

AP QUICK REFERENCE



Alison's Pantry®

801-796-6411

Text, Call or Email

support@alisonspantry.com


MY REGIONAL SALES MANAGER - RSM



Wyoming, S. Dakota, Colorado	Nevada, Montana, N. Dakota	Idaho, Nebraska, Kansas, Utah
Becky Price 307-350-9610 becky@alisonspantry.com	Jacy Stolem 406-399-0686 jacy@alisonspantry.com	Sara Albrecht 785-216-0472 sara@alisonspantry.com

NEW CUSTOMERS

Validation	No Email	Duplicate Email
Check junk mail and spam! Resend Validation: Login to www.alisonspantry.com and it will give you the option to resend the email. If you had to correct the email, you will need to resend the validation.	Create account using some form of the customers name followed by @alisonsreps.com . Must have a valid phone number and address. Contact office to validate.	A "duplicate email" error means the email is already attached to a customer account. Ask the office to reactivate the account.

PAYMENTS

 PAYMENT ISSUES	Net 10	How Credits Work	Processing Day	Updating Payments	Declined Payments
	Due: 10 days after your delivery week. Late Fee: \$10 per week NSF Fee: \$30 (3 NSFs = Lose Net 10) Total Due: Find on your portal Commissions page. <i>You are responsible for making sure you have this amount in your account!</i>	Credits: Credits are applied when payments are processed the Friday after orders close. To View: Go to My Account, then Credits Shipped Orders: Contact the office to apply any credits assigned after shipping.	Payments are processed the Friday after orders close. Locals: Payments are processed Tuesday afternoon after orders close.	Step 1 — Add new payment Step 2 —Assign payment to order Step 3 —Notify office to process (only if shipped)	Look at the INVOICE to see why the payment was declined. It should show the payment tried and the balance due at the bottom. Go to Pantry Academy and click on Payment Issues for more info or to update payments.

 SUBMIT HERE	PRODUCT ISSUES			 RETURNS
PRODUCT ISSUES	Shorts	Damaged	Extras	90 Day Guarantee
	Step 1 — Check with the two reps before and after you. Step 2 —Go to Pantry Academy and click on Product Issues . Fill out Shorted Item form as requested.	Go to Pantry Academy and click on Product Issues . Fill out Damaged Item form as requested.	Step 1 — Check with the two reps before and after you. Step 2 —Go to Pantry Academy and click on Product Issues . Fill out Extra Item form as requested.	Go to Pantry Academy and click on Product Returns . Fill out Return form as requested.

COMMISSIONS

Availability	Withdrawals	Commission Levels			
Commission is available the Monday after order payments have been processed. Commission Balance: Check this amount in your portal on the Withdrawals or Commissions page under "Available Balance".	Credits: Credits can be assigned from your commission to yourself or to any of your customers and will apply to orders when payments are processed. If credit is assigned to a shipped Net 10 order, please contact office to apply to the order before Net 10 is due. ACH Deposit: Request a deposit amount to be made to your net 10 account on file. Deposits take at min. 2-3 business days.	\$750-\$999 10%	\$4,000-4,999 17%	\$1,000-\$1,999 14%	\$5,000-\$6,999 18%
		\$2,000-\$2,999 15%	\$7,000-\$9,000 19%	\$3,000-\$3,999 16%	\$10,000 + 20%
		Locals: See Rep Manual pg. 18 or Pantry Academy			