

# Matthew Clark Live

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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](mailto:mc-livesupport@matthewclark.co.uk)

### **Contact Us**

England/Wales: 0344 822 3910

Scotland: 0141 429 4711

Email: [mccustomerservices@matthewclark.co.uk](mailto:mccustomerservices@matthewclark.co.uk)



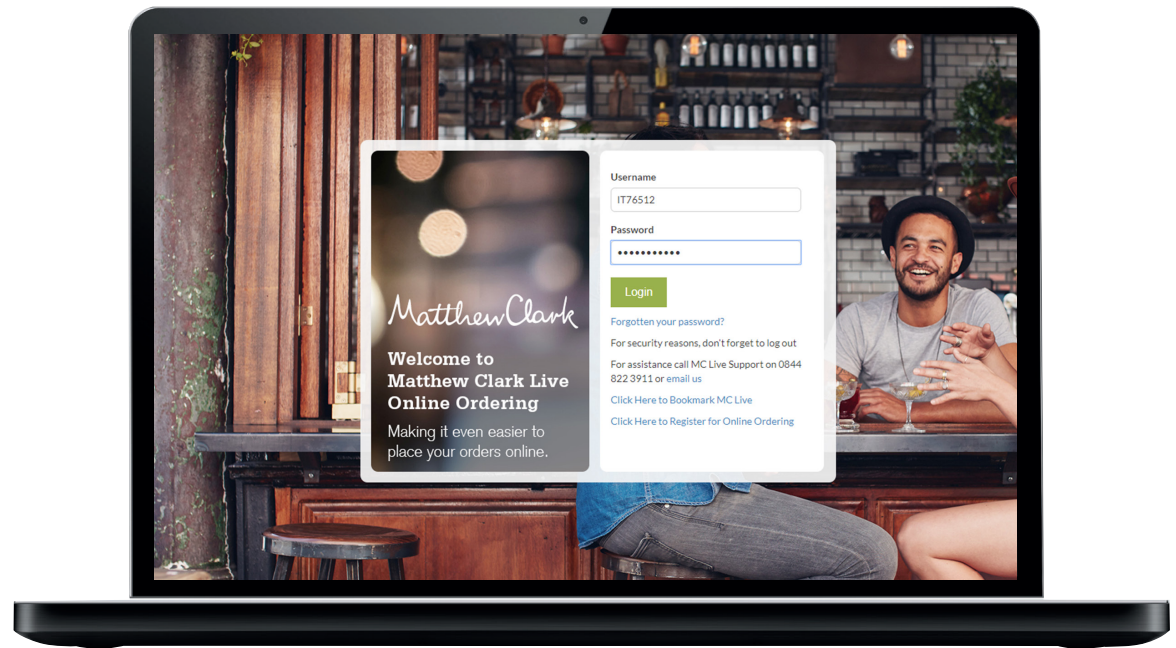
# Registration

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

- Visiting [www.matthewclark.co.uk](http://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.





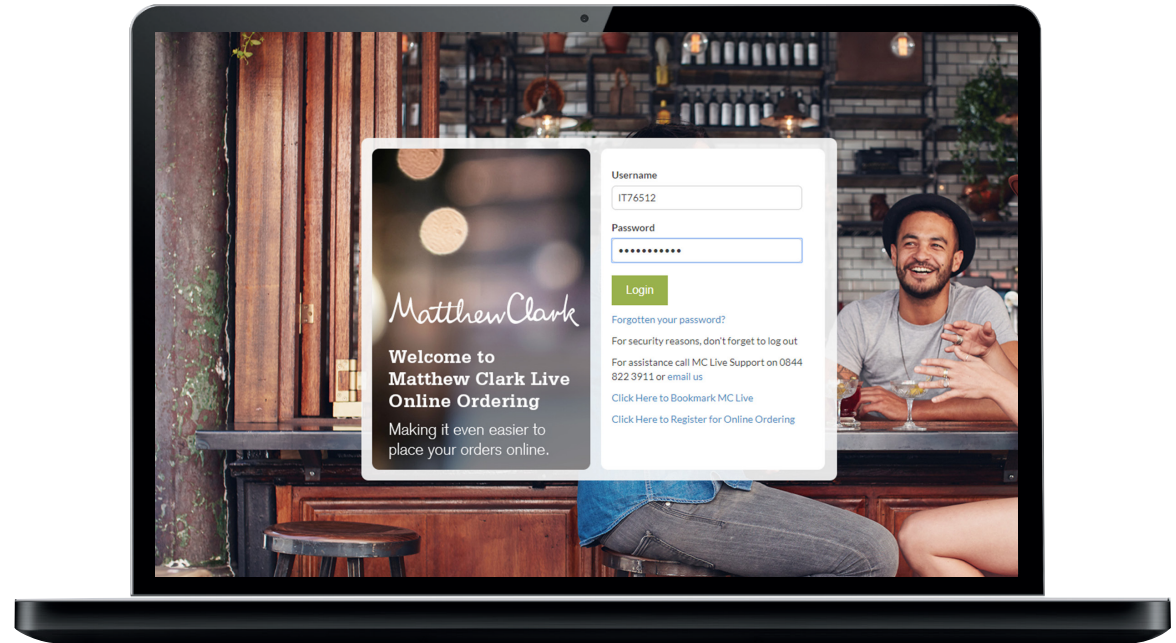
# Registration

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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

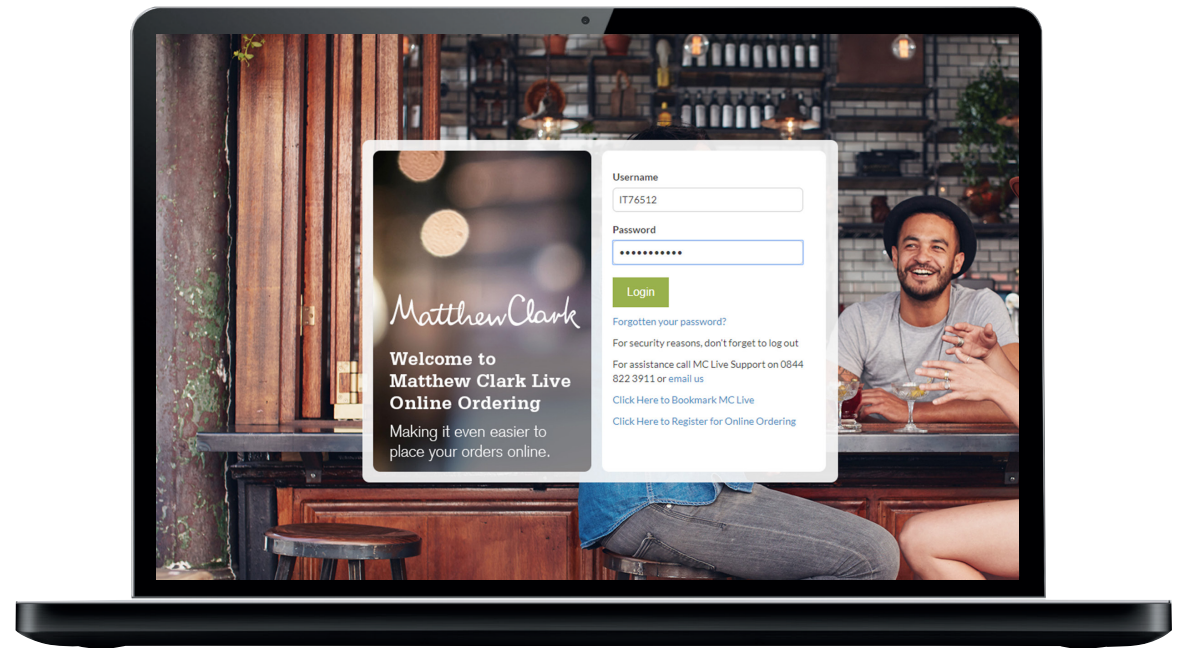
6

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

- Visiting [www.matthewclark.co.uk](http://www.matthewclark.co.uk)
- Clicking 'Order Now'
- Clicking 'Log in'

or

- Visiting [www.matthewclarklive.com](http://www.matthewclarklive.com)
- Clicking 'Log in'



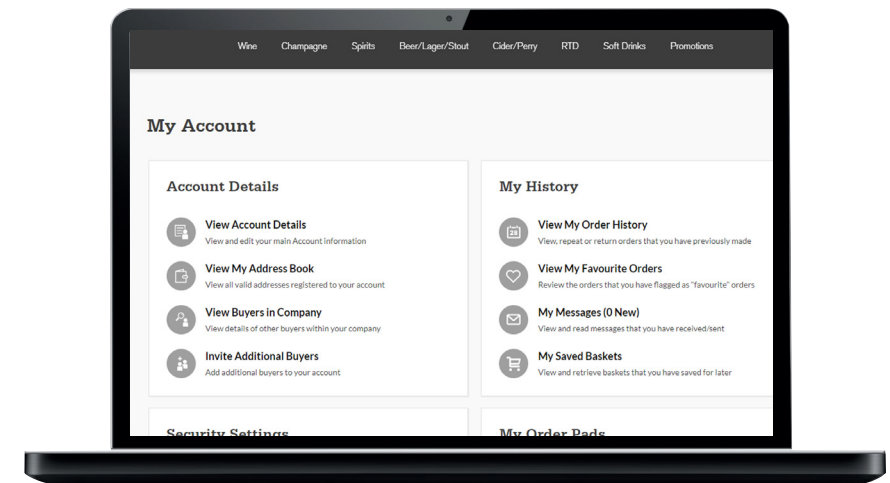
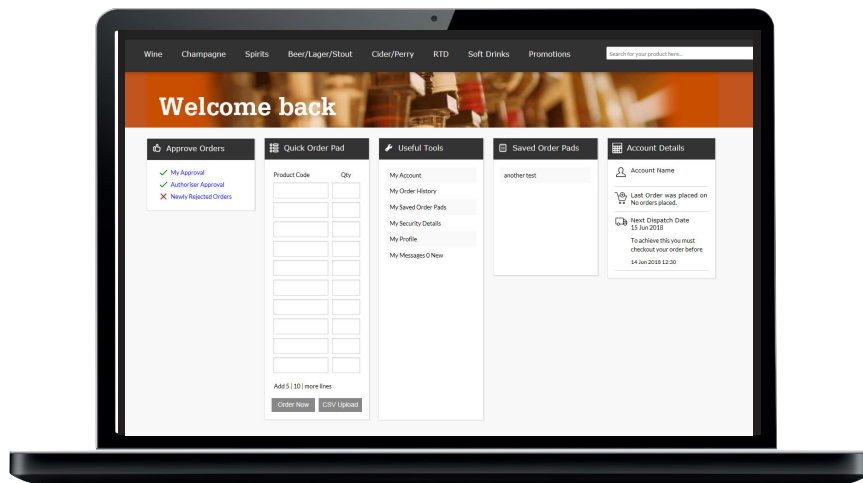
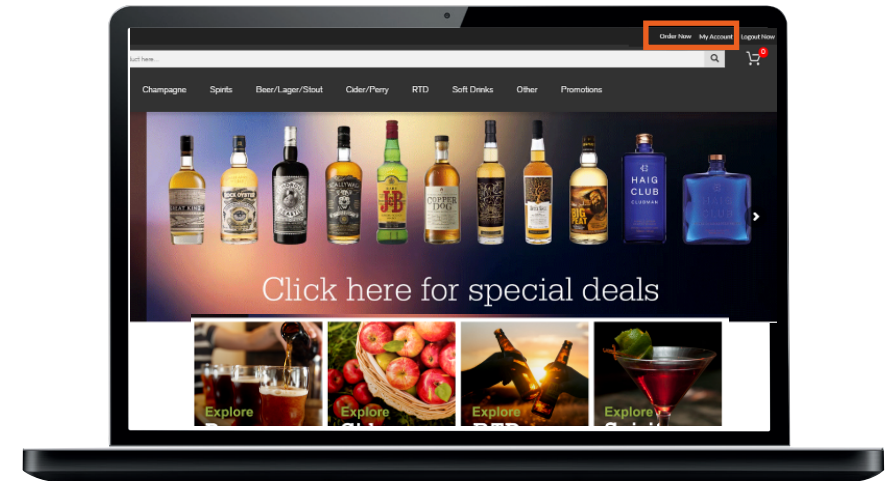


# Your home page

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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

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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

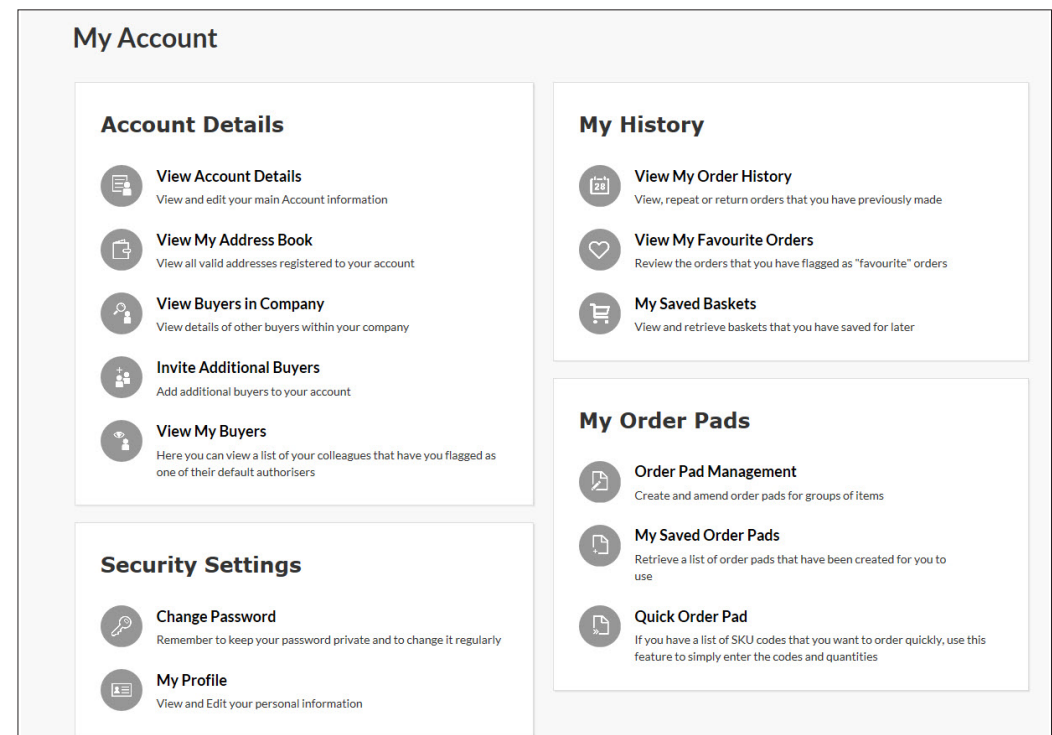
Change how you show prices.

## 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

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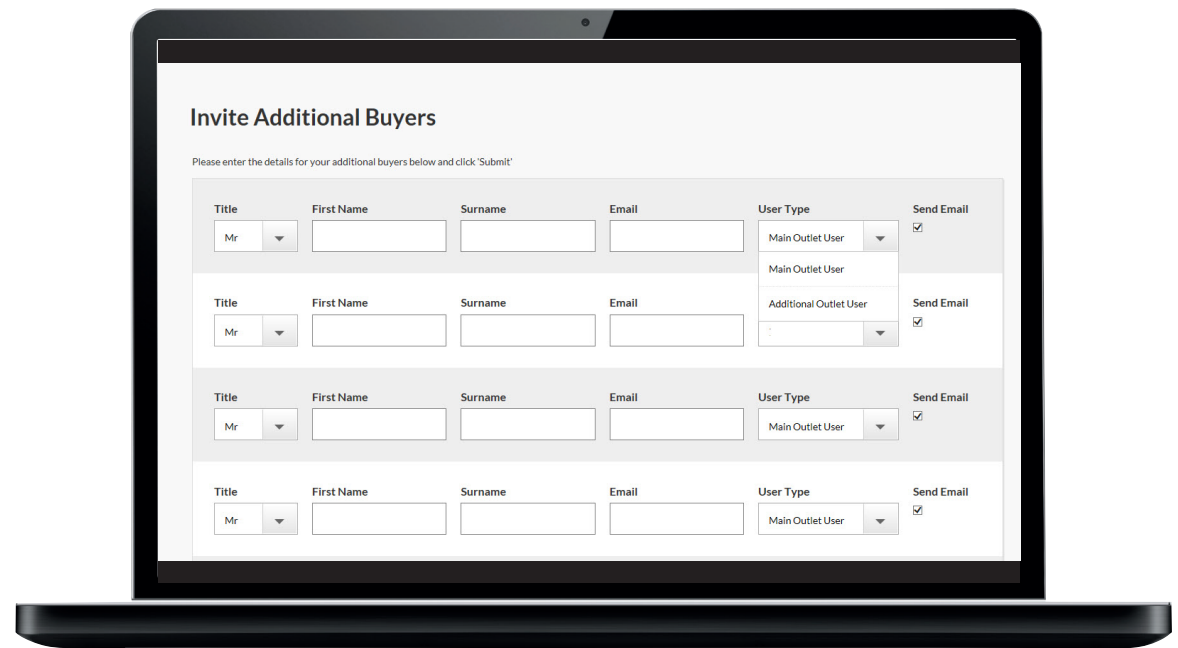
To create new users

- 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'.



The screenshot shows a laptop screen displaying a web form titled "Invite Additional Buyers". Below the title is a instruction: "Please enter the details for your additional buyers below and click 'Submit!'". The form contains four identical rows for adding buyers. Each row has the following fields: "Title" (a dropdown menu with "Mr" selected), "First Name" (a text input field), "Surname" (a text input field), "Email" (a text input field), "User Type" (a dropdown menu with "Main Outlet User" selected), and "Send Email" (a checkbox that is checked). The form is displayed on a black laptop frame.

# Running reports

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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"/>	Include Detailed Product Analysis	<input type="checkbox"/>
		Grouped By	<input type="text" value="Product"/>

[Generate Report](#)

[Return To My Account](#)



# Order now page

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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.

The screenshot displays a web interface for an 'Order now' page. At the top, a dark navigation bar contains links for 'Wine', 'Champagne', 'Spirits', 'Beer/Lager/Stout', 'Cider/Perry', 'RTD', 'Soft Drinks', and 'Promotions', along with a search bar labeled 'Search for your product here...'. Below this is a large orange banner with the text 'Welcome back'. The main content area is divided into five vertical panels:

- Approve Orders:** Contains three links: 'My Approval' (with a green checkmark), 'Authoriser Approval' (with a green checkmark), and 'Newly Rejected Orders' (with a red X).
- Quick Order Pad:** Features a table with 'Product Code' and 'Qty' columns. The table has 10 rows, each with input fields. Below the table is a link 'Add 5 | 10 | more lines' and two buttons: 'Order Now' and 'CSV Upload'.
- Useful Tools:** Lists several links: 'My Account', 'My Order History', 'My Saved Order Pads', 'My Security Details', 'My Profile', and 'My Messages 0 New'.
- Saved Order Pads:** Displays a single entry labeled 'another test'.
- Account Details:** Shows 'Account Name' with a user icon, 'Last Order was placed on' with a shopping cart icon and the text 'No orders placed.', and 'Next Dispatch Date' with a calendar icon, '15 Jun 2018', and a note: 'To achieve this you must checkout your order before 14 Jun 2018 12:30'.

## 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.



Quick Order Pad

Product Code	Qty
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

Add 5 | 10 | more lines

Order Now

CSV Upload

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

**Quantity**

**Code**



# Saved order pads

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‘Order now’ gives you quick access to...

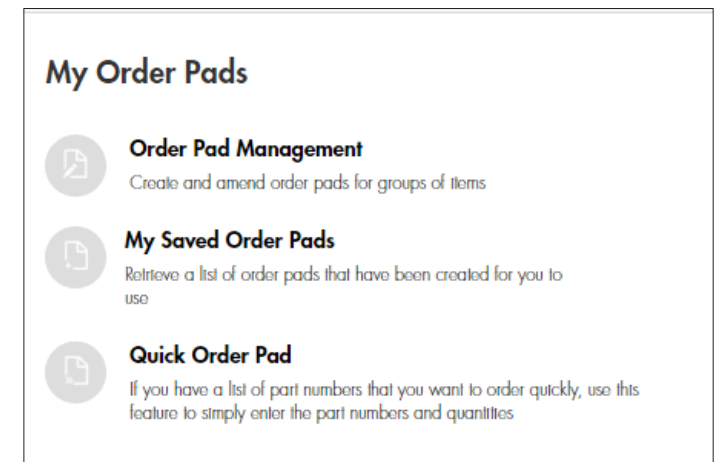
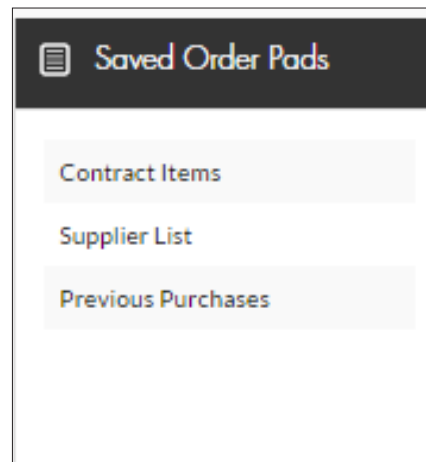
- **Lists you have created**
- **A list of items you have previously ordered online**
- **The supplier list**

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

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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.

The screenshot shows the Matthew Clark website interface. At the top, there's a navigation bar with the brand name 'Matthew Clark' and categories: Wine, Champagne, Spirits, Beer/Lager/Stout, Cider/Perry, RTD, and Soft Drinks. A search bar is on the right. Below the navigation, a breadcrumb trail reads 'Home > All Products > Spirits > Whisky'. A 'Refine Your Search' sidebar on the left includes a 'PROMOTION TYPE' filter with options: ☒ FREE Stock, ☒ FREE POS, and ☒ Money Off. Other filters include Country of Origin, ABV, Brand Owner, Unit Size, Allergens Provided, Vegan, Vegetarian, Price, and Brand. The main content area is titled 'Whisky' and shows 'Showing 25 of 25 results'. It displays five product cards, each with a bottle image, a 'POS' (Point of Sale) promotional icon, a product name, a price, and an 'Add to Basket' button. The products are: The Famous Grouse, 70cl (£17.99 ex VAT), Jameson Irish Whiskey, 70cl (£21.22 ex VAT), Jack Daniel's, 70cl (£23.08 ex VAT), Bushmills Black Bush, 70cl (£25.53 ex VAT), and Jameson Caskmates Stout, 70cl (£27.48 ex VAT). Each card also features a 'Buy X get Y FREE!' offer.

http://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

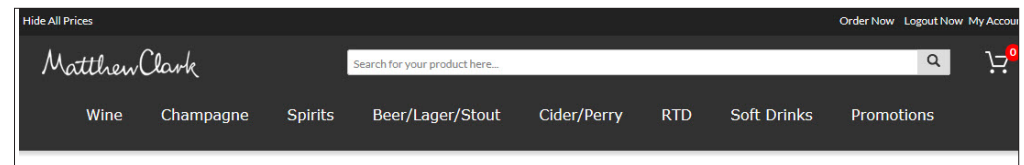
Indicates type of promotion.

## View offer

View more information and purchase.

## Download brochure


View digital version of your latest promotional brochure.



### Latest Offers


Filters: Type | Category | View All

**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

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## 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.



00004298 - Stones **Ginger** Wine, 70cl

00010096 - Christopher's **Gin**, 70cl

00010110 - Gordon's **Gin**, 1.5lt

00010124 - Christopher's **Gin**, 1.5lt

00015026 - Britvic Idris **Ginger** Beer, can, 330ml x 24

00015073 - Britvic **Ginger** Ale, TP can, 150ml x 24

00015195 - Schweppes **Ginger** Beer, NRB, 200ml x 24

00015204 - Schweppes Canada Dry **Ginger** Ale, NRB, 125ml x 24

00015229 - Schweppes **Ginger** Beer, can, 330ml x 24

00015283 - Schweppes Canada Dry **Ginger** Ale Travel Pack, can, 150ml x 24

WineChampagneSpiritsBeer/Lager/StoutCider/PerryRTDSoft DrinksPromotions

Search for your product here.

White

- Argentina
- Australia
- Austria
- Brazil
- Bulgaria
- Canada
- Chile
- England
- European Union
- France
- View All

Red

- Argentina
- Australia
- Austria
- Brazil
- Canada
- Chile
- China
- England
- France
- Germany
- View All

Rosé

- Argentina
- Australia
- Bulgaria
- Chile
- England
- France
- Italy
- New Zealand
- Portugal
- South Africa
- View All

Sparkling Wine White

- Argentina
- Australia
- Chile
- England
- France
- Italy
- New Zealand
- South Africa
- Spain

Sparkling Wine Rose

- Argentina
- Australia
- Chile
- England
- France
- Italy
- Portugal
- South Africa
- Spain

Fortified Wine

- Italy
- Portugal
- Spain

Non - Traditional

- Australia
- England
- Germany
- USA

Sake

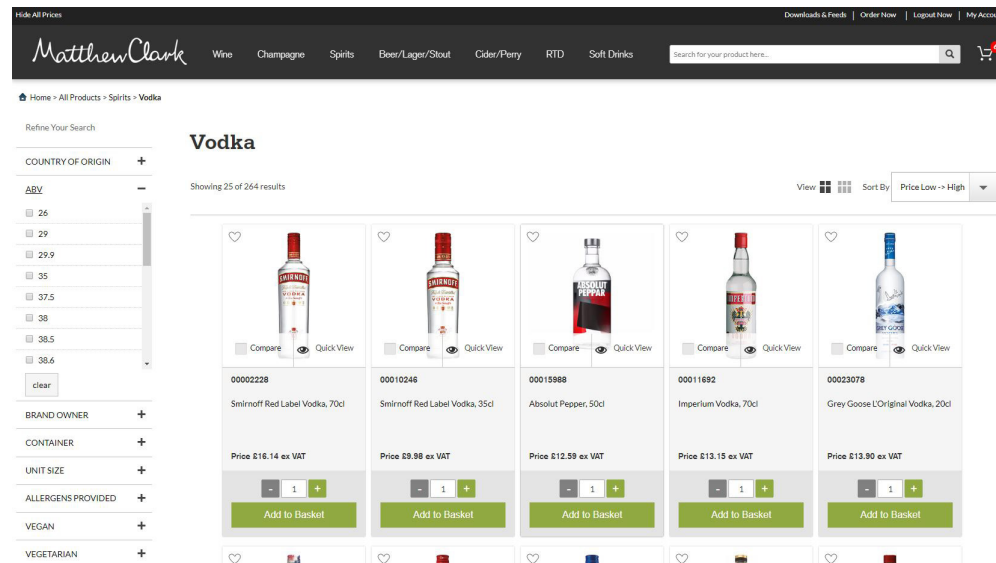
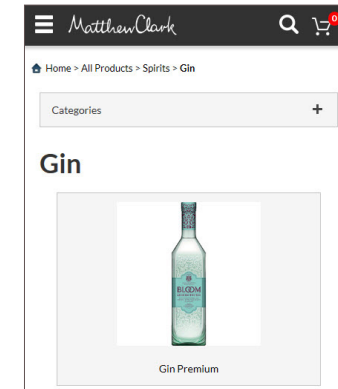
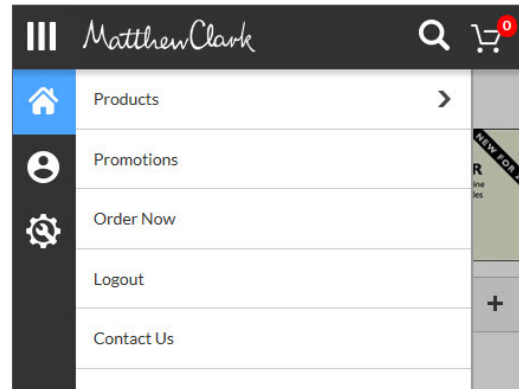
- Japan



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

### Absolut Original, 70cl



**00010031**  
**Price: £13.46 ex. VAT**

- Category Spirits
- Sub Category Vodka
- Type Vodka Premium
- Country Sweden
- ABV% 40

UOM  
  
Qty

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.

# Basket

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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 <a href="#">Remove</a>	<div>- 1 +</div>	£33.25 Ex VAT
	Belvedere Vodka, 70cl <a href="#">Remove</a>	<div>- 1 +</div>	£27.76 Ex VAT
	Ketel One Vodka, 70cl <a href="#">Remove</a>	<div>- 1 +</div>	£21.36 Ex VAT
	Luksusowa Potato Vodka, 70cl <a href="#">Remove</a>	<div>- 1 +</div>	£14.13 Ex VAT
Grand Total			£115.80
Delivery options starting from <a href="#">FREE</a>			<a href="#">View Basket</a>



# Basket

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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 






Unit Price : £33.25 Ex VAT  
Line Total : £166.25 Ex VAT




Belvedere Vodka, 70cl  
00015927

UOS 70cl Glass Bottle  
Qty 






Unit Price : £27.76 Ex VAT  
Line Total : £277.60 Ex VAT



Ketel One Vodka, 70cl  
00015949

UOS 70cl Glass Bottle  
Qty 



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?

Submit

 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

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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'

Delivery		<a href="#">Edit delivery address</a>
Name	Mr Luke Siddall	Delivery Address
Delivery Method	F.O.C. Delivery	matthewclark 38 ST MARGARETS STREET CANTERBURY KENT CT1 2TY GB

Confirm your order



# Matthew Clark Live

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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](mailto:mc-livesupport@matthewclark.co.uk)

### **Contact Us**

England/Wales: 0344 822 3910

Scotland: 0141 429 4711

Email: [mccustomerservices@matthewclark.co.uk](mailto:mccustomerservices@matthewclark.co.uk)



# Logging in

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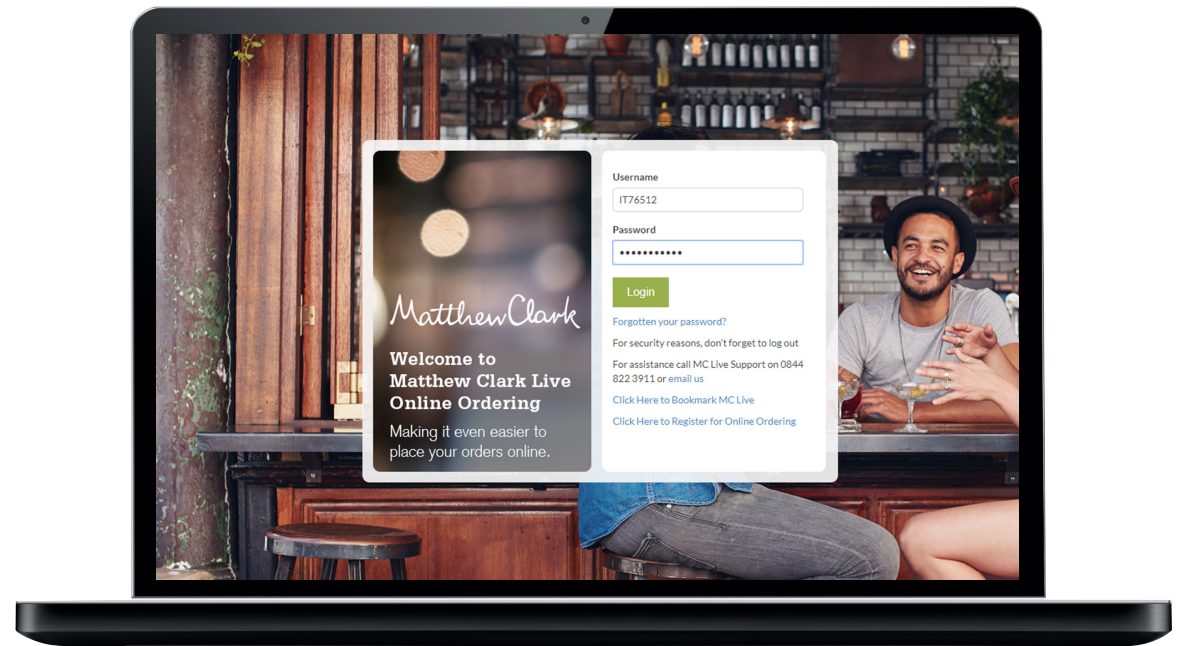
You can log into MC Live Head Office portal in two ways...

- Visiting [www.matthewclark.co.uk](http://www.matthewclark.co.uk)
- Clicking 'Order Now'
- Clicking 'Log in'

or

- Visiting [www.matthewclarklive.com](http://www.matthewclarklive.com)
- Clicking 'Log in'

Head office tools are found under "My Account".








# Manage Buyers

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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.

### Account Details

-  **View Account Details**  
View and edit your main Account information
-  **View My Address Book**  
View all valid addresses registered to your account
-  **View Buyers in Company**  
View details of other buyers within your company
-  **Invite Additional Buyers**  
Add additional buyers to your account
-  **View My Buyers**  
Here you can view a list of your colleagues that have you flagged as one of their default authorisers

### My History

-  **View My**  
View, repeat
-  **My Stater**  
View your A
-  **View My**  
Review the c
-  **Credit Ac**  
Track and vie
-  **Pay My In**  
Select Previo
-  **My Messa**  
View and rea

Please Select The Account That You Would Like To View/Manage

Fish and Pole - Fish and Pole	Select
50734120 - THREE SALMONS HOTEL	Select
50724438 - CENTRAL THEATRE	Select

### Preferences

Default Product Display Mode	Grid	Language	English
Sort My Basket	1st Item shown at the top	Default No. Of Products Per Page	21
SMS Stock Notification	Off		



# Create new users

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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.

**Invite Additional Buyers**

Please enter the details for your additional buyers below and click 'Submit'

Title	First Name	Surname	Email	User Type	Send Email
Mr				Main Outlet User	<input checked="" type="checkbox"/>
Mr				Main Outlet User	<input checked="" type="checkbox"/>
Mr				Additional Outlet User	<input checked="" type="checkbox"/>
Mr				Main Outlet User	<input checked="" type="checkbox"/>
Mr				Main Outlet User	<input checked="" type="checkbox"/>

# Place an order

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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'

Please Select The Account That You Would Like To View/Manage

Fish and Pole - Fish and Pole	Select
50734120 - THREE SALMONS HOTEL	Select
50724438 - CENTRAL THEATRE	Select

Buyer name Gary Hawke (Mr)	Department	Date last logged in 26/07/2017 10:50:29	Login	Show
Buyer name Helen Condon (Mr)	Department	Date last logged in 26/07/2017 10:12:09	Login	Show

# Messaging

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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 \***

**Subject \***

**Message \***

Select Recipient...

50724438 - Andrew Hooper

50724438 - Angie Reeves

50734120 - Gary Hawke

50734120 - Helen Condon



# Order pads

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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

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

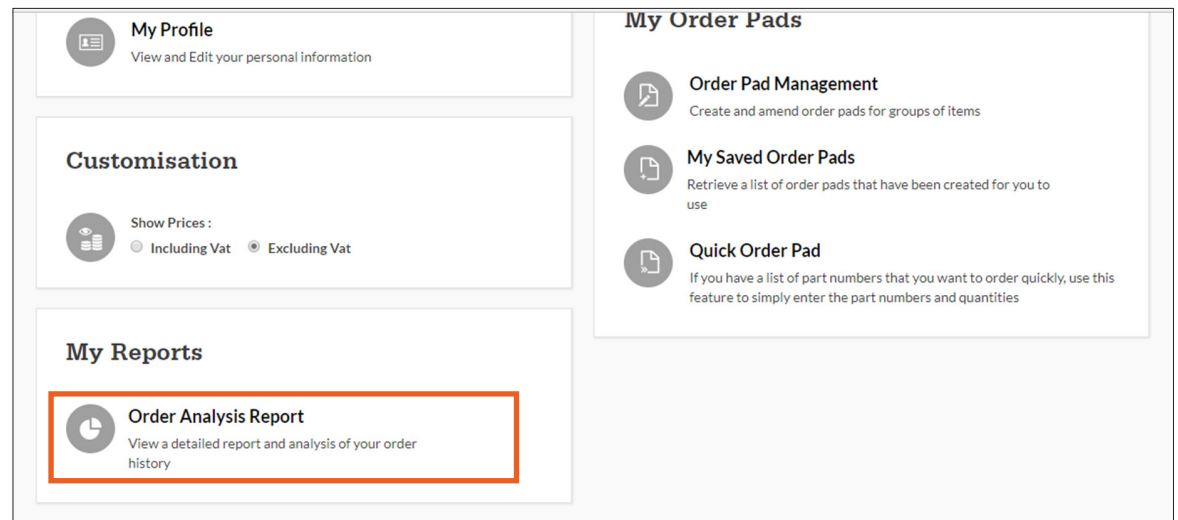
# Running reports

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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

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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

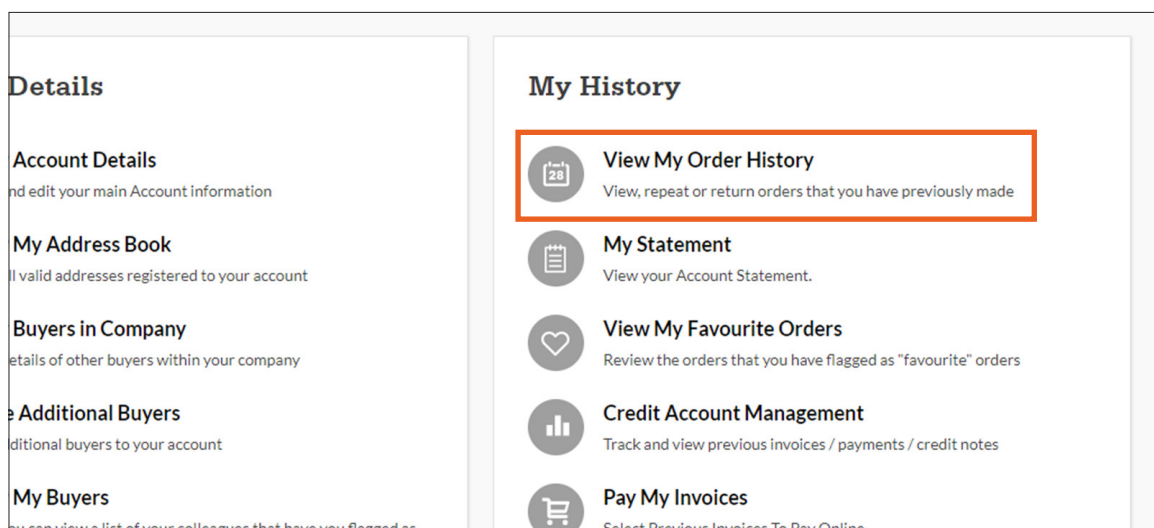
Allowing you to quickly re-order the products and quantities ordered previously.

## – 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](mailto:mc-livesupport@matthewclark.co.uk)




## Keep in touch

0344 822 3910 or visit  
[www.matthewclark.co.uk](http://www.matthewclark.co.uk) for more information.

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for the facts [drinkaware.co.uk](http://drinkaware.co.uk)

MatthewClark