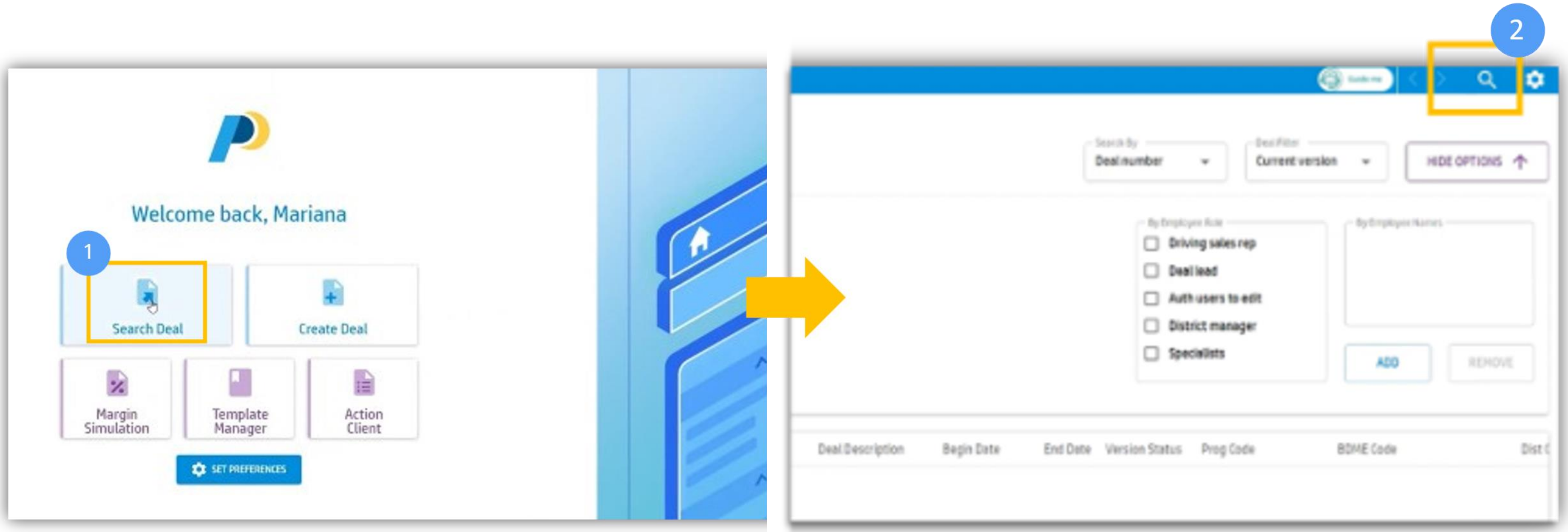
PriceHub Knowledge Bites

Catalog

How to Search deal (1 of 2)

Using the quick search option

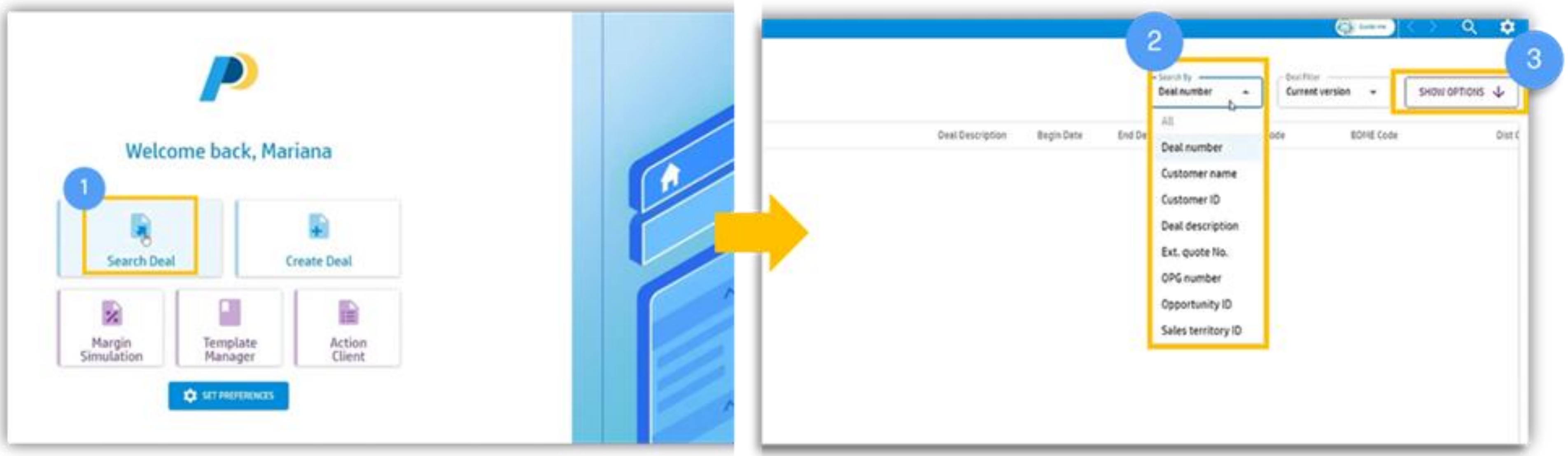
1. This will allow you to open a deal directly by inputting a deal number.
2. Click on the looking glass symbol on the top right corner and input your deal number.



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.



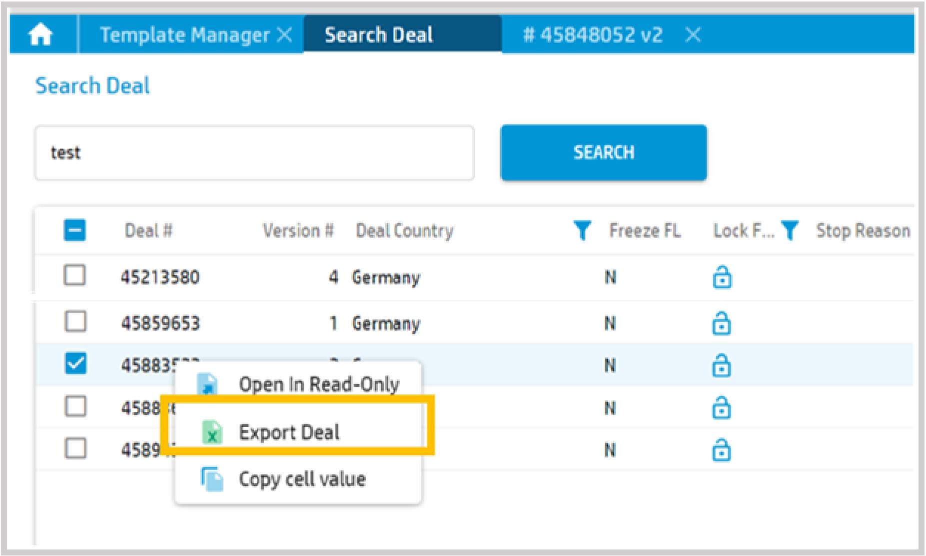
Back to catalog

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.

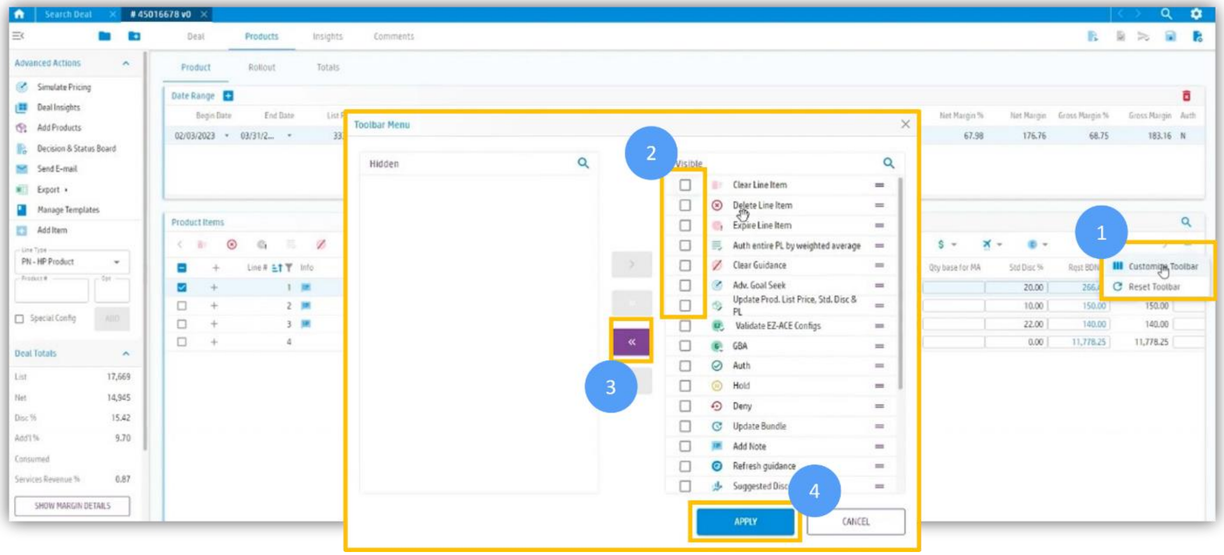
This option is also available in **Action Client**



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.



Back to catalog

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:

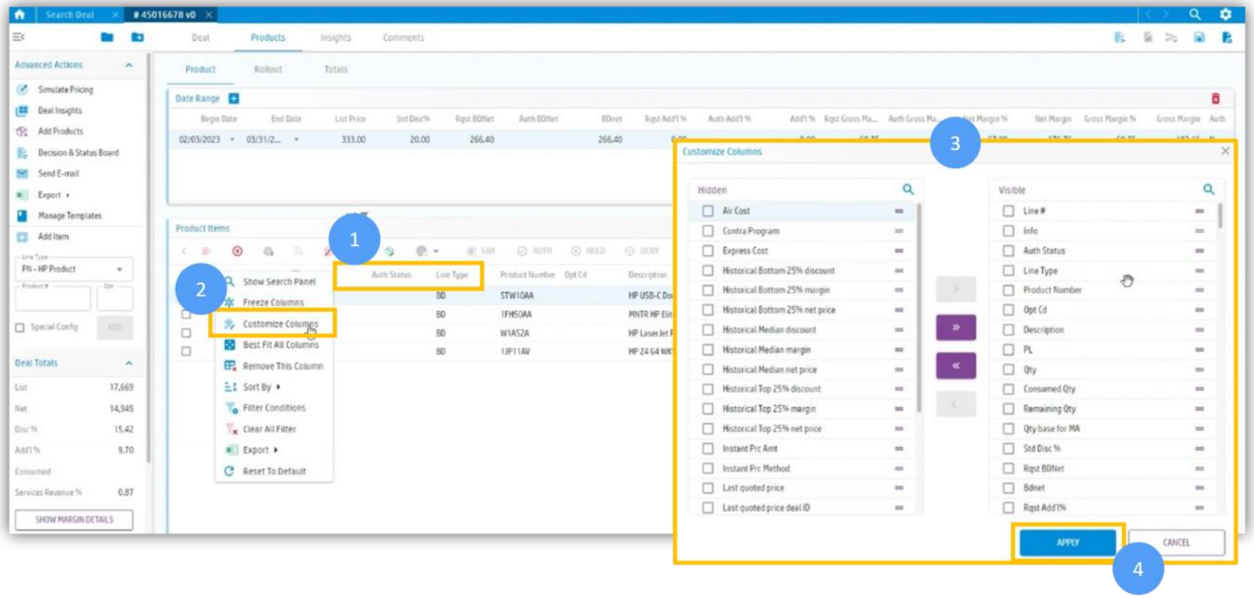
1. Use **Shift** key to select all lines between two specific rows. Select a row, then select the second row while holding Shift key.
2. **Ctrl + A** keys will select all content of the product table.
3. **Ctrl + A** and **Ctrl + C** keys will quickly copy the entire content of the product table in the 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.

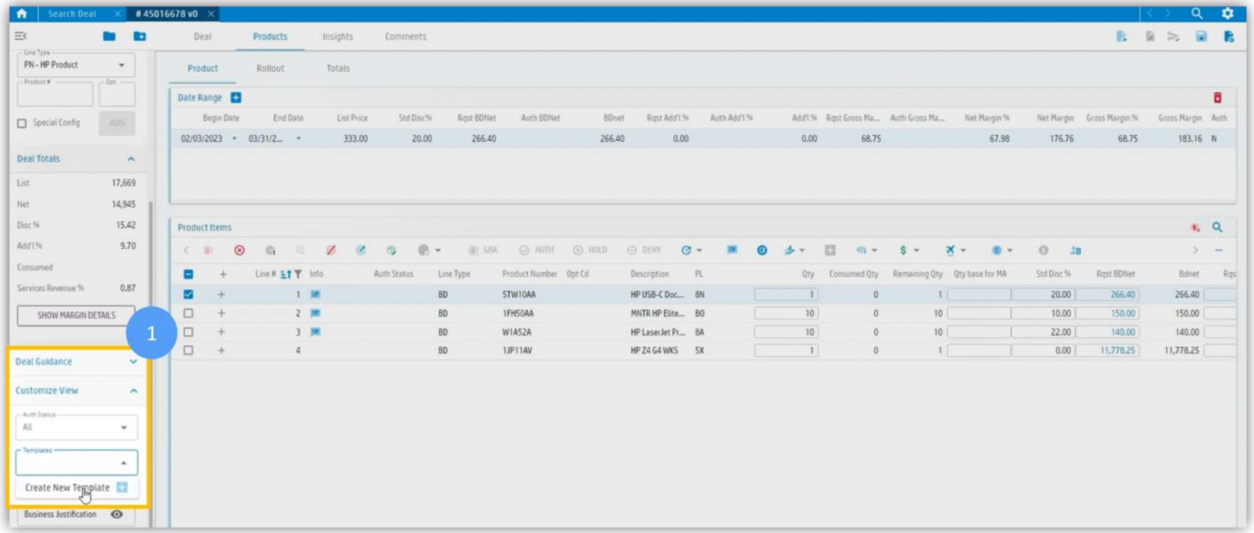


Back to catalog

Customize Product table using templates (1 of 2)

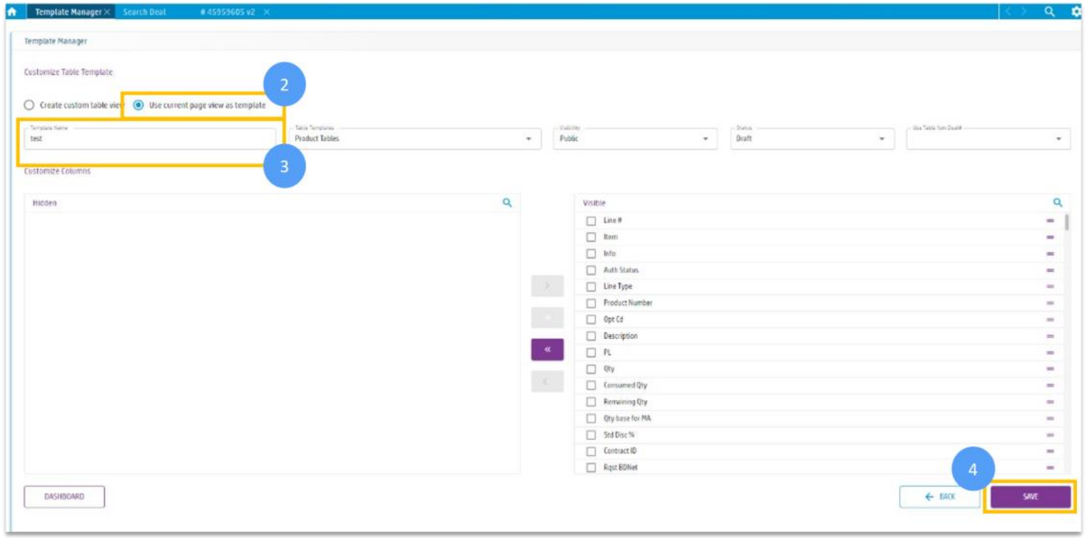
This allows you to save your favorite table customizations as template for easy reuse (ex. in case you must reset preferences). After you customize the columns in the products section:

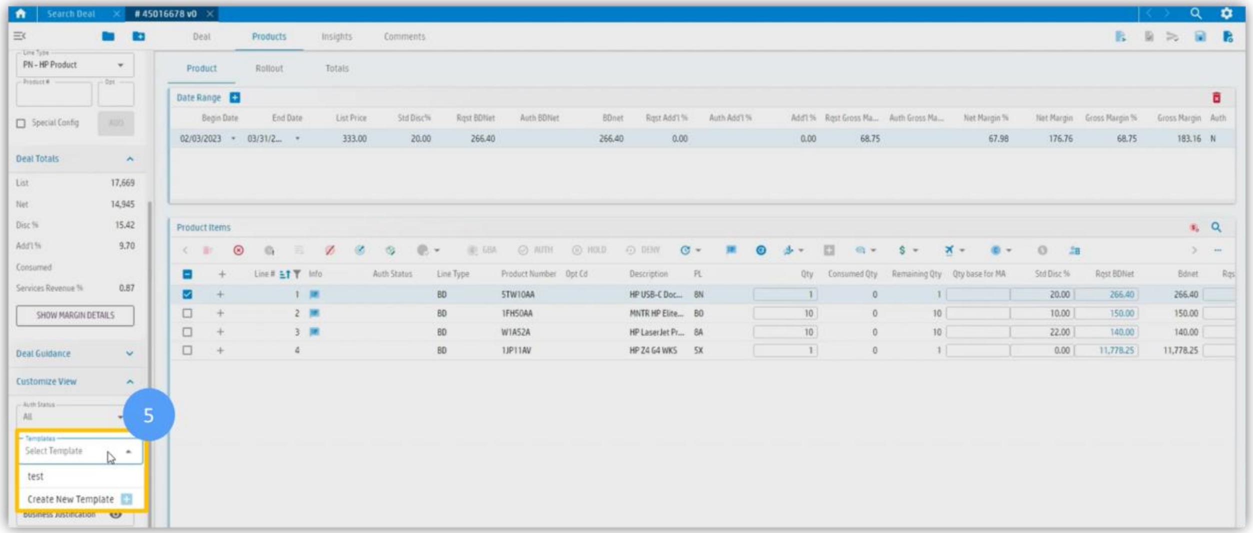
- Click on **Templates** and select **Create New Template**.



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.



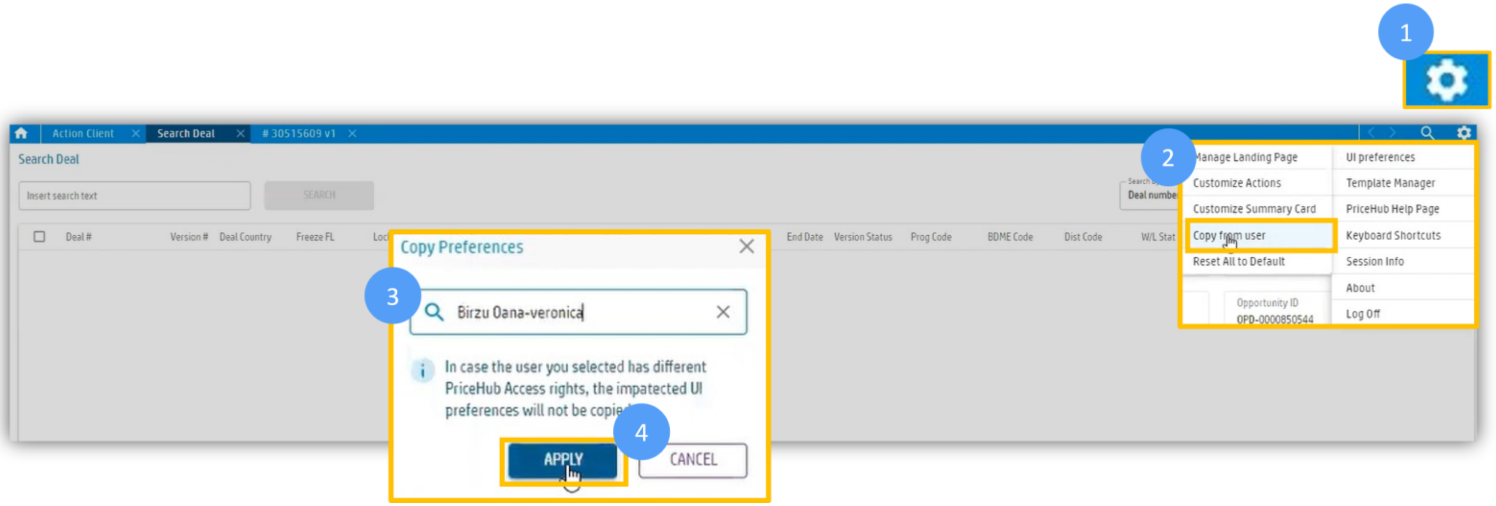


[Back to catalog](#)

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.



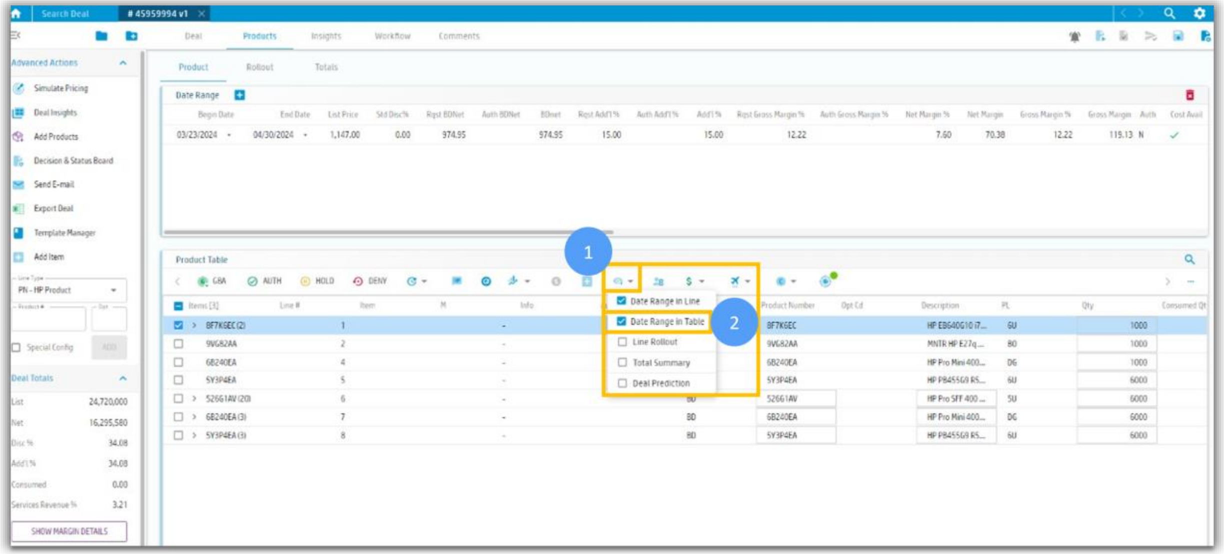
Back to catalog

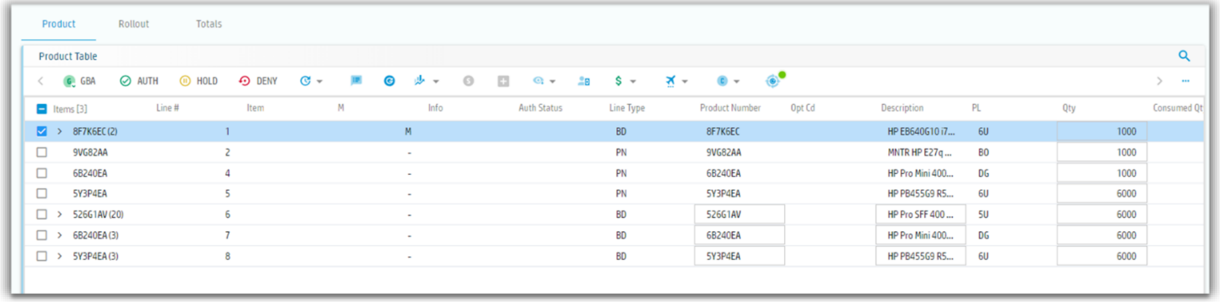
Expand Product table by hiding the date range section

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.



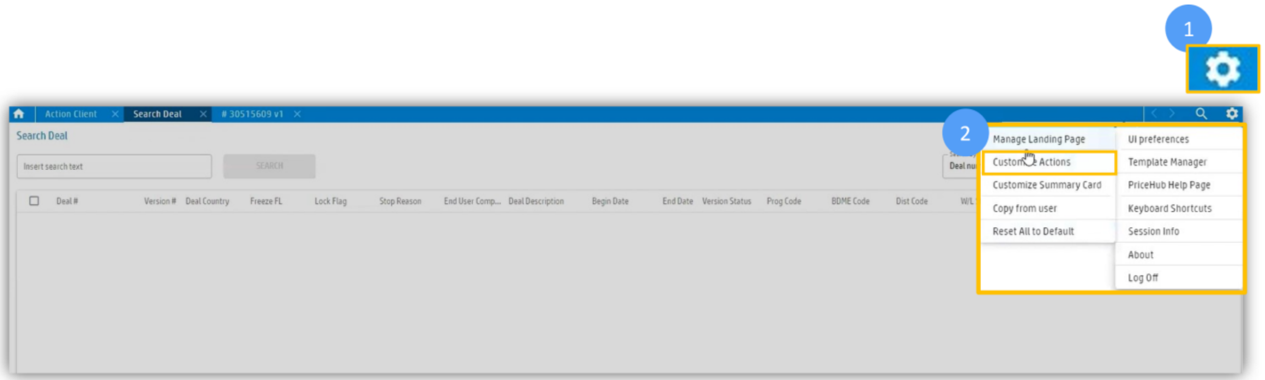


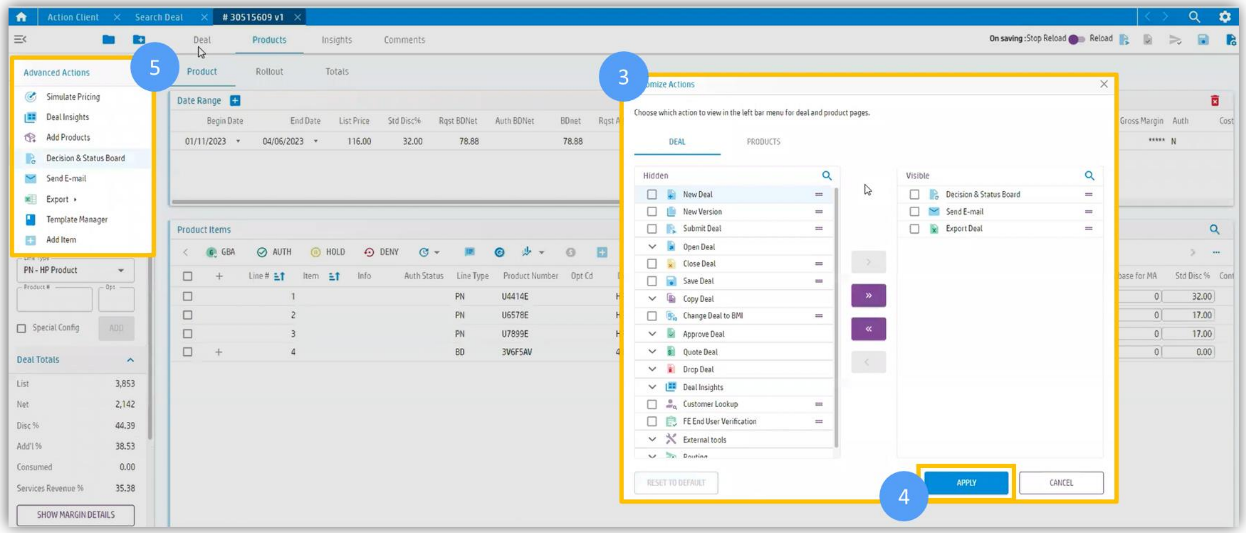
Back to catalog

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.





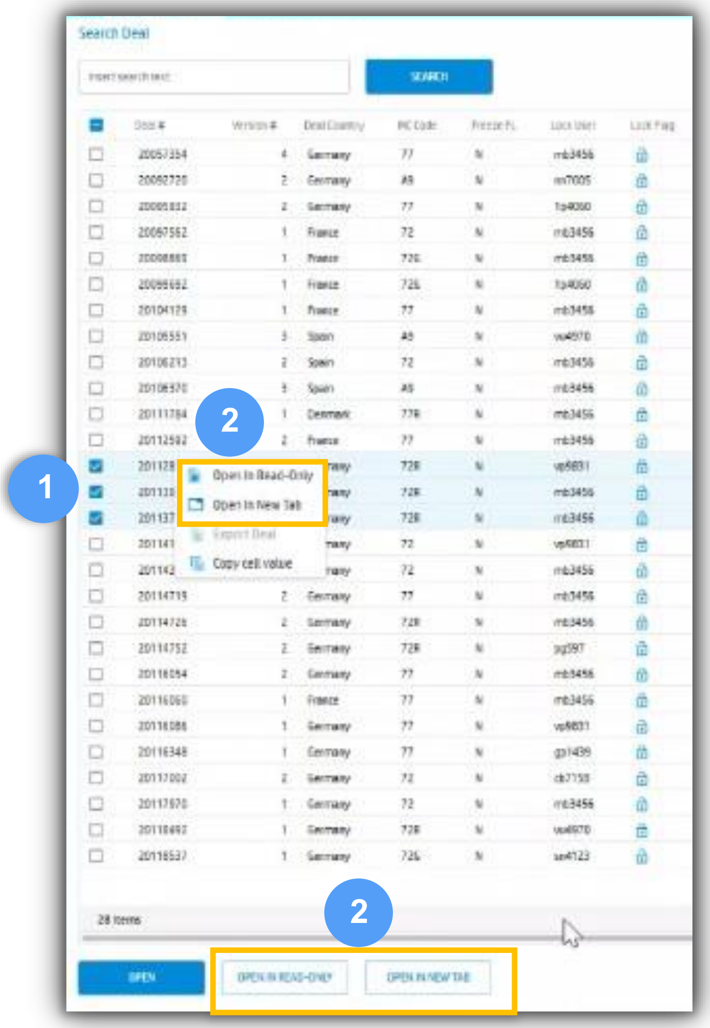
Back to catalog

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.

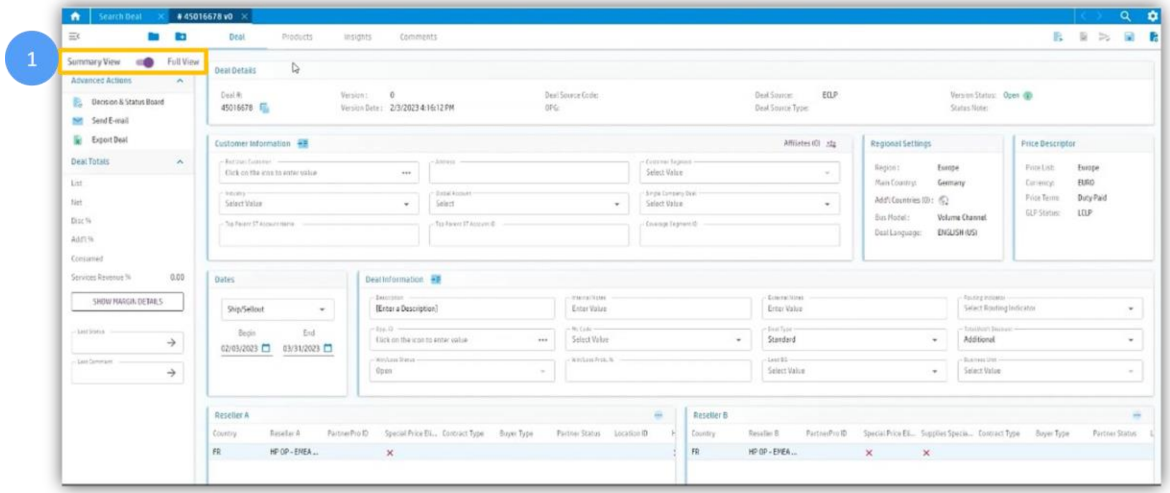
You can also open a deal for editing in a new tab using the related **Open in New Tab** methods.



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.

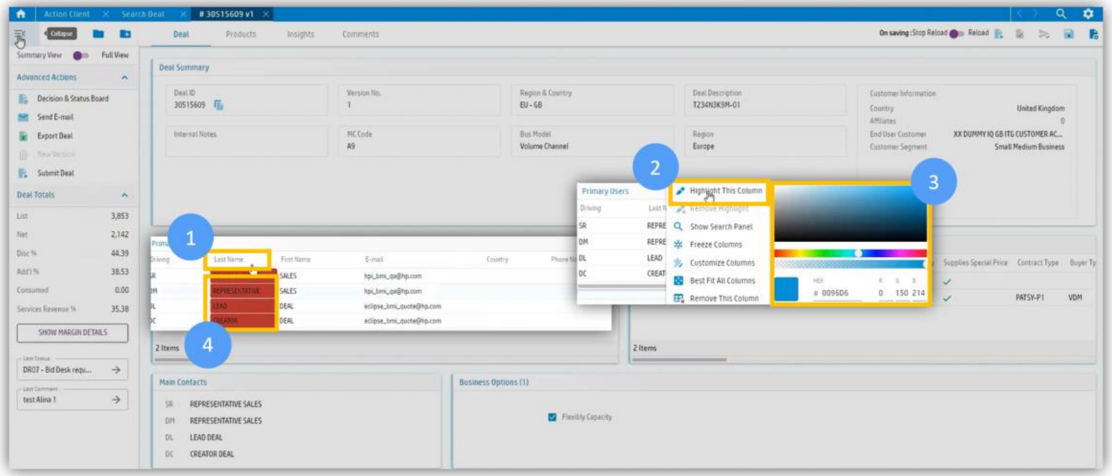


Back to catalog

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.

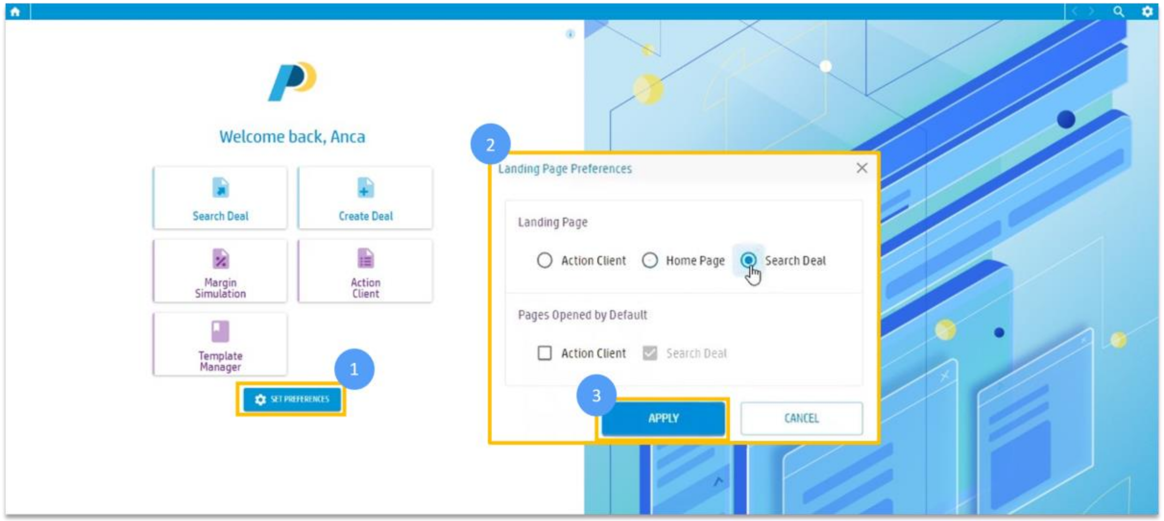


Back to catalog

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**.

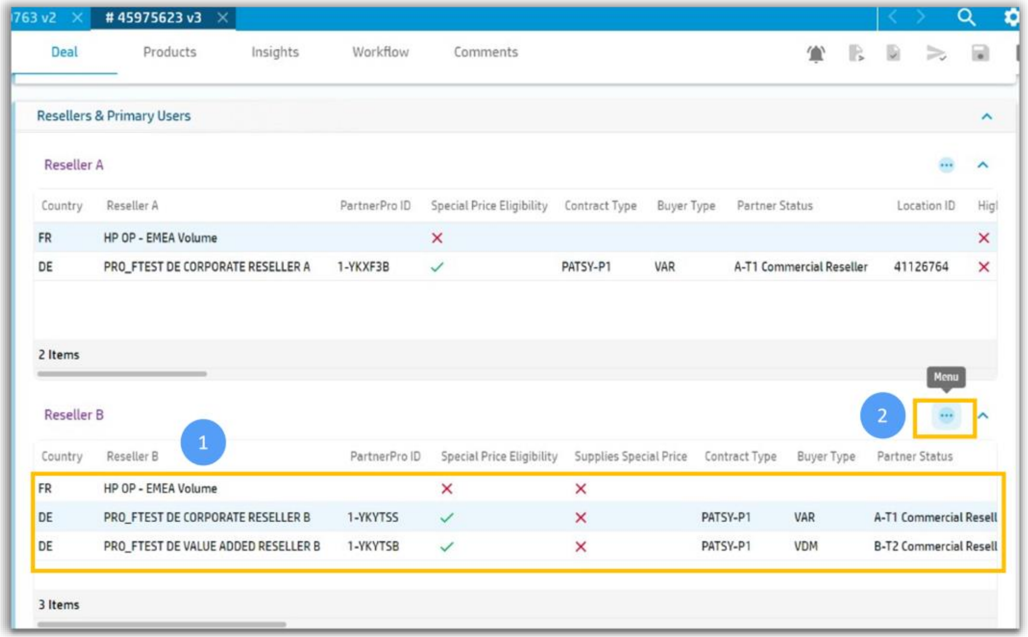


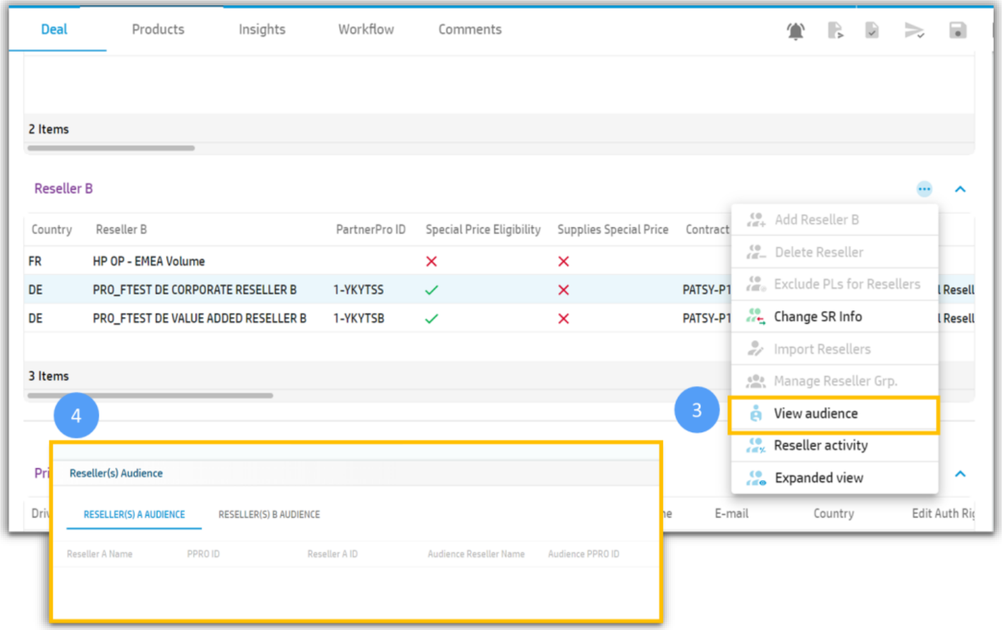
Back to catalog

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**.





[Back to catalog](#)

How to customize Deal Summary card

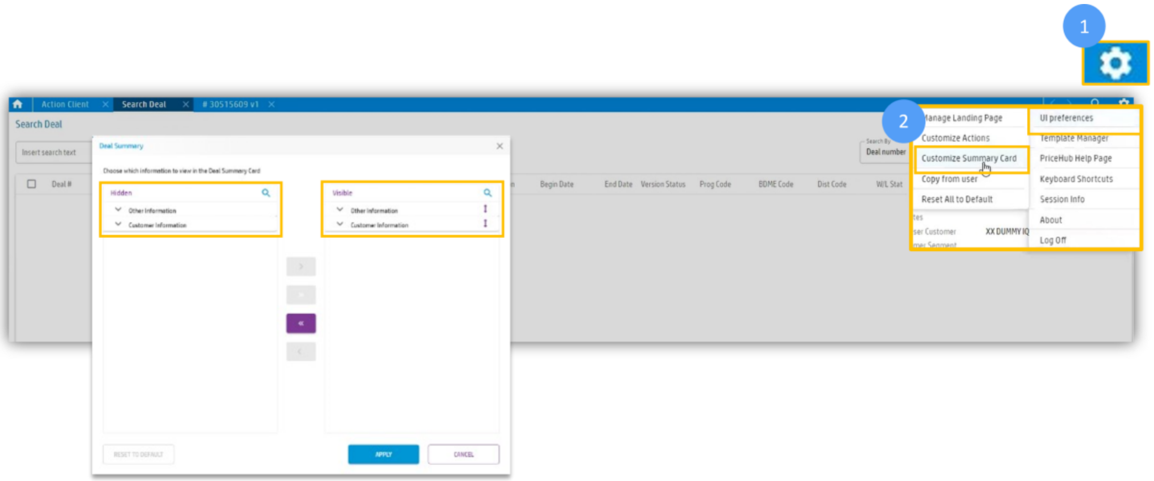
This allows you to choose what information you wish to display in Deal Summary card in the Deal page, when you are in Summary View mode.

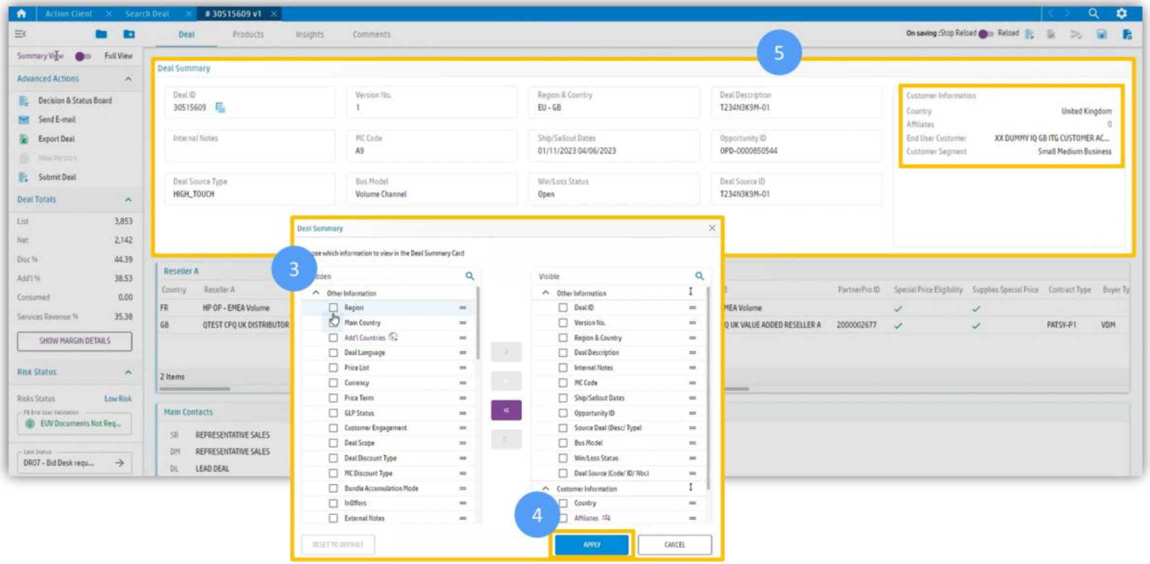
1. Click on **gear** icon.
2. Click on **UI Preferences** and then **Customize Summary Card**.

There are two customization categories to choose from: **Other Information** and **Customer Information**.

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.





Back to catalog

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.

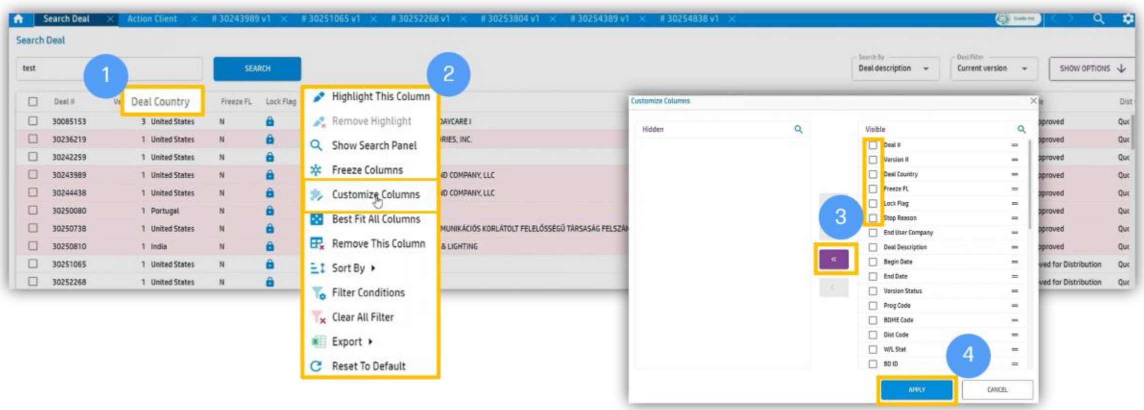
If the network connection is restored within ~30 minutes – PriceHub connection will be reestablished, and you should be able to continue working on the deal as normal. If connection is lost for longer than 30 minutes – PriceHub would need to be fully reloaded.

Back to catalog

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.



Back to catalog

Open large deals in separate browser tabs to improve performance

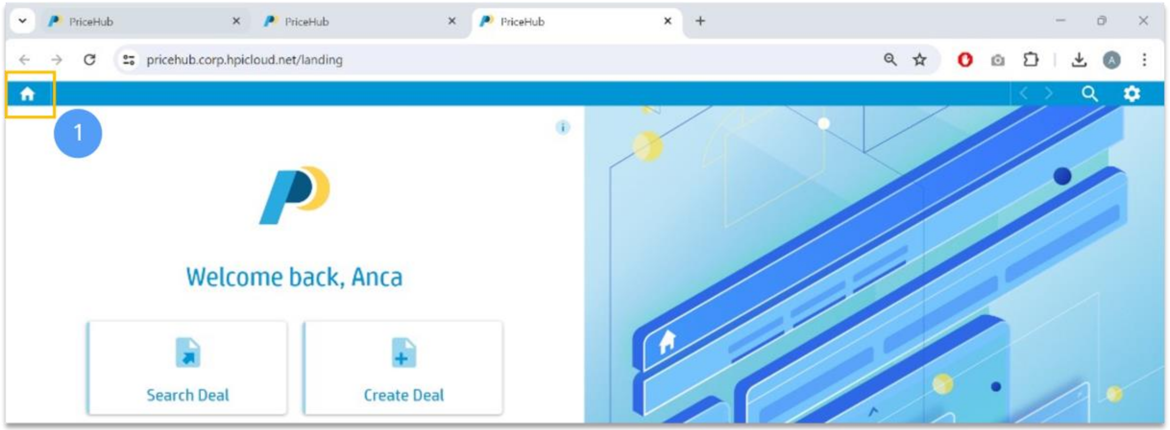
Internet browsers are limiting resource usage within single tabs.

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.

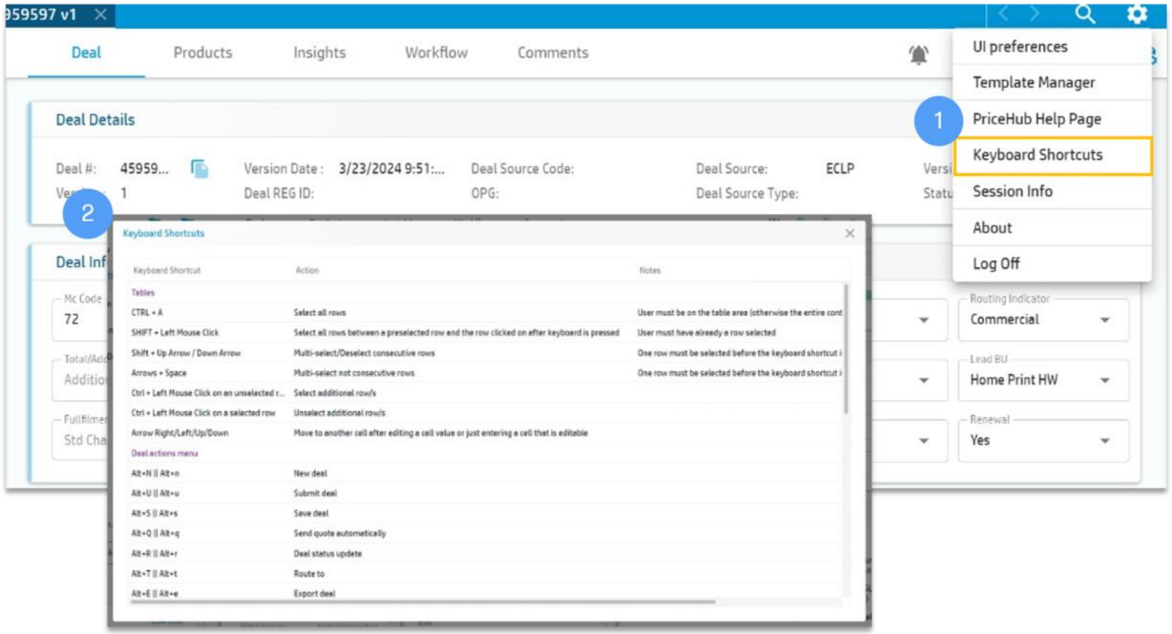
Opening deals in separate PriceHub instances helps mitigate this limitation. You can do that easily just by clicking the **Home** button.



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.



Back to catalog

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).

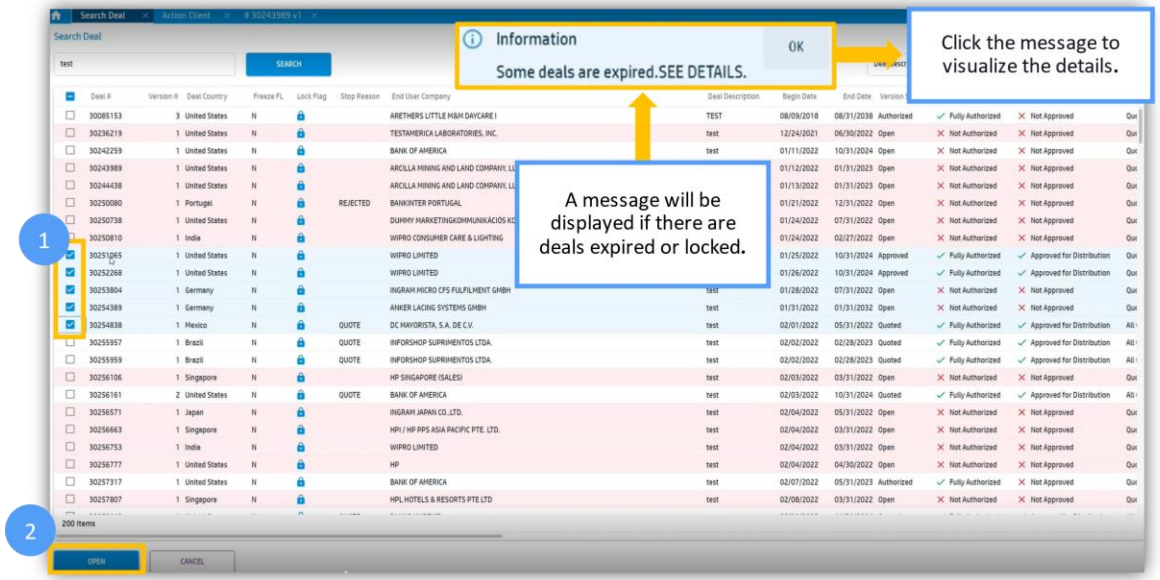
Pro tip!
Create templates with different column combos and switch between them depending on your needs.

Back to catalog

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**.



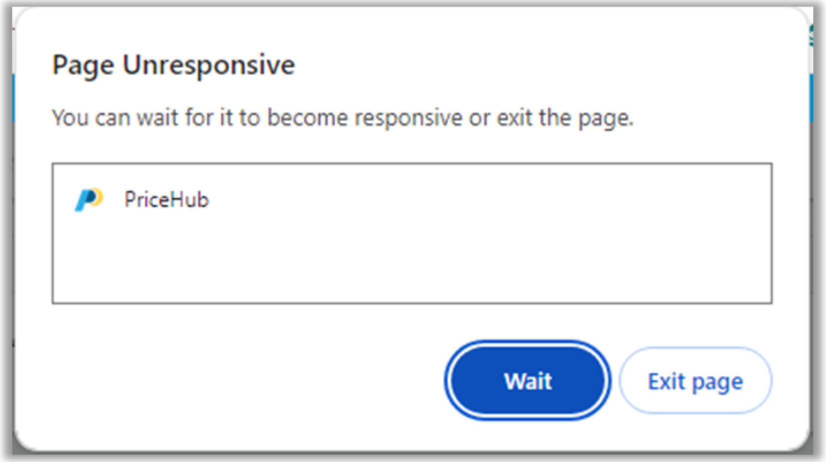
Back to catalog

‘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.

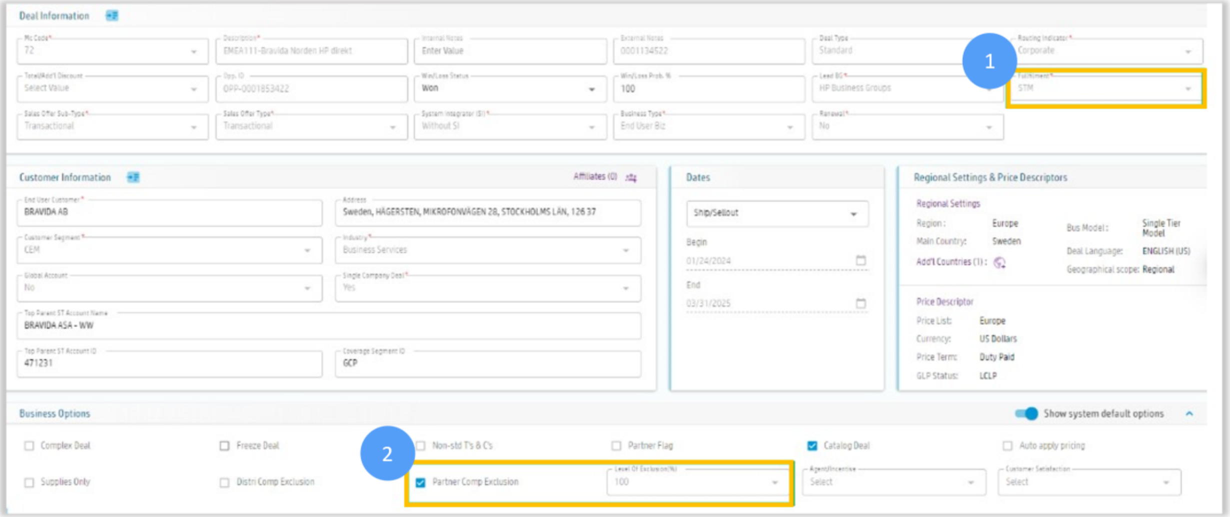
If you get this message, simply click **Wait** or even ignore the pop-up. No data will be lost. PriceHub will finish its work and become responsive again.



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.

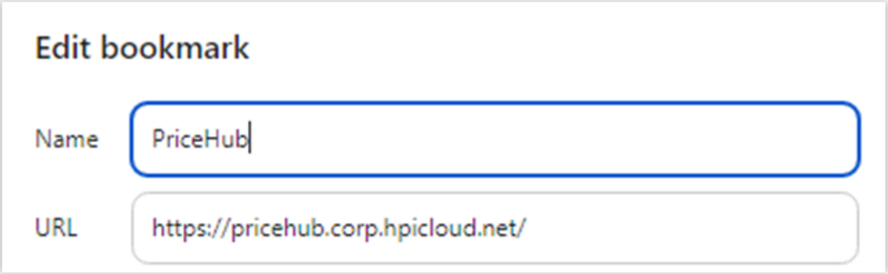
Back to catalog

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.



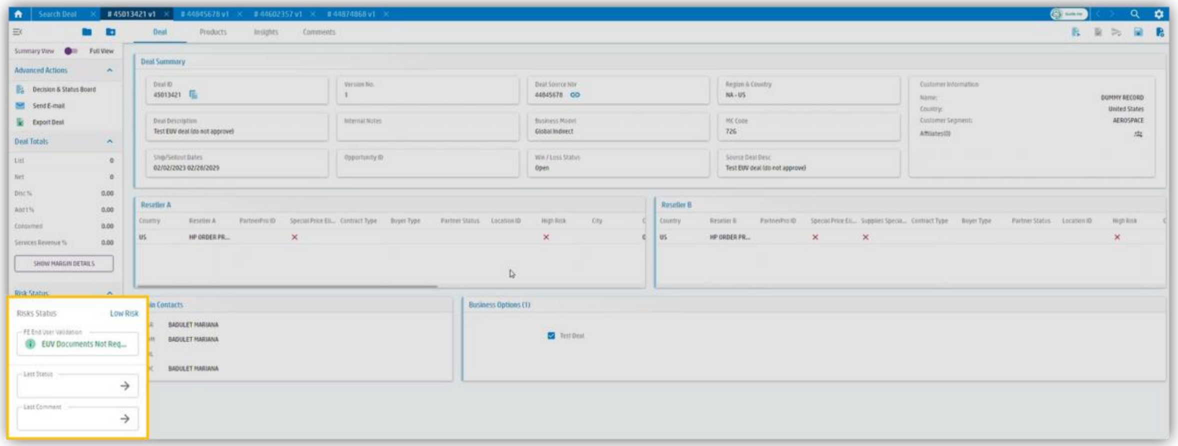
Back to catalog

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.

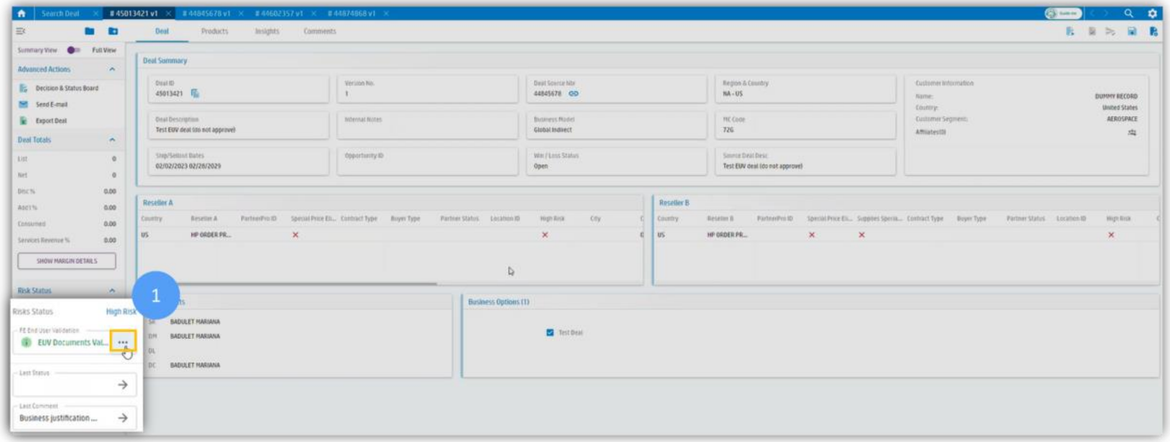


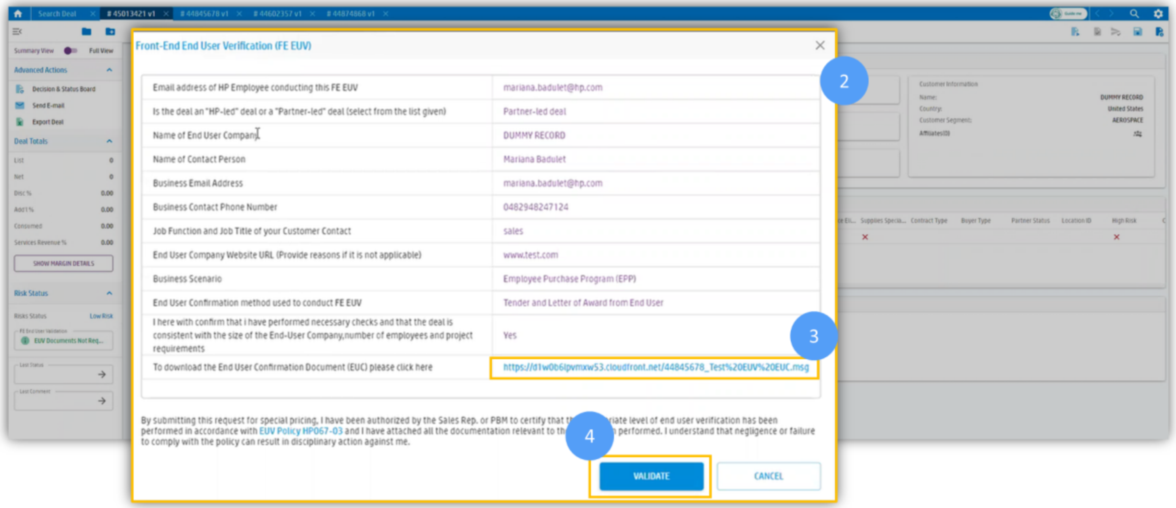
Status	Description
EUV Documents Not Required	Deal not in scope for EUV doc's check
EUV Documents Missing	EUV Documents Not Yet Mandatory as deal Won/Loss status is Open
EUV Documents Missing	Deal in scope for EUV but no EUV documents were submitted/validated
EUV Documents Pending Sales	There is a Rejection/Escalation/Correction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

Back to catalog

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**.



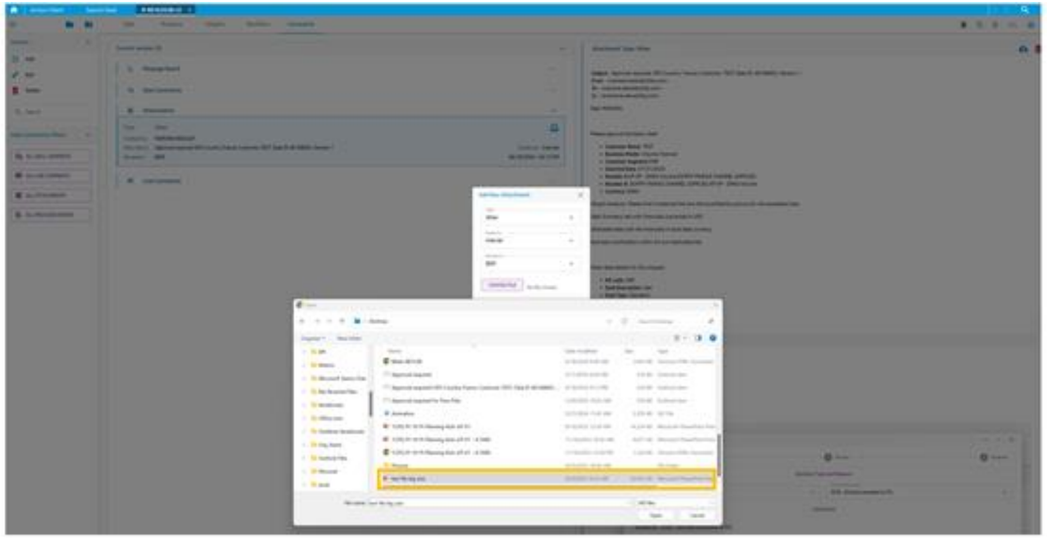


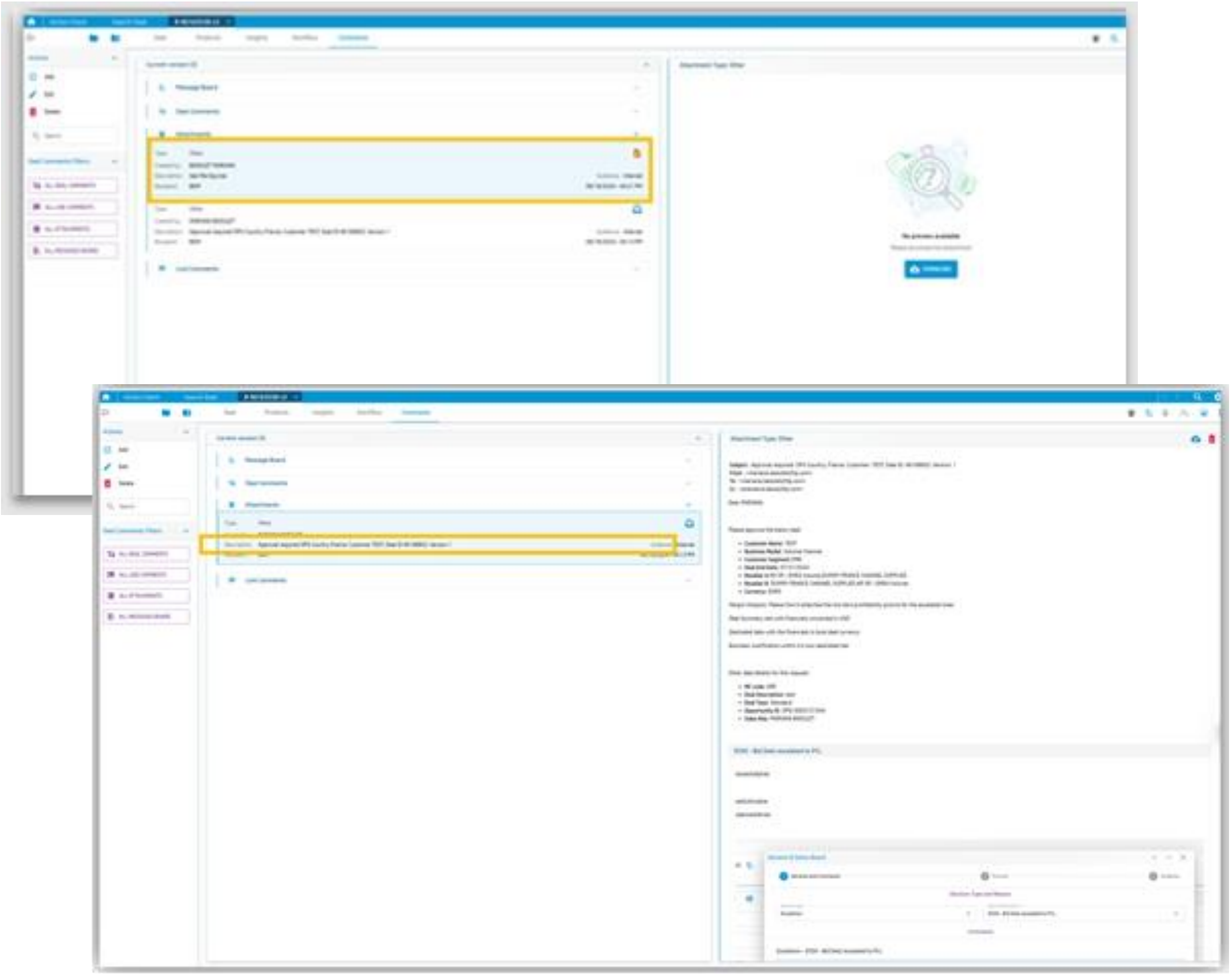
[Back to catalog](#)

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**.



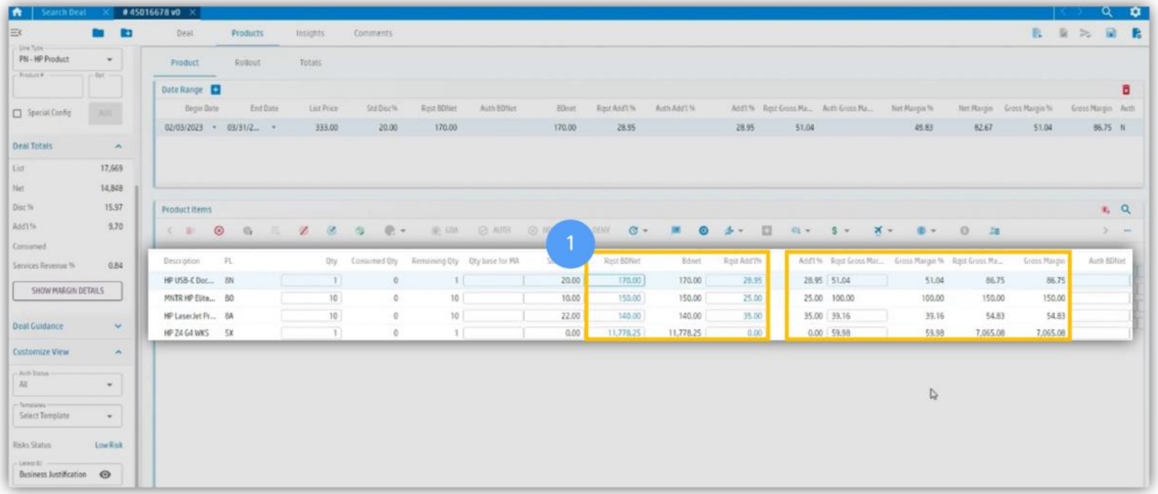


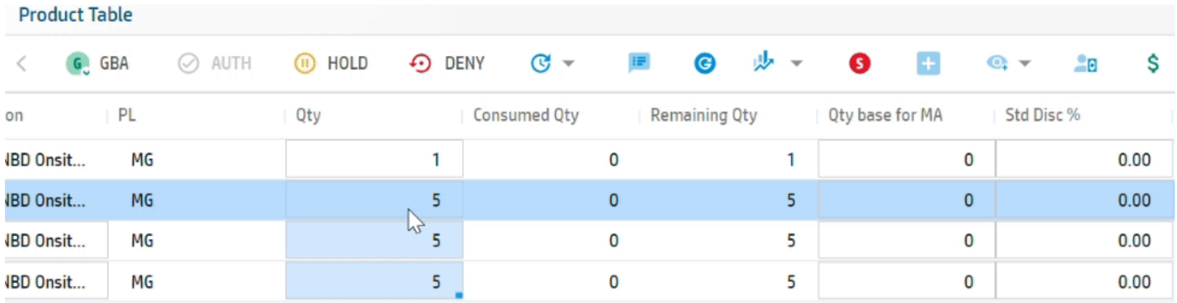
Back to catalog

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.



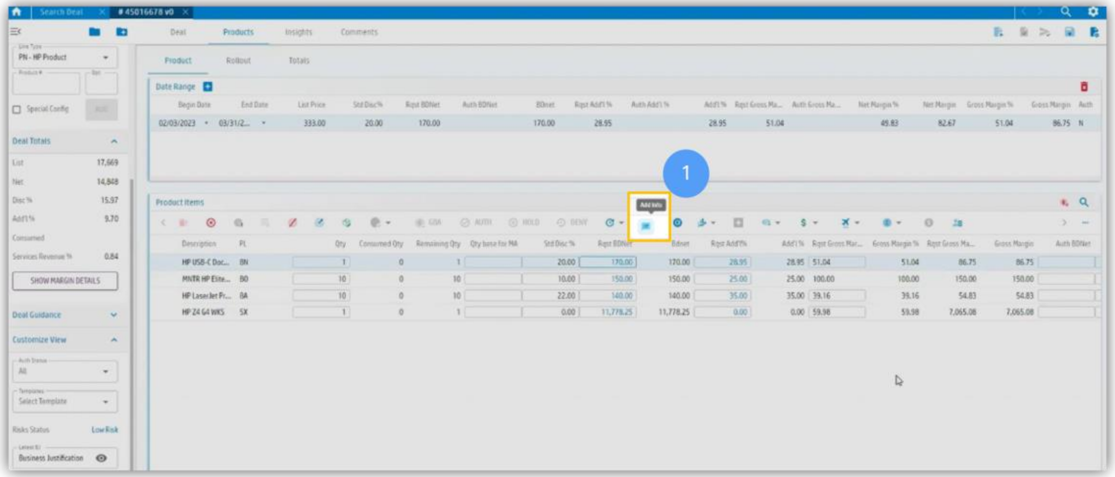


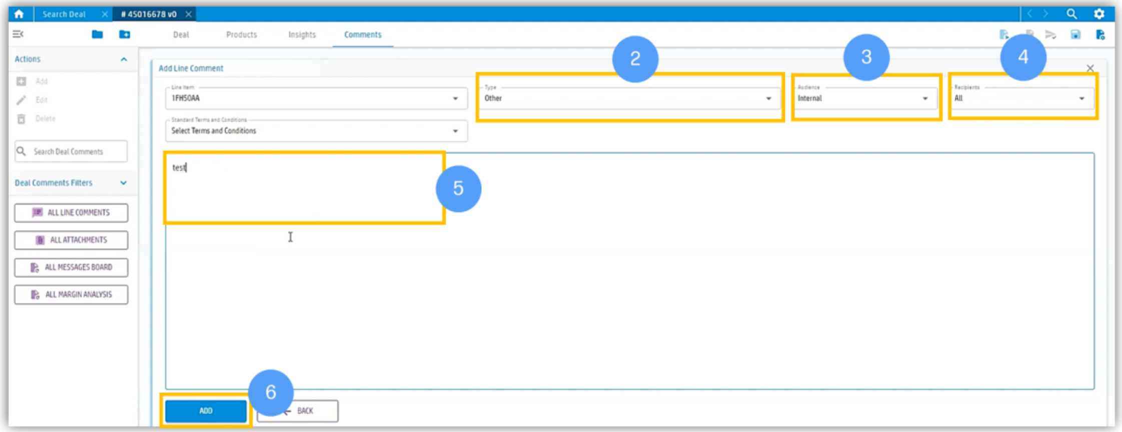
Back to catalog

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**.

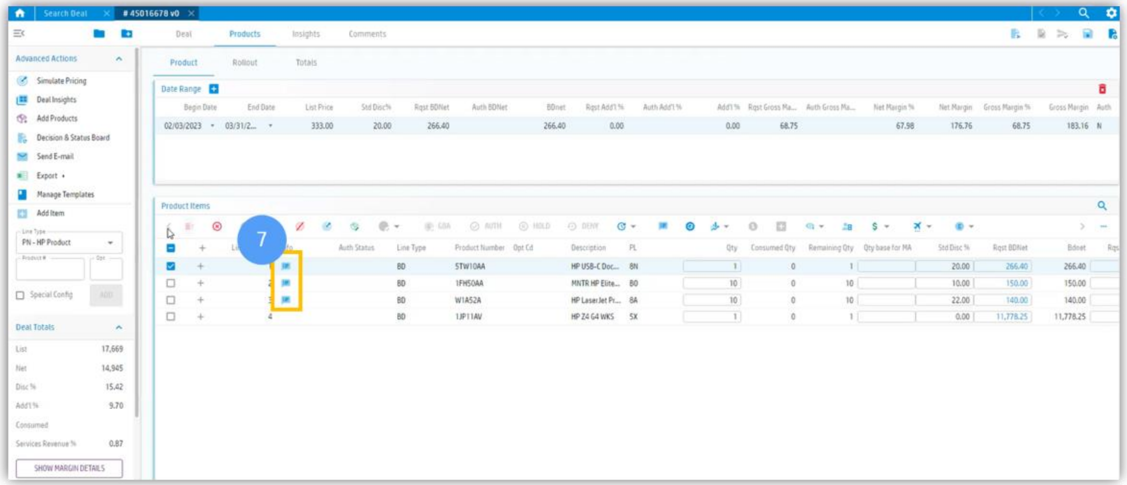


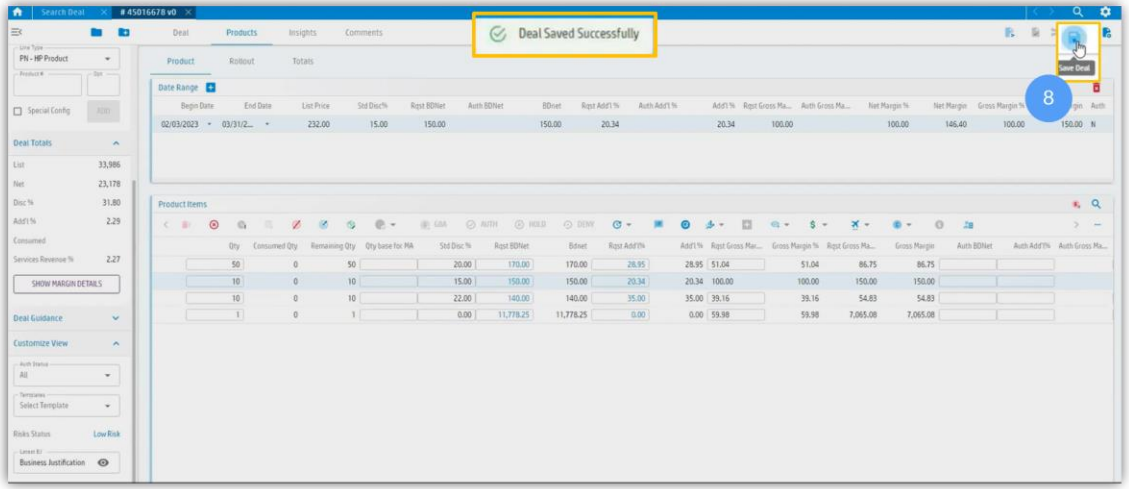


Back to catalog

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.



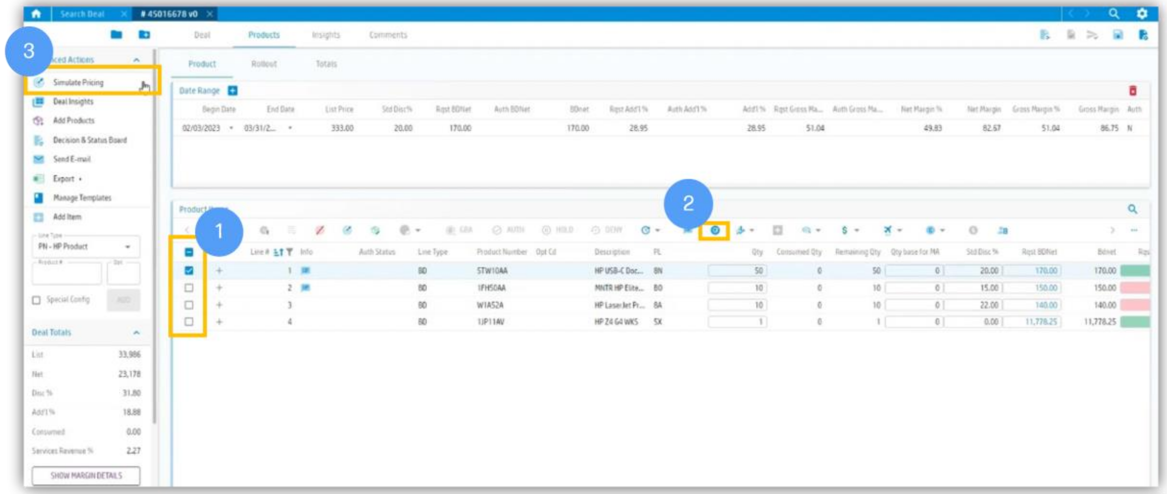


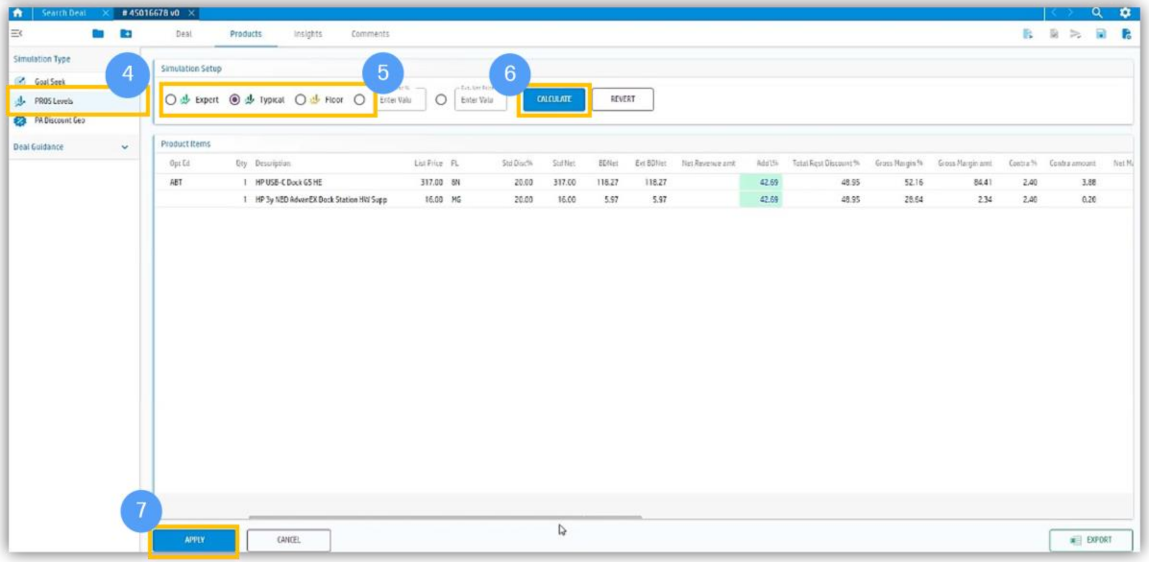
Back to catalog

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. Available options are based on user delegation.
6. Click **CALCULATE**.
7. If you agree with these values, you can apply them to the products by clicking **APPLY**.

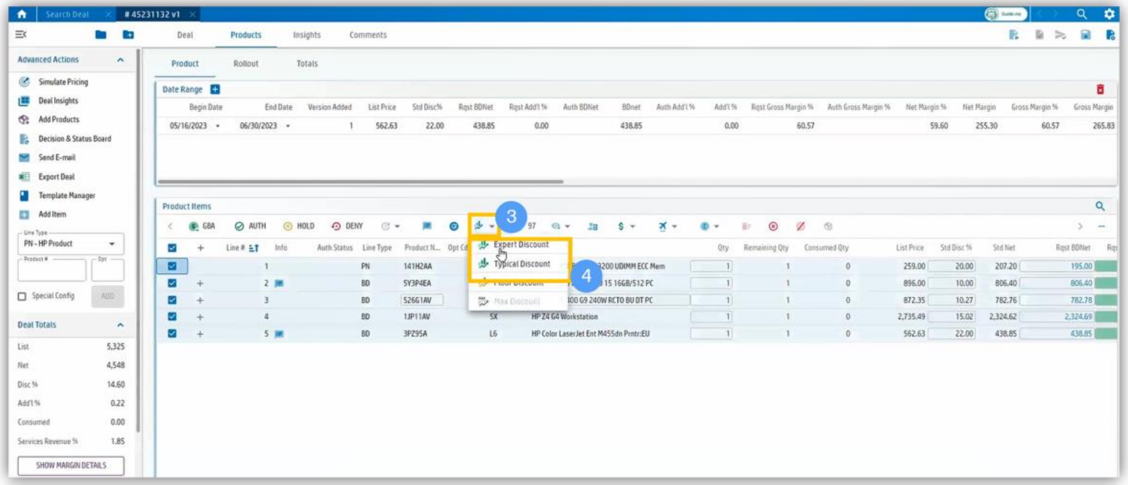


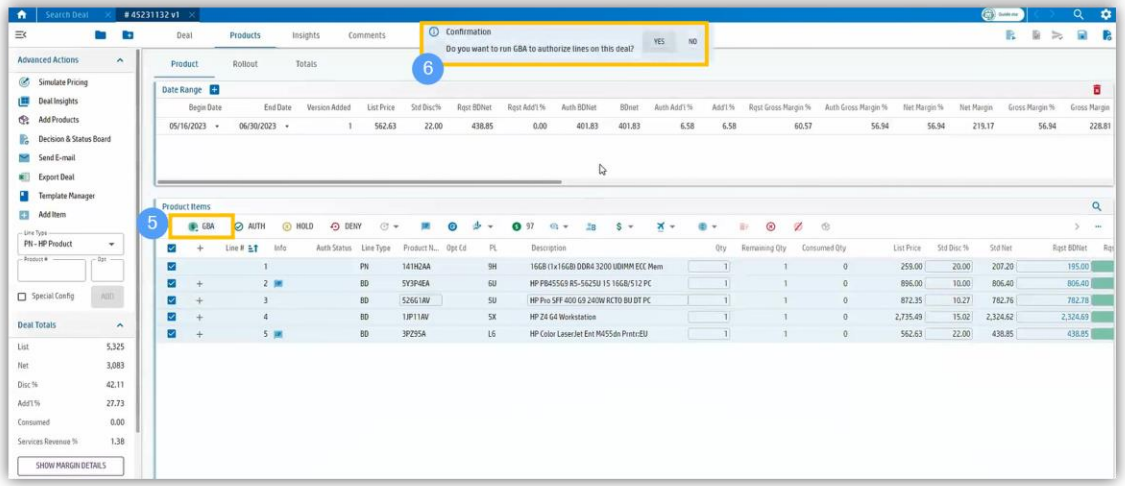


Back to catalog

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.



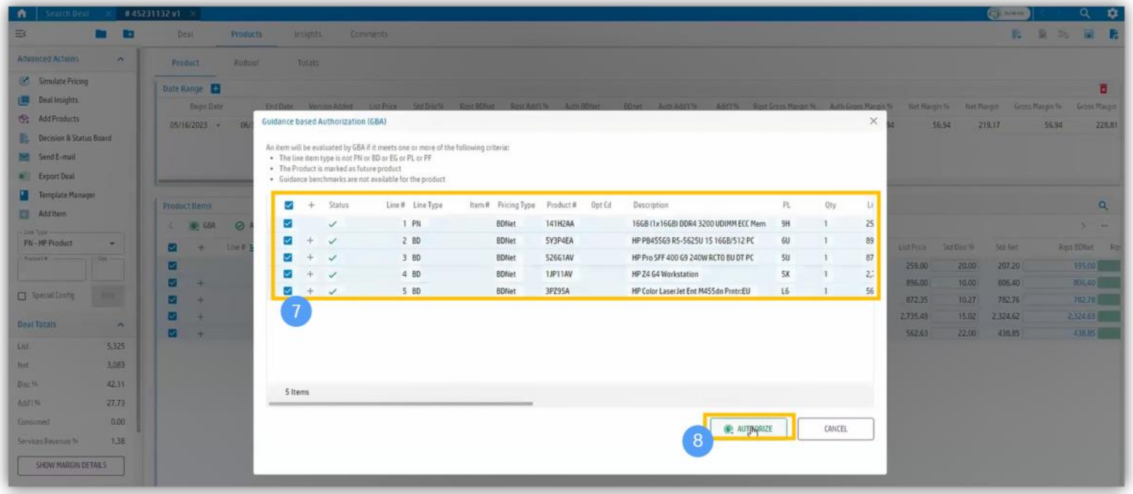


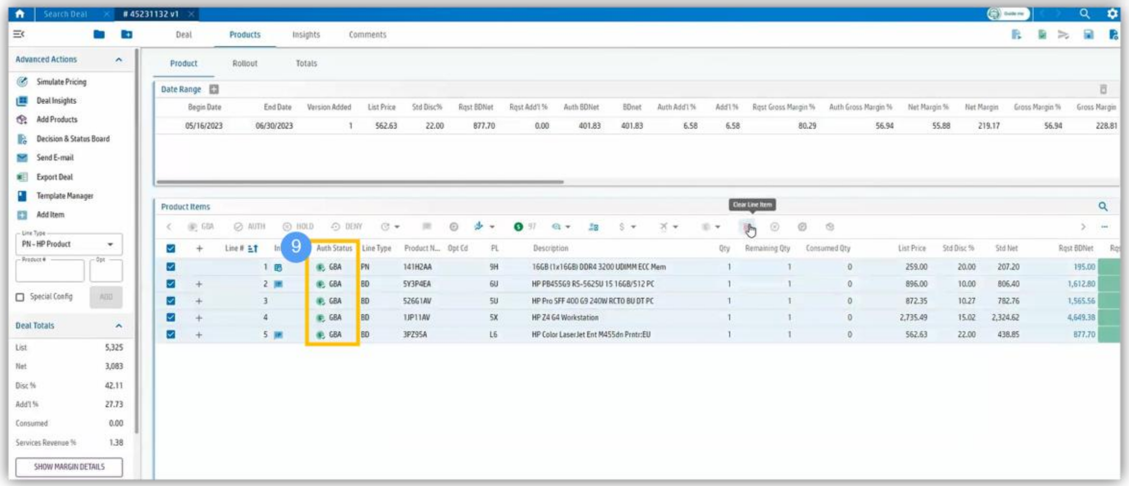
Back to catalog

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.



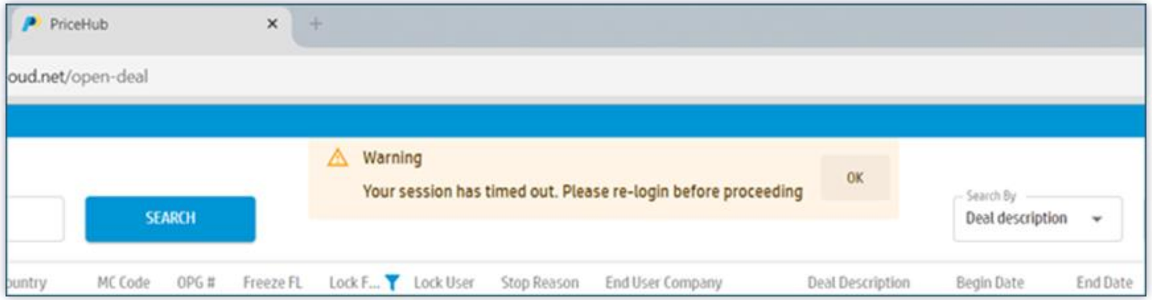


Back to catalog

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.

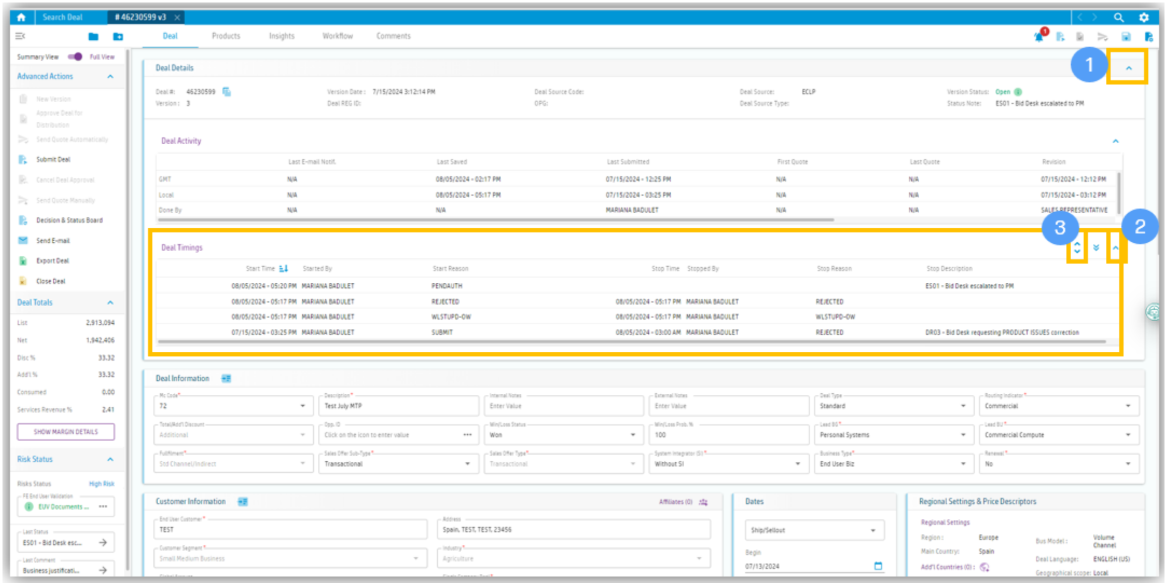


Back to catalog

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.



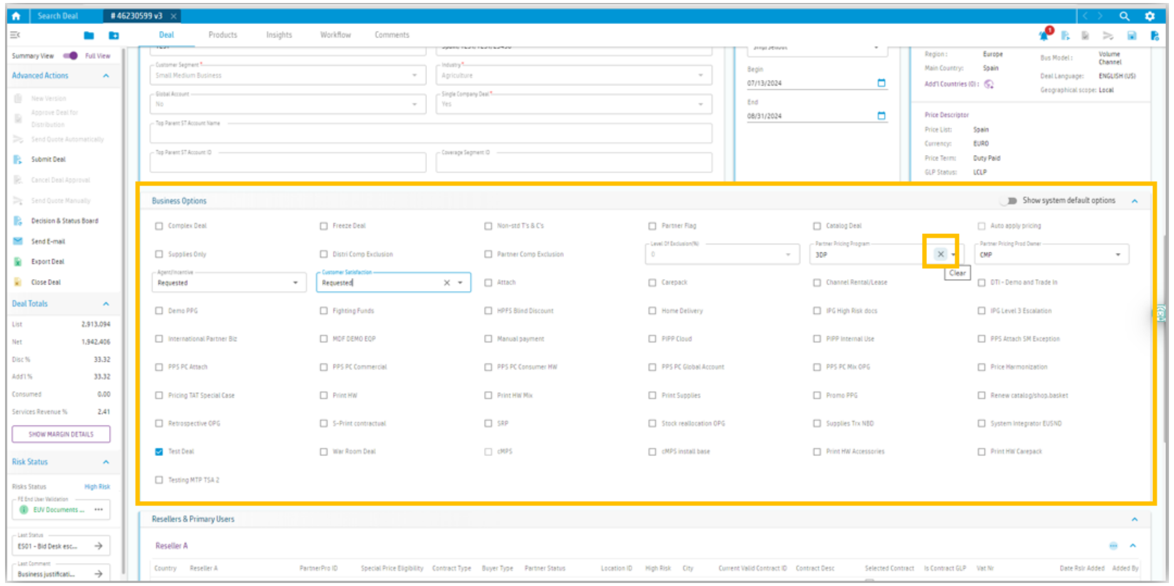
Back to catalog

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.

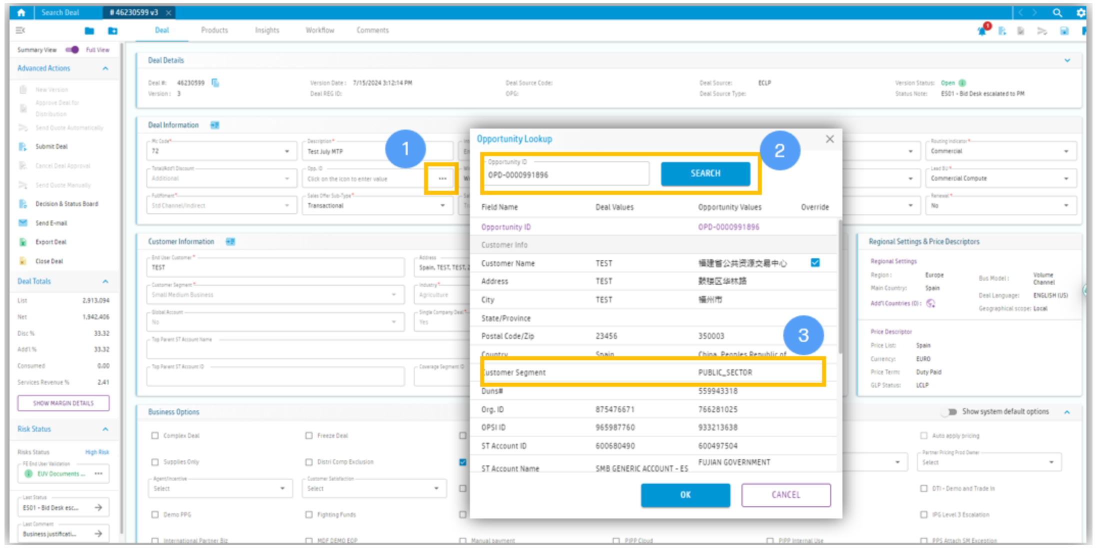


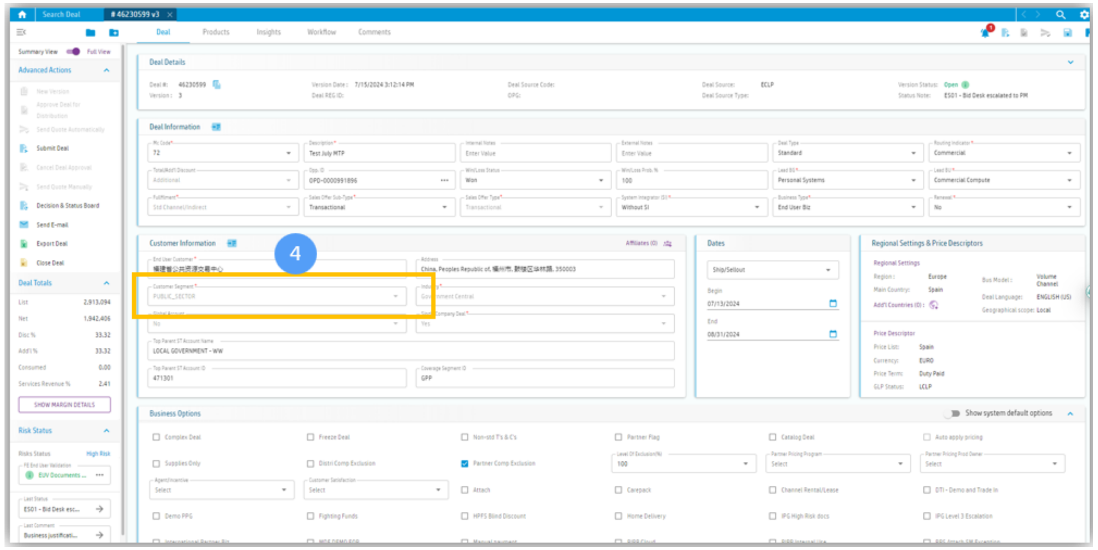
Back to catalog

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.



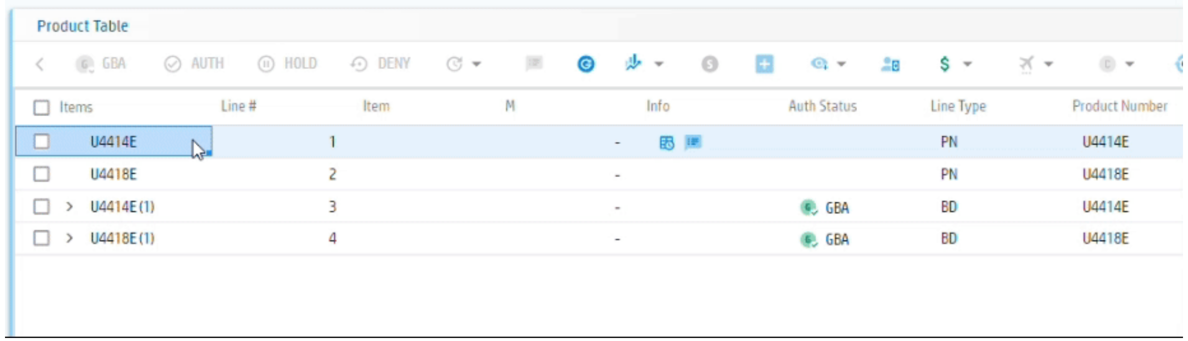


Back to catalog

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.



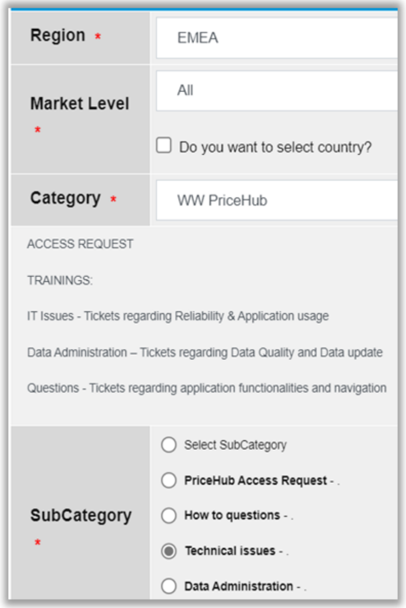
Back to catalog

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.

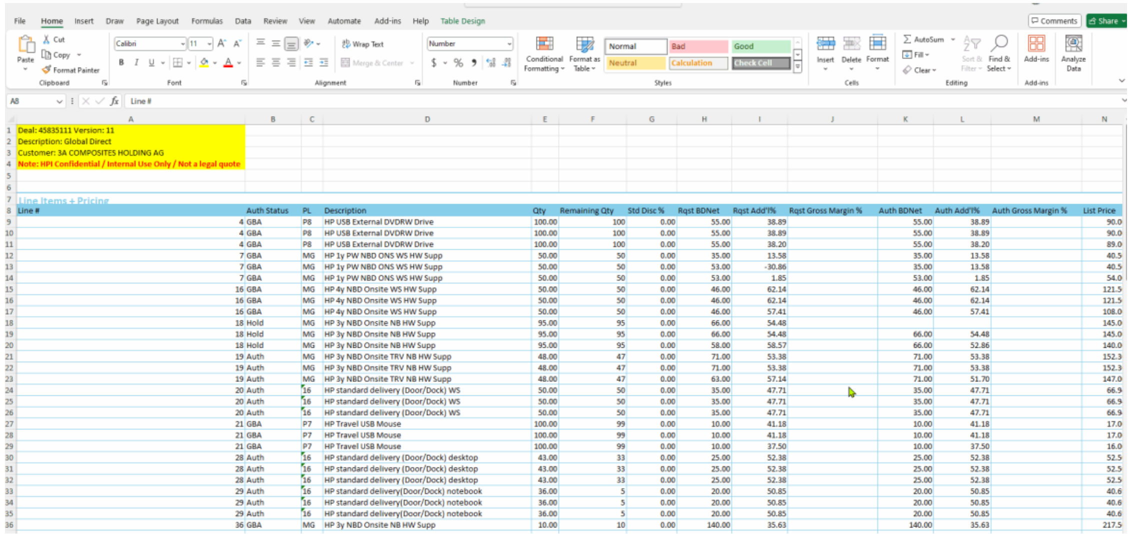
1. Make sure your URL is correct: https://pricehub.corp.hpicloud.net/
2. Clear cache, close all open pages in both Edge & Chrome, then try again.
3. Try to log in using incognito mode in Edge or Chrome.
4. If the issue persists, please log a ticket in TechDirect using Category: **WW PriceHub*,** Subcategory: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

*This category is available for all regions/markets.



How to apply filters to the PriceHub export

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

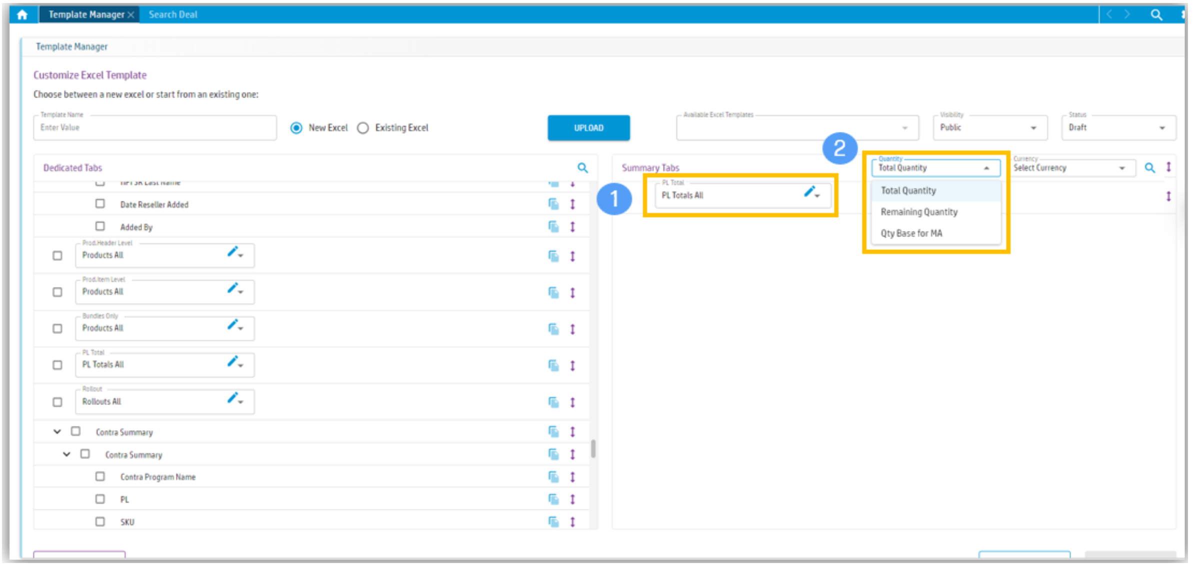


Export deal with values based on remaining quantity

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.

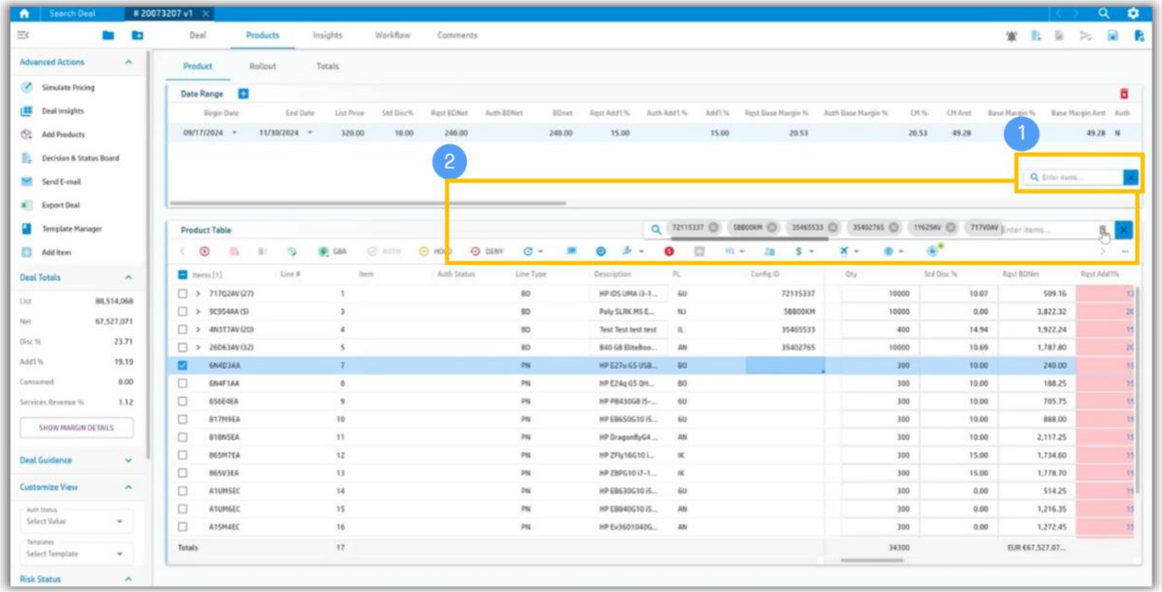
1. In **Template Manager**, move the PL Totals tab table to **Summary Tabs**.
2. Select the **Quantity** type from the drop-down list.
3. Save template and use it while exporting deal details. The data will be displayed based on the quantity type selection.

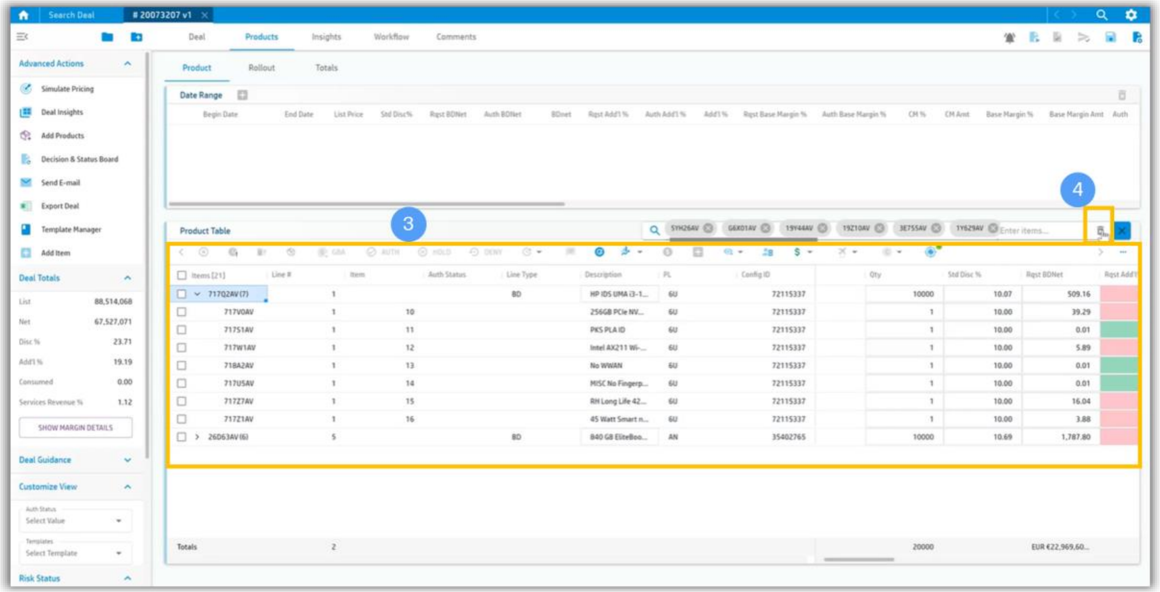


Search and filter by multiple part numbers

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.





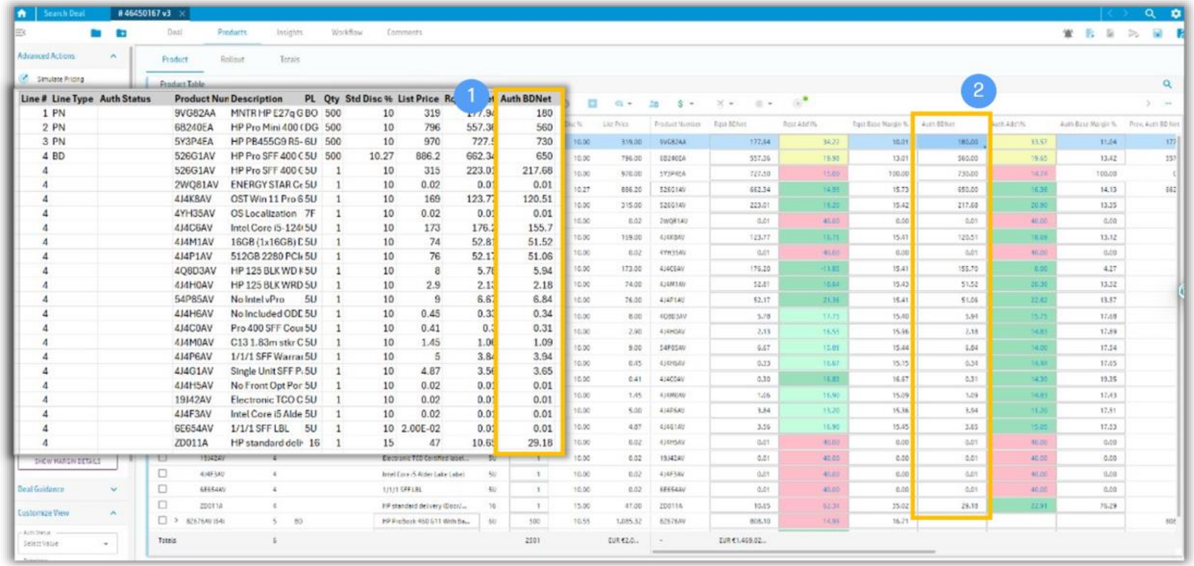
Back to catalog

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.

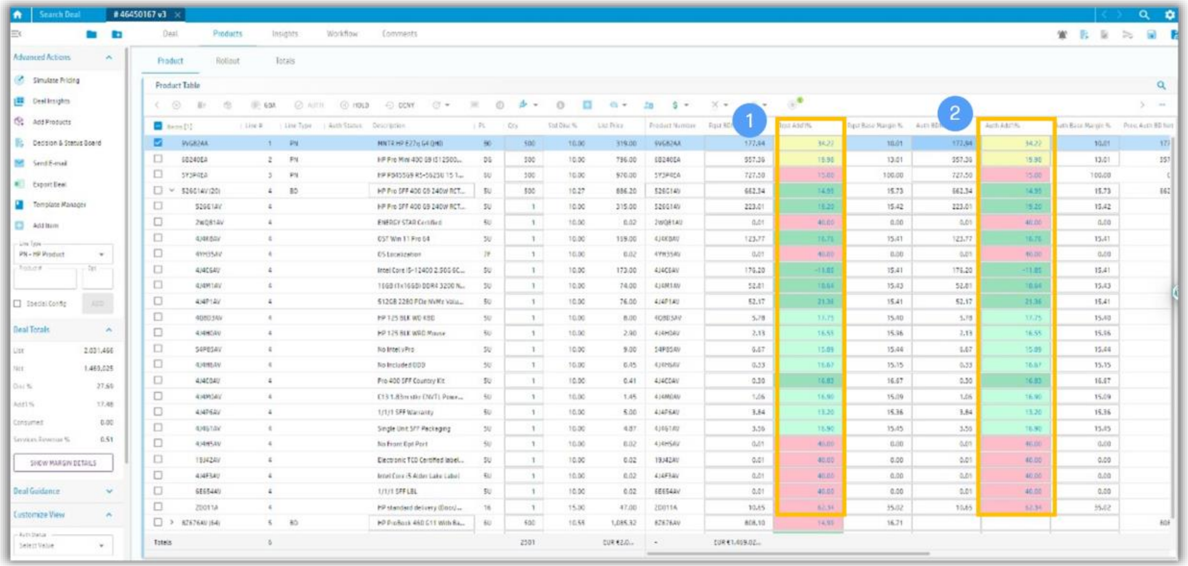


Back to catalog

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.



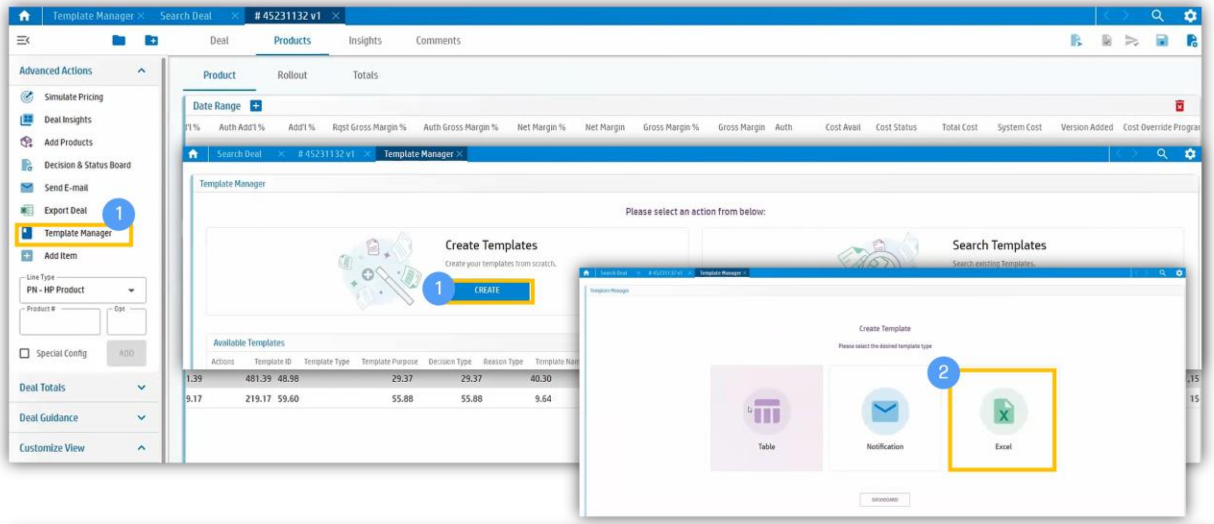
Back to catalog

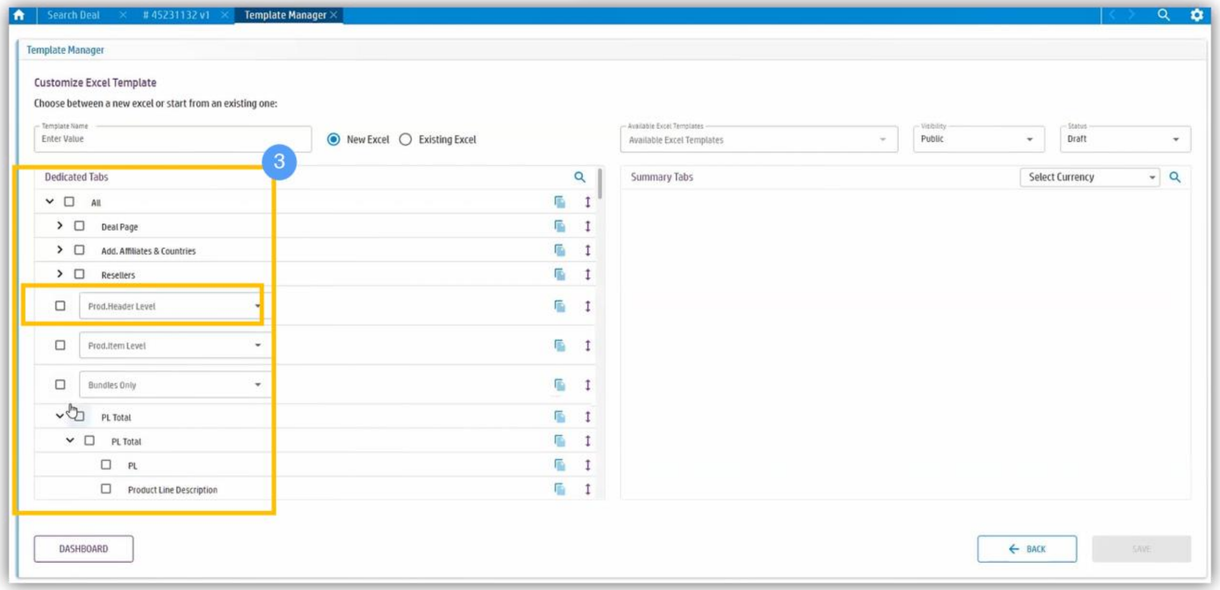
Optimize Product export using templates (1 of 2)

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.

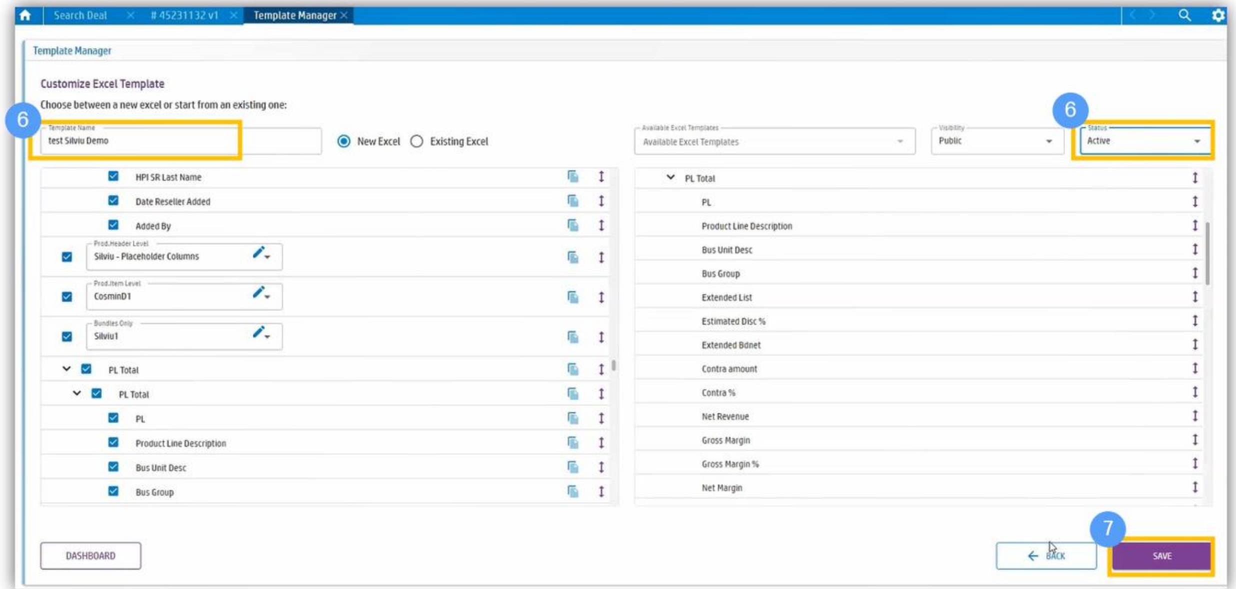


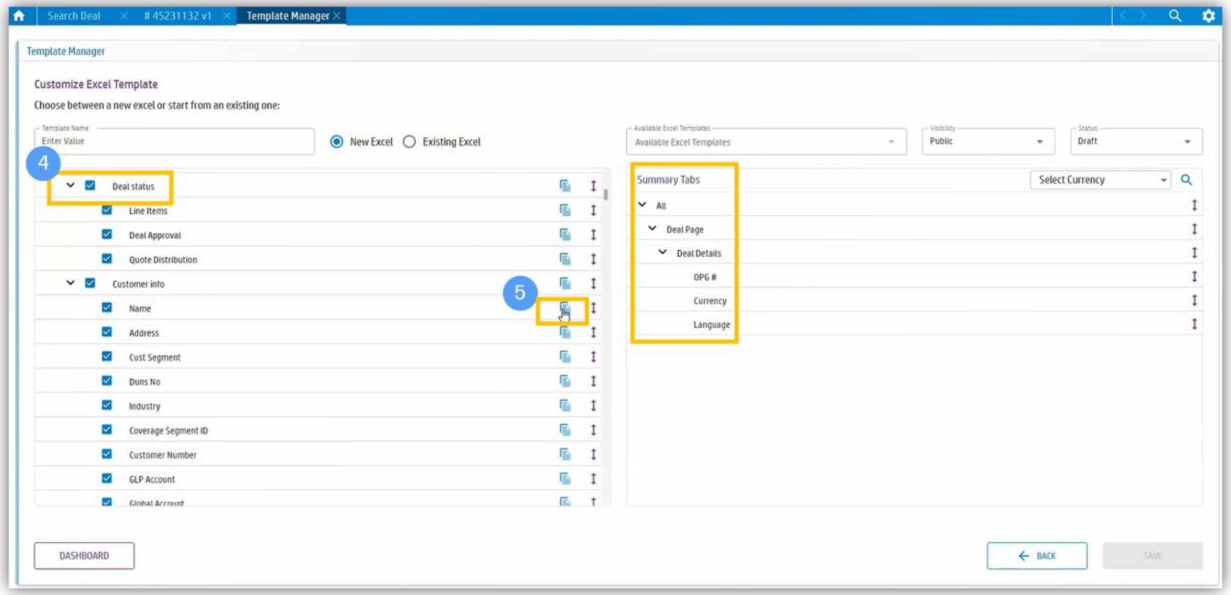


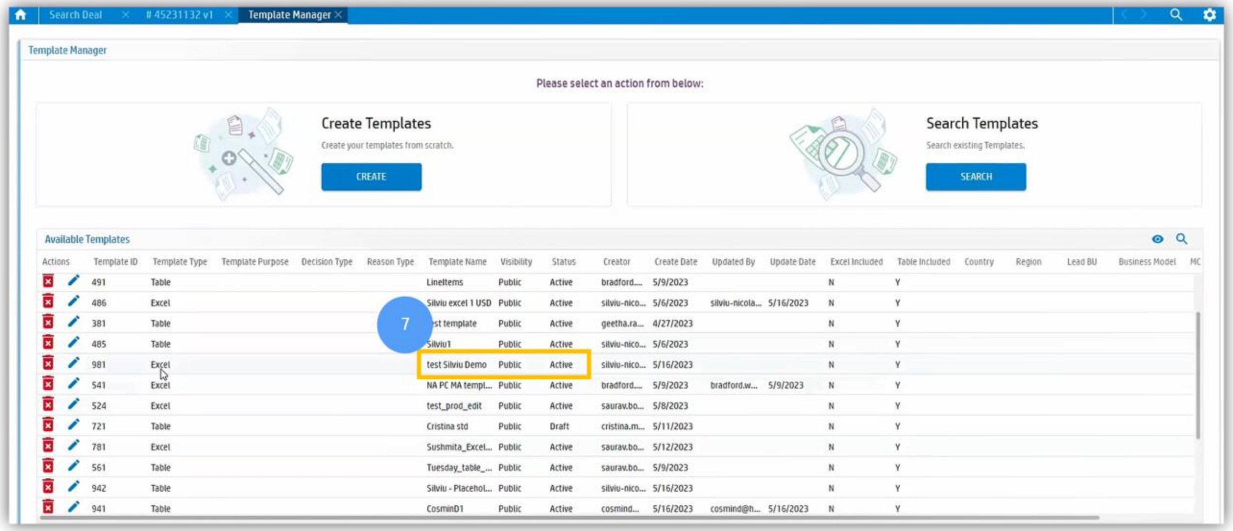
Back to catalog

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.**







[Back to catalog]

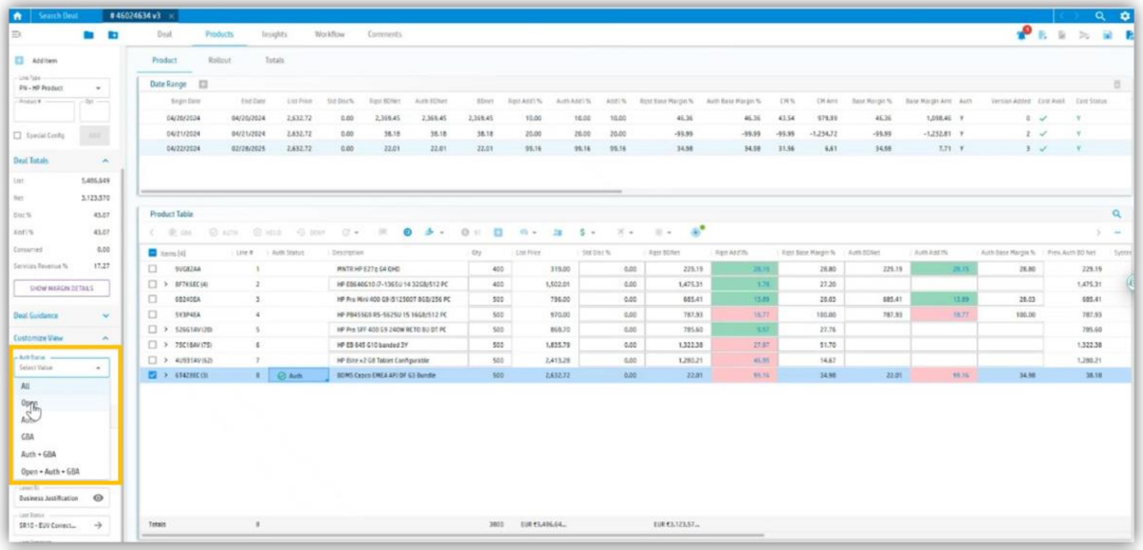
Ways to filter information in Product Table (1 of 2)

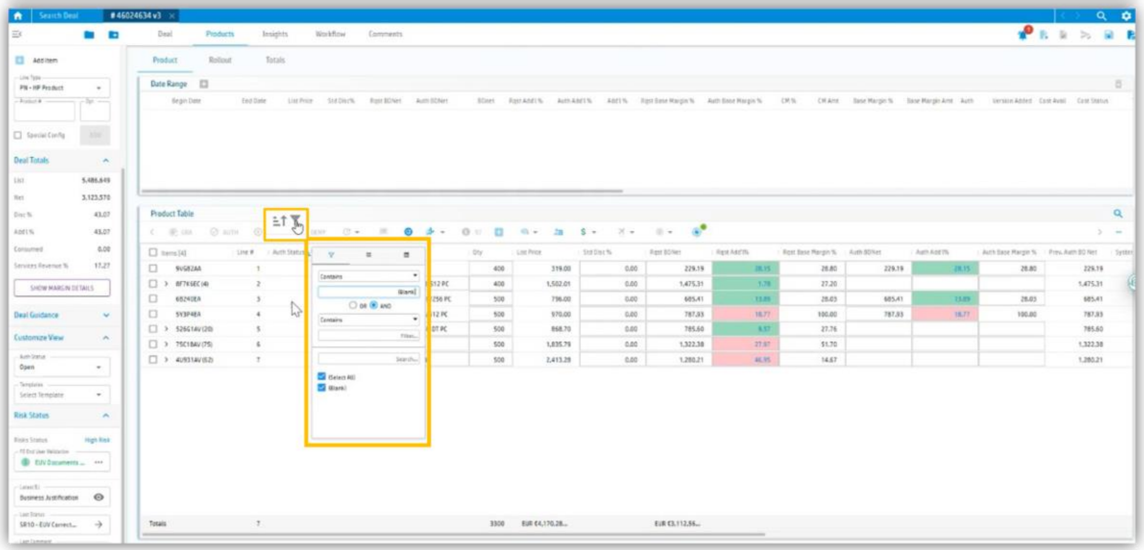
Filter by Auth Status – this allows you to display all lines that have a specific authorization status.

- 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.

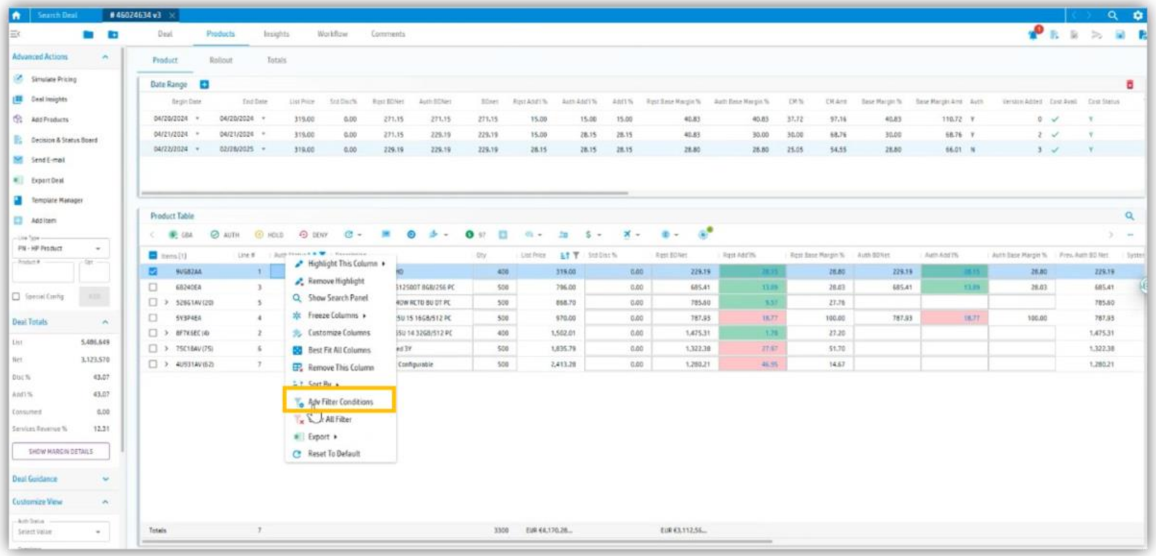


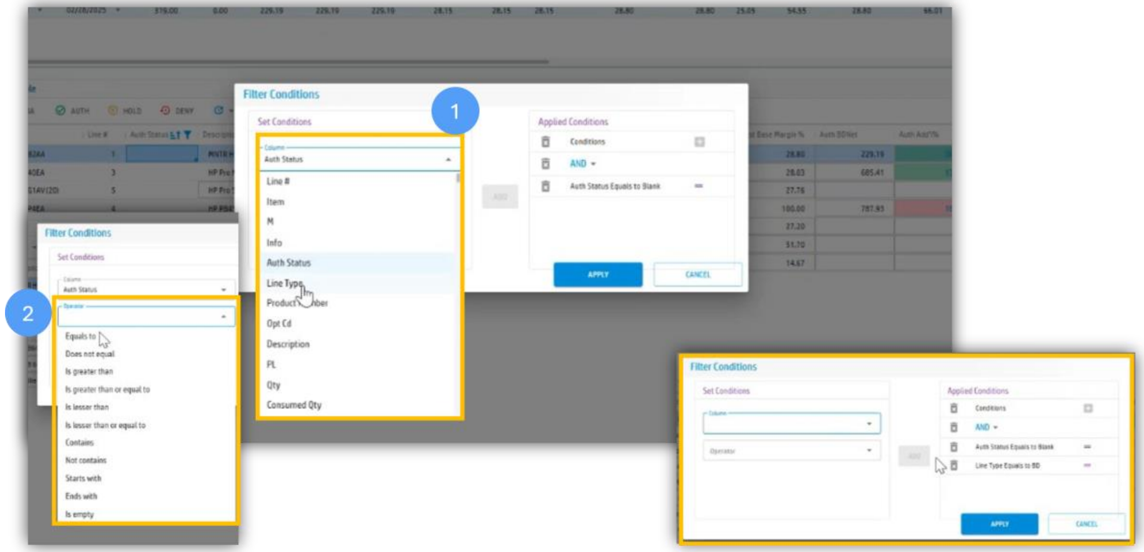


Ways to filter information in Product Table (2 of 2)

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

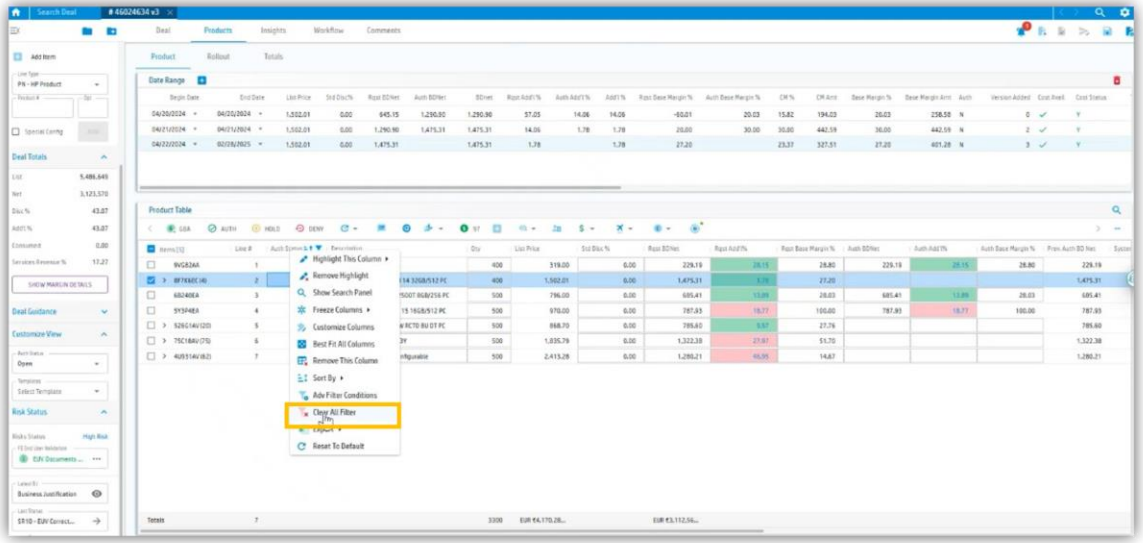
- Right-click on the column header and choose **Adv Filter Conditions** to customize your filters.
- Choose the **column** you wish to filter and then select the condition or o**perator**. These filter options are saved for later use, even after you clear filters and you can modify them at any time.





How to remove filters

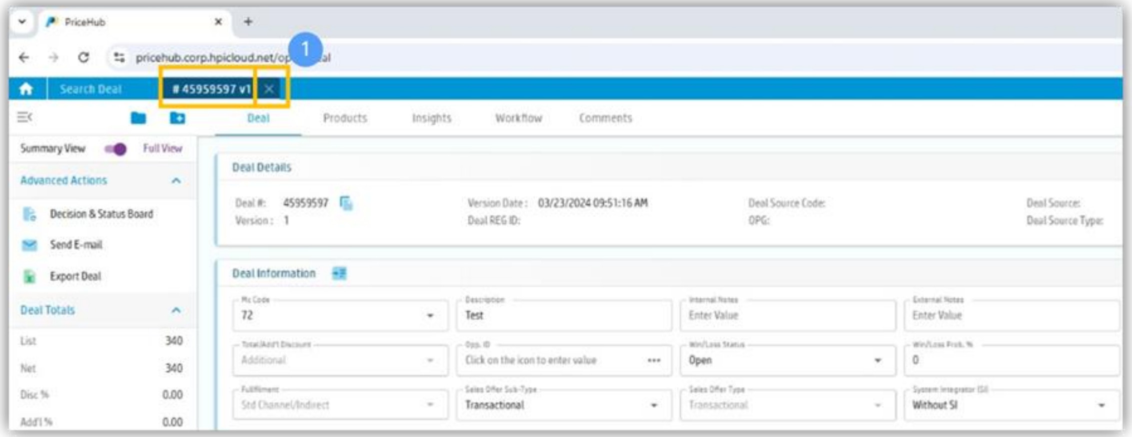
Right-click on the column header and use **Clear All Filter** to remove the filters previously selected.



How to close a deal in PriceHub correctly

This prevents you from locking the deal for other users.

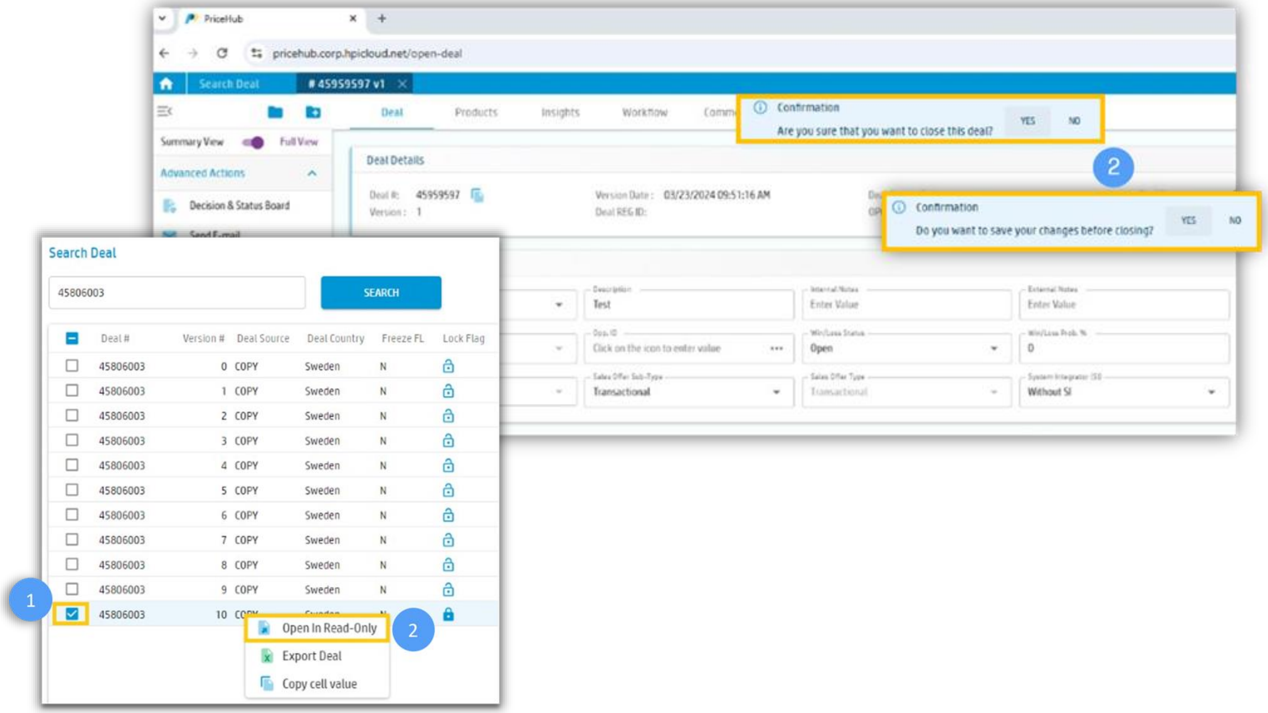
1. Always close a deal using the “x” next to the deal number. Do not close the browser tab before closing the deal this way first.
2. You will be asked to confirm if you want to close the deal and then whether you wish to save changes before closing.



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**.

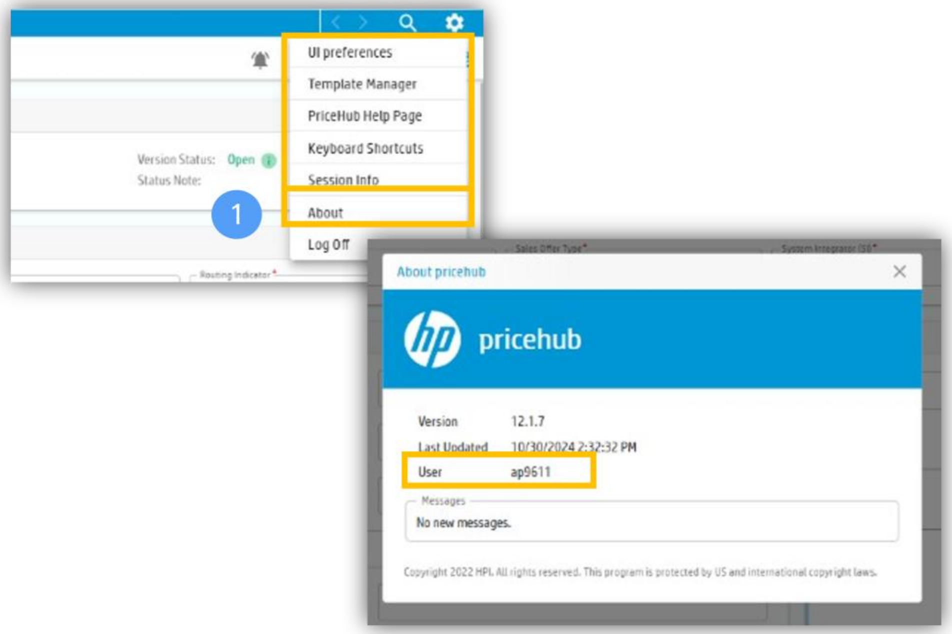


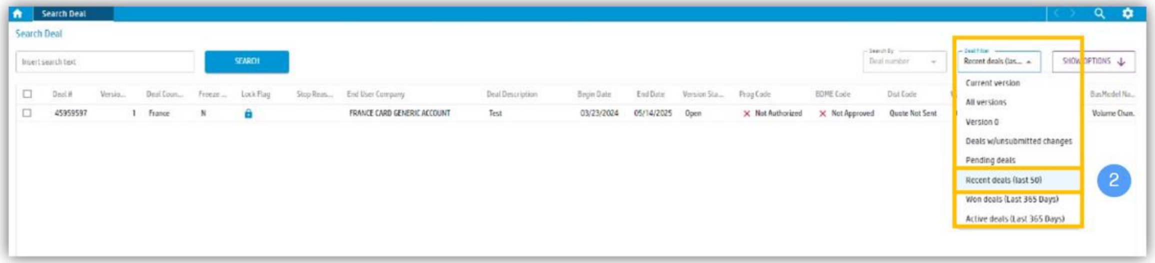
How to see what deals are locked by you in PriceHub (1 of 2)

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.

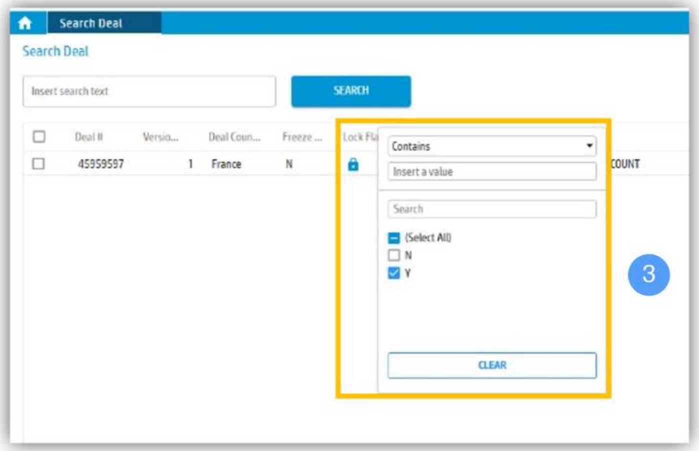
1. Identify your user ID in **Settings – About – User**.
2. Select **Recent deals (last 50)** option in the **Deal Filter** (these are deals that you recently opened).

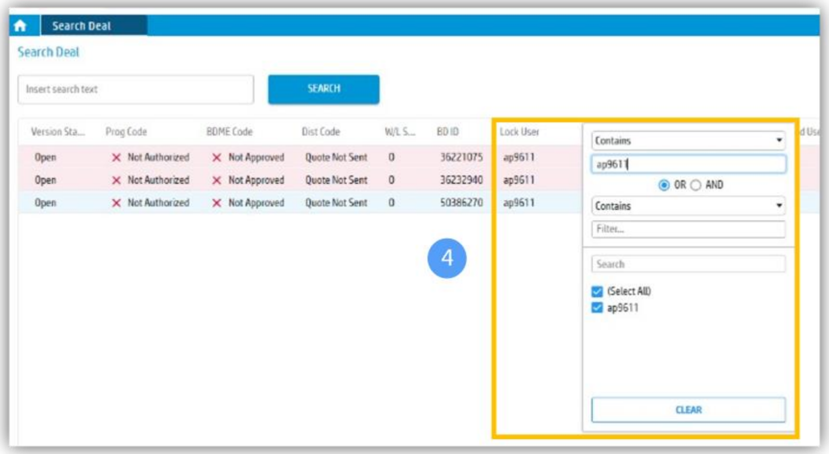




How to see what deals are locked by you in PriceHub (2 of 2)

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



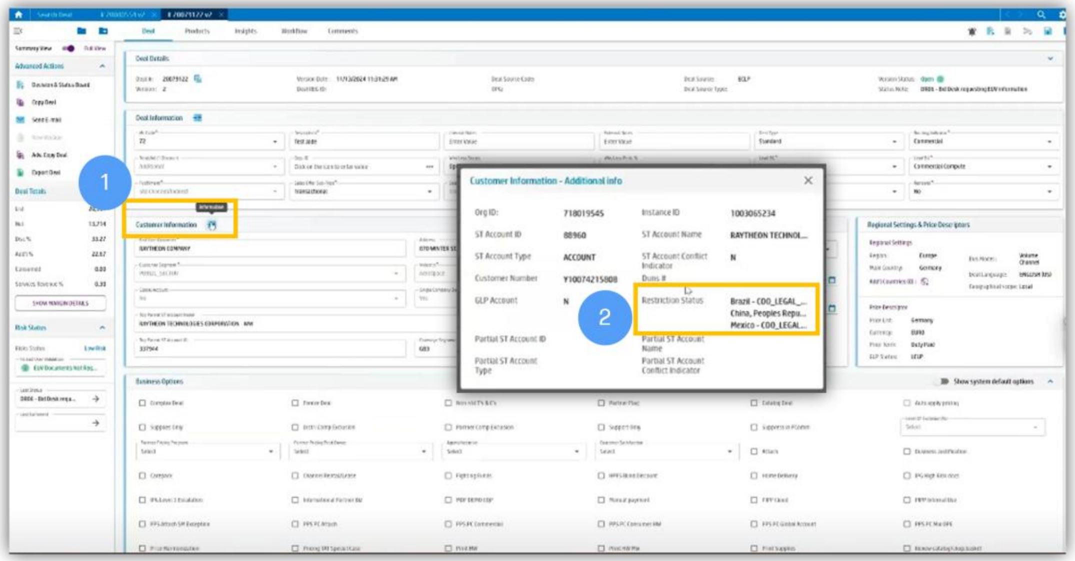


Identify customer restrictions & product Country-of-Origin (Jade)

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

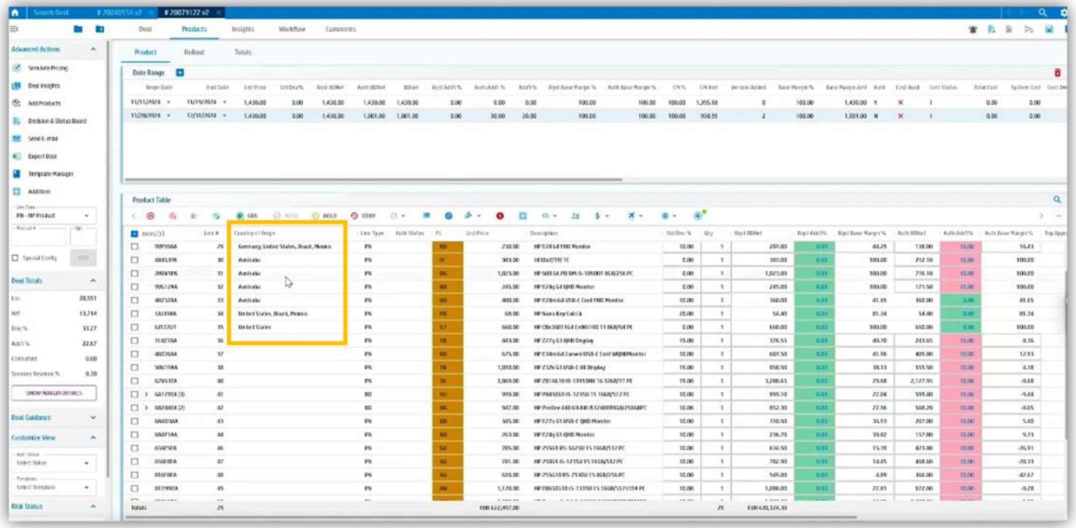
You will be warned of existing restrictions when you submit or quote the deal. This will not prevent you from submitting or quoting deals.

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.

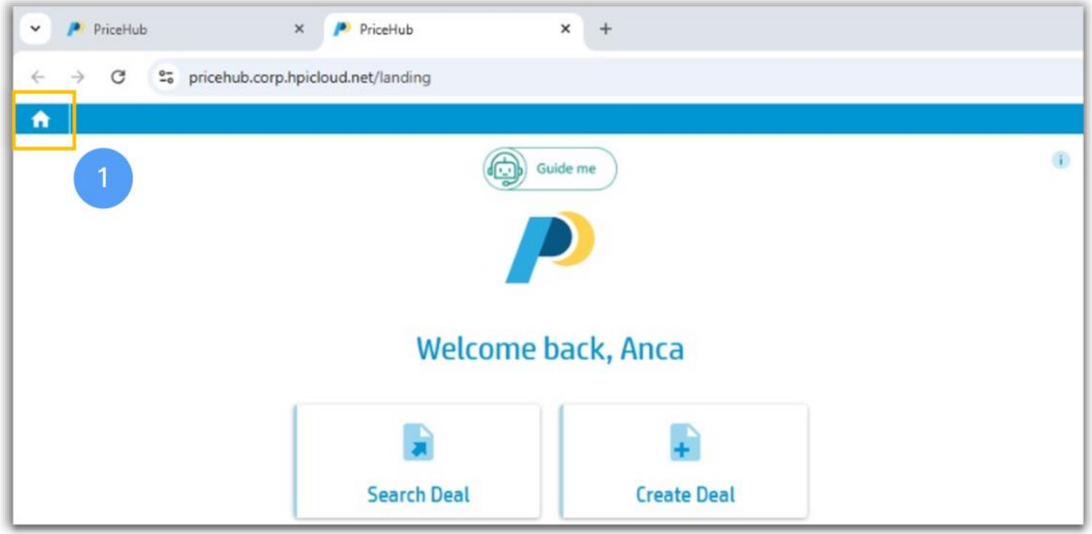


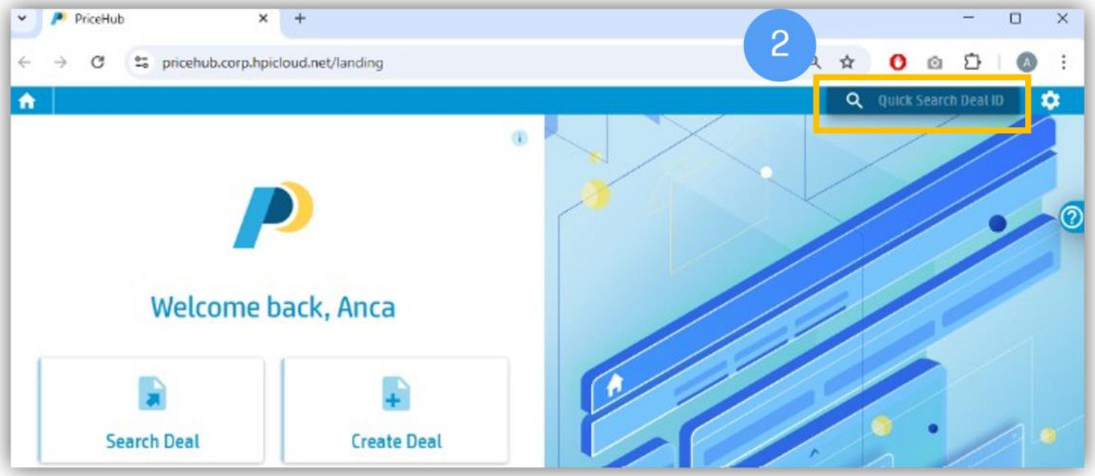
How to view deals side-by-side in PriceHub (1 of 2)

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.

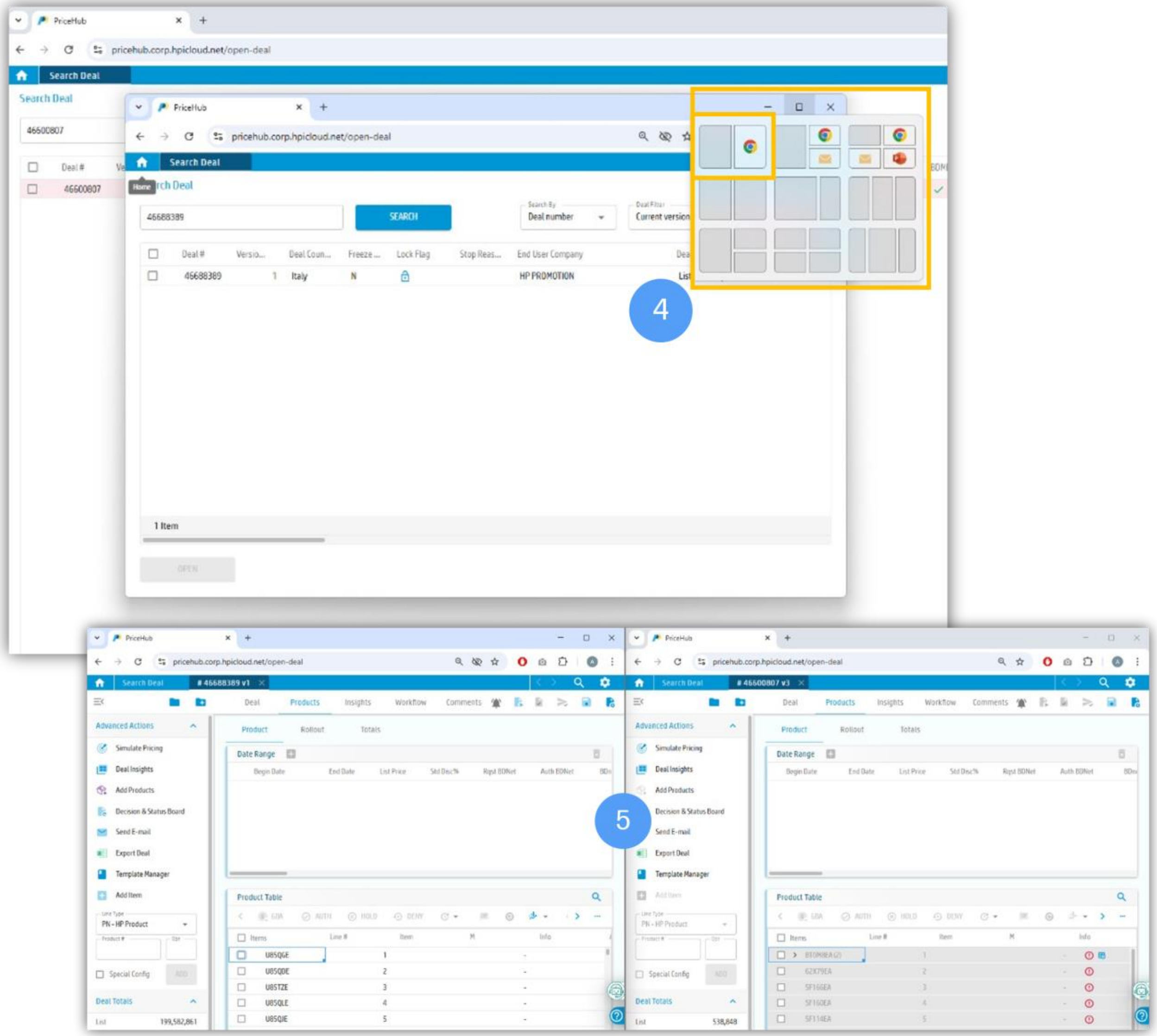
1. Open PriceHub then use the **Home** icon to open a separate PriceHub tab.
2. Open the deals you wish to compare in each tab. You can use the **Quick Search Deal ID** function to do so.





Back to catalog

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.

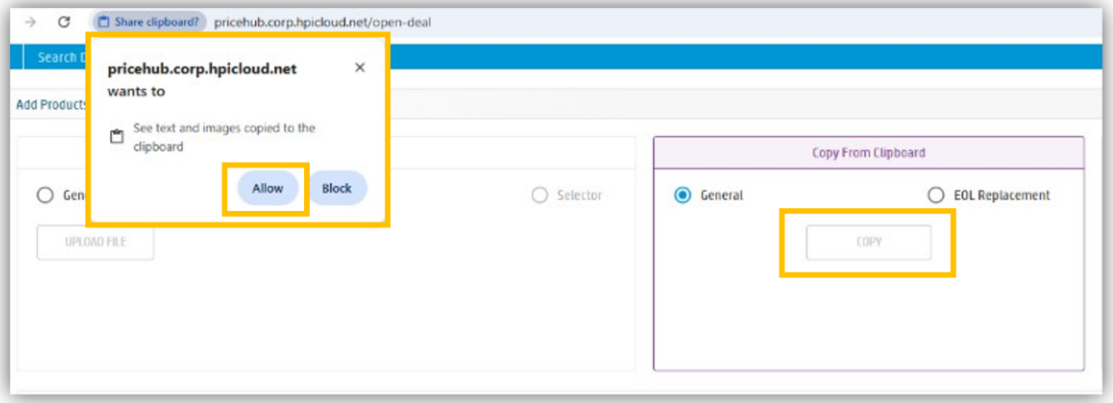
Enable Copy from Clipboard options in PriceHub

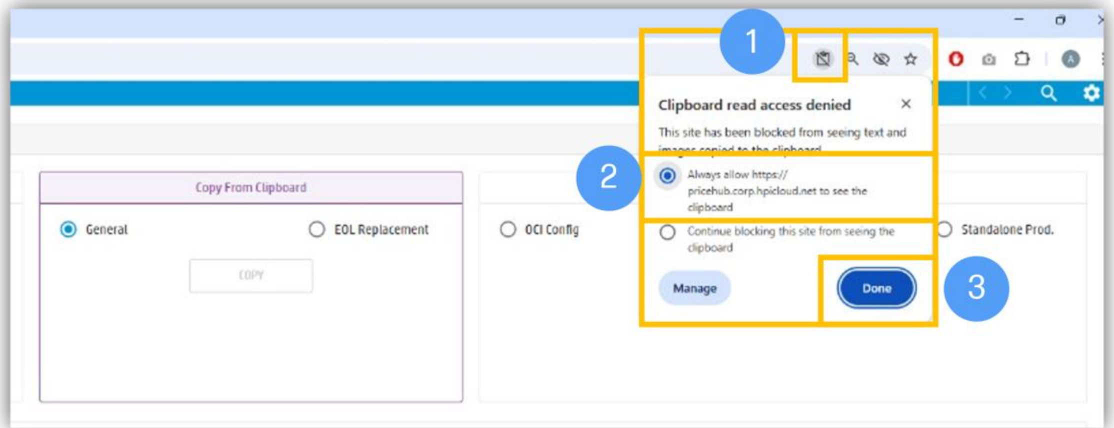
If you are using the **Copy from Clipboard** options to add products for the first time in PriceHub, you will get a browser message asking you to allow PriceHub to see data copied to the clipboard.

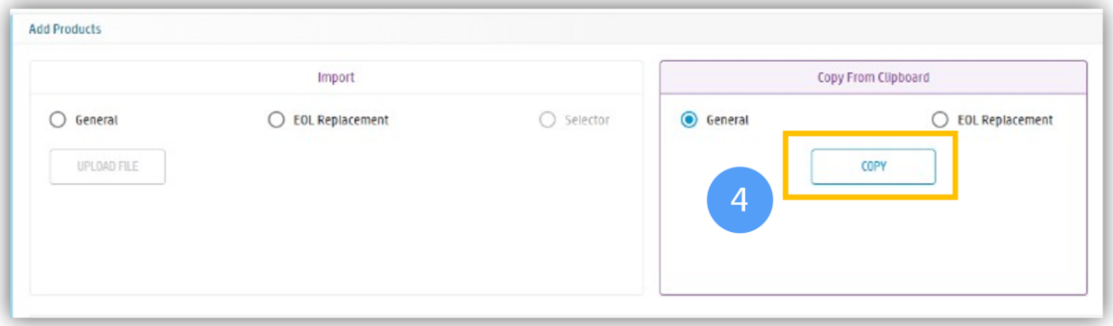
- Click **Allow** to enable the **COPY** button.

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:

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





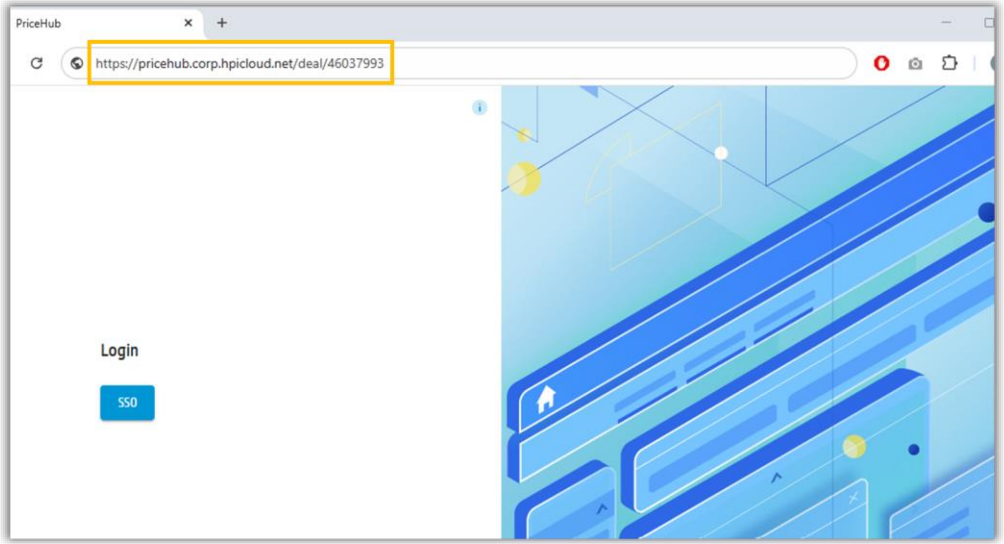


Back to catalog

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

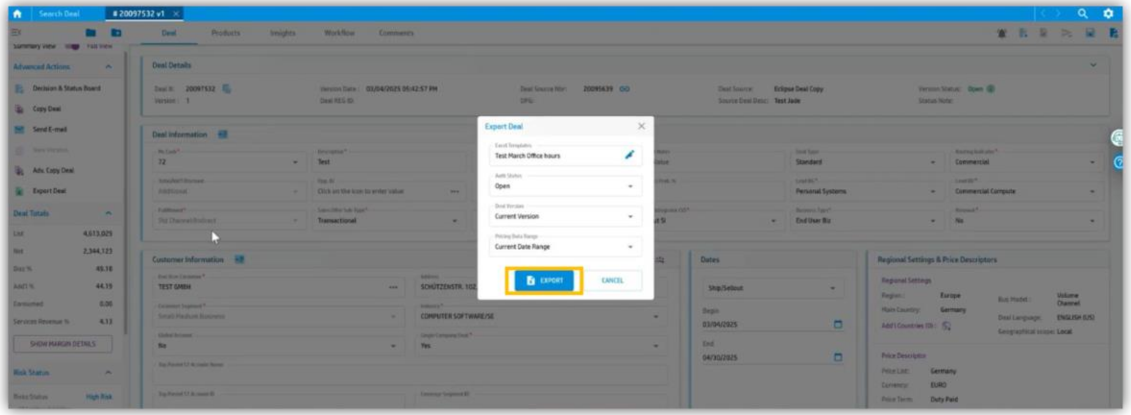
Exporting large deals can take a significant amount of time and may block the deal during the process. To improve this, we've introduced a new export method that runs in the background without interrupting your session. This means you can continue working or even close the deal while the export is being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

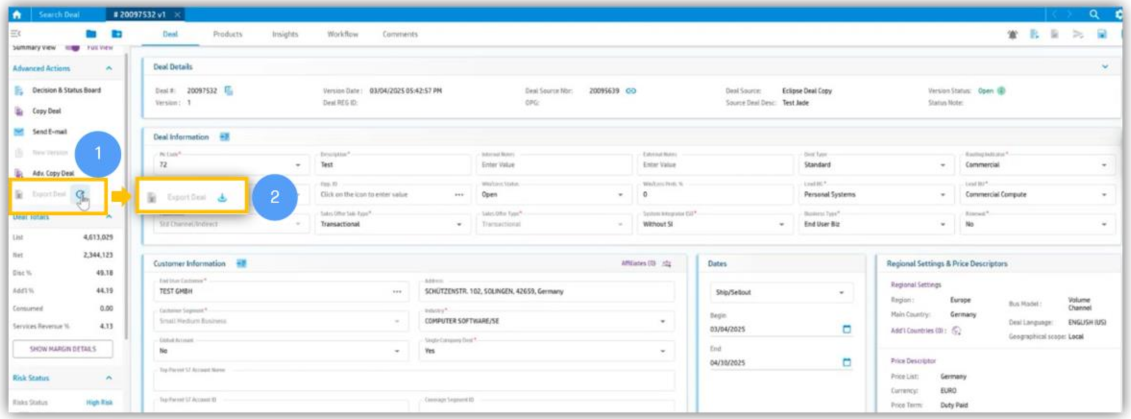
After you select the export template and preferred criteria, click on EXPORT, to start downloading the information into an Excel file.

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.



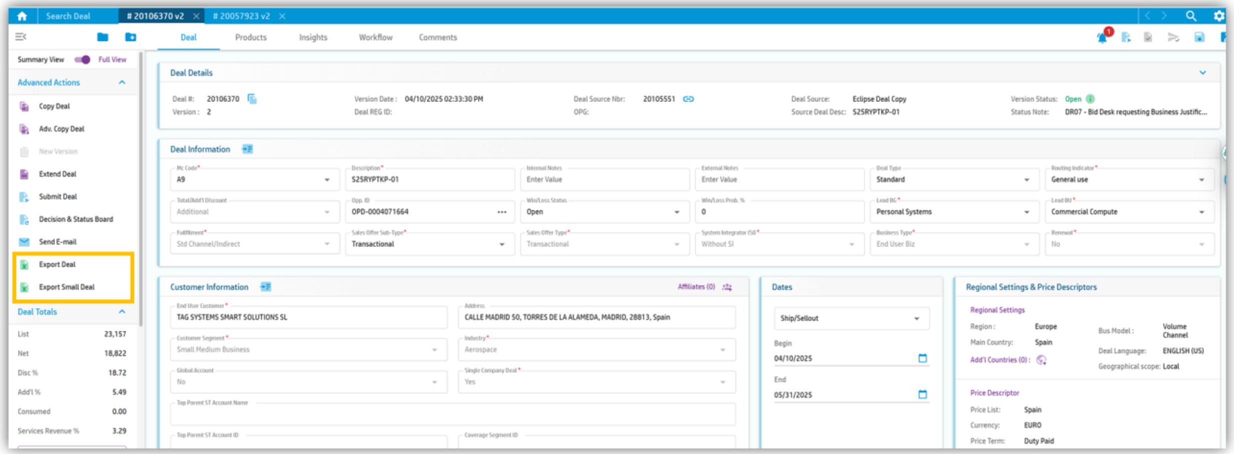


Export Small Deal option on Deal & Product pages

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.

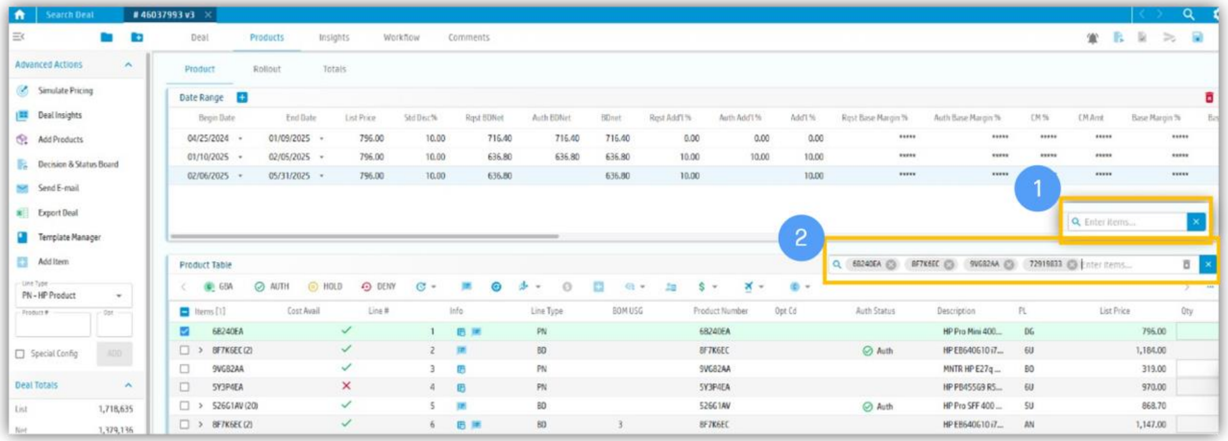
NOTE: Remember to **always save** the deal before exporting to get the same values as you see in the application.



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.



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.

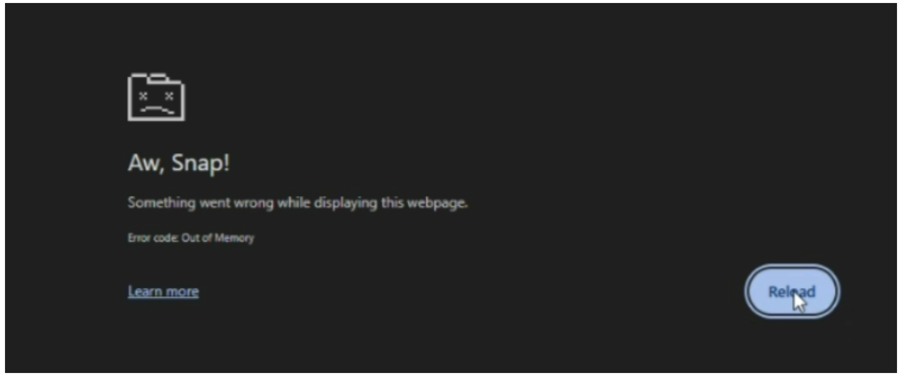
Recommended configuration for PriceHub performance

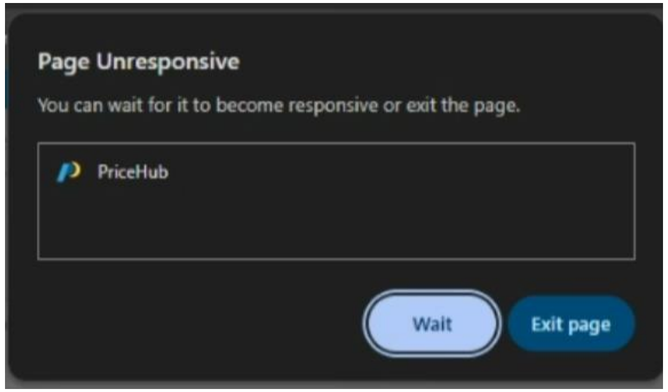
To mitigate **out-of-memory issues** or **page responsiveness errors** in PriceHub—particularly for users working on large/shared offering deals—the following hardware recommendations are provided based on typical usage patterns to enhance system performance:

- **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 <u>temporary</u> validation was introduced to help mitigate this issue.

Interim Solution

1. **Warn users** before quoting if any authorized lines are missing **AUTH BDNet** or **AUTH Addl%**.
2. **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.

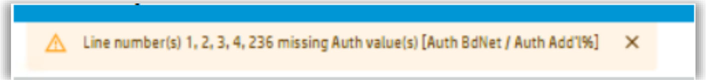
What to expect

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%.**

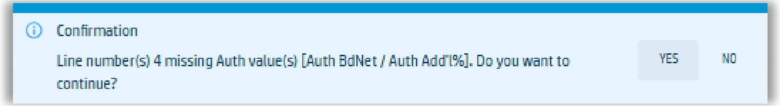


Action Required:

- 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.

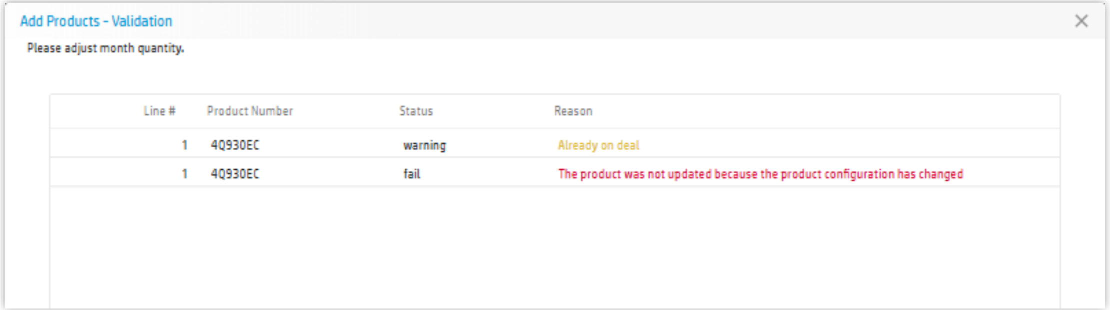
Interim Solution

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

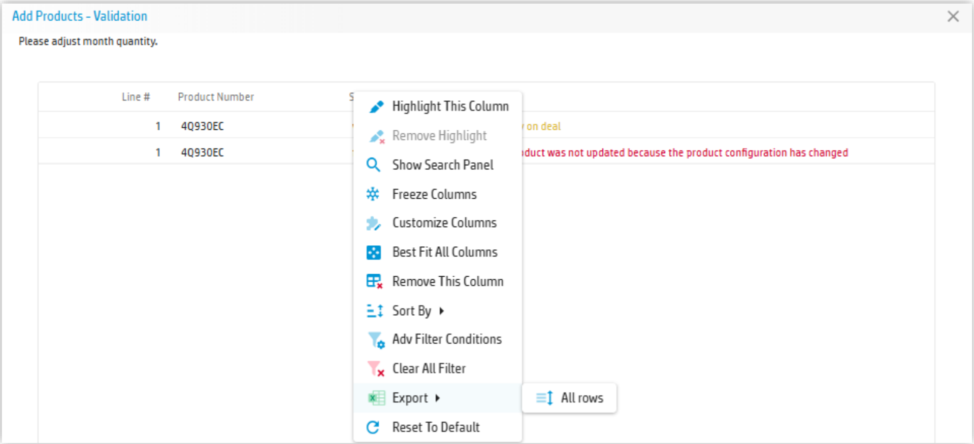
What to expect

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.



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).



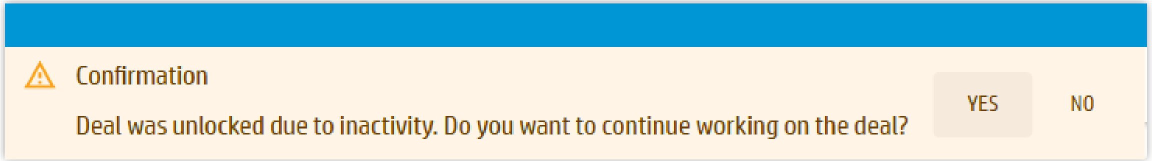
Once SKUs are identified, users will have to update the lines manually as follows:

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.