



Overview:

This 1Stop application allows BBB distributors to place stock and special/emergency orders. Customers can view order history as well as shipping and tracking information.

With the proper access, a copy of an invoice or credit memo can be requested thru the portal.

Access to 1Stop will be granted by the BBB Customer Service Department.

Logging In:

Portal URL: <https://www.bbbind.com/portal>

The User ID will be your email address. Note that this email address will be used to receive email notifications for orders and cancellations submitted through the portal. Copies of invoices or backorder reports will also be sent to this email address.

If needed, click on the "Forgot Password" button to reset the password. An email with a link will be sent to the email address.

The screenshot shows a web form titled "1Stop Customer Login" in a blue header bar. Below the header, there are two bullet points: "Existing members: Log in using your user ID and password." and "New members: Contact us at bbbportal@bbbbind.com to request access." Below the text are two input fields: "Enter Your User ID" with an envelope icon on the right, and "Enter Your Password" with a lock icon on the right. At the bottom of the form are two blue buttons: "Log In" and "Forgot Password?".

1Stop Customer Login ⓘ

- Existing members: Log in using your user ID and password.
- New members: Contact us at bbbportal@bbbbind.com to request access.

Enter Your User ID ⓘ

Enter Your Password ⓘ

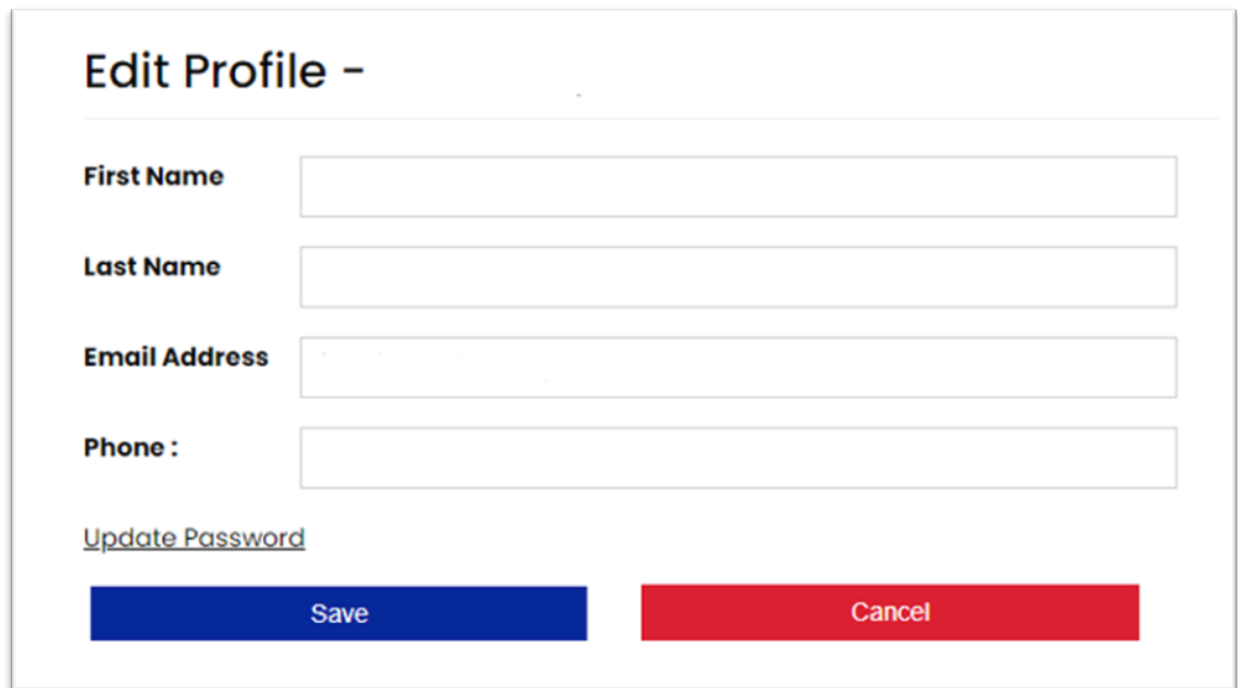
Log In **Forgot Password?**

Dashboard:

Once logged into 1Stop, you will be taken to the main dashboard page. From here, you can place a stock or emergency order, or view history for previous orders.



Clicking on your name at the top right corner, you can modify your name or phone number, or change your password.

The image shows a form titled "Edit Profile -". It contains four input fields: "First Name", "Last Name", "Email Address", and "Phone :". Below these fields is a link labeled "Update Password". At the bottom of the form are two buttons: a blue "Save" button and a red "Cancel" button.

Order History:

The order history page shows all orders, along with the status, in the past 90 days. This includes orders placed in the online portal, manually from Customer Service, or via EDI. If access is granted, closed returns will also be displayed.



Click on the pencil icon next to the order to show all details about the order.



Click on the “Shipment Tracking” icon next to the order to view additional shipping information. Note that the order must be “Shipped” or “Partially Shipped” to see this information.

Use the filter options to search by Status, PO Number, BBB Order, etc. Note that an older invoice can be displayed by searching by the order or PO number.



If access is provided, there will be an additional icon under the Actions column, to request a PDF copy of an invoice or credit memo to be sent via email.

Account #	Company	Created By	Created Date	Order Type	Status	BBB Order Number	Order Source	PO Number	Action
			8/28/2023	Stock Order	Open		Copy		
			8/28/2023	Stock Order	Open		Copy		
			8/28/2023	Stock Order	Open		Copy		
			8/28/2023	Stock Order	Open		Copy		
			8/28/2023	Stock Order	Open		Copy		
			8/28/2023	Stock Order	Shipped		Copy		
			8/25/2023	Special Order	Open		1Stop Portal		
			8/25/2023	Special Order	Open		1Stop Portal		
			8/25/2023	Stock Order	Open		1Stop Portal		
			8/25/2023	Stock Order	Open		1Stop Portal		

Shipment Tracking:

While in the “Shipment Tracking” screen for an order that has been shipped, click on the “Show Shipment” button.

Tracking information will be displayed for the small parcel or freight carrier. Where applicable, clicking on the tracking number will take you right to the vendor’s website for tracking information.

Item Sub Total:	\$16.05
Freight Cost:	\$0.00
Freight Method:	FEDEX-PARCEL-GROUND
Total:	\$16.05

[Back To Orders](#)
[Show Shipment](#)

Search Our Inventory:

- Please select an account number, product type, and part number, then click 'Search' to display its availability.

Search Our Inventory

USA		(800) 280-2737
Bohemia, New York (11716)		No Stock at This Time
Beaumont, Texas (77720)		Contact Customer Service for Availability
Joplin, Missouri (64804)		In Stock
Odessa, Texas (79762)		Contact Customer Service for Availability
Phoenix, Arizona (85043)		In Stock
Reynosa, Mexico (78577)		No Stock at This Time
Smyrna, Tennessee (37167)		In Stock

Creating a Stock Order:

A stock order must be uploaded via an Excel spreadsheet.

- Download the Excel template file. This same file can be reused for future stock orders.

Please upload an Excel file (xlsx format) using the template file below. Or, you can manually enter the parts for a stock order. Use your customer part numbers.

Verification will be done on the part numbers, price, and prepaid freight minimum amounts. You can then modify the order as needed. Note: the Unit Price and Core Price columns in the template are **optional** for the upload.

Once the order is created, you will receive an email notification with your BBB order number.

[Click Here](#) to download the order template file.


- The Part Number and Quantity are required fields to place the order.
- If you enter your Unit Price and Core Price, these will be compared to the BBB Unit Price and BBB Core Price for your account. This will give you a chance to see any discrepancies and remove parts from the order if desired.

	A	B	C	D
1	Part #	QTY	Unit Price	Core Price
2				
3				
4				
5				
6				
7				
8				

- Select the account number and add the PO Number. If desired, add shipping notes.
- Click the 'Choose File' button to select an Excel spreadsheet, then click the 'Next' button.
- **OR** Select the 'Enter Manually' checkbox and click 'Next' to enter part numbers and quantities manually.

- On the next screen, select an existing Ship To or Drop Ship account.
- If needed, add a new Drop Ship address. Once it is saved, you can select it from the list.

- Click on the Next Button. At this point, error checking will be done for the following:
 - Invalid part number
 - Price Mismatch (based on what was entered in the Excel spreadsheet)
 - Product not available for your account
- If any errors are found, you can click on the 'Remove Error Rows' button to eliminate all invalid part numbers.

- You can add more parts manually by clicking on the 'Add More Rows' button.
- Click on the garbage can icon next to the icon to delete a part. Note: All parts with an error in red must be removed before placing the order. 
- Click on the Next button to proceed. A summary of all parts, quantities and prices will be displayed for a final review. The portal will calculate if the freight minimum amounts have been met based on the settings for your account.
 - Click on the Previous button to modify the order if needed

Warning!

Your order does not meet Pre-Paid Requirements that we have on record.

Minimum Total Order Qty required: **75**

Your Total Order Qty: **4**

If you require assistance contact Customer Service:

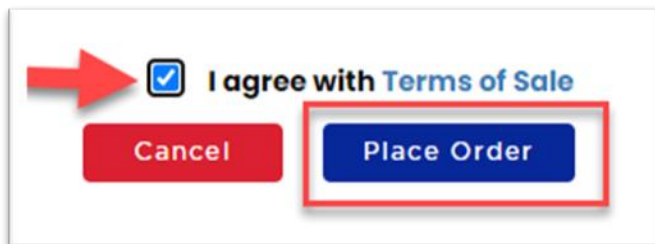
US Customers: Phone: 800-280-2737 / Email: bbbcustomerservice@bbbind.com

Canada Customers: Phone: 877-480-1360 / Email: customerservice@bbbind.com

Success!

You are eligible for free shipping.

When ready, agree to the Terms of Sale and click on "Place Order". You can review the Terms of Sale by clicking on that link. Your BBB order number will be displayed. An email will also be sent to your email address with the order information.



Creating a Special/Emergency Order:

Special or emergency orders generally consist of one part. Shipping is normally paid for by the customer. Parts ordered on a special order must be in stock.

- Select the account number, Product Type and your **Customer** Part Number.

Search Our Inventory

A0070 Turbo d1006 1

Search Cancel

This part is available in stock. You can complete your order.

Quantity	Part Number	Description	Unit Price	Core Price	Total Price	Currency Code
1	d1006	Turbocharger				USD

Order Now

- We provide the ability for ordering two calipers:
 - Change the quantity to “2” to order two pieces of the same part number
 - Use the “plus” sign to add a second part number (ie. left vs. right)
- Click on the Search button. At this point, error checking will be done for the following:
 - Invalid part number
 - Part not available in stock
 - Product not available for your account
- If the part(s) are in stock and there are no errors, the description, Unit Price and Core Price will be displayed.
- Click on the “Order Now” button to proceed.
- On the next screen, select an existing Ship To or Drop Ship account.
- If needed, add a new Drop Ship account. Once it is saved, you can select this from the list.

Click here to Add New Ship to Location

Name
Store Name

Country USA Address

Address2 City

State/Province Please select Zip/Postal Code

Phone
Phone

Cancel Save

- Select the US warehouse to ship from that has stock and click on the “Proceed” button.

Shipping From:



d1006

	Location	Available Qty	Cut-off Time
<input type="radio"/>	Beaumont, Texas (77720)	0	3:45 pm CST
<input type="radio"/>	Bohemia, New York (11716)	0	2 pm CST
<input type="radio"/>	Joplin, Missouri (64804)	473	3:30 pm CST
<input type="radio"/>	Odessa, Texas (79762)	0	3:45 pm CST
<input type="radio"/>	Phoenix, Arizona (85043)	125	5 pm CST
<input type="radio"/>	Smyrna, Tennessee (37167)	379	3 pm CST

- A review of the part(s) being ordered, the warehouse shipping from and Ship To location and subtotal will be displayed. Click on the "Proceed" button again.
- Select the appropriate shipping method. Note: FedEx costs are estimates based on the time the order is placed. Actual freight costs will be added to the order at the time of shipment. Note that if we offer flat rate shipping on a part, those costs will be displayed.
- Add any special shipping notes and click on the "Proceed" button.

Please select Freight option

Fedex

	Shipping Method	Shipping Charge
<input type="radio"/>	FedEx Ground*	\$27.94
<input type="radio"/>	FedEx Express Saver*	\$42.28
<input type="radio"/>	FedEx 2Day*	\$56.32
<input type="radio"/>	FedEx 2Day® AM	\$82.48
<input type="radio"/>	FedEx Standard Overnight*	\$89.74
<input type="radio"/>	FedEx Priority Overnight*	\$93.76
<input type="radio"/>	FedEx First Overnight*	\$333.92

Custom

Customer Pickup

Shipping Info

Notes:

- The confirmation page will be displayed showing the part(s) ordered and the estimated shipping charges.
- Enter the PO Number (required).
- When ready, agree to the Terms of Sale and click on “Place Order”. You can review the Terms of Sale by clicking on that link. Your BBB order number will be displayed. An email will also be sent to your email address with the order information.



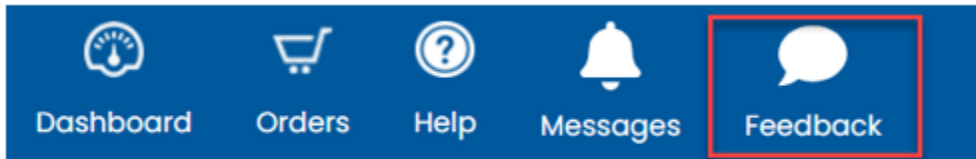
Help:

Please contact Customer Service for any assistance with the portal:

US customers: bbbcustomerservice@bbbind.com or 800-280-2737

Canada customers: customerservice@bbbind.com or 877-480-1360

Feedback is always welcome! Fill out the feedback form with any suggestions, comments or issue



Thank you for using the BBB Industries 1Stop portal!