



ITWAL Custom Ordering Network

USER GUIDE



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Introduction

Welcome to ITWAL's new owned and operated on-line ordering system called **ICON**.

Our new system will allow you to place orders easily and efficiently over the Internet.

ICON will provide you with real-time communication, complete product details, images and specification sheets to download.

The Supplier bookings/catalogues loaded in **ICON** will follow the same layout/format of the booking forms provided in the ITWAL Warehouse Notes.

We also have a link to our **ICON** Supplier advertising that will allow you to view commercials, videos, sell sheets, product promotions and Supplier websites.

All the orders you place in **ICON** will be saved within your Order History for two years.

For Phase 1, **ICON** will be used for all "Controlled Distribution" products within the following categories:

- Limited Editions
- New Products
- New Supplier
- Product Clearouts
- Promo Select
- Sales Force Convention
- Seasonal
- Allocations

It will also be used for buying shows such as Marketplace.

This **ICON** "User Guide" will outline all the features and provide step by step instructions on how to place an order. If you need any assistance, please do not hesitate to contact us:

Karen King - 905-840-9400 ext. 238 - karen@itwal.com

Annè Nielsen - 647-924-6195 - anielsen@itwal.org

How to Login

1. Open your Internet Browser. The **ICON** system is compatible with:
 - Internet Explorer 7.0 and above
 - Mozilla Firefox version 3.0
 - Apple Safari.
2. Enter the Internet address: <https://icon.itwal.ca>
3. The Login page as shown below will appear:

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ITWAL

EMPOWERING CANADA'S INDEPENDENT WHOLESALE

ICON
ITWAL Custom Ordering Network

Email
Password
Login

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4. Type in your **Email Address** and **Password** and click on **Login**.

► **Note:** Your Email Address and Password are case sensitive.
Please enter them exactly as provided.


If you would like to view the site in French, simply click on the **FRA** in the top left corner and all screens will be displayed in French.

5. Upon successful login, the Home Page screen will appear (see next page).

Home Page




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ITWAL CUSTOM ORDERING NETWORK

Aiton Drug Co. Ltd. ▼

Bill To:
Aiton Drug Co. Ltd.
20 Aiton Crescent
Hartland, N.B. E7P 2H2

Ship To:
20 Aiton Crescent
Hartland, N.B. E7P 2H2




**CLICK HERE TO VIEW
OUR SUPPLIER ADS & PROMOTIONS**

Controlled
Distribution


Marketplace

Recent News

 **PRICING** All prices stated are exclusive of any and all applicable shipping, handling, taxes and/or freight...

1. In the black bar on the top right side, your name will appear that is linked to the email address entered.
2. If you would like to receive "Email Notification" when an order is submitted, click on "Email Notification" beside your name and the screen below will indicate your current "Email Notification" setting. Click "On" or "Off" and "Accept" to set your "Email Notification".


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ITWAL CUSTOM ORDERING NETWORK

Aiton Drug Co. Ltd. ▼

Bill To:
Aiton Drug Co. Ltd.
20 Aiton Crescent
Hartland, N.B. E7P 2H2

Ship To:
20 Aiton Crescent
Hartland, N.B. E7P 2H2



**CLICK HERE TO VIEW
OUR SUPPLIER ADS & PROMOTIONS**

Controlled
Distribution

Marketplace

Email Notification

Email Notification: ☒ On ☐ Off

Accept Close

5

Home Page

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ITWAL CUSTOM ORDERING NETWORK

Aiton Drug Co. Ltd. ▼

Bill To:
Aiton Drug Co. Ltd.
20 Aiton Crescent
Hartland, N.B. E7P 2H2

▼

Ship To:
20 Aiton Crescent
Hartland, N.B. E7P 2H2



**CLICK HERE TO VIEW
OUR SUPPLIER ADS & PROMOTIONS**

Controlled
Distribution

Marketplace

Recent News



PRICING

All prices stated are exclusive of any and all applicable shipping, handling, taxes and/or freight...

- On the top left side the “Bill To” and “Ship To” address information will appear. If you have multiple “Ship To” locations, simply click on the drop down arrow and select the desired “Ship To” location for the order you are going to place.

Wallace & Carey Inc.(Calgary) ▼

Wallace & Carey Inc.(Calgary)

Wallace & Carey Ltd.(Oakville)

Wallace & Carey Ltd.(BC)

Bill To:
Wallace & Carey Inc.(Calgary)
5445 8 Street NE
Calgary, Alberta T2K 5R9

Ship To:
5445 8 Street NE
Calgary, Alberta T2K 5R9

- To view the Supplier advertising and promotions, simply click on this button and our ITWAL ad site will open.



**CLICK HERE TO VIEW
OUR SUPPLIER ADS & PROMOTIONS**

Home Page

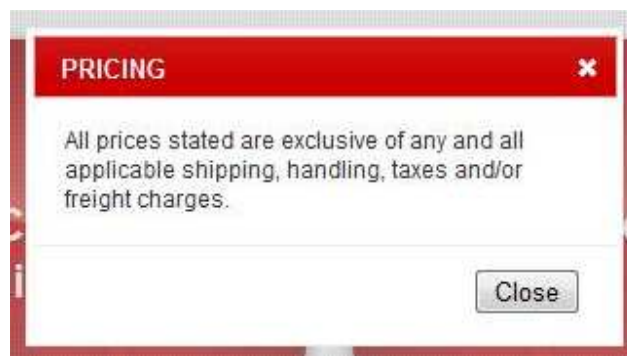
5. In the bottom section of the Home Page you will see **Recent News**. We will post announcements or messages to the Members in this section.

Recent News

	PRICING	All prices stated are exclusive of any and all applicable shipping, handling, taxes and/or freight...
	HELP?	If you have any questions or concerns regarding the ICON order process, please contact us by phon...

6. You simply click on the text you want to view and a pop-up box will appear.

- This is the information included regarding the pricing loaded to ICON:



- This is the information included regarding Help:



Please do not hesitate to contact Karen King or Annè Nielsen with any questions or concerns.

Placing an Order

1. To place a "Controlled Distribution" order, on the Home Page simply click on the "Controlled Distribution" button.



2. The "Orders" screen will appear as shown below displaying your "Bill To" and selected "Ship To" information. Now you will select the "Type" of Controlled Distribution order you would like to place. Simply click on the drop down arrow and the categories will be listed.



Placing an Order

3. When you select “Seasonal” you have the option to also filter by “Subtype”. This enables the system to only display the bookings loaded for the season selected.

Type: Seasonal

Subtype: -- select --

Bookings:

☐ Expand All

4. Assuming you had selected “New Products” as the “Type”, all the applicable Supplier bookings loaded within that category will appear on the screen as shown below.

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ICON

ITWAL CUSTOM ORDERING NETWORK

Home Orders Order History

Bill To:
Aiton Drug Co. Ltd.
20 Aiton Crescent
Hartland, N.B. E7P 2H2

Ship To:
20 Aiton Crescent
Hartland, N.B. E7P 2H2

Type: New Products

Subtype: -- select --

Search By SCC#

Bookings:

☐ Expand All

+ Cadbury

+ Mars

5. To view the complete Supplier booking name and details, you click on a specific Supplier or simply click on “Expand All”.

Bookings:

☐ Expand All

- Cadbury

→ Due Dec-31-2010 - Cadbury - Gum Singles - 2011 H1 - ship Jan-31-2011 ←

- Mars

Due May-2-2011 - Mars - Innovations 2011 - ship Jun-20-2011

Placing an Order

6. Once the booking name has appeared, you must click on the Supplier booking name and the system will highlight this booking name in light orange. The contents of the booking will appear on the screen below. Use the scroll bar to the far right of your screen to see all the products included within the booking.

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ICON ITWAL CUSTOM ORDERING NETWORK

Home Orders Order History

Bill To:
Aiton Drug Co. Ltd.
20 Aiton Crescent
Harland, N.B. E7P 2H2

Ship To:
20 Aiton Crescent
Harland, N.B. E7P 2H2

Type: Subtype:

Bookings:
☒ Expand All

- Cadbury
 - Due Dec-31-2010 - Cadbury - Gum Singles - 2011 H1 - ship Jan-31-2011 ←
- Mars
 - Due May-2-2011 - Mars - Innovations 2011 - ship Jun-20-2011

PO #: Ship Date:

Due Dec-31-2010 - Cadbury - Gum Singles - 2011 H1 - ship Jan-31-2011

SKU#	Product#	Quantity Ordered	Product Description	Units/ Box	Units/ Case	Layer/ Pallet	Regular Price	Deal Amount	Current Price
100-57700-22958-0	133-590	<input type="text"/>	TRID LAYERS MINT MLNFRSCO SGL	12	12	20/120	\$156.96	\$15.69	\$141.27
100-57700-22804-0	136-379	<input type="text"/>	CLORETS PURE CLEAR MINT SGL	10	18	10/60	\$162.00	\$0.00	\$162.00
100-57700-22808-8	136-381	<input type="text"/>	CLORETS PURE FRESH MINT SGL	10	18	10/60	\$162.00	\$0.00	\$162.00
100-57700-22806-4	137-073	<input type="text"/>	CLORETS PURE CLEAR MINT 3PK	18	6	6/24	\$271.08	\$0.00	\$271.08
100-57700-22964-1	137-112	<input type="text"/>	TRID LAYERS MINT MLNFRSCO 3PK	1	20	15/165	\$54.80	\$5.48	\$49.32

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7. Now you simply enter in the quantity you would like to order by SKU. If you made an error and would like to remove all the quantities ordered – click on .

8. You must also enter in your Purchase Order number and Ship Date. The system will not allow you to enter a date that is prior to the commence start ship date of the booking.

9. Once your quantities, your PO# and Ship Date are entered – Click on .

PO #: Ship Date:

Due Dec-31-2010 - Cadbury - Gum Singles - 2011 H1 - ship Jan-31-2011

SKU#	Product#	Quantity Ordered	Product Description	Units/ Box	Units/ Case	Layer/ Pallet	Regular Price	Deal Amount	Current Price
100-57700-22958-0	133-590	<input type="text"/>	TRID LAYERS MINT MLNFRSCO SGL	12	12	20/120	\$156.96	\$15.69	\$141.27
100-57700-22804-0	136-379	<input type="text"/>	CLORETS PURE CLEAR MINT SGL	10	18	10/60	\$162.00	\$0.00	\$162.00
100-57700-22808-8	136-381	<input type="text"/>	CLORETS PURE FRESH MINT SGL	10	18	10/60	\$162.00	\$0.00	\$162.00
100-57700-22806-4	137-073	<input type="text"/>	CLORETS PURE CLEAR MINT 3PK	18	6	6/24	\$271.08	\$0.00	\$271.08
100-57700-22964-1	137-112	<input type="text"/>	TRID LAYERS MINT MLNFRSCO 3PK	1	20	15/165	\$54.80	\$5.48	\$49.32

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Downloading an Image and a SPEC sheet

1. If you would like to view an image of a product, you simply click on the description of the product and a pop-up box will appear with the “Product Details” providing the image. To download the image to your computer, simply right click and click on “save picture as”. The SCC code of the product will appear as the file name and now you select where you would like to save your image (My Documents, Desktop, My Pictures etc.).
2. If you would like to view the product specifications, simply click on “Specifications” as shown below. A pop-up box will appear asking if you would like to “open” or “save” the file. If you select “open” the PDF of the SPEC sheet will open and then it can be printed. If you select “save”, you need to select the location to save the file.

Anton Drug Co. Ltd.
20 Adon Crescent
Hartland, N.B. E7P 2H2

Type: New Products


Bookings:

☐ Expand All

- Cadbury
 - Cav Due Dec-31-2010 - Cadbury - Gum Singles - 2011 H1 -
- Mars
 - Cav Due May-2-2011 - Mars - Innovations 2011 - ship Jun-2

Product Details ✕

TRID LAYERS MINT MLNFRSCO SGL



14 PACKS
14 TRIDENT LAYERS
NATURAL AND ARTIFICIAL FLAVORS
ARTIFICIAL SWEETENERS

COOLMINT+MELON+RASPBERRY
MENTHOL+PEACH+MELON+RASPBERRY
MINT+MELON+RASPBERRY
MINT+PEACH+MELON+RASPBERRY

Specifications

Search By SCC#

PO #:

Ship Date:

GENERATE PO CLEAR QUOTES

Due Dec-31-2010 - Cadbury - Gum Singles - 2011 H1 - ship Jan-31-2011

SKU#	Product#	Quantity Ordered	Product Description	Units/Box	Unit Case	Layer/Pallet	Regular Price	Deal Amount	Current Price
100-57700-22958-0	133-590	<input style="width: 50px;" type="text"/>	TRID LAYERS MINT MLNFRSCO SGL	12	12	20/120	\$156.96	\$15.89	\$141.27

[illegible]

Downloading a Booking

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ICON ITWAL CUSTOM ORDERING NETWORK

Home Orders Order History

Bill To:
Aiton Drug Co. Ltd.
20 Aiton Crescent
Hartland, N.B. E7P 2H2

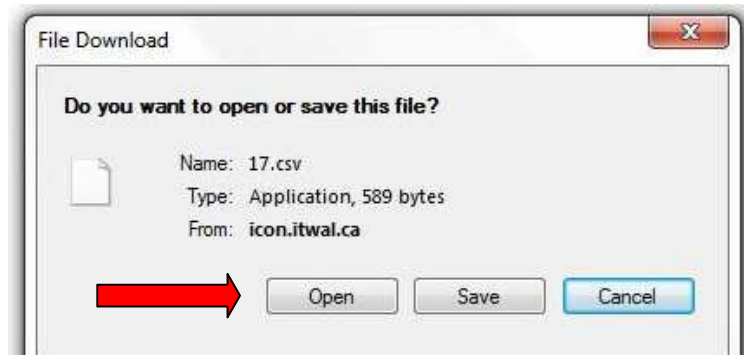
Ship To:
20 Aiton Crescent
Hartland, N.B. E7P 2H2

Type: New Products Subtype: -- select -- Search By SCC#

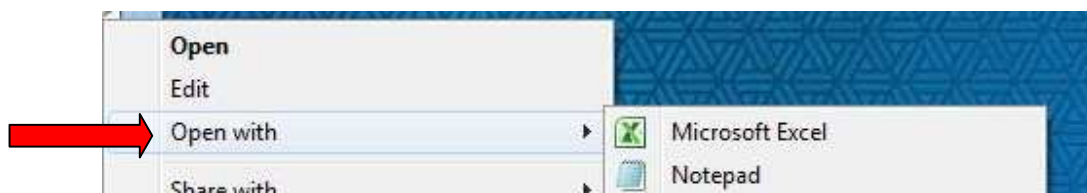
Bookings:
☒ Expand All

- Cadbury
 - CSV Cadbury - Gum Singles - 2011 H1 - ship Jan-31-2011 ←
- Mars
 - CSV Due May-2-2011 - Mars - Innovations 2011 - ship Jun-20-2011

1. If you would like to download a booking, simply click on the small “CSV” icon to the left of the booking name (as shown above).
2. A new box will appear asking if you would like to “Open” or “Save”. The data will only download in a CSV file format. In a CSV format, you can upload the data directly to your system.



3. If you would like to view, manipulate and format the data in Excel, download the CSV to your computer. Move your cursor to the CSV file and right click, a drop down menu will appear. Move your cursor to “Open with” and then “Excel”.




4. If you need any assistance downloading and formatting a booking, please email or call Annè Nielsen - anielsen@itwal.org or (647-924-6195).

Submitting an Order

1. As stated on page 10, once you have entered in the quantity for each of the products you would like to purchase, your PO #, the ship date and you clicked on **GENERATE PO** your ICON Purchase Order will load for your final review (as shown below).

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ITWAL CUSTOM ORDERING NETWORK

[Home](#) | [Orders](#) | [Order History](#)

Bill To:
Aiton Drug Co. Ltd.
20 Aiton Crescent
Hartland, N.B. E7P 2H2

Ship To:
20 Aiton Crescent
Hartland, N.B. E7P 2H2

Supplier: Cadbury

Supplier Location:

PO #: 345220

Ship Date: Feb-10-2011

Due Dec-31-2010 - Cadbury - Gum Singles - 2011 H1 - ship Jan-31-2011

SKU#	Product#	Quantity Ordered	Product Description	Units/ Box	Units/ Case	Layer/ Pallet	Regular Price	Deal Amount	Extended Price
100-57700-22804-0	136-379	2	CLORETS PURE CLEAR MINT SGL	10	18	10/60	\$162.00	\$.00	\$324.00
100-57700-22806-4	137-073	3	CLORETS PURE CLEAR MINT 3PK	18	6	6/24	\$271.08	\$.00	\$813.24
100-57700-22808-8	136-381	2	CLORETS PURE FRESH MINT SGL	10	18	10/60	\$162.00	\$.00	\$324.00
100-57700-22958-0	133-590	2	TRID LAYERS MINT MLNFRSCO SGL	12	12	20/120	\$156.96	\$15.69	\$282.54
100-57700-22984-1	137-112	4	TRID LAYERS MINT MLNFRSCO 3PK	1	20	15/165	\$54.80	\$5.48	\$197.28

Order Subtotal:

\$1,941.06

Freight/Shipping:

TBD

Order Total:

\$1,941.06

Quantity Total:

13

[Back](#)

[Delete Order](#)


[Submit Order](#)

[Print Order](#)

2. If your order is correct, you simply click on **Submit Order**.
3. If you would like to print your order prior to submitting, you click on **Print Order** and then **Submit Order**.
4. If you decide that you would like to add more products, change the quantities, the PO # or the ship date, simply click on **Back** and this will take you back to the previous screen where you can edit your order accordingly.
5. If you would like to delete the order and not submit it, simply click on **Delete Order**.
6. Once an order is submitted and you want to change the quantities, PO # or ship date you must contact Karen King (karen@itwal.com) or Josie Licata (jlicata@itwal.com) at ITWAL.

Order Confirmation

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 ITWAL CUSTOM ORDERING NETWORK

[Home](#) [Orders](#) [Order History](#)

Messages:

- Your ICON order has been submitted successfully.
- Purchase Order #: 345220

Bill To:
Aiton Drug Co. Ltd.
20 Aiton Crescent
Hartland, N.B. E7P 2H2

Ship To:
20 Aiton Crescent
Hartland, N.B. E7P 2H2

Type: Subtype:

Bookings:
☐ Expand All
+ Cadbury
+ Mars

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1. As stated on page 13, once you have clicked on your screen will refresh and return to the "Orders" page where you select the booking "Type". This allows you to proceed with placing another order.
2. You will also receive a message stating that "Your ICON order has been submitted successfully" and it will reference the PO# you entered (as per the screen shot above).
3. If you have requested "Email Notification" as outlined on page 5, you will also receive an email that states:

Hello,
Your order has been submitted successfully for Aiton Drug Co. Ltd. -
Purchase order # 345220.
Thank You
4. If you would like to place another order, simply choose another Supplier with the current "Type" selected or click on the drop down arrow to select a different category "Type".
5. If you are trying to find a specific SKU on a booking, enter the complete SCC number in the field provided and click on "Search By SCC#".

The system will retrieve the applicable booking that contains that SCC#.

Order History

1. If you would like to view your orders placed in ICON, click on the tab beside "Orders" called:



2. As per the screen shot below, all the orders you have placed will be visible.

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ITWAL CUSTOM ORDERING NETWORK

Home
Orders
Order History

Bill To:
Aiton Drug Co. Ltd.
20 Aiton Crescent
Hartland, N.B. E7P 2H2

Ship To:
20 Aiton Crescent
Hartland, N.B. E7P 2H2

P.O. Number	Transaction #	Book Name	Order Date	P.O. Status	Req Ship Date
345220	2000040	Due Dec-31-2010 - Cadbury - Gum Singles - 2011 H1 - ship Jan-31-2011	Jan-22-2011		Feb-10-2011

3. To open a Purchase Order, click on the PO# as indicated above.
4. A new screen will load with all the details of your Order. You can print this document by clicking on Print and once printed you can click on Return to Order History to view another Purchase Order or return to Home or Orders.

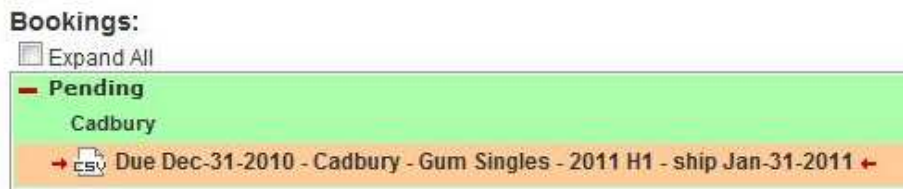
Return to Order History
Print

Member Id	62	Buyer Name	Aiton Drug Co. Ltd.
Book Due Date	Dec-31-2010	Book Ship Date	Jan-31-2011
PO #	345220	Supplier	Cadbury
Ship Date	Feb-10-2011		
Book Name	Due Dec-31-2010 - Cadbury - Gum Singles - 2011 H1 - ship Jan-31-2011		
Shipping Address	20 Aiton Crescent Hartland, N.B. E7P 2H2		

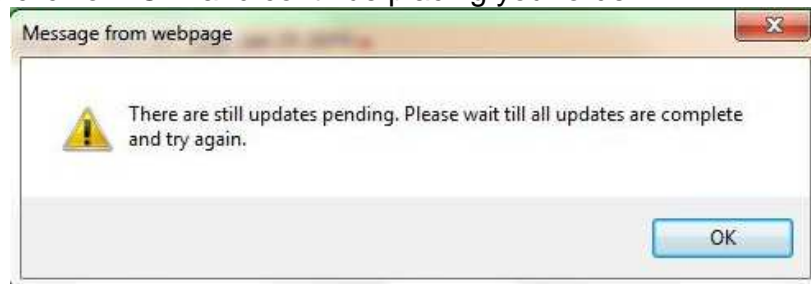
SKU#	Product#	Quantity Ordered	Product Description	Units/ Box	Units/ Case	Layer/ Pallet	Regular Price	Deal Amount	Extended Price
100-57700-22804-0	136-379	2	CLORETS PURE CLEAR MINT SGL	10	18	10/60	\$162.00	\$.00	\$324.00
100-57700-22806-4	137-073	3	CLORETS PURE CLEAR MINT 3PK	18	6	6/24	\$271.08	\$.00	\$813.24
100-57700-22808-8	138-381	2	CLORETS PURE FRESH MINT SGL	10	18	10/60	\$162.00	\$.00	\$324.00
100-57700-22958-0	133-590	2	TRID LAYERS MINT MLNFRSCO SGL	12	12	20/120	\$156.96	\$15.69	\$282.54
100-57700-22964-1	137-112	4	TRID LAYERS MINT MLNFRSCO 3PK	1	20	15/165	\$54.80	\$5.48	\$197.28
Order Subtotal:									\$1,941.06
Freight/Shipping:									TBD
Order Total:									\$1,941.06
Quantity Total:									13

Additional Features

1. Once a Supplier booking is selected and volume entered, the ICON system will automatically save the order. If you are unable to finish the order (you log-out) or the system times you out (this will happen after 1 hour of inactivity), your order will be saved in "Pending". When you log back in to ICON, select Controlled Distribution, your "Pending" bookings will be visible on the "Orders" page as shown below. Simply complete your order and submit.



2. Depending on how fast you are entering your order to "Generate a PO", on occasion you might see this message pop-up on your screen. These means ICON is still saving your last entry. Simply click on "OK" and continue placing your order.



3. As stated on page 14, if you are looking for a particular SKU, simply enter in the SCC code in the field as shown on the "Orders" page and the system will locate the booking. If the SCC code is not found, please contact Karen King or Annè Nielsen.
4. As outlined on page 4, each ICON User is linked to their email address. Therefore, if you request "Email Notification" the email confirmation will only be sent to the email address associated.
5. To ensure confidentiality your password can only be changed by ITWAL. If you forget your password, please contact Karen King or Annè Nielsen and it will be reset.
6. The ICON system will automatically save your order as it is entered and once submitted, it will appear in your Order History. As stated on page 13, once an order is submitted and you want to change the quantities, PO # or ship date you must contact Karen King (karen@itwal.com) - ext. 238 or Josie Licata (jlicata@itwal.com) - ext. 314 at ITWAL.
7. All Supplier bookings loaded to ICON will be communicated via email identifying the booking "Type", due date and start ship to the Members.

If you have any questions or need any assistance placing an order in ICON, do not hesitate to contact Karen King (karen@itwal.com) - 905-840-9400 ext. 238 or Annè Nielsen (anielsen@itwal.org) - 647-924-6195.