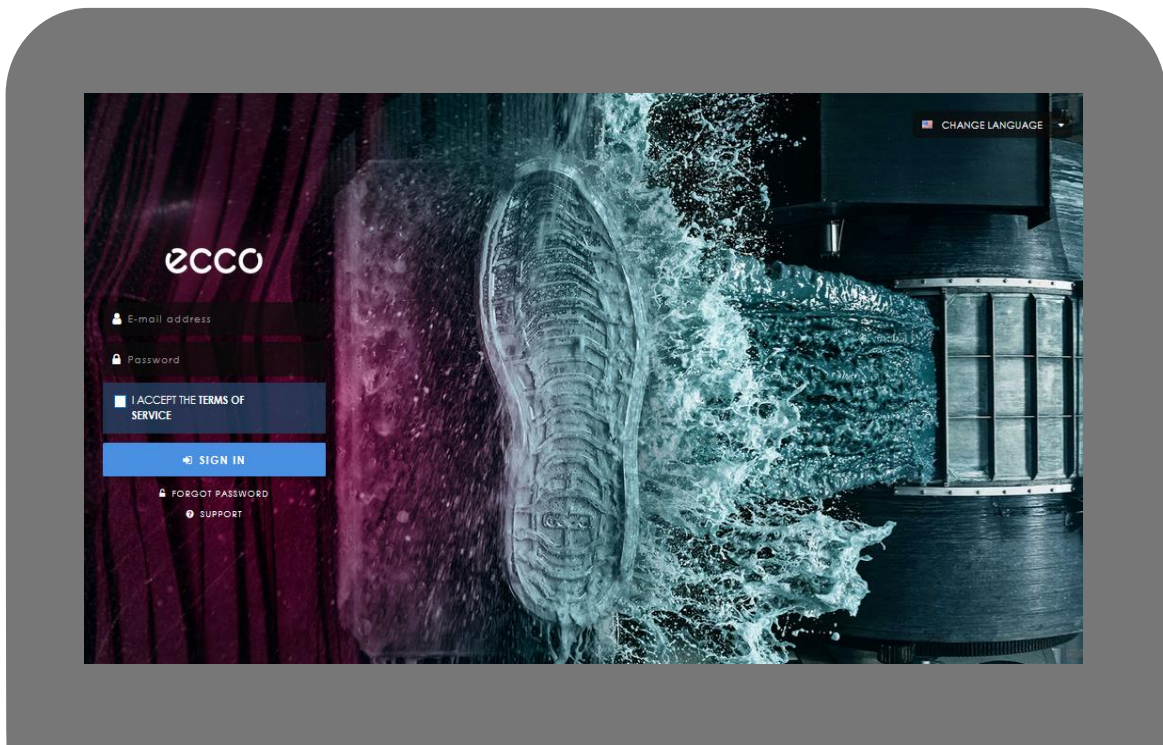




# ECCO USA PARTNER SITE USER GUIDE



Updated 3/20/19

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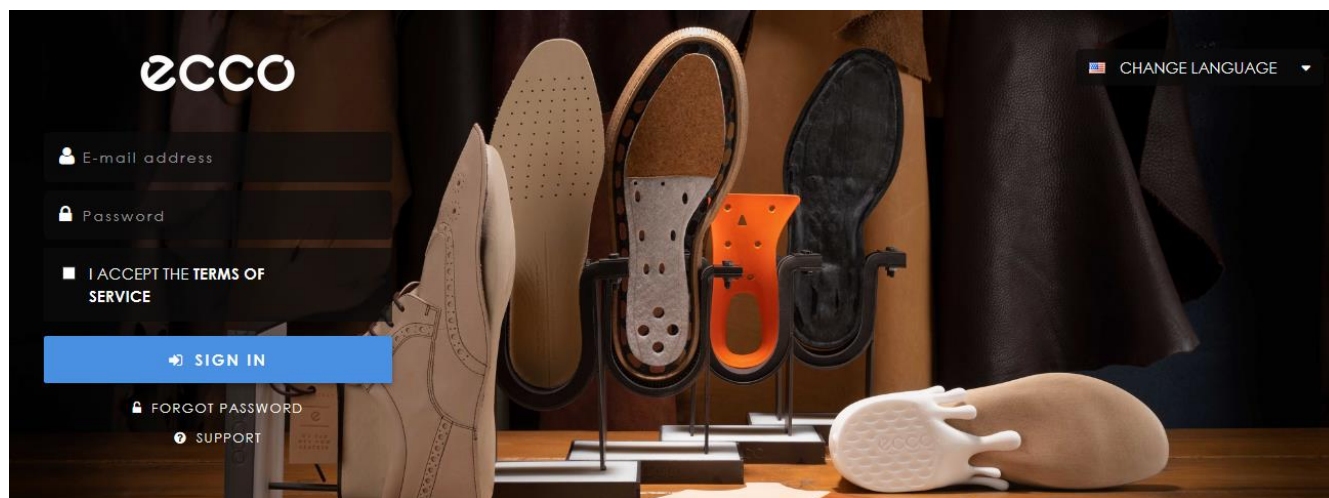
## Logging in to Partner Site

### Please Note:

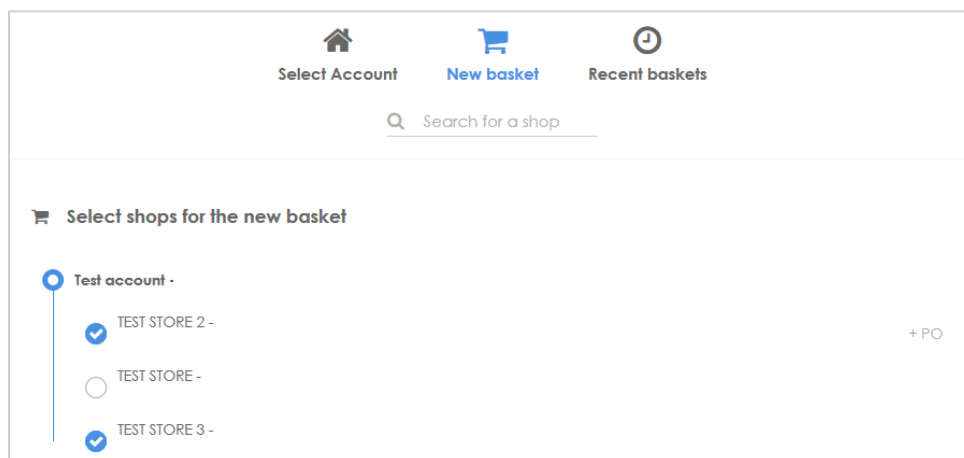
ECCO Partner Site should be used on web browsers **Firefox** or **Chrome**. Keep the most up to date browser version for usability, features and speed.

URL: <https://ps.ecco.com>

1. Enter your **Username** (E-mail address) and **Password**.
2. Click the box next to **I ACCEPT THE TERMS OF SERVICE**, then click the **SIGN IN** button.



If you have multiple accounts, the following pop up will appear. Click on **Select Account** to choose a Sold-to account, **New Basket** to select multiple shops for a new shopping basket, or **Recent Baskets** to open a basket you previously started working on.

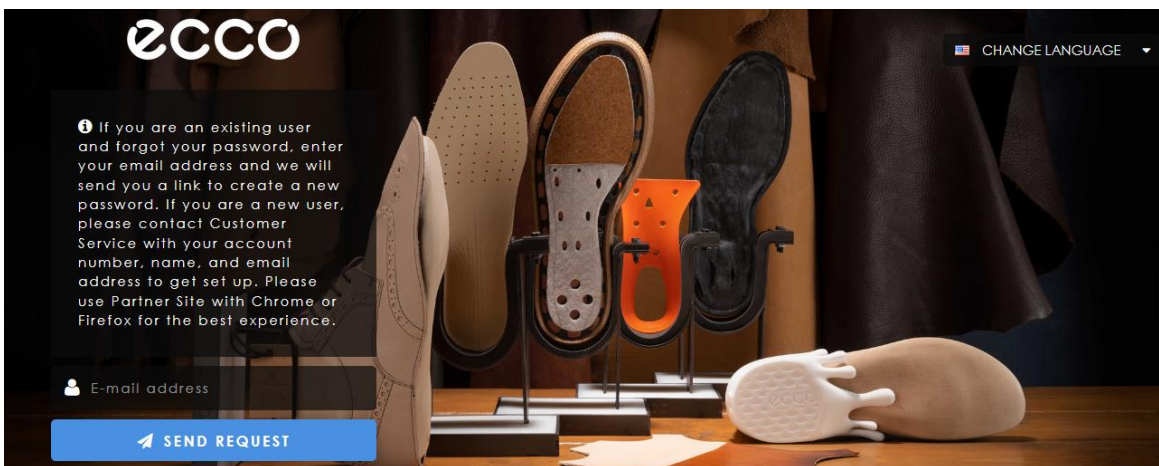


## Forgot Password

If you are an existing user and need to reset your password:

1. On the login page, click the **FORGOT PASSWORD** link below the sign in button.
2. Enter your E-mail address (same as your username).
3. Click **SEND REQUEST**. A link to set a new password will be sent to the email address specified.

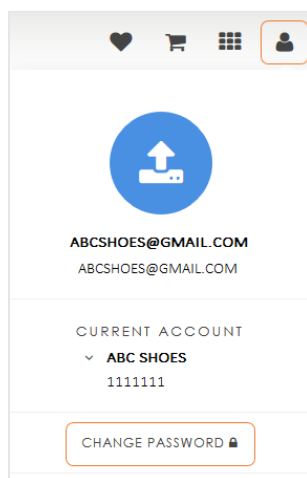
**Please Note:** If you have forgotten the email address for your login, if your email address has changed, or if you do not have a user account, please contact ECCO Customer Service for assistance.



## Change Password

To change your password, click on the avatar icon in the navigation bar (at the top of the screen), and select **CHANGE PASSWORD**.

**Please Note:** Passwords must contain lowercase letters and numbers ONLY (no uppercase letters or symbols).



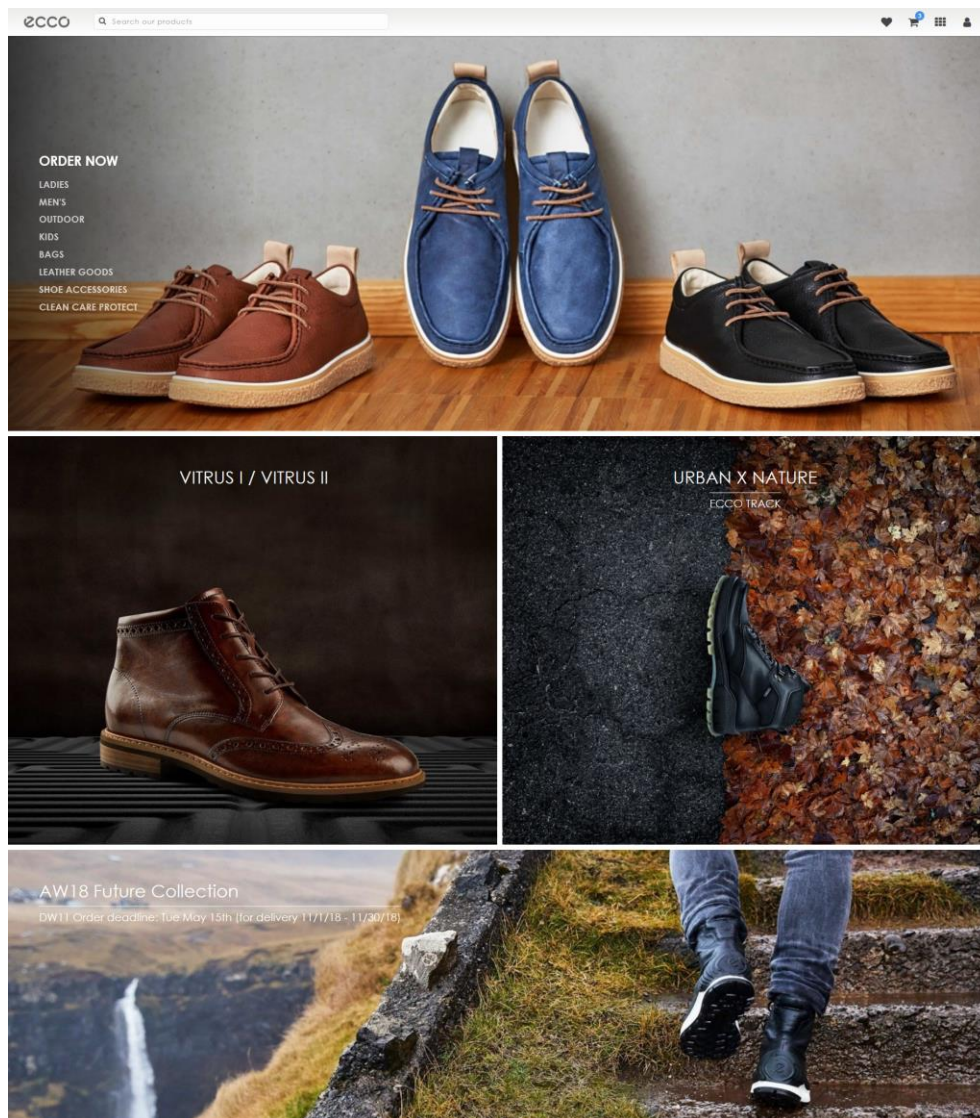


## Exploring Partner Site

The landing page is the first page you see (by default) after logging in to Partner Site.

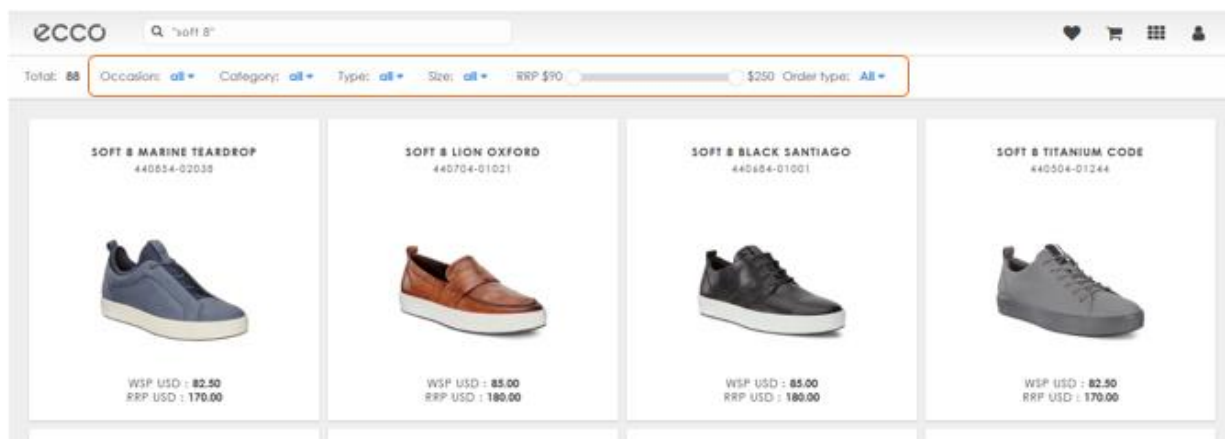
- The navigation bar will display at the top of every screen in Partner Site.
- The area below the top navigation bar is customized to display groups of products and collections.

**Please Note:** Landing page links and images on your screen may differ from the screenshot below.



## Search, browse and filter products

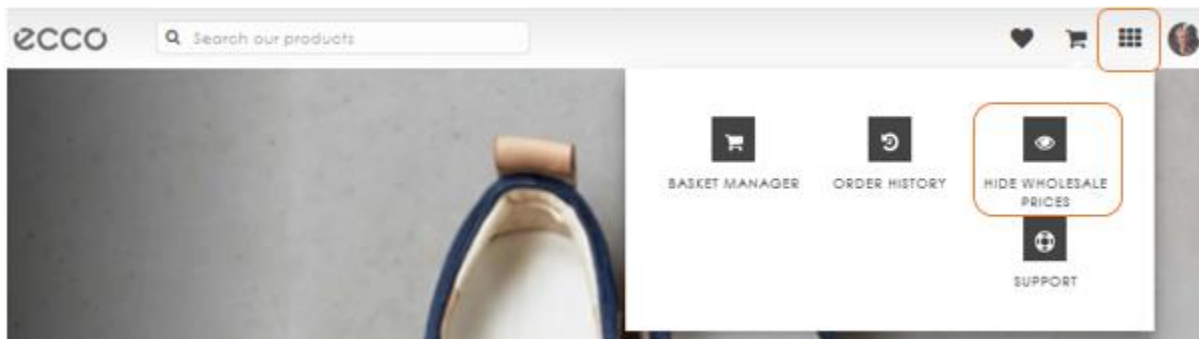
- **Search our products** in the navigation bar by entering a material, article or product group number. Or query products by name, color, or product description.  
**Note:** Use “quotation marks” for a more refined search (e.g. “Soft 8”).
- Click any link or block in the landing page screen to browse the selection.
- Narrow a search result by using the drop down filters below the navigation bar.
- To return to the landing page, click the **ECCO** logo in the navigation bar.



## Hide Wholesale Prices

You can browse products on Partner Site without displaying the wholesale price.

1. Click the application icon (grid) in the navigation bar.
2. Click on **HIDE WHOLESALe PRICES**.
  - Now only the RRP will be displayed.
3. To revert, click the application icon (grid) again, and click on **SHOW WHOLESALe PRICES**.
  - Both the WSP and RRP will be displayed again.

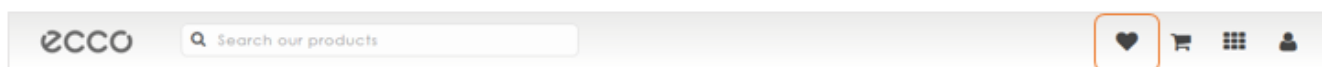


## Product Lists (Favorites)

You can build and save product lists with your favorite products. Use your product lists to order without the need to search or browse for the products again.

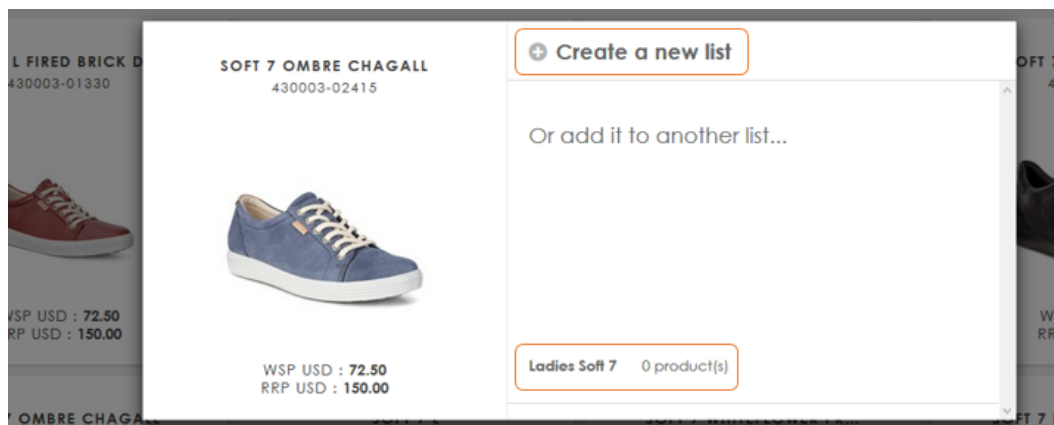
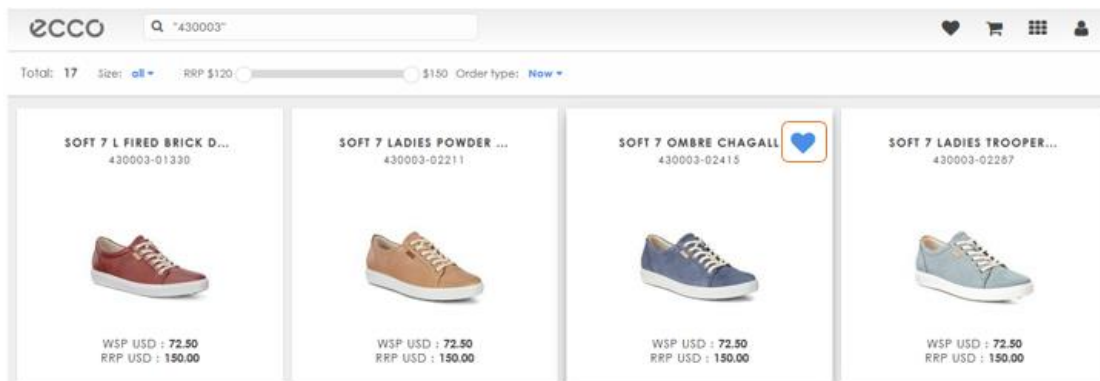
### Create a new product list

1. Click on the **heart** icon in the navigation bar.
2. Click on **Create a new list**.
3. Enter a name for your list and click **Save**.



### Add products to list

1. Search/Browse the products you want to add.
2. Hover your cursor over the product tile and click the **heart** icon (top right corner).
3. Select the list you want to add the product to (or Create a new list).



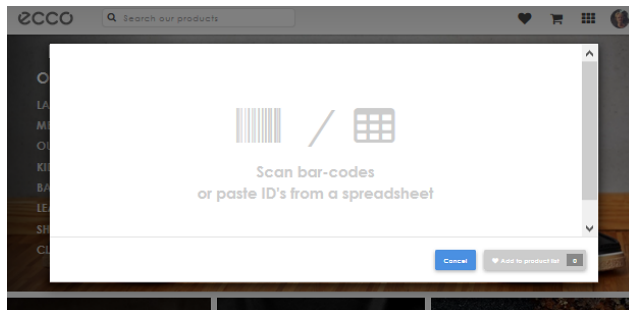
## Copy materials from spreadsheet to product list

If you have ECCO material numbers in a spreadsheet you can copy and paste them to a new or existing product list.

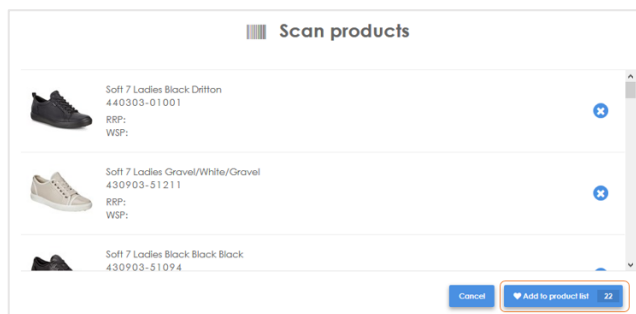
1. Open your spreadsheet.
2. Select and copy (Ctrl + C) the material numbers in the spreadsheet.  
**Please note:** All materials must be copied from the same column in the spreadsheet.

Target Group	Material	Description
Womens	43000301001	Soft 7 Ladies Black Droid
Womens	43000301007	Soft 7 Ladies White Droid
Womens	43000301232	Soft 7 L Moon Droid
Womens	43000301330	Soft 7 L Fired Brick Droid
Womens	43000302291	Soft 7 Ladies Casmere Chagall
Womens	43000302375	Soft 7 Ladies Warm Grey Chagall
Womens	43002301001	Soft 7 Ladies Black Droid
Womens	43024301001	Soft 7 Ladies Black Lyra
Womens	43024301053	Soft 7 Ladies Cognac Borneo
Womens	43024301070	Soft 7 L Bordeaux Chagall
Womens	43024301291	Soft 7 L Cashmere Chagall
Womens	43024302303	Soft 7 Night Sky Chagall
Womens	43024350263	Soft 7 Ladies Black/Powder Chagall/Samba
Womens	43024350666	Soft 7 Ladies Warm Grey/Powder Cha/Samba
Womens	43024350668	Soft 7 Ladies Shale//Powder Chaga/Sambal
Womens	43024350776	Soft 7 Ladies Warm Grey Chagall

3. In any screen on Partner Site use short command Ctrl + S.
  - The below pop-up screen will appear.



4. Paste your copied materials using short command Ctrl + V.



5. Click **Add to product list**.
6. Select an existing product list or click **Create a new list**.

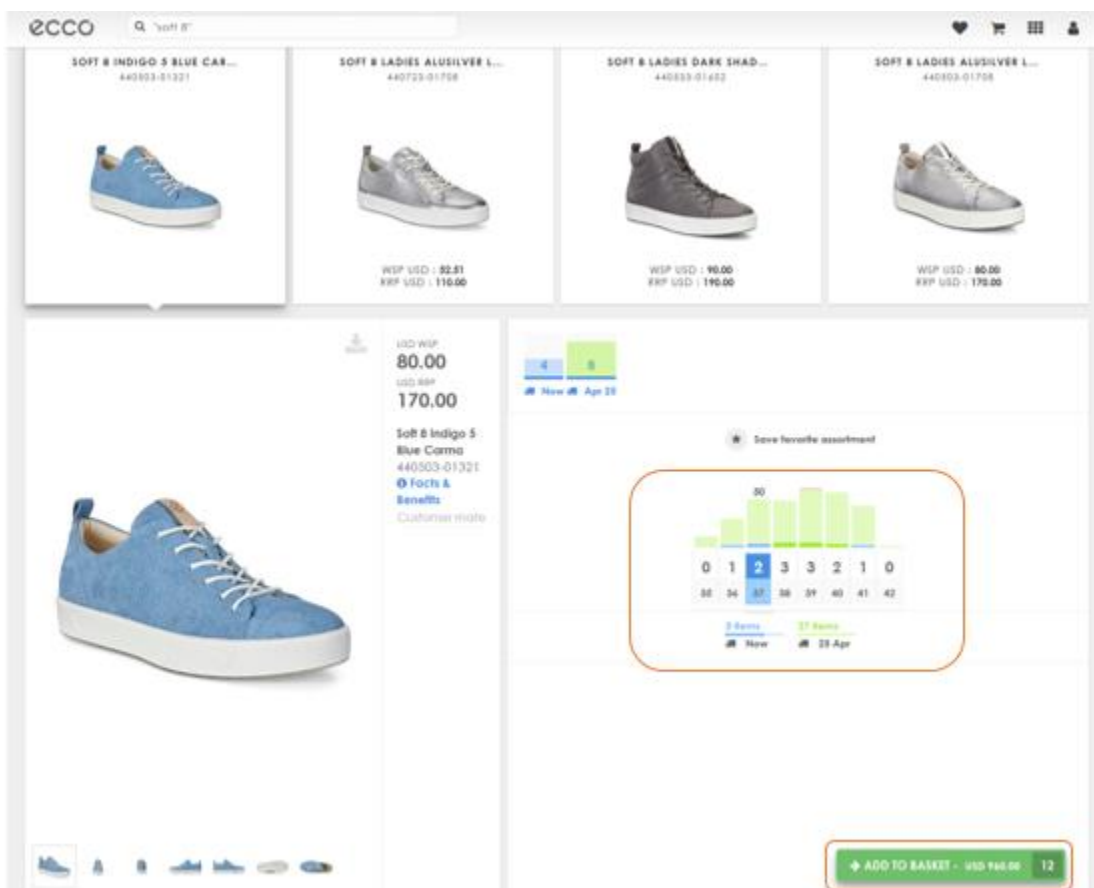


## Add products to your shopping basket

On Partner Site you can place both **NOW** (at-once replenishment) and **FUTURE** (pre-order for next season) orders. Both order processes are similar, from adding products to your basket to placing the order.

### Placing a Now order

1. Make sure the “**Order type**” selection in the navigation bar is set to “**Now**”.
2. Click on the product you want to add to your shopping basket.
  - Available and incoming stock is displayed in the stock bars.
3. Enter the quantities you want to order in the size bar.
4. Click **ADD TO BASKET**.
  - Repeat steps 2-4 to add other products and quantities to your basket.



The basket icon in the navigation bar will display the quantities added to your current basket.



## Placing a Future order

1. Make sure the “Order type” selection in the navigation bar is set to “Future”.
2. Click on the product you want to add to your shopping basket.
3. Select the date for your requested delivery.
4. Enter the quantities you want to order in the size bar.
  - To add the same product for a later delivery date (on the same order), click the **Request delivery date** icon and select the date.
5. Click **ADD TO BASKET**

The screenshot shows a product page for a pair of brown sneakers. On the left, the product image is displayed with a price tag showing USD WSP 72.50 and USD RRP 150.00. The product name is 'Soft 7 Mens Magnet Palermo' with a product ID of 430004-01308. On the right, a modal window titled 'When do you want it delivered?' is open, showing a calendar for November 2018. The calendar has a grid of dates from 01 to 09, with the 18th highlighted in blue.

This screenshot shows the same product page as above, but with additional elements. A 'Request delivery date' icon (a calendar with a plus sign) is highlighted with a red box, and a date of '18' is selected in a blue box. Below the calendar, a size selection bar is visible with sizes 39 to 50. The size 50 is selected, and the quantity '1' is entered in the corresponding box. At the bottom right, a green 'ADD TO BASKET' button is highlighted with a red box, showing a total price of USD 1,305.00 and a quantity of 18.

## Basket screen

Click the shopping basket icon in the navigation bar to view or modify the content of your basket or to finalize and place your order.

- Click the **Group by** icons to view the basket by requested delivery or by product group.
- Basket view can be sorted by clicking on either **Requested date**, **Quantity**, or **Value**.
- Assign a **Purchase order number** in the basket header under details (optional).
- Click **Show details** to view your added size split.
- To change quantities or the requested delivery date (for Future orders) click on the item line you want to change.
- To delete one or more products from the basket, mark the product by clicking the product image and click **Delete** at the bottom **left** side in the basket screen.
- To exit the basket and return to the landing page click the **ecco** logo in the navigation bar.

**Details**  
Partnerite reference: 616847  
Purchase order number

**Sold to**  
PS2 TEST ACCOUNT

**Ship to**  
14 DELTA DRIVE, USA

Group by		Requested date	WSP	RRP	Quantity	Value
	Soft 7 Mens Magnet Palermo 430004-01308	Nov 1, 2018	USD 72.50	USD 150.00 - 160.00	18	USD 1,305.00
	Soft 7 Mens Magnet Palermo 430004-01308	Nov 26, 2018	USD 72.50	USD 160.00	5	USD 362.50
	Irving Mink Aztec 511624-01014	Nov 1, 2018	USD 67.50	USD 140.00	18	USD 1,215.00
	Track II Goretex Bis/Bis Full Up/Oil Nu. 001944-00741	Nov 1, 2018	USD 112.50	USD 230.00	14	USD 1,800.00
	Soft 8 Mens BlackBlack ShineBriEter 440824-51052	Nov 1, 2018	USD 82.50	USD 170.00	14	USD 1,155.00
	Soft 8 Marine Teardrop 440854-02038	Nov 1, 2018	USD 82.50	USD 170.00	14	USD 1,155.00
	Soft 8 Mens GrapeLeaf Code 440914-01076	Nov 1, 2018	USD 82.50	USD 170.00	14	USD 1,155.00
	Collin Titanium Aztec 535584-02244	Nov 1, 2018	USD 72.50	USD 150.00	14	USD 1,015.00

**DELETE 14** **CHECK MY ORDER**

## Select Ship-to

At the top of the basket screen you have your Sold-to and Ship-to account. If you have multiple Ship-to locations you will need to select at least one before you can check and place your order.

<b>Details</b> Partnersite reference: 579580 Purchase order number <input type="text"/>	<b>Sold to</b> 1010948 Meijerink Schoenen B.V.	<b>Ship to</b> <a href="#">Select one or multiple shops</a>
---	--	--

1. Click **Select one or multiple shops**.
  2. Select your shop(s) for the order and click **Update basket to (x) shops**.
- If you select multiple shops your basket will now be duplicated to all specified shops.
  - To add a Purchase order number for each selected shop click **+PO** next to the selected shop.
  - If you selected multiple shops for a new basket on the login page these will already be selected in your basket.

**Select shops for your current basket**

**Meijerink Schoenen B.V. - 1010948**

- Meijerink Schoenen B.V. - 1011028  
Corantijn 18, Zwaag, Netherlands **+ PO**
- Ecco Shop Heerhugowaard - 1030524  
Middenwaard 1a, Heerhugowaard, Netherlands
- Mantel schoenen - 1039781  
Gedempte gracht 33, Schagen, Netherlands
- ECCO Shop Alkmaar - 1043986  
De Laaf 142-144, Alkmaar, Netherlands
- ECCO Shop Hoom - 1043987  
Nieuwsteeg 14, Hoom, Netherlands
- ECCO Shop Pumerend - 1043988  
Breedstraat 33, Pumerend, Netherlands

**Update basket to 1 shops**

## Select Shipping Option

After selecting your Ship-to location(s), you will need to select a shipping option.

<b>Ship to</b> 📍 271 MAIN ST, USA	<b>Shipping option</b> 📦 Select shipping option
--------------------------------------	--

1. Click **Select shipping option**.
  2. Select your preferred ship method in the pop up box.
- Please note the disclaimer at the bottom before selecting your shipping option.

Select shipping option

📦 **Standard Shipping**

📦 **3rd Day Air \***


📦 **2nd Day Air \***

📦 **Next Day Air \***

\* Important Notice for EXPEDITED SHIPPING • Accounts must be in good credit standing for expedited shipping. • Same Business Day: Orders must be placed by 12:00 pm EST to ship the same business day. • Next Business Day: Orders placed AFTER 12:00 pm EST will ship the following business day. • Expedited shipping will incur additional fees at time of invoicing. • Business days for order fulfillment are Monday-Friday (excluding holidays).

**CANCEL**

- The selected shipping option will then be displayed in your basket:

<b>Ship to</b> 📍 271 MAIN ST, USA	<b>Shipping option</b> 📦 2nd Day Air			
🕒 Requested date	💰 WSP	💰 RRP	📦 Quantity	💰 Value
📅 Apr 24, 2018	USD 72.50	USD 150.00	3	USD 217.50
 <b>CHECK MY ORDER</b>				
3				USD 217.50

## Check Order / Place Order

When you have finalized your basket click **CHECK MY ORDER** at the bottom of the basket screen. (This will update pricing and availability dates, and alert you if the basket contains any discrepancies or errors).

Details		Sold to		Ship to			
Partnersite reference: <b>616867</b> Purchase order number: <input type="text"/>		PS2 TEST ACCOUNT		16 DELTA DRIVE, USA			
Group by		Requested date	WSP	ESP	Quantity	Value	
	Soft 7 Mens Magnet Palermo 430004-01308	<a href="#">Show details</a>	Nov 1, 2018	USD 72.50	USD 150.00 - 160.00	18	USD 1,305.00
	Soft 7 Mens Magnet Palermo 430004-01308	<a href="#">Show details</a>	Nov 26, 2018	USD 72.50	USD 160.00	5	USD 362.50
	Irving Mink Aztec 511624-01014	<a href="#">Show details</a>	Nov 1, 2018	USD 67.50	USD 140.00	18	USD 1,215.00
	Track II Goretex Bis/Bis Pull Up/Oil Nu. 001944-00741	<a href="#">Show details</a>	Nov 1, 2018	USD 112.50	USD 230.00	16	USD 1,800.00
	Soft 8 Mens BlackBlack ShineBriEter 440824-51052	<a href="#">Show details</a>	Nov 1, 2018	USD 82.50	USD 170.00	14	USD 1,155.00
	Soft 8 Marine Teardrop 440854-02038	<a href="#">Show details</a>	Nov 1, 2018	USD 82.50	USD 170.00	14	USD 1,155.00
	Soft 8 Mens GrapeLeaf Code 440914-01076	<a href="#">Show details</a>	Nov 1, 2018	USD 82.50	USD 170.00	14	USD 1,155.00
	Collin Titanium Aztec 535584-02244	<a href="#">Show details</a>	Nov 1, 2018	USD 72.50	USD 150.00	14	USD 1,015.00
<b>CHECK MY ORDER</b>						113	USD 9,162.50

When the check order has completed you can place the order. Click the green **PLACE MY ORDER** button on the bottom of the basket screen.

	Soft 7 mens magnet palermo 430004-01308	<a href="#">Show details</a>	Nov 1, 2018	USD 72.50	USD 150.00 - 160.00	18	USD 1,305.00
<b>PLACE MY ORDER</b>						113	USD 9,162.50

When the pop up to confirm the default cancel date appears, click **OK**.

Confirm

---

Please be informed that your order will default with a 15 day cancel date.

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**CANCEL** **OK**





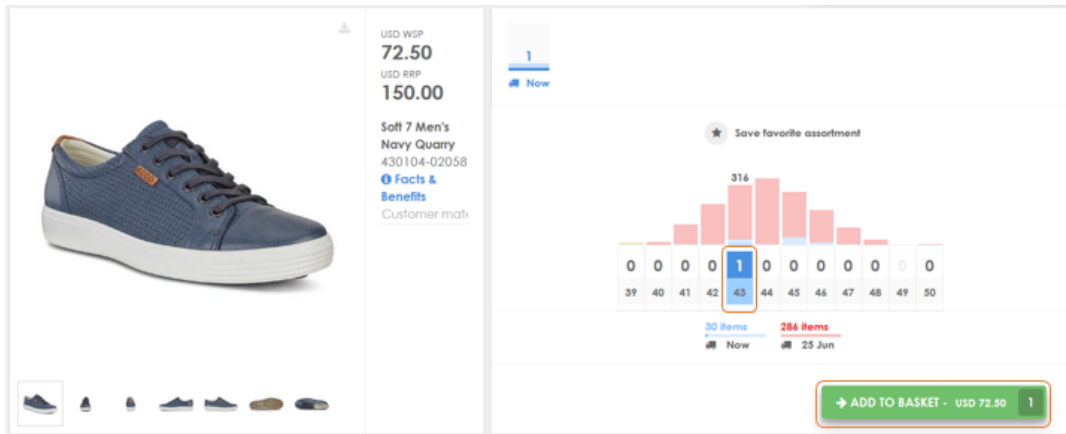
## Placing a Drop Ship Order

A drop ship order is a Now (At-Once) order that is shipped directly to the consumer instead of your store.

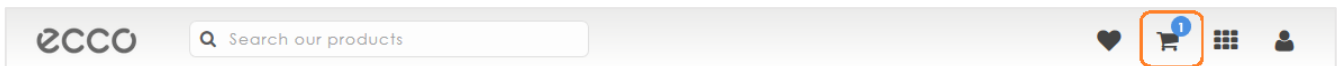
Please note:

- The drop ship feature is not available in all markets or for all accounts.
- Drop ship orders will incur additional fees at time of invoicing.
- Drop ship orders placed on the Partner Site are limited to the state in which your account operates its business.

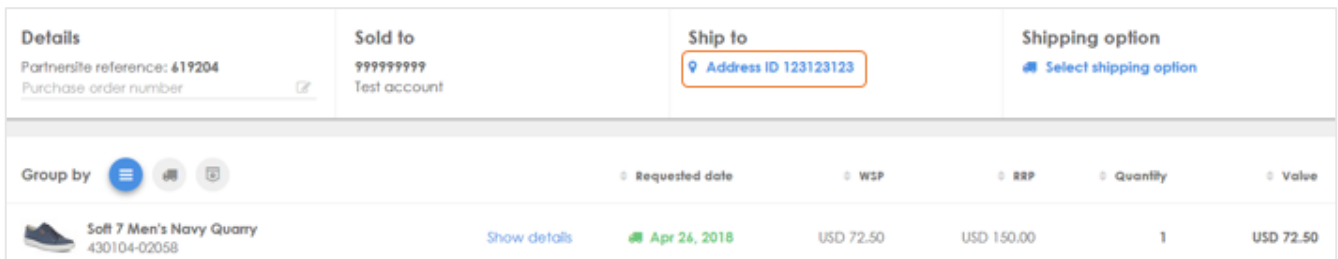
1. Click on the product and enter the order quantity in the size bar.
2. Click **ADD TO BASKET**.



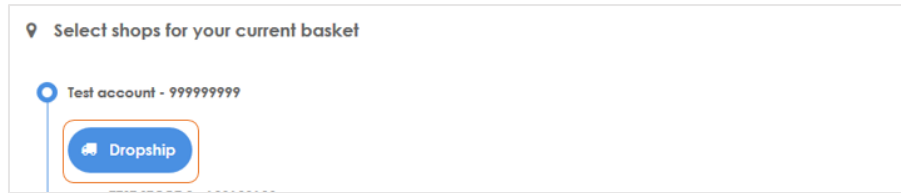
3. Click the basket icon in the navigation bar to open the basket screen.



4. Assign a **Purchase order number** in the basket header under details (optional).
5. Click on the ship-to address in the basket under Ship to.



6. Click on **Dropship**.



7. Fill in the consumer's shipping address information using only the fields outlined below and click **Dropship**.

8. Your basket will now display the consumer's address under the Ship to.

Details	Sold to	Ship to	Shipping option
Partnersite reference: <b>619204</b> Purchase order number	<b>999999999</b> Test account	<b>John Smith: Londonderry,</b> <b>16 Delta Drive, 03053, us</b>	<b>Select shipping option</b>

Group by	Requested date	WSP	RRP	Quantity	Value
<b>Soft 7 Men's Navy</b> 430104-02058	<b>Apr 26, 2018</b>	USD 72.50	USD 150.00	1	USD 72.50

**CHECK MY ORDER**

9. Click **Select shipping option** and select your preferred ship method in the pop up box.

- Please read the disclaimer at the bottom before selecting your ship method.

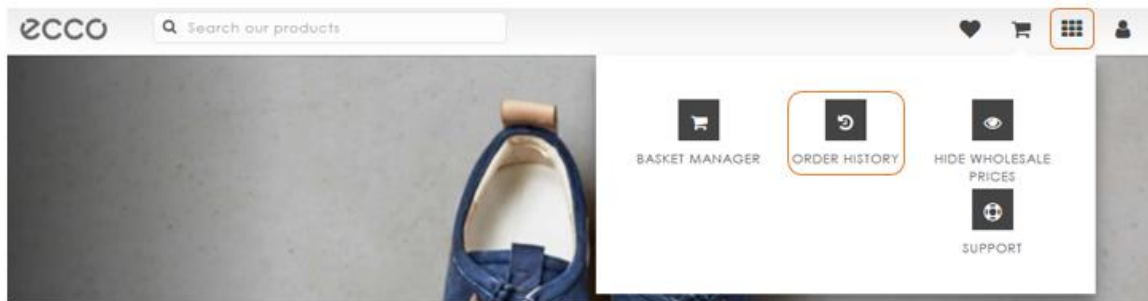
10. Click **Check my order**

11. Click **Place my order**

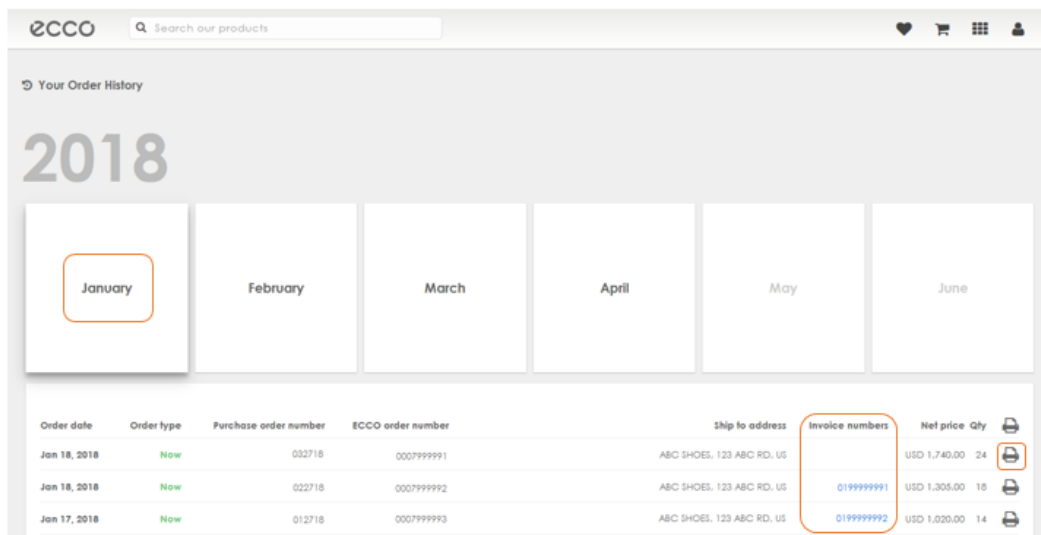
## Order History

In Partner Site you have the ability to view your account's complete order history.

1. Click the application icon (grid) in the navigation bar.
2. Click on **ORDER HISTORY**.



3. To find an order, click on the month when the order was placed. All orders placed in the selected month will be displayed.



4. Click on the order line to view details
5. To print the order, click on the printer icon
6. Click on the blue [invoice number](#) to open, print or download your invoice.

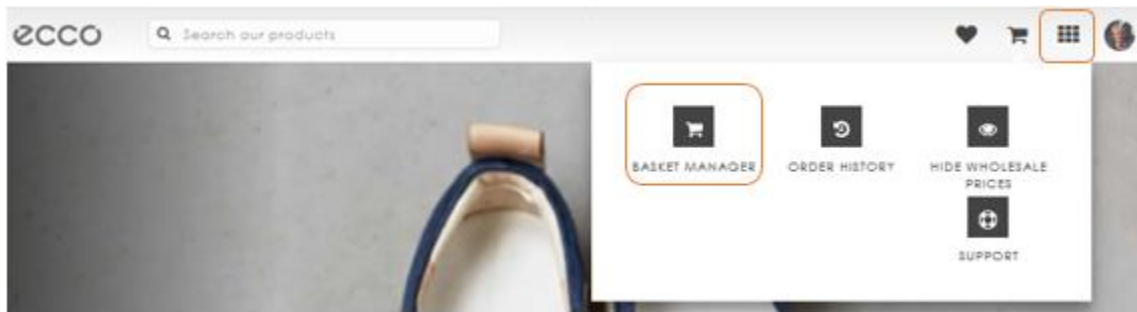
To make payments on your invoices, click the **ecco** logo in the navigation bar to return to the landing page. Then click on “PAY YOUR BILLS HERE”. This link will open the Invoice Central login page in a new window.

If you are not set up with Invoice Central and would like to be, please contact the **ECCO Credit Department** at 1-800-454-3226 or [credit.department@ecco.com](mailto:credit.department@ecco.com).

# Basket Manager

In Basket Manager you can find all baskets created in Partner Site for your account.

1. Click the application icon (grid) in the navigation bar.
2. Click on **BASKET MANAGER**.



A list of all baskets created for your account will be displayed.

- Use the filters or date range fields to narrow your search, or enter the Partner Site reference number in the search bar to find a specific basket.
- Click on a basket line to open and view the basket details.
- Select one or more baskets by clicking the basket icon to the left of the basket number.
- With selected baskets you have the option to **Delete Selection** (this will completely remove the baskets from the basket manager), **Export to CSV**, or **Reuse basket**.

Order No.	Basket Type	Last Modified *	User	Status	Submitted	Ship to	Quantity	Value
<input type="checkbox"/> 619763	Empty	4/26/18 11:39 AM	Created by: Eric Meyer	New		PS2 TEST ACCOUNT 1052087	0	
<input type="checkbox"/> 619762	Repeal	4/26/18 11:30 AM	Created by: Tracy Winters	New		PS2 TEST ACCOUNT 1052087	6	\$ 600.00
<input type="checkbox"/> 620137	Repeal	4/26/18 8:16 AM	Created by: Frank Comeissen	New		PS2 TEST ACCOUNT 1052087	6	\$ 435.00
<input type="checkbox"/> 618746	Repeal	4/25/18 2:55 PM	Created by: Nikki Philbrook	Processed	4/25/18	Test Recipient name	1	\$ 65.00
<input checked="" type="checkbox"/> 618164	Main	4/24/18 11:57 AM	Created by: Nikki Philbrook	Processed	4/24/18	PS2 TEST ACCOUNT 1052087	8	\$ 540.00
<input type="checkbox"/> 616595	Empty	4/23/18 10:42 AM	Created by: ECCO	New		PS2 TEST ACCOUNT 1052087	0	
<input type="checkbox"/> 617008	Repeal	4/23/18 10:27 AM	Created by: ECCO	Processed	4/23/18	PS2 TEST ACCOUNT 1052087	66	\$ 4,680.00
<input type="checkbox"/> 617007	Repeal	4/23/18 9:45 AM	Created by: ECCO	Processed	4/23/18	PS2 TEST ACCOUNT 1052087	9	\$ 600.00
<input type="checkbox"/> 616535	Main	4/22/18 4:16 PM	Created by: Tracy Winters	Processed	4/22/18	PS2 TEST ACCOUNT 1052087	3	\$ 240.00
<input type="checkbox"/> 616613	Main	4/22/18 3:53 PM	Created by: Tracy Winters	Processed	4/22/18	PS2 TEST ACCOUNT 1052087	33	\$ 2,505.00

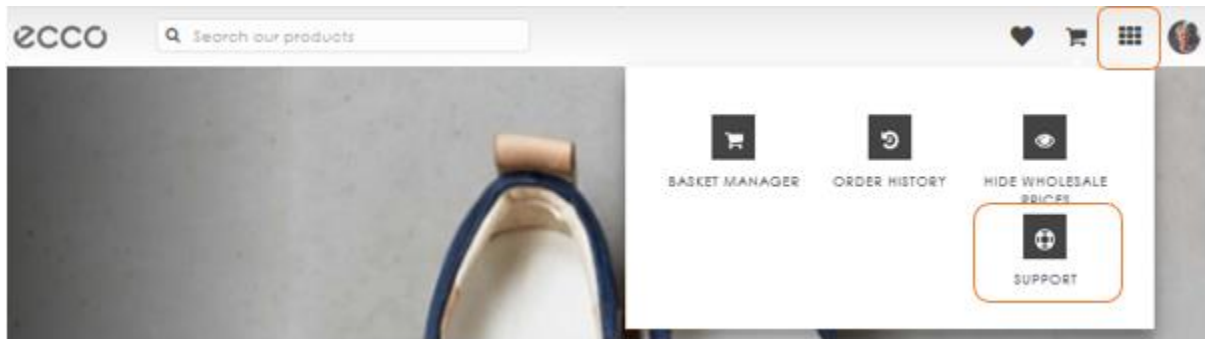
{ 1 2 3 }

1 Baskets selected - 8 items - USD 540.00 value

## Support Page

In the support page you will find ECCO contact information, Line Sheets, UPC Codes, and other helpful information for you to view or download.

1. Click the application icon (grid) in the navigation bar.
2. Click on **SUPPORT**.



## Partner Site Contact Information

If you have any questions, comments, or suggestions, please feel free to contact ECCO Customer Service or the ECCO Partner Site team.

Customer Service: 1-800-886-3226  
Partner Site: [partner.us@ecco.com](mailto:partner.us@ecco.com)