



# 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

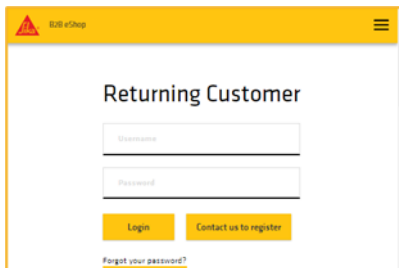
## USER MANAGEMENT

- Customer administration
- Create sub-agent users

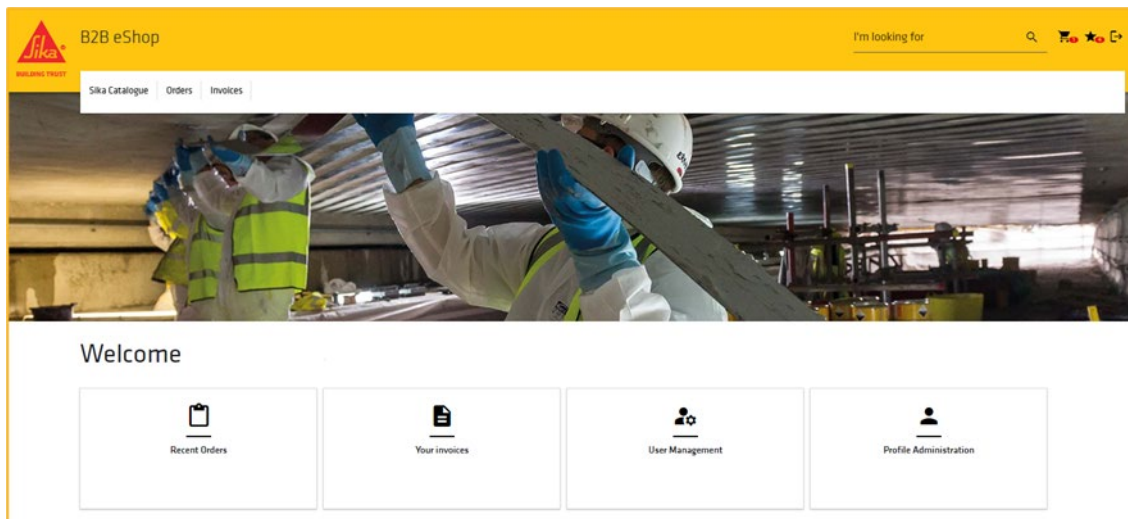
**SIKA B2B ESHOP**  
**USER GUIDE**

**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 breadcrumb trail 'Home > Users > New'. The form fields are as follows:

- 1**  **Is Active**
- 2** **Username \*** (text input)
- 3** **Last Name \*** (text input)
- 4** **Email \*** (text input)
- 5** **Mobile Phone** (text input)
- 5** **Landline Phone** (text input)
- 5** **Fax** (text input)
- 6** **Roles \*** (radio buttons): Administrator, Buyer, Viewer
- 7** **Catalogue Restrictions** (checkboxes): Licensed Contractor - Sika-Total, Industrial Manufacturing, Roofing NEW, Waterproofing, Sealing & Bonding, Building Finishing, Concrete, Industry Distribution, Specialist Construction Solutions, UK Distribution
- 8** **Sold to \*** (checkbox): 307M16 TEST CUSTOMER | WELWYN GARDEN CITY | AL7 1RQ

Fields marked \* are required.

## 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

The screenshot shows the Sika B2B eShop interface. At the top, there is a yellow navigation bar with the Sika logo, 'B2B eShop', and icons for search, cart, favorites, and a menu. Below the navigation bar is a large banner image of a construction worker in a high-visibility vest using a yellow caulking gun on a wall. A semi-transparent grey box with the text 'Sealing & Bonding' is overlaid on the banner. Below the banner, the breadcrumb 'Home > Sealing & Bonding' is visible. To the left is a 'Product Filter' dropdown, and to the right is '99 Products found' with a grid icon. The main content area displays two product cards. The first card is for 'EVERBUILD CAULK ONCE!' and includes a small image of the product tube and a detailed description. The second card is for 'EVERBUILD FOREVER WHITE!' and also includes a product image and description. The third card, 'EVERBUILD MAXIMUM TORQUE!', is partially visible at the bottom.

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

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

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	white	295 ML	12 PC	1,440 PC
489516	white	380 ML	12 PC	1,080 PC

**Your Cart (2)**

- 614701 SikaFume-90 G Cartridge cont. 18 l QUANTITY 1 PC
- 489514 EVERBUILD CAULK ONCE white Cartridge cont. 310 ml Box with 12 cartridges QUANTITY 12 PC

**CHECKOUT**

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 ?](#)

**Sold to address: \***

1 3074145 TEST CUSTOMER  
WATCHMEAD  
WELWYN GARDEN CITY  
AL7 1BQ

**Ship to address: \***


1 3074145 TEST CUSTOMER  
WATCHMEAD  
WELWYN GARDEN CITY  
AL7 1BQ

2 New Delivery Address

**Requested Delivery Date \***

3 05-10-2022 4 Update Cart

6 Fill Cart with Upload File

	<b>614701</b> Sika Fume-50 S Canister cont. 18 l	COLOUR	5 QUANTITY 1
	PACKAGING 18 L	MIN QTY 1 PC	

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, a modal window titled "2 New Delivery Address" contains five input fields: "Name 1 \*" (required), "Name 2", "Name 3", "Name 4", and "Street \*" (required). Below these fields is a "Save" button. A note states "Fields marked \* are required". On the right, a checkout screen shows a "Discard" button, a "Checkout" button, and a "New Delivery Address" button (highlighted with a circled '1'). Below the checkout buttons is a scrollable list of address entries, with the first entry highlighted by a circled '1'. At the bottom of the modal, a "3 Save" button is shown.

The **“New Delivery Address”** button on the **“Checkout: 1<sup>st</sup> 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 down and press **“Save”**.

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

# HOW TO CREATE AN ORDER

Item	Quantity	Price	Total
SikaFurme-50 S Canister cont. 18 l	1	£0.01	£0.01
EVERBUILD CAULK ONCE white Cartridge cont. 310 ml Box with 12 cartridges	12	£1.96	£23.52
<b>Total Net</b>			<b>£23.53</b>
<b>Output Tax</b>			<b>£4.71</b>
<b>Total</b>			<b>£28.24</b>

Fields marked \* are required

1

3  4

[< 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](#) \*

	COLOUR	PACKAGING	MIN QTY	PRICE UNIT	QUANTITY	TOTAL
	614701 SikaFame-50 S Canister cont. 18l	18 L	1 PC	PC	1	£0.01
YOUR PRICE						£0.01
Total Net						£28.53
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


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

2

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

File import details 4

- 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".

	<b>489423</b> EVERBUILD TECNIC ANTI PICK 109 soft linen Cartridge cont. 310 ml Box with 25 cartridges	CLOUR	PACKAGING 295 ML	MIN QTY 25 PC
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You can **upload an order from an excel file**. This is accessible from the **“Checkout: 1<sup>st</sup> Step”** page.

From the first **“Checkout: 1<sup>st</sup> 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

	COLOUR	PACKAGING	MIN QTY	PRICE UNIT	YOUR PRICE	QUANTITY	TOTAL
 <b>614701</b> SikaFume 50 S Canister cont. 18 l		18 L	1 PC	PC	£0.01	1	£0.01
 <b>489514</b> SikaEverBuild CAULK ONCE white Cartridge cont. 300 ml Box with 12 cartridges	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)

4 Purchase order number  
Purchase order number (optional)

2 Date From  
Date To

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 2046655

Eshop Purchase Order Number: xxx Overall Status: 2 Being processed Date Of Order: 2/10/2022 Requested Date: 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