How To Use The New Vine Line Ordering App

1. Reach Out to your Vine Line Account Rep to get registered

2. Download the Vine Line Produce app

Download the app on your mobile device from the App Store or Google Play Store or scan below:
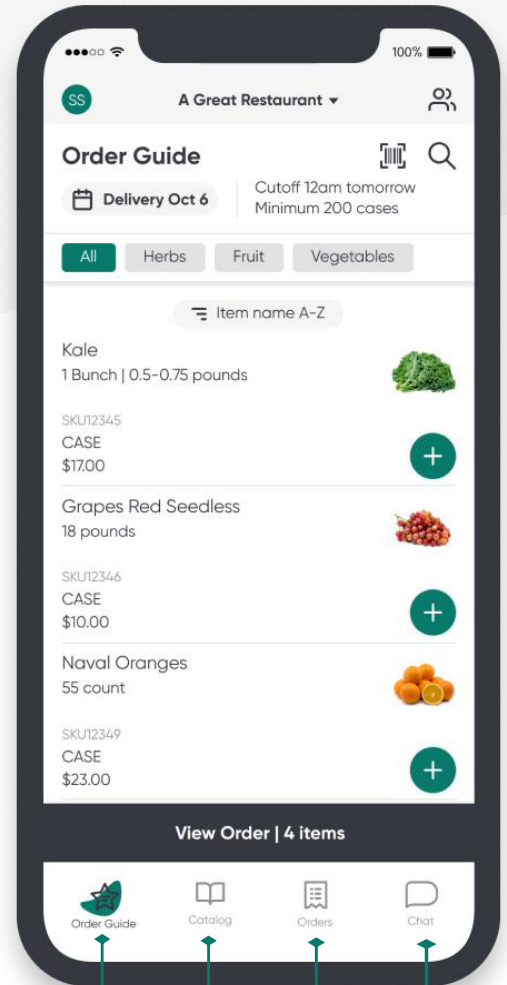
3. Log in with your cell phone number or email

4. For computer web access, visit Vinelineproduce.pepr.app

Use the same cell phone number or email to log into the web and mobile apps.

5. Your company location will be shown at the top

If you have multiple locations, click on this name and the list will appear to select between locations.

Within the phone screen:

A Great Restaurant ▾

Order Guide

Delivery Oct 6 | Cutoff 12am tomorrow Minimum 200 cases

All | Herbs | Fruit | Vegetables

Item name A-Z

Kale
1 Bunch | 0.5-0.75 pounds
SKU12345
CASE
$17.00

Grapes Red Seedless
18 pounds
SKU12346
CASE
$10.00

Naval Oranges
55 count
SKU12349
CASE
$23.00

View Order | 4 items

Order Guide | Catalog | Orders | Chat

Order Guide

This is your specific order guide with items you have ordered before. You can filter by categories at the top or view all items.

- Next available delivery or pickup date is listed at the top, depending on your default fulfillment type.

Catalog

Access our full catalog here.

- Find and add products that are not in your order guide from the catalog.
- When available, you will see our promotions displayed at the top of this page.
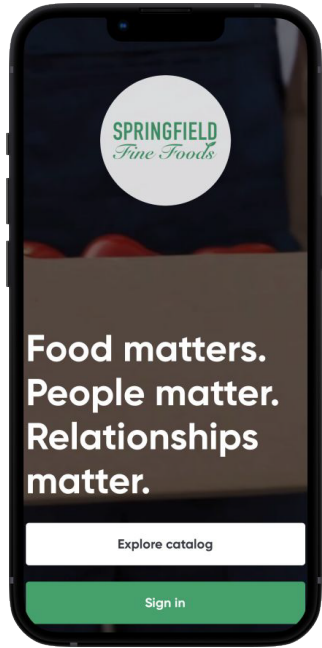
Orders

Upcoming and past orders will show here.

- After you place an order, the order details will show in "Upcoming"
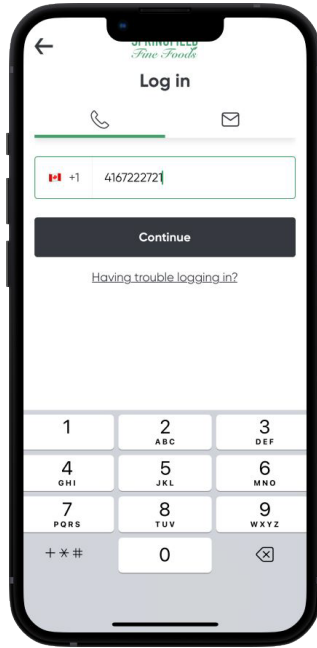- Invoices will appear here after your order is confirmed for delivery

Chat

Chat with your Sales Rep and our Operations team right within the app!

VINE LINE
PRODUCE

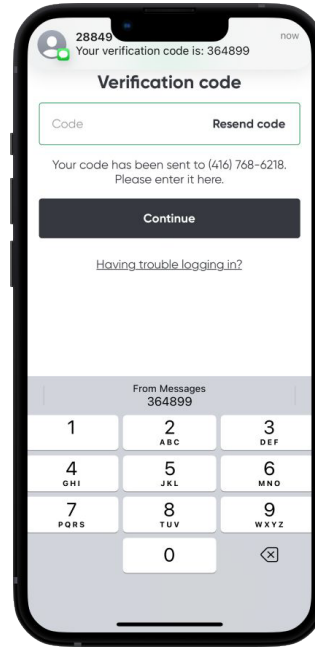# How to log in to your account
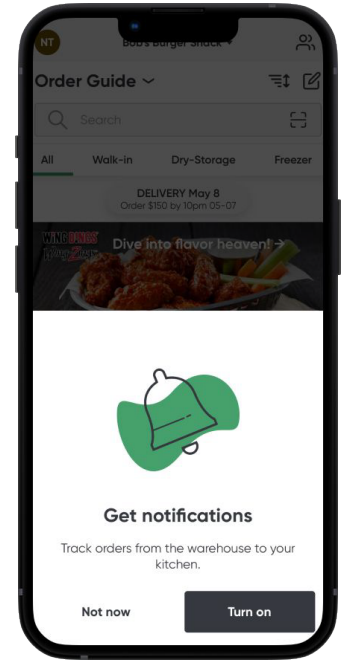

Landing Page
Open the app and tap "Sign In".

Login Page
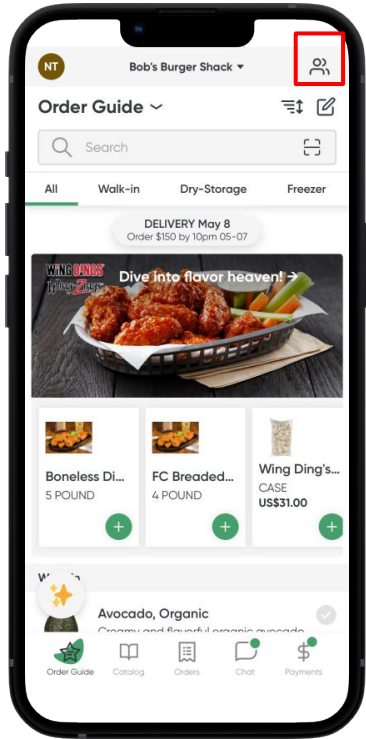Enter your mobile number or email address.

Enter Passcode
Enter the passcode that was sent to you via text message or email. This will act as your password each time you log in.
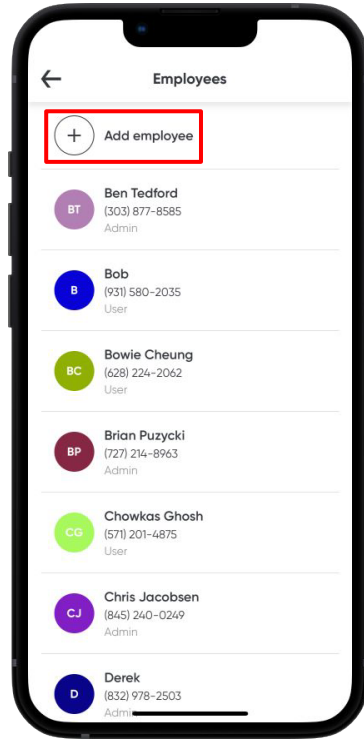

Get Notifications
The first time you log in, you will be prompted to enable notifications. Make sure you turn them on!
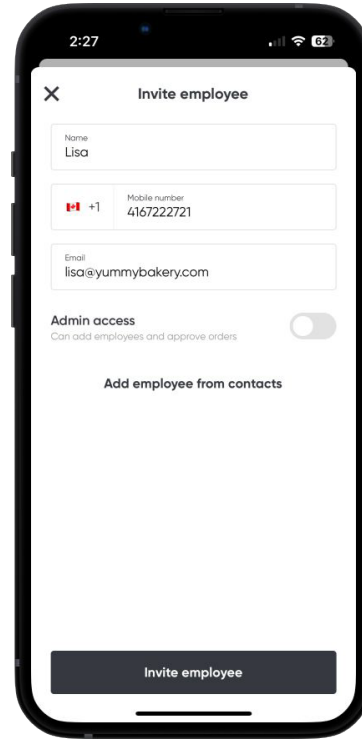
Inviting Employees to the App

Open Employee List
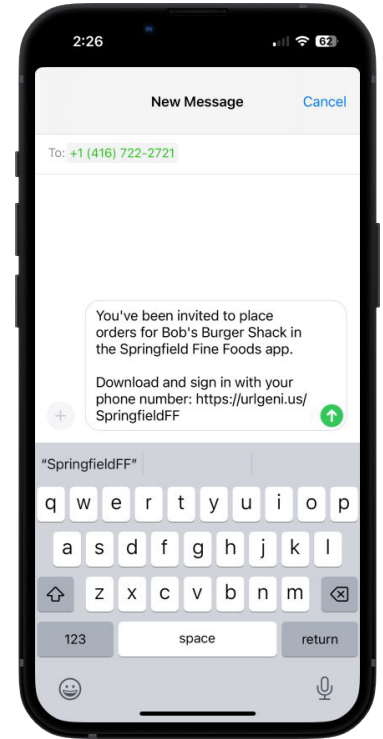Tap the person icon on the top right corner.

Employee Page
Tap on "Add employee" at the top of the screen.
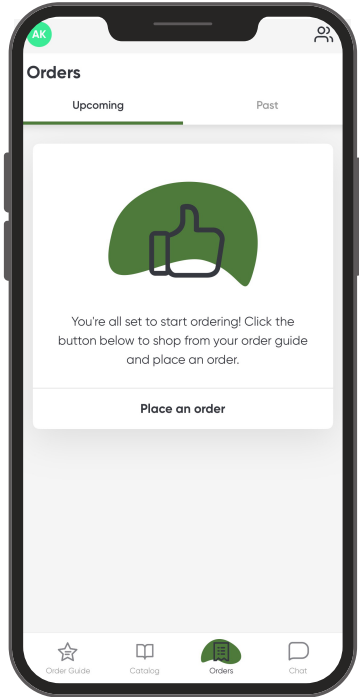
Invite Employee Page
Enter your customer's name, mobile number, and email address. You can also make them an admin. Tap "Invite Employee"
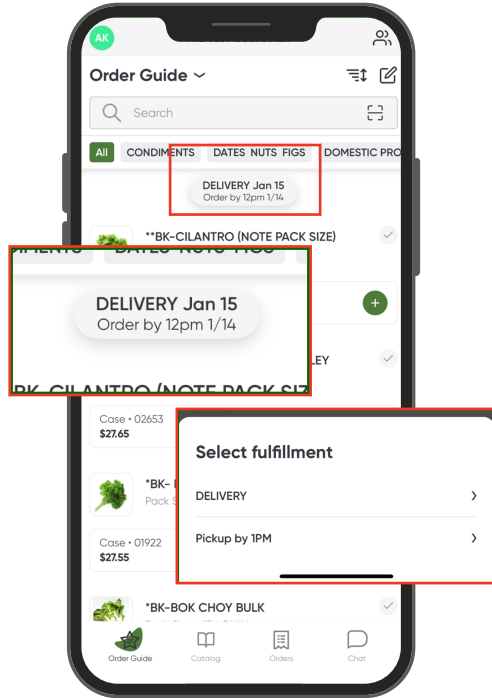
Send Text Invite
This will take you to your messaging app, where you can create a pre-built message with a link to download the app and send it to the customer.
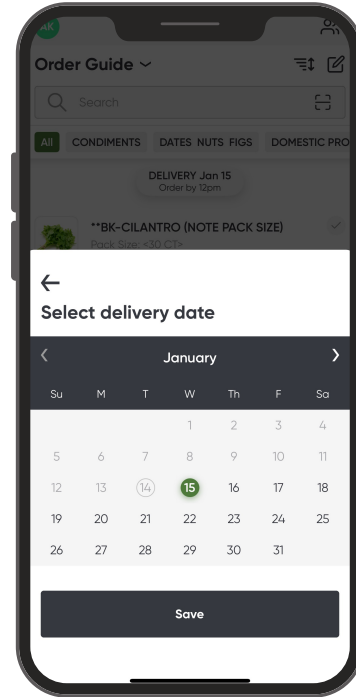
How to Start An Order

Select Place Order
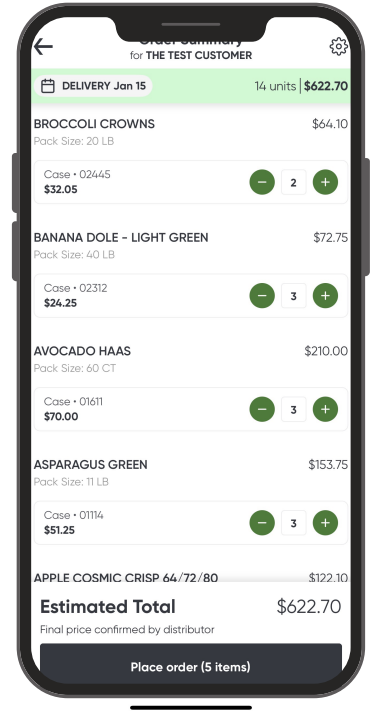Click "Orders" at the bottom of the screen. Click the "Place Order" button.

Select Order Type
Tap the button at the top of the page to verify whether the order is a delivery or pick up.
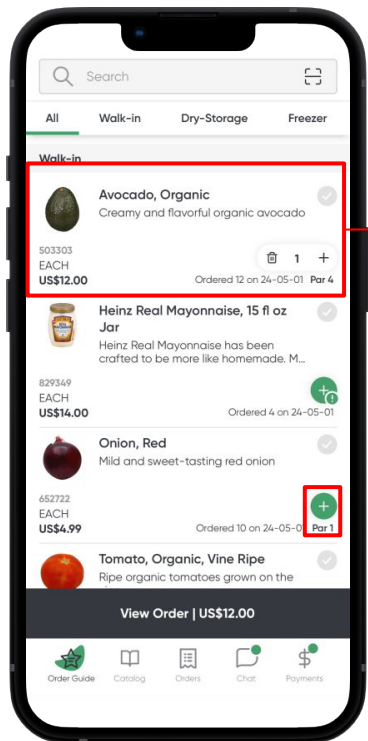
Select Delivery Date
Choose from the calendar your preferred delivery or pick up date.
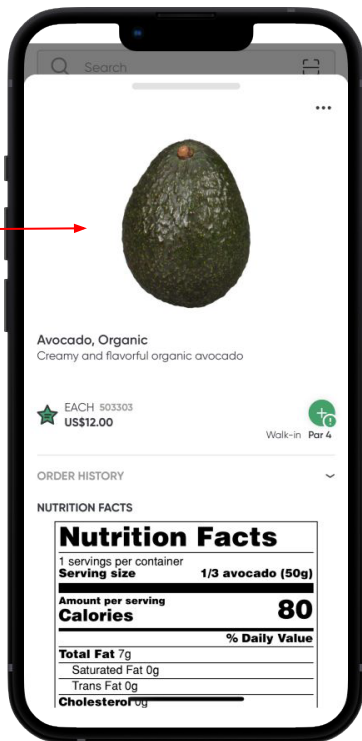
Begin The Order
Add items to your order
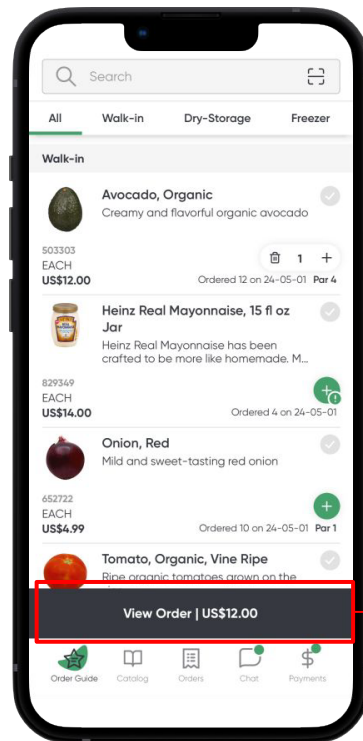
Using the Order Guide

Order Guide
When viewing items on the order guide, click on an item to get more information. You can add an item to your cart directly from here by tapping the plus button.
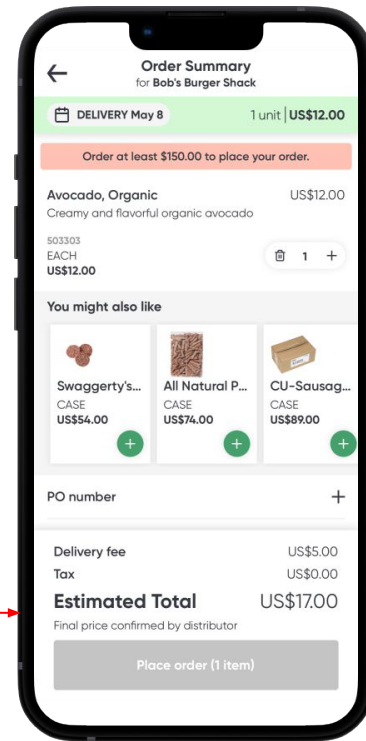
Item page
The item page will have pictures, description, and nutritional information if available. You can add or remove an item from the order guide by tapping on the star
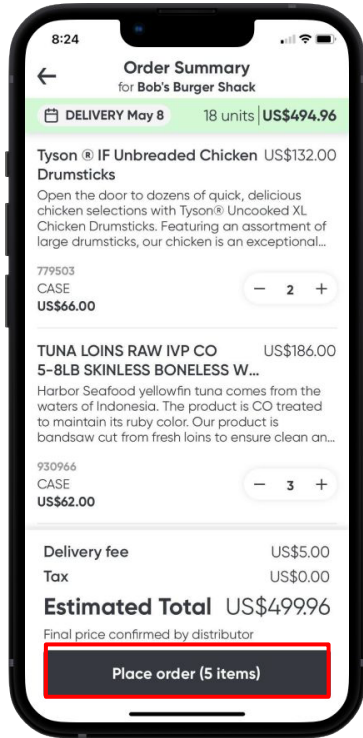
Shopping Cart
To view your shopping cart, tap on View Order. This box will only pop up when you have added an item to your cart.
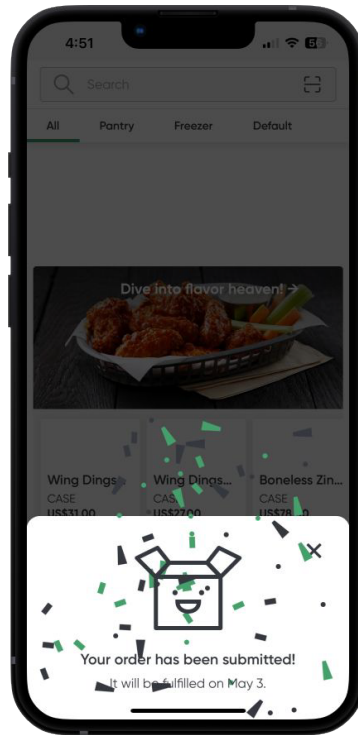
Order Summary
The shopping cart shows delivery date, items, and estimated total. If your customer does not meet the order minimum, they will see a red banner will appear in the app to notify them.

Placing an Order

Go to your cart
After reviewing the order, tap on Place Order.

Order Confirmation
You will see an order confirmation with the fulfillment date on the screen.

Once an order is placed:

1. The customer and the sales rep will receive an order confirmation email with the Pepper Order Number. The Vine Line sales order number will not be visible until the order hits Produce Pro.
2. Pepper sends the order information back to Produce Pro for fulfillment
3. **The order *cannot be changed, edited or voided* in Pepper once it is placed. Customers must contact their sales rep or customer service to make any changes to an order once it is placed.**
4. Add-on orders will not merge in Produce Pro