Sysco | Market

Order Management

Tour Guide

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Welcome to Sysco Market's Order Management Application!

Sysco Market's online order management application allows you to quickly and easily place your orders online. The online order management application offers you enhanced search capabilities, detailed product information, and an intuitive user interface.

To access the application from Sysco Market, click Orders. The order management application displays.

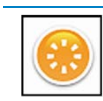
Tips for Getting Started

- To maximize your view in Sysco Market, press F11 to expand your browser to full screen. Press F11 again to return to the normal view.
- Sysco recommends a minimum screen resolution of 1024 x 768 when using the application.
- If you lose your connection and reconnect in five minutes, the application returns to the previous session.
- After fifteen minutes of inactivity, the application displays a prompt to continue your session or log out.

Buttons

Edit	Click to change your order header information or to maintain your lists.
Print	Click to print your orders or lists.
Delete	Click to delete your orders or custom lists. Click to remove an item from an order or list.
Export	Click to export your orders or lists.
Duplicate Lists	Click to copy your lists.
Reassign Lists	Click to transfer the ownership of your lists to another user.
Info	Click to view product information.
Nutrition	Click to view nutritional information.
Similar	Click to view similar or companion items.
Feedback	Click to give Sysco your feedback.
Home	Click to return to the order management homepage.
Reset List	Click to reset your list to its original sequence and view settings.
Expand	Click to display a menu or product description.

Icons

	Alert	Hover over an alert to view an explanation of the alert. This alert also displays next to out of stock items during submit. The word “OUT OF STOCK” will display next to out of stock items.
	Orange Alert	Displays next to substitute or alternate items. Hover over an alert to view an explanation of the alert. The word “SUBSTITUTE” or “ALTERNATE” will display next to the item
	On Order	Displays next to items that are on your active order.
	Purchase Agreement	Displays next to items that are part of a purchase agreement.
	Non Stock	Displays next to non-stock items in your orders.
	Remote Delivery	Displays next to remote stock items in your orders.
	Drop Shipment	Displays next to drop ship items in your order.
	Demand Status	Displays next to demand status items.
	Truck	Displays next to items in route to be delivered.
	Truck/Delivered	Displays next to items that have been delivered.
	Sysco Brand	Displays next to Sysco brand products.
	Open Order	Displays next to open orders in the Orders carousel.
	Submitted Order	Displays next to submitted orders in the Orders carousel.
	Pending Approval	Displays next to orders pending approval of your purchasing agent in the Orders carousel.
	Rejected Order	Displays next to orders that were rejected by your customer’s purchasing agent in the Orders carousel.

Ordering

Sysco offers a variety of ways to order items online. Using Sysco Market, you can create an order:

- From a list or Order Guide
- From a previous order
- Reorder from order history
- From a blank order
- While browsing
- From search results
- By importing an order
- From promotions
- Using Quick Order Entry

Tips for Ordering

Ordering from Sysco has never been easier! The following tips help you when ordering items online.

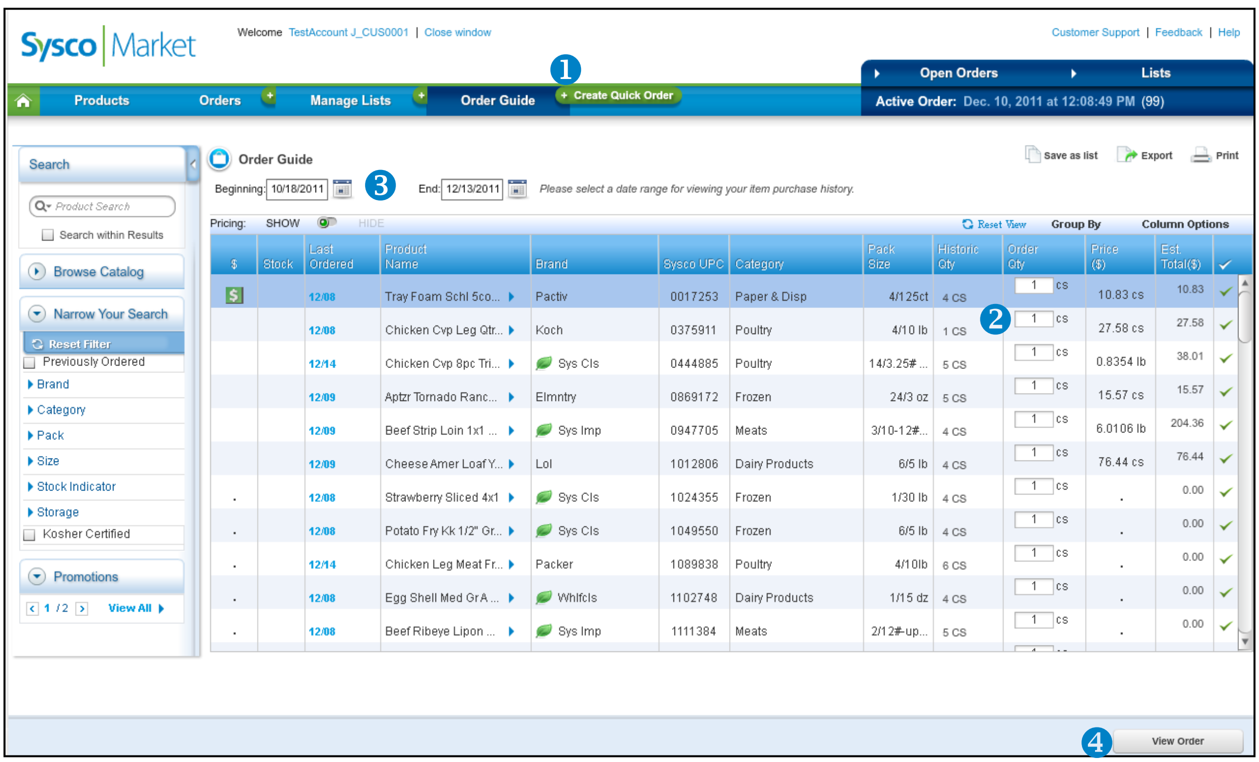
- Use the Create Quick Order buttons in the top navigation pane to create orders quickly.
- Remember to enter your item quantities ***and*** click Enter or Tab to add the items to your order.
- If you enter a quantity greater than 25, an alert displays ensuring you are ordering the correct quantity.
- Orders move through the following statuses:
    - *Open:* Orders that have not been submitted for delivery.
    - *Submitted:* Orders that have been submitted for delivery. You can make changes to submitted orders prior to cutoff.
    - *Processing:* Orders that are past cutoff and preparing for delivery.
    - *Delivered:* Orders that have been delivered to the customer.
- Open orders stay in the order carousel for 7 days.
- Processing and delivered orders display in the order history section for 14 months.
- View alerts for out-of-stock items and items with invalid delivery dates to quickly identify which exceptions need addressing. Exceptions display after clicking the Submit Order button in the order.

Creating a Quick Order from the Order Guide

To create a quick order from the Order Guide:

1. From the top navigation pane, hover your mouse over the + icon next to Order Guide and click ❶ Create Quick Order. A confirmation message appears stating that your order has been created and set as the active order.
2. Click OK. The Order Guide displays.
3. Enter ❷ quantities for the items you would like to order.

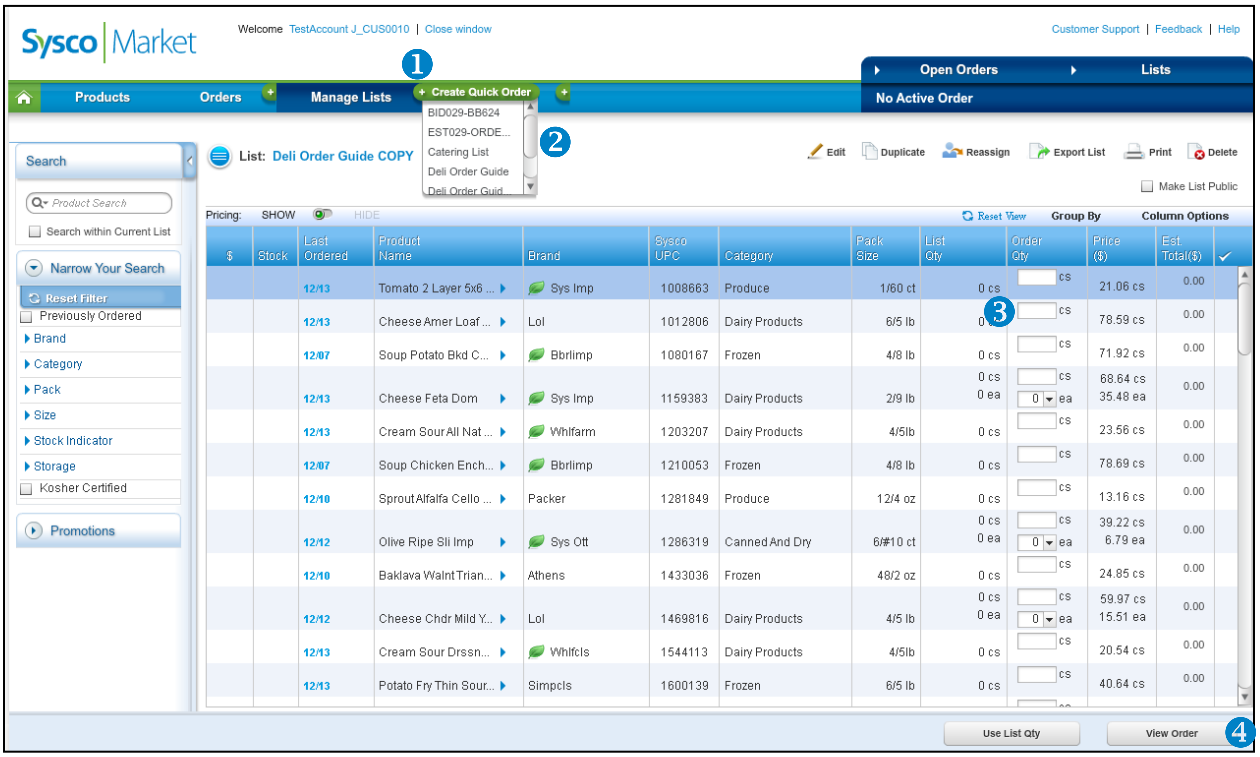
   Note: The Order Guide displays your purchase history for the past 8 weeks. You can change the ❸ date range to show your item purchase history for the past 14 months.
4. Click ❹ View Order.
5. Click Submit Order.



Creating a Quick Order from a List

To create a quick order from a list:

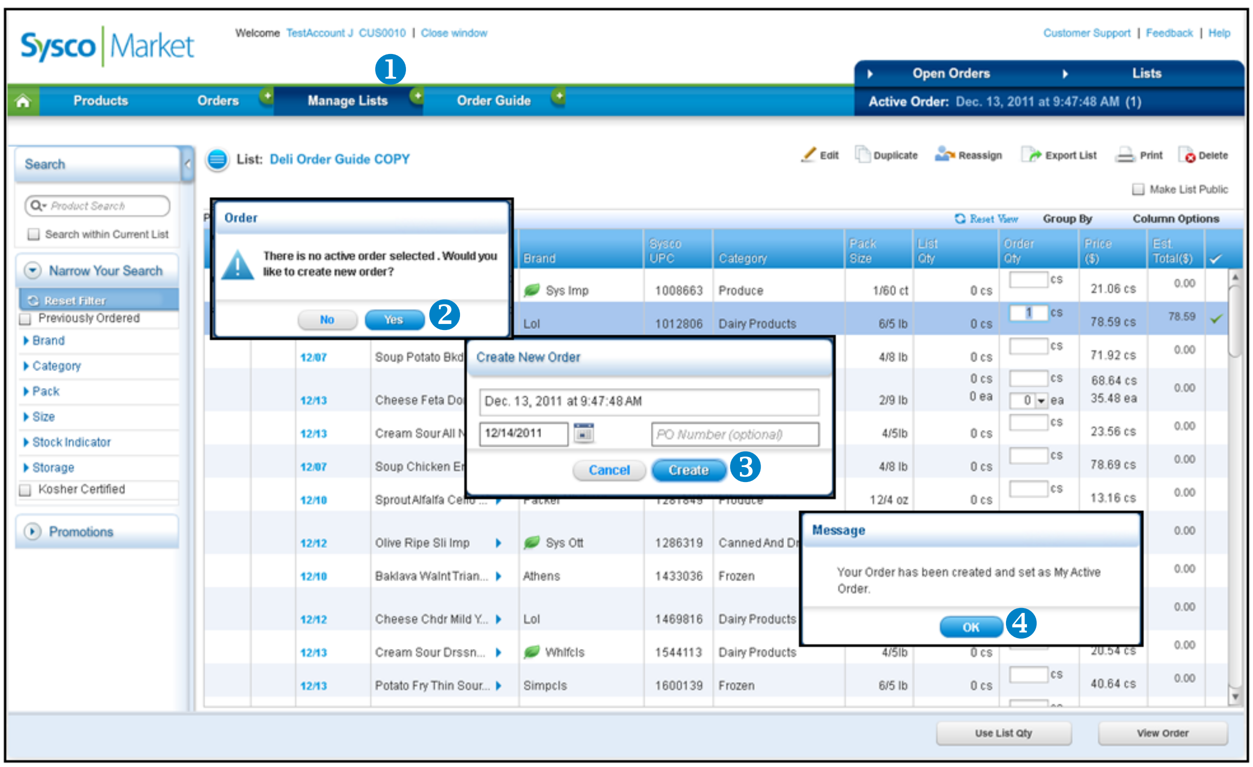
1. Hover your mouse over the + icon next to Manage Lists and click ❶ Create Quick Order.
2. Select the ❷ list you would like to use as a template. A confirmation message will appear stating that your order has been created and set as the active order.
3. Click OK.
4. Enter ❸ quantities for the items you would like to order.
5. Click ❹ View Order.
6. Click Submit Order.



Creating an Order While Viewing a List

To create an order while viewing a list:

1. From the top navigation pane, click ❶ Manage Lists.
2. Click the list that contains the items to add to your order.
3. In the Order Quantity field, enter the quantity to order and press Tab or Enter. If you are not currently in an open order, the application prompts you to create a new order. Click ❷ Yes, and enter your order header details.
4. Click ❸ Create. The application displays a confirmation window.
5. Click ❹ OK. The application displays your order as the active order, displays it in the Open Orders tab, and saves it up to seven days past the specified delivery date.
6. Click View Order to review your order.
7. Click Submit Order.



Creating an Order While Searching or Browsing

To create an order while searching or browsing:

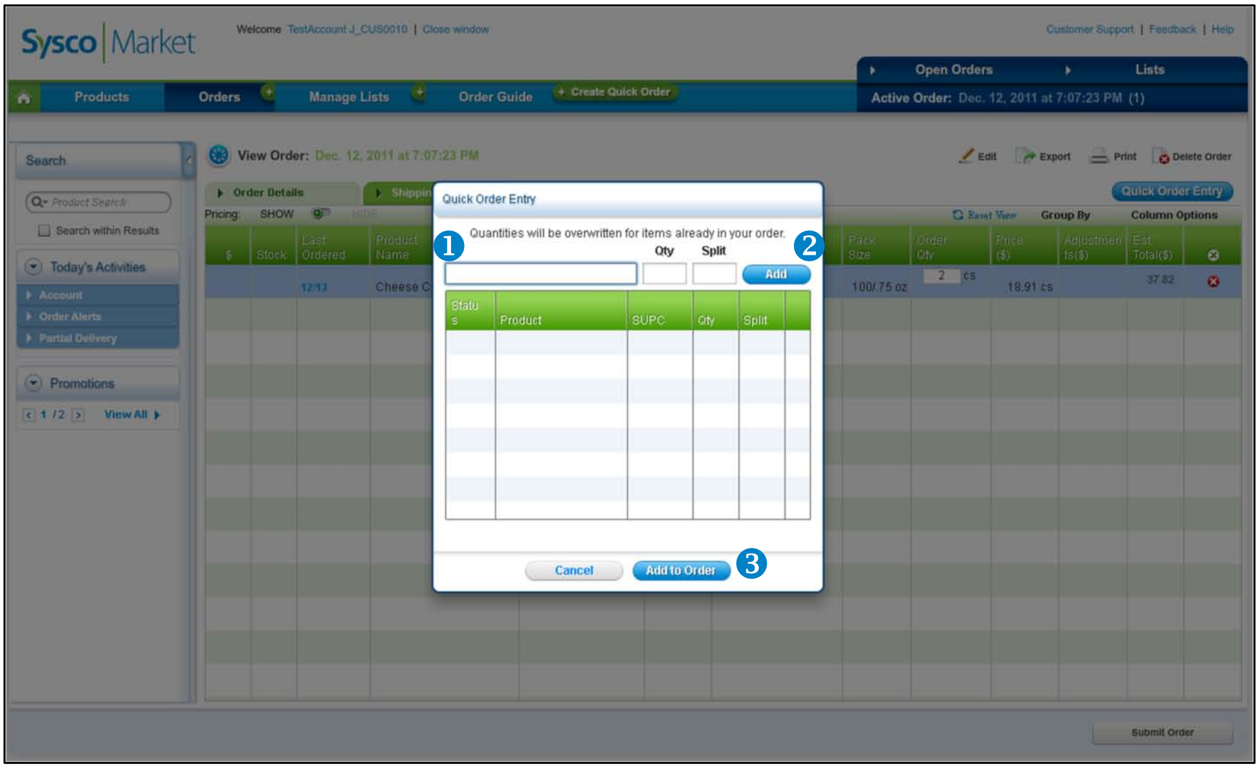
1. After finding an item, in the Order Quantity field, enter the quantity to order and press Tab or Enter. If you are not currently in an open order, the application prompts you to create a new order. Click Yes, and enter your order header details.
2. Click Create. The application displays a confirmation window.
3. Click OK. The application displays your order as the active order, displays it in the Open Orders tab, and saves it up to seven days past the specified delivery date.
4. Click View Order to review your order.
5. Click Submit Order.

Creating an Order Using Quick Order Entry

To create an order using Quick Order Entry:

1. From the homepage or the Orders landing page, click Create New Order. The application displays the Create New Order window.
2. Enter your order header details.
   - Order name (default is the current date and time)
   - Delivery date
   - PO number (optional)
3. Select Create using Quick Order Entry.
4. Click Create. The application displays a confirmation window.
5. Click OK. The application displays your order as the active order, displays it in the Open Orders tab, and saves it up to seven days past the specified delivery date.
6. In the ❶ Enter SUPC field, enter the SUPC number.
7. In the Qty field and Split fields, enter the number of cases (cs) or splits (ea).
8. Click ❷ Add. The application processes and verifies the information. Items that need attention display an alert. You must correct all alerts before adding the items to your order.

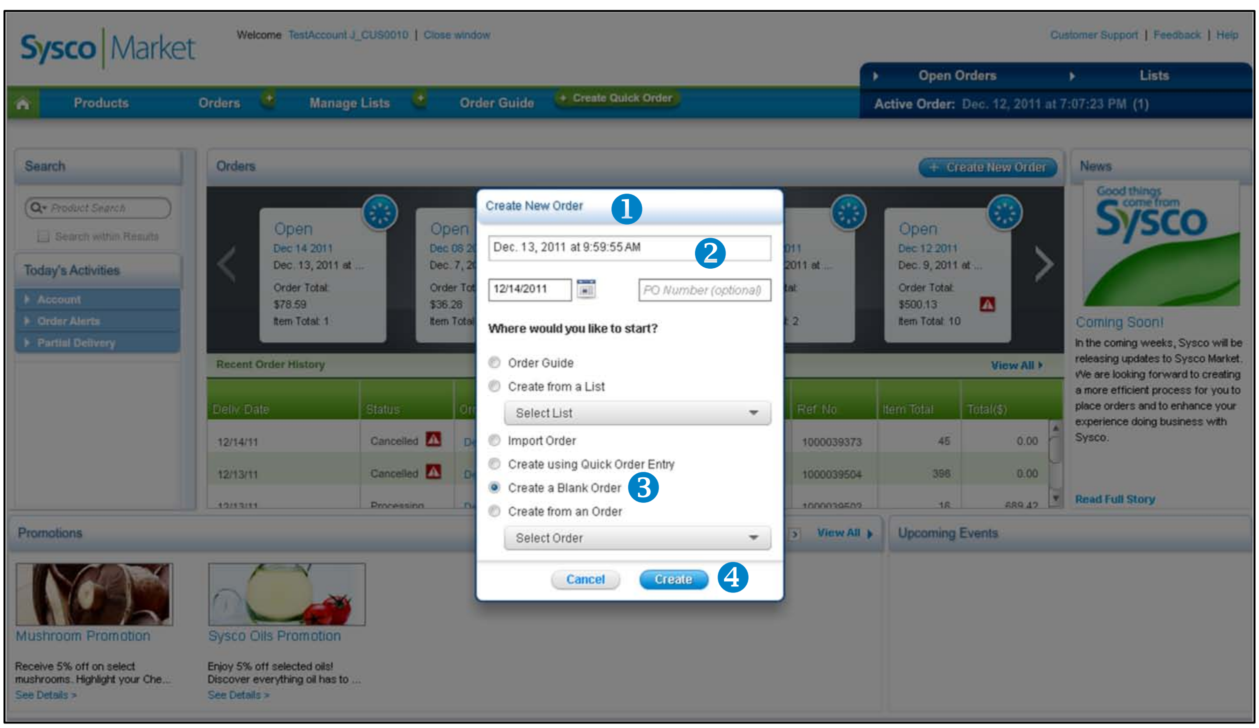
9. Click ❸ Add to Order when you finish entering the items to your order. The application adds the items to your order.
10. Click Submit Order. The application displays your order as an open order.



Creating a Blank Order

To create a blank order:

1. From the homepage or the Orders landing page, click Create New Order. The application displays the ❶ Create New Order window.
2. Enter your ❷ order header details.
   - Order name (default is the current date and time)
   - Delivery date
   - PO number (optional)
3. Select ❸ Create a Blank Order.
4. Click ❹ Create. The application displays a confirmation window.
5. Click OK. The application displays your order as the active order, displays it in the Open Orders tab, and saves it up to seven days past the specified delivery date.
6. Add items to your order by entering a quantity for an item within the Search Results page, Catalog pages, List pages, and Order pages.
7. Click View Order.
8. Click Submit Order. The application displays your order as an open order.



Creating an Order from a Promotion

To create an order from a promotion:

1. From the Promotions section of the Orders landing page, scroll to find the promotional item to order.
2. Click See Details or Add to Order. The application displays the Promotion Detail window.
3. In the Order Qty field, enter the quantity to order. If you are not currently in an open order, the application prompts you to create a new order. Click Yes, and enter your order header details.
4. Click Create. The application displays a confirmation window.
5. Click OK. The application displays your order as the active order, displays it in the Open Orders tab, and saves it up to seven days past the specified delivery date.
6. Click View Order to review your order.
7. Click Submit Order.

Submitting Orders

During Submit, item allocation/inventory reservation occurs if your order is within a two day delivery window. Orders that are set for delivery outside of a 2 day window are considered future orders. Items will not allocate to future orders.

If your delivery date is within the next two days, the application verifies your item availability and alerts you if an item is unavailable.

Based on your setup, the application suggests alternate and substitute items. The application also verifies your cutoff time for demand status items and prompts you to create a new order for these items if you are past cutoff.

To submit an order:

1. From your order details, click Submit Order. The application displays the Order Reminder screen which displays a list of items to add to your order. The Order Reminder lists items that you have purchased in the past 8 weeks that are not currently on your order, or items on your order with quantities less than the average order quantity.
2. Add items to your order or adjust the quantities as necessary.
3. Click Continue to Submit. The application verifies your item availability and submits the order to Sysco for processing. Your order displays as a submitted order in the Orders carousel.
4. In the event your items are not available, the application displays any customer specific substitute items. If a substitute item is not available, the application will attempt to provide an alternate item. An out of stock alert displays next to the item if a substitute or alternate item is not available. The application also prompts you to create a new order for demand status items that are past cutoff.

   Tip! Alerts display next to substitute, alternate, out of stock, and partial fill items. Hover over the alert to view a description.
5. To remove any alternates from the order after it is submitted, click Modify Order and delete the line item.

   Tip! Before cutoff, you can modify or cancel your submitted order using the Modify Order button. After cutoff, you must call SBS at 1-800-SYSCO CS (797-2627) directly for assistance.

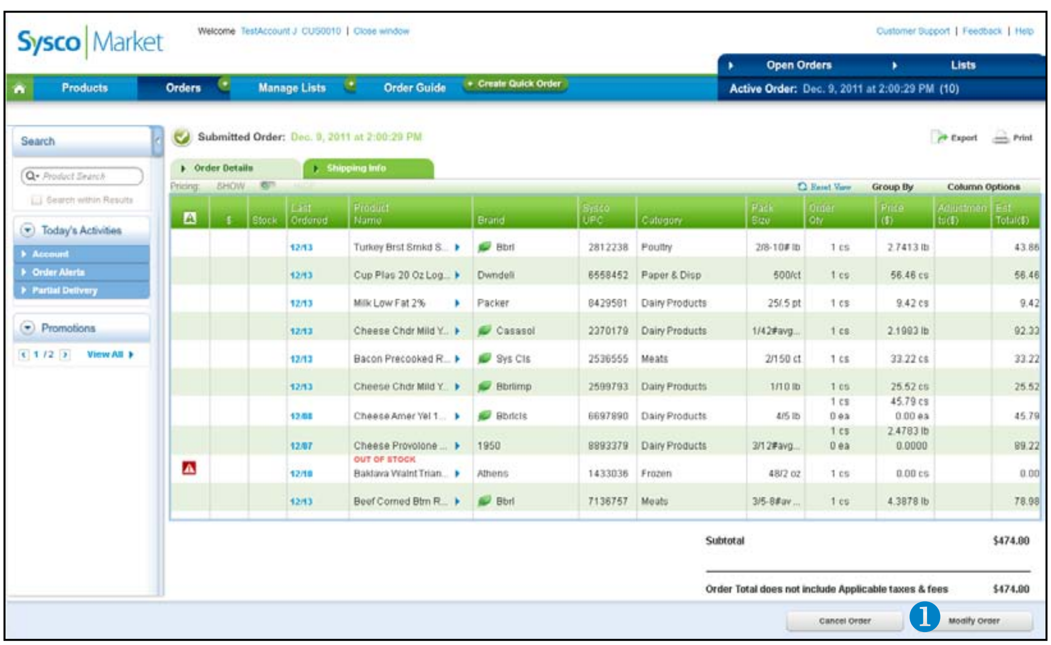
Modifying a Submitted Order

Prior to cutoff, you can modify or cancel a submitted order. Below is a summary of the changes that you can and cannot make to a submitted order prior to cutoff.

	Header Changes	Alternate Item Changes	Item Changes
Not Allowed	• Shipping conditions • Delivery date • Route to	Increase the quantity	Cannot delete or change the quantity for the following items: • Items partially filled or not filled with customer specific substitutes • Drop-ship items • Remote stock items
Allowed	Changes to all header fields not listed above	• Decrease the quantity • Delete an alternate item	• Add an item • Delete an item • Increase item quantity • Decrease item quantity
Cutoff Constraints	• If it is past the cutoff for next day delivery, the Modify and Cancel buttons are unavailable for selection. • If cutoff occurs before you submit, a cutoff message displays at the bottom of the window and the Submit Order button is unavailable for selection.		

To modify a submitted order:

1. After submitting the order, click ❶ Modify Order. A *Warning* pop-up window displays.
2. Click Yes.
3. Make whatever modifications are necessary.
4. Click Submit Order.



Lists

Creating and managing your lists is seamless using order management! Use the following table to help you understand how lists display in order management. The following table details the types of lists.

Lists	Displays editable custom lists.
Sysco Recommends	Displays non-editable, Sysco generated lists.
Shared Lists	Displays lists shared in an account

Tips for Creating and Managing Lists

- The Owner column indicates the list owner. You can only edit lists that you own.
- Click Create New List to create a custom list.
- Click Edit to work with custom categories or sequence your list.
- Click Use List Qty to order items using the list quantity.
- Click Column Options to customize your view.
- Click Group By to group your list by custom categories or Sysco categories.

Creating a Custom List

To create a custom list:

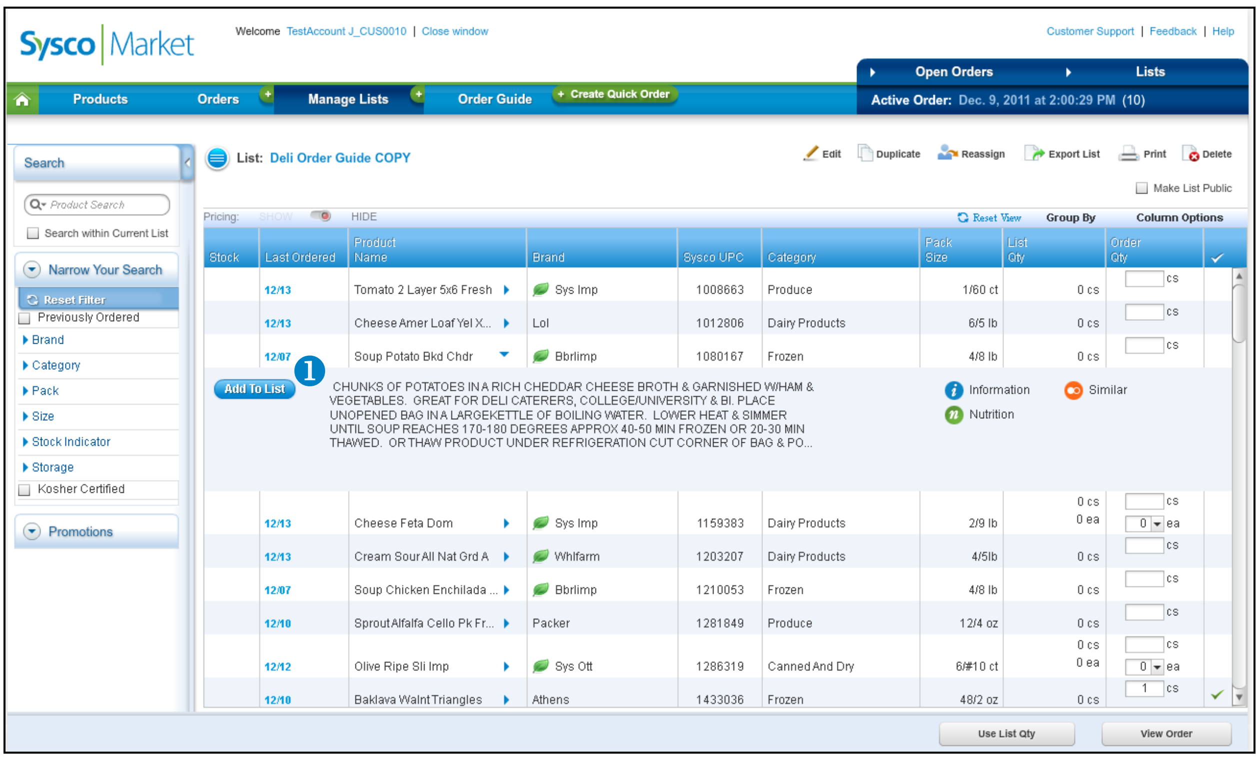
1. In the top navigation pane, click ❶ Manage Lists. The application displays your Lists landing page.
2. Click ❷ Create New List. The application displays the Create a New List window.
3. In the List Name field, enter a unique list name.
4. Click Create. The application displays a confirmation window.
5. Click OK. The application displays the list in the Lists section. You can add items to your list using the Add to List button.

Adding Items to your List

To add items to your list:

1. From your Search Results, Browse Catalog pages, List pages, Order Guide, or Order Details screen, locate the items to add to your custom list.
2. Click the product name for the items to add to your list.
3. Click ❶ Add to List. The application displays the Add to Lists window.
4. Select the list to add the item to.

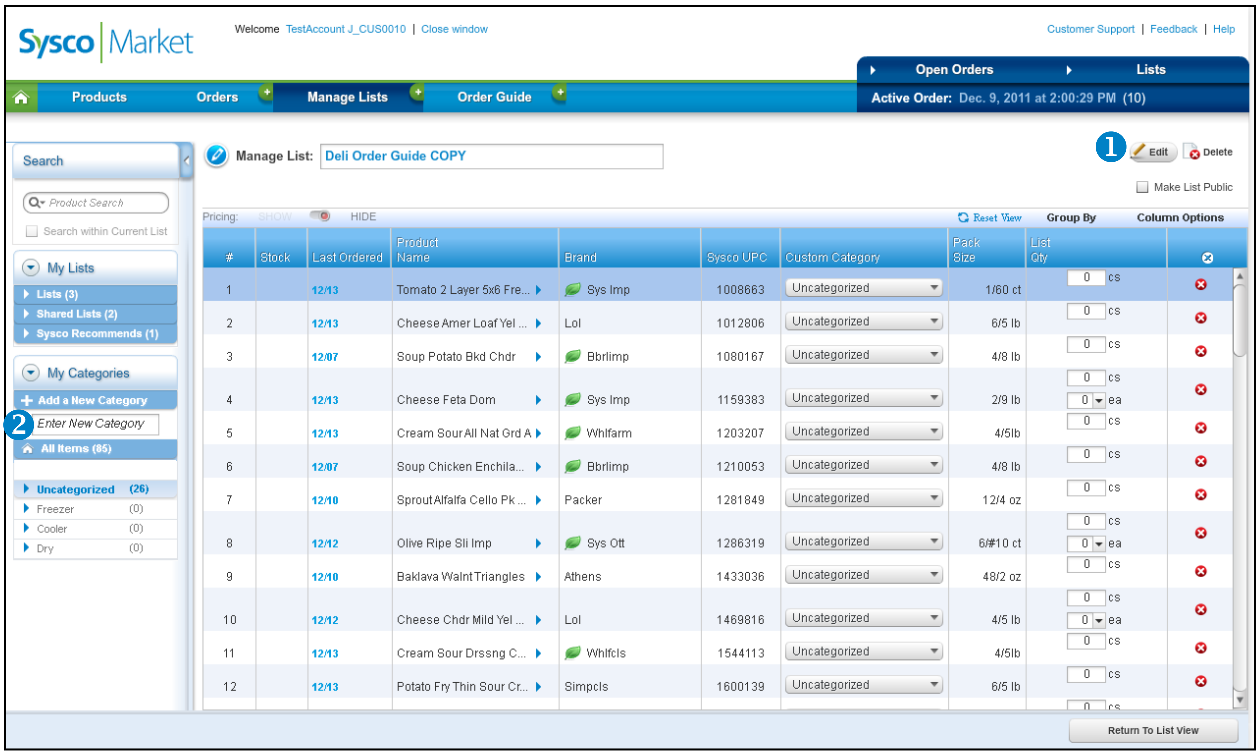
   Tip! Enter a name in the Create New List field to add the item to a new list.
5. Click Add to Lists. The application displays a confirmation window.
6. Click OK. The application adds the item to your list.



Creating Custom Categories

To create custom categories:

1. From the List Detail screen, click ❶ Edit. The application displays the List Maintenance screen.
2. In the ❷ Enter New Category field, enter a custom category name or select one from the drop-down list.
3. Press Enter on your keyboard. The application creates the custom category. You can now assign items to this category.



Assigning Items to Custom Categories

In the Custom Category column, using the category drop-down list, select the category.

In the Custom Categories menu, drag and drop the item into the custom category.

Tip! Press and hold the CTRL or SHIFT keys to select multiple items.

Sequencing Items

To sequence items in custom categories, simply drag and drop them into place.

Tip! Press and hold the CTRL and SHIFT keys to select multiple items.

Copying a Custom List

To copy a custom list:

1. From the List Detail screen, click Duplicate. The application displays the duplicate window.
2. Enter a name for your list.
3. Click Duplicate. The application copies your list and displays it in the Lists section.

Importing a List

To import a list:

1. In the top navigation pane, click Manage Lists. The application displays the *Lists* landing page.
2. Click Import List. The application displays the *Import a List* window.
3. Enter a list name.
4. Click Browse to select the file to import.
5. Click Import to begin the import process. After the application completes the import, the list displays in the *Lists* tab.

Exporting a List

To export a list:

1. From the List Details screen, click Export List. The application displays the Export List window.
2. Select Include Pricing to export the latest item prices for your list.
3. Select Send email when list is ready to receive an email notification when your list export is complete.
4. Click Export. The application begins the export process. Check the status of your export in the Export List Queue.
5. After the application completes your export, click Download in the Export List Queue to view your exported list.

Saving your Order Guide to a List

You have the option to copy your order guide to a list. This will allow you to manage your Order Guide in the same manner that you manage your lists. Once you copy the Order Guide to a list, it can be found in the My Lists section under Manage Lists. You can then sequence the items, create custom categories, and enter list quantities.

To copy your order guide to a list:

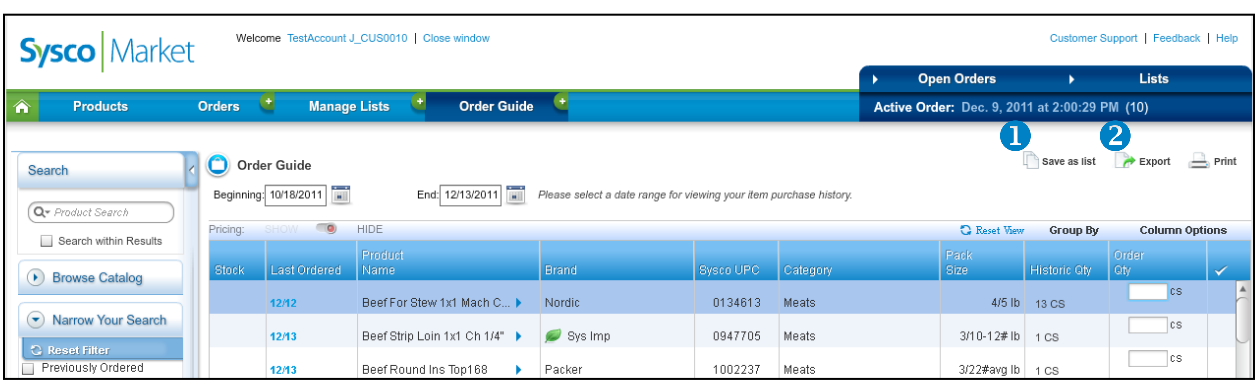
1. From Order Guide, click ❶ Save to List. The *Save to List* window displays.
2. Enter a name for your Order Guide list.
3. Click Save to List**.** Your Order Guide is saved as a list and can be accessed in the My Lists section within Manage Lists.

Exporting your Order Guide

To export your Order Guide:

1. From Order Guide, click ❷ Export. The *Export List* window displays.
2. Select Include Pricing and select a date to export prices for your list.
3. Select Send email when list is ready to receive an email notification when the application completes the export.
4. Click Export. A confirmation window displays.
5. Click OK. The export process begins. Check the status of the export in the *Export List Queue* under *Manage Lists*.
6. After the application completes the export, the status of the export displays *Ready to Export*. You can now choose whether to print or email your list in PDF format or other system supported formats.

   Tip! Click Refresh Export List to refresh the *Export List Queue*.



Finding Items

To start finding items:

- Use the Search feature
- Filter your results
- Browse the product catalog
- View promotions

Tips for Finding Items

- Sysco Market uses item descriptions to determine which items to display.
- Search using a product description, brand name, category name, abbreviation, or Sysco Universal Product Code (SUPC).
- Enter between 2-25 characters in the Search field.
- Search is not case sensitive; meaning, you can use capital or lower case letters.
- Search using singular or plural words, such as container/containers.
- Search using multiple words. For example, entering hot dog bun displays all results for items with the words hot, dog, and bun.
- Enter at least the first two numbers of an SUPC.

Using Search

Search uses item descriptions and SUPCs to determine which items to display.

Search allows you to look for an item by product description, brand name, abbreviation, or SUPC. The application displays those items that match your entry in the search results area.

Use the Product Catalog to explore items by category, such as all dairy or seafood.

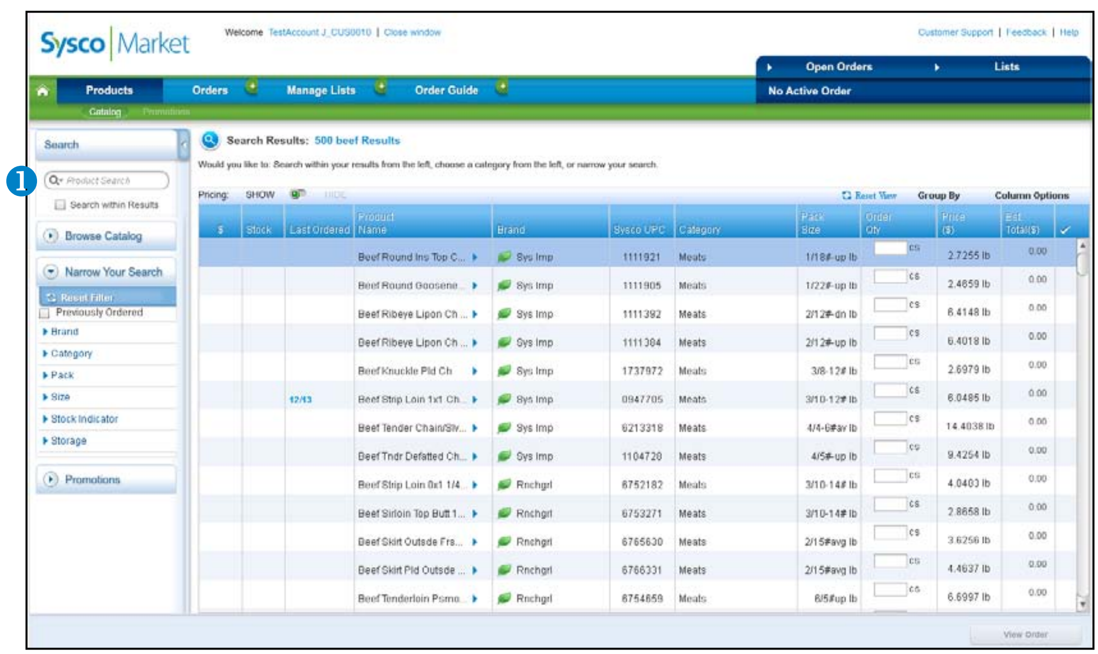
Tip! Use descriptive words when searching. Chicken is a broad term while, chicken breast is more specific.

Searching for Items

To search for items:

1. In the ❶ Search field, enter a product description, brand name, abbreviation, or SUPC for the item you are looking for.
2. Press Enter. A list of results displays.
3. From your search results you can:
    - Add items to an order by entering a quantity and pressing Enter or Tab.
    - Add items to a list by clicking the product name, then selecting the Add to List button.

   Tip! If the item you are searching for is a promotional item, Promotion displays in the product name field.



Using Filters

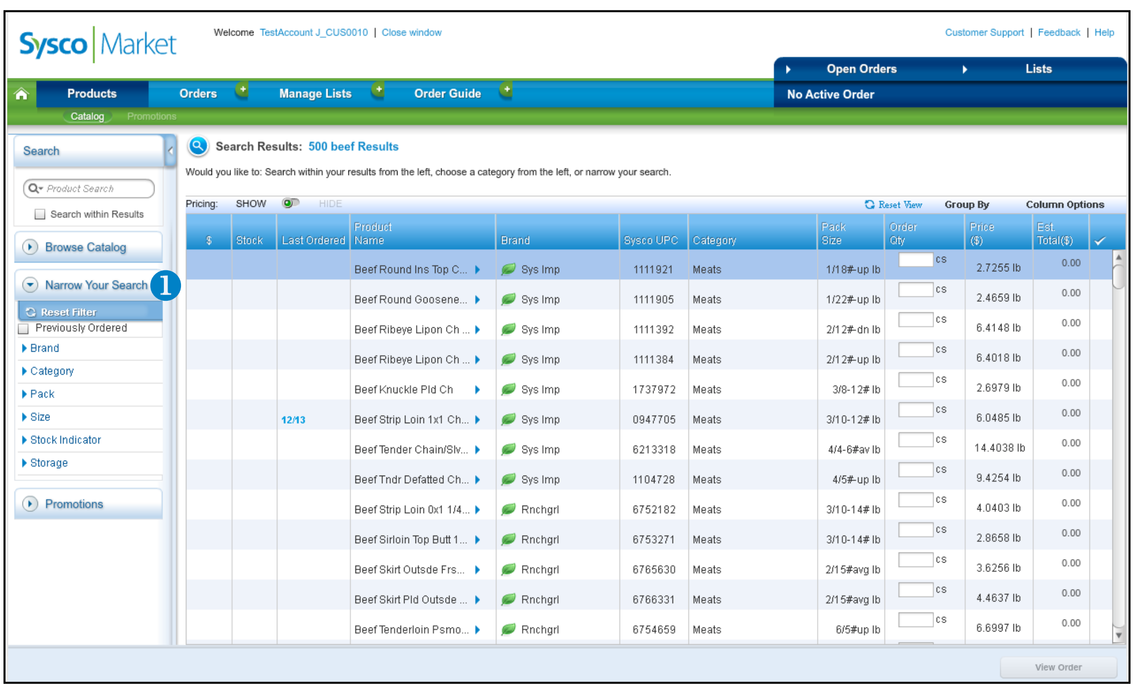
Sysco carries thousands of products. Depending on the product you are looking for, the search results can be in the hundreds.

Select Narrow Your Search to limit the items the application displays based on the criteria below.

Search within Results (Product or SUPC)	Brand Name
Category	Pack
Size	Stock Indicator
Ordered Before	Organic
Vegetarian	Vegan
Kosher	Green
Halal	

To filter your search results:

1. Search for a product.
2. Select ❶ Narrow Your Search in the left menu.
3. Select how to limit the items. The list displays only those items meeting your filter. Scroll down in the Narrow Your Search menu to view all possible filter criteria.



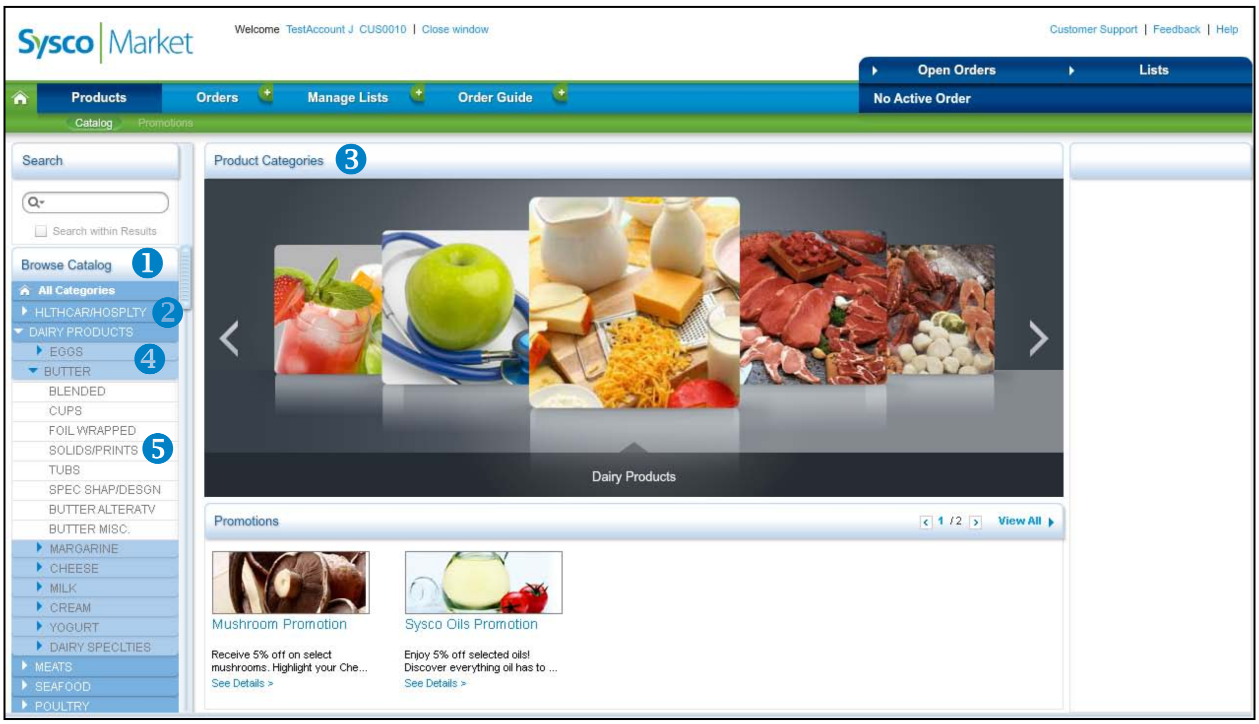
Browsing the Product Catalog

When browsing for a product, use the *Product Carousel* to browse the product catalog or click *Browse Catalog* in the left menu.

To browse the product catalog:

1. Click ❶ Browse Catalog in the left menu. The twelve primary (Sysco 12) categories display.
2. Click a ❷ Primary Category to browse.

   Tip! You can also select the Primary Category from the ❸ Product Categories carousel. Click the picture or the arrows to select a Primary Category. The next-level category displays in the Browse Catalog menu.
3. Click the ❹ next-level category to continue.
4. Click the ❺ category to browse. The selected category items display.
5. From your results, you can add items to an order or list by entering a quantity or using the Add to List button.



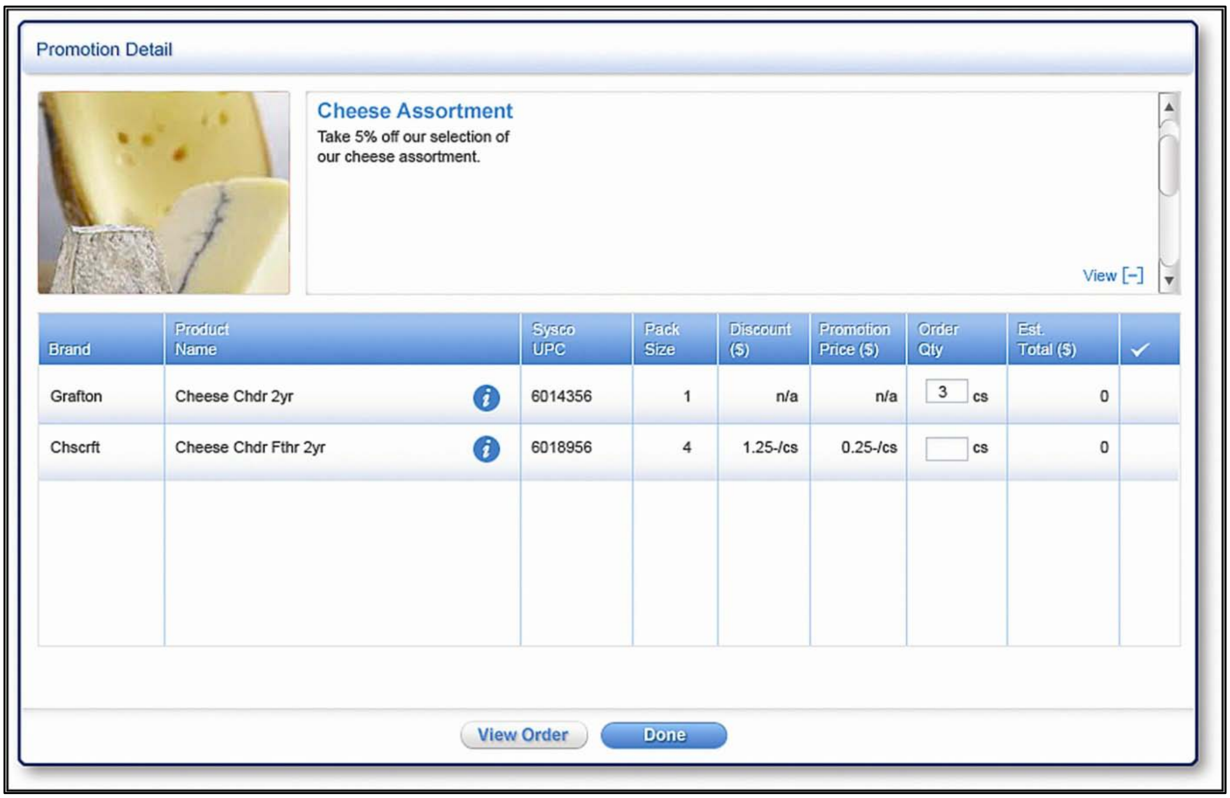
Finding Promotional Items

Promotional items display in your search results, as well as when you browse the product catalog. If the item you are searching for is a promotional item, *Promotion* displays in the product name field.

You can also view all available promotional items in the Promotions section of the screen.

To view promotion details:

1. From the Promotions section, click See Details. The Promotion Details display.
2. Enter a quantity in the Order Qty field to add the promotional item to the active order.
3. Click Done to close the Promotion Detail window or click View Order to view the active order. Click the Information icon to view the item’s product card.



Viewing Product Cards

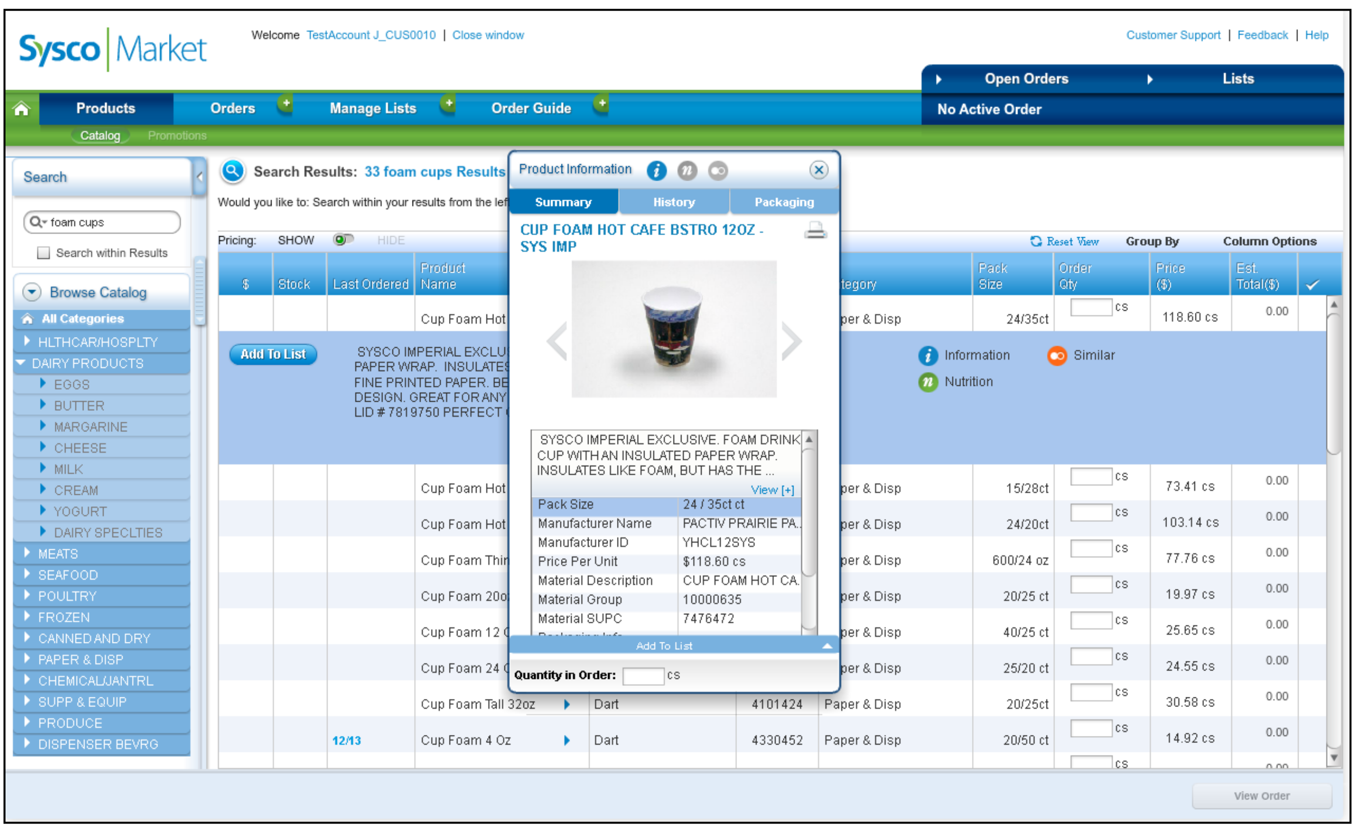
View detailed product information for each item within the order management application by viewing the item's product card.

To view the product card for an item, click the Info, Nutrition, or Similar icons in an item grid.

The product card displays the following information for the item:

- Product summary information
- 8-week item purchase history
- Packaging information
- Nutritional information
- Similar items
- Companion items

To print a product flyer, click Print in any product card view. You can also add an item to an order or list by entering a quantity or using the Add to List section of the product card.

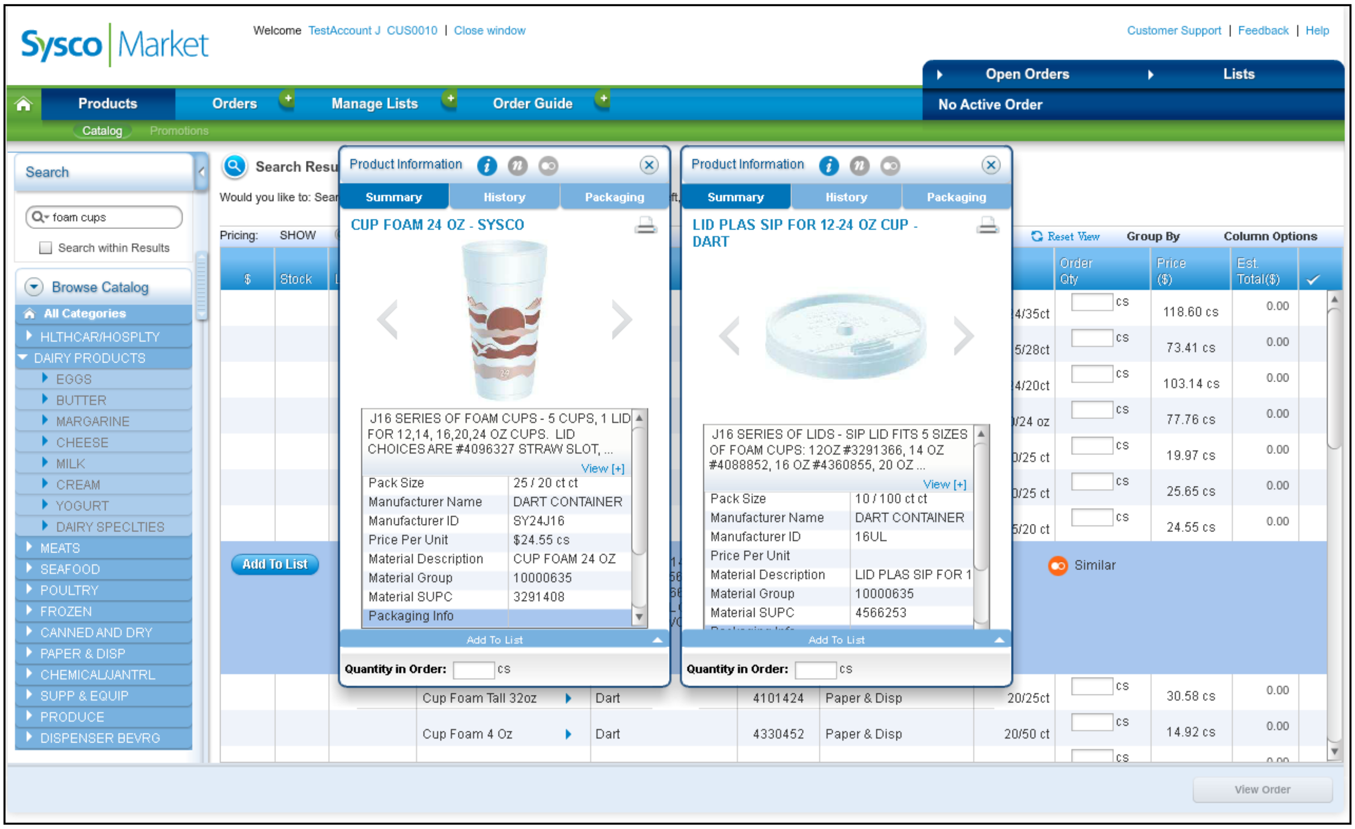


Comparing Multiple Product Cards

You can compare up to three product cards at one time.

To compare multiple product cards, click the Info, Nutrition, or Similar icons for each item to compare.

As you view the information in a product card, all the product cards remain in sync. For example, if you view the nutritional information in one product card, the comparison product cards also display nutritional information.



Customizing your View

You have the ability to customize how you view information on your screen. Any changes you make to your view automatically saves and displays until you log out of the application.

In any item grid, you have the ability to:

- Sort columns in ascending or descending order
- Group items by Sysco or custom category
- Expand/Collapse categories
- Hide or display columns
- Arrange your columns
- Resize your columns

Sorting Columns

To sort columns:

1. Click the column heading to sort in ascending order.
2. Click the column heading again to sort in descending order.

Grouping Items by Category

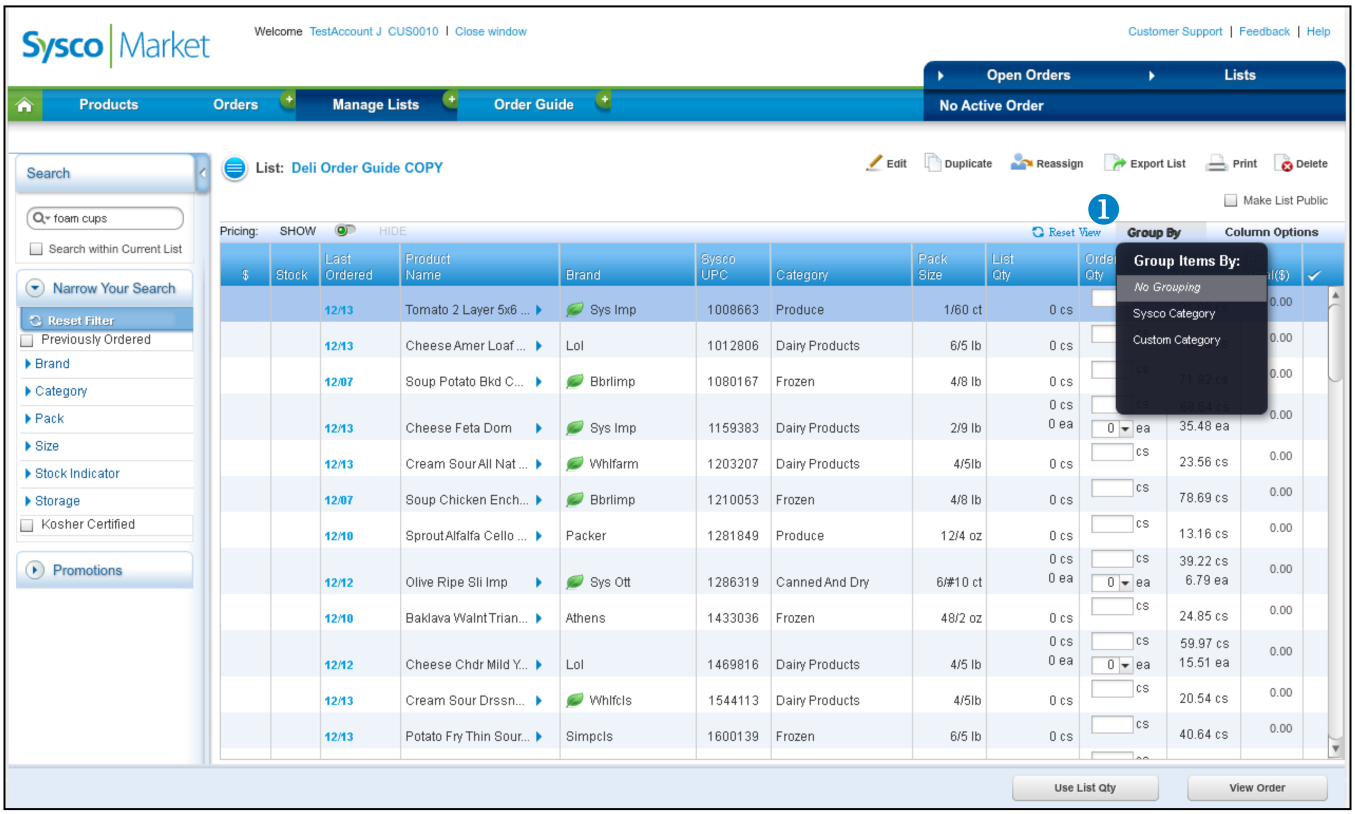
To group items:

1. While in an item grid, click ❶ Group by. A drop-down list with options displays.
2. Select to Group by Sysco Category or Group by Custom Category. The application groups the list.

Tip! You can only group by custom category in a custom list.

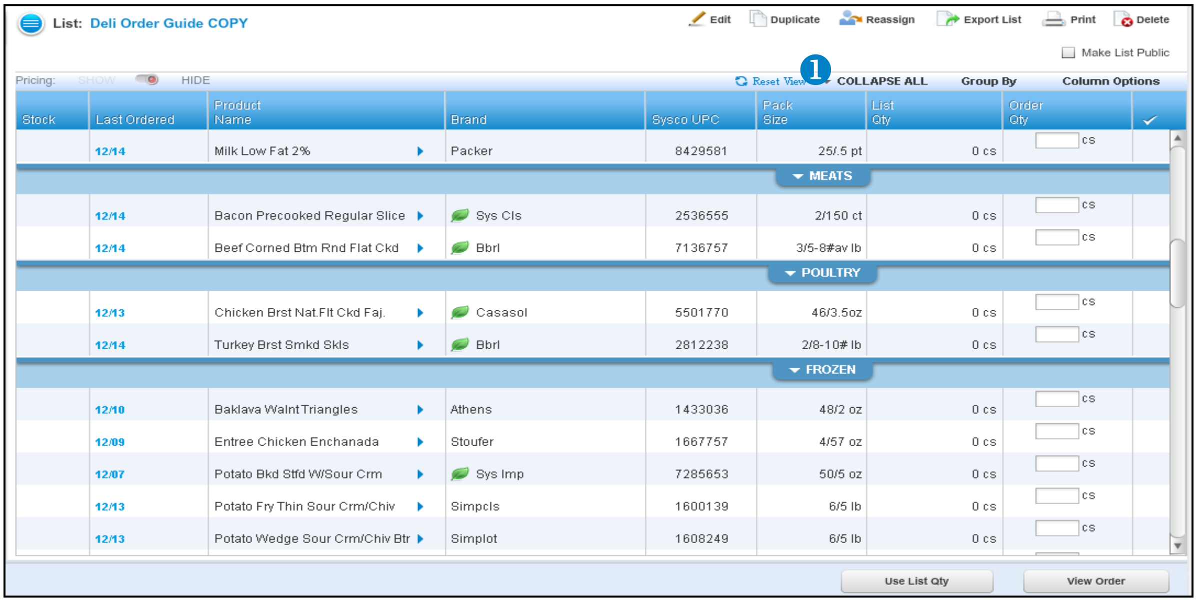
To remove the groupings:

1. Click ❶ Group By.
2. Select No Grouping. The categories clear.



Expanding/Collapsing Categories

You can now expand and collapse categories by clicking the triangle icon next to the category name. To expand or collapse all categories, select to group by Sysco Category or Custom Categories and click the Expand All or ❶ Collapse All button. This feature allows you to quickly locate specific items within a list.

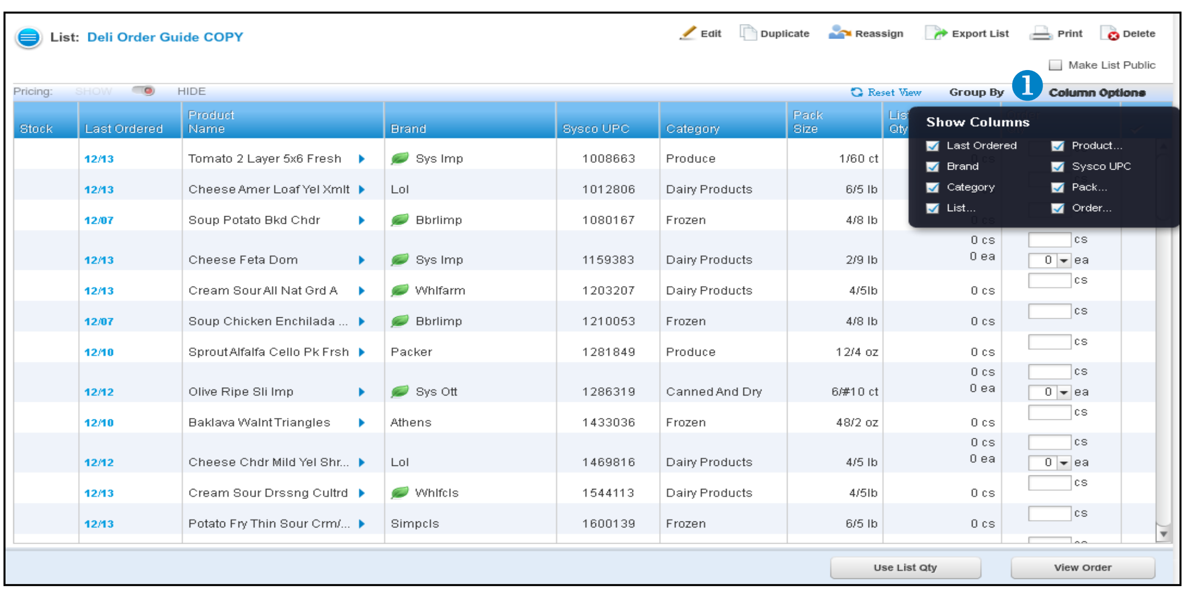


Hide or Display Columns

To hide or display columns:

1. Click ❶ Column Options.

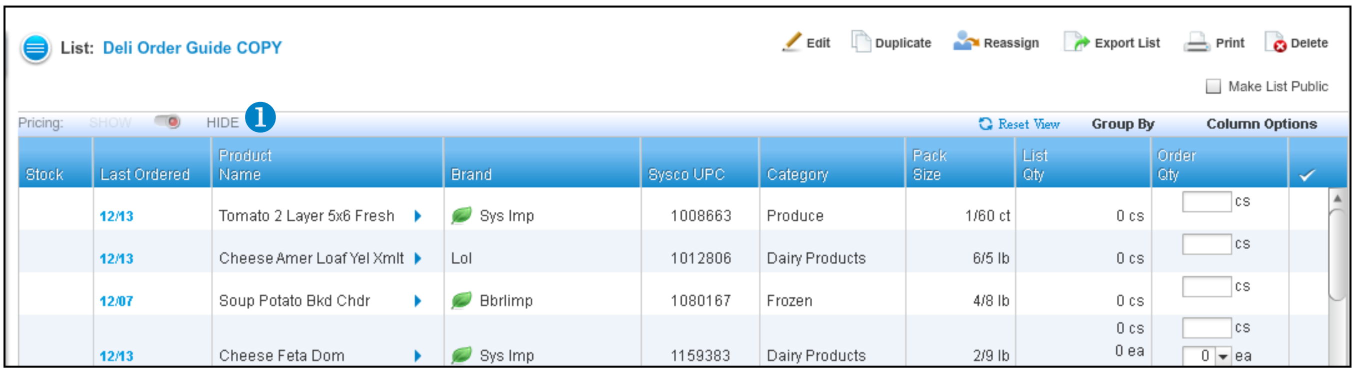
2. Select or clear column names to remove or add them.



Show/Hide Pricing

You can use the ❶ Pricing feature to show or hide pricing on the Search, Browse, Lists, Orders, and Order Guide pages. You may find it beneficial to hide pricing when you are searching for items to add to your orders or when managing lists. This action should improve the speed of Order Management. When you select to hide pricing, Order Management removes the Pricing column from the item grid, along with the extended price column.

Note: If you select to hide pricing, you cannot show pricing again on until you click View Order.



Arranging Columns

This option is very similar to the functionality found in Microsoft Excel.

To arrange columns:

1. Select the column to move.
2. Click and hold your mouse to drag the column to its new location and release your mouse button. The column moves to its new location.

Resizing Columns

When additional information is available in a field, the application displays ... (ellipses). Drag the boundary of the column heading above the field until the column increases to the appropriate width. The application removes the ellipses and displays the additional information.

Frequently Asked Question-Getting Started

Although we feel Sysco Market's order management application is very intuitive and user-friendly, not everyone is a pro right away. Here is a list of the most frequently asked questions. For more information, refer to the Help provided within the application.

How do I start using the order management application?

Contact your local sales representative so they can begin the application process.

How do I access the order management application?

To access the order management application from Sysco Market:

Access http://www.syscomarket.com

Enter your user name and password, and then click Login.

From the Order menu at the top of the screen, select Order Management. You have now logged in to Sysco Market's order management application.

Who should I contact if I need help?

You can contact SBS at 1-800-SYSCO-CS (797-2627) directly for assistance.

How do I return to a previous screen?

Simply click the options in the left navigation pane or at the top of the screen to return to a previous screen.

Tip! Please do not use the Back button on the browser to return to the previous screen. By doing so, the order management application logs you out.

What are the order management application system requirements?

Monitor with XGA screen resolution of 1024x768 or better

Internet access (An Internet Service Provider (ISP) or local LAN connection is required.)

Email access (An email address is required. It is frequently part of your internet service by the ISP.)

Pentium III 600 MHz processor or better

2 GB RAM or more

Microsoft Windows XP operating systems; any operating system that supports Adobe Flash 10.0 (or better)

Microsoft Internet Explorer 6.0 or better web browser (free from Microsoft)

HTML capable email software, such as Microsoft Outlook Express (free from Microsoft)

Where can I find help and training for the order management application?

You can access help and training information directly in the order management application. Click Help to launch the help file containing information on how to use the program as well as training demonstrations.

When I type in www.syscomarket.com I get an error. Is something wrong?

Make sure you have typed the correct address in the address bar. If you have, you may need to clear your cache and temporary internet files. To do this, in Internet Explorer 6.0, click Tools > Internet Options. On the first page (General Tab), press the Delete Files button and the Clear History button. If this does not resolve the problem, verify your browser accepts cookies. If you do not know how to do this, contact your network administrator or contact a Sysco customer support representative.

Do I need any specific programs to use Sysco Market's online order management application?

You need two free programs—Adobe Flash Player and Adobe Reader. To download Adobe Flash version 10, and determine if you have Adobe Flash installed on your computer, access

http://www.adobe.com/products/flashplayer/action/

If you cannot see the images moving on your screen, install the latest Adobe Flash player.

Frequently Asked Questions-Browsers

What is a browser?

A browser is an application program that provides a way to look at and interact with all the information on the World Wide Web. Technically, a Web browser is a client program that uses the Hypertext Transfer Protocol (HTTP) to make requests of Web servers throughout the internet on behalf of the browser user.

What browser does the order management application support?

Sysco Market's order management application currently supports Internet Explorer version 6.0. We plan to provide support for newer versions as they become available. A list of the supported browsers is always listed on the login page.

How do I determine which browser and which version of the browser I have?

After you open your browser, simply click the Help > About menu option at the top of the browser. This menu indicates both the browser and version you are using.

Tip! Sysco Market does not support any browsers provided by AOL. If you are an AOL subscriber however, you can use Sysco Market by minimizing the AOL browser and opening a supported browser.

How can I get a browser that works with the order management application?

For best results, we recommend using Internet Explorer.

Frequently Asked Questions-Customizing your View

Can I hide columns in the order management application that I do not want to see?

Yes! You can customize the columns that display on your screen by using the Column Options drop-down list. Remove or add the columns you want to see on your screen by selecting or clearing the column names displayed in the drop-down list.

Can I arrange the columns on my screen in a different sequence?

Yes! You can arrange the columns that display on your screen by dragging and dropping them where you want. Select the column you want to move, hold down your left mouse button while dragging the column to its new location, and release your mouse button. The column moves to its new location. This function is very similar to the functionality found in Microsoft Excel.

Can I sort the information displayed on my screen?

Yes! You can sort the information that displays on your screen in your lists or orders by clicking on the header of each column to sort in ascending or descending order. You can also choose to group the items in your list or orders based on common attributes by using the Group by drop-down list found in the top right portion of your screen.

Frequently Asked Questions-Ordering

How do I create an order?

There are multiple ways to create an order using the order management application. One of the most common ways is to use the Create New Order option in the left navigation pane.

1. Click Create New Order in the left navigation pane. The Create a New Order window displays.
2. Enter your order header details.
3. Select how to create your order.
    - Create an order from a list or Order Guide
    - Create an order from an order
    - Create a blank order
    - Import an order
    - Create using Quick Order Entry
4. Click Create. A confirmation window displays.
5. Click OK. Your order is the active order, displays in the Open Orders tab, and is saved up to seven days past the specified delivery date.

For additional information on creating orders, refer to Help within the application. Within Help, search for the topic Orders.

If I have to close the order management application, is my order saved?

Yes! Information in the order management application automatically saves as you work on your orders and lists. If you have to close the application, you can retrieve the order you were working on when you login again.

When do I need to place my order?

Contact your local sales representatives to learn of any order cutoff dates and times that may affect when you place your orders.

Will I get an order confirmation?

Yes! After Sysco receives the order, an email confirmation is sent to the email address on file.

What happens if I accidentally place an order?

You can cancel your submitted order if you accidently submit it.

To cancel your submitted order:

1. From the Orders landing page, click the submitted order to view the order details.
2. Click Cancel located in the top right corner of the screen.

Tip! Please contact your Sysco representative or Sysco Business Services (SBS) to cancel the highlighted, remote stock items.

I am having a problem ordering online, what should I do?

Contact your Sysco support team or you may contact SBS at 1-800-SYSCO CS (797-2627) directly for assistance.

How do I know if Sysco received my order?

You are sent a detailed email confirmation to the email address on file.

When can I expect to receive my order?

You can expect to receive your order on the delivery date you specified in your order header details unless you have special shipping terms in your agreement with Sysco.

Can I change the email address that the email confirmation is delivered to?

Contact SBS at 1-800-SYSCO-CS (797-2627) to change the email address tied to the account.

Can I make changes to a submitted order?

Yes! You can make changes to a submitted order prior to cutoff. Click the order from the Orders Landing page and click Modify Order to make changes. You can also cancel the order prior to cutoff.

Can I track my order?

Yes! You can track orders based on the status of the order. Your order will have the following statuses:

Open: orders that have not been submitted for delivery

Submitted: orders that have been submitted for delivery. You can make changes to submitted orders prior to cutoff.

Processing: orders that are past cutoff and preparing for delivery.

Delivered: orders that have been delivered to the customer.

Delivery icons display next to items so that you can distinguish items that are being shipped by Sysco or a third-party shipping company.

Can I get a reference number for my order?

Yes! All orders are assigned a reference number that can be found in the order header details. The reference number also displays in the email confirmation that is sent to your email address on file.

Can I delete items from purchase history?

You cannot delete items from the Order Guide screen because the screen is a compilation of an account's ordering history.

How do I print my order?

All pages containing a list of items have a Print button in the upper right portion of the screen. Depending on your needs, you can print the current page or all pages.

What if the item I want is out of stock?

If an item is out of stock, based on the customer's setup, the order management application suggests a substitute item if one is available.

How long do orders remain available in the application?

Open (un-submitted) orders stay in the Orders carousel section for 7 days past the specified delivery date. Submitted orders stay in Order History up to 14 months.

Does the order management application display my canceled orders?

Yes! Cancelled orders display in the Order History grid.

Can I delete my order?

Yes! You can delete open (un-submitted) orders. To delete an open (un-submitted) order:

1. While viewing the order details, click Delete Order. An alert displays prompting you to delete this order.
2. Click Yes. The order deletes and clears from the Orders Landing page.

I have submitted my order. How do I know Sysco has received the information?

After Sysco receives the order and the warehouse confirms it, you receive an email order confirmation. If you do not receive an email confirmation from Sysco, contact your Sysco support team or SBS at 1-800-SYSCO CS (797-2627) directly for assistance.

Can I cancel my submitted order?

Yes! Prior to cutoff, you can cancel a submitted order. To cancel a submitted order:

1. From the Orders Landing page, click the submitted order. The submitted order details display.
2. Click Cancel Order. A confirmation window displays.
3. Click Continue to cancel the order. The order is cancelled and the Orders homepage displays.

Contact SBS at 1-800-SYSCO-CS (797-2627) if the order is after cutoff.

How do I remove an item from my order?

While viewing the order details, click the Delete icon or enter 0 in the quantity field to remove an item from an order.

How do I review old purchases?

You can review previous orders by viewing orders in Order History. You can also view previously ordered items and quantities by using the Order Guide option. In an item grid, hover over the Last Delivered date to view the item's 8 week purchase history.

What if I need to return a product I purchased (Sysco's return policy)?

You can view Sysco's return policy within Sysco Market. For more information on Sysco's return policy, contact your Sysco support team or SBS at 1-800-SYSCO CS (797-2627) directly for assistance.

Frequently Asked Questions-Lists

Can I sort the information displayed in my lists?

Yes! You can sort the information displayed in your lists by clicking the header of each column to sort in ascending or descending order. You can also choose to group the items in your list based on common attributes by using the Group by button found in the top right portion of your screen. For example, you can group your items by category.

What lists display in the Sysco Recommends section?

The Sysco Recommends section displays non-editable, Sysco generated lists, including bid lists, sequenced item lists (SIL), and order templates (OT).

Can I order from a list?

Yes! Place an order from a list by entering a quantity next to the items you would like to order. The items are automatically added to your active order. If you do not have an active order, you are prompted to create a new order.

Can I change the name of my custom lists?

Yes! You can change the name of your custom list. Click Edit in your List details and change the name of the list.

What is the standard quantity that displays in my lists?

The List Quantity column displays the standard order quantity, par level, or relative quantities when planning an order for large headcounts. Enter list quantities to speed up the ordering process.

What is the historic quantity that displays in the Order Guide screen?

The Historic Quantity column displays the total quantity you ordered for the selected item during the selected timeframe.

Can I group my list by categories?

Yes! Click Group By and select Group by Sysco Category or Group by Custom Category.

I am trying to use the Search feature, but nothing displays in my search results. Where are my results?

To use the basic Search feature, you must follow specific guidelines:

You can search using a product description, brand name, category name, abbreviation, Manufacturer's ID or Sysco Universal Price Code (SUPC).

Enter between 2-25 characters in the Search field.

Search is not case sensitive, meaning; you can use capital or lower case letters.

Search using singular or plural words, such as *container/containers*.

Enter at least the first two numbers of an SUPC or Manufacturer ID.

You can search using multiple words. For example, entering *hot dog bun* displays all results for items with the words *hot, dog,* and *bun*.

Can I search in my list?

Yes! While viewing your list, click Search within results and narrow your results by selecting filters.

After searching for items, can I add the items to an order or list?

Yes! Enter a quantity in the Order Qty field to add the item to the active order. If there is not an active order, you are prompted to create a new order. To add an item to a list, click Add to List and select the list you would like to add the item to.

How do I know what products are on promotion?

You can easily tell which products are on promotion in three ways:

On the order management home page in the Promotions and Limited Time Offer sections, click the View Details link to display more information.

When searching for products, the word “PROMOTION” displays above the product description.

When checking out, promotional products show a discount.