

## General

### What is SodaStream Professional?

The 21<sup>st</sup> century deserves a 21<sup>st</sup> century water fountain. Enter **SodaStream™** – a connected hydration ecosystem made up of three parts including a beautifully designed water dispenser, a companion smartphone app, and a personal QR code that links your drink preferences and reusable bottle to your account for easy pours.

**SodaStream Connect™** helps you stay hydrated on the go, but it offers more than just great tasting beverages. It also allows you to set daily hydration goals, automatically tracks your water intake to help you stay hydrated and encourages reusable bottle use to cut back on plastic use.

### How does SodaStream Professional work?

**SodaStream Professional™** is a connected hydration ecosystem made up of three parts: a beautifully designed water dispenser, a companion smartphone app, and a personal QR code that links your drink preferences and reusable bottle to your account for easy pours.

Together, these elements provide a simple, smart way to track hydration and plastic bottles saved, as well as customize your water drink of choice while on the go.

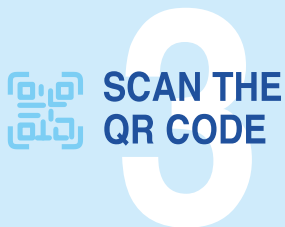
### To get started:



Download the SodaStream Connect app via the App Store or Google Play Store and create an account using an email address.



Add your bottle to your account by scanning its QR code with your phone's camera.



Visit your nearest SodaStream Professional, scan the QR code on your bottle or app, and create your custom drink!



Use the app to view your last pour, favorites, drink history, favorite combinations, water intake, plastic bottles saved and more.

## How is SodaStream Professional different than a typical vending machine or water dispenser?

**SodaStream Professional™** offers a variety of great tasting unsweetened flavor, carbonation, and temperature options that can be customized for every pour. Everyone can create their preferred drink and save their favorites in the mobile app for seamless future pours. How refreshing is that?

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## What is nano-filtered water?

Nano-filtration is a popular water filtration process that helps reduce chemicals as well as bad tastes and odors, while leaving in minerals like calcium.

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## What is the value of having a connected app?

We live in an on-the-go world, where everyone's time is a precious commodity. The mobile app allows you to save your favorite drink flavors and preferences for quick, easy pours while you're out and about. Beyond that, the app allows you to set hydration goals and track progress against it as well as show the number of plastic bottles you save with each pour. It's a way to have fun with your hydration as well as do your part to protect the planet.

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## Are you using PepsiCo Brands in SodaStream Professional like Aquafina or bubbly?

No, **SodaStream Professional™** will not dispense Aquafina® or bubbly™. As its own brand, **SodaStream Professional™** offers nano-filtered water that can be enhanced with a number of delicious flavors that were created specifically for the hydration platform.

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## Does SodaStream Professional dispense any other PepsiCo drinks, like Pepsi or Mountain Dew

No, **SodaStream Professional™** is designed to dispense water only. However, SodaStream Professional offers a number of tasty unsweetened flavors to help quench your thirst.

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## Where can I find a SodaStream Professional near me?

Tapping into our extensive partner network, we will be rolling out **SodaStream Professional™** this fall to select workplaces, college campuses and transportation hubs.

Stay tuned to hear if **SodaStream Professional™** is coming to an office or campus near you!

## User Experience & Features

### How does SodaStream Professional work?

The **SodaStream Professional™** ecosystem is made up of three components: a beautifully designed water dispenser, a companion, user-friendly smartphone app, and a personalized QR code sticker for reusable bottles that allows consumers to be effortlessly recognized by the dispenser.

Reflecting how people now utilize technology and apps to track and personalize every element of their day,

**SodaStream Professional™** also automatically tracks users' water intake and allows users to set their own daily hydration goals. It also tracks their environmental impact with a unique count of plastic bottles saved with each pour and over time and saves unique preferences (like favorite flavors and carbonation levels) for future use.

### To get started:



#### 1 DOWNLOAD

Download the SodaStream Connect app via the App Store or Google Play Store and create an account using an email address.



#### 2 ADD YOUR BOTTLE

Add your bottle to your account by scanning its QR code with your phone's camera.



#### 3 SCAN THE QR CODE

Visit your nearest SodaStream Professional, scan the QR code on your bottle or app, and create your custom drink!



#### 4 STAY HYDRATED

Use the app to view your last pour, favorites, drink history, favorite combinations, water intake, plastic bottles saved and more.

## Do I need an account in order to use SodaStream Professional?

No, the system is easy to use without an account. Anyone can use **SodaStream Professional™** by simply following the prompts on the home screen.

## How do I create an account?

However, for the complete experience, we do recommend creating an account. Your personal account will store your favorite preferences to help make future pours both easily accessible and delicious. It will also allow you to track your hydration and plastic bottles saved.

## What is a QR code?

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Simply download the **SodaStream Connect™** mobile app from the App Store or Google Play Store and create an account. The **SodaStream Connect™** app is compatible with iOS and Android operating systems.

## How does the QR code work for SodaStream Professional?

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A QR code is a machine-readable code consisting of an array of black and white squares, typically used for storing URLs or other information for reading by a camera.

## Where can I find my QR code?

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The QR code connects your account to the **SodaStream Professional™** ecosystem, allowing easy access to your favorite drink flavors, preferences and stats about your water intake and plastic bottles saved.

## Where do I get the QR sticker for my bottle?

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To use your QR code, hold your phone or bottle in front of the dispenser so that the QR code faces the dispenser's camera. Once scanned, your account details will appear on the screen.

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QR codes for account access can be accessed on the **SodaStream Connect™** mobile app. You may also apply a QR code sticker directly to your reusable bottle.

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**SodaStream Professional™** will work with partner workplaces and universities to distribute QR codes. Be on the lookout for local communication on how to get your sticker.

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## Do I need a certain type of bottle in order to use SodaStream Professional?

No, you can use any reusable bottle with **SodaStream Professional™** system.

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## How do I add my bottle to my account?

Once you create a mobile app account, you can add a bottle by navigating to the 'Edit Account' section in the mobile app and clicking on "Add your bottle." Add your bottle by scanning its QR code with your phone's camera.

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## How can I customize my drink?

Who says water can't be personalized? **SodaStream Professional™** offers several customizable options to help you create your perfect pour, including your choice of still or sparkling water, and unsweetened flavor options. You can then personalize the flavor intensity, temperature and CO2 level, depending on your current cravings, mood or activity.

To make your refills easier, use the app to view your history and 'favorite' the past pours you like best.

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## What flavors are available?

**SodaStream Professional™** offers classic flavors like strawberry, peach and lime, as well as delicious combinations like orange grapefruit, lemon mint, and raspberry lime. Once selected, you can choose the level of carbonation and personalize everything from the flavor intensity to the temperature, just how you like it.

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## Will you be introducing more flavors?

For now, we are offering six standard flavors but will likely expand flavor offerings and enhancements over time.

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## Can I mix flavors?

This varies by unit and location. For example, a unit in a workplace that is subsidized by an employer may allow you to manually mix flavors of your choosing. However, a unit in a public setting, such as a college campus, may require payment and will only allow one flavor selection at a time.

Regardless, **SodaStream Professional™** does offer tasty combination flavors, such as raspberry lime and orange grapefruit.

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What is the nutritional information for SodaStream Professional Beverages? Do the Flavors contain artificial sweeteners?

All **SodaStream Professional™** beverages are sodium-free and contain no sugar or artificial sweeteners. You can find more information at [www.pepsicobeveragefacts.com](http://www.pepsicobeveragefacts.com).

How do I 'favorite' a drink?

Once you pour a drink from a **SodaStream Connect™**, your mobile app account will show your drink history and display an option to 'favorite' it for future pours.

What is a Hydration Goal? Can I change it?

Hydration Goal is your daily target of water intake to stay hydrated. Yes, you can change the goal based on your preference through the **SodaStream Connect™** app.

## Sustainability

What is Beyond the Bottle?

Beyond the Bottle encompasses PepsiCo's commitment to offering consumers a range of great-tasting beverages while making our packaging more sustainable and fueling our future growth. We've been working to create a portfolio of options that go beyond the bottle, meeting consumers' individual needs and putting smiles on their faces, no matter whether they're at home, away from home, or on-the-go. **SodaStream Professional™** is the latest addition to our evolving Beyond the Bottle portfolio.

How does Soda Stream Connect help the environment?

At PepsiCo, we're striving to build a world where plastics never become waste. **SodaStream Connect™** is one way that we're working to make it convenient and engaging for people to make sustainable choices throughout the day – namely, cutting down on single-use plastic bottles.

What is Bottles Saved? What is the benefit of a reusable bottle?

It's our view that once people realize the ease and impact of using a refillable bottle, they will be less likely to turn to a single-use plastic bottle. So, with each pour at **SodaStream Professional™**, it calculates how many 16 oz plastic bottles you have saved to date, which will appear in the app as a fun way to track your personal environmental impact overtime.

## Payment

How much does each pour cost?

PepsiCo will work with our customers to determine appropriate pricing. Pricing may vary by customer and location.

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How do I pay?

**SodaStream Professional™** accepts credit cards and mobile/wallet pay. You'll be asked to swipe or tap to pay before pouring your drink. In the future, the goal will be to allow users to pay directly through the **SodaStream Connect™** app.

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What payment methods are accepted?

**SodaStream Professional™** accepts credit card and Wallet payments. **SodaStream Professional™** available on college and university campuses will accept some student cards for payment

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Why do I have to pay for water? I can just use tap water or a water fountain?

With **SodaStream Professional™**, all water is filtered, promising fresh water with every pour. **SodaStream Professional™** also offers a variety of unsweetened flavors and customizable carbonation and temperature options. People already buy bottled water for freshness, taste and variety, so **SodaStream Professional™** is building on that in a more sustainable way.

In addition, the tech-enabled system adds an additional layer of personalization. Everyone can create their preferred drink and save it to their favorites in the app for future pours.

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## App

### Where can I get the SodaStream Connect App?

The free **SodaStream Connect™** app is compatible with IOS and Android operating systems and available via the Apple Store and Play Store.

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### What does SodaStream Connect app track?

In the same way that apps remember your previous coffee and lunch orders, **SodaStream Connect™** tracks your drink history and preferences for easy future pours. Even better? The app also automatically tracks your water intake and number of plastic bottles saved. Now you can easily measure your hydration *and* your environmental impact.

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### How do I turn off push notifications?

In your phone's settings, go to where you manage your notifications and turn off notifications for the **SodaStream Connect™** app.

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### Is there an age restriction on the app?

You must be at least 14 years old to use the **SodaStream Connect™** app.

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### Where can I find SodaStream Professional in my office/on my campus?

For now, you can talk to your office or campus administrator for location information. In the future, you will be able to locate your nearest **SodaStream Professional™** and flavor availabilities in the map within the app.

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## Account Management

### How do I reset a password?

Go to the 'change password' under your profile in the mobile app and click to reset password.

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### Can I change my email address?

No, you cannot change email address after an account is created.

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### How do I delete my account?

In the mobile app, go to 'delete account' under your profile and delete your account. All data will be completely deleted.

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