

FREQUENTLY ASKED QUESTIONS

B Banner Categories Search All Categories Search... Shopping Lists ¹⁹ basket Sign out

Your account no: 292748 2024 Banner Catalogue Account Services Print Services Customer Hub Help & Support

HM Revenue & Customs Good Afternoon Benj Your latest messages ^

Site Notice: [Mark as unread](#)

Default site notice! Hello everybody, this is a brief summary of Esupply.
feta monterey jack cheddar cheshire curds rind, emmental stinking bishop yarg,

Marketing Notice: [Mark as unread](#)

Currently we have many discounts on:
Monterey Jack cheddar stilton roquefort parmesan comte emmental gouda mozzarella mascarpone

Customer Notice: [Mark as unread](#)

Welcome to the easy way to order office supplies

Click on the product images above or use the links on the left hand side to browse our entire product range. Alternatively use the search box at the top of the page to navigate directly to the products you want, fast.

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Click here for **Infection Prevention Essentials**

Infection Control Stock up today!

Add **BANGATU22** to your **next order** to get your new Banner Catalogue.





2022 Catalogue Get yours now!

Banner Customer Support Hub

Customer Support Hub Open up your world today!

New products from **Pentel**

Over two-thirds of the writing instruments technology we take for granted in the world today has been inspired by Pentel innovation.

 <p>Pentel Sign Pen S520 £2.10 ex.VAT</p> <p>VIEW ADD</p>	 <p>Pentel Sign Pen S520 £2.10 ex.VAT</p> <p>VIEW ADD</p>	 <p>Pentel Sign Pen S520 £2.10 ex.VAT</p> <p>VIEW ADD</p>	 <p>Pentel Sign Pen S520 £2.10 ex.VAT</p> <p>VIEW ADD</p>
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B Search... Categories

HM Revenue & Customs Good Afternoon Guest

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[See More](#)

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Why can't I login?

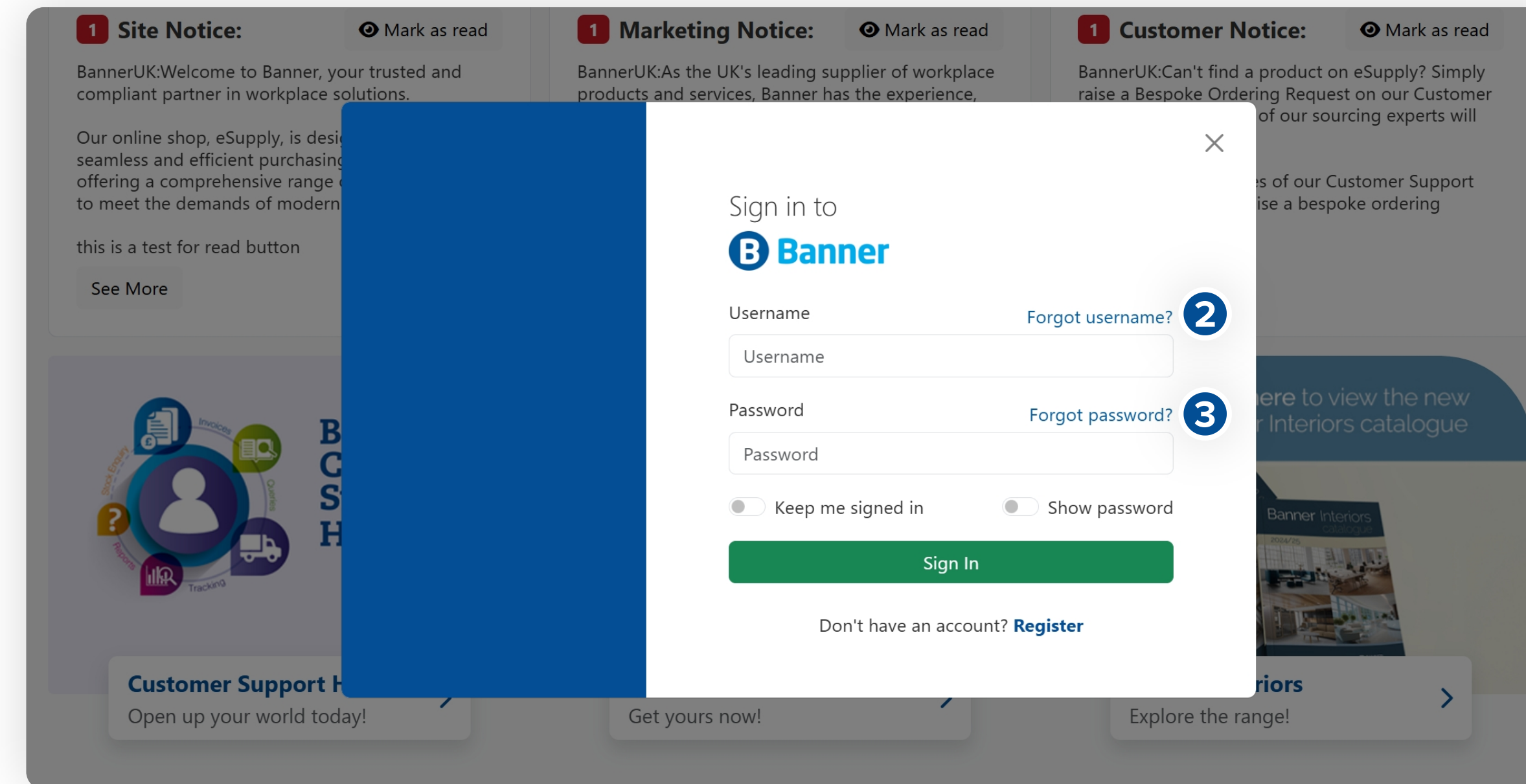
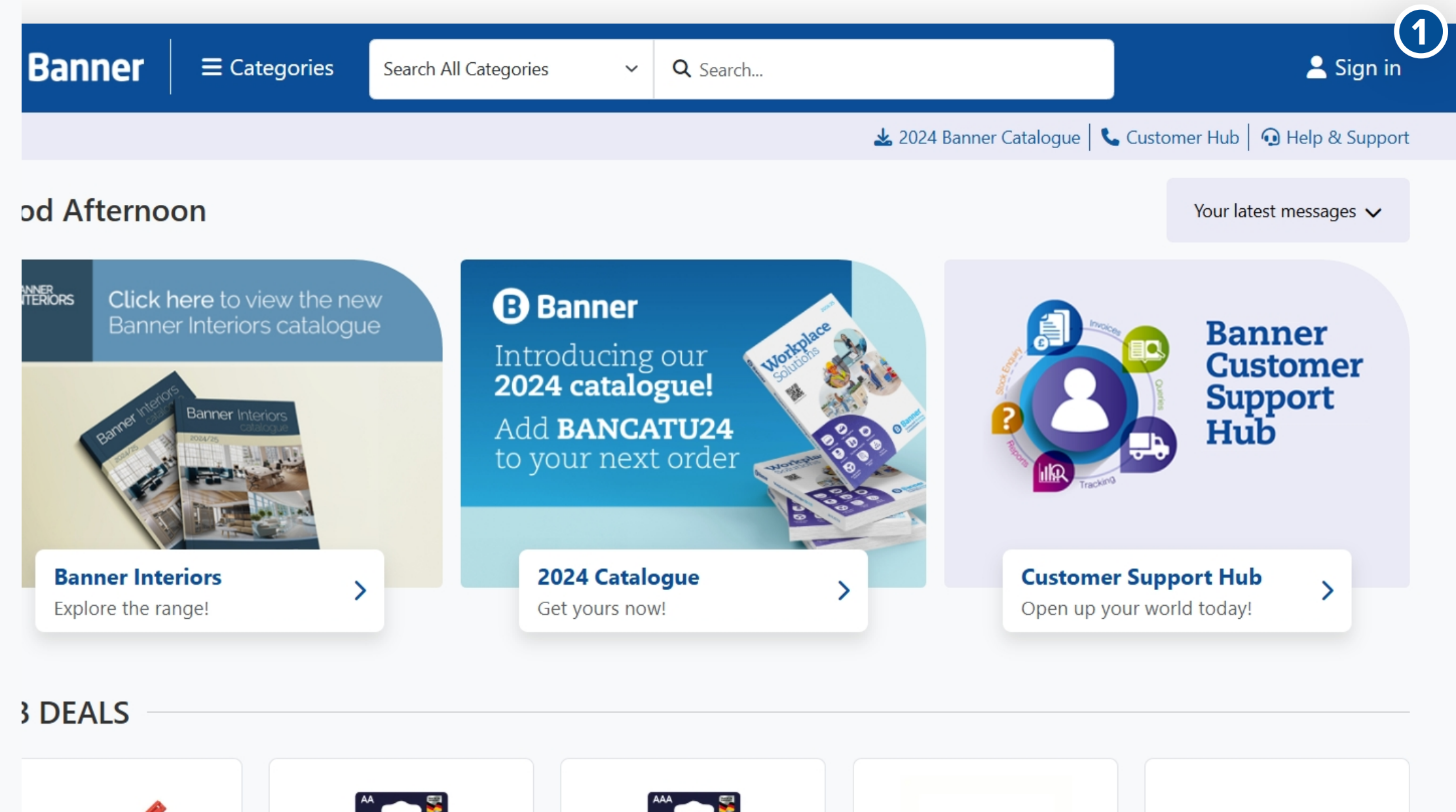
We would first ask that you check you are going to the correct URL

<http://www.shop.banneruk.com> or

<http://www.shop.bannerireland.com>

Once you arrive select **Sign in.** 1

If your login details are not working on this page there is an option to select either 'Forgot Username?' 2 or 'Forgot Password?'. 3

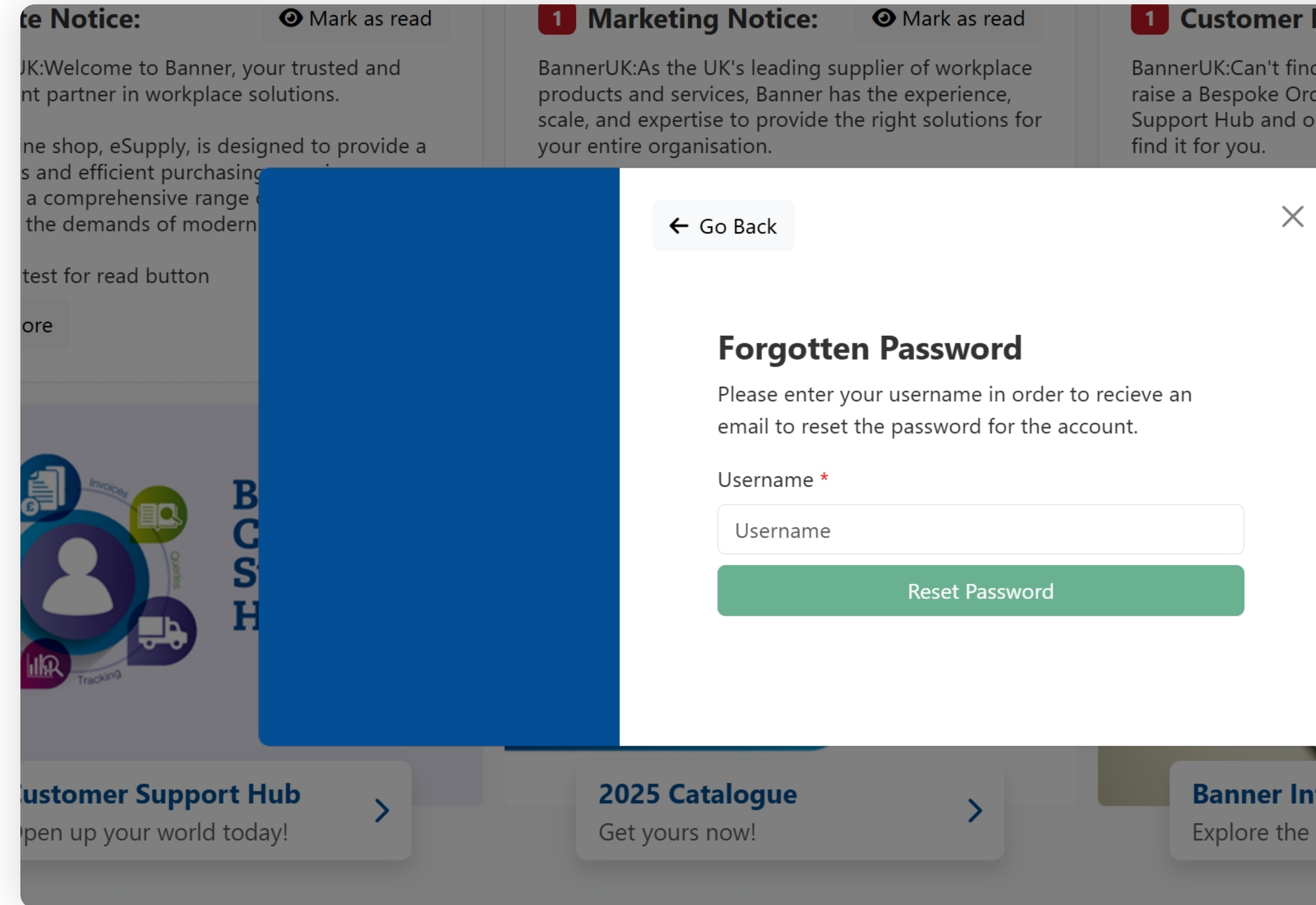


You will then be required to input the relevant information to generate an automated email to our dedicated helpdesk team.

We will then verify your details and send a communication to the registered email addresses to confirm your login details or provide a secure link for a password reset.

If you do not receive this email, it may have been directed to your SPAM inbox. Please check this before calling for further assistance.

If you require further help, please call our e-Commerce Helpdesk on 0843 538 3377, who will be happy to assist you.

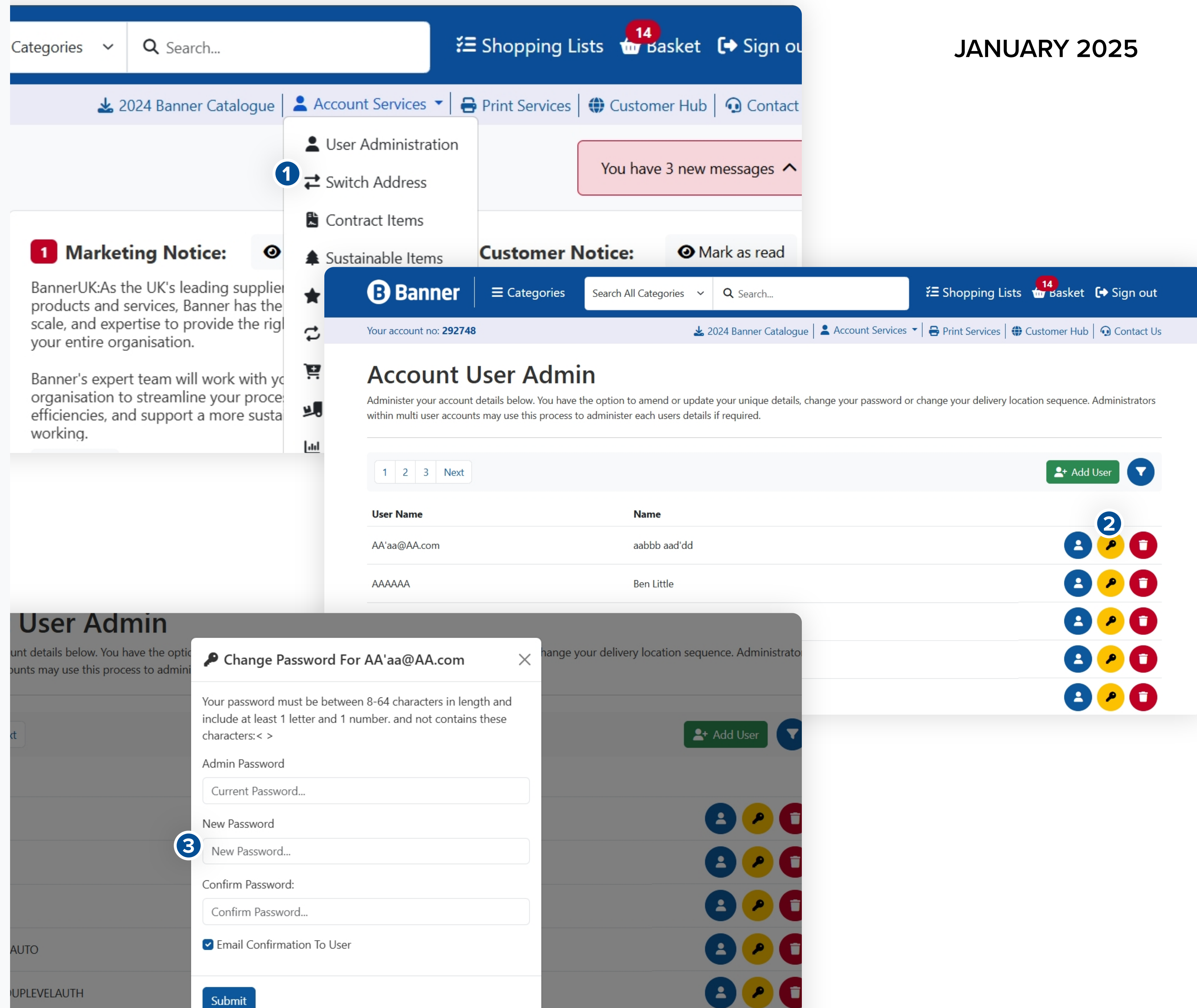


How do I change my password?

After logging into your account, select Account Services from the menu at the top of the page and select User Administration. 1

You will then be presented with your details, select the yellow key to change your password. 2

Passwords must be between 8 – 12 characters and contain at least 1 letter and 1 number. 3



Why can't I choose my username?

Your online username is created by our inhouse team and is required to be unique to you and the account.. We have username profile creation rules which means we are unfortunately unable to offer you the ability to create your own username.



How do I see different addresses I have access to?

When you are logged into your Banner profile, you can switch between different addresses; this function can be found under 'Account Services' – 'Switch Address'. This will provide you with a list of all the addresses and subsequent account numbers you can access.

The screenshot displays the Banner website interface. At the top, there is a navigation bar with the Banner logo, a 'Categories' menu, a search bar, and links for 'Basket' and 'Sign o'. Below the navigation bar, the user's account number '292748' is displayed. A secondary navigation bar contains links for '2024 Banner Catalogue', 'Account Services', 'Print Services', 'Customer Hub', and 'Contact'. The main content area is titled 'Current Address' and features a table with the following columns: Account, Company Name, Account Number, Delivery Sequence, and Address. The first row, labeled 'Invoice account', is highlighted and has a green 'Selected' button. Below this, the 'Select Address' section provides instructions: 'The delivery addresses below are all associated to your account. Please select your relevant delivery option before proceeding.' This section includes a search bar and a 'Filter Address' button. A table below lists three addresses: 'Invoice account' (selected), 'Credit card account', and another 'Credit card account'. Each row has a 'Select' button.

Account	Company Name	Account Number	Delivery Sequence	Address	
Invoice account					Selected
Credit card account					Select
Credit card account					Select

Why don't I have access to other addresses within my company?

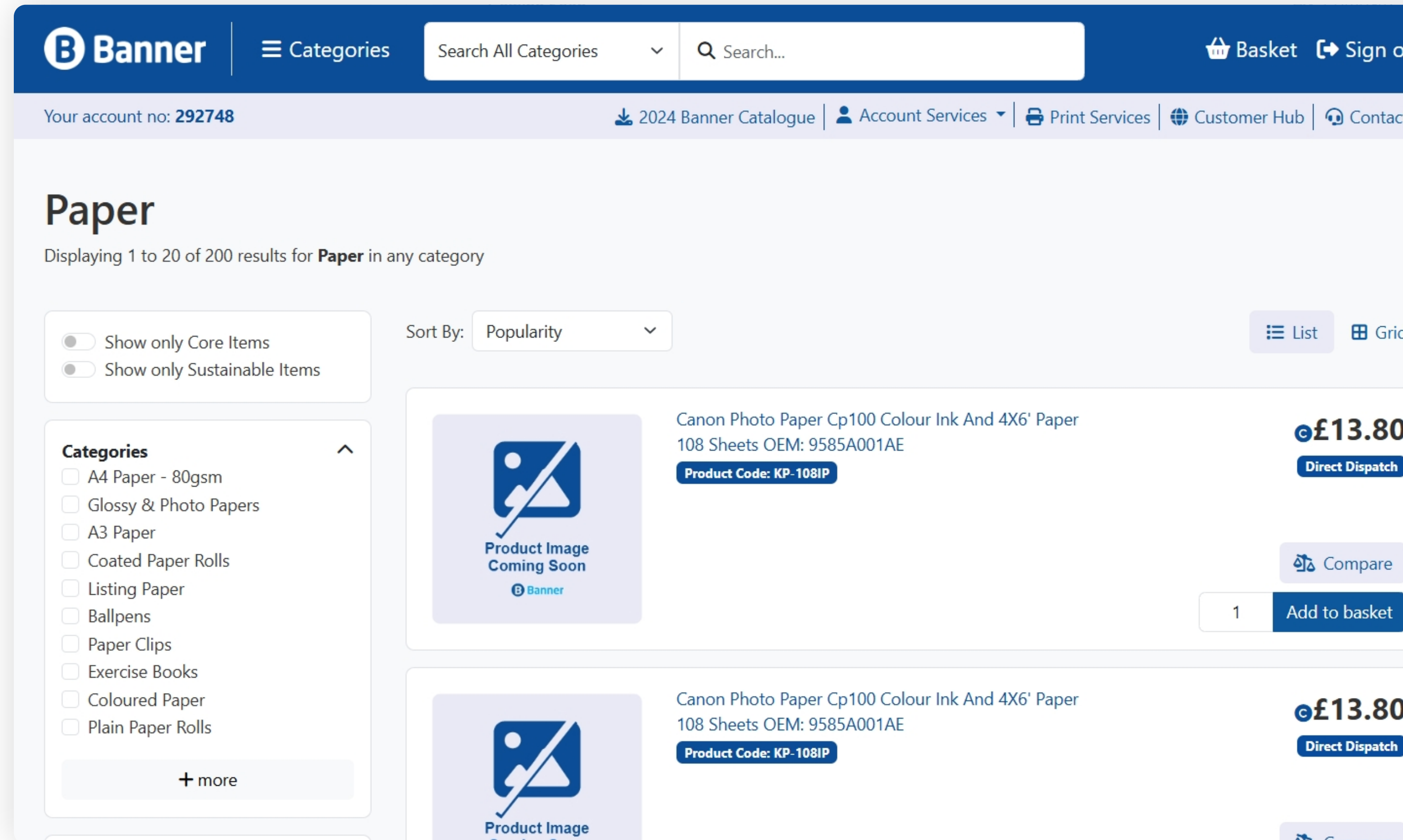
If you need to order to a location different from what you currently have access to on your online ordering address profile, please speak to your Banner account manager or email contact.banner@banneruk.com. They will collect and confirm all the necessary details and setup your request via our Database and e-Commerce teams.



Why can't I see a product(s)?

Your business leaders may have selected specific products or categories that your business can order from Banner. We add restrictions and limit visibility based on the following categories: selected category selections, price brackets, branded vs private label or sustainable credentials.

We ask that you discuss any missing product(s) with your business lead and follow up with our e-Commerce team on ecommerce.helpdesk@evo-group.co.uk who will be happy to assist you.



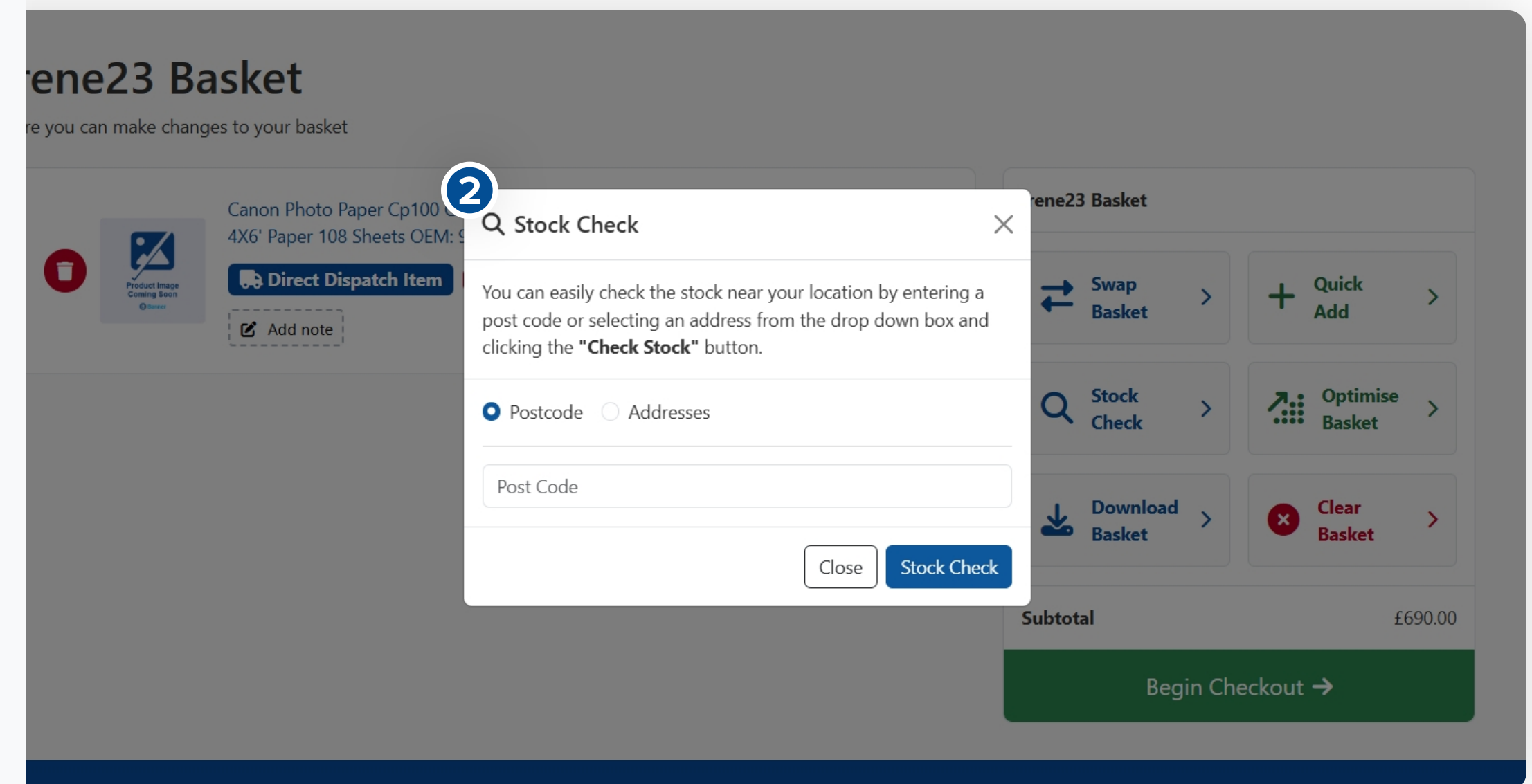
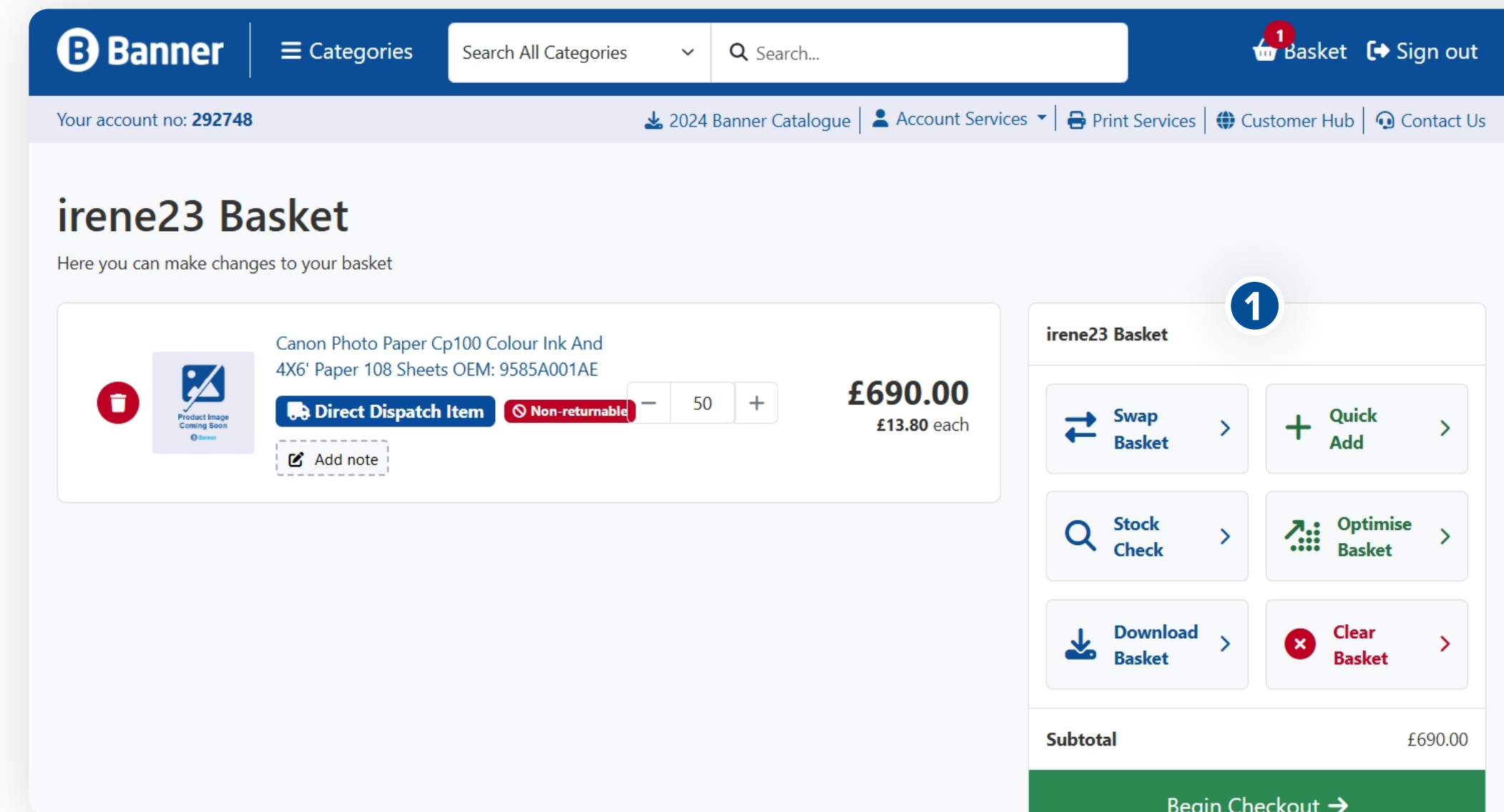
How do I check current stock levels?

Our stock values refresh on our website every 20 minutes, however, should you wish to check the current stock levels as you enter the checkout process, you are able to request them.

You will see the following options when you have selected Checkout. **1**

Select the Stock Check box; from here you can either select an address you have access to or enter the delivery post code; once you have entered those details, click on the Stock Check button. **2**

You will be advised that the stock levels have successfully updated before the basket appears back on your screen with the latest information.



Why am I being asked/ not being asked to enter Credit Card details?

If you believe you should/should not be asked to enter credit card details at the point of purchase, we ask that you speak with your Banner account manager or ring 0843 538 3311 immediately.



Why **are** my orders going to a third party for authorisation?

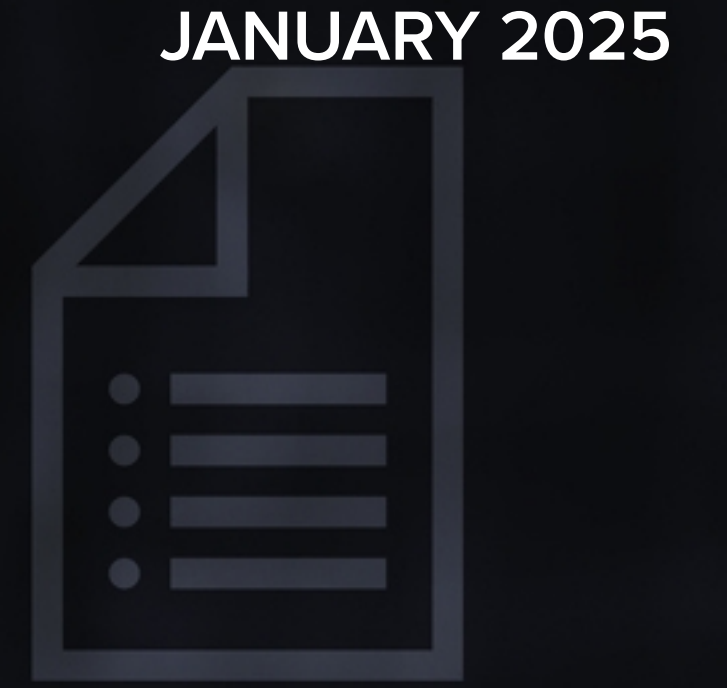
A decision may have been made by your Procurement team that you and/or some of your colleagues' orders will go to a third party for authorisation, for example, your direct manager.

If you believe this is incorrect, we ask that you speak with your Banner Account Manager or email our team at contact.banner@banneruk.com who can explain the process to you or send any relevant changes to our e-Commerce department



Why **aren't** my orders going to a third party for authorisation?

Similar to the above, a decision may have been made to remove any authorisation from your profile. If you believe this is incorrect, we ask that you speak with your Banner Account Manager or email our team at contact.banner@banneruk.com who can explain the process to you or send any relevant changes to our e-Commerce department.



How do I authorise and purchase?

When an order has been placed that you have been requested to authorise, you will be notified by email. Once you have logged into your online profile with Banner you will see a red banner **1** on the homepage advising you have 'x' amount of orders to approve. Once you have gone into this section you can, review, approve, reject or refer the order. **2**

The screenshot displays the Banner Customer Hub interface. At the top, a red notification banner indicates "1 Orders awaiting approval: 17". Below this, the main navigation bar includes the Banner logo, a search bar, and links for Shopping Lists, Basket (with 6 items), and Sign out. The main content area is titled "Order Approval" and provides instructions on how to find and manage orders requiring authorisation. A table lists recent orders, with the first one, Order #8723837, highlighted. This order is from last Wednesday at 11:25 AM, placed by Ben Little, with a total of £157.32. The detailed view for Order #8723837 shows options for Full Edit, Quick Edit, and Action (with a dropdown arrow). The order details are organized into three columns: Company Name (TNT LRVDC, Placed by Ben Little, Referred by BenDev to Ben's Test Auth Group), Delivery Address (Starley Way Bickenhill, Birmingham, B37 7HZ), and Your Order Reference (cvxd, Cost Centre CostCentre1, Sub Cost Centre CostCentre1).

Order #	Order Total
Order #8723837 Last Wednesday at 11:25 AM Placed by Ben Little	£157.32
Order #8723343 Last Wednesday at 9:26 AM Placed by Ben Little	£82.08
Order #8723334 Last Wednesday at 9:26 AM Placed by Ben Little	£828.00
Order #8722116 06/01/25 at 1:48 PM Placed by Ben Little	£120.84

Why am I not receiving order confirmations?

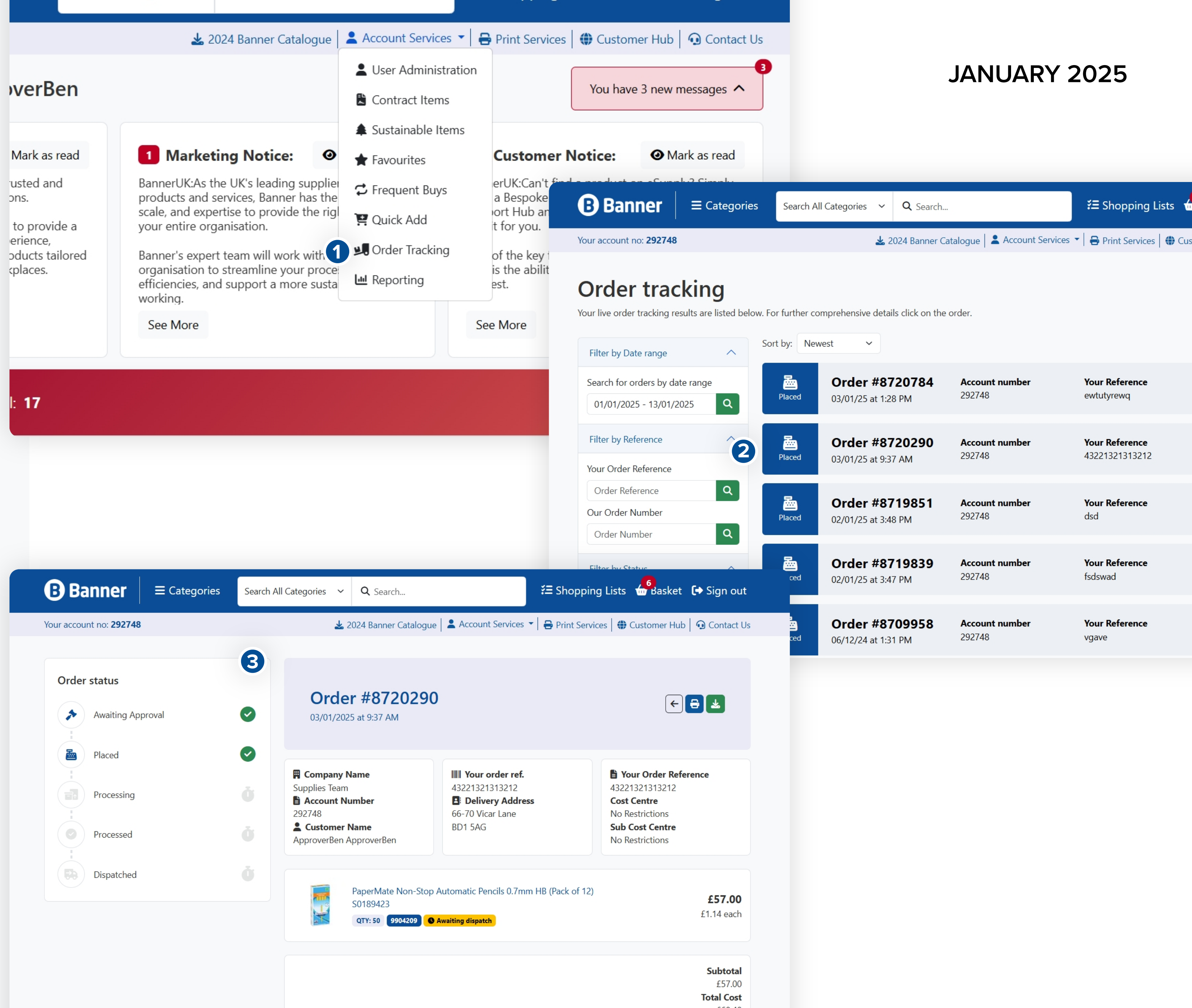
There are a few possible scenarios that would cause this to happen;

- 1** Is your email address correct on our system? You can check this on your profile under account services.
- 2** Have your purchases been authorised by a third party, i.e. your manager? If so, this email will generate once they have authorised the purchase for you.
- 3** Has the email been rejected due to company firewalls or been sent directly to your junk/SPAM folder?
- 4** If the above three scenarios are not the cause of the issue, please contact our e-Commerce team at ecommerce.helpdesk@evo-group.co.uk and they will contact the relevant department to ensure the email is being generated correctly and issued to you.



How do I track my orders?

- 1 When you are logged into your account, select Account Services from the main header at the top of the page and select Order Tracking.
- 2 From here you can filter the results to search for the order you are looking for.
- 3 Within the order details, you will be able to see the status of the order and view the Proof of Delivery information to see if the order has been delivered.



Important Information

- The Banner website has 24/7 access with real time stock that refreshes every 20 minutes.
- There is a suggested final ordering time of 16.30 to ensure next day delivery.
- The system automatically logs users off after 20 minutes of inactivity.
- If you have any queries related to cost centres, delivery addresses, log in details, or adding/deleting contacts and users, our e-commerce team will be ready to assist you.
- Please contact the team on 0843 538 3377 or email them at ecommerce.helpdesk@evo-group.co.uk

