

Customer Marketplace Quick Reference Guide

Access Bernick's Online Order System

1. Access Bernick's Customer Marketplace by going to www.bernicks.com.
2. Select the **Customers** login link.
3. Select the **Customer Marketplace** link.
4. Type in your **User Name** and **Password** and select the **Log On** button.

How do I Install the Citrix Client Software?

The first time you access Bernick's Customer Marketplace you will need to install the Citrix Client software by completing the following steps: Access www.bernicks.com.

1. Select the **Customers** Login link.
2. Enter your **User name** and **Password** and select the **Login** button.
3. **Check** the box to activate the license agreement. This will activate the Download button.
4. Select the **Download** button to begin the installation.
5. Depending on your web browser, you may see an active-x control request for permission or a file download prompt. If you receive the Active-X control notification, select **Run ActiveX Control** from the information bar.
6. If you receive the download prompt, select **Run and** if prompted, select **Run** again. The client will begin downloading and installing.
7. Once the client has been installed successfully, click the **OK** button. The website will refresh and indicate that the appropriate client is available and will start launching the software.
Note: If it does not launch automatically, click the **Click to Connect** link in the center of the page.

Place Your Order

1. Select the **Product Ordering** link.
2. Select the **Add Order** link located in the Action Services panel.
Note: If you order for more than 1 location, you will need to select the location first from the Customer Select panel.
3. Type in the amount of product you need in the **Qty** field(s), select the **Add Item(s) To Cart** link and then the **Check Out / Review Cart** link located in the Action Services panel.
4. Select the **Check Out** link located in the Action Services panel.
5. Change the **delivery date** if needed and then select the **Submit Order** button.
6. Select the **OK** button. **Note:** You will receive an email confirming your order.

View Your Current Billing Statement

1. Access the Bernick's Customer Marketplace.
2. Select the Billing Statement link.

View Your Past Invoices

1. Access the Bernick's Customer Marketplace.
2. Select the **Look Up Past Invoices** link.
Note: Select the date you want to view.