

# PriceHub Knowledge Bites



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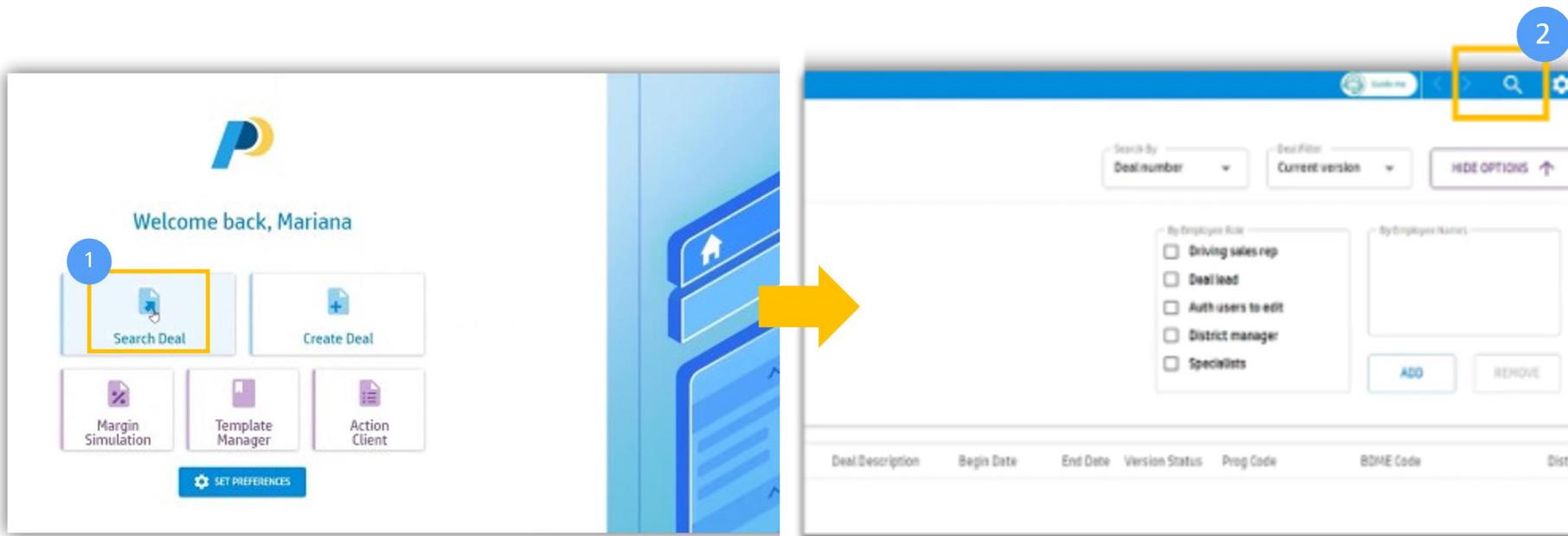


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# How to Search deal (1 of 2)

Using the quick search option

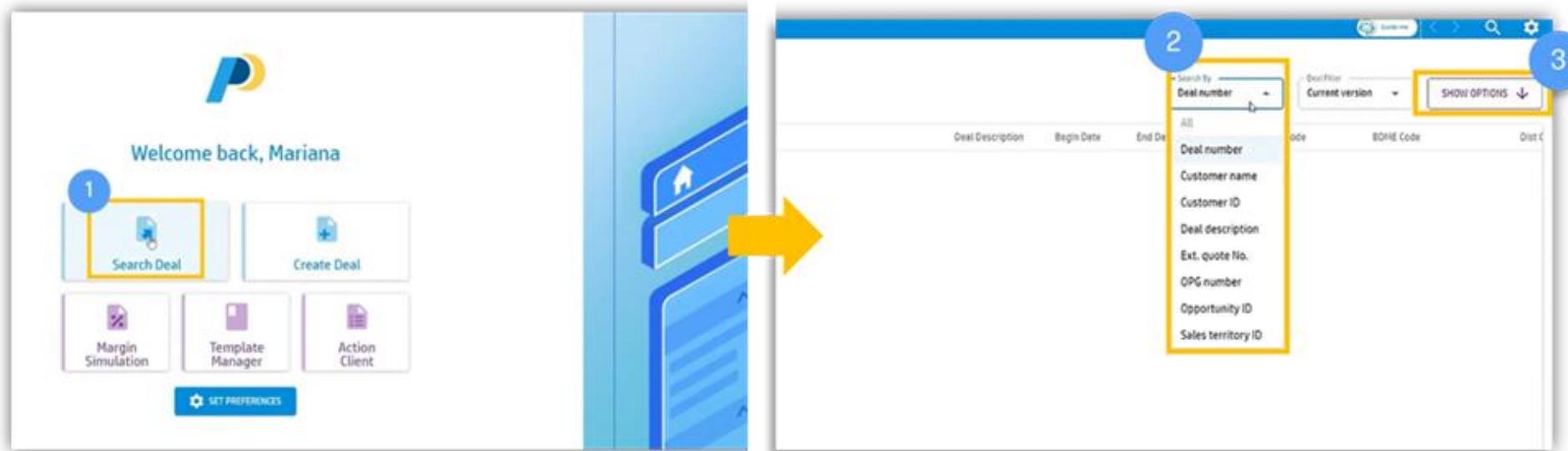
1. This will allow you to open a deal directly by inputting a deal number.
2. Click on the looking glass symbol on the top right corner and input your deal number.



# How to Search deal (2 of 2)

## Using the Search deal option

1. This option will allow you to search for deals by applying different filters.
2. You can set the **search preferences**. Click the drop-down menu to see the options available.
3. Click **SHOW OPTIONS** to see advanced settings and set your search preferences.

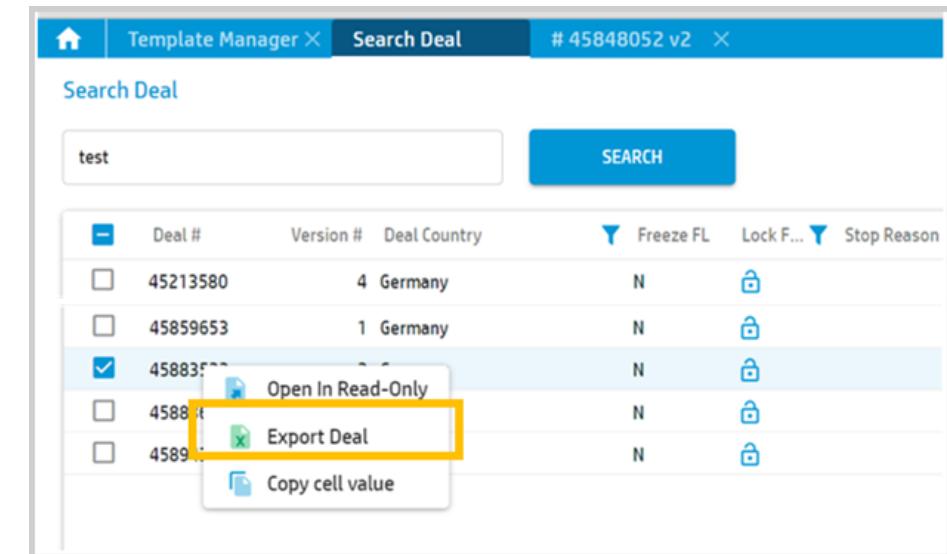


# Export deal

You can export deal details without opening the deal.

- Select the deal you wish to export from the search result list.
- Right-click on the deal number and choose Export Deal.

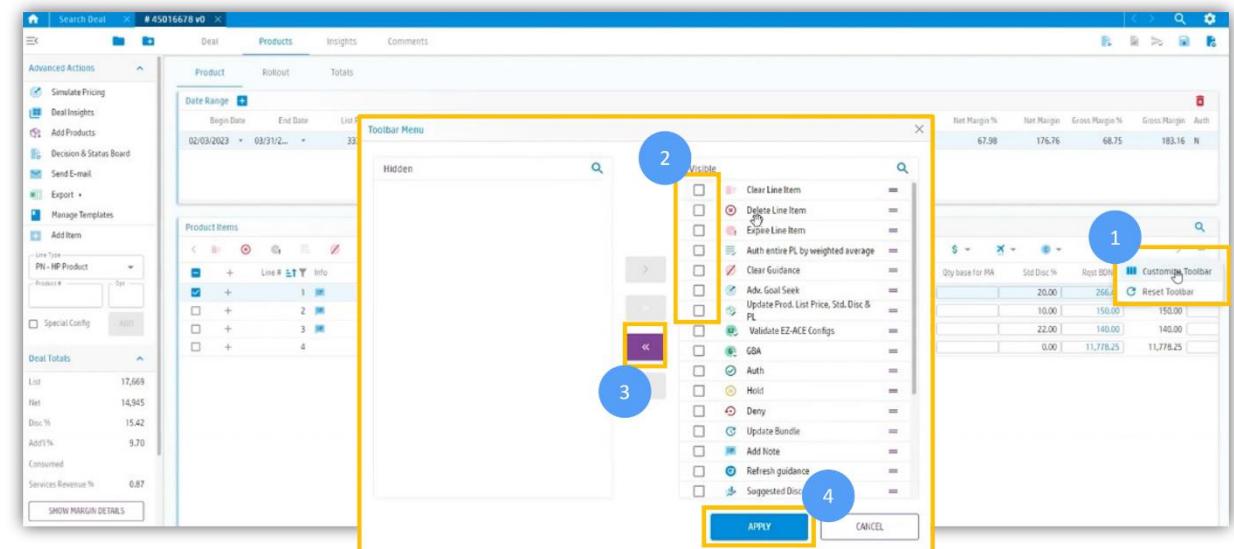
This option is also available in **Action Client**



# How to customize the panel toolbar

This allows you to choose the actions that will visible or hidden.

1. Click on **Customize Toolbar**
2. Select the options you want to hide.
3. Click the arrow to move them to the hidden section.,  
You can also drag and drop.
4. Click **APPLY** to save the changes.



# Keyboard shortcuts in Product table

You can use your keyboard shortcuts in Product table.

This allows you to perform actions such as line selection or copy/paste using your keyboard shortcuts, just like you do in Excel. Here are a few examples:

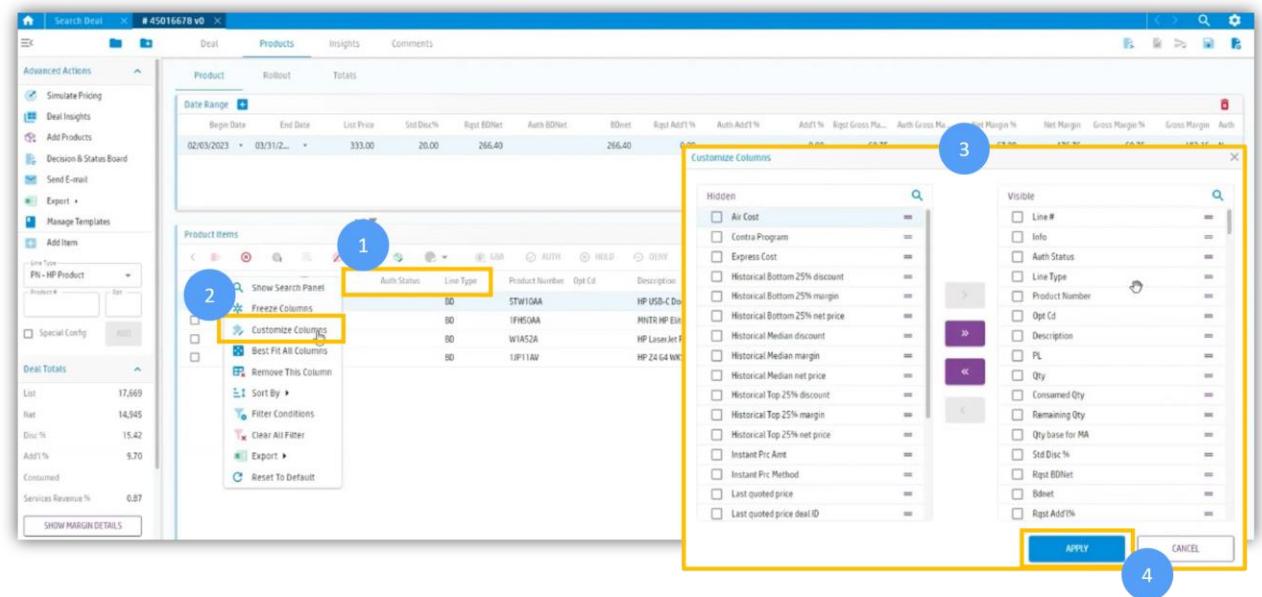
1. Use **Shift** key to select all lines between two specific rows. Select a row, then select the second row while holding Shift key.
2. **Ctrl + A** keys will select all content of the product table.
3. **Ctrl + A** and **Ctrl + C** keys will quickly copy the entire content of the product table in the layout, filtering and sorting you have applied. You can paste all this content in Excel, for example.

You can select and copy values from one cell to another, or even from one column to another.

# How to customize columns in the product section

This allows you to choose the columns that will be visible or hidden, depending on the type of business you are working with.

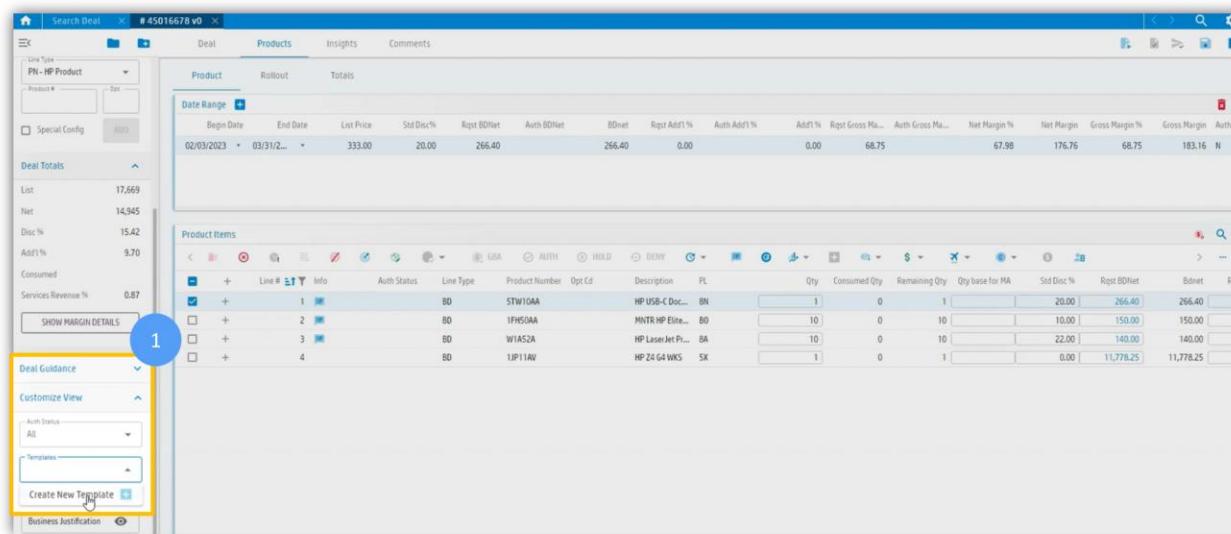
1. Right-click on the product table header to see the **drop-down menu**.
2. Click on **Customize Columns**.
3. Select the columns you want to hide. Click the arrow to move them to the hidden section. You can also drag and drop.
4. Click **APPLY** to save the changes.



# Customize Product table using templates (1 of 2)

This allows you to save your favorite table customizations as template for easy reuse (ex. in case you must reset preferences). After you customize the columns in the products section:

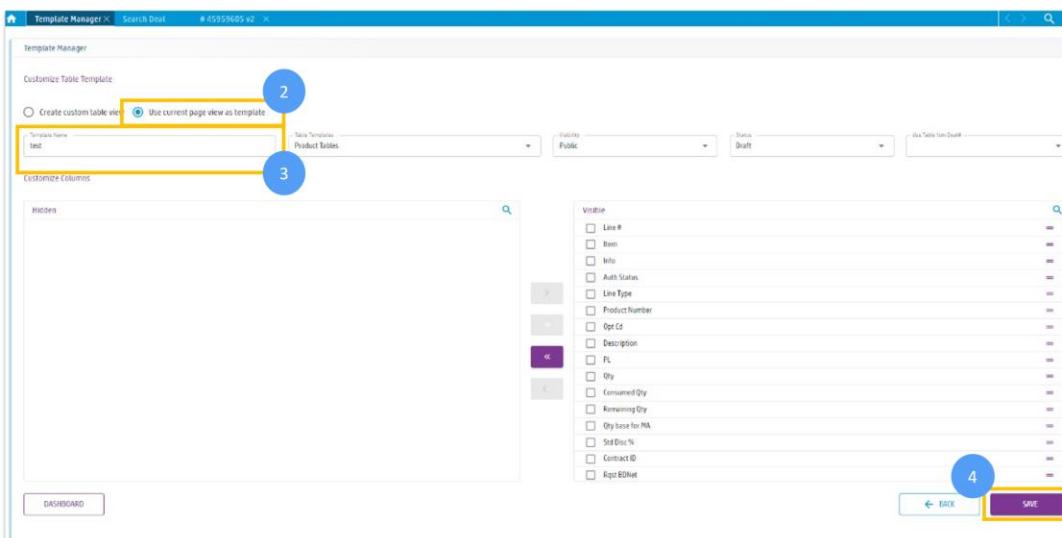
- Click on **Templates** and select **Create New Template**.



The screenshot shows the HP SalesForce interface. In the center, there's a table titled 'Product Items' with columns for Line #, Info, Auth Status, Line Type, Product Number, Opt Cd, Description, PL, Qty, Consumed Qty, Remaining Qty, Qty base for MA, Std Disc %, Rslt BDNet, EdNet, and Rqs. There are four items listed, each with a checkbox and a plus sign icon. Item 1 is checked. The 'Deal Guidance' sidebar on the left has a yellow border and contains sections for 'Customize View' (with dropdowns for 'All' and 'Templates'), 'Create New Template' (highlighted with a blue circle and the number 1), and 'Business Justification'.

# Customize Product table using templates (2 of 2)

- Select **Use current page view as template**.
- Assign a name to the template filling in the **Template Name** field.
- Click on **SAVE**.
- Back to the Products page, click on **Templates** to find the one you created.



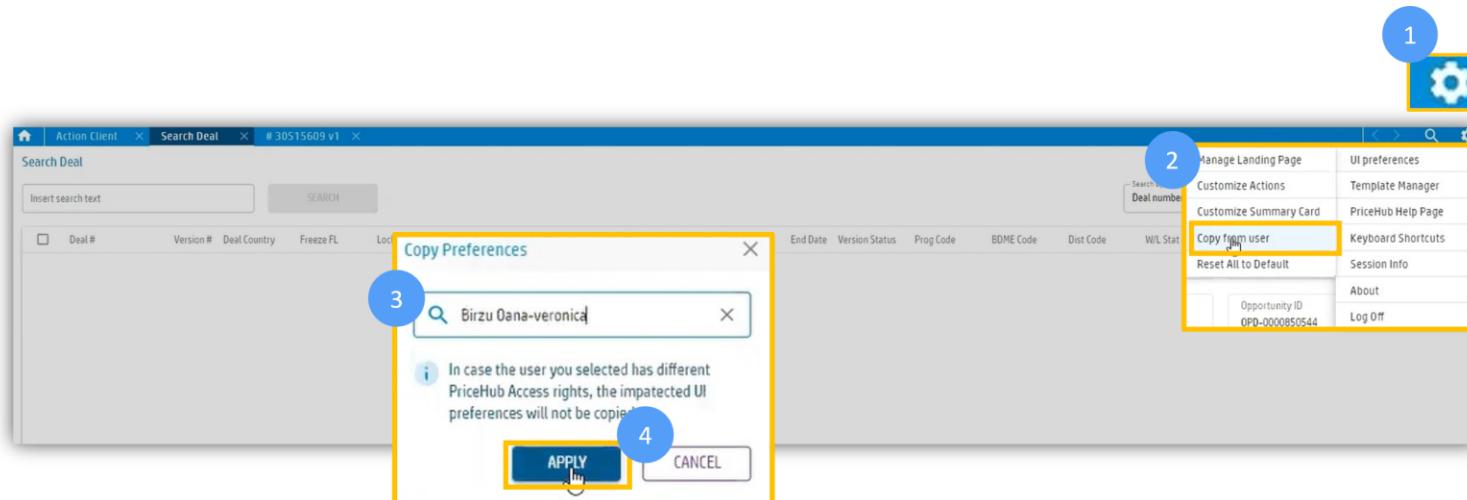
The screenshot shows the 'Products' page with a yellow box highlighting the 'Templates' dropdown menu (circled with a blue circle labeled 5). The dropdown menu shows the 'test' template selected. The main area displays a product table with several items listed, including their descriptions, quantities, and prices.

Line #	Info	Auth Status	Line Type	Product Number	Opt Cld	Description	PL	Qty	Consumed Qty	Remaining Qty	Qty base for MA	Std Disc %	Rcpt BDNet	BdNet	Rcpt
1		BD	STW10A	HP USB-C Doc...	8N	HP USB-C Doc...	8N	1	0	1	20.00	266.40	266.40		
2		BD	IFH50A	MINT HP Elite...	80	MINT HP Elite...	80	10	0	10	10.00	150.00	150.00		
3		BD	W1A52A	HP LaserJet P...	8A	HP LaserJet P...	8A	10	0	10	22.00	140.00	140.00		
4		BD	1JP11AV	HP 24 G4 WKS	SK	HP 24 G4 WKS	SK	1	0	1	0.00	11,778.25	11,778.25		

# How to copy preferences from another user

This allows you to copy preferences from a colleague by adding their name or email.

1. Click on **gear icon**.
2. Choose **Copy from user**.
3. Add the name or email address of the user you wish to copy from.
4. Click **APPLY** to save the changes.



# Expand Product table by hiding the date range section

This allows you to see more lines from the product table on the page.

1. Click on the **Add Views** icon.
2. Untick **Date Range in Table**.

To go back to the date range view, tick the **Date Range in Table** from **Add Views** icon.

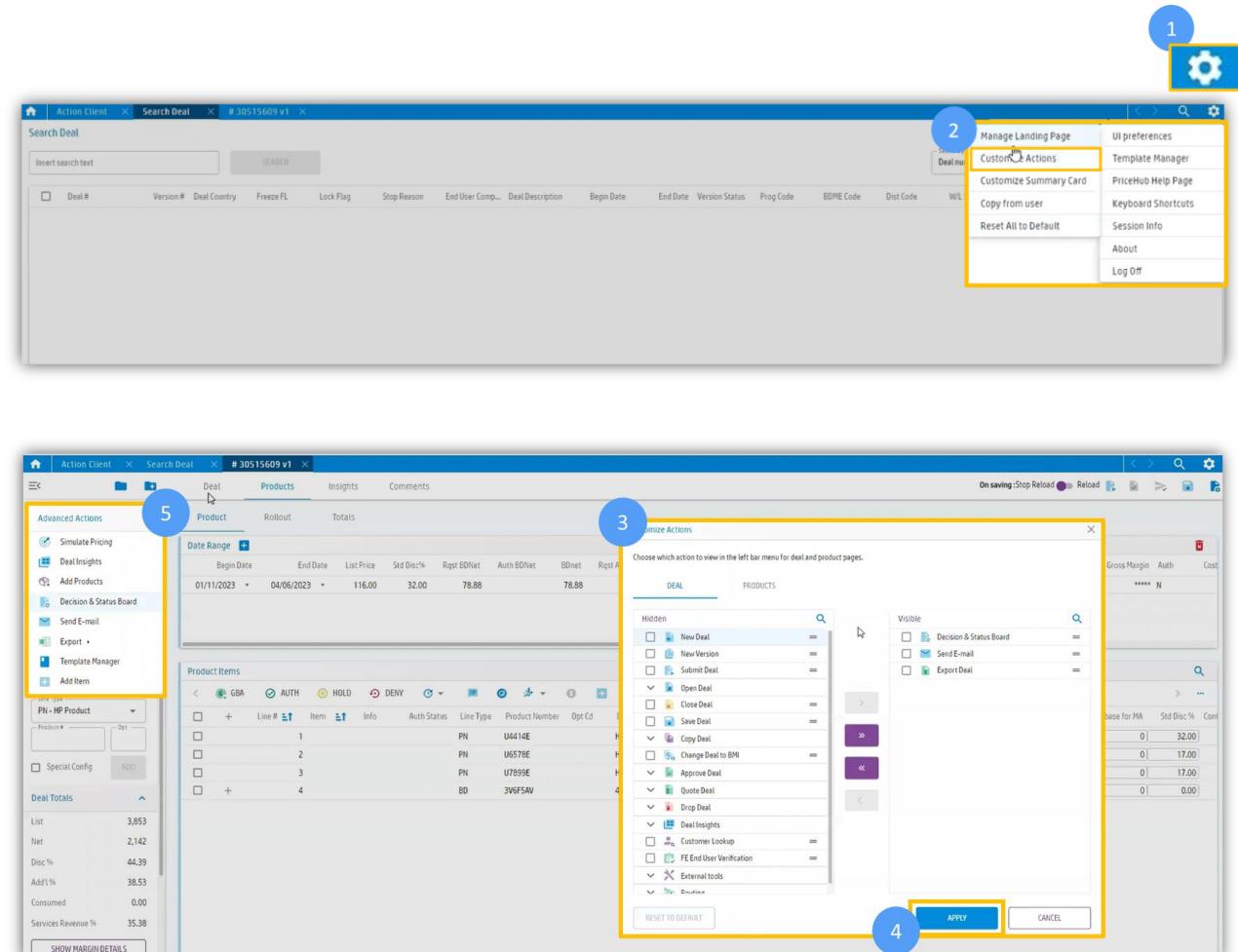
The screenshot shows the software's main interface with a sidebar containing various actions like 'Simulate Pricing', 'Deal Insights', and 'Add Products'. The central area has tabs for 'Product', 'Rollout', and 'Totals'. Below these is a 'Date Range' section with date inputs and a table below it. The 'Add Views' icon is located in the top right of the central area. A yellow box highlights the 'Date Range in Table' checkbox in the 'Add Views' menu. Two blue circles, labeled 1 and 2, point to the 'Add Views' icon and the 'Date Range in Table' checkbox respectively.

The screenshot shows the software's main interface with the 'Date Range' section removed from the table above. The table below now contains 8 rows of data, which were previously hidden due to the date range limit. The columns include Line #, Item, Info, Auth Status, Line Type, Product Number, Opt Cd, Description, PL, Qty, and Consumed Qt.

# Customize action in Deal and Product pages

This allows you to choose the actions that will be visible or hidden in the Advanced Actions section, depending on your interest.

1. Click on **gear icon**.
2. Choose **Customize Actions**.
3. Select the actions you want to hide. Click the arrow to move them to the hidden section. You can also drag and drop.
4. Click **APPLY** to save the changes.
5. The **Advanced Actions** section will show the options selected.

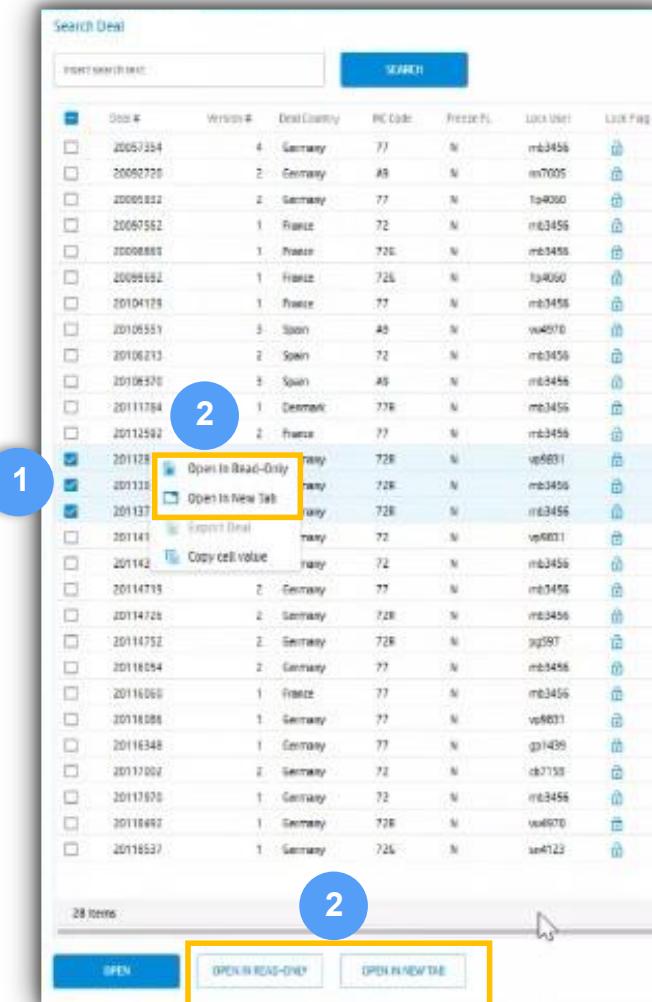


# You can open a deal in “Read-only” mode

This allows you to view deal information without locking it for other users that need to edit at the same time. It also keeps it unlocked in case you forget to close it.

1. Select the version of the deal you wish to open.
2. Right-click on the line and select **Open in Read-Only** or click the button on the bottom of the page.

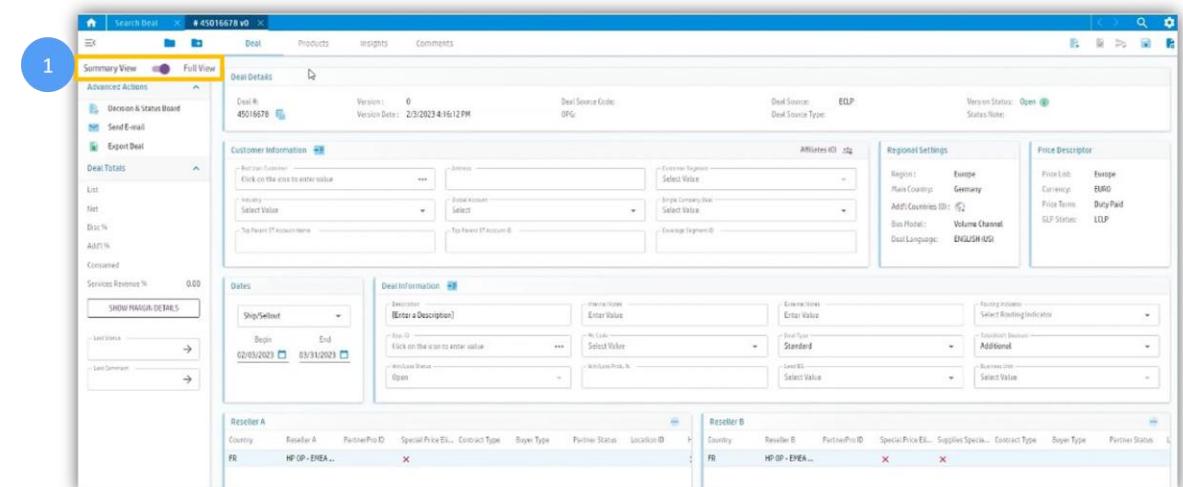
You can also open a deal for editing in a new tab using the related **Open in New Tab** methods.



# How to switch from Summary to Full view in Deal page

Summary view allows you to quickly review deal information, while Full view allows you to edit fields.

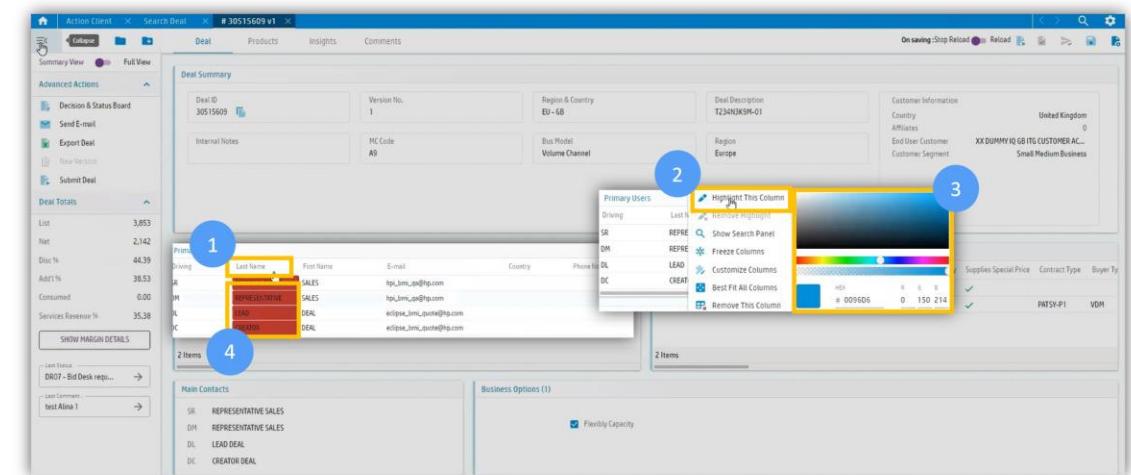
- Use the **toggle button** in the left bar menu to switch between Summary and Full views. Whatever option you choose will be the default view every time you log into PriceHub.



# You can highlight columns using different colors

This allows you to choose a color for an entire column you wish to emphasize. You can do this in both Deal & Product pages.

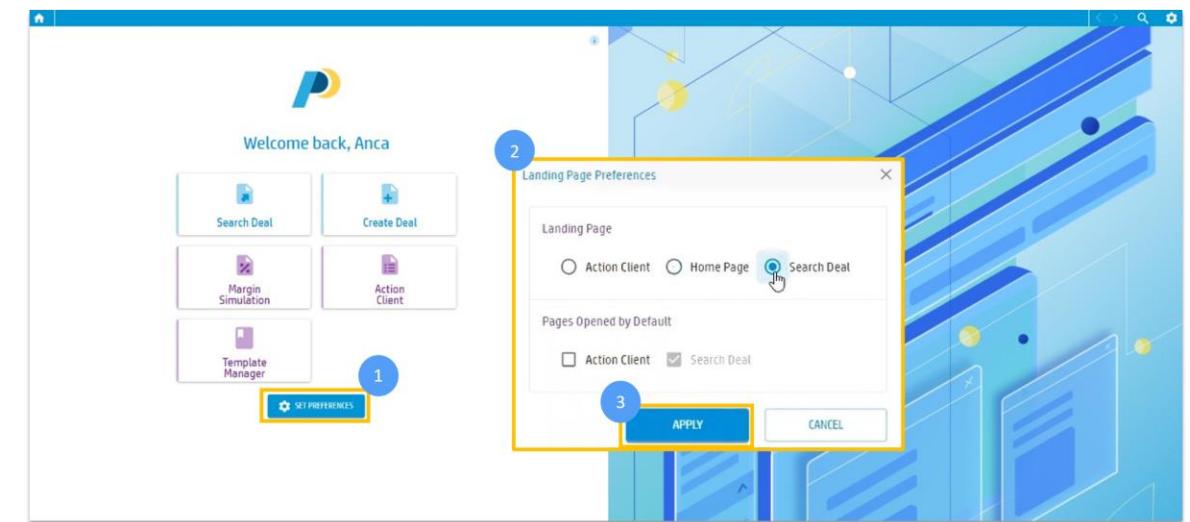
1. Click on the name of the column.
2. Choose **Highlight This Column**.
3. Select the color of your preference.
4. The info will be highlighted with the chosen color.



# How to customize the main page

This allows you to choose what your landing page will be every time you access PriceHub and what pages will open by default.

1. Click on **SET PREFERENCES**
2. Select a Landing Page from the three options available. You can also select pages to be opened by default every time you enter PriceHub.
3. Click **APPLY**.



# How you can view audience for Resellers A or B

This allows you to see all the branches and affiliates under reseller PPID.

1. Select the Reseller you wish to view.
2. Click on the three dots on the right top corner to display the menu.
3. Select **View Audience**.
4. A pop-up window will open displaying **Reseller(s) Audience**.

The screenshot shows a software interface with two main sections: 'Reseller A' and 'Reseller B'. Both sections have tables with columns for Country, Reseller ID, PartnerPro ID, Special Price Eligibility, Contract Type, Buyer Type, and Partner Status. The 'Reseller A' section has one item, and the 'Reseller B' section has three items. In the top right corner of each section, there is a blue circular button with a white three-dot icon. A yellow box highlights the 'Reseller B' section, and another yellow box highlights the three-dot button in the 'Reseller B' section. A callout arrow points from the three-dot button to a context menu on the right side of the screen. The context menu has several options: 'Add Reseller B', 'Delete Reseller', 'Exclude PLs for Resellers', 'Change SR Info', 'Import Resellers', 'Manage Reseller Grp.', 'View audience' (which is highlighted with a yellow box), 'Reseller activity', and 'Expanded view'. A fourth yellow box highlights the 'View audience' option in the menu. At the bottom of the interface, there is a table titled 'Reseller(s) Audience' with columns for Reseller A Name, PPRO ID, Reseller A ID, Audience Reseller Name, and Audience PPRO ID. The entire 'Reseller(s) Audience' table is also highlighted with a yellow box.

Country	Reseller A	PartnerPro ID	Special Price Eligibility	Contract Type	Buyer Type	Partner Status	Location ID	Hig
FR	HP OP - EMEA Volume		X					X
DE	PRO_FTEST DE CORPORATE RESELLER A	1-YKXF3B	✓	PATSY-P1	VAR	A-T1 Commercial Reseller	41126764	X

Country	Reseller B	PartnerPro ID	Special Price Eligibility	Supplies Special Price	Contract Type	Buyer Type	Partner Status
FR	HP OP - EMEA Volume		X	X			
DE	PRO_FTEST DE CORPORATE RESELLER B	1-YKYTSS	✓	X	PATSY-P1	VAR	
DE	PRO_FTEST DE VALUE ADDED RESELLER B	1-YKYTSB	✓	X	PATSY-P1	VDM	B-T2 Commercial Resell

Reseller A Name	PPRO ID	Reseller A ID	Audience Reseller Name	Audience PPRO ID
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# How to customize Deal Summary card

This allows you to choose what information you wish to display in Deal Summary card in the Deal page, when you are in Summary View mode.

1. Click on gear icon.
2. Click on UI Preferences and then Customize Summary Card.
3. You can move options from Hidden to Visible, depending on what you wish to display.
4. Click APPLY.
5. You will see the option you selected displayed in Deal Summary every time you switch to Summary View mode.

**Note:** You can add 8 items maximum in the Customer Information tab.

The screenshot illustrates the steps to customize the Deal Summary card:

1. The gear icon in the top right corner of the application bar.
2. The UI preferences menu, specifically the "Customize Summary Card" option.
3. The "Deal Summary" configuration dialog where items are being moved from the "Hidden" list to the "Visible" list.
4. The "APPLY" button in the configuration dialog.
5. The Deal Summary card on the main page, now displaying the customized information (e.g., Region, Main Country, Deal Language, Price List, Currency, Price Terms, G/L Status, Deal Scope, Deal Discount Type, HC Discount Mode, Bundle Accommodation Mode, and Inflates).

# What happens if you temporarily lose network connection, or need to change WI-FI or VPN?

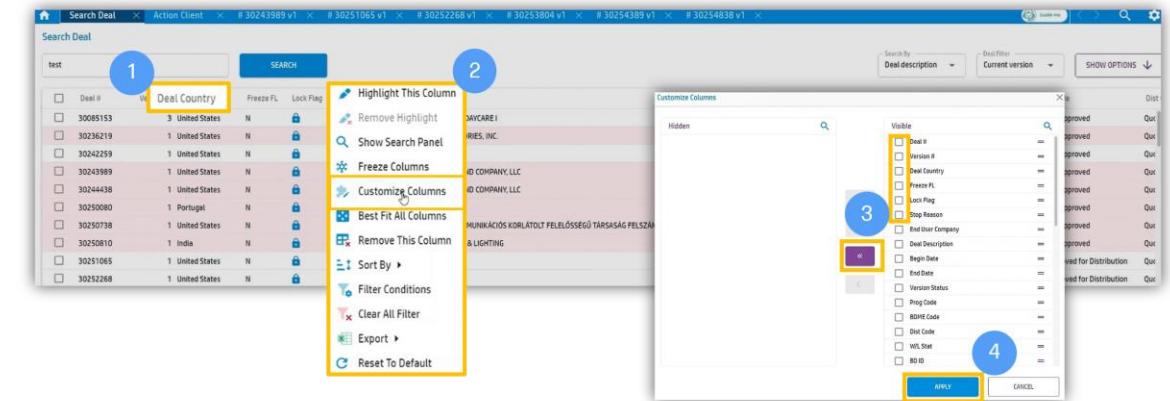
When network connection is lost, you should stop interacting with PriceHub as any server connection would fail during this time.

If the network connection is restored within ~30 minutes – PriceHub connection will be reestablished, and you should be able to continue working on the deal as normal. If connection is lost for longer than 30 minutes – PriceHub would need to be fully reloaded.

# How to customize columns for Search Deal

This allows you to choose what information you wish to display in Search Deal results table.

1. Click on any column to see the drop-down menu.
2. Select **Customize Columns**.
3. You can move options from Hidden to Visible, depending on what you wish to display by selecting them and using the arrow.
4. Click **APPLY** to see the changes.



# Open large deals in separate browser tabs to improve performance

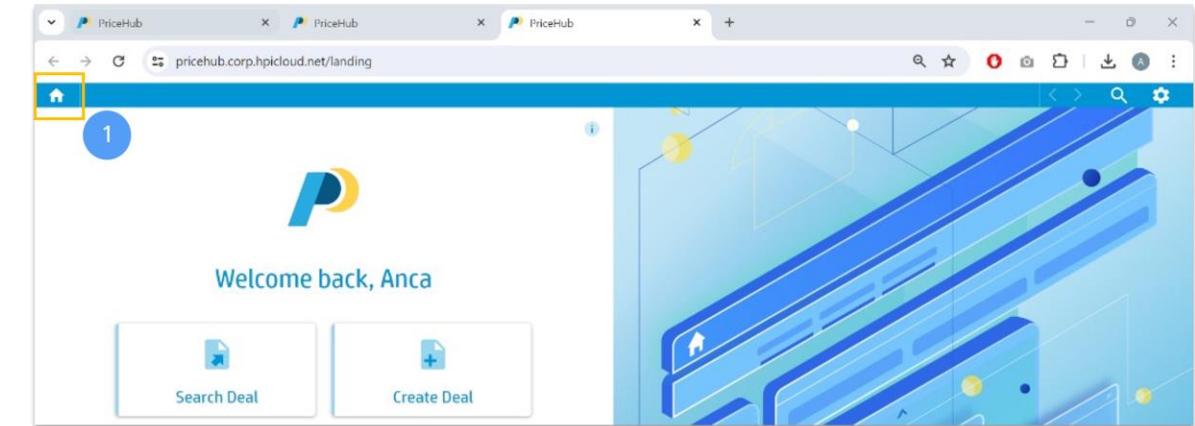
Internet browsers are limiting resource usage within single tabs.

Many activities happen in the background for opened deals even if you don't see them on the screen.

Browsers limit the number of concurrent requests that happen within a single tab.

This means that deals that are opened within a single PriceHub instance compete between each other not only for your PC resources but also for browser-imposed limits.

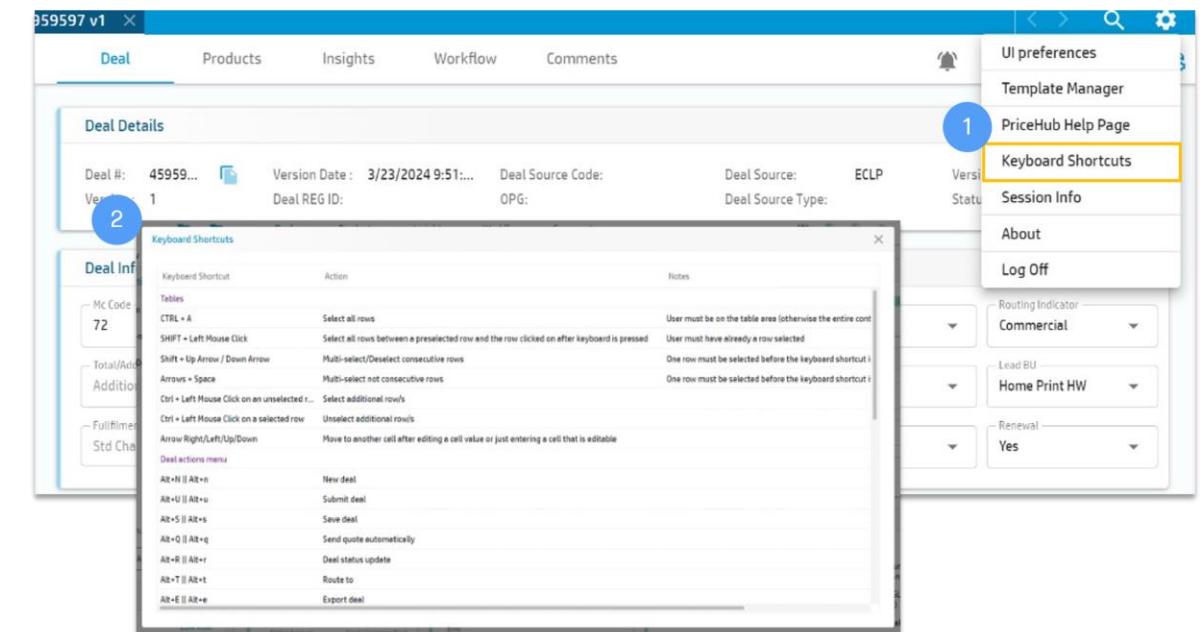
Opening deals in separate PriceHub instances helps mitigate this limitation. You can do that easily just by clicking the **Home** button.



# How to use keyboard shortcuts in PriceHub

These allow you to perform actions faster, you can find a detailed list explaining each shortcut in the application:

1. Click on **gear** icon and choose **Keyboard Shortcuts** from the drop-down menu.
2. A new window containing keyboard shortcuts details will open.



# Hide all columns you don't use in product table to improve performance

We have more than 200 columns available in product table.

They use resources, especially on large deals (e.g., a deal with 10k lines and 200 columns will have 2 million cells in product table).

You will benefit from **reducing the number of visible columns**, especially If you are working with 10k lines deals or more (e.g., 10k lines with 30 columns visible is just 300k cells).



## Pro tip!

Create templates with different column combos and switch between them depending on your needs.

# How to open multiple deals at the same time

This allows you to select maximum 5 deals and open them at the same time.

1. Select deals you wish to open.
2. Click **OPEN**.

The screenshot shows a list of deals in a search interface. A yellow box highlights the 'Information' message: 'Some deals are expired. SEE DETAILS.' An arrow points from this message to a callout box containing the text: 'A message will be displayed if there are deals expired or locked.' Another arrow points from the 'Information' message to the 'OK' button. Numbered circles 1 and 2 indicate the steps: 1 points to the selected deals, and 2 points to the 'OPEN' button at the bottom left.

Deal #	Version #	Deal Country	Freeze Fl.	Lock Flag	Stop Reason	End User Company	Deal Description	Begin Date	End Date	Version	Status
30065153	3	United States	N	🔒		ARETHERS LITTLE HBM DAYCARE I	TEST	08/09/2018	08/31/2038	Authorized	Fully Authorized
30236219	1	United States	N	🔒		TESTAMERIS LABORATORIES, INC.	test	12/24/2021	06/30/2022	Open	Not Authorized
30242259	1	United States	N	🔒		BANK OF AMERICA	test	01/11/2022	10/31/2024	Open	Not Authorized
30243989	1	United States	N	🔒		ARCILLA MINING AND LAND COMPANY, LLC	TEST	01/12/2022	01/31/2023	Open	Not Authorized
30244488	1	United States	N	🔒		ARCILLA MINING AND LAND COMPANY, LLC	test	01/13/2022	01/31/2023	Open	Not Authorized
30250080	1	Portugal	N	🔒	REJECTED	BANKINTER PORTUGAL	TEST	01/21/2022	12/31/2022	Open	Not Authorized
30250738	1	United States	N	🔒		DUNHY MARKETING KOMMUNIKACIÓ KFT	test	01/24/2022	07/31/2022	Open	Not Authorized
30250810	1	India	N	🔒		WIPRO CONSUMER CARE & LIGHTING	test	01/24/2022	02/27/2022	Open	Not Authorized
30251065	1	United States	N	🔒		WIPRO LIMITED	TEST	01/25/2022	10/31/2024	Approved	Fully Authorized
30252226	1	United States	N	🔒		WIPRO LIMITED	test	01/26/2022	10/31/2024	Approved	Fully Authorized
30253304	1	Germany	N	🔒		INGRAM MICRO CFS FILFILMENT GMBH	test	01/28/2022	07/31/2022	Open	Not Authorized
30254389	1	Germany	N	🔒		ANKER LACING SYSTEMS GMBH	test	01/31/2022	07/31/2022	Open	Not Authorized
30254838	1	Mexico	N	🔒	QUOTE	DC HAVORISTA, S.A. DE C.V.	test	02/01/2022	05/31/2022	Quoted	Fully Authorized
30255957	1	Brazil	N	🔒	QUOTE	INFORSHOP SURIMENTOS LTDA.	test	02/02/2022	02/28/2023	Quoted	Fully Authorized
30255959	1	Brazil	N	🔒	QUOTE	INFORSHOP SURIMENTOS LTDA.	test	02/02/2022	02/28/2023	Quoted	Fully Authorized
30256106	1	Singapore	N	🔒	QUOTE	HP SINGAPORE (SALES)	test	02/03/2022	03/31/2022	Open	Not Authorized
30256181	2	United States	N	🔒	QUOTE	BANK OF AMERICA	test	02/03/2022	10/31/2024	Quoted	Fully Authorized
30256571	1	Japan	N	🔒		INGRAM JAPAN CO.,LTD.	test	02/04/2022	05/31/2022	Open	Not Authorized
30256663	1	Singapore	N	🔒		HPI / HP PPS ASIA PACIFIC PTE. LTD.	test	02/04/2022	03/31/2022	Open	Not Authorized
30256753	1	India	N	🔒		WIPRO LIMITED	test	02/04/2022	03/31/2022	Open	Not Authorized
30256777	1	United States	N	🔒		HP	test	02/04/2022	04/30/2022	Open	Not Authorized
30257317	1	United States	N	🔒		BANK OF AMERICA	test	02/07/2022	05/31/2023	Authorized	Fully Authorized
30257807	1	Singapore	N	🔒		HPL HOTELS & RESORTS PTE LTD	test	02/08/2022	03/31/2022	Open	Not Authorized

200 Items

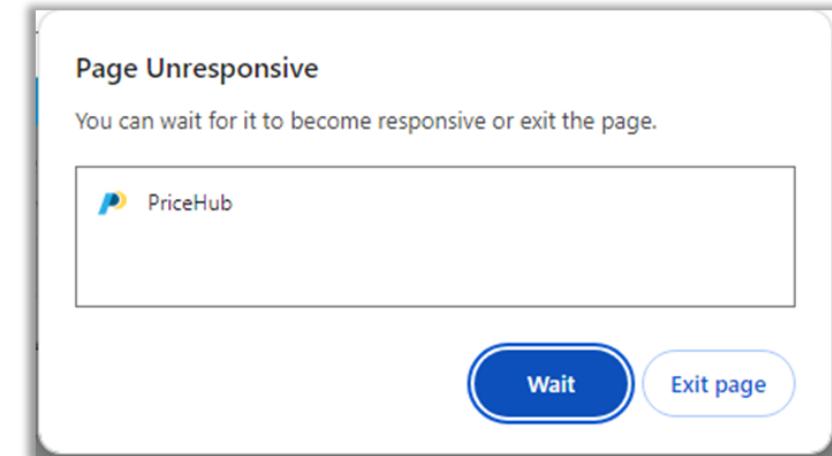
OPEN CANCEL

# 'Page Unresponsive' message

This is not an error notification. Browsers show such messages when the server responses are ready and are being sent over to your PC, while the tool interface is busy doing something (recalculating large data or finishing complex screen refresh, for example).

This happens more often with bigger deals, that contain large amount of data and since PriceHub is a very complex application with intricate calculation logic in the background, sometimes it can even happen while scrolling fast.

If you get this message, simply click **Wait** or even ignore the pop-up. No data will be lost. PriceHub will finish its work and become responsive again.



# How Partner Comp Exclusion works in PriceHub for STM deals

If done properly, this prevents the **Level of Exclusion percentage** to be displayed incorrectly from one version to another. This is the correct sequence of steps for STM deals.

1. Select STM value in the **Fulfillment** field. When you select STM, the Partner Comp Exclusion in Business Options will be auto selected, and the value is set to 100 by default.
2. Input values received from sales in the **Level of Exclusion** section, if applicable or make sure it retains the value from the previous version.

Make sure all other mandatory fields are filled in before proceeding.

The screenshot shows the 'Deal Information' screen in PriceHub. A blue circle labeled '1' highlights the 'Fulfillment' dropdown menu, which is set to 'STM'. A yellow box surrounds this selection. A blue circle labeled '2' highlights the 'Partner Comp Exclusion' checkbox in the 'Business Options' section, which is checked and has a value of '100' in the adjacent input field. A yellow box surrounds this checkbox. The rest of the form contains various deal details like 'Mic Code', 'Description', 'Internal Notes', and 'Regional Settings & Price Descriptors'.

# Use the correct PriceHub URL to avoid login issues

When opening PriceHub always  
use <https://pricehub.corp.hpicloud.net/> address.

If you haven't already, please bookmark this exact URL.

This ensures you always land on the correct page, customized to your settings.

Edit bookmark

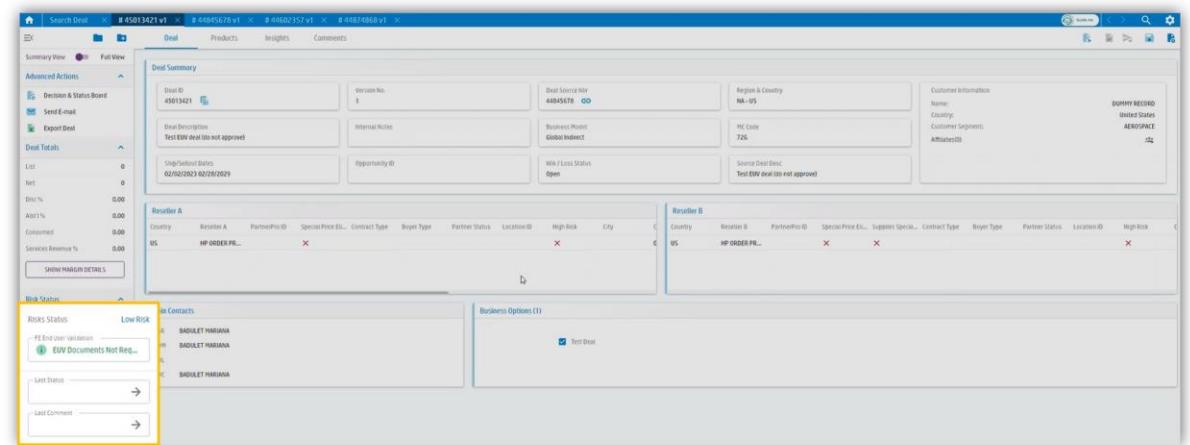
Name	PriceHub
URL	<a href="https://pricehub.corp.hpicloud.net/">https://pricehub.corp.hpicloud.net/</a>

# Enhanced FE EUV functionalities available exclusively in PriceHub

The FE EUV enhanced functionalities were built especially for PriceHub and are not available in Eclipse. i.e., for example:

The **Risk Status/ EUV** pop-up will be enabled only for deals in scope for FE EUV.

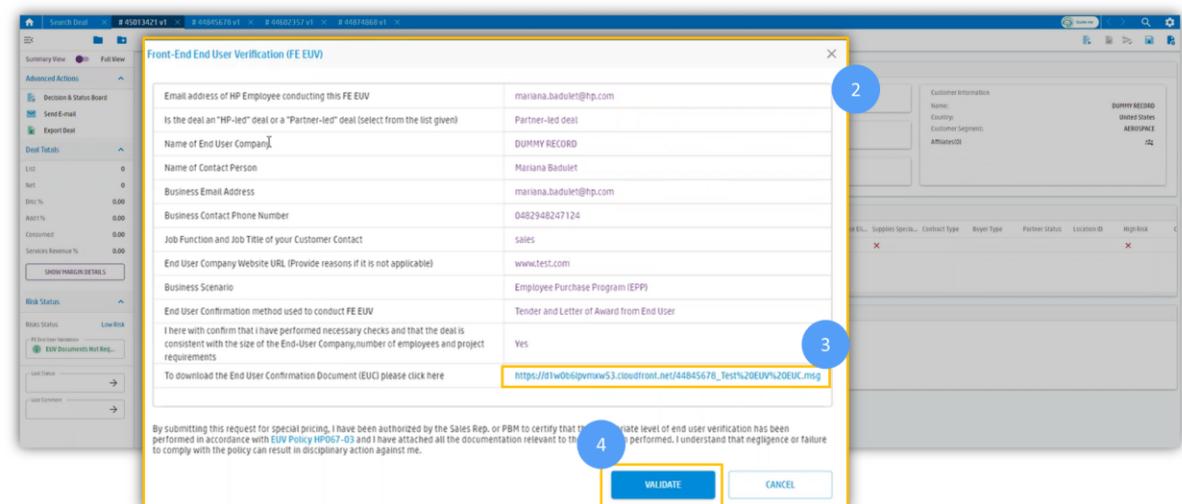
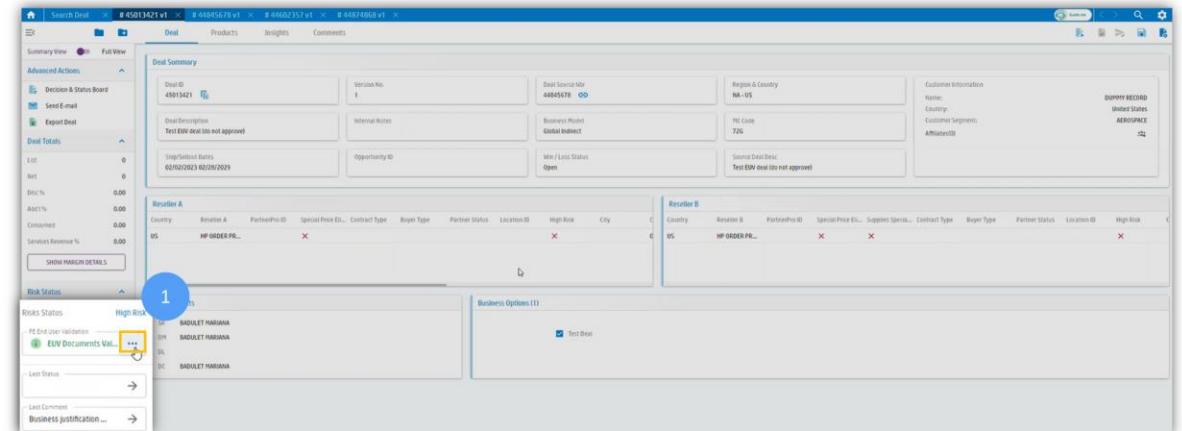
Within EUV pop-up, different EUV statuses will be displayed depending on the status of the deal.



Status	Description
EUV Documents Not Required	Deal not in scope for EUV doc's check
EUV Documents Missing	EUV Documents Not Yet Mandatory as deal Won/Loss status is Open
EUV Documents Missing	Deal in scope for EUV but no EUV documents were submitted/validated
EUV Documents Pending Sales	There is a Rejection/Escalation/Correction for EUV
EUV Documents Pending validation	EUV submitted, pending for validation
EUV Documents Validated	EUV validated by Bid desk

# How to perform EUV

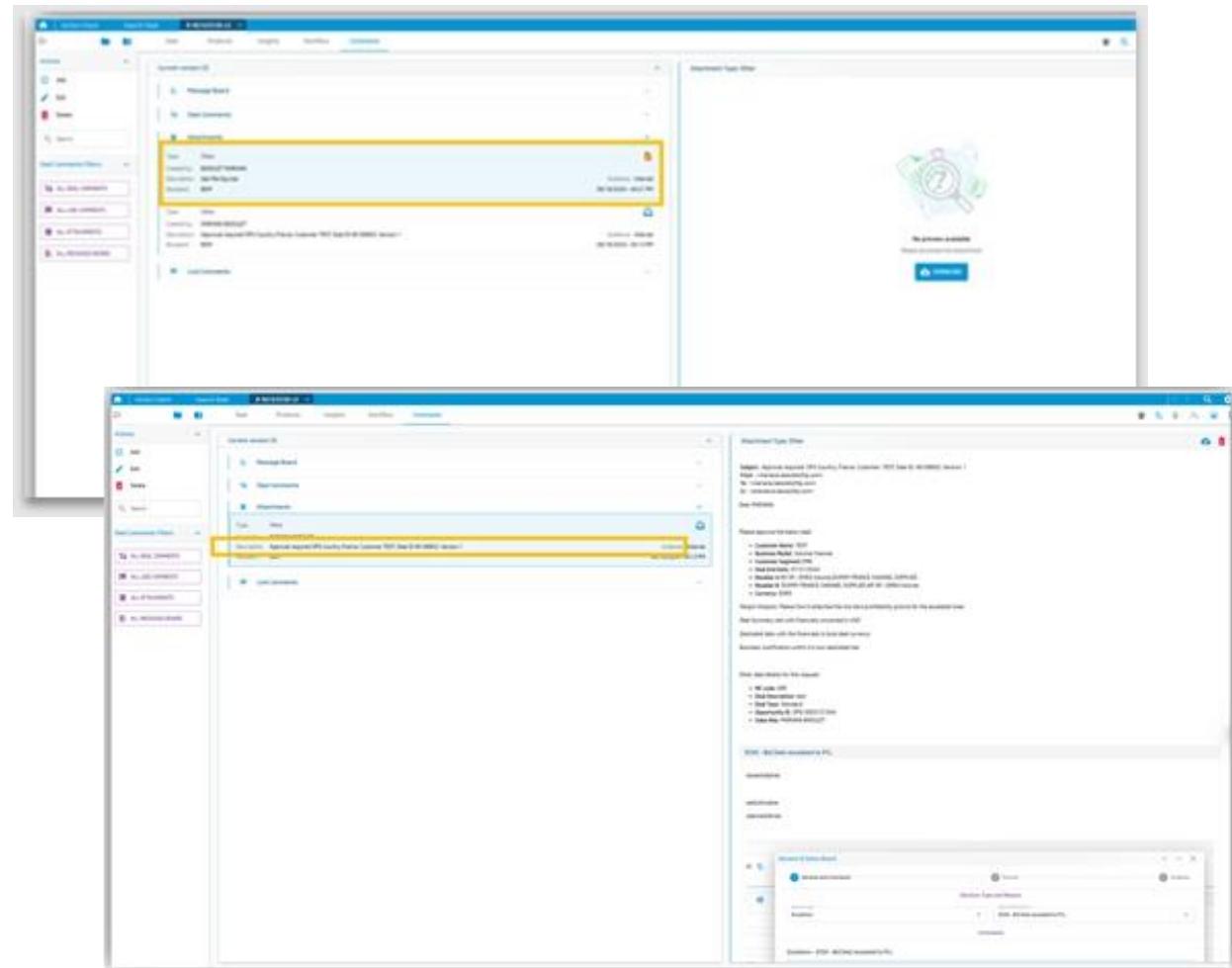
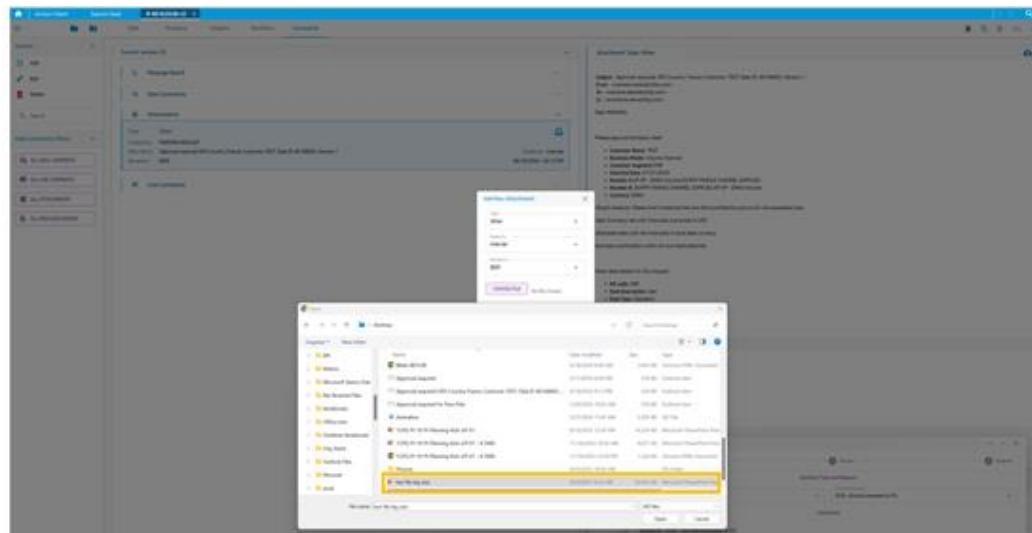
1. Click on the **three dots** to proceed to review and validate.
2. Review the information and verify it follows the EUV Policy.
3. Click on the link to download the End User Confirmation Document (EUC).
4. Click on **VALIDATE**.



We have expanded attachments limit in PriceHub

These enhancements are available exclusively in PriceHub.

- File **size limit** was expanded from **10MB to 25MB** in all areas where uploading attachments is possible.
  - PriceHub also allows **longer file names**, the limit was increased from **50 to 250 characters**.



# You can change product values in the Product Items panel

This allows you to change the values that were initially uploaded if an imported file was used.

- Rewrite the values you want to change and hit Enter. If you modify the price, all other pricing elements will be updated automatically.
- You can perform multiple updates at once (on quantity, margin, or discount, for example) by selecting multiple cells at a time, typing the value and hitting Enter.

Description	PL	Qty	Consumed Qty	Remaining Qty	Qty base for MA	Std Disc %	Rgt BDNet	BdNet	Rgt Addt%	Addt%	Rgt Gross Ma...	Rgt Gross Ma...	Gross Margin %	Gross Margin %	Gross Margin	Auth
HP USB-C Doc...	BN	1	0	1	1	20.00	170.00	170.00	28.95	28.95	\$1.04	\$1.04	86.75	86.75		
PRTR HP Elite...	DO	10	0	10	10	10.00	150.00	150.00	25.00	25.00	\$10.00	\$10.00	150.00	150.00		
HP LaserJet Pr...	BA	10	0	10	10	22.00	140.00	140.00	35.00	35.00	\$39.16	\$39.16	54.83	54.83		
HP Z4 G4 WKS	SX	1	0	1	1	0.00	11,778.25	11,778.25	0.00	0.00	\$59.98	\$59.98	7,005.08	7,005.08		

Product Table							
on	PL	Qty	Consumed Qty	Remaining Qty	Qty base for MA	Std Disc %	
IBD Onsit...	MG	1	0	1	0	0.00	
IBD Onsit...	MG	5	0	5	0	0.00	
IBD Onsit...	MG	5	0	5	0	0.00	
IBD Onsit...	MG	5	0	5	0	0.00	

# How to add a line comment (1 of 2)

Before submitting a deal to Bid Desk, you can leave a note in the comments section.

1. Click the **Add Info** icon to add comments.
2. Select comment **Type**.
3. Select the **Audience** - whether it is for Internal or External use..
4. Select the **Recipients**.
5. Write a comment.
6. Click **ADD**.

The screenshot shows the 'Search Deal' interface with a deal ID of #45016678 v0. The main area displays a grid of product items with columns for Description, PL, Qty, Consumed Qty, Remaining Qty, Qty base for MA, Sell Disc %, Agent BDRNet, Agent Add%, Add1%, Agent Gross Margin, Gross Margin %, Net Margin %, Net Margin, and Gross Margin. A blue circle labeled '1' highlights the 'Add Info' icon located in the top right corner of the grid's header bar.

The screenshot shows the 'Add Line Comment' dialog box. It includes fields for 'Line Item' (IPHS0AA), 'Type' (set to 'Other'), 'Audience' (set to 'Internal'), 'Recipients' (set to 'All'), and a large text area for the comment (containing 'test'). A blue circle labeled '2' highlights the 'Type' dropdown, '3' highlights the 'Audience' dropdown, '4' highlights the 'Recipients' dropdown, '5' highlights the comment text area, and '6' highlights the 'ADD' button at the bottom.

# How to add a line comment (2 of 2)

7. An icon is displayed on to the item line - in the **Info** column - to indicate there is a comment.

8. **Save** the deal.

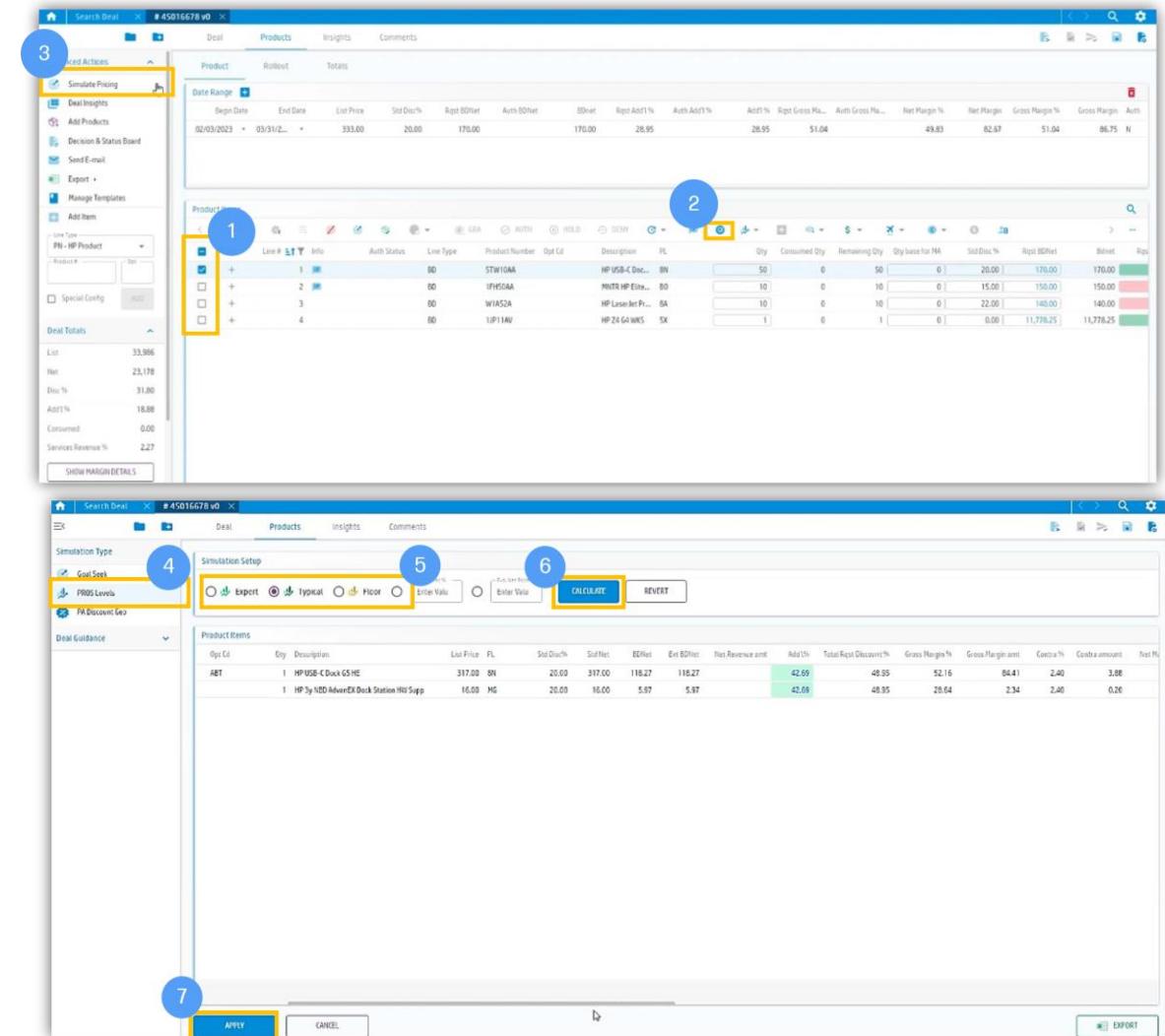
Line Type	Auth Status	Line Type	Product Number	Opt Cd	Description	PL	Qty	Consumed Qty	Remaining Qty	Qty base for MA	Std Disc %	Rcpt BDNet	BDNet	Rcpt Add'l %	Auth Add'l %	Add'l %	Rcpt Gross Ma...	Auth Gross Ma...	Net Margin %	Gross Margin %	Auth
PN - HP Product			STW10AA		HP USB-C Dock	BN	1	0	1	20.00	266.40	266.40	0.00	0.00	0.00	68.75	67.98	176.76	68.75	183.16	N
Special Config			IFH50AA		MNTR HP Elite...	BD	10	0	10	10.00	150.00	150.00									
			W1452A		HP Laser Jet P...	SA	10	0	10	22.00	140.00	140.00									
			1P11AV		HP Z4 G4 WKS	SX	1	0	1	0.00	11,778.25	11,778.25									

Deal Saved Successfully

# How to perform pricing simulation

This allows you to see what the pricing will look like if you apply the HP guidance.

1. Select the product items.
2. Click on the **Refresh Guidance** icon.
3. Click **Simulate Pricing**.
4. Click **PROS Levels**.
5. In the simulation setup select the option you want to calculate.
6. Click **CALCULATE**.
7. If you agree with these values, you can apply them to the products by clicking **APPLY**.



# How to authorize pricing using GBA (1 of 2)

1. Select the product items.
2. Click on the Refresh Guidance icon.
3. Click on the Suggested Discounts if you haven't already applied the values from the pricing simulation.
4. Select the discount type you wish to apply. Available options are based on user delegation.
5. Click on GBA.
6. Click on YES to run GBA on the lines selected.

The screenshots illustrate the process of authorizing pricing using GBA:

- Screenshot 1:** Shows the software's main interface with a sidebar of "Advanced Actions" including "Simulate Pricing", "Deal Insights", and "Add Products". The "Product Items" grid lists various products with columns for "Line Type", "Opt Cld", "PL", "Description", "Qty", "Remaining Qty", "Consumed Qty", "List Price", "Std Disc %", "Std Net", "Rpt BDNet", and "Rpt Gross". A circled "3" highlights the "Typical Discount" button in the toolbar above the grid.
- Screenshot 2:** Shows the "Confirmation" dialog box asking "Do you want to run GBA to authorize lines on this deal?". The "YES" button is highlighted with a circled "6".
- Screenshot 3:** Shows the "Product Items" grid again, but now with the "GBA" button highlighted in the toolbar. The circled "5" points to this button.

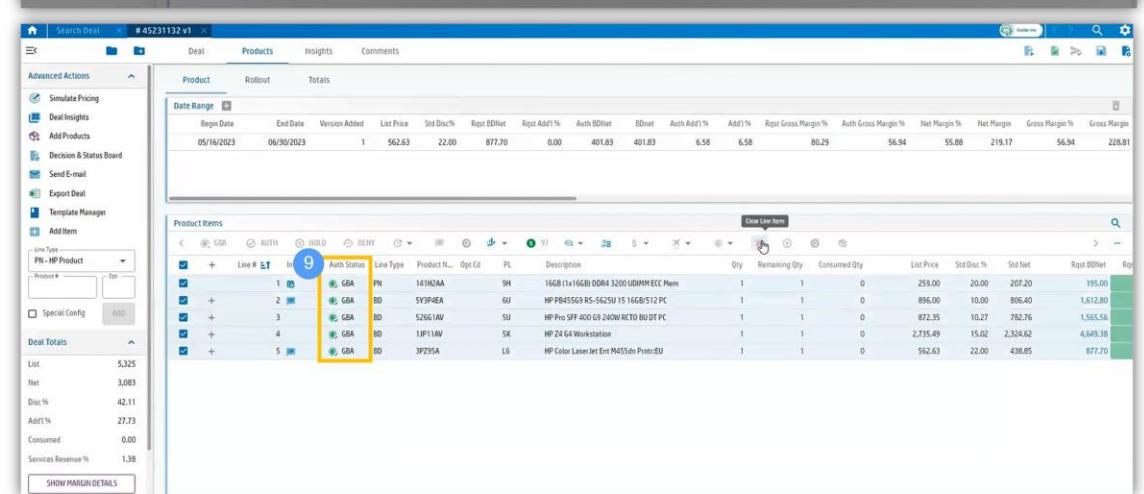
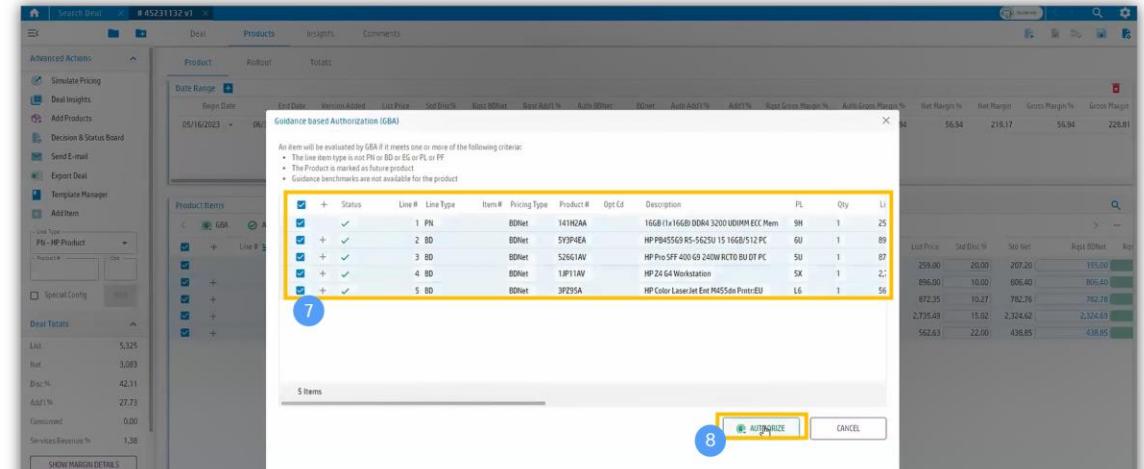
# How to authorize pricing using GBA (2 of 2)

7. GBA will evaluate all the items listed to check if they meet the criteria.

8. Click on **AUTHORIZE**.

9. The item's status will change automatically when GBA authorizes the line.

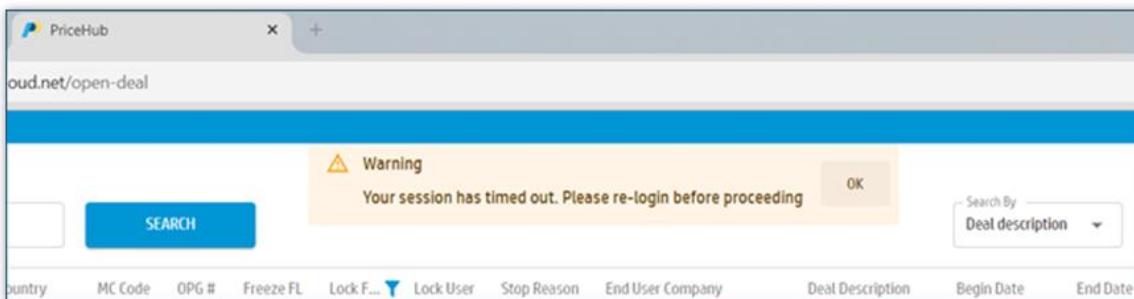
If you wish to clear the GBA from the line, click the **Clear Guidance** icon.



# New session timeout alert

In case you are inactive in PriceHub for more than 4 hours, an alert will be redirecting you to login page.

- Login time is reset while you are using PriceHub or when you open a new PriceHub session.
- Session timeout applies to all open PriceHub instances.



# How to check deal timings

This allows you to see what actions were performed on a deal in a specific version.

1. On Deal page, expand **Deal Details**.
2. Expand **Deal timings**.
3. Scroll row by row to see all entries.

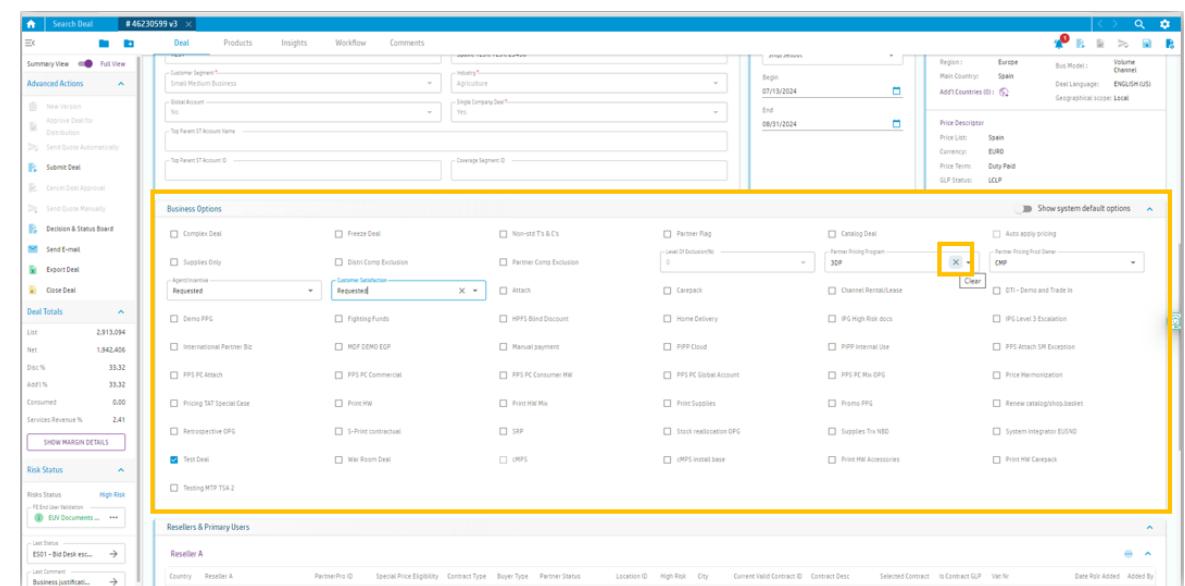
The screenshot shows the 'Deal Details' page for a deal with ID #46230599 v3. The 'Deal Activity' and 'Deal Timings' sections are expanded. The 'Deal Timings' section contains the following data:

Start Time	Started By	Start Reason	Stop Time	Stopped By	Stop Reason	Stop Description
08/05/2024 - 05:20 PM	MARIANA BADULET	PENDING	08/05/2024 - 05:17 PM	MARIANA BADULET	REJECTED	ES01 - Bid Desk escalated to PM
08/05/2024 - 05:17 PM	MARIANA BADULET	REJECTED	08/05/2024 - 05:17 PM	MARIANA BADULET	REJECTED	ES01 - Bid Desk escalated to PM
08/05/2024 - 05:17 PM	MARIANA BADULET	WLSTUPD-DW	08/05/2024 - 05:17 PM	MARIANA BADULET	WLSTUPD-DW	D423 - Bid Desk requesting PRODUCT ISSUES correction
07/15/2024 - 03:25 PM	MARIANA BADULET	SUBMIT	08/05/2024 - 03:02 AM	MARIANA BADULET	REJECTED	D423 - Bid Desk requesting PRODUCT ISSUES correction

# How to clear selection in Business Options fields

This allows you to remove a selection from some of the Business Options fields by using the **Clear icon**.

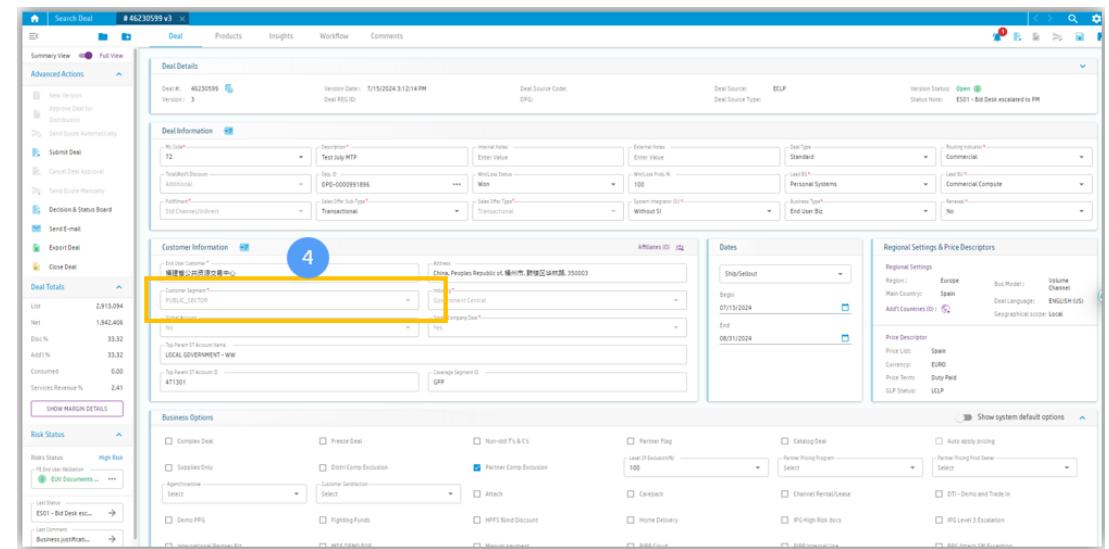
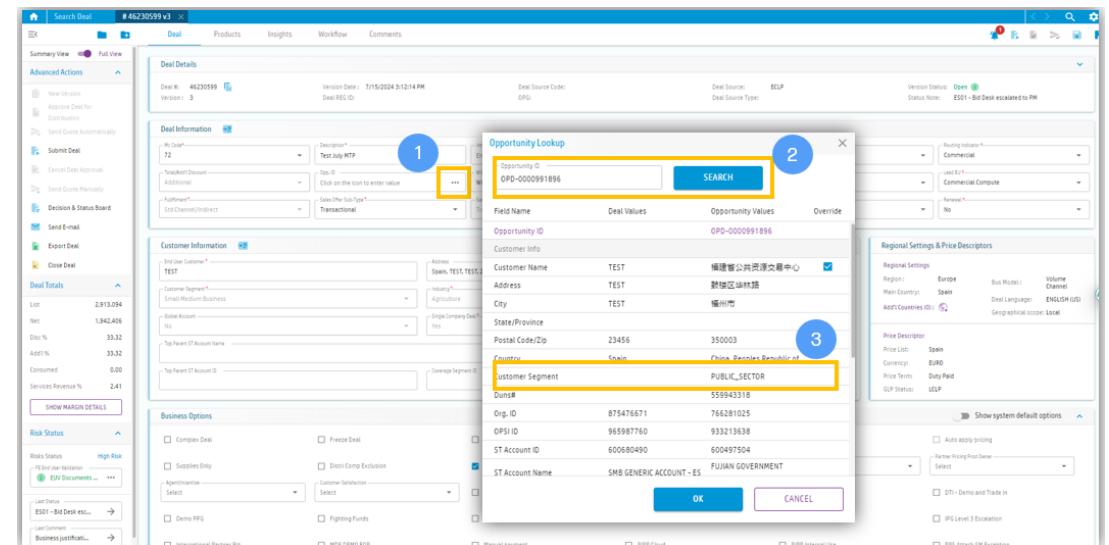
1. Hover over the field you wish to clear until the [X] Clear icon appears.
2. Click the [X] Clear icon to remove selected option.



# When is Customer Segment field not editable?

When you use the opportunity reference or the Customer Lookup to load customer information, the Customer Segment field will not be editable.

1. Click on the **Opportunity** icon to enter value.
2. Search for **Opportunity ID**.
3. If customer segment is available in Reltio, it will be loaded to the deal.
4. Customer Segment field will be disabled so you cannot alter what was added from the system.



# You can select lines using the Space key

This allows you to quickly check/ uncheck lines in the product table without having to click on each line.

1. Move up and down the lines using the **Up/Down Arrow** keys.
2. Hit **Space** key when you reach the line you wish to select. You can select consecutive or separate lines.
3. You can use **CTRL + A** keys to select all lines in the table.

Product Table							
Items	Line #	Item	M	Info	Auth Status	Line Type	Product Number
<input type="checkbox"/>	U4414E		1	-	GBA	PN	U4414E
<input type="checkbox"/>	U4418E		2	-	GBA	PN	U4418E
<input type="checkbox"/>	> U4414E(1)		3	-	GBA	BD	U4414E
<input type="checkbox"/>	> U4418E(1)		4	-	GBA	BD	U4418E

# Most common login issues

You are trying to access PriceHub, and the page is not loading or SSO login is not reacting. Here are some options you can try.

1. Make sure your URL is correct: <https://pricehub.corp.hpicloud.net/>
2. Clear cache, close all open pages in both Edge & Chrome, then try again.
3. Try to log in using incognito mode in Edge or Chrome.
4. If the issue persists, please log a ticket in [TechDirect](#) using Category: **WW PriceHub\***, Subcategory: **Technical issue**.

\*This category is available for all regions/markets.

Region *	EMEA
Market Level *	All <input type="checkbox"/> Do you want to select country?
Category *	WW PriceHub

ACCESS REQUEST

TRAININGS:

IT Issues - Tickets regarding Reliability & Application usage  
Data Administration – Tickets regarding Data Quality and Data update  
Questions - Tickets regarding application functionalities and navigation

SubCategory \*

Select SubCategory  
 PriceHub Access Request - ..  
 How to questions - ..  
 Technical issues - ..  
 Data Administration - ..

# How to apply filters to the PriceHub export

You need to select **only one** cell (not the entire row) before applying the filter.

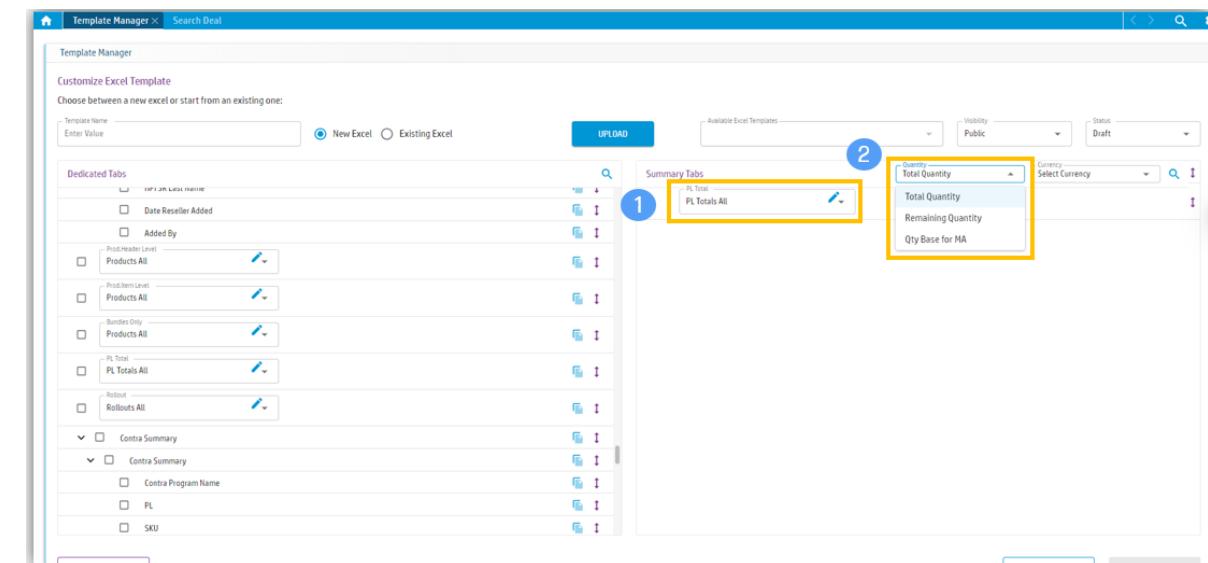
Line #	Auth	Status	PL	Description	Qty	Remaining Qty	Std Disc %	Rst BDNet	Rst Add'l%	Rst Gross Margin %	Auth BDNet	Auth Add'l%	Auth Gross Margin %	List Price
1				4 GBA	P8	HP 50GB Internal DVD/CD Drive	100.00	100.00	0.00	50.00	38.89	55.00	38.89	50.0
2				4 GBA	P8	HP 16GB External USB Drive	100.00	100.00	0.00	100.00	38.89	55.00	38.89	100.0
3				4 GBA	P8	HP USB External DVDRW Drive	100.00	100.00	0.00	55.00	38.20	55.00	38.20	89.0
4				7 GBA	MG	HP 1y PW NBD ONS WS HW Supp	50.00	50.00	0.00	35.00	13.58	35.00	13.58	40.5
5				7 GBA	MG	HP 1y PW NBD ONS WS HW Supp	50.00	50.00	0.00	53.00	-30.86	35.00	13.58	40.5
6				7 GBA	MG	HP 1y PW NBD ONS WS HW Supp	50.00	50.00	0.00	53.00	-30.86	35.00	13.58	40.5
7				7 GBA	MG	HP 1y PW NBD ONS WS HW Supp	50.00	50.00	0.00	53.00	-30.86	35.00	13.58	40.5
8				7 GBA	MG	HP 1y PW NBD ONS WS HW Supp	50.00	50.00	0.00	53.00	-30.86	35.00	13.58	40.5
9				16 GBA	MG	HP 4y NBD Onsite WS HW Supp	50.00	50.00	0.00	46.00	62.14	46.00	62.14	121.5
10				16 GBA	MG	HP 4y NBD Onsite WS HW Supp	50.00	50.00	0.00	46.00	62.14	46.00	62.14	121.5
11				16 GBA	MG	HP 4y NBD Onsite WS HW Supp	50.00	50.00	0.00	46.00	62.14	46.00	62.14	121.5
12				16 GBA	MG	HP 4y NBD Onsite WS HW Supp	50.00	50.00	0.00	46.00	62.14	46.00	62.14	121.5
13				16 GBA	MG	HP 4y NBD Onsite WS HW Supp	50.00	50.00	0.00	46.00	62.14	46.00	62.14	121.5
14				18 Hold	MG	HP 3y NBD Onsite NB HW Supp	95.00	95.00	0.00	65.00	54.48	66.00	54.48	145.0
15				18 Hold	MG	HP 3y NBD Onsite NB HW Supp	95.00	95.00	0.00	65.00	54.48	66.00	54.48	145.0
16				18 Hold	MG	HP 3y NBD Onsite NB HW Supp	95.00	95.00	0.00	65.00	54.48	66.00	54.48	145.0
17				19 Auth	MG	HP 3y NBD Onsite TRV NB HW Supp	48.00	47.00	0.00	71.00	53.38	71.00	53.38	152.3
18				19 Auth	MG	HP 3y NBD Onsite TRV NB HW Supp	48.00	47.00	0.00	71.00	53.38	71.00	53.38	152.3
19				19 Auth	MG	HP 3y NBD Onsite TRV NB HW Supp	48.00	47.00	0.00	61.00	57.14	71.00	51.70	147.0
20				20 Auth	MG	HP standard delivery (Door/Dock) WS	50.00	50.00	0.00	35.00	47.71	35.00	47.71	66.5
21				20 Auth	MG	HP standard delivery (Door/Dock) WS	50.00	50.00	0.00	35.00	47.71	35.00	47.71	66.5
22				21 GBA	P7	HP Travel USB Mouse	100.00	99.00	0.00	10.00	41.18	10.00	41.18	17.0
23				21 GBA	P7	HP Travel USB Mouse	100.00	99.00	0.00	10.00	41.18	10.00	41.18	17.0
24				21 GBA	P7	HP Travel USB Mouse	100.00	99.00	0.00	10.00	41.18	10.00	41.18	17.0
25				28 Auth	MG	HP 3y NBD Onsite NB HW Supp	100.00	99.00	0.00	35.00	54.48	35.00	54.48	145.0
26				28 Auth	MG	HP 3y NBD Onsite NB HW Supp	100.00	99.00	0.00	35.00	54.48	35.00	54.48	145.0
27				28 Auth	MG	HP 3y NBD Onsite NB HW Supp	100.00	99.00	0.00	35.00	54.48	35.00	54.48	145.0
28				28 Auth	MG	HP 3y NBD Onsite NB HW Supp	100.00	99.00	0.00	35.00	54.48	35.00	54.48	145.0
29				28 Auth	MG	HP standard delivery (Door/Dock) desktop	43.00	33.00	0.00	25.00	52.38	25.00	52.38	52.5
30				28 Auth	MG	HP standard delivery (Door/Dock) desktop	43.00	33.00	0.00	25.00	52.38	25.00	52.38	52.5
31				28 Auth	MG	HP standard delivery (Door/Dock) desktop	43.00	33.00	0.00	25.00	52.38	25.00	52.38	52.5
32				28 Auth	MG	HP standard delivery (Door/Dock) desktop	43.00	33.00	0.00	25.00	52.38	25.00	52.38	52.5
33				29 Auth	MG	HP standard delivery(Door/Dock) notebook	36.00	5.00	0.00	20.00	50.85	20.00	50.85	40.6
34				29 Auth	MG	HP standard delivery(Door/Dock) notebook	36.00	5.00	0.00	20.00	50.85	20.00	50.85	40.6
35				29 Auth	MG	HP standard delivery(Door/Dock) notebook	36.00	5.00	0.00	20.00	50.85	20.00	50.85	40.6
36				36 GBA	MG	HP 3y NBD Onsite NB HW Supp	10.00	10.00	0.00	140.00	35.63	140.00	35.63	217.5

# Export deal with values based on remaining quantity

There is a new Template Manager functionality enabled for excel templates that allows you to export a deal with **PL Totals** values calculate based on remaining quantity or quantity base for MA.

You can create a new template or edit an existing one to add this feature.

1. In **Template Manager**, move the PL Totals tab table to **Summary Tabs**.
2. Select the **Quantity** type from the drop-down list.
3. Save template and use it while exporting deal details. The data will be displayed based on the quantity type selection.



# Search and filter by multiple part numbers

This allows you to search by multiple part numbers and/or config IDs at once by copying them from a file or from product table.

1. Use the **Search** option in the product table.
2. Paste the copied values and hit **Enter** on your keyboard.
3. The products or configs containing the part numbers will be displayed.
4. To remove the input, click on **Search** again, click on **Clear** icon and hit **Enter** on your keyboard.

1. A yellow box highlights the search bar in the top right corner of the Product Table.

2. A yellow box highlights the search bar with multiple part numbers pasted in, and a blue circle labeled '2' is on the search icon.

3. A yellow box highlights the search bar with multiple part numbers pasted in, and a blue circle labeled '3' is on the search icon.

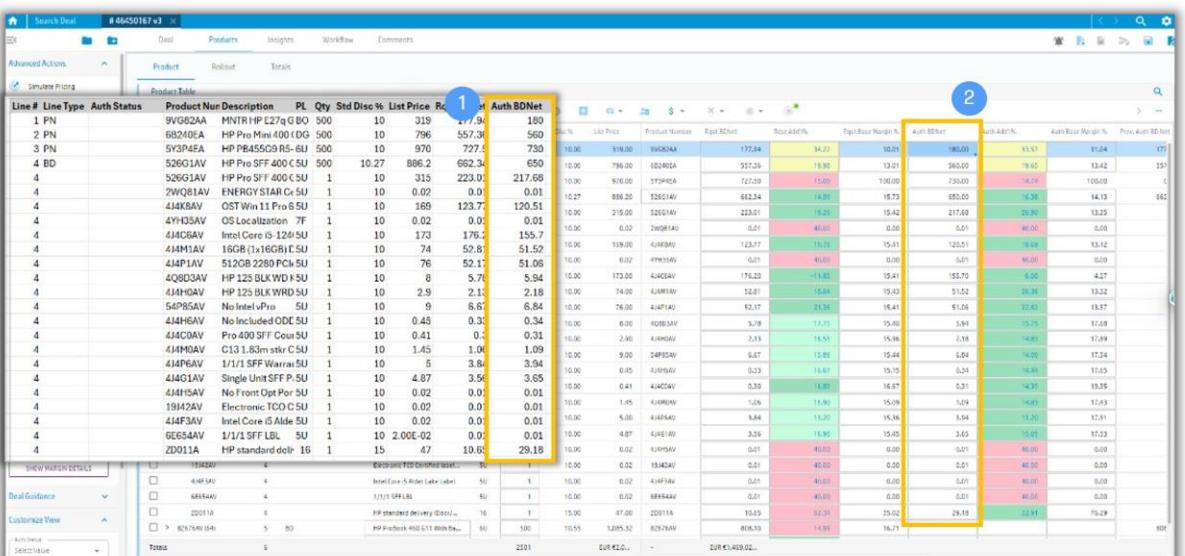
4. A yellow box highlights the search bar with multiple part numbers pasted in, and a blue circle labeled '4' is on the clear icon.

# Change multiple pricing values at the same time (1 of 2)

This allows you update multiple pricing values by copying them from a file or from another pricing column in the product table.

Copy from offline file:

- 1. Copy the values from a file.** You can copy a mix of PNs and bundle pricing values. Mix of blank and non-blank values are also allowed.
- 2. Paste the values you wish to input in the editable columns.** The app will calculate pricing based on the inputs.

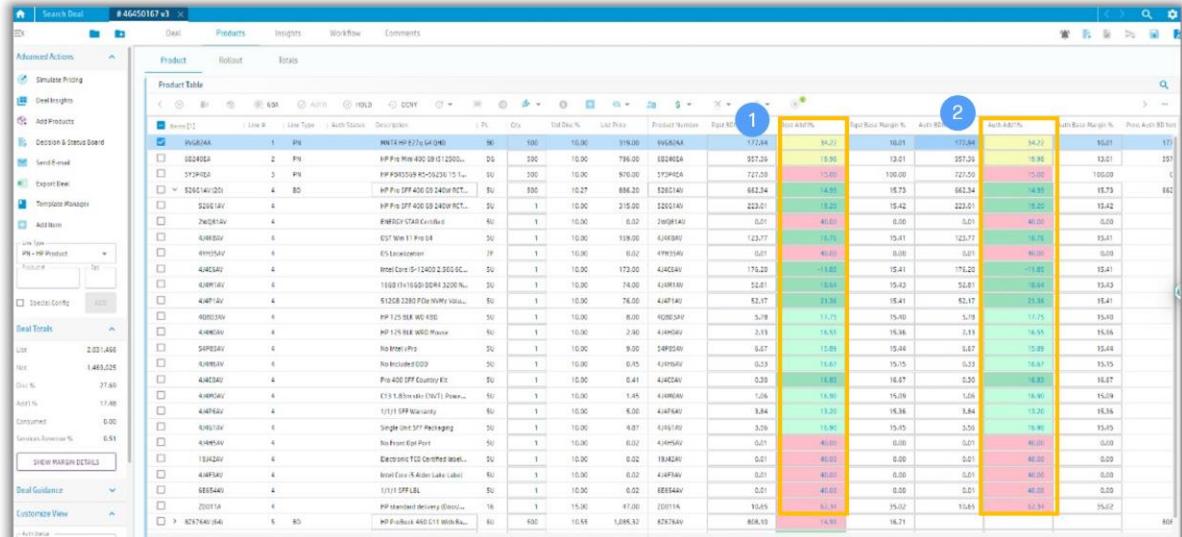


The screenshot shows a software interface for managing product pricing. At the top, there's a navigation bar with tabs like 'Search Deal', 'Deal', 'Products', 'Insights', 'Workflow', and 'Comments'. Below the navigation is a section titled 'Advanced Actions' with a 'Generate Pricing' button. The main area features a table with several columns: Line#, Line Type, Auth Status, Product Num, Description, PL, Qty, Std Disc %, List Price, and Auth BD Net. The 'Auth BD Net' column is highlighted with a yellow border. A blue circle labeled '1' is positioned over the header of this column. A blue circle labeled '2' is positioned over a specific row in the table. The bottom of the screen shows a summary table with columns for Total, Unit Price, and Subtotal.

# Change multiple pricing values at the same time (2 of 2)

Copy from another column:

- 1. Copy** the values **from another column** in the product table. You can copy a mix of PNs and bundle pricing values. Mix of blank and non-blank values are also allowed.
- 2. Paste** the values you wish to input in the editable columns. The app will calculate pricing based on the inputs.



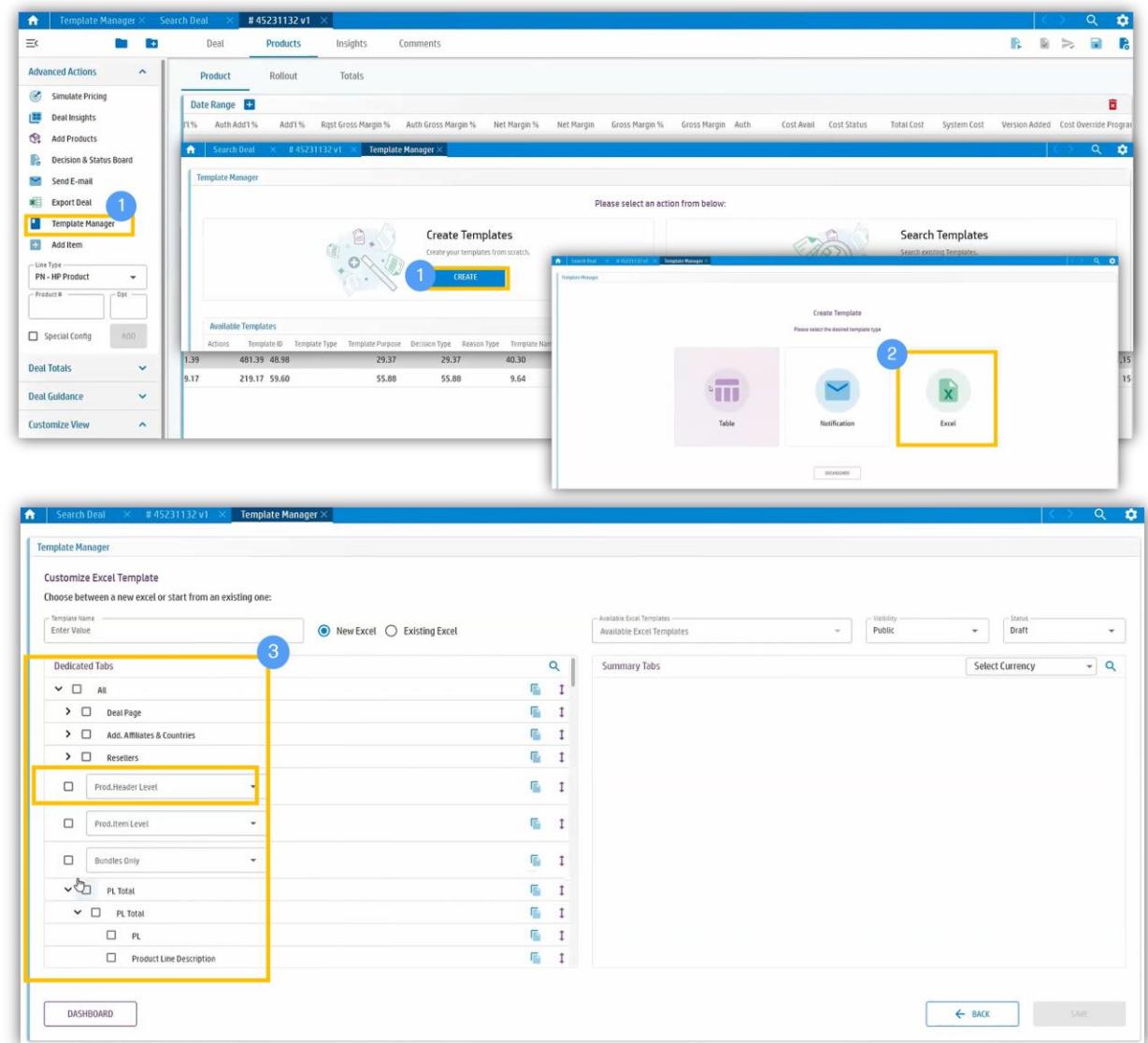
The screenshot shows a software interface titled "Search Result #46450167 v3". On the left, there's a sidebar with "Advanced Actions" like "Simulate Pricing", "Deal Insights", and "Deal Guidance". The main area is a "Product Table" with columns for "Item ID", "Line ID", "Line Type", "Auth Status", "Description", "%", "Qty", "Std Disc %", "List Price", "Product Number", "Deal ID", "Cost AMT%", "Dollar Value Margin %", "Auth ID", "Auth Amt%", "Auth Basic Margin %", and "Price Auth ID". The table lists various HP products with their respective details and calculated values. Two specific rows are highlighted with blue circles and numbers: row 1 (row 4) and row 2 (row 5). Row 1 shows a cost of \$177.04 and a dollar value margin of 34.22%. Row 2 shows a cost of \$180.01 and a dollar value margin of 34.27%.

# Optimize Product export using templates (1 of 2)

This allows you to save your favorite product export customizations as template for easy reuse.

This can also help improve performance when exporting from large deals as you can include only the necessary columns and filter the data for faster exports.

1. Go to **Template Manager** and select **Create Template**.
2. Select **Excel** to create an export template for the **Product Items** section.
3. You can define which elements of a deal will be saved and exported to an Excel file. The **Dedicated Tabs** are listed on the left side of the screen.



# Optimize Product export using templates (2 of 2)

4. Select the tabs to be added as a dedicated tab in the excel export.
5. Use customized **Product template**. Move areas to the **Summary Tabs** section (if needed).
6. Name the template and set the Status to **Active** so it can be available for download.
7. **SAVE** to create the template. PriceHub will display the template created in the list of **Available Templates**.

**Template Manager**

Customize Excel Template  
Choose between a new excel or start from an existing one:

Template Name: Enter Value

New Excel Existing Excel

Available Excel Templates: Available Excel Templates

Visibility: Public Draft

Status: Draft

Summary Tabs: All Deal Page Deal Details OPG # Currency Language

Select Currency: Select Currency

Actions: Deal status Line Items Deal Approval Quote Distribution Customer info Name Address Cust Segment Duns No Industry Coverage-Segment ID Customer Number GLP Account Global Account

DASHBOARD BACK SAVE

**Template Manager**

Customize Excel Template  
Choose between a new excel or start from an existing one:

Template Name: test Silviu Demo

New Excel Existing Excel

Available Excel Templates: Available Excel Templates

Visibility: Public

Status: Active

PL Total PL Product Line Description Bus Unit Desc Bus Group Extended List Estimated Disc % Contra amount Contra % Net Revenue Gross Margin Gross Margin % Net Margin

DASHBOARD BACK SAVE

**Template Manager**

Please select an action from below:

Create Templates Create

Search Templates Search

Available Templates

Actions	Template ID	Template Type	Template Purpose	Decision Type	Reason Type	Template Name	Visibility	Status	Creator	Create Date	Updated By	Update Date	Excel Included	Table Included	Country	Region	Lead BU	Business Model	MC
X	491	Table				LineItems	Public	Active	bradford...	5/9/2023	silviu-nicola...	5/16/2023	N	Y					
X	486	Excel				Silviu excel 1 USD	Public	Active	geetha.ra...	4/27/2023			N	Y					
X	381	Table				Silviu1	Public	Active	silviu-nicola...	5/6/2023			N	Y					
X	485	Table				Silviu1	Public	Active	silviu-nicola...	5/6/2023			N	Y					
X	981	Excel				Silviu1	Public	Active	silviu-nicola...	5/16/2023			N	Y					
X	541	Excel				Silviu1	Public	Active	silviu-nicola...	5/16/2023			N	Y					
X	524	Excel				Silviu1	Public	Active	silviu-nicola...	5/16/2023			N	Y					
X	721	Table				Silviu1	Public	Active	silviu-nicola...	5/16/2023			N	Y					
X	781	Excel				Silviu1	Public	Active	silviu-nicola...	5/16/2023			N	Y					
X	561	Table				Silviu1	Public	Active	silviu-nicola...	5/16/2023			N	Y					
X	942	Table				Silviu1	Public	Active	silviu-nicola...	5/16/2023			N	Y					
X	941	Table				Silviu1	Public	Active	cosmind@h...	5/16/2023			N	Y					

DASHBOARD BACK

# Ways to filter information in Product Table (1 of 2)

**Filter by Auth Status** – this allows you to display all lines that have a specific authorization status.

- In Customize View, select the Auth Status option you wish to filter by.

**Filter at column level** - to filter the data you would like to visualize in a specific column.

- Click the filter icon for the column you wish to filter.
- You can select/deselect values or input specific conditions.

Line #	Auth Status	Description	Qty	List Price	Std Disc %	Right B/S Net	Auth B/S Net	B/Snet	Right Addt %	Auth Addt %	Addt %	Right Base Margin %	C/W %	CH Amt	Base Margin %	Base Margin Amt	Amt	Version Added	Cost Amt	Cost Status
1	All	HP M710 HP Z270 G4 EHD	400	219,00	0,00	229,19	28,80	229,19	-19,15	-19,15	-19,15	46,36	43,54	978,89	46,36	1,098,46	Y	0	✓	Y
2	Open	HP EliteBook 840 G5 14.0" FHD i5-8250U 8GB/512 GB	400	1,502,01	0,00	1,475,31	1,78	27,20											1,475,31	
3	GBA	HP Pro Micro 400 G3 12.5" 1430G4 i5/8GB/128 PC	500	798,00	0,00	885,41	12,88	28,63	885,41	12,89	12,89								885,41	
4	Auth + GBA	HP Pro 450 G3 15.6" 15.6" FHD i5-8250U 8GB/512 PC	500	910,00	0,00	787,93	16,77	180,80	787,93	16,77	16,77							787,93		
5	Auth	HP Pro 440 G3 14.0" FHD i5-8250U 8GB/512 PC	500	868,70	0,00	785,60	9,52	27,76										785,60		
6	Open + Auth + GBA	HP Z8 G4 270 Workstation	500	1,835,79	0,00	1,322,38	27,97	51,70										1,322,38		
7	All	HP Elite x2 1012 G4 Tablet Configuration	500	2,413,28	0,00	1,292,21	40,95	14,67										1,292,21		
8	Open	DEOMS Cisco EMEA AP/DE/GB Bundle	500	2,632,72	0,00	22,81	95,15	34,98	22,81	95,15	95,15							34,98		

Line #	Auth Status	Description	Qty	List Price	Std Disc %	Right B/S Net	Auth B/S Net	B/Snet	Right Addt %	Auth Addt %	Addt %	Right Base Margin %	C/W %	CH Amt	Base Margin %	Base Margin Amt	Amt	Version Added	Cost Amt	Cost Status
1	Open	HP M710 HP Z270 G4 EHD	400	219,00	0,00	229,19	28,80	229,19	-19,15	-19,15	-19,15	46,36	43,54	978,89	46,36	1,098,46	Y	0	✓	Y
2	Open	HP EliteBook 840 G5 14.0" FHD i5-8250U 8GB/512 GB	400	1,502,01	0,00	1,475,31	1,78	27,20	885,41	12,89	12,89							885,41		
3	Open	HP Pro Micro 400 G3 12.5" 1430G4 i5/8GB/128 PC	500	798,00	0,00	787,93	16,77	180,80	787,93	16,77	16,77							787,93		
4	Open	HP Pro 450 G3 15.6" 15.6" FHD i5-8250U 8GB/512 PC	500	910,00	0,00	785,60	9,52	27,76										785,60		
5	Open	HP Pro 440 G3 14.0" FHD i5-8250U 8GB/512 PC	500	868,70	0,00	785,60	9,52	27,76										785,60		
6	Open	HP Z8 G4 270 Workstation	500	1,835,79	0,00	1,322,38	27,97	51,70										1,322,38		
7	Open	HP Elite x2 1012 G4 Tablet Configuration	500	2,413,28	0,00	1,292,21	40,95	14,67										1,292,21		
8	Open	DEOMS Cisco EMEA AP/DE/GB Bundle	500	2,632,72	0,00	22,81	95,15	34,98	22,81	95,15	95,15							34,98		

Line #	Auth Status	Description	Qty	List Price	Std Disc %	Right B/S Net	Auth B/S Net	B/Snet	Right Addt %	Auth Addt %	Addt %	Right Base Margin %	C/W %	CH Amt	Base Margin %	Base Margin Amt	Amt	Version Added	Cost Amt	Cost Status
1	Auth + GBA	HP M710 HP Z270 G4 EHD	400	219,00	0,00	229,19	28,80	229,19	-19,15	-19,15	-19,15	46,36	43,54	978,89	46,36	1,098,46	Y	0	✓	Y
2	Auth + GBA	HP EliteBook 840 G5 14.0" FHD i5-8250U 8GB/512 GB	400	1,502,01	0,00	1,475,31	1,78	27,20	885,41	12,89	12,89							885,41		
3	Auth + GBA	HP Pro Micro 400 G3 12.5" 1430G4 i5/8GB/128 PC	500	798,00	0,00	787,93	16,77	180,80	787,93	16,77	16,77							787,93		
4	Auth + GBA	HP Pro 450 G3 15.6" 15.6" FHD i5-8250U 8GB/512 PC	500	910,00	0,00	785,60	9,52	27,76										785,60		
5	Auth + GBA	HP Pro 440 G3 14.0" FHD i5-8250U 8GB/512 PC	500	868,70	0,00	785,60	9,52	27,76										785,60		
6	Auth + GBA	HP Z8 G4 270 Workstation	500	1,835,79	0,00	1,322,38	27,97	51,70										1,322,38		
7	Auth + GBA	HP Elite x2 1012 G4 Tablet Configuration	500	2,413,28	0,00	1,292,21	40,95	14,67										1,292,21		
8	Auth + GBA	DEOMS Cisco EMEA AP/DE/GB Bundle	500	2,632,72	0,00	22,81	95,15	34,98	22,81	95,15	95,15							34,98		

# Ways to filter information in Product Table (2 of 2)

**Advanced filter conditions** – this allows you to filter multiple columns at a time.

- Right-click on the column header and choose **Adv Filter Conditions** to customize your filters.
- Choose the **column** you wish to filter and then select the condition or **operator**. These filter options are saved for later use, even after you clear filters and you can modify them at any time.

The image consists of three screenshots showing the filtering process in a software application:

- Screenshot 1:** A context menu is open over a column header in the "Auth Status" column of the "Product Table". The menu includes options like "Highlight This Column", "Remove Highlight", "Show Search Panel", "Freeze Columns", "Customize Columns", "Best Fit All Columns", and "Remove This Column". The "Auth Filter Conditions" option is highlighted with a yellow box and circled with a blue marker.
- Screenshot 2:** The "Filter Conditions" dialog box is open, showing a list of conditions for the "Auth Status" column. The "Operator" dropdown is highlighted with a yellow box and circled with a blue marker. The options listed include: Equals to, Does not equal, Is greater than, Is greater than or equal to, Is lesser than, Is lesser than or equal to, Contains, Not contains, Starts with, Ends with, and Is empty.
- Screenshot 3:** The "Applied Conditions" dialog box is open, showing the selected condition: "Auth Status Equals to Blank". The "Conditions" section shows the applied condition, and the "Applied Conditions" section shows the result of the filter being applied to the product table.

# How to remove filters

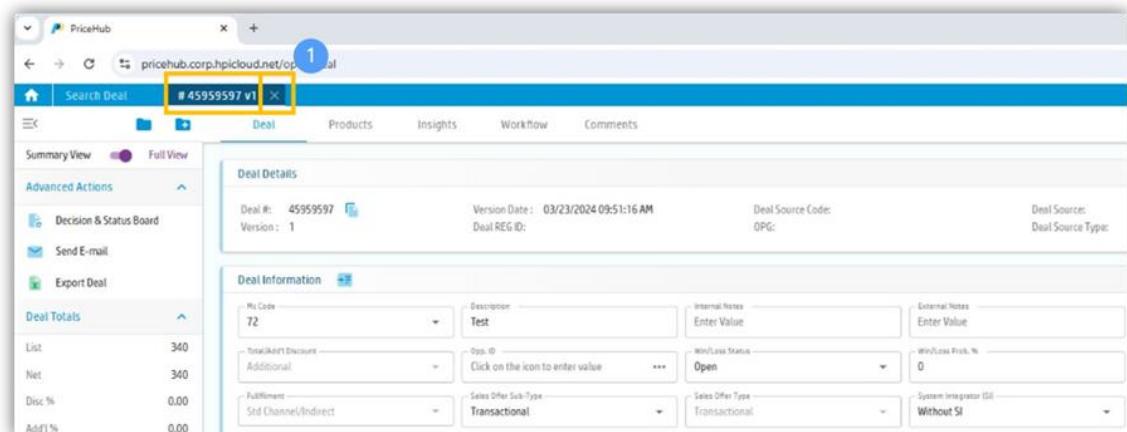
Right-click on the column header and use **Clear All Filter** to remove the filters previously selected.

The screenshot shows a business intelligence application interface. At the top, there are tabs for 'Deal', 'Products', 'Insights', 'Workflow', and 'Comments'. Below the tabs, there's a search bar and a date range selector. On the left, there are several sidebar panels: 'Deal Totals' (Net: 5,486,649, Margin %: 43.07), 'Deal Guidance', 'Customer View', 'Risk Status', and 'Business Justification'. The main area contains a 'Product Table' grid with columns like Line #, Description, Qty, Unit Price, Std Disc %, etc. A context menu is open over the 'Auth Status' column header, listing options such as 'Highlight This Column', 'Remove Highlight', 'Show Search Panel', 'Freeze Columns', 'Customize Columns', 'Best Fit All Columns', 'Remove This Column', 'Sort By', 'Adv Filter Conditions', and 'Clear All Filter'. The 'Clear All Filter' option is highlighted with a yellow box. At the bottom of the grid, there are summary numbers: Total: 7, Qty: 3300, Unit Price: EUR €4,170.28, and Total Value: EUR €31,112.56.

# How to close a deal in PriceHub correctly

This prevents you from locking the deal for other users.

1. Always close a deal using the “x” next to the deal number. Do not close the browser tab before closing the deal this way first.
2. You will be asked to confirm if you want to close the deal and then whether you wish to save changes before closing.



**REMINDER!** You can open a deal in “Read-only” mode.

This allows you to view deal information without locking it for other users that need to edit at the same time. It also keeps it unlocked in case you forget to close it.

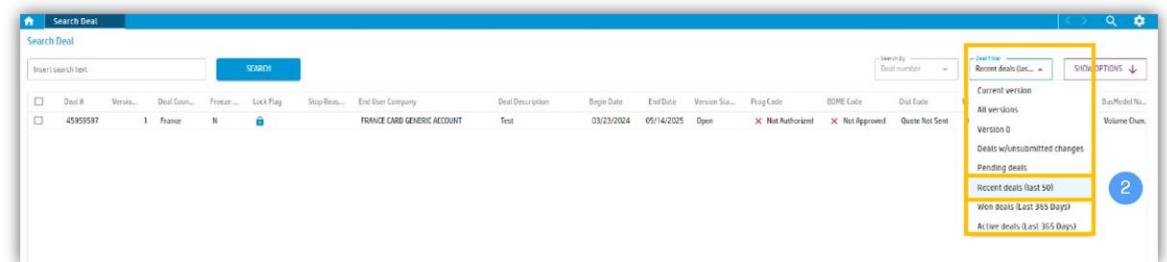
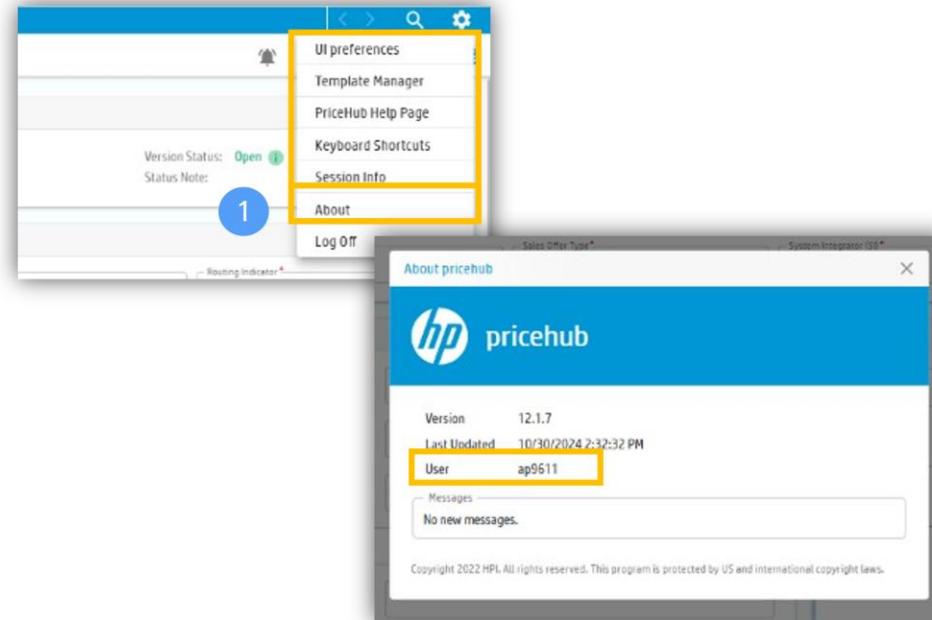
1. Select the version of the deal you wish to open.
2. Right-click on the line and select **Open in Read-Only**.

# How to see what deals are locked by you in PriceHub (1 of 2)

While we are working on a systematic solution to address the unintentional deal locking scenarios moving forward, there is a way that can be used in the meantime to identify the deals that are locked under your user ID.

This will allow you to close them correctly so they can be edited by other users.

1. Identify your user ID in **Settings – About – User**.
2. Select **Recent deals (last 50)** option in the **Deal Filter** (these are deals that you recently opened).



# How to see what deals are locked by you in PriceHub (2 of 2)

3. Filter the **Lock Flag** column by “Y” (optional).
4. Filter the **Lock User** column by your user ID.

The screenshot shows the 'Search Deal' interface with a modal dialog for filtering the 'Lock Flag' column. The dialog has a dropdown menu set to 'Contains' with the value 'Y' selected. A blue circle labeled '3' is positioned to the right of the dialog. The main search results table shows three deals, all of which have the 'Lock Flag' set to 'Y'.

The screenshot shows the 'Search Deal' interface with a modal dialog for filtering the 'Lock User' column. The dialog has a dropdown menu set to 'Contains' with the value 'ap9611' selected. A blue circle labeled '4' is positioned to the right of the dialog. The main search results table shows three deals, all of which have the 'Lock User' set to 'ap9611'.

# Identify customer restrictions & product Country-of-Origin (Jade)



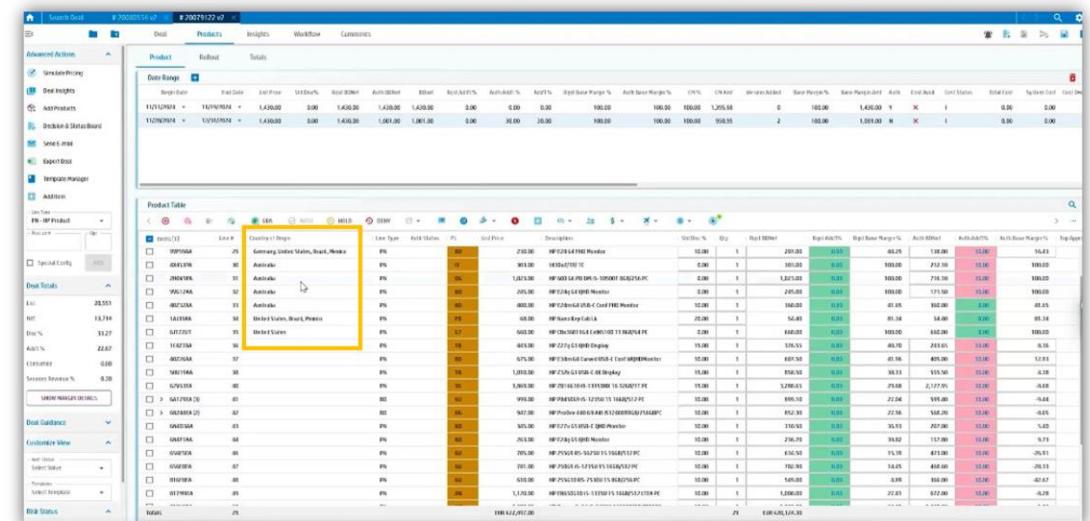
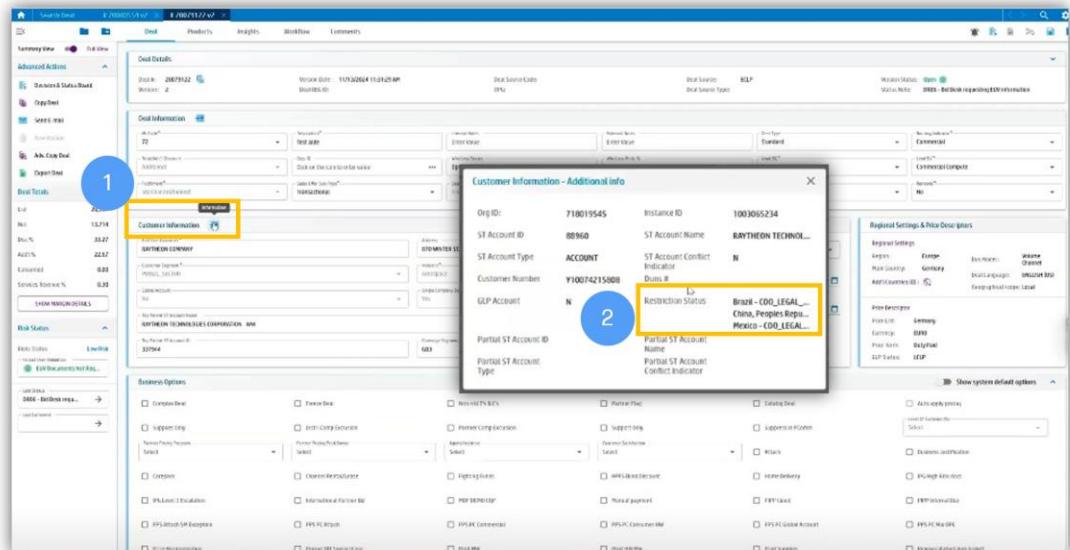
This allows you to see if there are any restrictions associated to a customer.

You will be warned of existing restrictions when you submit or quote the deal. This will not prevent you from submitting or quoting deals.

1. In Deal tab, click the icon next to **Customer Information**.
  2. You can see the restrictions assigned to the customer in the **Restriction Status** field.

You can also see what the Country-of-Origin for a specific product is.

There is a new **Country-of-Origin column** available for products. You can add it from Customize Columns option to make it visible in the product table.

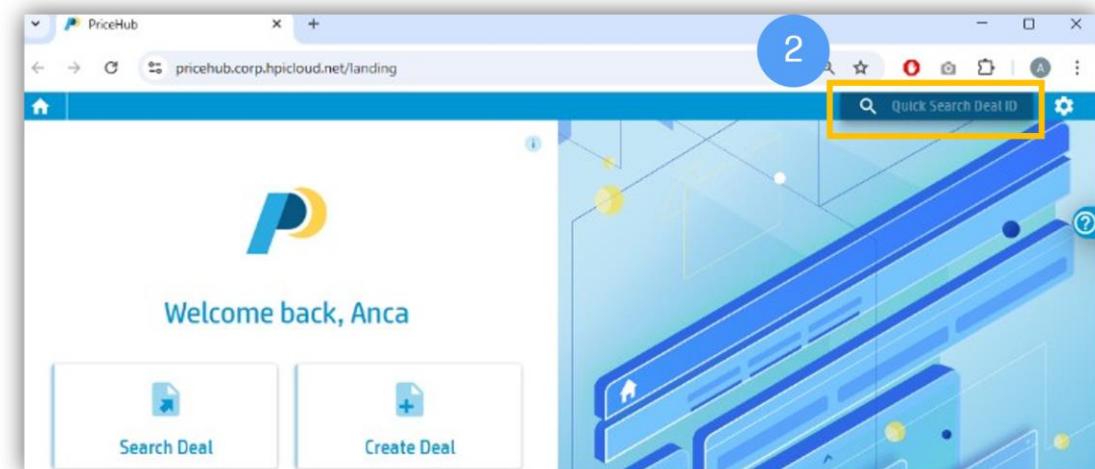
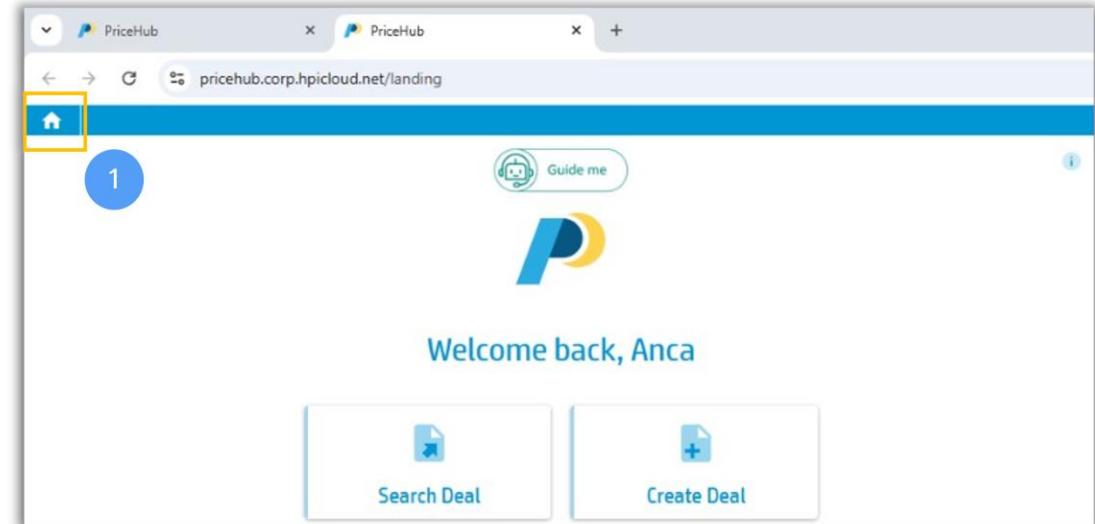


# How to view deals side-by-side in PriceHub (1 of 2)

This allows you to open two separate PriceHub instances with so you can view and compare deal information side-by-side.

This works with both Microsoft Edge and Google Chrome browsers.

1. Open PriceHub then use the **Home** icon to open a separate PriceHub tab.
2. Open the deals you wish to compare in each tab. You can use the **Quick Search Deal ID** function to do so.

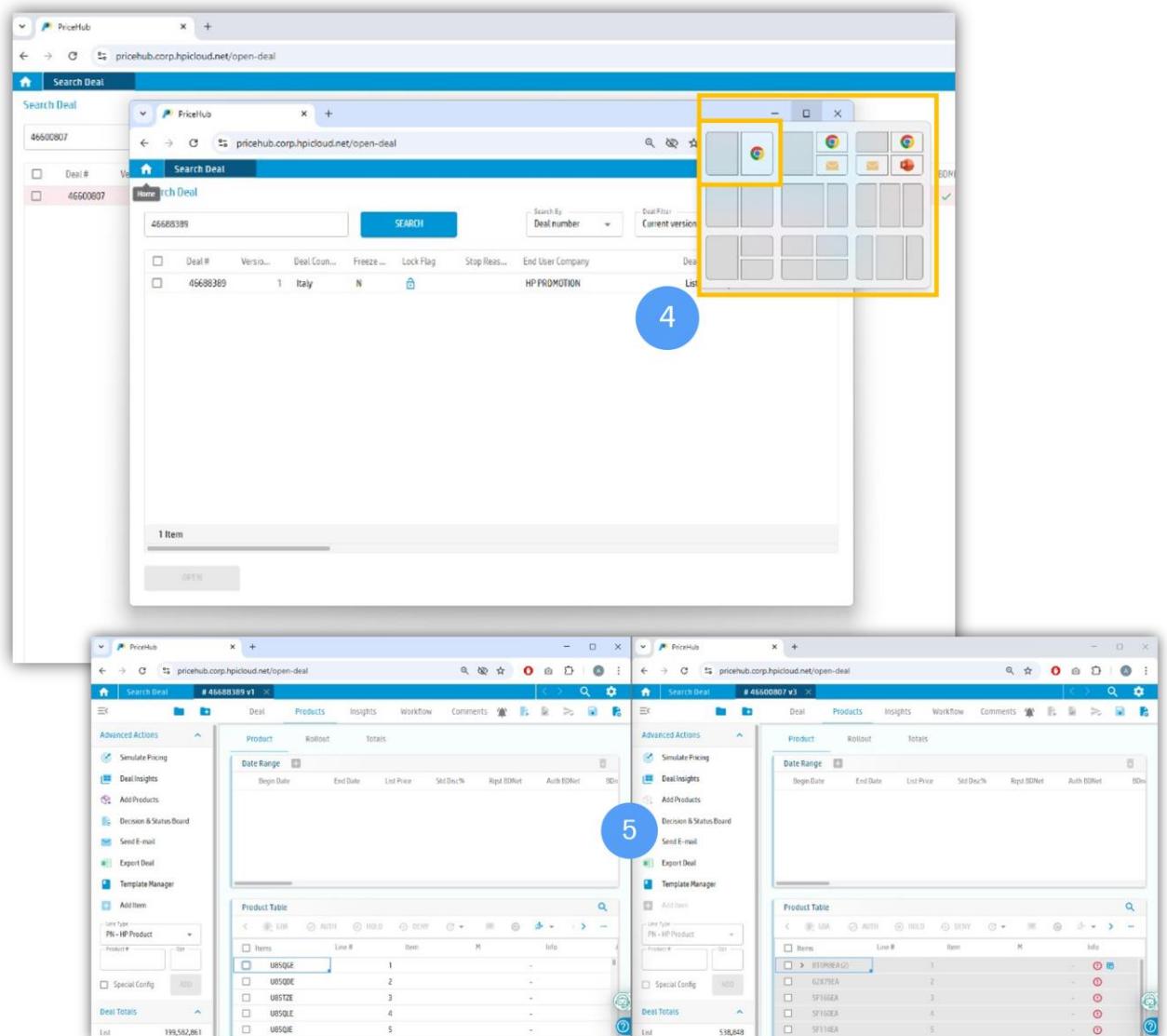


# How to view deals side-by-side in PriceHub (2 of 2)

3. Drag one of the PriceHub tabs to detach it from the browser window.

4. Choose the side-by-side layout by hovering over the maximize icon of the browser window.

5. You will get the split screen with both deals side-by-side.



## PriceHub session timeout

Please make sure you always have the latest browser version installed to avoid connectivity issues while using PriceHub.

Go to your browser **Settings – About** section to see if your browser is up to date.

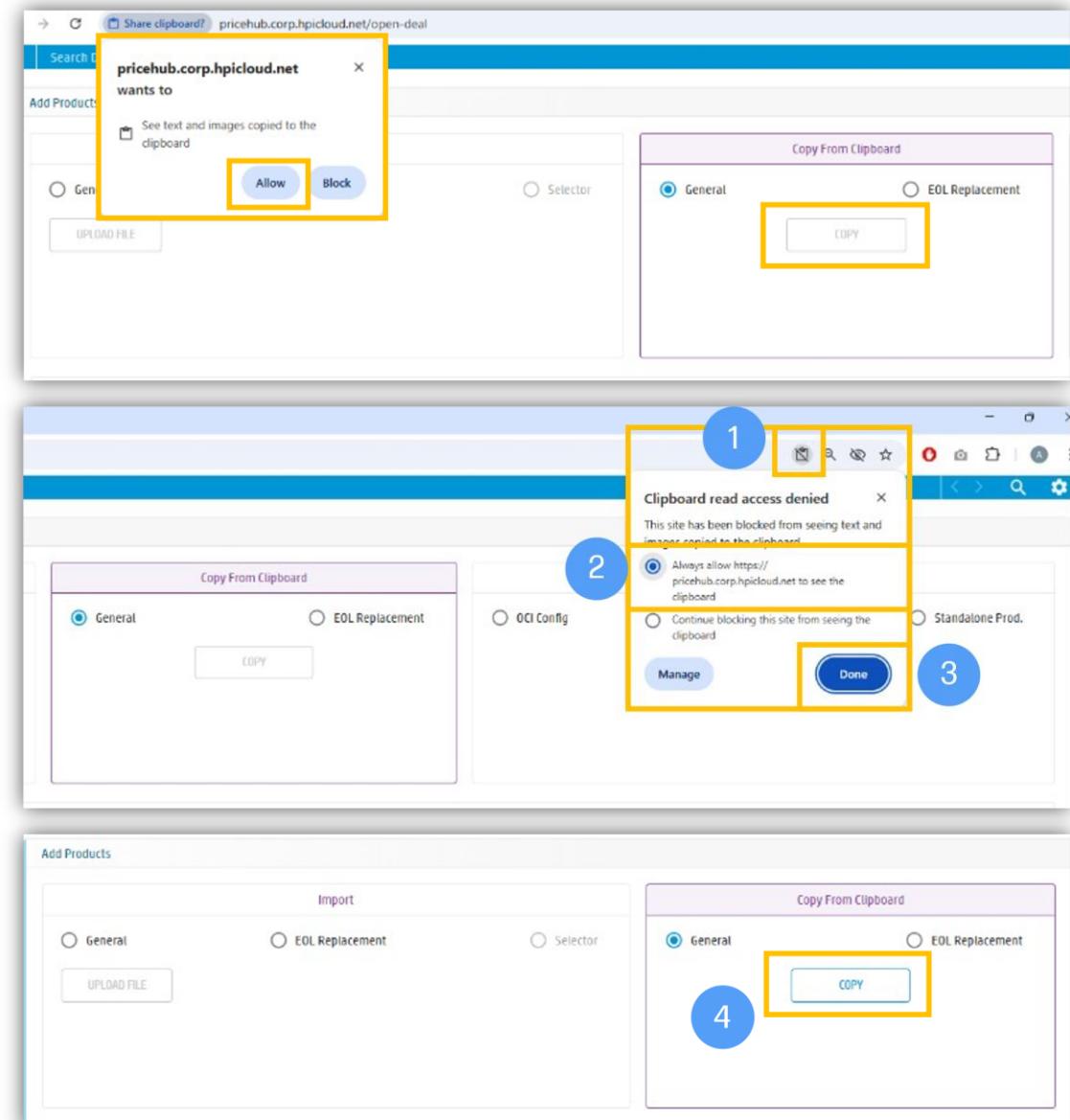
# Enable Copy from Clipboard options in PriceHub

If you are using the **Copy from Clipboard** options to add products for the first time in PriceHub, you will get a browser message asking you to allow PriceHub to see data copied to the clipboard.

- Click **Allow** to enable the **COPY** button.

If you click on **Block**, the **COPY** button will be disabled (as PriceHub will not have access to read clipboard values). To enable it, follow these steps:

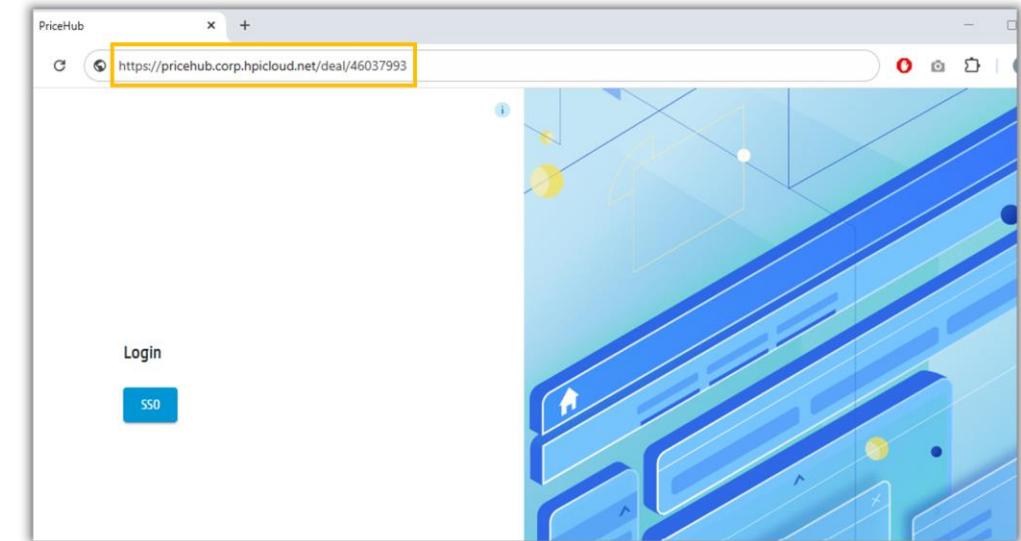
- Click on the **clipboard icon** on the browser bar (notice it is crossed-through).
- Tick **Always allow** to see the clipboard option.
- Click **Done**.
- The **COPY** button will be enabled.



# Use a direct link format to access a specific deal

You can use a direct link format to open a deal in PriceHub.  
You can use this link before or after you log in to PriceHub.  
Login checks and restrictions will still apply.

<https://pricehub.corp.hpicloud.net/deal/XXX>



# New way to export large deals

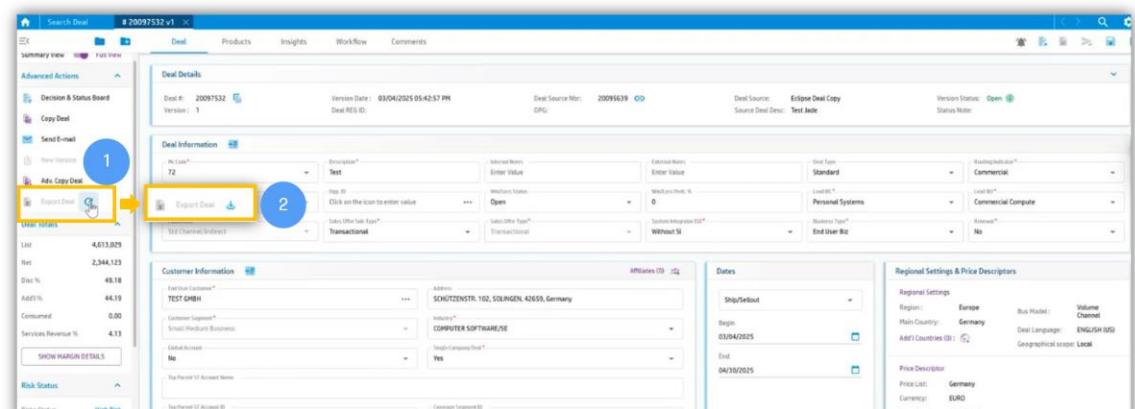
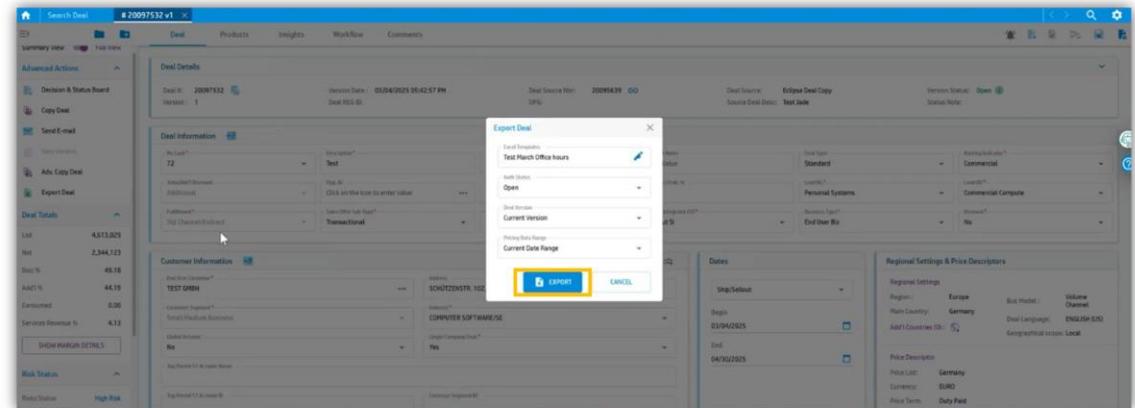
Exporting large deals can take a significant amount of time and may block the deal during the process. To improve this, we've introduced a new export method that runs in the background without interrupting your session. This means you can continue working or even close the deal while the export is being processed.

After you select the export template and preferred criteria, click on EXPORT, to start downloading the information into an Excel file.

The **refresh icon** next to Export Deal means export is being processed. You can keep working or close deal until export is ready to download.

When the export file is ready, the icon will change to download. Click on the **download icon** to save the file.

**NOTE:** For smaller deals, the existing export methods may be faster. They're still available via Search Deal and the Action Client. We also have **Export Small Deal** option available in the Deal & Product pages.

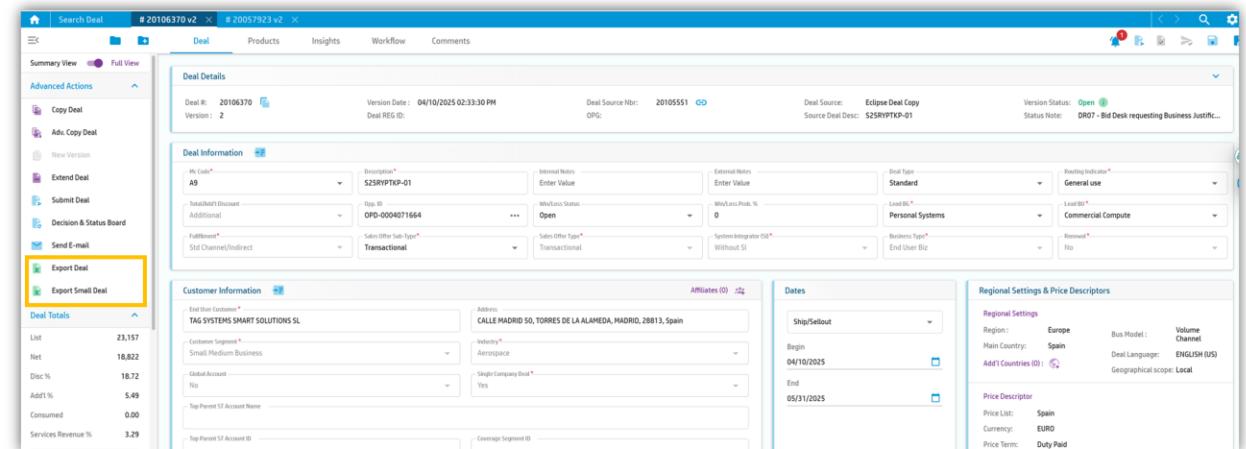


# Export Small Deal option on Deal & Product pages

The **Export Small Deal** option is recommended for smaller deals. This is the classic export method, where the file download is processed immediately after you click Export. For this method you must wait until the file is downloaded, so you cannot continue working or close the deal while the export is being processed.

If you need to export larger deals that usually take a lot of time, we recommend using the **Export Deal** option.

**NOTE:** Remember to **always save** the deal before exporting to get the same values as you see in the application.



# Search products by config source ID and description

You can now search by product description and config source ID using the product table Search option. You can copy and search multiple part numbers, config IDs, product description and source config ID from a file or from PriceHub.

1. Use the **Search** option in the product table.
2. Paste the copied values and hit **Enter** on your keyboard.

The screenshot shows a software interface for managing deals and products. At the top, there's a navigation bar with tabs for Deal, Products, Insights, Workflow, and Comments. Below the navigation is a sidebar with various actions like Simulate Pricing, Deal Insights, Add Products, and Export Deal. The main area has sections for Product, Rollout, and Totals. A Date Range dropdown is set to a specific period. Below these are two tables: a Product Table and a Product Details table. The Product Table lists items with columns for Item, Cost Avail, Line #, Info, Line Type, BOM Usg, Product Number, Opt Cd, Auth Status, Description, PL, List Price, and Qty. The Product Details table provides more detailed information for each item. Two blue circles with numbers indicate specific steps: circle 1 points to the search bar in the Product Table header, and circle 2 points to the search bar in the Product Details table header. Both search bars have a yellow border and contain placeholder text: 'Enter Items...'.

# Application memory management issues

## Possible causes

- **Memory Issues:** Chrome might be running out of memory, especially if you have many tabs open or other applications running in the background.
- **Unstable Internet Connection:** A poor or unstable internet connection can prevent webpages from loading correctly.
- **Incompatible Extensions:** Some extensions might conflict with Chrome or the specific webpage you're trying to load.
- **Corrupted Browser Data:** Old or corrupted cache, cookies, or browser data can lead to crashes.
- **Malware:** Malware or malicious software can interfere with Chrome's functionality.
- **Outdated Chrome Version:** Using an outdated version of Chrome can lead to compatibility issues and crashes.

## Troubleshooting and Solutions

- **Reload the Page:** Try reloading the page or opening the page in a new tab.
- **Check Internet Connection:** Ensure you have a stable and reliable internet connection.
- **Close Unnecessary Tabs and Applications:** Free up memory by closing unnecessary tabs and applications.
- **Clear Cache and Cookies:** Clear your browser's cache and cookies to remove any corrupted data.
- **Disable Extensions:** Temporarily disable extensions to see if they are causing the issue.
- **Update Chrome:** Make sure you are using the latest version of Chrome.
- **Open an Incognito Window:** Try opening the page in an incognito window to see if the problem persists.
- **Restart Chrome and Your Device:** Restarting Chrome and your device can resolve temporary glitches.
- **Scan for Malware:** Run a malware scan to ensure your device is free from infections.
- **Reset Chrome Settings:** If all else fails, you can try resetting Chrome to its default settings.

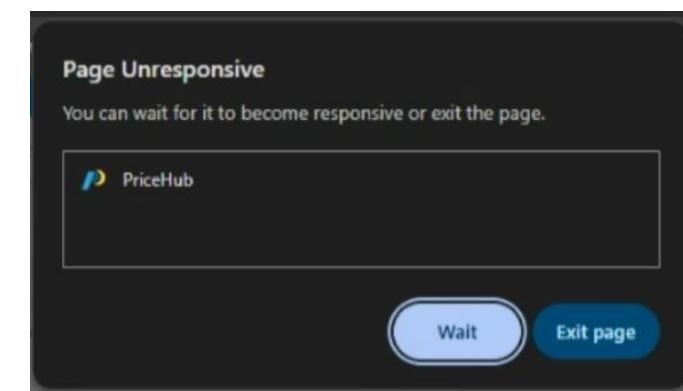
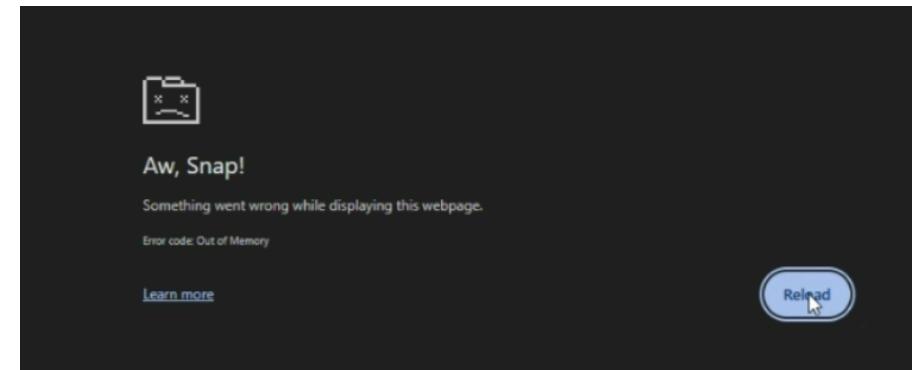
# Recommended configuration for PriceHub performance

To mitigate **out-of-memory issues or page responsiveness errors** in PriceHub—particularly for users working on large/shared offering deals—the following hardware recommendations are provided based on typical usage patterns to enhance system performance:

- **Browser:** Edge/Firefox
- **Version:** latest
- **RAM (memory):** 16-32GB
- **CPU (processor):** Intel Core i7, i9

Tips to reduce browser RAM usage:

- Enable tab suspension features (like Sleeping Tabs in Edge).
- Use built-in ad blockers to prevent memory-heavy scripts.
- Limit extensions and close unused tabs.
- Clear cache regularly to free up memory.



# Understanding the Default Search Behavior

By default, when you enter a search term, the system looks for deals where the customer's name or description **starts with** the provided text.

This means that if you type Alpha, the results will include deals for **Alpha Inc.** but not for **Global Alpha Solutions** when you search by Customer Name.

## Case Insensitivity

The search is case-insensitive, meaning **alpha** and **Alpha** will return the same results.

# Expanding Your Search Using %

If you want to search for deals containing a specific word anywhere within the customer's name or description, you can use the % symbol. Placing % before your search term changes the behavior from "starts with" to "contains".

- Example: Searching for %Alpha will return **Alpha Inc.**, **Global Alpha Solutions**, and **Mega Alpha Corp.**

## Using % in the middle of words

You can refine your search further by using % between words. This is helpful when looking for phrases that may have variable text between them.

- Example: Searching for Alpha%Solutions will match **Alpha Business Solutions** and **Global Alpha Solutions**, but not **Alpha Inc.**

## Combining Search Strategies

To get the best results, combine these techniques. If you are unsure about the exact wording of a customer name or description, % can help you cover different variations without multiple searches.

## Optimizing Your Search

- Be as specific as possible to avoid too many unrelated results.
- Use % strategically to broaden or narrow your search.
- If unsure about spacing or abbreviations, try variations with %.

# New Validation for Missing AUTH Addl% / BDNet Values

Given that some deals were quoted in the past with **missing values in AUTH BDNet or AUTH Addl%** fields, a new temporary validation was introduced to help mitigate this issue.

## Interim Solution

- Warn users** before quoting if any authorized lines are missing **AUTH BDNet** or **AUTH Addl%**.
- Prompt escalation to IT** in specific scenarios, so that all necessary information can be collected for potential backend debugging (possibly with L4 support), reducing business impact.

## What to expect

When attempting to **Save**, **Approve for Distribution**, or **Quote** a deal that includes authorized items with missing values, you will see a **pop-up warning**.

The message will inform you of the issue. Next steps you can take may vary depending on the situation.

*PFs/PLs are out of scope*

*Validation will happen only for Auth lines (not for lines on HOLD or DENY)*

## Scenario 1: User Updating or Approving a Deal

A pop-up error appears when attempting to **Save**, **Approve for Distribution**, or **Quote** a deal that includes authorized items missing **AUTH BDNet** or **AUTH Addl%**.

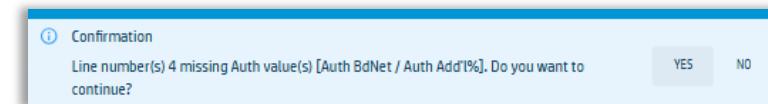


### Action Required:

- Cancel the deal approval.
- Clear the impacted lines listed in the error message.
- Reapprove the corrected lines.

## Scenario 2: Deal Already Quoted with Missing Values

User attempts to **Save**, **Open a Version**, or **Re-Quote** a deal that already contains authorized items with missing **AUTH BDNet** or **AUTH Addl%**. A confirmation message is displayed.



### Action Required:

- Open a new version and update the missing values on the impacted lines.
- Alternatively, raise a ticket to correct the deal in the backend.

# New Validation for BOM3 update issues

Some **BOM3 updates** are leading to various fallouts in Production. Multiple scenarios have been identified and will be addressed in the next development cycle.

## Interim Solution

To prevent further issues a temporary validation was introduced. This mechanism will block updates that could compromise deals.

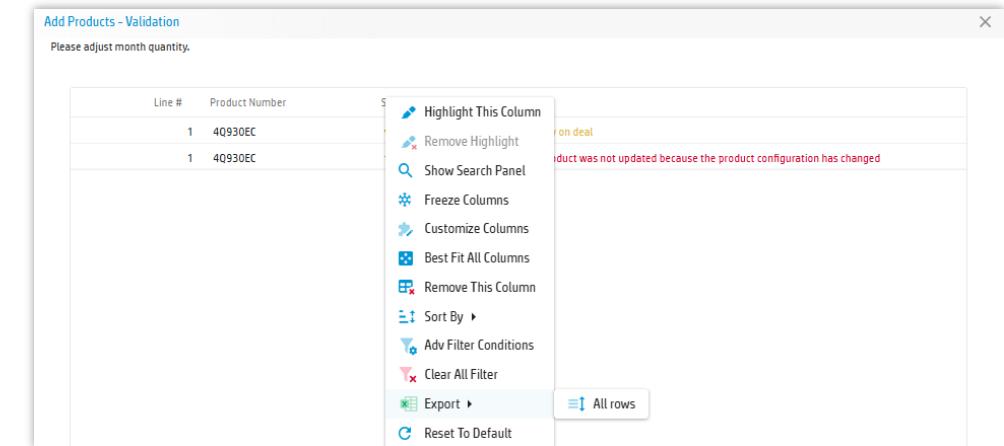
## What to expect

While updating lines using **Add Products**, users may receive the following warning: **Status: fail. Reason:** “*The product was not updated because the product configuration has changed*”

This message indicates that the update was blocked to avoid potential issues caused by configuration mismatches.

Add Products - Validation			
Please adjust month quantity.			
Line #	Product Number	Status	Reason
1	4Q930EC	warning	Already on deal
1	4Q930EC	fail	The product was not updated because the product configuration has changed

When updating a large list of SKUs, you can use filtering on **Status or Reason** columns in **Add Products – Validation** table to get the list of affected products. You can also export them in excel as shown below (right-click - Export).



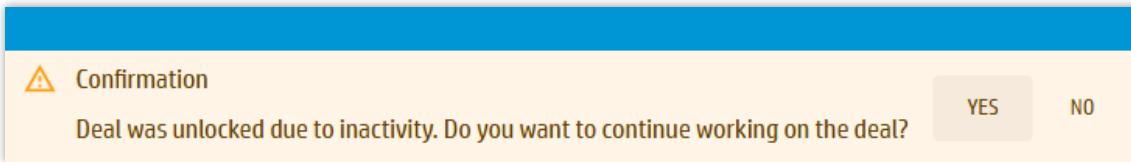
Once SKUs are identified, users will have to update the lines manually as follows:

1. Clear line
2. Add date range
3. Update Qty/BDNet/Addl%/FDA manually with Copy & Paste in the dedicated column.

# Automatic deal unlocking

Any deal that remains locked and unsaved for **more than 2 hours** will be **automatically unlocked**.

- If you plan to work on a deal for an extended period, make sure to **save your progress at least once every 2 hours** to avoid it getting unlocked.
- If a deal is unlocked due to inactivity, you'll receive a **notification** and can continue working on it— provided it wasn't locked by anyone else.



- The 2-hour window starts from moment the deal was locked or last saved. This timing applies at individual deal level, so we're not considering activity on other deals or general application activities.
- The 2-hour is the current **global setting** and may be adjusted in the future based on business needs.

# Export Session Info

When opening a ticket in TechDirect for technical issues we recommend attaching the session info export from PriceHub. It will help IT evaluate the case quicker.

1. Go to **Settings** and click on **Session Info**
2. Expand **Support log** to see session details. You can export this info and save it as a **Notepad (.txt)** file that you can attach to your support ticket.

