

bevi<sup>®</sup>



# Bevi Guide:

Ordering Machines, Consumables, and Parts

Updated: 09/06/19



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## Overview

At Bevi, we want partners to have access to a convenient online portal for keeping their warehouses and client sites well-stocked. Through our order management platform at [bevi.handshake.com](https://bevi.handshake.com), you can place orders for Bevi machines, flavors, accessories, and spare parts.

**For machine parts, please note that the Handshake platform can only be used to purchase spare parts. For warranty parts replacement, please contact [support@bevi.co](mailto:support@bevi.co) with the corresponding machine IDs. To locate the machine ID, please visit the following FAQ links:**

- [v1.5 Standup](#)
- [Countertop](#)
- [v1.0 Standup](#)

This guide will help familiarize you with the basics of using our online ordering platform to manage your account and Bevi orders. For further assistance, please refer to the Order Support section at the end of this guide.

**We recommend using Handshake on either Google Chrome or Firefox, which are the browsers most compatible with the platform.**

## Frequently Asked Questions

*I don't have access to Handshake. How do I get a login?*

Please contact [orders@bevi.co](mailto:orders@bevi.co).

*I have a question on billing. Who should I contact?*

Please contact [billing@bevi.co](mailto:billing@bevi.co).

*How do I order spare parts?*

For parts replacement under warranty, please contact [support@bevi.co](mailto:support@bevi.co) and have the corresponding machine IDs ready. To locate the machine ID, please visit the following FAQ links:

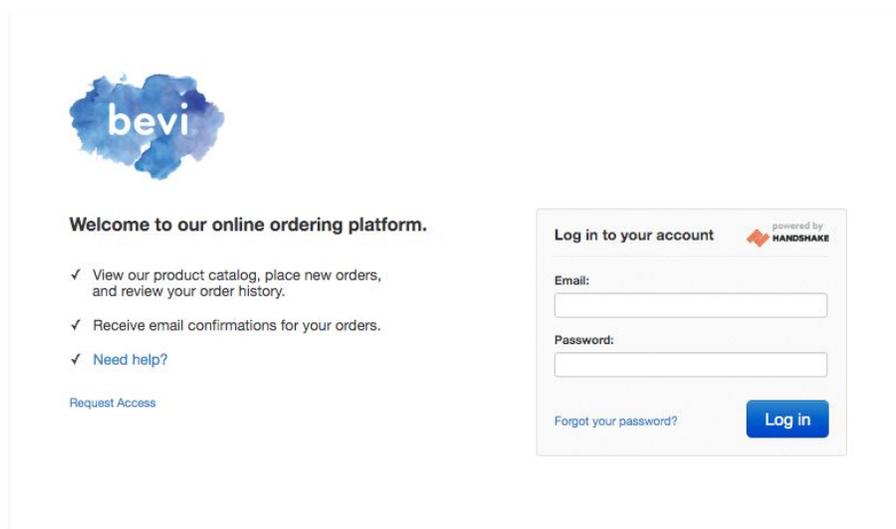
- [v1.5 Standup](#)
- [Countertop](#)
- [v1.0 Standup](#)

To purchase parts as spares, you can do so directly on Handshake.

# Account Creation and Management

## Account Registration

To begin using the Bevi ordering platform, first navigate to [bevi.handshake.com](https://bevi.handshake.com), where you will be taken to the main login screen. If you have not yet been given credentials to access the portal, click the Request Access link on the bottom left of the page and fill out the requested information.



The screenshot shows the Bevi login and registration interface. On the left, there is a blue water splash logo with the word "bevi" in white. Below the logo, the text reads "Welcome to our online ordering platform." followed by three bullet points: "View our product catalog, place new orders, and review your order history.", "Receive email confirmations for your orders.", and "Need help?". At the bottom left of this section is a link for "Request Access". On the right, there is a login form titled "Log in to your account" with a "powered by HANDSHAKE" logo. The form includes fields for "Email:" and "Password:", a "Forgot your password?" link, and a blue "Log in" button.

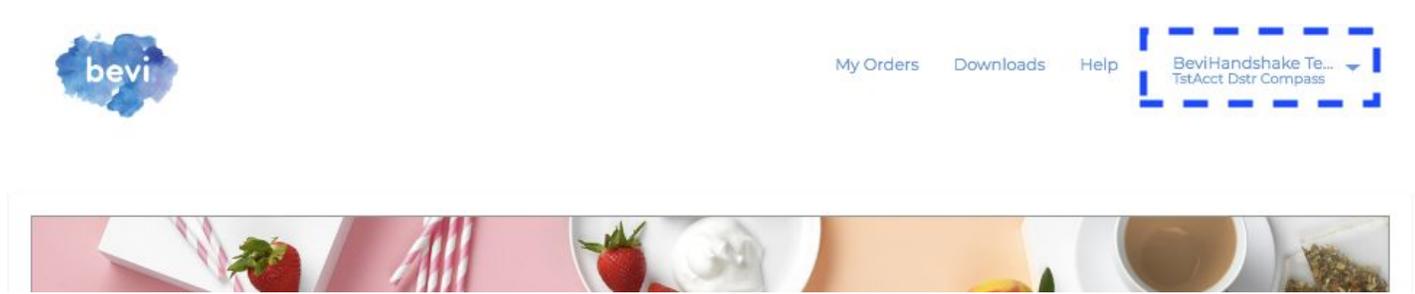
Bevi will create your account and send you an email with a link to complete the signup process. Please check your Spam folder if you don't see the email within a few minutes. Upon completion, you will receive a welcome email within 24 hours. If you do not receive this, please email us at [orders@bevi.co](mailto:orders@bevi.co).

**Note: If you are a member of a national partner company with local branches, please make sure to specify which branch you represent when requesting your account.**

The first time you log in, you will be prompted to create your own password. If you ever forget your password, select the Forgot Password option from the login page to reset.

## Managing Account Details

After logging in with your username and password, you will be taken to the home screen. To access your account settings, click on the triangle to the right of your account name in the top corner of the page (shown below in blue), and select My Settings.



From the settings page, you can make the following changes:

- Update email address, name, and password
- Add billing and shipping addresses
- Choose a default shipping address

**We recommend you update each of these items before placing your first order; this will expedite your checkout process.**

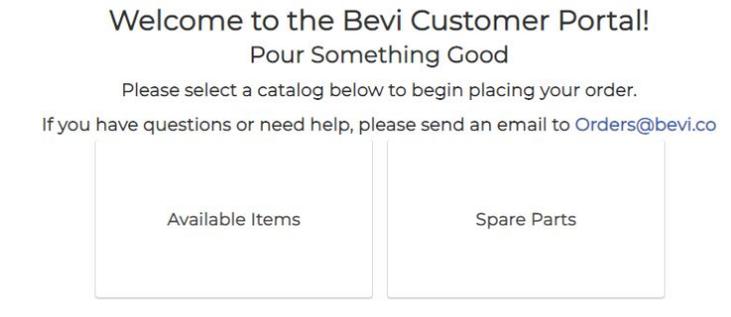
## Switching Accounts

Purchasers that buy on behalf of multiple accounts (for example, a single buyer for both a LA and a NYC branch) will have a single Handshake login with the ability to easily switch between accounts. To do so, click on the dropdown menu to the right of your name, and select the account that you wish to use to place the purchase order.

If you need access to an additional account, email [orders@bevi.co](mailto:orders@bevi.co) with details of the additional account. The Bevi Orders team will then add you as a buyer. Then, you will receive an email from Handshake inviting you to the new account. Click on the email link to complete the process.

# Placing Orders

To begin placing an order, select the applicable Catalog on the homepage.



The Catalog categories contain the following items:

- Available Items: Bevi Standup units, Countertop units, flavors, filters, and accessories
- Spare Parts: Parts listed by Bevi product model (Notes: These parts are for purchase as spares. For parts replacement under warranty, please contact [support@bevi.co](mailto:support@bevi.co) and have the corresponding machine IDs)

In addition, you can also access each category of the catalog by clicking the dropdown next to Shop by Catalog in the top left corner, or use the search bar to look for a specific item.



Once you have found the item to purchase, under the Qty column, enter the number of units you would like and press enter (or press the + button to add one at a time). Items will automatically be added to your cart.

Viewing 1-24 of 52

List Size/Color Image

Pic	SKU	Product	Price	Qty
	278-1315	Adjustable Carbonator Feet 	\$8.00/ea	<input type="text"/> + ea
	350-0009	Aerater, V1.5 	\$2.20/ea	<input type="text"/> + ea
	350-0010	Aerator Adapter 	\$19.82/ea	<input type="text"/> + ea
	103434-01	Antenna, V1.5 	\$31.50/ea	<input type="text"/> + ea
	350-0054	Barbed 90 Degree Elbow 	\$1.90/ea	<input type="text"/> + ea

**Note: Item pricing are listed according to your contractual agreements. If you are uncertain about your contract or pricing, please email [orders@bevi.co](mailto:orders@bevi.co).**

Currently, you have to place separate orders for items listed in the Available Items catalog (i.e. machines, flavors, and accessories) from the items listed in the Spare Parts catalog. In other words, two separate orders will have to be made between the two catalogs. When you switch catalogs, you order will be saved as a draft automatically. You can switch catalogs using the dropdown menu in the top left corner of the page.

To view your order drafts, go to My Orders, and check the Status column.

**My Orders**

Q Order ID, PO or label FILTER BY All Catalogs Order Status

Catalog Name	Date Started ▲	Date Submitted ▼	Order ▼	Items	Status ▼	Total ▼	⚙
Spare Parts	9/10/19 12:42 AM		460616	Adjustable Carbonator Feet	Draft	\$8.00	▼
Available Items	9/10/19 12:41 AM		460613	Flavor: Cucumber (Unsweetened)	Draft	\$45.00	▼

## Order Review and Confirmation

Once satisfied with the products you have selected, go to My Orders and click on the order number in the Order column. From here, you will be taken to the Order review page.

Review Order #460616
Grand Total: \$8.00 Actions - ✔ Submit Order

PO #:

Note:

**ADDITIONAL INFO**

End Customer(s):

**SHIPPING**

Ship via: Self Shipping (via L... ▾)

Shipping Address: Select address ▾

TST-Dstr-Compass-01  
TST-Dstr-Compass  
529 Main Street  
Suite 304  
Charlestown MA 02129

✎ Edit

**Lines**

Line notes  OFF Add items to order

Pic	SKU	Product	Price	Qty	Total
	278-1315	Adjustable Carbonator Feet <span style="float: right;">i</span>	\$8.00/ea	<span style="border: 1px solid #ccc; padding: 2px;">1 +</span> ea	\$8.00
1 unit of 1 item					<b>Grand Total: \$8.00</b>

[< Continue shopping](#) ✔ Submit Order

On the Order review page, you may provide us with the following information:

- Purchase Order Number (PO #)
  - For your own tracking purposes, you have the ability to add your own internal PO number.
- Note
  - If you have special delivery requirements (i.e. detailed location specifications, limited delivery windows, etc.), we recommend you add a note here, and include your phone number in this section of the order. This will help to ensure your shipments arrive quickly and efficiently.

- End Customer Info
  - Use this section to identify the end customer of the order. **This information is mandatory.**

On the right side of the Order review page under Shipping, you must specify the following:

- Ship via
  - In the dropdown, select your desired shipping method: freight delivery, inside delivery, self shipping, and will call (contingent upon availability).
- Shipping Address:
  - Use the dropdown to select a Ship-to address. **All addresses must have a company, contact name and phone number.**
  - **Note: You should only edit the selected address to change the contact name.**
  - **If you are shipping to a completely new address**, use the dropdown menu and select New to add a new Ship-to address.
    - In the 'Name' field, it should read “[Company] ATTN [Contact name].”
    - You may also add new Ship-to addresses by going to My Settings using the dropdown next to your name in the top right corner of your screen. Use the Add a Shipping Address button at the bottom of the page to add a new Ship-to address.

Once you are satisfied with your order, click the green “Submit Order” button. You will receive an onscreen and email confirmation that the purchase has been processed. Our team will then review each order and send a final confirmation with listed inventory once it has been approved.

**Note: Orders cannot be directly edited once submitted. If you would like to edit or add to your order, please reply directly to the email confirmation.**

## My Orders

You can track, duplicate, and export reports of your previous orders via the My Orders page. To see your order history, click on the My Orders link at the top of the webpage. To see details on a particular order, click on that order number.

Review Order #460616
Grand Total: \$8.00 Actions ▾ Submit Order

PO #:

Note:

ADDITIONAL INFO

End Customer(s):

**SHIPPING**

Ship via:

Shipping Address:

TST-Dstr-Compass-01  
TST-Dstr-Compass  
529 Main Street  
Suite 304  
Charlestown MA 02129

[Edit](#)

**Lines**

Line notes  OFF [Add items to order](#)

Pic	SKU	Product	Price	Qty	Total
	278-1315	Adjustable Carbonator Feet <span style="float: right;">i</span>	\$8.00/ea	1 <span style="font-size: small;">+</span> ea	\$8.00
1 unit of 1 item					Grand Total: \$8.00

[< Continue shopping](#) Submit Order

In the rightmost column of the order table, you can select the drop down triangle to:

- Duplicate and reorder a previous purchase
- Export order details to CSV or PDF
- Print order details

# Shipping and Handling Fees

## New Shipping Pricing Program

Effect 9/1/2019:

- Shipping and Handling charges will be shown directly on the order confirmation email, sent immediately after new orders are submitted via Handshake.
- Rates will be based upon the size/weight of each order, as well as the distance to the delivery location.
- Customers will also have the option to Pickup their freight from our warehouses. In this case Handling charges will apply, but not Shipping.
- Shipping & Handling Rates will be refreshed regularly. Please contact [orders@bevi.co](mailto:orders@bevi.co) for most updated rates.
- If Bevi subsequently splits a customer order into multiple fulfillment (e.g. in a backorder situation) the Shipping and Handling charge communicated on original order confirm will apply. Customers will not be charged more for multiple shipments.

## Shipments to Canada

- Orders for delivery to Canada are subject to additional fees and taxes.
- These charges will only be known after a shipment has successfully crossed the US/Canada border.
- Customers will be invoiced for actual charges, as a pass through, on a separate invoice.

## Will-Call

- Customers have the option for Will-Call Pickups, from most Bevi warehouses.
  - Machines are currently warehoused in Laredo TX, Fairfield NJ, and San Jose CA.
  - Flavor concentrates are currently warehoused in Middletown PA and Stockton CA.
- Pick-up can be done by the Customer themselves, or through a 3rd party carrier who is managed by the customer.
  - For all Will-Call pickups, ownership of freight transfers to the customer, at the time of pickup.
  - Will call order should be so indicated on Handshake, when the order is created.

## Cargo Liability

- When Bevi manages the shipment, Bevi is fully responsible for freight to the customer delivery location (i.e. FOB Destination).
  - If product arrives damaged, Bevi will immediately ship replacement items. Photos of the damage must be provided.
- For all Will-Call Pickups, Bevi has no responsibility for freight after it has left the Bevi warehouse (i.e. FOB Origin).
  - The customer will be invoiced for the full value of the product.
  - If product arrives damaged, the customer is responsible for submitting a freight claim to their own carrier.

## Order Support

For additional assistance regarding placed orders or requested parts, you can contact Bevi service in one of multiple ways.

- For follow-up information on an order that has been placed and confirmed, simply reply to the confirmation email you received.
- For assistance with missing, damaged, or defective parts, please email [orders@bevi.co](mailto:orders@bevi.co) with a photo of the part, your tracking number, and your order number.
- For technical assistance with machines or parts, including diagnosing a possible replacement, contact [support@bevi.co](mailto:support@bevi.co) or 866-704-2384.
- For all other order-related inquiries, including technical assistance with the Bevi online ordering platform, email [orders@bevi.co](mailto:orders@bevi.co).