



B2B PORTAL

Password and Login Error Guide

Release Date: April 2022

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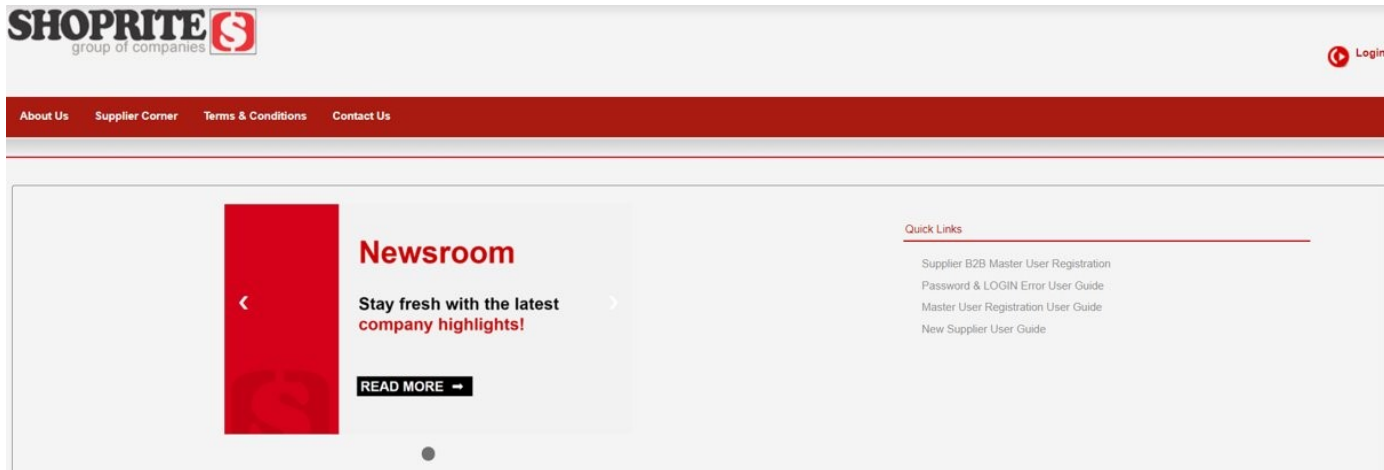
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Introduction

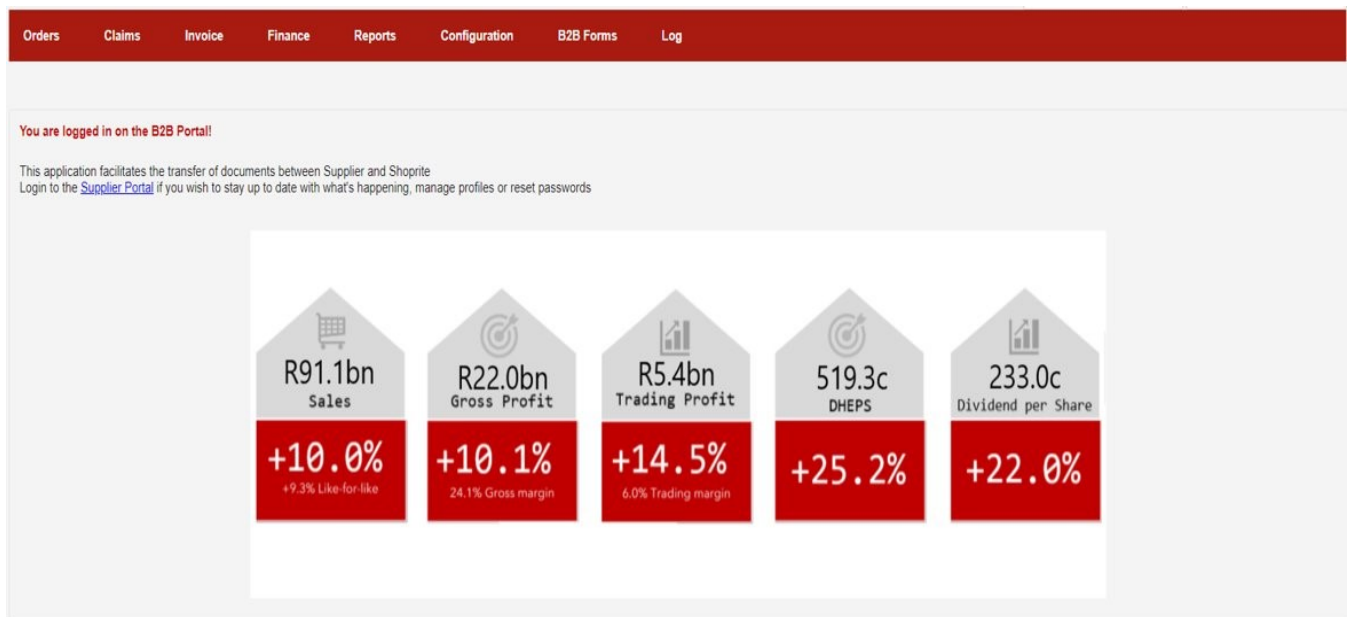
The Supplier Portal is primarily used for the Shoprite Group to communicate with our suppliers and is accessed by clicking on <https://supplier.shopriteholdings.co.za/>

It's preferable that users connect via the web browser **Google Chrome**

The **Supplier Portal** site looks like:



The **B2B Portal** (a quick link found within the Supplier Portal site) looks like:



Note:

- **User passwords will expire every 90 days**

Users will receive a notification email 14 days prior to the expiry date from b2badmin@shoprite.co.za. Should the user forget to reset the password upon receipt of the first email, then a reminder email will be sent daily until it expires.

Thereafter, the user account will be blocked from accessing the website until it has been made active by a B2B Master User or the B2B Helpdesk, who can be contacted on b2bhelpline@shoprite.co.za or +27 21 980 8797 / 4840

- **Users should personalise passwords**

Passwords must be at least 8 characters, contain one or more uppercase letters (A - Z), contain one or more lowercase letters (a-z), contain one or more numerals (0-9), contain one or more symbols or special characters (! \$ %) example Shoprite@1

*Passwords that are **not accepted**, are those with a # symbol example #Shoprite@1 or with 'username' example SAUsername@1*

- **Users should never save passwords for this site**

Saving the password can cause Login issues or session expired errors. Refer to the [login errors](#) section for step-by-step instructions on how to rectify this setting and delete passwords

- **Users have a maximum of 3 attempts to enter the correct password**

If the user has entered the password incorrectly more than 3 times the account will be locked. To unlock the account contact the B2B Master User or the B2B Helpdesk. Refer to the [inactive User](#) section for more information

- **Users may not share the username and password with others**

Usernames are unique and should only be used by the person registered. Refer to the Terms and Conditions (T&C's) Policy found above the Login button on the Login screen for more information

- **Users must keep their profiles updated**

Usernames are linked to the details recorded on the user profile. This signifies that if the user has a new email address and the profile was not updated then the password notification emails will be sent to the wrong person. Refer to the [user profile](#) section for more information

Temp Password

When users are newly created or when they use the [forgot password](#) option they will receive a temporary password from b2badmin@shoprite.co.za

A temp password normally appears as a random set of characters and should be changed by the user after the first successful Login. Refer to the [password reset](#) section for step-by-step instructions on how to customise passwords

The email containing the temp password will look like:

From: b2badmin@shoprite.co.za <b2badmin@shoprite.co.za>

Subject: User password change : Test User

Dear Test User

Password reset successfully.

User name: Test1

Password: 8Dw\$R-9x

If you have any trouble accessing the Supplier Portal, please email b2bhelpline@shoprite.co.za or contact the B2B Helpdesk on +27 21 980 8797 / 4840

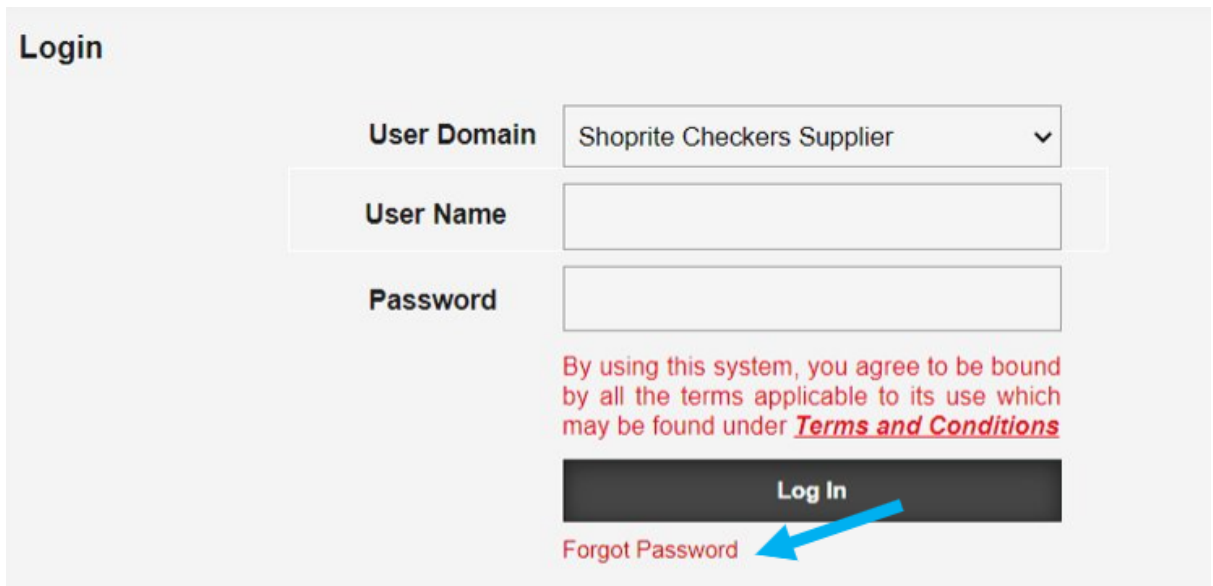
TIP:

- It's preferred that the temp password i.e 8Dw\$R-9x be copied and pasted onto the Login screen instead of manually captured. Just ensure no spaces are accidentally entered
- Should the user not receive an email then check the spam or junk mail folders before contacting the B2B Helpdesk

Forgot Password

When the user has landed on the Login screen and they forgot the password then:

- **Step 1** – Click on the Forgot Password button



The screenshot shows a 'Login' form with the following fields: 'User Domain' (a dropdown menu currently showing 'Shoprite Checkers Supplier'), 'User Name' (a text input field), and 'Password' (a text input field). Below the password field is a red text disclaimer: 'By using this system, you agree to be bound by all the terms applicable to its use which may be found under [Terms and Conditions](#)'. At the bottom of the form is a dark 'Log In' button. To the left of the 'Log In' button is a red text link 'Forgot Password', which is highlighted by a blue arrow.

- **Step 2** – Enter the relevant information in the fields provided
 - Username
 - Registered email address
 - Click on the "I am not a robot" checkbox
 - Click on the Reset Password button



The screenshot shows the 'Forgot Password' form with the following elements: 'User Name *' and 'Email Address *' text input fields; a checkbox labeled 'I am not a robot' which is checked, with a blue arrow pointing to it; and a 'Reset Password' button located at the bottom right of the form.

- **Step 3** - Check the inbox of the registered email address for an email containing the temp password. Refer to the [temp password](#) section for more information
- **Step 4** - Go back to the Login screen
- **Step 5** - Copy the new temp password from the email and paste this on the Login screen (**don't save passwords**)

- **Step 6** - Click on the Login button


Login

User Domain	Shoprite Checkers Supplier ▼
User Name	userv1
Password	8Gc_=w4B

By using this system, you agree to be bound by all the terms applicable to its use which may be found under [Terms and Conditions](#)

Log In

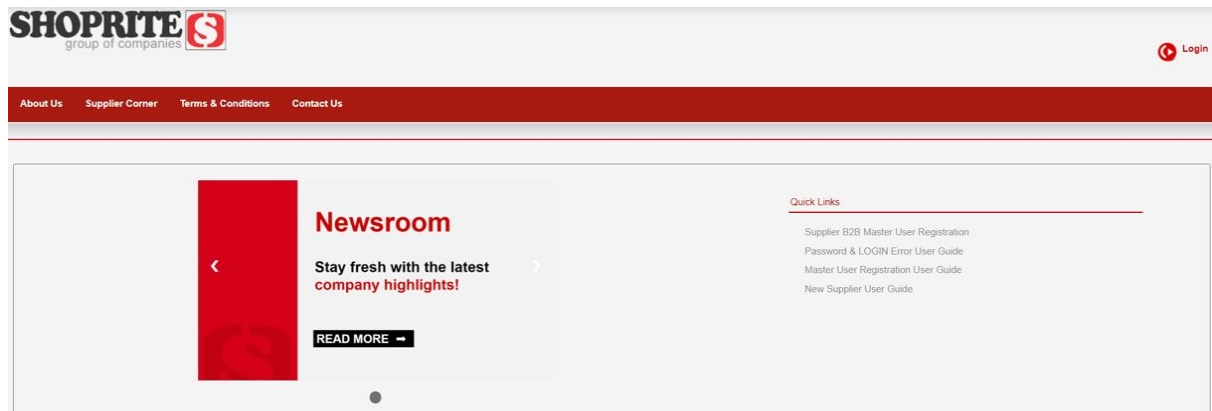
[Forgot Password](#)



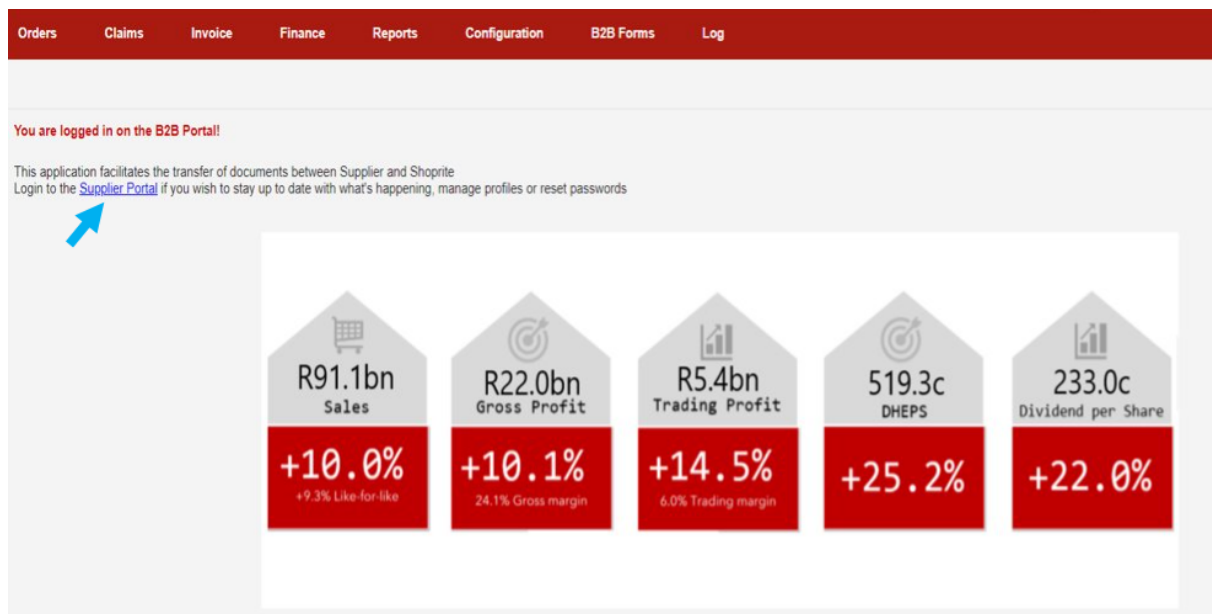
TIP: Should the user not receive an email then check the spam or junk mail folders before contacting the B2B Helpdesk

Password Reset

If a user has a password and would like to change or reset, then the user must first Login to the **Supplier Portal** <https://supplier.shopriteholdings.co.za/>

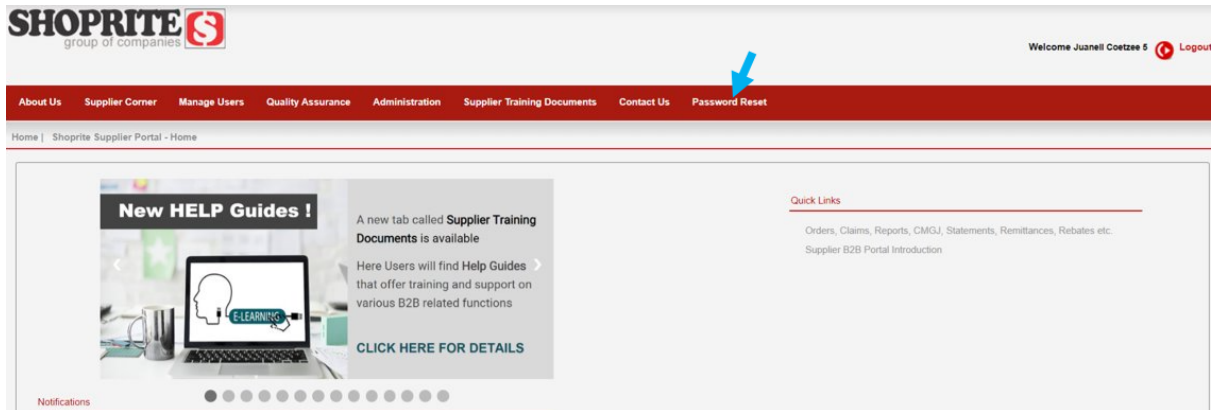


Should the user be logged into the B2B Portal <https://b2b.shopriteholdings.co.za/> then they must first click on the Supplier Portal link to be redirected to the correct site



Upon successfully Login on the Supplier Portal, the user will land on the **Home Page**, then:

- **Step 1** - Click on the Password Reset button



- **Step 2** - On the new screen, enter the username

- **Step 3** – Enter a new password in the blank field. To check the password requirements refer to the [introduction](#) section or click on the info icon

➤ **Step 4 - Click on the Reset Password Button**

Reset Password - B2BQAWEB1

User Domain: Shoprite Checkers Suppliers x ▼

Enter user name: userv1 x ▼

User Name: userv1
First Name: Vecdup
New Password: Shoprite@2022 ⓘ

Primary Email Address: Jicoetzee@shoprite.co.za
Last Name: User

Reset Password

➤ **Step 5 - Wait for the successful message to appear before closing the screen**

Reset Password - B2BQAWEB1

Info ⓘ AD password update successfully.

User Domain: Shoprite Checkers Suppliers x ▼

Enter user name: userv1 x ▼

Note:

- Upon the next Login use the new password (**don't save passwords**)
- Users will receive a confirmation email on the registered email address notifying them that the password has been changed

The email will look like:

From: b2badmin@shoprite.co.za <b2badmin@shoprite.co.za>

Subject: User password change : Test1

Dear Test1

Password reset successfully.

User name: Test1

Password: Mav@2022

If you have any trouble accessing the Supplier Portal, please email b2bhelpline@shoprite.co.za or contact the B2B Helpdesk on +27 21 980 8797 / 4840

Regards

Supplier Portal Support Team

Note: This is not an official email address - do not reply to this email address.

Disclaimer:

<https://www.shopriteholdings.co.za/email-disclaimer.html>

- If users received a confirmation email on the registered email address notifying them that the password has been changed but they **did not change** the password, then immediately contact the B2B Helpdesk for further investigation

The email will look like:

From: B2B Helpline <b2bhelpline@shoprite.co.za>

Subject: Your B2B password has been changed!

Dear userv1,

This email is to confirm to you that your password has been changed.

Date: 2022-04-11 04:15:02 PM

By: jlcoetzee

If you have any trouble accessing the Supplier Portal, please email b2bhelpline@shoprite.co.za or contact the B2B Helpdesk on +27 21 980 8797 / 4840

- Should users reset the password and then forget the new password, they must click on the forgot password option. Refer to the [forgot password](#) section for more information.

Once they have successfully logged in with the new temp password then reset the password by repeating step 1-5 above

TIP: Should the user not receive an email then check the spam or junk mail folders before contacting the B2B Helpdesk

Inactive User

Username can become **Inactive, Locked or Blocked** when:

- Users did not reset the password after receiving a warning of the impending expiry date
- Users accidentally typed the password incorrectly more than 3 times
- B2B Master Users revoked a B2B Users access because the person left the company or no longer requires access to the B2B portal

Username that are **Inactive, Locked or Blocked** will see an error message appear on the Login screen

The screenshot shows a login interface with the following elements:

- Login** header
- Error Message:** A red banner at the top states: "X Your User Name is inactive. Please contact the Supplier Portal Administrator."
- User Domain:** A dropdown menu currently showing "Shoprite Checkers Supplier".
- User Name:** A text input field containing "userv1".
- Password:** An empty password input field.
- Terms and Conditions:** A red text block stating: "By using this system, you agree to be bound by all the terms applicable to its use which may be found under [Terms and Conditions](#)".
- Log In Button:** A dark grey button with the text "Log In".
- Forgot Password:** A red text link located below the "Log In" button.

To rectify:

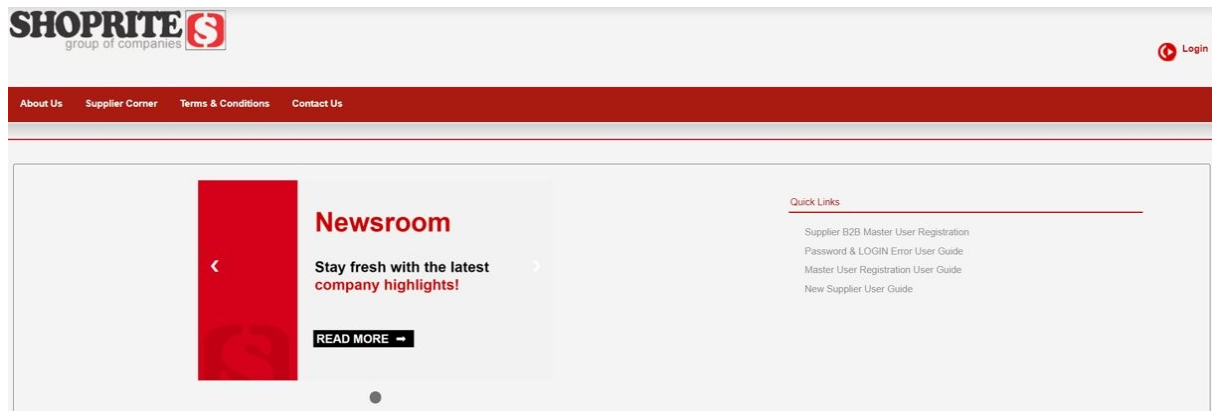
Users should contact the B2B Master User to change the account status from "Deleted" to "Active" or contact the B2B Helpdesk

How to avoid this:

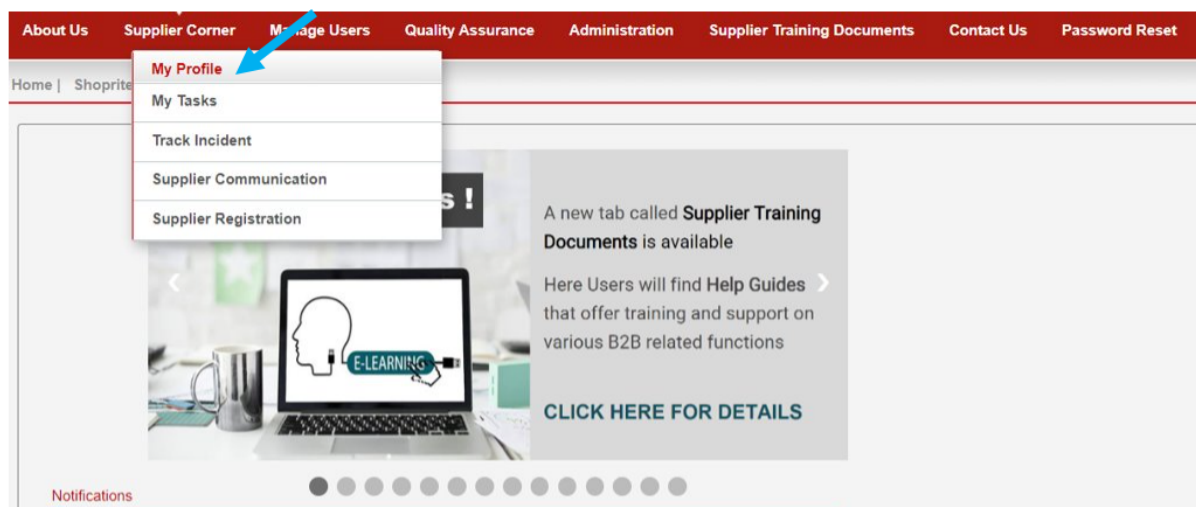
- Users must not share the username or password with others
- After two incorrect attempts, users should try again later or click on the [forgot password](#) option
- Users should confirm that the correct email address has been registered. If this is not correct then update the [user profile](#) or contact the B2B Helpdesk
- Users should respond to the expiry notification emails in a timely manner

User Profile

To update the user's contact details, the user must be logged in on the Supplier Portal
<https://supplier.shopriteholdings.co.za/>



My Profile is located under the Supplier Corner tab on the **Home Page**



Users can only update the **Personal** tab on the profile, ensure the registered email address is correct to receive password reminders

My Profile - Juanell Coetzee

Personal Access Levels Depots

Personal -

Accounting Supplier Name Country

User Type B2B Administrator

Trading Group SHOPRITE CHECKERS, SOUTH AFRICA

Initials J

First Name Juanell

Job Title EDI Office Coordinator

Primary Email Address jicoetsee@shoprite.co.za ✓

Phone Details SOUTH AFRICA

Phone Number 27219804000

User Domain Shoprite Checkers Suppliers

Surname Coetzee

Cellphone Details SOUTH AFRICA

Cell Phone Number 27219804000

Save Profile

If the **Access** or **Depot** Tab is incorrect then contact the B2B Master User or the B2B Helpdesk.

Incorrect Access or Depots will prevent users from accessing the correct orders, claims, reports etc. on the B2B Portal

My Profile - Juanell Coetzee

Personal **Access Levels** Depots

Access Levels

B2B Claims

Access Level	Permission
Download Claims	<input type="checkbox"/>
Email Claims	<input type="checkbox"/>
Manage Claims Type - Local	<input type="checkbox"/>
Manage Claims Type - Overcharge	<input type="checkbox"/>
Manage Claims Type - Returns	<input type="checkbox"/>
Manage Claims Type - Shortages	<input type="checkbox"/>
Print Claims	<input type="checkbox"/>

1 2 Next Last

Login Errors

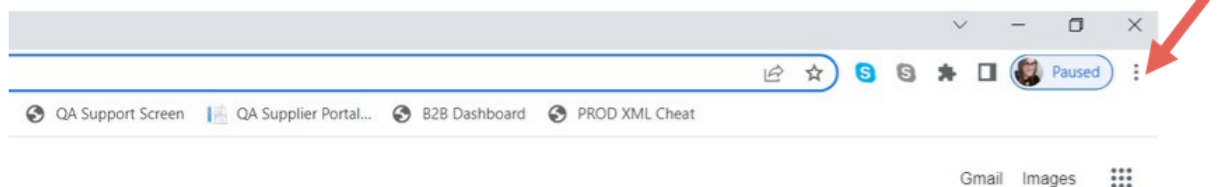
Google Chrome and / or Internet Explorer can sometimes return error messages when attempting to access the Supplier or B2B Portal

It's best practice to use Internet Explorer versions 9 upwards or the latest versions of Google Chrome

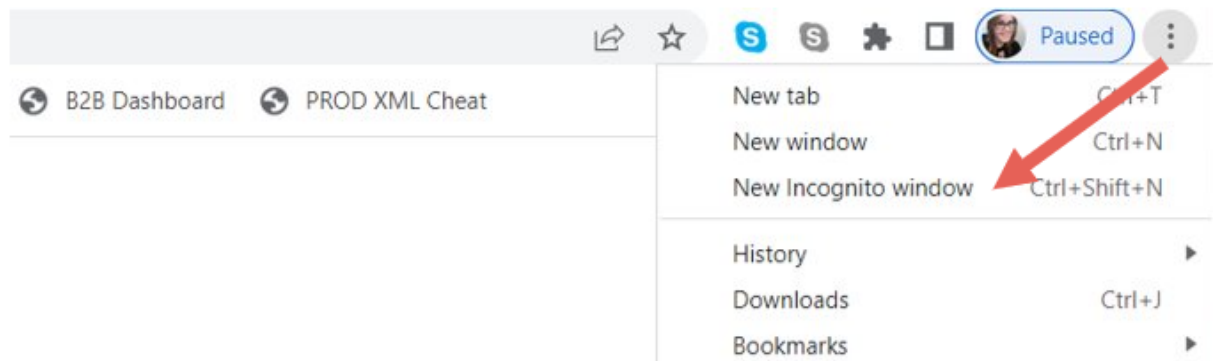
TIP:

B2B Users that experience many Login issues can use the Google Chrome **Incognito** browsing option. This helps minimise the chances of getting the error messages

- **Step 1** - Click on the Customise and control button (3 dots found top right of the screen)



- **Step 2** - Click on the New Incognito Window option or use the shortcut keys Ctrl+Shift+N



- **Step 3** - Go back to the Supplier or B2B Portal and Login (**don't save passwords**)

Typical errors are:

- Saved Passwords
- Internal 500 error
- Page cannot be displayed
- Site cannot be reached

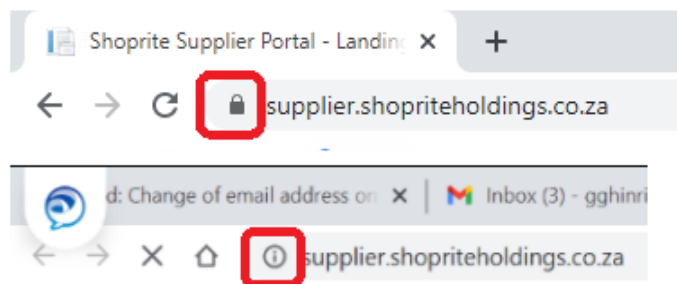
To rectify:

Google Chrome

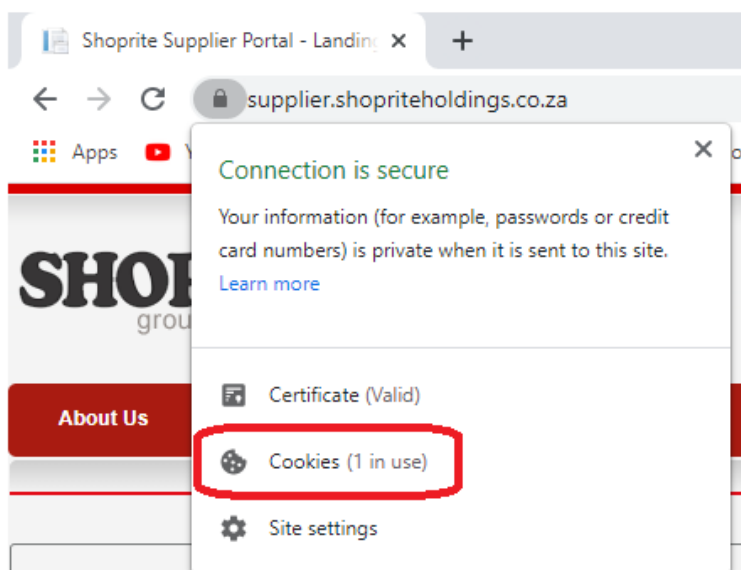
If the password is not saved, the user must clear cookies and cached images for the site

Sometimes the error could populate more than once, in such cases users must clear the history until such time as they are able to Login

- **Step 1** - Click on the lock or Information icon next to the URL



- **Step 2** - Click on the Cookies option



- **Step 3** - Select any / all Shoprite sites from the list provided

Cookies in use

Allowed Blocked

The following cookies were set when you viewed this page

▶ supplier.shopriteholdings.co.za

Name	no cookie selected
Content	no cookie selected
Domain	no cookie selected
Path	no cookie selected

- **Step 4** - Click on the Remove button as shown below

- **Step 5** - Click on the Done button as show below

Cookies in use

Allowed Blocked

The following cookies were set when you viewed this page

▶ supplier.shopriteholdings.co.za

Name	no cookie selected
Content	no cookie selected
Domain	no cookie selected
Path	no cookie selected

Block

Remove

Done

➤ **Step 6** - Close the web browser

➤ **Step 7** - Reopen the web browser



➤ **Step 8** - Go back to the Supplier Portal or B2B Portal and Login (**don't save passwords**)

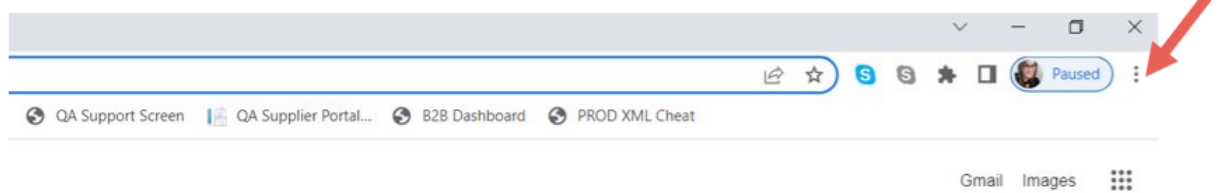
If the password is saved, the user must clear cookies and cached images for the site and remove the password that was saved

For Google Chrome

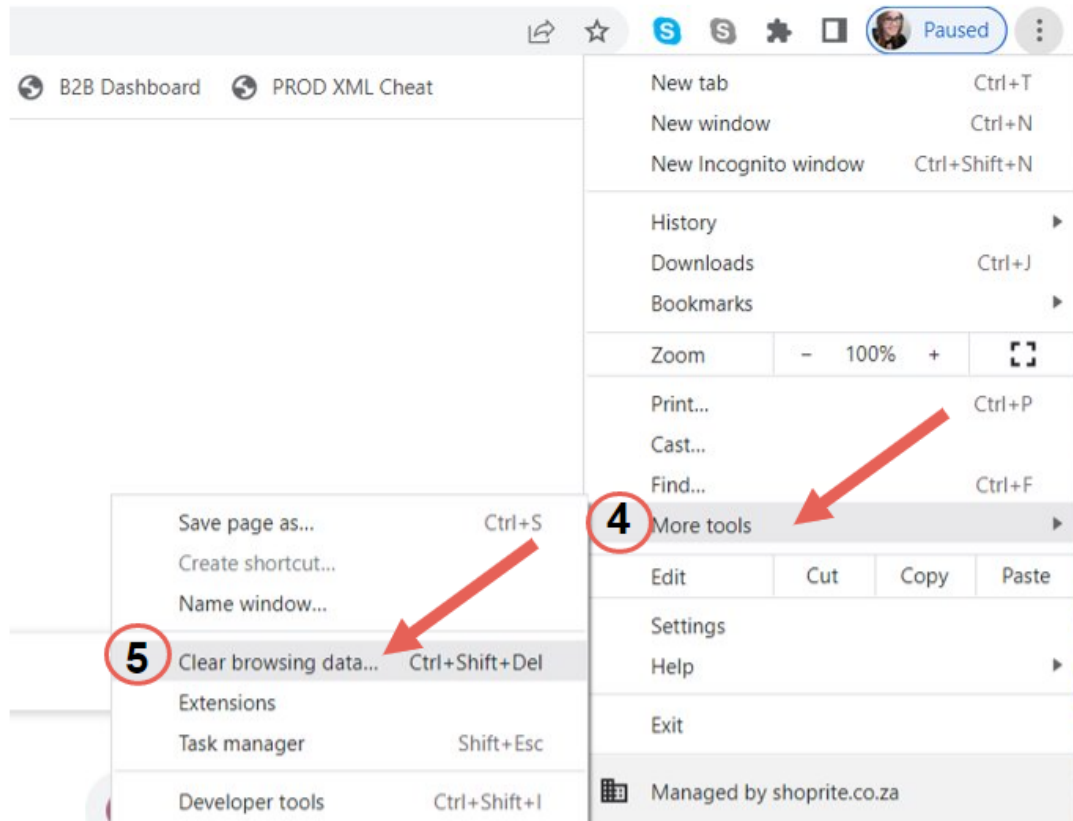
- **Step 1** - Logout of the Supplier or B2B Portal and close the web browser
- **Step 2** - Reopen the web browser



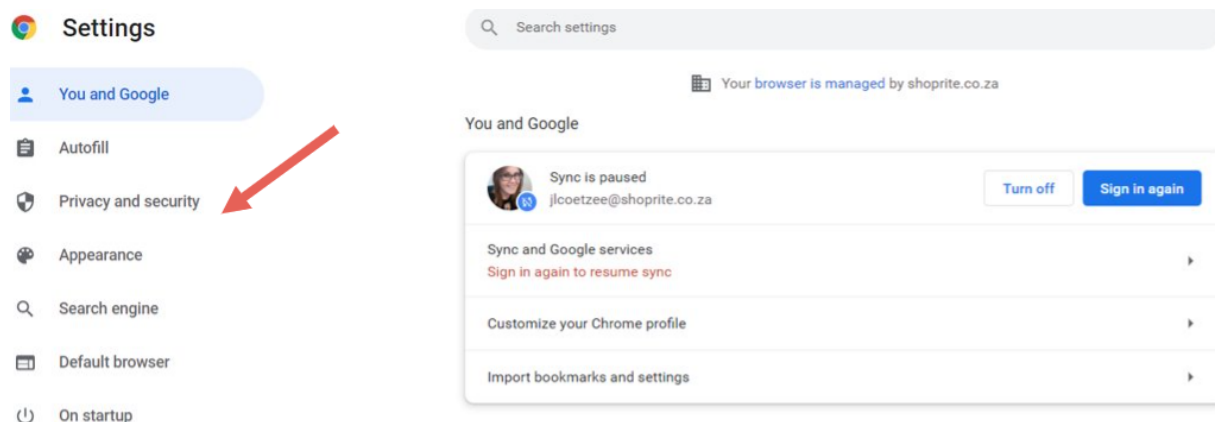
- **Step 3** - Click on the customise and control button (3 dots found top right of the screen)



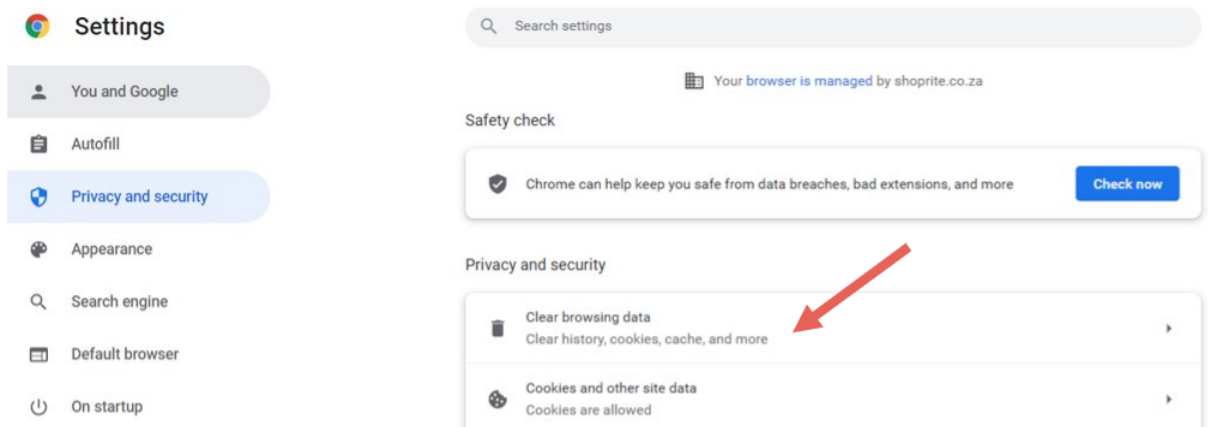
- **Step 4** - Click on More Tools as shown below
- **Step 5** - Click on Clear Browsing Data or use the shortcut keys *Ctrl+Shift+Del*



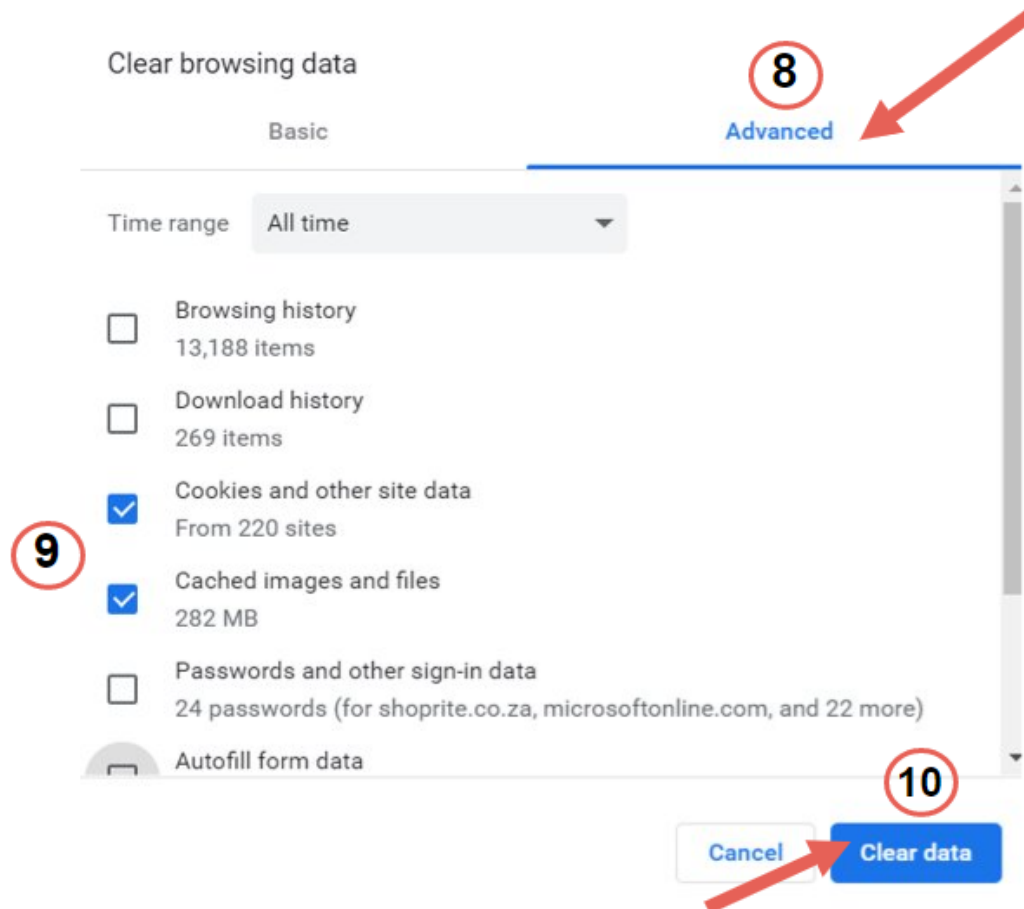
- **Step 6** - On the new screen click on Privacy and security option



- **Step 7** - Click on Clear browsing data option



- **Step 8** - On the new screen, click on the advanced tab as shown below
- **Step 9** - Select the relevant tick boxes as shown below
- **Step 10** - Click on the clear data button as shown below



- **Step 11** - Wait approximately 2 to 3 minutes
- **Step 12** - Go back to the Supplier Portal or B2B Portal and Login (**don't save passwords**)

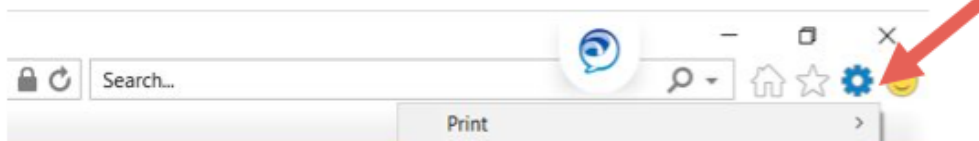
Internet Explorer

To clear the browsing history:

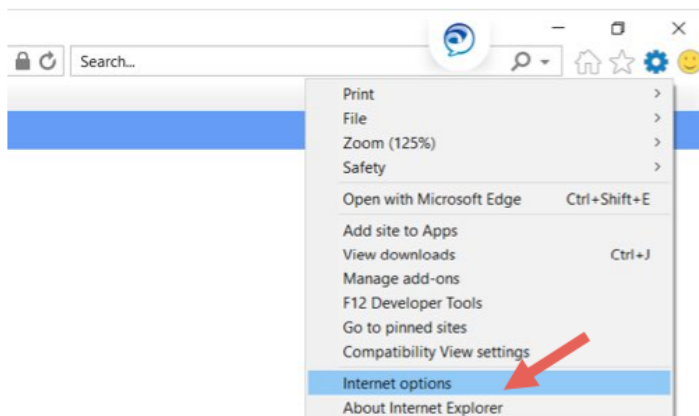
- **Step 1** - Logout of the Supplier or B2B Portal and close the web browser
- **Step 2** - Reopen the web browser



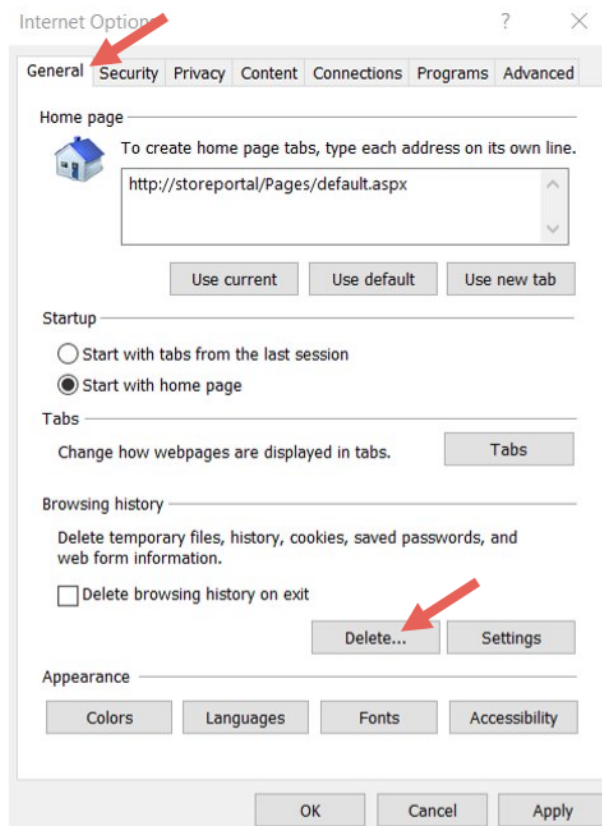
- **Step 3** - Click on the Tools or the cog icon (found top right of the screen)



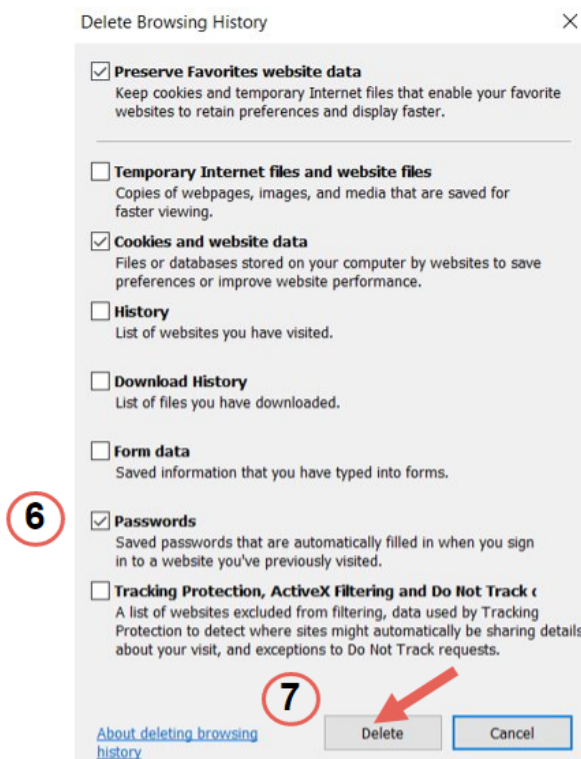
- **Step 4** - Click on the Internet options button



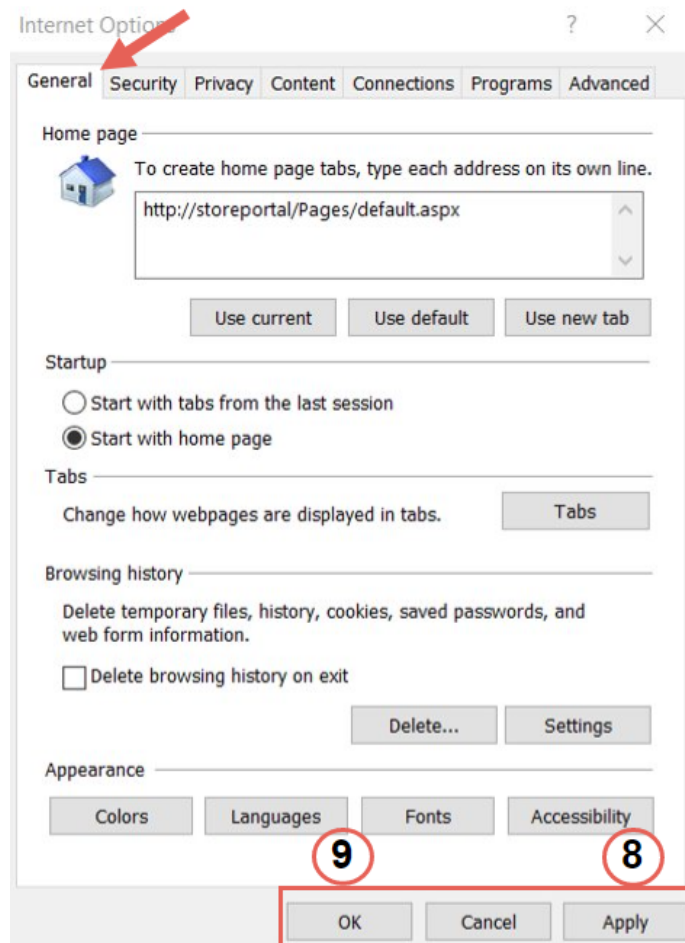
- **Step 5** - On the new screen, on the **General tab**, click on the Delete... button



- **Step 6** - On the new screen select the relevant tick boxes as shown below
- **Step 7** - Click on the Delete button (the screen will automatically close)



- **Step 8** - Landing back on the **General tab**, click the Apply button as shown below
- **Step 9** - Click on the “OK” button as shown below



- **Step 10** - Go back to the Supplier or B2B Portal and Login (**don't save passwords**)