

Retailer Portal Frequently Asked Questions

Adding products to an order

Q: I order the same products every time. Is there an easy way to reorder?

Yes! Go to **Recent Orders** and select the order with the products you want to order. Click **Reorder** to order all of the products or click **Reorder Item** to order a specific product.

Q: We have old product that needs to be picked up. How do I enter a request for this?

Some distributors allow you to enter a comment with your order. If this option is available, go to the **Shopping Cart** and enter your pick-up request in the **Comments** box. If the **Comments** box is not available, contact your sales rep to request a pick-up.

Q: How can I see more information about a product?

On the order entry screen, click the product name or image to view product images, stories, styles, and additional information like ABV, IBU, SRM, etc.

Q: Why are images and additional information missing for some products?

The catalog of product images and additional information used by Retailer Portal is continually updated as products are added or revised. If you do not see an image, know that we are working to provide this information to you.

Working with existing orders

Q: Can I start an order and come back to it later?

Yes! An order is saved in the browser cache on your device and is available in the **Shopping Cart** until you submit the order. Note that you cannot access the **Shopping Cart** created on one device from a different device.

Q: When are final quantities and pricing for the order determined?

The quantities and pricing included in the **Shopping Cart** and in the email confirmation you receive when you place an order are estimates. Final quantities and pricing are determined when the distributor processes the orders and prepares the invoices for delivery.

Q: I submitted an order, but I don't see it on the screen. How do I view orders that I have submitted?

When you click **Place Order**, the order is submitted to your distributor, and you receive an email confirming the order.

After the distributor has reviewed and processed the order, your order appears under **Recent Orders**.

Q: Can I edit an order that I've already submitted?

Some distributors allow you to modify orders that have not been invoiced. If this option is available, go to **Recent Orders** and select the open or pending order you would like to revise and click **Modify Order**.

Review the warning message that appears and click **Continue**.

Revise the order as desired. When you place the order, you receive emails confirming that the previous order was canceled and a new order has been placed.

Q: Can I delete an order that I've already submitted?

Some distributors allow you to cancel orders that have not been invoiced. If this option is available, go to **Recent Orders**, select the open or pending order you would like to cancel, and click **Cancel Order**.

Review the warning message that appears and click **Continue**. You will receive an email confirming that the order was canceled.

Q: Can I view a copy of the actual invoice?

Some distributors store a PDF image of invoices on their system and allow you to view the PDF. If this option is available, you can view the PDF image in two places.

- Go to **Order History** (where you can view 13 months of orders) or **Recent Orders** (where you can view the last 5 orders) and select an invoice. Click  (Download PDF) in the invoice heading.
- Go to **Account Balance** and click the **INVOICES** tab. Click  (Download PDF) to the left of the invoice number.

Changing your order preferences

Q: Can I change the scheduled delivery day?

A: Your scheduled delivery days is displayed under **Account Information** on the home page. To request a change to your scheduled delivery days, contact your sales rep.

For more assistance

If you have questions about a particular order or about online ordering in general, contact your sales rep or use the phone number or email address on the home page to contact Skeff Distributing.