



Why are we switching to Connect?

We're switching from Retailer Portal to Connect to provide you with an elevated ecommerce experience. More than just an ordering platform, Connect offers enhanced features that allow you to discover new products, quickly reorder items, and easily manage your account. Learn more about these benefits below.

On top of this, Connect is available to all distributors, which means if you work with more than one distributor and they all opt in to Connect, you can complete all of your ordering from a single, easy-to-use site.

What are the benefits of switching to Connect?

Connect offers you an intuitive shopping experience with three main benefits:

Discover new products

- Use [Dynamic Search](#), powered by AI, to find something new.
- Search by product-specific attributes, nutritional values, seasonal and limited release items, and more to find exactly what you're looking for.
- Use the widgets on the homepage to discover new items, see which items are on deal, and get product suggestions tailored to you.

Quickly reorder items

- View your entire purchase history at the package level.
- View purchases for a specific date range, including finding seasonal items that you have stocked in the past.
- Search previous orders by keyword.
- Quickly add items to the shopping cart.


Easily manage your account

- Review your account balance and invoices.
- Print past receipts.
- View the status of each of your orders.

Can I still use my login info from Retailer Portal?

Yes! Once you have the go-ahead to start using Connect, you can use the same email and password that you currently use for Retailer Portal.

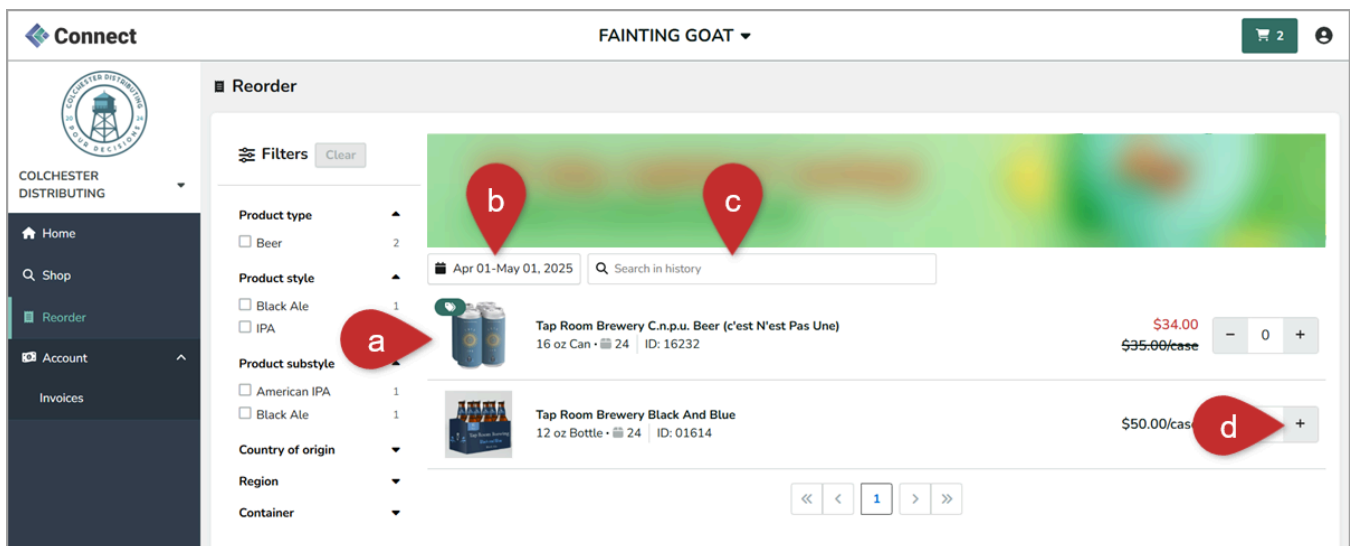
If you have any trouble logging in to Connect, contact your distributor sales rep for assistance.

 **Tip!** To make sure you can easily place an order whenever you need, we recommend bookmarking the Connect homepage (<https://connect.vtinfo.com/connect>) for easy access.

Is there an easy way to reorder through Connect?


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

All orders you've made through Retailer Portal are included in this order history.



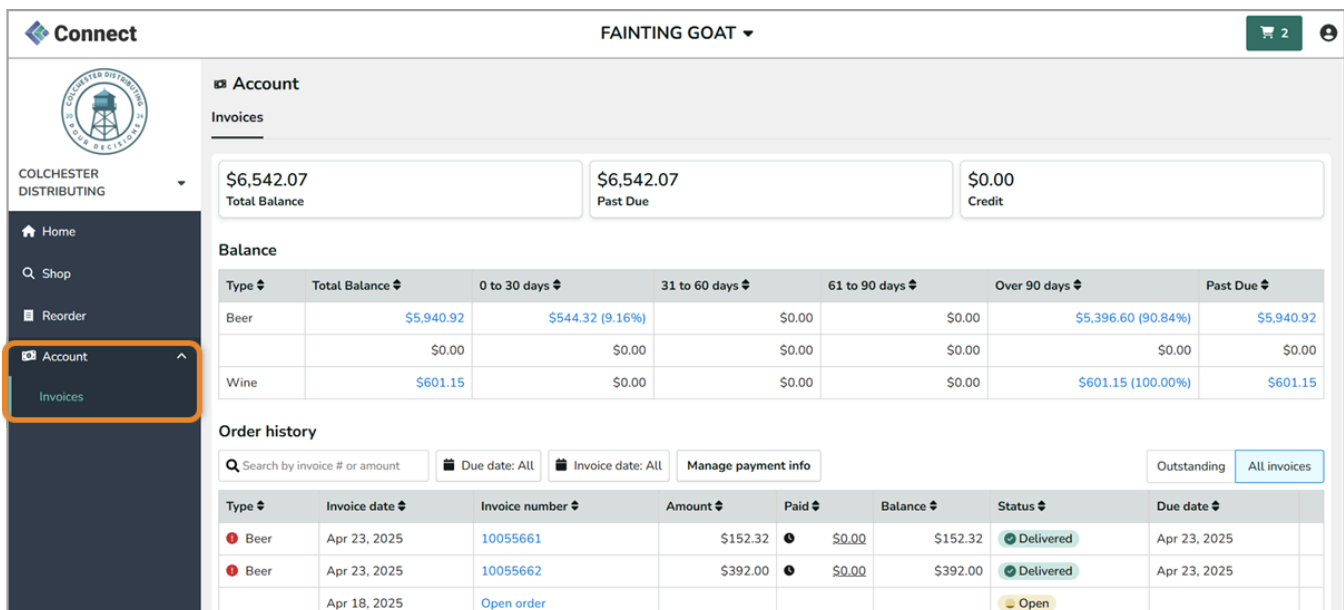
The screenshot shows the 'Connect' interface for 'FAINTING GOAT'. The left sidebar includes 'Home', 'Shop', 'Reorder', 'Account', and 'Invoices'. The 'Reorder' section is active, showing a list of products with filters on the left. Red callout boxes 'a', 'b', 'c', and 'd' highlight the 'Reorder' menu item, the search bar, the product list, and the quantity selector for a product, respectively.


In the screenshot	If you want to...	Do this
(a)	View your purchase history	View all products you've previously ordered front and center on the Reorder page.

(b)	View your purchases for a specific date range	<ol style="list-style-type: none"> 1. Click the  Calendar field. 2. Select your starting date. <ul style="list-style-type: none"> • Click > Forward or < Back to navigate between months. 3. Select the end date. 4. Click Apply.
(c)	Search for something specific within your purchase history	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 .

Where do I find my account information?

Both your account balance information and order history are located in the **Account** section of Connect, so you can access all of your data in one place. Open the **Invoices** page to view your current balance, filter your order history to find past invoices, and download receipts.



Connect FAINTING GOAT 

Account

Invoices

\$6,542.07 Total Balance \$6,542.07 Past Due \$0.00 Credit

Balance

Type	Total Balance	0 to 30 days	31 to 60 days	61 to 90 days	Over 90 days	Past Due
Beer	\$5,940.92	\$544.32 (9.16%)	\$0.00	\$0.00	\$5,396.60 (90.84%)	\$5,940.92
	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Wine	\$601.15	\$0.00	\$0.00	\$0.00	\$601.15 (100.00%)	\$601.15

Order history

Search by invoice # or amount Due date: All Invoice date: All Manage payment info Outstanding All invoices

Type	Invoice date	Invoice number	Amount	Paid	Balance	Status	Due date
Beer	Apr 23, 2025	10055661	\$152.32	\$0.00	\$152.32	Delivered	Apr 23, 2025
Beer	Apr 23, 2025	10055662	\$392.00	\$0.00	\$392.00	Delivered	Apr 23, 2025
	Apr 18, 2025	Open order				Open	

Can I see the status of my orders?

Yes, in the Account section you can see more detailed information about each order and check on its status. Order statuses include:

- **Pending:** The order has been received by your distributor and will be processed shortly.
- **Open:** The order has been processed for your next delivery date.
- **Loaded:** The order has been picked and loaded onto the delivery truck.
- **Delivered:** The order has been delivered.

Where can I update my user preferences?

You can update your preferences (including your name, email address, password, communication preferences, and more) in the **User profile**. To access your profile, click on your user icon in the top right of the screen.

