

# Customer Marketplace Quick Reference Guide

## Access Bernick's Online Order System

1. Access Bernick's Customer Marketplace by going to [www.bernicks.com](http://www.bernicks.com).
2. Select the **Customers** login link.
3. Select the **Customer Marketplace** link.
4. Type in your **User Name** and **Password** and select the **Log On** button.

## How do I Install the Citrix Client Software?

The first time you access Bernick's Customer Marketplace you will need to install the Citrix Client software by completing the following steps: Access [www.bernicks.com](http://www.bernicks.com).

1. Select the **Customers** Login link.
2. Enter your **User name** and **Password** and select the **Login** button.
3. **Check** the box to activate the license agreement. This will activate the Download button.
4. Select the **Download** button to begin the installation.
5. Depending on your web browser, you may see an active-x control request for permission or a file download prompt. If you receive the Active-X control notification, select **Run ActiveX Control** from the information bar.
6. If you receive the download prompt, select **Run and** if prompted, select **Run** again. The client will begin downloading and installing.
7. Once the client has been installed successfully, click the **OK** button. The website will refresh and indicate that the appropriate client is available and will start launching the software.  
**Note:** If it does not launch automatically, click the **Click to Connect** link in the center of the page.

## Place Your Order

1. Select the **Product Ordering** link.
2. Select the **Add Order** link located in the Action Services panel.  
**Note:** If you order for more than 1 location, you will need to select the location first from the Customer Select panel.
3. Type in the amount of product you need in the **Qty** field(s), select the **Add Item(s) To Cart** link and then the **Check Out / Review Cart** link located in the Action Services panel.
4. Select the **Check Out** link located in the Action Services panel.
5. Change the **delivery date** if needed and then select the **Submit Order** button.
6. Select the **OK** button. **Note:** You will receive an email confirming your order.

## View Your Current Billing Statement

1. Access the Bernick's Customer Marketplace.
2. Select the Billing Statement link.

## View Your Past Invoices

1. Access the Bernick's Customer Marketplace.
2. Select the **Look Up Past Invoices** link.  
**Note:** Select the date you want to view.