

# FREQUENTLY ASKED QUESTIONS – FAQ ELECTRONIC REPORTING PROCEDURES

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## 1. What is Electronic Reporting?

Electronic Reporting is the new standardized web-based program for reporting Controlled Temperature Warehouse (CTW) temperature data.

All Miller, Fosters, Acquired Brands and Pilsner Urquiel distributors will now submit CTW temperature data directly to a single source, Balance Engineering Inc. Balance Engineering will assume full responsibility for analyzing and summarizing all CTW data and submitting a monthly summary report to Miller Brewing Company.

Category 1- CTW Compliant Distributors are not required to do any additional temperature reporting.

The web-based reporting system has been developed to simplify the electronic reporting of CTW data. The system requires only an internet connection, a standard web browser such as Internet Explorer or Netscape Navigator, and a few clicks of the mouse connected to your computer.

The distributor does not need to go through the process of attaching and e-mailing temperature data files. We believe the distributor will find the electronic reporting process to be simple and straightforward.

Technical assistance, if required, is available via the Balance Engineering website, email, and as a last resort via telephone. The Balance Engineering website and procedures have been developed to minimize the need for technical assistance.

## 2. Can You Define Some Words or Terms That Will Be Used to Describe The Electronic Reporting Program?

CTW	Controlled Temperature Warehouse
AM	Automatic Monitoring – AM Distributors utilize the Balance Engineering Automatic Monitoring Service.
ER	Equipment Reporting – ER Distributors that have purchased Balance Engineering Data Logging Equipment to record warehouse temperature data.
NER	Non-Balance Engineering Equipment Reporting – NER Distributors utilize Non-Balance Engineering Temperature Monitoring Equipment to record warehouse temperature data.
CSV	Comma Separated Values, a data file format

One type of two types of data files produced when data is downloaded from the Balance Engineering data logger. A CSV file is an Excel compatible data file.

PL1	<p>An encrypted or “packed” data file, a data file format.</p> <p>A PL1 file is one of the two types of data files produced when data is downloaded from the Balance Engineering data logger.</p>
User ID	<p>The User ID is the Distributor Number assigned by Miller Brewing Company.</p> <p>A User ID is required to access the Balance Engineering User Home Page.</p>
Password	<p>A secret series of characters that enables the user to access a web page.</p> <p>A Password must be keyed in along with the User ID when the distributor attempts to access the Balance Engineering User Home Page.</p> <p>All distributors are assigned an initial Password, which will be e-mailed to the distributor contact name provide by the distributor.</p>
Download	<p>The process in which ER Distributors obtain data from Balance Engineering data logging equipment.</p>
Upload	<p>The process in which the ER and NER Distributors transfer the temperature data file from the distributor computer to the Balance Engineering website.</p>
Web Browser	<p>A software application used to locate and display Web pages. The two most popular browsers are Netscape Navigator and Microsoft Internet Explorer.</p>
Home Page	<p>The main page of a Website. Typically, the home page serves as an index or table of contents to other documents stored at the site.</p>
Distributor Category	<p>The descriptive name assigned to each distributor by Balance Engineering. The distributor categories are defined by the type of temperature data logging equipment the distributor uses and how the distributor reports the temperature data.</p>
Grand Average	<p>The average of the hourly temperature readings for all CTW temperature sensors reporting temperature data. Temperature readings from sensors recording data from coolers or cold boxes are excluded from the Grand Average calculation.</p>

CTW  
Report

A customized monthly Controlled Temperature Warehouse report developed for the distributor which provides a visual summary of the temperature data supplied by the distributor. The Average, Maximum and Minimum temperature reading for each sensor are provided.

The CTW Report also displays the Grand Average temperature, the Maximum Allowable temperature and the Temperature Compliance Status for the month. A graph of the temperature data for each sensor is provided.

The monthly CTW Report is available to all AM Distributors as part of the AM Distributors' Monitoring Service Agreement.

ER and NER Distributors may elect to utilize the Report Services for an additional fee.

Miller  
Summary  
Report

A monthly report submitted directly to Miller Brewing which summarizes the temperature data submitted by each distributor for the month.

The Miller Summary Report contains information for all AM, ER and NER Distributors that have submitted temperature data for the month of the report, regardless of whether the distributor utilizes the Report Services.

Report  
Service  
Subscriber

ER or NER Distributor who has elected to pay a fee for the ability to view and download a comprehensive monthly CTW Report which includes a summary table and graphs of the temperature data for each sensor.

Subscription to this optional Report Service is \$15/month, based on a one year contract.

Report  
Service Trial  
Period

A trial period from June – August 2004 during which all ER and NER Distributors may utilize the Balance Engineering Report Service to view and download their monthly CTW Report at **no cost**.

Once the Report Service Trial Period ends, ER and NER Distributors can continue to access their CTW Reports by signing up for Report Services for \$15/month based on a one year contract.

### 3. What Does The Distributor Need to Know to Get Started Using the Balance Engineering Electronic Reporting Program?

To get started with the new Electronic Reporting Program – all distributors must first determine into which distributor category they fit.

All Miller, Foster, Acquired Brand and Pilsner Urquiel distributors have been assigned to one of three distributor categories.

The three distributor categories are described below:

1. **Automatic Monitoring Distributors (AM)** – AM Distributors have signed up for the Balance Engineering Automatic Monitoring Services. Balance Engineering automatically collects temperature data files from the AM Distributors via modem and standard telephone line, analyzes the data, generates a monthly CTW Report for each AM Distributor, and submits a monthly Summary Report directly to Miller Brewing.
2. **Balance Engineering Equipment Owners (ER)** - ER Distributors have purchased Balance Engineering data logger(s) and who have in the past been responsible for downloading their temperature data files and reporting this temperature data directly to Miller Brewing.
3. **Distributors Utilizing Non-Balance Engineering Monitoring Equipment – NER** – NER Distributors currently utilizing non-Balance Engineering equipment or central facility energy management systems to record warehouse temperature data. NER distributors have in the past been responsible for downloading their temperature data files and reporting their temperature data directly to Miller Brewing.

### 4. Once A Distributor Has Determined Its' Distributor Category – What Are The Procedures For Utilizing the Electronic Reporting Program?

Reporting procedures for Electronic Reporting are determined by distributor category.

#### **Procedures for AM Distributors:**

1. Temperature data files will continue to be submitted to Balance Engineering **automatically** via modem and telephone line.
2. Balance Engineering will analyze AM data files and send e-mail notifications to the AM Distributor contact email address on file, regarding the following issues:

- Invalid Temperature Readings
- Non-Compliance due to Grand Average Temperature Readings
- Non-Compliance due to incorrect Sensor Count
- Low Battery Voltage

3. To view and download the monthly CTW Report, the AM Distributors will access the User Home page by logging onto the Balance Engineering Temperature Monitoring Home Page and entering a User ID and a Password.

[www.BalanceEng.com/MillerCTW](http://www.BalanceEng.com/MillerCTW)

4. Balance Engineering will e-mail each AM Distributor a Password to access the Balance Engineering User Home Page mentioned above. This e-mail will be sent to the same contact e-mail address on file to which the monthly CTW Report is currently submitted.
5. Balance Engineering will submit a Summary Report containing the monthly temperature data for all distributors to Miller Brewing electronically.
6. AM Distributors do not need to submit any additional reports to Miller Brewing Company if they are a Category 1 - CTW Compliant Distributor as defined by Miller Brewing.

#### Procedures for ER Distributors:

1. ER Distributor must submit an email to: [info@BalanceEng.com](mailto:info@BalanceEng.com) to request a **Password** to access the Balance Engineering Controlled Temperature Monitoring Website.

The e-mail sent from the ER Distributor to [info@BalanceEng.com](mailto:info@BalanceEng.com) must include the following distributor information:

Miller Brewing Distributor Number  
Distributor Name  
Distributor Warehouse Address  
Distributor Phone Number  
Market Area  
Name of Primary Contact for Distributor\*  
Email Address for Primary Contact\*

\*Primary Contact is the one distributor employee or representative to whom all notifications and correspondences from Balance Engineering concerning the Electronic Reporting Program will be sent.

2. ER Distributors will download the temperature data file(s) from their Balance Engineering data logger(s) on the 1<sup>st</sup> business day of each month. A CSV file and an encrypted PL1 file are created during every data download for the logger.

**Note: When an ER Distributor downloads its CSV and PL1 files from the logger, the distributor must make note of the location of the downloaded file. The distributor will need to access this download location to upload the required PL1 file to the Balance Engineering User Home Page on the Balance Engineering website.**

- ER Distributors must upload the PL1 data file to the User Home Page on the Balance Engineering website. ER Distributors can access the User Home page by logging onto the Balance Engineering Temperature Monitoring Home Page and entering their User ID and Password. (See **FAQ #8** for details regarding Uploading Data Files.)

The encrypted PL1 date file must be uploaded to the User Home Page by the 3<sup>rd</sup> business day of each month. The website will not accept any CSV files from ER distributors, only a PL1 file will be accepted.

- Balance Engineering will analyze data files and send e-mail notifications to the distributor contact email address on file, regarding the following issues:

- Delinquent Data Files
- Invalid Temperature Readings
- Non-Compliance due to Grand Average Temperature Readings
- Non-Compliance due to Incorrect Sensor Count
- Low Battery Voltage

- ER Distributors that have not subscribed to the Report Services will not be able to view or download the monthly CTW Report. (Except during the Report Service Trial Period – See FAQ #10)

- ER Distributors that would like to view and download the monthly CTW Report have two options:

Option A – ER Distributors may convert to an AM Distributor and receive the Balance Engineering Automatic Monitoring Services for \$60/month on a three year contract basis, Miller Brewing Company is currently paying \$30/month of this cost.

Go to [www.BalanceEng.com/MillerCTW](http://www.BalanceEng.com/MillerCTW)

Click on “CTW Customer Order Form”

Choose Option 1 – Monthly Monitoring Services and fill out the Customer Order Form as indicated.

Option B – ER Distributors may purchase a subscription to the Report Service for \$15/month, on a one year contract basis.

To subscribe to the Report Services,

Go to <http://www.balanceeng.com/MillerCTW>

Click on “CTW Customer Order Form”

Choose the Report Service Option and fill out the Customer Order Form as indicated.

7. Balance Engineering will submit a Summary Report containing all distributor monthly temperature data to Miller Brewing electronically.
8. ER Distributors do not need to submit any additional reports to Miller Brewing Company if they are a Category 1 - CTW Compliant Distributor as defined by Miller Brewing.

### **Procedures for Non- Balance Engineering Equipment Distributors (NER):**

1. NER Distributor must submit an email to: [info@BalanceEng.com](mailto:info@BalanceEng.com) to request a:

Customized CSV data file format

A Password to access the User Home page.

The email sent to [info@BalanceEng.com](mailto:info@BalanceEng.com) must include the following distributor information:

Miller Brewing Distributor Number  
Distributor Name  
Distributor Warehouse Address  
Distributor Phone Number  
Market Area  
Name of Primary Contact for Distributor\*  
Email Address for Primary Contact\*

\*Primary Contact is the one distributor employee or representative to whom all notifications and correspondences from Balance Engineering concerning the Electronic Reporting Program will be sent.

2. NER Distributors must download load temperature data from its Non-Balance Engineering data logging equipment or central facility management system and cut and paste this temperature data into the CSV data file template supplied by Balance Engineering.
3. NER Distributor must upload the CSV file to the User Home Page on the Balance Engineering website. NER distributor can access the User Home page by logging onto the Balance Engineering Temperature Monitoring Home Page and entering their User ID and Password. (See Item #7 for details regarding Uploading Data Files.)

The CSV data file must be uploaded to the User Home Page by the 3<sup>rd</sup> business day of each month. The website will not accept any other data file format but the CSV file format provided by Balance Engineering.

4. Balance Engineering will analyze data files and send e-mail notifications to distributor contact e-mail address on file regarding the following issues:

- Delinquent Data Notifications
- Invalid Data Notification
- Non-Compliance due to Temperature Grand Average
- Non-Compliance due to Incorrect Sensor Count

5. NER Distributors that have not subscribed to the Report Services will not be able to view or download the monthly CTW Report. (Except during the Report Service Trial Period – See FAQ #10)
6. NER distributors that would like to view and download their monthly CTW Report have two options:

**Option A** – NER Distributors may convert to an AM Distributor and receive the Balance Engineering Automatic Monitoring Services for \$60/month on a three year contract basis, Miller Brewing Company is currently paying \$30/month of this cost.

Go to [www.BalanceEng.com/MillerCTW](http://www.BalanceEng.com/MillerCTW)

Click on “CTW Customer Order Form”

Choose Option 1 – Monthly Monitoring Services and fill out the Customer Order Form as indicated.

**Option B** – NER Distributors may purchase a subscription to the Report Service for \$15/month, on a one year contract basis.

To subscribe to the Report Services,

Go to [www.BalanceEng.com/MillerCTW](http://www.BalanceEng.com/MillerCTW),

Click on “CTW Customer Order Form”

Choose the Report Service Option and fill out the Customer Order Form as indicated.

7. Balance Engineering will submit a Summary Report containing all distributor monthly temperature data to Miller Brewing electronically.
8. NER distributors do not need to submit any additional reports to Miller Brewing Company if they are a Category 1 - CTW Compliant Distributor as defined by Miller Brewing.

## 5. As A NER Distributor How Do I Get the Required CSV File Format Template?

NER Distributor must submit an email to: [info@BalanceEng.com](mailto:info@BalanceEng.com) to request its customized CSV file format.

The e-mail sent to [info@BalanceEng.com](mailto:info@BalanceEng.com) must include the following distributor information:

- Miller Brewing Distributor Number
- Distributor Name
- Distributor Warehouse Address
- Distributor Phone Number
- Market Area
- Name of Primary Contact for Distributor\*
- Email Address for Primary Contact\*

\*Primary Contact is the one distributor employee or representative to whom all notifications and correspondences from Balance Engineering concerning the Electronic Reporting Program will be sent.

NER Distributors must download load temperature data from its Non-Balance Engineering data logging equipment or central facility management system and cut and paste this temperature data into the customized CSV data template supplied by Balance Engineering.

## 6. How Does A Distributor Gain Access to the User Home Page to Upload Data Files?

1. Utilizing a web browser such as Internet Explorer or Netscape Navigator:

Enter [www.BalanceEng.com/MillerCTW](http://www.BalanceEng.com/MillerCTW) to access the Balance Engineering Temperature Monitoring Home Page.

The distributor will be prompted to enter a User ID and Password to gain access the User Home.

Each time a distributor attempts to access the User Home Page to upload data files or view CTW monthly reports, the distributor will be prompted to enter a User ID and Password.

2. Enter a User ID.

The User ID = The Distributor Number assigned by Miller Brewing Company to each distributor.

### 3. Enter a Password

Each distributor is assigned an initial Password.

ER and NER Distributor must submit an e-mail to: [info@BalanceEng.com](mailto:info@BalanceEng.com) to request a Password.

Balance Engineering will e-mail the initial Password to the AM Distributor contact name on file.

After entering its User ID, the distributor will be prompted to enter its Password.

The distributor is responsible for remembering the Password. Please write the password down. The distributor is responsible for the security of the Password.

### 7. What Does A Distributor Do If The Password Is Lost or Forgotten?

If the distributor forgets its' Password, the distributor may Click On the "Forgot your password?" link on the Balance Engineering Temperature Monitoring Home Page.

[www.BalanceEng.com/MillerCTW](http://www.BalanceEng.com/MillerCTW)

The Distributor's Password will be automatically e-mailed to the distributor contact name on file.

### 8. How Does A Distributor Upload Its Temperature Data Files to the Balance Engineering Website?

Uploading is the process of transferring temperature data files from the distributor's computer to the Balance Engineering website.

#### A. Automatic Monitoring Distributors (AM)

AM distributors do not need to upload their data files. Temperature data files are automatically sent to Balance Engineering via modem and telephone line.

#### B. ER Distributors – PL1 File Uploading Procedures

**Step 1:** ER Distributors must download the temperature data file from the Balance Engineering data logger to the distributor's laptop or desktop computer.

This is the same process the ER Distributors have utilized in past months to retrieve the temperature data files from the data logger. (Refer to the Installation Instructions and Operating Procedures shipped with the CTW monitoring system order. (These instructions and procedures are also available at the Balance Engineering website – See **FAQ #14** for details.)

**Step 2:** Log on to Balance Engineering Temperature Monitoring Home Page [www.BalanceEng.com/MillerCTW](http://www.BalanceEng.com/MillerCTW).

The distributor may want to save this site as a “Favorites” in its web browser.

**Step 3:** Enter the User ID and Password

This step allows the distributor to gain access to the User Home Page customized by distributor category.

**Step 4:** At the User Home Page:

Click on “Upload File” to access the Distributor File Upload page.

**Step 5:** At the Distributor File Upload Page:

Click on the “Browse” Button to locate the PL1 file to upload.

Click on the PL1 file to be uploaded.

Click on the “Upload File” Button to begin the file uploading process.

**Step 6:** If the distributor attempts to Upload any file other than a PL1 file, the distributor will receive an error message and be prompted to upload a PL1 file.

**All ER Distributors must upload a PL1 file.**

**Step 7:** A notification message will appear on screen stating whether the temperature data file(s) has been successfully uploaded.

If the file upload is unsuccessful, the distributor will be directed to attempt to upload the file again.

If the 2<sup>nd</sup> attempt to upload the file is unsuccessful, please call the Balance Engineering Technical Assistance line at (317) 844-2922.

The Upload process is now complete. No other action is required unless the distributor receives an e-mail notification.

### C. NER Distributors – CSV File Uploading Procedures

**Step 1:** NER Distributor must first download the temperature data file from its temperature logging system to the distributor's laptop or desktop computer. The distributor must then cut and paste this monthly temperature data into the CSV file template provided by Balance Engineering.

**Step 2:** Log on to Balance Engineering Temperature Monitoring Home Page [www.BalanceEng.com/MillerCTW](http://www.BalanceEng.com/MillerCTW). The distributor may want to save this site as a "Favorites" in its web browser.

**Step 3:** Enter the User ID and Password

This step allows the distributor to gain access to the User Home Page customized by distributor category.

**Step 4:** At the User Home Page:

Click on "Upload File" to access the Distributor File Upload page.

**Step 5:** At the Distributor File Upload Page:

Click on the "Browse" Button to locate the PL1 file to upload.

Click on the PL1 file to be uploaded.

Click on the "Upload File" Button to begin the file uploading process.

**Step 6:** If the distributor attempts to Upload any file other than a CSV file, the distributor will receive an error message and be prompted to upload a CSV file.

**All NER Distributors must upload a CSV file in the template format supplied by Balance Engineering.**

**Step 7:** A notification message will appear on screen stating whether the temperature data file(s) has been successfully uploaded.

If the file upload is unsuccessful, the distributor will be directed to attempt to upload the file again.

If the 2<sup>nd</sup> attempt to upload the file is unsuccessful, please contact call the Balance Engineering Technical Assistance line at (317) 844-2922.

The Upload process is now complete. No other action is required unless the distributor receives an e-mail notification.

## 9. What Is A Monthly CTW Report?

The CTW report (See Figure 1) is a customized monthly report developed by Balance Engineering for the distributor. The CTW Report which provides a visual summary of the temperature data supplied by the distributor. The CTW Report is not sent to Miller Brewing Company

Average, maximum and minimum temperatures for each sensor are provided. The report displays the Grand Average temperature, the Maximum Allowable temperature as well as the Temperature Compliance Status. A graph of the temperature data for each sensor is also provided (See Figure 2)

Benefits of CTW Report:

- \* Quick View of CTW Compliance Status
- \* Graphical Illustration of Warehouse Temperature Data – Sensor-by-Sensor – Excellent Troubleshooting Tool
- \* Information to Help Control Heating and Cooling Energy Costs
- \* Ability to Review / Download/ Print 12 months of CTW Results

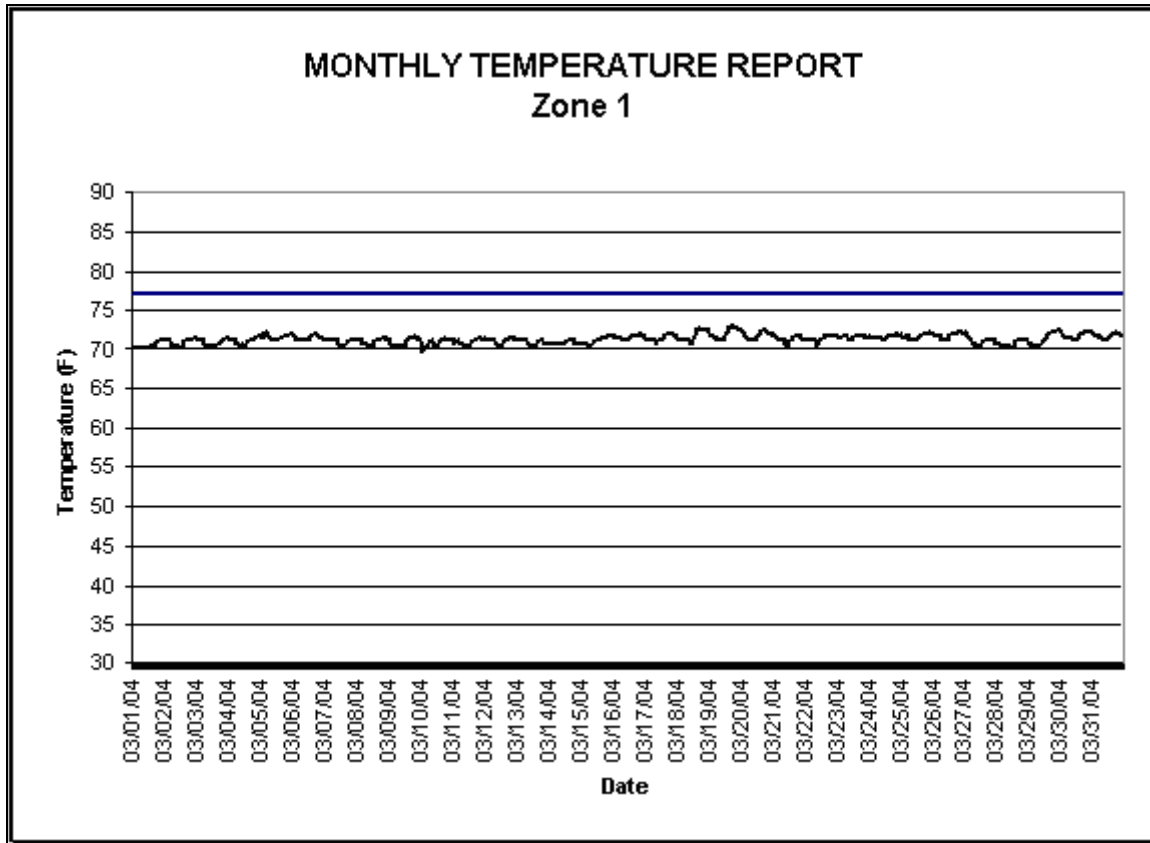
The monthly CTW Report is available to all AM Distributors as part of the AM Distributors' Monitoring Service Agreement and those ER and NER Distributors who have signed up for Report Services.

Additional information on Energy Costs and Temperature Control is available on the Balance Engineering website.

**Figure 1: CTW Report**

<b>MILLER BREWING COMPANY CONTROLLED TEMPERATURE WAREHOUSE REPORT</b>						
Month: <u>March</u>			Year: <u>2004</u>			
Distributor Name: <u>High Life Beer Distributing</u>			Dist. #: <u>123456</u>			
Do you have more than one warehouse associated with this distributor number? _____ (Yes) <input checked="" type="checkbox"/> (No)						
If yes, choose one of the following identifiers to uniquely identify THIS warehouse. Choose #1-6 <u>1</u>						
IMPORTANT: Always use the same unique identifier for each warehouse address location every month. Warehouse Address <u>125 Main Street Carmel, KY 98765</u>						
Warehouse Temperatures	Temperatures Recorded					
	% of Max # Reading/Mo.	Average	Min.	Max.	No. Below Min Temp	No. Over Max Temp
Temperature Sensor #1	<u>71</u>	<u>71</u>	<u>70</u>	<u>73</u>	<u>0</u>	<u>0</u>
Temperature Sensor #2	<u>71</u>	<u>71</u>	<u>69</u>	<u>73</u>	<u>0</u>	<u>0</u>
Temperature Sensor #3	<u>71</u>	<u>71</u>	<u>70</u>	<u>73</u>	<u>0</u>	<u>0</u>
Temperature Sensor #4	<u>70</u>	<u>70</u>	<u>69</u>	<u>73</u>	<u>0</u>	<u>0</u>
Temperature Sensor #5	<u>70</u>	<u>70</u>	<u>69</u>	<u>72</u>	<u>0</u>	<u>0</u>
Temperature Sensor #6	<u>38</u>	<u>38</u>	<u>34</u>	<u>44</u>	<u>75</u>	<u>0</u>
Temperature Sensor #7	<u>37</u>	<u>37</u>	<u>35</u>	<u>43</u>	<u>8</u>	<u>0</u>
Temperature Sensor #8	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Temperature Sensor #9	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Temperature Sensor #10	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Temperature Sensor #11	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Temperature Sensor #12	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
GRAND AVERAGE-Average Temperature-all Sensors <u>61</u>			GRAND AVERAGE-Non-CoolerSensors <u>71</u>			
Official Weather Station Nearest this Location - BPN _____			City <u>Louisville</u>		ST <u>KY</u>	
Max. Temperature Allowed <u>77</u> (for month and location)			Minimum Temperature Allowed <u>35</u>			
Reviewed by MBCo. Employee: _____ (Print Name)						
Signature of MBCo. Employee: _____			Date: _____			
Name-Distributor Personnel: _____ (Print Name)						
Title/Position at Distributorship: _____						
Is Location Temperature Compliant? <u>Yes</u>						
If no, what actions are being taken to address non-compliance to temperature requirements specified on Miller BPN? _____ _____ _____						
I verify that the above information is true and correct. Please sign below.						
Signature-Distributor Personnel: _____			Date: _____			

Figure 2 – Sample Graph



ER and NER Distributors that would like to view and download the monthly CTW Report have two options:

**Option A** – ER and NER Distributors may convert to an AM Distributor and receive the Balance Engineering Automatic Monitoring Services for \$60/month on a three year contract basis, Miller Brewing Company is currently paying \$30/month of this cost.

Go to [www.BalanceEng.com/MillerCTW](http://www.BalanceEng.com/MillerCTW)

Click on “CTW Customer Order Form”

Choose Option 1 – Monthly Monitoring Services and fill out the Customer Order Form as indicated.

**Option B** – ER and NER Distributors may purchase a subscription to the Report Service for \$15/month, on a one year contract basis.

To subscribe to the Report Services:

Go to [www.BalanceEng.com/MillerCTW](http://www.BalanceEng.com/MillerCTW),

Click on “CTW Customer Order Form”

Choose the Report Service Option and fill out the Customer Order Form as indicated.

## 10. How Does A Distributor Become Familiar with the Monthly CTW Report Service?

Limited Time Offer ++ Limited Time Offer ++ Limited Time Offer

**\*\*\*\*\* Report Service Trial Period\*\*\*\*\***

Limited Time Offer ++ Limited Time Offer ++ Limited Time Offer

In order to give the ER and NER Distributors a chance to become familiar with the many benefits of the monthly CTW Report, a Report Service Trial Period is being offered.

From June – August 2004 - all ER and NER Distributors may utilize the Report Service to view and download their monthly CTW Report at **no cost**.

## 11. How Does A Distributor Gain Access to the Monthly Controlled Temperature Warehouse Report?

**AM Distributors, Report Service Subscribers and Report Service Trial Period Users**

**Step 1:** Log on to Balance Engineering Temperature Monitoring Home Page

[www.BalanceEng.com/MillerCTW](http://www.BalanceEng.com/MillerCTW)

The distributor may want to save this site as a “Favorites” in its web browser.

**Step 2:** Enter the User ID and Password

This step allows the distributor to gain access to the User Home Page customized by distributor category.

**Step 3:** At the User Home Page:

Click on “Reports” to access the Report Summary Page to view the CTW Reports.

**Step 4:** At the Report Summary Page:

Distributor will be provided a quick overview into the overall status of the CTW reports on file for the distributor.

Distributor can Click on a link to view the CTW Report with Graphs of Sensors for each month on file.

Distributor has the ability to print the CTW Report with Graphs from the website or download the CTW Report with Graphs to a computer

## 12. What Types of Communications Will The Distributor Receive Regarding Its' CTW Data?

Notifications are sent to the distributor only if a problem exists with the temperature data. If the distributor does not receive a notification, that is a good thing, indicating there are no problems.

Notifications are automatically emailed to the distributor contact on file.

### There are five types of Notifications issued:

1. **Delinquent Data** – This notification occurs if the monthly data file(s) is not uploaded to the Distributor File Upload Page by the 3<sup>rd</sup> business day of the month.

This deadline is the date by which a distributor is to upload its temperature data file(s) to Distributor File Upload Page.

2. **Invalid Data** – This notification occurs if a data file is not in the proper file format. This notification will also be generated if the file appears to be a duplicate file that has already been uploaded to the server.
3. **Low Battery** – This notification occurs if the logger battery voltage is below the specified system threshold. The Low Battery Notification is sent only to AM and ER distributors.
4. **Non-Compliant Temperature** – This notification occurs if the distributor's Grand Average Temperature calculation for the month is outside Miller Brewing's temperature requirements. The Grand Average Temperature calculation will be rounded, and whole numbers will be compared with Miller Brewing's temperature requirements.
5. **Incorrect Sensor Count** – This notification occurs if the minimum number of sensors is not reported by the distributor. The following rules will apply to determine minimum number of sensors required:

<= 25,000 square feet = 2 sensors  
25,001 – 50,000 square feet = 4 sensors  
> 50,000 square feet = 6 sensors.

### 13. How Does A Distributor Obtain Technical Assistance?

**There is a three-phase process for obtaining Technical Assistance regarding Electronic Reporting and Operation of the Data Logger.**

**Step 1** - All distributors must first review this FAQ – Electronic Reporting Procedures document provided on the Balance Engineering website and the Miller BPN. In addition, distributors should review the Installation Instructions and Operating Procedures shipped with the CTW monitoring system order.

**Step 2** – If the information provided in Step 1 does not answer the question, distributor can e-mail questions to Balance Engineering at the link provided at the Balance Engineering Temperature Monitoring Home Page.

Log on to Balance Engineering Temperature Monitoring Home Page:

[www.BalanceEng.com/MillerCTW](http://www.BalanceEng.com/MillerCTW)

Click on the link to submit an E-mail for Technical Assistance

The email address to which the technical assistance response will be sent is the distributor contact e-mail address on file. The individual submitting the e-mail request may insert a different email address to which the Technical Assistance email response should be sent the question at hand.

Please provide the following information when submitting a request for Technical Assistance:

- Distributor Number
- Distributor Name
- Thorough Description of Question or Problem
- Steps Already Performed to Attempt to Resolve the Situation

The e-mail link can also be used to submit suggestions to improve the Electronic Reporting Program.

Balance Engineering will respond to all e-mailed questions as quickly as possible.

**Step 3** – If the distributor's questions have not been addressed after utilizing Steps 1 & 2, the distributor may contact Balance Engineering for technical assistance.

The Technical Assistance Line is (317) 844-2922.

Depending on availability of service representatives, distributor may be required to leave a message. Calls will be returned as quickly as possible.

**If it is determined that distributor has not utilized Steps 1 and 2 prior to utilizing Step 3, distributor will be directed to complete Step 1 and Step 2 prior to any technical service being provided via the telephone.**

#### **14. How Does A Distributor Get A Copy of the Installation Instructions and Operating Procedures Regarding the CTW Monitoring System?**

A copy of the Installation Instructions and Operating Procedures for the CTW Monitoring System were supplied when the CTW monitoring system was shipped to the distributor. These documents include complete Installation instructions and diagrams, as well as the procedures for operating the logging equipment.

The Installation Instructions and Operating Procedures are available on the Balance Engineering website.

**Step 1:** Log on to Balance Engineering Temperature Monitoring Home Page

[www.BalanceEng.com/MillerCTW](http://www.BalanceEng.com/MillerCTW)

The distributor may want to save this site as a “Favorites” in its web browser.

**Step 2:** Enter the User ID and Password

This step allows the distributor to gain access to the User Home Page customized by distributor category.

**Step 3:** At the User Home Page:

Click on “Installation Instructions and Operating Procedures” to obtain the requested documents.

#### **15. I am an ER Distributor. How Do I Convert to the Balance Engineering Monitoring Services and Become an AM Distributor?**

ER Distributors may convert to an AM Distributor and receive the Balance Engineering Automatic Monitoring Services for \$60/month on a three year contract basis, Miller Brewing Company is currently paying \$30/month of this cost.

Go to [www.BalanceEng.com/MillerCTW](http://www.BalanceEng.com/MillerCTW)

Click on “CTW Equipment Specifications and Customer Order Form” to receive details regarding Option 1 – Monthly Monitoring Services and to gain access to the Customer Order Form

Choose Option 1 – Monthly Monitoring Services & Fill out the Customer Order Form as indicated.

## 16. I am an NER Distributor. What Are My Conversion Options?

NER Distributors may convert to an ER Distributor or an AM Distributor.

Go to [www.BalanceEng.com/MillerCTW](http://www.BalanceEng.com/MillerCTW)

Click on “CTW Equipment Specifications and Customer Order Form” to receive details regarding the two Service Options available to NER Distributor.

**Option 1 – Monthly Monitoring Services.** NER Distributor can convert to an AM Distributor and receive the Balance Engineering Automatic Monitoring Services for \$60/month on a three year contract basis, Miller Brewing Company is currently paying \$30/month of this cost.

**Option 2 – Equipment Purchase.** NER Distributors can convert to an ER Distributor by purchasing the Balance Engineering Data Logging Equipment to record warehouse temperature data.

Click on the link to the “Customer Order Form”  
Choose Option 1 or Option 2 & Fill out the Customer Order Form as indicated.