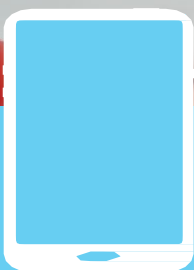


SNapp App Training Guide



Website
guide also
available

Introduction to SNapp

At Smiths News, we have facilities for you to either manage your account online, or through an app on your mobile phone.

The App's capabilities will be covered in detail throughout this information pack.

You are able to -

- ✓ Check delivery and returns quantities
- ✓ Add new orders
- ✓ Make delivery and returns claims
- ✓ Requests tote seals, string and returns labels
- ✓ Check and amend orders
- ✓ Receive updates from distribution

SNapp for Smartphones

To get started with the app, you will need either an Android device (e.g Samsung, Sony, LG, Google, etc) or Apple device (iPhone or iPad).

Android Devices

On Android visit the **play store app**. Search for **SNapp** or **Smiths News**, the icon should look as below then tap install to download.



Apple Devices

You will need go onto the **app store**. Search for **SNapp** and it should look as below and then just tap get to download.



Getting Started

All that's needed to sign up, is your customer number and the DPDN number found on your daily goods delivery sheet, after these are entered the you will need to create a password which must be at least eight characters long, contain at least one number and one capital letter.

Once you have registered with SNapp (either through the website or the app) you can use the same password for either platform.

To the right is an example of where to find the DPDN number.

<u>Goods Delivered</u>					
Page 1/	1	22/10/2018			
9464 Hemel Hempstead					
Unit 1, Punchbowl Park					
Hemel Hempstead					
HP2 7EU					
0345 121 1150					
Ref: 1880073736					
<u>Title</u>	<u>Issue</u>	<u>Qty</u>	<u>Unit</u>	<u>Retail</u>	<u>I</u>
<u>Newspapers Supplied</u>					
DAILY EXPRESS	(MON)	22OCT	16	0.600	0.
DAILY MAIL	(MON)	22OCT	37	0.700	0.
DAILY MIRROR	(MON)	22OCT	14	0.750	0.
DAILY STAR	(MON)	22OCT	1	0.400	0.

For more information

SNapponline.co.uk

snapp@smithsnews.co.uk

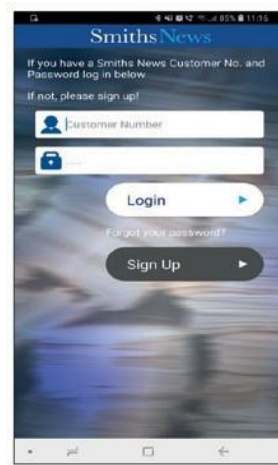
0345 124 0251



Logging On

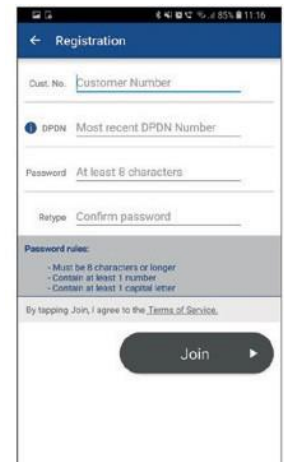
Once you've downloaded and opened the app you will see a welcome screen which will tell you about the app. After the welcome screen, you will see the log in screen, right.

As before, all you need to do is tap sign up and you will be presented with the registration screen (right). Sign up procedure will be the same as website.



After you have created a password you will be asked to create a pin which you will use rather than the password for quicker access.

**Please note, whilst the password can be used on any other device, the pin number will only work on the phone it is created on.*



SNapp App Dashboard



This is the main screen you will be directed to when logging in. As with the website, tapping any of the circles will take you to that section. The cut-off time for amendments is just under "My Delivery".

Tapping on the 3 dashes in the top left will expand the menu to navigate the rest of the app.

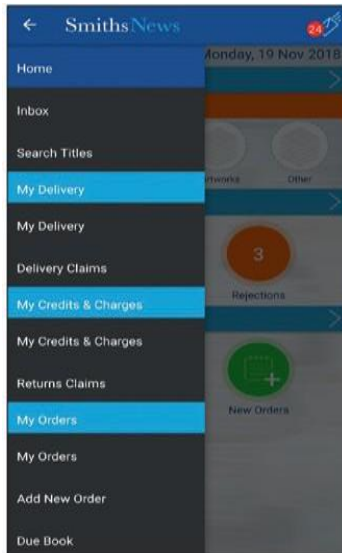
**However, in order to download paperwork or ePOS data, you will need to use SNapp online rather than the App. **



Navigation & Notifications

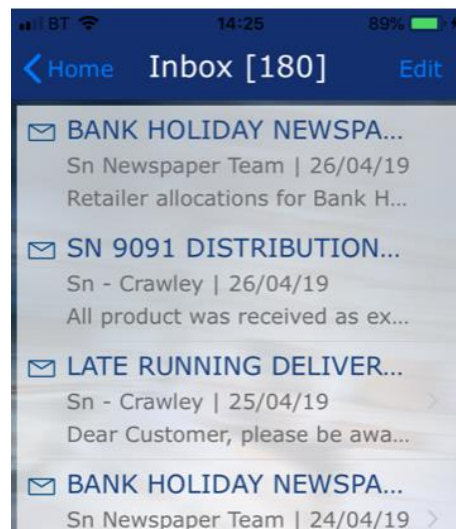
This is the navigation menu where you can view a full list of services available

Swiping up or down will show the rest of the menu. To go back just tap the arrow on the top left.

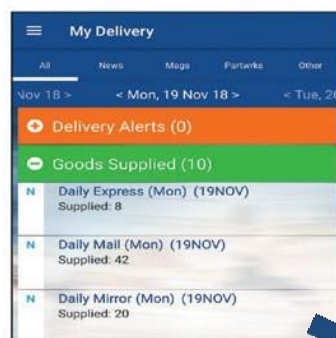


You can look into the Notification Centre to get updates from the depot regarding your deliveries or marketing promotions.

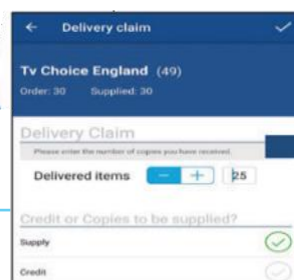
By tapping 



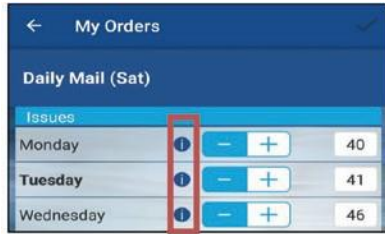
Delivery Claims/Returns



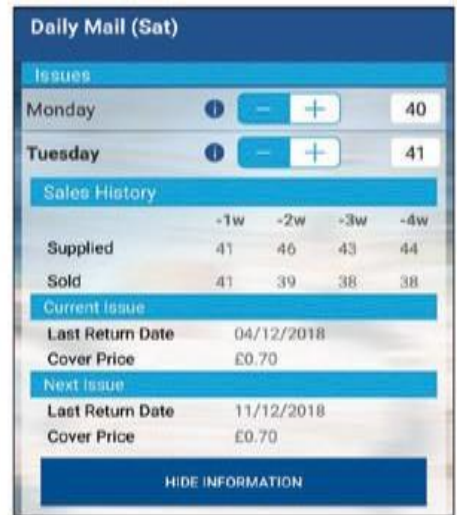
- You will need to expand the sections to view the information selected.
- In the image on the left we can see that there are 10 items on goods supplied. Tapping on this will expand the menu and show the titles on delivery. You are also able to look at the following day later on in the previous evening
- Swiping left or right will change days, maximum up to three days previous.
- Once the menu is expanded, tap the title to be claimed, which will show the screenshot below.
- Select the amount to be claimed. Underneath the amount, as a default, it will always select SUPPLY, which can be changed to CREDIT, if you do not want the goods to resupplied.
- To confirm the claim, tap the tick on the top right, this will add it to the basket which will show at the bottom of the screen.



My Orders



To see more information for titles on the app, tap the **i** and it will expand as shown on the right.



Returns Claims

Returns claims are done in the same manner as delivery claims.

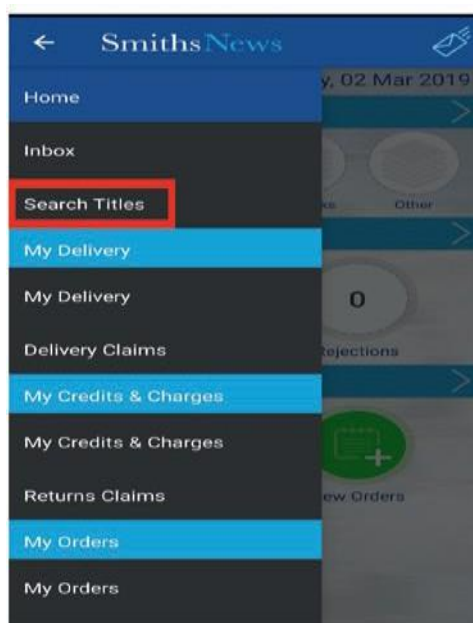
Please refer to section **Delivery claims/returns**

Barcode Scanning

This is a feature exclusive to the app. You are able to scan a barcode from a product to instantly go to that title. From there you can check detailed information such as recall dates and amend orders.

To scan a barcode, from the navigation menu, tap **Search Titles** then select **Scan**.

This will load up the camera and then just point at the barcode to scan.



For more information

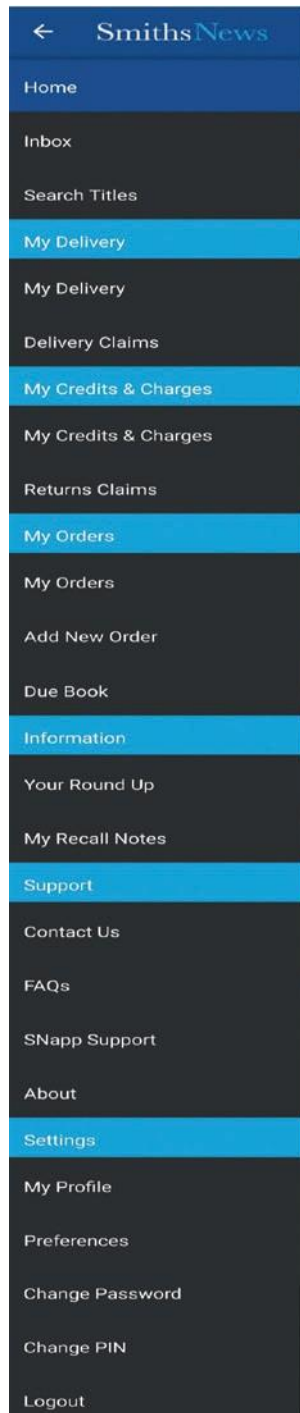
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0345 124 0251



Navigation Menu



- **Inbox:** This is the notification centre.
- **Search Titles:** New and mag titles can be searched from here and new titles added on.
- **My delivery:** Check delivery charges, make claims.
- **Delivery Claims:** Check reference numbers for claims already made.
- **My credits & Charges:** As the titles suggests, credits and charges on todays delivery sheet.
- **Returns Claims:** Reference numbers for returns queries.
- **My Orders:** Shows all titles customers is down for.
- **Add New Order:** Same as "search titles"
- **Due Book:** Amend or remove due book titles.
- **Your Round Up:** Weekly newsletter for customers.
- **My Recall Notes:** Shows recalled titles for the day, can also check past 3 days.
- **Contact Us:** A function for you to make contact with various areas of the business by email.
- **FAQs:** Frequently asked questions on how to complete specific tasks on the app.
- **SNapp Support:** Are a technical support team, troubleshooting questions and ensuring continuous improvement
- **About:** Information about the app and legal information.
- **My Profile:** View and change customer details.
- **Preferences:** Allows you to change how you want to organise the order (by day or title name)
- **Change Password:** Change password
- **Change PIN:** Change PIN
- **Logout:** Log out of app. You will need to use your password to logback in.

For more information

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snapp@smithsnews.co.uk

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FAQ's

LOGIN

How do I reset my pin/passcode or password?

You can reset your passcode either using the side menu when in SNapp or when you log in using your username and password. You can reset your password either using the side menu when in SNapp or using 'forgot your password?' link on the main loginpage.

DASHBOARD

I can't access any of the sections from my dashboard?

You will need to close SNapp and log back in. if the same issues continues please contact the app help desk on 0345 1240251

Why isn't the dashboard showing the credits for my returns?

You will need to log back in tomorrow (or on a Monday if today is Friday) and if your credit is still not showing please contact Customer Ser-vices/App helpdesk

Which section will show me 'stickers and collectables'?

You'll find stickers and collectables in the 'Other' section.

MY DELIVERY

How do I report an over pack?

This works in the same way as claims by clicking on the title you want to let us know has been over packed and entering the number of copies you havereceived.

I have selected my claims, whatnext?

Please submit your claims to Smiths News by clicking on 'Submit' at the bottom of the screen.

I've made a mistake, I don't want to claim but its already in my tray, what do I do?

That's not a problem, you can delete the claims in the tray by clicking on view and then click on delete.

Where will I see my claims/returns reference numbers?

You will find them in the delivery/returns claims side menu. If you click on the = icon on the top left hand side menu of the screen the side menu will open.

MY CREDITS AND CHARGES

How do I make a claim as I'm missing partial credit for a title?

Just click on the title you want to claim and follow the on-screen instructions.

How do I make a claim for the credits which I'm missing for a title?

Unfortunately, you will need to contact customer services directly on your usual number.

MY ORDERS

How do I search for a title I already have in / would like to add to my orders?

You can search by clicking the magnifying glass icon or from the side menu. Titles can be searched for by text or if you have the magazine you can scan its barcode.

Can I order new titles that are currently on sale?

Yes, when in the title screen, you can add copies of the current issue (but only if we have them in stock)

When will I know that my alterations have been accepted?

If, for any reason we cannot accept your alterations we will tell you instantly and/or send a message via your SNapp inbox to explain why.

MESSAGES

How do I set my phone up to ensure I receive SNapp messages via the app?

You will need to go to your phone settings, click on the notification centre then scroll down to the include section for SNapp and turn it on to green.

For more information

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