



On-line Ordering Portal

User manual

Thank you for signing up to use the Century Yuasa on-line ordering portal that enables you to order products or request service calls relating to a range of activities or requirements.

The following document is designed to assist you in navigating through the portal, however, should you require any additional information or have any questions please contact your CYB representative

Australia: Battery Hotline on 1300 361 161 or bhl@cyb.com.au

 Mon – Thurs 6am – 6pm (EST)
 Fri – 6am – 5pm

New Zealand: Battery Hotline on 0800 93 93 93 or bhl@cyb.co.nz

 Mon – Fri - 8am – 5pm

Please note that images, product codes, descriptions and categories displayed in this manual are for reference purposes only. Actual information and images displayed when using the portal may vary according to region, customer, and brand of products.



Registering to use the Portal

To commence using the portal you will be required to register by following the links and instructions outlined in the invitation email sent to your nominated inbox. The email, similar to that displayed below, includes a series of prompts to register and facilitate the completion of your account set up.

1. Click on 'Redeem Invitation' in email link sent from CYB

Dear Customer,
You have been invited to the CYB customer portal. To redeem your invitation, please click the link below.

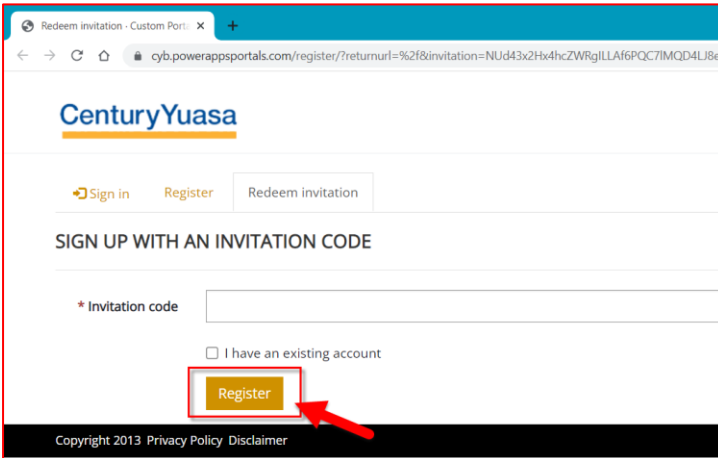
[Redeem Invitation](#)

In the invitation page, just click on the blue "Register" button.
You will then be redirected to the sign-in page. Click on "Sign up now" and validate your email address. Once validated, please set a password and hit "Create". You will be automatically logged in to the portal.

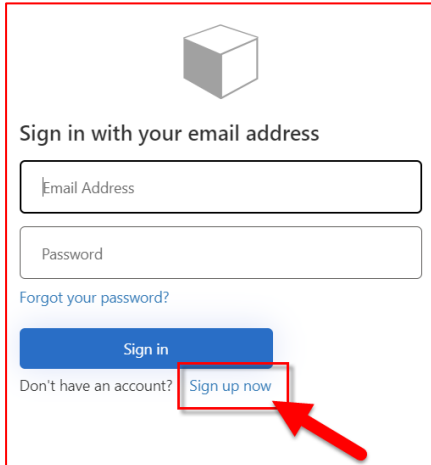
If you have any issue during the sign-up process, please refer to the CYB Portal User Manual ([download here](#)) or contact our Battery Hotline on 1300 362 287 (Australia) or 0800 93 93 93 (New Zealand).

Regards,
CYB Portal Team

2. Click on the 'Register' button



3. Click on the 'Sign up now' button



4. Enter your email the invitation was sent to then click on 'Send verification code'

Cancel

yourname@email.com

Send verification code

New Password

Confirm New Password

Display Name

Create

5. Wait for the verification code to be sent to the email address then enter it and click on 'Verify Code'

Cancel

Verification code has been sent to your inbox. Please copy it to the input box below.

yourname@email.com

880827

Verify code Send new code

New Password

Confirm New Password

Display Name

Create

6. Once you get the email address verified screen, enter a new password and confirm it and the display name (your first and last name), lastly click on 'Create'

Password must be minimum of 8 characters and contain at least 3 of the following criteria:

- Lowercase
- Uppercase
- Digit
- Symbol

Cancel

E-mail address verified. You can now continue.

youremail@email.com

Change e-mail

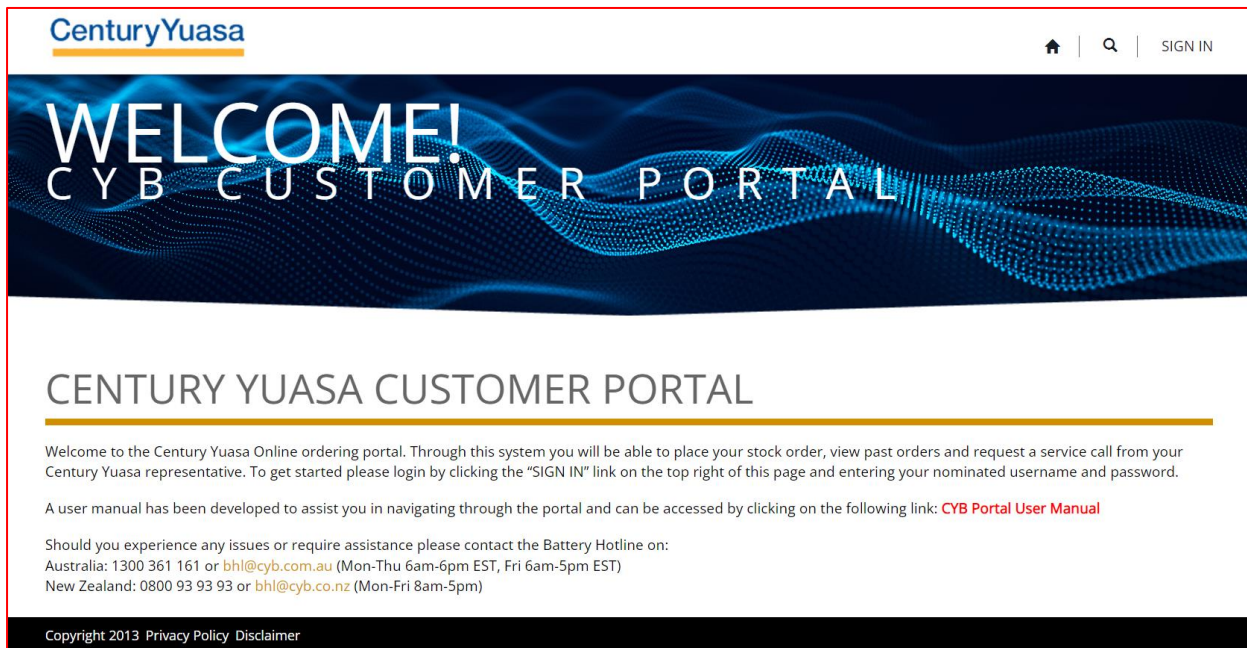
.....

.....

Testing

Create

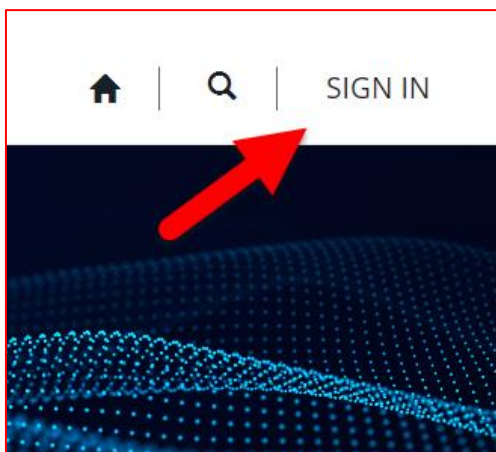
Once completed you will then be directed to the Century Yuasa customer portal:



You can also access this through the following URL, and we suggest saving or bookmarking this as a favourite on your computer.

<https://portal.cyb.com.au>

1. To sign into the account, click 'SIGN IN' in the top right-hand corner:



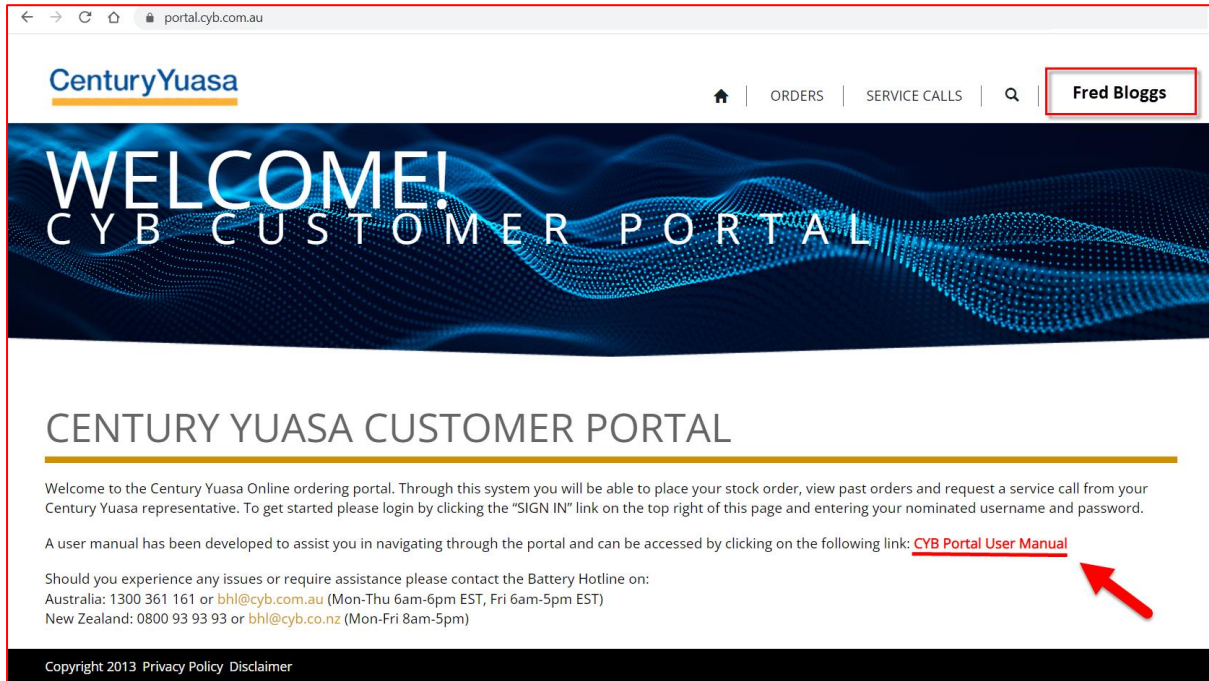
2. Enter your email address and password created as part of the set up and registration process and click 'Sign in'

A screenshot of the sign-in form. At the top is a 3D cube icon. Below it is the text 'Sign in with your email address'. There are two input fields: the first contains 'yourname@email.com' and the second contains '.....'. Below the password field is a link for 'Forgot your password?'. At the bottom is a blue 'Sign in' button with a blue arrow pointing to it. Below the button are the links 'Don't have an account?' and 'Sign up now'.

If you cannot remember your password, click on the [Forgot your password?](#) Link and follow the appropriate steps

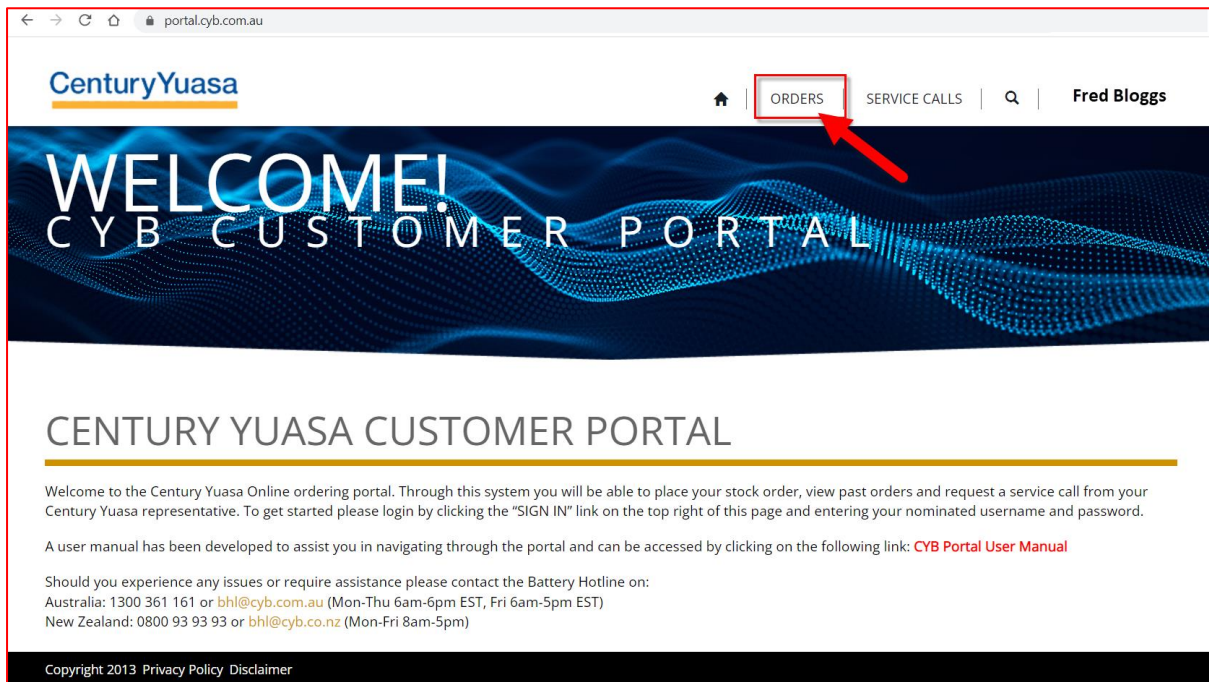
Once you have logged in you will see your username in the top righthand corner of the screen and menus across the top of the screen to place a product order or request a service call.

Clicking on the small arrow adjacent to the username gives you the option to view your profile or sign out.



Placing An Order

To place an order, click on the **ORDERS** tab at the top of the screen



You will then be presented with the following screen which outlines the account to which you are linked.

For users who can order on behalf of multiple outlets or accounts; click the arrow and select the account/branch for which you wish to place an order and click [Apply](#)

CenturyYuasa

HOME > ORDERS

ORDERS

Account [Apply](#)

Search [Create/Resume Pending](#)

| Order Number | Account | Status | Purchase Order | Total Amount (ex GST) | Priority | Requested Delivery Date | Created On | Submitted On |
|--------------|-------------|-----------|----------------|-----------------------|----------|-------------------------|---------------------|--------------------|
| 768089 | Fred Bloggs | Submitted | | | Delivery | 18/02/2022 | 16/02/2022 2:45 PM | 16/02/2022 2:46 PM |
| 767092 | Fred Bloggs | Submitted | | | Delivery | 22/02/2022 | 15/02/2022 11:55 AM | 16/02/2022 2:42 PM |

Past orders placed on the portal, including basic information and their status, are displayed underneath.

To place a new order or resume an existing order click [Create/Resume Pending](#)

You will then see the following screen:

The screenshot shows the 'CREATE ORDER' page for Century Yuasa. The user is logged in as 'Fred Bloggs'. The breadcrumb trail is 'HOME > ORDERS > CREATE ORDER'. The page has three tabs: 'Order Info' (active), 'Add Products', and 'Review Order'. Under 'ORDER INFO', there is an 'Account *' field with 'Fred Bloggs Autos'. Below that is a 'Priority' dropdown menu currently set to 'Pickup', with a red box around it and a note: 'Please contact your local Century Yuasa branch to arrange a suitable pick-up time'. Below the priority is a 'Requested Delivery Date' field with a placeholder 'DD/MM/YYYY' and a calendar icon, also enclosed in a red box. At the bottom left, there is a yellow 'Next' button.

To change the order priority, click on the arrow next to the priority box which defaults to '**Delivery**'

You have three options to choose from

Delivery - This is the default setting and subject to availability the order will be delivered on your next scheduled delivery date

Pickup - Subject to availability the order can be collected from your local Century Yuasa branch, please contact the branch directly to arrange a suitable pick-up time

High - Subject to availability the order will be delivered the next business day. If it is required sooner, please contact your local Century Yuasa branch.

Once a priority has been selected if you require the order to be delivered on a future date outside of the **Delivery** or **High** options, please select the calendar icon at the end of the box and choose the relevant date.

Then press



To place an order, you can search for a specific battery using the **search box** or filter by selecting a **brand, category** and/or **series** from the filter options on the left

Once products are displayed you can view price, whether the product is **Available** for order or if you need to **Call to Confirm** availability with your local branch.

| Filters | Product | Unit Amount (ex GST) | Stock Availability |
|----------|--------------------------------------|--------------------------------|---|
| Brand | 101105 43 Century HP Battery | | Call to confirm <input type="text"/> <input type="button" value="Add"/> |
| Category | 101121 N65D MF Century HP Battery | | Call to confirm <input type="text" value="1"/> <input type="button" value="Add"/> |
| Series | 101126 03 Century Battery | Pricing will be displayed here | Call to confirm <input type="text" value="1"/> <input type="button" value="Add"/> |
| | 101134 41 Century HP Battery | | Call to confirm <input type="text" value="1"/> <input type="button" value="Add"/> |
| | 101135 43 Century HP Battery | | Call to confirm <input type="text" value="1"/> <input type="button" value="Add"/> |
| | 103101 57EF MF Century HP Battery | | Call to confirm <input type="text" value="1"/> <input type="button" value="Add"/> |

To order a particular product use the up and or down arrow or key in the required quantity. Please ensure you click the button to add each product and the required quantity to the order.

Ordered products will appear at the top of the screen where they can also be removed as necessary.

| Product | Description | Qty Ordered | Unit Amount (ex GST) | Line Amount (ex GST) | |
|---------|-------------------------------|-------------|--------------------------------|--------------------------------|---------------------------------------|
| 103107 | NS60L MF Century HP Battery | 7.00 | | | <input type="button" value="Remove"/> |
| 103105 | 55D23L MF Century HP Battery | 6.00 | Pricing will be displayed here | Pricing will be displayed here | <input type="button" value="Remove"/> |
| 103113 | NS40ZLS MF Century HP Battery | 4.00 | | | <input type="button" value="Remove"/> |

Once products have been added and you are happy to submit the order click

Here you can review the order and add a Purchase Order.

You may also want to enter a remark (limited to 40 characters) and/or supporting comments.

Orders can be amended by clicking previous.

Order Info ✓ Add Products ✓ Review Order

REVIEW ORDER

Account *

Priority
Delivery
Subject to availability, your order will be delivered on your next scheduled delivery date

Requested Delivery Date

Purchase Order

Remarks


Comments

| Product | Description | Qty Ordered | Unit Amount (ex GST) | Line Amount (ex GST) |
|---------|-------------------------------|-------------|--------------------------------|---|
| 103107 | NS60L MF Century HP Battery | 7.00 | | |
| 103105 | 55D23L MF Century HP Battery | 6.00 | Pricing will be displayed here | Summary of line amount will be displayed here |
| 103113 | NS40ZLS MF Century HP Battery | 4.00 | | |

When you are ready to send the order to Century Yuasa, press the button

Please note: If you do not submit the order or exit the system part way through an order, it will be saved as a **pending order** and will need to be completed before a new order can be started. To delete an order simply remove all lines and press Submit Order and this will delete the order.

confirmation will also be sent to your nominated email address.



[HOME](#) | [ORDERS](#) | [SERVICE CALLS](#) | [Q](#) | Fred Bloggs

[HOME](#) > [ORDERS](#) > [ORDER DETAILS](#)

ORDER DETAILS

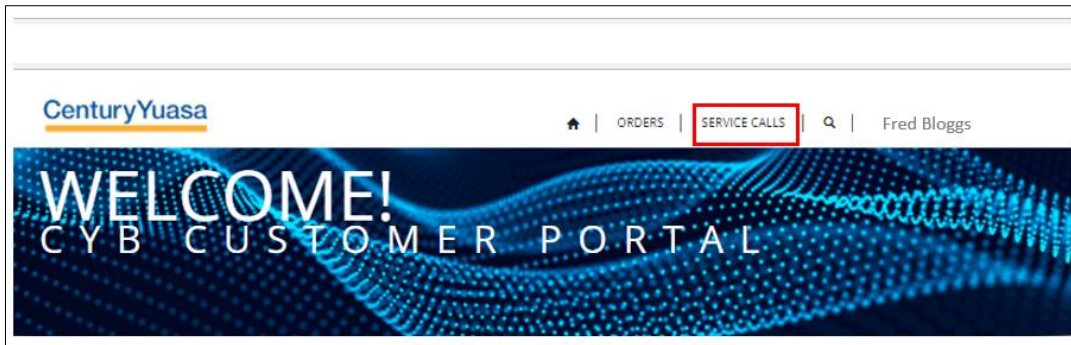
SUMMARY

| | |
|-----------------------------------|------------------------------------|
| Order Number * | Remarks |
| 768831 | — |
| Account * | Comments |
| Test Portal - Ace Air & Auto Elec | — |
| Status * | Invoice Number |
| Submitted | — |
| Priority | Invoice Date |
| Delivery | — |
| Requested Delivery Date | Total Amount (ex GST) |
| 24/02/2022 | Order value will be displayed here |
| Purchase Order | |
| — | |

Products

| Line ↑ | Product | Description | Qty Ordered | Unit Amount (ex GST) | Line Amount (ex GST) | Qty Invoiced | Qty On Backorder |
|--------|---------|-------------------------------|-------------|----------------------|----------------------|--------------|------------------|
| 1 | 103107 | NS60L MF Century HP Battery | 7.00 | | | | |
| 1 | 103105 | SSD23L MF Century HP Battery | 6.00 | | | | |
| 1 | 103113 | NS40ZLS MF Century HP Battery | 4.00 | | | | |

Pricing will be displayed here



Requesting a Service Call

Through the portal you can request a service call for a range of topics, including

- General Enquiries
- Order Enquiries
- Service Calls
- Stock Availability
- Technical Support
- Warranty Checks
- Invoice Enquiries
- Stock Rotations
- Point of Sale & Merchandise Request

To request a service call, click on the SERVICE CALLS menu at the top of the screen

This will open a menu where you can view past service call requests and their status, plus create a new service call request.

To create a new service call request, click on the 'Create' button to the right of the screen

| Subject | Category | Requested Date | Additional Notes | Account | Status | Submitted On |
|-----------------------|-----------------------------------|---------------------|--|-----------------------------------|--------|---------------------|
| No proof of purchase | Warranty Check | 16/02/2022 2:43 PM | Check date code to see if the battery i have is a genuine warranty. | Test Portal - Ace Air & Auto Elec | Open | 16/02/2022 2:44 PM |
| Incorrect charge | Invoice Inquiry | 16/02/2022 12:10 PM | | Test Portal - Ace Air & Auto Elec | Open | 16/02/2022 2:43 PM |
| Deep cycle | Technical Support | 15/02/2022 12:11 PM | Could someone please call regarding recommendations for what is the best D/C battery for my requirements | Test Portal - Ace Air & Auto Elec | Open | 15/02/2022 12:12 PM |
| Point of sale | Point of Sale/Merchandise Request | 15/02/2022 12:10 PM | I need new header boards for my stand | Test Portal - Ace Air & Auto Elec | Open | 15/02/2022 12:11 PM |
| Invoice | Invoice Inquiry | | | Test Portal - Ace Air & Auto Elec | Open | 10/02/2022 4:51 PM |
| ULAB's for collection | General Inquiry | | Please could you collect my dozen ULAB batteries asap, thanks | Test Portal - Ace Air & Auto Elec | Open | 10/02/2022 4:51 PM |
| I have old stock | Rotation Request | 28/11/2021 8:03 PM | I no longer need those batteries I've had on the rack since 1968 for the EH Holden. | Test Portal - Ace Air & Auto Elec | Open | 07/02/2022 8:05 PM |

1. Enter a subject line relating to your requirements
2. Select a category from the drop-down list
3. Select a Priority level
4. Where relevant select a requested date for the service call
5. Enter any additional supporting notes (e.g., Invoice number, relevant battery type for warranty, etc)
6. Press Submit

The screenshot shows the 'REQUEST SERVICE CALL' form on the Century Yuasa website. The form is titled 'REQUEST SERVICE CALL' and is located under the navigation path 'HOME > SERVICE CALLS > REQUEST SERVICE CALL'. The form contains the following fields:

- Subject ***: A text input field containing 'ULAB's for collection'. A red arrow labeled '1' points to this field.
- Category**: A dropdown menu with 'General Inquiry' selected. A red arrow labeled '2' points to this field.
- Priority**: A dropdown menu with 'Low' selected. A red arrow labeled '3' points to this field.
- Requested Date**: A date and time input field with the format 'DD/MM/YYYY h:mm A'. A red arrow labeled '4' points to this field.
- Additional Notes**: A large text area for entering notes. A red arrow labeled '5' points to this field.
- Account ***: A text field containing 'Fred Bloggs Auto'.
- Submit**: A yellow button with the text 'Submit'. A red arrow labeled '6' points to this button.

Your request will be submitted to a Century Yuasa representative to action.