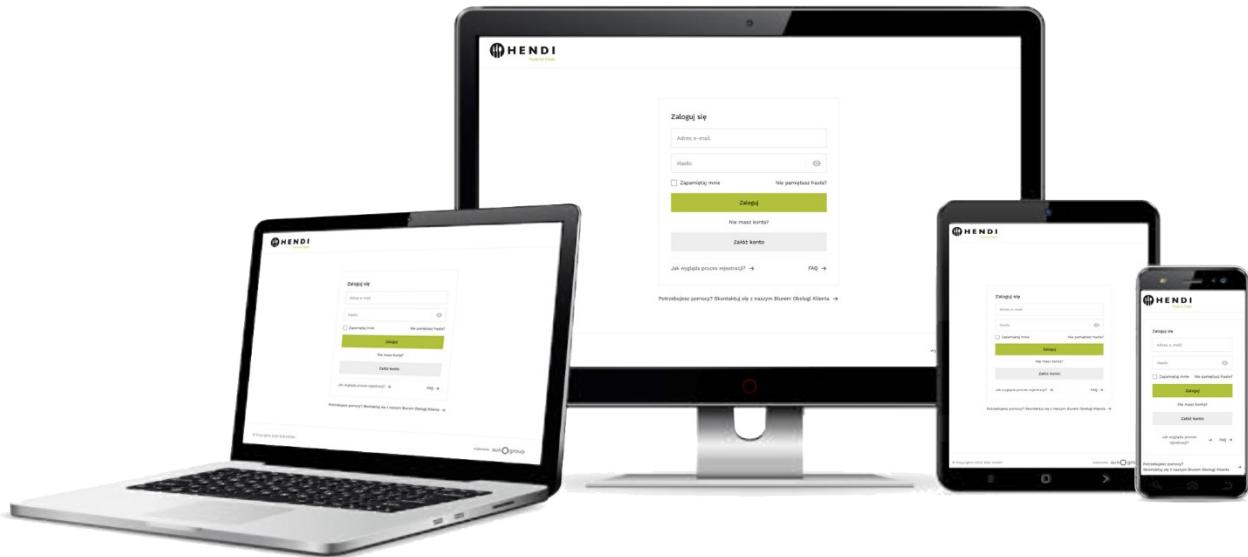


# Manual

## Platform B2B HENDI



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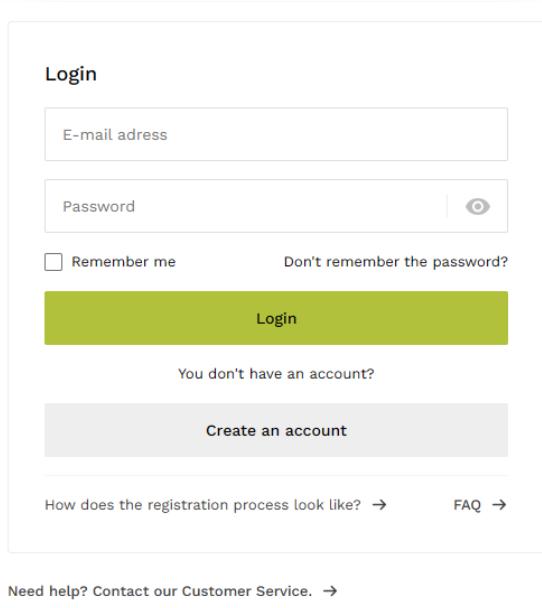
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## Login and password reset

### 1. Logging in to the B2B platform

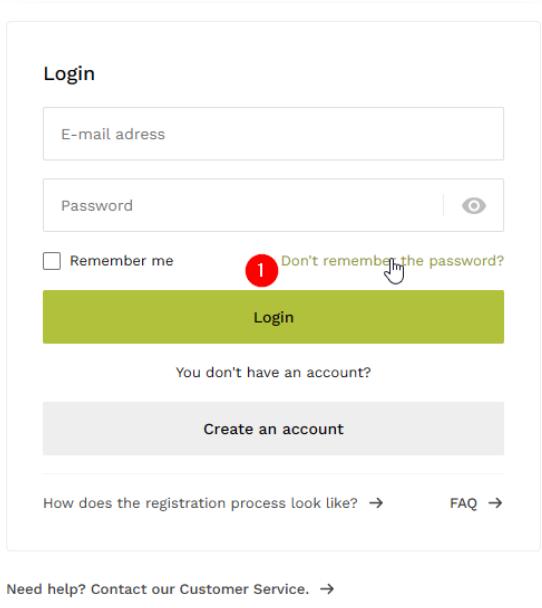
After receiving your login and password for the B2B platform, go to <http://b2b.hendi.com> and fill in the appropriate fields, then click **Login**.



The screenshot shows the 'Login' page. It has two input fields: 'E-mail adres' and 'Password'. Below the password field is a visibility icon. There are two checkboxes: 'Remember me' and 'Don't remember the password?'. A large green 'Login' button is centered. Below the button, a link says 'You don't have an account?'. Underneath that is a grey 'Create an account' button. At the bottom, there are links for 'How does the registration process look like? →', 'FAQ →', and 'Need help? Contact our Customer Service. →'.

### 2. Resetting the password to the B2B platform

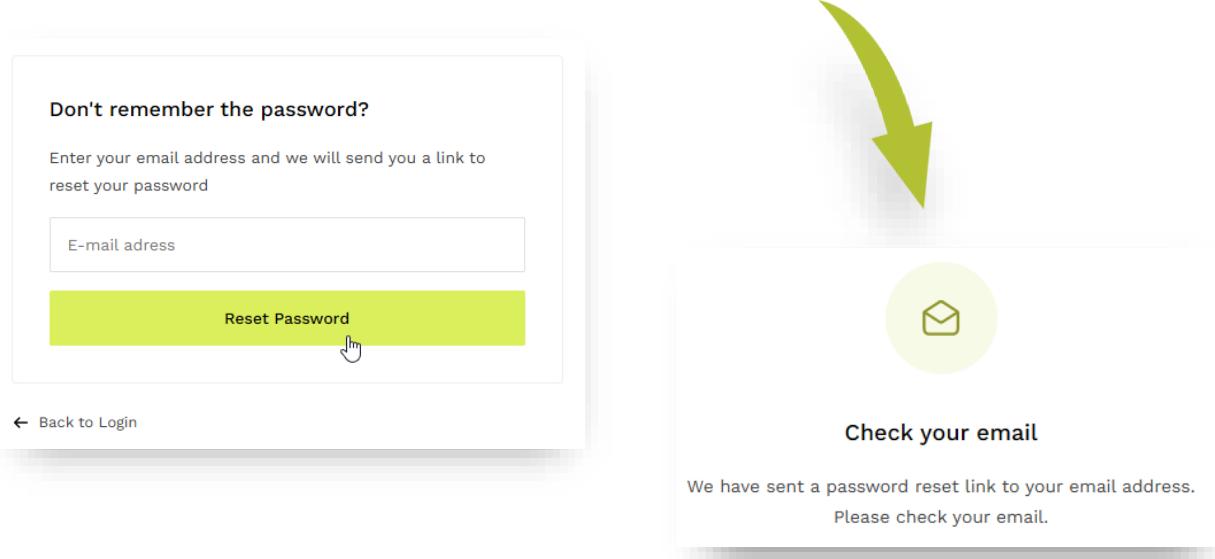
While on the login page, click on the link **Forgot your password?**



The screenshot shows the same 'Login' page as above, but with a red circle and the number '1' highlighting the 'Forgot your password?' link next to the 'Don't remember the password?' checkbox. The rest of the page layout is identical to the first screenshot.

Moving to a new page, enter the email address to which the account has been assigned and click

**Reset Password**. As confirmation we will receive an appropriate message.



**Don't remember the password?**

Enter your email address and we will send you a link to reset your password

Reset Password



**Check your email**

We have sent a password reset link to your email address.  
Please check your email.

A message with a link to the password reset page will be sent to the email address provided. Enter the new password and click **Reset password**. If you don't receive an email, please check your SPAM folder.

**Set a new password**

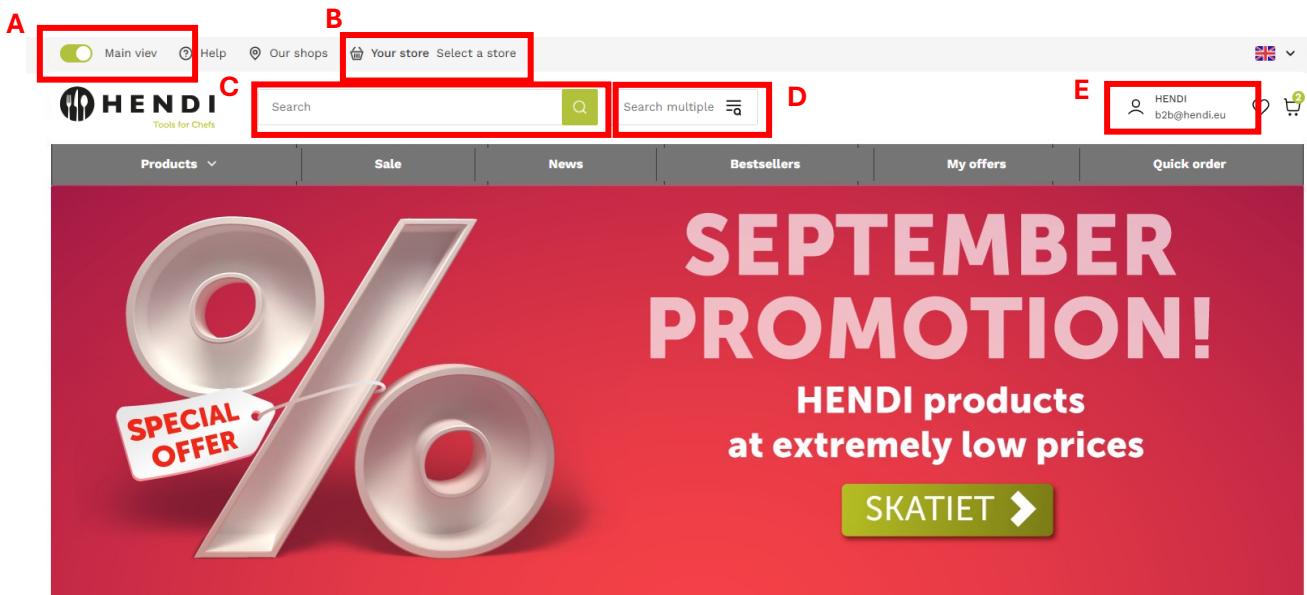
The password should contain at least 8 characters

eye

eye

Reset password

If everything has been done correctly we will be taken directly to the main page of the B2B platform.


**Home page**


**F** Latest orders

Order ID	Customer	Amount	Status	Action
B2B/PL/193308	HENDI POLSKA SPÓŁKA Z OGÓRNICZONĄ ODPOWIEDZIALNOŚCIĄ	306,06 zł	Paid	View
B2B/PL/193294	HENDI POLSKA SPÓŁKA Z OGÓRNICZONĄ ODPOWIEDZIALNOŚCIĄ	307,80 zł	Paid	View
B2B/PL/191793/BR	Rafał Krzemiński	424,58 zł	New	View

**G** Quick order

Import an XLS or CSV file with your product list.

**H** Credit limit

Left: **990 250,45 zł**

After logging into the platform, you will be presented with the home page, where you can find, among other things:

- A) Change view mode** - the ability to change the page view from Main/Full to Simplified, which is limited to adding orders
- B) Your store** - possibility to choose one of the HENDI company stores to which we have a quick view of the stock (view available only for PL contractors)
- C) Product search engine**
- D) Search multiple** - allows you to search for several products by SKU at the same time.
- E) Customer panel**
- F) Listing with recent orders**
- G) Quick orders** - possibility to import products with their quantity from .XLS/.CSV file
- H) Credit limit** - information showing currently remaining credit limit



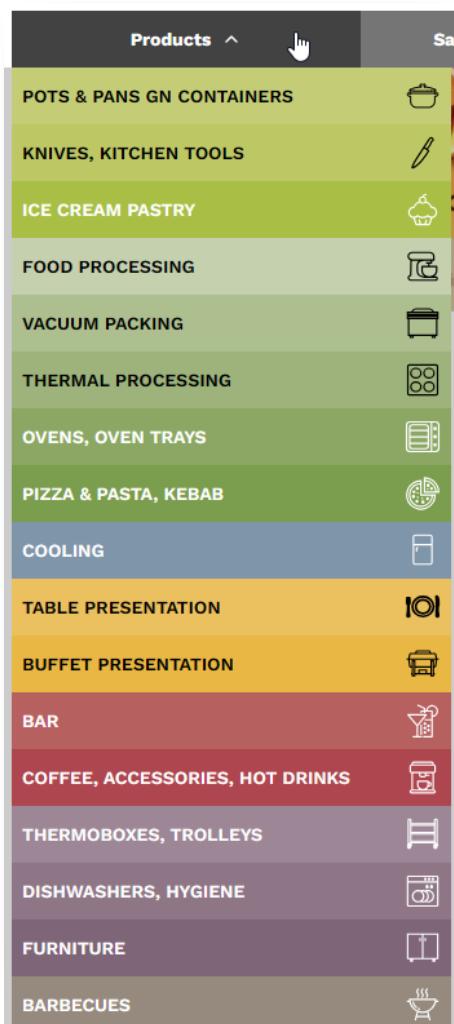
## Product search

Hendi's B2B platform allows you to search for products in three ways:

- categories
- search bar
- search multiple module

### 1. Categories

To search for the product you are interested in, select the appropriate category from the list located in the menu under the **Products** button.



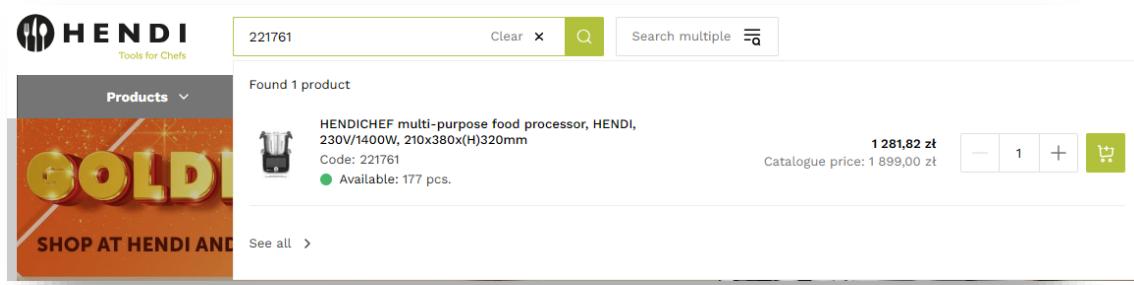
#### Did you know?

The category menu has been arranged according to the category list contained in the paper catalog.

## 2. Search bar

Another way to search for products is the "Search bar".

To find the product you are interested in, just enter the Product Code or Product Name in the field shown below and after a moment a hint of the product you are looking for will appear. After clicking **ENTER**, you will be taken to the search page.



The screenshot shows the HENDI website's search interface. In the search bar, the product code "221761" is entered. Below the search bar, a message says "Found 1 product". A single product card is displayed for the "HENDICHEF multi-purpose food processor". The card includes the product name, code (221761), a note that it is available in 177 pieces, the price (1 281,82 zł), and the original catalogue price (1 899,00 zł). There are also quantity selection buttons and a shopping cart icon.

## 3. Search Multiple

With this option, we can search for up to **100 products** by pasting their SKU (product code) separated by space, enter or comma.



The screenshot shows the HENDI website's search interface for multiple products. The search bar contains the text "607060, 628805, 627716". To the right of the search bar, a note says "Paste indexes separated by space, enter or comma. Maximum of 100 products." Below the search bar is a large "Search" button with a magnifying glass icon.



## Main view

The **Main View** option, located in the top left corner, allows you to switch the page layout from the extended version - which includes a banner, product search, and menu bar, etc. - to a simplified one

Simplified view is limited to displaying only the shopping cart, where we can add products and fully place an order.

No.	Product	Price (Netto)	Discount	Number of products	Together
1.	HENDICHEF multi-purpose food processor, HENDI, 230V/1400W, 210x380x(H)320mm Code: 221761 Available: 177 pcs. Nearest delivery date: 21.11.2025 (97 pcs.) 04.01.2026 (282 pcs.)	1 281,82 zł 1 099,00 zł	-32.5%	1	1 281,82 zł
2.	Glass with handle LYS, Duralex, 0,31L, Transparent, 6 pcs., ø100x(H)100mm Code: 4018AR06D111 Available: 164 pcs.	33,08 zł 49,00 zł	-32.5%	1	33,08 zł
3.	Deep plate LYS, Duralex, ø230x(H)35mm Code: 3011AF06E111 Available: 197 pcs.	5,06 zł 7,50 zł	-32.5%	1	5,06 zł

**Summary**

Product value (net): 1 319,96 zł  
 Delivery cost: 0,00 zł  
 Payment cost: 0,00 zł

**To pay:**

Order value (net): 1 319,96 zł

Discount code  Activate

**Go to order**

Amount left for free shipping: 180,04 zł

**Check availability in company stores**



## Customer panel

The customer panel is our command center. Addition to the basic data of our company, available credit limit or addresses of our customers, we will find there several other important sections. The availability of each section depends on the user's current role.

### 1. Summary

Going to the Customer Panel, the first and at the same time the main page is the Summary section. Here we can find information about:

- A. **Credit limit** - a breakdown of currently used and available funds and the amount of our total limit.
- B. **Overdue invoices** - a table with unpaid invoices. Addition to basic invoice data, we have the option to download the invoice.
- C. **Recent orders placed**

[Summary](#)

[Order history](#)

[Billing documents](#)

[Shopping lists](#)

[My offers](#)

[My clients](#)

[My products](#)

[Returns](#)

[Complaints](#)

[Comparisons](#)

[XML Product Catalog](#)

[Address book](#)

[Users](#)

[Account settings](#)

[Notifications](#)

### Summary

used credit:  
**9 749,55 zł**

Available credit:  
**990 250,45 zł**

Limit height:  
**1 000 000,00 zł**

[Application to change the limit](#)

### A Credit limit

### B Overdue invoices

Document	Address	Value	Payment term
Invoice FVAD/2025/01/00002 03.01.2025 <span style="background-color: #ffccbc; border-radius: 50%; padding: 2px 5px;">Unpaid</span>	Jan Kowalski test 2/2 02-097 Test Poland	809,33 zł	2025-01-10 237 days after the deadline
Invoice FVD/2025/04/06396 29.04.2025 <span style="background-color: #ffccbc; border-radius: 50%; padding: 2px 5px;">Unpaid</span>	Firmowa 12 62-023 Robakowo Poland	1 733,58 zł	2025-05-06 121 days after the deadline

### C Latest orders

Order no	Order date	Ordering party	Value	Payment	Order status
B2B/PL/193294	02.09.2025 00:00	HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ	307,80 zł	<span style="background-color: #ffccbc; border-radius: 50%; padding: 2px 5px;">Unpaid</span>	<span style="background-color: #c8e6c9; border-radius: 50%; padding: 2px 5px;">Paid</span>
B2B/PL/193311	02.09.2025 00:00	HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ	184,54 zł	<span style="background-color: #ffccbc; border-radius: 50%; padding: 2px 5px;">Unpaid</span>	<span style="background-color: #c8e6c9; border-radius: 50%; padding: 2px 5px;">Paid</span>
B2B/PL/193308	02.09.2025 00:00	HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ	306,06 zł	<span style="background-color: #ffccbc; border-radius: 50%; padding: 2px 5px;">Unpaid</span>	<span style="background-color: #c8e6c9; border-radius: 50%; padding: 2px 5px;">Paid</span>

[See more](#)

## 2. Order history

Depending on your user role, order history is available either in FULL or only to the user placing orders. It is possible to search for an order by: product code, phone number, shipping number, order number, own order number, delivery address, email address, ordering user, payment status, order date, order type, and order status. By entering several pieces of information after the comma in the **Search** field, e.g., phone number and email address, you will get a more accurate result.

Summary

**Order history**

Billing documents

Shopping lists

My offers

My clients

My products

Returns

Complaints

Comparisons

XML Product Catalog

Address book

Users

Account settings

Notifications

### Order history

Order no	Order date	Ordering party	Value	Payment	Order status
B2B/PL/193308 ZOA/2025/9/01657	02.09.2025 00:00	HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ	306,06 zł	Unpaid	Paid
B2B/PL/193311 ZOA/2025/9/01661	02.09.2025 00:00	HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ	184,54 zł	Unpaid	Paid
B2B/PL/193294 ZOA/2025/9/01637	02.09.2025 00:00	HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ	307,80 zł	Unpaid	Paid
B2B/PL/191793/BR ZOA/2025/8/18696	30.08.2025 23:40	Jan Kowalski	424,58 zł	Unpaid	New
B2B/PL/191830 ZOA/2025/8/18634	30.08.2025 00:00	HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ	93,82 zł	Unpaid	Paid

## 3. Billing documents

Here we can find invoices (both paid and unpaid) for our orders. As with order history, here you can also search for documents by invoice number, delivery address and payment status.

Summary

Order history

**Billing documents**

Shopping lists

My offers

My clients

My products

Returns

Complaints

Comparisons

XML Product Catalog

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Users

Account settings

Notifications

### Billing documents

#### Overdue invoices

Document	Address	Value	Payment term
Invoice FVAD/2025/01/00002 03.01.2025 Unpaid	Rafał Krzemiński test 2/2 02-097 Test Poland	809,33 zł	2025-01-10 243 days after the deadline
Invoice FVD/2025/04/06396 29.04.2025 Unpaid	Firmowa 12 62-023 Robakowo Poland	1 733,58 zł	2025-05-06 127 days after the deadline

#### All invoices

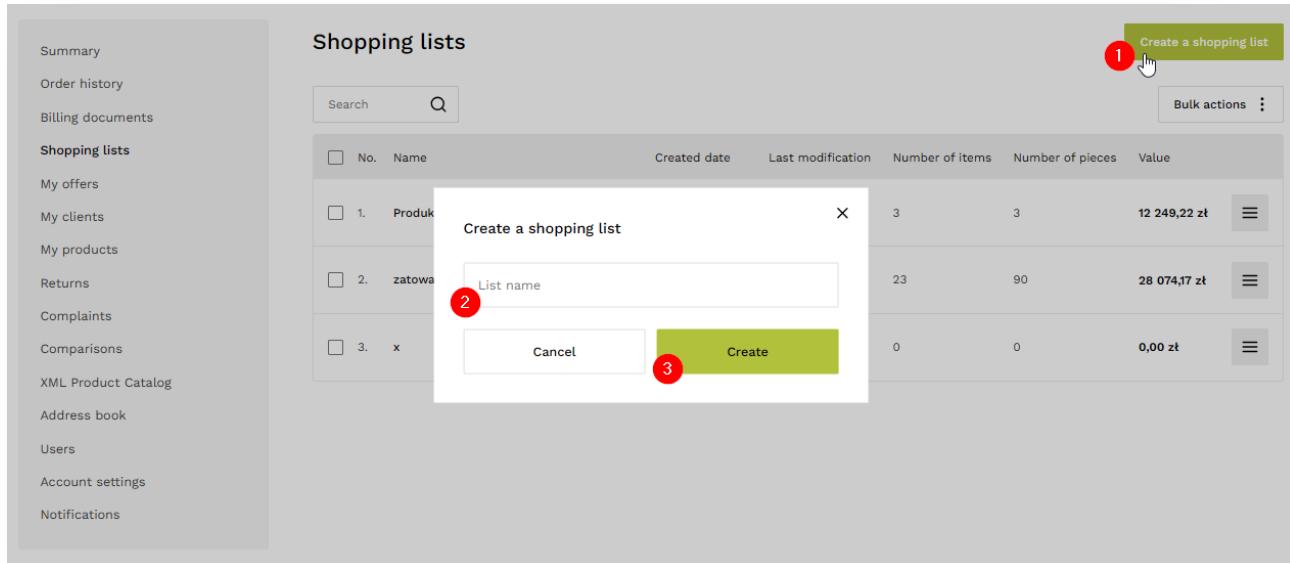
You can submit a return or complaint from the details of the billing document.

Document	Address	Value	Payment term
Invoice FG/2025/07/00085 31.07.2025 Paid	Firmowa 12 62-023 Robakowo Poland	355,03 zł	2025-08-07

## 4. Shopping lists

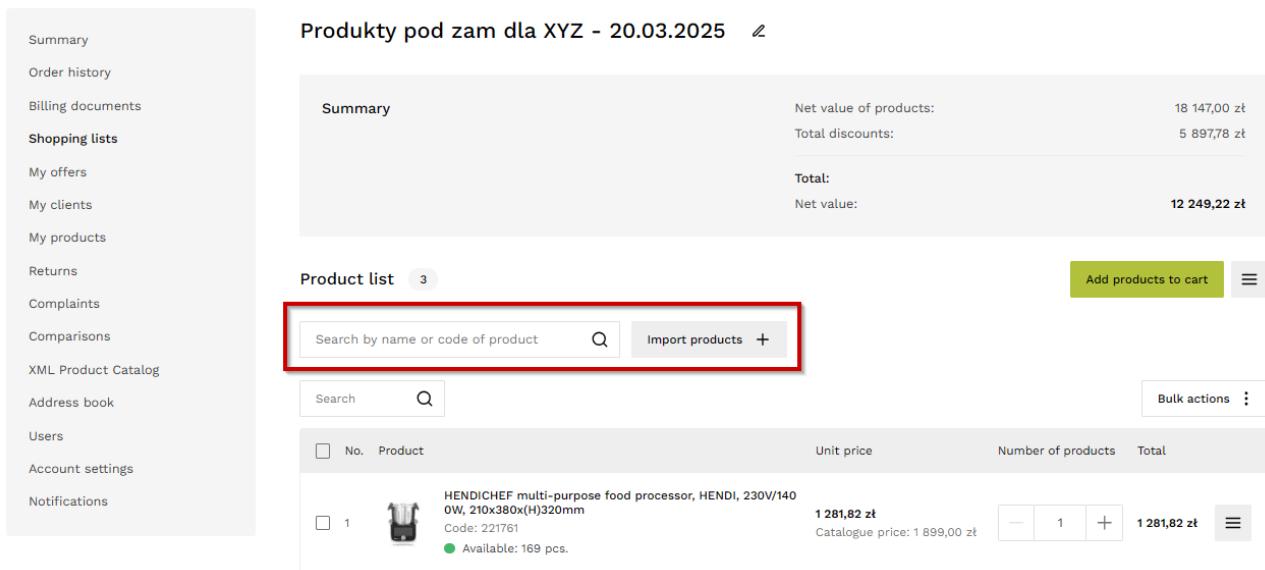
If we have products that we frequently order or we have end customers for whom we often fulfill a similar set of products, we can use the option of purchasing lists. To create such a list, click

**Create Shopping Lists**, then provide a list name and click **Create**.



The screenshot shows the 'Shopping lists' section of the HENDI software. On the left, a sidebar lists various menu items. In the center, a table displays shopping lists with columns for No., Name, Created date, Last modification, Number of items, Number of pieces, and Value. A modal window titled 'Create a shopping list' is open, containing fields for 'List name' (with a red circle 2) and 'Create' (with a red circle 3). A red circle 1 is on the 'Create a shopping list' button in the top right of the modal.

After creating the list, we will be taken to a page where we can add products using the search engine or importing products from a file.

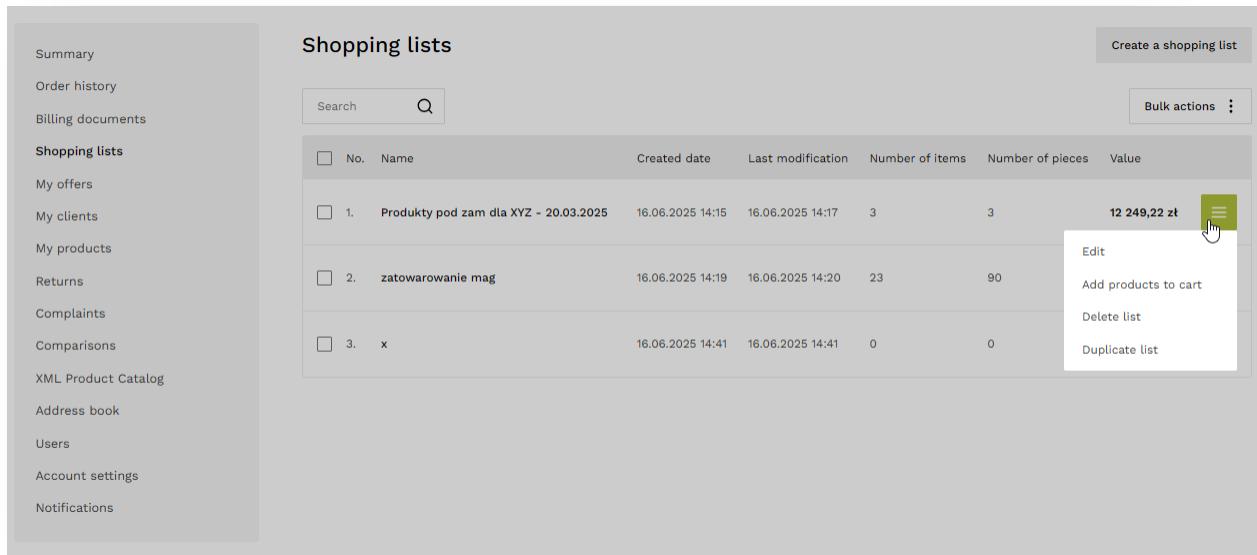


The screenshot shows a page titled 'Produkty pod zam dla XYZ - 20.03.2025'. It includes a summary table with Net value of products (18 147,00 zł), Total discounts (5 897,78 zł), and a Total row (12 249,22 zł). Below this is a 'Product list' section. A search bar and an 'import products' button are highlighted with a red box. A red circle 1 is on the 'Add products to cart' button in the top right of the product list area. The product list table has columns for No., Product, Unit price, Number of products, and Total. One item is listed: 'HENDICHEF multi-purpose food processor, HENDI, 230V/1400W, 210x380x(H)320mm' with a unit price of 1 281,82 zł.

The added products are automatically saved to the shopping list. To add products to the shopping cart, we click **Add products to cart**. We can add to the shopping cart all products from the list or only those which we have previously selected.

from the listing, we can manage our shopping lists by:

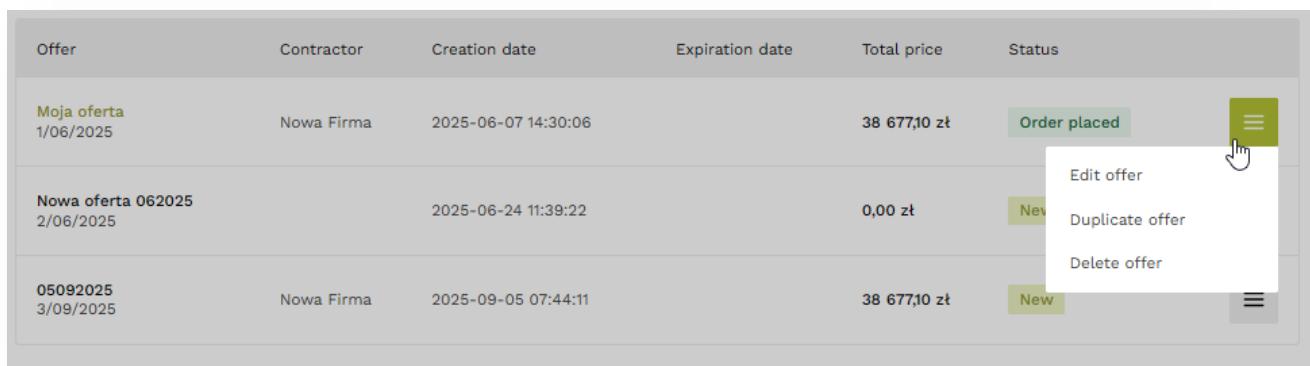
- **edit**,
- **add products to cart**,
- **duplicate list**,
- **delete list**.



## 5. My offers

In this section we will find a list of all offers that have been created. Additionally, from this level we can upload **our company logo**, **create a new offer** (detailed instructions on [page 39](#)) and from the list we can:

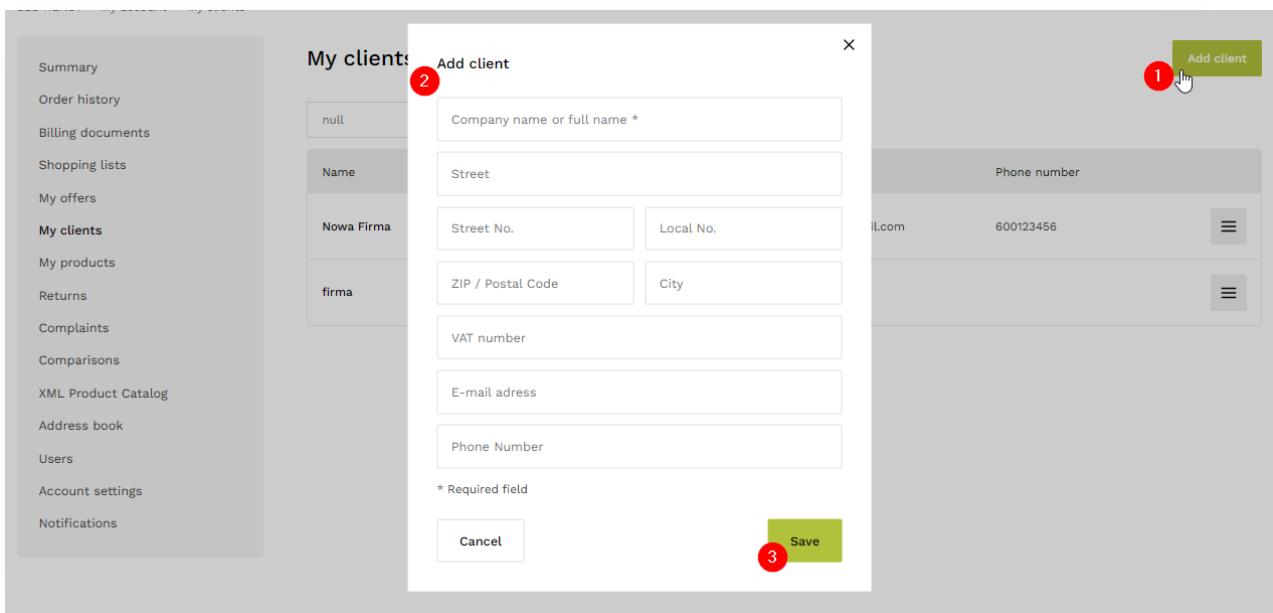
- **Edit an offer**
- **Duplicate an offer**
- **Delete an offer**



## 6. My clients

In order to prepare a full offer for our client, we need to add him to our client base in advance. This can be done while creating an offer or from the **My clients** section.

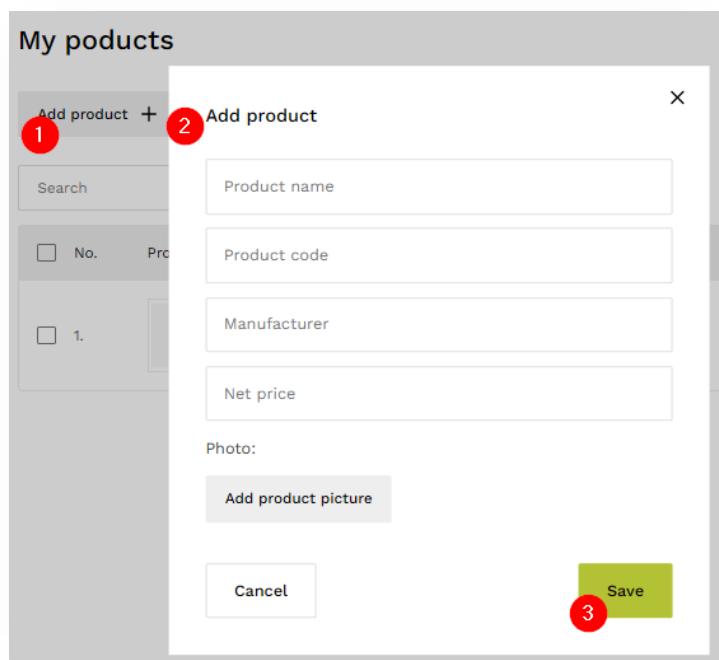
To add a new contractor from My Contractors, click **Add client**, then fill in the address information and click **Save**.



## 7. My products

When building an offer for our customer, we can use HENDI products as well as our own products that come from our warehouse. We can add such products individually, product by product, or by importing a previously created .XLS/.CSV file.

To add products individually, you need to click **Add Product**, then fill in product data including photo and click **Save**.



The second of the mentioned options is to import from an .XLS/.CSV file. However, in order for the products to be imported correctly, you first need to create an .XLS/.CSV file, in which you create two columns with:

- **Product code**
- **Product name**

	A	B	C	D	E	F
1	code	name				
2	MKF1121S	piec				
3	221761	XYZ				
4	208984	ABC				
5	471005	CBA				
6	507025	CD				
7						

If our file is ready to import then we click **Browse** and select our product file.

Import of products x

Import an XLS or CSV file with your product list.

Browse (Hand cursor icon)

The first row contains the column names

Separator: , ▼

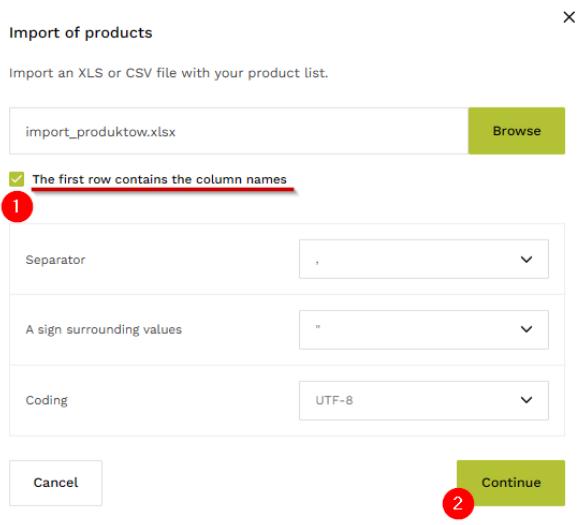
A sign surrounding values: " ▼

Coding: UTF-8 ▼

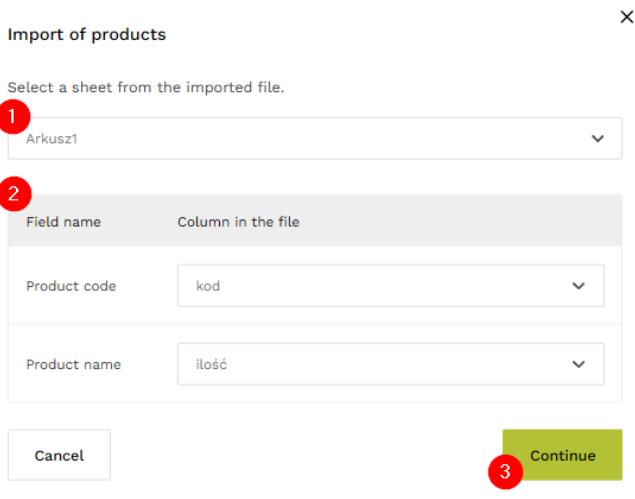
Cancel Continue

If in our file we have added the aisle of columns in the first row, we check the option

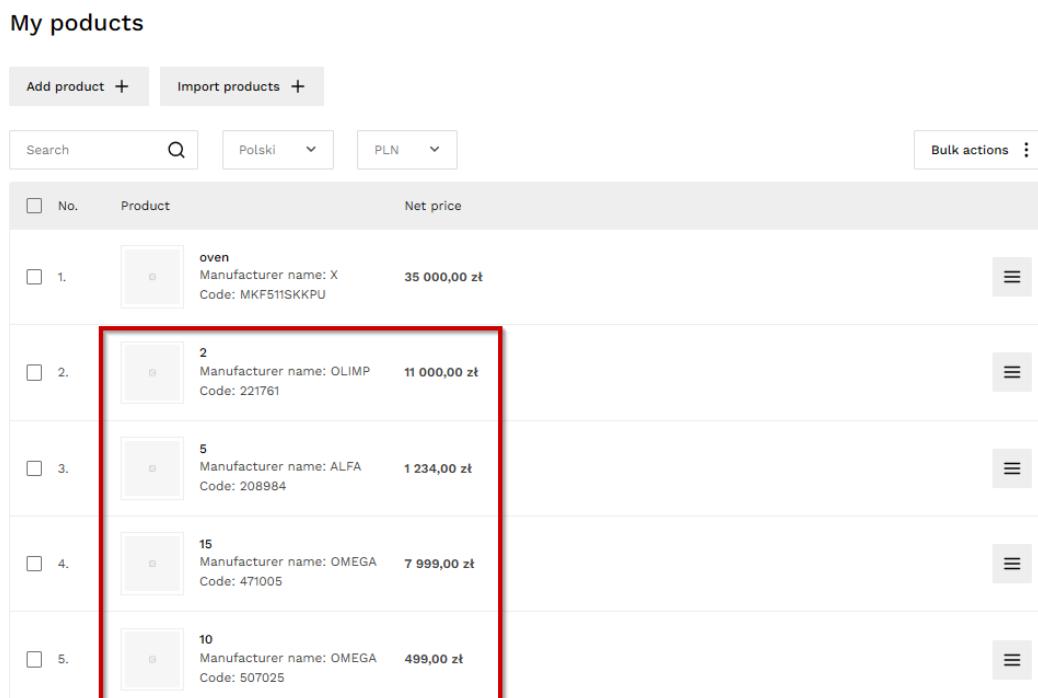
The first row contains the column names and we click **Continue**.



On the next view, we point to the sheet from our imported file in which the data is located and check if the name of the fields is properly mapped with the columns in our file. If everything agrees then we click **Continue** and wait for the products to be imported.



After performing the above steps, the products should be imported correctly and will be visible on the list in the my products section.



## 8. Returns

The returns section has a list of requests with returned orders. We can filter the requests by request number, billing document number, requester, request date and status.

[Summary](#)  
[Order history](#)  
[Billing documents](#)  
[Shopping lists](#)  
[My offers](#)  
[My clients](#)  
[My products](#)  
**Returns**  
[Complaints](#)  
[Comparisons](#)  
[XML Product Catalog](#)  
[Address book](#)  
[Users](#)  
[Account settings](#)  
[Notifications](#)

### Returns

[Report a return](#)

ⓘ You can submit a refund request from the details of the billing document to which the refund applies. Go to [Billing documents](#)

Search 
Reporter 
Filing date 
Status

Report number	Document No	Filing date	Reporter	Status
ZWR/PL/11117	FVAD/2025/01/00002	2025-06-26 09:36:34	B2B HENDI	<span style="background-color: #ffccbc; color: #c5714c; padding: 2px 5px;">New</span>
ZWR/PL/11119	FVAD/2025/01/00002	2025-05-06 12:45:20	Rafał Krzemiński	<span style="background-color: #ffccbc; color: #c5714c; padding: 2px 5px;">New</span>
ZWR/PL/11118	FG/2025/01/00039	2025-05-06 12:43:25	Rafał Krzemiński	<span style="background-color: #ffccbc; color: #c5714c; padding: 2px 5px;">New</span>
ZWR/PL/11117	FVAD/2025/01/00002	2025-01-17 11:22:06	Rafał Krzemiński	<span style="background-color: #ffccbc; color: #c5714c; padding: 2px 5px;">New</span>
ZWR/PL/11116	FVAD/2025/01/00002	2025-01-15 09:34:18	Rafał Krzemiński	<span style="background-color: #ffccbc; color: #c5714c; padding: 2px 5px;">New</span>
ZWR/PL/11111	FVAD/2025/01/00002	2025-01-10 09:43:10	Rafał Krzemiński	<span style="background-color: #ffccbc; color: #c5714c; padding: 2px 5px;">New</span>

By navigating to a selected ticket, we will find the product/products that have been returned.

### Return no ZWR/PL/11119

Return number	Filing date	Reporter	Status
ZWR/PL/11119	2025-05-06 12:45:20	B2B HENDI	<span style="background-color: #ffccbc; color: #c5714c; padding: 2px 5px;">New</span>

**Products**

	Oven mitts, cotton - 2 pcs, HENDI, 2 pcs., (L)350mm Code: 556603 <b>26,33 zł</b> Return cause: Return Number of products: 1 para
---	--

From the list of submissions, we can also report a return. By clicking on the **Submit Return** button, we will be taken to the billing documents and only from there can you proceed with the return request. Full instructions on how to report a return of goods are on [page 43](#).

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## 9. Complaints

The Complaints section has a list of complaint requests. We can filter the claims by claim number, billing document number, submitter, claim date and status.

Summary  
 Order history  
 Billing documents  
 Shopping lists  
 My offers  
 My clients  
 My products  
 Returns  
**Complaints**  
 Comparisons  
 XML Product Catalog  
 Address book  
 Users  
 Account settings  
 Notifications

### Complaints

[Make complaint](#)

ⓘ You can submit a complaint from the details of the billing document to which the complaint relates. Go to [Billing documents](#)

Report number	Document No	Filing date	Reporter	Status
RMA/PL/111149	FG/2025/06/00031	2025-08-28 12:47:38	B2B HENDI	<span style="background-color: #ffccbc; color: #c5714c; padding: 2px 5px;">New</span>
RMA/PL/111148	FG/2025/07/00048	2025-08-28 09:06:23	B2B HENDI	<span style="background-color: #ffccbc; color: #c5714c; padding: 2px 5px;">New</span>
RMA/PL/111146	FG/2023/10/00012	2025-08-25 09:26:43	B2B HENDI	<span style="background-color: #ffccbc; color: #c5714c; padding: 2px 5px;">New</span>
RMA/PL/111145	FG/2023/10/00012	2025-08-25 09:26:42	B2B HENDI	<span style="background-color: #ffccbc; color: #c5714c; padding: 2px 5px;">New</span>
RMA/PL/111144	FG/2023/10/00012	2025-08-25 09:26:40	B2B HENDI	<span style="background-color: #ffccbc; color: #c5714c; padding: 2px 5px;">New</span>

Moving to a selected ticket, we will find the details of the reporting person and the address of the product location.

#### Complaint No. RMA/PL/111122

Complaint Number RMA/PL/111122	Filing date 2025-06-26 13:04:21	Reporter B2B HENDI	Status <span style="background-color: #ffccbc; color: #c5714c; padding: 2px 5px;">New</span>
-----------------------------------	------------------------------------	-----------------------	---

**Applicant's details**

Rafał Krzemiński  
 test 2 2  
 02-097 Test  
 Poland  
 Tax Identification Number: 00032165498  
 Tel.: 6023456789

**Bank account number for refund**

**Product location**

Rafał Krzemiński  
 test 2 2  
 02-097 Test  
 Poland  
 Tax Identification Number: 00032165498  
 Tel.: 6023456789

For full instructions on how to report a claim for goods, see [page 45](#).

## 10. Comparisons

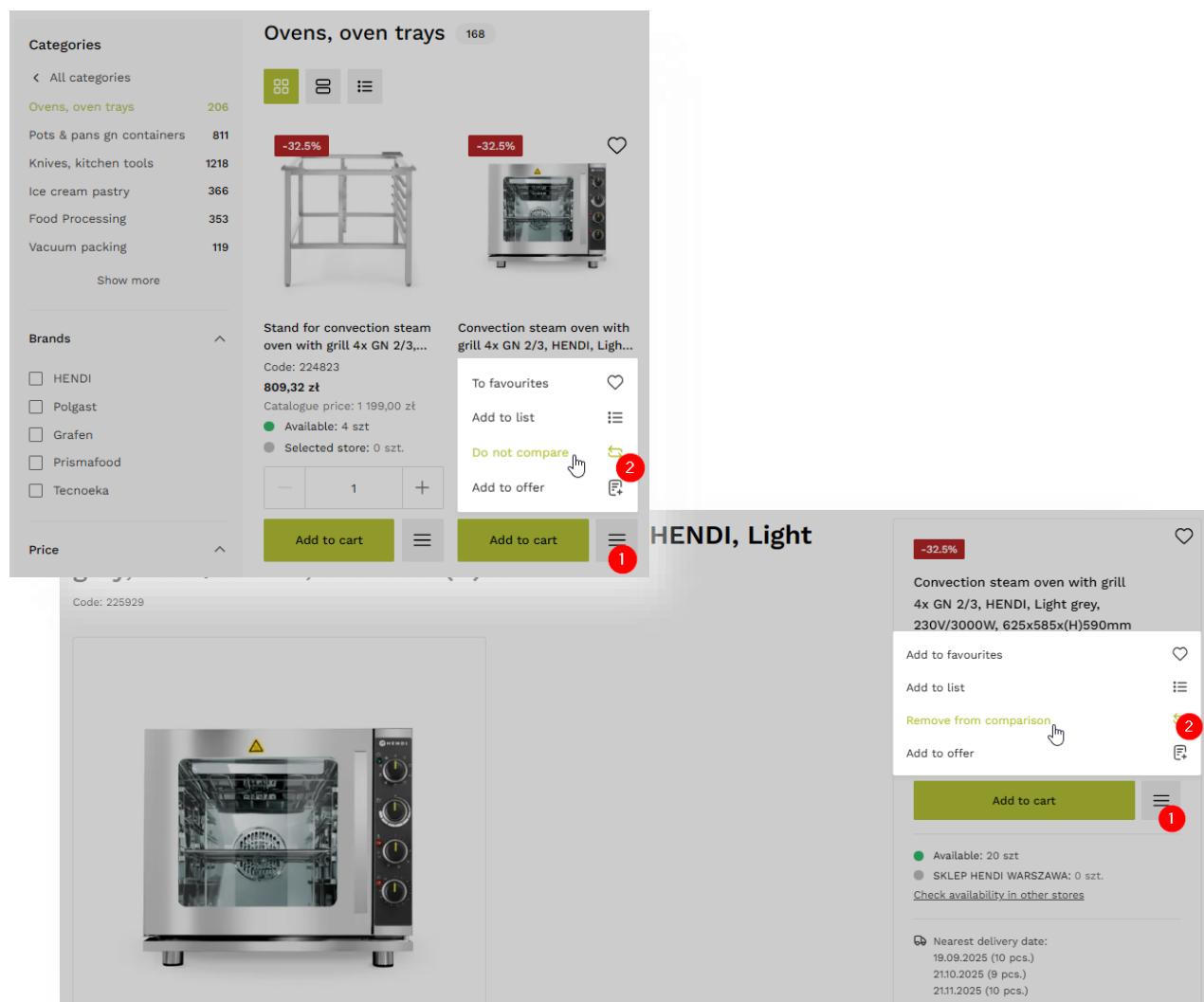
In the comparisons section we can compare products in terms of technical data.

Visible 1-2 from 2 products

Show differences

Full specification		
Height (mm)	590	572
Timer	120	120
Power (input) (W)	3000	2670
Length (mm)	625	595
Width (mm)	585	624

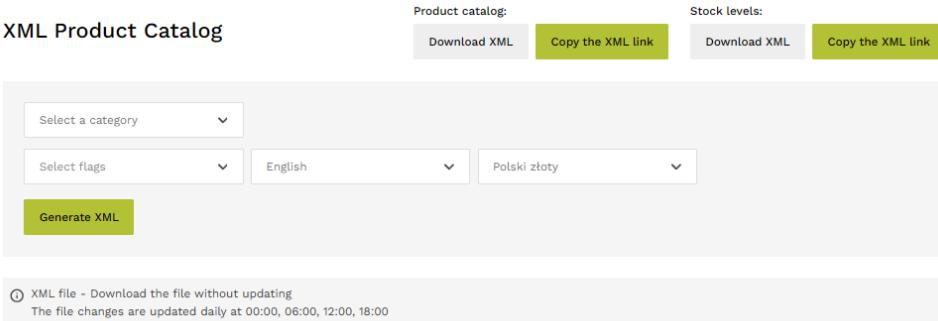
In order to compare the products, we have to add them from the list or product card level, by clicking the button with three horizontal dashes and choosing **Compare/Add to compare**.



## 11. XML product catalog

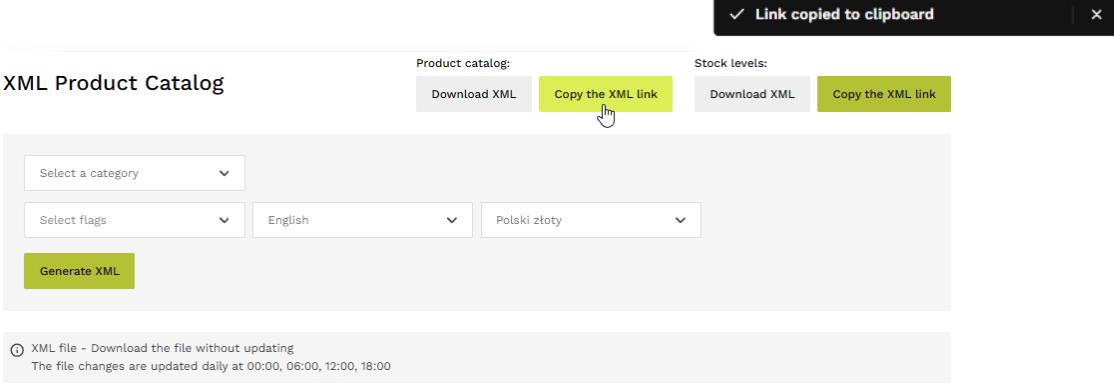
From the level of this section, we can download data with products and their inventory in the form of an XML file. An additional option is to copy a direct link to view the data from a web browser, or to pass the link to your own store system to automatically update the data.

To generate a new XML file, click **Generate XML** and wait until a window appears with the with a choice of where to save the file.



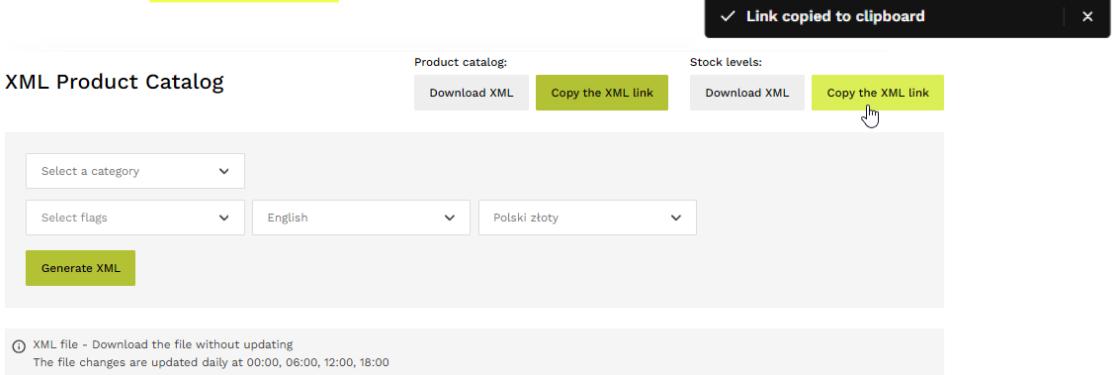
The screenshot shows the 'XML Product Catalog' interface. At the top, there are two sections: 'Product catalog:' and 'Stock levels:', each with 'Download XML' and 'Copy the XML link' buttons. Below these are dropdown menus for 'Select a category', 'Select flags', and language ('English' and 'Polski złoty'). A large green 'Generate XML' button is centered. At the bottom, a note says: 'XML file - Download the file without updating. The file changes are updated daily at 00:00, 06:00, 12:00, 18:00'.

To obtain a link to the XML file with products and stock levels, click **Copy XML link**. You will receive a notification confirming that the link has been copied. You can then paste the link into your browser or into your store system, which will download the new data.



The screenshot shows the 'XML Product Catalog' interface. The 'Stock levels:' section is highlighted, showing 'Download XML' and 'Copy the XML link' buttons. A green 'Copy the XML link' button is highlighted. A black notification bar at the top right says '✓ Link copied to clipboard'. The rest of the interface is identical to the previous screenshot.

However, if our system is configured to download data from two files - separately for products and stock levels - you must also click **Copy XML link** next to stock levels.



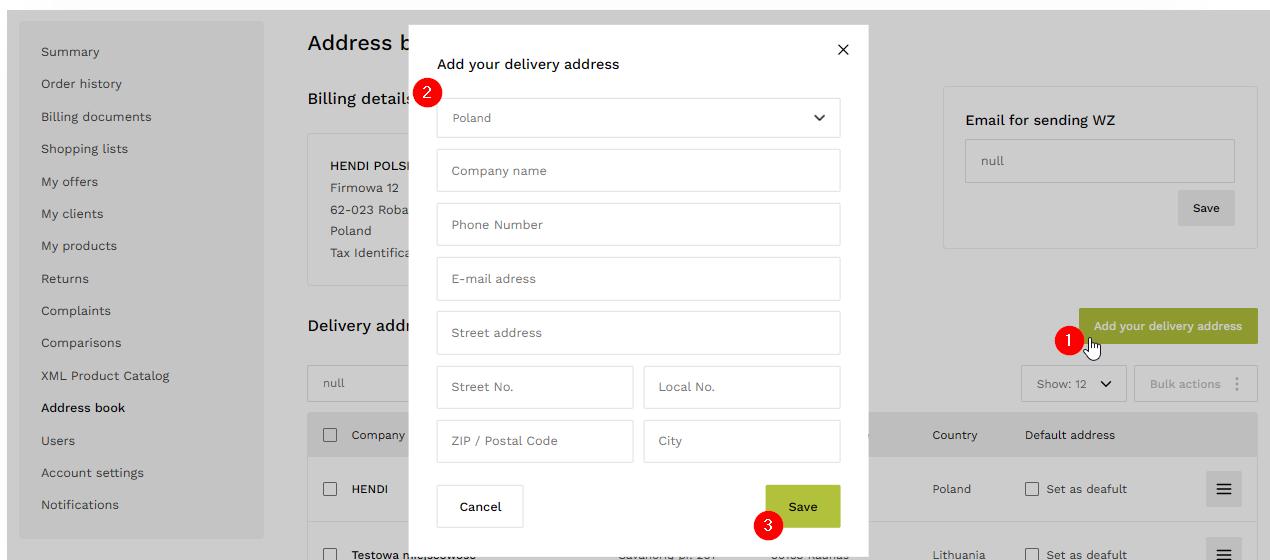
The screenshot shows the 'XML Product Catalog' interface. Both the 'Product catalog:' and 'Stock levels:' sections are highlighted, showing 'Download XML' and 'Copy the XML link' buttons. Both green 'Copy the XML link' buttons are highlighted. A black notification bar at the top right says '✓ Link copied to clipboard'. The rest of the interface is identical to the previous screenshots.

## 12. Address book

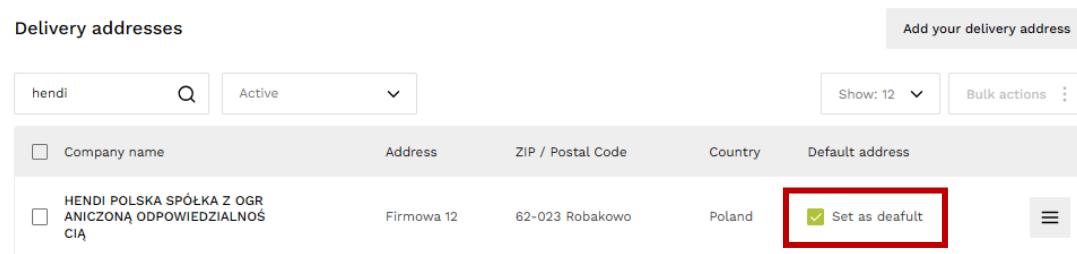
In the address book you will find delivery and pickup addresses. Additionally, from this level we can:

- add new delivery addresses
- set the default delivery address
- set the default email address for sending WZ documents (delivery notes)
- add a new pickup address

To add a new delivery address, click **Add delivery address**, then fill in the data and click **Save**.



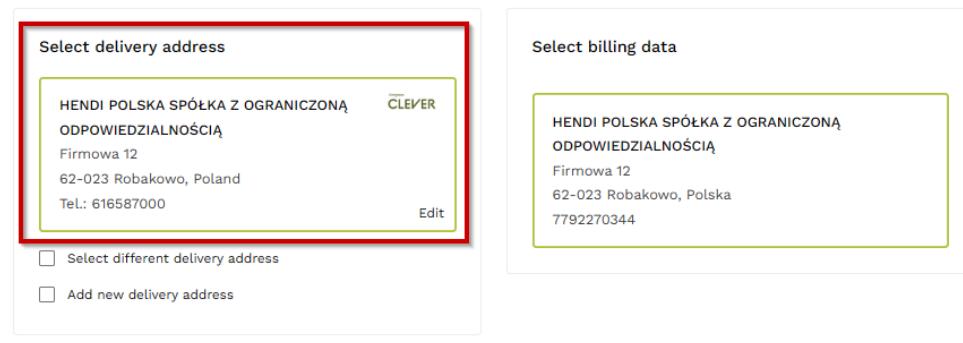
To set the default delivery address, select the **Set as default** option next to the appropriate address.



Company name	Address	ZIP / Postal Code	Country	Default address
HENDI POLSKA SPÓŁKA Z OGR. ANICZONĄ ODPOWIEDZIALNOŚCIĄ	Firmowa 12	62-023 Robakowo	Poland	<input checked="" type="checkbox"/> Set as default

With the option above, when placing an order, we will always see the selected address in the delivery address field.

### Delivery and payment



**Select delivery address**

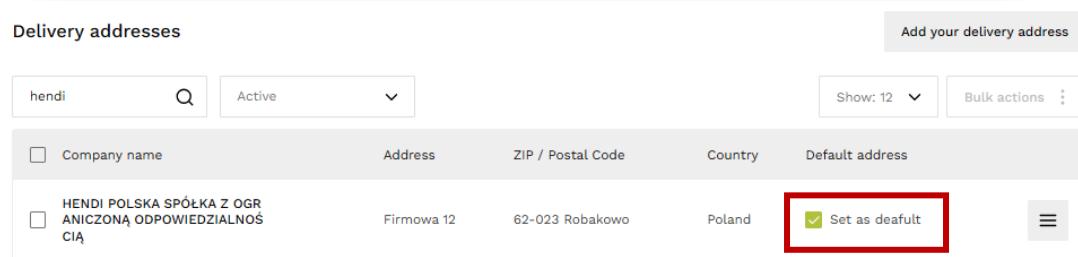
HENDI POLSKA SPÓŁKA Z OGRODZONĄ ODPOWIEDZIALNOŚCIĄ  
Firmowa 12  
62-023 Robakowo, Poland  
Tel.: 616587000

Select different delivery address  
 Add new delivery address

**Select billing data**

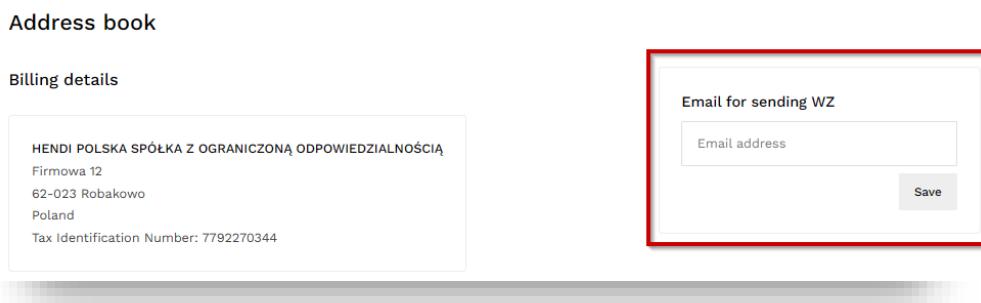
HENDI POLSKA SPÓŁKA Z OGRODZONĄ ODPOWIEDZIALNOŚCIĄ  
Firmowa 12  
62-023 Robakowo, Polska  
7792270344

However, if you want to select/add a delivery address for each order, you must **deselect** the default address option.



Delivery addresses					<a href="#">Add your delivery address</a>
hendi	<input type="text"/>	Active	<a href="#">Show: 12</a>	<a href="#">Bulk actions</a>	
<input type="checkbox"/>	Company name	Address	ZIP / Postal Code	Country	Default address
<input type="checkbox"/>	HENDI POLSKA SPÓŁKA Z OGRODZONĄ ODPOWIEDZIALNOŚCIĄ	Firmowa 12	62-023 Robakowo	Poland	<input checked="" type="checkbox"/> Set as default

To **set the default email address for sending delivery note documents in PDF**, enter the email address in **the Email for sending WZ field**.



**Billing details**

HENDI POLSKA SPÓŁKA Z OGRODZONĄ ODPOWIEDZIALNOŚCIĄ  
Firmowa 12  
62-023 Robakowo  
Poland  
Tax Identification Number: 7792270344

**Email for sending WZ**

Email address

This means that when placing an order, the email address for sending the WZ document will be automatically filled in.

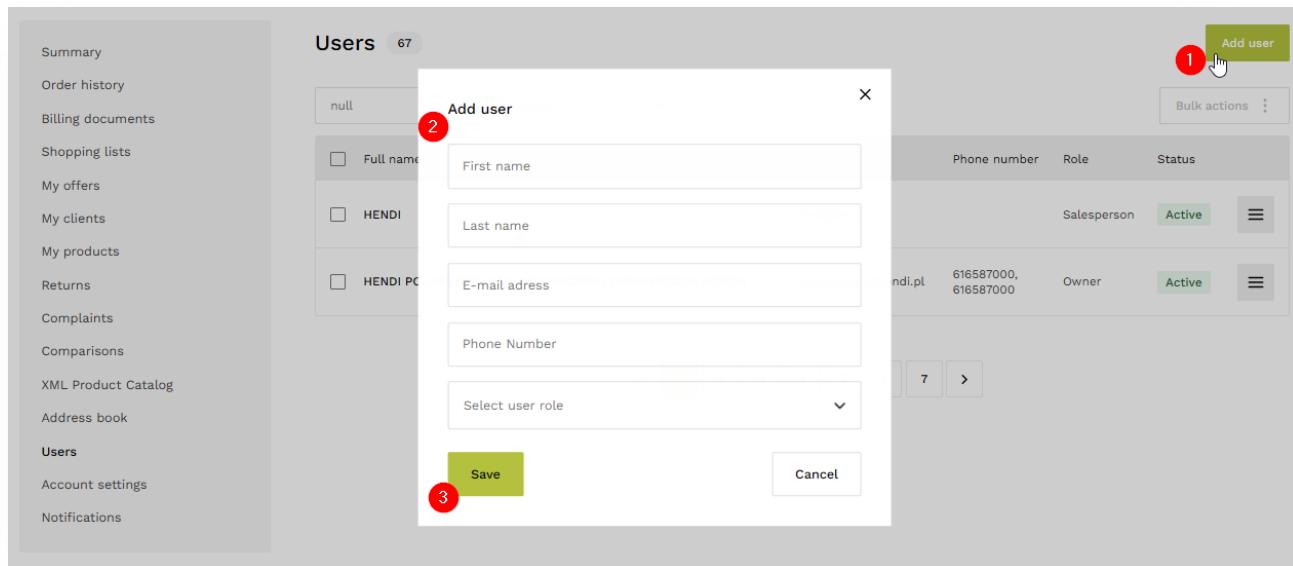
To **add a new goods pickup address**, go to the bottom of the page and click **Add pickup address**. Then complete the address details and click **Save**.



## 13. Users

From this section, we can add new users and edit already created accounts.

To add a new user, click **Add user**, then enter the user's data and assign the appropriate role.



Available user roles:

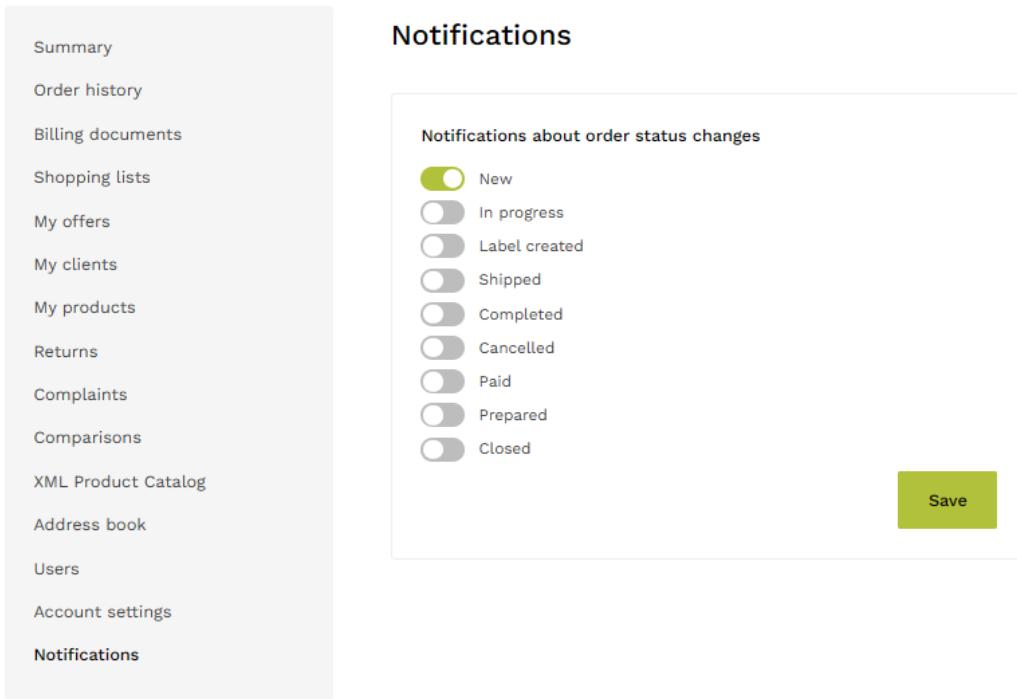
Authorities	Role	Owner	Manager	Viewer	Accountant	Salesperson	Offer	Client	Export Client	Key Manager	Key Account
Product Catalog		✓	✓		✓	✓	✓	✓	✓	✓	✓
Price visibility		✓	✓			✓		✓	✓	✓	✓
Stock visibility		✓	✓			✓		✓	✓	✓	✓
Creating orders		✓	✓			✓		✓	✓	✓	✓
Order history		✓	✓			✓		✓		✓	✓
Billing documents		✓	✓		✓			✓		✓	✓
Complaints		✓	✓							✓	✓
Returns		✓	✓							✓	✓
Address book		✓	✓			✓		✓	✓	✓	✓
Creating offers		✓	✓			✓	✓		✓		
Shopping lists		✓	✓	✓		✓		✓	✓	✓	✓
My products		✓	✓			✓				✓	
My clients		✓	✓			✓				✓	
XML Product Catalog		✓	✓						✓		
User management		✓	✓							✓	

## 14. Account settings

In this section we have information about our account. It is possible to change the data and password for the account.

## 15. Notifications

In the notifications section, we have the option to enable/disable receiving an email notification when a status change is made for orders and return and claim requests. Simply flip the switch next to the notification in question to enable/disable it.



The screenshot shows the 'Notifications' settings page. On the left, a sidebar lists various account management options: Summary, Order history, Billing documents, Shopping lists, My offers, My clients, My products, Returns, Complaints, Comparisons, XML Product Catalog, Address book, Users, Account settings, and Notifications. The 'Notifications' option is selected. The main content area is titled 'Notifications' and contains a sub-section titled 'Notifications about order status changes'. It lists ten status changes with corresponding toggle switches: New (on), In progress (off), Label created (off), Shipped (off), Completed (off), Cancelled (off), Paid (off), Prepared (off), and Closed (off). A green 'Save' button is located at the bottom right of the main content area.

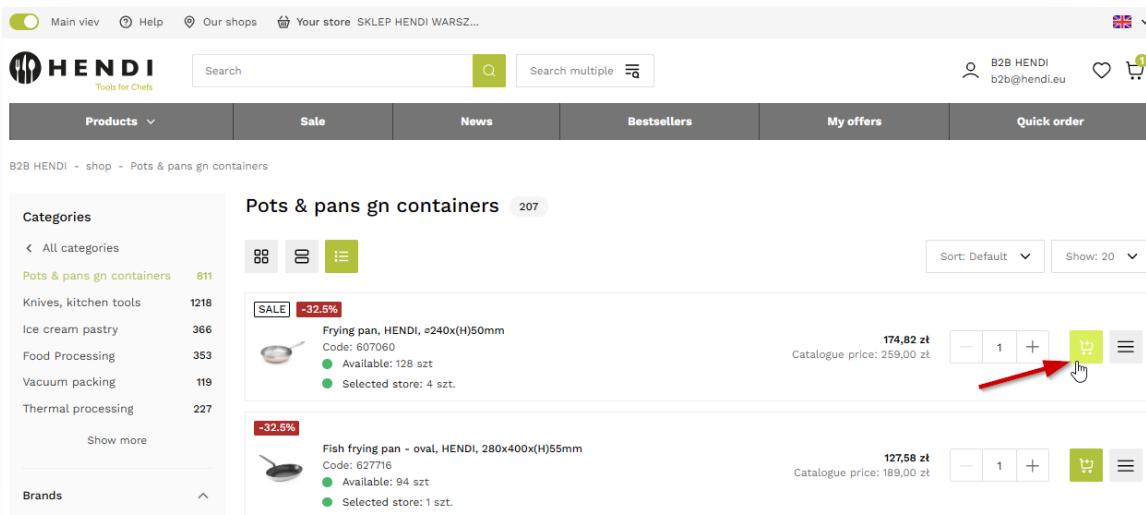


## Creating orders

### 1. Adding products to the cart

Adding products to the shopping cart is possible from:

#### A. product listing



B2B HENDI - shop - Pots & pans gn containers

**Pots & pans gn containers** 207

Categories

- < All categories
- Pots & pans gn containers 811
- Knives, kitchen tools 1218
- Ice cream pastry 366
- Food Processing 353
- Vacuum packing 119
- Thermal processing 227

Show more

Brands

**Frying pan, HENDI, ø240x(H)50mm**

**174,82 zł**

Catalogue price: 259,00 zł

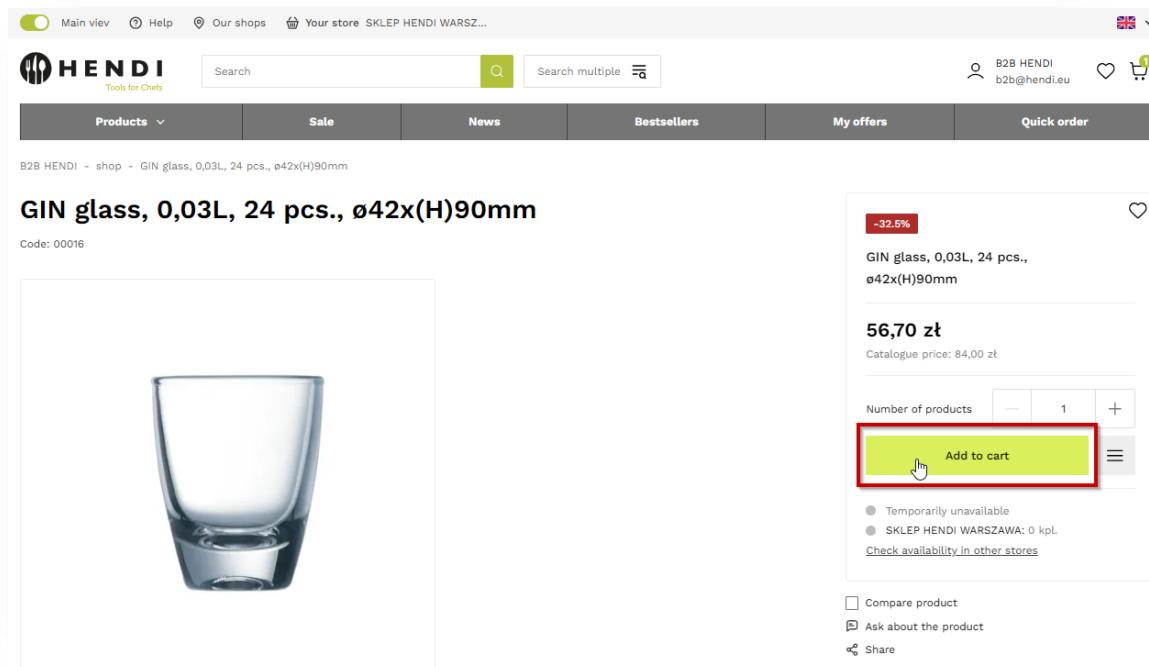
**127,58 zł**

Catalogue price: 189,00 zł

Sort: Default Show: 20

Add to cart button (highlighted with a red arrow)

#### B. product card



B2B HENDI - shop - GIN glass, 0,03L, 24 pcs., ø42x(H)90mm

**GIN glass, 0,03L, 24 pcs., ø42x(H)90mm**

Code: 00016

**56,70 zł**

Catalogue price: 84,00 zł

**Add to cart** button (highlighted with a red box)

Number of products: 1

Temporarily unavailable

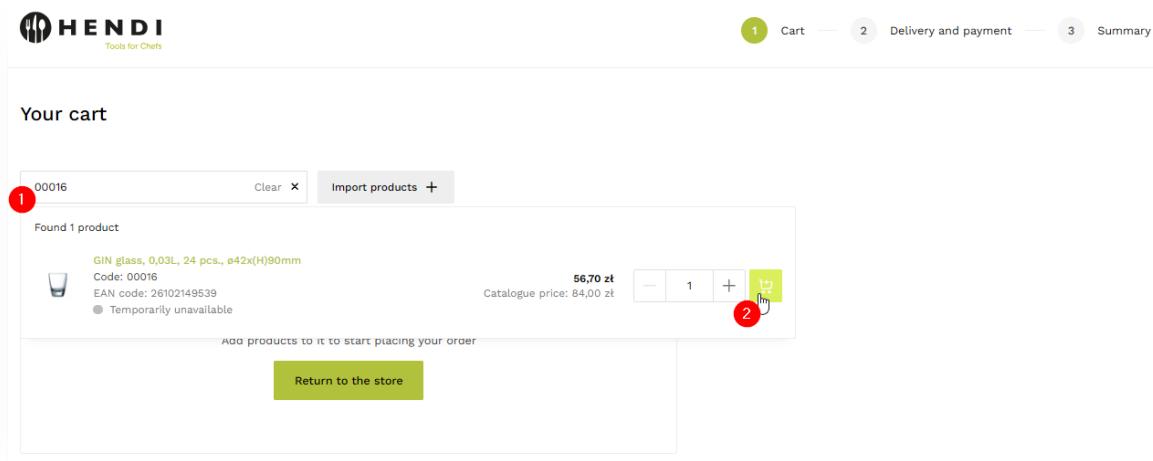
SKLEP HENDI WARSZAWA: 0 kpl.

Check availability in other stores

Compare product

Ask about the product

Share

**C. cart**


1 00016 Clear **Import products +**

Found 1 product

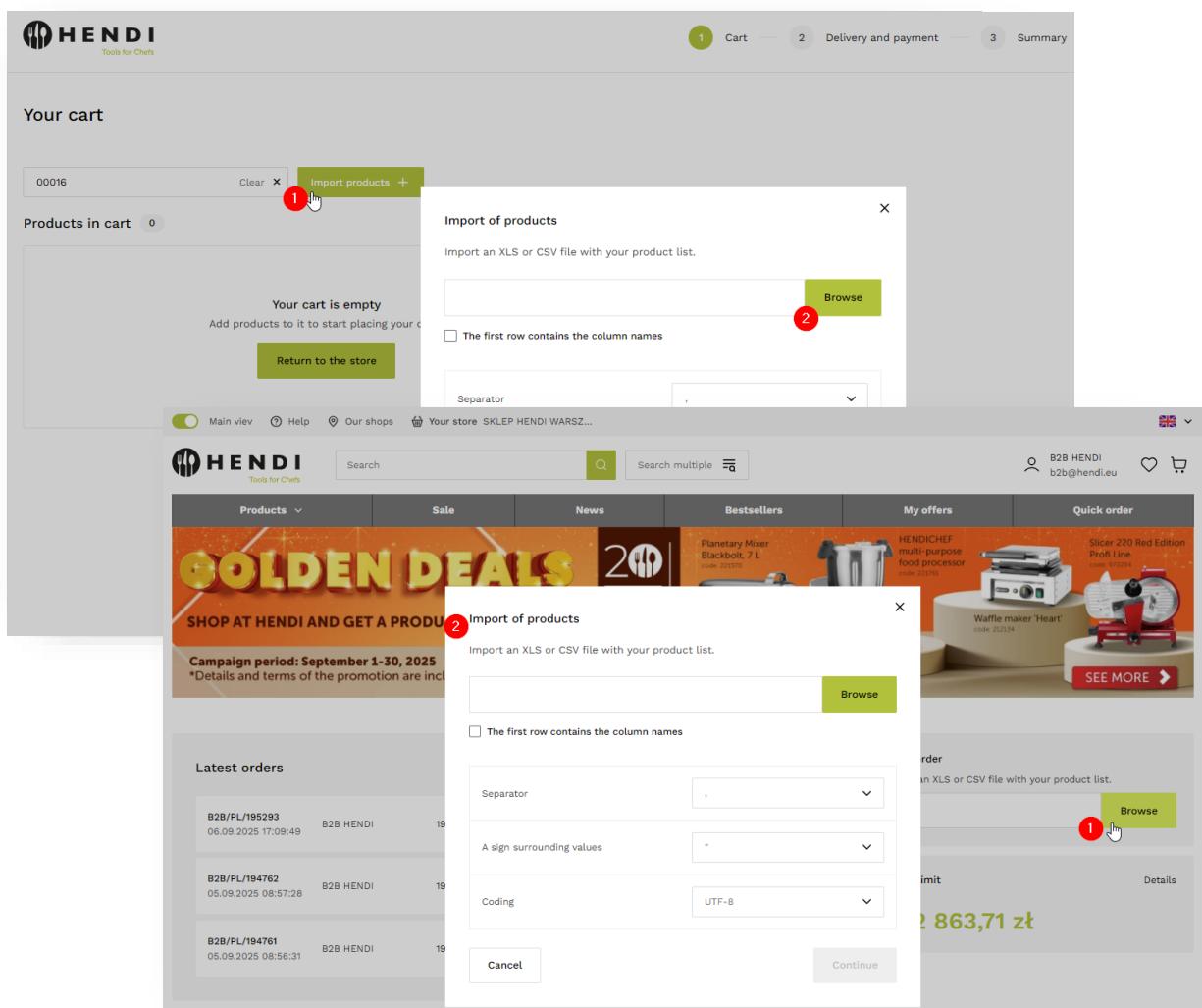
GIN glass, 0,03L, 24 pcs., ø42x(H)90mm  
 Code: 00016  
 EAN code: 26102149539  
 ⚡ Temporarily unavailable

56,70 zł Catalogue price: 84,00 zł

1 **Import**

Add products to it to start placing your order

**Return to the store**

**D. An additional option is to import a ready-made .xls/.csv file from either the shopping cart or homepage level**


1 00016 Clear **Import products +**

Products in cart 0

Your cart is empty  
 Add products to it to start placing your order

**Return to the store**

Import of products

Import an XLS or CSV file with your product list.

**Browse** (1)

The first row contains the column names (2)

Separator

Separator (1)

The first row contains the column names (2)

Import of products

Import an XLS or CSV file with your product list.

**Browse** (1)

Separator (1)

A sign surrounding values

Coding

Cancel Continue

Latest orders

B2B/PL/195293 06.09.2025 17:09:49 B2B HENDI 19

B2B/PL/194762 05.09.2025 08:57:28 B2B HENDI 19

B2B/PL/194761 05.09.2025 08:56:31 B2B HENDI 19

2 863,71 zł

In order for the products to be correctly imported into the shopping cart, you first need to create an .xls/.csv file, in which you create two columns with the product code and the quantity you want to add to the cart. For example, we can call the columns "code" and "quantity".

	A	B
1	kod	ilość
2	MKF511SKKPU	2
3	221761	2
4	208984	5
5	471005	15
6	507025	10

From the shopping cart or home page, we click **Browse** and select our previously saved file.

Import of products

Import an XLS or CSV file with your product list.



The first row contains the column names

Separator: ,  
A sign surrounding values: "  
Coding: UTF-8

If in our file we have added a column aisle in the first row, we check the option **The first row contains the column names** and we click **Continue**.

On the next view, we point to the sheet from our imported file in which the data is located and check if the field names are properly mapped with the columns in our file. If everything agrees then we click **Continue** and wait for the products to be imported.

Import of products

Import an XLS or CSV file with your product list.

**The first row contains the column names** 

Separator: ,  
A sign surrounding values: "  
Coding: UTF-8



Import of products

Select a sheet from the imported file.

1

2 

Field name	Column in the file
Product code	kod
Quantity	ilość



Before importing the products into the shopping cart, we will receive a page from the importer where we will see a list with our products.

From the received list we can remove selected products or change their quantity. Addition, we can **cancel** the entire list or, if everything is correct, **Add products to the cart**.

#### Quick order

Imported products 32

Import products +

Bulk actions :

No.	Product	Price (Netto)	Discount	Number of products	Together
1.	Automatic coffee machine One Touch, HENDI, Silver, 230V/1400W, 302x450x(H)370mm Code: 208984 ● Available: 61 pcs.	2 969,32 zł 4-300,00 zł	-32.5%	— 5 +	14 846,60 zł X Delete
2.	HENDICHEF multi-purpose food processor, HENDI, 230V/1400W, 210x380x(H)320mm Code: 221761 ● Available: 171 pcs. Nearest delivery date: 21.11.2025 (97 pcs.) 04.01.2026 (282 pcs.)	1 281,82 zł 1-899,00 zł	-32.5%	— 2 +	2 563,64 zł X Delete
3.	Chafing dish Gastronorm 1/1, HENDI, Kitchen Line, 9L, 585x385x(H)315mm Code: 471005 ● Available: 151 pcs. Nearest delivery date: 30.11.2025 (69 pcs.) 28.12.2025 (39 pcs.)	195,08 zł 280,00 zł	-32.5%	— 15 +	2 926,20 zł X Delete

#### Import summary

Product value (net):

20 687,44 zł

Add products to cart

Cancel

After clicking **Add products to cart**, we will be taken to the cart with the products we selected.

## 2. Division of orders into available, out of stock, and unavailable products in a given country

The order can be divided into up to 3 parts due to the products:

- **Available** - products available in our stock
- **Missing** - products that we currently do not have in stock (**/BR**)

The relevant information will appear in the shopping cart:

### Your cart

ⓘ Your cart contains products that are unavailable in your country

ⓘ Your cart contains products that are currently out of stock

Select one option below for products available in your country:

I want to order only products available in stock

I want to order both available and unavailable products

Choose order options for products unavailable in your country:

I don't want to order products unavailable in my country. I'm ordering only those available in my country

I want to order products unavailable in my country - only those in stock

I want to order products unavailable in my country - both in stock and out of stock

Additional, the products can be seen in one table

Search by name or code of product

Import products

+

**Products in cart** 3

No.	Product	Price (Netto)	Discount	Number of products	Together	
1.	 Lava rocks - fine, HENDI, box Code: 152706 Available: 165 pcs.	5,58 € 9,90 €	-40%	<input type="button" value="−"/> <input type="button" value="1"/> <input type="button" value="+"/>	5,58 €	<input type="button" value="X"/> Delete
2.	 Pasta machine, HENDI, 230V/370W, 300x550x(H)540mm Code: 201619 Unavailable: Missing 1 pcs. Nearest delivery date: 10.09.2025 (4 pcs.)	1056,00 € 1760,00 €	-40%	<input type="button" value="−"/> <input type="button" value="1"/> <input type="button" value="+"/>	1056,00 €	<input type="button" value="X"/> Delete
3.	 Purity C 300 filter, Brita, 125x119x(H)466mm Code: 102826 Available: 51 pcs.	71,40 € 110,00 €	-40%	<input type="button" value="−"/> <input type="button" value="1"/> <input type="button" value="+"/>	71,40 €	<input type="button" value="X"/> Delete

ⓘ This product is not available for purchase in your country. Please contact your sales representative.

and in separate sections "XY"

30

Products available in stock 1

ⓘ Order processed immediately

## Summary

## Quantity of products

Order value (net): 5,58 €

1 pcs.

Hide products

No.	Product	Price (Netto)	Discount	Number of products	Together
1.	 <b>Lava rocks - fine, HENDI, box</b> EAN code: 152706 ● Available: 165 pcs.	<b>5,58 €</b> 9,90 €	-40%	1	<b>5,58 €</b>

Products out of stock 1

ⓘ BR Order - order placement with later fulfillment date

## Summary

## Quantity of products

Order value (net): 1056,00 €

1 pcs.

Hide products

No.	Product	Price (Netto)	Discount	Number of products	Together
1.	 <b>Pasta machine, HENDI, 230V/370W, 300x550x(H)540mm</b> EAN code: 201619 ● Unavailable: Missing 1 pcs.	<b>1056,00 €</b> 1760,00 €	-40%	1	<b>1056,00 €</b>

Before proceeding to the rest of the order, we need to choose what we want to do with our products

### Your cart

ⓘ You have overdue invoices. You can only reserve products until you pay your invoices [See invoices](#)

ⓘ Your cart contains products that are unavailable in your country

ⓘ Your cart contains products that are currently out of stock

Select one option below for products available in your country:

I want to order only products available in stock  
 I want to order both available and unavailable products

Choose order options for products unavailable in your country:

I don't want to order products unavailable in my country. I'm ordering only those available in my country  
 I want to order products unavailable in my country - only those in stock  
 I want to order products unavailable in my country - both in stock and out of stock

Then we click **Go to order**

Search from the list		Bulk actions	
No.	Product	Price (Netto)	Discount
1.	Lava rocks - fine, HENDI, box Code: 152706 Available: 165 pcs.	5,58 € 0,90-€	-40%
2.	Pasta machine, HENDI, 230V/370W, 300x550x(H)540mm Code: 201619 Unavailable: Missing 1 pcs.	1056,00 € 1760,00-€	-40%
3.	Purity C 300 filter, Brita, 125x119x(H)466mm Code: 102826 Available: 50 pcs.	71,40 € 110,00-€	-40%

ⓘ This product is not available for purchase in your country. Please contact your sales representative.

**Summary**

Product value (net):	1132,98 €
Delivery cost:	0,00 €
Payment cost:	0,00 €

**To pay:**

Order value (net):	1132,98 €
--------------------	-----------

Discount code  [Activate](#)

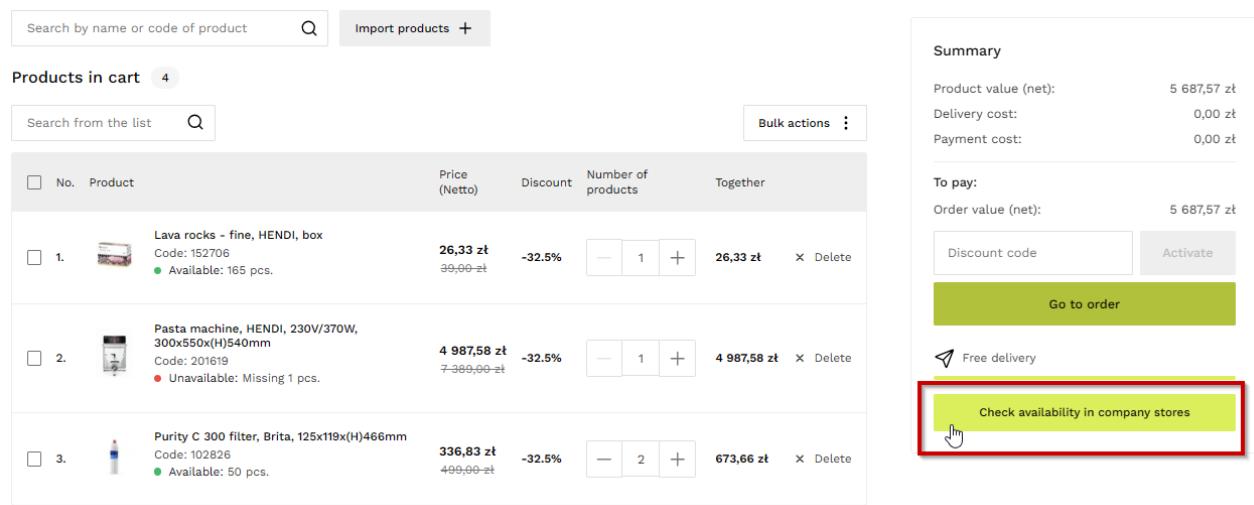
**Go to order** 

 Free delivery

### 3. Checking the availability of goods in HENDI company stores

One of the options for checking the availability of goods in HENDI company stores is the ability to check the availability of goods from the level of the shopping cart, but with this option, we do not check only one product but all the products that we currently have in the cart.

To do this, while already in the shopping cart, click the **Check availability in company stores** button

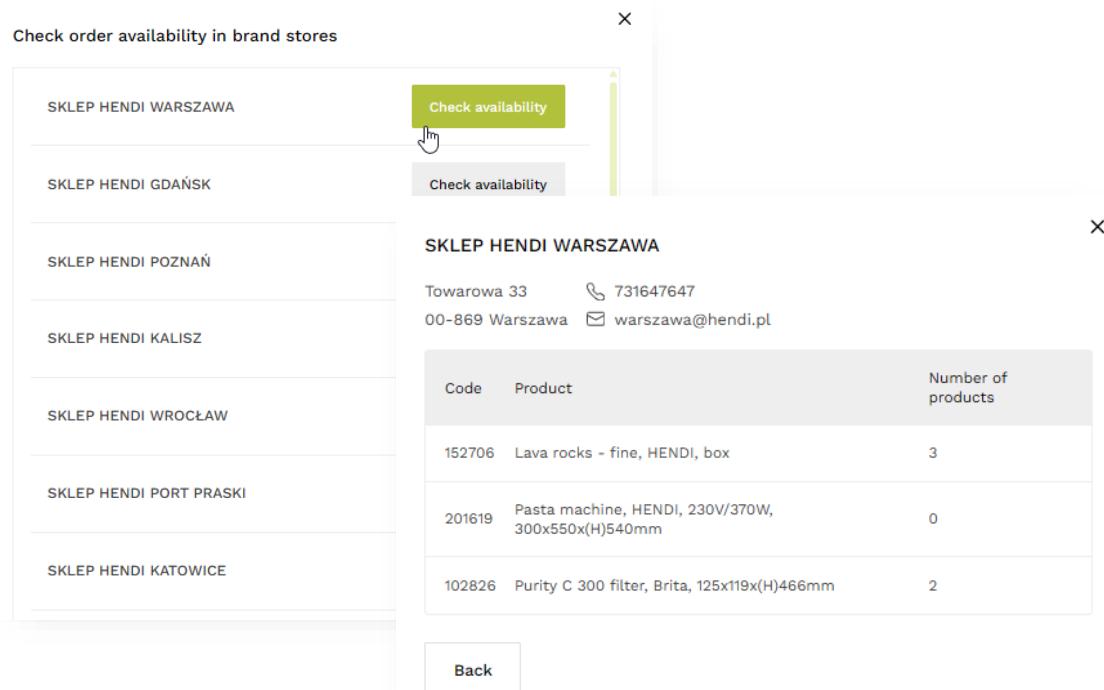


The screenshot shows the HENDI shopping cart interface. At the top, there is a search bar and an 'Import products' button. Below that, a table lists three items in the cart:

No.	Product	Price (Netto)	Discount	Number of products	Together
1.	Lava rocks - fine, HENDI, box Code: 152706 Available: 165 pcs.	26,33 zł 39,00 zł	-32.5%	1	26,33 zł
2.	Pasta machine, HENDI, 230V/370W, 300x550x(H)540mm Code: 201619 Unavailable: Missing 1 pcs.	4 987,58 zł 7 380,00 zł	-32.5%	1	4 987,58 zł
3.	Purity C 300 filter, Brita, 125x119x(H)466mm Code: 102826 Available: 50 pcs.	336,83 zł 499,00 zł	-32.5%	2	673,66 zł

On the right side, there is a 'Summary' section with total values and a 'To pay:' section. At the bottom right, there is a green button labeled 'Check availability in company stores' with a hand cursor icon, which is highlighted with a red box.

Then, we select the store where we want to check the availability of our products



The screenshot shows the 'Check order availability in brand stores' interface. On the left, a list of stores is shown with a 'Check availability' button next to each:

- SKLEP HENDI WARSZAWA
- SKLEP HENDI GDAŃSK
- SKLEP HENDI POZNAŃ
- SKLEP HENDI KALISZ
- SKLEP HENDI WROCŁAW
- SKLEP HENDI PORT PRASKI
- SKLEP HENDI KATOWICE

When 'SKLEP HENDI WARSZAWA' is selected, a detailed view is shown on the right:

**SKLEP HENDI WARSZAWA**

Towarowa 33 731647647  
00-869 Warszawa warszawa@hendi.pl

Code	Product	Number of products
152706	Lava rocks - fine, HENDI, box	3
201619	Pasta machine, HENDI, 230V/370W, 300x550x(H)540mm	0
102826	Purity C 300 filter, Brita, 125x119x(H)466mm	2

At the bottom left, there is a 'Back' button.

#### 4. Delivery and payment method

After adding the products, we move to the next step, where we choose:

- A.** delivery address
- B.** delivery method
- C.** payment method

##### Delivery and payment

**A** Select delivery address

HENDI POLSKA SPÓŁKA Z OGRIANICZONĄ ODPOWIEDZIALNOŚCIĄ  
Firmowa 12  
62-023 Robakowo, Poland  
Tel.: 616587000

Edit

Select different delivery address

Enter new delivery address

**B** Select delivery method

 Courier

 Personal collection from Hendi's headquarters

**C** Select payment method

 Bank transfer 7 days

 Cash on delivery

Enter cash on delivery amount

zł

**Summary**

Product value (net):	2 696,58 zł
Delivery cost:	0,00 zł
Payment cost:	0,00 zł
<b>To pay:</b>	
Order value (net):	2 696,58 zł
<input type="text"/> Discount code	<input type="button" value="Activate"/>
<input type="button" value="Continue"/>	

If a default delivery address has been set in the address book, we can change it by clicking

**Select different delivery address** and then select an address from the list or use the search engine.

Search for an address by typing in the search field:

company name/name/name/street/city/postal code

**Select delivery address**

HENDI POLSKA SPÓŁKA Z OGRIANICZONĄ ODPOWIEDZIALNOŚCIĄ  
Firmowa 12  
62-023 Robakowo, Poland  
Tel.: 616587000

Edit

Select different delivery address

1 HENDI POLSKA SPÓŁKA Z OGRIANICZONĄ ODPOWIEDZIALNOŚCIĄ  
Firmowa 12, 62-023 Robakowo, Poland, Tel.: 616587000

2 Search

Test Jan kowalski  
Testowa 1, 22-001 Brak, Polska, Tel.: 500123456

Testowa miejscowość  
Savanorių pr. 201, 50193 Kaunas, Litwa, Tel.: 601123456

To add a new delivery address, click **Enter new delivery address**, fill in the address data and save. After saving the data, the shipping address will be substituted.

**Delivery and payment**

Select delivery address

HENDI POLSKA SPÓŁKA Z OGRODZONĄ  
ODPOWIEDZIALNOŚCIĄ

CLEVER

Firmowa 12  
62-023 Robakowo, Poland  
Tel.: 616587000

[Edit](#)

Select different delivery address

Enter new delivery address 1

Add your delivery address 2

Poland

Company name

Phone number

E-mail address

Street address

Street No. Local No.

ZIP / Postal Code City

Add to address book

[Cancel](#) Save 3

If you want the new delivery address to be saved in your address book, you must also select the **Add to address book** option.

## 5. Summary

Going to the summary, we can see the delivery address, shipping method and payment method we selected earlier.

**Summary**

Delivery address	Change	Billing data	Change	Summary
HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ Firmowa 12 62-023 Robakowo, Poland Tel: 616587000		HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ Firmowa 12 62-023 Robakowo, Poland 7792270344		Product value (net): 5 687,57 zł Delivery cost: 0,00 zł Payment cost: 0,00 zł
Delivery method	Change	Payment method	Change	To pay:
 Courier		 Bank transfer 7 days		Order value (net): 5 687,57 zł
				Discount code <input type="text"/> Activate <b>Order</b>
				 Free delivery

Additional, we can specify:

**Additional information** - a place to enter information for the store staff

**Information for the courier** - a place to enter information for the courier

**Custom order number** - fill in when you want your order to be signed with some unique number

**Email for WZ shipment** - enter the email address to which the WZ document will be sent

Additional info
Enter your comments to the order
Note for courier
Enter your comment for a courier
Custom order number
Enter your custom order number
Email for sending WZ
Enter the email address to which the WZ document will be sent
<b>Clear</b>

If all the entered data are correct and we have entered additional information, we click **Order**, which finishes the ordering process.

**Summary**

Delivery address	Change	Billing data	Change	Summary
HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ Firmowa 12 62-023 Robakowo, Poland Tel: 616587000		HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ Firmowa 12 62-023 Robakowo, Poland 7792270344		Product value (net): 5 687,57 zł Delivery cost: 0,00 zł Payment cost: 0,00 zł
Delivery method	Change	Payment method	Change	To pay: Order value (net): 5 687,57 zł Discount code <input type="text"/> Activate
Courier		Bank transfer 7 days		<b>Order</b>
				Free delivery

## 6. Order confirmation

As an order confirmation you will see an appropriate message with the order number included. If, at the same time, we ordered a product which is not in stock (NONE) or which we cannot buy in the given country, we will also receive a notification here.

✓

**Thank you for placing the orders**

We have sent confirmation of your orders along with details to your email address.

Order number:	B2B/PL/196904
Order status:	<span style="background-color: #ffccbc; border: 1px solid #ff9800; padding: 2px 5px; border-radius: 5px;">New</span>
Payment method:	Bank transfer 7 days
Delivery method:	Courier
<b>Do you have questions?</b>  +48 61 658 70 00  b2b@hendi.com	

ⓘ BR Order - contains currently unavailable products. We will notify you when the products arrive and will continue processing your order.

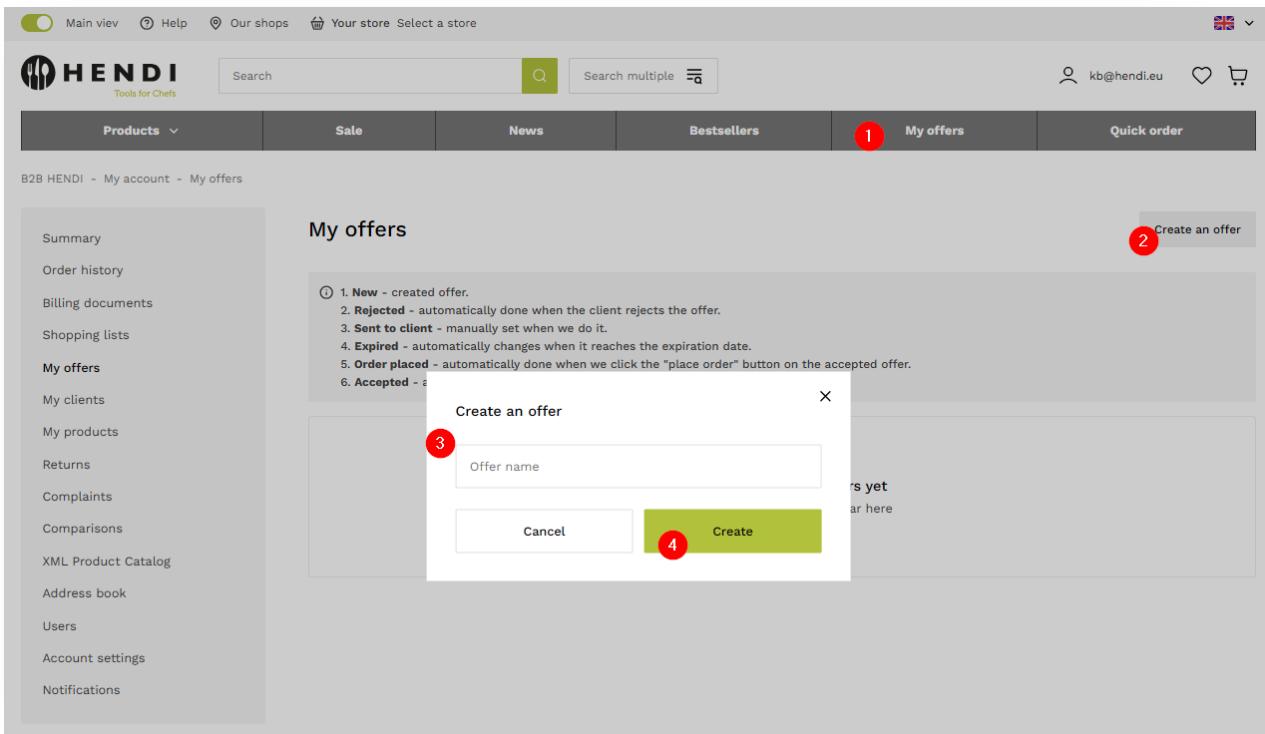
Order number:	B2B/PL/196905/BR
Order status:	<span style="background-color: #ffccbc; border: 1px solid #ff9800; padding: 2px 5px; border-radius: 5px;">New</span>
Payment method:	Bank transfer 7 days
Delivery method:	Courier
<b>Do you have questions?</b>  +48 61 658 70 00  b2b@hendi.com	

Additionally, an order confirmation will be sent to the email address assigned to your account. The same confirmation is received by the HENDI account manager.



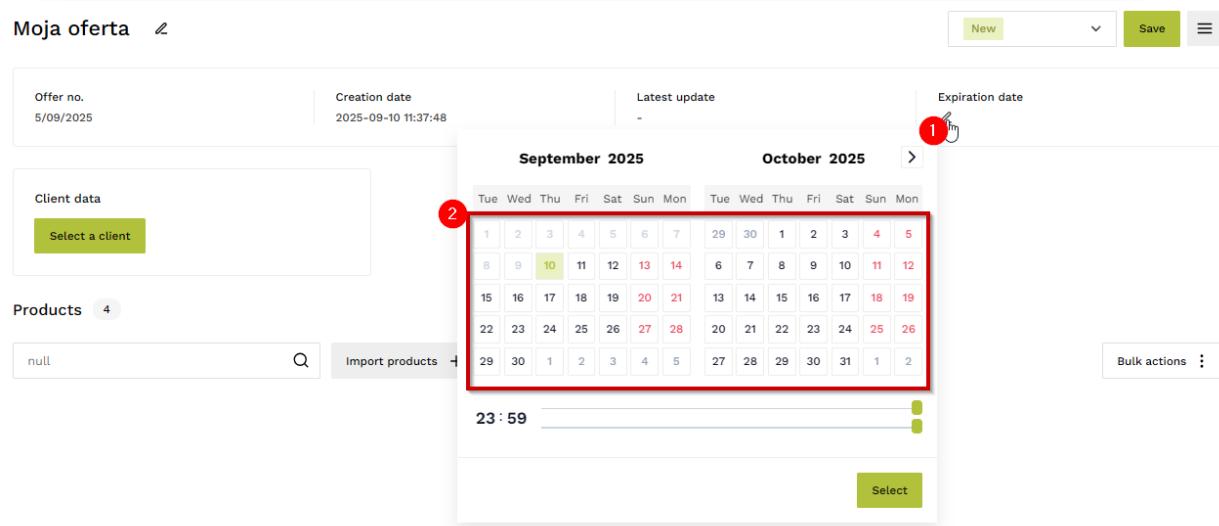
## Creating offers

To create a new offer for our customer, click **My Offers** from the main menu and then **Create Offer**. Then enter **the Name of the offer** and click **Create**.

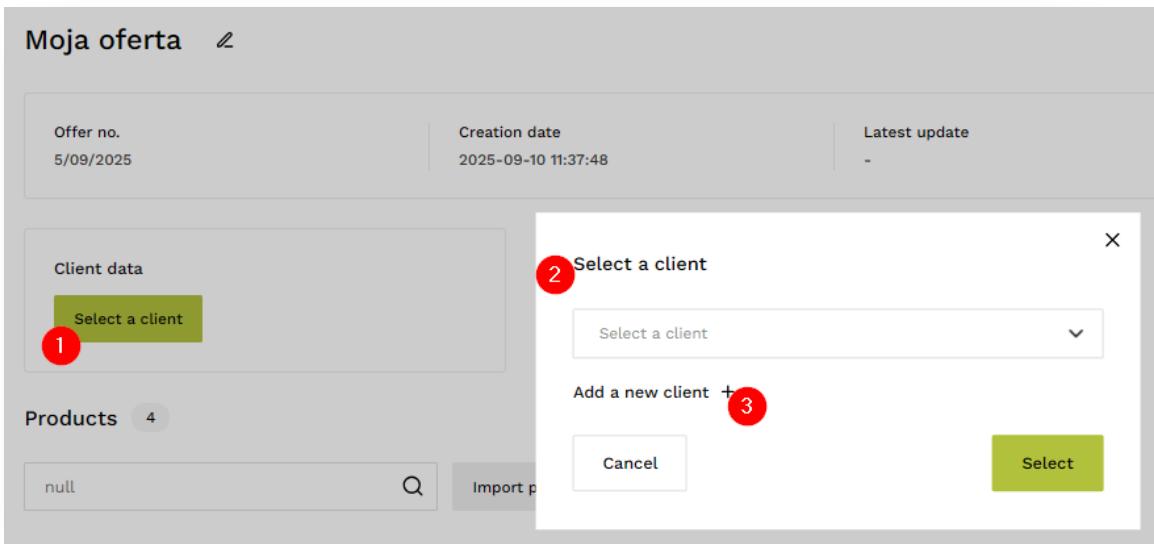


We will get a new page where we fill in the data needed to prepare the offer.

We can limit our offer by time or leave it until cancellation. To set the expiration date for our offer, click **Expiration date** and then select a date.



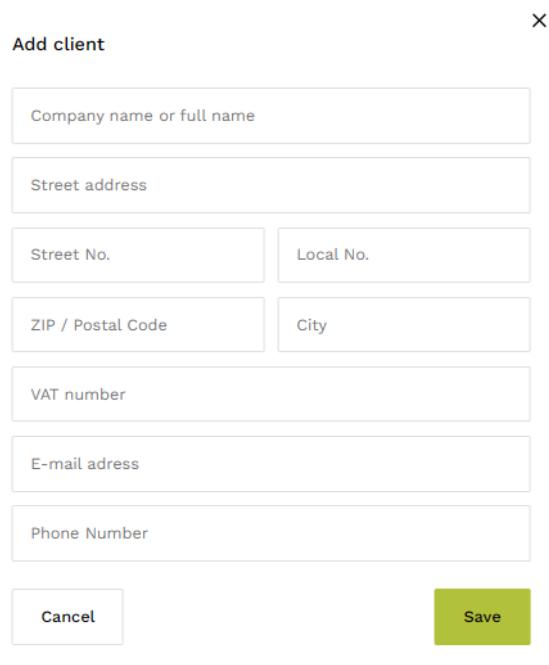
Next, **we select the contractor** for whom we are preparing the offer. Choose a contractor from the list of previously added contractors or create a new one.



The screenshot shows the 'Moja oferta' (My Offer) screen. At the top, there are fields for 'Offer no.' (5/09/2025), 'Creation date' (2025-09-10 11:37:48), and 'Latest update' (empty). Below these, there are sections for 'Client data' (with a 'Select a client' button highlighted with a red circle labeled '1') and 'Products' (with a 'null' placeholder and a search icon 'Q'). A modal dialog box titled 'Select a client' is open, containing a dropdown menu labeled 'Select a client', a 'Cancel' button, and a 'Select' button. The 'Select' button is also highlighted with a red circle labeled '3'. The 'Add a new client' button is visible in the background of the dialog.

When adding a new contractor, enter the required data and save.

The contractor will be automatically added to our offer.



The screenshot shows the 'Add client' dialog box. It contains fields for 'Company name or full name', 'Street address', 'Street No.' and 'Local No.', 'ZIP / Postal Code' and 'City', 'VAT number', 'E-mail address', and 'Phone Number'. At the bottom, there are 'Cancel' and 'Save' buttons, with 'Save' highlighted with a red circle.

The offer can be supplemented with **HENDI products** and/or **non-HENDI products** (instructions on [page 14](#)).

**Products** 0

Search by name or code of product  Import products + Bulk actions :

No products in stock  
Add products to their offer.

**Products outside Hendi's offer** 0

Search by name or code of product  Bulk actions :

No products in stock  
Add products to their offer.

HENDI products are added in a similar way to adding products to the shopping cart - use the **Add product** option and then select the products you are interested in, or use the **Import products** from a previously created .xls/.csv file

After adding the products, we can set the discount for our customer as well as the number of products we currently want to sell. Offer summaries are available below both sections.

**Products** 1

Search by name or code of product  Import products + Bulk actions :

No.	Product	Catalogue price	Discount for you	Price for you	Client discount	Your profit	Customer price	Number of qty	Total price
1	HENDICHEF multi-purpose food processor, HENDI, 230V/1400W, 210x380x(H)32...	1 899,00 zł	32,5%	1 281,82 zł	10,00 %	427,28 zł	1 709,10 zł	<input type="button" value="—"/> <input type="button" value="1"/> <input style="border: 1px solid red; border-radius: 50%;" type="button" value="+"/>	1 709,10 zł

**Products outside Hendi's offer** 1

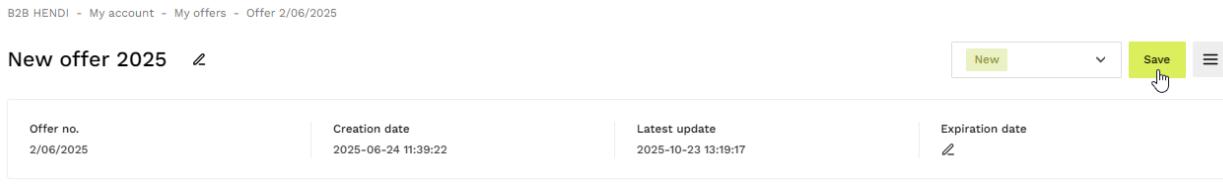
Search by name or code of product  Bulk actions :

No.	Product	Current price	Client discount	Your profit	Number of qty	Value of products to the customer	Sum of profit
1	oven EAN code: MKF51SKKPU	35 000,00 zł	5,00 %	-1 750,00 zł	<input type="button" value="—"/> <input type="button" value="1"/> <input style="border: 1px solid red; border-radius: 50%;" type="button" value="+"/>	33 250,00 zł	-1 750,00 zł

**Offer summary**

Offer for client:	Your profit (net):
Product value (net):	Your income (net):
Value of discounts:	Your cost (net):
<b>Together:</b>	Your profit (net):
Order value (net):	<b>-1 322,72 zł</b>

Once you have prepared your offer, save it by clicking the **Save** button at the top of the page.



B2B HENDI - My account - My offers - Offer 2/06/2025

New offer 2025

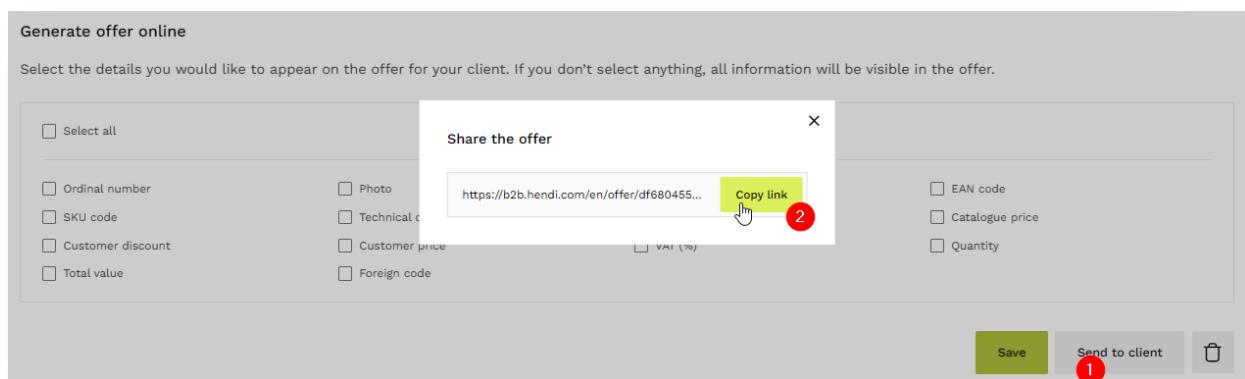
Offer no. 2/06/2025 Creation date 2025-06-24 11:39:22 Latest update 2025-10-23 13:19:17 Expiration date

Save

We can send our offer to the customer:

- A. online as a link to a website
- B. as an Excel file
- C. as a Word file

To send an offer online, go to the **Generate offer online** section, click **Send to client**, and then **Copy link**. Send the copied link to your client, e.g., by email.



Generate offer online

Select the details you would like to appear on the offer for your client. If you don't select anything, all information will be visible in the offer.

Select all

Ordinal number  Photo  
 SKU code  Technical c...  
 Customer discount  Customer price  
 Total value  Foreign code

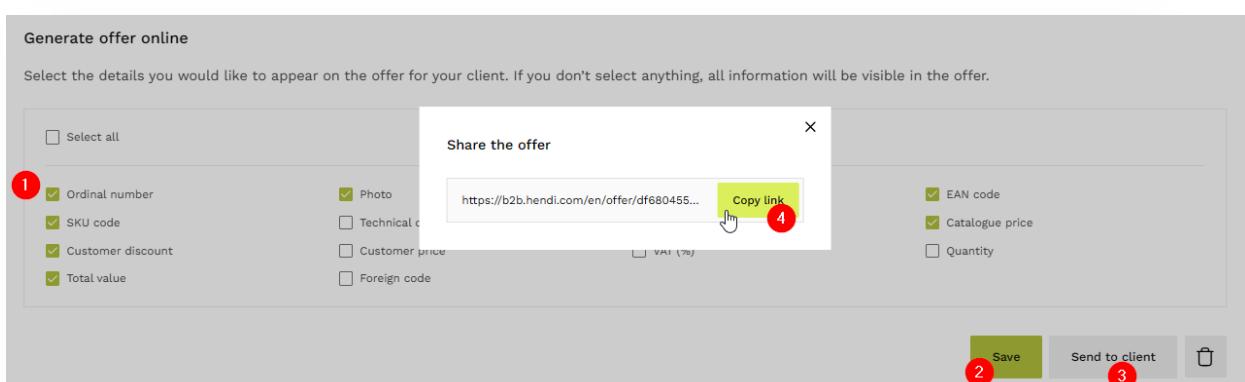
EAN code  
 Catalogue price  
 Quantity

Share the offer

https://b2b.hendi.com/en/offer/df680455... **Copy link**

Save **Send to client** **1**

We can send an online offer with limited information. To do this, **select the data** you are interested in, then click **Save**, **Send to client**, and **Copy link**.



Generate offer online

Select the details you would like to appear on the offer for your client. If you don't select anything, all information will be visible in the offer.

Select all

**1**  Ordinal number  Photo  
 SKU code  Technical c...  
 Customer discount  Customer price  
 Total value  Foreign code

EAN code  
 Catalogue price  
 Quantity

Share the offer

https://b2b.hendi.com/en/offer/df680455... **Copy link**

**2** Save **Send to client** **3**

To generate an offer in an Excel file, go to the **Generate offer to Excel file** section, then **select the data** you want to be visible in the offer and click **Generate**. Save the generated file on your computer and then send it to your customer, e.g., by email.

#### Generate offer to Excel file

Select the data you want to be visible in the export file.

Select all  Include products outside of HENDI

<input checked="" type="checkbox"/> Photo	<input checked="" type="checkbox"/> Product name	<input checked="" type="checkbox"/> EAN code	<input checked="" type="checkbox"/> SKU code
<input checked="" type="checkbox"/> Technical data	<input type="checkbox"/> Product description	<input type="checkbox"/> Catalogue price	<input type="checkbox"/> Customer price
<input checked="" type="checkbox"/> Quantity	<input checked="" type="checkbox"/> Total value		

**Note**

**Generate** 2

The last option is to generate an offer to a Word file in the form of a product card for one or more products. To do this, go to the Generate offer to Word file section and select one of the two options – **Generate as one file** or **Generate as separate files**.

#### Generate offer to Word file

Select the data you want to be visible in the export file.

Include products outside of HENDI

**Generate as one file** **Generate as separate files**

The saved offer can be found in the **Customer Panel**  **My Offers**



## Returns

To report a return, go to the **Billing Documents** section and select the invoice for which you want to create a return.

Summary  
Order history  
**1 Billing documents**  
Shopping lists  
My offers  
My clients  
My products  
Returns  
Complaints  
Comparisons  
XML Product Catalog  
Address book  
Users  
Account settings  
Notifications

**Billing documents**

All invoices

ⓘ You can submit a return or complaint from the details of the billing document.

Document	Address	Value	Payment term
Invoice FG/2025/07/00048 22.07.2025 Paid	HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ Firmowa 12 62-023 Robakowo Poland	54,00 zł	2025-07-29
Invoice FG/2025/07/00046 22.07.2025 Paid	HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ Firmowa 12 62-023 Robakowo Poland	86,39 zł	2025-07-29
Invoice FG/2025/07/00045 22.07.2025 Paid	HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ Firmowa 12 62-023 Robakowo Poland	73,57 zł	2025-07-29

From the invoice, click **Report Return** and you will be taken to a page with a list of products that were included in the invoice.

**Invoice no FVAD/2023/03/00001**

<b>Report a return</b>	Raport a complaint	Show order details	Download the invoice
Date of issue 06.03.2023	Payment term 2023-03-13	Payment status Paid	
<b>Billing details</b> HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ Firmowa 12 62-023 Robakowo Poland			

From the product listing, **select the product** you want to return, **give the reason** and click **Submit Return**.

Select the products to return

Q

1  Smooth vegetable knife, Victorinox, Yellow, (L)190mm  
Code: 6.7606.L118  
**14,40 zł**  
3 szt

2

3

Smooth vegetable knife, Victorinox, Green, (L)212mm  
Code: 6.7706.L114  
**18,90 zł**  
3 szt

Serrated vegetable knife, Victorinox, Green, (L)212mm  
Code: 6.7736.L4  
**18,90 zł**  
3 szt

Mandoline V-type, HENDI, Black, 130x335x(H)75mm  
Code: 222614  
**98,10 zł**  
7 szt

Pizza delivery bag 45 cm Kitchen Line, HENDI, Kitchen Line, Black, 470x470x(H)210mm  
Code: 709870  
**88,20 zł**  
1 szt

As a confirmation of acceptance of the request you will see appropriate message. Addition, to our address e-mail address will be sent a confirmation of the return notification.

If we want to report the return of another product for the same order, just click **Report a return**.

Your return has been reported.

We have sent a return confirmation with details to your e-mail address. Check your inbox.

Would you like to return another product for the same order?

Return number: **ZWR/PL/1111**

Return status: **Otwarte**

Do you have questions?

+48 61 658 70 00

b2b@hendi.com



## Complaints

To report a claim, go to the **Billing Documents** section and select the invoice on which there is a product to report.

Summary

Order history

**1 Billing documents**

- Shopping lists
- My offers
- My clients
- My products
- Returns
- Complaints
- Comparisons
- XML Product Catalog
- Address book
- Users
- Account settings
- Notifications

**Billing documents**

All invoices

ⓘ You can submit a return or complaint from the details of the billing document.

Document	Address	Value	Payment term
Invoice FVAD/2024/12/00026 18.12.2024 Paid	HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ Firmowa 12 62-023 Robakowo Poland	601,43 zł	2024-12-25
Invoice FG/2025/06/00018 09.06.2025 Paid	HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ Firmowa 12 62-023 Robakowo Poland	245,96 zł	2025-06-16

From the invoice, click on **Report a complaint**, after which you will be taken to a page with a list of products that were included in the invoice.

### Invoice no FVAD/2023/03/00001

[Report a return](#) **Report a complaint** 

[Show order details](#) [Download the invoice !\[\]\(85f6ab0637b69280024d4ac39326ffa7\_img.jpg\)](#)

Date of issue 06.03.2023	Payment term 2023-03-13	Payment status Paid
-----------------------------	----------------------------	------------------------

**Billing details**

HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ  
Firmowa 12  
62-023 Robakowo  
Poland

From the list of products we **select the product** we want to report by clicking **Report complaints**, after which we will be transferred to the complaint form.

Select products to complaints

No.	Product	Unit price	Number of products	Together	
1.	Smooth vegetable knife, Victorinox, Yellow, (L)190mm Code: 6.7606.L118	14,40 zł	3 szt	43,20 zł	<b>Report complaints</b> 
2.	Smooth vegetable knife, Victorinox, Green, (L)212mm Code: 6.7706.L114	18,90 zł	3 szt	56,70 zł	<b>Report complaints</b>
3.	Serrated vegetable knife, Victorinox, Green, (L)212mm Code: 6.7736.L4	18,90 zł	3 szt	56,70 zł	<b>Report complaints</b>
4.	Mandoline V-type, HENDI, Black, 130x335x(H)75mm Code: 222614	98,10 zł	7 szt	686,70 zł	<b>Report complaints</b>
5.	Pizza delivery bag 45 cm Kitchen Line, HENDI, Kitchen Line, Black, 470x470x(H)210mm Code: 709870	88,20 zł	1 szt	88,20 zł	<b>Report complaints</b>

In the form, first select **the type of claim**, **the date of the defect**, enter **a description of the complaint** and add **attachments** (.pdf/.jpg/.png)

Advertised product

Smooth vegetable knife, Victorinox, Yellow, (L)190mm Code: 6.7606.L118 <b>14,40 zł</b> 3 szt	Complaint Type ▼ <b>1</b>
	Date of defect ▼ <b>2</b>
	Number of products - 1 +
	Describe the details of the complaint <b>3</b>
	Add attachment <b>4</b> File size up to 5 MB (maximum 4 attachments).

Then we proceed to determine the location of the product and possibly add a bank account number. As the address of the product location, we can indicate the same address we have given as the billing address or another address, such as the address of the customer to whom the goods were sent.

If the above information has been completed, click on **Report complaint**.

Applicant's details

Delivery details
B2B HENDI test 2 02-097 TEST Poland Tax Identification Number: 7792270344
Bank account number for refund
<b>2</b> Bank account number

Product location

Specify product location address
A courier will be sent to the given address to pick up the damaged product or technician will be dispatched.
<b>1</b> <input checked="" type="radio"/> Same address as contractor <input type="radio"/> Other address than contractor
<b>3</b> Report complaint

The following message will appear as a confirmation appropriate message. Addition, to our address e-mail address will be sent a confirmation of of the claim notification.

If we want to report the return of another product for the same order, just click **Make complaint**.



Your complaint has been reported.

We have sent confirmation of your complaint along with details to your e-mail address. Check your inbox.

Would you like to submit a complaint about another product for the same order?

[Make complaint](#)

Complaint Number:

RMA/PL/111126

Complaint status:

Otwarte

Do you have questions?

+48 61 658 70 00

b2b@hendi.com

[Return to the store](#)

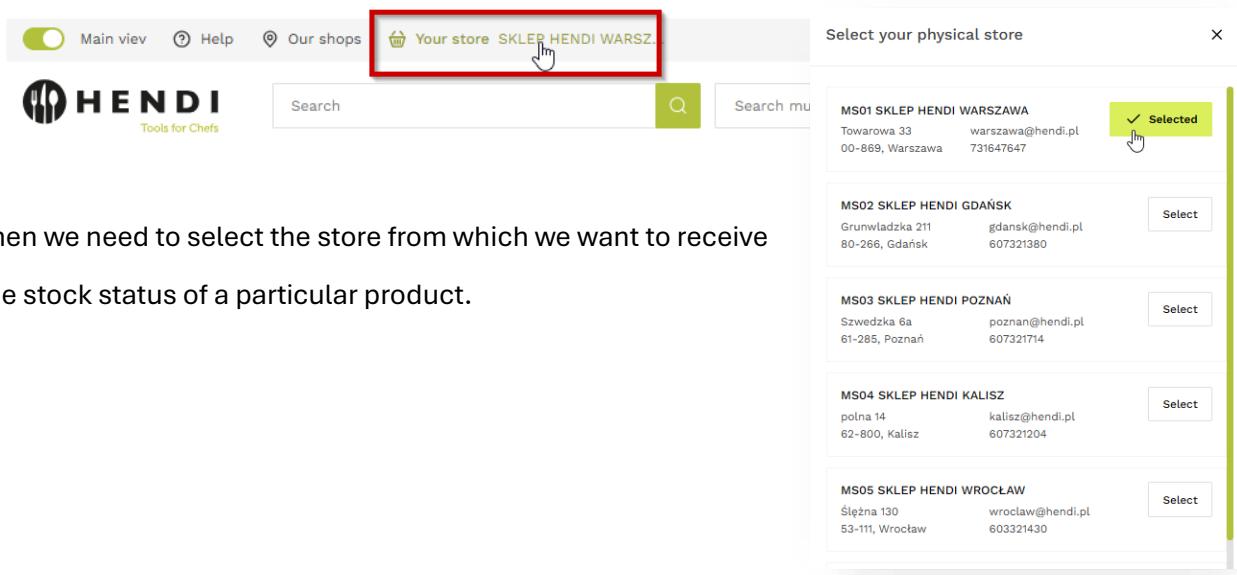


## Other functionalities

### 1. Stock status in HENDI company stores

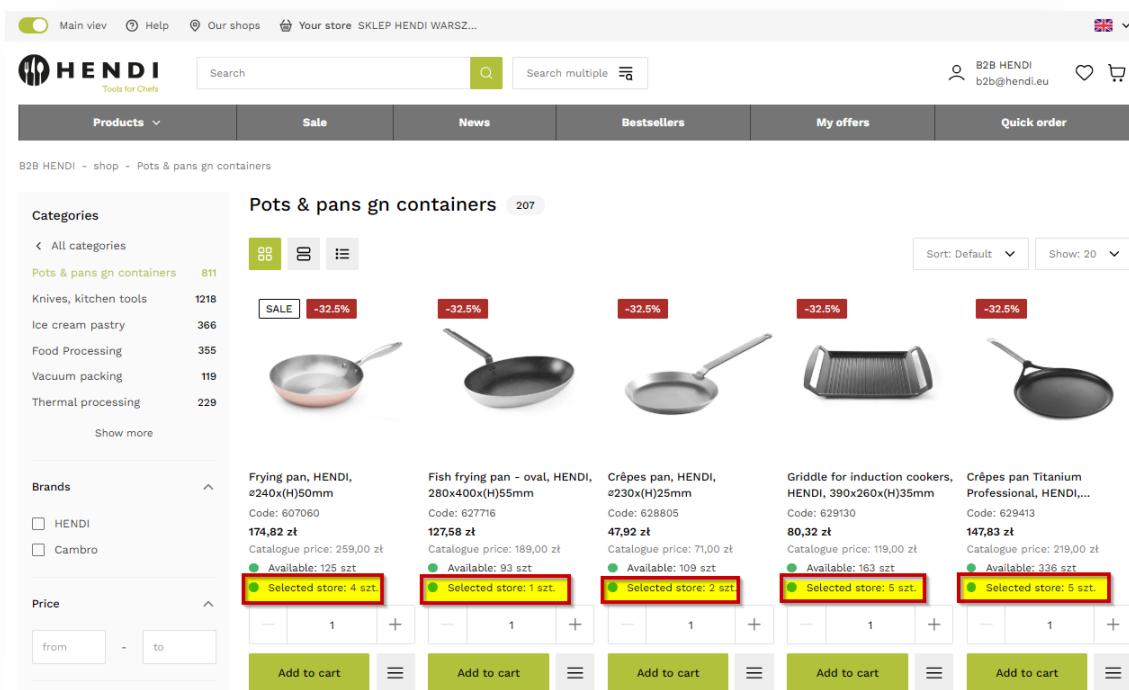
Addition to the basic option of showing the availability of goods from our main warehouse, there is also the option of showing the stock from a previously selected HENDI company store.

To assign one of the company stores, from the top of the page click **Select store**.

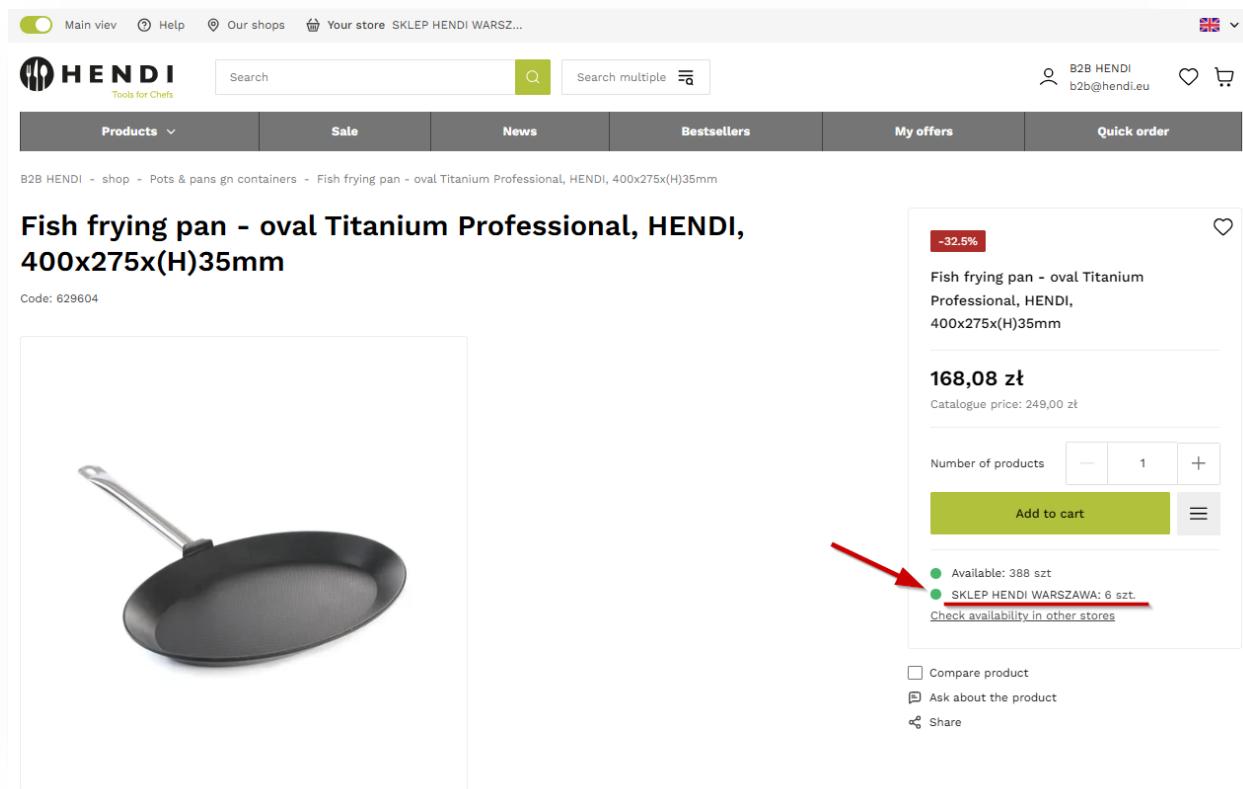


Then we need to select the store from which we want to receive the stock status of a particular product.

Information on the stock from the selected HENDI company store is presented in the product listings



And on the product card



**Fish frying pan - oval Titanium Professional, HENDI, 400x275x(H)35mm**

Code: 629604

**168,08 zł**  
 Catalogue price: 249,00 zł

Number of products

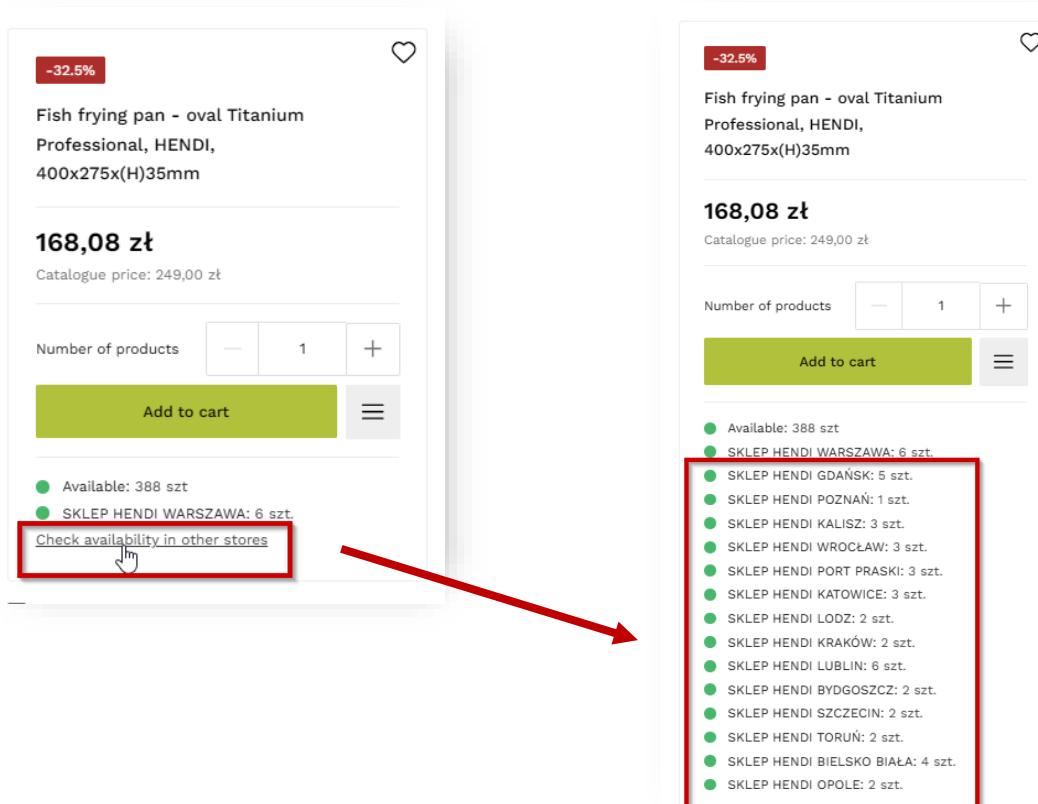
**Add to cart**

Available: 388 szt  
 SKLEP HENDI WARSZAWA: 6 szt.  
[Check availability in other stores](#)

Compare product  
 Ask about the product  
 Share

Additional, it is possible to check the stock status of our other company stores.

To do this, while on the product card click **Check availability in other stores**



**Fish frying pan - oval Titanium Professional, HENDI, 400x275x(H)35mm**

**168,08 zł**  
 Catalogue price: 249,00 zł

Number of products

**Add to cart**

Available: 388 szt  
 SKLEP HENDI WARSZAWA: 6 szt.  
[Check availability in other stores](#)

**168,08 zł**  
 Catalogue price: 249,00 zł

Number of products

**Add to cart**

Available: 388 szt  
 SKLEP HENDI WARSZAWA: 6 szt.  
 SKLEP HENDI GDAŃSK: 5 szt.  
 SKLEP HENDI POZNAN: 1 szt.  
 SKLEP HENDI KALISZ: 3 szt.  
 SKLEP HENDI WROCŁAW: 3 szt.  
 SKLEP HENDI PORT PRASKI: 3 szt.  
 SKLEP HENDI KATOWICE: 3 szt.  
 SKLEP HENDI LODZ: 2 szt.  
 SKLEP HENDI KRAKÓW: 2 szt.  
 SKLEP HENDI LUBLIN: 6 szt.  
 SKLEP HENDI BYDGOSZCZ: 2 szt.  
 SKLEP HENDI SZCZECIN: 2 szt.  
 SKLEP HENDI TORUŃ: 2 szt.  
 SKLEP HENDI BIELSKO BIAŁA: 4 szt.  
 SKLEP HENDI OPOLE: 2 szt.

## 2. Planned delivery date

Planned delivery date is information from which we can learn about the nearest delivery of a given product to our warehouse. Please remember that this is only PLANNED delivery date. It can be changed at any time.

Information about the next delivery are placed on the product card

### Frying pan, HENDI, ø280x(H)50mm

Code: 627624



-32.5%

Frying pan, HENDI, ø280x(H)50mm

**77,62 zł**

Catalogue price: 115,00 zł

Number of products - 1 +

Add to cart

● Available: 53 szt  
● SKLEP HENDI WARSZAWA: 4 szt.  
[Check availability in other stores](#)

● Nearest delivery date:  
 12.10.2025 (513 pcs.)  
 25.01.2026 (426 pcs.)

and in the shopping cart next to the product

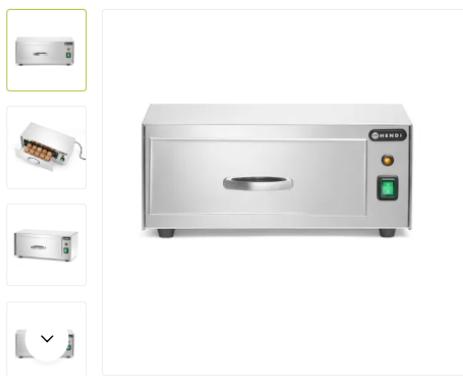
Products in cart <span style="border: 1px solid #ccc; border-radius: 50%; padding: 2px 5px; font-size: 0.8em;">3</span>						
		Search from the list <span style="border: 1px solid #ccc; border-radius: 50%; padding: 2px 5px; font-size: 0.8em;">Q</span>		Bulk actions <span style="border: 1px solid #ccc; border-radius: 50%; padding: 2px 5px; font-size: 0.8em;">⋮</span>		
				Price (Netto)	Discount	Number of products
		Frying pan, HENDI, ø280x(H)50mm Code: 627624 <span style="color: #800000;">●</span> Available: 53 szt <div style="border: 1px solid #800000; padding: 5px; background-color: #ffffcc; display: inline-block;"> <span style="color: #800000;">●</span> Nearest delivery date:            12.10.2025 (513 pcs.)            25.01.2026 (426 pcs.)         </div>		77,62 zł 115,00 zł	-32.5%	<span style="border: 1px solid #ccc; border-radius: 50%; padding: 2px 5px;">-</span> <span style="border: 1px solid #ccc; border-radius: 50%; padding: 2px 5px;">1</span> <span style="border: 1px solid #ccc; border-radius: 50%; padding: 2px 5px;">+</span>
		Frying pan, HENDI, ø240x(H)50mm Code: 607060 <span style="color: #800000;">●</span> Available: 125 szt.		174,82 zł 259,00 zł	-32.5%	<span style="border: 1px solid #ccc; border-radius: 50%; padding: 2px 5px;">-</span> <span style="border: 1px solid #ccc; border-radius: 50%; padding: 2px 5px;">1</span> <span style="border: 1px solid #ccc; border-radius: 50%; padding: 2px 5px;">+</span>
		Purity C 300 filter, Brita, 125x119x(H)466mm Code: 102826 <span style="color: #800000;">●</span> Available: 46 szt.		336,83 zł 409,00 zł	-32.5%	<span style="border: 1px solid #ccc; border-radius: 50%; padding: 2px 5px;">-</span> <span style="border: 1px solid #ccc; border-radius: 50%; padding: 2px 5px;">1</span> <span style="border: 1px solid #ccc; border-radius: 50%; padding: 2px 5px;">+</span>

### 3. Notifications about changes to the next delivery

A notification about the change in the upcoming delivery will be sent to the email address of the user who placed an order for a product that is **temporarily unavailable** and who had information about an **upcoming delivery date**.

#### Egg sterilizer, HENDI, 10 eggs, 230V/35W, 422x228x(H)188mm

Code: 281253



[Product description](#) [Technical data](#) [Downloads](#)

**-32.5%**

Egg sterilizer, HENDI, 10 eggs, 230V/35W, 422x228x(H)188mm

**424,58 zł**

Catalogue price: 629,00 zł

Number of products

-
1
+

**Add to cart**

Temporarily unavailable

SKLEP HENDI WARSZAWA: 0 szt.

[Check availability in other stores](#)

**Nearest delivery date:**

18.09.2025 (81 pcs.)

19.10.2025 (291 pcs.)

19.10.2025 (161 pcs.)

26.10.2025 (160 pcs.)

16.11.2025 (86 pcs.)

However, in order for notifications to be sent correctly, go to the **Client Panel** ➔ **Notifications** and select the option to **change the date of the upcoming delivery**.

The message will contain information about which product the change is related to and in which order the product is currently included.

Notifications are sent only once a day.

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