

Bernick's Retailer Portal - Frequently Asked Questions

NAVIGATING THE PORTAL

- How do I initiate access to the Bernick's Retailer Portal?
 - a. You will receive an email from "Bernick's Web Ordering" with instructions including an access link, username and temporary password. You will also receive a follow up email from the Bernick's Sales Team with more detailed information.
- Where can I find the Bernick's Retailer Portal?
 - a. Via direct link: <https://apps.vtinfo.com/retailer-portal/01596>. We recommend you [bookmark this page for easy access later](#).
 - b. Via the Retailer Portal App (download from the Apple App Store or Google Play Store).
 - c. Via the "Customer Login" button at the bottom of the home page on www.bernicks.com.

ORDERS

- I order the same product most of the time. Is there an easy way to reorder?
 - a. Yes! Under **Create Order**, choose from the various **Purchase History** timeframe filters to view your most recent products. Or, go to **Recent Orders**, and click **Reorder** to order all products or **Reorder Item** to order specific products.
- Can I start an order and come back to it later?
 - a. Yes! An order is saved in the **Shopping Cart** until you submit the order.
- How do I know if an order has been submitted?
 - a. You will receive an order confirmation email. After Bernick's has processed, it can be found in **Recent Orders**.
- Can I edit an order I have already submitted?
 - a. Yes, you can modify an order as long as it's **prior to your order date and cut-off time**. Go to **Recent Orders** and select the order to revise. Click **Modify Order**. Review warning message, click **Continue**. Revise the order as desired. When you place the order, you'll receive an email confirming that the previous order was canceled, and a new order has been placed.
- Can I delete an order I have already submitted?
 - a. Yes, if the order has not been invoiced, go to **Recent Orders**. Select the order you would like to cancel and click **Cancel Order**. Review the warning message and click **Continue**. You will receive an email confirming that the order was canceled. Note: If the order has already been invoiced, please call 1-800-450-4733 for assistance.
- Will I only place orders through Retailer Portal?
 - a. Yes. This will be your primary method of ordering. If you have a request that falls outside your ordering window, please call 1-800-450-4733 for assistance.
- Why can't I place an order?
 - a. If you are currently only set up to view and pay invoices but are interested in placing web orders through Retailer Portal, please contact your Bernick's Salesperson for confirmation of eligibility.

PRODUCTS & PRICING

- What if I can't find an item I am looking for?
 - a. Please contact your Bernick's Salesperson. The item may not be distributed by Bernick's or may no longer be available.
- How can I see more information about a product?
 - a. On the Order Entry screen, click the product name to view product images, descriptions, styles, details and more.
- Why are images or additional info missing for some items?
 - a. The catalog of images and info used by Retailer Portal is continually updated as products are added, revised or deleted.
- What is the order minimum needed for delivery?
 - a. There is a **\$150 order minimum** for delivery. If you do not meet the minimum, contact your Bernick's Sales Rep for options.
- When are final quantities and pricing for the order determined?
 - a. Quantities and pricing included in the **Shopping Cart** (and in the post-order email confirmation) are **estimates**. Final quantities and pricing are determined when Bernick's processes the order and prepares the invoice(s) for delivery.

CONTACT INFO

- What if I need to modify my contact info or have a new person placing orders?
 - a. Contact your Bernick's Salesperson with the information

INVOICES & PAYMENT

- Where can I find my invoices and invoice balances in the Bernick's Retailer Portal?
 - a. Payment and Invoice information can be found in several areas on the Home Page: **Account Balance, View and Pay Invoices, View Payments & Recent Orders**.
 - b. **Please note: some invoices are currently unavailable to view (equipment rentals, service invoices, specialty invoices).**
 - c. Check out the **User Guide** for more detailed Invoice info.

