# HERSHEY

## THE HERSHEY COMPANY

# Customer Web Site Help Reference
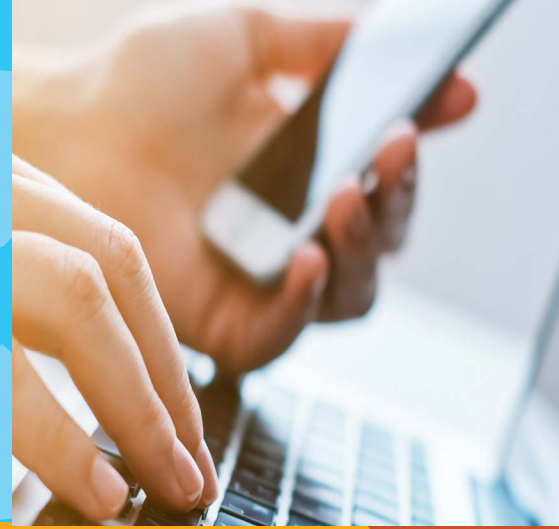
# Customer Web Site Help Reference
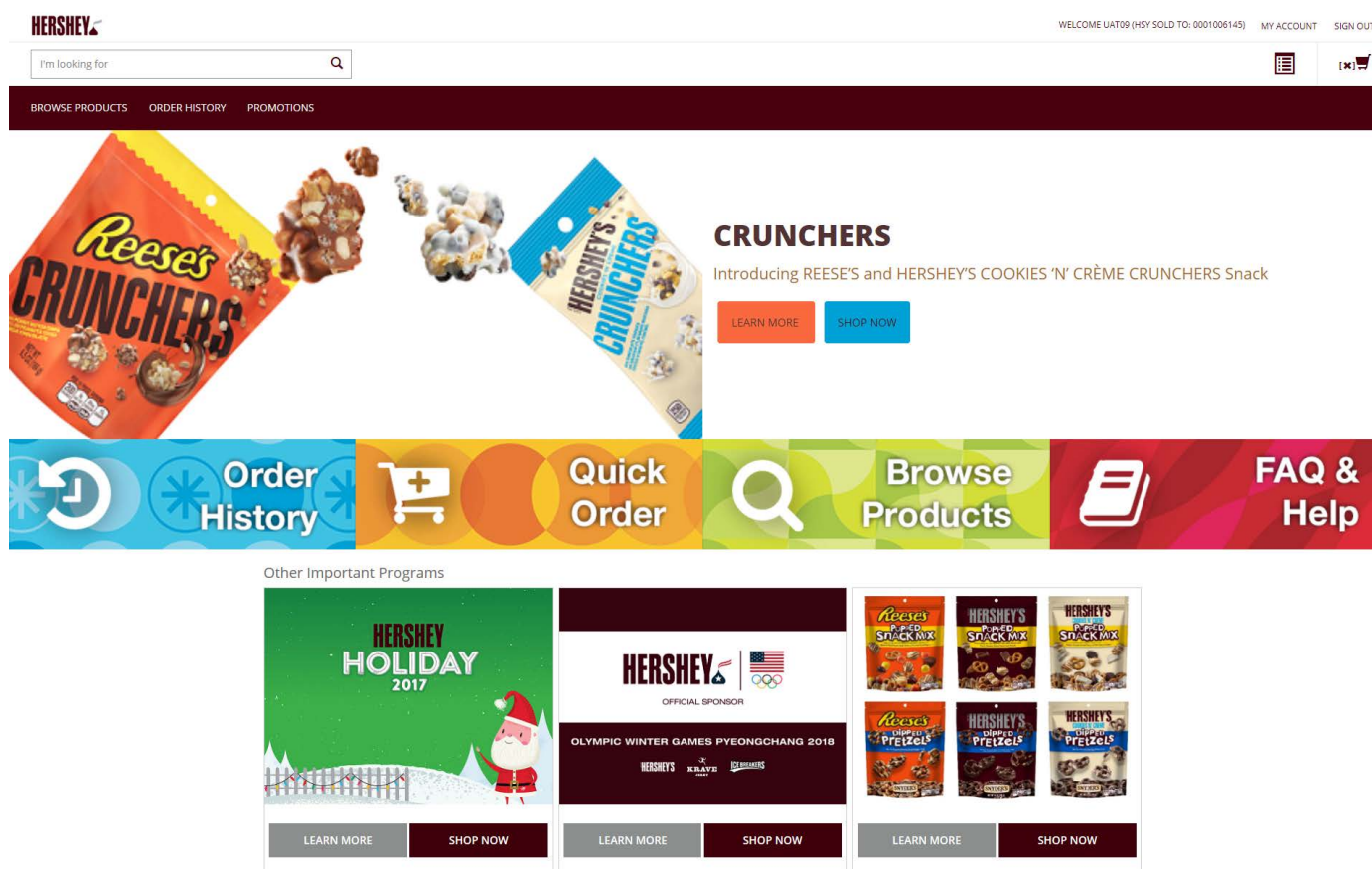
## Table of Contents

# Customer Web Site Help Reference

## Thank you for being a Hershey customer!

The Customer Web Site allows you to quickly search for Hershey products and place orders. This web site will allow you to:

1) Place orders via the web

2) Download your product catalog now with additional product data

3) View the status of your orders

4) Track your orders

5) Place orders over the web

6) Print a PDF formatted copy of your invoices

7) View your product catalog to get useful information about items content data
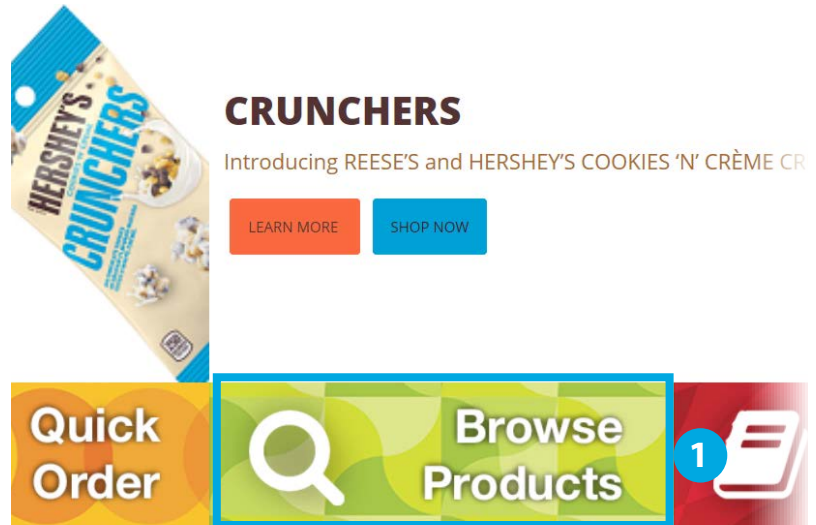
This reference guide will walk you through the steps to:

1) Browse a product

2) Use the quick order feature

3) View your order history

4) Checkout for purchase

# Customer Web Site Help Reference

The **Browse Products** feature provides a user with the ability to search for products and add those products to the cart for checkout. This section will walk you through the steps to access the feature, use the search tools, define the quantity, and add an item to your cart for checkout.

1. From the Home page, click the **Browse Products** button.

**CRUNCHERS**

Introducing REESE'S and HERSHEY'S COOKIES 'N' CRÈME CR

LEARN MORE    SHOP NOW

Quick Order    Browse Products    **1**

2. The **Browse Products** page provides filters for narrowing down the number of displayed products available for ordering:

2a. The **Search Bar** (I'm looking for) can be used to search for products based on a given pattern.

**2a**

I'm looking for

2b. The **Shop by Brand** filter allows you to filter based on the Hershey brand or products.

**Shop by Brand**

**2b**

CAD SEAS SHAPES (1)

2c.  The **Shop by Seasons** filter allows you to filter products based upon the season in which it has been categorized.

**Shop by Seasons**

**2c**

☐ CHRISTMAS  (1)

2d. The **Shop by Pack Types** filter allows you to filter products based on available package offerings.

**Shop by Pack Types**

**2d**

☐ CHOC PKG 12-14OZ  (1)
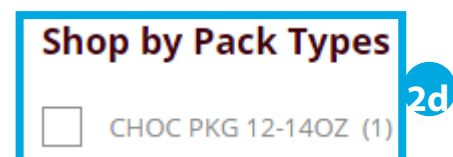
# Customer Web Site Help Reference

## Browse Products

**?** Selecting the **More...** hyperlink in any of these filters will display additional options.

To clear a filter, click the **X** beside the filter or click on the **Browse Products** option at the top of the page.

more brands...

KRAVE ☒

**BROWSE PRODUCTS**

SORT BY:

NAME (ASCENDING) ▼

③

3. Find the product you are interested in adding to your cart. Clicking on a product will provide additional details.

24 Products found. All prices shown are Schedule 3

C HERSHEY'S Chocolate Mi...
34000 10592
$56.16 / Case

1

🛒

4. Click in the **Quantity** dialog box and type the number of cases you are ordering into the quantity box.

**?** On this page you will see the Hershey list price. Your actual price, based on order weight, will be displayed when you verify your order.

5. Click the **Cart** button to display the available options.
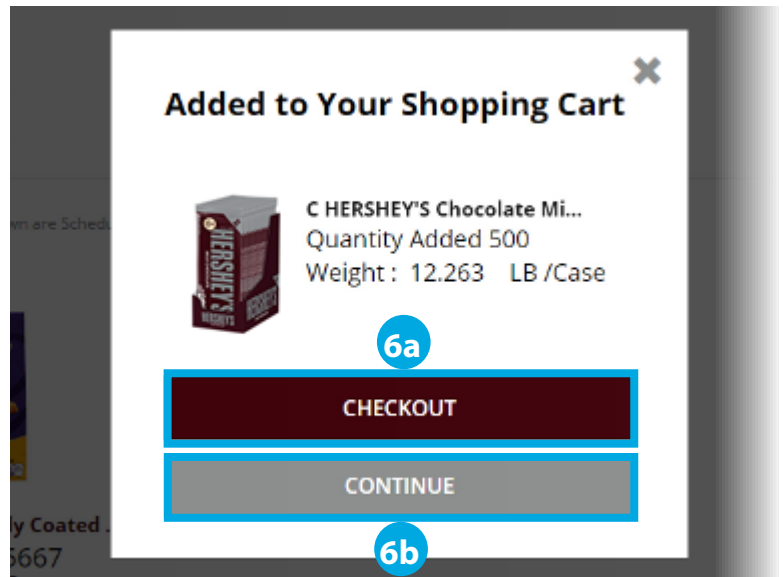
C HERSHEY'S Chocolate Mi...
34000 10592
$56.16 / Case

500 ④

🛒

⑤

# Customer Web Site Help Reference

6. On the add item screen, review the item(s).  You have two options:

6a.  The **Checkout** button will take the user to the checkout feature.  Turn to page 11 to learn more about the checkout feature.

6b.  The **Continue** button will return the user to the Browse Products page to continue shopping.  If you choose to continue, return to step 3.

**Added to Your Shopping Cart**

C HERSHEY'S Chocolate Mi...
Quantity Added 500
Weight : 12.263   LB /Case

6a
**CHECKOUT**

**CONTINUE**
6b

7. (Optional) Click the **Shopping Cart** icon to see the checkout option.

7

## Promotional Items

We offer many promotional items for events, seasons and other occasions! You can access Promotions in 3 different ways.  Currently, promotions are available only to US customers.

**CRUNCHERS**

Introducing REESE'S and HERSHE

LEARN MORE    SHOP NOW
1          2

Other Important Programs

HERSHEY HOLIDAY 2017

LEARN MORE    SHOP NOW
1          2

**1**   On the front page, clicking **Learn More** on the Banner or in Other Important Programs.

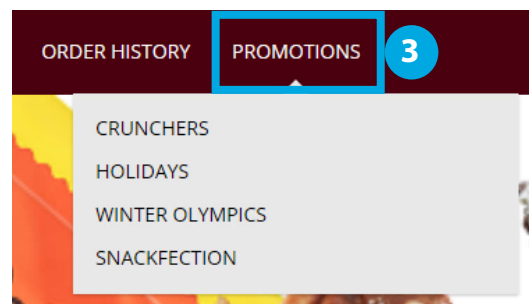**2**   Click **Shop Now** to access the list of items for offered by that Promotion.

**3**   Use the **Promotion** dropdown menu to access our Promotions directly.

ORDER HISTORY    PROMOTIONS    3

CRUNCHERS
HOLIDAYS
WINTER OLYMPICS
SNACKFECTION

# Customer Web Site Help Reference

## Quick Order

The **Quick Order** feature provides a user with the ability to quickly add a Hershey HSY #, or multiple Hershey HSY #'s, to the cart for check out.  This section will walk you through the steps to access the feature, enter/remove a HSY # or line item, and add the selected products to the cart for check out.

1. From the Home page, click the **Quick Order** button.

2.  Enter the **HSY** # into the dialog box.  This will be either a 5 or 10 digit number

**?**   New lines will be automatically be added after a HSY # has been entered.

Up to 25 lines may  be used to enter HSY #'s from this form before you need to add them to the cart.  After adding these items to your cart, if you would like to add more items, return to this page and add the additional items.

The Tab key should be used to navigate throughout the fields.

3.  In the **Quantity** dialog box, enter the number of cases to add to the cart.

4.  (Optional) To delete a line item, click the **X** associated with the line item.

**?**   If additional HSY #'s will be ordered, click in the next dialog box and enter the HSY # and quantity to purchase.

**CRU**

Introduc

LEARN

Quick Order  **1**

**HSY ITEM#**  **2**

HSY Item #

HSY Item #

**QTY**

**3**  50

**TOTAL WEIGHT**

✕  **4**

# Customer Web Site Help Reference
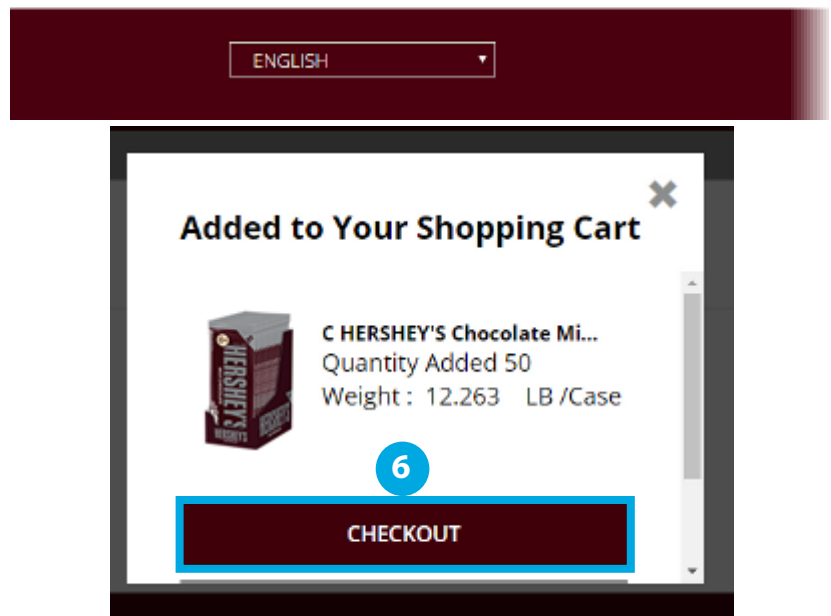
5. When you are ready to proceed, click the **Add to Cart** button.

⚠️ The **Reset Form** option will clear data from this screen.

6. From the Added to Your Shopping Cart pop-up window, click the **Checkout** button. Turn to page 11 to learn more about the checkout feature.

VALIDATE CUSTOMER ITEM#   RESET FORM   5   ADD TO CART

ENGLISH

**Added to Your Shopping Cart**

C HERSHEY'S Chocolate Mi...
Quantity Added 50
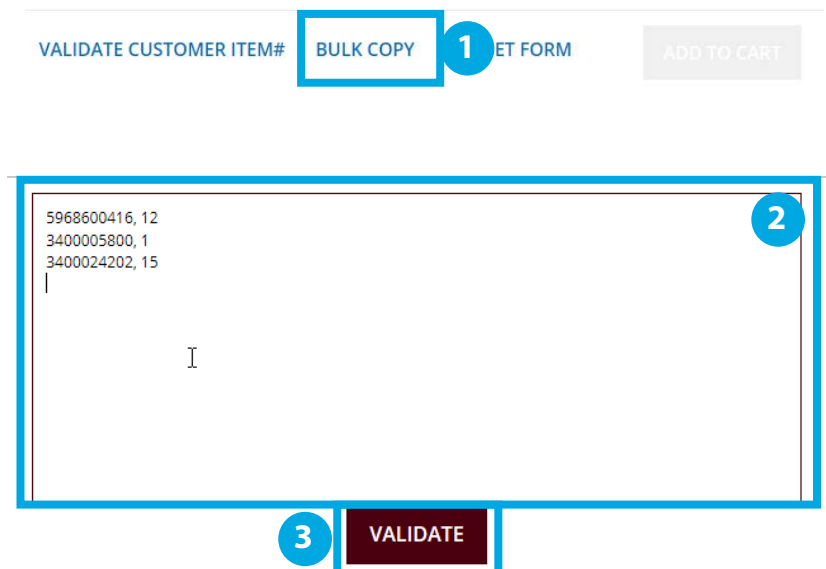Weight :  12.263   LB /Case

6

CHECKOUT

## (Optional) Bulk Copy

As an alternative to Quick Order, you have the option to use Bulk Copy. This feature allows you to copy a data set with Hershey Item #s and Quantity into the system.

1. Click **Bulk Copy**.

2. Enter your **Bulk Copy** data. Please, note the directions on the webpage. Your entry must follow the formatting directions.

3. Click **Validate**. The items will be added to your cart in bulk.

VALIDATE CUSTOMER ITEM#   BULK COPY   1   ET FORM   ADD TO CART

```
5968600416, 12
3400005800, 1
3400024202, 15
```
2

3   VALIDATE

# Customer Web Site Help Reference

## Order History

The **Order History** feature provides a user with the ability to review previous orders, track order statuses, view BOL's, view/print invoices, and place a similar order.  You must have placed an order for these features to work.  If you have not placed an order in the past, review this section after completing your first order.  This section will walk you through the steps to access the feature, select an order number for review, and reorder the same products based on the previous order.

1. From the Home page, click the **Order History** button**.**
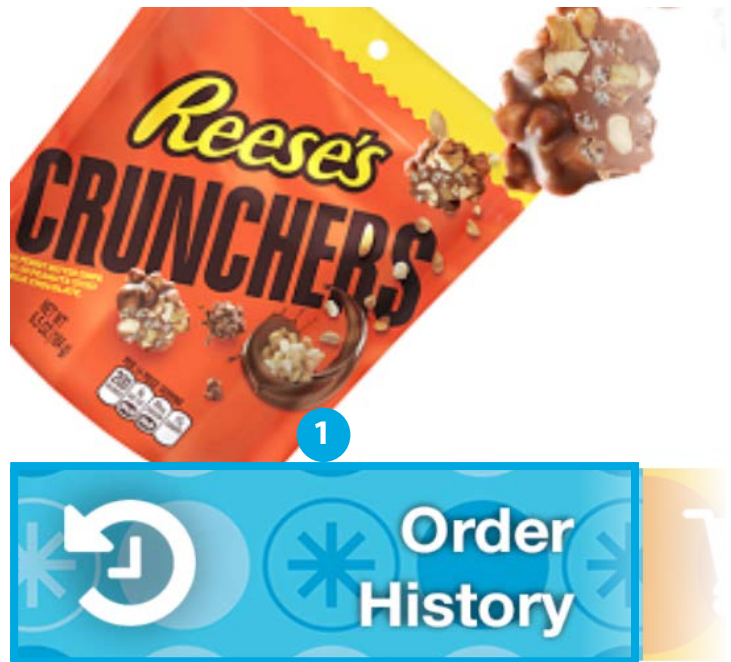


2.  Click the **Order number** hyperlink associated with the order to be reviewed/reordered.



3.  There are four search tools that can be used to filter results. After making your selection, click the **Search** button.

3a.  The **Order**# filter can be used to filter results based on an order number.

3b.  The **P.O. Number** filter can be used to filter results based on a purchase order number.

3c.  The **P.O. Date** filter can be used to filter results between two selected dates that the purchase order was submitted.

3d.  The **Requested Del Date** filter can be used to filter results between two selected dates.

# Customer Web Site Help Reference

4. Review the order summary to ensure the details of the order are correct.

**Order Details**

| ORDER NUMBER | P.O. DATE | SHIPPING ADDRESS |
|---|---|---|
| SOLD TO | | |
| REQ DEL DATE | | |

**Net Value**

| PRICE | WEIGHT | UNITS | PALLET SPOTS |
|---|---|---|---|
| $0.00 | 0.000 | 0 | 0.0 |

**Invoiced**

| PRICE | WEIGHT | UNITS | PALLET SPOTS |
|---|---|---|---|
| $0.00 | 0.000 | 0 | 0.0 |

5. (Optional) If you want to reorder this order, click the **Reorder** button.

**5** — REORDER

6. (Optional) If you want save this order as CSV file for you records, click **Download Details** and save the CSV to your computer.

**6** — DOWNLOAD DETAILS

7. You will then be directed to the Secure Checkout page. Turn to page 11 to learn more about the checking out.

| | A | B | C | D | E | F | G | H | I | J | K | L | M |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | Customer | | | | | | | | | | | | |
| 2 | | | | | | | | | | | | | |
| 3 | Order Nur | HSY Sold To | Req Del Da | P.O. Numl | P.O. Date | Shipping Address | | | | | | | |
| 4 | 4589571 | 1006145 | 7/11/2017 | 5555555 | 6/27/2017 | | | | | | | | |
| 5 | | | | | | | | | | | | | |
| 6 | | Price | Weight | Units | Pallet Spots | | | | | | | | |
| 7 | Net Value | $34,920.00 | 4,250.00 | 1,000 | 13.3 | | | | | | | | |
| 8 | Invoiced | $0.00 | 0 | 0 | 0 | | | | | | | | |
| 9 | Open | $34,920.00 | 4,250.00 | 1,000 | 13.3 | | | | | | | | |
| 10 | Cut | $0.00 | 0 | 0 | 0 | | | | | | | | |
| 11 | | | | | | | | | | | | | |
| 12 | Line# | HSY Item# | Name | Status | BOL# | Invoice# | P.O. Numl | Order Uni | Ship Units | Open Unit | UOM | Planned S | Total Price |
| 13 | 10 | 5968600416 | BkThn DkB | Open | | | 5555555 | 1,000 | 0 | 1,000 | CA | 7/5/2017 | $34,920.00 |
| 14 | | | | | | | Total | 1,000 | 0 | 1,000 | | | $34,920.00 |

# Customer Web Site Help Reference

## Checkout

Once you have all of your items in your cart, it's time to checkout and place the order. This section will walk you through the steps to access the feature from the home page and complete the checkout.

1. From the Home page, click the **Shopping Cart** icon found in the top right of the page.
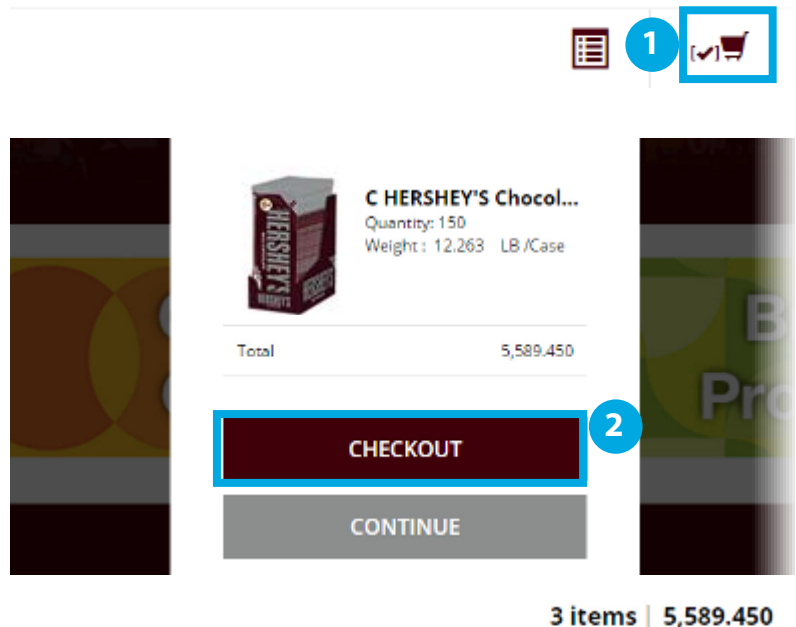
2. Review the contents in the shopping cart and click the **Checkout** button.

3. From the **Cart** window, review the order and click the **Checkout** button. Clicking the Checkout button will load the Secure Checkout page.
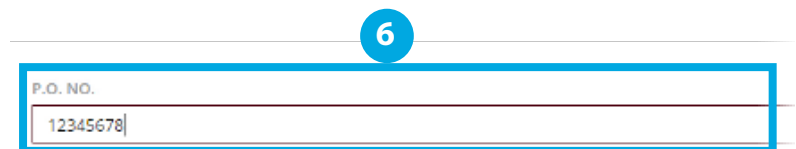
4. (Optional) Changes to the quantity (**QTY**) for purchase may be made in this dialog box.
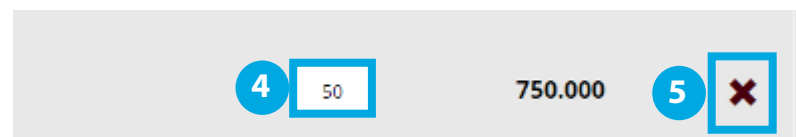
5. (Optional) To remove an item, click the **X** for the line item.

6. In the **P.O. NO.** dialog box, type the **Purchase Order Number**.

5.  Choose a Requested Delivery Dt.

**5**

REQUESTED DELIVERY DT. (REQUIRED)

ORDER PLACEMENT COMMENTS

6.  (Optional) In the **Order Placement Comments** dialog box, provide additional ordering information as needed.

**6**

**7**

7.  Verify the Shipping Details are correct.

**Shipping Details**

DELIVERY TYPE

SHIPPING ADDRESS

FOB - PREPAID

ADD NEW

8.  (Optional) If a new shipping address needs to be added to this order, click the **Add New** button to enter the details.

**8**

9.  Once the order and shipping details have been verified, click the **Verify** button.

VERIFY

**9**

The verify option will provide you with a total purchase price for the order and identify any issues with the order that need to be fixed prior to the order being accepted.

🔒 **Secure Checkout**

10.  From the **Secure Checkout** page, review:

**Order Details**

P.O. NO.

12345678

REQUESTED DELIVERY DATE

**10a**

10a.  The **Order Details**.

01/14/2017

COMMENTS

# Customer Web Site Help Reference

10b.  The **Shipping Details**.



10c.  The estimated **Earliest Delivery Date** and earliest ship date.



10d.  The **Price Schedule** and **Pallet Spots**.



10e.  The **Total** amount and weight.

11.  Select an Order Option:

11a.  Selecting the **Online** radio button will process the order on the screen.  This process may take a few minutes.  You will receive your order number on the screen after checkout.

11b.  This option is recommended for orders with more than 50 lines.  Selecting the **Background** radio button indicates that the order will be processed in the background, freeing your screen for other functions.  You will receive an email with your order number.





12.  Click the **Submit** button.

# Customer Web Site Help Reference

13. For online orders, the reference number will then be displayed. Save the reference number so that it can be referred to later.

**?** Background orders will receive their reference number by email.

**?** Clicking on the **reference number** hyperlink will provide the order details and take you to **Order History**.

**Online**

PLACING YOUR ORDER WITH THE HERSHEY COMPA

We have received your order and assigned it a Reference Number 4582856 **13**

**Background**

PLACING YOUR ORDER WITH THE HERSHEY COM

We have received your order and it is currently being processed.

You will receive an email confirmation once your order has been processed.