

Fresh Is Everything

# Pepper App Ordering Starter Guide



### Welcome to the Get Fresh ordering app: Pepper

### Step 1: Download the Get Fresh Produce App

Scan the QR code or use the below links

Desktop app: <a href="https://getfreshproduce.pepr.app/">https://getfreshproduce.pepr.app/</a>

iPhone users: https://apps.apple.com/ca/app/get-fresh-produce/id6480126919

Android users:

https://play.google.com/store/apps/details?id=com.usepepper.getfreshproduceapp



### Step 2: Log in with your mobile phone number or email address

If you receive an error message, please contact your sales rep for account set up.

←

Code 989566

1

FREE

Verification code

Your code has been sent to (630) 720-1648

Please enter it here

Continue

Havina trouble logaina in?

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**Landing Page** Tap sign in or explore catalog if you do not have a log-in **Login Page** Enter your mobile or e-mail address.

#### 4 6<sup>4</sup> 7 8 9 100 ₩x0 0 8 9 100 ₩x72 0 8 9 100 ₩x72 0 8 100 ₩x72 ₩x7

Sent via text or email. This will act as your password each time you login.



Notifications Upon your first log-in, you will be prompted to enable notifications.

630-665-9665 | ORDERS@GETFRESHPRODUCE.COM

### **Employee Access**







### Invite

Enter employee's name, mobile number, and email address. Toggle admin access on, if employee can add additional employees and approve orders.

#### New iMessage Cancel To: Sara You've been invited to place orders for TEST CUSTOMER in the Get Fresh Produce app. Download and sign in with your phone number: https://urlgeni.us/ getfreshproduce reshproduce" ΞA rtyui o p q w e asdfghjk z xcvbnm 公 $\propto$ 123 space return Ŷ ٢

### **Text Link**

When you invite an employee via the mobile app, your device will automatically create a text invitation to modify and send.

When invited from the website, the employee will not receive a text or email. You must share the app link with your employee:

https://getfreshproduce.pepr.app/

#### **Open Employee List** Click the person icon.

Top right on a mobile device. Left column on a desktop.

Click Add Employee button.

Similarly, use the employee list to remove or update staff.



## Update your user profile









**Notifications** Tap the toggle buttons to turn notifications on (green) or off (gray).

Support Send a message or create a ticket to resolve any issues you may be having.

**Profile / Support** Click on your initials to update your profiles and request support.

Click Support to create a support ticket for any issues.

Click view profile to update

your contact information

and notifications.



## **Multiple Locations**



- To view other locations, tap the name on top.
- A drop down will appear with all locations associated to your account.

Click on the location that you would like to view in order to place an order.



### **Using the Order Guide**



#### Order Guide

Displays all products in your profile. Click on an item for more details.

Add an item to your cart by tapping the orange plus button.

### Item Page

You can add or remove the item from the order guide by tapping on the star. The orange star signifies item is in your order guide.

### **Order Guide Sort**

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AVOCADOS ALEJANDRINA #1

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TEST CUSTOMER -

All DAIRY/CHEESE/BUTTER/E... FRESH GROCERY

DELIVERY Mar 1 Order by 7pm

APPLES GALA X-FANCY

Pack Size: 88 CT

PEA PODS FRESH

Pack Size: 10 LB

Pack Size: 48 CT

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SB

Order Guide ~

Q Search

Case • 00116

Case • 01711

Case • 07405

405 MM

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Order Guide

\$42.00

ZA

\$27.00

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Click to sort and organize products in your profile. All order guides are set to default Shelf-to-Sheet.

SB TEST CUSTOMER	• <u>e</u>	SB TEST CUSTOMER -
Order Guide ~	≡\$ []	Order Guide ∽ =
Q Search		Q Search
All DAIRY/CHEESE/BUTTER/E	FRESH GROCERY	All DAIRY/CHEESE/BUTTER/E FRESH GR
All Walk In Dry	Freezer Bar	All Walk In Dry Freezer
DELIVERY Mar 7 Order by 7pm	2	DELIVERY Mar 7 Order by 7pm
Walk In		
Dry		Sort list by
Freezer		Shelf-to-sheet
Bar		Item name A-Z
Sort list by	Shelf-to-sheet >	Item name Z-A
Show category filter		Item code A-Z
List display		Item code Z-A
Condensed Standard	Large	Recently ordered
$\backslash$ —	_ /	

#### **Sort list by** Choose a layout that works best for you.



# **Editing the Order Guide**



Cancel	Order Guide	Do
Q Sear	rch "Default"	
Default		
+ Add it	ems to Default	
ITEM		PAR
APPLES 00116 CASE	GALA X-FANCY	
PEA PC 01711 CASE	DS FRESH	
AVOCA 07405 CASE	DOS ALEJANDRINA #	n 📄
AVOCA 00100 CASE	DOS HASS #2	
O1904 CASE	≀S SERRANO	
TOPPIN 04495 CASE	IGS CHOCOLATE SPR	INKLES
CREAM	I 36% HEAVY WHIP	



Click the notepad icon on the top right.

### Edit Mode Add, drag, drop, re-order, or create new groups.

Click the pencil icon to edit groups.

Cancel	Or	der Guide		Done
Q Sec				
Walk In	Dry	Freezer	Bar	
+ Add	items to E	Bar		
Edit gr	oups			
📃 Wa	k In			0
Dry				0
E Free	zer			0
Bar				0
+ Nev	/ group		_	

### Edit Item Groups

Click + New Group to add a group. Click on the pencil icon to edit an existing group. Organize your order guide to match your kitchen.

#### Please Note:

Order guide changes will not be reflected in our main system, Produce Pro. To make these changes, please contact your sales rep or customer service.

## **Using the Catalog and Search**





### **Catalog** Navigate to the catalog by clicking the bottom icon. View all product categories.

**Category** Click on a category to see all product details.

Click on the Items at the top to change the sort.



### Search

Tap on the magnifying glass to search for a product number or product name.



### **Search Results**

All relevant items will be listed. Products in your order guide will appear at the top of the list.



# **Changing the Delivery Date**



Tap on DELIVERY to adjust

the date for your order. You

can also make this change

in the shopping cart prior to

submitting an order.



Select Delivery Date Select the new date. Some days may be unavailable based on your customer profile.



**Cart Delivery Date** Tap on DELIVERY to adjust the date for your order.



### **Placing an Order**





### **Shopping Cart**

To view your shopping cart, tap on View Order. This will be available only once you have added an item to your cart.

#### Go to your cart

Reviewing the delivery date, products, and quantities. Add your PO number or relevant order notes. When complete, tap Place order,



### Once an order is placed:

- 1. You and your sales rep will receive an order confirmation email with the Pepper order number.
- 2. Pepper sends the order to our Produce Pro fulfillment system.
- 3. The order cannot be changed, edited, or voided. Contact customer service to make any order changes after it is placed.
- 4. Add-on orders will not merge, a second order needs to be submitted.

### Order Confirmation You will see an order

confirmation with the fulfillment date.



## Using the Chat



#### **Open Chat**

Navigate to the chat icon to communicate with your Get Fresh Team (sales rep and customer service).

### **Helpful Tip**

In the chat, type, Order Guide. An excel file order guide will be emailed to you within minutes!

The chat history will never expire.

Our team will receive a mobile notification on the app and email with your chat message.



# **Viewing Order History**



View Orders Navigate to the orders icon to view upcoming and past order invoices. Tap the order to view the invoice.

	5:42	'II	
←	Order 5HQOAC		:
DE INV Plac	ELIVERY on 3/1/25   OICE 05014692 • Pay by 3/1/25   ced by on 2/28 at 6:39pm		
138	Find in this order	\$870	D.18
1	CAULIFLOWER 12 CT   00211 EACH   \$23.00 \$	\$2	23.00
2	LIMES FANCY 200 SIZE 10 LB 00230 EACH \$14.00	\$2	28.00
36	BUTTER SALTED SOLIDS 36/1 LB 00524 EACH \$3.58	\$12	28.88
20	CHEESE CHEDDAR FANCY 4/5 LB 00574 EACH \$2.93	\$5	58.60
		<b>-</b> d	21 10

### Invoice

Scroll to review full invoice. Tap top right three dots to view a PDF invoice.



#### **View Invoice PDF**

PDF will open in your web browser. You can then share via text, email, or save to your device.

### **Please Note:** Upcoming orders only appear for those placed in the Pepper App.



### **Get Fresh Produce - Pepper App overview**

- 1. No passwords required use your mobile number or email address to log-in.
- 2. Add or remove employees to assign as users or admins.
- 3. At this time, customers cannot add to existing orders. A new order must be started or contact customer service, 630-665-9665.
- 4. In the chat, type Order Guide to receive an excel file of your profile emailed within minutes.
- 5. Multiple order guides can be set up based on your location.
- 6. Once an order is placed, you will receive a Pepper notification with a pepper order number, this is not your sales order number. A sales order number will be generated from our Produce Pro fulfillment system.
- 7. Text invite is only available if a user is invited on a mobile device. The website does not generate a text invite.
- 8. Be mindful of order cut off times. It takes 15 minutes for the Pepper order to sync to our Produce Pro fulfillment system.
- 9. Changes in our Produce Pro fulfillment system take 2-4 hours to sync to the Pepper app. If you do not see your order guide or pricing, please wait for the sync to complete.
- 10. Pepper App Links:
- Website: https://getfreshproduce.pepr.app/\_
- iPhone users: https://apps.apple.com/ca/app/get-fresh-produce/id6480126919
- Android users: <u>https://play.google.com/store/apps/details?id=com.usepepper.getfreshproduceapp</u>

Thank you! We look forward to working with you.

Contact us with any questions: 630-665-9665 | orders@getfreshproduce.com