

## Setting Up the Account:

| Question  | Answer   |
|---|--|
| How do I gain access to the Pepsi ordering portal?                      | Please contact your sales representative to have access set up, email <a href="mailto:customerservice@gillettepepsi.com">customerservice@gillettepepsi.com</a> You will be emailed an access link, username, and temporary password for initial access to the ordering Portal.   |
| What if I lost the link to Pepsi ordering portal or forgot my password? | Please contact your sales rep to receive a link to Gillette Pepsi's ordering Portal - <a href="http://portal.gillettepepsicola.com/">http://portal.gillettepepsicola.com/</a> . You can also gain access to the ordering Portal via Gillette Pepsi's Website – <a href="https://www.gpcbeverage.com/">https://www.gpcbeverage.com/</a> |
| How do I contact my sales representative?                               | Customer Service contact info is available on the ordering Portal front page. Gillette Pepsi <a href="#">Customer Service</a> @ <a href="mailto:Customerservice@gillettepepsi.com">Customerservice@gillettepepsi.com</a>   |
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## Placing Orders:

| Question  | Answer   |
|---|--|
| Can I order multiple accounts? Can multiple people order for one account? | Yes, one user can be set with access and ordering capabilities for up to 1000 accounts. Yes, one username and password can be shared, or multiple users can be set with access to one account.                 |
| How do I create and submit an order?                                      | Select "Create Order" from your account home page. After creating the order, select the shopping cart and submit the order.  |
| How is product sorted in the create order screen?                         | Default sort is set up to list all previously ordered items first, grouped alphabetically by package type. After previously ordered items, all available items are then listed. You have access to 700+ items. |
| How do I modify the way product is sorted?                                | On the "Search Product" line, there is a sort icon that can be selected to modify sort criteria.   |
| How do I know how many bottles/cans are in a case?                        | Some item descriptions list case quantity. If it is unknown, please contact <a href="#">Customer Service</a>   |
| How do I find product I have not purchased before?                        | You can quickly search all items by typing a brief description or term in "Search All Product" from the default sort.  |
| What if I can't find an item I am looking for?                            | Please contact <a href="#">Customer Service</a> . The item may not be distributed by Gillette Pepsi or may no longer be available.   |

| Question  | Answer  |
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| Can I enter a PO# with the order?   | Yes, when you are in the shopping cart, there is a field to enter a PO#.  |
| How do I know if an order has been submitted? How do I view an already submitted order? | After the distributor has reviewed and processed the order, your order appears under "Recent Orders". Yes, you can view the order. Select the order, and you can view it.   |
| Can I edit or delete an order I have already submitted?                                 | Yes, go to "Recent Orders" and select the open order you would like to revise and click "Modify Order". Review the warning message that appears and click Continue. If the order has already been invoiced, you will need to contact your sales rep to discuss options.   |
| Can I delete an order that I have already submitted?                                    | Yes, if the order has not been invoiced, go to "Recent Orders", select the open order you would like to cancel, and click "Cancel Order". Review the warning message that appears and click "Continue". You will receive an email confirming that the order was canceled. If the order has already been invoiced, you will need to contact your sales rep to discuss options. |

#### Questions on Delivery:

| Question  | Answer  |
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| How do I know my next scheduled delivery day?   | Your next scheduled delivery day is posted in bold text under "Next Delivery" on the home page.   |
| Can I change the scheduled delivery day?  | To request a change to your delivery day or an off-day delivery, please contact <a href="#">Customer Service</a>  |
| When is the deadline for submitting an order?   | All orders must be processed 2 days before delivery. Please refer to "Estimated Delivery Day" on your email confirmation.   |
| Can you drop products at two different locations for the same account? Can I receive 2 separate invoices? | No, products will be delivered to the address associated with the account. If you want delivery to 2 different locations, we may need 2 separate accounts. Please contact your sales rep to verify. |

#### Payment:

| Question   | Answer  |
|--|---|
| What is the delivery minimum? What if I do not meet the minimum requirements for delivery? | <ul style="list-style-type: none"> <li>- Delivery orders must meet a minimum purchase requirement of \$150, accompanied by a \$30 delivery fee.</li> <li>- Free delivery is available for orders surpassing \$250.</li> </ul> |

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| Is there a delivery fee to have product delivered?          | Any order under \$250 after all discounts, not including CO2 deposit and tax.  |
| Can I view a copy of actual invoices?                       | Go to Recent Orders and select an invoice. Click "Download PDF" in the invoice heading. Go to Account Balance and click the INVOICES tab. Click "Download PDF" to the left of the invoice number.                        |
| Can I pay off invoice balances in Pepsi Portal?             | No, Gillette Pepsi ordering Portal is view-only. For bill payment, please click the "TermSync" link at the bottom of the home page.<br><br><a href="https://www.termsync.com/login/">https://www.termsync.com/login/</a> |
| What if I change email or have a new person placing orders? | You will need to contact Customer Service to have account access updated.  |
| What if I get a prompt that states orders cannot be placed? | Please contact <a href="mailto:customerservice@gillettepepsi.com">Customer Service</a> @ <a href="mailto:customerservice@gillettepepsi.com">customerservice@gillettepepsi.com</a>  |
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