

Welcome Information Kit



Our **VISION**

To be our
customers' most
valued and trusted
business partner



Sysco[®]
At the heart of
food and service

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At the heart of
food and service



edible[®]

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To our Valued Customer:

It is with great pleasure that I extend a warm welcome to you and your respective teams. Sysco is very honored and humbled to have the opportunity to do business with you.

As we start delivering products to your store the week of December 14th or sooner and will do what we can to exceed your expectations. , our Sysco team will keep with our Mission Statement, ***“to market and deliver great products to our customers with exceptional service*** and our Vision Statement, ***“to be our customers' most valued and trusted business partner”*** front of mind as they service

We have been working and continue to work in unison with your Head Office Team to ensure a seamless transition. Sysco's distribution centers across the country have been and will continue to be heavily involved in the transition of your account.

Our Account Executives will be your main point of contact and are eager to meet with each of you to walk you through the “Welcome Package” which will assist in answering any questions you may have regarding Sysco. Like all relationships, Communication is KEY! We believe in transparency and believe that feedback is a gift. Relationships are built on trust and we want to earn yours.

Over the next few weeks, our Account Executives will share a lot of information with you including pertinent information such as Sysco Source which will become a very important part of your business. We understand that all this information may become overwhelming and we invite you to reach out and ask as many times as you need.

We are so pleased to have you as part of our team. Welcome, and I look forward to an outstanding working relationship with each and every one of you.

Sincerely,



Wally Elich

Vice President - National Accounts – Restaurants, Hospitality, Travel & Leisure

Sysco Canada



1) Account Contacts, Roles and Responsibilities

❖ Customer Service:

- First point of contact for any questions or concerns.
- Day to day operational or product inquiries.
- Make modifications to orders.
- Entering pick-ups for product to be returned to Sysco.
- Available live to assist with any general inquiries.

1.1 Montreal:

- Customer Service Name: Maria Scaramella
- Customer Service Phone number: (855)450-0261
- Customer service email: scaramella.maria@mtl.sysco.ca
- Customer Service hours:
 - Monday to Friday 8am – 4pm EST
 - Sundays 12pm to 4pm
 - Saturdays closed

1.2 Winnipeg, Regina, Calgary, Edmonton, Vancouver:

- Customer Service Representative: Cherry Manahan and Jennifer Luddick
- Customer Service Phone Number: (855)222-0618
- Customer Service email: team7.winnipeg@wpg.sysco.ca
- Customer Service hours:
 - Monday to Friday 8am – 7pm CST
 - Saturday 8am to 4:30pm CST
 - Sundays 9am to 7pm CST

1.3 Halifax, Southwest Ontario, Toronto and Central Ontario:

- Customer Service Representative: Josh Macdonald and Samantha Ming-Bacchus
- Customer Service Phone Number: (855)222-0615
- Customer Service email: SyscoCSC5@corp.sysco.ca
- Hours: 8am – 5pm EST Sunday – Friday; no Saturday at this time
- Customer Service hours:
 - Sunday to Friday 8am – 5pm EST
 - Saturday closed



❖ **Account Executives:**

- Work with the locations to ensure all specific delivery concerns are addressed promptly.
- Ensure all orders are fulfilled completely and accurately.
- Manage delivery credits for quality or packaging issue.
- Communicating changes of delivery schedules to accommodate Statutory Holidays.
- Make arrangements for changing a delivery day to accommodate special needs or unique circumstances.

DISTRIBUION CENTER	ACCOUNT EXECUTIVE	EMAIL	PHONE NUMBER
WINNIPEG	OWEN HANSON	hanson.owen@wpg.sysco.ca	(204)470-7430
REGINA	OWEN HANSON	hanson.owen@wpg.sysco.ca	(204)470-7430
TORONTO	PAM MCCALLUM	Mccallum.Pamela@tor.sysco.ca	(416)986-4501
SOUTHWEST ONTARIO	PAM MCCALLUM	Mccallum.Pamela@tor.sysco.ca	(416)986-4501
CENTRAL ONTARIO	MELANIE HAMMOND	Hammond.Melanie@ont.sysco.com	(705)313-3772
GRAND MONTREAL	CINDY MORIN	Morin.Cindy@mtl.sysco.ca	(514)216-1369
HALIFAX	MARIA LEBLANC	leblanc.maria@hfx.sysco.ca	(902)317-9757
VANCOUVER	LEAH SOUTHCOTT	Southcott.Leah@van.sysco.ca	(604)351-1380
EDMONTON	ANDY WHITE	White.Andy@cgysysco.ca	(403)689-5096
CALGARY	AMDY WHITE	White.Andy@cgysysco.ca	(403)689-5096

❖ **Corporate office:**

- Work with the customer Head Office and support the account executives.

ROLE	NAME	EMAIL	PHONE NUMBER
NATIONAL ACCOUNT MANAGER	ENRIC GABARRO	Gabarro.Enric@corp.sysco.ca	(647)624-7023
VICE PRESIDENT NATIONAL ACCOUNTS	WALLY ELICH	Elich.Wally@corp.sysco.ca	(416)471-1739



2) ORDERING PROCEDURES

Orders may be placed with Customer Service through various channels:

- Sysco Source (preferred channel)
- By telephone in emergency situations
 - please provide the item number along with a brief item description and the case quantity requested of each item
 - Add-ons can also be ordered by contacting the Customer Service team before the cut off time.

3) ONLINE ORDERING DEADLINE

- We require the stores to place the order before the cut off time.
- The below table reflects the cut off local time to place the orders through Sysco Source.
- The account executives will review your orders and proactively resolve any potential shortage.

DISTRIBUION CENTER	CUT OFF TIME (LOCAL TIME)
WINNIPEG	4:00 PM
REGINA	4:00 PM
TORONTO	3:30 PM
SOUTHWEST ONTARIO (Woodstock)	3:30 PM
CENTRAL ONTARIO (Peterborough)	3:00 PM
GRAND MONTREAL	4:00 PM
HALIFAX	3:00 PM
VANCOUVER	4:00 PM
EDMONTON	4:00 PM
CALGARY	4:00 PM



4) DELIVERY PROCEDURES

- All deliveries will be accompanied with the pertinent invoice(s).
- Any discrepancies must be noted at the time of delivery with the driver, this will be accompanied by a credit note and noted on your invoice.
- Once order has been verified, customer will sign the invoice to verify the order has been received in its entirety.
- In the event there is a mis-pick or concealed damage that was undetected at the time of delivery, please notify our Customer Service Department to receive a credit and advise of any recovery needs.

Driver Responsibilities:

- Assist in verifying the Items delivered with your invoice.
- Items that do not meet your expectations can be returned with the exceptions of Special-Order Items and Auto shipments

Sysco Transportation System (STS):

- Our drivers use this system to check and scan all of the cases of your order to achieve a higher level of accuracy.
- The scan will also track the exact time of your delivery to help us refine consistent and accurate time windows to ensure On Time Delivery.

Night Delivery Procedures:

- In the case of night deliveries, our drivers are responsible to put your order in the designated area. They are not responsible for rotating any products.
- All locks and alarms will be re-set when leaving the building.
- In the case of a night delivery, the driver will check off each item as it is delivered into the location. Any shortages, mis-picks or damaged product will be noted on the invoice by the driver. For recovery produce please notify our Customer Service Department within 1 business day.



5) Special Orders:

There are some items that will be labeled as 'Special Orders'. Which means Sysco does not stock this item in the warehouse for several reasons:

- Purchased seasonally
- Minimal usage (less than 5 cases/week)
- Smallware's or specialty items
- Single purchase for a promotional event

These items can still be ordered but may require up to 4 weeks of lead-time for delivery and should be ordered accordingly with you Customer Service Representative.

When phoning the Sales desk for special orders or other inquiries, please identify your location name and customer account number

Your Account Executive will provide you with a list of all special-order items along with lead-times and order cycles.



6) Food Safety

Food Safety is an integral part of our operations at Sysco. All our OPCO's are BRC and HACCP Certified.

Sysco has partnered with Bell Tower to communicate Food Recalls and withdrawals in a timely and proactive manner.

DON'T HANG UP! Sysco has an important message for you!



Food Recalls and Withdrawals Made Easier

Sysco Corporation has deployed the Instant Recall™ solution, an automated food recall and withdrawal notification system. To ensure the safety of your customers, protect your brand and help comply with new FDA reporting requirements, notification delivery will be provided via automated phone calls. In addition, e-mail, text messaging, fax and live operator phone calls may be utilized.

Calls from Sysco - Instant Recall™ will come from the following number:

Sysco Operating Company: Canada: 1-800-433-1978

When Instant Recall™ calls you, it is important that you listen to the entire message. Please do not hang up until you hear "Goodbye". The system may continue to call you until you hear the complete message and confirm that you understand the instructions. During the message, you may press "4" to rewind or "5" to pause.

You may also visit myinstantrecall.com and log in with your location's phone number to review the notification details, confirm receipt and report affected product quantities.

If you have any questions or feedback about this important service, please contact your Sysco representative.



Instant Recall is a trademark of BellTower Technologies LLC.

7)CUSTOMER CREDITS AND RETURNS

At Sysco, our approach to credits and returns is simple and aimed at unquestioned customer satisfaction while maintaining Food Safety for all customers. As part of our cooperative commitment and dedication to consumer food safety, we ask that our customers work with Sysco to comply with this Customer Credit and Returns Policy. We completely guarantee all products at the time of delivery. **Sysco will return for credit any product not accepted at time of delivery** (with exception to Special Orders, Auto Shipments, and Standing Orders). Sysco reserves the right to charge a restocking fee. **After delivery, our credit and return policy is limited within certain guidelines.**

How the policy benefits you the customer...

OUR PRODUCT RETURN & CREDIT POLICY...

- ✔ Ensures product wholesomeness and quality
- ✔ Reduces product loss
- ✔ Decreases the processing time for credits
- ✔ Assures that all product handling is compliant with HACCP and the Canadian Food Inspection Agency (CFIA) requirements
- ✔ Reduces the risks that a tampered product could be redistributed to another customer

WHEN YOUR DELIVERY ARRIVES, YOU SHOULD KNOW...

- ✔ Your Sysco delivery associate will gladly help you verify that the items delivered agree with your invoice
- ✔ You can choose to return any unacceptable delivered item for credit at **time of delivery** (with exception to Special Orders, Auto Shipments and Standing Orders)
- ✔ If a product is short on delivery, your Sysco delivery associate will issue the appropriate request for credit immediately
- ✔ Once you have verified your order (less any items you return), sign the delivery invoice indicating you are satisfied with the delivery

AFTER DELIVERY, AN ITEM MAY BE RETURNED BUT IS LIMITED BY THESE IMPORTANT FOOD SAFETY GUIDELINES

TIME

Return and credit requests must be reported within these time frames.

- ✔ Fresh Poultry & Seafood*.....At time of delivery
*(for above, key drop and pallet drop deliveries).....24 hours
- ✔ Fresh meat, produce, dairy, eggs and all other perishable items.....24 hours
- ✔ Frozen items.....7 days
- ✔ All other items.....7 days

TEMPERATURE

Keep all perishable returns stored at proper temperature to maintain product integrity and wholesomeness.

- Frozen Items.....-18° to - 6° Celsius or colder
(0 to 20° Fahrenheit)
- Fresh Meat & Other Perishable Items.....-1° to 4.4° Celsius
(30° to 40° Fahrenheit)

PACKAGING

Products are returnable for full credit ONLY when they are in the **original package free of markings or damage** and **within the specified return timeframe**. Please do not write on original packaging.

PERISHABLE PRODUCTS (FRESH SEAFOOD, MEAT & POULTRY, DAIRY & PRODUCE)

To limit the risk of cross contamination, the following process applies:

Prior to pick-up, all perishable products must be returned in the original sealed container and stored at all times within the required temperature range.

PLEASE NOTE: Sysco delivery associates are not allowed to pick-up perishable product that does not comply with these product safety requirements. All returned perishable items are subject to inspection by a Sysco Quality Control Associate to determine if the actual credit can be processed.

CHEMICALS

Treat chemical returns with extra attention. Transport Canada regulations prohibit the transport of open-container chemicals, or chemical products not in the original packaging. Further, all returns of chemicals or other hazardous goods must be accompanied with the appropriate MSDS form that comes with the delivered product. Please have this MSDS attached to the returned product or available for the delivery associate.

SPECIAL ORDER ITEMS

Special order items have been purchased especially for you. Because they cannot be resold, they are not returnable except when received damaged, or of questionable quality at time of delivery. To return Special Order items after delivery, due to damage or quality, you will need authorization after an inspection by your Sysco Sales Associate.

DROP SHIPMENTS

Drop shipments are made directly to you from our suppliers. Contact your Sysco Sales Associate about any unacceptable items within 24 hours after delivery.

AUTO SHIPMENTS/STANDING ORDERS

Auto shipments are commonly requested for promotional activity and they have been authorized in advance for you. Authorization by your Sysco Sales Associate is required for returns within the timeframe.

SEASONAL CLOSURES

Within the guidelines of our return policy, Sysco may accept returned non perishable product (subject to a 20% restocking fee) that is unopened in its original packaging provided appropriate food safety guidelines and dates are acceptable.

8) SYSCO SOURCE

- To access Sysco Source, click here: www.syscosource.ca
- We recommend bookmarking this site for future references
- Once you are logged into Sysco Source, you will be able to access “Tip Sheets” for additional training. To access this please click on the “links” button on the dashboard and choose a category to learn more.
- How to place an order on Sysco Source:
 - Once you have logged in, click the green order button on the right-hand side.
 - Then select where you are choosing to order “from”, custom guide (template), history or previous orders, etc. Choose your delivery day and click “start order with above selections”.

The screenshot shows the Sysco Source dashboard for the customer FAMOSONEAPOLITAN PIZZERIA. The interface includes a navigation bar with buttons for Status, Account, Reports, Customer, Admin, Items, and Links. A prominent green 'New Order' button with a shopping cart icon is circled in red. Below the navigation bar, there is a search bar and a 'Hello Carlee Malmas' greeting. The main content area is divided into several sections: 'Orders' with a table of order details, 'SpecialFeature' with a promotional banner, 'Account' with a table of invoice information, and 'Messages' with a list of messages.

Customer #	Customer	Order #	Order Type	Order Date	Ship Date	Qty Ordered	Qty
98047	FAMOSONEAPOLITAN PIZZERIA	11589	Bid	11/02/2015	Tue 11/03/2015	6	

Invoice #	Date	Type	Amount	Customer Balance	Check #	Reference	PO #
6212752	11/03/2015	Invoice	2521.75	2521.75			

Subject	Message	Sent
Sysco Source	Welcome to Sysco Source	10/27/2015 12:13:31 PM

source.ca/pnet/eOrder

Start a New Order

Customer: FAMOSONEAPOLITAN PIZZERIA (98047)

From: Custom Guide

Custom Guide: Custom Guide

Ship Date: Previous Order

Separate Invoice: Quick Add

Purchase Order #:

Par List: None

Start order with above selections

You have 0 pending orders

Order # Order Type
FAN PIZZERIA 11589 Bid

Type	Amount	Customer Balance
Invoice	2521.75	2521.75

Sysco Source

Order Form from Custom Guide - 217464

Customer: FAMOSONEAPOLITAN PIZZERIA - 98047
Order #: 12119 Ship Date: 11/06/2015

Total Amount : 0.00 Total Quantity : 0
Total Volume : 0.00 Total Weight : 0.00

Item	Pack	Size	Brand	Description	N/S	Qty	Each	Qty on Hand	B/C Qty on Hand	Price	Portion Cost	B/C Price	Bid	Prev	Last Date	Ext Price
2986636	1	20 LT	PEPSI	SYRUP SODA PEPSI	✓			710	0	55.54			B	1	10/27/2015	0.00
6668925	1	12LT	PEPSI	SODA COLA DIET PEPSI	✓			542	0	34.56			B	1	10/30/2015	0.00
6617096	1	12 LT	BRISK	TEA ICED	✓			384	0	38.29	3.191/LT		B	1	10/23/2015	0.00
2982270	1	20 LT	7-UP	SODA 7-UP	✓			169	0	55.54			B	1	10/27/2015	0.00
7448574	1	12 LT	SCHWEPP	SODA GINGER ALE 12LT	✓			95	0	34.56			B	1	10/27/2015	0.00
9627761	6	800 FT	GEORG P	TOWEL ROLL ENMOTION LRG 4/AUTO	✓			330	0	67.21	0.014/FT		B	1	05/22/2015	0.00
1293099	2	1.89LT	1883	SAUCE CARAMEL 1883	✓			5	0	33.55			B	1	10/09/2015	0.00
1293119	2	1.89LT	1883	SAUCE CHOCOLATE DARK 1883	✓			1	0	29.15			B	1	10/23/2015	0.00
7327935	2	7.5 LB	SYS CLS	BREAD CRUMB PLAIN MED CANADA	✓			22	0	45.54	0.190/OZ		B			0.00
1220229	6	750ML	KRINOS	SAUCE TAHINI	✓			11	0	45.82			B	1	09/02/2015	0.00
2924728	1	10 KG	ROGERS	SUGAR GRANULATED FINE	✓			374	0	14.29	0.041/OZ		B	1	08/14/2015	0.00
0210153	1	10 LB	DAVROB	CHOCOLATE DARK PURE SLAB	✓			0	0	52.50			B			0.00
0172882	5	5 KG	CALLEBT	CHOCOLATE WHITE BLOCK WRPD	✓			3	4	334.83	0.380/OZ	73.05	B	1	09/08/2015	0.00
2923555	12	2 KG	ROGERS	SUGAR BROWN GOLDEN YEL	✓			127	3	50.94	0.008/GR	4.63	B	1	10/20/2015	0.00
1082229	12	455ML	CLUBHSE	EXTRACT VANILLA PURE	✓			6	6	174.64		15.88	B			0.00
8393803	12	84 GR	KNOX	GELATIN PLAIN KNOX	✓			0	0	1.654/OZ			B	1	04/21/2015	0.00



You can then add in your quantities and add them to your order by clicking the order form button. From there you can review your order and submit.

Order Search - All Items

Customer: FAMOSONEAPOLITAN PIZZERIA - 98047
Order #: 12133

gelato

Items 1 - 10 of 10

Item	Pack	Size	Brand	Description	N/S	Qty	Each	Qty on Hand	B/C Qty on Hand	Price	Portion Cost	B/C Price
1107784	2	5LT	FIASCO	ICE CREAM GELATO VAN BEAN BRBN				12	0	81.73		
1224751	10	900CT	FIASCO	SPOON PLAS GELATO MULTI COLOUR				6	0	108.43		
1274863	2	5LT	FIASCO	ICE CRM SLTD CARAMEL GELATO				10	0	81.73		
1361510	2	5 LT	FIASCO	ICE CRM GELATO LMN SORBETTO				9	0	81.73		
1657495	2	4.75LT	FIASCO	ICE CRM GELATO BLOOD ORG				14	0	81.73		
1863705	2	4.75L	FIASCO	ICE CRM GELATO NUTELLA				7	0	81.73		
2814295	35	114GR	FIASCO	ICE CRM GELATO BRWNIE VAN BEAN				9	0	80.85		
3874239	2	4.75LT	FIASCO	ICE CREAM FIG CHEESECAKE GELATO				16	0	85.80		
1224668	20	50CT	FIASCO	LID PLAS REG GELATO TO GO CUP	S/O	Special Order		0	0			
1224694	20	50CT	FIASCO	CUP PLAS REG GELATO TO GO	S/O	Special Order		0	0			

From the dashboard under the admin tab, you can also create new custom guides, par lists and critical items lists. Critical item lists will remind you to order these items if you have not added them to your order. If you have any other gelato questions please let me know!

Dashboard

Unit/Customer: FAMOSONEAPOLITAN PIZZERIA - 98047 - Sysco Calgary

Admin

- Custom Guides
- Par Lists
- Critical Items List
- Message Board

Orders

Customer #	Customer	Order #	Order Type	Order Date	Order Date	Order Date	Qty
98047	FAMOSONEAPOLITAN PIZZERIA	11589	Bid	11/02/2015	Tue 11/03/2015		6

Account

Invoice #	Date	Type	Amount	Customer Balance	Check #	Reference	PO #
6212752	11/03/2015	Invoice	2521.75	2521.75			

Messages

Subject	Message	Sent
Sysco Source	Welcome to Sysco Source	10/27/2015 12:13:31 PM



Sysco Source Features & Benefits

Place Orders

- Real Time order management and entry
- Order History displays the last time item was purchased
- Par Stock Management
- Critical Items
- Templates: create your own templates to assist with ordering
- Custom Templates: import from excel

Create & View Reports

- Reporting available by movement by vendor, by code, and by category

See Product Information

- Enhanced Search
- Additional Information for product Specifications, Nutritional Information, Demand Schedule, Item Movement and product pictures

Manage your Business

- Account Management to review current financial statements and credits
- Invoices to view and print

Stay Connected

- Convenient to use on smart phones, Tablets, and Computers
- Message Board updated with Sysco information
- Notification to let users know to place orders by cut off



Frequently Asked Questions:

- 1. What are the system requirements needed for the system?**
Pentium 100 or better, 64MB of RAM, Windows 95 and above, 56 kbps modem, Internet Google Chrome.
- 2. Can I access 24 hours a day?**
Yes, Source is available to you 24 hours a day. 7 days a week. However, maintenance is performed Saturday nights, and may be unavailable briefly.
- 3. Do I need any special programs or software?**
No. You don't need any kind of special platform to run this web site.
- 4. How Accurate are inventory levels?**
The inventory levels are 'real-time,' which means the quantity on hand (QOH) displayed on reflects exactly how much we have in the warehouse at that time.
- 5. Can I leave a suspended order over-night?**
Yes, you can. The inventory will not be reserved for you, but the order will be saved until you are ready to send it
- 6. Do I have option to create account only for information purpose?**
Yes, we can create a test account, so you are not able to send orders. This is ideal for accounts being used only for invoice/item inquiries, etc.
- 7. Is the site secure? Can anyone see my information?**
Yes, the site is secure. We use 128-bit encryption, one of the highest levels used. No one can see your pricing or other information. The site is username and password protected.
- 8. Can I separate or combine invoices for multiple orders on the same delivery day?**
Yes, you have the option to combine multiple orders on to one invoice or to separate them on to multiple invoices by choosing a memo code. Keep in mind your order minimums – you must combine orders to reach the minimum amount or a fee will be added to your order.

We look forward to work with you
Thank you

