

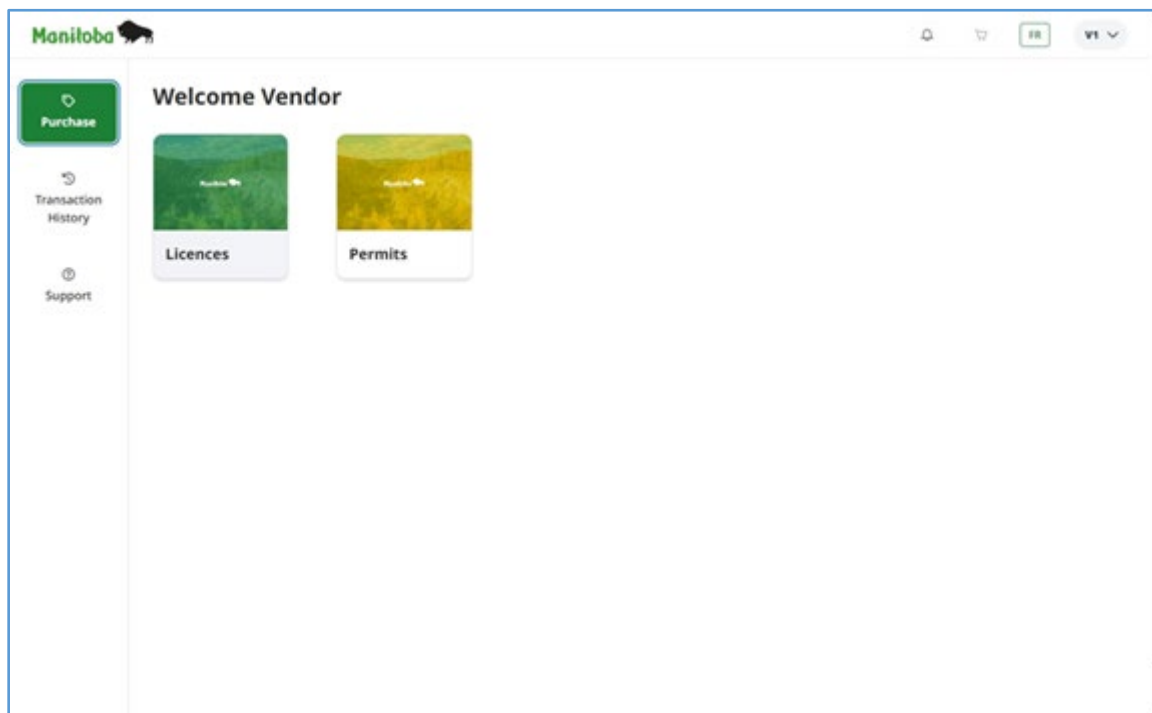
MANITOBA E-licensing



How to update Customer Account details

To update customer details, you need to first search for the existing customer. As a vendor, you can only update the address and phone number for a customer. If the customer wishes to update any additional details, such as their name or date of birth, they may contact the call centre at 1-877-880-1203.

1. Log into the vendor portal www.manitobaelicensing.ca/vendor

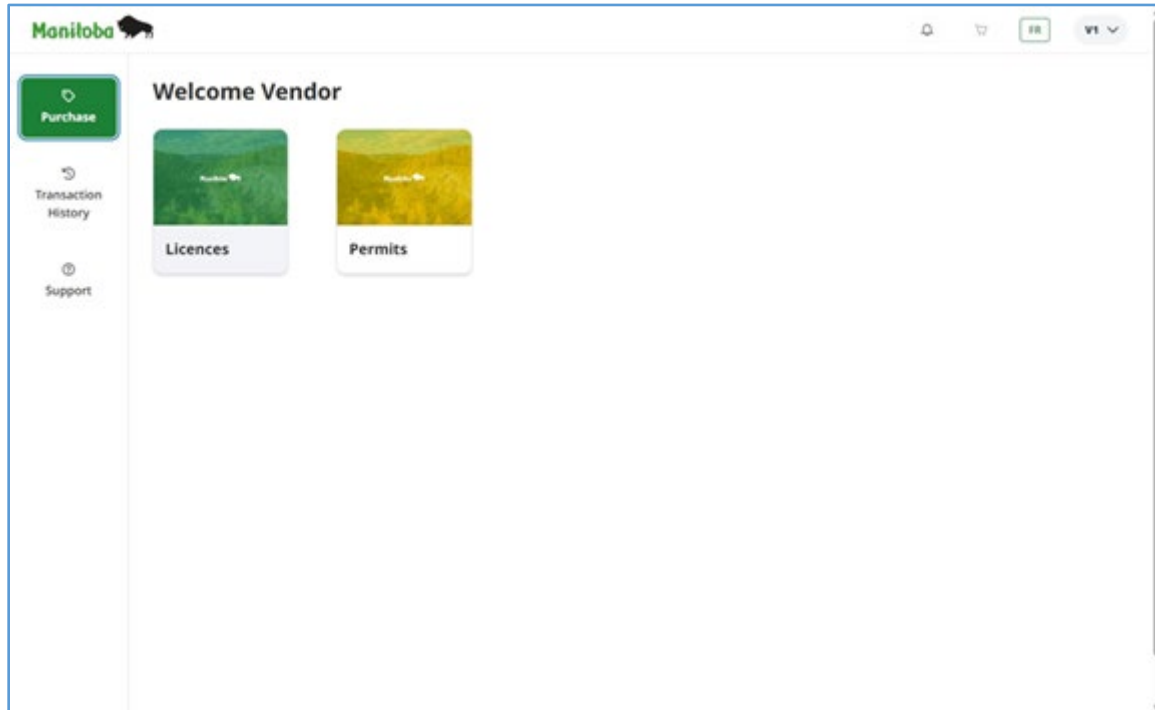


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2. To search for the customer, click licences or permits. In this example, we will search for the customer through licences.



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3. Click the "Email Address" field.

The screenshot shows the 'Identify Customer' step of a process. The progress bar at the top indicates four steps: 1 Identify Customer (active), 2 Confirm Customer, 3 Add Items to Cart, and 4 Review. The main heading is 'Identify Customer' with a back arrow. Below it are three options: A Search the Customer (selected), B Advanced Customer Search, and C Proceed as New Customer. The 'Enter One of the Following' section contains three input fields: 'Email Address' (with a placeholder 'abcd@email.com' and a red circle around it), 'Phone Number' (with a placeholder '(e.g., 204-555-1234)'), and 'Customer ID'. There is a checkbox for 'No existing profile (customer is new, no information, or no match found)' and a 'Search' button.

4. Enter the customer's email address.

The screenshot shows the 'Identify Customer' step of a process. The progress bar at the top indicates four steps: 1 Identify Customer (active), 2 Confirm Customer, 3 Add Items to Cart, and 4 Review & Print. The main heading is 'Identify Customer' with a back arrow. Below it are three options: A Search the Customer (selected), B Advanced Customer Search, and C Proceed as New Customer. The 'Enter One of the Following' section contains three input fields: 'Email Address' (with a placeholder 'abcd@email.com' and the value 'angling@customer.ca' entered), 'Phone Number' (with a placeholder '(e.g., 204-555-1234)'), and 'Customer ID'. There is a checkbox for 'No existing profile (customer is new, no information, or no match found)' and a 'Search' button.

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5. Click "Search".

← **Identify Customer**

A Search the Customer **B Advanced Customer Search** **C Proceed as New Customer**

Enter One of the Following

Email Address	Phone Number	Customer ID
<input type="text" value="angling@customer.ca"/> <small>abcd@email.com</small>	<input type="text"/> <small>(e.g., 204-555-1234)</small>	<input type="text"/>

No existing profile (customer is new, no information, or no match found)



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6. If the customer has an account with the provided email, their details are displayed in the search results.

← **Identify Customer**

A Search the Customer **B** Advanced Customer Search **C** Proceed as New Customer

Enter One of the Following

Email Address Phone Number Customer ID

abcd@email.com (e.g., 204-555-1234)

No existing profile (customer is new, no information, or no match found)

Search Results (1)

Customer ID	Email	Phone Number	First Name	Last Name	Action
200000266	angling@customer.ca	111-111-1111	Angling	Customer	<input type="button" value="Select"/>

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7. To open the customer account, click "Select".

A Search the Customer **B Advanced Customer Search** **C Proceed as New Customer**

Enter One of the Following

Email Address Phone Number Customer ID

abcd@email.com (e.g., 204-555-1234)

No existing profile (customer is new, no information, or no match found)

Search Results (1)

Customer ID	Email	Phone Number	First Name	Last Name	Action
200000266	angling@customer.ca	111-111-1111	Angling	Customer	<input type="button" value="Select"/>

8. To update the customer's details, click "Update".

A Check /Update Details **B Confirm Residency**

Customer Information

Customer ID Email Address
200000266 angling@customer.ca

First Name Middle Name Last Name
Angling X Customer

Address and Phone

Primary Phone Number Alternate Phone Number
111-111-1111 -

Address Line 1 Address Line 2 City/Town
321 Main St - Winnipeg

Province/State Postal/Zip Country
Manitoba R1R 4J8 Canada

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9. Customer address and phone fields become editable. To update an existing phone number, click the "primary phone number" field. If the customer wants to add an alternate phone number, click the "alternate phone number" field.

Support

A Check /Update Details B Confirm Residency

Customer Information

Customer ID	Email Address	
200000266	angling@customer.ca	
First Name	Middle Name	Last Name
Angling	X	Customer

Customer Address and Phone

Primary Phone Number Alternate Phone Number

Address Line 1 Address Line 2 City/Town

Province/State Postal/ZIP Country

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10. Enter the updated phone number.

Confirm Customer

A Check /Update Details | **B Confirm Residency**

Customer Information

Customer ID	Email Address	
200000266	angling@customer.ca	
First Name	Middle Name	Last Name
Angling	X	Customer

Customer Address and Phone

Primary Phone Number	Alternate Phone Number	
111-111-1212		
Address Line 1	Address Line 2	City/Town
321 Main St		Winnipeg
Province/State	Postal/ZIP	Country
Manitoba	R1R 4J8	Canada

11. If required, update the address by clicking in the appropriate address field.

Confirm Customer

A Check /Update Details | **B Confirm Residency**

Customer Information

Customer ID	Email Address	
200000266	angling@customer.ca	
First Name	Middle Name	Last Name
Angling	X	Customer

Customer Address and Phone

Primary Phone Number	Alternate Phone Number	
111-111-1212		
Address Line 1	Address Line 2	City/Town
321 Main St		Winnipeg
Province/State	Postal/ZIP	Country
Manitoba	R1R 4J8	Canada

Cancel **Save**

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How to update Customer Account details

12. Edit the address.

Confirm Customer

A Check /Update Details ————— **B Confirm Residency**

Customer Information

Customer ID 200000266	Email Address angling@customer.ca	
First Name Angling	Middle Name X	Last Name Customer

Customer Address and Phone

Primary Phone Number 111-111-1212	Alternate Phone Number	
Address Line 1 321 Main St	Address Line 2 Unit 3	City/Town Winnipeg
Province/State Manitoba	Postal/ZIP R1R 4J8	Country Canada

13. Click "Save".

Customer Information

Customer ID 200000266	Email Address angling@customer.ca	
First Name Angling	Middle Name X	Last Name Customer

Customer Address and Phone

Primary Phone Number 111-111-1212	Alternate Phone Number	
Address Line 1 321 Main St	Address Line 2 Unit 3	City/Town Winnipeg
Province/State Manitoba	Postal/ZIP R1R 4J8	Country Canada

Cancel **Save**

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How to update Customer Account details

14. You have now successfully updated the customer profile. You may continue to confirm residency and sell the customer a new product or exit the portal if no further action is required.

A Check /Update Details **B Confirm Residency**

Customer Information

Customer ID 200000266	Email Address angling@customer.ca	
First Name Angling	Middle Name X	Last Name Customer

Address and Phone

Primary Phone Number 111-111-1212	Alternate Phone Number -	
Address Line 1 321 Main St	Address Line 2 Unit 3	City/Town Winnipeg
Province/State Manitoba	Postal/Zip R1R 4J8	Country Canada

Update

✔ Profile updated successfully

Continue to Confirm Residency

If you have any further questions, please email elicensing@gov.mb.ca

