GONDOLIER
WORLD CLASS BRANDS

CUSTOMER PORTAL

**Quick Start Guide on How To:**

1. Connect & Login to the portal

1. Open your internet browser.

Please note that 'Google Chrome' has proven to work much faster than 'Internet Explorer' , but both of these browsers will work.
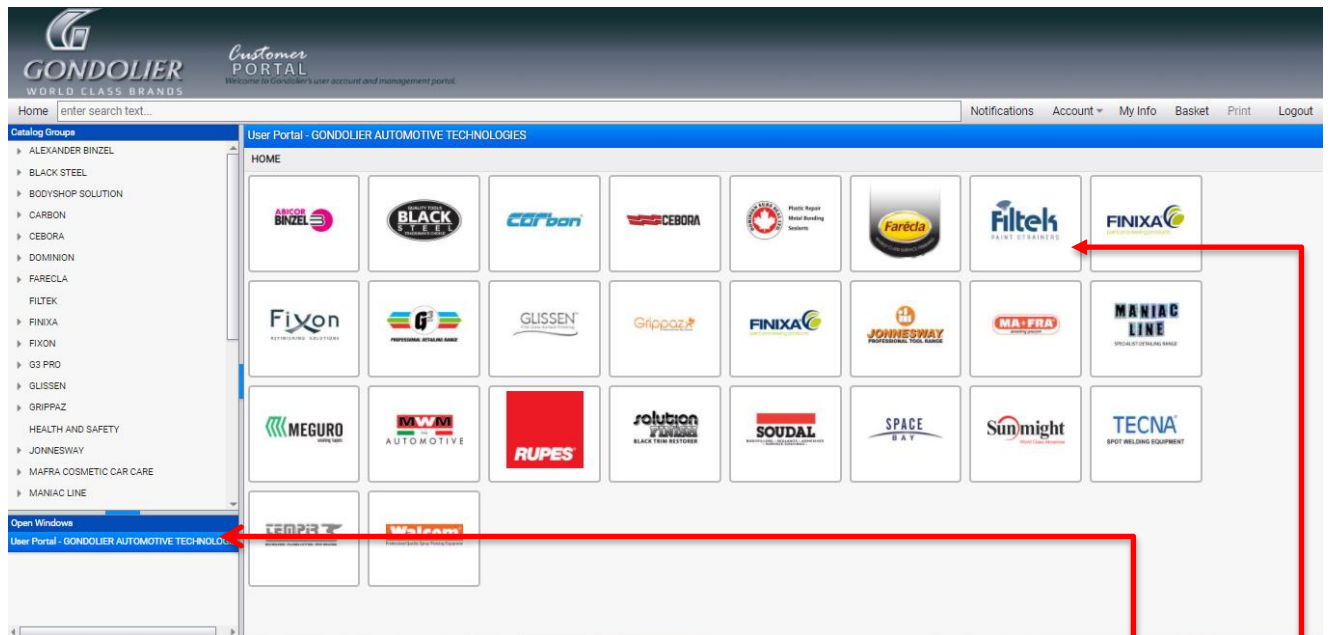
2. Enter the following link: www.gondolier.co.za into your browser search bar next to the search icon to access the Gondolier website.

3. Click on "PRODUCTS" in order for the following screen to appear:
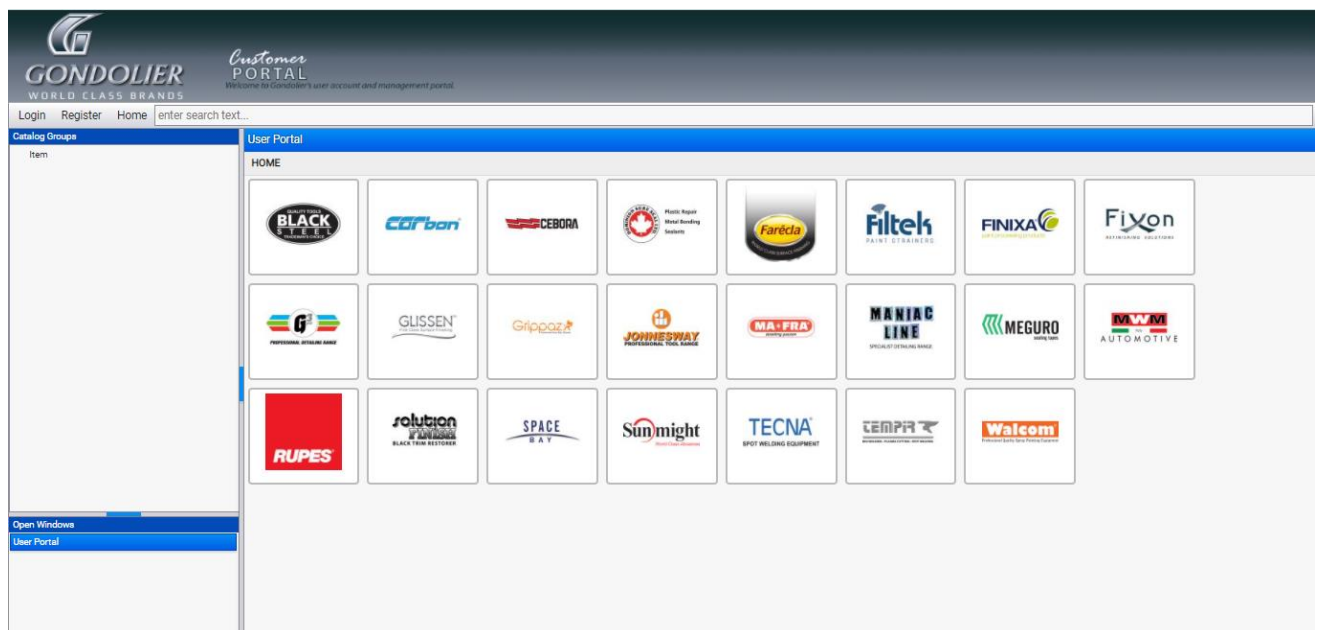
4. Click "Register" and complete the required information.

5. Proceed by clicking on "Register".

6. You will now be directed to the "Home" page:

## 2. Navigate the Home page

On the left side of your screen you have the "catalogue groups" list. This is an alphabetical list of all the world class brands offered by Gondolier.

On the remainder of the page you have the different brand icons.

2.1 View different categories within a brand

When you click on your selected brand on the "catalogue group list", you will be directed to the different categories within the brand (e.g. accessories / consumables, etc.) When choosing the category you wish to view you will be taken to an alphabetical list of all the items in that specific category.
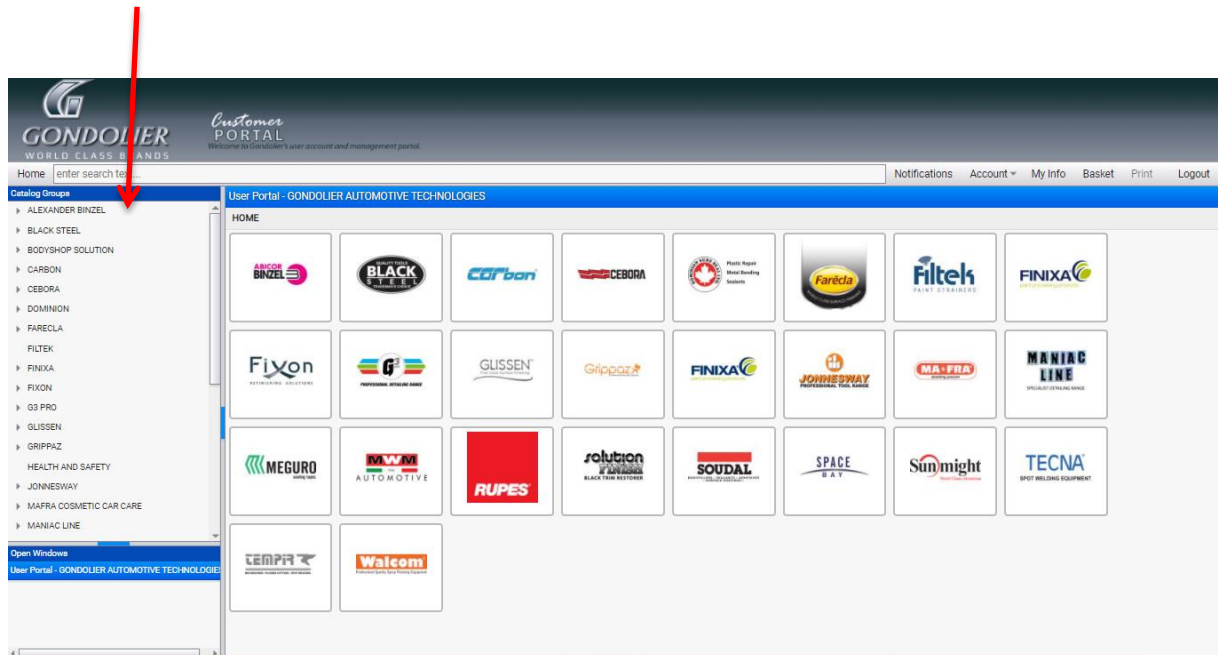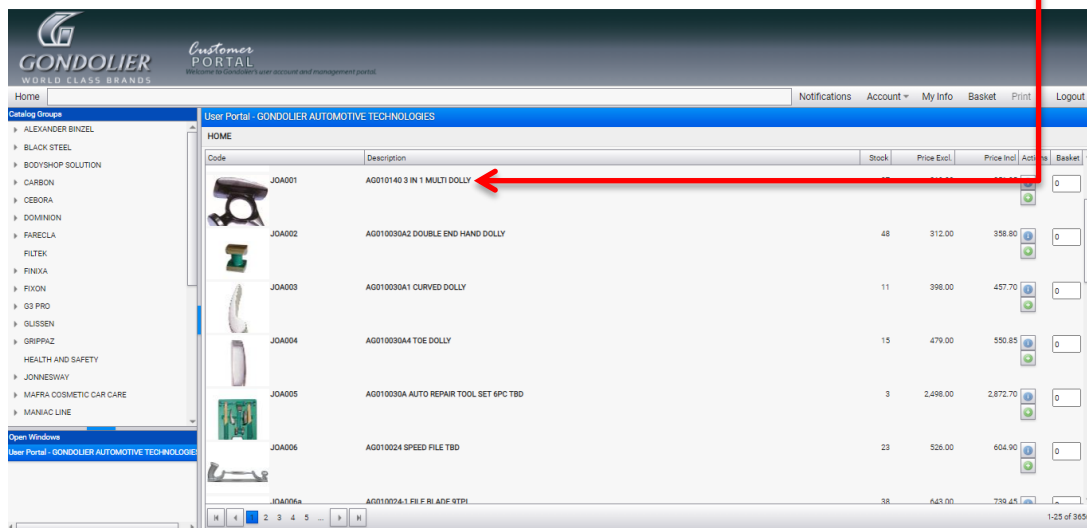
2.2 View alphabetical list of items within a brand

Should you wish to view a complete alphabetical list of all the items in a specific brand, regardless of which category they fall under, you may do so by simply clicking on the brand logo icon, viewed on the home page.
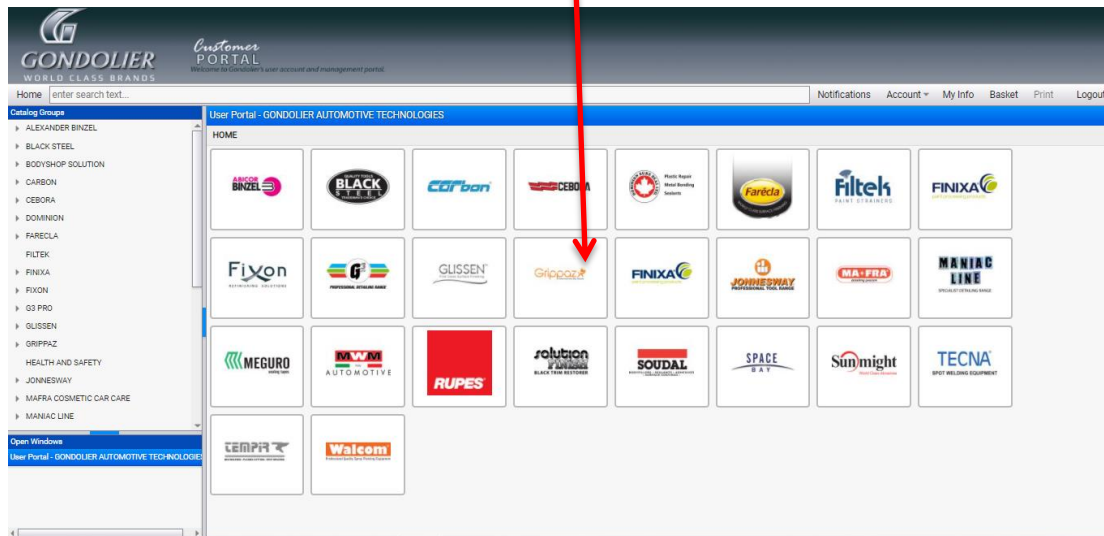
Items will be listed alphabetically according to the item code:

2.3 Enlarge an image

Click once, directly on any image to enlarge it.

2.4 Add items to your basket

Click on the [icon] icon, to add the item to your basket.

## 2.5 View more information regarding specific items

- Double click on the item bar or alternatively click on the [icon] icon, to access more information regarding the specific item.

- Once you have opened the information page on an item, you will view the following page:
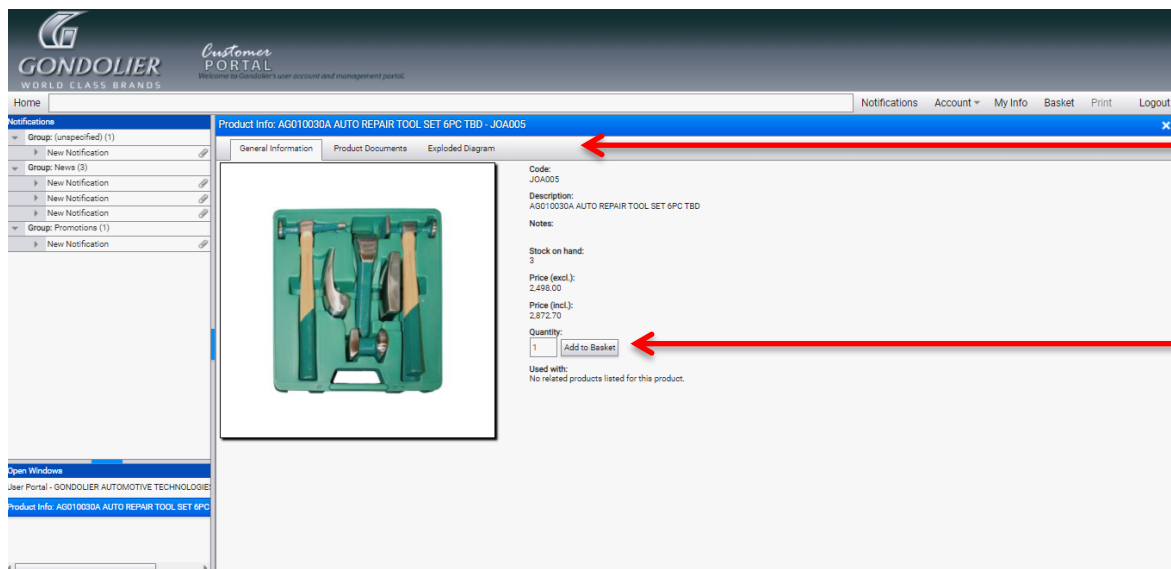

- All the information on the selected item is provided on this page. Kindly note that you can also add your item to the basket by entering the quantity and clicking on "Add to Basket".

- In the above tab you have options to access "Technical Data", "Explosion Diagram" or "Alternative Product" on an item.

2.6 View product documents sheets

After selecting your specific item, click on the Product Documents tab
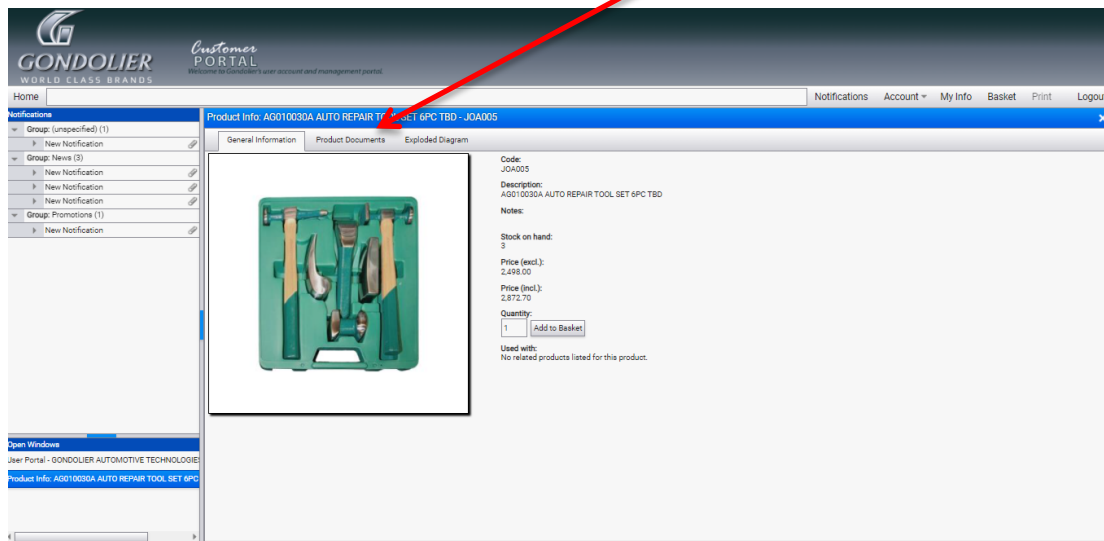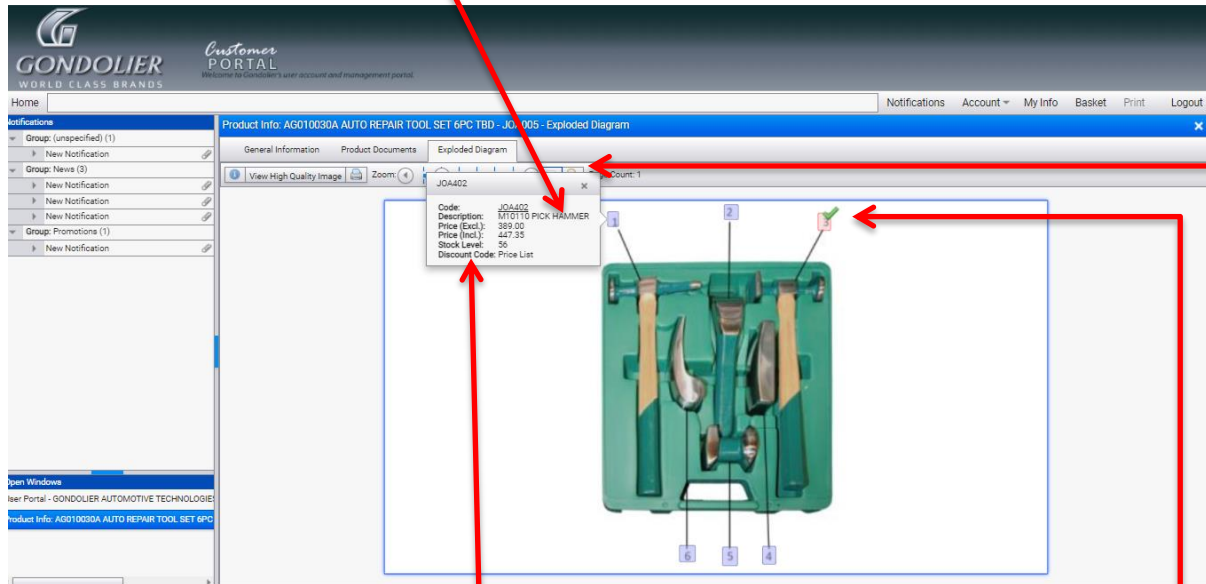

It will open in PDF format which allows you to download or print the document. If the PDF does not open, please make sure that your computer does not block the attachments / pop-ups on the Multicat site. Look for the following pop up and click on the indicated icon to open the link:
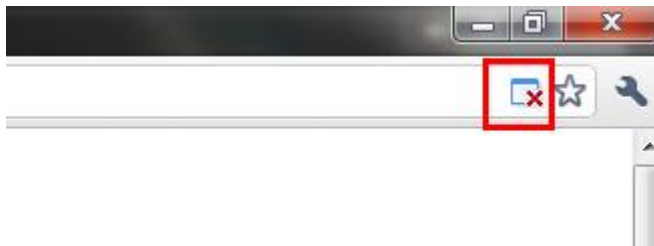
2.7 View explosion diagrams

Click on the explosion diagram tab

- Using your pointer, "hover" over the number of the part that you wish to view.
  A tab will pop up, providing you with the basic information on the specific part.
  If you wish to go to that item, click on the underlined code in the pop up.

- If you wish to add the part to your basket directly from the explosion diagram,
  double click on the number of the part and the hotspot will highlight red and
  a green tick will appear as demonstrated with part number 2 on the image above.

- You can zoom in and out of the image using the "Zoom" function above the image.

2.8 View alternative products

This option will provide you with alternative products. Should you not be satisfied with the item you are viewing or you are searching for an alternative. Double click on the product you wish to view and you will be directed to the Product Info page of the new selected item.
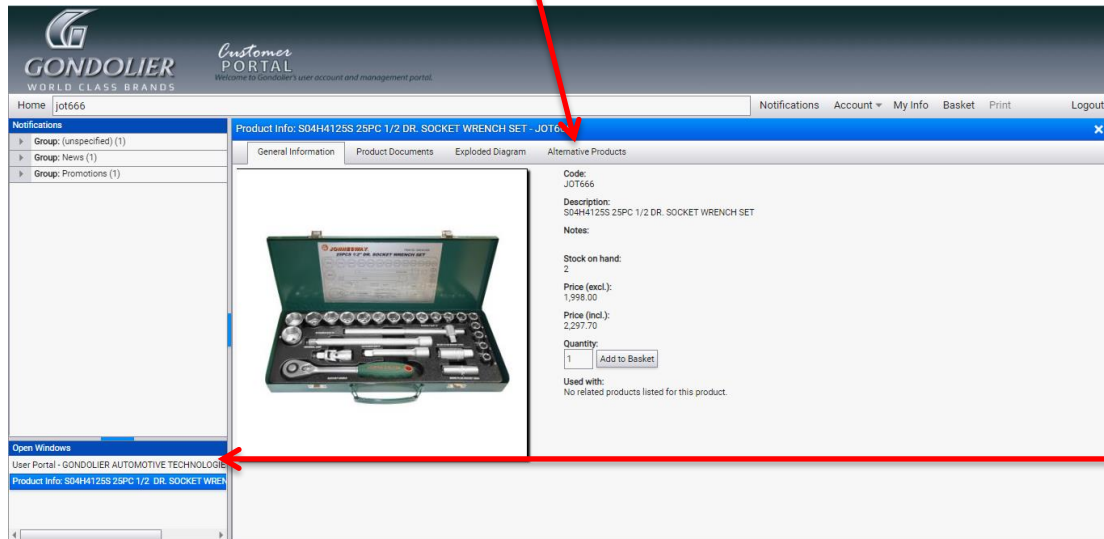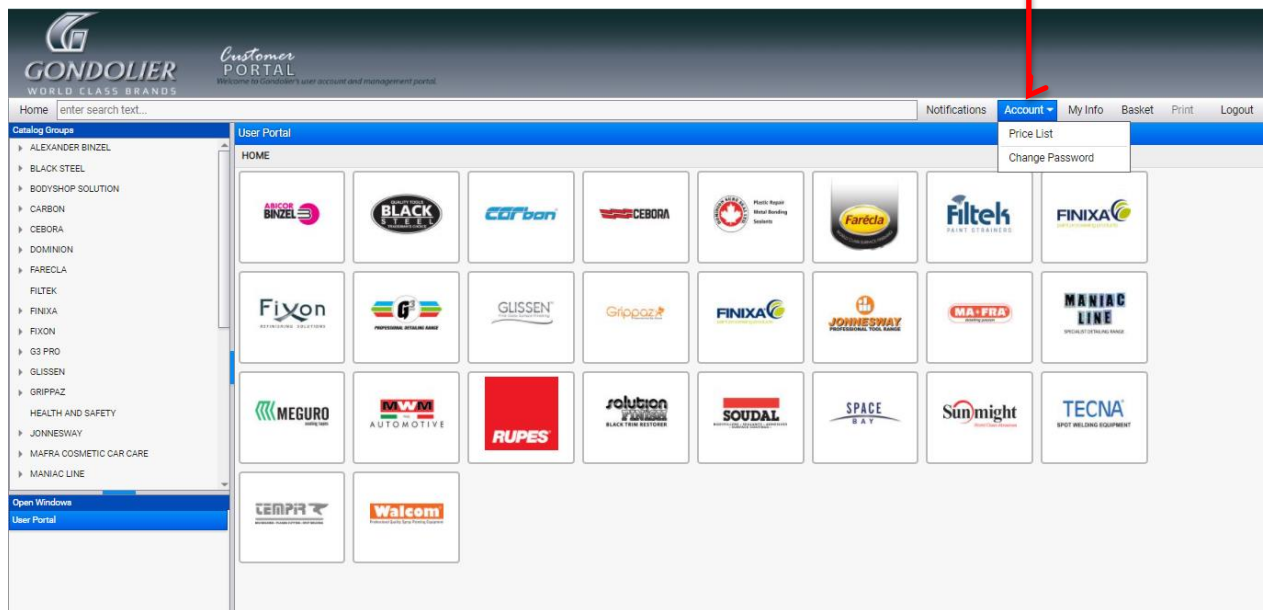

2.9 Browsing history (Open Windows)

In the above image there is a bottom left hand column labeled "Open Windows". This is a page history of your activity on the portal.
You will be able to view a list of previous pages you have visited on the Gondolier Distributor Portal and should you wish to revisit any page, simply click on the
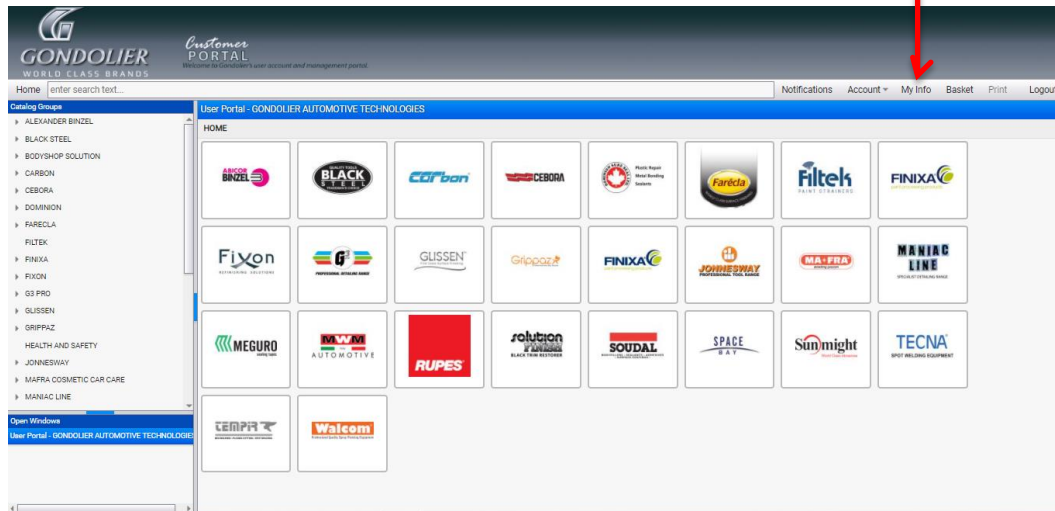relevant line.

2.10   Account details

2.10.1   Price List

This is the tab that you click on to view the complete price list in PDF or Excel format.

2.10.2   Change Password:

This is the tab that you go to in order to change your password

2.11   My Info

This is the tab that you click on in order to edit your company contact details and add or change the company logo. This information will appear on the quotations that you generate in the "basket".

2.12   Notifications

When you click on "Notifications" it will open in the left hand column.

You will have an icon indicating if there are any new or unread notifications.
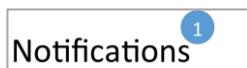
The different categories in notifications you will receive are as follows:

- News
- Promotions
- Price Adjustments
- Rebates
- Back Order Release
- Processed Orders

2.13   Basket

Once you have clicked on "basket" the following page will appear:

The basket allows you to create quotations, which you will then be able to email to your client/s. It also allows you to generate, and submit your orders directly to Gondolier.

is to access all the saved baskets that were created on the specific entity.

is to clear the entire basket.

is to export your basket into Excel.

allows you to search any specific item code and add it to the basket.

is to remove a specific item code in the basket.

is to update prices when there is a situation where you have done a quote for a client and they come back 3 months later and you need to quote them again on the updated prices. You can then just access the previous quotation in saved baskets and click on the item to update the prices instead of redoing the quote.

is to clear your customer in the basket.

- If you have not added any items to your basket from the catalogue and you know the item codes you would like to add to your basket, you can manually enter the item code under "Item/Part" and the quantity under "quantity".

- Alternatively you can import item codes and quantity from an excel spreadsheet into your basket.
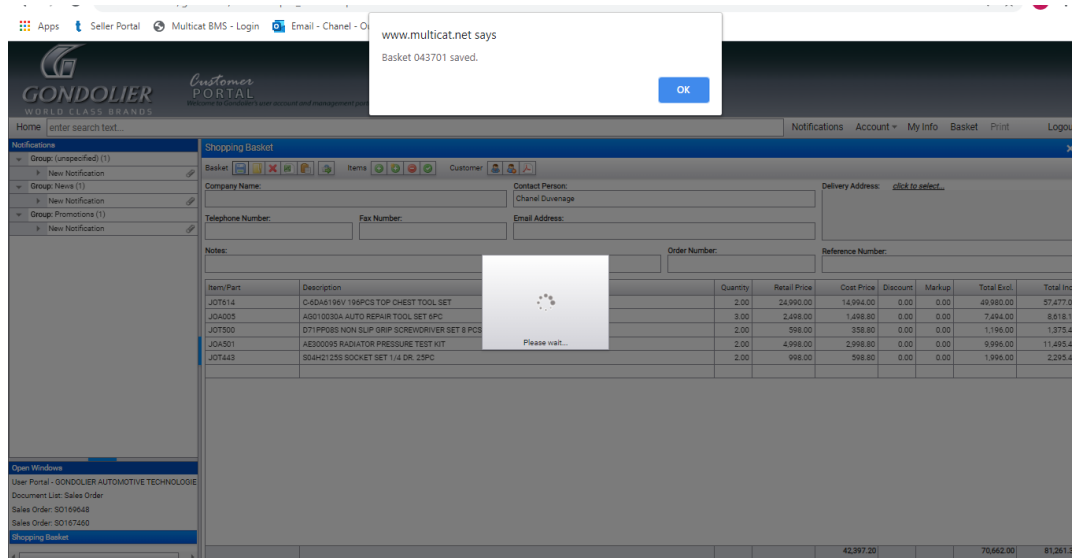
  Click the   icon in order to open the tab where you can paste your item codes from excel and click import as demonstrated in the image below:

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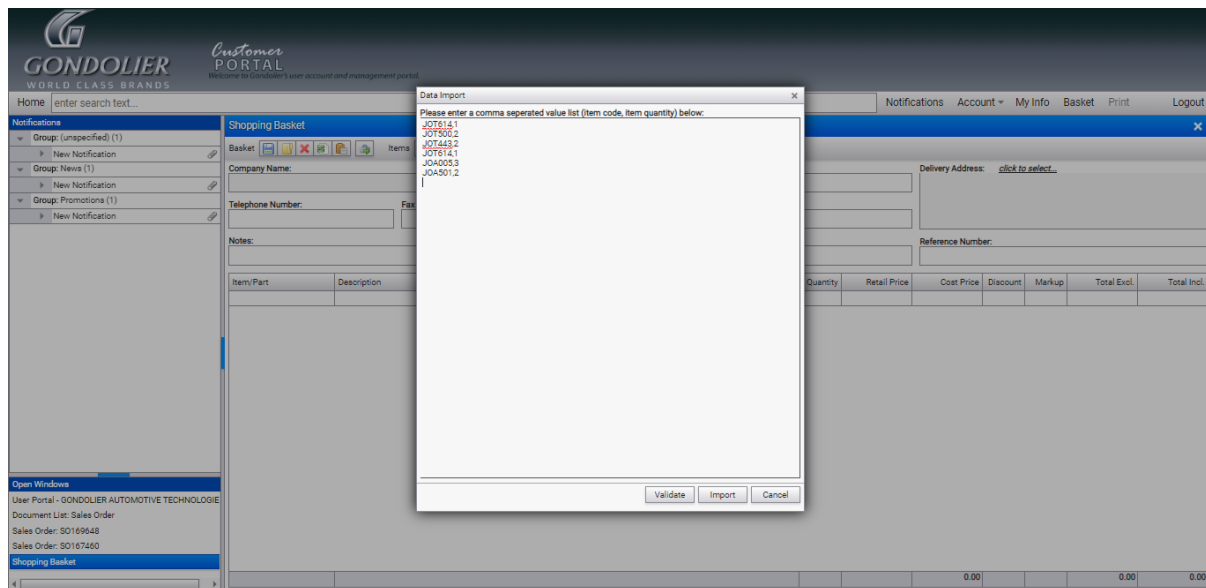
- Once you have successfully imported your item codes you can either create a quotation or generate an order.
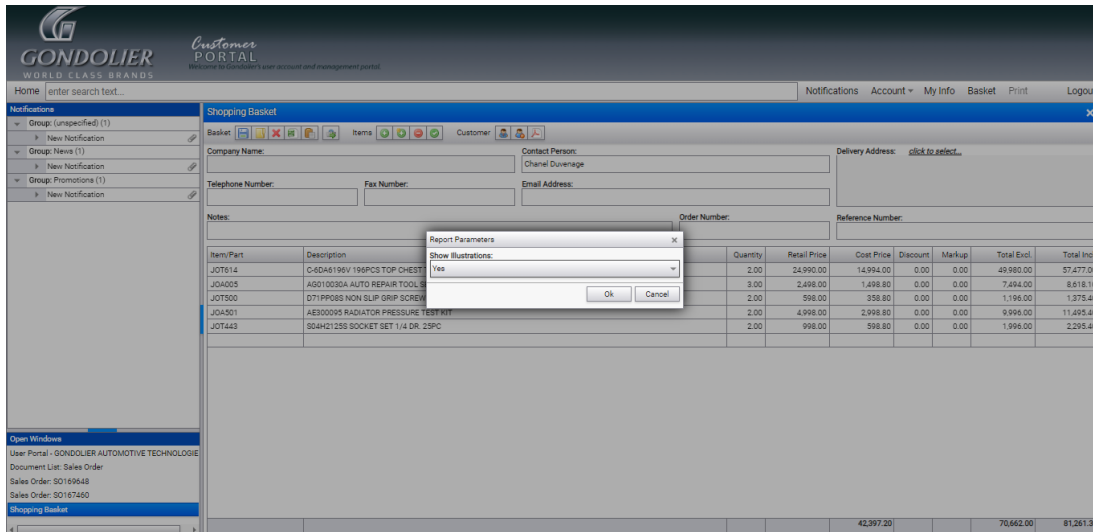
3. Creating a quotation

- Click on the [icon] icon, then click on "Add" to create a customer. You need to either create a profile for each of your customers, or alternatively you can create a cash customer account that can be used for all your clients.

- Once you have created your customer click on "Select" to add the information on your basket.

- Optional: Type anything below "Notes:" for example, "This quote is valid for 7 days.

- Click on the [icon] icon to save your basket. It will then show you a message as seen in the image below:

- Click "ok".

- Click on the icon to create the quotation. It will ask you "Show Illustrations" and you can choose either "Yes", if you want the images of the items to show on the quotation, or "No" if you want to exclude them, as shown in the image below:

- Click "Ok".

- The following page will appear as your quote has been created ready to be printed or downloaded:

- If the PDF does not open, please make sure that your computer does not block the attachments / pop-ups on the Multicat site. Look for the following pop up and click on the indicated icon to open the link:
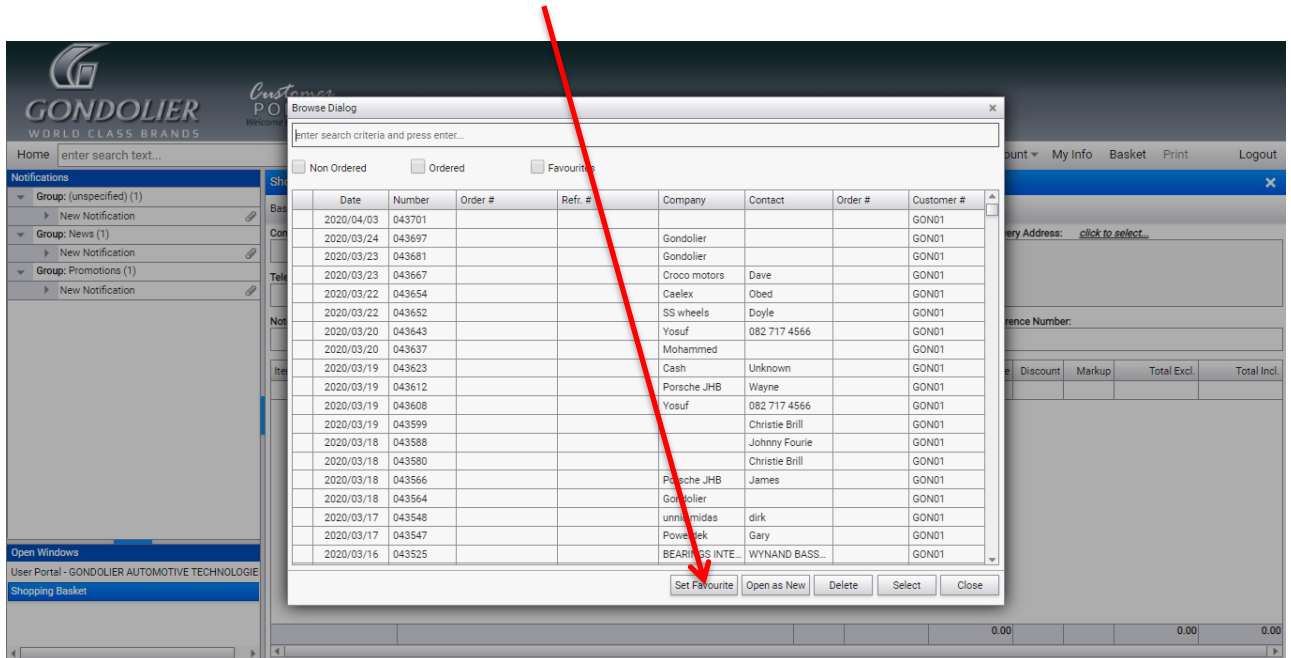
4. Generating an order

- Once the item codes that you would like to order are entered into the basket, type in either "Delivery / Collection" under "Notes:".

- Type in you order number under "Order Number:".

- Click on the 💾 icon to save your basket. It will then show you a message as seen in the image below:
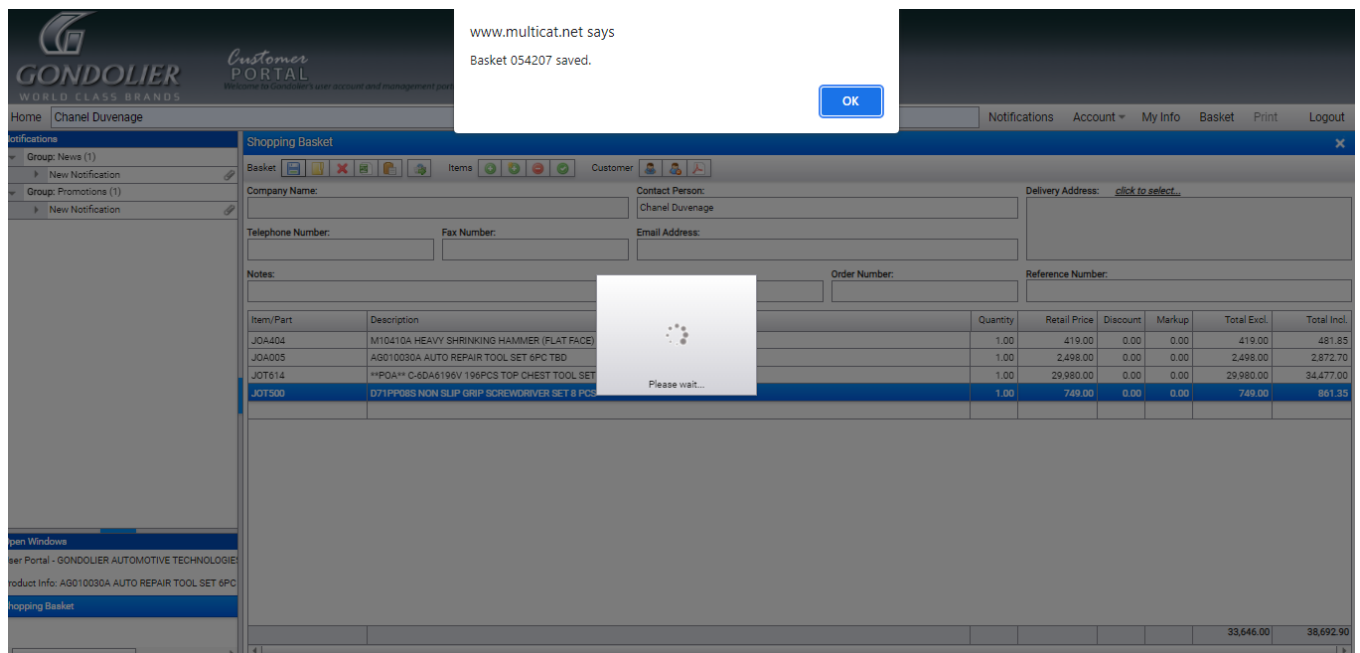
- Click "Ok".

- Once your basket has been saved, click on the 📤 icon to submit your basket to Gondolier.

- Your order has now been successfully submitted to Gondolier and you will receive a confirmation email once Gondolier has viewed your order.

5. Set Basket as Favourite

Once your basket has been saved, go to the following icon: [icon] to access the saved basket that you would like to add as a favourite. Select the basket and click "Set Favourite"

End