

# Online Portal Manual

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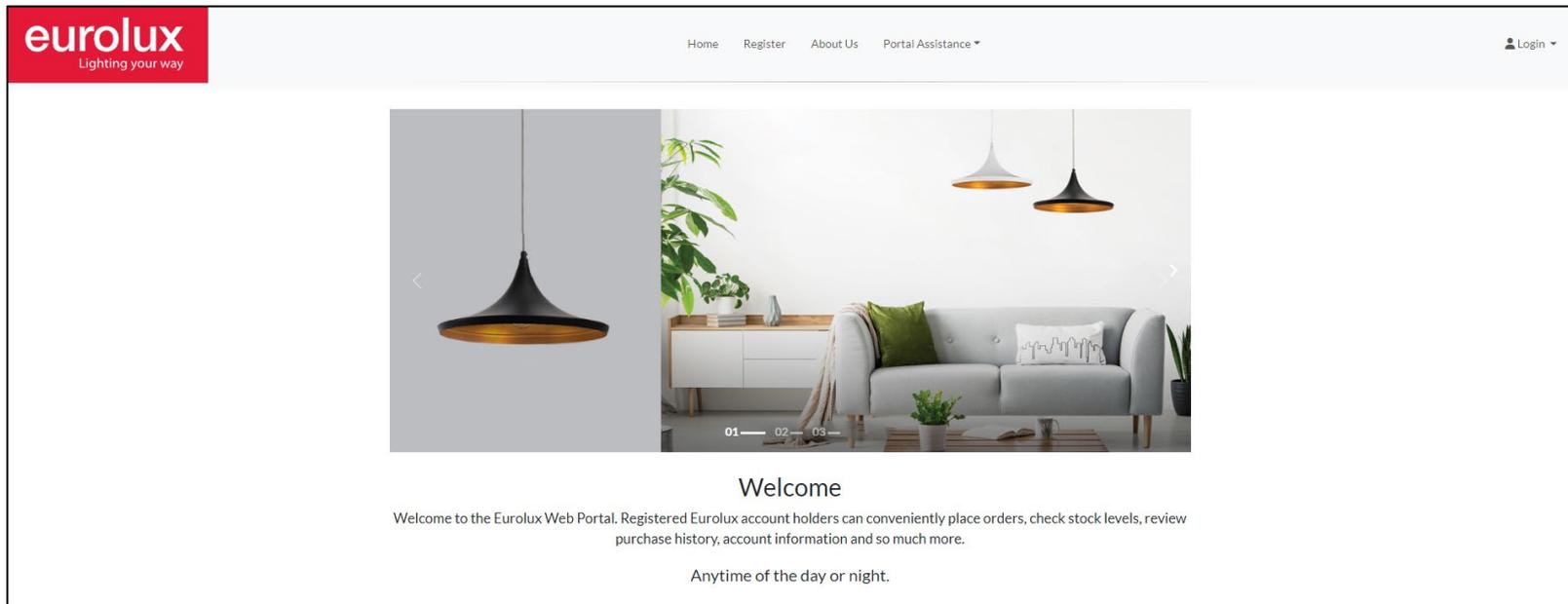
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# Registration

**Please note only Eurolux account holders will be able to register.**

You will need your account number and the email address registered in the Eurolux account system as well as a valid cell phone number to receive a OTP (One-time-pin) to complete the process.



**Step 1:** Go to [www.eurolux-portal.co.za](http://www.eurolux-portal.co.za) in your internet browser

**Step 2:** Click on the register button as seen above

**Step 3:** Complete the registration form and follow the prompts

**Step 4:** Enter the OTP when prompted to complete your registration

# Registration

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## Trouble Shooting:

If nothing happens when you click the red "Create Account" button at the end of the form scroll back up over the form and check if there are any red warnings e.g. incorrect input of the below cell phone number

### Valid Cell Number:

08652223565565

e.g. 083345 6789 or +97155 555 5555 or +26876 55 7777

or starred fields e.g. missing address line 2

### Address Line 2:

Address Line 2

\*

# Login

The Login button is located at the top right hand corner of the screen.



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[Home](#) [Register](#) [About Us](#) [Portal Assistance](#) ▾

[Login](#) ▾



Welcome

## LOGIN TO YOUR ACCOUNT

UserName:

Password:

LOGIN

[FORGOT YOUR PASSWORD](#)

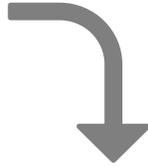
**Trouble Shooting:** If you cant remember your password click the “Forgot your password” link and answer the security question you selected when you registered.

**Secondary Users:** Once the primary account holder has registered secondary account users can also register. An email will be sent to the primary user to activate the secondary users account. Please refer to [page 15](#) for additional secondary user account management.

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# Home Page

This is the login landing page. To return here at anytime click the "Home" button located in the main menu bar



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[Home](#) [Shop](#) [Order History](#) [Track](#) [Account](#) [Templates](#) [Suggested Orders](#) [Call-backs](#) [Quote Requests](#) [Utilise Data](#) [Manage Users](#) [New Products](#)

**Browse Our Products**

**eurolux** **Radiant**  
Lighting your way LIGHTING

Combined Eurolux and Radiant for your convenience

**LUMINAIRES**  
2933 products

**LAMPS**  
96 products

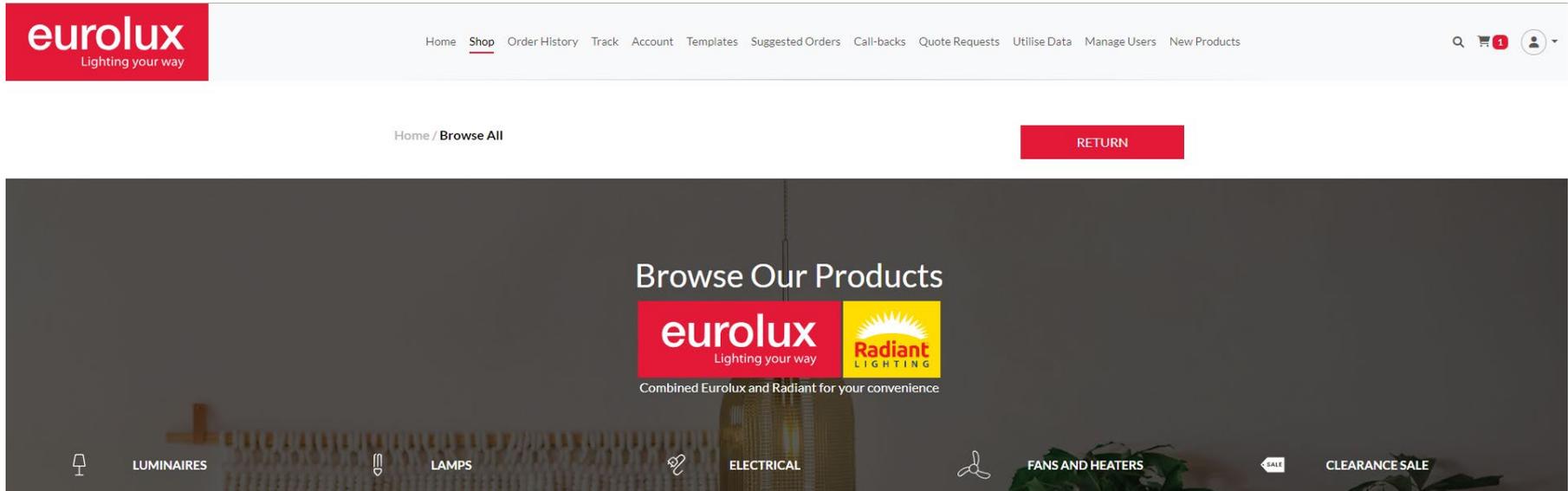
**ELECTRICAL**  
1480 products

**FANS AND HEATERS**  
68 products

**CLEARANCE SALE**  
1722 products

# Shopping

In the shopping tab you can browse through the product categories and drill down menus to find what you are looking for or alternatively type in the product code in the search bar by clicking the magnifying glass in the top right.



Click on the product to view stock levels and pricing. From here you can add the product to your basket or template:



Home / **Basket**

RETURN

## Your Shopping Basket

CLEAR BASKET

	PRODUCT CODE	PRODUCT DESCRIPTION	UNIT PRICE	TOTAL LINE PRICE	QTY	UPDATE	DELETE
	G106	Mercury Blended Opal Elliptic E27 160w	44.40	44.40	<input type="text" value="1"/>	<input checked="" type="checkbox"/>	
	C153SC	Planet C/Light S/Chrome E27	165.90	165.90	<input type="text" value="1"/>	<input checked="" type="checkbox"/>	

Total Excl VAT(For 2 items)

R 210.30

Total VAT:

R 31.54

Total Inc VAT:

R 241.84

PLACE ORDER

CREATE QUOTATION

You can view all the product added to your basket located at the top right hand of your screen. The basket is easy to manage, you can amend quantities and remove products. From here you can place orders directly or create quotations.

# Order History



[Home](#) / [Order History](#)

RETURN

## Order history for the last 90 days

TO SEE A DETAILED LOOK AT THE ORDER, CLICK ON THE ROW IN WHICH THE ORDER APPEARS.

COMPLETED ORDERS

BACK ORDERS

QUOTATIONS

IN PROGRESS

YOU CAN SEARCH VIA INVOICE NO, EUROLUX ORDER NUMBER OR YOUR ORDER NUMBER

Invoice No, Eurolux Order Number or Your Order Number

SEARCH

ORDER DATE	INVOICE NO	EUROLUX ORDER NUMBER	YOUR ORDER NUMBER	ORDER TOTAL	EMAIL ORDER DETAILS	ADD TO BASKET
2024-01-16	25234335	777351	16.1.24	R290.84		
2024-02-05	25237065	783499	2.2.24	R54.00		

- Here you will be able to view a list of all your orders placed in the last 90 days.
- You can click on the specific order to view all the details or email it to yourself by clicking the envelope in the 2<sup>nd</sup> last column.
- If you would like to make a repeat purchase simply click on the green tick in the last column to add the same order to your basket.

# Account Details

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Home Shop Order History Track Account Templates Suggested Orders Call-backs Quote Requests Utilise Data Manage Users New Products

Home / Account Details [RETURN](#)

## Account Details

<b>ACCOUNT NAME</b>	PROMOTIONS - CPT
<b>ACCOUNT NUMBER</b>	
<b>EMAIL</b>	

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<b>ADDRESS DETAILS</b>	9 RACE MILNERTON CAPE TOWN 7441
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<b>ACCOUNT DETAILS</b>	VAT GROUP	E
	CREDIT LIMIT	
	ACCOUNT BALANCE	
	AVAIABLE CREDIT LIMIT	
	DATE OF LAST PAYMENT	
	LAST PAYMENT AMOUNT	
	DATE OF NEXT PAYMENT	
	NEXT PAYMENT AMOUNT	

[EMAIL ACCOUNT DETAILS](#) [REQUEST CREDIT LIMIT INCREASE](#)

Under "My Account" you can view your account details as well as email them to yourself. You can also request a credit limit increase.

# Templates



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Home / **Template List**

**RETURN**

## Template List

ADD A NEW TEMPLATE

**CREATE NEW TEMPLATE**

You can create order templates should you have the requirement to place the same order repeatedly. You can create multiple templates and they can be managed i.e. products can be added and removed from your templates.

You can add products to your templates in the Shopping section.

# Suggested Orders

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## Suggested Order List

If you want to exclude one or more of the items in your suggested order list from your basket, make the quantity 0

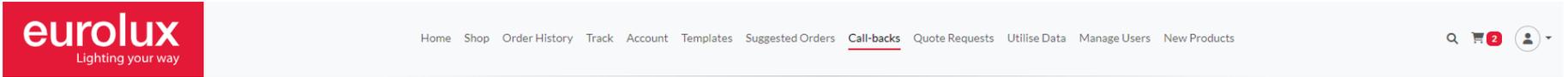
ADD ENTIRE LIST TO BASKET

	PRODUCT CODE	PRODUCT DESCRIPTION	FREE STOCK	QTY	ADD ITEMS TO BASKET	
	CO63	FS-U 4-80W Fluorescent Starter	11432(CT) 8247(JHB)	8	✓	
	FS86	RECHARG. 6V2AH EMERGENCY LT 24LED WITH STAND	11880(CT) 12965(JHB)	7	✓	

The suggested orders list is based on your buying patterns and the products which you have purchase most over the past months.

These items can be added to the basket. If you do not want a specific item to be added to your basket you can change the QTY to "0"

# Call-Backs



Home / [Callback Orders](#)

RETURN

## Callback Orders

### NOTE

YOU WILL RECEIVE A NOTIFICATION VIA EMAIL WHEN ANY OF THE BELOW PRODUCTS BECOMES AVAILABLE FOR PURCHASE. THE ITEMS WILL BE AVAILABLE ON A "FIRST COME FIRST SERVE" BASIS.

If a product is out-of-stock it wont give you the option to add it to your basket but instead you can request a call-back for when the product comes back into stock. The detail of these items will be listed here along with the quantity requested.

# Quote Requests

Home / Quote History

RETURN

## View your web quotes for the last 30 days

TO SEE A DETAILED LOOK AT THE QUOTES, CLICK ON THE ROW IN WHICH THE QUOTE APPEARS.

QUOTE DATE	CUSTOMER NAME	CUSTOMER EMAIL	CLIENT QUOTE NUMBER	QUOTE TOTAL	EMAIL QUOTE	ADD TO BASKET	DELETE QUOTE	PROCESSED
2017-10-05	Graham Pollard		Colina Verde	R 53,00				
2017-10-10	Mark Munstermann		M1	R 14,80				
2017-10-12	Richard		Lamps	R 45,00				

If you have received quote request email notifications from the Eurolux website these quote requests will be listed here.

You can click on the line item to view all the details or email it through to yourself.

**N.B The price shown is your purchase price not the amount you should quote the customer.**

If you would like to purchase the products you can add them to your basket.

Once you have sent the customer a quote you can delete it from the list.

# Manage Users

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Home Shop Order History Track Account Templates Suggested Orders Call-backs Quote Requests Utilise Data **Manage Users** New Products

Home / Manage Users

RETURN

## Manage Your Users Here

Select available options for your secondary users where required

SELECT AVAILABLE OPTIONS FOR YOUR SECONDARY USERS WHERE REQUIRED											
NAME	USER NAME	EMAIL	PLACE ORDERS	REQUEST QUOTES	ACCOUNT DETAILS	SUGGESTED ORDERS	TEMPLATES	ORDER HISTORY	QUOTE HISTORY	CALL-BACK'S	
Eben	Euromarketing		<input checked="" type="checkbox"/>								

Primary account holders have a “Manage Users” tab in the menu bar and are able to select, activate or deactivate secondary users portal functionality. i.e. you may only want your secondary account user to view stock and pricing and not be able to view your account details and place orders.

# My Profile

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Home Shop Order History Track Account Templates Suggested Orders Call-backs Quote Requests Utilise Data Manage Users New Products

Home / **My Profile**

**My Profile details**

\*PLEASE ENSURE THAT YOUR DETAILS ARE ALWAYS UP TO DATE

Welcome Tammy13

**My Profile**

User Manual

Need Help

LOGOUT

If you would like to update your account details or change your password go to “My Profile” located at the top right of your screen.

**Thank you**

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