GETTING STARTED

Login at your Customer Portal and click Submit Ticket in the header.
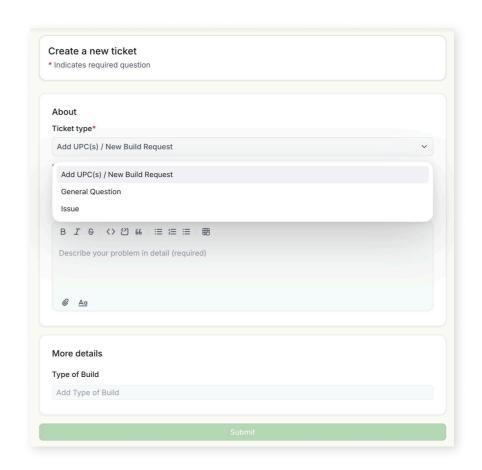
pear Customer Portal	Home	Tickets	+ Submit Ticket	J Joe Smith Test Company - Default Workspace ⌄

Ticket type:
Select UPC(s) / New Build Request

Type of Build:
Select the product you wish to admin from "Add New UPC (Store Locators and PDPs), DTC Links, Landing Page, Pear Connect"

Create a new ticket
* Indicates required question

About
Ticket type*
Add UPC(s) / New Build Request ⌄

Add UPC(s) / New Build Request
General Question
Issue

B I S <> ⊡ 66 ≔ ≔ ≔ ⊞

Describe your problem in detail (required)

⌘ Aa

More details
Type of Build
Add Type of Build

Submit

You'll need the following for each product:

UPCs (for Store Locators & PDPs)

- UPC, name, image
- PDP widget
- Pixel ID

DTC Link

- Campaign name and dates
- Retailer name
- What product and backup
- Pixel ID (if applicable)

Landing page

- Campaign name and dates
- UPCs, names, images
- Hero and background images
- Pixel ID (if applicable)

Pear Connect

- Campaign name and dates
- UPCs, names, images
- Creative file
- Pixel ID (if applicable)