

SIKA ONLINE SHOP INTRODUCTION



WELCOME TO E-SHOP ACCOUNT

Your online access to

SIKA UAE LLC

With this new service we intend to make communication with you even faster, more direct and more effective



An **eCommerce solution** enabling sika to deliver a streamlined **B2B service**, allowing you to efficiently **manage your order journey** online, **saving time and cost.**



BENEFITS FOR YOU



Improved customer experience

- **Personalised** shopping experience.
- **Always Open** – full 24/7 service, you can order when you need.
- **Mobile** – access to Sika solutions everywhere, easy and accessible.
- **Transparency of Purchase** – reduce order errors.
- **Order Visibility** – view your order and invoice history.
- **Invoice Access** – view invoices easily.
- **Easy Access** to Product and Safety Data Sheets.

ESHOP

MAIN FUNCTIONALITIES



PRODUCT CATALOG

- ▶ Product catalog visibility
- ▶ Multi-wishlist for favourites
- ▶ Product search
- ▶ Product information
- ▶ Product data sheets



CHECKOUT

- ▶ Select delivery dates up to 90 days
- ▶ Selected ship to locations/accounts
- ▶ Add manual address
- ▶ Batch order upload possible



ORDER HISTORY

- ▶ Reorder from previous order
- ▶ Order history – from eShop and regular orders



INVOICE

- ▶ See/view invoices
- ▶ Download invoices
- ▶ Search/Filter by order number and purchase order number



USER MANAGEMENT

- ▶ Customer administration
- ▶ Create sub-agent users

SIKA B2B

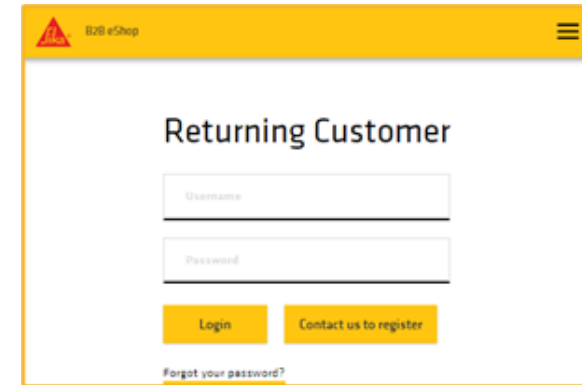
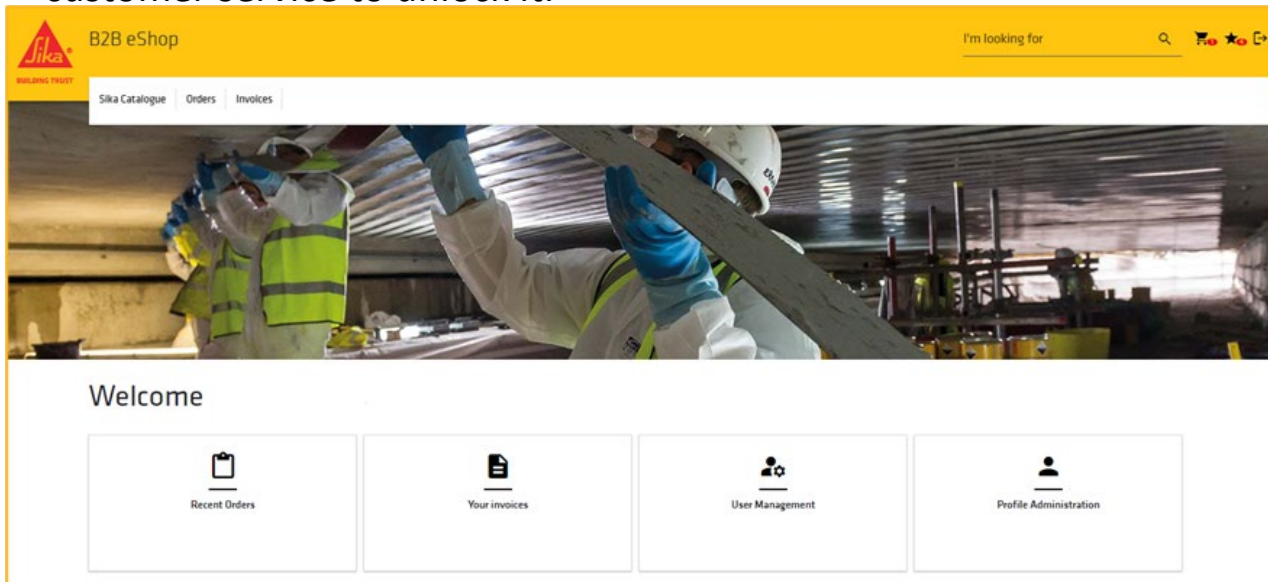
E-SHOP

USER GUIDE

SIKA E-SHOP USER GUIDE

- ▶ Login with your username and password
- ▶ If you have forgotten your password, you may click the button and you will receive instructions to reset it.

You will have 5 attempts to login correctly or your account will be locked, and you will need to contact the business support team or customer service to unlock it.



- ▶ The **icons** on the top right are for the Cart, Wish list, Sign Out, and Print.
- ▶ **“Recent Orders”** will allow you to check the status of all your orders (including those not placed through eShop).
- ▶ **“Your Invoices”** will allow you to check and download all your invoices.
- ▶ **“User Management”** will allow you to add, edit and remove users for your Account
- ▶ **“Profile Administration”** will take you directly to the creation page.

UPDATE OR CREATE A USER

The screenshot shows the 'UPDATE OR CREATE USER' form in the B2B eShop. The form is titled 'UPDATE OR CREATE USER' and has a breadcrumb trail 'Home > Users > New'. The form is divided into several sections:

- 1. Is Active:** A checkbox labeled 'Is Active' is checked.
- 2. Username:** A text input field for the username.
- 3. First Name:** A text input field for the first name.
- 4. Email:** A text input field for the email address.
- 5. Mobile Phone:** A text input field for the mobile phone number.
- 6. Roles:** A section with radio buttons for 'Administrator', 'Buyer', and 'Viewer'. The 'Administrator' role is selected.
- 7. Catalogue Restrictions:** A section with a 'Select All' button and a list of checkboxes for various product categories: 'Licensed Contractor - Sika-Tecol', 'Industrial Manufacturing', 'Roofing NEW', 'Waterproofing', 'Sealing & Bonding', 'Building Finishing', 'Concrete', 'Industry Distribution', 'Specialist Construction Solutions', and 'UK Distribution'. The 'Roofing NEW' checkbox is checked.
- 8. Sold to:** A dropdown menu for selecting the 'Sold to' address. The selected address is '3074146 TEST CUSTOMER | WELWYN GARDEN CITY | AL7 1BQ'.

Fields marked * are required.

Basic Information

1. **"Is Active"**, this will deactivate the account in question
2. The **"Username"** should be the e-mail address for the user
**** If the Username e-mail has been used you cannot use it again ****
3. Complete the first and last names
4. Enter the e-mail address again
5. Complete the phone numbers

User Settings

6. **Roles**
 - Admin: can create, buy and view products. Can create sub-users
 - Buyer: can buy and view products but not view, create or edit users
 - Viewer: can see products and add to a wish list but cannot buy. They also are unable to view, edit or create users
7. **Catalogue Restrictions**
 - Check this box to allow which catalogue can be seen.
8. **Addresses**
 - These are the sold-to and then the ship-to addresses. If you have multiple outlets select the appropriate one for the user. **"Select all"** check's all available **"Sold to"** and **"Ship to"** addresses.

HOW TO CREATE AN ORDER

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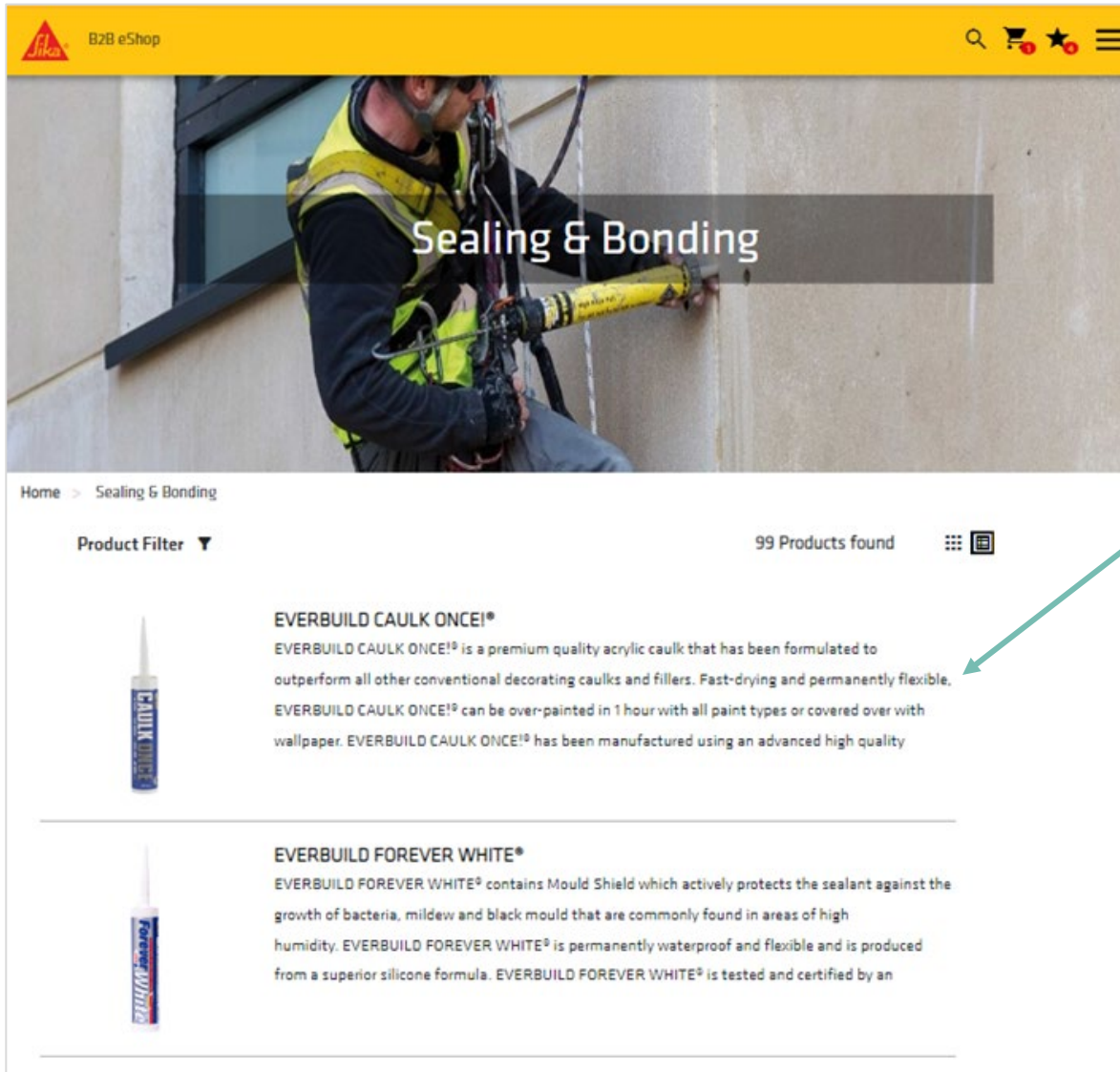


Click on **“Sika Catalogue”** to show a list of Catalogue categories or use the **“I’m looking for”** field if you know the Product description or Sika material code.



HOW TO CREATE AN ORDER

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When you have chosen a category or performed a search, a list of relevant products will be shown.

Click on Product to display all the variants within this product, including colours and pack sizes.

HOW TO CREATE AN ORDER

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The screenshot shows the Sika B2B eShop UK interface. At the top, there's a yellow header with the Sika logo, 'B2B eShop UK', a search bar, and navigation icons. Below the header, a white navigation bar contains links to 'Sika Catalogue', 'Orders', 'Invoices', and the user name 'Alex Burman'. The main content area has a breadcrumb trail: 'Home > UK Distribution > Sealants > Decorators Caulk > EVERBUILD CAULK ONCE!®'. The product page for 'EVERBUILD CAULK ONCE!®' is displayed. It features a product image of a blue and white caulk cartridge on the left. To the right, the product name is followed by a 'Description' section. Below the description, there are links for 'PRODUCT DETAILS', 'PRODUCT DATA SHEETS', and 'SHOW ALL DOCUMENTS'. A tabbed interface at the bottom shows 'Materials', 'Product Details', and 'Documents'. The 'Materials' tab is active, showing a table with two product entries. Each entry includes a material code, description, color, packaging, minimum quantity, and a quantity selector with a cart icon and a star icon for wish lists.

EVERBUILD CAULK ONCE!®

Description

EVERBUILD CAULK ONCE!® is a premium quality acrylic caulk that has been formulated to outperform all other conventional decorating caulks and fillers. Fast-drying and permanently flexible, EVERBUILD CAULK ONCE!® can be over-painted in 1 hour with all paint types or covered over with wallpaper. EVERBUILD CAULK ONCE!® has been manufactured using an advanced high quality polymer to offer superior adhesion and low shrink, as well as tooling down smoothly.

PRODUCT DETAILS

PRODUCT DATA SHEETS SHOW ALL DOCUMENTS

Materials	Product Details	Documents
489514 EVERBUILD CAULK ONCE white Cartridge cont. 310 ml Box with 12 cartridges	COLOUR white QUANTITY PER PALLET 1,440 PC	PACKAGING 295 ML MIN QTY 12 PC QUANTITY 12
489516 EVERBUILD CAULK ONCE white Cartridge cont. 380 ml Box with 12 cartridges	COLOUR white QUANTITY PER PALLET 1,080 PC	PACKAGING 380 ML MIN QTY 12 PC QUANTITY 12

Fields marked * are required

RELATED PRODUCTS

Product Information Page containing Product information.

1. Download related product documents (Data Sheets).
2. Sika material code and product description.
3. Colour - if applicable.
4. Packaging – size of each unit.
5. Min qty – minimum number of units per order.
6. Quantity per Pallet – number of units per pallet.
7. Quantity - add required qty of each material (product)
Please use the up/down arrow to select qty required. The number will index in multiple units if applicable.
8. Once quantity is selected press the cart icon to add to your order.
9. Press star icon to add this item to a wish list.

NB: “Related Products” are shown below the material list.



HOW TO CREATE AN ORDER

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The screenshot shows the Sika B2B eShop UK interface. The top navigation bar is yellow with the Sika logo, 'B2B eShop UK', and icons for search, shopping cart, favorites, and a menu. The breadcrumb trail is: Home > Sealing & Bonding > Sealants > Caulk > EVERBUILD CAULK ONCE!®.

The main product page for 'EVERBUILD CAULK ONCE!®' features a product image, a description, a 'See more +' link, and a 'PRODUCT DATA SHEETS' download button. Below this are tabs for 'Materials', 'Product Details', and 'Documents'.

The 'Materials' tab is active, displaying a table of product variants:

Material ID	Material Name	COLOUR	PACKAGING	MIN QTY	QUANTITY PER PALLET
489514	EVERBUILD CAULK ONCE white	white	295 ML	12 PC	1,440 PC
489516	EVERBUILD CAULK ONCE white	white	380 ML	12 PC	1,080 PC

A 'Your Cart (2)' overlay is visible on the right side of the page, showing two items:

- Item 1: 614701 SilkaFume-60 S Canister cont. 18 l, QUANTITY 1 PC.
- Item 2: 489514 EVERBUILD CAULK ONCE white Cartridge cont. 310 ml Box with 12 cartridges, QUANTITY 12 PC.

A yellow 'CHECKOUT' button is located at the bottom right of the page.

As you build your order the material quantity is show in your mini cart icon.

When you have completed your order click on the large Checkout bar. This will then enable you to review the total order before you move to completion

HOW TO CREATE AN ORDER

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CHECKOUT: 1ST STEP: CART & DELIVERY

[< Continue Shopping](#)

Discard

Checkout

Any Questions ?

Sold to address: *

3074145 TEST CUSTOMER
WATCHMEAD
WELWYN GARDEN CITY
AL7 1BQ

Ship to address: *

3074145 TEST CUSTOMER
WATCHMEAD
WELWYN GARDEN CITY
AL7 1BQ

New Delivery Address

Shipping Conditions *

Standard delivery

Transport Equipment*

Truck without special requirement

Requested Delivery Date *

05-10-2022

Update Cart

☐ Fill Cart with Upload File

614701

SikaFume-50 S
Canister cont. 18 L

COLOUR

PACKAGING

18 L

MIN QTY

1 PC

QUANTITY

1

1. Use the drop-down box to select the **“Sold to”** and the drop-down box to select the **“Ship to”** addresses.
2. If you need to send to a different address, you can add another address via the **“New Delivery Address”** button (see separate page for information).
3. Select your delivery date. It will default to our standard delivery schedule (3 days).
4. Click **“Update Cart”** to display pricing - see note below.
5. You can adjust material quantities – if required.
6. If you have an Order to upload – Tick **“Fill Cart with Upload File”** (see separate page for instructions).

NB: Once you are satisfied with the order – press **“Update Cart”** – the eShop will now calculate your pricing – you can still amend the order after this stage.



HOW TO CREATE AN ORDER

The image shows a 'New Delivery Address' modal form and a portion of the checkout page. The modal form has a title 'New Delivery Address' with a location pin icon and a close button. It contains five input fields: 'Name 1 *', 'Name 2', 'Name 3', 'Name 4', and 'Street *'. The 'Street *' field is the last one in the list. Below the fields is a 'Save' button. A note at the bottom of the modal says 'Fields marked * are required'. To the right of the modal, the checkout page shows a 'Discard' button, a 'Checkout' button, and a link 'Any Questions ?' with a question mark icon. Below these is a large white box with a dropdown arrow. Further down is a 'New Delivery Address' button. At the bottom of the checkout page is another dropdown arrow.

New Delivery Address

Name 1 *

Name 2

Name 3

Name 4

Street *

Save

Fields marked * are required

Discard Checkout Any Questions ?

New Delivery Address

The **“New Delivery Address”** button on the **“Checkout: 1st Step”** page allows you to manually add a different delivery address for this order.

This address is not saved for future use.

1. Click **“New Delivery Address”** to bring up the address fields.
2. Enter the name and address in the relevant fields.
3. Scroll down and press **“Save”**.

The new address is displayed under the greyed-out Ship to field.

HOW TO CREATE AN ORDER

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	SikaFume-50 S Canister cont. 18 l	18 L	1 PC	1		£0.01
	PRICE UNIT PC	YOUR PRICE £0.01				

	489514 EVERBUILD CAULK ONCE white Cartridge cont. 310 ml Box with 12 cartridges	COLOUR white	PACKAGING 295 ML	MIN QTY 12 PC	QUANTITY 12		TOTAL £23.52
	PRICE UNIT PC	YOUR PRICE £1.96					

Total Net	£23.53
Output Tax	£4.71
Total	£28.24

Please be aware, if your total order value is below your minimum requirement there will be an additional shipping charge. Prices and stock are subject to change. You will receive an order confirmation email upon receipt of order.

Fields marked * are required



[< Continue Shopping](#)

Once the pricing is applied you can add anything here before you complete your order.

Make sure you have all your items as you will be unable to add further items to your order once you have completed checkout.

1. Add in sika code for the item and click on **“add”** button.
2. The total value of your order is shown.
3. If you want you can print a copy of your order.
4. Once all is complete – Please click **“Checkout”**.



HOW TO CREATE AN ORDER

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[Home](#) > [Checkout](#) > [Final Review](#)

CHECKOUT SUMMARY

[< Back to Shopping Cart](#)

3

Place Order

Any Questions ?

Sold to address:
3074145 TEST CUSTOMER

WATCHMEAD
WELWYN GARDEN CITY
AL7 1BQ

Ship to address:
3074145 TEST CUSTOMER

WATCHMEAD
WELWYN GARDEN CITY
AL7 1BQ

Shipping Conditions
Standard delivery

Transport Equipment
Truck without special requirement

Requested Delivery Date:
05-10-2022

1 **Purchase Order Number: ***

2 ☐ I accept the [Terms & Conditions](#) *

	614701 SikaFume-50 5 Canister cont. 18 l	COLOUR	PACKAGING 18 L	MIN QTY 1 PC	PRICE UNIT PC	QUANTITY 1	TOTAL £0.01
YOUR PRICE £0.01							
Total Net							£23.53
Output Tax							£4.71
Total							£28.24

Please be aware, if your total order value is below your minimum requirement there will be an additional shipping charge. Prices and stock are subject to change. You will receive an order confirmation email upon receipt of order.

Fields marked * are required

Print Cart

3 Place Order

This is the final stage of the order process

1. In this area – please add your **“Purchase Order Number”**.
2. Accept the standard **“Terms and Conditions”**.
3. And press one of the **“Place Order”** buttons.



FILL CART WITH UPLOAD FILE

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Standard Delivery

Truck Without Special Requirement

Requested Delivery Date *

16-09-2022

Update Cart

Fill Cart with Upload File

Name of file

Examine

Download Template

Validate

538666 Sika MonoToc115 GP

COLOUR

PACKAGING 25 KG

MIN QTY 40 PC

PRICE UNIT

YOUR PRICE

QUANTITY on

	A	B
1	material	quantity
2	489516	5
3	489423	3
4	487333	10
5		

File import details

Row 2: Material "489516" not found.

Row 4: Material "487333" not found.

Row 3: Quantity "3" is too small for material "489423", used the minimum order quantity "25".

489423

EVERBUILD TECNIC ANTI PICK 109

soft liner

Cartridge cont. 310 ml

Box with 25 cartridges

COLOUR

PACKAGING 295 ML

MIN QTY 25 PC

You can **upload an order from an excel file**. This is accessible from the **“Checkout: 1st Step”** page.

From the first **“Checkout: 1st Step”** page, click **“Fill Cart with Upload File”**, this will display some additional tools.

1. **“Download template”** will give you an Excel template to complete with a large order.
 - Save the downloaded file and rename as you want
 - Open the file and complete the two columns with the Sika material code and material quantity (in singles)
2. Ensure that each line has the correct value and appropriate quantity multiple.
 - Save and close the excel file.
3. Click **“Examine”** and browse for the excel file.
4. Click **“Validate”**. The items will be imported or the reason why an item cannot be added to your cart will be shown.
 - Entries for the same product can be imported more than once.
 - Order quantities will be adjusted to match the minimum order quantity or multiple quantities.

If there are errors, you can correct them in your original file and re-upload or add/adjust them in the cart.

NB: Import and validate removes all existing cart items.



ORDER ACKNOWLEDGEMENT - PORTAL

Checkout: Order Acknowledgement

THANK YOU, YOUR ORDER HAS BEEN PLACED.

You will receive an email confirmation shortly.

Order # 20466655

If you have any question please contact us at sales@uk.sika.com or call 01707 394444

Please find all the order details below.

Sold to address:

3074145 TEST CUSTOMER
WATCHMEAD
WELWYN GARDEN CITY
AL7 1BQ

Ship to address:

3074145 TEST CUSTOMER
WATCHMEAD
WELWYN GARDEN CITY
AL7 1BQ

Requested Delivery Date:

05-10-2022

Shipping Conditions

Standard delivery

Transport Equipment

Truck without special requirement

Purchase Order Number

xxx

	614701 SikaFume-50 5 Canister cont. 18 l	COLOUR	PACKAGING	MIN QTY	PRICE UNIT	YOUR PRICE	QUANTITY	TOTAL
			18 L	1 PC	PC	£0.01	1	£0.01

	489514 EVERBUILD CAULK ONCE white Cartridge cont. 310 ml Box with 12 cartridges	COLOUR	PACKAGING	MIN QTY	PRICE UNIT	YOUR PRICE	QUANTITY	TOTAL
		white	295 ML	12 PC	PC	£1.96	12	£23.52

Total Net	£23.53
Output Tax	£4.71
Total	£28.24

Please be aware, if your total order value is below your minimum requirement there will be an additional shipping charge. Prices and stock are subject to change. You will receive an order confirmation email upon receipt of order.

Print Cart

Continue Shopping

This is the order acknowledgement

Note the Sika Order Acknowledgement Number.

If you need to discuss the order with us this is helpful – but we can always find the order from your PO Number.

You will also receive an email acknowledgement.



HOW TO VIEW AN ORDER

Home > Order History

Filter Orders ✕

1 Sold to *

3074145 TEST CUSTOMER

3 Sika Order Number

Sika Order Number (optional)

2 Date From

Date To

4 Purchase order number

Purchase order number (optional)

☐ Eshop only

☐ Open Orders only

Fields marked * are required

Reset

Search

You can check on individual orders or a number of orders over a date range.

Complete:

1. **“Sold to”** drop-down (mandatory).
2. **“Date range”** (mandatory) – limited to 3 month period maximum.
3. **“Sika order number”** (optional).
4. **“Purchase order number”** (optional).

This will display both eShop and other orders, for example, orders placed directly with Sika can also be seen.

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Home > Order History

Filter Orders ▼

Sold to: 3074145 TEST CUSTOMER Ship to: 3074145 TEST CUSTOMER Date From: 01-08-2022 Date To: 03-10-2022

Sort by Sika Order ▼

Sika Order 20466655	Purchase Order Number 1001	Overall Status ? Being processed	Date Of Order 2/10/2022	Requested Date 4/10/2022	6
Eshop					

Once the order is **complete** you can view the order.

5. You can **re-order** the same order by clicking on the trolley. This puts all the same items and quantities into a new checkout



ADDITIONAL TIPS

01

Bookmark the eShop URL

02

For best performance on mobile devices, always use current versions.

03

For Mac and Mac iOS, we recommend Chrome as the best browser yielding the best results.

04

For Windows devices, we recommend **Firefox** as the best browser yielding the best results.

05

The eShop will work on all devices Android, Apple, Tablets, Laptops, PC's.

06

Place regularly ordered items in you Wishlist and you can quickly place repeat orders.

THANK
YOU.



BUILDING TRUST