



Customer FAQ Guide



Question	Answer
What does the MyCCBA Portal do?	It provides you with a modern, visual and simplified way to find products and place orders online at any time which is convenient to you.
How do I access the MyCCBA Portal and do I need data?	Yes, in order to use the web based application you would need internet access on any smart device or desktop.
What information is used to log in to the MyCCBA Portal?	Once you have set your password, you can log in using either your mobile number or email and your password.
What happens if I do not know what mobile number or email address is registered on the system?	You would have received an invitation email or SMS asking you to sign up on MyCCBA, use the mobile number or email address you received the invitation on. You can also contact the CIC for assistance at 087 283 2222 and email CIC@ccbgroup.com
If my contact details change (e.g., phone is stolen or replaced), how do I go about updating my mobile number?	Contact the CIC at 087 283 2222 and email CIC@ccbgroup.com to update your contact details.
I am unable to log in, e.g. forgot my password, what do I do?	Make sure the password matches the required format in the password field. If you have forgotten your password, you can re-set it using the 'Forgot Password' link which is found on the sign-in page. You can also contact the CIC at 087 283 2222 and email CIC@ccbgroup.com for assistance.
When can a customer start utilizing MyCCBA platform?	Once you have signed up using the link provided by your account manager/pre-seller merchandiser and have been shown how to use the platform, you can start using it immediately.
Can I change the language, what languages are available for the platform?	MyCCBA is currently only available in English.
Can I use the platform to place orders for more than one outlet?	MyCCBA is limited to one outlet per user.



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Will I still be able to use existing/alternative forms of ordering?	We recommend using MyCCBA, however if you are experiencing issues with the platform, you will still be able to place orders as you currently do.
Can I place my order at any time?	You can place an order on MyCCBA at any time, however existing delivery days and order cut-off times will apply.
Can my shop manager/assistant place orders on my behalf?	MyCCBA is limited to one user per outlet.
How will I be notified when my order has been placed?	You will receive two notifications, the 1 st will be that your order has been placed and is awaiting confirmation. The 2 nd notification will be your order confirmation with order number, total price after discounts and promotions have been applied.
Can I amend or cancel my order on the platform after it has been placed?	No, you need to contact the CIC at 087 283 2222 and email (CIC@ccbgroup.com) or your Account Manager.
Why has my order failed?	An order failed message will appear on screen, you will also receive a order cancelled notification SMS/email. Please contact the CIC at 087 283 2222 and email (CIC@ccbgroup.com) for assistance and reference the error message.
Why have I not received an order confirmation?	Your order has either failed or you are experiencing a technical issue, please contact the CIC at 087 283 2222 and email (CIC@ccbgroup.com)
Will I be able to add products to a list to order at a later stage?	We are working hard to allow you to add items to a list (Wishlist) which you can re-order at a later stage.
Will I be able to see my order history?	Only the order history of orders made through MyCCBA will be visible.



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Can I create a recurring order on the platform?	Not as yet, but we are working on building this for you.
What happens if I ordered the wrong product or quantities, what do I do?	Contact CIC at 087 283 2222 and email (CIC@ccbgroup.com) to update the order.
Why is my promotions/discounts not showing on the platform?	Promotions will only be calculated once your order has been captured and will be visible on your final invoice.
I am struggling to find my usual products, what do I do?	You will be able to browse products by brands and categories. Products can also be found by clicking on the “ search ” bar and typing key words as well as using the filters on the left of the screen.
Does my cart total include VAT?	Prices on MyCCBA will be inclusive of VAT.



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Where do I check my delivery date?	On your delivery information page, you will be shown your delivery address that exists on the system as well as your delivery date.
Can I change/update my delivery date/details on the platform?	No updates will be made on the platform, delivery dates will follow existing schedules. If you need to make changes contact CIC at 087 283 2222 and email (CIC@ccbgroup.com)
Can I track my deliveries on the platform?	You will not be able to track deliveries on the platform. If you need delivery information, contact CIC at 087 283 2222 and email (CIC@ccbgroup.com)
Can I pay for my orders on the platform?	You will not be able to make payment on the platform, you will follow your existing payment agreement.
Can I request a return on the platform? e.g. damaged or incorrect products	No, you will not be able to request returns on the platform. If you need to request a return, contact CIC at 087 283 2222 and email (CIC@ccbgroup.com)



Thank You