

Oscar Mobile App
iOS Version 3.0
User Guide



Oscar is a mobile application for current Wood Fruitticher customers only.

Registration - When you open Oscar for the first time, you must register your device and verify your account to begin using the app. You will need the following information:

- First and Last Name - Please enter your first and last name.
- Email Address on File at Wood Fruitticher - The email address you enter must exactly match the email address we have associated with your account on file at Wood Fruitticher. If you are not sure, call your sales representative or send an email to oscar@woodfrutticher.com and we will assist you with this information.
- Wood Fruitticher Customer Account Number - Your customer number can be found on your Wood Fruitticher invoices near your name and address

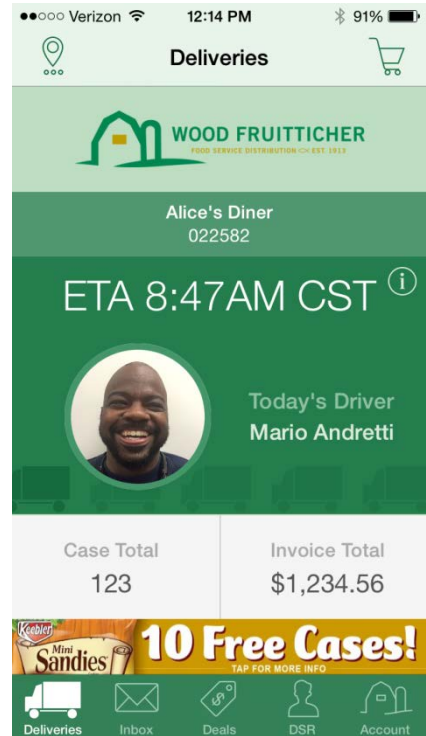
Please enter the required information (watch for typos) and tap Submit. Oscar will immediately send an activation email to the address you entered. Please review the email on the device where you installed the app and tap the activation link in the email to complete the registration process. Once your account and device are registered, you will not have to repeat this process.

Multiple users - Oscar supports multiple users registering with the same account number (owner, chef, manager, etc.). Please note that each user's email address has to be on file at Wood Fruitticher to complete registration. Contact your salesman to add an address. For security reasons, existing users will be notified in Oscar's message center when new users register their device.

Using Oscar - iPhone version

Deliveries Screen - Tap the Deliveries icon at the bottom of the screen. The Deliveries screen displays information about any current or pending orders we have in our system and will keep you up to date throughout your order cycle. On the Deliveries screen you will see:

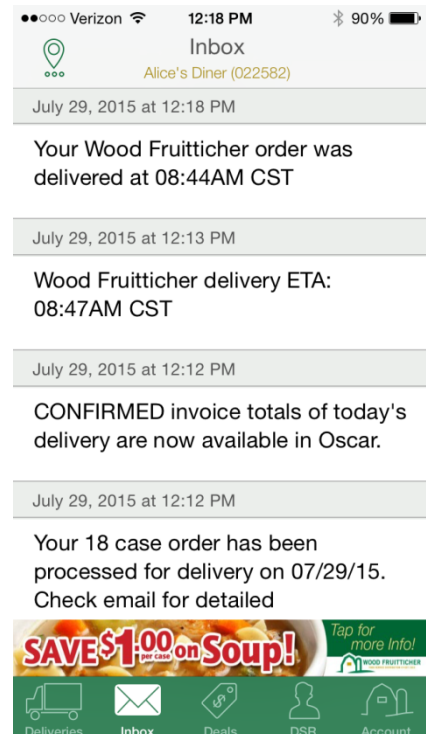
- **Estimated Time of Arrival (ETA)** - When your delivery truck is routed and dispatched, an ETA will display on the Deliveries screen. This ETA is only an *estimate* and your delivery might arrive before or after this time depending on route conditions. Oscar will notify you of an ETA change only if your order is expected to be *more than 45 minutes before or after your ETA*. If this occurs, a notification will pop-up and new ETA will display on your home screen.
- Name and picture of your delivery driver
- A case total and invoice total for the current delivery.



Inbox and Notifications – Oscar will display pop-up notifications on your device from time to time on your delivery day. These pop-up notifications will also archive in your Inbox.

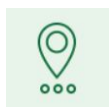
Notifications you may see include:

- **Order Processed** - When we receive and order for you (from our salesmen or an order you enter via eFoods) a delivery date is issued along with a preliminary case total.
- **Estimated Invoice Totals** - An estimated case total and estimated invoice amount are issued as our system processes your order.
- **Confirmed Invoice Totals** - After your order is picked and loaded on one of our delivery trucks, the app will display your confirmed case total and invoice total.
- **Wood Fruitticher Delivery ETA** – An ETA is generated when your delivery truck leaves our warehouse.
- **Next Stop** – We'll notify you when you are the next delivery on a route.
- **Route Alert: Driver has altered the route** – If your



delivery driver has to alter his planned delivery route during the day (for a traffic jam, road construction delay, etc.), Oscar will notify you that your ETA is no longer accurate.

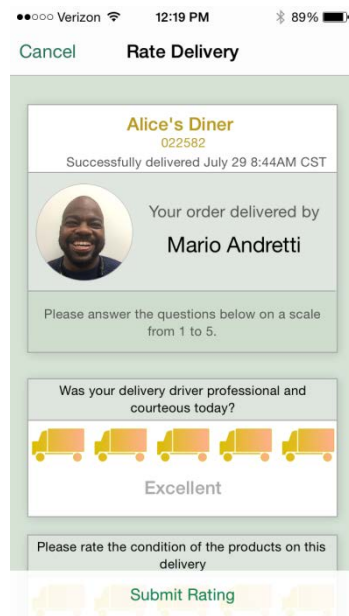
- Delivered - When we receive confirmation that your order has been delivered, Oscar will display "Delivered" on the home screen.
- Wood Fruitticher may also send out important messages (ex. Weather delays, product recalls) from time to time.



Locations - This section only applies to customers with more than one location (or store). To view the delivery information for a different location, tap the locations button on the top left of the home screen. Available locations will appear in a list.

The list can be sorted by locations receiving a delivery on the current day (indicated by the truck icon) or locations that are using the Oscar mobile app (indicated by the phone icon). To view the delivery information for a different location, select one from the list. The home screen will now display the delivery information for the selected location. See the settings section below to configure pop-up notifications for additional locations.

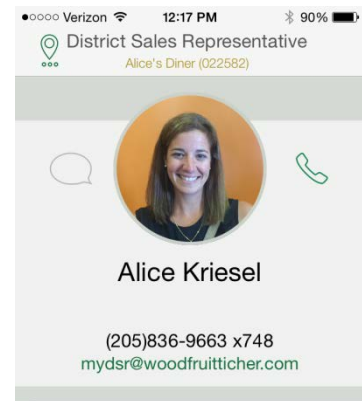
Rate Your Delivery – After your order has been delivered, press the Rate Delivery button on the Deliveries screen to Rate your delivery. You'll be presented with a series of questions that you can rate with 1-5 "trucks". Tap submit rating to finish and transmit to Wood Fruitticher.



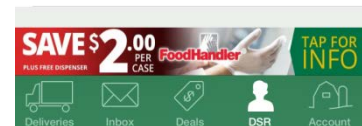
Deal Center – Tap the Deals button at the bottom of the screen to open up the deal center. Inside you'll see a list of all available offers at any given time. Tap one of the banners to open it full screen.

DSR - The DSR page lists your District Sales Representative's contact information. Tap the email link to send an email to your sales rep, or tap the phone link to call your sales reps voice mailbox.

There is also an editable field for an additional phone number and notes. Tap the edit button to enter information in these fields. The alternate phone number field is also a hot link once a number is entered.



Account – The account screen allows you to manage your Oscar account settings and application settings.



Order from Wood Fruitticher – This section links to our online ordering site. This is an external link that will open in your Safari browser.

Notification Settings - The on/off sliders control how the app displays pop-up notifications.

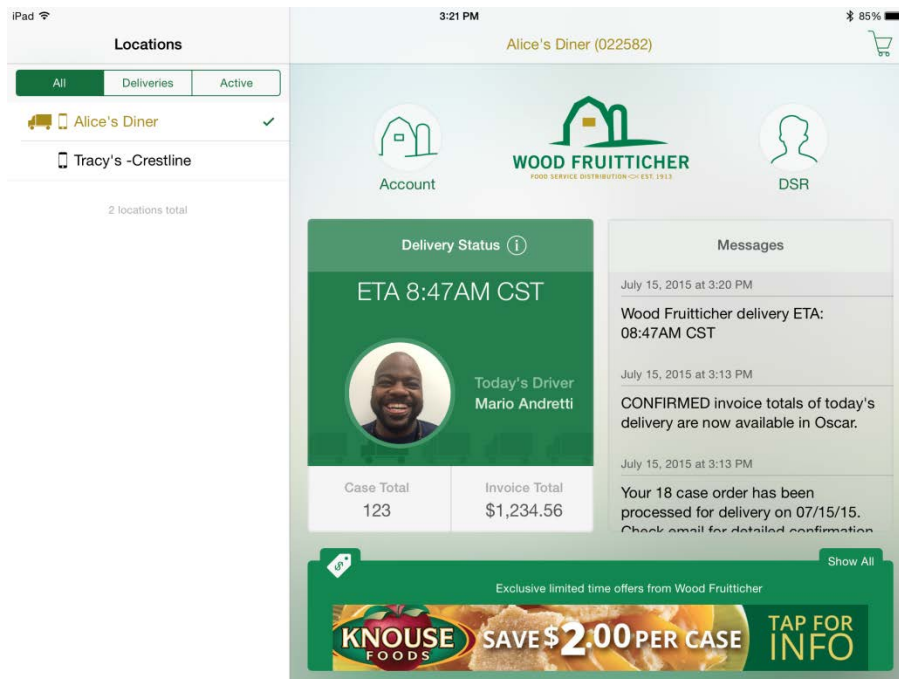
- **ETA Changes** - If your ETA changes, the app will notify you if this selection is on.
- **Order Processed** - The app will notify you when your order has been received at Wood Fruitticher and processed for delivery if this selection is on.
- **Device Changes** - The app will notify you if another device is activated on your account if this selection is on.
- **Misc Notifications** - Wood Fruitticher may send messages to your device from time to time (inclement weather, product recalls, etc.). Leave this setting on if you would like these messages to pop-up.
- **Secondary Location Alerts** - If you have more than one location (store) grouped with your account, you can turn on **Other Location Alerts** to receive pop-up notifications for these locations. When you turn this setting on, the app will present you with a list of other locations. Select from the list and press done to add other location alerts to your settings.

Manage Users displays a list of registered Oscar users on your account. If you have multiple locations (stores), the Manage Users page will show all users in your group. If you wish to remove an Oscar user from your account, tap the red X next to the name. Removing a user will erase all user data from their device and the user will not be able to activate again. If a removed user needs to be reactivated, please contact your sales representative.

Give us your Feedback - After using the app for a few weeks, you may get a pop-up screen asking if you like our app. Please take the time to rate the app and give us your feedback. Your opinion is very important to us as we are constantly striving to make the Oscar user experience better. You may also give us feedback by sending an email to oscar@woodfruitticher.com.

Using Oscar - iPad version

The iPad version of Oscar displays your delivery info, messages, and locations (in landscape mode) on one convenient screen. You may rotate your device for portrait and landscape viewing. All Oscar functions are similar to the iPhone version.



If you have any questions or comments about our mobile app Oscar, send an email to oscar@woodfruitticher.com any time. Thank you for choosing Wood Fruitticher.