HANDHELD DEVICE

Spring 2019
On training day you will receive:
- Motorola G5 Plus with Case
- USB Charger
- Car Charger
This device is an Android Cell Phone – it has a number of APPs pre-loaded into it.

It is used to record all deliveries and returns (discards) of our plants and the CC Racks used to transport them.

It has GPS, weather, phone, email, text and the most important APP….the Harvesthyme APP.

You will have hands on training with this device.

The following is only an outline of what this device can do and how it works.
HOW TO UNLOCK THE HANDHELD

Tap/hold the lock icon located in the middle of screen and swipe the icon upwards
To reach the Login screen touch the Harvesthyme app icon.
LOGGING IN TO YOUR ROUTE

1. Select your route from the dropdown menu and tap on it.

2. Input your secure login password

3. Tap LOGIN
BASIC USAGE

LOGGING IN TO YOUR ROUTE

➢ When you have successfully logged in you will see this screen pop up
➢ Wait for the Harvesthyme App to retrieve your route on the handheld
➢ This will retrieve all current route information including store special requests, messages, etc.
These are general route messages sent through the Harvesthyme office.

This is the list of stores to be serviced on your route – tap on the store you are delivering to.

Here you can view the list of all stores on your route.

Stores assigned to your route are sorted by day – tap the day you’re delivering on.

Tap on the down arrow to view messages.

Tap the 3 dots at the bottom right of the screen for more menu options.
Tap here to view an aerial and street view map of the store location.

Tap here to get GPS directions to this store from your current location.

**NOTE:** This is a standard ‘G’ Class vehicle GPS App with no truck specific routing conditions (i.e. watch for load restrictions, bridge height, etc.)

Tap here to phone the store.

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**Delivery**

- Pictures/Comments Only
- Special Requests
- Previous Deliveries
- Delivery Rejected
Tap here to enter a new delivery/discard for this store

Pictures/Comments Only
Special Requests
Previous Deliveries
Delivery Rejected

The product availability screen will appear

Next tap the camera icon to take photos of your completed displays

To enter a delivery/discard, swipe up and down on the screen to select the product

Discards: Enter # of POTS
Delivery: Enter # of FLATS

Tap ‘Done’ or the products screen to continue
SERVICING PAY BY SCAN STORES

Tap here take photos of your completed bench displays/racks

Tap the checkmark icon when done taking photos

NEW FOR 2019!
You will not be able to complete your delivery/discards until a picture has been taken at the store

Also be sure to take photos of the CC Rack scanning bar code for any racks you’re leaving in the store

Photos, Photos, Photos!
The more the better!!
Review your delivery details and tap the checkmark icon to complete the delivery.

Enter the quantity of CC Racks being picked up or left at this store.

Tap ‘Ok’ to complete the delivery to this PBS store.
You will be prompted to review the delivery and make any final edits or comments.

Tap the checkmark icon to finalize the delivery.

You will be returned to the main menu where the store will be flagged as ‘Delivered’ in the top right corner.

**DO NOT** leave the store unless this icon is displayed.

**NO DELIVERY NO SALES NO COMMISSION!!**
Customers on the Guaranteed Sale Program (GS) require a signature from the Garden Centre Manager or a Manager-on-Duty to confirm the quantities being delivered/discarded during **EVERY** store visit.

GS stores follow the same delivery/discard process up to the final review screen. After tapping the checkmark icon, you will be prompted to obtain a signature from the store to complete the delivery/discards.

Each time a new receiver is signing off on the delivery, they are automatically saved in the handheld for future deliveries.
If the receiver is not listed, or there are no receivers in the list (i.e. first store delivery) – tap the portrait icon and add the receiver’s contact name.

Tap ‘Done’ when complete.
Select the receiver’s name from the list.

Have the receiver sign the handheld and tap the checkmark above the signature block.

Review the entire delivery and tap the shadow box icon to email the receipt to the store.
Once signature obtained and email sent, tap the checkmark to finalize the delivery.

As with the Pay-by-Scan stores, GS stores will then be flagged as Delivered in the Main Menu.
All stores **MUST** have a record of being serviced, even if nothing was delivered or discarded – in this case, tap the Pictures/Comments Only icon to document your visit to this store.

If you try to enter a comment only, you will be prompted to take photos.

Select Comments or Camera to document your store visit.
Special Requests will be added to your handheld in several different ways:

➢ The store can call into our sales office and the request will be entered into the system and automatically be sent to your handheld.

➢ The store can send an email to our sales office – same as above.

➢ You can manually enter the request into your handheld.

➢ The Harvesthyme Team will get a daily report of all requests to ensure we have sufficient product ready for you to load for your next visit to these stores.

➢ Should the product not be available yet, or is sold out, we will communicate this through the handheld ASAP so you may inform your store(s) immediately.
Tap on Special Requests to enter product requests made during service visits.

Tap the plus icon to add the special request to the system.

Type request and tap ‘OK’ to initiate fulfillment process.

The request will appear each time this store is opened on the handheld until the request has been fulfilled and ‘Mark Completed’ selected.
VIEWING SPECIAL REQUESTS

From the More Options menu tap the Special Requests icon.

From the Main Menu screen tap the 3 dots icon in the bottom right corner.

From the list of requests select the store.

Tap ‘OK’ to return to the Special Requests menu.

Once the Special Request has been fulfilled tap ‘Mark Completed’.
➢ This is a great feature – to be able to view previous deliveries to a store

➢ Great tool for inventory management

➢ If the store you are servicing has sold out of an item you are able to view what was delivered during the last visit
To access your Contact List tap on the ‘Contacts’ icon from the home screen.

Swipe up and down to find the contact you are looking for and tap to select.

If contact is not found tap the portrait icon to add a new contact to your list.
Tap the Phone icon to access the calling features

Most Fernlea contacts will be setup as a speed dial

Tap Contacts to access the list from the call screen

Tap here to access the keypad for manual dialing
New email notification – this icon will appear in the top left corner of the main screen if you have a new E-mail.

Tap the Gmail icon to access your email.

New emails will be **bolded** – just tap on the email to open it.

Tap on the pencil icon to create a new email.
TROUBLESHOOTING

➢ Handheld is frozen, or
➢ Cellular connection is dropped...
➢ Try restarting the handheld device
➢ If problem continues after a restart contact IT office for help
➢ Our IT Team can log onto your handheld remotely to assist, if necessary

Press and hold the power button on the side of the unit to turn it off

Press and hold the power button again until the handheld unit starts up again (ignore pop up)
For any technical issues please contact:

Jacqueline Harmon
1-800-265-6789  ext. 1223

Nathan Pinter
1-800-265-6789  ext. 1344

Eric Ens
1-800-265-6789  ext. 1158
CONCLUSION

You have now completed the Handheld Device Training Module

To continue please click the link below

This will take you back to the main Driver Training Index

https://www.fernlea.com/harvesthyme/httraining.html