

Shoprite Supplier Portal – FAQ



Read this
first!

• Why is the site blank/displaying incorrectly/an error message?

The Shoprite Supplier Portal is best viewed with **Internet Explorer versions 9 and upwards, as well as the latest versions of Chrome, Firefox and Safari**. However, please be aware that the legacy B2B cannot be accessed from Chrome, Firefox, Safari and Internet Explorer version 11 so an **add-on or compatibility settings** will be required until the new B2B application is live. Find the Legacy B2B browser compatibility document on the supplier portal for detail

• How do I know whether I am using the correct website address?

The correct website address is <https://supplier.shopriteholdings.co.za>. You will be directed to the home page. Click *Sign In* and use your new credentials to log in. You will be prompted to change your password.

• Can I use my old username and password to log in to the new Supplier Portal?

You will **not** be able to use your current log in credentials. A new user name and temporary password will be emailed to you. When you log in for the first time, you will be prompted to change your temporary password to a new password that conforms to Shoprite's standards.

• What should I do if my new log in credentials do not work?

If you are unable to log in to the new Supplier Portal, with the user name and password that was emailed to you, or do not have access to the B2B application after logging in, you can follow one of 3 routes:

1. If you are unable to log into the portal, contact your Master User who will raise an incident on your behalf.
2. If you are the Master User that cannot access the portal, please contact the Shoprite B2B Administrator (details listed at the bottom of this document)
3. If you cannot access B2B, or other portal functionality, please raise an incident via the **Supplier Corner** tab.

• Who should I contact if my access is disabled?

Your access can be disabled in 2 ways:

1. Your company may have disabled your account for a specific reason. Please contact your **Supplier B2B Master User** who will be able to activate it, should this have happened in error.
2. If you have entered your username/password incorrectly more than 5 times, your account will be locked. In this event, you will need to contact your B2B Master User to **raise an incident** on your behalf. If you are the B2B Master User, you can contact the B2B Administrator to assist in raising the incident on your behalf

• Why does the system not want to accept my newly selected password?

Your new password should comply with the following guidelines:

- Minimum of 8 characters- combination of alphanumeric, non-alphanumeric and special characters
- May not contain your name or surname
- One or more UPPERCASE, lowercase and numerals
- One or more symbols or special characters, e.g. "! @ # \$ % _"

For example *Tuesday1!* or *Holiday2?*

• How do I get to the B2B application on the new system?

Navigate to the supplier portal using the new website address. Log in and click *B2B application* from **Quick Links**. A couple of days after migration, access to legacy B2B are disabled. This means you must use the supplier portal to access the B2B application for orders, claims, remittances etc.

• What do I do if one of my users did not receive an e-mail with their login details?

There could be 3 possible reasons for this:

1. Sometimes unfamiliar e-mails land up in the junk mail folder. Please ask the user to search in their e-mail items using the following e-mail address b2bhelpline@shoprite.co.za to see whether they did receive it.
2. If you are certain that the e-mail is not in the user's mail box contact the support contacts listed at the end of this document with the name, surname, accounting supplier name and number and they will provide you with the temporary login credentials.
3. If no login credentials are available, the specific user would not have been migrated, as only users that were active since January 2013 would have been migrated. As the master user you can however create the user on the supplier portal and provide the desired access levels to the relevant applications.

• Can I now upload my claims, statements, etc. under document collaboration?

No. This functionality is only for non-B2B documentation you would like to share with us, such as your latest price lists, etc. You will continue to upload your B2B documentation within the B2B application itself.

• Why does the "New Orders" display on the landing page continue to show 0 orders?

This functionality is currently **disabled** and will only start working when we roll out the new B2B application at the beginning of 2015. Although we will communicate the rollout to you, you will see the changes in look and feel when clicking on the B2B link.

• How do I update my personal details & e-mail address?

You may update your personal details from the **"Supplier Corner"** tab on the portal home page. From this tab, click on **My profile** to change any of your personal details including your e-mail address

• How do I change my password?

You may change your password at any time via the **"Supplier Corner"** tab on the home page. Select **Change Password** and enter your old and new passwords. You will receive an email confirming that your password has been changed successfully.

For security purposes your password will **expire every 90 days**. You will be prompted prior to the expiration to follow the process as set out in the paragraph above. Should you not change your password within the window allowed, your account will be locked. Please contact your Master User to raise an incident on your behalf.

• What changes can we expect on B2B?

There is **no fundamental change** to the current B2B application, except for an update to the look & feel that you will experience as we roll out the new B2B application early in 2015.

- **What is the “Master User” role?**

The Supplier Master User manages all users for a specific supplier accounting number. He/she is responsible for creating users; changes access levels, enabling/disabling users, etc.

- **How do I get access to certain functionalities?**

Should you require access to specific functionality, e.g. reporting, depots, etc. you will need to contact your **Master User** who will be able to change your access levels as per your company policy.

- **How will auto download accounts be affected?**

The new Supplier Portal rollout will **not impact the auto download users for now**. The Master User however still has the power to change the password for an auto download account. In this instance, you will need to ensure that the details are also updated by your IT specialist in order to continue receiving the auto downloads. Once we go live with the new B2B application, we will communicate new changes that will apply. It is important to note that auto download accounts will be prompted to change their passwords once year once the full system is operational.

Master users will also have the rights to create new service accounts, link them to depots and to maintain service accounts.

- **How will agents be impacted?**

Agents’ details, together with all other B2B user details, will be migrated automatically to the new Supplier Portal. They will also access B2B via the portal and will receive new log in credentials prior to the start of roll out.

Where a supplier starts making use of an agent for the first time, the Master User will be responsible for creating the agent using the **Create B2B user** process and **mapping the agent to the correct merchandise number**. Documentation to assist with this process is displayed in **Quick Links**.

- **Where can I find more information on the Supplier Portal?**

A Quick Reference Guide was emailed to you that will give you just enough information to access to new Supplier Portal. Once you have logged in, you will have access to view comprehensive reference guides for each user type. These documents are displayed in **Quick Links**.

- **What if I have another question not listed here?**

For any additional questions or issues, **please contact**

- Stephen Smith (ssmith@shoprite.co.za)
- Gary Hinrichsen (ghinrichsen@shoprite.co.za)

