User-Manual | B2B-Platform

Greetings

Dear Hahnemühle Customer,

We are pleased to welcome you to our new Hahnemühle Platform. From now on you can also place your orders conveniently online. We hope you will have a great journey through all our products.

Enjoy and many thanks for your continued confidence!

Warm regards

Your Hahnemühle E-Commerce Team

Advantages to Using our new Platform

➢ Displaying your personal prices

➢ Detailed documentation and history of your orders and invoices

➢ Add your product-favorite to your profile

➢ Individual authorization management

➢ Intelligent search

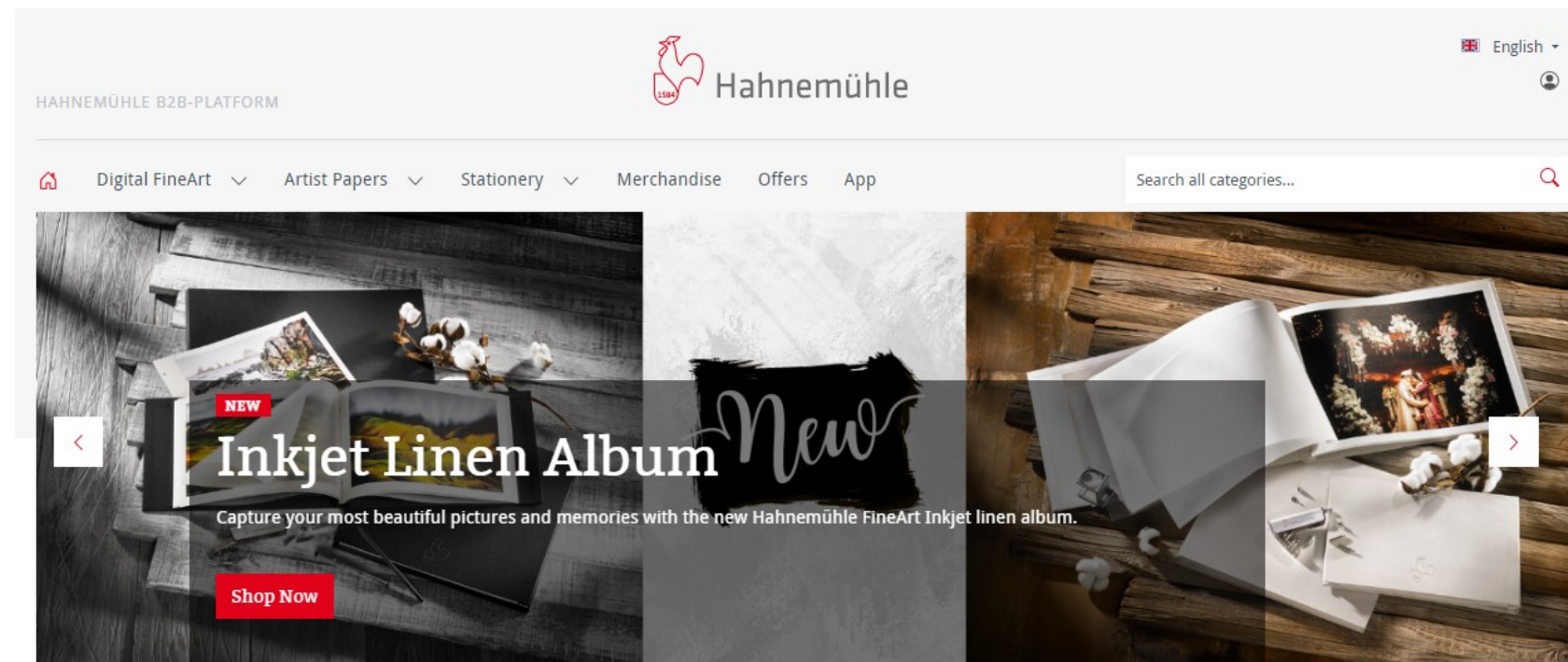➢ Order via Order Entry function or using your own product numbers

First Steps

You will reach our B2B-platform via your web browser.

Please use the following URL:
www.hahnemuehle.store/en

You can get back to our landing page by clicking on our logo or the home button within the browser.

Registration at our Platform

As Hahnemühle B2B customer, we will send you, with your express consent, your access data.

Only registered B2B customers can use the full scope of our platform.

With your access data you can log in to the Hahnemühle B2B platform.

When you log in for the first time, please click on "I have forgotten my password" to set an individual password.

HAHNEMÜHLE B2B-PLATFORM

Digital FineArt ⌄   Artist Papers ⌄   Stationery ⌄

I'm a customer already

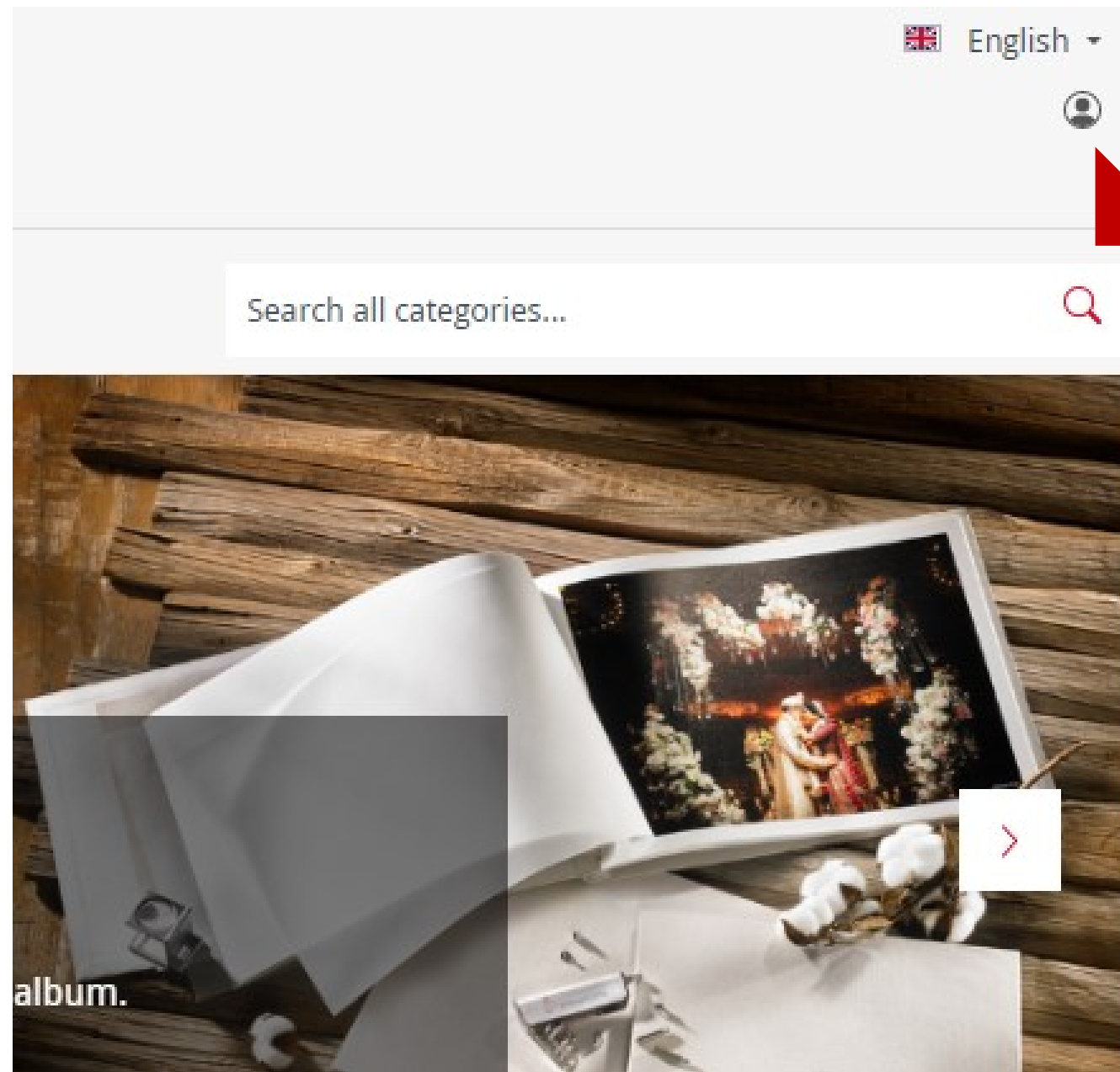Log in with email address and password

Your email address

Email address

Your password

Password

I have forgotten my password.

Login

Login

You will get access to the platform under the menu point "My account" by clicking on "Login".

After a successful login you will reach your own dashboard with which you will have access to all the features and functions of your customer account.
More about this later.

If you have forgotten your password, you will have the option to reset it by clicking on "I have forgotten my password".
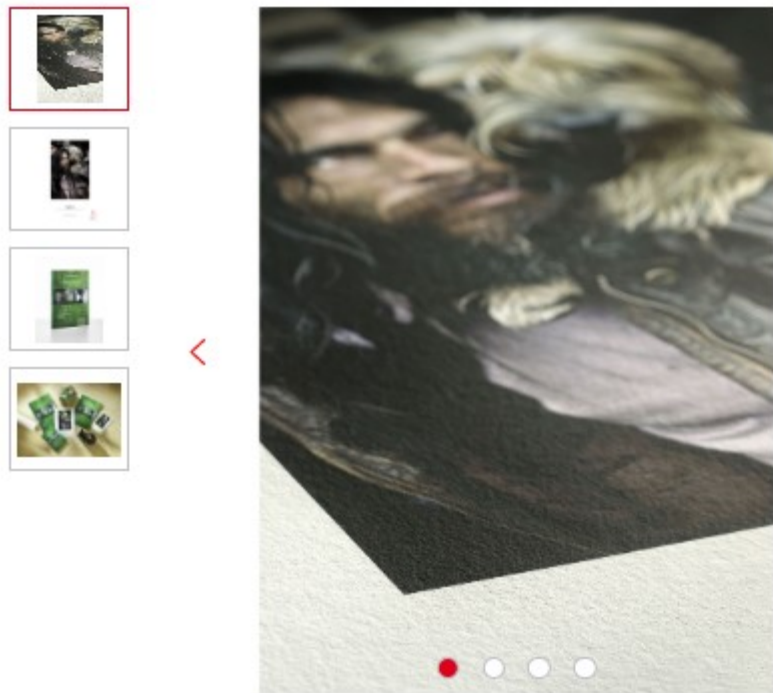
Navigation
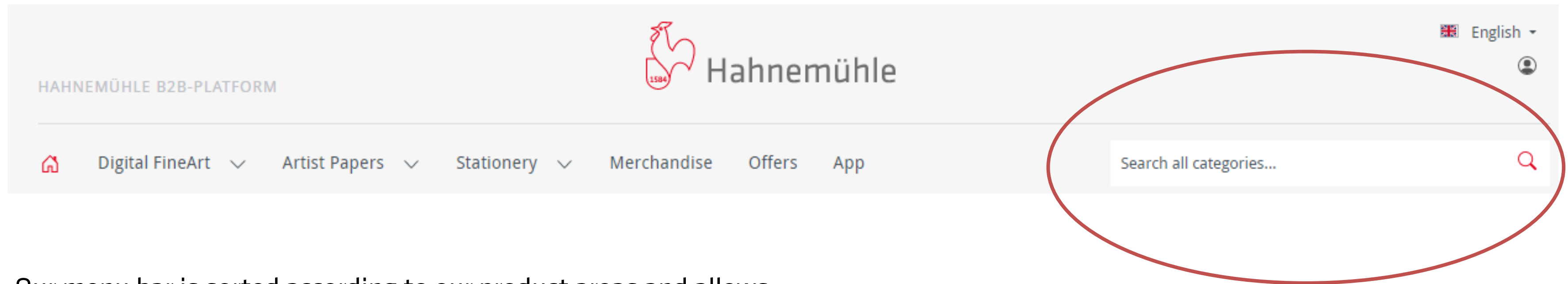
Our menu bar is sorted according to our product areas and allows for easy browsing through the platform.

With our advanced search function, you can search for specific product names or article numbers.

Product information

You are interested in one of our products?
Learn more about formats, paper colors and the different variants within a range.

Furthermore, you can also zoom in on our product images to get a detailed close up of paper texture and product features.

On the detailed product pages, you are able to add or remove the products to your list of favorites.

With our product descriptions you will learn more technical details about the Hahnemühle products.

List of favorites

With our list of favorites, you are able to mark your best sellers or favorite products.
Of course, you are also able to remove items from your customized list.

Your favorites will be shown on your landing page, and you are able to add the products directly to your shopping basket.

Your Favorites

sort

Name A-Z

Agave

Grammage: 290
Colour: white
Content: 1 roll
Format: 24" x 12 m
SKU: 10643593

€243.50

🛒 **Add to shopping cart**

Tip

Bamboo Sketchbook

Content: 64 sheets / 128 pages
Format: DIN A5
Colour: natural white
Grammage: 105
Variant: fine grain
SKU: 10628565

€16.01

🛒 **Add to shopping cart**

Tip

Bold Edition - Fountain pen (B)

Format: Fountain Pen - stroke width B (broad)
Colour: stainless steel
Content: 1 piece
SKU: 18305012B

€440.29

🛒 **Add to shopping cart**

Tip

Bold Edition - Fountain pen (F)

Colour: stainless steel
Content: 1 piece
Format: Fountain Pen - stroke width F (fine)
SKU: 18305012F

€440.29

🛒 **Add to shopping cart**
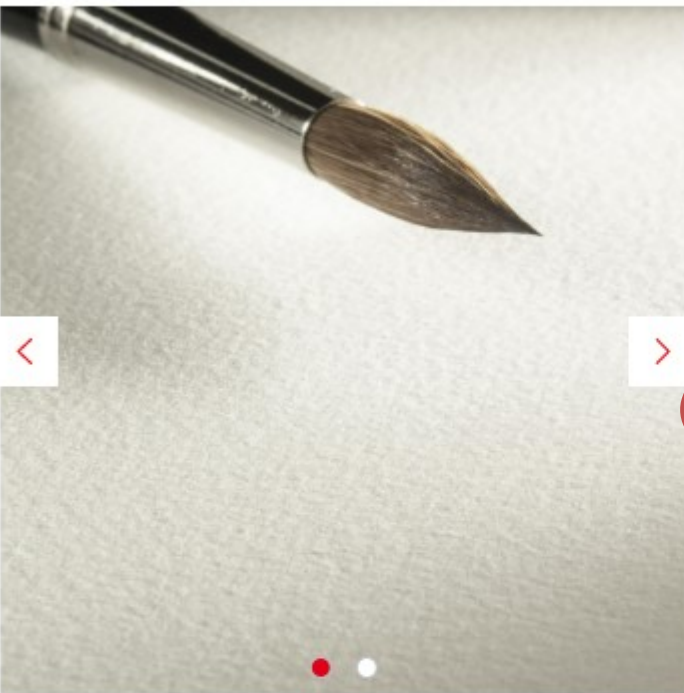
Shopping cart

It is possible to change the content of your shopping cart within the shopping basket.

Change the quantity randomly or remove products.
Likewise, the products from the shopping cart can be added to an order list.

If a product is not available, this is also displayed directly.

Hahnemühle 200

Format

8 x 10,5 cm	12 x 17 cm	17 x 24 cm
24 x 32 cm	30 x 40 cm	36 x 48 cm
50 x 65 cm	106 x 78 cm	

Content

10 loose sheets   20 sheets

Grammage gsm

200

Colour

natural white   ⇕

Variant

matt   rough

SKU:
10627011

♡ add to favorites

Packing units

Please be sure to specify full packaging units.

Example:

1 packaging unit contains 10 sheets.

Please enter "1". You will receive 10 sheets.

You can find the different packaging units on the product page or in your personal price list.

B2B- Suite

You will find all features of our special B2B-Suit within your Dashboard

Company:

Various departments or persons should get access to the platform? No problem – manage your whole company and distribute appropriate role assignments.

You can also add or change your delivery and billing address here.

To do this, click on Company and select a role on the left. Then click on Shipping addresses/billing addresses and on "Create address".
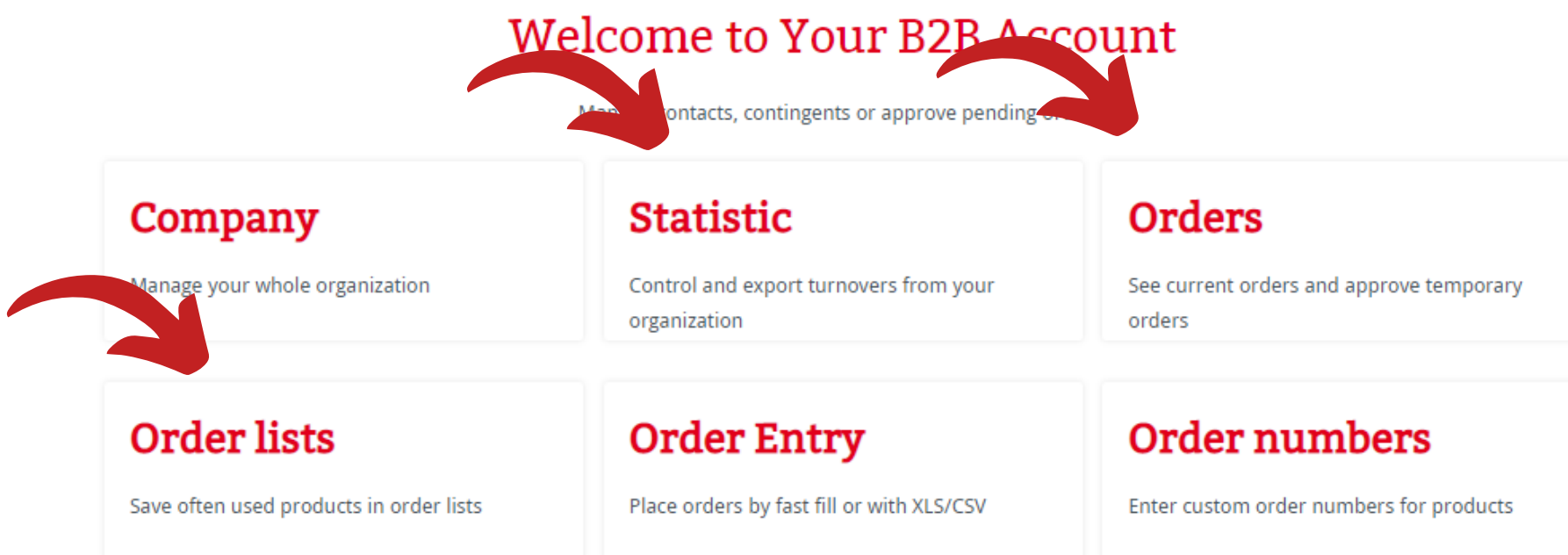
Statistic:

Keep an overview of the turnover of your orders. Use various filters to narrow down the statistics and export your order overview.

Orders:

Keep an overview about all orders. For example, track the number or value products ordered or check your delivery addresses.

Order lists:

Create your own list for frequently ordered products. You can duplicate order lists, add the directly to the shopping cart or export the lists via shopping cart icon.

Order Entry

On this page you are able to perform a bulk order. Please enter the order numbers of articles and the desired quantity. After that, please put the items in your shopping list.

The shopping list is saved during your current session. If the session is closed or expired, the shopping list is empty again. Please export the list if you would like to continue working on them at a later time. Therefore simply use the download button below your shopping list.

Furthermore you can upload an order list created on your computer. Please open tab "Upload (CSV)" for more information about uploading files.

Your shopping list

> **i** You have currently no items in your shopping list.

🖉 Enter articles   ⏱ Upload (CSV)

Please enter the article numbers and quantities you want to order. The availability of the article is checked and displayed directly while typing. You can enter all data completely via keyboard.

Article	Quantity
Article number	Quantity
Article number	Quantity
Article number	Quantity
Article number	Quantity
Article number	Quantity

Add to shopping list

Order entry with the article input:

Here you can quickly and easily place larger orders.

When entering items, you can enter the item number and quantity. You can then easily add the products to shopping list. Please note that the shopping list will not be saved should the session expire.
Please remember to export the shopping list beforehand. This way you can upload it again next time.

The products that are already in your shopping cart will be added to your order when you click on "Place Order".

Order Entry

On this page you are able to perform a bulk order. Please enter the order numbers of articles and the desired quantity. After that, please put the items in your shopping list.

The shopping list is saved during your current session. If the session is closed or expired, the shopping list is empty again. Please export the list if you would like to continue working on them at a later time. Therefore simply use the download button below your shopping list.

Furthermore you can upload an order list created on your computer. Please open tab "Upload (CSV)" for more information about uploading files.

Your shopping list

> *i* You have currently no items in your shopping list.

🖉 Enter articles   ⏱ Upload (CSV)

Here you can upload a list of articles and quantities. Please use a csv-file with char ; as delimter. If the file is processed successfully, the items are automatically entered into the shopping list.

Attention: The shopping list will be completely overwritten after uploading the file. Please use the download function to save your list. You can upload the file later and continue your work with it. As well you can use the downloaded file as template for new lists.

Information: Please place your order directly after completing the shopping list. Otherwise, a larger shopping basket may take longer to load. After the order is placed, you can use the platform with the usual performance.

Example file EU: example csv eu

Example file UK: example csv uk

Choose file*

| Choose file | Browse |

🔃 **Upload file**

Order entry with a CSV upload:

Here you can upload a list of items with quantities. Please use a CSV file. You can save Excel-files as CSV by setting the file type under "Save as" to CSV. When the file is processed successfully, the items are automatically packed into the shopping list.

Important

In cell A1 you must enter "**productNumber**" and "**quantity**" must be entered in cell B1.
A "sample CSV" file can also be found on the page, this can be filled in and uploaded individually.

	A	B
1	productNumber	quantity

Order numbers:

You have your own product numbers and wish to use this instead of ours? With our order number function this won't be a problem!

You can simply link our product numbers with your number.

After saving your own order numbers you can use them for order input.

My Account

Under "my account" you can see:

- your account details and
- change your password at any time.

My Account
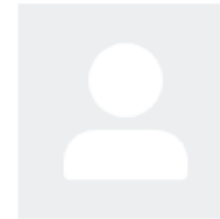
General information

Email address: markus.albrecht@hahnemuehle.com

Account level: Debtor   **Customer number:** 11939

> Your profile

> Email address

∨ Change password

Current password *

Current password

New password *   Confirm your password *

New password   Confirm your password

Fields marked with asterisks (*) are required.

Save password

Save password

Thanks for using our platform and enjoy!

Request your access data today!

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