

PHILLIPS APP Q & A:



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Q: Can a customer see orders that were not placed through the App?

A: No. A customer can only see orders that have been placed through the App.

Q: Can a customer make changes to an order once the order has been confirmed?

A: Yes. Those changes can only be made through a CCR.

Q: What are key features of the App?

A: Functions of the App include: creating, editing, and viewing orders. It is very easy to add items to an order via the search tool or by scanning UPC barcodes.

Q: What is the minimum order through the App?

A: The minimum order size is \$250. The App will not allow a smaller order to be placed. A user may place an order > \$250 and <\$400, but a \$25 fee may be applied to the order.

Q: What is the minimum order to not have a fee?

A: An order of >\$400 will not have a fee charge.

Q: How long does it take for an order to process?

A: It usually takes 30-60 seconds for an order to be confirmed, but it can take up to 4 hours.

Q: Can a customer select their own ship date?

A: No, products will ship on the next available ship date.

Q: Can a customer access the App without Wi-Fi or internet access?

A: The app will work just as well on data and/or wifi.

Q: If a customer logs out of the App will everything be lost?

A: No, everything will be saved in draft mode.

Q: If a customer is using the App and a phone call intercepts, will the App close?

A: No. Orders will be saved in draft mode.

Q: Can multiple people access the App at the same time?

A: Yes.

Q: What does the recommendation feature provide for a customer?

A:

1. Trending in the industry: These are the top selling 100 Skus by warehouse.
2. Favorites: Retailers can quickly tag products as favorites to quickly reference them
3. Previously out of stock: These are items that a customer tried to purchase but there wasn't adequate stock to fulfill the order. They are now available to be ordered.

PHILLIPS APP Q & A: (CONTINUED)

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Q: If a customer places items in their shopping cart on the Phillips website, will these same items be visible in their shopping cart on the App?

A: No. However, if a customer places an order within the App, they can view this order on the website under My Account/Review Orders.

Q: Can customers do returns through the App?

A: Not at this time. Return functionality will be released in a later version.

Q: Are promos visible on the App?

A: Promotions are not visible, however the customer's net price is what will appear. That being said, if an item is on promotion, that will be the price displayed in the App.

Q: When the order has been invoiced, will the status change to shipped?

A: Yes.

Q: Can a TM enter a discount for their customer through the App?

A: No.

Q: Does the App show list and Net price?

A: The App only shows Net price.

Q: What does the checkout page show?

A: The checkout page gives the customer a summary of their order and a few additional details before they place an order.

Q: Where can a customer access the notification center?

A: The notification center can be accessed by tapping the bell icon on the upper-right corner of the Order History Page.

Q: Where can I access tech support for the Phillips App?

A: Users should be encouraged to use the App support email (phillips-support@infuse.us). Questions about orders, please email customer service at Customercare@phillips.pet.com. (Still waiting to see if this is a valid e-mail address)

Q: How long does it take for the catalog to download?

A: It may take 1-2 minutes to fully download the catalog to the server. However, if many customers are downloading catalogs at the same time, there may be a wait period. If there is a wait time, the App will communicate this to the user.

PHILLIPS APP Q & A: *(CONTINUED)*



Q: *How many times does a user have to download the catalog?*

A: Downloading the catalog is a one-time event that occurs the first time the user logs in.

Q: *Can a customer search previous orders?*

A: Yes. By clicking on the previous orders link, a customer can access all of their previous orders by date range or order number.