

Bega Dairy and Drinks Online Portal Quick Reference Guide



Web Portal FAQ

Please see below for our most Frequently Asked Questions to help assist you with your web portal queries.

1. How can I reset my password?

- A. On the Bega Dairy and Drinks Portal homepage, please click on **Forgot Password**. Please enter the email address registered to your account and click **Send Email**. You will receive an automated email from Bega Dairy and Drinks with instructions on how to reset your password.

2. Why Can't I view my Billing tab?

- A. Please note that for the Billing tab to display, your online account is required to be a 'Payer' account, an account that Bega Dairy and Drinks billing documents are generated under. If you cannot see the Billing tab, it may be because you have a separate Payer account where your invoices and statements are sent to. If you are logging in with a 'Payer' account, please contact our Customer Service team for further assistance.

3. I can't login – my online account is inactive. How can I get access to my online account?

- A. If your account is inactive, it may be because it is not fully set up for online ordering. Please contact our Customer Service team either by email or by phone for further assistance with set up.

4. My cut off time and/or lead days are incorrect. How can I get this fixed?

- A. Please contact our Customer Service team if you require help with changing your cut off time or lead days online.

5. My customer details on my web portal home page aren't correct. How can I have these changed?

- A. Please contact our Customer Service team if you require help with changing your customer details online. If sending an email, please specify what you could like to be updated.

6. Can I have a product added to my online product template?

- A. Please contact our Customer Service team if you require help with adding a product to your product template. If sending an email, please specify which product you would like access to.

7. I have placed an order today. How can I check if it's been successful?

- A. Please ensure you have fully confirmed your order online. If this has been completed, you will be able to view your latest order in the Order History page

8. What is an order reminder?

- A. Order Reminder is a feature online that will send you an email or a text to remind you to place an order for any day and time you have chosen. To access this feature online please click on Orders > Order Reminders buttons.

9. My Automated Standard order is generating on wrong day. How can I fix this?

- A. When setting up your standing order, it is important to choose the day you are ordering and not the day you are expecting delivery. On the Automated Standard Orders page, please check the **Next Order Delivery Date** tab and check if this date is correct. If this is incorrect, the recommended action is to create a new Automated Standard Order with your correct ordering date and delete the incorrect order.

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10. Can I amend an existing Automated Standard order?

- A. You can amend the quantities of an existing Automated Standard order. Please navigate to the Automated Standard order page and click on the **Edit** button next to the order you wish to edit. Please note you cannot change the date in this page.

11. My Automated standing order is generating after cut-off time. Can this be changed?

- A. Yes it can. Please contact our Customer Service team if you require help with changing your cut off time.

12. Can I submit claims on the web portal?

- A. Yes, you do have access to submit claims online. Please navigate to the Claims tab and click on Submit a Claim. This will take you to the Bega Dairy and Drinks Claims website.

13. How far in advance can I place an order on web portal?

- A. You can place an order 21 days in advance.

14. Can you display only the products I want to order?

- A. To help you navigate your product list, we recommend you use the Save Favourites function on your order form. You can click the heart symbols under the Favourites column to highlight the products you regularly order. Once complete, please click on **Save Favourites** at the top/right side of your order form. Going forward, when you click on the My Favourites button, only the products you have selected will appear. For more detailed instructions, please see our full ordering guide.