

CLIENT PORTAL

24/7 Online Ordering and Account Management



The fully integrated Gekko Wholesale Client Portal gives your customers a secure, professional and convenient way to place orders, manage their accounts and communicate with your business at any time of the day.

Customers no longer need to wait for your sales office to open, search through old emails or telephone to repeat a regular order. From one central online portal, they can review products, create shopping lists, repeat previous orders, view invoices, make payments and monitor the progress of current orders.

The portal is connected directly to Gekko Wholesale, helping your sales, order-processing, warehouse, delivery and accounts teams work from the same up-to-date information. This reduces duplicated work, improves order accuracy and gives customers a faster and more professional service.

24/7 Online Wholesale Ordering

Your customers can place orders securely from a desktop computer, laptop, tablet or mobile phone. The portal can display the products, prices and ordering options relevant to each individual customer, helping to create a personalised wholesale buying experience.

- Search and browse available products
- View customer-specific prices and agreed discounts
- Order using the correct item, pack, case or crate quantity
- Check product availability where live stock visibility is enabled
- Add customer purchase-order references and delivery instructions
- Select delivery or collection options where applicable
- Submit orders directly into the Gekko Wholesale workflow

Once submitted, an order can move into your agreed checking, picking, dispatch, delivery and invoicing process without employees having to re-enter the same information manually.

Personal Shopping Lists

Customers can create and save their own reusable shopping lists, making regular wholesale ordering faster and easier. A customer may create different lists for individual sites, departments, delivery days, seasonal requirements or frequently purchased products.

- Save frequently ordered products in one place
- Create multiple lists for different locations or requirements
- Update quantities before placing each order
- Add or remove products as purchasing needs change
- Reduce forgotten items and repetitive order entry

Shopping lists are particularly valuable for customers who purchase the same core products every week but need the flexibility to adjust quantities or add occasional items before submitting the order.

Repeat Previous Orders in Seconds

Customers can view their previous orders and use an earlier order as the starting point for a new one. Instead of rebuilding a regular order product by product, they can select a previous order, copy the required items into a new basket and make any necessary changes before submitting it.

- Review previous order dates, products, quantities and values
- Copy a complete previous order into a new basket
- Change quantities before the new order is submitted
- Remove products that are no longer required
- Add new products, references or delivery instructions

Repeat ordering saves the customer time, encourages regular purchasing and reduces the risk of mistakes caused by manually recreating an order from memory.



WhatsApp Text and Audio Ordering

Where the agreed WhatsApp ordering integration is enabled, customers can send an order request using a WhatsApp text message or audio recording. This gives busy customers a quick and familiar way to place an order when they do not have time to complete an online form.



An audio message can be transcribed and interpreted by the system to create a draft customer order within the Gekko Wholesale workflow. The order can then be checked against the correct customer account, product descriptions, units, quantities, prices, stock availability and delivery requirements before it is confirmed for processing.

- Customers can send text or voice order requests using WhatsApp
- Audio messages can be converted into written order information
- A draft order can be created against the correct customer account
- Employees can review unclear products, quantities or units before approval
- The customer can receive confirmation once the order has been accepted

Creating a checked draft order provides the speed of automated ordering while retaining an important validation stage before stock is picked, dispatched or invoiced.

Previous Orders, Invoices and Account Documents

The Client Portal gives customers a clear history of their activity with your company. Authorised users can review previous orders, monitor current order progress and access the documents linked to their account.

- View previous and current orders
- Review detailed product and quantity breakdowns
- Check order, picking, dispatch or delivery status where enabled
- View and download invoices, credit notes and statements
- Identify paid, part-paid and outstanding invoices
- Print or save documents for the customer's own records

Giving customers direct access to this information can reduce routine account queries and allows your employees to spend more time supporting sales, service and business growth.



Secure Online Payments and Part Payments

Where online payment processing is enabled, customers can pay outstanding invoices securely through the Client Portal using an approved credit or debit card payment provider.

Customers can pay an invoice in full or make an authorised part payment . The payment can be recorded against the appropriate invoice, leaving a clear remaining balance for the customer and your accounts team to review.

- Pay individual invoices online
- Make full or approved part payments
- View the remaining balance after a payment
- Receive payment confirmation or a digital receipt
- Improve cash flow and reduce delays in collecting payment
- Reduce the administrative time spent taking payments manually

Integrated Credit Control

Credit control rules can be connected directly to the customer's portal account. Management and authorised accounts employees can control credit limits, available credit and ordering permissions in line with your organisation's agreed financial procedures.

- Display outstanding balances and available credit
- Increase or reduce credit limits where authorised
- Restrict ordering when an account exceeds its agreed terms
- Require payment before a further order is accepted
- Place an account on hold where management approval is required
- Maintain a clear record of invoice and payment activity

This gives customers a smooth ordering experience while protecting your organisation from unnecessary financial exposure and avoidable credit risk.

Promotions, Product Advertising and Additional Sales

The Client Portal is not only an order-entry system. It can also become an active digital sales channel, allowing your organisation to promote products and communicate offers directly to customers while they are preparing an order.

- Highlight new, seasonal or high-priority products
- Display special offers and customer-specific promotions
- Recommend related products and additional order items
- Promote products based on previous customer purchasing activity
- Encourage customers to increase the value of their order

This helps your company generate additional sales while giving customers useful information about products they may otherwise overlook.



PringlePCS Customer Onboarding and Portal Training

Introducing a client portal is most successful when customers understand how to use it confidently. PringlePCS can work on your behalf to introduce the portal to your customers and show them how to use its full potential.

This removes pressure from your internal team and helps customers adopt the new ordering process more quickly. Training can be delivered to individual customers, groups of customer employees or nominated account administrators.

- Introduce customers to the portal and login process
- Demonstrate product searching and online ordering
- Help customers create shopping lists
- Show customers how to repeat and amend previous orders
- Explain WhatsApp text and audio ordering where enabled
- Demonstrate invoice, statement and payment functions
- Provide guidance on authorised users and account security
- Support customers while they place their first live order
- Produce branded quick-reference guides and training materials

Customer training can be delivered online through Microsoft Teams, at your premises, at the customer's premises or through agreed demonstration sessions. The exact delivery method will depend on the number of customers, their locations and the agreed implementation plan.



You do not simply provide customers with a login.

PringlePCS helps them understand how the portal can save time, improve control and make ordering easier.



Full Wholesale Financial Control

Gekko Wholesale provides financial visibility across the full order-to-payment process. Sales, invoices, VAT, payments, outstanding balances and credit positions can be monitored from one connected system, giving management a clearer understanding of current business performance.

The system can support daily income reporting, including invoiced sales, received payments, outstanding debt, gross profit and VAT analysis. Depending on the agreed configuration and the quality of the information recorded, management can review performance daily or throughout the working day.

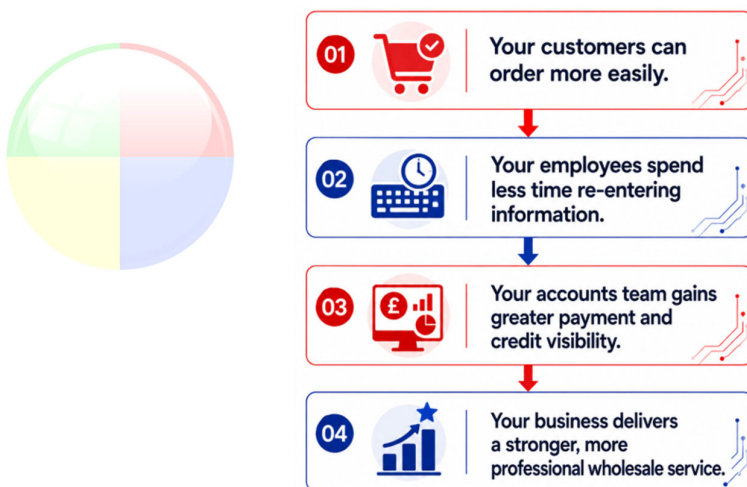
Instead of relying entirely on end-of-month reports, authorised users can view live dashboards showing incoming revenue, current orders, unpaid invoices, stock value, purchasing commitments and other agreed performance indicators.

Invoice generation is integrated into the wholesale workflow. Invoices can be produced from completed orders, emailed to customers and made available through the Client Portal. The system can also support part payments, credit notes, account statements and batch invoicing, including consolidated weekly invoicing for customers receiving multiple orders or deliveries.

Outstanding invoice and aged-debt reports give the accounts team clear visibility of overdue balances. Automatic invoice and statement emailing can improve consistency, while online payments make it easier for customers to settle their accounts promptly.

The Commercial Benefits

- Convenient customer ordering, 24 hours a day
- Faster repeat ordering through saved shopping lists and order history
- Fewer manual order-entry tasks for your employees
- Improved order accuracy and clearer customer instructions
- Faster payments and stronger credit control
- Reduced routine invoice and account enquiries
- Additional opportunities to promote products and increase order value
- A professional service comparable with major wholesale suppliers
- Practical customer onboarding and training delivered by PringlePCS





NEXT STEP TO GEKKO WHOLESALE

Let Pringle Pcs Show You What Gekko Can Do For Your Business

NEXT STEPS

LET US SHOW YOU WHAT GEKKO CAN DO FOR YOUR BUSINESS

Gekko provides the technology. We provide the experience, implementation, training and ongoing support required to maximise its value.

Together, Gekko and we can help your business achieve:

MORE TIME:
Streamlined processes, reduced administration and improved efficiency.

MORE MONEY:
Better control of costs, improved productivity and increased profitability.

MORE CLIENTS:
Stronger customer management, improved communication and greater opportunities for growth.

MORE CONTROL:
Clearer information, improved reporting and complete visibility across your business.

MOST IMPORTANTLY, we provide a trusted business partner with support available 24 hours a day, 7 days a week.

WE DO MORE THAN SUPPLY SOFTWARE.
We work alongside your business to implement the right solution.

SUPPORT YOUR TEAM
with training, guidance and ongoing assistance.

ENSURE YOU GAIN THE MAXIMUM
benefit from the system, helping your business grow and succeed.

SEE THE SYSTEM. SEE THE DIFFERENCE.

Discover how Gekko can operate within your business through a free demonstration.

FREE MICROSOFT TEAMS DEMONSTRATION
View the system remotely from any location.

ON-SITE DEMONSTRATION
A member of our team will visit your premises and demonstrate how the system can support your specific business requirements.

VISIT US
Come and see the system in action at our office.

Gekko provides the technology. Pringle PCS provides the experience, implementation, training and ongoing support required to maximise its value.

Together, Gekko and Pringle PCS can help your business achieve:

More Time:

Streamlined processes, reduced administration and improved efficiency.

More Money:

Better control of costs, improved productivity and increased profitability.

More Clients:

Stronger customer management, improved communication and greater opportunities for growth.

More Control:

Clearer information, improved reporting and complete visibility across your business.

DEMO BOOKING

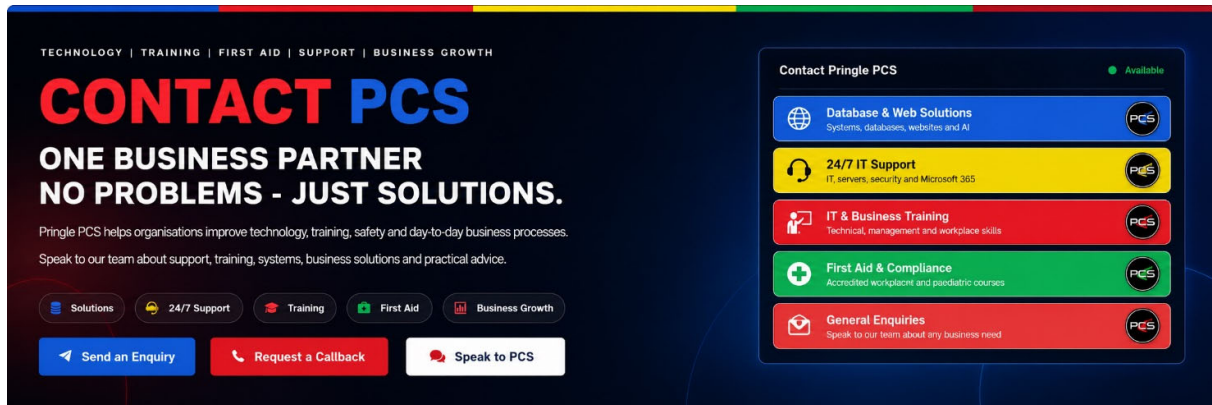
Arrange a live demonstration of Gekko Wholesale and see how the different parts of the system work together. The demonstration provides an opportunity to discuss your existing processes, current problems and the improvements your organisation would like to achieve.

Book your free demonstration today and discover what Gekko and Pringle PCS can deliver for your business

What's covered: A live system walkthrough; relevant Gekko modules; wholesale workflow discussions; questions from your management team; implementation options; training and support requirements; and recommended next steps.



CONTACT PCS



TECHNOLOGY | TRAINING | FIRST AID | SUPPORT | BUSINESS GROWTH

CONTACT PCS

**ONE BUSINESS PARTNER
NO PROBLEMS - JUST SOLUTIONS.**

Pringle PCS helps organisations improve technology, training, safety and day-to-day business processes.
Speak to our team about support, training, systems, business solutions and practical advice.

Solutions 24/7 Support Training First Aid Business Growth

[Send an Enquiry](#) [Request a Callback](#) [Speak to PCS](#)

Contact Pringle PCS Available

- Database & Web Solutions**
Systems, databases, websites and AI
- 24/7 IT Support**
IT, servers, security and Microsoft 365
- IT & Business Training**
Technical, management and workplace skills
- First Aid & Compliance**
Accredited workplace and paediatric courses
- General Enquiries**
Speak to our team about any business need

Contact PringlePCS to discuss your wholesale operation, request additional information or arrange the next stage of your Gekko Wholesale project.

SALES ENQUIRIES: 0114 281 3350
EMAIL: SALES@PRINGLEPCS.CO.UK

24/7 SUPPORT: 0114 281 3351
EMAIL: SUPPORT@PRINGLEPCS.CO.UK