



# QUICK REFERENCE GUIDE: SITE MESSAGING & TROUBLESHOOTING

## SIGN-IN PAGE

PORTAL ACTIVITY	MESSAGE OR ISSUE DETAILS	WHAT TO DO
Log-in attempt failed because user is not an approved, deactivated, or has no account.	Error message: We can't seem to find your account	Contact AFH Support at peetsafh@peets.com and they can provide assistance.
Log-in attempt failed because account is on invoicing hold with collections.	Issue: User account on invoice hold - portal account temporarily deactivated	Contact AFH Support at peetsafh@peets.com and they can provide notification of invoice hold to customer's accounting team.
Log-in attempt failed and user clicks <i>Trouble Logging In?</i> link in Footer of page.	Informational message: Please contact AFH Support at peetsafh@peets.com or call 888-301-7338.	Contact AFH Support at peetsafh@peets.com or call 888-301-7338.

## HOME PAGE

PORTAL ACTIVITY	MESSAGE OR ISSUE DETAILS	WHAT TO DO
Accepting site cookie settings.	This site uses cookies for analytics and personalized content. Accept to continue. [CTA: ACCEPT]	Click <i>Learn more</i> for additional details, or click ACCEPT button.
Search products using the search field located in the page header.	Error message: No products found for the given search term	Validate your search criteria is accurate and confirm you are in the correct catalog.
Search products using navigation categories at top of page.	Error message: No products found for the selected category	Validate your search criteria is accurate and confirm you are in the correct catalog.

## MY ACCOUNT PAGE

PORTAL ACTIVITY	MESSAGE OR ISSUE DETAILS	WHAT TO DO
Attempt to switch catalogs when items are in cart from current catalog.	Error message: You are currently unable to swap catalogs because you have items in your cart, either complete your transaction or save your cart to an order template	Best practice: Complete checkout of items in cart. Once items are processed and cart is empty, return to Catalog page and switch catalogs.
Attempt to access templates from another catalog.	Error message: Your order template list is empty.	Confirm you are in the correct catalog. If needed, switch catalog and access templates page again to view templates from secondary catalog. If error message continues, there may be no saved templates available.
View order history from another catalog.	Error message: This product is not available at the moment.	Message is advising that you cannot add items from order history from secondary catalog. Switch catalogs to view order details and add items to cart from order history.

## PRODUCT PAGES - TEMPLATES

PORTAL ACTIVITY	MESSAGE OR ISSUE DETAILS	WHAT TO DO
Create a new template. Add Items/quantity to order template by clicking ADD TO ORDER TEMPLATE button when user has no saved templates.	Informational message: You have not created any order templates. Order templates will be saved to your account. You can reuse them in the future to speed up the checkout process. Create an order template and add this item to it.	Click CREATE AN ORDER TEMPLATE, enter your new template title, and click CREATE.
Create or Update a saved template. Add Items/quantity to order template by clicking ADD TO ORDER TEMPLATE button.	Select a template or create a new one. You have <n> template(s).	Click CREATE NEW template or ADD TO TEMPLATE button to add an existing/saved template.
Update a saved template. After clicking ADD TO ORDER TEMPLATE, click ADD TO TEMPLATE button to add item to an existing/saved template.	Informational message: Duplicated products This product has been added to the selected order template in the past. Do you want to update the product quantity in the order template?	Click YES, UPDATE QUANTITY button or CANCEL to go back and select another template item(s).
Create or Update a saved template. cLICK CREATE NEW template or ADD TO TEMPLATE button to add an existing/saved template.	Informational message: <n> item added to order template. NOTE: when adding items to an Order Template, items are NOT automatically added to your cart.	Close window and continue shopping, click VIEW ORDER TEMPLATE to view template details, or click CONTINUE SHIPPING.



## PRODUCT PAGES – ADD TO SHOPPING CART

PORTAL ACTIVITY	MESSAGE OR ISSUE DETAILS	WHAT TO DO
View product page stock level messaging for out of stock item - Message appears above ADD TO CART button.	Informational message: Out of stock	Check back later to see if inventory status has changed. If item is out of stock for an extended period of time, contact your Peet's Support Team for ETA.
View product page stock level messaging for item with low stock - Message appears above ADD TO CART button.	Informational message: Low Stock	If item is required user will only be able to add the allowable quantity to cart.
View product page stock level messaging for item that has available stock - Message appears above ADD TO CART button.	Informational message: Available	Add item to cart or continue shopping
Attempting to add quantity when you have a quantity of the same item already in cart that when combined would exceed the portal max amount of 10000 units - Message appears in unit/quantity box on product page and above ADD TO CART button	Error Message: You already have <quantity> of this item in your shopping cart. You can only add 10000 of this item to your shopping cart	Reduce quantity of item before checkout.
Attempt to add additional quantity of an item that is already in shopping cart and total quantity exceeds what is available in inventory - Message appears in unit/quantity box on product page and above ADD TO CART button.	Error Message: You already have <quantity> of this item in your shopping cart. You can only add <quantity> of this item to your shopping cart.	Reduce quantity of item before checkout.
Attempt to add quantity greater than what is available in inventory - Message appears in unit/quantity box on product page and above ADD TO CART button.	Error Message: There are only <quantity> products left. Please choose quantity within the available range.	Reduce quantity of item before checkout.

## MINI-CART WINDOW

PORTAL ACTIVITY	MESSAGE OR ISSUE DETAILS	WHAT TO DO
View mini cart.	Informational message: A minimum of \$15 per order is required to complete check out	No immediate action. User must ensure their cart total is greater than \$15
View mini cart.	Informational message: Looks like your cart is empty.	No immediate action. User can add items to cart and view in mini-cart  NOTE: Navigation links in mini cart are catalog dependant and may not provide the desired results when clicked.

## SHOPPING CART PAGE

PORTAL ACTIVITY	MESSAGE OR ISSUE DETAILS	WHAT TO DO
Use quick add option at top of shopping cart and attempt to add an item from a secondary catalog.	Error Message: This item doesn't belong to the current catalog. Please swap the catalog to add the item to the cart.	Complete checkout of items from current catalog before attempting to add items from a secondary catalog.
View and confirm products(s) in Shopping Cart. Product(s) added to cart that are no longer available to ship with your order. Item is temporarily out of stock.	Error Message: There are some issues.<item description>: This product is no longer available. Please remove it from the cart.	Remove item that shows "Out of stock" status in cart.



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## CHECKOUT PAGE

PORTAL ACTIVITY	MESSAGE OR ISSUE DETAILS	WHAT TO DO
Attempt to complete checkout when cart total is under the site minimum order requirement of \$15.00.	Error Message: A minimum of \$15 is required to complete your order. Please add more items to your cart.	Continue shopping and add more items to your cart.
Attempt to complete checkout and when order total is greater than available credit.	Error Message: Something went wrong. Please try again later.	In Payment Method section of Checkout you can click Account Credit and view available credit (For multi-unit accounts total available credit encompasses all locations). If current order is the cause of exceeding the credit limit, user can reduce quantity and order total. If available credit exceeded beyond current order, contact Peets AFH at peetsafh@peets.com.
Attempt to complete checkout and apply invalid amount in Payment Method (greater than, less than, or not equal to the order total)	Error Message: Invalid amount	Restart checkout and click APPLY in Payment Method without changing the order value.
Attempt to complete checkout. In Payment Method section user does not click APPLY order total before clicking SAVE AND CONTINUE button.	Issue: In Payment Method section if user does not click APPLY order total before clicking SAVE AND CONTINUE the PLACE ORDER button does not work. There is no error message that appears and user cannot return to APPLY order total.	Restart checkout and go back to Payment Method section. Click APPLY without changing the order value before clicking SAVE AND CONTINUE. This will allow user to complete checkout.
Complete checkout and view tax line in Order Summary box	Informational message: Tax = To be calculated	No immediate action. NOTE: If user account is subject to a tax assessment, tax will be reflected on the order confirmation page. If user account is NOT subject to a tax assessment, there will be no tax line on the order confirmation page.

## CHECKOUT PAGE – CREDIT CARD PAYMENT METHOD

PORTAL ACTIVITY	MESSAGE OR ISSUE DETAILS	WHAT TO DO
Attempt to complete checkout and user enters incorrect credit card Name on Card field in Payment Method.	Error messages: Name field is required	Confirm and re-enter name on card.
Attempt to complete checkout and user enters incorrect credit card Credit Card Number field in Payment Method.	Error messages: Credit Card is Invalid	Confirm and re-enter credit card number.
Attempt to complete checkout and user enters incorrect credit card MM and YY date fields in Payment Method.	Error messages: Expiry must be in the future	Confirm and re-enter expiry date on card.
Attempt to complete checkout and user enters incorrect credit card CVV code field in Payment Method.	Error messages: CVV is invalid	Confirm and re-enter CVV on card.
Attempt to complete checkout and authorization failed selected credit card.	Error Message: Something went wrong. Please try again later.	Contact your financial institution for assistance. If you continue to have issues, please contact Peets AFH at peetsafh@peets.com.

## ORDER CONFIRMATION PAGE

PORTAL ACTIVITY	MESSAGE OR ISSUE DETAILS	WHAT TO DO
Attempt to switch catalogs when items are in cart from current catalog. Instead of completing checkout, user moves items from cart to template to process later. User can then switch catalogs and process a new order. Message appears at bottom of order confirmation page when completing new order.	Informational message: <template name> + "Copy to cart" button	Add items from template to cart and complete checkout. This template was generated when user moved items from cart to template to process later.
View order confirmation details after completing checkout.	Informational message: Confirmation email sent to all order contacts listed on your account.	No action. Informational message advising that, in addition to the portal confirmation email sent to the logged user, the PDF order confirmation copy has been sent to all ordering contacts listed on the account

