



CUSTOMER ADMIN USER MANUAL

BENDIX ECOMMERCE TEAM

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Customer Admin Introduction

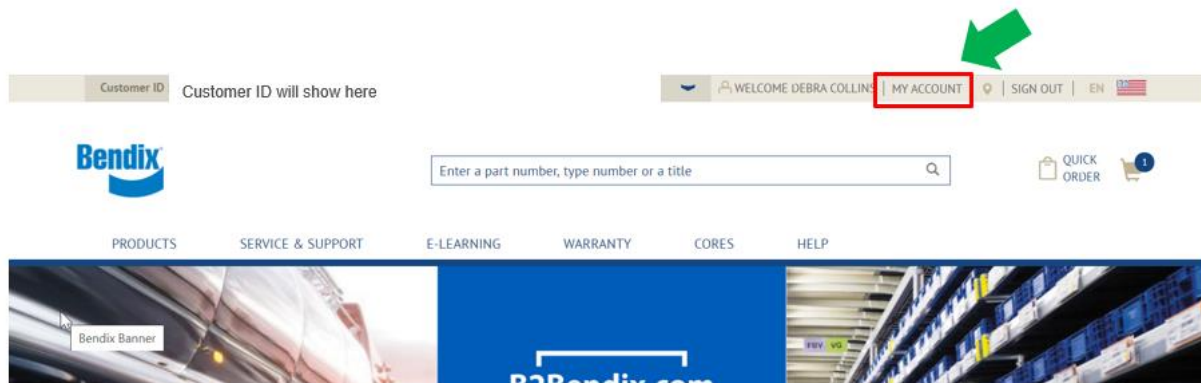
As the assigned Customer administrator for your company on the B2Bendix.com you are responsible for Approving requests for your locations. You can also add new users for any location you have access to. Making sure you have accurate user data loaded in the system will ensure transparency, prevent data misuse, and storage of outdated user data.

The below steps describe how a "Company Admin" can approve, deny, and create new customers for their locations.

The following steps and screenshots show an example for Bendix- North America.

Customer Admin

1. Customer Admin goes to their account by logging in to the B2Bendix.com site using their credentials
2. Click on **My Account > Users > Registration Request**– these are request where a customer filled out the registration form and it has been moved to the Customer Admin looks at the user's requests.
3. Click on **My Account > Users > Company Users** – This show a list of company users that have been approved. the Customer Admin can make edits to their users in this section.



Reviewing Pending Registration Request - Approving

My Account
[My Profile](#)
[My Address Book](#)
[My Orders](#) ▾
[My Warranties](#) ▾
[My Cores](#) ▾
[My Own Part Numbers](#)
[My Price List](#)
[Logout](#)

My Company Account
[Users](#) ▾
[Company Users](#)
[Registration Request](#) »

Registration Requests

You will find in the overview below every registration request of employees of your company who have already submitted the registration from. Please carefully check each request and either edit and approve it, or decline it.

1 New Request(s) found

Date	Name	Email	Phone	City	Country	
12/03/2020	Himanshu Dhiman	himanshu1995.dhiman@yopmail.com	(905) 495-9525	PINJORE	United States	✎ ✉

1 New Request(s) found

- Click on **Users** > Click on **Registration Request**, this will show the screen of pending registrations.
- Click on the Name, email address, or the pencil icon to open the requesters detail page.

My Account

[My Profile](#)[My Address Book](#)[My Orders](#)[My Warranties](#)[My Cores](#)[My Own Part Numbers](#)[My Price List](#)[Logout](#)

My Company Account

[Users](#)

User Details

Company Email Address*

<Email Address>

Title

First Name*

<First Name>

Last Name*

<Last Name>

Company Name*

Bendix

Address With Street Number*

901 Cleveland St

Address 2 (e.g. unit, floor, house name)

City*

Elyria

State*

Ohio

Zip/Postal Code*

44035

Country*

United States

Phone Number

Fax Number

Website Address

Requesting Access for

- ☒ Order On-Line
- ☒ Submit Warranty Claims
- ☒ Core Reports

Industry Role*

- ☒ Distributor
- ☐ Dealer
- ☐ Fleet
- ☐ OEM

Select Customer ID to be linked with this new user account

This is where you can assign additional locations to this user --> Click on the dropdown and check the box in front of the location

Linked Customer ID/Select Default Sold To

This will show the users default location, so every time they log in, they will be set to this location.

[Delete User Account](#) [Lock User Account](#)
[Set User Rights](#)[Save](#)

- Validate that all entered information is correct.
- In the **Select Customer ID to be linked with new user account** - This is where the **Company Admin** can select additional locations the user can have access to. Click on the dropdown and check the box in front of the locations.
- In the **Linked Customer ID/ Select Default Sold To** - This will be the users default location, so every time they log in, they will be set to this location.

Set User Rights:

- Click on **Set User Rights**: The default rights will be set depending on what was entered on the registration form, however, as a Company Admin, you can add or removed rights. By unchecking the box, the user will not have access to preform that function. By checking the box, the user will have access to those features.
- **Download price files** - This will be set for Company Admins only; the Company Admin can give this right to users if they would like.
- **Download / upload own part number** - This will be set for Company Admins only; the Company Admin can give this right to users if they would like.
- **OEM (ADB Access/Only for Bendix)** - This is for OEM customers to allow them access to fill out a Brake Application form online.

NEW feature:

- **View Price & Availability**
- **Online ordering**

If you **DO NOT** give a user access to place orders online Both **View Price & Availability & Online ordering** flags will automatically be set to = **FALSE (No action needed)**

If you **DO** give a user access to place orders online Both **View Price & Availability & Online ordering** flags will automatically be set to = **TRUE (No action needed)**

If you **DO NOT** allow a user to order online but **DO** allow them to see **View Price & Availability** the flags should be set as followed:

- **View Price & Availability = TRUE**
- **Online ordering = FALSE (You will need to change this flag)**

The screenshot shows the 'Set User Rights' form with the following sections and settings:

- General Rights**
 - ☒ Core Charge
 - ☐ Net Price
 - ☐ Co Workers Orders
- Warranty Rights**
 - ☐ Warranty Search
 - ☐ Warranty Claim
 - ☐ Warranty Claim Value
- Core Rights**
 - ☒ Core Submission
 - ☒ Core Reports
- View Price & Availability** (highlighted with a red box)
 - ☐ True
 - ☒ False
- OEM (ADB Access/Only for Bendix)**
 - ☐ True
 - ☒ False
- Customer Admin**
 - ☐ Customer Admin
- Additional user rights**
 - ☐ Download Price File
 - ☐ Download / Upload own Part numbers
- Online Ordering** (highlighted with a red box)
 - ☐ True
 - ☒ False

At the bottom, there are two buttons: **Reset** and **Save »**.

- Click on **Save**
- You will be taken back to the user's detail page
- **Click on Save** > This will send an email to User tell them they request have been approved and they can now log in

Select Customer ID to be linked with this new user account

This is where you can assign additional locations to this user --> Click on the dropdown and check the box in front of the location

Linked Customer ID/Select Default Sold To

This will show the users default location, so every time they log in, they will be set to this location.

Delete User Account Lock User Account Set User Rights » Save »

Reviewing Pending Registration Request - Deny

- Click on **Users** > Click on **Registration Request**, this will show the screen of pending registrations.
- Click on the Name, email address, or the pencil icon to open the requesters detail page.
- You may see request that you do not want to approve, no need to assign any Customer ID locations, just click on **Delete User Account**.

Select Customer ID to be linked with this new user account

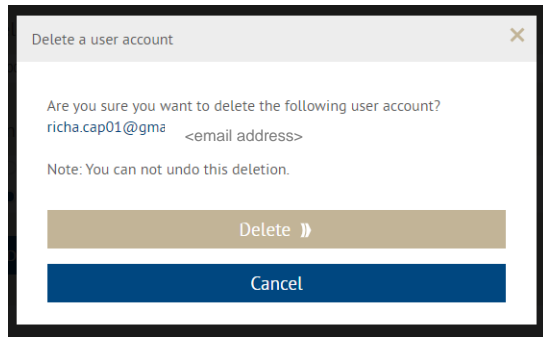
This is where you can assign additional locations to this user --> Click on the dropdown and check the box in front of the location

Linked Customer ID/Select Default Sold To

This will show the users default location, so every time they log in, they will be set to this location.

Delete User Account Lock User Account Set User Rights » Save »

- You may see request that you do not want to approve, no need to assign any Customer ID locations, just click on **Delete User Account**.
- You will receive a Pop-up box to confirm the account delete
- Once deleted the user will receive an email stating their account has been disabled
- The user will no longer show the **Company User list**.



Reviewing Company Users

- Once a user is approved, they will show under Company Users Page
- From this page, you can see what access they have, if they are active or locked.
- You can delete a user from this page by clicking on the red X in they line showing their name. Once deleted the user will receive an email stating their account has been disabled. The user will no longer show the **Company User list**.
- From this page you can lock a user instead of deleting them by clicking on the green check mark under the effectiveness column. If the user is locked, they will receive an error message once they try to log in. The user will continue to show the **Company User list**.
- The mail icon will allow you to send an email to the user to set-up their password. The link is only active for 24 hours.
- At any time, you can click on the Name, email address, or the pencil icon to open the requesters detail page. All the above actions can be performed on the user detail page.

My Account

My Profile
My Address Book
My Orders
My Warranties
My Cores
My Own Part Numbers
My Price List
Logout

My Company Account

Users

Company Users

Registration Request

Company Users

In this section you can create, edit and delete all users of your company

Create New User

Search term

Customer ID will show here

Search

18 User(s) Found

Name	E-Mail	Order	Warranty	Core	Effectiveness	
katie lewis	katie.lewis@bendix.com					
faizul bari	mdfaizi1000@yopmail.com					
faizul bari	mdfaizi0159@yopmail.com					
Ram shan	test30na@yopmail.com					
Faiz2 duvvi	faizi65607					
Faiz2 duvvi	faizi65607@yopmail.com					
Faizul EMEA_QA	mdfaizi8000@yopmail.com					
Ram shan	test30admin@yopmail.com					
Andrea Nicolaou	andrea.nicolaou@bendix.com					

Legend

Active User - Click to Lock User
Click to modify user information
Click to Delete User
Locked User-Click to Activate

18 User(s) Found

1
2
Next

Creating a Users

- Customer Admin goes to their account by logging into the B2Bendix.com site using their credentials
- Click on **My Account > Users > Company Users**
- Click on **Create New User** button this will open the registration form where you will enter all the user's information, select their default sold location, and set their user rights.

My Account

- My Profile
- My Address Book
- My Orders
- My Warranties
- My Cores
- My Own Part Numbers
- My Price List
- Logout

My Company Account

- Users
 - Company Users**

Company Users

In this section you can create, edit and delete all users of your company

Create New User »

Search term

Customer ID will show here Search »

18 User(s) Found

Name	E-Mail	Order	Warranty	Core	Effectiveness	
katie lewis	katie.lewis@bendix.com	●	●	●	●	✎ ✕ ☰
faizul bari	mdfaiz1000@yahoo.com	●	●	●	●	✎ ✕ ☰
faizul bari	mdfaiz10159@yahoo.com	●	●	●	●	✎ ✕ ☰
Ram shan	test30na@yahoo.com	●	●	●	●	✎ ✕ ☰

Create New User Account

Company Email Address* Title

First Name* Last Name*

Company Name* Address With Street Number*

Address 2 (e.g. unit, floor, house name) City*

State* Zip/Postal Code*

Country* Phone Number

Fax Number Website Address

Requesting Access for

Order On-Line
Submit Warranty Claims
Core Reports

Industry Role*

Distributor
Dealer
Fleet
OEM

Select Customer ID to be linked with this new user account

Select Customer ID

Reset Set User Rights » Request Approval »

Set User Rights

General Rights

☒ Core Charge
☐ Net Price
☐ Co Workers Orders

Warranty Rights

☐ Warranty Search
☐ Warranty Claim
☐ Warranty Claim Value

Core Rights

☒ Core Submission
☒ Core Reports

View Price & Availability

☐ True
☒ False

OEM (ADB Access/Only for Bendix)

☐ True
☒ False

Customer Admin

☐ Customer Admin

Additional user rights

☐ Download Price File
☐ Download / Upload own Part numbers

Online Ordering

☐ True
☒ False

Reset Save »

- Enter User's information

- Select Customer ID for customer
- Select "Set User Rights" (See additional details on page 6)
- Click on **Request Approval >** Once you click this it will send an email to the user you added. The email will ask the customer to confirm their email (for the double opt in). Once the customer confirms their email, they will show under the **Registration Request** where you will need to complete the approval process. If you do not see the user under the registration request, you should reach out to the customer you added to make sure they confirmed their email.

My Account

My Profile

My Address Book

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My Warranties

My Cores

My Own Part Numbers



My Price List

Logout

Registration Requests

You will find in the overview below every registration request of employees of your company who have already submitted the registration from. Please carefully check each request and either edit and approve it, or decline it.

1 New Request(s) found

Date	Name	Email	Phone	City	Country	
12/03/2020	Himanshu Dhiman	himanshu1995.dhiman@yopmail.com	(903) 495-9525	PINJORE	United States	 

1 New Request(s) found

My Company Account

Users

Company Users

Registration Request

- Click on the Name, email address, or the pencil icon to open the requesters detail page.
- Click on Approve from the detail page
- Once you click on approved the user will get an email telling them that their request has been approve and can log into the site.
- Process is complete.

If you have any questions or need assistance.

You can contact the Bendix Ecommerce team at support@bendix.com or click on the Contact form link found in the footer of every page on the site.