

HELU Online Shop

Documentation EN

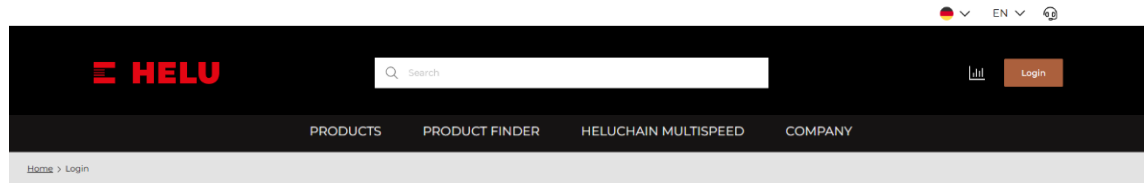
Version 3.0

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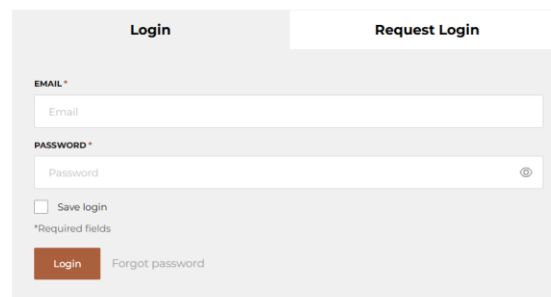
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1. Login and Creating an Account

To create an account for the Online Shop, click on the "Login" button in the header.



Login



The screenshot shows the login form with two tabs: "Login" (selected) and "Request Login". The form contains the following fields and elements:

- EMAIL ***: A text input field with the placeholder "Email".
- PASSWORD ***: A text input field with the placeholder "Password" and a toggle icon for visibility.
- Save login
- *Required fields
- Login** button
- [Forgot password](#) link

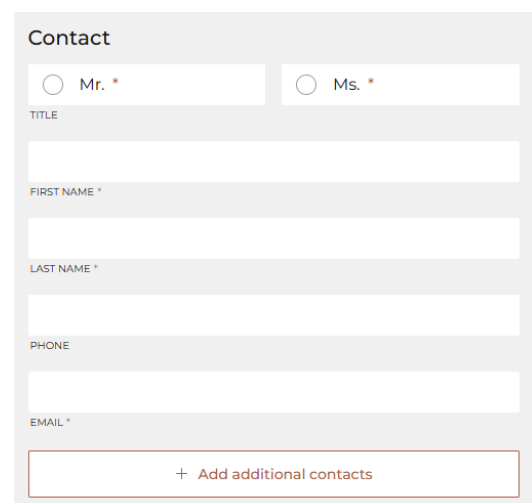
If you have already created an account, you can log in with your email address and password.

If you do not yet have login details, please register for the HELU Online Shop by clicking on the tab "Request Login".

Info:

Multiple users from the same company may register. A maximum of 5 users per registration form can be registered. To do so, simply click on "+ Add additional contacts" under "Contact".

Please be aware that it may take several business hours to process new registrations.

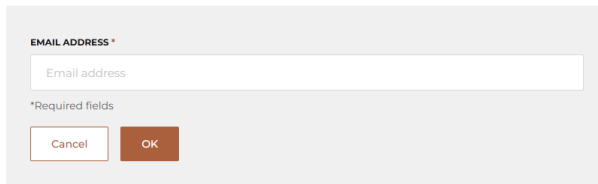


The screenshot shows the "Contact" form with the following fields and elements:

- TITLE**: Two radio button options, "Mr. *" and "Ms. *".
- FIRST NAME ***: A text input field.
- LAST NAME ***: A text input field.
- PHONE**: A text input field.
- EMAIL ***: A text input field.
- + Add additional contacts** button

Did you forget your password?

Change Password



The screenshot shows a form titled "Change Password". At the top, it says "EMAIL ADDRESS *". Below this is a text input field with the placeholder text "Email address". Underneath the input field, it says "*Required fields". At the bottom of the form, there are two buttons: "Cancel" and "OK".

Request a new password by clicking "Forgot password". Enter your account email address and click "OK".

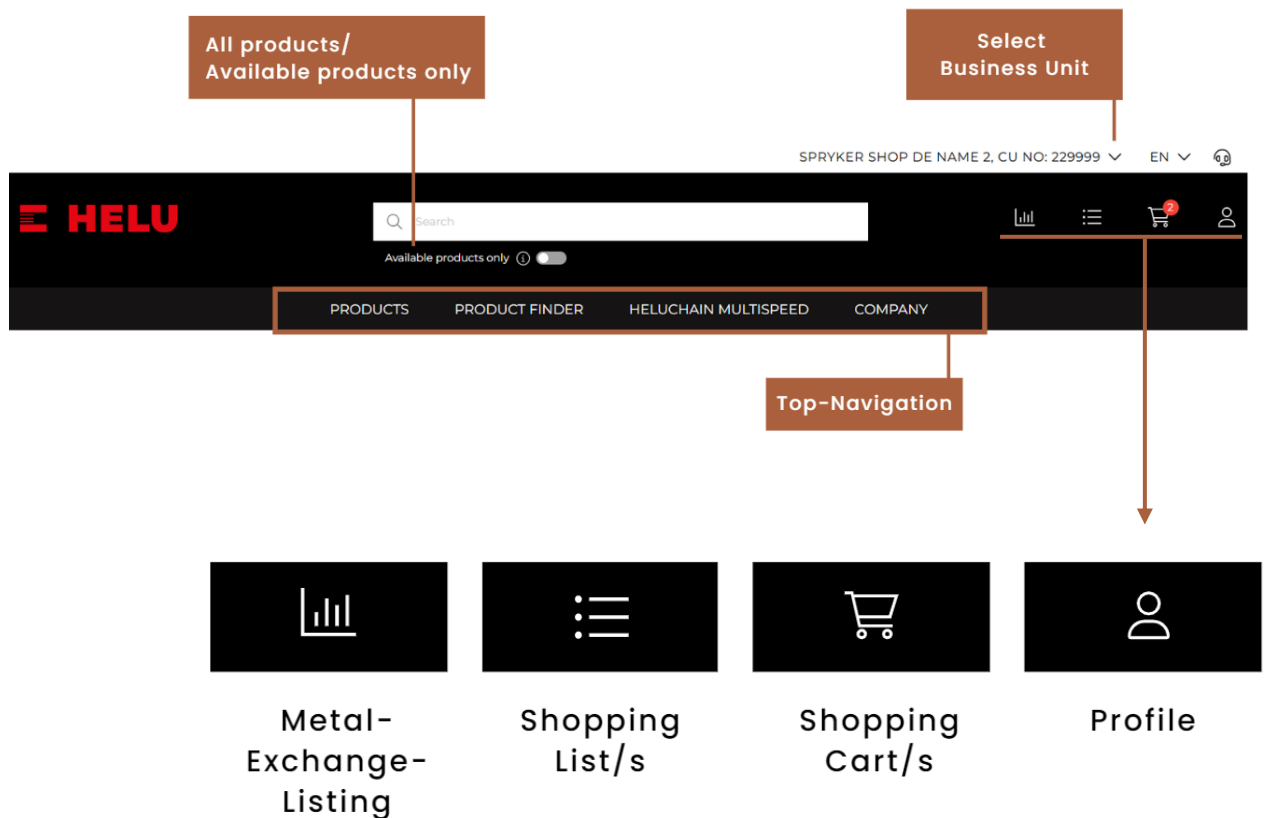
A link to change your password will be sent to you by email.

2. The Header Area in Detail

The header appearance when **logged out**:










The header appearance when **logged in**:



3. Customer Account












Access all of your important account data by clicking on the "profile symbol" in the header. The following menu options are listed in the "Customer Account" area:







-  • Order History
-  • Profile
-  • Addresses
-  • Business Unit
-  • Shopping Lists
-  • Shopping Carts
-  • Cable Drum Management

The "Customer Account" area:

[Home](#) > Customer Account

-  Order History
-  Profile
-  Addresses
-  Business Unit
-  Shopping Lists
-  Shopping Carts
-  Produktdaten-Download
-  Integrations
-  Cable Drum Management

Order History Search & Filters

Date	Order Ref.	Order no.	User	Total	Order Type	Order Status	Actions
07.08.2025	1234567890123456	123456	Admin/Passwort	€ 0.00	Online-Shop	Done	
21.11.2023	1234567890123456	123456	PHJ Steuer	€ 0.00	Online-Shop	Done	
17.11.2023	Bestellung für Klemmen / Material	123456	Klemmen	€ 112.29	Inside Sales	Done	
23.08.2023	Bestellung für Klemmen / Material	123456	Klemmen	€ 652.50	Inside Sales	Done	
22.06.2023	Bestellung	123456	Klemmen	€ 161.298.74	Inside Sales	Done	
18.04.2023	Bestellung für Klemmen / Material	123456	PHJ Steuer	€ 8.892.30	Inside Sales	Done	

Order History

Under **Orders**, you will see an overview of all orders that you have placed at HELU (in the Online Shop, via the inside sales team or EDI). You can search and filter your orders by clicking "Search and Filter".

Order History Search & Filters

Date	Order Ref.	Order no.	User	Total	Order Type	Order Status	Actions
07.08.2025	HELUKABEL	123456	Florian Reinhold	€ 0.00	Online-Shop	Done	⌵
21.11.2023	Teil 0204 (2023)	123456	Florian Reinhold	€ 0.00	Online-Shop	Done	⌵
17.11.2023	Bestellung für (Kabel) + (Kabel)	123456	Lara Bödinger	€ 112.29	Inside Sales	Done	⌵
23.08.2023	Teil 1000 (2023)	123456	Florian Reinhold	€ 652.50	Inside Sales	Done	⌵
22.06.2023	Bestellung	123456	Lara Bödinger	€ 161,298.74	Inside Sales	Done	⌵
18.04.2023	Kabel für (Kabel) und (Kabel)	123456	Florian Reinhold	€ 8,892.30	Inside Sales	Done	⌵
20.06.2022	Teil 1000 (2022)	123456	Florian Reinhold	€ 0.00	Online-Shop	Done	⌵
16.06.2022	Teil 1000	123456	Florian Reinhold	€ 0.00	Inside Sales	Done	⌵
18.02.2022	Teil 1000 (2022)	123456	Florian Reinhold	€ 4,301.36	Inside Sales	Done	⌵
30.06.2021	Bestellung	123456	Florian Reinhold	€ 1,317.65	Inside Sales	Done	⌵

In the column "Order Type" you can see the different order types: Online Shop, Inside Sales or EDI. Clicking on the *arrow* opens the order and shows each position of the order as well as all important information regarding the order.

You can also find the order confirmation, invoice, delivery notes and packing lists here, as well as download them.

It is also possible to place individual positions or the entire order in the shopping cart once again. This simplifies the reordering of items.

← Order Details Reorder selected items | Reorder all

Date	17.11.2023	User	Lara Bödinger
Order Number	123456	Order Type	Inside Sales
Order Reference	Bestellung für (Kabel) + (Kabel)	Order Status	Done

reorder

HELUKABEL® A-2YF(L)2Y Bd 100x2x0.6 mm black Done

Part no.: 34016

Net Value of Goods	€ 29.98
Length/Quantity: 5 metre Ring Amount: 1 Total Amount: 5 metre	
Metal Surcharge	€ 19.38
Cutting Service	€ 35.00
Amount: 1 x € 35.00	
Total Net Position	€ 84.36

[Invoice 1](#)

[Order \(CSV\)](#)

[Order Confirmation \(PDF\)](#)

[Track & Trace](#)

Delivery Address

HELU KABELWERK AG
Friedrich-Str. 8
74833 Heilbronn, Germany

Requested Delivery Date

2023-11-17

Billing address

HELU KABELWERK AG

Profile

Your saved personal information is shown under **Profile**. You may change your password or enter an alternative email address to receive order confirmations here.

Profile

Personal Data

TITLE **FIRST NAME *** **LAST NAME ***

Ms.

EMAIL *

Information for this account cannot be changed due to the synchronization with SAP

DIFFERENT EMAIL FOR ORDER CONFIRMATION

*Required fields

Change Password

OLD PASSWORD *

NEW PASSWORD *

CONFIRM PASSWORD *

*Required fields

Notifications

Inform me about shipment updates via email

Addresses

Under **Addresses**, you will see an overview of all delivery, pickup, and billing addresses that are attached to your customer account number. You are able to manually add, edit, and delete delivery addresses in the "Customer Account" area. Delivery and pickup addresses may also be designated as standard addresses.

Addresses

Delivery Addresses

Spiegel 1310g 05
Schulzstr. 10
71262 Hemmingen, Germany

Pickup Addresses

Abholung Helukabel
Willi-Bleicher-Str. 4
71262 Hemmingen, Germany

Abholung Helukabel
Zum Mühlentfließ 11
15366 Neuenhagen, Germany

Abholung Helukabel
Eichelbergstraße 7
09212 Limbach-Oberfrohna, Germany

Billing Addresses

Spiegel 1310g 05
Schulzstr. 10
71262 Hemmingen, Germany

During the checkout process, you are able to assign individual orders different delivery addresses and decide whether these should be saved permanently within your customer account or only used once.

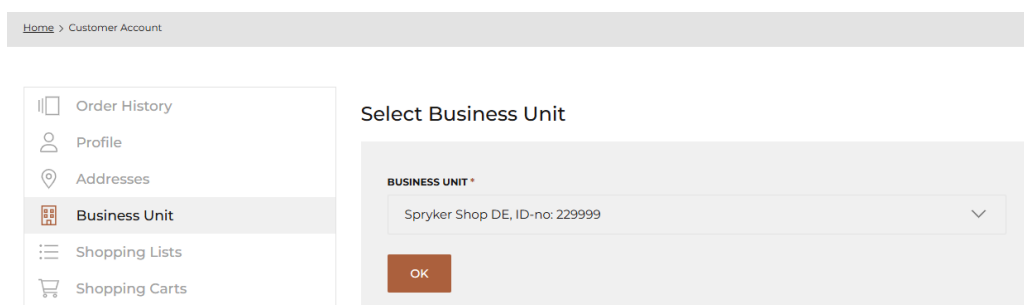
Business Unit

Under **Business Unit**, you will receive an overview of all business units/customer account numbers associated with the currently logged-in profile. With this, it is possible to switch between different business units (in the header or in the customer cockpit) without needing to log in with a separate profile.

- Selecting a business unit **in the header**:



- Selecting a business unit **in the customer cockpit**:







Shopping Lists

Under **Shopping Lists**, you will receive an overview of the existing shopping lists.

Shopping Lists









NAME *

Name	Owner	Created	Access	No. of Items	Actions
<input type="checkbox"/> Einkaufsliste - Projekt 2	Olav Fiksenrassen	11.09.2024	Full access	1 items	   

Shopping Carts

Under **Shopping Carts**, you will receive an overview of the existing shopping carts.

Shopping Carts + Create shopping cart

Name	Access	No. of Items	Actions
Shopping Cart 2	Owner Access	4 items	   
Test	Owner Access	3 items	   

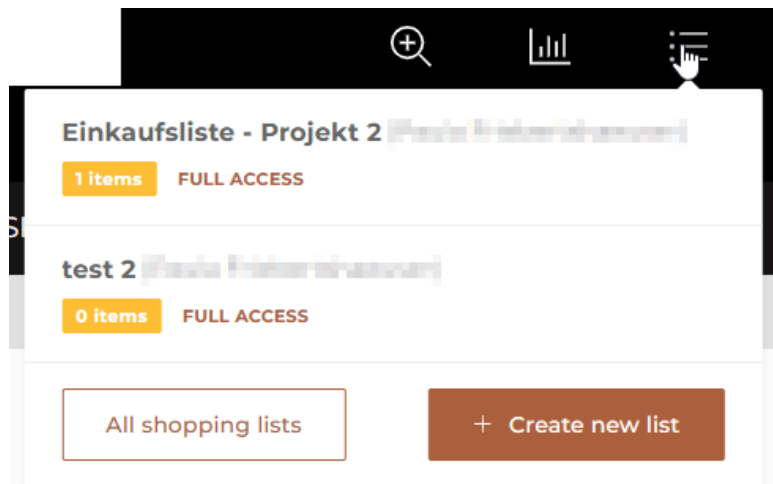
Cable Drum Management

Under **Cable Drum Management**, you will be redirected to the "Cable Drum Return" form where empty drums can be registered for pick-up.

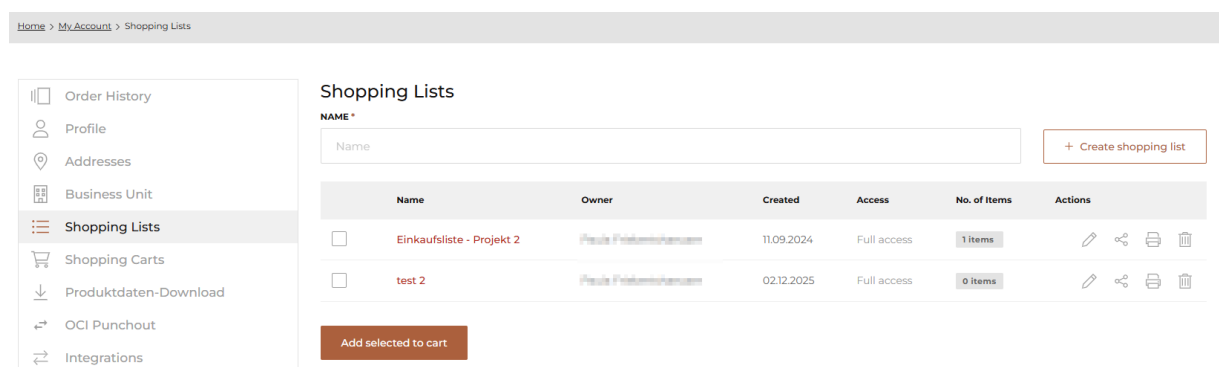
4. Multiple Shopping Lists



By clicking on the shopping lists icon in the header, you will receive an overview of your shopping lists.

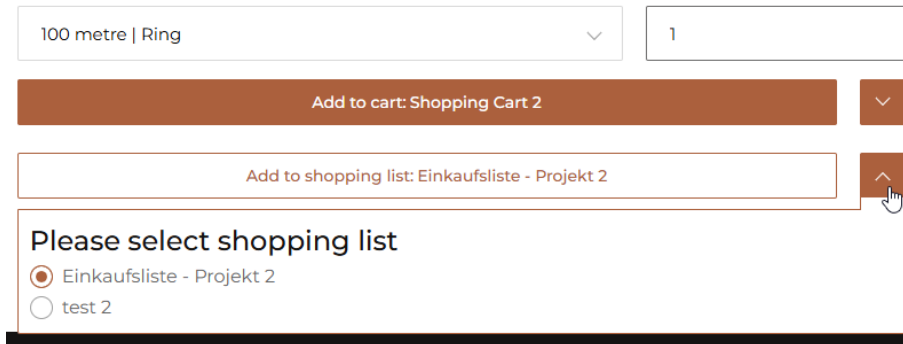


You have the possibility to create different shopping lists and add items to them individually.

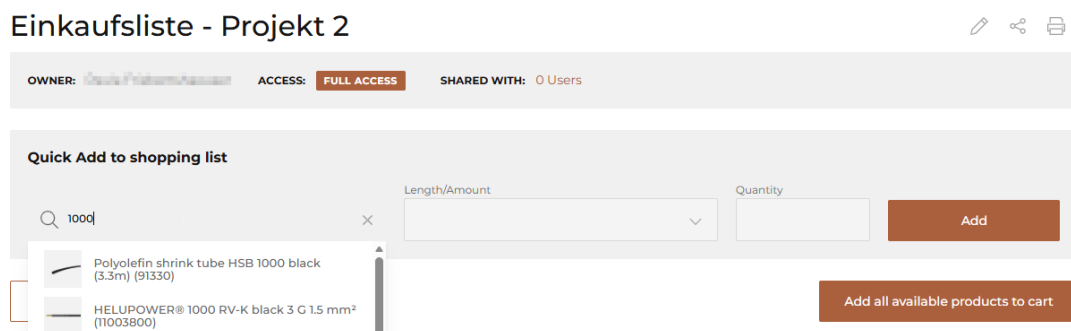


How to add items to shopping lists:

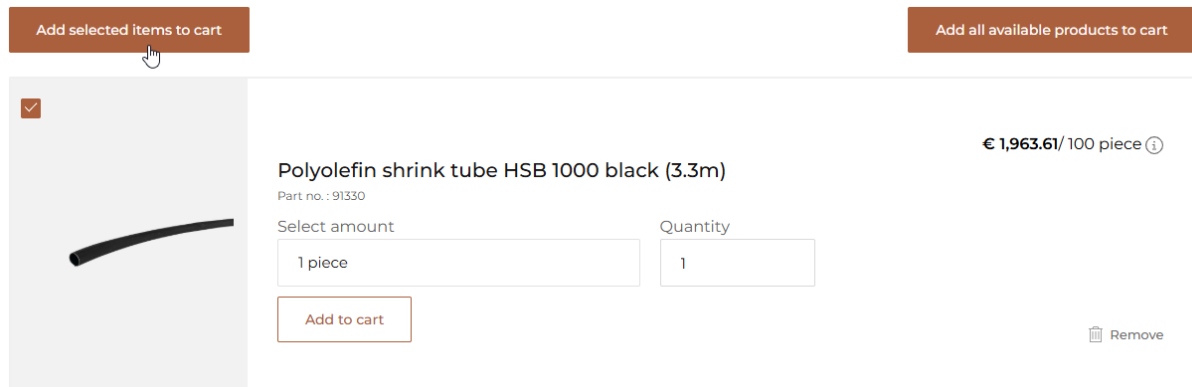
- **Option 1:** Add singular items from their **item details page** by selecting the length/amount, quantity and the desired shopping list.



- **Option 2:** Add singular items from the **Quick Add** menu within a Shopping List by entering the part number/name, selecting a length/amount and quantity.



By clicking "Add to selected items to cart" all items or selected items (from the shopping list) will be placed in the shopping cart



Info:

Shopping lists (including the items added to it) will remain until the user deletes individual items or the entire shopping list.

Within a shopping list, you have the option to edit your shopping list (ex. changing the quantity, deleting singular or all items).

Shopping lists can be shared with colleagues within a company (account) by clicking on the share symbol.

Einkaufsliste - Projekt 2



OWNER: [Frank F. Hubmann@helu.com](#) ACCESS: FULL ACCESS SHARED WITH: 0 Users

Quick Add to shopping list

Search by part no. or product name Length / Amount Quantity

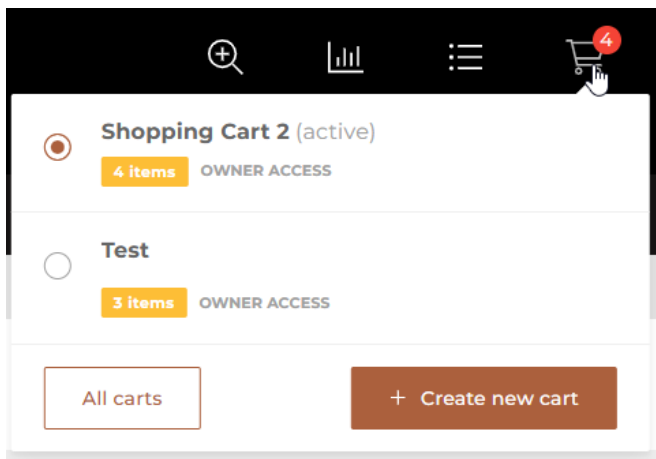
5. Multiple Shopping Carts



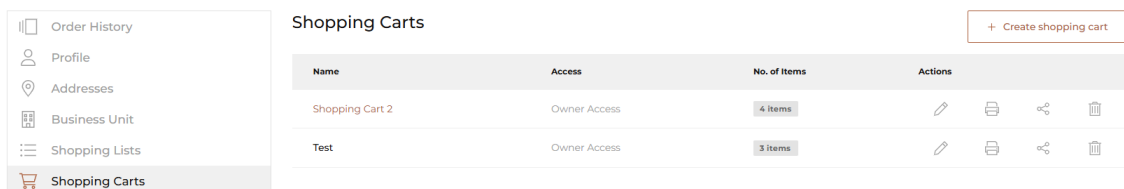
By clicking on the shopping cart icon in the header, you will be directed to the currently active shopping cart.

How to identify which shopping cart is active:

- Hover the mouse over the shopping cart icon in the upper-right area of the page. The active shopping cart is marked with a dot.
(See screenshot: active shopping cart = "Shopping Cart 2")



- Under "Shopping Carts" in the customer account menu, the active shopping cart is highlighted.
(See screenshot: active shopping cart = "Shopping Cart 2")



Info:

Switch between shopping carts by clicking on them.

It is possible to create multiple shopping carts in the HELU Online Shop.

This can help by allowing project-specific orders to be submitted, which can

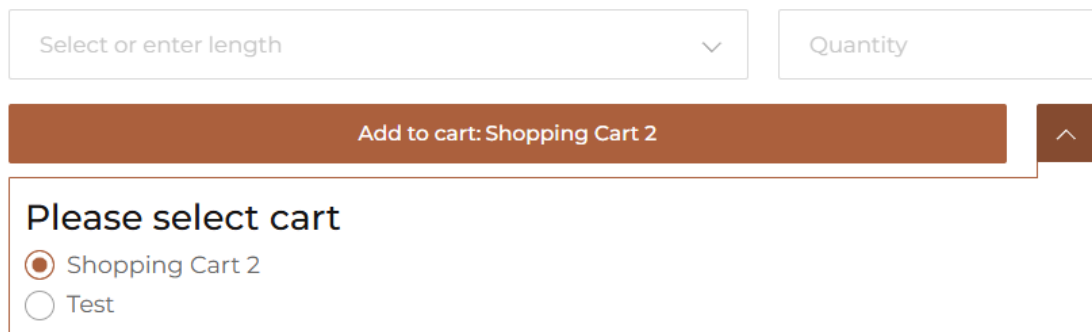
be delivered to different addresses or to keep all items for one project in the same order and on one invoice.

Info:

The shopping carts are saved to your customer account and remain available between logins until the items are ordered or deleted.

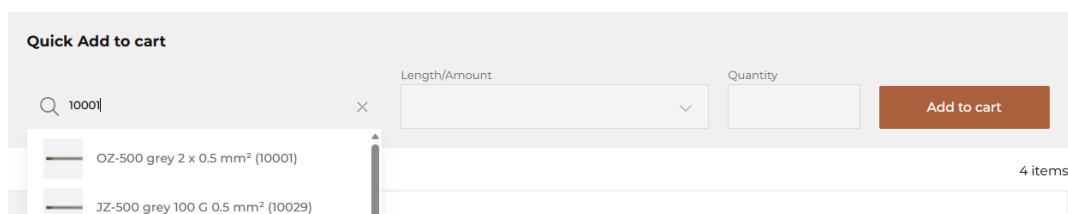
How to add an item to a shopping cart:

- **Option 1:** Add singular items from their **item details page** by selecting the length/amount, quantity and the desired shopping cart on the respective item detail page.



The screenshot shows a form for adding an item to a shopping cart. At the top, there are two input fields: 'Select or enter length' with a dropdown arrow and 'Quantity'. Below these is a brown button labeled 'Add to cart: Shopping Cart 2'. Underneath the button is a white box with a brown border containing the text 'Please select cart' and two radio button options: 'Shopping Cart 2' (which is selected) and 'Test'.

- **Option 2:** Add singular items from the **Quick Add** menu within a shopping cart by entering the part number/name and selecting a length/amount and quantity.



The screenshot shows the 'Quick Add to cart' interface. It features a search bar with the text '10001' and a search icon. To the right of the search bar are two input fields: 'Length/Amount' with a dropdown arrow and 'Quantity'. A brown 'Add to cart' button is positioned to the right of the 'Quantity' field. Below the search bar, a list of items is displayed, including 'OZ-500 grey 2 x 0.5 mm² (10001)' and 'JZ-500 grey 100 G 0.5 mm² (10029)'. A '4 items' indicator is visible in the bottom right corner of the list area.

6. All Products / Available Products Only



The on/off toggle "Available products only" allows you to:

- either search through our **entire product portfolio**
- or only be shown **available products**.



Info:

Only orders for available items may be placed.

Unavailable items (see below) can be requested by contacting your personal HELU representative. You will receive an individual offer including delivery window.



UNIPUR®-CP GREY 5 G 1 mm²

Part no. 19397 

PUR control and connection cable, 450/750 V, colour coded | number coded, screened

€ 489.00 /100 metre 







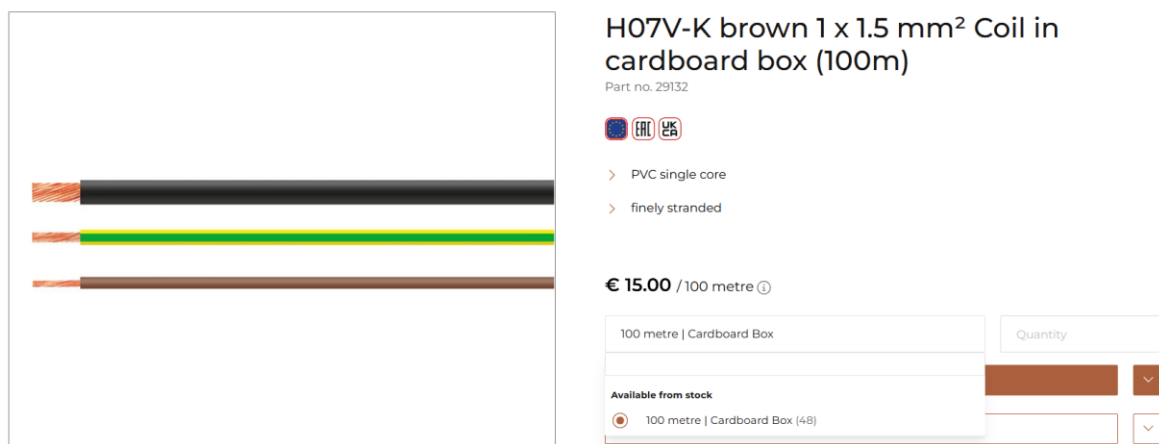
View

Not available



7. Item Selection

On the item details page, you can choose individual lengths or stock lengths.

- For lengths that we have **in stock**, there are **no cutting fees**. The type of packaging (*ex. barrel, ring, coil, box, drum, etc.*) of the length in stock/amounts will be shown. (The amount in stock is shown in parenthesis)
- A **cutting fee** is charged for **individual cuts**. These can be found for every item in the shopping cart.



H07V-K brown 1 x 1.5 mm² Coil in cardboard box (100m)
Part no. 29132

> PVC single core
> finely stranded

€ 15.00 / 100 metre ⓘ

100 metre | Cardboard Box

Available from stock

100 metre | Cardboard Box (48)

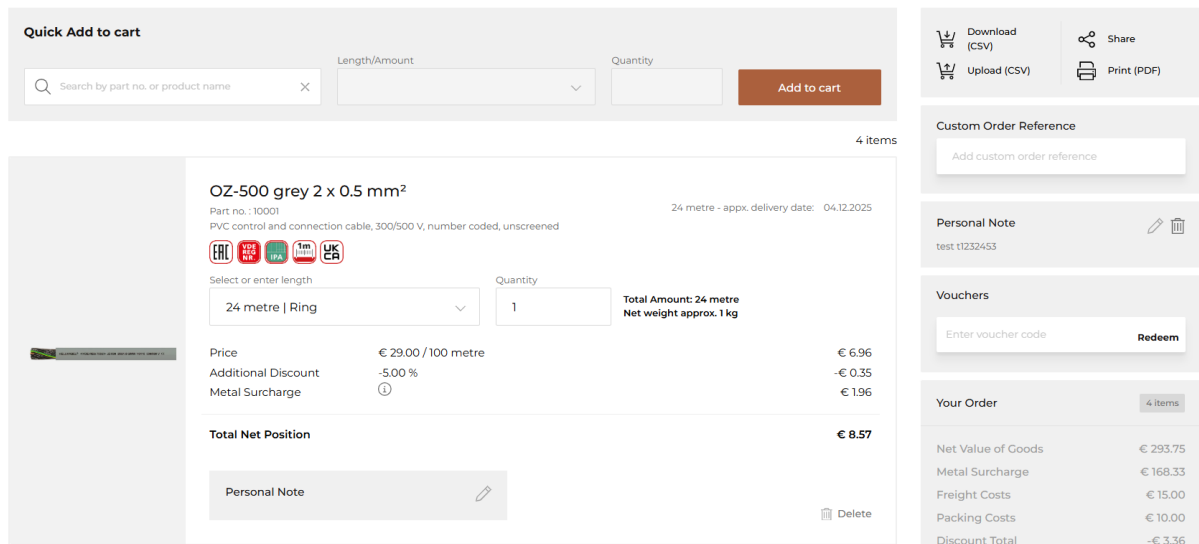
In the field "*Length / Amount*", you can enter the desired quantity of the required length (or amount of items) and in the field "*Quantity*" the quantity. Following this, the selected item can be added to the desired shopping cart or shopping list with the selected quantities.

8. Shopping Cart / Checkout

In the shopping cart, you will see information on:

- Delivery dates
- Net value of goods
- Metal surcharges
- Costs for cutting services for individual cable cuts
- Packaging costs
- Shipping costs
- Approximate net weight (of items and total order)

Shopping Cart 2



The screenshot displays the shopping cart interface. At the top, there is a 'Quick Add to cart' window with a search bar, a 'Length/Amount' dropdown, a 'Quantity' input, and an 'Add to cart' button. Below this, the main cart area shows a list of items. The first item is 'OZ-500 grey 2 x 0.5 mm²' with a part number of 10001. It is a PVC control and connection cable, 300/500 V, number coded, unscreened, with a length of 24 metre and a quantity of 1. The total amount for this item is 24 metre and the net weight is approximately 1 kg. The price is € 29.00 / 100 metre, with an additional discount of -5.00 % and a metal surcharge of € 1.96. The total net position for this item is € 8.57. To the right of the item details, there are options to download (CSV), upload (CSV), share, and print (PDF). Below the item details, there are sections for 'Custom Order Reference', 'Personal Note', 'Vouchers', and 'Your Order'. The 'Your Order' section shows a summary of the cart contents: Net Value of Goods (€ 293.75), Metal Surcharge (€ 168.33), Freight Costs (€ 15.00), Packaging Costs (€ 10.00), and Discount Total (-€ 3.36).

It is possible to add individual positions to a shopping cart via the quick order window ("Quick Add to cart"). You can edit and delete individual positions or even delete all positions in the shopping cart.

A CSV download and a CSV upload (using the according template) is possible within the shopping cart. The shopping cart can also be printed as a PDF or shared with other colleagues that have a shop account.

Under "*Custom Order Reference*", an individual reference to your order may be entered.

Under "*Personal Note*", you may add notes on both an order level as well as on a position level. These are visible on following documents (ex: order confirmation, invoice).

Info:

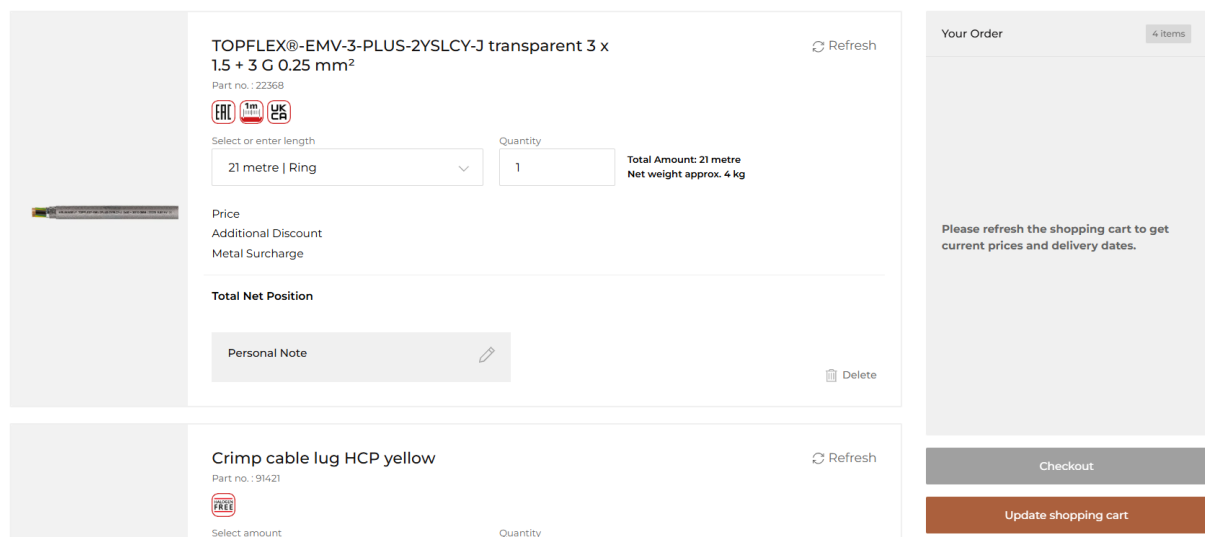
The customer notes are meant exclusively for your records and do not have an influence on the order.

Under "Vouchers", you can enter and redeem HELU Online Shop vouchers. Only one voucher may be used per order.

You can submit your order by clicking "Checkout".

Info:

Have you changed item quantities in the shopping cart or added an additional position? You will need to refresh your shopping cart by clicking on "Update shopping cart" or "Refresh" within each position in order to see updated prices and delivery dates. After this, you can complete your order by clicking on "Checkout".



After a successful order, you will receive an email with the order confirmation and conditions details.

9. Support & Feedback

- Do you have any questions regarding the HELU Online Shop?
- Do you need help regarding the HELU Online Shop?
- Do you have feedback, concerns, or requests regarding the HELU Online Shop?

Send us your requests by email ecommerce@helukabel.de