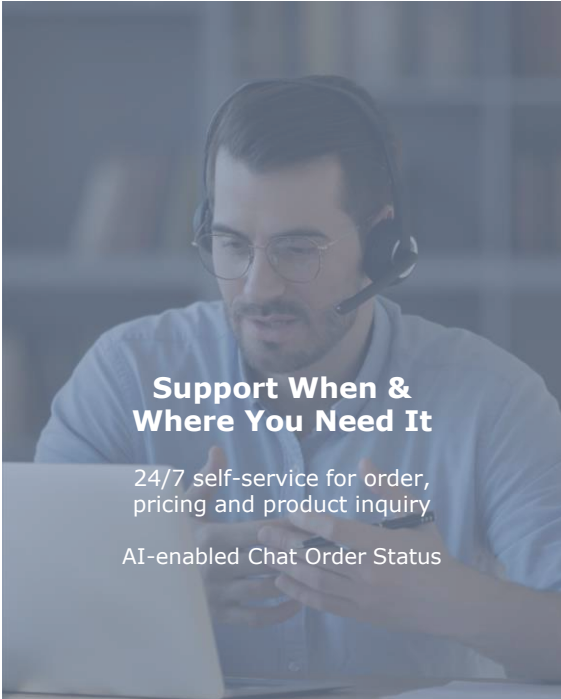




BD Customer Care Portal User Guide

[Click to Continue >](#)

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 Chat Order Status



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

[Click to Continue >](#)

BD Customer Care Portal User Guide

Welcome to the User Guide!

As part of our first 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 CSCanada.Inquiry@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. At the top, there is a navigation bar with the BD logo, 'Order Status' text, a language dropdown set to 'English', and a user profile for 'Smith'. Below the navigation bar is a sidebar with navigation icons. The main content area is titled 'Dashboard' and contains three main sections: 'Notifications', 'My Orders', and a table of order details. The 'Notifications' section shows 'No New Notifications' with a circled '1' annotation. The 'My Orders' section has three filter tiles: 'All' (42 orders), 'Open' (30 orders), and 'Completed'. The 'All' tile has a circled '2' annotation. Below the filters is a table with columns for 'BD Order No.', 'PO Number / DropShip PO Number', 'Order Creation Date', 'Ship-To', and 'Sold To Number'. The table contains two rows, both with 'Inquire' status and a date of '01/13/2021'. The first row has a circled '3' annotation. A table with 5 columns: 'BD Order No.', 'PO Number / DropShip PO Number', 'Order Creation Date', 'Ship-To', and 'Sold To Number'. The table contains two rows, both with 'Inquire' status and a date of '01/13/2021'. The first row has a circled '3' annotation. Below the table, there is an 'Open' button.

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		12/17/2020		100	Open
2 → 500539 Inquire		12/17/2020		100	Open
500539 Inquire		12/17/2020		100	Open
500539 Inquire		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 status 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: 'Open', 'Complete', 'Shipped', a tag icon, an invoice icon, a 'Download CSV' button, and an 'Inquire' button. The text boxes provide detailed instructions for each icon.

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's top navigation bar and three main content boxes. The navigation bar is dark blue with a grid icon, the text "BD Order Status", a flag icon for "English", and a "Login / Register" link with a user icon. Below the navigation bar are three white boxes. The first box 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 box is titled "Login" and contains a blue "Login" button and a link for "Forgot Password?". The third box 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 Postal 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 Inquire

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 Saved Searches

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 Mark All As Read

- 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

[View All](#)

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

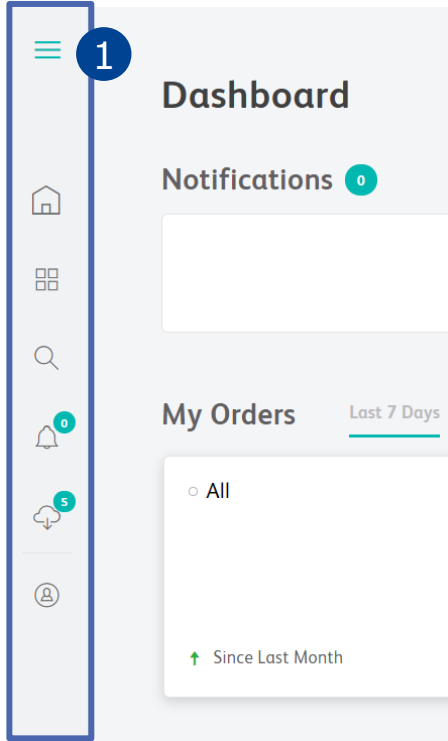
Login

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

Enter the **PO number** and **Shipping Postal 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.

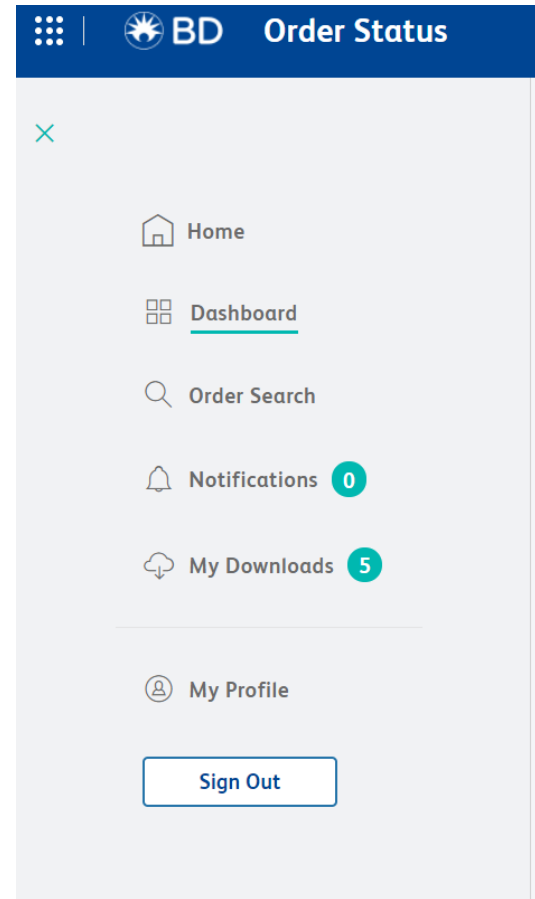
Left Navigation Pane



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:
CSCanada.Inquiry@bd.com

Thank you!



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