Frequently Asked Questions

Application: B2B Seller mode

1. I cannot log in in seller module, what should I do?

   - One of the possible reasons why you cannot log in is that the username and/or password you provided are incorrect. Please try logging in again and remember that your username and/or password are case sensitive. If you still cannot log in, click "Forgot Password" on the login page. Submit a password reset request, check your email, and then click the password reset link. Log in with a new password.
     If you are copying your information from another document and pasting it into the login screen, make sure there are NO spaces before or after the entry.
     If you have saved your login information, try deleting your saved information and re-entering it.
     The username/password loop issue can also happen because you have an expired session cookie. Once you delete cookies and clear cache, remember to close all browser windows, and then open a new browser window to see if that fixes the problem.

2. How to add a new user?

   - To add new user, first You need to log in Seller module, then go to Settings section > Customers > Wholesale Customers and then click on a button “+Buyer registration”

3. How to activate a new user?

   - To activate a new user, go to the Settings section in the Seller module, then under the Customer section open Wholesale Customers, find the customer and click on the add customer icon (+), the customer’s email address will appear in the customer table. By clicking on the user's email address and then on the "envelope" button to send the activation email, a window will open with the activation link, then send the activation link. The activation link should have arrived on the customer email. After the customer activates their account, they can access the customer application.

Application: B2B Buyer mode

1. How can I register?

   - You need to click on the link on the login page to register a new user. When you fill in all necessary data and click send, you will receive an activation link in your email. After you activate your account, you can use the buyer application.

2. If I get the “400 Bad Request” error message, what should I do?

   - This error message appears when the page is "corrupted", or some old cookies remained in your browser. The solution is to delete the cookies associated with the web shop URL, then close all open browser windows and try login again. If deleting cookies does not solve the problem, try to delete cache, close all open browser windows again, and try to login again. Another solution is to try an anonymous or private browser session (Incognito mode).
     This problem can also happen after many attempts to login with an invalid bookmark pointing to an outdated login page.
     Be sure to update the bookmark for the shop login page. Delete your cookies and try logging in again.

3. What does it mean when the price of an item is green?

- Promotional prices of items are shown in green; the old price is crossed out in red below. In the seller's app, these prices are displayed when you select a buyer.
- The prices of items that are not on sale are shown in black (regular color).

Application: Odyssey

1. What should I do when price imports are not successful?

    - One of the possible reasons is that the file you are importing contains duplicates, incorrectly entered manufacturer's name (e.g., AKRON-MALÒ is the correct name, if you enter AKRON-MALO the import will not go through). The price column is a required column.
      In the "Status" column, enter one of the values:
      1 – In stock
      2 – Not in stock
      3 – Soon available
      4 – Low quantity
      5 - Can be ordered

      The first thing you should select before you confirm the import is one of the options to recognize items by part number or internal code. If you are changing a note, check the "Replace note" checkbox, otherwise the notes will not be updated.

2. How can I change information for TecDoc articles?

    - Article information provided by TecAlliance cannot be changed.