BCS Online Ordering Website
New Upgraded Site User Guide

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Introduction

Welcome to your User Guide for the BCS Online Ordering Website. This guide has been updated to reflect the new look of the upgraded site launched in November 2021. This guide is designed to take you through all the various features and benefits of the new site. The new website offers a wide range of functionality and time-saving features to help you place orders quickly and efficiently on a regular basis. The User Guide focusses initially on all the key things you need to know to login for the first time and start placing orders. The later sections cover the additional added-value functionality designed to make online ordering as simple as possible.

This guide covers the following areas:

1. Logging-in for the first time

2. Finding products and adding to basket

3. Check-out and delivery

4. Re-ordering made easy - Saved Baskets, Order History, Invoices and Favourites

5. Quick Order

6. My Account

1. Logging-in for the first time

The URL for online ordering is exactly the same and has not changed. Go to:

https://catalogue.bunzlcatering.co.uk/#/login

You will then be asked to login – see the screenshot below.

As you are an existing user simply type in your **EXISTING USERNAME AND PASSWORD** into the 2 boxes highlighted with red arrows. There is NO NEED to Register. DO NOT select the Register option.

If you have forgotten your USERNAME – it is usually your NORMAL WORK E-MAIL.

If you have forgotten your PASSWORD – just use the 'FORGOTTEN YOUR PASSWORD' link highlighted with the blue arrow. This will e-mail you a link to allow you to set a new password.

If you are still having problems logging-in call the BCS Customer Support Team on 01827 317169.

2. Finding products and adding to basket

Once you have logged-in you will be taken to the homepage of the new website.

To start selecting products simply use the PRIMARY NAVIGATION bar (10 categories) at the top of the page or the SEARCH box shown immediately above it. See screenshot below.
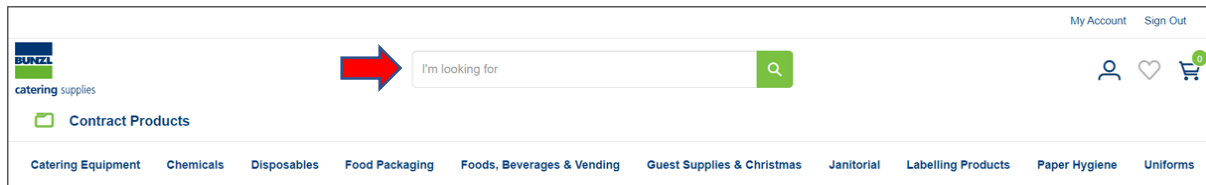

Within each of these 10 main product categories all the sub-categories are identical to the old online ordering system so they should look familiar.

THE PRODUCTS YOU CAN VIEW ARE CONTROLLED BY YOUR PRICE LISTS. IF THERE ARE NO PRODUCTS ON YOUR PRICE LISTS AVAILABLE IN A CATEGORY, A MESSAGE WILL CONFIRM THIS.
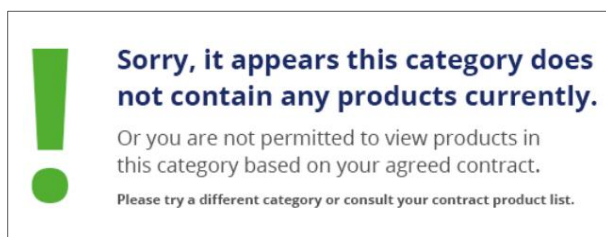
Alternatively – you can also click on the 'Contract Products' link which appears on the left just below the Bunzl Catering Supplies logos. This will show you ONLY the products available on your price lists. You can then search by CATEGORY and BRAND which are displayed in the grey drop-down boxes that appear on the left.
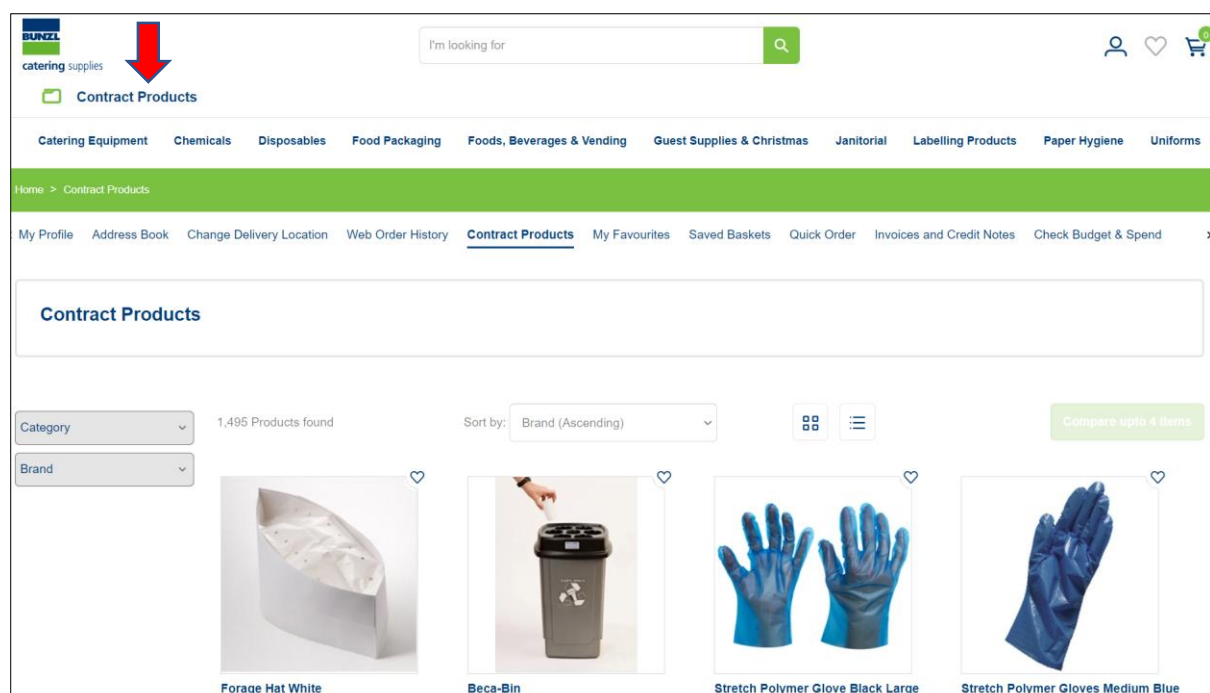
Once You have selected a product just set the quantity you require and click on the Add to basket button shown below.
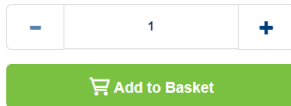
3. Checkout and Delivery

Once you have finished selecting products and adding them to your basket, click on the

 button to begin the 3-stage checkout process.

Stage 1 – Delivery Details

All your address details are pre-populated from your Bunzl Catering Supplies account.

Ordering for multiple sites

If you are responsible for ordering for multiple sites/accounts, you can select different accounts from a dropdown list in the 'My Account' section. Please see section 6. My Account for details (including screenshots) of how to do this.

But Stage 1 of the Checkout process will always confirm which account you are ordering for.
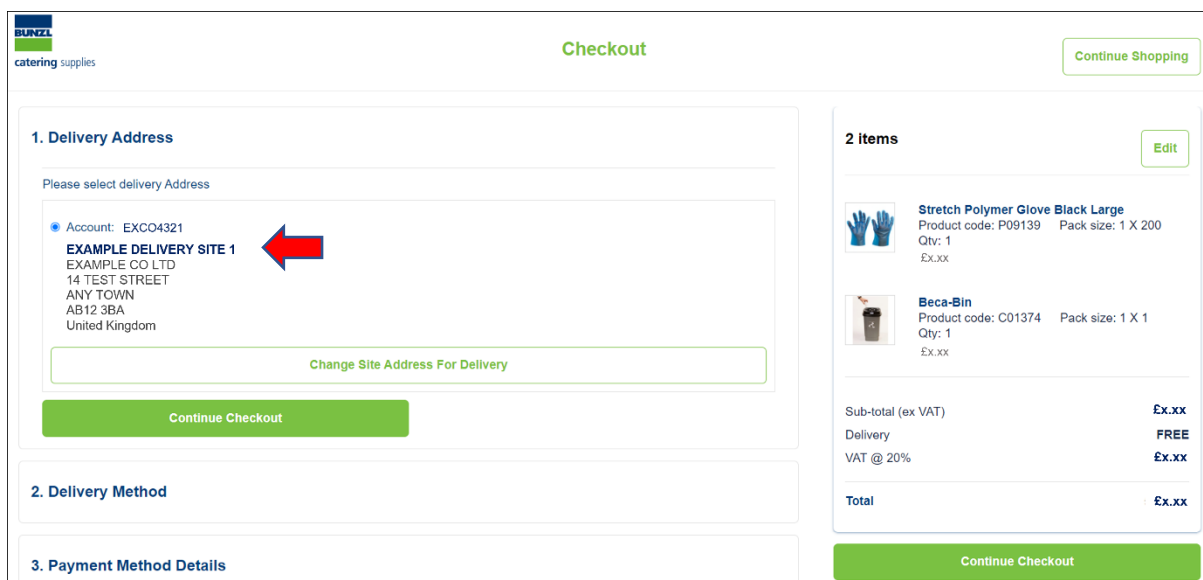
Stage 2 – Delivery Options

If your order falls below the minimum order value for free delivery, charges will automatically be pre-populated at this stage. To qualify for free delivery please increase your order to above the minimum order value set for your account.

You will then need to SELECT YOUR REQUIRED DELIVERY DATE. Click on the small calendar icon (highlighted with a red arrow on the following page) and you will then be presented with the next 4 available dates for delivery. Select the date you require.

At this stage you can also add Delivery Contact Name, Delivery Contact Telephone Number and any Delivery Instructions you want to add.

Select the 'Continue Checkout' option to proceed to the next stage.

Stage 3 – Payment Method Details

Your order will automatically be charged to your Bunzl Catering Supplies account. Your account details will be shown at this stage as per the screenshot below. You can also add a Purchase Order number at this stage. A PO number is mandatory but of you don't have an official company one just enter your own personal reference.


Then click on the 'Submit Order' button to place the order.

Order Confirmation Page

Once you have submitted your order you will then see an Order Confirmation page. This will include an Order Reference number which will always begin with a 'W'. A screenshot for of this is shown on the following page.

You can find any orders you have placed via the website in the 'Order History' section in 'My Accounts' by using this W prefix order number.

Once we have processed your order we will also send you an Order Confirmation e-mail.
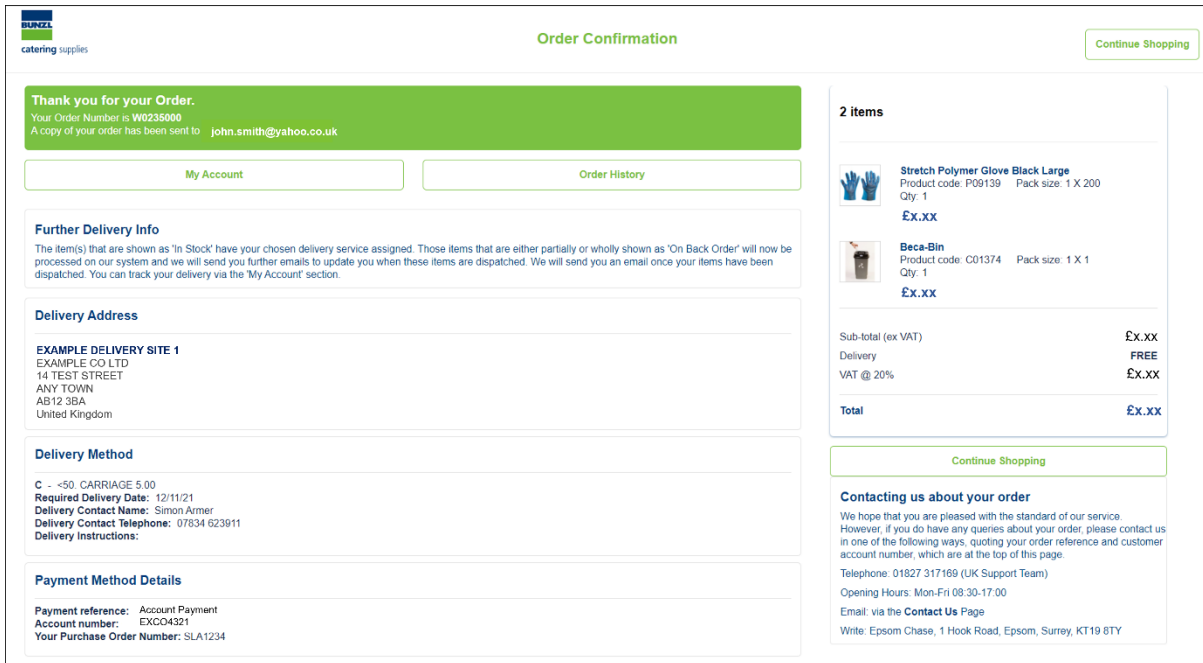
4. Re-ordering made easy - Saved Baskets, Order History, Invoices and Favourites

The new website features a number of ways to help you save time when you are routinely re-ordering the same products on a regular basis. There are 4 main ways to do this.

Saved Baskets

Once you have loaded products into your Shopping Basket you can SAVE that basket and then automatically RELOAD all the products in it, at a later date.

To use this functionality, simply load products into the basket and then just click on the 'Save Basket' button shown at the top of the Basket page. See screenshot below.


You will then be asked to give the basket a name (e.g. Regular Order) and save it.

To access your saved baskets, simply click on the SAVED BASKETS link above the main SEARCH box or from the link in the 'My Account' section.

You can then select one of 2 Actions:

a) Reload an entire saved basket using the 'Add to Basket' button
b) View a saved basket (using the 'View/Edit Basket' button) and then load selected products to the basket

Screenshot below shows 'View/Edit Basket' and 'Add to Basket' buttons in Saved Baskets
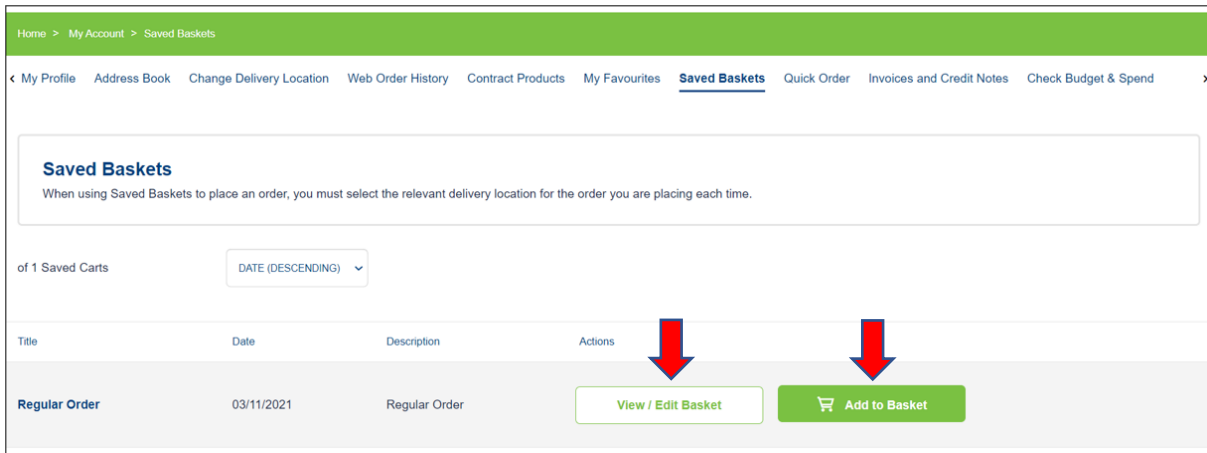
Web Order History

Similar functionality is also available in WEB ORDER HISTORY. This allows you to open any previously placed web order and simply click on the 'Add to Basket' button to load all the previously ordered products straight into the basket.

You can find 'Web Order History' in the 'My Account' section.

The 'Add to Basket' button is highlighted below with the red arrow.
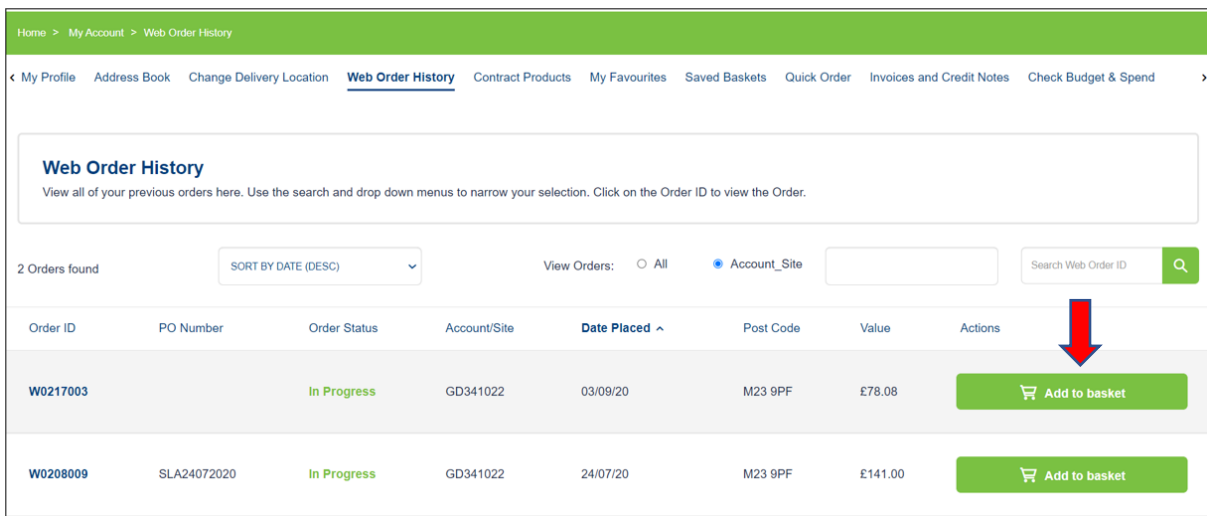
Re-order from Invoices

You can also AUTOMATICALLY RELOAD products from invoices straight into the basket.

Simply go to the 'Invoices & Credit Notes' section in 'My Account'.

Search for an Invoice using the Invoice number or bring up all invoices from within a specified date range (using the date range selector shown).

Select an Invoice and click on the 'Add to Basket' button shown in green. (See screenshot below).

This will automatically load all the products listed on that invoice straight into your basket. The screenshot below shows the 'Add to Basket' option highlighted with a red arrow.

Please note – you can also select and view CREDIT NOTES from this section as well. Just use the 'Type' dropdown box to select Credit Note rather than Invoice.

Favourites

You can also add products to 'Favourites'. This allows you to build a list of your favourite products and again you can add all or some of them into your basket at a click of a button. To add items to favourites just click on the heart icon that appears top right on all the product listing pages. The heart icon also appears on the main product detail page. When you click on the heart icon it will turn red to indicate that you have added it to Favourites.
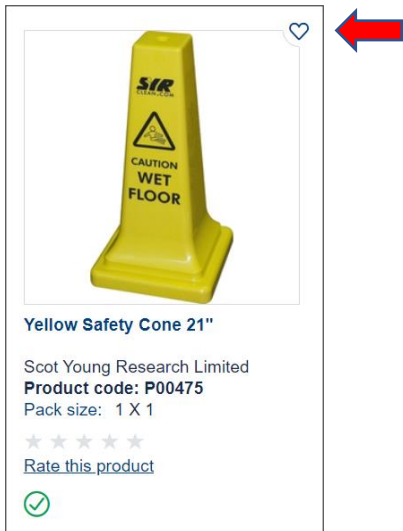
When you want to see your favourites, just click on the heart icon at the top of the homepage (highlighted with a red arrow below). Or view them in 'My Account' section.
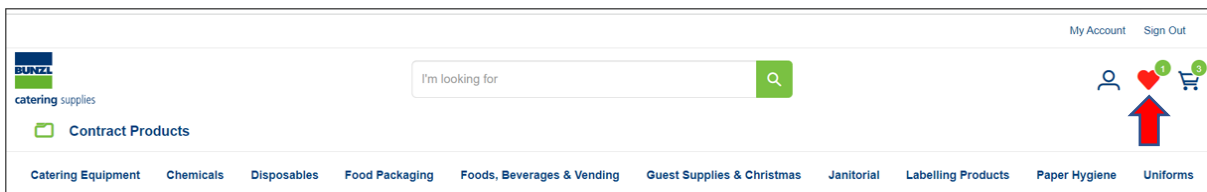
Once in your Favourites section you can pick and add individual items as required by using the 'Add to Basket' buttons.
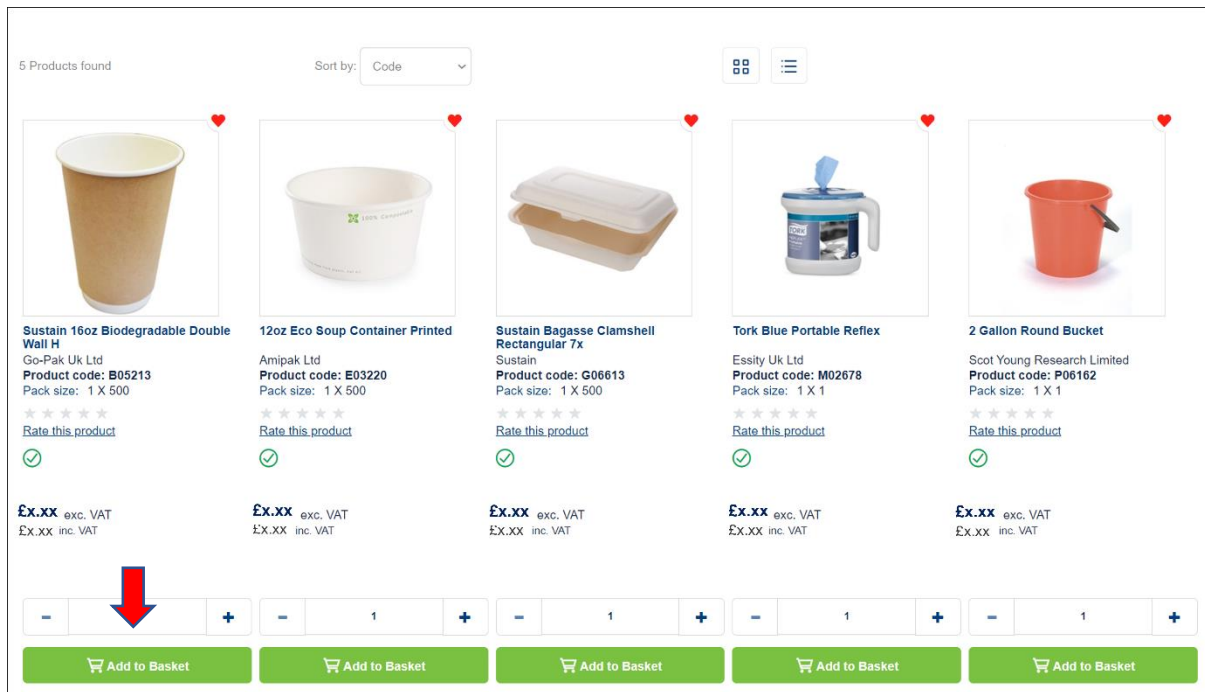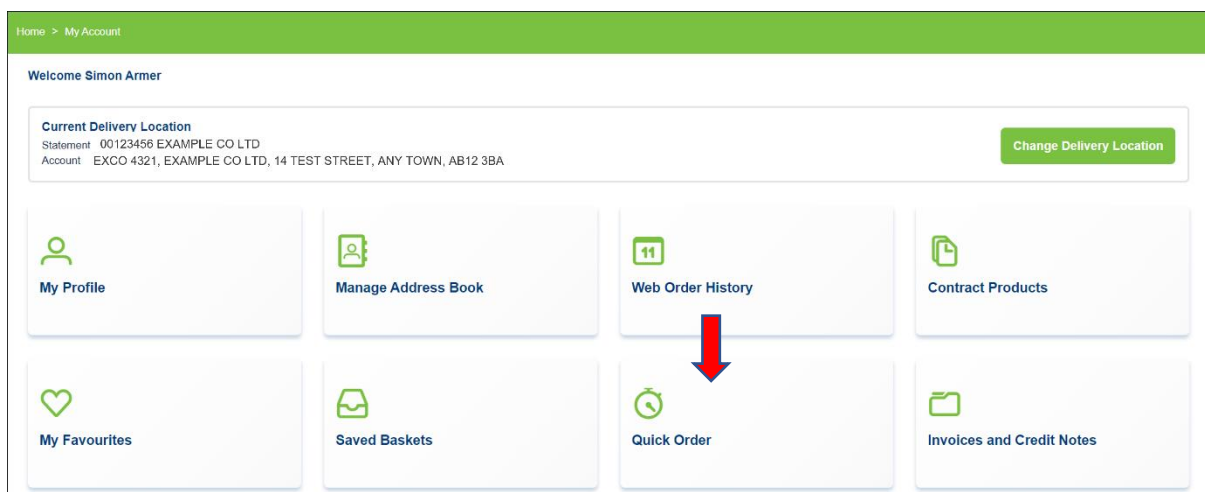

5. Quick Order

The new website also offers functionality to help you quickly create orders if you:

a) Know the order codes
b) Have the order codes in an excel spreadsheet

Order Codes

Click on the 'Quick Order' icon in the 'My Account' section (highlighted with a red arrow below).

This will open the 'Quick Order' page where you will be able to type order codes and quantities straight in and then just click on the 'Add to basket' button.

See screenshot on the next page.

Upload from a Spreadsheet

If you have a large number of orders codes available in a spreadsheet there is also handy upload function. Simply download the CSV file shown at the bottom of the Quick Order page, enter the product code and quantity and then upload the file. The form above will then populate. You can then review the form before clicking on the 'Add to basket' button.
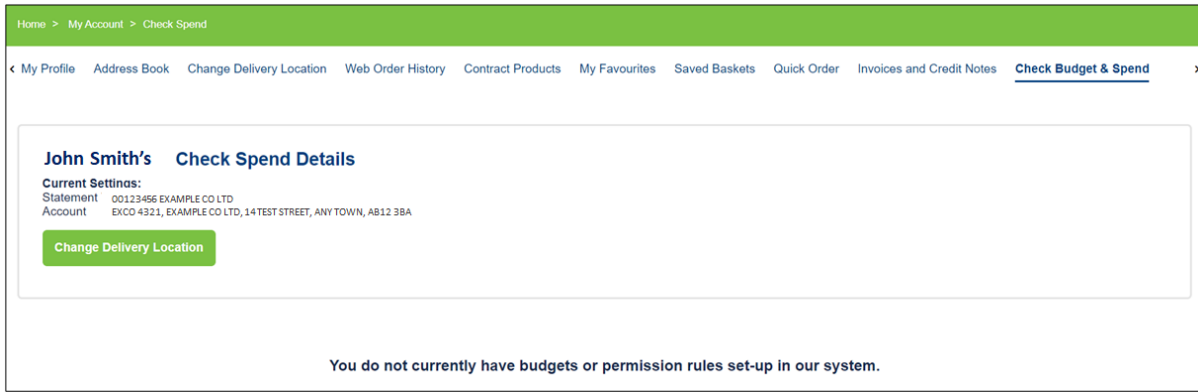

6. <u>My Account</u>

The My Account section provides you with access to a number of features designed to make the online ordering experience as simple and straight-forward as possible.

It covers:

- My Profile
- Manage Address Book
- Web Order History
- Contract Products
- My Favourites
- Saved Baskets
- Quick Order
- Invoices & Credit Notes

Please note – you will also see a listing/icon for Check Budget & Spend. This only applies if your company has requested that we set budgeted monthly spend limits for you. If not, the following message will display in this section:

Users linked to multiple sites/accounts

If you order on behalf of multiple sites/accounts the My Account page is where you can select the account number you require.

See the screenshot below. The account number currently selected will display at the top of the page. If you need to select an alternative account number click on the 'Change Delivery Location' button highlighted with the red arrow.
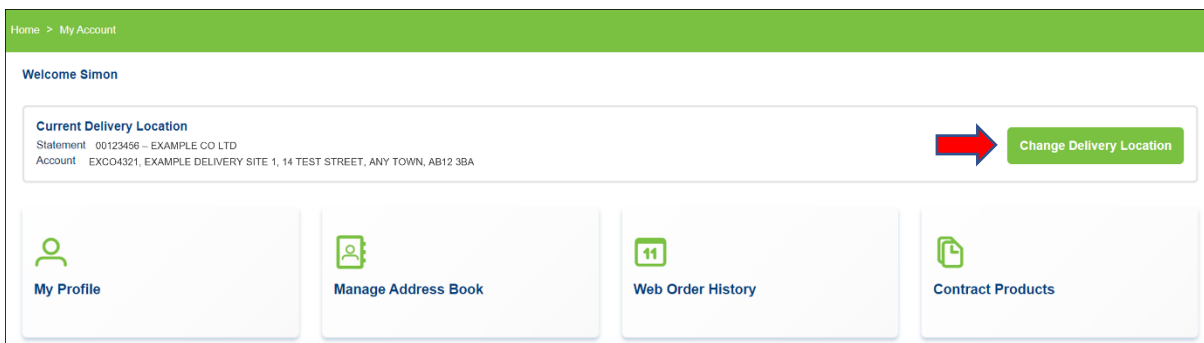
You will then see the page below. This will confirm how many accounts are linked to your Username and will show the account that you currently have selected (the first one on the left and highlighted in solid green). To select a different account simply click on the green 'Select Delivery Address' button. See screenshot below.
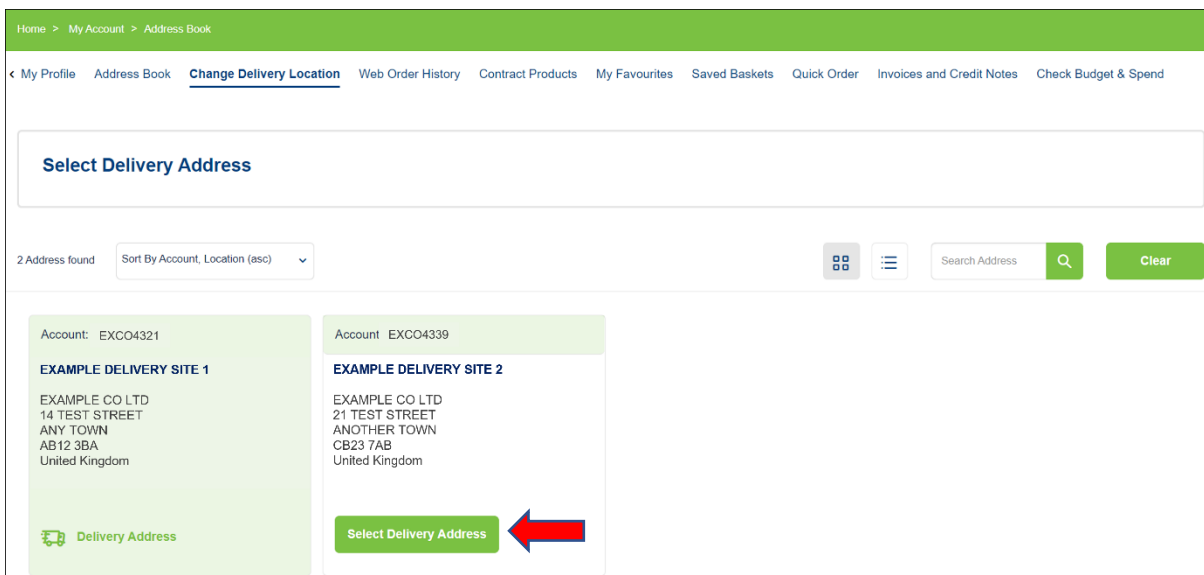
Using the My Accounts page

This guide has already covered Order History, Favourites, Saved Baskets and Invoices in sections 4 and 5.

The following pages will cover the remaining features linked to the 'My Account' page.

My Profile

Use this section change your username or e-mail and add/amend contact details like name, contact numbers and company details. Where available we have migrated names and telephone numbers from the old online ordering app. However, if these weren't available these fields will be blank and we would encourage you to update them. See screenshot below.

Once you have made changes simply click on the 'Update personal details' button highlighted with a red arrow.

Change Your Password

You can also update your password using the Change Password link. See the screenshot on the following page. Just type in your new password and click-on the 'Update' button.

View Your Address Book

Your Address Book details (Invoice Address and Delivery Address) are pre-populated from your Bunzl Catering Supplies account and cannot be amended from the website.

If you think any details are wrong, please contact the Customer Sales Team.

7. Summary

This User Guide has hopefully covered all the main questions and queries you will have about the BCS online ordering website.

If you need further information or are experiencing any difficulties using the site, please use the 'Contact Us' link shown in either the main carousel on the homepage (see screenshot below)
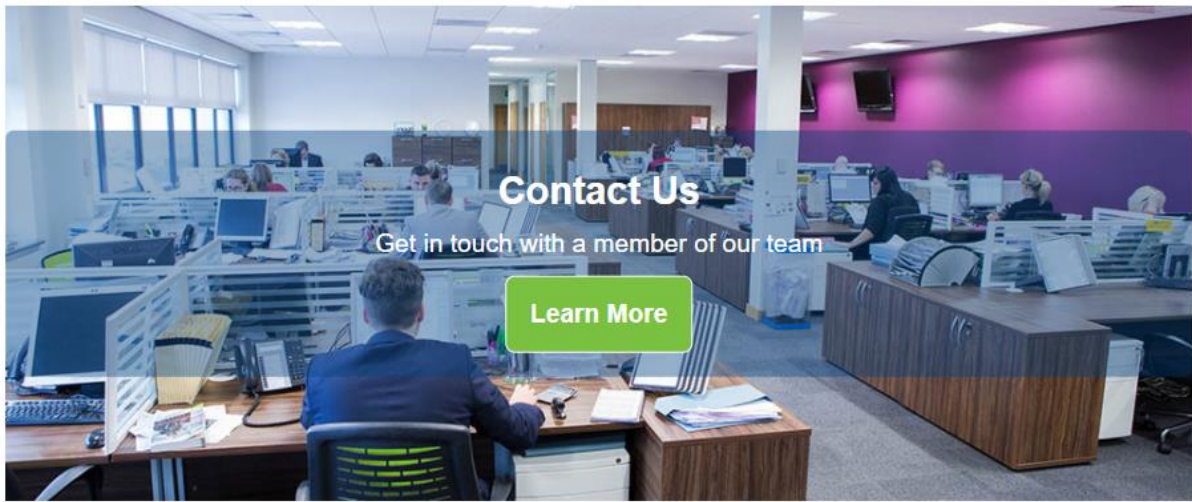
Or in the footer that appears at the bottom of the website (see screenshot below). The Contact Us page provides telephone numbers for all our Customer Sales Team as well as an 'Enquiry Form' if you prefer to submit your request in writing.