

# WV ABCA Web Ordering

## Introduction

The Web Ordering system is designed to allow WV ABCA licensed liquor stores to place their normal weekly orders online at their convenience. While orders are still only processed on the store's designated day, we have tried to provide a tool that will give them the flexibility of building their orders on their own schedule while maintaining the ease of a traditional web-shopping experience.

## System Requirements

To access the Web Ordering system you will need a computer with Internet access and a modern web browser, such as Internet Explorer 7, Firefox 3, Safari, or Opera.

You will also need a web account to access the system. To apply for an account, download the "Portal Login Request" form from the "Available Downloads" part of the portal homepage. Fill out this form and email it to [abcc.portal@wv.gov](mailto:abcc.portal@wv.gov). Once your account is activated, you may begin using the Web Ordering system.

## Log In

To log in, browse to the WV ABCA's web portal. The web address for the portal is <http://portal.wvabca.com> (this address can be used as a bookmark in your web browser). Enter your username and password in the appropriate boxes in the upper-right hand corner of the screen, and then click the "Log In" button. If you enter your username or password incorrectly, you will receive an error. Please make sure your caps lock is turned off, and remember, PASSWORDS ARE CASE SENSITIVE.



The screenshot shows a login form with the following elements:

- User Name: teststore
- Password: [masked with 7 dots]
- Log In button
- Remember me next time.
- [Forgot Password?](#)

## Recovering Your Password

If you forget your password, you can have it reset by clicking on the "Forgot Password?" link. You will have to enter your username and answer your security question. If answered correctly, you should receive an email with your new temporary password (a random sequence of letters, numbers, and punctuation). Once you have logged-in with this new password, it is recommended that you change it to something you can remember.

## Web Ordering Dashboard

Once you have successfully logged-in, click on the “Web Ordering” link. This will take you to your Web Ordering dashboard. The dashboard provides quick reference to store information such as open orders, backorders, and previously submitted orders. If you have access to multiple liquor stores you will be presented with multiple drop-down selection boxes. Choosing a specific store from these drop-downs will show you information that is specific to that particular store.

Open Orders						
All Accessible Stores						
	Store	Scheduled Date	Total Cases	Subtotal	Last Edited	
<a href="#">Reassign</a>		2/9/2011	25	\$2,072.75	2/4/2011	<a href="#">Edit</a>
<a href="#">Reassign</a>		2/14/2011	342	\$55,877.69	2/9/2011	<a href="#">Edit</a>
<a href="#">Reassign</a>		2/16/2011	15	\$2,209.95	2/10/2011	<a href="#">Edit</a>
<a href="#">Reassign</a>		2/17/2011	33	\$3,612.56	2/10/2011	<a href="#">Edit</a>
<a href="#">Reassign</a>		2/22/2011	35	\$4,026.84	2/9/2011	<a href="#">Edit</a>

The “**Open Orders**” section is at the top of the dashboard. Here you will see any open orders for the selected store(s). An open order is one that has been started, but not submitted. If you have no open orders, a message will be displayed stating “*You currently have no orders pending.*” To view/edit the shopping cart for any of these orders, click the “**Edit**” button for the desired order. If you wish to reassign a particular order to a different date or store account, click on the “**Reassign**” button. This will then guide you through a process where you can choose a new store and/or date to which you may assign that order.

Note: Available backorders will be automatically added to your next order once it is submitted and processed.

Backorders					
All Accessible Stores					
Store	Item	Description	Price	Requested Cases	Cases Available
	2122	MAKER'S MARK W/ORNAMENT	\$119.94	70	70
	2626	SOBIESKI VODKA	\$88.12	18	18
	5120	WILD TURKEY AMERICAN HONEY	\$171.29	16	16
	3037	MAKER'S MARK	\$241.79	15	15
	1541	JACK DANIELS BLK W/2 GLS	\$105.56	15	15

1 2 3 4 5 6 7 8 9 10 ...

The next area of the dashboard is the “**Backorders**” section. This section displays a table with all open backorders for the selected store(s). If a row of the table is displaying green text then cases are available to fill that backorder. The available cases will be automatically added to that store’s next order once it is submitted and processed. If you have more than five open backorders, you may see additional pages of backorders by clicking on the white numbers at the bottom of the table.

Submitted Orders						
All Accessible Stores						
Order Date	Store	Source	Total Cases	Total	Status	
<a href="#">02/25/2011</a>		WEB	30	\$2,909.70	Unprocessed	<a href="#">Reopen</a>
<a href="#">02/03/2011</a>		WEB	37	\$4,501.13	Processed	
<a href="#">02/03/2011</a>		WEB	212	\$33,680.58	Processed	

1 2 3 4 5 6 7 8 9 10 ...

At the bottom of the dashboard page is the “**Submitted Orders**” section. Here you will be able to see recently-placed orders that have already been processed or have been completed and will be processed on the designated order day for the selected store(s). You can view details on any of the orders listed by clicking on the blue order date [link](#). If an order has been submitted and it is not the scheduled processing day for that order, you may reopen and make changes to it by clicking the “**Reopen**” button next to the order.



On the left side of the dashboard page are buttons that allow you to return to the WV ABCA Portal Homepage, start a new order, or view this user guide (and download Adobe’s Acrobat Reader program).

## Ordering overview

Web ordering is designed to handle your regular weekly orders only. You will still need to contact our Order Entry department at (304) 558-0364 to request “Special Order” items or to place Will Call orders. Orders will be processed once daily at 11am. You must submit your order prior to this for your order to be processed. We will process your orders payment as usual through EFT. Order confirmations will be emailed to every portal account-holder for a particular store once processing is complete. Optionally, a copy can be sent to one other email address. To verify or change this email address, please contact our Order Entry department.

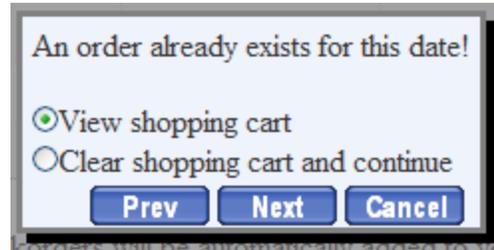
## Starting Your Order

To begin a new order, click on the “**Start New Order**” button on the left side of the dashboard. If you have access to multiple store accounts, you will be asked to choose which store you are ordering for. Once you’ve selected the desired store and pressed the “Next” button (or if you only have access to one store account), you will be shown a drop-down list of dates. You will select which order date you are starting an order

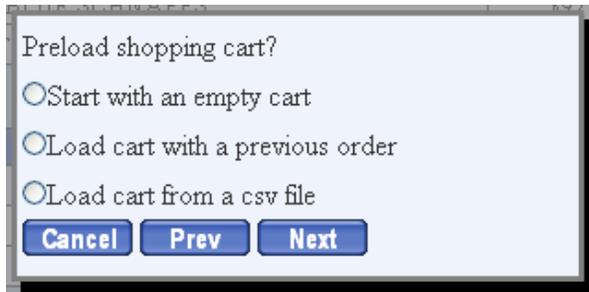
For which store are you ordering?  
 Next Cancel

Choose order date:  
 Prev Next Cancel  
 \* = A cart already exists for that order date

for. You can start an order up to four weeks in advance of the actual processing date for that order. If a shopping cart for your store already exists for a particular date, it will be noted by an asterisk (\*). If you choose a date where a cart already exists, you will be given the choice to either view the cart for that order or you can choose to overwrite that order and start from scratch. After selecting the appropriate order date, click on the “Next” button.

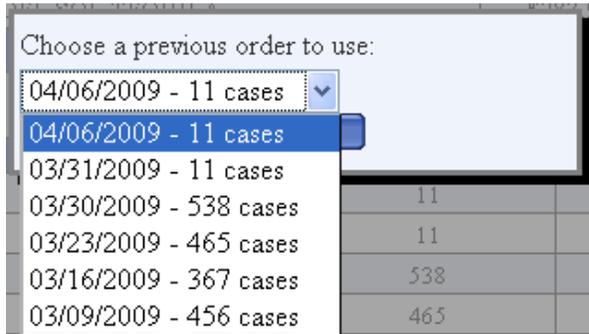


At this point you will be given three options for starting your order. You can start with an empty shopping cart and create a new order from scratch, preload your cart with items from a previous order, or preload your cart with items using a CSV file. Select an option and click “Next” to continue your order, click “Back” to return to the date selection screen, or click “Cancel” to cancel this order and return to your dashboard.



### Preload Cart with Previous Order

After selecting the option to load your cart with a previous order, you will be shown a drop-list showing previous orders you can pick from. The list shows the order date and case totals from these previous orders. Select the appropriate order and click the “Next” button to preload your cart with items from that order.



There is another way to preload your cart with a previous order; from your dashboard, start by clicking on the blue order date link to view the details of a previous order. If there is an open order date within the next four weeks that you have not started an order for, you will see the “Re-order” button at the top of the screen above the order details. Click on the “Re-order” button, select the upcoming order date from the drop-down list, and click the “Next” button to preload your cart with the items from this previous order.

Store # [redacted] s order for 4/1/2009 [Re-order](#)

Note: Totals shown do not reflect any credits applied to the order.

Item	Description	Size	Price	Qty	Total
9	JIM BEAM	750ml x 12	\$147.62	1	\$147.62
78	OLD GRAND DAD	750ml x 12	\$138.39	1	\$138.39

## Preload Cart using CSV File

You may preload your cart with items using a Comma Separated Values (CSV) file. Your CSV must contain only a Bottle Code column, followed by a quantity column, for each record. The CSV must contain NO column headers. Any files not meeting these requirements will not be accepted by the web ordering system.

After selecting the option to load your cart using a CSV, you will be able to browse your system for the CSV file you wish to use. Click the “Browse” button to locate your CSV file. Once you have found and selected your CSV file, click the “Next” button to load your cart with the items in your CSV.



## Stock Levels

Within your cart, and while browsing products, you will see **stock level indicators**. These colored indicators will show you our approximate stock levels for each product. A green indicator means we have the product in stock, a yellow/light brown indicator means stock for that item is low and a red indicator means we are currently out of stock for that item. The stock level indicators are approximated values and do not guarantee stock levels.

 Bottle Code	Description
<input type="checkbox"/> 321	<span style="color: green;">●</span> CHRIS BROS GRAPE
<input type="checkbox"/> 1538	<span style="color: yellow;">●</span> 10 CANE
<input type="checkbox"/> 3499	<span style="color: red;">●</span> BELVEDERE BLACK R.



**AMARULA LIQUEUR W/ GLASS**  
 WV Bottle Code: 1101  
 Size: 750ml x 6 34.0 Proof  
 Price: \$101.82 ●

1

## Adding Items to Your Cart

There are several ways to add items to your cart. You may browse products by categories, search for specific products, or use “Speed Entry” if you know the desired bottle codes. To browse products by categories, click on the desired category in the left panel. There are many categories to choose from including monthly specials and new products. Once you have selected a category you can browse through all products listed in that category. If there are multiple pages, click the “Previous” or “Next” Links to navigate between pages. You can also filter your results by size by selecting the “Filter by size” drop down list.

**CATEGORIES**  
 APRIL SPECIALS (194)  
 NEW PRODUCTS (74)

Filter by size: **All Bottle Sizes** ▾

## November Specials

<< Previous      1 to 10 of 74      Next >>



**2 FINGERS TEQUILA GOLD**  
 WV Bottle Code: 4406  
 Size: 0750ml x 0012 80.0 Proof  
 Price: ~~\$142.08~~ **\$130.08** ●

**Add to Cart**



**2 FINGERS TEQUILA WHITE**  
 WV Bottle Code: 3308  
 Size: 0750ml x 0012 80.0 Proof  
 Price: ~~\$134.38~~ **\$122.38** ●

**Add to Cart**

To search products, type a name or bottle code into the search box and click the “**Search**” button. You can navigate through your search results like you would while browsing products.

**PRODUCT SEARCH**

WV Rum |

**Search**

To add any of the items you see to your cart, adjust the quantity desired if necessary, and click the “**Add to Cart**” button. You will now see that product in your cart. Your cart is automatically saved each time an item is added, allowing you to return to this order at a later time.



**ADMIRAL NELSON SPICED RUM**  
 WV Bottle Code: 6085  
 Size: 750ml x 12 70.0 Proof  
 Price: ~~\$75.53~~ **\$69.53** ●

**Add to Cart**

If you know the WV ABCA bottle codes for the items you wish to order, from the “View Cart” page you may enter the bottle codes and case quantities in the boxes marked “**Code**” and “**Qty**” then click the “**Add**” button. You may find this option helpful if you are entering many bottle codes.

**Code:**  **Qty:**  **Add**

**Checkout**

	Bottle Code	Description	Size	Retail	Quantity	Total	Allow Backorders?
<input type="checkbox"/>	9	● JIM BEAM	750ml x 12	\$147.62	<input type="text" value="1"/>	\$147.62	<input checked="" type="checkbox"/>
<input type="checkbox"/>	11	● EVAN WMS BLK 86.0	1750ml x 6	\$103.04	<input type="text" value="15"/>	\$1,545.60	<input checked="" type="checkbox"/>
<input type="checkbox"/>	2502	● JIM BEAM - SQUARE	375ml x 24	\$166.08	<input type="text" value="3"/>	\$498.24	<input checked="" type="checkbox"/>

## Editing Shopping Cart

You may return to your shopping cart at any time by clicking the view cart link. The first column of red buttons with an "x" is used to remove items from your cart. To delete items, simply click the red button. To change the quantity of items in your cart, just change the number in the "Quantity" box for the appropriate item, and hit enter on your keyboard.

## Backorders

On the "View Cart" page, the last column of checkboxes (farthest right, labeled "Allow Backorders?") is used to indicate whether or not you wish to place that item on backorder if it is out of stock. Either check or uncheck the box to indicate your preference.

## Submitting Your Order

You can continue to work on any opened orders until you have submitted them. To submit an order, simply click the "Checkout" button. You will then be taken to an order confirmation screen where you can review the totals for your order. If you want to make further changes to the order, you can click on the "Make Changes" button to go back to the "View Cart" page. If you're ready to submit your order for processing, click the "Submit Order" button. A small box will pop up asking you to confirm. Click "Ok," and your order will be processed on the date indicated at 11am. If a web order has not been submitted by 11am on your order day, IT WILL NOT BE PROCESSED.

Please confirm that following is correct, and click the "Submit Order" button below.

**Note: You MUST click "Submit Order" below for your order to be processed!**

Store: 

Order Date: 2/22/2011

Bottle Code		Description	Size	Retail	Quantity	Total	Allow Backorders?
899		ARISTOCRAT TEQUILA WHITE	1000ml x 12	\$94.50	20	\$1,890.00	<input checked="" type="checkbox"/>
181		JW DANT BIB	750ml x 12	\$106.70	1	\$106.70	<input checked="" type="checkbox"/>
935		1800 REPOSADO	1000ml x 6	\$145.01	14	\$2,030.14	<input checked="" type="checkbox"/>
					35	\$4,026.84	

[Make Changes](#)

[Submit Order](#)

## Order Confirmation

Once your order has been submitted, it will be processed on its order date at 11am. Once processed, our system will email you an order summary which lists all items that were successfully placed on order along with any “exceptions” (out-of-stock items, available backorders, etc) and credits. This same information can be viewed online by clicking on the order in the “Submitted Orders” section of the Dashboard. However, any information about exceptions (items that were out of stock, items added from available backorder, etc) will only be maintained on the webpage for one week.

Your order confirmation will be separated into four sections: the header, order exceptions, order details, and the footer/totals. Each section will contain different information about your order.



The header contains the title information and a direct web link to where you may view the information contained in the invoice online. **NOTE:** Upon clicking the link, you will most likely have to log into your store account with your username and password.

Exceptions				
Description	Bottle Code	Size	Cases	Comment
JOHNNIE WALKER BLACK	1509	750ml x 12	1	Stock Depleted - Already on Backorder
PATRON GRAN PATRON PLATNM	1585	750ml x 1	1	Available Backorder - Added to Order
RON ZACAPA 23 YR	3417	750ml x 6	1	Stock Depleted - Backorder Placed
ADMIRAL NELSON SPICED PET	3676	750ml x 12	1	Available Backorder - Added to Order

The order exceptions section will list any items that were added to your order from available backorders, any out of stock items, any backorders that were placed, or any errors that occurred while processing your order.

Order Details					
Description	Bottle Code	Size	Cases	Unit Price	Extended Price
EVAN WMS BLK 86.0	12	1000ml x 12	3	\$107.52	\$322.56
EVAN WMS BLK 86.0	13	750ml x 12	1	\$92.17	\$92.17
TEN HIGH BOURBON	14	750ml x 12	1	\$73.69	\$73.69
EVAN WMS RI K 86.0	15	750ml x 12	1	\$107.61	\$107.61

The order details section lists each item that was successfully ordered, the quantity requested, and the price.

FAIKBANKS PORK	8125	1200ml x 0	1	\$30.00	\$30.00
<b>Total Cases: 233    Order Amount: \$32256.43    Credit Due: \$-416.30    Invoice Total: \$31840.13</b>					

The order totals/footer section lists the total number of cases you ordered, any credits that were applied, your final order total, and any announcements or notifications.