# Order intake application 04/2021



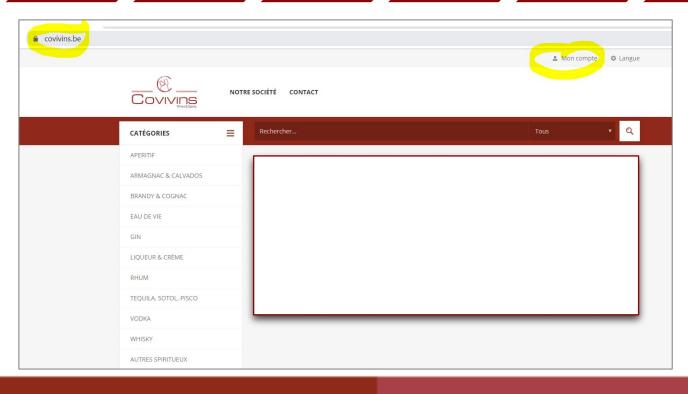
### Order intake

Login Select NEW - Select Products Validate Overview Delivery

#### Why?

- Secure sale
- Order arrives directly in Covivins system --> fast & efficient treatment
- Less misunderstandings (client, reference,...)
- Automatic confirmation e-mails

Login Select NEW - Select Products Validate Overview Delivery



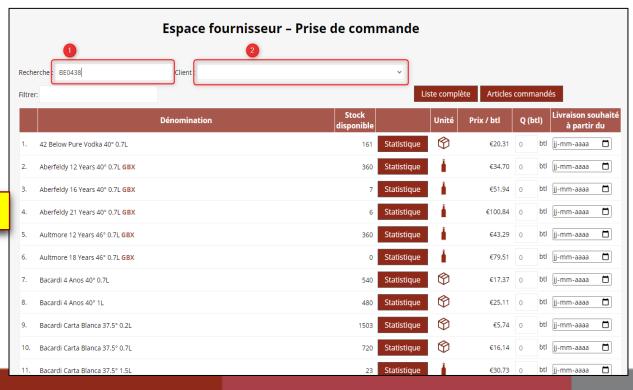
Login Select NEW - Select products Validate order Confirmati on Delivery

Select wholesaler

- 1. Type search term
  - postal code
  - Name
  - VAT-number

New

**2. Select client** from drop-down list



#### New

#### How does it work?

Login

Select wholesaler

NEW -Overview Select products

Validate order

Confirmati on

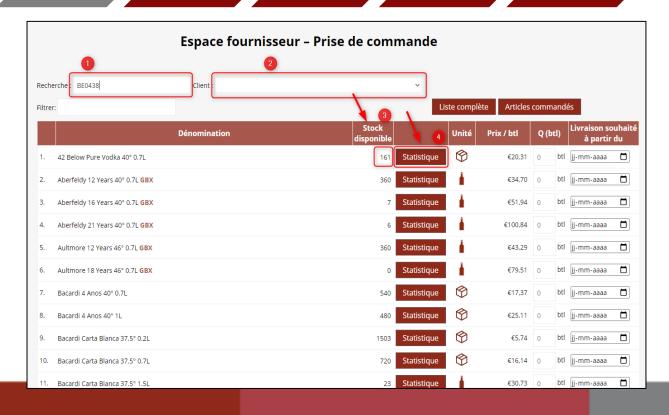
**Delivery** 

Get info on:

#### 1. Stock status

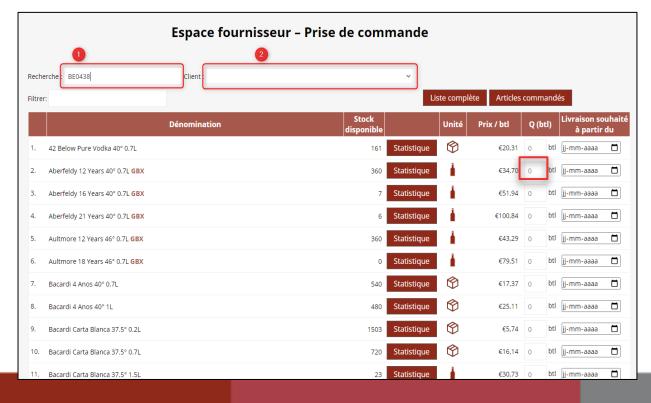
#### 2. Statistics

 Downloadable sell out on each product bought by the selected client over 3 years

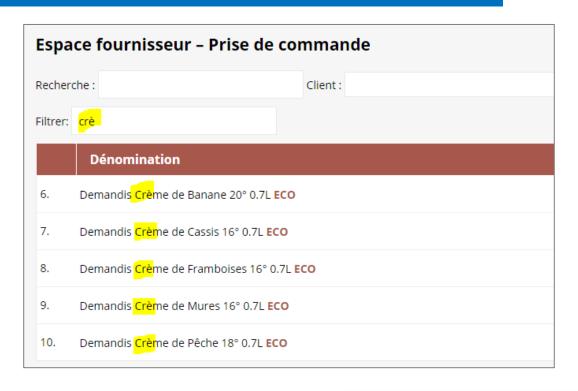


Login Select wholesaler Overview Select products Validate order Confirmati on Delivery

Add # of bottles behind the required reference(s)



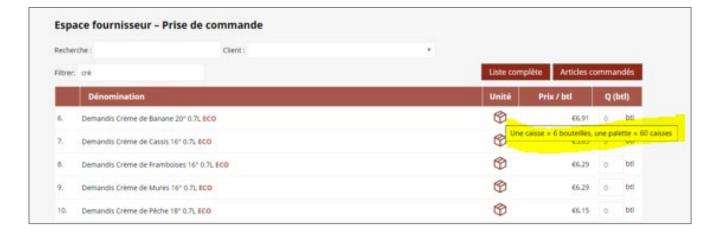
#### You can filter the list via « Product filter »





**Eenheid / Unité** = standard selling unit 'mouse over' = info # bottles per box







References with a box as standard selling unit can be sold per bottle if client pays 1€ extra

(except for « packs or trays » - these cannot be opened)

Order quantity has to be entered in # bottles (except for trays sold per 12x20cl,24x20cl,... not for [Product name] 20cl (4pack))





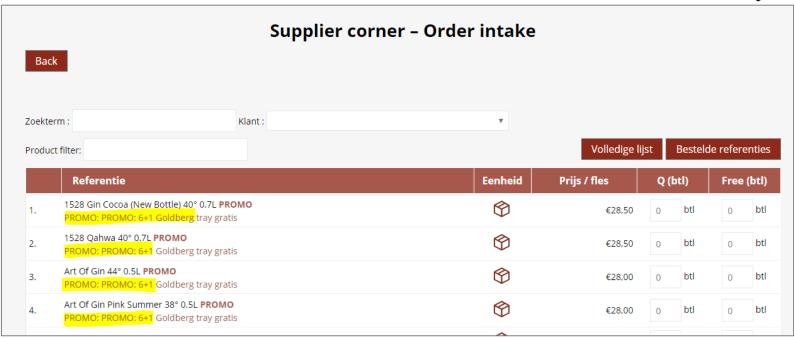
References « **Sur commande / op bestelling** » are sold only <u>per box</u>





#### Active X+Y **promotions** are indicated





! In case of « 5+1 » type promo: « 6 » bottles have to be added to basket

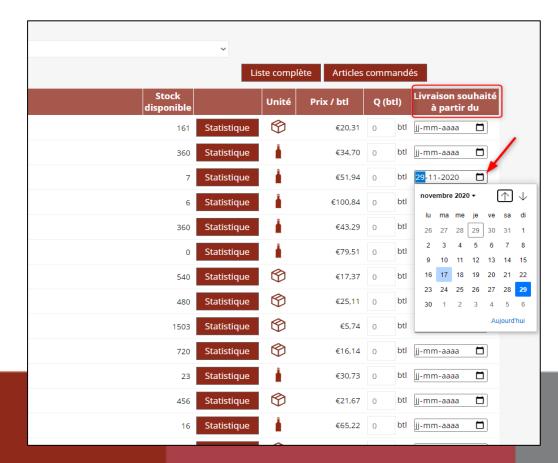
#### New

#### How does it work?

Login Select wholesaler Overview Select products Validate order Confirmati on Delivery

! Possibility to add a wished delivery date for specific articles

- By default = standard delivery date
- Maximum delivery date = 1 month after order intake
- Not applicable for articles 'sur commande/op bestelling'



Login Select wholesaler Overview Select products Validate order Confirmati on Delivery

! Possibility to add a **comment** for Covivins

Push the « **Validate** » button to confirm the basket



Login Select Select Validate order Confirmation Delivery

#### A confirmation e-mail will be sent to

- 1. the wholesaler
- 2. and in cc
  - 1. You
  - 2. Covivins Customer service
  - 3. Covivins Account Manager

Beste klant,

Ingevolge uw vraag om door Covivins SPRL geleverd te worden, hebben wij de bestelling die in uw naam opgenomen werd door goed ontvangen.

Deze bestelling bevat de volgende referenties:

5 btls \*

Ze zal geleverd worden samen met uw volgende bestelling.

Aarzel niet contact te nemen met indien u hierbij een vraag hebt of een e-mail te sturen naar customer@covivins.be.

Met vriendelijke groeten,

Het Covivins team



The order will be automatically **put in back-order** on the wholesaler's account

The back-order will be **added on the next order** of the wholesaler

We deliver the wholesaler in D+1 (if order was sent before 11 am)

except for references "sur commande / op bestelling"

# Delivery



#### We deliver without transport fee as from 1,000€ (hors TVA)

You can see the amount of your order at the bottom of the product list. If it adds up to > 1,000€, you can ask via "comment" to send the order straight away to the client...



# Contact one of our Account Managers if the wholesaler does not exist in our DB





POUR PLUS D'INFOS, N'HÉSITEZ PAS À CONTACTER VOTRE ACCOUNT MANAGER VOOR MEER INFO, AARZEL NIET JE ACCOUNT MANAGER TE CONTACTEREN

Laurane Trigaux +32 (0)472/59.73.77 - laurane.trigaux@covivins.be
Account Manager Bruxelles, Wallonie

Patrick Van Den Steen +32 (0)475/77.19.26 - patrick.vandensteen@covivins.be
Account Manager Brussel, Vlaanderen

Provide our Account manager the following information in case of new wholesaler to contact



#### Création de client

Merci d'utiliser ce document lors de la création d'un client afin de ne pas oublier une information.

Info générales

Nom de la societe	
Adresse de facturation	
Adresse de livraison	
Langue du client	
N° de TVA	Lloveringsuren ner deg
Fermeture	+ leveringsuren per dag
Personne de contact 1	
Nom	
Prénom	
Adresse (si différent que l'adresse du client)	
Titre	
Langue	
Fonction	
Tél ou GSM	
Adresse mail	

Articles commandés / bestelde referenties allows to **filter** on those references that have been added to the shopping cart

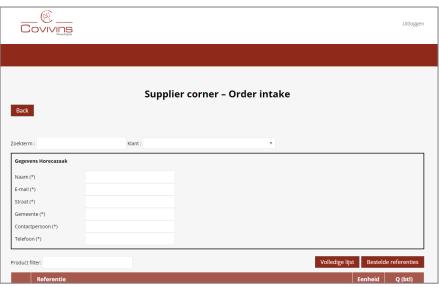




Possibility to take **orders for Horeca** is possible depending on your profile; they will then be delivered by a wholesaler in our DB (\*)







(\*) The Horeca client will receive a confirmation email as well upon validation of the order FYI - available profiles

- 1. Wholesaler only
- 2. Horeca only
- 3. Wholesaler & Horeca

Possibility exists to allow representatives to add **free bottles** to the basket (\*)





(\*) The confirmation mail will not make a difference between paid and free bottles but on the backorder page on the website and on the ProForma the free bottles will be visible to the client

We have procedures for **dépôts and returns**Contact our Account Manager for more info



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# Questions?



customer@covivins.be