

FAQs



Routeeco
A Sonepar Company

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GET STARTED GUIDE – E-BUSINESS PORTAL FAQ

Welcome to your E-business portal FAQ guide. To make our guide even quicker to use, here are some links to the main parts:

[How do I Login?](#)

[How do I register?](#)

[Where are my account details?](#)

[Using the Bill of Materials \(BOM\) feature](#)

[Using the Quick Basket \(allows you to add lots of products quickly\)](#)

[Viewing my orders/quotes](#)

[Finding products](#)

[Finding products quickly, examples using the series and specification filter](#)

[Product data page](#)

[Help](#)

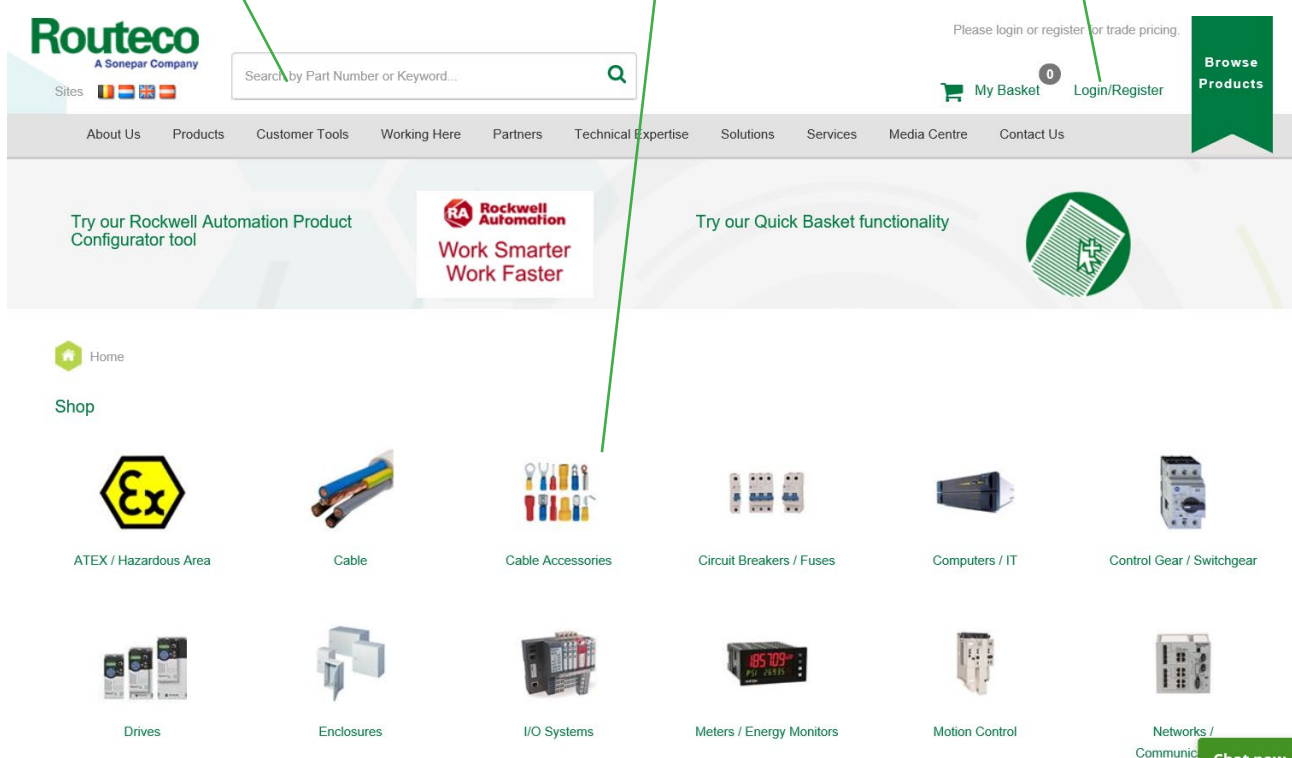
How do I login?

Go to the Login/Register section shown on the top right-hand side of the Routeco E-business portal. Enter your email address and password.

Products (Shop) Page allows you to view or search for products

View popular products by type (category pages)

Login or register



What if I have forgotten my password?

Go to the Login/Register section at the top right-hand side of the Routeco E-business portal. A login box will open. Click on the forgotten password button and follow the instructions.

How do I register if I don't have a login?

Go to the Login/Register section at the top right-hand side of the Routeco E-business portal, as shown. A login box will open. Below the sign-in button is a “Click here to register” link. From here you will follow a simple three step process to register and obtain your login details.

From “click here to register” a new registration page is displayed, as here.

Two options. For new customers, or existing customers who have an account number.

Login/Register (Opens new box)

The screenshot shows the Routeco E-business portal. The main page has a search bar and navigation menu. A 'Login/Register' button in the top right opens a modal. The modal has fields for email and password, a 'Sign in' button, and a 'Click here to register' link. The registration page shows a three-step process: 'Create Username and Password', 'Verify Email Address', and 'Complete Registration Form'. It also has radio buttons for 'I am a current customer of Routeco and have an account number' and 'I am new to Routeco'.

Why haven't I received any confirmation emails?

Try checking if our emails are in your junk email. If they are not showing then please contact us at ecommerce.admin@routeeco.com and we can help.

I'm having some other problem and can't login so what do I do?

If you have reached this stage then please contact us at ecommerce.admin@routeeco.com and we will help sort it out. Two quick tips worth trying: To clear your cache and re-try, and/or try a different browser.

Why do you want me to login, what's the benefit to me?

There are two main benefits. Once logged in you will see your own pricing. If you get any discount(s) these prices will show on the product page and apply as you add products to your shopping basket, obtain a quote or an order. Your discounts will also be displayed in the "My Discounts" tab.

Second, you will now be able to see your account information menu. Some benefits of this are speedy re-ordering, reusing a Bill of Materials (BOM), viewing your payment terms and account balance, and tracking current orders. We shall look at some of these in more detail below.

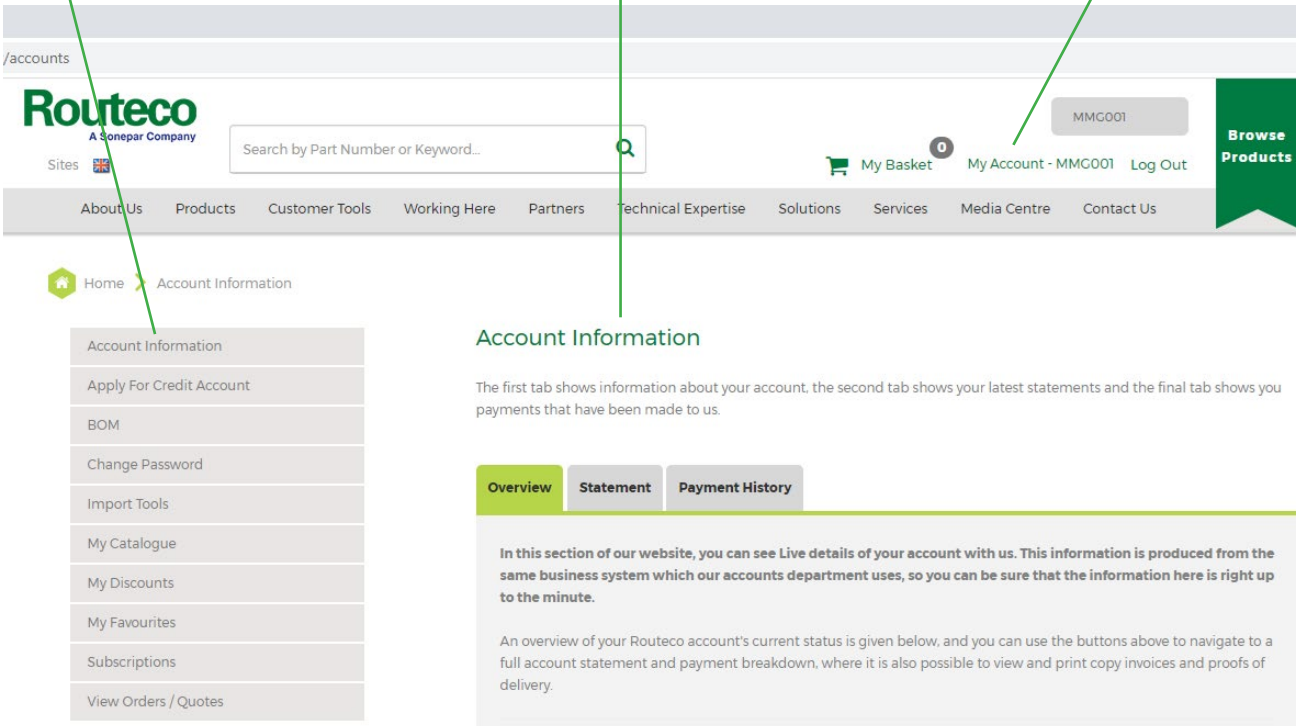
I've logged in, where are my account details?

Click on the "My Account" link as displayed below. This will open a menu screen on the left-hand side of the page (grey panel).

Once "My account" has been selected a menu screen will display.

Selecting a tab will display further information

After login select "My Account"



The screenshot shows the Routeco website interface. At the top, there's a navigation bar with the Routeco logo and a search bar. Below the navigation bar, there's a main menu with various links. On the right side, there's a 'My Account' link. A callout box points to this link, stating 'After login select "My Account"'. Below the main menu, there's a 'My Account' section with a dropdown menu. A callout box points to this menu, stating 'Once "My account" has been selected a menu screen will display.' The dropdown menu lists various options: Account Information, Apply For Credit Account, BOM, Change Password, Import Tools, My Catalogue, My Discounts, My Favourites, Subscriptions, and View Orders / Quotes. The 'Account Information' option is selected, and a callout box points to it, stating 'Selecting a tab will display further information'. The 'Account Information' tab is active, showing a summary of the account and a list of tabs: Overview, Statement, and Payment History. The 'Overview' tab is selected, showing a message about the account information and a link to view the full account statement.

What does the account information tab show me?

This is a real time overview of current payment terms, account balance, credit limit etc. It will display your current statement and payment history.

I can't see this tab/I can see other tabs, why is that?

The menu tab is set to your profile. For instance, the Accounts team profile may have access to the account data. The purchasing team to orders/quotes etc. Profiles are set up when you register. They can be modified if your account has an administrator. Administrators have an additional tab called "User Management", which allows them to set up users, and change profiles.

What does the BOM tab provide?

The Bill of Materials (BOM) tab allows you to store and re-use your BOMs. This can be a real time saver!

Select the BOM tab to view your BOMs

Check this box to see BOMs created by others in your company

To re-use a BOM select the cart icon underneath quantity

The screenshot shows the Routeco website interface. The top navigation bar includes links for About Us, Products, Customer Tools, Working Here, Partners, Technical Expertise, Solutions, Services, Media Centre, and Contact Us. A search bar is located in the top right. The main content area is titled "Bill of Materials" and contains a description of the BOM section. A checkbox labeled "Check this box to see additional BOM's created by colleagues" is visible. Below this is a table with columns for "Basket Created Date", "Customer Reference", and "Quantity". A callout points to a cart icon under the "Quantity" column.

To re-use a BOM just click the cart icon (displayed above) and this will add all the BOM products to your shopping basket. From the basket you can add or remove products and change quantities. You can then re-save these changes with the name of a new BOM. If that is all you want to do, just save the BOM and clear the basket.

If you would like to place an order, or receive a quote, press the “checkout” button, which is always located on the bottom right of the shopping basket. If you currently do not have any BOMs, it is simple to create one. From your shopping basket just enter a name for your BOM (“customer reference”), then select the “Store BOM” button, located at the top left of the screen, below the “Basket Summary”. The products from your shopping basket will be saved as a BOM. This BOM will now be visible in the BOM Tab. Selecting the BOM allows you to change and modify as required.

I have a long list of products to Order/Quote or to use as a BOM. Is there a quick way of doing this?

Yes. There are two quick ways to load lots of products, just go to the Customer Tools page and select “Quick Basket”. From here there are two options, you can upload an entire spreadsheet, or copy/paste your product list. You can also get to this page from the Account menu by selecting “Import Tools”.

The quick way to add products, select “Quick Basket”

Option 1: Add an entire spreadsheet

Option 2: Or copy/paste products

The screenshot shows the Routeco website navigation bar with links: About Us, Products, Customer Tools, Working Here, Partners, Technical Expertise, Solutions, Services, Media Centre, and Contact Us. Below the navigation bar is a breadcrumb trail: Home > Customer Tools > Quick Basket. The main heading is "Quick Basket". Below this is a paragraph: "If you have the part numbers you need, use Routeco's new tool to quickly and easily add products to your basket. There are two different ways you can do this::". Below this paragraph are two options, each with an icon and a description:

- Option 1: Upload Data.** for uploading your data from a file, we accept these file formats csv, xls orxlsx
- Option 2: Paste Data.** for pasting product code and quantities separated by either comma or tab delimiters

How do I view my orders/quotes?

From the account menu select “View Orders/Quotes”. From here you can track your current order(s). You can also re-use any existing quote or order.

The screenshot shows the Routeco website interface. A callout box labeled "View your orders/quotes" points to the "View Orders / Quotes" option in the account menu. Another callout box labeled "Select current orders to track" points to the "Current Orders" tab. A third callout box labeled "Select quotes to view. Or to re-use to request a new order/quote" points to the "Quotes" tab. The page displays a search bar, a list of tabs (Current Orders, Quotes, Completed Orders, Historic Orders), and a table with columns: Order Reference, Date Placed, Customer Reference, Order Status, Order Total, and Invoiced Total.

How do I track my current order?

Just click on the “order reference” and the order can be viewed with real-time information displayed. We use a traffic light system to indicate the status for each product. A green dot means the product has been sent and a proof of delivery (POD) can be viewed by clicking the green dot. A yellow dot means the product is currently being processed. A red dot means the products is on back order with our supplier.

How do I re-use an existing order/quote?

Just click on the “order reference” of the selected order or quote. In the top right of the screen there are some grey boxes, select “re-order”. These products will now be added to your shopping basket with current pricing and availability.

The order quantity can be changed in the shopping basket and products can be removed (bin icon) or added as required. You can then checkout to save as a new order or as a new quote.

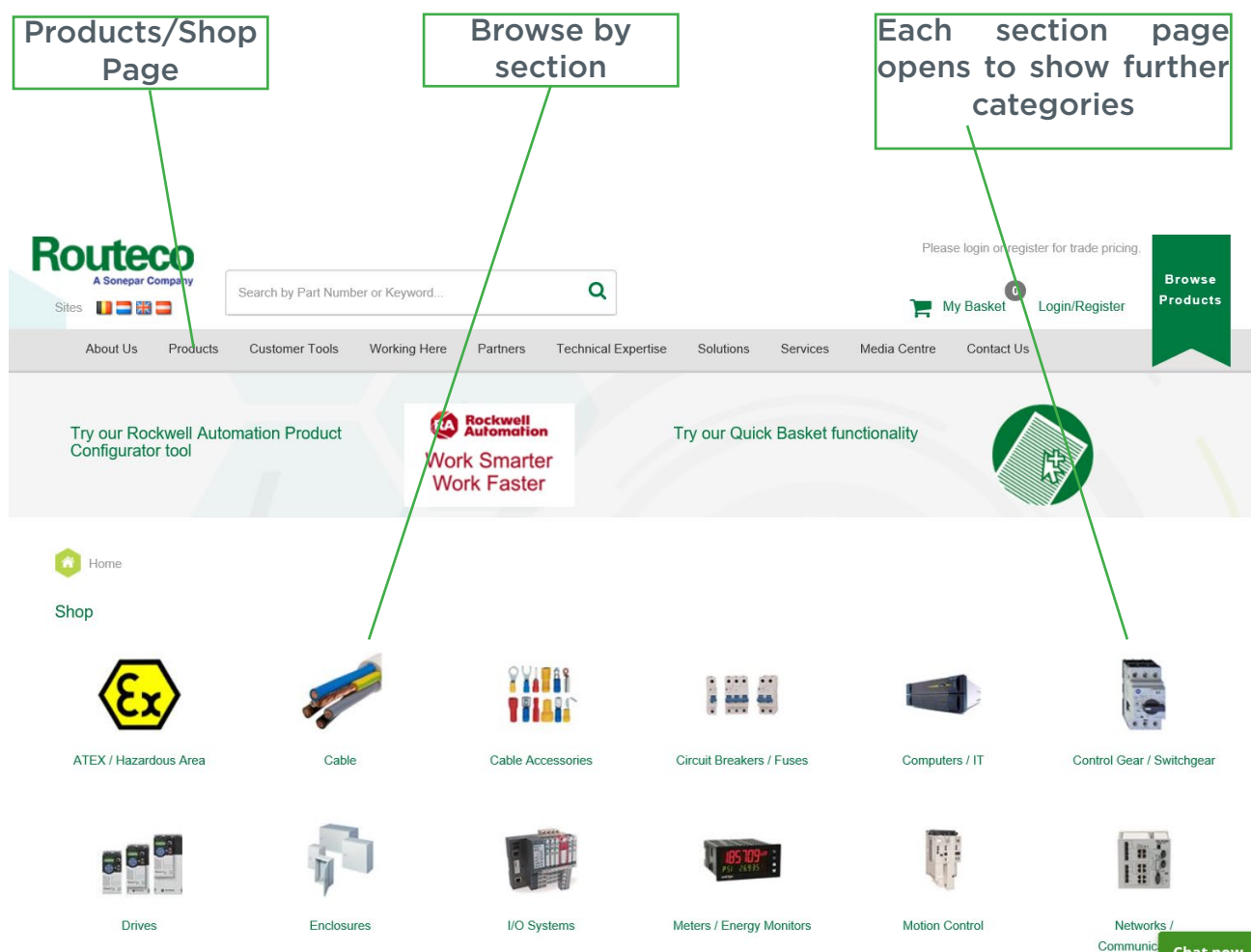
I'd like a copy of the order/quote, is this possible?

Yes. Just click on the “order reference” of the selected order or quote. In the top right of the screen there are some grey boxes. These options allow you to download the selected order/quote in excel (or csv file) or in pdf format. This will open a new window/tab and display the order/quote in that format. From here you can select the download option to save, or the option to print.

How do I find products? Especially if I don't have the product number?

Go to the Products page where you can view our popular products by Section. Each section page will open to show a breakdown by category, where there will be more related products.

For example, the Section “Drives” has categories for our main products. Our “PowerFlex 525” Category displays a range of PowerFlex 525 drives. We shall look at some further examples in more detail.



Is there a quick way of finding specific products?

Yes. Select the Section/Category for the range of products you are interested in. From here you can use our filter options to quickly narrow down your search to find the exact products you are looking for. We shall look at some practical examples below.

Finding specific products quickly – Searching for a wall-mounted 2-door steel enclosure.

Go to the Section called “Enclosures”. Select the category “Wall-mounted enclosures”. This category page displays hundreds of products. On the left-hand side of the screen is a filter by range/type menu. Select the filter by “AX Metal” to show a reduced selection of products.

Viewing all
“Wall- Mounted
Enclosures”
(hundreds of products)

Select filter to narrow search.
In this example
“AX Metal”

Filter search shows
specific products
only

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Search by Part Number or Keyword...

My Basket 0 My Account - MMC001 Log Out

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Home > Products > Enclosures

Wall Mounting Enclosures

Filter by manufacturer

Filter by product range / type

- Remove selected type
- AE - Stainless Steel
- AE Accessories
- AX - Canopy
- AX - Door Accessories
- AX - Inst Equip
- AX - Internal Parts
- AX - Metal RAL7035**
- AX - Perf Door Strips
- AX - Plinths
- AX - Stainless Steel
- Canopy
- KX - Bus Enclosure
- KX - E-Box
- SZ Accessories
- SZ Cable Clamps
- Terminal Box Accessories

Displaying results 1 - 20 (of 39)

Product Image	Product Name	Price	Availability	Lead Time	Action
	1031000 Rittal AX Compact enclosure, WHD: 380x300x210 mm, sheet steel, with mounting plate, single-door, with one cam lock.	£65.92 Price Per 1	1	Average Lead Time: 8 working days	Add to basket
	1033000 Rittal AX Compact enclosure, WHD: 300x300x210 mm, sheet steel, with mounting plate, single-door, with one cam lock.	£63.62 Price Per 1	1	Routeco Stock: 9 - Available now Average Lead Time: 7 working days	Add to basket
	1034000 Rittal AX Compact enclosure, WHD: 300x400x210 mm, sheet steel, with mounting plate, single-door, with one cam lock.	£69.33 Price Per 1	1	Routeco Stock: 17 - Available now Average Lead Time: 9 working days	Add to basket
	1037000 Rittal AX Compact enclosure, WHD: 400x800x300 mm, sheet steel, with mounting plate, single-door, with two cam locks.	£163.51 Price Per 1	1	Average Lead Time: 11 working days	Add to basket
	1038000 Rittal AX Compact enclosure, WHD: 380x600x210 mm, sheet steel, with mounting plate, single-door, with two cam locks.	£83.63 Price Per 1	1	Routeco Stock: 17 - Available now Average Lead Time: 8 working days	Add to basket

Below the selected “product range/type” filter is the “specification filter”. Use this to refine your search to find only 2-door enclosures by selecting “Number of doors”. This will now display only your specified products. Click on the products to get further details on that product, or you can add direct to your basket with one-click by using the “add to basket” button.

Finding specific products quickly – Searching for blue, 2.5mm, tri-rated cable. Go the Section called “Cable”. Select tri-rated in the “Panel Wire” category. Then use the Specification filter to select your criteria, blue, 2.5mm size, and this will display just the selected products according to your search.

Select “Panel Wire” under “Cable” section

Use the specification filter to narrow down your search

Once applied only specified products will display

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Search by Part Number or Keyword...

My Basket 0 My Account - MMG001 Log Out

About Us Products Customer Tools Working Here Partners Technical Expertise Solutions Services Media Centre Contact Us

Home > Products > Cable

Panel Wire

Filter by manufacturer

Filter by product range / type

Tri Rated

Specification filter

Selected filters:

- Nominal cross section conductor 2.5 mm²
- Core colour Blue

AWG size

Conductor category

Displaying results 1 - 3(of 3)

	TRI/RTD2.5BLU Eland 2.5mm tri-rated cable, 100m reel. Blue	£49.20 Price Per 100 Order Multiple (100) Routeco Stock: 1600 - Available now Average Lead Time: 11 working days	100 Add to basket
	TRI/RTD2.5DARKBLUE Eland 2.5mm tri-rated cable, 100m reel. Dark blue	£49.20 Price Per 100 Order Multiple (100) Routeco Stock: 600 - Available now Average Lead Time: 5 working days	100 Add to basket
	TRI/RTD2.5LIGHTBLUE Eland 2.5mm tri-rated cable, 100m reel. Light blue	£49.20 Price Per 100 Order Multiple (100) Routeco Stock: 900 - Available now Average Lead Time: 4 working days	100 Add to basket

Price and availability are always shown on the displayed list of products. For more product details just click on the product product number or product image) and further specific product information will be shown. You can add direct to your shopping basket with one-click by using the “add to basket” button from this displayed product list.

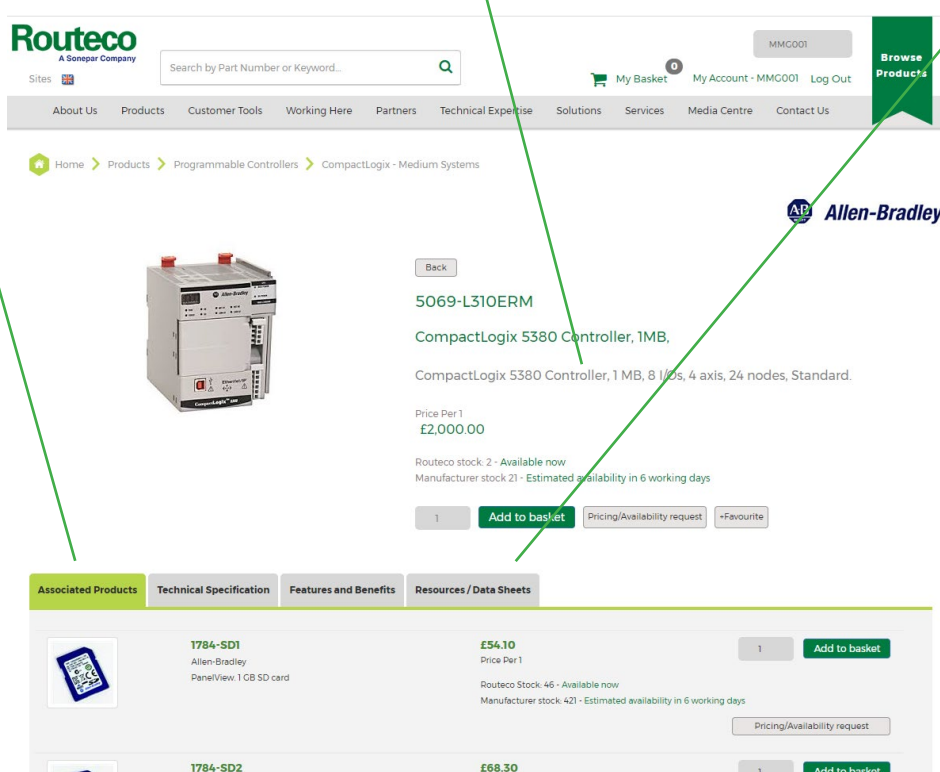
What does the product information page show?

As well as a product description and image the product page also displays a range of useful information. This includes associated products, technical specification, features & benefits as well as resources/datasheets tabs.

Information tabs display further product information

Product Page displays product description

Click Tab to display further information



What do these information tabs show?

The first tab displays “associated products”. The display shows associated products with their price and availability. With one-click you can add to your shopping basket by using the “add to basket” button. The “technical specification” tab show more detailed product information with a table of features style. The Features & Benefits (F&B) tab is high level overview of the features for the product or the product range. This is more an “at-glance” overview rather than the more technical data available in the “technical specification” tab. The resources/datasheets tab provides downloads of useful data. This includes technical specifications, installation instructions, brochures, certifications etc. There are also links to product videos. NOTE: Not all products will have all these tabs, as they are being constantly updated.

What if I have some issue not mentioned here?

Please contact us at ecommerce.admin@route.co.com and we can try to help.