BEGA DAIRY AND DRINKS

Online Ordering Guide

Contents

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

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.

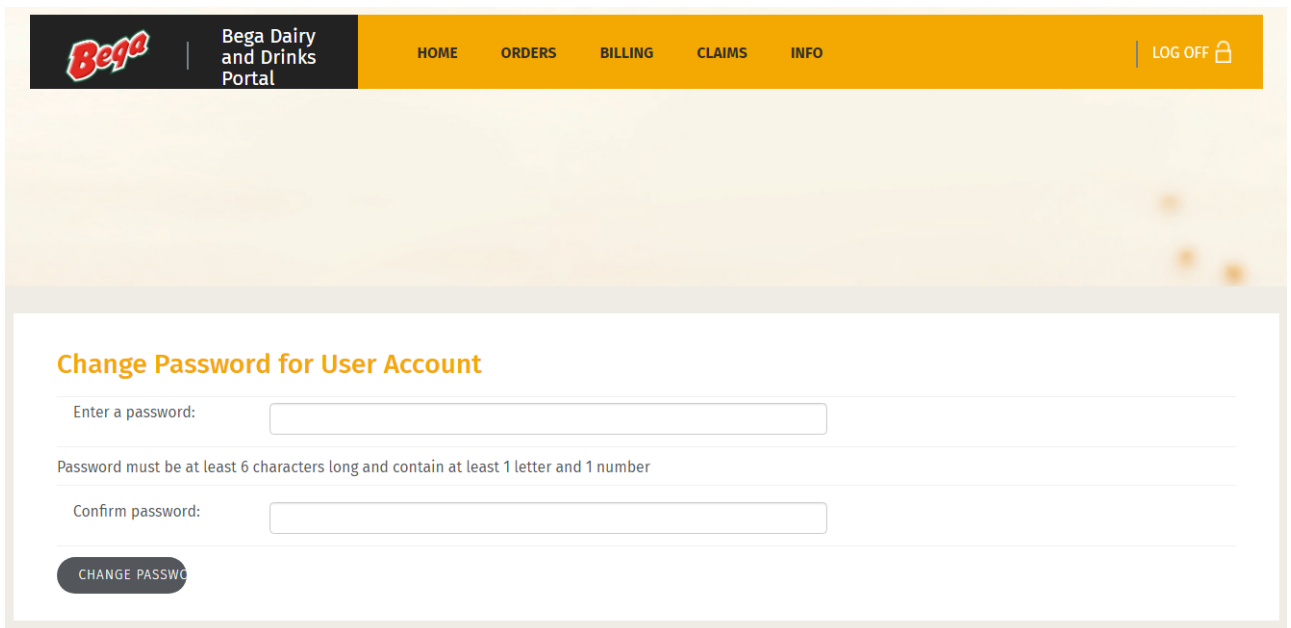| Button	Menu Options	Description
HOME	HOME	Return to the *Home* screen
	CHANGE PASSWORD	Change your password
ORDERS	PLACE AN ORDER	Place a new order
	ORDER HISTORY	View order history
	ORDER REMINDERS	Create SMS or email reminders
	MANUAL STANDARD ORDERS	Use a manual standard order
	AUTOMATED STANDARD 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

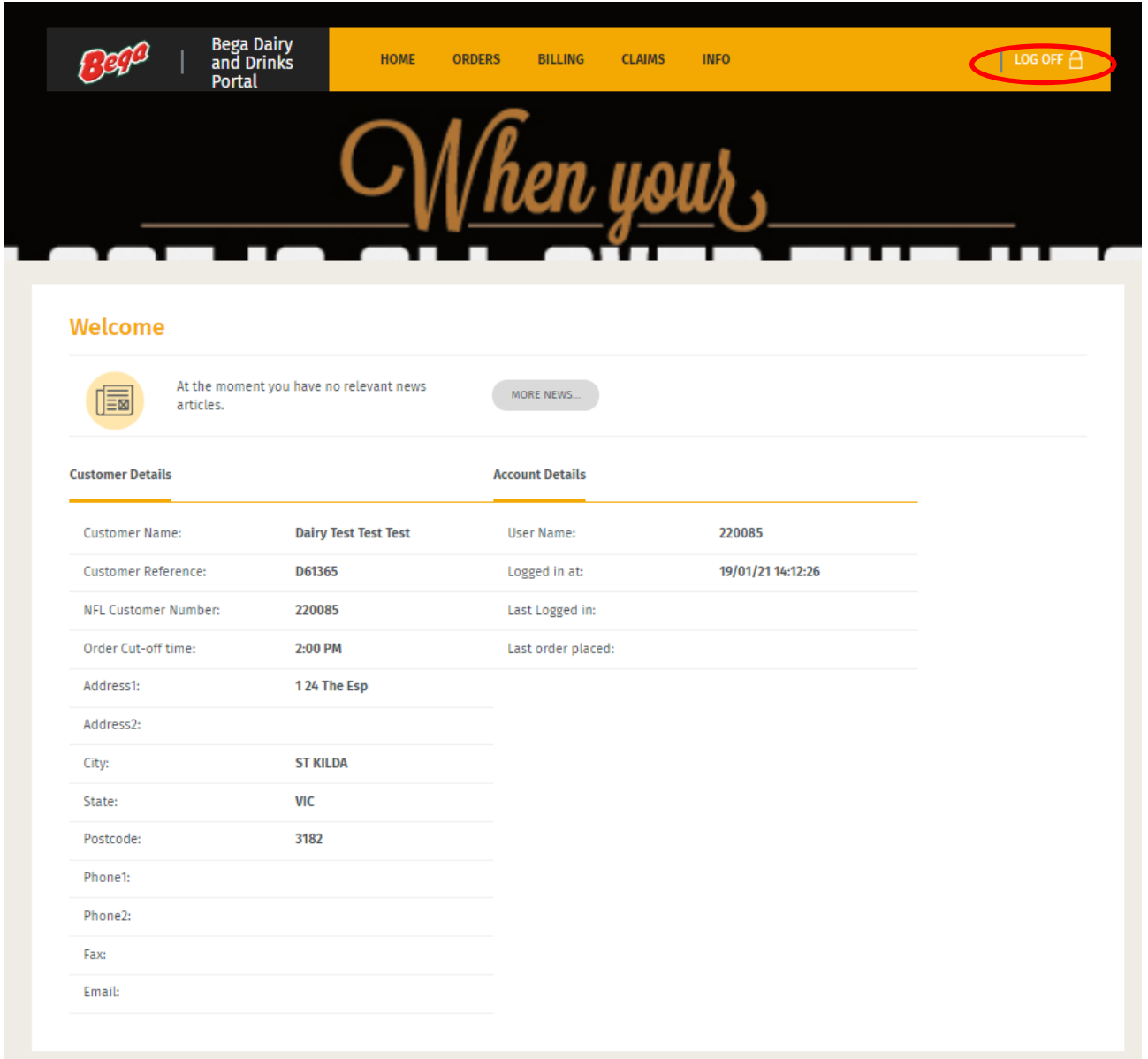3. Enter the same password in the *Confirm password* field

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.

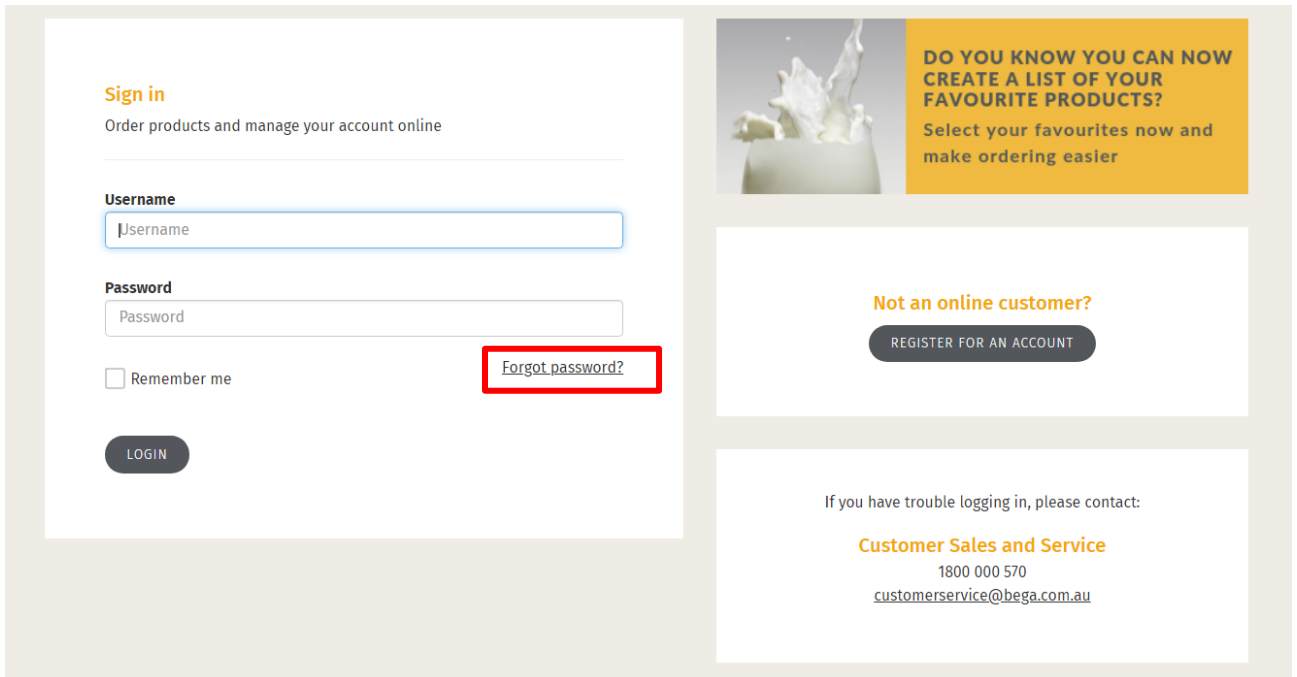1. To log off, select **LOG OFF** on the menu bar

2. Close your internet browser
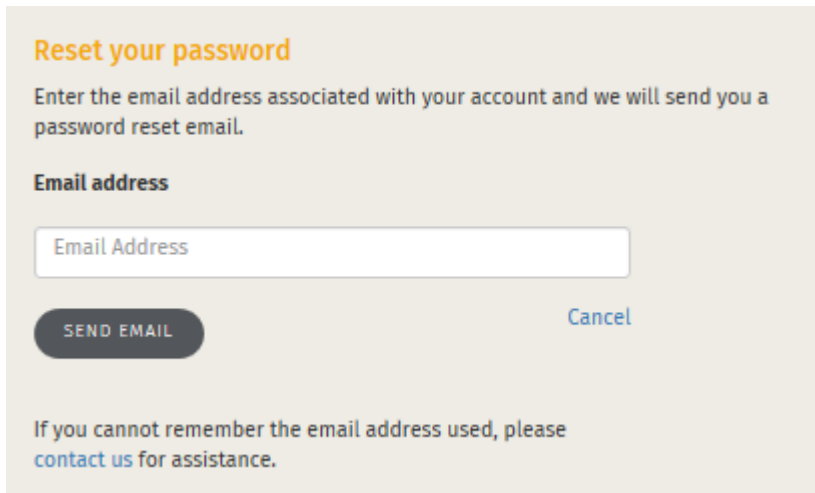
1.4 Forgot Password

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

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

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.
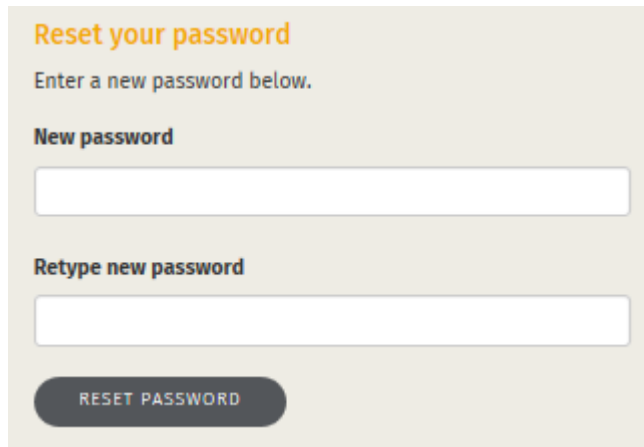
IMPORTANT
If you do not receive this email, please check your spam folder or contact us for assistance.

Bega Dairy and Drinks Portal

Dear Valued Customer,

We have received your request to reset your password to access the Bega Dairy and Drinks ordering portal. Please click on the link below to get started.

Reset my password for the user: 18144

If the link provided above does not work, please copy the URL below into your web browser:

https://orders-testnew.begacheese.com.au/Forgot.aspx?a=14777&t=35BCFFF27F3947998670446613FCF27B

Best Regards,

Customer Sales & Service team

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

Reset your password

Enter a new password below.

New password

Retype new password

RESET PASSWORD

5. Enter your new password in the *New password* field
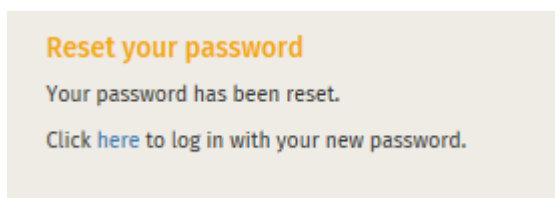
6. Enter the same password in the *Retype new password* field

**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

Reset your password

Your password has been reset.

Click here to log in with your new password.

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
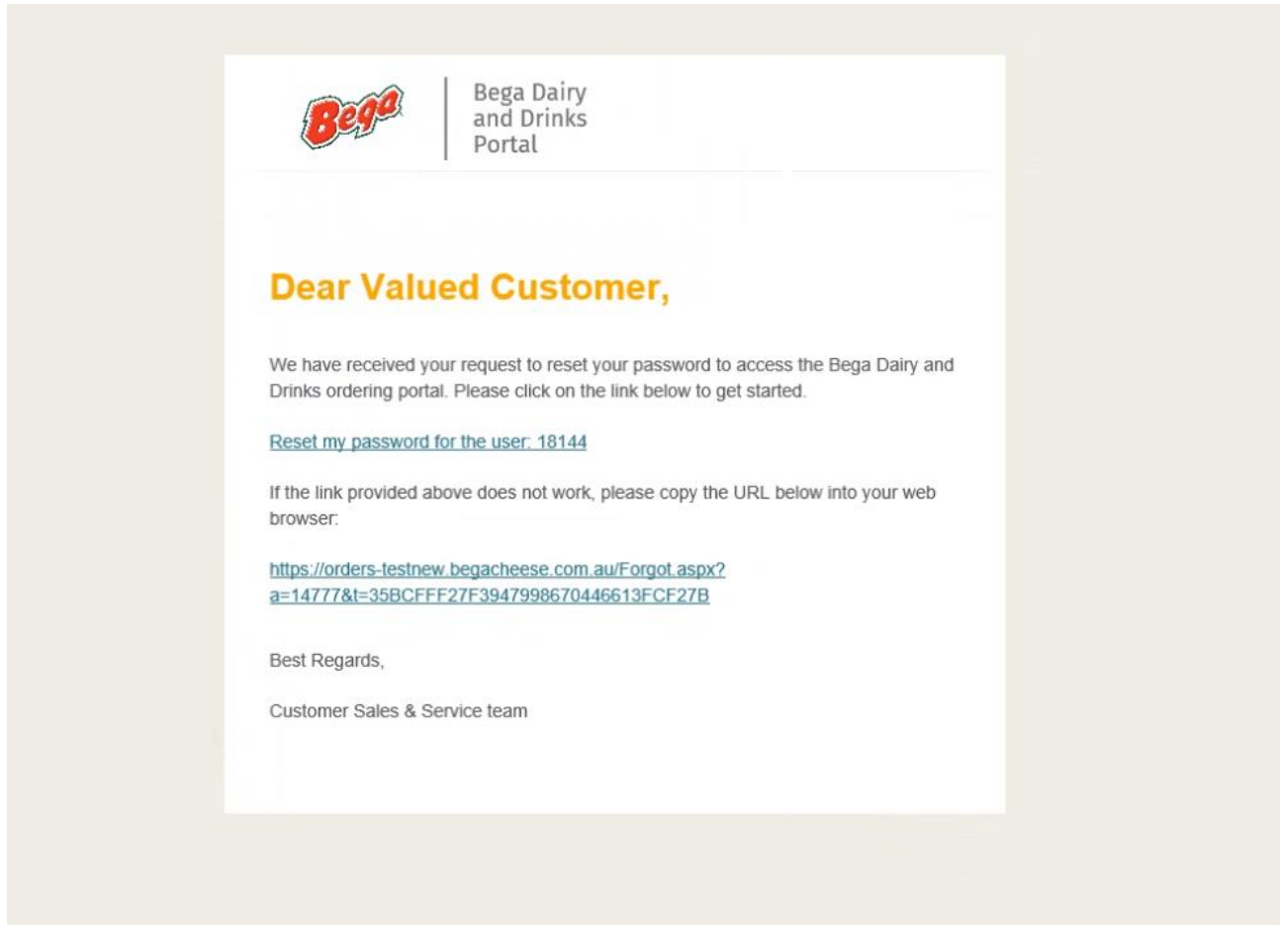
2   Manual Orders

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

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

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

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) | Choc

Clear All

6 products

Favourites	Product Description	Brand	SKU	Unit	Quantity
♡	Big M Choc Original 2L Bottle	Big M	3012	Each	ADD TO ORDER
♡	Big M Choc Original 300ml Bottle (6 Pack)	Big M	8288	Carton	ADD TO ORDER
❤	Big M Choc Original 600ml Carton (6 Pack)	Big M	7757	Carton	ADD TO ORDER
♡	Big M Choc UHT 6x250ml (4) (OWP) 5950	Big M	8337	Carton	ADD TO ORDER
♡	Big M Double Choc 500ml Bottle (6 Pack)	Big M	8289	Carton	ADD TO ORDER
♡	Big M Double Choc 750ml Bottle (6 Pack)	Big M	8290	Carton	ADD TO ORDER

< 1 >   20   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.

SUBMIT ORDER

SAVE FAVOURITES

PRINT BLANK ORDER

Order details

Created by:	Ash Barty
PO Number:	

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

Delivery date (dd/mm/yy): 20/02/18

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: Select brands   ♡ My Favourites   Added Products (7)   Search keyword

Clear All

7 products

Favourites	Product Description	Brand	SKU	Unit	Quantity
❤	Dare Double Espresso 275ml Bottle (6 Pack)	Dare	7765	Carton	- 1 +
❤	Dare Espresso 275ml Bottle (6 Pack)	Dare	7764	Carton	- 1 +
❤	Pura Light Start 2Lt Bottle	Pura	3278	Each	- 36 +
❤	Pura Light Start 3Lt Bottle	Pura	3093	Each	- 18 +
♡	Yopl Mango 1Kg (6)	Yoplait	5876	Carton	- 1 +
♡	Yopl Strawberry 1Kg (6)	Yoplait	5878	Carton	- 2 +
♡	Yopl Vanilla 1Kg (6)	Yoplait	5879	Carton	- 1 +

< 1 >   20 ▼ Items per page   1 - 7 of 7 items

SUBMIT ORDER

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)

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.

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**

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"

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 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)	Choc

Clear All

6 products

Favourites	Product Description	Brand	SKU	Unit	Quantity
♡	Big M Choc Original 2L Bottle	Big M	3012	Each	ADD TO ORDER
♡	Big M Choc Original 300ml Bottle (6 Pack)	Big M	8288	Carton	ADD TO ORDER
♥	Big M Choc Original 600ml Carton (6 Pack)	Big M	7757	Carton	ADD TO ORDER
♡	Big M Choc UHT 6x250ml (4) (OWP) 5950	Big M	8337	Carton	ADD TO ORDER
♡	Big M Double Choc 500ml Bottle (6 Pack)	Big M	8289	Carton	ADD TO ORDER
♡	Big M Double Choc 750ml Bottle (6 Pack)	Big M	8290	Carton	ADD TO ORDER

< 1 >   20 ▾   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:	Test Order		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: Lion User

Email address: testemail@test.com

Week days: SUN **MON** TUE WED THU FRI SAT

Start: 20/01/21   10:00 AM ▾   (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 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.
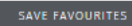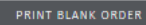
Hint
For quick access to find the products you have defaulted quantities against press the **Added Products** Filter button

Place an order

SUBMIT ORDER

SAVE FAVOURITES

PRINT BLANK 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: Select brands   My Favourites   Added Products (7)   Search keyword

Clear All

7 products

Favourites	Product Description	Brand	SKU	Unit	Quantity
❤	Dare Double Espresso 275ml Bottle (6 Pack)	Dare	7765	Carton	- 2 +
❤	Dare Espresso 275ml Bottle (6 Pack)	Dare	7764	Carton	- 2 +
❤	Pura Light Start 2Lt Bottle	Pura	3278	Each	- 18 +
❤	Pura Light Start 3Lt Bottle	Pura	3093	Each	- 36 +
♡	Yopl Mango 1Kg (6)	Yoplait	5876	Carton	- 1 +
♡	Yopl Strawberry 1Kg (6)	Yoplait	5878	Carton	- 2 +
♡	Yopl Vanilla 1Kg (6)	Yoplait	5879	Carton	- 1 +

< 1 >   20   Items per page   1 - 7 of 7 items

SUBMIT ORDER

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

3. Select **DELETE STANDARD**

4. Click Ok on the message

5. 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

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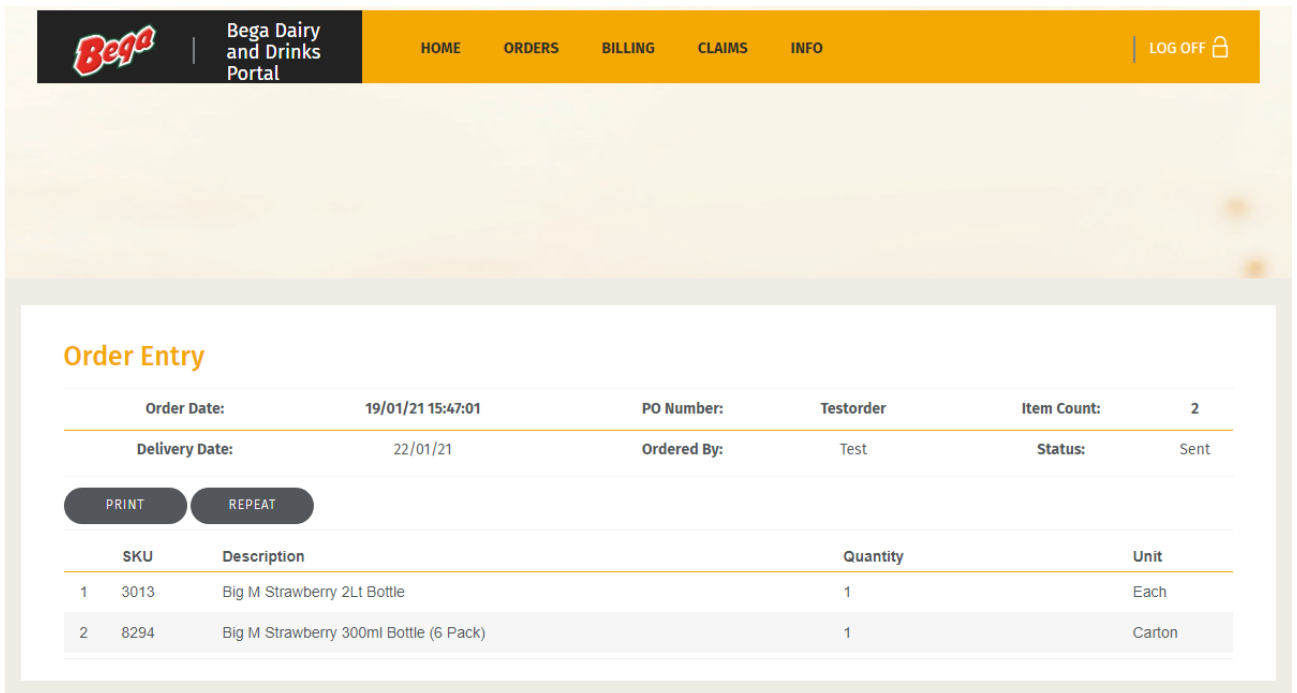
5. To display details of a purchase order, select the PO Number required

6. To print the purchase order, select **PRINT**

7. 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

8. 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

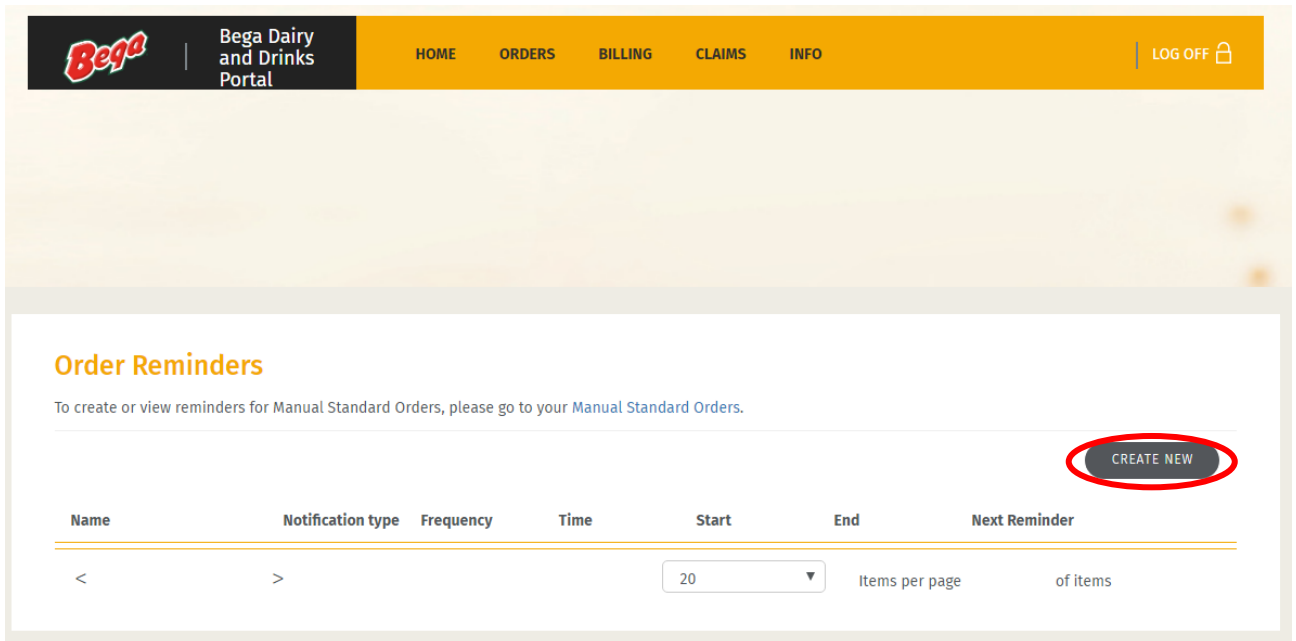You can have an SMS or email reminder.

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"

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

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:	Thursday delivery
First name:	Test
Email address:	test.user@lionco.com
Mobile number:	+61
	0400000000
Week days:	SUN MON TUE WED **THU** FRI SAT
Start:	25/01/18 2:00 PM (Cut-off time 3:00 AM)
Next Reminder:	15/02/2018 2:00:00 PM (EADT)
End:	⦿ Never
	○ On

SAVE   CANCEL

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

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

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

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**

3. Click Ok on the message to confirm activation

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

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

3. Select **Ok** on the message

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**

7. Complete the following fields:

Field Name	Description
Description	Type an identifying name for your Automated Standing Order. *For example: Monday Order*
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. *For example, if you require an order to be generated each Monday, select weekly.* The possible selections are weekly, fortnightly or monthly.
Start	Select the date that you wish to place your first order. *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.* **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:	Saturday order		SCHEDULE
Order created by:	Roger Federer		CANCEL
PO Number:		Leave this field blank to be automatically assigned a PO number.	

Frequency: Weekly

Start (dd/mm/yy): 17/02/18 (Cut-off time 3:00 AM)

End: ● No end date

○ End on (dd/mm/yy)

Notification:

Email: test.user@lionco.com

SMS (Mobile): 0400000000

Choose products

Filter by: Select brands ♡ My Favourites Added Products (0) Search keyword

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

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

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

Automated Order

Description: Saturday order

Order created by: Roger Federer

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

SCHEDULE

CANCEL

Frequency: Weekly

Start (dd/mm/yy): 24/02/18 (Cut-off time 2:30 PM)

End: ● No end date

○ End on (dd/mm/yy)
[   ]

Notification:

Email: test.user@lionco.com

SMS (Mobile): 0400000000

Choose products

Filter by: Select brands ♡ My Favourites Added Products (3) Search keyword 🔍

Clear All

3 products

Favourites	Product Description	Brand	SKU	Unit	Quantity
❤	Big M Choc Original 600ml Carton (6 Pack)	Big M	7757	Carton	- 1 +
♡	Big M Egg Flip 600ml Carton (6 Pack)	Big M	7762	Carton	- 1 +
♡	Dare Mocha 500ml Bottle (6 Pack)	Dare	7770	Carton	- 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

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

Next order on Sat 24/02/18

Time: 1:30 PM

No end date

CONFIRM ORDER   **MODIFY O**

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**

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

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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

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

Hint

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

---

7. 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**

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**

11. Select **OK** to confirm suspension
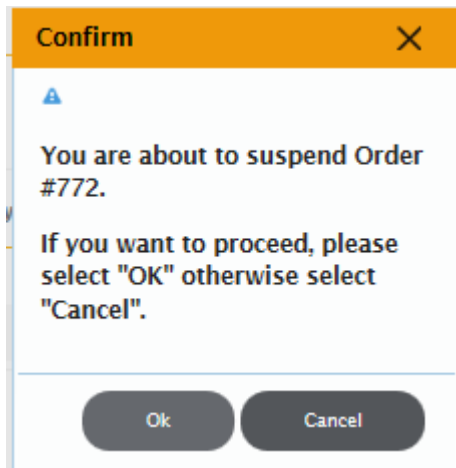
12. Upon suspending an order Suspended will now appear where your next order displays on the summary page

13. 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

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

4. To reactivate your standard order select **Activate**

5. Select **OK** to confirm reactivation
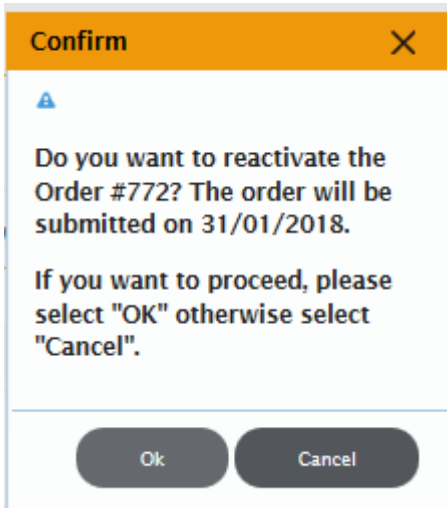
4.6 Copy Automated Standard Order

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			
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: Saturday order

Order created by: Roger Federer

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

SCHEDULE

COPY

CANCEL

SKIP NEXT ORDER

DELETE

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
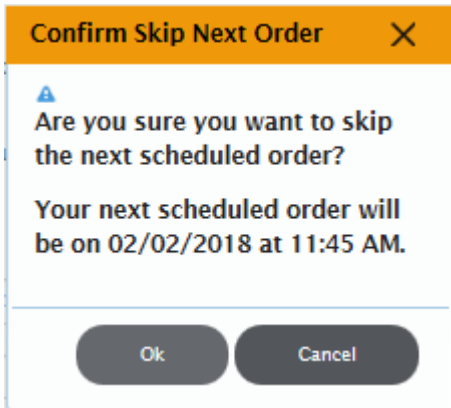
◯ Update next order only

◯ Update all future orders

Notification:

Email: test.user@lionco.com

SMS (Mobile): 0400000000

4. Update the following fields:

Field Name	Description
Description	Type an identifying name for your Automated Standing Order. *For example: Monday Order*
Start	Select the date that you wish to place your first order. *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.* **NOTE:** This is the day that the order will be placed, <u>not</u> the delivery day

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**

3. Select **Skip Next Order** button

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

Confirm Skip Next Order ✕

⚠

Are you sure you want to skip the next scheduled order?

Your next scheduled order will be on 02/02/2018 at 11:45 AM.

Ok　　Cancel

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

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

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: Select brands   ♥ My Favourites   Added Products (0)   Search keyword 🔍

Clear All

6 products

Favourites	Product Description	Brand	SKU	Unit	Quantity
♡	Big M Choc Original 300ml Bottle (6 Pack)	Big M	8288	Carton	ADD TO ORDER
♥	Big M Choc Original 600ml Carton (6 Pack)	Big M	7757	Carton	ADD TO ORDER
♥	Dare Double Espresso 275ml Bottle (6 Pack)	Dare	7765	Carton	ADD TO ORDER
♥	Dare Espresso 275ml Bottle (6 Pack)	Dare	7764	Carton	ADD TO ORDER
♥	Pura Light Start 2Lt Bottle	Pura	3278	Each	ADD TO ORDER
♥	Pura Light Start 3Lt Bottle	Pura	3093	Each	ADD TO ORDER

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

4. Select **SAVE FAVOURITES**

Place an order

🛒 SUBMIT ORDER

SAVE FAVOURITES

PRINT BLANK 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: Select brands   ♥ My Favourites   Added Products (0)   Search keyword 🔍

Clear All

6 products

Favourites	Product Description	Brand	SKU	Unit	Quantity
♡	Big M Choc Original 300ml Bottle (6 Pack)	Big M	8288	Carton	ADD TO ORDER
♥	Big M Choc Original 600ml Carton (6 Pack)	Big M	7757	Carton	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:	All Documents ▼	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: [1 ▼]   NEXT »   Records per page: [20 ▼]

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	☐
22/10/20	9138726	2010200400	2206	$126.00	14/11/20	Invoice	View	☐
20/10/20	9138593	201017022937	2206	$100.80	14/11/20	Invoice	View	☐

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

6.3 Direct Debit

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

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.

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

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

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

2. If the list of headlines is long, use the *Filter by* fields to restrict the list
3. 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**

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)