

A mark of true skill



Steel Blue B2B Portal Support Pack

Dear Customer,

The following pack will help you and your team experience the benefits of the Steel Blue B2B portal. If you require additional support, please email b2beu@steelblue.com or contact your Steel Blue Area Manager.

Getting Started:

Access

If you are new to the online ordering portal please contact your Steel Blue Area Manager or email b2beu@steelblue.com. You will receive a confirmation email from our IT team within 48 hours.

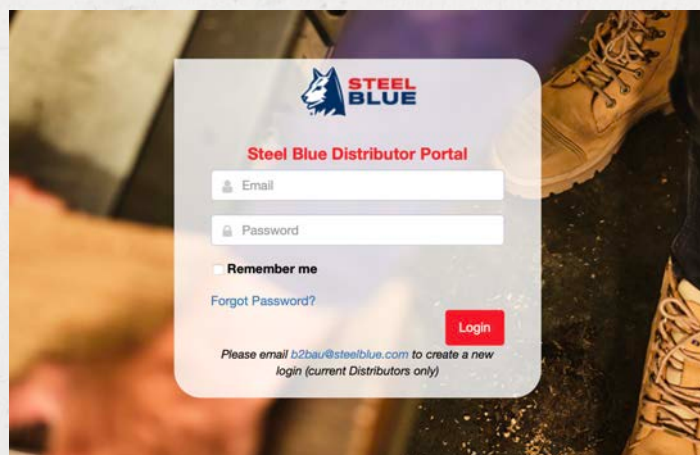
Login

1. Simply enter the portal address (<https://b2beu@steelblue.com>) into your internet browser.
2. When logging in for the first time, you will need to reset your password by following the "Forgot your password?" steps below.
3. Passwords must be at least 8 characters long and include one number

Top tips

- + Save the portal link to your Favourites for easy access.
- + Your Internet Browser can save your login details for even easier access. Click "Save" when prompted.

You can access the portal on all Internet Browsers except for Internet Explorer 8.

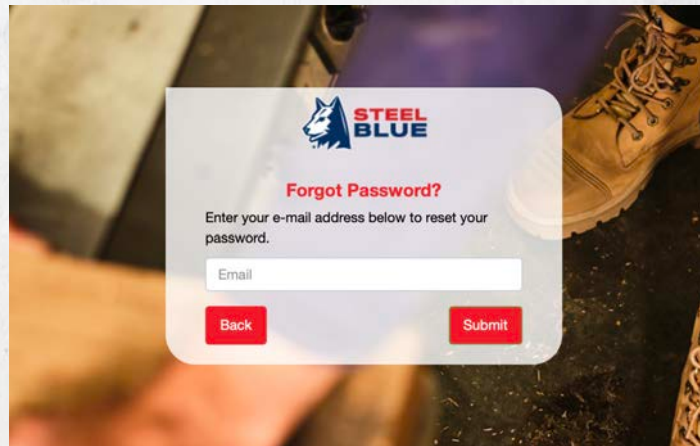


A mark of true skill



Forgot your password?

If you forget your password, simply click on "Forgot Password?" on the login page. Enter your email address when asked (below image) and then press submit. You will be emailed a link to reset your password.



Product Search and Ordering

To access the following, please remember to login to the portal first.

Search and filter functions (Steel Blue products only)

There are two ways for you to find the Steel Blue products you need; Search or filter.

Search: Use the search function in the top left-hand corner of the screen and enter in product details i.e. style name, colour, feature or 6-digit product code.

+ In the Steel Blue section, you can add or reduce your product search by one, multiple or all the following filters:

Style filter

- + Style name i.e. Argyle

Feature Filter

- + Boot features i.e. Bump Cap or Nitrile outsole

Colour Filter

- + Colour filter i.e. Wheat or Sand

A mark of true skill



Placing an order

To place an order, please follow the below steps:

1. Navigate to the Steel Blue, Howler or Accessories section of the portal to find your items. If searching for Steel Blue products, remember you can use the search or filter functions as above.
2. Select the quantities of the sizes required using the arrows or typing into the text box.

| | | | | | | | | | | |
|---|---|----|---|----|---|----|---|----|----|-----|
| 5 | 6 | 6½ | 7 | 7½ | 8 | 8½ | 9 | 9½ | 10 | 10½ |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| ▲ | ▲ | ▲ | ▲ | ▲ | ▲ | ▲ | ▲ | ▲ | ▲ | ▲ |
| ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ | ▼ |

The product will be added to your shopping cart automatically as you update the quantities. Repeat this step until you are ready to finish your order.

3. To finalise your order, click on the red cart in the top right corner.



You can review your order and update your cart to remove products, increase or decrease quantities as required. You will also be asked to complete the following:

- a. PO Number
- b. Shipping address
- c. Order comments if applicable

4. Your order is now ready to be submitted. It is important that you press the "Place Order" button to ensure your order is entered.

An order confirmation email will be sent to you within 10 minutes. If you do not receive it within this time, please check your junk/spam/clutter folder first. Then **email** b2beu@steelblue.com. Or customerservice.europe@steelblue.com.

Checking stock

To check stock availability please follow the below steps:

1. Navigate to the Steel Blue, Howler or Accessories section of the portal.
2. Search or use the filters to find the products you need.
3. Use the colour guide to find out the current stock availability

STOCK AVAILABILITY

Plenty of stock (> 20 pairs) Low stock (1-20 pairs) Temporarily out of stock

A mark of true skill



Checking Open/Back orders

To check all open order lines, please follow the below steps:

1. Navigate to the My Open Orders section

| Order # | PO # | Order Date | Line # | Part | Description | Order Qty | Shipped Qty | Remaining Qty |
|---------|---------|------------|--------|----------------|-----------------------------|-----------|-------------|---------------|
| 50348 | 4381490 | 13/05/2019 | 5 | 432471-070-BLK | KALAHARI - 070 BLACK TPU BC | 6 | 0 | 6 |

Previewing Order History


To check old orders, please follow the steps below:

1. Navigate to the My Order History section
2. Enter your purchase order number into the search box or
3. Click on the filter and choose Sales order

Retrieving Invoices and Credit Notes

To download a copy of an invoice, please follow the below steps:

1. Navigate to the My Order History Section of the portal.
2. Use the search or filter functions to retrieve past invoices and credit notes

 Invoice#: 646342 [Download Invoice 646342](#) Invoice includes [Order #399046](#) PO#: 28737
Open Nov 07 2017

3. Click on Download Invoice and a pop-up will appear asking you to save or download the PDF invoice

A mark of true skill



Refund Claims

To submit a Warranty Claim, please follow the below steps:

1. Navigate to the Refund Claims section
2. Review the Steel Blue Process and Guarantee Form documents using the blue buttons at the bottom
4. Enter your details
5. Complete all fields for each single product you want to submit
6. Upload all necessary photos and files for each product.

Contact Name:

Email:

Comments:

| Product | Quantity | Sales Invoice Date (DD/MM/YYYY) | Customer reference | Return Reason | Batch Number | Manufacturing Date (MM/YY) | |
|--------------------|----------|---------------------------------|----------------------|---------------|----------------------|----------------------------|-----------------|
| Select a Product ▼ | E... ▲▼ | day/m... 📅 | <input type="text"/> | Select ▼ | <input type="text"/> | mont... 📅 | Select files... |
| Select a Product ▼ | E... ▲▼ | day/m... 📅 | <input type="text"/> | Select ▼ | <input type="text"/> | mont... 📅 | Select files... |
| Select a Product ▼ | E... ▲▼ | day/m... 📅 | <input type="text"/> | Select ▼ | <input type="text"/> | mont... 📅 | Select files... |
| Select a Product ▼ | E... ▲▼ | day/m... 📅 | <input type="text"/> | Select ▼ | <input type="text"/> | mont... 📅 | Select files... |
| Select a Product ▼ | E... ▲▼ | day/m... 📅 | <input type="text"/> | Select ▼ | <input type="text"/> | mont... 📅 | Select files... |
| Select a Product ▼ | E... ▲▼ | day/m... 📅 | <input type="text"/> | Select ▼ | <input type="text"/> | mont... 📅 | Select files... |
| Select a Product ▼ | E... ▲▼ | day/m... 📅 | <input type="text"/> | Select ▼ | <input type="text"/> | mont... 📅 | Select files... |
| Select a Product ▼ | E... ▲▼ | day/m... 📅 | <input type="text"/> | Select ▼ | <input type="text"/> | mont... 📅 | Select files... |
| Select a Product ▼ | E... ▲▼ | day/m... 📅 | <input type="text"/> | Select ▼ | <input type="text"/> | mont... 📅 | Select files... |
| Select a Product ▼ | E... ▲▼ | day/m... 📅 | <input type="text"/> | Select ▼ | <input type="text"/> | mont... 📅 | Select files... |

[Steel Blue Electronic returns process](#) [Steel Blue Comfort Guarantee Form](#) [Submit](#)

A mark of true skill



Marketing Materials

Accessing the marketing library

To access and download marketing materials please follow the below steps:

1. Navigate to the Marketing Library section of the portal
2. Read the Style Guidelines document
3. Use the Search Bar to find specific material, or;
4. Navigate through the folders to find the materials you require
5. If you have not found what you were looking for, please contact marketing@steelblue.com

By using our marketing library, you agree to have read the Steel Blue branding guidelines



Europe

Search Region

- Brochures ▼
- Lifestyle photography ▼
- Logo's and stamps ▼
- Product Images ▼
 - Accessories [Download All](#) ▲
 - Howler - European Union [Download All](#) ▼
 - Steel Blue Boots ▼
- Product Technical Specification Sheets ▼
- Video's ▼
- Social Media content ▼
- [READ ME – style guidelines to use Steel Blue marketing material.pdf](#) [Size: 29794075]
- Footwear Guides ▼