



MYVULKOPRIN – USER GUIDE

myvulkoprin.com

Vulkoprin nv | Herderstraat 4 | 8700 Tielt-Belgium

+32 51 403 806 info@vulkoprin.be www.vulkoprin.be

Passion for wheels & technical products in polyurethane

For 55 years now, Vulkoprin has been designing and producing a full range of polyurethanes that meet the requirements of the most demanding technical applications. For the production of high-quality wheels, guiding rollers, tyres and technical moulded parts, Vulkoprin uses only the finest raw materials and can rely on a passionate team of experienced people.

Welcome on this introduction page of MYVULKOPRIN.COM

You are only one click away of our interactive portal. Browse our wide offer of standard wheels & castors, find out on the attributes, complete an order and check availabilities.

Highlights

24/7 multi-language interactive search in the standard catalogue


In addition for logged in customers:

- Browse, search and order online in the standard catalogue as well as in your personal shopping list
- View customized pricing, terms and availability
- Convert quotes into orders
- View orders, order status, quotes and account status
- Send inquiries and other messages

For an introduction to multiple applications of heavy duty wheels and technical parts browse www.vulkoprin.be

Curious about the technology behind? Browse <https://www.vulkoprin.be/en/techcorner/>

More info on how to use the MYVULKOPRIN portal? Continue to read.

The user has access to the portal whether via a direct link <https://myvulkoprin.com/> or via the Vulkoprin homepage <https://vulkoprin.be/> by selecting 

By pushing the MYVULKOPRIN button on the Vulkoprin home page, a landing page will appear with the latest news and promotions, a manual how to use the portal, a quick guide of wheel definitions and a clarification of the Vulkoprin item structure.

1. Search an item (no log-in & password)

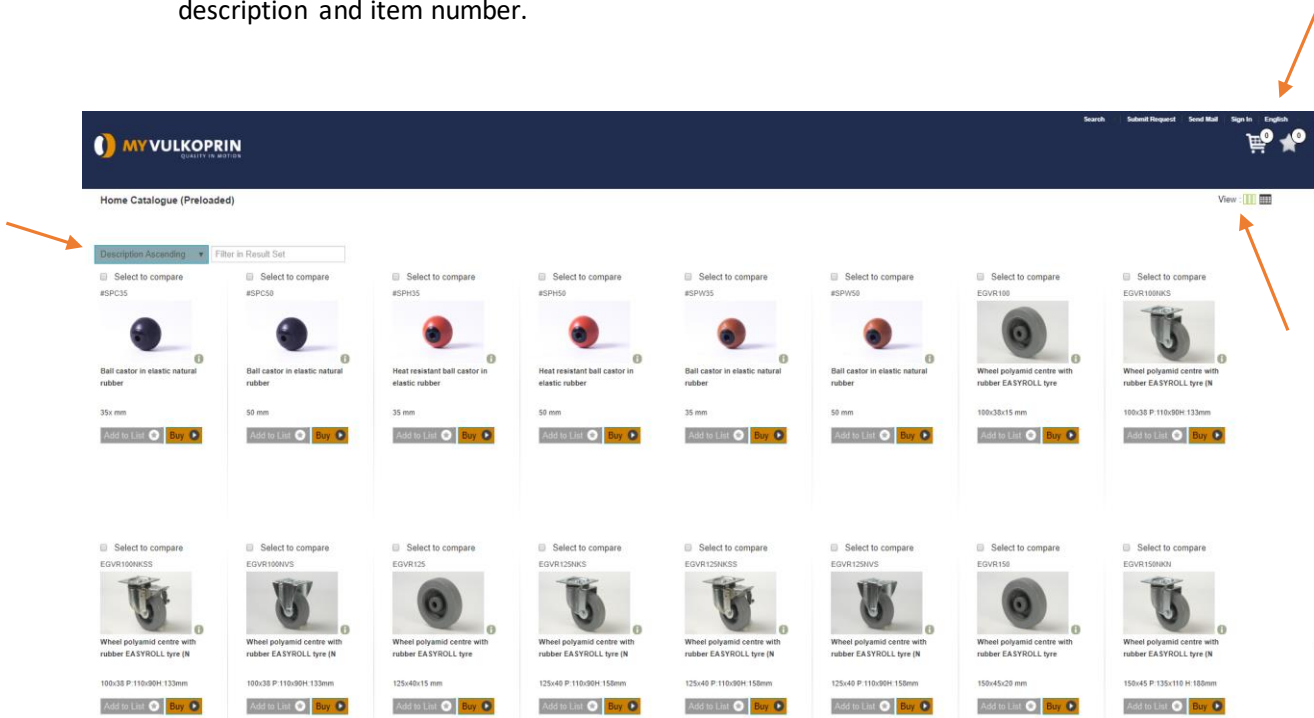
Without a log-in and password, standard items search is available for any user without showing prices and availability.

1.1. Screen views

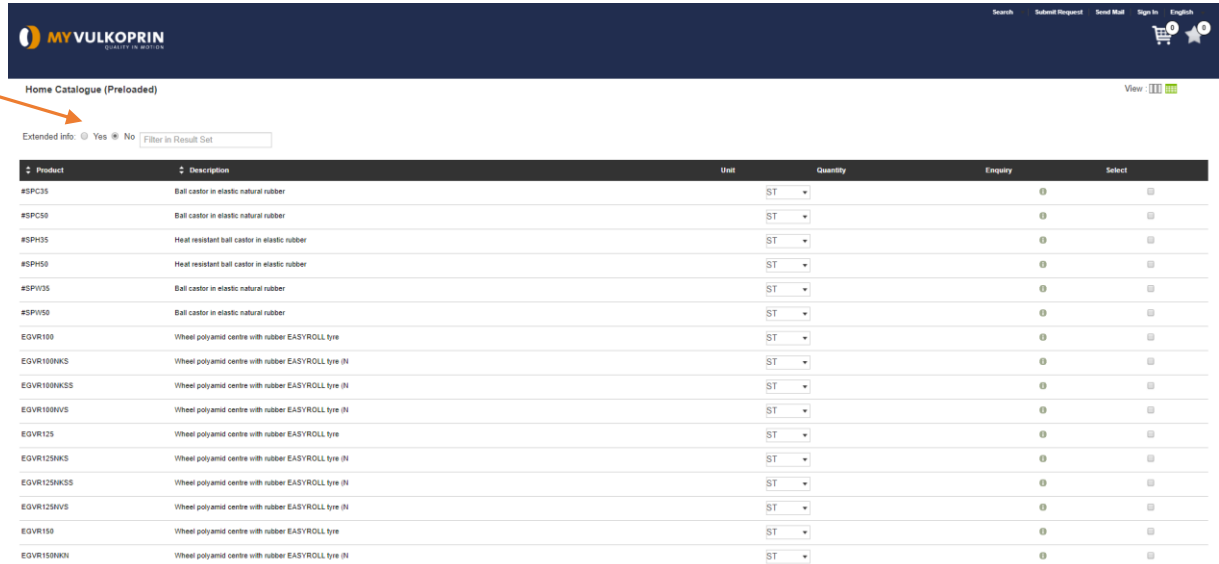
Languages can be changed in the right top corner.

The item view is possible in 2 ways by selecting ‘View’.

1.1.1. In the first view a wide selection can be made by “ascending” and “descending” on description and item number.




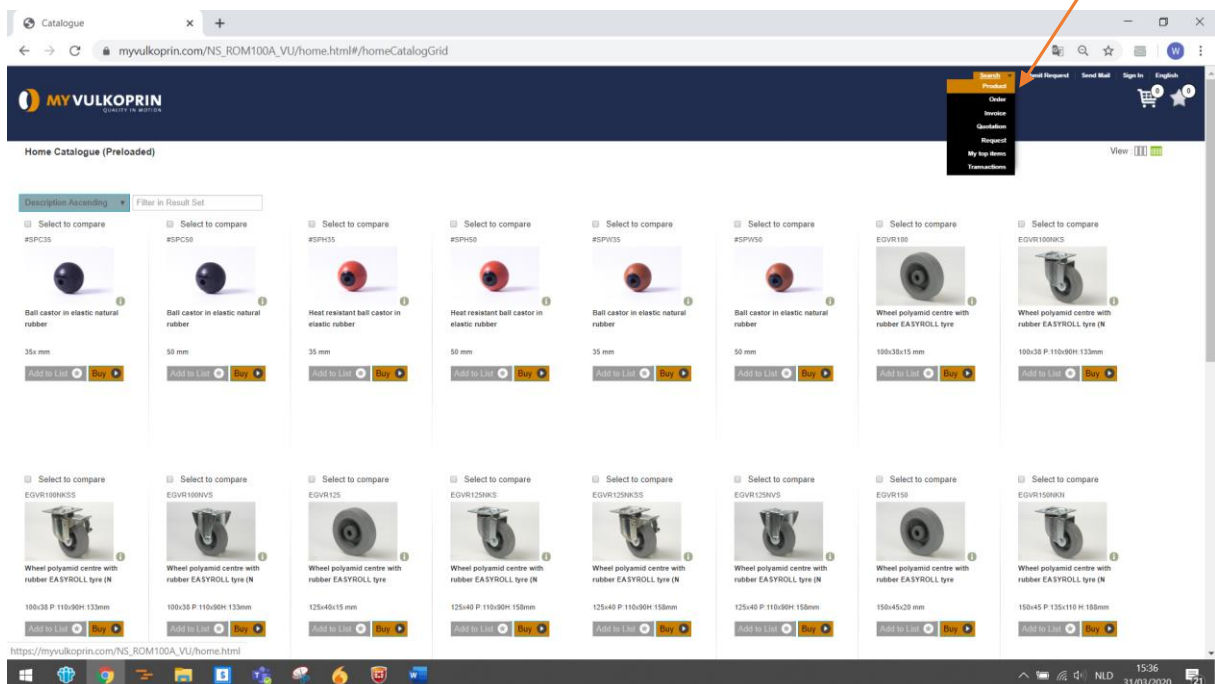
1.1.2. Within the 2nd view selection (grid), an extended product information becomes available by selecting “Yes”



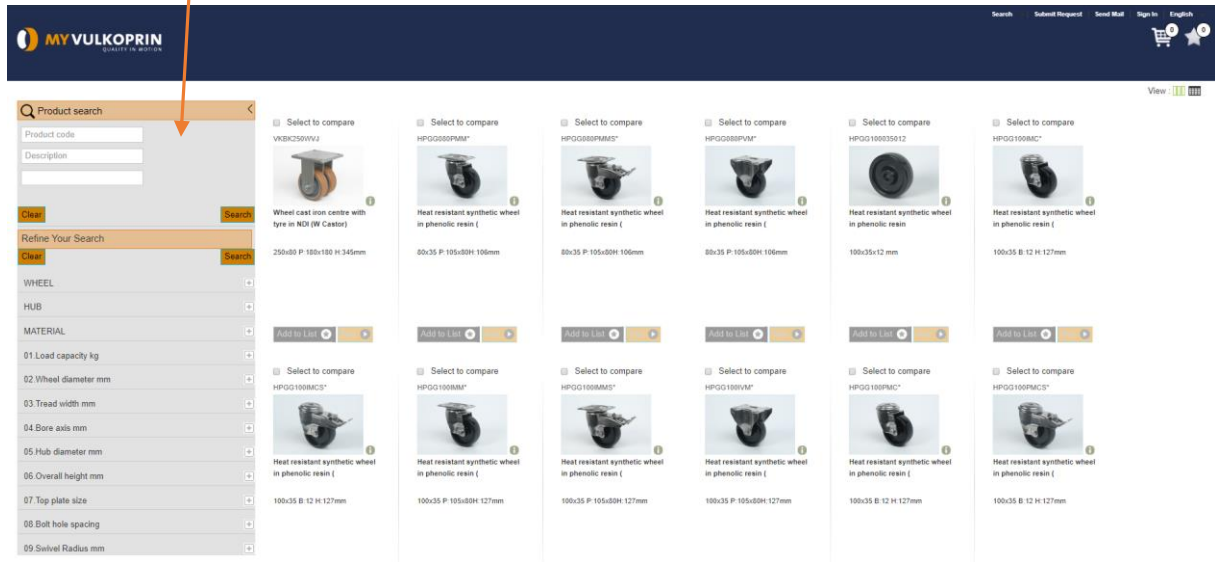
| Product | Description | Unit | Quantity | Enquiry | Select |
|-------------|--|------|----------|---------|--------------------------|
| #SPC35 | Ball castor in elastic natural rubber | ST | | 0 | <input type="checkbox"/> |
| #SPC50 | Ball castor in elastic natural rubber | ST | | 0 | <input type="checkbox"/> |
| #SPH35 | Heat resistant ball castor in elastic rubber | ST | | 0 | <input type="checkbox"/> |
| #SPH50 | Heat resistant ball castor in elastic rubber | ST | | 0 | <input type="checkbox"/> |
| #SPW35 | Ball castor in elastic natural rubber | ST | | 0 | <input type="checkbox"/> |
| #SPW50 | Ball castor in elastic natural rubber | ST | | 0 | <input type="checkbox"/> |
| EGVR100 | Wheel polyamid centre with rubber EASYROLL tyre | ST | | 0 | <input type="checkbox"/> |
| EGVR100NK5 | Wheel polyamid centre with rubber EASYROLL tyre (N | ST | | 0 | <input type="checkbox"/> |
| EGVR100NK5S | Wheel polyamid centre with rubber EASYROLL tyre (N | ST | | 0 | <input type="checkbox"/> |
| EGVR100NV5 | Wheel polyamid centre with rubber EASYROLL tyre (N | ST | | 0 | <input type="checkbox"/> |
| EGVR125 | Wheel polyamid centre with rubber EASYROLL tyre | ST | | 0 | <input type="checkbox"/> |
| EGVR125NK5 | Wheel polyamid centre with rubber EASYROLL tyre (N | ST | | 0 | <input type="checkbox"/> |
| EGVR125NK5S | Wheel polyamid centre with rubber EASYROLL tyre (N | ST | | 0 | <input type="checkbox"/> |
| EGVR125NV5 | Wheel polyamid centre with rubber EASYROLL tyre (N | ST | | 0 | <input type="checkbox"/> |
| EGVR150 | Wheel polyamid centre with rubber EASYROLL tyre | ST | | 0 | <input type="checkbox"/> |
| EGVR150NK5 | Wheel polyamid centre with rubber EASYROLL tyre (N | ST | | 0 | <input type="checkbox"/> |

1.2. Item search

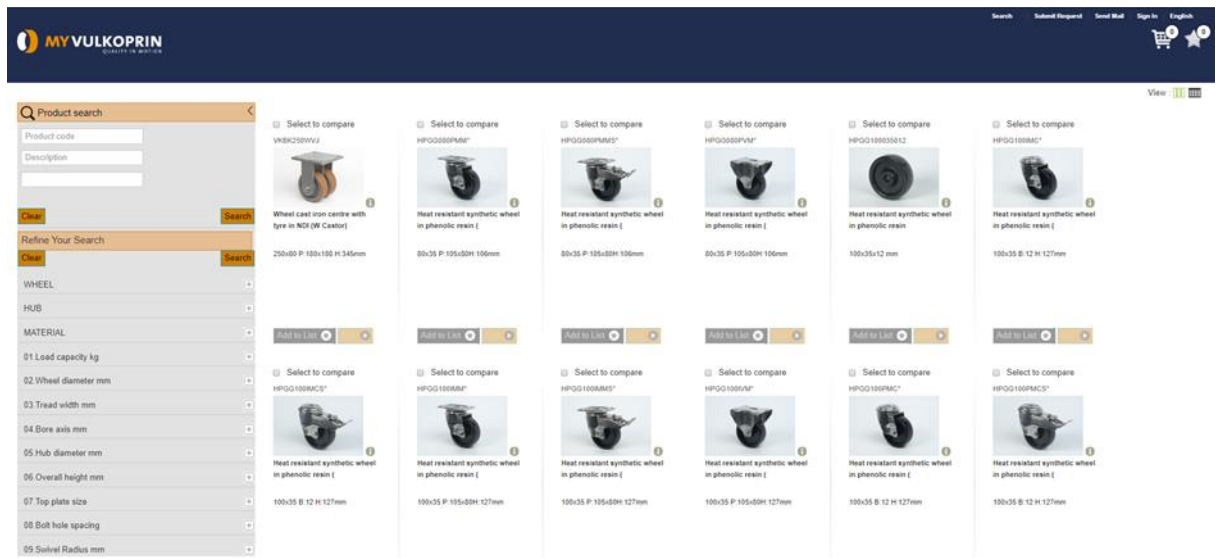
By pushing the  and “**Product**” button, a search engine screen is opening.



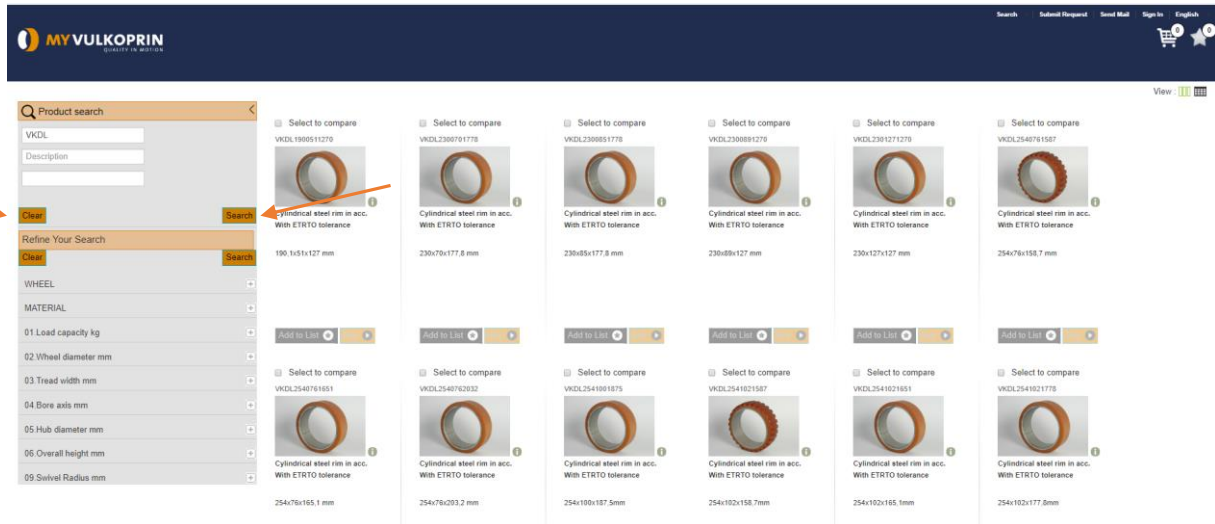
The search engine screen displays a grid of product cards. Each card includes a product image, a 'Select to compare' button, a product description, and 'Add to List' and 'Buy' buttons. The products shown include ball castors and wheel polyamid centres with various rubber tyre options.



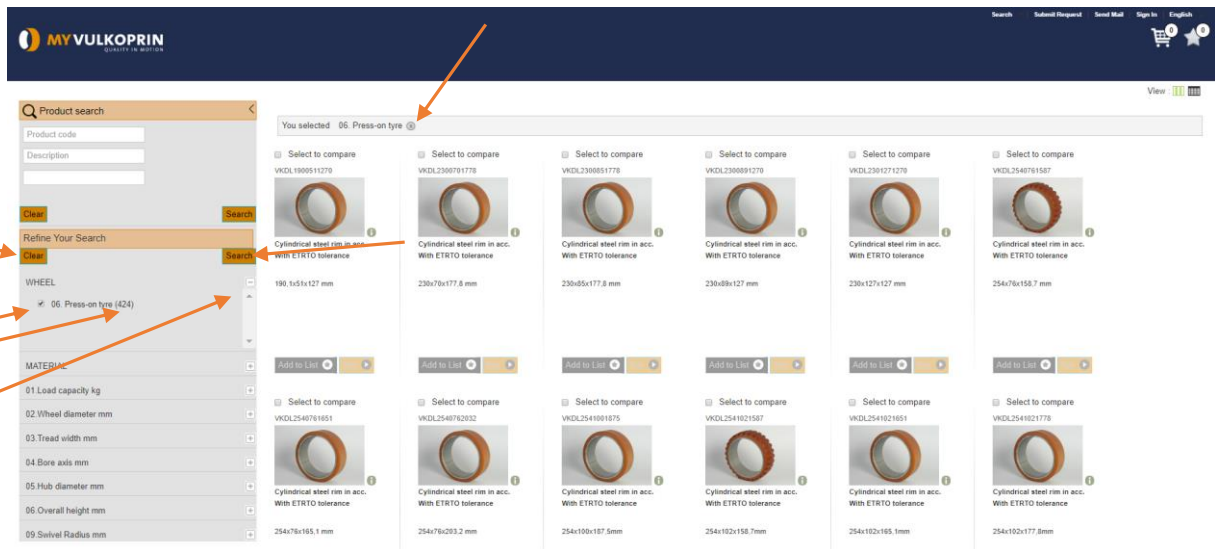
Search can be done by entering, whether the product code/description or by making a selection using refined attributes.



1.2.1. Product search: Add a product number or description in the upper case. To apply push **“Search”**. To undo push **“Clear”**.

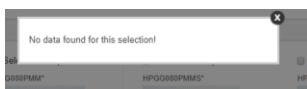


1.2.2. Refine your search: search by selecting attributes. With the **“plus”** or **“minus”** signs you can open or close the search attributes. The number of search results, corresponding with your selection, are mentioned between brackets. Case x your selection(s). To apply push **“Search”**. Push **“Clear”** to undo the full selection or use the **“x”** on the upper selection bar to undo partly the selection.



The corresponding items will be selected and automatically reduce the remaining search possibilities to those applicable to the made selection. Your selection criteria are always visualized in the top bar.

In case the combination of selections is technically impossible or not available, this sign will appear.

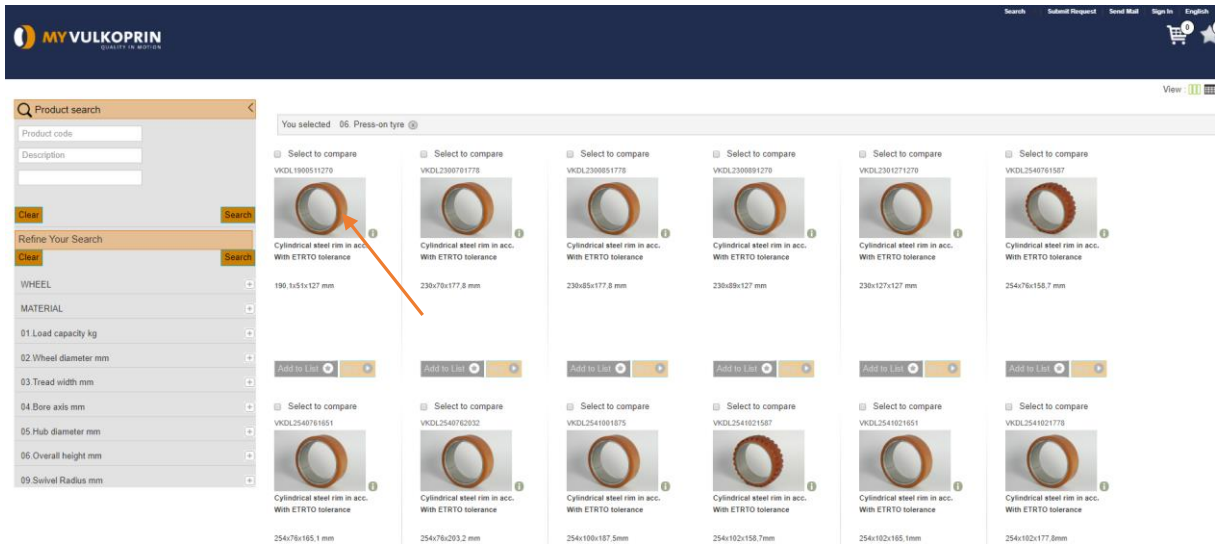


Try again or **contact our wheel** team in order to find the adequate solution.

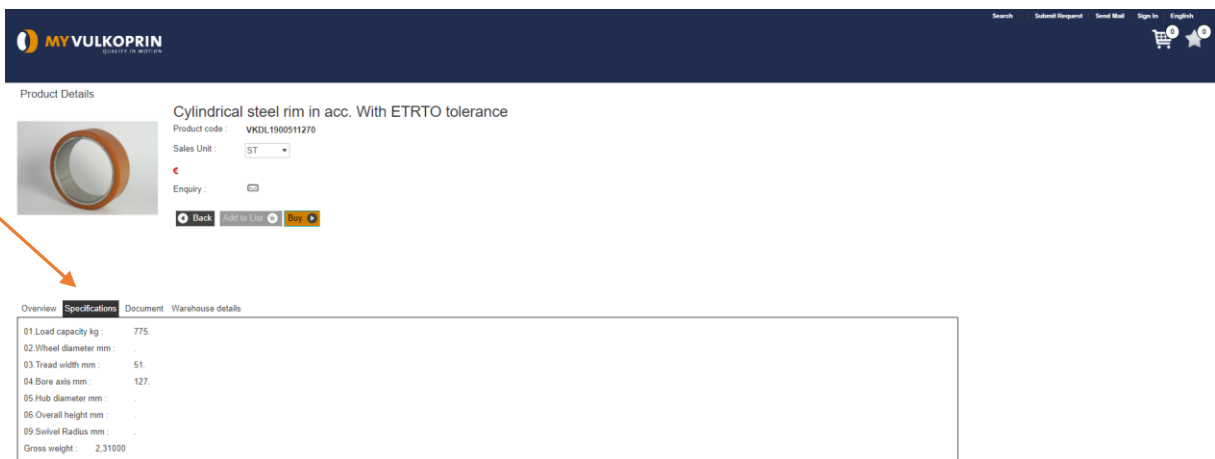
1.2.3 Search results

Per item, the item number, description and dimensions are available on the overview screen.

To find out more product details, push on the item or picture to visualize.

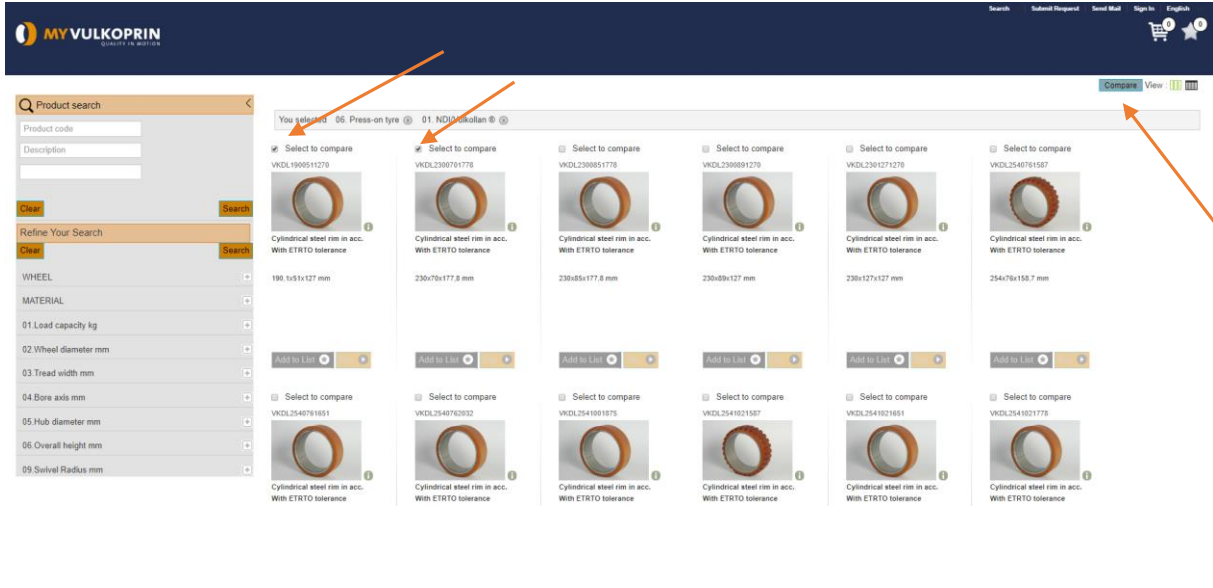


Search the different “**tabs**” to enter in the product description, dimensions and availability.



1.2.4. Compare items

Push **“Select to compare”** in order to compare the attributes and dimensions of multiple items.



Compare products

| Select | | |
|----------------------|--|--|
| Description | Cylindrical steel rim in acc. With ETRTO tolerance | Cylindrical steel rim in acc. With ETRTO tolerance |
| Product code | VKDL360701778 | VKDL20010719 |
| Characteristics | Product code: VKDL360701778 (Steel 45, 50mm bore diameter, cylindrical steel rim in acc. with ETRTO tolerance, 10mm x 10mm, 10mm x 10mm) | |
| 01 Load capacity kg | 775 | 190 |
| 02 Wheel diameter mm | 0 | 230 |
| 03 Tread width mm | 91 | 70 |
| 04 Bore width mm | 127 | 0 |
| 05 Hub diameter mm | 0 | 0 |
| 06 Overall height mm | 0 | 0 |
| 07 Top plate mm | 0 | 0 |
| 08 Rim hole spacing | 0 | 0 |
| 09 Overall radius mm | 0 | 0 |
| Discount price | | |
| Default sales unit | 07 | 07 |
| Unit | 07 | 07 |
| Quantity | | |
| Capacity | | |
| Net weight | 2,3700 | 1,8600 |
| Gross weight | 2,3700 | 2,0800 |
| Net volume | | |
| Gross volume | | |
| Length | | |
| Height | | |
| Width | | |

Push **“Back”** to return to your previous selection.

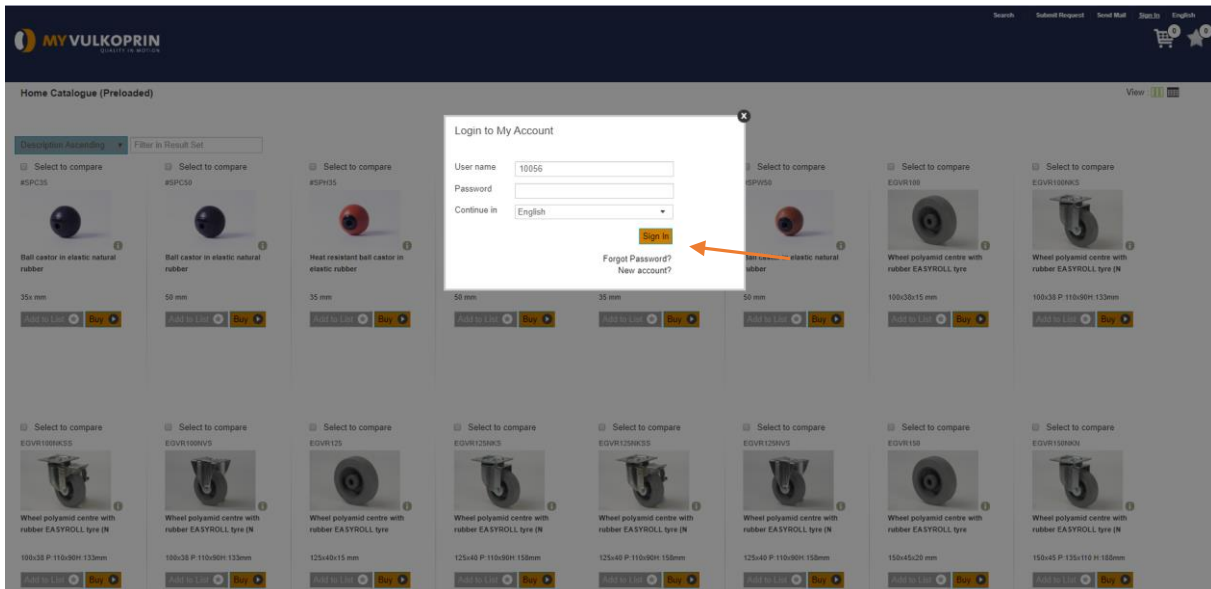
2. Account management – with log-in and password

2.1. Log in



To log in, use the “**Sign in**” button and enter *user name* and *password*.

Make a selection of the language, before you push on “**Sign in**”.


To set up and change an account See §3.



After sign in, the customer specific price list, the customer specific items and the availability of items are now visible.

Availability is shown as **Available** :  or **Available** :  . Later on, more detailed specifications will become available when the requested items are not on stock, but already in production. In case items are not on stock, add your requested date when ordering See § 2.3.1 or make an inquiry See § 2.4.2.

2.2. Manage your account

By pushing on  a drop-down screen becomes available:

- Product search:** idem §1.
- Order:** visualization of all orders (and status)
- Invoice:** visualization of all invoices
- Quotation:** visualization of all open quotations
- Request:** visualization of requests (and status)
- My top items:** list of most often ordered items (personal shopping list)
- Transactions:** list of financial transactions

Home Catalogue (Preloaded)

Product Order Invoice Quotation Request My key items Transactions

Description Ascending Filter in Result Set

| Product Name | Dimensions | Price (€/ST) | Availability |
|---|--------------------------|--------------|--------------|
| Ball castor in elastic natural rubber #SPC35 | 35 mm | 1,30 € / ST | Available |
| Ball castor in elastic natural rubber #SPC50 | 50 mm | 1,80 € / ST | Available |
| Heat resistant ball castor in elastic rubber #SPH35 | 35 mm | 1,82 € / ST | Available |
| Heat resistant ball castor in elastic rubber #SPH50 | 50 mm | 0,80 € / ST | Available |
| Ball castor in elastic natural rubber #SPW35 | 35 mm | 1,55 € / ST | Available |
| Ball castor in elastic natural rubber #SPW50 | 50 mm | 2,41 € / ST | Available |
| Wheel polyamid centre with rubber EASYROLL tyre EDVR100 | 100x30x15 mm | 6,88 € / ST | Available |
| Wheel polyamid centre with rubber EASYROLL tyre (N) EDVR100NK5 | 100x30 P-110-90H 133mm | 13,53 € / ST | Available |
| Wheel polyamid centre with rubber EASYROLL tyre (N) EDVR100NK35 | 100x30 P 110-90H 133mm | 23,22 € / ST | Available |
| Wheel polyamid centre with rubber EASYROLL tyre (N) EDVR100NV5 | 100x30 P 110-90H 133mm | 10,10 € / ST | Available |
| Wheel polyamid centre with rubber EASYROLL tyre EDVR125 | 125x40x15 mm | 7,33 € / ST | Available |
| Wheel polyamid centre with rubber EASYROLL tyre (N) EDVR125NK3 | 125x40 P 110-90H 150mm | 15,15 € / ST | Available |
| Wheel polyamid centre with rubber EASYROLL tyre (N) EDVR125NK55 | 125x40 P 110-90H 150mm | 25,12 € / ST | Available |
| Wheel polyamid centre with rubber EASYROLL tyre (N) EDVR125NV5 | 125x40 P 110-90H 150mm | 11,80 € / ST | Available |
| Wheel polyamid centre with rubber EASYROLL tyre EDVR150 | 150x45x20 mm | 11,03 € / ST | Available |
| Wheel polyamid centre with rubber EASYROLL tyre (N) EDVR150NK1 | 150x45 P-135-110 H 180mm | 25,25 € / ST | Available |

Windows Taskbar: 16:58, 31/03/2020

2.3. Ordering options

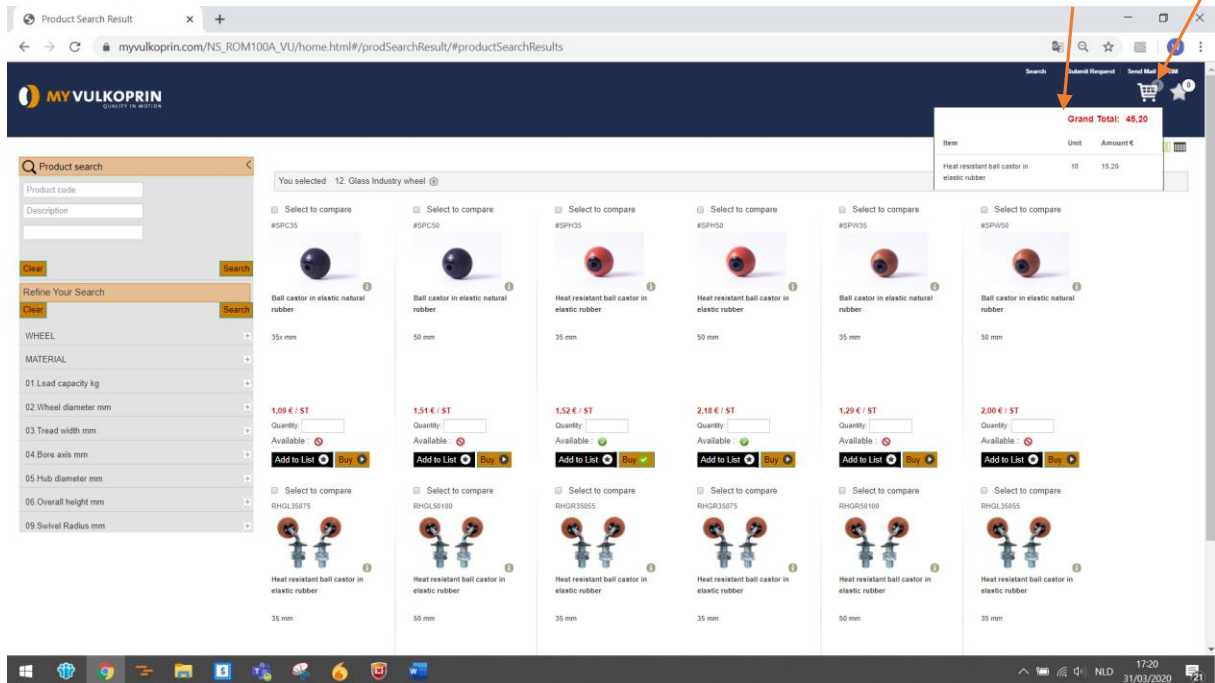
2.3.1. From the search result

See §1.2.

Add the quantity and push the **“Buy”** button.



The selection is added to the shopping basket.



Open the shopping basket  to visualize the order.

Check the quantity and add the “Requested delivery date”.

Use the “**Cart options**” to add information or modify the shopping cart:

- To add additional items
- To import items from a text file
- To delete the cart
- To create a new cart
- To check Delivery/payment information

Use delivery/Payment information to add your PO number or reference or forward additional instructions

Cart Options

- Add Items
- Copy/Paste Area
- Delete Cart
- New cart
- X** Delivery/Payment Information

Order reference

Your order :

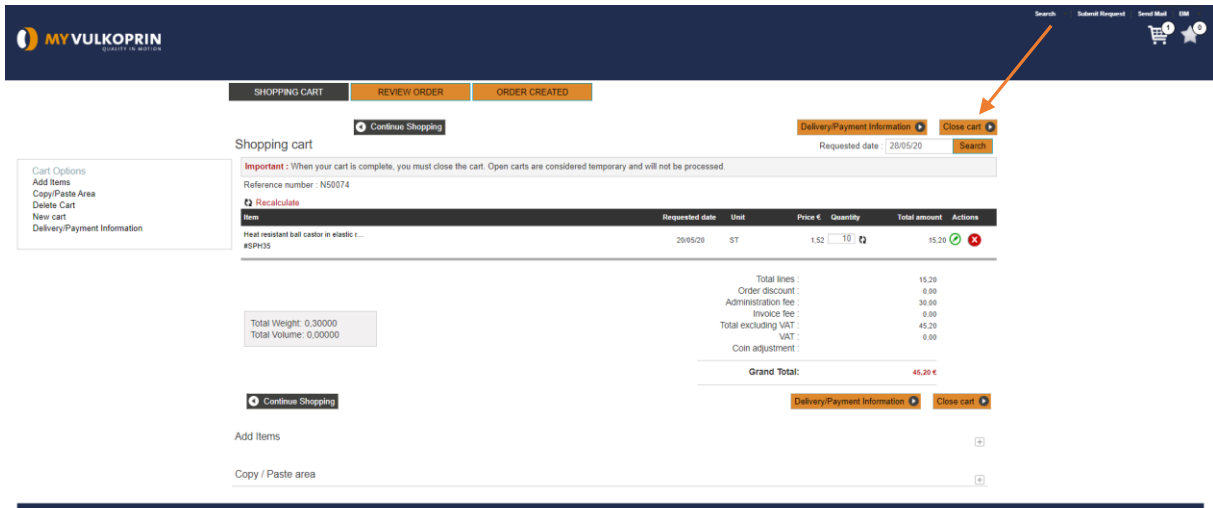
Your reference :

Free text :

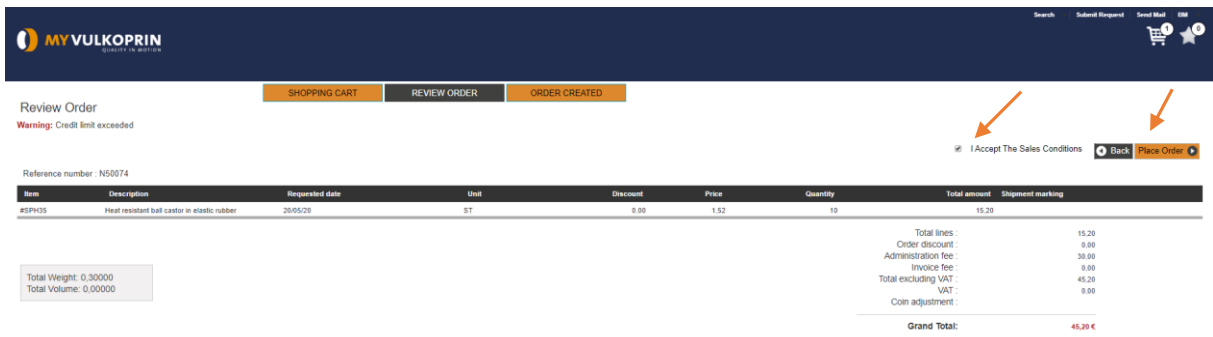
[Back](#)

[Save](#) [Clear](#) [Review Order](#)

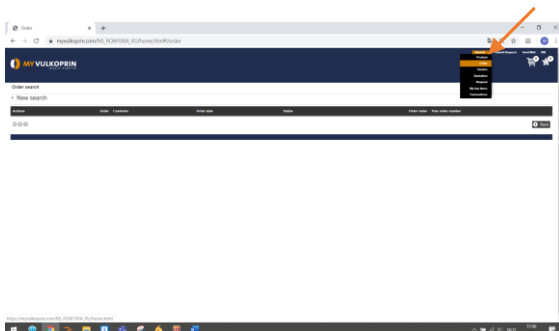
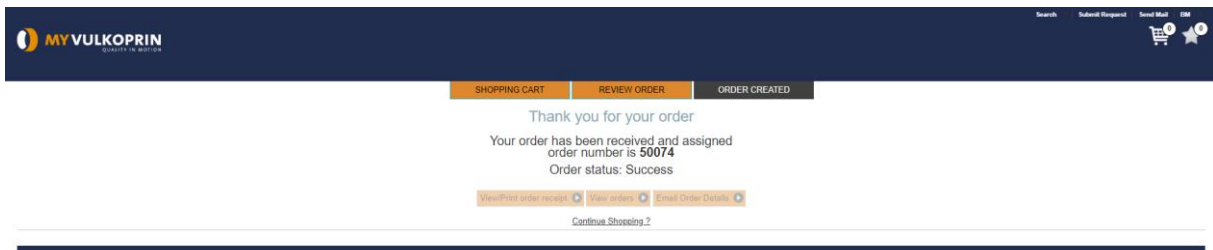
When all data is correct, push the **“Close cart”** button to actualize the order with the latest changes you made.



Have a last check and **“Accept the sales conditions”** and **“Place order”**. Otherwise push the **“Back”** button to return to the previous step.

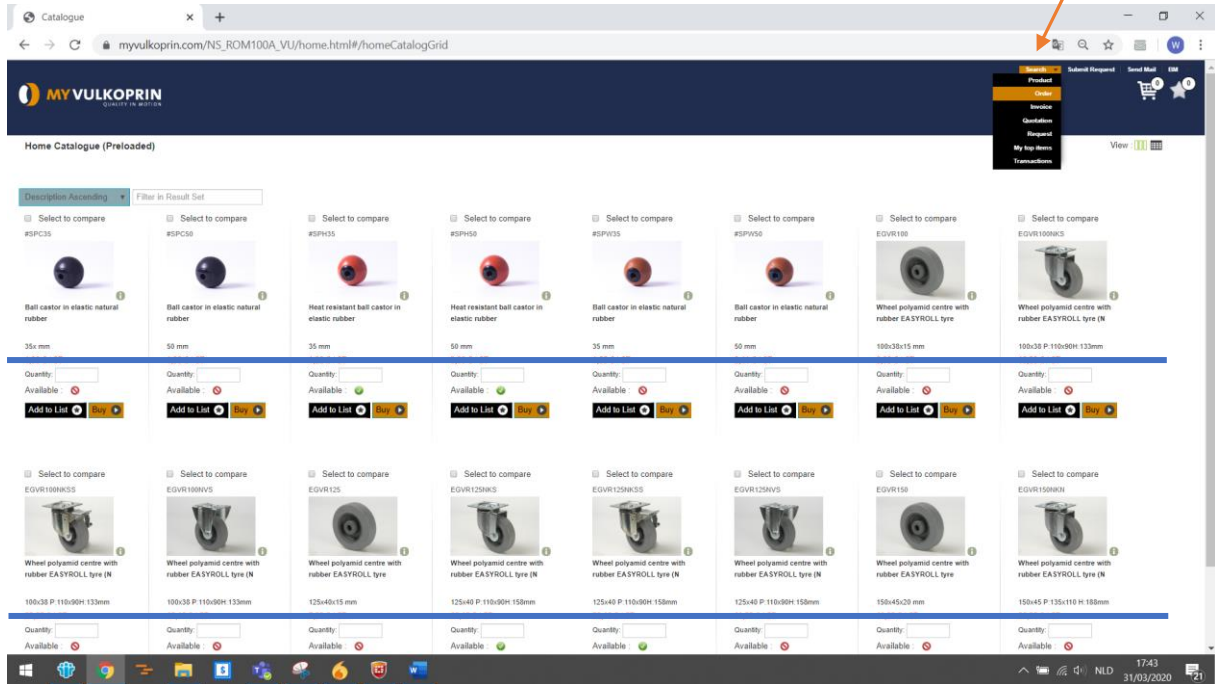


Now the order has been received by Vulkoprin. An order confirmation with the final estimated shipment date will be send by e-mail after a check by our planning department. The order will be added to the **order**: visualization of all orders as soon as the Order confirmation has been sent.



2.3.2. From the order file

Open via the **Search** and **“Order”** button, the history of the orders.



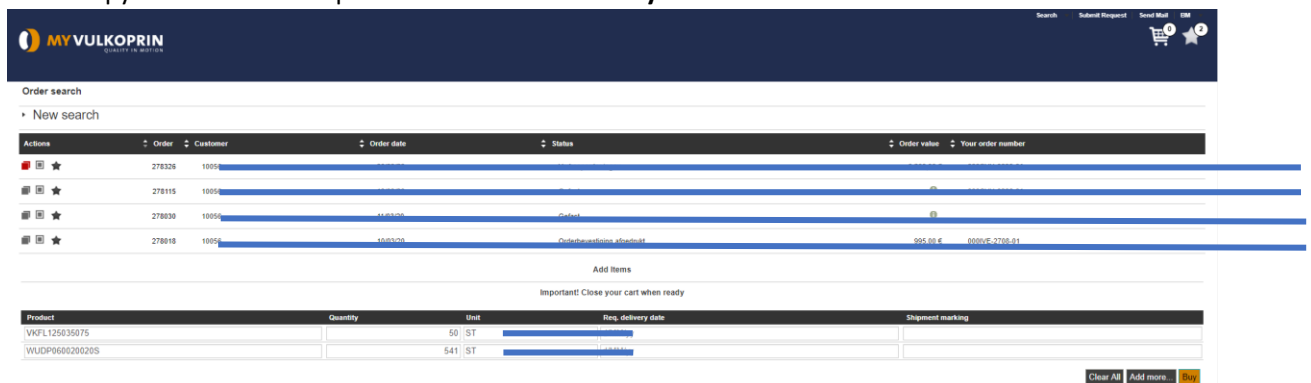
Order search

New search

| Actions | Order | Customer | Order date | Status | Order value | Your order number |
|---------|--------|----------|------------|----------------------------|-------------|-------------------|
| | 278326 | 10056 | 30/03/20 | Verkooporder ingev. | | 000CVH-0335-01 |
| | 278115 | 10056 | 13/03/20 | Gelekt. | | 000CVH-0288-01 |
| | 278030 | 10056 | 11/03/20 | Gelekt. | | |
| | 278018 | 10056 | 10/03/20 | Orderbevestiging afgedrukt | | 000VE-2708-01 |
| | 277974 | 10056 | 10/03/20 | Orderbevestiging afgedrukt | | |
| | 277971 | 10056 | 10/03/20 | Orderbevestiging afgedrukt | | 000VE-2570-01 |
| | 277953 | 10056 | 5/03/20 | Orderbevestiging afgedrukt | | 000CVA-7665-01 |

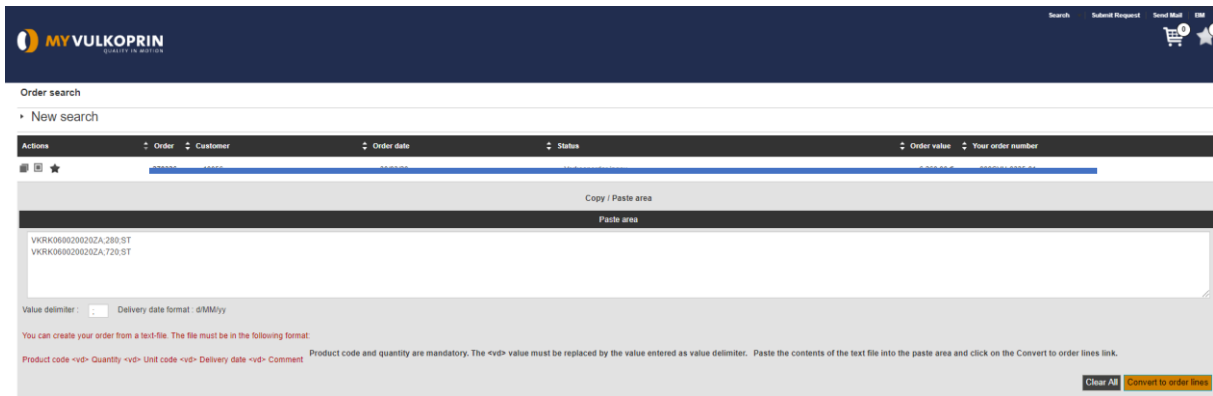
To re-order out of your order history there are multiple possibilities:

- Copy order line. Then push **“Add more...”** or **“Buy”**





- Copy order lines to past area. Than **“Convert to order lines”**



Order search

New search

Actions Order Customer Order date Status Order value Your order number

Copy / Paste area

Paste area

VK RK060020020ZA.280.ST
VK RK060020020ZA.720.ST

Value delimiter: Delivery date format: dMMyy

You can create your order from a text-file. The file must be in the following format:

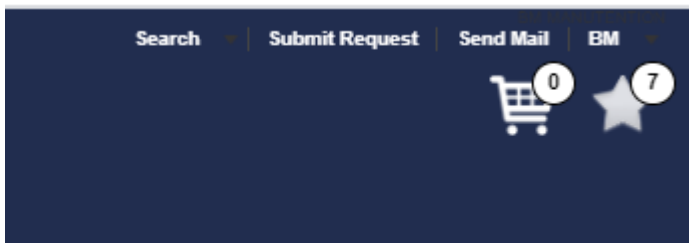
Product code <v> Quantity <v> Unit code <v> Delivery date <v> Comment

Product code and quantity are mandatory. The <v> value must be replaced by the value entered as value delimiter. Paste the contents of the text file into the paste area and click on the Convert to order lines link.

Clear All Convert to order lines



- Add to the shopping list

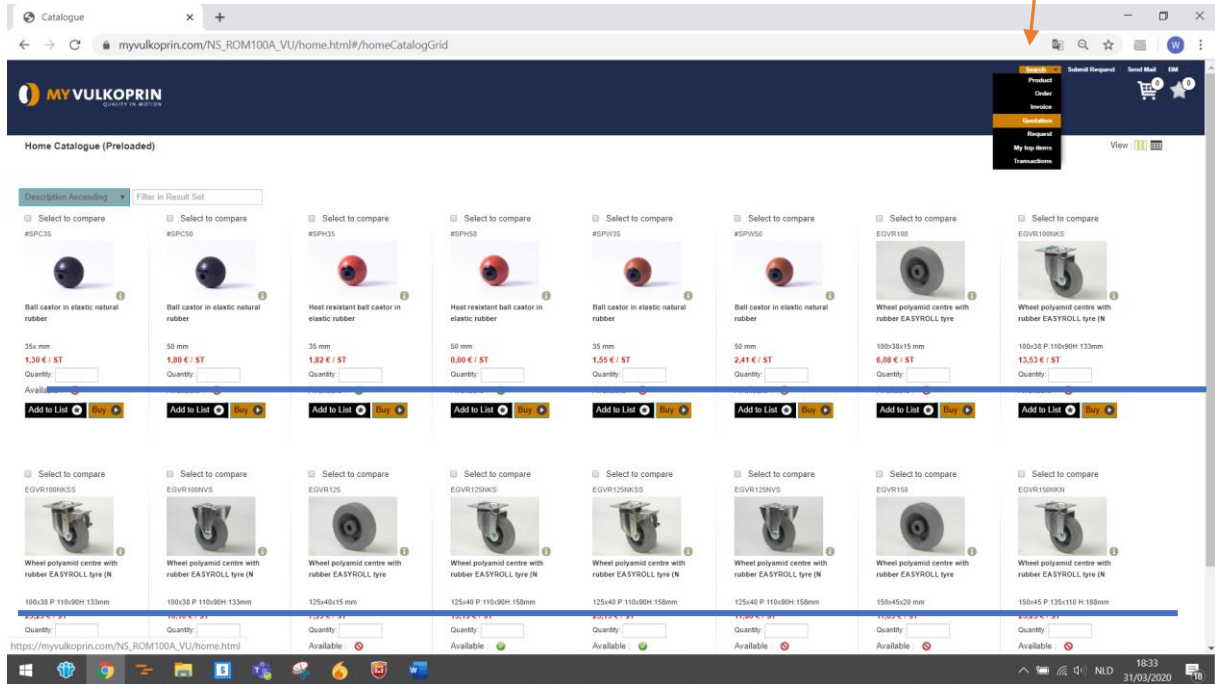


Search Submit Request Send Mail BM

0 7

2.3.3. From the quote

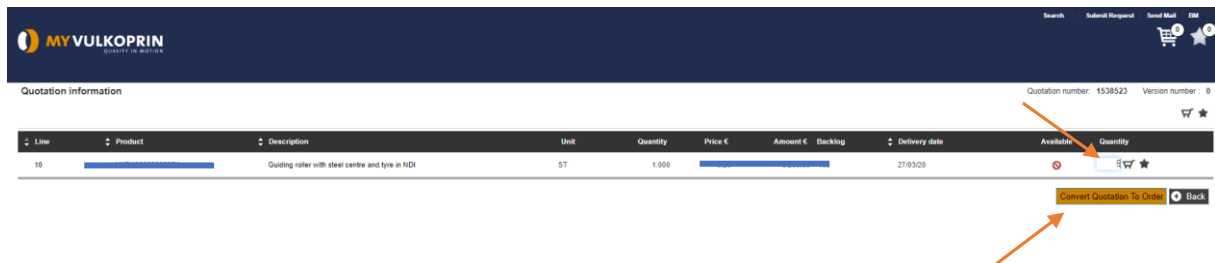
Open via the **Search** and **“Quotation”** button, the history of the quotes.




Open the applicable quote.

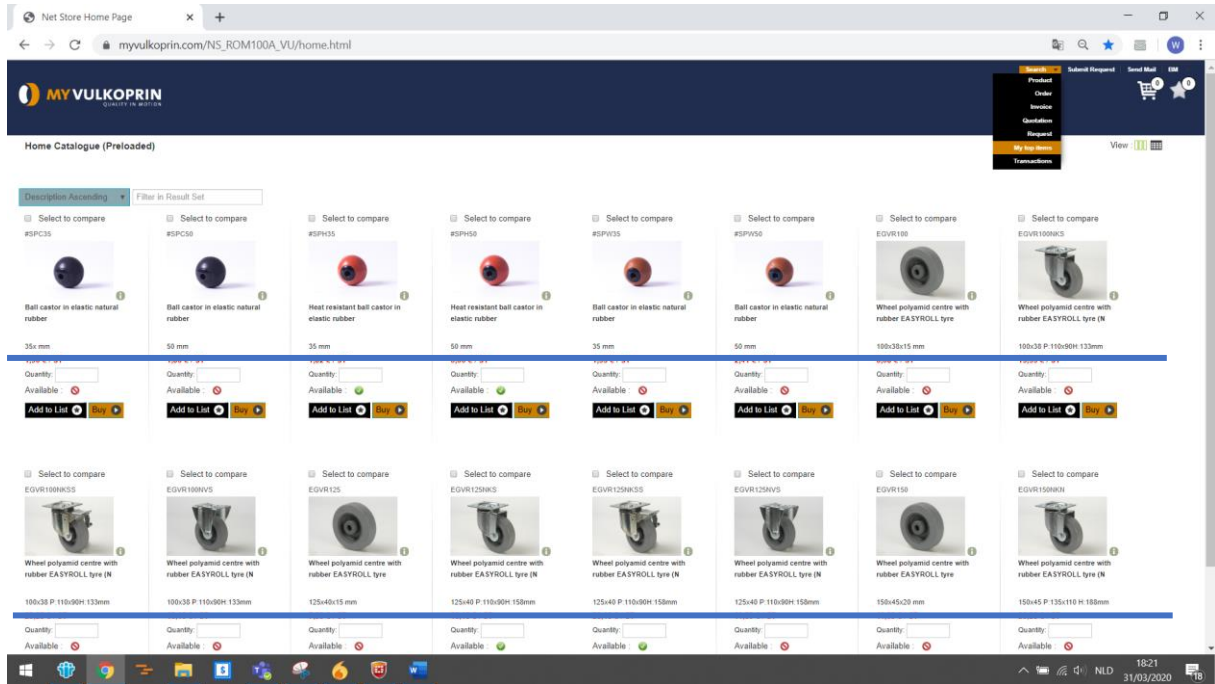


Add quantity and **“Convert to an order”**, add to shopping cart or add to shopping list.

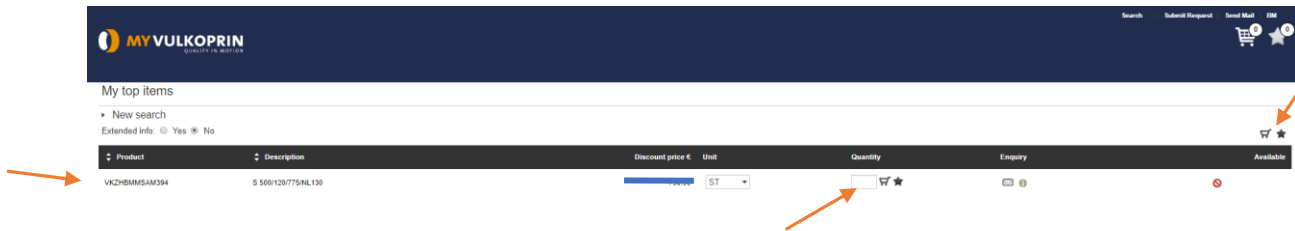


2.3.4. From the My top items list

Open via the  and **“My top items”** button, the history of your purchases.



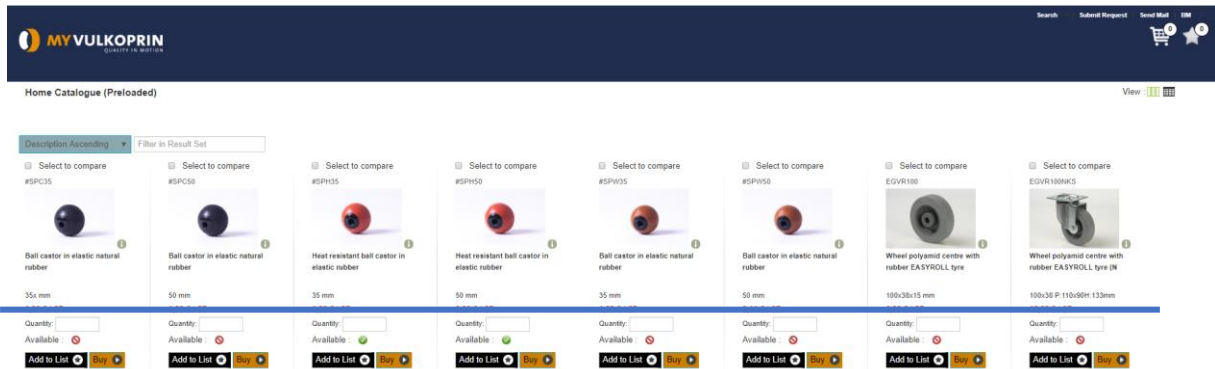
Select the applicable item, add quantity and add to **shopping cart** or **shopping list**.



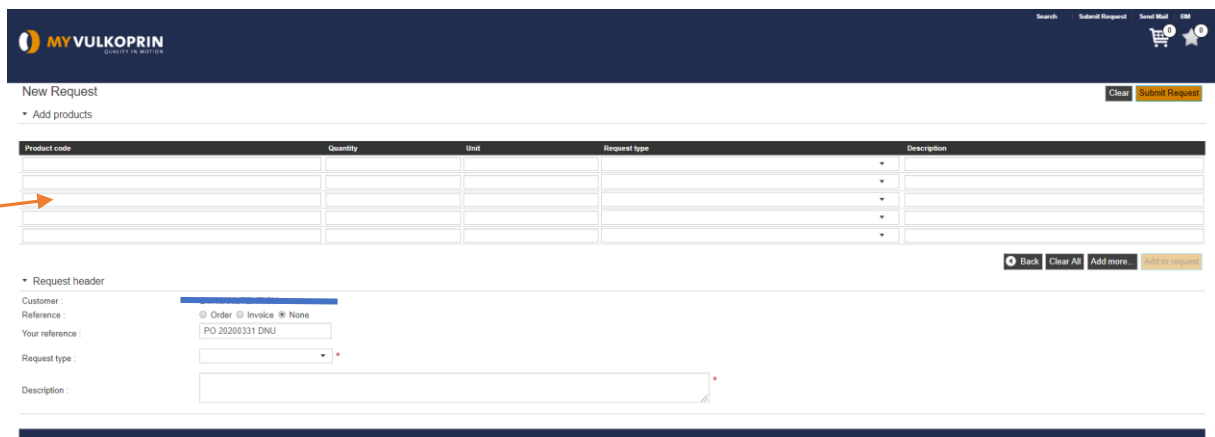
Note: on customer specific items, besides item number, no additional data and pictures are available in the portal for now.

2.4. Request options

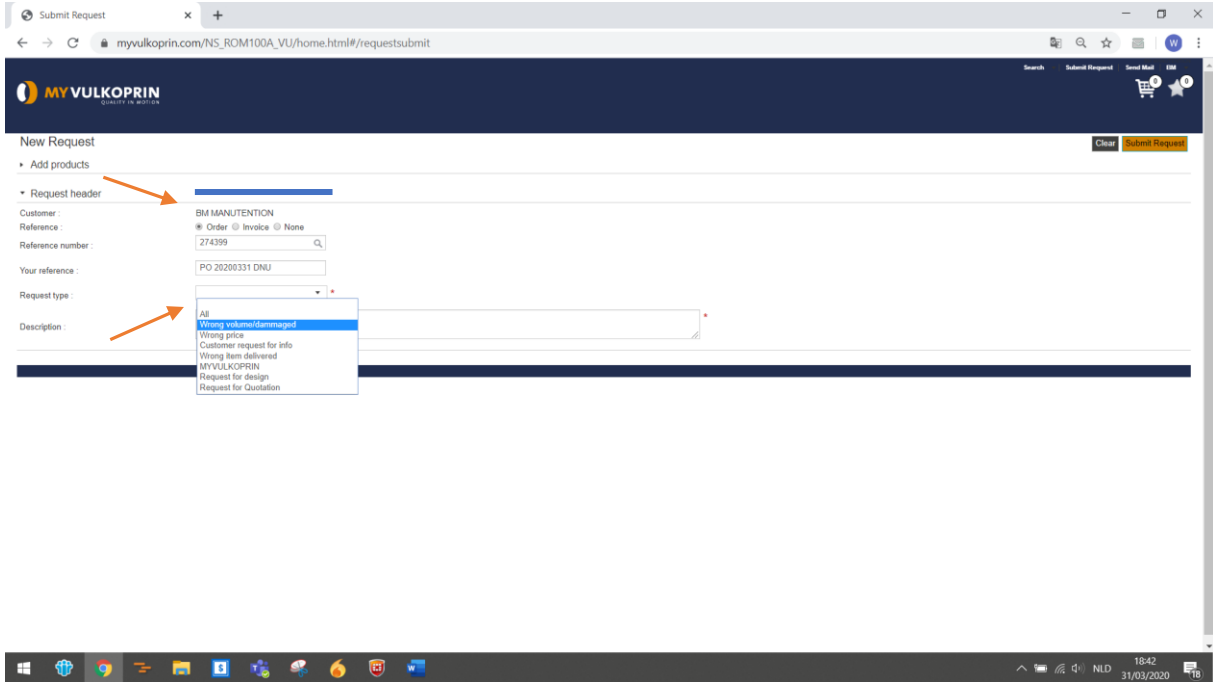
2.4.1. Via "Submit request"



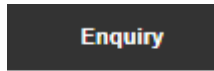
Requests on items (quote/technical/other) can be forwarded to Vulkoprin by adding the item numbers or description in this format.



Also requests on actual orders, invoices or complaints can be send to Vulkoprin by using this format.



2.4.2 Via the mail picto after an item



In the detailed information of a product.

Product Details

Heat resistant ball castor in elastic rubber

Product code: #SPH50

Sales Unit: ST

Quantity:

2.18 €

Available:

Enquiry:

[Back](#) [Add to List](#) [Buy](#)

Overview Specifications Document Warehouse details

50
Separate ball OD 50 mm in elastic heat resistant rubber 80° Shore A incl. plastic insert - colour red.

Or in the general overview (grid view).

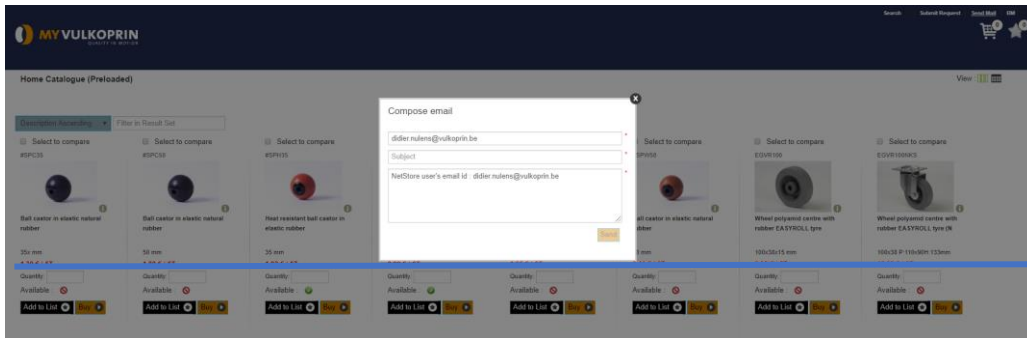
Product search

Extended info: Yes No

| Product | Description | Extra Info | Cross Reference | Unit | Quantity | Enquiry | Available | Select |
|---------------|--|--------------------------|-----------------|------|----------------------|---------|-----------|--------|
| VKEK259VVJ | Wheel cast iron centre with tyre in NDI (W Castor) | 250x80 P 180x180 H 345mm | | ST | <input type="text"/> | | | |
| HPOG080PMM* | Heat resistant synthetic wheel in phenolic resin (| 80x35 P 105x80H 106mm | 1RTA0800GB0 | ST | <input type="text"/> | | | |
| HPOG080PMM5* | Heat resistant synthetic wheel in phenolic resin (| 80x35 P 105x80H 106mm | 1RTA0800GB0 | ST | <input type="text"/> | | | |
| HPOG080PVM* | Heat resistant synthetic wheel in phenolic resin (| 80x35 P 105x80H 106mm | 1RTA0800FB0 | ST | <input type="text"/> | | | |
| HPOG100035912 | Heat resistant synthetic wheel in phenolic resin | 100x35x12 mm | 1RTA100012 | ST | <input type="text"/> | | | |
| HPOG1000MC* | Heat resistant synthetic wheel in phenolic resin (| 100x35 B 12 H 127mm | | ST | <input type="text"/> | | | |
| HPOG1000MCS* | Heat resistant synthetic wheel in phenolic resin (| 100x35 B 12 H 127mm | | ST | <input type="text"/> | | | |
| HPOG1000MM* | Heat resistant synthetic wheel in phenolic resin (| 100x35 P 105x80H 127mm | 1RTS1000GX0 | ST | <input type="text"/> | | | |
| HPOG1000MMS* | Heat resistant synthetic wheel in phenolic resin (| 100x35 P 105x80H 127mm | 1RTS1000GX0 | ST | <input type="text"/> | | | |
| HPOG1000VM* | Heat resistant synthetic wheel in phenolic resin (| 100x35 P 105x80H 127mm | | ST | <input type="text"/> | | | |
| HPOG1000PAC* | Heat resistant synthetic wheel in phenolic resin (| 100x35 B 12 H 127mm | | ST | <input type="text"/> | | | |
| HPOG1000PACS* | Heat resistant synthetic wheel in phenolic resin (| 100x35 B 12 H 127mm | | ST | <input type="text"/> | | | |

View:

2.4.2. Via "Send e-mail"



3. Log in and password - settings

By the “Edit account” button, you can make changes in your account settings or request a log in and password.

