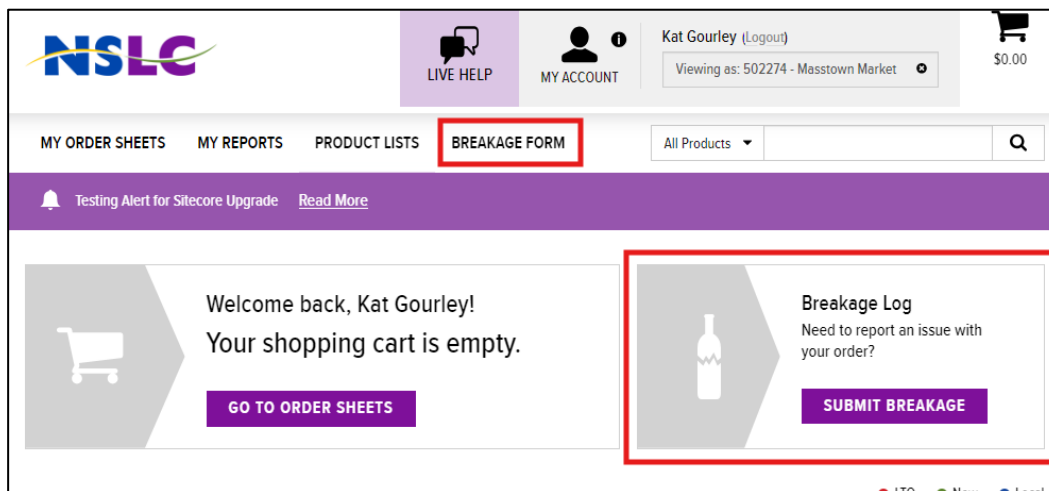


NSLC AGENCY BREAKAGE SUBMISSION PROCESS USER GUIDE

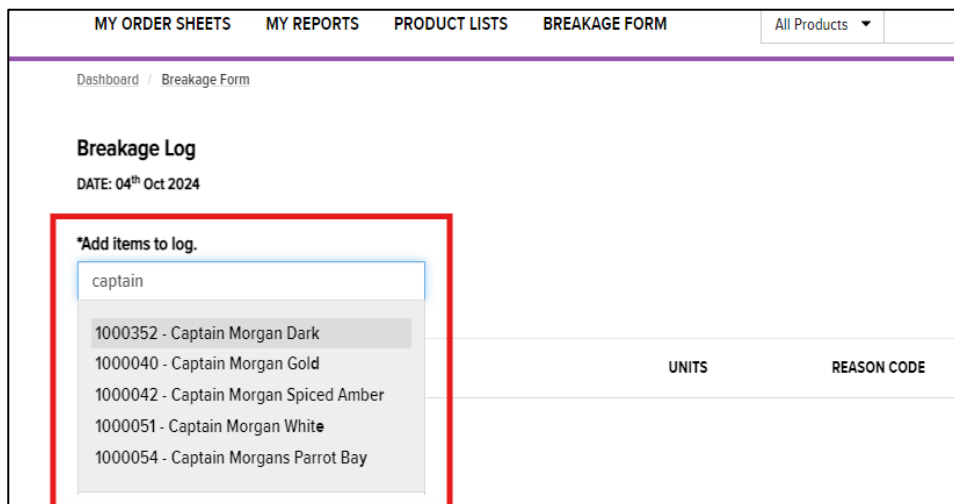
FINDING THE NEW FORM

1. Log into the NSLC Wholesale Ordering Portal using your existing credentials
 - a. There are two options to access the new form: “Breakage Log” or “Breakage Form”



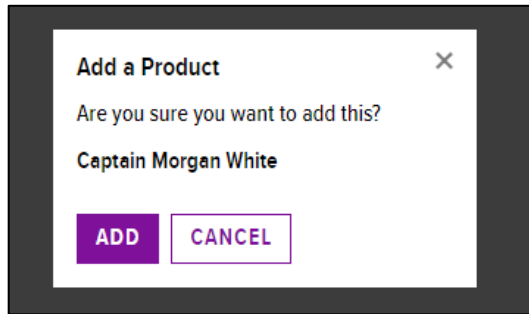
SEARCHING ARTICLES TO SELECT & COMPLETING THE FORM

1. Click into the box titled “Add Items to Log”
 - a. Search by article number **OR** description
 - b. Click the correct auto - populated item to add to your sheet



NSLC AGENCY BREAKAGE SUBMISSION PROCESS USER GUIDE

2. Confirm the correct article



3. Fill in the required boxes

- a. Enter the appropriate number of units (EACH) by either typing the number or using the arrows within the box to adjust

Breakage Log
DATE: 04th Oct 2024

*Add items to log.

Enter Article number

PRODUCT	PRODUCT NAME	UNITS	REASON CODE
1000051	Captain Morgan White 375 mL	0	Select Reason Code

REMOVE ITEM

Notes

- b. Select the appropriate reason from the drop-down menu.

NSLC LIVE HELP

MY ORDER SHEETS MY REPORTS PRODUCT LISTS BREAKAGE LOG

Breakage Log
DATE: 10th Oct 2024

*Add items to log.

Enter Article number

PRODUCT	PRODUCT NAME	UNITS	REASON CODE
1000051	Captain Morgan White 375 mL	0	Select Reason Code

REMOVE ITEM

Notes

Select Reason Code

- 1220- Bad Fill-Level Inconsistent (Mfg)
- 1110- Cracked Bottle (Mfg)
- 1190- Leaky/Faulty Cork-Damaged (Mfg)
- 1040- DC in transit breakage
- 1050- Dry Breakage in Case (Mfg)**
- 1240- Handle Failure (Mfg)
- 1100- Labatt in transit breakage
- 1120- Missing in Case (Mfg)
- 1170- Off - Taste (Mfg)
- 1090- Packing Fault (Mfg)
- 1060- Particles in Container (Mfg)
- 1200- Supplier Recalls
- 1080-Tampered Goods (Mfg)
- 1180- Torn Label (Mfg)

Select Reason Code

NSLC AGENCY BREAKAGE SUBMISSION PROCESS USER GUIDE

IMPORTANT: IN TRANSIT BREAKAGE

❖ No changes to In-Transit Breakage process

- Agency team needs to be notified directly immediately upon discovery of transit damage
- Photos and signed B.O.L still required to be submitted directly to Agency team
- All In-Transit Breakage must be submitted separately from regular breakage
- In-Transit types must be submitted separately (E.g. Labatt vs. DC)
- In-Transit breakage **MUST** be submitted within 7 days.

The screenshot displays the NSLC Agency Breakage Submission Process User Guide interface. The main heading is "Breakage Log" with a date of "04th Oct 2024". Below this, there is a section for adding items to the log, with a text input field for "Enter Article number". A table lists items with columns for article number, description, and quantity. The first item is "1000051 Captain Morgan White 375 mL" with a quantity of "1". A dropdown menu is open, showing a list of "Reason Codes" for breakage. Two codes are highlighted with red boxes: "1040- DC in transit breakage" and "1100- Labatt in transit breakage". The background shows the NSLC logo and navigation tabs like "MY ORDER SHEETS", "MY REPORTS", "PRODUCT LISTS", and "BREAKAGE".

Article Number	Description	Quantity
1000051	Captain Morgan White 375 mL	1

Notes

NSLC AGENCY BREAKAGE SUBMISSION PROCESS USER GUIDE

- c. Add any extra notes or details you may have – this is not a new box per article, so add as many notes as you'd like as you go.

***Add items to log.**

Enter Article number

PRODUCT	PRODUCT NAME	UNITS	REASON CODE
1026668	Keiths India Pale Ale 18 x 355 mL	1	1050- Dry Breakage in Case (Mfg) ▼
1000051	Captain Morgan White 375 mL	1	1180- Torn Label (Mfg) ▼

Notes

captain morgan - label destroyed due to
other products leaking, unsellable.
keiths - bottles broken inside case,
unsellable

4. Submit Breakage

- a. If the submit breakage button is grey, this means you have not filled out all mandatory fields for either one or more articles. You must fill out a reason code and number field to submit.



NOTES:

- ❖ Breakage submissions are not stored anywhere on your account at this time
- ❖ Logs need to be submitted right away; they will not save if you change screens

NSLC AGENCY BREAKAGE SUBMISSION PROCESS USER GUIDE

CONFIRMATION SCREEN & EMAIL CONFIRMATION

5. Confirmation screen

- a. Once you have submitted your form, you will see this screen

[Dashboard](#) / [Breakage Form](#) / [Breakage Confirmation](#)

Breakage Log (241004090405)


DATE: 04th Oct 2024


Thank you, your log has been submitted. If you don't receive an email confirmation, please reach out to agencycredits@mynslc.com.


6. Email Confirmation – If you don't receive an email confirmation within the same day of submitting – please reach out to agencycredits@mynslc.com to ensure we received your log.


- a. This email contains all details of your submission, we may ask you to provide a copy of your email.

Breakage Log Confirmation - (Masstown Market) - (241004090405)

noreply@mynslc.com

To  Web QA

Cc  Kat Gourley

 BreakageLog.csv 357 bytes

Your breakage log has been submitted. This is confirmation that we have received your request and it is being processed.

Breakage Log Summary

Date submitted: 10/4/2024

Agency Store: 502274 - Masstown Market

Submitted by: Kat Gourley

Notes:

captain morgan - label destroyed due to other products leaking, unsellable. keiths - bottles broken inside case, unsellable

Products:

Item 1

1026668- Keiths India Pale Ale(18 x 355 mL) | 1 units | 1050- Dry Breakage in Case (Mfg)

Item 2

1000051- Captain Morgan White(375 mL) | 1 units | 1180- Torn Label (Mfg)