

# Freestyle Flavor Changes



August 28, 2017

# Flavor Change Overview

With the introduction of Fuze to 8000/9000/9100 and the increase in available brands for 7000 (Vitamin Water and Fuze) the Flavor Change process requires updating and additional personnel to manage.

- The cost of the Flavor Changes will be charged to the customer, this includes all work orders. The standard Freestyle contract allows for this type of work to be the responsibility of the customer
- Sales Support will have the over all responsibility for insuring the flavor changes are completed
- FET provides a framework to manage flavor changes as there are many steps in the process
- Each department group that has an action to complete will update their progress in FET
- If there are more than 5 Flavor changes for a HQ or Chain, then all Flavor changes will be managed through an upload feature within FET that our Sales Support Project group will manage.



# Flavor Change Overview: Process steps

1. Customer/Sales/Account Team/COM requests flavor change
2. Sales Support gathers information on the Flavor Change Request and enters Flavor change in FET
3. NDO reviews current cartridge delivery method and determines if the change is possible or if the delivery method need to be modified to support the flavor change
4. CDM Updates Brand data for outlets that buy product through CokeSmart.
5. Product Order Management customer Support sets up CokeSmart for product to be ordered
6. Once product is at the outlet. Sales Support schedules work order (if needed) and communicates with the FSS on the details of the Flavor Change.
7. If a work order is not needed, Sales Support communicates with the customer on the process for the flavor change
8. When the flavor change is completed Sales Support will close out the Flavor change in FET.



# Sales Support/COM Information Gathering

- Basic info on outlet: ACN, address, contact person
- Platform (7000/8000/9000/9100)
- # of dispensers & Dispenser serial #'s
- Flavor change brand request – what is being eliminated and what is being added
  - Include any changes to Hide/Show Non-Branded Water settings
- Current method of cartridge delivery (this will be populated from the Outlet Page, but should be verified)
- Current method of cartridge ordering (this will be populated from the Outlet Page, but should be verified)
- Cartridge Order & Delivery changes requested will be managed through a different approval workflow in FET, but can be triggered through an NDO Flavor Change rejection.
- Review the flavor change request against the available BrandSets
  - Use the “CCFS 7000-Brand Set Selection Tool\_Summer 2017”
    - [https://partner.coca-cola.com/sites/FreestyleNorthAmerica/Documents/CCFS%207k-Brand%20Set%20Selection%20Tool\\_Summer%202017.pdf](https://partner.coca-cola.com/sites/FreestyleNorthAmerica/Documents/CCFS%207k-Brand%20Set%20Selection%20Tool_Summer%202017.pdf)
  - Use the “CCFS 8000, 9000 & 9100-Brand Set Selection Tool\_Summer 2017”
    - [https://partner.coca-cola.com/sites/FreestyleNorthAmerica/Documents/CCFS%208k%209k-Brand%20Set%20Selection%20Tool\\_Summer%202017.pdf](https://partner.coca-cola.com/sites/FreestyleNorthAmerica/Documents/CCFS%208k%209k-Brand%20Set%20Selection%20Tool_Summer%202017.pdf)
  - If the brand requested is not commercially available, inform customer/sales. Requests for new brandsets can be escalated to the Freestyle Commercialization Team for consideration for future software releases.
  - Determine if the flavor change is Pungent or non-Pungent (Use Chart, slide 5)
- Will customer pay or account team pay? Customer should pay. If a service tech is needed for the flavor change, check with the Account team/customer to make sure they approve having the flavor change cost charged to their account.
- Estimated Conversion date/timing of work

# Pungency Chart

Pungent Cartridges	
Coca-Cola	Cherry
Diet Coke	FruitPunch
Coke Zero	Lemon
Dr. Pepper	Orange
Pibb	Lime
Barqs	Grape
CF Diet Coke	Peach
Mello Yello	Raspberry
MM Lemonade	Strawberry
Sprite	Vanilla
Seagrams	AA
Fuze	CC

Non-Pungent Cartridges
HiC
BB/Fanta
Dasani
Powerade
Vitamin Water

- If a Pungent cartridge is being removed and replaced with different Pungent cartridge or a Non-Pungent cartridge then pumps, tubing, & nozzle must be replaced and a service call is required. Follow Pungent Flavor change SP instructions.
  - Only exception is Pibb to Pepper and Pepper to Pibb, this is considered a Non-Pungent Flavor Change
- If a Non-Pungent cartridge is being removed and replaced with a Pungent or Non-Pungent cartridge.
  - For 7000/8000/9000 flushing/priming is required, follow Non-Pungent Flavor change SP Instructions
  - For some 8000/9000 the brand change out wizard can be used (customer can do without service call)(VW to Fuze; Dasani to Fuze; PA to Fuze)
  - Hide/show water or Hide/show Dasani are non-pungent changes

# Additional Flavor Change details

- For 7000 all Flavor changes will need a service call. These can range from \$250-\$1000 per dispenser. For example a non- pungent 1 cartridge change would be about \$250 and the cost goes up incrementally based on the number of cartridges changed and parts to be replaced.
- The procedure “FS 7000 Flavor Change Final 081417” lists the parts that need to be ordered by the service tech and the procedure to follow for both pungent and non-pungent flavor changes.
  - For changes to or from the “Dr. Pepper/Barqs” brandset, 11 pumps/tubing need to be replace and it very costly. This is included in the flavor change procedure, but should be avoided if possible. This could cost \$1000 to complete per dispenser
- For 8000-9000 specific flavor changes, the brandset wizard can be used and no service call is needed.
  - Replacing Dasani, Vitamin Water or Powerade with Fuze
  - Instructions & How to Videos are available at <http://ilearncoca-colafreestyle.com/>
- The procedure “FS 8K-9K Flavor Changes 8-17-17.pdf” lists the parts that need to be ordered by the service tech and the procedure to follow for both pungent and non-pungent flavor changes.
  - Pungent: Fuze to Dasani, Vitamin Water or Powerade
  - Non- Pungent: Pibb to Pepper, Pepper to Pibb, Fuze customers changes between Dasani-VW-Powerade
- Flavor Change Service call work order details:
  - **To Bill the Customer: TRC 45 (PM - BILL CUSTOMER) with type 9 WO and JT/MV code**
  - To Bill the Account Team: TRC 38 (PM - BILL SALES) with type 9 WO and JT/MV code