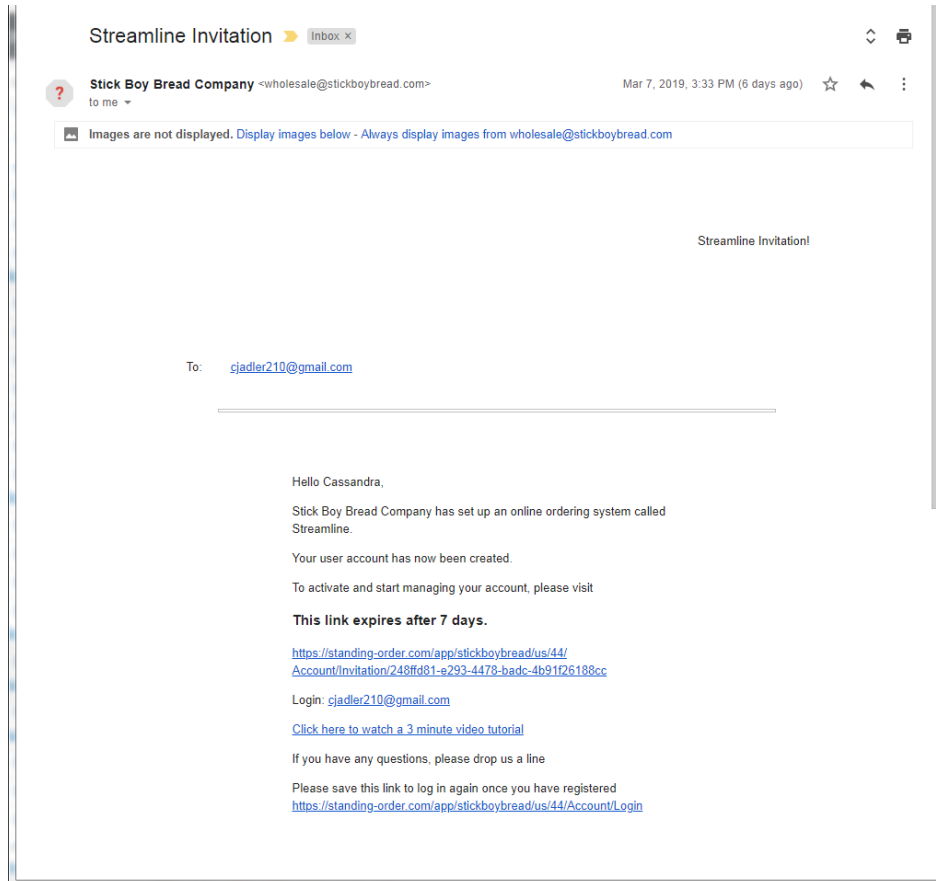


GETTING SET UP

You will be receiving an email from wholesale@stickboybread.com with an invitation to set up your Streamline account. Follow the links in the email to:

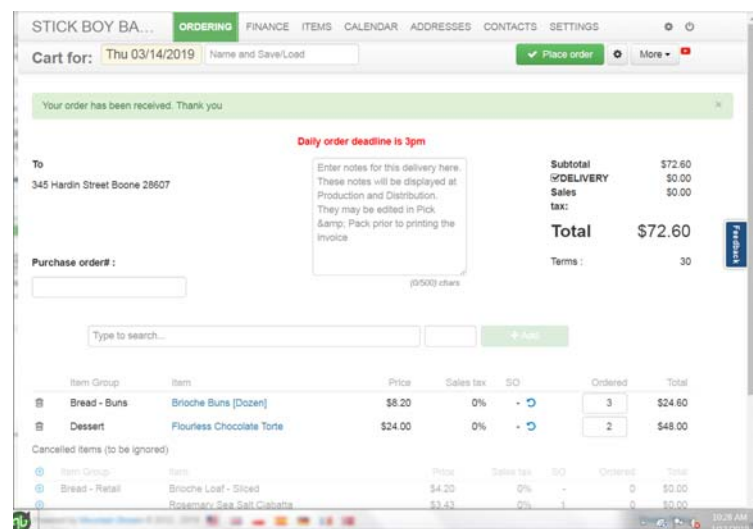
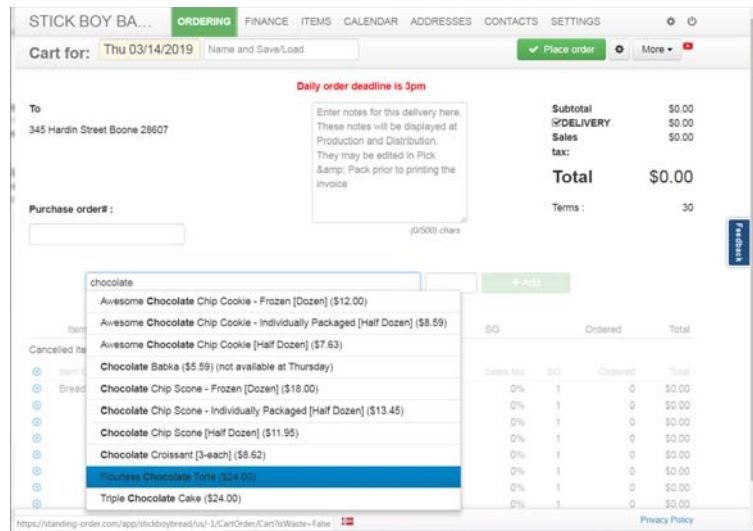
1. Create your online account and password
2. Watch a quick 3 minute video that walks you through ordering and your calendar
3. Bookmark link for future logging in



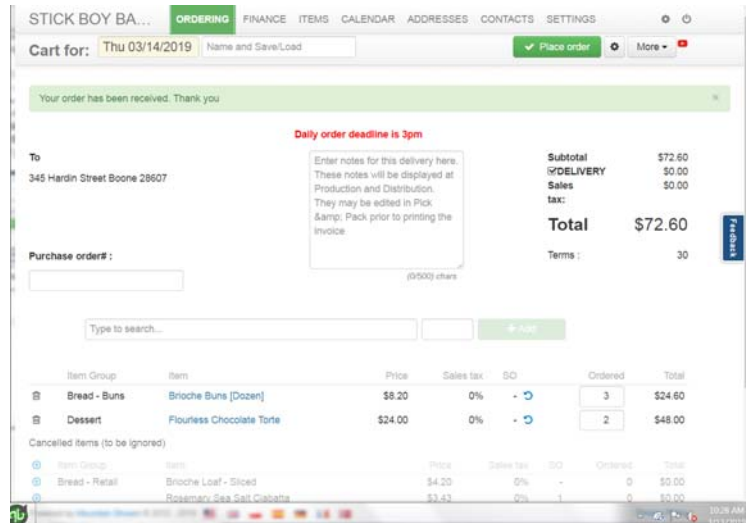
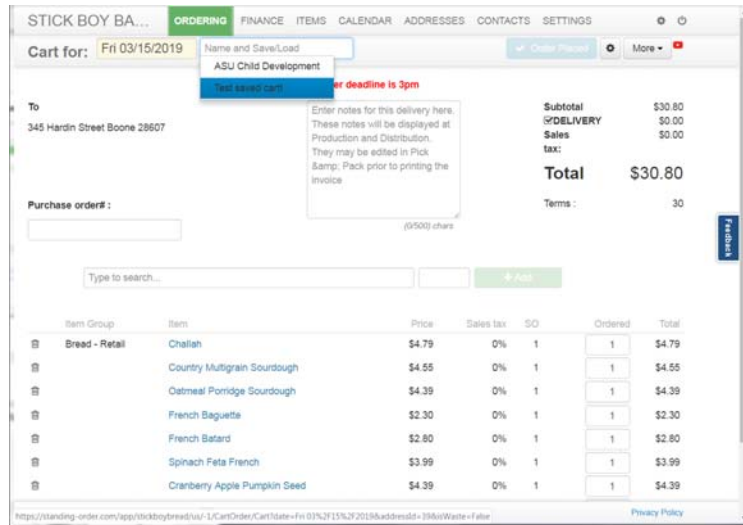
ORDERING

When you log in, you will automatically land on the next day's shopping cart. If you have a standing order set up, those items will automatically show up in your cart. If you don't have a standing order for that date, your cart will show up as empty. **The daily deadline for next day's order is 3pm, but you can set up future orders as far in advance as you'd like. All future cart orders remain editable until that 3pm day before delivery deadline regardless of whether the order has already been placed.** You have three options for getting an order set up (note that if you're using a mobile device to order, you will need to turn the device horizontal to access the full ordering screen):

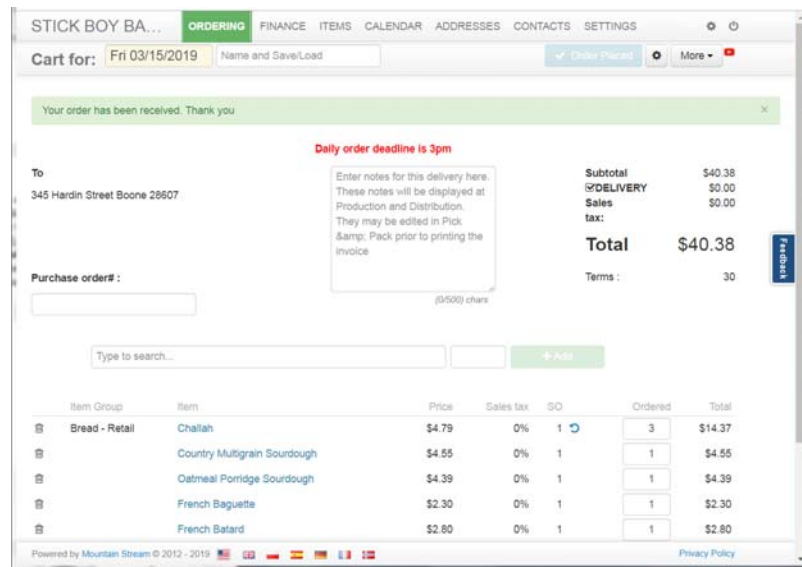
1. **ON THE FLY** – Start with a blank cart and manually add items using the “Type to search...” box. Any word within a product name can be used for searching. Put in the quantity and add to the cart. All quantities can be adjusted or items deleted while sitting in the cart prior to the 3pm day before delivery deadline. Use the delivery notes text box to input any notes on packaging or delivery related to your order. Once done, simply “Place Order” using the green box in the top right. A green confirmation box will show up at the top of your cart and you will get an email confirmation of the order placed. Think you may want to place this order again in the future? Give it a name and make it a saved cart!



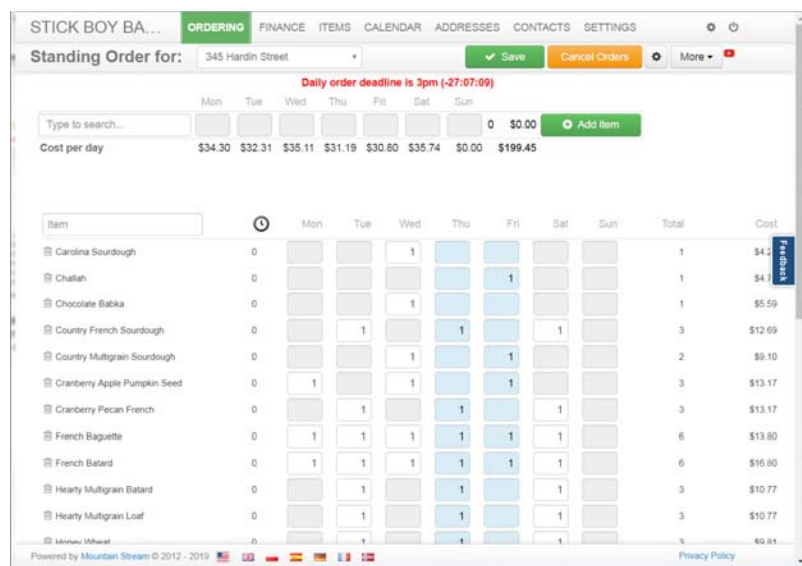
2. **SAVED CART** – If you’ve previously created and saved a cart (or maybe we did for you! Go ahead and check!), you can load it by clicking in the text box next to the date. All previously saved carts will show up to choose from. Once loaded, this cart is fully editable until the 3pm day before delivery deadline. You can choose to save changes to the cart as a new saved cart or a saved update to the existing one. Use the delivery notes text box to input any notes on packaging or delivery related to your order. Simply “Place Order” when you’re done. A green confirmation box will show up at the top of your cart and you will get an email confirmation of the order placed.



3. **STANDING ORDER** – If you’ve previously set up a standing order (or maybe we have for you! Go ahead and check!), the items associated with the day of the week you’re editing will automatically populate in the cart. This cart is fully editable until the 3pm day before delivery deadline. Any changes made directly in the cart will only affect that day’s cart and will not affect your standing order. **It is important to note that any standing order will automatically be placed at 3pm if not canceled or amended and manually placed.** If changes are made to a standing order in the cart, the order must be manually placed using the green “Place Order” button in the top right. A green confirmation box will show up at the top of your cart and you will get an email confirmation of the order placed.

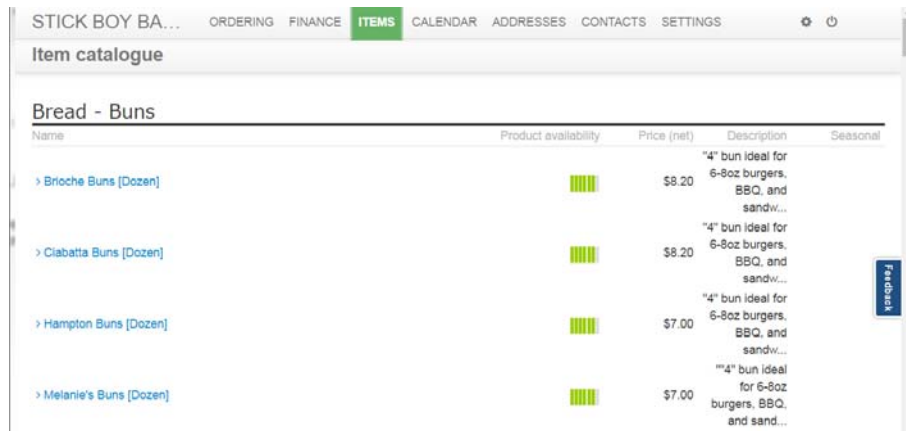


If you’re looking to make or update a standing order, go to the top left tab Ordering → S. Order. Here you can add items and assign quantities to specific days of the week. Breads that follow our bread schedule will only allow quantities to be added on the days they’re offered.



ITEM CATALOGUE

The item list can be viewed by going to the Items tab at the top middle. This will show items broken down by item group. Information provided includes daily availability, price, description, and seasonality. If you hover your mouse over the product availability field, you will see a pop-up detailing which days the item is available. If you hover your mouse over the description field, you will see the full description that gets cut off on the screen.



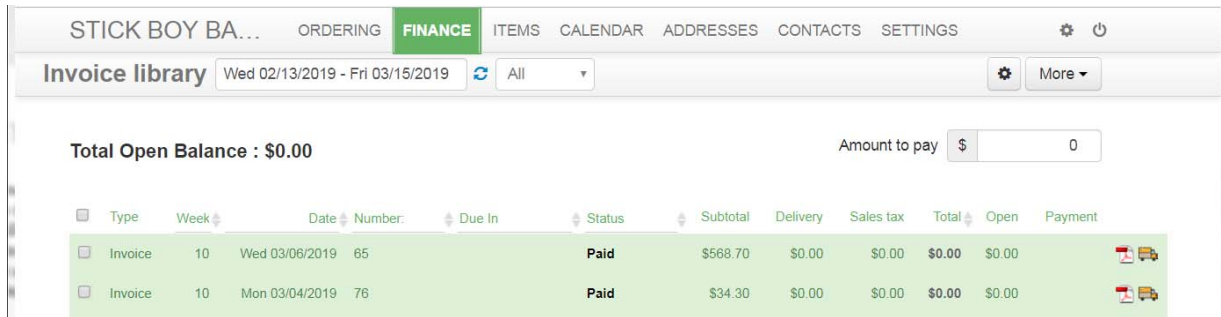
Name	Product availability	Price (net)	Description	Seasonal
> Brioche Buns [Dozen]		\$8.20	"4" bun ideal for 6-8oz burgers, BBQ, and sandw...	
> Ciabatta Buns [Dozen]		\$8.20	"4" bun ideal for 6-8oz burgers, BBQ, and sandw...	
> Hampton Buns [Dozen]		\$7.00	"4" bun ideal for 6-8oz burgers, BBQ, and sandw...	
> Melanie's Buns [Dozen]		\$7.00	"4" bun ideal for 6-8oz burgers, BBQ, and sand...	

Some tips on what to look out for when selecting items for your cart:

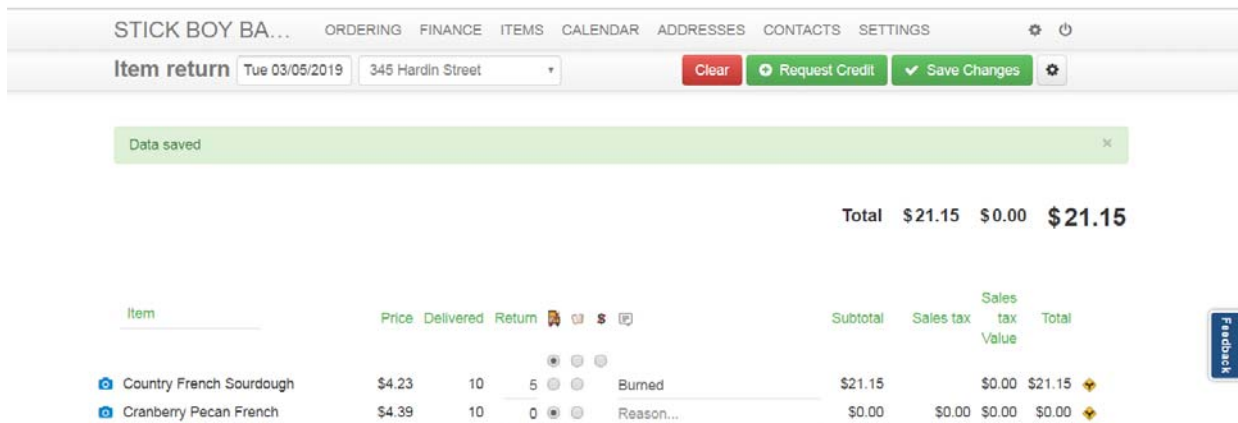
- Bread availability – Retail breads will still follow our weekly bakery schedule and Streamline will only allow you to order them on schedule. Certain retail breads are available to order off schedule with an 8 loaf minimum and will be noted as such in the item name.
- Sliced bread – Most retail and feature breads have two nearly identical items listed, one without any slicing indication (this means unsliced) and one which specifies sliced. Wholesale specific breads are typically sliced but will be indicated in the item name as such.
- Pastry – Most muffins, cookies, scones, and sweet rolls will have three separate nearly identical items.
 - Fresh item without packaging
 - Fresh item individually packaged
 - Frozen item
- Bagels – All bagels have three nearly identical item options.
 - Whole bagels packaged in bags of 6
 - Sliced bagels packaged in bags of 6
 - Individually packaged and sliced bagels
- Pack size – Most items are now exclusively offered in specific pack sizes. For example, rolls and buns must be ordered in dozens, fresh cookies and scones and muffins in half dozens, bagels in half dozens, etc. This pack size applies to each specific flavor and not the category as a whole (you can't order 3 magic cookies and 3 awesome chocolate chip cookies to get the 6 – they must all be the same). All pack size are noted in the item name. **Keep in mind the quantity you enter is the multiple of the pack size.** Here are some examples:
 - To order 24 southern sourdough buns (which are sold in dozens), you would enter quantity 2
 - To order 18 classic bagels (which are sold in half dozens), you would enter quantity 3
 - To order 3 croissants (which are sold in 3's), enter quantity 1
 - To order 12 cookies (which are sold in half dozens), enter quantity 2
- To find and add items from your daily or standing cart, you can enter any key words and all items containing those words will show up as options. All items with an * are limited time Featured!

INVOICING / REQUESTING CREDITS

With the move to Streamline, our order packing and delivery process will include more documentation. Your delivery will include a packing slip that has been updated by the delivery person to note any discrepancies from your order. Based on these discrepancies, the delivery person will update your unprocessed invoice following delivery and then publish it. Published invoices can be emailed to you on a daily basis as well as viewed in the Finance tab > Invoice Library at any time. Adjust the date range and drop down to narrow your search of financial statement. You will see the total amount owed above all statements. A weekly open balance statement will be emailed to you. Payments will continue to be made via Square or check/cash through Abby at the bakery.



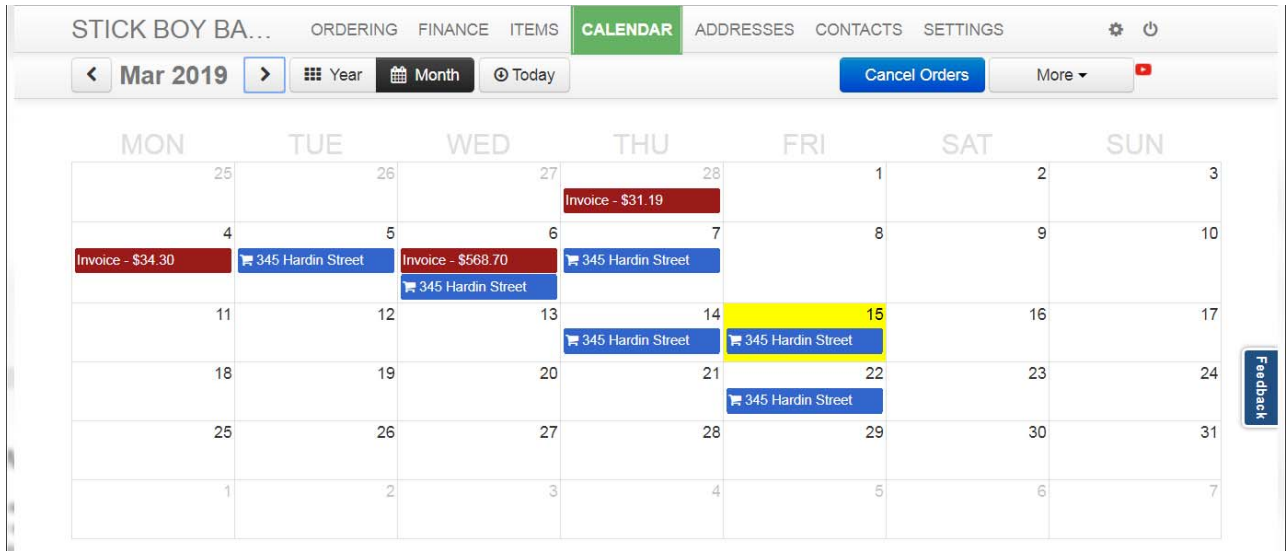
Should you notice any issues with your order after the delivery person has left, you are able to submit a request for credit through Streamline. In the Ordering tab, there will be a link for Credits. You will automatically land on your most recently processed order, but you can click on the date field to switch to any other day's order. All items from that order will show up with order quantities, and you're able to enter in a return quantity and check a box for "Undelivered," "Damaged," or you can type a reason. For items with pack sizes, you can put values less than 1 if the entire pack isn't being requested for credit, or just put 1 and we can adjust on our end. The total amount you're requesting to credit will be totaled at the top right. You have the choice to "Save Changes" if it's possible you will need to further edit that credit request, or "Request Credit" to submit for approval.



CALENDAR

The Calendar tab is available to show your history of orders and invoices as well as any future cart orders. This is a great feature to utilize for special events in the future so you can place an order now and see it in the calendar. Note that any standing order that was processed without any adjustments or manual cart submission will not show on the calendar, but the corresponding published invoice will. Clicking a cart will redirect you to that day's shopping cart. Clicking an invoice will download a PDF copy of that invoice.

You can also use the calendar to cancel orders associated with any given future day, which is especially helpful if you have a standing order set up and know you will be closed (i.e. for holidays or special events).



EMAILS

One thing to note is that you have a choice over whether you receive emails from Streamline. The great aspect of managing your account online is that your invoices and open balance are always accessible view at any time. Should you not need emails regarding your cart changes / confirmations or published invoices, we can turn the email feature off for you. If receiving these emails is beneficial to you or your company, the feature can be turned on. Please let us know your preferences!