

PepsiCo Bot Help Document

This document will support the retailers in case they are stuck at any point while conversing with the bot.

What is the PepsiCo bot?

PepsiCo bot helps you to place orders for PepsiCo FOODS products with your PepsiCo distributors.

How to use the PepsiCo bot?

You can directly Input items by using Free Text with examples given below -

1. I want Kurkure <Brand>
2. I want Kurkure <Brand> Masala <flavor >
3. I want 1 carton kurkure <Brand> masala <flavor > 5 pc <quantity>
4. I want to buy quaker oats plus, 20 rupees 6 pcs
5. I want Kurkure masala 50 pieces 10 wala
6. Give me 2 cartons of Lays spanish das wala
7. Give me 13 Ladi of cheetos 5 rupees
8. I want 1 carton Kurkure

Some important points :

1. To go back to the main menu, **Please type “Hi” or “Main Menu”**
2. At any time to see the order summary type **“Order Summary”**
3. For Ladi products, the system will round off product quantity as per Ladi Configuration
4. Proper Invoice will be provided with delivery as per current ways of working
5. Delivery of order will be as per your normal beat plan.
6. Type 'Change Language' to change language from English to Hindi.
7. Type 'Another Retailer', if you have multiple retailers linked to the same mobile number.

Emergency Support

In case of any wrong orders placed or any other queries related to the bot please reach out to your salesman / distributor for further help.

Loyalty Program

Step 1 : On the first ever order placed by a user - 50 Points worth Rs. 50 will be added to the net loyalty points of the customer for orders valued above Rs. 300. For orders below 300, loyalty points equivalent to 1% of the total order value will be given.

Step 2 : Every order after the first order, customers will be given loyalty points equivalent to 1% of the total order value.

Step 3 : The loyalty points collected by the user every month will be displayed in Whatsapp and will be shared as credit notes with the customer after the end of the month.