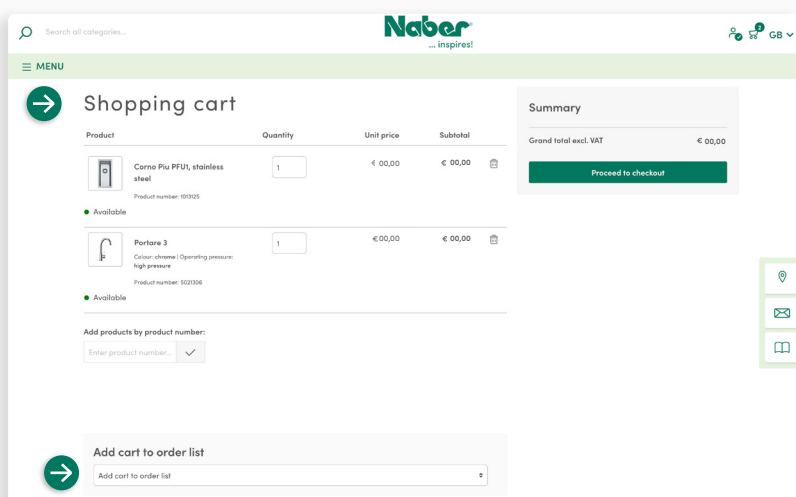
- 1 **Continue shopping**
- 2 **Remove** the product from the basket- by clicking on **x**
- 3 Select the **desired quantity**
- 4 **Continue to the checkout**
- 5 or you can display the **shopping basket**





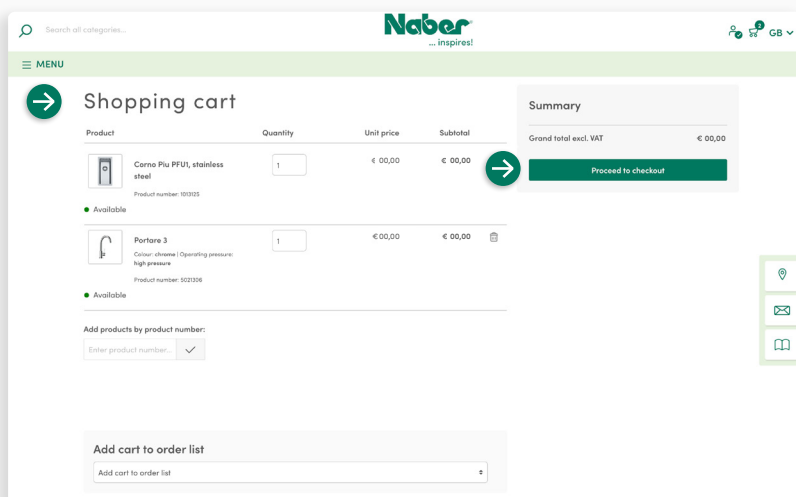
## Shopping basket

Here you also have the option of **adding products by product number**: for example, standard items that you frequently need, or accessories that you wish to add, etc. Simply enter the product number and the product is added to your basket!



## Order lists

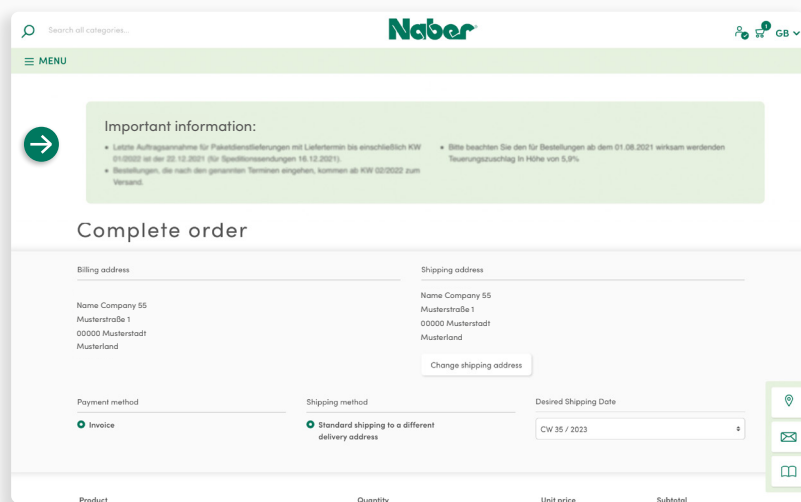
The shopping basket above all offers the option to **create order lists** and thus save the purchase for future (repeat) orders. This saves time when ordering standard items which you want to order regularly and have in stock, or for recurrent projects.



## Shopping basket summary

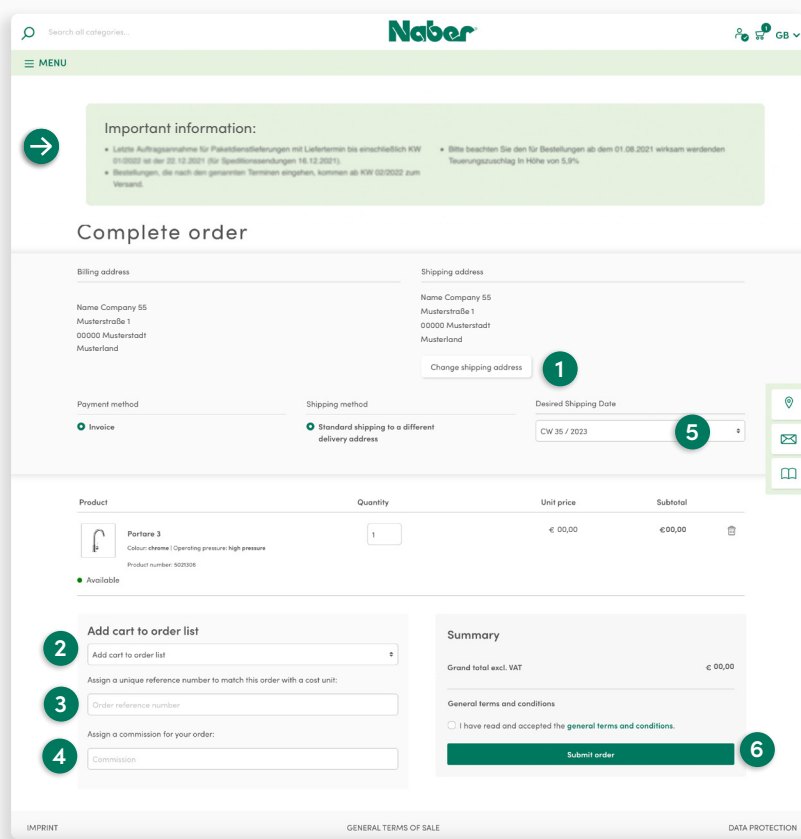
In the **shopping basket** you will see a summary of your order. Once everything has been selected and checked, click **Continue to Checkout**.





### Important information in the checkout area

In the checkout area you will find **important information**, such as on order acceptance and delivery times on public holidays.



### Completing your order

#### 1 Select delivery address

You can enter **standard delivery addresses** (master addresses). **Additional deviating addresses** have to be created in advance (via B2B account/company/delivery address) so that they can be selected here. The master addresses can only be changed by Naber. (See Page 32)

#### 2 Order list

The items in the shopping basket can be **added to an order list**. This makes it easier to reorder quickly. (See page 26)

#### 3 Order reference

Here you can enter an individual **reference number** so that your order can be efficiently assigned internally.

#### 4 Commission

Here you can create a **commission** so that your order can be conveniently organised internally.

#### 5 Desired delivery date

Please enter the **desired delivery week** for the order here.

#### 6 Buy now

Click to complete the **binding order process with payment obligation**.

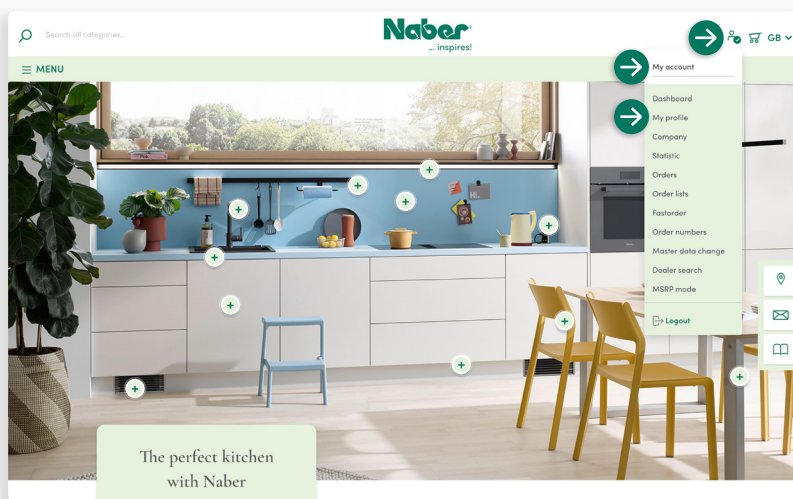




You will receive an **order confirmation by e-mail** to the e-mail address you have entered. After checking the order, we will send you an order confirmation. The goods will be delivered to the chosen address on the **desired delivery date**.

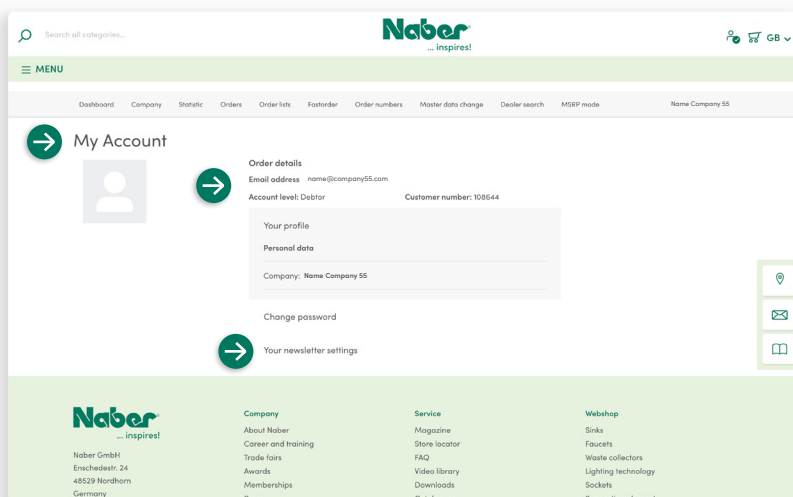
## 4.1

## Customise personal profile



## Personal profile

Log in. Open the drop-down menu **My Account** and go to **Personal Profile**.



## Settings

In the area **My Account** you can customise your salutation, first and last name, change your **email address** and set a new password. You also have the option to sign up for the **newsletter**.

Click on **Save Changes** to save your entries.



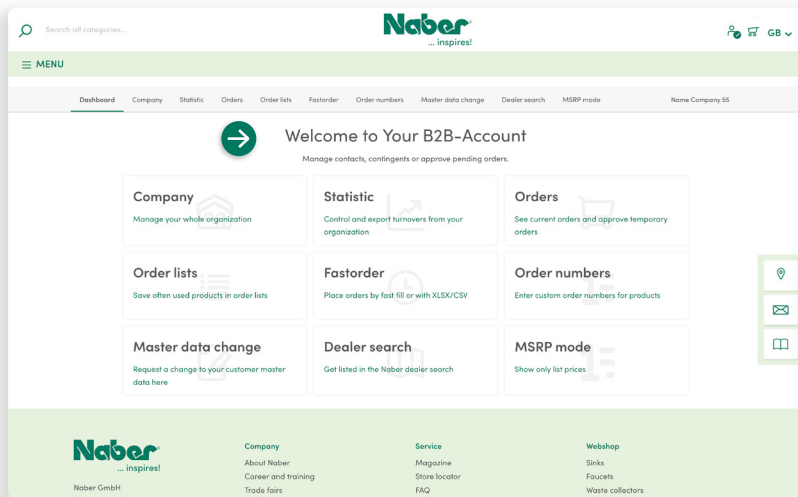


## 4.2 B2B Dashboard



### Access

Log in. Open the drop-down menu **My Account** and click on **Dashboard**.



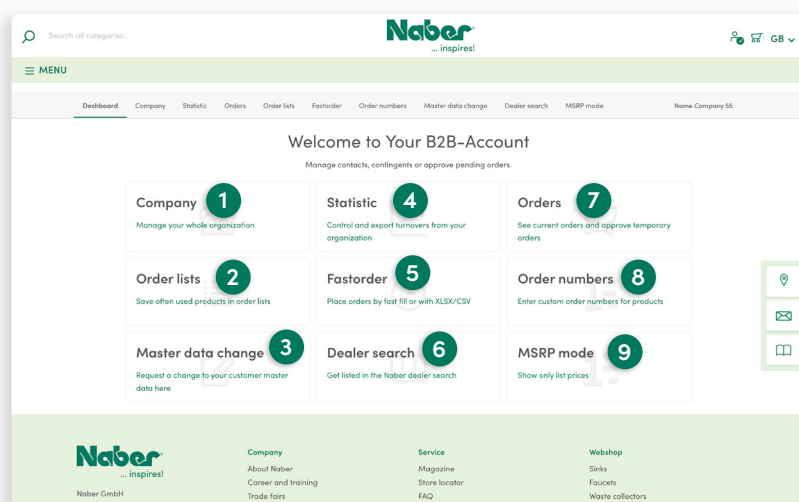
### B2B dashboard

You are automatically taken to your **B2B account**. There you will see the **B2B dashboard**, the administration platform with all available **B2B function modules**.



## 5

## B2B Function Modules



## B2B function modules

The **overview in the B2B dashboard** shows all the functions available to the logged-in user. The client (main holder of the customer account) can create additional contacts (sub-accounts for employees) in the Company area. For an optimal, uncomplicated start to your Naber B2B account, the **easy mode** is activated. If you would like to make use of the advantages of an **extended account**, please see the notes on **page 21**.

### 1 Company

In the Company area you can manage additional contacts (incl. webshop access) and delivery addresses and also view your invoice address.

### 2 Order lists

Order lists allow easy planning of future or regular orders.

### 3 Change master data

In this area you can submit a request to change your master data at Naber, e.g. if your company has moved.

### 4 Statistics

In the statistics you will find filterable evaluations of the orders placed.

### 5 Quick order

With the quick order you can add many products to your shopping basket with just a few clicks.

### 6 Find a dealer

Here you can apply to be listed in the Naber dealer search.

### 7 Orders

Here you can find overviews of the orders placed and view the status changes of the delivery.

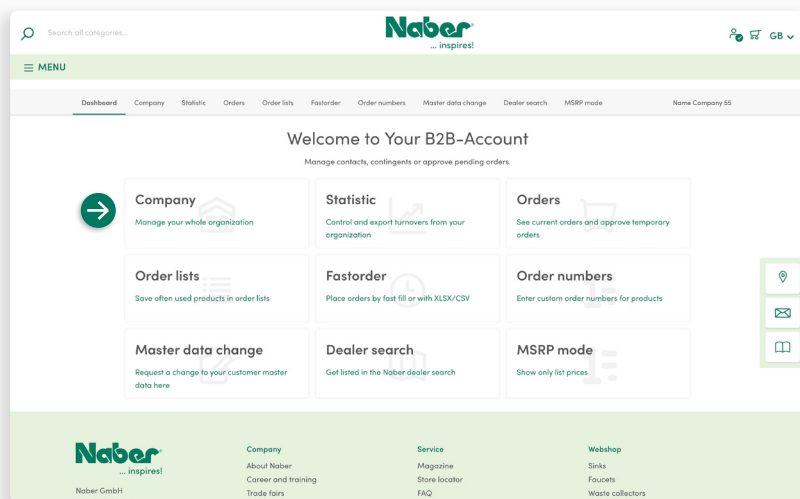
### 8 Order numbers

This section allows you to create and manage your own order numbers for the shop products.

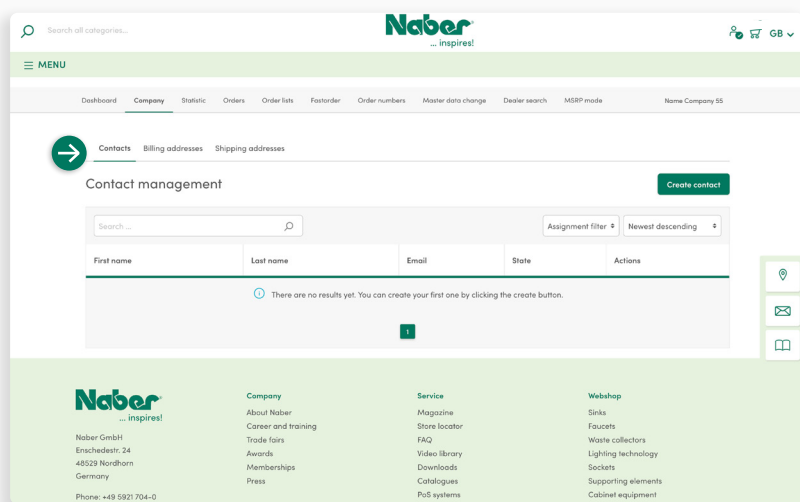
### 9 MRSP mode

If you activate this setting, e.g. for a customer consultation, only the RRP prices are displayed.

# 5.1 Company



Select the **Company** function module on your **B2B dashboard** to get full access to all related functions.

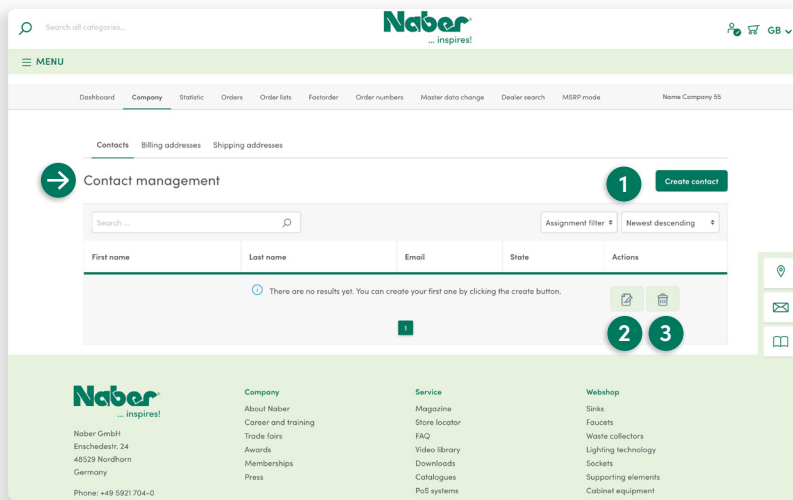


## Company

In the **Company** area you have the option of setting up **additional contacts with access** to your Naber webshop account. You can also view the **invoice address** (master data) and the saved standard **delivery addresses** here.

Under the menu item Delivery Address you can also create **additional delivery addresses** which can then be selected during the ordering process.





## Contacts

Contacts receive their own Naber Shop account, which can be used, for example, to place orders.

### 1 Create contact

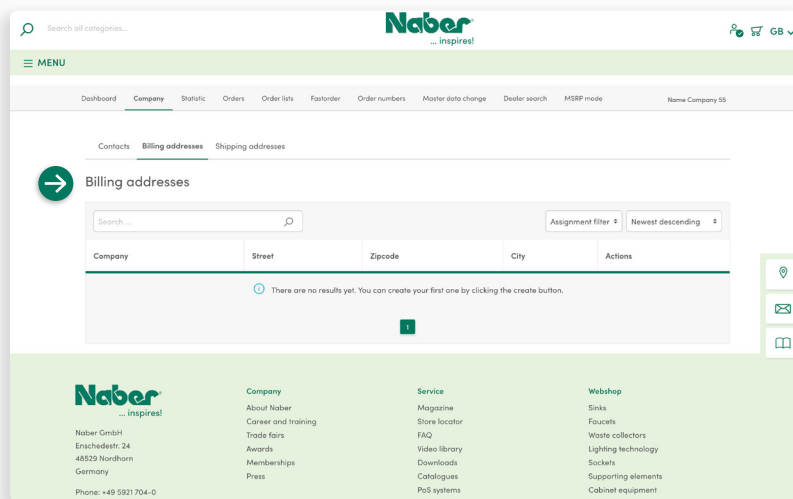
Click to open the screen to create another account.

### 2 Pencil button

Click to open the screen to edit an existing contact.

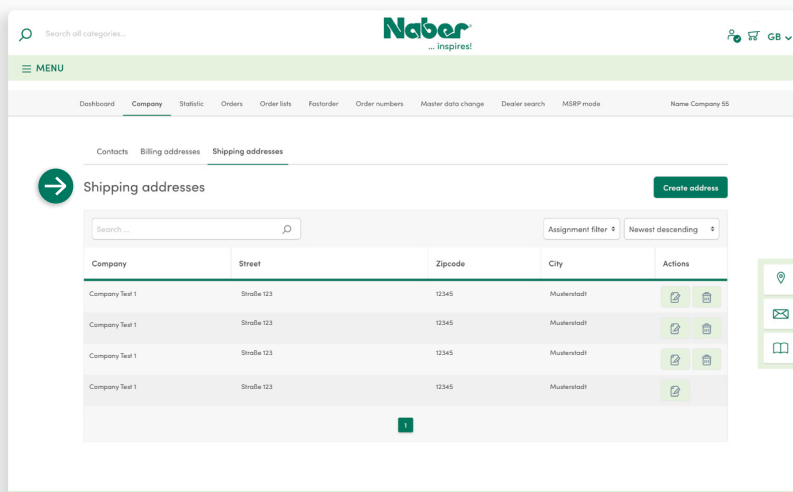
### 3 Recycle bin

Click to delete a contact



## Invoice address

You can only enter **one standard invoice address** for the **entire company**. The address is taken from the **master data**. A change has to be requested and then carried out by Naber.



## Delivery addresses

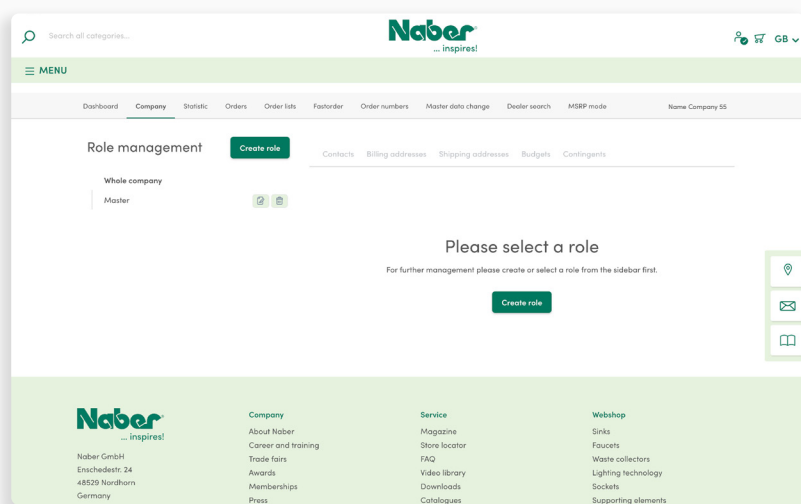
Here you can see your **stored standard delivery addresses**. These addresses are part of the so-called master data and cannot be changed directly by you. (See Change master data p. 32)

However, it is possible to **store additional delivery addresses** here. These addresses can then also be selected in the ordering process. (However, selecting them in the ordering process may incur shipping costs).



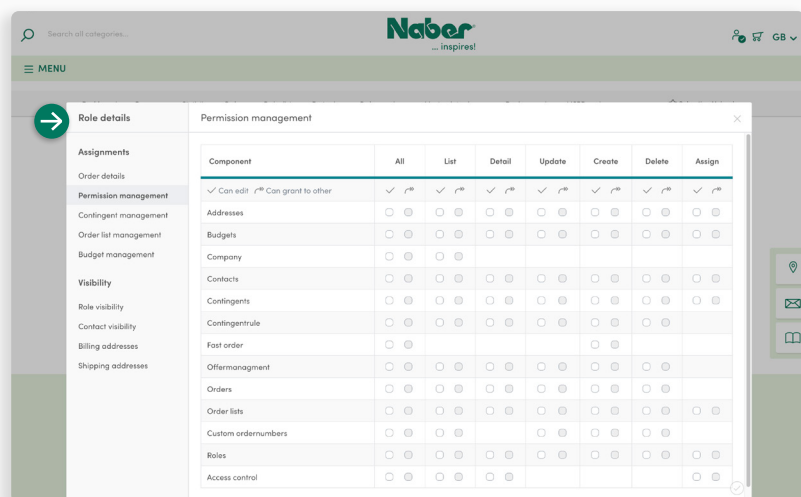
## 5.2

# Extended Customer Account



### Extended customer account

Here you have even more options for representing your **company structure**. In addition to the functions provided by the easy mode customer account, the extended customer account allows you to perform a **comprehensive allocation of rights**, including the **creation of roles** (employees' areas of responsibility), **budgets** and **quotas**.

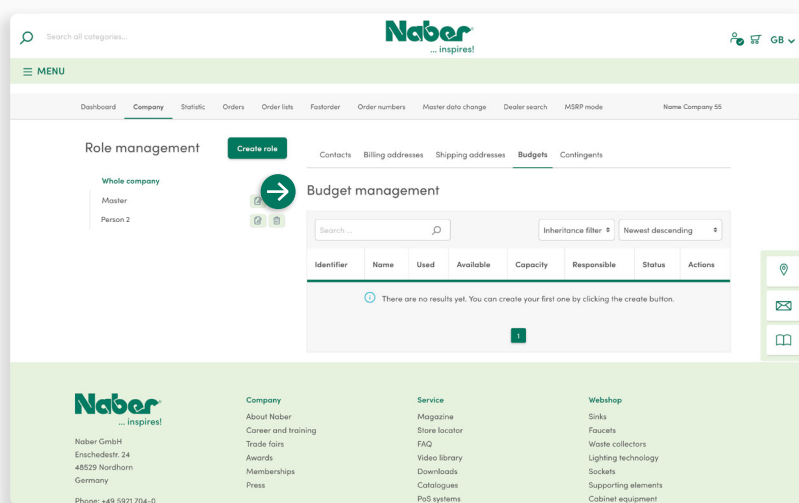


### Roles

Roles serve to simplify the configuration, especially with a larger number of contacts. For this purpose, **authorisations, addresses, budgets and quotas** can be assigned to the roles and the individual contacts can then be allocated to a role.

The contact then "inherits" the settings of the role. It is therefore not necessary to carry out the entire configuration for each contact individually.

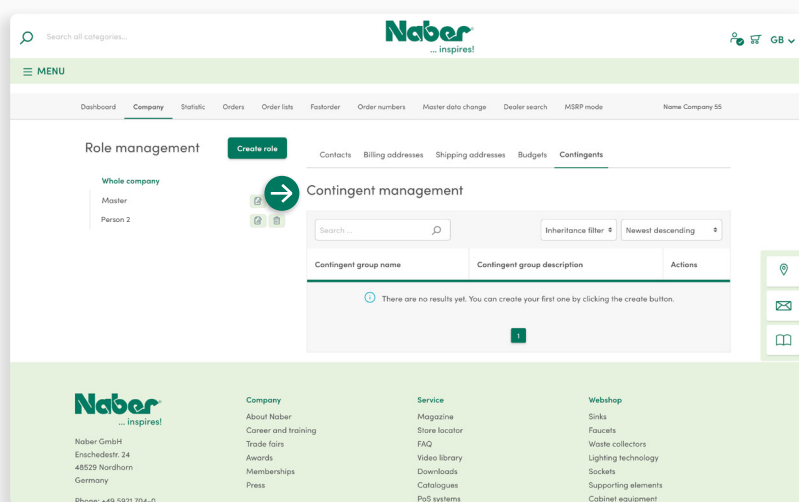




## Budgets

Budgets can be used to define how much money certain **roles** (contacts) are allowed to spend in a **definable period** before the order has to be cleared by a higher instance.

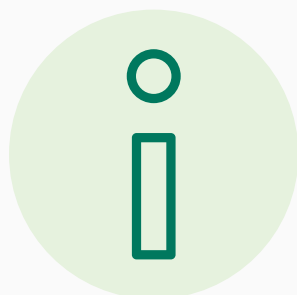
The organisation of the clearance can be efficiently carried out with the **extended customer** account.



## Quotas

**Restrictions** for orders can be made by quotas. For example, the number of products that can be ordered per order can be specified or certain categories can be excluded. Orders that cannot be carried out directly due to restrictions by quotas **require approval by a higher instance.**

The organisation of the clearance can be efficiently carried out with the **extended customer** account.



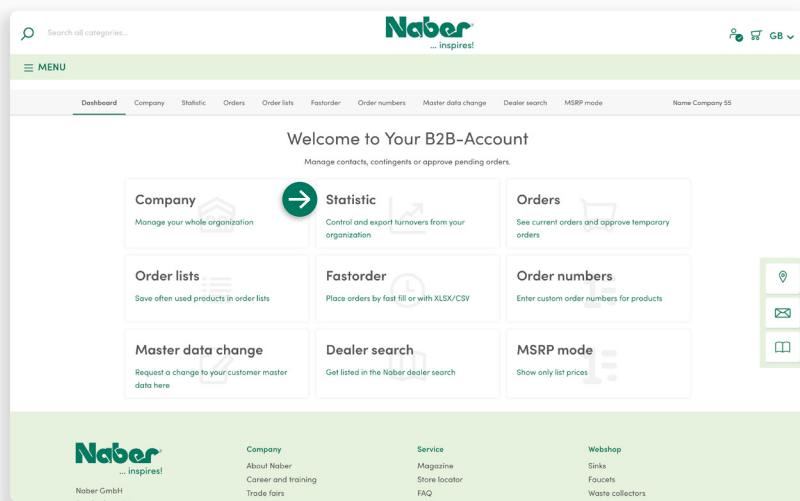
In order to use the extended customer account, **comprehensive knowledge of the customer account management of Shopware is necessary.** We therefore recommend that you familiarise yourself with the Shopware documentation and functions beforehand.

[-> To the Shopware documentation](#)

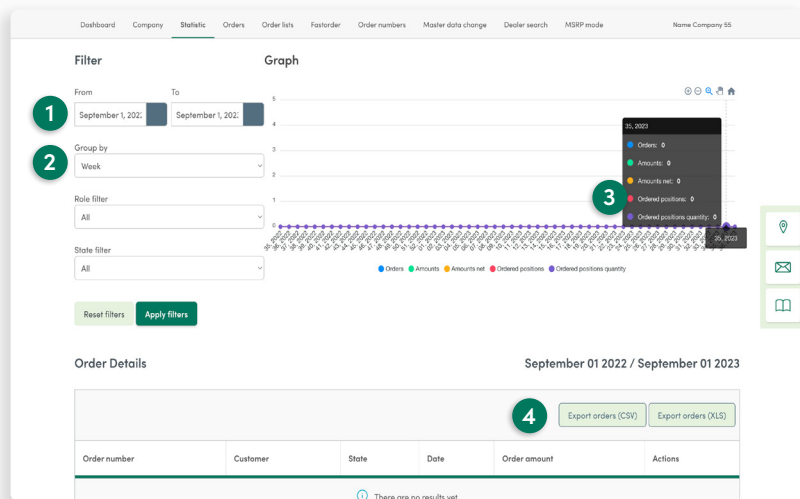
If you would like to use these functions, **please contact your Naber sales team.**

Important: It is not possible to switch back to the normal customer account (easy mode)!

## 5.3 Statistics



Select the **Statistics** function module on your B2B dashboard to get full access to the analysis and export of your sales.



**1 Date selection**  
Here you define the period for which the data is to be analysed.

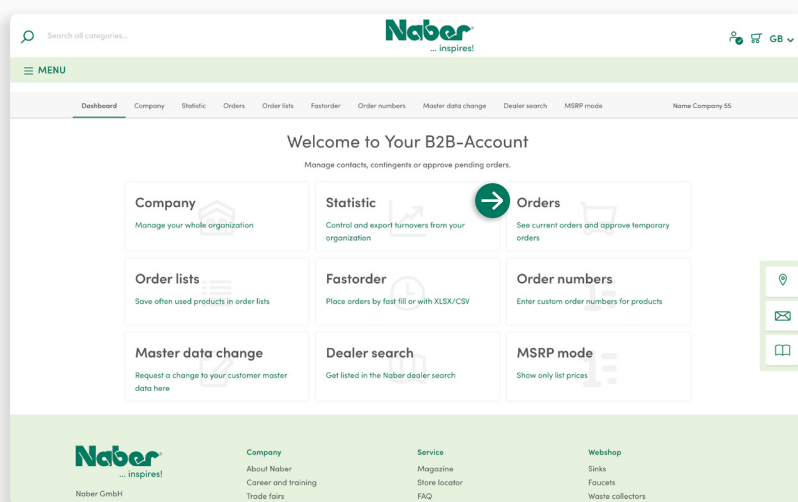
**2 Grouping**  
Decide whether the diagram is to be displayed in weeks, months or years.

**3 Pop-up info**  
For more details, simply move the mouse over the graph.

**4 Export**  
The orders are listed in an overview. You can export this in the file formats CSV or XLS.

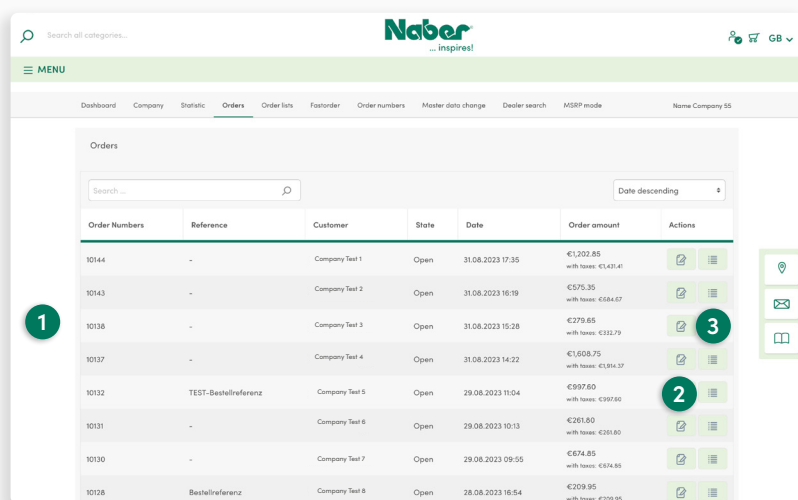


## 5.4 Orders



Select the function module **Orders** on your B2B dashboard to view an **overview of the existing orders** as well as an **order history**.

Open (shipped) orders can be tracked here. Click on the **tracking link** (UPS) to find the **current delivery status**.



### 1 Overview

Here you can see the relevant information on the orders already placed at a glance.

### 2 Pencil icon

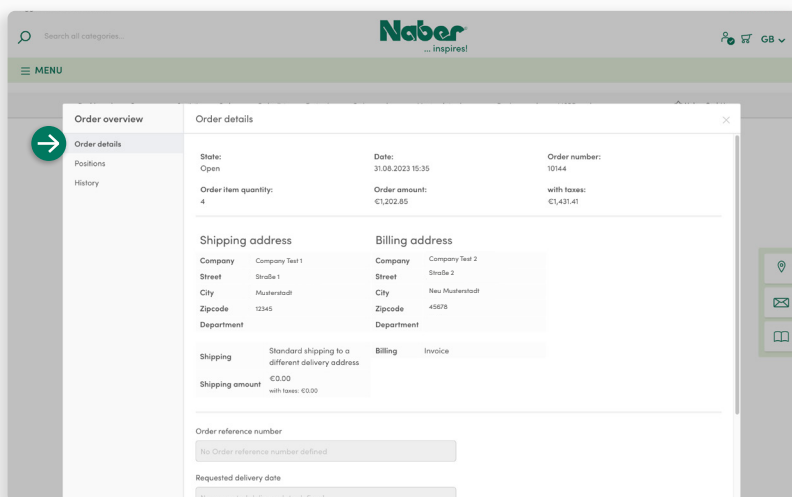
Here you can access and view the order details such as invoice and delivery details as well as the products ordered.

### 3 List icon

Here you can create an order list from the respective order, which you can quickly add to the shopping basket in future.



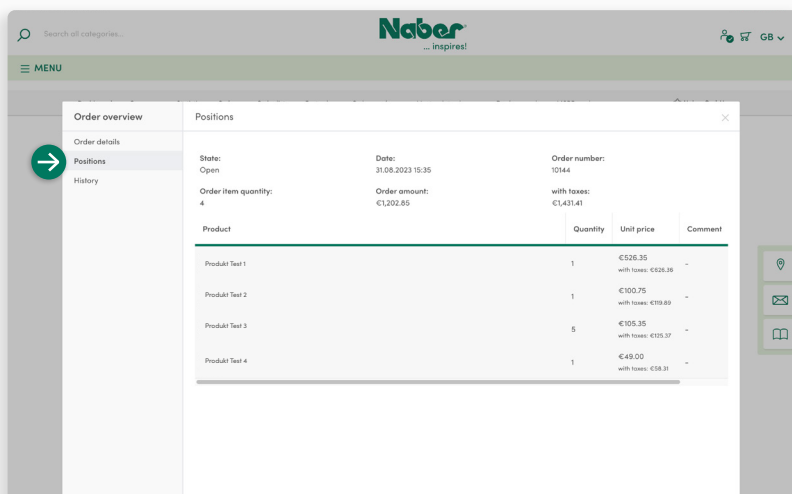




## Order details

For a better overview, the order details are divided into several sections under **Edit Order**.

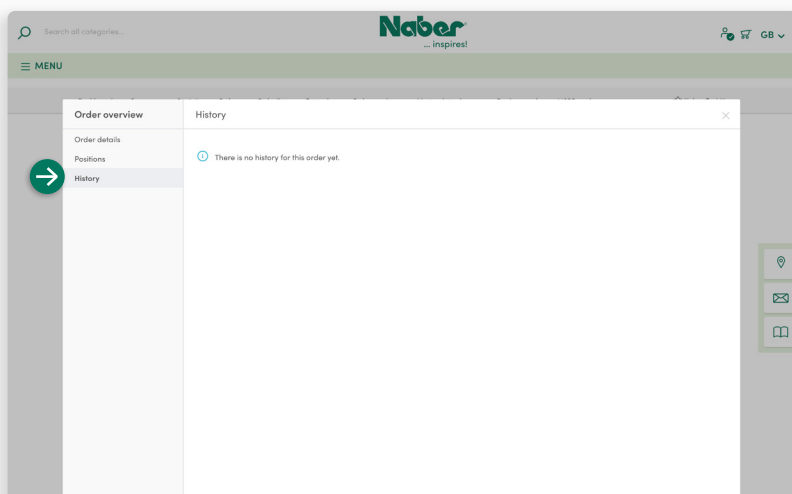
The order details show the general information about the delivery and invoice.



## Products

Here you can see the products included in the order.

This area is for a **detailed product overview** and cannot be edited.

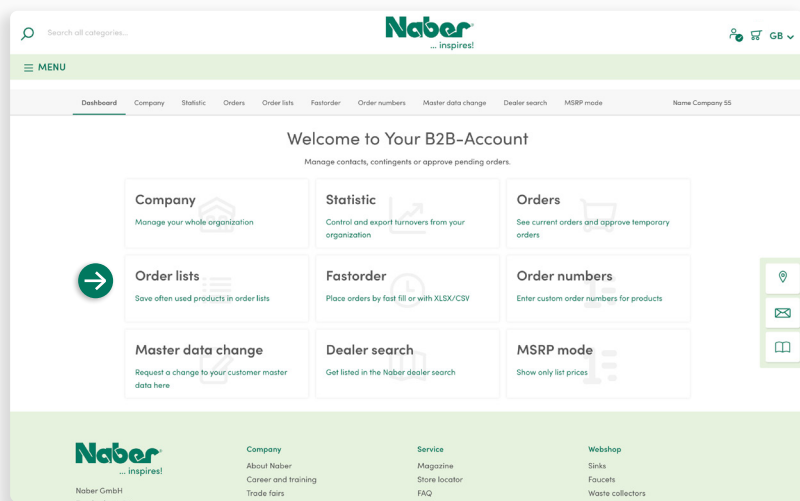


## History

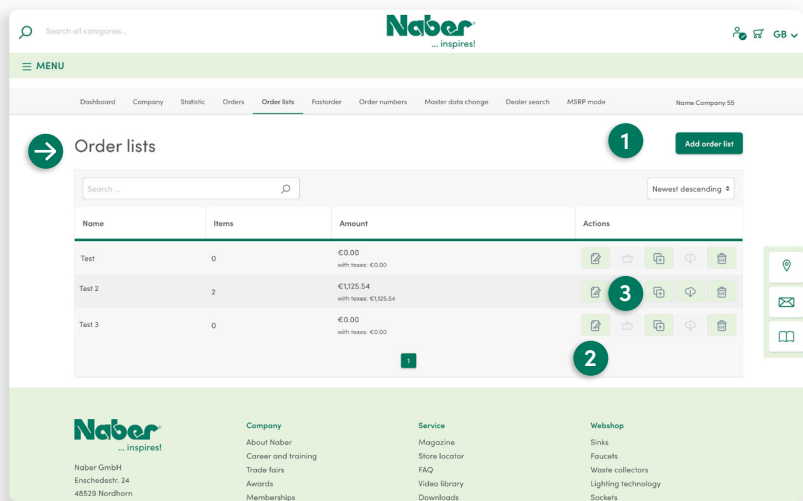
In the History area, **status changes to the order** are documented. For orders that have already been carried out, you have the option of **adding a comment**.



# 5.5 Order lists



Select the category **Order Lists** on your B2B dashboard to easily plan different orders or to access frequently needed products more easily.



## 1 Create order list

Here you can create a new order list.

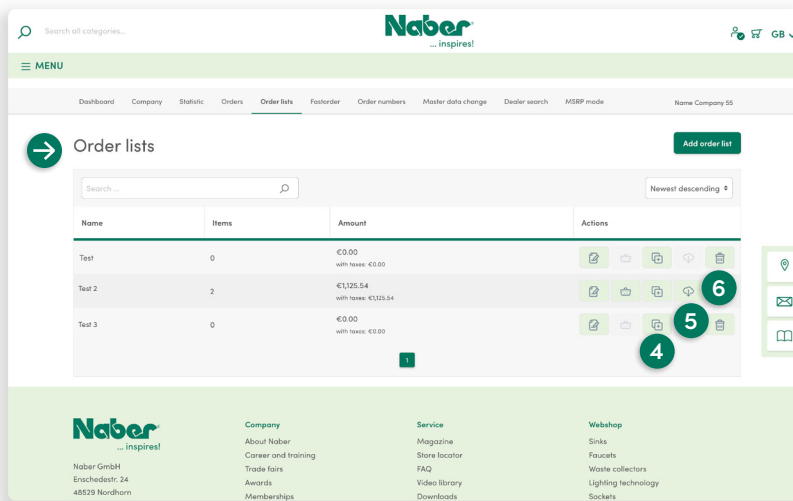
## 2 Pencil icon

Here you can manage existing order lists. (See Edit Order List on [p. 27](#))

## 3 Shopping basket

Here you can place products from the order list straight into the shopping basket.





**4 Plus icon**

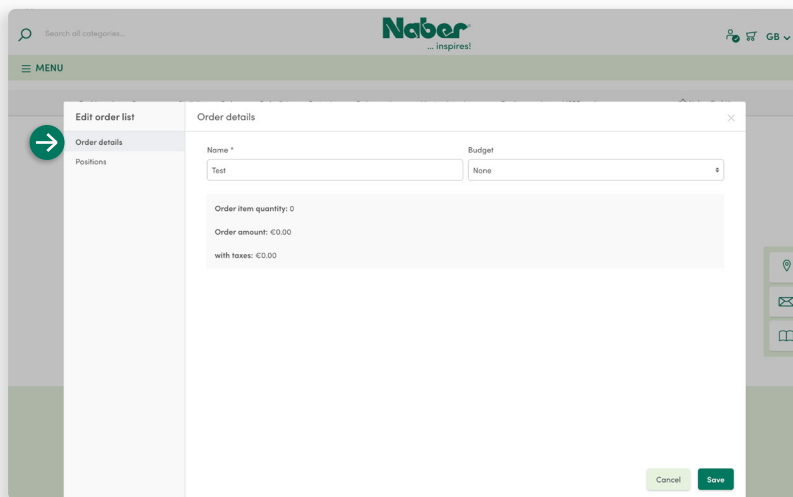
To duplicate an order list, please click here.

**5 Cloud icon**

Click here to **export order lists** with products as a **CSV file**. A comma is used as a separator. The file contains information on product number and quantity. This format is also used for quick ordering.

**6 Recycle bin**

Here you can delete order lists that are no longer required.

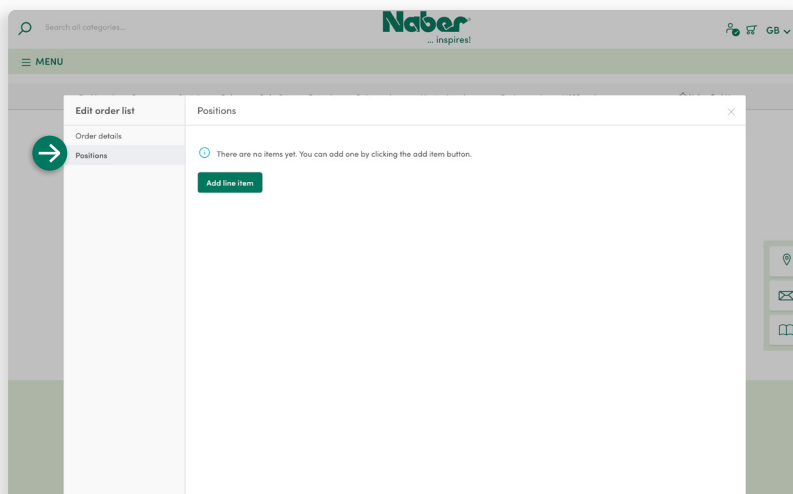


**Edit order list**

For a better overview, the order details are divided into several sections.

**Order details**

The order details show the general information as well as details and pricing. Here you can also create the **name** of a new order list.

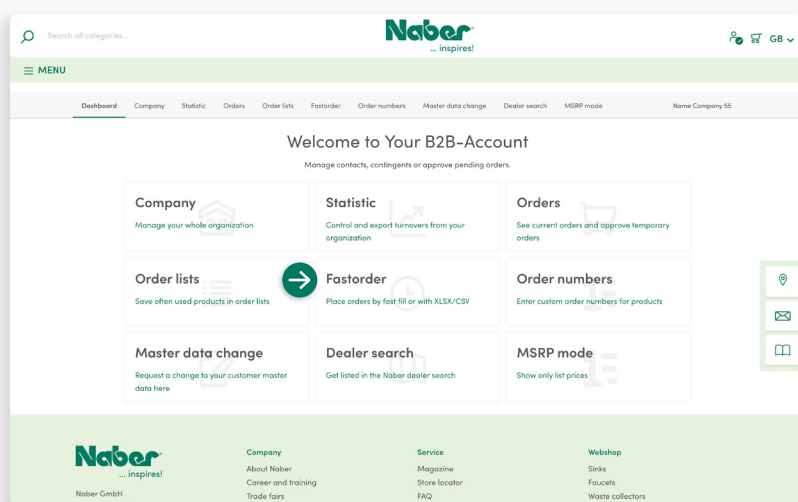


**Products**

Here you can see the products already included in the order list. You can **add new items**.

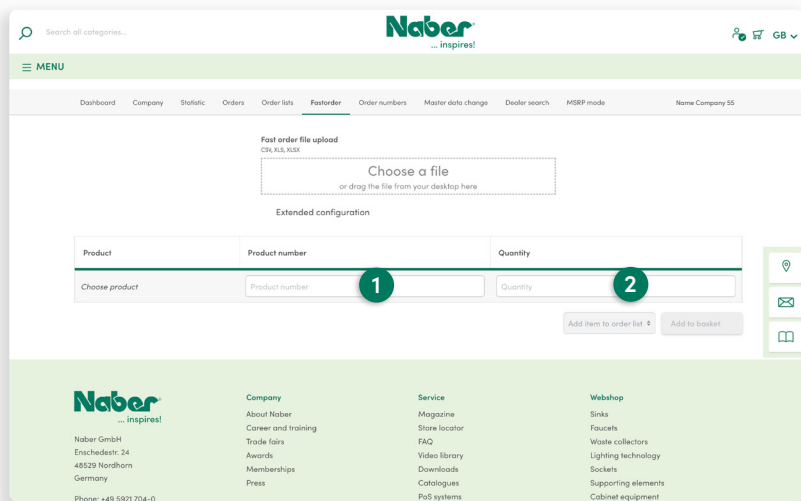


# 5.6 Fastorder



Select the category **Fastorder** on your B2B dashboard to add products with their respective data product number and quantity to the shopping cart or an order list.

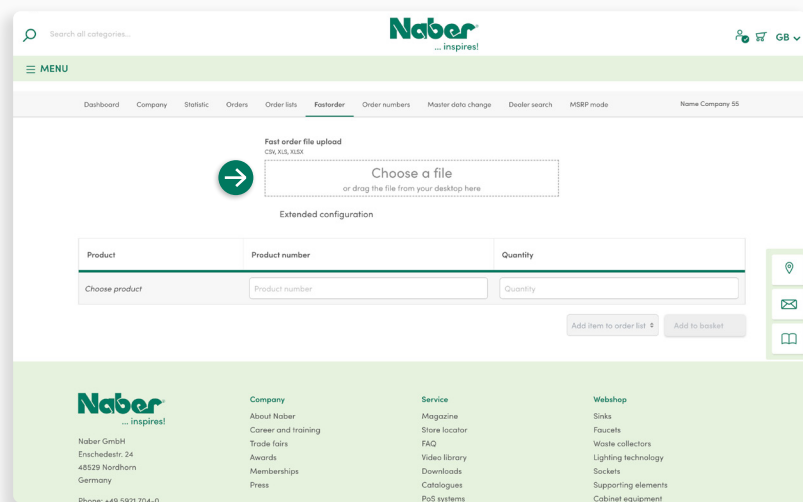
This is possible either directly via a simple input screen or by importing a file.



## Manual input

- 1** In the **input screen**, simply enter the **product number** and the desired **quantity**.
- 2** As soon as there is at least one product in the list, the functions for **adding to an order list or to the shopping basket** are available.





## File upload

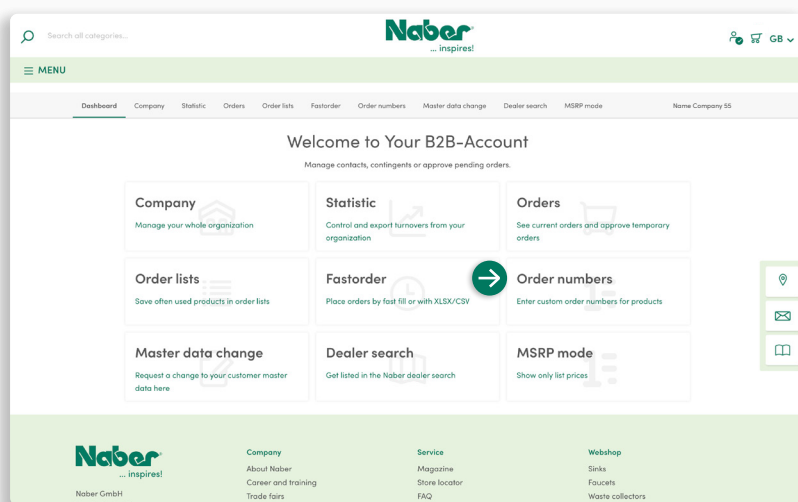
Products can be added from a prepared file (**CSV, XLS, XLSX**) by **drag & drop**. You can also access the file via a selection screen. For this, simply click with the mouse in the selection window.

**As standard, the file is structured as follows:**

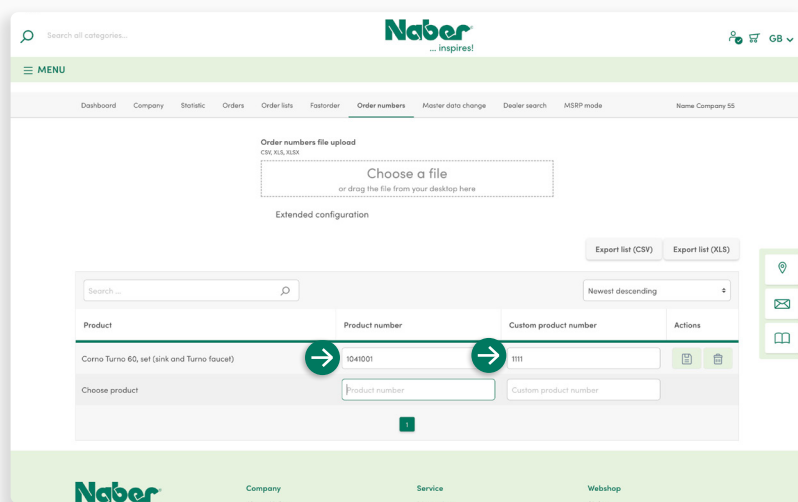
The product numbers are entered in the first column, the desired quantity in the second column. A comma is used as a separator.



# 5.7 Order Numbers



Select the category **Order Numbers** on your B2B dashboard to enter your **own order numbers**. Your own order numbers can then be used in parallel to the **standard order numbers** from the webshop. You can either enter the order numbers **manually** via the list or **import a prepared file**.

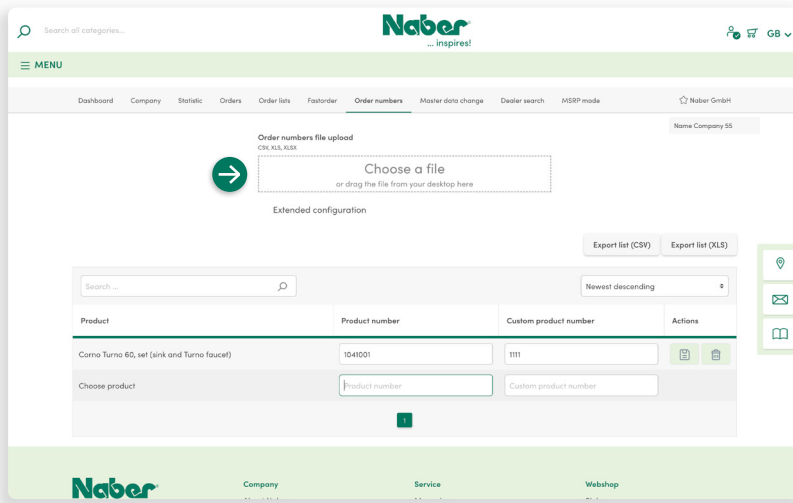


## Manual input

In the input screen, simply enter the **Naber webshop product number and your own desired product number**. Once you have added a product number, a new line appears for entering another number.

The entries are saved automatically.

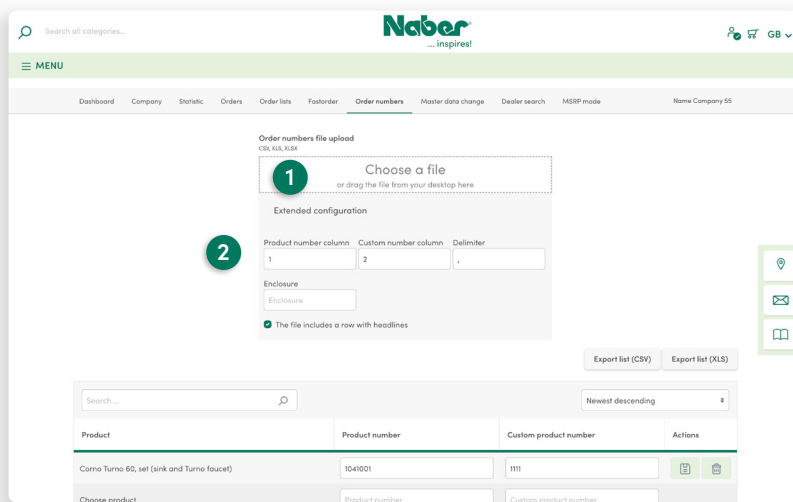




### Upload function

Especially with **larger amounts of data**, it can be easier not to enter all the data manually. The upload function can be used for this purpose. The numbers can be conveniently **imported** from a file (CSV, XLS, XLSX).

The structure of the file is simple. The **standard order number** is entered in the first column, your **own order number** is entered in the second column.

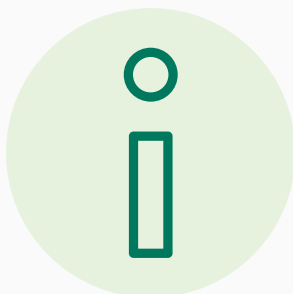


#### 1 File upload

Numbers can be added from a prepared file (**CSV, XLS, XLSX**) by **drag & drop**. You can also access the file via a selection screen. For this, simply click with the mouse in the selection window.

#### 2 Advanced settings

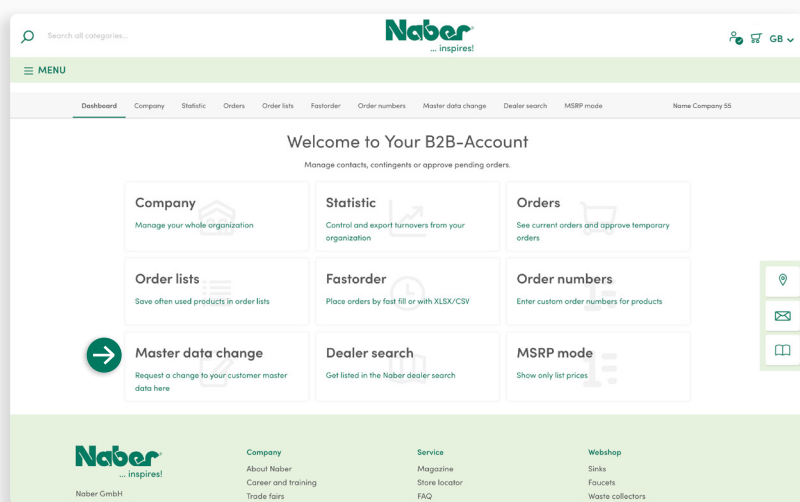
For files with a different structure, you can specify in which columns the Naber webshop product number and your own product number are entered and which separator is to be used.



When importing a file, there is no automatic extension. If there are already assignments for your own product numbers, **an export has to be carried out beforehand in order to expand the list without loss by means of the import**. Make the addition in this exported file and then upload the update again.

5.8

# Change Master Data



The master data can only be changed by Naber. In this area you can request such a change to your master data, e.g. if your company has moved.

The master data includes all company-related data such as the invoice address, standard delivery addresses, etc.



**Request change to master data**

Your data stored by us cannot be changed in your web account. You need to request a modification of your master data using the form below. After reviewing this request internally, we then change the master data. The master data includes all company-related data such as the billing address and fixed delivery addresses, contact persons.

If we have any questions regarding your request, we will contact you without delay using the telephone number and/or email address provided.

**Request change to master data**

Customer Number\*

Street and house number\*

Town\*

First name\*

E-mail\*

Your message\*

Company\*

Postcode\*

Country\*

Last name\*

Telephone number\*

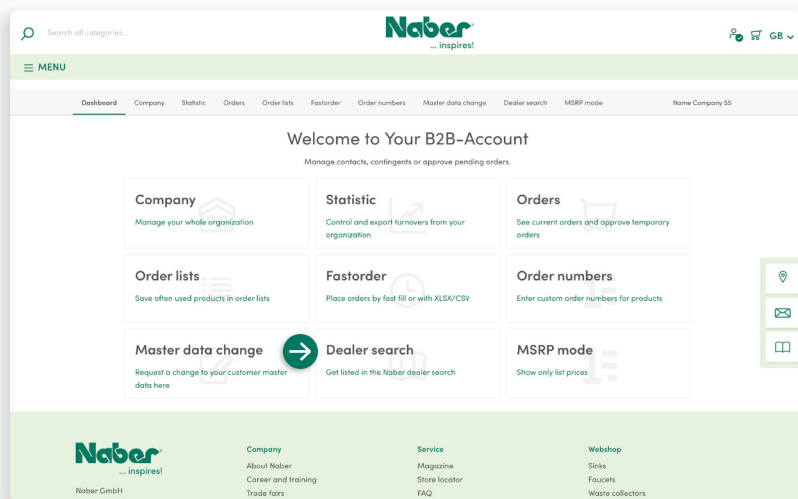
## Request change

Complete the **input screen** with your previous data. In the field **Your message**, indicate which master data you would like to change and state the **new data**.

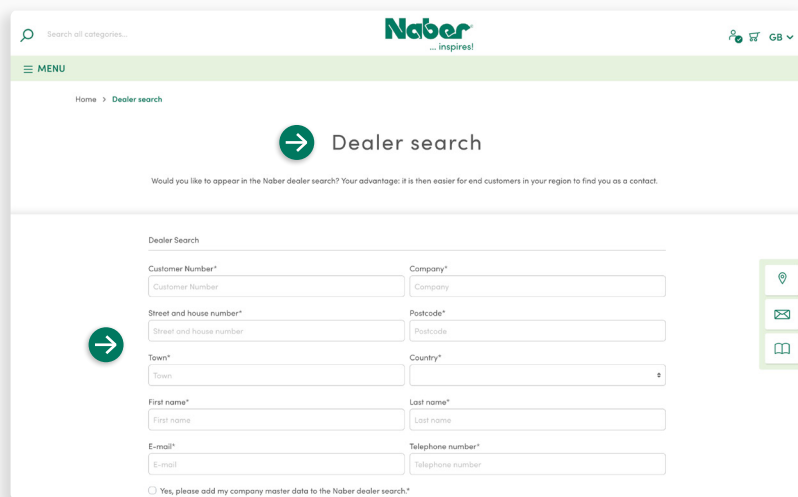




# 5.9 Find a Dealer



Select the **Find Dealer** module on your B2B dashboard to be added to the Naber dealer list. This way you can be quickly and easily located as a specialist dealer.

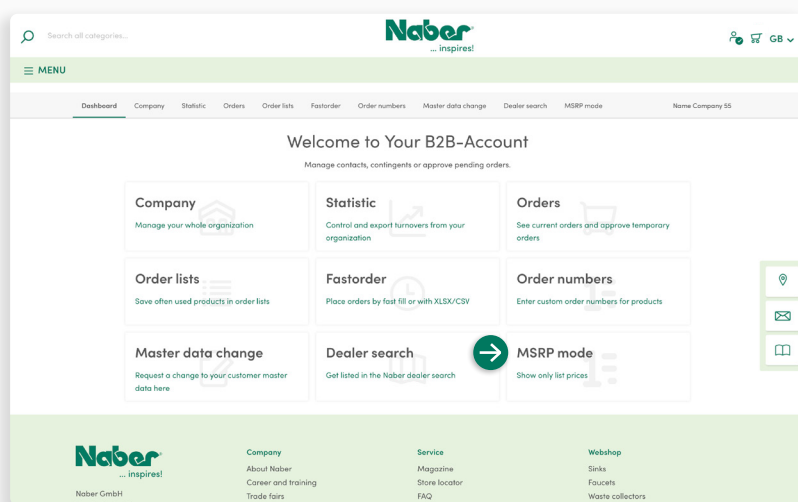


Fill in the **input screen** with your data and click **Submit**.

**All done** - we'll take care of the rest!



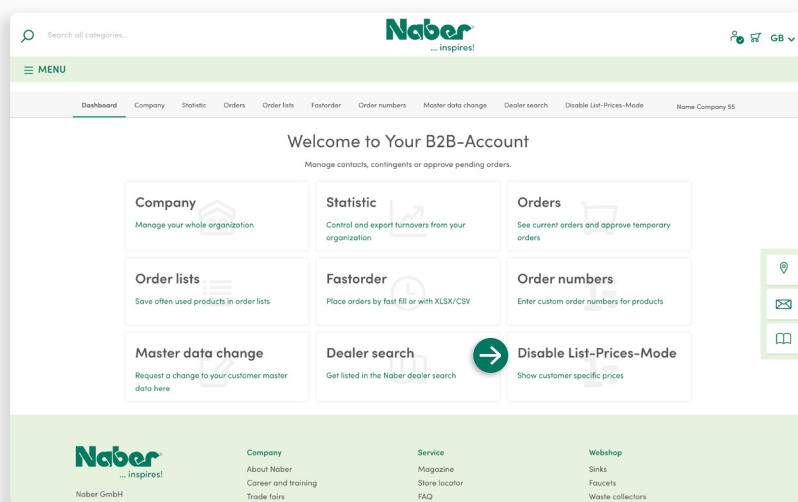
# 5.10 MRSP mode



## Activate MRSP mode

If the RRP mode is activated, only the **MRSP** are displayed **in the webshop** – often a welcome aid for creating an order-related shopping basket during a sales consultation.

To **activate**, click on the item **MRSP mode**.



## Deactivate MRSP mode

Before completing the order, you will be prompted to switch back to the **B2B mode**, where you will see **your specific purchase prices**.

However, it is also possible to deactivate the MRSP mode at any time in your B2B dashboard by clicking on the item **MRSP mode**.

