KEHE CONNECT RETAILER® FAQ

1. **How do I access the Show application?**
   Log into connectretailer.kehe.com with your KeHE username and password. Then select Shop the Show.

   Tip: if you want to exit Show ordering and place an Everyday Order, click "Exit Show" in the top bar, found in the upper right of the screen.

   For a tablet, you can Find "Exit Show" in the menu on the top left of the screen.

2. **How do I switch to a different customer?**
   At the top right of the application, click the customer drop down, search for your customer's name or number and select the appropriate customer. Then you can begin the ordering process.

3. **How do I upload an order?**
   Click the blue Upload Order button and follow the prompts.
   Tip: after your order is uploaded, it will be segmented by supplier.

4. **How do I place an order using the product search?**
   You can search for a product from the home page. OR
   2. Navigate to the products page, by selecting "Products" and a category in the menu (upper left corner). Once on the products page, you can now search for your desired product (search is located at the top of the page).

   Once you locate the product click the arrow down (found to the left of the product image). From there, you can enter the quantity, MCB and select a specific book or all books. Click the Add button to add to an order!

5. **How do I search for a product I would like to add to an order?**
   You can use the search bar to locate a product. Enter a keyword like "cheese" or a brand name to display search results. A UPC code will work too!

   You can also use the filter panel on the left side to search for products.

6. **Can I add an item to more that one book at a time?**
   Yes, you can do this two ways.

   1. Once in an order, you can copy items to other books.

2. On the product search page, you can add a single product to multiple books by clicking on the arrow down icon (found to the left of the product image).

7. **Can I add multiple items to a book or books? (Is this MVP?)**
   Yes, select Bulk Add from the Actions menu.

8. **What is MCB and how do I get it?**
   MCB stands for Manufacturer Charge Back and provides additional dollars or percentage discounts. Request MCB while you are adding products to an order or viewing your draft order. You can also request MCB within the order upload template.

9. **What is EP and how do I add it?**
   EP stands for Extra Performance and allows you to request advertising, placement and demo dollars. Add EP by going into your order details and request your EP. .... need more on how to add

10. **How do I chat with a Supplier?**
    Start a chat with a Supplier by clicking the chat icon found at the top right of the application. The icon looks like three dots (...) Once the chat window is open, you can search for the Supplier and start your chat. Be sure to click the send button. A red dot next to the message icon indicates you have an unread message from a supplier. Click on the chat icon again and select the chat window you would like to open to continue the chat.

    Note: A Supplier may not always be at their computer to respond immediately.

11. **How do I view product details?**
    While in product search, click on the image of the product to see detailed product information including pricing, ingredients and traits.

12. **How do I include notes on my order?**
    Within the order details, select "Order Notes" found at the top of the order by the Submit/Propose button. This will open a message box where you can include notes to the Supplier about your order.

13. **I'm stuck! How do I get help?**
    Look for Show Support team members walking the exhibit hall.
    If you need virtual assistance, contact showsupport@kehe.com or call 866-561-3462.

14. **How do I find Show only deals?**
    Show Only Deals are indicated with an icon. You can click on the Show Only Deals banner or use the filter panel to display your Show Only Deals.

15. **What devices should I use to place orders?**
    You can use your tablet or laptop to access the Show platform.

    Note: Mobile phones will not have access to the show application at this time.

16. **What do the different order statuses mean?**
    Draft - The initial order still being developed and Suppliers don't have visibility into the order.

    Proposed - There is a requested deal that needs to be approved by the Supplier - either Free Qty, MCB and/or an EP deal.

    Proposed-Draft - A Supplier is currently working on this proposed order. They will either counter this order with order updates or will Accept without any additional changes.

    Countered - The Supplier has sent the order back to you with additional changes for your review.

    Countered-Draft - You, the retailer would like to continue negotiating, so once a change is made you will need to re-propose the order. Click Cancel to Accept the Supplier updates.

    Accepted - A negotiation took place and both the Retailer and Supplier agreed to the order.

    Submitted - The order is finalized. No further negotiation is needed.

17. **How do I adjust a countered order?**
    When in the order details page, click the counter button. That will open a window allowing you to proceed with negotiating the order with Supplier.

18. **How do I delete an order?**
    Navigate to Orders in the menu and find the order you want to delete and click the trashcan icon in the far right of the table. A confirmation modal will display to make sure you want to delete this order. Click "Delete" to confirm or "Cancel" if you choose not to delete the order.
    You will not be able to delete Submitted orders

19. **What does "This Product is not in your DC" mean?**
    This means that the product is not carried in your DC. Although the product may not ship, you can still select the item to influence demand. The higher the demand, the higher the chances of getting it into the DC making it available for you to order.