

PROJECT PACKET

Freshpet Cooler Install



QUESTION TYPE	WHO TO CONTACT
General Project Questions	District Manager
Apollo HOTLINE	1-813-712-2560 available from 8AM Eastern Time to 8PM Eastern Time
Scheduling Issues	District Coordinator or District Mgr.

SUMMARY

Prior to your visit to store a MANDATORY PRE-CALL will be made by APOLLO CORP 2 days prior to your visit. YOU DO NOT NEED TO CALL THE STORE

- A precall will be made to the store 2 days prior of execution date to confirm the following:
 - Explain that we are coming into install Freshpet cooler.
 - Give the date of the visit.
 - Confirm that the store has received the Chiller.
 - Confirm that electric has been installed where the cooler will be placed.
 - Confirm that the space has been cleared out for placement

APOLLO has instituted a NEW HOTLINE # that will be mandatory to call prior to you leaving the store to ensure the store is set correctly. This hotline can also be used in the event you happen to run into any issues at the store

Issues as such:

- Store not ready upon your arrival or Mgr. refusal
- Chiller damaged or not working
- Planogram supplied to you is not accurate
- Any further issues that prevents you from completing your assignment

It's important that your call this number if you experience any issues at the store to avoid any revisits back to the store

HOT LINE NUMBER 1-813-712-2560 is available from 8AM Eastern Time to 8PM Eastern Time

TOOL REQUIREMENTS

- In addition to regular tools that you normally carry you will need the following:
 - Utility Knife
 - Pair of plyers
 - Socket set for un bolting chiller from pallet
 - Tape Measurer



STEP 1 – UPON ARRIVING AT THE STORE

- Arrive at the store at your scheduled time.
- Make sure you call the IVR number @ 1.800.484.0254 to check in once you arrive
- You will also need to call the IVR number upon completion of project as well
- Sign in at the vendor log book at Customer Service (if store requires)
- Check in with the manager or pet department manager and let them know that you are there to install the FreshPet Chiller.
- Advise store management to print the tags while the chiller is in the process of being installed to save time

STEP 2 – UNPACKING THE CHILLER

- Locate the Chiller in the back room.
 - Take the utility knife and carefully cut the plastic surrounding the chiller from the top to the bottom.
 - Remove the plastic, cardboard top, side rails, and styrofoam.
 - **Discard in proper location at the store.** Make sure the cardboard is placed in the bailer, etc.
- Remove shelves from base deck of the Chiller.
 - The shelves will be secured inside the Chiller you are installing.
 - You will receive a FreshPet Cooler specific / store specific plan-o-gram that will show the proper shelf height and item locations for the left and right sides of the Chiller.
 - Remove channel strips and bag of silver shelf clips and place them to the side.
 - Make sure you have the correct plan-o-gram the appropriate plan-o-gram for the Chiller you are installing. You should receive your plan-o-gram in e-mail the day prior. If for any reason you do not have POG please call the Apollo Corp Hotline as mentioned above
 - Follow the plan-o-gram and set the correct shelf heights for both the left and right sides.
 - Once the shelf heights are set you will need to attach the channel strip holders to each shelf. They will snap on easily with the lip and opening facing up.
 - Place FreshPet graphics (green) inside the channel strips (note that Whole Food Stores should have beige strips and note green).
 - The graphics strips will need to be placed
 - Price tags will also be placed in this channel strip.
 - Place price tag in its proper location and are set to the left of the product
 - Ask Pet Department Manager to print price tags for all items (use scannable UPC list)
 - Price all shelves (even if product is not there)

PLEASE NOTE!!!! Its is important that price tags placed on the chiller prior to you leaving. If store is unable print for you please explain in detail as we will need to advise Freshpet as to why we were not successful. Writing "No Tags" on sign off sheet will not be acceptable. Scan coordinator not present at time of visit or store could not make tags because ____**. We just need to explain in detail why we were not able to place

- **For TRUE manufactured chillers only:**
 - Take the 9/16' ratchet wrench and remove the shipping bolts on the four corners of the chiller attached to the pallet.
 - They can be accessed from the front and the back.



- The power cord will be located on the back side of the Chiller at the bottom of the unit.
 - This will be secured with tape and a zip tie.
 - Both should be cut with the utility knife – please make sure to not cut the cord.
- Once you have completed these steps, the Chiller is ready to be moved onto a pallet jack.

STEP 3 – MOVING THE CHILLER

- Move the pallet jack up against the pallet.
- Jack it up so the forks of the jack are level with the pallet.
- Slide the Chiller onto the forks of the pallet jack and jack it up a little more.
 - Now the Chiller can be moved to its location.
 - Before leaving the back room, make sure pallet and all packing materials, tools, etc. are put away and your area is clean.
- **USE EXTREME CAUTION WHILE MOVING THE CHILLER FROM THE BACK ROOM TO THE PET DEPARTMENT**
- Once you have it close to the location, let the pallet jack down and move it out of the way.
 - Make sure condensation hose is placed inside the drip pan.
- **Placement of Chiller**
 - **FOR Wal-Mart STORES ONLY – the cooler must be installed on floor - no exceptions.** If store personnel insists on installing the cooler on the base deck, do not install and call APOLLO HOTLINE
 - FOR ALL OTHER STORES***ITS OK TO INSTALL ONTO A BASE DECK AS LONG AS THE COOLER IS NO MORE THAN 48 INCHES HIGH or 4 ft. FOR THE LARGER COOLERS that are over 4 FT HIGH SHOULD NEVER BE PLACED ON A BASE DECK AND WILL EITHER NEED TO SIT ON THE FLOOR OR BE INSTALLED WITH LEGS. INSTALLING LARGER COOLERS ON A BASE DECK WILL REQUIRE A REVSIT BACK TO STORE
 - Legs will be sent to your shipping address based on the chiller type and store shelving
- Plug in the Chiller and slide it into place.
 - **MAKE SURE NO ASSOCIATES OR CUSTOMER ARE IN THE AISLE OR IN THE AISLES WHEN PLACING THE CHILLER.**

STEP 4 – SETTING THE CHILLER IN PLACE

- Once the Chiller is in place you will need to make sure it is level.
 - This can be done by placing level on top of the Chiller to check if it is level in the front and back.
 - If adjustments need to be made, the legs will adjust and unit leveling is accomplished.

STEP 5 – STOCKING THE CHILLER

- Get a shopping cart and retrieve the FreshPet products from the back Chiller.
 - FreshPet food should be stored in the dairy Chiller in the back but also check other refrigerated Chillers if you don't find it in dairy.
- Stock refrigerator according to plan-o-gram.
- **Check thermometer and make sure Chiller is cooling properly.**
 - Ideal temperature is 30-42 degrees.

- This temperature is usually reached when doors have been shut for a few minutes.

STEP 6 – COMPLETING THE PROJECT

- Review the Installation Checklist to confirm that all steps have been completed.
- Review the finished display with your store contact.
- Fill out the Project Completion Report and have store contact sign.
- Capture the serial #'s on the Chiller(s) that you installed

STEP 7 – MANDATORY PHOTOS REQUIREMENTS

There are 5 required pictures/photo's for all stores. All Photo's needs to be clear for the customer Fresh Pets.

- Take a photo of the chiller setting in the aisle to show what is around the chiller
- Take a photo of the thermostat showing the chiller at the proper temperature
- Take a photo of the serial number plate in the upper left corner of each chiller
- Take a photo of the sign completion form (the photo need to show the entire form to be approved).
- Report your work.
 - Work must be reported same day that it is completed.

Finish off with the Freshpet HOTLINE to report your work ! Freshpet automated hot line will ask a few questions about your install and must be called in prior to leaving

Freshpet Hotline number 1-866-484-2712

