

<http://www.esysco.net>

eSYSCO Customer

User Guide

Version 7.6.2

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Introduction

eSYSCO is an integrated suite of applications designed to support the sales process of the supply chain. It allows you to use the Internet for ordering, reporting, tracking, promotions, inventory, and menu analysis in a fully secure, real-time system. eSYSCO is easy, efficient, and accurate. The simple Internet browser interface offers the most accurate pricing and warehouse inventory data available.

Starting with the basics, like navigating your order guide, searching for product, and tracking orders, eSYSCO makes it easier than ever before to do business with SYSCO. The eSYSCO website address or URL (Uniform Resource Locator) is:

<http://www.esysco.net>

Program Summary

eSYSCO is an online replenishment management solution for foodservice operators. Using eSYSCO, restaurateurs, kitchen managers, and foodservice operators can quickly and easily place their orders with SYSCO. You can also track orders and generate reports to aid in your decision-making process.

Features

Basic eSYSCO features include:

Import and Export Import and export functionality makes it easy to share information with other third-party software vendors. Multiple file format types are available for both importing and exporting data. See [Import/Export File Layouts on page 77](#) for detailed information about available format file types.

Multi-Approver and Multi-Buyer Being set up as a Multi-Approver allows certain accounts to have one primary purchasing agent approve eSYSCO orders before submission. The purchasing agent monitors incoming products and adjust the quantities accordingly.

Multi-Buyers can purchase Sysco items for select customer accounts, which makes it easy for a central purchasing person to submit one order with items for multiple customer accounts.

Inventory and Menu Analysis Inventory and menu analysis were recently added to eSYSCO. They bring many features that can reduce the time required to perform many basic tasks and can help you maximize your profits using the program's reporting tools, menu development and analysis, and inventory control functions.

What's New in This Version

eSYSCO version 7.6.2 includes the following enhancement:

Self-service password reset.

When you forget your password and have the security questions set, use the forgot password link on the Login screen to respond to your security questions and reset your own password. Before this enhancement, eSYSCO required you to call your Sysco customer support associate and have them reset your password for you.

With this new feature, you can easily reset your password in three simple steps:

Identify (set up your security questions). See [Security Information Setup on page 60](#) for more information.

Verify (correctly answer your security questions). See [Forgot Password on page 62](#) for more information.

Reset (enter your new password). See [Reset Password on page 63](#) for more information.

System Recommendations

This section lists the hardware and software recommended to use eSYSCO.

Important: eSYSCO does not currently support Macintosh operating systems. You may use eSYSCO if your Mac runs an IBM-compatible operating system and a MS Windows-based browser (such as Internet Explorer).

Hardware

The **recommended** hardware needed to use eSYSCO includes:

- Pentium III 600 MHz processor or better; 64 MB of RAM
- High-speed Internet connection: DSL, cable modem, or 56.6 Kb modem; modem speed set to 28.8 bps or higher

The minimum hardware required to use eSYSCO includes:

- Pentium II 100 MHz processor or equivalent; 32 MB of RAM
- 28.8 Kb modem and phone line

Software

The **recommended** software needed to use eSYSCO includes:

- Microsoft Windows 2000 or XP operating system
- Microsoft Internet Explorer version 6.0 with pop-up blocking allowed for the eSYSCO website; browser font size set to **12** or **medium**; JavaScript enabled (it is required to complete online transactions).
- Internet connection, email address, and HTML email client (Outlook Express)

The minimum software needed to use eSYSCO includes:

- Windows 98 or NT operating system

- Web browser such as Microsoft Internet Explorer version 6.0, or Netscape Navigator 6.1 or 6.2
- Internet connection, email address, email client

Connection

The following information lists the connection requirements when using eSYSCO.

Internet Access A connection to the Internet using an Internet Service Provider (ISP) or local LAN (Local Area Network) is required.

Email Access An email address is required for order confirmations.

Pop-Up Blocking

eSYSCO requires the use of pop-ups. Verify your web browser allows pop-ups from www.esysco.net. See [Browser Basics on page 73](#) for more information.

Document Conventions

Document conventions include visual cues, such as a symbol, text, or font differences, and flag paragraphs, such as note, important, and warning paragraphs, that help you quickly understand the system and its procedures.

Screens

The screen examples in this guide may not look exactly like those shown on your computer. Depending on your settings, certain links may not display as shown on the figures. For example, if you do not have inventory-access enabled by your local SYSCO operating company, the Inventory link at the top does not display.

Typographic Cues

Typographic cues provide a visual alert, such as font color, size, symbols, and terms, that help you understand the content and use this manual effectively. Table 1 lists the typographic cues and their description.

Table 1 Typographic Cues

Cue	Description
Blue Text	Links to a cross-reference in the documentation. Click the link to jump to the section or document it represents. Note: The page numbers in the table of contents, tables, and figures are links, but not italicized, underlined, or blue. Click them to go directly to a specific page.
	Underlined blue text Links to a website. Click the link to jump to the web page it represents.
Click	Position the cursor on an on-screen button and press the left mouse button. For example, Click Save .
Courier Typeface	Any error/system messages displayed on screen display in Courier typeface (<i>not</i> bold). For example, Record not found. Contact Support Team.

Table 1 Typographic Cues (continued)

Cue	Description
Greater-than sign (>)	Points to the next step in a menu selection path. For example, Select Items > Dairy > Cheese
Press	Use a key on the keyboard to perform a specific action. For example, Press Enter .
Select	Click an item in a drop-down list, pick list item, click-drag across a text or graphic selection, or position the cursor and release the mouse button (as in a menu), to choose and activate a button, a list option, a graphic, a text area, or a menu option.

Flags

Flag paragraphs help you understand the system and its procedures by calling attention to certain information. Table 2 lists the six flag paragraphs in order of urgency (from least to most) and a description of each.

Table 2 Document Flags

Flag	Definition
Note:	Calls attention to additional useful information (least urgent).
Remember...	Reminds you of a previously mentioned (or commonly known) instruction or idea.
Important	Clarifies information or essential steps.
Caution	Prevents errors by asking questions.
Warning!	Notifies of potential data loss.
STOP!	Halt any action, or danger to humans, equipment, or major data loss occurs (most urgent).

Technical Support

eSYSCO provides a variety of technical support. Contact your Marketing Associate (MA) or local SYSCO operating company for assistance. Additional information is available in the eSYSCO application.

Customer Support

Click the Customer Support link for a list of frequently asked questions, and access to the eSYSCO user guides.

Help

Click the Help link to launch the eSYSCO help file. Use the contents, search, or index functions to access the desired information.

Getting Started

Chapter 2 provides information on navigating through eSYSCO, including the regions and links found throughout the system. Many controls provide access to the sections of eSYSCO, including tabs, buttons, links, icons, and drop-down boxes.

A customized list, order guide, or product guide may consist of several display pages of items. A display page consists of the number of line items per page specified on the Options page. See [Display Preferences on page 59](#) for more information.

Screen Basics

An eSYSCO screen consists of three areas (Figure 1) that display when ordering.

Navigation Bar

Information Area

Details

Note: If displaying a custom list or no order is open, some screens do not display the information area. Also, custom lists do not display prices.

The screenshot shows the eSYSCO Order Detail screen. It is divided into three main sections:

- Navigation Bar:** Located at the top, it includes the eSYSCO logo, user name (Jenny Roberts), and various menu items like Orders, Items, Checkout, Reports, Lists, Tracking, Inventory, Options, and Help. It also shows the date 6/10/06 and a search bar.
- Information Area:** This area contains order details such as 'Order Information', 'Reference Number: No Order In Session', and 'Delivery Date:'. It also shows 'Pieces: 0' and 'Total: \$0.00'. Below this is a breadcrumb trail: 'Items > Lists > Bronze Package > Lines 1.12 of 56'. There are also controls for sorting and selecting categories.
- Details:** This is a table listing individual items. The table has columns for Pk/Sz, Brand, Grd, Description, Cust #, SUPC, Quantity, Unit \$, and Extended \$. The items listed include Parsley Curly Bunch Fresh, Shallot Peeled Fresh, Pasta Orecchiette, Tarragon Fresh Herb, Shrimp P&D Raw 21/25 T/On Tgr, Sausage Ital Pzz Top Pure, Shrimp Raw Lfq Pieces Med, Shrimp Raw Lfq Pieces Lrg, Sauce Soy, Grain Spclty Polenta Ital Styl, and Peanut Butter Creamy.

Figure 1 Order Detail screen with the three areas: navigation bar, information area, and details

Navigation Bar

The Navigation bar contains tabs and links that access every area in eSYSCO. From anywhere in the application, click the underlined link, select the option, and display the information. Links display different information depending on which link you click. In some cases, the screen displays a different page. In others, additional item information displays.

Perform ordering using three primary tabs in the navigation bar:

Orders Access the Orders screen that lists the active, pending, and historical orders and is the starting point for new orders.

Items Access the Items screen, which provides various methods for selecting items.

Checkout Access the Review Order screen that displays all items and quantities on the current order and the Submit Order link that sends orders to SYSCO.

Note: If the Inventory tab is enabled, you may also create an order from the Create an Order (SYSCO) screen.

Access application preferences, list management, order tracking, item inventory, menu analysis, and reporting functions using the following links:

Reports Access the Reports screen to display ordering details.

Lists Access the Custom List screen to create or modify custom lists.

Tracking Access the Order Tracking screen for scheduled delivery details.

Inventory Access the Inventory module with online tools for inventory and menu analysis.

Options Access the Options screen to set display preferences, contact information, and import/export options (if applicable).

Customer Support Access the Customer Support screen with access to the eSYSCO user guides, support email address, and frequently asked questions.

Change Password Access the Change Password screen for password security.

Page Links

Page links move you back and forth between pages of a list.

Click |<**First** to return to the first page of the list or **Last**>| to advance to the last page.

Click <**Prev** to go back a single page from the current page or **Next**> to go forward one page.

Note: When first accessing a list with multiple pages, only the **Next**> and **Last**>| links display. The links do not appear if all items display on one page.

Bread Crumbs

Bread crumbs help you quickly return to a previously-viewed screen. Bread crumbs show your path of screens and appear as links at the top of a list (Figure 2).

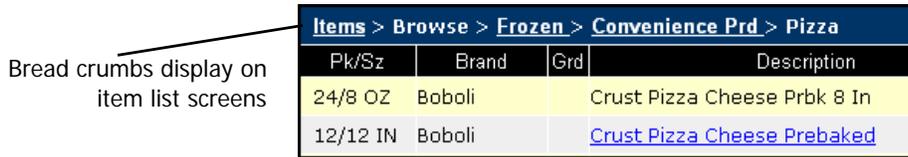


Figure 2 Example of bread crumbs on the Item List screen

In Figure 2, the bread crumbs are:

Items> Browse> Frozen> Convenience Prd> Pizza

All items categorized as pizza display. To easily return to the top-level list of categories, click the Frozen link. To return to the screen displaying all methods of selecting items, click the Items link.

Search Product Guide

Use the search feature to quickly locate items in the product guide. For example, search for items using a specific manufacturer, brand keyword, SUPC number, or by entering a few characters of the item's description.

To search for items in the product guide,

- 1 Type the desired item in the **Search Product Guide** for field.
- 2 Click the **magnifying glass** icon to start the search process. The items matching the search display on the *Item List Detail* screen.
- 3 Type the desired quantity and click **Add/Save Items to Order** button.

For more information, see [Searching on page 30](#).

Information Area

The information area displays the order identification number currently displayed, the number of cases/splits on the order, the total order cost, and the delivery date.

Go To

To go directly to a specific page in the list, click the drop-down arrow to the right of the **Go To** field to display a list of available pages (Figure 3). Highlight a page number and click once to view the items on that page.



Figure 3 Go To page drop-down option

Note: The number of items displayed per page is controlled by your Display Preferences on the *Options* page.

Sort By

Located in the information area, you may change the display of the list based on three sorting criteria options (Figure 4).

Sysco Category List items based on the SYSCO 12 categories.

Order Added List items in the order in which they are added to the order.

Description Alpha Sort List items alphabetically based on their description.



Figure 4 Sort By drop-down options

Select Category

Divide lists into categories or department types (such as Dairy, Frozen, or Poultry). To limit the display, click the down arrow to display a list of available categories (Figure 5). Highlight a category and click once to view items assigned to the selected category.



Figure 5 Select Category drop-down options

Remember... You can create your own category headings when creating custom lists. See [Lists on page 45](#) for details.

Details

The details area displays the details that correspond with the selected link. For example, if you click the Items link, the options available for locating items displays in this region.

Buttons and Icons

Throughout eSYSCO, buttons and icons are available to print whatever you happen to be viewing (typically a report or a list). In addition, you may clear all changed quantities made while reviewing an order. Table 3 defines the standard icons used in eSYSCO.

Table 3 eSYSCO Icons

Standard Icon	Description
	Print Current Page Prints the page currently displayed in the Display Detail. (Only one page displays on the printer icon.)
	Print All Pages Prints all available pages in the list. (Notice there is more than one page on the printer icon.)
	Export Exports the associated list or order to a file, which can be viewed in Microsoft Excel in a comma separated value (.csv) file format.
	Clear All Quantity Changes Clears all quantity changes made while reviewing an order; also used to clear pre-set quantities in Custom Lists.
	Search Type the item to be found in the associated search field and click this icon to perform the search in the Product Guide.
	Edit Info Edit the custom list options, including custom list ownership, order guide synch and reset settings, and changing list names.
	Delete Remove the custom list from those available.
	Replace Change the current custom list with a different imported list.
	Drop-down Arrow Displays additional options in a list. Click the drop-down arrow to show and select options available on multiple eSYSCO screens.
	Add Tagged Items Displays the Tag and Add Options screen, which tells eSYSCO what to do with the tagged item when adding it to a custom list.
	Add All Items to Inventory Part of the Inventory module, the Add all Items to Inventory button selects all order guide/custom list items and includes them as part of your inventory.
	Duplicate Part of the Inventory module, the Duplicate button copies an existing recipe so you can change items or pricing to create a new recipe.

Table 4 defines buttons available in eSYSCO. Other buttons exist in eSYSCO, but are not defined here as they are self-explanatory.

Table 4 eSYSCO Buttons

Standard Button	Description
	Edit Order Information Click to display the Order Information window, which is used to change the delivery date, purchase order number, and delivery instructions.
	Review Order Click to display all items and quantities on the current order. The Review Order button may not always display.
	Clear Item Status Clear the item status label on a list. The item remains on the list, only the status label is removed.
	Re-Sequence List Clicking the re-sequence button to re-load the <i>entire</i> custom list so items in every category display alphabetically by description.
	Find Item Within List Type the item to be found in the associated field and Click the GO button to perform the search. The Find Item Within List option only searches the list shown in the Detail Display region. Use the Search feature to find an item in the Product Guide.

Quick Reference

The Quick Reference section provides a brief summary of how to use eSYSCO if you are new to the application. Use the online help system if questions arise while online using eSYSCO.

eSYSCO requires a username and password for security purposes. To access eSYSCO, you need your username and password. If you do not know this information, contact your local SYSCO operating company help desk or your marketing associate for assistance.

Access the eSYSCO Website

A connection to the Internet is required. You are responsible for providing your own Internet Service Provider (ISP).

To access the eSYSCO website:

- 1 Access the Internet by double-clicking on the Microsoft Internet Explorer desktop icon (Figure 6).

If you do not have a desktop icon, see [Add a Shortcut to your Computer Desktop on page 74](#).



Figure 6 Internet Explorer desktop icon

- 2 Type the eSYSCO Internet address.

`http://www.esysco.net`

- 3 Press **Enter** or click **Go**. The *eSYSCO Login* screen (Figure 7) displays.

Login Screen

The Login screen is the entry point of eSYSCO. The Login screen (Figure 7) displays when the www.esysco.net web address is entered in your web browser address bar. You need a username and password to open eSYSCO.

Warning! eSYSCO requires the use of pop-ups to function correctly. Verify your web browser enables pop-ups from the eSYSCO website. See [Browser Basics on page 73](#) for more information.

Keep in mind your username and password are case-sensitive.

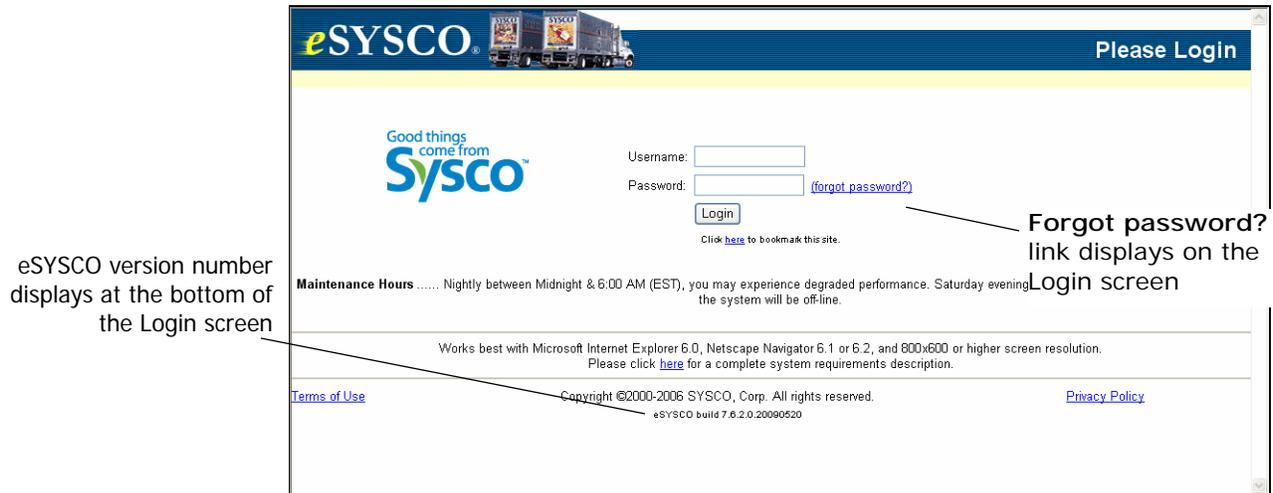


Figure 7 eSYSCO Login screen

- 1 Type your username and press **Tab**. Your local SYSCO operating company assigns username and password. If you forget your password, click the Forgot password link. See [Forgot Password on page 62](#) for more information.
- 2 Type your password.
- 3 Click **Login**. The *Message* screen displays.

Message Screen

The System Message screen displays after a successful eSYSCO sign on. In Figure 8, the Message screen states your password is about to expire.



Figure 8 System Message screen

If no system messages display, click **Continue** to access the order entry section of eSYSCO. A message may alert you to change your password (Figure 8). Certain criteria is required when creating a password.

- Password **must** contain at least *six* characters and include at least *one* number.
- Passwords **cannot** contain special characters (!, @, #, \$, & *).

Change your password at any time by clicking the **Change Password** link, located in the top right. For instructions, see [Working with Passwords on page 61](#). If you forget your password, reset it. For more information, see [Reset Password on page 63](#) for more information.

Orders Screen

The Orders screen (Figure 9) is the starting point for creating a new order, accessing an unsent order, editing a submitted order, or reviewing previous orders.



Status	Confirm#	Order#	Created	Delivery	Pieces	Total \$	My Order Name	Comments
Existing Orders (click order for details)								
Unsubmitted	R1495-00	0	5/22/01	6/12/01	4	\$30.34		
Unsubmitted	R2294-00	0	6/12/01	6/21/01	59	\$1,209.17	Thursday Delivery	
Unsubmitted	R2436-00	0	6/19/01	6/23/01	68	\$1,394.77	Kruger/Smith Wedding	
Received	R2374-02	38792	6/14/01	6/15/01	47	\$3,695.75	Friday's Seafood Ord	
Received	R2454-02	38847	6/20/01	6/21/01	48	\$1,099.63		
Order History (view only)								
Pending	R2444-01	0	6/19/01	6/26/01	141	\$4,142.63		
Complete	R326-01	0	3/26/01	6/5/01	11	\$167.65		
Complete	R1036-01	38441	5/14/01	6/5/01	37	\$2,636.69	Thursday	
Complete	R1923-01	38529	6/4/01	6/6/01	28	\$1,648.28	June 6, 2001 deliver	

Figure 9 Orders screen

New orders are orders that have not been entered yet.

Existing Orders are those currently in the system. These orders may be in one of the following statuses:

Unsubmitted orders are previously entered orders that were not submitted to SYSCO for fulfillment. Unsubmitted orders delete after **7 days**.

Pending orders were sent to SYSCO, but no email confirmation was received.

Received orders are those that were sent to SYSCO for fulfillment, but are considered still in the system before cut off time. Because order allocation, picking, and shipping have not occurred yet, you may still change the order. Order numbers are assigned once SYSCO acknowledges the order.

Note: Only Unsubmitted and Received orders may be changed. Pending orders are considered *read-only* and may only be viewed.

Order History displays the *last 12 weeks* of orders submitted. You cannot edit these orders. They are only for review. Orders in the following statuses are considered to be Order History and are considered *read-only*:

Pending orders were sent to SYSCO, but you have not received an email confirmation yet. You may view the order but you can not update the quantities until the order moves into Received status.

Complete orders were delivered on the delivery date shown. Future delivery date orders may remain in Received status until the selected delivery date passes and delivery is made. Complete order information deletes from eSYSCO after **84 days** (12 weeks).

Accessing Order Details

To access order details, click the underlined status link of the desired order. Orders in the Existing Orders section may be changed. Orders considered to be Order History may not be changed and are *read-only*.

From the Orders screen, you can check the status of the orders. Orders move through the following statuses during order entry.

- 1 Unsubmitted** Any order not submitted by clicking the Submit Order link is considered an unsubmitted order. Changes can be made to the order.
 - 2 Pending** Your order was submitted to SYSCO, but the email confirmation was not received yet. Order details are *read-only* and changes cannot be made. Order number is blank.
 - 3 Received** Order was submitted to SYSCO and an email confirmation was received. Order changes may be made providing cutoff time has not passed. SYSCO assigns the order number.
- Complete** Order was delivered to the customer location. Order details are *read-only* and considered your order history.

Confirmation Number and Order Number

All orders receive a confirmation number when the order is started. These numbers start with the letter **R** (reference).

Note: The confirmation number is for reference only.

Order numbers are assigned once the order is received and accepted by SYSCO. Order numbers appear on the invoice. Email confirmations display the assigned order number and the confirmation (reference) number.

All confirmation numbers and order numbers have a dash followed by a two-digit code. The two-digit code displays (Figure 10) information about your order.

Unsubmitted	R5651-00	
Received	R5652-01	72204

Figure 10 Sample reference numbers and order numbers assigned by eSYSCO

- 00 The order was not submitted to SYSCO. Resubmit this order, if necessary.
- 01 The order was submitted to SYSCO.
- 02 The order was resubmitted or an updated/modified order was submitted.

Edit Order Information

After selecting an option from the Orders screen, delivery information may be required. At any time, you may change the delivery information by clicking on the Edit Order Info button. The Edit Order Info window (Figure 11) allows you to enter any applicable information about the order. Select the delivery date using the drop-down arrow.

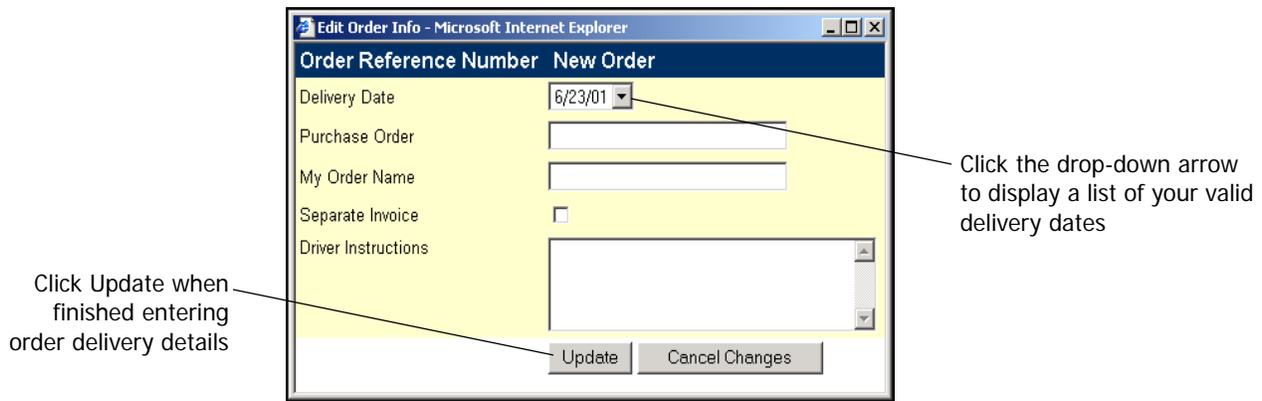


Figure 11 Edit Order Information pop-up window

- 1 Use the drop-down list to select a delivery date.
Only valid delivery dates display in the list of options.
- 2 Type applicable information in the fields.
- 3 Click **Update**.

The Items screen displays the various methods available for ordering items.

Items Screen

After selecting an option from the Orders screen and entering the delivery information, you must decide the method of adding items to the order. There are multiple ways to create an order. Three common methods include:

- Selecting a List
- Browsing by Category
- Using Quick Entry

From the Items screen (Figure 12), select the desired option.

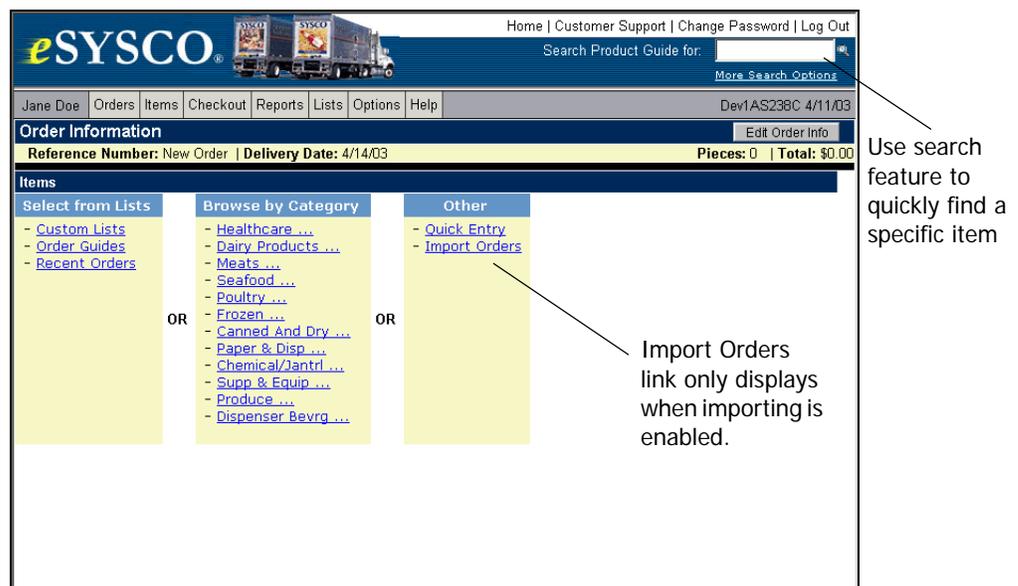


Figure 12 Items screen with the Import option turned on

Note: To import orders from an outside (third-party) software program, contact your local SYSCO company.

Select from Lists Select from custom lists, order guides, or recent orders.

Browse by Category Find items based on the 12 SYSCO categories.

Other Use quick entry to type the SUPC numbers and quantities to order product or import orders from other software systems.

Each option is explained in further detail starting at [Ordering Items on page 17](#).

Note: Search for a particular item at any time using the **Search** feature, found in the upper right corner of the screen.

Options

With eSYSCO, you have various options to customize the look and function of the application. To select your options, click the Options link. The Options screen consists of three sections. They are,

Display Preferences Customize the look and feel of the application.

Contact Info Update user and company information for email confirmations.

Import/Export Options Determine the format used for importing and exporting orders and lists.

Security Information Setup Stores your security questions and answers used when you forget your password.

For details, see [Options on page 58](#).

3

Ordering Items

Chapter 3 provides instructions on selecting items to add to your order. Add items to your order using order guides, search, browse, quick entry, importing, or inventory. Whatever method you select to build the order, use the following controls:

- To add items to your order, type the desired quantity in the Quantity box.
- To remove items from the order, delete the number from the Quantity box.
- To view all items on to the order, use the Review Order feature.

Selecting from Lists

Add items to your order by selecting the items from a list. Available options are:

- Custom Lists
- Order Guides
- Recent Orders

Click the appropriate underlined link in the Lists column to display additional options for that option. Once the additional options display, select the list you want to use to add items to the order.

Important: This is called *drilling down* through lists of options.

Custom Lists

A custom list is a list of items you create (Figure 13). It can be named, categorized, and organized according to your needs. For more information on creating a custom list, see [Lists on page 45](#).



Figure 13 Custom List selection options

Order Guides

An order guide is a compilation of ordering history. Order Guides and bid books are lists of items that help you in the ordering process (Figure 14). Order Guides and bid books are determined by your local operating company. Food items not ordered *fall off* your order guide after 8 weeks. Non-food items *fall off* after 52 weeks of not ordering.

Note: Links starting with **BB** or **BD** are bid books.

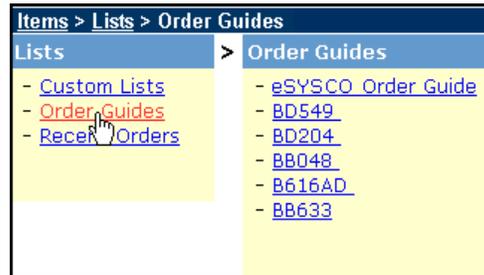


Figure 14 Order Guide selection option

Recent Orders

Use recent orders to order products based on what you ordered in the past (Figure 15). You do not have to search for individual items if you ordered them recently. Or, if you order the same thing every few weeks, use the recent orders option.



Figure 15 Lists > Recent Orders order options

Entries made in the My Order Name field of the Edit Order Info window display in the Recent Orders column.

Note: If no order name is specified, **No Description** and creation date displays.

Item Information

eSYSCO provides various information about available items. The information includes the pack/size, abbreviated brand name, item grade, third line descriptions, item indicators, and item movement.

Item Grade

The GRD column displays the grade of SYSCO brand items. SYSCO uses four item grades to classify its products. They are:

- C** Classic
- I** Imperial
- R** Reliance
- S** Supreme

The item grade classification displays to the left of SYSCO Brand item descriptions (Figure 16).

Brand	Grd	Description
Sys Imp	I	Fruit Cocktail Ch Hs
Sys Sup	S	Fruit Cocktail Ch In Pear Ice
Sys Cls	C	Fruit Cocktail Ch In Pear Ice
Sahar B	C	Fruit Cocktail Ch In Pear Ice

Figure 16 SYSCO Brand item grade levels

The item grade is especially helpful when purchasing SYSCO brand products whose names do not include the grade level, such as Sahara Burst, Jade Mountain, Casa Solana, or Arezzio.

Third Line Descriptions

Before ordering an item, review the product information to assist in the decision-making process. Product information in eSYSCO is called a *third line description*. A third line description contains information such as storage guidelines, nutritional benefits, ordering cutoff times, handling instructions, and serving suggestions.

To display a third line description,

- 1 Click the underlined description of the item (Figure 17).

Sys Imp	Tomato 2 Layer Fresh 4X5
Arezzio S	Oil Olive Pomace Italy
Sys Nat	Lettuce Green Leaf Crowns

Figure 17 Underlined product description title accesses the third line description

Note: Some items may not have a third line description. Please contact your Marketing Associate (MA) for product assistance.

A pop-up window (Figure 18) displays detailed product information.



Figure 18 Detailed Description product information pop-up window

- 2 Click Close to return to the ordering process.

Item Indicators

Some items display delivery or replacement information next to the item description. The item indicators display on item list screens, such as an order guide, bid book, product guide, custom list, or unsubmitted order. Item indicators include,

- Demand status
- Drop ship
- Pricing agreement
- SUPC information

Demand Status

Demand status items are those items ordered by a specific time to guarantee next day delivery. When you order a demand status item, that product is specifically tied to your account number.

Caution: If you order a demand status item at 8:30 a.m. and request SYSCO cancel the order at 11 a.m., the product is already cut/made to order and is delivered to you. Contact your sales associate if you have any demand status item questions.

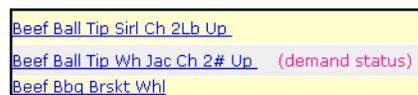


Figure 19 Demand status item indicator

Drop Ship

Drop ship items come from a location other than your local SYSCO warehouse. The product may come from a SYSCO Central Warehouse or delivered directly from the vendor. Allow additional time for delivery.

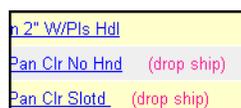


Figure 20 Drop ship item indicator

Pricing Agreement

Pricing agreements or deals provide SYSCO customers predetermined benefits for purchasing from SYSCO. Remembering which products are on an agreement can be tedious. To help locate items on a pricing agreement, a pricing agreement indicator (Figure 21) displays on item list screens.



Figure 21 Pricing agreement indicator

SUPC Replacement

Occasionally, SYSCO changes an item number (SUPC). To prepare you for this change, the SUPC replacement indicators show both the item being replaced the replacement item. See Figure 22 for an example.

6/5 LB	Sys Imp	I	Cheese Parmesan Grated will soon be replaced by: 2389278	1012723
4/5 LB	Stella		Cheese Parmesan Grated	1363886
6/5 LB	Arezzio	I	Cheese Parmesan Grated replaces item: 1012723	2389278

Figure 22 SUPC replacement indicators

Displaying Item Movement Information

The product movement statistics display the number of *cases-splits* purchased in the past four weeks. To display movement information,

- 1 Click the blue dot in the **M** column (Figure 23).

If there is not a blue dot, no movement information exists for that product, meaning no purchases were made in the past four weeks.

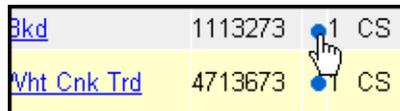


Figure 23 Item Movement indicator (blue dot)

- 2 A pop-up window (Figure 24) displays weekly product movement for the past four weeks and a four-week total amount.

The number displays case quantity, then split quantity, separated by a dash (-).

SUPC	4 Weeks Ago	3 Weeks Ago	2 Weeks Ago	Last Week	Last 4 Wks Total
1113273	1-2	1-0	2-0	3-0	7-2
Close					

Figure 24 Movement information pop-up window

- 3 Click **Close**.

The Items screen displays.

Entering Quantities

When you select a list, all items on the list display on-screen. Figure 25 displays an example of a custom list.



Figure 25 Enter quantities using a custom list

Once the screen displays, type the desired quantities in the Quantity fields. Continue adding items until all products are added to the order.

Note: See [Navigation Bar on page 6](#) for information about navigating through lists.

You may order some items individually (splits) as well as by the case. These items have two Quantity boxes (Figure 26). Use the drop-down arrow to select the desired number of splits.

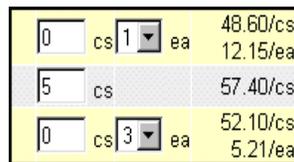


Figure 26 Case and split quantity boxes

For items that do not display on the list, use the Browse and Search features.

Browse by clicking on the Items link and selecting the desired category.

Search is always visible in the top right corner of the screen.

Pre-filled Quantities on Custom Lists

Pre-fill the quantities when creating a custom list. Then, when accessing the list to order, you do not have to type the quantities. To change a pre-filled quantity, type the desired amount over the existing number. To remove a pre-filled quantity, delete it from the list (see [Lists on page 45](#) for instructions).

Ordering Large Quantities

eSYSCO includes a warning message that verifies you actually want to order the quantity amount entered in the quantity fields. This message (Figure 27) displays when entering any item quantity over 25.



Figure 27 Large quantity amount verification message

When reviewing your order, the large quantity number displays in *red* and a large quantity amount balloon displays. See [Red Quantities on page 38](#) for more information.

Prices Display in Red

eSYSCO displays the current product price. This is called *live pricing*. If the prices display in **red**, live pricing is disabled or not available. Verify the live pricing setting using the Options link. Once the Options screen displays, make sure the Use live prices when available box contains a checkmark.

Caution: When using live pricing, eSYSCO response time may take longer as it verifies the current price of the item. If pricing is not an issue, do not use live pricing for a better eSYSCO experience.

Market Price

Certain items do not display a price because they require a *market* price. Market prices calculate at the time of invoicing. When ordering market-priced items:

Product guide displays **MARKET**

Order guide displays **\$0.00**

For an estimated price on market-priced items, contact your sales representative.

Browsing by Category

Browse uses product categorizations to display short lists of similar products.

To use the Browse feature, click the Items link to display the list of categories. Once the screen displays, select the category matching the item for which you are browsing (Figure 28). Continue to select category matches until the desired item category displays.

Important: This process is called *drilling down* through lists of options.

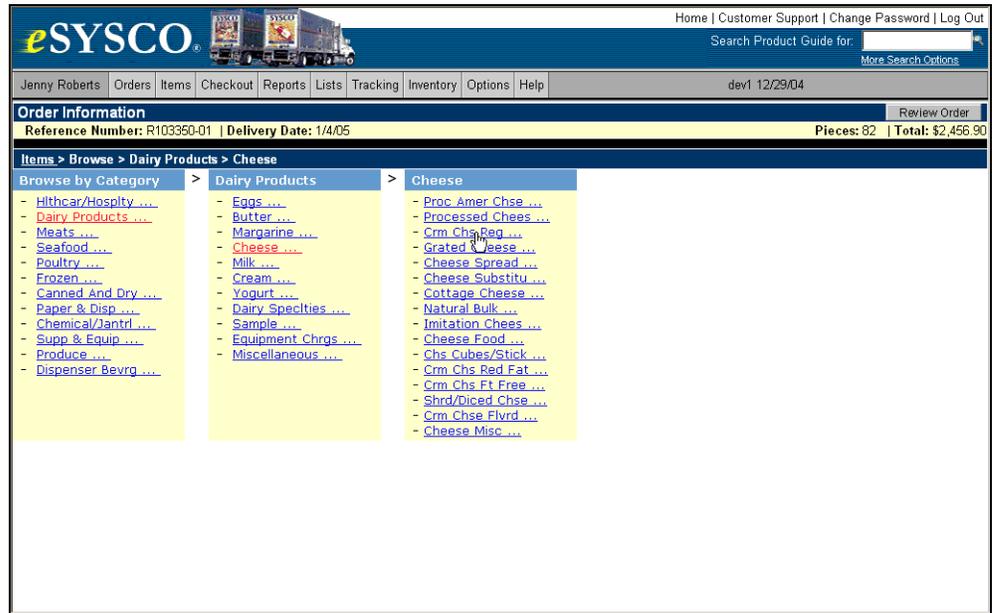


Figure 28 Browse by Category options

For example, to review different brands of regular cream cheese,

Click **Dairy Products > Cheese > Crm Chs Reg**. All items categorized by SYSCO as *regular cream cheese* (Figure 29) displays.

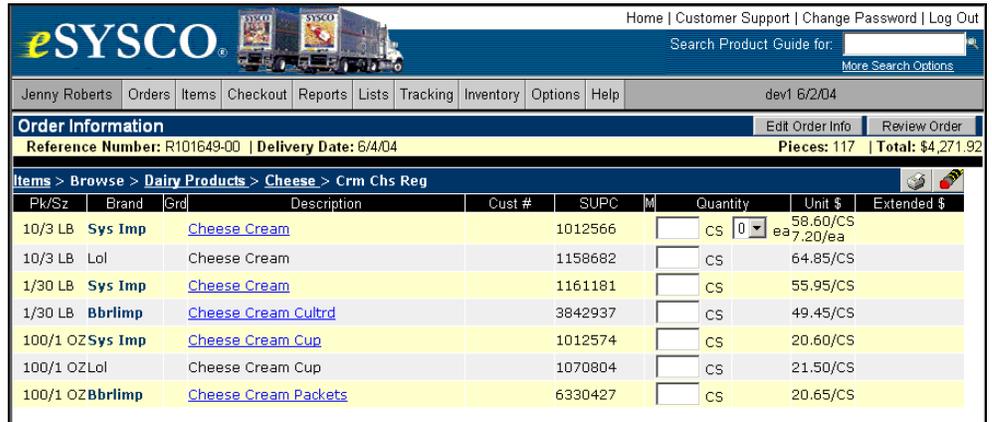


Figure 29 Browse by Category for regular cream cheese

Order an item by typing the quantity in the Quantity box. To select the next browse sequence, use the *bread crumbs* at the top to return to the previous listed categories. Type the quantity desired. Once finished, click Checkout.

Remember... Use the bread crumbs at the top of the list to quickly return to the previous categories.

Quick Entry

The Quick Entry method for adding items to an order requires you to know the product's seven-digit SUPC number (the product number assigned by SYSCO).

Complete the form (Figure 30) by typing the desired product's SUPC number and the desired case or split quantity. Enter up to 30 items at one time. Use the **Enter** or **Tab** key to move from field to field.

The screenshot shows the eSYSCO Quick Entry Form. At the top, there is a navigation bar with links for Home, Customer Support, Change Password, and Log Out. Below this is a search bar for the Product Guide. The user's name, Jenny Roberts, and various navigation tabs (Orders, Items, Checkout, Reports, Lists, Tracking, Inventory, Options, Help) are visible. The order information section shows a Reference Number of 'New Order' and a Delivery Date of '6/4/04'. The main area is titled 'Quick Entry Form - 30 per page' and contains a grid of 30 rows. Each row has columns for SUPC #, case, and ea. An 'Add to Order' button is located at the top and bottom of the grid. The data entered in the grid is as follows:

	SUPC #	case	ea		SUPC #	case	ea		SUPC #	case	ea
1	1268531	2		2	4314563		2	3	5079405	1	
4	5175666	2		5	5235064	10		6	5752985		2
7	7715601	3		8	1259123	1	3	9	1012699	1	
10	1634747	5		11	2444677	2		12	1259123	6	
13	1721810	5		14	1183854	1		15	1020817	3	
16	1025162	5		17	106043	4		18	1025162	5	
19	7977861		1	20	1145200	2		21	5229273		2
22	5061643	10		23	5203807	3		24	6687263	5	
25				26				27			
28				29				30			

Figure 30 Quick Order Entry screen with SUPC numbers and quantities entered

Note: Enter up to 30 items per screen.

After entering the SUPC numbers and quantities, click the Add to Order button to add these items to the order. eSYSCO processes and verifies the item and quantity accuracy. Invalid items display in **red** as errors (Figure 31).

Home | Customer Support | Change Password | Log Out
Search Product Guide for: More Search Options

Jenny Roberts | Orders | Items | Checkout | Reports | Lists | Tracking | Inventory | Options | Help | dev1 6/2/04

Order Information | Edit Order Info | Review Order
Reference Number: R101650-00 | Delivery Date: 6/4/04 | Pieces: 45 | Total: \$937.34

Quick Entry Results
New order R101650.00 was created. 14 product(s) were added to the order.
One or more of the items from the previous page need review. Please correct or delete them.

SUPC	Units /Case	Min Split	Error	Brand	Grd	Description	Quantity	Unit	Delete
4314563	1	0	Cannot split item	Cambro		Pan Food Storage Clr 4 In Dp	0 EA 2	ea	8.25/EA <input type="checkbox"/>
5752985	100	0	Cannot split item	De Ster		Container Plas Hng 1Comp B/Clr	0 CS 2	ea	50.55/CS <input type="checkbox"/>
7715601			Product Not Found				3 0	ea	<input type="checkbox"/>
1259123			Duplicate item						<input type="checkbox"/>
1634747			Product Not Found				5 0	ea	<input type="checkbox"/>
1259123			Duplicate item						<input type="checkbox"/>
1025162	96	0	Duplicate item	Sys Cls		Corn Cob Petite Nw Gr A	5 CS 0	ea	18.35/CS <input type="checkbox"/>
106043			Product Not Found				4 0	ea	<input type="checkbox"/>
1025162	96	0	Duplicate item	Sys Cls		Corn Cob Petite Nw Gr A	5 CS 0	ea	18.35/CS <input type="checkbox"/>
6687263	4	1	Splits only	Sysco		Doily Lace Rnd Wht 5 In	20	ea	8.86/ea <input type="checkbox"/>

Figure 31 Quick Entry Results (with errors)

Items needing attention display as an error. Examples of possible errors and their solutions are listed in [Table 5 on page 27](#). Items with errors must be fixed before continuing the order entry process.

Note: Access the third line description to view the pack/size of the item, which may help determine the course of action to take when errors arise.

After correcting the items, click Add To Order. eSYSCO validates the items again and displays a message (in red) similar to the following:

26 product(s) were added to the order.
All the products on the previous page were valid. They have been added to your order.

Important: If you do *not* click the Add to Order button before attempting to display a different page, you receive a pop-up window asking if you want to add the entered items to the order.

Continue with your ordering process. Once all items are added and/or corrected, click the Checkout link and submit the order.

Note: Any quantities *over 25* display a pop-up window verifying you want to order that many cases. Click OK to accept the entered quantity.

Correct Quick Entry Errors

Once items entered on the Quick Order Entry screen validate, you may have errors. Depending on the type of error, different solutions exist. Table 5 provides a list of possible quick entry errors and solutions.

Table 5 Possible Quick Entry Errors and Solutions

Quick Entry Error	Solution
Invalid SUPC or Product Not Found	<p>The SUPC entered is mistyped, SUPC number was changed, or the product is no longer available. If the SUPC number is correct, perform a search or browse to find the updated SUPC number for that product.</p> <p>To order the item Verify the seven-digit SUPC was entered correctly. Type the correct SUPC in the SUPC field.</p> <p>To delete the item Click the Delete box so the checkmark displays. Click the Add to Order button to continue.</p>
Duplicate Item	<p>The SUPC entered is already ordered. You may have typed the SUPC twice on the Quick Entry screen.</p> <p>To order the item Leave <i>one</i> duplicate SUPC item. Delete the others by clicking the Delete box so the checkmark displays. Use the Review Order screen to adjust the quantity and order the item.</p> <p>To delete the item Click the Delete box to display a checkmark on all items with the duplicate SUPC. Click the Add to Order button to continue.</p>
Cannot Split Item	<p>The SUPC entered is not a splittable item. You may only order entire cases of product.</p> <p>To order the item Remove the quantity from the ea quantity box and retype the quantity in the cs box.</p> <p>To delete the item Click the Delete box so the checkmark displays. Click the Add to Order button to continue.</p>
Splits Only	<p>The SUPC entered is only available in split quantities. You may only order split quantities of the product. No case quantities allowed.</p> <p>To order the item Remove the quantity from the cs quantity box and retype the quantity in the ea box.</p> <p>Caution: If you do not remove the number from the cs box, the cases convert into splits and you may receive more product than expected.</p> <p>To delete the item Click the Delete box to display a checkmark. Click the Add to Order button to continue.</p>
Proprietary Item	<p>The SUPC entered is a proprietary product that is unavailable to order for your operation. If you feel you have received this message in error, contact your local SYSCO operating company to verify proprietary items.</p> <p>To order the item Your customer account cannot order the entered item. It <i>must be deleted</i> from the order.</p> <p>To delete the item Click the Delete box so the checkmark displays. Click the Add to Order button to continue.</p>
Restricted Item	<p>The SUPC entered is a restricted product and is unavailable to order for your operation. If you feel you have received this message in error, contact your local SYSCO operating company to verify restricted items.</p> <p>To order the item You are unable to order the entered item. It must be deleted from the order.</p> <p>To delete the item Click the Delete box so the checkmark displays. Click the Add to Order button to continue.</p>

Ordering from Inventory

If you have access to the Inventory module of eSYSCO, you have the ability to create orders based on suggested items, low-inventoried items, or by the physical count period.

eSYSCO recommends items to order based on your current electronic inventory levels. For detailed information on ordering using inventory, see the eSYSCO Inventory Supplement (click Customer Support then click eSYSCO Inventory User Guide or contact your local SYSCO operating company).

Importing Orders

If using a third-party system that works with eSYSCO, import orders directly into eSYSCO from the third-party software or a spreadsheet (.csv) file.

Contact your local SYSCO operating company to have the import/export settings turned on. Then, click the Options link and select the correct import file format layout.

Important: If you are not sure of which file format you need, click the Help link to display the available options, the file layouts, and an example of those layouts or refer to [Import/Export File Layouts on page 77](#).

Once the import/export option is turned on, import orders using the Import Orders link on the Items page (Figure 32).



Figure 32 Items screen with the Import Orders option displayed

- 1 Click the Import Orders link to display the Import Orders selection screen (Figure 33).



Figure 33 Import Orders screen

- 2 Click the Browse button to locate the file to import.
 - 3 Once selected, click the Import File button.
eSYSCO creates an order using the imported item/quantity information.
 - 4 After the import is complete, the Order Import Results screen displays. The new order number and any invalid item information displays.
If any item details come through with errors, they must be corrected and revalidated before continuing.
- To review the imported items,
- 1 Click the Orders link. The Orders page (Figure 34) displays.

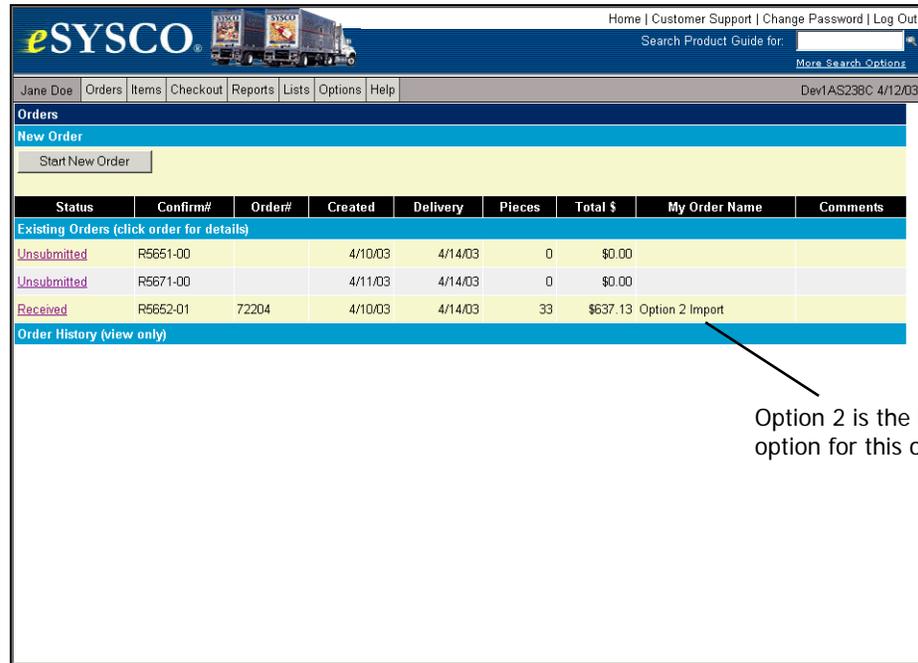


Figure 34 Orders Page with an imported order

- 2 The imported order displays *Option n Import* (where *n* is the selected import option number) in the My Order Name column to help you distinguish which orders were imported.
- 3 Click the underlined imported order status to review the imported order.

Searching

Search uses item descriptions to determine which items display. Search retrieves items from the product list matching the entry in the Search Product Guide for field (located in the upper right corner of the screen).

To use the Search feature,

- 1 Type a specific manufacturer, brand keyword, SUPC number, or a description of the item you are searching for in the Search Product Guide for field.
- 2 Click the magnifying glass icon to perform the search (Figure 35).
Be sure to use descriptive words when searching.



Figure 35 Click the magnifying glass to start the selected search

- 3 Search returns all items meeting the entered criteria (Figure 36).



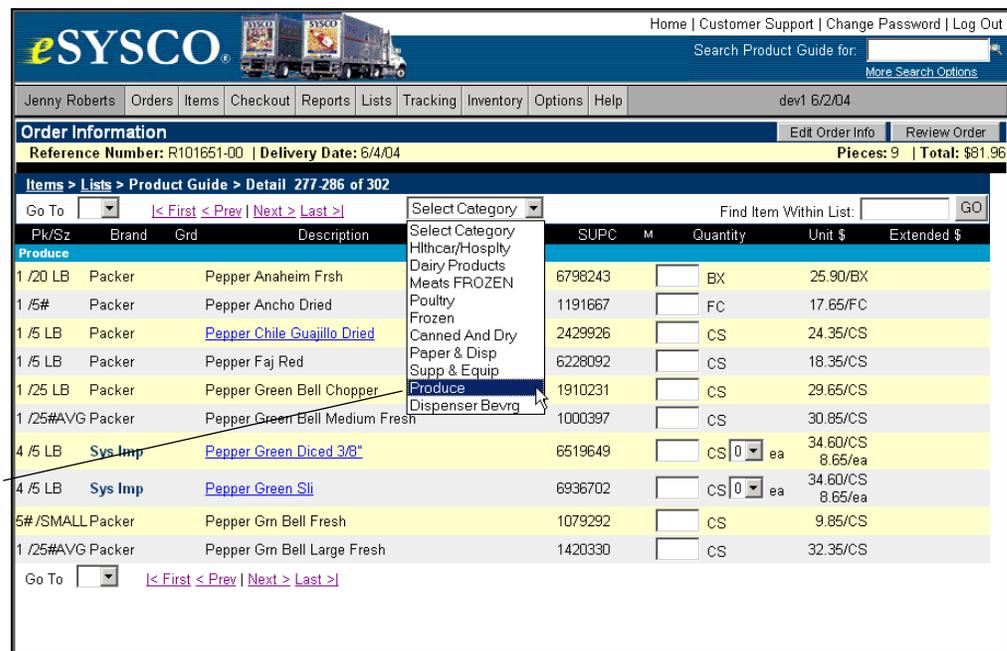
In this example, search returns all items containing *pepper* or an abbreviation of *pepper*.

Figure 36 Search results screen for entered criteria (*pepper*)

- Once items display, type the number of cases/splits desired in the Quantity field.

Note: Use the navigational tools to display all items matching the search. See [Navigation Bar on page 6](#) for more information.

- Use the Select Category drop-down list to limit the display to a specific category, such as **Produce** (Figure 37). The screen redisplay all resulting items categorized as *produce*.



Select a specific category to limit the search results, such as produce items.

Figure 37 Limit the Search results to display only the produce items

To order an item from the Search page,

- 1 Type the number of cases or splits in the in the Quantity field.
- 2 Click the Add/Save Items to Order button.
- 3 The quantity and items add to the order.

More Search Options

The More Search Options link offers advanced search features with the ability to specify search parameters using limiting phrases and options. To access the advanced search options screen,

- 1 Click the More Search Options link (located under the Search field).
- 2 The More Search Options screen (Figure 38) displays.



Figure 38 More Search Options screen

Search In

On the advanced search screen, determine the specifics for the search. Select the list to be searched by pressing the drop-down arrow to the right of the Search in field (Figure 39).

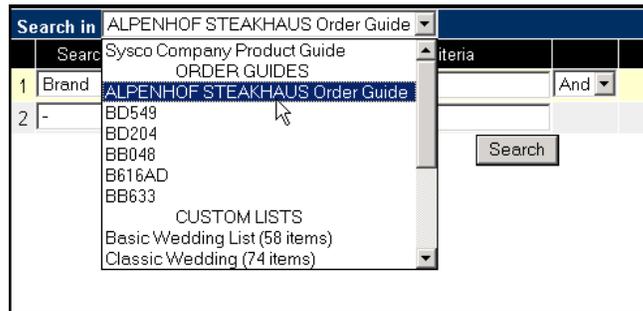


Figure 39 Selecting the list in which to search for products

Search By

Three limiting options exist when using search. They are:

- Brand** Brand name associated with the desired item
- Description** Brief description of the item
- SUPC** Seven-digit product number

Use the drop-down arrow to select the desired option.

Determining the Condition

Select how eSYSCO determines if an item matches the criteria. This option is called the **Condition**. Three conditions are available.

Equals Items *must exactly match* the *Search By* entry (Brand, Description, SUPC).

Contains Items *must contain* the search criteria in some form, including abbreviations.

Begins With Items *must start* with the search criteria entered.

Conditions are directly associated with the Search By field. Depending on the option selected in the Search By field (Brand, Description, or SUPC), valid items must equal, begin with, or contain the information you typed in the Search By field.

Note: When selecting **SUPC**, the condition must be **Equals** or an error message displays.

Search Criteria

The search criteria is the box in which you type the information for which you are searching. Be descriptive when entering the criteria information. In Figure 40, all items with a description beginning with the word *pepper* are considered valid items and display on the Search Results page.

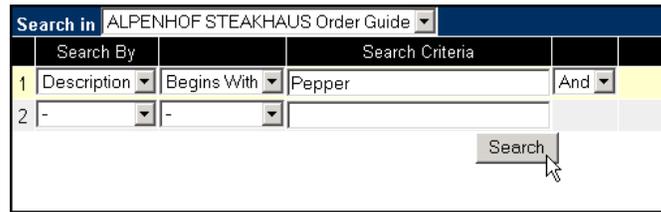


Figure 40 Advanced Search Criteria Example

Note: The entry in the Search Criteria field is *not* case-sensitive.

After entering the search criteria, click Search to execute. The Search Results page (Figure 41) displays all items meeting the entered criteria.

Pk/Sz	Brand	Grd	Description	Cust #	SUPC	M	Quantity	Unit \$	Extended \$	
Meats										
1 /10 LB	Arezzo		Pepperoni Sliced 14 Ct	2544831			CS	22.85/CS		
2 /12.5LB	Arezzo		Pepperoni Sliced 14-16 Ct	2368769			CS	55.65/CS		
1 /10 LB	Pazzeli		Pepperoni Sliced 160 Ct	1339118			CS	31.85/CS		
2 /12.5#	Arezzo		Pepperoni Spicy Sliced 14/16Ct	2510881			CS	55.20/CS		
Frozen										
12 /2 LB	Sys Cts		Pepper Green Diced	1876069			CS	25.60/CS		
3 /4 LB	Casasol		Pepper Jal Frsh Stfd W/Chd Chs	2568509			CS	44.15/CS		
3 /4 LB	Casasol		Pepper Jal Frsh Stfd W/Crm Chs	2568517			CS	44.15/CS		
6 /2 LB	Sys Imp		Pepper Jalapeno Chd Chz Ovenbl	7055502			CS	52.15/CS		
2 /4.5 LB	Sys Imp		Pepper Jalapeno Chkn/Chipotle	3947439			CS	52.15/CS		
1 /8 LB	Leons		Pepper Jalapeno Stfd W/Chdr Ch	1251610			CS	29.25/CS		
2 /3.5 LB	Leons		Pepper Jalapeno Strip Brd	2328169			CS	24.65/CS		
4 /4 LB	Sys Imp		Pepper Mini Cheddar Cheese	2204675			CS 0 ea	57.45/CS 18.24/ea		

Figure 41 Advanced Search Results

Using Operators

Operators further limit the search by providing an *and/or* situation. There are two operators available. They are,

And Select only those items matching the criteria entered in rows 1 and 2.

Or Select items matching any criteria entered in either line of the search.

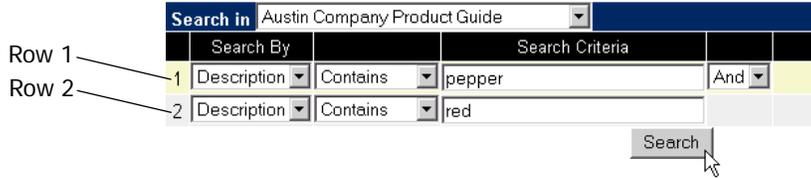


Figure 42 Using operators to further define an advanced search

In Figure 42, the operators request all item descriptions beginning with the word *pepper* *and* the description contains the word *red*. Items meeting this criteria display on the Search Results page (Figure 43).



Figure 43 Advanced Search using operators search results

Advanced Search Examples

I want to search my order guide for Tyson boneless products.

To search for all boneless Tyson products in your order guide, select the search criteria (Figure 44) and click Search.

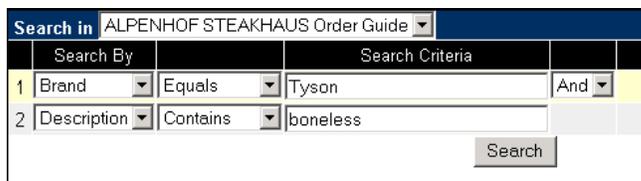


Figure 44 Advanced Search Example 1

The search results (Figure 45) show **3** products match the search criteria: Brand equals Tyson **AND** Description contains boneless.

Pk/Sz	Brand	Grd	Description	Cust #	SUPC	M	Quantity	Unit \$	Extended \$
24 /5 OZ	Tyson		Chicken Brst Bnls Skls	1074046			CS	15.20/CS	
48 /4 OZ	Tyson		Chicken Brst Bnls Skls	1074061			CS	24.45/CS	
24 /6 OZ	Tyson		Chicken Brst Bnls Skls	1132620			CS	18.10/CS	

Figure 45 Advanced Search Example 1 Results

I know the Imp Ang brand carries Black Angus products, but I want to see anything considered *Angus*...

To search for all Imp Ang brands or items considered Angus, select the search criteria (Figure 46) and click Search.

Search By	Search Criteria	Operator
1 Brand	Equals	imp ang
2 Description	Contains	angus

Search

Figure 46 Advanced Search Example 2

The search results (Figure 47) list 12 products matching the search criteria: Brand equals Imp Ang OR Description contains Angus.

Pk/Sz	Brand	Grd	Description	Cust #	SUPC	M	Quantity	Unit \$	Extended \$
6 /10-12#	Imp Ang		Beef Brisket Dckl-Off Ch 120	6619126			CS	1.330/lb	
40 /4 OZ	Imp Ang		Beef Ground Pty Chuck Ckd Pub5	7757966			CS	35.45/CS	
40 /4 OZ	Imp Ang		Beef Ground Pty 80/20 Ss Thick	7625338			CS	21.45/CS	
30 /5.3 OZ	Imp Ang		Beef Ground Pty 80/20 Ss Wide	7625460			CS	21.00/CS	
20 /8 OZ	Imp Ang		Beef Ground Pty 80/20 Ss Wide	7625692			CS	21.45/CS	
20 /8 OZ	Imp Ang		Beef Ground Pty 80/20 Wide Fz	3995958			CS	22.10/CS	
3 /22 UP	Imp Ang		Beef Rib Ch 109	6550917			CS	5.150/lb	
5 /13.5#J	Imp Ang		Beef Ribeye Lipon Ch 112A	6550941			CS	5.200/lb	
3 /18#JP	Imp Ang		Beef Round Ins Top Ch 168	6550974			CS	1.780/lb	
6 /13#JP	Imp Ang		Beef Strip Loin 1X1 Ch 180A	6550982			CS	4.310/lb	
12 /5#JP	Imp Ang		Beef Tndr Defat Psmo Ch	6551048			CS	10.140/lb	
1 /10LB	FarmInd		Frank Beef Blk Angus 4X1	8857229			CS	23.10/CS	

Figure 47 Advanced Search Example 2 Results

I know the brand name starts with *A*, but I don't know the exact spelling.

To search for an item with the brand name starting with a specific letter, select the search criteria(Figure 48) and click Search.

Note: When selecting Brand as the Search By, the Brand Name drop-down window displays on the right of the Search Criteria field.

Search in Austin Product Guide				
	Search By		Search Criteria	
1	Description	Contains	ravioli	And
2	Brand	Begins With		

Ardmore
Arezzio
 Argitni

Figure 48 Advanced Search Example 3

Search results (Figure 49) list 6 products matching the search criteria: Description contains ravioli AND Brand begins with Arezzio.

Items > Lists > Product Guide > Detail 1-6 of 6										
Go To	Select Category	Find Item Within List: <input type="text"/> GO!								
Pk/Sz	Brand	Grd	Description	Cust #	SUPC	M	Quantity	Unit \$	Extended \$	
Frozen										
1 /10 LB	Arezzio		Ravioli Beef 250 Ct 64 Oz	2385862			<input type="text"/>	CS	25.40/CS	<input type="checkbox"/>
200 /65 OZ	Arezzio		Ravioli Cheese	2467637			<input type="text"/>	CS	22.20/CS	<input type="checkbox"/>
1 /100 CT	Arezzio		Ravioli Chicken Rosemary Jumbo	7050032			<input type="text"/>	CS	35.15/CS	<input type="checkbox"/>
120 /1.250Z	Arezzio		Ravioli Jumbo Cheese Sar Prckd	2467645			<input type="text"/>	CS	26.45/CS	<input type="checkbox"/>
100 /1.250Z	Arezzio		Ravioli Jumbo Meat Precooked	2467652			<input type="text"/>	CS	27.00/CS	<input type="checkbox"/>
2 /3 LB	Arezzio		Ravioli Mushroom Porcini Preck	6860415			<input type="text"/>	CS	26.75/CS	<input type="checkbox"/>

Go To

Figure 49 Advanced Search Example 3 Results

4

Checking Out

Chapter 4 provides information about reviewing and submitting your order to SYSCO. After adding all items to your order, you may review the order for accuracy. Use the Review Order button (Figure 50) to display order details.

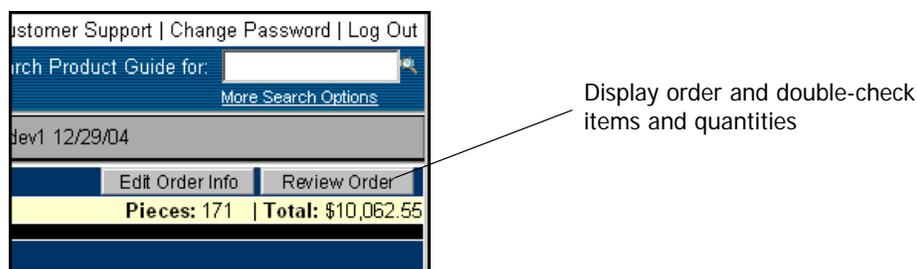


Figure 50 Review Order button displays in the Information area

The Review Order button only displays when an order is *active*. When editing a custom list without starting an order, the Review Order button does not display.

Review Order

The Review Order button displays the Order Detail screen. Use the Order Detail screen to verify an order is correct before submitting.

Note: Click the Checkout link when finished entering items to not review the order before submitting.

To review an order,

- 1 Click the Review Order button.

The Order Details screen (Figure 51) displays.



Figure 51 Review Order screen with the Submit Order link at the top and bottom of the page

- Update the quantities by typing the correct number (including zero) in the Quantity fields and refreshing the screen.

Three common screen refresh methods include,

- Click the navigation links (|<First, <Prev, Next>, Last>|)
- Click the Review Order button
- Click the Checkout link

Remember...The pieces ordered amount (shown in the Information area) updates *after* the screen refreshes.

Red Quantities

Quantity amounts *over 25* display in red. Move the mouse over the Quantity field containing the large quantity amount to display the warning balloon (Figure 52).

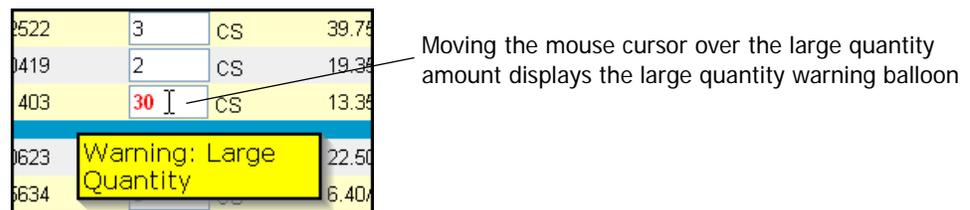


Figure 52 Large Quantity Warning balloon

Note: Large quantity amounts only display in red on the Checkout or Review Order screens.

Submit Order

After selecting all items, submit the order. To submit an order,

- 1 Scroll down to the bottom of the page so the Submit Order link displays.
- 2 Click Submit Order.

A pop-up window may display.

- 3 Click OK to transmit the order.

The Order Submitted screen (Figure 53) displays. Keep the order reference number for your records.

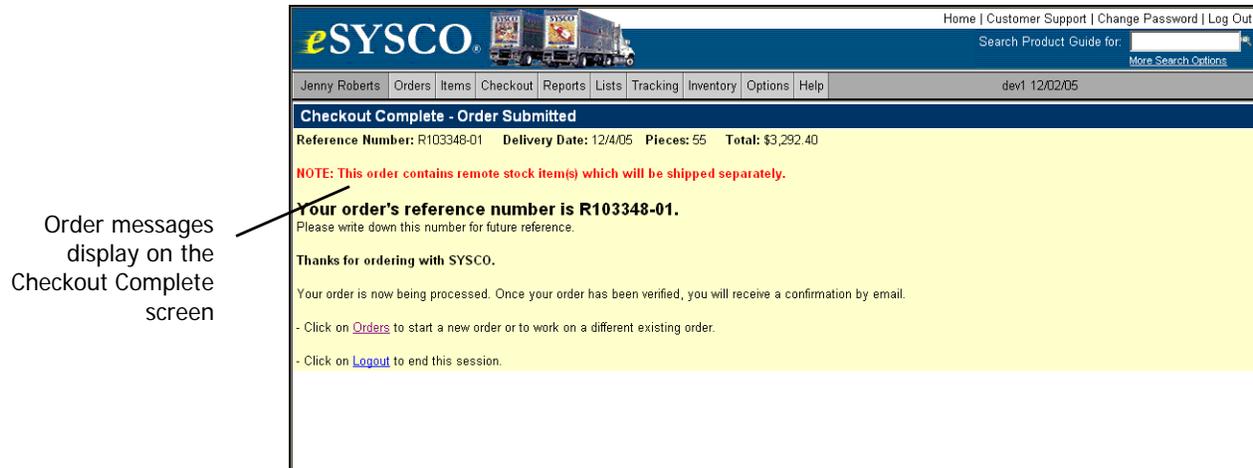


Figure 53 Order Submitted screen displays the reference number and order information

Remember...Remote stock items ship separately from the rest of the order. See [Tracking Orders on page 67](#) for more information on tracking remote stock items.

Substitutions

Substitutions occur if an ordered item is not available for delivery. If items require substitutions, the Substitution page displays before the Order Submitted screen. The Substitution screen (Figure 54) only displays when order exceptions exist.



Figure 54 Substitution screen may display after submitting an order

To accept the suggested substitute,

- 1 Type the desired quantity in the Quantity field of the item to substitute.
- 2 Click Submit Order.

Substitution options are:

PF (Partial Fill) Ship a partial quantity (as many as possible) if the requested quantity is not available.

SIA (Ship if Available) Ship the quantity ordered if the product becomes available after the order is submitted. For example, if a shipment of product arrives at SYSCO before the order is loaded on the delivery truck, then send the originally ordered item and *not* the substitute item.

AS (Automatic Substitution) Automatically ship the substitute items if requested quantity of the originally ordered item is not available.

Delete Order

The Delete Order function deletes an entire order with one click of the mouse.

To delete an order,

- 1 Click Review Order.

The order details (Figure 55) display.



Figure 55 Use the Review Order screen to delete an order

- 2 Click the Delete Order link (displayed at the top or bottom of the screen).
A delete verification pop-up window displays.
- 3 Click OK.
The order deletes and eSYSCO returns to the Orders screen.

Email Confirmations

Once SYSCO receives the order and the warehouse confirms it, you receive an order confirmation by email. Email confirmations are sent to all email addresses entered on the Options page. See [Contact Info on page 60](#) for more information.

Email confirmations (Figure 56) display the pack/size, brand, item description, SUPC, ordered quantity, allocated quantity (quantity to be delivered), per unit price, and the extended (total) price.

eSYSCO Order Confirmation							Submitted: Mon Apr 10 @ 3:11 PM Delivery: Tue Apr 11	
Customer: 215376 HUDSON'S GRILL, Order: 312, Total: \$3,271.48							Information: Your reference Number is R-0000104848-01 P.O. Number:	
Pk/Sz	Brand	Description	SUPC	Ord Qty	Alc Qty	Unit \$	Ext \$	
6/3 LB	Sys Imp	Butter Ball Scldp Usda Aa .25	7236425	2 CS		\$61.95/CS	\$123.90	
3/5 LB	Bbrlcls	Cheese Cube Swiss/Pepper/Ched	6338453	5 CS		\$52.00/CS	\$260.00	
6/5 LB	Bbrlcls	Cheese Hot Pepper Loaf Wht Prc	2388213	4 EA		\$11.38/EA	\$45.52	
1/3 GAL	Colclsy	Ice Cream Van Classic	1921089	5 CS		\$21.15/CS	\$105.75	
2/10 LB	Sfs	Beef Ground Bulk 90/10 Fresh	2022465	4 CS		\$36.45/CS	\$145.80	
1/11 LB	Eckrich	Sausage Bf/Pk Smkd Rope	1494186	3 CS		\$24.40/CS	\$73.20	
2/5 LB	Arezzio	Sausage Ital Pzz Top Pure	2368785	2 CS		\$21.15/CS	\$42.30	
6/5 LB	Sys Imp	Crab Imit Sal Sty	3451176	1 EA		\$16.77/EA	\$16.77	
4/2.5 LB	Sys Cls	Shrimp P&D Raw 21/25 T/On Tgr	2292480	5 CS		\$132.00/CS	\$660.00	
4/2.5 LB	Sys Cls	Shrimp P&D Raw 21/25 T/On Tgr	2292480	1 EA		\$34.03/EA	\$34.03	
6/3 LB	Sys Rel	Shrimp Raw Iqf Pieces Lrg	2441061	3 EA		\$30.58/EA	\$91.74	
6/3 LB	Sys Rel	Shrimp Raw Iqf Pieces Med	2441053	6 CS		\$120.25/CS	\$721.50	
1/12 LB	Tyson	Chicken Wing Brd W/Tabasco	2467892	2 CS		\$35.35/CS	\$70.70	
8/12 CT	Sys Cls	Bun Hot Dog 1.7 Oz	2544054	1 CS		\$16.75/CS	\$16.75	
3/24 CT	Sys Cls	Burrito Bf&Bn Rd Chili 4 Oz	2103729	1 CS		\$26.45/CS	\$26.45	
6/5 GAL	Sys Imp	Cherry Mara Stem Lg	4110045	1 EA		\$10.83/EA	\$10.83	
12/6.5 OZ	Empress	Crabmeat Lump	8101057	3 CS		\$39.00/CS	\$117.00	
1/50 LB	Sys Cls	Flour H&R All Purpose	4014577	1 BG		\$8.65/BG	\$8.65	
24/10 OZ	Tropcna	Juice Orange Crmbry Twister	5000914	5 CS		\$14.70/CS	\$73.50	

Figure 56 Email Confirmation in HTML format

Exceptions

The number in the Ord Qty (ordered quantity) column should be the same as the number in the Alc Qty (allocated quantity) column. Any difference is an *exception*. Contact your Marketing Associate or SYSCO customer service representative with any exception questions. The confirmation contains exceptions that may occur at the warehouse, such as out of stock, substitutions, or remote stock items. If any exceptions exist, they appear on the email confirmation (Figure 57).

Review your confirmation for special messages

Sysco	Handle Mop Fibgls Quick Change This is a remote stock item. It may not arrive with the other locally stored items. Please allow 2-4 weeks for delivery.
-------	--

Figure 57 Special messages display on email confirmations

Important: Review your confirmation. A note may appear at the top stating an item is a remote stock item or to contact your local customer service department.

Multiple Email Confirmations for One Order

You may receive multiple email confirmations for one order. Each time the order is reviewed or changed by SYSCO customer service personnel, another email confirmation is sent to ensure you are informed of all order changes or updates.

Orders placed with a delivery date in the future (not a next day delivery) do not allocate until the day before the requested delivery date. Once allocation occurs, you receive a second email confirmation with allocated quantities.

Each email confirmation contains the entire order as it exists at SYSCO. Keep the latest copy for your records. To stop receiving multiple email confirmations, contact your local SYSCO representative.

Change Email Address

To change the email address that receives order confirmations, use the Options link. See [Contact Info on page 60](#) for more information.

5

Using eSYSCO Tools

eSYSCO provides multiple tools for your convenience. The links at the top of the screen access the following tools:

Reports Display pie or bar charts based on order history. See page [43](#).

Lists Create custom lists or maintain and export existing lists. See page [45](#).

Options Customize eSYSCO to meet your personal requirements. See page [58](#).

Working with Passwords Change your password for tighter security. See page [61](#).

Online Help Access help to assist your ordering experience. See page [65](#).

Reports

With eSYSCO's reporting features, generate summary reports for an overview of your order history. Using detail reports, compare estimated costs with actual costs. Sales history is based on all sales, not just those items purchased through eSYSCO. The reports eSYSCO provides include any products purchased from SYSCO. Invoice history deletes after **366 days**.

Display sales information using multiple options. Select the time frame, chart type (pie or bar chart), and select the method to group the information:

Week

Month

Category

Brand and the number of top brands to display/print

After selecting criteria, click **Display Chart** or **Print Chart**. The sales history report displays on-screen or ready to print the entered criteria.

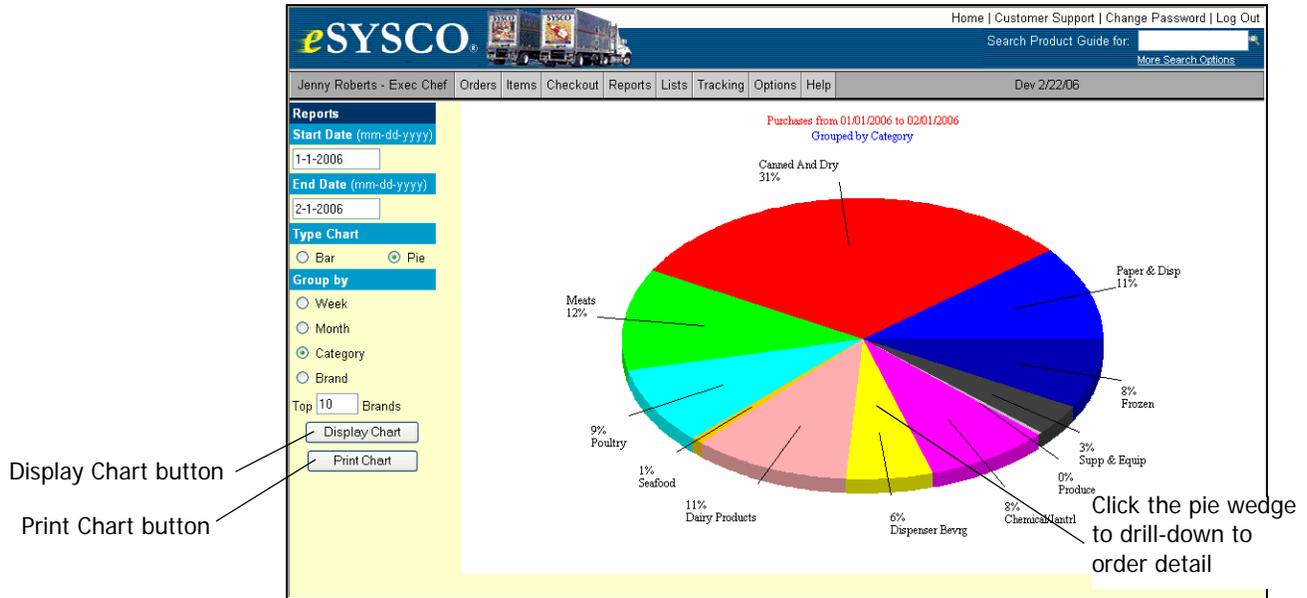


Figure 58 Pie Chart Report

The selected criteria for the report shown in Figure 58 is order history dates 01-01-2006 to 02-02-2006, pie chart, and listed by category. Use the Print Report button to print the bar or pie chart.

Remember...If selecting brand, type the number of top brands to display.

Click the section (pie wedge or bar) to display report details. Figure 59 displays the category details for *dispenser beverage* (pie wedge from Figure 58).

Figure 59 Report detail available by clicking on the category pie wedge or bar

The screenshot shows the eSYSCO Reports interface displaying a detailed list of items for an order. The table has columns for Pk/Sz, Brand, Description, SUPC, Quantity, Average \$, and Total \$. The items listed are:

Pk/Sz	Brand	Description	SUPC	Quantity	Average \$	Total \$
24 /3 OZ	Tndr Lf	Tea Bag Iced Premium Fit Pak	6130579	1 cs	25.27/cs 0.00/ea	25.27
1 /5 GAL	Cocaccol	Syrup Coke Diet 5.5X1 Bib X	4273546	2 cs	53.76/cs 0.00/ea	107.52
1 /5 GAL	Cocaccol	Syrup Coke Classic 5X1 Bib	4090593	2 cs	53.76/cs 0.00/ea	107.52
2 /2 LTR	Egbert	Coffee Liq Colombian	5686563	1 cs	124.48/cs 0.00/ea	124.48
2 /2 LTR	Egbert	Coffee Liq Decaf Col 100%	5686571	1 cs	131.76/cs 0.00/ea	131.76
24 /3 OZ	Tndr Lf	Tea Bag Iced Premium Fit Pak	6130579	1 cs	25.27/cs 0.00/ea	25.27
1 /5 GAL	Cocaccol	Syrup Coke Classic 5X1 Bib	4090593	1 cs	53.76/cs 0.00/ea	53.76
1 /5 GAL	Dr Pepr	Syrup Dr Pepper Bib	4273553	1 cs	47.03/cs 0.00/ea	47.03
1 /5 GAL	Cocaccol	Syrup Coke Diet 5.5X1 Bib X	4273546	1 cs	53.76/cs 0.00/ea	53.76
1 /5 GAL	Cocaccol	Syrup Coke Classic 5X1 Bib	4090593	1 cs	53.76/cs 0.00/ea	53.76

The interface also includes a 'Go To' dropdown, navigation links like '< First < Prev | Next > Last >', and a 'Back to Chart' link at the bottom.

Figure 59 Report detail available by clicking on the category pie wedge or bar

Lists

Customize your lists directly for your operation. eSYSCO provides the tools to sort the order guide in the same order as your pantry. Prices display only when ordering (on order guide, product guide, or recent orders). Prices *do not display* when creating custom lists.

To create and maintain custom lists,

1. Click the Lists link. The Lists screen (Figure 60) displays.

Important: An active order is not required to perform list management.

List Name	Items	OG Sync	OG Reset	Last Modified	Edit Info	Delete	Export	Replace
<u>Bronze Package</u>	56			6/6/04				
<u>HUDSON GRILL Order Guide</u>	94			11/15/04				
<u>Import list</u>	39			12/21/04				
<u>Monthly Order</u>	60			11/15/04				
<u>Sample List</u>	59			11/4/04				
<u>Spices</u>	8			1/12/04				
<u>Standard List</u>	51			8/13/04				
<u>Summer Beach Party</u>	88			6/3/04				

Figure 60 Lists screen showing example custom lists

Create New Custom Lists

Using the List Creation Method drop-down field, the Lists screen allows three methods of creating lists. They are,

Create List based on an existing list Copy an existing list, such as an order guide, bid book, recent order, or another custom list and rearrange it to meet your needs. Use the Create List Based on drop-down list to determine which list to copy. All items and quantities on that list are copied to the new list. See [Copy a List on page 46](#).

Create List Manually Create a customized list using SUPC numbers and case/split quantities. Starting with an empty list, type the SUPC numbers and quantities to create a list from scratch. You must type a list name in the New Name field. List names cannot be the same as an existing list. See [Create a List Manually on page 46](#).

Import to New List Create a list in a spreadsheet (.csv format) and import it into eSYSCO. To use this option, you must have import/export functionality enabled for your customer account and import option 6 selected on the Options screen. See [Import/Export Options on page 60](#) and [Import/Export File Layouts on page 77](#) for more information.

Copy a List

To create a new list by copying another list as a template,

1. Click the Lists link.
2. Click the drop-down arrow to the right of the Create List Based on field to display all available lists and highlight the list being used as the base list.
Options include, order guides, bid books, custom lists, and recent orders.
3. Type the name of your new custom list in the New Name field.
4. Select **Copy to New List** from the List Creation Method drop-down list.
5. Click the GO button to save the copied list as a new custom list.

To add or change items on the newly created list, you must edit the list. See [Edit List Information on page 47](#).

Create a List Manually

Creating a list manually means you create a custom list from scratch (do not use an order guide, order, or other list as a base list). By creating a list manually, add specific items to a custom list by typing the SUPC number. To create a new list manually,

1. Click the Lists link.
2. Type the name of the new list in the New Name field.
3. Select **Create New List Manually** from the List Creation Method drop-down list.
4. Click Go and the Quick Entry Form displays.
5. Type the SUPC numbers of the items being added to the custom list.

Important: Use the **Enter** key to move between fields.

Netscape users must use the Tab key to move between fields.

6. Type the desired quantity (case/split) in the appropriate field (if applicable).
Although the case/split quantity is not required when adding items to a custom list, the amount entered automatically defaults in the item list when creating an order. Some customers use this feature to enter their par values.
7. Repeat step 5 and step 6. (if applicable) for all items being added to the list.
8. Click the Add to List button.
9. Correct any errors that may occur.
Common errors include invalid SUPC number, unable to split item, and proprietary item. See [Correct Quick Entry Errors on page 26](#) for more information.
10. Click the Add to List button again to save the items on the custom list.

Import to New List

To create a new list by importing a spreadsheet, you must have import/export functionality enabled for your customer account and option 6 selected on the Options screen. To import items to a new list,

1. Click the Lists link.
2. Type the name of the new imported list in the New Name field.
3. Select **Import to New List** from the List Creation Method drop-down list.
4. Click Go and the Custom List Entry screen (Figure 61) displays.

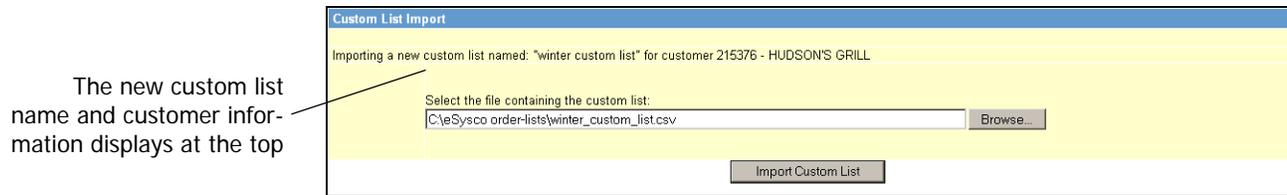


Figure 61 Custom List Import screen displays when importing a new list

5. Click Browse to locate the spreadsheet file (.csv) to import.
6. Once selected, click the Import Custom List button.
eSYSCO creates the custom list and displays a message stating the list was imported and successfully saved to the database. The new custom list displays with the existing custom lists.

Manage Lists

After creating a custom list, sequence lists according to the layout of your stock room, your inventory list sequence, or personal preference. List maintenance options include,

- Editing basic list information
- Changing list details (items, quantities, and categories)
- Deleting a list from the system
- Exporting a list to a spreadsheet
- Replacing an existing list with an alternate list

Edit List Information

After creating a list, you must edit the list to rename, add items, add categories, and rearrange the items into categories. To change item information on an existing list, click the underlined custom list names from the Modify an Existing Custom List region. Change list details by clicking on the Edit Info icon of that list.

Remember...Edit lists offline using the import/export feature. Use the exported spreadsheet to create categories, rearrange items, and change quantity amounts.

Rename a List

To rename a custom list,

1. On the Lists screen, find the list and press the Edit Info icon. The Custom List Options screen displays.
2. Type the new name over the current name (displayed in the Custom List Name section). *List names must be unique.* The list of existing names displays all list names already in use.
3. Click Save Changes.
4. Click OK twice to return to the Lists screen.

Transfer Custom List Ownership

Since more than one person at your location may access a single eSYSCO account, you can transfer ownership of a custom list from user to user. Only one person can own and make changes to a custom list.

Important: Transferring list ownership to another person makes the list editable for them but removes your ability to change the list.

To transfer custom list ownership,

1. Click the Lists link.
2. Locate the list to transfer from those displayed and press the Edit Info icon. The Custom List Options screen displays.
3. Click the drop-down arrow and highlight the user to own the list. A pop-up window displays verifying you want to transfer list ownership.
4. Click OK to acknowledge the transfer.
5. Click Save Changes, then OK to transfer list ownership.

Synchronization with Order Guide

Most customers use both Order Guide Synchronization and Order Guide Reset; Reset to get started, then Synch to keep the list up to date.

The Last Modified Date (shown on the Lists screen) is the last time *you* changed the list, not the last time the order guide synchronized or reset with the custom list.

If you perform an order guide synchronization or reset,

Sync displays in the OG Sync column until the nightly processing occurs.

Requested displays in the OG Reset column until the guide resets.

Order Guide Synchronization

eSYSCO can keep a custom list and order guide in synch, meaning all products on your order guide transfer to the custom list. By checking option, the custom list updates from your order guide every night.

Any items on your order guide add to the custom list during the eSYSCO nightly processing. Any item removed from your order guide are *marked* as removed (with **X**) on the custom list, but are *not removed* from the custom list. This feature

allows you to keep seasonal items on a custom list even if they *fall off* your order guide. This includes phased out or replacement items.

Note: Generally, items not ordered in eight weeks fall off your order guide. This time limit may vary based on your SYSCO operating company. For a definite time frame, contact your Marketing Associate.

Order Guide Reset

The Order Guide Reset option updates your custom list with all the same items currently on your order guide. By checking this option, eSYSCO *immediately* adds those order guide items not currently on the custom list.

You may perform an order guide reset at any time.

eSYSCO marks custom list items for deletion if they are not on the order guide. Although, items manually added to the custom list (by tagging or quick entry) are not marked for deletion if they are not on the order guide.

Important: eSYSCO *does not delete* any items from your custom list. It marks items deleted from the order guide with **x**. You determine if the item should be removed from the list.

Change List Details

Changing list details maintains a custom list. List details include adding items, deleting items, and changing pre-filled quantity amounts.

Add Items to a List

Manually add items to a list using two methods,

Quick Entry Add items using the seven-digit SUPC number.

Tag and Add Add items using other lists, browse, or search functions.

If accessible, you may also add item information using the import feature. See [Import to New List on page 46](#) for more information.

Add Items using Quick Entry

To add items to a list using Quick Entry,

1. From the Lists screen, click the underlined list name.
2. Scroll to the bottom of the screen so the buttons display.
3. Click the Add Items-Quick Entry button. The Custom List Quick Entry Form displays.
4. Type the SUPC number in the SUPC# field and press **Enter**. Netscape users must use the Tab key to move between fields.

Important: Although quantities are not required when adding items to a list, those entered automatically default into the quantity boxes when ordering by this list. The quantities may be used as par values.

5. Click the Add to List button. eSYSCO verifies the SUPC numbers are valid.

Valid items display **OK**. Items needing attention display a red error message. (See [Correct Quick Entry Errors on page 26.](#))

6. Correct any errors and press the Add to List button.
7. Click Save. A verification pop-up window displays.
8. Click OK and the items add to the list.

Add Items using Tag and Add

The tag column must be displayed before using the Tag and Add feature. See [Display Preferences on page 59](#).

To add items to a list using Tag and Add,

1. From the Lists screen, click the underlined list name.
2. Scroll to the bottom of the screen to display the buttons.
3. Click Tag and Add Items and the Items screen displays (Figure 62).

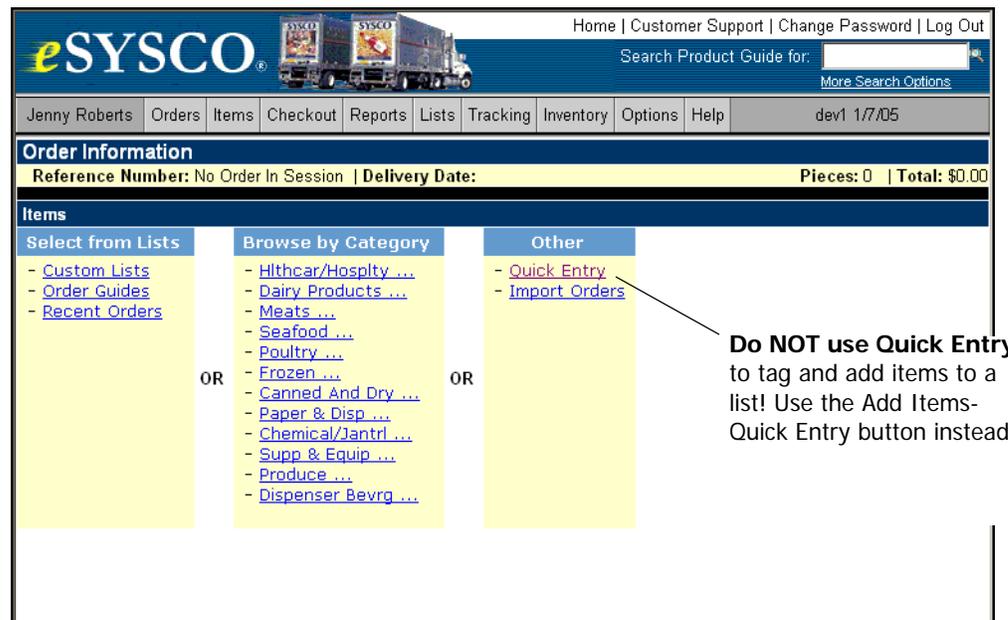


Figure 62 List screen provides options when tagging and adding items

4. Select the method to tag available items. Methods include,
 - Selecting items from lists** Tag items from other custom lists, your order guide, or recent orders
 - Browse by category** Tag items by browsing product guide categories
 - Search product guide** Use the search function to display specific products, then tag and add them
 - Caution:** *Do not use Quick Entry to tag and add items to a custom list.* To add items using the SUPC numbers, use the Add Items-Quick Entry button instead. If you use the Quick Entry link to try to tag and add items to a list, you *create an order* instead.
5. When the item list displays, click the tag item checkbox to add (Figure 63).
To tag all items on the page, click the tag column checkbox in the header bar.



Figure 63 Items screen with items tagged to add to custom list

- Click the Add Tagged Item button to add selected items to the custom list.
- Navigate to the next page to refresh the screen. See page [38](#) for refresh method information.
- A verification pop-up window displays.
- Click OK and the Tag and Add Options screen displays.
- Determine the tagged item settings. See [Tag and Add Options on page 57](#).
- Click the Add to List button and the tagged items add to the custom list.

Items added to the list by tagging display **t** to the left of the item description. See [Item Status Labels on page 52](#) for more information.

Delete Items from a List

There is a difference between deleting an item from a list and deleting an entire list.

- Deleting an item from a list removes a **single item** from a custom list.
- Deleting a list deletes **all items** and the list itself. See [Delete Lists on page 55](#) for more information on removing the entire list from the system.

Unlike during order entry, typing a zero quantity on a list **does not remove** the item from the list. The item remains on your list without a pre-filled quantity amount.

To remove items from a custom list,

- From the Lists screen, click the underlined list name.
- Locate the item being deleted in the list.
- Click to display a checkmark in the Delete column checkbox (located on the right side) for the item.
- Scroll down to display the buttons at the bottom of the list.
- Click the Save button and a pop-up window displays.
- Click OK and the item is removed from the list.

Change Quantities on a List

If using pre-filled quantities for a custom list, you can change the quantity entered. Entering a zero quantity on a list **does not remove** the item from the list as it does

during order entry. The item remains on your list without a pre-filled quantity amount.

To change the pre-filled quantities on a list,

1. From the Lists screen, click the underlined list name to display list details.
2. Locate the product needing a quantity change.
3. Type the new quantity over the current number. Typing **0** (zero) in the quantity box removes the pre-filled quantity amount. The item remains on the list without a pre-filled quantity amount.
4. Scroll to the bottom of the screen and click the Save button. A pop-up window displays.
5. Click OK to save the changes.

Item Status Labels

The item status label displays information about a specific item. By clicking the Clear Item Status button, you remove all **labels** from the list. The item remains on the list, you only reset the list labels. The next time you make list changes using tag and add, order guide reset, or order guide synchronization, the new labels appear.

The item status label displays the method used to add the item to the custom list. Label options include,

- A** Item adds to list by synchronizing with your order guide.
- t** Item adds to custom list by using the tag and add feature.
- X** Item no longer on your order guide (*fell off*).

Determine what to do with items marked with **X** (no longer on your order guide). These items may be seasonal items, special purchases, or no longer used in your operation. The item continues to display on the custom list until *you decide* to remove it. To remove items from the custom list, see [Delete Items from a List on page 51](#).

Add & Sort Categories

Use the Add & Sort Categories screen to create your own custom list categories. This feature sorts items using your cataloging system. Categories may be based on your storage facilities (such as dry, cooler, freezer, off-site, or basement). Create your own category labels (such as bakery, dairy and eggs, cleaning supplies, or paper goods).

The Add & Sort Categories screen allows you to perform multiple tasks:

- Add Categories
- Delete Categories
- Rename Categories
- Arrange Categories

Add Categories

1. From the Lists screen, click the underlined list name.
2. Click the Add & Sort Categories link in the Information area.

3. Type the category name in the New Category Name field and click the Add button. The new category displays in the list of categories.
4. Repeat process until adding all desired categories.
5. Click Save when complete. A pop-up window displays.
6. Click OK to save the changes.

Delete a Category

You may need to remove a category from a custom list. All items should be recategorized before removing the category from the list as all items still assigned to that category are also removed.

Warning! When deleting a category, all items in that category are also deleted!

To delete a category,

1. From the Add & Sort Categories screen, click to highlight the category name in the List of Categories field.
2. Click the Delete button and a pop-up window displays.

STOP! Do not delete the **Uncategorized** category!

All items are considered *uncategorized* until assigned to a specific category. If you remove the uncategorized category before moving the items to a different category, *all* items are removed.

3. Click OK to verify the category and **all associated products** should be deleted.
4. Click OK to remove the category and all items in that category.

Arrange Categories in your Custom List

The List of Categories box on the Add & Sort Categories screen displays the sequence of your custom categories. To adjust the category sequence to match your operation, use the up/down arrows to move categories into the desired positions.

1. On the Add & Sort Categories screen, highlight the category to move.
2. Click the up or down arrow to arrange the categories. Press the arrow multiple times to move the category to its new position.
3. Click the Save button. A pop-up window displays.
4. Click OK to save the changes.
5. Click OK to return to the Browse Custom Lists screen.

Rename a List Category Heading

To rename a category heading,

1. From the Add & Sort Categories screen, highlight the category name in the List of Categories box.
2. Click the Rename button. A prompt window displays asking for a new name.
3. Type the new category name and click OK. The screen refreshes and the new category name displays in the List of Categories box.

Assign Items to Categories

After adding categories to your custom list, assign products to those categories. To assign items to a category,

1. Click the Assign Items to Categories link in the Information area. The Assign Items to Categories screen displays.
2. Click the Select a Category drop-down arrow in the Assign from Category column (on the left) and highlight a category. eSYSCO automatically refreshes and loads all items in the Items window.
Remember...Unassigned items are in the **Uncategorized** category.
3. Highlight the item to assign. To highlight multiple items, hold the Ctrl key and click the items.
4. Click the Select a Category drop-down arrow in the Assign to Category column (on the right) and highlight the category.
5. Click the Move Items button. The items transfer to the *assigned to* category and no longer display in the Items window.
6. When finished assigning items, press Save and pop-up window displays.
7. Click the OK button to save the changes.

Sort and Remove Items

After assigning items to custom categories, you may arrange those products within the categories. This feature sorts items based on your cataloging system. For example, base a custom list on your storage facilities (pantry, freezer, basement, or bar).

Arrange Items in a Category

1. Click the Sort & Remove Items link in the Information area. The Sort & Remove Items screen displays.
2. Click the Select a Category drop-down arrow and highlight a category. eSYSCO refreshes and loads that category's items in the Items box.
3. Click to highlight the item to move.
4. Use the up or down arrows to arrange the item in the list.
5. After arranging all category items, click the Save button.
6. Click OK to save the changes.

Re-sequence List

The Re-sequence List button sorts items alphabetically in the custom categories, without having to manually re-sequence each item using the up/down arrows. To re-sequence the list alphabetically,

1. Click the Sort & Remove Items link in the Information area. The Sort & Remove Items screen displays.
2. Click the Re-Sequence List button.
3. Click OK in the pop-up window to re-sequence the entire list alphabetically by description.

Remember...The items remain in their assigned category, yet display in alphabetical order (by description).

4. Click the Save button to save the re-sequenced list.

Remove Items

Deleting an item removes it from the custom list, not just the selected category.

1. Click the Sort & Remove Items link in the Information area. The Sort & Remove Items screen displays.
2. Click the Select a Category drop-down arrow and highlight a category. eSYSCO refreshes and loads all category items in the Items box.
3. Highlight the item being removed and click the Delete Item button. A pop-up window displays.

Remember...The item is removed from the *list*, not just the category. To remove an item from a category, reassign it to a different category. See [Assign Items to Categories on page 54](#).

4. Click OK to remove the item.
5. Click Save and the item is removed from the list.

Delete Lists

To delete a list and *all assigned items*,

1. Click the Lists link.
2. Click the Delete icon of the list being deleted. A pop-up window displays.
3. Click OK to confirm deletion. The list deletes and the Lists screen redisplay.

Export Lists

Export a list to work offline using spreadsheet software. When exporting custom lists, the exported file does not include pricing information.

To export a list to a spreadsheet (.csv) file,

1. Click the **Lists** link.
2. Click the **Export** icon of the list being exported. The **List Preparation Options** screen (Figure 64) displays.

Home | Customer Support | Change Password | Log Out

Search Product Guide for: [More Search Options](#)

Jenny Roberts | Orders | Items | Checkout | Reports | Lists | Tracking | Inventory | Options | Help | Dev 10/3/07

List Preparation Options

Instead of waiting on line for your list to be priced, eSYSCO will prepare the list in the background. The system will begin working on your list as soon as you click on the "Prepare List" button. If you have a valid email address, you can have eSYSCO send you an email when the list is ready. You can print or export your list from the "Lists" tab.

List Information

Exporting: "CCH order Guide" for Customer 375376 at OpCo 020 - Austin

List Preferences

Pricing:

Pricing Effective Date: 10/03/2007

Email Notification? Send To: bert.jenny@sysco.com

Figure 64 List Preparation Options screen

3. In the **Pricing** field, *remove* the checkmark.
4. In the **Email Notification** field, *remove* the checkmark.
5. Click **Prepare List**. The list prepares immediately *without current pricing*.
To export a list *with current pricing*, see [Prepare Lists for Offline Pricing on page 56](#).
6. Click the **Lists** link again. The selected list displays in the Prepared Lists section (Figure 65).

The screenshot shows the eSYSCO interface. At the top, there's a navigation bar with 'Home | Customer Support | Change Password | Log Out' and a search bar. Below that is a menu bar with 'Jenny Roberts | Orders | Items | Checkout | Reports | Lists | Tracking | Inventory | Options | Help' and the date 'Dev 10/4/07'. The main content area is titled 'Modify an Existing Custom List' and contains a table of lists. Below this table is a 'Prepared Lists' section. An arrow points from the text 'Prepared Lists display at the bottom of the Lists screen' to the 'Prepared Lists' section. Another arrow points from the text 'Click Export link to export the list' to the 'Export' link in the 'Prepared Lists' section.

List Name	Items	OG Sync	OG Reset	Last Modified	Edit Info	Delete	Export	Replace
new spices	8			2/22/06				
winter custom list	30			1/7/05				
Bronze Package	56		1/10/05	1/6/05				
CustomList 2 synch with OG	94	Sync	3/16/06	3/15/06				
CCH order Guide	606			3/15/06				
Grill Category Order	0	Sync	3/10/06	3/15/06				
HUDSON GRILL Order Guide	97	Sync	3/10/06	3/15/06				
Import list	39			12/21/04				
Monthly Order	60	Sync	1/10/05	2/10/06				
Sample List	59		1/10/05	1/6/05				
Spices	8			1/12/04				
Standard List	51			8/13/04				
Summer Beach Party	88			6/3/04				

List Name	Items	Status	Pricing Date	Prepared On	Audit	Print	Export	Delete
HUDSON GRILL Order Guide	96	Ready	10/05/2007	10/4/07 7:15:58 PM	View Log	Print	Export	Delete
Bronze Package	56	Waiting	10/04/2007	10/4/07 7:08:22 PM	View Log			

Figure 65 List screen with Prepared Lists available

7. Click the **Export** link in the Prepared Lists section. A file download window displays. A message stating the file may harm your computer may also display on the file download window.
8. Click **Save** *or* select the **Save this file to disk** option and click **OK**. The Save As window displays.
9. Select where to save this file on your computer. You may need to browse your system to find the folder you want.
10. Type the name of the file in the **File Name** field.
11. Click **Save**.
12. Click **Close** to return to the Lists screen.

Prepare Lists for Offline Pricing

Printing or exporting a custom list that includes prices may cause frustration and time-out issues. Since eSYSCO provides current item pricing, printing or exporting a list with many items may cause the system to time out.

To help alleviate these concerns, prepare the custom list for offline pricing. This means you select the list for export and eSYSCO creates a request for the list. The request then goes to the host computer, which prices the items without making you wait. After the host computer prices the items, you may have eSYSCO send you an email stating the list is ready for exporting or printing.

Remember...Exporting a list does not include pricing.

To prepare a custom list for offline printing:

1. From the *Lists* screen, determine which list to price offline from those displayed and click **Export**. The **List Preparation Options** screen (Figure 64 on page 55) displays.
2. Select the **Pricing** checkbox to include pricing.
3. Select the date on which to price the items from the **Pricing Effective Date** drop-down list.
4. Select the **Email Notification** checkbox to receive an email stating the list is ready for export/printing.
5. Click **Prepare List**. The following message displays and the requested list displays in the Prepared Lists section of the *Lists* screen:
`List preparation scheduled successfully. See Lists page.`

Replace Lists

Use the Replace icon to update a list with an imported list. This allows you to maintain your list offline in a spreadsheet and replace the online list in eSYSCO without having to add a new list, rename a list, or delete a list.

Imported lists must be a comma-separated value (.csv) file.

To replace an existing list with an imported list:

1. Click the Lists link.
2. Click the Replace icon of the custom list being replaced. The Custom List Import screen displays.
3. Click the Browse button to find the location of the file being imported.
4. When the Choose File window displays, select the file on your computer. You may need to browse your system to find the folder the file is in. Files must be in .csv format.
5. Click Open and the import file name and system path defaults to the screen.
6. Click the Import Custom List button. The Lists screen redisplay.

Tag and Add Options

The Tag and Add Options screen displays after pressing the Add Tagged Item button or when adding tagged items to a custom list. Determine tag and add settings using Tag and Add Options screen (Figure 66).

Click in the circle field to determine if tagged items add to an existing list or a new custom list

The screenshot shows the eSYSCO interface. At the top, there's a navigation bar with 'Home | Customer Support | Change Password | Log Out' and a search bar. Below that is a menu with 'Orders', 'Items', 'Checkout', 'Reports', 'Lists', 'Tracking', 'Inventory', 'Options', and 'Help'. The main content area is titled 'Order Information' and shows 'Reference Number: No Order In Session | Delivery Date:'. Below this is the 'Tag And Add Options' section. It starts with 'You have tagged 0 product(s) to be added to a custom list.' and 'Add Items to New or Existing List:'. There are two radio buttons: 'Add items to an existing list' (selected) and 'Create a new custom list'. Under 'Add items to an existing list', there's a dropdown for 'Select an existing custom list:' (Standard List) and 'Category options:' with radio buttons for 'Put items in "SYSCO 12" categories.', 'Select a category from the custom list:' (Uncategorized), and 'Put all items in: Tagged Items'. Under 'Create a new custom list', there's a text field for 'Enter a name for the new custom list:' (Tagged Items) and 'Category options:' with radio buttons for 'Put items in "SYSCO 12" categories.', 'Put all items in "Uncategorized".', and 'Put all items in: Tagged Items'. Below these are 'Copy Options:' with a checked checkbox 'Copy any entered quantities to the custom list' and 'Navigation Options:' with radio buttons for 'Continue to selected page' and 'Forward to custom list editing: Edit List Page', and a checked checkbox 'Use same options during my session. Don't show this page again.' At the bottom are 'Add to List' and 'Cancel' buttons.

Figure 66 Tag and Add Options screen displays when adding items to a list

Determine whether to save the tagged items to an existing list or a new custom list. Then select how to categorize the items in that list. Category options include,

SYSCO 12 Categories Move tagged items to their respective SYSCO category. If the category isn't currently on the list, create the SYSCO category.

Custom List Categories Move the tagged items to one of your categories on the custom list. Use the drop-down list to highlight the customized category.

All in new category Move all tagged items to a new category. Type the new category name in the field. Default is **Tagged Items**.

The Copy Options field states whether all item quantities (cases/splits) entered should copy to the custom list. If unchecked, the custom list item fields are blank.

The Navigation Options settings determine how eSYSCO responds when you tag and add items. Select if you want to continue to the selected page (such as the next page of items or the checkout screen) or directly access one of the Custom List maintenance screens. You may also opt to use the same tag and add options for all items until you sign off the system.

Options

Customize the look and feel of eSYSCO using the Options link. The Options screen (Figure 67) consists of four sections. They are:

Display Preferences Customize the look and feel of eSYSCO.

Contact Info Update user and company information for email confirmations.

Import/Export Options Determine the format used for importing and exporting orders and lists.

Security Information Setup Stores your security questions and answers used when you forget your password.

Figure 67 Options screen

Display Preferences

Using the Display Preferences, control the look and feel of your workstation. Control the appearance of custom lists, determine where the tag and add column displays on the screen, set up order details columns, and select the desired content. Display Preferences also determine live pricing status.

List Columns

The list columns options specify which columns display on the item screens. Column options including manufacturer's item number (MFG #), customer item number (only for custom lists), and on-screen location of item tag checkbox column.

Display Options

Customize the on-screen display or printing options using the Display Options.

Sort Items Set how eSYSCO sorts items on the product guide. The drop-down field sets if the product guide sorts by description, SUPC, or brand name.

Item Lines Set the number of item lines to display on one computer screen. The higher the number, the longer it takes to load the item pages.

Print Quantity Fields When printing orders or lists, type the number of quantity fields to print per item. The Inventory module does not use this entry to determine the number of fields to print. Inventory lists *always* print three fields.

Driver Instructions

Specify if the driver instructions field displays when creating a new order. If checked, the Edit Order Information window (Figure 68) displays the Driver Instructions field in which you may type specific instructions to the SYSCO delivery associate.

The screenshot shows a web form titled "Order Reference Number New Order". It contains the following fields: "Delivery Date" (a dropdown menu showing "06/04/04 Friday"), "Purchase Order" (a text input field), "My Order Name" (a text input field), "Separate Invoice" (a checkbox that is unchecked), and "Driver Instructions" (a large text area with a scroll bar). At the bottom of the form are two buttons: "Update" and "Cancel Changes".

Edit Order Information window **with** the Driver Instructions option selected.

This screenshot is identical to the one above, showing the "Edit Order Information" window. The fields and buttons are the same, but the "Driver Instructions" text area is not visible, indicating that the option is not selected.

Edit Order Information window **without** the Driver Instructions option selected.

Figure 68 Edit Order Information window with and without the Driver Instructions option

Contact Info

Contact Information controls the email address receiving order confirmations and the email-type preferences. Email confirmations may be sent to more than one email address. Use a *comma* (,) or a *semi-colon* (;) to separate multiple addresses.

Import/Export Options

If using a third-party software program to import/export orders to/from eSYSCO, Import/Export Options must be set. Contact your local SYSCO operating company to have import/export functionality enabled.

Important: If problems arise with an order import, please send a copy of the file being imported to your local SYSCO representative.

For import/export file layouts, click the Help link and search for import options or see [Import/Export File Layouts on page 77](#).

Security Information Setup

To use the reset password feature, eSYSCO requires answers to three security questions. You determine the security questions and enter the correct answer upon initial setup. If you forget the answer or need to change a security question, do so on the Options screen. Scroll down to the *Security Information Setup* section (Figure 69) to review your security details.

Figure 69 Options screen showing security information

eSYSCO provides eight questions from which you select three as your security questions. When resetting your password, eSYSCO requires you to enter your answers exactly as shown on the Options screen. For example, in Figure 69, the answer is **Fifth street** (with a lower case s), which means you need to type *Fifth street* when answering your security question.

Important: Be sure to use the same words, including capitalization, special characters, and spelling, when typing the answer to your security question during a password reset.

Working with Passwords

Your local SYSCO operating company initially assigns passwords. For security purposes, passwords automatically expire after **365 days**. The System Message screen displays a notification that your password will expire soon when you sign onto eSYSCO.

You can reset your password if you forget it once the security questions and answers are set up. You can also change your password at any time.

Change Password

To change your password:

1. Click the **Change Password** link. The *Change Password* screen (Figure 70) displays .

Figure 70 Change Password screen displays when clicking the Change Password link

2. Type current password in the **Current Password** field. Built-in security changes the letters/numbers to dots while typing (Figure 71).

Figure 71 Password security changes typed characters to dots

3. Type new password in the **New Password** field.
Specific rules apply when changing your password:
 - Passwords are case-sensitive
 - Passwords must be at least **6** characters in length and contain at least **1** number
 - Special characters (such as &, *, or #) are not allowed
4. Repeat the new password in the **Re-enter new password** field.
5. Click Change Password to save the new password.

Forgot Password

When you forget your password, use the link on the Login screen to display and respond to your security questions. When clicking *forgot password*, eSYSCO gives you the option to select a security question that you must answer correctly. eSYSCO stays secure by asking security questions that only you know the correct answer to.

To ensure your information stays secure, you have **six chances** to correctly answer your security question before you are locked out of eSYSCO. Not only does this feature maintain security, it helps prevent someone from accessing your account without your knowledge.

To display the security challenge question:

1. Access the eSYSCO *Login* screen (Figure 72).

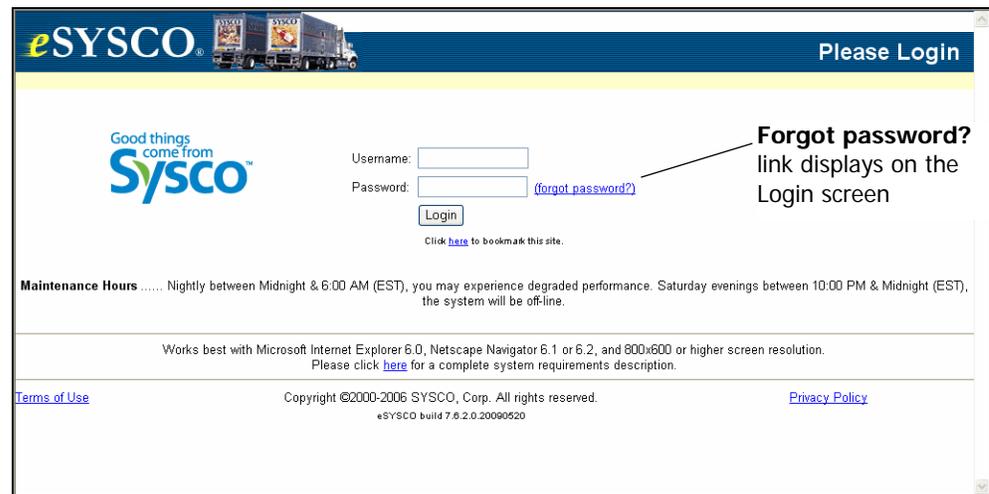


Figure 72 Login screen

2. Click the **forgot password?** link. The *Security Question Challenge* screen (Figure 73) displays.

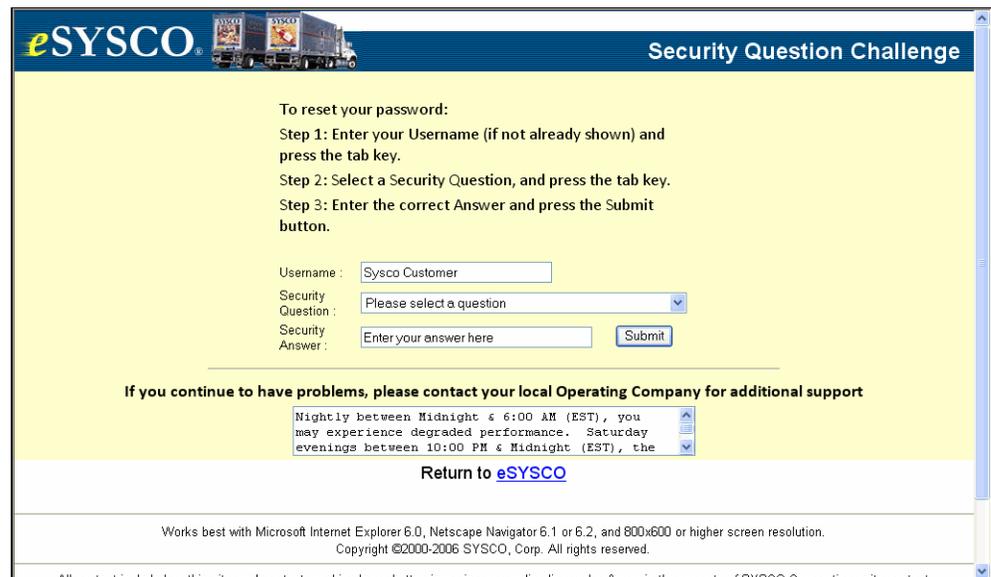


Figure 73 Security Question Challenge screen

3. In the **Username** field, type your eSYSCO username.
4. Press **Tab**. The *Security Question* drop-down list activates.
5. From the drop-down list, select a security question.
6. In the **Security Answer** field, type the answer to the selected security question.
7. Click **Submit**. eSYSCO checks to see if your response is correct and displays the *Reset Password* screen.

Reset Password

After correctly responding to your security questions (Figure 73 on page 63), eSYSCO displays a screen where you can reset your own password.

To reset your own password:

1. On the *Reset Password* screen (Figure 74), in both fields, type a new password. For your convenience, eSYSCO password guidelines display on the screen.

Type your new password in both fields

Figure 74 Reset Password screen

2. Click **Submit**. The *Login* screen (Figure 72 on page 63) displays. Log into eSYSCO using your new password.

Disabled Password

eSYSCO automatically disables your user name if you incorrectly enter your password **5 times** in one session. When answering your security questions during a password reset, you have **6 attempts** to correctly respond before eSYSCO automatically disables your user name. When eSYSCO disables a username, eSYSCO sends an email to the email address that receives order confirmations.

This email lists the name and phone number of the eSYSCO support person who can reset your password. The support person also receives an email and sends you another email when the password resets.

Note: If you set up your security questions and answers, you can reset your own password. For more information, see [Security Information Setup on page 60](#).

Do Not Automatically Remember Password

Do not set eSYSCO to remember your username and password. eSYSCO requires a password change **every 365 days**. If the computer *remembers* the password, your account could accidentally disable.

Online Help

eSYSCO provides access to an online help file. Access the help file to obtain detailed information about eSYSCO. The help file contains a table of contents, an index, and a search function.

To access the help file:

1. Click the Help link. The Help file displays (Figure 75).

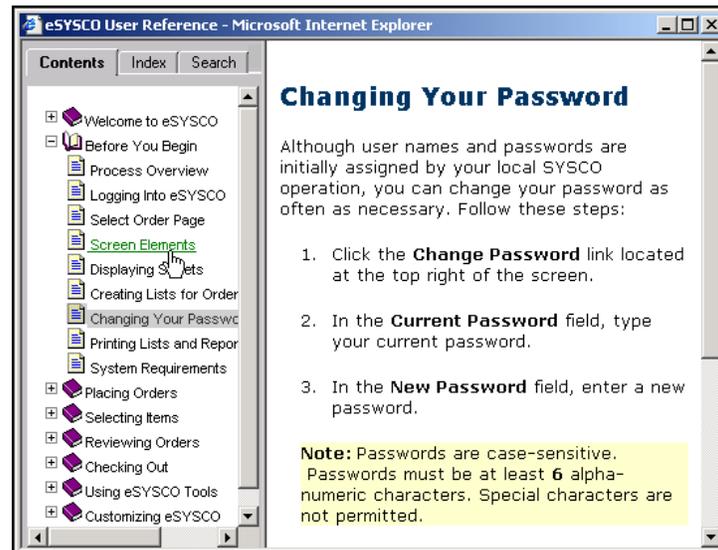


Figure 75 The Online Help system provides information when you are using eSYSCO

2. Depending on the screen displayed when you click help, the information on the help file corresponds to that specific screen. This is called *context-sensitive* help.
3. Use the Contents, Index, or Search tabs in the left pane to assist in your eSYSCO experience.

6

Tracking Orders

Chapter 6 describes the features and procedures to track an order. The Tracking option provides you with the ability to check the delivery dates and times for any outstanding orders. With your convenience in mind, the application is accessed directly from within the eSYSCO application.

Features

The Tracking application provides many features, which provide you with guidelines and time frames to work with when expecting your order.

24-Hour Access Delivery information is available to customers via the Internet, providing around-the-clock access.

User Friendly Easy navigation is quickly evident. The screen lists the delivery information. If drop shipments direct from the vendor or the Central Warehouse exist, the screen displays the UPS Tracking Number. Click the UPS Tracking Number to track the package using the UPS tracking feature.

Easy to Read Delivery dates and times are clearly indicated.

Track an Order

All scheduled SYSCO deliveries display in the first section when tracking orders. Drop ship orders list separately in the second section. Delivery times shown are estimates and are subject to change.

To track an order,

- 1 In the Navigation bar, click the Tracking link.

The Order Tracking screen (Figure 76) displays. In Figure 76, order numbers 76247, 77823, 78973, and 792289 are scheduled for delivery on December 5, 2003 at 12:20 p.m. Order number 65085 is a drop ship order and is shipping through UPS. The UPS tracking number is provided.

Home | Customer Support | Change Password | Log Out
Search Product Guide for: More Search Options

Jenny Roberts | Orders | Items | Checkout | Reports | Lists | Tracking | Options | Help | 12/5/03

Order Tracking

Customer Information

Operating Company: 067 Houston Customer: 402529 SYSCO CORP TEST KITCHEN
1390 ENCLAVE PKWY.
HOUSTON, TX

Scheduled Delivery Times
(through Friday 12/12/2003)

Order	Delivery Date	Delivery Time*	Invoice #	Purchase Order
76247	Friday 12/05/2003	12:02PM	312050430	
77823	Friday 12/05/2003	12:02PM	312050430	
78973	Friday 12/05/2003	12:02PM	312050430	
79289	Friday 12/05/2003	12:02PM	312050430	

* Please note delivery times and future delivery dates are estimates and subject to change

Drop Ship Orders

Order Number	UPS Tracking Number
65085	1Z53636E0345162031

Figure 76 Tracking screen with multiple SYSCO orders and a drop ship order

- 2 Click the UPS Tracking number to display the drop ship order details.
- 3 The UPS Internet website displays detailed information about the order.
- 4 To view more details on this order, click the Detail button.

A full history on the shipment is available. Details include:

- Date and time the shipment was delivered.
- Who signed for the shipment.
- Location, City, State, Country, date of shipment, and so on.

Inventory and Menu Analysis

Chapter 7 provides a basic overview into the inventory and menu analysis module of eSYSCO. The Inventory module provides the ability to input inventory, menu and recipe information, and non-SYSCO supplier information, which can then be used to order, analyze, and take a physical inventory.

For detailed information about the Inventory program, refer to the eSYSCO Inventory Supplement (click the Customer Support link, then the eSYSCO Inventory User Guide link) or contact your local SYSCO operating company.

The Inventory link only displays if you have the Inventory and Menu Analysis module enabled. To request access to the Inventory module (Figure 77), contact your local SYSCO operating company.

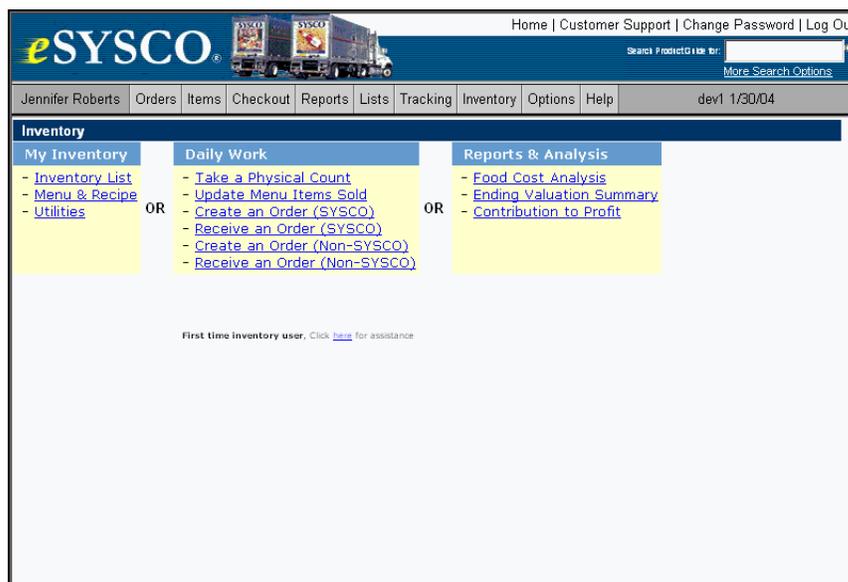


Figure 77 Inventory main menu screen listing all options in the Inventory module

My Inventory Options

The My Inventory options establish how eSYSCO tracks the inventory, ingredients, and menu costing. The Utilities section must be set up first before any of the other features are available.

Inventory List

The Inventory List screen customizes the items to be counted in the physical inventory counts and controls the portioning levels in recipes.

Menu & Recipe

The Menu & Recipe piece allows you to create recipes and menu items using products in the inventory. After creating recipes and menu items, decrease inventory levels accordingly by typing the number of units sold.

When creating a recipe, you may create *What if* scenarios. This allows you to change the recipe items and/or pricing information to determine the best gross profit margins for that menu item.

Utilities

The Utilities section establishes the settings and information used when setting up the inventory, recipes, and menu analysis features. The Utilities section must be set up before attempting to use the Inventory features.

Daily Work

The Daily Work section uses the information entered using the Inventory List, Menu & Recipe, and Utilities sections. The Daily Work features provide the ability to print inventory sheets based on your operation, use your Point-of-Sale (POS) computer system printouts to manually enter the number of products sold, which in turn decrease the inventory levels (based on the menu/recipe created).

You also have the ability to create or receive an order (both from SYSCO or a non-Sysco supplier) directly through eSYSCO.

Take a Physical Count

You determine how often a physical count of your inventory takes place. The Take a Physical Count feature provides a printout of your computerized inventory, which can either be sorted by how the items are *inventoried* or how they are *ordered*. Since you set up the storage location for each item in your operation, you can print the physical inventory count sheets based on those locations.

You can also determine what an acceptable variance percentage between what is considered in inventory based on the computer and what is actually in your inventory (based on what is on your shelves).

Update Menu Items Sold

The Update Menu Items Sold option allows you to use the items sold printout from your POS computer system to determine the amounts to decrease the menu items/recipes in the eSYSCO Inventory program.

Ordering using Inventory Information

Not only can eSYSCO Inventory manage your current inventory, it can also recommend when to order items *AND* submit that order to SYSCO directly from the Inventory module. It is not necessary to use the standard eSYSCO tools to order. eSYSCO uses your current eSYSCO information to help create the order.

The Inventory module can recommend orders for both SYSCO and non-SYSCO suppliers. Display these item lists by:

- All items on Inventory List.
- Suggested Items (based on inventory list entries).
- Low-inventoried Items (based on par-levels entries).
- Physical count date entries (can display multiple options depending on the product information).

Inventory Reports & Analysis

The eSYSCO Inventory module provides reports to maximize the performance of your operation. Three inventory reports are available:

Food Cost Analysis Displays the cost of food consumed between two dates. (Consumed items include food served, wasted, and stolen.)

Ending Valuation Summary Displays a cost summary of the number of cases currently on hand.

Contribution to Profit Displays the gross profit amounts for each menu item and recipe entered in the Inventory system.

A

Browser Basics

Appendix A provides the basic information to assist you in your Internet experience. The information and instructions are written for Microsoft Internet Explorer 6.0 web browser users. Netscape users, refer to the Netscape help file for basic browser information.

Remember...eSYSCO no longer supports use of Internet Explorer version 5.5 or previous versions.

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 or Internet. Technically, a web browser is a client program that uses Hypertext Transfer Protocol (HTTP) to make requests of web servers throughout the Internet on your behalf.

Browser Version

To locate your browser version, open your browser and click the **Help > About** menu option at the top. The window that displays indicates the browser and the version you are using (Figure 78).



In this sample, the Internet Explorer version is 6.0.2800

Figure 78 About Internet Explorer window displays the browser version

Important: eSYSCO v7 *does not support* any of the browsers provided by AOL (America Online). If you are an AOL subscriber, you may still use eSYSCO by minimizing the AOL browser and opening one of the supported browsers. See [Software on page 2](#) for the supported browsers.

Allow Pop-ups

eSYSCO requires the use of pop-up windows to function correctly. To enable pop-up windows from the eSYSCO website, use the following procedure.

These instructions describe how to enable pop-up windows for eSYSCO for Microsoft Internet Explorer 6.0+.

- 1 Open Internet Explorer and use the following menu path,
Tools > Pop-up Blocker > Pop-up Blocker Settings
- 2 Type **www.esysco.net** in the Address of website to allow... field.
- 3 Click Add, then Close.

Shortcuts and Bookmarks

Add a shortcut (or bookmark) to your system to display a web page you frequently access, such as eSYSCO. The shortcut accesses the web page without having to type a long Internet address every time you want to visit the site or go through multiple pages just to find the one you need. The instructions in this section describe how to use shortcuts/ bookmarks for the **Microsoft Internet Explorer 5.5** web browser.

If you do not have an acceptable browser, eSYSCO displays a message requesting you update your browser.

Adding a Shortcut

There are two methods to create a shortcut to a web page:

- 1 Add a shortcut to your computer desktop to access a frequent web page.
- 2 Add the website to your list of Internet favorites.

Add a Shortcut to your Computer Desktop

To add a shortcut to your computer desktop,

- 1 Right-click your computer desktop to display the menu.
- 2 Highlight the New option then Shortcut (Figure 79).

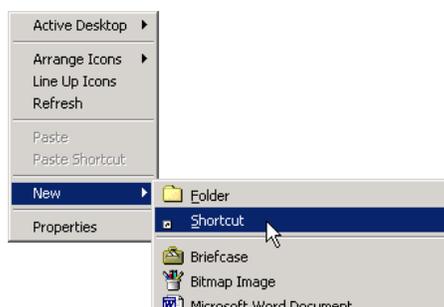


Figure 79 Right-click to display the New option

- 3 The Shortcut window displays (Figure 80).

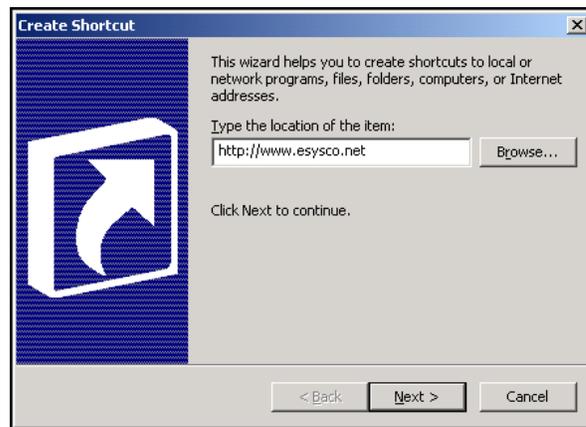


Figure 80 Create Shortcut window

- 4 Type the following as the location of the item:
http://www.esysco.net
- 5 Click Next.
- 6 Type a name for your new shortcut.
Figure 81 uses **eSYSCO website**.

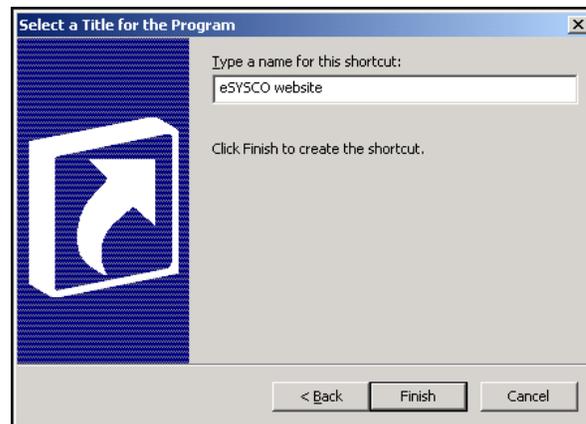


Figure 81 Enter the new shortcut name

- 7 Click Finish and a new shortcut displays on your computer desktop (Figure 82).



Figure 82 New shortcut displays on your computer desktop

Since the shortcut name entered earlier is **eSYSCO website**, the name of the shortcut on your computer desktop also displays **eSYSCO website**.

Add a Website to your List of Favorites

To add a website to your list of favorites,

- 1 Enter the desired Internet address in the Address field (Figure 83).

If the address bar does not display, access Tools > Toolbars > Address Bar. Click Address Bar. A checkmark displays when the Address Bar is active.



Figure 83 eSYSCO Internet Address

- 2 Press Enter to display the website entered.
- 3 Access the Favorites menu, scroll down and highlight Add to Favorites (Figure 84).

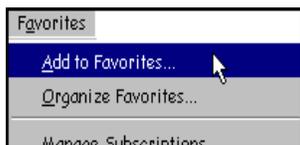


Figure 84 Add to Favorites option highlighted

- 4 Click Add to Favorites or press Enter to start the process of adding the current web page to the Favorites list.
- 5 The Add Favorite window displays. Verify **No, just add the page to my favorites** is selected.

You can type a new name for the website in the Name field or add it to an existing folder by clicking the **Create In>>** button.

- 6 Click OK.

The website is saved and part of your Favorites list!

Opening a Website on your Favorites list

To open a website saved to your favorites list, access the Favorites menu option, scroll down, and click the desired page to open.

B

Import/Export File Layouts

eSYSCO uses five import options and six export options. Use the option best suited for your operation. Some formats were designed for use with specific third-party software, but can be used by other systems with compatible file formats.

To enter import/ export information, click **Options**. Select the appropriate option using the drop-down window and click the Submit Changes button to accept the changes. See [Options on page 58](#) for more information.

Note: The option to Define Display Preferences and Contact Information is also available on the Options page.

Compatible Systems

Certain third-party software systems are compatible with the file layouts used in eSYSCO. These applications include, but are not limited to the following:

- Abacus
- CBORD
- Compeat
- Computrition
- CostGuard
- FoodCo (created by Cost Control Systems)
- FoodTrak
- Ingenium MAX
- ISI (Incredibly Simple Inventory)
- Momentum (for health care accounts, see also Ingenium MAX)
- NutriNet
- RHR (Hotel and Restaurant Management Software)
- SOLO (Sysco Offline Ordering)

Refer to [Import Options on page 78](#) and [Export Options on page 86](#) for the file layout formats compatible with the various systems.

Import Options

If you have problems with an order import, please send a copy of the file you are attempting to import to your local SYSCO representative so they can include it when sending the issue to the SYSCO corporate support team.

Remember...Some formats were designed for use with specific third-party software, but can be used by other systems as long as the file formats are compatible.

Import options include,

Option 1 For *Computrition* users

Option 2 For *FoodTrak*, *RHR*, *FoodCo*, *Abacus*, *Compeat* and *CostGuard* users

Option 3 For *CBORD* and *NutriNet* users

Option 4 For *Ingenium MAX*, *ISI*, and *Momentum* users

Option 6 Import file from spreadsheet in .csv format

Note: Option 5 is not available for importing (only exporting).

Import Option 1 File Layout

Designed specifically for *Computrition* users, import option 1 can be used by other systems if the file layouts are compatible. Option 1 uses the following criteria:

- The first three characters in the import file must correlate with the three-character code (such as **XHD**, **XHE**, or **XDT**).
- The Instruction Line provides a place for you to input driver instructions (for example, *Deliver to back door*). Up to five lines of the information line.
- Items being ordered as a split display **S** before the quantity amount.
- Quantity amount may have up to four digits.

See Figure 85 for an example of the import option 1 file.

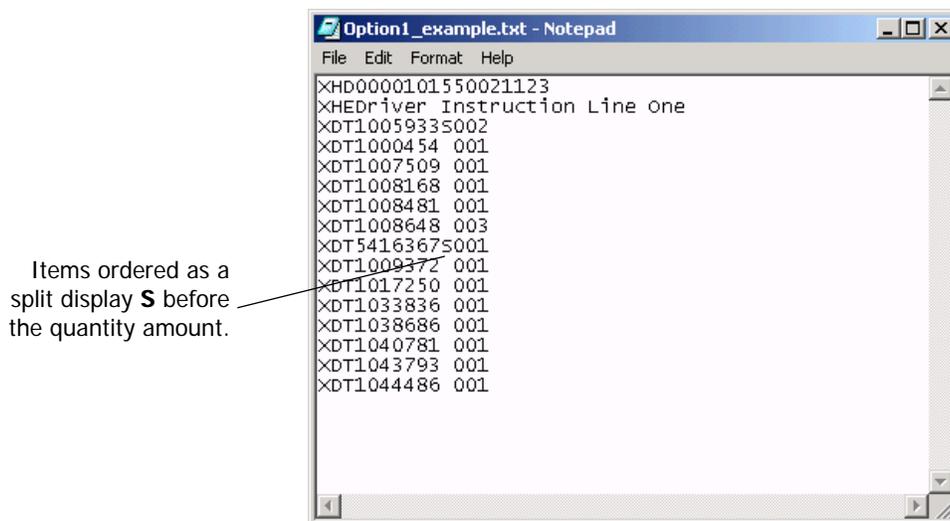


Figure 85 Example import option 1 file layout

Import option 1 format includes three sections:

Header Header information displays on the line starting with **XHD**.

Instructions Instruction information displays on the line starting with **XHE**.

Item Details Item details display on lines starting with **XDT**.

See Table 6 for import file layouts.

Table 6 Import Option 1 File Layout

Row Name	Length
Header	
XHD	3
Customer Number	10
Delivery Date YYMMDD	6
<i>Total Length</i>	19
Instructions	
XHE	3
Filler	3
Driver Instruction line	30
<i>Total Length</i>	36
Item Details	
XDT	3
SUPC	7
Split indicator	1
Quantity	4
<i>Total Length</i>	15

Import Option 2 File Layout

Designed specifically for *FoodTrak*, *RHR*, *FoodCo*, *Abacus*, *Compeat* and *Cost-Guard* users, import option 2 may be used by other systems with compatible file layouts. (Option 4 (*Momentum*) uses the same import file layout as option 2.) To determine which file layout works with your system, keep the following in mind:

- If the customer number is **123456**, name the import file **f0000123.456**
- eSysco is expecting a DOS text ASCII file containing one header record, one delivery instruction record, and one or more detail records
- Items being ordered as a split have **S** before the quantity amount
- The quantity amount may contain up to three digits

Important: SYSCO Food Services of Austin, TX is the *only* company to use the Food Show Order field in the Header Information. It is not related to FoodTrak or CostGuard.

See Figure 86 for an example of the import option 2 file.

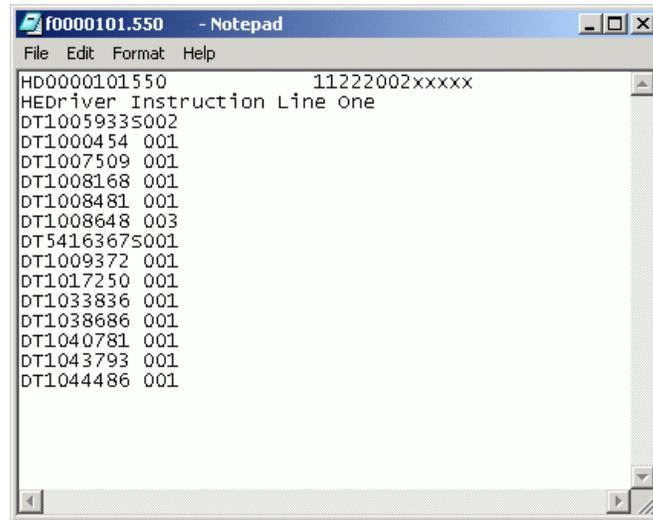


Figure 86 Example import option 2 file layout

Import option 2 format includes three sections:

Header Header information displays on the line starting with **HD**.

Instructions Instruction information displays on the line starting with **HE**.

Item Details Item details display on lines starting with **DT**.

See Table 7 for import file layouts.

Table 7 Import Option 2 File Layout

Row Name	Length	Description
Heading		
HD	2	Always HD
Customer Number	10	Right-justified, zero-filled
Food Show Order	1	blank space regular order F Food Show order * only used at SYSCO Austin, TX
Unused filler	11	spaces only
Delivery date	8	MMDDYYYY
Version	5	Version for this import table
<i>Total Length</i>	37	
Instructions		
HE	2	Always HE
Delivery instructions	30	May contain purchase order numbers
<i>Total Length</i>	32	
Item Details		
DT	2	Always DT
Item Number	7	SUPC number
Split indicator flag	1	S item is a split [blank] item is not a split
Quantity	3	
<i>Total Length</i>	13	

Import Option 3 File Layout

Designed specifically for *CBORD* users, import option 3 can be used by other systems if the file layouts are compatible. To determine which file layout works with your system, keep the following in mind:

- File must be named **IMSTRAN0.PRN**
- Terminate each line by a carriage return/linefeed sequence
- File generates orders for each customer number in the file

Use Table 8 as a guide for import option 3 file layout information.

Table 8 Import Option 3 File Layout

Field Name	Length	Description
Customer number	15	Alphanumeric, left-justified, zero-filled
Purchase Order number	12	Alphanumeric (not used)
Ship date	6	MMDDYY format
Item code	8	Alphanumeric, left-justified, zero-filled
Filler	1	Blank, no null characters
Quantity	3	
Split indicator	1	1 item is a split _ (underscore) item is a case
Filler	2	Blank, no null characters
<i>Total Length</i>	48	

Import Option 4 File Layout

Option 4 works with *Ingenium MAX*, *ISI*, and *Momentum* and uses the same file layout as option 2. See [Import Option 2 File Layout on page 79](#) for details.

Import Option 6 File Layout

Import option 6 imports information from a spreadsheet into eSYSCO, which reduces keypunching errors. Option 6 allows eSYSCO to import an *order* or a *custom list* maintained using a spreadsheet rather than updating the details directly online in eSYSCO. *SOLO* (Sysco Offline Ordering) and *RIO* (SYSCO Receiving, Inventory, and Ordering) use option 6.

The comma separated value (.csv) format spreadsheet can be imported as an order or a custom list and then exported for maintenance. For exporting information, see [Option 6 Export File Layout on page 95](#). When importing a file using option 6, the file layout contains all information about the order or list, including header, category, and item information. Spreadsheet fields differ depending on if you import an order or a custom list.

Record Identifiers

Each spreadsheet contains four types of record identifier rows:

- H** Header
- F** Field name
- C** Category
- P** Product

Orders

Import option 6 for orders uses the first column of the spreadsheet to display the record identifier of that row. See Figure 87 for an example.

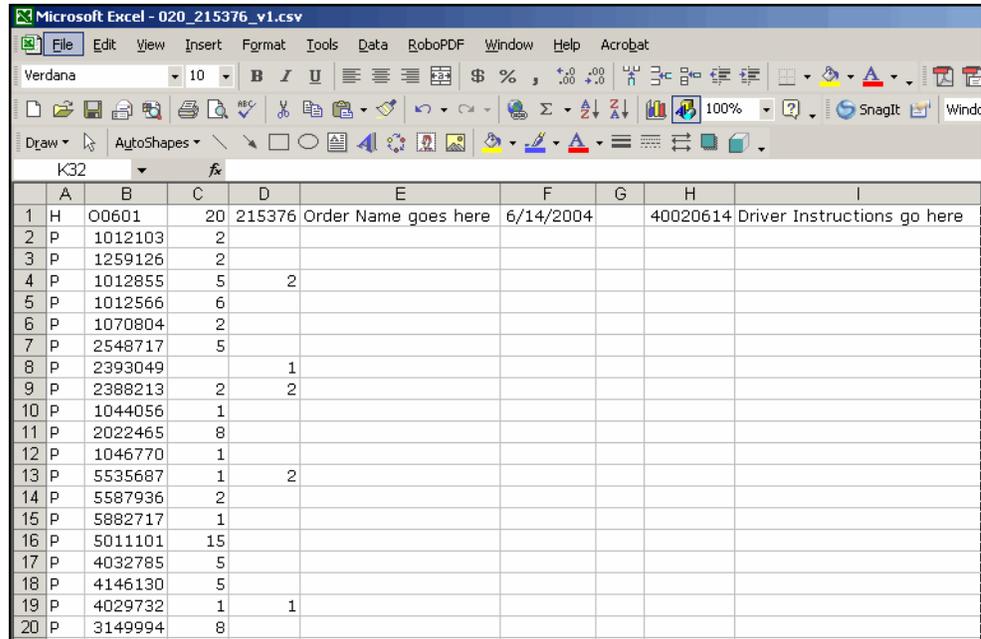


Figure 87 Example import option 6 order file layout

Use Table 9 as a guide for import option 6 order file layout information.

Table 9 Import Option 6 Order File Layout

Field Name	Length	Description
Header Row		
Record identifier	1	Required. Displays H (header)
Version	5	Required. Use 00601 (current version for order export/import, where O signifies an order).
Operating company	5	Number associated with the SYSCO house from which the order is delivered. If left blank, eSYSCO uses the operating company number associated with the eSYSCO customer number used to sign on to the eSYSCO session.

Table 9 Import Option 6 Order File Layout (continued)

Field Name	Length	Description
Customer account number	14	Number associated with the customer receiving the order. If not listed during import, eSYSCO uses the customer account currently signed on eSYSCO. This information is important for multi-buyer accounts.
Order name	20	Descriptive name of the order. If left blank, the name defaults as Option 6 Import .
Delivery date	10	Order delivery date in MM/DD/YYYY format. eSYSCO may change the delivery date to match your normal delivery date cycle. If a future delivery date is required, change it using the Edit Order Information window after importing the order.
Separate invoice indicator	1	Y (yes) if imported order requires a separate invoice. Default is N (no) if field is blank.
Customer purchase order	20	Purchase order number, if any.
Driver instructions	120	Information for the driver.
Field		
No field rows are used during order import		
Category		
No category rows are used during order import		
Product		
Record identifier	1	Required. P (product)
Product code	7	Required. Seven-digit SUPC code used by SYSCO to identify its products. This number must exactly match an existing item in the product guide or an error message displays.
Case quantity	3	Required. Number of cases ordered, if any. Entry may be zero or blank if the product is ordered as a split.
Split quantity	3	Number of splits ordered, if any. Some product cases can be ordered by the individual unit (split). Some SYSCO companies have items they sell only as a split.

Custom Lists

The import option 6 custom list file layout contains more information than the import order file layout. Figure 88 displays an example custom list file layout.

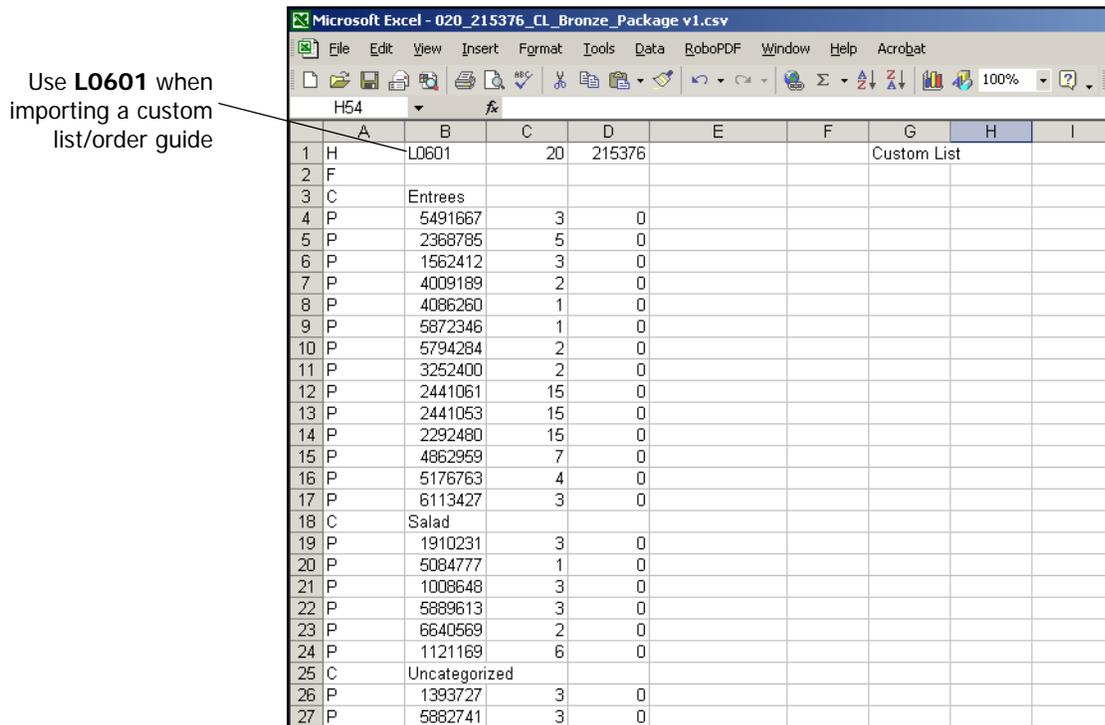


Figure 88 Example import option 6 *custom list* file layout

Rows starting with C (Category) are optional when importing a custom list. eSYSCO assumes all product details belong to the initial category until the imported category row changes. Import at least one P (product) row per list.

Use Table 10 as a guide for import option 6 custom list file layout information.

Table 10 Import Option 6 Custom List File Layout

Field Name	Length	Description
Header		
Record identifier	1	Required. Displays H (header)
Version	5	Required. Use L0601 (current version for the export/import).
Operating company	5	Number associated with the SYSCO house from which the order is delivered. If left blank, eSYSCO uses the operating company number associated with the eSYSCO customer number used to sign on to the eSYSCO session.
Customer account number	14	Number associated with the customer receiving the order. If not listed during import, eSYSCO uses the customer account currently signed on eSYSCO. This information is important for multi-buyer accounts.
Name	50	Ignored during custom list import.
Identifier	10	Ignored during custom list import.

Table 10 Import Option 6 Custom List File Layout (continued)

Field Name	Length	Description
List type	20	For example, <i>Custom List</i> or <i>Order Guide</i> .
Field		
No field rows are used during custom list import		
Category		
Record identifier	1	Required. C (category)
Category name	30	Category description
Category identifier	10	Ignored during import
Product		
Record identifier	1	Required. P (product)
Product code	7	Required. Seven-digit SUPC code used by SYSCO to identify its products. This number must exactly match an existing item in the product guide or an error message displays.
Case quantity	3	Default number of cases ordered when using a custom list for ordering.
Split quantity	3	Default number of splits ordered when using a custom list for ordering.
Customer's product code	14	Custom product code assigned to this product.

Export Options

Some export formats were designed for use with specific third-party software, but can be used by other systems as long as the file formats are compatible. Export options include,

Option 1 For *Computrition* users

Option 2 For *FoodTrak, RHR, FoodCo, Abacus, Compeat* and *CostGuard* users

Option 3 For *CBORD* and *NutriNet* users

Option 4 For *Ingenium MAX, ISI, and Momentum* users

Option 5 Export basic information to a spreadsheet (.csv format), *SOLO* users

Option 6 Export detail information to a spreadsheet (.csv format)

Option 1 Export File Layout

Designed specifically for *Computrition* users, export option 1 can be used by other systems if the file layouts are compatible. The export option 1 has two possible options:

Suggested orders

Bid files

Suggested Orders

Only those orders *originally imported* from the *Computrition* program are available for export. *Computrition* uses these orders as confirmations *only*. Suggested orders have several lines of header information before a detail line exports. See Figure 89 for an example suggested order file format.

Line 1
Line 2
Line 3
and so on...

ITEM NO	QTY	PACK	SIZE	BRANDS	DESCRIPTION	ORD - COMMENTS
4912192	000	1000EA		POLAR	FORK PLAS TAN HVY WT	001 -
1007467	000	122#		PACKER	GRAPES WHT THMPSN SDLS FRSH	002 -
1039619	000	2401.5 OZ		BRDGFRD	ROLL DOUGH RANCH STY WHITE	001 -
1062215	000	276 OZ		SYS IMP	PORK CHOPS CC 1412	002 -
1119817	000	404 OZ		SYS CLS	BEEF GRND PATTY RND 5.5 IN	5 001 -
1254440	000	140#		PACKER	BANANA GRN FRESH	001 -
1383090	000	25#8 CT		PACKER	HONEYDEW MELONS FRESH	003 -
2259984	000	404OZ AV		SYS REL	STEAK BEEF BROILER	001 -
8050108	000	810LB		SYS REL	BEEF GRD FRESH 8/10#	001 -
1004001	000	1601 OZ		ZARTIC	BEEF FINGERS BRD PRCKD	001 -
1907781	000	1281.5 OZ		SYS CLS	SAUSAGE PATTY W/H 1.5 OZ	001 -
1061472S000		45 LB		SYS CLS	CHEESE AMER YEL 160 SLI	002 -

Figure 89 Example export option 1 suggested order file layout

Use Table 11 as a guide to understanding the export option 1 suggested order header format.

Table 11 Export Option 1 Suggested Order File Layout

Line/ Column	Field Name	Length	Description
1	SYSCO ORDER CONFIRMATION		Used as a title
2	Blank Line		
3	ORDER NO:	10	Heading; one space after colon (:)
	Order number	4	eSYSCO order number
4	CONFIRMATION NO:	17	Heading; one space after colon (:)
	Host Confirmation number	4	eSYSCO confirmation number
5	DELIVERY DATE:	15	Heading; one space after colon (:)
	Delivery date - MM/DD/YY	8	Delivery date selected when ordering
6	Blank Line		
7-12	Instruction lines	30/line	Enter up to five lines of instructions
13	Blank line		
14	ITEM NO QTY PACK SIZE BRANDS DESCRIPTION ORD-COMMENTS		Used as column headings. See Item Detail Columns below for details
15	---	80	String of dashes across the screen
Item Detail Columns			
Item No	SUPC	7	Displays the SYSCO product number
Qty	Split	1	Displays S if item is a split; blank if item is not a split
	Quantity allocated	3	Number of cases being delivered. Right-justified, zero-filled
Pack	Pack	4	Number of items in a pack
Size	Size	6	Size of item's pack
Brands	Abbreviated brand name	25	
Description	Item description	30	
Ord	Quantity ordered	3	
-	delimiter	1	- (single dash)
Comments	Next ship date	8	Displays the next ship date (if found) or PG ERROR if item's not in the product guide.

Bid Files

The **Bid file** format allows you to export your order guide, bid list, or custom list to an ASCII text file. The file name is **BID.000**. The file consists of an initial header record, multiple detail records of actual data, and a closing (end-of-data) record.

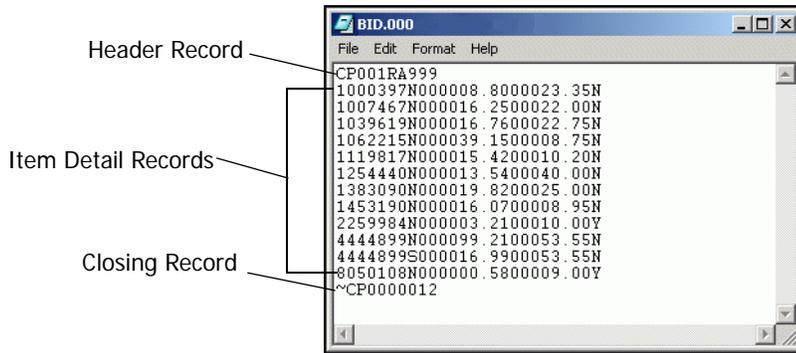


Figure 90 Example export option 1 bid file layout

Use Table 12 as a guide to understanding export option 1 bid file formatting.

Table 12 Export Option 1 Bid File Layout

Field Name	Length	Description
Header Record	10	Record displays CP001RAxxx , where <i>xxx</i> is the three-digit SYSCO operating company number.
Item Detail Record		
Item Number	7	SUPC.
Split indicator	1	S if item is a split item and N if not
Price	9	Zero-filled, decimal place included, two-decimal places
Weight	8	Zero-filled, decimal place included, two-decimal places
Catchweight item indicator	1	Y if catchweight item; N if not
Closing Record	10	Record displays ~CP plus the number of records exported in a seven-position, zero-filled field. When counting records, <i>do not</i> include the Header and Closing records.

Option 2 Export File Layout

Designed specifically for *FoodTrak* or *CostGuard* users, export option 2 can be used by other systems with compatible file layouts.

The export option 2 has two possible options:

Suggested orders

Bid files

Remember...Option 4 (*Momentum*, *Ingenium MAX*, and *ISI*) uses the same suggested order export file layout as Option 2.

Suggested Orders

eSYSCO uses the suggested orders format when exporting orders. Orders export to an ASCII fixed record length file. The file name starts with C, four zeros, then the six-digit customer number. The output file contains one header record, one delivery instruction record, and one or more detail records. Each line record terminates with a carriage return and line feed. Figure 91 displays an example of the suggested order export file.

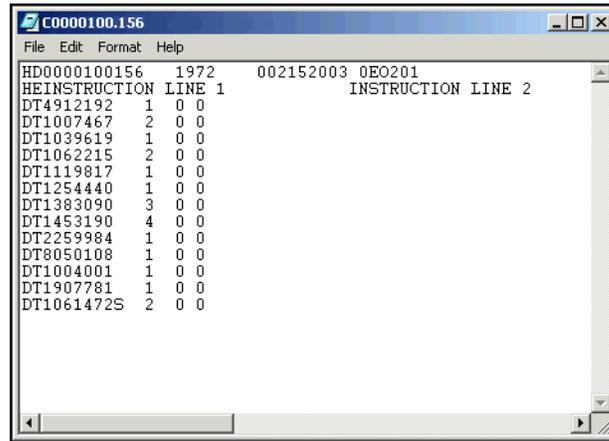


Figure 91 Example export option 2 suggested order file layout

Export option 2 suggested order format includes three sections:

Header Header information displays on the line starting with **HD**.

Instructions Instruction information displays on the line starting with **HE**. Enter up to five instruction lines per suggested order. Instruction lines may contain purchase order information or driver instructions.

Item Details Item details display on lines starting with **DT**.

Use Table 13 as a guide for export option 2 suggested order file layout formats.

Table 13 Export Option 2 Suggested Order File Layout

Field Name	Length	Description
Header Line		
Record Identifier	2	Always HD
Customer number	10	Six-digit customer number, right-justified, zero-filled
Order number	7	Right-justified
Host reference number	5	Right-justified, zero if none
Delivery date	8	MMDDYYYY format
Number of errors	2	Number of header exceptions; right-justified, zero-filled
Version	5	Version for this export
<i>Total Length</i>	39	
Instruction Line		
Record Identifier	2	Always HE

Table 13 Export Option 2 Suggested Order File Layout (continued)

Field Name	Length	Description
Line 1	30	Lines 1-5 may contain purchase order number or driver instructions
Line 2	30	
Line 3	30	
Line 4	30	
Line 5	30	
<i>Total Length</i>	152	
Item Detail Lines		
Record Identifier	2	Always DT
Item number	7	SUPC number
Split flag	1	S if item is a split; blank if not
Quantity ordered	3	Right-justified, zero-filled
Quantity allocated	3	Right-justified, zero-filled
Transmit errors	2	Number of detail exceptions. Right-justified, zero-filled
<i>Total Length</i>	18	

Bid Books, Order Guides, and Custom Lists

The bid file, order guide, and custom list format exports your bid book, order guide, or custom list to an ASCII text file. The exported file name starts with **G**, four zeros, then the six-digit customer number. See Figure 92 for an example exported file.

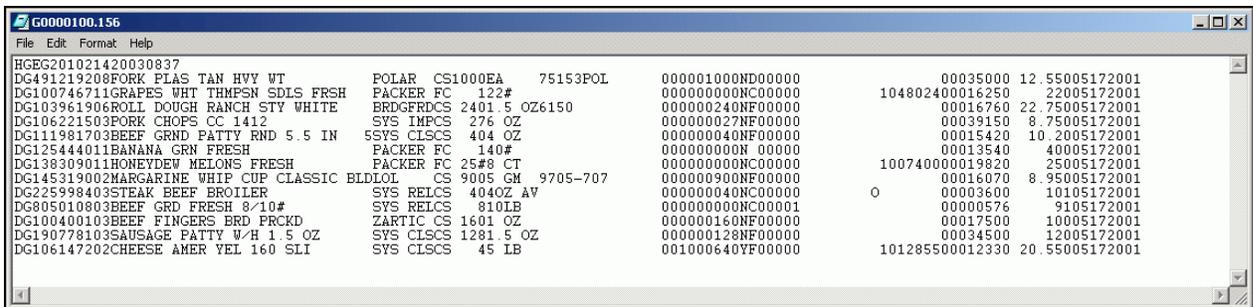


Figure 92 Example export option 2 bid file, order guide, and custom list file layout

Export option 2 bid book, order guide, and custom list format includes two sections:

Header Header information displays on the line starting with **HG**.

Item Details Item details display on lines starting with **DG**.

Use Table 14 as a guide for export option 2 bid file, order guide, and custom list file layout information.

Table 14 Export Option 2 Bid Book, Order Guide, and Custom List

Field Name	Length	Description
Header Line		
Record Identifier	2	Always HG

Table 14 Export Option 2 Bid Book, Order Guide, and Custom List (continued)

Field Name	Length	Description
Version	5	Version for this export
Date	8	MMDDYYYY format
Time	4	hhmm format
<i>Total Length</i>	19	
Item Detail Information		
Record Identifier	2	Always DG
Item number	7	SUPC number, right-justified, zero-filled
Category	2	Category from local category for the product
Description	30	Product description
Brand	7	Brand name of product
Container	2	Package abbreviation, such as CS (case), BG (bag) or EA (each)
Pack	4	Number of units in each container
Size	6	Size of a unit within the container
Manufacturer ID	14	Manufacturer's product ID code
Minimum split	3	Minimum number of splits that can be ordered; right-justified, zero-filled
Portions per case	6	Right-justified, zero-filled
Split indicator	1	Y if item sells as a split N if item does not sell as a split C if item sells only as a split
Warehouse location	1	C (cooler) D (dry storage) F (freezer)
Taxable	1	0 (not taxable item) 1 (taxable item)
Product lead time	2	Number of extra days needed for delivery of this item. Zero (0) if none; right-justified, zero-filled
Discontinued	1	0 (active item) 1 (discontinued/inactive item)
Market item	1	0 (not market-priced item) 1 (market-priced item)
Date of next shipment	8	MMDDYYYY format; not available in eSYSCO v7
Stock indicator	1	[blank] (item is in stock) L (low stock) O (out of stock)
Substitute SUPC	7	Blank if no substitute
Case price	8	Dollars per case or dollars per pound; up to three decimal places (implied)
Net weight	6	Weight of product, including decimal place
Catchweight flag	1	0 (not a catchweight item; price by \$/cs) 1 (catchweight item; price by \$/lb)
Effective price date	8	MMDDYYYY format; delivery date of order
<i>Total Length</i>	129	

Option 3 Export File Layout

Export option 3 file format supports *CBORD* and *NutriNet*. Catchweight item prices round to two decimals as CBORD only supports two decimal places. When using option 3 to export prices, eSYSCO creates a file called **PRICE.OUT**. The CBORD system imports the PRICE.OUT file to update its pricing catalog. See Figure 93 for a PRICE.OUT file layout example.

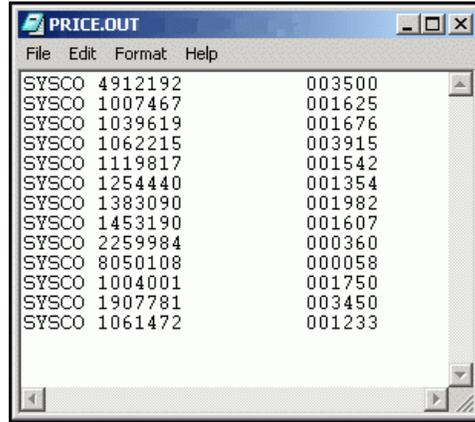


Figure 93 Example export option 3 PRICE.OUT file layout

Use Table 15 as a guide for export option 3 PRICE.OUT file layout.

Table 15 Export Option 3 PRICE.OUT File Information

Field Name	Length	Description
Vendor	6	SYSCO
Item number	7	Vendor item number, left-justified
Filler	10	Blank, no null characters
Price	6	Numeric, implied two decimal (no decimal point), right-justified, optionally zero-filled
<i>Total Length</i>	29	

Option 4 Export File Layout

Designed specifically for *Momentum*, *Ingenium MAX*, and *ISI* users, export option 4 can be used by other systems with compatible file layouts. The export option 4 has two possible layout options:

- Suggested orders
- Order guide format

Suggested Orders

Export Option 4 uses the same *suggested order* export file layout as Option 2. Refer to [Option 2 Export File Layout on page 88](#) for details.

Order Guide Format

Option 4 order guide export is similar to export option 2 except option 4 has **eight** additional characters at the end of each detail line for the split cost of that item. If no split price exists, the additional characters default to zero.

The export option 4 order guide format provides a method to export eSYSCO v7 order guides to Ingenium MAX. Ingenium MAX is a dietary management software package developed by Momentum for SYSCO. Incredibly Simple Inventory (ISI) also uses this export format for order guides.

The default order guide file name is **MOMENTUM.DAT**. See Figure 94 for an example MOMENTUM.DAT file layout.

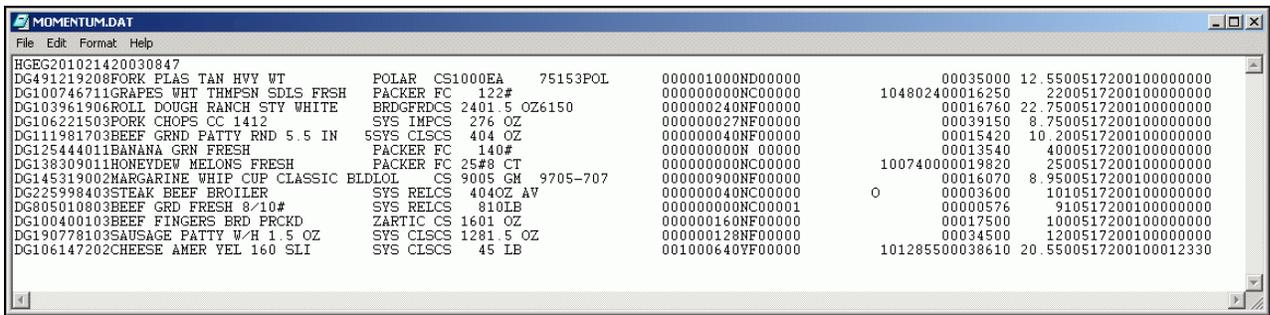


Figure 94 Example export option 4 order guide format file layout (MOMENTUM.DAT)

Export option 2 bid book, order guide, and custom list format includes two sections:

Header Header information displays on the line starting with **HG**.

Item Details Item details display on lines starting with **DG**.

Use Table 16 as a guide for export option 4 order guide file layout information.

Table 16 Export Option 4 Order Guide File Layout Information

Field Name	Length	Description
Header Information		
Record Identifier	2	Always HG
Version	5	Version for this export
Date	8	MMDDYYYY format
Time	4	hhmm format
<i>Total Length</i>	19	
Item Detail Information		
Record Identifier	2	Always DG
Item number	7	SUPC number
Category	2	Category number from local category for the product
Description	30	Product description
Brand	7	Brand name abbreviation
Container	2	Package abbreviation, such as CS (case), BG (bag) or EA (each)
Pack	4	Number of units in each container

Table 16 Export Option 4 Order Guide File Layout Information (continued)

Field Name	Length	Description
Size	6	Size of a unit within the container
Manufacturer ID	14	Manufacturer's product ID code
Minimum split	3	Minimum number of splits that can be ordered; right-justified, zero-filled
Portions per case	6	Right-justified, zero-filled
Split indicator	1	Y if item sells as a split N if item does not sell as a split C if item sells only as a split
Warehouse location	1	C (cooler) D (dry storage) F (freezer)
Taxable	1	0 (not taxable item) 1 (taxable item)
Product lead time	2	Number of extra days needed for delivery of this item. Zero (0) if none; right-justified, zero-filled
Discontinued	1	0 (active item) 1 (discontinued/inactive item)
Market item	1	0 (not market-priced item) 1 (market-priced item)
Date of next shipment	8	MMDDYYYY format; not available in eSYSCO v7
Stock indicator	1	[blank] (item is in stock) L (low stock) O (out of stock)
Substitute SUPC	7	Blank if no substitute
Case price	8	Dollars per case or dollars per pound; up to three decimal places (implied)
Net weight	6	Weight of product, including decimal place
Catchweight flag	1	0 (not a catchweight item; price by \$/cs) 1 (catchweight item; price by \$/lb)
Effective price date	8	MMDDYYYY format; delivery date of order
Split price	8	Added for Ingenium MAX Split price if split item; otherwise zero-filled
<i>Total Length</i>	129	

Option 5 Export File Layout

Option 5 export format is the standard eSYSCO export. It exports orders, order guides, and custom lists to a **.csv** (comma separated values) file, which can then be opened using MS Excel or other spreadsheet program. **SOLO** (SYSCO Offline Ordering) may use option 5 for exporting. The file includes any category headings on the item list, including customized category headings. See Figure 95 for an example.

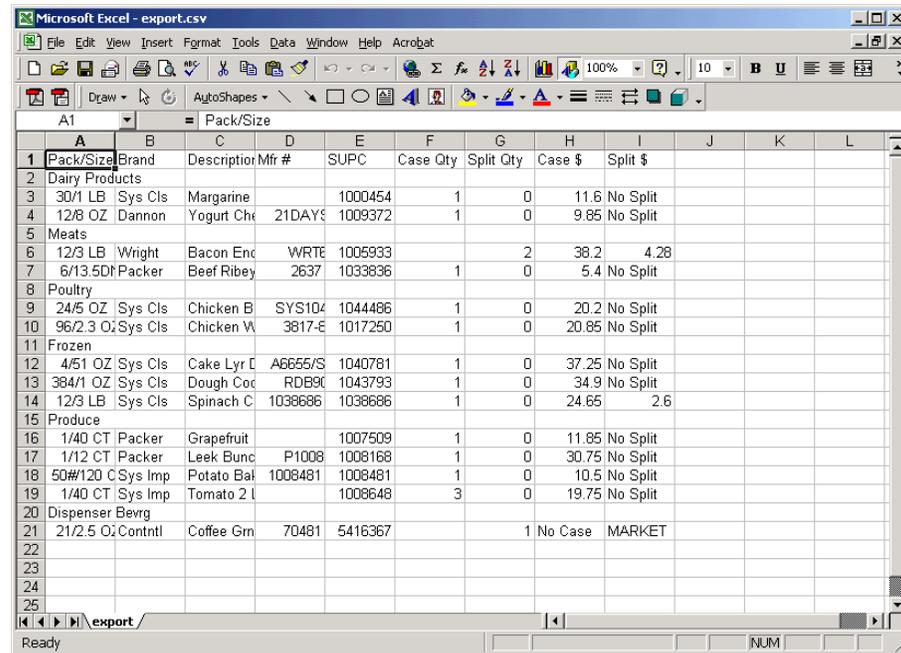


Figure 95 Example export option 5 format file layout

Table 17 lists the export option 5 column headings available in eSYSCO. Category headings also display, including customized category titles.

Table 17 Export Option 5 Column Headings

Column Name	Column Name	Column Name
Pack/Size	Mfr # or Cust #	Split Qty
Brand	SUPC	Case \$
Description	Case Qty	Split \$

Option 6 Export File Layout

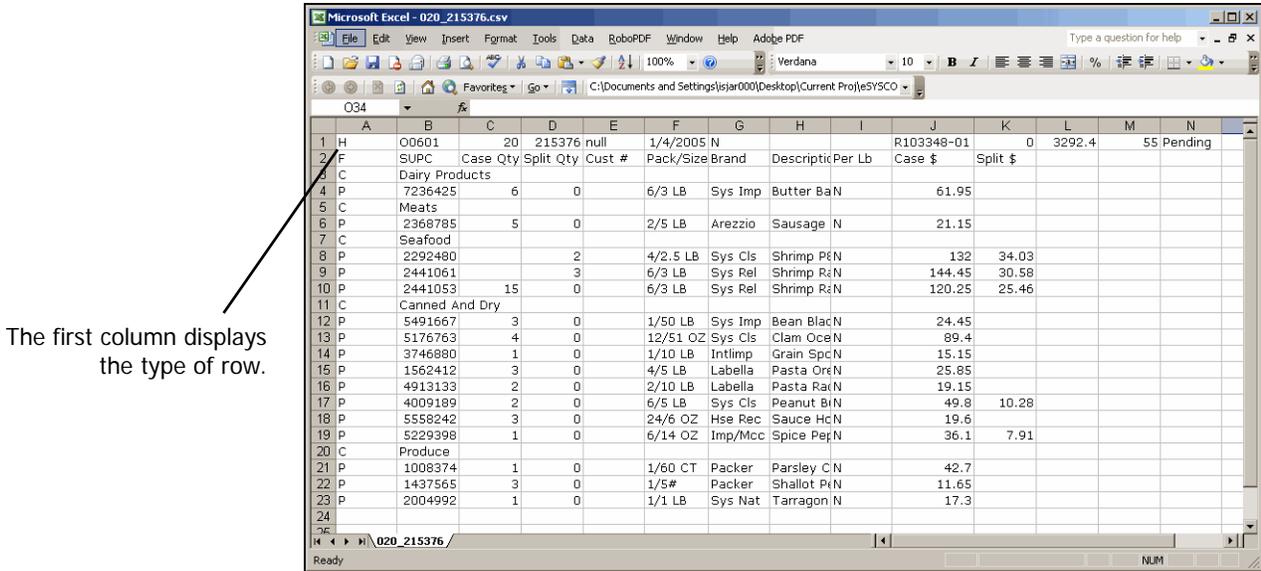
Option 6 exports orders and custom lists that can be maintained offline using a spreadsheet rather than making changes within eSYSCO. The comma separated value (.csv) file can be exported, changed, and then imported back into eSYSCO. The first column of the spreadsheet displays the record identifier of that row. Four types of record identifier rows exist:

- H** Header
- F** Field name
- C** Category
- P** Product

When exporting a file using option 6, the file layout contains all information about the order or list, including header, category, and item information.

Orders

When exporting an order, the naming convention for the file is your SYSCO operating company number, the customer number, and the order name (if any). For example, **020_123456_Friday Order.csv**. See Figure 96 for an example of an order export *without* an order name.



The first column displays the type of row.

Figure 96 Example export option 6 *order* from company 20, customer number 215376

Each spreadsheet contains four types of record identifier rows:

- H** Header. The header row contains information specific to the order being exported, such as customer number, order number, and so on.
- F** Field. Displays the column headings associated with the product rows.
- C** Category. Products on exported orders break down into SYSCO categories. The C rows separate the products. Specific products assigned to each SYSCO category follow the C row. Each C row contains only the category title (no product information).
- P** Product (item detail information).

Use Table 18 as a guide for export option 6 *order* file layout information.

Table 18 Export Option 6 Order Layout Information

Field Name	Length	Description
Header		
Record Identifier	2	H (header)
Version	5	Version for this export, such as O0601 (O for Order).
Operating company number	5	Number associated with the SYSCO company from which the order is delivered.
Customer Account number	14	Number associated with the customer receiving the order. If not entered during import, the customer number currently signed on to eSYSCO is used.
Order Name	20	Descriptive name of the order (displays null if blank).
Delivery Dates	10	Order delivery date in MM/DD/YYYY format.

Table 18 Export Option 6 Order Layout Information (continued)

Field Name	Length	Description
Separate Invoice Indicator	1	States if the Separate Invoice option was selected on the Edit Order Information window. Y (yes) if checked; N (no) if not.
Customer Purchase Order	20	Order purchase order number, if any.
Driver instructions	120	If not present during import, field is blank.
Internal order number	12	eSYSCO order number (such as R123456-01). See Confirmation Number and Order Number on page 13 for format information.
Operating Company Order Number	5	The order reference number at your SYSCO operating company. Only orders in submitted, received, or complete status have an entry.
Total Dollars		Total order amount with two decimal places.
Number of pieces in order		Order piece count.
Order Status		Current order status, including, U (unsubmitted) P (pending) A (acknowledged) S (submitted-received) C (complete) X (cancelled before sending to SYSCO) Y (cancelled after sending to SYSCO)
Field Row		
Displays the column headings associated with the product rows.		
Category Row		
Record Identifier	1	C (category)
Category Name	30	Description of the SYSCO category.
<i>Total Length</i>	31	
Product Rows		
Record identifier	1	P (product)
Product code	7	Seven-digit SUPC code that identifies SYSCO products.
Case quantity	3	Number of cases ordered (if any) when using a custom list for ordering. Entry may be zero or blank if the ordered product is a split.
Split quantity	3	Number of splits ordered (if any). Entry may be zero or blank if ordered product is not a split.
Customer#	14	Not used when exporting orders.
Pack/Size	11	Number of individual units in the case and size of each unit.
Brand	7	Abbreviated brand name of the product.
Description	30	Brief description of the product.
Mfr #	14	Based on your settings, the manufacturer number field may not display.
Per Lb	1	Specifies if the product is a catchweight item.
Case \$		Product price per case.
Split \$		Product price per split.

Use Table 19 as a guide for export option 6 *custom list* file layout information.

Table 19 Export Option 6 Custom List File Layout Information

Field Name	Length	Description
Header		
Record identifier	1	H (header).
Version	5	Version for the export. For example, L0601 (L signifies a custom list).
Operating company	5	Number associated with the SYSCO company that delivers your orders.
Customer account number	14	Number associated with the customer receiving the order.
Name	50	Descriptive name of the list.
Identifier	10	Custom list identifier; blank if not a custom list.
List type	20	For example, <i>Custom List</i> or <i>Order Guide</i> .
Category		
Record identifier	1	C (category)
Category name	30	SYSCO Category description
Category identifier	10	Repeats the name of the category
Product Details		
Record identifier	1	P (product)
Product code	7	Seven-digit SUPC code used by SYSCO to identify its products.
Case qty	3	Default number of cases (if any) ordered when using a custom list for ordering.
Split quantity	3	Default number of splits ordered when using a custom list for ordering.
Code	14	product code assigned by the customer.
Pack	4	Number of individual units in the case.
Size	5	Size of each unit in the case.
Unit	2	Type of container used to package product.
Brand	7	Abbreviated brand name of the product.
Mfr #	14	Based on your settings, the manufacturer number field may not display.
Desc	30	Brief description of the product.
Cat		SYSCO category of the product.
Case \$		Not used when exporting lists.
Split \$		Not used when exporting lists.
Per Lb	1	Specifies if product is a catchweight item.
Market	1	Y (yes) item is market-priced. N (no) item is not market-priced.
Splitable	1	Y (yes) item may be ordered as a split. N (no) item can not be ordered as a split. C (only) item may only be ordered as a split.
Splits	4	Number of splits available in one case. Displays 0 (zero) if item is not splitable.
Min Split	3	Minimum number of splits that must be ordered.
Net Wt	3	Average weight of a shipping unit of product, including a decimal point.

Table 19 Export Option 6 Custom List File Layout Information (continued)

Field Name	Length	Description
Lead Time	3	Number of extra days required to deliver product; zero if none.
Stock	1	S (in stock) L (low stock) O (out of stock) N (non-stocked) R (remote stock)
Substitute	7	Substitute SUPC for the product; blank if none.

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