



# BD Customer Care Portal User Guide

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# BD Customer Care Portal: Making it easier to do business with BD in 2021

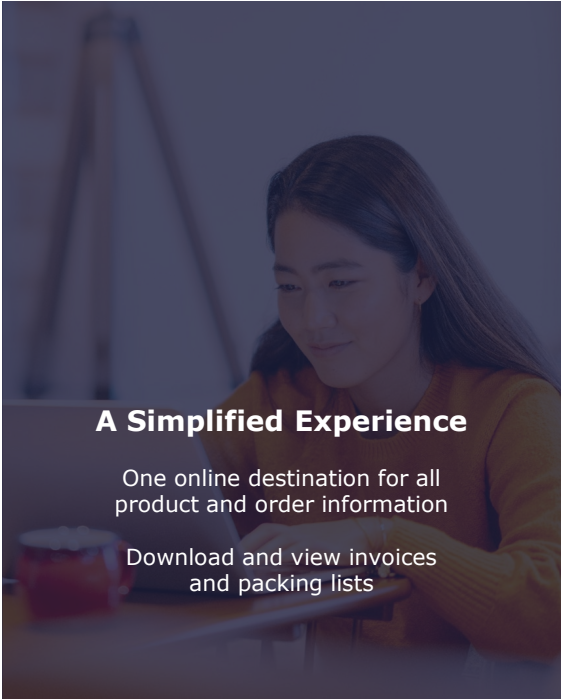


## Support When & Where You Need It

24/7 self service for order,  
pricing and product inquiry

AI enabled Live Chat help

One phone number for Customer  
Care support (1 844 8 BD LIFE)



## A Simplified Experience

One online destination for all  
product and order information

Download and view invoices  
and packing lists



## More Insights

Up to date order status  
information: quantities,  
shipping and tracking  
(when and by which carrier)

Proactive recall notifications,  
in real time

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# BD Customer Care Portal User Guide

Welcome to the User Guide!

As part of our launch, this guide will help you navigate the Order Status capability.

Click any of the menu items to learn how to use the portal features.



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# Overview: Order Status Capability

Welcome to the BD Customer Care Portal, your self-service online tool to help you: quickly look up any of your current or past orders, download order information and stay updated with order delivery status, all within a few clicks!

Key features include:

- Order status dashboard to quickly check on your orders
- View shipments packing slips and invoices with download and print features
- Notifications when downloads are ready
- Mobile Application that keeps you updated while on the go

If you have questions or are experiencing technical issues, please contact BD Customer Care at [OrderStatus@bd.com](mailto:OrderStatus@bd.com)

# Tips for Getting Started

What you need to get started:

- To access the BD Customer Care Portal, please use an internet browser such as Chrome or Edge -- BD customer portals are not compatible with Internet Explorer
- You will receive an invitation email from BD that contains a link to the Order Status capability
- Open the link and log in using the provided ID and password
- For any questions, please reach out to your BD account contact
- You should be good to get started!

# Order Status Dashboard

The screenshot shows the Order Status Dashboard interface. At the top, there is a navigation bar with the BD logo, the text 'Order Status', a language dropdown set to 'English', and a user profile for 'Smith'. Below the navigation bar is a sidebar with various icons. The main content area is titled 'Dashboard' and contains several sections:

- Notifications:** A section with a '1' annotation. It displays 'No New Notifications'.
- My Orders:** A section with a '2' annotation. It features three filter tiles: 'All' (42 orders), 'Open' (30 orders), and 'Completed'. Each tile includes a 'Since Last Month' indicator with an upward arrow.
- Order List:** A table with a '3' annotation. The table has columns for 'BD Order No.', 'PO Number / DropShip PO Number', 'Order Creation Date', 'Ship-To', and 'Sold To Number'. Two rows are visible, both with the status 'Inquire' and a creation date of '01/13/2021'. An 'Open' button is visible at the bottom right of the table area.

The dashboard provides a one stop view into all your orders.

- 1) Notifications** lets you know when downloads or information is available in the My Downloads section
- 2) The My Orders** section provides three "tiles" to view your Orders: All, Open and Completed. Click each tile to display those orders
- 3) The selected orders** appear below the **My Orders** section

# Reviewing Orders

BD Order No. ▼	PO Number / DropShip PO Number ▼	Order Creation Date ▼	Ship-To	Sold To Number ▼	Status ▼
1 500539 Inquire	C3	12/17/2020		100	Open
2 500539 Inquire	422	12/17/2020		100	Open
500539 Inquire	42	12/17/2020		100	Open
50053 Inquire	42	12/17/2020		10010	Open

Key order information is displayed for each of your orders in the system. You can review more specifics in the following ways:

- 1) Click the **Order Number** to view more details about that order
- 2) Click **Inquire** to send an inquiry to BD regarding the order

# Order Details Screen Overview

BD Order Status English Smith

← Back

Order Details: Download CSV Inquire

BD Order No.:  
Customer PO Number:  
DropShip PO No.:  
Order Creation Date: 12/17/2020  
Order Status: Open

Sold-To:  
Ship-To:

The Order Details screen offers the information you need to review, track and download order information:

- 1) Order Status
- 2) Sold To/Ship To Section
- 3) Order Line Items (Click the + icon to expand for shipping information)
- 4) Order Shipping Status

+	Line	BD Material Number	Customer Material Number	Description	GTIN	Quantity	Status	Packing Lists	Invoice
+	000010			BD A/SHLD DUO ND 100 PEN 30GX5MM		16 CS	Open		

5) You can download and view both the **Order Packing Lists** and the **Order Invoice** by clicking on each of the icons they will be downloaded in PDF file format.



# Getting to know the Order Screen Icons

The diagram illustrates the order screen icons and their functions. It features a vertical list of icons on the left, each connected by a bracket to a corresponding text box on the right. The icons are: three green rounded rectangles labeled 'Open', 'Complete', and 'Shipped'; a tag icon; an invoice icon; a 'Download CSV' button with a download arrow; and an 'Inquire' button.

Getting to know the Order Screen Icons:

- Order Status** icons provide the status of each order; please note that these icons are not selectable.
- Packing Lists:** **Packing lists** contain specific items, item codes and related information. Click on the **Packing List** icon to open a PDF file to view and download the file.
- Invoices:** To view invoices, click on the **Order Invoice** icon to open a PDF file to view and download the file.
- Download CSV:** Click the **Download CSV** icon to download a spreadsheet version of the order. You can save the CSV to your local hard drive.
- Inquire:** Click the **Inquire** icon to send an inquiry to BD regarding the order you are viewing.

# Quick Search





A screenshot of a website interface. The top header is dark blue with a grid icon, a globe icon, the text "BD Order Status", a flag icon, the text "English", a dropdown arrow, and the text "Login / Register" with a user icon. Below the header, there are three white panels. The first panel is titled "Quick Search" and contains two input fields: the first is labeled "PO Number" and has a blue circle with the number "1" next to it; the second is labeled "Shipping Zip Code / Postal Code" and has a blue circle with the number "2" next to it. Below these fields is a blue "Search" button. The second panel is titled "Login" and contains a blue "Login" button and a link for "Forgot Password?". The third panel is titled "Register" and contains a grey "Start Registration" button.


The **Quick Search** function allows non registered users to search for order details if they have: (1) PO Number and (2) Shipping Zip Code



# Order Search Features

**Order Search**



Download CSV  Saved Searches 

**SEARCH BY**

PO #  Enter

BD Material #  Enter 

**ORDER DATE RANGE**


 


**ORDER STATUS**


Complete






Open

**SHIP-TO / SOLD-TOADDRESS**

Select Ship-To Address 

Select Sold-To Address 

Clear 

BD Order No.  PO Number / DropShip PO No.  Order Creation Date  Ship-To Sold To Number  Order Status 

Use **Order Search** to search for an order or group of orders by completing the designated fields above.  
 Note: For any searches that are over 30 days old (high volume search), results will be delivered within 15 minutes.

# My Downloads

BD Order Status English Smith

### My Downloads

Download All

Request ID	Request Contract ID	Download Type	Date & Time	Status	Download
		CSV	2020-12-16 12:40:04	Completed	↓ 1
		CSV	2020-12-16 12:39:45	Completed	↓
		CSV	2020-12-16 12:39:32	Completed	↓
		CSV	2020-12-16 12:39:16	Completed	↓
		CSV	2020-12-15 12:33:26	Completed	↓

You can use **My Downloads** to view orders and download order history by clicking on the designated icon (1)

# Mobile Version

Order Status

English

← Back  
Order Details:

Download CSV

BD Order No.:

Customer PO Number:

DropShip PO No.:

Order Creation Date:

Order Status:

Sold-To:

Ship-To:

Line BD Material Number

Order Status

English

Order Search

Download CSV

SEARCH BY

PO #

BD Material #

ORDER DATE RANGE

12/27/2020

01/07/2021

ORDER STATUS

Complete

Open

SHIP-TO / SOLD-TO ADDRESS

Select Ship-To Address

356 Selected

Order Status

English

Dashboard

Notifications 2

- Your requested download on [01-12-2021] is completed and available in My Downloads  
Jan 12, 2021
- Your requested download on [01-12-2021] is completed and available in My Downloads  
Jan 12, 2021

My Orders

Last 7 Days Last 30 Days Last 90 Days

All

Since Last Month 6

The portal can be accessed via your mobile device. All the same features such as order search, order status, and order download are available.

To access the mobile version, open a browser\* and enter in the same URL and password provided to you for PC access.

\*Except Internet Explorer

# Mobile Quick Search

BD Order Status

English

### Quick Search

\* PO Number

\* Shipping Zip Code / Postal Code

Search

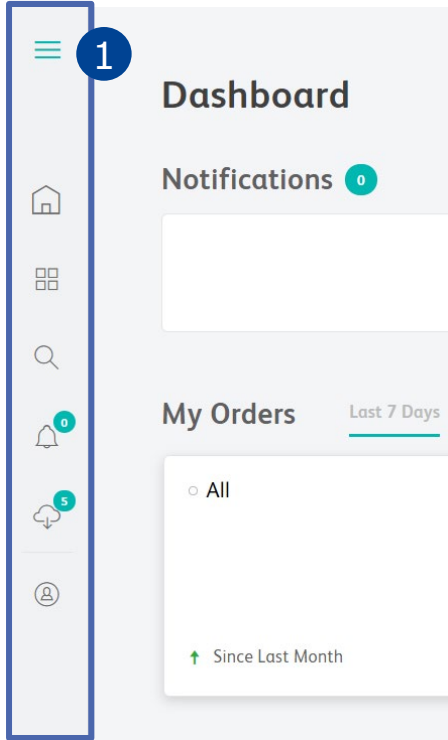
Login

The **Quick Search** function is also available on the mobile version.

Enter the **PO number** and **Shipping Zip Code** information to search for the order information you desire.

Results of the **Quick Search** query include order and customer numbers, order creation date, order status, and shipping destination.

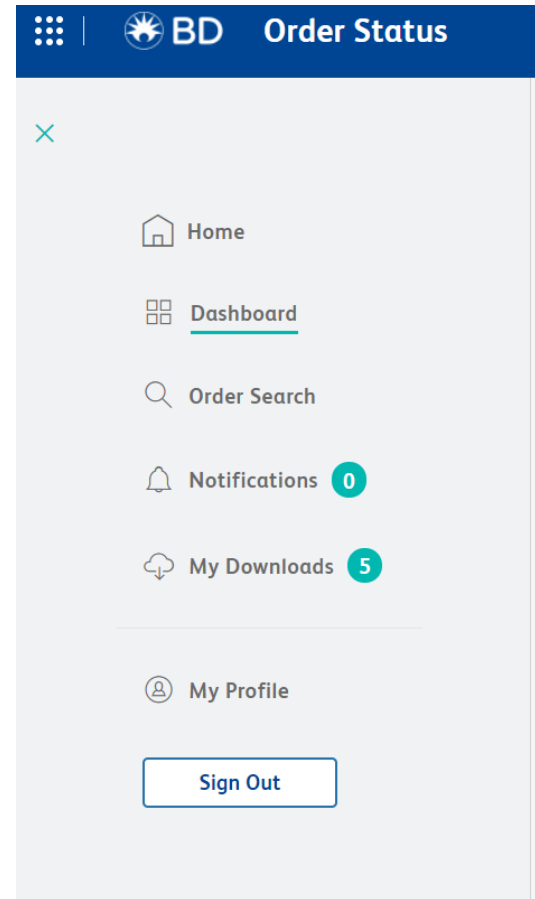
# Left Navigation Pane



Click on (1) to expand the menu, which then appears as shown in the image to the right.

The navigation menu allows you to return to the home dashboard, or quickly access relevant parts of the portal.

Notifications also alert end users of any updates or new downloads.



# For customers who have been using COSI

For those customers who have been using the Customer Order Status & Inquiry (COSI) tool, below is a comparison chart of features showing what is changing and what is remaining.

What's Changing	
COSI	BD Customer Care Portal
Historical view of order information – 12 hour delay	Up-to-date view of orders and shipments; tracking at time of search
BD products only	All businesses at BD, including Bard
CSV download requests need to be completed before continuing search functions	CSV search downloads run in background; allowing you to continue using portal search
Screen view order searches available for up to 18 months, but lengthy delays in displaying	Screen view order searches available only for 30 day intervals; higher volume searches generated as a CSV download report
Need to search and run reports for each visit to the site	Ability to save searches for running frequent reports
What's Staying the Same	
Packing list and invoice availability; ability to email inquiries to BD Customer Care for assistance; profile management; association with multiple accounts; tracking capabilities with links to carrier websites	



## Where do I go for help?

If you have questions or are experiencing technical issues, please contact BD Customer Care at:  
[OrderStatus@bd.com](mailto:OrderStatus@bd.com)

# Thank you!



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