

Manual Mijn FTG

Ordering and information in an instant



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1. Log in

1.1. Log in via the website or webshop

Visit our ordering and information portal MijnFTG by clicking on the MIJNFTG button at the top right of the website facilitytradegroup.nl (fig1) or the orange login button on our web portal webshop.facilitytradegroup.nl (fig2). You will now arrive at the login page.



Fig1

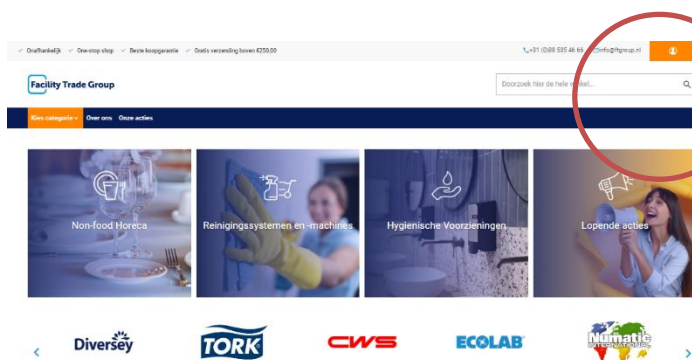
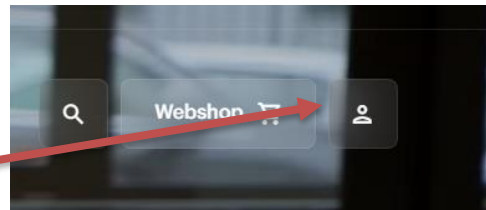
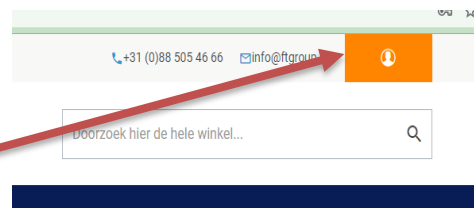


Fig2



1.2. Login page

After pressing one of the orange buttons at the top right of the page, you will arrive at the screen below. Enter your email and password under the heading registered customers and click on log in.

Inloggen

Geregistreerde klanten

Wanneer u al een account heeft, kunt u inloggen met uw e-mailadres

E-mail *

Wachtwoord *

Inloggen [Wachtwoord vergeten?](#)

* Verplichte velden

2. Order portal – Webshop

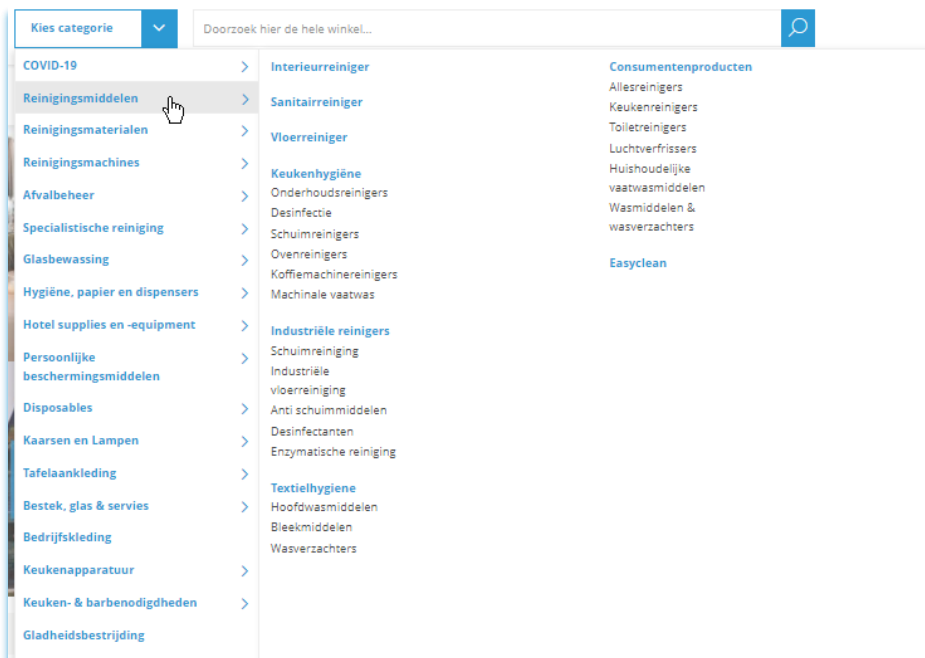
2.0. Order

To order, you must fill your shopping cart with the desired products. You can do this in several ways:

- Navigate through the categories
- Search via the search bar
- My order lists

Navigate through the categories

To order you can look up the desired items via the product categories next to the search bar. When you have found the item, select the unit, quantity and click on Add to Cart (Dutch: Winkelwagen). If you want to order this product more often, you can press the add to order list button (Dutch: Voeg toe aan bestellijst).



Continued Navigate through the categories

The item has been added to your shopping cart if there is a number above the shopping cart (Dutch: Mijn winkelwagen).

The screenshot shows the Facility Trade Group website interface. At the top, there is a navigation bar with 'Kies categorie' and a search bar containing 'Doorzoek hier de hele winkel...'. Below this, there are buttons for 'Mijn account' and 'Bestel op Sku'. The main content area displays the product 'Diversey Suma Break Up 5ltr. D3.5 Ontvetter 2x5 liter' with a price of €70,37 and a 'DOOS (1)' button. A 'Mijn winkelwagen' notification is visible in the top right corner, indicating that the item has been added to the cart. The notification is a blue box with a white shopping cart icon and the text 'Mijn winkelwagen' followed by a '1' in a blue circle. Below the product image, there are sections for 'PRODUCTBESCHRIJVING', 'SPECIFICATIES', and 'PRODUCTINFORMATIE'. The 'SPECIFICATIES' section lists 'ARTIKELNUMMER: 100862178', 'PRODUCTNAAM: Diversey Suma Break Up 5ltr. D3.5 Ontvetter 2x5 liter', and 'IS HEALTHY: Nee'. The 'PRODUCTINFORMATIE' section lists 'Suma Break Up D3.5 - VIB NL (14)' and 'Suma Break Up D3.5 - PIB (439.12)'. A 'Voeg toe aan bestellijst' button is located below the product details.

Search bar

Do you have an article name or number to hand? Then you can easily look up the article via the search bar. It is also possible to search by brand or description.

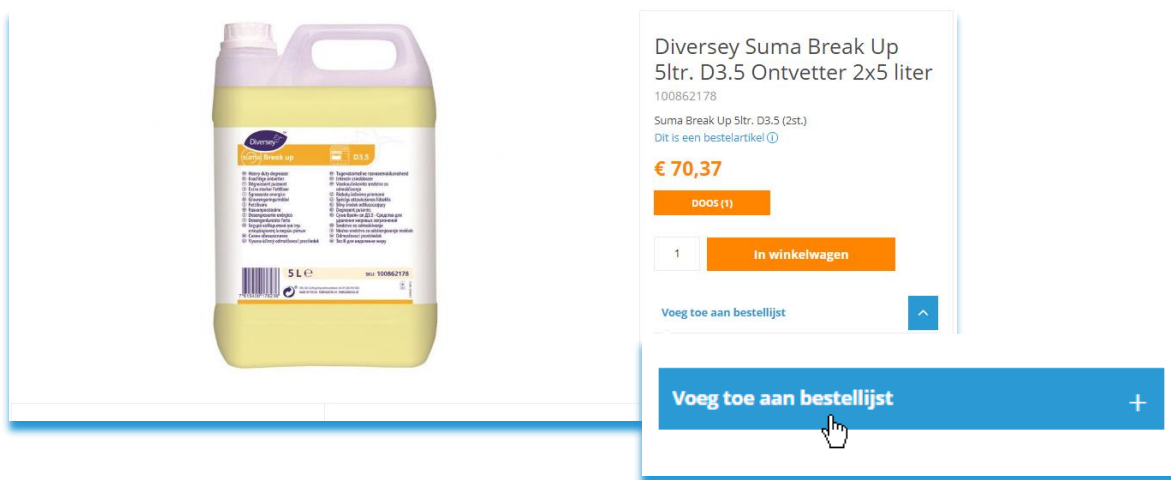
The screenshot shows the search bar on the Facility Trade Group website. It features a dropdown menu on the left labeled 'Kies categorie' and a search input field containing the text 'Doorzoek hier de hele winkel...'. A magnifying glass icon is located on the right side of the search bar.

My order lists

You have the option to create multiple order lists. From here you can place orders quickly and easily. To compile your order list, you must add products to it. You have to follow these steps:

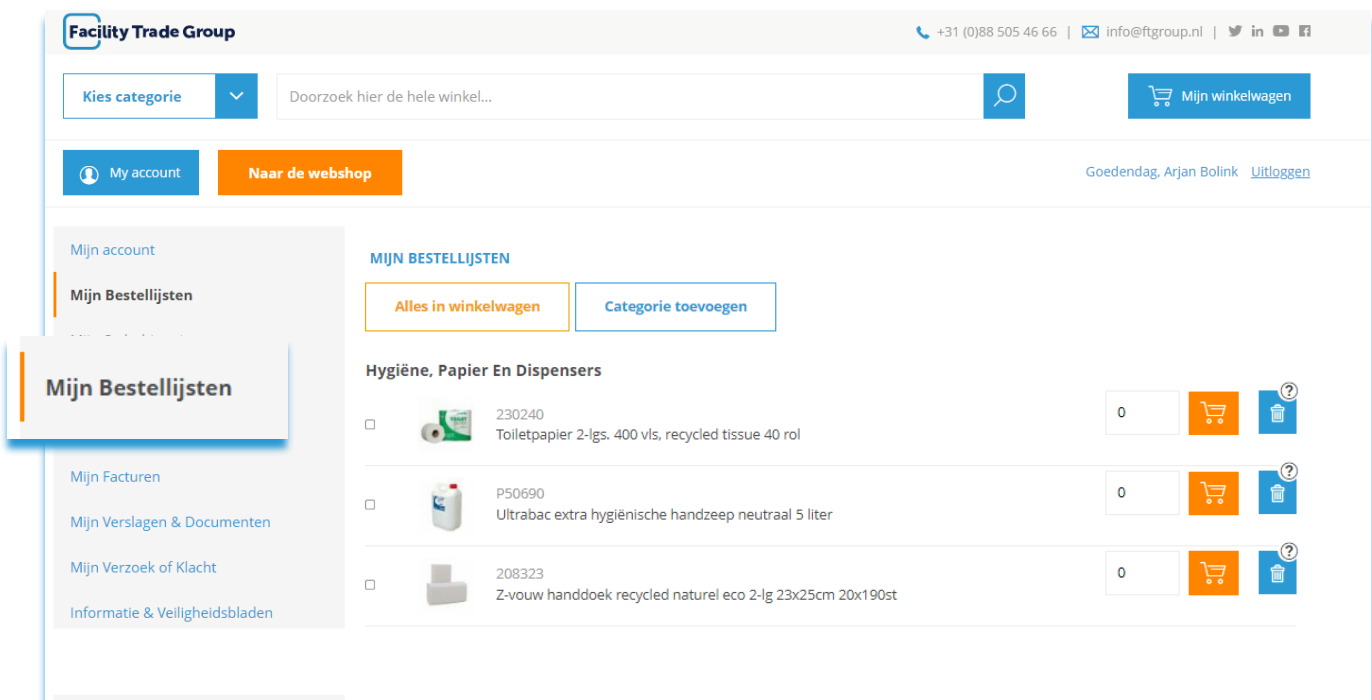
Add products to order list

Go to the product you want to add to your order list. On the right, below the Add to Cart (Dutch: Winkelwagen) button, you will see the Add to Order List button (Dutch: Voeg toe aan bestellijst). Then you can add this product to your desired order list or create a new list. When you add the product you will automatically end up on the order list and you will see that the product has been added to the list. You can then continue shopping or proceed to the shopping cart.



My order lists

When you log in to your account, you can go directly to your order list(s) (Dutch: Mijn Bestellijsten) via the menu. From here you can easily edit and update the list. Ready to place an order? Then you can choose to use the place the entire order list in the shopping cart or per item.



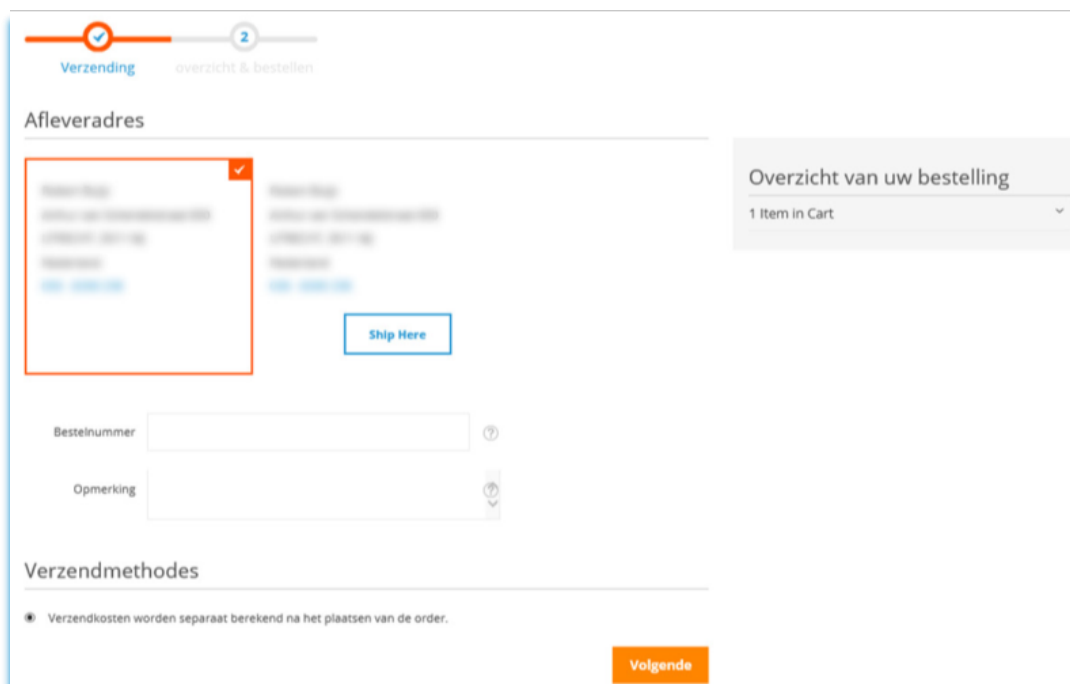
2.1. Place order

When you have finished adding products to your shopping cart, click on shopping cart (Dutch: Winkelwagen). The screen below will then become visible. Here you click on place order (Dutch: Bestelling plaatsen).



Shipping and delivery address

You will now arrive at the next screen. Check the delivery address here and enter your own order number (Dutch: Bestelnummer) if necessary. You will find this on the order confirmation and your invoice. You can also leave your comments in the comments field (Dutch: Opmerking), such as shipping instructions. Then click next (Dutch: Volgende).



Payment method

You will then arrive at the overview below. Once you have clicked on order (Dutch: Bestellen), the order will be processed by our Service & Support department. You will receive a confirmation of your order by email.

Verzending overzicht & bestellen

Betaalmethode:

E-invoicing Betalen op rekening

Door de bestelling te plaatsen bevestigt u akkoord te zijn met onze algemene voorwaarden.

Bestellen

Overzicht van uw bestelling

Winkelwagen subtotaal	€ 46,43
Verzending	€ 0,00
Verzending - Verzendkosten worden separaat berekend na het plaatsen van de order.	
Totale bestellingen	€ 46,43
1 Artikel in winkelwagen	▼

Verzendadres:

Verzendmethode:

Verzending - Verzendkosten worden separaat berekend na het plaatsen van de order.

HELP WITH ORDERING

If you find it convenient for us to help you with your online order, please contact Service & Support on +31 (0) 88 505 46 66. We are happy to help you!

3. Information portal – MIJNFTG

3.0. What information will you find in the information portal?

My Account (Mijn Account)

In the account overview you can see your account information in one overview. Here you will find, among other things, contact information, delivery address, billing address and recent orders. You also have the option to change your password here.

My Order Lists (Mijn Bestellijsten)

You can find your favorite products in My Order Lists. You can compile this list yourself. You even have the option to create and name multiple lists.

My Order History (Mijn Orderhistorie)

You can find your order and order history under My Order History. You can easily repeat orders. You see the entire order history of both online and offline orders placed.

My Open Order Lines (Mijn Openstaande Orderregels)

In this overview you will find a real-time overview of all products in backorder and open orders.

My Consumption (Mijn Verbruik)

Here you will find an overview of your consumption per product. Simply select the period (per month, quarter or year) or the value or volume of the products. Do you want access to multiple locations? That is also possible.

My Invoices (Mijn Facturen)

In My Invoices you will find an overview of paid and outstanding invoices.

My Documents (Mijn Documenten)

In my documents you will find an overview of important documents or agreements, such as end-user agreements or other agreements that have been recorded in writing between you and Facility Trade Group.

My Request or Complaint (Mijn Verzoek of Klacht)

You can submit a request or complaint here. Add a clear description and, if necessary, a photo or document. After sending you will receive a response from us as soon as possible.

Information & Safety Sheets (Informatie & Veiligheidsbladen)

Quickly find product and safety data sheets of products to which these apply. Would you rather just have an overview of the products you purchase? That is also possible.

3.1. My Account

In “My Account” you will find the contact details, billing address, delivery address and associated time window and an overview of the most recent orders.

The screenshot shows the 'Mijn account' dashboard. On the left is a navigation menu with options like 'Mijn Openstaande orderregels', 'Mijn Verbruik', 'Mijn Facturen', 'Mijn Verslagen & Documenten', 'Mijn Verzoek of Klacht', and 'Informatie & Veiligheidsblinden'. The main content area is divided into sections: 'Accountinformatie' (Contactinformatie: Arjan Bolink, with links to 'Bewerken' and 'Verander wachtwoord'), 'Adresboek' (Adressen bekijken), 'Standaard leveringsadres' (Tennisclub Bathmen, Traasterdijk 1, 7437 RZ Bathmen, Nederland), 'Standaard leveringsdag(en)' (maandag, woensdag), and 'Tijdsvenster van uw leveringen' (13.30 – 17.00). Below this is a 'Recente bestellingen' table with columns for Order #, Datum, Verzenden naar, Totale bestellingen, and Actie.

Order #	Datum	Verzenden naar	Totale bestellingen	Actie
20110464	22-05-2020	Dhr. van Keulen	€ 118,78	Bekijk order Opnieuw bestellen
20109947	18-05-2020	Dhr. van Keulen	€ 311,47	Bekijk order Opnieuw bestellen
20073872	29-08-2019	Dhr. van Keulen	€ 132,26	Bekijk order Opnieuw bestellen
20058878	14-05-2019	Dhr. van Keulen	€ 102,99	Bekijk order Opnieuw bestellen
60002404	23-04-2019	Dhr. van Keulen	€ 14,14	Bekijk order Opnieuw bestellen

Account information, password and delivery address

The form is titled 'Accountinformatie' and contains the following fields: 'Naam *' with a sub-field 'Voornaam *' containing 'Arjan'; 'Tussenvoegsel' (empty); 'Achternaam *' containing 'Bolink'; 'Btw nr' (empty); a checkbox for 'Verander wachtwoord'; and 'Bedrijf' containing 'Tennisclub Bathmen'. An orange 'Opslaan' button is at the bottom.

Password

You can change your password yourself by clicking on “edit (Dutch: bewerken)” or “change password (Dutch: verander wachtwoord)”. Don't forget to save the changes. It is not possible for you to change the “name” and “company” fields. You will need the help of our Service & Support department for this. This department can be reached via telephone number: 088-505 4666.

Delivery address, days and time window

Here you will find the standard delivery address known to us, delivery days and the associated time window. Please contact our Service & Support department to change the address, specify an additional delivery address or adjust the delivery days and associated time window for deliveries.

The screenshot shows the 'Adresboek' section with a link to 'Adressen bekijken'. It displays the 'Standaard leveringsadres' (Tennisclub Bathmen, Traasterdijk 1, 7437 RZ Bathmen, Nederland), 'Standaard leveringsdag(en)' (maandag, woensdag), and 'Tijdsvenster van uw leveringen' (13.30 – 17.00).

3.2. My Order Lists

When you log in to your account, you can go directly to your order list(s) (Dutch: Mijn Bestellijsten) via the menu. From here you can easily edit and update the list. Ready to place an order? Then you can choose to use the place the entire order list in the shopping cart. Selection per article is of course also possible.



3.3. My Order History

You can find your order and order history under “My Order History” (Dutch: Mijn Orderhistorie). You see the entire order history, both online and offline orders placed. By clicking on “Reorder” (Dutch: Opnieuw bestellen) you can easily repeat orders. It is possible to select a time period or search by an order number or a name of the order.

Orders

- Mijn account
- Mijn Bestellijsten
- Mijn Orderhistorie**
- Mijn Verbruik
- Mijn Facturen
- Mijn Verslagen & Documenten
- Mijn Verzoek of Klacht
- Informatie & Veiligheidsbladen

Order # ▲	Datum ▲	Totale bestellingen ▲	Bestelnummer ▲
20110464	22-05-2020	€ 118,78	Bekijk order Opnieuw bestellen
20109947	18-05-2020	€ 311,47	Bekijk order Opnieuw bestellen
20073872	29-08-2019	€ 132,26	Bekijk order Opnieuw bestellen
20058878	14-05-2019	€ 102,99	Bekijk order Opnieuw bestellen
60002404	23-04-2019	€ 14,14-	Bekijk order Opnieuw bestellen
20055659	23-04-2019	€ 12,45	Bekijk order Opnieuw bestellen
20051571	28-03-2019	€ 247,34	Bekijk order Opnieuw bestellen
20051757	27-03-2019	€ 2,98	testorder niet leveren Bekijk order Opnieuw bestellen

8 Item(s) Weergeven per pagina

Zoeken

Datum vanaf

Datum tot

Zoeken
Reset

View order or reorder

View the order in detail per order line or simply place the same order again by pressing “Reorder” (Dutch: Opnieuw bestellen).

Productnaam	SKU	Prijs	Aantal	Subtotaal
Midi poetspapierrol cellulose wit 1-lgs 6x280m <small>Verkoopenheid doos</small>	119070	€ 37,99	Besteld: 2	€ 75,98
Afvalzak HDPE Transparant 63x70cm 15my 25 zakken <small>Verkoopenheid stuk</small>	110340000	€ 4,25	Besteld: 5	€ 21,25
Orderkosten (onder € 100,00)	99201	€ 21,55	Besteld: 1	€ 21,55
			Subtotaal	€ 118,78
			Verzending & afhandeling	€ 0,00
			BTW	€ 24,94
			Totaal	€ 143,72

3.4. My Open Order Lines (Dutch: Mijn Openstaande Orderregels)

In this overview you will find a real-time overview of all backorders and open orders.

Search by item number or name

In the "Article" (Dutch: Artikel) search field it is possible to search by article number or name. Downloading to CSV file is possible.

The screenshot shows the 'Mijn Openstaande orderregels' page. On the left is a navigation menu with items like 'Mijn account', 'Mijn Openstaande orderregels', 'Mijn Verbruik', 'Mijn Facturen', 'Mijn Verslagen & Documenten', 'Mijn Verzoek of Klacht', and 'Informatie & Veiligheidsbladen'. The main area has a header with 'Mijn Openstaande orderregels' and buttons for 'Sluiten', 'Vorige', 'Volgend', and 'Actualiseren'. Below this is a search bar for 'Uw ref. / Ordernummer' with a dropdown menu set to 'Bevat'. There is also an 'Artikel' search field with a magnifying glass icon. At the bottom is a table with the following columns: 'Ordernummer' (with an upward arrow), 'Orderdatum', 'Uw referentie', 'Artikelcode', 'Omschrijving', 'Eenheid', 'Aantal', and 'Bedrag'.

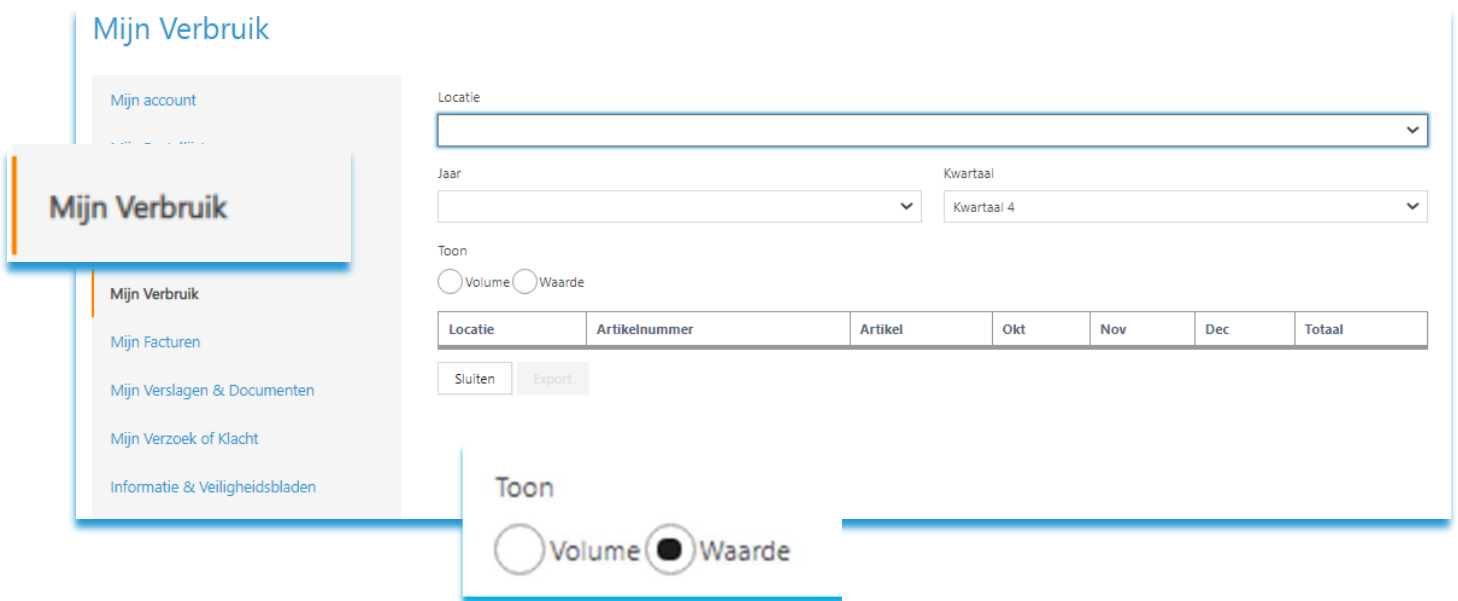
Search by reference or order number

With the filter "Your reference/Order number" (Dutch: Uw referentie/ Ordernummer) you can search for a specific open order. The filter behind this search bar is set to "contains" (Dutch: Bevat) by default, but you can also choose a value here.

This is a close-up of the search filter dropdown menu. The menu is open, showing options: 'Bevat', 'is gelijk aan', 'Begint met', and 'Eindigt met'. The 'Bevat' option is currently selected and highlighted in blue. The background shows the same search bar and table header as in the previous screenshot.

3.5. My Consumption (Dutch: Mijn Verbruik)

In this overview you will find an overview of the products that you have purchased from us during a certain period. The location field is filled in by default with the name of the location/order debtor that is linked to the logged in contact person/user in our system. However, in the dropdown it is possible to also show other locations for which the contact person works. After the selection, the consumption of the selected location is visualized. It is also possible to clear the dropdown. In that case the list shows all locations. Indicate whether you want to see your overview in volume in pieces or in value (Dutch: Waarde) in euros. Exporting to a CVS or Excel file is possible.

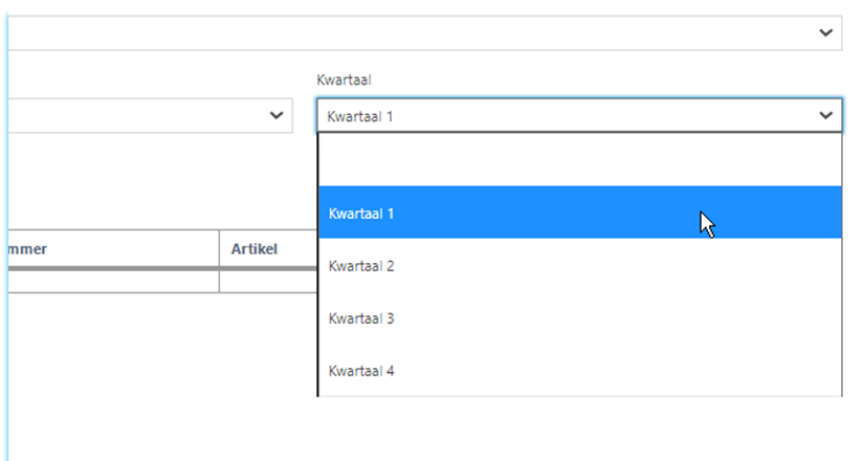


Per month, quarter or year

Simply select the period relevant to you by choosing the year and quarter. Note: The period that can be selected runs from January 1, 2022. It is not possible to show information for the period before January 2022.

Export XLS file

Easily export to a CSV or XLS file.



3.6. My Invoices (Dutch: Mijn Facturen)

In this overview you will find all invoices. As a logged in customer (or order debtor), you will only see the invoices that are linked to you as an invoice debtor. The filter "incl. "already paid invoices" (Dutch: incl. reeds betaalde facturen) is turned off by default so that only outstanding invoices are displayed. When checking the filter, invoices that have already been paid are also shown.

All invoices can be downloaded as PDF.

Factuurnummer	Factuurdatum	Referentie	Vervaldatum	Totaal factuurbedrag	Openstaand bedrag	Vervallen?	Bijlagen
21716663	12-07-1	weborder	26-07-2021	€ 127,81	€ 0,00	Ja	21716663.PDF

Filter or sort

Easily filter the overview by invoice date (Dutch: Factuurdatum), due date (Dutch: Vervaldatum) or sort by invoice number (Dutch: Factuurnummer).

Note: The period that can be selected runs from January 1, 2022. It is not possible to show information for the period before January 2022.

Factuurnummer ↓	Factuurdatum	Referentie	Vervaldatum	Totaal factuurbedrag	Openstaand bedrag	Vervallen?
TOTAAL:						

Advanced search

With the filter "Order or invoice number" (Dutch: Order of factuurnummer) you can search for a specific invoice or (part of) the order number. The filter behind this search bar is set to "contains" (Dutch: Bevat) by default, but you can of course also choose a different value here.

3.7. My Documents (Mijn Documenten)

In this overview you will find important documents or agreements, such as end-user agreements or other agreements, that have been recorded in writing between you and Facility Trade Group. Publication of these documents can only occur if both parties have given their approval.

Mijn Verslagen & Documenten

Mijn account
Mijn Bestellijsten
Mijn Orderhistorie
Mijn Onenstaande orderreeks

Sluiten Vorige Volgend Actualiseren

Zoeken op (deel van) omschrijving of documentnummer

Bevat

Documentnr.	Omschrijving	Type
-------------	--------------	------

Mijn Verlagen & Documenten
Mijn Verzoek of Klacht
Informatie & Veiligheidsbladen

Advanced search

You can search for a specific document using the filter "Description or document number" (Dutch: Omschrijving of documentnummer). The filter behind this search bar is set to "contains" (Dutch: Bevat) by default, but you can of course also choose a different value here.

Bevat

Bevat is gelijk aan

Begint met

Eindigt met

Type

3.8. My Request or Complaint (Dutch: Mijn Verzoek of Klacht)

This functionality gives you the opportunity to submit a request or complaint. Under Type, select whether it is a Request (Dutch: Verzoek) or Complaint (Dutch: Klacht). The First Name, Last Name and Email Address fields are filled automatically and are not editable. Request to fill in the remaining fields yourself. After sending you will receive a response from us as soon as possible.

Mijn Verzoek of Klacht

- Mijn account
- Mijn Bestellijsten
- Mijn Orderhistorie
- Mijn Openstaande orderregels

Mijn Verzoek of Klacht

- Mijn Verslagen & Documenten
- Mijn Verzoek of Klacht**
- Informatie & Veiligheidsbladen

Type
 Verzoek Klacht

Voornaam: Arjan
Achternaam: Bolink
E-mailadres: a.bolink@ftgroup.nl
Telefoonnummer*

Omschrijving*
Opmerkingen*

Bijlage(n)

Indienen Sluiten

Don't forget the attachment! (Dutch: Bijlage)

Add a clear description and, if necessary, a photo or document. By clicking on the "upload button" it is possible to send a photo/document that you have saved elsewhere.

Bijlage(n)

Indienen Sluiten

3.9. Information & Safety Sheets (Dutch Informatie & Veiligheidsbladen)

If a product has product information or safety sheets, you will find this information in this overview. In the search field it is possible to search by item code, description or type. You can download the available document as a PDF.

The screenshot shows a web interface titled "Informatie & Veiligheidsbladen". On the left is a sidebar with navigation links: "Mijn account", "Mijn Bestellijsten", "Mijn Orderhistorie", "Informatie & Veiligheidsbladen" (highlighted), "Mijn Facturen", "Mijn Verslagen & Documenten", "Mijn Verzoek of Klacht", and "Informatie & Veiligheidsbladen". The main area contains a search filter "Filter op (deel van) artikelcode / omschrijving / type" with a "Bevat" dropdown. Below it is a filter for "Is artikel eerder besteld?". A table lists products with columns: Artikelcode, Type, Artikelomschrijving, Eerder besteld, and Bijlagen.

Artikelcode	Type	Artikelomschrijving	Eerder besteld	Bijlagen
7513196	Veiligheidsinformatieblad	Taski Jontec Technique Vloerverzegelaar 5ltr	Nee	7513196.pdf
000206	Veiligheidsinformatieblad	Etolit ontkalker (can 5 ltr)	Nee	000206.pdf
3001380	Veiligheidsinformatieblad	Ecolab Tuklar Super Metallic 5 liter	Nee	3001380 Ecolab Tuklar Super Metallic.pdf
100920827	Productinformatieblad	SURE Interior&Surface Cleaner Allesreiniger SD 1,4 ltr	Nee	100920827 SURE Interior&Surface Cleaner SD 1,4ltr.pdf

Handy tool: Only show the products you have ordered before.

By setting this field to "yes" (Dutch: Ja) you will see an overview of products with a VIB/PIB from the range that you purchase.

The image shows a close-up of the "Is artikel eerder besteld?" dropdown menu. The menu is open, showing two options: "Ja" (highlighted in blue) and "Nee".

4.0. Approving orders and budget management (Dutch: Accorderen van orders en Budgetbeheer)

These functionalities are optional and can be activated in consultation with your account manager.

The "Approve orders" (Dutch: Accorderen orders) functionality makes it possible to approve orders that have been entered and prepared by a colleague. Depending on your internal approval/approval process, rights are granted to the various people within the organization.

With the "Budget management" (Budgetbeheer) functionality it is possible to allocate a budget per location or per contact person. After orders have been placed, the costs are deducted from the predetermined budget.

Ask your account manager for an explanation of this optional functionality.

Accorderen Orders

Klaargezette order	Aangemaakt	Aangemaakt door	Status	Laatst bijgewerkt	Offerte totaal	Actie
We konden geen gegevens vinden.						
0 Item(s)						
per pagina						

Budgetbeheer

Beschikbaar budget
€ 0,00

Opgegeven jaarbudget
€ 0,00

Oops.....If this manual does not answer your question, we would of course like to hear from you.

You can contact your account manager or our Service & Support department via +31 (0) 88 505 46 66 or send an email to info@ftgroup.nl

