



# USER GUIDE

# KISKER-BIOTECH.COM

## SUMMARY

**1. NAVIGATION**

**2. ENTER YOUR PERSONAL SPACE**

**3. ORDER**

- **DIRECT ORDER**
- **REQUEST A VALIDATION**
- **VALIDATE A REQUEST**

**4. ADMINISTRATE**



# 1. NAVIGATION

Express Order

1

Username

2

Mot de passe

Login

Remember ?



Kisker Products Catalogue Promotions Support Contact

3

Search products

4



Empty Basket

## 1 ORDER AREA

Button **Express order** : to achieve a basket very quickly by filling in the references to be ordered and the respective amounts.

Button **Order from a quote** : to place an order on the basis of a quote (by simply filling in the quote number and web key).

## 2 LOGIN AREA

To login and access your web account, enter your username and password in the space provided for this purpose. More information about the services offered by your web account: cf. section 2 concerning the personalized space.

## 3 PRODUCTS - PROMOTIONS - NEED HELP

- Menu **“Products”**: access to **all catalog products**.

Gives you quick access to desired products.

- Menu **“Promotions”**: access to kisker bargains :

› Download **brochures and promotions** ;

 [Download pdf \(File size : 403 Ko\)](#)

› **DDiscount** : products in perfect working condition at discounted prices!  
(discontinued, incomplete cardboard, etc.);



- Menu **“Need Help?”** - to find answer to any kind of question: **technical information, command line support, logistical information, quote, request certificates, samples or service record ...**

## 4 PRODUCT SEARCH

To search, enter a **Kisker** reference, a **provider reference**, or one or more **descriptive keywords**. More this entry is precise, more relevant the results will be and match your need.

Depending on your research, assistants will be able to narrow your request and offer you optimum results.

On the results page, filters are available to restrict the As the possibilities and introduce the ideal product.

Once connected to your account, new menus appear in the website's navigation bar (see section 2 on the personal space).

# 2. ENTER YOUR PERSONAL SPACE

Express Order



Kisker Products Catalogue Promotions Support Contact

Username  Mot de passe  Login Remember ?

1

2

3

Search products

Empty Basket

## 1 MY ACCOUNT



### SET MY ACCOUNT

This section provides the ability to:

- Change your password (click “Edit” and then enter your new password and click “OK”);
- Change your site language use;
- To apply for deregistration of the website (disabling your web account).



### MY ADDRESSES

Page to edit, modify, create or delete your different delivery and billing addresses - (menu available in 2016). To date, an address can only be changed or deleted during an order entry (step 2 “Information”). To edit an address : select it in the drop down list of addresses available in your account, and when it is displayed below the list, click it or on the “edit” button. Any change must be validated by the button “Update”.



### MY LOYALTY POINTS

This section allows to :

- Activate your participation in kisker web loyalty program;
- Check the number of loyalty points acquired (once your participation activated and having placed orders on the web);
- View the list of the many gifts that you can claim.

Reminder: one loyalty point is earned for every 100 CHF of purchases made on www.kisker.com (shipping not included).



### MY USER GUIDE

Access to the user guide (this document) at your disposal to facilitate your orders.



### LOG OUT

To log out of your account.

Note: An alert tells you when your account is not used for 30 minutes; if you do not click “extend the session”, your connection is automatically cut and you lose all unsaved Cart (using the button “Order Project”).



## 2 MY ORDERS



### MY WEB ORDERS

Scoreboard of all of your web baskets : order projects, change orders, awaiting validation, validated orders, etc.



### ORDERS TRACKING

It allows you to track the status of your orders (delivered and invoiced or ongoing); concerns all orders placed to kisker by any means (fax, mail, email, internet).

You have access to the status of each order line (reference): ... delivered or backordered

With, as far as possible, the date of availability of the product.

You can directly access the tracking of a particular order by entering its “kisker” number.

If you order with several customer accounts (delivered or billed), we can develop a multi-account follow-up consultation.

## 3 MY OFFERS / FAVOURITE



### MY OFFERS

Lets you view your various market offers and add its references to your cart.



### FAVOURITE PRODUCTS

To add a reference in your “favourites”, when you are on a product page, simply click on the grey heart. It then turns red and is active.

To remove a reference from the favourites list click again on the heart (he returns to grey) or click on the trash in the bookmarks manager.



### STANDARD BASKETS

Standard baskets are useful when you have recurring orders to pass.

To create a basket, 2 methods:

1. Go into your favourite references section. Then follow the instructions to create a basket (see text below the table). Remember to assign, when registered, a label to facilitate its subsequent use.
2. When viewing a basket “in process” of creation, you have 3 buttons under the table: one to finalize the order, one to save the “ongoing” basket (to complete it later) and another one to transform the basket “in progress” to a “standard basket”. Use this last button to save a standard basket.

# 3. ORDER

## THE 5 POSSIBLE PROFILES :

- “Observer” User: access to the catalogue
- “Buyer” User: access to the catalogue, direct control
- “Applicant” User: access to the catalogue, request validation;
- “Validator” User: access to the catalogue, order confirmation;
- “Administrator” user: access to the catalogue, user management structure, editing of command structure (filter, excel export).

A user can have multiple profiles, within the logic of control workflow.

## DIRECT ORDER

Once connected (see page 2), two solutions are proposed to add products to cart :

- Express order form: fast way to enter the references and quantities desired (see page 1);
- Order form for orders from a quote : quick way to fill the basket with the content of a kisker quote (enter the part number and web key (security key)) (see page 1);
- The button “add to cart” in a product page accessed through the path of the catalogue.

Note: if you have an offer of annual price or tariff market, the prices displayed are discounted accordingly.

**PROVISIONAL BASKET / STANDARD BASKET**



A **provisional basket can be saved** and recalled later for completion. To do this click on the “Order Project” button. Similarly, a **standard basket** (recurring) can be generated by clicking the “standard basket” button.

**ORDER**



Once our basket finalize, click the button “complete order.”

You access the summary of your personal data - modified or not (according to the procedure set by your purchasing department).

Choose your billing and shipping addresses; Finally, click on the “order” button or “order + Credit card payment” if you have a shopping card.

**Do not forget to indicate an internal order number if your purchase department requires it.**



An email will confirm the actual receipt of your web order by our department.

# REQUEST A VALIDATION



## REQUEST VALIDATION

**Same principle as direct order (see page 4).**

But the button “order” in step 2 of the process is replaced by a button “request a validation”

Beforehand, choose your or your validators (to select multiple validators, use the Ctrl key on the keyboard).

If multiple validators are used: since the first of these answers, the others are informed by email they no longer have to intervene in the validation process.



An email is then sent to validator(s) requested.

**If you validator returns a request asking you to change the basket** (or delivery details and or billing), click the link in the email to mean the action to perform - or click the “My Web Orders“ of the ”My Orders“ menu (see page 3), then the ”modify“ button of the basket concerned in the table ”orders to change “.

## VALIDATE / MODIFY A REQUEST



ASK FOR MODIFICATION



VALIDATE



VALIDATE AND MODIFY

When a user asks you to validate an order, you are, as validator, informed by mail of the request.

Click on the link in the email to mean the action to perform - or click on the button “My web orders” of the “My Orders” menu (see page 3), then on the “preview” button of the basket concerned in the table “Orders awaiting validation“.



### Orders awaiting validation

Order number	Date	Validator	Total Price	View order
123456789	2023-10-27	Validator Name	12.34	
987654321	2023-10-27	Validator Name	5.67	

The applicant basket appears : you can confirm, request that it be amended by the applicant, or complete it yourself, if for example you want to add an internal control number.



An email will confirm the actual receipt of the basket you have validated by our services.

An email will notify the applicant of your validation.

An email will warn if necessary other validators sought by the applicant.

If you opt for a change request, an email alert applicant therefore (you have at your disposal an input field for your comments; its content will be displayed in the email).

# 4. ADMINISTRATE

## USERS MANAGEMENT

Accessed from the menu section “My account”, “User Management” button.

### ADD USER

Click on “add an employee,” enter contact information (name, email, tel., fax, addresses assigned to the user for delivery and billing) + Assign Profile (observer, applicant, validator) using checkboxes.

### EDITING CONTACT OR AN EXISTING USER PROFILE

Click the “Edit” icon and make the change. Confirm.

To edit the profile, clear or check the necessary checkboxes.

### REMOVING A USER

Click the “bin” associated with each user. Deleting a user does not delete its associated orders, so as to keep track order history visible to the administrator.

### ALLOCATION OR MODIFICATION OF ONE OR MORE VALIDATORS TO EACH APPLICANT

In the table of users in front of an applicant of your choice, click on the icon “validator”, select one or more validators in the list of available validators (to select various, click their name Ctrl down) - to remove from the list, click the “bin” button. Determine whether they should be mandatory or “choice.”

Note : the icon “validator” is grayed out when no validator is assigned to the applicant; otherwise, it appears as dark gray.

### EXPORT AND IMPORT IN EXCEL USER LIST

Can be done using an excel sheet (**note: contact our web administrator - [contact@kisker-biotech.com](mailto:contact@kisker-biotech.com) - before any irreversible operation**).

## ORDERS MANAGEMENT

All orders, regardless of their status (enabled or awaiting validation, awaiting modification, orders projects, etc.) are listed under the “Orders” tab.

Each order can be viewed on screen and printed using the “Printer” button at the end.

Orders can be filtered on different fields : the period (interval between 2 dates), the plaintiff, the validator status.

For further research or statistics, it is advisable to export the list of orders to Excel (click “export to excel” under the table). For other more specialized statistics, our customer service is at your disposal for a customized solution.

For each order, the following fields are filled in : reference, designation, amount of sale units ordered, order number, status of the basket, applicant validator, amount of the order, section number. All this information can be filtered according to various criteria for statistical purposes on references, orders numbers, users, etc.

To improve readability, white and yellow areas separate each order to distinguish each of the previous and the next in the excel file.

**FOR FURTHER DETAILS,  
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