B2B E-COMMERCE PORTAL

Quick Guide

Access, catalogue, carts, orders and essential features

August 2026 edition · Aligned with the release version of 28/08/2026

Purpose of this guide

Provide the steps required to use the portal.

Workflow

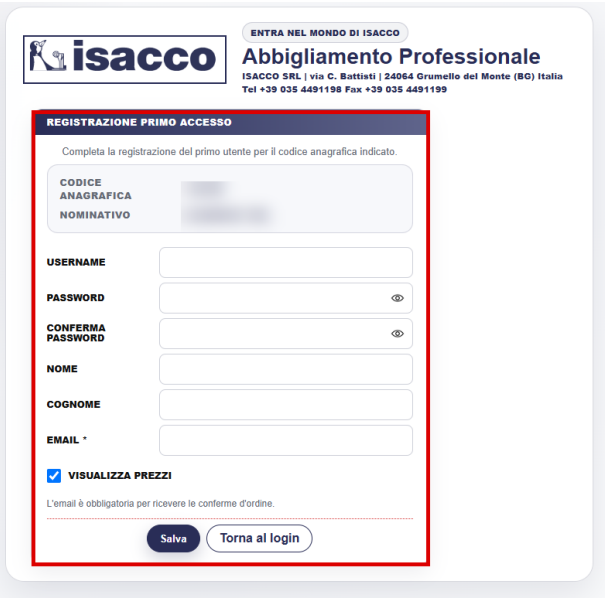
1 Access Sign-in, first-time access and language.	**2 Home** Videos, News, Offers and Communications.
3 Catalogue Search, product page, variants and quantity thresholds.	**4 Carts** Drafts, quantities, embroidery and notes.
5 Confirmation Reference, note and order submission.	**6 Orders** Statuses, documents and tracking.
7 Profile Delivery addresses, users and security.	

1 Access and navigation

To sign in, enter Customer Code, Username and Password. The language is not selected on the login page: the portal uses the language already associated with the customer account. After signing in, the language can still be changed.



Login screen and First-time access command



First-user registration.

1.1 First-time access

The First-time access option is available only when the Customer Code is valid, enabled for web access and does not yet have any users. Registration requires a Username, Password, password confirmation, First name, Last name and email address. The <Show Prices> option determines whether commercial values are displayed.

First user

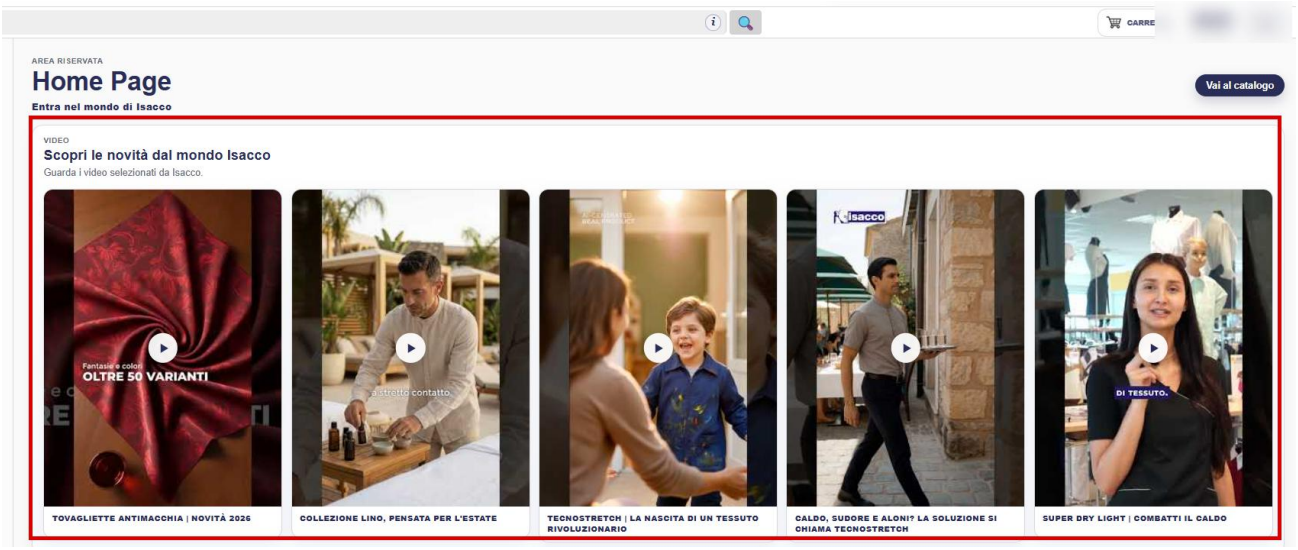
The first user created for a customer account acts as the Customer Administrator. Additional users can be configured under My Profile > Users.

1.2 Header after sign-in

Language Selector for the current language.	**Customer and delivery address** The operating context used by the catalogue and cart.
Product search Quick search available from the page header.	**Cart and account** Access to the active draft, profile and Sign out.

2 Home

The Home page contains the content published by Isacco.



Current Home page with the Video section. Customer details are obscured.

Video YouTube previews selected by Isacco. The play button opens the video in the player.	**News** Updates and editorial communications; additional details are available where provided.
Offers Promotional content. The portal can display a preview and open the original content in a new browser tab.	**Communications** Operational notices for dealers.

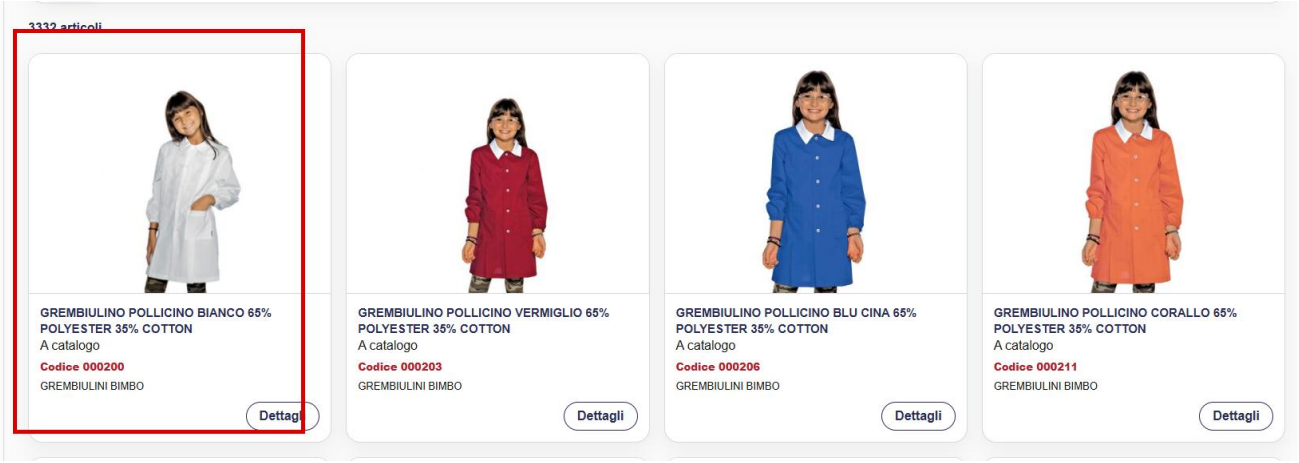
Delivery address

A delivery address must be available before products can be added to the cart. If the user has only one delivery address, or one has been assigned, the portal selects it automatically.

3 Catalogue and product page

3.1 Search

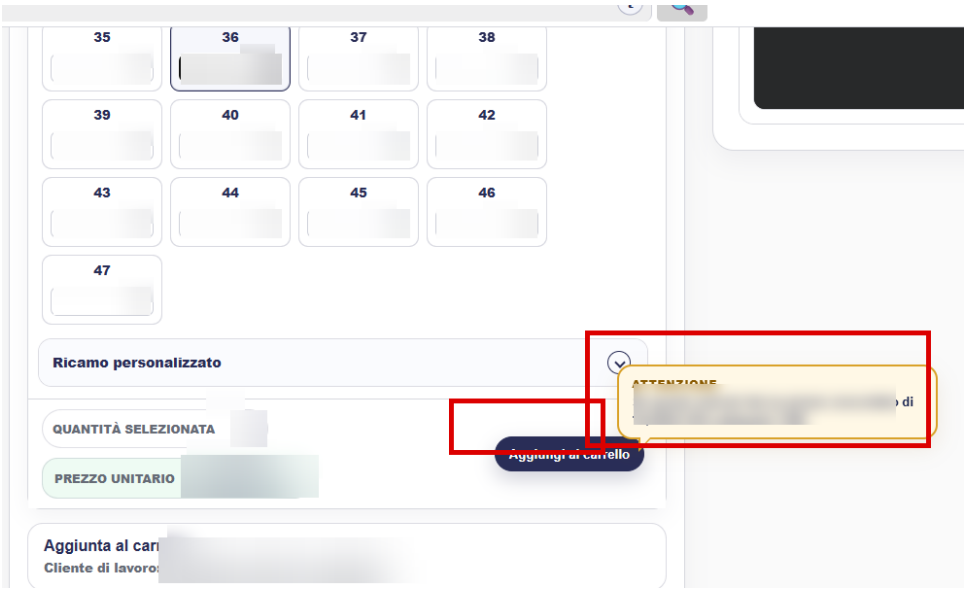
The Products > Catalogue section lets users search by text, product code and any other filters made available by the configuration. Product cards show the image, description, product code and the Details command.



Catalogue grid. The product code is highlighted and the Details command opens the full product page.

3.2 Product page and quantities

The product page contains the image, descriptive information, an optional technical model in PDF format and the variants available to order. Quantities are entered for each individual variant. Prices and commercial terms are displayed only to authorised users.



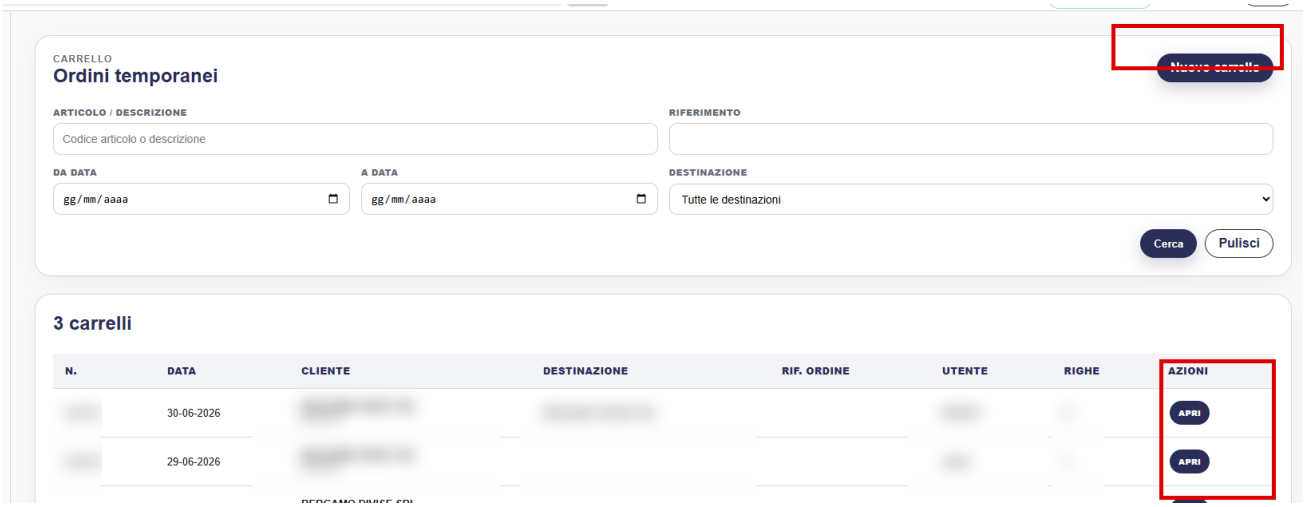
Example of a quantity-break notice. Quantities, prices and customer details are obscured.

Quantity-break notice

When more favourable commercial terms are available at a higher order quantity, the portal may display a notice near the Add to cart command. The notice is for information only: the operator still decides how much to order.

4 Temporary carts

A temporary cart is an editable order draft. The portal can manage multiple carts for the same customer.



List of temporary carts with filters, the New cart command and actions for opening a cart.

Customer Administrator Can view the customer's carts within the assigned scope and can work with the permitted delivery addresses.	**Operational User** Can view and manage only their own carts and may be restricted to a default delivery address.
New cart Creates a separate draft. The suggested delivery address can be confirmed or replaced with one of the permitted addresses.	**Search carts** Filters by product/description, reference, dates and delivery address.

4.1 Lines, quantities, embroidery and notes

In the cart details, variant quantities can be increased or decreased; a line can be edited or deleted. Every change recalculates the values and any quantity-threshold conditions.

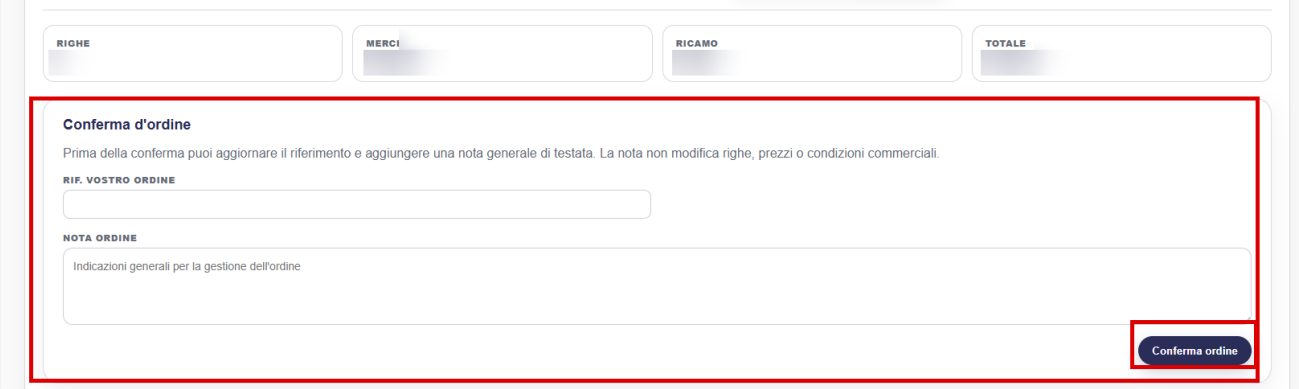
Embroidery: colour, code, position and text must be entered consistently; embroidery is optional.

Line note: this can also be used without embroidery to provide product-specific instructions.

Commercial values and the embroidery cost are visible only to users with the <Show Prices> permission.

5 Order confirmation

Before final submission, the cart shows the totals, the customer reference and the general order note. The reference and note are order-header information and do not change the lines, quantities, embroidery or commercial terms.



Final section of the cart. Quantities and commercial values are obscured.

5.1 Confirmation procedure

1 · Check Verify the delivery address, products, variants, embroidery and notes.	**2 · Final details** Where applicable, enter Your order reference and Order note.
3 · Confirm order Select Confirm order and review the confirmation window.	**4 · Submit** Confirm the order. The cart is converted into an order.

Do not submit the order again

After confirmation, the order has already been registered by the portal and may appear with the <Awaiting acquisition> status while automatic processing is pending. Do not recreate or resubmit the same purchase/order.

5.2 Quick check before submission

- Correct delivery address
- Products, variants and quantities checked
- Embroidery and notes checked
- Order reference entered when useful
- Confirmation completed once only

6 Orders, documents and tracking

The Orders > View Orders section lets users search confirmed orders and order history. Available filters include status, product/description, delivery address, dates, reference and, depending on the user profile, customer and user.

6.1 Statuses

Status	Operational meaning
Awaiting acquisition	Order confirmed in the portal and awaiting automatic acquisition by ISACCO.
Processing	The order has entered the ERP workflow; this may be a temporary status.
Awaiting approval	The order has been acquired by ISACCO and is awaiting internal checks or approval.
Unfulfilled	The order is present in the ISACCO systems and has not yet been fulfilled.
Partially fulfilled	The order has only been partly fulfilled; the outstanding quantity is visible in the order details.
Fulfilled	The order has been fulfilled; documents and tracking information become available shortly afterwards.

6.2 Details, documents and shipping

Opening an order displays the order header, commercial terms, lines and outstanding quantities. Amounts are shown only to authorised users. Once published, documents and tracking information appear on the same page.

Documents: available order documents, delivery notes, invoices or other attachments are opened as PDFs from the portal.

Tracking: when available, the link opens the carrier’s public tracking page.

If documents or tracking are not shown, the information may not yet be available for that order.

The Print command generates a printable representation of the order using the information available at the time it is viewed.

7 Profile, users and security

7.1 Customer profile and delivery addresses

My Profile contains customer details, commercial terms, contacts and delivery addresses. Delivery addresses can be viewed and, where allowed by the user profile, managed through the portal.

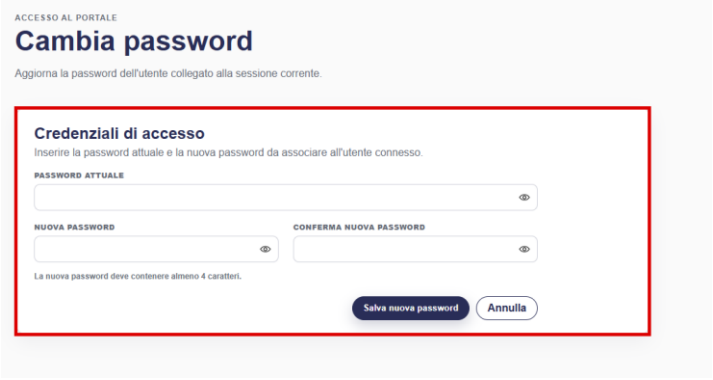
In this case, new delivery addresses can be created directly in the portal; existing delivery addresses cannot be edited.

7.2 Users and permissions

Customer Administrator	Operational User
Manages the customer's user accounts, views orders for the customer account and can select an authorised delivery address.	Does not manage other users; normally views their own orders and may have a predefined delivery address.

The Show Prices permission controls whether prices, discounts, amounts and totals are displayed on portal pages. Login credentials must be personal and must not be shared.

7.3 Changing the password and signing out



Change password

Requires the current password, the new password and confirmation. The new password must contain at least 4 characters and must be different from the current password.

Sign out

Ends the session correctly. This command should be used at the end of a session, especially on shared workstations.

7.4 Common issues

Prices are not displayed Check the user's Show Prices permission.	**A product cannot be added** Check that a delivery address is available and that at least one variant has a valid quantity.
First-time access is not available At least one user already exists for the Customer Code; the account must be managed by the Customer Administrator.	**Order status: Awaiting acquisition** The order has already been submitted. Wait for the automatic acquisition process to complete.
Documents or tracking are missing They may not yet have been published for the selected order. Wait for the next update; alternatively, tracking may not be available for that order.	