FAQ | Connect

This article covers frequently asked questions about orders in Connect. As Connect continues to evolve, check back for more information. If you have questions about a specific order, contact your distributor sales rep.

Below are frequently asked questions about:

Using Dynamic Search

What is Dynamic Search?

Powered by AI, Dynamic Search improves your online shopping experience and allows you to explore your distributor's entire product catalog with ease. With an intuitive interface and fast results, the search function makes it simple to browse and discover new products and quickly locate items you're looking for.

See Connect | Dynamic Search to learn more about how to use Dynamic Search.

Adding products to an order

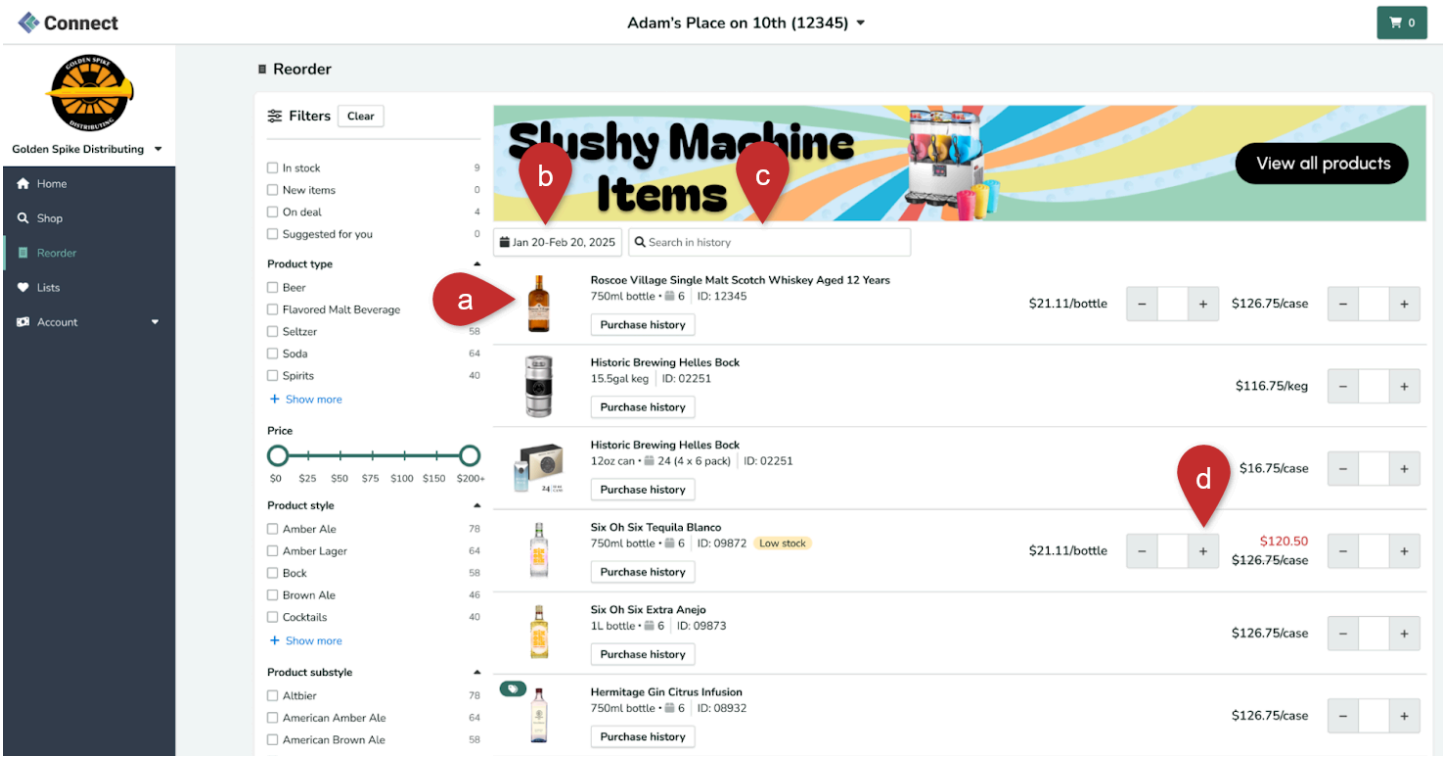
How can I see more information about a product?

When finding products to add – whether on the home page, on the Shop page, or when using Dynamic Search – you can click the product name or image to see more information, such as product images, product information, available packages, price, ABV, and UPCs. If available, you can also see item order history, as well as links to sell sheets.

Reordering products

I order many of the same products every time. Is there an easy way to reorder?

Yes! From the left side menu, click **Reorder**. The Reorder page displays all of your previous orders and allows you to add them directly to your shopping cart.



In the screenshot	If you want to…	Do this
a	View your purchase history	After clicking **Reorder**, you are viewing your purchase history. Items are shown at the product level, which means that specific package sizes are not shown here. This allows you to more easily skim the list.
b	View your purchases for a specific date range	To filter your purchase history to a specific date range: 1. Click the **Calendar** field. 2. Select the start date. a. Click **Forward** or **Back** to navigate between months. 3. Select the end date. 4. Click **Apply**.
c	Search your previous orders	Type a keyword or phrase into the **Search in History** field.
d	Add items to your shopping cart	Next to the item you want to add to your cart, click **+ Add.**

Working with existing orders

Can I start an order and come back to it later?

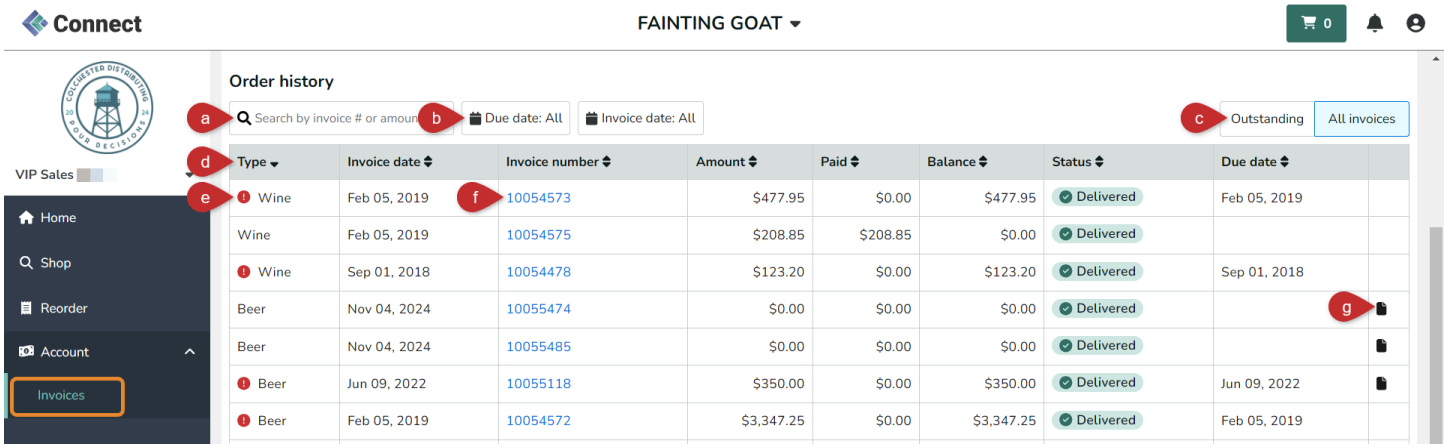
Yes! An order is available in the shopping cart until you submit the order. To see an order, click **Shopping Cart** in the upper right.

When are final quantities and pricing for the order determined?

The quantities and pricing included in the Shopping Cart and in the email confirmation you receive when you place an order are estimates. Final quantities and pricing are determined when the distributor processes the orders and prepares the invoices for delivery.

I submitted an order, but I don't see it on the screen. How do I view orders that I have submitted?

Once you have submitted an order, you can view your order history by clicking **Account** > **Invoices** from the left side menu. See the screenshot and table below to learn what you can do from this screen



In the screenshot	To…	Do this
a	Search for specific invoices	Type an invoice number or dollar amount into the search field.
b	Filter the invoices to only show those ordered or due on a specific date	To filter by due date, click **Due date** and select a date. To filter by invoice date, click **Invoice Date** and select a date.
c	Either: • View all invoices • Only view invoices that still need to be paid (outstanding)	• To view every invoice, click **All Invoices**. • To only view invoices that still need to be paid, click **Outstanding**.
d	Sort information by a column	Click the column header.
e	Quickly see which invoices are still outstanding	See which invoices have the **Invoice past due** icon.

f	See details of an invoice	Click the invoice number.
g	Download a PDF file of the completed and signed invoice	Click  **Download PDF**.