The North Face® B2B User’s Guide
November 2014
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01. INTRODUCTION

This guide describes how to use our e-commerce business-to-business (B2B) web site from a dealer’s perspective and it will help you to get started on the web site.

PREREQUISITES
The minimum requirements needed to view this site are Microsoft Internet Explorer 8.0, Mozilla Firefox 13, Google Chrome 21, Apple Safari 4.

LOGIN
Start by typing http://vfeportal.vfc.com in your Internet browser. This will link you to our European website where you have to click on “B2B” at the bottom of the page; it is listed with the “Corporate Info external” hyperlinks.

You will be transferred to the VF portal where you will need to authenticate yourself in order to gain access.
Click to enter the VF Portal.
This is the login area, use the Username and Password you have been provided with to enter the portal.

Once you click the Enter button, the “B2B” tab will appear in the VF Portal menu.
Click on the “B2B” tab to enter the The North Face® B2B web site.

If you incorrectly enter your username and/or password 3 times, the password will be automatically disabled and you should contact our customer service representative to reset your account.

If you do not have an username or password, please contact us for assistance.

Note:
For security reasons your visit to the web site is continuously monitored on the e-com server. If you have been inactive for a longer period of time or have been visiting another web site and are returning to the SellIT e-commerce site, the server automatically logs you out.
You will then be redirected to the login page and have to log in again.

Please note orders that have not been processed will not be lost.

When you re-enter the site, you may complete the unsubmitted order that you previously started.
02. WELCOME PAGE

Here you are in the welcome page.

[1] Click on the “START NOW” button to start your order.

[2] If you need more informations about the use of the site you can download the user guide by clicking “DOWNLOAD THE USER GUIDE”.

[3] At the bottom left you can find some useful links:

Our Story
A page where you can find informations about the The North Face® story.

FAQ
A page with the frequently asked questions about the use of the platform.
Privacy
Here you can read the Privacy Policy.

Contact Us
Takes you to the contact page where you can find a form to contact The North Face® for every need.
(See “CONTACT US” to know more – page 27)

[4] At the bottom right you can find some The North Face® related site.
03. SELECT A DOOR

Here you are in the **door selection page**.

![Door selection page]

From this page you can select one of your doors (if you have more than one).

1. If you have many doors you can use filters to order the doors as you prefer.
2. To select a door click on the related row.
3. Click on the “NEXT” button to proceed.
04. NAVIGATION MENU

On the campaign page you have the Navigation Menu on the top.

The navigation menu is common to the most of the pages and allows you to navigate the site.

[1] By placing the mouse pointer over a menu item, the submenu appears.
[2] By clicking on a menu or a submenu item you can go directly to the related category.
[4] To select your language you can use the language selector.
[5] On this area, you can see the number of products included in your current order and clicking on it you can go to the “current order” page.
[6] If you want to search a product without using the menu you can type the name of the product or a part of the name directly into the search field.
05. MY B2B

The MY B2B menu includes these submenu items:

**My Favourites**
It takes you to the page of your favourite products.
(See “MY FAVOURITES” to know more – page 23)

**My Account**
It takes you to personal data page.
(See “MY ACCOUNT” to know more – page 26)

**My Orders**
It takes you to the orders page where you can see your current order (if you have one), the submitted orders and the unsubmitted orders.
(See “MAKE AN ORDER -> CURRENT ORDER” to know more – page 16)

**My Terms & Conditions**
It takes you to the page where you can see your personal terms and conditions.

**Highlights**
It takes you to the highlights page where you can see a list of selected products directly from The North Face® and special offers.
(See “PRODUCTS HIGHLIGHTS” to know more – page 24)

**Contact Us**
It takes you to the contact page where you can find a form to contact The North Face® for every need.
(See “CONTACT US” to know more – page 27)

**News**
It takes you to the news page where you can find the latest news from The North Face®.
06. FOOTER MENU

At the bottom of the page you can find the Footer Menu.

Please note that before you select a door your system will display only some of the following links:

**OUR STORY**
See “WELCOME PAGE -> Our Story” to know more – page 5.

**CONTACT US**
See “CONTACT US” to know more – page 27.

**PRIVACY**
See “WELCOME PAGE -> Privacy” to know more – page 5.

**FAQ**
See “WELCOME PAGE -> FAQ” to know more – page 5.

**DOWNLOADS**
A list of documents you can download.

**SIZING CHARTS**
See “SIZING CHARTS” to know more – page 25.

**COMPANY SITES**
See “PRODUCT SELECTION PAGE -> COMPANY SITES” to know more – page 20.
07. MAKE AN ORDER

In this page there are two sections (pre booking and reorders) that are available only for users enable for both pre-booking & at-once orders, otherwise you will see only one of the two sections.

PRE BOOKING
[1] If you want to make a pre-booking order choose the campaign from which you want to make the order.

[2] Click “ADD DATE” (a calendar will appear).
Click your preferred date on the calendar and it will appear under the button.
You can repeat the process to add max 6 dates.

[3] If you want to remove a date click “REMOVE”.

[4] Click “CONTINUE” to go on.
REORDERS

[5] If you want to re-order products choose the campaign from which you want to make the order.

[6] Click on "CONTINUE" to go on.
CAMPAIGN PAGE

Once you selected the campaign for which you want to make an order, you land on the Campaign page.

[1] Browse the products and category through the navigation menu.

[2] You can see your favourite products by clicking on “FAVOURITES”.

[3] You can also see the product highlights by clicking on “PRODUCT HIGHLIGHTS”.

![Campaign Page Image]
PRODUCT SELECTION

Here you are in the product selection page.

N.B. To order quickly
We suggest you add all the products you would like to order to your Favorites by clicking on the star that you see next to each product.
Then you go on “My B2B -> My Favourites” menu and you can order all the products that you added really quickly.

In this page you can:

[1] select one of the products you want to order by clicking the image
[2] select one of the products you want to order by clicking the related link
[3] sort the products by name or by bestsellers
[4] use the filters to refine your search

[5] remove a filter by clicking “Reset”

[6] view only the products included in your contract (if you have one)

[7] see a big picture of a product by clicking the lens icon

[8] add a product to your favourites by clicking the star icon (if the star is red the product is already included in your favourites)

[9] browse other product pages
PRODUCT PAGE

Here you are in the product page.

[1] As in the products list you can view a detailed picture of the product by clicking on the main image.

[2] You can view a detailed picture of the product even by clicking on the lens icon.
[3] You can add the product to your favourites by clicking the star icon.

[4] On the right side of the main image you can see the alternative colours of the product.

[5] On the right side of the page you can see the alternative products.

[6] If you chose PRE-BOOKING you will have a tab for each date you selected before.

[7] If you want to add another date click “ADD DATE” (the calendar will appear).

Click on the desired date and a tab with the new date will appear.
If you already have 6 dates you can’t add anymore.

If you chose REORDERS you have no dates and no tabs; you can add directly the quantity of the product you want to order.

[8] In the availability row you can see the available quantity of the related product/size.

[9] In the price row you can see the price of the related product/size.

[10] Click “ADD TO ORDER” to add the product and the related quantity to your order and to proceed to the next page (a popup will ask you to confirm your choice).
CURRENT ORDER

Here you are in the current order page.

In this page you have a recap of your order.

[1] If you want to edit a product in the order click the “EDIT PRODUCT” button.

[2] Your order is not complete yet but you can already print a copy by clicking on ”PRINT ORDER”, if you want to check by paper before completing the order.

[3] If you want to delete the entire order click “DELETE ORDER” (a popup will ask you to confirm your choice).

[4] If you want to proceed with the order click on “COMPLETE ORDER”. If you don’t reach your “minimum order” (you can see your conditions under MY B2B menu) a popup will inform you that the minimum order has not been reached.
CONFIRM ORDER

Here you are in the confirm order page.

[1] Insert your custom order reference in the input field.

[2] Click “SUBMIT AND FINALIZE ORDER” to finalize your order.

You will be taken to the print order page where you can print your order.
08. PRODUCT SELECTION PAGE

This is the page you reach after you select a campaign.

From this page you can start your orders.

In the left column you have:

[1] FAVOURITES
It takes you to the favourites page where you can find the products you set as favourites.
(See “MY FAVOURITES” to know more – page 23).

[2] SIZING CHARTS
It takes you to the sizing charts page where you can see the sizes of each product category (jackets, pants, footwear, ecc.).
(See “SIZING CHARTS” to know more – page 25).
[3] NEWS
It takes you to the news page where you can find the latest news from The North Face®.

[4] PRODUCT HIGHLIGHTS
A preview of products selected by The North Face®.

[5] The “view all” link takes you to the product highlights page.
(See “PRODUCT HIGHLIGHTS” to know more – page 24).

[6] COMPANY SITES
In this page you can find a list of the most representative sites of the brand.
Under the page link you can find the direct link to some of these.

[7] In the end you can find some direct link to the The North Face® site.
09. SEE AND COMPLETE PREVIOUS ORDERS

To see previous orders select “My B2B -> My Orders” from the Navigation Menu and you will be taken to the orders page.

[1] To see a submitted order click on “Submitted Orders”.

[2] If you want to see or complete an unsubmitted order click on “Unsubmitted Orders”.

[3] You can complete the order by clicking on “COMPLETE ORDER”.

[4] If you want to add or remove some products click on “EDIT ORDER”.

[5] If you want to print a copy of an unsubmitted order click on the print icon.
10. MY FAVOURITES

In this page you can find all the products you set as favourites.

You can add a product to your favourites by clicking on the star icon:
- [1] at the bottom right of the main image on the product page
- [1] at the bottom right of a product in the products list
- [2] inside the product page popup

To remove a product from your favourites you can:
- [1] click again on the star icon
- [3] click on the trash icon in the “My Favourites” page
- [4] click on “remove all favourites” (if you want to remove all your favourite products)
11. PRODUCTS HIGHLIGHTS

In this page you can see a list of products highlighted by The North Face®.

Here you can find new products or special offers.

From this page you can directly add the highlighted products to your order.
12. SIZING CHARTS

In this page you can find the sizes of all the products included in the B2B.

NB: All shoe sizes shown are in US sizing.

Charts refer to body measurement and not to products. Product measurements can vary by style. See product description for details.

[1] The sizes are divided by gender and category.

At the bottom of the page an image shows you how to select the right measures for your customers.
13. MY ACCOUNT

In this page you can see your personal information.

The fields in this page are not editable.

If you want to modify your personal data you should go to the “contact us” page and select the subject “I need to modify my personal data”.

[1] The “Show prices” flag that allows you to show or hide prices in the entire system.
14. CONTACT US

If you are looking for help or you need to contact us select “Contact Us” from “MY B2B” menu.

In this page you can contact the The North Face® staff.

[1] Select the service.
[2] Select the subject.
[3] Compile the form.
[4] Click the “SUBMIT” button.

The The North Face® staff will reply you as soon as possible.