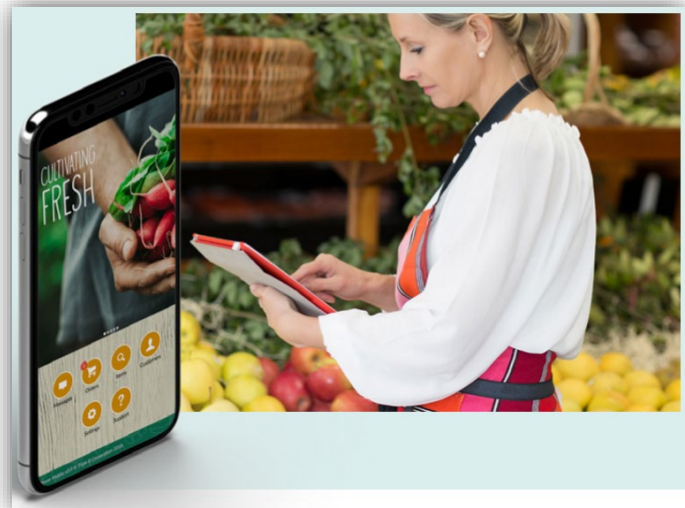


Welcome to the Charlie's Produce Online Order User Guide

This user guide is designed to provide documentation for people who will be ordering from Charlie's Produce and would like to do so online using their browser or mobile device.

To start ordering from Charlie's Produce, please contact us and a Sales Representative would be happy to assist! And if you are not yet ordering online, ask us about getting started!



Sprouting from the enthusiasm and commitment of our founders, Charlie's Produce is constantly searching for ways to improve industry processes and services on behalf of our partner's and consumers. At Charlie's, we are on a perpetual quest to discover new methods, to be on the cutting edge of technology and to set and follow new trends.

Is EDI an option supported by your organization? Please share our interest with the relevant parties in your IT team and have them reply back with your request for EDI guide, order, and/or invoice integration.

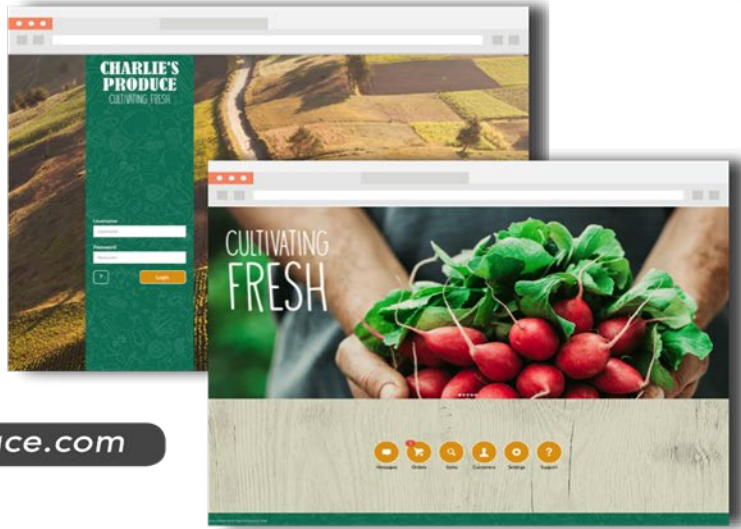
Is Punch-out something your procurement vendor supports? Please share our request with the relevant parties and we will work with our shared service provider to setup Charlie's produce as a supplier in your marketplace.

Are you ready to order online from Charlie's Produce? Our Getting Started guide will walk you through searching your catalog for products, adding items to your cart, and submitting your order for fulfillment! It's as easy as 1, 2, 3! And if you are interested in more control over your guides, orders, and invoices, read on and see how Charlie's is partnering with you to meet you and your business where you are at!

Getting Started

Log in at

orders.charliesproduce.com



Select Order icon to view current orders



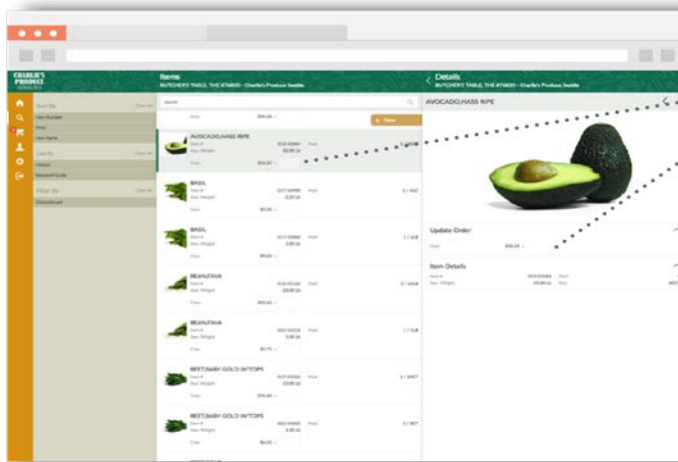
Select Item icon to view products & start new order



Select New icon to create a new order



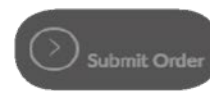
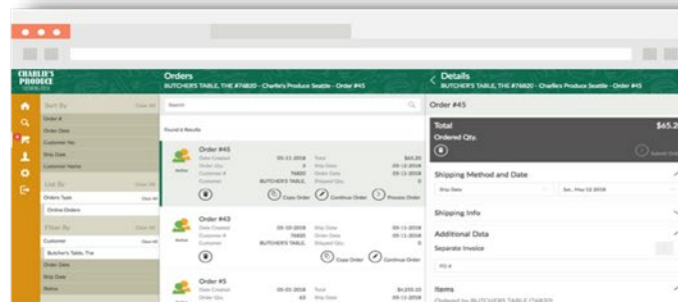
To continue an order select the continue button



To add items to order, enter the Order/Case Quantity in the quantity field



Once all items have been added to an order, select the Process Order icon to proceed



Review details of the order and select Submit Order



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How to Print your Order Guide	12
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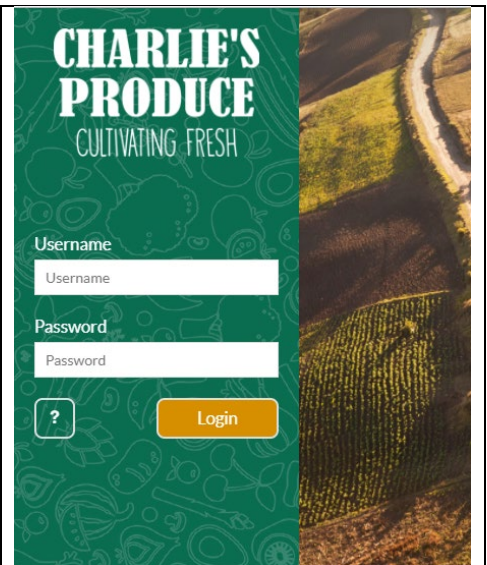
How to Login

1. Navigate to Online Order for Charlie's Produce

Order.CharliesProduce.com

- a. Use your browser on any device
OR
- b. Use the app on your cell phone or tablet

TIP: Select the (?) icon to navigate to Charlie's Produce website for more information about contacting support



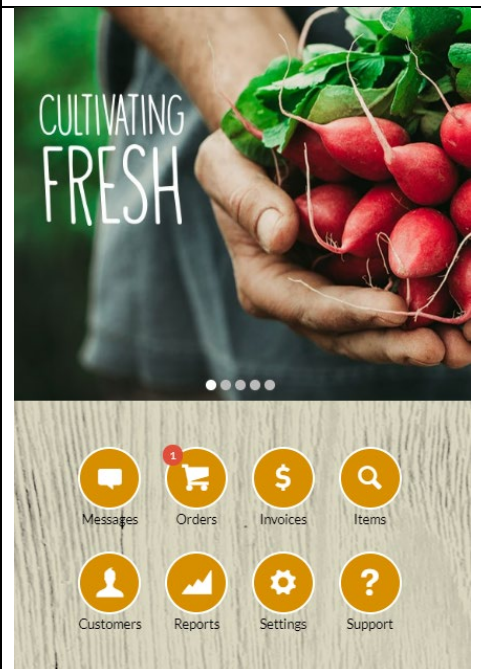
2. Enter Your Username & Password

3. Select the Login button



4. The Dashboard is shown

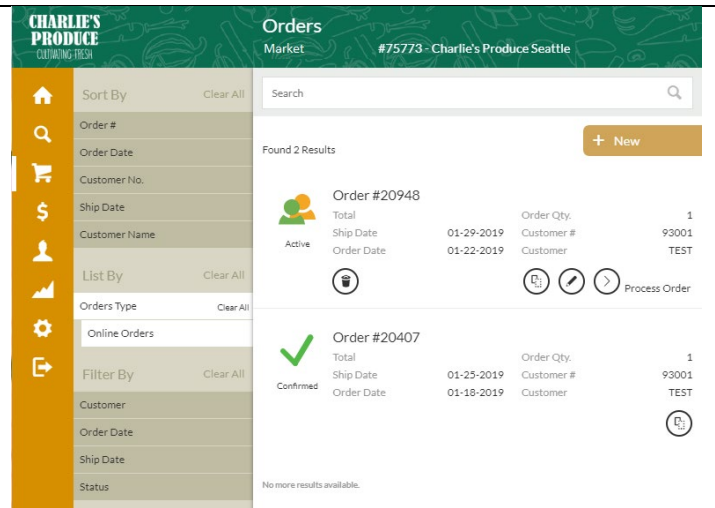
TIP: Use mouse to slide promotional images left or right



How to Create an Order

To create a New order for a Customer

1. Navigate to Order

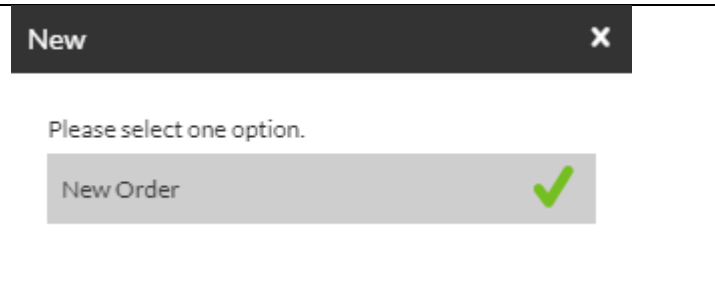
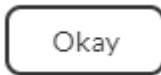


1. Select New



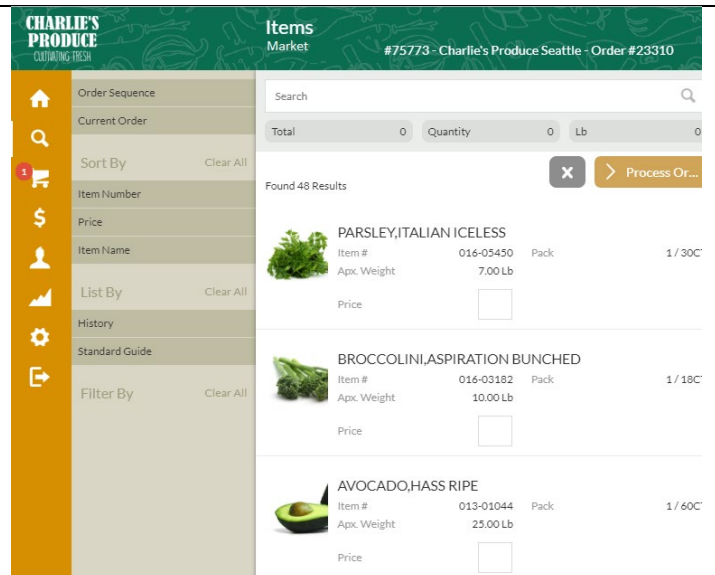
2. Select Order Type - New Order

3. Select Okay button



4. A list of items to add to the selected order are shown

TIP: To view additional details for an item, select the item and an expanded Detail pane will display



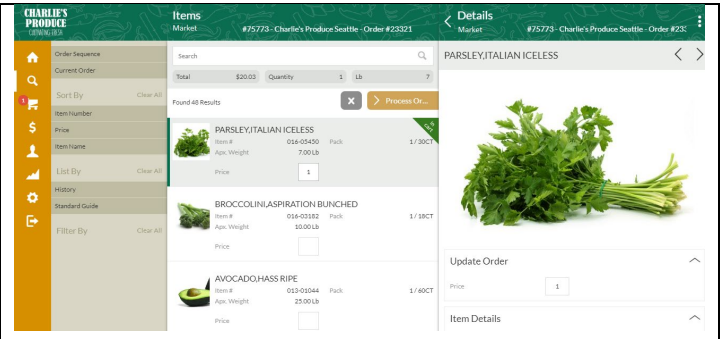
How to add items to your order

To add items to an order

1. Enter the quantity of items in the field next to the Price

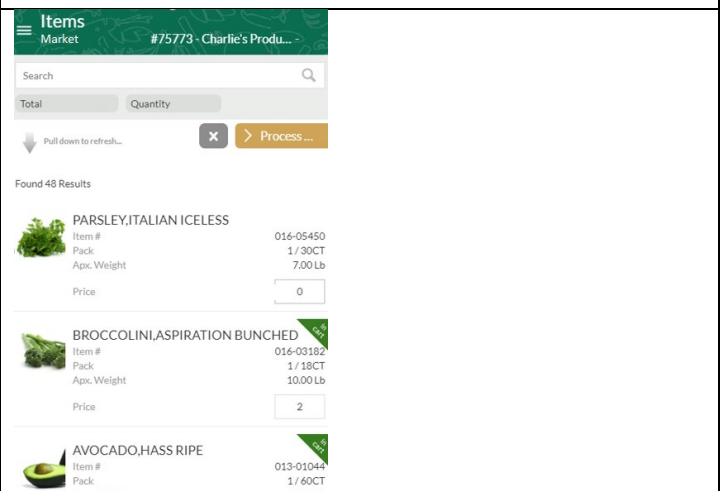
Price \$50.90 x

- a. In the search results list
- OR
- b. In the details pane



TIP: To add items to an order,

- Use the popup key pad to enter quantity of items
- Type the amount to order in the field next to the price.
- Use your 10 key pad to do this by navigating to the next item in list with the Enter key
- Quickly add quantity of an item by typing the item number followed by a space and the quantity



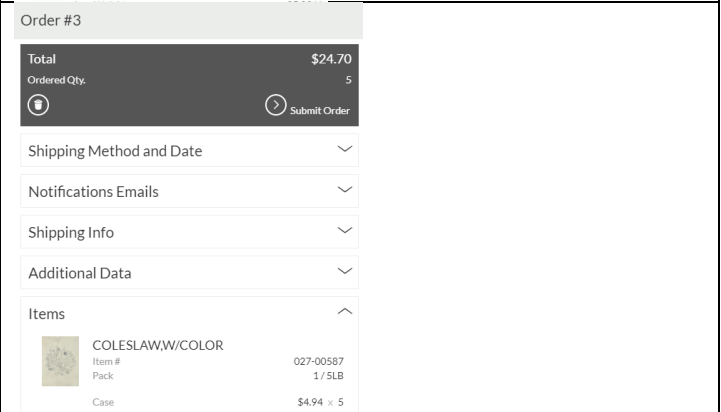
To view items in your order

2. Select Current Order to filter items in the search results list

Current Order

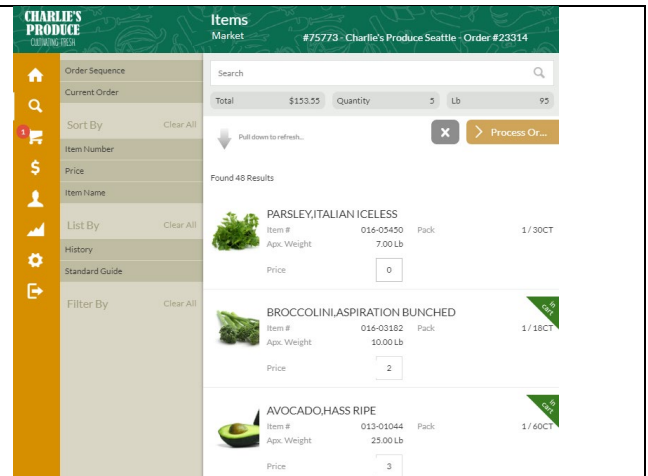
OR

3. Select Process Order to view list of items in the order Details pane

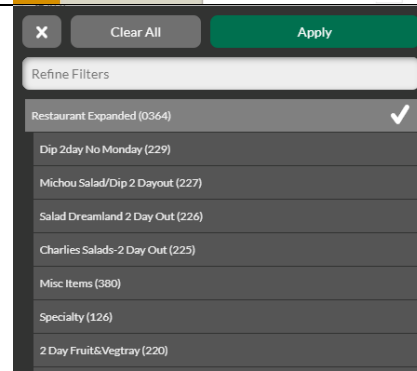


How to Search for Items – more tips and tricks

1. Select the Item icon
2. The Items module is shown

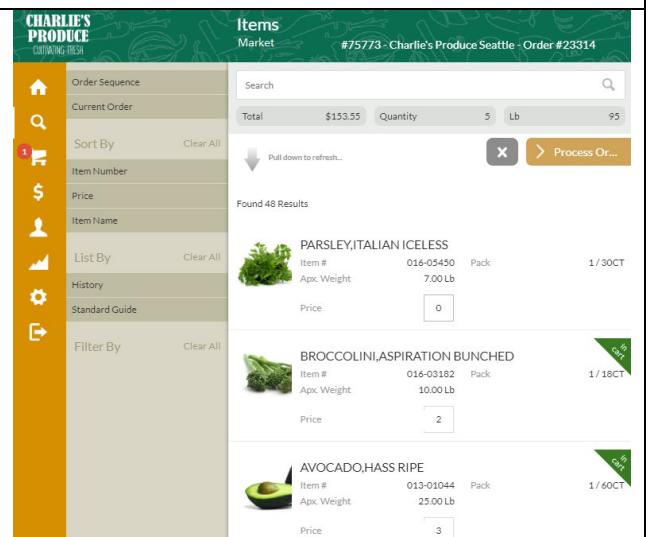


3. To view items on your Charlie's order guide:
 - a. Select Standard Guide from the List By navigation section
 - b. In the popup, select to view all items on your order guide OR only those in a selected category
 - c. Select apply



4. Items you can add to your order are shown in the search results list

TIP: As a customer, you can add your favorite items to your custom order guides – select the Custom Guide tool in Settings and follow instructions for how



How to continue adding items to an order before it is submitted

To search for items to add to an order

1. Select Order icon/button
2. Select Continue Order for order to add items to



Orders
Market #75773 - Charlie's Produce Seattle

Sort By Clear All

Order #

Order Date

Customer No.

Ship Date

Customer Name

List By Clear All

Orders Type Clear All

Online Orders

Filter By Clear All

Customer

Order Date

Ship Date

Status

Search

Found 2 Results

+ New

Order #20948

Total Order Qty. 1

Ship Date 01-29-2019 Customer # 93001

Order Date 01-22-2019 Customer TEST

Active

Process Order

Order #20407

Total Order Qty. 1

Ship Date 01-25-2019 Customer # 93001

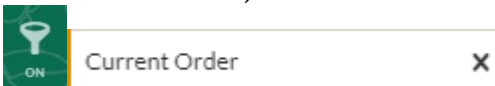
Order Date 01-18-2019 Customer TEST

Confirmed

No more results available.

3. Search for items by item number
OR
4. Search for items by keyword
 - a. In item title/description
 - b. In brand

TIP: If the Current Order filter is checked, search results will only include items already added to order. To clear filter and search all items, select the X



Items
Market #75773 - Charlie's Produ...

Search

Total Quantity

Pull down to refresh...

Process ...

Found 48 Results

PARSLEY, ITALIAN ICELESS

Item # 016-05450

Pack 1 / 30CT

Apx. Weight 7.00 Lb

Price 0

BROCCOLINI, ASPIRATION BUNCHED

Item # 016-03182

Pack 1 / 18CT

Apx. Weight 10.00 Lb

Price 2

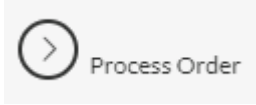
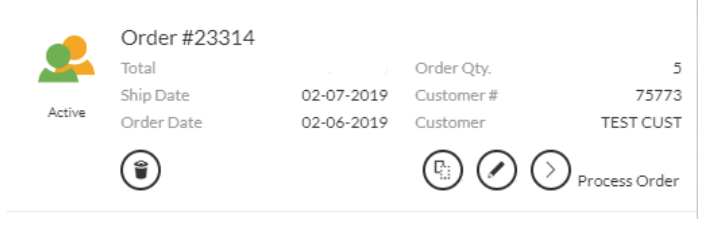
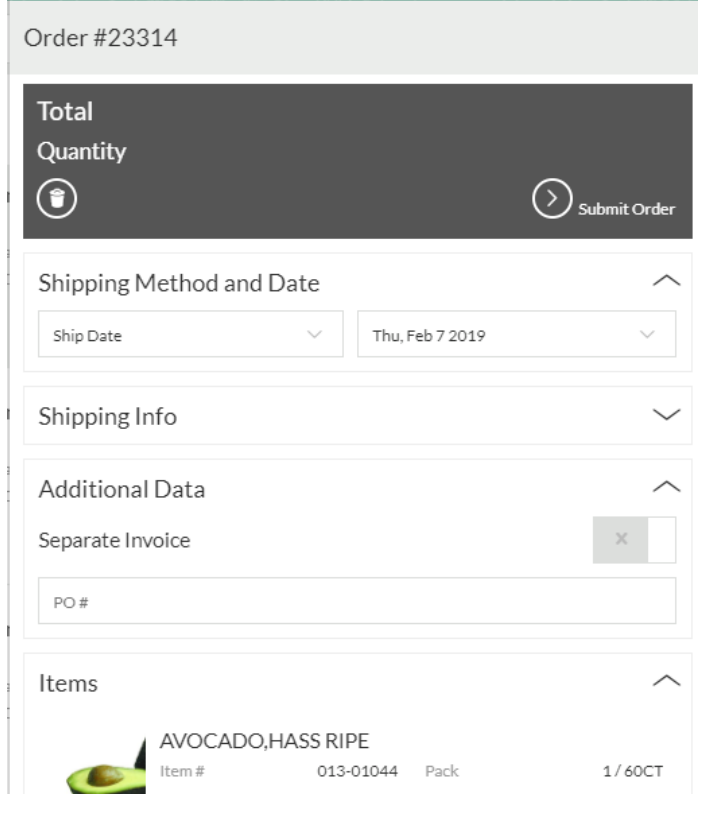
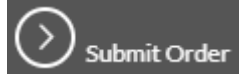

AVOCADO, HASS RIPE

Item # 013-01044

Pack 1 / 60CT

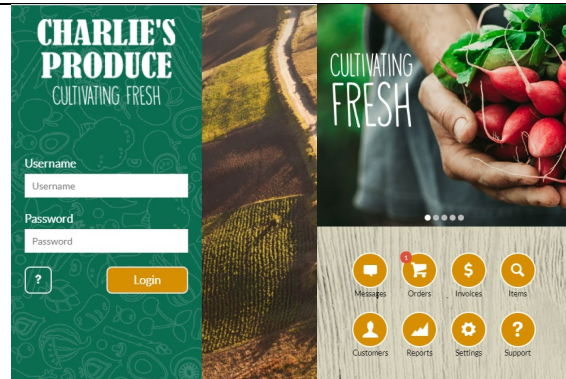


How to Review & Submit your Order

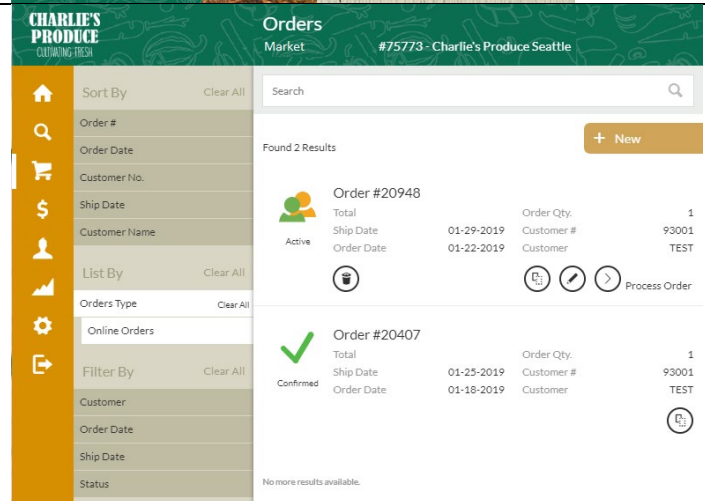
<p>To review and submit an order</p> <ol style="list-style-type: none"> 1. Select Order icon/button 2. Select Process Order for order to submit 	 <p>Order #23314</p> <p>Total Order Qty. 5</p> <p>Ship Date 02-07-2019 Customer # 75773</p> <p>Order Date 02-06-2019 Customer TEST CUST</p> <p>Active Process Order</p>
<ol style="list-style-type: none"> 3. The process order pane is shown <ol style="list-style-type: none"> a. Review items, total, quantity b. Review Shipping Info (includes address and route information) c. Enter Additional Data (includes Separate Invoice option and PO#) d. Select Ship Date 	 <p>Order #23314</p> <p>Total Quantity Submit Order</p> <p>Shipping Method and Date</p> <p>Ship Date <input type="text"/> Thu, Feb 7 2019</p> <p>Shipping Info</p> <p>Additional Data</p> <p>Separate Invoice <input checked="" type="checkbox"/> </p> <p>PO # <input type="text"/></p> <p>Items</p> <p> AVOCADO,HASS RIPE</p> <p>Item # 013-01044 Pack 1 / 60CT</p>
<ol style="list-style-type: none"> 4. Select Submit Order 	
<ol style="list-style-type: none"> 5. Order is submitted to Charlie's for processing 	 <p>Confirmed</p>

How to view orders not yet shipped

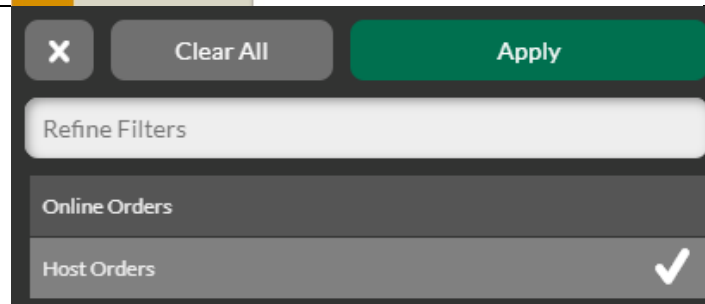
1. Login
2. Select Orders icon/menu



3. Open orders created online are shown by default

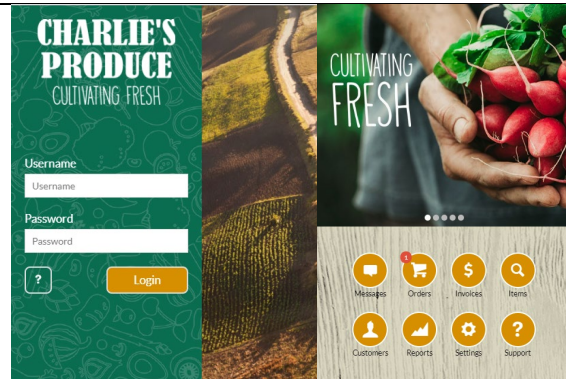


4. To view open orders create on your behalf by Charlie's sales:
 - Select order type
 - Select host orders

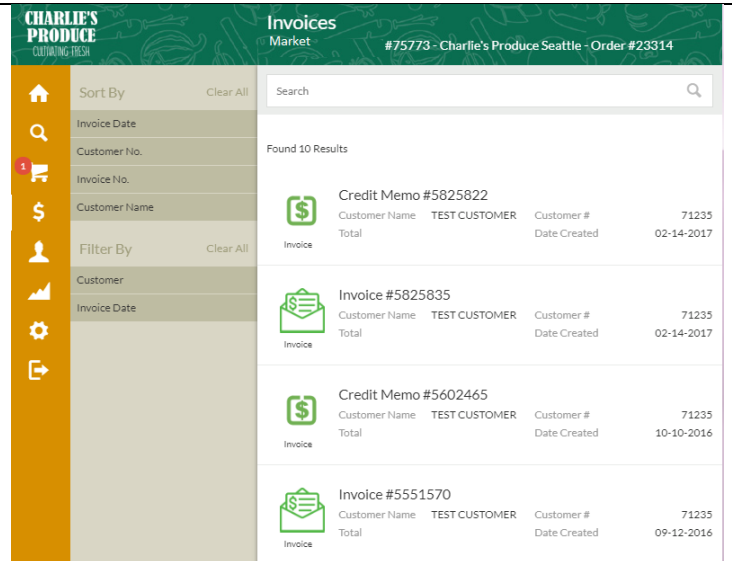


How to view Invoices

1. Login
2. Select Invoice icon/menu

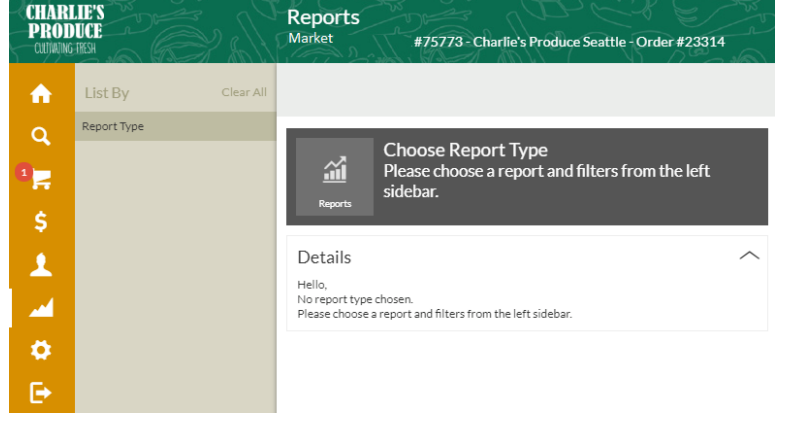
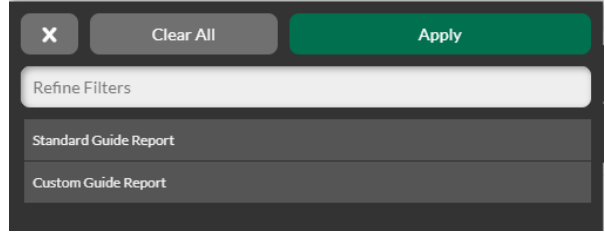
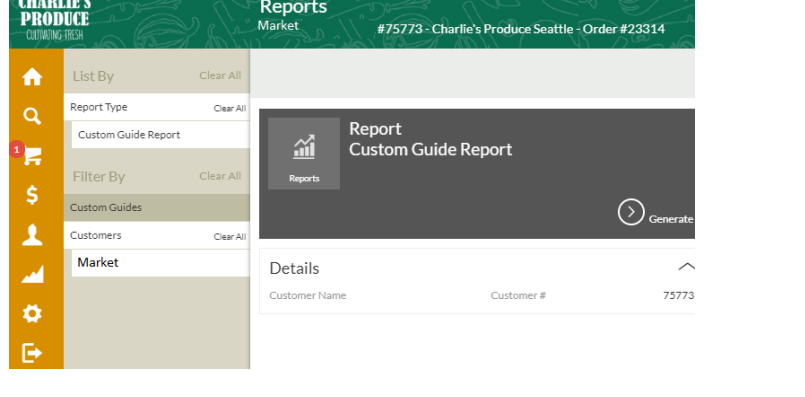
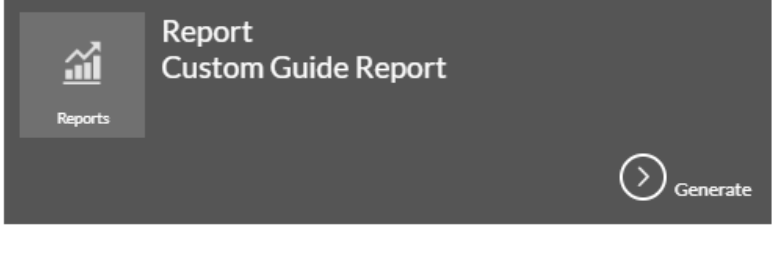


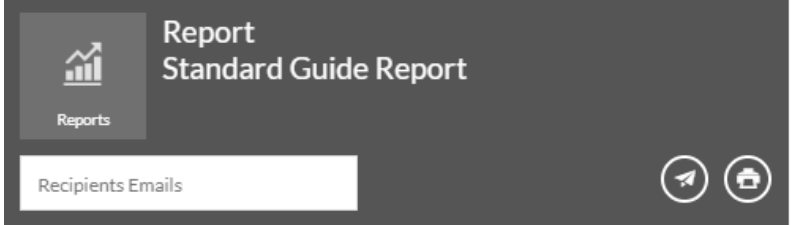
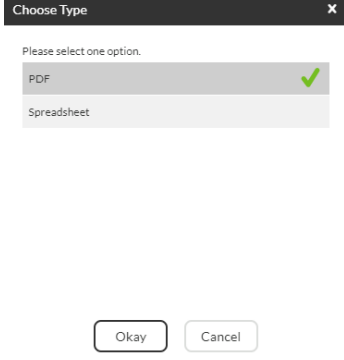
3. All invoices for the selected account are shown



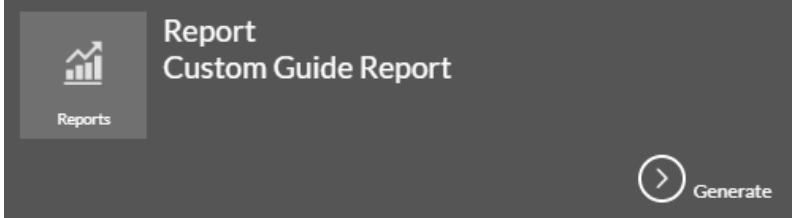
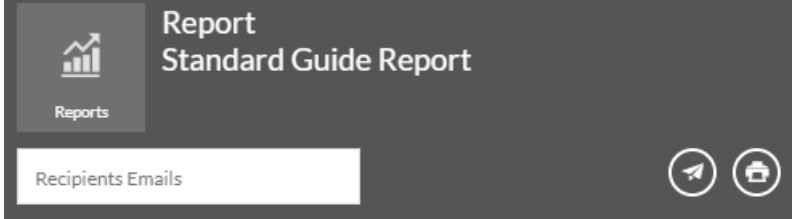


How to Print your Order Guide

<p>1. Login and select the report module</p>	
<p>2. Select report type and apply</p>	
<p>3. If you have more than one custom guide: select custom guide report and select guide in popup</p>	
<p>4. Once report type, guide, and customer are shown; select the Generate button</p>	

<p>5. Preview of report will be shown</p>	<p>Preview</p> <table border="1"> <thead> <tr> <th>Item</th> <th>Description</th> <th>Pack</th> <th>Size</th> <th>Apx. Weight</th> </tr> </thead> <tbody> <tr> <td colspan="5">2 DAY FRUIT&VEGTRAY</td> </tr> <tr> <td>028-06124</td> <td>CUT,CANTALC</td> <td>6</td> <td>12OZ</td> <td>4.50</td> </tr> <tr> <td>028-06123</td> <td>CUT,CANTALC</td> <td>6</td> <td>8OZ</td> <td>3.00</td> </tr> <tr> <td>028-06863</td> <td>CUT,FRUIT MI</td> <td>6</td> <td>8OZ</td> <td>3.00</td> </tr> <tr> <td>028-00133</td> <td>CUT,MIXED FI</td> <td>6</td> <td>12OZ</td> <td>4.50</td> </tr> </tbody> </table>	Item	Description	Pack	Size	Apx. Weight	2 DAY FRUIT&VEGTRAY					028-06124	CUT,CANTALC	6	12OZ	4.50	028-06123	CUT,CANTALC	6	8OZ	3.00	028-06863	CUT,FRUIT MI	6	8OZ	3.00	028-00133	CUT,MIXED FI	6	12OZ	4.50
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028-06863	CUT,FRUIT MI	6	8OZ	3.00																											
028-00133	CUT,MIXED FI	6	12OZ	4.50																											
<p>6. To print report, select the printer icon</p>																															
<p>7. Choose type of print report, PDF or Spread Sheet, and okay 8. Once your report is ready, select view</p>																															

How to Email your order guide

<p>1. Once report type, guide, and customer are shown; select the Generate button</p>	
<p>2. To email report, enter one email address, and select the arrow icon 3. Select PDF or XLS Format</p> <p>Please select one option.</p> <p>Email as PDF <input checked="" type="checkbox"/></p> <p>Email as Spreadsheet <input type="checkbox"/></p>	

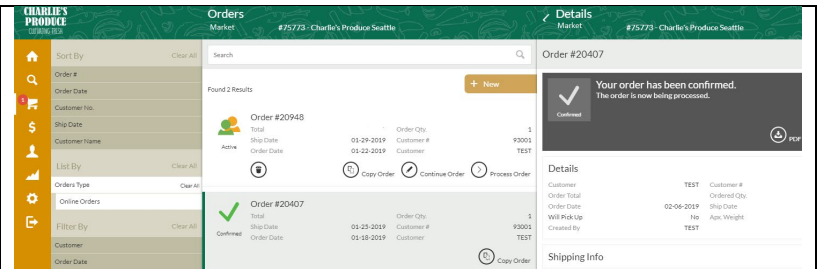


CHARLIE'S PRODUCE

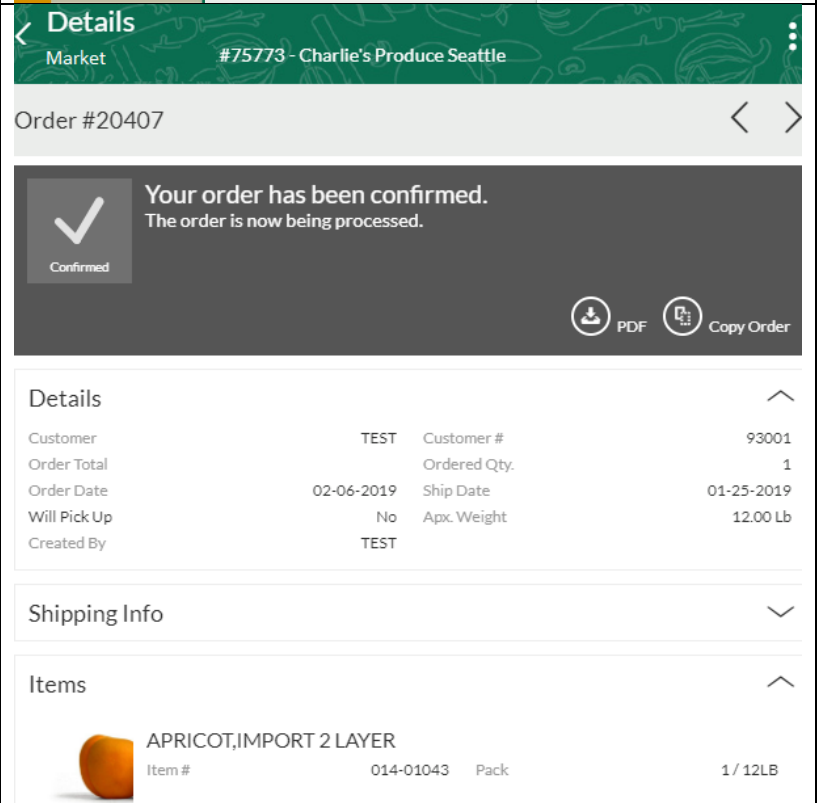
CULTIVATING FRESH

How to Print your confirmed Order

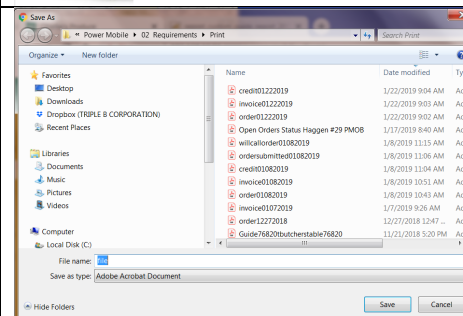
1. Login and select the order module
2. Select to view details of a confirmed order



3. To print report, select the printer icon



4. Save order report PDF



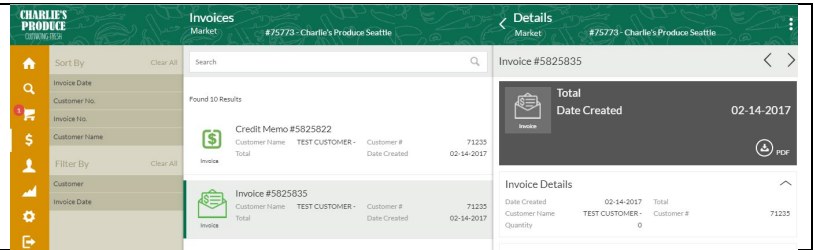


CHARLIE'S PRODUCE

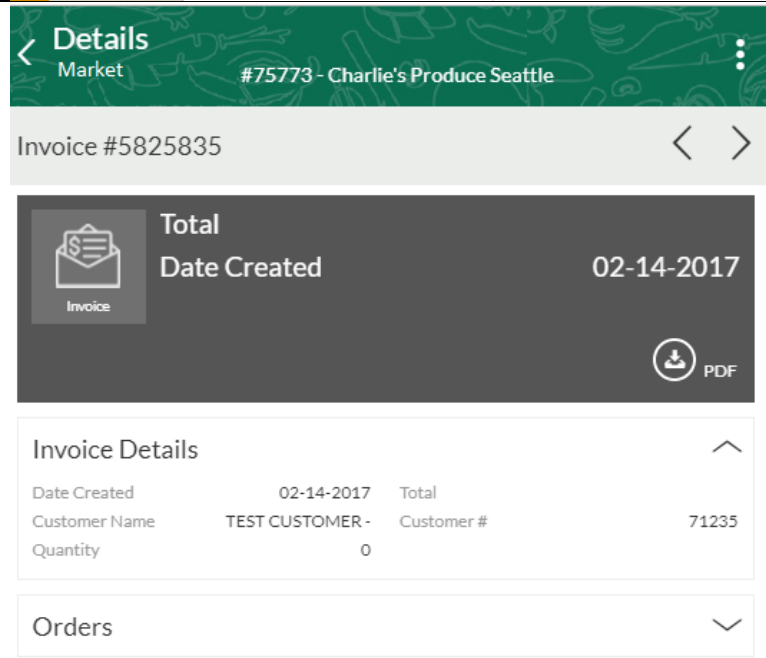
CULTIVATING FRESH

How to Print your Invoice

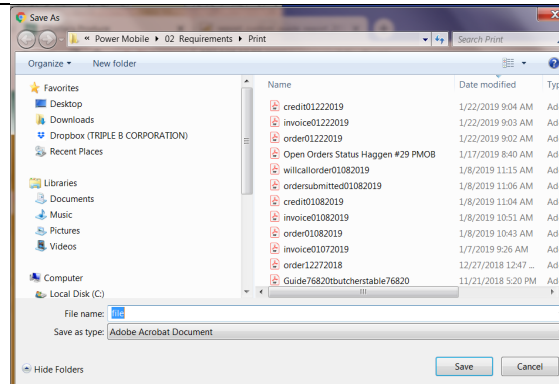
1. Login and select the invoice module
2. Select to view details of an invoice or credit



3. To print report, select the printer icon



4. Save order report PDF to view



How to view orders and invoices for multiple accounts

1. Select the Customer icon
2. The Customer Module is shown

TIP: Select a customer in the search results list to view additional details like shipping address or notification email.

CHARLIE'S PRODUCE
CULTIVATING FRESH

Customers
Market #75773 - Charlie's Produce Seattle

Sort By Clear All

Sales Rep Name

Customer Name




Customer No.

Filter By Clear All

Search

Pull down to refresh...

Found 7 Results

Deli	Phone (206) 625-1412	Sales Rep. -	HOUSE
	Email	Customer #	78271
	Customer Name	TEST	
			 
Floral	Phone -	Sales Rep. -	HOUSE
	Email	Customer #	93001
	Customer Name	TEST	
			
Produce	Phone -	Sales Rep. -	ARIANA
	Email	Customer #	75773
	Customer Name	TEST CUST	




3. To select default account for items, orders, and invoices: select the Head icon
4. The name of the selected account will change underneath the Customers label in the header

Customers
Market #75773 - Charlie's Produce Seattle

Search

Pull down to refresh...

Found 7 Results

Deli	Phone (206) 625-1412	Sales Rep. -	HOUSE
	Email	Customer #	78271
	Customer Name	TEST	
			 
Floral	Phone -	Sales Rep. -	HOUSE
	Email	Customer #	93001
	Customer Name	TEST	
			

How to Log Out

1. Select the [-> Icon on the left side to logout of power mobile.

