

Step 1: Finding Order

Getting Started:

- Step 1: Open **Edible Connect** inside the SMS Application

The screenshot shows the Edible Connect interface. The top navigation bar includes 'Home', 'New Order', 'Edible Connect' (with a '30' notification), 'Point of Sale', 'Production', 'Fast Fruit', 'Delivery', 'Pickup', 'Customers', 'Reports', 'Team', and 'ncompass'. The main content area is titled 'EACconnect' and has tabs for 'Summary', 'Orders (195)', 'Order Lookup', 'Guest Con. (113)', 'Messages (0)', 'Shipping (0) (Today 0)', and 'Other Option'. The 'Summary' tab is active, displaying a table of order categories:

Category	New	Count	Total	View
Internet Orders	180	181	12,043.21	View
IF Incoming Orders	0	0	0.00	View
IF Outgoing Orders	162	162	15,802.23	View
Call Center Orders	0	0	0.00	View
EEnterprise Incoming	1	1	158.61	View
EEnterprise Outgoing	209	209	23,187.27	View
Messages	0	0		View

Below the table is an 'Availability' calendar showing dates from Wednesday 08 to Tuesday 14. The status bar at the bottom indicates 'Wed October 8, 2025 06:42 pm | Store # 904 | Status Ready - Convention 1 | DAILY PIN: 8948 | Support | Netsolace Gateway | Credit Cards | Online'.

- Step 2: Click on the **Orders** tab or **Orders from options** tab or click on view button corresponding to Internet Orders.

This screenshot shows the same Edible Connect interface, but with the 'Orders (195)' tab selected in the main navigation bar. The 'Options' menu is open, showing a list of items including 'Inbox', 'Orders (195)', 'Order Lookup', 'Guest Connection (113)', 'Brochures (0)', 'Messages (0)', 'Business Leads & Events (0)', 'Stock Orders (0)', 'Messages', 'Store Settings', 'Product Management', 'Order Management', 'Shipment', 'Inter-Franchise', 'Reports', and 'EACconnect Closeout'. The 'Orders (195)' item is highlighted with a red box. The main content area still shows the 'Summary' tab with the same order category table as in the previous screenshot. The status bar at the bottom is identical to the previous screenshot.

- **Step 3: Open the desired order from the Orders list**

Serial #	Order Number	Order Date	Order Type	Delivery/Pickup	Customer	Recipient/Pickup	Order Total	Order Status
1	W0000152692-1	10/08/25 12:42a	Local	10/08/25	Srinath Dhamodharan	Srinath Dhamodharan	\$34.01	New
2	W0000152691-1	10/08/25 12:33a	Local	10/08/25	Srinath Dhamodharan	Srinath Dhamodharan	\$34.01	Imported
3	W0000152690-1	10/07/25 10:23p	Local	10/08/25	hajra bajwa	hajra bajwa	\$75.47	New
4	W0000152684-1	10/07/25 07:32a	Local	10/08/25	Srinath Dhamodharan	Srinath Dhamodharan	\$29.76	New
5	W0000152681-1	10/06/25 05:10a	Local	10/06/25	Srinath Dhamodharan	Srinath Dhamodharan	\$34.01	New
6	W0000152680-1	10/06/25 02:39a	Local	10/06/25	hajra hassan	hajra hassan	\$56.34	New
7	W0000152679-1	10/06/25 02:34a	Pickup	10/06/25 03:00p	hajra hassan	hajra bajwa	\$40.40	New
8	WX0000152678-1	10/06/25 12:08a	Local	10/07/25	Deepthi Ambati	Deepthi Ambati	\$122.27	Printed
9	WX0000152677-1	10/06/25 12:05a	Pickup	10/07/25 11:30a	Deepthi Ambati	Deepthi Ambati	\$148.84	New
10	W0000152676-1	10/06/25 12:02a	Local	10/06/25	Srinath Dhamodharan	Srinath Dhamodharan	\$34.01	New
11	W0000152675-1	10/05/25 09:33p	Pickup	10/06/25 02:00p	Hajra Hassan	Hajra Hassan	\$23.39	New
12	WX0000152674-1	10/02/25 11:32p	Pickup	10/04/25 02:00p	Deepthi Ambati	Deepthi Ambati	\$122.27	New
13	WX0000152673-1	10/02/25 10:57p	Local	10/06/25	Hajra Bajwa	Hajra Bajwa	\$54.22	New
14	WX0000152670-1	10/02/25 10:21p	Pickup	10/06/25 02:00p	Hajra Hassan	Hajra Bajwa	\$122.27	New

- **Step 4: Send the order to NASH through the Send Order to NASH Button**

Edible Arrangements - 904
Edible Plaza
1920 Dixwell Ave
Hamden, CT 06514
Ph: 973 654 3210

Website Order
Wednesday, October 08, 2025 12:40 AM

W0000152691-1 Placed on Wed, 10/8/2025 12:33 AM First Reviewed on Wed, 10/8/2025 12:40 AM
INET-904-118736

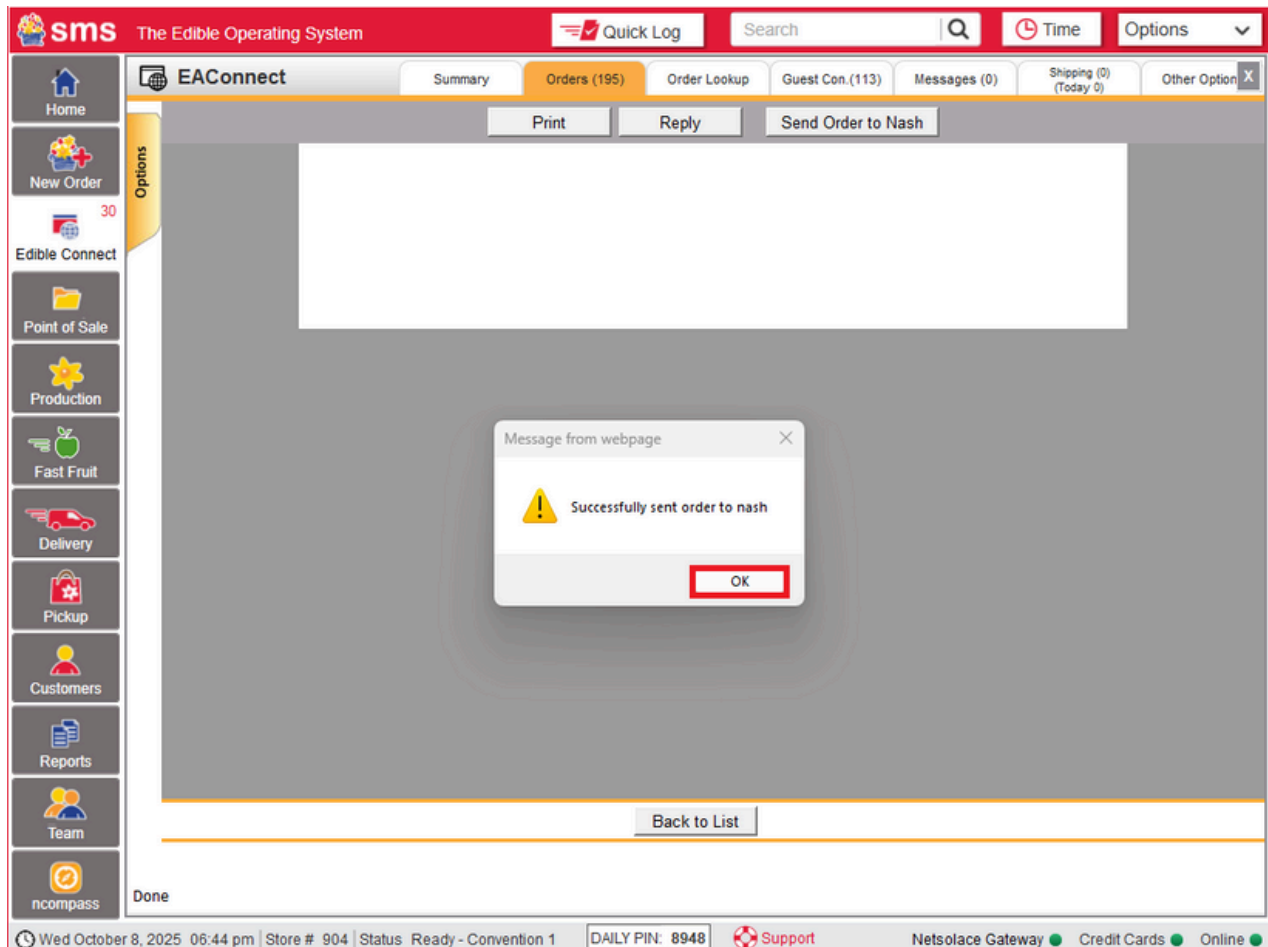
Delivery on Wednesday, 10/08/2025

Customer Srinath Dhamodharan 32 Church St Hamden, CT 06514 Cell Phone: 973-317-4516 Email: sdhamodharan@edible.com IP: 170.55.179.2:54	Recipient Srinath Dhamodharan 32 Church St Hamden, CT 06514 Address Type: Residential Cell Phone: 973-317-4516	Other Information Paid by Visa Card xxxx-xxxx-xxxx-4242 Heard: Not Specified CC Status: Processed <u>Please process the order in SMSx through EACconnect Internet.</u> <i>Customer does not wish to receive email promotions or news.</i>
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CW status: Matched | Zip status: Matched | Address status: Matched | Unsuccessful Attempts: 0

Product	Qty	Price	Discount	Total
Red, White, & Blue Edible® Donuts - 1 Dozen Signature Berry Box	1	\$21.99	\$0.00	\$21.99

- Wait for the success message from NASH. Click **OK**

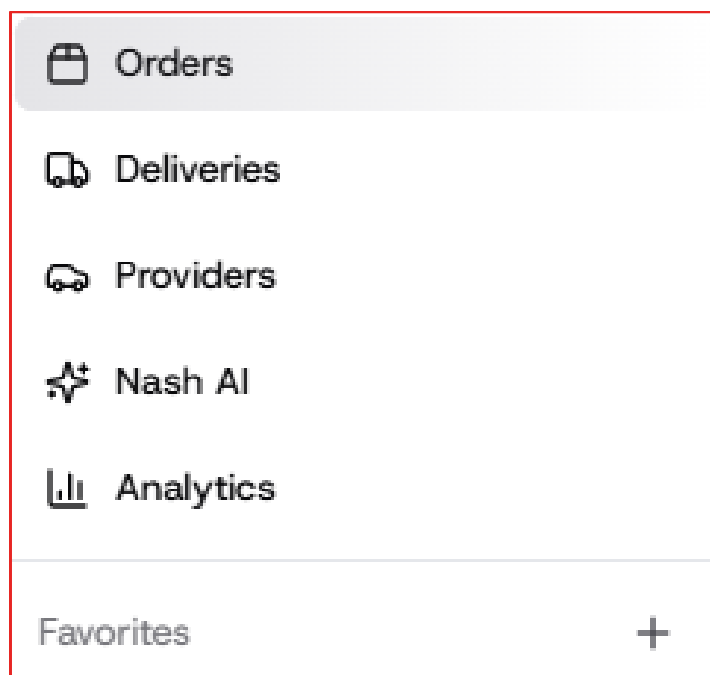


Step 2: Log-in to NASH

To begin, use this link on your store computer/iPad:

<https://portal.usenash.com>

- Select **Orders** and find the order you just sent to NASH



Images

Verify Order Details:

- Review all **Dropoff details** for the recipient
 - Each order MUST have a telephone number for the recipient.
 - IMPORTANT:** If there are specific delivery instructions for the driver, they must be entered here **BEFORE** dispatch. Otherwise, delivery instructions cannot be guaranteed as visible to the driver.
- Verify the **Delivery details** under **NOW** (not Scheduled)
 - Items Count - Must have an accurate number of products being delivered
 - Package Value - Must have the total \$ amount of the order here for any potential refund scenario
 - Package Requirement - **Photo Proof of Delivery** and **Signature Proof of Delivery** are selected by default.

IMPORTANT:

NASH delivery drivers are not allowed to take pictures of people. Proof of delivery will be a picture of the delivery items, not the Guest.

Step 3: Dispatch Order

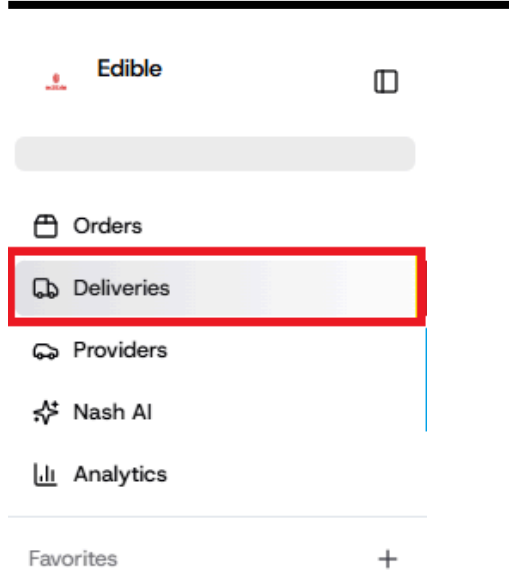
Ready to Dispatch - Multiple orders:

- Select all orders that are ready to dispatch.
 - Once you select orders, the bottom of the screen will give the option to **Dispatch**.
 - Select Continue.

Pickup Location	Pickup Time	Dropoff Location	Dropoff Time	Order Value	Order Details	Delivery Details	Provider
Edible Arrangements - Murrysville, PA	10/31/2025 12:00 AM	Altoona 5	10/31/2025 11:59 PM	\$100.00	1 Item	Photo Proof of Delivery	Altoona 5
Edible Arrangements - Murrysville, PA	10/31/2025 12:00 AM	Altoona 5	10/31/2025 11:59 PM	\$150.00	1 Item	Photo Proof of Delivery	Altoona 5
Edible Arrangements - Murrysville, PA	10/31/2025 12:00 AM	Altoona 5	10/31/2025 11:59 PM	\$100.00	1 Item	Photo Proof of Delivery	Altoona 5

Images

- On the left-hand menu, select **Deliveries**
 - All created and dispatched deliveries will appear in this tab
- Click on the **>** icon for the delivery that you wish to dispatch
 - A Quotes menu will appear with available drivers.
 - Select the quote you want to use and select **Assign Provider** to complete the order dispatch.

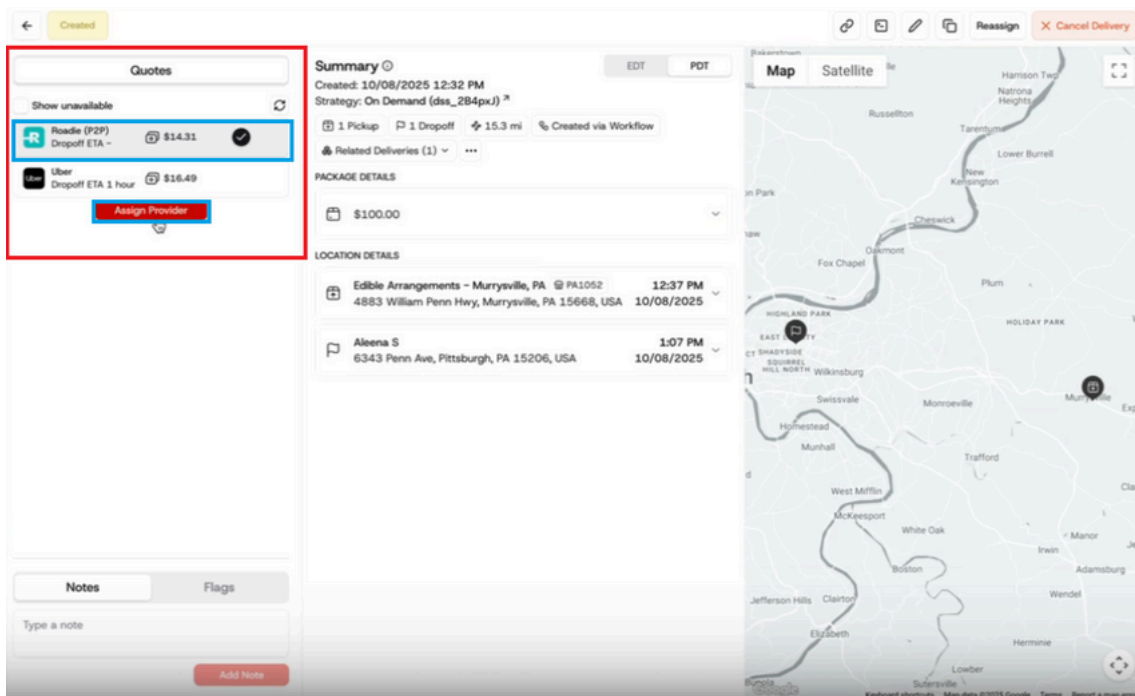


Deliveries ⓘ All times are displayed using PDT timezone

All Assigned Flagged +

10/08/2025 12:00 AM - 10/08/2025 11:59 PM Filters Views Live Monitoring Map

<input type="checkbox"/>	Status	Original Pickup Time	Pickup Location	Original Dropoff Time	Dropoff Location	Provider	Action
<input type="checkbox"/>	Assigned Driver	6:25 AM 10/08/2025	Edible Arrangements - Murrysville, PA 4883 William Penn Hwy, Murrysville, PA 15668, USA	6:55 AM 10/08/2025	Kim Campbell 1586 Ridge Rd, Horner City, PA 15748, USA	Roadie (P2P) -1 Angela R.	<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	Cancelled	6:25 AM 10/08/2025	Edible Arrangements - Murrysville, PA 4883 William Penn Hwy, Murrysville, PA 15668, USA	6:55 AM 10/08/2025	Fred and Patti Schuler 118 Bison Ct, Freeport, PA 16229, USA	Roadie (P2P) -1	<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	Dropoff Complete	7:20 AM 10/08/2025	Edible Arrangements - Murrysville, PA 4883 William Penn Hwy, Murrysville, PA 15668, USA	7:50 AM 10/08/2025	Jocelyn Solewitz 1260 Freeport Rd, Kittanning, PA 16201, USA	Roadie (P2P) Alexander D.	<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	Created	12:37 PM 10/08/2025	Edible Arrangements - Murrysville, PA 4883 William Penn Hwy, Murrysville, PA 15668, USA	1:07 PM 10/08/2025	Aleena S 6343 Penn Ave, Pittsburgh, PA 15206, USA	Assign Provider	<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	Created	12:37 PM 10/08/2025	Edible Arrangements - Murrysville, PA 4883 William Penn Hwy, Murrysville, PA 15668, USA	1:07 PM 10/08/2025	Aleena S 1247 Smallman St, Pittsburgh, PA 15222, USA	Assign Provider	<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	Created	12:37 PM 10/08/2025	Edible Arrangements - Murrysville, PA 4883 William Penn Hwy, Murrysville, PA 15668, USA	1:07 PM 10/08/2025	Aleena S 100 Smithfield St, Pittsburgh, PA 15222, USA	Assign Provider	<input type="checkbox"/> <input type="checkbox"/>



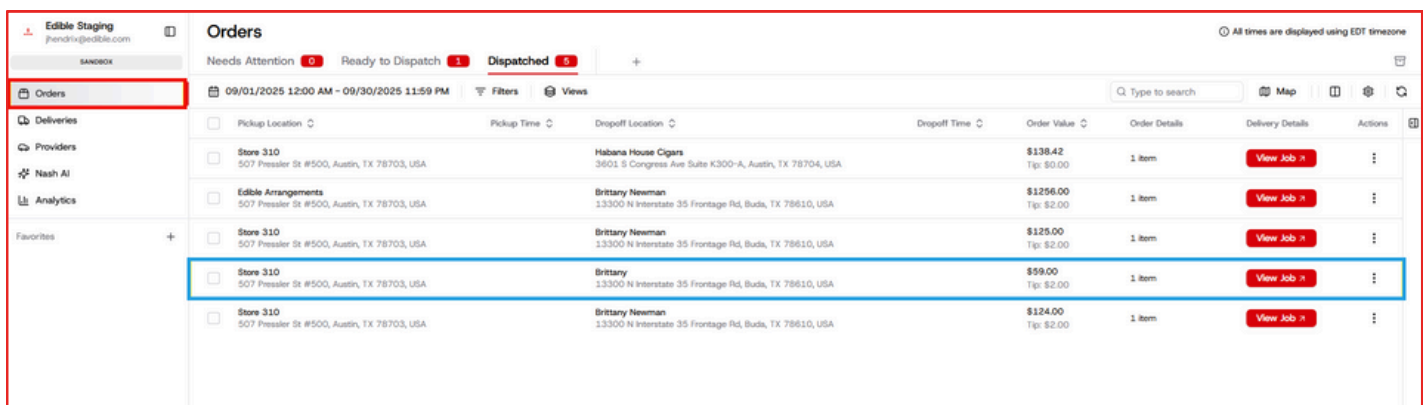
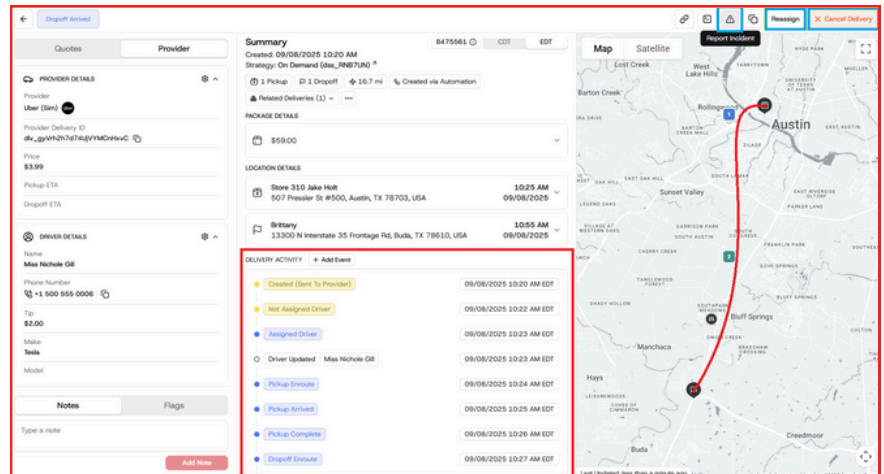
Step 4: Deliveries

Delivery Mapping

(Real-time Updates):

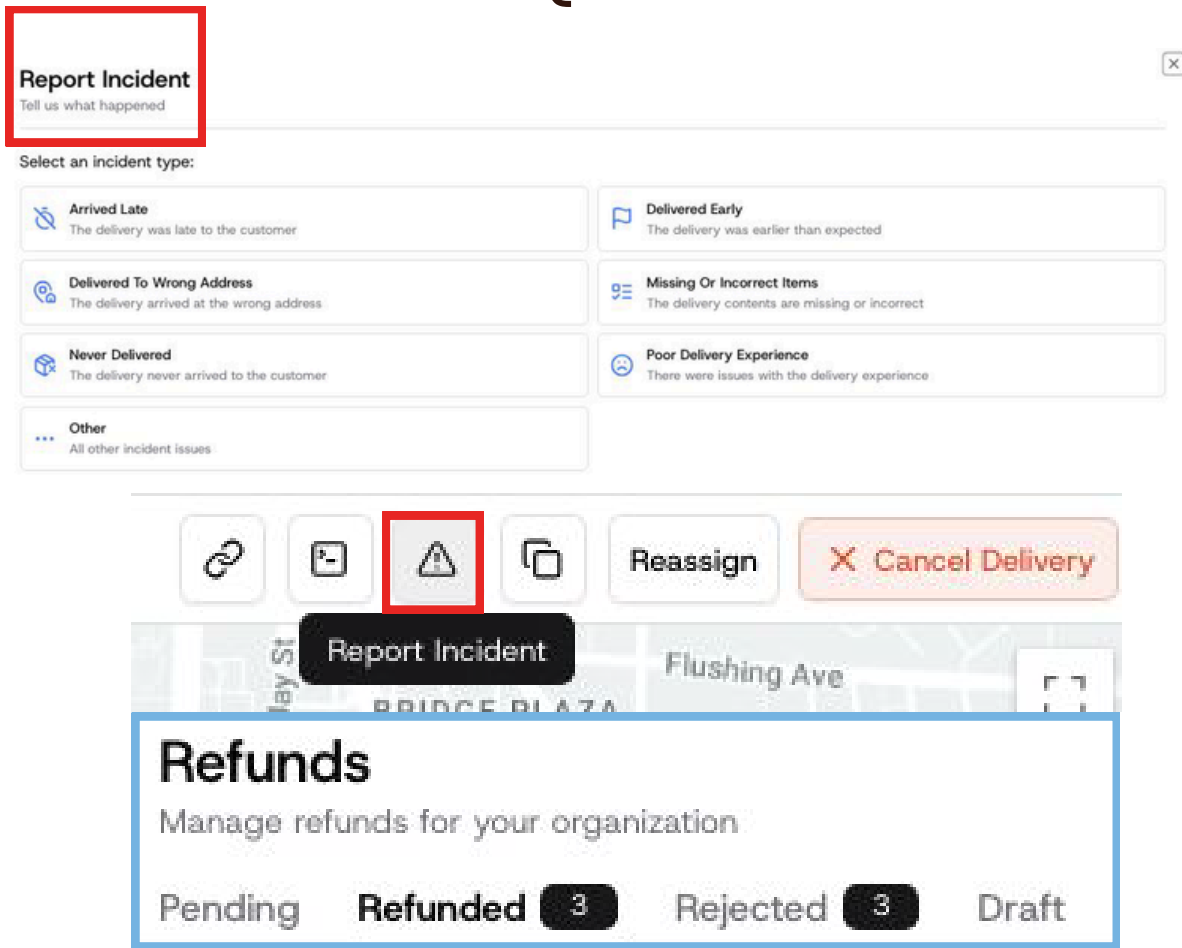
Images

- On the **Details** screen, you can see real-time movement of the order delivery
- In the top right menu ribbon, you can also:
 - Cancel Delivery - if you made a mistake entering the delivery address
 - Reassign order - if the driver is stuck or not moving quickly enough to pick up the delivery
 - Report incident - If there is a problem with delivery or a refund is needed, use this link to start fill out the report. Provide as much detail as possible to support your incident report.
- You can also see your delivery in progress in the **Order** screen as you enter new orders. Click **View Job** to see orders that are already dispatched.



IMPORTANT:

Any tech support issues should be handled directly by NASH support. Store support team will not have any knowledge of NASH issues.



Post Delivery Incident Reports & Refunds

Input an incident report

If there was an incident with a completed order, Edible Arrangements and/or the merchant has the capability to input an incident report to begin the refund process. The following reasons justify an incident report creation:

- Late delivery
- Delivered to incorrect address
- Incomplete delivery
- Poor delivery experience

Reviewing refund statuses

Nash does not determine if a refund request is approved or denied. The DSP that fulfilled the order determines the status of a refund. Nash reflects that status within the Refunds tab under Control.

Escalations to Nash

If a merchant disagrees with the status of a refund, then Edible Arrangements can escalate the case to Nash. Do not escalate cases until the DSP has determined the initial status of a refund. More information or proof must be submitted for escalations.