



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



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Upon login, you will be directed to the stores listing

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

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Login				
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# 🐨 4124	Rico City ⊽ ERIE	Closest Stores Closest Stores Address 7 7451 PEACH STREET	(s) Market 77 106	Dist. (KM) 105
# ¥ 4124 3838	City ⊽ ERIE ASHTABULA	Closest Stores Closest Stores Address 7 7451 PEACH STREET 3200 MARKET PLACE	(s) Market 7 106 139	Dist. (KM) 105 110
# 🔽 4124 3838 6169	City ⊽ ERIE ASHTABULA DUNKIRK	Closest Stores Closest Stores	(s) Market 7 106 139 66	Dist. (KM) * 105 110 124
# 🐨 4124 3838 6169 3815	City ⊽ ERIE ASHTABULA DUNKIRK MENTOR	Closest Stores Closest Stores Address 7 7451 PEACH STREET 3200 MARKET PLACE 3901 VINEYARD DRIVE 9615 DIAMOND CEN	(s) Market 7 106 139 66 139	Dist. (KM) 105 110 124 136
# 🐨 4124 3838 6169 3815 2733	City ⊽ ERIE ASHTABULA DUNKIRK MENTOR FORT GRA	Unread Message Closest Stores Address T 7451 PEACH STREET 3200 MARKET PLACE 3901 VINEYARD DRIVE 9615 DIAMOND CEN 4195 24TH AVENUE	(s) Market 7 106 139 66 139 72	Dist. (KM) * 105 110 124 136 143
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To navigate to a

MAIN MENU

new screen, tab the three lines in the top right corner

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Close



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

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N	lessa	ages			
s	Stores	S			
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		1	Unread Message	(s)	
		Rio	Closest Stores	Fr	nlea
-					
	# 5	City 🐨	Address 🖓	Market 🐨	Dist. (KM) 🐩
1	4124	ERIE	7451 PEACH STREET	106	105
	3838	ASHTABULA	3200 MARKET PLACE	139	110
	6169	DUNKIRK	3901 VINEYARD DRIVE	66	124

9615 DIAMOND CEN ...

4195 24TH AVENUE

750 BUILDERS WAY

935 FAIRMOUNT AVE ...

18541 SMOCK HIGH ...

139

72

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146

3815

2733

1287

6154

4169

MENTOR

FORT GRA...

NIAGARA

JAMESTO ...

MEADVILLE

*	Tap anywhere on the message
	line to open message

Merchan	chandiser Portal				Messa	ige Details		
	1 Unread Message(s)							
M	Refresh Messages	Cente New Message	er		Messa From: Eri Company Date: 20	age: ic Ens /: Fernlea Flowers 20/02/11 17:40		
m 🖓	Date 🐨	Subject 💎	Status 🐨	- 11	Subject:	Store 1234		
Ens	2020/02/11 17:40 EST	Store 1234	Unread		Content: we return	Hi Eric, While at this store, again before the end of th	the GC manager he week.	las aske
c Ens	2020/02/07 16:18 EST	Test	Read					
ic Ens	2020/02/05 18:45 EST	Test	Read					
e Ens	2020/01/29 14:49 EST	test all admin	Read					
Ens	2020/01/29 14:48 EST	test all	Read				Reply	Clo
Ens	2020/01/29 14:48 EST	single test	Read					
Ens	2020/01/20 15:40 EST	unread test	Read	E	ric Ens	2020/01/20 15:40 EST	unread test	Read
ric Ens - IT	2019/12/20 09:45 EST	test	Read	E	ric Ens - IT	2019/12/20 09/45 EST	test	Rea
ins	2019/11/26 13:38 EST	this is a test	Read	E	riç Ens	2019/11/26 13:38 EST	this is a lest	Rear
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To compose a new message, simply tap New Message



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- 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

	1	Unread Message	(s)	
	Rio	Closest Stores	Fer	nlea
# 😨	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
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

	Rio	Closest Stores		
# T	City 🖓	Address 🐨	72	⊤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
0704	YPSILANTI	3300 CARPENTER RD	72	252
2/21				

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

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STORES



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



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STORE SCREEN

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

STORE INVENTORY

Current Store Inventory (Current as of

7:00AM)



Mei

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

nsit product				UPC	SKU	Description	Quantity
isit product				058484970364	1001319332	RIO HANGING BASKET #1	0 28
		-		058484970753	1001319338	RIO QUART	93
chandiser Portal	=			058484970395	1001319350	RIO PLANTER #12	72
				058484970425	1001319382	RIO PLANTER #16	4
No Unread Messages	\$/			058484970500	1001/10399	RIO DROP N DECORATE #	10 55
Transaction Fo	or:			058484970548	1002432943	RIO COLOR PLANTER #1	2 48
				058484976007	1002432955	HAWAIIAN PUNCH OT	27
Store: 1244				058484970777	1004098394	RIO #8	14
City: GREECE Address: 1250 WEST RIDGE F State: NY Phone: 5858651900 Last Shipment: Unknown	NOAD			058484970395	1004663439	RIO PLANTER #12	Unknown
Next Supplicit. Submout			_				Close
View Inventory Details	5			_			
CC Mobility App					Acti	ons	
_			_		Pho	tos	
Actions	<u></u>						
Photos	0				Comr	nents	
Comments	2				Issue	Alert	
Issue Alert					Com	plete	
Complete							

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CC MOBILITY APP

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

Merchandiser Portal	ges		C	
Transaction	For:		Please sign in	to continue
Store: 1244 City: GREECE Address: 1250 WEST RID State: NY Phone: 5858651900 Last Shoment: Unknown	GE ROAD		Email ID	
Next Shipment: Unknown			Password	
View Inventory Del	tails		Remember me	
			Continue as Gues	t Login
Actions	2			
Photos	0		Forgot Pa	ssword?
Comments	2			
Issue Alert				
Complete			Ver. 2	.2.1

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2:33





- 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 <u>discard</u> from store you are transferring product <u>from</u>
 - Enter as a <u>delivery</u> to the store you are transferring product <u>into</u>



- 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*

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

* Tap Actions

Merchandiser Port	al		-
No Uni	read Messag	ges	
Trans	action	For:	
Store: City: Address: State: Phone: Last Shipment: Next Shipment:	1244 GREECE 1250 WEST RID NY 5858651900 Unknown Unknown	GE ROAD	
View In CC	nventory Det Mobility App	ails D	
Ac	tions	2	
Ph	iotos	0	
Com	iments		
Issu	e Alert		
Con	nplete		

Tap Add Item



 Choose your transaction type, Discard/Delivery/Cycle Count

Merchandiser I	Portal	E.
1	Unread Message(s)
Tran	saction Ite	ems
Please	e Select An A	ction
DISCARD	DELIVERY	CYCLE COUNT
1	1	1

You can complete Discards & Deliveries on the same transaction, however, a Cycle Count will require its own transaction

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OPTION A-SELECT FROM LIST

 Tap Select Product From List



Select product from list

Description	UPC
CALYPSO LEMON QT	06/2484870715
RED STAR CORDYLINE 1QT	508464701357
SPIKE #1G	008404605023
HAWAIIAN PUNCH PLANTER #12	052454475021
HAWAIIAN PUNCH #8	000484958670
HAWAIIAN PUNCH QT	053464976007
RED STAR CORDYLINE #1G	055484505056
RIO DROP N DECORATE #10	098464970500
RIO HANGING BASKET #10	0002404975002
RIO HANGING BASKET #12	058264970524
RIO PLANTER #12	058434370835
RIO COLOR PLANTER #12	自己的体验体 1370年本度
	Close

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



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OPTION B – SCAN PRODUCT

 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



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- MPORTANT 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



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TIP FOR IOS!

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



Open Camera/Location
 & select Allow



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Once you have all your items entered, tap Confirm Items Merchandiser Portal 1 Unread Message(s) **Transaction Items** Type Product Qty Remove **RIO PLANTER #12** Discard 8 REMOVE HAWAIIAN PUNCH #8 2 Discard REMOVE Delivery **RIO HANGING** 20 REMOVE BASKET #10 Confirm Add Item Back Items

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 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

Red Rio selling.	QT's selling really well	, white is not
	Save Commer	ht
		Clos
	Actions	N in
	Photos	
	Comments	
	Issue Alert	
	Complete	

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



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TRANSACTION REVIEW



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TRANSACTION REVIEW



If the information is correct, tap Confirm And Submit

If the information needs to be edited, tap Return for editing <u>OR</u> Restart Transaction

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

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LOOKING FORWARD TO A GREAT 2020 SEASON!

