



# User's manual

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Version 15/03/2023

# Find an article

## 1- You don't know the item

- Find the right item with the product selector (for shoes and gloves)

[Trouvez votre gant Equipements de protection individuelle \(coverguard-safety.com\)](#)

[Trouvez votre chaussure de sécurité Equipements de protection individuelle \(coverguard-safety.com\)](#)

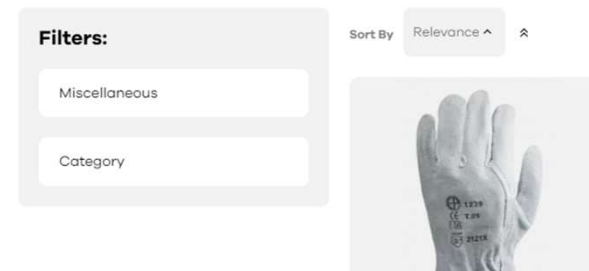
## 2- You know the article

-> Search by model code in the search bar, leaving the suggestion visible



-> Search by exact item code and press "enter": the model code is suggested automatically

## SEARCH RESULTS FOR: '1239'




# Place an order


## 3 possibilities:




### 1 - For a quick add to cart:

- Click on "My Coverguard Menu" -> add SKU
- Change the desired quantity
- Click on add to cart


#### QUICK ADD TO CART

Seize a complete reference - Ex : 9ACSA40 

 Drivers split buffalowskin glove 10 (1240)

Pack.	Price cond.	Price unit.	Availability	Qty
CARTON - 120	€141.60	€1.18	 716560	 0 
POLYBAG10 - 10	€11.80			

(Restock on 05-06-2023)



**Warning: express purchase implies that you know the exact reference of the product, there is no suggestion proposed. You have to fill in the complete reference of the product.**

# Place an order

## 2 - To select several sizes of the same product:

- In the search bar, type your item code
- Change your quantity according to the size to order
- Add to the basket

Wishlist*	Reference	Designation	Size	Pack.	Price cond.	Price unit.	Stock	Quantity
<input type="checkbox"/>	5KPA17000L	KANPA Softshell jacket Orange HV Navy size 00L	L	CARTON - 10 PIECE - 1	€246.80 €24.68	€24.68	● 1617	<input type="button" value="-"/> <input type="text" value="0"/> <input type="button" value="+"/>
<input type="checkbox"/>	5KPA17000M	KANPA Softshell jacket Orange HV Navy size 00M	M	CARTON - 10 PIECE - 1	€246.80 €24.68	€24.68	● 829	<input type="button" value="-"/> <input type="text" value="0"/> <input type="button" value="+"/>
<input type="checkbox"/>	5KPA17000S	KANPA Softshell jacket Orange HV Navy size 00S	S	CARTON - 10 PIECE - 1	€246.80 €24.68	€24.68	● 150	<input type="button" value="-"/> <input type="text" value="0"/> <input type="button" value="+"/>
<input type="checkbox"/>	5KPA1700XL	KANPA Softshell jacket Orange HV Navy size 0XL	XL	CARTON - 10 PIECE - 1	€246.80 €24.68	€24.68	● 1145	<input type="button" value="-"/> <input type="text" value="0"/> <input type="button" value="+"/>

## Place an order

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### 3 - To import an order 1/2

- Click on " My Coverguard Menu " -> import file
- Click on " click here " to download the Excel file
  
- Fill in the Excel file with the desired items and quantities

#### Then save your file

- Click on "import a file" and select the saved Excel file
  
- Click on "start import"

## IMPORT REFERENCES

Import the references and quantities requested directly.

- To download the model of the import file, [click here](#).
- You can also view the tutorial to prepare your file

Import a file

No file chosen

File extension allowed: .csv, .xlsx, .xls

Your csv file must include "sku" and "qty" columns.

Start import

# Place an order

## 3 - To import an order 2/2

Some items have a minimum packaging imposed. The file import will automatically round up to the minimum.

For example, when importing the file : Import report

	A	B
1	Skus	Qty
2	9AGH010044	12
3	1CRPG08	148

• 2 references have been imported.

Check the items you want to put aside, then select the wishlist in which you will find them.

	Reference	Designation	Size	Packaging/Pack. price	Unit Price	Stock	Quantity
<input type="checkbox"/>	9AGH010044	AGATE II SAFETY SHOES HIGH BLACK 44	44	CARTON - 10 €131.10 PAIR - 1 €13.11	€13.11	9359	- 12 +
<input type="checkbox"/>	1CRPG08	Glove EUROCUT P500 PU 8	8	CARTON - 50 €116.50 POLYBAG5 - 5 €13.40	€2.33	42385	- 160 +



*Quantities (for: 1CRPG08) were modified in order to fit packaging quantities*

- Add items to the basket

If items could not be imported (error in the item code, stopped item ...), an error report is available.

## Validate the basket

- Click on your cart in the upper right corner
- Click on "update your cart" and click on order

### SHOPPING CART



<input type="checkbox"/>	172 products	Product	Reference	Detail	Size	Packaging	Quantity		Price		
<input type="checkbox"/>		<b>AGATE II</b>	9AGH010044	AGATE II SAFETY SHOES HIGH BLACK 44	44	Pack.1   CARTON 10   X1 Pack.2   PAIR 1   X2	-	12	+		€157.32
<input type="checkbox"/>		<b>EUROCUT P500</b>	1CRPG08	Glove EUROCUT P500 PU 8	8	Pack.1   CARTON 50   X3 Pack.2   POLYBAG5 5   X2	-	160	+		€376.30

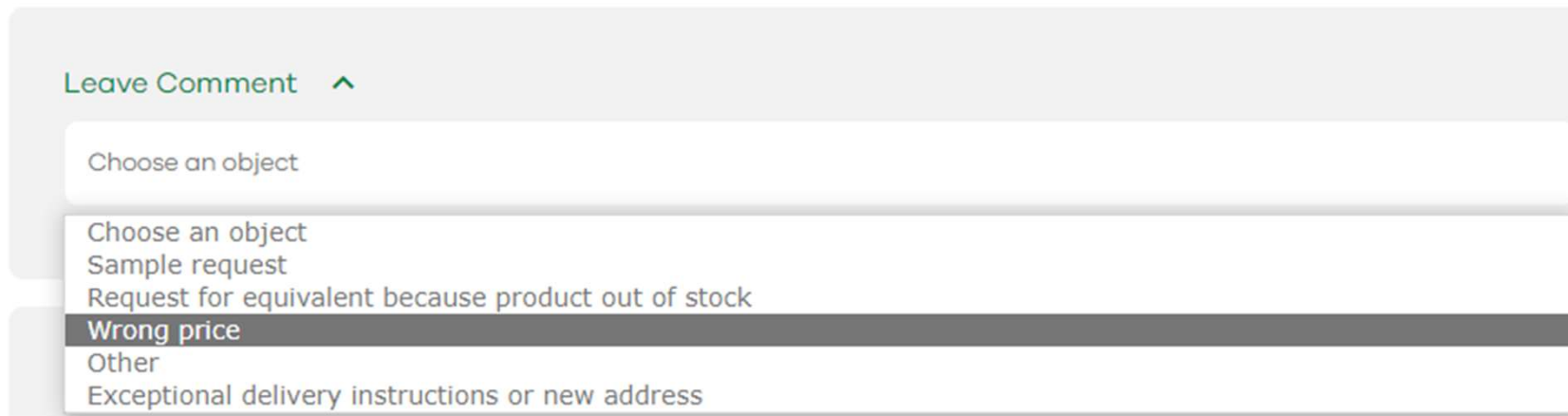
- Click on "ship here" and select the desired delivery address
- A summary of the order appears

## Leave a comment

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- You can leave a comment that will reach the customer department

Any comments will result in manual processing of your order, and potentially additional time for preparation and departure.



Leave Comment ^

Choose an object

Choose an object  
Sample request  
Request for equivalent because product out of stock  
**Wrong price**  
Other  
Exceptional delivery instructions or new address

***Attention: If you have a quote in progress and applicable to your order, thank you to specify it in comments, in the "other" section***



## Enter the reference of the order

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- Continuing in the order, you must insert your order reference

Put your Reference \* ^

 30/30

***Warning: This step is blocking, without the order number, you can not validate your cart***

## Check the available stock of a product

- Go to the product page from the search bar

At the bottom of the page, the grid indicates the packaging(s) and their prices

<input type="checkbox"/>	1LACR09	Glove EUROLITE 13L850 size 9	9	CARTON - 100 POLYBAG10 - 10	€72.00 €8.30	€0.72	● 25210	<input type="button" value="-"/> <input type="text" value="0"/> <input type="button" value="+"/> (Restock on 19-06-2023)
<input type="checkbox"/>	1LACR10	Glove EUROLITE 13L850 size 10	10	CARTON - 100 POLYBAG10 - 10	€72.00 €8.30	€0.72	● 3810	<input type="button" value="-"/> <input type="text" value="0"/> <input type="button" value="+"/> (Restock on 19-06-2023)
<input type="checkbox"/>	1LACR11	Glove EUROLITE 13L850 size 11	11	CARTON - 100 POLYBAG10 - 10	€72.00 €8.30	€0.72	● Unavailable	<input type="button" value="-"/> <input type="text" value="0"/> <input type="button" value="+"/> (Restock on 19-06-2023)

***Ex: item 1LACR11 is not available, the next arrival is scheduled for 19/06/2023***

***And the other sizes are available immediately.***

## To know the availability of a product

- The previous example shows that the next arrival is scheduled for 19/06/2023

<input type="checkbox"/>	1LACR09	Glove EUROLITE 13L850 size 9	9	CARTON - 100 POLYBAG10 - 10	€72.00 €8.30	€0.72	● 25210	<input type="button" value="-"/> <input type="text" value="0"/> <input type="button" value="+"/> (Restock on 19-06-2023)
<input type="checkbox"/>	1LACR10	Glove EUROLITE 13L850 size 10	10	CARTON - 100 POLYBAG10 - 10	€72.00 €8.30	€0.72	● 3810	<input type="button" value="-"/> <input type="text" value="0"/> <input type="button" value="+"/> (Restock on 19-06-2023)
<input type="checkbox"/>	1LACR11	Glove EUROLITE 13L850 size 11	11	CARTON - 100 POLYBAG10 - 10	€72.00 €8.30	€0.72	● Unavailable	<input type="button" value="-"/> <input type="text" value="0"/> <input type="button" value="+"/> (Restock on 19-06-2023)

**Attention: this date does not take into account the order book of the customers, in the event of rupture on certain articles, the date can be shifted**

**Only the order confirmation sent by the ADV department in charge is valid.**

## Tracking delivery

- Click on "My Coverguard menu" and click on "my account"
- Click on "My Orders"
- In the "Tracking" column you can track an order
- Click on "track my delivery"

Origin ▾	Date ▾	Status ▾	Total ▾	Details	Tracking
STD	02/16/2023 10:35	Partially Invoiced	€ 3,411.14	<a href="#">See the detail</a>	<a href="#">Track my delivery</a>
STD	02/10/2023 16:47	Invoiced	€ 377.42	<a href="#">See the detail</a>	<a href="#">Track my delivery 1</a> <a href="#">Track my delivery 2</a>
STD	02/10/2023 15:02	Partially Invoiced	€ 394.70	<a href="#">See the detail</a>	<a href="#">Track my delivery</a>
STD	02/09/2023 12:21	Partially Invoiced	€ 496.06	<a href="#">See the detail</a>	<a href="#">Track my delivery</a>

# Download an invoice

- Click on "My Coverguard menu" and click on "my account"
- Click on "My Orders"
- Click on the column "view details"
- At the bottom you can download the invoice

## MY INVOICES

Invoice ▾	Status ▾	Due Date ▾
SAC-SI415624.pdf	Open	4/30/23, 12:00 AM

## Download technical documents (data sheet, certificate of conformity)

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- [Fiches techniques Equipements de protection individuelle \(coverguard-safety.com\)](https://coverguard-safety.com)
- In the search bar, type the article code
- Select the data sheet, the photo or the declaration of conformity

### ***TECHNICAL DATASHEETS***



Search for technical datasheets - Please fill in the first letters of the reference or model below:



[coverguard-safety.com](http://coverguard-safety.com)