
frequently asked questions

getting started

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

How do I start using Sysco Market?

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

How do I access Sysco Market?

To access Sysco Market:

1. Access <http://www.esysco.net>.
2. Enter your user name and password, and then click **Login**.
3. Click **Continue to Sysco Market**. Sysco Market displays.

Who should I contact if I need help?

You may contact your Sysco support team or Sysco customer service at 281-584-1190 directly for assistance. Be sure to include your account number when contacting Sysco.

How do I return to a previous screen?

Simply click on the options in the left navigation pane to return to a previous screen.

Tip! Please do not use the Back button on your browser to return to the previous screen. By doing so, Sysco Market logs you out.

getting started

How do I exit Sysco Market and log into eSysco?

To exit Sysco Market and sign into eSysco:

1. Click the **Logout** button in the upper right corner of Sysco Market. The eSysco sign out page displays.
2. Click **Login Again** in the upper rightmost corner.
3. Enter your user name and password. You now have the option to enter eSysco.

What are Sysco Market system requirements?

Monitor with XGA screen resolution of 1024x768 or better

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

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

Pentium III 600 MHz processor or better

2 GB RAM or more

512 kbps modem or other high speed connection

Microsoft Windows 2000 or Windows XP operating systems; any operating system that supports Adobe Flash 9.0 (or better)

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

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

getting started

Where can I find help and training for Sysco Market?

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

When I type in www.esysco.net, I get an error. Is something wrong?

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

Do I need any specific programs to use Sysco Market?

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

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

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

browsers

What is a browser?

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

What browser does Sysco Market support?

Sysco Market currently supports Internet Explorer version 6.0.

We plan to provide support for newer versions as they become available.

A list of the supported browsers is always listed on the login page.

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

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

Note: Sysco Market does not support any of the browsers provided by AOL. If you are an AOL subscriber however, you may still use Sysco Market by minimizing the AOL browser and opening a supported browser.

browsers

Why does the *Thanks for using Sysco Market* page display, but not the eSysco login page?

If you are using pop-up blocker software, the eSysco login page will not display. The eSysco login page is considered to be a pop-up window by most pop-up blockers (including AOL, Google, and Yahoo pop-up blockers). Remove the pop-up blocker and the eSysco login page will display.

How can I get a browser that works with Sysco Market?

For best results, we recommend using Internet Explorer.

customizing your view

Can I hide columns in sysco market that I do not want to see?

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

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

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

Can I sort the information displayed on my screen?

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

ordering

I want to place an order, what are the steps I need to take?

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

1. Click **Create New Order** in the left navigation pane. The *Create a New Order* window displays.
2. Enter your order header details.
3. Select **Invoice Separately** if your order requires its own invoice.
4. Select **Create a Blank Order**.
5. Click **Create**. A confirmation window displays. Your order is the current order.
6. Add items to your order using the **Update Order** button available on the Search Results page, Catalog pages, List pages, and Order pages.
7. Click **Review Order** to review your order.
8. Click **Submit** to submit your order.

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

Does Sysco Market have live pricing?

Yes! Live pricing automatically occurs when you add an item to your order. Live pricing is not available while searching, browsing, or working with lists. Non-live pricing may not reflect the actual price.

Does Sysco Market display if I have an agreement with Sysco?

To increase speed and reduce errors (due to large order guides and lists being sent to SUS for live pricing), Sysco Market only displays live pricing after adding an item to an open order. In the future, Sysco Market will identify items with active agreements; however, until Sysco Market integrates with SAP, this method is the current pricing method.

ordering

When do I need to place my order?

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

Will I get an order confirmation?

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

What happens if I accidentally place an order?

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

To cancel your submitted order:

1. Click **Submitted Orders** in the left navigation pane and locate the order you want to cancel.
2. Click the order to view the order details.
3. Click **Cancel** located in the top right corner of the screen.

Tip! Please contact your Sysco representative or customer service representative to cancel the highlighted, remote stock items.

If I have to close Sysco Market, is my order saved?

Yes! After logging in, the All Orders screen displays with all your recent orders. Click the order (open order) you were working on before your session ended.

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

Contact your Sysco support team or Sysco customer service at 281-584-1190.

receiving orders

How do I know if Sysco received my order?

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

Why do I get so many email confirmations?

Each time your order is reviewed or changed by Sysco customer service associates, an email confirmation is sent to ensure that you are kept informed of all changes or updates to your order. Each email confirmation displays the entire order as it exists in our system. You need only keep the latest copy for your records.

When can I expect to receive my order?

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

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

Yes! You can change the email address on file using the User Preferences button.

receiving orders

Can I track my order?

Yes! You can track your orders within Sysco Market based on the status of the order. Your order will have one of the following statuses.

Open (Un-submitted)–Open (un-submitted) orders are those orders not yet submitted to Sysco.

Pending–Pending orders are orders you submitted yet haven't received an email confirmation for yet.

Acknowledged–Acknowledged orders are those orders that Sysco recognizes. An email is being prepared.

Received–Received orders are those orders you submitted. Sysco sent an email confirmation for the order to the email address on file.

Complete–Complete orders are those orders delivered to your location. Sysco Market deletes complete orders after 12 weeks.

Can I get a reference number for my order?

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

managing orders

Can I delete items from my purchase history?

You cannot delete items from the Item Purchase History screen because the screen is a compilation of your ordering history. If items have not been ordered for a period of 84 days, they are removed from your Order Guide.

How do I print my order?

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

What if the item I want is out of stock?

If an item is out of stock, Sysco Market suggests a substitute item if one is available.

How long do orders stay available in the system?

Open (un-submitted) orders stay in the Open Orders section for 7 days. Submitted orders stay in the Submitted Order and Order History sections for 12 weeks.

Why does my order submission confirmation screen show Estimated Total?

After receiving and processing your order, Sysco assigns the order total. Your local sales representative notifies you of any pricing changes.

Does Sysco Market display my canceled orders?

Yes! In the left navigation panel, click Order History and a list of recent completed and canceled orders displays.

managing orders

Can I delete my order?

Yes! You can delete open (un-submitted) orders.

To delete an open (un-submitted) order:

1. Click **Open Orders** in the left navigation pane and click the order you want to delete.
2. Click the **Delete** button located in the top right corner of the screen.

Can I cancel my submitted order?

Yes! To cancel your submitted order:

1. Click **Submitted Orders** in the left navigation pane and click the order you want to cancel.
2. Click **Cancel** located in the top right corner of the screen.

Tip! Please contact your Sysco representative or customer service representative to cancel the highlighted, remote stock items.

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

After Sysco receives the order and the warehouse confirms it, you receive an email order confirmation. If you do not receive an email confirmation from Sysco, contact your local operating company or your local sales representative.

managing orders

Can I make a change to my order through Sysco Market after I have submitted it?

Yes! You can make changes to orders, but only if they are in Received status. To make changes or provide additional instructions to your submitted order, open it and click the Edit button. Contact your local sales representative if you are unable to make changes online.

How do I remove an item from my order?

Select the checkbox next to the item you want to remove. Click the **Add/Remove Selected Items** button, and then select **Remove From Order**. The item is removed from your order.

How do I review old purchases?

You can review previous orders by viewing orders within the Order History option. You can also view previously ordered items and quantities by using the Item Purchase History option.

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

Contact your local sales representative for more information.

list management

Can I sort the information displayed in my lists?

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

What lists display in the Order Guides section?

The Order Guides section displays non-editable, Sysco generated lists, including order guides also know as bid lists, sequenced item lists (SIL), and order templates (OT).

Can I order from a list?

Yes! Place an order from a list by selecting the appropriate items using the box on the left of the item name. Click Update Order in the right bottom corner of the list screens.

Can I change the name of my custom lists?

Yes! You can change the name of your custom list from the Maintain Lists Detail screen by clicking the list name in the top right corner.

What is the standard quantity that displays in my lists?

The My Quantity column displays the standard quantity, which is the number of cases or splits you entered for the selected list in eSysco that pre-populates in Sysco Market.

What is the historic quantity that displays in the Item Purchase History screen?

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

Can I group my list by categories?

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

browsing and searching

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

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

- Make sure you are typing at least two characters in the Search field, maximum of 25 characters.
- Search for singular items versus plural (search for pea, not peas, bean not beans).
- Search by entire words, rather than abbreviations (search for chicken, not chick or chkn).
- Any combination of letters or numbers is allowed.
- SUPC must be in numeric format.
- Search is not case sensitive.
- You cannot use the following special characters:
% *) (+ = @ _ \$ } {] [~ ` ; : < > ? \ | ,
- You may use the following special characters:
' # - / "

Can I search within my list or order guide?

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

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

Yes! Select the All checkbox to select all the items from your search. To add all items to your order, click Update Order. To add all items to a list, click Add/Remove Selected Items and select a list.

passwords and email addresses

I forgot my password. How can I retrieve it?

If you forget your password you can reset it. To reset your password, click the forgot password? link on the eSysco login page. Enter your user name in the appropriate field. You will be asked one of your security questions. (The first time you log in to Sysco Market, you are prompted to set up your security questions). Answer your security question correctly and you will be prompted to enter in a new password.

Why am I getting an access denied message when I try to login to the site?

In keeping with our higher level of security, passwords are disabled if you mis-key your password more than five times within a single session. Should this occur, you will be sent an email notification indicating that your password has been disabled. This notification will list the name and number of the Sysco support person monitoring the site during that time. In addition, a copy of the email will also be sent to the Sysco support person listing your name and number so they can reset your password and notify you once it's been completed.

What if I have acquired a new email address since I started using Sysco Market?

You can change the email address you keep on file within eSysco.

user names and passwords

Can I change my user name and password?

You cannot change your user name, but you can change your password by clicking the Change Password link on the eSysco login page. You will also be required to change your password from time to time for security.

Why do I have to change my password?

To provide a higher level of security and protection for our customers, we are now requiring that you change your password periodically to prevent unauthorized access to your information.

How often do I need to change my password?

Passwords are automatically expired by the application every 90 days. You will be notified several days in advance that your password will expire in x number of days. You then have the choice of changing your password immediately or electing to change your password at a later time.

user names and passwords

How do I reset my password?

To reset your password, click the forgot password? link on the eSysco login page. Enter your user name in the appropriate field. You will be asked one of your security questions. (The first time you log in to Sysco Market, you are prompted to set up your security questions). Answer your security question correctly and you will be prompted to enter in a new password.

Should I let eSysco remember my login information?

You should type your user name and password each time you log into eSysco. eSysco requires you to change your password from time to time. If you have the computer remember your password, you could accidentally disable your account!
