

	Lavazza WebOrder Portal	
Doc. Type Manual	Subject Operating WebOrder Manual	Doc. ID
		Status: Draft



Web Order Portal

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 TORINO, ITALIA, 1895	Lavazza WebOrder Portal	
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1 INTRODUCTION

Lavazza WebOrder application allows Lavazza's Customer Users to create Orders, view Bills and pay Open Items. Portal is always sharing real time information.

1.1 ORDERS Status Process

Step	Status	Process
1	Pending Check Out	The order is still a draft and has not been confirmed yet
2	Being Processed	The order has been confirmed and is currently being processed by Lavazza
3	Dispatched	The order has been dispatched
4	Cancelled	The has been cancelled

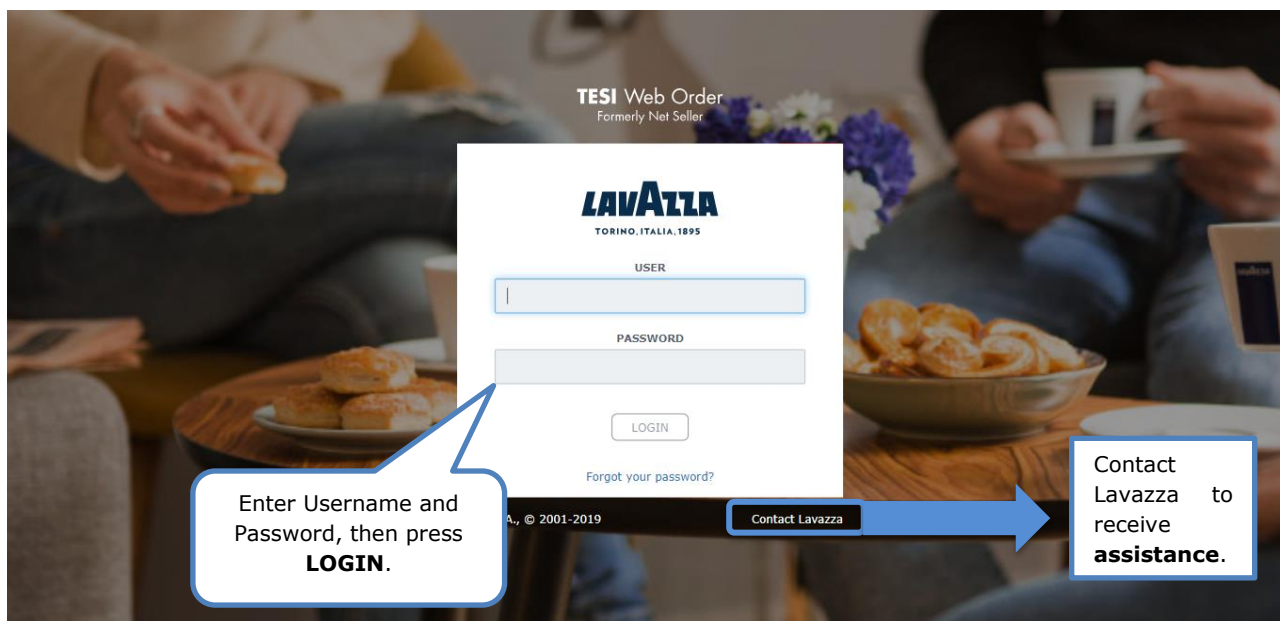
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2 SYSTEM ACCESS

Users can access portal through following link:

<https://customerportal-au.lavazza.com/client/index.cfm>

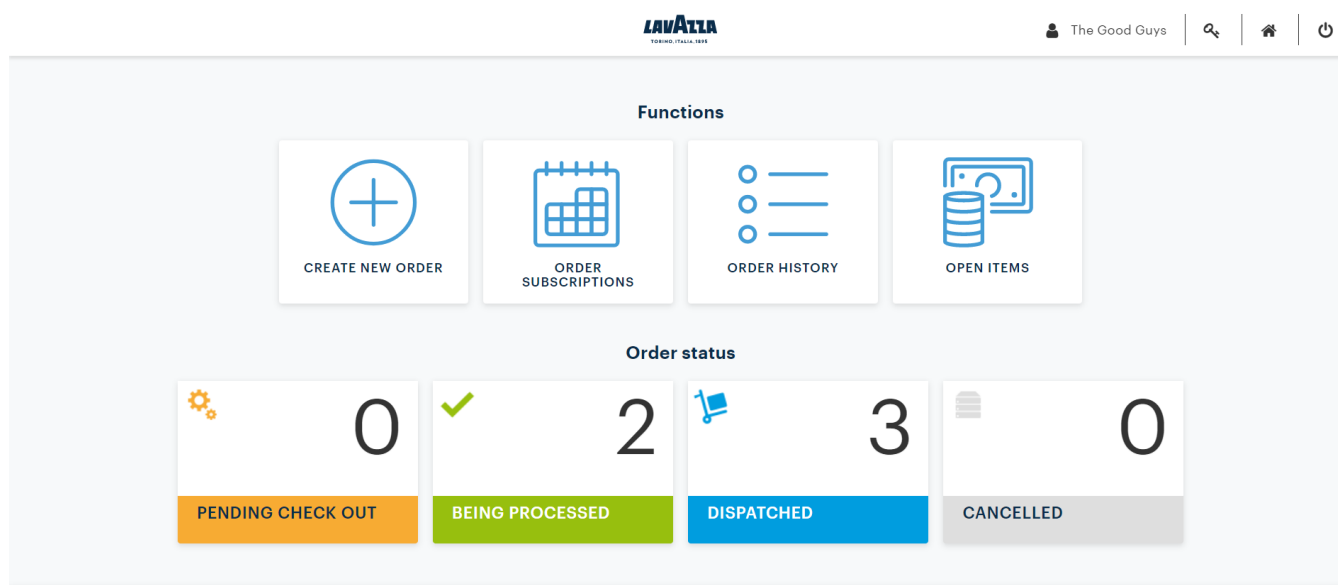
Lavazza's Customer Users can access WebOrder portal with their User ID and password.



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2.1 Home Page

After Login, the User can see the Home Page containing function buttons and notifications counter buttons.

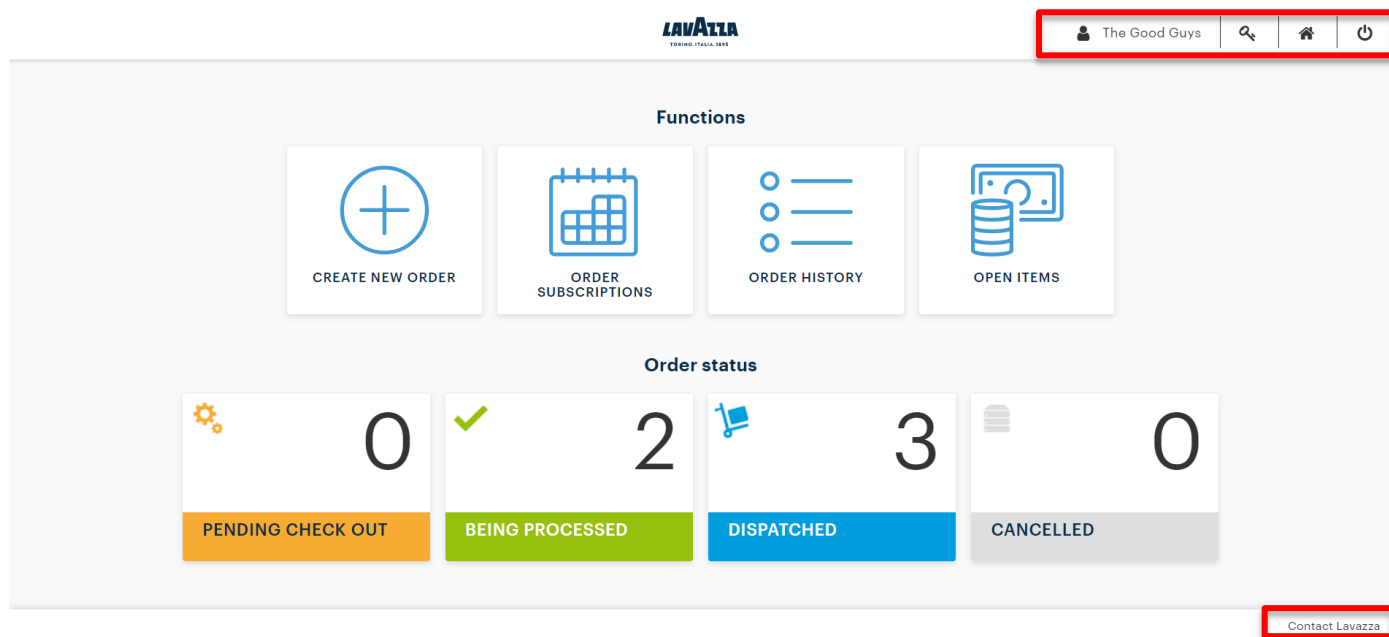


Contact Lavazza





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2.2 Icons

In the upper section of the screen, users can find several icons that allow to perform different operations.



The specific function of each icon will be listed below:

-  : it shows the User that is connected to the Portal;
-  : it allows to go through the Change Password procedure (see chapter X for more details);
-  : it allows to get redirected to the Operative Dashboard;
-  : it allows to logout from the portal

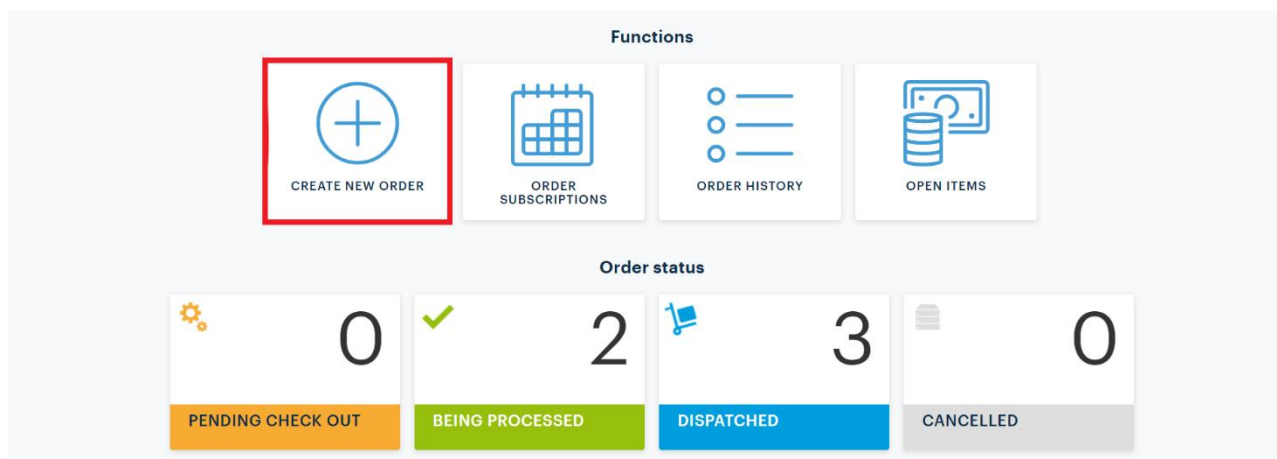
For any further information or to receive technical support, the User can find the “Contact Lavazza” option in the bottom right corner. By clicking on this function, the Portal will display a pop-up window through which the User can send a message to Lavazza and ask for assistance.

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3 ORDERS

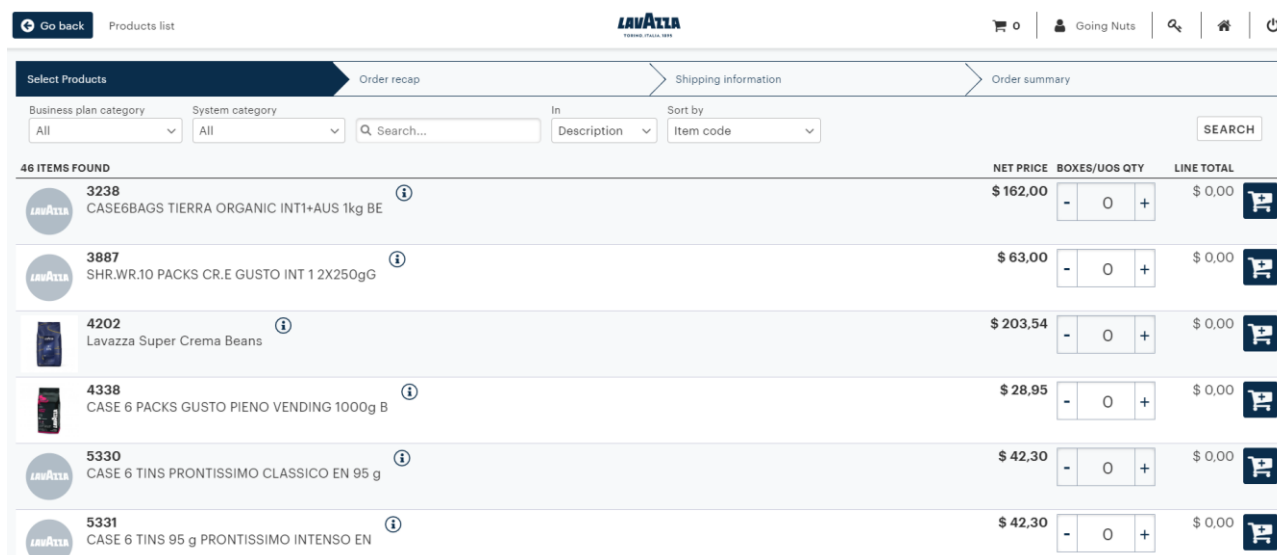
3.1 Create New Order

To create new orders, the User must click on “Create new order” button on the Operative Dashboard.







3.1.1 Search filters – Choose Products




The Portal will then display the following page.



In the upper portion of the screen, the User can find the available Search filters, which can be used in order to look for specific products.

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-  : it allows to add items to the cart;
-  : it allows to move on to the following page of results or to go back to the previous one. The System displays a total of 20 results in each page;
-  : it allows to get redirected to the "Order Recap" page. It can be used only when there is at least one product/item in the cart;
-  : it indicates the number of items that have been added to the cart. It also allows the User to display a pop-up window with the list of the products in the cart and the total order amount:

Cart		x	
ITEM		BOXES/UOS QTY	AMOUNT EXCLUSIVE OF TAXES
 4202 Lavazza Super Crema Beans		2	\$ 407,08
 4338 CASE 6 PACKS GUSTO PIENO VENDING 1000g B		2	\$ 57,90
Total exclusive of taxes		4	\$ 464,98
		<i>Changes can still be made to item quantities in the next step.</i>	

3.1.3 Product Lists – Choose Products


For each item, the System displays the following details:

- Item Picture
- Description/Code
- Item Net Price
- Boxes/UoS Qty
- Line Total (automatically calculated)

46 ITEMS FOUND		NET PRICE		BOXES/UOS QTY	LINE TOTAL
	3238 CASE6BAGS TIERRA ORGANIC INT1+AUS 1kg BE	\$ 162,00	-	0	\$ 0,00


3.1.4 Checkout – Order Recap





By clicking on  button, the System displays the "Order Recap" tab, where the User can find all of the details about the order:

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Go back
Purchase request




Order recap
Shipping information
Order summary

2 ROWS IN THE ORDER	NET PRICE	BOXES/UOS QTY	TOTAL EXCLUSIVE OF TAXES
 4202 Lavazza Super Crema Beans	\$ 203,54	- 2 +	\$ 407,08
 4338 CASE 6 PACKS GUSTO PIENO VENDING 1000g B	\$ 28,95	- 2 +	\$ 57,90
Total exclusive of taxes			4 \$ 464,98

DELETE ALL
NEXT

Quantities can still be modified before clicking on **Next**. This function button will save changes and will automatically redirect the User to "Shipping information" tab.

To remove a row from the order, click on .

It is also possible to go back to the "Choose products" tab by clicking on **Go back** button.

3.1.5 Checkout – Shipping Information

In this tab, the User will check all of the shipping details, including the shipping address which gets automatically populated by the System.

The User can also proceed with the Order confirmation by entering the required information.

Sold to
Customer

Ship to *
Going Nuts

Address *
Mat St, Wareh 6, M&N Park,

City *
Thornbu

Postal Code *
307

Country *
AU - AUSTRALIA

☐ Express delivery

Requested delivery date *


Warning: The requested delivery date is indicative and is not binding.

Purchase Order Ref *


Please enter a Purchase Order Reference. The following characters are not allowed in this field: %\$%&

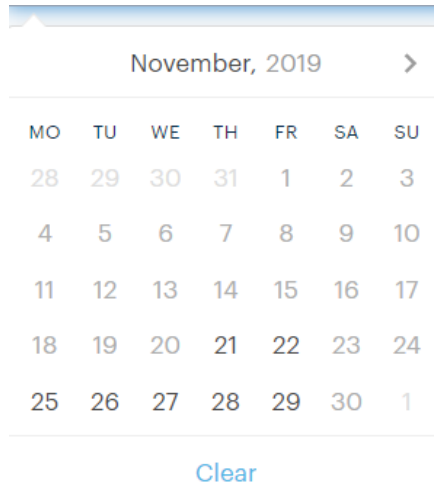
Please have a look at the [terms and conditions](#) and tick the checkbox below.

☐ I have read and I approve the terms and conditions

		Lavazza WebOrder Portal		
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Required fields are:

- **Requested delivery Date:** the field gets automatically populated with a proposal. To select a different date, click on  :



- **Purchase Order Number:** order number to be entered manually.
- **Checkbox "Terms and Conditions":** without ticking this checkbox, the button Confirm Order will not be displayed.

Requested delivery date *

29/11/2019

Warning: The requested delivery date is indicative and is not binding.

Purchase Order Ref *

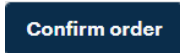
TEST

Please enter a Purchase Order Reference. The following characters are not allowed in this field: #\$\$%&

Please have a look at the [terms and conditions](#) and tick the checkbox below.

☒ I have read and I approve the terms and conditions

CONFIRM ORDER

After filling out all mandatory fields, Users must click on  : the System will then move on to the following tab, "Order Summary".

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3.1.6 Checkout – Order Summary

“Order Summary” tab offers the final recap of the order details:

Select Products

Order recap

Shipping information

Order summary

Purchase order ref: **TEST**

Order request ref No.:

Requested delivery date **29/11/2019**

Customer code: **8000002778**

Ship to

Shipping Information of the customer


DESCRIPTION	BOXES/UOS	QTY	AMOUNT
4202 Lavazza Super Crema Beans	2		\$ 407,08
4338 CASE 6 PACKS GUSTO PIENO VENDING 1000g B	2		\$ 57,90
Total Boxes/UoS qty			4
Total exclusive of taxes			\$ 464,98
VAT			\$ 0,00
Total inclusive of taxes			\$ 464,98

Please verify the order information.
When you are ready to submit the order, please click the button below.

SUBMIT ORDER

To confirm the order, the User must click on .

After submitting the order, the System sends a confirmation e-mail to the User with all of the order details:



Dear Customer,
Thank you for ordering from Lavazza.

Your order request number is **8002155767**

Order Details:
Request delivery date: **29/11/2019**
Purchase order number: **TEST**

Deliver to:

Shipping Information of the customer

The order has been correctly received and will be managed after the appropriate verifications have been carried out.
The fulfilment of this order is subject to approval and product availability.
Kind regards

Status	Description	Boxes/UoS Qty	Amount
Being processed	4202 Lavazza Super Crema Beans	2	\$ 407,08
Being processed	4338 CASE 6 PACKS GUSTO PIENO VENDING 1000g B	2	\$ 57,90
Total Boxes/UoS qty			4
Total exclusive of taxes			\$ 464,98
VAT			\$ 0,00
Total inclusive of taxes			\$ 464,98

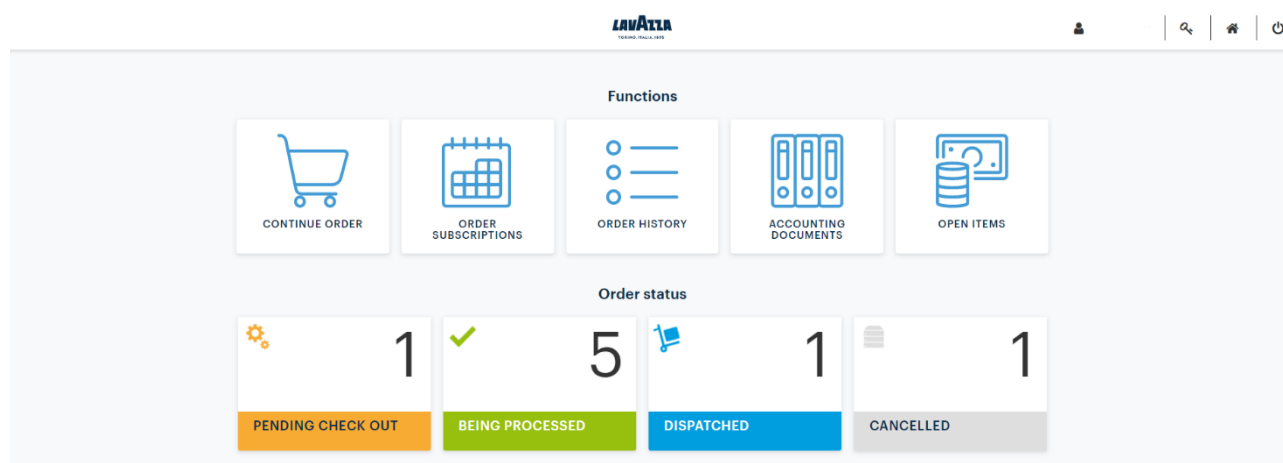
it is possible to go back to the Dashboard by clicking on .

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				Status: Draft

3.2 Continue Order

If there already is at least one item in the cart, the User must click on “Continue order” button on the Operative Dashboard.

In Home Page, Continue Order button is available if there are items in the cart.



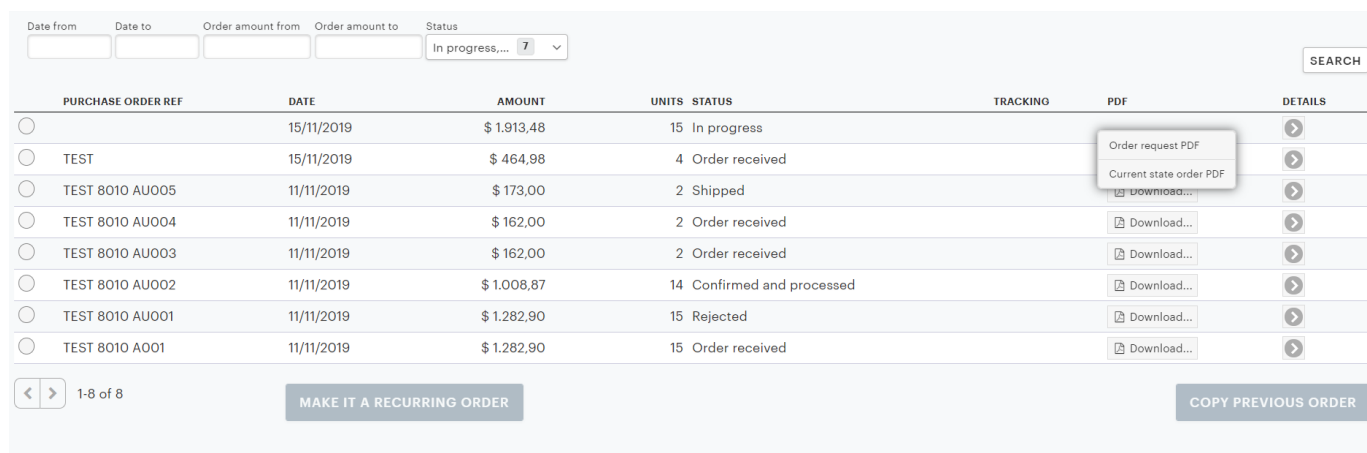
“Pending Check Out” Dashboard Counter will display that there is one to order to be completed.

To proceed with order completion and confirmation, the User must repeat the steps described in the previous chapter, starting from the **3.1.1 Search Filters – Choose products** paragraph.

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3.3 Order History

With this functionality, the User can check all past orders, whether they are still pending, they have already been managed or they were already delivered.

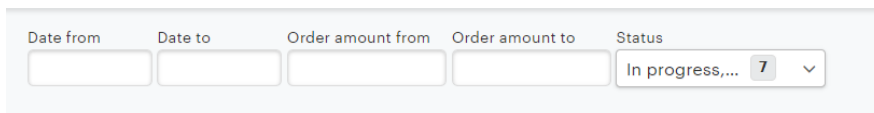


PURCHASE ORDER REF	DATE	AMOUNT	UNITS	STATUS	TRACKING	PDF	DETAILS
	15/11/2019	\$ 1.913,48	15	In progress			
TEST	15/11/2019	\$ 464,98	4	Order received			
TEST 8010 AU005	11/11/2019	\$ 173,00	2	Shipped		Download...	
TEST 8010 AU004	11/11/2019	\$ 162,00	2	Order received		Download...	
TEST 8010 AU003	11/11/2019	\$ 162,00	2	Order received		Download...	
TEST 8010 AU002	11/11/2019	\$ 1.008,87	14	Confirmed and processed		Download...	
TEST 8010 AU001	11/11/2019	\$ 1.282,90	15	Rejected		Download...	
TEST 8010 A001	11/11/2019	\$ 1.282,90	15	Order received		Download...	

This feature also allows the user to download the PDF version of the order, which is the same document sent via e-mail to the User after the final order confirmation ("Order Request PDF") or the current version of the order, in case some updates occurred on SAP ("Current state order PDF").

3.3.1 Search filters – Purchase Request List

To find specific documents, the User can set any of the search filters placed in the top section of the page.



After setting any filter, users must click on **Search** button to refresh the results.

3.3.2 Copy Previous Order

With this functionality, the User can copy an already created order by selecting one from the order history.

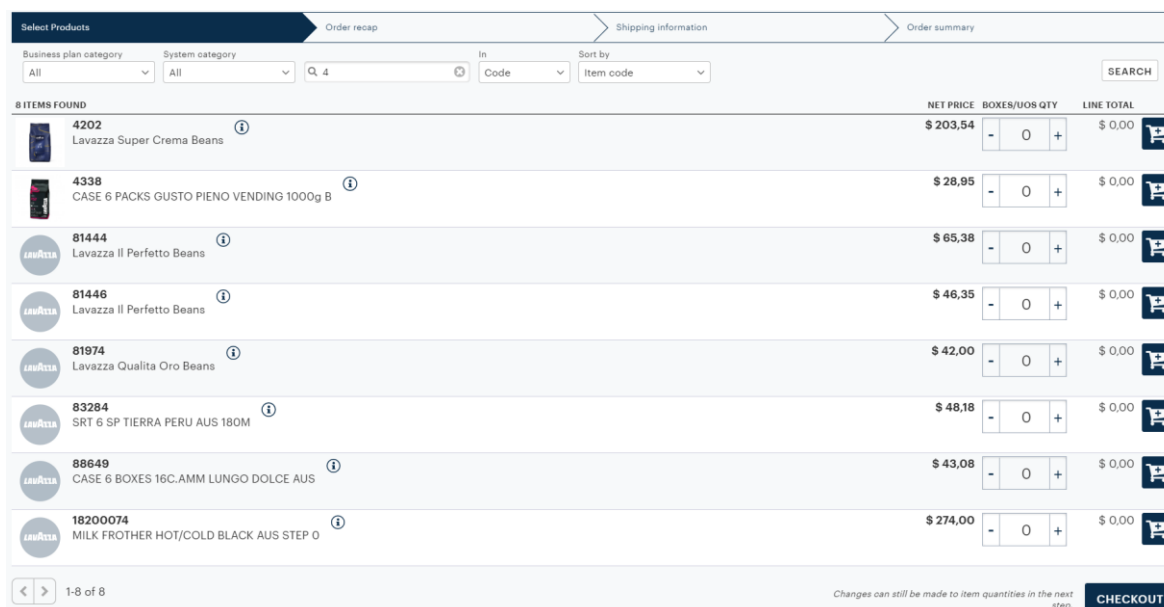


PURCHASE ORDER REF	DATE	AMOUNT	UNITS	STATUS	TRACKING	PDF	DETAILS
TEST-ROELLA-AU-EXPRESS	15/11/2019	\$ 1.913,46	15	Order received		Download...	
TEST	15/11/2019	\$ 464,98	4	Order received		Download...	
TEST 8010 AU005	11/11/2019	\$ 173,00	2	Shipped		Download...	
TEST 8010 AU004	11/11/2019	\$ 162,00	2	Order received		Download...	
TEST 8010 AU003	11/11/2019	\$ 162,00	2	Order received		Download...	
TEST 8010 AU002	11/11/2019	\$ 1.008,87	14	Confirmed and processed		Download...	
TEST 8010 AU001	11/11/2019	\$ 1.282,90	15	Rejected		Download...	
TEST 8010 A001	11/11/2019	\$ 1.282,90	15	Order received		Download...	

Then, the user must click on **COPY PREVIOUS ORDER**.

The System will then redirect the User to the "Choose products" Tab.

		<h1>Lavazza WebOrder Portal</h1>			
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8 ITEMS FOUND

ITEM	NET PRICE	BOXES/UOS QTY	LINE TOTAL
4202 Lavazza Super Crema Beans	\$ 203,54	0	\$ 0,00
4338 CASE 6 PACKS GUSTO PIENO VENDING 1000g B	\$ 28,95	0	\$ 0,00
81444 Lavazza Il Perfetto Beans	\$ 65,38	0	\$ 0,00
81446 Lavazza Il Perfetto Beans	\$ 46,35	0	\$ 0,00
81974 Lavazza Qualita Oro Beans	\$ 42,00	0	\$ 0,00
83284 SRT 6 SP TIERRA PERU AUS 180M	\$ 48,18	0	\$ 0,00
88649 CASE 6 BOXES 16C.AMM LUNGO DOLCE AUS	\$ 43,08	0	\$ 0,00
18200074 MILK FROTHER HOT/COLD BLACK AUS STEP 0	\$ 274,00	0	\$ 0,00

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Changes can still be made to item quantities in the next step.

CHECKOUT

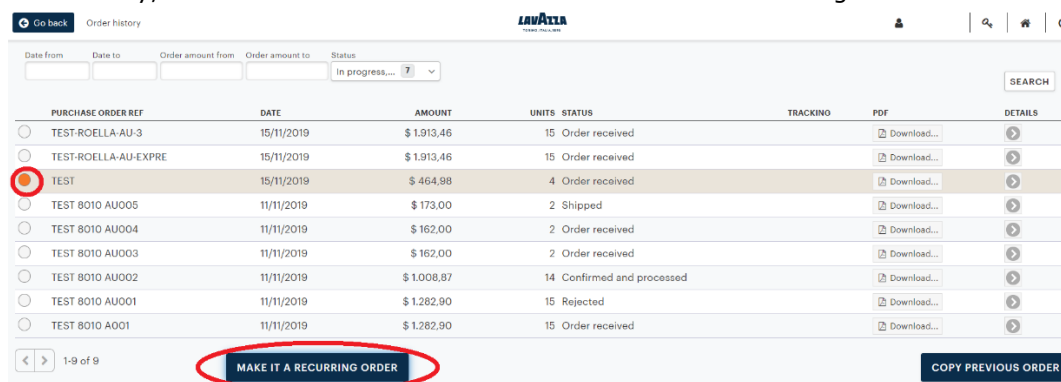
In the cart, the System will save all products/items chosen in the previous order. The User can then add further items to the cart by following the procedure described in the **3.1.1 Search Filters – Choose products** paragraph.

If there is already at least one product/item in the cart, the "Copy Order" functionality is not available. If the "Copy Order" button gets clicked on anyway, the System displays the following message to the User as a reminder:

⚠ You cannot copy a previous order now, as there is another one in progress.

3.4 Subscription – Recurring Orders

Subscription Order Creation: access to the **Order History** (or click on one of the dashboard buttons) functionality, select one order and use the button "Make it a recurring order".



Order history

DATE FROM: DATE TO: ORDER AMOUNT FROM: ORDER AMOUNT TO: STATUS: In progress... 7

SEARCH

PURCHASE ORDER REF	DATE	AMOUNT	UNITS	STATUS	TRACKING	PDF	DETAILS
TEST-ROELLA-AU-3	15/11/2019	\$ 1.913,46	15	Order received		Download...	
TEST-ROELLA-AU-EXPRE	15/11/2019	\$ 1.913,46	15	Order received		Download...	
TEST	15/11/2019	\$ 464,98	4	Order received		Download...	
TEST 8010 AU005	11/11/2019	\$ 173,00	2	Shipped		Download...	
TEST 8010 AU004	11/11/2019	\$ 162,00	2	Order received		Download...	
TEST 8010 AU003	11/11/2019	\$ 162,00	2	Order received		Download...	
TEST 8010 AU002	11/11/2019	\$ 1.008,87	14	Confirmed and processed		Download...	
TEST 8010 AU001	11/11/2019	\$ 1.282,90	15	Rejected		Download...	
TEST 8010 A001	11/11/2019	\$ 1.282,90	15	Order received		Download...	

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MAKE IT A RECURRING ORDER

COPY PREVIOUS ORDER

Then the customer will access to the screen that allow him to manage the scheduling information about the recurring order.

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Name *

TESTREC

Description

TEST RECURRING ORDERS #2

☒ Active

Frequency *

Weekly

Every two weeks

Monthly

Date order will be sent to Lavazza ** *

Sun

Mon

Tue

Wed

Thu

Fri

Sat

(** Please note this is not the delivery date, allow for transit time)

Date from *

15/11/2019

Date to

SAVE


Following fields are MANDATORY: Name of the task/recurring order, Frequency and Date From.
Following fields are NOT MANDATORY: Description of the task/recurring order and Date To.

When the customer saves the information, it will be re-direct to the homepage.


The scheduled task that will run to check all the subscription orders of all the customers in the Tesi WO portal will be set-up every morning at 1:00 a.m.

From the dashboard button, the customer can access to the subscriptions orders and check them.


Functions




CREATE NEW ORDER




ORDER SUBSCRIPTIONS



ORDER HISTORY




ACCOUNTING DOCUMENTS




OPEN ITEMS

Order status




0

PENDING CHECK OUT




7

BEING PROCESSED



1

DISPATCHED



1

CANCELLED

Go back Order history		LAVAZZA			
ORDER	AMOUNT	ACTIVE	SCHEDULING SUMMARY	DETAILS	
<input type="radio"/> TESTREC	\$ 464,98	✓	Every two weeks on Monday Enabled from 15/11/2019	➤	
<input type="radio"/> SUB_ORD_01	\$ 173,00	✓	Weekly on Friday Enabled from 15/11/2019	➤	
1-2 of 2				DELETE	

By selecting one recurring order, the customer can:

- 1) Access to the detail of the order, using the button ➤ and check / modify the "Recurring Options", eventually de-activate the scheduled task related to a subscription order
- 2) Access to the detail of the order, using the button ➤ check the products/quantities part of the subscription order
- 3) Delete a selected recurring order using the button **DELETE**

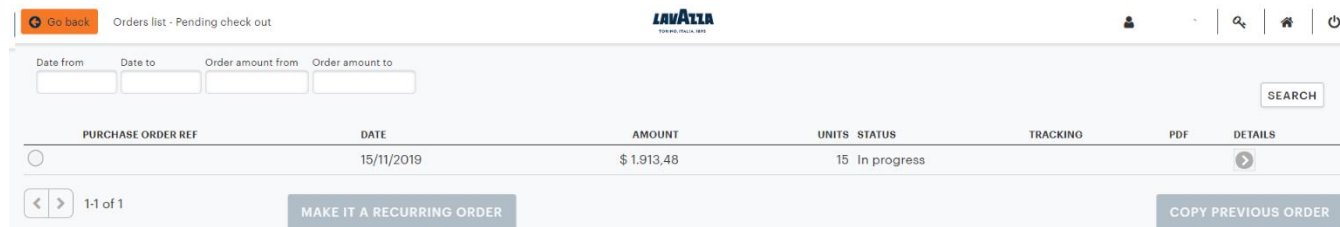
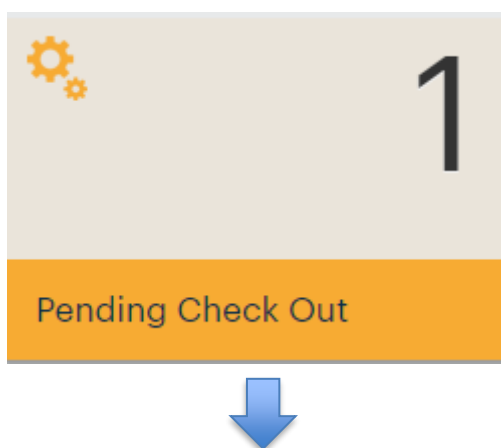
		Lavazza WebOrder Portal		
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3.5 Order Dashboard Counter

The User can check the number of orders in the different statuses from the Operative Dashboard. By clicking on these Dashboard Counters buttons, User is automatically redirected to the "Order History" with a pre-set filter.

3.5.1 Pending Check Out Orders

This Dashboard Counter button redirects the User to the "Order History" feature, showing the User all of the orders that are still in progress and have not been confirmed yet.



3.5.2 Being processed Orders

This Dashboard Counter button redirects the User to the "Order History" feature, showing the User all of the orders that have been confirmed and are currently being processed by Lavazza.

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Go back Orders list - Being processed

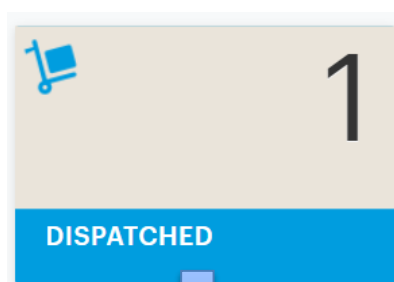
SEARCH

PURCHASE ORDER REF	DATE	AMOUNT	UNITS	STATUS	TRACKING	PDF	DETAILS
<input type="radio"/> TEST-ROELLA-AU-3	15/11/2019	\$ 1.913,46	15	Order received		Download...	Details
<input type="radio"/> TEST-ROELLA-AU-EXPRE	15/11/2019	\$ 1.913,46	15	Order received		Download...	Details
<input type="radio"/> TEST	15/11/2019	\$ 464,98	4	Order received		Download...	Details
<input type="radio"/> TEST 8010 AU004	11/11/2019	\$ 162,00	2	Order received		Download...	Details
<input type="radio"/> TEST 8010 AU003	11/11/2019	\$ 162,00	2	Order received		Download...	Details
<input type="radio"/> TEST 8010 AU002	11/11/2019	\$ 1.008,87	14	Confirmed and processed		Download...	Details
<input type="radio"/> TEST 8010 A001	11/11/2019	\$ 1.282,90	15	Order received		Download...	Details

1-7 of 7 MAKE IT A RECURRING ORDER COPY PREVIOUS ORDER

3.5.3 Dispatched Orders

This Dashboard Counter button redirects the User to the "Order History" feature, showing the User all of the orders that have been dispatched.



Go back Orders list - Dispatched

SEARCH

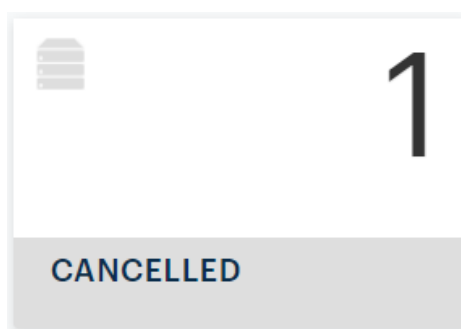
PURCHASE ORDER REF	DATE	AMOUNT	UNITS	STATUS	TRACKING	PDF	DETAILS
<input type="radio"/> TEST 8010 AU005	11/11/2019	\$ 173,00	2	Shipped		Download...	Details

1-1 of 1 MAKE IT A RECURRING ORDER COPY PREVIOUS ORDER


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3.5.4 Cancelled Orders

This Dashboard Counter button redirects the User to the “Order History” feature, showing the User all of the orders that have been cancelled. The order withdrawal can only be performed on SAP by Lavazza Users.



Go back
Orders list - Cancelled




Date from
Date to
Order amount from
Order amount to

SEARCH

PURCHASE ORDER REF	DATE	AMOUNT	UNITS	STATUS	TRACKING	PDF	DETAILS
TEST 8010 AU001	11/11/2019	\$ 1.282,90	15	Rejected		Download...	

1-1 of 1
MAKE IT A RECURRING ORDER
COPY PREVIOUS ORDER

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4 ACCOUNTING DOCUMENTS

With this functionality, the User can check and download all of the invoices published by Lavazza.

Go back

Accounting documents

LAVAZZA

PERICOLOSI & ASSOCIATI

Going Nuts

Invoice number

Invoice date from to

Sales order number

Customer PO number


SEARCH

INVOICE NUMBER	INVOICE DATE	CUSTOMER	SALES ORDER NUMBER	CUSTOMER PO NUMBER	TOTAL AMOUNT	CURRENCY	DOWNLOAD
8400149820	11/11/2019	Going Nuts	8002155752	TEST 8010 AU005	173,00	\$	<div><div></div></div>

<

>


1-1 of 1

To download the invoice, the User must click on the PDF icon  placed on the right side of each row.

4.1 Search filters - Invoice List

To find specific documents, the User can set any of the search filters placed in the top section of the page.

Go back	Accounting documents		
Invoice number	Invoice date from to	Sales order number	Customer PO number
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

After setting any filter, users must click on  button to refresh the results.

5 OPEN ITEMS

With this functionality, the User can pay any Open Items existing in the Portal.


When accessing the feature, the System displays all Open Items.

Go back Open items		Lavazza			
Invoice number	Invoice date from to	Account number	Due date from to	SEARCH	
8400149616	08/03/2019	8094001958	1	07/04/2019	\$ -936,00
8400149310	06/03/2019	8095005814	1	05/04/2019	\$ 17,984,17
8400149820	11/11/2019	8095006240	1	11/12/2019	\$ 173,00

5.1 Search filters – Open items List

To find specific documents, the User can set any of the search filters placed in the top section of the page.

Go back	Open items		
Invoice number	Invoice date from to	Account number	Due date from to
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

After setting any filter, users must click on  button to refresh the results.