

This training is intended for commercial customers using Liquor Customer Self-Service to view products, place orders, or view transaction history.

Listed below you will see 7 modules outlining the most common functions you will perform.

- Product Catalogue
- Order Templates
- Shopping Cart
- Pending Orders
- Transaction History
- Contact Information
- User Profiles

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## **Product Catalogue**

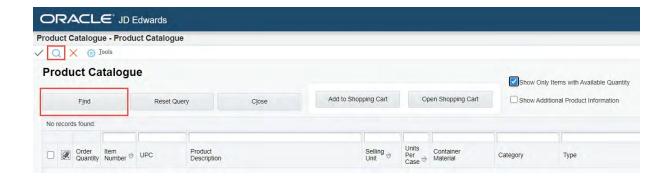
Click on the Product Catalogue icon located in the My Orders section to open.



There are two ways to populate the table:

- 1. Click on the Magnifying Glass icon located on the toolbar along the top, or
- 2. Click on the **Find** button

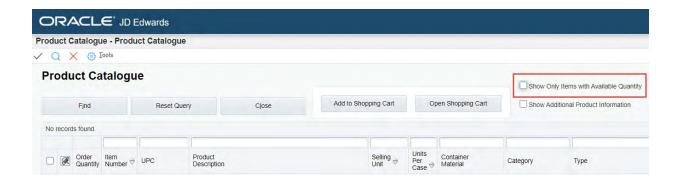
By default, the table is sorted by **Item Number** and will show only items with an available quantity.



Customers can only see items that are available for them to order and will not see restricted items (same as ATLAS).

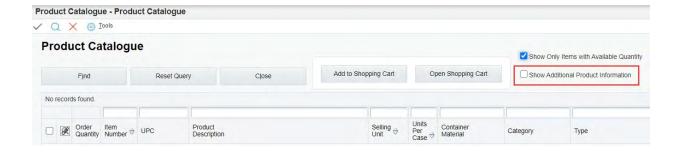
If you would like to see/search all items, including those that do not have available stock, unselect the checkbox for **Show Only Items with Available Quantity**, located at the top of the page.

The table will re-populate and now show these additional items.



Selecting **Show Additional Product Information** at the top of the page will show additional information such as:

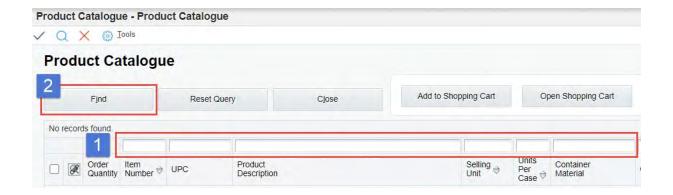
- Country of Origin
- Percent Alcohol
- List Status
- Tasting Notes



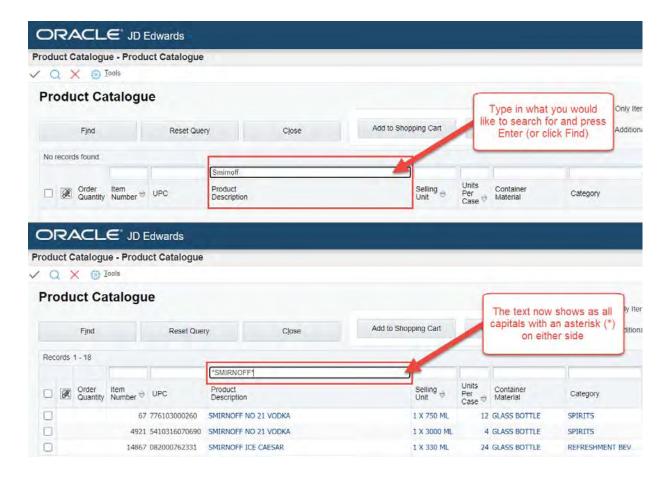
#### Searching for an Item

Items can be searched for by typing directly into the open fields along the top of the table and then hitting Enter (or clicking the **Find** button).

**Note:** The table will timeout if not used after a few minutes, you will need to refresh your search information.



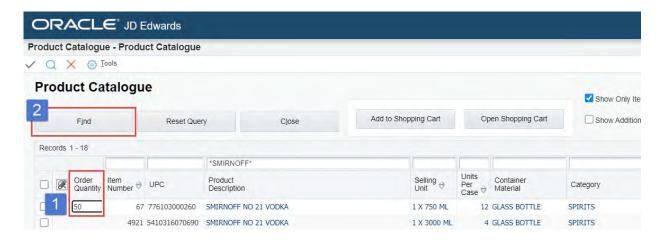
These fields are not case sensitive, but once you hit enter, the field will automatically update to show in all capitals with an asterisk (\*) on each side of the search text.



#### Ordering an Item

You can add items to your Shopping Cart directly from the Product Catalogue.

Click on the **Order Quantity** field and type in the quantity you would like to order and then click **Find**.

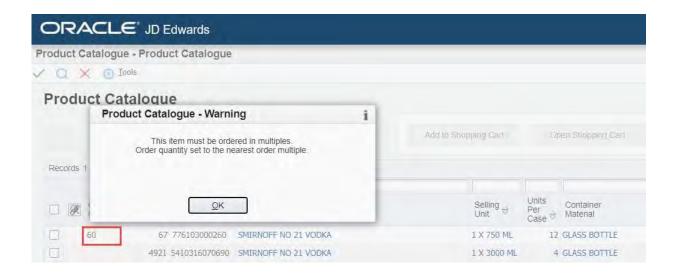


The quantity must be entered in single units, not by cases.

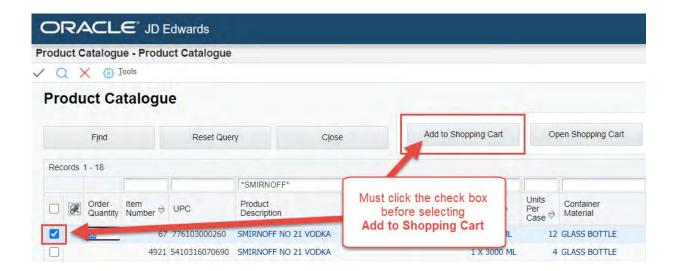
Some items require you to order in case multiples.

The system will automatically round to the nearest order multiple. Click OK.

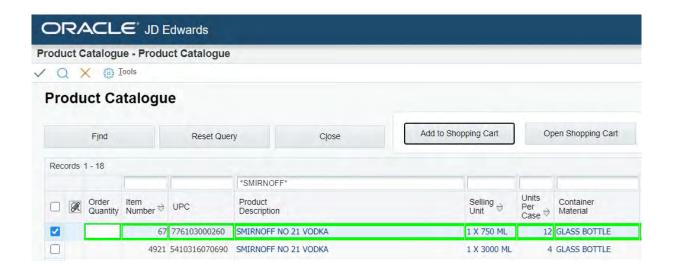
**Note:** You can see what the Units Per Case are for each item by looking at this column in the Product Catalogue table.



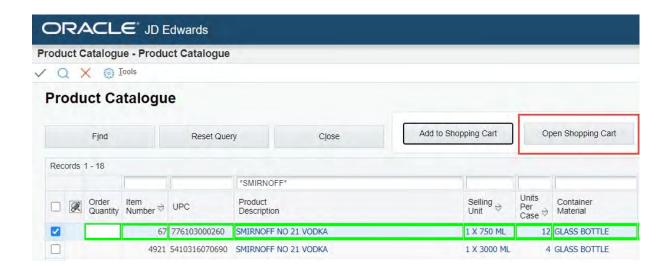
If the available quantity of the item is less than the Order Quantity you have entered, the system will automatically change the number to the amount that is currently available. To add an item to your Shopping Cart from within the Product Catalogue, click on the **checkbox** on the far left of the row and then click on **Add to Shopping Cart**.



If the order item was successfully added to the Shopping Cart the row will be highlighted in green.



You can view your current Shopping Cart at any time by clicking on **Open Shopping Cart** located along the top.

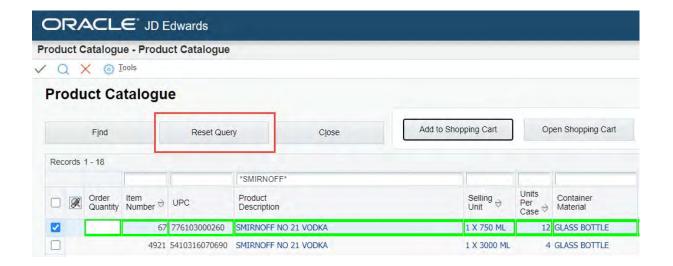


If Items and Order Quantities are entered in the table and Add to Shopping Cart is not selected and another search is started, it will erase the information that was entered.

#### Resetting the Product Catalogue

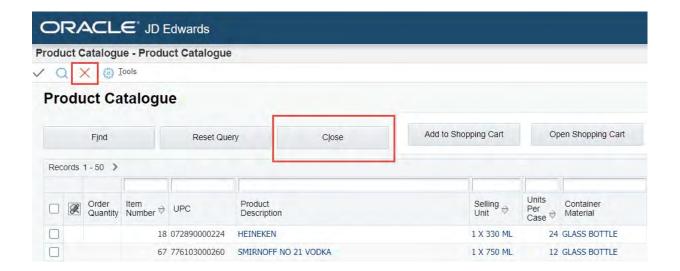
To reset the Product Catalogue click on **Reset Query** located along the top. This will clear all search text entered but it will not refresh the table itself.

To refresh the table, either click on the **Magnifying Glass** located on the top toolbar, click the **Find** button or click in one of the search fields and hit **Enter**.



### **Close Product Catalogue Screen**

To navigate back to the **Main Menu**, click on the red **X** located in the toolbar along the top left or click the **Close** button.



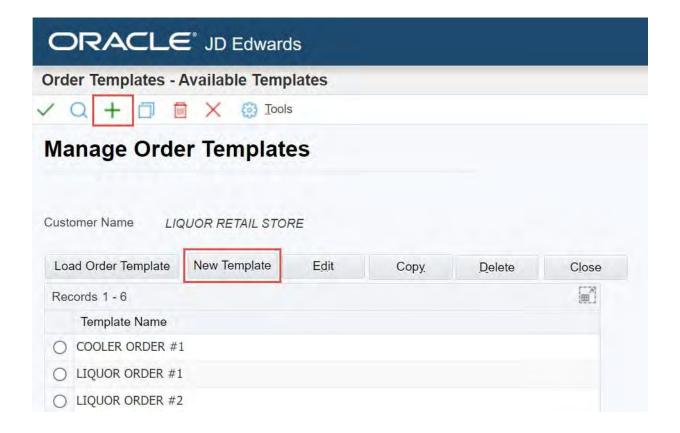
## **Order Templates**

Click on the **Order Templates** icon located in the **My Orders** section to open. Here you can create, edit and use templates for repeat orders that you place.

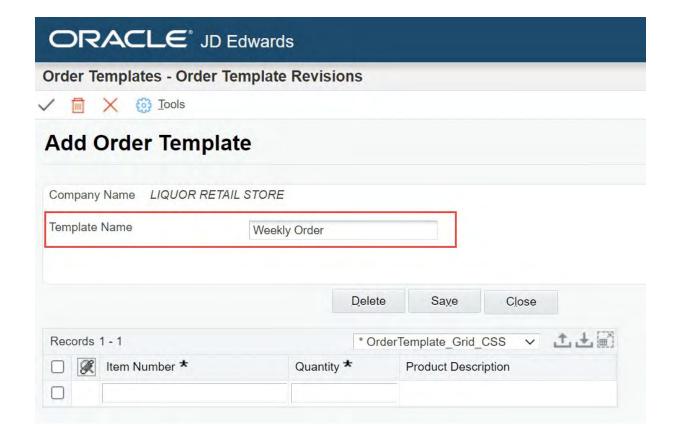


#### **Create a New Order Template**

To create a new order template, click on the green +located in the toolbar along the top or the **New Template** button.

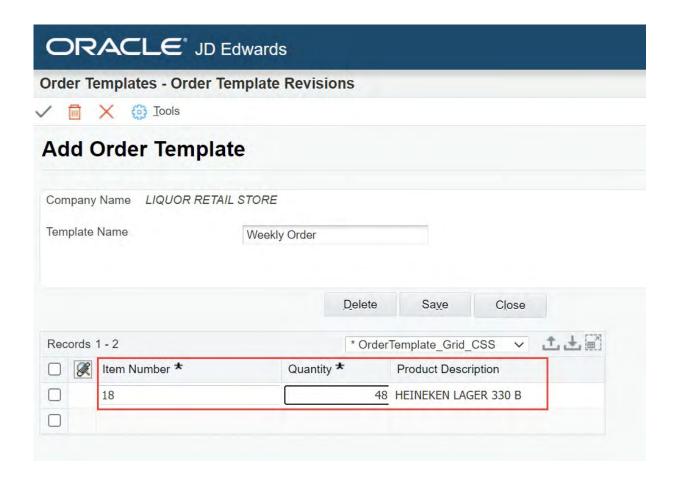


Enter the name of the template into the **Template Name** field. This field is required.

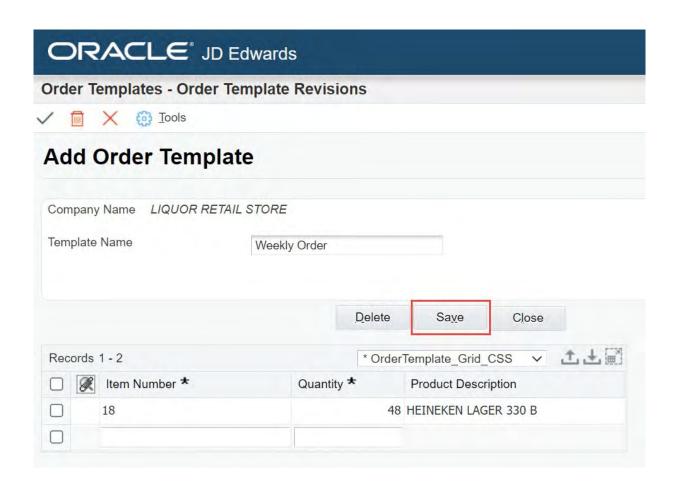


To add order items to the template, enter the Item Number and Quantity.

Once you enter the item number, the **Product Description** field will automatically populate.



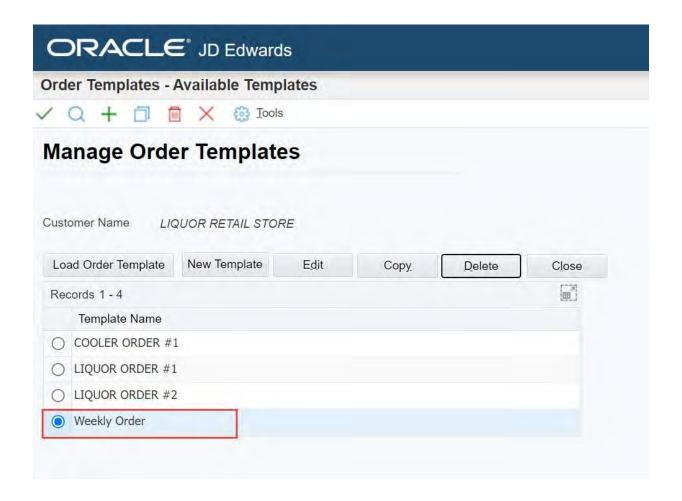
Once you have finished entering all your order items, click the **Save** button to save your new template.



If you click the Close button before you save, anything entered into this template will be lost.

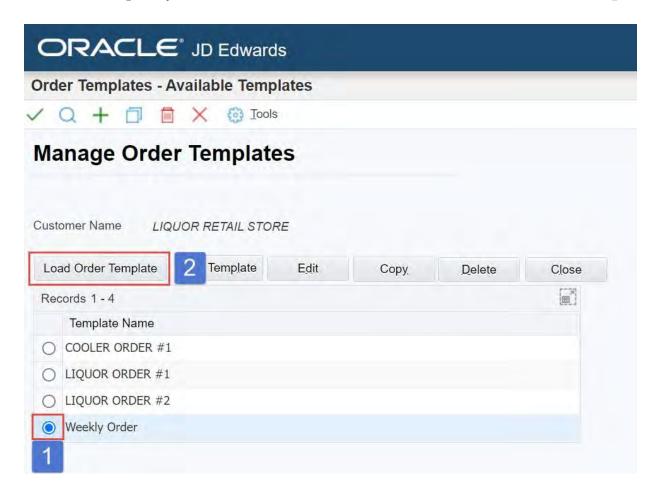
Once you have clicked the **Save** button, the screen will close and redirect you back to the **Manage Order Templates** screen.

You will now see the new template available for your use.



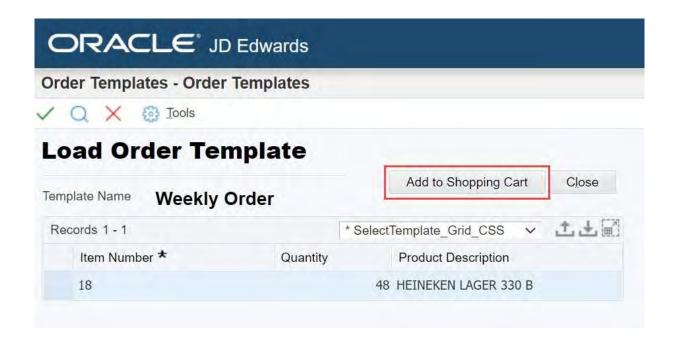
#### Using a Template to Place an Order

Select the template you would like to use and then click on the Load Order Template button.



A preview of the order template will open showing the items and quantities.

Click on the Add to Shopping Cart button to add all the items to your shopping cart.

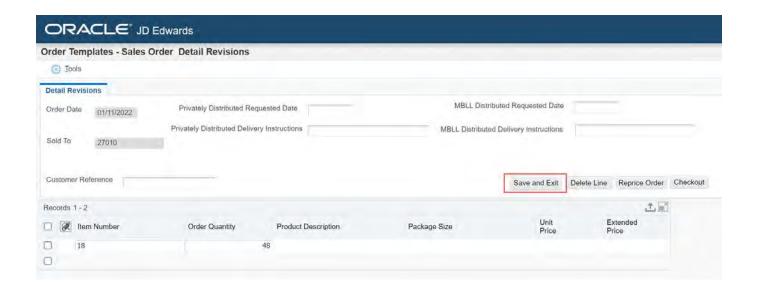


If items are not available or order multiples are not met, these items will be highlighted in the Shopping Cart with an explanation.

The order has now been added to the Shopping Cart and a screen previewing the Shopping Cart will automatically open.

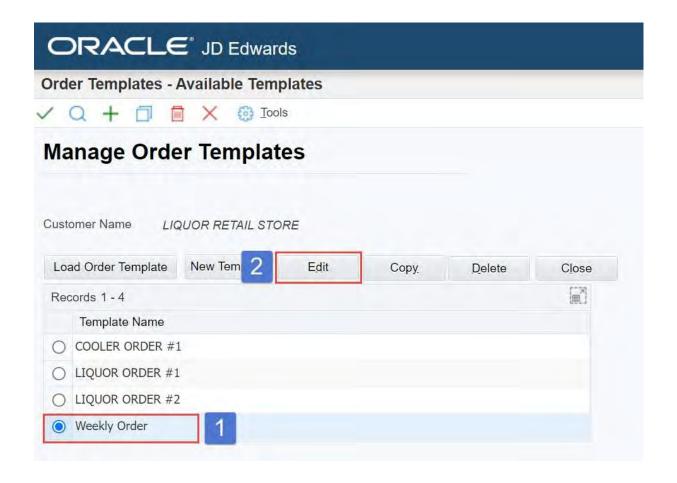
To place the order, follow the checkout process in the Shopping Cart – items can be added, modified and removed there.

To exit this screen, save the items you have added to the Shopping Cart and return to Order Templates, click on the Save and Exit button.



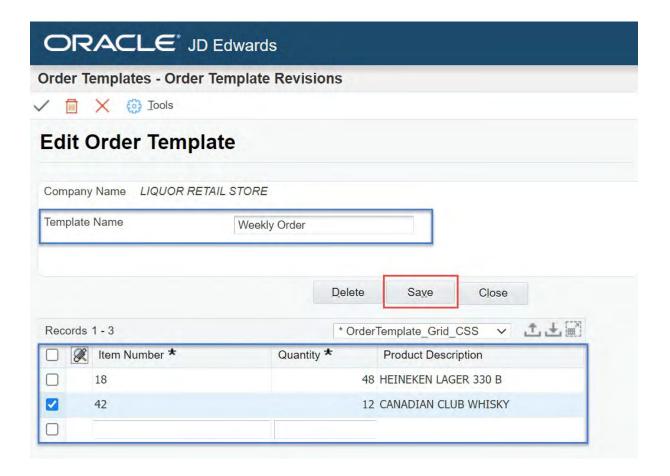
#### **Edit an Existing Template**

Select the template you would like to edit and then click on the Edit button.



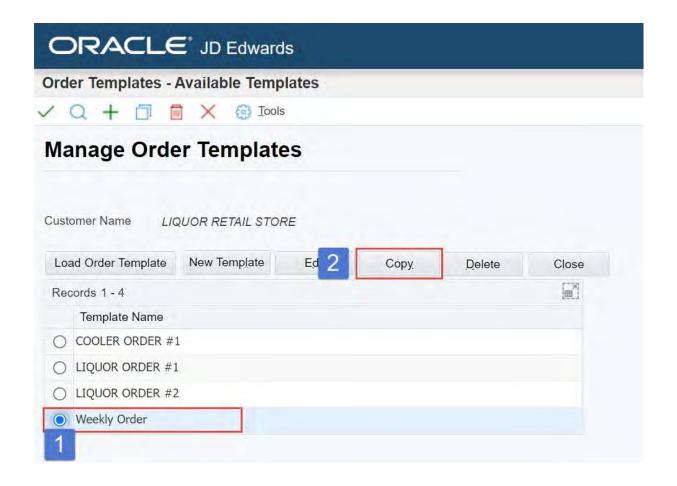
In the **Edit Order Template** screen you can change the **Template Name** and modify the order details.

Once you have made your changes, click the **Save** button.



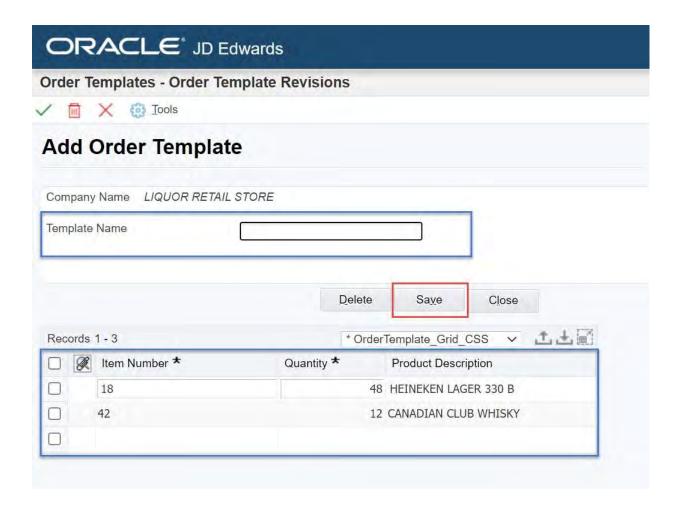
#### Copy a Template

To copy a template, highlight the template and click on the **Copy** button.



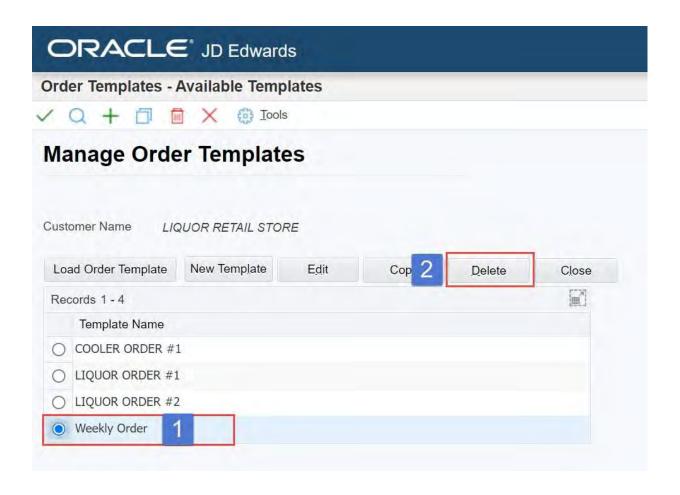
You can now enter a name for the template and edit the order.

Click on the **Save** button to save your changes.



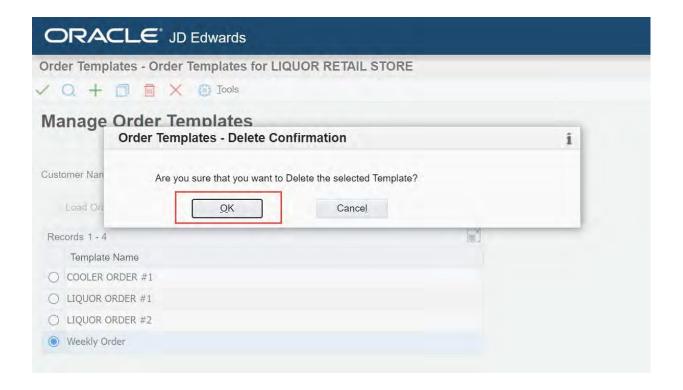
#### Delete a Template

To delete a template, highlight the template and click on the **Delete** button.



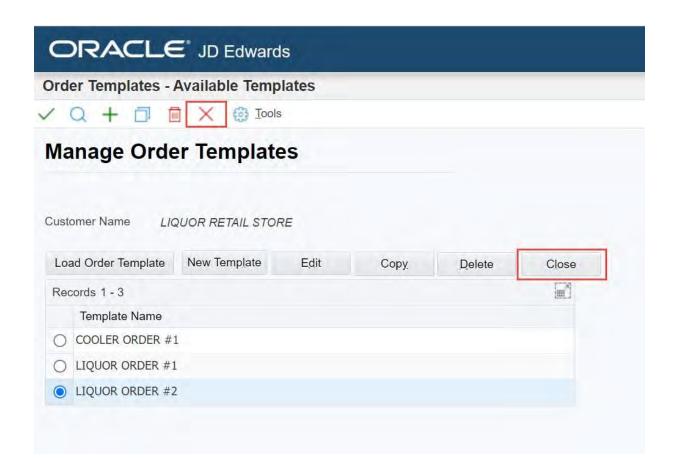
You will be asked to confirm that you want to delete the selected template.

Click **OK** to delete.



#### **Close Order Templates Screen**

To navigate back to the **Main Menu**, click on the red **X** located in the toolbar along the top or click the **Close** button.



### **Shopping Cart**

Click on the Shopping Cart icon located in the My Orders section to open.

Here you will be able to add items to your shopping cart, modify your shopping cart and place your order.



If multiple users are using the Liquor Customer Self Service at the same time, items being added to an order are saved to a shared shopping cart.

There are several fields located at the top of the Shopping Cart screen.

The **Order Date** and **Sold To** (customer number) fields are generated by the system and you will not be able to edit them.

You are able to edit the following fields:

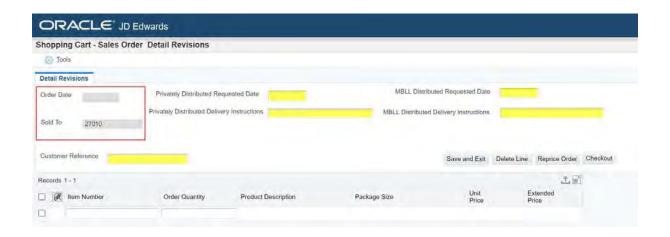
**Privately Distributed Requested Date** – the date you would like to receive the privately distributed items in the order

**MBLL Distributed Requested Date** – the date you would like to receive the MBLL distributed items in the order

**Privately Distributed Delivery Instructions** – delivery instructions for privately distributed items in the order

**MBLLDistributed Delivery Instructions**-delivery instructions for MBLL distributed items in the order

**Customer Reference** – your notes about the order or your in-house order number/order tracking



If you have added items to the Shopping Cart from the Product Catalogue or Order Template, they will be listed when you open the Shopping Cart.

#### **Adding Items to the Shopping Cart**

There are 3 ways to add items when you are in the shopping cart:

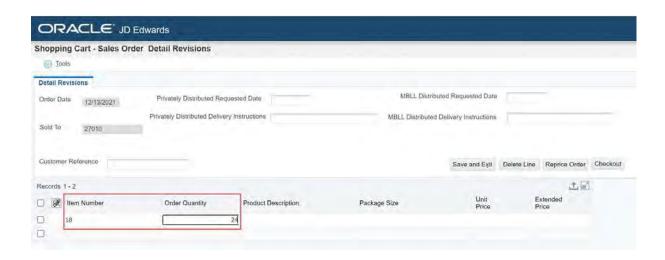
OPTION 1 - Manually Enter Item # and Quantity

OPTION 2 - Copy & Paste from an Excel Spreadsheet

OPTION 3 - Use the Product Search Function

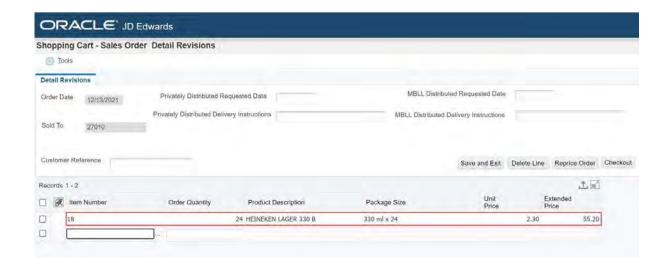
#### OPTION 1 - Manually Enter Item Number and Order Quantity

- 1. Click in the **Item Number** field and enter the item number you would like to order.
- 2. Click in the **Order Quantity** field and enter the quantity.
- 3. Press Enter.



You can only use the Manitoba Liquor & Lotteries' Item Number, the product UPC code will not work.

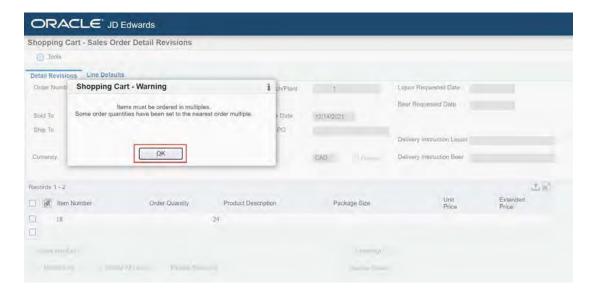
Once you have pressed Enter, the system will generate the fields for this item.



Order Quantities must be entered in the item's correct order multiple. If they are not entered in the correct order multiple, the system will automatically round up to the nearest multiple.

A pop-up window will open alerting you that the system is going to round up to the nearest order multiple.

#### Click OK.



There may be an occurrence when an item may "red line" if an incorrect order multiple is entered.

## How to Fix a "Red Line" Order Multiple Error

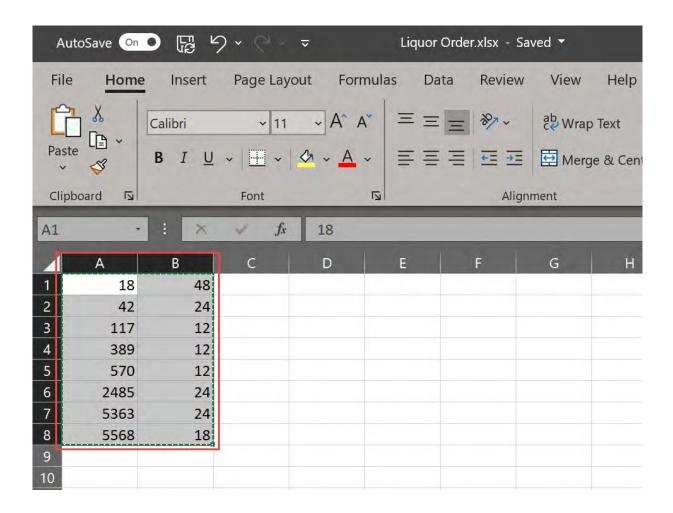
- 1. On a new line, re-enter the **Item Number**.
- 2. Enter the correct order multiple in the **Order Quantity** field.
- 3. Press Enter.
- 4. Delete the "red lined" item that contains the incorrect order multiple from the order.

## OPTION2 - Copy & Paste from an Excel Spreadsheet

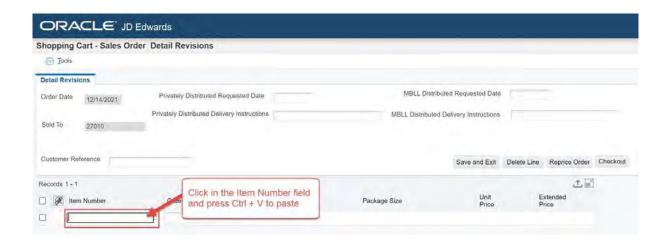
You can copy multiple item numbers and quantities from an Excel spreadsheet and paste directly into the Shopping Cart.

Open your Excel spreadsheet and copy the cells that contain the **Item Number** and **Order Quantity**.

**Note:** The columns in the spreadsheet must be in order of **Item Number** and then Order Quantity.

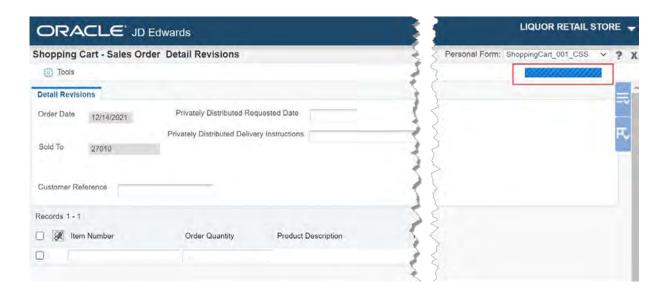


Open your Shopping Cart and click in the **Item Number** field. Press **Ctrl + V** on your keyboard to paste.

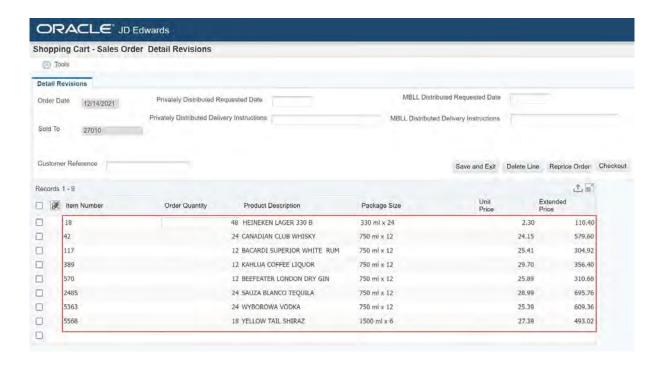


You can see that the system is processing the paste action when the blue bar appears on the top-right of the screen.

This could take a few minutes depending on the size of the upload, do not hit any buttons or close while this is processing.



Once the system has finished processing the paste action, the blue bar will disappear and you will see all the order items and quantities listed.

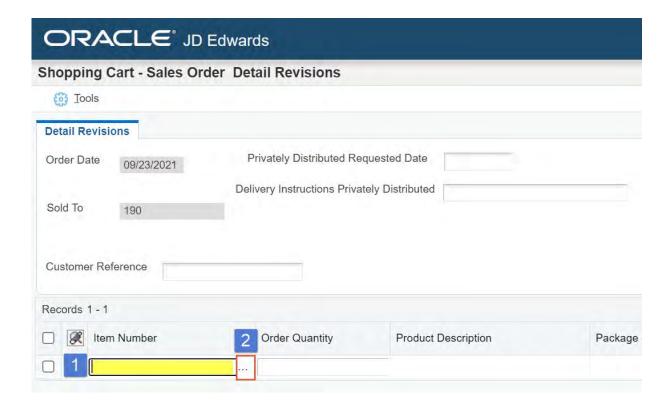


## OPTION 3 - Use the Product Search Function to Add

You can add items by using the **Product Search Function**:

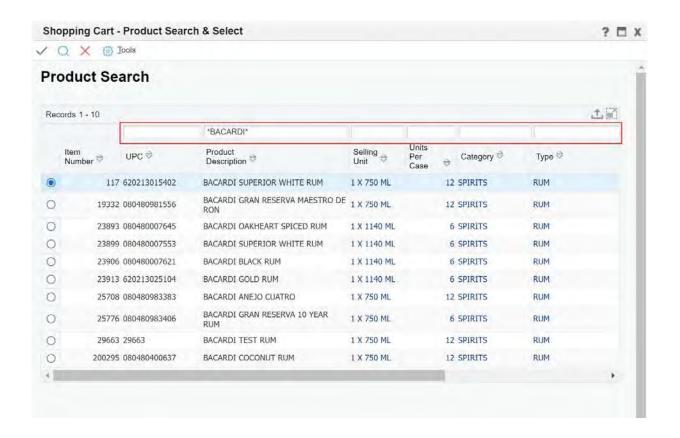
- Click in an empty Item Number field.
  This will make the Product Search Function button visible to the right of this field.
- 2. Click the **Product Search Function** button.

Depending on the internet browser you are using this could be an ellipsis or a magnifying glass.



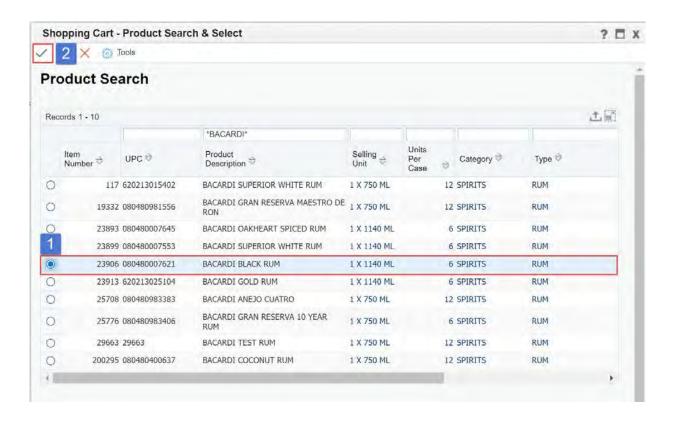
#### A Product Search & Select window will open.

To find the item you would like to add to the Shopping Cart, use the search fields.



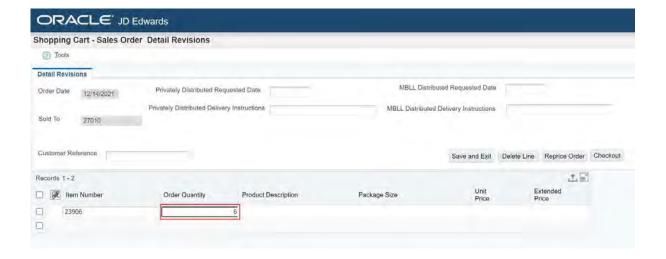
To add the item to your Shopping Cart:

- 1. Select the row.
- 2. Click on the **Checkmark** icon located on the toolbar along the top.



You will be taken back to the **Shopping Cart** and the **Item Number** will now be populated, to complete adding the item to the shopping cart:

- 1. Click in the **Order Quantity** field and enter the quantity.
- 2. Press Enter.

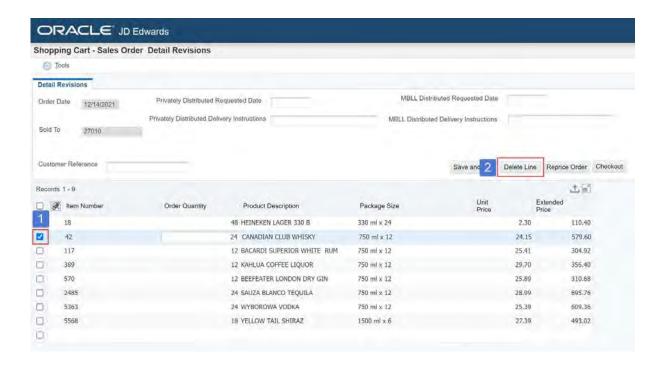


## **Deleting an Item**

To remove an item from your Shopping Cart:

- 1. Select the item's row you would like to remove by clicking the checkbox on the far left
- 2. Click the **Delete Line** button

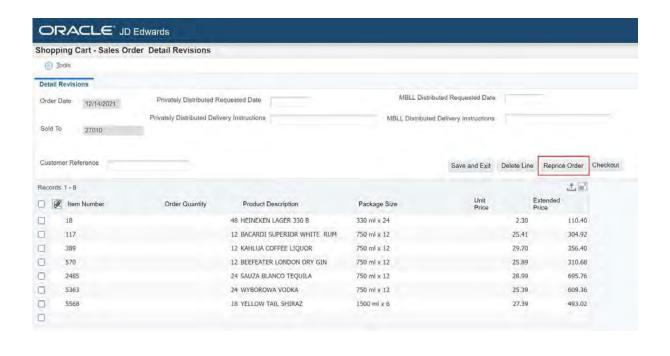
**Note:** You can delete multiple lines at once.



## **Reprice Order**

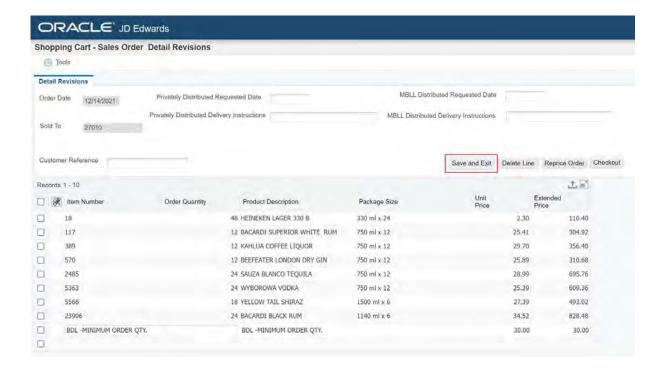
Customers must select the **Reprice Order** button to see what their final price will be after any applicable pricing changes.

**NOTE:** If the Reprice Order button is not selected, order totals may change.



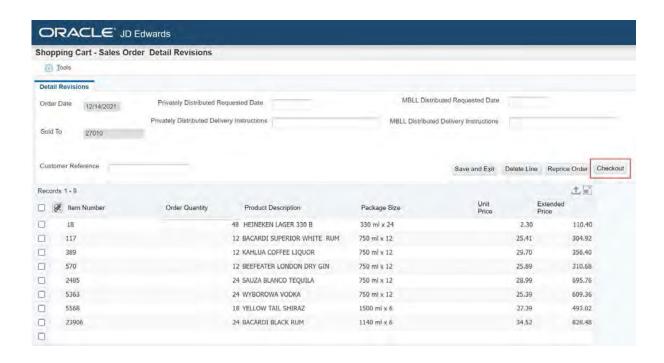
## Save and Exit

To save the items in your Shopping Cart and exit without losing them, click the **Save and Exit** button.



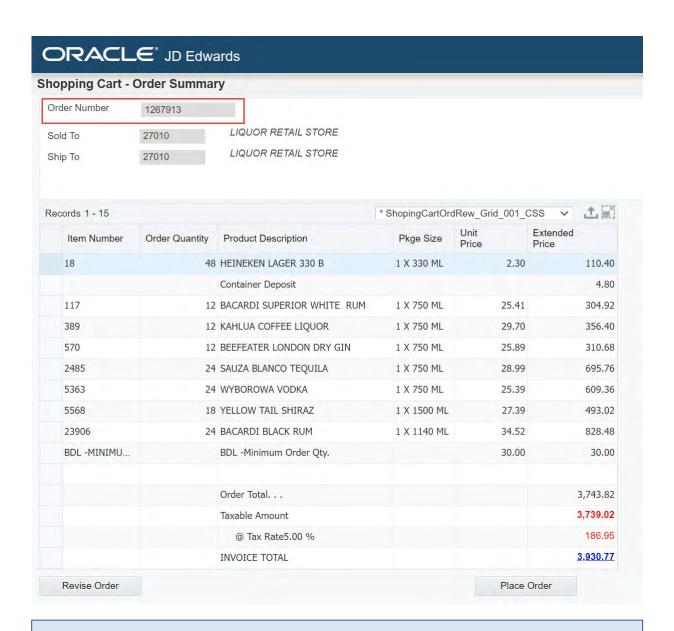
## Placing an Order

To begin the checkout out process, click the **Checkout** button.



The **Order Review** screen will open. Here you will see the order total, including taxes and any other applicable fees.

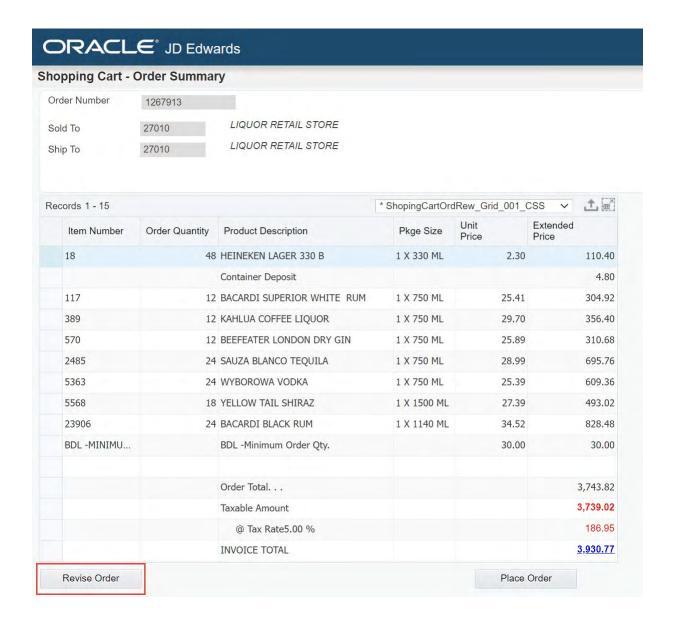
**Note:** We highly recommend you make note of your order number at this stage in case you need to refer to it for future inquiries.



**Before placing your order** you can export the details of it for future reference. Go to the **Exporting Order Details** section below to see steps on how to do this.

If you would like to make changes to the order, click the **Revise Order** button and this will take you back to the Shopping Cart.

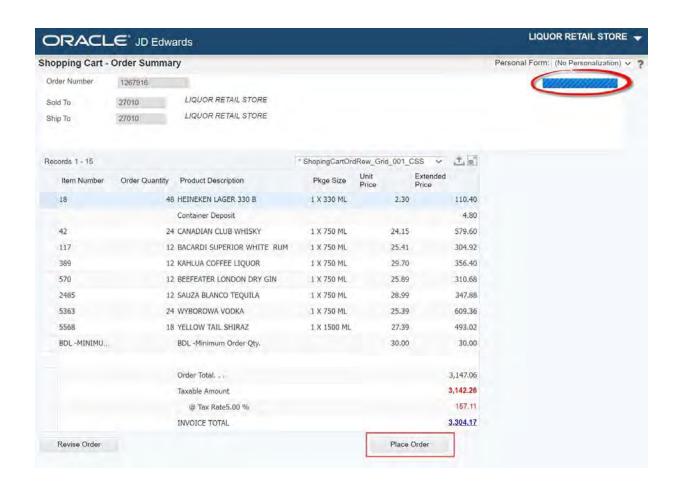
**Note:** You will see a warning message in the Shopping Cart stating, "*Order not placed. Cart can be revised.*"



Once you have reviewed your order and are satisfied with it, click the Place Order button.

A blue bar may appear on the top-right of the screen while the system is placing your order.

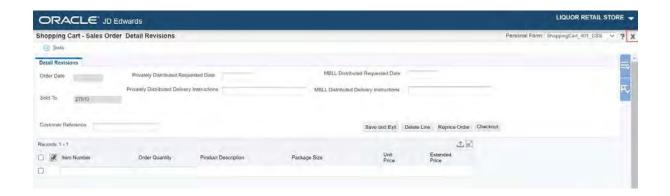
This could take a few minutes depending on the size of the upload, do not hit any buttons or close while this is processing.



**Note:** Once the order has been placed, the Order Review screen will close and you will automatically be re-directed to a now empty shopping cart.

## **Close Shopping Cart Screen**

To exit the Shopping Cart, click on the X located on the top right corner.

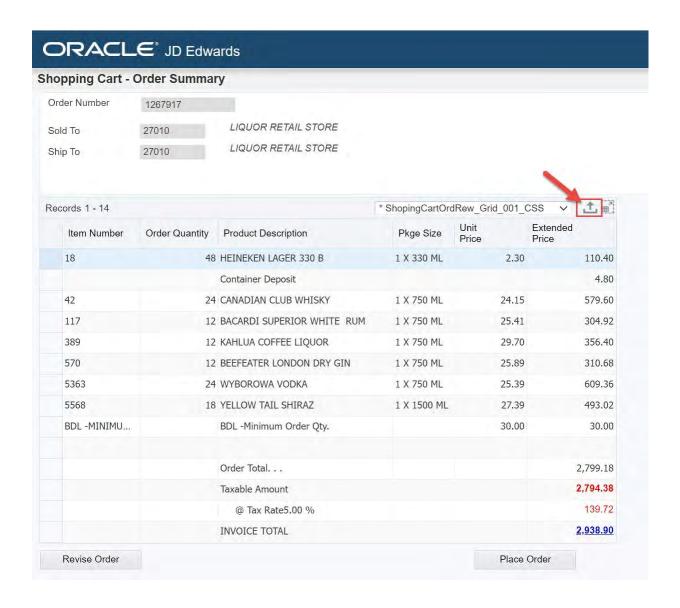


You will be able to view the order that was just placed under **Pending Orders**, located on the main menu.

#### **Exporting Order Details (Optional)**

Before placing your order you can export the details of your order for future reference.

In the Shopping Cart – Order Summary, click on the **Export Grid Data** button located on the top right corner of the table.



The Export Assistant will open.

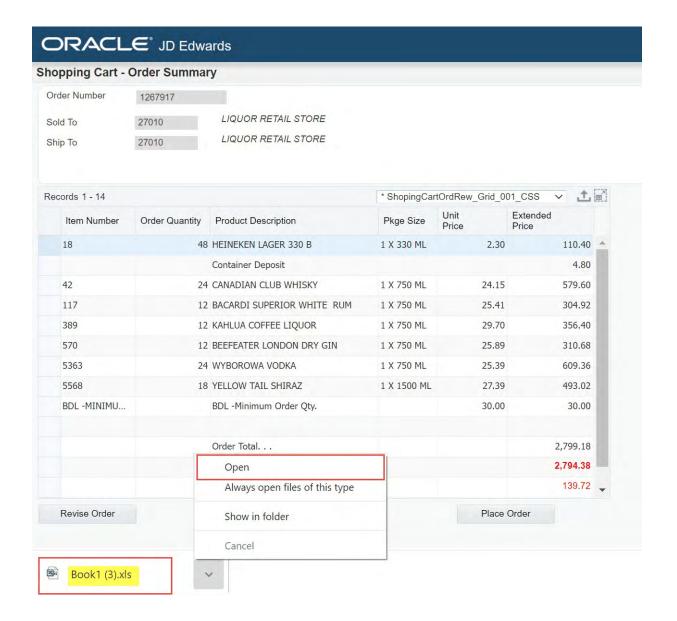
- 1. Select an export option
- Select All under Define Cell Range (this will export all lines and order totals, including taxes)
- 3. Click **Continue** located along the top

**Note:** The export <u>will not include</u> the Order Number.

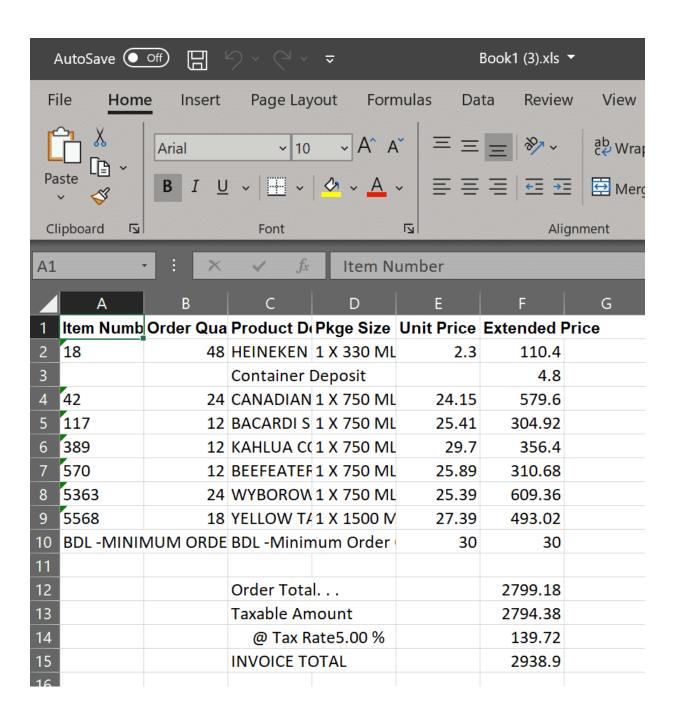


Depending on your internet browser, a file will be created and saved in your **Downloads** folder.

In Chrome, the file will also temporarily show along the bottom. From here you have the option to **Open** the file.



If you selected Excel as your export option, this is what the exported data will look like.



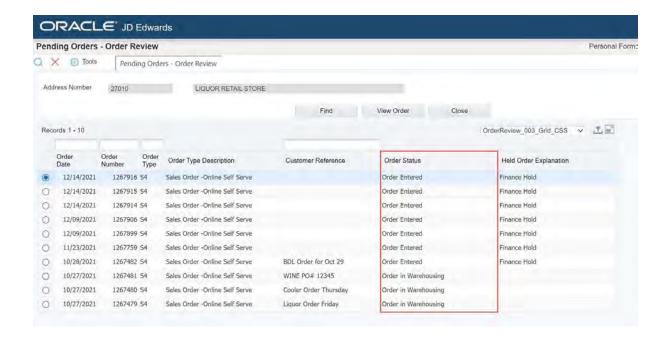
# **Pending Orders**

Click on the **Pending Orders** icon located in the **My Orders** section to open. Here you can see your orders that are still open/pending.



This table will only show your orders that are still open/pending and what their status is.

**NOTE:** Privately distributed orders will disappear from this screen overnight and will then be visible in Transaction History.



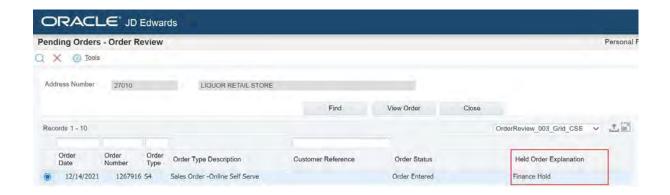
#### **Held Order Explanation**

If the order is being held, an explanation of the type of hold will be provided:

**Payment Required** – hold will be released once you have made payment for the total invoice amount

Finance Hold - contact Accounting for more information

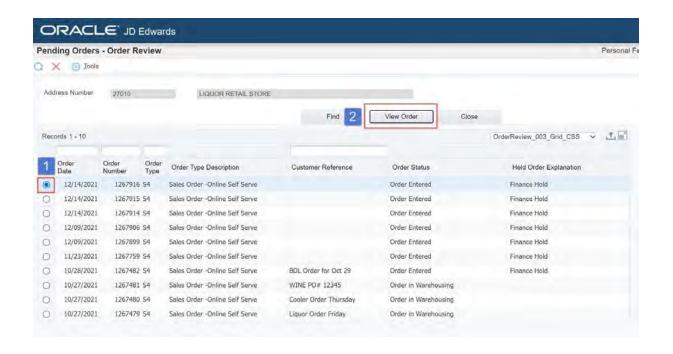
Warehouse Hold - hold has been put on the order by the warehouse



If you have a question regarding a hold on one of your orders, contact the Liquor Contact Centre.

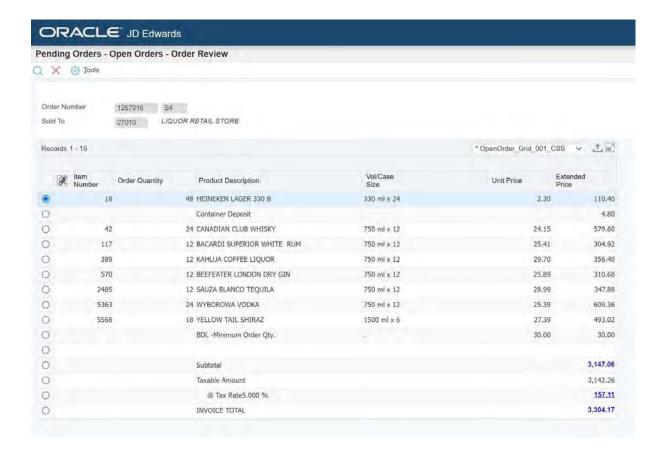
To view the details of a pending order, including the items ordered, quantity and pricing:

- 1. Select the order row
- 2. Click the View Order button

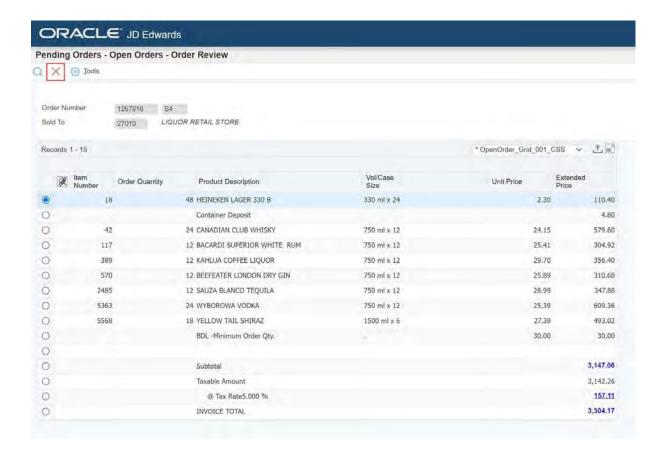


This will take you to the **Open Orders - Order Review** screen. This screen shows:

- specific order details, including items and quantity ordered
- order totals, including additional charges and taxes

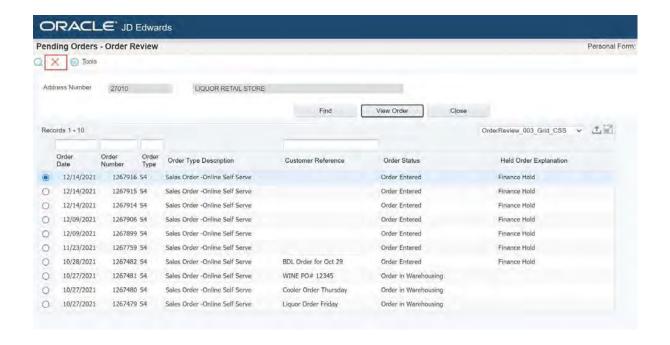


To navigate back to the **Pending Orders** screen, click on the red **X** located in the toolbar along the top.



#### **Close Pending Orders Screen**

To navigate back to the **Main Menu**, click on the red **X** located in the toolbar along the top or click the **Close** button.



## **Transaction History**

Click on the **Transaction History** icon located in the **My Account** section to open.



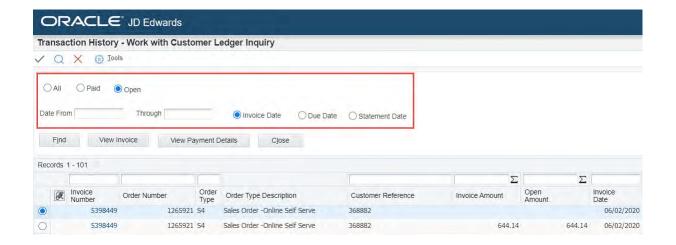
Here you will see all your transactions, including orders placed, credits issued and payments made.

Along the top you have options to control how you search for the transactions you want to see.

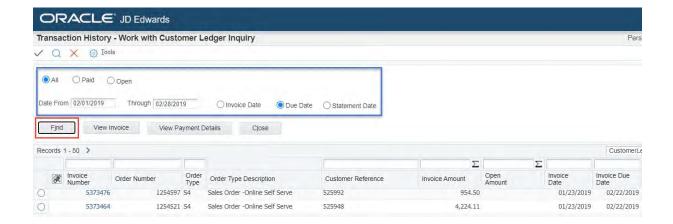
You can search for Paid, Open or All transactions.

You also have the option to set a date range to search within. There are 3 types of date ranges you can search for:

- Invoice Date
- Due Date
- Statement Date



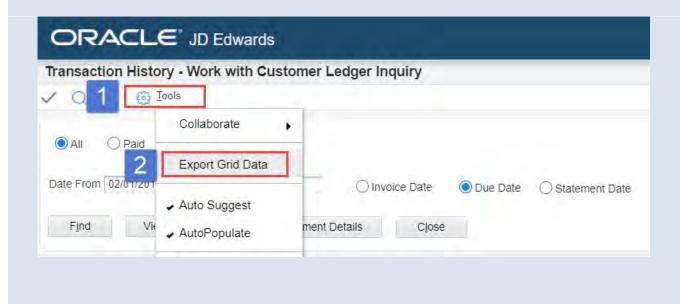
Once you have made your search selection/s click the **Find** button to generate the results.



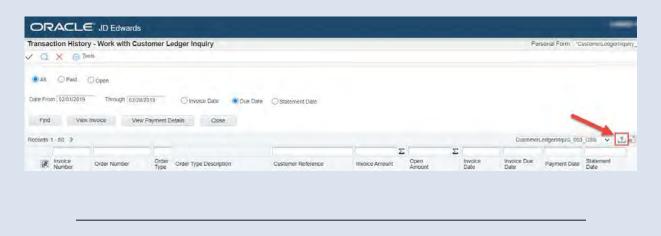
The data in the table can be exported to an Excel spreadsheet.

There are 2 ways this can be done.

The first way to export the data from the table is to click on **Tools** located on the toolbar along the top and then click **Export Grid Data** from the dropdown menu.

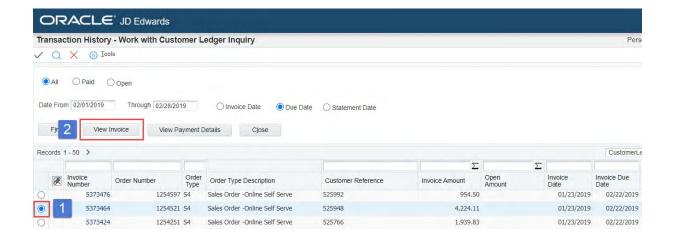


The second method to export the data from the table is to click on the **Export Grid Data** button located on the top right corner of the table.



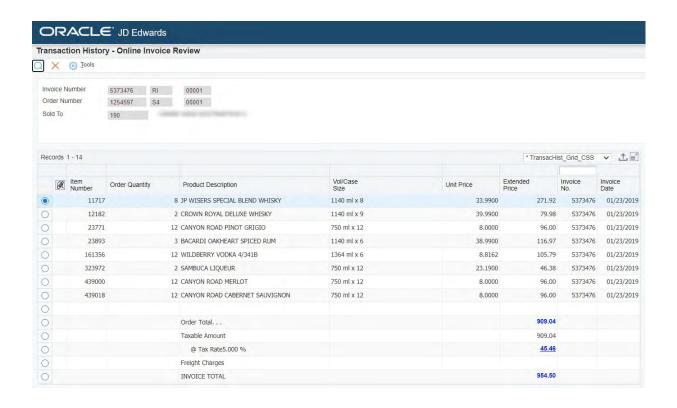
To view the online invoice for a transaction:

- 1. Select the transaction line
- 2. Click the **View Invoice** button

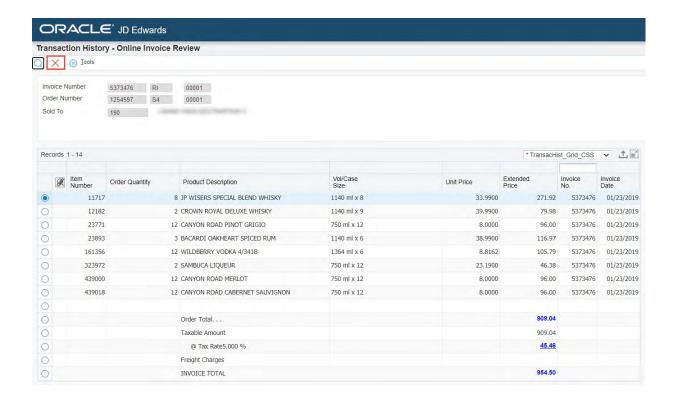


#### The Online Invoice Review provides:

- specific order details, including items and quantity ordered
- order totals, including additional charges and taxes

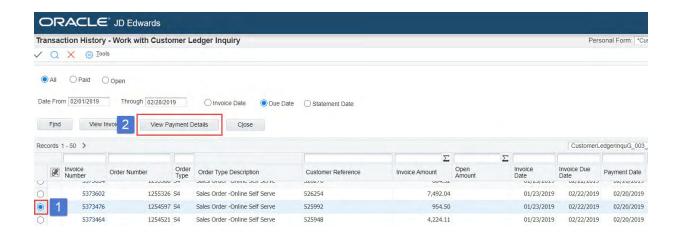


To close the **Online Invoice Review** screen, click on the red **X** located in the toolbar along the top.

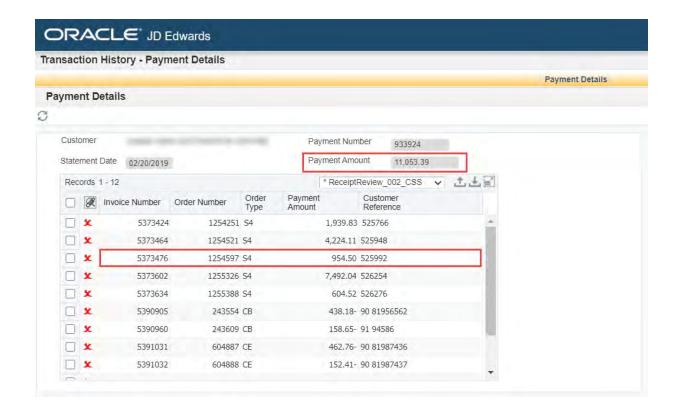


If a transaction has been paid, you can view the payment details by:

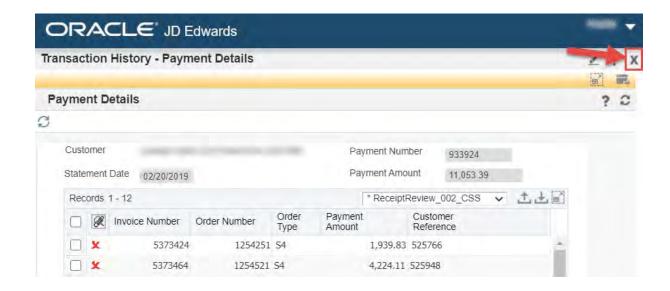
- 1. Selecting the transaction line
- 2. Clicking the View Payment Details button



From the **Payment Details** screen, you will see the payment amount and which orders this payment was applied to.

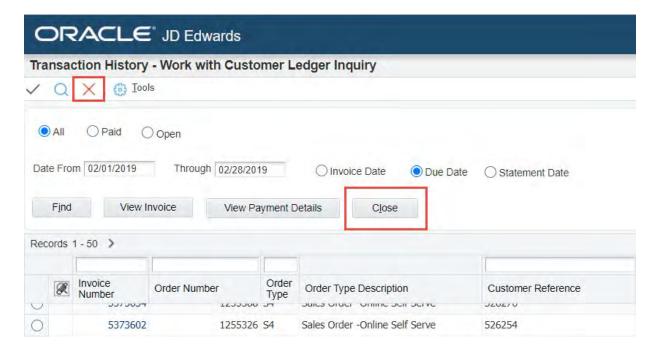


To close the **Payment Details** screen, click on the grey **X** located in the toolbar along the top right.



#### **Close Transaction History Screen**

To navigate out of the **Transaction History** screen back to the **Main Menu**, click on the red **X** located in the toolbar along the top, or click the **Close** button.

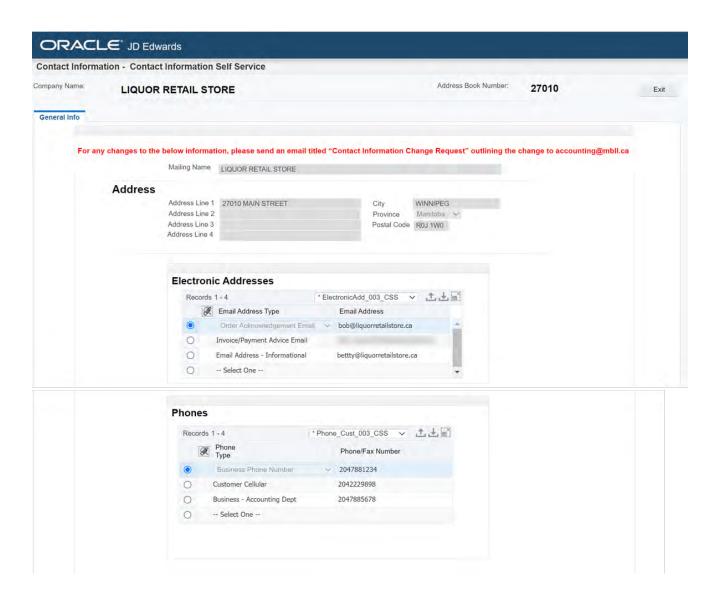


# **Contact Information**

Click on the **Contact Information** icon located in the **My Account** section to open.



In the **Contact Information** screen, you can view your mailing address, email addresses and phone numbers.



#### **Phones**

These are your various contact phone numbers.

#### **Address**

This is your physical address.

#### **Electronic Addresses**

This shows your email addresses which are used for:

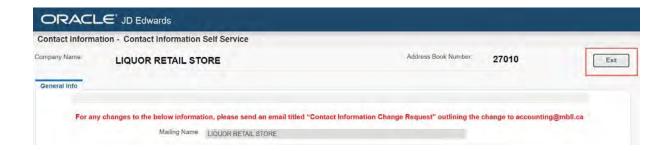
- Email Address Informational: basic contact email address
- Order Acknowledgement: order information (these are automatically sent by system)
- Invoice/Payment Advice: financial information (these are automatically sent by system)

Changes to your Contact Information can't be made directly in this screen.

To update any of your information, send an email titled "Contact Information Change Request" to accounting@mbll.ca

### **Close Contact Information Screen**

To exit the **Contact Information** screen, click on the **Exit** button located on the top-right corner of the screen.



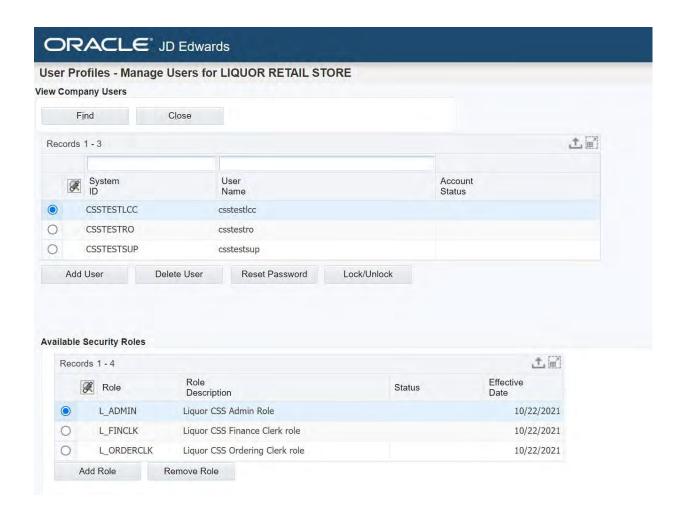
# **User Profiles**

Click on the **User Profiles** icon located in the **My Account** section to open.



In the Manage Users screen, user profiles can be setup and managed.

While all users can see this screen, only those assigned an admin role will be able to access its functionality.



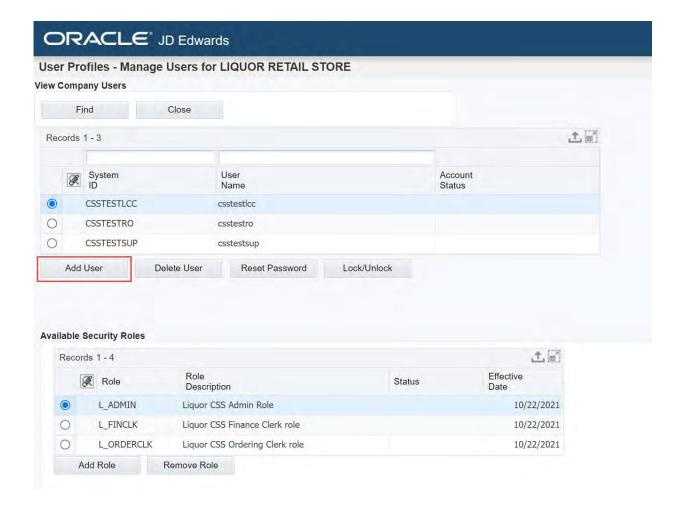
# **Type of Security Roles**

# Admin (L\_ADMIN) The admin role is the only role that can control the roles of other users on the account. An admin can add, edit and delete user roles. Additionally they can reset passwords and lock/unlock an account. It is strongly recommended that you have two admin role users set-up in case one of the admins gets locked out and needs a password reset. Support through the Liquor Contact Centre is only available Monday to Friday during regular business hours, which means they could be locked out for a while if it were to occur on an evening or weekend. Finance Clerk (L\_FINCLK) The finance clerk role is only able to view the financial information for the account, such as transaction history, invoices and payments. \* This role is restricted from placing orders. Order Clerk (L\_ORDERCLK) The order clerk role is able to place orders and has full access to the product catalogue, order templates and the shopping cart. \*This role can also see all of the same information that the finance clerk role can see.

When the customer is initially set-up, they will be given one super user account that has all 3 roles assigned to it.

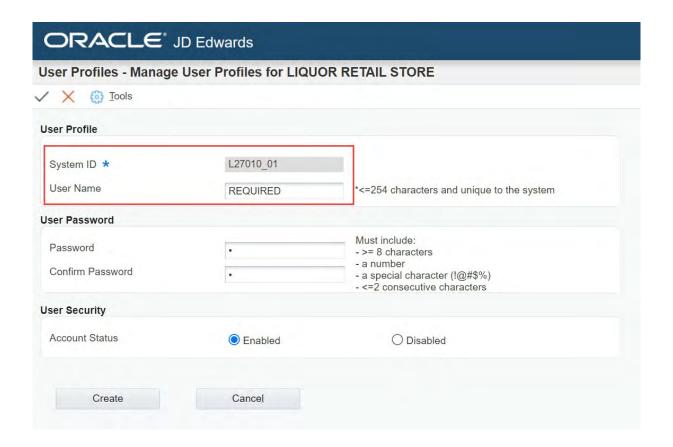
#### **Add User**

To add a new user profile, click on the **Add User** button.



In the **User Profile** section there are 2 fields.

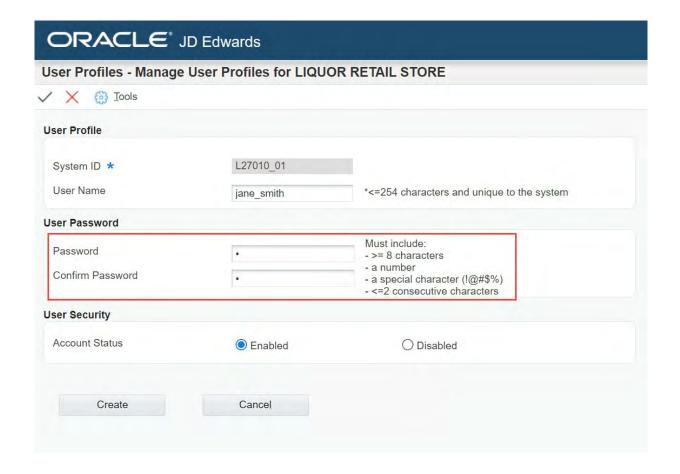
- The System ID field is automatically generated by the system and can't be edited.
- The **User Name** field is a required field and can't be changed once the profile has been created. This field must be unique and should help you identify who the user is. A suggestion is to use their first and last name.



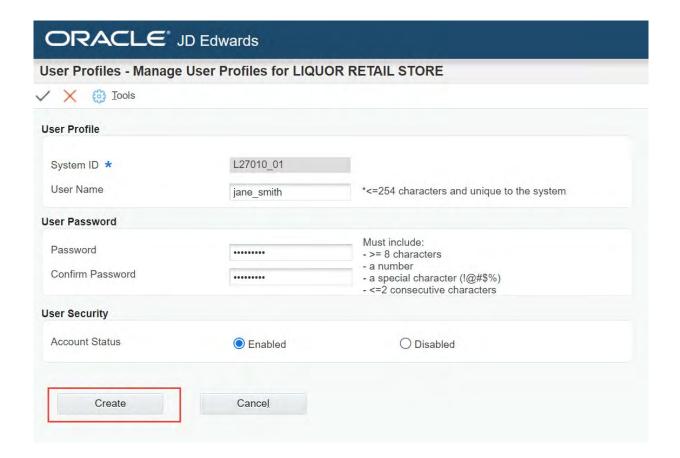
In the **User Password** section you need to enter and confirm a password for the user you are creating.

The password should follow these rules:

- be at least 8 characters long
- include a number
- include a special character (!@#\$%)
- not have any 2 consecutive characters



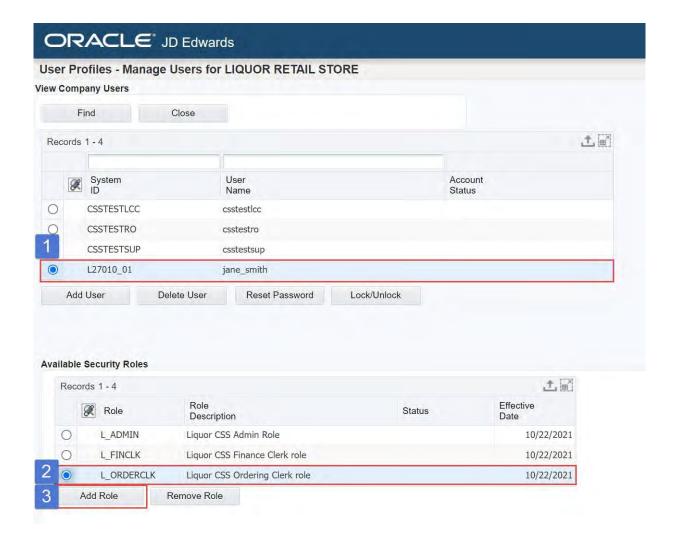
To create the new user profile, click on the **Create** button.



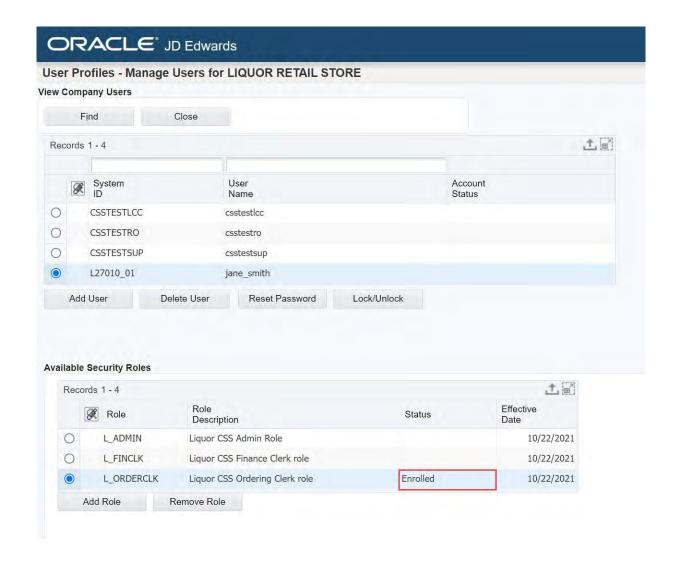
# **Assign Security Role to New or Existing Users**

To complete the setup of a new user you will need to assign the type of security role they will have:

- 1. Select the user
- 2. Select the type of security role from the **Available Security Roles** list (you can only add 1 role at a time)
- 3. Click the **Add Role** button



Once a role has been assigned, it will show as "Enrolled" in the Status column.



A security role must be assigned to a new user or they will not be able to login.

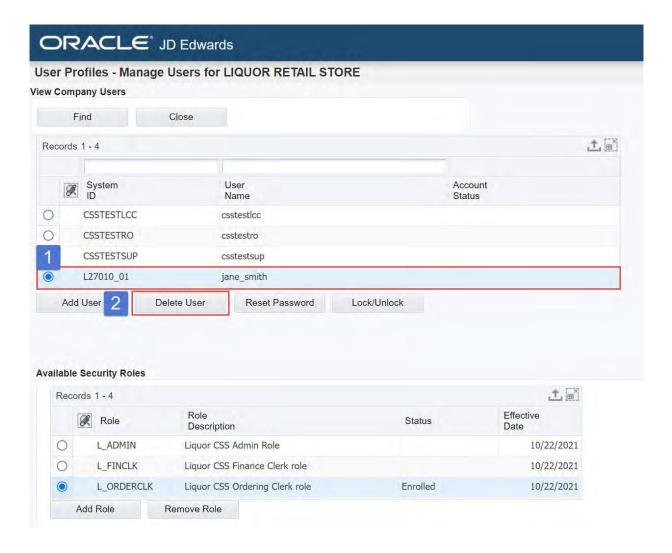
If a security role is changed, there may be a 10 minute delay while the system updates.

When setting up another Admin User Role, all 3 security roles must be assigned (users can only assign roles that are assigned to themselves).

#### **Delete User**

To delete a user profile:

- 1. Select the user you would like to delete
- 2. Click the **Delete User** button



A **Delete Confirmation** pop-up window will open.

Click the **OK** button to confirm or the **Cancel** button to cancel this action.



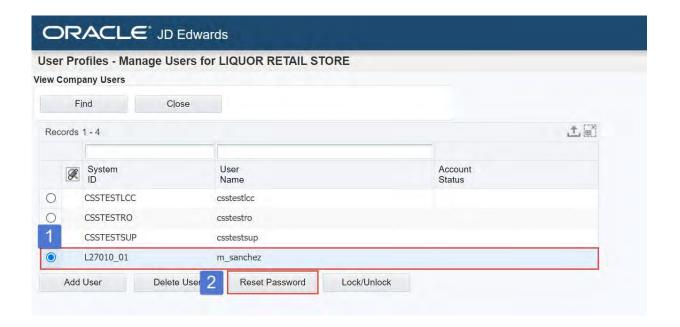
The admin super user account/s will be responsible for managing all of your users' passwords.

They can reset a password if a user forgets it or gets locked out of their account due to entering the incorrect password too many times.

# Reset a User Password

To reset a user password:

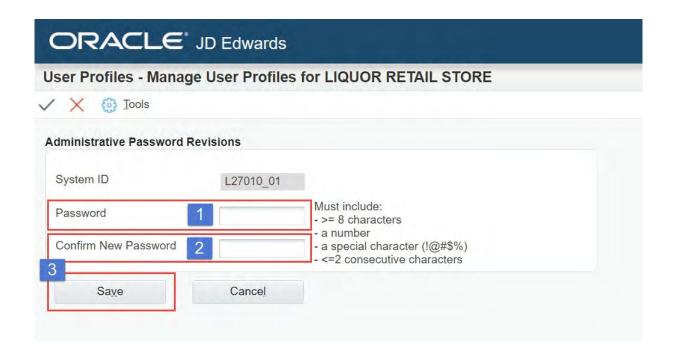
- 1. Select the user you would like to reset the password for
- 2. Click the **Reset Password** button



#### In the **Administrative Password Revisions** section:

- 1. Enter the new password in the **Password** field
- 2. Re-enter the new password in the **Confirm New Password** field
- 3. Click the **Save** button

Note: You can click the Cancel button to back out of making any changes.

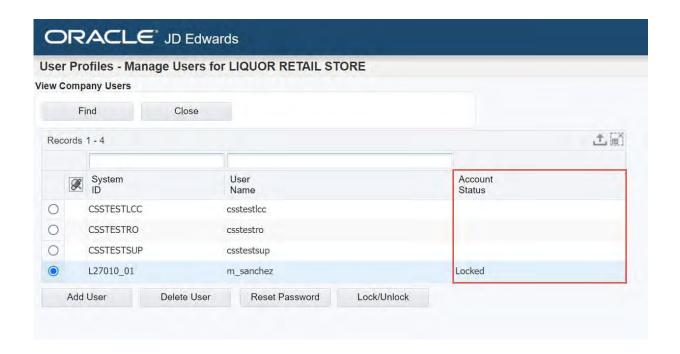


This process can also be used by a user to update their own password if they would like to change it.

## Lock/Unlock a User

If a user has entered their password incorrectly too many times, they will be locked out of their account.

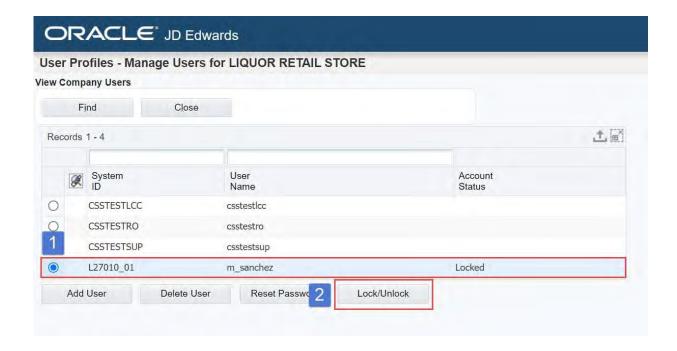
The user's Account Status will show as Locked.



To unlock a user's account:

- 1. Select the user you would like to unlock
- 2. Click the Lock/Unlock button

Once you have unlocked the account, reset the user's password following the steps outlined in the **Reset Password** section above.



The admin super user can also lock a user's account.

For example, if a user no longer requires the login, the account can be locked to ensure that they can't access the account information or place additional orders (if they have order access).

# **Close User Profiles Screen**

To navigate back to the **Main Menu**, click the **Close** button.

