



Frequently asked questions

How do I gain access to the Pepsi ordering portal?

Please contact your sales representative to have access set up, call 1-877-862-5130 or email your rep to discuss.
You will be emailed an access link, username and temporary password for initial access the ordering Portal.

What if I lost the Link to Pepsi ordering portal or forgot my password?

Please contact your sales rep to receive a Link to Gillette Pepsi's ordering Portal - <http://portal.gillettepepsicola.com/>
You can also gain access to the ordering Portal via Gillette Pepsi's Website - <http://www.gillettepepsicola.com/>

How do I contact my sales representative?

Sales Rep contact info is available on the ordering Portal front page, you can call or email any time.
Gillette Pepsi Customer Service can be contacted any time 1-877-862-5130.

Can I order multiple accounts? Can multiple people order for one account?

Yes, one user can be set with access and ordering capabilities for up to 1000 accounts.
Yes, one username and password can be shared or multiple users can be set with access to one account.

How do I know my next scheduled delivery day?

Your next scheduled delivery day is posted in bold text Under "Next Delivery" on the home page.

Can I change the scheduled delivery day?

To request a change to your delivery day or an off day delivery you please contact your sales rep.

When is the deadline for submitting an order?

All order must be processed by 10AM the prior business day to ensure delivery.
If you process a late order for next day delivery you will need to contact your sales rep to ensure it can be routed.

How do I create and submit an order?

Select "Create Order" from your account home page. After creating the order select the shopping cart and submit order.

How is product sorted in the create order screen?

Default sort is set up to list all previously ordered items first, grouped alphabetical by package type.
After previously ordered items, all available items are then listed. You have access to 700+ items.

How do I modify the way product is sorted?

On the "Search Product" line there is a sort icon that can be selected to modify sort criteria.

Why are images and additional info missing for some items?

The product catalog used is continually updated as products are added or revised.
If you do not see an image, know we are continually working to provide this information to you.

How do I know how many bottle/cans are in a case?

Some item descriptions do list case quantity. If it is unknown please contact your sales rep for clarification.

How do I find product I have not purchased before?

You can quickly search all items by typing a brief description or term in "Search All Product" from the default sort.

What if I cant find an item I am looking for?

Please contact your sales rep. The item may not be distributed by Gillette Pepsi or may no longer be available.

Can I enter a PO# with the order?

Yes, when you are in the shopping cart there is a field to enter a PO#.

What if I have a request for the route driver or need product dropped at specific delivery location?

In the shopping cart there is a Comments" box for entering special requests.
You can also contact your sales rep to have special delivery instruction or requests relayed to our transportation team.

Can I request that product be picked up or a credit issued?

Yes. Use the "Comments" box in your shopping cart or contact your sales rep to really your request.

Can you drop product at two different locations for the same account? Can I receive 2 separate invoices?

Yes. If you submit two separate orders they will be invoiced and delivered separate.
You can use the "comment" box for each invoice to provide special instruction or requests.

I order the same product most of the time. Is there an easy way to reorder?

Yes! Go to "Recent Orders" and select the order with the products you want to order.
Click "Reorder" to order all of the products or click "Reorder Item" to order a specific product.

When do I see the final price and quantity for the order?

The quantities and pricing included in the "Shopping Cart" and in the email confirmation you receive when you place an order are estimates.
Final quantities and pricing are determined when the distributor processes the orders and prepares the invoices for delivery.

What is the delivery minimum? What if I do not meet the minimum requirements for delivery?

There is a \$100 order minimum for delivery. If you do not meet the minimum you will have to contact your sales rep for options.

Is there a delivery fee to have product delivered.

No! If you meet the delivery minimum there is no fee for delivery.

How do I know if an order has been submitted? How do I view an already submitted order?

After the distributor has reviewed and processed the order, your order appears under "Recent Orders".
Yes, you can view the order. Select on the order and you can view it.

Can I edit or delete an order I have already submitted?

Yes, go to "Recent Orders" and select the open order you would like to revise and click "Modify Order". Review the warning message that appears and click Continue.
If the order has already been invoiced, you will need to contact your sales rep to discuss options.

Can I delete an order that I have already submitted?

Yes, if the order has not been invoiced, go to "Recent Orders" select the open order you would like to cancel, and click "Cancel Order".
Review the warning message that appears and click "Continue". You will receive an email confirming that the order was canceled.
If the order has already been invoiced, you will need to contact your sales rep to discuss options.

Can I view a copy of actual invoices?

Go to Recent Orders and select an invoice. Click (Download PDF) in the invoice heading.
Go to Account Balance and click the INVOICES tab. Click (Download PDF) to the left of the invoice number.

Can I pay off invoice balances in Pepsi Portal?

No, Gillette Pepsi ordering Portal is view only.
For bill payment you will have to click the "TermSync" Link from your account Home Page.

What if I change email or have a new person placing orders?

You will need to contact your sales rep to have account access updated.
A new user email does need to be assigned through your sales rep if email addresses are changed or if there is a new account contact.

What if I get a prompt that states orders cannot be placed?

Please contact your sales rep to discuss options.