

WHAT DOES CSS MEAN?

The term CSS is an acronym for Liquor Customer Self Service

WHAT ARE THE TECHNICAL REQUIREMENTS & HOW DO I ACCESS CSS?

CSS is an online application which will be available through the MBLL Partners site www.mblldpartners.ca or direct via <https://css.mblld.ca>.

CSS must be accessed through **Google Chrome** web browser which works on a variety of desktop computers. CSS is optimized for desktop viewing only. Tablet and mobile devices are not supported.

HOW WILL I LEARN HOW TO USE LIQUOR CUSTOMER SELF SERVICE?

Training materials (online and PDF) will be accessible on the MBLL Partners website, and also accessible through the help button within the application.

WILL SUPPORT BE AVAILABLE IF I NEED HELP PLACING MY ORDER?

Yes, the Liquor Contact Centre is available to assist during regular business hours, 8am – 4pm Monday to Friday.

CAN I JUST CONTINUE TO USE ATLAS?

ATLAS will be decommissioned in the near future. If you require assistance placing your order through Liquor Customer Self Service (CSS) the Liquor Contact Centre (LCC) is available to address your inquiries.

WHEN DO I PLACE MY ORDER?

Your current ordering schedule will apply the same as it does today.

VENDORS

Vendors have a specified order and delivery day. If your order has been placed on time, the order will be delivered on your specified delivery date.

Example: Those scheduled to place orders by Monday by 23:59 will receive their order the following Thursday.

LICENSEES

Licensees must place orders on Monday by 23:59 which are delivered on Wednesdays.

I'VE LOCKED MYSELF OUT, HOW DO I RESET MY PASSWORD?

Contact the Admin(s) setup to the company account to unlock your profile and/or change your password. If you are the Admin and do not have a second Admin role available to unlock your account, contact the Liquor Contact Centre during regular business hours at 204-957-2500 ext. 5500. We recommend setting up a second Admin role to ensure no loss of access.

HOW DO I KNOW IF MY ORDER HAS BEEN RECEIVED?

Select the 'Pending Orders' icon on the home screen, if your order has successfully been placed it will show as the first order at the top of this list.

WHERE IS MY ORDER?

Select the 'Pending Orders' icon on the home screen. You can see the current status of your order under the *order status* column for MBLL warehoused items. For order status updates of privately distributed products the applicable distributor will need to be contacted, the Liquor Contact Centre cannot see shipping status for any private distributors. See the **Contact Information** section below.

HOW DO I CANCEL MY ORDER?

There is a short window immediately after placing the order that you can contact the Liquor Contact Centre at 204-957-2500 ext. 5500 during regular business hours and they may be able to cancel the order.

CAN I MAKE CHANGES TO AN ORDER THAT HAS ALREADY BEEN PLACED?

(add/remove/edit quantities)

For MBLL warehoused orders, there is a short window immediately after placing the order that you can contact the Liquor Contact Centre at 204-957-2500 ext. 5500 during regular business hours and they may be able to edit the order.

For Privately Distributed orders, the order must be cancelled and re-ordered. This may alter the delivery time.

HOW DO I RETURN A PRODUCT?

After you have received your order, if you would like to return an item. Please contact MBLL Commercial Retail Partners department. Commercial retailers should reach out to their respective sales manager, On-Premise accounts please contact the Licensees Sales Coordinator. See the **Contact Information** section below.

For privately distributed items/orders*, please contact the applicable distributor directly for instruction on how to process the return through them. See the **Contact Information** section below.

* Privately distributed products may require the approval of the supplier prior to return.

I HAVE RECEIVED AN INCORRECT ITEM/MISSING AN ITEM ON MY ORDER

If your order does not match your invoice, contact the Liquor Contact Centre 204-957-2500 ext. 5500 regarding the discrepancy.

HOW CAN I CHANGE MY CONTACT INFORMATION?

If you require any updates to your contact information, please send an email titled "Contact Information Change Request" outlining the required changes to accounting@mbl.ca

HOW CAN I VIEW PRODUCT BULLETINS, PRICE LISTS AND INFORMATIONAL MEMOS?

From the CSS homepage, select the **Bulletin Listing** icon. This module allows you to view and download price lists, product bulletins and memos.

Bulletins currently available to you will be listed in descending date order.

To view/download a bulletin, select the paper clip icon  on the applicable bulletin row. Once the document has opened it can be downloaded/saved to your personal desktop.

CONTACT INFORMATION

| CONTACT | PHONE NUMBER | EMAIL ADDRESS |
|-----------------------|------------------------|-----------------------------|
| Liquor Contact Centre | 204-957-2500 ext. 5500 | LiquorContactCentre@mbll.ca |

MBLL SALES MANAGERS

| CONTACT | EMAIL ADDRESS |
|---|------------------------|
| Grant Kennedy Manager, Commercial Customer Sales | Grant.Kennedy@mbll.ca |
| John Buchanan Manager, Commercial Customer Sales | John.Buchanan@mbll.ca |
| Eric Scheepers Manager, Commercial Customer Sales | Eric.Scheepers@mbll.ca |
| Brooke Dmytriw Licensee Sales Coordinator, On Premise Customers | Brooke.Dmytriw@mbll.ca |

PRIVATE DISTRIBUTORS

| CONTACT | EMAIL ADDRESS |
|------------------------------------|------------------------------|
| Brewers Distributor Ltd. | custservmb@bdl.ca |
| Barn Hammer Brewing | sales@barnhammerbrewing.ca |
| Black Wheat Brewing | ted@blackwheatbrewing.ca |
| Brazen Hall Kitchen & Brewery | stefan@brazenhall.ca |
| Dead Horse Cider Company | deadhorsecider@gmail.com |
| Fort Garry Brewing Company | info@fortgarry.com |
| Half Pints Brewing Company | elise@halfpintsbrewing.com |
| Kilter Brewing Company | sales@kilterbrewing.co |
| Little Brown Jug Brewing Company | kristin@littlebrownjug.ca |
| Minhas Creek Craft Brewing Company | warehousemb@damngoodbeer.biz |
| Nonsuch Brewing Company | logan@nonsuch.beer |

PRIVATE DISTRIBUTORS CONT'D

CONTACT

EMAIL ADDRESS

One Great City Brewing Company

rachel@ogcbrewing.com

Oxus Brewing Company

info@oxusbrewing.com

Sookram's Brewing Company

sales@sookrams.com

Stone Angel Brewing Company

info@stoneangelbrewing.com

Torque Brewing

adam@torquebrewing.beer

WETT Sales & Distribution

sunny@wettsales.com