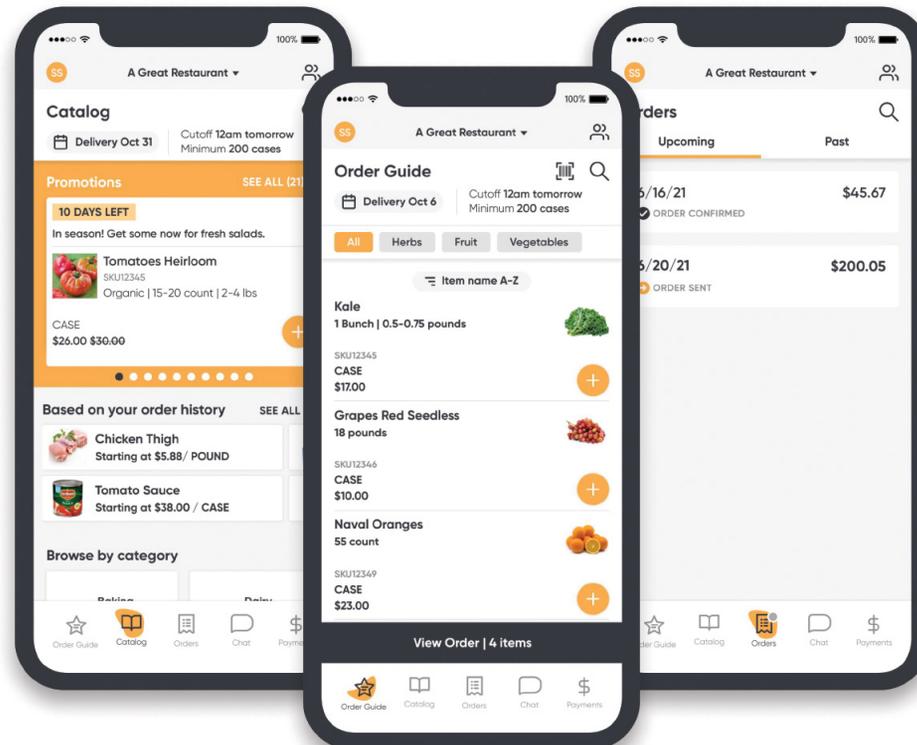




*Fresh Is Everything*

# 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: <https://getfreshproduce.pepr.app/>

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>



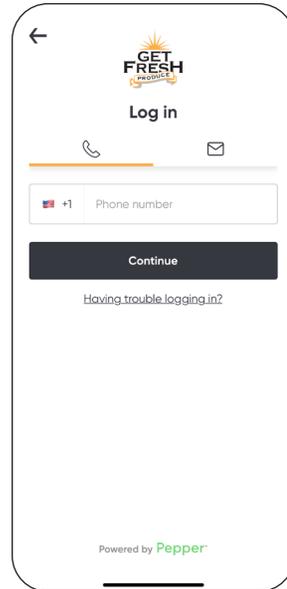
## Step 2: Log in with your mobile phone number or email address

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



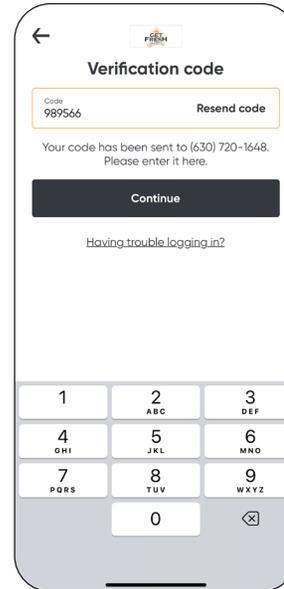
### Landing Page

Tap sign in or explore catalog if you do not have a log-in



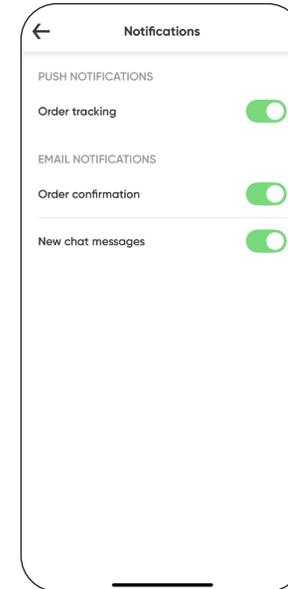
### Login Page

Enter your mobile or e-mail address.



### Enter the Passcode

Sent via text or email. This will act as your pass-word each time you login.

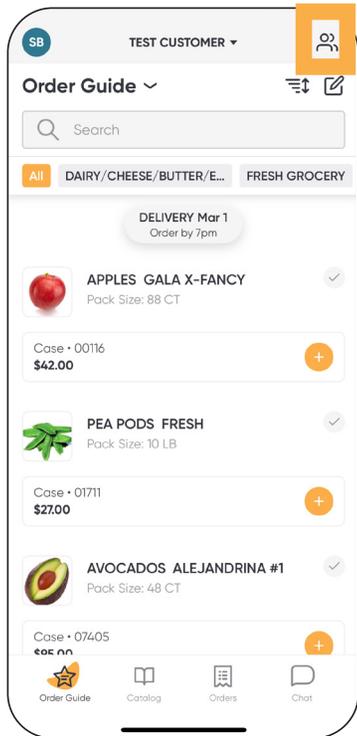


### Notifications

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

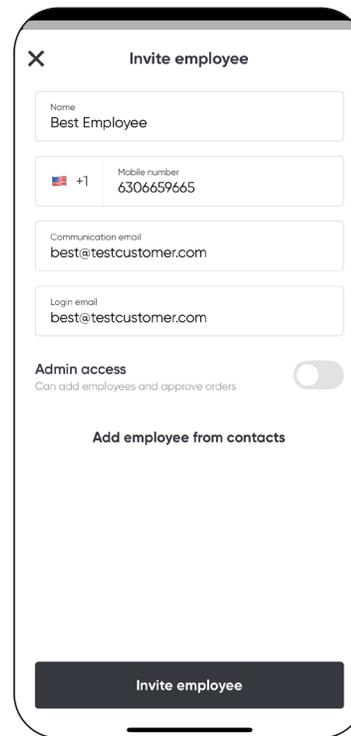
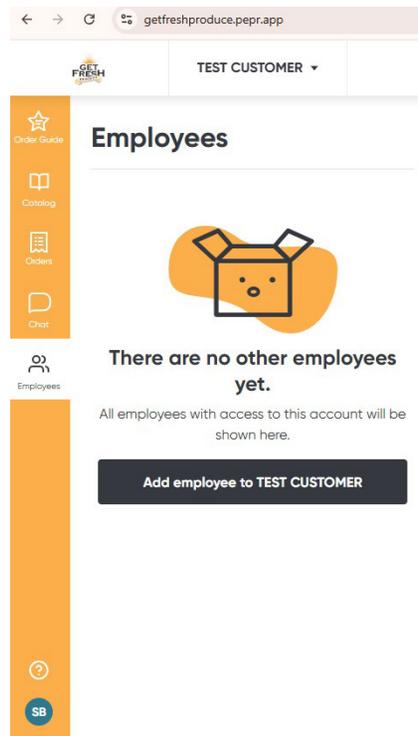


# Employee Access

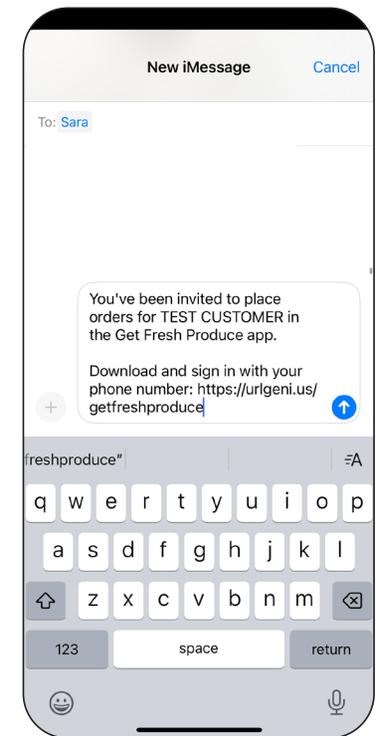


**Open Employee List**  
Click the person icon.  
Top right on a mobile device.  
Left column on a desktop.  
  
Click Add Employee button.

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



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



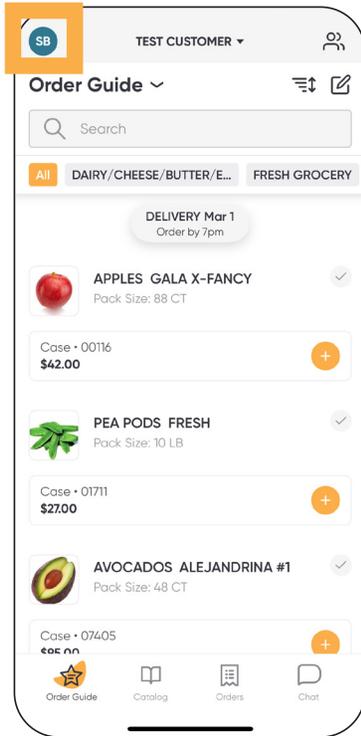
**Text Link**  
When you invite an employee via the mobile app, your device will automatically create a text invitation to modify and send.

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

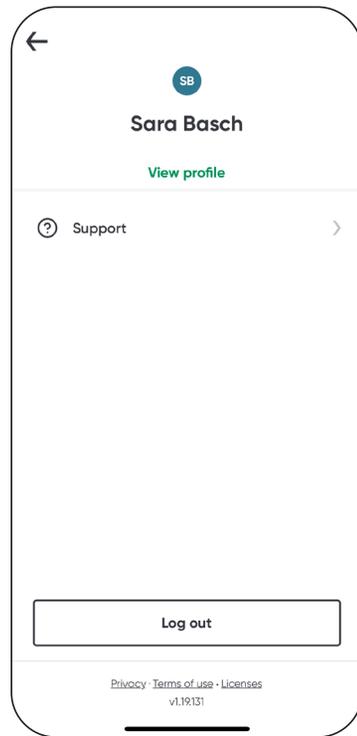
<https://getfreshproduce.pepr.app/>



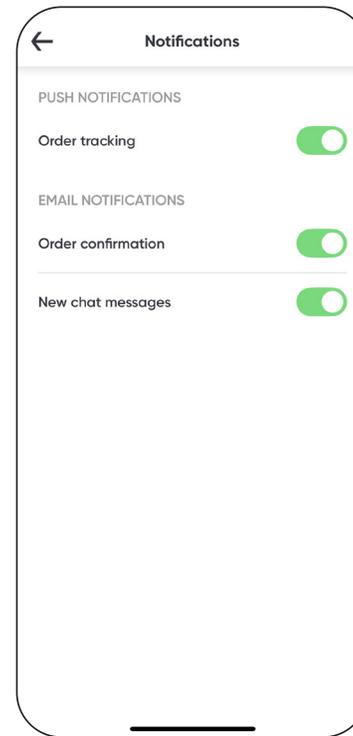
# Update your user profile



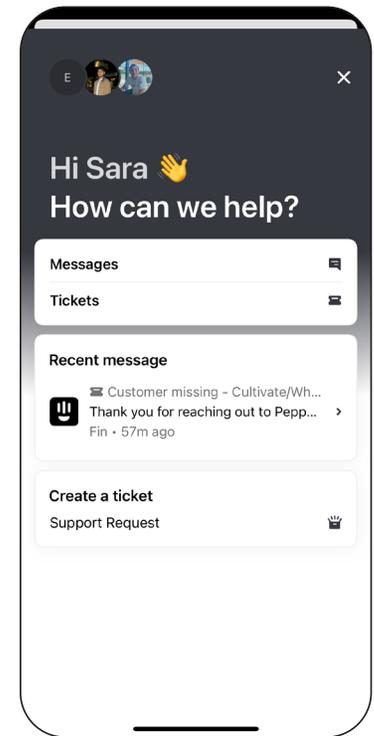
**Profile / Support**  
Click on your initials to update your profiles and request support.



Click view profile to update your contact information and notifications.  
Click Support to create a support ticket for any issues.



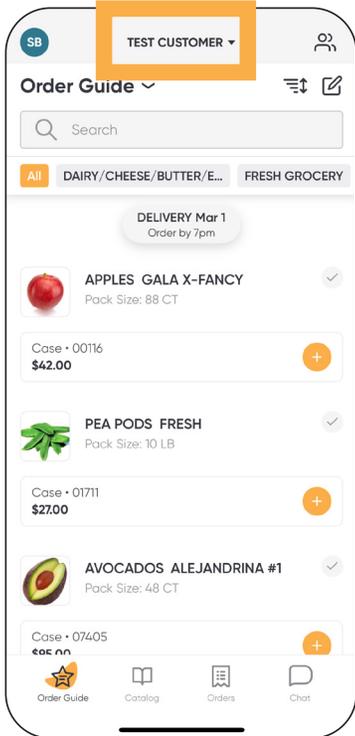
**Notifications**  
Tap the toggle buttons to turn notifications on (green) or off (gray).



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



# Multiple Locations



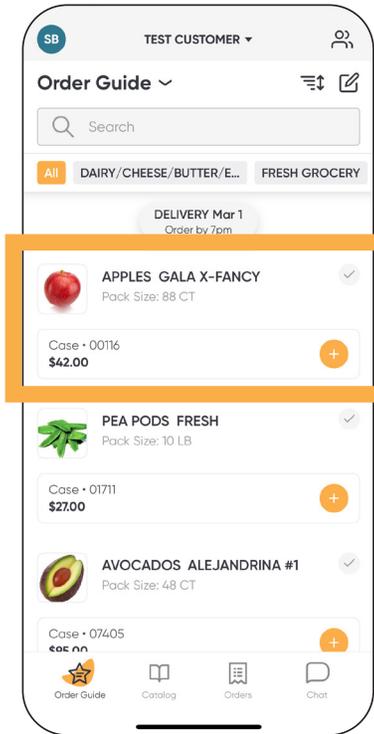
To view other locations,  
tap the name on top.

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.



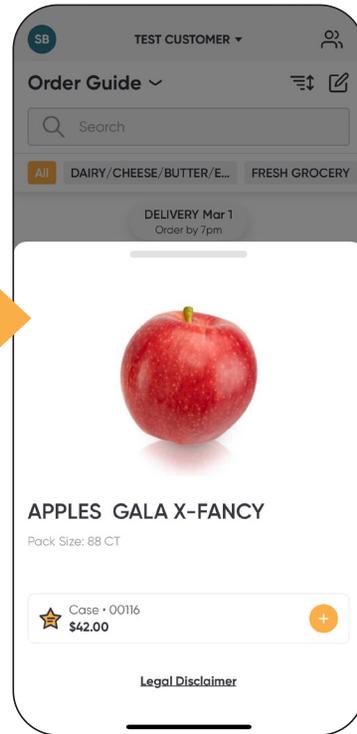
# Using the Order Guide



## Order Guide

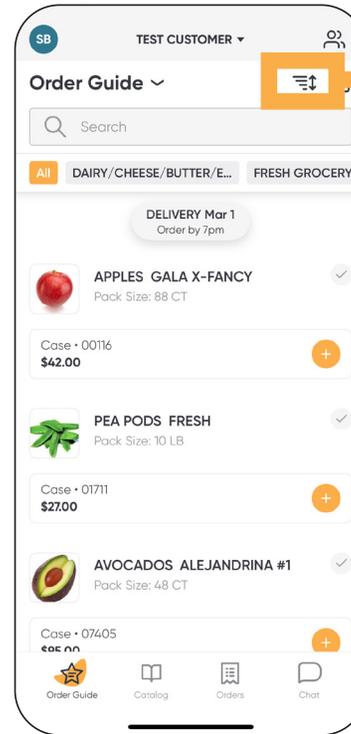
Displays all products in your profile. Click on an item for more details.

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



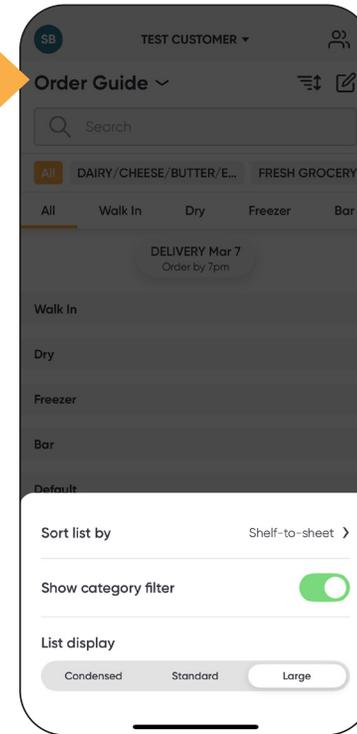
## Item Page

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.



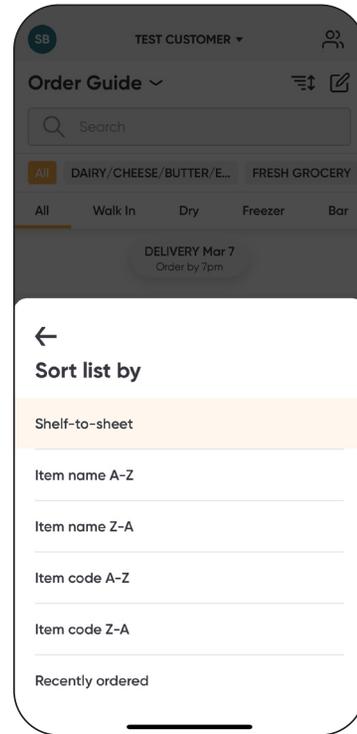
## Order Guide Sort

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

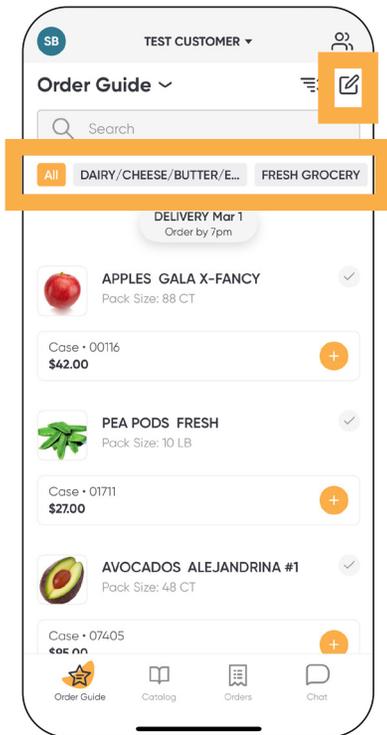


## Sort list by

Choose a layout that works best for you.



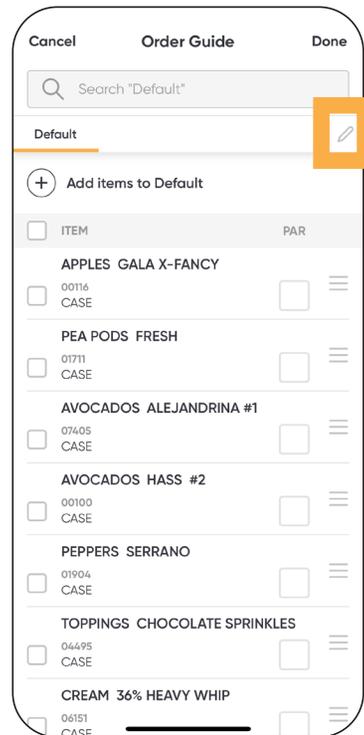
# Editing the Order Guide



## Order Guide Edit

Add and customize the way products are grouped.

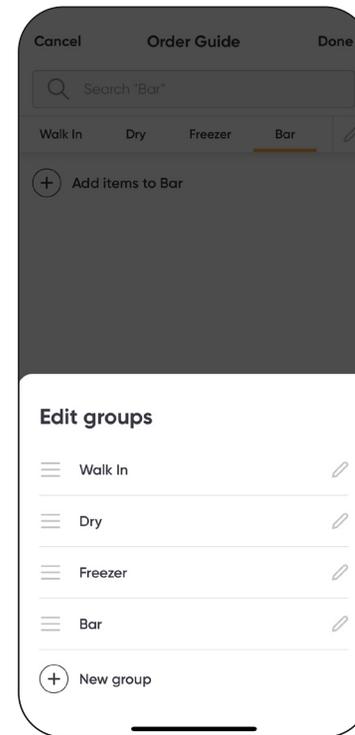
Click the notepad icon on the top right.



## Edit Mode

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

Click the pencil icon to edit groups.



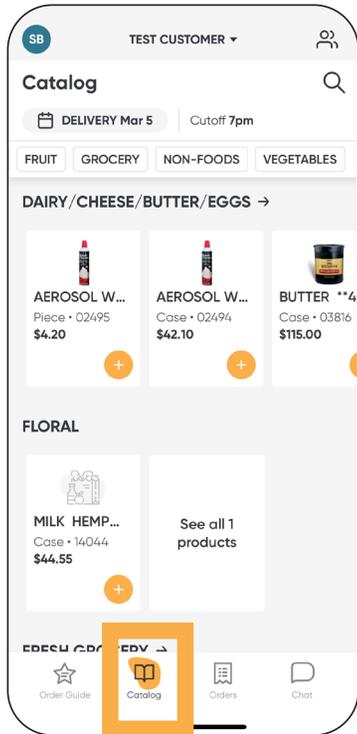
## Edit Item Groups

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.

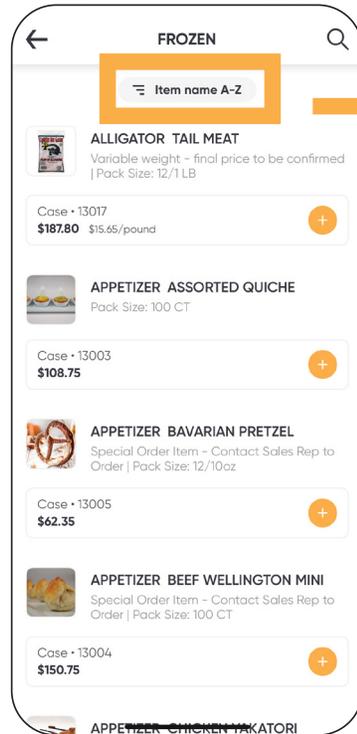
**Please Note:**  
Order guide changes will not be reflected in our main system, Produce Pro. To make these changes, please contact your sales rep or customer service.



# 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.

Sort list by

Item name A-Z

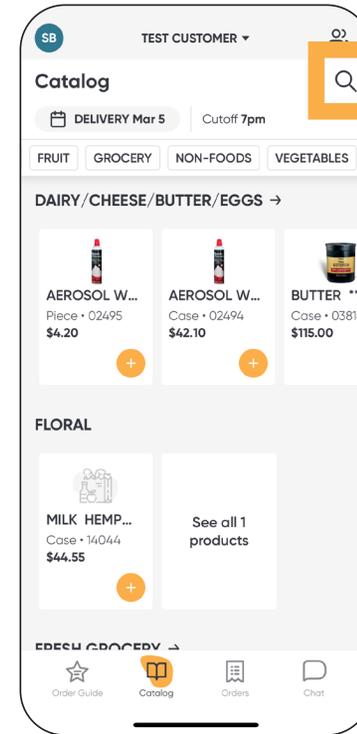
Item name Z-A

Item code A-Z

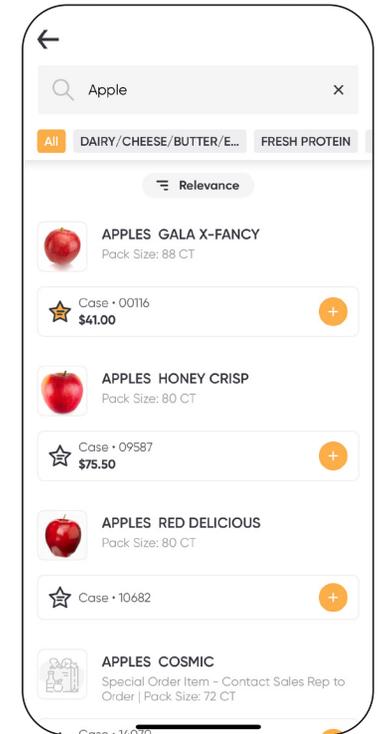
Item code Z-A

Most frequent

Least frequent



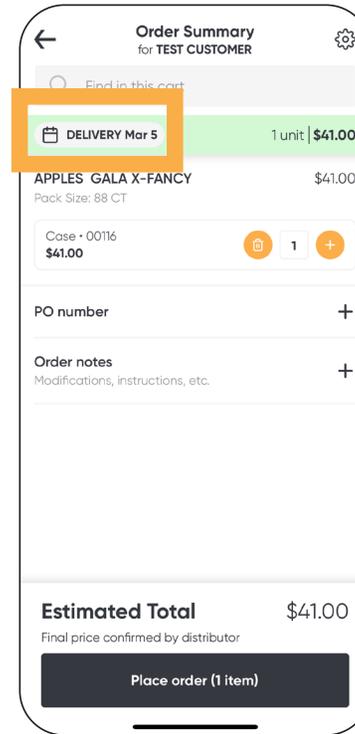
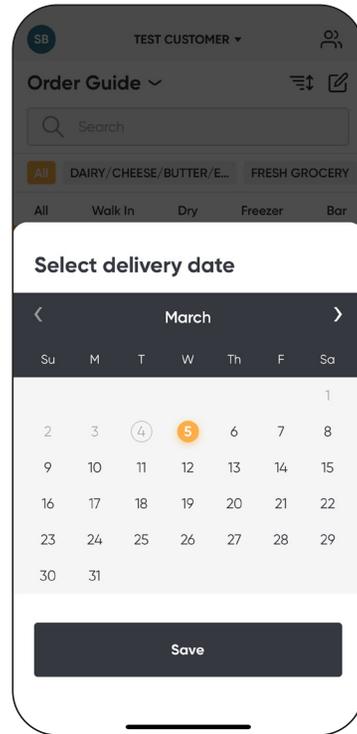
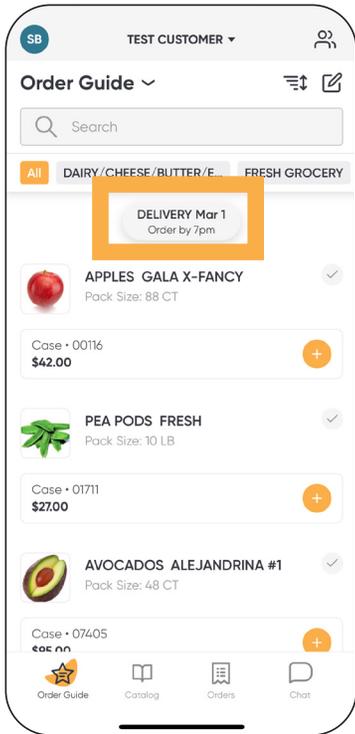
**Search**  
Tap on the magnifying glass to search for a product number or product name.



**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



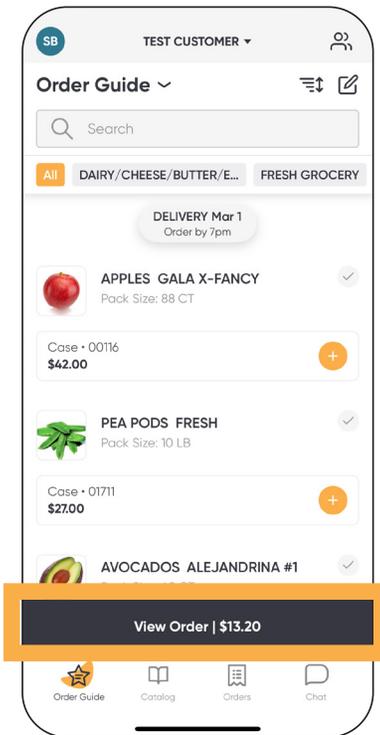
**Delivery Date**  
Tap on DELIVERY to adjust the date for your order. You can also make this change in the shopping cart prior to submitting an order.

**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.

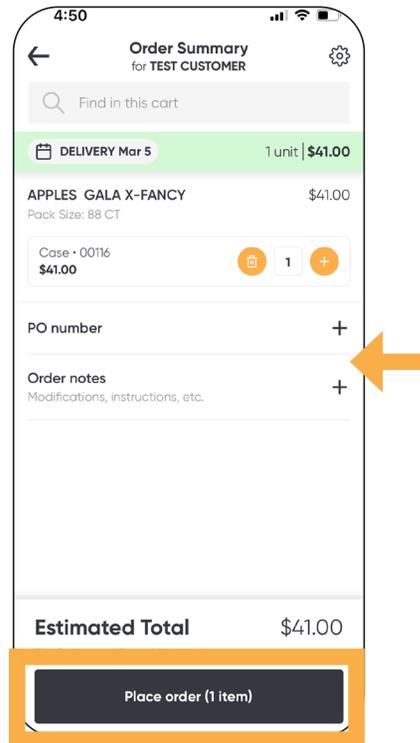


# Placing an Order



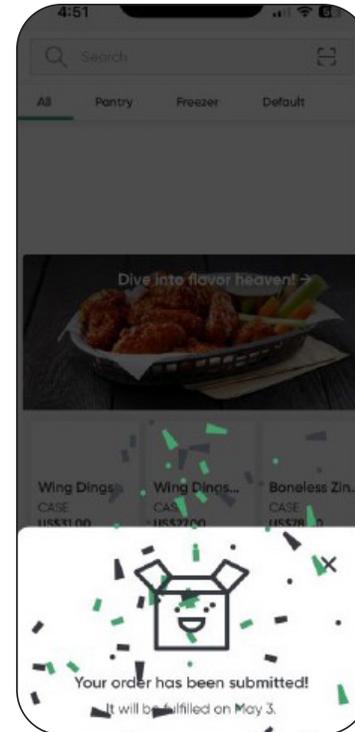
## Shopping Cart

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,



## Order Confirmation

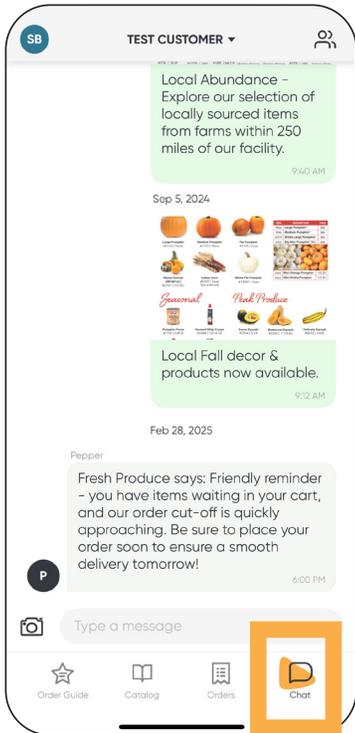
You will see an order confirmation with the fulfillment date.

## 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.



# Using the Chat



## 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.

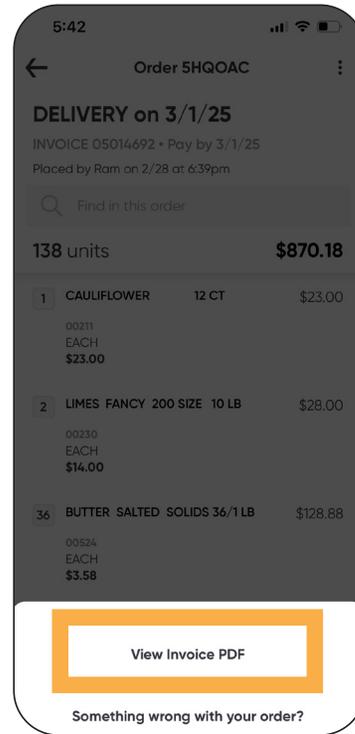
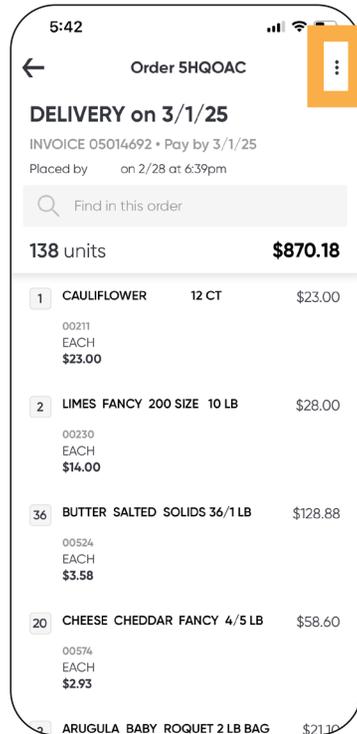
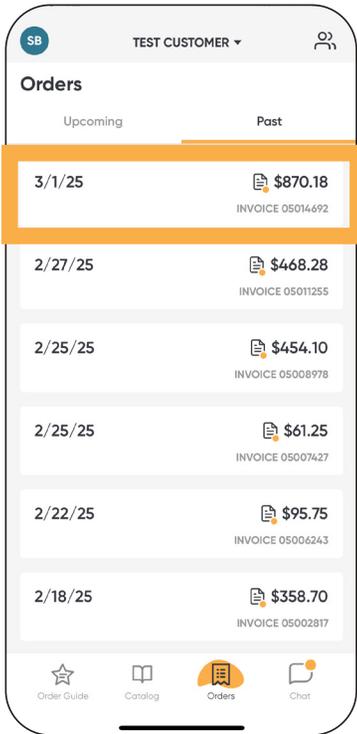
Our team will receive a mobile notification on the app and email with your chat message.

## Open Chat

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



# Viewing Order History



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

## View Orders

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

## 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.



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

**Thank you! We look forward to working with you.**

**Contact us with any questions: 630-665-9665 | [orders@getfreshproduce.com](mailto:orders@getfreshproduce.com)**

