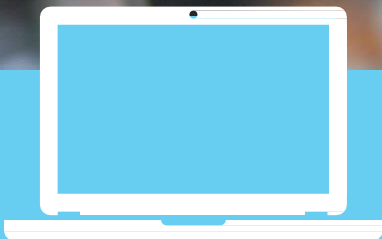




smiths news

SNapp

SNapp Website Training Guide



App
guide
also
available

Introduction to SNapp

At Smiths News, we have facilities for you to either manage your account online, or via an app on your mobile phone. This guide will provide you with all the information on what you can do on the website www.snapponline.co.uk.

You are able to -

- ✓ Check delivery and returns quantities
- ✓ Make delivery and returns claims
- ✓ Check and amend orders
- ✓ Add new orders
- ✓ Requests tote seals, string and returns labels
- ✓ Receive updates from distribution
- ✓ Manage your HND figures
- ✓ Print voucher recall notes
- ✓ Download ePOS data (where applicable)
- ✓ Download daily paperwork and weekly invoices

Getting Started

All that's needed to sign up, is your customer number and the DPDN number found on the daily goods delivery sheet (see below). 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.

Goods Delivered								
Page 1/ 1		22/10/2018						
9464 Hemel Hempstead Unit 1, Punchbowl Park Hemel Hempstead HP2 7EU 0345 121 1150 Ref: 1880073736								
					VAT ANALYSIS			
Title	Issue	Qty	Unit Retail	Disc	Net	Exc	VAT	Rate% VAT
<u>Newspapers Supplied</u>								
DAILY EXPRESS	(MON)	22OCT	16	0.600	0.135-	7.44	0.00	0.00
DAILY MAIL	(MON)	22OCT	37	0.700	0.156-	20.12	0.00	0.00
DAILY MIRROR	(MON)	22OCT	14	0.750	0.161-	8.25	0.00	0.00
DAILY STAR	(MON)	22OCT	1	0.400	0.090-	0.31	0.00	0.00

For more information

SNapponline.co.uk

snapp@smithsnews.co.uk

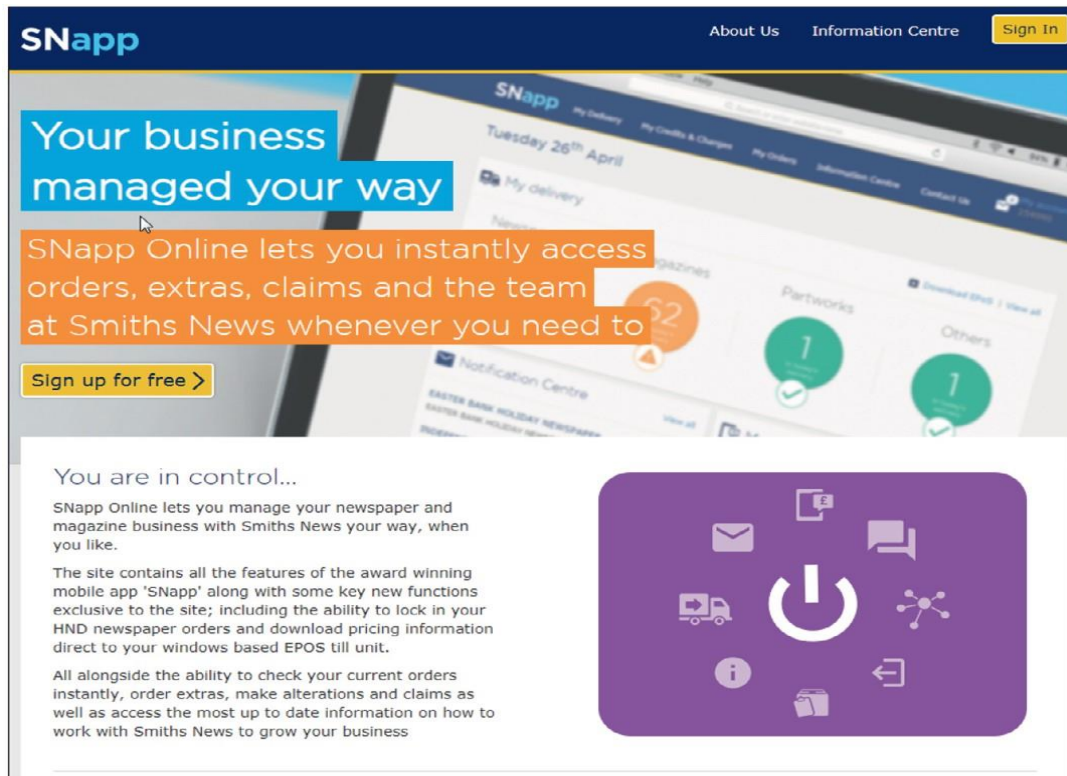
0345 124 0251



Logging On

To use SNapp online, you will need to go to www.snapponline.co.uk
 - from there you need to click on "sign up for free" and enter the below details.

Below is an example of the webpage



This is what you will see on the sign up page.

Create an Account

Take your business to a new level with SNapp Online. It's free!

Customer Number

Most Recent DPDN No.

[Where can I find it?](#)

Create New Password

Must be at least eight characters long, contain at least one number and one capital letter.

Confirm Password

By clicking 'Sign up' I agree to the [Terms and Conditions](#)

For more information

SNapponline.co.uk

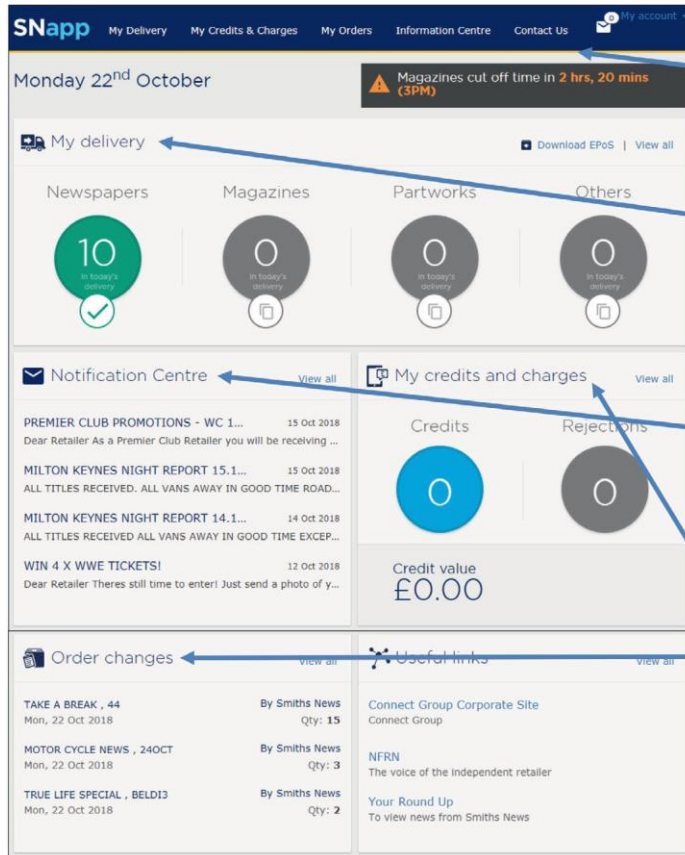
snapp@smithsnews.co.uk

0345 124 0251



SNapp App Dashboard

When you first log in you will be presented with a dashboard, see below. The top right corner: shows cut off times. After the cut off you will not be able to claim. The cut off for newspapers is 10am and magazines is 3pm.



The top row shows all the various sections you can access. Clicking on the **SNapp** logo will always take you back to this home page, no matter where you are on the site.

My Delivery: This shows a quick overview of your delivery for the morning, the numbers correspond to how many different titles you have had.

- so for example this delivery had 10 different newspaper titles sent out.

Notification centre: These are updates sent from Smiths News, which can be promotions or delivery updates from the depot.

My Credits and charges: as the titles suggests this will show your credits and rejections for the day.

Order changes: Similar to the Salespoint, this shows any changes made by us or yourselves through the app.

Colour codes:

Green circle – No issues

Grey circle – nothing expected

Orange Circle – delivery alert – change to expected delivery

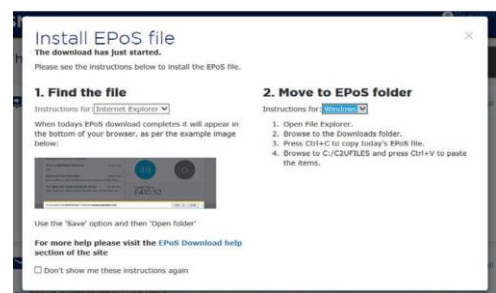
Blue Circle – credits due

Downloading EPOS Data

If you have an EPOS system please see below, if you don't use this system please skip to nextpage

Download Epos: This is only for stores who have a computerised till, this enables you to download a file which uploads prices and titles onto your till. stands for Electronic Point of Sale digitalsystem.

Click on Download EPOS on the My Delivery row of the dashboard and follow the prompts to activate a download of data.



For more information

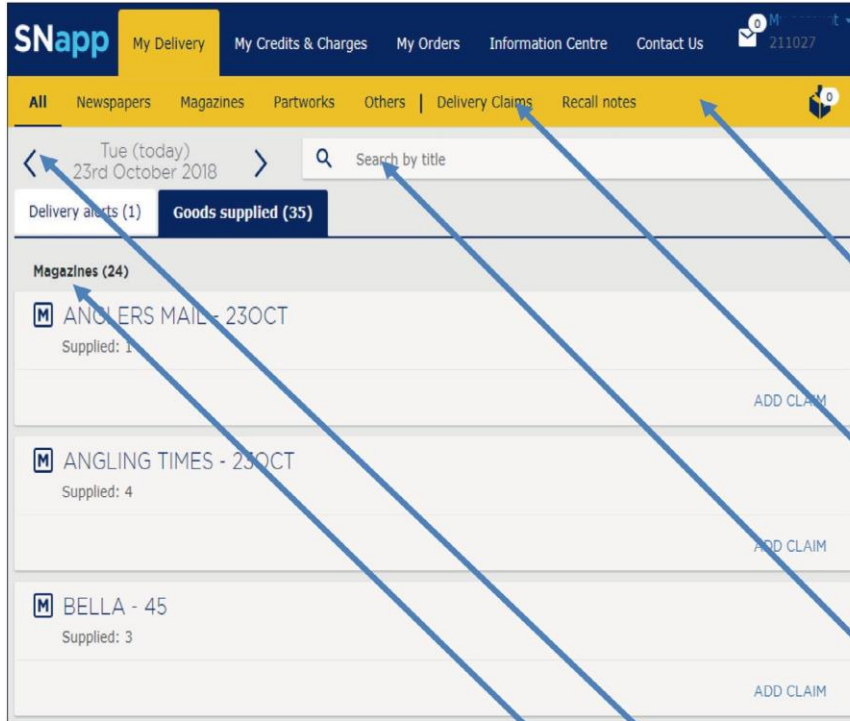
SNapponline.co.uk

snapp@smithsnews.co.uk

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Navigating My Delivery



You will be able to access this screen by clicking My delivery at the top of the page .

The yellow bar allows you to be more specific by only selecting News, Mags, part works, Others (Others is for trading cards, stickers, drinks, etc.).

Once you make a claim your reference number will be provided and also show up under delivery claims. Recall notes show what is recalled for that day.

Search bar The search system gives you the facility to search and find items even if they are misspelt SNapp will also search partway though typing the title. (please see example below left)

Similar to your printed DPDN, this page will show you all the charges for that morning. You can change the date by clicking the arrows either side of the date. You are able to view the previous 3 days.

Underneath Magazines, you will be able to see all Mags and News that you will be charged for.

Example



For more information

SNapponline.co.uk

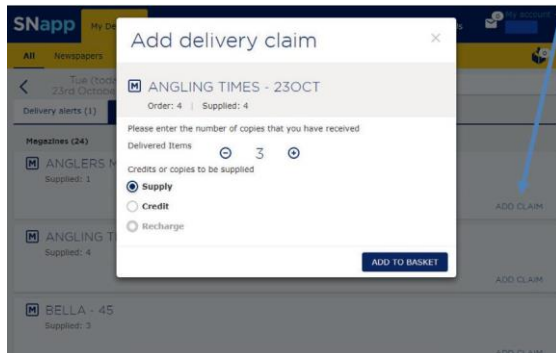
snapp@smithsnews.co.uk

0345 124 0251



Delivery Claims/Returns

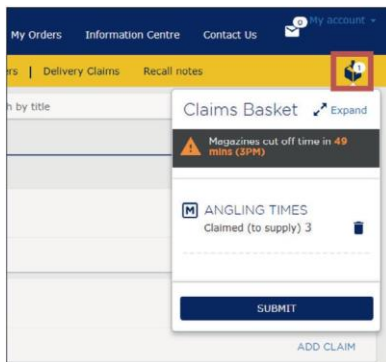
In the Delivery Screen you can make a claim when required.



To make a claim you will need to click **add claim** on the title(s) you wish to claim.

A pop-up will appear, as shown in the screenshot.

- Enter the amount you have received.
- This can be done by either clicking + or - or by simply clicking on the number and changing it manually.
- You can then select whether you want it to be supplied or credited. If you have had an over pack, you will be able to select recharge, which will charge you for the extras.
- Clicking Add to basket will send it to the basket, you can then add more claims if needed.

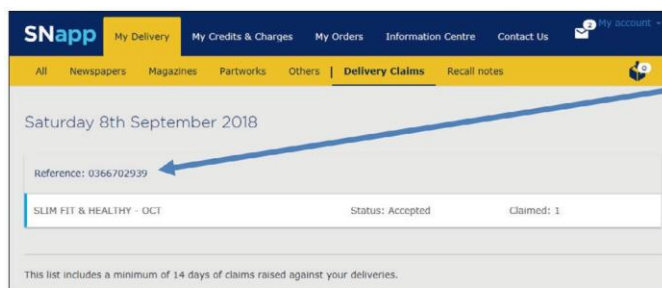


The basket is located near the top right corner, multiple items can be added before finally submitting the changes to us.

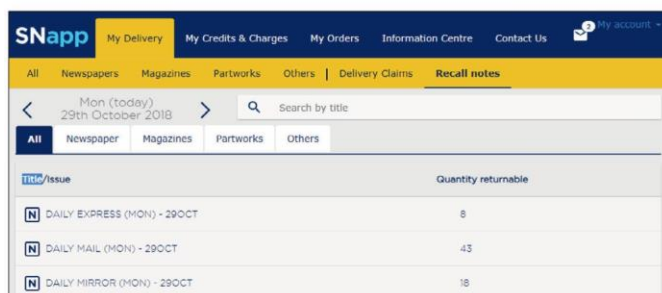
If you have made a mistake, you can delete individual titles by clicking on the bin icon.

Once finalised, clicking submit will instantly put the claim through *and the you will receive a reference number.*

** Please note, the basket has to be submitted before navigating to another page.*



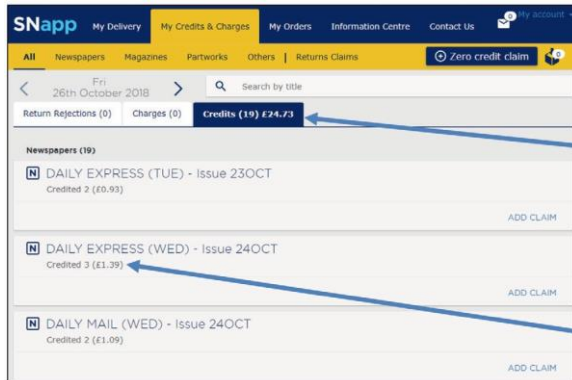
Any claims made can be seen under the Delivery claims section, clicking on the reference number will show which titles where claimed under that number.



The final section under my delivery is Recall notes, this will show everything to be returned for the day.



Delivery Claims/Returns

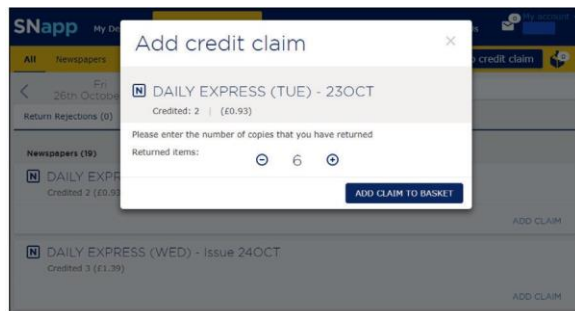


The My Credits & Charges section will be very similar to the My Delivery section as in layout and how you claim.

There are a few small differences:

- the value of credits are shown here.
- Just to the left are tabs for **Returns rejections** and **Charges**.
- These tabs will show things like claims recharges, exceeds etc.
- Underneath each title you can see the amount of credits received.

Credit Claims

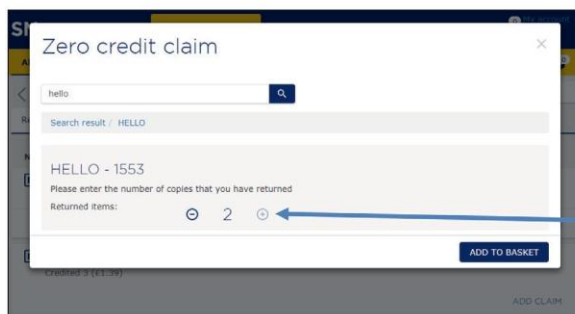


Again, similar to making a delivery claim.

- Click **add claim**,
- Input the amount sent back
- Click **ADD CLAIM TO BASKET** this will be added to the basket
- Then click submit.
- You will then be given a reference which can be viewed in the returns claim tab.



If you have not had any credits at all for a specific title, you need to click "**+ Zero credit claim**"



The pop-up window shown left will appear.

- Enter the title required in the search box and click the magnifying glass.
- Choose the amount returned back and click add to basket.
- Finally, submit from basket.

**Please note, you cannot query more returns than they have been charged for. For example, as shown in the screenshot, you cannot click on the plus as they were charged for 2.*



My Orders

Newspapers

Sales history				
	-1 Week	-2 Week	-3 Week	-4 Week
Supplied	8	10	8	8
Sold	8	6 (-4)	8	7 (-1)

Title information			
Current issue		Next issue	
Last Return Date	6 November 2018	Last Return Date	13 November 2018
Cover Price	£0.60	Cover Price	£0.60

My Orders; this section allows you to amend and add new orders. Each section will be slightly different based on what we are looking at.

For the **Newspapers** section, you can view and amend their papers on a day by day basis, this can be changed by selecting the day of the week underneath the search box.

1. This shows your sales history spanning 4 weeks. For example, -1 is the previous week, -2 is 2 weeks ago and so on.

2. You can choose to update the order immediately from the next available issue or from the issue after that. **Confirm Order** will lock in the current figure for the next two issues.

3. Same as before, click - or + to change the order, this will immediately add it to the basket.

4. Clicking on **See more information** will expand the title to show extra information as shown in the screenshot to the left.

This will show a slightly more detailed sales report and also display price and recall dates.

Magazines

The Magazines section is slightly different; you are able to select the current issue to be delivered the next day if stock is available (it will say "out of stock" instead of the figures), or amend just for the next issue. The **Title information** will also provide more information as shown in the screenshot.

*Additional information;

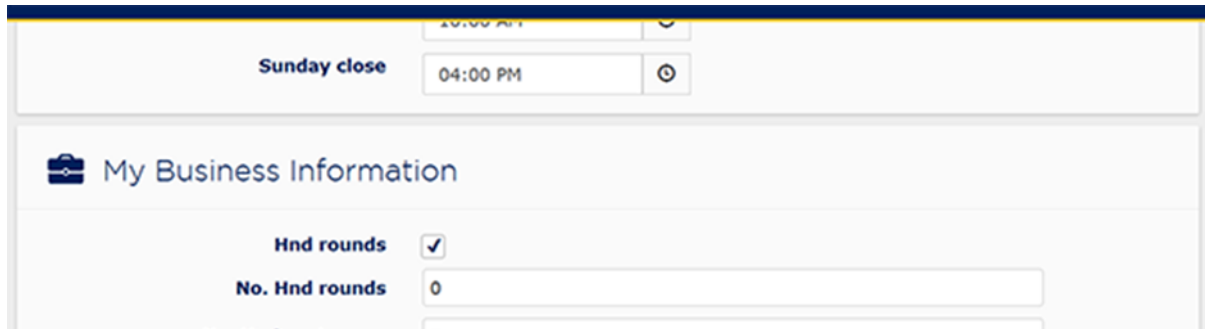
Any titles removed from the order will stay in the My Orders sections for 100 days.



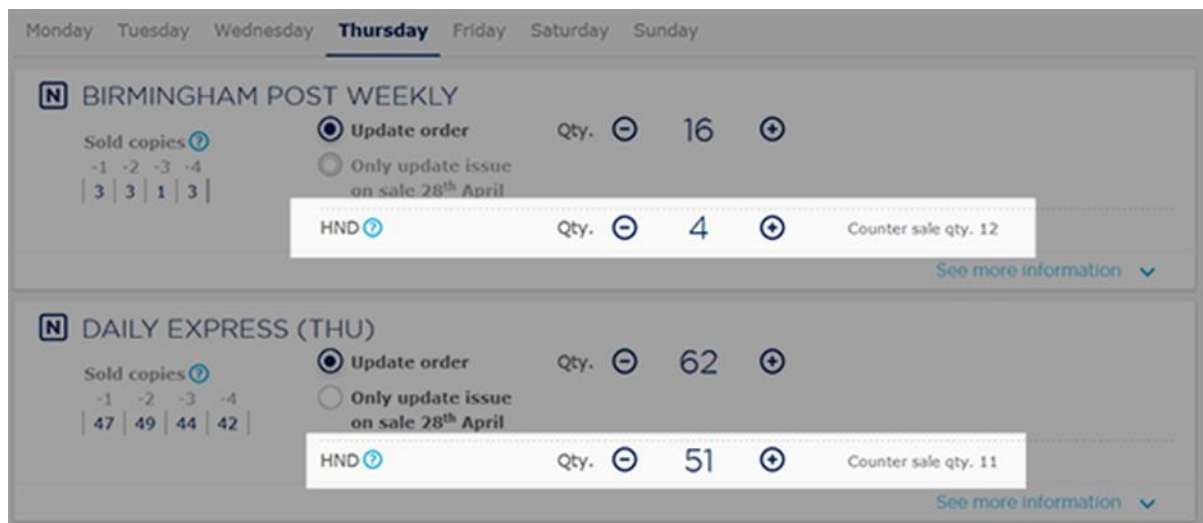
HND Management

In the "My Profile" section of the website you will need to select your HND status. Please see image below.

'My profile' is explained in further detail on page 11.



Once complete, you will see an HND section appear when you are in the Newspaper Orders section.



You can now adjust your HND orders each time you make alterations to your newspaper orders.

Remember, adjusting your newspaper supplies via SNapp or SNapp Online will lock them into our system for the next two issues.

For more information

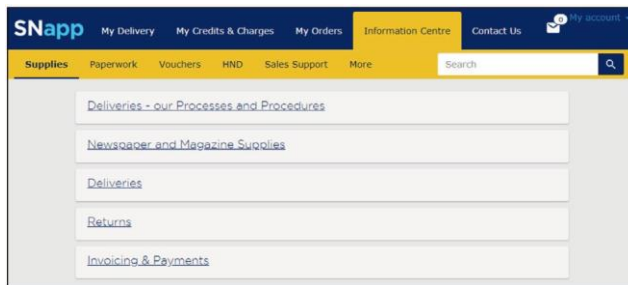
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snapp@smithsnews.co.uk

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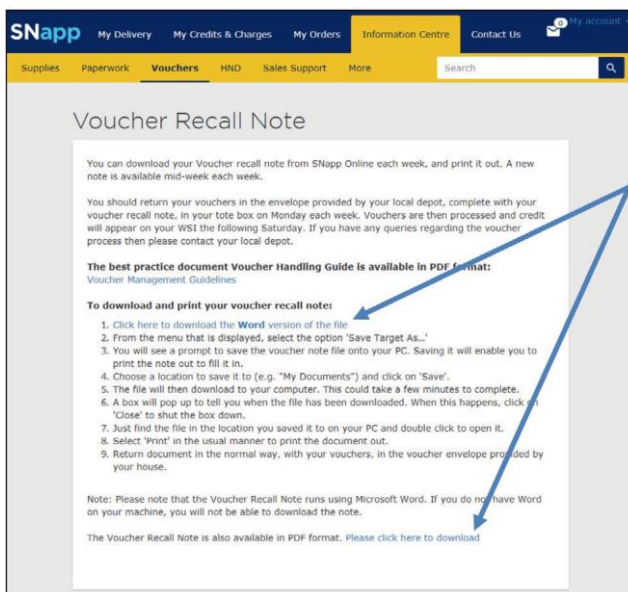


Information Centre



The information centre provides you with the processes, policies and general information on Smiths News.

Vouchers

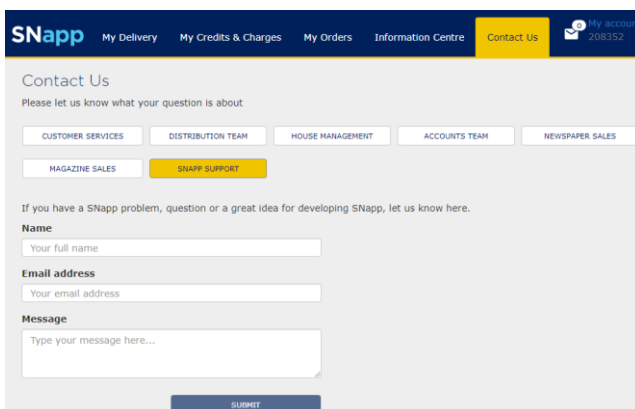


Within the information centre, you can also print your voucher recall notes.

-Under the **Vouchers** section,

-Click **Voucher Recall Note** and you will be present with the screen shown on the left. The recall note can be printed as a Word document or PDF file by clicking either of these links.

Navigating the website: Contact Us



Contact Us: This allows you to contact us via email. All that's needed is to select the department required and to fill in the form. Please note, the email address has to be in the correct format otherwise you will not be able to click the submit button.

For example, if there is no @ symbol in your email address, you will not be able to submit your message as we will have no valid email address to respond to you.

For more information

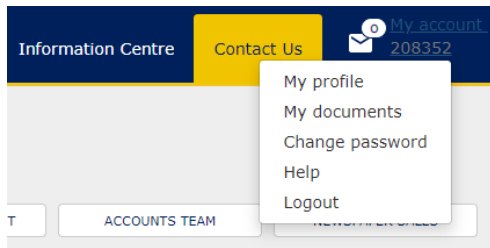
SNapponline.co.uk

snapp@smithsnews.co.uk

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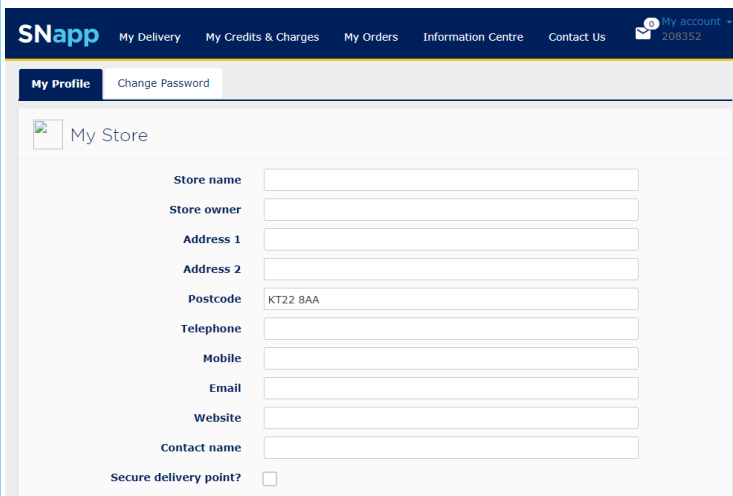
My Account



The **My account** section allows you to change store details and change your password.

There is also a help section, which has frequently asked questions on how to manage the site.

Clicking the **envelope** icon, to the left of "My Account" will show the latest message received from us.



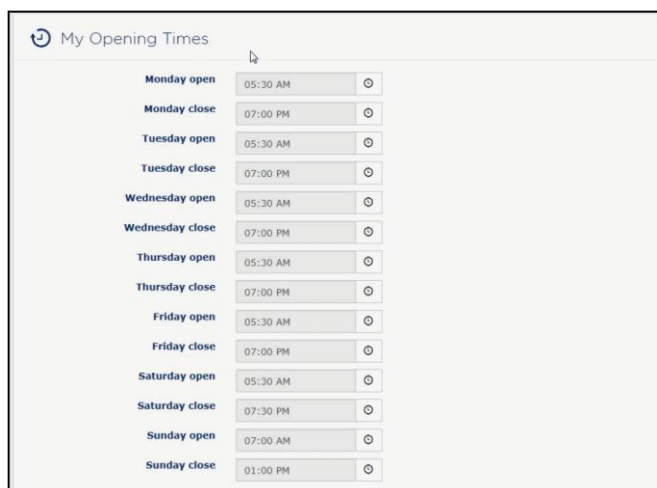
My Profile shows your shop details and your delivery time.

The first section is "My Store"

In this section-

- You can change any contact details here except for the Store name and Postcode.
- Once any changes have been made, then you will need to click the submit button at the bottom of the page to confirm the changes made.

Please note: you will still need to contact Central Retail Services for Transfer of Ownerships.



My Opening Times: This allows you to adjust your opening times, but this will not make any difference to your RDT.

If you would like to change your RDT then you will still need to put it in writing to the distribution centre.

For more information

SNapponline.co.uk

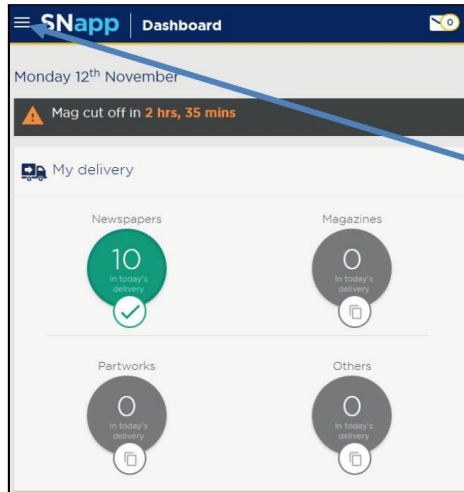
snapp@smithsnews.co.uk

0345 124 0251



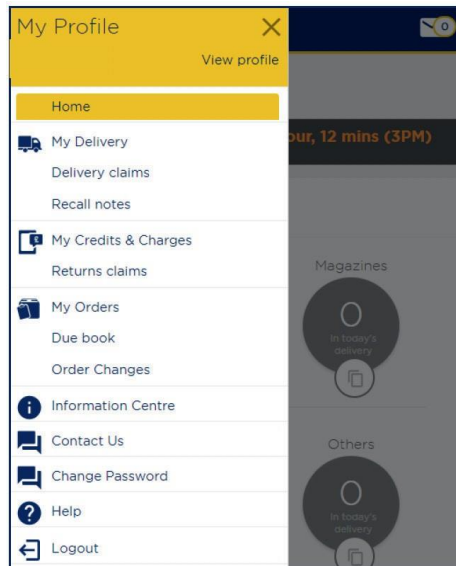
NAVIGATING SMALLER SCREENS

If you view the website through a smaller screen, for example, on your Epos till screen or a tablet, you may see SNapp online

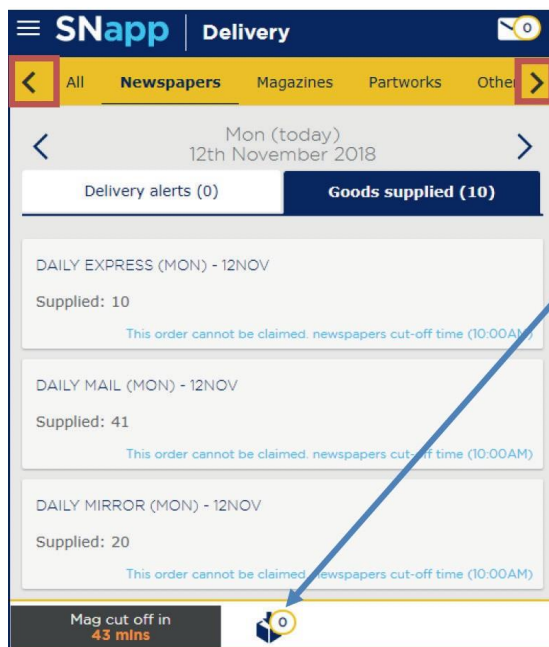


As shown in the screenshot, the website will look a lot simpler but all functionality will be the same.

You may notice the top navigation bar has disappeared.



This has moved to the side, clicking on the dashes in the top left corner will expand the show a navigation menu as shown below.

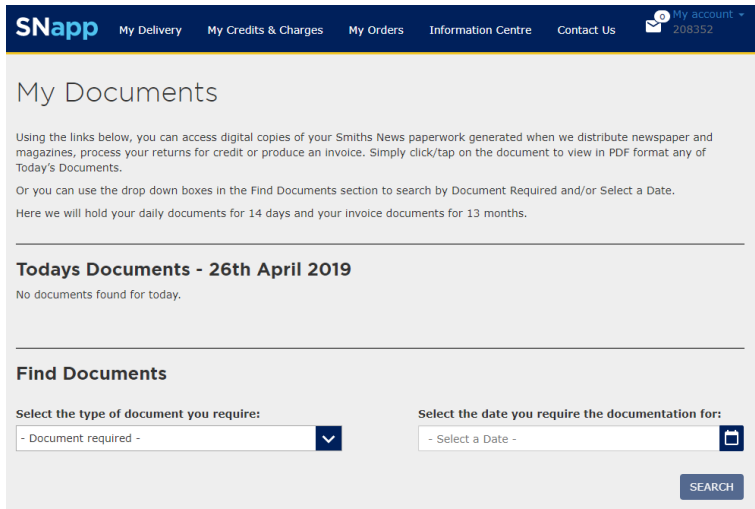


This is what the delivery screen and most other screens will look like. Clicking on the arrows either side of the yellow bar will show the missing sections such as delivery claims, recall notes etc.

The basket has also changed locations, it now appears at the bottom of the screen alongside the claim cut off time.



MY DOCUMENTS



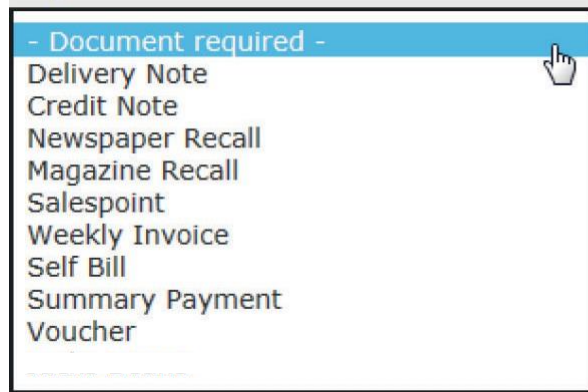
The 'My Documents' section allows you to download your own paperwork.

Please see below for a list of all the paperwork available to you.

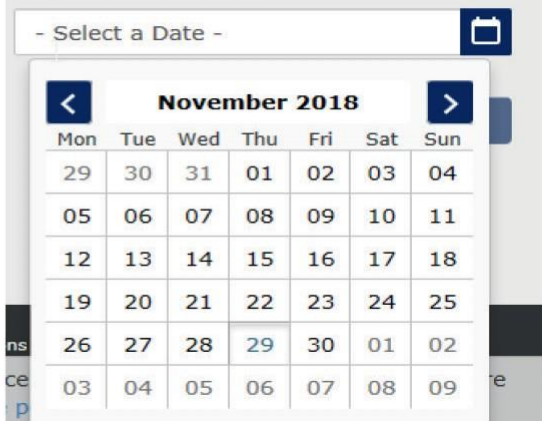
You are limited to daily documents for 14 days and invoice documents for 13 months.

All you need to do, is provide the date and the type of paperwork you would like.

Select the type of document you require:



Select the date you require the documentation for:



For more information

SNapponline.co.uk

snapp@smithsnews.co.uk

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APPENDIX—Frequently Asked Questions

Login

How can I reset my password?

There are couple of ways to do this:

- 'Change password' from the 'My Account' menu on a desktop
- 'Change password' from the main menu on a tablet or mobile device
- 'Forgot Password?' on the main 'Signin' page

Each will require your customer number, recent DPDN and for you to enter a new password

Contact Us

How can I get in touch?

It's quick and easy - simply, go to 'Contact Us' and select which department you would like to contact. Enter a Name, Email address, and your message.

Once complete click on 'SUBMIT' and you will receive a response by the end of the next working day.

Report Zero Credit

I have returned a title, but haven't received any credit. How can I query this?

All you need to do is click on the 'Zero Credit claim' button from 'My Credits & Charges' section:

- Enter the name of the title you want to query,
- Select the issue you are querying
- Adjust the quantity and submit your query

You will get confirmation that your query has been received, for an update to the status please use the Returns query option on the side menu. When the query is accepted you will see the credit in the My credits section.

DASHBOARD

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 Services/App helpdesk

The dashboard shows that I have delivery alerts, but I can't see any in "My Deliveries".

If you click on 'Goods Supplied' the 'My Delivery' section you should find them. Otherwise you will need to click on 'Report the Issue' so we can fix this for you.

One of the sections, such as Newspapers or Part works, is blank on my dashboard. What does this mean?

It means there are no deliveries of that particular product today, if this is incorrect please let us know.

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 cop-ies you have received.

I have selected my claims, what next?

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 it's 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 the side menu will open.

For more information

SNapponline.co.uk

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APPENDIX—Frequently Asked Questions

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.

I want to order some stickers or collectables, how many are in a box?

All our stickers and collectables have the content of the box included in the title name e.g. Match Attax (50).

Epos Download

How can I change my download location on Chrome?

You can choose a location on your computer where downloads should be saved by default or pick a specific destination for each download:

On your computer, open Chrome

At the top right, click More and then Settings

At the bottom, click Show advanced settings

Under the "Downloads" section, adjust your download settings:

To change the default download location, click Change and select where you'd like your files to be saved

If you'd rather choose a specific location for each download, check the box next to "Ask where to save each file before downloading."

How can I change my download location on Internet Explorer?

Open Internet Explorer, select the Tools button, and then select View downloads

In the View Downloads dialog box, select Options in the lower left hand corner

Choose a different default download location by selecting Browse, and then select OK when you're done

How can I change my download location on Firefox?

Click the menu in the top right corner of the browser

Click Options

Click General

In the Downloads section, choose where to save

For more information

SNapponline.co.uk

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