

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 screenshot shows the BDL website home page. At the top is a dark red navigation bar with white text for: Home, Online Ordering, Licensees, Careers, History, Shareholders, Links, and Contact Us. Below the navigation bar is a large dark red banner with white text. The banner text reads: "Welcome to Brewers Distributor Ltd. (BDL)", "BDL is a private joint venture company owned by Labatt Breweries of Canada and Molson Breweries for the wholesale distribution of beer and the collection of returnable, refillable and recyclable beer containers within the four Western Canadian Provinces, as well as Northwest Territories and the Yukon.", "The overall goal of the distribution alliance between the shareholder companies in Western Canada, is to maximize cost and service performance within the two distinct business processes – wholesale distribution of beer, and the collection of returnable, recyclable beer containers", "BDL operates nine distribution centers and four cross dock facilities in the Western provinces (Manitoba, Saskatchewan, Alberta, and British Columbia). These facilities serve licensed customers throughout the West and the northern Territories. Corporate Head Office is located in Calgary, Alberta", and "For the information of our two shareholders. Please use the following links". Below the banner are two logos: Molson and Labatt. To the right of the banner is a sidebar with a white background. It features a photo of three beer bottles in a bucket of ice. Below the photo is the text "Licensees Login only" and two large orange buttons: "Register" and "Order beer online". At the bottom of the sidebar, there is a small text block: "BDL is proud to announce its partnership with Versapay to have the ability to pay for orders placed".

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.

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Login

Web user ID:

Password:

First Name:

[Forgot Password?](#)

Important Notice: On the weekend of June 14, 2014, there will be an extended outage that prevents licensees from accessing the BDL web ordering application.
This is the second line of the login message for the BDL Storefront.
This is the third line of the login message for the BDL Storefront.

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 image shows the BDL website header with the user name 'Welcome, MERANDA' and a 'Logout' link. Below the header is a message box with the following text: 'Please note message below and click Proceed', 'Bud Light Lime is no longer available.', 'Please Order another brand.', 'Office hours: POCO - 8:00 AM to 11:00 PM', 'Holiday Hours: POCO - 10:00 AM to 6:00 PM', and three lines of 'Test for number of lines added'. A 'Proceed' button is located below the message box.

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 blank. The Personal Catalogue is fully maintainable – the customer uses the Add New Items To Personal Catalogue to maintain what items they wish to have appear in their Personal Catalogue.

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Your Delivery Day

Premise Information

Add New Items To Personal Your Catalogue

The screenshot shows the BDL Personal Catalogue page. At the top, there is a navigation bar with 'Personal Catalogue', 'Quick Order Entry', 'Orders', and 'My Settings'. The main content area is titled 'Personal Catalogue' and contains three sections: 'Account Information', 'Actions', and 'Product List'. The 'Account Information' section shows details like Customer License (32500), Minimum Order Dozens Requirement, Payment Criteria (Auto Debits), Preliminary Credit (1,890.72), Available To Spend (27,428.79), and Preliminary Delivery Date (THU 03RD JULY 2014). The 'Actions' section has dropdown menus for Brewer, Package Type, and Package Size, along with buttons for 'Add New Items To Personal Catalogue', 'Search', 'Add to Pending Order', 'View Pending Order', and 'Upload File'. The 'Product List' section is a table with columns for Prod#, CSPC, Brand, Multiple/Layer, Qty, Prod#, CSPC, Brand, Multiple/Layer, and Qty. It shows two rows of products: '1895 354936 1.18L DRY 8.5 ARRO Single Btl (8 / 120)' and '1822 029595 650ML BudLt Platinum Single Bt (15 / 195)'. Blue arrows point from the text labels at the top to the corresponding sections in the screenshot.

On the Personal Catalogue page the customer can:

1. Add Item To Personal Catalogue.
2. View the selection of preferred products in Product List.
3. View a subset of the product catalogue by using the Search Filter.
4. View product details.
5. Add products to a pending order.
6. Upload an order using Upload File.

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 your establishments ordering needs

Quick Order Entry: Option to enter items by brewery codes

Orders: View items on pending order or saved order

My Settings: View or edit account email address, password, and contact information

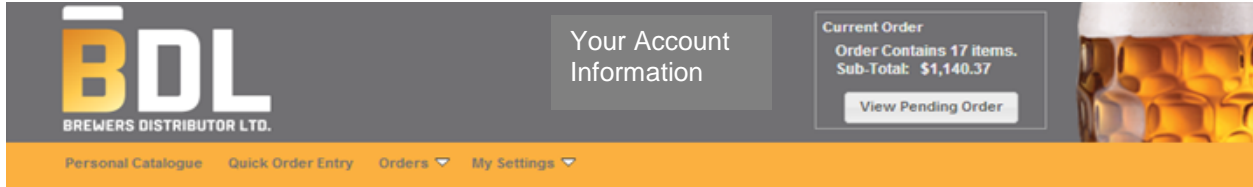
Personal Catalogue Quick Order Entry Orders My Settings

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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



Full Product Catalogue

Actions

Brewer:

Package Type:

Package Size:

Product List

Prod#	CSPC	Brand	Check	Prod#	CSPC	Brand	Check
Bottles 24 Pack							
<u>709</u>	900480	341ML Blue Kraft 24 Btl	<input type="checkbox"/>	<u>55</u>	849349	341ML Bud Light 24 Btl	<input type="checkbox"/>
<u>54</u>	902635	341ML Budweiser 24 Btl	<input checked="" type="checkbox"/>	<u>53</u>	909523	341ML Kokanee 24 Btl	<input type="checkbox"/>

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.

Full Product Catalogue

Actions

Brewer:

Package Type:

Package Size:

Product List

Prod#	CSPC	Brand	Check	Prod#	CSPC	Brand	Check
Bottles Single Unit							
<u>1895</u>	354936	1.18L DRY 8.5 ARRO Single Btl	<input checked="" type="checkbox"/>	<u>1587</u>	311357	1.18L Old English Single Btl	<input type="checkbox"/>
<u>1822</u>	029595	650ML BudLI Platinum Single Bt	<input checked="" type="checkbox"/>	<u>1557</u>	151068	650ML Heineken Single Btl	<input type="checkbox"/>
<u>1604</u>	180463	660ML Beck's Single Btl	<input type="checkbox"/>	<u>1250</u>	774935	660ML Stella Artois Single Btl	<input type="checkbox"/>
<u>1976</u>	550764	710ML Corona Extra Single Btl	<input type="checkbox"/>				

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Product Details
For: 1.18L Old English Single Btl

Product Number:
Current Product: 1.18L Old English Single Btl
Quantity Available: 6959

Product Additional Information:

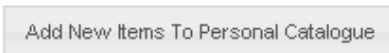
BDL Number:	1587	Pallet Equivalent:	600
UPC Code:	034100006228BC	Layer Equivalent:	120
CSPC Code:	311357	Order Multiplier:	8
Unit Price:	5.5800		

Quantity

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.

Maintain Products on your Personal Catalogue

The Personal Catalogue is a subset of the items in the Full Catalogue. 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.

Full Product Catalogue

Actions

Brewer:

Package Type:

Package Size:

Product List

Prod#	CSPC	Brand	Check	Prod#	CSPC	Brand	Check
Bottles Single Unit							
1895	354936	1.18L DRY 8.5 ARRO Single Btl	<input checked="" type="checkbox"/>	1587	311357	1.18L Old English Single Btl	<input type="checkbox"/>
1822	029595	650ML BudLt Platinum Single Bt	<input checked="" type="checkbox"/>	1557	151068	650ML Heineken Single Btl	<input type="checkbox"/>
1604	180463	660ML Beck's Single Btl	<input type="checkbox"/>	1250	774935	660ML Stella Artois Single Btl	<input type="checkbox"/>
1976	550764	710ML Corona Extra Single Btl	<input type="checkbox"/>				
Bottles 6 Pack							

From The Full Catalogue page you can:

1. Select Items to be included on your personal catalogue.
2. Remove items from your personal catalogue.

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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.

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.

Personal Catalogue

Account Information

Customer License:	xxxxxx
Minimum Order Dozens Requirement:	20
Payment Criteria:	Auto Debits
Preliminary Credit:	1,890.72-
Available To Spend:	27,927.94-
Preliminary Delivery Date:	THU 03RD JULY 2014

Actions

Brewer:

Package Type:

Package Size:

Product List

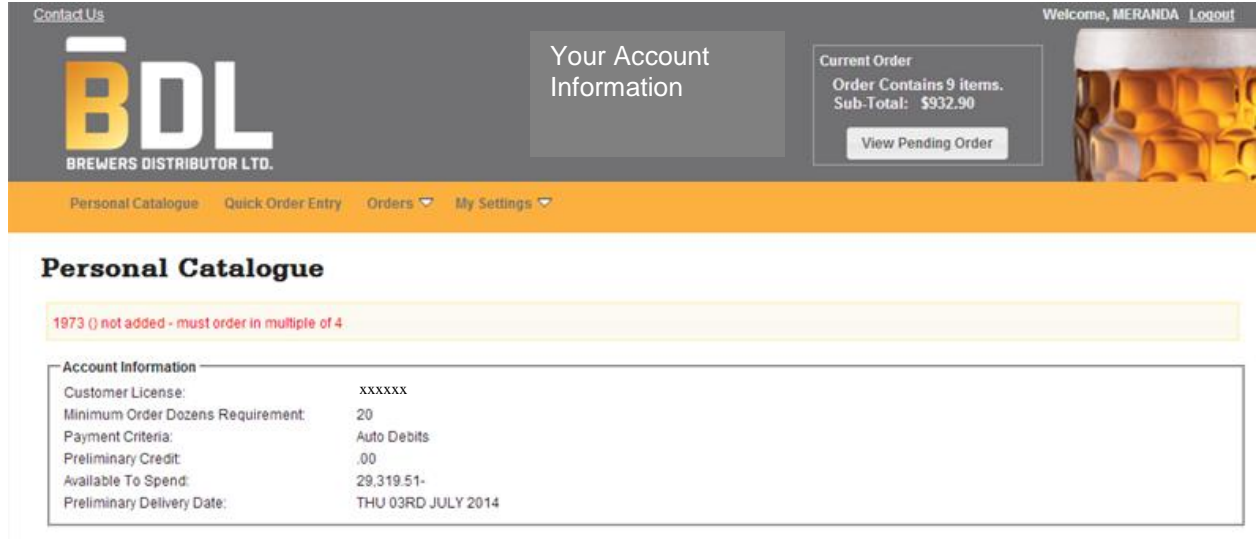
Prod#	CSPC	Brand	Multiple/Layer	Qty	Prod#	CSPC	Brand	Multiple/Layer	Qty
Bottles 6 Pack									
<u>1973</u>	617720	330ML Corona Light 6 Btl	(4 / 48)	<input type="text"/>	<u>810</u>	000018	330ML Heineken 6 Btl	(4 / 48)	<input type="text"/>
Bottles 24 Pack									
<u>54</u>	902635	341ML Budweiser 24 Btl	(1 / 12)	<input type="text"/>	<u>43</u>	906586	341ML Coors Light 24 Btl	(1 / 12)	<input type="text"/>
Kegs 50 Litre									
<u>938</u>	291401	50L Beck's Keg	(1 / 6)	<input type="text"/>	<u>748</u>	215988	50L Heineken Keg	(1 / 8)	<input type="text"/>
Kegs 59 Litre									
<u>163</u>	910489	59L Blue Keg	(1 / 6)	<input type="text"/>	<u>153</u>	909820	59L Canadian Keg	(1 / 8)	<input type="text"/>

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

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quantities you entered are lost. In this event however, a warning message is provided to the customer.

Once you Add to Pending Order it will show which items were ordered, if there are any order multiple errors and a Current Order box will show at the top of the screen, allowing you to view the Sub-Total of your order.



The screenshot displays the BDL (Brewers Distributor Ltd.) online ordering system interface. At the top, there is a navigation bar with a 'Contact Us' link, the BDL logo, and a 'Welcome, MERANDA Logout!' message. Below the navigation bar, there are three main sections: 'Your Account Information', 'Current Order' (showing 9 items and a sub-total of \$932.90), and a 'View Pending Order' button. The main content area is titled 'Personal Catalogue' and features a warning message: '1973 () not added - must order in multiple of 4'. Below this, there is a table of account information.

Account Information	
Customer License:	xxxxxx
Minimum Order Dozens Requirement:	20
Payment Criteria:	Auto Debits
Preliminary Credit:	.00
Available To Spend:	29,319.51-
Preliminary Delivery Date:	THU 03RD JULY 2014

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.



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Quick Order Entry

Order Entry Grid

Item Number CSPC Code

Prod#	Qty
<input type="text" value="53"/>	<input type="text" value="2"/>
<input type="text" value="334"/>	<input type="text" value="2"/>
<input type="text" value="1160"/>	<input type="text" value="1"/>
<input type="text" value="1183"/>	<input type="text" value="2"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

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. **Please note* - if you select Item# in radio button but enter a CSPC you will receive an error message for that product and vice versa for CSPC**

In the "Item # or CSPC Code" Box enter the appropriate item number (based on your radio button selection). Enter the order quantity in the Qty Box. The screen refreshes itself with another 15 entry lines.

When ordering promo items please use the generic item number in the quick order entry fields and any applicable promos will automatically be ordered.

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.

Upload File

The upload file option 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 Upload File button allows you to upload an existing file and load it into the online ordering system.

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Personal Catalogue

Account Information

Customer License: xxxxxx
 Minimum Order Dozens Requirement: 20
 Payment Criteria: Auto Debits
 Preliminary Credit: 1,890.72-
 Available To Spend: 27,428.79-
 Preliminary Delivery Date: THU 03RD JULY 2014

Actions

Brewer:

Package Type:

Package Size:

Upload File Option: Option to upload a file using brewery codes or CSPC numbers. If you require these codes, please see the Full Catalogue as they are listed here.

1. Create and save either a text file in Notepad or a csv file in Excel

- A. Using Product numbers as text file
- B. Using CSPC numbers as text file

```

bdlorder - Notepad
File Edit Format View Help
PROID,153,2
PROID,200,2
PROID,54,10
PROID,1413,6
PROID,64,4
PROID,132,5
PROID,135,10
    
```

```

bdlorderCSPC - Notepad
File Edit Format View Help
CSPC,940569,2
CSPC,909820,2
CSPC,908665,12
CSPC,904805,10
CSPC,900779,5
CSPC,900134,8
    
```

- C. Product numbers in Excel and saving as CSV file

	A	B	C
1	PROID	153	2
2	PROID	200	2
3	PROID	54	10
4	PROID	1413	6
5	PROID	64	4
6	PROID	132	5
7	PROID	135	10

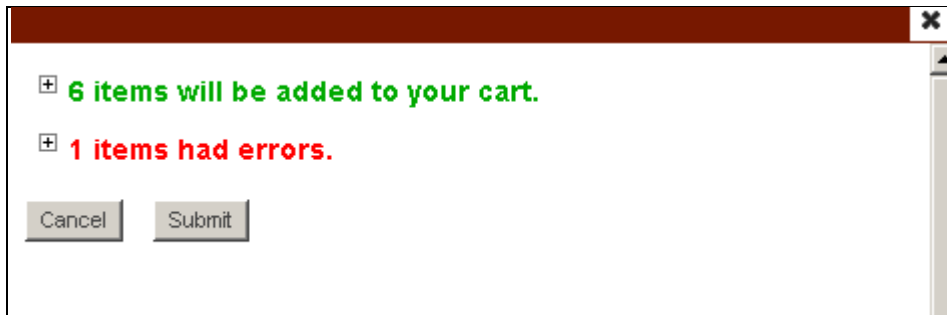
- D. Using CSPC numbers in Excel and saving as CSV

	A	B	C	D
1	CSPC	940569	2	
2	CSPC	909820	2	
3	CSPC	908665	12	
4	CSPC	904805	10	
5	CSPC	900779	5	
6	CSPC	900134	8	
7				

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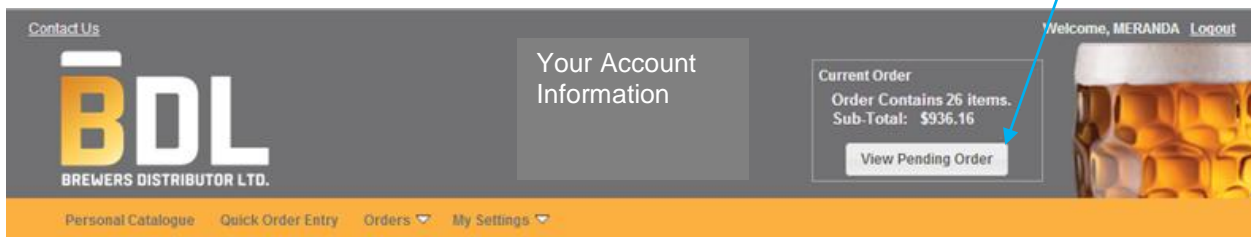
2. Select Upload File, Browse, select file and submit



To continue, click View Pending Order.

View Pending Order

At any time during the build of an order the customer may proceed to the View Pending Order page by clicking View Pending Order 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.



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View Pending Order

Account Information

Customer License:	xxxxxx
Minimum Order Dozens Requirement:	20
Payment Criteria:	Auto Debits
Preliminary Credit:	.00
Available To Spend:	29,319.51-
Self Pickup Order:	<input type="checkbox"/> Pickup Date
Preliminary Delivery Date:	THU 03RD JULY 2014

[Continue Shopping](#) [Save Order](#) [Update Order](#) [Clear Order](#) [Verify Order](#)

Order Details

CSPC Brand	Prod #	Qty Ordered	Extended Price
902635 341ML Budweiser 24 Btl	54	<input type="text" value="10"/>	\$434.78 Remove
906586 341ML Coors Light 24 Btl	43	<input type="text" value="10"/>	\$434.78 Remove
215988 50L Heineken Keg	746	<input type="text" value="1"/>	\$277.42 Remove
910489 59L Blue Keg	163	<input type="text" value="1"/>	\$221.73 Remove
Total Order Value:			\$1,368.71

[Continue Shopping](#) [Save Order](#) [Update Order](#) [Clear Order](#) [Verify Order](#)

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. Save Order
5. Update Order
6. Clear the Pending Order
7. 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 "Clear 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.

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View Pending Order

Account Information

Customer License:

Minimum Order Dozens Requirement:

Payment Criteria:

Preliminary Credit:

Available To Spend:

Self Pickup Order:

Self Pick-up Date: THU 03RD JULY 2014

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	Drag to move				

Order Details

CSPC	Brand	Prod #	Qty Ordered	Extended Price
617720	330ML Corona Light 6 Btl	1973	<input type="text" value="20"/>	\$263.09 Remove
902635	341ML Budweiser 24 Btl	54	<input type="text" value="6"/>	\$260.87 Remove
215988	50L Heineken Keg	746	<input type="text" value="1"/>	\$277.42 Remove
910489	59L Blue Keg	163	<input type="text" value="1"/>	\$221.73 Remove
Total Order Value:				\$1,023.11

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.

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Verify Order

10 of item 54(341ML Budweiser 24 Btl) is out of stock at this time and will NOT be shipped
10 of item 43(341ML Coors Light 24 Btl) is out of stock at this time and will NOT be shipped
Your order will be held, the amount available to spend is less than zero.

Account Information

Customer License: xxxxxx
Minimum Order Dozens Requirement: --
Payment Criteria: Auto Debits
Actual Credit On Account: 1,890.72-
Available To Spend: 31,709.38-
Preliminary Delivery Date: THU 03RD JULY 2014

Delivery:

Below are the delivery instructions we have on file for you.
Please adjust if special instructions are required for this order (other than for date and time changes as these have already been determined).

Order Details:

CSPC Brand		Prod #	Quantity Ordered	Quantity Reserved	Extended Price
902635	341ML Budweiser 24 Btl	54	10	0	\$ 0.00
906588	341ML Coors Light 24 Btl	43	10	0	\$ 0.00
215988	50L Heineken Keg	746	1	1	\$277.42
910489	55L Blue Keg	163	1	1	\$221.73

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

Invoice Total:	\$499.15
Deposit:	\$60.00

Delete Order

Modify Order

Save Order

Submit Order

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. Save Order – note this will not submit the order, but save it to go back to at a later time to modify.
4. 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.

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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: _____
Minimum Order Dozens Requirement: XXXXXX
Payment Criteria: Auto Debits
Actual Credit On Account: .00
Available To Spend: 28,427.09-
Scheduled Delivery Date: THU 03RD JULY 2014

Deliver To

VICTORIA GOLF CLUB
1110 BEACH DR
VICTORIA BC V8S 2M9
CAN

Order Number: 1797895

Order Type: S2

Order Details

CSPC	Brand	Prod #	Quantity Ordered	Quantity Reserved	Extended Price
902635	341ML Budweiser 24 Btl	54	10	0	\$ 0.00
906586	341ML Coors Light 24 Btl	43	10	0	\$ 0.00
215988	50L Heineken Keg	746	1	1	\$277.42
910489	59L Blue Keg	163	1	1	\$221.73

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

Sub-Total:	\$478.24
GST Amount:	\$20.91
Total for Order:	\$499.15
Credit on Account:	\$ 0.00
Invoice Total:	\$ 0.00
Discount Amount:	\$120.07
Deposit Amount:	\$60.00

Print Order

Return to Personal Catalogue

Print Order

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License
Name

Web Order Confirmation

Customer License: XXXX
Minimum Order Dozens Requirement: 20
Actual Credit On Account: .00
Scheduled Delivery Date: THU 14TH AUGUST 2014

Deliver To: Account
Information

Order Number: 1797978
Order Type: S2

CSPC	Brand	Prod #	Quantity Ordered	Quantity Reserved	Extended Price
910489	59L BLUE KEG	163	3	3	\$665.19

Bottle Pkgs:	0	Sub-Total:	\$637.80
Can Pkgs :	0	GST Amount:	\$27.39
Keg Pkgs :	3	Total for Order:	\$665.19
Other:	0	Credit on Account:	\$ 0.00
Total Pkgs :	3	Invoice Total:	\$ 0.00
		Discount Amount:	\$54.78
		Deposit Amount:	\$90.00

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.

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.

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View Pending Order

Account Information

Customer License: xxxxxx
Minimum Order Dozens Requirement: 20
Payment Criteria: Auto Debits
Preliminary Credit: .00
Available To Spend: 29,818.66-
Self Pickup Order: Pickup Date
Preliminary Delivery Date: THU 03RD JULY 2014

Continue Shopping Save Order Update Order Clear Order Verify Order

Order Details

CSPC Brand	Prod #	Qty Ordered	Extended Price
902635 341ML Budweiser 24 Btl	54	<input type="text" value="15"/>	\$652.17 Remove
291401 50L Beck's Keg	938	<input type="text" value="1"/>	\$266.47 Remove
909820 59L Canadian Keg	153	<input type="text" value="1"/>	\$221.73 Remove
Total Order Value:			\$1,140.37

Continue Shopping Save Order Update Order Clear Order Verify 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:

Contact Us

Welcome, MERANDA [Logout](#)

BDL
BREWERS DISTRIBUTOR LTD.

Your Account Information

Current Order
Order Contains 17 items.
Sub-Total: \$1,140.37
[View Pending Order](#)

Personal Catalogue Quick Order Entry Orders My Settings

Save Order/Order Detail

Identification

Saved Order Description:

Order Details

Item Number	Brand	Qty
54	341ML Budweiser 24 Btl	15
153	59L Canadian Keg	1
938	50L Beck's Keg	1

[Confirm Order Save](#)

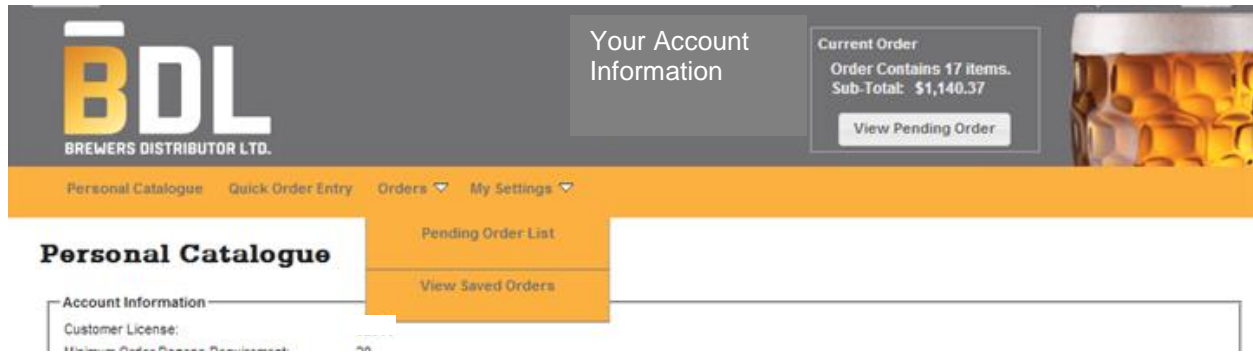
4. You must enter a description of the order you are saving - enter whatever you wish to call it (e.g. regular weekly order, etc.), then click the "**Continue**" button.

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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 “Orders” button and “View Saved Orders” button.



The following screen appears:

View Saved Orders

Account Information	
Customer License:	xxxxxx
Minimum Order Dozens Requirement:	20
Payment Criteria:	Auto Debits
Preliminary Credit:	00000000.00
Available To Spend:	-00029818.66
Preliminary Delivery Date:	THU 03RD JULY 2014

Saved Order List	
Saved Order Description	Date Saved
Add to Pending Order June 27	6/27/14 Remove Show Details

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.

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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)
- **A valid web 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 BDL 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 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)
- **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).
- **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 out of stock at this time and will NOT be shipped.** (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 bdl@bdl.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 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.