SMARTEBUILD

GUIDE FOR SUPPLIERS

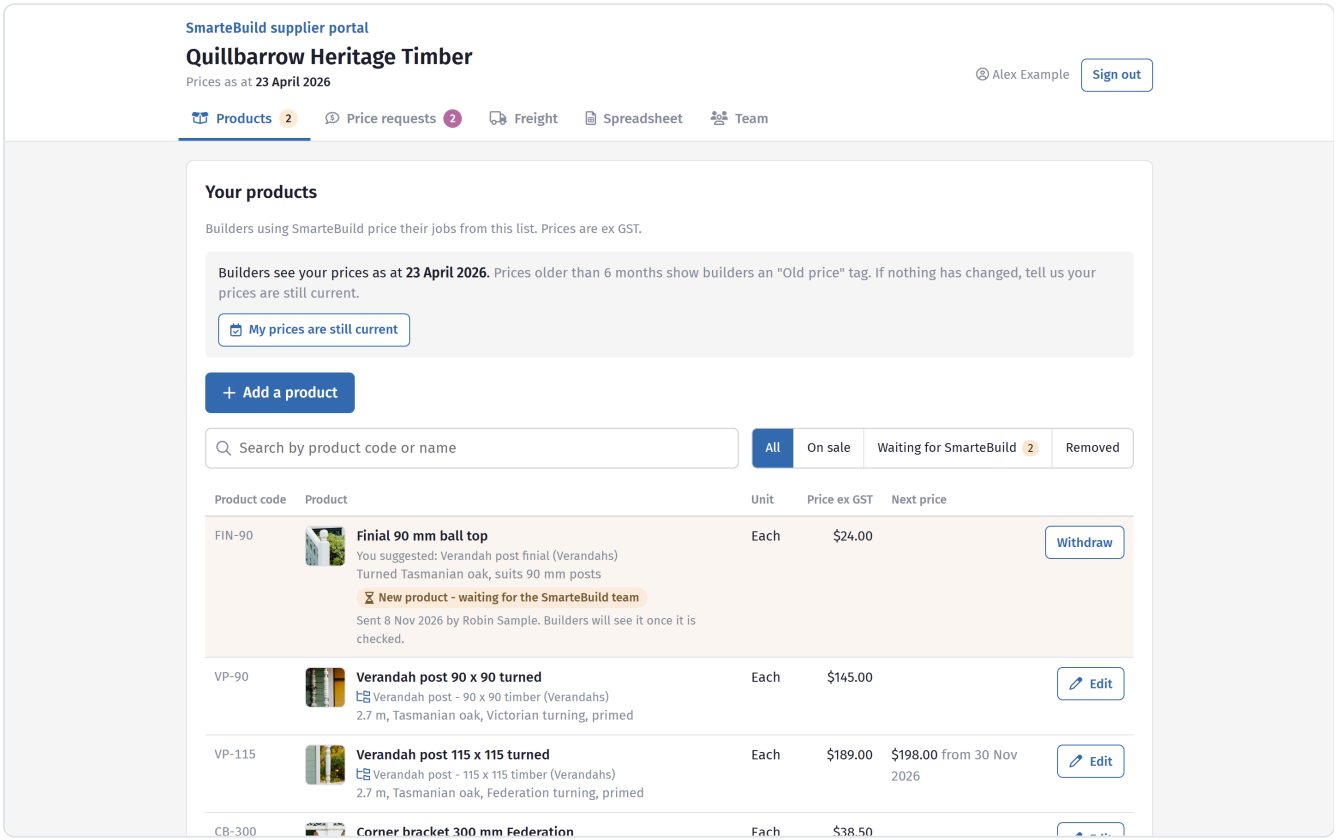
The SmarteBuild supplier portal

Keep your products, prices, pictures and freight up to date for the builders who price their jobs in SmarteBuild - and answer their price requests.

Builders use SmarteBuild to price houses, renovations and commercial jobs. When they price a job they pick products from SmarteBuild's shared price list - and with the **supplier portal**, the products and prices in that list for your business are the ones **you** keep up to date. It is free for suppliers.

In the portal you can:

- **List your products** - sold each, per lineal metre, per square metre or any other unit - with your price excluding GST, a picture, and the date a new price starts.
- **Mark made-to-order products as "quote only".** Builders then ask you for a price, with the sizes and the delivery suburb, and you answer in the portal.
- **Set your freight** by state and postcode, so builders see what delivery to their site costs.
- **Load or update many products at once** from a spreadsheet.
- **Add your colleagues**, so the right people get builders' price requests.



The Products tab of the supplier portal

> **SmarteBuild checks new products**
>
> To keep the shared price list tidy and trustworthy, the SmarteBuild team checks every **new product** - and any change to a product's code, name, description, unit, picture, web page or "quote only" setting - before builders see it. Price changes go live on the date you choose, without a check, unless the price moves by more than 25%.

Getting started

Joining

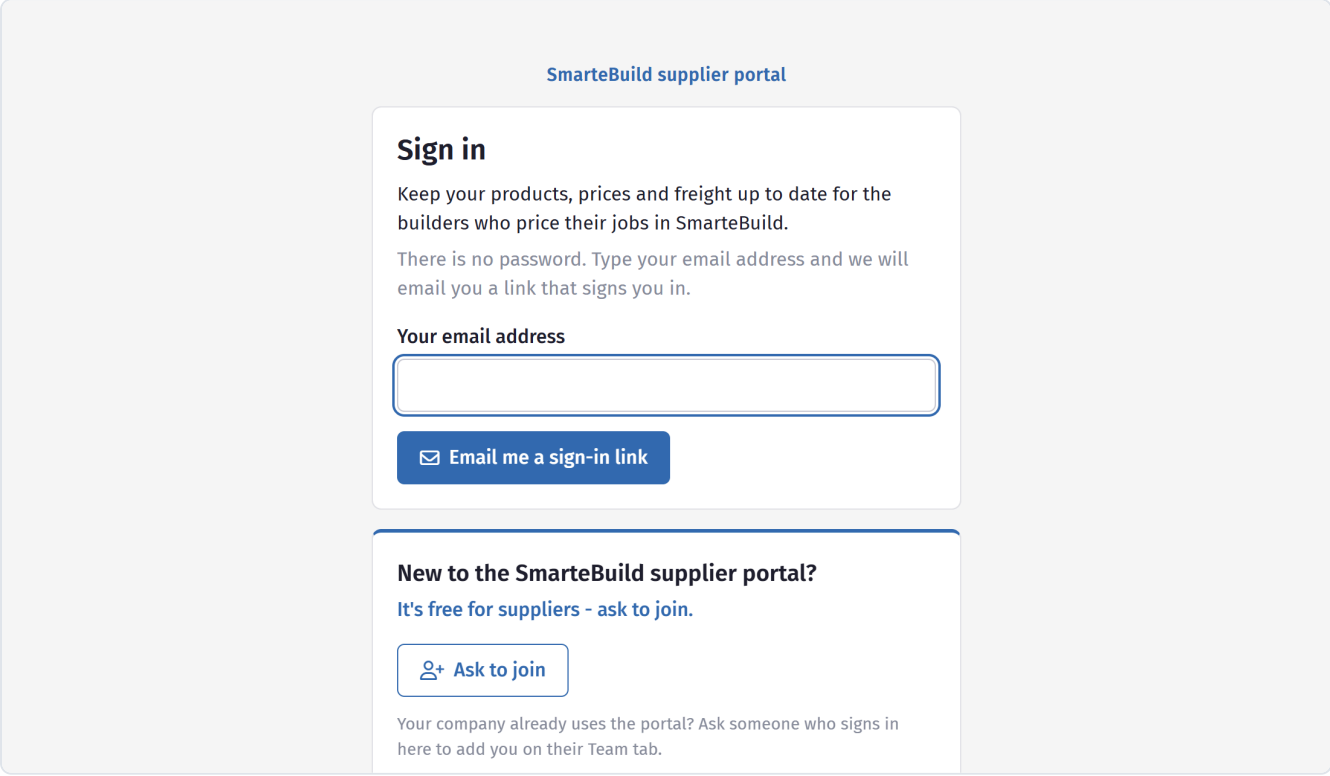
Ask the SmarteBuild team to set you up: email **hello@smartebuild.com.au**, call **(07) 3397 8805**, or use the form at smartebuild.com.au/suppliers-network. Tell us your business name and the name and email address of the person who will look after your catalogue. We send that person an email invitation.

Signing in

There is no password to remember.

1. Open the invitation email and press **Open the supplier portal**. The link in an invitation works for 7 days.
2. Next time, go to **app.smartebuild.com.au/SupplierPortal.aspx**, type your email address and press **Email me a sign-in link**.
3. Open the email and press **Sign in**. The link works once, for 30 minutes.

You stay signed in on that computer or phone for 30 days, until you press **Sign out**. If a link has expired, just ask for a new one. If a link arrives that you did not ask for, ignore it - nobody can sign in without opening your email.



Signing in with an emailed link

Your products

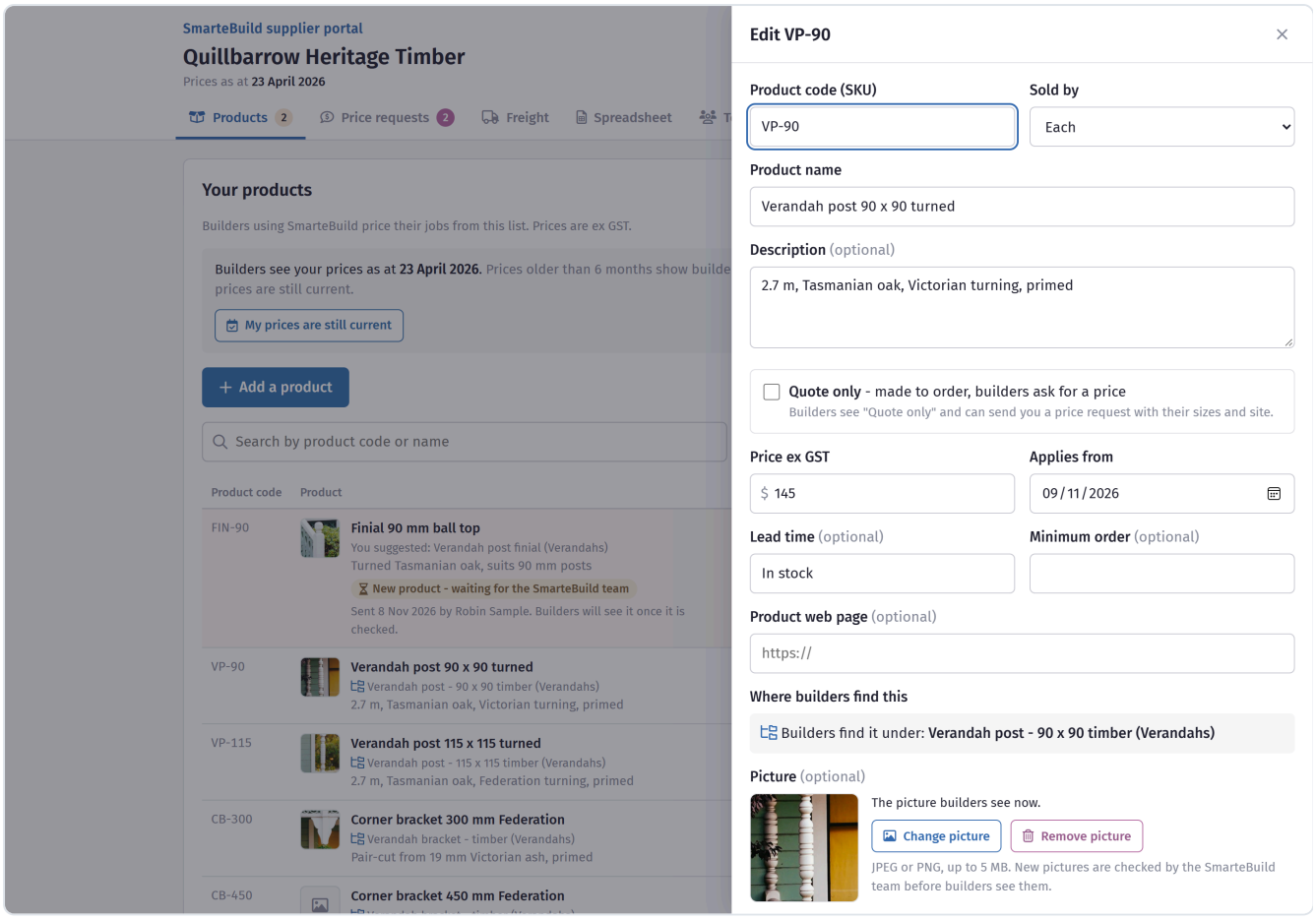
The **Products** tab lists everything you sell through SmarteBuild: product code, name, unit, price excluding GST, any price that starts on a later date, and where builders find it in SmarteBuild.

- **Search** by product code or name.

- **All / On sale / Waiting for SmarteBuild / Removed** narrow the list. *Waiting for SmarteBuild* shows new products and changes the SmarteBuild team has not checked yet.
- **Prices as at** is the date builders see beside your prices. If nothing has changed for a while, press **My prices are still current** - builders see an *Old price* tag on prices older than six months, which makes them less likely to choose you.

Adding a product

1. Press **Add a product**.
2. Fill in:
    - **Product code** - your own code (SKU). Keep it the same from one price list to the next: it is how we match your products when you send a spreadsheet.
    - **Product name** and **description** - what a builder needs to know: size, timber or material, finish.
    - **Unit** - how it is sold: *Each*, *LM* (lineal metre), *M2*, *Sheet*, *Box* and so on. A builder's estimate multiplies your price by the quantity they measure in this unit.
    - **Price ex GST**, or tick **Quote only** for products made to order (see below).
    - **Applies from** - today, or a later date for a price rise you have already announced.
    - **Lead time**, **minimum order** and **product web page** - optional, and worth filling in.
    - **Picture** - optional; see *Pictures* below.
    - **Where builders find this** - optional: start typing and choose the item in SmarteBuild's price list that your product belongs under, for example *Oven - 600 mm electric* under Appliances. Not sure? Leave it - the SmarteBuild team will choose.
3. Read **What happens when you save** - it says exactly what goes live now and what waits for the SmarteBuild team.
4. Press **Save**.



Editing a product: unit, price, where builders find it, and its picture

A new product shows as *Waiting for SmarteBuild* until the team has checked it - it moves to *On sale* when it is approved. If something needs changing, we email you the reason and you can fix it and send it again.

Quote-only products

Some products have no list price - a stair kit made to the builder's sizes, a gate, a fire surround. Tick **Quote only** and leave the price empty. Builders see *Quote only* instead of a price, and an **Ask for a price** button that sends you a request (see *Price requests* below).

Changing a product

Press **Edit** on the product, change what you need, and press **Save**. What happens depends on what changed:

What you change	What happens
The price, by 25% or less	Goes live on the **Applies from** date - today, or later.
The price, by more than 25%	Waits for the SmarteBuild team to check (a typo of $1,500 instead of $150 would otherwise reach every builder).
Lead time, minimum order	Saved straight away.
Product code, name, description, unit, picture, web page, quote only, where builders find it	Waits for the SmarteBuild team. Until then builders keep seeing what is there now.

To change your mind about something still waiting, press **Withdraw the change** on that product.

Taking a product off sale

Press **Remove from sale** when you stop selling a product. Builders no longer find it; estimates that already use it keep it. **Put back on sale** reverses it.

Pictures

A good picture helps a builder choose your product - and it shows in front of their client in SmarteBuild's colour selections.

- In the product's panel press **Add a picture** (or **Change picture**) and choose a **JPEG or PNG** file up to **5 MB**. A clear photo of the product on a plain background works best.
- **Remove picture** takes the current one away.
- New and changed pictures are checked by the SmarteBuild team before builders see them.

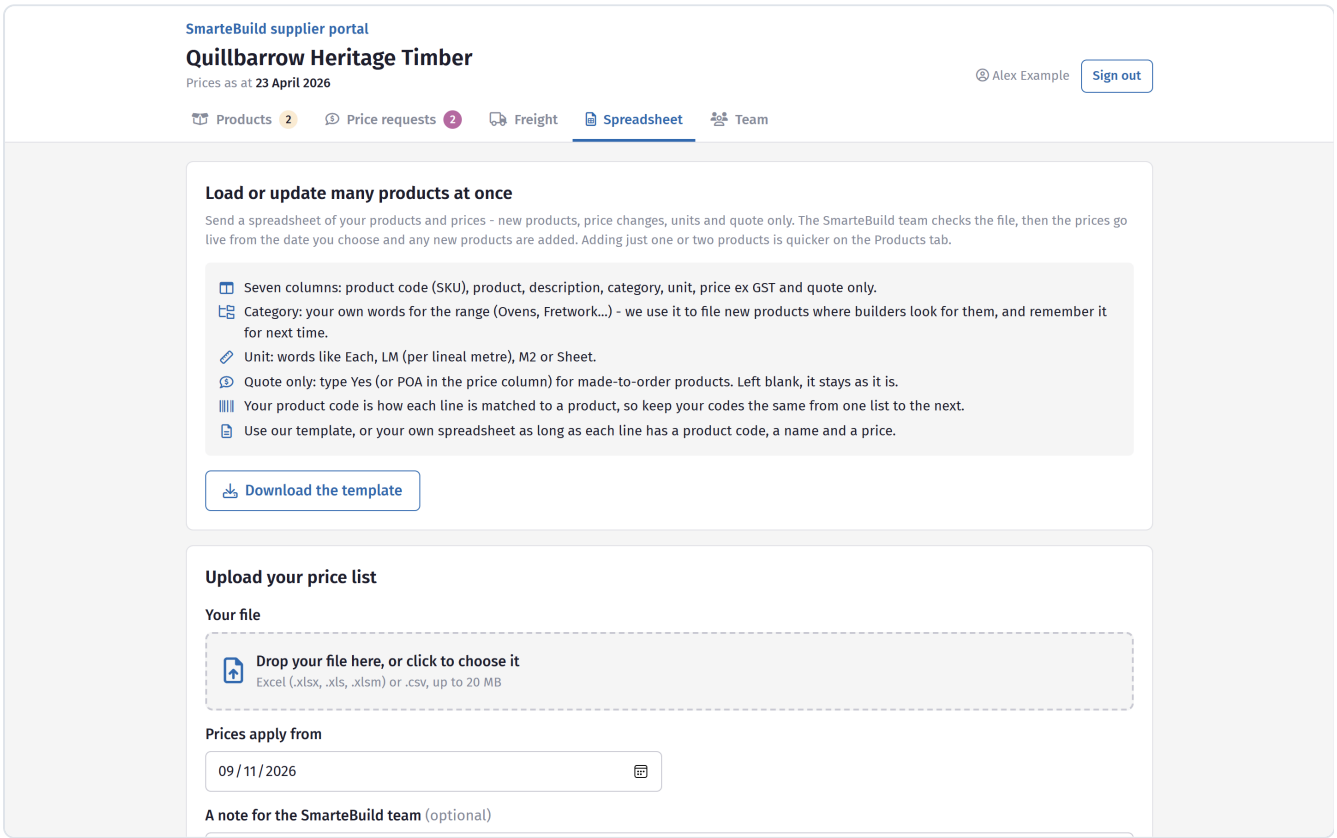
Sending a spreadsheet

For loading your whole range, or a price rise across hundreds of products, use the **Spreadsheet** tab.

1. Press **Download the template** - or use your own price list, as long as it has a header row.
2. Fill in one row per product:

Column	What goes in it
SKU	Your product code. Required.
Product	The product's name.
Description	Size, material, finish.
Category	Your own word for the range: *Ovens*, *Fretwork*, *Verandah posts*. We use it to file new products where builders look for them, and remember it for next time.
Unit	*Each* (or *ea*), *LM* (or *per lineal metre*), *M2* (or *sqm*), *Sheet*, *Box*...
Price (ex GST)	Leave empty for a quote-only product.
Quote only	*Yes* for made-to-order products; otherwise leave it empty. *POA* in the price column means the same.

1. Back on the Spreadsheet tab, drop the file on the page (Excel .xlsx/.xls or .csv, up to 20 MB), choose the date the prices **apply from**, add a note if you like, and press **Send price list**.



Sending a spreadsheet

The SmarteBuild team checks the file - changed prices, new products, anything that could not be read - and puts it live. **Files you have sent** shows each file as *Being checked*, *Live* or *Set aside*. Products that are in the shared list but not in your file are left as they are - to take products off sale, use **Remove from sale** on the Products tab, or tell us in the note.

Freight

On the **Freight** tab you set where you deliver and what it costs. Builders see the freight for **their job's site** when they look at your products in an estimate, worked out from your zones.

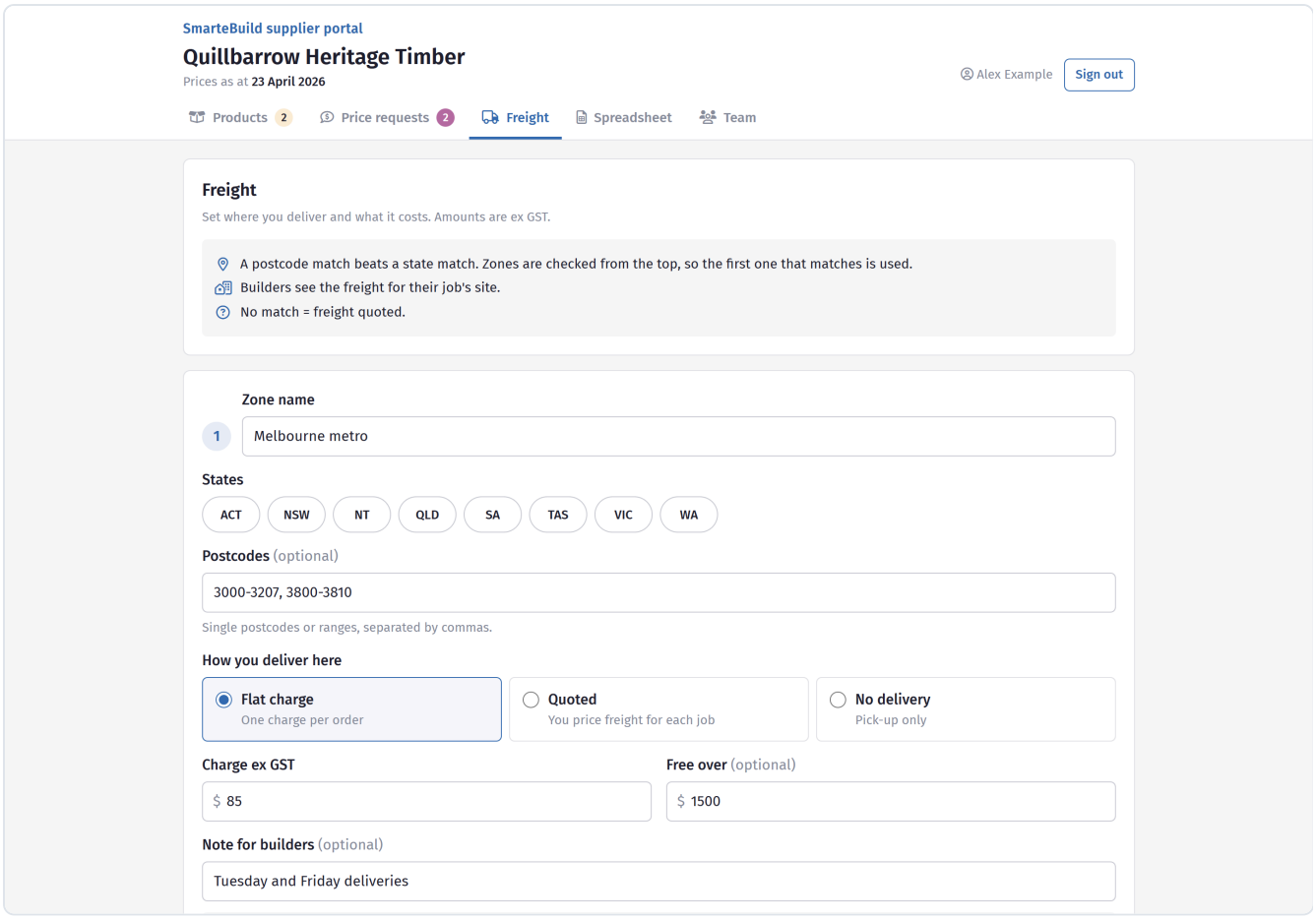
1. Press **Add a zone** and give it a name, for example *Melbourne metro*.
2. Choose where it covers: tick **states** (ACT, NSW, NT, QLD, SA, TAS, VIC, WA) and/or type **postcodes** - single postcodes or ranges, separated by commas: `3000-3207, 3800`.
3. Choose how freight works there:
   - **Flat charge** - one charge per order, ex GST. Optionally **free over** an order value.
   - **Quoted** - you price freight for each job; builders see *Freight quoted*.
   - **No delivery (pick-up only)** - builders see your pick-up address.
4. Add a **note** if it helps ("Tailgate delivery, no crane").
5. Repeat for each zone, then press **Save freight**. It applies straight away.

How a site is matched: a postcode match beats a state match, and zones are checked from the top - the first one that matches is used. Put your narrowest zones (a metro postcode range) above your widest (a whole state). A site that matches no zone shows *Freight: ask the supplier*.

Example for a Victorian supplier:

Zone	Covers	How	Charge
Melbourne metro	Postcodes 3000-3207, 3335-3341, 3750-3810	Flat charge	$85, free over $1,500
Regional Victoria	State: VIC	Flat charge	$180
Interstate	NSW, ACT, SA	Quoted	-

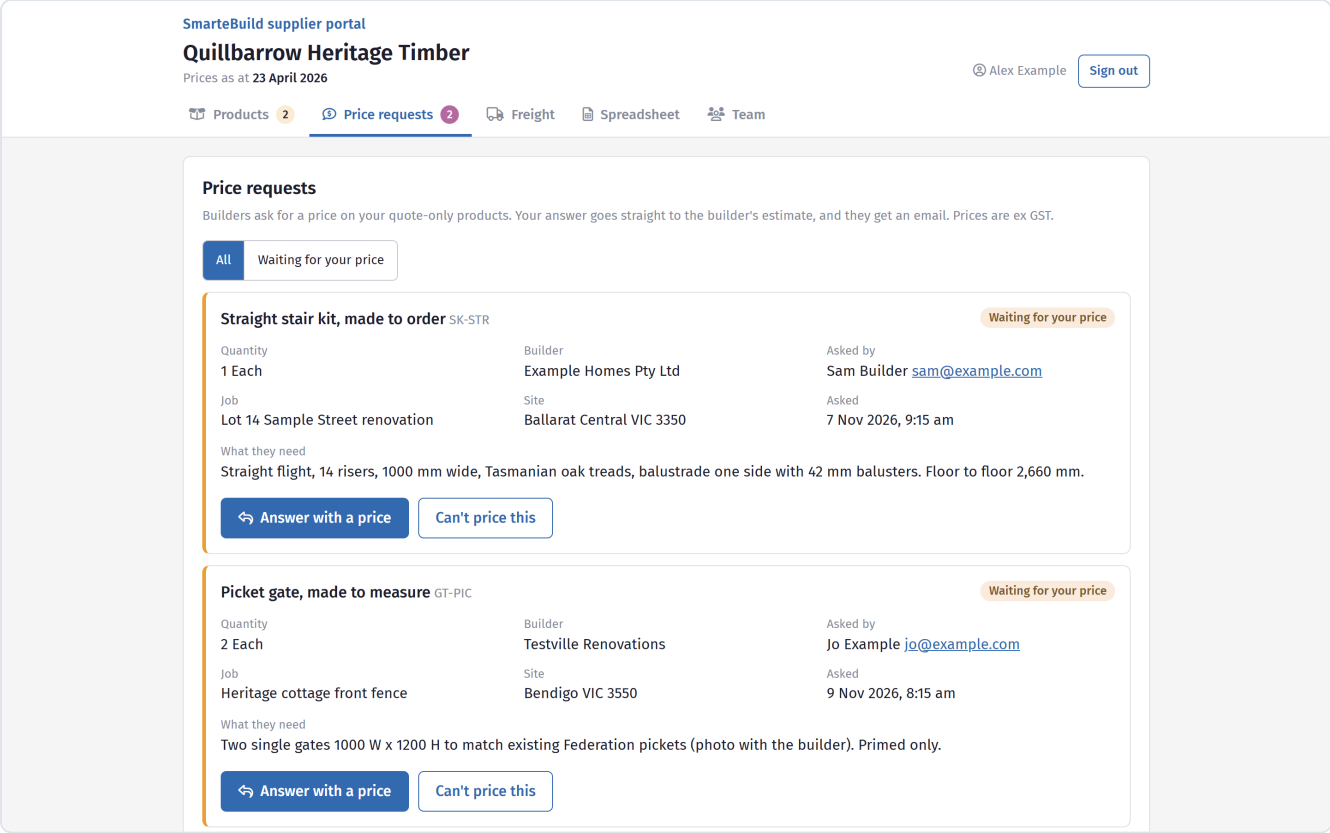
Also fill in your **freight note** (shown with every freight line) and **pick-up address**.



Freight zones

Price requests

When a builder presses **Ask for a price** on one of your products, you get an email - and the request appears on the **Price requests** tab, with a count on the tab.



Price requests waiting for your price

Each request shows the builder's business, who asked, the job, the product, the quantity, what they need ("13 risers, 1 m wide, hoop pine") and the delivery suburb and postcode.

1. Press **Answer with a price** on the request.
2. Type your **price per unit, ex GST** - per the product's unit, the same way as your list prices.
3. Optionally the **freight** to that site, ex GST, and a **note** ("Unfinished hoop pine; 3 weeks from order").
4. Check **good until** (30 days unless you change it).
5. Press **Send my price**.

The builder gets a notification and an email straight away, and can put your price on their estimate with one click. If you cannot supply it, press **Can't price this** and say why - the builder is told, so they are not left waiting.

Your team

The **Team** tab lists the people who can sign in for your business.

- **Owners** can add and remove people: press **Add a person**, type their name and email address, tick **Owner** if they should be able to add people too, and press **Add and email a sign-in link**.
- **Price requests are emailed to** - a shared inbox such as sales@ works well. Leave it empty and every person on your team gets them.
- Removing someone signs them out everywhere straight away.

Questions

Email **hello@smartebuild.com.au** or call **(07) 3397 8805**. We are happy to load your first spreadsheet with you.

Words used in this guide

Word	Meaning
ex GST	Prices in SmarteBuild are entered without GST; builders' estimates add it.
LM	Lineal metre - a length, such as a handrail or a run of fretwork.
Quote only	A product with no list price; builders ask you for a price.
Price list item	Where builders find a product in SmarteBuild, such as *Oven* or *Verandah post*.