



## **Fault Reporting for Philip Morris Retail Displays in Morrisons Retailer / Stores.**

Using Chrome as your web browser go to <https://pmi.plboscar.co.uk>

Please note this is a web portal **not** a downloadable app.

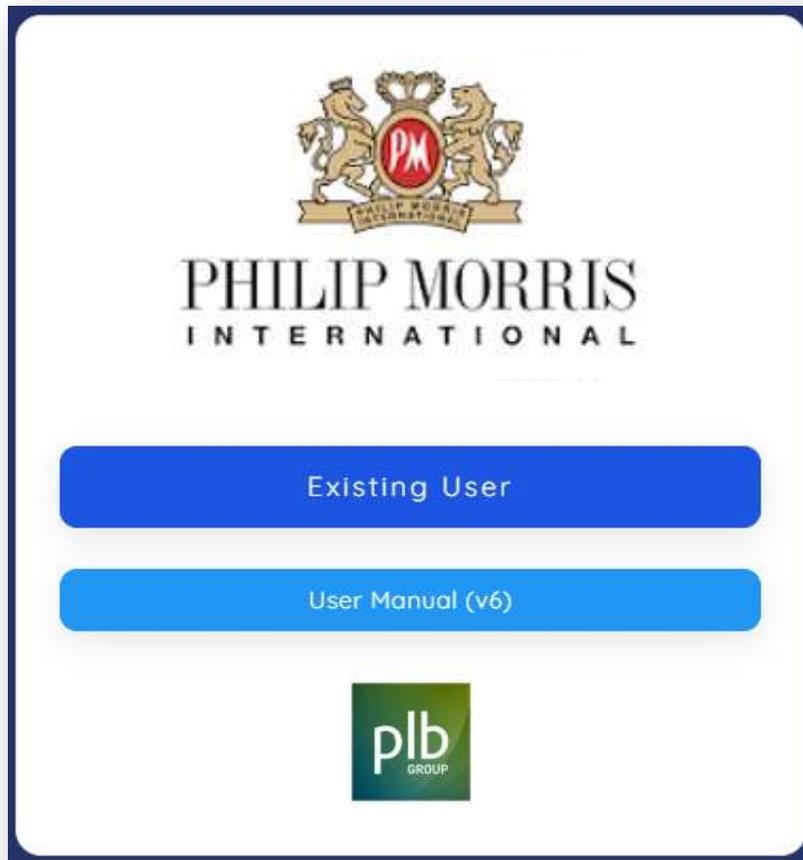


Version: v6 Issued 07.05.24

Support is hand at [pmi@theplbgroup.co.uk](mailto:pmi@theplbgroup.co.uk)

## Entering the Faults Portal

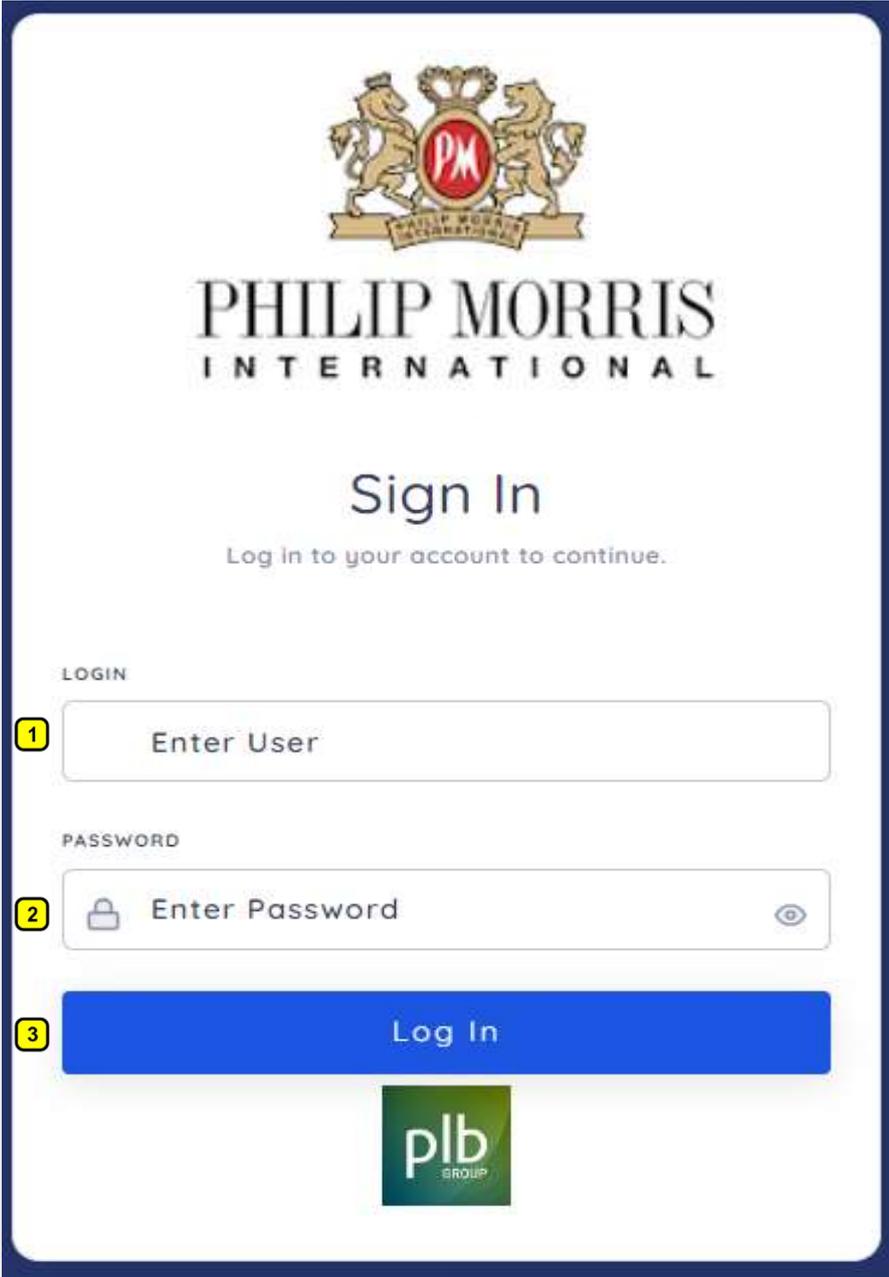
- 1 Click on the “Existing User button”.
- 2 Should you experience any technical difficulties reporting a fault click “Manual Fault for where to email



## Log In to Faults Portal

Your login credentials will be issued under separate communication.

- 1 Enter your supplied username in the "LOGIN" field.
- 2 Enter your supplied password in the "PASSWORD" field.
- 3 Click Log In



The image shows a screenshot of the Philip Morris International Sign In page. At the top is the Philip Morris International logo, featuring a crest with two lions and a shield containing the letters 'PM'. Below the logo, the text 'PHILIP MORRIS INTERNATIONAL' is displayed in a serif font. Underneath, the heading 'Sign In' is centered, followed by the instruction 'Log in to your account to continue.'.

The login form consists of three main elements:

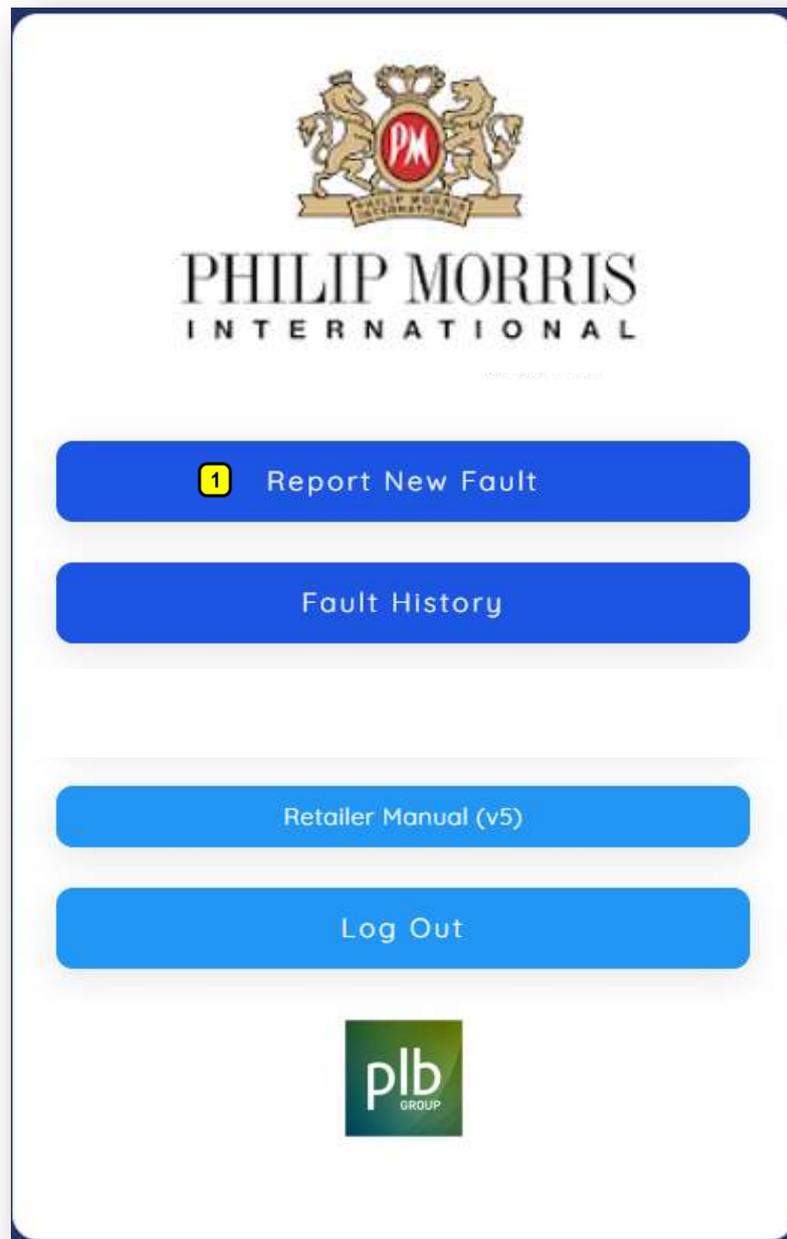
- LOGIN:** A text input field with the placeholder text 'Enter User'. A yellow box with the number '1' is positioned to the left of this field.
- PASSWORD:** A password input field with the placeholder text 'Enter Password'. It includes a lock icon on the left and an eye icon on the right to toggle visibility. A yellow box with the number '2' is positioned to the left of this field.
- Log In:** A prominent blue button with the text 'Log In' in white. A yellow box with the number '3' is positioned to the left of this button.

At the bottom center of the page is the 'plb GROUP' logo, where 'plb' is in a green-to-blue gradient and 'GROUP' is in a smaller, dark font below it.

## Reporting a Display Fault

- 1 Click on “Report New Fault”

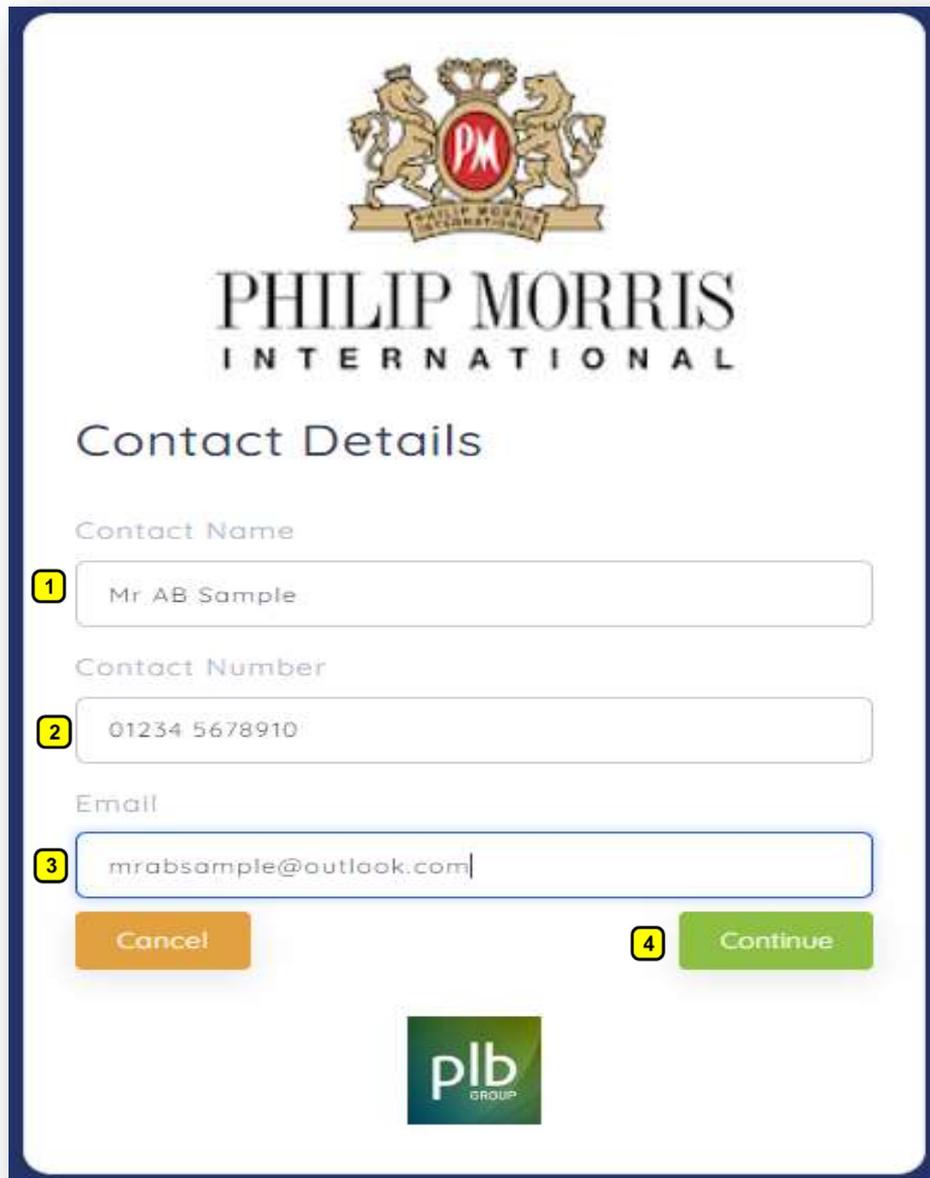
*\* Fault History will be covered further in the manual*



## Reporting a Display Fault continued

- 1 Enter the Contact Name of person recording the fault
- 2 Enter the Contact Telephone number of person recording the fault
- 3 Enter the Contact Email of person recording the fault
- 4 Click Continue Button

*\*These details should come up prefilled after first entry*



The screenshot shows a mobile application interface for reporting a display fault. At the top is the Philip Morris International logo, featuring a crest with two lions and a shield containing the letters 'PM', with the text 'PHILIP MORRIS INTERNATIONAL' below it. The title of the form is 'Contact Details'. There are three input fields: 'Contact Name' with the value 'Mr AB Sample', 'Contact Number' with the value '01234 5678910', and 'Email' with the value 'mrabsample@outlook.com'. Below the input fields are two buttons: an orange 'Cancel' button and a green 'Continue' button. A small 'plb GROUP' logo is visible at the bottom center of the form.

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INTERNATIONAL**

### Contact Details

Contact Name

1 Mr AB Sample

Contact Number

2 01234 5678910

Email

3 mrabsample@outlook.com

4 Cancel Continue

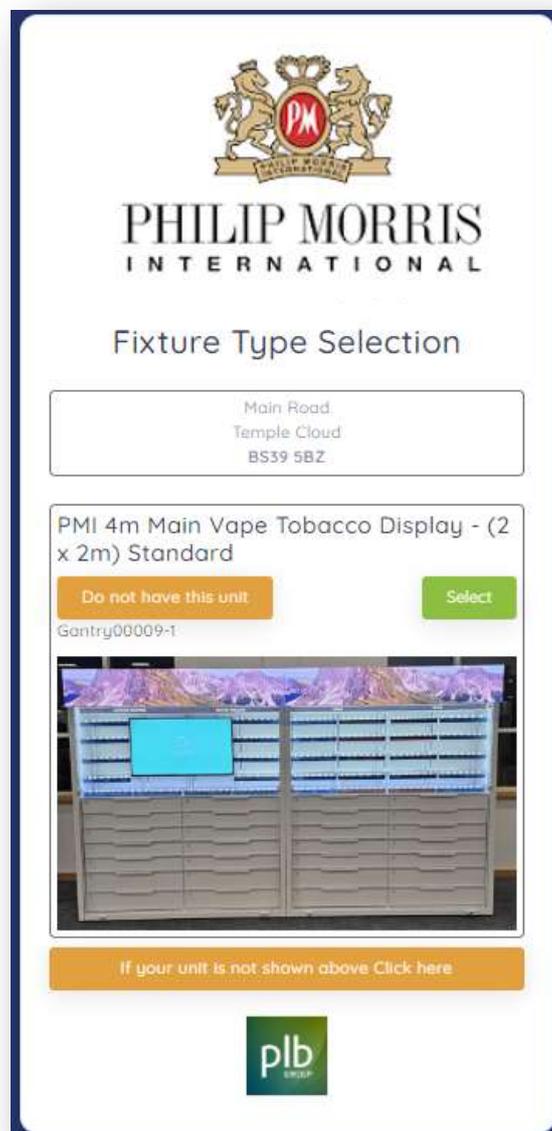
plb  
GROUP

## Fault Fixture Allocation by Retailer / Store

The system will search to see which Philip Morris displays are currently assigned your / Store.

There will be 3 possible scenarios. Each process is listed separate below in the manual.

1. All known Philip Morris displays allocated to store appear on the portal for selection.
2. Store Philip Morris Display does not appear in allocated list, the Retailer can add from the known Philip Morris display range list.
3. Store Philip Morris Display does not appear in allocated list or in the Philip Morris display range to add. The Retailer can upload image of their display. This is flagged as an “unknown” Philip Morris display on the system and the Philip Morris maintenance team will follow the required process to verify and add to the system.



**1. All known displays allocated to store appear on the portal for selection.**

The system will identify known allocated units to the Retailer.

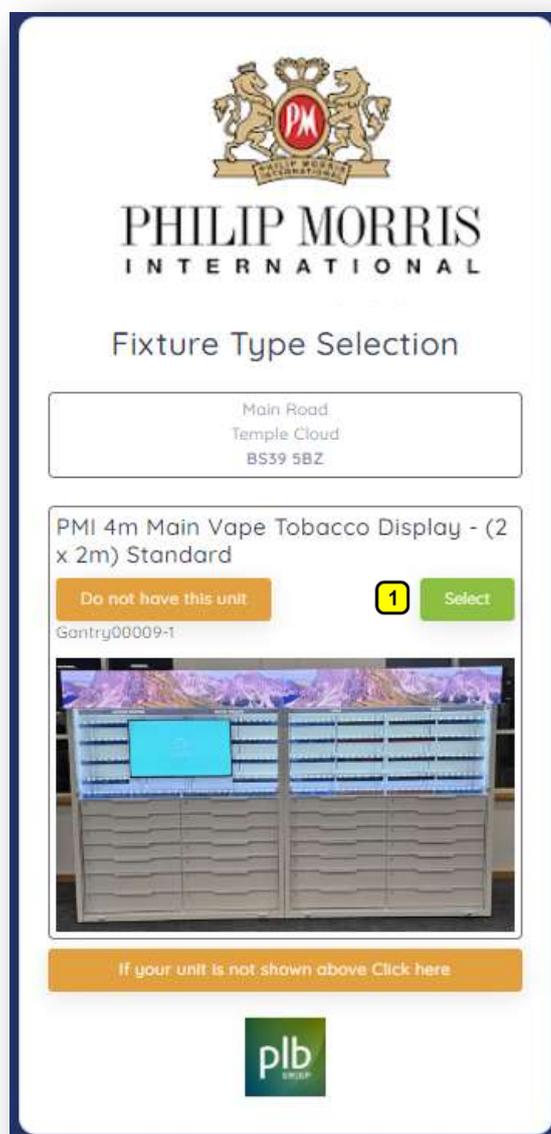
*If the display in your store is not already allocated, please go to No2 in manual.*

*To remove a display not displayed in your store but showing as allocated please go to No4 in manual.*

**1** Scroll down and select the display with a fault.

**Please note each display must be reported as a separate entry.**

This is because if two or more displays have faults, for example the second may need additional parts, it can be reported the first fixed and that record can be reported as complete and the second awaiting parts.



## 1. All known displays allocated to store appear on the portal for selection ...Continued

- 1 Select from the drop down list the part of the display with the fault  
*\*An image of the relevant part will appear underneath with any note to help*
- 2 Select form the cascading list below the description of the faulty part  
*\*An image of the relevant part will appear underneath with any note to help*
- 3 Add as much detail as possible in the “Further Fault Description Comments”
- 4 Select Yes or No to advise if a) Security Issue b) Trade Impacting c) Health a& Safety Issue
- 5 Upload / Take Photo – close up or relevant image to identify the fault
- 6 Click Continue

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Description of fault

Fixture SKU  
Gantry00009-1

Fixture  
PMI Am Main Vape Tobacco Display - (2 x 2m) Standard

Fixture Part  
LCD Screens

Info: Lower LCD Screen

Fault Description  
No Media Content Playing

Info: No Media Content Playing

Further Fault Description Comments

Security Issue? (keys / drawers etc)  
No

Trade Impacting?  
No

Health & Safety Issue?  
No

If possible please take photo(s) of the fault

Upload/Take Photo

Back Continue

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**1. All known displays allocated to store appear on the portal for selection ...Continued**

- 1** If the summary information does not seem correct you can go back to amend
- 2** If the summary information is correct click “Send Fault Request”



  
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### Summary of Fault Request

Please check all details below then click the **Send Fault Request Button** below

**Location**  
Oxford Road  
BEACONSFIELD  
Buckinghamshire  
HP9 1UB

**Contact Name**  
Mark MacMurray

**Contact Number**  
07747513977

**Unit SKU**  
Gantry00005-1

**Fixture Part**  
Drawer

**Fixture Description**  
Jammed Closed (Not Key Issue)

**Further Fault Description Comments**  
Top Left Drawer will not open or close

**Security Issue?**  
No

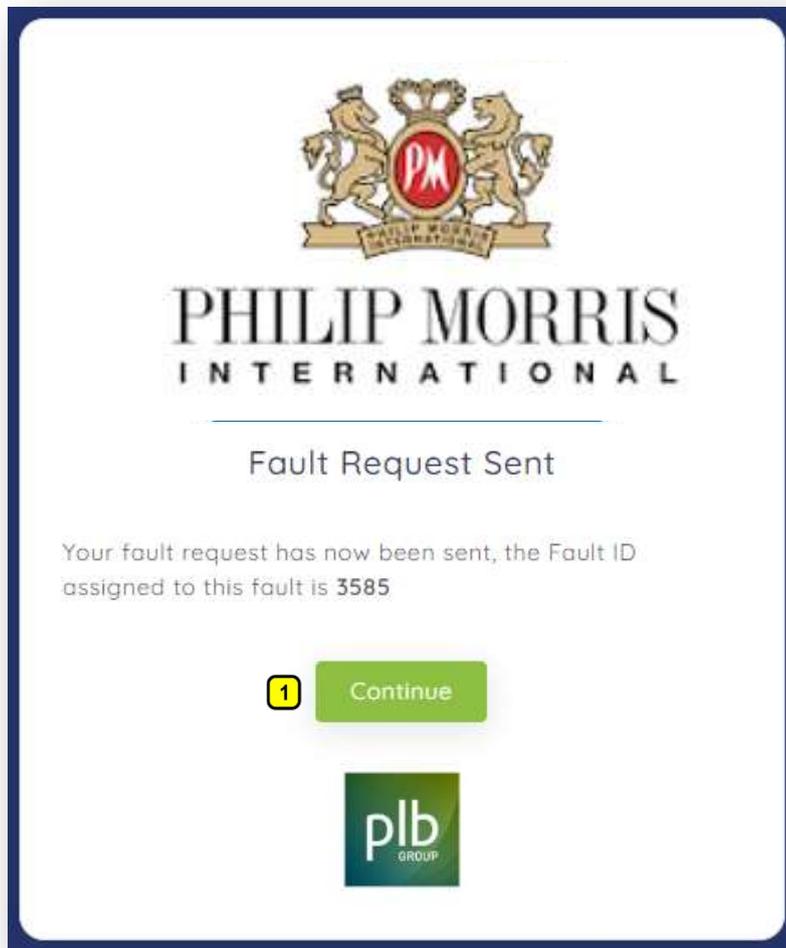
**Trade Impacting?**  
Yes

**Health & Safety Issue?**  
No

**1** [Back](#) **2** [Send Fault Request](#)

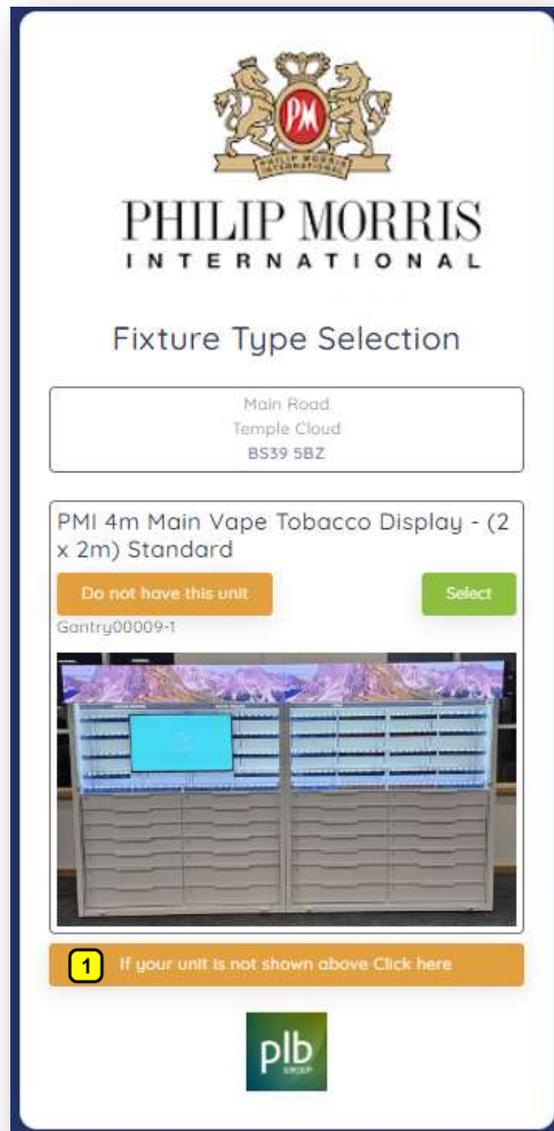
1. All known displays allocated to store appear on the portal for selection ...*Continued*

- 1 Your fault is now logged and will be resolved as soon as possible. You will be returned to the “Report a New Fault” screen should you have additional faults, simply repeat the process.



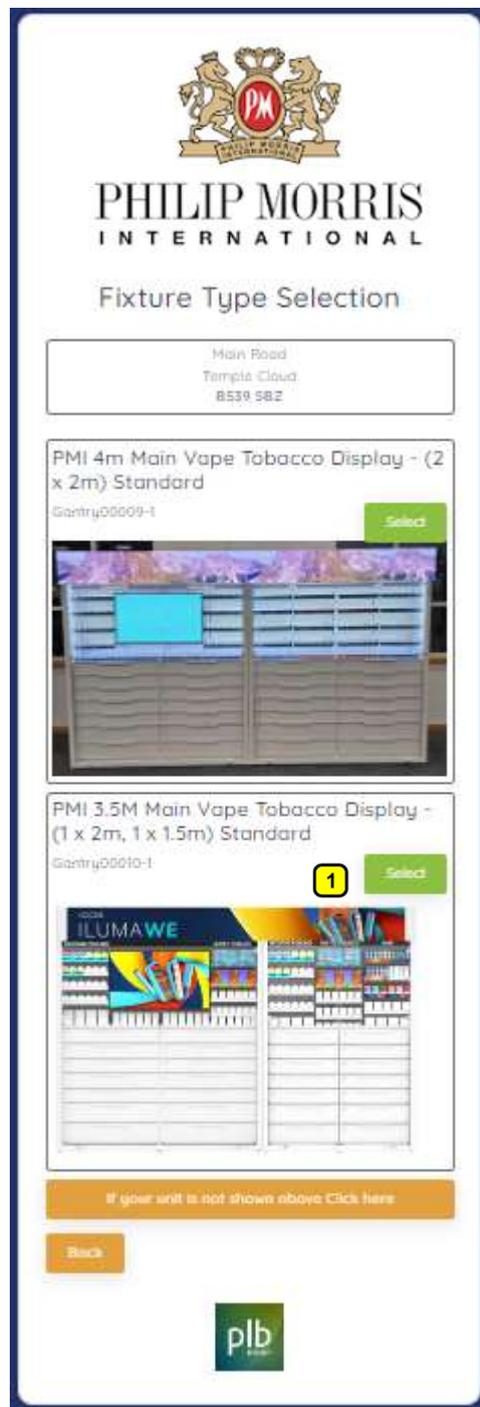
2. Store Display does not appear in allocated list; the Retailer can add from the known display range list.

1 Scroll to the bottom and click the orange button “If your unit is not shown above Click Here”



**2. Store Display does not appear in allocated list; the Retailer can add from the known display range list ...Continued**

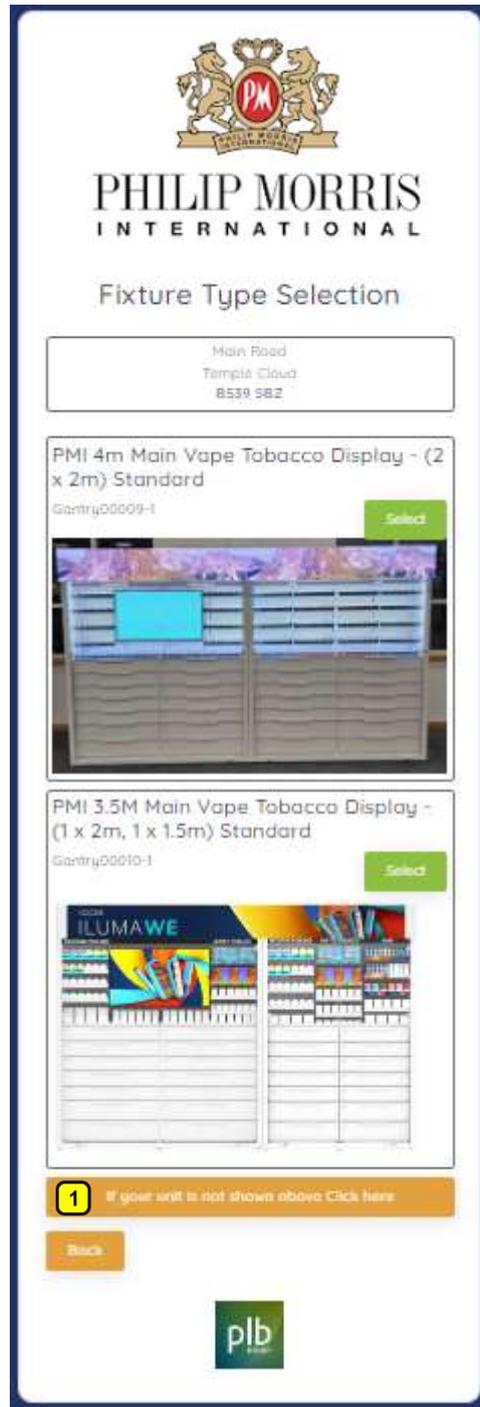
- 1** Scroll to the bottom and select the display not previously allocated to your store, once this selection is complete this unit will be automatically allocated to your store. Once you select the appropriate display continue to enter from page 8 to complete



3. Store Display does not appear in allocated list (1 above) or in the display range to add (2 above). The Retailer can upload image of their display.

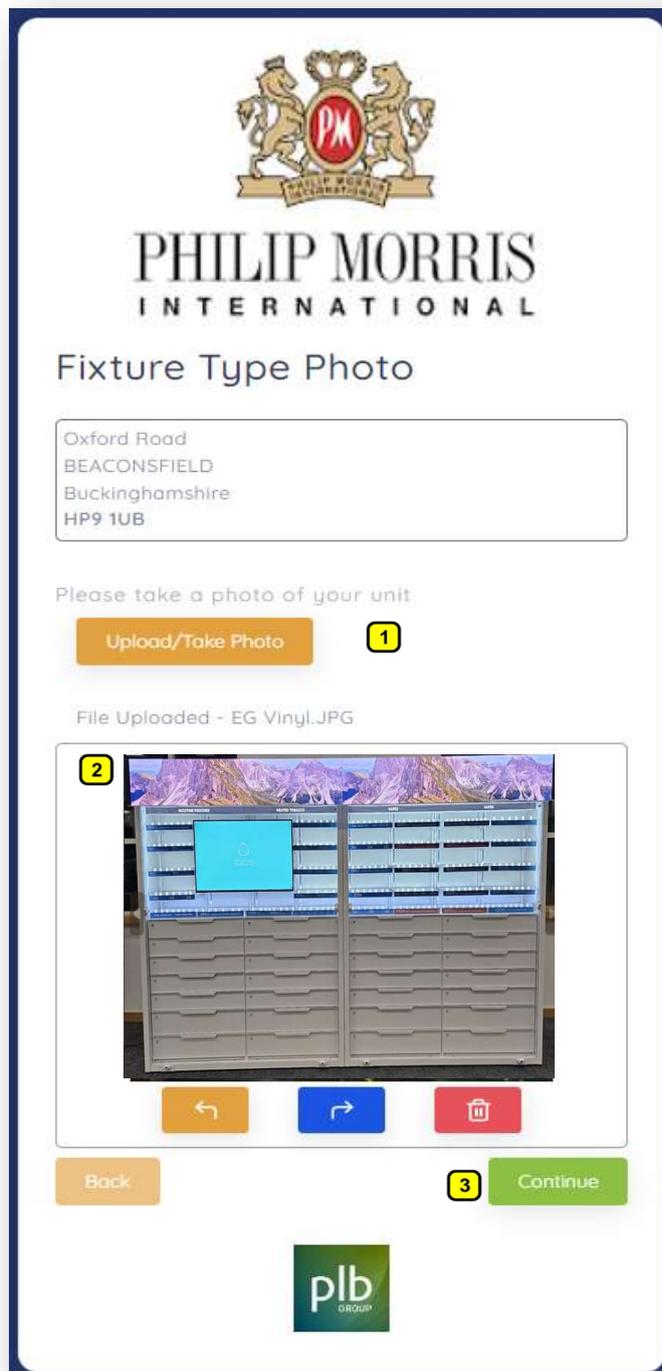
This is flagged as an “unknown” display on the system and the maintenance team will follow the required process to verify and add to the system.

- 1 If you have not been able to find your unit allocated and have gone to scenario 2 and still cannot find your unit. Scroll to the bottom and click “If your unit is not shown above Click Here”



**3. Store Display does not appear in allocated list (1 above) or in the display range to add (2 above). The Retailer can upload image of their display ...Continued**

- 1** Click "Upload / Take Photo" Add the image of your display previous not identifiable.
- 2** Once uploaded the image will appear. You can rotate image or delete and reload if image is unclear.
- 3** Click "Continue". Continue to enter from page 8 to complete



**4. To remove a display not displayed in your store but showing as allocated.**

- 1** Click “Do Not Have This Unit” button on the display you wish to remove.

  
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INTERNATIONAL

### Fixture Type Selection

Main Road  
Temple Cloud  
BS39 5BZ

PMI 4m Main Vape Tobacco Display - (2 x 2m) Standard

**1** [Do not have this unit](#) [Select](#)

Gantry00009-1



[If your unit is not shown above Click here](#)



**4. To remove a display not displayed in your store but showing as allocated...Continued**

- 1** Click "Please confirm that this unit IS NOT in your location"
- 2** If **not** correct click "Cancel this operation"

Another confirmation screen will pop up to confirm, click "Yes to Remove" or you can cancel.

Main Road  
Temple Cloud  
BS39 5BZ

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Fixture Type Remove

PMI 4m Main Vape Tobacco Display - (2 x 2m) Standard  
Gantry00009-1

**1** Please confirm that this unit IS NOT in your location

**2** Cancel this operation

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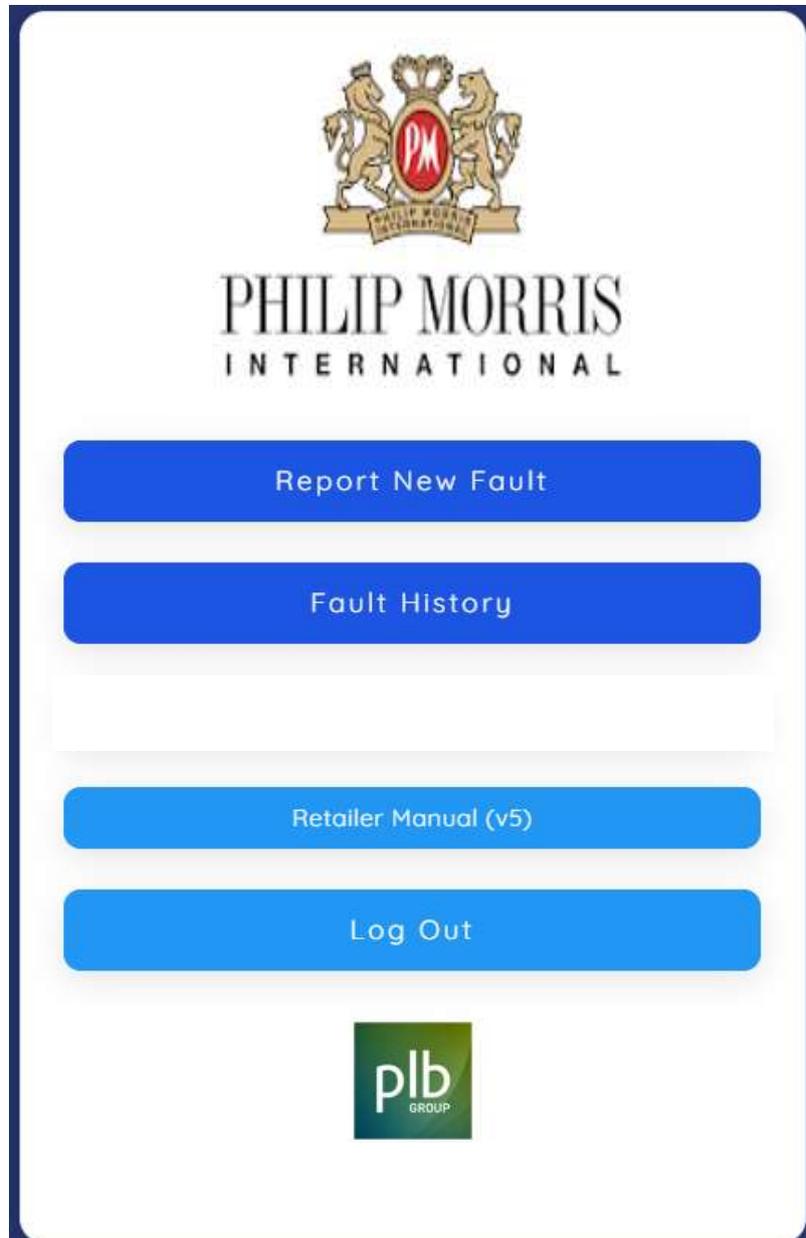
**3**

Are you sure you want to remove this unit?

Yes, remove It! Cancel

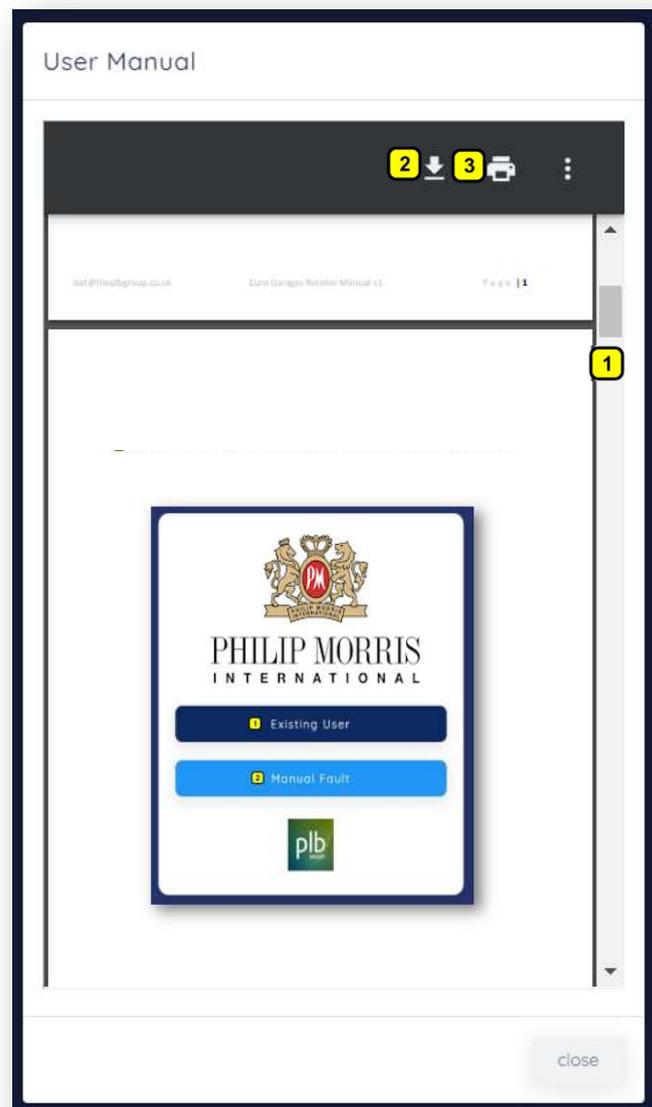
## 5. User Manual.

- 1 Click "Retailer Manual" to view PDF guide
- 2 Click "Video Manual" to view video guide



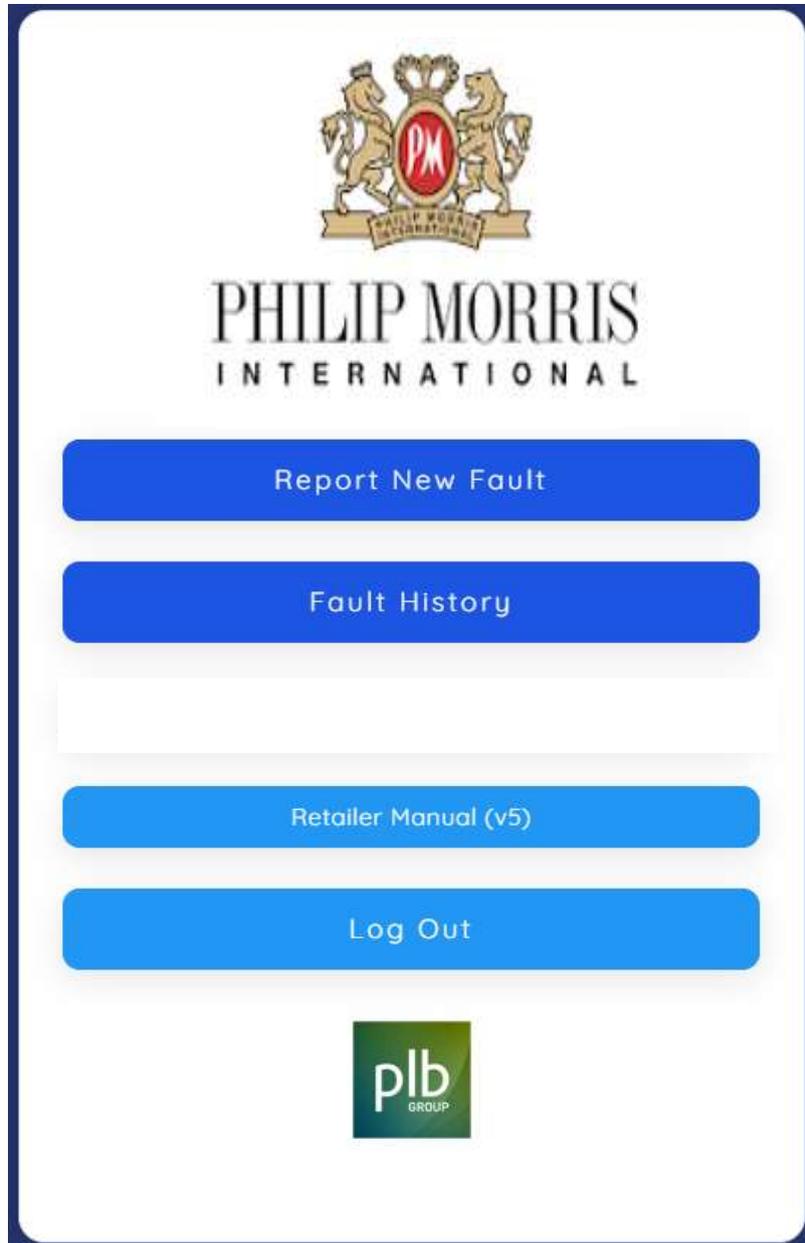
**5. A user manual can be downloaded, print or accessed on device...Continued**

- 1** Scroll bar to view user manual pages.
- 2** Download User Manual.
- 3** Print User Manual.



## 6. Fault History

- 1 After you have logged in as described in page 3, click “Fault History”



## 6. Fault History ...Continued

- 1 Drop down list to select list to status type, make selection then click "Apply/Filter" Blue button
- 2 Text search any data on screen
- 3 Change number of records on screen
- 4 Sort field headers by clicking on header text
- 5 Click orange button for summary of a fault and to add additional communication to the team

The screenshot shows the 'Fault History' interface. At the top left is a 'Main Menu' button. Below it, the 'Fault History' title is followed by a 'Status Filter' dropdown menu (callout 1) and an 'Apply Filter' button. To the right is a search box (callout 2) containing the text 'im'. Below the search box is a dropdown menu for the number of entries (callout 3) set to '20'. The main area is a table with columns: ID, Reported, Description, Location, and Status. The first row (callout 5) has an orange button next to the ID '3585'. The 'Reported' column header (callout 4) is highlighted. At the bottom, it says 'Showing 1 to 4 of 4 entries (filtered from 8 total entries)' and has 'Previous' and 'Next' navigation buttons (callout 1).

ID	Reported	Description	Location	Status
3585	28 Jun 2023 22:50	Top Left Drawer will not open or close	HOLTSPUR HP9 1UB HP9 1UB	Imported
3568	27 Jun 2023 11:27		HOLTSPUR HP9 1UB HP9 1UB	Imported
3526	17 Jun 2023 10:39	jihugytr	HOLTSPUR HP9 1UB HP9 1UB	Imported
3525	17 Jun 2023 10:32	test	HOLTSPUR HP9 1UB HP9 1UB	Imported

## 6. Fault History ...Continued

- 1 Summary Information will appear in pop up screen, you can add name, number and message to continue any communication specifically about a fault.
- 2 Click Orange "Send Email"

Fault Details Close

ID: 3585

Status: Imported

Reported By: Mark MacMurray

Contact Number: 07747513977

Display Unit: Gantry00005-1

Fixture Part: Drawer

Fixture Description: Jammed Closed (Not Key Issue)

Fault Description: Top Left Drawer will not open or close

Trade Impacting: Yes

Health & Safety Issue: No

Security Issue: No

Contact us regarding this fault:

Your Name:

1 Mr AB Sample

Contact Number:

1 01234 5678910

Message:

1 Type Message

2 Send Email