

# FAQS – LIVE WEBINAR

(MARCH 31, 2022)



## TRAINING, USER PROFILES AND LOGIN QUESTIONS

### WHERE CAN CSS TRAINING MATERIALS BE FOUND?

Liquor Customer Self Service training materials can be found by clicking on the CSS Help Button, or directly via <https://www.mblpartners.ca/liquor-partners/liquor-licensees>.

### CAN I USE ANY INTERNET BROWSER TO ACCESS CSS?

Liquor Customer Self Service can be accessed on any internet browser, however we recommend using Google Chrome.

### 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 RESET/CHANGE MY PASSWORD?

Passwords can be reset by clicking on your company name at the top right corner of any CSS screen, then click on "My system options", followed by selecting "Change password".

### HOW MANY USERS CAN BE SET UP IN CSS?

There is no limit to how many users/employees can be set up in CSS.

### WHEN SETTING UP A USER PROFILE, CAN THEY BE SET TO RECEIVE THE ORDER CONFIRMATION EMAILS BASED ON THE ORDER PLACED?

All users of the company are set up under the same account, therefore e-mails will be sent to the address on the account.

## PRODUCT CATALOGUE QUESTIONS

### DOES THE PRODUCT CATALOGUE SHOW LIMITED TIME OFFER (LTO) PRICING?

Limited Time Offer pricing is coming soon to CSS.

### WHEN ENTERING PRODUCT QUANTITIES, DO I ORDER BY CASE OR BY BOTTLE?

All liquor quantities should be entered as single units. CSS will round the units to the nearest order multiple (ex: case size).

### WILL LINCSEEE EXCLUSIVE ITEMS BE AVAILABLE TO SELECT?

Any products available for your account to order, will appear in Product Catalogue.

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## ORDER TEMPLATE QUESTIONS

### CAN I CREATE AN ORDER TEMPLATE WITH A ZERO QUANTITY?

The Order Template requires a minimum quantity of 1, to save it. Once the order is in the shopping cart, you may adjust quantities accordingly before checking out.

### CAN I HAVE DIFFERENT TYPES OF LIQUOR CATEGORIES ON ONE ORDER TEMPLATE?

The Order template can be saved with different liquor categories, including different distributors.

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## SHOPPING CART QUESTIONS

### CAN I ADD PRODUCTS FROM DIFFERENT DISTRIBUTORS ON ONE ORDER?

Your order can include different liquor categories, as well as different distributors.

### IF I ONLY PLACE A LIQUOR ORDER THAT DOES NOT INCLUDE PRIVATELY DISTRIBUTED ITEMS, DO I STILL CLICK REPRICE IN THE SHOPPING CART?

Repricing is recommended, to ensure the most up to date invoice price at time of checkout. The final invoice will be available in Transaction History.

### CAN I IMPORT ORDERS FROM MY THIRD-PARTY POS SYSTEM?

Customers with third-party POS providers should contact their provider directly to see if they offer this service. CSS does have the ability to copy and paste orders from an excel spreadsheet. Please review training materials for more information.

### CAN I EDIT THE ORDER AFTER IT HAS BEEN SUBMITTED?

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.

### ARE INVOICES SENT WITH THE ORDER?

Order notifications are emailed to the email address on file, and the invoice can be viewed in Transaction History.

### IS THERE A PDF VERSION OF THE INVOICE IN TRANSACTION HISTORY?

Invoices can be exported to Excel, Comma delimited or Clipboard.

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## BULLETIN QUESTIONS

### CAN I FILTER THROUGH BULLETINS?

Text can be searched within the bulletin title description, by placing asterisk before and after the search word (ex: \*Price list\*). *Note, the search words are case sensitive.*