



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: -

Australia: Battery Hotline on 1300 361 161 or bhl@cyb.com.au
 Mon – Thurs 6am – 6pm (EST)
 Fri – 6am – 5pm

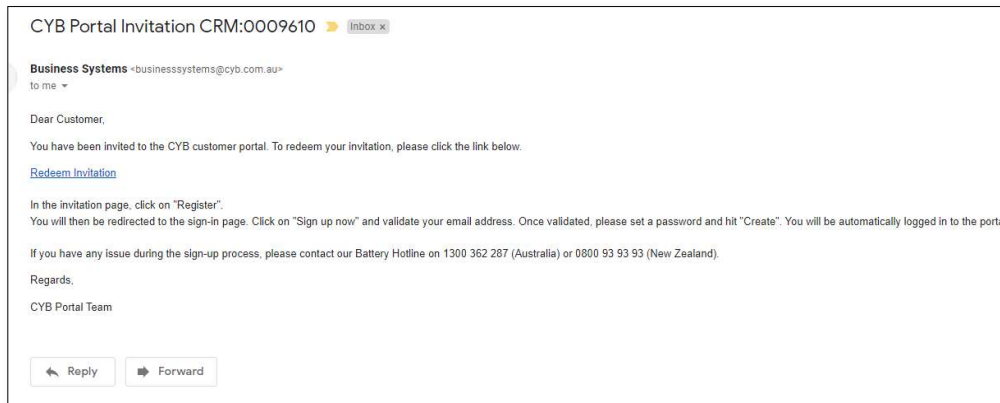
New Zealand: Battery Hotline on 0800 93 93 93 or bhl@cyb.co.nz
 Mon – Fri - 8am – 5pm

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.

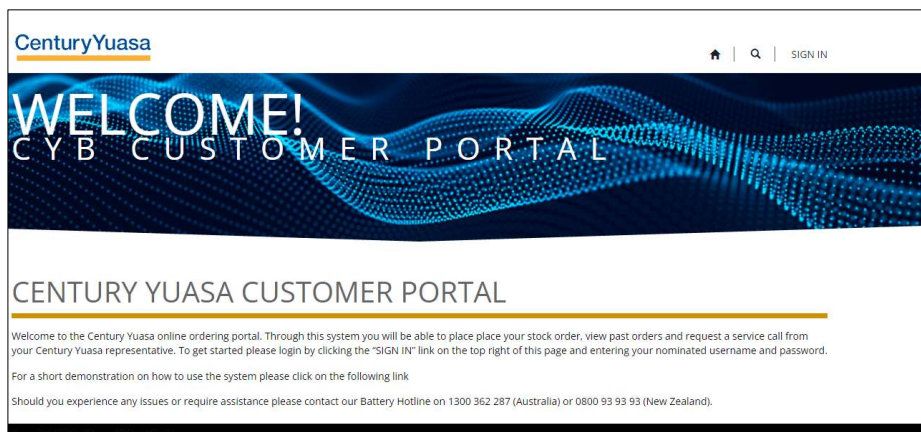


Registering to use the Portal

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.



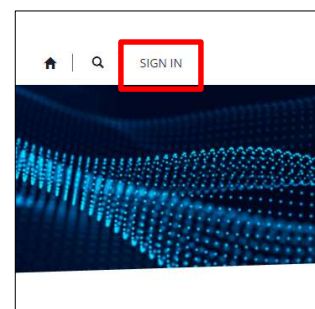
Once completed you will then be directed to the Century Yuasa customer portal:



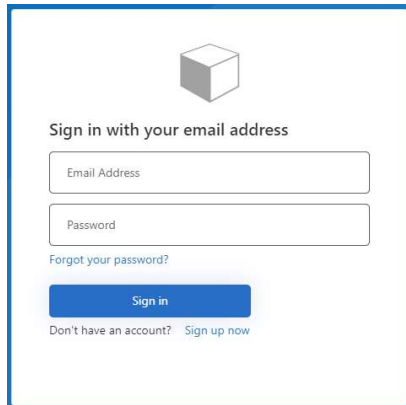
You can also access this through the following URL, and we suggest saving or bookmarking this as a favourite on your computer.

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

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



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



Sign in with your email address

Email Address

Password

[Forgot your password?](#)

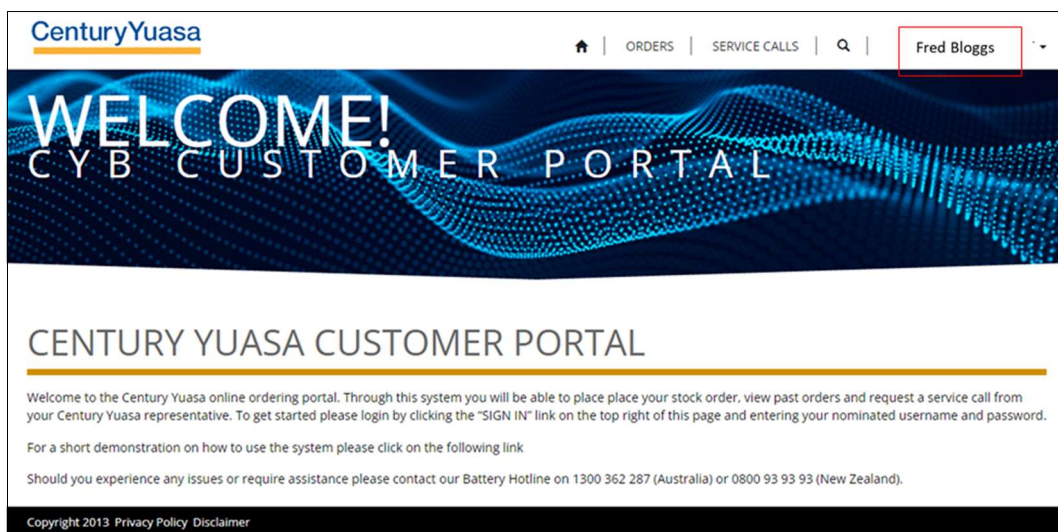
[Sign in](#)

[Don't have an account? Sign up now](#)

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

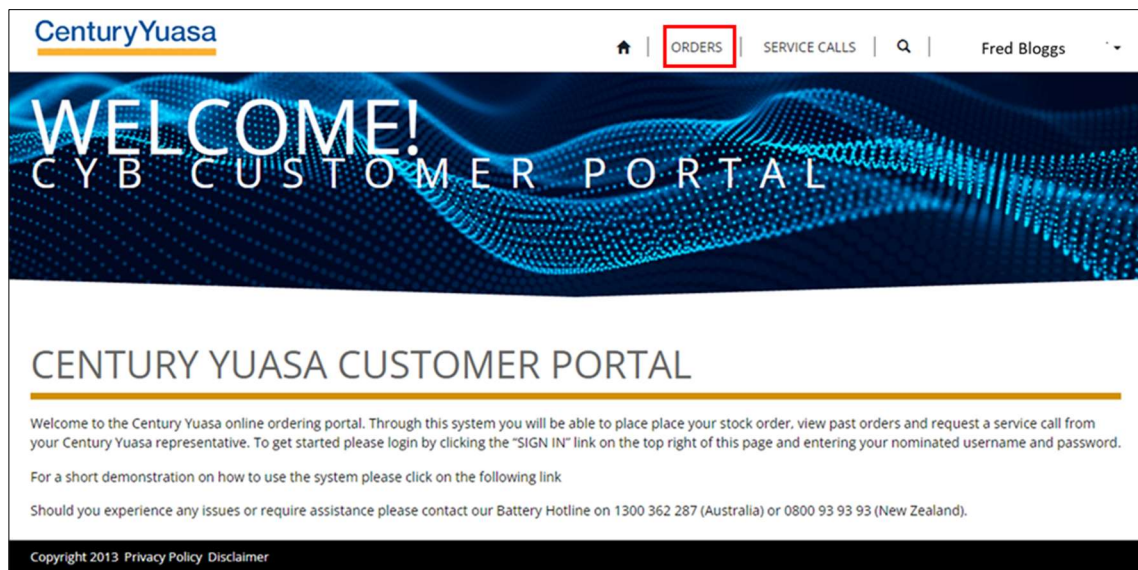
Once you have logged in you will see your username in the top righthand corner of the screen and menus across the top of the screen to place a product order or request a service call.

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



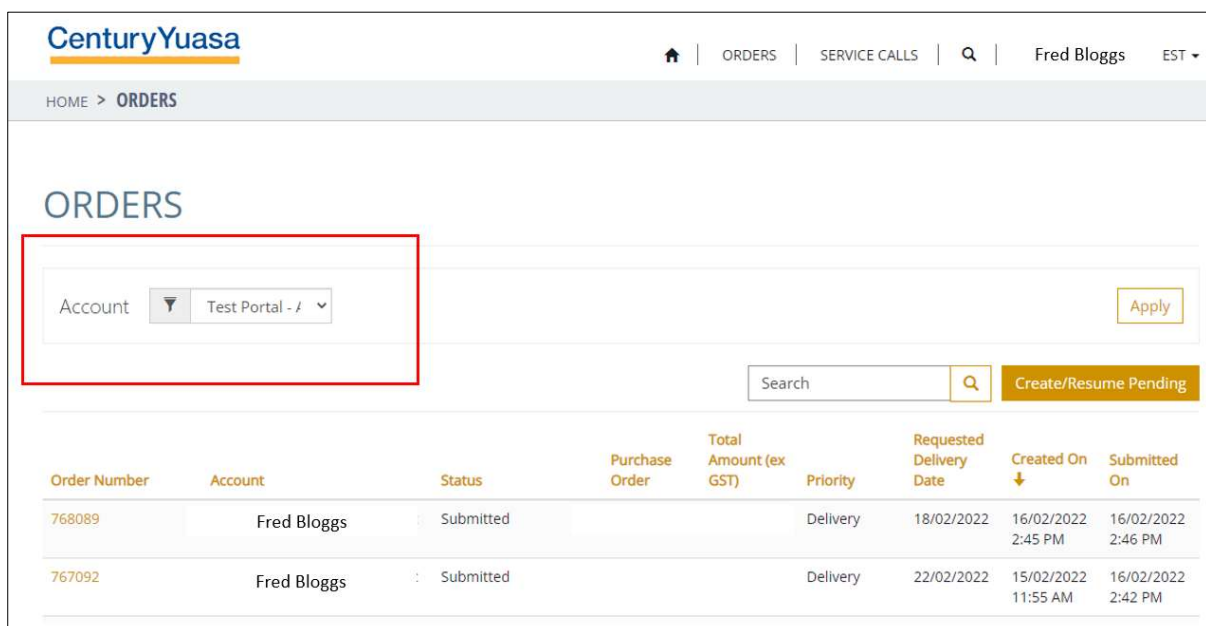
Placing An Order

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



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 on the Century Yuasa website. The header includes the Century Yuasa logo, navigation links (HOME, ORDERS, SERVICE CALLS), a search icon, and a user profile 'Fred Bloggs'. The breadcrumb trail is 'HOME > ORDERS > CREATE ORDER'. The main heading is 'CREATE ORDER'. Below it is a tabbed interface with 'Order Info' selected, followed by 'Add Products' and 'Review Order'. The 'ORDER INFO' section contains: an 'Account' dropdown menu with 'Fred Bloggs Autos' selected; a 'Priority' dropdown menu with 'Pickup' selected, which is highlighted with a red border and has a red error message below it: 'Please contact your local Century Yuasa branch to arrange a suitable pick-up time'; and a 'Requested Delivery Date' field with a placeholder 'DD/MM/YYYY' and a calendar icon, also highlighted with a red border. At the bottom 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

Next

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

The screenshots illustrate the search and filter interface for Century batteries. The first screenshot shows a search for '75D23L MF' and 'S3030'. The second screenshot shows filters for Brand, Category, and Series. The third screenshot shows filters for Brand, Category, and Series with 'Truck, Bus & Heavy Equi' selected. The fourth screenshot shows filters for Brand, Category, and Series with 'Hi Performance DIN' selected.

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.

The screenshot shows the product list interface with a table of Century batteries. The table has columns for Product, Unit Amount (ex GST), and Stock Availability. The products listed are:

Product	Unit Amount (ex GST)	Stock Availability
101105 43 Century HP Battery		Call to confirm
101121 N65D MF Century HP Battery		Call to confirm
101126 03 Century Battery		Call to confirm
101134 41 Century HP Battery		Call to confirm
101135 43 Century HP Battery		Call to confirm
103101 57EF MF Century HP Battery		Call to confirm

The 'Add' button is present for each product. A note indicates 'Pricing will be displayed here'.

To order a particular product use the up and or down arrow or key in the required quantity. Please ensure you click the **Add** 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.

Selected Products					
Product	Description	Qty Ordered	Unit Amount (ex GST)		Line Amount (ex GST)
103107	NS60L MF Century HP Battery	7.00			<button>Remove</button>
103105	55D23L MF Century HP Battery	6.00	Pricing will be displayed here		<button>Remove</button>
103113	NS40ZLS MF Century HP Battery	4.00			<button>Remove</button>

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

[Review & Submit Order](#)

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

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

Requested Delivery Date

Purchase Order

Remarks

Comments

Selected Products

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		
103113	NS40ZLS MF Century HP Battery	4.00	Pricing will be displayed here	Summary of line amount will be displayed here

Previous

Submit Order

When you are ready to send the order to Century Yuasa, press the Submit Order 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.

You will then be presented with an order summary, similar to the example below. An order confirmation will also be sent to your nominated email address.

CenturyYuasa

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	NS402LS MF Century HP Battery	4.00				

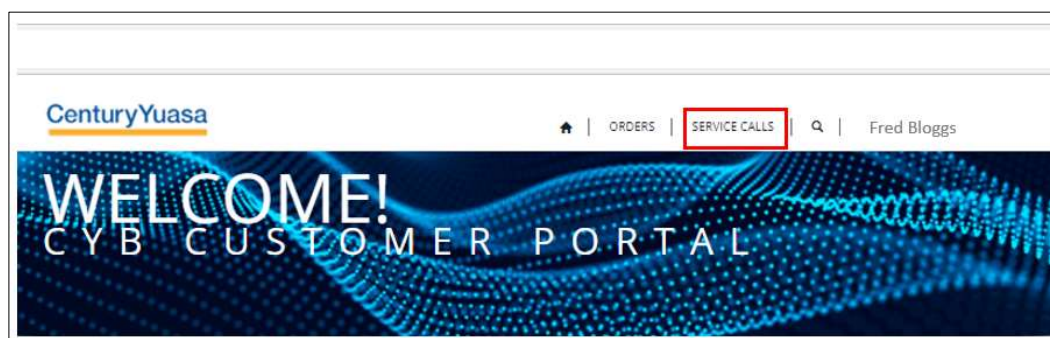
Pricing will be displayed here

Requesting a Service Call

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

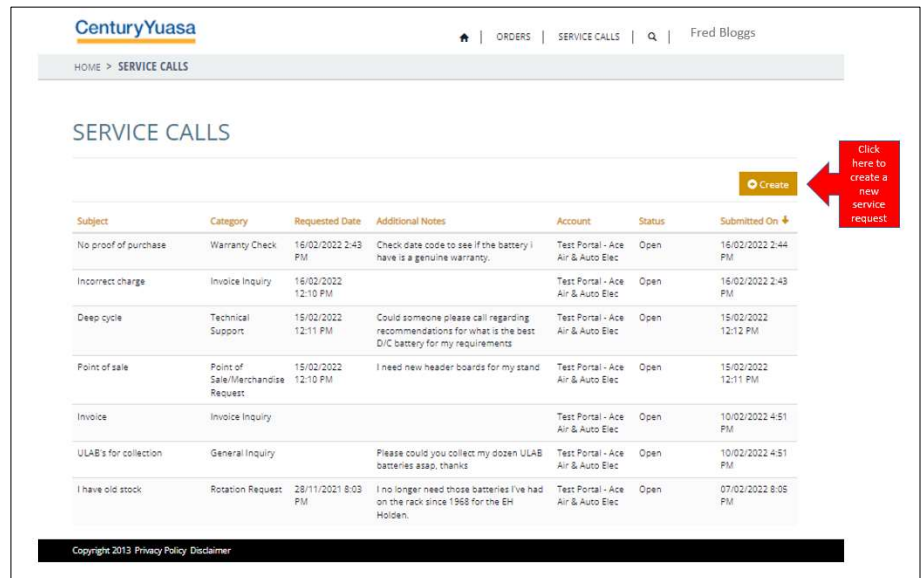
- General Enquiries
- Order Enquiries
- Service Calls
- Stock Availability
- Technical Support
- Warranty Checks
- Invoice Enquiries
- Stock Rotations
- POS & Merchandise Request

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



CenturyYuasa

HOME > SERVICE CALLS

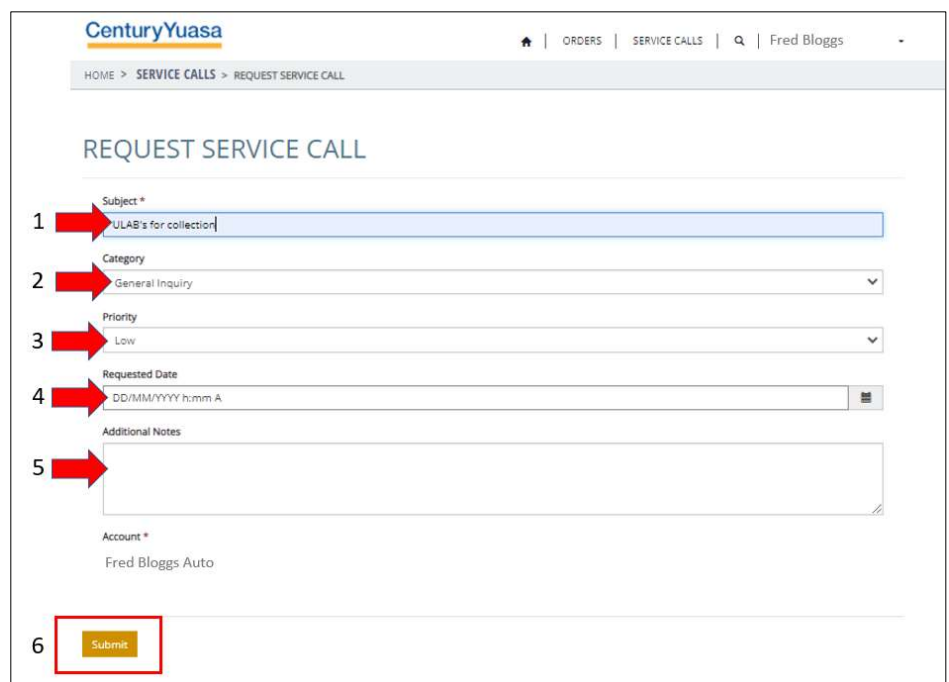
SERVICE CALLS

[Create](#)

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

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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



CenturyYuasa

HOME > SERVICE CALLS > REQUEST SERVICE CALL

REQUEST SERVICE CALL

1

2

3

4

5

Account *
Fred Bloggs Auto

6

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