TIPS FOR WEB STORE ERROR MESSAGES

WCC CONTACT INFORMATION
Phone: 604-775-0681 or toll-free at 1-888-775-0681
Email: wholesalehelp@bcldb.com

QUICK ITEM ENTRY ERRORS

ERROR NOT AVAILABLE TO YOUR LICENCE TYPE ▼	⊗ **Error** • Line 1: 00123456 is not available to your license type, or it has been discontinued or replaced by a new SKU. "*Line1: XXXXX* is not available to your licence type, or it has been discontinued or replaced by a new SKU."
ACTION	Please contact the WCC for additional information regarding this product.
ERROR UOM NOT AVAILABLE ▼	⊗ **Error** • Line 2: specified UOM 'BTL' not available. Default UOM applied. • Line 4: specified UOM 'BTL' not available. Default UOM applied. **Quick Item Entry** ⓘ **Tip:** Quick Item Entry allows you to enter SKUs and quantity. Use the Tab key to move from field to field. Click Fill Details to display product/pack size and price. up-loadable CSV template is available HERE. Always specify BTL or CS. More details Select Item(s) and... Delete Fill Details Add to Cart Select All | Select None <table><tr><td></td><td>Select</td><td>SKU</td><td>UPC</td><td>Product</td><td>Pack Size</td><td>Quantity</td><td>Price / UOM</td></tr><tr><td>1</td><td>☑</td><td>00000067</td><td>00776103000260</td><td>SMIRNOFF - RED LABEL_J</td><td>12 X 0.750 L</td><td>12</td><td>$18.37 BTL</td></tr><tr><td>2⊗</td><td>☐</td><td>00000240</td><td>00776103000246</td><td>SMIRNOFF - RED LABEL</td><td>24 X 0.375 L</td><td>12</td><td>$222.00 Cases</td></tr><tr><td>3</td><td>☑</td><td>00266619</td><td>05011013100095</td><td>BAILEYS - ORIGINAL IRISH CREAM</td><td>6 X 1.140 L</td><td>12</td><td>$27.35 BTL</td></tr><tr><td>4⊗</td><td>☐</td><td>00622282</td><td>05000104123280</td><td>BULMER - STRONGBOW TALL CAN</td><td>6(4 X 0.500 L)</td><td>24</td><td>$55.44 Cases</td></tr></table> "*Line X*: specified UOM 'BTL' not available. Default UOM applied."
ACTION	<table><tr><td></td><td>Select</td><td>SKU</td><td>UPC</td><td>Product</td><td>Pack Size</td><td>Quantity</td><td>Price / UOM</td></tr><tr><td>1</td><td>☑</td><td>00000067</td><td>00776103000260</td><td>SMIRNOFF - RED LABEL_J</td><td>12 X 0.750 L</td><td>1</td><td>$220.44 Cases ∨</td></tr></table> If you upload a CSV file and receive an error message, you may have placed BTL in your CSV file when the product is not available by the bottle. Please change on-screen quantity to reflect how many cases you require and click in the select box to re-select the product and confirm the UOM. If you do not want a full case, leave it unselected and the product will not be added to your cart.

PRODUCT SEARCH ERRORS

ERROR SKU DOES NOT POPULATE IN THE PRODUCT SEARCH ▼		When you enter a SKU in the "Product Name, SKU or description" field and the SKU does not populate or return any results, you will see this message below. No products in this category are available.

ACTION

1) The SKU may not be visible if the product has not been ordered in the past 90 days. If the SKU has not been ordered in the last 90 days, enter the SKU in the **Quick Item Entry** screen.

2) If you are still unable to order the product, please contact the WCC.

ERROR NO PRODUCTS AVAILABLE ▼	Product Catalogue > Spirits > Asian Spirits > No products in this category are available.	"No products in this category are available" error message.

ACTION

This error message will display if products have not displayed in your chosen category that are eligible for purchase by your license type. Alternatively, there are no products in this category that have been purchased within the last 90 days.

CSV ORDER TEMPLATE ERRORS

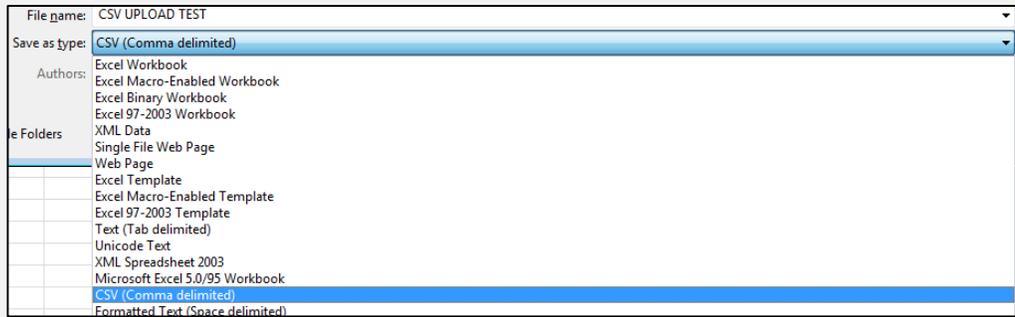|	
ERROR CORRUPTED CSV FILE ▼	❌ **Error** File is corrupted. Please select another file and try again. "The file you have uploaded is corrupted. Please select another file and try again."
ACTION	To avoid a corrupted file is to verify your CSV file was saved correctly as CSV in the "Save as type" section of your document. Please save as a CSV (comma delimited) file.
ERROR NOT AVAILABLE TO YOUR LICENCE TYPE ▼	❌ **Error** • Line 1: is not available to your license type, or it has been discontinued or replaced by a new SKU. • Line 2: is not available to your license type, or it has been discontinued or replaced by a new SKU. • Line 3: is not available to your license type, or it has been discontinued or replaced by a new SKU. • Line 4: is not available to your license type, or it has been discontinued or replaced by a new SKU. "Line X: is not available to your licence type, or it has been discontinued or replaced by a new SKU."
ACTION	Still in the CSV order template section, after you uploaded your CSV and if you see the error stating that the SKU is not available to your licence type, please verify the CSV file is created exactly as shown in the sample below. Alternatively, you may see this error if the SKU is not available to your licence type, or has been discontinued or replaced by a new SKU. Please contact the WCC. The headers must be in CAPS and in top row is always in this order: INV_NUM, UOM, QTY.

CHECKOUT ERRORS

ERROR ACCOUNT HOLD ▼	 ❌ **Error** Error messages from Order Management Your Customer Account has been placed on hold. If payment is not received for outstanding invoices you will be unable to place these orders. Please contact the Wholesale Customer center at 604-775-0681 if you have any questions. There is an error in order submission. If you receive this message, a hold has been applied to your account due to an outstanding balance. To clear the outstanding balance, contact the WCC at 604-775-0681 or toll free 1-888-775-0681.
ACTION	To clear the outstanding account balance, please contact the Wholesale Customer Centre (WCC) at 604-775-0681 or toll free 1-888-775-0681. For more information on account holds, please review the Payment Processing section in the WCC Order Handbook.
ERROR DUPLICATE SKU CHECK	❌ **Error** Duplicate lines SKU 00009118 lines 1,5 Duplicate SKU identified. **Shopping Cart** "Duplicate lines" and "Duplicate SKU identified" Web Store will scan your order and display an error message if the order has duplicate lines.
ACTION	You will not be able to proceed to the checkout until the duplicate lines have been deleted. Please either delete the duplicate line or consulate the quantities of both lines into one.
ERROR DUPLICATE ORDER CHECK ▼	⚠️ **Warning** Please be advised the following items have already been ordered today, please review the previous days orders before proceeding. SKU:00000729 **Checkout: Review and Place Order** "Please be advised the following items have already been ordered today."
ACTION	This error message will display if the SKUs placed in the cart have been ordered in the last 24 hours. This will alert you review your order. Please review the SKUs to ensure they have not been ordered more than once and proceed with check out.

	SKU	UPC	Item Name	Pack Size	UOM	Quantity	Price / UOM	Extended Price	Product Availability	Remove
1	00598516	00089419007268	120 CARMENERE - SANTA RITA	12 X 0.750 L	Cases	1	95.88	$95.88	0 Cases	
2	00429647	00088586003493	14 HANDS RIESLING	12 X 0.750 L	Cases	1	175.08	$175.08	26 Cases	
3	00417766	00813878010121	25 LAGUNAS MALBEC	12 X 0.750 L	Cases	1	107.88	$107.88	199 Cases	

ERROR

VERIFY STOCK

Please ensure that all products in your shopping cart have inventory before you proceed to the checkout.

ACTION

The LDB and third-party warehouse inventory is continuously replenished and depleted. As such, please verify the products in your shopping cart have stock available for the products where stock is visible. Web Store will let you purchase a product where no stock is available and the product may be shorted on your delivery.

Reminder: please review your *Order Submission Report* to see if the product has been shorted.