

# The Beer Store On-line Ordering System User Guide

## Accessing the Site:

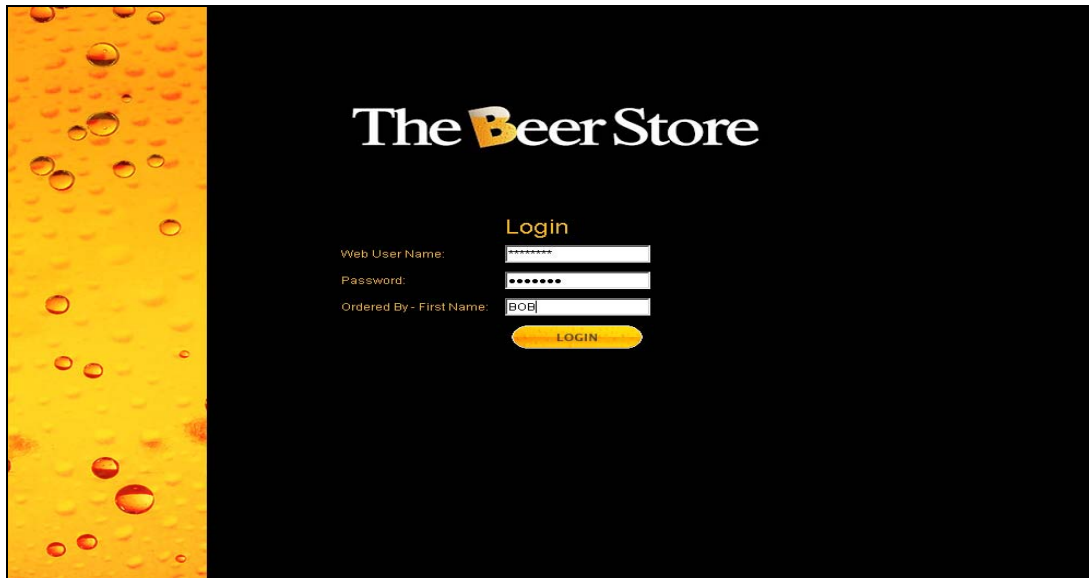
Once you have received your User Name and password, go to:

<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.

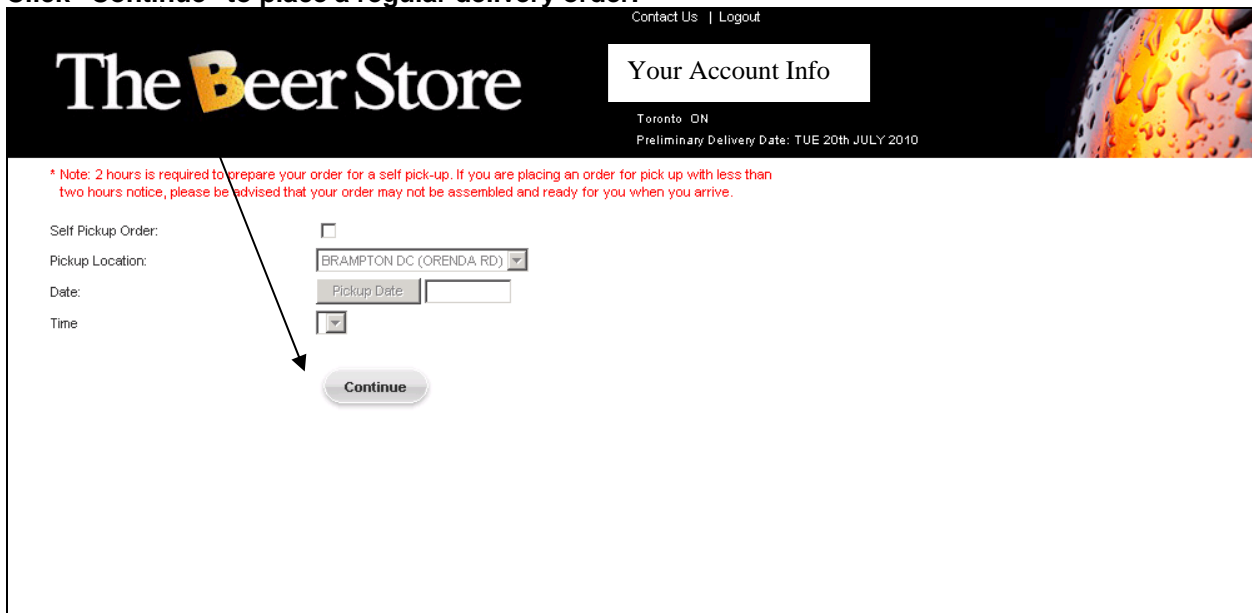
**Enter your assigned username and password, along with your first name and click on the LOGIN button.**

**PLEASE DO NOT HESITATE TO CALL IF YOU HAVE ANY CONCERNS OR QUESTIONS  
1-888-948-2337 (PRESS 7 THEN 6) FOR ASSISTANCE.**

The screenshot shows the login page for The Beer Store. On the left is a vertical orange bar with a pattern of condensation droplets. The main area has a black background with the 'The Beer Store' logo in white. Below the logo is a 'Login' section with three input fields: 'Web User Name:' (containing asterisks), 'Password:' (containing asterisks), and 'Ordered By - First Name:' (containing 'BOB'). A yellow 'LOGIN' button is positioned below the first name field.

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

**Click “Continue” to place a regular delivery order.**

The screenshot shows the 'Your Account Info' page. At the top, there's a navigation bar with 'Contact Us' and 'Logout'. The 'The Beer Store' logo is on the left. The main content area shows 'Toronto ON' and 'Preliminary Delivery Date: TUE 20th JULY 2010'. A red note states: '\* 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.' Below this, there are fields for 'Self Pickup Order:' (checkbox), 'Pickup Location:' (dropdown menu showing 'BRAMPTON DC (ORENDA RD)'), 'Date:' (calendar icon), and 'Time:' (dropdown menu). A grey 'Continue' button is at the bottom. An arrow points from the red note to the 'Continue' button.

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## The Product Catalogue Page

If this is the first time accessing the web order system, the product catalogue will be empty. Please select **Add New Items to Personal Catalogue**, this will bring you to the Full Product Catalogue. Here you can build a catalogue that will suite your 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

1. Product Catalogue Search Filter      2. Add New Items to Personal Catalogue  
3. Add Products to a Pending Order      4. View Pending Order

The screenshot shows the 'Personal Catalogue' page. At the top is a navigation bar with tabs: PERSONAL CATALOGUE, QUICK ORDER ENTRY, PRODUCT RETURNS, VIEW PENDING ORDER, PENDING ORDER LIST, and VIEW SAVED ORDERS. Below the navigation bar, the page title 'Personal Catalogue' is displayed. Underneath, it shows 'Customer License #: 40151' and 'Preliminary Delivery Date: THU 22nd JULY 2010'. There are three dropdown menus for 'Brewer', 'Package Type', and 'Package Size'. To the right of these are three buttons: 'Search', 'Add to Pending Order', and 'View Pending Order'. Further right is a button labeled 'Add New Items to Personal Catalogue'. Below these elements is a table of products, grouped into 'Bottles 24 Pack' and 'Cans 24 Pack'. Each product row includes a 'Prod #' column, a 'Brand' column, and a 'Qty' column with an input field. The products listed are: 151005 BLACK LABEL 341, 573006 BLUE LIGHT 341, 641005 BRADOR 341, 7888005 BRAVA 341, 574006 BUD LIGHT 341, 553006 BUDWEISER 341, 604005 CANADIAN 67 341, 551006 BLUE 341, 698005 BOHEMIAN 341, 2161055 BRAHMA 355, 7892005 BRAVA LIGHT 341, 2201013 BUD LIGHT LIME 330, and 590005 BUSCH LIGHT 341.

Prod #	Brand	Qty	Prod #	Brand	Qty
Bottles 24 Pack					
151005	BLACK LABEL 341	<input type="text"/>	551006	BLUE 341	<input type="text"/>
573006	BLUE LIGHT 341	<input type="text"/>	698005	BOHEMIAN 341	<input type="text"/>
641005	BRADOR 341	<input type="text"/>	2161055	BRAHMA 355	<input type="text"/>
7888005	BRAVA 341	<input type="text"/>	7892005	BRAVA LIGHT 341	<input type="text"/>
574006	BUD LIGHT 341	<input type="text"/>	2201013	BUD LIGHT LIME 330	<input type="text"/>
553006	BUDWEISER 341	<input type="text"/>	590005	BUSCH LIGHT 341	<input type="text"/>
604005	CANADIAN 67 341	<input type="text"/>			
Cans 24 Pack					

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.

PERSONAL CATALOGUE	QUICK ORDER ENTRY	PRODUCT RETURNS	VIEW PENDING ORDER	PENDING ORDER LIST	VIEW SAVED ORDERS	
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### Tab's explained:

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

*Quick Order Entry:* Option to enter items by brewery codes

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

*View Pending Order:* View items ordered and returned on the pending order

*Pending Order List:* shows previously started pending orders

*View Saved Orders:* View orders that have been saved but not yet submit for delivery

# The Beer Store On-line Ordering System User Guide

## The Full Product Catalogue Page

The Full Product Catalogue will show all of the current product listings that are offered by TBS in your area. Please select the products by clicking the empty box, a checkmark will appear. Once completed, click Update Personal Catalogue. These products will show every time you log into the On-line Ordering System.

**NOTE:** You can add/remove products on the Personal Catalogue as frequently as needed. To remove, unclick the checkmark and click 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. Click Update Personal Catalogue

1. Example of item selection

2. Add New Items to Personal Catalogue

The screenshot shows the 'Full Product Catalogue' page. At the top is a navigation bar with links: PERSONAL CATALOGUE, QUICK ORDER ENTRY, PRODUCT RETURNS, VIEW PENDING ORDER, PENDING ORDER LIST, and VIEW SAVED ORDERS. Below the navigation bar is the title 'Full Product Catalogue'. There are filters for Brewer, Package Type, and Package Size, each with a dropdown menu. A 'Search' button is located next to the filters. Below the filters is a table with columns: Prod #, Brand, Check, Prod #, Brand, Check. The table is divided into two sections by a vertical line. The left section is titled 'Bottles 24 Pack' and contains 8 rows of product data. The right section contains 6 rows of product data. The 'Check' column in the table contains checkboxes. The first row in the left section is '2098055 AMSTEL LIGHT 355' with an unchecked checkbox. The last row in the left section is '551006 BLUE 341' with a checked checkbox. The 'Update Personal Catalogue' button is located at the bottom right of the page.

Prod #	Brand	Check	Prod #	Brand	Check
2098055	AMSTEL LIGHT 355	<input type="checkbox"/>	7951055	AMSTERDAM NATURAL BLONDE LAGER 355	<input type="checkbox"/>
7911005	AMSTERDAM NUT BROWN ALE 341	<input type="checkbox"/>	1611055	ANTIGRAVITY LIGHT ALE 355	<input type="checkbox"/>
2054013	BECKS 330	<input type="checkbox"/>	2016005	BIG ROCK GRASSHOPPER WHEAT ALE 341	<input type="checkbox"/>
2015005	BIG ROCK TRADITIONAL ALE 341	<input type="checkbox"/>	2017005	BIG ROCK WARTHOG ALE 341	<input type="checkbox"/>
7955055	BIG WHEEL 355	<input type="checkbox"/>	2209055	BIRRA MORETTI 355	<input type="checkbox"/>
154005	BLACK ICE 341	<input type="checkbox"/>	151005	BLACK LABEL 341	<input checked="" type="checkbox"/>
551006	BLUE 341	<input checked="" type="checkbox"/>	573006	BLUE LIGHT 341	<input checked="" type="checkbox"/>

## 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.

## 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 clicks on the "Add to Pending Order" button that appears in various locations on the screen.

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.

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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

2. Add to Pending Order

**PERSONAL CATALOGUE** | QUICK ORDER ENTRY | PRODUCT RETURNS | VIEW PENDING ORDER | PENDING ORDER LIST | VIEW SAVED ORDERS

### Personal Catalogue

Customer License #: 40161  
Preliminary Delivery Date: **FRI 30th JULY 2010**

Brewer:   
Package Type:   
Package Size:

Prod #	Brand	Qty	Prod #	Brand	Qty
Bottles 24 Pack					
151005	BLACK LABEL 341	<input type="text"/>	551006	BLUE 341	<input type="text"/>
573006	BLUE LIGHT 341	<input type="text"/>	553006	BUDWEISER 341	<input type="text" value="15"/>
590005	BUSCH LIGHT 341	<input type="text"/>	678005	CANADIAN LIGHT 341	<input type="text"/>
604005	CANADIAN 67 341	<input type="text"/>	2056013	CORONA 330	<input type="text"/>
611006	EXPORT 341	<input type="text" value="15"/>			

**Quick Order Entry:** Option to enter items by brewery codes

**PERSONAL CATALOGUE** | QUICK ORDER ENTRY | PRODUCT RETURNS | VIEW PENDING ORDER | PENDING ORDER LIST | VIEW SAVED ORDERS

### Quick Order Entry

Prod #	Qty
<input type="text" value="611"/>	<input type="text" value="15"/>
<input type="text" value="553"/>	<input type="text" value="15"/>

**NOTE:** You must click on the “Add to Pending Order” button to add product to your order. If the customer leaves the Product 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. This requirement holds true for any area of the Product Catalogue in which the customer is working.

# The Beer Store On-line Ordering System User Guide

## Product Return Page

PERSONAL CATALOGUE	QUICK ORDER ENTRY	PRODUCT RETURNS	VIEW PENDING ORDER	PENDING ORDER LIST	VIEW SAVED ORDERS	
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If you need to report a Full Good return or overstock item, please select Product Returns. On this screen please:

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

1. 2.

Prod #	Brand	Qty	Reason	Prod #	Brand	Qty	Reason
Bottles 24 Pack							
151005	BLACK LABEL 341		--Select--	551006	BLUE 341		--Select--
573006	BLUE LIGHT 341		--Select--	553006	BUDWEISER 341	1	LEAKER
590005	BUSCH LIGHT 341		--Select--	678005	CANADIAN LIGHT 341		--Select--
604005	CANADIAN 67 341		--Select--	2056013	CORONA 330		--Select--
611006	EXPORT 341	1	LEAKER				

**NOTE:** If a case product is selected to be returned, you 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

PERSONAL CATALOGUE	QUICK ORDER ENTRY	PRODUCT RETURNS	VIEW PENDING ORDER	PENDING ORDER LIST	VIEW SAVED ORDERS	
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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 Product 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 the Pending Order
3. Delete the Pending Order
4. Return to the Product Catalogue to Continue Shopping
5. Total Cost before taxes and fees
6. Verify the Pending Order

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1. Update Quantities    2. Remove Items

The screenshot shows the 'View Pending Order' page. At the top is a navigation bar with links: PERSONAL CATALOGUE, QUICK ORDER ENTRY, PRODUCT RETURNS, VIEW PENDING ORDER (highlighted), PENDING ORDER LIST, and VIEW SAVED ORDERS. Below the navigation bar, the page title 'View Pending Order' is displayed. Customer information includes 'Customer License #: 40151' and 'Preliminary Delivery Date: FRI 30th JULY 2010'. An 'Alternate Date' dropdown menu is set to '--Select--'. The main content area is divided into two sections: 'PRODUCT PURCHASES:' and 'PRODUCT RETURNS:'. Each section contains a table with columns: Brand, Prod #, Qty Ordered/Returned, Extended Price, and a Remove link. In the 'PRODUCT PURCHASES' table, the 'Qty Ordered' for 'BUDWEISER 341 24B' and 'EXPORT 341 24B' is 15. In the 'PRODUCT RETURNS' table, the 'Qty Returned' for the same items is 1-. The total product cost is \$1035.72. At the bottom are four buttons: Delete Current Order, Continue Shopping, Save Order, and Verify Order. Arrows from the instructions point to the 'Qty Ordered' input boxes and the 'Remove' links.

Brand	Prod #	Qty Ordered	Extended Price	
BUDWEISER 341 24B	553006	15	554.85	<a href="#">Remove</a>
EXPORT 341 24B	611006	15	554.85	<a href="#">Remove</a>

Brand	Prod #	Qty Returned	Extended Price	
BUDWEISER 341 24B	553006	1-	36.99-	<a href="#">Remove</a>
EXPORT 341 24B	611006	1-	36.99-	<a href="#">Remove</a>

Total Product Cost without fees or taxes: \$1035.72

Buttons: Delete Current Order, Continue Shopping, Save Order, Verify Order

This screenshot shows the 'View Pending Order' page with the 'Alternate Date' dropdown menu open. The menu options are: --Select--, 20th JULY 2010, and 23rd JULY 2010. The 'Preliminary Delivery Date' is now 'TUE 20th JULY 2010'. The rest of the page content remains the same as the previous screenshot.

3. Delete the Pending Order    4. Continue Shopping    5. Total Cost before taxes and fees  
6. Save Order    7. Verify the Pending Order

This close-up shows the bottom of the page with the buttons: Delete Current Order, Continue Shopping, Save Order, and Verify Order. Arrows from the instructions point to each of these buttons. The total product cost of \$1035.72 is also visible above the buttons.

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 Product 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.

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## 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. It will also show Sub Total, Fuel Surcharge, Invoice Total, and Deposit.

On the Verify Order page the customer may

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

1. P.O #      2. Delivery Date      3. Empty Returns      4. Inventory Message

PERSONAL CATALOGUE

QUICK ORDER ENTRY

PRODUCT RETURNS

VIEW PENDING ORDER

PENDING ORDER LIST

VIEW SAVED ORDERS

### Verify Order

Customer License #: 40151  
Preliminary Delivery Date: FRI 30th JULY 2010

P.O #:

Empty Returns: No. of Cases & Bottles including ODR:   
No. of Kegs:

PRODUCT PURCHASES:

Brand	PROD #	Quantity Ordered	Quantity Reserved	Extended Price
BUDWEISER 341 24B	553006	15	15	554.85
EXPORT 341 24B	611006	15	15	554.85

PRODUCT RETURNS:

Brand	PROD #	Quantity Returned	Quantity Returned	Extended Price
BUDWEISER 341 24B	553006	1-	1-	36.99-
EXPORT 341 24B	611006	1-	1-	36.99-

Bottle Pkgs:	28	Sub Total:	\$ 1,035.72
Can Pkgs :	0	Fuel Surcharge Fee - LIC:	\$ 2.01
Keg Pkgs :	0	Invoice Total:	\$ 1,037.73
Other:	0	Deposit:	\$ 67.20
Total Pkgs :	28		

Delete Order

Modify Order

Save Order

Submit Order



Equivalent 24 including ODR's (\* ODR: Ontario Deposit Return)

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5. Delete Order

6. Modify Order

7. Save Order

8. Submit Order

The screenshot shows a form with two main sections. The left section lists package types and quantities: Bottle Pkgs: 28, Can Pkgs: 0, Keg Pkgs: 0, Other: 0, and Total Pkgs: 28. The right section shows financial details: Sub Total: \$1,027.51, Fuel Surcharge Fee - LIC: \$2.01, Invoice Total: \$1,029.52 (highlighted in yellow with an error icon), and Deposit: \$67.20. Below these sections are four buttons: Delete Order, Modify Order, Save Order, and Submit Order. Arrows from the numbered steps point to these buttons: 5 to Delete Order, 6 to Modify Order, 7 to Save Order, and 8 to Submit Order.



### 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

Click on 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 you to **PRINT** a copy of the confirmation page. *A confirmation email will automatically be sent to the email account that was registered.*

PERSONAL CATALOGUE	QUICK ORDER ENTRY	PRODUCT RETURNS	VIEW PENDING ORDER	PENDING ORDER LIST	VIEW SAVED ORDERS
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### Submit Order

Customer License Number: **40151**

Scheduled Delivery Date: **FRI 30th JULY 2010**

- 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

**Deliver To:**

Your Account Address Information Here

Order Number: 770000492

Purchase Order Number: 123456

No. of Cases & Bottles including ODR: 25

No. of Kegs returns: 2

**PRODUCT PURCHASES:**

Brand	PROD#	Quantity Ordered	Quantity Reserved	Extended Price
BUDWEISER 341 24B	553006	15	15	554.85
EXPORT 341 24B	611006	15	15	554.85



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PRODUCT PURCHASES:				
Brand	PROD#	Quantity Ordered	Quantity Reserved	Extended Price
BUDWEISER 341 24B	553006	15	15	554.85
EXPORT 341 24B	611006	15	15	554.85

PRODUCT RETURNS:				
Brand	PROD #	Quantity Returned	Quantity Returned	Extended Price
BUDWEISER 341 24B	553006	1-	1-	36.99-
EXPORT 341 24B	611006	1-	1-	36.99-

Bottle Pkgs:	28	Sub Total:	\$ 989.52
Can Pkgs:	0	GST Amount-FG:	\$ 46.20
Keg Pkgs:	0	Fuel Surcharge Fee - LIC:	\$ 1.78
Other:	0	GST Amount-Fee:	\$ .23
<b>Total Pkgs:</b>	<b>28</b>	Total for Order:	\$ 1,037.73
		Deposit:	\$ 67.20


[Print Order](#)

The order is now complete. To end the session, click on 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, click on the Pickup Date button to select a date from the calendar, then select the pickup time. Once this information is completed, please hit Continue.



[Contact Us](#) | [Logout](#)  
**TORONTO RACQUET CLUB**  
159 Bleeker St.  
1BLK E SHERBOURNE N OF CARLTON  
Toronto ON  
Preliminary Delivery Date: TUE 20th JULY 2010

\* 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.

Self Pickup Order: ☒

Pickup Location:

Date:

Time:

[Continue](#)

## The Beer Store On-line Ordering System User Guide

1. Verify Pickup Date, Time and Warehouse and Order.
2. Hit Continue

Contact Us | Logout

# The Beer Store

Your Account Info

TORONTO ON  
Preliminary Delivery Date: WED 04th AUGUST 2010

\* 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.

Self Pickup Order: ☒

Pickup Location:

Date:

Time:

Please follow previous steps to add product to a Pending Order from the Product Catalogue. Then View Pending Order.

PERSONAL CATALOGUE

QUICK ORDER ENTRY

PRODUCT RETURNS

VIEW PENDING ORDER

PENDING ORDER LIST

VIEW SAVED ORDERS

### Personal Catalogue

Customer License #: 23371  
Self Pick-up Date: THU 29th JULY 2010  
Self Pick-up Time: 11:00  
Self Pick-up at: BRAMPTON DC (ORENDA RD)

Brewer

Package Type

Package Size

Prod #	Brand	Qty		Prod #	Brand	Qty
Bottles 24 Pack						
551006	BLUE 341	<input type="text"/>		611006	EXPORT 341	<input type="text"/>
2055013	HEINEKEN 330	<input type="text"/>		2075013	STELLA ARTOIS 330	<input type="text"/>
Kegs 50 Litre						
2075068	STELLA ARTOIS 50000	<input type="text"/>				
Kegs 59 Litre						
551027	BLUE 58600	<input type="text" value="1"/>		651027	CANADIAN 58600	<input type="text" value="1"/>

## The Beer Store On-line Ordering System User Guide

PERSONAL CATALOGUE	QUICK ORDER ENTRY	PRODUCT RETURNS	VIEW PENDING ORDER	PENDING ORDER LIST	VIEW SAVED ORDERS
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### Submit Order

Customer License Number: 23371

Self Pick-up Date: THU 29th JULY 2010

Self Pick-up Time: 11:00

Self Pick-up at: BRAMPTON DC (ORENDA RD)

- 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

Order Number: 770000495

PRODUCT PURCHASES:

Brand	PROD#	Quantity Ordered	Quantity Reserved	Extended Price
BLUE 58600 1K	551027	1	1	253.99
CANADIAN 58600 1K	651027	1	1	253.99

Bottle Pkgs:	0	Sub Total:	\$ 488.56
Can Pkgs:	0	GST Amount-FG:	\$ 19.42
Keg Pkgs:	2	Total for Order:	\$ 507.98
Other:	0	Deposit:	\$ 100.00
<b>Total Pkgs:</b>	<b>2</b>		

[Print Order](#)

### Save Order Functionality

For convenience the customer may click on the **"Save Order"** button after they have entered product quantities on the Product 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 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 click the "add to pending order" button.
2. Click on the "View Pending Order" button to display details of the current order.
3. On the top of the page you will see the "Save Order" button. When this button is clicked, the following screen appears:

## The Beer Store On-line Ordering System User Guide

PERSONAL CATALOGUE	QUICK ORDER ENTRY	PRODUCT RETURNS	VIEW PENDING ORDER	PENDING ORDER LIST	VIEW SAVED ORDERS
--------------------	-------------------	-----------------	--------------------	--------------------	-------------------

### View Pending Order

Customer License #: 23371  
Preliminary Delivery Date: WED 04th AUGUST 2010

**PRODUCT PURCHASES:**

Brand	Prod #	Qty Ordered	Extended Price	
BLUE 341 24B	551006	<input type="text" value="1"/>	36.99	<a href="#">Remove</a>
EXPORT 341 24B	611006	<input type="text" value="1"/>	36.99	<a href="#">Remove</a>
HEINEKEN 330 24B	2055013	<input type="text" value="1"/>	46.99	<a href="#">Remove</a>
STELLA ARTOIS 330 24B	2075013	<input type="text" value="1"/>	46.99	<a href="#">Remove</a>
STELLA ARTOIS 50000 1K	2075068	<input type="text" value="1"/>	307.49	<a href="#">Remove</a>
CANADIAN 58600 1K	651027	<input type="text" value="1"/>	253.99	<a href="#">Remove</a>

Total Product Cost without fees or taxes: \$ 729.44

[Delete Current Order](#) [Continue Shopping](#) [Save Order](#) [Verify Order](#)

4. The customer must enter a description of the order you are saving - enter a name for the order (eg. regular weekly order or date, etc.), then click the **"Continue"** button.

PERSONAL CATALOGUE	QUICK ORDER ENTRY	PRODUCT RETURNS	VIEW PENDING ORDER	PENDING ORDER LIST	VIEW SAVED ORDERS
--------------------	-------------------	-----------------	--------------------	--------------------	-------------------

### Add Saved Order

Customer License #: 23371  
Preliminary Delivery Date: WED 04th AUGUST 2010

Description

[Continue](#)

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:

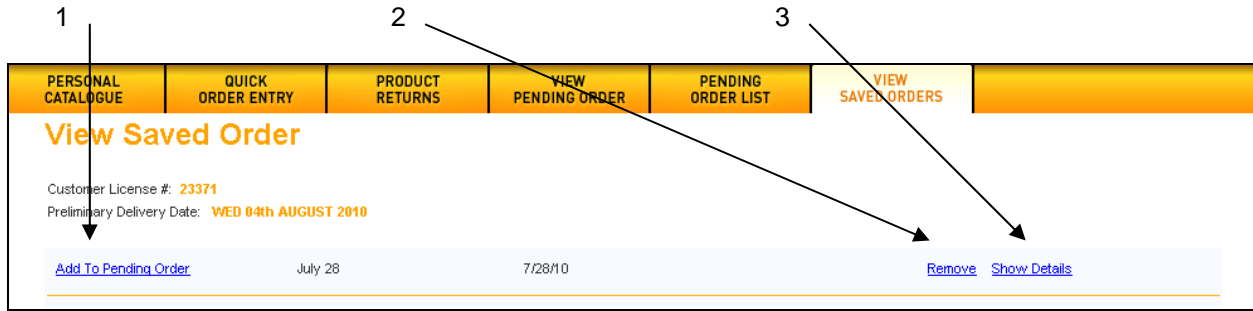
A listing of any saved orders you may have on file is available to the user by clicking on the **"View Saved Orders"** button. The following screen appears:

PERSONAL CATALOGUE	QUICK ORDER ENTRY	PRODUCT RETURNS	VIEW PENDING ORDER	PENDING ORDER LIST	VIEW SAVED ORDERS
--------------------	-------------------	-----------------	--------------------	--------------------	-------------------

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

# The Beer Store On-line Ordering System User Guide



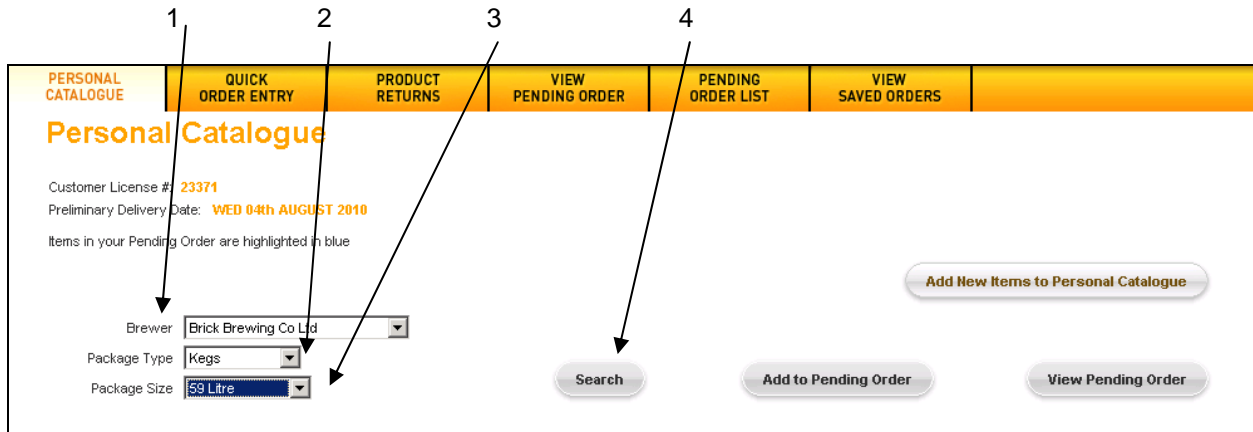
## Important Notes:

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.

## 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:

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



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## 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)
- **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 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 Product 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. Click on the "Verify Order" button to re-verify the order)

#### **Troubleshooting**

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](mailto:cmf@thebeerstore.ca)

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## **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 clicking on 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?

**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.

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## **Appendix C: Additional Scenario's & Errors:**

### Multiple Delivery Days: Fees may apply

PERSONAL CATALOGUE	QUICK ORDER ENTRY	PRODUCT RETURNS	VIEW PENDING ORDER	PENDING ORDER LIST	VIEW SAVED ORDERS
--------------------	-------------------	-----------------	--------------------	--------------------	-------------------

### View Pending Order

Customer License #: 40151  
Preliminary Delivery Date: TUE 03rd AUGUST 2010  
Alternate Date:   
  
30th JULY 2010  
03rd AUGUST 2010  
06th AUGUST 2010

**PRODUCT PURCHASES:**

Brand	Prod #	Qty Ordered	Extended Price	
BLUE 58600 1K	551027	<input type="text" value="1"/>	253.99	<a href="#">Remove</a>
COORS LIGHT 58600 1K	673027	<input type="text" value="1"/>	253.99	<a href="#">Remove</a>

Total Product Cost without fees or taxes: \$ 507.98

[Delete Current Order](#) [Continue Shopping](#) [Save Order](#) [Verify Order](#)

PERSONAL CATALOGUE	QUICK ORDER ENTRY	PRODUCT RETURNS	VIEW PENDING ORDER	PENDING ORDER LIST	VIEW SAVED ORDERS
--------------------	-------------------	-----------------	--------------------	--------------------	-------------------

### Verify Order

Customer License #: 40151  
Preliminary Delivery Date: FRI 06th AUGUST 2010  
P.O.#:   
Empty Returns: No. of Cases & Bottles including ODR:   
No. of Kegs:   
**PRODUCT PURCHASES:**

Brand	PROD #	Quantity Ordered	Quantity Reserved	Extended Price
BLUE 58600 1K	551027	1	1	253.99
COORS LIGHT 58600 1K	673027	1	1	253.99

Bottle Pkgs:	<input type="text" value="0"/>	Sub Total:	\$ 507.98
Can Pkgs :	<input type="text" value="0"/>	Local Multiple Delivery Day Fee:	\$ 28.25
Keg Pkgs :	<input type="text" value="2"/>	Fuel Surcharge Fee - LIC:	\$ 2.01
Other:	<input type="text" value="0"/>	<b>Invoice Total:</b>	<b>\$ 538.24</b>
<b>Total Pkgs :</b>	<b>2</b>	Deposit:	\$ 100.00

[Delete Order](#) [Modify Order](#) [Save Order](#) [Submit Order](#)

### Multiple Drop Locations:

Contact Us   Logout	
<b>The Beer Store</b>	
<b>Your Account Info</b>	
GUELPH ON Preliminary Delivery Date: FRI 30th JULY 2010	
Drop Location:	<input type="text" value="--Select--"/> <input type="text" value="--Select--"/> 01 DOWNSTAIRS MAIN 02 FRONT DOOR BP



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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

PERSONAL CATALOGUE	QUICK ORDER ENTRY	PRODUCT RETURNS	VIEW PENDING ORDER	PENDING ORDER LIST	VIEW SAVED ORDERS
--------------------	-------------------	-----------------	--------------------	--------------------	-------------------

### Verify Order

Customer License #: 24236  
Preliminary Delivery Date: FRI 30th JULY 2010  
P.O.#:   
Empty Returns: No. of Cases & Bottles including ODR:   
No. of Kegs:

PRODUCT PURCHASES:	Brand	PROD #	Quantity Ordered	Quantity Reserved	Extended Price
	CANADIAN 20000 1K	651049	2	2	195.98
	BLUE 58600 1K	551027	2	2	507.98

Bottle Pkgs:	0	Sub Total:	\$ 703.96
Can Pkgs :	0	Time Restriction Fee:	\$ 28.25
Keg Pkgs :	4	Specialized Vehicle Fee:	\$ 39.55
Other:	0	Above Grade Acceptance Area Fee:	\$ 28.25
Total Pkgs :	4	Fuel Surcharge Fee - LIC:	\$ 2.01
		<b>Invoice Total:</b>	<b>\$ 802.02</b>
		Deposit:	\$ 140.00

[Delete Order](#) [Modify Order](#) [Save Order](#) [Submit Order](#)


Error:

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, you may be advised to make payment at The Beer Store. Please retain a copy of your receipt. If your payment has been made, but your account is still prompting the below error message, please contact the TBS Order Desk.

Contact Us | Logout

# The Beer Store

## Home Page



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!

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Inactive Account: Please contact the TBS Order Desk at 1-888-948-2337 for details.

[Contact Us](#) | [Logout](#)

# The Beer Store

- Sorry, your account is inactive; to reactivate please contact customer service

Web User Name:

Password:

Ordered By - First Name:

Login