

COES

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1. COES

What is COES ?

COES is a Customer Order Entry System. You can enter your orders on your computer over the Internet in a secure environment. You can also check the orders you've entered today or earlier, search and display articles and check recent invoices.

2. LOG IN TO COES

To get access to COES enter <https://sales.brabantia.com> in the URL in your browser.



HOME

Sales Portal Brabantia

This is the portal that Brabantia provides for our partners, retailers and sales organisations. If you have any remarks or problems please let us know.

With this portal we start with a photo gallery and our COES system.



[Brabantia brandportal](#)



[Brabantia image bank](#)



[Online Ordering System \(COES\)](#)



[Service manual \(35 MB !!\)](#)



[Online Ordering System \(COES\) TRIAL version](#)

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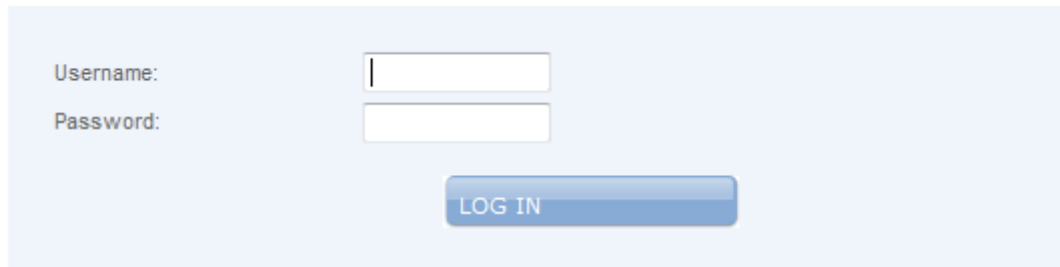
Click **Online Ordering System (COES)** to get access to COES or **Online Ordering System (COES) TRIAL version** to get an impression of how COES works.

If you would like to have access to the **Brabantia Image Bank** you can submit a request to your account manager.

2.1. Enter log in data

You can now log in with your **User name** and **Password**.

Log in



A screenshot of a login form on a light blue background. It contains two input fields: 'Username:' and 'Password:'. Below the 'Password:' field is a blue 'LOG IN' button. At the bottom of the form area, there are two links: 'No account yet? Click here' and 'Forgotten your password? Click here'.

[No account yet? Click here](#)

[Forgotten your password? Click here](#)

Username

Enter your username

Password

Enter your password

LOG IN

Click Log in to enter the COES application

3. COES MENU

You can always use the menu bar to choose an option.

These options are explained in the next chapters. The Cart button will take you back to the Cart view. The Home buttons opens a new window.

HOME

HELP

CART

ORDERS

CATALOGUE

INVOICES

PASSWORD

LOG OUT

4. HELP

To get online assistance click the Help option in the menu: this will start a new tab in your browser. We have a manual (pdf) available in English and French.

[Sales Portal Brabantia - Manuals COES](#)



Here you can find the user manuals for the COES system.

- [COES English](#).
- [COES France](#).


5. CART

5.1. Update and checkout the cart

This is the view of the cart. In this view you can add and delete order lines as well as update order information like delivery address and reference. Just above the order table you can get warnings about your order.

To change the **sort order** of the **columns** click on the  in the column header. The assortment list will now be sorted in an ascending order of the column you have chosen. Click on  to sort the column in descending order.

Shopping cart


Customer no.:	909413	Discount 1
Customer:	SERVICE PART ORDERS	Discount 2
City:	NORTH SOMERSET	Discount 3
Your reference:	<input type="text"/>	St order discount 5.00 %
Delivery week (wwyyyy):	<input type="text"/>	
Delivery date (ddmmyyyy):	<input type="text"/> 	
Delivery address:	02 : BLACKFRIARS ROAD, NAILSEA, NORTH SOMERSET, BS48 4SB ▾	
Invoice address:	03 : BLACKFRIARS ROAD, NAILSEA, NORTH SOMERSET, BS48 4SB ▾	
Email:	<input type="text"/>	
Input in:	<input checked="" type="radio"/> Packs <input type="radio"/> Units	
Startdate:	15/07/2014 10:49	
Remarks:	<input type="text"/>	

Line	Item no.	Packs	Description	Colour	P.M.	Units	Net price	Amount	Volume	
	<input type="text"/>	<input type="text"/>								<input type="button" value="ADD ITEM"/>
	<input type="text"/>	<input type="text"/>								<input type="button" value="REMOVE"/>

Your reference

Enter your reference number.

Delivery date

Enter a delivery date (ddmmyyyy). You can also click on  and choose a date from the calendar. This must be at least 7 calendar days from date of order.

Delivery address

Select the correct delivery address from the selection list. Click the down arrow to see the selection list.

Invoice address

Select the correct invoice address from the selection list. Click the down arrow to see the selection list.

Email

Enter your email address, if not already there.

Input in

Select the preferred input method: you can choose to enter in units or packs.

Remarks

Enter you remarks here.

Item no.

Enter an item number or click on the number to view the item details.

Packs / Units

Enter the number of packs or units you want to add. (**attention:** The choice to add units or packs can be selected in the cart view)

DELETE ITEM

Delete the order line, update cart information and add new order lines.

ADD ITEM

Add the order lines and update the cart information.

CHECKOUT ORDER

Finalize the order.

UPDATE CART

Add order lines and update the cart information. Attention: updating cart will save the order in the cart for you to add lines at a later time/date.

DELETE

Deletes the cart.

UPLOAD ORDER

Import order lines - via a .csv file you have created - in the cart (ARTICLE,QTY).

5.2. Checkout order

Click **Checkout order** to check out your order in the next window.

Shopping cart

Customer no.: 93115
 Customer: JAGENEAU METAALWAREN
 City: TONGEREN
 Telephone: 012/23 29 71
 Your reference:
 Delivery week
 (wwyyyy):
 Delivery address: 02 : ST-TRUIDERSTEENWG 385, , TONGEREN, 3700
 Invoice address: 03 : VIEUX CHEMIN DE THINES 14, , NIVELLES, 1400
 Email: info@jageneauv.be (Send confirmation)
 Fax: 012/24 17 24 (Don't send confirmation)
 Input in: Packs
 Startdate: 04/04/2013 13:50
 email representative: Don't send email
 Remarks:

This customer has to place orders with a minimum amount of 550.00. This order is only for 172.46 (3010132)

Line	Item no.	Packs	Description	Color	P.M.	Units	Net. price	Amount	Volume
1	<u>100000</u>	4	IRON BOARD COVER 124X38	MOV.CIR	5	20	6.60	132.00	00.04762
2	<u>310164</u>	1	124X38 IRON TABLE	IVORY	1	1	40.46	40.46	00.05760
		5	Total					172.46	00.10522

FINALIZE ORDER

BACK

When you check out the order you may get some errors/warnings about the order you've just entered. You'll have to correct the errors before you can finalize the order. An example of a warning is eg.

This customer has to place orders with a minimum amount of 550.00. This order is only for 532.30 (3010132)

If the warning is in red the order cannot be processed. You have to change the order first.

FINALIZE ORDER

When you've completed your order you have to click this button to finalize your order.

BACK

Go back to the cart overview.

5.3. Order confirmation

When you've finalized the order, which can take up to a minute, you will see the order confirmation.

Order confirmation

The order has been received and a confirmation is send to info@jageneauv.be

Customer: JAGENEAU METAALWAREN
 City: TONGEREN
 Telephone: 012/23 29 71
 Order no.: 291086
 Date: 04/04/2013
 Delivery date (ddmmyyy): 08/04/2013
 Cust. order:
 Delivery address: ST-TRUIDERSTEENWG 385
 3700 TONGEREN

Remarks:

Item no.	Description	PM	Total units	Units outst.	Units proc.	Units inv.	Units cano.	Net price (EUR)	Amount (EUR)	Volume (m3)
100000	IRON BOARD COVER 124X38 MOV.CIR	5	50	0	0	0	0	6.60	330.00	00.11904
310164	124X38 IRON TABLE IVORY	1	5	0	0	0	0	40.46	202.30	00.28800
	Total		55	0	55	0	0		532.30	00.40704

PRINT CONFIRMATION

PRINT CONFIRMATION

You can also display the **order confirmation** in PDF format by clicking on this button.

Order Confirmation

Brabantia (UK) Limited

address Blackfriars Road
 Nilleses
 Bristol
 BS48 4BB
 United Kingdom
 www.brabantia.com

VAT reg no GB 823 8321 38
 Bank Natlonel Westminster Bank
 IBAN GB82NW BK5000553704137
 BIC NWBKGB2L

telephone 01275 810000
 fax 01275 810101

orderno 685054
 orderdate 11-7-2014
 customer no 229830

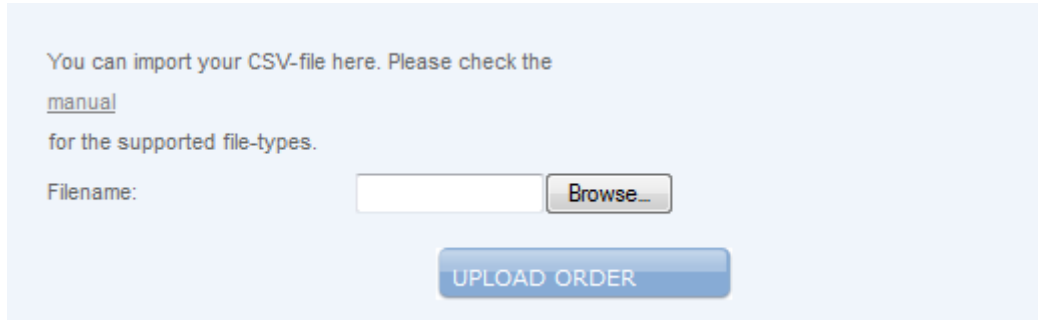
page 1
 custorderno 11-07-14 12:48 Dan
 account manager CHLOE PRIEST

GODDARDS ELECTRICAL
 56 HIGH STREET
 SAFFRON WALDEN
 CB10 1EF

art no	description	colour	art no	customer	total pack	total ex VAT	net	total cost
					packs mult	units RSP	price (exc VAT)	
Delivery date: 18-7-2014								

5.4. Upload order

In this popup window you can upload CSV-files containing order lines. Each order line is a line in the file in the following format: **article number,quantity**. For example **395420,60** which adds an order line with 60 products of the article 395420.



You can import your CSV-file here. Please check the [manual](#) for the supported file-types.

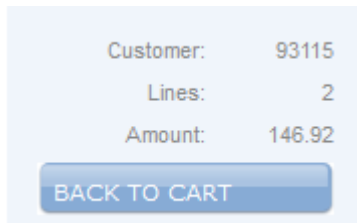
Filename:

This button allows you to browse for the file to import.

This button imports an order in the cart.

5.5. Cart in other sections

In any menu you can always check your cart information. You can view the number of lines and value of your cart.





Customer:	93115
Lines:	2
Amount:	146.92

6. ORDERS

6.1. To display orders

What will be displayed are all the outstanding orders **and** all the shipped orders of the last year.

To change the sort order of the columns click on the  in the column header. The list will now be sorted in an ascending order of the column you have chosen. Click on  to sort the column in descending order.

Orders

Customer: JAGENEAU METAALWAREN
City: TONGEREN
View last: 12 Months

Customer: 93115
Lines: 2
Amount: 146.92
[BACK TO CART](#)

[REFRESH](#)
[OPEN ORDERLINES](#)

 Order	 Date	 Cust. order	 Amount (EUR)	
P291066	04/04/2013		532.30	PRINT
S288194	13/02/2013		1,763.65	PRINT
S285985	08/01/2013		915.80	PRINT
S282273	07/11/2012		868.31	PRINT
S279090	24/09/2012	160922VJ13-D-JAT	557.40	PRINT
S277682	04/09/2012	160904VJ06-D-JAT	1,157.95	PRINT
S272775	08/06/2012	607AS01D-JAT	880.74	PRINT
		Total	6,676.15	

[REFRESH](#)
[OPEN ORDERLINES](#)

Order numbers starting with 'O' are outstanding orders, ordernumbers starting with 'S' are shipped orders and order numbers starting with 'P' are proforma orders.

View last

View older orders. By default the orders of the last year are displayed

Order number

To display the order information click on an **order number**.

[PRINT](#)

You can also display the **order statement** in PDF format by clicking on this button.

[REFRESH](#)

You can refresh the list to the newest information

[OPEN ORDERLINES](#)

Display all order lines of outstanding orders (starting with 'O')

ORDER STATEMENT

Brabantia International bv

Brabantia Ireland Ltd, 19 Featherbed Glade, Rossary, Enniskillen, Co Fermanagh, N Ireland, BT74THW

Home Store + More
HEA Head Office
Unit 4 Parkway House
Ballymount Drive
Dublin 12
Republic of Ireland

legal address Leenderweg 182
5555 OJ Volkenbuwaard
The Netherlands
www.brabantia.com

bank Uiterbenk
IBAN IE27 UL88 9850 2002 7400 79
BIC UL88IE20
VAT reg no NL001338675B01

information address 18 Currin Road
Bellinamallard
Co Fermanagh
Northern Ireland
BT94 2ER

telephone 00353 87 298 0908
fax 00353 1 676 9576

order no 016435
order date 9-5-2014
customer no 409524

page 1
customer order no HEAC34054
account manager Janice Muldoon

art no	description	colour	customer art no	pack mult	total units	cust units	units in proc	units ship	prev ship	units canc
Delivery date: week: 22 2014										
87 10755 10 10 69	Ironing Tables B, 124x38 SSIR Ø22mm	Titan Oval		1	24	24				

7. CATALOGUE

7.1. Search catalogue


If you want detailed information on an article you can use this option. You can choose a product category: Waste storage, Food storage, Laundry care, Food preparation and Hardware.


Other **categories** that can be used are Colour, Assortment, Previous orders, All items and Product sheets.


- In the Colour list the items are sorted on colour of the item.
- In the Assortment list are all items that are in your assortment.
- In the Previous orders list are all items ordered last year.
- In the All Items list are all products of Brabantia.
- In the Product sheets list are all products with product sheets.


Catalogue


Customer: 93115
Lines: 3
Amount: 368.82
[BACK TO CART](#)



Waste storage


Food storage


Laundry care


Food preparation


Hardware


Color

[MY ASSORTMENT](#)
[PREVIOUS ORDERS](#)
[ALL ITEMS](#)
[PRODUCT SHEETS](#)

Search on: All

Search:

[SEARCH](#)

Group	Item no.	Description	Color	P.M.	Retail price (EUR)	Sheet	Packs
No assortment found.							

Search on description

Enter (part of) the description to find an item. All items of the category with the entered search string will be displayed.

Search on colour




Enter the colour of an item. All items of the category with this colour will be displayed.

Search on number

Enter the item number to get information on the item if it is in the category.

[SEARCH](#)

Click this button to start the search.

Group	Item no.	Description	Color	P.M.	Retail price (EUR)	Sheet	Packs	
Pedalbin 3L								
	369520	3 L PEDAL BIN	M.ST.ST	1	28.95		<input type="text"/>	ADD
	477362	3 L PEDAL BIN	PLATINU	1	20.50		<input type="text"/>	ADD
Wall bin 3L								
	378645	TOUCH BIN 3L	M.ST.ST	1	57.00		<input type="text"/>	ADD

To open a group click on the group name. In this screen you can also add items to the cart. To do this enter the number of each item you want to order and then click on one of the **Add to cart** buttons.

Click an **Description** to get detailed item information.

7.2. Detailed product information

Packs / Units

Enter the number of packs or units you want to add. (**attention:** The choice to add units or packs can be selected in the cart view)

[ADD TO CART](#)

Add this item to the cart. If no number is given in the **units/packs** then an order line with a number of units/packs of 0 will be added.

[BACK](#)

Click this button to go back to the last page.

Item





Item no.	369520
Customer Item no.	
Description	3 L PEDAL BIN
Color	M.ST.ST
Retail price (EUR)	28.95
P.M.	1
Weight	0.71 kg.
Weight (pack)	0.87 kg.
LxWxH (pack)	195x220x265 mm
Volume (pack)	00.01137 m³
Productsheet	
Packs	<input type="text"/>

[ADD](#)
[BACK](#)

8. INVOICES

8.1. To display invoices

What will be displayed are all the outstanding invoices **and** all the invoices of the last year.

To change the sort order of the columns click on the  in the column header. The assortment list will now be sorted in an ascending order of the column you have chosen. Click on  to sort the column in descending order.

Invoices

Customer: JAGENEAU METAALWAREN
City: TONGEREN
Debt balance: EUR 0.00
Credit limit: EUR 275,000.00
Outstanding: EUR 0.00
View last: 12 Months

Customer: 93115
Lines: 3
Amount: 368.82

[BACK TO CART](#)

Invoice no.	Date	Cust. order	Order no.	Due date	Amount excl. VAT (EUR)	Amount incl. VAT (EUR)	
102393	18/02/2013		288194	20/03/2013	1,763.65	2,134.02	PRINT
100884	15/01/2013		285985	14/02/2013	199.02	240.81	PRINT
100702	10/01/2013		285985	09/02/2013	716.78	867.30	PRINT
097818	09/11/2012		282273	09/12/2012	868.31	1,050.66	PRINT
095679	27/09/2012	160922VJ13-D-JAT	279090	27/10/2012	557.40	674.45	PRINT
094658	06/09/2012	160904VJ06-D-JAT	277682	06/10/2012	1,157.95	1,401.12	PRINT
090803	11/06/2012	607AS01D-JAT	272775	11/07/2012	880.74	1,065.70	PRINT
503568	19/04/2012	160416VJ09-D-JAT	022454	19/05/2012	6.62	8.01	PRINT
		Total			6,150.47	7,442.07	

[REFRESH](#)

View last

Invoice no.

[PRINT](#)

[REFRESH](#)

View older orders. By default the orders of the last year are displayed

To display the invoice information click on an invoice number.

You can also display the **historic invoice** in PDF format by clicking on this button.

Refresh the list to the latest information

Historic Invoice

Brabantia (UK) Limited

ARGOS LIMITED
[MBL 02668]
MERCH.BOUGHT LEDGER
489-499 AVEBURY BLVD
MILTON KEYNES
MK9 2NW

address Blackthorn Road
Nettles
Bristol
BS48 4BB
United Kingdom
www.brabantia.com

VAT reg no GB 823 8321 38
Bank National Westminster Bank
IBAN GB82NW 85000553764137
BIC NWBKGB2L

telephone 01275 810600
fax 01275 810191

page 1
account manager DALE HAMMAN

invoice no 088242
invoice date 04-01-2011
customer no 606266

art no	description	colour	art no	total	pack	total	ex VAT	net	total cost
			customer	packs	mult	units	RSP	price	(excl VAT)

9. PASSWORD

You can change your password.

[Change password](#)



The screenshot shows a light blue rectangular form with the following elements:

- User name:** bertr-59
- Old password:** [text input field]
- New password:** [text input field]
- Repeat new password:** [text input field]
- UPDATE** button (blue with white text)

Enter your **old** password.

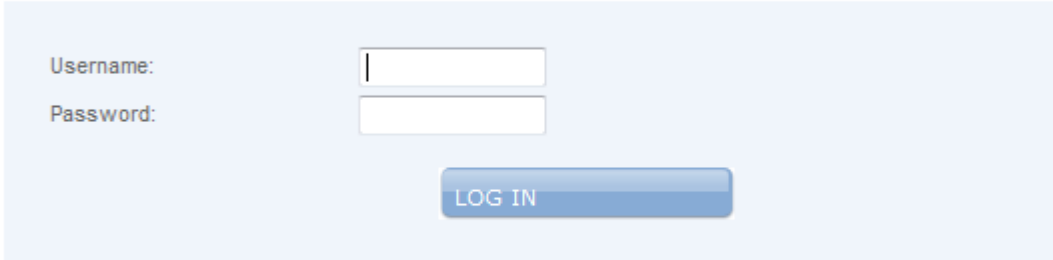
Enter your **new** password and **repeat** your new password. Click **UPDATE** to change your password.

10. LOG OUT

When you log out you return to the log in option.

[Log in](#)

You have succesfully logged out.



A light blue rectangular box containing a login form. It has two input fields: 'Username:' and 'Password:'. The 'Username:' field has a cursor in it. Below the fields is a blue button with the text 'LOG IN'.

[No account yet? Click here](#)

[Forgotten your password? Click here](#)