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TONOL App Manual

For customers currently using the **TONOL App**, ensure you are on the latest version to maximize performance and functionality. The current versions are **iOS 3.12.001** and **Android 3.12.002**.

Staying up to date guarantees access to the latest features, enhancements, and stability improvements.

If you already have the app installed and updated, skip the next segment and proceed directly to **Navigating the App**.

Segment: New Users

Hello and welcome to the TONOL App Manual! We're excited to guide you through the TONOL platform and show you how easy it is to place orders, track your products, and stay connected with your Sales Rep at Falls Wholesale Limited and Hyde's Distribution.

Segment: Before You Download the TONOL App

Before downloading the TONOL App, please ensure you have your login and password ready. If you don't have this information yet, contact Falls Wholesale Limited at 905-357-1875 or Hyde's Distribution at 905-358-3674. One of our Sales Representatives will provide all the details you need to activate your TONOL account.

Segment: Download and Install the TONOL App

- Download and install the TONOL App:
 - Open the App Store (iOS) or Play Store (Android).
 - Search for **TONOL** and tap **Download**.
- When you open the App for the first time, it will ask for a few permissions:
 - **Camera access** – needed for sending photos or videos, scanning QR codes, and video calling your Sales Rep.
 - **Microphone access** – necessary for video calls and AI ordering.
 - **Notifications** – Must-have for receiving the most important updates and promotions.
- As your **account has already been set up by your Sales Rep**, use the **login credentials provided**.
 - Enter your **username** (your email) and the **password** provided.



- If you ever **forget your login credentials**, don't worry – **contact your Sales Rep** and they will help you **recover access**.

Segment: Navigating the App

- The TONOL interface is clean, simple, and intuitive.
- From the home screen, you can easily access **Flyers**, **Build Order**, **Order History**, **Catalogues**, **Contact Us**, and more.
- Everything is designed to make your ordering experience faster and smoother.

Segment: Rewards

- Every order earns **TONOL Points**, which can be **redeemed for cash savings** on your next order.
- Points can only be **redeemed in multiples of 10,000**.
- **10,000 points = \$10 off**.
- To check your points balance, tap the **Rewards Module**.
- If you have enough points, tap **Redeem Points**.
- **Make sure to redeem your points before placing your order**.
- Remember, these rewards are **App-exclusive**. Web orders do not earn points, so use the App to take full advantage.

Segment: Build Order

To build an order, tap the **Build Order Module**, which is your central hub for creating and submitting orders quickly and efficiently. Whether you prefer **searching for products**, **scanning barcodes**, **browsing categories**, or using **AI Ordering**, TONOL provides multiple ways to **add items to your cart**, **adjust quantities**, and **include notes** for your Sales Rep.

The following sub-segments are in the Build Order Module.

Sub-segment: Searching & Adding Items

- Use the **search tool** to quickly find any product in the inventory and add it to your cart.
- Tap the **Search icon** in the **Build Order Module**.
- Type the **product name** and tap it to **add it to your cart**.

Sub-segment: Barcode Scanner

- Use the **barcode scanner** to quickly add products to your cart without searching manually.
- Tap the **Search** icon in the **Build Order Module**.
- Select the **barcode scanner**.
- Point it at a **product box** in your inventory.
- The item will be **added to your cart automatically**.

Sub-segment: Categories

- Browse products by **category** to easily find items in your inventory.
- Scroll to the bottom of the **Build Order Module** to see categories like **Batteries, Beverages, and Confectionery**.
- Tap a **category** to view products.
- Tap a **product** to **add it to your cart**.

Sub-segment: AI Ordering

- Use **AI Ordering** to add products to your cart **instantly**.
- Tap the **Robot icon** at the top right of the **Build Order Module**.
- Tap and **hold the green icon** while saying the **product name** (e.g., “Duracell Double A”).
- Confirm your selection. The item is **added to your cart immediately**.

Sub-segment: Adjusting Quantities

- Adjust the **quantity** of any item to match your needs in the **Build Order Module**.
- Tap the **+** or **-** **button**, or type a number directly into the **quantity field**.
- Always **update your cart** after making changes to save them correctly.

Sub-segment: Deleting Items

- If you want to **remove a product** from your order, tap the **X icon** next to the item in the **Build Order Module**.
- The item will be **removed from your cart** immediately.
- Always **update your cart** after removing items to ensure your order is saved correctly.

Sub-segment: Adding Notes

- Tap the **arrow** located at the **bottom right of the cart total** to add a note for your Sales Rep.
- Type your **message** in the text field.
- Tap the **back arrow to save your note**.
- Always **update your cart** after adding a note to ensure it is saved correctly.

Sub-segment: Submit Order

- Once your order is complete and updated, review it and tap **Submit Order**.
- Your order goes straight to us – quick and easy.

Segment: Reorder Using Order History

- This is the **fastest way to place an order**.
- This feature only works if you have **previously placed an order**. If not, you won't be able to use it.
- The **Order History Module** keeps a record of all your previous orders.
- To **reorder**, tap the **Order History Module**.
- Find the order you want to **reorder**.
- Tap the **arrow** to review the items.
- Tap **Order Again** to repeat the order.
- Go back and **add more products** from the **Catalogues** or **Flyers** if needed.
- If not, tap the **Build Order Module**.
- In **Build Order**, you can **edit, delete, or add items** to your order.
- Always **update your cart** after making modifications before placing the order.
- If your order is ready, Tap **Submit Order**.

Segment: Catalogues / Flyers

- Tap the **Catalogues** or **Flyers Module** to browse products, weekly specials, or promotions.
- Tap a product to **add it to your cart / order**. Tap multiple times to increase the quantity.
- You'll see a **confirmation** once the item is added.
- Use the **magnifying glass** or **pinch to zoom** to get a closer look at any product or deal.
- Go back to **Build Order Module** to review, modify, or submit your order.
- Remember to **update your cart** every time you make changes.



Segment: Contact Us

- Tap the **Contact Us Module** to reach out to your **Sales Rep**.
- Here you can **call your Sales Rep**, **email the TONOL support team**, or **change your Sales Rep**.
- To change or choose your Sales Rep, tap **Change Representative** and tap on your **assigned Sales Rep**.
- You can now **contact your Sales Rep directly from the app**.

Segment: Video Call

- Once you have your **Sales Rep assigned**, you can connect face-to-face.
- Open the **Video Call Module**.
- Tap **Call** to start the video session.
- Your **assigned Sales Rep** will take the call.
- Use the video call to place orders, explore new products, or get answers directly from your phone or tablet.

Segment: Send Image / Video

- You can send **photos or videos** to report a **product issue** or share details with your **Sales Rep**.
- Tap the **Send/Image Video Module**.
- Select **Capture New** to take a **photo or record a video**.
- Add a clear, detailed **explanation of the issue** if needed.
- **Snap it and send directly through the app**.

Segment: Thank You

Thank you for taking the time to read the TONOL App Manual
We hope it helps you place orders faster, earn rewards, and stay connected with your Sales Rep.
