



BEGA DAIRY AND DRINKS

Online Ordering Guide



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1 Getting Started - Introduction

This guide has been written to provide Bega Dairy and Drinks customers with instructions on using the online ordering portal.

The online ordering portal enables customers to place milk, juice and dairy orders up to 21 days in advance through the website.

1.1 Start Online Ordering

1. To navigate to the online ordering portal, open your internet browser
2. Type <https://orders.begacheese.com.au/> in the address line and select [ENTER] on your keyboard. The *Log in* screen displays

3. Enter your Bega Dairy and Drinks customer number in the *Username* field



Hint

If you select **Remember me** checkbox you will not have to enter the Username field next time you log in

4. Enter your password in the *Password* field
5. Select **LOGIN**. The *Home* screen displays



Hint

After logging on for the first time, save the link in your browser “Favourites” as this will make it easier to access the online ordering portal in future

Welcome

At the moment you have no relevant news articles. [MORE NEWS...](#)

Customer Details		Account Details	
Customer Name:	Dairy Test Test Test	User Name:	220085
Customer Reference:	D61365	Logged in at:	19/01/21 14:12:26
NFL Customer Number:	220085	Last Logged in:	
Order Cut-off time:	2:00 PM	Last order placed:	
Address1:	1 24 The Esp		
Address2:			
City:	ST KILDA		
State:	VIC		
Postcode:	3182		
Phone1:			
Phone2:			
Fax:			
Email:			

The *Home* screen displays information about your account, including:


- Customer Name
- Customer Reference
- Bega Dairy and Drinks Customer Number
- Order Cut-off time
- Address and contact details
- Log-in details and date and time of last order
- MORE NEWS... displays the latest news announcements.

Five buttons display at the top of all the portal screens. Select the buttons to display the menu options.

Button	Menu Options	Description
HOME	HOME	Return to the <i>Home</i> screen
	CHANGE PASSWORD	Change your password
ORDERS	PLACE AN ORDER	Place a new order
	ORDER HISTORY	View order history
	ORDER REMINDERS	Create SMS or email reminders
	MANUAL STANDARD ORDERS	Use a manual standard order
	AUTOMATED STANDARD ORDERS	Create automated orders
BILLING	INVOICES AND CREDIT NOTES	View Invoices and Credit Notes
	STATEMENTS	View Statements
	DIRECT DEBIT	Setup a direct debit
CLAIMS	SUBMIT A CLAIM	Access the Claims Portal website
INFO	NEWS	View the latest news
	LOG AN ISSUE	Send an issue to Bega Dairy and Drinks Customer Service
	BEGA DAIRY AND DRINKS WEBSITE	Access the BEGA DAIRY AND DRINKS website

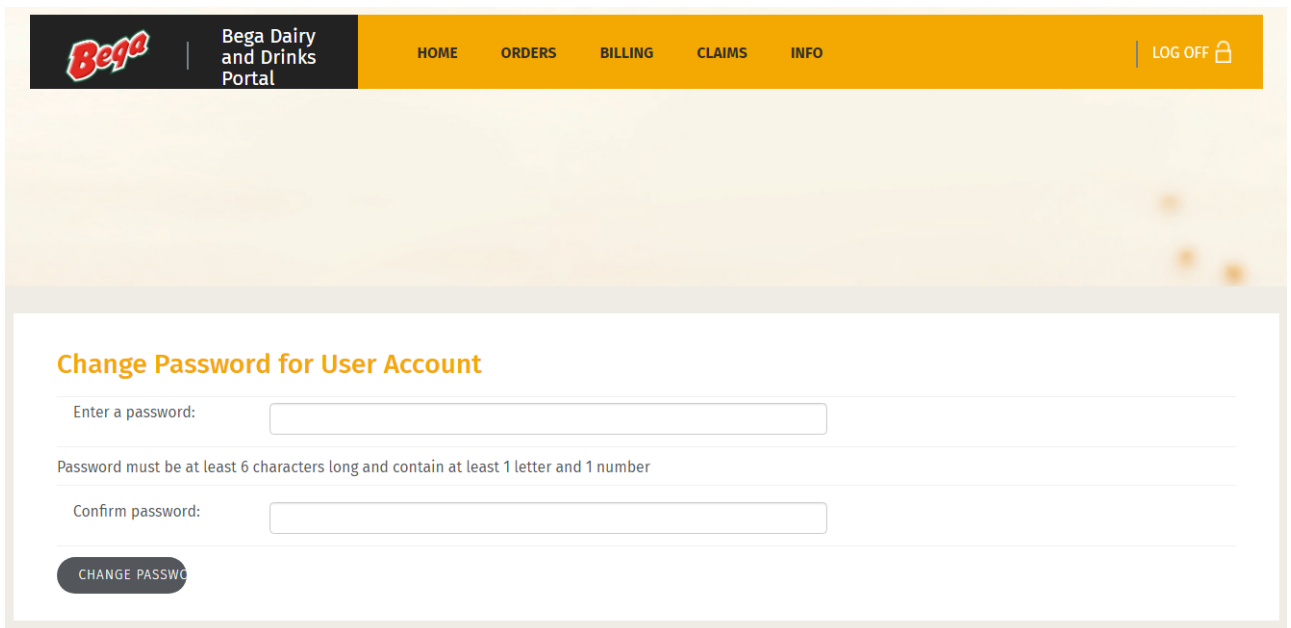
1.2 Change Password

Passwords must be at least six characters long and contain at least one letter and one number. For example, **test01**.



Hint
After logging in for the first time, change your password instead of continuing to use the password supplied by BEGA DAIRY AND DRINKS

1. To change your password, select **HOME**, then **CHANGE PASSWORD**. The *Change Password* screen displays



2. Enter your new password in the *Enter a password* field

3. Enter the same password in the *Confirm password* field

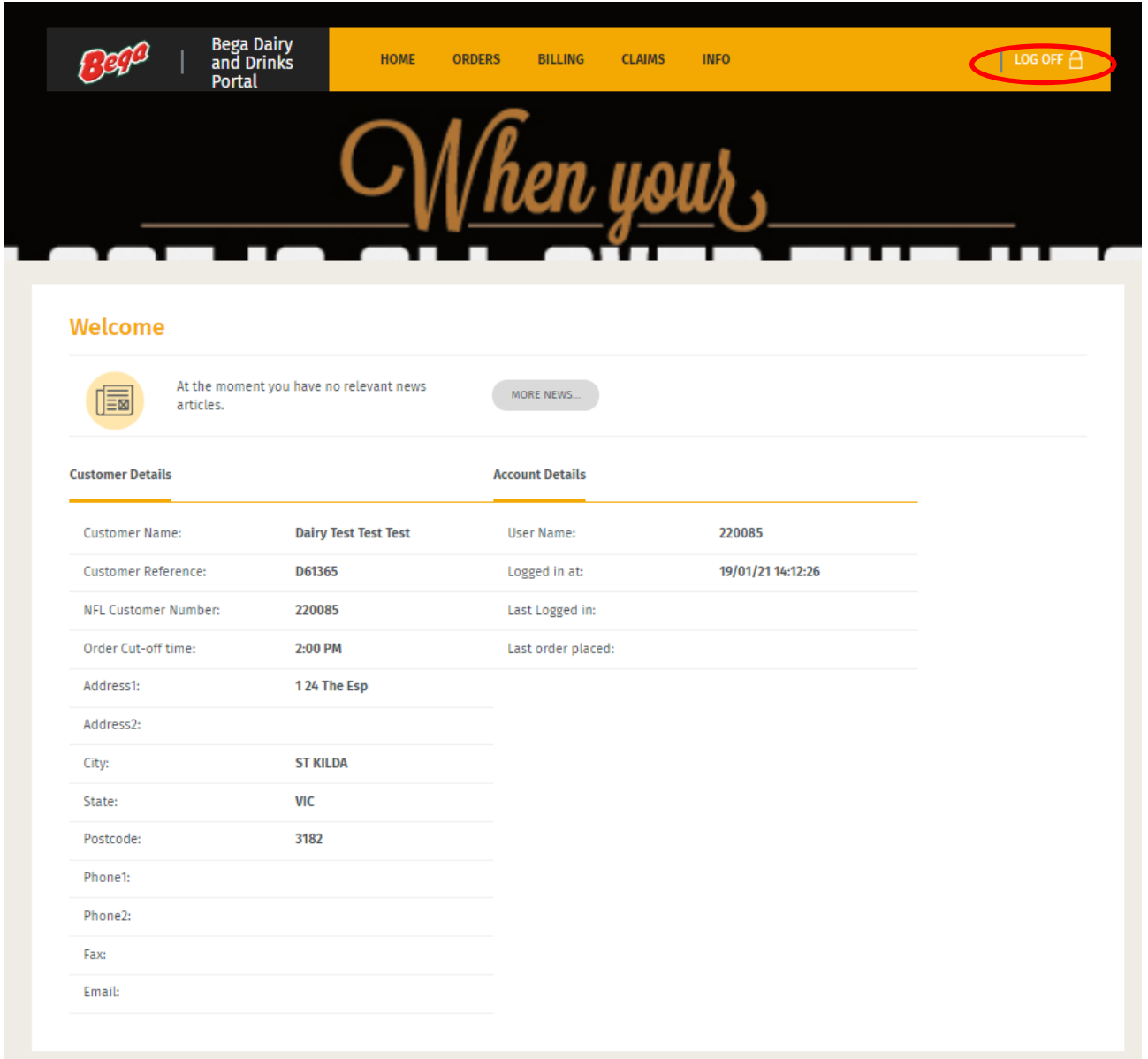
4. Select **CHANGE PASSWORD**

A message displays: *Password has been changed*

1.3 Log Off

When you have finished using the online ordering portal, ensure that you log off.

1. To log off, select **LOG OFF** on the menu bar



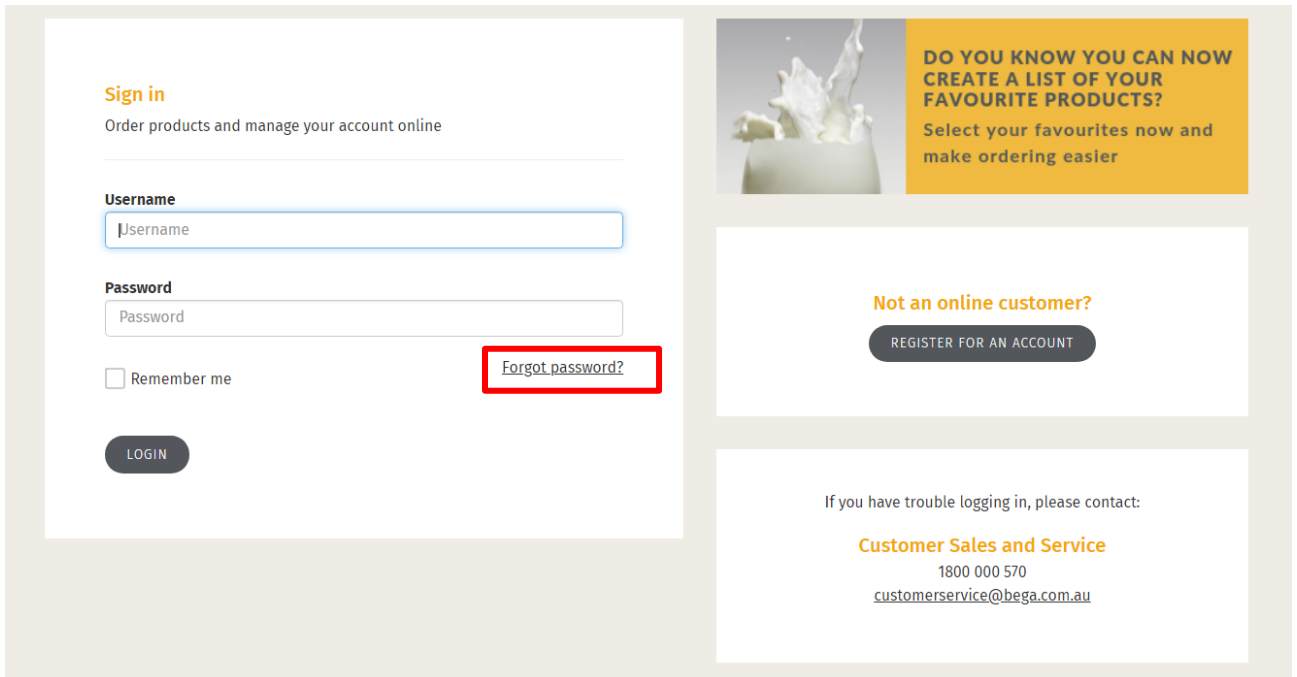
The screenshot shows the Bega Dairy and Drinks Portal interface. The top navigation bar is yellow and contains the Bega logo, the text 'Bega Dairy and Drinks Portal', and menu items: HOME, ORDERS, BILLING, CLAIMS, INFO, and LOG OFF. The 'LOG OFF' button is circled in red. Below the navigation bar is a large banner with the text 'When your' in a cursive font. The main content area is white and features a 'Welcome' section with a news icon and the text 'At the moment you have no relevant news articles.' and a 'MORE NEWS...' button. Below this is a 'Customer Details' section with a table of information.

Customer Details		Account Details	
Customer Name:	Dairy Test Test Test	User Name:	220085
Customer Reference:	D61365	Logged in at:	19/01/21 14:12:26
NFL Customer Number:	220085	Last Logged in:	
Order Cut-off time:	2:00 PM	Last order placed:	
Address1:	1 24 The Esp		
Address2:			
City:	ST KILDA		
State:	VIC		
Postcode:	3182		
Phone1:			
Phone2:			
Fax:			
Email:			

2. Close your internet browser

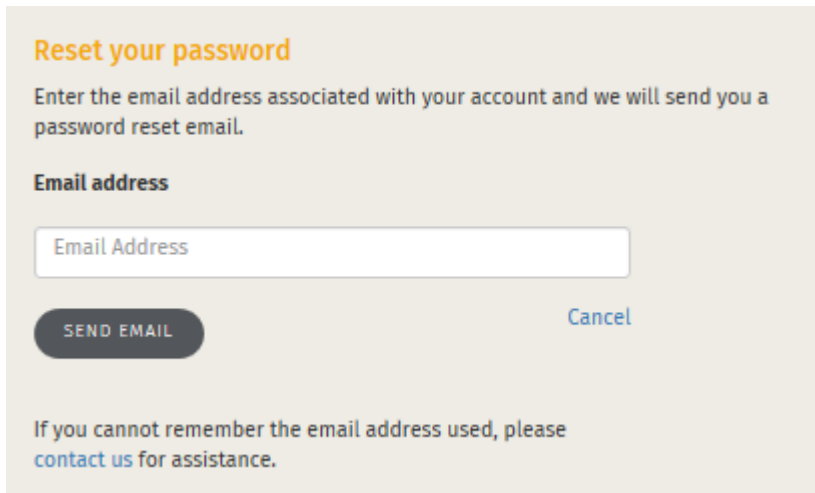
1.4 Forgot Password

1. Select **Forgot Password?** on Customer Portal Log In screen



The screenshot shows the Customer Portal Log In screen. On the left, there is a 'Sign in' section with the text 'Order products and manage your account online'. Below this are fields for 'Username' (containing 'jusername') and 'Password' (containing 'Password'). There is a 'Remember me' checkbox and a 'Forgot password?' link highlighted with a red box. A 'LOGIN' button is at the bottom. On the right, there is a promotional banner for creating a list of favorite products, a 'Not an online customer?' section with a 'REGISTER FOR AN ACCOUNT' button, and a contact section for 'Customer Sales and Service' with the phone number 1800 000 570 and email customerservice@bega.com.au.

2. Enter your email address and select **SEND EMAIL** button



The screenshot shows the 'Reset your password' screen. It has the heading 'Reset your password' and the text 'Enter the email address associated with your account and we will send you a password reset email.' Below this is an 'Email address' section with an input field containing 'Email Address'. There is a 'SEND EMAIL' button and a 'Cancel' link. At the bottom, there is a note: 'If you cannot remember the email address used, please [contact us](#) for assistance.'

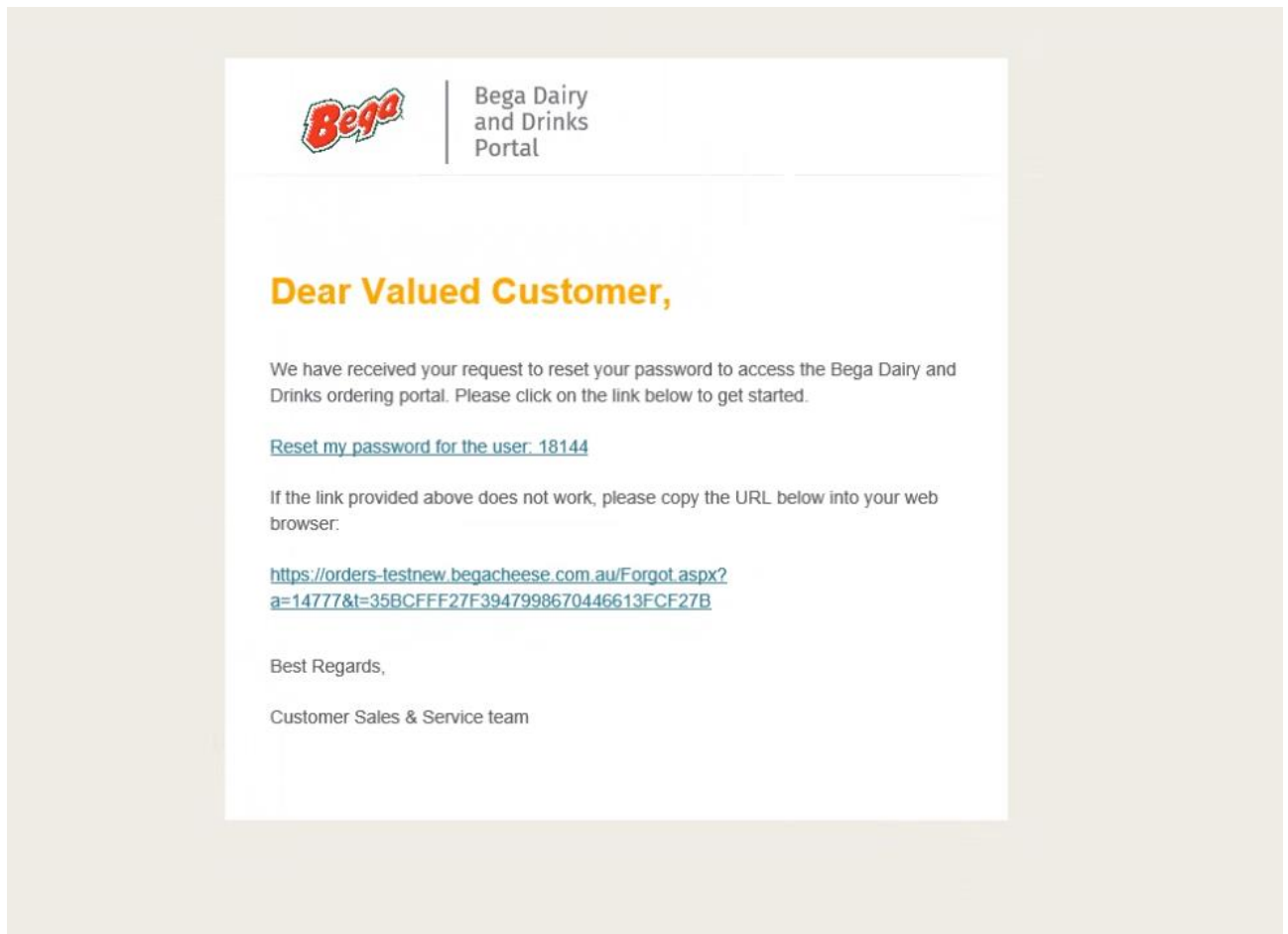
3. Check your inbox message is displayed. Open the email from customerservice@Bega.com.au with subject “Trying to access Bega Dairy and Drinks Portal account?”

Check your inbox

We have emailed you password reset instructions.

IMPORTANT

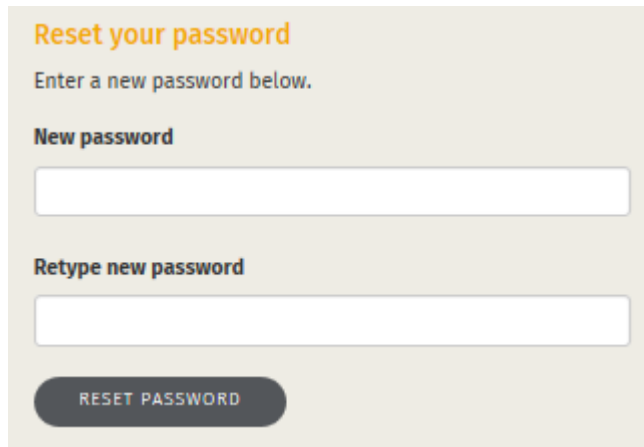
If you do not receive this email, please check your spam folder or [contact us](#) for assistance.



Hint

If the email does not look like the example above please refer to the section 1.5 Forgot Email

4. Click on the email link “Reset my password for the user: < Bega Dairy and Drinks customer number>”. The Reset your password screen displays

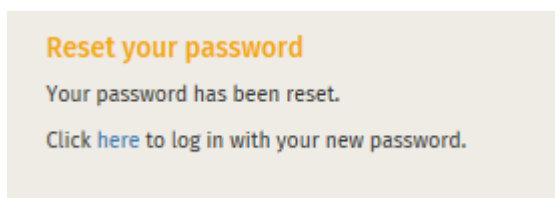


5. Enter your new password in the *New password* field
6. Enter the same password in the *Retype new password* field
7. Select **RESET PASSWORD** button

**Hint**

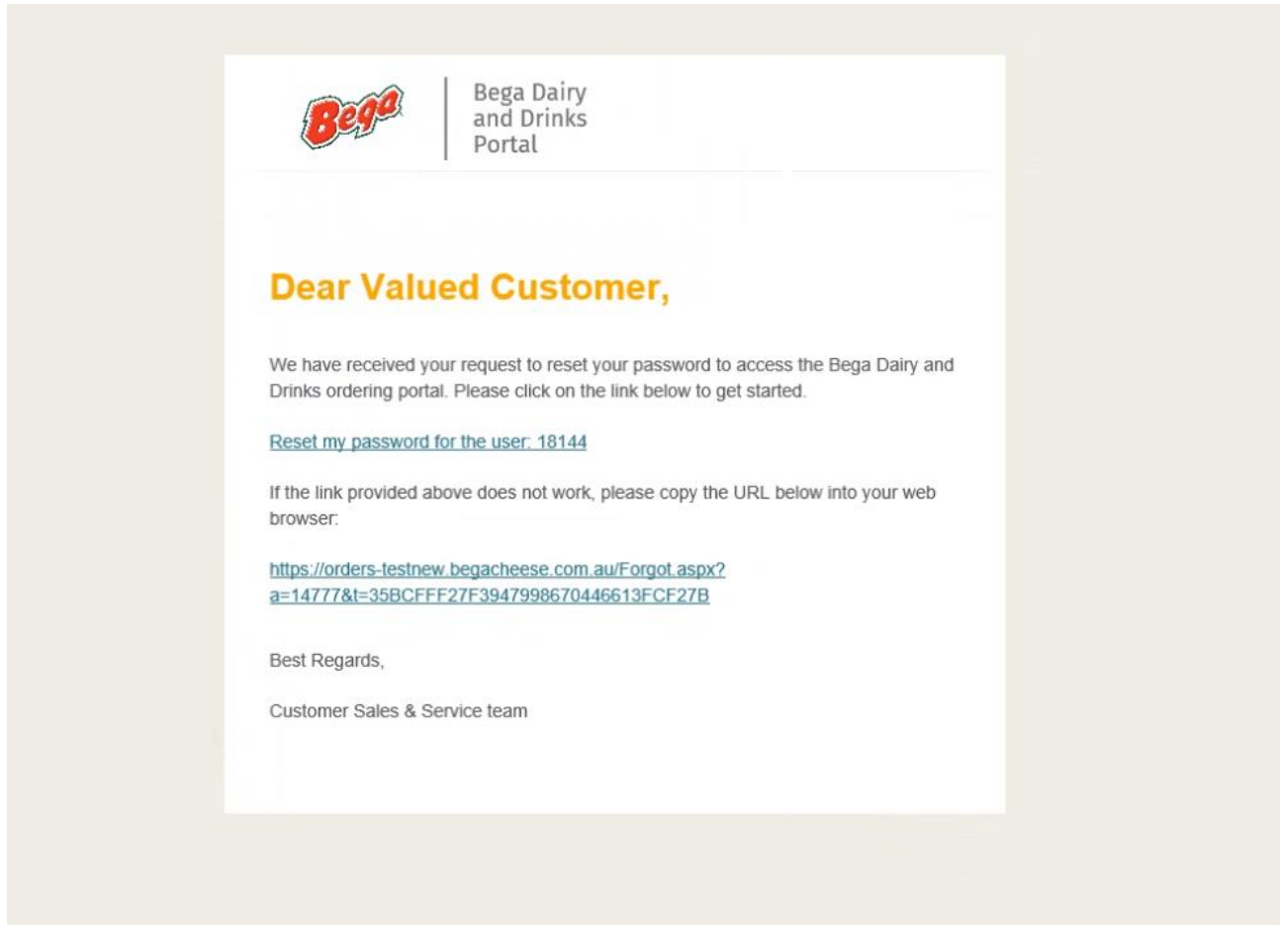
Passwords must be at least six characters long and contain at least one letter and one number. For example, **test01**.

8. Select **here** on the message stating your password has reset to return to the Log In screen



1.5 Forgot Email

1. Contact Bega Dairy and Drinks Customer Sales and Service who will be able to assist you to update your email and password



2 Manual Orders

You can place a new order or go to previous orders and use one of these as a template for your new order (these are referred to as *standard orders*). Standard orders are useful when you place similar repeat orders.

You can order any of the products listed up to 21 days in advance and place multiple orders for any of these days.

The following section describes how to place a new order. For instructions on using a standard order, see section 4 Automated Standard Orders

2.1 Place a New Order

- To place a new order, select **ORDERS**, then **PLACE AN ORDER**. The *Order Entry* screen displays

Place an order

Use the order form below to add products to your order and select a delivery date. Once your order is ready, just click the "submit order" button.

Order details

Created by:

PO Number:
Leave this field blank to be automatically assigned a PO number.

Delivery date (dd/mm/yy): Your order cut-off time for next scheduled delivery day is 2:00 PM. For all orders placed after this cut-off time, please select your next available delivery date.

Choose products

Filter by:

[Clear All](#)

225 products


Favourites	Product Description	Brand	SKU	Unit	Quantity
<input type="checkbox"/>	BER Chl Jce App NAS Cup 110ml (96)	Berri	2819	Carton	<input type="button" value="ADD TO ORDER"/>
<input type="checkbox"/>	BER Chl Jce Org NAS Cup 110ml (96)	Berri	2732	Carton	<input type="button" value="ADD TO ORDER"/>
<input type="checkbox"/>	BER FD Apricot Nec Can 850ml (12)	Berri	2337	Carton	<input type="button" value="ADD TO ORDER"/>

This screen lists the products that are available for you to order.

2. Complete the following fields:

Field Name	Description
Delivery date	The ordering portal checks that you have selected a valid delivery date based on the current time and your ordering lead time
Order created by	Type your name as the point of reference
PO Number	Type the purchase order number if manually assigned, or leave blank to have a PO number automatically assigned by the system

3. Enter a quantity against the products you wish to order by clicking on the ADD TO ORDER button beside the product then adjusting the quantity by typing in the Quantity field or using + or - buttons



Note Pay careful attention to the **UOM** as items can be Crate (CR), Carton (CN) or Each (EA) quantities

Choose products

Filter by: My Favourites Added Products (3) Q

[Clear All](#)

8 products

Favourites	Product Description	Brand	SKU	Unit	Quantity
♥	YOPL Forme French Vnlla 1Kg (6)	Yoplait	2247	Carton	ADD TO ORDER
♥	YOPL Forme Peach Mango 1Kg (6)	Yoplait	2248	Carton	ADD TO ORDER
♥	YOPL Forme S/Berry 1Kg (6)	Yoplait	2249	Carton	ADD TO ORDER
♥	Yopl Mango 1Kg (6)	Yoplait	5876	Carton	- 1 +
♥	Yopl Raspberry 1Kg (6)	Yoplait	5877	Carton	ADD TO ORDER
♥	Yopl Strawberry 1Kg (6)	Yoplait	5878	Carton	- 2 +
♥	Yopl Vanilla 1Kg (6)	Yoplait	5879	Carton	- 1 +
♥	Yopl Vanilla 1Kg (6)	Yoplait	5879	Each	ADD TO ORDER

< 1 >
20 Items per page
1 - 8 of 8 items

SUBMIT ORDER

The following filters can be used to help search for a particular product. It is possible to use more than one filter at a time eg Brand and keyword.

Filter	Description
Select brands	One or more brands can be selected from the list
My Favourites	Previously saved customised list of frequently ordered products
Added Products (0)	Products where the Quantity field has a value. The number in the brackets is the count of products currently in your shopping basket.
Search keyword	Products containing the keyword. It is possible to type Sku numbers, sizes, flavours or product type eg 3888, 275ml, Coffee, Milk
Clear All	Displays full list of products

Choose products

Filter by: * My Favourites Added Products (0)

[Clear All](#)

6 products

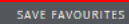
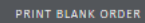
Favourites	Product Description	Brand	SKU	Unit	Quantity
	Big M Choc Original 2L Bottle	Big M	3012	Each	<input type="button" value="ADD TO ORDER"/>
	Big M Choc Original 300ml Bottle (6 Pack)	Big M	8288	Carton	<input type="button" value="ADD TO ORDER"/>
	Big M Choc Original 600ml Carton (6 Pack)	Big M	7757	Carton	<input type="button" value="ADD TO ORDER"/>
	Big M Choc UHT 6x250ml (4) (OWP) 5950	Big M	8337	Carton	<input type="button" value="ADD TO ORDER"/>
	Big M Double Choc 500ml Bottle (6 Pack)	Big M	8289	Carton	<input type="button" value="ADD TO ORDER"/>
	Big M Double Choc 750ml Bottle (6 Pack)	Big M	8290	Carton	<input type="button" value="ADD TO ORDER"/>

< 1 > Items per page 1 - 6 of 6 items

4. Once your order is complete, select **SUBMIT ORDER**

Place an order


Use the order form below to add products to your order and select a delivery date. Once your order is ready, just click the "submit order" button.



Order details

Created by:








PO Number:
Leave this field blank to be automatically assigned a PO number.

Delivery date (dd/mm/yy):  Your order cut-off time for next scheduled delivery day is 2:30 PM. For all orders placed after this cut-off time, please select your next available delivery date.

Choose products

Filter by:  My Favourites **Added Products (7)** 
[Clear All](#)

7 products

Favourites	Product Description	Brand	SKU	Unit	Quantity
	Dare Double Espresso 275ml Bottle (6 Pack)	Dare	7765	Carton	<input type="text" value="1"/>
	Dare Espresso 275ml Bottle (6 Pack)	Dare	7764	Carton	<input type="text" value="1"/>
	Pura Light Start 2Lt Bottle	Pura	3278	Each	<input type="text" value="36"/>
	Pura Light Start 3Lt Bottle	Pura	3093	Each	<input type="text" value="18"/>
	Yopl Mango 1Kg (6)	Yoplait	5876	Carton	<input type="text" value="1"/>
	Yopl Strawberry 1Kg (6)	Yoplait	5878	Carton	<input type="text" value="2"/>
	Yopl Vanilla 1Kg (6)	Yoplait	5879	Carton	<input type="text" value="1"/>

< 1 >

20 

Items per page


1 - 7 of 7 items



Hint



Use the **Added Products** filter to review the order before Submitting

Clicking the  beside the item to have it added to your *My Favourites* list when you Submit Order

5. Review the details of the order (Delivery Date, Products, Quantity and Units of Measure)

Please note that products ordered in carton come in multiple units specified by the number in the product description brackets

Confirm your order

Delivery Date:	22/01/21	Ordered by:	Lion
PO Number:	Test	Item Count:	2

Name	SKU	Quantity	Unit
Dare Mocha 500ml Bottle (6 Pack)	7770	1	Carton
Dare Mocha 750ml Bottle (6 Pack)	7775	1	Carton

6. If you need to make changes, select **MODIFY ORDER**

When you are ready to confirm your order, select **CONFIRM ORDER** to have the order processed by Bega Dairy and Drinks. A message displays to confirm that your order has been successfully placed with Bega Dairy and Drinks.

Order Entry

Order Date:	19/01/21 16:49:39	PO Number:	Test	Item Count:	2
Delivery Date:	22/01/21	Ordered By:	Lion	Status:	Processing

SKU	Description	Unit
1 7770	Dare Mocha 500ml E	Carton
2 7775	Dare Mocha 750ml E	Carton

WELCOME TO BEGA!

While we make changes to our new Bega Order Portal for Dairy and Drinks products, the way you log-in and work with us has not changed. Please continue to use the same Lion log-in and password details to access the portal. Forgotten your log-in details or need to reset your password? Please use the reset password option on the log in page or call us on 1800 000 570

Your order has been successfully placed with Bega Dairy and Drinks Australia

Your order number is Test

7. Take note of your order number

8. Select **CLOSE**

9. To print a copy of the order, select **PRINT**. To create another order similar to the one you just created, select **REPEAT**

2.2 Create a Manual Standard Order

This section describes how to set up a new standard order. Once a standard order has been set up, you can create new orders using the standard order to default product quantities.



Note

Manual standard orders will simply remember the quantities you have set and **do not** auto generate orders on your behalf

1. To create a standard order, select **ORDERS**, then **MANUAL STANDARD ORDERS**. The *View Standard Order* screen displays
2. Select **CREATE NEW**

The screenshot shows the Bega Dairy and Drinks Portal interface. At the top, there is a navigation bar with the Bega logo, 'Bega Dairy and Drinks Portal', and menu items: HOME, ORDERS, BILLING, CLAIMS, INFO, and LOG OFF. Below the navigation bar, the main content area is titled 'View Standard Orders'. On the right side of this area, a 'CREATE NEW' button is circled in red. Below the title, there is a table with columns for 'Name' and 'Last Used'. At the bottom of the table, there are navigation controls including a page number '1', a dropdown menu set to '20' (Items per page), and a status '1 - 0 of items'.

3. Type a name for the new standard order in the *Name* field
4. Enter a SMS, email or both.

Field	Description
Add a reminder?	Prompted for additional fields to setup the email and/or SMS reminders
Notification Type: Email	Send an email reminder
Notification Type: SMS	Send an SMS reminder
First Name	First name of mobile or email owner

Field	Description
Email Address	Email address where the reminder is to be sent. Only displayed when an email notification is requested
Mobile Number	Mobile number where the reminder is to be sent. Only displayed when an SMS notification is requested
Week days	Select the days on which a notification is to be sent. Multiple days can be selected
Start	Date and Time on which the notifications are to commence. A time should be selected prior to the displayed cut-off time
End	Date on which the notifications are to cease. Defaulted to "Never"

Standard Order

Name: CREATE ORDER

Last Used: SAVE STANDARD
DELETE STANDARD

Reminder: Sign up to receive alerts when it's time to place an order
 Add a reminder?

Notification type:
 Email
 SMS

First name:

Email address:

Mobile number:

Week days: SUN MON TUE WED THU FRI SAT

Start: (Cut-off time 2:30 PM)

Next Reminder:

End: Never On

Choose products

Filter by: My Favourites Added Products (4)

[Clear All](#)

5. Enter a quantity against the products you wish to order by clicking on the ADD TO ORDER button beside the product then adjusting the quantity by typing in the Quantity field or using + or - buttons



Note

Pay careful attention to the **UOM** as items can be Crate (CR), Carton (CN) or Each (EA) quantities

Choose products

Filter by: My Favourites Added Products (3)

[Clear All](#)

8 products

Favourites	Product Description	Brand	SKU	Unit	Quantity
<input type="checkbox"/>	YOPL Forme French Vnlla 1Kg (6)	Yoplait	2247	Carton	<input type="button" value="ADD TO ORDER"/>
<input type="checkbox"/>	YOPL Forme Peach Mango 1Kg (6)	Yoplait	2248	Carton	<input type="button" value="ADD TO ORDER"/>
<input type="checkbox"/>	YOPL Forme S/Berry 1Kg (6)	Yoplait	2249	Carton	<input type="button" value="ADD TO ORDER"/>
<input type="checkbox"/>	Yopl Mango 1Kg (6)	Yoplait	5876	Carton	<input type="button" value="- 1 +"/>
<input type="checkbox"/>	Yopl Raspberry 1Kg (6)	Yoplait	5877	Carton	<input type="button" value="ADD TO ORDER"/>
<input type="checkbox"/>	Yopl Strawberry 1Kg (6)	Yoplait	5878	Carton	<input type="button" value="- 2 +"/>
<input type="checkbox"/>	Yopl Vanilla 1Kg (6)	Yoplait	5879	Carton	<input type="button" value="- 1 +"/>
<input type="checkbox"/>	Yopl Vanilla 1Kg (6)	Yoplait	5879	Each	<input type="button" value="ADD TO ORDER"/>

< 1 > Items per page 1 - 8 of 8 items

The following filters can be used to help search for a particular product. It is possible to use more than one filter at a time e.g. Brand and keyword.

Filter	Description
Select brands	One or more brands can be selected from the list
My Favourites	Previously saved customised list of frequently ordered products
Added Products (0)	Products where the Quantity field has a value. The number in the brackets is the count of products currently in your shopping basket.
Search keyword	Products containing the keyword. It is possible to type SKU numbers, sizes, flavours or product type e.g. 3888, 275ml, Coffee, Milk
Clear All	Displays full list of products

Choose products


Filter by:

6 products

Favourites	Product Description	Brand	SKU	Unit	Quantity
<input type="checkbox"/>	Big M Choc Original 2L Bottle	Big M	3012	Each	<input type="button" value="ADD TO ORDER"/>
<input type="checkbox"/>	Big M Choc Original 300ml Bottle (6 Pack)	Big M	8288	Carton	<input type="button" value="ADD TO ORDER"/>
<input checked="" type="checkbox"/>	Big M Choc Original 600ml Carton (6 Pack)	Big M	7757	Carton	<input type="button" value="ADD TO ORDER"/>
<input type="checkbox"/>	Big M Choc UHT 6x250ml (4) (OWP) 5950	Big M	8337	Carton	<input type="button" value="ADD TO ORDER"/>
<input type="checkbox"/>	Big M Double Choc 500ml Bottle (6 Pack)	Big M	8289	Carton	<input type="button" value="ADD TO ORDER"/>
<input type="checkbox"/>	Big M Double Choc 750ml Bottle (6 Pack)	Big M	8290	Carton	<input type="button" value="ADD TO ORDER"/>

< 1 > Items per page 1 - 6 of 6 items

6. To save the standard order, select **SAVE STANDARD**

 **Hint** Use the **Added Products** filter to review the order before Saving

Standard Order

Name:

Last Used:

Reminder: Sign up to receive alerts when it's time to place an order
 Add a reminder?

Notification type: Email SMS

First name:

Email address:

Week days: SUN MON TUE WED THU FRI SAT

Start: (Cut-off time 2:00 PM)

2.3 Place a Manual Standard Order

This section describes how to place an order using a standard order. You can make changes to the quantities, add or delete products as required.

If you have not set up any standard orders as yet, you will need to create one first. See *Create a Manual Standard Order* in Section 2.2 *Create a Manual Standard Order*.

1. To place a standard order, select **ORDERS**, then select **MANUAL STANDARD ORDERS**. The *View Standard Order* screen displays
2. Select **PLACE ORDER** on the standard order that you want to use (e.g. Monday Order). The *Order Entry* screen displays

The screenshot shows the 'View Standard Orders' interface. At the top, there is a navigation bar with the Bega logo and 'Bega Dairy and Drinks Portal' on the left, and 'HOME', 'ORDERS', 'BILLING', 'CLAIMS', 'INFO', and 'LOG OFF' on the right. Below the navigation bar, the main content area is titled 'View Standard Orders'. On the right side of this area, there is a 'CREATE NEW' button. The main content is a table with the following structure:

Name	Last Used			
Monday Order		Edit	Delete	Place Order
Thursday Order		Edit	Delete	Place Order

At the bottom of the table, there are pagination controls: '< 1 >', a dropdown menu set to '20', 'Items per page', and '1 - 2 of items'.

The standard order defaults the product quantities selected in the template. You can make changes to these quantities as required. Additional products can also be added to the order.

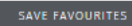
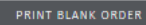


Hint

For quick access to find the products you have defaulted quantities against press the **Added Products Filter** button

Place an order


Use the order form below to add products to your order and select a delivery date. Once your order is ready, just click the "submit order" button.



Order details

Created by:








PO Number:
 Leave this field blank to be automatically assigned a PO number.

Delivery date (dd/mm/yy):  Your order cut-off time for next scheduled delivery day is 2:30 PM. For all orders placed after this cut-off time, please select your next available delivery date.

Choose products

Filter by:  My Favourites **Added Products (7)** 
 Clear All

7 products

Favourites	Product Description	Brand	SKU	Unit	Quantity
	Dare Double Espresso 275ml Bottle (6 Pack)	Dare	7765	Carton	<input type="text" value="2"/>
	Dare Espresso 275ml Bottle (6 Pack)	Dare	7764	Carton	<input type="text" value="2"/>
	Pura Light Start 2Lt Bottle	Pura	3278	Each	<input type="text" value="18"/>
	Pura Light Start 3Lt Bottle	Pura	3093	Each	<input type="text" value="36"/>
	Yopl Mango 1Kg (6)	Yoplait	5876	Carton	<input type="text" value="1"/>
	Yopl Strawberry 1Kg (6)	Yoplait	5878	Carton	<input type="text" value="2"/>
	Yopl Vanilla 1Kg (6)	Yoplait	5879	Carton	<input type="text" value="1"/>

< 1 >

20 

Items per page

1 - 7 of 7 items



Continue creating the order as described in Section 2.1 Place a New Order

2.4 Delete a Manual Standard Order

1. To delete a standard order, select **ORDERS**, then **MANUAL STANDARD ORDERS**. The *View Standard Order* screen displays
2. Select **DELETE** on the standard order to be deleted

The screenshot shows the 'View Standard Orders' page in the Bega Dairy and Drinks Portal. The page features a navigation bar at the top with the Bega logo and 'Bega Dairy and Drinks Portal' text. The navigation bar includes links for HOME, ORDERS, BILLING, CLAIMS, and INFO, along with a LOG OFF button. Below the navigation bar, the page title 'View Standard Orders' is displayed. A 'CREATE NEW' button is located in the top right corner. The main content area contains a table with the following structure:

Name	Last Used		
Monday Order		Edit	Delete Place Order
Thursday Order		Edit	Delete Place Order

At the bottom of the table, there is a pagination control showing '< 1 >' and a dropdown menu set to '20' with the label 'Items per page'. The total number of items is '1 - 2 of items'.

3. Select **DELETE STANDARD**

Bega | Bega Dairy and Drinks Portal

HOME ORDERS BILLING CLAIMS INFO | LOG OFF

PERFECT FOR BREKKIE ON THE GO

Standard Order

Name:

Last Used:

Reminder: Sign up to receive alerts when it's time to place an order
 Add a reminder?

Notification type:
 Email
 SMS

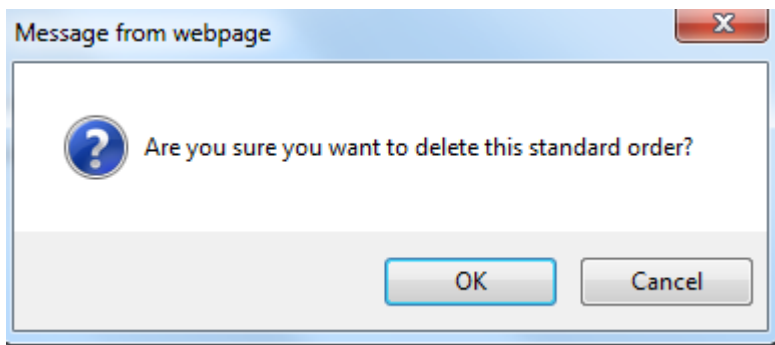
First name:

Email address:

Week days: SUN MON TUE WED THU FRI SAT

CREATE ORDER
 SAVE STANDARD
 DELETE STANDARD

- Click Ok on the message



- The standard order will no longer be listed on the *View Standard Order* screen

View Standard Orders

CREATE NEW

Name	Last Used			
Monday Order		Edit	Delete	Place Order

< 1 >
20
Items per page
1 - 1 of items

2.5 View Order History

1. To view your order history, select **ORDERS**, then **ORDER HISTORY**. The *Search Orders* screen displays

Bega Dairy and Drinks Portal | HOME | **ORDERS** | BILLING | CLAIMS | INFO | LOG OFF

Search Orders

Enter any of the search criteria and then click Search for a list of Orders to view

1. Date Range

Select orders by: Order Date

and with the date range: 12/01/21 to: 19/01/21

2. PO Number

Enter a PO Number (or a partial PO Number):

SEARCH

2. In the *Date Range* section, select orders by Order Date or Delivery Date and complete the date range fields
3. To view a specific purchase order number, type the PO number in the *PO Number* field. Otherwise, leave this field blank to list all purchase orders created within the specified date range
4. Select **SEARCH** to list orders that match your search criteria

Bega Dairy and Drinks Portal | HOME | **ORDERS** | BILLING | CLAIMS | INFO | LOG OFF

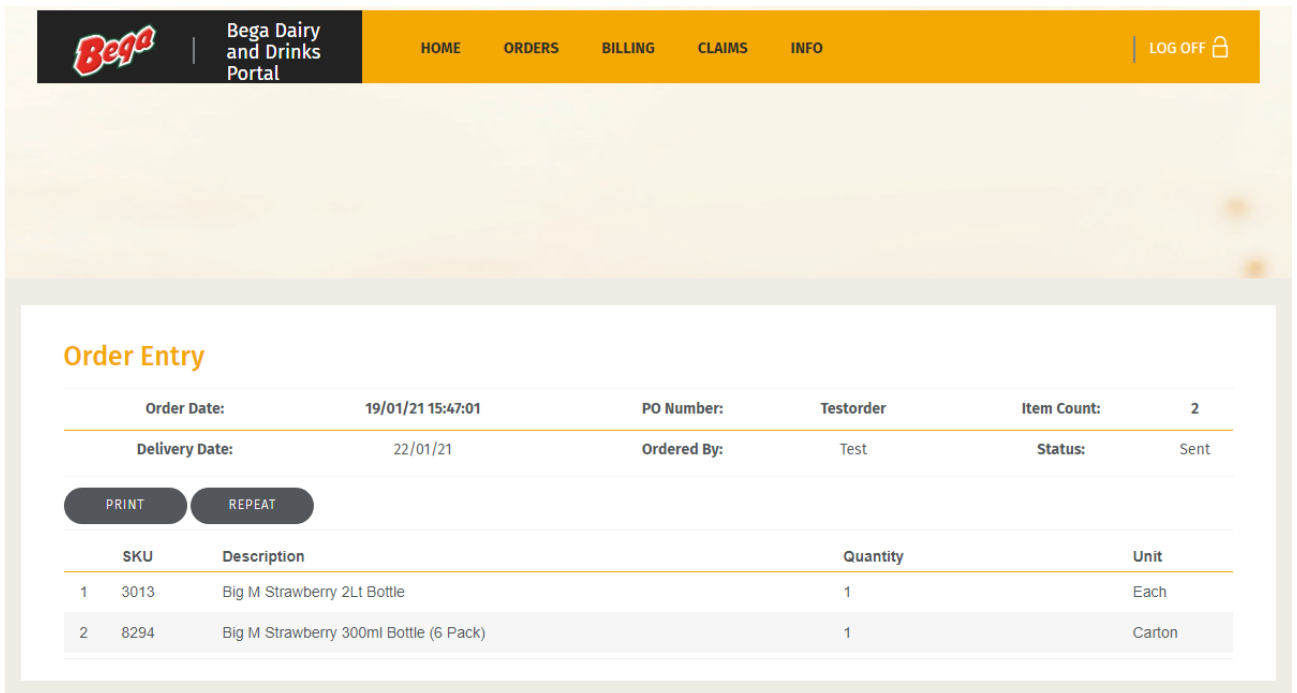
Select Order

« PREVIOUS | Go to Page: 1 | NEXT » | Records per page: 20

Order Date	Delivery Date	PO Number	Ordered by	LogOn	Status	Type
19/01/21 15:47:01	22/01/21	Testorder	Test	220085		Normal

Total Records: 1 across 1 page | On this page: 1 to 1

- To display details of a purchase order, select the PO Number required



Order Entry

Order Date:	19/01/21 15:47:01	PO Number:	Testorder	Item Count:	2
Delivery Date:	22/01/21	Ordered By:	Test	Status:	Sent

PRINT REPEAT

SKU	Description	Quantity	Unit
1 3013	Big M Strawberry 2Lt Bottle	1	Each
2 8294	Big M Strawberry 300ml Bottle (6 Pack)	1	Carton

- To print the purchase order, select **PRINT**
- To copy the purchase order, select **REPEAT** then follow the instructions in Section 2.1 **Place a New Order**

The REPEAT button defaults the product quantities from the previous order. You can make changes to these quantities as required. Additional products can also be added to the order.



Hint

For quick access to find the products you have defaulted quantities against press the **Added Products Filter** button

- Select the **BACK** button on your internet browser to return to the list of order history

2.6 Copy a Previous Order

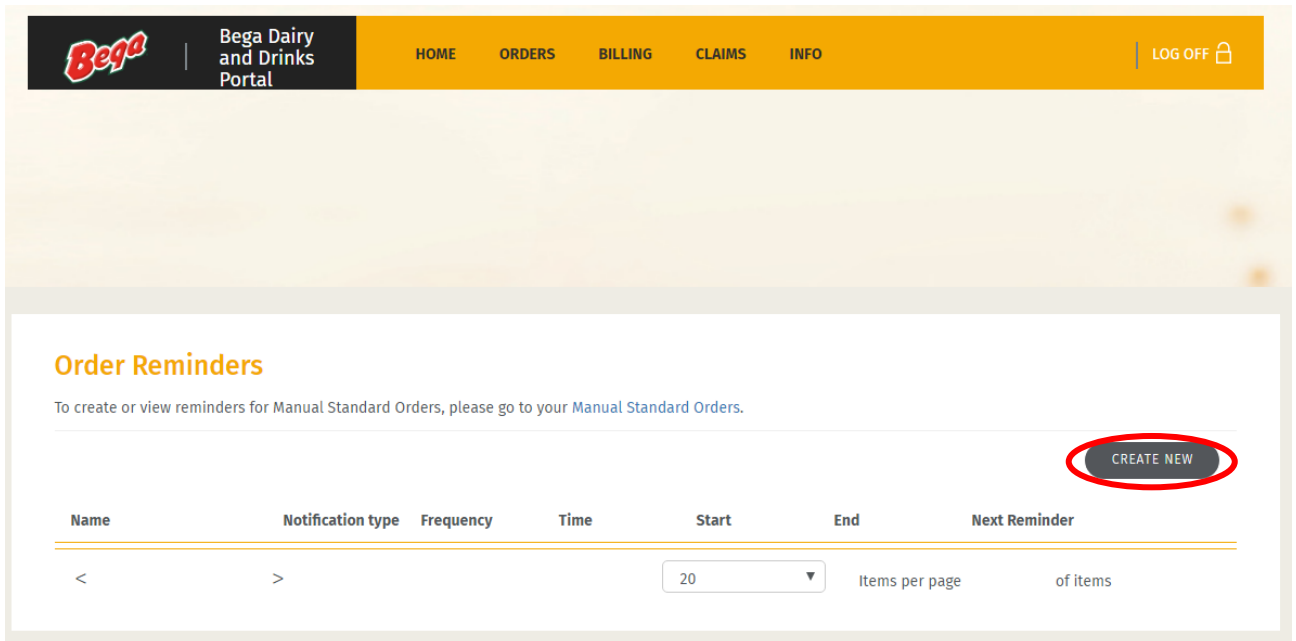
Follow the instructions in Section 2.5 **View Order History**

3 Order Reminders

You can have an SMS or email reminder.

3.1 Create Order Reminder

1. To create a SMS or email reminder, select **ORDERS**, then **ORDER REMINDERS**. The *Order Reminders* screen displays
2. Select **CREATE NEW** button



3. Complete the following fields:

Field	Description
Notification Type: Email	Send an email reminder
Notification Type: SMS	Send an SMS reminder
Reminder name	Name of the reminder
First Name	First name of mobile or email owner
Email Address	Email address where the reminder is to be sent. Only displayed when an email notification is requested
Mobile Number	Mobile number where the reminder is to be sent. Only displayed when an SMS notification is requested
Week days	Select the days on which a notification is to be sent. Multiple days can be selected
Start	Date and Time on which the notifications are to commence. For ordering a time should be selected prior to the displayed cut-off time should be selected
End	Date on which the notifications are to cease. Defaulted to "Never"

The screenshot shows the 'Set up an order reminder' form in the Bega Dairy and Drinks Portal. The form includes the following fields and options:

- Notification type:** Two checked checkboxes for 'Email' and 'SMS'.
- Reminder name:** A text input field containing 'Monday morning delivery'.
- First name:** An empty text input field.
- Email address:** An empty text input field.
- Mobile number:** A text input field containing '0400 000 000'.
- Week days:** A row of radio buttons for 'SUN', 'MON', 'TUE', 'WED', 'THU', 'FRI', and 'SAT'.
- Start:** A date and time selection area with a calendar icon, a dropdown menu set to '9:00 AM', and a note '(Cut-off time 2:00 PM)'.
- Next Reminder:** A label for the next reminder date.
- End:** Radio buttons for 'Never' (selected) and 'On', followed by a date selection field with a calendar icon.
- Buttons:** 'SUBMIT' and 'CANCEL' buttons at the bottom.

4. Select the **SUBMIT** button

3.2 Edit Order Reminder

1. To edit an order reminders, select **ORDERS** and **ORDER REMINDERS**. The *Order Reminders* screen displays
2. Select **Edit** on the order reminder to be changed

Order Reminders

To create or view reminders for Manual Standard Orders, please go to your [Manual Standard Orders](#).

[CREATE NEW](#)

Name	Notification type	Frequency	Time	Start	End	Next Reminder	
Monday Order	Email	Mon	9:00 AM	25 Jan 2021	Never	25 Jan 2021	Edit Delete Suspend

< 1 > Items per page 1 - 1 of 1 items

3. Update the following fields

Field	Description
Notification Type: Email	Send an email reminder
Notification Type: SMS	Send an SMS reminder
Reminder name	Name of the reminder
First Name	First name of mobile or email owner
Email Address	Email address where the reminder is to be sent. Only displayed when an email notification is requested
Mobile Number	Mobile number where the reminder is to be sent. Only displayed when an SMS notification is requested
Week days	Select the days on which a notification is to be sent. Multiple days can be selected
Start	Date and Time on which the notifications are to commence. For ordering a time should be selected prior to the displayed cut-off time should be selected
End	Date on which the notifications are to cease. Defaulted to "Never"

Set up an order reminder

Notification type:

Email

SMS


Reminder name:

First name:


Email address:

Mobile number: +61

Week days: SUN MON TUE WED THU FRI SAT

Start:  (Cut-off time 3:00 AM)

Next Reminder: 15/02/2018 2:00:00 PM (EADT)

End: Never On 

4. Select the **SAVE** Button

3.3 Suspend Order Reminder

Suspending order reminders is a useful feature if there is need to place an Order Reminder on hold for a period of time, for example for school holidays or due to shop renovations.

1. To suspend an order reminders, select **ORDERS** and **ORDER REMINDERS**. The *Order Reminders* screen displays
2. Select **Suspend** on the order reminder to be placed on hold

Order Reminders

To create or view reminders for Manual Standard Orders, please go to your [Manual Standard Orders](#).

CREATE NEW

Name	Notification type	Frequency	Time	Start	End	Next Reminder	
Monday Order	Email	Mon	9:00 AM	25 Jan 2021	Never	25 Jan 2021	Edit Delete Suspend

< 1 > 20 Items per page 1 - 1 of 1 items

3. Select **Ok** on the message to confirm suspension

Order Reminders

To create or view reminders for Manual Standard Orders, please go to your [Manual Standard Orders](#).

CREATE NEW

Name	Notification type	Frequency	Time	Start	End	Next Reminder	
Monday Order	Email	Mon	9:00 AM	25 Jan 2021	Never	25 Jan 2021	Edit Delete Suspend

< 1 > 20 Items per page 1 - 1 of 1 items

Confirm ✕

⚠

You are about to suspend this reminder.

If you want to proceed, please select "OK" otherwise select "Cancel".

Ok Cancel

While we make changes to our new and work with us has not changed. access the portal. Forgotten your log-in details or need to reset your password? Please use the reset password option on the log in page or call us on 1800 000 570

Drinks products, the way you log-in Lion log-in and password details to

4. Upon suspending an order reminder Suspended will now appear where your next reminder displays on the summary page

Order Reminders

To create or view reminders for Manual Standard Orders, please go to your [Manual Standard Orders](#).

CREATE NEW

Name	Notification type	Frequency	Time	Start	End	Next Reminder	
Monday Order	Email	Mon	9:00 AM	25 Jan 2021	Never	Suspended	Edit Delete Activate

< 1 > 20 Items per page 1 - 1 of 1 items

5. At the end of the suspension period follow the process in Section 3.4 **Activate a Suspended Order Reminder**

3.4 Activate a Suspended Order Reminder

Suspending order reminders is a useful feature if there is need to place an Order Reminder on hold for a period of time, for example for school holidays or due to shop renovations. At the end of the suspension period it is necessary to activate the order

1. To reactivate an order reminder, select **ORDERS** and **ORDER REMINDERS**. The *Order Reminders* screen displays
2. To reactivate your order reminder select **Activate**

Order Reminders

To create or view reminders for Manual Standard Orders, please go to your [Manual Standard Orders](#).

CREATE NEW

Name	Notification type	Frequency	Time	Start	End	Next Reminder	
Monday Order	Email	Mon	9:00 AM	25 Jan 2021	Never	Suspended	Edit Delete Activate

< 1 > 20 Items per page 1 - 1 of 1 items

3. Click Ok on the message to confirm activation

Order Reminders

To create or view reminders for Manual Standard Orders, please go to your [Manual Standard Orders](#).

CREATE NEW

Name	Notification type	Frequency	Time	Start	End	Next Reminder	
Monday Order	Email	Mon	9:00 AM	25 Jan 2021	Never	Suspended	Edit Delete Activate

< 1 > 20 Items per page 1 - 1 of 1 items

Confirm X

Do you want to reactivate this reminder?

If you want to proceed, please select "OK" otherwise select "Cancel".

Ok Cancel

While we make changes to our new and work with us has not changed. access the portal. Forgotten your log-in details or need to reset your password? Please use the reset password option on the log in page or call us on 1800 000 570

Drinks products, the way you log-in Lion log-in and password details to

5. Upon reactivating an order reminder a date will now appear where your next reminder displays on the summary page

Order Reminders

To create or view reminders for Manual Standard Orders, please go to your [Manual Standard Orders](#).

CREATE NEW

Name	Notification type	Frequency	Time	Start	End	Next Reminder	
Monday Order	Email	Mon	9:00 AM	25 Jan 2021	Never	25 Jan 2021	Edit Delete Suspend

< 1 > 20 Items per page 1 - 1 of 1 items

3.5 Delete Order Reminder

1. To delete an order reminder, select ORDERS and ORDER REMINDERS. The *Order Reminders* screen displays
2. Select **Delete** on the order reminder to be deleted

Order Reminders

To create or view reminders for Manual Standard Orders, please go to your [Manual Standard Orders](#).

[CREATE NEW](#)

Name	Notification type	Frequency	Time	Start	End	Next Reminder	
Monday Order	Email	Mon	9:00 AM	25 Jan 2021	Never	25 Jan 2021	Edit Delete Suspend

< 1 >

20 ▾ Items per page 1 - 1 of 1 items

3. Select **Ok** on the message

Confirm

ⓘ

Are you sure you want to delete this order reminder? It will delete all future scheduled order reminders.

[Ok](#) [Cancel](#)

4 Automated Standard Orders

An Automated Standard Order is an order that you can set up to be automatically placed at a time of your choosing, e.g. every Monday.



Hint

Automated standard orders will place the order on your behalf without the need for intervention

4.1 Create Automated Standard Order

5. To create a standard order, select **ORDERS**, then **AUTOMATED STANDARD ORDERS**. The *View Automated Orders* screen displays
6. Select **CREATE NEW**

The screenshot shows the Bega Dairy and Drinks Portal interface. The top navigation bar includes the Bega logo, the text 'Bega Dairy and Drinks Portal', and menu items: HOME, ORDERS, BILLING, CLAIMS, INFO, and a LOG OFF button with a lock icon. The main content area is titled 'View Automated Orders'. A 'CREATE NEW' button is highlighted with a red circle. Below the title, there is a 'Filter by:' section with a dropdown menu currently set to 'Current items'. At the bottom, there is a table with the following columns: Identifier, Description, Frequency, Next Order, Next Order Delivery Date, and Notification. The table shows page navigation with '<' and '>' symbols, a page number '1', a dropdown for '20' items per page, and the text '1 - 0 of items'.

7. Complete the following fields:

Field Name	Description
Description	Type an identifying name for your Automated Standing Order. <i>For example: Monday Order</i>
Order created by	Type your name as the point of reference.
PO Number	Type the purchase order number if required, or leave blank to have a PO number automatically assigned by the system.
Frequency	Select the frequency that you require the order to be generated. <i>For example, if you require an order to be generated each Monday, select weekly.</i> The possible selections are weekly, fortnightly or monthly.
Start	Select the date that you wish to place your first order. <i>For example, If you require your order to be placed on Mondays, select the Monday when you would like the first order to be submitted.</i> NOTE: This is the day that the order will be placed, <u>not</u> the delivery day
End	Check the radio box for either 'No end date' or 'End on'. If you select 'End on' select a date for the Automated Standard Orders to end
Notification	Type your email address or mobile number (or both) that you would like a reminder sent to. NOTE: Please complete this 2 hours prior to the first order being generated. This will allow time to update your order if required before the order is generated

Automated Order

Description: SCHEDULE

Order created by: CANCEL

PO Number: Leave this field blank to be automatically assigned a PO number.

Frequency:

Start (dd/mm/yy): (Cut-off time 3:00 AM)

End: No end date

End on (dd/mm/yy)

Notification:

Email:


SMS (Mobile):

Choose products

Filter by: My Favourites Added Products (0)

[Clear All](#)

8. Enter a quantity against the products you wish to order by clicking on the ADD TO ORDER button beside the product then adjusting the quantity by typing in the Quantity field or using + or – buttons



Note
Pay careful attention to the **UOM** as items can be Crate (CR), Carton (CN) or Each (EA) quantities

The following filters can be used to help search for a particular product. It is possible to use more than one filter at a time e.g. Brand and keyword.

Filter	Description
Select brands	One or more brands can be selected from the list
My Favourites	Previously saved customised list of frequently ordered products
Added Products (0)	Products where the Quantity field has a value. The number in the brackets is the count of products currently in your shopping basket.
Search keyword	Products containing the keyword. It is possible to type SKU numbers, sizes, flavours or product type e.g. 3888, 275ml, Coffee, Milk
Clear All	Displays full list of products

Choose products

Filter by: Big M Dare My Favourites Added Products (0)


[Clear All](#)

6 products

Favourites	Product Description	Brand	SKU	Unit	Quantity
	Big M Choc Original 2L Bottle	Big M	3012	Each	<input type="button" value="ADD TO ORDER"/>
	Big M Choc Original 300ml Bottle (6 Pack)	Big M	8288	Carton	<input type="button" value="ADD TO ORDER"/>
	Big M Choc Original 600ml Carton (6 Pack)	Big M	7757	Carton	<input type="button" value="ADD TO ORDER"/>
	Big M Choc UHT 6x250ml (4) (OWP) 5950	Big M	8337	Carton	<input type="button" value="ADD TO ORDER"/>
	Big M Double Choc 500ml Bottle (6 Pack)	Big M	8289	Carton	<input type="button" value="ADD TO ORDER"/>
	Big M Double Choc 750ml Bottle (6 Pack)	Big M	8290	Carton	<input type="button" value="ADD TO ORDER"/>

< 1 > 20 Items per page 1 - 6 of 6 items

9. Once your order is complete, select **SCHEDULE**



Hint
Use the **Added Products** filter to review the order before Submitting

Automated Order

Description: **SCHEDULE**

Order created by: **CANCEL**

PO Number: Leave this field blank to be automatically assigned a PO number.

Frequency:

Start (dd/mm/yy): (Cut-off time 2:30 PM)

End: **No end date**
 End on (dd/mm/yy)

Notification:

Email:

SMS (Mobile):

Choose products

Filter by: My Favourites Added Products (3)

[Clear All](#)

3 products

Favourites	Product Description	Brand	SKU	Unit	Quantity
	Big M Choc Original 600ml Carton (6 Pack)	Big M	7757	Carton	<input type="text" value="1"/>
	Big M Egg Flip 600ml Carton (6 Pack)	Big M	7762	Carton	<input type="text" value="1"/>
	Dare Mocha 500ml Bottle (6 Pack)	Dare	7770	Carton	<input type="text" value="1"/>

< 1 > 20 Items per page 1 - 3 of 3 items

10. Review the details of the order (Delivery Date, Products, Quantity and Units of Measure)

11. If you need to make changes, select **MODIFY ORDER**

Automated Order

Please note that products ordered in carton come in multiple units specified by the number in the product description brackets

Confirm your Automated order

Order Information:	Frequency:
Ordered by Roger Federer	Weekly
PO number to be generated	Next order on Sat 24/02/18
Delivered 2 days after submission	Time: 1:30 PM
Item count: 3	No end date

CONFIRM ORDER
 MODIFY ORDER

SKU	Description	Quantity	Unit
7757	Big M Choc Original 600ml Carton (6 Pack)	1	Carton
7762	Big M Egg Flip 600ml Carton (6 Pack)	1	Carton
7770	Dare Mocha 500ml Bottle (6 Pack)	1	Carton

12. When you are ready to confirm your order, select **CONFIRM ORDER** to have the order processed by Bega Dairy and Drinks

Automated Order

Please note that products ordered in carton come in multiple units specified by the number in the product description brackets

Confirm your Automated order

Order Information:	Frequency:
Ordered by Roger Federer	Weekly
PO number to be generated	Next order on Sat 24/02/18
Delivered 2 days after submission	Time: 1:30 PM
Item count: 3	No end date

CONFIRM ORDER
 MODIFY ORDER

SKU	Description	Quantity	Unit
7757	Big M Choc Original 600ml Carton (6 Pack)	1	Carton
7762	Big M Egg Flip 600ml Carton (6 Pack)	1	Carton
7770	Dare Mocha 500ml Bottle (6 Pack)	1	Carton

6. Click OK on the message

Automated Order

Confirm your Automated order

Order Information:	Frequency:
	Weekly
	Next order on Sat 24/02/18
	Time: 1:30 PM
	No end date

Your order will be placed on Sat 24/02/18 at 1:30 PM.

If you haven't provided a PO Number, please check the Order History to obtain the generated number.

[OK](#)

CONFIRM ORDER
 MODIFY ORDER

SKU	Description	Quantity	Unit
7757	Big M Choc Original 600ml Carton (6 Pack)	1	Carton
7762	Big M Egg Flip 600ml Carton (6 Pack)	1	Carton
7770	Dare Mocha 500ml Bottle (6 Pack)	1	Carton

7. The View Automated Orders will show the next order and delivery date

View Automated Orders

[CREATE NEW](#)

Filter by:

Current items
▼

Identifier	Description	Frequency	Next Order	Next Order Delivery Date	Notification	
2329	Saturday order	Weekly	24/02/18	26/02/18	0400000000	Edit Delete Suspend

< 1 >

20
▼

Items per page
1 - 1 of items

Hint

If you require orders placed on Monday, Wednesday and Friday each week. Three separate weekly Automated Standard Orders will need to be created. This can be quickly performed by following the steps in Section 4.6 **Copy Automated Standard Order**

4.2 Edit Automated Standard Orders

1. To change a standard order, select **ORDERS**, then **AUTOMATED STANDARD ORDERS**. The *View Automated Orders* screen displays
2. Select the order that you want to change and select **EDIT**

View Automated Orders

CREATE NEW

Filter by:

Current items ▼


Identifier	Description	Frequency	Next Order	Next Order Delivery Date	Notification	Edit	Delete	Suspend
771	Friday order	Weekly	26/01/18	27/01/18	0400000000	Edit	Delete	Suspend
770	Saturday Order	Weekly	27/01/18	29/01/18	0400000000	Edit	Delete	Suspend

< 1 >
20 Items per page
1 - 2 of items

3. Make changes to the following fields or buttons as required

Field/Button Name	Description
Description	If required, type the change of the identifying name for your Automated Standing Order
Order created by	Type your name as the point of reference
PO Number	Type the purchase order number if manually assigned, or leave blank to have a PO number automatically assigned by the system
Dates and Frequency	Check the 'Update next order only' box if you require a one off change to the next order. Check the 'Update all future orders' box if you require a permanent change to all future Automated Standard Orders
Notification	If required, type the change of your email address or mobile number (or both) for notification
Copy	This button duplicates the order to allow quick creation of another Automated Standard Order. For more information see Section 4.6 Copy Automated Standard Order .
Cancel	This button will cancel any changes and return you to the summary screen
Delete	This button will delete the entire Automated Standard Order; therefore, will not generate any further orders
Skip Next Order	This button will cancel and not generate the next scheduled Automated Standard Order. For more information see Section 4.7 Skip Next Automated Standard Order

4. Select **Added Products** filter to review the products already on the order
5. Enter a quantity against the products you wish to order by clicking on the **ADD TO ORDER** button beside the product then adjusting the quantity by typing in the **Quantity** field or using **+** or **-** buttons



Note
Pay careful attention to the **UOM** as items can be Crate (CR), Carton (CN) or Each (EA) quantities

The following filters can be used to help search for a particular product. It is possible to use more than one filter at a time eg Brand and keyword.

Filter	Description
Select brands	One or more brands can be selected from the list
My Favourites	Previously saved customised list of frequently ordered products
Added Products (0)	Products where the Quantity field has a value. The number in the brackets is the count of products currently in your shopping basket.
Search keyword	Products containing the keyword. It is possible to type Sku numbers, sizes, flavours or product type eg 3888, 275ml, Coffee, Milk
Clear All	Displays full list of products

Choose products


Filter by: Big M Dare My Favourites Added Products (0)

6 products

Favourites	Product Description	Brand	SKU	Unit	Quantity
	Big M Choc Original 2L Bottle	Big M	3012	Each	<input type="button" value="ADD TO ORDER"/>
	Big M Choc Original 300ml Bottle (6 Pack)	Big M	8288	Carton	<input type="button" value="ADD TO ORDER"/>
	Big M Choc Original 600ml Carton (6 Pack)	Big M	7757	Carton	<input type="button" value="ADD TO ORDER"/>
	Big M Choc UHT 6x250ml (4) (OWP) 5950	Big M	8337	Carton	<input type="button" value="ADD TO ORDER"/>
	Big M Double Choc 500ml Bottle (6 Pack)	Big M	8289	Carton	<input type="button" value="ADD TO ORDER"/>
	Big M Double Choc 750ml Bottle (6 Pack)	Big M	8290	Carton	<input type="button" value="ADD TO ORDER"/>

< 1 > 20 Items per page 1 - 6 of 6 items

6. Once your changes are made, select **SCHEDULE**



Hint
Use the **Added Products** filter to review the order before Submitting

- When you are ready to confirm your changes, select **CONFIRM ORDER** to have the changes saved to your automated order. Alternatively, select **MODIFY ORDER** to return to the previous page

Automated Order

Please note that product ordered in carton comes in multiple units specified in the bracket.

Confirm your Automated order

All future orders will be modified with the information below.

Order Information:	Frequency:
Ordered by Roger Federer	Weekly
PO number to be generated	Next order on Fri 26/01/18
Delivered 1 days after submission	Time: 11:45 AM
Item count: 11	No end date

CONFIRM ORDER
 MODIFY ORDER

SKU	Description	Quantity	Unit
5463	Big M Chocolate 300ml Carton (VIC)	2	Each
5462	Big M Coffee 300ml Carton (VIC)	1	Each
5461	Big M Strawberry 300ml Carton (VIC)	1	Each

4.3 Delete Automated Standard Order

8. To change a standard order, select **ORDERS**, then **AUTOMATED STANDARD ORDERS**. The *View Automated Orders* screen displays
9. Choose the order that you want to change and select **DELETE**

View Automated Orders

CREATE NEW

Filter by:

Current items ▼

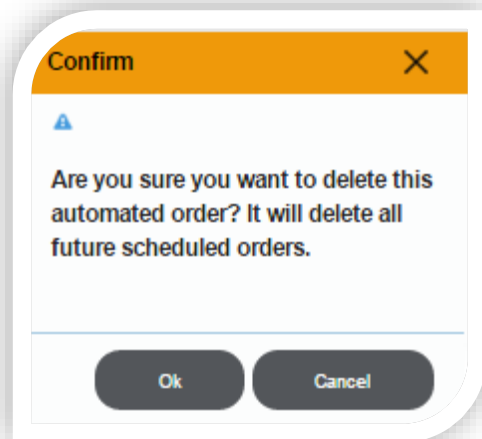
Identifier	Description	Frequency	Next Order	Next Order Delivery Date	Notification			
770	Saturday Order	Weekly	27/01/18	29/01/18	0400000000	Edit	Delete	Suspend
772	Wednesday order	Weekly	31/01/18	01/02/18	0400000000	Edit	Delete	Suspend
771	Friday order	Weekly	02/02/18	03/02/18	0400000000	Edit	Delete	Suspend

< 1 >

20
▼

Items per page
1 - 3 of items

10. Select **OK** to confirm deletion



4.4 Suspend Automated Standard Order

Suspending orders is a useful feature if there is need to place an Automated Standard Order on hold for a period of time, for example for school holidays or due to shop renovations.

1. To suspend a standard order, select **ORDERS** and **AUTOMATED STANDARD ORDERS**. The *View Automated Orders* screen displays
2. Choose the order that you want to change and select **SUSPEND**

View Automated Orders

CREATE NEW

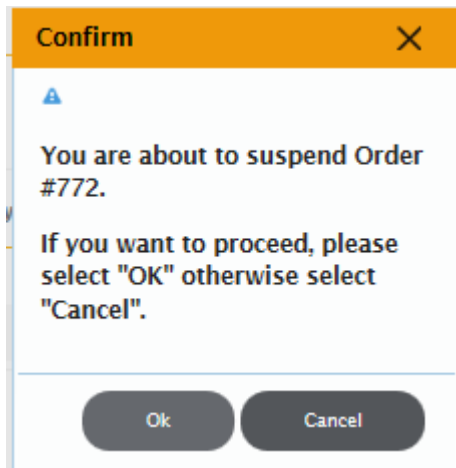
Filter by:

Current items

Identifier	Description	Frequency	Next Order	Next Order Delivery Date	Notification			
772	Wednesday order	Weekly	31/01/18	01/02/18	0400000000	Edit	Delete	Suspend
771	Friday order	Weekly	02/02/18	03/02/18	0400000000	Edit	Delete	Suspend

< 1 >
20
Items per page
1 - 2 of items

11. Select **OK** to confirm suspension



- Upon suspending an order Suspended will now appear where your next order displays on the summary page

View Automated Orders

[CREATE NEW](#)

Filter by:

Current items

Identifier	Description	Frequency	Next Order	Next Order Delivery Date	Notification			
772	Wednesday order	Weekly	Suspended	01/02/18	0400000000	Edit	Delete	Activate
771	Friday order	Weekly	02/02/18	03/02/18	0400000000	Edit	Delete	Suspend

< 1 > Items per page 1 - 2 of items

- At the end of the suspension period follow the process in Section 4.5 **Activate a Suspended Automated Standard Order**

4.5 Activate a Suspended Automated Standard Order

Suspending orders is a useful feature if there is need to place an Automated Standard Order on hold for a period of time, for example for school holidays or due to shop renovations. At the end of the suspension period it is necessary to activate the order

- To reactivate a standard order, select **ORDERS** and **AUTOMATED STANDARD ORDERS**. The *View Automated Orders* screen displays
- To reactivate your standard order select **Activate**

View Automated Orders

CREATE NEW

Filter by:

Current items ▼

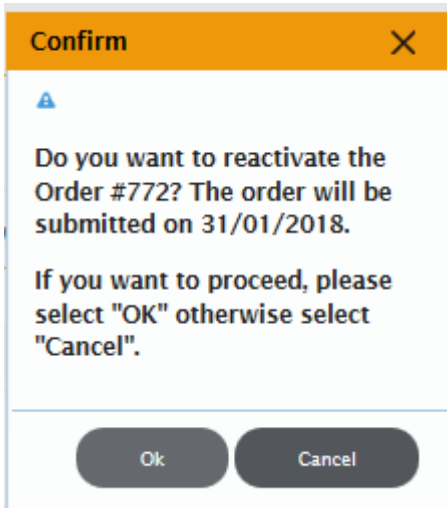
Identifier	Description	Frequency	Next Order	Next Order Delivery Date	Notification			
772	Wednesday order	Weekly	Suspended	01/02/18	0400000000	Edit	Delete	Activate
771	Friday order	Weekly	02/02/18	03/02/18	0400000000	Edit	Delete	Suspend

< 1 >

20 ▼

Items per page
1 - 2 of items

- Select **OK** to confirm reactivation



4.6 Copy Automated Standard Order

1. To skip the next automated standard order, select **ORDERS**, then **AUTOMATED STANDARD ORDERS**. The *View Automated Orders* screen displays
2. Select the order that you want to copy and select **EDIT**

View Automated Orders

CREATE NEW

Filter by:

Current items ▼

Identifier	Description	Frequency	Next Order	Next Order Delivery Date	Notification	Edit	Delete	Suspend
771	Friday order	Weekly	26/01/18	27/01/18	0400000000	Edit	Delete	Suspend
770	Saturday Order	Weekly	27/01/18	29/01/18	0400000000	Edit	Delete	Suspend

< 1 >
20 Items per page
1 - 2 of items

3. Select Copy button

Automated Order

Description:

Order created by:

PO Number: Leave this field blank to be automatically assigned a PO number.

Dates and Frequency: Weekly
Next order on Sat 17/02/18 08:00. Modifications made after this time won't be reflected in the order.
No end date

Update next order only
 Update all future orders

Notification:

Email:

SMS (Mobile):

SCHEDULE
COPY
CANCEL
SKIP NEXT ORDER
DELETE

4. Update the following fields:

Field Name	Description
Description	Type an identifying name for your Automated Standing Order. <i>For example: Monday Order</i>
Start	Select the date that you wish to place your first order. <i>For example, If you require your order to be placed on Mondays, select the Monday when you would like the first order to be submitted.</i> NOTE: This is the day that the order will be placed, <u>not</u> the delivery day

Automated Order

Description: SCHEDULE

Order created by: CANCEL

PO Number: Leave this field blank to be automatically assigned a PO number.

Frequency:

Start (dd/mm/yy): (Cut-off time 2:30 PM)

End: No end date
 End on (dd/mm/yy)

Notification:

Email:

SMS (Mobile):

Choose products

Filter by: My Favourites Added Products (3)

[Clear All](#)

3 products

Favourites	Product Description	Brand	SKU	Unit	Quantity
<input checked="" type="checkbox"/>	Big M Choc Original 600ml Carton (6 Pack)	Big M	7757	Carton	<input type="button" value="-"/> 2 <input type="button" value="+"/>
<input type="checkbox"/>	Big M Egg Flip 600ml Carton (6 Pack)	Big M	7762	Carton	<input type="button" value="-"/> 1 <input type="button" value="+"/>
<input type="checkbox"/>	Dare Mocha 500ml Bottle (6 Pack)	Dare	7770	Carton	<input type="button" value="-"/> 1 <input type="button" value="+"/>

< 1 > Items per page 1 - 3 of 3 items

5. Click **Added Products** Filter
6. The copy automated standard order defaults the product quantities in the template. You can make changes to these quantities as required. Additional products can also be added to the order.
7. Continue creating the automated standard order as described in **Section 4.1 Create Automated Standard Order**

4.7 Skip Next Automated Standard Order

1. To skip the next automated standard order, select **ORDERS**, then **AUTOMATED STANDARD ORDERS**. The *View Automated Orders* screen displays
2. Select the order that you want to change and select **EDIT**

View Automated Orders

CREATE NEW

Filter by:

Current items

Identifier	Description	Frequency	Next Order	Next Order Delivery Date	Notification	
771	Friday order	Weekly	26/01/18	27/01/18	0400000000	Edit Delete Suspend
770	Saturday Order	Weekly	27/01/18	29/01/18	0400000000	Edit Delete Suspend

< 1 >

20

Items per page
1 - 2 of items

3. Select **Skip Next Order** button

Automated Order

Description:

Order created by:

PO Number: Leave this field blank to be automatically assigned a PO number.

Dates and Frequency: Weekly

Next order on Fri 26/01/18 11:45. Modifications made after this time won't be reflected in the order.

No end date

Update next order only
 Update all future orders

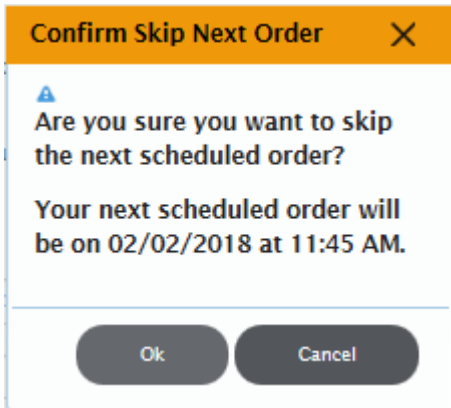
Notification:

Email:

SMS (Mobile):

SCHEDULE
COPY
CANCEL
SKIP NEXT ORDER
DELETE

4. Click OK button on the message **Confirm Skip Next Order** message which states the date that the following order will be placed



5 Favourite Product Setup

The favourite features will allow customers to have a customised product list of frequently ordered products at the top of their ordering template.

5.1 Setup Favourite Product

1. To setup your 'Favourites' list select **ORDERS** and **PLACE AN ORDER**. The *Order Entry* screen displays

Place an order

Use the order form below to add products to your order and select a delivery date. Once your order is ready, just click the "submit order" button.

Order details

Created by:

PO Number:
Leave this field blank to be automatically assigned a PO number.

Delivery date (dd/mm/yy): Your order cut-off time for next scheduled delivery day is 2:00 PM. For all orders placed after this cut-off time, please select your next available delivery date.

Choose products

Filter by:

[Clear All](#)

225 products

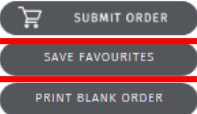
Favourites	Product Description	Brand	SKU	Unit	Quantity
<input type="checkbox"/>	BER Chl Jce App NAS Cup 110ml (96)	Berri	2819	Carton	<input type="button" value="ADD TO ORDER"/>
<input type="checkbox"/>	BER Chl Jce Org NAS Cup 110ml (96)	Berri	2732	Carton	<input type="button" value="ADD TO ORDER"/>
<input type="checkbox"/>	BER FD Apricot Nec Can 850ml (12)	Berri	2337	Carton	<input type="button" value="ADD TO ORDER"/>

2. Select the products by clicking the beside the item to have it added to your *My Favourites* list
3. Once you have selected the frequently ordered products from the list select **SAVE FAVOURITES**

You will now find the products whenever you use the **My Favourites** filter button

Place an order


Use the order form below to add products to your order and select a delivery date. Once your order is ready, just click the "submit order" button.





Order details

Created by:







PO Number:
Leave this field blank to be automatically assigned a PO number.

Delivery date (dd/mm/yy):  Your order cut-off time for next scheduled delivery day is 2:30 PM. For all orders placed after this cut-off time, please select your next available delivery date.

Choose products

Filter by:  **My Favourites** 
[Clear All](#)

6 products

Favourites	Product Description	Brand	SKU	Unit	Quantity
	Big M Choc Original 300ml Bottle (6 Pack)	Big M	8288	Carton	<input type="button" value="ADD TO ORDER"/>
	Big M Choc Original 600ml Carton (6 Pack)	Big M	7757	Carton	<input type="button" value="ADD TO ORDER"/>
	Dare Double Espresso 275ml Bottle (6 Pack)	Dare	7765	Carton	<input type="button" value="ADD TO ORDER"/>
	Dare Espresso 275ml Bottle (6 Pack)	Dare	7764	Carton	<input type="button" value="ADD TO ORDER"/>
	Pura Light Start 2Lt Bottle	Pura	3278	Each	<input type="button" value="ADD TO ORDER"/>
	Pura Light Start 3Lt Bottle	Pura	3093	Each	<input type="button" value="ADD TO ORDER"/>

< 1 >


20 

Items per page

1 - 6 of 6 items



5.2 Delete Favourite Product

1. To delete an item from your 'Favourites' list select ORDERS and PLACE AN ORDER. The Order Entry screen displays
2. To delete products from *My Favourites*, select **MY FAVOURITES** filter
3. Clicking the  beside the item to have it removed

Choose products

Filter by: ♥ My Favourites Added Products (0)

[Clear All](#)

6 products

Favourites	Product Description	Brand	SKU	Unit	Quantity
	Big M Choc Original 300ml Bottle (6 Pack)	Big M	8288	Carton	<input type="button" value="ADD TO ORDER"/>
	Big M Choc Original 600ml Carton (6 Pack)	Big M	7757	Carton	<input type="button" value="ADD TO ORDER"/>
	Dare Double Espresso 275ml Bottle (6 Pack)	Dare	7765	Carton	<input type="button" value="ADD TO ORDER"/>
	Dare Espresso 275ml Bottle (6 Pack)	Dare	7764	Carton	<input type="button" value="ADD TO ORDER"/>
	Pura Light Start 2Lt Bottle	Pura	3278	Each	<input type="button" value="ADD TO ORDER"/>
	Pura Light Start 3Lt Bottle	Pura	3093	Each	<input type="button" value="ADD TO ORDER"/>

< 1 > 20 Items per page 1 - 6 of 6 items

4. Select SAVE FAVOURITES

Place an order

Use the order form below to add products to your order and select a delivery date. Once your order is ready, just click the "submit order" button.

Order details

Created by:

PO Number:
Leave this field blank to be automatically assigned a PO number.

Delivery date (dd/mm/yy): Your order cut-off time for next scheduled delivery day is 2:30 PM. For all orders placed after this cut-off time, please select your next available delivery date.

Choose products

Filter by: ♥ My Favourites Added Products (0)

[Clear All](#)

6 products

Favourites	Product Description	Brand	SKU	Unit	Quantity
	Big M Choc Original 300ml Bottle (6 Pack)	Big M	8288	Carton	<input type="button" value="ADD TO ORDER"/>
	Big M Choc Original 600ml Carton (6 Pack)	Big M	7757	Carton	<input type="button" value="ADD TO ORDER"/>

6 Billing

Invoices, credit notes and statements from Bega Dairy and Drinks are available on the **BILLING** page for **Bega Dairy and Drinks Billed** customers only.

6.1 View Invoices / Credit Notes

To view your invoices and credit notes, select **BILLING**, then **INVOICES AND CREDIT NOTES**. The *Invoices and Credit Notes Search* screen displays

Invoices and Credit Notes Search

Filter By:

Document type: Invoice Number:

Customer Account: Purchase Order Number:

Start: End:

Documents available on portal for the previous 15 months only. For copies of documents prior to this period, please contact Customer Service on 1800 000 570.

FILTER

« PREVIOUS Go to Page: NEXT » Records per page:

[Download Selection](#)

Billing Date	Invoice Number	PO Number	Customer Number	Invoice amount	Due Date	Document Type	PDF	Select All
24/10/20	9138839	201022021024	2206	\$100.80	14/11/20	Invoice	View	<input type="checkbox"/>
22/10/20	9138726	2010200400	2206	\$126.00	14/11/20	Invoice	View	<input type="checkbox"/>
20/10/20	9138593	201017022937	2206	\$100.80	14/11/20	Invoice	View	<input type="checkbox"/>

You can also filter your results by entering criteria in one of the below fields

Field Name	Description
Document Type	Default selection is all documents but you can filter it by invoices or credit notes
Customer Account	If you own multiple accounts with Bega Dairy and Drinks, simply filter the billing documents by customer number
Start:	View all billing documents from the selected start date
Invoice Number	Filter by entering an Invoice number
Purchase Order Number	Filter by entering a purchase order number
End Date	View all billing documents to the selected end date

6.2 View Statements

To view your statements, select **BILLING** and **STATEMENTS**. The *Statement Search* screen displays

Statement Search

Filter By:

Start: End:

Documents available on portal for the previous 15 months only. For copies of documents prior to this period, please contact Customer Service on 1800 000 570.

FILTER

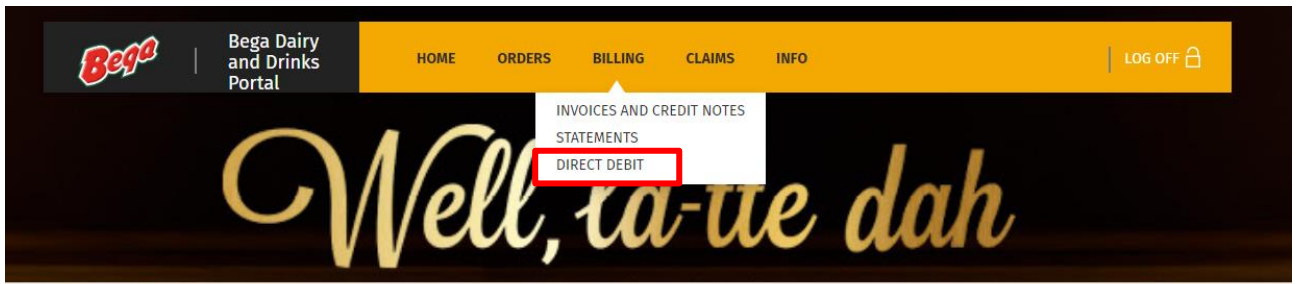
« PREVIOUS Go to Page: NEXT » Records per page:

[Download Selection](#)

Statement Date	PDF	Select All
01/10/20	View	<input type="checkbox"/>
01/09/20	View	<input type="checkbox"/>
01/08/20	View	<input type="checkbox"/>

6.3 Direct Debit

To set up direct debit, move your mouse over or select **BILLING** and **DIRECT DEBIT**. The *Direct Debit* screen displays.



PAYMENT BY DIRECT DEBIT

1. Bega Dairy and Drinks Australia currently accepts direct debit payments from bank accounts and credit card for Visa, MasterCard and AmericanExpress.
2. Should you wish to register for both options, once you have completed the details of your first selection, you will need to return to this page to register your second selection.
3. You are further requested to also nominate your primary account.

Fees and Charges

- Additional service fees and charges may apply for some payment methods offered by Bega Dairy and Drinks Australia including credit card transactions, and you authorise us to charge all additional fees incurred by you in relation to the payment methods selected.
- Accepted credit cards by Bega Dairy and Drinks Australia: Visa, Mastercard, American Express. If credit cards are utilised as a form of payment, as credit card surcharge is added to the direct debit amount at the following rates: MasterCard and Visa at 0.49%* (incl GST), American Express at 2.42%* (incl GST) *(Surcharge rates may be subject to change).

Please select your direct debit payment option below.

Direct Debit Bank Account

Direct Debit Credit Card

Should you wish to opt out this debit payment option, contact us at CreditServices@bega.com

Select **DIRECT DEBIT BANK ACCOUNT**. If you are using Google Chrome a new tab will appear. If you are using Internet Explorer a new pop-up window will appear.



Note

If the Browser has blocked the pop up window/tab, the new window/tab will not open.

ACCOUNT DETAILS

Account Number:

Business Entity Name:

DIRECT DEBIT DETAILS

I/we request and authorise Bega Dairy and Drinks Finance Pty Ltd ABN 70 051 078 285, and its associated and related entities:

Bega Dairy and Drinks Finance Pty Ltd ABN 70 051 078 285
 To arrange for any amount Bega Dairy and Drinks Finance Pty Ltd ABN 70 051 078 285 may debit or charge you to be debited through the Bulk Electronic Clearing System from an account held at the financial institution identified below subject to the terms and conditions of the Direct Debit Request Service Agreement [and any further instructions provided below]. Note that direct debiting through the Bulk Electronic Clearing System (BECS) may not be available on all accounts.

Account Name	Institution Name	BSB (Eg 123123)	Account Number

Do you want to set-up a direct-debit payment? If not, we'll just invoice you as standard, and you can skip to the next page

Acknowledgement
 By signing this Direct Debit Request you acknowledge having read and understood the terms and conditions governing the debit arrangements between you and Bega Dairy and Drinks Finance Pty Ltd ABN 70 051 078 285 and its associated and related entities as set out in this Request and in your Direct Debit Request Service Agreement.

Amount to be debited from your Bank Account

Bega Dairy and Drinks Finance Pty Ltd ABN 70 051 078 285 and its associated and related entities, Bega Dairy and Drinks Finance Pty Ltd ABN 70 051 078 285, will only Direct Debit the amount that is due on the due date or any other amount requested by the customer.

You must read through the below terms and conditions before you can agree to it, ensuring you scroll to the bottom.

Direct Debit Request Service Agreement Terms and Conditions

Definitions

- * Account means the account held at your financial institution from which we are authorised to arrange for funds to be debited.
- * Agreement means this Direct Debit Request Service Agreement between you and us.
- * Business day means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.
- * Debit day means the day that payment by you to us is due.

Agreed and accept the T&Cs of the Direct Debit Authority

Select **DIRECT DEBIT CREDIT CARD**. A new tab opens for Direct Debit Credit Card Account form for Westpac.

Account Details

Enter your account details below. Fields marked with an asterisk (*) are mandatory.

Customer Reference Number

* Cardholder Name

* Credit Card Number

* Expiry Date (mm/yy) /

Direct Debit Request Terms and Conditions

Definitions

Account
means the credit card held at your financial institution from which we are authorised to arrange for funds to be debited.

Agreement
means this Direct Debit Request Service Agreement between you and us.

Business day

* I Accept the Terms & Conditions of
 the Direct Debit Authority

This is my Preferred Payment
 Method

By ticking this checkbox you acknowledge having read and understood the terms and conditions governing the direct debit arrangements between you and Lion Pty Ltd, and its associated and related entities as set out in this Request.

Please tick if the above details are your preferred payment method

Cancel
Save

Fill out the mandatory details and select **SAVE**.



Note

Your customer number is passed to the external application.

7 Info

You can find announcements and updates from Bega Dairy and Drinks on the **INFO** page. Make sure that you visit the page regularly so that you can keep up to date with what is happening.

7.1 Display News

- To display the *News* page, you can either:
 - Select the **MORE NEWS...** link on the *Home* screen, or
 - Select **INFO** and **NEWS**

Select News

Filter by:

All categories ▼ Current News ▼

« PREVIOUS Go to Page: 1 ▼ NEXT » Records per page: 20 ▼

Category	Date Range	Headline
----------	------------	----------

- If the list of headlines is long, use the *Filter by* fields to restrict the list
- To view an article, click the name of the required *Headline*

7.2 Log an Issue

1. To log an issue, select **INFO**, then **LOG AN ISSUE**

The screenshot shows the 'Log an Issue' form in the Bega Dairy and Drinks Portal. The form is titled 'Log an Issue' and includes the following fields and sections:

- Customer :** A label for the customer information.
- Contact name:** A text input field.
- Phone no.:** A text input field.
- Email:** A text input field.
- Heading:** A text input field.
- Issue:** A large text area for describing the issue.
- Attach a file:** A section with a file icon, the text 'Attach a file', a 'Choose File' button, and the text 'No file chosen'.
- UPLOAD:** A dark button to upload the file.
- SUBMIT ISSUE:** A dark button at the bottom of the form.

2. Complete the following fields:

Field Name	Description
Contact name	Your name
Phone no.	Contact phone number
Email	Email address
Heading	A summary of the issue
Issue	Detailed description of the issue

3. In the *Attach a file* section, you can browse and upload an attachment file if required
4. Once your issue is complete, select **SUBMIT ISSUE**
A message displays: *Your issue has been sent.*

7.3 Contact Us

If you need any further assistance with online ordering, you can:

- Phone Bega Dairy and Drinks Customer Service on **1800 000 570**
 - Log an issue online (which will be sent to Customer Service)
-