



BUNZL OPERATIONS GUIDE

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OVERVIEW

Bunzl is a supply management vendor that uses a web-based application that can be accessed from **MyApps**.

There are 3 key functions available within this new application.

- **Search**
- **Order**
- **Track**

This **How-to-Guide** helps you navigate through the Bunzl portal through detailed step by step instructions, along with helpful tips, required to complete the various sections within the portal.

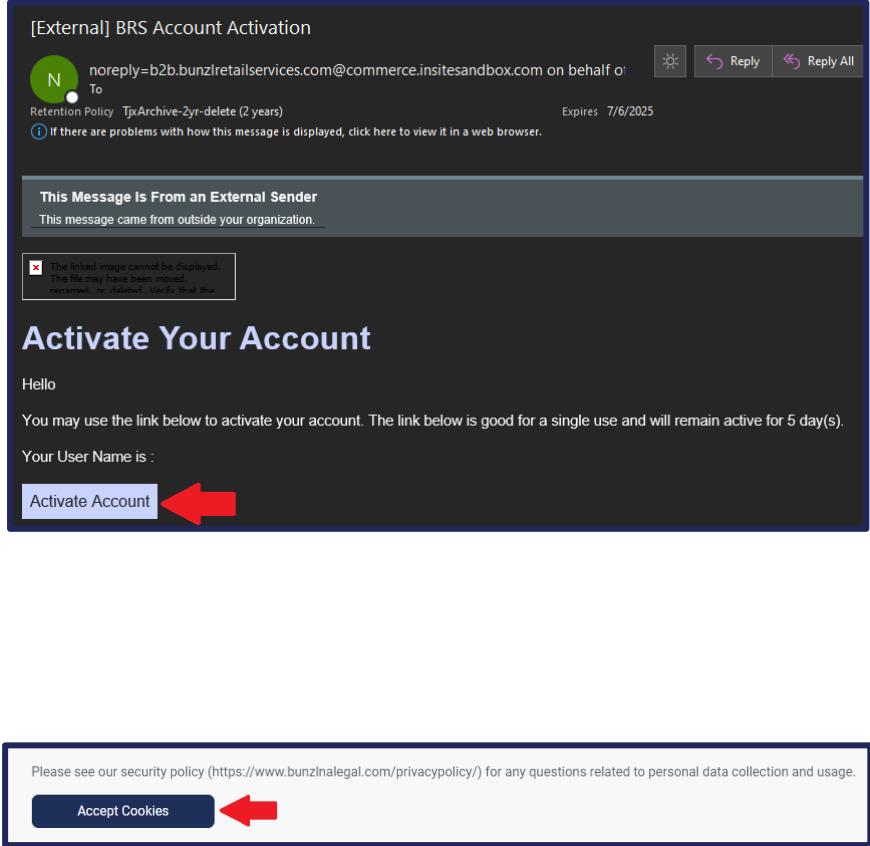
Sierra store order cycles have not changed, stores should complete their ordering during Cycle 2.

Emergency Order Procedures

When completing an order, it is very important to plan by anticipating the needs of the business and ordering supplies in accordance with the store monthly budget.

Orders NOT submitted during the regular ordering cycle or late release timelines can be placed outside your cycle as an emergency order. However, they will only be released upon approval by contacting your District Manager.

FIRST TIME ACCOUNT ACCESS

STEP	ACTION	EXAMPLE
1.	<p>Activating Your Account</p> <ol style="list-style-type: none"> Each store will receive an email directly from Bunzl Retail Services in which they will have access to a link to activate their account. Upon clicking Activate Account the store will be re-directed and prompted to create a shared password on the Bunzl website. This link is good for a single use and will remain active for 7 days. Click and Accept Cookies <p>Note: The activation e-mail will be sent to the Management shared account (Sierra_STR_MGMT_SX XXX@tjx.com). The first member of management to activate the account must share the password with all members of management. The password cannot be written down and cannot be shared with anyone other than the Management team.</p>	

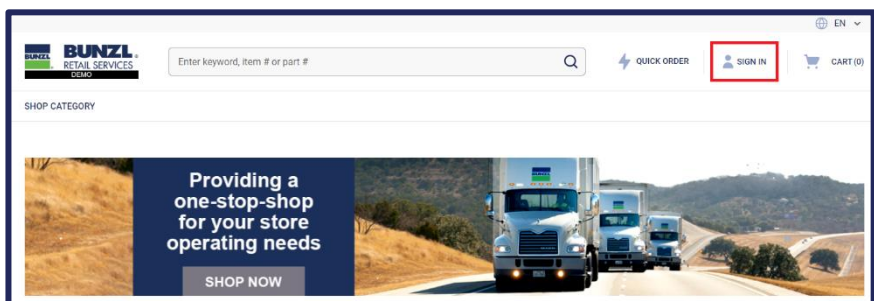
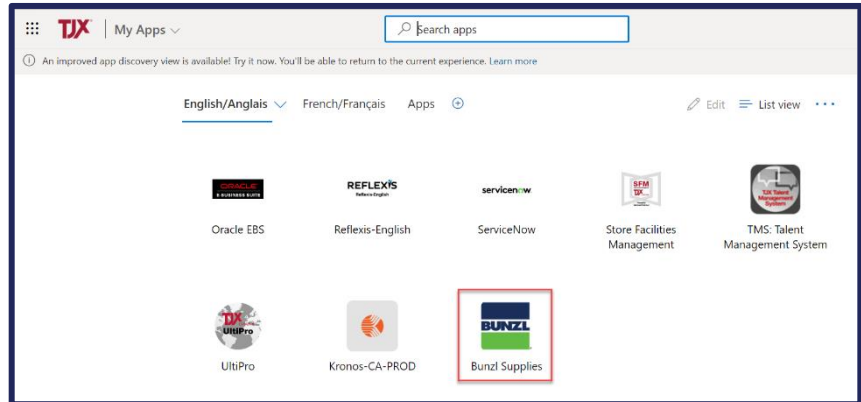
2.

Logging In via MyApps

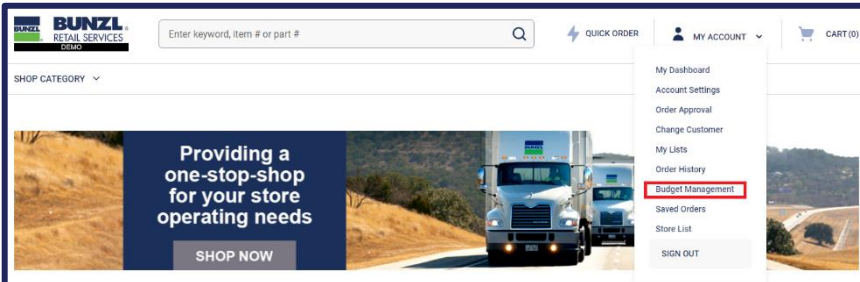
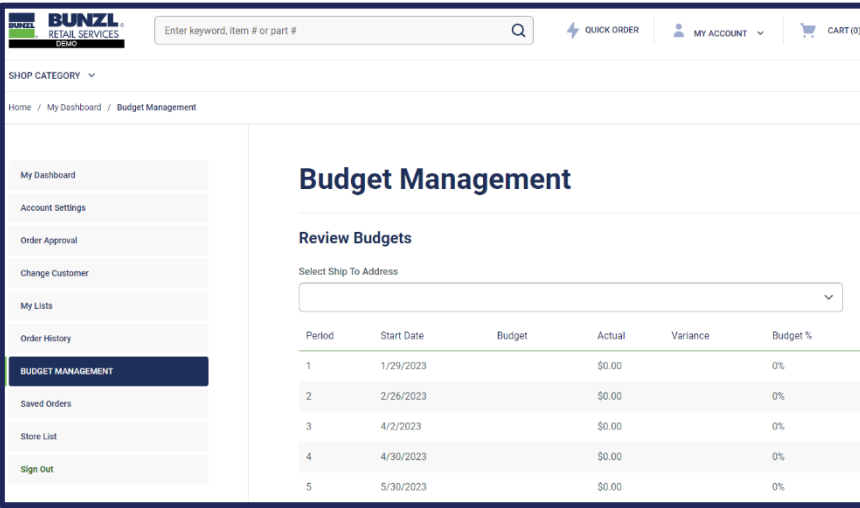
- Log in to MyApps using your personal TJX Credentials.
- Click on the icon labeled "Bunzl Supplies" to go to the Bunzl Retail Services Website.
- Click and Accept Cookies
- Click Sign In
- Enter your username and password and click sign in
- Upon signing in you will be introduced to the Homepage on the Bunzl website which acts as a table of contents.

Note: Username and password will be provided by Bunzl via email and the activation email will be sent to the Management shared account (Sierra_STR_MGMT_SXX XX@tjx.com).

Note: You will need to scroll down to view all categories and Quick Order is currently not available.



BUDGET MANAGEMENT

STEP	ACTION	EXAMPLE
1.	Budget Management <ol style="list-style-type: none"> Users can access their store's budget through the drop-down menu on the top right-hand corner of the Bunzl website. 	 

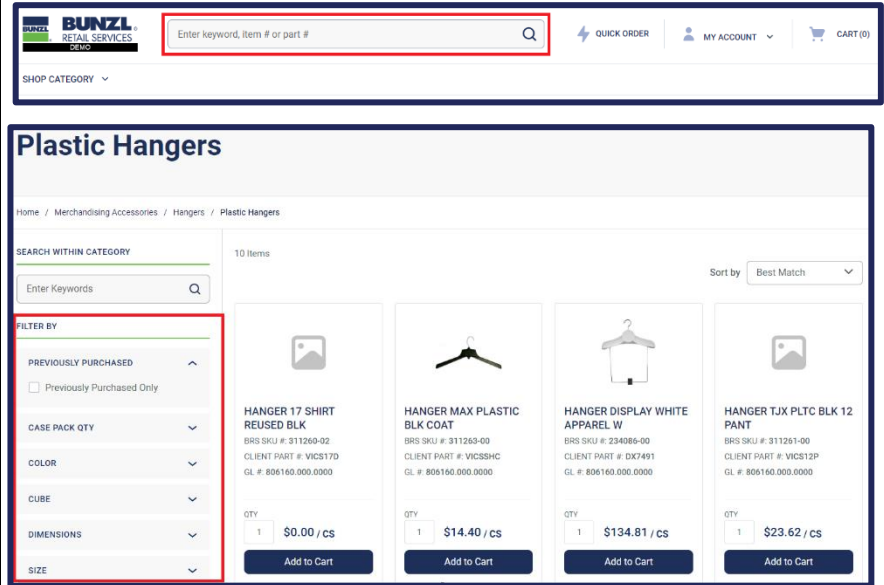
SEARCH

STEP	ACTION	EXAMPLE
1.	<p>Browse</p> <ol style="list-style-type: none"> Browse for products using the “Shop Category” dropdown at the top of the screen If you scroll down the page, you are also able to browse based on the icons displayed Each supply category has subcategories. When you select a main category, you’ll then have the option to select a subcategory of products. 	  

2.

Search

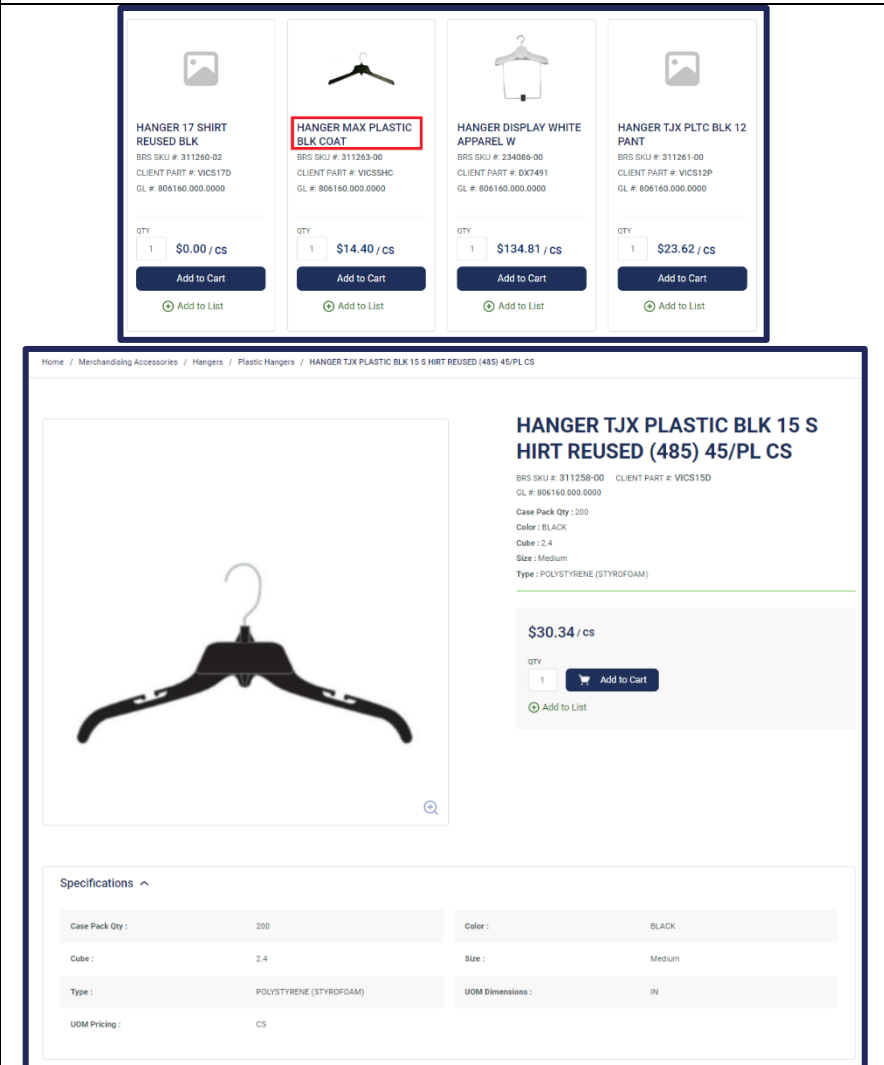
- Enhanced search features allowing users to browse, refine using filters and access key details and product information.
- Use search features to refine your results, using specific criteria such as keywords or item numbers.



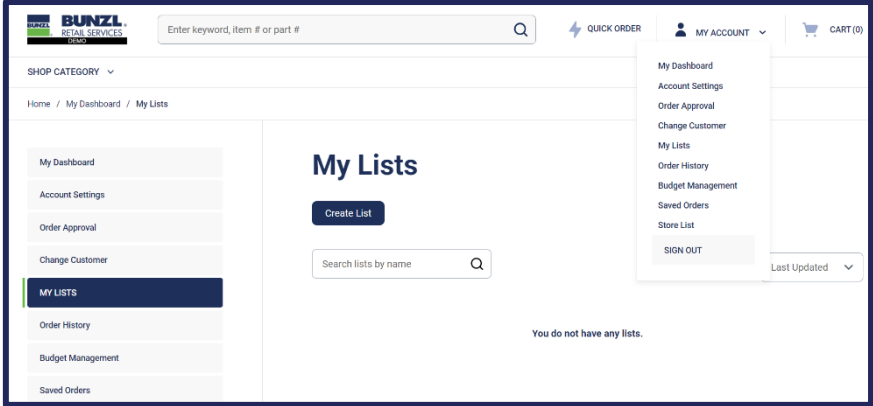
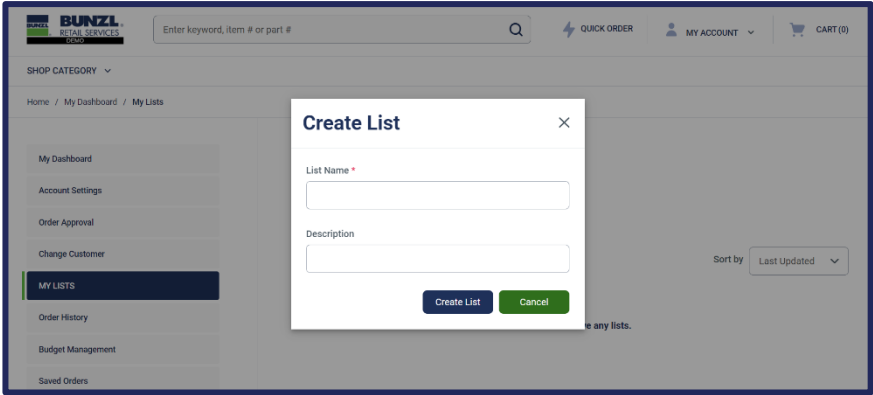
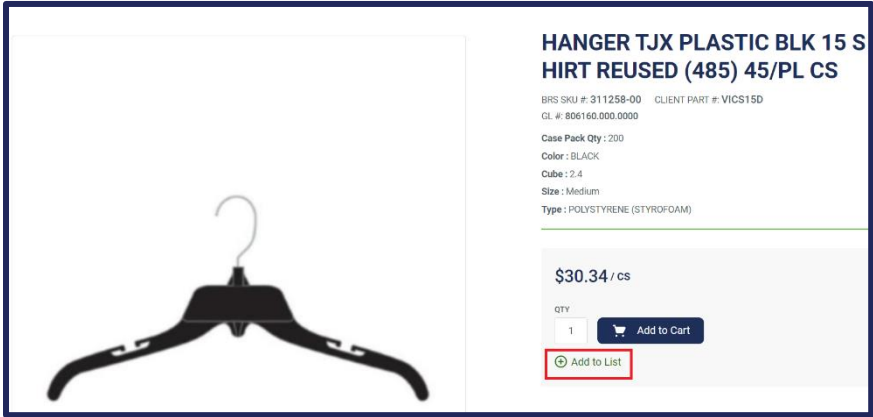
3.

Product Detail Page

- Use Product Detail Page to gather detailed information about a product such as case pack, dimensions, weight, and price.



ORDERING

STEP	ACTION	EXAMPLE
1.	<p>Lists</p> <p>a. Users can create personalized priority lists consisting of regularly used products that stores would need on a consistent basis</p> <p>b. Choose My Lists from dropdown menu or sidebar menu to create personalized product list.</p> <p>c. Type in personalized List Name and Description.</p> <p>d. Once user creates their personalized My List, they can choose to adjust quantities, delete, or add items at any time. A completed My List can be added to Cart.</p>	<div></div> <div></div> <div></div>

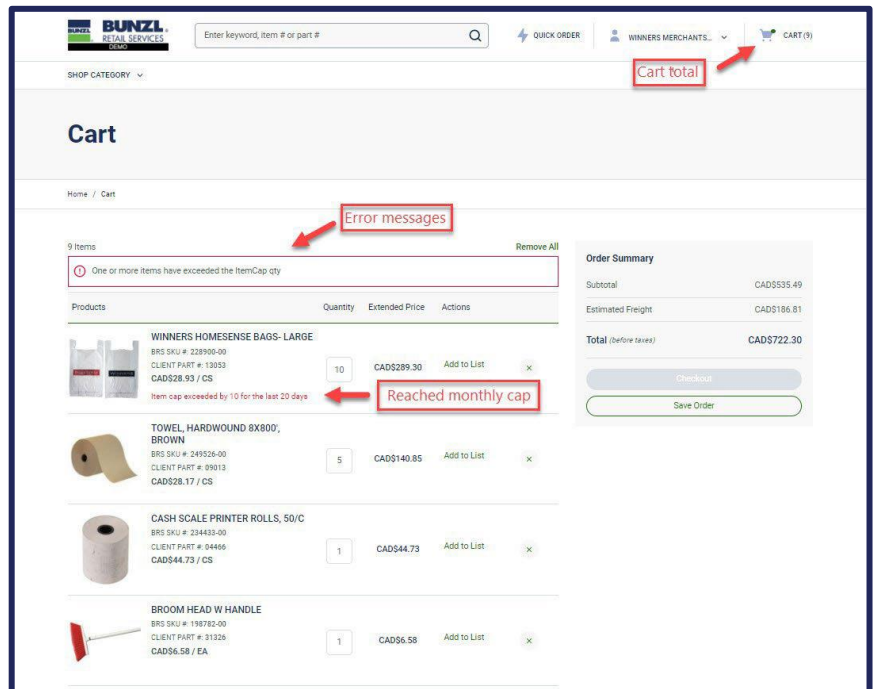
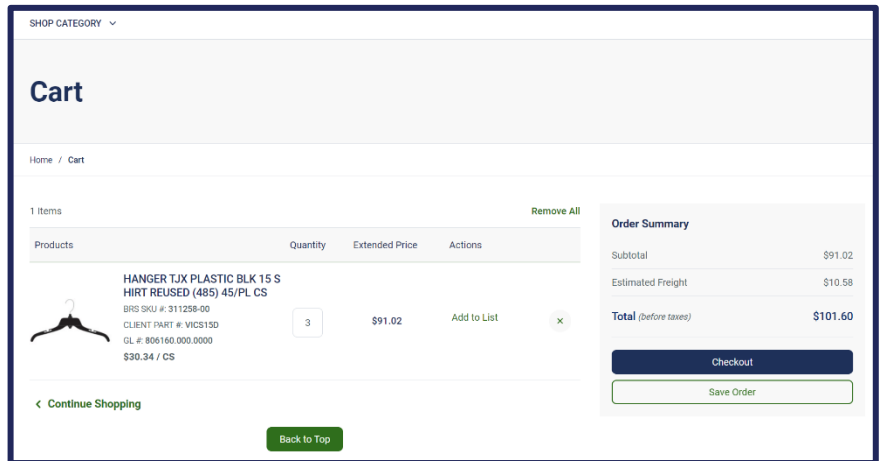
2.

Cart

- a. Once a user feels that their order is complete, they can click on Cart. It is at this point they can choose to adjust quantity, checkout, save the order for future use.
- b. Upon verifying their order, a user will be able to see any error messages or alerts, as well as cart totals and order summary. You can remove items by clicking the X button next to them.
- c. Once all errors and alerts are corrected, users may choose to Save Order or proceed to Checkout.

Note: You will not be able to Checkout until all error messages or alerts are corrected.

Note: Please be advised that items will stay in Cart for only 7 days and Best Practice is to Save Order periodically as the system will time out after 10 minutes due to inactivity.



3.

Saved Orders

- a. Users can Save Order to access later and Move to Cart when they are ready to proceed. There is also an option to delete which will remove the order from the account.

SHOP CATEGORY ▾

Home / My Dashboard / Saved Orders

My Dashboard
Account Settings
Order Approval
Change Customer
My Lists
Order History
Budget Management
SAVED ORDERS
Store List

Saved Orders

Filter ▾

Date ▾ Ship To / Pick Up ⌂ Subtotal ⌂

7/24/2023	\$91.02
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Account Settings
Order Approval
Change Customer
My Lists
Order History
Budget Management
SAVED ORDERS
Store List
Sign Out

Saved Order Details

[Delete Saved Order](#)
[Move to Cart](#)

Order Saved Date
7/24/2023


Shipping Information

Billing Information

Shipping Address

Billing Address

1 Product

Products	Price	Quantity	Subtotal
 HANGER TJX PLASTIC BLK 15 S HIRT REUSED (485) 45/PL CS BRS SKU #: 311258-00 CLIENT PART #: VICS15D GL #: 806160.000.0000	\$30.34 / CS	3	\$91.02

Order Summary

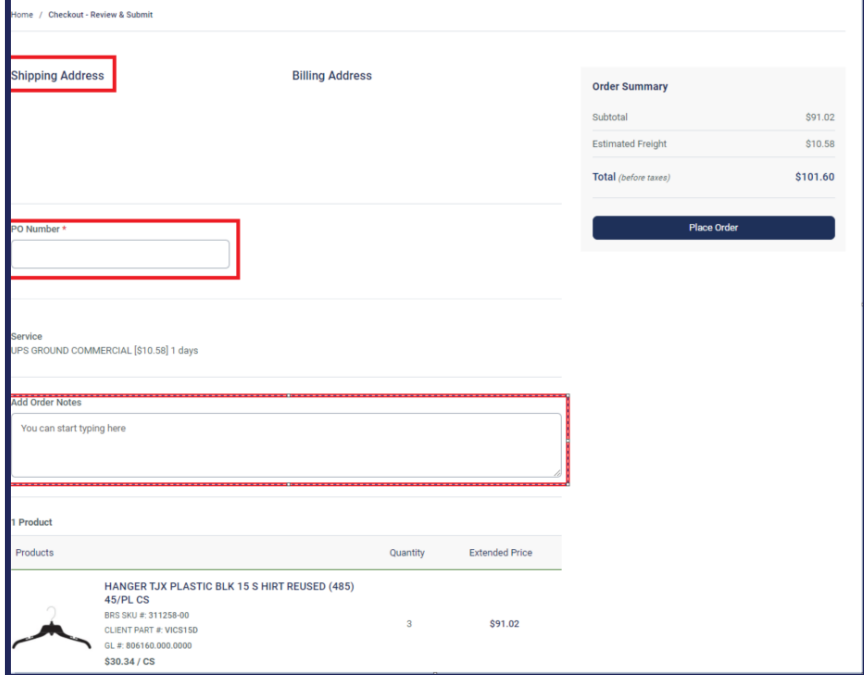
4.

Checkout

- a. Upon being ready to Place Order, users MUST verify that the store address is correct, and enter a PO number which consists of the users initials, Store #, and month the order is being submitted (example: JT0001AUG). They may also add any relevant notes, and then click Place Order.

Note: Please ensure you are referencing Subtotal against your budget to determine expenditures.

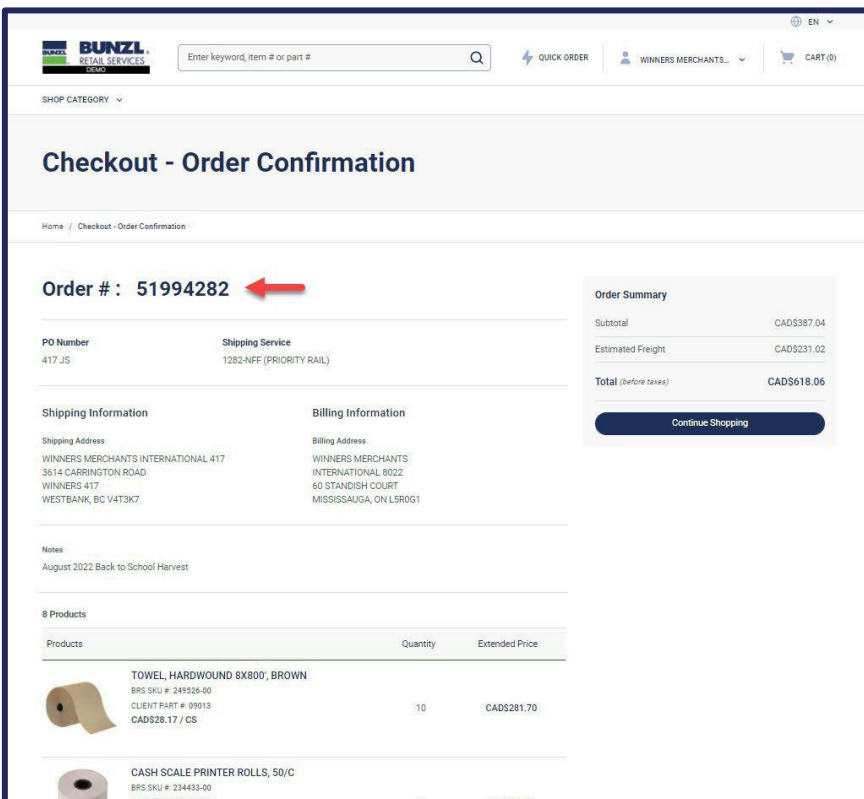
Checkout - Review & Submit



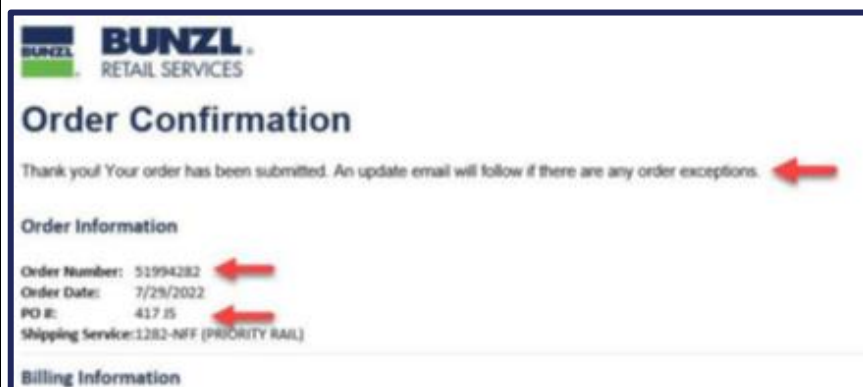
5.

Order Confirmation

- a. Once a user has clicked Place Order an Order Confirmation page will appear with an Order number, and an email will be sent to the users email address.
- b. This email will consist of the PO#, Order Number. It will advise that another email will follow should there be any order exceptions such as back ordered items.



Note: Users may scroll down to view order in its entirety and may print the email or save for their records.



BUNZL RETAIL SERVICES

Order Confirmation

Thank you! Your order has been submitted. An update email will follow if there are any order exceptions.

Order Information

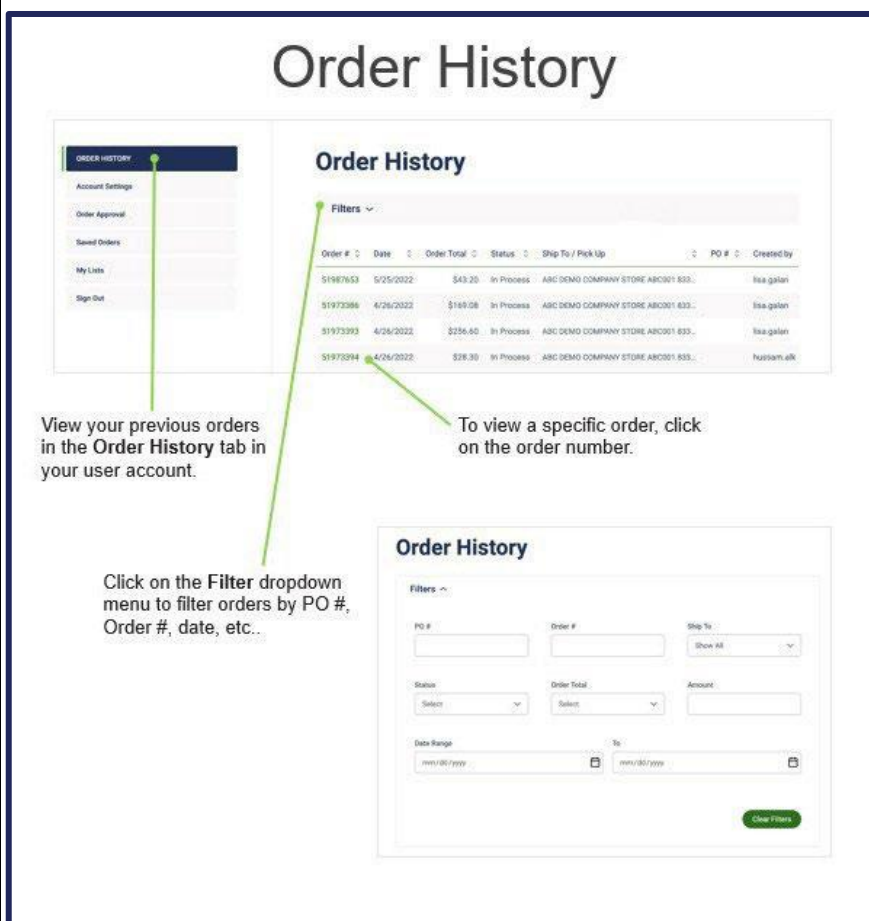
Order Number: 51994282
 Order Date: 7/29/2022
 PO #: 417 JS
 Shipping Service: 1282-NFF (PRIORITY MAIL)

Billing Information

6.

Order History

- Order History allows users to view previous orders to gather historic information.



Order History

ORDER HISTORY

- Account Settings
- Order Approval
- Saved Orders
- My Lists
- Sign Out

Order History

Filters

Order #	Date	Order Total	Status	Ship To / Pick Up	PO #	Created by
51987653	5/25/2022	\$43.20	In Process	ABC DEMO COMPANY STORE ABC001 833...		isa.galan
51973386	4/26/2022	\$169.08	In Process	ABC DEMO COMPANY STORE ABC001 833...		isa.galan
51973393	4/26/2022	\$256.60	In Process	ABC DEMO COMPANY STORE ABC001 833...		isa.galan
51973394	4/26/2022	\$28.30	In Process	ABC DEMO COMPANY STORE ABC001 833...		hussam.alk

View your previous orders in the Order History tab in your user account.

To view a specific order, click on the order number.

Click on the Filter dropdown menu to filter orders by PO #, Order #, date, etc..

Order History

Filters

PO # Order # Ship To

Status Order Total Amount

Date Range To

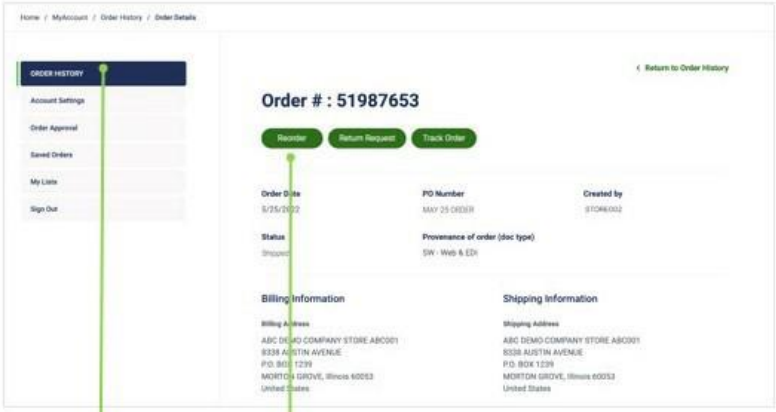
Clear Filters

7.

Order Status

- a. Users may check the status of their order through Order Status in the Order History tab. They can reorder any previous order and once an order is shipped, they may track it using the Track Order Button.

Order Status



Home / MyAccount / Order History / Order Details

ORDER HISTORY

- Account Settings
- Order Approval
- Saved Orders
- My Lists
- Sign Out

Order # : 51987653

[Reorder](#) [Return Request](#) [Track Order](#)

[Return to Order History](#)

Order Date: 5/25/2022 PD Number: MAY 25 ORDER Created by: STORE002

Status: Shipped Provenance of order (doc type): SW - Web & EDI

Billing Information

Billing Address: ABC DEMO COMPANY STORE ABC001, 8338 AUSTIN AVENUE, PO BOX 1239, MORTON GROVE, Illinois 60053, United States

Shipping Information

Shipping Address: ABC DEMO COMPANY STORE ABC001, 8338 AUSTIN AVENUE, PO BOX 1239, MORTON GROVE, Illinois 60053, United States

Check the status of any order in the **Order History** tab in your user account.

Reorder

Easily reorder a previous order by clicking this button. All items will be added to your cart where you can make any necessary changes and complete the ordering process.

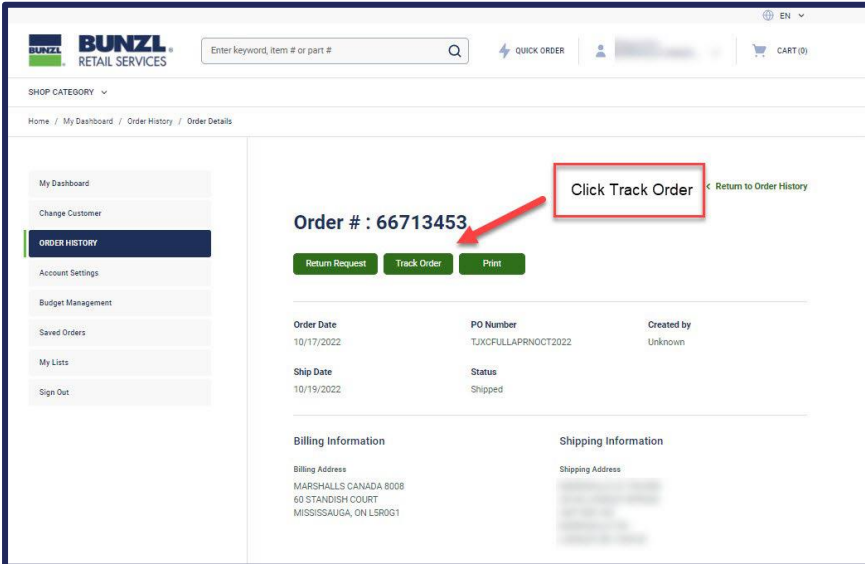
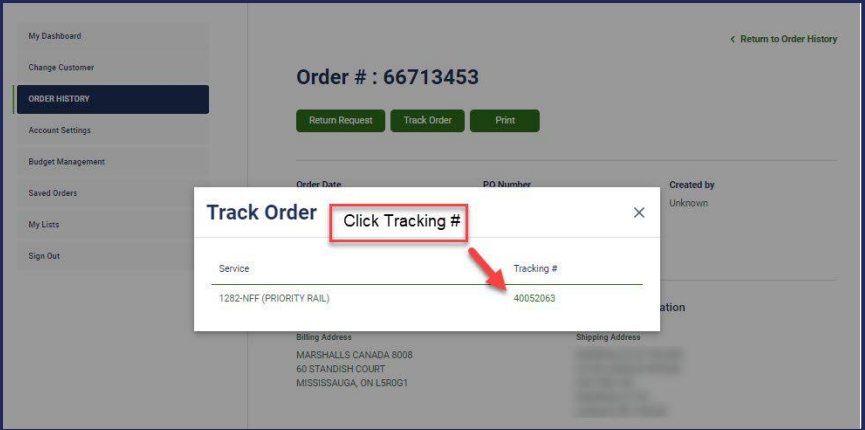
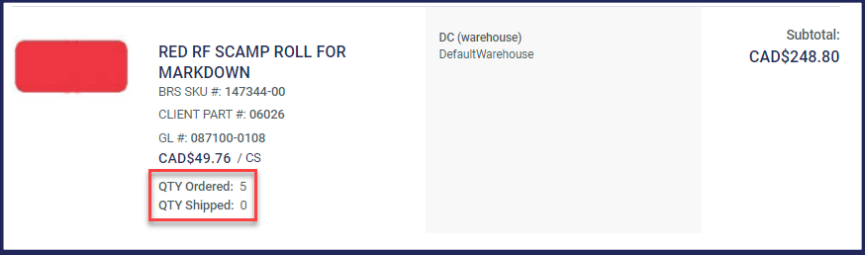
Status Definitions

In Process: Order has been submitted but not yet shipped.
 Shipped: Order has shipped.
 Invoiced: Order has been flagged for invoicing.

Track Order

Once an order ships, click the Track Order button to view tracking numbers. For certain carriers, a tracking link has been provided to the carrier website.

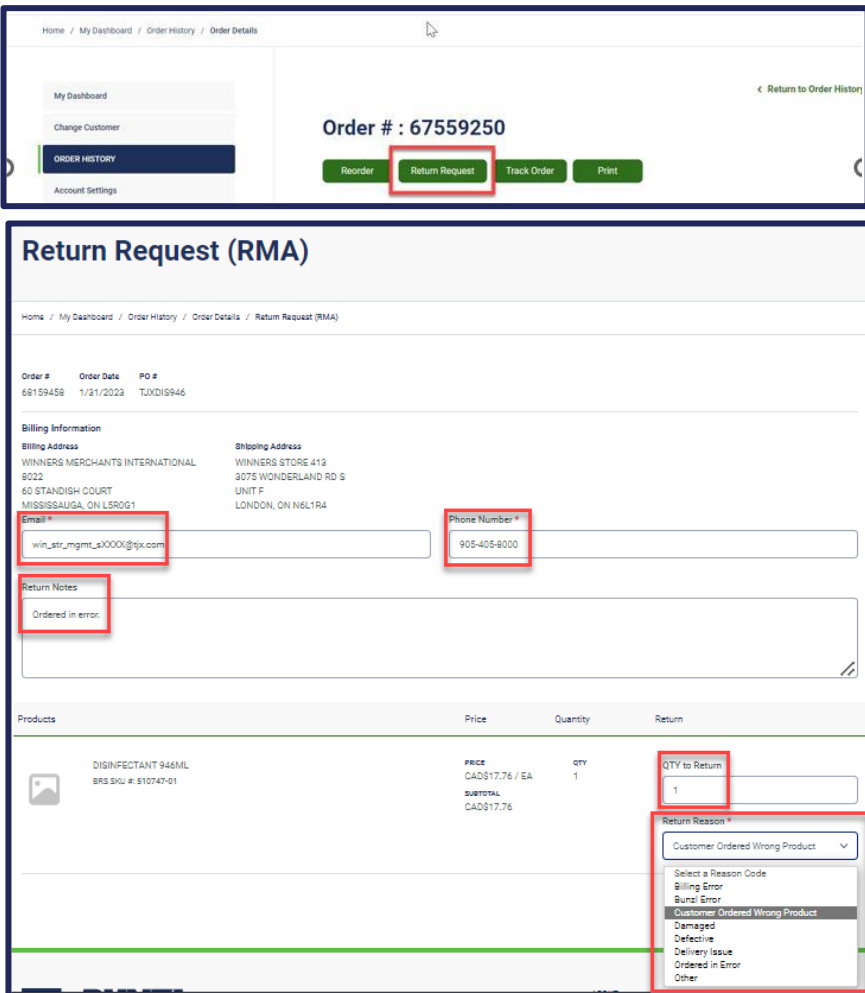
TRACKING

STEP	ACTION	EXAMPLE
1.	<p>Tracking Your Order</p> <ol style="list-style-type: none"> Users can begin tracking their orders by clicking on Track Order. They can then navigate to the carriers website to track the order, or you can paste the tracking number into Google to track the order. <p>NOTE: Record this number for your records.</p>	 
3.	<p>Backorders</p> <ol style="list-style-type: none"> Users may review backorders using the Order History tab. Users can click on an Order # and review the QTY ordered vs QTY shipped information per 	

item.

NOTE: If QTY shipped is less than QTY ordered, users can assume the item is on backorder.

RETURNS

STEP	ACTION	EXAMPLE
1.	<p>Return Request</p> <p>a. Users may request to return item(s) by clicking on Return Request which is found when looking up orders using Order History.</p> <p>b. Fill in all sections and click on Send Return Request.</p> <p>c. The store will receive an RMA Request e-mail and a member of the Bunzl Customer Service team will call the store to process the request.</p>	 <p>The screenshot displays the 'Return Request (RMA)' form in the Bunzl system. At the top, the breadcrumb trail shows 'Home / My Dashboard / Order History / Order Details'. The 'Order # : 67559250' is prominently displayed. Below this, there are buttons for 'Reorder', 'Return Request' (highlighted with a red box), 'Track Order', and 'Print'. The main form section is titled 'Return Request (RMA)' and contains several input fields: 'Order #', 'Order Date', 'PO #', 'Billing Address', 'Shipping Address', 'Email' (with the value 'win_str_mgmt_00000@bunzl.com'), and 'Phone Number' (with the value '905-405-8000'). There is also a 'Return Notes' field containing the text 'Ordered in error.'. Below these fields is a table with columns for 'Products', 'Price', 'Quantity', and 'Return'. The table lists one product: 'DISINFECTANT 946ML' with a price of 'CAD\$17.76 / EA' and a quantity of '1'. To the right of the table, there is a 'QTY to Return' field set to '1' and a 'Return Reason' dropdown menu. The dropdown menu is open, showing a list of reasons: 'Customer Ordered Wrong Product' (selected), 'Billing Error', 'Bundled Error', 'Damaged', 'Defective', 'Delivery Issue', 'Ordered in Error', and 'Other'.</p>

WHO TO CONTACT

For questions about the ordering process, existing orders, or using the ordering portal:

Bunzl Customer Service – item related questions or inquiries

1-866-235-5310

brscustomerservice@bunzlbrs.com

Call Center Hours:

Mon-Fri: 8am-8pm EST

For questions about your Bunzl login:

TJX ServiceDesk – technical related questions or inquiries

Self-service incident created via ServiceNow (link available on The Summit)

866-573-3233