

PENTLAND CONNECT USER GUIDE & FAQS

THIS GUIDE WILL HELP YOU START YOUR JOURNEY ON PENTLAND CONNECT (B2B PORTAL) AND ANSWER THE MOST FAQ'S

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- Login Issues

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- Order Management
- Brand Resources
- My Details

SUPPORT & FAQ

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- Raise Support Ticket
- Contact US

LOGGING INTO THE PORTAL

HOW TO LOG ON TO THE PORTAL?

1

CLICK THE BELOW LINK IN GOOGLE OR
PRESS CTRL & CLICK THE LINK

<https://pentlandconnect.com/login>

2

ENTER YOUR EMAIL ADDRESS &
PASSWORD

3

HIT LOGIN BUTTON

ANY PROBLEMS LOGGING IN PLEASE SEE
NEXT SLIDE



GOOGLE CHROME WILL PROVIDE THE BEST EXPERIENCE

LANGUAGE PREFERENCES CAN BE CHANGED HERE ↙

Pentland

Member login

EMAIL ADDRESS

PASSWORD

[Forgot your password?](#) [Request For Access](#)

Log in



1

TRY OUR TOP TIPS

- **MAKE SURE ANY SPACES ARE REMOVED FROM THE BEGINNING AND END OF YOUR EMAIL ADDRESS**
- **PASSWORDS ARE CASE SENSITIVE**
- **YOU ONLY HAVE 5 INCORRECT LOGIN ATTEMPTS BEFORE A PASSWORD RESET WILL BE REQUIRED**

3

GET IN TOUCH

- **PLEASE NOTE LOGINS AND PASSWORD RESETS WILL ONLY WORK IF YOU HAVE AN ACCOUNT.**
- **PLEASE SEND AN EMAIL TO OUR CUSTOMER OPERATIONS TEAM EXPLAINING THE ISSUE IF ARE YOU CANNOT LOGIN (PLEASE SEE SLIDE 25 FOR DETAILS)**

Member login

EMAIL ADDRESS

PASSWORD

[Forgot your password?](#)

[Request For Access](#)

Log in

2

TRY RESETTING YOUR PASSWORD

- **IF YOU FIND YOUR LOGIN ISN'T WORKING IT IS BEST TO CLICK "FORGOT YOUR PASSWORD?" ON THE LOGIN PAGE AFTER A COUPLE OF FAILED LOGIN ATTEMPTS**
- **YOU WILL BE PROMPTED TO ENTER YOUR REGISTERED EMAIL ADDRESS. INSTRUCTIONS ON HOW TO RESET YOUR PASSWORD WILL BE SENT TO YOU WITHIN THE HOUR**

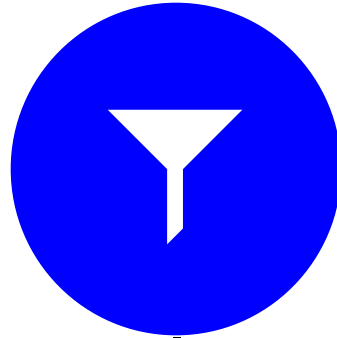
SITE NAVIGATION



HOMEPAGE



SEARCH



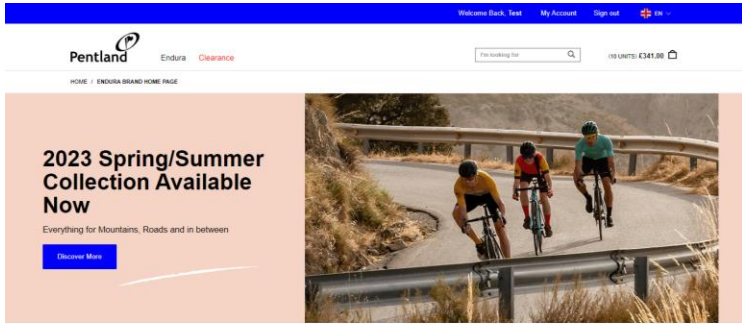
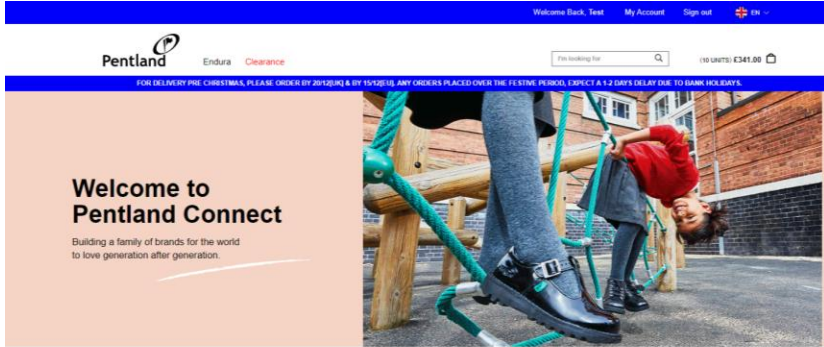
CATEGORY FILTERS



**PRODUCT ORDER
FORMS**



BASKET & CHECKOUT



Who are Pentland Brands?

The name behind some of the world's best sports

[Discover More](#)



Struggling to find what you need?

Check out our FAQ and training videos.

[Watch Now](#)



- Women [Shop Now](#)
- Men [Shop Now](#)
- Kids [Shop Now](#)
- Footwear [Shop Now](#)
- Helmet & Protection [Shop Now](#)



Best Sellers

Shop Our Best sellers

[Discover More](#)



New SS23 Colours

A flavour for everyone

[Start Now](#)

Click the brand to see the category drop downs

Clearance Product can be found here

Pentland material* or EAN codes can be searched here
*please remember to remove the -

The screenshot shows the top navigation bar in blue with links for 'Welcome', 'Back', 'Test', 'My Account', and 'Sign out'. A language selector shows 'EN'. Below the navigation is a search bar with the placeholder 'I'm looking for' and a magnifying glass icon. To the right of the search bar, it displays '(10 UNITS) £341.00' and a shopping bag icon. Below the navigation bar is a blue banner with the text: 'FOR DELIVERY PRE CHRISTMAS, PLEASE ORDER BY 20/12[UK] & BY 15/12[EJ]. ANY ORDERS PLACED OVER THE FESTIVE PERIOD, EXPECT A 1-2 DAYS DELAY DUE TO BANK HOLIDAYS.' The main hero section has a light orange background on the left with the text 'Welcome to Pentland Connect' and the tagline 'Building a family of brands for the world to love generation after generation.' On the right is a large image of a smiling couple on a beach, with the woman holding a surfboard. Both are wearing red athletic wear.



PRODUCT DETAILS CAN BE
DOWNLOADED BY CLICKING
HERE



FILTERING ON PRODUCT PAGES
CAN BE COMPLETED ON THE
LEFT HAND SIDE OF THE
SCREEN

Filter by

Age/Gender

- Adult Male (57)
- Adult Unisex (11)

inStock

- YES (47)

Season

- Autumn Winter 2022 (35)
- Summer Spring 2022 (24)
- Autumn Winter 2023 (7)
- Autumn Winter 2021 (2)
- Summer Spring 2021 (1)
- Summer Spring 2023 (1)

Download product details

Relevance

68 Products Found



Singletrack Core T-shirt

£25.46 ~~£39.47~~

35% off



1 COLOUR

CLEARANCE ON SOME COLOURS



Singletrack Print T-shirt

£7.95 ~~£12.24~~

35% off



1 COLOUR

CLEARANCE ON SOME COLOURS



GV500- Foyle

£31.82 ~~£48.96~~

35% off



3 COLOURS

CLEARANCE ON SOME COLOURS

A USEFUL FILTER IS "IN STOCK".
THIS WILL ONLY SHOW STYLES
WITH AVAILABILITY



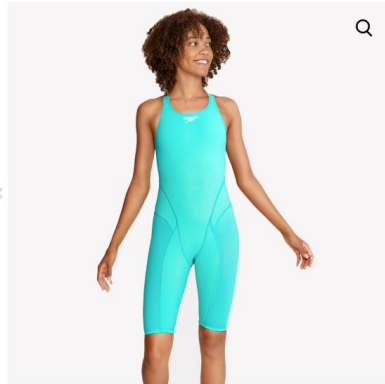
Speedo Clearance

im looking for

(6065 UNITS) \$124,331.00

IF YOU ARE HAVING ISSUES TRYING TO PROCESS A LARGE ORDER PLEASE CLICK HERE FOR MORE INFORMATION

HOME / SPEEDO / KIDS / GIRLS COMPETITION SWIMWEAR



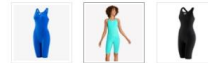
SPEEDO VANQUISHER KNEESKIN

ID: 87724903340

WHOLESALE PRICE: \$70.00

PRICE (INC ANY TRADE DISCOUNT): \$70.00

Color: BLUE ICE



[Size chart guide](#)

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

Proceed to order form

DESCRIPTION

FEATURES

WHOLESALE & CUSTOMER TRADE DISCOUNT PRICING CAN BE FOUND HERE

ORDER FORMS ARE COLOUR CODED BY AVAILABILITY.

BACK ORDERS CAN BE PLACED BY KEYING IN QUANTITIES GREATER THAN CURRENT AVAILABILITY



Order Form

Show future availability

CLICKING "SHOW FUTURE AVAILABILITY" SHOWS FUTURE REPLENISHMENT DATES & QUANTITIES

Size	16	18	20	22	24	26	28	30	32	34
Available Stock Quantity	3	3	27	19	1	0	0	11	3	0
Order Quantity	0	0	0	0	0	0	0	0	0	0


Color: BLUE ICE
Your Price: \$21.87
87724903340

Basket

[Continue shopping](#)

<p> Items in stock are available for delivery after 2 business days. </p>

Please note that if you are a proforma customer then any back orders placed must be paid for in advance when checking out. Delivery dates on back orders are an estimate only and will be delivered when the item is back in stock.

ITEM	PRICE	QTY	TOTAL	REMOVE
 CHAR GLASSES, W View Sizes & Quantities	Wholesale Price: £34.10 Price: £34.10	10	£341.00	X


CLICK DROP DOWN HERE TO VIEW SIZES & QUANTITIES & MAKE FINAL AMENDS TO BASKET

SELECT REQUESTED DELIVERY DATE & GIVE THE ORDER A REFERENCE (PO TYPE) BEFORE PROCEEDING TO CHECKOUT

Subtotal: £341.00

NET TOTAL £341.00

*No taxes are included in the total




Request delivery date (In-Stock items Only) 

Endura Test

Promotional Code [Apply](#)

Checkout

Further Options

-  Download product details
-  Empty basket
-  Save basket



MY ACCOUNT

MY COMPANY	QUICK ORDER	ORDER MANAGEMENT	BRAND RESOURCES	MY DETAILS	SUPPORT
				Welcome Back, Shilpa K	My Account Sign Out
My Company Invoices / Credit	Quick Order Input Barcode Upload Order File	Order Management Order History Stock Rotation My Saved Baskets Open Order Amendments Warranty Returns Forward Orders	Brand Resources Brand Portal Endura Downloads	My Details Personal Details Email Address Reset Password Sizing Preference Ship To Addresses Show / Hide Prices	Support Raise Support Ticket FAQs Contact Us



Berghaus Canterbury Endura Mitre Speedo Kickers Clearance

1044 £0.00

ACCOUNT SUMMARY

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

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

MANAGER ACCOUNTS HAVE ADDITIONAL ACCESS TO AN ACCOUNT SUMMARY & INVOICE DATA

Documents

- 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	€343.95	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	

INVOICES CAN BE DOWNLOADED INTO PDF HERE

IF YOU NEED TO PLACE A LARGE ORDER THEN OUR QUICK UPLOAD ORDER FILE CAN BE USED.

FULL INSTRUCTIONS & TEMPLATES CAN BE FOUND ON THE QUICK ORDER LANDING PAGES

Upload Order File

The upload order file can be used to upload an order directly from excel.

In order to do this please follow the instructions below:

- Download the file template below
[DOWNLOAD SAMPLE CSV HERE](#)
- Populate the product EAN in column A and the quantity in column B
- Save the file on your computer (it must be saved as CSV and be no larger than 10.00KB)
- Hit upload and add the file

Select a file to upload. The file must be a text file with extension CSV.

Choose file

Large Orders

- It is recommended only baskets of 100 EANs or less are imported. If you want to place an order over this size please separate your baskets up into multiple CSV files and upload.

Import

MY ORDERS WILL SHOW DETAILS OF ALL ORDERS PLACED AGAINST YOUR ACCOUNT

Order history

ORDER NUMBER P.O. NUMBER ORDER TYPE ORDER STATUS

FROM DATE TO DATE

1 - 10 OF 177 ORDERS Sort by DATE PLACED

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

FILTERING CAN BE MADE HERE

ORDER STATUS CAN BE FOUND HERE

CLICKING ONTO AN ORDER NUMBER YOU WILL BE ABLE TO SEE MORE DETAILS INCLUDING COURIER & REORDER OPTIONS

BRAND PORTAL

BRAND PORTAL WILL GIVE YOU ACCESS TO FURTHER IMAGES, VIDEOS, RETAIL ARTWORK TOOLKITS & MORE! FOR FURTHER INFORMATION PLEASE CLICK [HERE](#)



A GUIDE TO

Pentland Brand Portal



DOWNLOADS

PAGE TO DOWNLOAD BRAND CATALOGUES, GUARANTEES, PRICE LISTS & MORE



Endura Ke stažení

Please click the documents to download

Užitečné dokumenty

- [↓ Endura 90denní záruka spokojenosti – obecné informace a postup prodeje](#)
- [↓ Přehled POS](#)
- [↓ Endura 90denní záruka spokojenosti – formulář pro vrácení](#)
- [↓ Prohlášení o shodě](#)

EPOS

- [↓ Sample EPO File](#)

Katalog(y)

- [↓ AV23 Brochure DE_WEB](#)

Logos

- [↓ Endura Logo 2022 All Black](#)
- [↓ Endura Logo 2022 All White](#)
- [↓ Endura Logo 2022 Standard Black](#)
- [↓ Endura Logo 2022 Standard White](#)

CUSTOMER DETAILS
CAN BE FOUND &
UPDATED IN THE MY
DETAILS SECTION
FOUND UNDER MY
ACCOUNT



PERSONAL
DETAILS



EMAIL
ADDRESS



RESET
PASSWORD



SHIP TO
ADDRESS



SHOW/HIDE
PRICES



HERE YOU CAN
UPDATE

- FIRST NAME
- LAST NAME



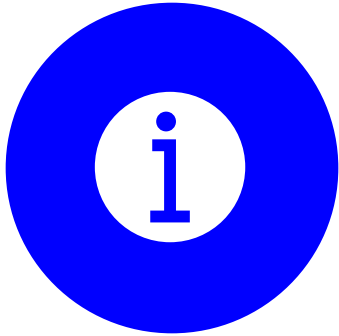
CUSTOMER SHIP TO
ADDRESSES CAN BE
VIEWED HERE

PLEASE NOTE ANY
AMENDS NEED TO
BE MADE WITH
CUSTOMER
OPERATIONS



ALLOWS ALL
PRICES TO BE
HIDDEN
ACROSS THE SITE

SUPPORT & FAQs



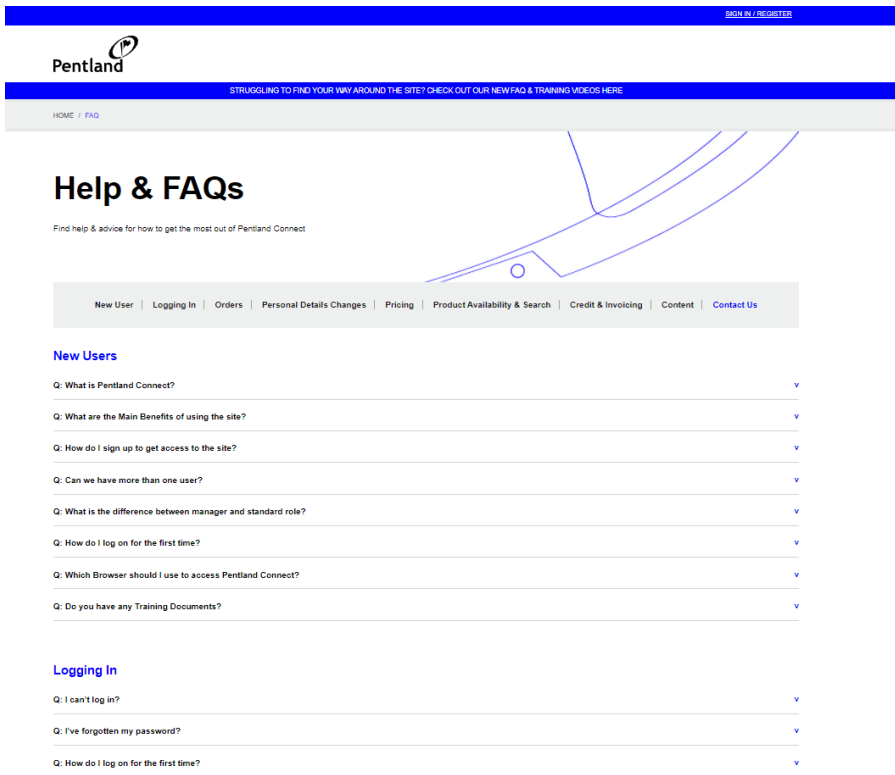
FAQ'S



**RAISE A SUPPORT
TICKETS**



CONTACT US



Navigate to areas of our FAQ page

- **New Users - [Click Here](#)**
- **Logging In - [Click Here](#)**
- **Orders - [Click Here](#)**
- **Personal Detail Changes - [Click Here](#)**
- **Pricing - [Click Here](#)**
- **Product Availability & Search - [Click Here](#)**
- **Credit & Invoicing - [Click Here](#)**
- **Content - [Click Here](#)**

We have a number of training videos housed in our FAQ page that can help you navigate the site*

*Please note that these videos are only available in English



Create support ticket

SUBJECT

MESSAGE

SELECT A FILE

No file chosen

ASSOCIATED TO

CATEGORY

Submit

IF YOU NEED TO CONTACT THE CUSTOMER OPERATIONS TEAM WHEN LOGGED INTO THE SITE YOU CAN RAISE A SUPPORT TICKET WHICH CAN BE FOUND UNDER "MY ACCOUNT"

FILL IN THE SIMPLE FORM AND PRESS SUBMIT AND A MEMBER OF THE TEAM WILL COME BACK TO YOU

**IF YOU EXPERIENCE ANY PROBLEMS, PLEASE
GET IN TOUCH**

UK ukcustomerservices@endura.co.uk

Europe europe@endura.co.uk