BDL On-line Ordering System User Guide

Registration

Customers **must** register with BDL 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, customers may either call customer service at 1-800-661-2337 or go to BDL's web site at www.bdl.ca. There is a "Register" button on the main page and an option under the On-line Ordering tab that takes the customer to the On-line Ordering Registration Form. Please complete the form and submit as requested.
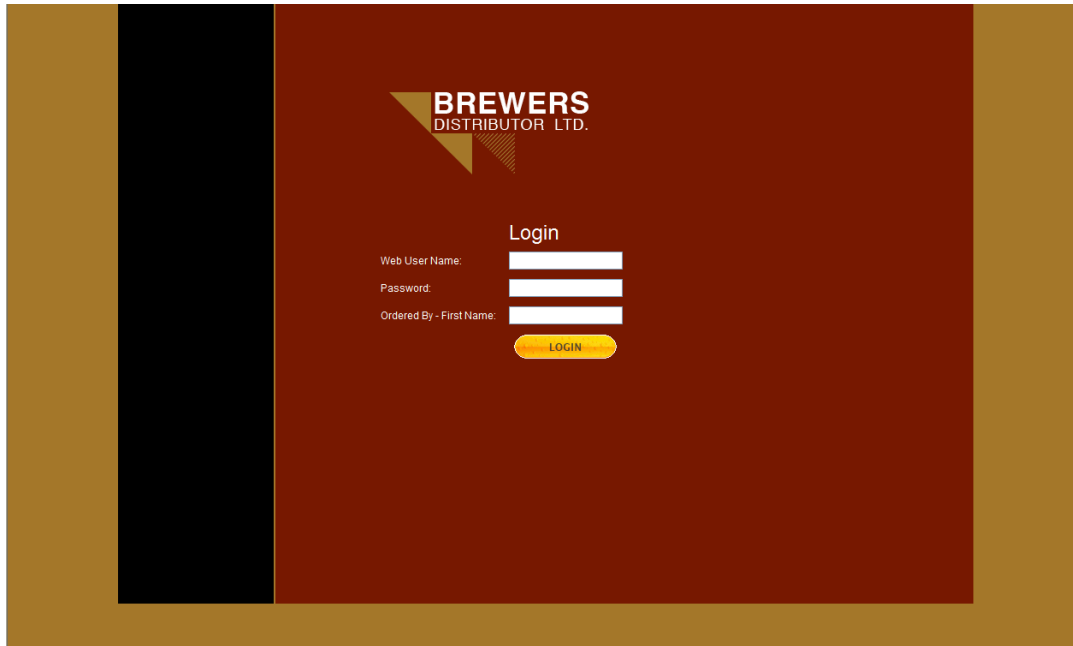
Accessing the Site:

1. Go to the BDL web site www.bdl.ca
2. There is an "Order Beer Online" button on the main page that when clicked on opens a window to the online ordering application. There is also an option to access the application under the Online Ordering tab on the main menu from the bdl.ca home page.

The following screen, which is the on-line ordering system sign on screen, appears when you select the link to "Order Beer Online".

Enter your assigned user name and password, along with your first name and click on the LOGIN button.

On occasion you may see messaging intended for you from your servicing warehouse or distribution center. These messages are displayed on a screen just before the main ordering application loads. Click the "Proceed" button once you have read the message. If there is no message to display then the application directs you to the Personal Catalogue Screen.

The Personal Catalogue Page

Upon successful login the Personal Catalogue page, as seen below, appears. The Personal Catalogue page shows the current product listings that you typically order. This page is set up to allow you to select your usual products from a sub set of all the products offered by BDL. Your initial Personal Catalogue is set based on your past 3 months of order history. The Personal Catalogue is fully maintainable – the customer uses the Full Catalogue to maintain what items they wish to have appear in their Personal Catalogue.

BDL On-line Ordering System User Guide

Your Delivery Day

Filter

Your Premise Information

Product Catalogue Search

On the Personal Catalogue page the customer can:

1. View the selection of preferred products.
2. View a subset of the product catalogue by using the Search Filter.
3. View product details.
4. Add products to a pending order.

The catalogue is grouped by package type and size, and within each group products are sorted alphabetically across and down two columns.

BDL On-line Ordering System User Guide

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 any brewers' 6 pack bottles on the product catalogue:

1. Select Bottles from the Package Type drop down box
2. Select 6 Pack from the Package Size drop down box
3. Click on the Search button

View Product Details

Each item in the product catalogue shows a product number (BDL number) which appear bolded and underlined. To view product details click on a product number. The details appear as follows.

Prod #	CSPC	Brand	Qty	Prod #	CSPC	Brand	Qty
		Bottles 6 Pack					
610	000018	330ML Heineken 6 Btl		31	900423	341ML Blue 6 Btl	
180	900621	341ML Canadian 6 Btl		277	906560	341ML Coors Light 6 Btl	

| PERSONAL CATALOGUE | QUICK ORDER ENTRY | VIEW PENDING ORDER | PENDING ORDER LIST | VIEW SAVED ORDERS |

Product Details
For: 341ML Canadian 6 Btl

Product Number
Current Product: 341ML Canadian 6 Btl

Qty Available
2432

Product Additional Information:
BDL Number: 180
UPC Code: 056327072534
CSPC Code: 900621
Unit Price: 6.8900

Pallet Equivalent: 336
Layer Equivalent: 48
Order Multiplier: 4

Quantity
0

Add to Pending Order

Some key information on the Product Details screen include a current inventory snapshot, the product price, the pallet and layer equivalents, and the order multiple.

BDL On-line Ordering System User Guide

Maintain Products on your Personal Catalogue

The Personal Catalogue is a subset of the items in the Full Catalogue. The initial build of this catalogue is based on the customer's last 3 months of order history. To add or remove items from your Personal Catalogue click the "Add New Items to Personal Catalogue" button.

The Full Catalogue page shows all the items available to you from BDL. Items in the Full Catalogue selected for inclusion on the Personal Catalogue page display with check marks next to the item. To add an item to your Personal Catalogue, click the empty check box next to that item. To remove an item, click the "checked" check box next to the item. Once your selections are complete, click on the "Update Personal Catalogue " button to have your changes appear in your Personal Catalogue.

NOTE: Entering initial Order Quantities may only be done via the Personal Catalogue.

The Product Catalogue Search Filters on the Full Catalogue page work the same as on the Personal Catalogue.

From The Full Catalogue page you can:
1. Select Items to be included on your personal catalogue.
2. Remove items from your personal catalogue.
3. Update your personal catalogue with selected or removed products.

Add Products to a Pending Order

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

BDL On-line Ordering System User Guide

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 BDL. To build a pending order the customer places quantity values next to items in the Personal Catalogue and clicks on the "Add to Pending Order" button that appears in various locations on the screen.

The customer may add quantities to a pending order on the Personal Catalogue page, or make changes to items added on the View Pending Order page.

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

NOTE: You must click on the "Add to Pending Order" button to add product to your order. If you leave the Personal Catalogue page after entering quantity values without first clicking this button the quantities you entered are lost. In this event however, a warning message is provided to the customer.

Quick Order Entry

The quick order entry is an alternative way to enter products on your order if you are familiar with the BDL Item Numbers or CSPC numbers. Clicking on the Quick Order Entry button displays the Quick order entry Screen.

The radio button at the top of the window is used to select your preference to either order by BDL Short Item Number or to order by CSPC number.

In the "BDL # or CSPC#" Box enter the appropriate item number (based on your radio button selection). Enter the order quantity in the Qty Box.
There are 20 entry lines available at one time; once 20 lines are entered if more is required, click on the Add to Pending Order button and the screen refreshes itself with another 20 entry lines.

Add to Pending Order

BDL # or CSPC #	Qty

When you have entered all your products click the Add to Pending Order to add the items to your order.   If you do not click the 'Add to Pending Order' button the items and quantities will not be saved on your order.

View Pending Order

At any time during the build of an order the customer may proceed to the View Pending Order page to get a quick summary of products added to the order as well as a running total of the dollar value of the order. To access this page click on the "View Pending Order" button that appears on the Personal Catalogue page.

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 your Pending Order
3. Return to the Personal Catalogue to Continue Shopping
4. Delete the Pending Order
5. Verify the Pending Order

To update the quantity on a Pending Order, change the quantity value in the Qty Ordered box and click on the "Verify Order" button. The screen is refreshed and running order value is updated accordingly.

To remove line items, click on the "Remove" link on that line item.

Click on the "Continue Shopping" button to return to the Personal Catalogue and add more items to the Pending Order.

Click on the "Delete Order" button to delete the current Pending Order. A warning message will appear to confirm that this is the action that is intended.

Self Pickup Orders

Customers may place Self Pick Up Orders via the web. The Self Pick Up option appears on the View Pending Order Screen.

The customer is required to check the Self Pickup Order check box, and then click on the Pickup Date button to select a date from the calendar. Rules and restrictions for self pick up orders placed on the web follow the same rules outlined in the customer's provincial service standards manual.

Verify Order

The Verify Order process takes the customer's Pending Order and verifies whether or not the product quantities added are available in inventory, commits the matching available inventory to the order, and reports any items that are either fully or partially out of stock.

On the Verify Order page the customer may:

1. Modify the Order – returns the customer to the Personal Catalogue for further changes.
2. Delete the Order – cancels all work that has been done in creating the order. Note that a message appears prompting the user to confirm that the delete action is intended.
3. Submit the Order – sends the finished order to BDL for processing.

Submit Order

Click on the "Submit Order" button to send the finished order to BDL for processing. Once this step is done the order is assigned an order number and cannot be altered through the On-Line Ordering system.

The Submit Order page appears as follows. **THIS PAGE IS YOUR ON-LINE ORDER CONFIRMATION** – a copy will automatically be **E-MAILED** to the address specified on your on-line ordering registration form. The user may also choose to click the PRINT ORDER button at the bottom of the page allow you to produce a hard copy of the order confirmation on a local printer.

Your order is now complete. To end your session, click on the **LOGOUT** button at the top of the Submit Order Page and close the browser window.

On-Line Payment

If you are a BDL VersaCard customer once you have verified and submitted your Pending Order, a "Pay Now" button appears on the Submit Order screen. The Submit Order screen also shows you your current VersaCard balance.

On this area of the screen the customer is presented with one of two options:

BDL On-line Ordering System User Guide

1. If the customer has sufficient balance funded on their VersaCard to cover the invoice total, the system prompts the customer to pay for the order.

2. If the customer does not have sufficient balance funded on their VersaCard to cover the invoice total, the system prompts the customer to fund the card using Visa or MasterCard before payment is processed. **Note:** additional funding mechanisms will be added as they become available.

The following screen shots illustrate these two options.

In this example, the customer has sufficient funds on the VersaCard to pay for the order:

The customer is prompted to enter their VersaCard PIN number, and then click the Purchase button to complete payment of the order:

In this example, the customer does not have sufficient funds on the VersaCard to pay for the order:

Submit Order

Customer License Number:	99999
Minimum Order Dozens Requirement:	20
Hold Code:	VP Versapay
Payment Criteria:	Versapay
Scheduled Delivery Date:	FRI 07th MAY 2010

- Thank you for your order
- You may print a copy of this order by selecting the 'Print Order' button
- Current VersaPay Balance - $ 2333.92
- Your current VersaPay balance is unable to pay for this purchase.
- Please fund your Versapay Account first to increase your balance.

Deliver To:
BDL VERSA TEST ACCOUNT - DO NOT SHIP
109 BRAID ST
VANCOUVER BC V3L 5T3
CAN

PAY WITH VERSAPAY

[Pay Now]

Order Number:	1789521
Order Type:	S2

CSPC	Brand	PROD#	Quantity Ordered	Quantity Reserved	Extended Price
900118	341ML Canadian 12 Btl	5	100	100	2,115.00
906578	341ML Coors Light 12 Btl	7	100	100	2,115.00
900332	341ML Export Ale 12 Btl	10	100	100	2,115.00

Bottle Pkgs:	300		Subtotal :	$ 6,345.00
Can Pkgs:	0		GST Amount:	$ .00
Keg Pkgs:	0		Total for Order:	$ 6,345.00
Other:	0		Discount:	$ .00
Total Pkgs:	300		Deposit:	$ 360.00

[Print Order]

BDL On-line Ordering System User Guide

The following information is required to be entered in the card funding area:

- Cardholder name as it appears on the credit card being used
- Card Type **(Visa or MasterCard)**
- Card Number
- Card Expiration Date
- Card CVV **
- VersaCard PIN

** The Credit Card CVV is a 3 digit card verification number that appears as follows on your credit card:
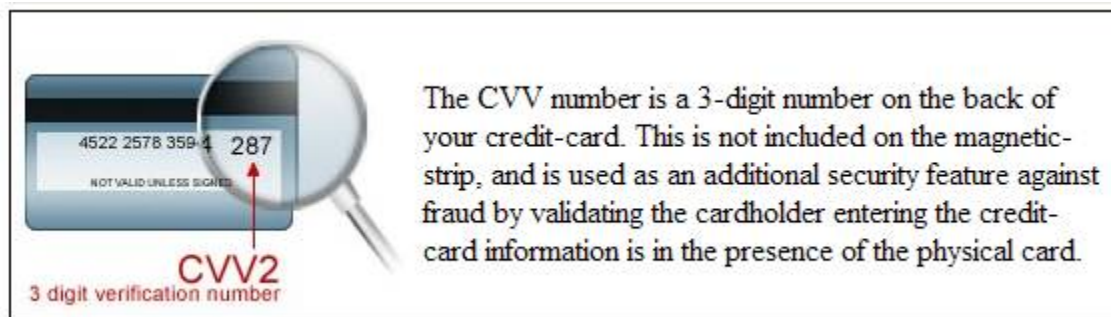
Select an amount to fund the card by clicking on the drop down box as illustrated below. Funding amounts are available in increments of $500 between $500 and $15,000.

Once the credit card information is entered, and a funding amount is selected, the customer must click the Fund & Pay button to complete the transaction:

IMPORTANT: Please do not refresh or close your web browser while payment is being processed:

Once funding and/or payment have been processed the customer is returned to the top of the Submit Order screen and presented with the following information:

- VersaCard Payment Verification
- Details on convenience fees
- VersaPay confirmation number(s) for payment and funding
- Current VersaCard Balance

. **IMPORTANT - WRITE DOWN ALL VERSAPAY CONFIRMATION NUMBERS**

Save Order Functionality

For your convenience you may click on the **"Save Order"** button after you have entered product quantities on the Personal Catalogue and clicked "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 your order, you have the ability to easily recall this order the next time you log on to place a beer order. This will save you time, in that you do not have to re-enter quantities for all products, you can simply make modifications to the saved order and then verify and submit it.

To Save an Order:

1. Select your products from your personal catalogue and click the "add to pending order" button.
2. Click on the "view pending order" button to display details of your current order.

3. On the bottom of the page you will see the "Save Order" button. When you click on this button, the following screen appears:

4. You must enter a description of the order you are saving - enter whatever you wish to call it (e.g. regular weekly order, etc.), then click the **"Continue"** button.

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 you may have on file is available to the user by clicking on the **"View Saved Orders"** button. The following screen appears:

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 the details of the saved order

Important Notes:

1. If you add 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 you added a saved order to your 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.

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)
- User Id and/or Password incorrect, please try again or contact Customer Service. (the User Id and/or password supplied are incorrect – check your spelling and if the problem persists contact BDL Customer Service)
- 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 Personal 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 Order Dozens Requirement is displayed. To avoid the service charge increase your volume to meet this requirement)
- You do not have any pending orders. (If you click on the Pending Orders List tab and you have no pending orders in the system this error message is displayed).
- You have not added any products to your order. (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 Personal 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. Click on 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 BDL Customer Service at 1-800-661-2337 or via e-mail at bdlcc@thebeerstore.ca

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 5 scenarios below.

1. Off Delivery day or Emergency Orders
2. Late Orders
3. Pre paid Orders (BC Only)
4. Bottle Depot or Supply Only Orders
5. Special Events Orders with high inventory requirements.

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 BDL 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-Sunday   Sat 6:00 pm – Noon Sun (Mountain Time)

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 clicking on the "Pending Order List" tab on the Personal Catalogue page. If you have added quantities to Personal 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?

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 BDL 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 BDL Customer Service immediately. The customer may also change their password at any time by contacting BDL Customer Service. The web site also uses SSL (Secure Sockets Layer) certificate technology to ensure that transmissions across the Internet are encrypted.