

From: Helly Hansen todd.barry@hellyhansen.com
Subject: Helly Hansen US Elastic Launch - 12/29/2020
Date: December 29, 2020 at 6:09 PM
To: dave@blueactionsports.com

TB



elastic

We are launching a new B2B platform, Elastic Suite, launching on Tuesday, December 29, 2020

We are moving our B2B tool from iVendix to elastic!
With the start of 2021, here is what you will experience on this new platform:

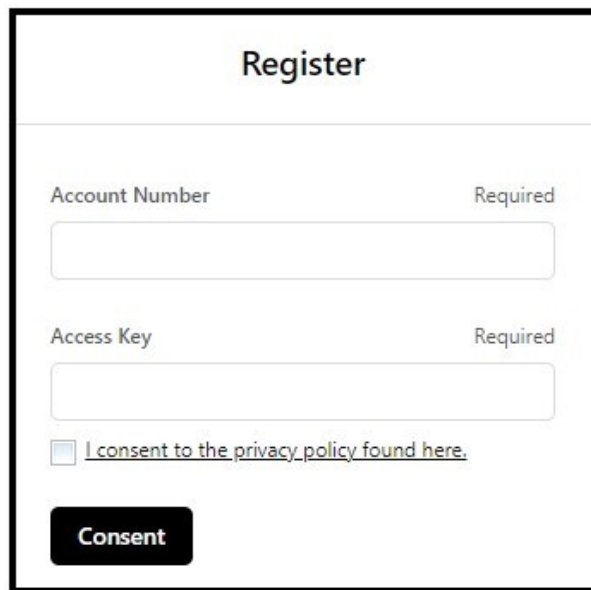
- A user-friendly ordering process
- Available 24/7
- Ability to check order status, including order history
- Track your orders, simply, and at one glance
- Find detailed product information

How do I get started?

Click one of the below links to register:

- Sport – <https://b2bsport.hellyhansen.com/#splash,register>
- Workwear -<https://b2bwork.hellyhansen.com/#splash,register>

Once you are on this page you are starting the registration process:



The image shows a registration form titled "Register". It contains two input fields: "Account Number" and "Access Key", both marked as "Required". Below these fields is a checkbox with the text "I consent to the privacy policy found here." and a black button labeled "Consent".

HH Account number: this will be your Helly Hansen account number which is 7 digits long

Access Key number: this will be your Helly Hansen account number which is 7 digits long

- Read through the privacy policy and then **press Consent**
- Fill in the Register form with your details and you are ready to go!

Now that you are registered here is some other helpful information:

Elastic Website links:

After you register please use these links to place orders, check inventory, find product information and track orders:

- Sport - b2bsport.hellyhansen.com
- Workwear - b2bwork.hellyhansen.com

Elastic Support Documents:

If you have questions and want to find helpful information you can access that here: [Support : Elastic Support \(elasticsuite.com\)](http://Support : Elastic Support (elasticsuite.com))

Logging a Ticket:

If you need to log a ticket you can do that here: [Submit a ticket : Elastic Support \(elasticsuite.com\)](http://Submit a ticket : Elastic Support (elasticsuite.com))

New Buyer Toolkit:

There is also information for new accounts that can be found here:

<https://en.support.elasticsuite.com/support/solutions/articles/5000861313-new-buyer-toolkit>

Order form:

If you are looking for an order form to upload that can be done a couple of ways either from selecting a specific set of products or an entire catalog. Video tutorial here, along with other helpful videos: [Elastic Suite \(vimeo.com\)](http://Elastic Suite (vimeo.com)) . This is a super easy way to upload orders! iVendix order form will not be in the correct format to upload via Elastic.

Plan for iVendix:

iVendix will be redirecting customers to Elastic at the end of the day on January 31st.

Catalogs ATS vs Booking:

FW21 Booking Catalog: This displays as a prebook catalog that you will select when placing a booking order, and will contain our FW21 collection

ATS Catalog: This catalog has the same form and function as the ASAP catalog in iVendix. This should be used for non-booking orders, or orders that you want for immediate delivery. Once you submit an ASAP order, it will immediately release for picking unless 'comments' are added at checkout.

Example:



Start Ship Date
12/16/2020

Cancel Date
1/15/2021

PO#

Ship Via
Default

Comments
Add your comments here

Apply Discounts Delete Shipment Copy Next

Copy to All

ATS orders & Backorders:

You do not need to place backorders on a separate order/PO. They can be placed on the same PO. You will see an inbound factory PO date, if that date works for you, select the available qty on your order along with whatever else you need and submit your order. Once your order hits our ERP, M3, it will pick up the backorder planning date in M3. Whatever can ship, will ship, and backorders will wait in our system until the goods are received and then will ship. One thing to note, if you would like your order to ship complete, please add notes in the 'comments' section at checkout indicating so to ensure your customer operations representative will ship the order together.

Shipping Options:

We have tried to narrow down the shipping options menu from what was available in iVendix. If you need to reference a collect shipping account number that we might not have on file that should be added to the 'Comments' section just under the shipping menu.

Comments:

Similar to iVendix there is a 'Comment' section in the checkout process of Elastic. This is a free text field. If you enter any comments here it will put your

order into an Elastic ASAP Hold order type and will not automatically release for picking until customer service reviews notes and releases accordingly.

We are so excited to be launching this site to all of you. Please share your feedback!

HH Customer Operations
Happy Holidays!

FOLLOW HELLY HANSEN



Helly Hansen | 14218 8th Street E, Suite 100a, SUMNER, WA 98390

[Unsubscribe dave@blueactionsports.com](mailto:dave@blueactionsports.com)

[Update Profile](#) | [About our service provider](#)

Sent by todd.barry@hellyhansen.com powered by

