



## **Brescome Barton Online**

### *Frequently Asked Questions (FAQ)*

#### GENERAL INFORMATION

##### **What is Brescome Barton Online?**

Brescome Barton Online is a flexible web based tool that can provide account and invoice related information as well as the ability to pay your Brescome Barton bills on line. You can also create web orders using Brescome Barton Online.

##### **What are the benefits of using Brescome Barton Online?**

This system provides you with the convenience to review your account information, payment history, purchase history, or pay bills at any time from your computer. You just need internet access.

You can also reduce your time and cost to make payments since you will not need to physically deliver checks to our office or spend money on stamps/overnight postage.

Brescome Barton Online provides you with the ability to plan and schedule future payments. This system is very easy to use, at no extra cost to you.

##### **How do I login to Brescome Barton Online?**

In order to login to Brescome Barton Online, you need to complete the Brescome Barton Online Enrollment Form. Please contact customer service to learn more or to enroll today by writing to [customerservice@brescomebarton.com](mailto:customerservice@brescomebarton.com) or by calling 800-922-6525.

If you have already enrolled in Brescome Barton Online, click the 'Login' link at the right hand side of the menu bar of the site. Enter your username and password to enter the site. The password field is case sensitive.

##### **Will you use my email for other purposes? Or my banking information?**

Brescome Barton takes the issue of privacy very seriously. Please take the time to review our Site and Privacy Policy available at Brescome Barton Online.

##### **Is your Brescome Barton Online application secure?**

We recognize the sensitivity of the information that has been supplied to Brescome Barton to use the online system and we use standard industry practices to secure this information.

##### **What information is needed to set up my online account with Brescome Barton?**

You will need to fill out the Brescome Barton Online Account Enrollment Form to get started.

##### **What if I forget my user id/email address and cannot log on to the system?**

You can click 'forgot my password' from the login prompt to reset your password if you know your username and email used to register the account. If you are the Customer Administrator for the account and have forgotten your username or email used to register the account, please contact customer service at 800-922-6525 to request this

*Updated August, 2013*

information or reset your password. If your Brescome Barton Online login was created by the Customer Administrator for your account, they will be able to reset your password directly.

**What if I forgot my password?**

Click “forgot password” and a new temporary password will be sent to the email address associated with your login. You will be prompted to change it the next time you sign on.

**What if I decide to terminate my enrollment in Brescome Barton Online?**

You should contact Customer Service at Brescome Barton at 800-922-6525 and they will provide instructions on how to terminate your account.

**QUESTIONS RELATED TO ONLINE BILL PAY****Is there a fee to access Brescome Barton Online?**

Brescome Barton does not charge any fees for an online payment; however you should check with your bank to see if there are any ACH fees.

**Why do you require a voided check in order to use online bill pay?**

We require a voided check to activate your account for online bill pay so that we can a) ensure that your account and routing numbers are entered correctly into our system and b) verify that you are selecting a business checking account related to your retail liquor permit.

**Will you take money out of my account without my consent?**

No. Brescome Barton will not deduct money from your bank account unless you specifically schedule and confirm a payment.

**How can I make a payment?**

Select ‘Manage My Account’ from the left hand side of the page, then click ‘Make a Payment’. A window will open at the center of the page showing all open invoices and credits for your account. To select an invoice or credit for payment, simply select it using the check box at the left hand side of the window. Toward the right side of the window, you will see columns indicating the amount to pay for a given invoice or credit and as well as the date to pay. To change the schedule the payment for a different date than is indicated in the default screen, click the date and select a new one using the calendar popup window.

At the bottom of the window, you will find your total open amount for your account. This amount will update as you select credits and invoice to schedule for payment.

**How can I view invoices? Can I export them to an Excel file?**

Select ‘Manage My Account’ from the left hand side of the page, then click ‘Invoice History’. Click the radio button next to an invoice or credit, then click the hyper-linked invoice or credit number to view a .pdf copy of the stamped document. You can also export the invoice or credit to an Excel file. Click ‘Show Details’ after having selected an invoice or credit, then select ‘Download to Excel’ to export the file.

**Can I see which invoice or credits I paid using a certain company check number?**

Yes. Select ‘Manage My Account’ from the left hand side of the page, then click ‘Payment History’. Select the check number that you are inquiring about using the radio button at the left hand side of the window, then click ‘Show Details’. A new page will open showing you which invoices and credits were paid using that check.

**Are the penalties the same as today if funds were not available to support the transaction (i.e. bouncing a payment)?**

Yes. The fees are the same.

**QUESTIONS RELATED TO ONLINE ORDER ENTRY****Can I order online using Brescome Barton Online?**

Yes. There are several ways to order online, you can choose to use whichever method works best for you:

**Order Pad:** From the 'Place an Order' tab at the left hand side of the page, select 'Order Pad'. The Order Pad will let you quickly enter line items for an order using our item number. Click 'Add to Cart' once you've finished entering items that you would like to order. You can enter up to ten line items on the Order Pad. If, for example, you would like to order fifteen line items, enter the first ten items, and click Add to Cart. Then enter the next five line items and click Add to Cart. Click 'View Cart' to Review your shopping cart and continue to confirm your order.

**Upload from Excel:** From the 'Place an Order' tab at the left hand side of the page, select 'Upload Items from Excel'. You can upload your Excel file by using the 'Browse' button and selecting the file to upload from your computer. Or you can download a sample Excel file from this page that you could customize in order to place your order.

**Basic & Advanced Search:** You can use the Basic Search Text Box (located at the top right of the page) or Advanced Search to add items to your Cart. The Basic Search Text Box allows for the entry of key words or partial phrases. For instance, you could search for "chardonnay" and Brescome Barton Online would return all items available that have that phrase in their description or varietal selection. The Advanced Search page allows you to filter our portfolio using a number of different options at the same time, including wholesale pricing.

**Reorder from Previous Order:** Select 'Manage My Account', 'Order Inquiry'. Select the order that you would like to reorder using the radio buttons at the left hand side of the window. You can then select 'Reorder' to add the indicated items to your Cart.

**How late in the day can I order?**

Orders for delivery on the next scheduled delivery day must be confirmed prior to 6PM.

**Can I order for a future date? Is my order guaranteed when I order for a future date?**

Yes, you can order for a future date. However, your order is not guaranteed when ordering for a future date. You will receive a ship confirmation email on the day that you've scheduled your order for detailing your order on the truck for delivery that day.

To schedule your order for delivery on a future date, click the calendar icon to the right of the 'Requested Date' field from the Review Cart page. A calendar popup will open, highlighting available dates for future delivery in green. Dates in the next month will be available for future delivery once next month's pricing has been finalized (usually by the 20<sup>th</sup> of the current month). The items in your Cart will be re-priced with accurate pricing after you've made your selection from the calendar for your desired delivery date.

**Can I enter a Purchase Order number for my Brescome Barton Online order?**

Yes. After you have reviewed the items in your Cart on the Review Cart page, you will be taken to the 'Payment Information' page. Here you can enter a Purchase Order number. Multiple orders placed using the same purchase order number *will* append to each other if they have the same delivery day; orders placed using different purchase order numbers *will not* append to each other if they have the same delivery day.

**Can I elect to pay COD for my order entered on Brescome Barton Online?**

Yes. After you have reviewed the items in your Cart on the Review Cart page, you will be taken to the 'Payment Information' page. Here you can select the checkbox for 'COD' if you would like to pay for your cash-on-demand.

**Please note:** If your payment terms status indicates that you are posted to the association or posted in house at the time of our billing cycle that applies to your scheduled delivery date, you will not receive your order unless the 'COD' box is checked.

**Can I have a separate invoice for an order that I place on Brescome Barton Online?**

Yes. After you have reviewed the items in your Cart on the Review Cart page, you will be taken to the 'Payment Information' page. Select the 'Separate Invoice' checkbox if you would like this order to be billed on a separate invoice.

**When do I know that I've successfully placed an order on Brescome Barton Online?**

The final page for order entry on Brescome Barton Online is 'Order Summary'. Your order is not final until you click 'Confirm Order'. You will receive an email confirming your electronic order and be able to view your order immediately on Brescome Barton Online or export it to an Excel file.