SIKA ONLINE SHOP INTRODUCTION

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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.

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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

SIKA B2B ESHOP

USER GUIDE

SIKA E-SHOP USER GUIDE

Returning Customer

Login

Forgot your password?

- Login with your username and password
- If you have forgotten your password, you may click the "Forgot your password" 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.
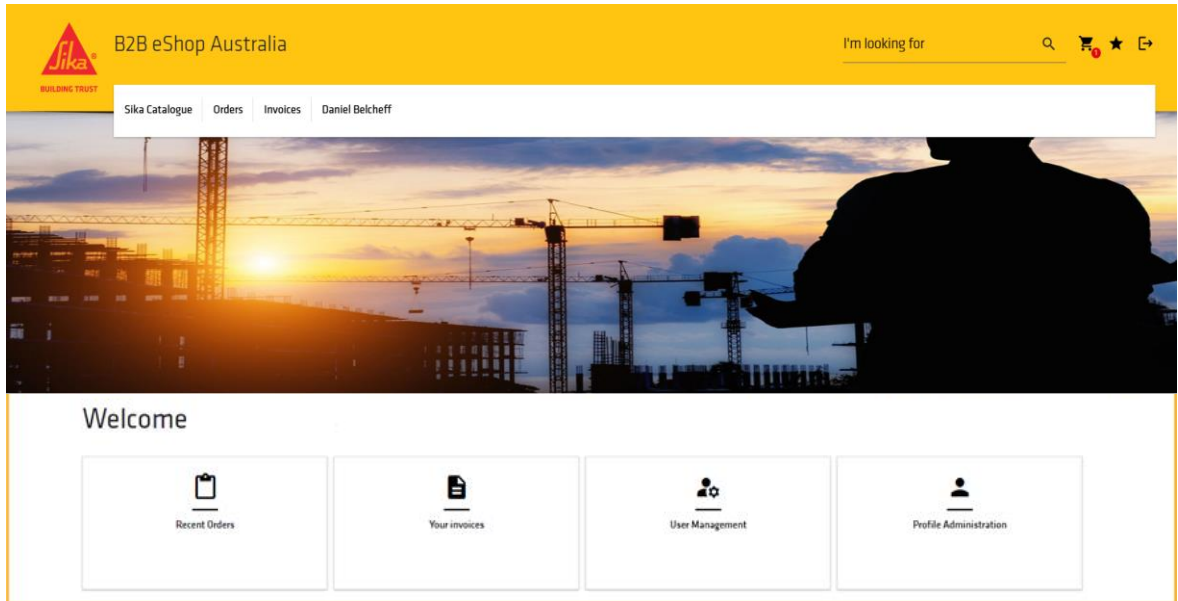
- The **icons** on the top right are for the Cart, Wish list, Sign Out.
- **"Recent Orders"** will allow you to check the status of all your orders (including those not placed through eShop).
- **"Your Invoices"** will allow you to check and download all your invoices.
- **"User Management"** will allow you to add, edit and remove users for your Account
- **"Profile Administration"** will take you directly to the creation page.

INTERNAL

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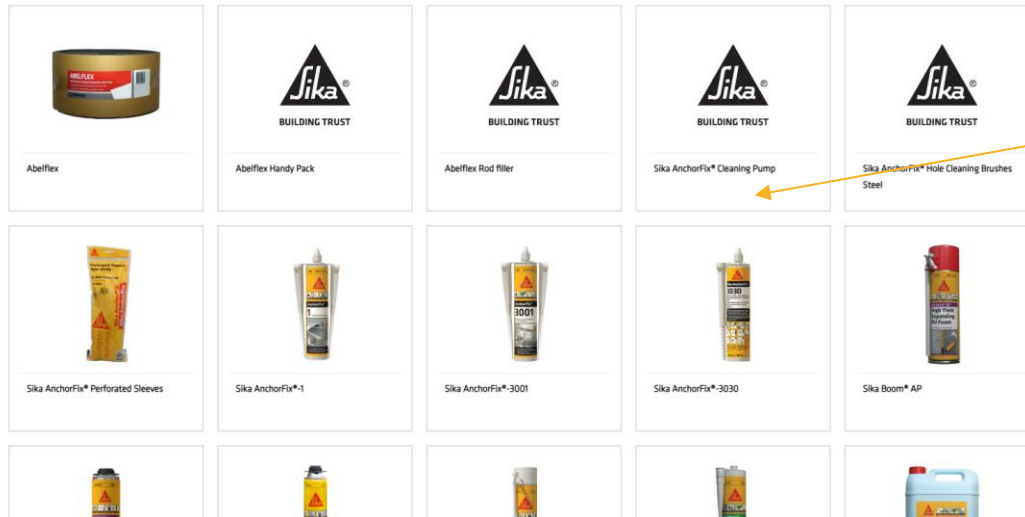
When you have chosen a category or performed a search, a list of relevant products will be shown.

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

HOW TO CREATE AN ORDER

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.

HOW TO CREATE AN ORDER

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

INTERNAL

HOW TO CREATE AN ORDER

Home > Cart

CHECKOUT: 1ST STEP: CART & DELIVERY

< Continue Shopping

Discard   Checkout   Any Questions ❓

① Purchase Order Number: *

789456123

② Sold to address: *

3232745 KALINYA ENTERPRISES PTY LTD

6 MELROSE STREET
HOMEBUSH 2140 NEW SOUTH WALES AU

② Ship to address: *

2346954 KALINYA ENTERPRISES

8 GLADSTONE AVENUE
HUNTERS HILL 2110 NEW SOUTH WALES AU

③ New delivery address

Shipping Conditions *

Standard delivery

④ Delivery Terms

EXW - Freight Applicable

Requested Delivery Date *

26-05-2025   **⑤ ↻ Update Cart**   **⑦ ☐ Fill Cart with Upload File**

	692036	WEIGHT	COLOUR	PACKAGING	MIN QTY	YOUR PRICE	QUANTITY	
	SikaSeal Kitchen & Bathroom 300ml Ctg Black (Box12)- OL	0.3 KG	black	300 ml / Cartridge	12 Items		**⑥** 12 Items 🗑	

1. Type in Purchase Order Number

2. Use the drop-down box to select the **"Sold to"** and the drop-down box to select the **"Ship to"** addresses.

3. 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).

4. Select your delivery date. It will default to our standard delivery schedule (2-3 days).

5. Click **"Update Cart"** to display pricing - see note below.

6. You can adjust material quantities – if required.

7. 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.

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NEW DELIVERY ADDRESS

② New delivery address ⌖

Company Name

Further Company Name Details

Delivery contact name

Delivery contact number

Street Number *

Street Name *

Fields marked * are required

③ Save

Discard | Checkout | Any Questions ? ❓

① New Delivery Address

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.

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HOW TO CREATE AN ORDER

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 or 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

This is the final stage of the order process

1. Please confirm if all the delivery details are correct.

2. Mention if there are any special notes/comments about the delivery.

3. Accept the standard "**Terms and Conditions".**

4. Press the "**Place Order"** button.

FILL CART WITH UPLOAD FILE

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

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 trolly. This puts all the same items and quantities into a new checkout cart.

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ADDITIONAL TIPS

Bookmark the eShop URL for easy accessibility

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

For Mac and Mac iOS, we recommend **Chrome** to yield the best browsing results.

For Windows devices, we recommend **Firefox** to yield the best browsing results.

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

Place regularly ordered items in your Wishlist to quickly place repeat orders.

THANK YOU FOR YOUR ATTENTION