



# O2D

CUSTOMER PORTAL

# USER GUIDE

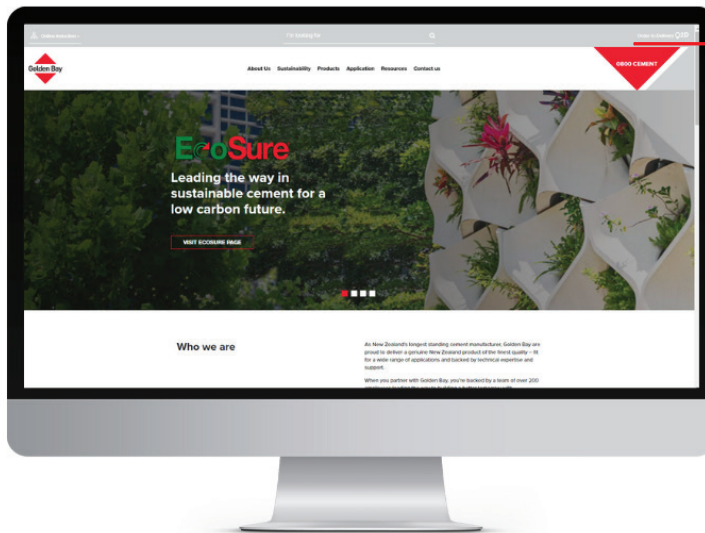


**Golden Bay**<sup>®</sup>

# ACCESSING THE PORTAL

To access the O2D Customer Portal you can do it through the Golden Bay website or using the link below:

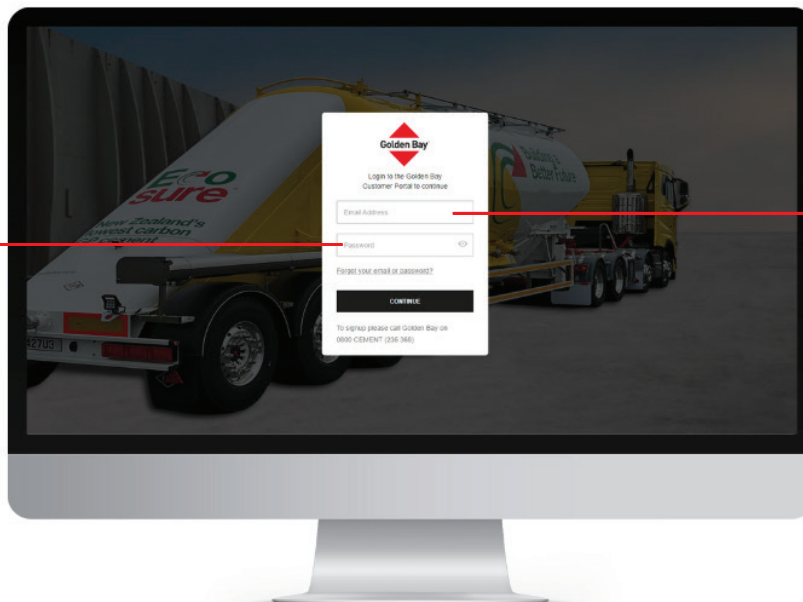
▲ Golden Bay website: [www.goldenbay.co.nz](http://www.goldenbay.co.nz)



Access to the O2D Portal from here.

▲ O2D URL Link: <https://gbcorders.fbuapps.com>

# PORTAL LOGIN



**Password:** use the password provided.

**Username:** use your email address

If you have forgotten your password, please click the “*Forgot email or password*” link and follow the instructions. If you still have trouble logging in please contact our Customer Services team by phone 0800 236 6368 or email [info@goldenbay.co.nz](mailto:info@goldenbay.co.nz)



# CREATE AN ORDER

You can watch our video tutorial on how to create an order from start [HERE](#) or you can visit our O2D Learning Hub by clicking [HERE](#).

## How to create an order:

If you have more than one plant that you look after, you can change your plant by clicking on the top right of the screen. Refer to image below.

1. Select the order type that you want to place i.e: Order, Overnight Order or TBC.
2. Select the product that you want to order using the drop down menu on the '*Product*' field.
3. Orders must be placed by 3pm for next day delivery.  
If you have any questions, please contact our Customer Services team.
4. Choose the delivery time that you want to receive the order
5. Select which Silo you want this order to be delivered to.
6. If you have a Purchase Order number, please add this in the '*P.O. No*' field.  
If you want your Purchase Order to be saved in the portal, please contact our Customer Services team.
7. Any delivery instructions, please add this in the '*Delivery Instructions*' field.
8. Click on '*Order*' when you are ready to place your order.
9. If your order is placed for the next day, you will be able to see your order on the '*Tomorrow's Deliveries*' tab.
10. For deliveries after tomorrow, please click the "*Future Deliveries*" tab.

Choose your product here

Select the type of order you want to place

Select delivery date here

if you have a Purchase Order number, enter it here.

View your order for today in real time.

View or switch through different plants here

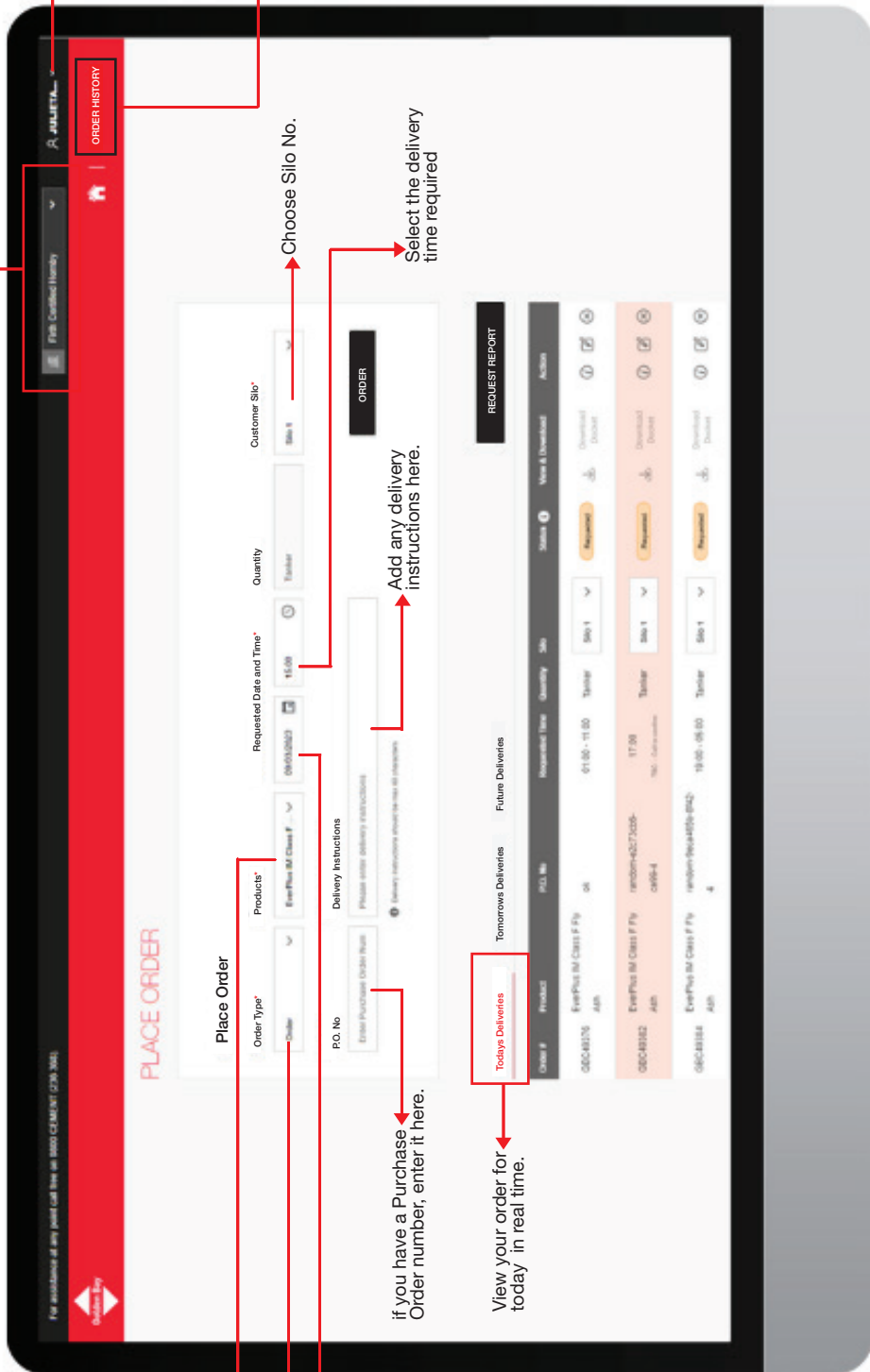
Click here to sign out

View order history

Choose Silo No.

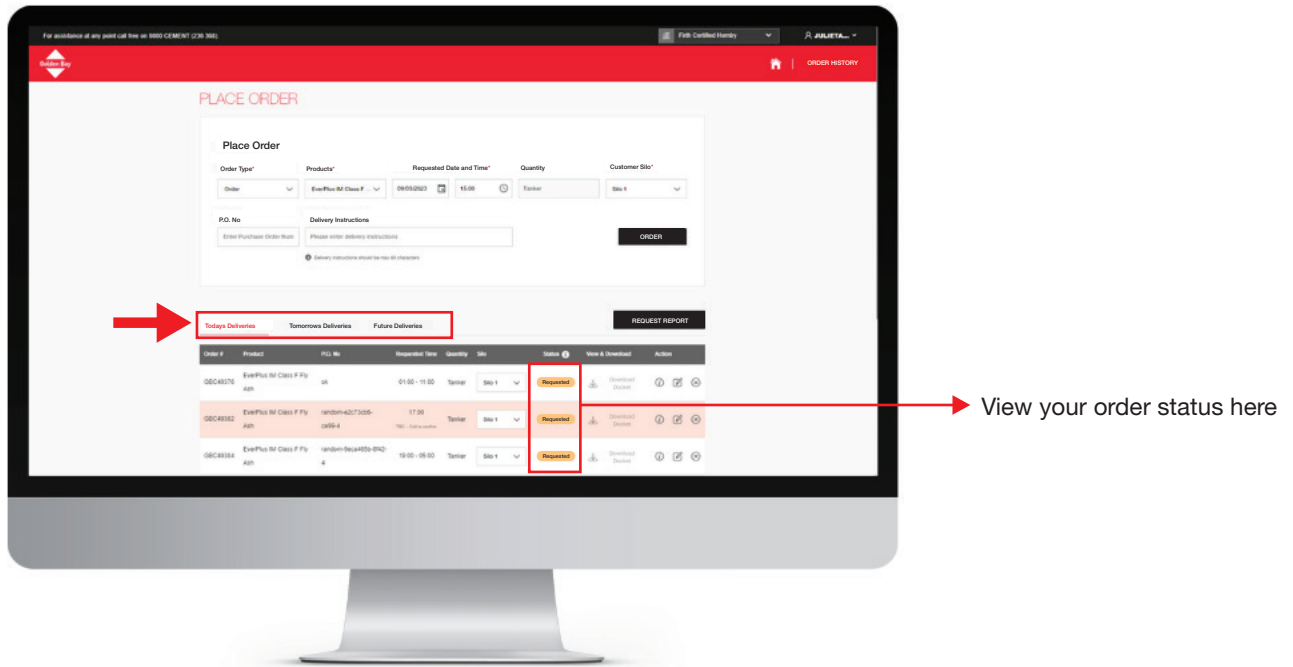
Select the delivery time required

Add any delivery instructions here.



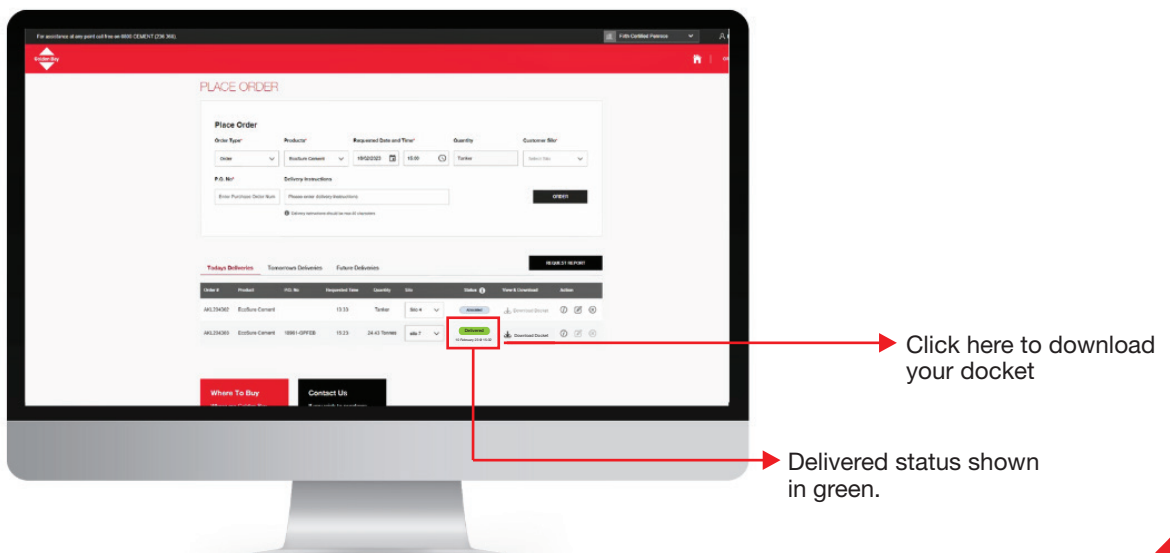
# REVIEW AN EXISTING ORDER

On the order portal, you can review today's order and their statuses on the 'Today's Order' tab, but you can also review tomorrow's order and future order.



# SEE DOCKETS

To obtain today's dockets, go to "Today's Deliveries" and you will see that the order status will be green and marked as 'Delivered'. To see the docket for that specific order, click on the arrow (as shown on the image below) to see and download your docket.





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