Ordering App User Guide

Pepper

Your personalized shopping app.

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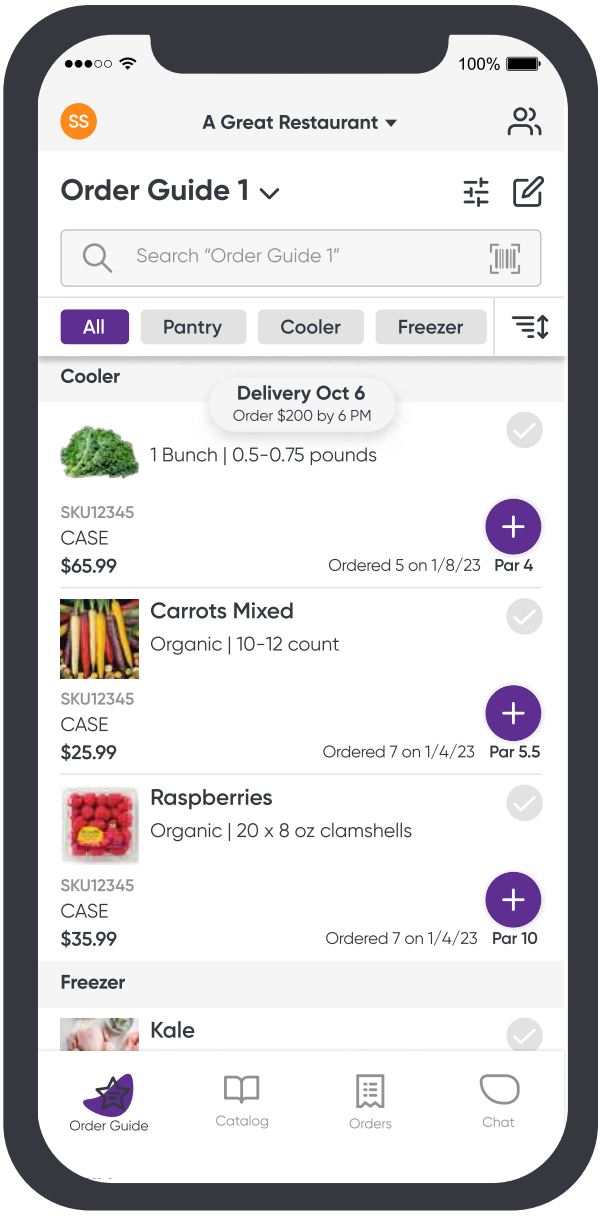
Getting Started & Account Setup

Downloading Your Ordering App



Download our App

Download the app on your mobile device from the App Store or Google Play Store or scan below:

Visit our website: regolden.pepr.app

App Tab Overview

Order Guide

This is your specific order guide with items you have ordered before.

You can filter by categories at the top or view all items.

Catalog

Access our full catalog here. Find and add products that are not in your order guide from the catalog.

Orders

Upcoming and past orders will show up here. After placing an order, details will show in "Upcoming."

Invoices will appear here after your order is confirmed for delivery.

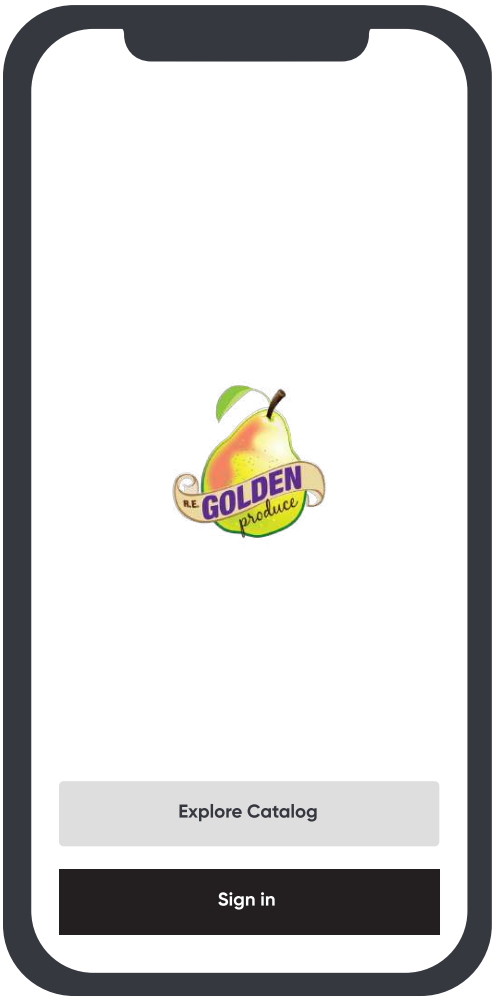
Chat

Chat with your Sales Rep and our Operations team right within the app!

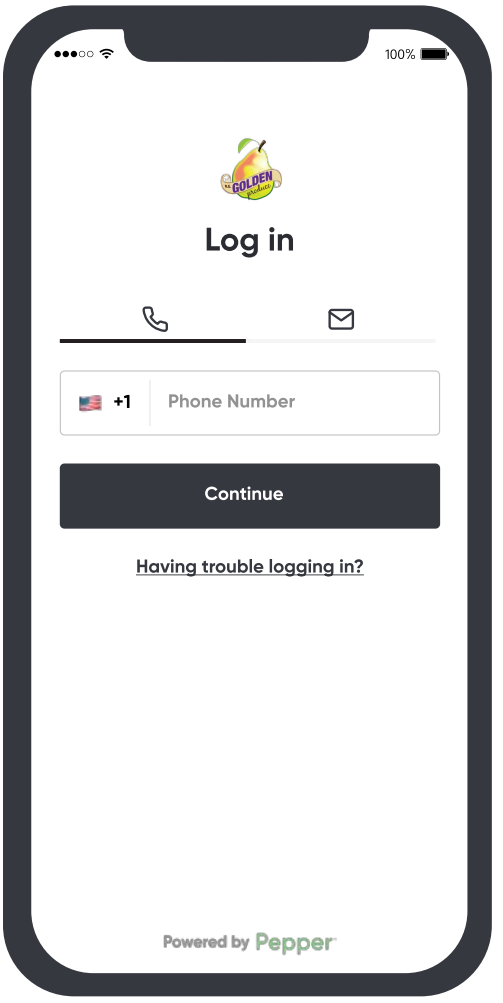
Logging In to Your Ordering App

How to Log In

Logging in to your ordering app is simple:



Tap the **Sign In** button on the landing page of the app.



Enter your mobile number or email, then tap **Continue**.

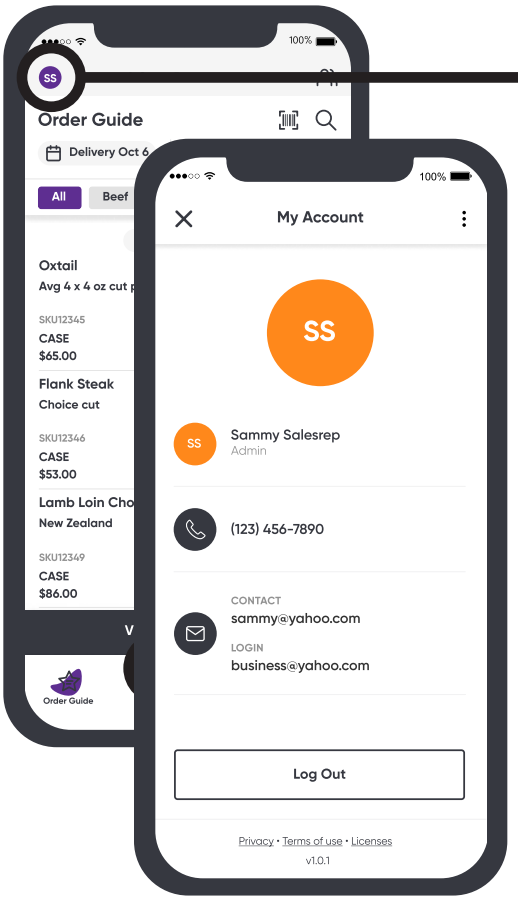
Security Reminders & Troubleshooting

Your app is built with two-factor authentication to keep your account secure. For extra security, the app asks you to log in again every 30 days.

If you can't log in, contact your sales representative to confirm your setup.

Managing Your User Profile

Accessing Your Profile & Managing Notifications

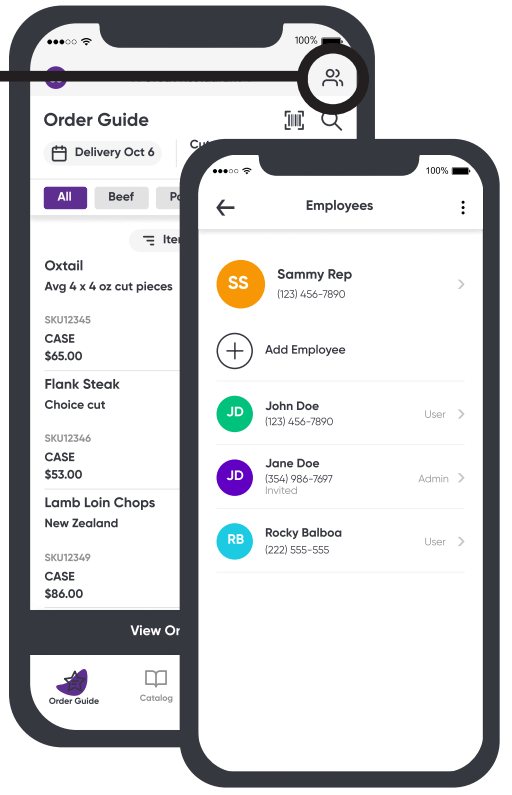


1. Tap the **colored icon with your initials** at the top left of the app.
2. Select **View Profile** under your name to open your profile page.
3. In the **Notifications** section, choose which alerts you'd like to receive via **email or push notification.**

   Options can include:
   - Order confirmations
   - New chat messages

Adding Staff to the App

1. Tap the **people icon** at the top right of the app.
2. Click the **add employees icon**, optionally make them account admins if desired.



Shopping & Placing an Order

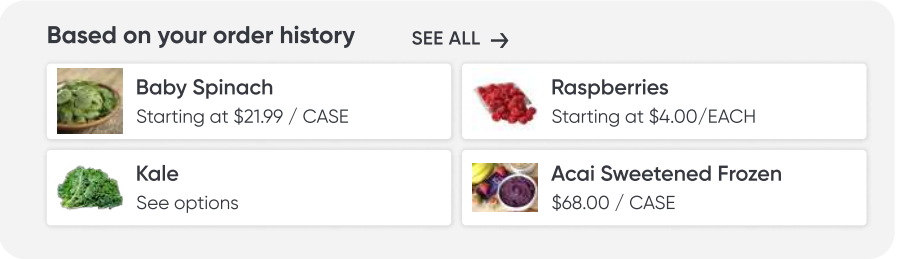
Browsing through Products

Checking Out Our Catalog

Want to see everything we carry? Tap the **Catalog tab** at the bottom of the screen to browse products, organised by category.

Personalized Product Recommendations

As you shop, the app surfaces **personalized recommendations** based on your order history and what nearby or similar accounts are buying, helping you discover complementary products and what's popular.



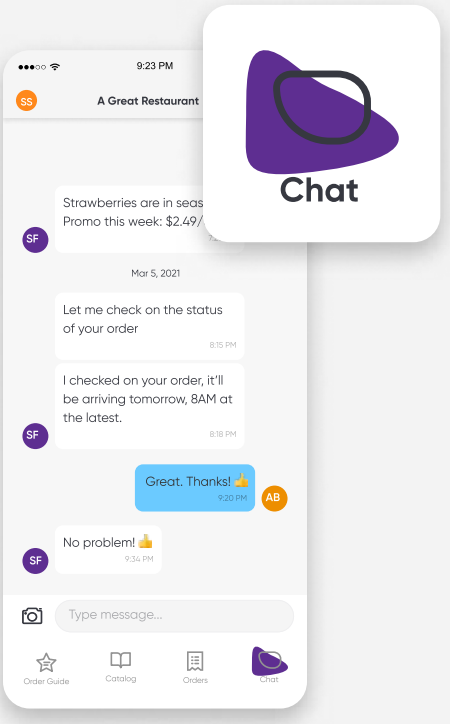
Chat with Your Sales Rep Anytime

Message your sales rep directly in the app anytime. You can attach photos, PDFs or receipts to support your request.

Use chat for things like:

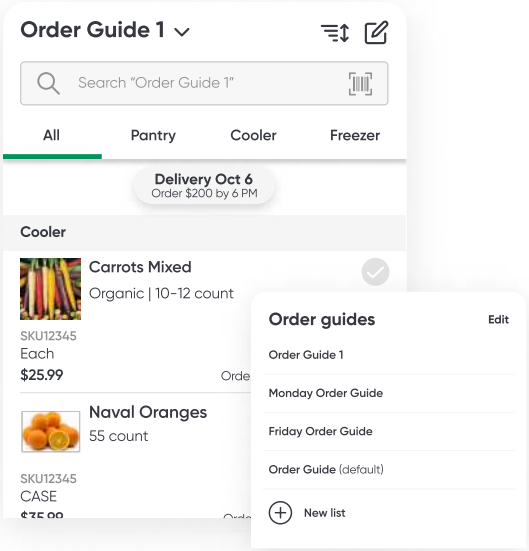
- Order updates
- Promotional items & availability
- Credit requests & dispute follow-ups
- Account or ordering support

Tip: Turn on push notifications so you don't miss replies or real-time alerts from your rep.



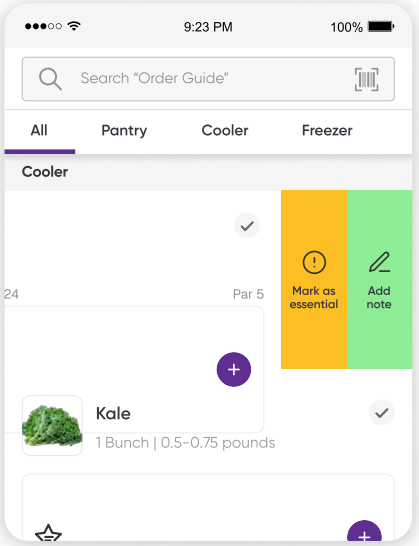
Your Order Guide

Creating an Order Guide



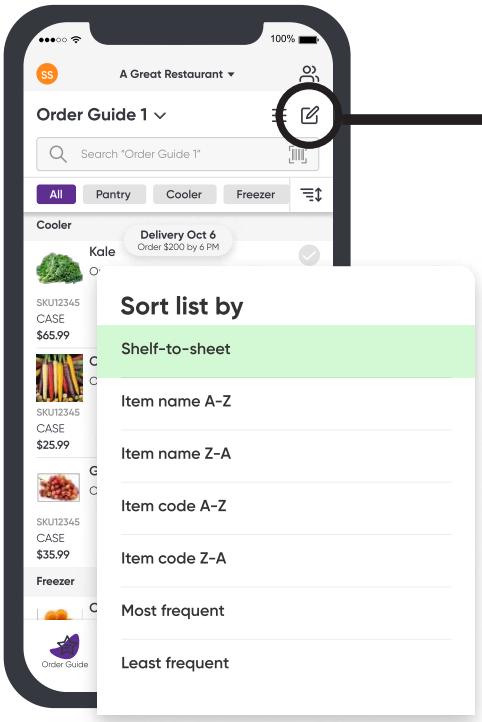
Your app supports multiple order guides, allowing you to **group similar items** for easier ordering.

Marking Your Essential Items



Carts can get large. Swipe left on an item to **mark it as essential** and ensure you never miss it.

Sort Display Options in Your Order Guide



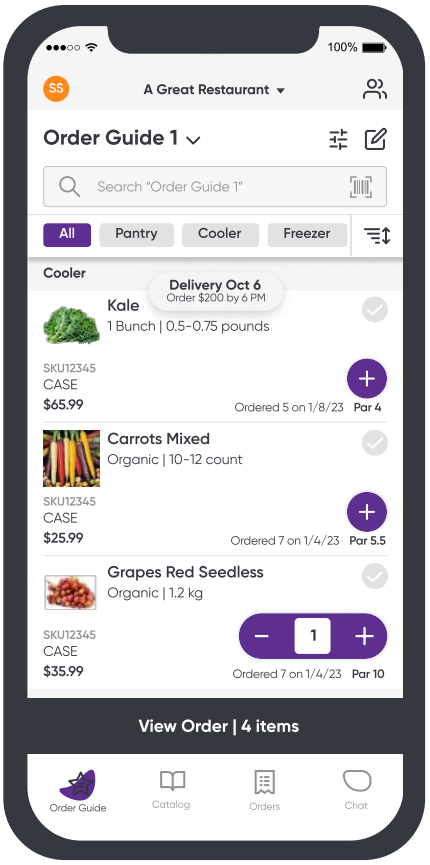
1. Open the Order Guide and click the **Edit (pencil)** icon.
2. Choose Order Guide Display.
3. Pick **a sort option** (e.g., Alphabetical, Recently Ordered or Shelf-to-Sheet) to reorder the list.

Note: Shelf-to-sheet lets operators manually customise the sort order of an Order Guide to mirror their physical layout, improving order accuracy and speed.

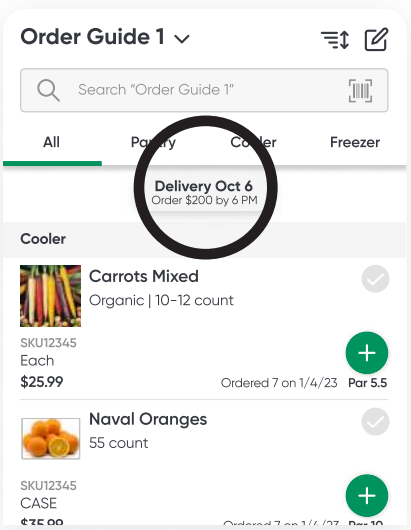
Placing an Order

Adding Items to Your Cart

1. Upon logging in, you'll be greeted with your **Order Guide,** highlighting the items most relevant to your business based on past orders and preferences.
2. Click the **red plus sign** to add items to your cart and begin your order.

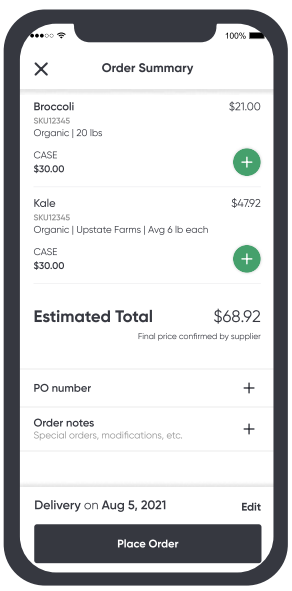


Setting Delivery Dates



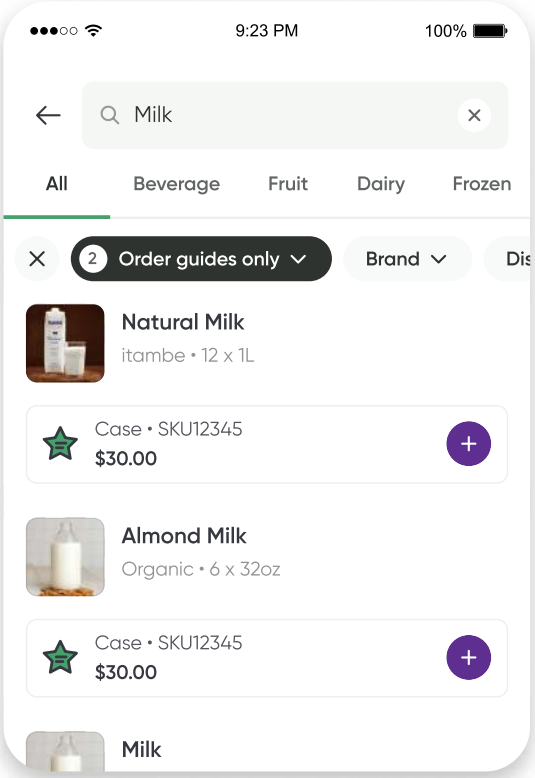
In your order guide, click the the **Delivery button** at the top of the page to select the date you want your order fulfilled.

Checking Out



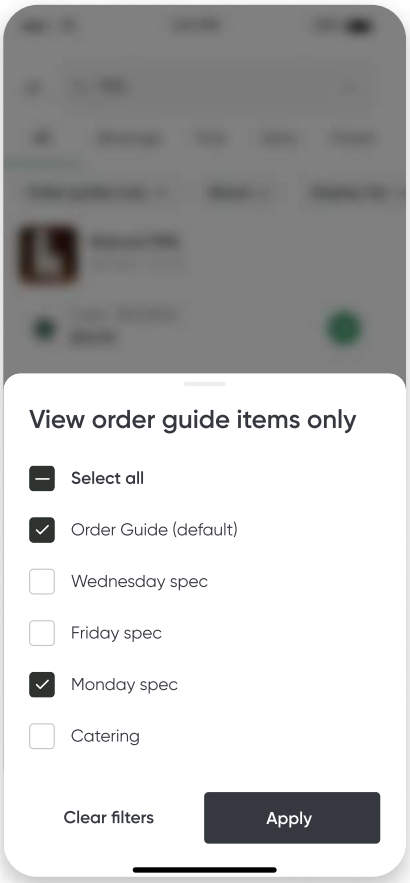
Click **View Order** at the bottom of your screen to go to checkout. Here, you can review your order, update the delivery date, and **place your order.**

Searching for Items



Using the Search Bar

1. To look for items, use **any search bar in the app** and see results from across the entire platform on one unified page.
2. Use **enhanced filters** to search by Order Guide, Attribute, Availability, and more.
3. Select any item from the results to view details, check availability, or add it to your cart without leaving the search page.



Filtering Your Search

Filter by Availability Status

- Quickly find items that are in stock.

Filter by Order Guide

- Quickly show items that are in or not in your guide.

Filter by Attributes

- Narrow results using dietary or product allergen related attributes.

Filter by Brand or Category

- Jump directly into the brands or categories that matter to you.

Filter by Badges

- Quickly filter by badges such as New, Promo, or other tags.

Check Category Counts

- See how many items match each category so you know where to look first.