



## Quick user guide

## **Getting started**

This guide helps you to quickly navigate some of the features within the SFS UK website.



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SFS is the building envelope specialist. We manufacture systems that fix, fasten and protect buildings – and secure futures.

Marrie Marr

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#### Homepage

From here, you can browse our products via the products tab, search products using the search bar, log in to your account in the top right-hand corner, or browse all our content using the menu navigation.

#### Navigation

In the *Systems* menu you will find information regarding our Fall Protection systems, NVELOPE® rainscreen subframe and NVELOPE® Thermal Solutions ranges.

Just select the application to find out more about a particular system.



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#### Navigation

The *Knowledge Hub* menu is where you can find our case studies, information on the Academy, key resources such as installation manuals and technical datasheets along with any new product releases. You can also find our latest blog and events at SFS Talks!

#### Navigation

The *Services* menu is where you can find information about our technical services, ConnectSuite online tools and further support using the website.



<u>SFS</u>

Products ~ Sys

Get in touch 1 +44 330 0000 88

#### Navigation

The *About SFS* menu provides information about the SFS business, including Careers information.

#### Product search

From any page on the website (logged out or logged in), you can use the search bar at the top centre of the page to find the product you are looking for. You can also use the product description or article number to find what you are looking for.

The search results will bring up specific products (i.e.SXC-16-S19) and the entire product group (SXC range).



Flat Roofing

#### Contact

To contact us simply click *Contact* in the top bar and you will be taken to our Contact form and details for getting in touch.



#### Login

To log in click *Log in* from the top bar this will take you to the login page. Enter your email address and password.

This gives you access to additional features - listed in the following pages.

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Login		
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Welcome to our SFS webshop. Please	) login with the account details provided to you. If	Not registered, please complete our quick registration form:
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Email address*		
Password*		
Forgot password →	Bernember me	
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Don't have an account? Please registe	ar for a business account	
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7: +64 330 0555 888 E: enquiries@sfs.biz	anin	

#### **Business registration**

If you are a completely new customer to SFS, you can click the *Request account* button which will take you to a registration form.

If you already trade with us, but do not have a online account yet, please contact your sales representative or customer services for registration.

#### Requesting a business account

If you are a new customer, you will need to fill out and submit this form to request an account with SFS, to access the additional features on the webshop. Once this form has been submitted, we will endeavour to get you up and running within X days.

Products Y Systems Y	Knowledge Hub Y Services Y About SF	18 V
Request a	a business acco	ount
Please apply for a business acco	unt by filling in the form below and when you're read	dy click submit.
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## Inside your account

Once logged in, you can access the following additional features:



<u>SFS</u>

My Account

Products v Systems v Knowledge Hub v Services v About SFS v File Upload v

Contact information

ABC Roofing Email addres:

#### Logging in

When logged in, you can use the website as before, but also access additional features including your specific product pricing. You will also be able to see details associated with your company account. Simply click *Account* in the top right, then *My Account* from the dropdown menu.

#### Account dashboard

After clicking on My Account, you will see and overview of your Account Dashboard.

Clicking on the links in the left navigation takes you to various account pages.



#### Company details

This page shows the company details. To request a change to the company details please email uk-support@sfs.biz

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#### **Order history**

The order history shows all previous orders your company has placed with us. Both online and offline orders will be displayed here.

You can search for specific orders by order number or date.

Clicking View details will show the details of that specific order.

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	153 Kirkstall Road		153 Kirkstall Road		153 Kirkstall Road
	LS4 2AT Leeds		LS4 2AT Leeds		LS4 2AT Leeds



#### Order

This is an example of a specific order, you can see all details associated with your order including date, status, specific items order, delivery address.

From here, you can request to edit a pending order or easily reorder the same items again..

#### **Shipment history**

This shows a full list of orders that have already been shipped. Similar to Order history, you can search for a specific shipment.

Clicking View details will show the details of that specific order.

#### Shipment

Similar to viewing an order, the you can see all the key details about the shipment. The only difference at this stage is that you can no longer edit the order, but you can still choose to reorder.

#### Other account pages

As well as Orders, Shipments and Order templates, you can also view: Invoices; Return orders; Return receipts; and Credit notes.

These pages are always accessible from within your account, using the navigation links on the left.

### **Order templates**

For quick re-ordering, you can save order templates for future.



#### Saving an order template

From the shopping basket, you can save a product selection as a template, if you think you are likely to make the same purchase again (highlighted in red on the right navigation below the Basket details).

#### Saving an order template

You will be asked to save a reference name for the template basket, so you can return to it in the future.



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#### Loading an order template

From within your account pages on the left hand side navigation, you can retrieve the template order and add it to your basket at any time.

## **Further support**

For further support or guidance, get in touch with our dedicated support team:

uk-support@sfs.biz





SFS Group Fastening Technology Ltd. Division Construction 153 Kirkstall Road Leeds, LS4 2AT

0330 0555 888 enquiries@sfs.biz uk.sfs.com SFS Group Fastening Technology Ltd. Division Construction Unit A, City Park, Watchmead Welwyn Garden City, AL7 1LT