

Wholesale Order Processing

LQAG_Wholesale Order Processing_Rev 4



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Division of Liquor Control

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Course Agenda

Wholesale Order Processing

- **Introduction**
- Unit 1: Create Wholesale Orders
- Unit 2: Change Wholesale Orders
- Unit 3: Additional Wholesale Processes
- Course Summary



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Course Learning Objectives

Upon completion of this course, participants should be able to:

- View Available On-hand Quantities
- Enter Wholesale Orders
- Update Wholesale Orders
- Cancel Wholesale Orders
- Reprint Wholesale Receipt
- Pick Wholesale Order
- Invoice Wholesale Order
- Enter a return order with negative quantities
- Display list of invoiced wholesale orders
- Maintain wholesale customer contact info



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Introduction

- Wholesale orders are processed through the Wholesale Terminal not the Enterprise portal
- Wholesale Terminal units are touch screen and have a keyboard, mouse, printer, and bar code reader
- All activities for Wholesale orders such as view on-hand inventory, create, edit, invoice, and handle returns can be done using the Wholesale Terminal



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Logon and Open Shift

Sign in - v16.10

Store
HIGH STREET BEVERAGE

Operator ID
30702

Password
...

Sign in - v16.10

Enter **Operator ID**
and **Password**

A shift is not open

What do you want to do?

Open a new shift

Perform a non-drawer operation

Press the **Open a new shift** button.
This will start a new shift and open
the transaction screen.



Sign in - v16.10

Store
HIGH STREET BEVERAGE

Operator ID
30702

Password
...

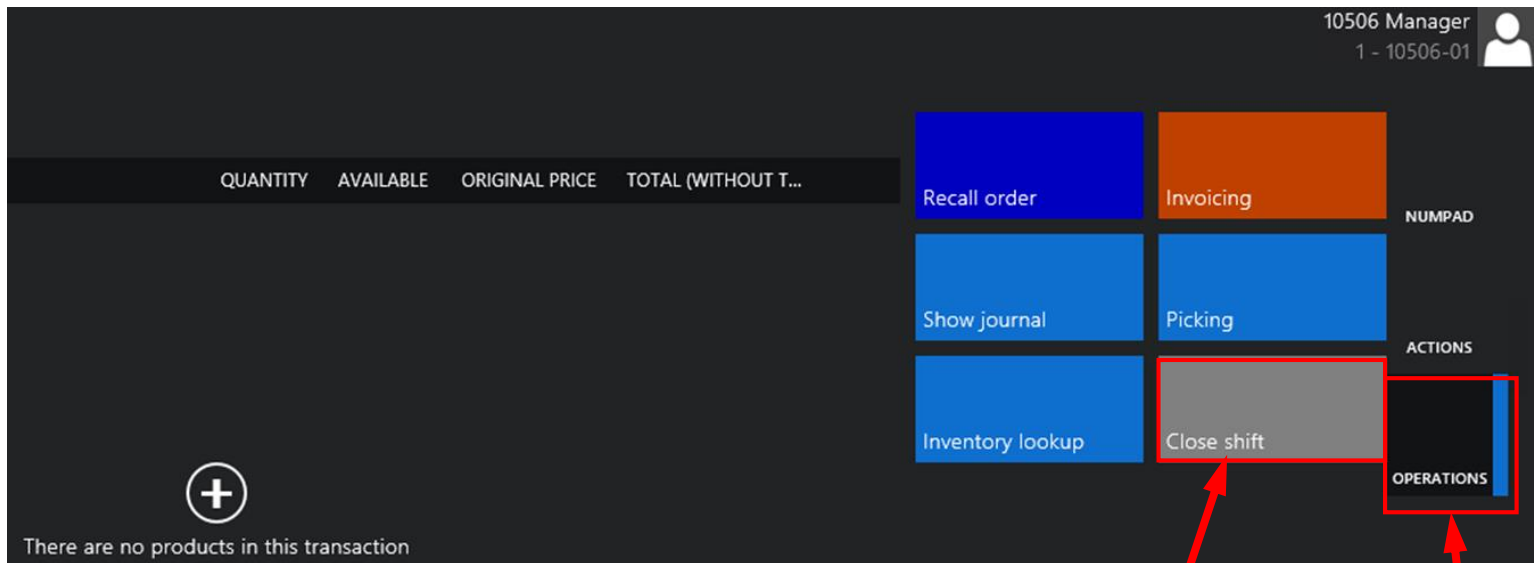
Sign in - v16.10

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Close Shift

- To print out a summary of the shift



2. Then press the **Close shift** button

1. Press the **Operations** button



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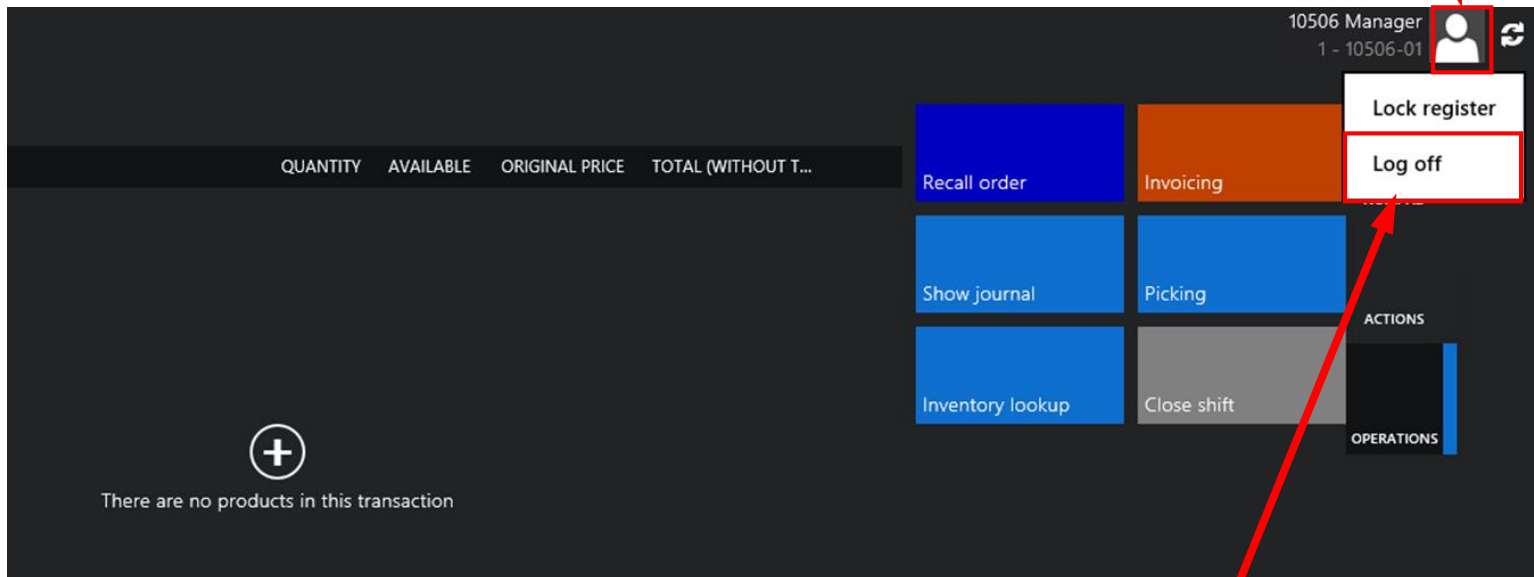
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Log off

1. Press the **User Accounts** button



2. Then press the **Log off** button



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Transaction Screen

- All functions are started on this screen

The screenshot displays the Transaction Screen interface. A red box highlights the menu icon in the top-left corner, with a callout labeled "Menu". On the right side, three red boxes highlight the "NUMPAD", "ACTIONS", and "OPERATIONS" tabs, with callouts labeled "NUMPAD tab", "ACTIONS tab", and "OPERATIONS tab" respectively. The screen shows a search bar with the text "ce", a numeric keypad, and a summary section at the bottom with a total of \$0.00.

TRANSACTION

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5 - 30702-AJ

Lines Payments

ITEM NUMBER ITEM QUANTITY AVAILABLE ORIGINAL PRICE TOTAL (WITHOUT T...

Search or enter quantity

NUMPAD

ACTIONS

OPERATIONS

Menu

NUMPAD tab

ACTIONS tab

OPERATIONS tab

ce

7 8 9 *
4 5 6 -
1 2 3 ↵
0 00 . ↵

+

There are no products in this transaction

+

Add customer

Total bottles: 0

LINES	0	SUBTOTAL	\$0.00
		TAX	\$0.00

AMOUNT DUE \$0.00

Create / Update Sales Order



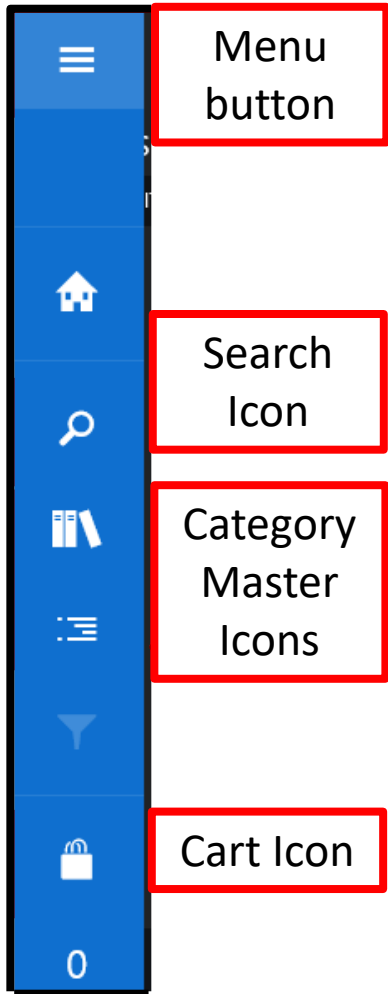
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Menu and Tab Details

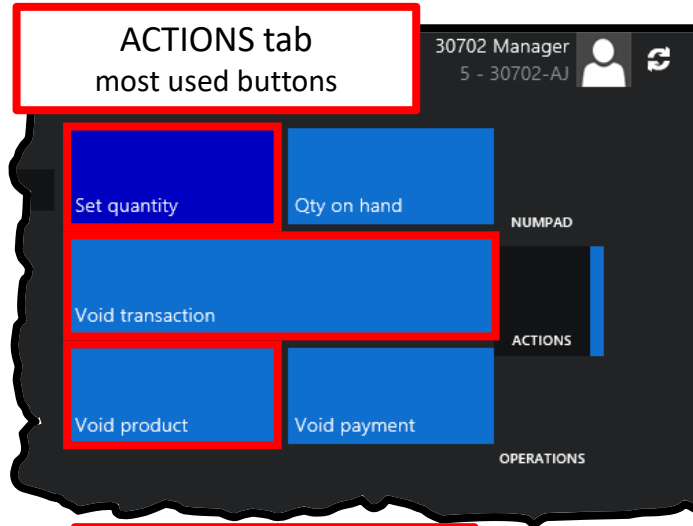


Menu button

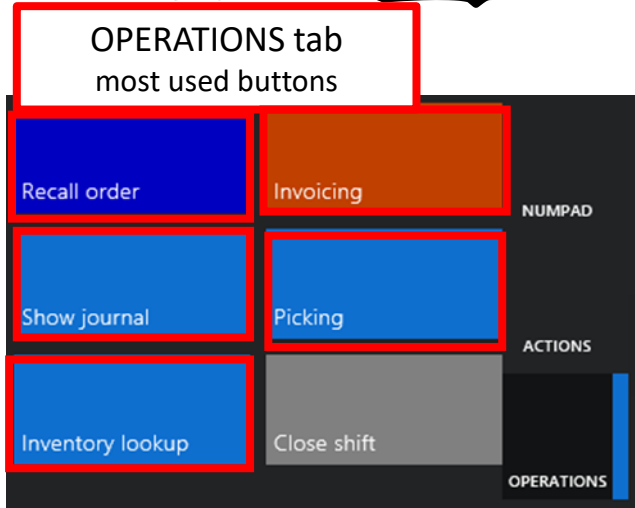
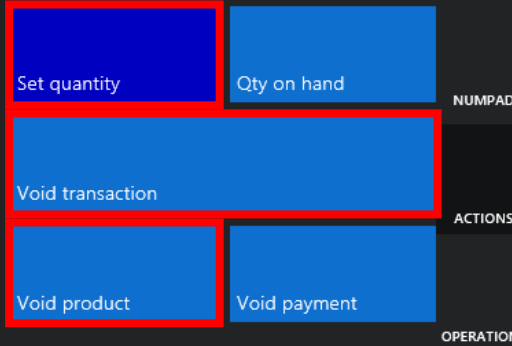
Search Icon

Category Master Icons

Cart Icon



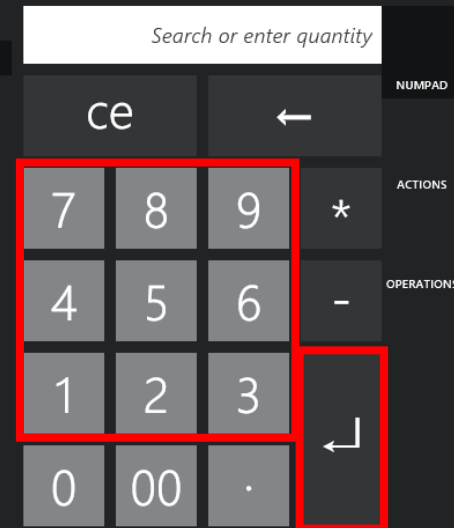
ACTIONS tab
most used buttons



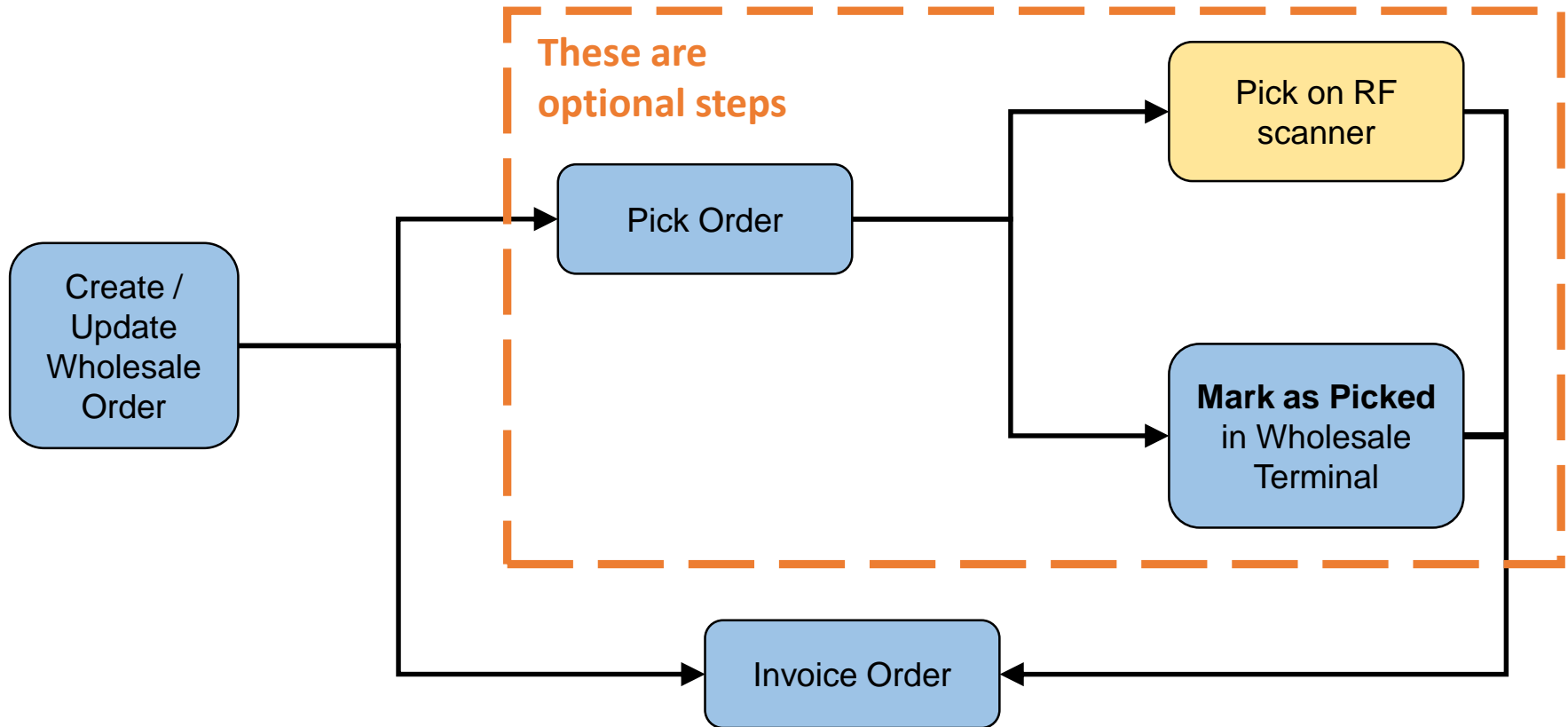
OPERATIONS tab
most used buttons



NUMPAD tab
most used buttons



Wholesale Order Process Flow



Questions



ANY QUESTIONS



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Available On-hand Quantities

- Should be confirmed before creating order
- Saleable inventory quantity shown includes items on open wholesale orders


INVENTORY LOOKUP 30702 Manager
4 - 30702-AJ  

Inventory by store

Stores

STORE	INVENTORY	UNIT
HIGH STREET BEVERAGE	243	B

Product



GRAND MACNISH CINNAMON
60268
\$9.58

Current store quantity
243

Unit
B

Search products

ce ←

7	8	9	*
4	5	6	-
1	2	3	↵
0	00	.	←

Enter Wholesale Order

- Orders are entered on the *Transaction* screen

The screenshot shows the 'Transaction' screen with a dark theme. At the top, there are tabs for 'Lines' and 'Payments'. Below them is a table header with columns: 'ITEM NUMBER', 'ITEM', 'QUANTITY', 'AVAILABLE', 'ORIGINAL PRICE', and 'TOTAL (WITHOUT T...'. A large red box labeled '1. Add Customer' points to a red-bordered button with a plus sign and the text 'Add customer'. Another red box labeled '2. Add items' points to a search bar at the top right containing the text 'Search or enter quantity'. Below the search bar is a numeric keypad with buttons for digits 0-9, a decimal point, and a back arrow. The main area of the screen displays a plus sign in a circle and the text 'There are no products in this transaction'. At the bottom, there is a summary section with 'Total bottles: 0', a table for 'LINES' with columns for 'SUBTOTAL' and 'TAX', and a large blue button labeled 'Create / Update Sales Order'. The 'AMOUNT DUE' is displayed as '\$0.00'.



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Enter Wholesale Order (Cont.)

The screenshot displays a software interface for entering a wholesale order. It features a table of order lines, a summary section, and various action buttons. Red boxes and arrows highlight key features:

- Qty on hand button:** A blue button labeled "Qty on hand" is highlighted with a red box and labeled "2". An arrow points from this button to the "AVAILABLE" column in the table below.
- Available column:** The "AVAILABLE" column in the table is highlighted with a red box. A text box explains: "Qty on hand button populates the Available column".
- Create / Update Sales Order button:** A blue button labeled "Create / Update Sales Order" is highlighted with a red box and labeled "1". An arrow points from this button to a text box that says "Creates the order".
- ACTIONS menu:** A menu labeled "ACTIONS" is highlighted with a red box and labeled "1".

ITEM NUMBER	ITEM	QUANTITY	AVAILABLE	ORIGINAL PRICE	TOTAL (WITHOUT T...
0019B	ABERLOUR 12 YR SINGLE MAI	5	32	\$45.42	\$227.10
0028B	ABSOLUT CITRON VODKA	1	478	\$16.57	\$16.57

Summary Section:

- Total bottles: 6
- LINES: 2
- SUBTOTAL: \$243.67
- TAX: \$0.00
- AMOUNT DUE: \$0.00

Customer Information:

- POUR BOYS BREW HOU. x
- A10534005 LIQUOR MANAGER
- BALANCE: \$1,006.79
- CREDIT LIMIT: \$0.00



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Enter Wholesale Order for Transient Customer

- Types of wholesale customers:
 - **Assigned** - DOLC assigned specific permitted wholesale customers to purchase spirituous liquor at wholesale price exclusively from an agency
 - **Transient** – These are temporary permit holders and their IDs typically start with a “T.” They can purchase from any wholesale liquor agency
- Boutique items may be purchased from select Agencies, identified by DOLC to carry them
 - The wholesale customer needs to provide their permit number to the Boutique approved agency



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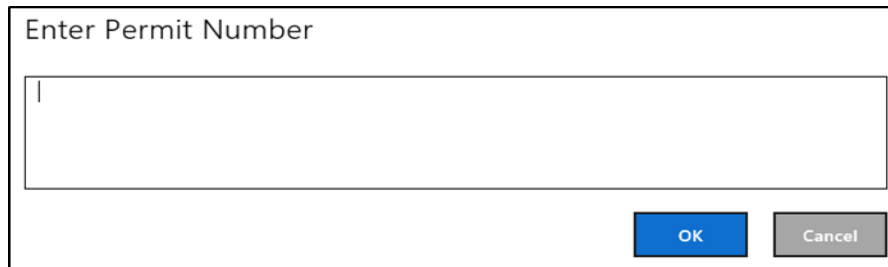
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Enter Wholesale Order for Transient Customer (Cont.)

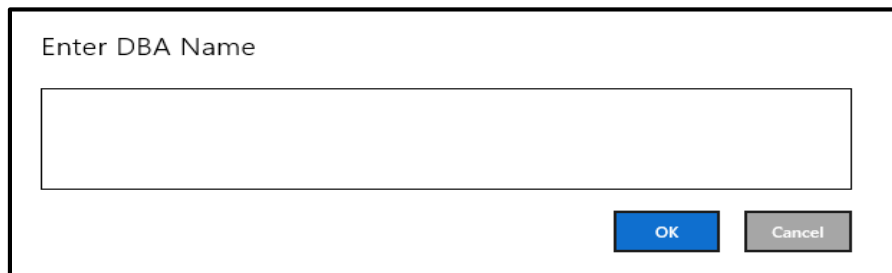
- For **Transient** customers, the additional items to be input are:
 - Permit Number



Enter Permit Number

OK Cancel

- DBA Name



Enter DBA Name

OK Cancel

Enter Wholesale Order for Transient Customer (Cont.)

- Permit Expiration Date

Enter Permit Expire Date

March 27 2018

OK Cancel

Demonstration and Exercise

- View Available On-hand Quantities
- Enter Wholesale Order
- Enter Wholesale Order for Transient Customer
- Watch and perform the exercises as instructed
- Required tools to perform these exercises:
 - View Available On-hand Quantities Job Aid
 - Enter Wholesale Order Job Aid
 - Enter Transient Customer Job Aid
 - Data Sheets— provide data to be entered in the system for training



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Review Questions

- The **Inventory lookup** button appears on which tab?
- What is the difference between entering an order for a transient customer and an assigned customer?
- If a product has 30 on-hand bottles and 12 are on an open wholesale order(s), what on-hand quantity will the Inventory lookup show?



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Questions



ANY QUESTIONS



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Updating Wholesale Orders

- Updates can be made during order entry or after the order has been created (but not invoiced or picked)
- The following updates can be made:
 - Add item by number
 - Change item quantity
 - Delete item
- Before saving edits, verify the following:
 - Item quantity on each line and total
 - Extended price
 - Sales tax (if applicable)



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Cancel Wholesale Order

- Only orders in “Created” status can be canceled
- Orders will remain in the system with a “Canceled” status
- Order cancelations do not affect on-hand quantities

RECALL ORDER

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In this list only this order can be canceled

SALES ORDER	ORDER TYPE	ORDER STATUS	DOCUMENT STA...	CREATED DATE	CUSTOMER NAME	EMAIL	ORDER TOTAL
DSO000000186	Customer Ord...	Created	Processing	3/15/2017	BUCKEYE MEX LP		\$74.03
DSO000000185	Customer Ord...	Invoiced	Invoiced	3/15/2017	BUCKEYE MEX LP		\$116.07
DSO000000184	Customer Ord...	Created	Created	3/15/2017	BUCKEYE MEX LP		\$35.79 ✓
DSO000000183	Customer Ord...	Invoiced	Invoiced	3/15/2017	CLEARVIEWOHIO LLC		(\$30.33)

Picking and packing

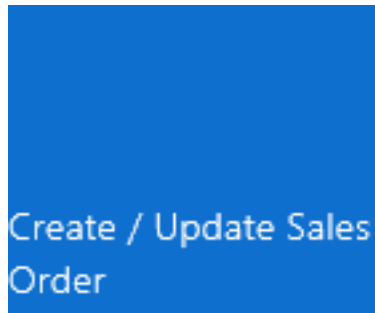
Cancel order

Return order

Edit order

Reprint Wholesale Receipt

- Every time the **Create / Update Sales Order** button is pressed, a receipt prints
- A receipt can be reprinted for up to 30 days by **Operations → Show Journal**



Demonstration and Exercise

- Update a Wholesale Order
- Cancel a Wholesale Order
- Reprint Wholesale Receipt
- Watch and perform the exercises as instructed
- Required tools to perform this exercise:
 - Update Wholesale Order Job Aid
 - Cancel Wholesale Order Job Aid
 - Reprint Wholesale Receipt Job Aid
 - Data Sheets – provide data to be entered in the system for training



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Pick Wholesale Order

- After creating an order and before invoicing, a Picking step can be executed
- This removes products on open orders from active inventory
- Picking is a 2-step process: creating a pick list and picking the order
- Before Invoicing, the order can be picked using either the RF Scanner or the Wholesale Terminal
- Picked orders cannot be edited or cancelled



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Invoice Wholesale Order

- An order can be invoiced when the customer takes delivery and payment is received
- The on-hand quantity is reduced by the order quantity
- After invoicing, the order cannot be updated or canceled
- The Order Status changes to “Invoiced”

INVOICE AUTOMATION

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Invoice Wholesale Orders

CUSTOMER NAME	SALES ORDER	CREATED DATE	QUANTITY	ORDER TOTAL
BUCKEYE MEX LP	DSO000000184	3/15/2017	0	35.79 ✓

Demonstration and Exercises

- Picking a Wholesale Order
- Invoicing a Wholesale Order
- Watch and perform the exercises as instructed
- Required tools to perform these exercises:
 - Picking a Wholesale Order Job Aid
 - Invoicing a Wholesale Order Job Aid
 - Data Sheets – provide data to be entered in the system for training



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Review Questions

- True or False: Order cancelations affect on-hand quantities.
- Which button is used to list orders to reprint receipts?
- Can an order be updated after being invoiced?



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Questions



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Return Wholesale Order

- Can only be created for Saleable merchandise
- Quantities returned are entered with a negative (minus) sign
- Can only be processed when a customer buys merchandise on the same return transaction of equal or higher value



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Return Wholesale Order (cont'd)



CUSTOMER ORDER

Lines Payments Delivery

ITEM NUMBER	ITEM	QUANTITY	AVAILABLE	ORIGINAL PRICE	TOTAL (WITHOUT T...
0510B	BACARDI 151	-21	-	\$17.71	(\$371.91)
2903L	1800 SILVER	15	-	\$30.16	\$452.40

21 bottles returned
Quantity is -21
Total amount -\$371.91

15 bottles sold
Quantity is 15
Total amount \$452.40

Net 6 bottles returned

Total bottles: -6

Order amount \$80.49



CLEARVIEWOHIO LLC

A30702004 -



BALANCE \$631.57

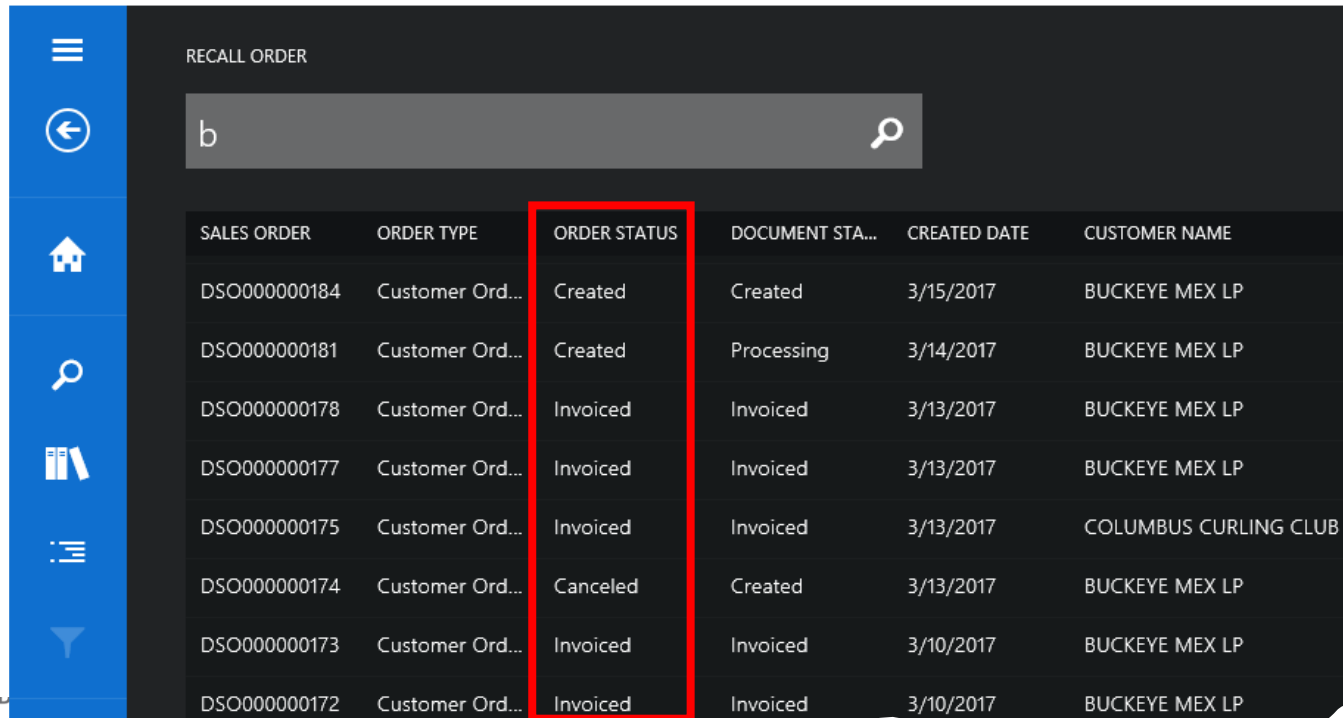
CREDIT LIMIT \$0.00

LINES	2	SUBTOTAL	\$80.49
		TAX	\$0.00

AMOUNT DUE \$0.00

List of Invoiced Wholesale Orders

- Order status of invoiced orders is “Invoiced”
- A list of orders for a wholesale customer can be viewed in the *Recall order* screen
- **Order Status** column indicates if it is “Created,” “Invoiced,” or “Canceled”



RECALL ORDER

b

SALES ORDER	ORDER TYPE	ORDER STATUS	DOCUMENT STA...	CREATED DATE	CUSTOMER NAME
DSO000000184	Customer Ord...	Created	Created	3/15/2017	BUCKEYE MEX LP
DSO000000181	Customer Ord...	Created	Processing	3/14/2017	BUCKEYE MEX LP
DSO000000178	Customer Ord...	Invoiced	Invoiced	3/13/2017	BUCKEYE MEX LP
DSO000000177	Customer Ord...	Invoiced	Invoiced	3/13/2017	BUCKEYE MEX LP
DSO000000175	Customer Ord...	Invoiced	Invoiced	3/13/2017	COLUMBUS CURLING CLUB
DSO000000174	Customer Ord...	Canceled	Created	3/13/2017	BUCKEYE MEX LP
DSO000000173	Customer Ord...	Invoiced	Invoiced	3/10/2017	BUCKEYE MEX LP
DSO000000172	Customer Ord...	Invoiced	Invoiced	3/10/2017	BUCKEYE MEX LP

Maintain Wholesale Customer Contacts

- The following Wholesale Customer Contact information can be added, and later edited

- Receipt email address
- Contact name
- Known as
- Phone number

The screenshot shows a user interface for managing customer contacts. The main heading is 'CUSTOMERS' and the specific customer is 'TWO BUDDIES INC'. The form is divided into several sections:

- Customer type:** Organization (dropdown)
- Customer group:** Wholesale (dropdown)
- Contact information:**
 - Company:** TWO BUDDIES INC (text input)
 - Phone number:** (text input, highlighted with a red box)
 - Receipt email address:** (text input, highlighted with a red box)
 - Contact name:** (text input, highlighted with a red box)
- Preferences:**
 - Receipt preference:** Standard receipt (dropdown)
 - Currency:** USD (dropdown)
 - Language:** English (United States) (dropdown)
 - Known as:** (text input, highlighted with a red box)
 - Permit number:** (text input)
 - Permit expiry date:** (text input)



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Demonstration and Exercise

- Return a Wholesale Order
- Display list of Invoiced Wholesale Orders
- Maintain Wholesale Customer Contacts
- Watch and perform the exercises as instructed
- Required tools to perform these exercises:
 - Return a Wholesale Order Job Aid
 - Display list of Invoiced Wholesale Orders Job Aid
 - Maintain Wholesale Customer Contacts Job Aid
 - Data Sheets – provide data to be entered in the system for training



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Review Questions

- When do returned bottles show up in on-hand inventory?
- Can the Recall orders screen be used to find a list of invoiced orders?
- Can a wholesale customer address be maintained?



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Questions



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Course Learning Objectives Review

- Participants should now be able to:
 - View Available On-hand Quantities
 - Enter Wholesale Orders
 - Update Wholesale Orders
 - Cancel Wholesale Orders
 - Reprint Wholesale receipt
 - Pick Wholesale Order
 - Invoice Wholesale Order
 - Enter a return order with negative quantities
 - Display list of invoiced wholesale orders
 - Maintain wholesale customer contact information



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Find Help Here...

The New Liquor Enterprise Service Center (LESC):

- Committed to customer service
- Responsible for receiving operations inquiries and issues; for assigning, tracking, and reporting on all inquiries and issues, spotting trends and finding their causes
- Committed to ***resolving*** all issues
- Monitored by the Department of Commerce at highest levels

Inquiries can be logged by either of the following methods:

- email: liquoragencyhelp@com.state.oh.us
- phone: 877-812-0013



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