# **3radyPLUS**





# **INTERNAL USER**

eCommerce Reference Guide









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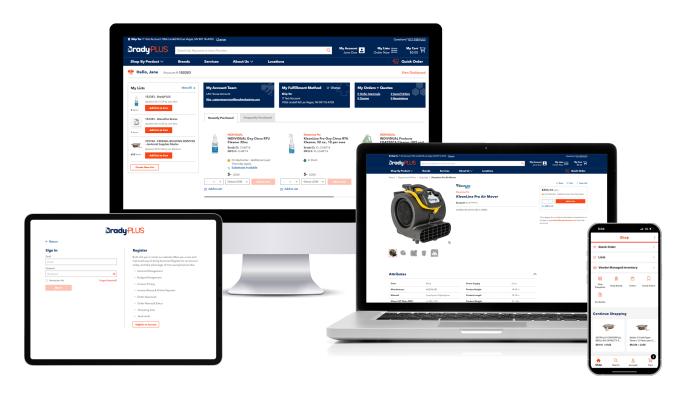




# Internal Employee Use Only

# Sales & Operations Portal

You can access all the information you need to stay connected with BradyPLUS through our easy-to-use eCommerce platform. Browse the BradyPLUS product catalog, access Safety Data Sheets, look up prices, create your own custom order guide, manage your employees and budgets, place orders and receive confirmation - all via a convenient and quick interface.



supplies.bradyindustries.com

# **Troubleshooting Online Issues**

If you encounter any website function or content issues, remember that your dedicated eCommerce support team is just a message away. Whether it's a technical glitch or a content concern, our team is here to support you every step of the way. Together, we can make BradyPLUS' customers online shopping seamless.

## Web Support: websupport@bradyplus.com

- Checkout not functioning
- Customer's shopping list not uploading
- Roles and orders approval questions
- Bugs on admin console
- Delivery date selector not functioning
- Cannot checkout with PO

- Items missing from online order(s)
- Site not loading
- Orders timing out or not loading into P21
- Create or modify a restriction group
- Enhanced order notifications concerns
- EasyRestock support and troubleshooting

## Accounts Recieviable: Required forms embed in topics below. (Bhive Forms Hub)

New Customer Setup

New Ship-to Setup

• Change Payment Terms

• Change Credit Limit

Change Tax Exemption Status

## • Change Customer Contact Info

Change Sales Representative

Update Ship-to Address

Change of Ownership

## Products: products@bradyplus.com

- Missing or incorrect data on product detail page(s)
- Missing or incorrect images

## Master Data: masterdatarequests.fs@bradyplus.com

- Products unavailable online/ web enable products
- Missing safety data sheet (SDS)
- Adjusting warehouse locations unit of measure

## IT Help Desk: ithelpdesk@bradyplus.com

• Call for availability notification

## Pricing: pricing@bradyplus.com

Pricing displaying incorrect on web

## Punchout: punchout@bradyplus.com

Punchout and Hosted Catalog request and troubleshooting







# Details of Website User Roles & Functions

The following user roles and associated functions are available within the **Brady**PLUS platform. Each account must have an Administrator role configured before additional roles can be assigned.

FEATURES COMPARISON	ADMIN (Administrator)	BUYER LEVEL 3	BUYER LEVEL 2	BUYER LEVEL 1	REQ (Requisitioner)
Access to view order history	+	+	+	+	
Ability to request a quote	+	+	+	+	
Submit orders for approval only				+	
Ability to place orders	+	+	+		
Ability to orders over budget	+	+			
Access to view invoice history	+	+			
Can approve requisitions	+	+			
Ability to approve orders	+	+			
Access to user administration	+				
Can access budget management	+				
Authorized to serve as an approver	+	+			
Require approval for orders over budget			+		
Ability to submit requisition requests					+

**Important Note:** We recommend assigning the Buyer 2 user role only if the customer's account is configured to have budget restrictions. If the multi-level approval function is activated for a customer, orders submitted by the Buyer 1 user will require approval from the Buyer 3 user, followed by final approval from the Administrator.



# Customer + Sales Rep

# USER INSTRUCTIONS

To successfully complete the instructions as a sales representative sign in your **BradyPLUS** <u>supplies.bradyindustries.com</u> account and select the appropriate customer account. If you are a customer service representative, sign in to your admin account on <u>supplies.bradyindustries.com/admin</u> to impersonate a website user. For instructions on how to impersonate a website user, refer to page 47.

**Important Note:** To access a customer's invoice history, order history, upload and view shopping list(s), view customer pricing, create users, and resend activation emails, you must select the appropriate Bill-To account associated with the customer. **For instructions on how to change an account, refer to page 30.** 

## **Section 1: Accessing My Account**



## **Logging Into an Account**

[Steps: 1 - 4] Click 'My Account' to initiate the sidebar sign-in menu. Enter your account's email address and password in the appropriate fields, then click the 'Sign In' button.

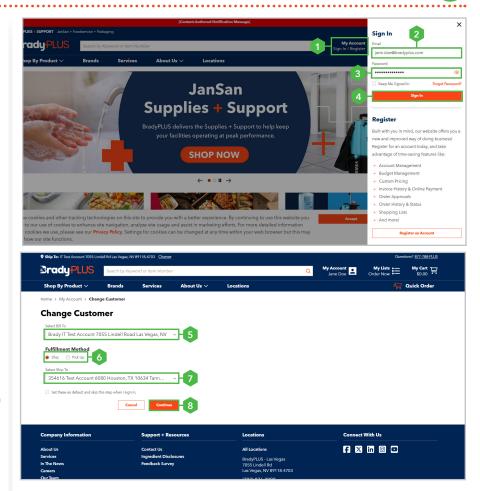
**Note:** If your account has multiple Bill-To accounts and/or Ship-To locations, proceed to steps 5 through 8 below.

## **Change Customer**

[Steps: 5 - 8] On the 'Change Customer' page, click the dropdown arrow to select your preferred Bill-To account (If multiple Bill-To and Ship-To options are available.). Next, click the 'Select Ship-To' dropdown arrow to choose your preferred shipping location. To change the Fulfillment Method from its default setting ('Ship') to 'Pick Up', select 'Pick Up.' If you would like to save these selections, select the 'Set these as default and skip this step when I sign in' checkbox. Then, click the 'Continue' button to proceed.

**Note:** The 'Select Bill-To' and 'Select Ship-To' dropdown menus display a maximum of 20 accounts and locations.

- ♣ If the desired Bill-To account is not visible, enter the account number or begin typing the company name. Matching options will appear—select the desired Bill-To from the list.
- ♣ If the desired Ship-To location is not visible, enter the Ship-To number or address. As you type, matching results will be displayed—select the desired Ship-To and click the 'Continue' button to proceed.



## **Section 1: Accessing My Account**

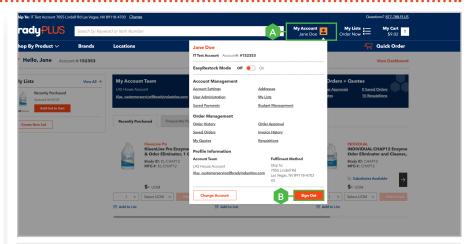
## Signing Out of Your Account

[Steps: A - B] Hover over 'My Account,' then click the 'Sign Out' button located in the dropdown menu.

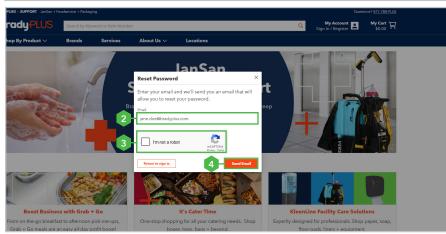
## **Resetting Your Password**

[Steps: 1 - 4] Click on 'My Account,' then select the 'Forgot Password?' link. In the 'Reset Password' pop-up window, enter the email address associated with your BradyPLUS eCommerce account in the 'Email' field. Check the 'I'm not a robot' box, then click the 'Send Email' button.

**Note**: If an account matches the username entered, an email will be sent to the associated email address with instructions on how to reset your password. If you do not receive an email, please contact customer service.







## **Section 2: My Account Dashboard**



Overview: The 'My Account' dashboard provides a centralized view of your account information, with quick links to all pages within the 'My Account' section. It also offers easy access to recent activity and key account details, including:

## **Access Account Dashboard**

[A] To access your account dashboard, click 'My Account' located in the main menu.

## Set Dashboard as the Homepage

[B] To set your dashboard as the homepage, select the 'Make Dashboard My Homepage' checkbox. To restore the default homepage settings, deselect the checkbox.

#### My Account Team

[C] The 'My Account Team' panel showcases the contact information for support.

## **Changing Fulfillment Method**

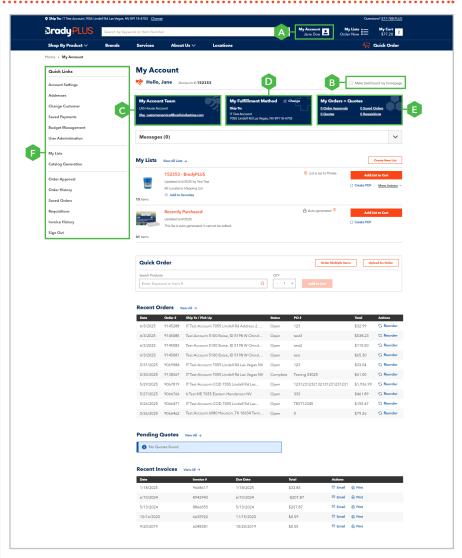
[D] The 'Changing Fulfillment Method' panel displays your selected Ship-To location. Additionally, you can change your Ship-To location by clicking the 'Change' link.

#### My Orders + Quotes

[E] The 'My Orders and Quotes' panel provides quick links to orders requiring approval, quotes, saved orders, and requisition requests.

#### **Quick Links**

[F] Provides easy and direct access to the pages listed in the 'Quick Links' section. To navigate, select the desired page.



## **Section 2: My Account Dashboard**

#### My List

[G] The 'My List' section displays shopping lists that you've created or that have been shared with you. You can also create a new shopping list by clicking the 'Create New List' button. For more details and instructions, please refer to page 17.

## **Quick Order**

[H] Enter the item keyword or item number in the 'Search Products' field. Once the item appears, select it. Then, specify the desired quantity in the 'QTY' field and select a unit of measure from the 'UOM' dropdown menu, if required. Click the 'Add to Cart' button to add the item to your cart. To add additional items, repeat these steps. Once all desired items have been added, navigate to 'My Cart' to proceed with checkout. (For checkout details and instructions, please refer to page 31.)

## **Recent Orders**

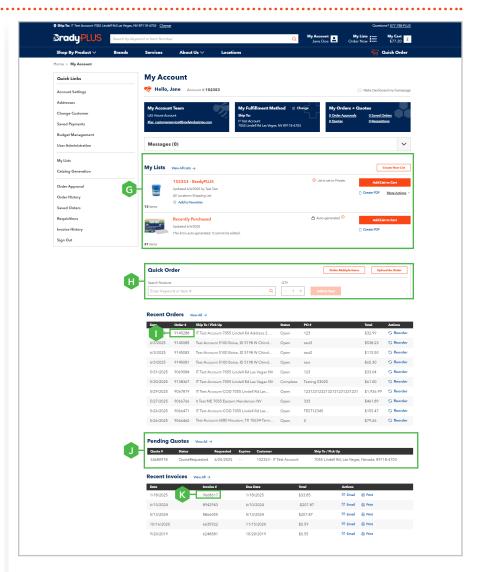
[I] The 'Recent Orders' section displays the most recently placed order. To view a recent order, click the desired order number. If the order number is not visible, click the 'View All' link.

#### **Pending Quotes**

[J] Pending quotes submitted and

#### **Recent Invoices**

[K] The 'Invoice Orders' section displays your most recent invoices. To view an invoice, click the corresponding invoice number. If the invoice number is not visible, click the 'View All' link.



## **Section 3: Account Settings**

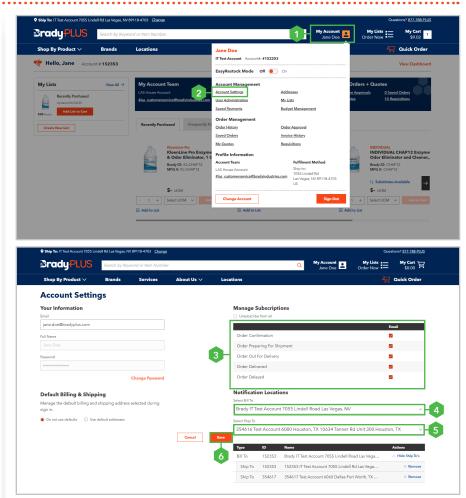


## Managing Enhanced Order Notification

[Steps: 1 - 5] Hover over 'My Account', then click 'Account Settings'. Select the checkbox(es) for the notifications you wish to receive. Next, choose your preferred notification locations. Once you've selected the desired location(s), click the 'Save' button to apply your changes. For instructions on how to select all or individual locations, see sections below:

- + To Subscribe to All Locations
  Select 'All Bill Tos' from the 'Select
  Bill To' field, then click the 'Save
  Changes' button (see Step 6).
- + To Selected Individual Locations
  Click the 'Select Bill To' field and choose the desired Bill-To account, if multiple options are available.
  Next, click the 'Select Ship To' field and select the desired Ship-To location(s), or choose 'All Ship Tos' to include all locations associated with the selected billing account.
  To subscribe to multiple Bill-To accounts and Ship-To locations, repeat Steps 4 and 5, then click 'Save Changes' (see Step 6).

**Note:** The selected enhanced order notifications will apply to all selected Bill-To accounts and Ship-To locations.

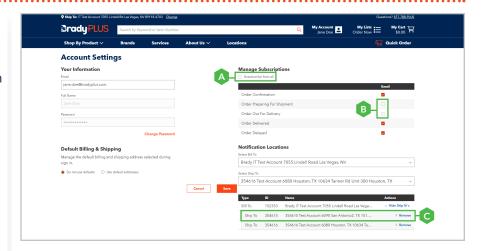


## **Section 3: Account Settings**

- + Unsubscribe from All Notification
  [A] To unsubscribe from all
  notifications, select 'Unsubscribe
  from All,' then click the 'Save' button
  (see Step 6).
- + Removing Specific Subscriptions
  [B] To remove specific subscription(s), deselect the subscription(s) you wish to unsubscribe from, then click the 'Save' button (see Step 6).
- + Removing Selected Ship-To Locations

[C] To remove a notification location, click the 'Remove' link next to the desired location, then click the 'Save' button(see Step 6).

**Note:** To remove a Bill-To account, all associated Ship-To locations must be removed.



## **Section 4: User Administration**



**Note:** Select the appropriate Bill-To account associated with the customer for whom you are creating a user. For detailed instructions on how to change an account, please refer to page 30.

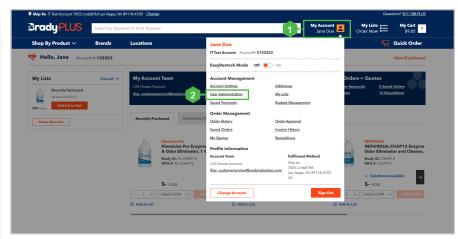
## **Creating a New Website User**

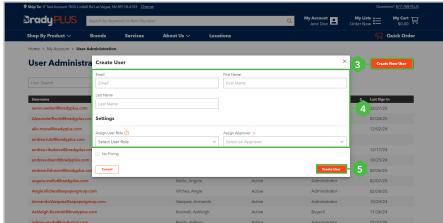
[Steps: 1 - 5] Hover over 'My Account' and select 'User Administration.' Click the 'Create New User' button. In the 'Create User' pop-up window, enter the required information for the website user:

- + Email Address
- + First Name
- + Last Name
- + Assign User Role
- + Assign Approver

Once all required information has been entered and selected, click the 'Create User' button to complete.

**Note:** The Buyer Level 2, Buyer Level 1, and Requisitioner user roles require an approver, for detail information in regards to users roles refer to page 6.





## **Section 4: User Administration**

## **Locating a Users Account**

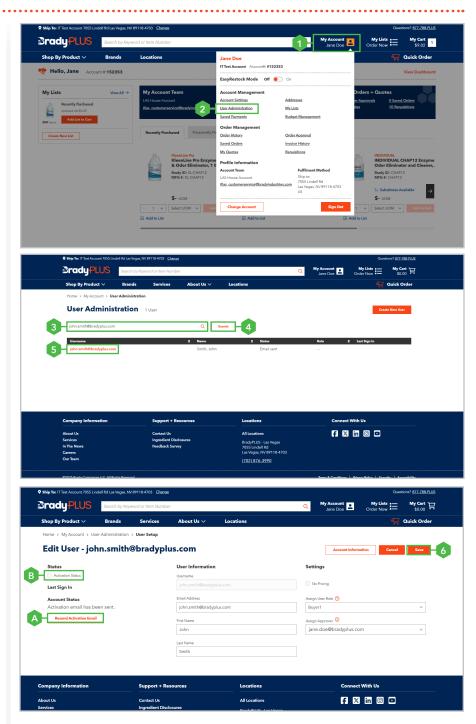
[Steps: 1 - 6] Hover over 'My Account' and select 'User Administration.' In the 'User Search' field, enter the email address of the user you wish to locate, then click the 'Search' button or press 'Enter.' Once the user appears in the results section, select the website user to view their profile.

## **Resending Account Activation Email**

[A] To resend an account activation email, click the 'Resend Activation Email' button.

## **Deactivating a Website User**

**[B]** To deactivate a user, deselect the 'Activation Status' checkbox, then click the 'Save' button to apply the changes.



## **Section 5: Save Payments**



**Note:** Only customers can access their account's 'Saved Payment'.

# Adding a Credit Card to Saved Payments

[Steps: 1 - 6] Hover over 'My Account' and select 'Saved Payments.' Then, click the 'Add New Card +' button and enter the card details:

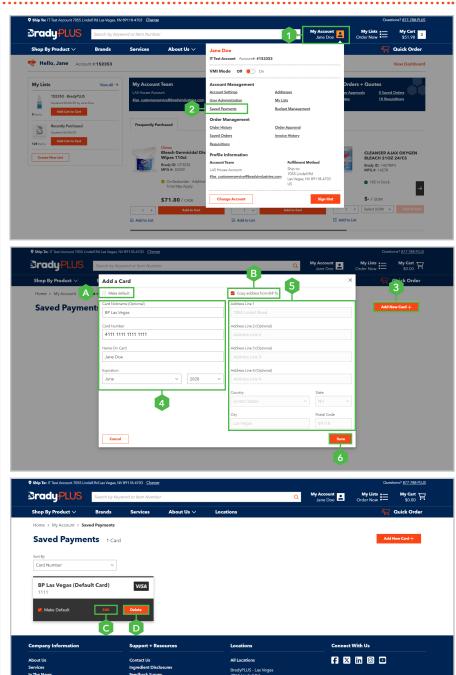
- + Card Nickname
- + Card Number
- + Name On Card
- + Expiration

You can designate this credit card as your default payment by selecting the 'Make default' check box (Example A). If the card billing address is the same as the Bill-To account address, select 'Copy address from Bill To' (Example B). If the credit card billing address is different, enter the card's billing address manually in the fields shown in step 5, and then click 'Save' button.

**Note:** When placing an order using this card, select the 'Card Nickname' from the Payment Method dropdown and enter the card's Security Code in the appropriate field.

## Edit or Delete a Save Payment

[Steps: C - D] To edit a saved payment method, hover over the card's nickname and click the 'Edit' button. Make the necessary updates, then click the 'Save' button to apply the changes. To remove a credit card, click the 'Delete' button. In the 'Delete Card' pop-up window, click the 'Delete' button to confirm you would like to remove this saved payment method.



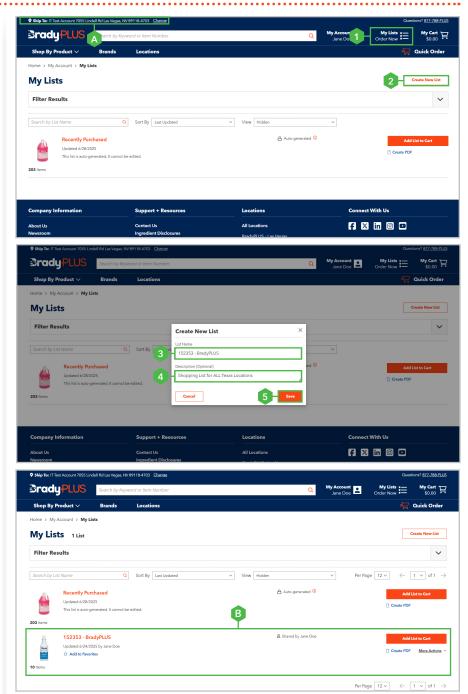


**Note:** Ensure that the appropriate Bill-To account and Ship-To location associated with the shopping list are selected (see Example A). If not, you will need to change accounts. For detailed instructions on how to change an account, please refer to page 30.

## **Creating a New Shopping List**

[Steps: 1 - 5] Click 'My Lists', then click the 'Create New List' button. Enter the customer number followed by the company name in the 'List Name' field (e.g., 152353 - BradyPLUS). Optionally, provide a brief description in the 'Description' field, then click the 'Save' button to create the list. The newly created shopping list will appear in the 'My List' section, with its default setting set to private (see Example B).

**Note:** To add items to the list, proceed to page 18 and follow Steps 2 through 7.





**Note:** Ensure that the appropriate Bill-To account and Ship-To location associated with the shopping list are selected (see Example A). If not, you will need to change accounts. For detailed instructions on how to change an account, please refer to page 30.

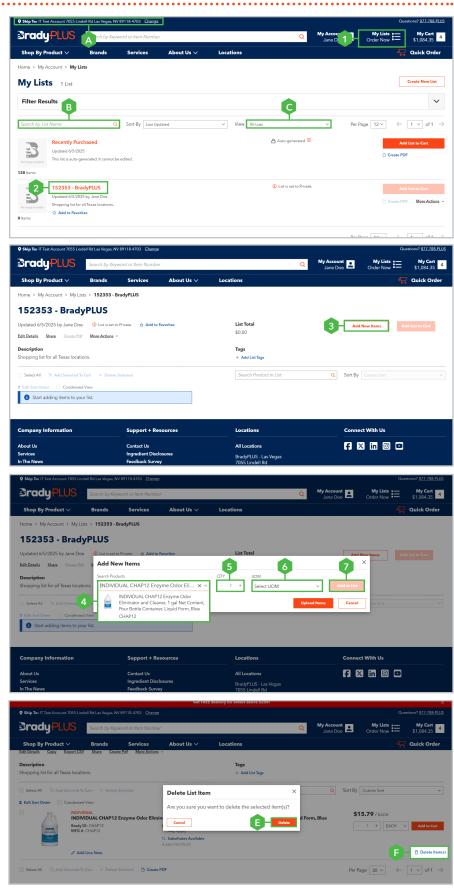
If the preferred shopping list is not visible, enter the list name or associated tags in the 'Search by List Name' field (see Example B). If the list has been hidden, select 'Hidden' from the 'View' filter options (see Example C).

Adding an Item to a Shopping List [Steps: 1 - 7] Click 'My Lists', then locate and select the desired shopping list. Next, click the 'Add New Items' button. The 'Add New Items' pop-up window will appear. In the 'Search Products' field, enter the item number, manufacturer number, or a relevant keyword. Once the item appears, select it. Enter the required quantity in the 'QTY' field, then choose a unit of measure from the 'UOM' dropdown, if required. Next, click the 'Add to List' button to add the item to the shopping list.

**Note:** To add additional items, repeat Steps 3 through 7.

# Removing an Item from a Shopping List

[Steps: E - F] To remove an item from a shopping list, click the 'Delete Item(s)' link next to the item you wish to remove. When the 'Delete List Item' pop-up window appears, click the 'Delete' button to confirm.



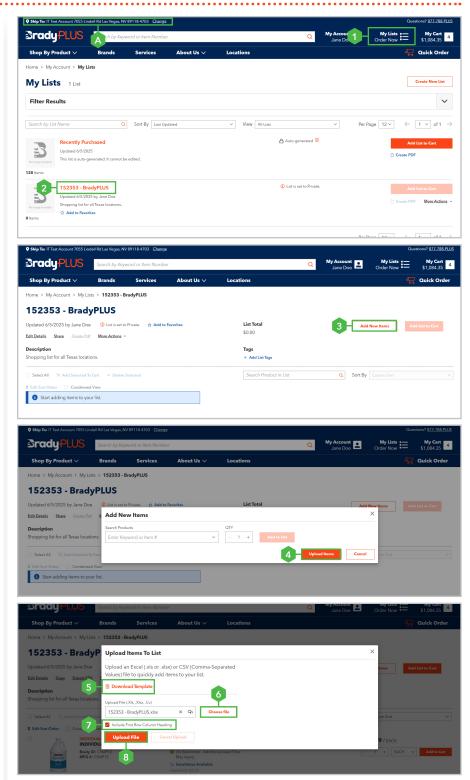


**Note:** Ensure that the appropriate Bill-To account and Ship-To location associated with the shopping list are selected (see Example A). If not, you will need to change accounts. For detailed instructions on how to change an account, please refer to page 30.

## Importing Items Into a Shopping List

[Steps: 1 - 8] Click 'My Lists', then locate and select the list name you wish to import items into. Click the 'Add New Items' button. When the 'Add New Items' pop-up window appears, click the 'Upload Items' button. In the 'Upload Items to List' pop-up window, click the 'Download Template' link. Locate the file on your device and open in Excel. Next, click the 'Enable Editing' button, remove the placeholder examples, and enter the required information. After all necessary information has been entered, save the file in .xls, .xlsx, or .csv format. Return to the 'Upload Items to List' pop-up window, click the 'Choose File' button, and select the newly saved Excel file. Then, select the 'Include First Row Column Heading' checkbox and click the 'Upload File' button to import the items.

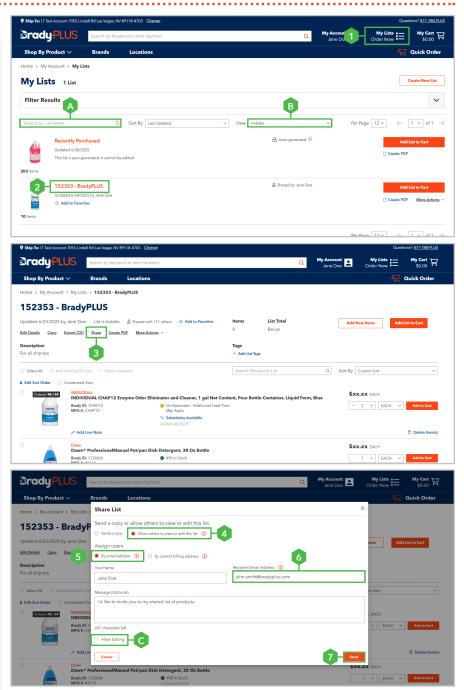
**Note:** The system will notify you of any errors encountered during the upload process. Please record any items that failed to upload and refer to page 5 for troubleshooting support contact information.





## Sharing a Shopping List with Individual Users

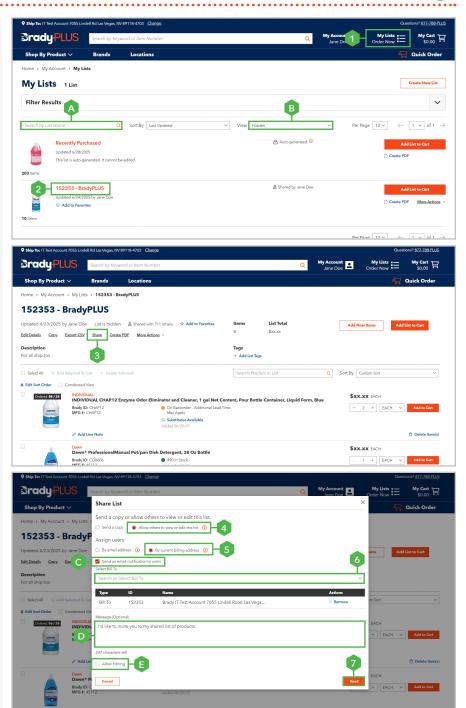
[Steps: 1 - 7] Click 'My Lists.' If the list you wish to share is not visible, enter the list name or associated tags in the 'Search by List Name' field (see Example A). If the list has been hidden, select 'Hidden' from the 'View' filter options (see Example B). Once the list is visible, select it, then click the 'Share' link. In the 'Share List' pop-up window, select 'Allow others to view or edit this list,' then choose 'By email address.' Enter the website user's email address in the 'Recipient Email Address' field. If you would like to include a message, enter it in the 'Message' field. To allow others to edit the list, check the 'Allow Editing' checkbox (see Example C). Next, click the 'Send' button to share the list.





## Sharing a Shopping List with All Users on the Bill To Account

[Steps: 1 - 9] Click 'My Lists.' If the list you wish to share is not visible, enter the list name or associated tags in the 'Search by List Name' field (see Example A). If the list has been hidden, select 'Hidden' from the 'View' filter options (see Example B). Once the list is visible, select it, then click the 'Share' link. In the 'Share List' pop-up window, select 'Allow others to view or edit this list', then select 'By current billing address'. To include a message, select the 'Send an email notification to users' checkbox (see Example C), then enter your message in the 'Message' field (see Example D). If multiple billing accounts are available, select the desired billing account from the 'Select Bill To' dropdown menu. To allow others to edit the list, select the 'Allow Editing' checkbox (see Example E). Next, click the 'Send' button to share the list with all users associated with the selected billing account(s).



## **Section 6: My List - Features and Capabilities**



## **Edit List Name and Description**

[Steps: A - C] To update a list name or description, click the 'Edit Details' link. Make the necessary modifications, then click the 'Save' button to confirm your updates.

Creating Tags for a Shopping List [Steps: D - F] To create a tag, click the '+ Add List Tags' link. The 'Add Tags' pop-up window will appear. Follow the instructions below to add single or multiple tags:

# + Add a Single Tag Enter the tag name in the designated field, then click the 'Save' button.

## + Add Multiple Tags

Enter each tag name in the designated field and press 'Enter' after typing each tag. When entering the final tag, ensure it is visible in the field, then click the 'Save' button.

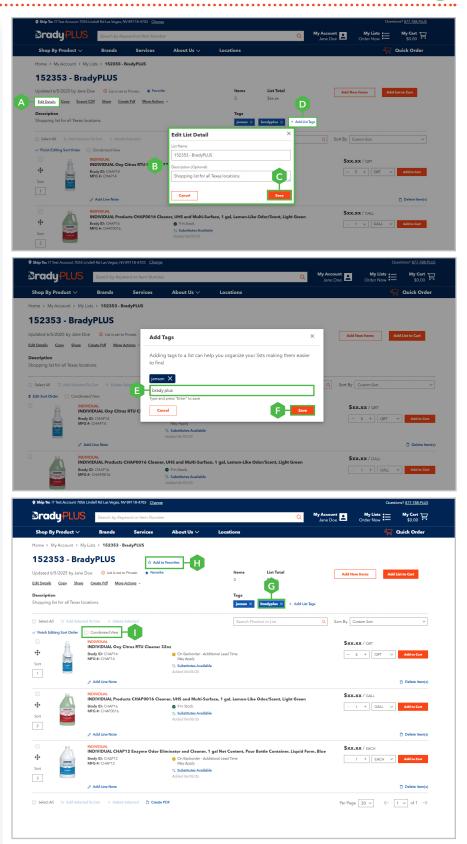
**Note:** To delete a tag, click the 'X' next to the tag you wish to delete (see Example G).

## Add Shopping List to Favorites

[H] To add a shopping list to your favorites, click the 'Add to Favorites' link. To remove it, simply deselect the 'Add to Favorites' link.

## **Condensed View**

[I] Select the 'Condensed View' checkbox to temporarily hide images. To unhide the images, deselect the 'Condensed View' checkbox.



## **Section 6: My List - Features and Capabilities**

#### **Edit Sort Order**

[Steps: J - L] To rearrange items, adjust the 'Items Per Page' setting, then click the 'Edit Sort Order' link. Use the 'Move' icon to change the order of items, or enter the desired display number in the 'Sort' field.

Hide and Unhide a Shopping List [Steps: M - N] To hide a shopping list, click the 'More Actions' link and select 'Hide List' from the dropdown menu. To unhide it, click 'More Actions' again and select 'Unhide List.'

## Add Shopping List Items to a Cart

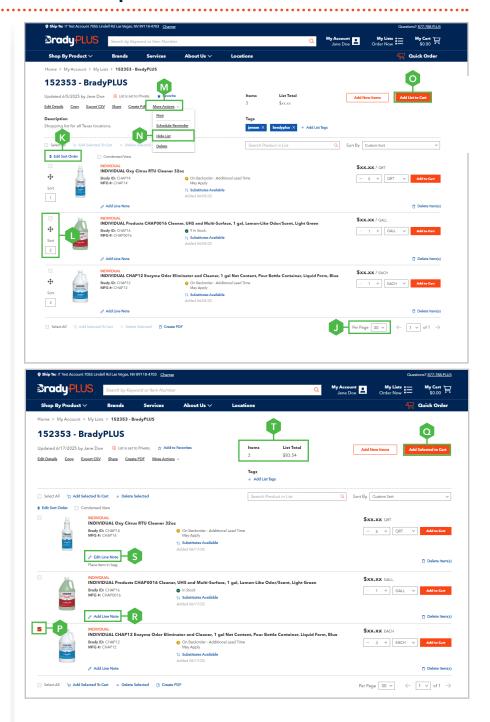
- + Add All Items to Cart
  - [O] To add the entire shopping list to your cart, click the 'Add List to Cart' button.
- + Adding Individual Item(s) to Cart [Steps: P Q] To add individual items to your cart, select the desired item(s), then click the 'Add Selected to Cart' link.

## Add, Edit, or Delete a Note

- + Adding a Note
  - [R] Click the 'Add Line Note' link, enter your note, then click the 'Save Line Note' link to save your changes.
- + Edit or Delete a Note
  - [S] Click the 'Edit Line Note' link, update the text or clear it to delete the note, then click the 'Save Line Note' link to save your updates.

#### List Items Qty and Total

[T] The number of items and total price for the selected shopping list are displayed above the list tags.



## **Section 7: Budget Management**



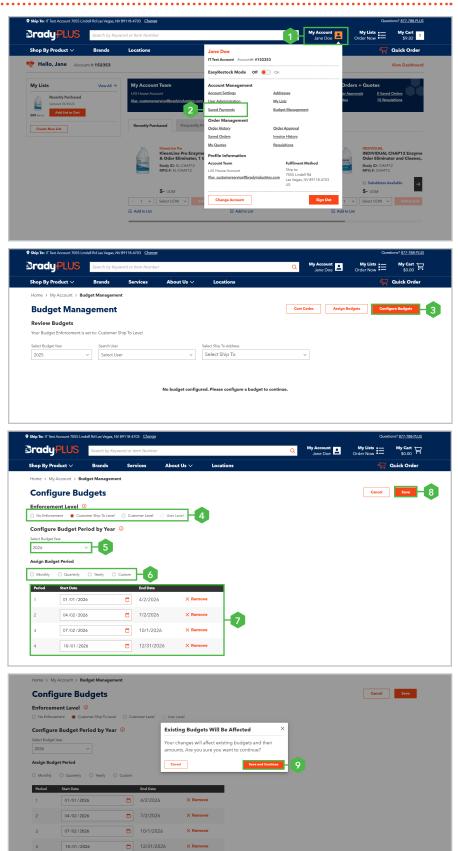
**Note:** Only Administrator users have access to Budget Management.

## **Accessing Budget Management**

[Steps: 1 - 2] Hover over 'My Account' and select 'Budget Management.' To set a new budget, proceed to the 'Configure Budgets' section below.

## **Configure Budgets**

[Steps: 3 - 9] Click the 'Configure Budgets' button and select a budget 'Enforcement Level' (The User Level field cannot be selected.). Then, choose the year from the 'Select Budget Year' dropdown for which you want to set the budget. Next, select a Budget Period. Based on the selected period, you may adjust the period start date(s). Once the desired start date(s) are selected, click the 'Save' button. In the 'Existing Budgets Will Be Affected' pop-up window, click 'Save and Continue.' To assign the configured budget, proceed to the 'Assign Budgets' section on page 25 and follow Steps 10 through 14.



## **Section 7: Budget Management**

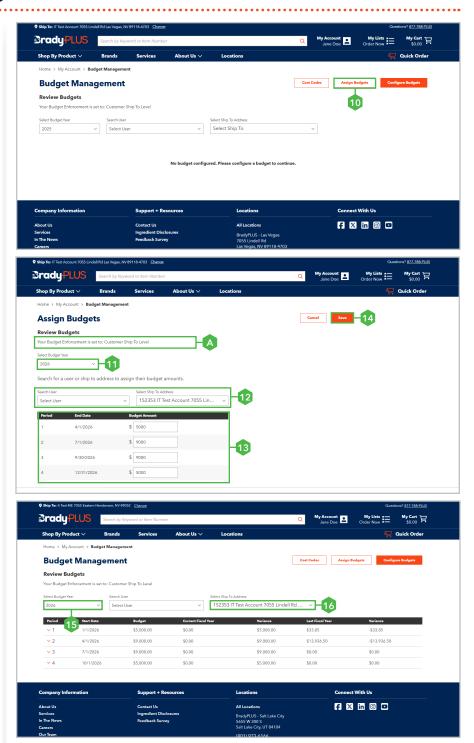
## **Assign Budgets**

[Steps: 10 - 14] Click the 'Assign Budgets' button. From the 'Select Budget Year' dropdown, choose the same year selected in Step 5. Based on the selected Budget Enforcement Level, select either a user from the 'Search User' dropdown or a Ship-To location from the 'Select Ship To Address' dropdown. The 'Budget Amount' fields will appear for the selected budget period. Enter the desired dollar amount in the 'Budget Amount' field(s), then click the 'Save' button to complete.

**Note:** You may refer to Example A for clarification on the previously selected enforcement level.

## **Review Budget Set**

[Steps: 15 - 16] To review a budget, first select the desired year from the 'Select Budget Year' dropdown menu. Then, choose the appropriate field corresponding to either the user or the Ship-To location for which the budget enforcement was configured. The budget details will be displayed automatically.



## **Section 8: Viewing Order History**



Note: To view your an order history successfully, follow steps 1 through 5.

## **Accessing Order History**

[Steps: 1 - 2] Hover over 'My Account' and select 'Order History.'

#### Search for an Order

[Steps: 3 - 4] To locate an order, click the 'Filter Results' dropdown and enter relevant order details in the 'Filter Results' section. As you input information, matching results will appear.

Note: To clear search filters, click the 'Clear Filters' link (see Example A).

#### View an Order

[Step: 5] To review an order, click on the 'Order #' associated with it.

#### **Print an Order**

[B] To print an order, click the 'Print' link.

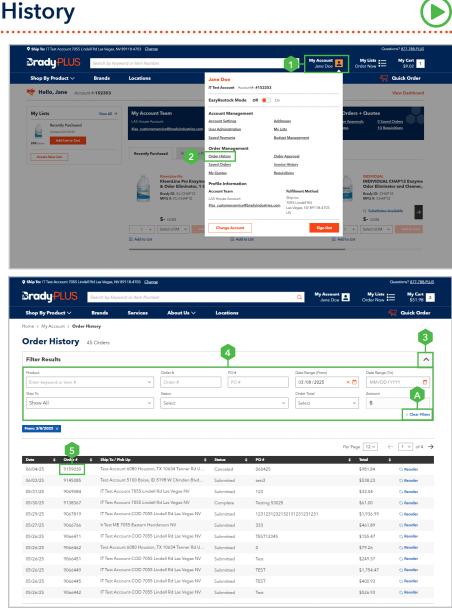
**Note:** Printing steps may vary depending on your device and web browser.

#### **Email Order Details**

[C] To email an order, click the 'Email' link. In the 'Email Order #' pop-up window, enter the recipient's email address in the 'Email To' field, your email address in the 'Email From' field, and an optional message in the 'Message' field. Then, click the 'Send' button to email the order details

#### **Reorder Order**

[D] To reorder, click the 'Reorder' button. All items from the order will be added to your cart. Proceed to checkout to complete the purchase.





## **Section 9: Viewing Invoice History**



**Note:** To view your an invoice history successfully, follow steps 1 through 5.

## **Accessing Invoice History**

[Steps: 1 -2] Hover over 'My Account' and select 'Invoice History.'

#### Search for an Invoice

[Steps: 3 - 4] To locate an invoice, click the 'Filter Results' dropdown and enter relevant invoice details in the 'Filter Results' section. As you input information, matching results will appear.

#### View an Invoice

[Step: 5] To review an invoice, click on the 'Invoice #' associated with it.

**Note:** To clear search filters, click the 'Clear Filters' link (see Example A).

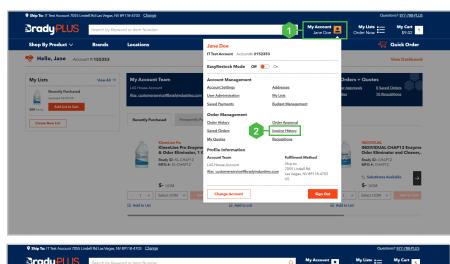
#### **Print an Invoice**

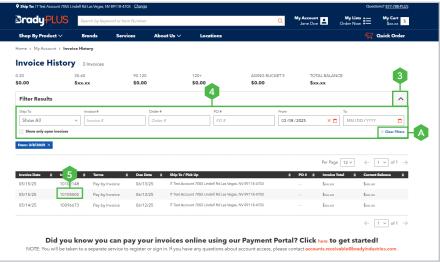
**[B]** To print a invoice, click the 'Print' link.

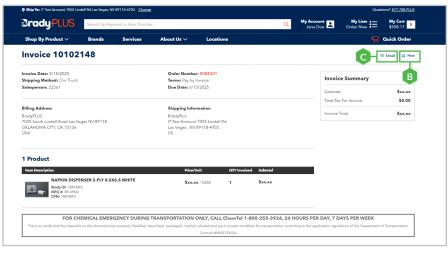
**Note:** Printing steps may vary depending on your device and web browser.

#### **Email Invoice Details**

[C] To email an invoice, click the 'Email' link. In the 'Email Invoice #' pop-up window, enter the recipient's email address in the 'Email To' field, your email address in the 'Email From' field, and an optional message in the 'Message' field. Then, click the 'Send' button to email the invoice details.







## **Section 10: Order Approval**

#### **Accessing Order Approval**

[Steps: 1 - 2] Hover over 'My Account' and select 'Order Approval.'

**Note:** If a pending order is not visible, click the 'Filter Results' dropdown (see Example A), then enter the relevant details in the 'Filter Results' section (see Example B). Matching results will appear as you enter information.

Select a Pending Order for Approval [Step: 3] Click the 'Order #' or 'Date' of the pending order you wish to view, modify, approve, or decline.

Important Note: If you receive this notification ②, it indicates that the pending order details require modifications for one of the following reasons:

- + PO number is required
- Your current payment method is invalid

**Note:** Instructions for editing order details are provided below.

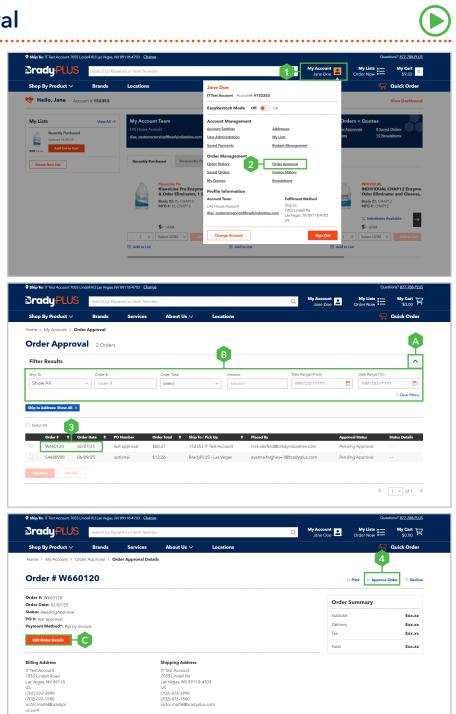
#### **Edit Order Details**

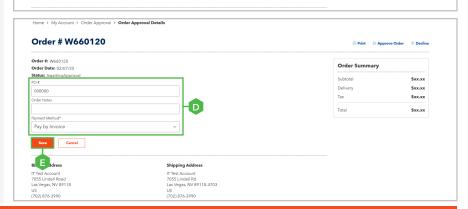
[Steps: C - E] To modify the order details, click the 'Edit Order Details' button, then enter the purchase order (PO) number or select a valid payment method. If desired, add a note in the 'Order Notes' field. Once all required information has been provided, click the 'Save' button to apply the changes.

## **Approving an Order**

[Step: 4] If no changes are needed, click the 'Approve Order' link.

**Note:** To add additional items before approving the order, refer to page 29 and follow steps 1 through 4.





## **Section 10: Order Approval**

## **Declining an Order**

[F] To decline the submitted order, click the 'Decline' link (see Example F).

## Adding, Editing, or Removing an Item from a Pending Order

+ Adding an Item from a Pending Order

[Steps: 1 - 4] To add an item, enter the item number, manufacturer number, or keywords in the 'Enter keyword or item #' field. Select the desired item when it appears. Next, enter the quantity, select a unit of measure from the 'UOM' dropdown (if required), and click the 'Add to Order' button.

# + Edit the Quantity in a Pending Order

**[G]** To edit the quantity of an item, enter the desired amount in the 'QTY' field.

## + Removing an Item Order from a Pending Order

[H] To remove an item, click the 'Trash' icon associated with the item.

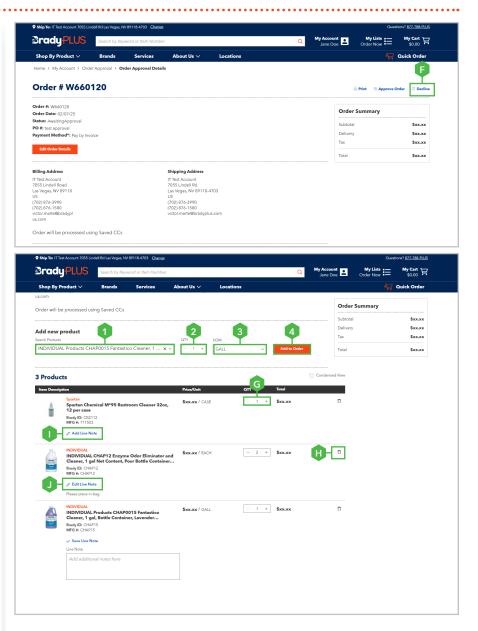
## Add, Edit, or Delete a Note

## + Adding a Note

[I] Click the 'Add Line Note' link, enter your note, then click the 'Save Line Note' link to save your changes.

#### + Edit or Delete a Note

[J] Click the 'Edit Line Note' link, update the text or clear it to delete the note, then click the 'Save Line Note' link to save your updates.



## Section 11: Changing an Account



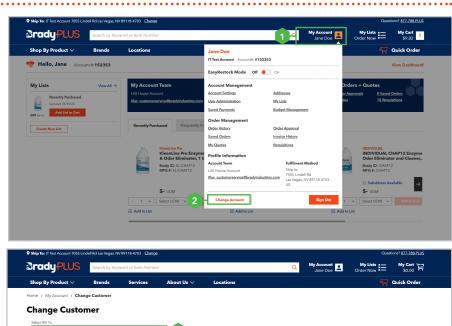
**Note:** The 'Select Bill-To' and 'Select Ship-To' dropdown menus display a maximum of 20 accounts and locations.

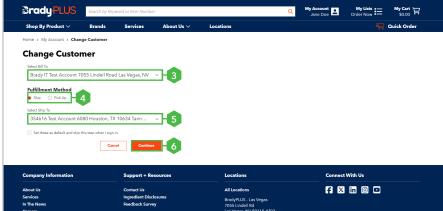
- If the Bill-To account is not visible, enter the account number or begin typing the company name. Matching options will appear select the desired Bill-To from the list.
- + If the Ship-To location is not visible, enter the Ship-To number or address. As you type, matching results will appear—select the desired Ship-To from the list.

## **Selecting an Account**

[Steps: 1 - 6] Hover over 'My Account,' then click the 'Change Account' button. On the 'Change Customer' page, click the dropdown arrow to select your preferred Bill To account. Next, click the 'Select Ship To' dropdown arrow and select your preferred shipping location. To change the 'Fulfillment Method' from its default setting ('Ship') to 'Pick Up', select 'Pick Up'. If you would like to save these selections as your default settings, check the 'Set these as default and skip this step when I sign in' checkbox. Next, click the 'Continue' button to change accounts.

**Note:** If there are multiple orders pending approval across different Bill-To accounts, it is essential to select the order's Bill-To account and its corresponding Ship-To location for each order before attempting approval.





## **Section 12: Placing an Order**

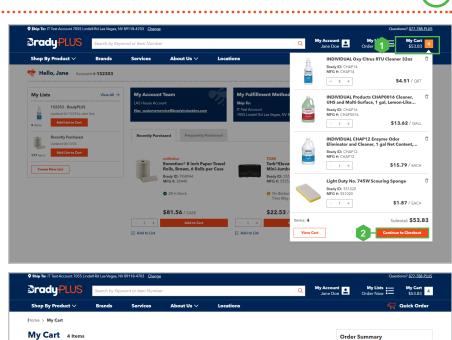


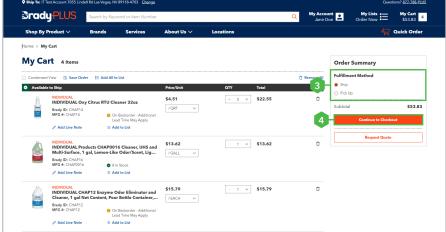
#### Place an Order

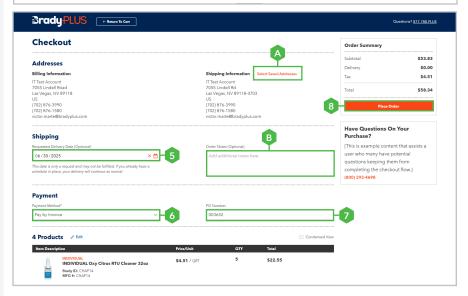
[Steps: 1 - 8] Once all desired items have been added to your cart, click 'My Cart'.

**Note:** If you need to make any changes to the items in your cart, please do so before proceeding to checkout.

Choose your preferred 'Fulfillment Method', then click the 'Continue to Checkout' button. Ensure your selected 'Shipping Information' is correct. If updates are needed, click the 'Select Saved Addresses' link (see Example A) and choose the correct address. Select your preferred 'Delivery' or 'Pick-Up Date' from the 'Request Delivery Date' section. To provide instructions for the delivery driver, enter them in the 'Order Notes' field (see Example B). Choose your preferred payment option from the 'Payment Method' dropdown. If paying by credit card, you will need to have the card's security code available. If a PO number is required, enter it in the 'PO Number' field. Click the 'Place Order' button to complete your purchase.







## Section 12: Placing an Order - Features and Capabilities

#### **Condensed View**

[A] To display a more compact view of your cart, select the 'Condensed View' checkbox.

## Save an Order

**[B]** To save your order for later, click the 'Save Order' link.

## Add Item(s) to a Shopping List

[C] To add a single item to a shopping list, click the 'Add to List' link next to the item (see Example C1). To add all items in your cart at once, click 'Add All to List' (see Example C2). In the 'Add to List' pop-up window, you can either select an existing list from the 'Select List' dropdown or create a new one by entering a name in the 'New List Name' field. Next, click the 'Add to List' button to save the item(s) to the shopping list.

#### **Editing Item in the Cart**

[D] To adjust the unit of measure, select an option from the 'Price/ Unit' dropdown (see Example D1). To change the item quantity, use the plus (+) or minus (-) buttons, or manually enter a new quantity in the 'QTY' field (see Example D2). To remove an item, click the trash icon next to the item (see Example D3).

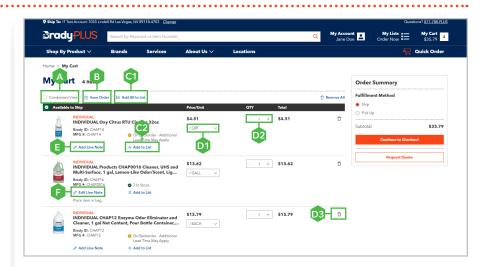
#### Add, Edit, or Delete a Note

#### + Adding a Note

[E] Click the 'Add Line Note' link, enter your note, then click the 'Save Line Note' link to save your changes.

#### + Edit or Delete a Note

[F] Click the 'Edit Line Note' link, update the text or clear it to delete the note, then click the 'Save Line Note' link to save your updates.



## **Section 12: Homepage Dashboard**



Overview: Authenticated users can access part of the 'Account Dashboard' directly from the homepage. It offers quick access to account details, shopping lists, and recently or frequently purchased items—alongside content available to unauthenticated users.

## My Account Team Panel

[A] Displays the email contact for your designated BradyPLUS customer support team.

## My Fulfillment Method Panel

**[B]** Displays your selected Ship-To location and provides quick access to update the fulfillment method.

## My Orders + Quotes

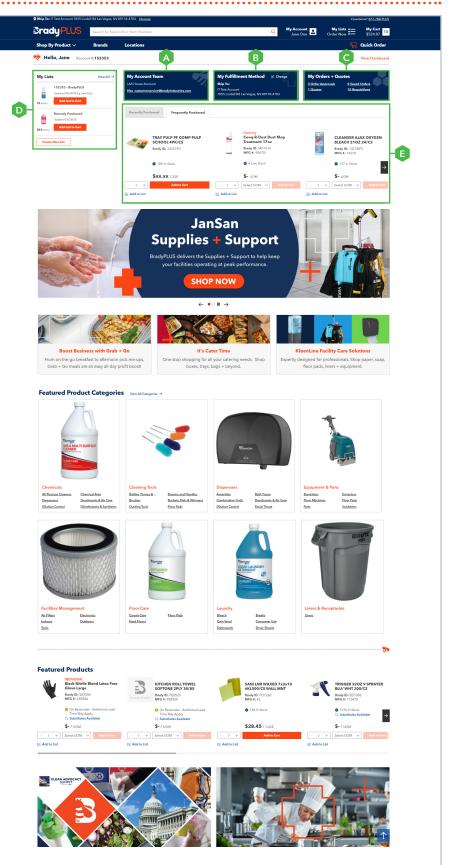
[C] The 'My Orders and Quotes' panel provides quick links to orders that need approval, quotes, saved orders, and requisition requests.

## My List

[D] The 'My List' section displays shopping lists that you've created or that have been shared. You can also create a new shopping list by clicking the 'Create New List' button. For details and instructions, please refer to page 17.

# Recently and Frequently Purchased Tabs

[E] Allows users to toggle between tabs to view either recently or frequently purchased items. Within each tab, items can be added directly to the cart or to a preferred shopping list.



## **Section 12: Searching and Filtering Product**



## **Searching for a Product**

[Steps: 1 - 2] To search for a product, enter the product number, manufacturer number, or relevant keyword(s) into the 'Search by Keyword or Item Number' field. Related product categories and items will appear. To view a specific product, select the product from the results.

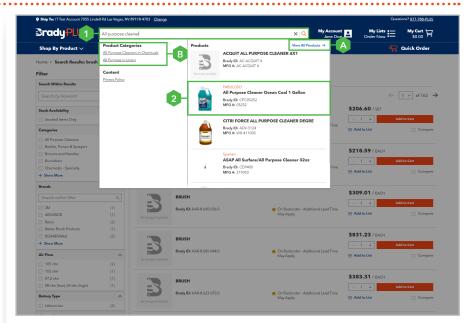
**Note:** Clicking 'View All Products' (see Example A) will display all items related to your search. Additionally, when searching by keyword(s), you can refine your results by selecting a product category (see Example B).

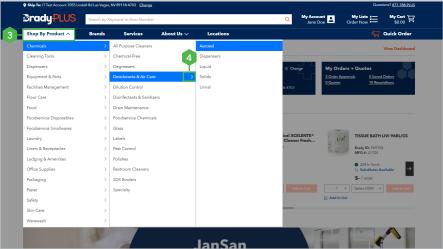
# Searching for Products Using the Shop by Products Menu

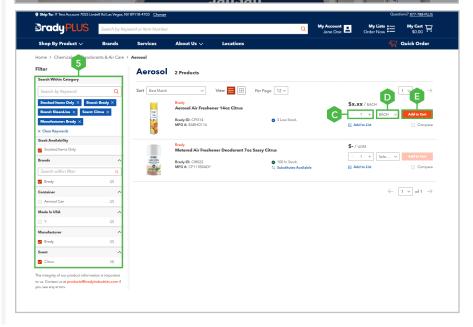
[Steps: 3 - 5] Hover over 'Shop By Product' and select a category or subcategory. (Categories with a right-pointing arrow indicate that a subcategory is available.) Once a category is selected, you can further narrow your results by applying filters. Available filter options may vary depending on the selected category. After applying the desired filters, products matching your criteria will be displayed.

## Adding an Item to the Cart

[Steps: C - E] To add an item to your cart, enter the desired quantity. If the product offers units of measure, select an option, then click the 'Add to Cart' button.







## **Section 12: Product Detail Page Overview**



Overview: The Product Detail Page includes the product name, image, description, brand, item number, and manufacturer number, along with attributes, regulatory information, and documents. It also displays substitute products and frequently purchased items.

## **Viewing Images**

[Steps: A - B] To view an image, select the desired image (see Example A). To enlarge an image, click the 'View' icon (see Example B).

# Viewing Attributes, Regulations, and Documents

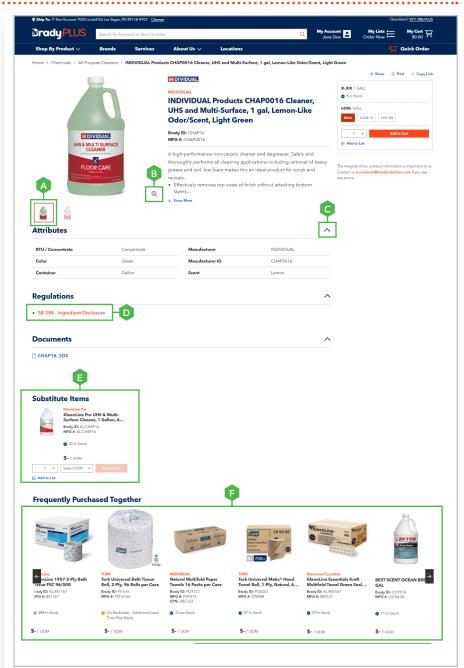
[Steps: C - D] To access attributes, regulations, and documents, make sure the dropdown arrow is pointing upward. To open the product regulation sheets or related documents, click the links within the 'Regulations' and 'Documents' sections.

#### **Substitute Items**

**[E]** Substitute items are alternative products that may be offered in place of the original item. These can be found in the 'Substitute Items' section.

## **Frequently Purchased Together**

[F] Frequently purchased items are products that are commonly bought together with the item currently being viewed.



## Section 12: Product Detail Page(s)



## Adding an Item to the Cart

**[G]** To add an item to your cart, enter the desired quantity. If units of measure options are available, select the desired option from the 'UOM' dropdown, then click the 'Add to Cart' button.

## Sharing an Item with a Friend

[Steps: H - I] To share an item, click the 'Share' link. In the 'Share Product' pop-up, enter the recipient's name and email address in the appropriate fields. If desired, add a message in the 'Your Message' field, then click the 'Share' button to send.

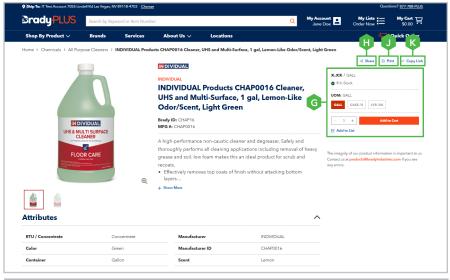
#### **Print Product Details**

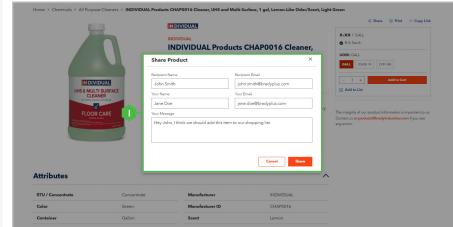
[J] To print the product details page, click the 'Print' link.

**Note:** Printing steps may vary depending on your device and web browser.

## **Copy Page Link**

**[K]** To copy the page link, click the 'Copy Link' text.







# Super User / Admin USER INSTRUCTIONS

To successfully complete the instructions as a super user or administrator, sign in your **BradyPLUS** admin account on <u>supplies.bradyindustries.com/admin</u>.

## Section 13: Logging In As an Admin / Forgot Password



**Note:** To complete these steps, you must have an admin user account, and your browser directed to: supplies.bradyindustries.com/admin

#### Logging In As an Admin

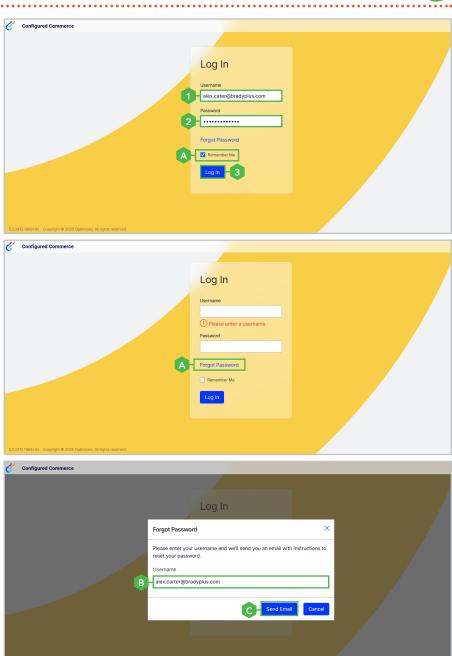
[Steps: 1 - 3] Enter your username and password, then click 'Log In.'

**Note:** Select 'Remember Me' (see Example A) if you would like the platform to retain your login information for future visits.

#### **Forgot Password**

[Steps: A - C] Select 'Forgot Password' and enter the email address associated with your admin account in the 'Username' field, then click 'Send Email.'

**Note:** If an account matches the username entered, an email will be sent to the associated email address with instructions on resetting your password. If you do not receive an email, please contact: websupport@bradyindustries.com



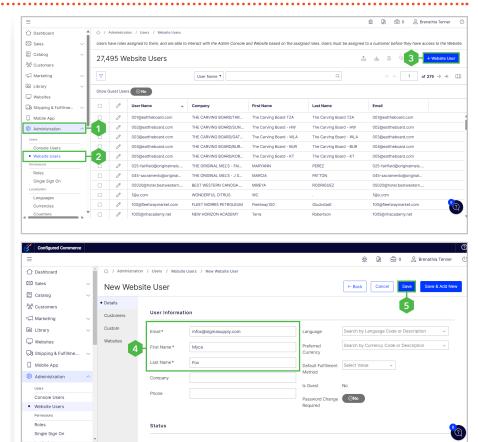


#### **Adding New Website Users**

[Steps: 1 - 5] Click 'Administration' in the main menu on the left-hand side and then click 'Website Users.' Next, click the '+Website User' button on the upper right-hand side of the screen. Enter the required fields to create a new website user and click the 'Save' button to proceed:

- + Email
- + First Name
- + Last Name

**Note:** You may leave the other fields blank; these fields will auto-fill when the user registers their account.



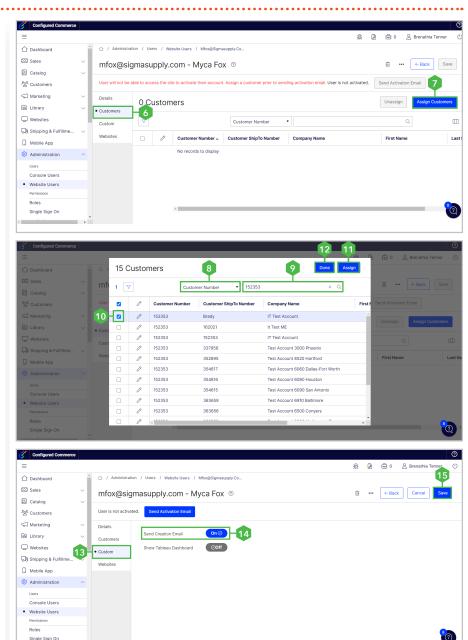
Note: Each customer has a Brady Ship To account, also known as the customer's Bill To account. If you assign users to their 'Customer Ship To Number' label "Brady," they can access all of the company's Ship To locations. If you select the user's location as their Ship To, they will be restricted to ONLY that Ship To location.

# Assigning a Customer to a Website User

[Steps: 6 - 12] To assign a customer, go to the sub-menu and click on 'Customers.' Then, click the 'Assign Customers' button to open the customer's pop-up window. Choose your preferred search method and enter the necessary information in the search field. Once the customer information appears, select the check box(es) next to the desired customer's information and click on the 'Assign' button. Repeat steps 8 through 11 if you need to add additional Ship-To locations or customers. Next, click the 'Done' button to proceed; this will activate the 'Send Activation Email' button.

# Sending a Sales Rep a Customer's Activation Email Notification

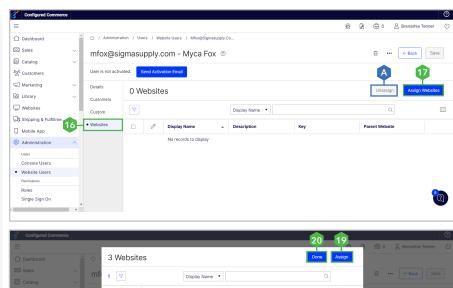
[Steps: 13 - 15] To enable this feature click 'Custom' located in the sub-menu. Then, toggle the 'Send Creation Email' status to 'On' and click the 'Save' button. This will send the sales rep a notification when the website user's account activation email has been sent.

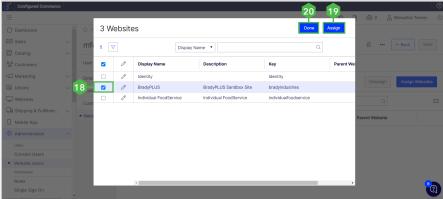


#### Assigning a Website to a User

[Steps: 16 - 20] Click on 'Websites' in the sub-menu, then click the 'Assign Website' button. Select "BradyPLUS," and click the 'Assign' button. Next, click the 'Done' button to close the pop-up.

**Note:** To unassign a website, click the check box next to the desired website and then click the 'Unassign' button (Refer to example A).





**Note:** An Administrator user must be set up for each account. For additional details regarding user roles and functions, please refer to page 6.

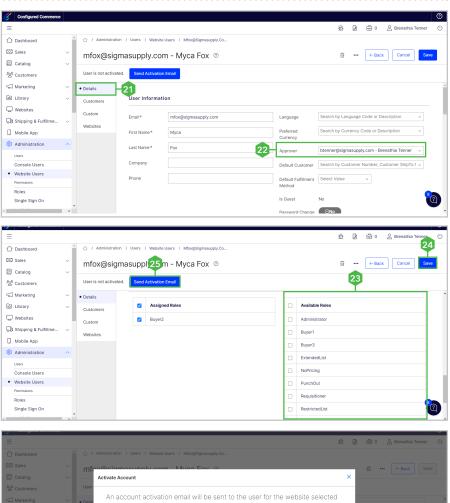
# Adding a User Role and Assigning an Approver

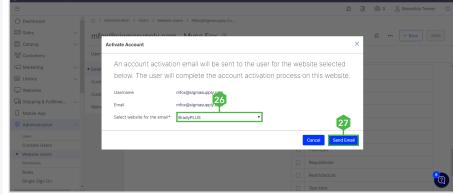
[Steps: 21 - 22] In the sub-menu, click 'Details,' in the 'User Information' section click the drop-down arrow next to the 'Approver' field. Select the appropriate user to grant order approvals. (If you are creating a website user as an Administrator or Buyer 3, an Approver is not required.) Scroll down to the 'Available Roles' section and select the preferred user role, and then click the "Save" button.

#### Sending a Customer an Activation Email

[Steps: 25 - 27] Click the 'Send Activation Email' button, then select BradyPLUS from the 'Select website for the email' drop-down menu. Next, click the 'Send Email' button. The new website user will then receive an activation email with the subject 'BradyPLUS Web Account Activation.' The email will provide the user with an activation link.

**Note:** Once the user access their email and clicks the 'Activate Account,' button the individual will be prompted to create a new password to activate their account. The activation link will expire in 7 days.





## **Section 14: Enabling Multi Level Approval**



#### **Enabling Multi Level Approval**

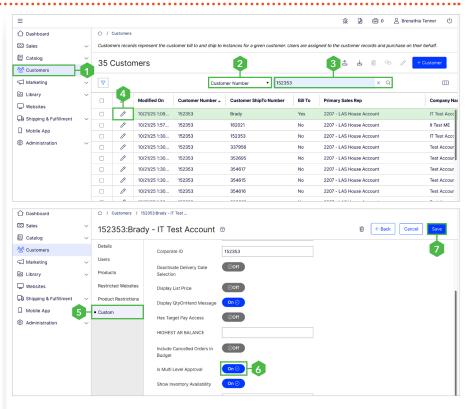
[Steps: 1 - 7] Click 'Customers' in the main menu. From the 'Filter Results' drop-down menu, select 'Customer Number' as the preferred search method. Enter the customer number in the search field. When the customer appears, click the 'Edit' icon next to the customer number that has 'Brady' listed as the 'Customer ShipTo Number'. Click 'Custom' from the submenu. Scroll down to 'Show Inventory Availability' and toggle it to 'On'. Click the 'Save' button to apply changes.

#### Setting Up Users for Multi-Level Approval

To effectively set up users to utilize the Multi-Level Approval functions, you must assign the required user roles:

- + Administrator
- + Buyer3
- + Buyer1

To your right, you'll find an illustration of the multi-level order approval workflow and setup.

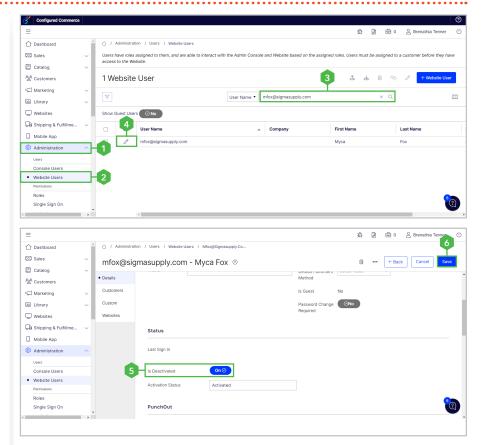




## **Section 15:** Deactivating a Website User



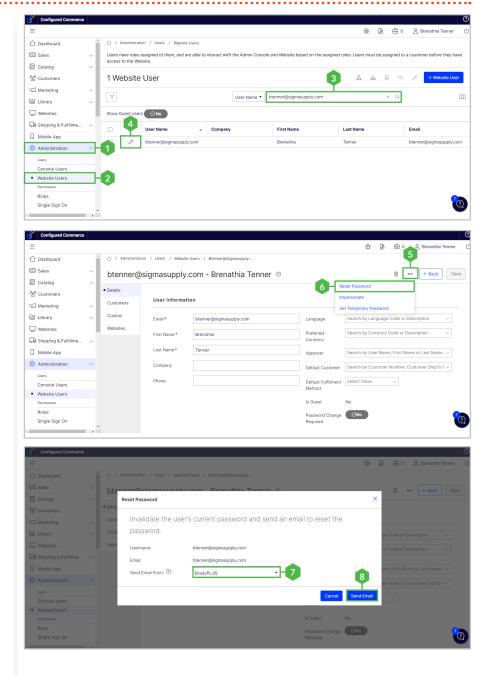
[Steps: 1 - 6] Click 'Administration' in the main menu and click 'Website Users.' Enter the website user's username in the search field. The user's information will then be displayed. Click the 'edit icon' and scroll down to the 'Is Deactivated' option, toggle it to 'On,' and click the 'Save' button.



## Section 16: Resetting a Website's User Password



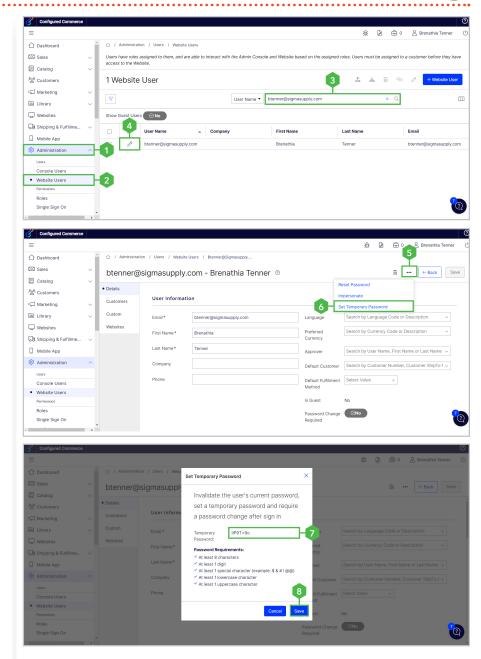
[Steps: 1 - 8] Click 'Administration' in the main menu and click 'Website Users.' Enter the website user's username in the search field. The user's information will then be displayed. Click the 'edit' icon, and then click the three (3) dots in the upper-right of the screen and click 'Reset Password.' Next, select 'BradyPLUS' from the 'Send Email From' drop-down. Then click the 'Send Email' button to send the reset password email. The user will receive a reset password link to their email.



## Section 17: Setting a Temporary Password for a Website User



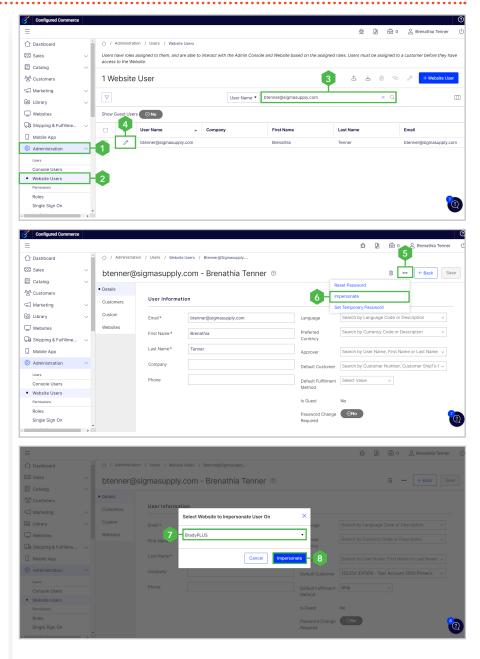
[Steps: 1 - 8] Click 'Administration' in the main menu and click 'Website Users.' Enter the website user's username in the search field. The user's information will then be displayed. Click the 'edit' icon and then click the three (3) dots in the upper-right of the screen and click 'Set Temporary Password.' Provide the temporary password to the user via phone or a Teams call, and then click 'Save' button.



## **Section 18: Impersonating a Website User**



[Steps: 1 - 8] Click 'Administration' in the main menu and click 'Website Users.' Enter the website user's username in the search field. The user's information will then be displayed. Click the 'edit' icon and then click the three (3) dots in the upper-right of the screen, and click 'Impersonate.' The 'Select Website to Impersonate User On' pop-up window will appear. Select 'BradyPLUS' from the drop-down menu and click the 'Impersonate' button. This will give you the ability to impersonate the website user on the customer-facing side of the website.

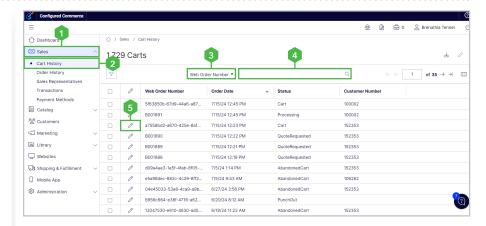


## **Section 19: Viewing Cart History**



**Note:** Cart History will only display web orders. However, users can view web carts in progress, orders waiting for approval, and customer order dates.

[Steps: 1 - 5] To search cart history, navigate to 'Sales' in the main menu. Click 'Cart History,' then select the preferred search method in the drop-down. Input the needed information in the search field box. The information searched for will automatically display. Click the "view' icon to view the cart details.

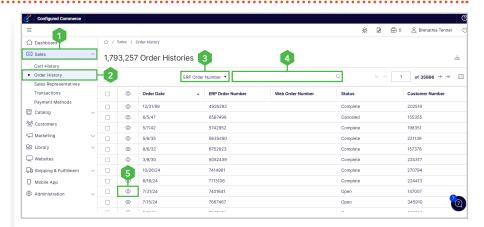


## **Section 20: Viewing Order History**



**Note:** The order history will display all orders placed both in P21 and online.

[Steps: 1 - 6] To search for order history, navigate to 'Sales' in the main menu, then click 'Order History.' Select the preferred search method in the drop-down menu, then enter the necessary information in the search field. The search results will be displayed. Click the 'view' icon to view the order details, item(s) purchased, billing and shipping address, order fulfillment method, and other information associated with the order(s).

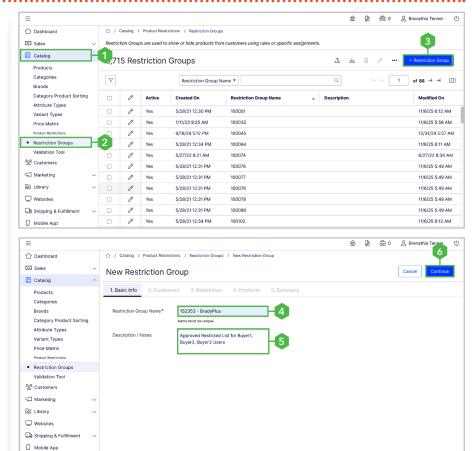




**Important Note:** To successfully create a new restricted group, you must complete steps 1 through 33.

#### **Basic Info Tab**

[Steps: 1 - 6] Navigate to the 'Catalog' in the main menu and select 'Restriction Groups' from the dropdown list. Click the '+ Restriction Group' button to begin creating a restricted list. In the 'Restriction Group Name' field, enter the list's name using the customer number and company name (Example: 152353 - BradyPLUS). Next, enter key details relevant to the restricted shopping list in the 'Description/Notes' field. Once all required information is entered, click the 'Continue' button and proceed to next page.



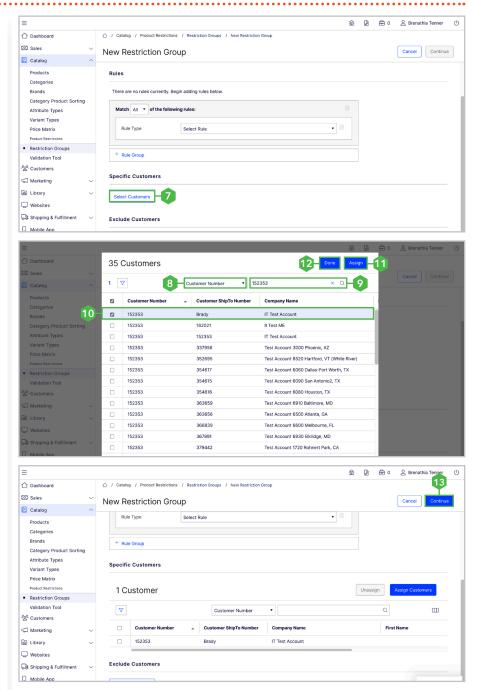
#### **Customers Tab**

[Steps: 7 - 13] Scroll down to the 'Specific Customers' section and click the 'Select Customers' button. Verify that 'Customer Number' is selected as the preferred search method, and enter the customer's Bill-To account number in the search field.

- + Restricting All Ship-To Locations
  If you wish to apply the restriction
  group to all Ship-To locations
  associated with the Bill-To account,
  select the 'Brady' customer Ship-To
  number.
- + Restricting Select Ship-To Location(s)

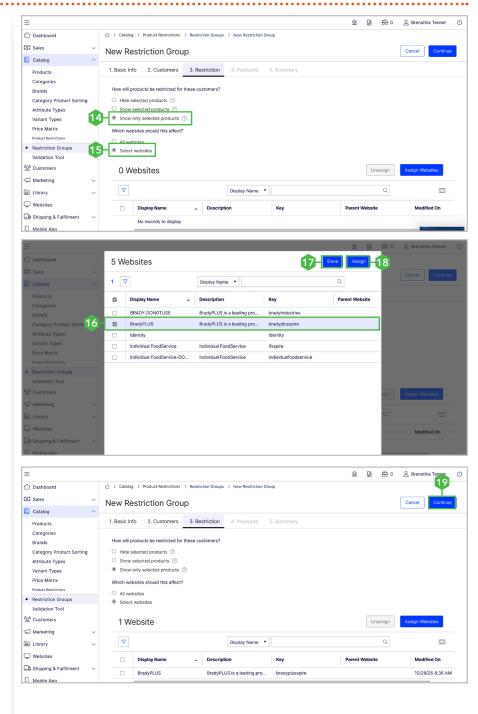
If you wish to apply the restricted group to preferred location(s), select the 'Brady' customer Ship-To number linked to the customer's account and choose the preferred Ship-To location(s).

Once the selection(s) have been made, click the 'Assign' button to apply, then click the 'Done' button. Click the 'Continue' button to proceed to the next steps.



#### **Restriction Tab**

[Steps: 14 - 19] Select 'Show only selected product' for 'How will products be restricted for these customers?' For 'Which website should this effect' click 'Select websites' and then click the 'Assign Websites' button. The 'Websites' popup will appear, select the 'BradyPLUS' checkbox, then click the 'Assign' button and then, click the 'Done' button. Click the 'Continue' button to proceed to next steps.

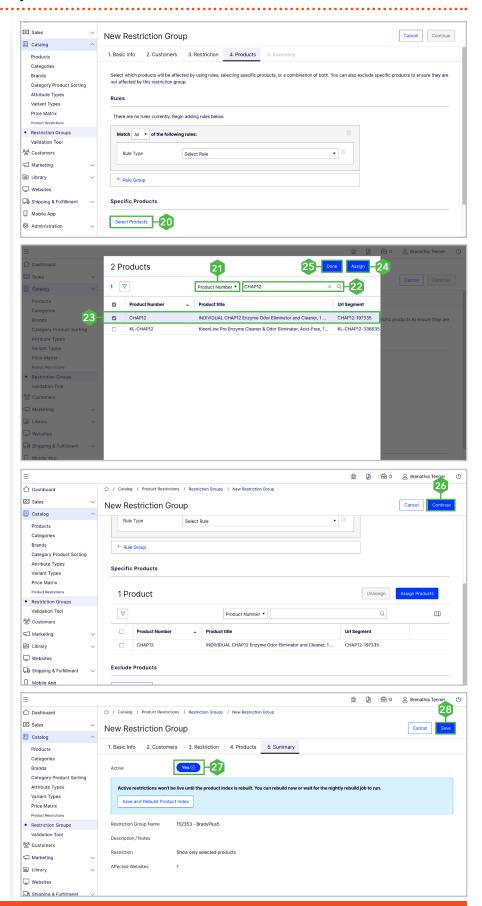


#### **Products Tab**

[Steps: 20 - 26] Scroll down to the 'Specific Products' section and click the 'Select Products' button. Verify that 'Product Number' is selected as the preferred search method. Enter the product number in the search field. When the product appears, select it and click the 'Assign' button. To add additional products to the restricted group, repeat steps 22 through 24. Once all items have been added, click the 'Done' button. Then, click the 'Continue' button to proceed.

#### **Summary Tab**

[Steps: 27 - 28] Select 'Yes' for 'Active', then click the 'Save' button to proceed to next steps.



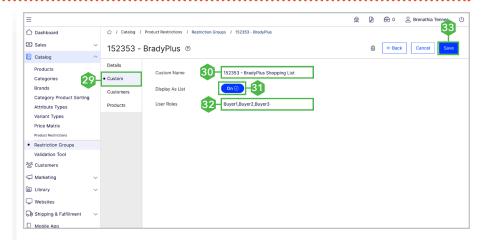
#### **Custom Section**

[Steps: 29- 33] In the sub-menu of the restricted group, click on 'Custom'. For the 'Custom Name' field, enter the list name as you want it to appear to the customer. Next, toggle 'Display As List' to 'On'. Enter the user role(s) that need to be restricted in the 'User Role' field, available website user roles are listed below:

- + Administrator
- + Buyer3
- + Buyer2
- + Buyer1
- + Requisitioner

Once the desired user roles have been entered, click the 'Save' button to complete.

Important Note: To restrict access for all users associated with the billing account, leave the 'User Roles' field blank. If restricting specific user roles is preferred, enter them using the format shown above. To restrict multiple user roles, separate each entry with a comma—without spaces (Example: Buyer1, Buyer2, Buyer3).



## **Section 21: Modifying Restriction Groups**

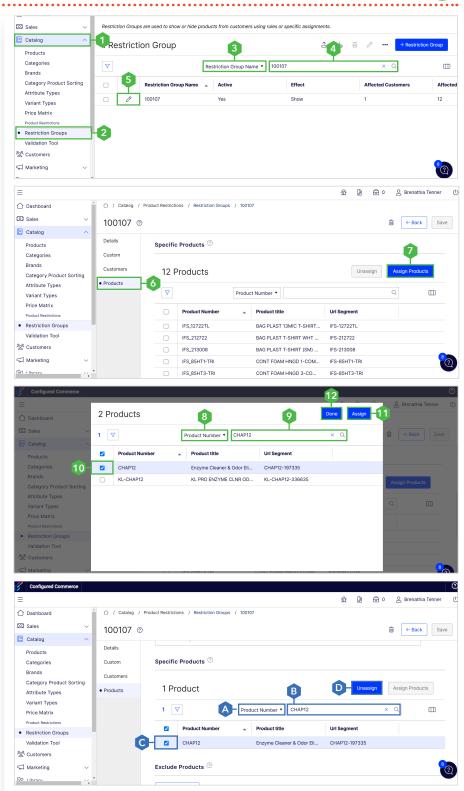


# Adding Products to a Restricted Group

[Steps: 1 - 12] Navigate to the 'Catalog' from the main menu and select 'Restriction Groups.' Ensure 'Restriction Group Name' is chosen as the search method, then enter the name of the restricted group in the 'search' field. Click the 'edit' icon for the desired restricted group and select product from the submenu. Next, click the 'Assign Products' button. Ensure product number is selected as the search method, then enter the item's number in the 'search' field. Once the product appears, check the box associated with the product, then click the 'Assign' button. To add additional products, repeat steps 5 through 7. Once all products have been added, click the Done button to complete the process.

# Removing a Products From a Restricted Group

[Steps: A - D] To remove a product from a restricted group, follow steps 1 through 6, then proceed to step A. Ensure 'Product Number' is selected as the search method, then enter the product number you wish to remove in the search field. Once the product appears, select the checkbox for the product and click the 'Unassign' button.



## **Section 21: Validating Restrictions**



[Steps: 1 - 6] Click 'Catalog' in the main menu, then select 'Validation Tool.' From the 'Website' dropdown, choose 'BradyPlus.' Enter the Customer Number and Product Number in the appropriate fields, then click the 'Validate' button to proceed.

**Note:** The validation tool enables you to verify whether an item is visible to a customer user. This tool is best used for testing restriction groups.





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