

ShipCompliant Use

Check Orders at Time of Sale (On-Site Sale)

Any sale entered through the Cashier screen is considered by VinNOW to be an on-site sale. If you have checked the "Check shipping compliance at Point-of-Sale" box on the ShipCompliant setup screen, then VinNOW will check the compliance after you have attached a shipper and shipping charges and as soon as you pick a payment type (before the payment is processed).

If the order is compliant, you are taken directly to the payment entry screen. If it is not compliant, the cashier is informed immediately that the order does not conform. Information is provided as to why the order failed, so that the information can be corrected immediately. This information is a pass-through message from ShipCompliant, if you have questions about licensing errors or why a shipment was not compliant, please contact ShipCompliant.

Packing Slips:

At the point shipping is attached to the invoice a packing slip will be created. Those items placed on the packing slip are the items that will be uploaded to ShipCompliant and may differ from what is on the invoice.

Besides the product and ship to information, there are several buttons on the packing slip during creation of the order, these are:

Forecast: click the Forecast button to have the system check with ShipCompliant to see the weather forecast for the next six days at the ship to address. note: if one of the last days are blank the weather forecast for that day may not be available.

Shipping Rates: You can view the shipping rates used to develop the packing slip and change the rates if you have not completed the sale. Once you complete the sale the shipping rates button becomes view only.

Shipping Rules: If you were a non-ShipCompliant subscriber, this button would give you access to view the rules you have set up for the ship to state. As a ShipCompliant subscriber this is taken care of for you with your compliance check. You can however, via the "view rules online" button inside this button go directly to the Wine Institute website for the ship to state if you wish to get more information.



Print Pack-Slip: This button will print a copy of the packing slip.

Get Tracking: This button does not apply in cashier as the order has not been developed and there is not a tracking number yet.

Age Verification: ShipCompliant offers an optional age verification service as VinNOW passes the name and address to ShipCompliant. ShipCompliant then checks this information to see if the person is over 21 based on public databases used. If there is an issue, ShipCompliant sends a message to VinNOW that is displayed on the cashier screen. A date of birth is required to be in the shipping tab of the customer record to utilize this service. Please contact ShipCompliant for more information on this service.

Discounts: Ticket Discounts are special line items in VinNOW. They will not go to ShipCompliant because ShipCompliant has no provision for this type of discount. If you want ShipCompliant to calculate your sales tax you will need to apply line-item discounts and not use ticket discounts.

Back Office (Off-Site Sale)

Sales entered through the Back Office, to include wine club processing are considered offsite sales for compliance purposes.

Just like compliance checking in the Cashier screen, if you have checked the "Check shipping compliance at POS" box on the ShipCompliant setup screen, then VinNOW will check the compliance after you have attached a shipper and shipping charges and as soon as you pick a payment type (before the payment is processed).

If the order passes the check, the payment screen is provided and the order is processed.

If the order was not compliant, then information is provided as to why the order failed, so that the information can be corrected immediately.

Note regarding Voids: VinNOW sends a Void request to ShipCompliant. If you're internet is down when the order was voided, you must manually go to ShipCompliant and void when the internet is back up.

Note: If compliance is checked on an order that is a non-wine item, the result will be N/A in the shipping module. Also, the compliance result can be N/A if the ship to state is not set to Validate Shipments with ShipCompliance in the States table.

Note: If you are processing wholesale orders, they will go up to ShipCompliant as standard orders. When you go to send orders to ShipCompliant, update these by themselves manually.

Age Verification: ShipCompliant offers an optional age verification service as VinNOW passes the name and address to ShipCompliant. ShipCompliant then checks this information to see if the person is over 21 based on public databases used. If there is an issue, ShipCompliant sends a message to VinNOW that is displayed on the screen. A date of birth is required to be in the shipping tab of the customer record to utilize this service. Please contact ShipCompliant for more information on this service.

Shipping:

Checking compliance

Compliance can be checked at the time the order is processed for shipping. This is done in the regular Shipping module.

Search for orders that are in a "to be shipped" status, either searching for all orders, or filtering your search to only pull up the to be shipped orders you want to ship.

To choose all orders displayed, click on the black check mark at the top of the column, next to the "Invoice" heading. To choose individual orders, click in the box to the left of the invoice number you want to check.

After choosing the orders, click on the "Check Compliance" button. All the checked orders will be compliance checked, click on OK to proceed. The compliant Status will be displayed in the Compliance Column. If the order is not compliant a message will display with the reason that the shipment is not compliant. In order to view this message again, you will need to check compliance again and the message will display.

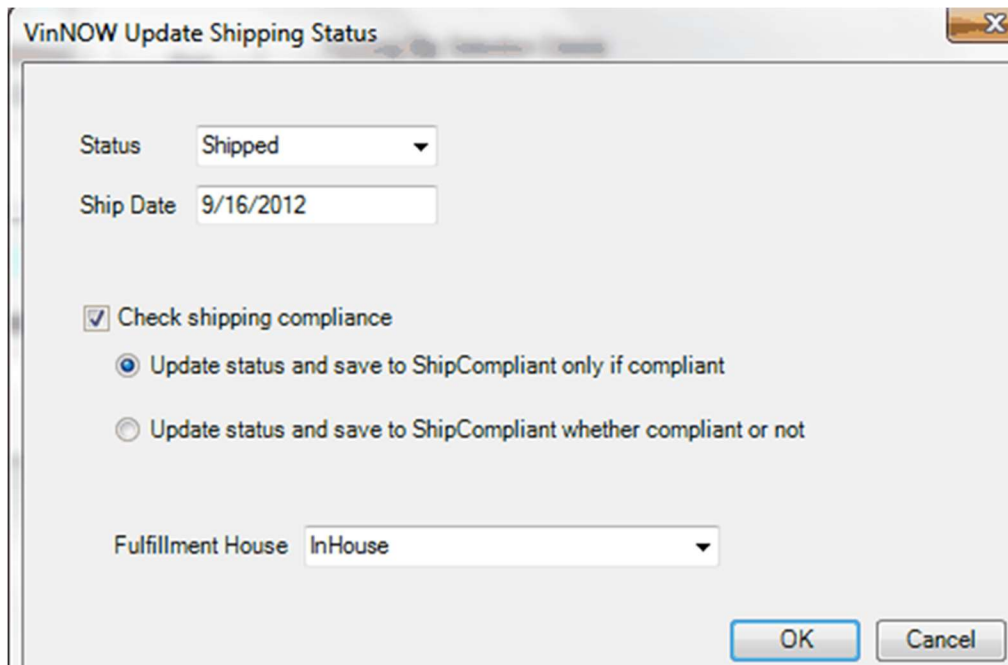
When you check compliance of an order in shipping, it will always save the order to ShipCompliant if the order is compliant. The status the order will be

saved as will be determined by what the status is in the status column at the time of the compliance check.

Caution: When using fulfillment houses, the fulfillment house will directly update the order status in ShipCompliant independent of VinNOW. You should not check the compliance status of an order that you have already sent to fulfillment. If you do not know whether the order has been updated in ShipCompliant, or if you are reasonably sure the fulfillment house has already shipped the order. If the order status in VinNOW is "sent to fulfillment" and you check compliance you risk sending the order to your fulfillment house again if it had already been shipped.

Updating Shipping Status

When you are ready to update the shipping status, once you select an invoice(s) and click "update status" a box will appear which will give you the ability to enter the status you are updating to, the date, check compliance again, update the status and save to ShipCompliant only if compliant, update status and save to ShipCompliant whether compliant or not, and select the fulfillment house. Once these decisions are made simply select OK and the order will process.



The screenshot shows a dialog box titled "VinNOW Update Shipping Status". It contains the following fields and options:

- Status: A dropdown menu with "Shipped" selected.
- Ship Date: A text input field containing "9/16/2012".
- Check shipping compliance: A checked checkbox.
- Update status and save to ShipCompliant only if compliant: A selected radio button.
- Update status and save to ShipCompliant whether compliant or not: An unselected radio button.
- Fulfillment House: A dropdown menu with "InHouse" selected.
- OK and Cancel buttons at the bottom right.

Once the process is completed, the compliance status is shown for each order.

Voiding Orders

If you have sent an order to ShipCompliant that you want to void you can do so via the process menu. Select the order, go to the process menu and select "Void ShipCompliant Shipment". This will void the shipment in ShipCompliant.

If you ship UPS or GSO, you also have the ability to check compliance for those orders in UPS or GSO shipping. note:When the UPS label is printed the order is automatically saved to ShipCompliant.

Tracking Numbers:

UPS Tracking numbers generated within VinNOW are sent to ShipCompliant from VinNOW.

To Import a Tracking Number From ShipCompliant For A VinNOW Order:

Tracking numbers can be imported to VinNOW Via the Shipping Maintenance or the Customer Record.

1. In the Customer record click on the "Shipments" Tab then double click on the "Invoice" number that you want to import the tracking number for:

Customer Maintenance

VinNOW 1013 Ford, Gerald

Customer Since: 11/6/2012 Wine Club: Cellar Grande WC Life Time Total \$: \$46
 Futures Buyer: No Last Sale \$: \$5
 Most Purchased: Zinfandel Last Sale Date: 10/15/12

Customer Notes** Orders Additional Info
 Primary Customer Info Shipping Info Billing Info
 Wine Clubs Shipments

Then Double Click on the Invoice Number to see the Packing Slip

First click on the "Shipments" Tab in the customer record

| Invoice | Order Date | Ship Date | Status | Shipper | Compliant | Recipient | Ship To | Ship |
|---------|------------|------------|---------|------------|-----------|-------------|-----------------|------|
| 1473-1 | 10/15/2013 | 10/15/2013 | Shipped | UPS Ground | YES | Gerald Ford | Omaha, NE 68132 | |
| 1317-1 | 06/21/2013 | 06/21/2013 | Shipped | GSO | YES | Gerald Ford | Omaha, NE 68132 | |

2. The packing slip will display. Click on "tracking"

Shipment No: 1317-1

Ship To
 Gerald Ford (402) 222-1038
 100 N. 62nd Street
 Omaha, NE 68132

Click "Tracking" to get Tracking Number

| Product | Unit | Qty |
|--------------------------|--------|-----|
| 112 - 2006 Orange Muscat | Bottle | 1 |

Tracking

Shipment Status: Shipped

Compliance: Is Compliant/Saved

Actual Ship Date: 6/21/2013

Request Ship Date:

Shipper Service: GSO

Shipping Amount: \$0.00

3. If the shipment has a tracking number assigned, a ShipCompliant box will appear which tells you the Shipment number, compliance status, tracking number and tracking status:

ShipCompliant

Shipment: 1317-1
 Compliance Status: true
 Tracking Number: 5555555555
 Tracking Status: InTransit

OK

4. Select Ok and the tracking number will populate on the Packing Slip in VinNOW

Shipment Packing Slip

Shipment No: 1317-1

Exit

OK

Ship To

Gerald Ford (402) 222-1038
100 N. 62nd Street
Omaha, NE 68132

Tracking 555555555555

Shipment Status Shipped

Compliance Is Compliant/Saved

Actual Ship Date 6/21/2013

Request Ship Date

Edit

| Product | Unit | Qty |
|--------------------------|--------|-----|
| 112 - 2006 Orange Muscat | Bottle | 1 |

If your shipment is still waiting to be assigned a tracking number you will get a status of not available on your ShipCompliant Message:

ShipCompliant

Shipment: 1442-1
Compliance Status: true
Tracking Number:
Tracking Status: Not Available

OK

To import from Shipping Maintenance the steps are the same, however, instead of accessing the packing slip from the Customer record, the Packing slip is accessed from Shipping. Once you click on the invoice in shipping the packing slip will display as in step 2 above:

Shipping

File Process Reports Utility Help

Exit

VinNOW

Update Status

Check Compliance

Export

Print

Packing Slip Selection Criteria

Find

Reset

Status: Sent To Fulfillment

Group Order #

Order Type

State

Recipient

Shipper/Service

Order Date

Compliant

Zip Code

Sales ID

Ship Date

Request Date

Saved @ ShipCompliant

Product

From Ship Date

| Invoice | Order Date | Status | Compliant | Shipper/Service | Ship Date | Recipient | City | State | Zip Code |
|---------|------------|---------------------|-----------|-----------------|------------|-----------------|----------------|-------|----------|
| 1395-1 | 08/07/2013 | Sent To Fulfillment | YES/Saved | UPS Ground | 09/05/2013 | Monroe, James | New York | NY | 10014 |
| 1401-1 | 08/09/2013 | Sent To Fulfillment | YES/Saved | UPS Ground | 08/29/2013 | Arthur, Chester | East Fairfield | VT | 05448 |
| 1423-1 | 08/23/2013 | Sent To Fulfillment | /Saved | UPS Ground | 08/23/2013 | Buchanan, James | Lancaster | PA | 17603 |
| 1429-1 | 09/05/2013 | Sent To Fulfillment | YES/Saved | UPS Ground | 09/05/2013 | Carter, Jimmy | Plains | GA | 31780 |
| 1442-1 | 09/12/2013 | Sent To Fulfillment | N/A | UPS Ground | 09/12/2013 | Bush, George W. | Crawford | TX | 76338 |

Click on "Invoice" to see packing slip

If an order is not compliant and you want to see again what the message from ShipCompliant is, open the packing slip and make sure "Compliance" is checked and click ok. This will display the message from ShipCompliant again.