



Fernlea Merchandising Portal



Log into
www.fernleaserviceportal.com

The new Fernlea Service Portal web-based app will allow you to enter discards, deliveries, as well as complete a cycle count

Your company administrator will assign you an account & password to use at login

Merchandiser Portal

Fernlea
FLOWERS

Please Login to use this site!

Please select your company from the below list

Fernlea Flowers

Please select your account from the below list

Eric Ens

Please enter your password

●●●●●●●

Login

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1. Select your company

2. Select your assigned account

3. Enter your assigned password

Upon login, you will be directed to the stores listing

Any new messages you will see an alert near the top of your screen

Merchandiser Portal

Login

Account Manager

Messages

Stores

Review Transactions

Help

Product Photos

1 Unread Message(s)

Rio Dipladenia

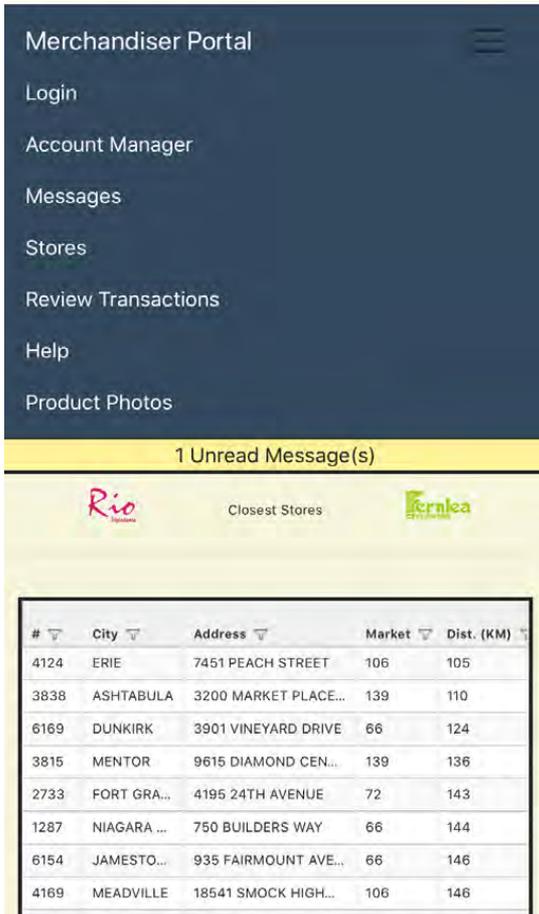
Closest Stores

Fernlea

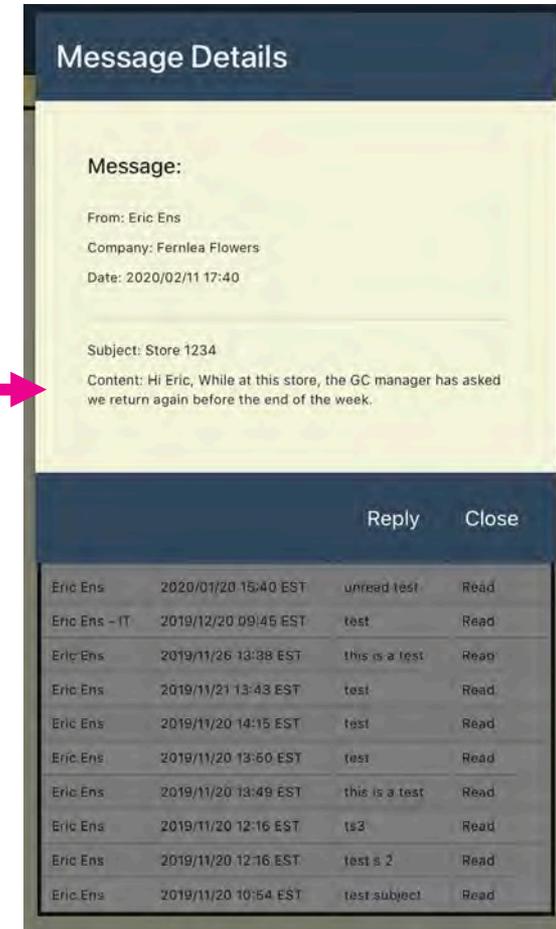
#	City	Address	Market	Dist. (KM)
4124	ERIE	7451 PEACH STREET	106	105
3838	ASHTABULA	3200 MARKET PLACE...	139	110
6169	DUNKIRK	3901 VINEYARD DRIVE	66	124
3815	MENTOR	9615 DIAMOND CEN...	139	136
2733	FORT GRA...	4195 24TH AVENUE	72	143
1287	NIAGARA ...	750 BUILDERS WAY	66	144
6154	JAMESTO...	935 FAIRMOUNT AVE...	66	146
4189	MEADVILLE	18541 SMOCK HIGH...	106	146

To navigate to a new screen, tab the three lines in the top right corner

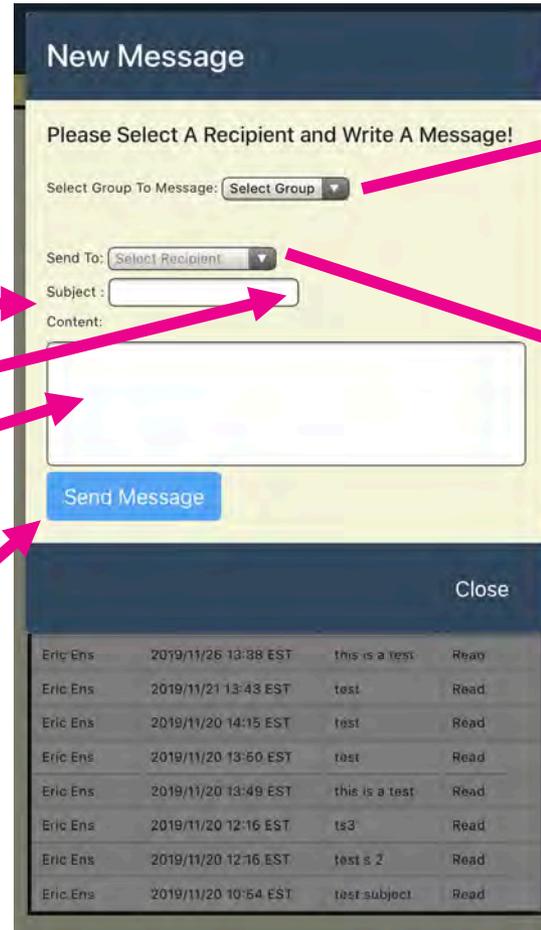
✿ To view your messages, select Messages from the navigation menu



✿ Tap anywhere on the message line to open message

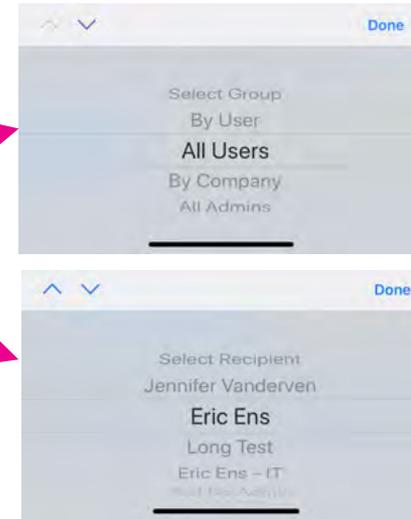


✿ To compose a new message, simply tap *New Message*



Enter your subject line & message

Once you have composed your message, tap *Send Message*





Dipladenia

STORES

- Stores will default to sort by distance
- Stores listed will display the closest 100 stores to your location
- To change how the list is sorted, simply tap the header you want to sort by
- Choose your store by touching anywhere on that line

Merchandiser Portal

1 Unread Message(s)

Rio Closest Stores Fernlea

#	City	Address	Market	Dist. (KM)
4124	ERIE	7451 PEACH STREET	106	105
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4169	MEADVILLE	18541 SMOCK HIGH...	106	146
8981	CHARDON	287 MEADOWLANDS ...	139	148
1234	BUFFALO	2100 ELMWOOD AVE...	66	151
1233	AMHERST	2065 NIAGARA FALL...	66	157
1286	BUFFALO	4405 MILESTRIP RD	66	157
3852	EUCLID	877 E 200TH ST	139	157
1231	WEST SEN...	1881 RIDGE ROAD	66	159
1228	CHEEKTO...	300 THRUWAY PLAZ...	66	159
3842	HIGHLAN...	6199 WILSON MILLS ...	139	159
3818	CLEVELAN...	3460 MAYFIELD RD	139	165
1230	WILLIAMS...	4139 TRANSIT ROAD	66	166
1268	LOCKPORT	5730 S TRANSIT RD	66	168

- You will be able filter on any headers, simply tap on the filter icon & entering your requested data

No Unread Messages

Rio Closest Stores Fernlea

72

#	City	Address	Market	Dist. (KM)
2713	SOUTHFIE...	16400 W. 8-MILE RO...	C	209
1273	ROCHESTER	1111 E RIDGE RD	93	259
1246	ROCHESTER	770 JEFFERSON ROAD	93	255
1244	GREECE	1250 WEST RIDGE R...	93	253
1278	ROCHESTER	2361 BUFFALO ROAD	93	248
6168	BATAVIA	4181 VETERANS MEM...	93	207
2751	HOWELL	3330 E GRAND RIVE...	72	261
2724	BRIGHTON	8053 CHALLIS RD	72	254
2721	YPSILANTI	3300 CARPENTER RD	72	252
4152	ALLISON P...	4960 WILLIAM FLYN...	106	260

- To clear filter, scroll to the bottom of your store list to find the cancel filter button

✿ All store information is displayed at the top. You can find city, address, phone #, last shipment date as well as next shipment date

✿ You can view the store inventory here

✿ To schedule a rack pick up, use the link to your CC app

✿ Any comments regarding the store can be entered under *Comments*

✿ If you need to notify Fernlea of any issues, please enter this under *Issue Alert*



✿ To call the store, tab the phone # in blue & your phone should prompt you to place the call

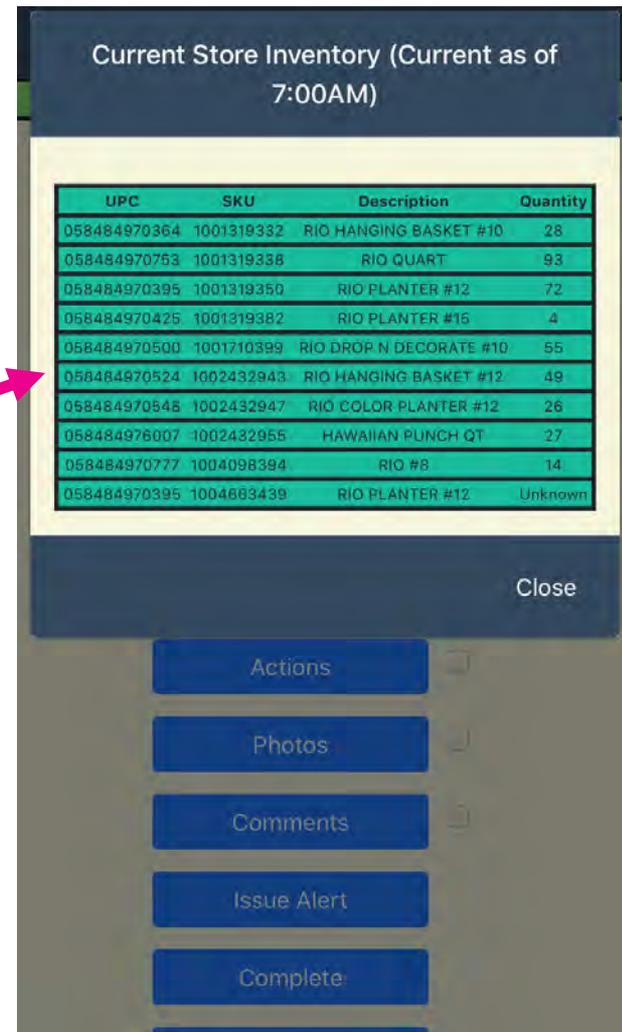
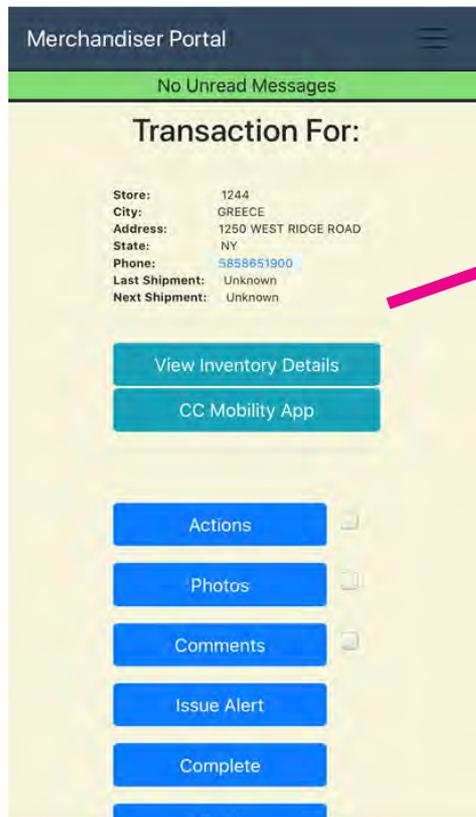
✿ *Actions* is where you will be able to enter discards, deliveries, & cycle counts

✿ Take photos by selecting *Photos*

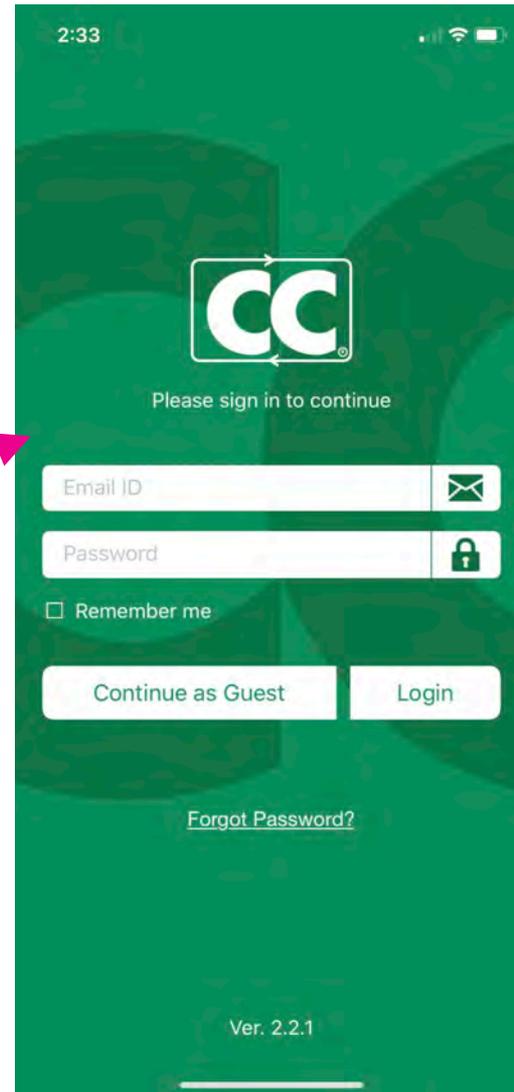
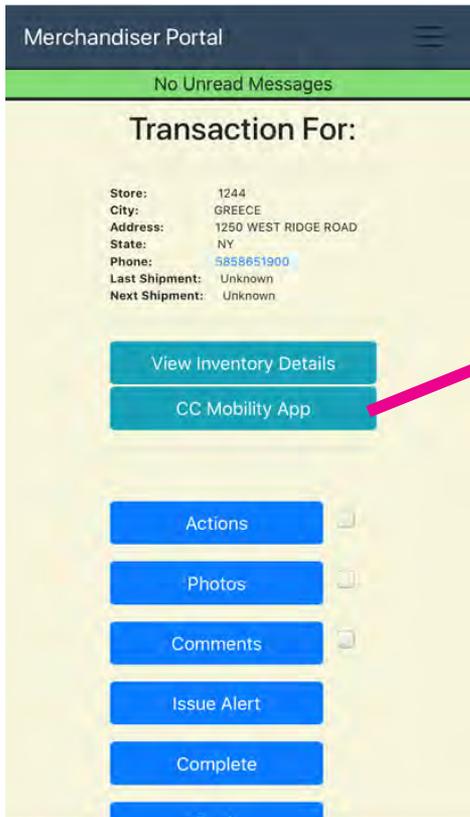
✿ After you have completed your transaction use the *Complete* button to post

✿ To cancel and return to the store list, use the *Back* button or use the navigation menu

- ✿ Touch *View Inventory Details* to see current store inventory.
- ✿ Store inventory will also include 2 days of in-transit product



- ✿ To schedule a rack pick up use the *CC Mobility App* link right from the Service Portal!



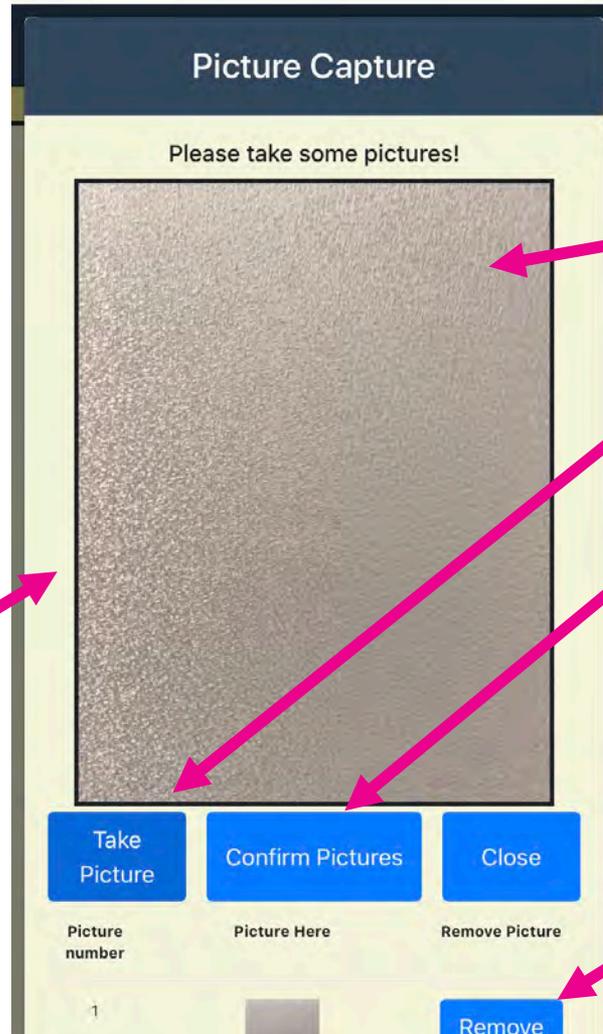
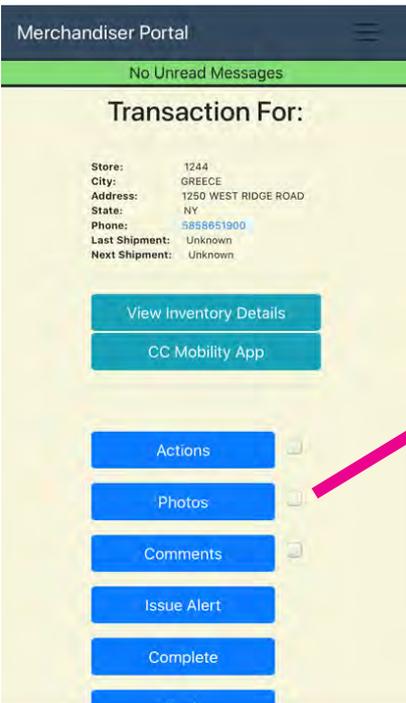
✿ Servicing a store:

- ✿ Speak with GC Manager
- ✿ Take pictures prior to servicing
- ✿ Cull, Condense, Clean
- ✿ Enter all discards/transfers into app
- ✿ Take pictures upon completion
- ✿ Submit transaction

✿ Transferring Product

- ✿ Enter as a discard from store you are transferring product from
- ✿ Enter as a delivery to the store you are transferring product into

- Upon arriving at store, please take images before servicing
- Once you have completed the 3 C's (Cull, Condense, Clean) please take after images



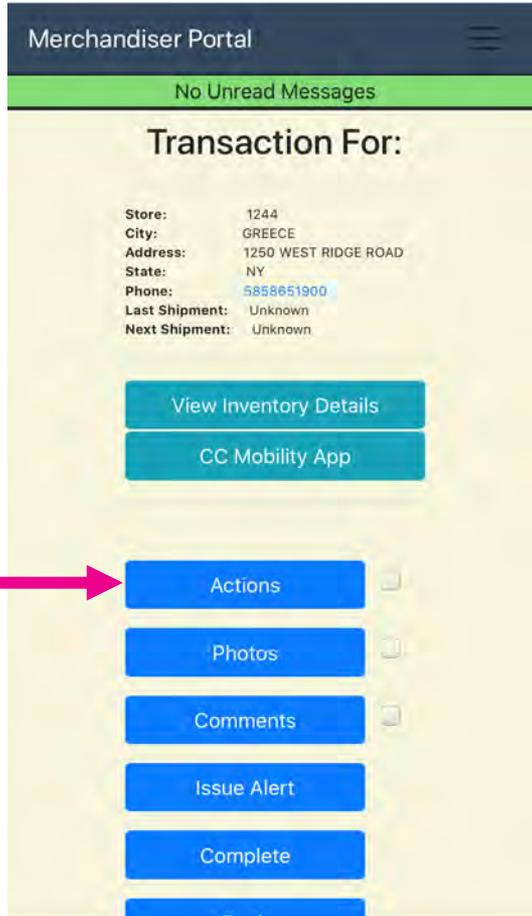
- Arrange image in picture box
- Tap *Take Picture* for each image
- After you have captured all image, tap *Confirm Pictures*
- You can go back into *Photos* to add more images or remove confirmed images up until you complete the store transaction
- To remove an image, simply tap *Remove*



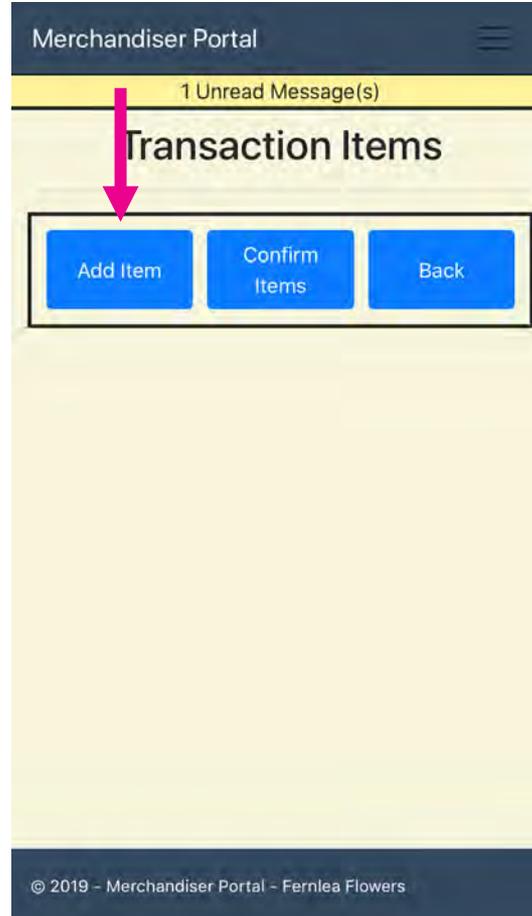
ACTIONS - DISCARD/DELIVERY

The next few steps will be the same process regardless of your transaction type

✿ Tap *Actions*



✿ Tap *Add Item*



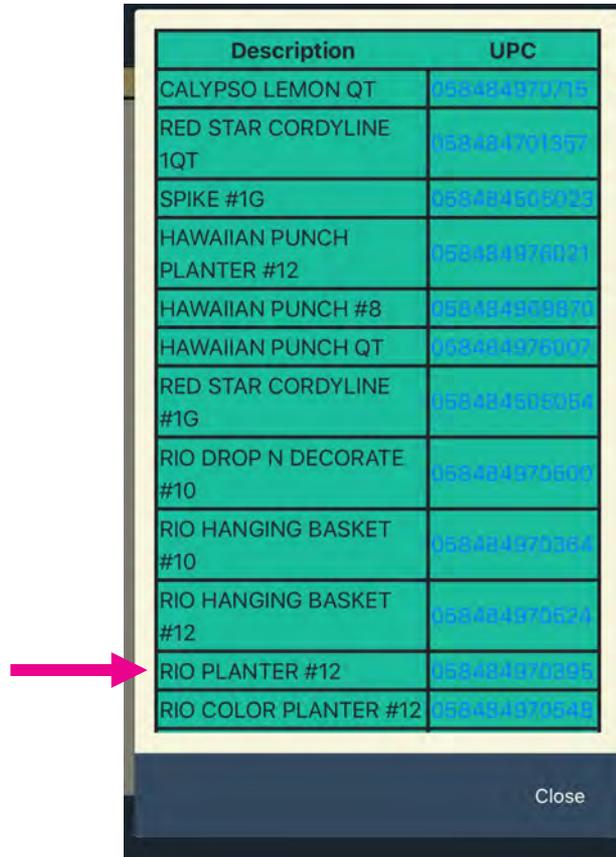
✿ Choose your transaction type, Discard/Delivery/Cycle Count



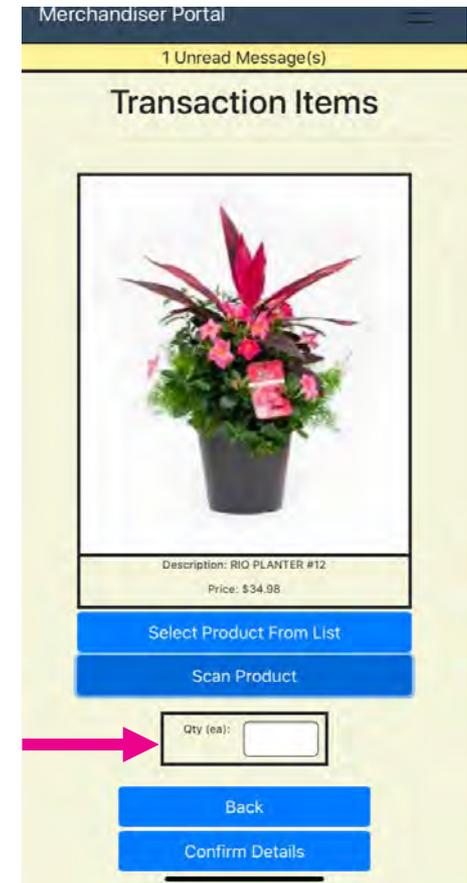
✿ Tap *Select Product From List*



✿ Select product from list



✿ Enter the qty in eaches you are discarding/delivering/counting, then tap *Confirm Details*



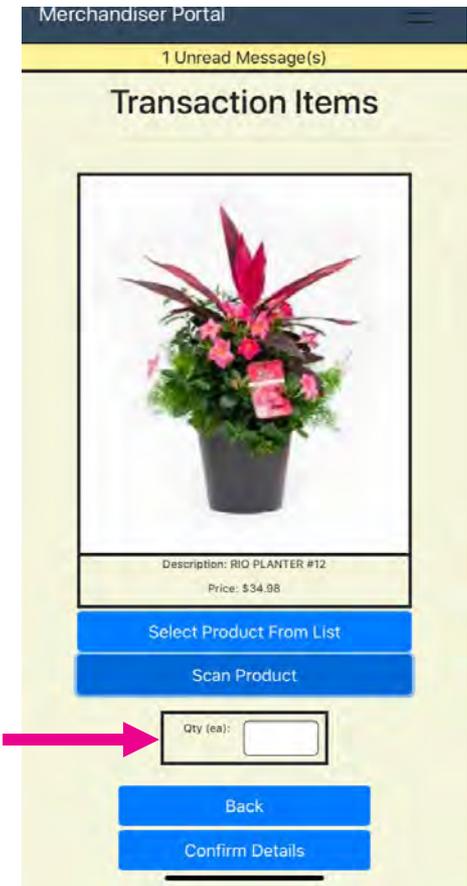
Tap *Scan Product* to scan the UPC



Place the UPC within the scan window.



Enter the qty in eaches you are discarding/delivering/counting, then tap *Confirm Details*

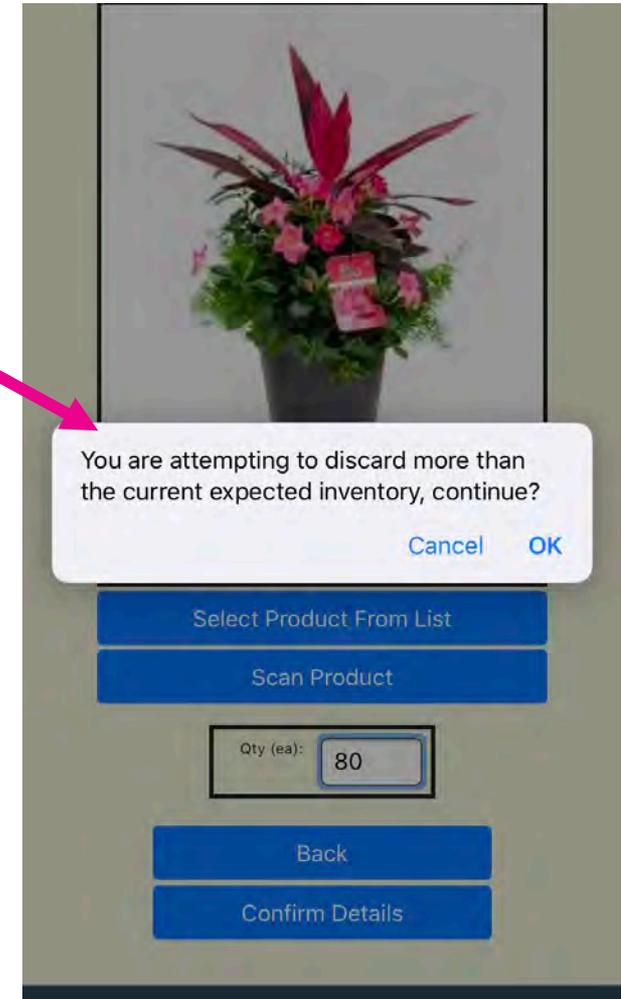


✿ IMPORTANT INFORMATION:

- ✿ When scanning a UPC, if it takes more than a few seconds, try rescanning and ensuring there is no glare on the tag
- ✿ If you are attempting to discard more than what is in inventory you will receive an alert.

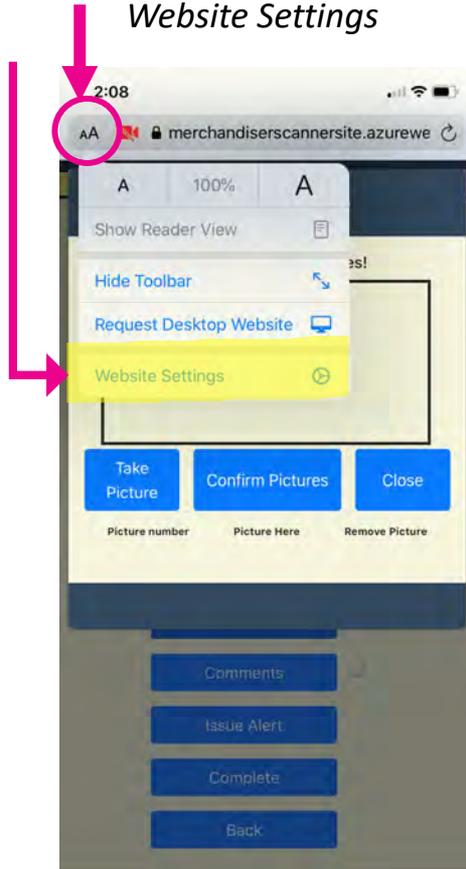
✿ Upon receiving this alert

1. Ensure you have entered the correct amount
2. If you have a delivery for this store, ensure it has been entered
3. If 1 & 2 are correct, please perform a cycle count

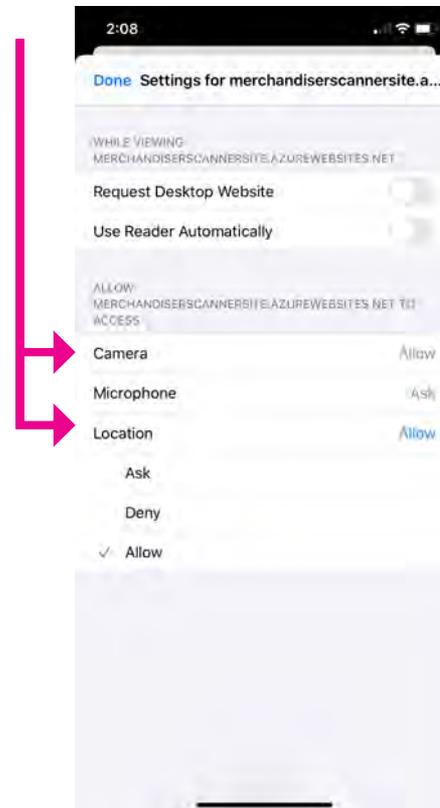


If using IOS 13 or greater operating system, To eliminate IOS continuously asking you to allow the use of the camera & location, follow the below steps

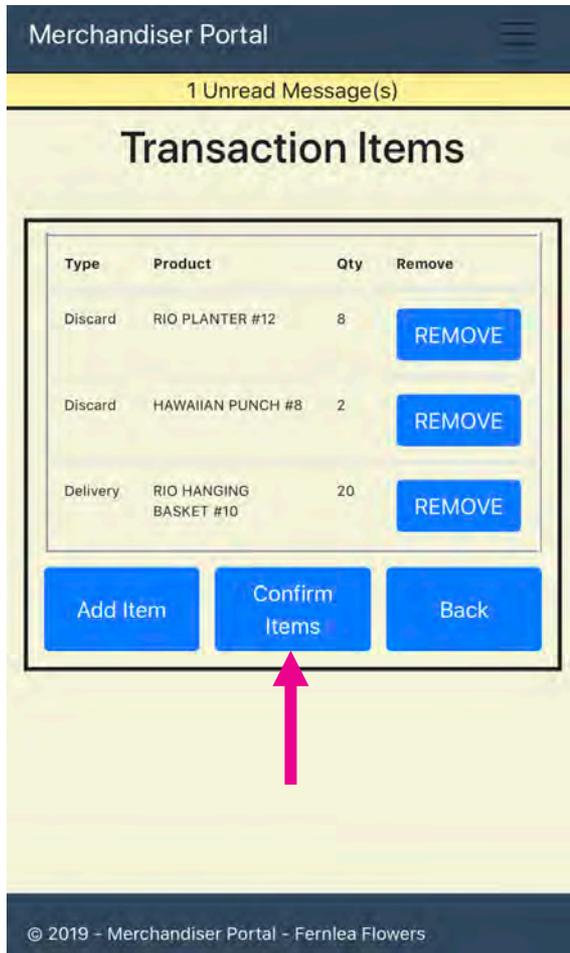
Tap the AA icon in address bar, select *Website Settings*



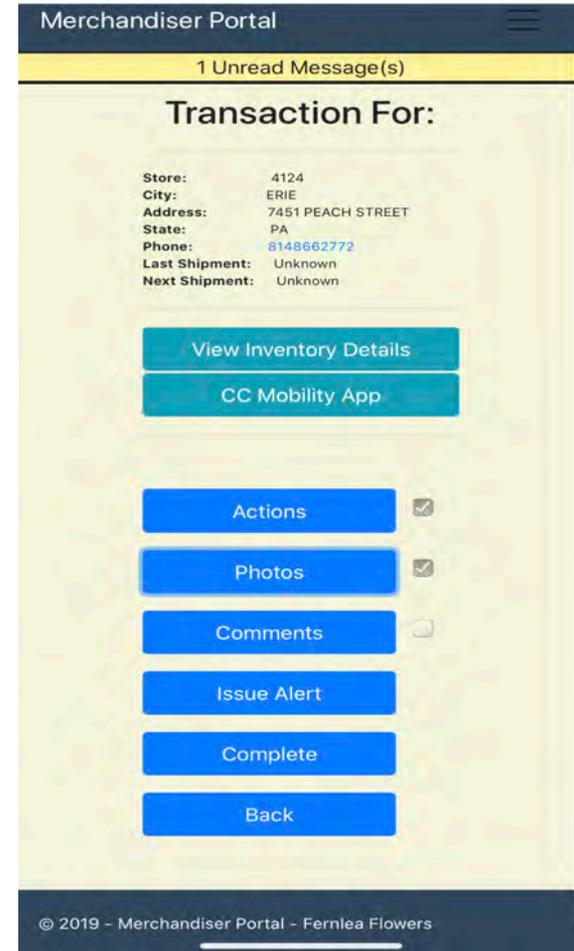
Open Camera/Location & select Allow



- Once you have all your items entered, tap *Confirm Items*



- You should now see a check mark beside *Actions & Photos*

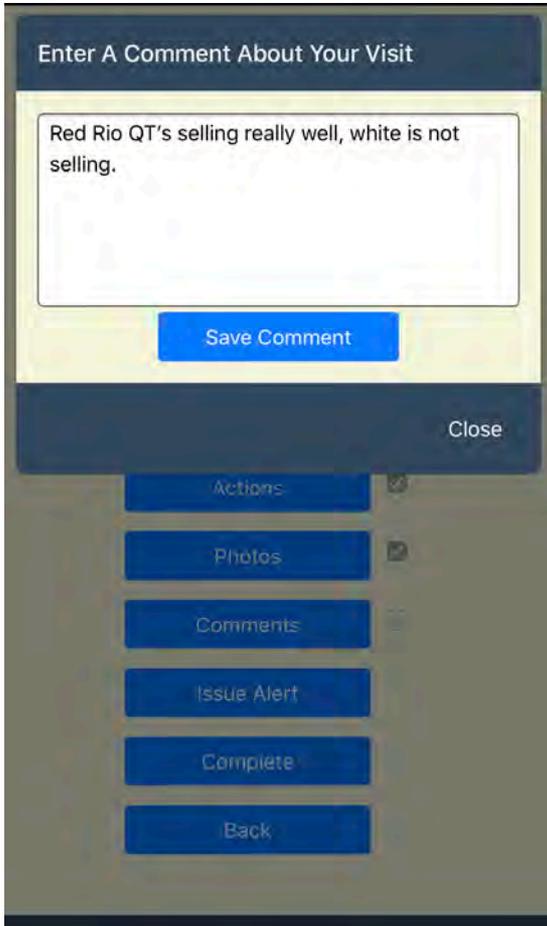




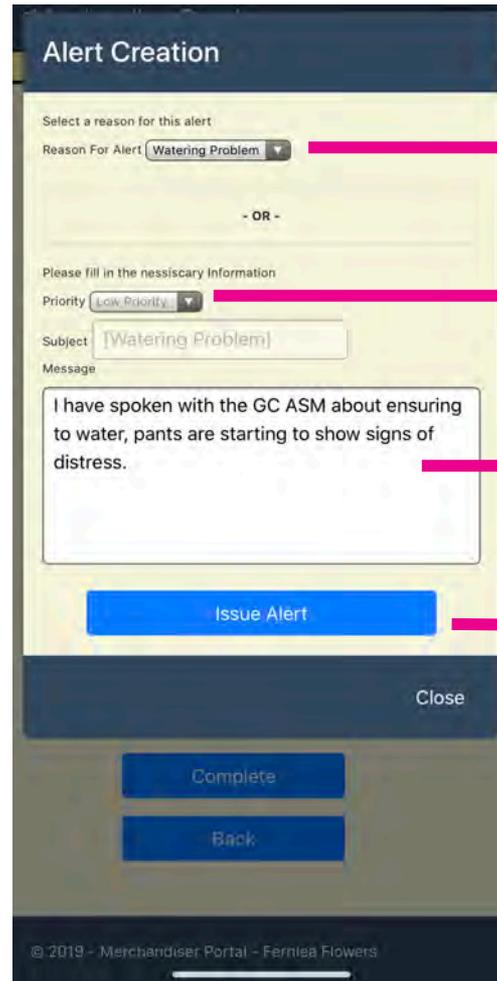
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COMMENTS/ISSUE ALERT

- Select *Comments* from the transaction menu, enter your comments here then Save



- If you have encountered an issue that needs to be address, tap *Issue Alert* from the transaction menu



Priority is automatically selected based on the alert reason

Document your issue here

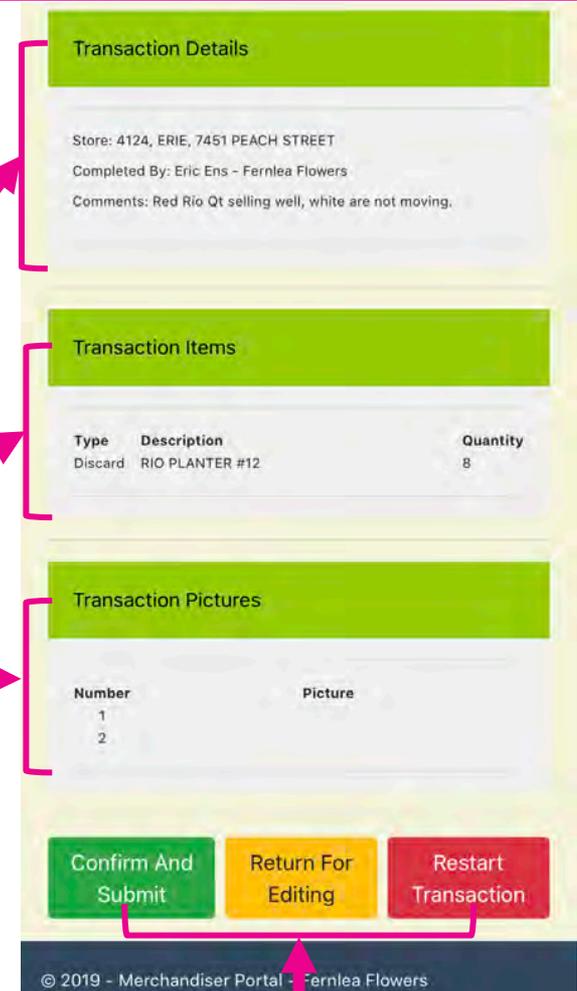
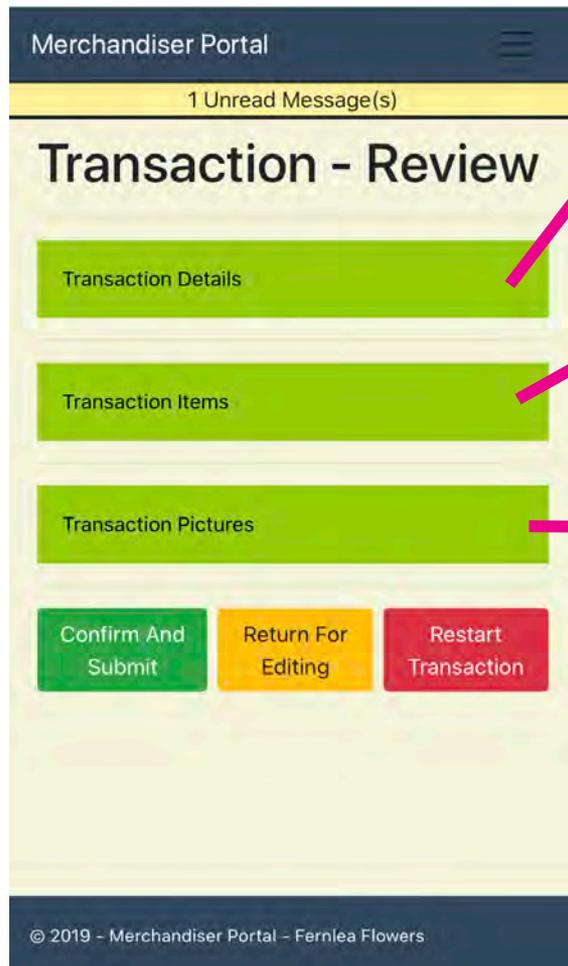
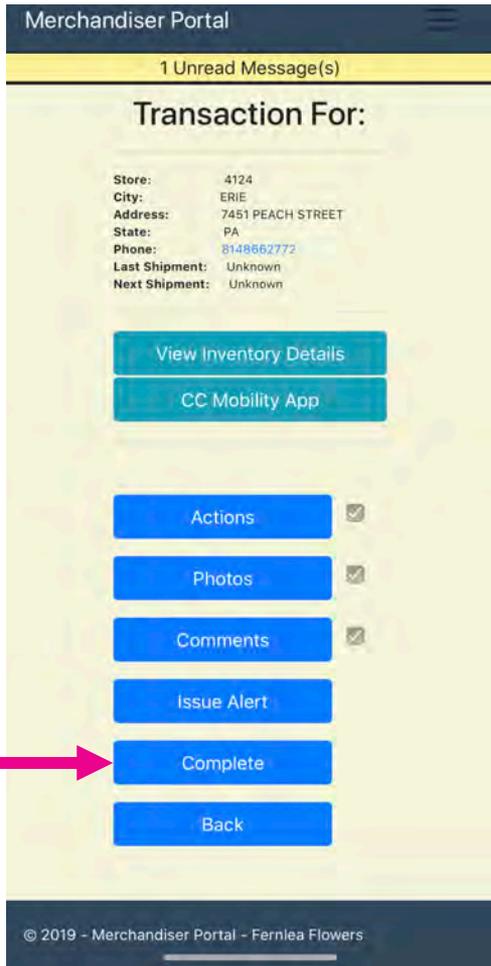
Tap *Issue Alert* to complete



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TRANSACTION REVIEW

🌸 You are now ready to review your transaction!!



🌸 If the information is correct, tap *Confirm And Submit*, If the information needs to be edited, tap *Return for editing* OR *Restart Transaction*

Transaction Details

Store: 4124, ERIE, 7451 PEACH STREET
Completed By: Eric Ens - Fernlea Flowers
Comments: Red Rio Qt selling well, white are not moving.

Transaction Items

Type	Description	Quantity
Discard	RIO PLANTER #12	8

Transaction Pictures

Number	Picture
1	
2	

Confirm And Submit **Return For Editing** **Restart Transaction**

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✿ If the information is correct, tap *Confirm And Submit*

✿ If the information needs to be edited, tap *Return for editing* OR *Restart Transaction*

**You have now added
your store visit into
the Fernlea Service
Portal!**



LOOKING FORWARD TO A GREAT 2020 SEASON!

Thank you!