



October 1, 2022

New Software and Website Coming Soon!

At Devil Mountain, we have been working behind the scenes to upgrade the software we use for tracking inventory, accounting, and point of sale. As a growing company, we want to increase efficiencies for our customers, improve our website, and offer more features, all of which requires that we invest in a more robust software.

In early December we will launch a new Devil Mountain website and customer portal. In addition to online ordering and payments, a robust plant catalog, and other features you are accustomed to, you will now have access to inventory statewide, filtered searches (coming soon!), manage credit cards on file, and apply payments to a specific invoice.

Here are a few things you can expect:

- Unified inventory across all Devil Mountain locations
- More efficient checkout process in stores
- View inventory on our website
- Access to plants grown in our new Southern CA nurseries, including annual color
- Add/edit credit cards on file
- Apply an online payment to a specific invoice
- Filtered searching on the website (coming soon!)

Our Southern California locations began using the new software earlier this year, and on December 1 our Northern California locations will migrate to the new system, unifying the company.

We appreciate your patience during the first few weeks of December. Our teams have been training, but this will be our first time using it live in Northern California stores. We aim to have as little disruption to our customers as possible, and once we get through the first few weeks, we should be off and running!

Which Nurseries Are Affected?

San Ramon, Petaluma, Morgan Hill, Clements, and Farmington will be affected, and we will need to close for a few days to end transactions in the old system and transfer to the new system. Please check our business closure days below.

Thu, Dec 1 – CLOSED

Fri, Dec 2 – CLOSED

Sat, Dec 3 – CLOSED

Sun, Dec 4 – CLOSED

Mon, Dec 5 – OPEN (no deliveries)

Tue, Dec 6 – Deliveries resume

What If I Have An Order For Will Call Or Delivery?

If you have an order in Will Call, please pick it up by November 30 or be prepared to wait until December 5 or 6. Delivery orders need to ship by November 30 or be scheduled for Dec 6 or later. If you have not already done so, please communicate with your salesperson about any open orders.

Will I Keep The Same Customer ID Number?

You will be issued a new Customer ID number. We recommend that you provide that number when making payments, placing orders, or picking up material from any of our yards to ensure your purchases and payments are applied to the correct account. Please ask your salesperson for your new Customer ID number when you make your next purchase.

What If I Have A Credit Card On File?

If you have a card on file in our current system, your card information is encrypted for your protection and cannot be transferred into the new system. Once our new website is live, you will be able to manage/add credit cards on your own. In the meantime, your salesperson or our Accounts Receivable Department can assist. Please bring your card with you on your first visit after December 1, and request to place a card on file. Or you may contact our Accounts Receivable Department by phone at (925) 829-6006 x 2008 or (818) 737-2616, or by email at AR@devilmountainnursery.com to have your card information stored in our new system.

What Happens to Online Access?

The current Devil Mountain website, including the customer ordering and payment system, will be taken offline on November 30 at 12:00pm while we migrate. It will remain offline until we relaunch our new site and customer portal on December 1. Once we're fully live – it may take a few days – you will need to create a new online account. We'll notify you by email when it's time to set up access.

When we launch our new site, **only the primary contact will have online access.** We intend to introduce multiple users soon. Please identify your company's primary contact by completing the Primary Contact form on our home page at www.devilmountainnursery.com.

Please note that your previous order history and saved Shopping Lists will no longer be available in the new customer portal. If you need to access a previous invoice or statement, please contact your salesperson or AR@devilmountainnursery.com. If you wish to keep your saved Shopping Lists for future reference, please download them before 12:00pm on November 30.

If you need to place an order and your online access has not been set up yet, please send your plant list to your salesperson or local store. Either can help you place an order without online access.

How Will I Receive Invoices & Statements?

With a new Point of Sale system comes a new look to our invoices and statements.

As with our old system, invoices will be sent by email only; we are unable to mail USPS paper copies. If you require paper copies, please setup online access to our new website and print them directly. Invoices are automatically emailed around midnight each night (unlike our previous system, which emailed them immediately). If you are expecting an invoice copy but do not receive one within 24 hours of the purchase, contact our Accounts Receivable Department.

Invoices paid at the time of purchase will show *PAID IN FULL* at the bottom of the page. Invoices charged to the house account will show a balance due and have a link for direct payment via the internet. A paper copy of your invoice will still be issued for in store purchases, but not for deliveries.

December 1 will be the last time customers will receive dual system statements (two different statements from two different systems). Your January 1, 2023 statement will reflect all open invoices/credits for both systems combined.

Invoices have two addresses listed on them: a store address where the purchase was made or shipped from, and a remittance address. Please send all payments to the remittance address of 12657 Alcosta Blvd, #180, San Ramon, CA 94583. Payments sent directly to the stores may result in a delay of payment being posted to your account.

How Do I Receive Weekly Availability Emails?

If you'd like to start receiving our weekly availability list, please take a moment to [update your email preferences](#).

Important Contact Information

Accounts Receivable Department

(925) 829-6006 x 2008

(818) 737-2616

AR@devilmountainnursery.com

Remittance Address

12657 Alcosta Blvd, #180

San Ramon, CA 94583

Thank you for your business.