

# Quick User Guide

BD Customer Order  
Status Portal



# Key features

Click on the icons to learn more about our BD Order Status Portal features



Find your order



Follow your  
order status



Consult your  
delivery details



Get support



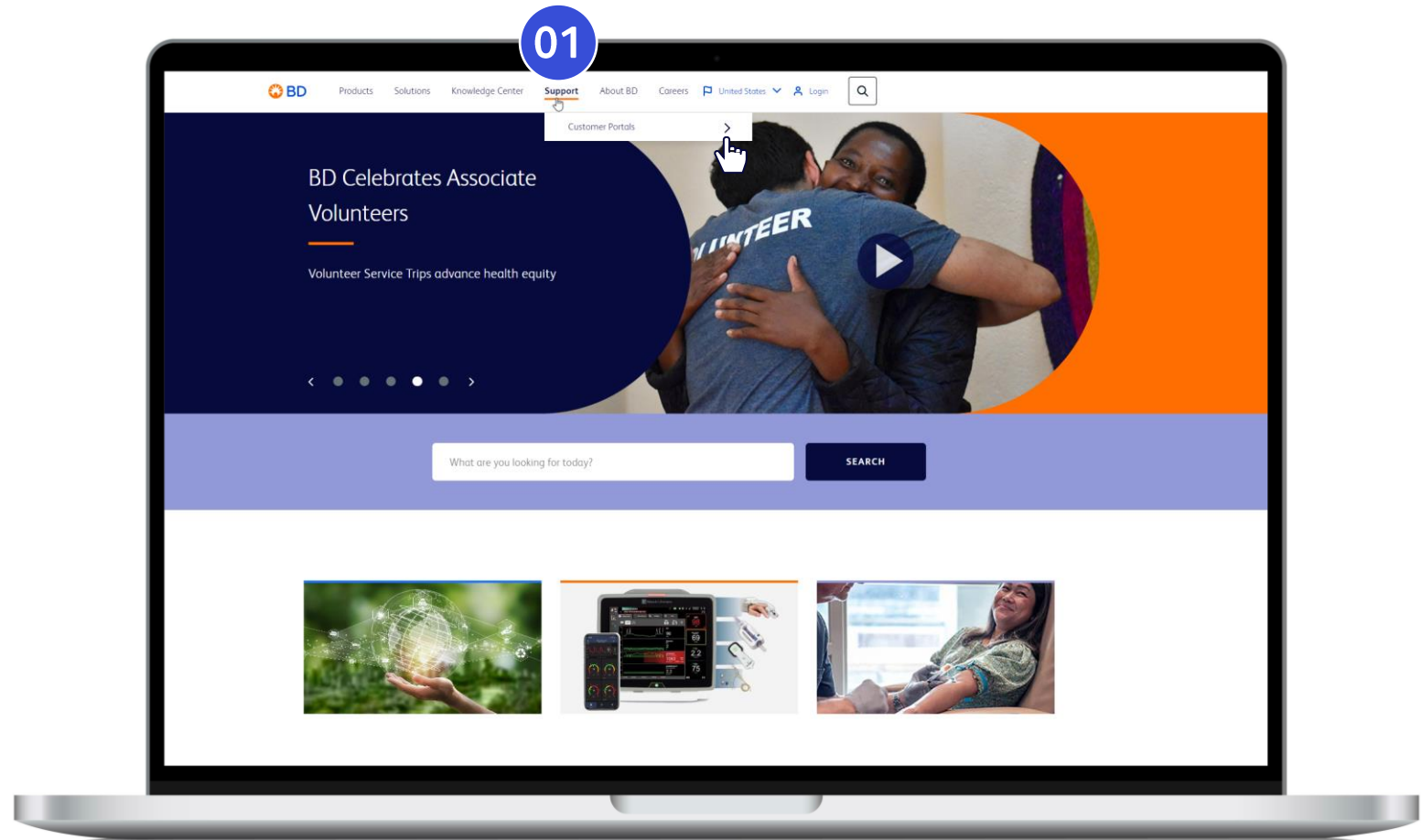
# Find your order



Visit the Portal

**01** The BD Customer Order Status Portal can be accessed via our [bd.com](http://bd.com) website, under the **Support tab**

**02** Click the Support tab and click Customer Portals from the dropdown





# Find your order



Visit the Portal

01

## Homepage

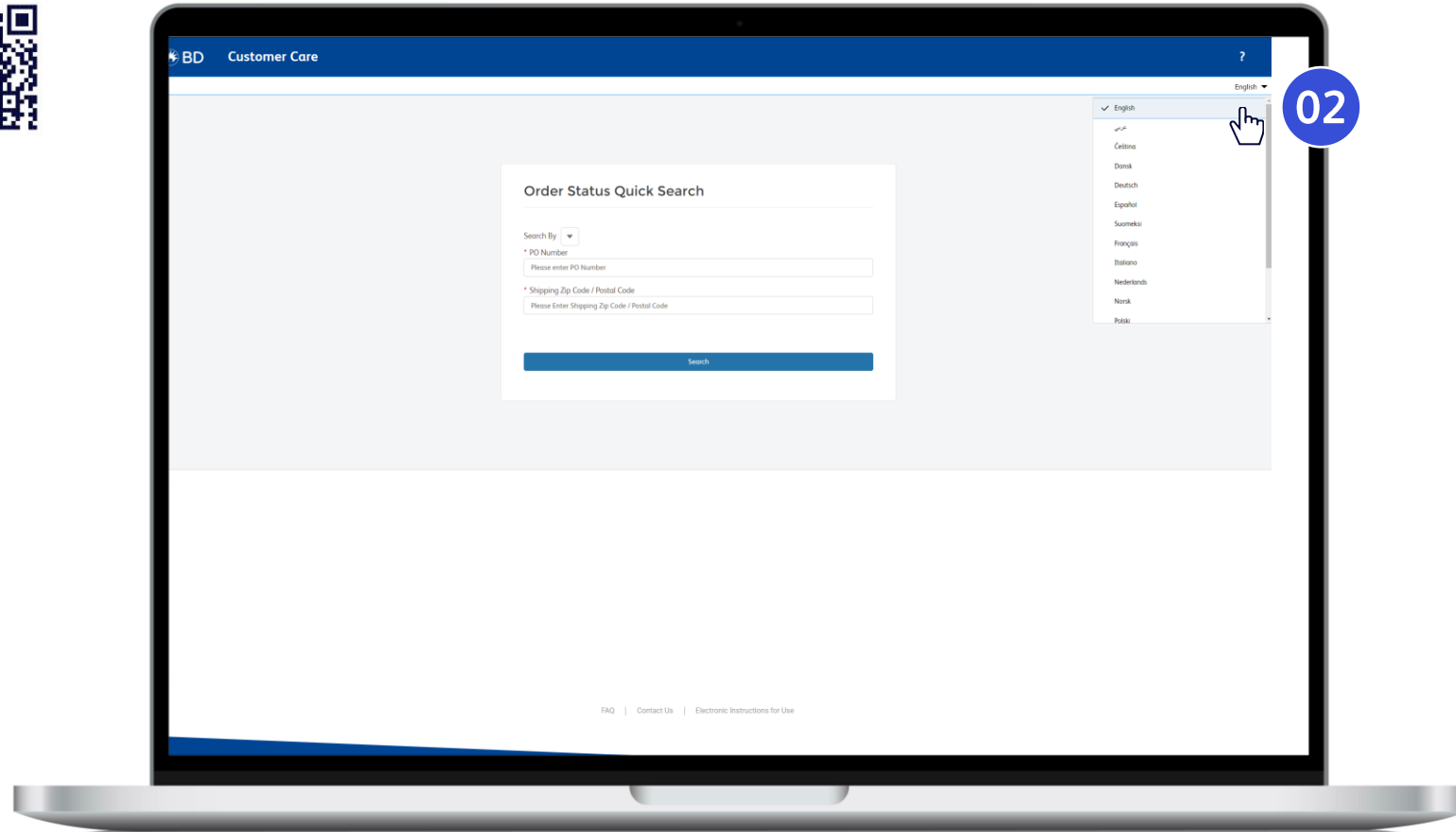


Scan the QR code or visit [bd.com/CustomerPortalEMEA](https://bd.com/CustomerPortalEMEA) to open the BD Customer Order Status Portal homepage

02

You can select your preferred language from the drop-down list. Our Portal is available in the following 14 languages:  
English, French, Polish, German, Dutch, Portuguese, Turkish, Norwegian, Finnish, Danish, Swedish, Spanish, Czech, Italian

02





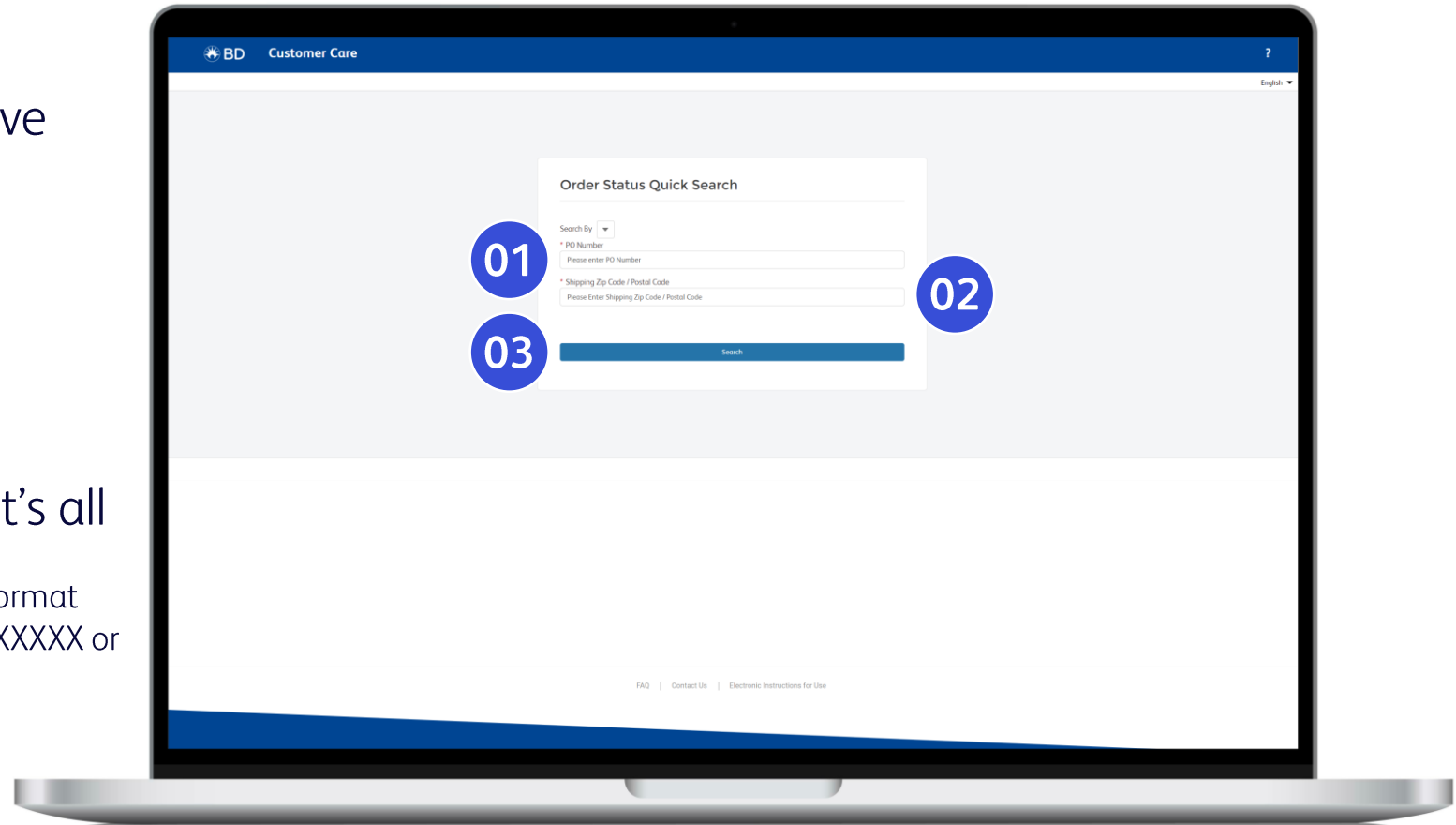
# Find your order



Visit the Portal

- 01** Enter the order number. You have two options to search by:  
PO or BD order number\*
- 02** Enter the Zip code/Postal code of your shipping address
- 03** Click the search button and that's all

\*For BD internal order number please use the format with no spaces in between. Example: I01B135XXXXX or BBP/I01/135XXXX





# Follow your order status

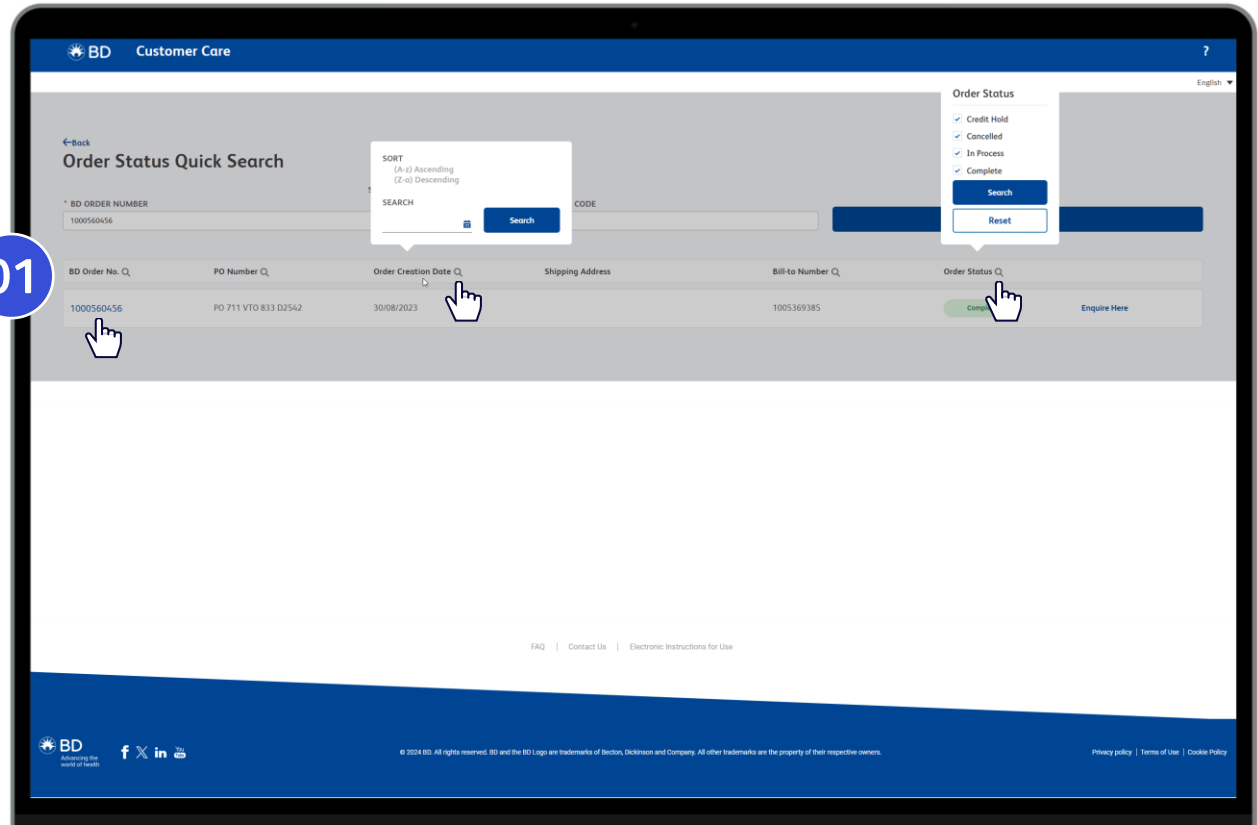


Visit the Portal

01

Click on the BD order number to check the details

01



## Did you know?

Through the magnifying glass you can perform a specific search



# Consult your delivery details



Visit the Portal

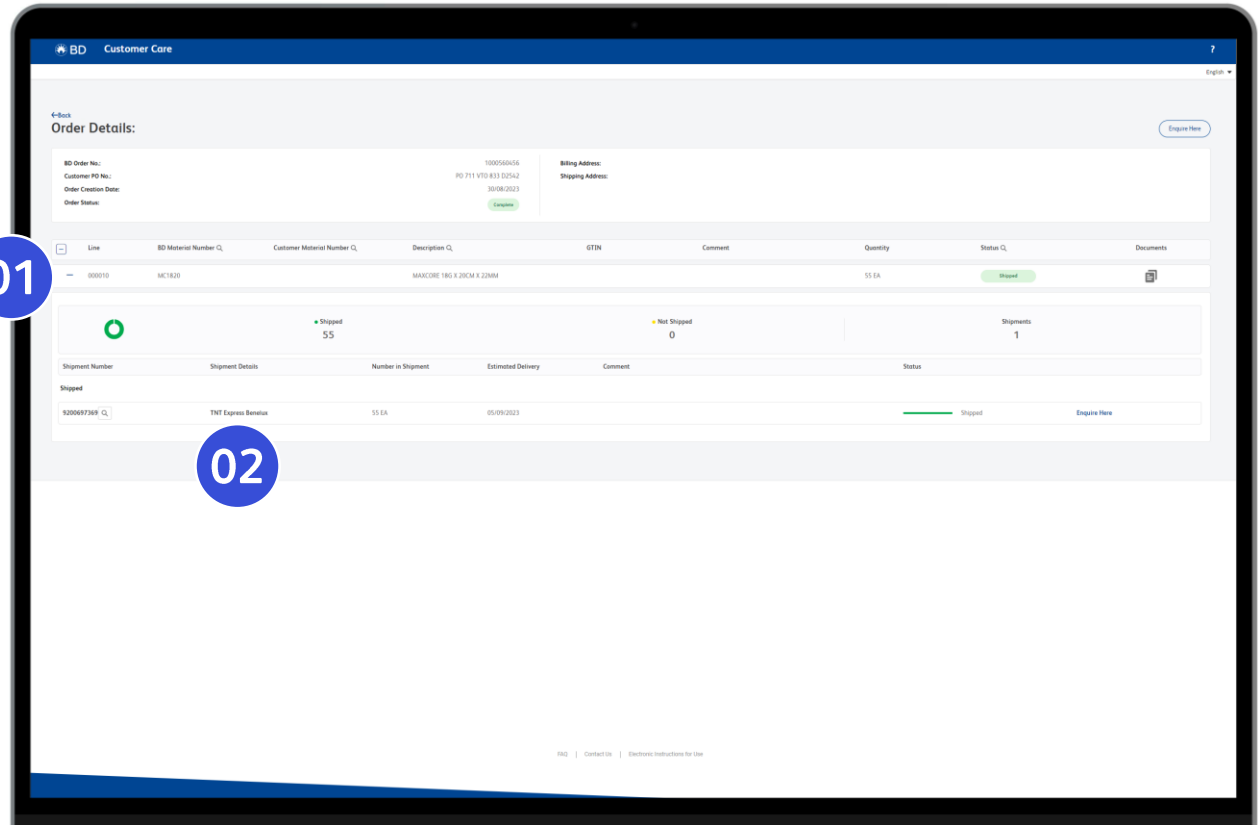
- 01 You can check the shipment status by clicking the + sign on the order line
- 02 On the carrier's webpage you can monitor your shipment and/or download a proof of delivery\*

01

02



**Important:** Track & trace /Proof of delivery download option is only possible for those carriers who offer this solution on their webpage.



\*Optional features depending on country and carrier



# Consult your delivery details



Visit the Portal

01

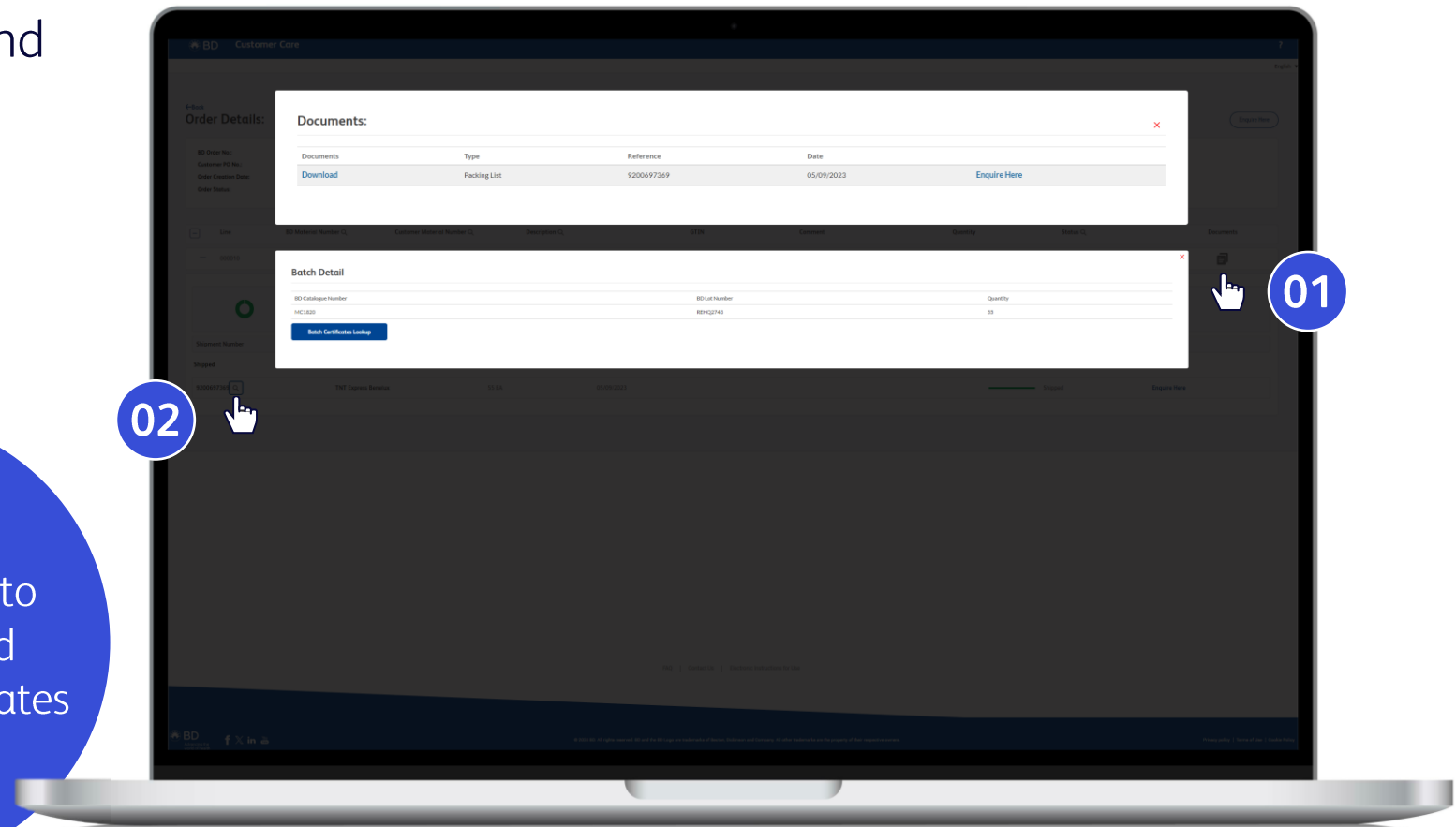
On every order line you can find a Document icon available. Click on the icon and you will be able to retrieve delivery notes related to this order

02



**Did you know?** If you click on the magnifying glass icon next to the shipment number, you will be able to see BD LOT Number for the ordered product. Click on the Batch Certificates lookup to retrieve the document from BD.com page.

02







# Get support



Visit the Portal

## 01 Contact us

FAQ

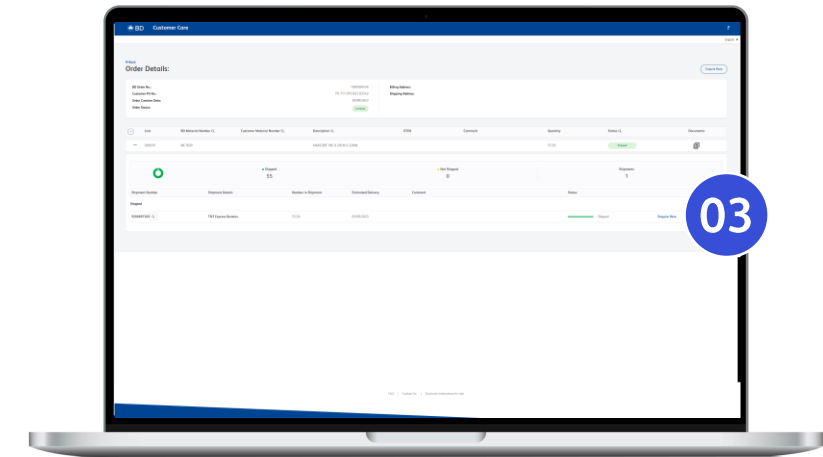
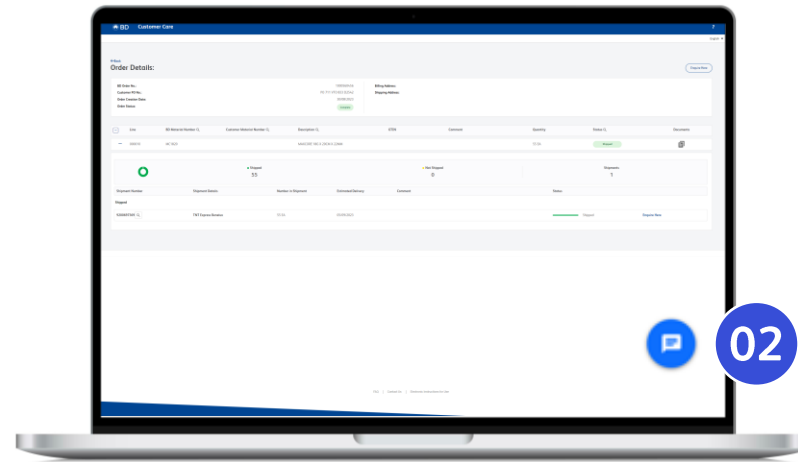
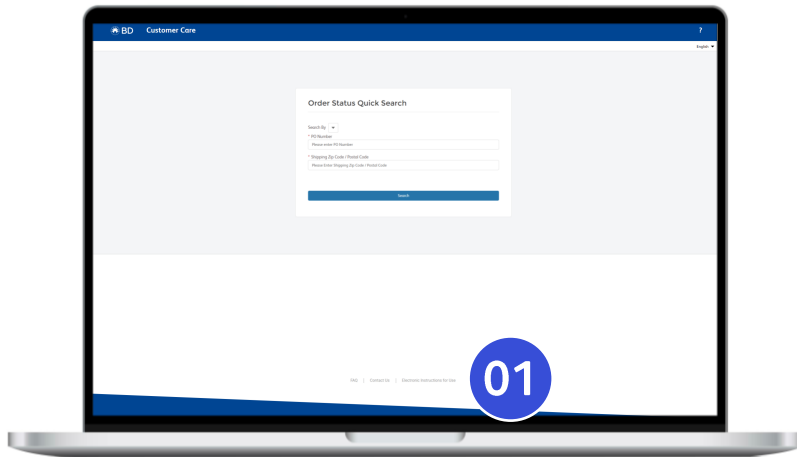
Electronic Instructions for Use

## 02 Chat

Interact with a BD  
Customer Service Agent

## 03 Inquire button

Submit service claims,  
product complaints  
or questions



# Thank you

