Standard Operating Procedures

Web Ordering

Republic National Distributing Co.
May 3, 2019

Contents

SOP – Web Ordering
Updated 5/1/19

Purpose:

Deliver comprehensive instructions for navigating, creating orders and viewing Customer History in the Republic National Distributing Co (RNDC) Web Ordering System.

Creating Website Account:

- From your web browser enter centralliquor.rndc-usa.com to access the Web Ordering website.
- From the Login page click on the "Continue" button under the New Customer section to begin the registration process.
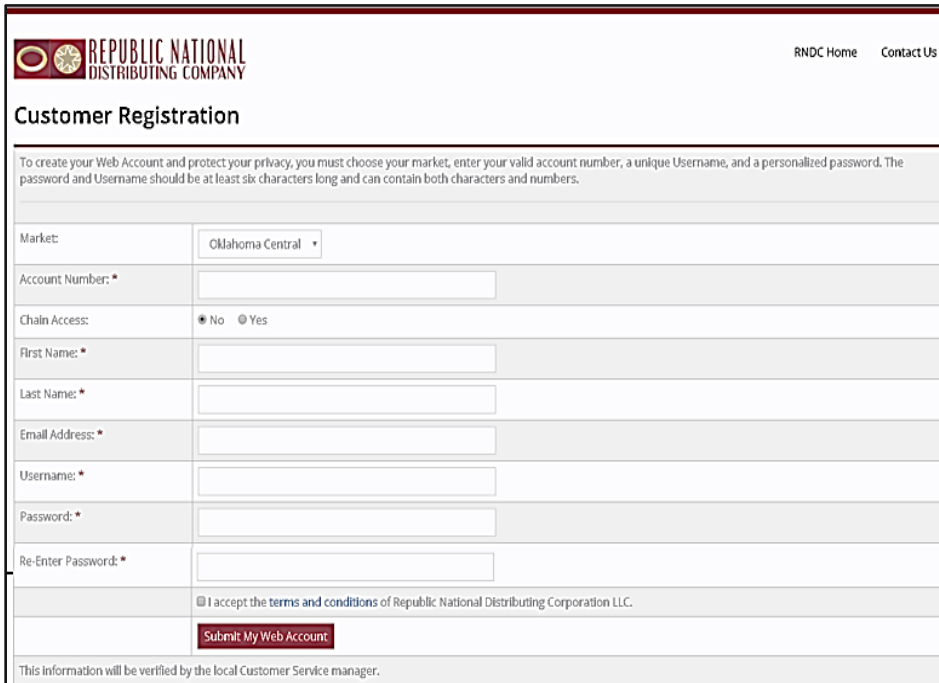
- The Customer Registration window will display.

- Select a market from the dropdown list and complete each field on the form.
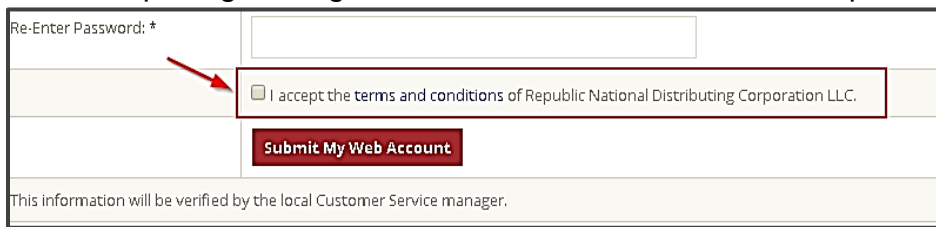
Note: The Login ID and password should be at least six characters long and contain both characters and numbers.

- After completing the registration form check the box to accept the Terms and Condition.

  - Click on the "terms and conditions" link to open the Terms and Conditions window.
  - Once done reviewing the terms and conditions click on the "Close" button.

- To complete the process and submit the request click on the "Submit My Web Account" button.

  Note: It is important that you remember your Login ID and password as you will be prompted for it whenever you use the system.

- After clicking "Submit" a confirmation screen will appear.
- An email will be sent to RNDC informing them of the request.
- Once reviewed/approved you will receive an email stating the account is activated.

Logging In:

- From your web browser enter centralliquor.rndc-usa.com to access the Web Ordering website.
- In the "Returning Customer" section type the username and password created on the registration form.
- Click on the "Login" button.

Note: If the password created is forgotten, click on the "Forgot Password" link to have it reset.

- After clicking "Login" the RNDC Web Ordering screen will display.
- The Red Header of the screen will display…
  - Customer name and number
  - Delivery Days
  - Link to update User Profile
  - A link to the RNDC website
  - A Documents link
  - A Logout link
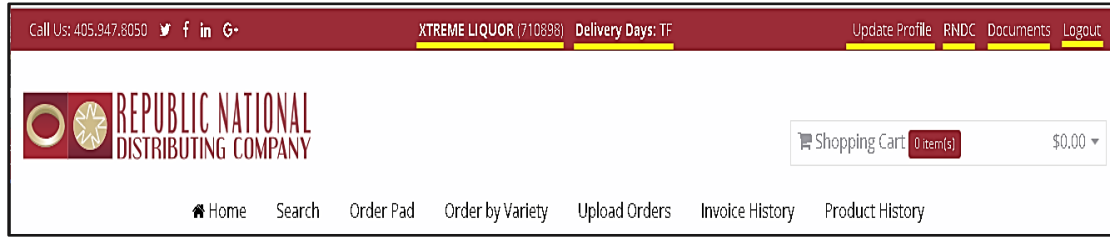
- Underneath the Red Header sections the following information will display…
  - Shopping Cart
    - Will display the number of items ordered as well as a total for the order.
  - Tabs for the different available screens
  - A Quick Search box
    - Enter a product description and press Enter or click the search icon. The Search screen will display all items matching the search criteria.
      Note: When entering search criteria the search results will be based on an "ANY" character match.
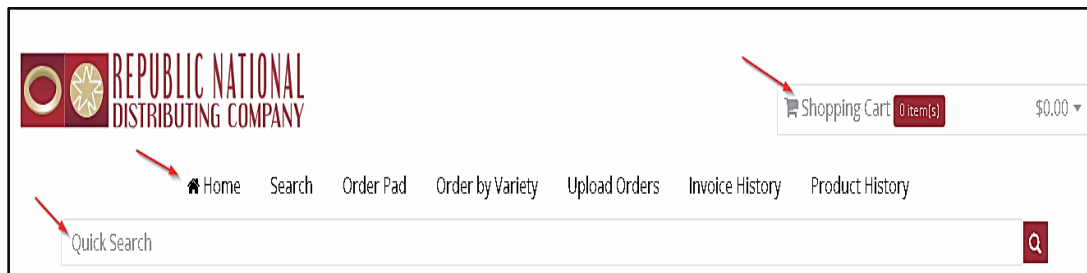
- The function of each link and tab will be discussed in detail throughout this document.

RNDC Link:

- Clicking on the RNDC link will open the RNDC's web page in another browser window.
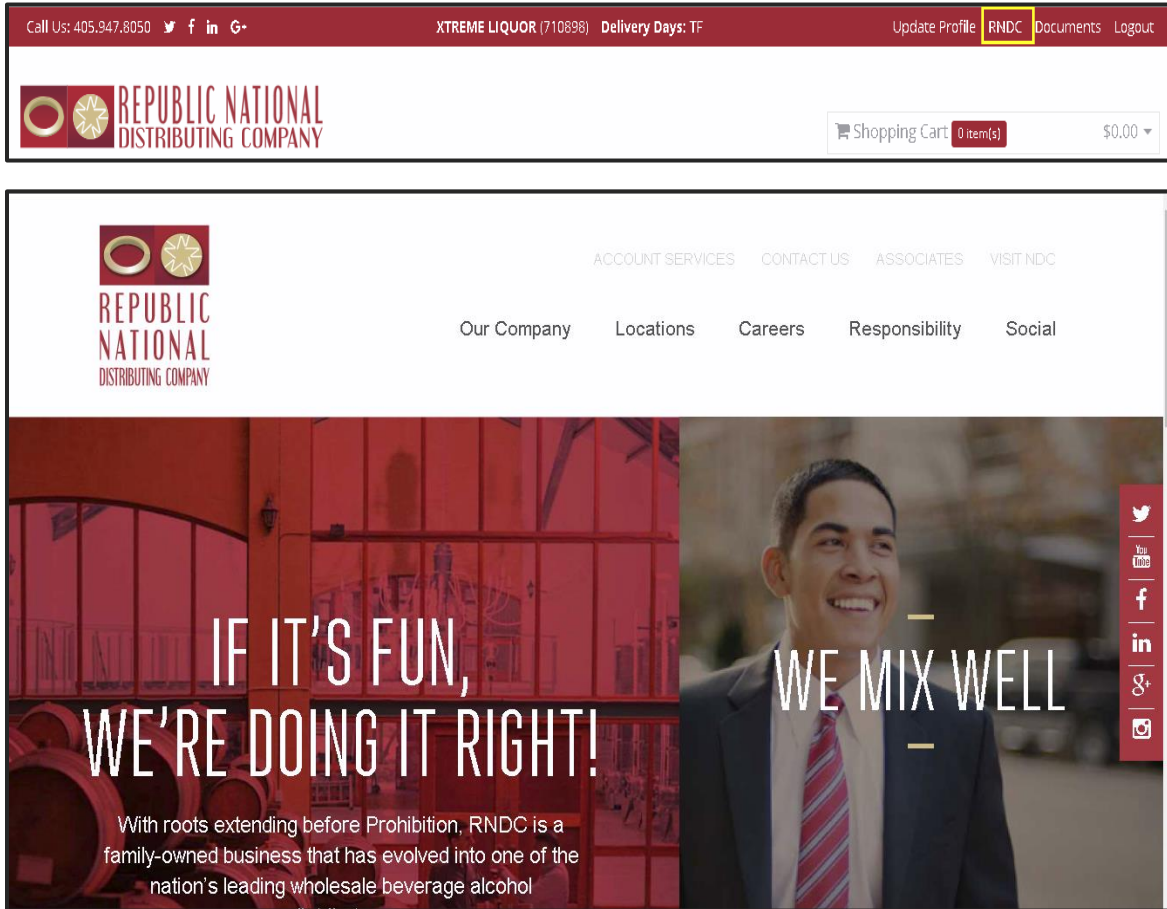
Update Profile:

- To update/change account settings click on the "My Account" link in the Header of the page.
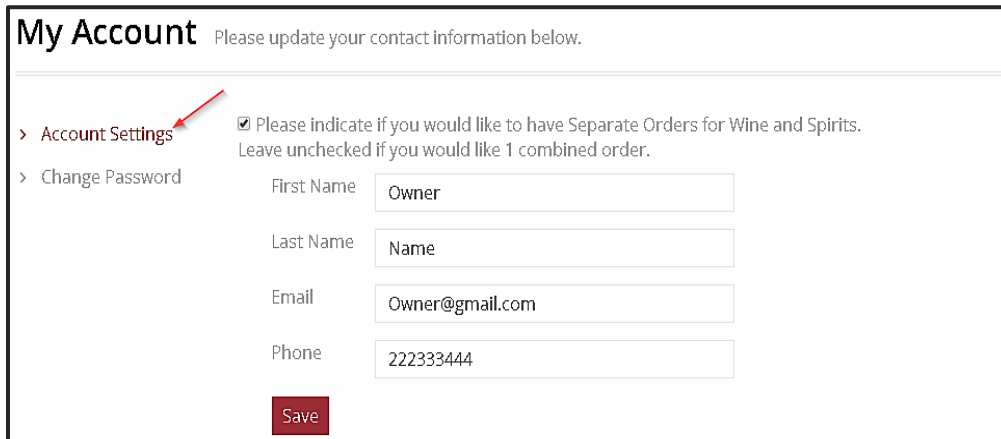
- There are two options on the My Account screen…
    - Account Settings
    - Change Password

- The Account Settings link can be used to update/change the…
  - First Name
  - Last Name
  - Email address
  - Phone Number.

- Also on the screen is the option to view the account as one combined order or separate orders.
  - To view Separate orders place a check mark in the box.
  - For Combined orders remove the check mark from the box.

Note: Changing how the orders are viewed will delete any items that have been added to the shopping cart.

▪ Once any changes are made click the "Save" button.

Change Password Link

- Click on the "Change Password" link to update the password for the account.
  - ▪ Enter the Current Password
  - ▪ Type the New Password
  - ▪ Retype the New Password
  - ▪ Click on the "Submit" button.

Documents:

- Click on the "Documents" link to open the documents screen.
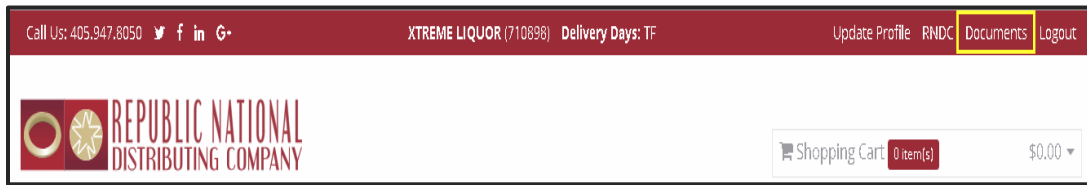
- A list of available documents will display.
- Click on the document name to open the file.

Document	Approx # Pages
Standard Operating Procedures	(~28 pages)
Full Central Price Book	(~110 pages)
Market Wholesale Price Book	(~9 pages)
CloseOuts	42 pages
Fob Changes	(~28 pages)
Beer Section	13 pages
UpDowns	(~79 pages)
RNDC Products Only - Price Book	47
Price Posting	145

Logout:

- Clicking on the "Logout" link will exit the ordering program and return to the Login screen.
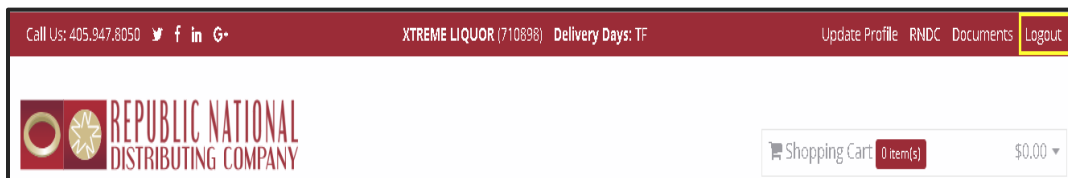
Creating Web Orders:

- There are several options for adding items to an order using the various tabs on the screen.
- Each option will be discussed in detail.
    - HOME
    - SEARCH
    - ORDER PAD
    - ORDER BY VARIETY
    - UPLOAD ORDERS
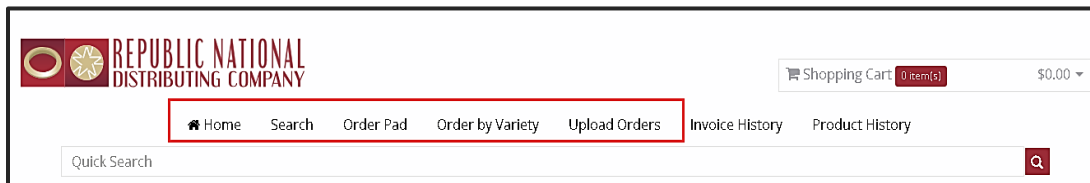
Home Screen:

- After clicking on the home tab the screen will display based on the selection made in the "My Account" screen

Combined Order View

- The Combined Order View will display…
    - An auto-generated "Order #"
    - The Delivery Date for the order
    - Function Buttons
        - And as items are added it will show Cases, Bottles and Estimated Total for the order
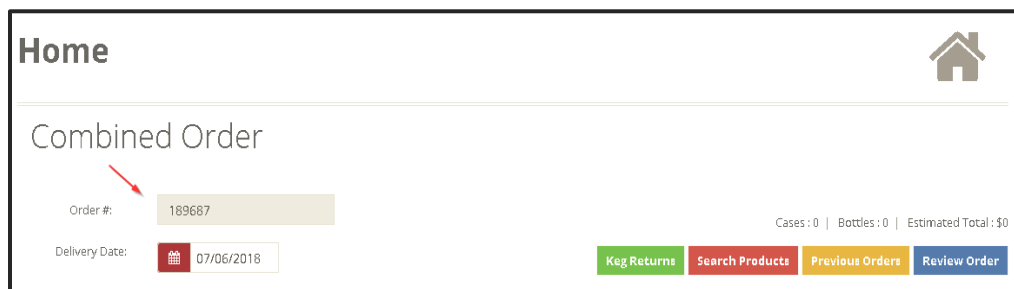
Detailed Order View

- The Detailed Order View will display the following order sections…
    - Spirits

- Wines
- Beers
- Market (**Note**: Market Orders are not available through website at this time.)

- Each section will have its own auto-generated "Order #" for that section
- Delivery Date for the order
- Function buttons
- And as items are added it will show Cases, Bottles and Estimated Total for the order type.

- Whether viewing combined orders or separate orders the function keys work the same.
  - Search Products/Search Spirits Products/Search Wine Products/Search Beer Products:
    - After selecting one of the search options, the Search Product screen will appear listing the Product Search Filter options on the left side of the screen.
    - The scroll bar can be used to view all search option filters.
    - Use the Criteria fields to narrow the search for items. Working with this screen will be covered in detail in the "Search" section.

- After selecting the criteria press Enter or the "Apply Filters" button.
- All items matching the criteria entered will be displayed on the Search screen.
- The "Search" section will cover detailed instructions for working on this screen.

- ▪ Previous Orders: [Previous Orders]
  - ‒ After clicking on the Previous Orders button, the "Previous Orders" screen will display past orders.
  - ‒ The screen will show…
    - o Order No
    - o Cases
    - o Bottles

- o   Total
- o   Delivery Date
- o   The option to print the order or download it as a csv file is also available.
- −   The scrollbar can be used to view additional orders.

- −   Clicking on the arrow next to the order number will display the order detail.

- −   Clicking on the Print Order button prints a copy of the order.

12/19/2018				Previous Orders History				

Order No		Cases		Bottles		Total	Order Date	
241790		20		0		$292.80	10/01/2018 1:01 PM	

Prod No	Cases	Bottles	Description	Size	List Price	Bottle Price	Line Total
7392	1	0	JDCC BERRY PUNCH 4X6 10Z	10Z	$24.00	$6.00	$24.00
7471	1	0	JDCC CHERRY LIMEADE MALT 4X6 BTL NR 10Z	10Z	$24.00	$6.00	$24.00
7372	1	0	JDCC LYNCHBURG LMNADE MALT 4X6 BTL NR 10Z	10Z	$24.00	$6.00	$24.00
524	1	0	JDCC SOUTHERN PEACH 4X6 BTL NR 10Z	10Z	$24.00	$6.00	$24.00
43780	4	0	LOST LAKE BEER 24PK CN 12Z	12Z	$12.60	$12.60	$50.40
43746	2	0	LOST LAKE BEER 2X12 CN 12Z	12Z	$12.00	$6.00	$24.00
43762	2	0	LOST LAKE BEER 4X6 CN 12Z	12Z	$12.00	$3.00	$24.00
43798	4	0	LOST LAKE ICE 24PK CN 12Z	12Z	$12.60	$12.60	$50.40
43790	2	0	LOST LAKE ICE 2X12 CN 12Z	12Z	$12.00	$6.00	$24.00
43806	2	0	LOST LAKE ICE 4X6 CN 12Z	12Z	$12.00	$3.00	$24.00

− Clicking on the Export as CSV downloads the order into a csv format.

- Review Orders:
    − As items are added to the order a running total of Cases, Bottles and Estimated Total can be seen.
    − To view the order detail click on the "Review Order" button.
    − The Checkout-Review Orders screen will appear.

- ⁻ Click on the "View Order Details" button.
- ⁻ Once done reviewing/editing the order click the "Close" button.
  Note: Detailed instructions for editing the order will be covered in the Editing Orders section.

- ▪ Keg Returns:
  - ⁻ After clicking on the Keg Returns button, the "Keg Returns" screen will display.
  - ⁻ Enter the Keg quantity.
  - ⁻ Click the "Return/Submit" button.
  - ⁻ The credit request will be submitted immediately and a message will appear at the top of the screen stating the Keg deposit was processed.

- The order date used will be displayed at the bottom of the screen.
- To change go to the Home page and change the Delivery Date for the Beer Order.
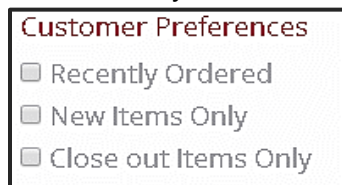
Search Screen:

- The Search screen is used to display and order items from product search results.
  Note: When entering search criteria the search results will be based on an "ANY" character match.
  - When using the "Quick Search" option at the top of the page, the Search screen will display the items matching the criteria entered.
  - A list of Search Filters can be found along the left side of the screen.
    - Use the scroll bar to move through the list, selecting each filter type needed.
      - **Note**: The more filters selected the smaller the search results.

- The available filter types are…
  - *ITEM TYPE:* Place a check mark next to each type needed.

− Customer Preferences: The search can be narrowed by placing a check mark to view only a certain item selection.
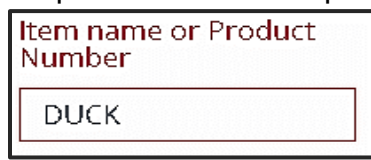
Customer Preferences
- ☐ Recently Ordered
- ☐ New Items Only
- ☐ Close out Items Only
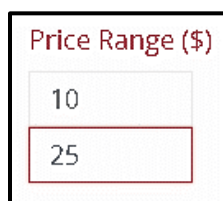
− Item Name or Product Number: Use this search option to type in a portion of a product name or a product number.

Item name or Product Number

DUCK

− Price Range: Type a minimum and maximum amount for the price range to search.
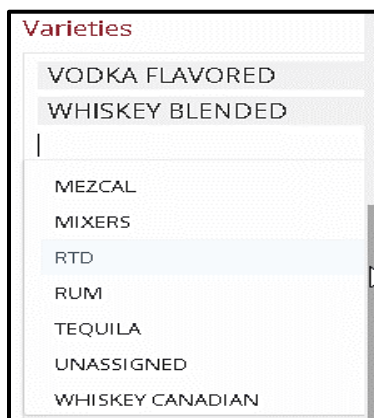
Price Range ($)

10

25

− Varieties: Click in the Varieties box to view a dropdown list. To navigate through the list either…
  o Scroll up and down through the list and click on the variety to add to the search, or
  o Begin typing the variety name to move to that section of the list and then click the variety to add to the list.
  o A maximum of 5 varieties can be selected.
  Note: To remove a variety from the list click the "x" next to the name.

Varieties

VODKA FLAVORED
WHISKEY BLENDED

MEZCAL
MIXERS
RTD
RUM
TEQUILA
UNASSIGNED
WHISKEY CANADIAN

- − Regions: Click in the Regions box to view a dropdown list. To navigate through the list either…
  - o Scroll up and down through the list and click on the Region to add to the search, or
  - o Begin typing the region name to move to that section of the list and then click the Region to add to the list.
  - o A maximum of 5 Regions can be selected.
    Note: To remove a Region from the list click the "x" next to the name.
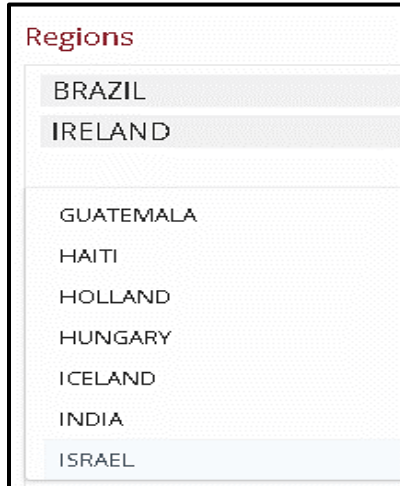
- − Sizes: Click in the Sizes box to view a dropdown list. To navigate through the list either…
  - o Scroll up and down through the list and click on the size to add to the search, or
  - o Begin typing the size to move to that section of the list and then click the size to add to the list.
  - o A maximum of 5 sizes can be selected.
    Note: To remove a Size from the list click the "x" next to the size.
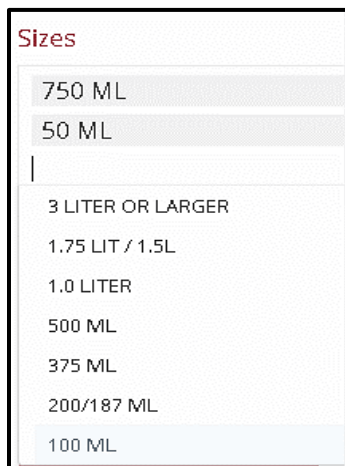
- Suppliers: Click in the Suppliers box to view a dropdown list. To navigate through the list either…
  - o Scroll up and down through the list and click on the Supplier to add to the search, or
  - o Begin typing the Supplier name to move to that section of the list and then click the Supplier to add to the list.
  - o A maximum of 5 Suppliers can be selected.
    Note: To remove a Supplier from the list click the "x" next to the name.
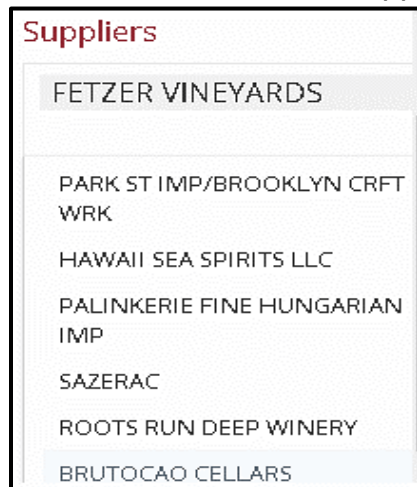
- After all filters have been entered either…
  - Click on the "Apply Filters" button to perform the search and display the results on the Search screen.
  - Click on the "Clear Filters" button to refresh the Product Search Filters screen without performing a search.
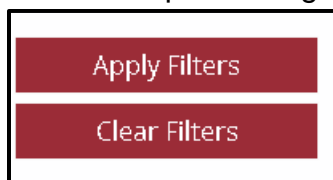
Search Results/Ordering:

- The Search screen will display listing the items that meet the criteria entered in the filters. Once the product search results are listed on the Search screen the items can be selected to order.
  - For each item needed enter the case and/or bottle quantity.
    - o There are two options for adding the items to the shopping cart after entering the quantity, either…
      - * Enter the quantity for each item needed then select the "Save All" button to add them to the shopping cart.

* After the quantity is entered click the green ⊕ sign to add each item individually to the shopping cart.
* The total for the ordered item will display, the ⊕ will turn to a red ⊗ , and the shopping cart will be updated with the item.
  Note: If the item was selected in error or not needed clicking the red ⊗ will clear the quantity fields and remove the item from the shopping cart.

Note: Next to the green ⊕ sign for the shopping cart is a heart. Clicking on the heart will turn it red and add the item to the order pad. Using the Order Pad will be discussed in detail in the <u>Order Pad</u> section.

Product No	Product Name	Case Qty	Case Price	Btl Qty	Btl Price	Btls Per Case	Size	On Hand Cs/Btl Qty	FOB	FOB [Oct]	Total	Add to Cart	Add to Order Pad
4322	DON Q CRISTAL RUM 1.75L		$134.52		$22.42	6	1.75L	10 / 1	-5			➕	♡
4323	DON Q CRISTAL RUM 1L		$172.92		$14.41	12	1L	10 / 1	-5			➕	❤
12754	WRAY & NEPHEW RUM 126 750M	3	$205.20		$17.10	12	750M	10 / 1	-5		$615.60	❌	♡
45503	CRUZAN AGED 151 1L		$264.12		$22.01	12	1L	10 / 1	-5			➕	♡

– To perform a search for additional items click on the Search tab or use the Quick Search option.

o Enter the filter criteria as discussed in the <u>Search</u> screen section.
o When the results page displays enter the case/bottle quantities for the items needed.
o Add the items individually to the shopping cart by pressing the ➕ or enter all quantities for each item needed and press the "Save All" button. [Save All]
o Repeat this process until all items have been added to the shopping cart.

Note: When working on the Search screen there are two options for viewing the screen.

▪ List View

▪ Detail View

Order Pad Screen:

- Items can be saved to the Order Pad screen to allow them to be easily reordered without performing a search.

  Creating the Order Pad:

- When viewing the results after performing a search the option to add items to an order pad is available.
  - ▪ From the results page scroll through the items and click on the heart for each item to be saved to the order pad. The heart will turn red to indicate it's a saved item.

Product No	Product Name	Case Qty	Case Price	Btl Qty	Btl Price	Btls Per Case	Size	On Hand Cs/Btl Qty	FOB	FOB (Oct)	Total	Add to Cart	Add to Order Pad
1483	GILBEYS VODKA 80 1L		$114.36		$9.53	12	1L	10 / 1	-5			➕	❤
1484	GILBEYS VODKA 80 750M		$95.16		$7.93	12	750M	10 / 1	-5			➕	♡
1485	GILBEYS VODKA 80 PET 750M		$95.16		$7.93	12	750M	10 / 1	-5			➕	❤
1486	GILBEYS VODKA 80 375M		$90.48		$3.77	24	375M	10 / 1	-5			➕	♡
1487	GILBEYS VODKA 80 200M		$101.28		$2.11	48	200M	10 / 1	-5			➕	♡
1513	KAMCHATKA VDK 80 1L		$76.80		$6.40	12	1L	10 / 1	-5			➕	♡
4212	ABSOLUT BLUE VODKA 1.75L		$179.58		$29.93	6	1.75L	10 / 1	-5			➕	❤
4213	ABSOLUT BLUE VODKA 1L		$240.72		$20.06	12	1L	10 / 1	-5			➕	❤
4214	ABSOLUT BLUE VODKA 750M		$185.28		$15.44	12	750M	10 / 1	-5			➕	♡
4216	ABSOLUT BLUE VODKA 375M		$226.56		$9.44	24	375M	10 / 1	-5			➕	♡
4218	ABSOLUT BLUE VODKA 24PK 200M		$120.24		$5.01	24	200M	10 / 1	-5			➕	♡
4232	VOX VODKA 1.75L		$153.84		$25.64	6	1.75L	10 / 1	-5			➕	❤

|◀ ◀ 1 2 3 4 ▶ ▶| 1 - 100 of 364 items

- ▪ After clicking each heart a message will appear stating the item has been added to the order pad.
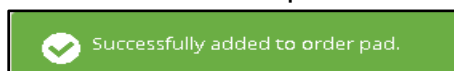
Viewing/Ordering from the Order Pad:
- To view items added to the order pad click on the Order Pad tab.

- The Order Pad screen will open, displaying all items added.
  - The Items can be sorted by Product No or Product Name by clicking the title for the column.
  - To remove an item from the order pad, click on the red heart and the items will be deleted from the list.

- Using the instructions discussed above in the Search Results/Ordering section, enter the case/bottle quantities for the item needed and then click the ⊕ to add items one at a time or if ordering several items enter the quantities then click "Save All".
- The shopping cart will then be updated with the items added from the order pad.

Order by Variety:
- The Order by Variety tab is used to select an Item Type and view all items within the type.
  - Use the scroll bar to move up and down the list for each Item Type.
  - Click on the Item Type needed.

- The Search screen will display all items matching the selected type.

- Using the instructions discussed above in the Search Results/Ordering section, enter the case/bottle quantities for the item needed and then click the ⊕ to add items one at a time or if ordering several items enter the quantities then click "Save All".
- The shopping cart will then be updated with the items selected.

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Upload Orders:

- To upload an order to the Ordering Website a comma delimited file must be created with the following fields.
  - Purchase Order
    - If a purchase order number is not needed enter NOPO in the field for each line item.

- Customer Number
- Product Number
- Cases
- Bottles

Example of the Comma Delimited file.

```
NOPO,500128,808777,1,0
NOPO,500128,114304,2,0
NOPO,500128,114332,1,0
NOPO,500128,5204,0,6
```

- After creating the order file return to the ordering website and click the "Choose File" button from the Upload Orders tab.

- Select the file to upload.
- Click on Open.

- Once the order file is shown in the Choose File box click on the "Upload" button.
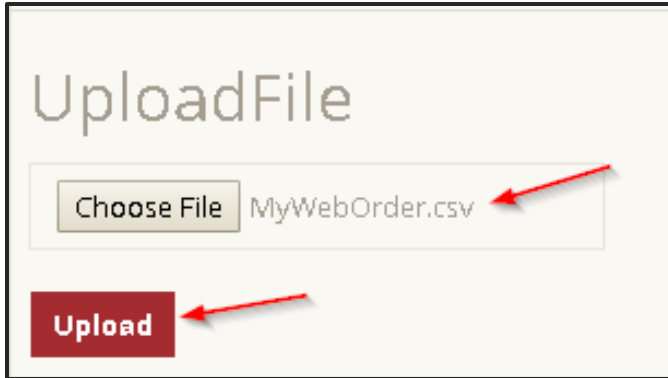
- After clicking "Upload" the message "Processing, please wait" will appear.
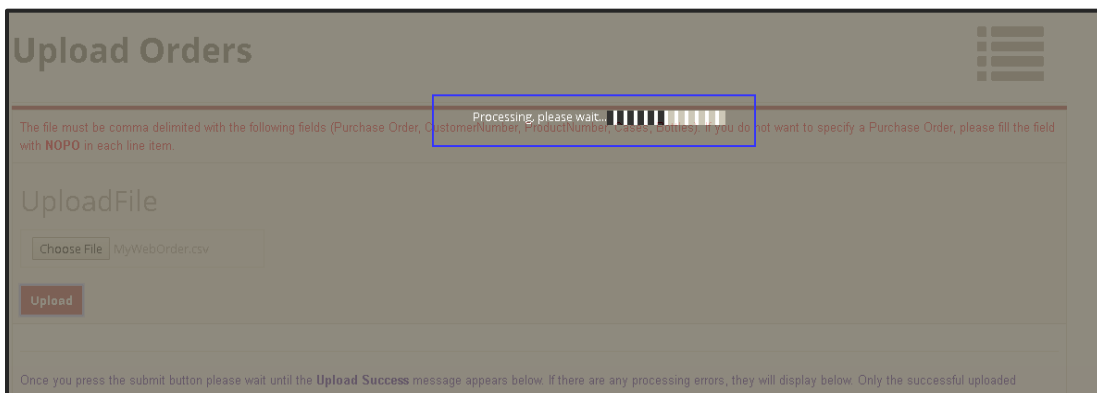
- When the upload process is complete the items will be added to the shopping cart and the Home screen will display.
  Note: If an error occurs it will appear at the bottom of the Upload Screen.
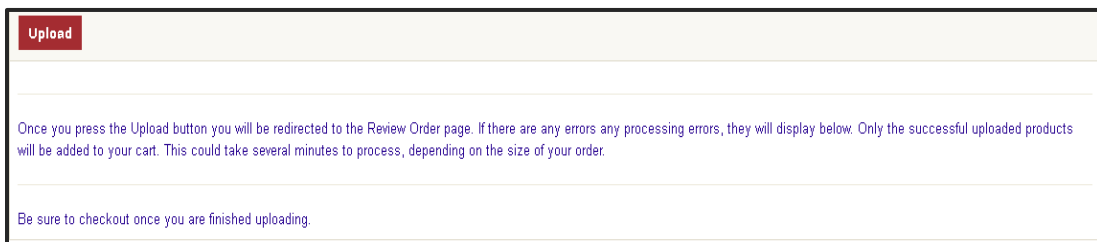
Editing Orders:

- To change quantities for an item or delete an item after it's been added to the shopping cart either…

- Click on the "Review Order" button from the Home screen.

- Click on the "Checkout" button from the shopping cart.

− Both option will then open the "Checkout-Review Orders" screen.
− Click on the "View Orders Details" button.

− The Order Detail screen will display.
  Delete Item:

  o To delete an item click on the red ❌ on the item line.
  o A message box will appear asking for confirmation to delete, click "OK".
  o The item will be removed from the cart and a message will appear confirming the items was deleted.

Edit Item:

- o To edit an item click on the "Edit" button on the item line. [Edit]
- o The "Case Qty" and "Btl Qty" fields will become active.
- o Change the case and/or bottle quantities for the item.
- o Click the "Update" button to save the changes. [Update]

– Once all changes are made click the Close button.

– The Checkout-Review Orders screen will be updated to reflect any changes made.
– Continue shopping or Checkout.

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Shopping Cart/Check Out:

- Once the order is completed click on the Shopping Cart to begin the checkout process.
- The shopping cart will display total items and dollars, as well as a Sub-total and Total.
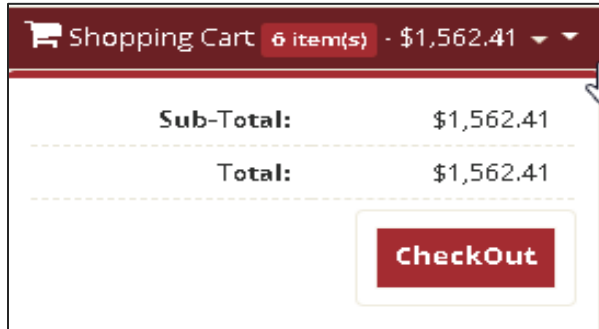
- Click on the "Checkout" button to view the Checkout-Review Orders screen.
- The screen will either view the order as one combined order or separate orders base on the "My Account" setting selected.
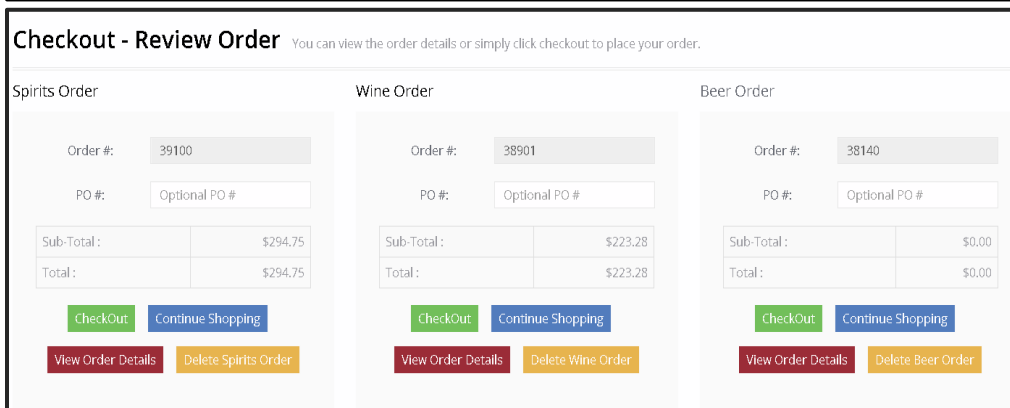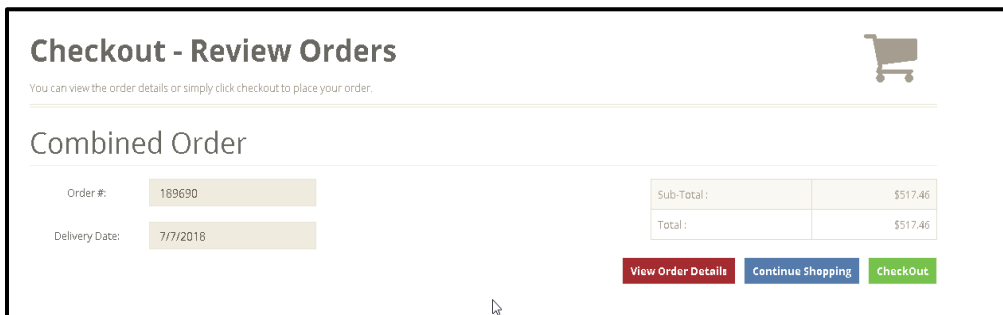
- All orders will have the option to…

    - *View Order Detail:*
        - Clicking on the "View Order Detail" button will display the Order Detail screen.

- − From this screen the items can be edited.
  - o To delete an item from the shopping cart click on the red X.
  - o Use the "Edit" button to edit the quantity.
  - o Detailed instruction for editing the shopping cart can be found in the Editing Orders section.
- − Once done reviewing/editing the order click the "Close" button.

Combined Order Detail

Product No	Product Name	Case Qty	Case Price	Btl Qty	Btl Price	Btls Per Case	Size	On Hand Cases Qty	FOB	FOB (Oct)	Total	Re... From Cart
475820	CARLO ROSSI BURGUNDY 4L	2	$50.12	0	$12.53	4	4L	110	0	0	$50.12	✖
312244	JACOB CRK RIES 750M	0	$60.72	6	$5.06	12	750M	274	0	0	$30.36	✖
1483	GILBEYS VODKA 80 1L	2	$114.36	6	$9.53	12	1L	477	0	0	$285.90	✖
768341	STELLA ROSA PLATINUM SWT WHT 750M	1	$151.08	0	$12.59	12	750M	424	0	0	$151.08	✖

1 - 4 of 4 items

Close

- ▪ *Continue Shopping;*
  - − Clicking on the "Continue Shopping" button will open the "Product Search Filters" screen.
  - − Enter the filter criteria and add items to the order. Items can be added using any method discussed in the Creating Web Orders sections.

- ▪ *Checkout:*
  - − After clicking on the "Checkout" button a message will appear asking to confirm checkout.
    - o Click on "Cancel" to exit the message and continue editing the order.
    - o Click on "OK" to submit the order.

Submit All Order Confirmation

Are you sure you want to checkout?

Cancel   OK

- − Once the order has been submitted a confirmation screen will appear.

Order Confirmation

Thank you for your Order. You order has been placed successfully.

Web Order History:

- The ability to view invoice history and product history is available by clicking the corresponding tabs.

HOME	Q SEARCH	ORDER PAD	UPLOAD ORDERS	ORDER BY VARIETY	$ INVOICE HISTORY	PRODUCT HISTORY

- ▪ "Invoice History" will display each invoice showing the…
  - − Invoice NO
  - − Date
  - − Total
  - − Type

Invoice History

Below is a list of your Invoices

	Invoice No	Date ▼	Total	Type
▸	1053786	02/01/2018	$66,564.03	Invoice
▸	1053779	02/01/2018	$2,140.37	Invoice
▸	1053785	02/01/2018	$1,087.92	Invoice
▸	1053778	02/01/2018	$51,185.16	Invoice
▸	1053770	02/01/2018	$362.42	Invoice
▸	1053783	02/01/2018	$67,457.60	Invoice
▸	1053784	02/01/2018	$634.82	Invoice
▸	1053803	02/01/2018	$68,745.56	Invoice
▸	1053772	02/01/2018	$16,752.48	Invoice

- − Clicking on the arrow next to the Invoice No will display the Invoice Detail.
  - o Click on the arrow a second time to hide the invoice detail.

Invoice History

Below is a list of your Invoices

	Invoice No	Date ▼	Total	Type
▶	1053786	02/01/2018	$66,564.03	Invoice
▶	1053779	02/01/2018	$2,140.37	Invoice
▶	1053785	02/01/2018	$1,087.92	Invoice
◢	1053778	02/01/2018	$51,185.16	Invoice

Product No	Description	Size	Cases	Btls	Sales Price	Total
12313	1800 SILVER TEQ 6PK 1L	1L	60	0	$8,425.20	$8,425.20
12314	1800 SILVER TEQ 750M	750M	45	0	$9,910.35	$9,910.35
12382	1800 REPOSADO TEQ 6PK 1L	1L	60	0	$8,425.20	$8,425.20
12996	1800 RTD ULTIMATE RSPBRY MARG 1.75L	1.75L	12	0	$1,092.42	$1,092.42
174654	1800 RTD ULTIMATE PINE MARG 20 1.75L	1.75L	36	0	$3,277.26	$3,277.26
12302	1800 RTD 1.75L	1.75L	48	0	$4,369.68	$4,369.68
12549	1800 COCONUT TEQ 12PK 375M	375M	2	0	$232.83	$232.83
12425	1800 ANEJO TEQ 6PK 750M	750M	5	0	$853.08	$853.08
594408	THREE OLIVES TRIPLE ESP VODKA 6PK NL 1L	1L	2	0	$187.04	$187.04
594806	THREE OLIVES STRBRY VODKA 6PK NL 1L	1L	2	0	$187.04	$187.04

	Invoice No	Date	Total	Type
▶	1053770	02/01/2018	$362.42	Invoice
▶	1053783	02/01/2018	$67,457.60	Invoice

|◀ ◀ (1) ▶ ▶| 1 - 9 of 9 items

- "Product History" will display each product showing the…
  − Product No
  − Product Name
  − Size
  − Sales January through December
  − The option to save the item to the Order Pad

Product Order History

Below is a breakdown of cases ordered per month over the past year.

Product No	Product Name	Size	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Add to Order Pad
941165	FINEST CALL LOADED BLDY MRY 1% 1L	1L	0	15	0	0	0	0	0	0	0	0	0	0	♡
295285	ANT VILLA TOSCANA BIANCO NEW UPC 750M	750M	0	2	0	0	0	0	0	0	0	0	0	0	♡
170574	TWO VINES MERLOT/CAB 750M	750M	0	7	0	0	0	0	0	0	0	0	0	0	♡
737210	ERATH OREGON P NOIR 750M	750M	0	28	0	0	0	0	0	0	0	0	0	0	♡
977106	OLD CAMP PCH PECAN WHSKY 750M	750M	0	14	0	0	0	0	0	0	0	0	0	0	♡
270396	STOLI VODKA 80 12PK 375M	375M	0	12	0	0	0	0	0	0	0	0	0	0	♡
354481	MAESTRO DOBEL DIAMANTE TEQ 6PK NL 750M	750M	0	15	0	0	0	0	0	0	0	0	0	0	♡
170464	14 HANDS MERLOT 750M	750M	0	14	0	0	0	0	0	0	0	0	0	0	♡