



Customer Marketplace

Bernick's

Customer Marketplace


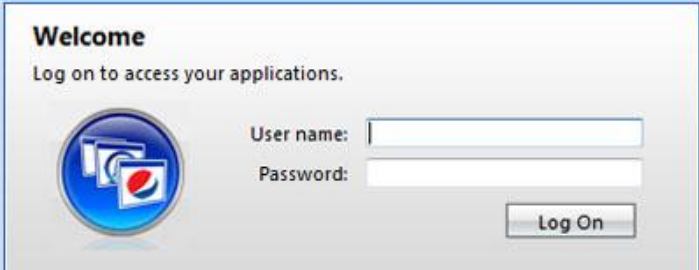

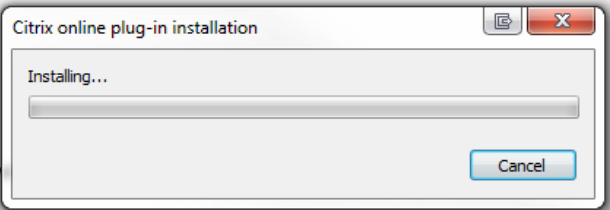
Revision Date: 3/28/2011

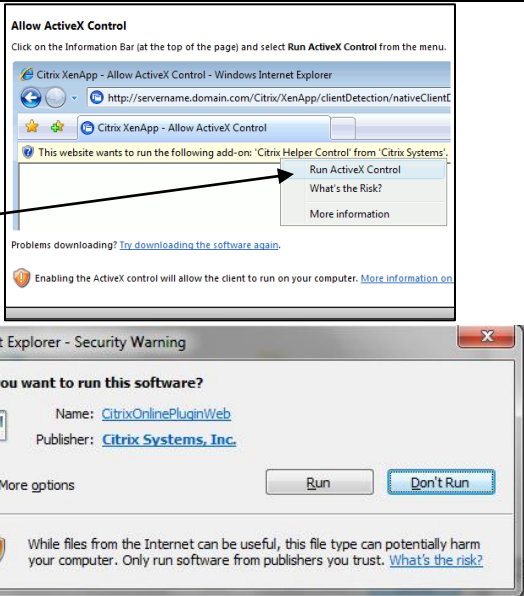
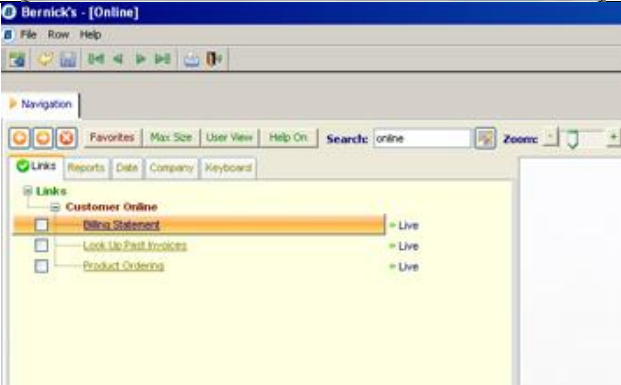
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How do I Install the Citrix Client Software?



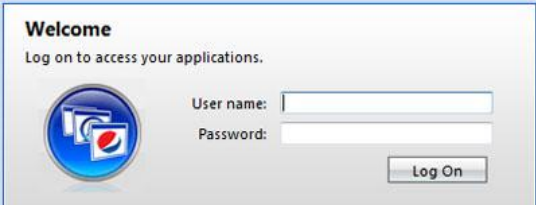
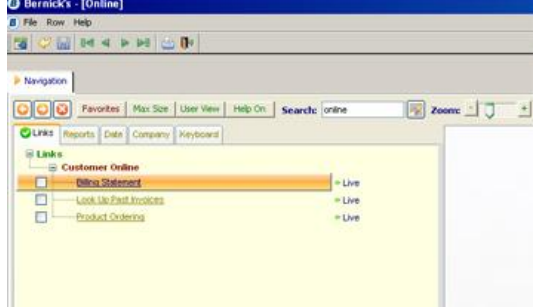
The first time you access Bernick’s Customer Marketplace you will need to install the Citrix Client software by completing the following steps:

Step	Action	Result
1	Access the Bernick’s website by going to www.bernicks.com .	
2	Select the Customers login link.	
3	Type in your User name and Password and select the Log On button.	
4	Select the box to activate the license agreement and then select the Download button.	

<p>5</p> <p>Depending on your web browser, you may see an active-x control request for permission or a file download prompt.</p> <p>If you receive the Active-X control notification, select Run ActiveX Control from the information bar.</p> <p>OR</p> <p>If you receive the download prompt, select Run and if prompted, select Run again.</p>		 <p>The top screenshot shows an Internet Explorer window with an information bar at the top that says 'Citrix XenApp - Allow ActiveX Control'. A dropdown menu is open, showing options: 'Run ActiveX Control', 'What's the Risk?', and 'More information'. An arrow points from the text 'select Run ActiveX Control' in the instructions to the 'Run ActiveX Control' option in the menu.</p> <p>The bottom screenshot shows a 'Security Warning' dialog box with the question 'Do you want to run this software?'. It lists the name 'CitrixOnlinePluginWeb' and publisher 'Citrix Systems, Inc.'. There are 'Run' and 'Don't Run' buttons. A warning icon and text state: 'While files from the Internet can be useful, this file type can potentially harm your computer. Only run software from publishers you trust. What's the risk?'.</p>
<p>6</p> <p>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.</p> <p>Note: If it does not launch automatically, click the Click to Connect link in the center of the page.</p>		 <p>The screenshot shows a web browser window titled 'Bernick's - [Online]'. The navigation menu includes 'Links', 'Reports', 'Data', 'Company', and 'Keyboard'. Under 'Links', there are three items: 'Customer Online', 'Billing Statement', and 'Product Ordering', each with a '+ Live' status indicator.</p>

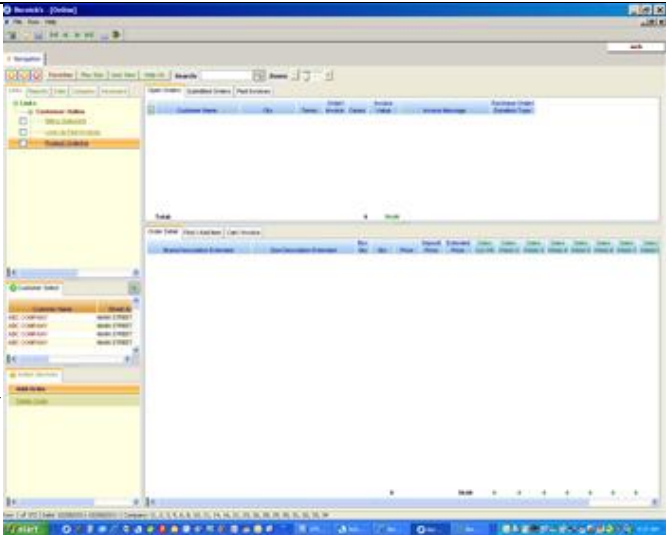
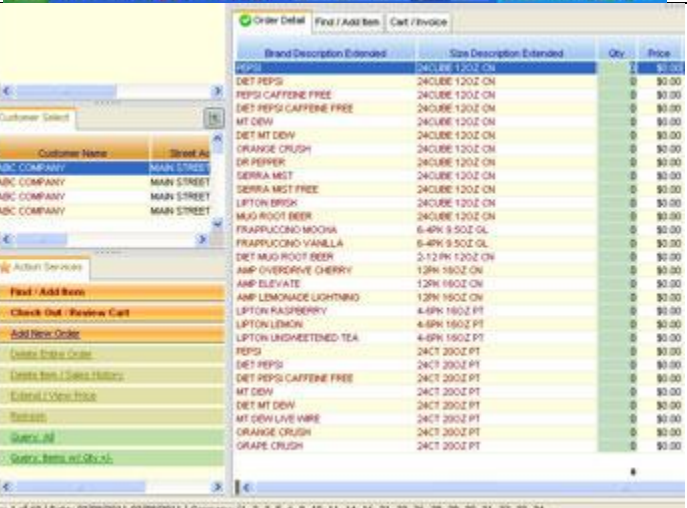
How do I Access Bernick's Customer Marketplace?

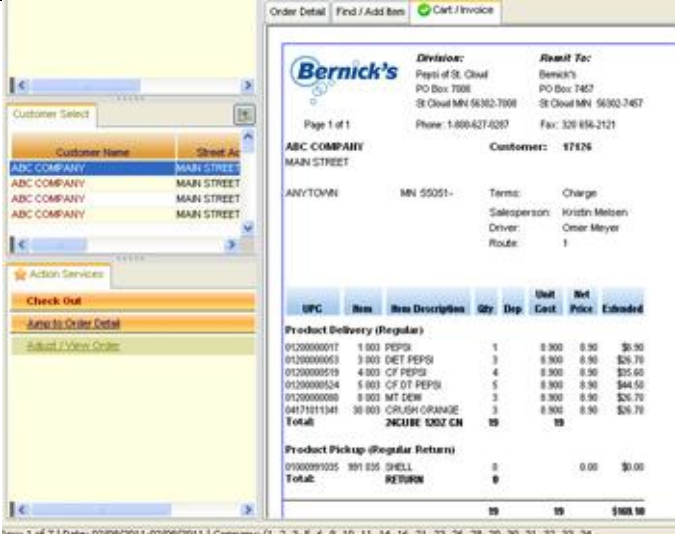


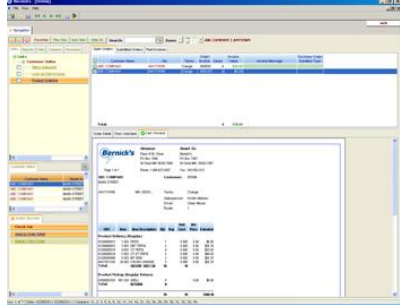
To access Bernick's Customer Marketplace, do the following:

Step	Action	Result
1	Access the Bernick's website 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 Place My Order?

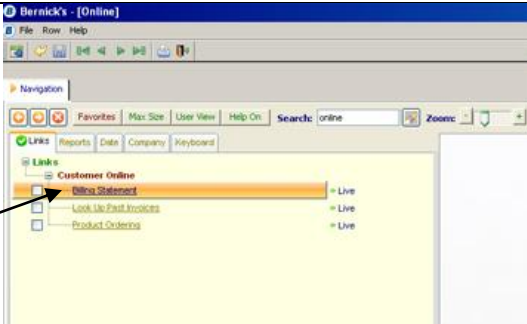
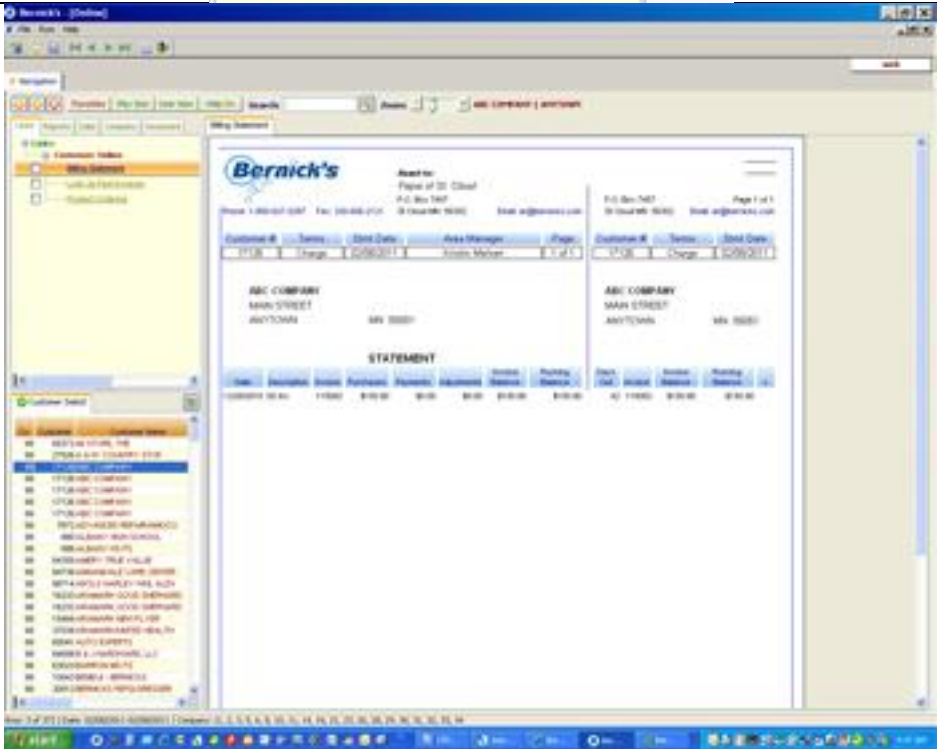
To place an order, do the following:

Step	Action	Result																																																																																																																				
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. Note: Your past order history displays on the Order Detail tab.	 <table border="1" data-bbox="941 1018 1442 1438"> <thead> <tr> <th>Brand Description Extended</th> <th>Size Description Extended</th> <th>Qty</th> <th>Price</th> </tr> </thead> <tbody> <tr><td>DEP PEPSI</td><td>24CLBE 12OZ CN</td><td>0</td><td>\$0.00</td></tr> <tr><td>PEPSI CAFFEINE FREE</td><td>24CLBE 12OZ CN</td><td>0</td><td>\$0.00</td></tr> <tr><td>DEP PEPSI CAFFEINE FREE</td><td>24CLBE 12OZ CN</td><td>0</td><td>\$0.00</td></tr> <tr><td>MT DEW</td><td>24CLBE 12OZ CN</td><td>0</td><td>\$0.00</td></tr> <tr><td>DEP MT DEW</td><td>24CLBE 12OZ CN</td><td>0</td><td>\$0.00</td></tr> <tr><td>ORANGE CRUSH</td><td>24CLBE 12OZ CN</td><td>0</td><td>\$0.00</td></tr> <tr><td>DR PEPPER</td><td>24CLBE 12OZ CN</td><td>0</td><td>\$0.00</td></tr> <tr><td>SERRA MIST</td><td>24CLBE 12OZ CN</td><td>0</td><td>\$0.00</td></tr> <tr><td>SERRA MIST FREE</td><td>24CLBE 12OZ CN</td><td>0</td><td>\$0.00</td></tr> <tr><td>LIFTON BRISK</td><td>24CLBE 12OZ CN</td><td>0</td><td>\$0.00</td></tr> <tr><td>MUO ROOT BEER</td><td>24CLBE 12OZ CN</td><td>0</td><td>\$0.00</td></tr> <tr><td>FRAPPUCCINO MOCHA</td><td>6-4PK 9.5OZ OL</td><td>0</td><td>\$0.00</td></tr> <tr><td>FRAPPUCCINO VANILLA</td><td>6-4PK 9.5OZ OL</td><td>0</td><td>\$0.00</td></tr> <tr><td>DEP MUO ROOT BEER</td><td>5-12 PK 12OZ CN</td><td>0</td><td>\$0.00</td></tr> <tr><td>AMP OVERDRIVE CHERRY</td><td>12PK 16OZ CN</td><td>0</td><td>\$0.00</td></tr> <tr><td>AMP ELEVATE</td><td>12PK 16OZ CN</td><td>0</td><td>\$0.00</td></tr> <tr><td>AMP LEMONADE LIGHTNING</td><td>12PK 16OZ CN</td><td>0</td><td>\$0.00</td></tr> <tr><td>LIFTON RASPBERRY</td><td>4-6PK 16OZ PT</td><td>0</td><td>\$0.00</td></tr> <tr><td>LIFTON LEMON</td><td>4-6PK 16OZ PT</td><td>0</td><td>\$0.00</td></tr> <tr><td>LIFTON UNSHAKETTED TEA</td><td>4-6PK 16OZ PT</td><td>0</td><td>\$0.00</td></tr> <tr><td>PEPSI</td><td>24CT 30OZ PT</td><td>0</td><td>\$0.00</td></tr> <tr><td>DEP PEPSI</td><td>24CT 30OZ PT</td><td>0</td><td>\$0.00</td></tr> <tr><td>DEP PEPSI CAFFEINE FREE</td><td>24CT 30OZ PT</td><td>0</td><td>\$0.00</td></tr> <tr><td>MT DEW</td><td>24CT 30OZ PT</td><td>0</td><td>\$0.00</td></tr> <tr><td>DEP MT DEW</td><td>24CT 30OZ PT</td><td>0</td><td>\$0.00</td></tr> <tr><td>MT DEW LIVE WIRE</td><td>24CT 30OZ PT</td><td>0</td><td>\$0.00</td></tr> <tr><td>ORANGE CRUSH</td><td>24CT 30OZ PT</td><td>0</td><td>\$0.00</td></tr> <tr><td>GRAPE CRUSH</td><td>24CT 30OZ PT</td><td>0</td><td>\$0.00</td></tr> </tbody> </table>	Brand Description Extended	Size Description Extended	Qty	Price	DEP PEPSI	24CLBE 12OZ CN	0	\$0.00	PEPSI CAFFEINE FREE	24CLBE 12OZ CN	0	\$0.00	DEP PEPSI CAFFEINE FREE	24CLBE 12OZ CN	0	\$0.00	MT DEW	24CLBE 12OZ CN	0	\$0.00	DEP MT DEW	24CLBE 12OZ CN	0	\$0.00	ORANGE CRUSH	24CLBE 12OZ CN	0	\$0.00	DR PEPPER	24CLBE 12OZ CN	0	\$0.00	SERRA MIST	24CLBE 12OZ CN	0	\$0.00	SERRA MIST FREE	24CLBE 12OZ CN	0	\$0.00	LIFTON BRISK	24CLBE 12OZ CN	0	\$0.00	MUO ROOT BEER	24CLBE 12OZ CN	0	\$0.00	FRAPPUCCINO MOCHA	6-4PK 9.5OZ OL	0	\$0.00	FRAPPUCCINO VANILLA	6-4PK 9.5OZ OL	0	\$0.00	DEP MUO ROOT BEER	5-12 PK 12OZ CN	0	\$0.00	AMP OVERDRIVE CHERRY	12PK 16OZ CN	0	\$0.00	AMP ELEVATE	12PK 16OZ CN	0	\$0.00	AMP LEMONADE LIGHTNING	12PK 16OZ CN	0	\$0.00	LIFTON RASPBERRY	4-6PK 16OZ PT	0	\$0.00	LIFTON LEMON	4-6PK 16OZ PT	0	\$0.00	LIFTON UNSHAKETTED TEA	4-6PK 16OZ PT	0	\$0.00	PEPSI	24CT 30OZ PT	0	\$0.00	DEP PEPSI	24CT 30OZ PT	0	\$0.00	DEP PEPSI CAFFEINE FREE	24CT 30OZ PT	0	\$0.00	MT DEW	24CT 30OZ PT	0	\$0.00	DEP MT DEW	24CT 30OZ PT	0	\$0.00	MT DEW LIVE WIRE	24CT 30OZ PT	0	\$0.00	ORANGE CRUSH	24CT 30OZ PT	0	\$0.00	GRAPE CRUSH	24CT 30OZ PT	0	\$0.00
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Step	Action	Result
3	<p>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.</p> <p>Note: Your Cart Invoice displays so you can see your order total.</p>	
4	<p>Select the Check Out link located in the Action Services panel.</p> <p>Note: You can change the delivery date if needed.</p>	
5	<p>Select the Submit Order button.</p>	
6	<p>Select the OK button.</p> <p>Note: You will receive an email confirming your order.</p>	

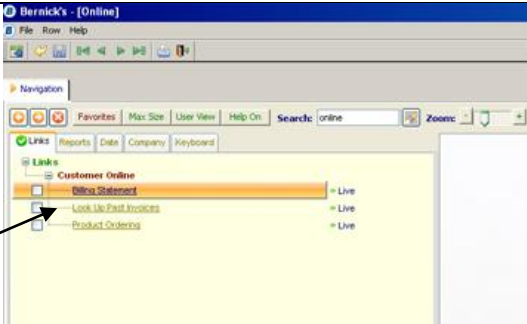
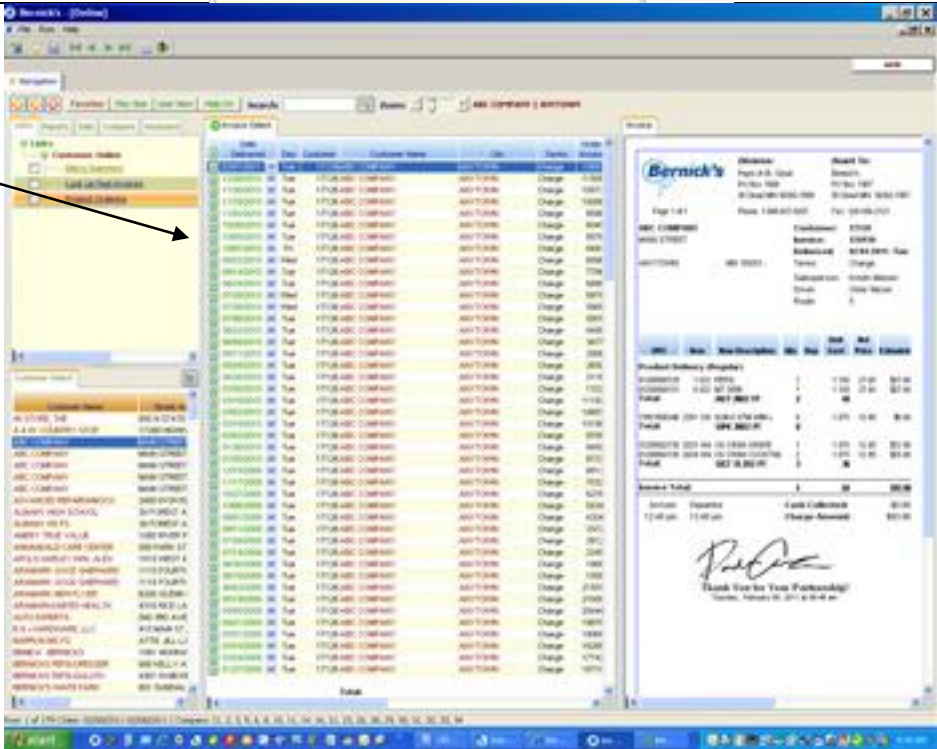
How do I View My Current Billing Statement?

To view your current billing statement, do the following:

Step	Action	Result
1	Access Bernick's Customer Marketplace .	 <p>The screenshot shows the Bernick's online portal navigation menu. The 'Billing Statement' link is highlighted with a mouse cursor. Other links include 'Customer Online', 'Look Up Past Invoices', and 'Product Ordering'.</p>
2	Select the Billing Statement link.	 <p>The screenshot shows the Bernick's online portal Billing Statement page. The page displays account information and a table of billing statements. The table has columns for Date, Description, Amount, Payment, Balance, and Status. The table shows a single row with a date of 1/1/11 and an amount of \$100.00.</p>

How do I View My Past Invoices?

To view your past invoices, do the following:

Step	Action	Result
1	Access Bernick's Customer Marketplace .	
2	Select the Look Up Past Invoices link. Note: Select the date of the invoice you want to view.	

Notes