



Norrøna's B2B-portal Usermanual

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About Norrøna's B2B-portal



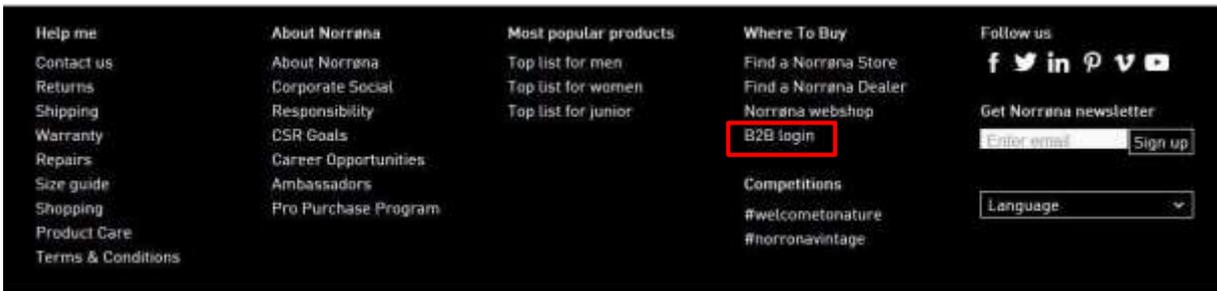
The intension behind Norrøna's B2B-portal is to secure an easier communication path with our customers. The advantages for our customers lays in the possibility to place preorders, reorders, check stock status, get overview over orders and invoices, register claims and repairs and the possibility to download videos, pictures, catalogues and product texts.

The current version has improved the functionality and speed of the B2B portal and also introduces a new way to register your repairs/claims before sending your product to us, which will increase the speed of handling your service orders.

We are continuously working to improve our B2B-portal and would like to hear from you if you have any suggestions to improvements etc. Please contact customer service at order@norrøna.no.

How to log in to the B2B-portal

1. Open your browser.
2. You can either go directly to b2b.norrøna.com or go via the Norrøna-website at www.norrøna.com. Press "B2B login" (on the lower part of the page).



3. The following screen shot will then appear, and you will log in as existing customer into the B2B portal. Please use your registered e-mail address to access the B2B portal and your password. If you don't remember your password, you might request a new one by clicking the link: [Forgot password?](#) And follow the instructions.

Please be informed that the first time you will log in, you will need to request a new password.

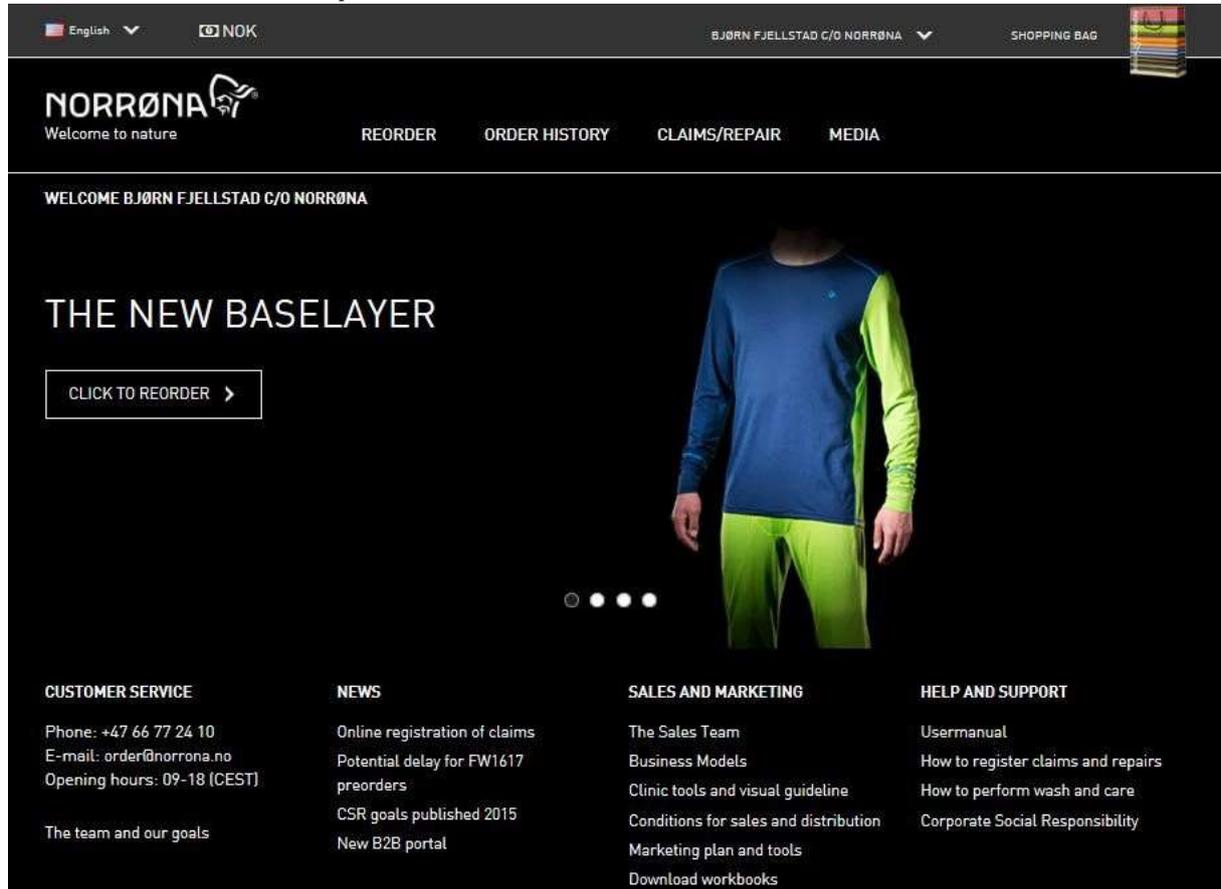


The image shows a white login form titled 'SIGN IN TO YOUR ACCOUNT'. It contains the following elements:

- An 'Email:' label followed by a text input field with a person icon on the left.
- A 'Password:' label followed by a text input field with a lock icon on the left.
- A checkbox labeled 'Remember me'.
- A blue 'LOGIN' button.
- A red-bordered button labeled 'Forgot password?'.

4. You should now be logged in to Norrøna's B2B-portal and the following screen should appear as the welcome screen:

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How to navigate the menu

Place a B2B Reorder in the B2B-portal

If you wish to place a re-order via our portal or just check the warehouse status on specific products select "REORDER" on the main top menu.



1. Click on "Reorder" at the top of the welcome page. A page like this will then display:

English NOK BJØRN FJELLSTAD C/O NORRØNA SHOPPING BAG

NORRØNA
Welcome to nature

REORDER ORDER HISTORY CLAIMS/REPAIR MEDIA

Order Types
ReOrder

Delivery date
2016-10-22

Availability In stock Few left Sold out

Filters
All Activities All Concepts All Product types All Layers
All Sex All Season Search for product

	3310-14 1265 falketind Gore-Tex Jacket (M) Crimson Kick	XS S M L XL <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>	Delivery date: 2016-10-22	Discount: 0.00%	Wholesale: kr 2 099,50	Retail price: kr 4 199,00
	3310-14 3440 falketind Gore-Tex Jacket (M) Bamboo Green	XS S M L XL <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>	Delivery date: 2016-10-22	Discount: 0.00%	Wholesale: kr 2 099,50	Retail price: kr 4 199,00
	3310-14 6800 falketind Gore-Tex Jacket (M) Electric Blue	XS S M L XL <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Delivery date: 2016-10-22	Discount: 0.00%	Wholesale: kr 2 099,50	Retail price: kr 4 199,00

On this page you can select the Order types to “Reorder”, you can select the Delivery date when you want it delivered and you can also add a selection of filters to make your search easier. If you still don’t find your product, there is a new search for products field where you can use text or product reference number to find the product you are after.

2. Choose order type – “Reorder”.

English NOK SHOPPING BAG

NORRØNA
Welcome to nature

REORDER ORDER HISTORY CLAIMS/REPAIR MEDIA

Order Types
ReOrder

Delivery date
2016-05-21

Availability In stock Few left Sold out

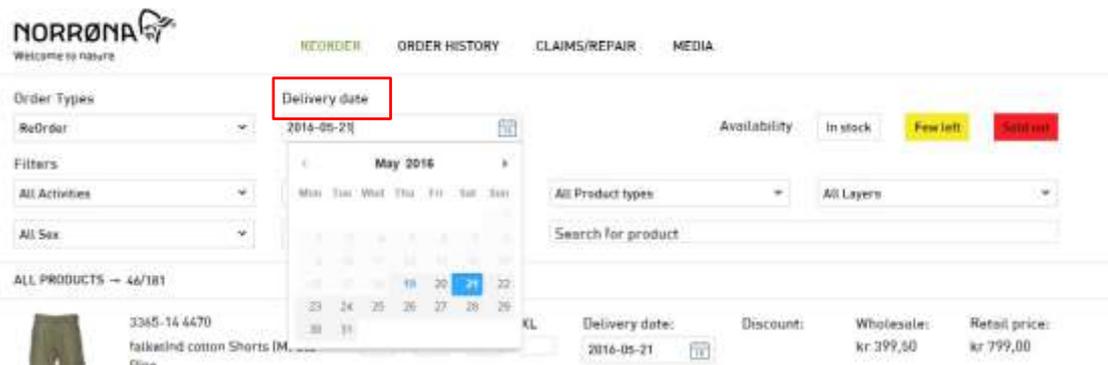
Filters
All Activities falketind All Product types All Layers
All Sex All Season Search for product

ALL PRODUCTS → 46/101

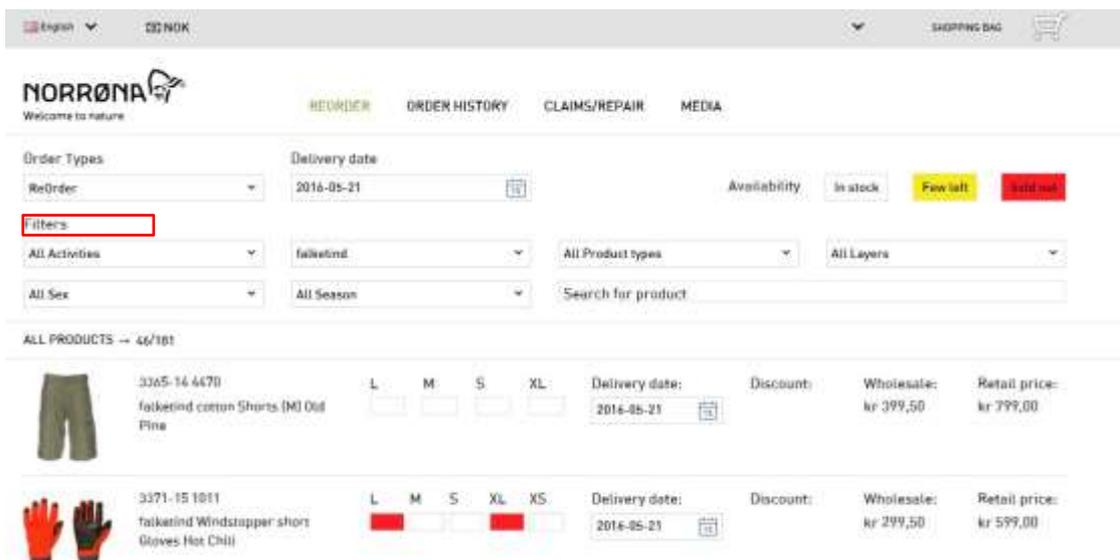
	3365-14 4670 falketind cotton Shorts (M) Owl Pina	L M S XL <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Delivery date: 2016-05-21	Discount:	Wholesale: kr 399,50	Retail price: kr 799,00
	3371-15 1011 falketind Windstapper shorts Gloves Hot Chili	L M S XL XS <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Delivery date: 2016-05-21	Discount:	Wholesale: kr 299,50	Retail price: kr 599,00

3. You can choose delivery date by updating the Delivery Date and selecting the date you wish your order delivered.

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4. When order type and delivery date are set, you can set the filter to search for products.



- a. Activity – gives you the possibility to filter our products into our five main categories:
 - i. Ski/snowboard (includes; lofoten, narvik og røldal)
 - ii. Mountaineering (includes; falketind, trollveggen og lyngen)
 - iii. Outdoor (includes; svalbard, bitihorn og fjørå)
 - iv. Green Outdoor (all green outdoor wear and backpacks)
 - v. Active Lifestyle (includes; /29)
 - vi. General Outdoor
 - vii. Baselayer
- a. Concept – gives you the possibility to filter the products, based on each of our concepts.
 - i. Season- the possibility to filter our products into three different seasons (1) Spring/summer, (2) Hunting, (3) Fall/winter
- b. All product types – possibilities to filter Top's, Bottom's, Pack's, Accessories and Marketing Material
- c. All layers: Waterproof, Wind resistant, soft shell, Insulation, Fleece, First layer, Backpack's and Casual
- d. All Sex: Male, Female, Unisex, Junior

5. When you have made/ done your choice(s) on the filtering will you automatically get the status of our warehouse, on the requested photos on the same page. You will see that all sizes and products have their own color by availability
- e. White color defines that we have a decent amount of the products in stock (more than 15 pcs)
 - f. Yellow defines that stock is getting empty, few left (between 1-15 pcs) You can see exact warehouse availability by putting the mouse over the relevant size box
 - g. The orange color defines that we are at the moment sold out of the size/ product/color. (By scrolling your mouse over the box are you're able to see when we expect to get the products back in stock.

	3346-15 2285	L	M	S	XL	XS	Delivery date:
	falketind PrimaLoft100 Hood Jacket (W) Iceberg Blu	<input type="checkbox"/>	2016-05-21 				

Available on: 15.08.16

Our example above shows you the warehouse status on the model 3346-15 falketind PrimaLoft 100 Hood Jacket (W) in color 2285 Iceberg Blue. Size L, M and S are in stock (white color means available). Size XL is sold out (red color means the product is sold out) if I place the mouse on top of the red box I will see when it will be next date when the product is available in stock. Size XS (in yellow means there are less than 15 units in stock).

Chose the product/size you would like to order, then amount of the size you wish to buy. As soon as you set in the quantity you want to buy in the box, the product will be transferred automatically to your shopping basket.

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The screenshot shows the Norrøna B2B portal interface. At the top, there is a header with 'English', 'NOK', and 'SHOPPING BAG'. A green notification box in the top right corner states: 'Product 3346-15 2285 L has been added to the cart. Quantity: 1'. Below the header is the Norrøna logo and navigation links: REORDER, ORDER HISTORY, CLAIMS/REPAIR, and MEDIA. The main content area includes 'Order Types' (ReOrder), 'Delivery date' (2016-05-21), and 'Availability' (In stock, Few left, Sold out). There are also filters for 'Mountaineering', 'All Concepts', 'All Product types', 'All Layers', 'All Sex', and 'All Season'. A search bar is labeled 'Search for product'. Below the filters, it says 'ALL PRODUCTS → 46/288'.

6. Continue shopping or go direct to your shopping Bag by clicking on the shopping bag icon top right.



7. You will see the overview of the products you have purchased here. At this point you can still update delivery date and quantity. Once you have checked that everything is correct, press the checkout button.

The screenshot shows the 'Shopping Cart' page in the Norrøna B2B portal. The header is identical to the previous screenshot. The main content area is titled 'Shopping Cart' and features a 'REORDER' section. It displays a product listing for '3346-15 2285 falketind PrimaLoft100 Hood Jacket (W) Iceberg Blu'. The product image is on the left. To the right, there are size selection buttons (L, M, S, XL, XS) with 'XL' selected. Below the sizes is a quantity input field with '1' entered. Further right are 'Delivery date' (2016-05-21), 'Discount', 'Wholesale' (kr 1 249,50), and 'Retail price' (kr 2 499,00). Below the product listing, the cart summary shows: 'Sub Total: kr 1 249,50', 'Total Discount: kr 0,00', and 'Total: kr 1 249,50'. At the bottom, there are two buttons: 'SHOP MORE' and 'CHECKOUT'.

8. You can easily adjust the shopping cart with a) number of pieces or b) the whole line of products.

NORRØNA
Welcome to nature

REORDER ORDER HISTORY CLAIMS/REPAIR MEDIA

Shopping Bag

REORDER

 4267-15 1210
bitihorn lightweight Pants
(W) Purple Rain

a

L	M	S	XS
1	2	3	1

Delivery date: 2016-05-22

Discount:

Wholesale: kr 726,50

Retail price: **b** kr 1 449,50

Sub Total: kr 5 071,50
Total Discount: kr 0,00
Total: kr 5 071,50

SHOP MORE CHECKOUT

9. An overview of your check out will appear on the screen. Delivery address will be filled in automatically according to the data we have in the system. At this point you can update delivery address within your country by using the function

Checkout 

ReOrder

Products in your cart

			Delivery date:	Discount:	Unit price:	Amount excl. VAT:
	3346-15 2285 falketind PrimaLoft100 Hood Jacket (W) Iceberg Blu	L 1	2016-05-21	0.00%	kr 1 249,50	kr 1 249,50

Delivery address

Name: Test Order

Post code: 0950

Address 1: Testing street, Nr.1

City: TestCity

Address 2:

Country: United States

UNDO UPDATE ADDRESS

Contact information

Email: order@norrøna.no

Phone:

Reference: Ref:321

Comment:

Order Summary

Discount	
Tax Total	kr 312,38
Amount excl. VAT	kr 1 249,50
Amount incl. VAT	kr 1 561,88

10. When everything is checked, please press Place order button to confirm your purchase.

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Name: Test Order

Address 1: Testing street, Nr.1

Address 2:

Post code: 0550

City: TestCity

Country: United States

Buttons: UNDO, UPDATE ADDRESS

Contact information

Email: order@norrøna.no

Phone:

Reference: Ref:221

Comment:

Order Summary

Item	Amount
Discount	
Tax Total	kr 312,38
Amount excl. VAT	kr 1 249,50
Amount incl. VAT	kr 1 561,88

Buttons: BACK TO SHOPPING CART, PLACE ORDER

Footer:

- CUSTOMER SERVICE**
Phone: 66 77 00 10
E-mail: order@norrøna.no
Opening hours: 09-18 (CEST)
The team and our goals
- NEWS**
New B2B portal
- SALES AND MARKETING**
The Sales Team
The Marketing Plan
Conditions for sales and distribution
- HELP AND SUPPORT**
How to register claims and repairs
How to perform wash and care
Clinic tools and visual guidelines
Download workbooks
Corporate Social Responsibility

11. Once you have placed your order. You will be informed that you have placed your order. If you want to check again the details, please press “view details” on the order confirmation page:

Order confirmation page

Thank you for your order!

Please click on the link to see the order details:

[View detail](#)

Footer:

- CUSTOMER SERVICE**
Phone: 66 77 00 10
E-mail: order@norrøna.no
Opening hours: 09-18 (CEST)
The team and our goals
- NEWS**
New B2B portal
- SALES AND MARKETING**
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And you can access the details to print them out:

ORDER NO : 1241745				
ITEM NO. NAME	UNIT	TOT. UNITS	DISCOUNT	UNIT PRICE TOTAL PRICE
3344-15 2285	L	1 PCS		NR 1 249,50
FALKETIND PRIMALOFT100 HOOD JACKET (W) ICEBERG BLU	1			NR 1 249,50

Tip: Hover over a order line unit to see delivery status.

Amount: kr 1 249,00
Discount: kr 0,00
VAT: kr 312,38
Total: kr 1 561,08

ReOrder

12. Please be informed that any freight to apply on your order will not be viewed in this overview. Charges apply to the minimum reorder amount per country. If you need more information, please do not hesitate to contact your sales responsible or Customer Service directly under order@norrøna.no

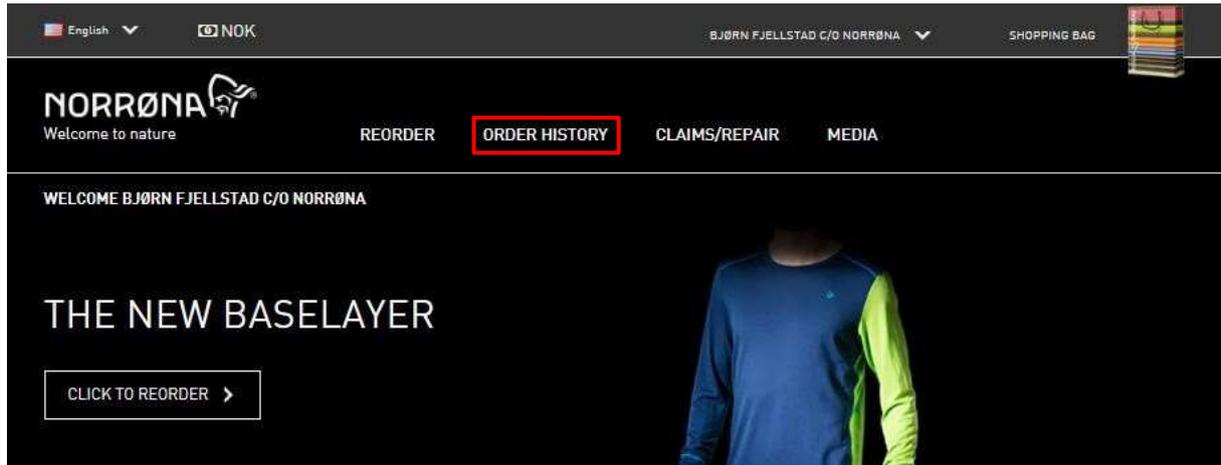
New functionality in the new portal

Once you have started to work on an order it will automatically be saved in the cart until you finish the purchase.

The screenshot shows the Norrøna B2B portal interface. At the top right, there is a 'SHOPPING BAG' icon with a red border. Below the navigation bar, there are tabs for 'REORDER', 'ORDER HISTORY', 'CLAIMS/REPAIR', and 'MEDIA'. The main content area displays 'Order Types' with a 'ReOrder' dropdown and 'Delivery date' set to '2016-10-22'. There are also 'Availability' indicators: 'In stock', 'Few left', and 'Sold out'. Below this, there are 'Filters' for 'All Activities', 'All Concepts', 'All Product types', 'All Layers', 'All Sex', and 'All Season'. At the bottom, a product overview is shown for '3310-14 1265 falketind Gore-Tex Jacket (M) Crimson Kick' with size options (XS, S, M, L, XL, XXL) and price information (Wholesale: kr 2 099,50, Retail price: kr 4 199,00).

Getting an overview on my order at Norrøna Sport

By going to "ORDER HISTORY" an overview of your placed orders at Norrøna Sport will show. Here you'll have the possibility to check out your orders from date to date.

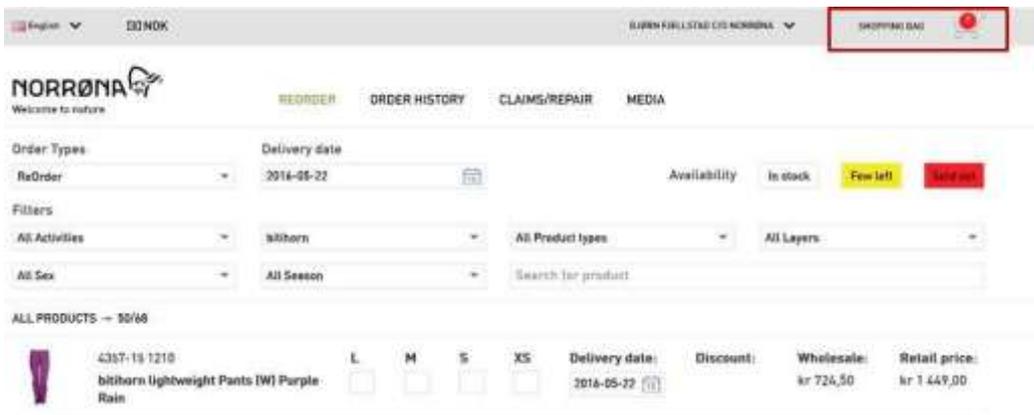


You can see orders to be delivered, delivered orders and if you have a block order – we have included the block order summary.

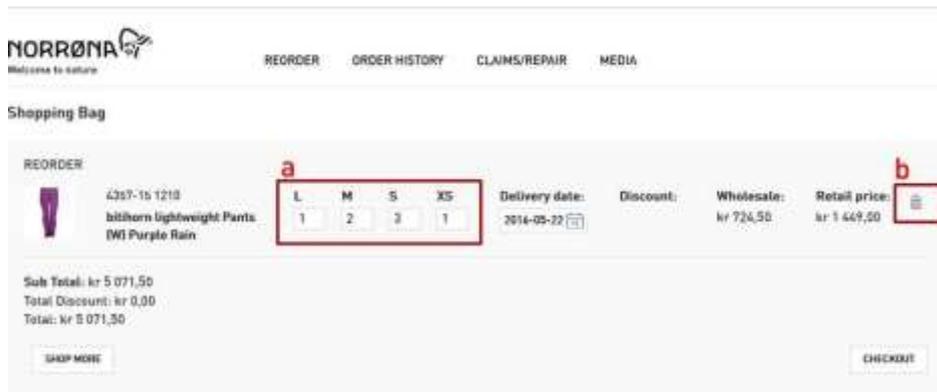


New functionality with the new portal

Once you have started to work on an order it will automatically be saved in the cart until you finish the purchase.



You can easily adjust the shopping cart with a) number of pieces or b) the whole line of products.



How to register claims and repairs

We will now only accept claims and repairs registered through the B2B portal.

Register a claim and repair

To register a claim or repair we are now only accepting a preregistered online case. The process for registering a claim is quite easy.

1. Register the product(s) in the scheme beneath. Ensure that the product is washed prior to shipping them in.
2. Ensure that you register all required product information in the scheme; Model no, color and production number. You'll find all the information in the tag inside the garment. Please describe the issue as best as possible.

When model number and size is entered, you need to fill out the problem identification which can be the following:

1. Seam breakage
2. Rip, tear or holde
3. Zipper
4. Leakage
5. Buttons
6. Other, please explain.

Please also add the location of the problem in the next step.

Click/Tap on damaged area*

*) Images are for illustrational purposes only



3. If you need to add more damages to the same item, press “Add damage on same item”.

4. You can add your own reference number in the bottom and additional comments.

5. Print the receipt and put it in the envelope/box you are shipping the product in.

6. Depending on where you are based ship the product to the following service center:

Norway:

Norrøna Sport
Vollsveien 13H N-
1366 Lysaker

Sweden:

Norrøna Flagship Store Stockholm
Kungsgatan 28
111 35 Stockholm
Sverige

Switzerland:

Outdoor Repair by
Nähatelier Urs Maritz
Ackerstrasse 45
CH-8610 Uster
Switzerland

Germany and Austria (Eastern Europe)*:

Gore-Tex Repair Center Austria
Kürnbergstr 5, 4061
Pasching, Austria

Switzerland

Outdoor Repair GmbH
Ackerstrasse 45, 8610 Uster

France, Italy and Spain:

Green Wolf SARL
21 avenue Joseph Thoret 74 190 Passy
France

UK, Benelux and Finland (Øst Europa)*:

Scottish Mountain GEAR
3 Broughton Park, Newhailes Rd
Newhailes Industrial Estate
Musselburgh EH21 6SY
Scotland

Canada:

GEAR Re-store
4506 10St NE
Calgary, Alberta (AB)
Canada

USA:

Rainy Pass Repair, Inc.
4415 Stone Way N.
Seattle
USA

*Eastern Europe markets are routed either to
Scotland or Austria.

How to find information on the B2B portal

With the new B2B portal we have added on more information on the site to make every day easier for you as a customer. This includes; sales training material (clinics, visual guidelines and workbooks), marketing plans and others. You'll find everything listed on the bottom of the menu. So please have a look!



Media gallery

We are in the process of developing a new media gallery. In the mean time please use our dropbox with all product pictures, concept pictures and product text for the current season.

Our marketing guys are updating regularly a marketing package with content including pictures to be used by you through your own social media promoting the Norrøna products you have in store. It can easily be downloaded in a Dropbox we have stored here.

The Dropbox contains:

1. Logos
2. Season related content
3. Size guide
4. Videos (links)

If you can't find what you are looking don't hesitate to contact the marketing department at marketing@norrøna.no.

If you got any questions around this feel free to contact our customer service at: e-post order@norrøna.no or phone at +47 66 77 24 00.

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www.norrøna.com facebook.com/norrøna
twitter.com/norrøna