

ALM Web Portal Entering Claims

Accessing the Site

Open the site required / applicable on your browser:

www.almliquor.com.au or www.harbottleonpremise.com.au

Entering a Claim Online

- Log into the Portal.
- Click on "Log Customer Claims" on the left hand side menu

The screenshot displays the ALM Web Portal interface. At the top, there is a navigation bar with the ALM logo and a banner that says "find out more today...". Below this, a header section shows "Orders" and a notification about a "METCASH I.T OUTAGE - Saturday 11/02/17". The left-hand navigation menu is visible, with the "Log Customer Claims" option at the bottom, circled in red. The main content area includes a "Welcome" message, a "Received Orders" table, a "Stock Allocated/Order Confirmation" table, and an "Order History" section that displays the message "Your order history is empty!".

0 **0** **0**
ITEMS UNITS CTNs

Orders

METCASH I.T OUTAGE - Saturday 11/02/17

Please be advised that due to scheduled Maintenance on the Metcash Mainframe between any orders placed between these hours will show status of "Pending" until Maintenance hours. Once Maintenance is complete the order will process as per normal and order status will be updated.

Thank You
ALM Retail Support

- All orders are accepted subject to availability.
- Prices are subject to change without notice at our discretion.
- All orders are subject to your trading terms with us
- Advertised deals are subtracted from base carton cost.

Welcome [REDACTED] LIQUOR@E

Received Orders			
ORDER NO.	DATE SENT	ORDER TYPE	STATUS

Stock Allocated/Order Confirmation			
ORDER NO.	DATE DESPATCHED	ORDER TYPE	STATUS

Orders ready for dispatch			
ORDER NO.	DATE INVOICED	ORDER TYPE	STATUS

Please note that any changes to orders must be made 48 hours before your scheduled delivery days

Order History			Saved Shopping Templates	
ORDER NO.	DATE PROCESSED	STATUS	NAME	SAVED
Your order history is empty!				

Electronic Invoices For POS Systems Aggregate List of Products

Claims Homepage

NOTE: All claims must be lodged within 48hrs of delivery

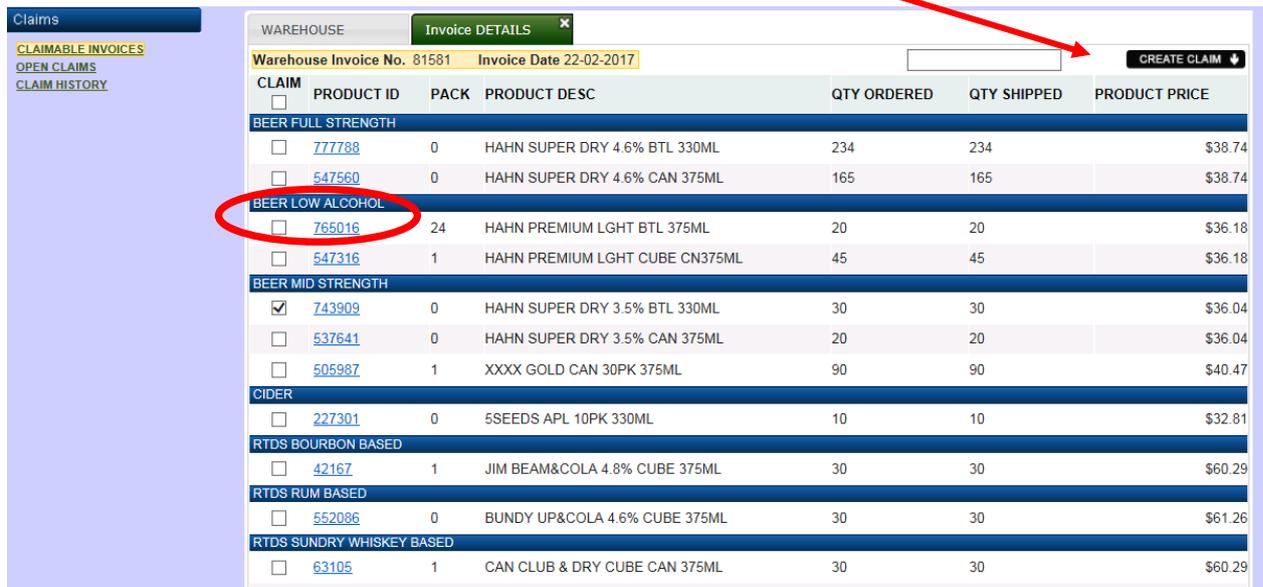
- Click on the invoice you wish to raise a claim against

Claims		WAREHOUSE			
CLAIMABLE INVOICES	CLAIMABLE INVOICE	DATE PROCESSED	TYPE	AMOUNT	REFERENCE
OPEN CLAIMS	81818	28-02-2017	Invoice	\$8,025.65	2357
CLAIM HISTORY	81594	27-02-2017	Invoice	\$572.28	2363
	81693	27-02-2017	Invoice	\$1,639.20	3927
	81623	24-02-2017	Invoice	\$147.18	2362
	81581	22-02-2017	Invoice	\$32,043.59	2357
	81430	23-02-2017	Invoice	\$235.98	2360
	81413	23-02-2017	Invoice	\$3,274.32	2359
	81380	22-02-2017	Invoice	\$740.37	2358
	81340	22-02-2017	Invoice	\$940.80	2356
	81256	21-02-2017	Invoice	\$287.76	2354
	81255	21-02-2017	Invoice	\$2,367.43	2354
	81254	21-02-2017	Invoice	\$10,969.45	2350,2348
	81253	21-02-2017	Invoice	\$4,718.37	2349
	81252	21-02-2017	Invoice	\$8,918.10	2345,46

List of the Products on Invoice

List of the products you have been invoiced for.

- Place a tick in the box next to the product/s you would like to make a claim against
- Click "Create Claim"



CLAIM	PRODUCT ID	PACK	PRODUCT DESC	QTY ORDERED	QTY SHIPPED	PRODUCT PRICE
BEER FULL STRENGTH						
<input type="checkbox"/>	777788	0	HAHN SUPER DRY 4.6% BTL 330ML	234	234	\$38.74
<input type="checkbox"/>	547560	0	HAHN SUPER DRY 4.6% CAN 375ML	165	165	\$38.74
BEER LOW ALCOHOL						
<input type="checkbox"/>	765016	24	HAHN PREMIUM LGHT BTL 375ML	20	20	\$36.18
<input type="checkbox"/>	547316	1	HAHN PREMIUM LGHT CUBE CN375ML	45	45	\$36.18
BEER MID STRENGTH						
<input checked="" type="checkbox"/>	743909	0	HAHN SUPER DRY 3.5% BTL 330ML	30	30	\$36.04
<input type="checkbox"/>	537641	0	HAHN SUPER DRY 3.5% CAN 375ML	20	20	\$36.04
<input type="checkbox"/>	505987	1	XXXX GOLD CAN 30PK 375ML	90	90	\$40.47
CIDER						
<input type="checkbox"/>	227301	0	5SEEDS APL 10PK 330ML	10	10	\$32.81
RTDS BOURBON BASED						
<input type="checkbox"/>	42167	1	JIM BEAM&COLA 4.8% CUBE 375ML	30	30	\$60.29
RTDS RUM BASED						
<input type="checkbox"/>	552086	0	BUNDY UP&COLA 4.6% CUBE 375ML	30	30	\$61.26
RTDS SUNDRY WHISKEY BASED						
<input type="checkbox"/>	63105	1	CAN CLUB & DRY CUBE CAN 375ML	30	30	\$60.29

Customer Details

- Complete the contact details section
- To complete the "Pickup Instructions" it will depend on the type of claim you are lodging (refer to instructions below).

WAREHOUSE Invoice DETAILS Claims EDIT

Warehouse Invoice No. 81581 Invoice Date 22-02-2017 PLACE CLAIM ↓

Contact* Jill

Contact Phone* 07 38493666

Contact Hours* 8-5

Pickup Instructions AS PER EXAMPLES BELOW

REMOVE	PRODUCT ID	PACK SIZE	PRODUCT DESC	SHIPPED WEIGHT	QTY	REASON CODE	CLAIMED WEIGHT	PICK ITEM
<input type="checkbox"/>	743909	0	HAHN SUPER BTL 330ML	0.000	30	Choose a Reason Code		1

Pickup Instructions

Over Delivery

You have the option of having the stock collected or we can send you an invoice for the goods. If it is a product not on your invoice you will need to contact your relevant customer service team.

Specify whether you wish to keep or return the goods and the qty & description of the goods

Pickup Instructions



RTS – Branch Error

Return to Stock (RTS) this is when you have placed your order over the phone or by email and ALM has keyed the incorrect product or qty in for your venue.

Specify whether you phoned/emailed/faxed your order through.

Pickup Instructions



RTS – Customer Error

Return to Stock (RTS) this is when you have placed your order over web portal and ordered the incorrect product or qty in for your venue. Fees are applicable.

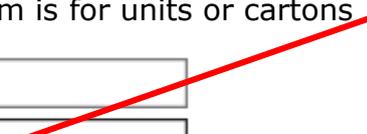
Pickup Instructions

Short Delivery

You were invoiced for a product and you did not receive it or the correct quantity (or anything additional in its place).

Specify on the 2nd line whether the claim is for units or cartons

Pickup Instructions



W/Assembly & Return

This is where you were invoiced for a product but did not receive it and got another product in its place.

Specify whether you are happy to keep or wish to return the mispicked item.

Type the item that was mispicked and the qty on the 2nd line.

You want to return the goods that were delivered incorrectly

Pickup Instructions

You are happy to keep the goods that were delivered incorrectly

Pickup Instructions

Damages – Transport

This is for all damaged stock and may include wet breaks, dry breaks and damaged cartons that are unsaleable.

NOTE: For all damaged claims photos must be provided to ALM. When sending the photo you must include the claim number, customer number and the state you are from. Please email photos to the claims email applicable to your state.

WA Claims - warehouseservices@almliquor.com.au **No text facility

NT/SA Claims - almservicessa@almliquor.com.au **No text facility

QLD Claims - Alm.Claims@almliquor.com.au **or text 0437 896 599

NSW Claims - ALM.ClaimsNSW@metcash.com **or text 0437 896 599

ACT Claims - ALM-Fyshwick-Orders@almliquor.com.au **No text facility

VIC Claims - ClaimsVic@almliquor.com.au **or text 0437 896 599

TAS Claims - ALM.ClaimsTas@almliquor.com.au **or text 0437 896 599

Specify whether the goods are wet or dry damaged and whether it is a single unit or a carton.

Pickup Instructions



Completing Claim

- Once you have completed the "Pickup Instructions" select the "Reason Code" and then enter the "QTY" you are making a claim on.
- Click on "Place Claim"

WAREHOUSE Invoice DETAILS Claims EDIT

Warehouse Invoice No. 81581 Invoice Date 22-02-2017

Contact* Jill
Contact Phone* 07 38493666
Contact Hours* 8-5
Pickup Instructions Short delivery on load
nothing in its place

REMOVE	PRODUCT ID	PACK SIZE	PRODUCT DESC	SHIPPED WEIGHT	QTY	REASON CODE	CLAIMED WEIGHT	QTY	PICK ITEM
<input type="checkbox"/>	743909	0	HAHN SUPER 330ML DRY 3.5% BTL 330ML	0.000	30	SHORT DELIVERY		1	

CLAIMABLE INVOICES
OPEN CLAIMS
CLAIM HISTORY

PLACE CLAIM

Your Claim has now been lodged

You have now lodged your claim. The below screen will then open up so you can take down the claim number and keep this as a reference.

CLAIMS		WAREHOUSE	INVOICE	CLAIM	CLAIM DATE	MET PO
CLAIMABLE INVOICES	OPEN CLAIMS			1040798	17-03-2017	2357
CLAIM HISTORY				1040797	17-03-2017	2357
				1040796	16-03-2017	2354
				1040795	16-03-2017	2363
				1040793	15-03-2017	2357
				1040792	15-03-2017	2345,46
				1040791	10-03-2017	3927
				1040790	10-03-2017	2363
				1040789	10-03-2017	2350,2348
				1040788	10-03-2017	2357
				1040787	10-03-2017	2349

If you click on the Claim # you can view the details you have lodged.

CLAIMS		WAREHOUSE		CLAIMS DETAILS				
CLAIMABLE INVOICES	OPEN CLAIMS	Open Claim - Warehouse						
CLAIM HISTORY		Claim No: 1040798	Met PO No: 2357	Invoice No: 81581	Invoice Total: 0.0			
		Contact: Jill	Contact Phone: 38493666	Contact Hours: 8-5				
		Pickup Instructions: Short delivery on load nothing in its place						
ITEM	PACK SIZE	PRODUCT DESC	SHIPPED WEIGHT	SHIPPED QTY	REASON	CLAIMED WEIGHT	CLAIMED QTY	PICK ITEM
BEER MID STRENGTH								
74390924	330ML	HAHN SUPER DRY 3.5% BTL 330ML	0.0	30	SHORT DELIVERY	0.0	1	

You also have the option to print a copy of the details for your records by clicking on the PDF symbol which will bring up a form you can print or save.

Open Claims									
Claim ID	1040800			Claim Date	17/03/2017				
Groc/Perishable Invoice No.	81818								
Contact	w								
Contact Phone	04-4			Contact Hours	d				
Pickup Instructions	Short delivery on load nothing in its place								
ITEM	PACK	SIZE	PRODUCT DESC	SHIPPED WEIGHT	QTY	REASON CODE	CLAIMED WEIGHT	CLAIM QTY	PICK ITEM
BEER FULL STRENGTH									
547560	24	375ML	HAHN SUPER DRY 4.6% CAN 375ML	0.0	165	W/ASSEMBLY & RETURN	0.0	1.0	

How to Check on Open or Closed Claims

If you need to check on any claims you have lodged you can view the details in the "Open Claims" section on the portal.

Claims		WAREHOUSE			
CLAIMABLE INVOICES	OPEN CLAIMS	INVOICE	CLAIM	CLAIM DATE	MET PO
CLAIM HISTORY		81413	1040801	17-03-2017	2359
		81818	1040800	17-03-2017	2357
		81818	1040799	17-03-2017	2357
		81581	1040798	17-03-2017	2357
		81581	1040797	17-03-2017	2357
		81255	1040796	16-03-2017	2354
		81694	1040795	16-03-2017	2363
		81581	1040793	15-03-2017	2357
		81252	1040792	15-03-2017	2345,46
		81693	1040791	10-03-2017	3927
		81694	1040790	10-03-2017	2363
		81254	1040789	10-03-2017	2350,2348
		81818	1040788	10-03-2017	2357
		81253	1040787	10-03-2017	2349

If the claim is not in "Open Claims" click on the "Claims History Tab". This will show all claims lodged and closed.

Claims		WAREHOUSE					
CLAIMABLE INVOICES	OPEN CLAIMS	INVOICE	CLAIM	CLAIM DATE	CLAIM INVOICE	CLAIM PROCESSED DATE	MET PO
CLAIM HISTORY		81252	1039774	24-02-2017	64937	24-02-2017	2345,46
		81255	1039465	23-02-2017	64915	23-02-2017	2354
		80565	1036873	15-02-2017			2334,2335,2336
		80565	1036678	15-02-2017			2334,2335,2336
		80199	1034646	09-02-2017			2329
		79788	1033783	07-02-2017			2319
		79151	1031525	31-01-2017			2304,05,06,08,10
		78685	1029639	24-01-2017			1898,1897
		78005	1029112	23-01-2017			1880,81,82
		78148	1027482	18-01-2017			1881
		78004	1027479	18-01-2017			1883,86,89,88,85,84
		77520	1025386	11-01-2017			1869,70,71
		77132	1023682	06-01-2017			1865
		76489	1021960	30-12-2016			1856

Contact Details for Claims by State

If you require assistance or need to make any adjustments please contact the state your load is dispatched from.

WA Claims - warehouseservices@almliquor.com.au Phone: 08 9455 9022

NT/SA Claims - almservicessa@almliquor.com.au Phone: 08 8405 7728

QLD Claims - Alm.Claims@almliquor.com.au Phone: 1300 881 458

NSW Claims - ALM.ClaimsNSW@metcash.com Phone: 1300 881 458

ACT Claims - ALM-Fyshwick-Orders@almliquor.com.au Phone: 02 6126 8000

VIC Claims - ClaimsVic@almliquor.com.au Phone: 1300 881 458

TAS Claims - ALM.ClaimsTas@almliquor.com.au Phone: 1300 881 458