



**Customer Online**

Helping Customers get what they need, when they need it

## P&G B2B Store Online FAQs

Frequently Asked/Answered Questions

## **B2B Store Online Frequently Asked Questions**

### **ACCESS/LOGIN**

- 1. What is the website/link for P&G B2B Store Online?**
  - The website link is: <https://gr.online.pg.com/customer/account/login/> for Retail on PC
  - <https://grp.online.pg.com/customer/account/login/> for Pharma on PC
  - <https://m-grp.online.pg.com/customer/account/login/> for Pharma mobile version on iPad.
- 2. How do I get access to B2B Store Online?**
  - Please contact your P&G Sales Representative to get access to the P&G online ordering tool, B2B Store Online.
- 3. If I forget my password, what is the process to get a new one?**
  - Send email to P&G L1 support [passos.g@pg.com](mailto:passos.g@pg.com)
- 4. Will my password have an expiration date? How often do I need to reset my password?**
  - P&G Security policy sets the expiration timing. Currently it is 100 days for all P&G accounts (External Business Partner, non-employee & employee). Password management is provided via <https://itaccess.pg.com/>
- 5. Who I should contact if I can't reset my password?**
  - Send email to P&G L1 support.
- 6. Who I should contact if I have issues accessing the ordering solution?**
  - Send email to P&G L1 support.
- 7. My password expired, how can I reset my old password?**
  - For password reset, please go to <https://itaccess.pg.com/>. It is highly encouraged that users setup Security Questions to ease the reset process. If further help is needed, please contact P&G L1 support.
- 8. Will my order be saved if the system kicks me out after being away/idle from it?**
  - Yes, after about 30 minutes of inactivity you will be logged out of the system so you are not vulnerable to orders being placed without your consent.
- 9. Who should I contact if my account is locked or deactivated?**
  - Send email to P&G L1 support [passos.g@pg.com](mailto:passos.g@pg.com).

### **CUSTOMER INFORMATION/SELECTION**

- 1. What if I don't see the Ship-To I want to place an order for?**
  - Send an email to P&G L1 support [passos.g@pg.com](mailto:passos.g@pg.com). Please make sure you list the Customer and Ship-To info you expected to see, if you previously had access to that Ship-To, if that Ship-To is a new address, and any additional information that may be helpful for the team to troubleshoot.
- 2. What if I see an error on the sold to/ship to displayed on my selections?**
  - Send email to P&G L1 support.

### **3. Can I default my selection to a specific ship -to?**

- No. There is no way to create a default ship to if you have more than 1, but if you have only one the system will show it & you won't have to choose it. Also, if the user has more than one ship-to, the system will use as default the very last ship-to the user used.

## **HOW TO SEARCH**

### **1. How to search for product (search bar, Products Tab)**

- Search can be used by typing the Selling Unit EAN or Consumer Unit EAN code or the FPC or any part of them into the search bar.

Please note that only one code can be searched at a time. If the EAN code is not known, you may also enter search terms such as "ARIEL" to view products that match Ariel or "SN" to view Pampers Sensitive products. Please take note that the Product Mix selection in the top-right corner of the page will restrict the results that are returned in the Search results. For instance, if Paper is the active selection in the Product Mix tab, then a search for "CREST" toothpaste will yield zero matches.

### **2. Am I able to search for multiple codes at the same time?**

- For the moment, the Search functionality is only able to search for one EAN or one Brand Code at a time. The ability to search for multiple codes at a time is expected to be delivered in a future release.

### **3. What EAN and FPC formats does the Search bar accept?**

- Codes should be entered without any special characters, including spaces, underscores, and hyphens. For example, a valid Consumer Unit EAN code would look like 4015400859260 and the corresponding Selling Unit EAN code would be 4015400859277. If spaces, underscores, or hyphens are included, the Search will not return any results (*i.e.* 100\_3700000460\_5 and 37000-00460).

### **4. Would I get same result if I search by Selling Unit or Consumer Unit EAN?**

- We encourage customers to search by Selling Unit EAN as searching by Consumer Unit EAN could bring multiple items with different Selling Unit EAN code.

### **5. What if I don't know under which P&G category my product is located?**

- Download the Full Catalog for reference located under the Product Tab or contact your Sales representative.

### **6. What if I don't know the Selling Unit or the Consumer Unit EAN of the product I want to order?**

- Download the Full Catalog for reference located under the Product Tab or contact your Sales representative.

### **7. What if I don't see the product I need to order when I do a search for it?**

- Please contact your P&G customer service contact or sales representative. If you don't know who are your account contacts, please email to P&G L1 support.
- 8. How come the product I searched for was not found?**
- First, confirm what the Product Mix selection is set to in the top-right corner of the screen since the Product Mix tab will only display products that associated with the selected Product Mix. For example, if you are searching for "Crest" and Paper is the active value in the Product Mix tab, no results will return since only Paper Towels, Bath Tissue and Facial Tissue are shipped from Paper producing plants. If you continue having the issue, contact your P&G customer service or sales representative. If you don't know who this person is, email P&G L1 support.
- 9. How can I use the Shopping List functionality?**
- Think of the Shopping List functionality as a Favorites section where Carts can be saved and used again in the future. From the Shopping Cart Preview page, there is a button that is labeled "Save Shopping List" that is located above the first item in the Cart. Clicking this button will save the list of products that are in the Cart so that it can be used in a future session for the same customer.

## **HOW TO ORDER/BUILD A TRUCK**

- 1. How do I upload an order via Excel?**
  - Please refer to the Appendix at the end of this document for a job aid that illustrates the Excel upload process in detail.
- 2. How do I add items to my cart?**
  - There are couple methods you can add product to your cart: (1) upload via Excel (2) search by Selling Unit EAN and add to cart (3) by Product category.
- 3. What is the relationship between the cases, layer and pallets?**
  - In general, a case is the smallest unit we ship to a customer. Several cases make a layer and multiple layers make a unit load or pallet. Sometimes a product can be sold also in SW or ITEMS.
- 4. Does B2B Store Online allow for orders to be submitted if they don't respect QOR?**
  - No, all orders must meet the Minimum Order Increment. For example, if the minimum order increment is one case, and there are 6 items in a case, an order can be placed at the item level for that product as long as the number of items equal a full case (*i.e.* 6 items, 12 items, 18 items, *etc.*).
- 5. Do I need to keep ordering until all the order quality rules turn green?**
  - No, it is important that ordered quantities satisfy at least one Delivery type and QOR. And the checkout will become GREEN, if QOR are respected.
- 6. Can I place orders for Remnant products?**
  - Yes, Remnant products are visible in B2B Store Online, therefore orders for Remnant products can be submitted via B2B Store Online.
- 7. Can I upload a large list of codes to the site so that I do not have to add products to my cart one-by-one?**

- Yes. You can use the Excel upload capability (see user guide above in Question #1).
- 8. Can I order the same product in different units of measures? (i.e. cases, layers, pallets)**
    - Yes. This is a new feature of B2B Store Online vs. WOM. The user has ability to add X number of pallets, then add some layers and then add individual cases – a user can place an order with a combination of all Units of Measure.
  - 9. Why do I see duplicate orders on my order history tab?**
    - There is a time lag of 20-30 min for orders to fully synch with SAP. Please check your newly placed orders after 30 min for accurate information.
  - 10. Am I going to be able to re-order previous orders not placed through B2B Store Online?**
    - No, at this time, only orders placed through B2B Store Online will have the capability of re-ordering in the system.

## **CART OVERVIEW**

- 1. What are these quality orders rules?**
  - Quality Order Rules were developed to ensure that full trucks of products are ordered and meeting P&G shipping & trade terms guidelines.
- 2. Why does my cart turn orange and green?**
  - The colors are indicators of whether a quality rule is being met. The system has safeguards in place so you are only able to submit an order when the quality rules applicable to you and/or product have been met.
- 3. How to change an order quantity on a specific item that has already been added to the cart?**
  - From the Product Catalog page, click into the "Qty" field and then click the Change Quantity button.
  - From the Shopping Cart Preview page, click into the "Quantity" field and enter the revised quantity and the Cart will update itself.
- 4. How can I delete a product that has been added to the shopping cart?**
  - From the Product Catalog page, click into the "Qty" field and then enter zero before clicking the "Remove from Cart" button.
  - From the Shopping Cart Preview page, click the red 'X' button and then confirm the requested action.
- 5. How can I submit an order?**
  - Once products have been added to the Cart and the Quality Order Rules have been met, click the "Checkout" button from the Shopping Cart Preview page. Once the Customer and Delivery Point are confirmed to be accurate, click the Continue button. Next, just review the Purchase Summary page, enter the PO Number (required field), enter the Requested Delivery Date, click the checkbox for the Terms & Conditions, and then the Place Order button.
- 6. Can I save my order for future reference?**

- Yes. You will be able to see all your previous orders in your order tracking history. From there, you will be able to use a previous order and place it again - either as-is or by add/removing products before resubmitting it.
- 7. Why do I see products in my cart that I did not add myself?**
- If another buyer at your customer is assigned to the same Ship-To, and they start an order - but do not complete it - when you login to the system you will be able to see the products they had already selected. In that case, you are both essentially sharing the same shopping cart.

## **PURCHASE SUMMARY**

- 1. How to print?**
  - Simply download either the PDF or Excel file to print a copy of the order.
- 2. Can I request a specific Delivery Date?**
  - Yes, you will be able to select a specific Delivery date. If for some reason, we can't meet the requested date, we will be in contact with you.
- 3. Can I view Pricing information of the total order?**
  - Yes, you can see the total order net price, before sending the order using the VERIFY PRICE feature (price simulation functionality, before sending the order), **new versus WOM** and you track **real time** the order quantities and total order net price in the Order History (also in case of order edit, cut or other changes) until the Delivery and Invoice creation, **new versus WOM**.

## **ORDER STATUS/TRACKING**

- 1. Am I going to receive an email confirmation after I placed my order?**
  - This is not yet available but is part of our roadmap for the next future releases.
- 2. How to view past orders/Order History**
  - From any screen, click the "Orders History" tab that is located below the search bar. Then select your Delivery Point(s) and the desired time period, before clicking the Submit button.
- 3. How far back can I view my Order History?**
  - You can see entire history; just note it can take a little longer to show old orders.
- 4. Can I adjust a submitted order via the site?**
  - No. Once an order is submitted, you can no longer make changes to it via the site. You will need to contact your Customer Service contact or sales representative.

## **SUPPORT/OTHER**

- 1. Who should I contact if I have an issue not answered on the FAQ?**
  - Send email to P&G L1 support.
- 2. What is B2B Store Online?**
  - B2B Store Online is the new P&G Order Acquisition solution intended to be a one stop-shop for all our sales reps and customers that do business with P&G. Its new Order

Acquisition and Tracking module is replacing the legacy WOM solution and provides a more modern User Experience.

**3. Who is the main target audience for this Order Acquisition and Tracking Module?**

- Buyers at our small to medium retailers that purchase products from P&G that lack the ability to submit EDI orders, plus structure Pharmacies or cooperatives.

**4. Is there a cost to Customers using this new tool?**

- No. It is provided at no cost.

**5. Is B2B Store Online a direct replacement for WOM, or do I need to maintain my WOM access if I start using Store Online?**

- Once you start using B2B Store Online to place your orders, access to WOM will be removed.

**6. Will ALL current WOM Customers have automatic access to B2B Store Online?**

- Yes. As we transition into B2B Store Online, we will automatically grant access to all current customers and sales reps that have an active account in WOM.

**7. Will I be able to see in B2B Store Online orders that I placed via WOM?**

- No

**8. How many people can have access to B2B Store Online per each customer?**

- We do not have a limit on the number of people who can access B2B Store Online at each customer. However, if at some point there are any concerns with the number of users we will reach out to you directly to discuss.

**9. Will B2B Store Online be available in English only?**

- No. The solution is available for any country in local language. For you the solution is available in Greek language and in English.

**10. What if my question is more business-related and not necessarily about how the system works?**

- Please contact your P&G Sales Representative. They will be able to answer your question or route it to the appropriate P&G contacts.

**11. What are the supported browsers?**

- B2B Store Online is designed to work with any browser (IE, Chrome, Safari, Firefox, etc.), although it is not optimized to work with Mobile phones and/or tablets. If you experience any difficulties browsing B2B Store Online, please contact P&G L1 support. For Greece Pharma a mobile version for iPad has been specifically developed.

**12. As part of my user profile, will I be able to personalize the site and set my category preferences?**

- Currently, we don't have this option but will assess for future releases.

**13. Will I be able to see product prices and images in B2B Store Online?**

- You will be able to see product images. List Prices are available before you place the order, but if you use the "VERIFY PRICES" feature before sending the order, also net

prices will be shown. And in the Order History, after the order is submitted, net prices are available.

**14. How can I provide feedback on the site or offer suggestions for improvements?**

- We'll be happy to hear your feedback. Please send email to [passos.g@pg.com](mailto:passos.g@pg.com) or contact the P&G Customer Service Organization or your P&G Sales Representative.

## **APPENDIX – How to Add Products to Your Cart via Excel**

### **Using the Default Excel Template**

1. Navigate to the 'Add to cart from Excel screen'
2. Click the "Download the excel file from here" hyperlink
3. Enter quantity amounts in Column F for the items that you would like to add to your Cart (note that the default file has three rows listed per Case EAN code, one each for Cases, Layers, and Pallets and eventually item and SW)
4. Save the Excel template to your hard drive and upload it to the application, or drag and drop the file to the application



1

What are you looking for? Search

Add to cart from Excel Shopping lists Orders history

Hello Jeff Bleske  
Your Account

Customer Ship to Product mix  
Product mix  
Mixing Center

Cart is empty

Quality order rules See issues Show more

My Orders History My Shopping Lists See All Products

What are you looking for? Search

Products Add to cart from Excel Shopping lists Orders history

Hello Jeff Bleske  
Your Account

Customer Ship to Product mix  
Product mix  
Mixing Center

Cart is empty

Quality order rules See issues Show more

### Add to cart from Excel

Upload our default excel file

This module allows you to upload

Download the excel file from here

How to complete the excel file

I have a custom excel file

Please upload your own custom file and set configuration, so that we know how to read your file.

Change your excel file configuration

Drag & drop your Excel file here, or click here to upload it from your computer

Drag & drop your Excel file here, or click here to upload it from your computer

3

pg\_order [Read-Only] - Excel

pg_order [Read-Only] - Excel					
HOME INSERT PAGE LAYOUT FORMULAS DATA REVIEW VIEW DEVELOPER					
Calibri 11 A A Wrap Text General					
Paste Font Alignment Number					
Clipboard Font Alignment Number					
AA68					
	A	B	C	D	E
1	CASE UPC	UOM	Name	Category	QUANTITY
2	1204403888	Case	-OS HE Original Deo 12/3oz	Skin and Personal Care	10
3	1204403888	Layer	-OS HE Original Deo 12/3oz	Skin and Personal Care	
4	1204403888	Pallet	-OS HE Original Deo 12/3oz	Skin and Personal Care	
5	3700073546	Case	0B Glide Original 3ct 50m 16	Oral Care	5
6	3700073546	Layer	0B Glide Original 3ct 50m 16	Oral Care	
7	3700073546	Pallet	0B Glide Original 3ct 50m 16	Oral Care	
8	5177497590	Case	AccuClear Preg Vis 24/2ct ckpt/sens	Personal Health Care	
9	5177497590	Layer	AccuClear Preg Vis 24/2ct ckpt/sens	Personal Health Care	
10	5177497590	Pallet	AccuClear Preg Vis 24/2ct ckpt/sens	Personal Health Care	
11	5177497593	Case	AccuClear Preg Visual 24/3CT Ckpt	Personal Health Care	5
12	5177497593	Layer	AccuClear Preg Visual 24/3CT Ckpt	Personal Health Care	
13	5177497593	Pallet	AccuClear Preg Visual 24/3CT Ckpt	Personal Health Care	

## Using a Custom Excel File

1. Navigate to the 'Add to cart from Excel screen'
2. Click the "Change your excel file configuration" hyperlink
3. Change the values in the application so that the file configuration values match your custom Excel file
4. Save the Excel template to your hard drive and upload it to the application, or drag and drop the file to the application

The image illustrates the process of using a custom Excel file in the P&G application. It consists of several screenshots and an Excel spreadsheet.

**Step 1:** The top screenshot shows the P&G application homepage. A red box highlights the 'Add to cart from Excel' link in the navigation bar, with a yellow circle containing the number 1.

**Step 2:** The middle screenshot shows the 'Add to cart from Excel' screen. A red box highlights the 'Change your excel file configuration' link, with a yellow circle containing the number 2.

**Step 3:** The bottom screenshot shows the 'You are adding order from custom excel file' screen. A red box highlights the 'Change your excel file configuration' link, with a yellow circle containing the number 3.

**Step 4:** The bottom-right screenshot shows an Excel spreadsheet with a 'Catalog' worksheet. A red box highlights the 'Change your excel file configuration' link, with a yellow circle containing the number 4.

The Excel spreadsheet contains the following data:

Case UPC	Quantity	UoM	Item Name
3700076797	4	Pallet	TIDE 34CT OTH/REG/SUNFRESH DRP
3700077139	30	Case	TIDE HDL/PODS MIX 80CT 1/2 PALLET
3700013774	120	Case	TIDE LQ 2X HE ORIG 6/50Z 32LD
3700076060	8	Case	TIDE LQ 2X MIX 36CT 1/4 PALLET
3700076068	50	Case	TIDE LQ 2X MIXED 144CT 1/2 PALLET
3700072088	5	Case	TIDE LQ 2X MIXED 64CT 1/2PALLET
3700066647	75	Case	TIDE LQ 2X MXD 144/50Z 2 LAYER PLT
3700087569	13	Case	TIDE LQ 2X WFF S&R 2/138Z 89LD
3700087457	3	Layer	TIDE LQ 2X WTD AF 2/138Z 89LD
3700076387	6	Case	TIDE LQ MIX 24CT FLOOR DISPLAY
3700076075	180	Case	TIDE LQ MIX 56CT DISPRDYPALET
3700076775	152	Case	TIDE LQ MIX 64CT DISRDYPALET
3700076073	50	Case	TIDE LQ MIX 80CT DISPRDYPALET
3700076074	2	Case	TIDE LQ MIX 80CT DISPRDYPALET