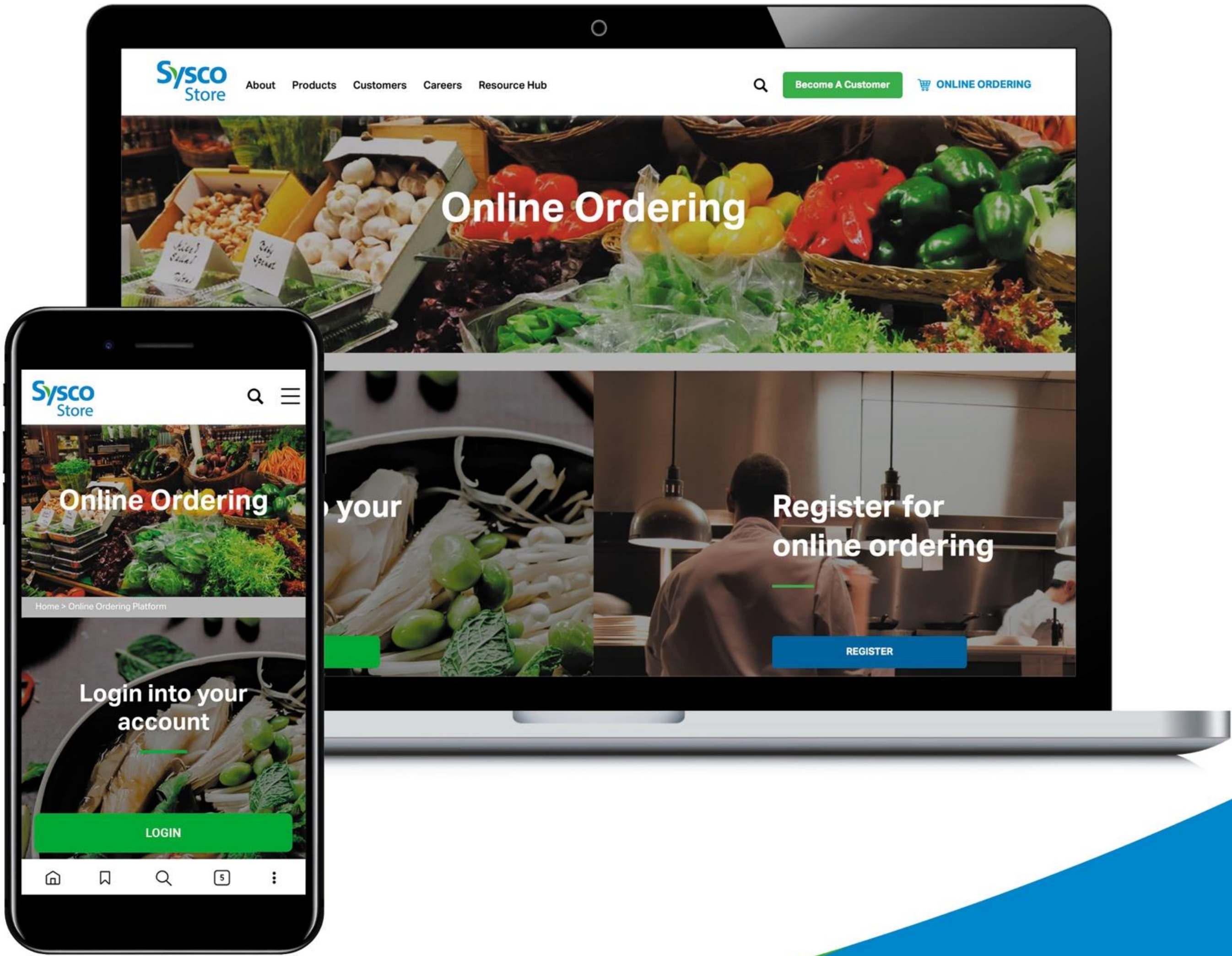
Sysco Store

SELF SERVICE GUIDE



Sysco
At the heart of food and service

1.Accessing the customer Self-Service Portal

1.1. Those who have a Sysco Store account navigate to https://order.syscoireland.com/customer/account/login/ & login as normal. See figure one below

1.2. Those who do not have a Sysco Store login will have received a welcome email with a link to setup a login. Follow the steps in this email.

1.3. Those who have not received an email or a link, are advised to check their spam folder, otherwise contact irl-ecomadmin@sysco.com

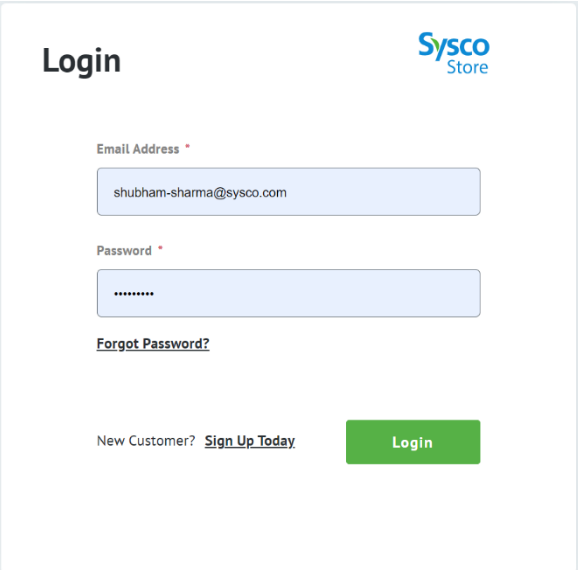


Figure 1

1.4. Once logged in, select **My Account** from the dropdown menu. See figure two below

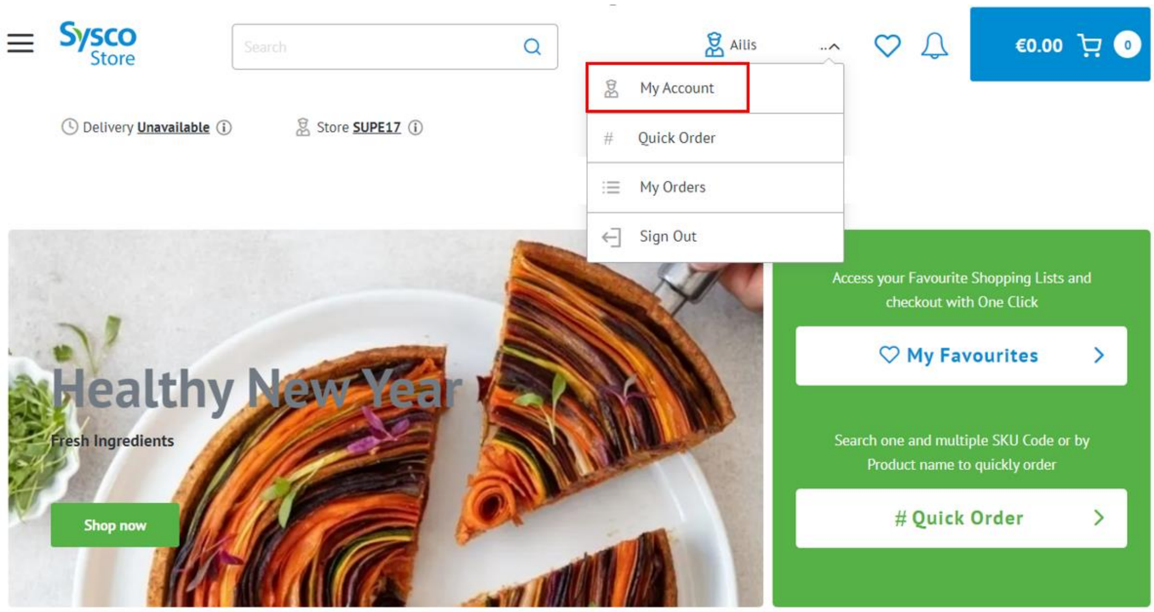


Figure 2

1.5. This will open a new page, with “Invoices / Credit Notes” appearing in the console on the left-hand side. See figure three and four below

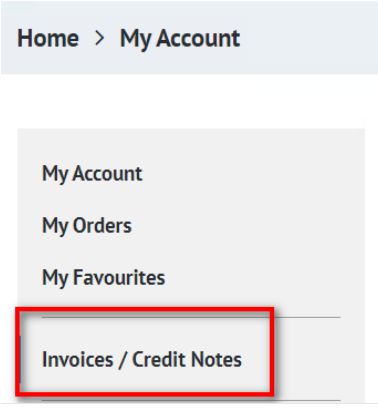


Figure 3

1.6. The link below will also bring the user directly to credits and invoices page. Once on this page it may be a good idea to bookmark the page to quickly access the site in the future.
https://order.syscoireland.com/selfservice/index/invoice/

1.7. To create a bookmark, click the star in the top left corner of the screen and click “done” to save the bookmark. See figure four below

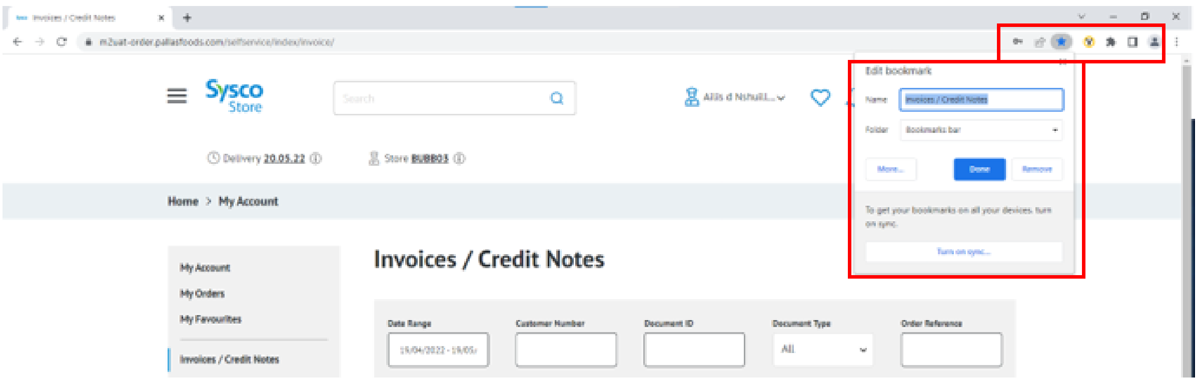


Figure 4

2. Navigation and Search Functions

2.1. See figure five and six below, show the general layout of the invoices and credits page

2.2. The search boxes at the top can be used to search for any type of document. Multiple filters can be used at a time.

2.3. **Date Range -** by default this shows the previous month of documents. Any date range can be selected here. Once the date range is selected, the calendar will automatically close. Click apply filters to search for documents within the selected date range.

2.4. **Customer number** – also known as customer account code. This is particularly useful for customers who have several accounts billing into a central head account.

2.5. **Document ID** – insert the invoice number or credit note number to search for any document

2.6. **Document Type** - By default the filter is set to ALL, this can be changed to show only Invoices or Credit Notes

2.7. **Order Reference –** this can be used to search by order number / PO number where applicable. In relation to credit notes, the order reference may be the same as the invoice number.

2.8. **Apply Filters -** to see results.

2.9. **The (i) icon –** hover over the (i) icon to see onscreen information

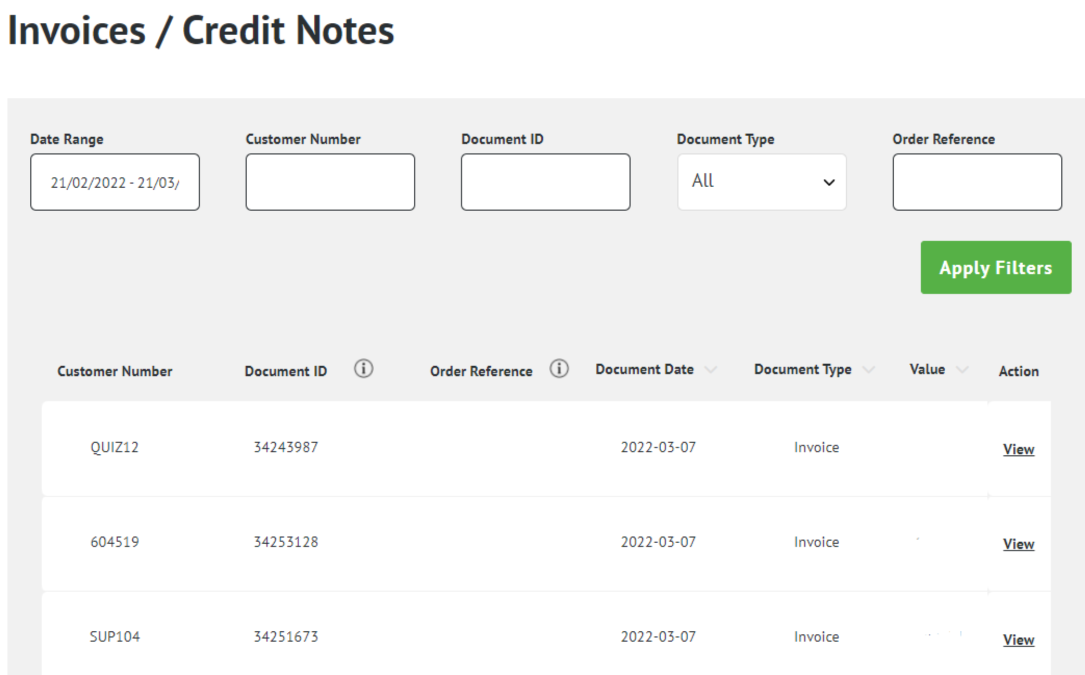


Figure 5

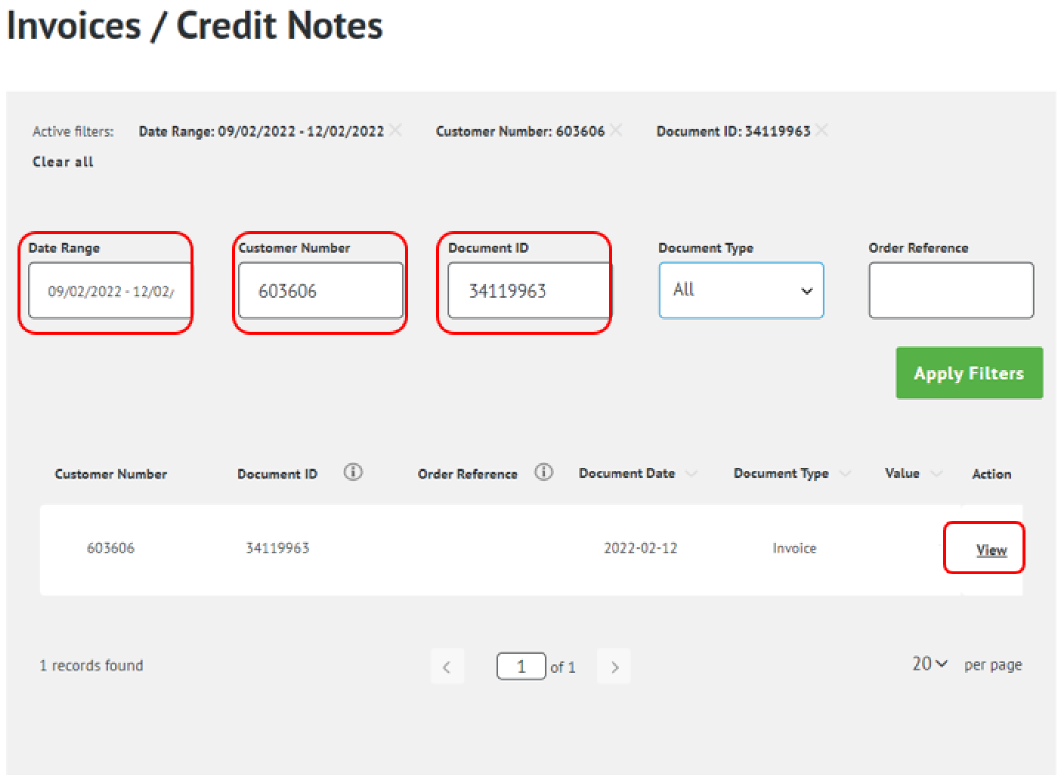

Invoices / Credit Notes
Active filters:
Date Range: 09/02/2022 - 12/02/2022
Customer Number: 603606
Document ID: 34119963
Clear all
Date Range
09/02/2022 - 12/02/
Customer Number
603606
Document ID
34119963
Document Type
All
Order Reference
Apply Filters
Customer Number
Document ID
Order Reference
Document Date
Document Type
Value
Action
603606
34119963
2022-02-12
Invoice
View
1 records found
1
of 1
20
per page

Figure 6

2.10. Click the arrow next to the Document Date to sort the column by date (new to old or old to new)
2.11. Click the arrow next to the Document Type to sort the column alphabetically
2.12. Click the arrow next to the value to sort this column by numerical value. See figure seven below

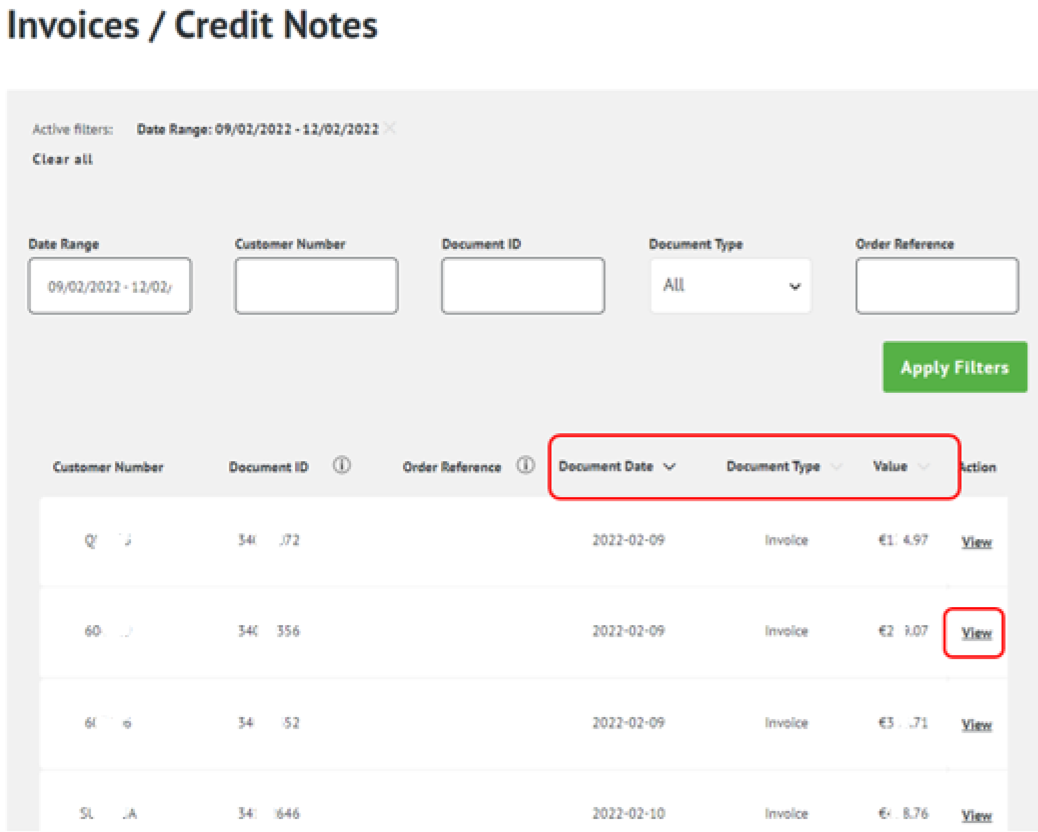


Figure 7

2.13. **View Document** - To view a document click **View**, on the right, this opens a new window where documents can be viewed, downloaded in PDF and saved. See figure six and seven above.
2.14. **To print or download** a document chose the icon on the top right-hand corner of the document. see figure eight below

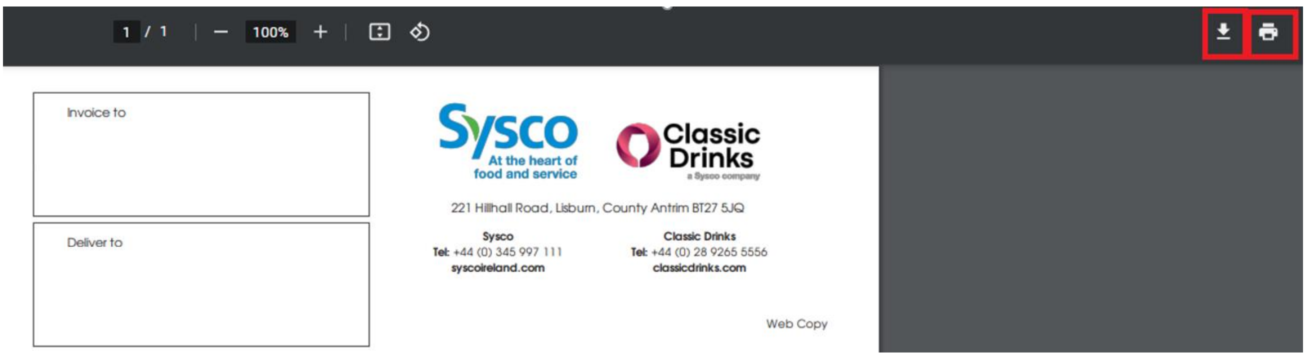


Figure 8

3. Account Maintenance

3.1. Access to documents can be granted or revoked directly in the "My Account" section of SYSCO store.

3.2. It is your responsibility to keep the account details up to date, or inform SYSCO of any changes to access requests.

3.3. If for any reason you would prefer not to make these changes yourself; contact our accounts department, who will happily make any necessary amendments for you. Email irl-accounts@sysco.com

3.4. Any request for access to be amended or granted must come from the email address currently registered with SYSCO.

4. Edit users and Delete Users

4.1. Log in to the system as and select "My Account" as normal. See figure nine below

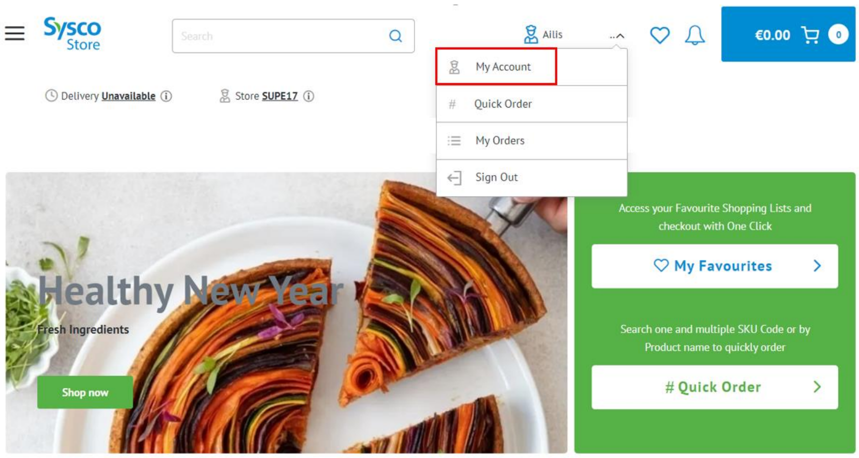


Figure 9

4.2. Scroll down and select "Company Users" from the console on the left. See figure ten below

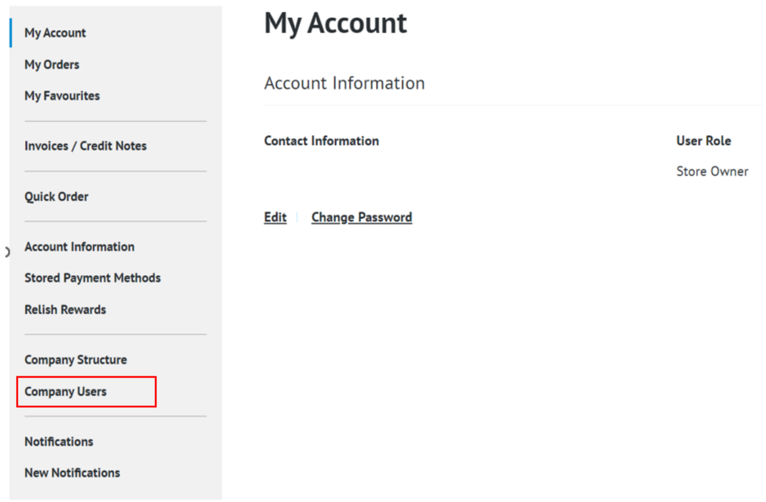


Figure 10

4.3. Access can only be amended for users who have less permission than the person making the change. In the example below, "Named User 1" is the store owner, and therefore has the appropriate access rights to edit "Named User 2".

4.4. From this screen, the user can be deleted or edited. To delete a user, click "delete" on the right-hand side, circled in red below.

Company Users

Show Inactive Users Show All Users

Name	Email	Role	Status	Actions
Named User 1	Nameduser1@emailaddress.com	Store Manager	Active	
Named User 2	Nameduser2@emailaddress.com	Ordering User	Active	Edit Delete
Name	name@emailaddress.com	Store Manager	Active	

Figure 11

4.5. A new screen will open, prompting the user to select one option

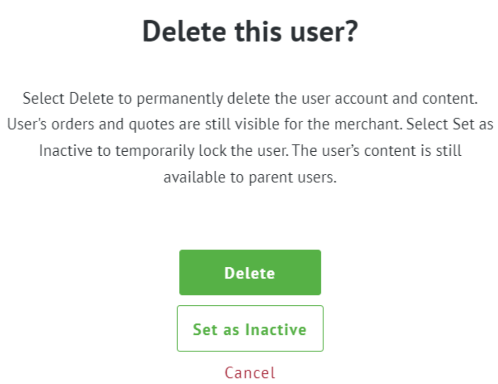


Figure 12

4.6. To edit a user, select "edit". See figure 13 below

Figure 13

4.7. This will open a new screen. See figure 14 below The User Roles are "ordering User" and "Staff User".
The ordering user will be permitted to create orders where appropriate on the SYSCO store, provided that the account is active. The "staff User" will have access to the document information.

4.8. If there are multiple linked accounts, these accounts will appear in the "User Branches" list. To select multiple accounts, select one account, hold down "Ctrl" and continue to select the remainder of the required accounts

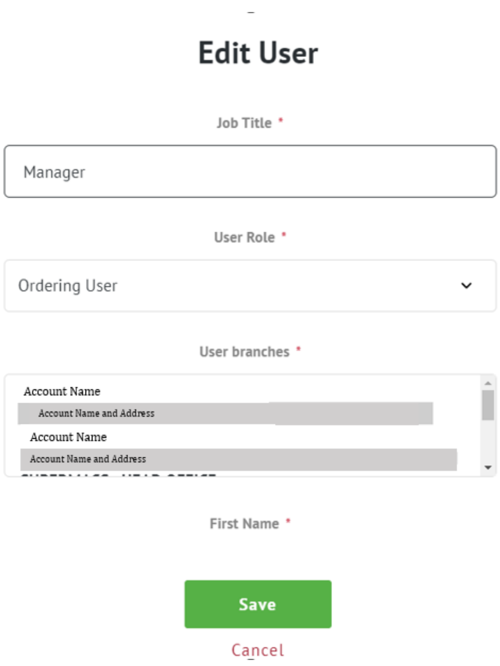


Figure 14

4.9. The remainder of the fields are free text entry, with the exception of the final field which allows the user status to be changed from "active" to "inactive".

4.10. Once all the relevant details have been made, click save at the bottom of the pop-up screen.

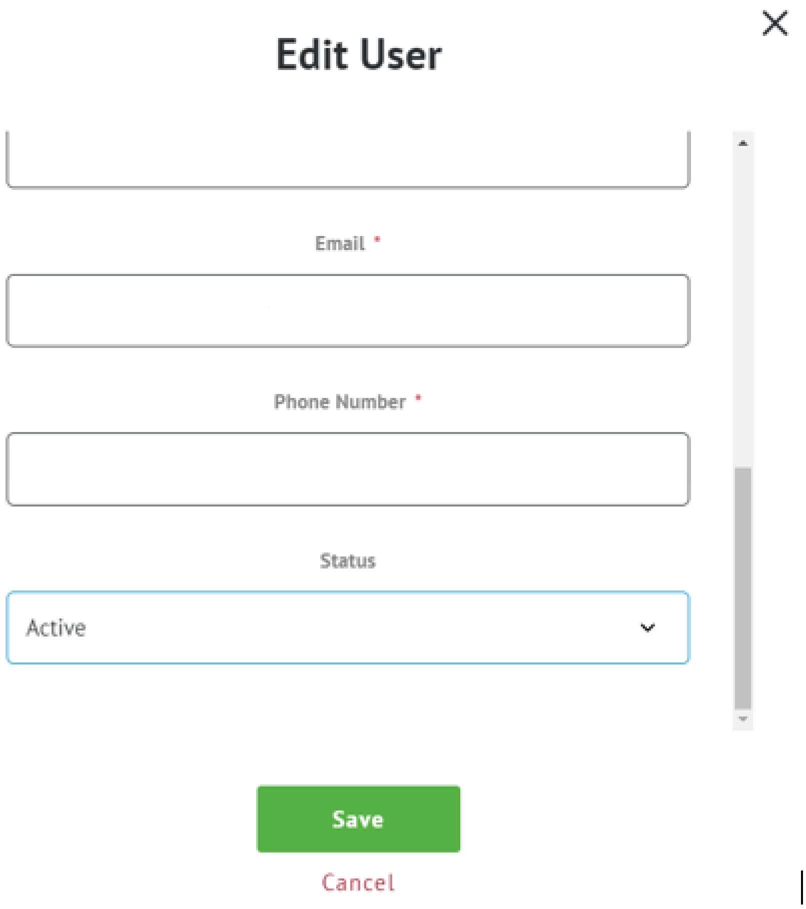


Figure 15

5. Add or Remove a User

5.1. To add a new user, scroll to the bottom of the "Company Users" Page, and select "Add New User". See Figure 16 below

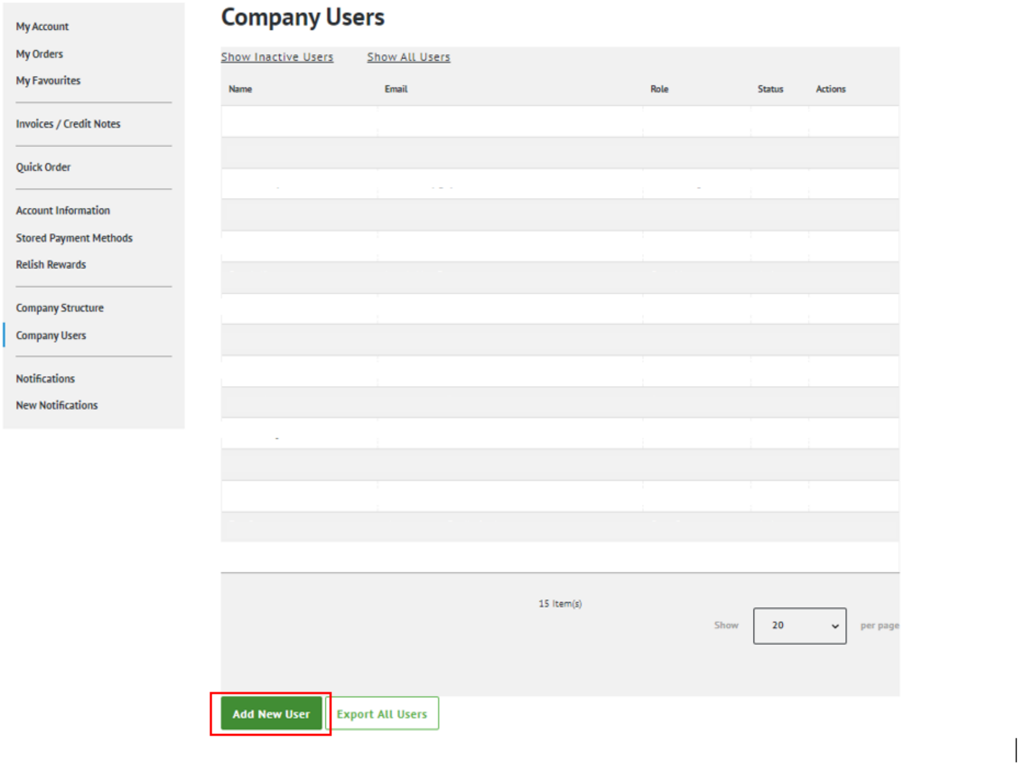
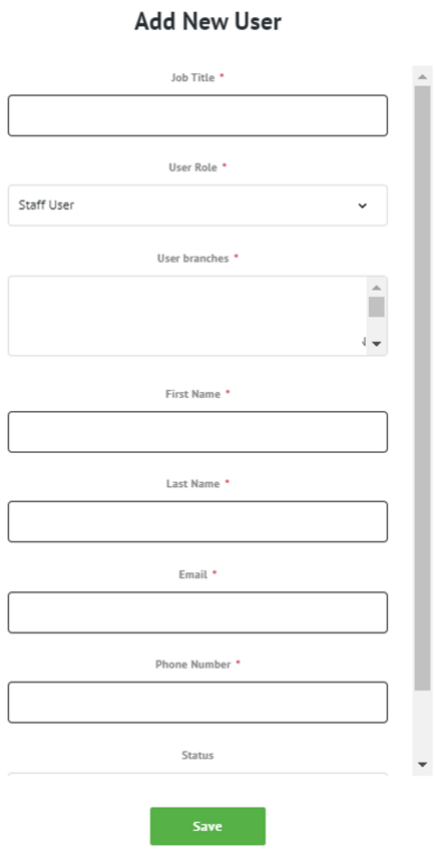


Figure 16

5.2. This will create pop-up window just like the edit screen. Add the new user details and click save at the bottom of the pop-up screen. See the figure on the right



6. Contacts

6.1. Price queries: If your query is in relation to pricing, contact your dedicated Sales Representative as normal, who will be happy to help.

6.2. Product or deliveries queries: If your query is in relation to missing products, quality or delivery issues, call our contact centre who will be happy to assist or redirect your call on 069-20200

6.3. All other queries: for all other queries relating to the self-service portal or questions about your invoices and credit notes, please contact 069-20270 or email irl-onlineordering@sysco.com who will be happy to assist or re-direct your call