



Pentland Connect

User Guide & FAQs

Getting Started on Pentland Connect

This guide will help you start your journey on Pentland Connect (B2B portal) and answer the most FAQs

Section 1- Using the Portal

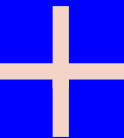
- What is Pentland Connect [Page 3](#)
- How to set up a Pentland Connect Account [Page 6](#)
- How to Log onto the portal [Page 8](#)
- My Login isn't working [Page 9](#)
- How to check Account Details [Page 11](#)
- Order History [Page 12](#)
- Manager Access [Page 15](#)
- Downloading Images & Product Details [Page 16](#)
- Brand Portal [Page 18-19](#)
- How to Search for products quickly [Page 21-22](#)
- How to check stock availability [Page 23](#)
- How to navigate the basket [Page 23](#)

Section 2- FAQ's & Contact Us

- FAQ's [Page 26](#)
 - Contact Us [Page 27](#)
 - Thoughts & Feedback [Page 28](#)
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Section 1- Using the Portal



What is Pentland Connect?

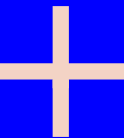
The B2B Portal (or Pentland Connect) is our online catalogue for Pentland customers to view & place their orders online

Benefits include...

- 24/7 ordering
- Live stock availability & prices
- Online catalogue
- Downloadable Imagery
- Quicker ordering process
- Enhanced order visibility
- Making it easier to trade with multiple Pentland brands
- Full visibility of your account including financial status



Setting up an Account



How to get a Pentland Connect Account

If you haven't got an account set up on Pentland Connect please click CTRL & the register here button below and fill in our simple form

REGISTER HERE

<https://pentlandconnect.com/en/GBP/login/registerForAccess>

A new form will need completing for every person that needs access

A member of our team will then be in touch with your login details

***Required role-** Manager roles will get additional access to invoice data and account summaries

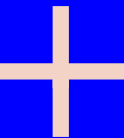
***Account Number-** Please fill in your six digit account number to ensure a quicker account set up. The number can be found on Order Confirmations / Invoices / Statements received from Pentland

Request for Access

COMPANY NAME*	<input type="text" value="Smithson Limited"/>
FIRST NAME*	<input type="text" value="Holly"/>
LAST NAME*	<input type="text" value="Smith"/>
POSITION*	<input type="text" value="Account Manager"/>
REQUIRED ROLE	<input type="text" value="Manager role ▼"/>
E-MAIL*	<input type="text" value="holly.smith@gmail.com"/>
ACCOUNT NUMBER*	<input type="text" value="132444"/>
	<input type="button" value="Submit"/> <input type="button" value="Reset"/>



Logging into the Portal



How to Log on to the Portal?

Step 1

Search the below link in Google or press ctrl & click the link...

<https://pentlandconnect.com/en/GBP/login>

*** Google Chrome will provide the best experience**

Step 2

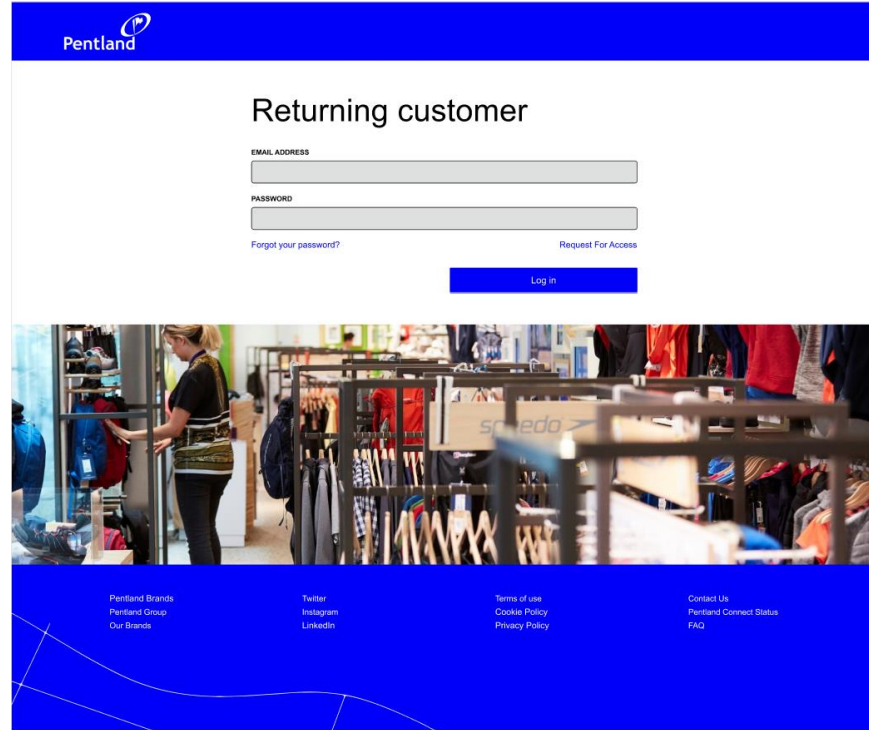
Enter your email address and password

***if you can't remember your password please see next slide**

Step 3

Hit Login Button

(any problems logging in please see next slide)



The screenshot shows the Pentland login portal. At the top is the Pentland logo. Below it, the heading "Returning customer" is displayed. There are two input fields: "EMAIL ADDRESS" and "PASSWORD". Below the password field is a link that says "Forgot your password?". To the right of the password field is a link that says "Request For Access". Below these fields is a blue "Log in" button. Below the login form is a photograph of a retail store interior with clothing racks and a staff member. At the bottom of the page is a blue footer with four columns of links: "Pentland Brands", "Pentland Group", "Our Brands", "Twitter", "Instagram", "LinkedIn", "Terms of use", "Cookie Policy", "Privacy Policy", "Contact Us", "Pentland Connect Status", and "FAQ".

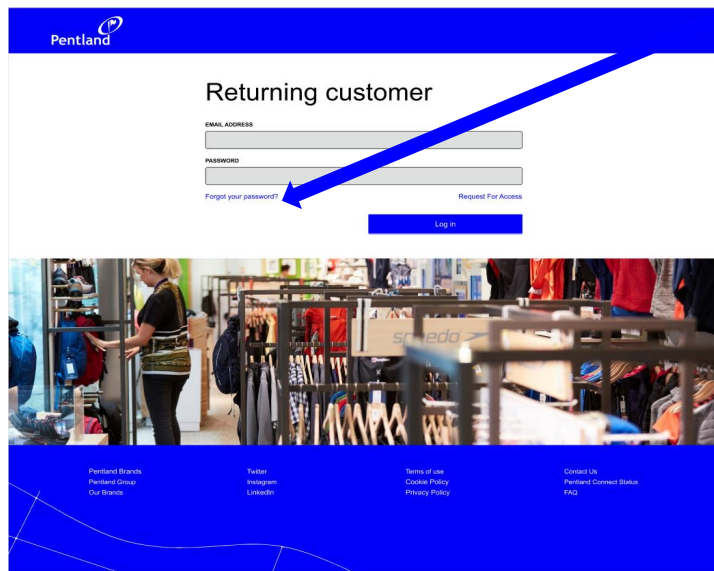
My Login isn't Working?

Top Tips

- Make sure any spaces are removed from the beginning & end of your email address
- Passwords are case sensitive
- You only have 3 incorrect login attempts before a password reset will be required

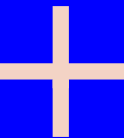
Resetting Your Password

- If you find your login isn't working it is best to click "[Forgot your password?](#)" on the homepage screen after a couple of failed login attempts
- You will be prompted to enter your registered email address and instructions on how to reset your password will be sent to you within the hour.
- Please note Logins & password resets will only work if you have an account. If you need to set up an account please see slide 4
- Still experiencing issues? Please send an email to newuser.pentlandconnect@pentland.com explaining the issue and a member of the team will look into this and come back to you as soon as possible





Checking Account & Order Details



My Account

The **MY ACCOUNT** tab has access to account details and preferences

Some useful drop downs are explained in the orange boxes below



Shows details on current and historical orders placed

(More detail on slide 11)

The option to turn prices on and off on site can be done here

If you need help you can raise a support ticket here. If you detail your issue on a support ticket a member of the team will review and come back as soon as possible

Brand portal will give you access to further images, videos, retail artwork, toolkits and more!

To more information on how to set up your account please email pentlandconnect@pentland.com

Order History

- Under “MY ACCOUNT” & “Order History” you can view all details of orders you have placed through the portal

Order history

Use the filtering here to refine your order history search

ORDER NUMBER P.O. NUMBER ORDER TYPE ORDER STATUS

FROM DATE TO DATE

SEARCH RESET ALL

1 - 10 OF 177 ORDERS

ORDER NUMBER	BRAND	P.O. NUMBER	ORDER STATUS	DATE PLACED	ORDER TYPE	REQUESTED DELIVERY DATE	TOTAL QUANTITY	TOTAL
2117307	Speedo	TEST ORDER	On Hold	3 Sep 2020 09:56 AM	Standard	23 Sep 2020	50	£425.00
2117308	Canterbury	TEST ORDER	New	3 Sep 2020 08:56 AM	Standard	23 Sep 2020	31	£626.50
2117144	Canterbury	20000	Open	25 Jun 2020 04:47 PM	Standard	9 Jul 2020	170	£2,448.00
2117135	Canterbury	TEST ORDER 1	New	19 Jun 2020 03:04 PM	Standard	30 Jun 2020	106	£1,228.80
2116941	Canterbury	TEST ORDER	Open	17 Apr 2020 11:40 AM	Make to Order	30 Apr 2020	10	£471.60
2116864	Canterbury	TEST ORDER	New	27 Mar 2020 01:29 PM	Standard	7 Apr 2020	10	£196.80
2116856	Canterbury	nfm retest s&e	New	27 Mar 2020 11:14 AM	Standard	7 Apr 2020	1	£18.00
2116855	Canterbury	NFM RETEST	New	27 Mar 2020 11:02 AM	Make to Order	17 Jun 2020	10	£441.60

Order statuses explained

Your order on Pentland Connect will fall under one of the following statuses

New- The order has been placed but no stock allocated yet

Open- The order has been accepted but no delivery date has been scheduled yet

On Hold- Your account is credit blocked. You will not receive your order until you contact creditcontrol@pentland.com to get your account unblocked

On Pick- The order is in the warehouse and being picked by warehouse operative

Shipped- The order is on its way to you

Invoiced- The order has been fully invoiced

Cancelled- Your order has been cancelled

Manager Access

Manager accounts have additional access to an account summary & invoice data

This can be accessed as follows...

1 Click on
My Company



2 Click on
ACCOUNT
SUMMARY

1

WELCOME MDH MY ACCOUNT MY COMPANY SIGN OUT

2 ACCOUNT SUMMARY

Credit rep	Current balance	Days	
n/a	£0.00	1-30 Days	£0.00
Credit line	Open balance	31-60 Days	£0.00
Canterbury — £0.01	£0.00	61-90 Days	£0.00
Speedo — £0.01		91+ Days	£0.00
Mitre — £0.01			

Account balances displayed are up-to-date, this can differ from your customer statement provided on 02/11/2020.

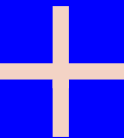
Documents

1 - 10 OF 25 DOCUMENTS Sort by DOCUMENT DATE ASC

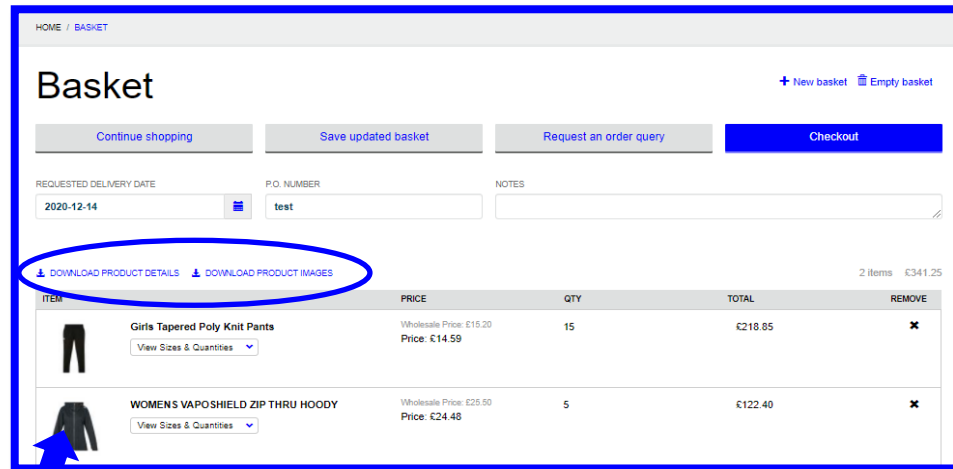
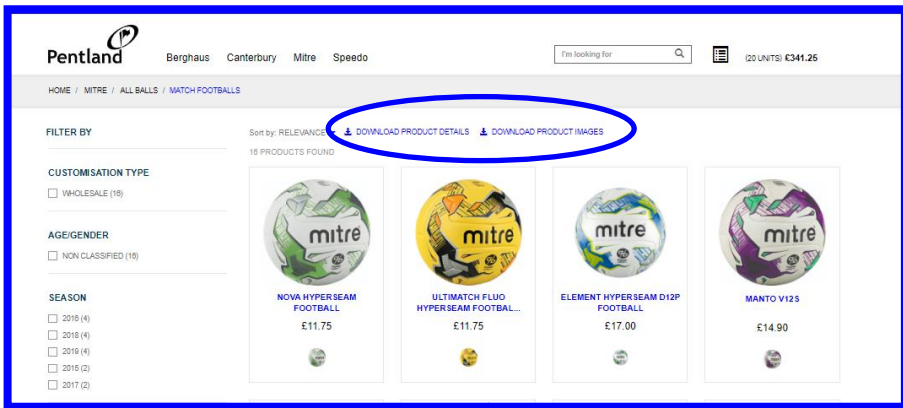
DOCUMENT #	DOCUMENT TYPE	DOCUMENT DATE	DUE DATE	ORIGINAL AMOUNT	STATUS	ATTACHMENT
93305903	Invoice	Feb 23, 2018	Mar 26, 2018	£389.88	Open	View
93433508	Debit Note	May 4, 2018	Jun 4, 2018	£343.98	Open	View
93442517	Invoice	May 10, 2018	Jun 10, 2018	£432.36	Open	
93454803	Invoice	May 16, 2018	Jun 16, 2018	£607.50	Open	
93464527	Invoice	May 21, 2018	Jun 21, 2018	£435.24	Open	
93467791	Invoice	May 22, 2018	Jun 22, 2018	£15.66	Open	
93467792	Invoice	May 22, 2018	Jun 22, 2018	£2,395.31	Open	
93470524	Invoice	May 23, 2018	Jun 23, 2018	£656.82	Open	
93513008	Invoice	May 25, 2018	Jun 25, 2018	£9.45	Open	



Content (Imagery & Product Details)



Downloading product images/information from the site



- This is possible on the product pages and also at the basket stage (circled in blue above)
- Pressing [download product details](#) will download the selected product information into excel (description, EAN, material, price & quantity & stock will be shown)
- Pressing [download product images](#) will download the selected products onto your computer

Brand Portal

Brand portal will give you access to further images, videos, retail artwork, toolkits and more!

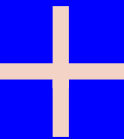
To get further information or sign up to brand portal please email

Pentlandconnect@pentland.com

Pentland
Brand
Portal

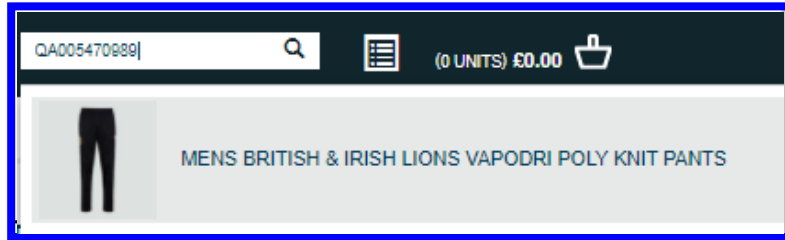


Searching on Site



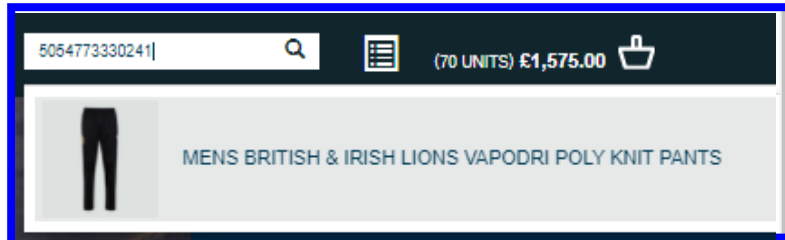
Using the Search Bar

3 ways to search for products



Product Code

- All capital letters
- No dashes or spaces
- Example QA005470989



EAN Numbers

- Example 5054773330241

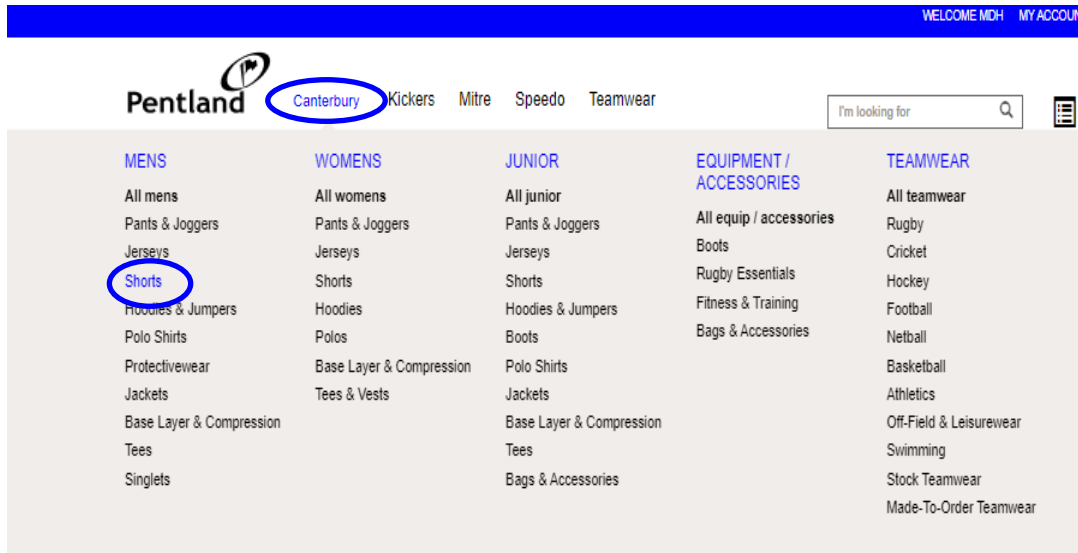


Product Description

- Mixed case can be used
- Mens British & Irish Lions Vapodri Poly Knit Pants*

*Please note descriptions may not always match the catalogue exactly

Using the Drop Down Menus



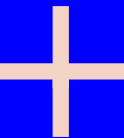
The brands you have access to will be visible on the top left of the homepage

Filtering through drop downs allow selection of specific categories/genders/brands

This method returns a broader search & enables browsing



Checking Stock Availability



Filtering to “In Stock” Products

Filtering on product pages can be completed on the left hand side of the screen

A useful filter is
“IN STOCK”

This will then only show styles that have stock currently available

WELCOME RUPA MY ACCOUNT MY COMPANY SIGN OUT

Pentland Berghaus Canterbury Mitre Speedo Teamwear

I'm looking for

(1 UNITS) £9.00

Sort by: RELEVANCE [EXPORT CSV](#) [DOWNLOAD PRODUCT IMAGES](#)

7 PRODUCTS FOUND

FILTER BY

AGE/GENDER

☐ ADULT MALE (179)

☐ ADULT UNISEX (6)

INSTOCK

☐ YES (172)

SEASON

☐ AUTUMN WINTER 2020 (84)

☐ SUMMER SPRING 2020 (57)

☐ AUTUMN WINTER 2019 (52)

☐ SUMMER SPRING 2018 (30)

☐ SUMMER SPRING 2019 (17)

☐ AUTUMN WINTER 2018 (11)

WHOLESALE PRICE

☐ £0-£49.99 (85)

☐ £50-£199.99 (95)

☐ £200-£499.99 (15)

SIZE

☐ L (138)

☐ M (138)

☐ S (138)

☐ XL (138)

☐ XS (122)

[MORE SIZES...](#)

PRIMARY COLOUR

FEMALE SOLID LEISURE 10" WAT...
£8.50

SPEEDO FIT PRO TANKINI SWIM SUIT
£24.50

ALLOVER BOOM TANKINI SWIM SUIT
£17.50

FLIPTURN'S TWO PIECE CROSSBACK SW...
£17.00

MORE COLORS AVAILABLE


LIMITED EDITION CHRISTMAS DOUBLE...
£17.00

BOOM ALLOVER TWO PIECE SWIM SUIT
£17.00

PENNY TANKINI SWIM SUIT
£23.50

Checking Stock at Product Level

To check stock availability on a particular style & add to basket follow the below process...



DELTA REPLICA FOOTBALL EFL
ID: 5BB1981WHL
WHOLESALE PRICE: £6.40
PRICE (INC ANY TRADE DISCOUNT): £6.40

- Minimum order quantity: Any
- Estimated lead time: Availability dates are shown on the order form below


Colour: WHITE/BLUE/RED

1

2 PROCEED TO ORDER FORM

Subtotal £320.00 **5** Add to basket

*No taxes are included in the total
4 SHOW FUTURE AVAILABILITY

COLOUR	5	3	3
	MOQ=1	MOQ=1	MOQ=1
	0	4 50	0
	0	100+	100+

3

5BB1981WHL
WHITE/BLUE/RED
£6.40

1
Select the style

2
Press
PROCEED TO ORDER FORM

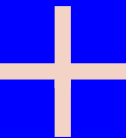
3
Stock available will be visible at size level
For example size 4 there are 100+ available now
Enter Quantity requirement into the box

4
Click
Show Future Availability to see future quantities due

5
When you have entered quantities required Click
Add to basket



Navigating the Basket Screen



Navigating the Basket

To navigate through the basket screen follow the below process...



Basket

5 [+ New basket](#) [Empty basket](#)

Continue shopping 3 Save updated basket Request an order query Checkout

4 REQUESTED DELIVERY DATE 2020-11-18 P.O. NUMBER Football Order NOTES

EXPORT CSV DOWNLOAD PRODUCT IMAGES 2 items £9.00

ITEM	PRICE	QTY	TOTAL	REMOVE
 DELTA MATCH FLUO HSEAM FL FOOTBALL View Sizes & Quantities	Wholesale Price: £9.00 Price: £9.00	1	£9.00	✕
 DELTA REPLICA FOOTBALL EFL View Sizes & Quantities	Wholesale Price: £8.40 Price:	50	£0.00	✕

1

A summary of what's in the basket can be seen in section 1

2

Further amends to quantities can be completed before checking out by clicking

View Sizes & Quantities

3

If amends have been made remember to press

Save updated Basket

4

Type in your requested delivery date & Po number (customer reference)

5

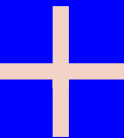
Checkout

Or Click
+New Basket

If you want to save your basket and come back later



SECTION 2- FAQ's



FAQs

If you haven't found the answer to your questions please visit our FAQ page on site to see the answers to some of our most commonly asked questions

Press CTRL & Click the link below

[CLICK HERE FOR FAQs](#)

How to Contact Us?

If you need to talk to a member of the team to raise a query or ask for help the best way to do this is either to...

1) Raise a support ticket

(you can do this via the MY ACCOUNT tab on site and selecting Support ticket)

2) Send an email directly to

pentlandconnect@pentland.com

Thoughts & Feedback

We would love to hear from you so if you have any feedback on the site or anything additional you would like us to add into this guide in the future then please send to the below email...

pentlandconnect@pentland.com
