eSHOP

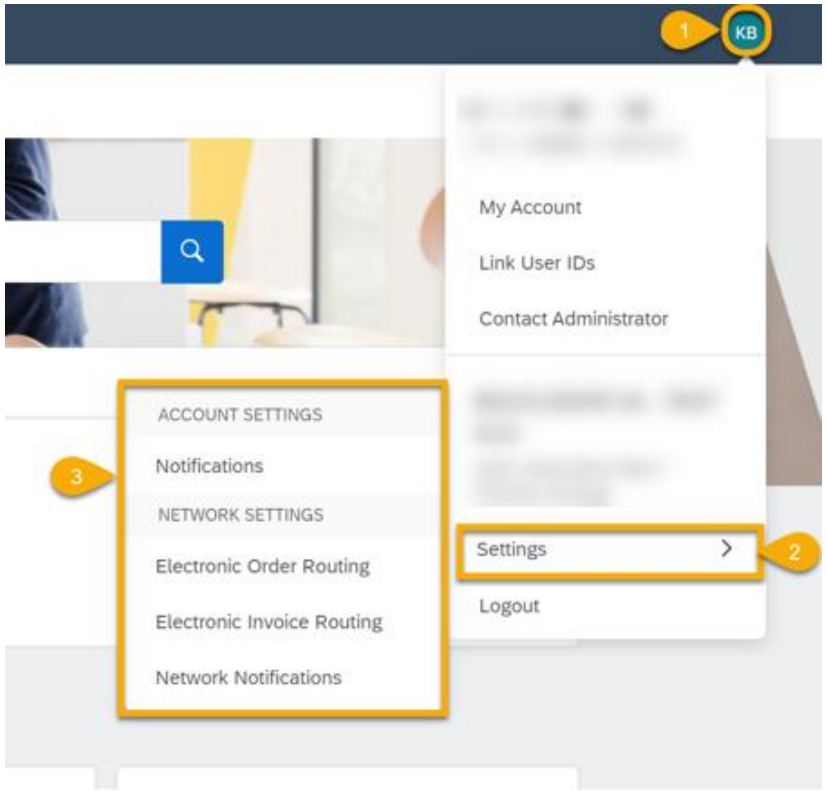
Notifications management

SUPPLIER GUIDE

Last update: 03.06.2021

RICHEMONT

ACCESS TO NOTIFICATIONS



In the Account Setup menu:

1) Click on the button with the user's initials
2) Settings
3) Notifications at the account settings level

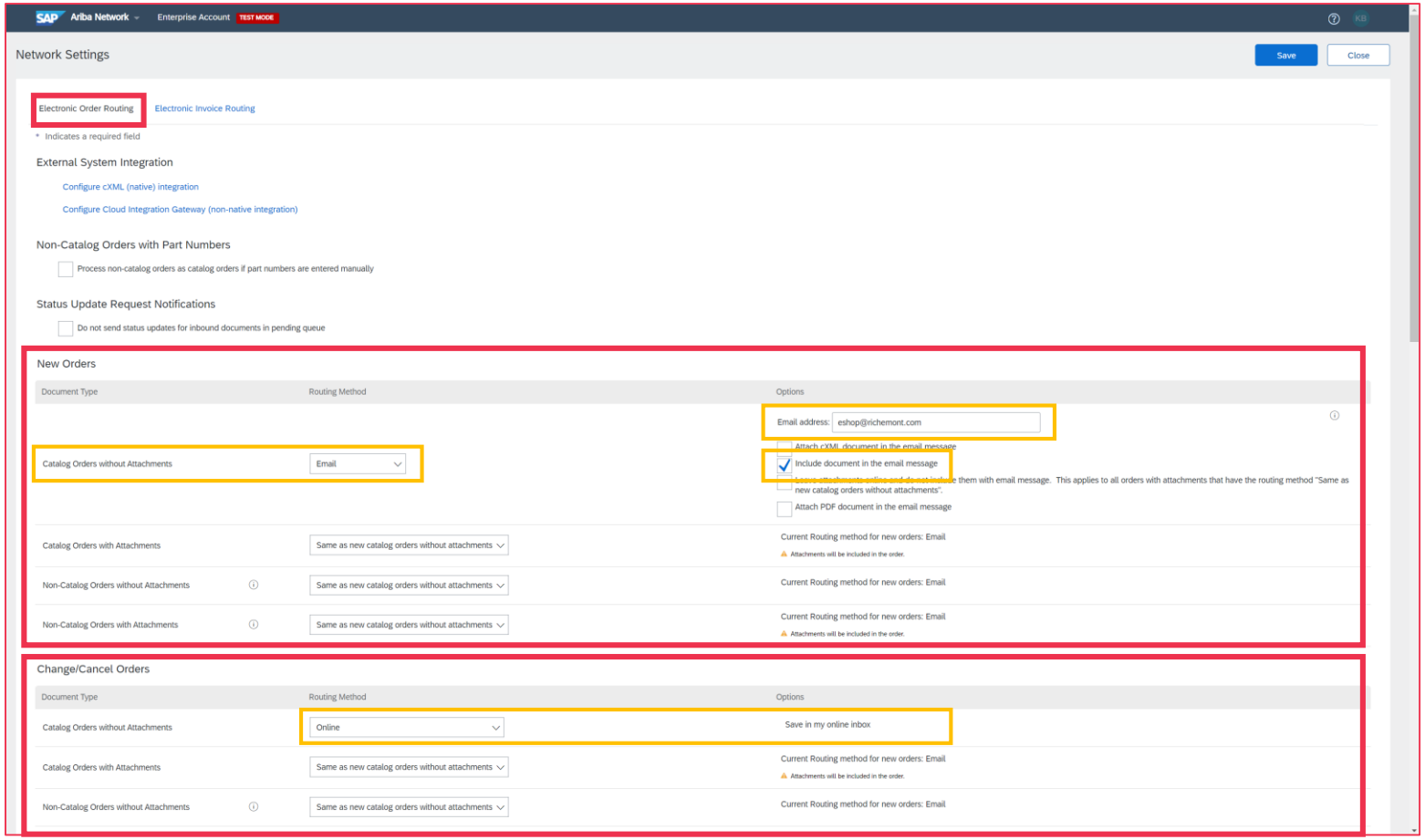
OR

Electronic order routing at the settings level Ariba network

⇒ Detail of recommended notifications in the following slides

"IMPORTANT" NOTIFICATIONS LIST FOR USER (1/2)

- In the ***Electronic Order Routing*** menu, you will be able to set up notifications for new orders by e–mail. It is possible to set up multiple e–mail addresses separated by a comma with no space.

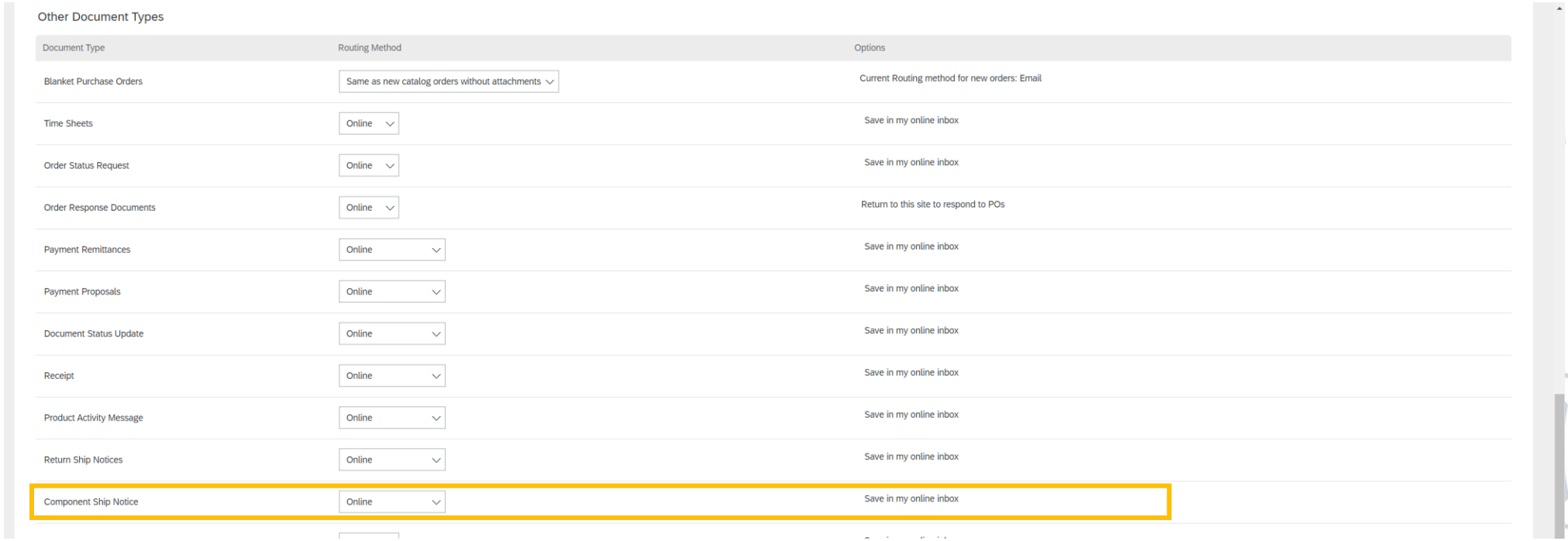


Online routing is the default method of order routing. This means that orders are available in your portal.

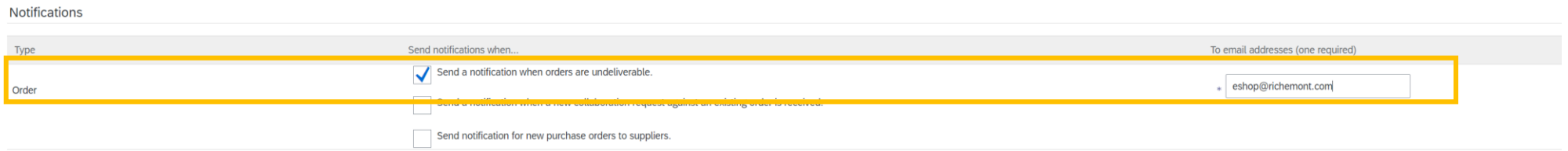
- It is also possible to choose receiving modified/cancelled orders by email by selecting ***Email*** and filling in the relevant e–mail address. Otherwise, keep the mode online

"IMPORTANT" NOTIFICATIONS LIST FOR USER (2/2)

- It is possible to receive a notification for ***Component Ship Notice*** (for affected Maisons)

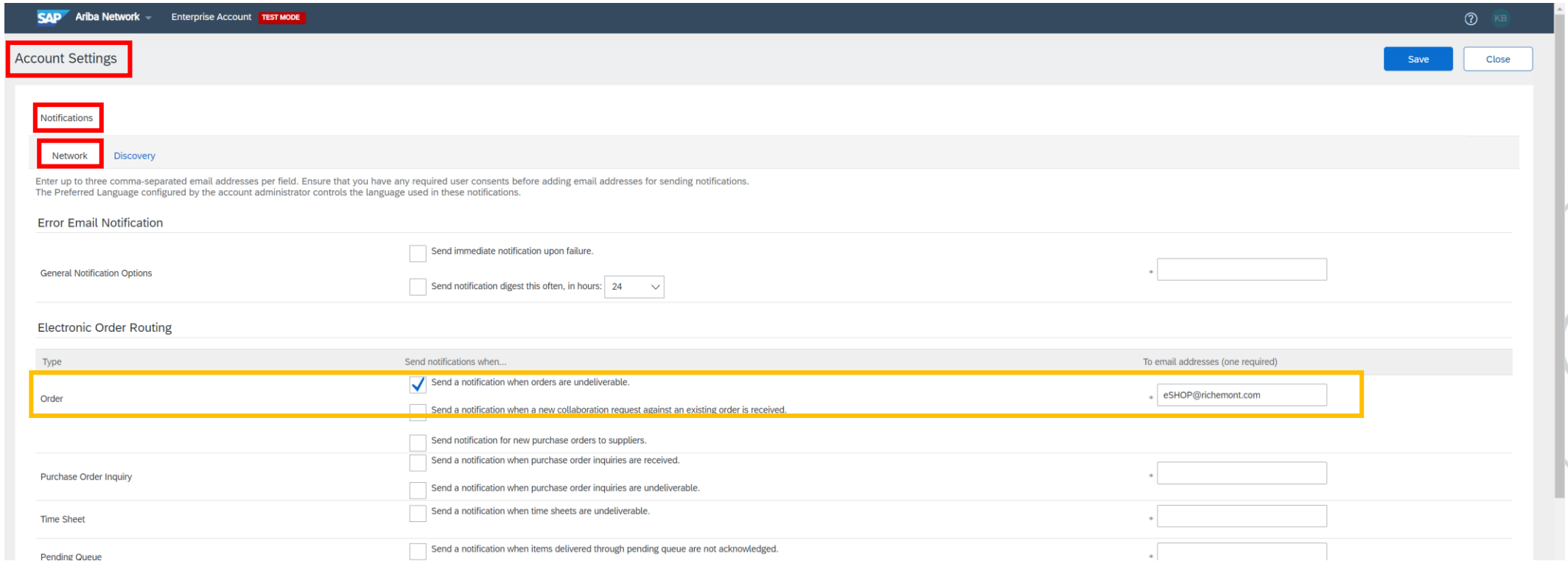


- It is recommended to set up an e–mail notification when an order could not be delivered. Preferably, fill in a different address from the people who receive standard notifications (e.g. administrator).



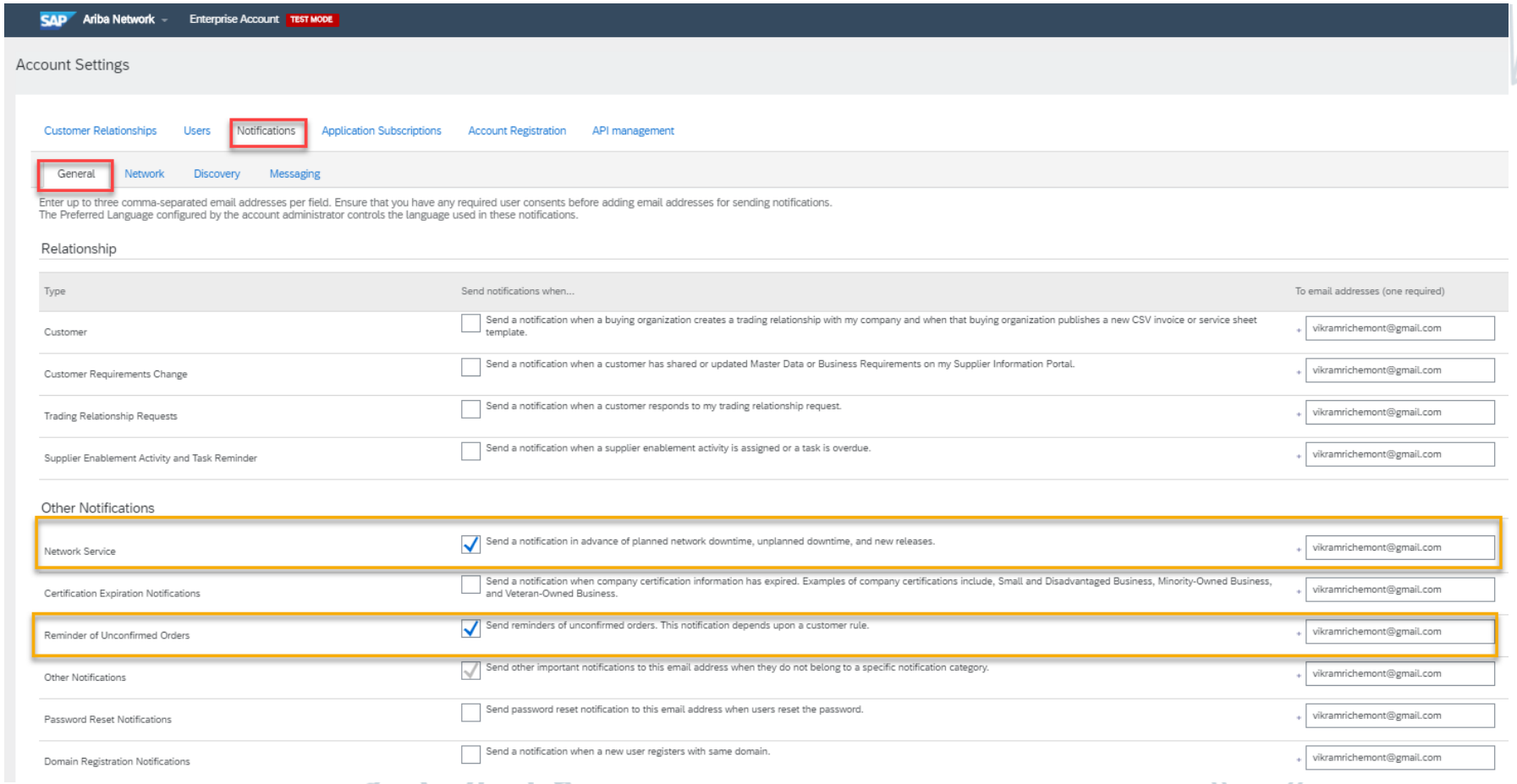
"IMPORTANT" NOTIFICATIONS LIST FOR **ADMINISTRATORS** (1/3)

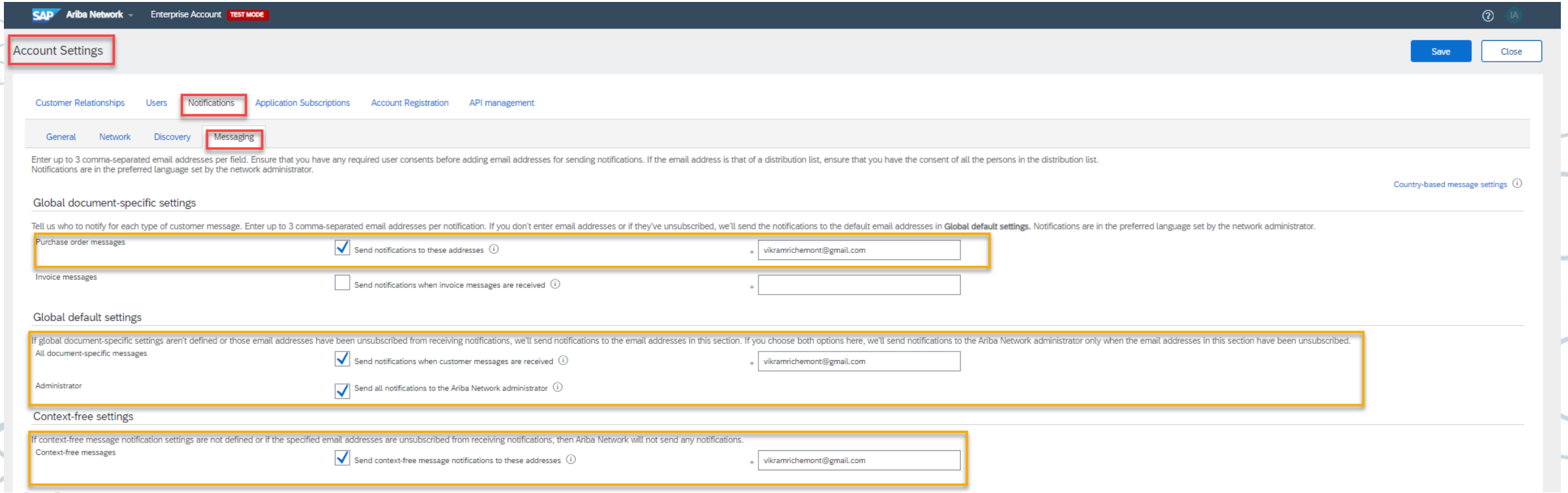
- It is recommended to set up an e–mail notification when an order could not be delivered. Preferably, fill in a different address from the people who receive standard notifications.



"IMPORTANT" NOTIFICATIONS LIST FOR **ADMINISTRATORS** (2/3)

- The ***Network Service*** Notification informs you about platform interruptions.
- ***Reminder of Unconfirmed Orders*** Notification is a weekly notification to alert you about received orders that have not been confirmed yet.



"IMPORTANT" NOTIFICATIONS LIST FOR **ADMINISTRATORS** (3/3)

- Here, you can set up e–mail notifications to notify you when you receive communications via the Ariba platform's online messaging system.