

Wismettac Harro Foods Web Order Manual

Please access form link/QR code, or you can search b2b.wismettac.co.uk

<https://b2b.wismettac.co.uk/>

You can access from your computer and smartphone.



You will see a sign in page.

Please click/tap **Sign Up** and provide below information to register.

Sign In	Sign Up
First Name	Last Name
<input type="text" value="Restaurant Name (e.g. ABC Sushi)"/>	<input type="text" value="Place (e.g. Wimbledon)"/>
Email	
<input type="text" value="Company email"/>	
Password	
<input type="password"/>	
Confirm password	
<input type="password"/>	
<input type="button" value="Register"/>	

First name should be your restaurant name and last is your area name.

Please **do not use your personal name** as you will need to register again.

E.g. ABC Sushi Wimbledon

First name : ABC Sushi

Last name : Wimbledon

Please mind below when you set your password.

- Password must be at least 6 and at max 100 characters long.
- Passwords must have at least one non alphanumeric character, one lowercase ('a'-'z'), one uppercase ('A'-'Z'), and one digit ('0'-'9').

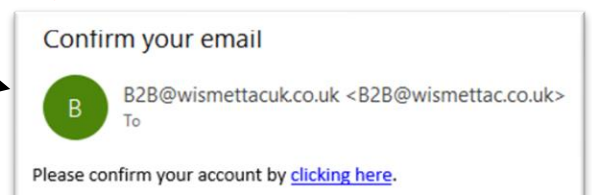
When you complete registration, you will get an email.

Please clicks on that link and verify the email account.

It might be in junk/spam box, please check there as well.

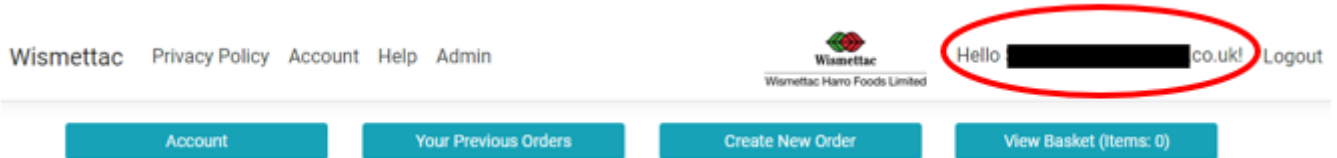
If you forget this verification, you will not be able to get email to reset your password.

Once the registration succeeds, you will see an error like below.



Please make sure that you can see your registered email address on top.

You can change your email/password if you click/tap your email.



Basket

Error System under maintenance.

Please retry later or contacting us.

[Return To Basket](#)

You cannot place an order with this stage, please wait as we need to link your account to our system.

As we are linking accounts manually, if you register during weekends, bank holidays, or weekdays after 17:30 when we are not working, please note that **you need to wait until next working day.**

Once your account is linked, you can see your account information like below, and this means your account is ready to use.



Once your account is linked, you will see your account information.

Please make sure that your account information is correct.



Account Info

Account:	[redacted]
Account Name:	[redacted]
Account Contact:	[redacted]
Account Email:	[redacted]
Account Telephone:	[redacted]
www:	[redacted]
Order Contact:	[redacted]
Order Contact Email:	[redacted]
Address:	[redacted] [redacted] [redacted] [redacted] *MIN £200*TUE THU FRI* [redacted] GB
Current Balance:	£0.00
Order Balance:	£0.00
Account Status:	Active

Your Previous Orders

You can see your previous orders.

When you click/tap one of document numbers, you can see items you ordered before.

You can copy your order when you click/tap **Copy Order**.

***It takes time, please do not touch anything until you see copied products.**

Order Lines

Order: [REDACTED]

Delivery Address

Customer Ref: 29/10-AM

Order Value: £[REDACTED] ex Vat

Stock Ref	Stock Description	Status	Qty	Ex.VAT	VAT
90558	SWEET POTATO CROQUETTE, 10x(8pcsx60g)	Invoiced	0/3	[REDACTED]	£0
60015	CHICKEN KATSU , 1x10kg (CP)	Invoiced	1	[REDACTED]	£0
80029	KINTARO SHORT GRAIN SUSHI RICE, 20kg	Invoiced	2	[REDACTED]	£0

Copy Order

Create New Order

You can create new order. You can see products you have ordered.

Price Agreed Products : Products you have order or you agreed with price. This is shown as a default like below.

Create New Order

Search

 Search

Filter

Filtered to: No Category

Stock Ref	Stock Description	Pack Qty	Special Price	Ex.VAT	
10002A	YAMASA FANCY GRADE SOY SAUCE, 6x1L	6	Price Agreed	[REDACTED]	Add
10008	MIZKAN VINEGAR, 20x500ml	20 pack No Split	Price Agreed	[REDACTED]	Add
10009	SHODA DARK SOY SAUCE, 15x1L	Fifteen Packets	Price Agreed	[REDACTED]	Add
10010	MIZKAN RICE VINEGAR, 20x500ml	Twenty Packets	Price Agreed	[REDACTED]	Add
10013A	SPECIAL SOY SAUCE GYUDON BEEF, 10x1kg	Ten Packets	Price Agreed	[REDACTED]	Add

Previous Next

Full Product List

Full Product List : Products you have never ordered. You can see when you click/tap [Full Product List](#).

You will find price of those products £0, but you can add them.

(Once you buy products from there, you will see them on [Price Agreed Products](#) form next order.)

You can go back to [Price Agreed Products](#) when you when you click/tap [Price Agreed Products](#).

Create New Order

Search

 Search

Filter

Filtered to: No Category

Stock Ref	Stock Description	Pack Qty	Special Price	Ex.VAT	
10002A	YAMASA FANCY GRADE SOY SAUCE, 6x1L	6	CKM2	£0.00	Add
10004A	YAMASA YUUKI MARUDAIZU SHOYU, 6x1L	6	CKM2	£0.00	Add
10009	SHODA DARK SOY SAUCE, 15x1L	Fifteen Packets	CKM2	£0.00	Add

[Previous](#) [Next](#)

[Price Agreed Products](#)

Ambient and Frozen products

You can sort Ambient and Frozen Products from Filter.

[Account](#) [Your Previous Orders](#) [Create New Order](#) [View Basket \(Items: 0\)](#)

Create New Order

Search

 Search

Filter

Ambient
Frozen

If you would like to go back to full(mixed) list, you can click/tap [Back to Full List](#).

Create New Order

Search

 Search

Filter

Filtered to: Ambient

[Back to Full List](#)

If you are 3rd party customer...

You must separate your orders for Ambient and Frozen products, do not combine those products in one order.

Your minimum order value is set as ambient one, when you place an order for frozen products, please check the frozen one and make sure your order is over minimum order value.

Please carefully check quantity you would like to order.

Add Product X

SKU

IBUKI SHORT GRAIN RICE, 10x1kg

Cases

Singles

Cancel Save

[View Basket \(Items: 0\)](#)

You can see products you added and total amount.

If products you added are out of stock, you will see warning like below.

Please remove these products from the basket when you see the warning.

*Although you do not see warning, some products might be out of stock. If you add those items, we will let you know as we usually do.

Stock Ref	Stock Description	Qty
10008	MITSUKAN VINEGAR 20X500ML	20 pack No Split Item is currently out of stock please choose another 0/3

Please make sure your total amount is **over minimum order value**.

You can see your minimum order value like below. If it is under minimum order value, it will be red highlighted.

Basket

Order Value: £4.50 ex Vat

Minimum Order Value: £200.00

Clear Basket Add More Items

When your order reaches minimum order value, red highlight will disappear.

Please check products and quantity carefully and click/tap Continue.

Basket

Order Value: £ [REDACTED] ex Vat

Minimum Order Value: £200.00

Clear Basket

Add More Items

Stock Ref	Stock Description		Qty	Item Value Ex.VAT	Line Value Ex.VAT		
80014	IBUKI SHORT GRAIN RICE, 20kg	BAG	5	£ [REDACTED]	£ [REDACTED]	Edit	Remove
96001	SK CHICKEN & VEG GYOZA 30pcs,10x600g	Ten Packets	0/5	£ [REDACTED]	£ [REDACTED]	Edit	Remove
25011	SHIRAKIKU 100% PURE SESAME OIL, 10x1.65L	Ten Packets	0/3	£ [REDACTED]	£ [REDACTED]	Edit	Remove

Continue

You will see your order details like below.

Please make sure your account number and delivery address are correct.

(*You cannot change them. If they are wrong, please let us know.)

Order Details

Minimum Order Value: £200.00

Account Ref

[REDACTED]

Branch Ref

[REDACTED]

Order Value ExVat: £21.06

Delivery Address

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] ***MIN 200**TUE THU FRI*

Post Code

[REDACTED]

Your Order Number:

[REDACTED]

Any notes or special instructions

[REDACTED]

Delivery Date

Mandatory

dd/mm/yyyy

For Collection.

Cancel

Confirm

You can add your PO number to Your Order Number if you have one.

Please do not enter commas in notes/instructions field as it causes errors to our system.

Please select a date you would like to get your order(**mandatory**).

Please select from delivery days we can deliver to your area.

*You can check which day you can get your orders from your delivery address above or your account information.

If you would like to collect the products, please tick For Collection.

If everything is correct, please click/tap **Confirm**.


Your Order Number:

Any notes or special instructions

Do not enter commas

Delivery Date

Mandatory

For Collection.

Cancel

Confirm

You will receive an automatic email like below, but you will also receive a confirmation email from Orders(orders@wismettacuk.co.uk) as usual.

Until you receive a confirmation email from Orders, your order has not progressed.

If you do not get an email from Orders, please contact us.

Please make sure this automatic confirmation email contains document number which beginning with DOC.

If there is no document number, your order might be failed.

If your order is failed, you still can see products in the basket.

Please check your basket is empty and if not, please wait and try again later.

Order: DOC [REDACTED] received



B2B@wismettacuk.co.uk <B2B@wismettac.co.uk>

To [REDACTED]

Order confirmation

Occasionally, you might receive an email like below, and this means your order was not proceeded for some reasons.

This usually happens when our system is not working or under maintenance.

If you receive this email, please wait few minutes and try it later.

Due to our system backup, **please avoid placing orders 23:00-0:00 and end of month** as your order might be rejected.

Order Failed to deliver



B2B@wismettacuk.co.uk <B2B@wismettac.co.uk>

To Orders; [REDACTED]



Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

New order for [REDACTED] Invoicing/SOP Documents Import Audit Report

Started at 15:29:47 Date 16/03/2022

Target Company: A - Harro Foods Ltd

Source File(s): Invoice Headers /IMPORTER/IHEADZZ151.CSV 1 Record(s)

Invoice Details /IMPORTER/ITRANZZ151.CSV

Reported Errors/Warnings:

Error (30000020) Rec 1 Unable to add new document number (IPARM)

Total of 1 Error(s)

Total of 0 Warning(s)

Total of 1 Record(s) Rejected

Total of 0 Record(s) Imported

Finished at 15:29:51 Date 16/03/2022

Additional Orders

If you would like to add some products, you can place an additional order.

*Additional orders also have to be placed before your cut off time.

Please add products, and click/tap Continue With Order(green button).

Basket

Order Value: £[REDACTED] ex Vat

Minimum Order Value: £200.00

Clear Basket

Add More Items

Stock Ref	Stock Description	Qty	Item Value Ex.VAT	Line Value Ex.VAT		
10008	MITSUKAN VINEGAR 20X500ML	20 pack No Split	0/3 £30.0	£[REDACTED]	Edit	Remove
		Item is currently out of stock please choose another				

Continue With Order

Please select a date(this should be the same date as your main order you already placed).

Please read below well

- **You need one account per one delivery address.**
- **You cannot combine orders for different addresses.**
- **Cut off time and delivery days are same as you usually place orders by email/Rekki, depending on your location. Please check confirmation email.**
- **You cannot amend orders. If you would like to amend, please contact us.**

Changing your information

If you would like to change your email address, please click/tap your email address on the top of the page.



You will see a page to manage your account like below.

Please enter your **new** email address and click/tap Change email button.

You need to refresh the page or log out and log in again to check if your email is changed.

Manage your account

Change your account settings

Profile

Email

Password

Two-factor authentication

Personal data

Manage Email

SOhira@wismettacuk.co.uk ✓ Email

New email

Change email

You also can change your password from the same page.

Please enter your current and new passwords, and click/tap Update password.

Manage your account

Change your account settings

Profile

Email

Password

Two-factor authentication

Personal data

Change password

Current password

New password

Confirm new password

Update password

If you cannot access to the portal

There could be many reasons and they are usually not due to our system's problem.

1. Try from different browser

If you are trying to access from only one type of browser, please try to access from different browser like Chrome or Edge as it usually works on them.

2. Check your internet

Please check if your internet is working fine. If it is slow, all the process could be slower than it should be.

3. Clear the cache on the browser

Please check how to do this for your browser type and close the browser and reboot the machine.

4. Check your firewall

Please check that the site is not blocked on their firewall.

If you see an error

The meaning of error is depending on your situation.

1. You have just registered

If you see an error when you have just registered, you need to wait until your account is linked to our system.

Please check on the top of [Page 2](#).

2. You placed an order

If you see an error when you placed an order, it means our system is not working well or under maintenance.

Please wait few minutes and try it again later.

Please check on the top of [Page 8](#).

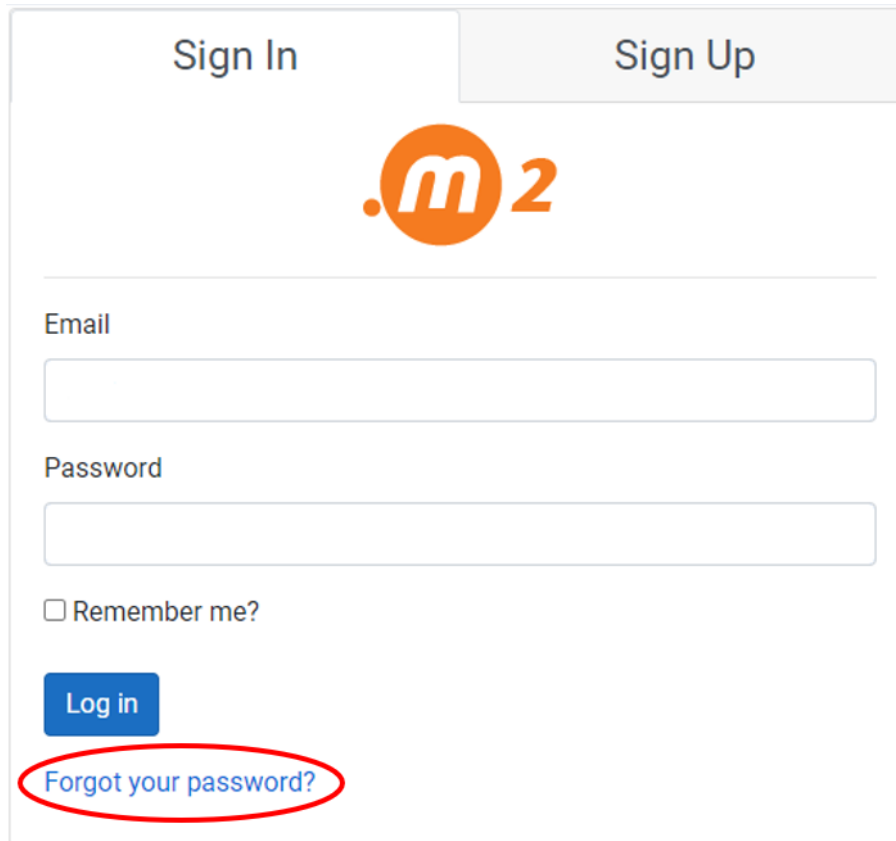
3. Neither of them

If you see an error although your account is already linked to our system and you are not submitting your orders, please contact us as there could be a problem with the system.

If you forget your email or password

If you forget your registered email address, please contact your sales representative as we can check for you.

If you forget your password, you can reset from below.



Sign In Sign Up

m2

Email

Password

Remember me?

Log in

[Forgot your password?](#)

You need to enter your registered email address.

You will get an email like below.

Reset Password



B2B@wismettacuk.co.uk <B2B@wismettac.co.uk>
To [REDACTED]

Please reset your password by [clicking here](#).

Please click the link and you can reset your password.

This email might be in junk/spam box, please check there as well.

If you cannot get this email, please contact your sales representative.

In this case, we need to delete your account and you need to register again.

If you have any question, please contact your sales representative.