

WEB PORTAL USER GUIDE

A step to step guide on how to shop online at Campbells to get all your shopping needs.





CONTENTS

PAGE

Registering for Online Ordering Form

2

Logging on the Website

3

Orders Home

4

Generating an Order

5

Search All Products

6

Browse Products by Commodity

7

Quick Order Form

8

Shopping Lists

9-12

Re-sequencing a Saved Shopping List

13

Aggregate Lists of Products

14

Submitting an Order

15

Order History

16

Reporting

16

REGISTERING FOR ONLINE ORDERING



- For Microsoft Explorer users, open site by entering www.campbells.com.au in your address bar on your browser. Safari users may need to type in <http://www.campbells.com.au/ccs> to access the site.

REGISTER FOR ONLINE ORDERING.

- Select which service you will be requiring - CCC (Campbells Cash & Carry) or CSD (C-Store Distribution) Enter your details as prompted
- Click on '**SUBMIT**' to complete the registration.

• Login

• Web Portal User Guide

• Become a Campbell's Member

• Become a C-Store Member

• FAQ's

TURN A NEW LEAF

Register to use online ordering!

Note: If you currently have a Campbell's Cash & Carry or C-Store membership you can register for online ordering. Please see our terms and conditions before registering.

Campbells WHOLESALE OR **CSTORE**

Customer ID

Customer ID

State

Email address

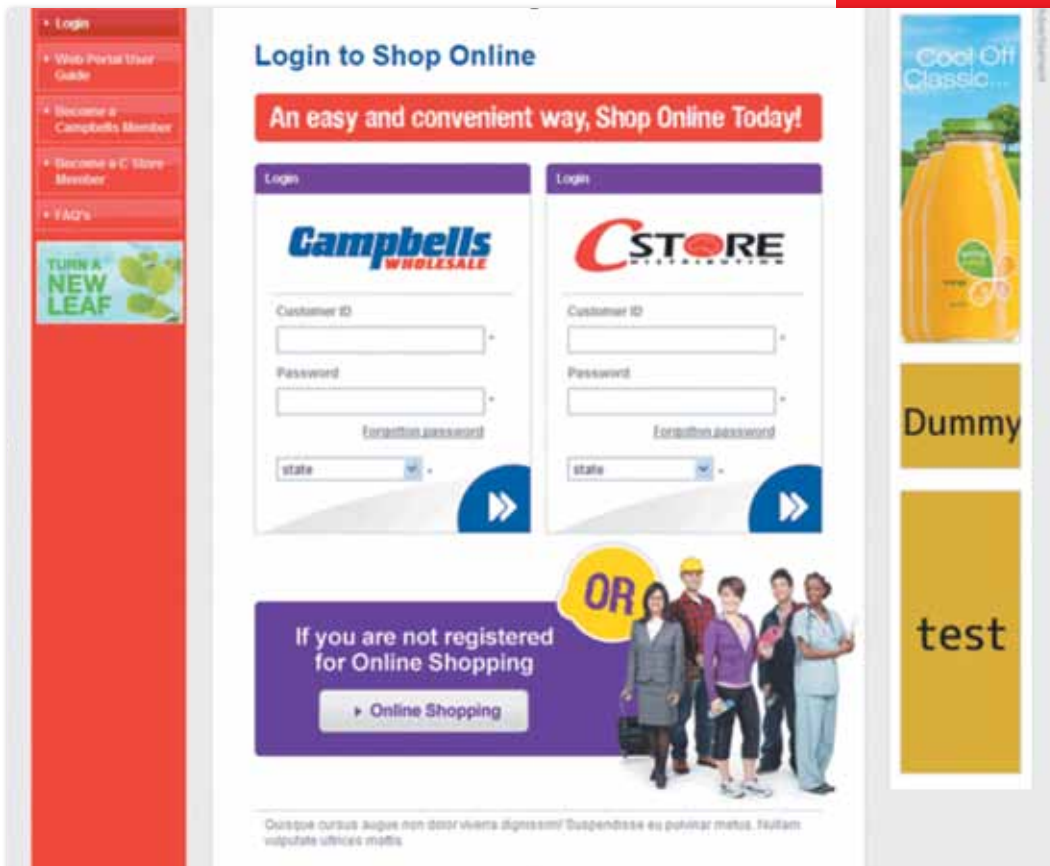
Confirm Email address

Phone No

Contact Name

e-Newsletter I would like to receive the Campbell's Wholesale e-Newsletter and be informed of all the latest news, promotions and events.

LOGGING ON THE WEB SITE



- Click on the Login section, enter your 'CCC' customer id for Campbells Wholesale members or enter you 'CSD' customer id for C-Store Distribution members.
- For customer ID enter:
 - 10 digit CCC Customer Number.
 - 6 digit CSD Customer Number.
- Enter the Temporary Password received via email (you will be prompted to change the password when you first log in).
- Click on the '**arrows**' to log in.



ORDERS HOME PAGE

Campbells WHOLESALE Your Business is our Business...

Welcome back WEB ORDER TEST ACCOUNT

SHOPPING BASKET
Items: 0 CTE-0 Units: 0
Total: \$0.00

Order Status
+ Statement Profile
+ Saved Shopping Lists
+ Aggregate List of Products
+ Order Status

Order Products

Order History
+ Order History

Processing

New Orders

Quick Order Form

Registration

MINI-CALCULATOR
+ Add Item
+ Add Item
+ Add Item

NAME: WEB ORDER TEST ACCOUNT
BRANCH: CAMPBELL'S CASH & CARRY - NORTHHEAD
Cnr Boundary & Adams Rofs
NSW 2152

ORDERS RECEIVED

ORDER NO.	DATE RECEIVED	ORDER TYPE	STATUS
12345	20-10-2010 12:00:00	Wholesale	Pending
12345	20-10-2010 08:12:00	Wholesale	Pending

ORDERS PROCESSED

ORDER NO.	DATE RECEIVED	ORDER TYPE	STATUS
-----------	---------------	------------	--------

ORDERS INVOICED

ORDER NO.	DATE RECEIVED	ORDER TYPE	STATUS
-----------	---------------	------------	--------

ORDER HISTORY
ORDER NO. DATE DISPATCHED
Your order history is empty!

SAVED SHOPPING LISTS

NAME	DATE	STATUS
TEST ORDER 123456789	20-11-2010	LOSD
TEST ORDER 123456789	20-07-2010	LOSD
Test	03-02-2010	LOSD
test	20-08-2007	LOSD

AGGREGATE LIST OF PRODUCTS
PRODUCT LIST
View a list of the most common items you ordered over the past 90 days.
You can use this list to start your order!

ORDER FORMS

NAME	DATE	STATUS
MasterCard/DebitCard	10-08-2010	LOSD
MasterCard/DebitCard	21-09-2010	LOSD

[VIEW LIST](#)

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The view on this page is controlled by the headings on the left hand side of the screen.

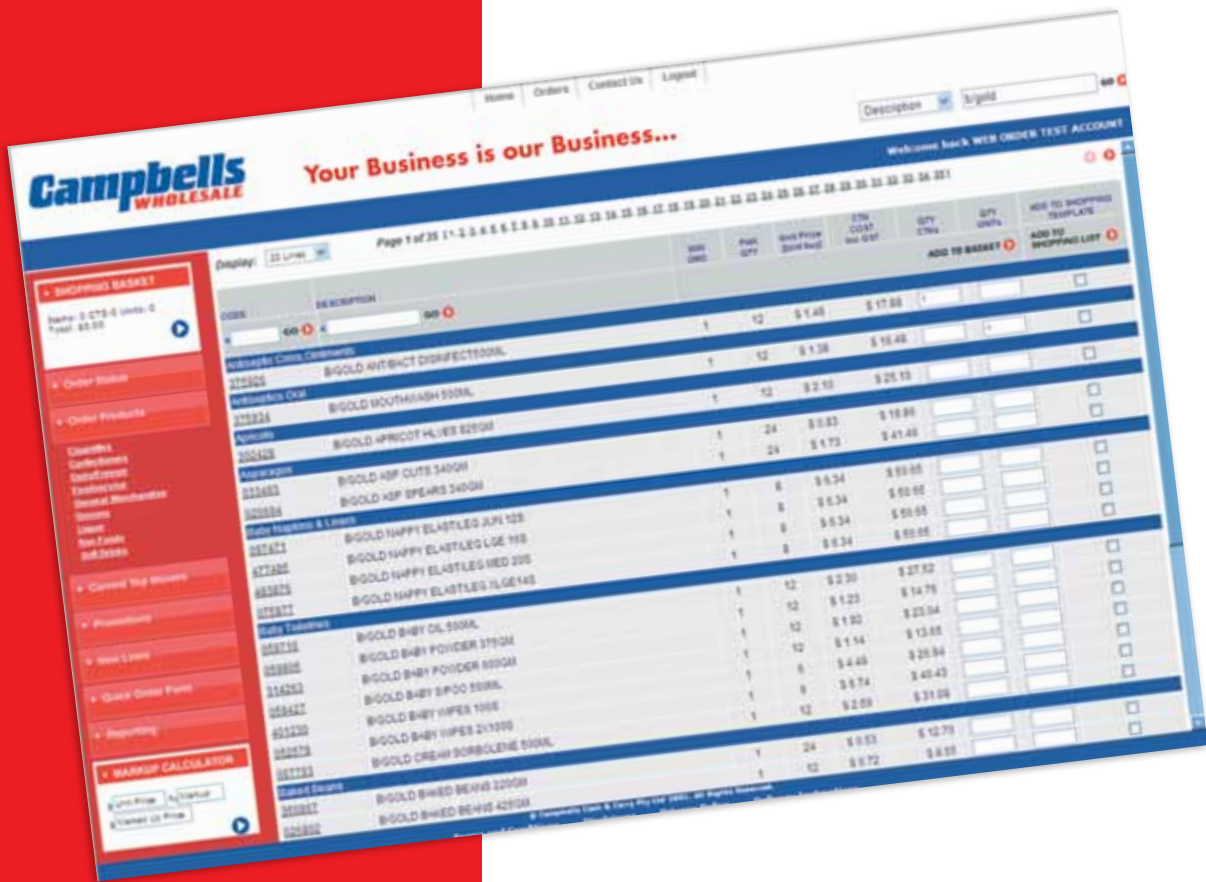
- **View** (Shopping Basket)
 - details of your current order (i.e. item, quantity and price).
- **Customer Profile**
 - change any details given upon registration.
- **Saved Shopping List**
 - view and add to shopping basket previously saved shopping lists.
- **Aggregate List of Products**
 - View list of items you have ordered over the past 90 days.
- **Order History**
 - View and add to shopping basket previously submitted orders.

GENERATING AN ORDER



- Click **ORDER PRODUCTS** on the left hand side.
- This will display the methods of generating an order online:
 - Search all products
 - Browse products
 - Load a previously saved list
 - Quick order form
 - Aggregate product list

SEARCH ALL PRODUCTS



- Typing any keyword or product code in the **SEARCH PRODUCTS** field, located on the top right corner will give you the closest match of products available to you (e.g.: type '**B/GOLD**' in the search field then click '**GO**').
- You have the choice to specify your search by typing in the sub commodity description or item code in fields above the commodities listing.
- Select products by entering a quantity under the cartons or units column, then click '**ADD TO BASKET**' to update your shopping basket.

BROWSE PRODUCTS BY COMMODITY

The screenshot displays the Campbell's Wholesale web portal interface. At the top, there is a navigation bar with links for Home, Orders, Contact Us, and Logout. The Campbell's logo and the slogan "Your Business is our Business..." are prominently displayed. Below the header, a search bar and a "Description" dropdown are visible. The main content area shows a "SHOPPING BASKET" summary on the left, indicating a total of \$5.00. The central part of the page features a table of "Soft Drinks Canned" products. The table has columns for CODE, DESCRIPTION, UNIT, QTY, UNIT PRICE, and UNIT COST. Each row represents a different product, such as "BIGOLD COLA 15X375ML" and "BIGOLD LEMONADE 15X375ML". To the right of each product entry, there are input fields for quantity and buttons for "ADD TO BASKET" and "ADD TO SHOPPING LIST". A left-hand navigation menu lists various product categories like "Desserts", "Canned Soups", and "Soft Drinks".

CODE	DESCRIPTION	UNIT	QTY	UNIT PRICE	UNIT COST	QTY	QTY	ADD TO BASKET	ADD TO SHOPPING LIST
287222	BIGOLD COLA 15X375ML	1	1	\$ 5.00	\$ 5.00				
287662	BIGOLD LEMONADE 15X375ML	1	1	\$ 5.00	\$ 5.00				
287572	BIGOLD LIME 15X375ML	1	1	\$ 5.00	\$ 5.00				
287522	BIGOLD ORANGE 15X375ML	1	1	\$ 5.00	\$ 5.00				
222844	BIGOLD SLAB ORANGE 24X375ML	1	1	\$ 5.00	\$ 5.00				
252002	COCA COLA 375ML	1	24	\$ 0.90	\$ 21.41				
252822	COCA COLA CAY 12X375ML	2	2	\$ 21.81	\$ 43.62				
837292	COCA COLA ZERO 375ML	1	24	\$ 0.90	\$ 21.41				
202342	DIET COKE 375ML	1	24	\$ 0.90	\$ 21.41				
241382	DIET PEPSI 375ML	1	24	\$ 0.88	\$ 21.16				
212322	DIET SOLO SSB 375ML	1	24	\$ 0.84	\$ 19.96				
482122	DIET SPRITE LEMONHO SLAB375ML	1	24	\$ 0.81	\$ 19.40				
212022	FANTA ORANGE 375ML	1	24	\$ 0.90	\$ 21.41				
212422	GIORG DRK VAR DT BLU 12X375ML	1	1	\$ 0.95	\$ 0.95				
212442	GIORG DRK VAR REG RED 12X375ML	1	1	\$ 0.95	\$ 0.95				
202022	GIORG DRK VARIETY DT 12X375ML	1	1	\$ 0.99	\$ 0.99				
202022	GIORG DRK VARIETY REG 12X375ML	1	1	\$ 0.95	\$ 0.95				
212822	KIRKS CLUB LEMON 375ML	24	24	\$ 0.90	\$ 21.41				
212822	KIRKS CREAMY SODA 375ML	24	24	\$ 0.90	\$ 21.41				
221322	KIRKS CRISPER HLE 375ML	24	24	\$ 0.95	\$ 22.20				

- Click on **ORDER PRODUCTS**.
- Product commodities are listed on the left hand side. Click on these links to display the sub commodities.
- Click on a sub commodity to display an alphabetical list of products available.
- Select products by entering a quantity under the cartons or units column, then click 'ADD TO BASKET' to update your shopping basket.

QUICK ORDER FORM

The screenshot shows the Campbells Wholesale website's Quick Order Form. The header includes the logo, navigation links (Home, Orders, Contact Us, Logout), and a search bar. The main content area is titled 'Quick Order Form' and contains instructions: 'ALL SKU & ITEM CODES SHOULD BE 6 Digits', 'WHEN ENTERING PRODUCT ITEM CODE ON THE QUICK ORDER FORM, * If your Product Item code you are using is less than 6 Digits please put zero's in front of all the Product Code to add up to 6 Digits', and 'EG: 90209 (PEPER CANS 079ML)'. A note states '* Products need to be added to the basket before clicking out of the page, otherwise items entered may be lost'. Below the instructions is a table with columns for 'PRODUCT CODE', 'QTY', 'Units', and 'ADD TO BASKET'. The table has 10 rows, with the first row containing the text 'CURRENT' in the 'PRODUCT CODE' column. To the left of the table is a sidebar with a 'SHOPPING BASKET' showing 'Items: 0 (79.0 Units) - Total: \$0.00' and a list of product categories like 'Alliums', 'Lettuce', 'Tomatoes', etc. At the bottom of the sidebar is a 'MARKUP CALCULATOR'.

If you know the product code, the quick order screen allows fast order entry.

- Enter the 6 digit product code and quantity in either cartons or units.
- Click '**ADD TO BASKET**' to update your shopping basket.

Please be aware that not all products are available in units.

SHOPPING LISTS

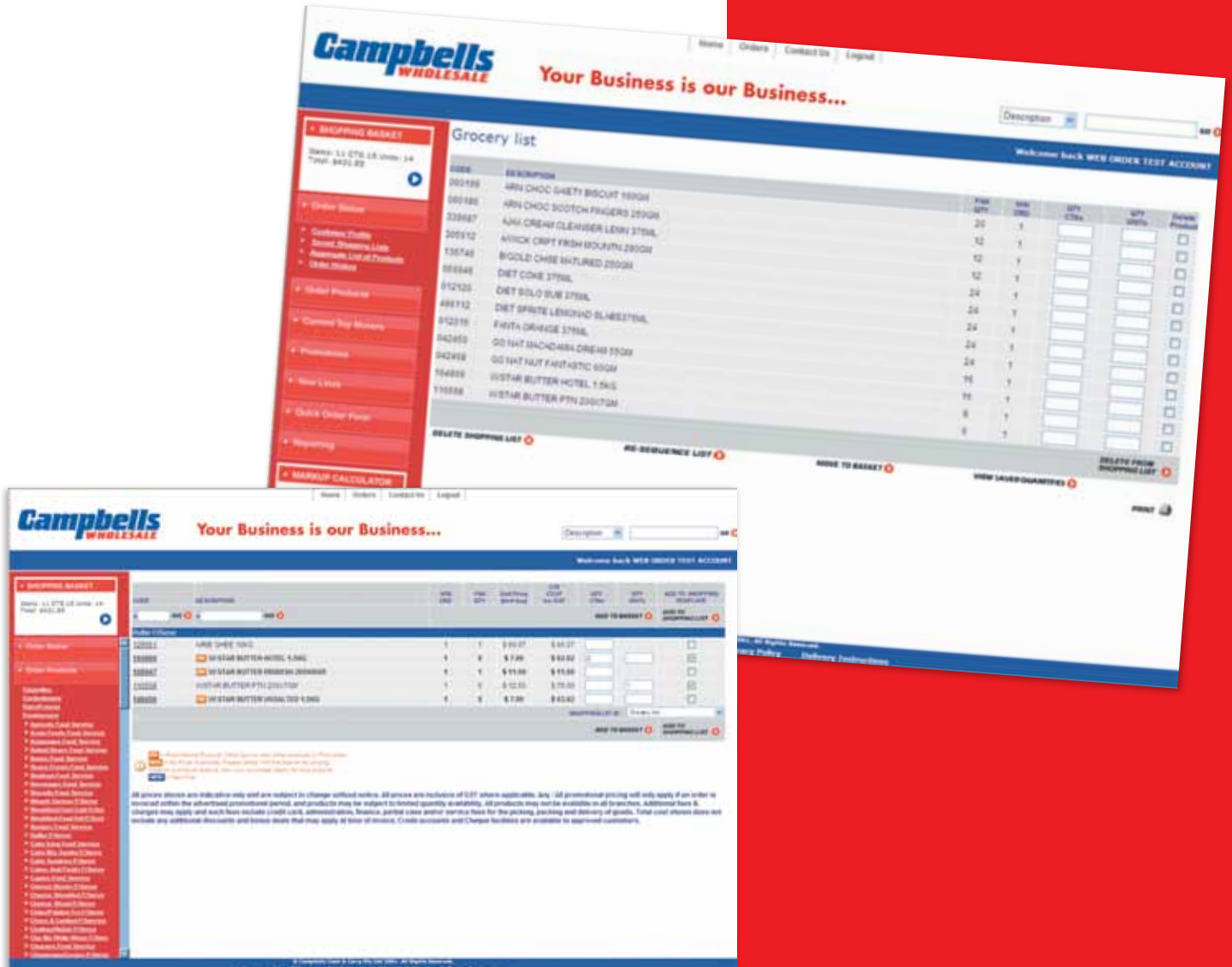


Shopping lists can be saved and reused as a time saving tool for ordering commonly stocked lines.

To create and save a list/template:

- Search and add the desired products to your basket.
- Click on **SHOPPING BASKET** > **'VIEW'** on the left hand side.
- In the **'SAVE SHOPPING LIST AS:'** field, type your shopping list name and then click on **'SAVE'**.

SHOPPING LISTS CONT:



Edit a Saved Shopping List:

- Adding products to an existing Shopping List:
 - Search the product/products required.
 - Select the product(s) by clicking on the box under the **ADD TO SHOPPING TEMPLATE** column.
 - Select the **SHOPPING LIST ID** you wish to add the products to.
 - Click on **ADD TO SHOPPING LIST**.
 - Products will be added to the end of your saved shopping list.

SHOPPING LISTS CONT:

The screenshot displays the Campbells Wholesale web portal interface. At the top, the logo and slogan 'Your Business is our Business...' are visible. A navigation bar includes links for Home, Orders, Contact Us, and Logout. A search bar is located on the right. The main content area shows a 'Grocery list' with the following columns: Product, Unit Price, Qty, and Delete Product. The list contains various items such as 'MILK CHOC SHETY BISCUIT 180GM', 'MILK CHOC SCOTCH FINGERS 250GM', 'BIGOLD CHOC MIXTURED 250GM', 'MILK CRFT FRESH MOUSTY 250GM', 'AJAY CR640 CLEMBER LEMU 375ML', 'GO NAT BHCADASH DREAM 550GM', 'GO NAT KAIT FWHETHIC 600ML', 'DIET COKE 375ML', 'DIET SOLO SLB 375ML', 'DIET SPRITE LEMON&D SLAB375ML', 'FANTA ORANGE 375ML', 'JUSTAR BUTTER HOTEL 1 SKG', and 'JUSTAR BUTTER PTH 250LGM'. Each row has a small box in the 'Delete Product' column. On the left side, there is a 'SHOPPING BASKET' section with a 'MARKUP CALCULATOR' at the bottom. The bottom of the page features a copyright notice: '© Campbells Food & Dairy Pty Ltd 2015. All Rights Reserved.'

Delete a product from a Saved Shopping List:

- Select the Shopping List by clicking on the name.
- Select the product(s) you wish to delete by clicking on the box under the **DELETE PRODUCT** column.
- Click on **DELETE FROM SHOPPING LIST**.

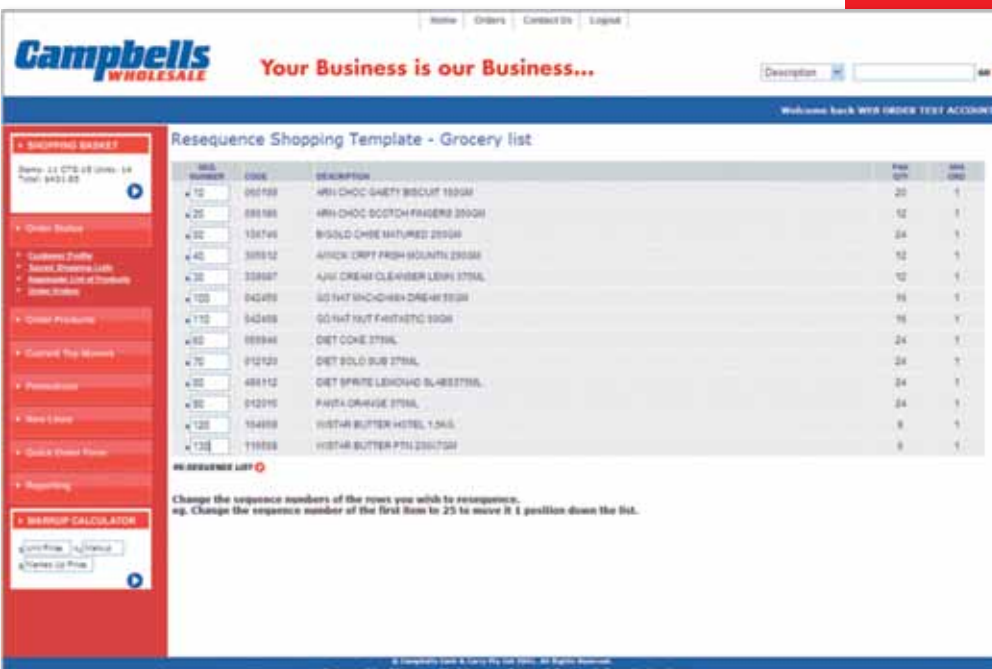


Re-sequencing a saved Shopping List:

Saved shopping lists can be re-sequenced into any desired order (e.g. to fit the layout of your store).

Select the Shopping List by clicking on the name.

- Click on **RE-SEQUENCE LIST**.
- Re-number the products in the order you wish for them to appear, then click on **RE-SEQUENCE LIST**.
- The Shopping List should now appear in the new sequence.



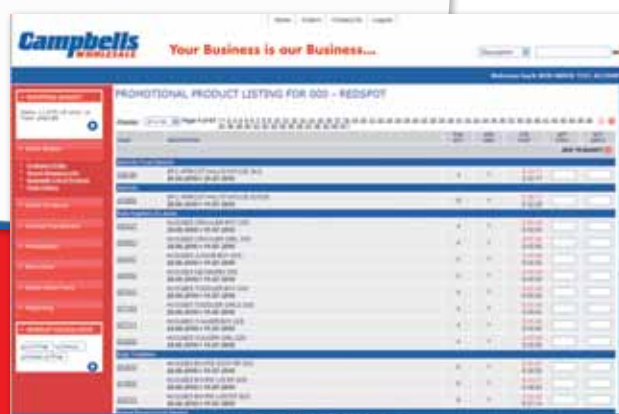
AGGREGATE LIST OF PRODUCTS



The Aggregate List of Products display all products purchased over the last 90 days. This list can also be used to create an order.

Promotions

- The promotion link will appear if your buying group has promotional batches loaded. In this example, you can see this customer only has redspot specials.
 - Click on the promotional batch to view products.
 - The standard price is in red and the promotional price appears in black.



SUBMITTING AN ORDER

- When you have finalised your selection, click on **SHOPPING BASKET > 'VIEW'** to view your order.
- Click on **'PLACE ORDER'** to submit your shopping basket.



Credit Customers:

- Your order details will be displayed.
- Type in a reference
(Note: This is for your reference of the order only).
- Click on **'CONFIRM ORDER'** to finalise.
- The order is sent to the branch for processing and you will receive a 6 digit web order ID.



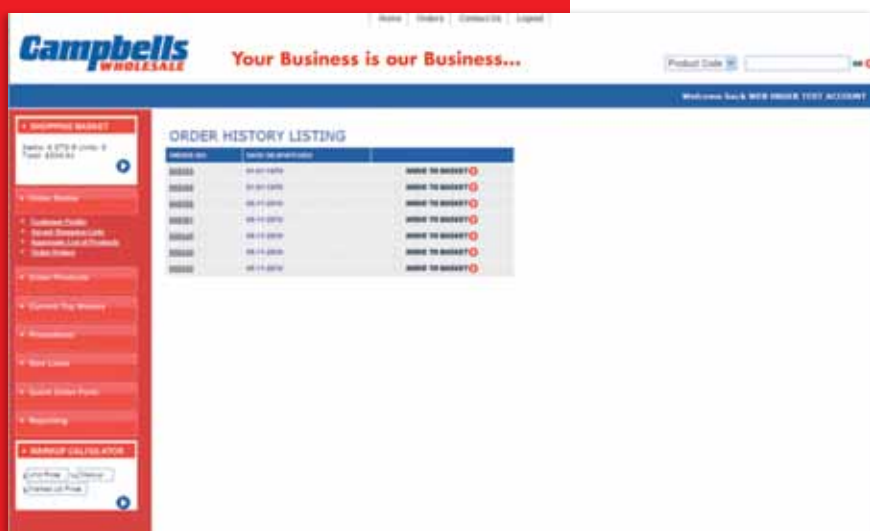
Cash Customers:

- Your order details will be displayed.
- Select how you would like to process the order:
 - Print Order Only
 - Assemble Order
 - Deliver Order
- Click on **'CONFIRM ORDER'** to finalise.
- The order is sent to the branch for processing and you will receive a 6 digit web order ID.



ORDER HISTORY

- By clicking on **ORDER HISTORY** you can view previous orders you have placed and the date of dispatch.
- You can place orders previously submitted by clicking on '**LOAD**' if you are in the **ORDER STATUS** page or '**MOVE TO BASKET**' if you are in the **ORDER HISTORY** page.



REPORTING



- By clicking on **REPORTING** you can view your product purchase history.
- This opens a new screen that allows you to view details about previous products ordered over the last 13 months.

Please contact your local branch in regards to the following:

- Order requests and queries
- Delivery & return policy queries
- Payment organisation method
- Product availability
- Re-activating your account

NEW SOUTH WALES

	PHONE	FACSIMILE	EMAIL
Alexandria / Mercury	02 8337 4800	02 8337 4899	ccc_alexandria@metcash.com
Canberra	02 6295 2522	02 6295 2278	ccc_canberra@metcash.com
Coffs Harbour	02 6652 6655	02 6651 3358	ccc_coffsharbor@metcash.com
Newcastle	02 4940 0029	02 4940 0704	ccc_wickham@metcash.com
Northmead	02 9630 6088	02 9683 2117	ccc_northmead@metcash.com
Orange	02 6362 3688	02 6361 4880	ccc_orange@metcash.com
Tamworth	02 6765 7422	02 6765 2241	ccc_tamworth@metcash.com
Wagga Wagga	02 6921 6400	02 6921 3599	ccc_wagga@metcash.com
Liverpool CSD Warehouse	02 9602 9909	02 9602 4552	csd_liverpool@metcash.com

VICTORIA

Bendigo	03 5443 1188	03 5443 1188	ccc_bendigo@metcash.com
Clayton	03 8541 6000	03 8541 6000	ccc_clayton@metcash.com
Geelong	03 5221 2766	03 5221 2766	ccc_geelong@metcash.com
Preston	03 9416 9800	03 9416 9800	csd_preston@metcash.com
Richmond	03 9428 3188	03 9428 3188	ccc_richmond@metcash.com
Shepparton	03 5821 8855	03 5821 8855	ccc_shepparton@metcash.com
Tottenham	03 9314 2092	03 9314 2092	ccc_tottenham@metcash.com
Crestmead CSD	03 9416 9251	03 9484 2177	

QUEENSLAND

Cairns	07 4035 4995	07 4035 4992	ccc_cairns@metcash.com
Coopers Plains	07 3274 1843	07 3274 1847	ccc_coopers.plains@metcash.com
Mackay	07 4944 0354	07 4944 0989	ccc_mackay@metcash.com
Maroochydore	07 5445 4311	07 5445 5865	ccc_maroochydore@metcash.com
Nerang	07 5596 2566	07 5596 2198	ccc_nerang@metcash.com
Rockhampton	07 4927 6788	07 4922 1841	ccc_rockhampton@metcash.com
Toowoomba	07 4634 2099	07 4633 1817	ccc_toowoomba@metcash.com
Townsville	07 4728 1652	07 4728 2844	ccc_townsville@metcash.com
Virginia	07 3865 1377	07 3265 7858	ccc_virginia@metcash.com
Preston CSD Warehouse	07 3489 3700	07 3489 3799	

SOUTH AUSTRALIA

Nth Plympton	08 8294 8766	08 8294 8011	ccc_nth.plympton@metcash.com
Pooraka	08 8260 9100	08 8359 6520	ccc_pooraka@metcash.com
North Plympton Warehouse	08 8295 6570	08 8295 1686	

NORTHERN TERRITORY

Alice Springs (Indep Grocers)	08 8952 2766	08 8952 9539	
Darwin (Independent Grocers)	08 8942 7700	08 8942 7799	



**Please contact
Campbells Wholesale
Online Ordering
Assistance for all
shopping online
queries**

Campbells Wholesale

02 9751 8295

Business Hours
Monday to Friday
8:00am – 4:30pm

www.campbells.com.au