

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.



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

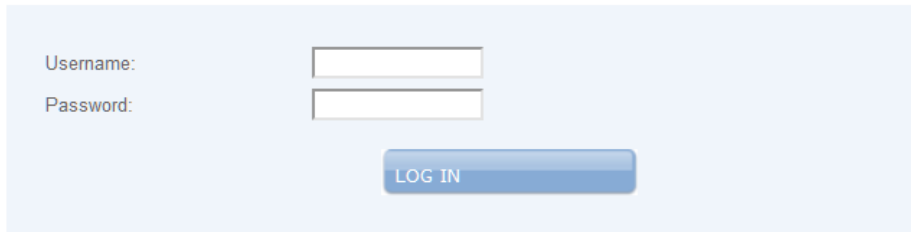
If you would like to have access to the **Brabantia Brandportal** you can click on this link and next click on **I want to register**.

2.1 *Enter log in data*

Log in with your **Username** and **Password**.

Log in

COES has been upgraded to a new server. Should you encounter technical problems please contact helpdesk@brabantia.com



A screenshot of a login form on a light blue background. It features two input fields: one for 'Username:' and one for 'Password:'. Below the fields is a blue button with the text 'LOG IN' in white capital letters.

No account yet? Please contact your account manager

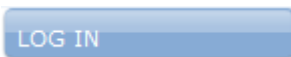
[Forgotten your password? Click here](#)

Username

Enter your username

Password

Enter your password



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](#)

[SERVICE 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"/>

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


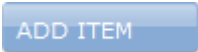
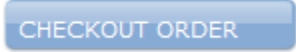

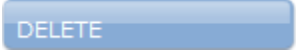
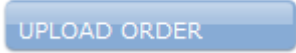
Select the correct invoice address from the selection list. Click the down arrow to see the selection list.

Email

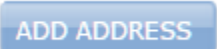
Enter your email address, if not already there.

Input in

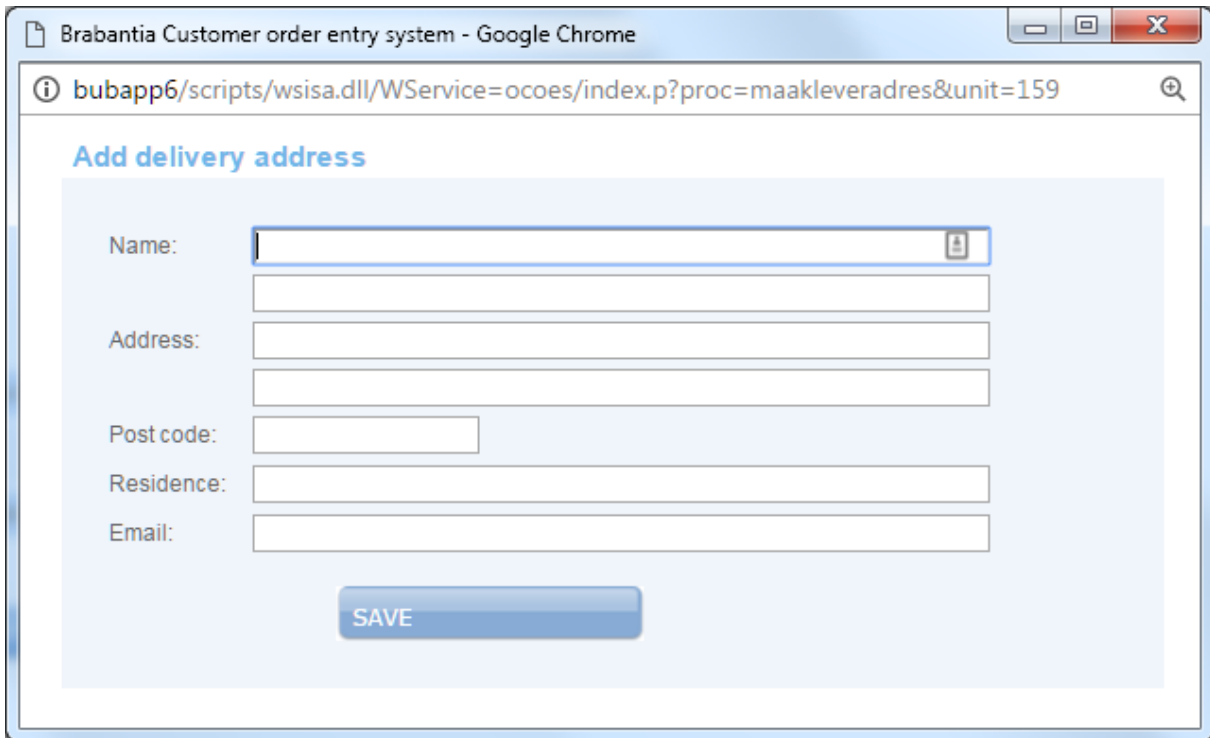
Select the preferred input method: you can choose to enter in units or packs.

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 the order line, update cart information and add new order lines.
	Add the order lines and update the cart information.
	Finalize the order.
	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.
	Deletes the cart.
	Import order lines - via a .csv file you have created - in the cart (ARTICLE, QTY).

5.2 *Add address*

	Drop ship customers have the possibility to add a delivery address.
---	---

You can enter a new delivery address where the order must be shipped to.



Brabantia Customer order entry system - Google Chrome

bubapp6/scripts/wsisa.dll/WService=ocoes/index.p?proc=maakleveradres&unit=159

Add delivery address

Name:

Address:

Post code:

Residence:

Email:

5.3 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
 (wyyyy):
 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	100000	4	IRON BOARD COVER 124X38	MOV.CIR	5	20	6.60	132.00	00.04762
2	310164	1	124X38 IRON TABLE	IVORY	1	1	40.46	40.46	00.05780
		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 must change the order first.

FINALIZE ORDER

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

BACK

Go back to the cart overview.

5.4 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

GODDARDS ELECTRICAL
 56 HIGH STREET
 SAFFRON WALDEN
 CB10 1EF

address Blackfries Road
 Nillesee
 Bristol
 BS48 4BB
 United Kingdom
 www.brabantia.com

VAT reg no GB 823 8221 38
 Bank National Westminster Bank
 IBAN GB22NW 8K5000553764137
 BIC NWBKGB2L

Telephone 01275 810000
 fax 01275 810191

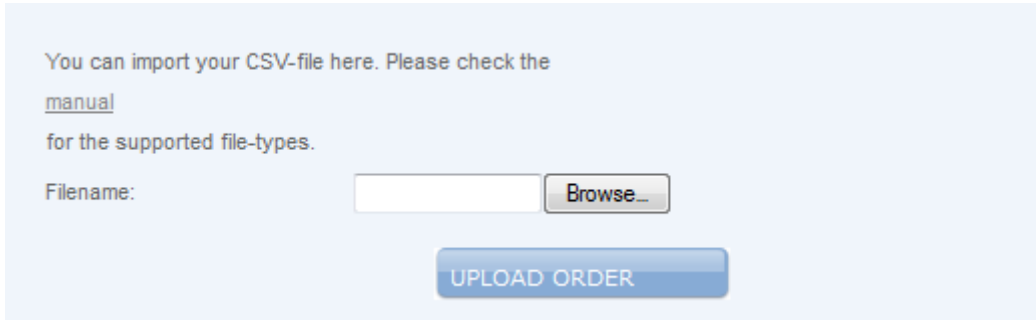
order no 685054
 order date 11-7-2014
 customer no 229830

page 1
 customer no 11-07-14 12:48 Dan
 account manager CHLOE PRIEST

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

5.5 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** (you need a comma separator). 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.

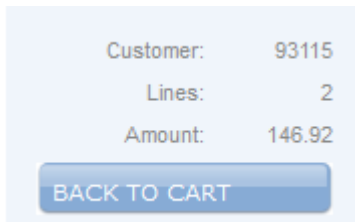
Filename:

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

This button imports an order in the cart.

5.6 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

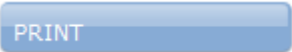
Order	Date	Cust. order	Amount (EUR)	
P291066	04/04/2013		532.30	PRINT
S288194	13/02/2013		1,763.65	PRINT
S285985	08/01/2013		915.80	PRINT
S282273	07/11/2012		868.31	PRINT
S279090	24/09/2012	160922VJ13-D-JAT	557.40	PRINT
S277682	04/09/2012	160904VJ06-D-JAT	1,157.95	PRINT
S272775	08/06/2012	607AS01D-JAT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

REFRESH OPEN ORDERLINES


Order numbers starting with 'O' are outstanding orders, order numbers 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**.

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

 You can refresh the list to the newest information

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

ORDER STATEMENT

Brabantia International bv

Brabantia Ireland Ltd., 19 Featherbed Glade, Rosary, Enniskillen, Co Fermanagh, N Ireland, BT74 7HW

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

legal address Leenderweg 182
5555 C J Valkenswaard
The Netherlands
www.brabantia.com

bank Uitsm bank
IBAN IE27 ULBB 9880 2002 7400 79
BIC ULBBIE20
VAT reg no NL001338679B01

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

telephone 00353 87 298 0908
fax 00353 1 076 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	outst units	units in proc	units ship	prev ship	units cancel
Delivery date: week: 22 2014										
87 10755 10 10 69	Ironing Tables B, 124x38 SSIR Ø22mm	Titan Oval		1	24	24				

7. SERVICE ORDERS

7.1 To display service orders

All your service orders will be displayed (order numbers start with 'S').

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.

services

Customer: METALEUVEN N.V
 City: WILSELE
 View last: 24 Months 

Lines: 0
 Amount: 0.00
[BACK TO CART](#)

[REFRESH](#) [OPEN SERVICELINES](#)

 service	 Date	 Cust. service	 Amount (EUR)
S055776	24/11/2021		0.00
S055396	06/09/2021		15.00
S055262	11/08/2021		0.00
S054528	29/03/2021		0.00
Total			15.00

[REFRESH](#) [OPEN SERVICELINES](#)

View last

View older service orders. By default, last years' service orders are displayed

Order number

Click on an **order number** to display the order information.

[REFRESH](#)

You can refresh the list to the newest information

[OPEN SERVICELINES](#)

Display all order lines of service orders

8. CATALOGUE

8.1 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.


- *Color* lists the articles sorted on colour of the article.
- *Assortment* lists all items in your assortment.
- *Previous orders* lists all articles ordered last year.
- *All Items* lists all articles of Brabantia.
- *Product sheets* lists all articles 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	
<u>Pedalbin 3L</u>								
	389520	<u>3 L PEDAL BIN</u>	M.ST.ST	1	28.95		<input type="text"/>	ADD
	477362	<u>3 L PEDAL BIN</u>	PLATINU	1	20.50		<input type="text"/>	ADD
<u>Wall bin 3L</u>								
	378645	<u>TOUCH BIN 3L</u>	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 a **Description** to get detailed item information.

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



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 m ³
Productsheet	
Packs	<input type="checkbox"/>

ADD

BACK

9. INVOICES

9.1 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	277882	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

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

Invoice no.

To display the invoice information, click on an invoice number.

[PRINT](#)

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

[REFRESH](#)

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 Bleckfries Road
 Nellesen
 Bristol
 BS48 4BB
 United Kingdom
 www.brabantia.com

VAT reg no GB 823 8321 38
 Bank National Westminster Bank
 IBAN GB82NW 83000553704137
 BIC NWBKGB2L

Telephone 01275 810000
 Fax 01275 810101

page 1
 account manager DALE HAMMAN


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

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

10. PASSWORD

You can change your password.

[Change password](#)



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

- User name:** bertr-59
- Old password:** [Empty text input field]
- New password:** [Empty text input field]
- Repeat new password:** [Empty text input field]
- UPDATE** button: A blue button with white text and rounded corners.

Enter your **old** password.

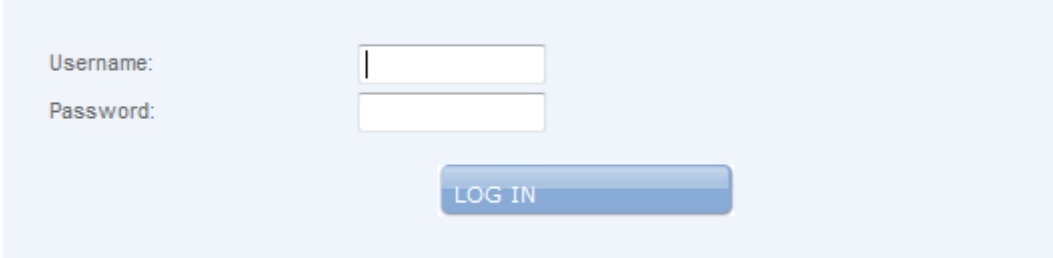
Enter your **new** password and **repeat** your new password. Click **UPDATE** to change your password.

11. 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. On the left, the labels "Username:" and "Password:" are stacked vertically. To the right of "Username:" is a white text input field with a vertical cursor. To the right of "Password:" is a white password input field with a vertical cursor. Below these fields is a blue button with rounded corners and the text "LOG IN" in white capital letters.

[No account yet? Click here](#)

[Forgotten your password? Click here](#)