



SHEPHERD NEAME

CELLAR

YOUR ONLINE DRINKS
ORDERING PORTAL

CONTENTS

INTRODUCTION 3

FIRST TIME LOG IN 4

LOG IN 5

BESPOKE HOME PAGE 6

ACCOUNT PAGE 7

WAYS TO ORDER 8

REPEAT PREVIOUS ORDER 9

QUICK ORDER PAD 10

ORDER PADS 11

BROWSING SN CELLAR 12

FILTERING PRODUCTS 13

BASKET 14-15

CHECKOUT 16

HELP 22





ORDER ANYWHERE, ANYTIME!

Browse products, pricing and place your order at a time and place that suits you with SN Cellar.

With shopping lists, order history and an intuitive design - placing your order with us has never been easier.

Our dedicated support team are still available if you need any help, please get in touch should you have any questions or queries.

Contact Us

CustomerServices@shepherd-neame.co.uk

01795 597000

FIRST TIME LOG IN

Before you can start placing orders online we need to set your account up in the background.

You will receive an email with a link which will take you through to create your username and password.

Please note: username cannot contain any special characters except @

Please contact your account manager to request access to SN Cellar.

From: noreply@orders.shepherdneame.co.uk
To: thecustomer@public-house.co.uk
Subject: Welcome to Shepherd Neame Cellar - New Account Details



Welcome to Shepherd Neame Cellar

Dear Mr Joe Bloggs,

We invite you to log in to Shepherd Neame Cellar, our online ordering web portal. A new user account has been set up for you by Leon Veerman.

Username: thecustomer@public-house.co.uk

To activate your user account and set up your password, click on the link below.

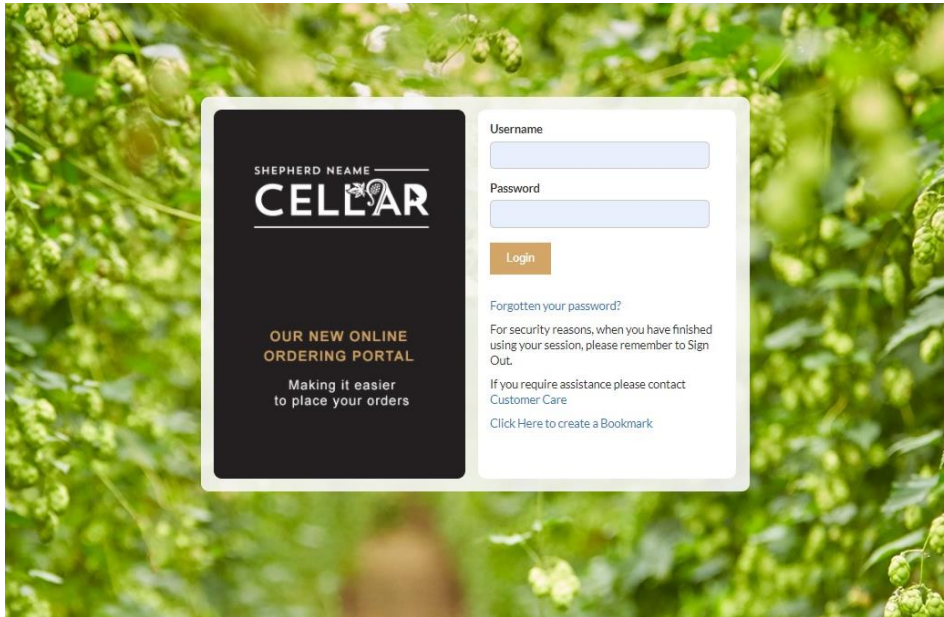
<https://uatorders.shepherdneame.co.uk/changepassword.aspx?data=qgJz7eqzyrgehlwZDhbCZxTgxqXjB3kXmCSMm7IB3pbdHFUm7fICKZ7f4yHxR5jjwKRnrmcdj7tbC0vBqSflemzd9GDmVfjvgmiUFOwc5VjtGNll4BnTLWO7xnQnZ%2fWV86f655pTQ%3d>

Note that this link can only be used once.

To place your drinks order, fill up your basket with the required products and go through the check-out before the cut-off time for your next available delivery day which will be visible throughout the portal. Make sure that the delivery day is the one that you require prior to confirming your order. You will receive a confirmation email once you have confirmed your order, and a subsequent order confirmation from our back office system when the order has been accepted.

Please note you can only use this link once

LOG IN



To log in to SN Cellar

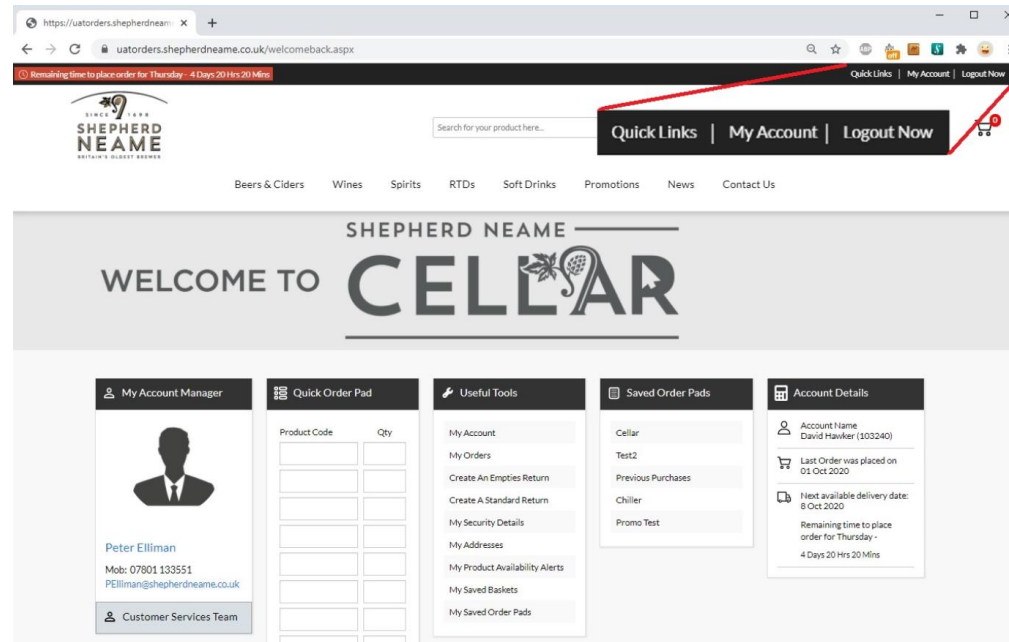
- Visit orders.shepherdneame.co.uk
- Input your username and password
- Click Login

Please bookmark this page, to allow you to access quickly and easily in the future

BESPOKE HOME PAGE (QUICK LINKS)

Your personalised home page will give you instant access to useful areas of the site and is where you can access all your order and account tools.

From the links in the top right corner, you can return to this page (known as Quick Links), access your account information (my account) and log out.




ACCOUNT PAGE

Your account page allows you to manage your details and settings.

My Account

Account Details

-  **View Account Details**
View and edit your main Account information
-  **View My Address Book**
View all valid addresses registered to your account


Security Settings

-  **Change Password**
Remember to keep your password private and to change it regularly






Customisation

-  Show Prices:
 Including Vat Excluding Vat




Price Lists

-  **Price list without stock levels**
Download the full price lists without stock levels, in CSV format.

My History

-  **View My Order History**
View, repeat or return orders that you have previously made
-  **Create Return**
Return orders that you have previously made
-  **Return Empties**
Return empties
-  **View My Returns**
Track and view previously requested returns
-  **My Saved Baskets**
View and retrieve baskets that you have saved for later

My Order Pads

-  **Order Pad Management**
Create and edit order pads
-  **My Saved Order Pads**
Display order pads that you have saved or are available for you to use
-  **Quick Order Pad**
If you have a list of product codes that you want to order quickly, use this feature to simply enter the product code and quantities

Account details

View your stored information.

My history

View, retrieve and repeat orders and saved baskets.

Security settings

Change password.

My reports

View analysis of your order history

My order pads

Create, amend and order from your saved order pads.

On mobile the 'My Account' page will be shown as a person's silhouette in the side menu.

WAYS TO ORDER

There are many easy and quick ways to fill your basket on SN cellar.

- Open, adjust and repeat any recent orders (telesales and web orders are included). Your previous order history is available from your first log in.
- Quick order pad.
Enter a number of product codes and qty - click order now
- Create or open a saved order pad
- Browse and enjoy SN cellar to discover new products available

Select your delivery address, delivery date and check out.



REPEAT PREVIOUS ORDER

Order Number	PO Number	Order Type	Created On	Customer Number	Status
20740414	103265	Back Office	04/09/2020	103240	Outstanding

Transaction Detail

Order Type: Back Office
Status: Outstanding
Order Number: 20740414
PO Number: 103265
Cost Centre:
Placed By: 103240

Account Details

Account No: 103240

Invoice Address:



Delivery Address:



Email:
Telephone:
Delivery Option:
Fax:

Order Details

Product Code	Description	Delivery Date	Unit	Status	Unit Price	Qty	Line Total
230004	WKD Vodka Blue Case of 24			Outstanding	£21.45	7	£220.15

Total Parcels: 1
Goods Total (ex.VAT): £220.15
Delivery: £0.00
Vat: £0.00
Order Total: £220.15

Payment

Payment Method:

Promotions Applied To This Order:

Repeat This Order

Print This Page

Return To My Orders

Repeat This Order

From the useful tool menu, on the Quick Links page:

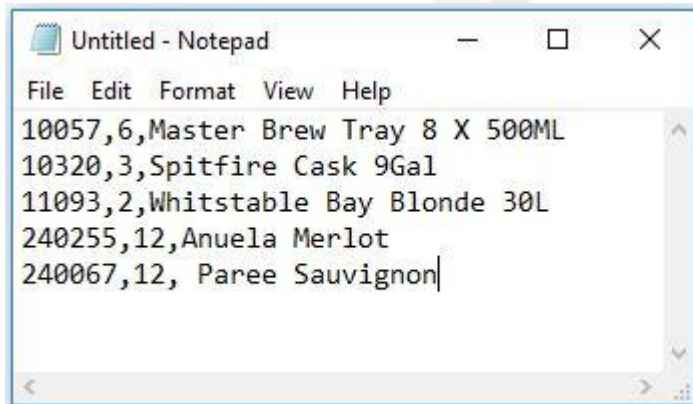
- Click 'my orders' to browse your previous orders
- Open any previous orders by clicking on the order number
- Click 'repeat this order' (bottom right) to add the same products and quantities to your basket
- Review your basket – add or remove quantities. Feel free to browse and add additional products and return to your basket
- Confirm your delivery date
- Proceed to check out

QUICK ORDER PAD

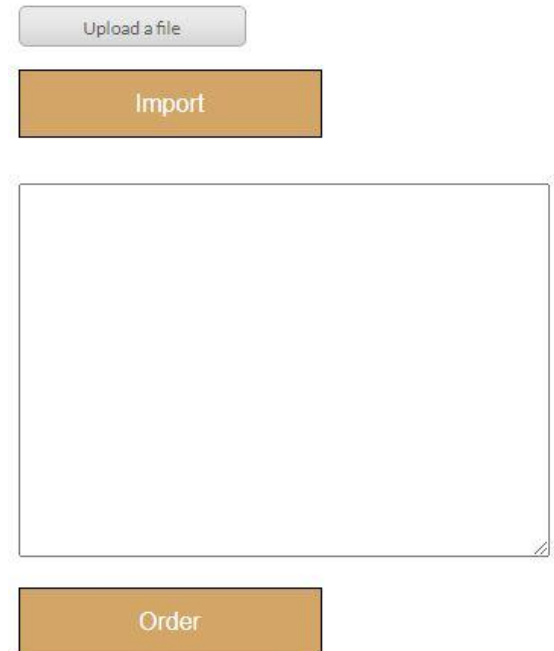
You can now quickly place your orders if you have the product codes to hand using the 'quick order pad' found in Quick Links (welcome page). Simply...

- Type product code
- Define 'Quantity'
- Once completed, click 'Order now'

You can also import your orders, simply save your order as a CSV file in the format shown below and upload.



```
Untitled - Notepad
File Edit Format View Help
10057,6,Master Brew Tray 8 X 500ML
10320,3,Spitfire Cask 9Gal
11093,2,Whitstable Bay Blonde 30L
240255,12,Anuela Merlot
240067,12, Parea Sauvignon
```



Upload a file

Import

Order

ORDER PADS

To create a new order pad:

- Click 'My account'
- Click 'Order pad management'
- Select 'New'
- Click 'Select Order Pad'
- Enter a name for your new Order Pad
- Click 'Create New Order Pad'
- Here you can add products to your new order pad for future use.
- Click "Return To Order Pad" or continue browsing to save your order pad

To amend a previous order pad:

- Click 'My account'
- Click 'Order pad management'
- Select the order pad you wish to amend
- Click 'Select Pad'
- Add or remove products from your order pad
- Continue browsing and the order pad is saved

In 'Useful Tools' on the Quick Links page; Click 'My Saved Order Pads' to gain quick access to order pads that you have created previously.

My Order Pads



Order Pad Management

Create and edit order pads

Chiller Edit Order Pad Print


To use this order pad, enter quantities against the required products and click on 'Add Products to Basket' when finished.

Sort by: Description Filter By: All Categories

Filter By: All Brands

Clear Filters

Add Products to Basket

	Product Code	Description	Qty Required	Price
Ale				
1.	 10037	Bishops Finger Cask 9Gal (PK; C9)	<input type="text" value="0"/>	£143.88

BROWSING IN CELLAR


Navigation

You can browse through your product catalogue using the top line navigation menu, present throughout the site.

Search

If you know what you're looking for, you can search using the search bar, found across the site. You can search by part or full words or by product code.

Once the product you are searching for has appeared in the drop down you can select it and click to view. To perform a full search click enter or the magnifying glass.

On mobile, search will appear as a magnifying glass. 



FILTERING PRODUCTS

Refine Your Search

Brand +

Price +

BRAND OWNER +

SHEPHERD NEAME

AB INBEV

ASAHI

BOON RAWD BREWERY

BREWDOG

BUDWEISER BUDVAR

CARLSBERG

CHAPEL DOWN

clear

PACK SIZE +

When you are viewing the product catalogue extended search filters show on the left hand side or above if viewing on mobile or tablet.

You can use these to refine your results further by brand, product type, pack size/type, price and more.

From any product listing you can add products straight to your basket.

BASKET

You can access your basket at any time by clicking the 'shopping cart' icon.



It will show you a quick view of your basket where you can quickly amend quantities.

You will also see your next available delivery date and the time remaining to meet that delivery date.

It will also show a link to 'View basket', this allows you to view your basket in full and begin the checkout process.

A screenshot of a shopping basket interface. At the top right is a blue shopping cart icon with a red circle containing the number 3. Below it is a list of three items, each with a bottle icon, a 'Remove' link, a quantity selector (minus, 1, plus), and a price. The items are: Orchard View Tray 8 X 500ML (£12.96 Ex VAT), Spitfire Tray 8 X 500ML (£14.22 Ex VAT), and Whitstable Bay Pale Ale Keg 30L (£93.28 Ex VAT). Below the items is a yellow section with account information: 'Account Name Louise Buet (100752)' and 'Next available delivery date: 27 Aug 2020'. Below that is a clock icon and 'Remaining time to place order - 5 Days 19 Hrs 20 Mins'. At the bottom is a grey bar with 'Grand Total £120.46' and a dark grey bar with 'Delivery options starting from FREE' and a green 'View Basket' button.

BASKET

Viewing your full basket gives you a number of additional options including...

- Selecting a preferred delivery date.
- Input a purchase order reference.
- Save your basket as an order pad.
- Export your basket to excel.
- Save your basket to complete checkout later.
- You can also continue shopping and your items will be available for check out when you are ready

The screenshot displays a shopping basket interface with three items, a summary, and delivery options. At the top, there are three delivery truck icons. Below them is a progress bar with three steps: 1. YOUR ORDER, 2. DELIVERY ADDRESS, and 3. CONFIRMATION. The main content area is titled 'Please review your order' and contains three items:

- Orchard View Tray 8 X 500ML** (SKU: 10977) - UOS T8, Unit Price: £12.96, Line Total: £12.96
- Spitfire Tray 8 X 500ML** (SKU: 10053) - UOS T8, Unit Price: £14.22, Line Total: £14.22
- Whitstable Bay Pale Ale Keg 30L** (SKU: 10648) - UOS K30, Unit Price: £93.28, Line Total: £93.28

Each item has a quantity selector (minus, 1, plus) and icons for refresh, delete, and save. A 'Summary' box on the right shows:

- Subtotal: £120.46
- Shipping: £0.00
- VAT: £0.00
- Grand Total: **£120.46**

Below the summary is a green 'Proceed to checkout' button. Further down, account information is shown: Account Name: Louise Buet (100752). Delivery information includes: Next available delivery date: 27 Aug 2020, and Remaining time to place order: 5 Days 19 Hrs 23 Mins. At the bottom, there are delivery options: Delivery Options, United Kingdom (dropdown), and Standard (dropdown).

CHECKOUT

Once you have reviewed your basket, to place your order...

- Review delivery details
- Select 'Proceed to checkout'
- Confirm all order details are correct
- Click 'Confirm your order'

Once the order is placed, you will received a web order number and a summary of your order via email.

The screenshot shows a checkout page with a navigation bar at the top containing links for Beers & Ciders, Wines, Spirits, RTDs, Soft Drinks, News, and Contact Us. Below the navigation bar is a progress indicator with three steps: 'YOUR ORDER' (checked), 'DELIVERY ADDRESS' (checked), and 'CONFIRMATION' (active, indicated by a green circle with the number 3). The main content area is divided into three sections: 'Order', 'Delivery', and 'Summary'. The 'Order' section includes fields for 'Processed By' (Ms Louise Buet), 'Purchase Order Ref.' (103171), and 'Payment Type' (On Account). The 'Delivery' section includes fields for 'Name' (Ms Louise Buet), 'Delivery Address' (The George and Dragon, High Street, Thames Ditton, Surrey, KT7 0RY, United Kingdom), 'Delivery Method' (Standard), and 'Delivery Date' (27/08/2020). The 'Summary' section includes a table with columns for item and amount: Subtotal (£1892.78), Shipping (£0.00), VAT (£0.00), and Grand Total (£1892.78). A green button labeled 'Confirm your order' is located below the summary table. At the bottom right, there is a yellow box containing account information (Account Name: Louise Buet, 100752) and delivery information (Next available delivery date: 27 Aug 2020, Remaining time to place order: 5 Days 19 Hrs 12 Mins).

Order	
Processed By	Ms Louise Buet
Purchase Order Ref.	103171
Payment Type	On Account

Delivery			
Name	Ms Louise Buet	Delivery Address	The George and Dragon High Street Thames Ditton Surrey KT7 0RY United Kingdom
Delivery Method	Standard		
Delivery Date	27/08/2020		

Summary	
Subtotal	£1892.78
Shipping	£0.00
VAT	£0.00
Grand Total	£1892.78

Account Name
Louise Buet
(100752)

Next available delivery date:
27 Aug 2020
Remaining time to place order -
5 Days 19 Hrs 12 Mins



HELP

If you experience any issues accessing or using SN Cellar, or you require further assistance beyond what is covered in this guide, please get in touch and one of our team will be happy to help.



Shepherd Neame Customer Services

Telephone - 01795 597000

Email - customerservices@shepherd-neame.co.uk