



Welcome to

CENTRAL

M-Central | Monacellars Wholesale Online Ordering & Account Information

Monacellars

Monacellars On-Line Ordering Website

**CUSTOMER MANUAL
V1 – OCTOBER 2015**

WELCOME TO M-CENTRAL

Welcome to the Monacellars Wholesale Website known as M-CENTRAL. This site gives Monacellars customers the ability to place orders, check out the specials, view your account Invoices and Balances and so much more On-line at a time that is convenient for you.

HOME PAGE

When you first visit the Website you will be greeted with our Home page.

Without logging in or creating an account there are a numbers of things you can do.

Read about our Product & Services, what Monacellars can offer your business, and all Current News And Events.

You can also scroll thought our product range which is grouped by Category. (You need to login to access pricing)

Once you login you can also access a copy of our current Catalogue. Located on the bottom left hand corner of the Home Page.

At the Bottom of the Website you will also find our footer, with links to other area's of the website. Including our Trading Terms & Conditions, Shipping & Returns & more.

If you are a New Customer you can download our Credit Application form in order to create an account.



DOWNLOADS

Account Application Form

CUSTOMER SERVICE

Shipping & Returns
Terms & Conditions
Privacy Policy
View my Shopping Cart
Account Login

MONACELLARS

About Us
Contact Us
Services
News

CONTACT US

Monacellars Wine & Spirits
Trading under BALLYMOSS PTY LTD
Corner Tramway Rd & Princes Drive
Morwell, VIC 3840
Email: enquiries@monacellars.com.au
Phone: 03 5134 2906

REGISTER FOR ACCESS

There are TWO ways to register for ACCESS to M-Central. Firstly jump onto our website.

<http://wholesale.monacellars.com.au>

In the Top right hand corner of the website click on “Register for an Account” this will take you to the registration page.

Please fill in all the Information on the registration form.



When registering for access to M-CENTRAL you will need **a valid email address** and you will need to choose a **password with a minimum of 6 characters which needs to include at least one number and one capital letter**. Please also have your Account number ready.

Once you have filled out the registration form, you will receive an email confirmation to confirm we have received your registration. Our Customer Service team will complete the setup of your access, and send you an email confirming you are ready to go.

Alternatively please contact the Monacellars Office or your Monacellars Representative to setup your account, this process does take longer. We need your Account Number, email address & your nominated password in order to grant you access to M-CENTRAL.

Please Note this will only give access to One individual with a unique password. This should only be used by you. Should you wish to add additional people with there own login to the same account, then please run the registration process again, we will then setup the additional person as we receive the requests.

If you have multiple accounts you will require different email address in order to create separate logins.

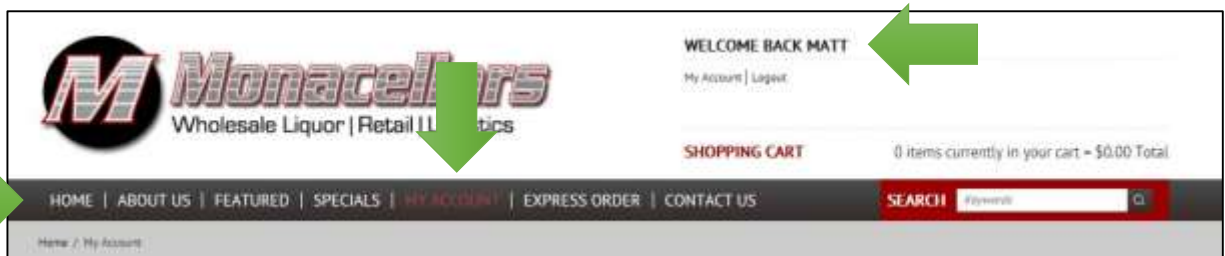
LOGIN TO M-CENTRAL

Once you have received an email confirming your access has been setup, then login to the website [Shown on Page 2] and enter in your email address and your unique password. This is done through the Login panel at the top right corner of the website. (note this may show differently on Mobile devices)

If you are logging in for the first time and have a computer generated password then please RESET your password in the “My Account” area.

Now you have full access to the website.

When you login you will see a Menu at the top of the screen with links to following areas of the website. You will also see your name at the Top of the Website.



MY ACCOUNT

When you login it will take you straight to your account area “MY ACCOUNT” tab. As shown above in red.

In here you can View or Change your Account information (Contact, Phone Number and email address). This will affect your login.

View or change your delivery Address information.

Change your Password.

Use the Quick Order Function which is detailed further on.

View your Invoice, current Balance of each invoice and get (Basic) Copies of Invoices.

View Order Templates – Detailed further on.

View any Current Orders you have placed (Web Orders only) Orders placed with the office will not be viewable here.



FINDING PRODUCTS

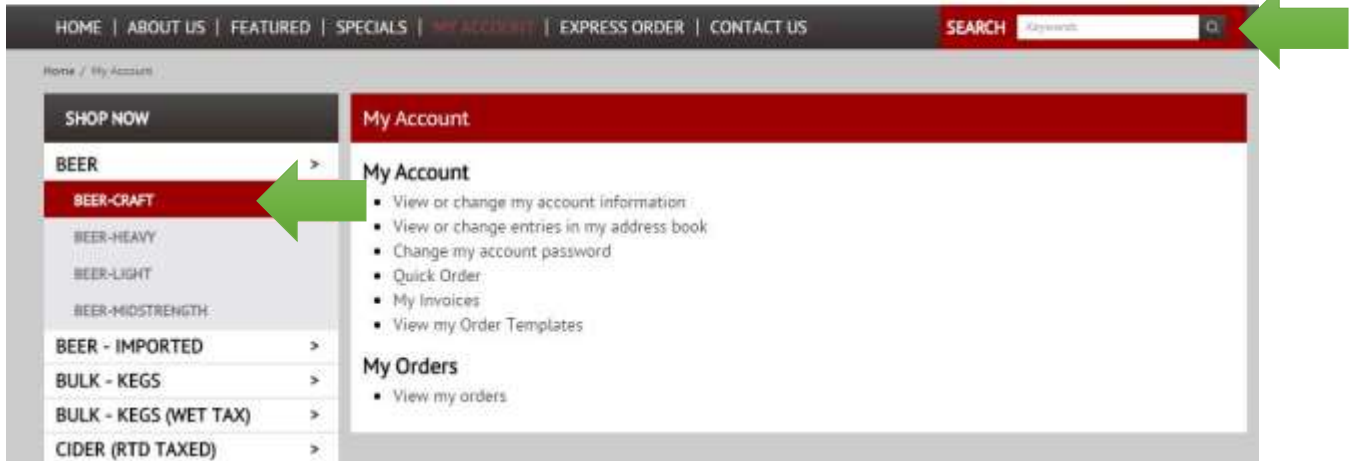


WELCOME BACK MATT

[My Account](#) | [Logout](#)

SHOPPING CART

0 items currently in your cart - \$0.00 Total



There are a TWO ways to find a product, which are the same on every page of the website. There is the Search Function at the TOP right hand side of the website or Browsing through Categories on the Left hand side of the Website.

The Product Listing on all pages are very similar. They show the **Product Code, Image** (If the Icon is Visible OR a thumbnail of the Image) Not all products will have images.



Product Name & Description, How Monacellars sells the Item (**Sold As**) as a Unit or Case, How Many UNITS per case (**UPC**) and then **Price** and The Quantity you wish to order.

BEER-HEAVY					
Code	Image	Product Name	Sold As	UPC Price	Quantity
2000017		Tooheys New Cans 375ml X 24	CASE 24	\$37.05	<input type="text"/>
2000088		Tooheys New Stubbies 375ml X 24	CASE 24	\$37.05	<input type="text"/>
2000004		Tooheys Old Stube 375 X 24	CASE 24	\$53.59	<input type="text"/>
2000262		Tooheys Red Can Block 375ml	CASE 30	\$45.31	<input type="text"/>
2000548		Vic Bitter 4.9% 375ml x 12	CASE 12	\$56.96	<input type="text"/>
2000313		Vic Bitter Can 375ml BLOCK x 30	CASE 30	1-17 \$52.00 18-44 \$50.50 45+ \$49.50	<input type="text"/>
2000349		Vic Bitter Cans 4.9% 375ml x 24	CASE 24	1-9 \$45.90 10-59 \$44.90 60+ \$43.90	<input type="text"/>

PRODUCT LISTING

The below product listing shows pricing in a few different ways...

Price [1] means normal price to you

Price [2] means there are case break buys (but not a special)

Price [3] means the product is on special in the catalogue, and also has case break buys.

2000348		Vic Bitter 4,9% 750ml x 12	CASE	12	\$56.96	1	<input type="text"/>		
2000313		Vic Bitter Can 375ml BLOCK x 30	CASE	30	1-17 \$52.00	18-44 \$50.50	45+ \$49.50	2	<input type="text"/>
2000349		Vic Bitter Cans 4,9% 375ml x 24	CASE	24	1-9 \$45.90	10-59 \$44.90	60+ \$43.90	3	<input type="text"/>

By Clicking on the PRODUCT NAME you are able to access more information.

Home / BEER / BEER-HEAVY / Vic Bitter Stubs 4,9% 375ml x 24

SHOP NOW

BEER >

BEER-CRAFT

BEER-HEAVY

BEER-LIGHT

BEER-MIDSTRENGTH

BEER - IMPORTED >

BULK - KEGS >

BULK - KEGS (WET TAX) >

CIDER (RTD TAXED) >

CIDER (WET TAX) >

Vic Bitter Stubs 4,9% 375ml x 24



Stock Code: 2000352

Price 1+: \$45.90

Price 10+: \$44.90

Price 60+: \$43.90

Sold As: CASE

UPC: 24

Quantity: **ADD TO CART >**

Some products have downloadable information sheets or multiple images and more information about the product.

Ned Whisky & Cola Can 4,8% 375mlx24



Stock Code: 4000803

Price: \$68.50

There is no better time to embrace an alternative brand. The ned® brand has instant mass appeal and recognition, a brand that speaks our national spirit. ned® delivers what Australian drinkers want - the ultimate alternative to Australian drinkers, simply put. It's not Bourbon. It's Better®. available at competitive prices.

Download Information Sheet

Download Presentation Sheet

Download Tasting Sheet

Sold As: CASE

UPC: 24

Quantity: **ADD TO CART >**



SPECIAL ITEMS

Some products will not display a price as these items are special order items only and our supplier can not guarantee the pricing until stock is available. These will be displayed with a "Email for Price" tag.

2800191		Young Henrys Cloudy Cider Cans 375ml x12	CASE	12	Email for Price
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FEATURE PAGE

This page lists all the products That are new and interesting to Monacellars and its customers. These products are able to deliver to your business something special, in either innovation, margin or a point of difference.

HOME	FEATURED	SPECIALS	MY ACCOUNT	EXPRESS ORDER	CONTACT US	SEARCH	Keywords	
SHOP NOW		Featured Products						
BEER	>	Code	Image	Product Name	Sold As	UPC	Price	Quantity
BEER - IMPORTED	>	2800506		Cricketers Arms Scorchers 4,6% 330ml x 24	CASE	24	\$58.40	<input type="text"/>
BULK - KEGS	>							
BULK - KEGS (WET TAX)	>							
CIDER (RTD TAXED)	>							
CIDER (WET TAX)	>	4000804		Firewall Whisky & Cider 6,6% 250ml x24	CASE	24	\$105.50	<input type="text"/>
COFFEE - LAVAZZA	>							

SPECIALS PAGE

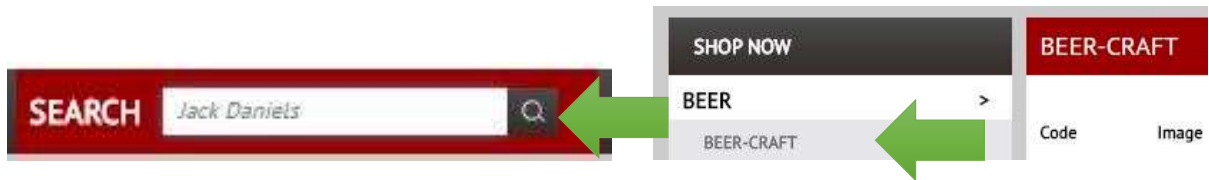
All the items from our CATALOGUE are listed on the SPECIALS page. All Specials are listed in **BOLD RED** to assist in identifying what we have on Special.

HOME	ABOUT US	SPECIALS	MY ACCOUNT	EXPRESS ORDER	CONTACT US	SEARCH	Keywords	
SHOP NOW		Current Specials						
BEER	>	Code	Image	Product Name	Sold As	UPC	Price	Quantity
BEER - IMPORTED	>	5000791		Absolut Vodka 700ml	UNIT	6	1-2 \$40.50 3-11 \$32.90 12+ \$31.00	<input type="text"/>
BULK - KEGS	>							
BULK - KEGS (WET TAX)	>							
CIDER (RTD TAXED)	>	5001028		Angostura Bitters 200ml	UNIT	6	1-5 \$16.90 6-23 \$15.75 24+ \$14.50	<input type="text"/>
CIDER (WET TAX)	>							
COFFEE - LAVAZZA	>							
COFFEE - MAP	>	2500012		Asahi 330ml X 24	CASE	24	1-4 \$47.00 5+ \$46.00	<input type="text"/>
COFFEE - OTHER	>							

PLACING AN ORDER

There are a number of ways to place an Order, Use the Search, Browse the Categories, The Express Order page or the Quick Order page in the My Account Section.

To Place a Simple Order using the Search Function or by Browsing the Categories:



1. Find the item you require, by using the two above functions.
2. Add the Quantity you require in the box on the right hand side
3. Add to Cart at the bottom of the page



NOTE: You MUST add to cart before moving to the next page.



You then get taken to the Shopping cart Screen, where you can adjust the Quantity [Requires you to UPDATE] remove the item OR by using your search function or by browsing the categories you can add more items to your Shopping cart. If you have Finished ordering then Click on the CHECKOUT.

NOTE: The 11+1 Wine price reduction will apply on your final invoice, and will not be reflected on the Website.

On the Top right side of the webpage Your Shopping Cart total is displayed.



PLACING AN ORDER

Once you have updated your Cart with all the Items you require

Shopping Cart

[PLEASE NOTE: THE WINE 11+1 BONUS BOTTLE PRICE REDUCTION WILL BE APPLIED ON INVOICE]

[PLEASE NOTE: ANY LOADED SUPPLIER FUNDED OVER & ABOVE DISCOUNTS ARE INLCUDED IN THE PRICE SHOWN]

Product(s)	Price	Quantity	Total	Remove
Jack Daniel Black Label No7 700ml	\$40.00	<input type="text" value="12"/>	\$480.00	Remove
Map Beans Napoli Coffee 1kg	\$28.00	<input type="text" value="6"/>	\$168.00	Remove
Catalina Sounds Sauv Blanc 750ml	\$20.77	<input type="text" value="12"/>	\$249.24	Remove
Winfield Red 8x25s	\$197.20	<input type="text" value="1"/>	\$197.20	Remove
Echo Barossa Shiraz 750ml	\$14.99	<input type="text" value="12"/>	\$179.88	Remove
			Sub-Total: \$1,274.32	

[Update](#) [Order Template](#) [Checkout](#)

Adjust any quantities or remove any unwanted items, [**update required**] then click on **CHECKOUT**.

CHECKOUT STEP 1

Check your delivery address, or if you have multiple delivery address then you can change the address. There is only one Shipping Method which is freight to be dispatched by Monacellars.

Note: Freight will be added to the Invoice on dispatch.

Add in your **comments** here anything that will assist our Customer Service Team, for example: Note the Bundle deal on Carlton Dry, Please call with an Amount, Please Pick up empty Kegs etc...

Then **CONTINUE...**

Checkout Step 1

Please provide your Shipping Address and select a Shipping Method

Shipping Address

Hiddle's Restaurant
Matt Hiddle
Shop 5.94 - 114 Princes Way Drouin
VIC 3818
Australia

[Change Address](#)

Shipping Method

This is the only shipping method available for this order:

Shipping
Freight will be added to invoice on dispatch: \$0.00

Comments

Please deliver to Function Room
Please pick up Empty kegs
Have a Great Day!

[Continue](#)

Step 1 - Review Order -> Step 2 - Payment Information -> Step 3 - Confirmation -> Step 4 - Receipt

CHECKOUT STEP 2

Select your Payment method. There are 2 options...

CREDIT CARD

If paying by Credit Card “Check” the Button on the right side to Select Credit Card as your payment method. Fill in your Credit Card Details in the areas provided.

[This is a secure transaction] No FEES for MASTERCARD or VISA on Orders placed with Credit Card Payment before dispatch. AMEX Fee is 3%.

CHARGE YOUR ACCOUNT

If charging to your account “Check” the button on the right side to select Charge to Account. Add your purchase order number in here which will appear on your Invoice.

The screenshot shows the 'Checkout Step 2' form. It has a red header with the title 'Checkout Step 2'. Below the header is the instruction 'Select your Billing Address and Payment Method'. The form is divided into two main sections: 'Billing Address' and 'Payment Method'.
The 'Billing Address' section contains the following text: 'Middels Restuarant', 'Matt Middel', 'Shop 3, 94 - 114 Princes Way Drouin', 'VIC 3818', and 'Australia'. There is a 'Change Address' button on the right.
The 'Payment Method' section shows a balance of '\$1,274.32' and asks the user to 'Please select a preferred payment method to continue:'. There are two radio buttons: 'Credit Card' and 'Charge to Account'.
Under 'Credit Card', there are input fields for 'Credit Card Owner', 'Credit Card Number', 'Credit Card Expiry Date' (with dropdowns for '01' and '2015'), and '3 or 4 Digit Security Code' (with a 'What's This?' link).
Under 'Charge to Account', there is an input field for 'Purchase Order No' containing the value '255550'.
At the bottom of the form is a 'Comments' section with a text area containing 'Please deliver to Function Room' and 'Please pick up Empty kegs'. A 'Continue' button is located to the right of the comments.
At the very bottom, there is a progress bar with four steps: 'Step 1 - Delivery Information', 'Step 2 - Payment Information', 'Step 3 - Confirmation', and 'Step 4 - Finished!'. A green arrow points to the 'Continue' button.

Note Normal Credit Terms apply, If your account is out of terms either by Credit Limit or Overdue Invoices – The Website will accept your order, then the Customer Service Team will be in touch to make arrangements.

CHECKOUT STEP 3

Check Your Order....

Note the Order cutoff Time for Orders Placed ONLINE only – Normal Cut Off is 12 Noon, the Day before Delivery. EXCLUDES Public Holidays.

Check your Shipping Address, Order Items, Billing, Payment Method & Comments.

Then **CONFIRM ORDER**

Click the EDIT buttons to go back and edit any area that needs to be adjusted.

Checkout Confirmation

Please check your order and press Continue to proceed.

[PLEASE NOTE ORDER CUT OFF TIME FOR ORDERS PLACED ONLINE IS 2PM FOR DELIVERY THE NEXT DAY]
If this order has been received after this time we can not guarantee delivery until your next scheduled delivery day.

Shipping Address Edit

Middels Restuarant
Matt Middel
Shop 3, 94 - 114 Princes Way Drouin
VIC 3818
Australia

Shipping Method Edit

Shipping (Freight will be added to invoice on dispatch)

Order Items Edit

Product	Price	Quantity	Total
Map Beans Napoli Coffee 1kg	\$28.00	6	\$168.00
Jack Daniel Black Label No7 700ml	\$40.00	12	\$480.00
Catalina Sounds Sauv Blanc 750ml	\$20.77	12	\$249.24
Echo Barossa Shiraz 750ml	\$14.99	12	\$179.88
Winfield Red 8x25s	\$197.20	1	\$197.20
Sub-Total:			\$1,274.32
Shipping (Freight will be added to invoice on dispatch):			\$0.00
Total:			\$1,274.32
GST:			\$188.27

Billing Address Edit

Middels Restuarant
Matt Middel
Shop 3, 94 - 114 Princes Way Drouin
VIC 3818
Australia

Payment Method

Charge to Account
Purchase Order No: 255550

Comments About Your Order

Please deliver to Function Room Please pick up Empty kegs Have a Great Day!

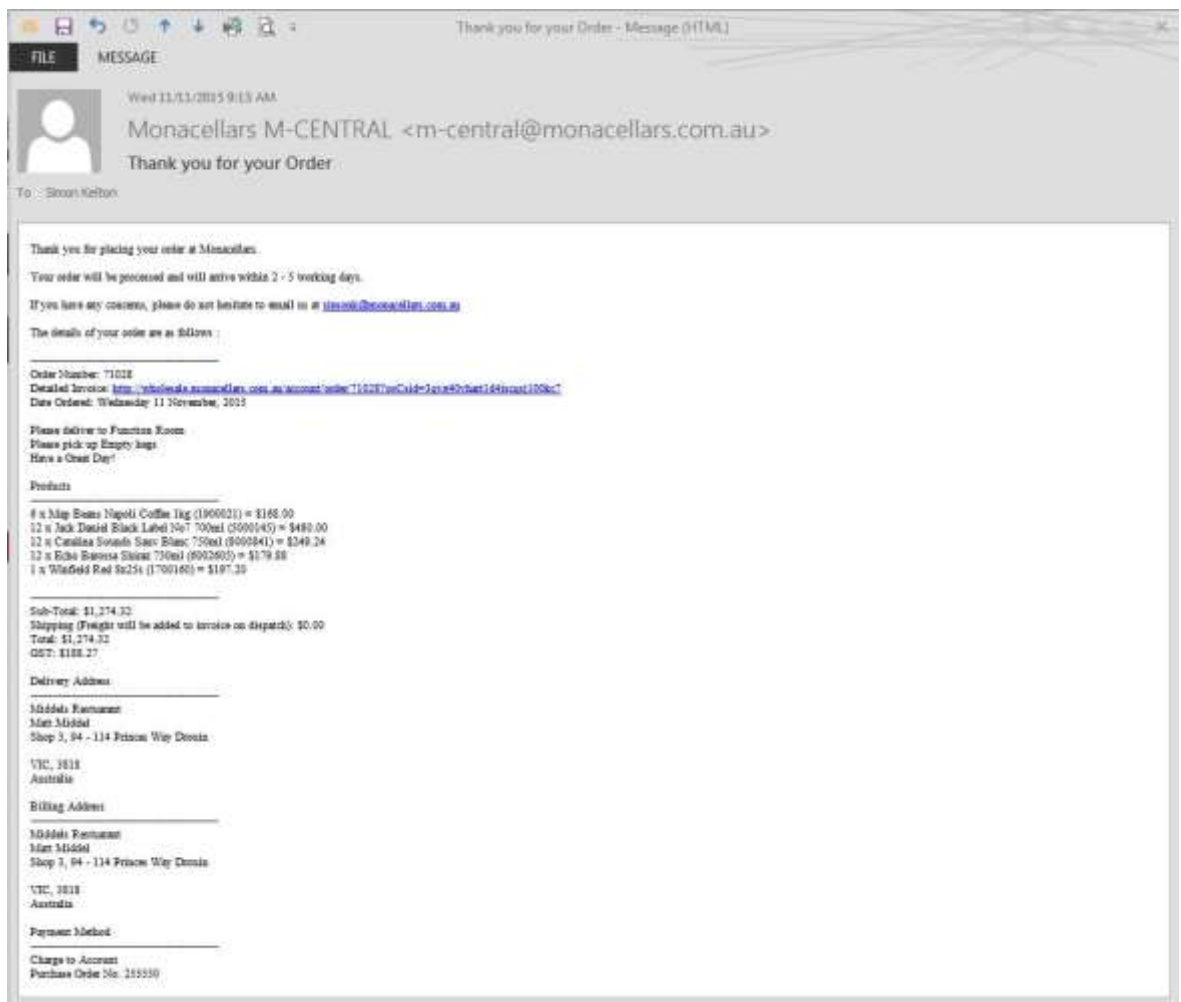
Confirm Order

Step 1 - Delivery Information Step 2 - Payment Information Step 3 - Confirmation Step 4 - Finished

CHECKOUT STEP 4



When you finalise your order, you will see the checkout Success notification. You will also receive an email confirming all the details of your order.



Your Order is now with our Customer Service team, to action any comments and payments arrangements, then will be sent to the warehouse for picking.

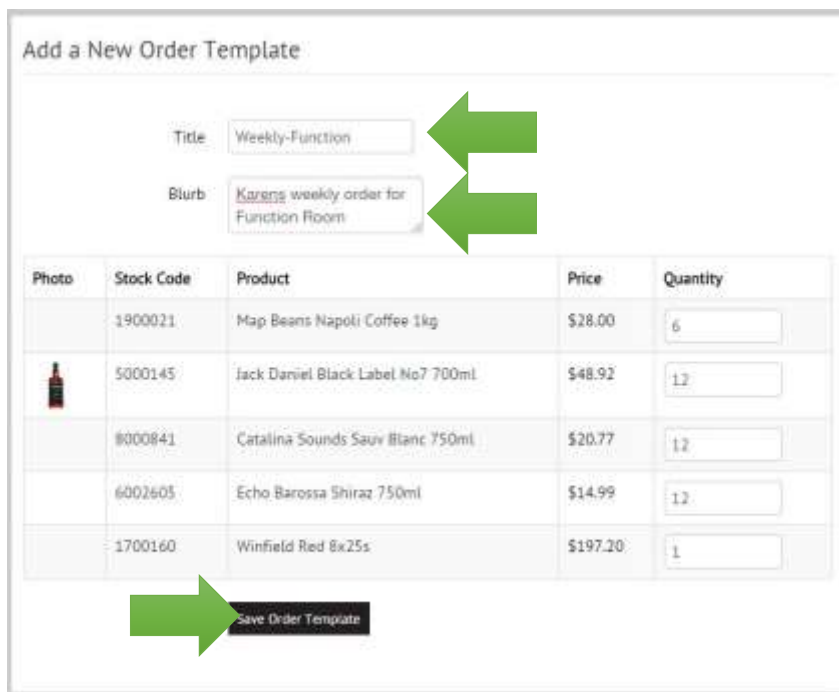
CREATE ORDER TEMPLATE

Add items to your shopping cart. Then in the Shopping Cart Click on the “Create an Order Template”

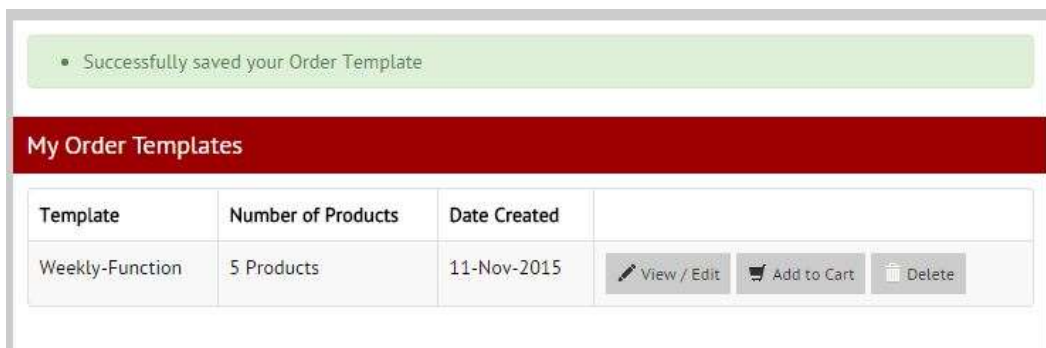


Add the Title of the Order Template, and further details to help you identify, as you can create as many Order Templates as you wish.

Check the items, update the Quantities and then **Save Order Template**



In the “My Account” Section under My Order Templates you will find all your templates to edit or View, Add straight to your Cart and update the Quantities or delete. **Tip** you can click Edit Order Template, which then allows you to Print your template, which might help when you order.



EXPRESS ORDER

Along the Top Navigation Bar you will find "EXPRESS ORDER" On this page you can add items to your Shopping Cart if you know the MONACELLARS product Code, which is generally found in the Catalogue, Customer Order Sheets or Invoices. Or if you know the description of the product.

PECIALS | MY ACCOUNT | EXPRESS ORDER | US

Express Order

Enter a Stock Code and your desired quantity and click Add to Order List.

6002208 | 12 | Add to Order List

Code	Name
8000880	Cannibal Creek Chardonnay 750ml

Green arrows point to the navigation bar, the search input, the quantity field, the 'Add to Order List' button, and the product name in the dropdown.

Express Order

Enter a Stock Code and your desired quantity and click Add to Order List.

jim beam | 12 | Add to Order List

- 4000007 - Jim Beam & Dry Cans 375ml X 24
- 4000075 - Jim Beam WHITE & Cola Can 10 Packs
- 4000104 - Jim Beam & Zero Can 375ml X 24
- 4000140 - Jim Beam & Zero Can 375ml 10 Packs
- 4000157 - Jim Beam WHITE & Cola 4pk BTL 330ml X 24
- 4000171 - Jim Beam & Dry Btls 330ml X 24
- 4000182 - Jim Beam Mid Strength Can 375ml X 24
- 4000192 - Jim Beam WHITE & Cola Can 375ml X 24
- 4000196 - Jim Beam BLACK & Cola Btl 24 X 330ml
- 4000197 - Jim Beam BLACK & Cola Can 24 X 375ml

Price	Quantity
\$23.47	12

Add to Cart

Green arrows point to the search input, the quantity field, the 'Add to Order List' button, the selected product in the dropdown, and the 'Add to Cart' button.

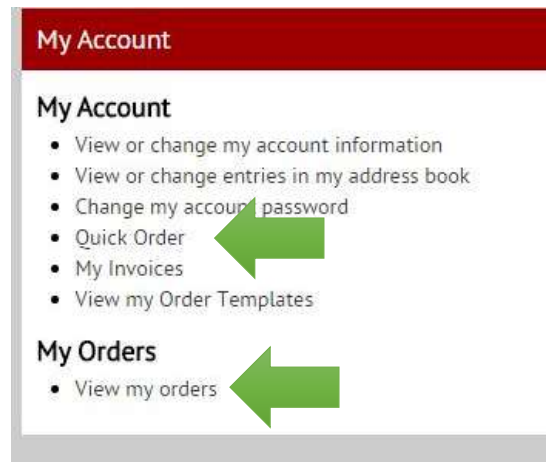
Type in the Code or the start of the Product Description and a list will pop up. Select the product, enter in the quantity, and then click "ADD TO ORDER LIST"

Below will have all the items you have selected and there quantities. Add to Cart and make your adjustments in the Shopping Cart, such as remove items, change quantities etc.

QUICK ORDER

In the "MY ACCOUNT" Section there is a Quick Order Function.

This will display the **last 3 Months** of items you have purchased on your account.



My Account

- View or change my account information
- View or change entries in my address book
- Change my account password
- Quick Order
- My Invoices
- View my Order Templates

My Orders

- View my orders



Code	Image	Product Name	Sold As	UPC	Price	Quantity
2000026		Carlton Draught Stubbies 375ml X 24	CASE	24	1-9 \$46.50 10-59 \$45.50 60+ \$44.50	<input type="text" value="3"/>
2000106		Carlton Dry Stub 355ml X 24	CASE	24	1-9 \$45.90 10-77 \$44.90 78+ \$43.90	<input type="text" value="5"/>
2000127		Little Creatures Bright Ale 330ml X 24	CASE	24	\$71.71	<input type="text"/>

Scroll through your list, add Quantities and add to Cart! This list shows all pricing on products on special (but does not highlight them in red), It does show the Case Break buys.

MY ORDERS

In the "MY ACCOUNT" Section there is "MY ORDERS". In here you can see orders you have placed using M-CENTRAL and are able to re-order everything from the previous orders. Then add or remove any additional products.



Order Id	Status	Date	Items	Total	Re-order
Order #71028	Processing	11-Nov-2015 09:12am	5 Products	\$1,274.32	<input type="button" value="Re-order"/>

Pricing

All pricing is correct at time of publication but could change on Invoice. All pricing that is loaded against your account will appear on the website.

Monacellars Representatives Turn In Order

You Monacellars rep is also able to use our website to turn in an order for you.

Not receiving Emails

Check your Spam filter as some system generated emails from M-CENTRAL maybe stopped by your anti virus software.

Trouble Viewing the Website

Try using Google Chrome or updating your version of Windows Internet Explorer.

Mobile Devices

Some mobile devices may show the website in a different format depending on the device, its operating system and the size of the screen. For Best results use a desktop PC or iPad. The Mobile Website does have limited capacity and does not have all features available.

Issues with M-CENTRAL

If you are having difficulties with the website then please contact us.

Email M-Central@Monacellars.com.au or Call your Monacellars Representative or Monacellars Customer Service on **03 51 34 29 06**