

Matthew Clark Live

User Guide

the experience matters

Matthew Clark

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Order on your own terms

Browse products, pricing and place orders at a time and place that suits you with Matthew Clark Live. With shopping lists, order histories and intuitive design, placing your order with us has never been easier.

Your use of the site is supported by this user guide and our dedicated support team, please get in touch should you have any questions or queries.

Matthew Clark Live Support

Call - 0844 822 3911

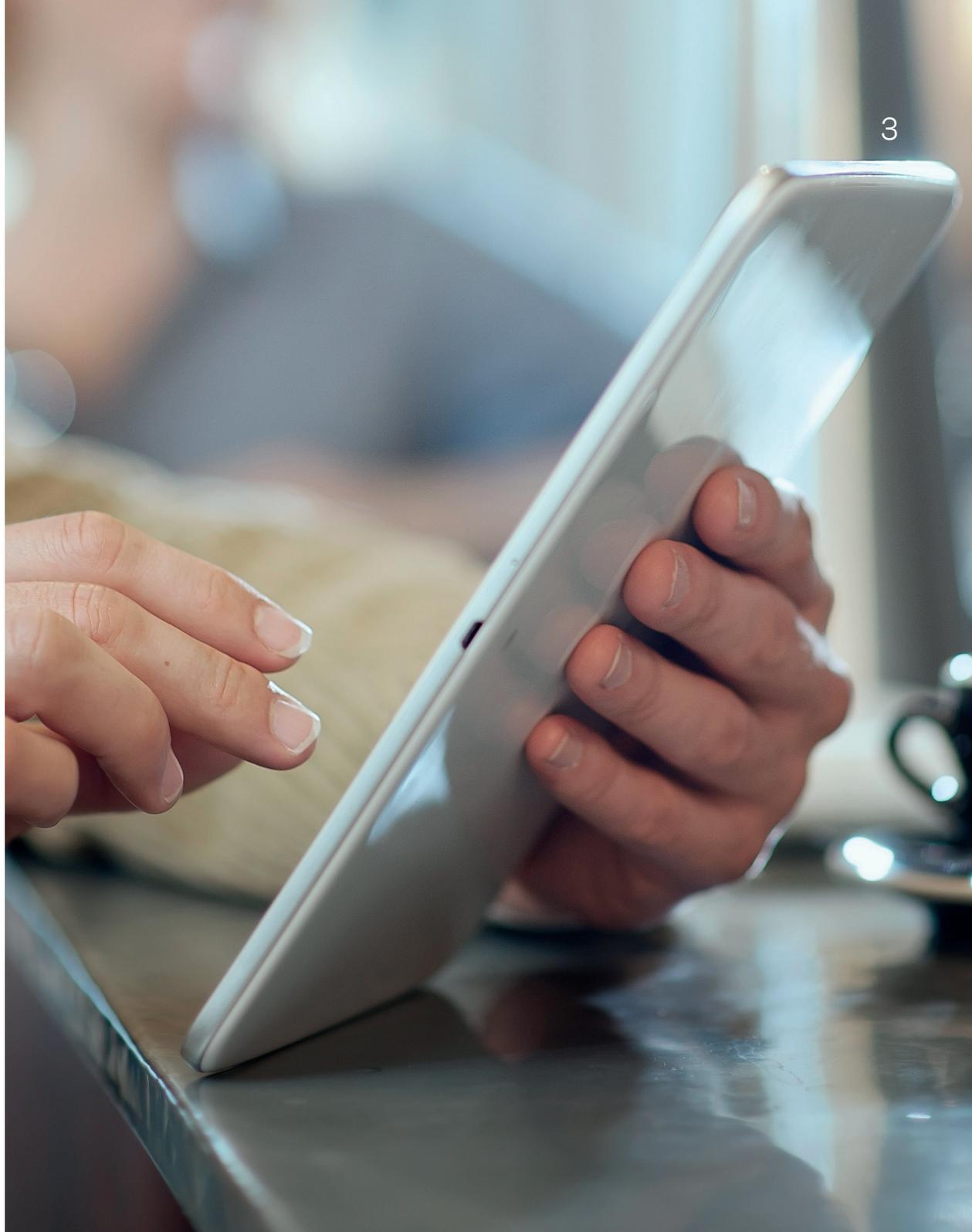
Email - mc-livesupport@matthewclark.co.uk

Contact Us

England/Wales: 0344 822 3910

Scotland: 0141 429 4711

Email: mccustomerservices@matthewclark.co.uk

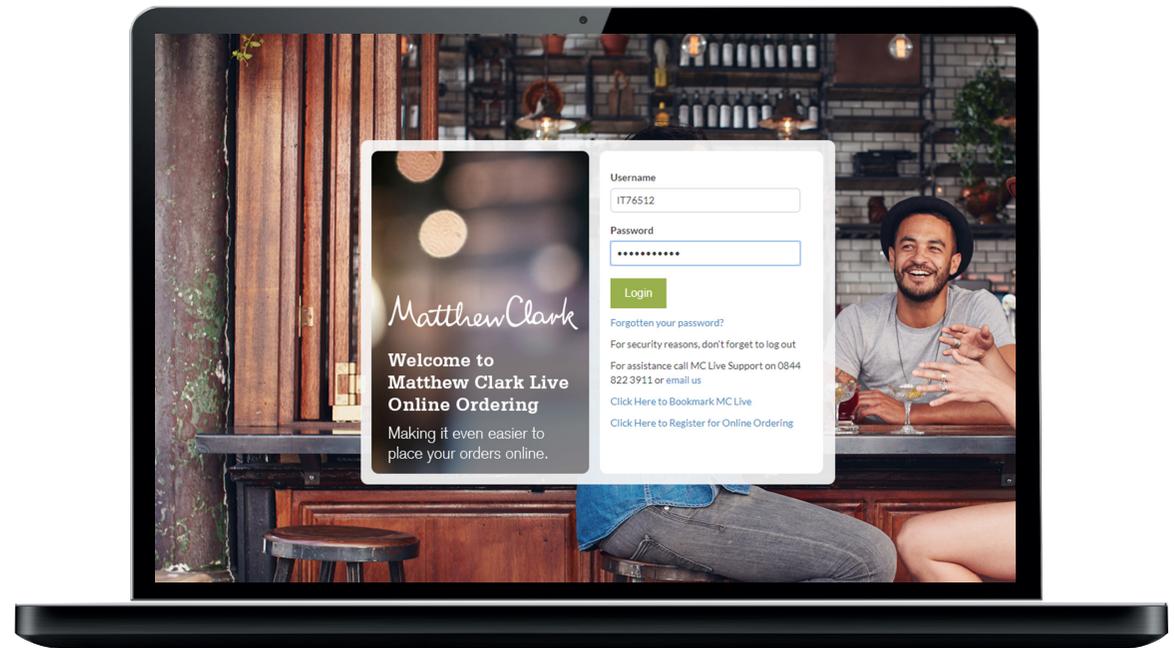


Registration

If you have not already registered for MC live you can do so by...

- Visiting www.matthewclark.co.uk
- Clicking 'Order Now'
- Clicking 'Click Here to Register'

Please note, to begin registration you must already have an account with us.

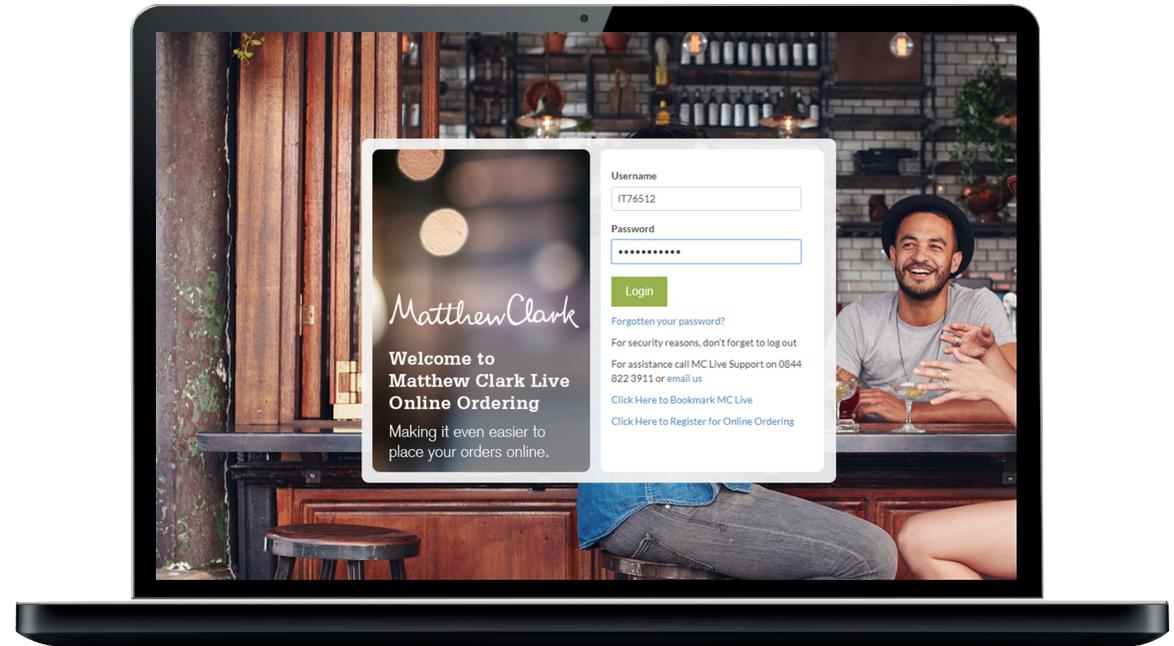


Registration

You'll be asked to complete a short form.

– Complete and submit

We aim to get your online account set up within three working days. Once it's ready, we will send you an email containing your user ID and a link to create a password. Keep an eye out for this email and check your trash and junk if you haven't had this within a week.



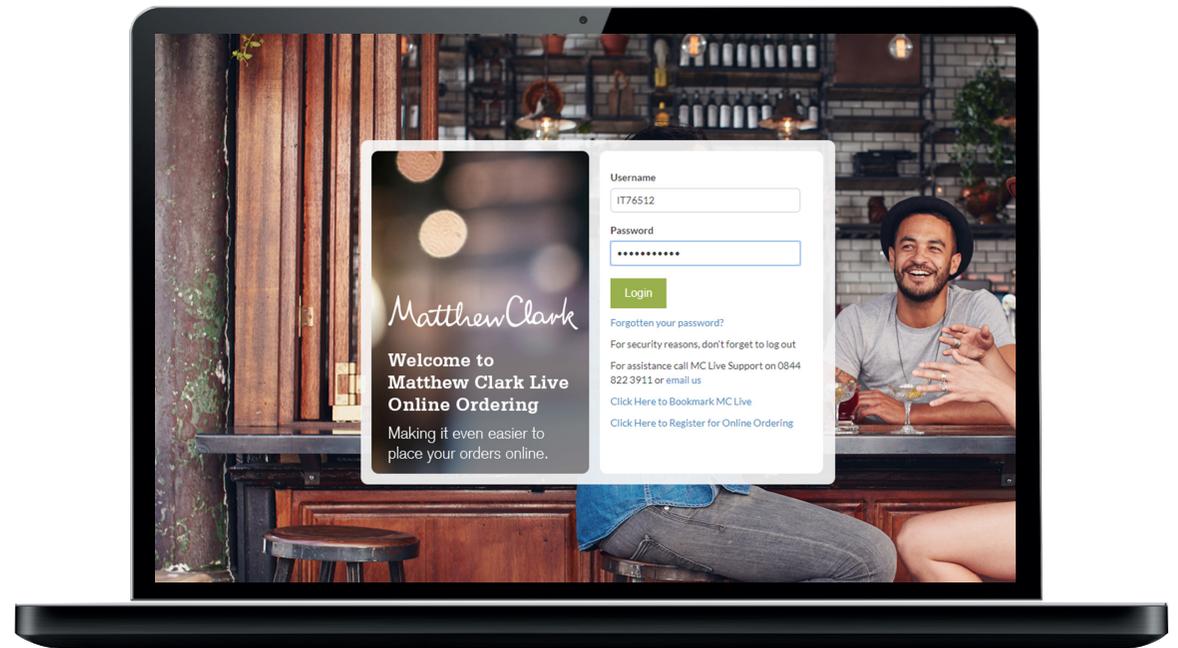
Logging in

You can log into MC Live in two ways...

- Visiting www.matthewclark.co.uk
- Clicking 'Order Now'
- Clicking 'Log in'

or

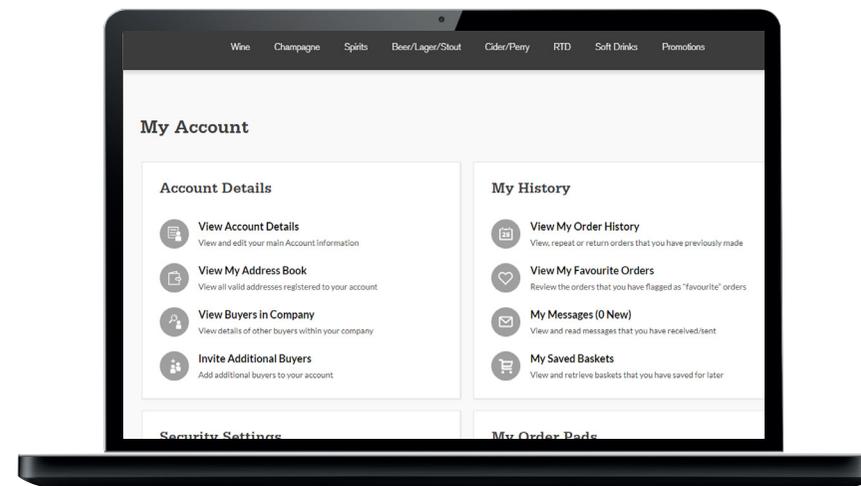
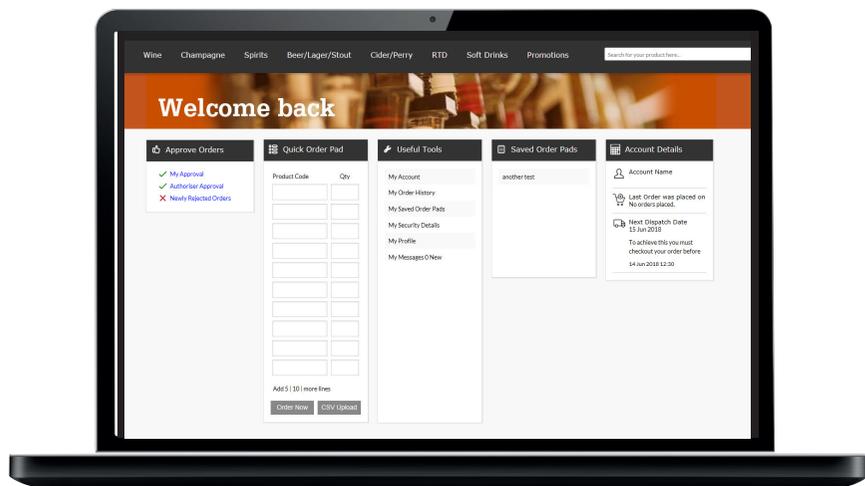
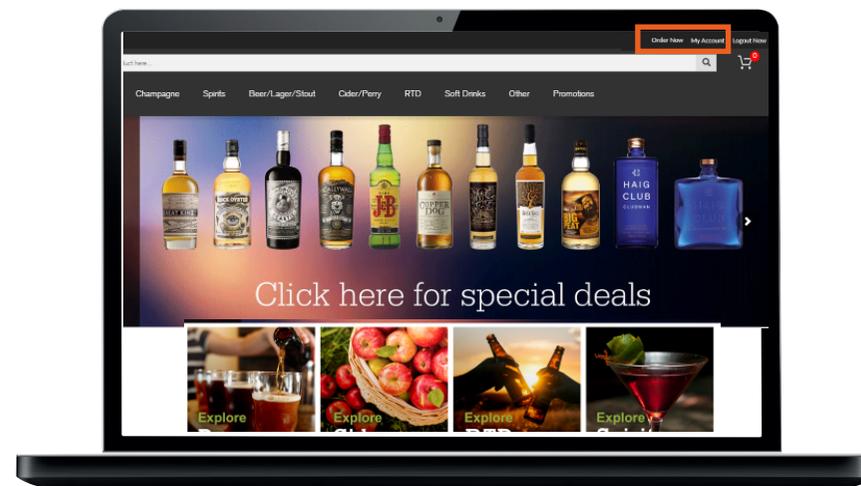
- Visiting www.matthewclarklive.com
- Clicking 'Log in'



Your home page

Your personalised home page will give you instant access to popular areas of the site and is where you access the 'Order Now' and 'My Account' areas.

Note: you can show or hide prices by selecting this on the top left. On mobile this will show as a spanner.



My account page

Your account page allows you to manage your details and settings.

Account details

View and edit your stored information.

My history

View, review, retrieve and repeat orders.

Security settings

View and edit personal information.

Customisation

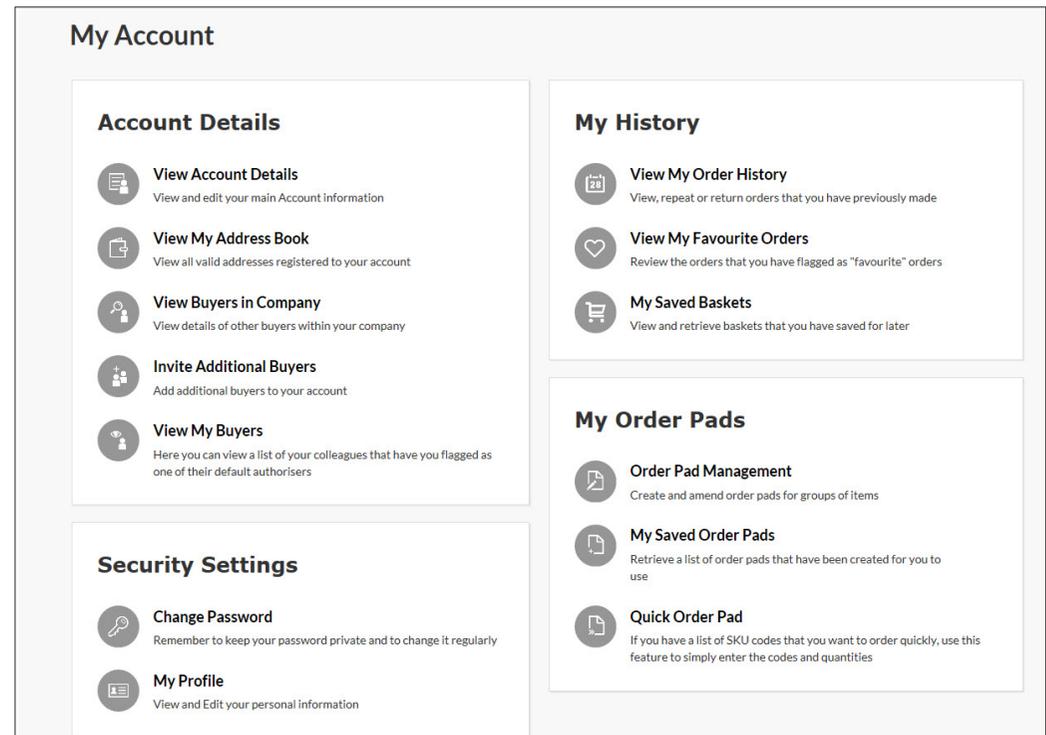
Change how you show prices.

My reports

View order analysis of order history.

My order pads

Create and amend your saved pads.



On mobile the 'My Account' page will be shown as a persons silhouette.



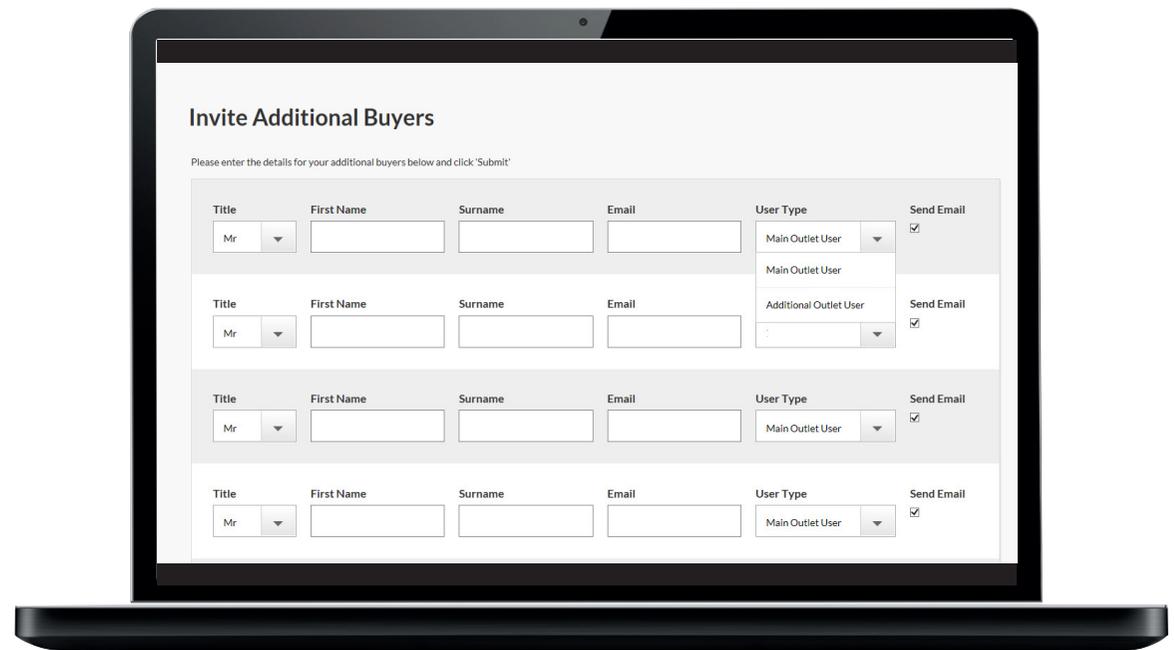
Create new users

To create new users

- Click 'My account'
- Click 'Invite additional buyers'

To edit users

- Click 'My account'
- Click 'View buyers in company'
- Click 'show' next to user you wish to edit
- Make changes as appropriate
- Click 'Save changes'



Found in the section titled 'Account details'.

Running reports

To run a report

- Click 'My account'
- Click 'Order analysis report'

Found in the section titled 'My reports'.

Order Analysis Report

Please select your criteria below:

Start Date	<input type="text" value="13 December 2017"/>	End Date	<input type="text" value="13 June 2018"/>
Buyer	<input type="text" value="All"/>	Order Number	<input type="text"/>
Referrer	<input type="text" value="All"/>	<input type="checkbox"/> Include Detailed Product Analysis	<input type="checkbox"/> Grouped By
			<input type="text" value="Product"/>

Order now page

Your order now page contains a number of tools and links to make ordering easier...

Approve orders

Review orders placed that require approval.

Quick order pad

Place an order quickly using product code.

Useful tools

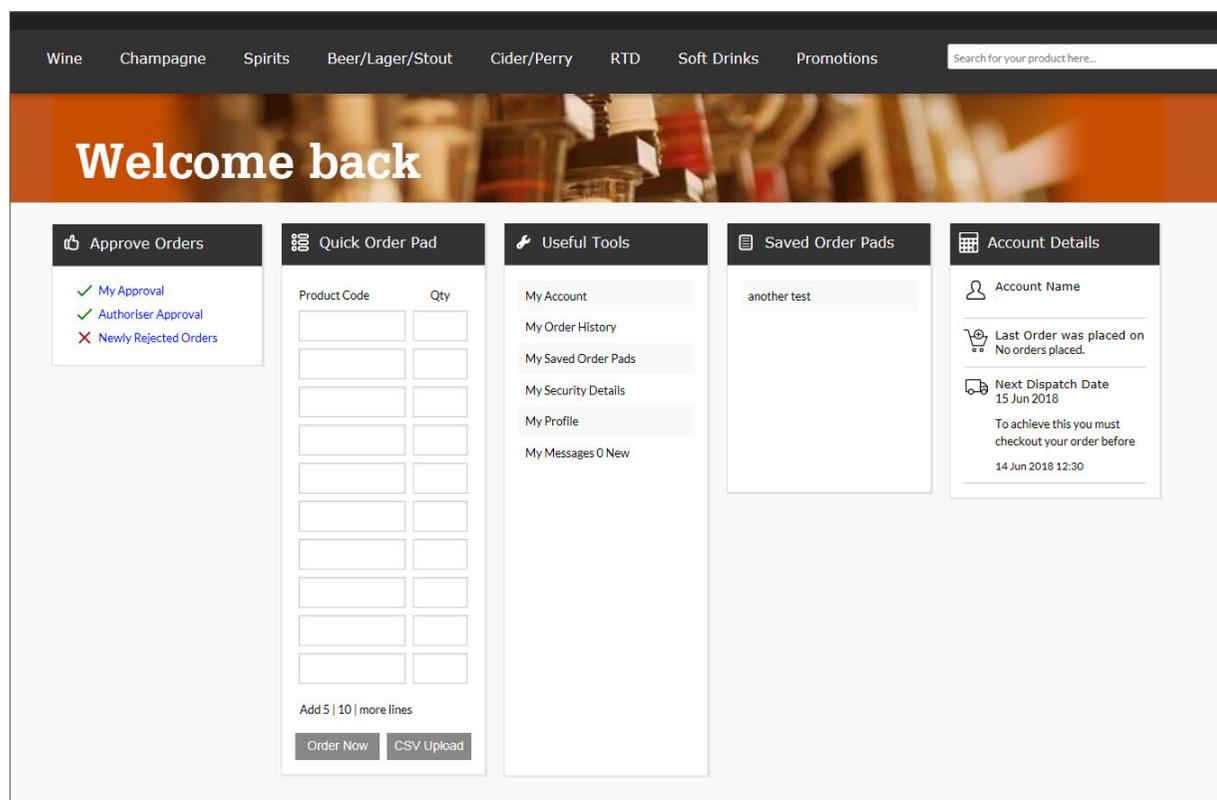
Links to useful site and account tools.

Saved order pads

View your saved pads.

Recent purchases

See your recent order history.



Quick order pad

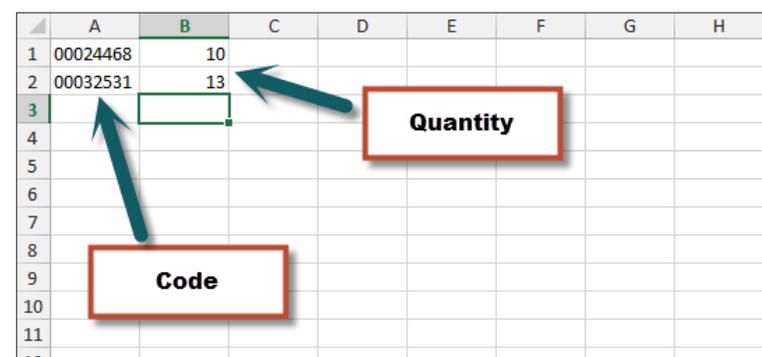
You can now quickly place your orders if you have the product codes to hand using the 'quick order pad' found in the 'order now section'. Simply...

- Type product code
- Define 'Quantity'
- Once completed, click 'Order now'

You can also now import your orders, simply save your order as a CSV file in the format shown (far right). Ensure that the leading three zeros are present.



The screenshot shows a mobile-style interface titled "Quick Order Pad". It features a table with two columns: "Product Code" and "Qty". There are ten rows of input fields. At the bottom, there is a link "Add 5 | 10 | more lines" and two buttons: "Order Now" and "CSV Upload".



The screenshot shows a spreadsheet with columns A through H and rows 1 through 12. The data is as follows:

	A	B	C	D	E	F	G	H
1	00024468	10						
2	00032531	13						
3								
4								
5								
6								
7								
8								
9								
10								
11								
12								

Red boxes highlight the "Code" in cell A3 and "Quantity" in cell B2. Blue arrows point from these boxes to the corresponding cells in the spreadsheet.

Saved order pads

'Order now' gives you quick access to...

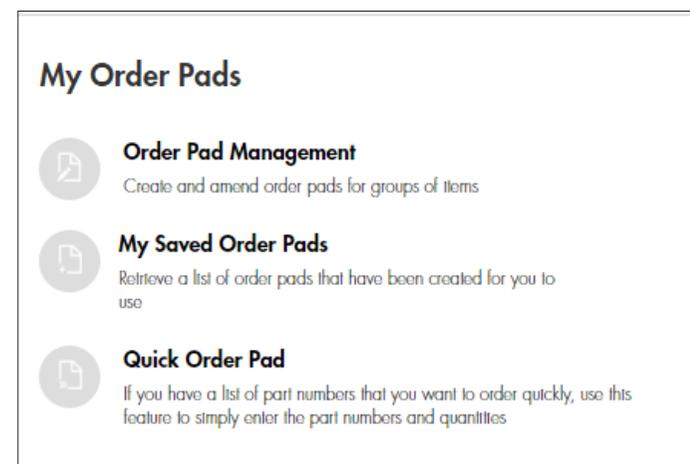
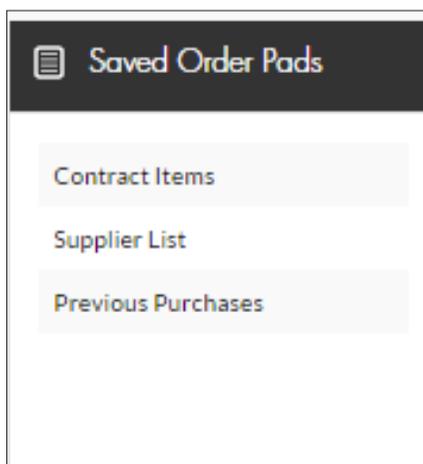
- Lists you have created
- A list of items you have previously ordered online
- The supplier list

This is all the products you have ordered from MC in the last 60 days both online and offline.

To create and amend order pads

- Click 'My account'
- Click 'Order pad management'

Found in the section titled 'My order pads'.



Promotions

To access your promotions

– Use the 'Promotions' filter while browsing products

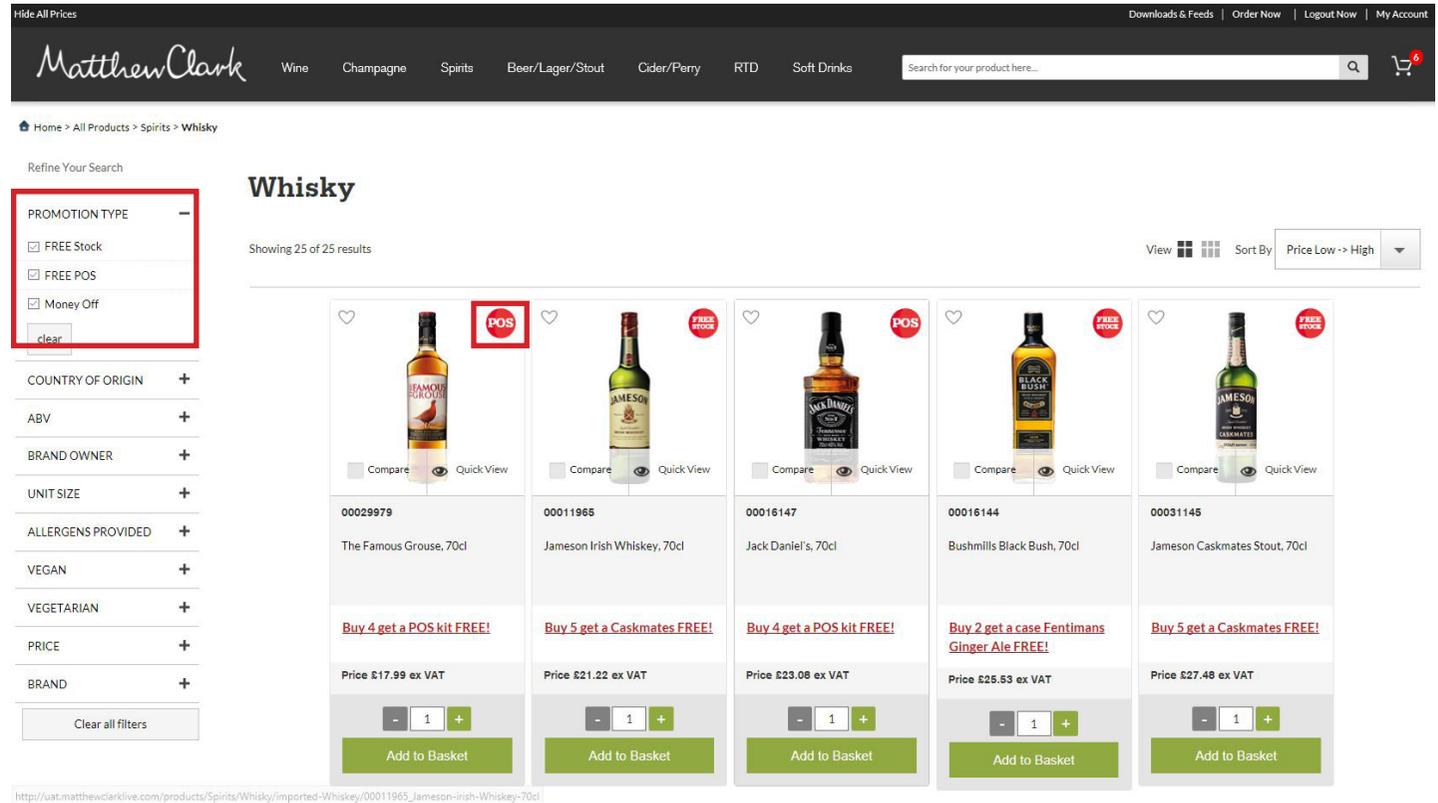
Select the promotions type to see the available offer.

– Click 'Promotions' in the top line navigation

For a list view of all promotions.

– Click 'Promotional icon' in the product search area

Links direct to the full deal info.



https://uat.matthewclarklive.com/products/Spirits/Whisky/imported-Whiskey/00011965_Jameson-irish-Whiskey-70cl

Promotions

Type

Filter offers by type.

Category

Filter promotions by product category.

View all

Show all available promotions.

Options

Filter selection.

Icon

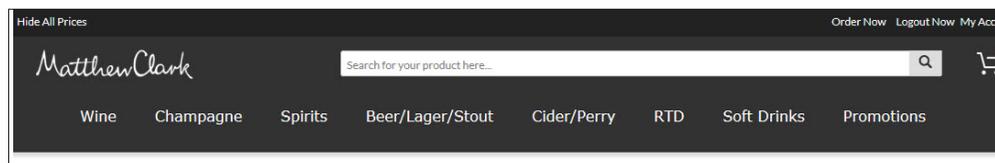
Indicates type of promotion.

View offer

View more information and purchase.

Download brochure

View digital version of your latest promotional brochure.



Latest Offers

Navigation tabs: Type | Category | View All

Icons: POS, FREE STOCK, MONEY OFF

- **Buy 2 get glassware FREE!**
Buy any 2 bottles from the selected Eden Mill range and get 6 Branded Love Gin Goblets FREE!
POS [View Offer](#)
- **SPECIAL PRICE - £20.00**
Buy 1 bottle of Bloom Jasmine and Rose (70cl) and get a SPECIAL PRICE - £20.00 per bottle
MONEY OFF [View Offer](#)
- **Buy 3 get a case of mixer & glassware FREE!**
Buy 3 bottles of Pinkster Gin (70cl) and get Fever Tree Balloon Glassware and 1 case of Fever Tree Aromatic Tonic Water (200ml x 24) FREE!
FREE STOCK [View Offer](#)
- **SPECIAL PRICE - £12.39**
Buy 1 bottle of Bosford Rose Premium Gin (70cl) and get a SPECIAL PRICE - £12.39 per bottle
MONEY OFF [View Offer](#)

Navigation & Search

Navigation

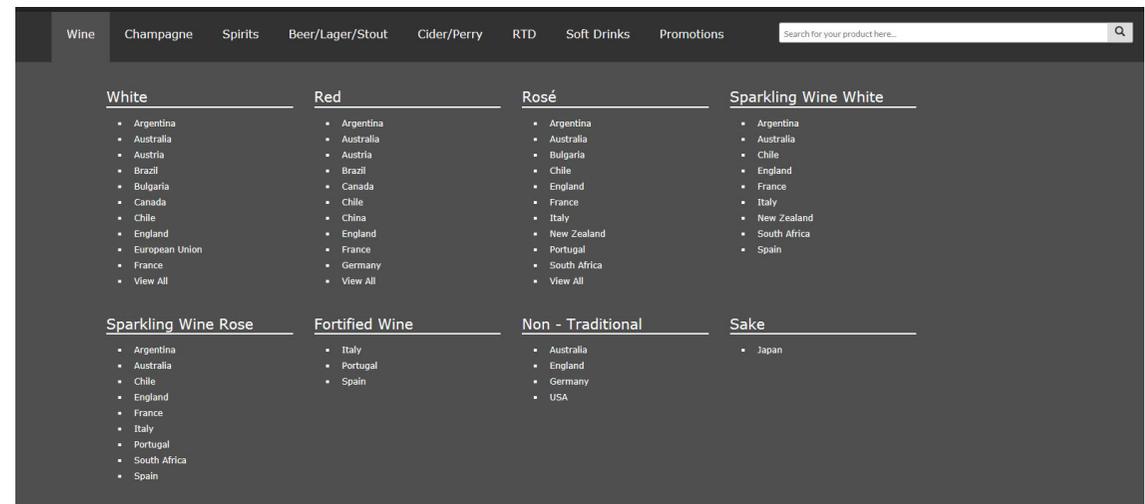
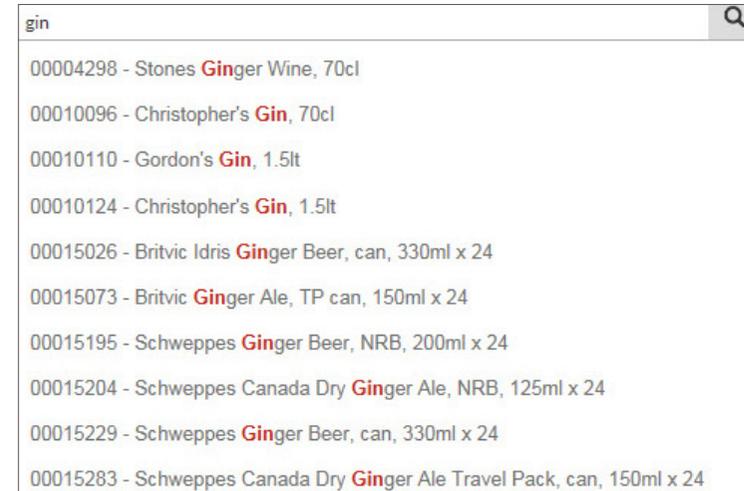
You can browse through your product catalogue using the top line navigation menu, present throughout the site.

Search

If you know what you're looking for, you can search using the search bar, found across the site. You can search by part or full words or by product code.

Once the product you are searching for has appeared in the drop down you can select it and click to view or click the magnifying glass to perform a full search.

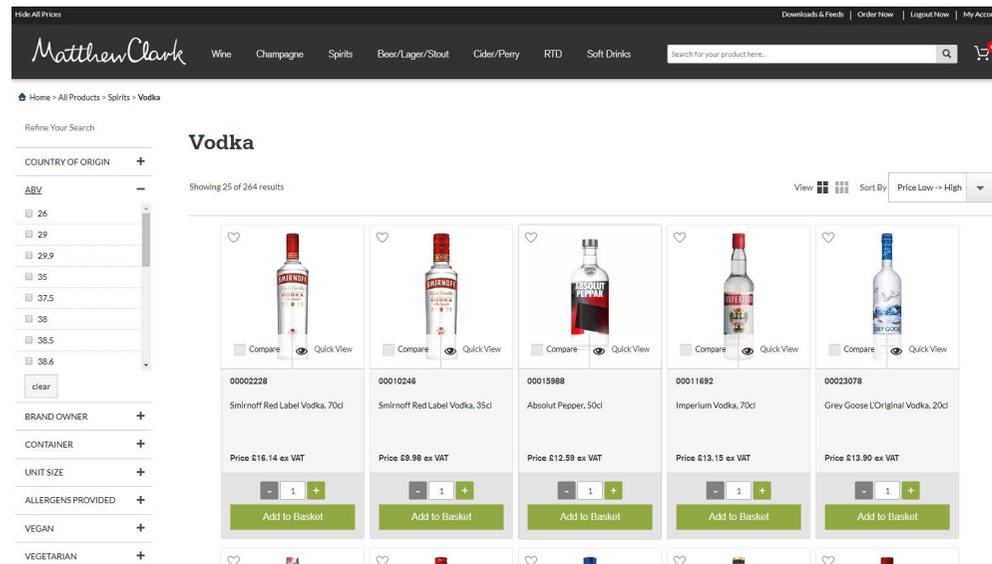
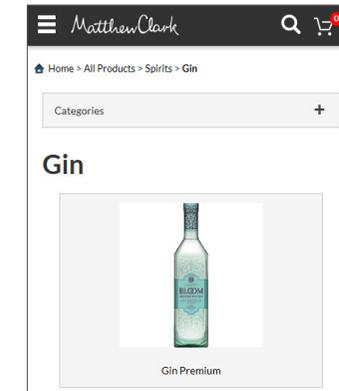
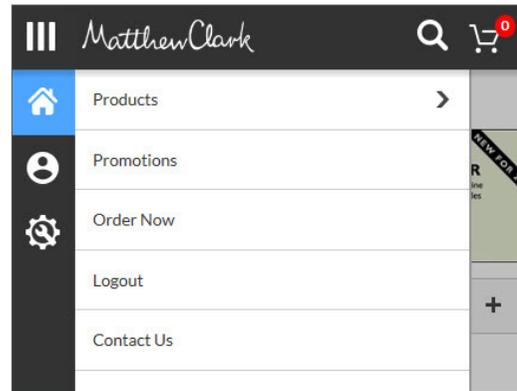
On mobile search will show as a magnifying glass.



Filtering products

When you are viewing the product catalogue extended search filters show on the left hand side or above if viewing on mobile or tablet

You can use these to refine your results further by brand, ABV, price and more.



Adding to basket

Once you have found the product you are looking for you can add the product to your basket in two ways.

- In 'Quick view' search
 - Input your desired quantity
 - Click 'Add to basket'
- or
- Click 'Product name' to view full product details
 - Input your desired quantity
 - Click 'Add to basket'

Vodka Premium

 <input type="checkbox"/> Compare <input type="checkbox"/> Quick View	 <input type="checkbox"/> Compare <input type="checkbox"/> Quick View	 <input type="checkbox"/> Compare <input type="checkbox"/> Quick View
00010031 Absolut Original, 70cl	00015833 Stolichnaya Vodka, 70cl	00015836 Smirnoff Black Label Export Strength Vodka, 70cl
Price £13.46 ex VAT	Price £15.31 ex VAT	Price £16.35 ex VAT
Qty <input type="text" value="1"/> <input type="button" value="Add to Basket"/>	Qty <input type="text" value="1"/> <input type="button" value="Add to Basket"/>	Qty <input type="text" value="1"/> <input type="button" value="Add to Basket"/>

Absolut Original, 70cl

	00010031 Price: £13.46 ex. VAT <ul style="list-style-type: none">• Category: Spirits• Sub Category: Vodka• Type: Vodka Premium• Country: Sweden• ABV%: 40 UOM <input type="text" value="Bottle (1)"/> Qty <input type="text" value="1"/> <input type="button" value="Add To Basket"/>
<input type="button" value="Overview"/> <input type="button" value="Allergens"/>	<p>Every single drop of Absolut is produced in Åhus, southern Sweden, using the finest Swedish winter wheat, exceptionally pure water and a state of the art production process. Absolut has a unique, distinctive grainy taste often compared to freshly baked bread, a rich aroma with hints of dried fruit and delivers smooth, elegant finish.</p>

Basket

You can access your basket at any time by clicking the 'shopping cart' icon.



It will show you a quick view of your basket where you can quickly amend quantities.

It will also show a link to 'View basket'.

Clicking this allows you to view your basket in full and begin the checkout process.

	Grey Goose L"Original Vodka, 70cl Remove	<input type="button" value="-"/> <input type="text" value="1"/> <input type="button" value="+"/> £33.25 Ex VAT
	Belvedere Vodka, 70cl Remove	<input type="button" value="-"/> <input type="text" value="1"/> <input type="button" value="+"/> £27.76 Ex VAT
	Ketel One Vodka, 70cl Remove	<input type="button" value="-"/> <input type="text" value="1"/> <input type="button" value="+"/> £21.36 Ex VAT
	Luksusowa Potato Vodka, 70cl Remove	<input type="button" value="-"/> <input type="text" value="1"/> <input type="button" value="+"/> £14.13 Ex VAT
Grand Total		£115.80
Delivery options starting from FREE		View Basket

Basket

Viewing your full basket gives you a number of additional options including...

- Selecting a preferred delivery date.
- Input a purchase order reference.
- Save your basket as an order pad.
- Export your basket to excel.
- Save you basket to complete checkout later.

1 YOUR ORDER **2 DELIVERY ADDRESS** **3 CONFIRMATION**

Please review your order

	Grey Goose L'Original Vodka, 70cl 00015848	UOS 70cl Glass Bottle Qty <input type="text" value="5"/> <input type="button" value="↕"/> <input type="button" value="🗑️"/> Unit Price : £33.25 Ex VAT Line Total : £166.25 Ex VAT
	Belvedere Vodka, 70cl 00015927	UOS 70cl Glass Bottle Qty <input type="text" value="10"/> <input type="button" value="↕"/> <input type="button" value="🗑️"/> Unit Price : £27.76 Ex VAT Line Total : £277.60 Ex VAT
	Ketel One Vodka, 70cl 00015949	UOS 70cl Glass Bottle Qty <input type="text" value="6"/> <input type="button" value="↕"/> <input type="button" value="🗑️"/> Unit Price : £21.36 Ex VAT Line Total : £128.16 Ex VAT

Summary

Subtotal	£572.01
Shipping	£0.00
VAT	£114.40
Grand Total	£686.41

[Proceed to checkout](#)

Please select your preferred delivery date:

Do you have a promotional code?

Purchase Order Reference

[Continue Shopping](#) [Save As Order Pad](#) [Save For Later](#) [Clear Basket](#)
[Create Excel Basket with Images](#) [Create Excel Basket without Images](#)

Checkout

Once you have reviewed your basket, to place your order...

- Select 'Proceed to checkout'
- Review Delivery details
- Accept 'Terms and Conditions'
- Review Order
- Click 'Submit'

The screenshot shows a checkout page with a 'Delivery' section. The 'Delivery' section contains a table with the following details:

Delivery			
Name	Mr Luke Siddall	Delivery Address	matthewclark 38 ST MARGARETS STREET CANTERBURY KENT CT1 2TY GB
Delivery Method	F.O.C. Delivery		

There is an 'Edit delivery address' link in the top right corner of the delivery details box. To the right of the delivery details is a green button labeled 'Confirm your order'.



Matthew Clark Live

Head Office Portal

the experience matters

Matthew Clark

New tools, new rules

With Matthew Clark Live, operators have more control than before. If you look after multiple sites, the Head Office portal will give you better visibility and control of procurement right across your group.

To gain access to these additional tools, just ask your account manager to get you set up. If you need any additional support, do not hesitate to get in touch.

Matthew Clark Live Support

Call - 0844 822 3911

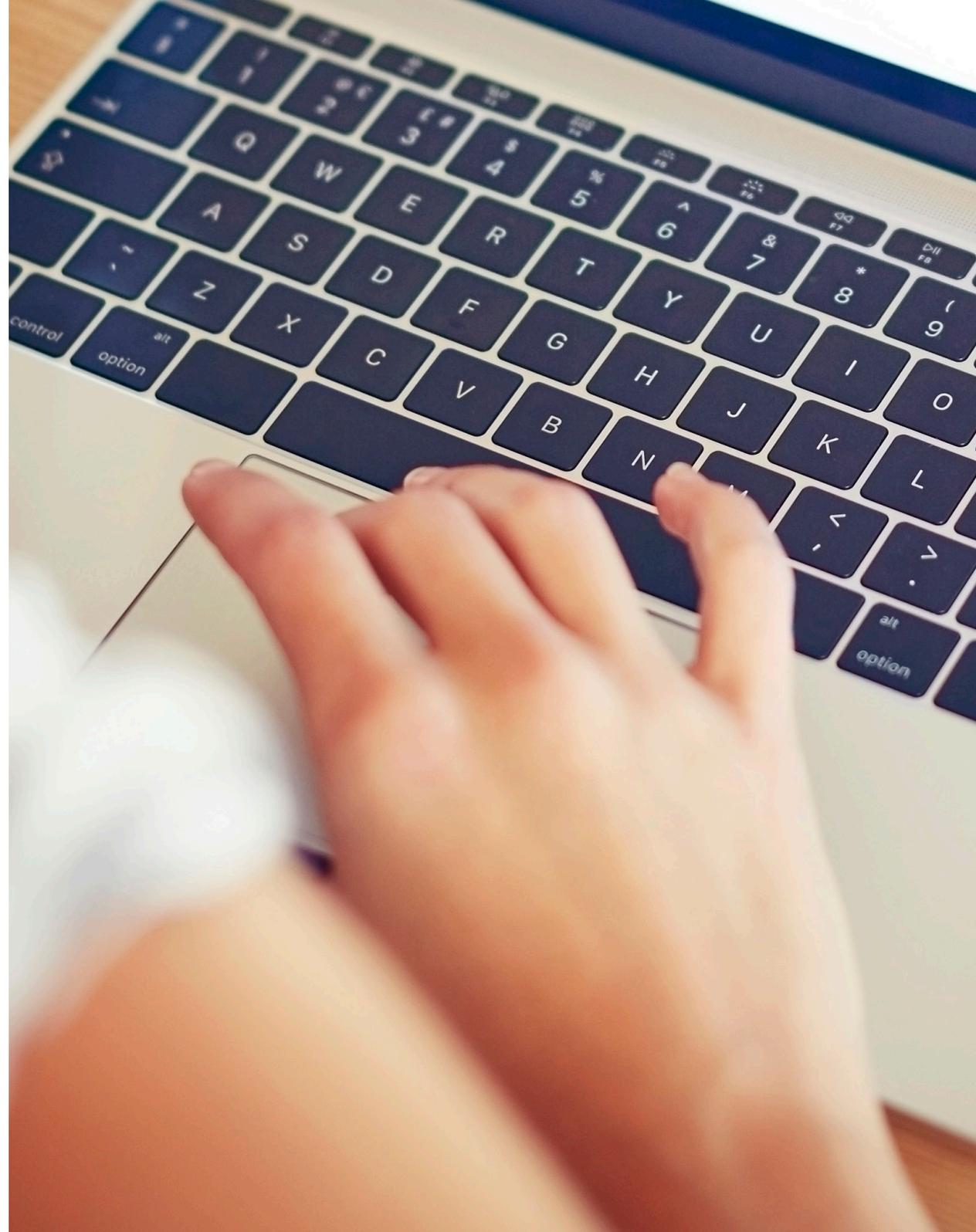
Email - mc-livesupport@matthewclark.co.uk

Contact Us

England/Wales: 0344 822 3910

Scotland: 0141 429 4711

Email: mccustomerservices@matthewclark.co.uk



Logging in

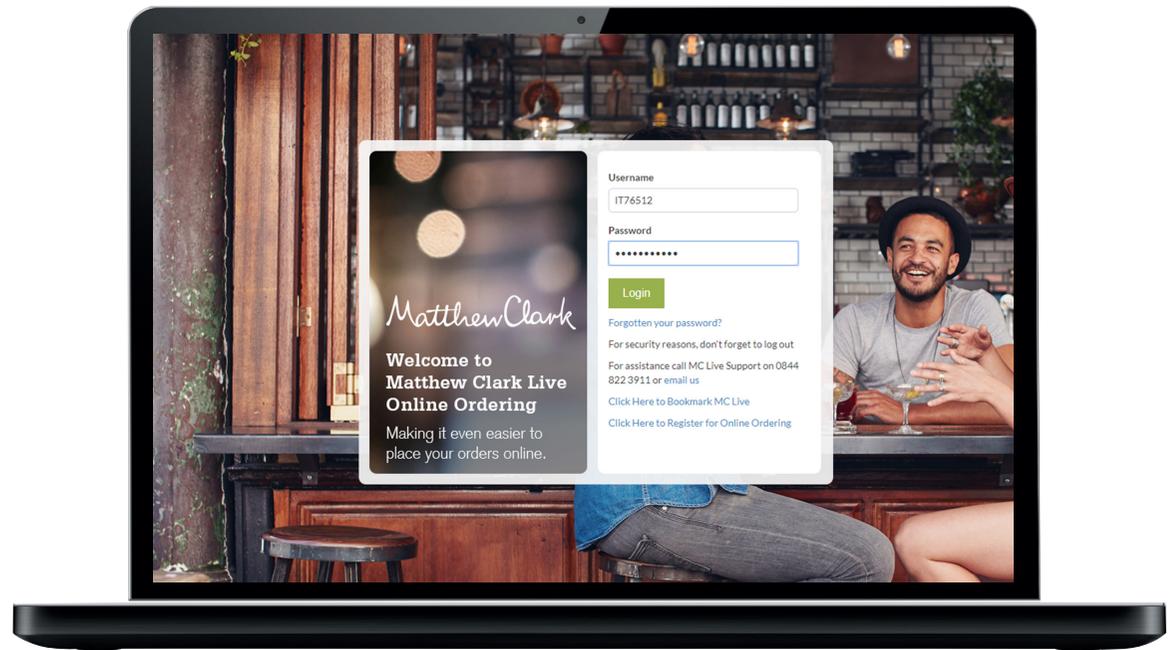
You can log into MC Live Head Office portal in two ways...

- Visiting www.matthewclark.co.uk
- Clicking 'Order Now'
- Clicking 'Log in'

or

- Visiting www.matthewclarklive.com
- Clicking 'Log in'

Head office tools are found under "My Account".



Manage Buyers

Under the 'Account Details' section you will find a number of options to manage your account and the buyers within the company.

Viewing buyers in a company shows you all outlets, from here you can select the venue and then the buyer. When you select a buyer you can either view or edit information, delete buyer or log in as that buyer.

The screenshot shows a sidebar menu with two main sections: 'Account Details' and 'My History'. Under 'Account Details', there are five options: 'View Account Details' (with a document icon), 'View My Address Book' (with a folder icon), 'View Buyers in Company' (with a group of people icon), 'Invite Additional Buyers' (with a plus and people icon), and 'View My Buyers' (with a person and eye icon). Under 'My History', there are five options: 'View My...' (with a calendar icon), 'My State...' (with a calendar icon), 'View My...' (with a heart icon), 'Credit Ac...' (with a bar chart icon), and 'Pay My In...' (with a shopping cart icon). The 'View My Buyers' option is highlighted.

The screenshot shows a screen titled 'Please Select The Account That You Would Like To View/Manage'. It contains a list of three accounts, each with a 'Select' button to its right. The accounts are: 'Fish and Pole - Fish and Pole', '50734120 - THREE SALMONS HOTEL', and '50724438 - CENTRAL THEATRE'.

The screenshot shows a 'Preferences' settings page. It contains several settings, each with a dropdown menu: 'Default Product Display Mode' (set to 'Grid'), 'Language' (set to 'English'), 'Sort My Basket' (set to '1st Item shown at the top'), 'Default No. Of Products Per Page' (set to '21'), and 'SMS Stock Notification' (set to 'Off').

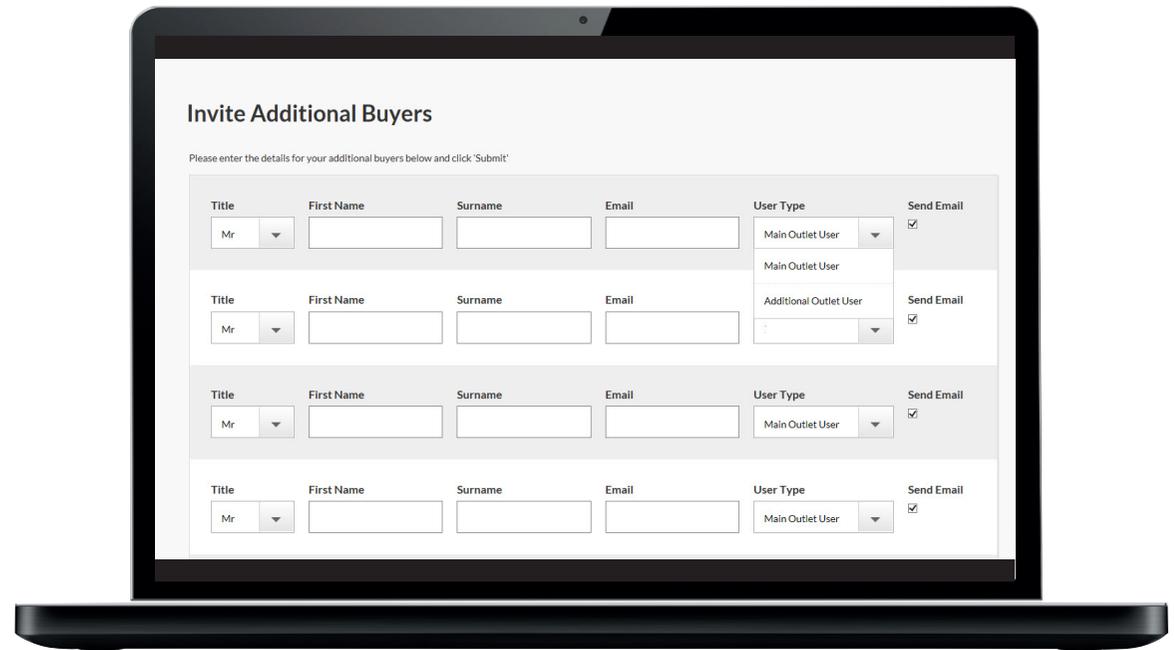
Create new users

To create new users

Under 'Account Details'

- Click 'Invite additional buyers'
- Select an outlet
- Complete and submit form

This will send an email to the given address for the user to complete set up.



Place an order

If you wish to place an order via an outlet level buyer, you can do so by logging in as that user. To do this...

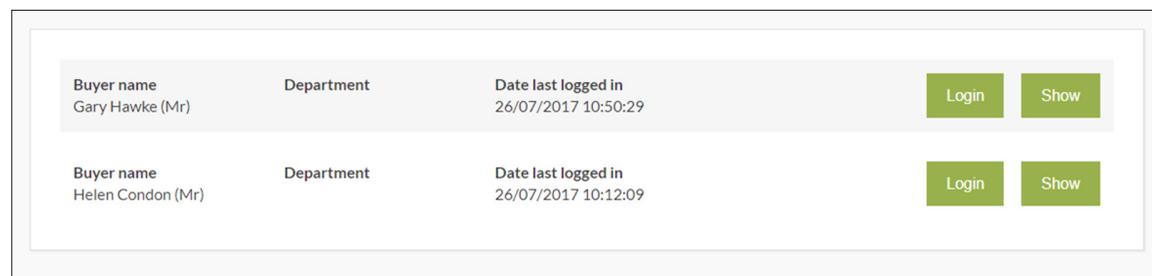
Under 'Account Details'

- Click 'View buyers in company'
- Select outlet
- Click 'login' for you desired buyer

You can then complete an order as detailed earlier in this guide.

Once completed, to return to the head office portal

- Select 'Return to Account Manger'



Messaging

You can now send messages to your outlet buyers via the messaging centre.

The messaging centre can be found on the 'My Account' page, under the 'My History' section.

To compose a message...

- Click 'My Messages'
- Select 'Compose Message'
- Define the recipient/s of your message
- Complete and send

My History

- View My Order History**
View, repeat or return orders that you have previously made
- My Statement**
View your Account Statement.
- View My Favourite Orders**
Review the orders that you have flagged as "favourite" orders
- Credit Account Management**
Track and view previous invoices / payments / credit notes
- Pay My Invoices**
Select Previous Invoices To Pay Online
- My Messages (0 New)**
View and read messages that you have received/sent

View my [Sent](#) | [Received](#) Items

+ Compose Message

New Message

Recipient * Select Recipient...

Subject * 50724438 - Andrew Hooper

50724438 - Angie Reeves

Message * 50734120 - Gary Hawke

50734120 - Helen Condon

Order pads

You can create order pads for your outlets and publish them to all or a selected number of your sites.

Order pad management can be found on the 'My Account' page, under the 'My Order Pads' section.

To create and sync a new order pad for your outlets

- Click 'Order Pad Management'
- Select 'New'
- Define a name for the list
- Fill the list by adding product codes

Once completed

- Select outlets to sync pad with
- Click 'sync now'

My Order Pads

- Order Pad Management**
Create and amend order pads for groups of items
- My Saved Order Pads**
Retrieve a list of order pads that have been created for you to use
- Quick Order Pad**
If you have a list of part numbers that you want to order quickly, use this feature to simply enter the part numbers and quantities

Part Number

00028569 Add

00028569

Sort Products By Description Update

This is a great feature to save you time and effort ordering items that you buy on a regular basis.

To amend your bespoke order pad please go to 'Order Pad Management' under the 'My Account' section, or select 'New' from the list to create one.

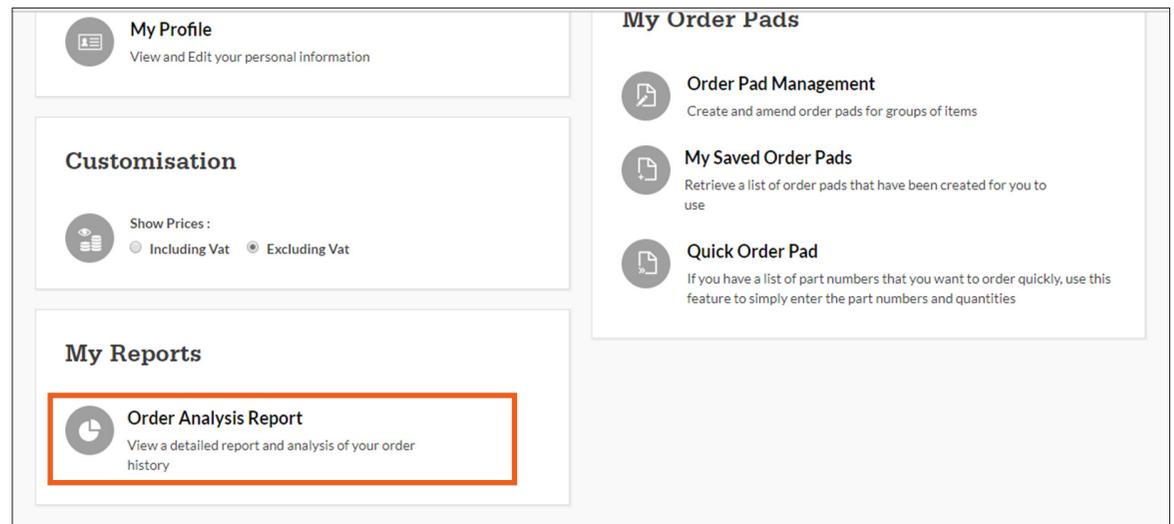
New Select Pad

Running reports

The order analysis reporting can be found on the 'My Account' page, under the 'My Reports' section.

To a run report for the head office account or by individual outlet.

- Click 'Order analysis report'
- Select parameters and click 'Generate Report'



Order history

The order histories can be found on the 'My Account' page, under the 'My History' section. To a run report for the head office account or by individual outlet.

- Click 'View my order history'
- Input search parameters and click 'Find'
- Click the order number or order status

When viewing an individual order you have a number of options.

– Repeat this order

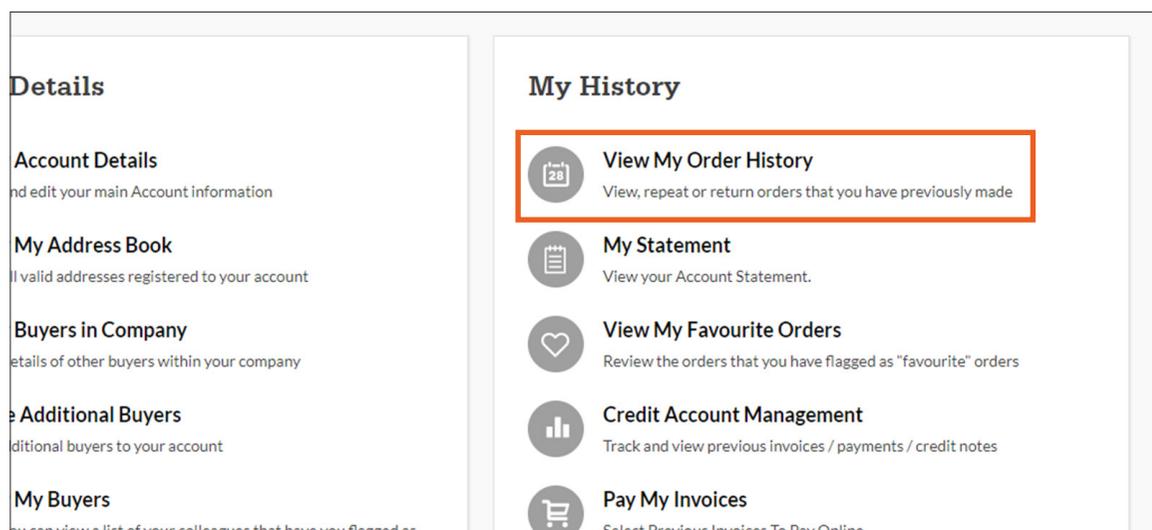
Allowing you to quickly re-order the products and quantities ordered previously.

– Print this order

Should you require a paper copy.

– Mark as favourite

Allows you quick access to the order in future from the 'My History' menu.



Help

If you experience any issues accessing or using MC Live, or you require further assistance beyond what is covered in this guide, please get in touch using one of the methods below, our team will be happy to help.

Matthew Clark Live Support

Call - 0844 822 3911

Email - mc-livesupport@matthewclark.co.uk



Keep in touch

0344 822 3910 or visit

www.matthewclark.co.uk for more information.

 @matthewclarkltd

 /matthewclarkltd

 /MatthewClarkUK

 /matthewclarkltd

for the facts drinkaware.co.uk

Matthew Clark