

[The Beer Store On-line Ordering System User Guide](#)

Registration

Customers **must** register with The Beer Store to obtain a username and password required to use the Internet ordering facility.

If you are a customer with multiple licenses/locations you must obtain a username and password for each license.

To register, please go to: <http://www.thebeerstore.ca/licenses/online-ordering> or contact Customer Service at 1-888-948-2337.



The screenshot shows a registration page titled "ONLINE ORDERING REGISTRATION FOR LICENSEES". On the left, there is a navigation menu with links: Licensees, Inventory Levels, Flexible Services, Ordering, Online Ordering, Pick-Up Orders, Delivery, Prices & Surcharges, Payment Options, Deposit Returns, and Contact Info. Below the menu are buttons for "REGISTER" and "ORDER BEER ONLINE", and a logo for "BEST BAR NONE". The main content area includes a welcome message, a link to "click here to order beer online", and a registration form with fields for: TBS Licensee Number *, Establishment Name *, Contact *, Phone Number *, Fax Number, and Email Address *. There is a "SUBMIT" button and a checkbox for "I agree to the terms of use". Below the form, there is text stating: "Once your application form has been received, a personal web account will be created for you. A TBS Customer Service representative will email you with your web user ID and Password. A User Guide for learning how to use the on-line ordering application is available on the TBS web site. To access this guide click here."

Accessing the Site:

Once the customer has received their User Name and password, go to:

<http://www.bdl.ca/TBSLogin.htm>

The following screen, which is the on-line ordering system sign on screen, appears when you select the link.

Enter the assigned username and password, along with your first name and select the LOGIN button.

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Login

Web user ID:

Password:

First Name:

[Forgot Password?](#)

Important Notice: On the weekend of November 13 2010, there will be an extended outage that prevents licensees from accessing the TBS web ordering application.

NOTE: A message may come up regarding an upcoming holiday or event. If so, please review and select "Proceed".

Please note message below and click Proceed

ATTENTION: There will be no deliveries Monday February 17, 2014 due to Family Day. The Order Desk will be closed on Sunday February 16, 2014 and open Monday February 17 9am-5pm. Please contact us at 1-888-948-2337 if you have any questions. If your delivery falls on a holiday, please contact us if you require an alternate delivery day or to change the date.

Select "Continue" to place a regular delivery order.

Welcome, MERANDA | [Logout](#)

BEER STORE

Your Account Information

STRATFORD ON
Prelim Deliv Date: FRI 27TH
JUNE 2014

* Note: 2 hours is required to prepare your order for a self pick-up. If you are placing an order for pick up with less than two hours notice, please be advised that your order may not be assembled and ready for you when you arrive.
* Please note: PAYMENT IS REQUIRED UPON PICK UP OF ORDER.

Self Pickup Order:

Pickup Location:

Date:

Time:

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The Product Catalogue Page

If this is the customer's first time accessing the web order system, the product catalogue will be empty. Please select "**Add New Items to Personal Catalogue**", this will bring the customer to the Full Product Catalogue. Here the customer can build a catalogue that will suite their business needs.

On the Product Catalogue page the customer can:

1. View a subset of the product catalogue by using the Search Filter.
2. Add New Items to Personal Catalogue.
3. Add products to a pending order.
4. View Pending Order
5. Upload File

The screenshot shows the 'Personal Catalogue' page with a navigation bar at the top containing 'Personal Catalogue', 'Quick Order Entry', 'Product Returns', 'Orders', and 'My Settings'. Below the navigation bar, the page title 'Personal Catalogue' is displayed. Underneath, there is a section for 'Account Information' with the following details: Customer License: xxxxx, Previous Balance: .00, and Preliminary Delivery Date: FRI 27TH JUNE 2014. Below the account information, there is an 'Actions' section with three dropdown menus for 'Brewer', 'Package Type', and 'Package Size'. To the right of these dropdowns are four buttons: 'Add New Items To Personal Catalogue', 'Search', 'Add to Pending Order', and 'View Pending Order'. To the right of the 'View Pending Order' button is an 'Upload File' button.

Going forward, the Personal Product Catalogue is displayed. The catalogue is grouped by package type and size, and within each group products are sorted alphabetically across and down two columns.

Tab's explained:

Personal Catalogue: Shows products selected from Full Catalogue that are specific to the establishments ordering needs

Quick Order Entry: Option to enter items by brewery codes

Product Returns: If necessary, enter items that are overstock or damaged

Orders: Pending Order List: shows previously started pending orders

& View Saved Orders: View orders that have been saved but not yet submitted for delivery

My Settings: Account Settings: Update user information

The first screenshot shows the 'Personal Catalogue' page with the 'Account Settings' tab highlighted in orange. The second screenshot shows the same page with the 'Pending Order List' and 'View Saved Orders' tabs highlighted in orange. The 'Account Information' section in the second screenshot shows 'Customer License: xxxxxx'.

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[The Full Product Catalogue Page](#)

To access The Full Product Catalogue, please select “**Add New Items To Personal Catalogue**”. The Full Product Catalogue will show all of the current product listings that are offered by TBS in the customer’s area. Please select the products by clicking the empty box, a checkmark will appear. Once complete select “**Update Personal Catalogue**”. These products will show every time the customer logs into the On-line Ordering System. Supplies can also be added from this page.

Full Product Catalogue



The screenshot shows a form titled "Full Product Catalogue" with the following elements:

- Actions** section containing:
 - Brewer: [dropdown menu]
 - Package Type: [dropdown menu]
 - Package Size: [dropdown menu]
- A **Search** button.
- An **Update Personal Catalogue** button.

A blue arrow points from the top right towards the "Update Personal Catalogue" button.

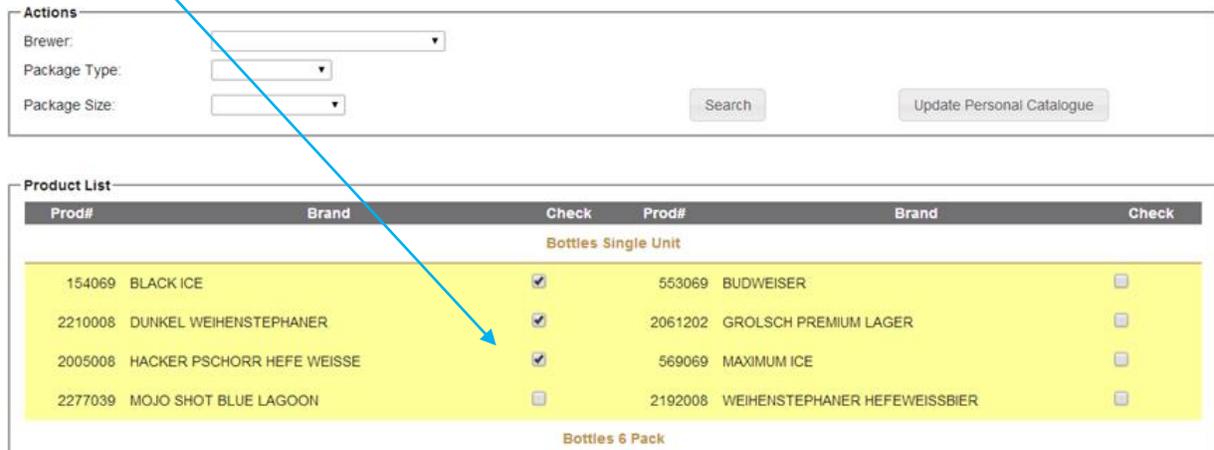
NOTE: Items can be added or removed within the Personal Catalogue as frequently as needed. To remove, unclick the checkmark and select “**Update Personal Catalogue**”.

On the Full Product Catalogue page the customer can:

1. Review product list and check off items so they will show in the Personal Catalogue
2. Select Update Personal Catalogue

Example of item selection

Full Product Catalogue



The screenshot shows the "Full Product Catalogue" form with a product list below it. A blue arrow points from the text "Example of item selection" to the "Check" column of the product list.

Actions

- Brewer: [dropdown menu]
- Package Type: [dropdown menu]
- Package Size: [dropdown menu]

Search **Update Personal Catalogue**

Product List

Prod#	Brand	Check	Prod#	Brand	Check
Bottles Single Unit					
154069	BLACK ICE	<input checked="" type="checkbox"/>	553069	BUDWEISER	<input type="checkbox"/>
2210008	DUNKEL WEIHENSTEPHANER	<input checked="" type="checkbox"/>	2061202	GROLSCH PREMIUM LAGER	<input type="checkbox"/>
2005008	HACKER PSCHORR HEFE WEISSE	<input checked="" type="checkbox"/>	569069	MAXIMUM ICE	<input type="checkbox"/>
2277039	MOJO SHOT BLUE LAGOON	<input type="checkbox"/>	2192008	WEIHENSTEPHANER HEFEWEISSBIER	<input type="checkbox"/>
Bottles 6 Pack					

[Add Products to a Pending Order](#)

The Personal Catalogue page is the key page for building the on-line order. The next section describes the Order Process in more detail.

[The Order Process](#)

The Pending Order

A Pending Order is an order that is being built by the customer and is classified as pending until the customer submits the order to TBS. To build a pending order the customer places quantity values next to items in the product catalogue and selects the “**Add to Pending Order**” button that appears in various locations on the screen.

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Items that have been added to the Pending Order appear in the Product Catalogue highlighted in **BLUE** to assist the customer in quickly identifying what products have already been added to the order.

To select items to be ordered:

1. Type quantity in each item field they would like to order
2. Once items are selected, select Add to Pending Order

1. Type Quantity in Box's

2. Add to Pending Order

Personal Catalogue

Account Information

Customer License: xxxxxx
Previous Balance: .00
Preliminary Delivery Date: FRI 27TH JUNE 2014

Actions

Brewer:
Package Type:
Package Size:

Product List

Prod#	Brand	Qty	Prod#	Brand	Qty
Bottles 24 Pack					
551006	BLUE	<input type="text"/>	553006	BUDWEISER	<input type="text"/>
651006	CANADIAN	<input type="text"/>	673006	COORS LIGHT	<input type="text"/>
Kegs 59 Litre					
553027	BUDWEISER	<input type="text"/>	651027	CANADIAN	<input type="text"/>
611027	EXPORT	<input type="text"/>	512027	KEITHS	<input type="text"/>

Quick Order Entry: Option to enter items by brewery codes. If the brewery codes are needed, please find them within the Full Product Catalogue.

Quick Order Entry

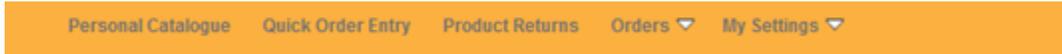
Order Entry Grid

Prod#	Qty
<input type="text" value="512027"/>	<input type="text" value="2"/>
<input type="text" value="553006"/>	<input type="text" value="2"/>
<input type="text" value="651027"/>	<input type="text" value="2"/>
<input type="text" value="673033"/>	<input type="text" value="2"/>
<input type="text"/>	<input type="text"/>

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NOTE: The customer must select the “Add to Pending Order” button to add product to the order. If the customer leaves the Product Catalogue page after entering quantity values without first selecting this button the quantities entered will be lost. In this event however, a warning message is provided to the customer. This requirement holds true for any area of the Product Catalogue in which the customer is working.

Product Return Page



If the customer needs to report a Full Good return or overstock item, please select the “**Product Returns**” tab.

On this screen please:

1. Indicate the product that will be returned, and select the return reason
2. Select “**Add to Pending Order**” once the returns have entered



Full Goods Return

Account Information

Customer License:	xxxxxx
Previous Balance:	.00
Preliminary Delivery Date:	FRI 27TH JUNE 2014

Actions

Brewer:

Package Type:

Package Size:

Product List

Prod#	Brand	Qty	Reason	Prod#	Brand	Qty	Reason
Bottles 24 Pack							
551006	BLUE	<input type="text"/>	--Select--	553006	BUDWEISER	<input type="text"/>	--Select--
651006	CANADIAN	<input type="text"/>	--Select--	673006	COORS LIGHT	<input type="text"/>	--Select--
Kegs 59 Litre							
553027	BUDWEISER	<input type="text"/>	--Select--	651027	CANADIAN	<input type="text"/>	--Select--
611027	EXPORT	<input type="text"/>	--Select--	512027	KEITHS	<input type="text"/>	--Select--

Product List

Prod#	Brand	Qty	Reason	Prod#	Brand	Qty	Reason
Bottles 24 Pack							
551006	BLUE	<input type="text"/>	--Select--	553006	BUDWEISER	<input type="text"/>	--Select--
651006	CANADIAN	<input type="text"/>	--Select--	673006	COORS LIGHT	<input type="text"/>	--Select--
Kegs 59 Litre							
553027	BUDWEISER	1	SEAL DAMAGED	651027	CANADIAN	<input type="text"/>	--Select--
611027	EXPORT	<input type="text"/>	--Select--	512027	KEITHS	<input type="text"/>	--Select--

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NOTE: If a case product is selected to be returned, the customer must send the whole case back. Example: 2 bottles were broken out of a case of 24 bottles that were delivered. Please put aside the whole 24 pack and note this return when placing the next online order. Otherwise the drivers will not be able to return the product for credit.

NOTE: A restocking fee will be applied to the order if a keg is returned as a Restock item. This fee will be applied after the order is verified. When kegs are returned due to an issue with the product a 75% credit will be applied.

View Pending Order

Once the customer keyed quantities and selects “**Add to Pending Order**” it will show which items were ordered, if there are any order multiple errors.

A P.O # can be keyed on this page if required.

View Pending Order

Account Information

Customer License: xxxxxxxx
Previous Balance: .00
P.O.#:
Preliminary Delivery Date: MON 11th AUGUST 2014 Alternate Date: --Select--

Continue Shopping Save Order Update Order Clear Order Verify Order

Order Details

Brand	Prod #	Qty Ordered	Extended Price	
BUDWEISER	553006	<input type="text" value="10"/>	\$457.50	Remove
COORS LIGHT	673006	<input type="text" value="10"/>	\$457.50	Remove
BUDWEISER	553027	<input type="text" value="1"/>	\$305.95	Remove
CANADIAN	651027	<input type="text" value="1"/>	\$305.95	Remove
Total Product Cost without fees or taxes:			\$1,526.90	

Continue Shopping Save Order Update Order Clear Order Verify Order

A Current Order box will show at the top of the screen, allowing the customer to view the Sub-Total of the order.

The screenshot shows the top navigation bar of the Beer Store website. On the left, there is a 'Contact Us' link. The main header features the 'BEER STORE' logo. To the right of the logo, the user's account information is displayed: 'Your Account Information', 'SHELFORD ON', and 'Prelim Deliv Date: FRI 27TH JUNE 2014'. A blue arrow points from the text above to a 'Current Order' box which states 'Order Contains 22 Items. Sub-Total: \$1,526.90' and includes a 'View Pending Order' button. Further right, there is a 'Welcome, MERANDA Logout' message and a small image of a beer glass. At the bottom of the header, there is a navigation menu with links for 'Personal Catalogue', 'Quick Order Entry', 'Product Returns', 'Orders' (with a dropdown arrow), and 'My Settings' (with a dropdown arrow).

Pending Orders can also be located under the “**Orders**” tab. Drop down to “**Pending Order List**” to view and also on the “**Personal Catalogue**” page in the middle and under items at the bottom.

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Personal Catalogue
Quick Order Entry
Product Returns
Orders ▾
My Settings ▾

Personal Catalogue

Pending Order List

View Saved Orders

Account Information

Customer License: xxxxxx

Previous Balance: .00

Preliminary Delivery Date: FRI 27TH JUNE 2014

Pending Order List

Account Information

Customer License: xxxxxx

Previous Balance: .00

Preliminary Delivery Date: FRI 27TH JUNE 2014

Pending Orders

Session Date	Description	Total Lines	Total Count	Total Amount		
6/25/14	Order in progress as of 25th JUNE 14	4	22	1,526.90	Remove	View Order

NOTE: The customer must select the **“Add to Pending Order”** button to add product to the order. If the Personal Catalogue page is left after entering quantity values without first selecting this button the quantities entered are lost. In this event however, a warning message is provided to the customer.

On the **“View Pending Order”** page the customer may:

1. Update Quantities on items already added to the Pending Order
2. Remove Individual Line Items from the Pending Order
3. **“Update Order”**
4. **“Clear Order”**
5. **“Save Order”**
6. Change delivery date using drop down
7. **“Continue Shopping”**
8. View Total Cost before taxes and fees
9. **“Verify Order”** to move on to final step

View Pending Order

Account Information

Customer License: xxxxxx

Previous Balance: .00

P.O.#:

Preliminary Delivery Date: MON 11th AUGUST 2014 Alternate Date: --Select--

Continue Shopping
Save Order
Update Order
Clear Order
Verify Order

Order Details

Brand	Prod #	Qty Ordered	Extended Price	
BUDWEISER	553006	<input style="width: 40px;" type="text" value="10"/>	\$457.50	Remove
COORS LIGHT	673006	<input style="width: 40px;" type="text" value="10"/>	\$457.50	Remove
BUDWEISER	553027	<input style="width: 40px;" type="text" value="1"/>	\$305.95	Remove
CANADIAN	651027	<input style="width: 40px;" type="text" value="1"/>	\$305.95	Remove
Total Product Cost without fees or taxes:				\$1,526.90

Continue Shopping
Save Order
Update Order
Clear Order
Verify Order

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On the Verify Order page the customer may

1. Verify Delivery Date
2. Enter Empty Returns - Please enter full quantity of empty cases of bottles, including liquor and wine and kegs.
3. Review Red Message – notes out of stock items or other errors
4. **“Delete the Order”** – cancels all work that has been done in creating the order.
5. **“Modify the Order”** – returns the customer to the Product Catalogue for further changes.
6. **“Save Order”** – the customer has the ability to easily recall this order the next time they log on to place a beer order.
7. **“Submit Order”** – sends the finished order to TBS for processing

Empty Returns:	
No. of Cases & Bottles including ODR:	<input type="text" value="50"/>
No. of Kegs:	<input type="text" value="5"/>
Equivalent 24 including ODR's (*ODR: Ontario Deposit Return)	

Submit order to complete the process.

Brand	Prod #	Quantity Ordered	Quantity Returned	Extended Price
BUDWEISER 55000 1K	553027	1-	1-	\$241.95-

Bottle Pkgs:	20	Sub-Total:	\$673.04
Can Pkgs :	0	Fuel Surcharge Fee - LIC:	\$3.76
Keg Pkgs :	-1	Invoice Total:	\$676.80
Other:	0	Deposit:	\$2.00-
Total Pkgs :	19		



Order Minimums

NOTE: For 1 delivery a week the minimum of \$750 or 2 Kegs or 6 Cylinders must be ordered. If these minimums are not met a delivery day fee will be applied.

For 2 delivery days a week, each order needs to meet the minimum of \$1500 but must equal \$3500 or more between the two orders. (Example: Mondays order cost \$1800.00; Thursday's order must be at least \$1700.00 equaling \$3500 to avoid a secondary day fee)

Submit Order

Select the **“Submit Order”** button to send the finished order to TBS for processing. Once this step is done the order is assigned an order number and cannot be altered through the On-Line Ordering system. If a change is required after the submission of an order, please contact 1-888-948-2337 for assistance.

The Submit Order page appears as follows. **THIS PAGE IS YOUR ON-LINE ORDER CONFIRMATION** – the button at the bottom of the page allow the customer to **PRINT** a copy of the confirmation page. A confirmation email will automatically be sent to the email account that was registered.

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Submit Order

Your email confirmation has been sent.
 Thank you for your order
 You may print a copy of this order by selecting the 'Print Order' button.

Account Information
 Customer License: XXXXXX
 Previous Balance:
 Scheduled Delivery Date: MON 11th AUGUST 2014
 P.O.#: 12345

Deliver To
 SWISS CHALET ROTISSERIE & GRIL

Your Address Here

Order Number: 77001378

Order Details				
Brand	Prod #	Quantity Ordered	Quantity Reserved	Extended Price
BUDWEISER	553006	10	10	\$457.50
COORS LIGHT	673006	10	10	\$457.50
BUDWEISER	553027	1	1	\$305.95
CANADIAN	651027	1	1	\$305.95
Sub-Total:				\$1,368.20
FUEL SURCHARGE FEE - LIC:				\$3.33
HST Amount:				\$159.13
Total for Order:				\$1,530.66
Previous Balance:				\$ 0.00
Grand Total:				\$1,530.66
Deposit Amount:				\$148.00

Bottle Pkgs:	20
Can Pkgs :	0
Keg Pkgs :	2
Other:	0
Total Pkgs :	22

Payment Option	Terms	
Pre-Authorized Debit	7 Days after Delivery	Call 1-866-460-2337
Electronic Funds Transfer	4 Days after Delivery	Call 1-866-460-2337
Cheque	Cheque on Delivery	
Credit Card	Time of Ordering	https://ipn.paymentus.com/epd/stde/tbrs

NEWLY INTRODUCED PAYMENT OPTION!!!
 Licensees now have the option of making credit card payments through our third party service provider PAYMENTUS (fees apply). To pay by credit card, click on the 'PAYMENTUS' button below, alternatively print your order and normal payment terms will apply.

Print Order



Web Order Confirmation

Customer License: 7002959
 Previous Balance: .00
 Scheduled Delivery Date: THU 7TH AUGUST 2014

Deliver To: SWISS CHALET ROTISSERIE & GRIL
 1141 Highbury Ave.
 London ON N5Y 1A5
 CAN

Order Number: 77001375

Brand	Prod #	Quantity Ordered	Quantity Reserved	Extended Price
KETHS	512027	2	2	\$637.90
Sub-Total:				\$576.02
LOCAL MULTIPLE DELIVERY DAY FEE:				\$25.00
FUEL SURCHARGE FEE - LIC:				\$3.33
HST Amount:				\$65.56
Total for Order:				\$669.91
Previous Balance:				\$ 0.00
Grand Total:				\$669.91
Deposit Amount:				\$100.00

Bottle Pkgs:	0
Can Pkgs :	0
Keg Pkgs :	2
Other:	0
Total Pkgs :	2

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The order is now complete. To end the session, select the “**LOGOUT**” button at the top of the Submit Order Page and close the browser window.

Self Pickup Orders

Customers may place Self Pickup Orders at their shipping warehouse via the web. The Self Pickup option appears on the first page after log in.

The customer is required to check the “**Self Pickup Order**” check box, chose the warehouse to pickup their order, select the Pickup Date button to select a date from the calendar, then select the pickup time. Once this information is completed, please select “**Continue**”.

Welcome, MERANDA Logout

BEER STORE

Your Account Information

STRAIT-ORION

June, 2014

Today

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

Thu, Jun 26

* Note: 2 hours is required to prepare your order for a self pick-up. If you are present, your order will be assembled and ready for you when you arrive.
* Please note: PAYMENT IS REQUIRED UPON PICK UP OF ORDER.

Self Pickup Order:

Pickup Location: LONDON DC

Date: Pickup Date

Time: Time

Continue

Please follow previous steps to add product to a Pending Order from the Product Catalogue. Then “**View Pending Order**”, “**Verify Order**” and “**Submit Order**”.

Personal Catalogue

Account Information	
Customer License:	xxxxxx
Previous Balance:	.00
Self Pickup Date:	THU 26TH JUNE 2014
Self Pickup Time:	10:00
Self Pickup At:	LONDON DC

Upload File Functionality

For convenience the customer may now upload a file with their beer order. The file must be created and saved as either a text file, an excel file or excel .csv file. The format is the product code including the size then a comma and the quantity the customer is ordering.

	A	B	C
1	651006	2	
2	651027	3	
3	551006	4	
4	553033	2	
5			

To Upload an Order:

1. Create text or excel file using correct format (codes are within the full catalogue if required)
2. Select the “**Upload File**” button
3. Select “**Choose File**”
4. **Open** File

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5. **Submit**
6. It will advise if it loaded correctly
7. Resume to View, Verify and Submit Order

Actions

Brewer:

Package Type:

Package Size:

Quick Order Error

atalogue

ate:

File Upload

File: No file chosen

```
TBSTEST - Notepad
File Edit Format View Help
125666,6
512027,12
2055130,48
611027,36
166944,2
```

File Upload

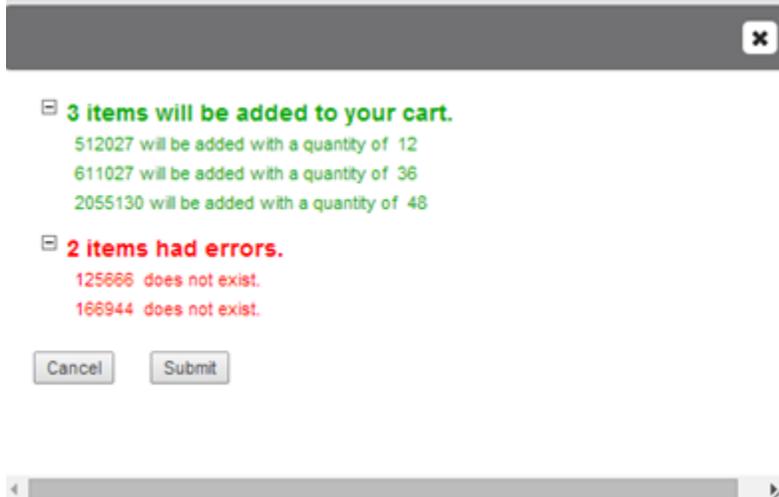
File: TBSTEST.txt

3 items will be added to your cart.

2 items had errors.

Expand the errors

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View, Verify and Submit order.

Save Order Functionality

For convenience the customer may select the "Save Order" button after they have entered product quantities on the Product Catalogue and select "Add to Pending Order". The "Save Order" button appears on both the "View Pending Order" screen and on the "Verify Order" screen.

By saving & naming the order, the customer has the ability to easily recall this order the next time the account is logged in to place a beer order. This will save time, in that the customer does not have to re-enter quantities for all products, they can simply make modifications to the saved order and then verify and submit it.

To Save an Order:

1. Select products from the Product Catalogue and select the "Add to Pending Order" button.
2. Select the "View Pending Order" button to display details of the current order.
3. Select "Save Order"

View Pending Order

Account Information

Customer License: 91704
Previous Balance: .00
Preliminary Delivery Date: FRI 27th JUNE 2014
Alternate Date: --Select--

Continue Shopping Save Order Update Order Clear Order Verify Order

Order Details

Brand	Prod #	Qty Ordered	Extended Price	
BLUE	551006	15	\$686.25	Remove
CANADIAN	651006	15	\$686.25	Remove
CANADIAN	651027	1	\$305.95	Remove
KEITHS	512027	1	\$318.95	Remove
Total Product Cost without fees or taxes:			\$1,997.40	

Continue Shopping Save Order Update Order Clear Order Verify Order

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4. The customer must enter a description of the order being saved - enter a name for the order (eg. regular weekly order or date, etc.), then select the **"Confirm Order Save"** button.

Save Order/Order Detail

Identification

Saved Order Description:

Order Details

Item Number	Brand	Qty
512027	KEITHS	1
551006	BLUE	15
651006	CANADIAN	15
651027	CANADIAN	1

Note: The user may save as many order templates as they wish. The name (description) of the Saved Order does not have to be unique – each instance is listed with the name and the date on which the Saved Order is created.

To View a Saved Order:

A listing of any saved orders that are on file is available to the user by selecting the **"Orders"** button. Drop down to **"View Saved Orders"**

Personal Catalogue Quick Order Entry Product Returns Orders My Settings

Personal Catalogue Pending Order List View Saved Orders

Account Information

From the **"View Saved Order"** screen the user may:

1. **"Add"** the Saved Order to a Pending Order
2. **"Remove"** the Order from the Saved Order list
3. **"Show Details"** of the saved order

View Saved Orders

Account Information

Customer License: xxxxxx
Previous Balance: 00
Preliminary Delivery Date: FRI 27TH JUNE 2014

Saved Order List

	Saved Order Description	Date Saved		
Add to Pending Order	June 25	6/25/14	Remove	Show Details

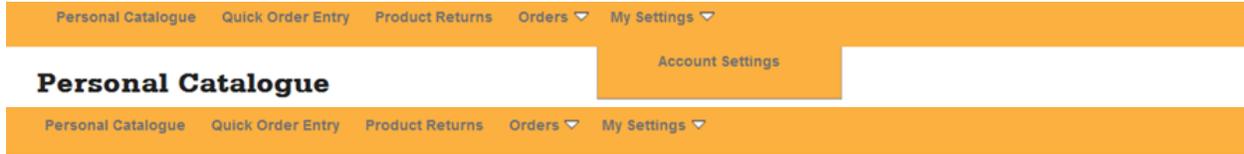
Important Notes:

1. If the customer has added a saved order to a pending order and there are duplicate items between the two, **the quantities are totaled** - the saved order does not replace the existing quantities entered on the pending order. The same thing would apply if they have added a saved order to the pending order twice - it would double the quantities.
2. An instance of a Saved Order template cannot be modified – to change a Saved Order a new Saved Order template must be created.

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[My Settings: Account Settings](#)

1. To manage the account, please select My Settings, Account Settings, Edit. From here the customer can update the email address where they will receive order confirmations, change their password and update user contact information. Save Account Details once updating the information.



Personal Catalogue

Account Settings

Account Settings

Account Information	
Web user ID:	xxxxxx
E-mail Address:	cmf@thebeerstore.ca
First Name:	MERANDA
Last Name:	K
Password:	***** (Click on "Edit" to change your password)
Work Phone #:	
Fax #:	

Change Account Details

Account Details	
Web user ID:	
Email Address::	* <input type="text" value="cmf@thebeerstore.ca"/>
Password:	* <input type="text"/>
Verify Password:	* <input type="text"/>
User First Name:	* <input type="text" value="MERANDA"/>
User Last Name:	* <input type="text" value="K"/>
Work Phone:	<input type="text"/>
Fax Number:	<input type="text"/>

[Using the Search Filter](#)

The Search Filter offers three drop down fields –Brewer, Package Type and Package Size – from which the customer can select values for displaying a subset of the entire product catalogue. For example, to display only 59litre Kegs currently in the product catalogue: To search within the Full Product Catalogue, please select **“Add New Items To Personal Catalogue”** first.

1. Select Brewer
2. Select Bottles/Cans/Kegs from the Package Type drop down box
3. Select Package Size drop down box
4. Select the Search button

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Full Product Catalogue

Actions

Brewer:

Package Type:

Package Size:

Product List

Prod#	Brand	Check	Prod#	Brand	Check
Bottles 24 Pack					
551006	BLUE	<input checked="" type="checkbox"/>	573006	BLUE LIGHT	<input type="checkbox"/>
7888005	BRAVA	<input type="checkbox"/>	7892005	BRAVA LIGHT	<input type="checkbox"/>
574006	BUD LIGHT	<input type="checkbox"/>	532005	BUD LIGHT LIME MOJITO	<input type="checkbox"/>

APPENDIX

Appendix A – Error messages and Troubleshooting

Error messages will either appear in **RED** near the top of the current web page, or if they require a user response they will appear as a pop up box in the middle of the screen. Most error messages require some sort of action by the user to correct the issue.

Informational messages appear in red or black type and typically require no action – they are there simply to provide the customer with extra information through the order process. All messages are worded such that their meaning is clear.

A list of common error messages and the action required on those messages is listed below.

Message / (Action Required)

- **Please enter your first name in the "Ordered by field."** (on the Login page you are required to enter your first name in the designated field)
- **Valid User Id and password must be entered.** (The User Id and/or password supplied are incorrect – check your spelling, if the problem persists please click Forgot Password. We will automatically email you with a new temporary password. You can also contact TBS Customer Service to request a password reset)
- **Item XX (product description) not added – must order in a multiple of N.** (The quantity added for Item XX does not match the product's order multiple. Change the quantity accordingly. To view the product's order multiple you may view product details from the Product Catalogue). **Minimum Order Requirement Not Met. If you confirm this order, a delivery charge of \$NN will be added to your total invoice unless you increase the volume purchased.** (On the Verify Order page the Minimum Requirement is displayed. To avoid the service charge increase your volume to meet this requirement)
- **You do not have any pending orders.** (If you select the Pending Orders List tab and you have no pending orders in the system this error message is displayed).
- **No saved orders are available. Please select another option.** (If you click on the Pending Orders or View Saved Orders List tab and you have no pending orders in the system this error message is displayed).

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- **You do not have anything in your Cart.** (If you try to View a Pending Order when no quantities have been added to a pending order this message is displayed. Go to the Personal Catalogue, enter quantities next to items and click “Add to Pending Order”)
- **NN of item XX (item description) is unavailable at this time and was NOT reserved.** (There is a stock out on the item ordered. Select a substitute from the Product Catalogue).
- **Please re-verify your order, for the allotted time to complete the order has been passed.** (Because verifying your order commits inventory, the customer is given 20 minutes to complete the order before the committed inventory is released back to the available inventory pool. Select the “**Verify Order**” button to re-verify the order)

Troubleshooting

If your web session appears to freeze during the Submit order process, please check your registered e-mail address for an e-mail order confirmation. If the confirmation e-mail is there, you may end your browser session knowing that your order has been received; otherwise you may have to log back in and recreate your order.

If you encounter any situations that you are unable to resolve please contact TBS Customer Service at 1-888-948-2337 or via e-mail at cmf@thebeerstore.ca

Appendix B – Frequently Asked Questions (FAQs)

Frequently asked questions will be updated as customers provide feedback on this new system.

Q: Are there any situations that I should not be using On-Line Ordering?

A: Do not place an order using the Internet for any of the scenarios below. Please contact the Order Desk

1. Off Delivery day or Emergency Orders
2. Late Orders
3. Modifications to Submitted Orders
4. Cancellations of Submitted Orders

All orders must be placed on the assigned order day by the designated cut off time in order to ensure regular scheduled delivery.

Q: Is the system available 24 hours a day, 7 days a week?

A: The TBS website is available to customer's 24 hours a day 7 days a week however there are times that the On-Line Ordering Application is not available. System maintenance and update routines that require customers be locked out occur at the following intervals:

Saturday 6pm – Sunday 11am

Q: What if my computer crashes in the middle of placing an order?

A: If you have added items to a Pending Order and your system crashes, the Pending Order is saved and may be retrieved by selecting the “Pending Order List” tab on the Product Catalogue page. If you have added quantities to Product Catalogue items but have not added them to a Pending Order and your system crashes, then the work you have done is lost.

Q: I do ordering for multiple premises. Can I place orders for all of them under a single user account?

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A: If you are a customer with multiple locations or licenses within the establishment you must register each license separately and log in to the system to place individual orders for each individual license accounts. If you are not sure if this scenario applies to you please contact TBS Customer Service.

Q: What security measures have been built into the system?

A: Only customers with a valid liquor license are allowed to register and use the system. All registered users receive a user id and a password to access the system. Users are responsible for keeping their system access account information confidential. If a customer suspects someone is abusing their account information, contact TBS Customer Service immediately.

The web site also uses SSL (Secure Sockets Layer) certificate technology to ensure that transmissions across the Internet are encrypted

Appendix C: Additional Scenario's & Errors:

Multiple Delivery Days: Fees may apply

View Pending Order

Account Information

Customer License: xxxxxx

Previous Balance: .00

Preliminary Delivery Date: MON 10th FEBRUARY 2014

Alternate Date: 10th FEBRUARY 2014 ▼

--Select--

10th FEBRUARY 2014

13th FEBRUARY 2014

Continue Shopping
Save Order
Update Order
Clear Order
Verify Order

Multiple Drop Locations: Note: only one email address per License, separate drops cannot have different email address.

Welcome, MERANDA [Logout](#)

Your Account Information

Prelim Deliv Date: FRI 27TH JUNE 2014

Drop Location: --Select-- ▼

--Select--

01 MEMBERS

02 SPORTS

Fees: Any fees that are normally applied to accounts will be applied normally when an order is placed online.

Example: Time Restriction Fee and/or, Specialized Vehicle Fee and/or, Above Grade Acceptance Area Fee and/or Excess Distance Fee

		Sub-Total:	\$652.56
		SPECIALIZED VEHICLE FEE:	\$35.00
		EXCESS DISTANCE FEE:	\$50.00
Bottle Pkgs:	5	FUEL SURCHARGE FEE - LIC:	\$3.33
Can Pkgs :	5	HST Amount:	\$11.48
Keg Pkgs :	1	Total for Order:	\$861.51
Other:	0	Previous Balance:	\$ 0.00
Total Pkgs :	11	Grand Total:	\$861.51

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Errors:

Account is on Hold: In most cases, this is because there is an outstanding balance on the account. Please contact the TBS Order Desk for details, the customer will be advised to make payment at The Beer Store. Please retain a copy of the receipt. If the payment has been made, but the account is still prompting the below error message, please contact the TBS Order Desk.

YOUR ACCOUNT IS CURRENTLY ON HOLD AND WILL REQUIRE ASSISTANCE FROM THE ACCOUNTS RECEIVABLE DEPARTMENT
PLEASE CONTACT ONE OF OUR AR AGENTS AT: 1-866-460-2337, BETWEEN THE HOURS OF 7 am - 7 pm, MONDAY THROUGH FRIDAY, 9 am - 5 pm SATURDAY THROUGH SUNDAY.
THANK YOU!

Login

Web user ID:

Password:

First Name:

Login

[Forgot Password?](#)

Important Notice: On the weekend of November 13 2010, there will be an extended outage that prevents licensees from accessing the TBS web ordering application.

Invalid Webuser Status: Please contact the TBS Order Desk at 1-888-948-2337 for details.

A valid User Id is required.

Login

Web user ID:

Password:

First Name:

Login

[Forgot Password?](#)

Important Notice: On the weekend of November 13 2010, there will be an extended outage that prevents licensees from accessing the TBS web ordering application.