



Metcalfe's

Alcohol Pick-Up

Metcalfe's Market

Madison WI

Topics



Description of Intent



Ordering Process



Pick-Up Verification *and* Compliance



Conclusion *-and-* Summary

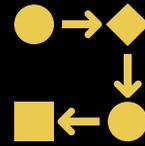
Description of Intent

Objective

- To gain approval of curbside pick-up of beer, spirits and wine in designated parking spots that originate as online orders



Ordering Process



Procedure



Compliance Verification



Procedure

1

- Customers who wish to add age-restricted items to their online shopping cart, will be prompted to log in to a registered account and provide a compliant date of birth

u looking for?

Click&Collect from Cl
Reserve a time slot

Specials My Pantry Shopping

Log in Required

This item can only be purchased by customers who are over 21 years of age.

To continue adding this product to your cart, please login or register

Email*

Password*

Log in

Keep me logged in [Forgot Password?](#)

or

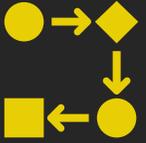
Register

Continue as guest

Leinenkugel's Beer, Weiss, Summer Shandy, 12 Pack, 12 Oz Bottles

SAVE \$0.50
\$15.99 each

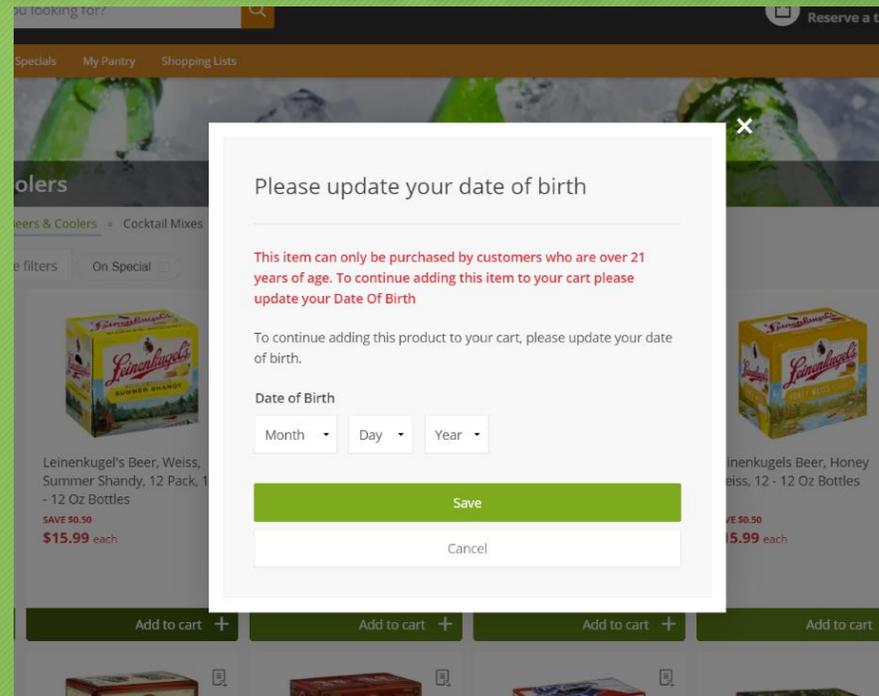
Add to cart



Procedure

2

- Once the customer adds a restricted item to their cart, they will again be prompted to enter their date of birth. If their date of birth is not "in date", they will not be allowed to add the restricted item to their cart



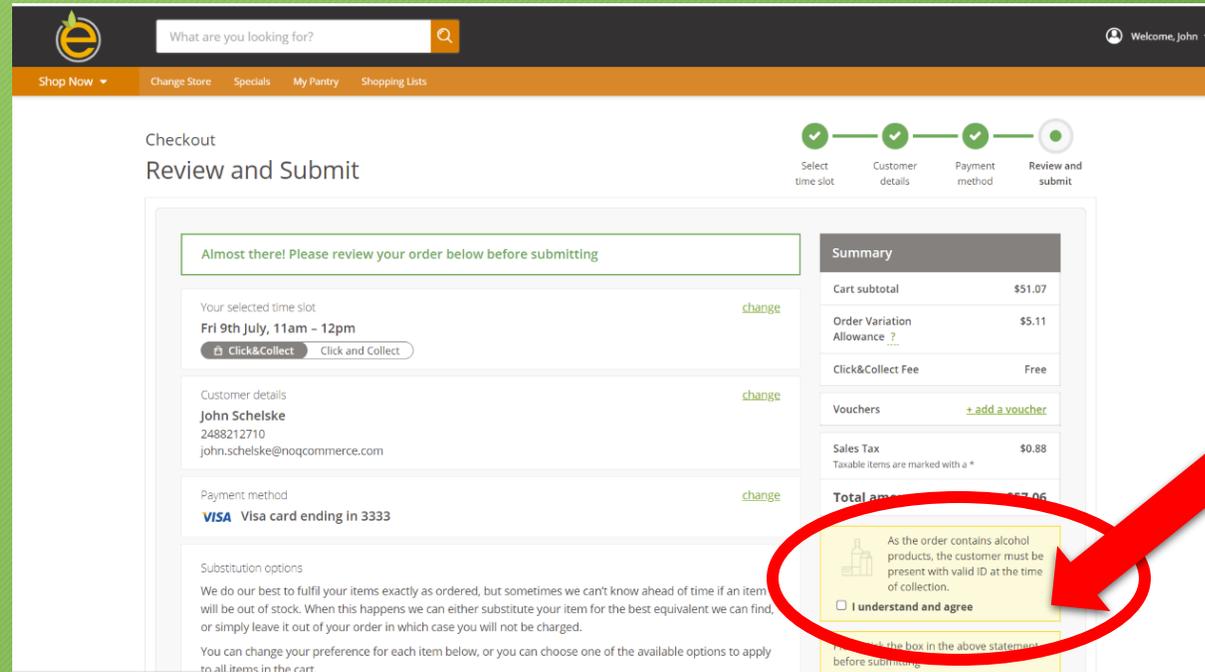
The screenshot shows a mobile application interface with a modal dialog box overlaid. The dialog box has a white background and a thin border. At the top, it says "Please update your date of birth". Below this, there is a red error message: "This item can only be purchased by customers who are over 21 years of age. To continue adding this item to your cart please update your Date Of Birth". Underneath the error message, it says "To continue adding this product to your cart, please update your date of birth." followed by "Date of Birth" and three dropdown menus for "Month", "Day", and "Year". At the bottom of the dialog, there are two buttons: a green "Save" button and a white "Cancel" button with a grey border. The background of the app shows a product page for "Leinenkugel's Beer, Weiss, Summer Shandy, 12 Pack, 12 - 12 Oz Bottles" with an "Add to cart" button.



Procedure

3

- At checkout, the customer is reminded that they must bring photo ID with them at pick-up. They are required to click "I understand and agree" before their order will be submitted.



Checkout

Review and Submit

Almost there! Please review your order below before submitting

Your selected time slot
Fri 9th July, 11am - 12pm [change](#)

[Click&Collect](#) [Click and Collect](#)

Customer details [change](#)
John Schelske
2488212710
john.schelske@noqcommerce.com

Payment method [change](#)
VISA Visa card ending in 3333

Substitution options
We do our best to fulfil your items exactly as ordered, but sometimes we can't know ahead of time if an item will be out of stock. When this happens we can either substitute your item for the best equivalent we can find, or simply leave it out of your order in which case you will not be charged.
You can change your preference for each item below, or you can choose one of the available options to apply to all items in the cart.

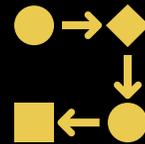
Summary

Cart subtotal	\$51.07
Order Variation Allowance ?	\$5.11
Click&Collect Fee	Free
Vouchers	+ add a voucher
Sales Tax	\$0.88
Taxable items are marked with a *	
Total amount	\$57.06

As the order contains alcohol products, the customer must be present with valid ID at the time of collection.

I understand and agree

Pickup Verification and Compliance



Procedure



Compliance Verification

✓ Compliance Verification

1

- Orders with alcohol will be labeled with **BLACK** labels to draw attention
- This label will be placed on all order related in-house paperwork *and the bag/item*
- This will ensure 100% age verification compliance during dispensing on both the store side and customer's side





Compliance Verification



- All orders with alcohol will be required to show ID at pick up
 - The ID must match the billing name on the order

Pickup Location

Location Details Customer Arrivals

Parking Spot #3 ×

Parking Spot #4 ×

Add... + Add

Arrival Notes Label
Optional: Customise the label for the Notes field

Vehicle

Arrival Notes Description
Optional: Describe any information you need from the customer

Color & Type

Require DOB check for alcohol ✓
Recipient must meet alcohol min age as configured for the store

Allow collection by persons other than named recipient ✓
This will make the Name on ID field editable during ID checks

Delete Pickup Location Cancel Save



Compliance Verification

3

- The eCom platform will alert the associate dispensing the order that an ID must be checked. They will select the BLUE "CHECK ID NOW" button

Order #720736

Customer Details
John Schelske
2488212710
john.schelske@noqcommerce.com

Awaiting Pickup
You will receive a notification when the customer arrives to collect the order.

ID Check Required
You must record ID information to complete this order as it contains alcohol products
[Check ID now](#)

Fulfillment Information
Pickup from **Click and Collect**
Sat 24th Jul, 9am

Picking Information
John Schelske string
Completed Jul 19, 2021 7:10pm

Order Information
Item count: 3
Payment method: Card

Subtotal (excluding sales tax)	\$29.97
Fulfillment fee	\$4.95
Sales tax	\$1.65
Total amount payable	\$36.57

[View invoice](#) View the invoice as sent to the customer

[Show Picking Results >](#)

[Close](#)



Compliance Verification

4

- The Metcalfe's Market team member will need to physically verify the date of birth and enter it before the system will allow the order to be marked as completed in the system.

Order #720736

Customer Details
John Schelske
2488212710
John Schelske

Awaiting Pickup
You will receive a notification when the customer arrives to collect their items.

Check Customer ID

Name on ID
John Smith

Date of birth
April 4 1976

Fail ID Check Cancel Complete order

Subtotal
Fulfillment
Sales tax \$1.65
Total amount payable \$36.57

Close



Compliance Verification

5

- If the customer fails the ID check, the Metcalfe's Market team member will select **FAIL ID CHECK**
 - The alcohol is then removed from the order and refunded

Order #720736

Customer Details
John Schelske
2488212710
John Schelske

Awaiting Pickup
You will receive a notification when the customer arrives to collect their items.

Check Customer ID

Name on ID
John Smith

Date of birth
April 4 1976

Fail ID Check Cancel Complete order

Subtotal
Fulfillment
Sales tax
Total amount payable \$36.57

Close