

# AP QUICK REFERENCE



Alison's Pantry®

801-796-6411

Text, Call or Email

[support@alisonspantry.com](mailto:support@alisonspantry.com)

## ALISON'S PANTRY

### GROWTH COORDINATOR

**Heidi Samani**

Sales rep recruiting and sales growth

### SALES MANAGER


**Becky Price**



Sales rep training and support

## NEW CUSTOMERS

Validation	No Email	Duplicate Email
<ul style="list-style-type: none"> <li>Check junk mail and spam!</li> <li><b>Resend Validation:</b> Log into <a href="http://www.alisonspantry.com">www.alisonspantry.com</a> (My Account), and it will give you the option to resend the email.</li> <li>If you had to correct the email, you will need to resend the validation.</li> </ul>	<ul style="list-style-type: none"> <li>Create an account using some form of the customer's name followed by <b>@alisonsreps.com</b>.</li> <li>Must have a valid phone number and address.</li> <li>Contact the office to validate.</li> </ul>	<ul style="list-style-type: none"> <li>A "duplicate email" error means the email is already attached to a customer account.</li> <li>Ask the office to reactivate the account.</li> </ul>

## PAYMENTS

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

 SUBMIT HERE	PRODUCT ISSUES			 RETURNS
PRODUCT ISSUES	Shorts	Damaged	Extras	Money-Back Guarantee
	<p><b>Step 1</b> - Check with the two reps before and after you.</p> <p><b>Step 2</b> - Go to Pantry Academy and click on <b>Product Issues</b>.</p> <p>Fill out a Shorted Products form as requested.</p>	<p>Go to Pantry Academy and click on <b>Product Issues</b>.</p> <p>Fill out the Damaged Products form as requested.</p>	<p><b>Step 1</b> - Check with the two reps before and after you.</p> <p><b>Step 2</b> - Go to Pantry Academy and click on <b>Product Issues</b>.</p> <p>Fill out the Extra Products form as requested.</p>	<p>Go to Pantry Academy and click on <b>Product Issues</b>.</p> <p>Fill out the Product Returns form.</p>

## COMMISSIONS

Availability	Withdrawals	Commission Levels			
<p><b>Commission is available the Monday after order payments have been processed.</b></p> <p><b>Commission Balance:</b> Check this amount in your portal on the Withdrawals or Commissions page under "Available Balance".</p>	<p><b>Credits:</b> Credits can be assigned from your commission to yourself or to any of your customers and will apply to orders when payments are processed.</p> <p>If credit is assigned to a shipped Net10 order, please contact the office to apply to the order before Net 10 is due.</p> <p><b>ACH Deposit:</b> Request a deposit amount to be made to your bank account on file.</p> <p>Deposits take at min. 2-3 business days.</p>	\$750 - \$999	<b>10%</b>	\$4,000 - \$4,999	<b>17%</b>
		\$1,000-\$1,999	<b>14%</b>	\$5,000 - \$6,999	<b>18%</b>
		\$2,000-\$2,999	<b>15%</b>	\$7,000 - \$9,999	<b>19%</b>
		\$3,000-\$3,999	<b>16%</b>	\$10,000 +	<b>20%</b>
		<b>Locals:</b> See the <b>Rep Manual</b> , pg. 18 or <b>Pantry Academy</b> .			