



## **Holiday Message on Ordering Device**

November 19, 2025

Dear Valued Customer:

We would like to take this opportunity to let you know that we will be placing your Thanksgiving holiday schedule (which you have already seen) onto your ordering device effective Thursday November 20<sup>th</sup>. This is an effort to assist you, so you do not miss placing orders during the holiday week. We will not be able to accommodate any special requests so it's extremely important that you place your orders for the holiday week based on your stores' holiday delivery schedule.

Please know that you will need to acknowledge that you have reviewed your holiday delivery schedule each time you place an order effective November 20<sup>th</sup> thru Friday November 28<sup>th</sup>. Your holiday delivery schedule could begin as early as Friday November 21<sup>st</sup> depending on your stores' holiday delivery schedule.

Please see the screenshots below for the instructions on how to navigate the prompts that will happen each time you place an order between November 21<sup>st</sup> and November 28<sup>th</sup>.

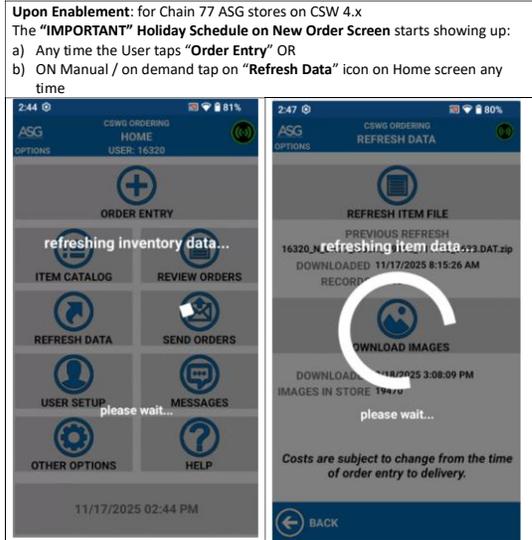
If we can be of any assistance, please don't hesitate to reach out to anyone on our team.

Sincerely,

Damaris Hernandez

Senior Director, Customer Experience

C&S Wholesale Grocers



**Holiday Schedule Notification turned on the OE Handheld during holiday period. User will need to Acknowledge the schedule before proceeding with every New order. Enabled for Stores from chains : 77**

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| <ol style="list-style-type: none"> <li>1) Tap on the NOTE HOLIDAY BILLING SCHEDULE field.</li> <li>2) User is expected to tap / populate all "required" fields- marked (*). No change .</li> <li>3) The new Required field added IMPORTANT ! (*)</li> </ol> | <ol style="list-style-type: none"> <li>4) If the user ignores to Tap and populate the IMPORTANT ! (*) field, the App will prompts with a Stander Alert. " ....Please complete all requirements".</li> </ol> | <ol style="list-style-type: none"> <li>5) The app navigates to the IMPORTANT - HOLIDAY BILLING SCHEDULE information screen.</li> <li>6) User will need to tap on "Tap here" to Acknowledge the Holiday schedule .</li> <li>7) Tap "BACK" to Start writing the New Order</li> </ol> | <ol style="list-style-type: none"> <li>8) Tap the NEW + button             <ul style="list-style-type: none"> <li>➢ The app progresses to the next stage of the order creation - process same as usual.</li> <li>➢ Add items to Order and Submit.</li> </ul> </li> </ol> |
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