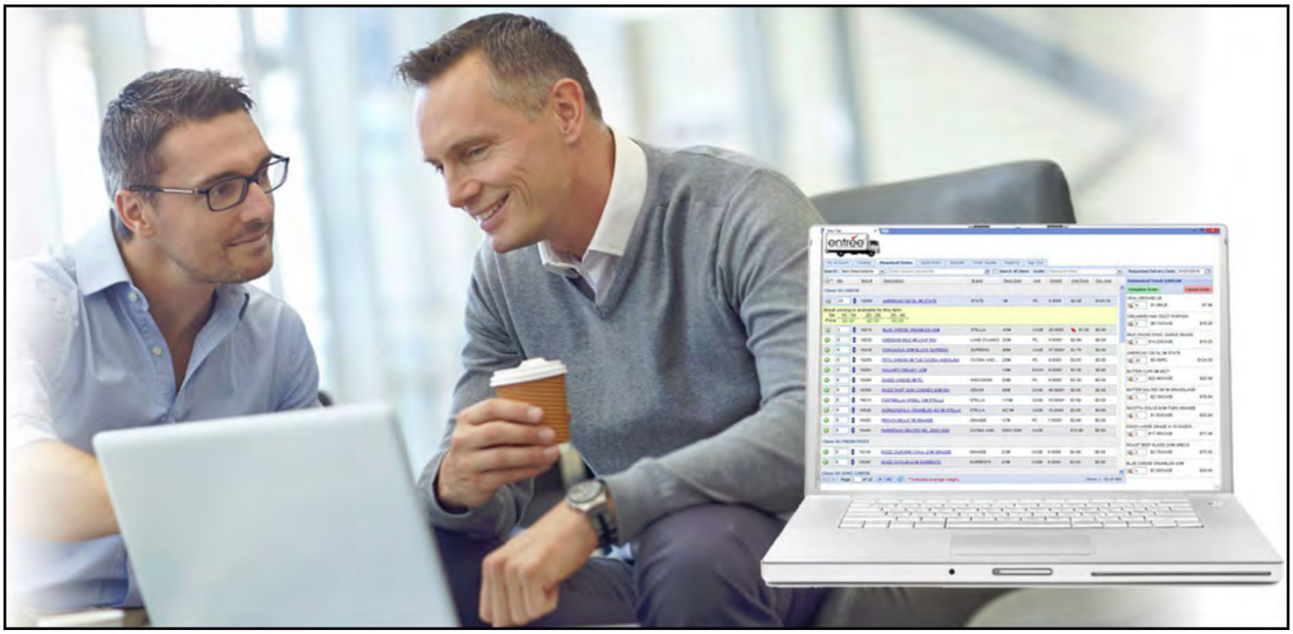
User Guide



Online Ordering System

Table of Contents

Chapter 1

Welcome Valued Customers

1 Welcome Valued Customers

The Internet has changed the way we all do business and we've realized the importance of providing you the convenience of entering your own orders 24/7/365, while providing you with a wealth of information about your past purchases from us. After careful research, we've selected the ****entrée.NET**** online system which ties into the system we use in our office.

This system will speed you through the order entry process while helping you identify items you should be ordering but may have missed, locate items in our product catalog and discover our current "specials" and other items on sale or being featured. You can view extensive information about each item including extended descriptions, images, available pack sizes, etc. Our product catalog can be viewed using "Tags" such as Kosher, Gluten Free, Fat Free, Peanut Free, etc. Customizable reports can be generated based on up to 13 months of purchase history including exporting to Excel or PDF documents. You can also view your accounts receivable status, including open invoices and payments.

We feel confident that you will become comfortable with our online system and encourage you to read through this getting starting document.

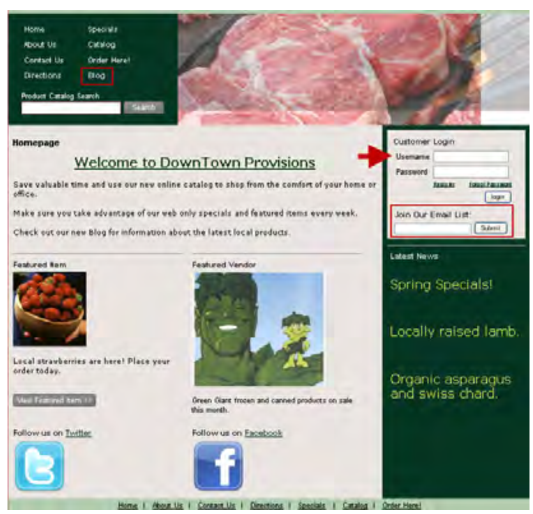
If this is the first time using our online system and you do not have a Username and Password, please contact our office and we will set this up for you.

Our website will have one of two possible web pages for customers to login and place their orders depending on how our software is setup.

1. A website **Home** page containing a **Customer Login** area.

Using the **Join Our Email List** option:

a. Enter your email address in the text box and click the **Submit** button.
b. Fill out the required information in the form displayed on the web page.
c. Enter the code from the image in the text box.
d. Click the **Send Request** button.
e. Now you will receive emails with our special offers, sale notifications and news.



2. An **Order Entry / Account Login** web page with only a Customer Sign In box.

Login to our system by entering your assigned **Username** and **Password** into the login option found at our domain.

Signing In the First Time

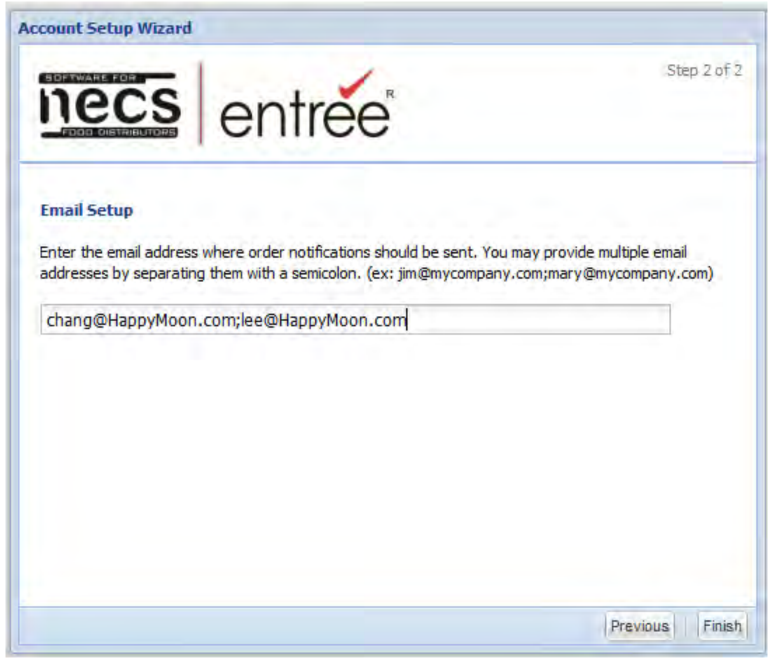
The first time you start using our **entrée.NET** system, you will be brought to the **Account Settings** screen where you can change your password (rather than the one we assigned you) , specify your time zone and add/ edit email addresses you would like to use. Follow these steps to sign in to our ordering system:

1. Visit our website and click on the “Place Order” link. Our **Sign In** window will then appear.

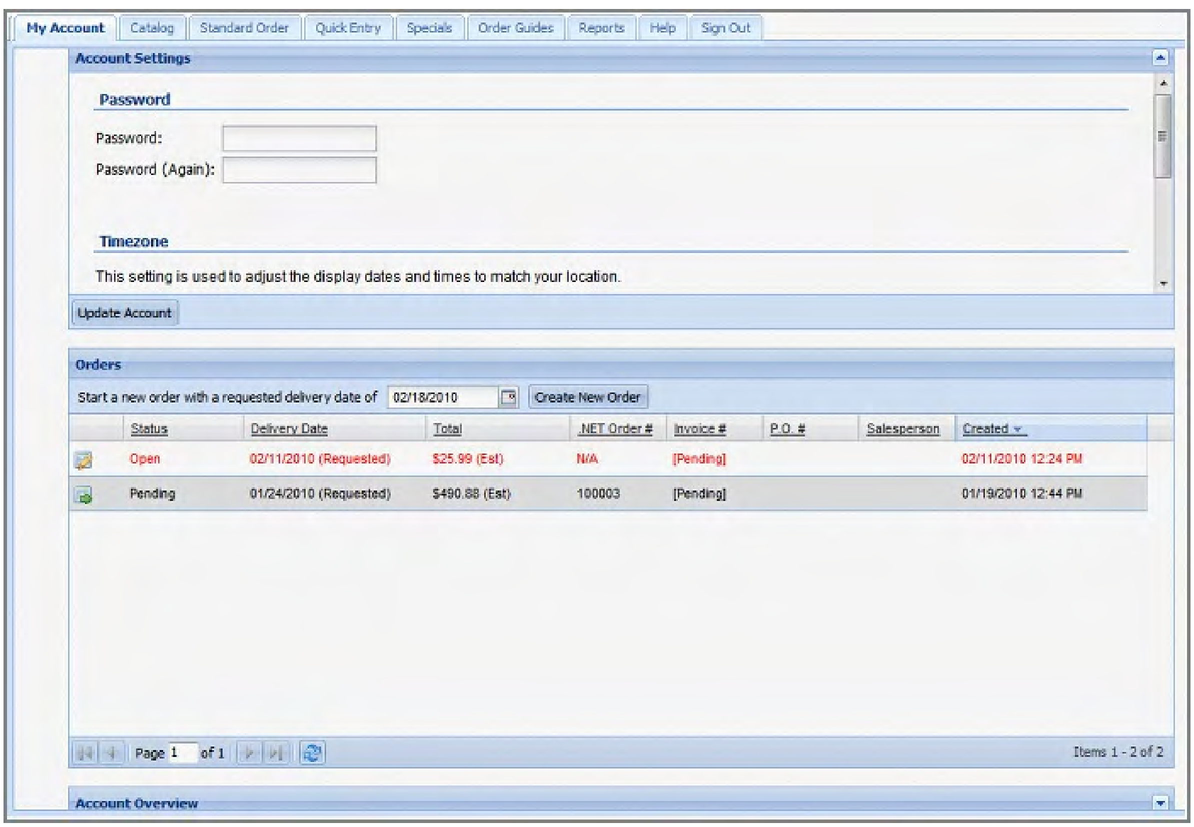
2. Enter the **Username** and **Password** we assigned you and then click the **Sign In** button.

3. The Account Setup Wizard will run. Update your **Time Zone** by selecting it from the drop down list. Then click **Continue**.

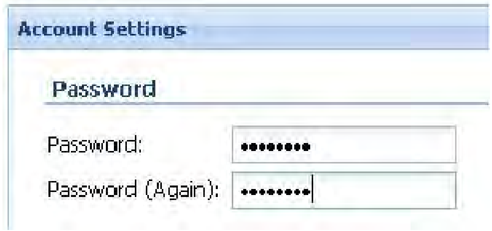
4. Enter as many email addresses as you need for your order notifications to be sent. Click **Finish**.



5. You will now be on the **My Account** tab and your **Account Settings** are displayed for you to update.



6. Update and personalize your password, typing it in a second time as a confirmation.

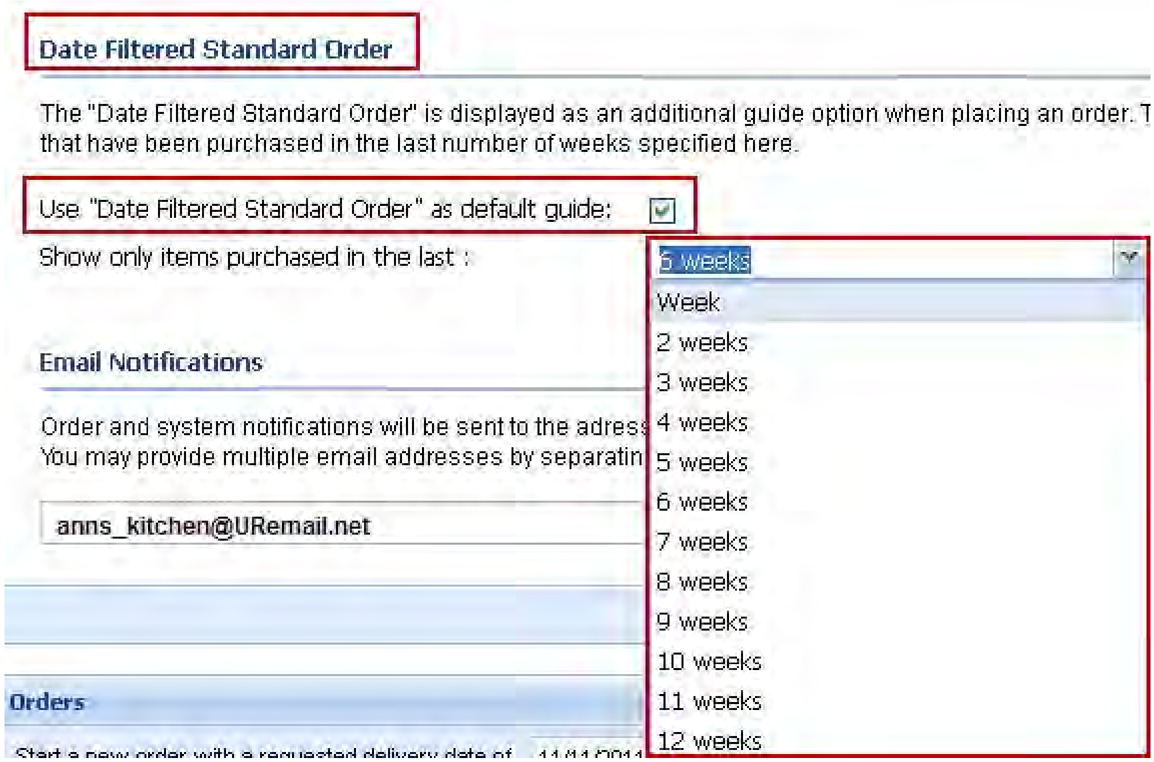


7. Next you can enable the **Date Filtered Standard Order** feature.

   This option allows you to view a copy of your "Standard Order" showing only items that you have recently purchased. The guide can be set as your default order guide and is available in the **Guide** drop down menu of the **Standard Order** tab.

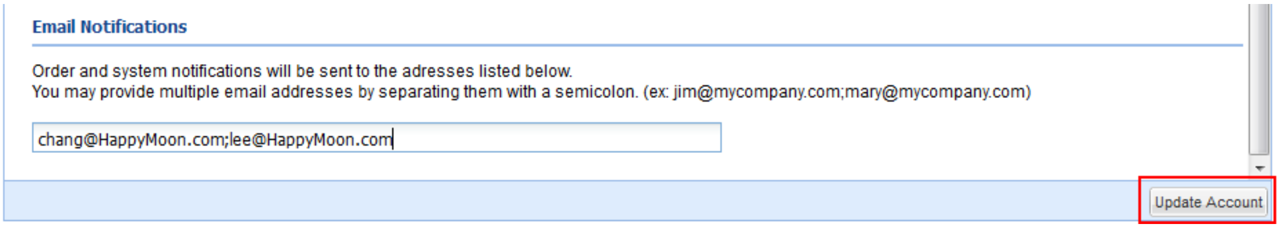
   a. **Use "Date Filtered Standard Order" as default -** Check the box to set this as your Standard Order guide.

   b. **Show only items purchased in the last** - Use the drop down list to select time spans from 2 to 12 weeks for date filtering. The number of weeks will default to 6 weeks if no selection is made.

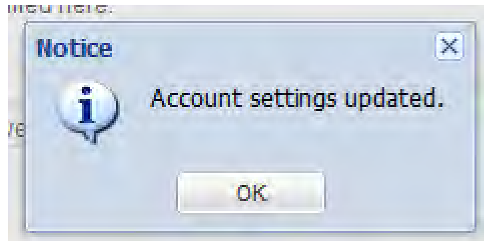


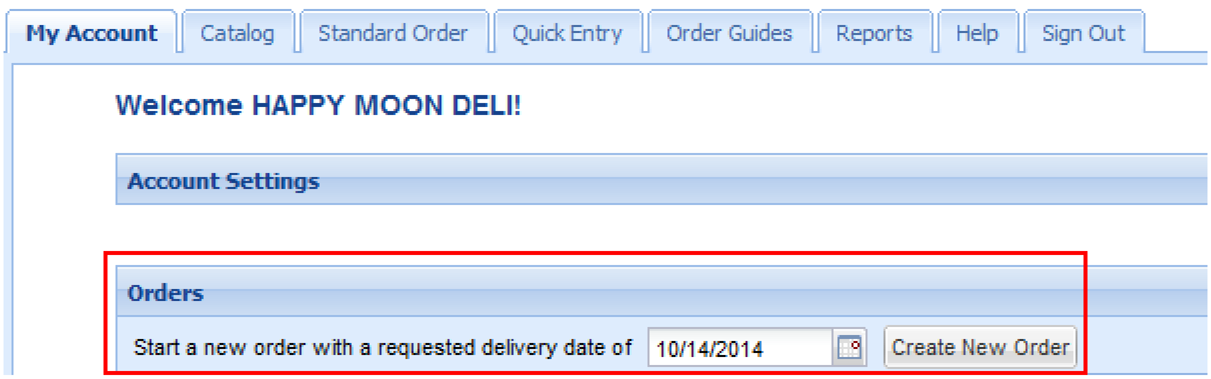
8. Update and add email addresses in the "**Email Notifications**" area. Multiple email addresses can be entered into the list by typing a semi-colon between each email address.

9. Once all your information has been entered, click the **Update Account** button to save the new information.



10. The **Notice** message will display.
    Click **OK**.





11. In the Orders section of the My Account tab select a date and click the **Create New Order** button to create an order from your Standard Order and quickly create an order.

Chapter 2

Entering Your First Order

2 Entering Your First Order

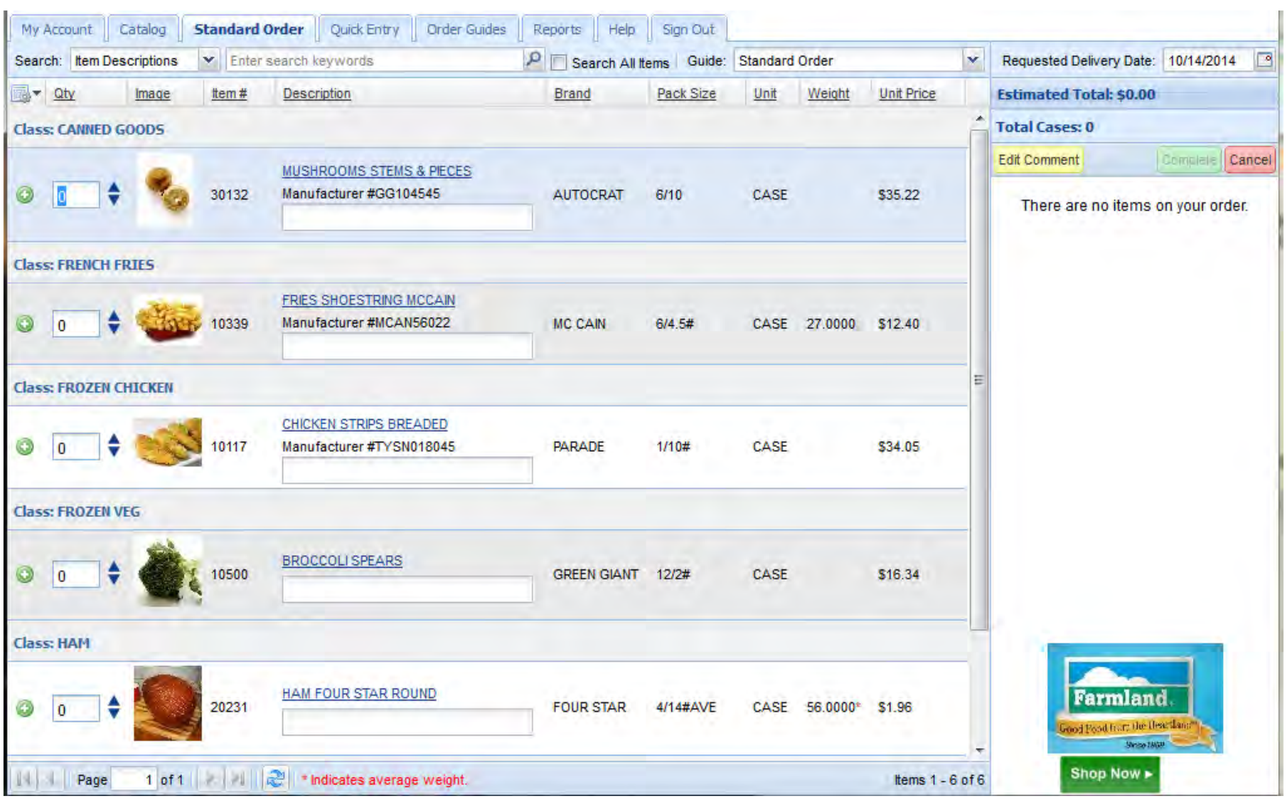
The purpose of this chapter is to show you how easy it can be to enter an order. Though you have many options, we've broken the process down into six steps which will give you a good overview.

These six steps will use a method we call **Standard Order** which speeds you through the ordering process. Even though we carry a large amount of products, the **Standard Order** always remembers which of those products you normally order from us. It's a great tool not just for the purpose of making the ordering fast, but it also helps remind you of products that you normally order, which you may have forgotten. Our goal is to help you get your order correct the first time!

Creating an Order

STEP 1. Login to **entrée.NET** using your assigned **Username** and **Password**.

STEP 2. Click on the **Standard Order** tab. **All the items you normally order will be displayed.**



STEP 3. Need to search for an item? Just select what you want to search (Description, Class, Brand or Item Number) and enter the search text.

STEP 4. Enter the quantity required for each item.

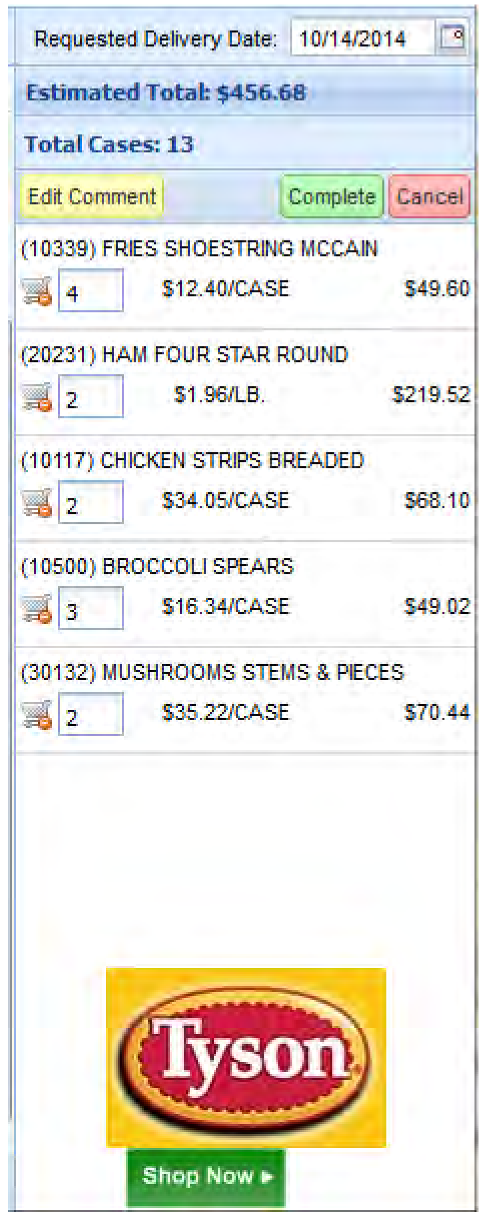
- You can use the **Qty** field up/down arrow icons to increase or decrease the quantity.

- As quantities are entered, the shopping cart to the right shows the ordered items.

STEP 5. Enter (or use the calendar tool) the **Requested Delivery Date** in the shopping cart.

STEP 6. Click the **Complete** button in the top of the shopping cart.

- The order is then sent into our main **entrée** software and you will receive an email confirming your ordered items.



Hot Tip! Roll the mouse over a button to see the description. Here you see the description for the **Complete** button.

Hot Tip! **Featured Brands** - If you click the green **Shop Now** link the catalog page will display all the items for that brand in our catalog.

Chapter 3

Completing an Order

3 Completing an Order

As you enter an order, it's important to note that all the items placed in the shopping cart are being saved on our server. This means that even if you lose your internet connection, or need to break away for a while and **Sign Out**, when you return all your ordered items will remain in your cart.

Editing an Open Order

1. Use your browser to go to our website home page.

2. Sign In to our website with your assigned username and password.

3. When the **My Account** page opens the **Orders** section will display your incomplete order with a status of **open**.

4. Click the **Edit Order** icon  in the first column to view the order details.

5. Your shopping cart has now been reloaded with the partial order from your last session.

6. Add your new items, update quantities, and add comments. Then complete the order and submit it for processing, as detailed later in this chapter.

Adding Comments to Your Order

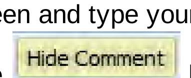
While you are creating your order use the **Edit Comment** button in the upper section of your shopping cart to add comments to your order. You can use the comment area to provide information about an item in your order, order delivery or any other information you need to communicate to us.

1. Click the **Edit Comment** button 

and the comment section opens at the bottom of the screen.

2. "**Type here to enter comments to be included with the order**." will be displayed in the comment section below.

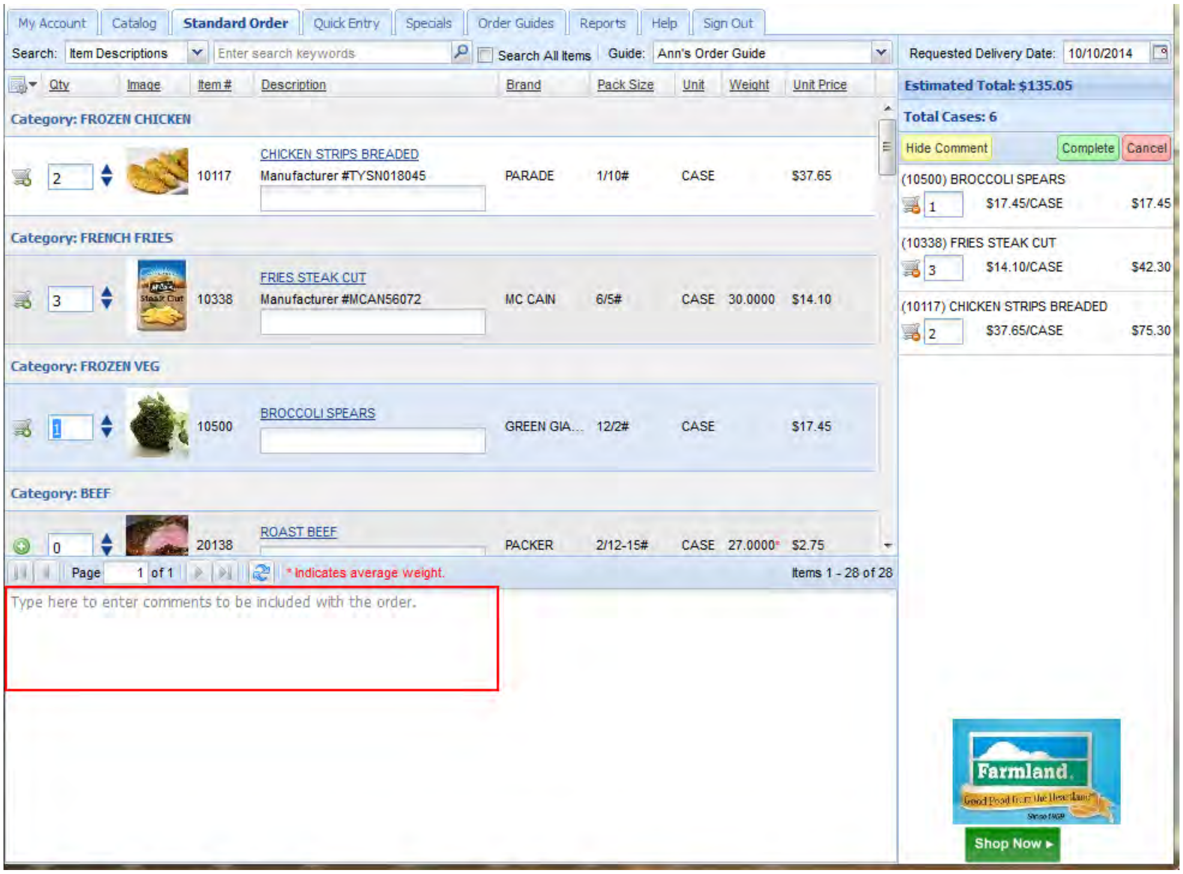
3. Click in the comment section at the bottom of the screen and type your comment.

4. When you are finished editing your comment, click the 

button to close the comment section of the screen.

- You can switch back and forth between **Edit Comment** and **Hide Comment** while you create your order in the Catalog, Standard Order, Quick Entry, and Specials screens.

Example The Standard Order page below with the Comment section outlined in red. The Hide Comment button is now displayed in the shopping cart.



- Once you are finished with the process of placing your order, follow the steps in the **Completing Your Order** section that follows to ensure your order is sent to us properly.

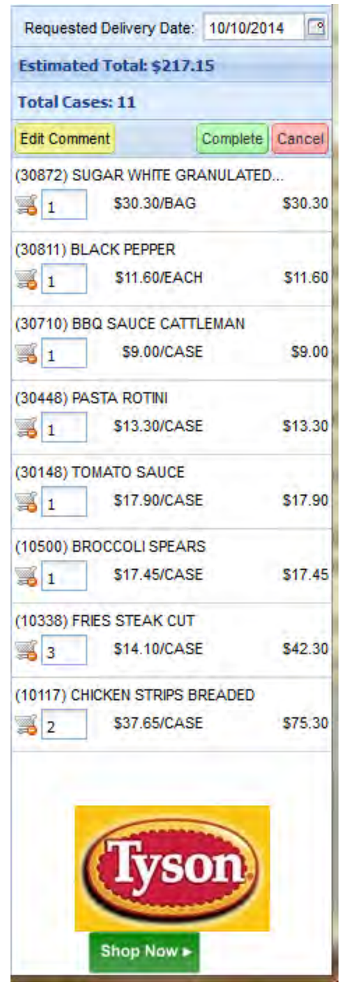
Completing Your Order

1. Once all your items have been selected, review your shopping cart items and quantities.

2. Use the calendar tool to determine and set your **Requested Delivery Date**.

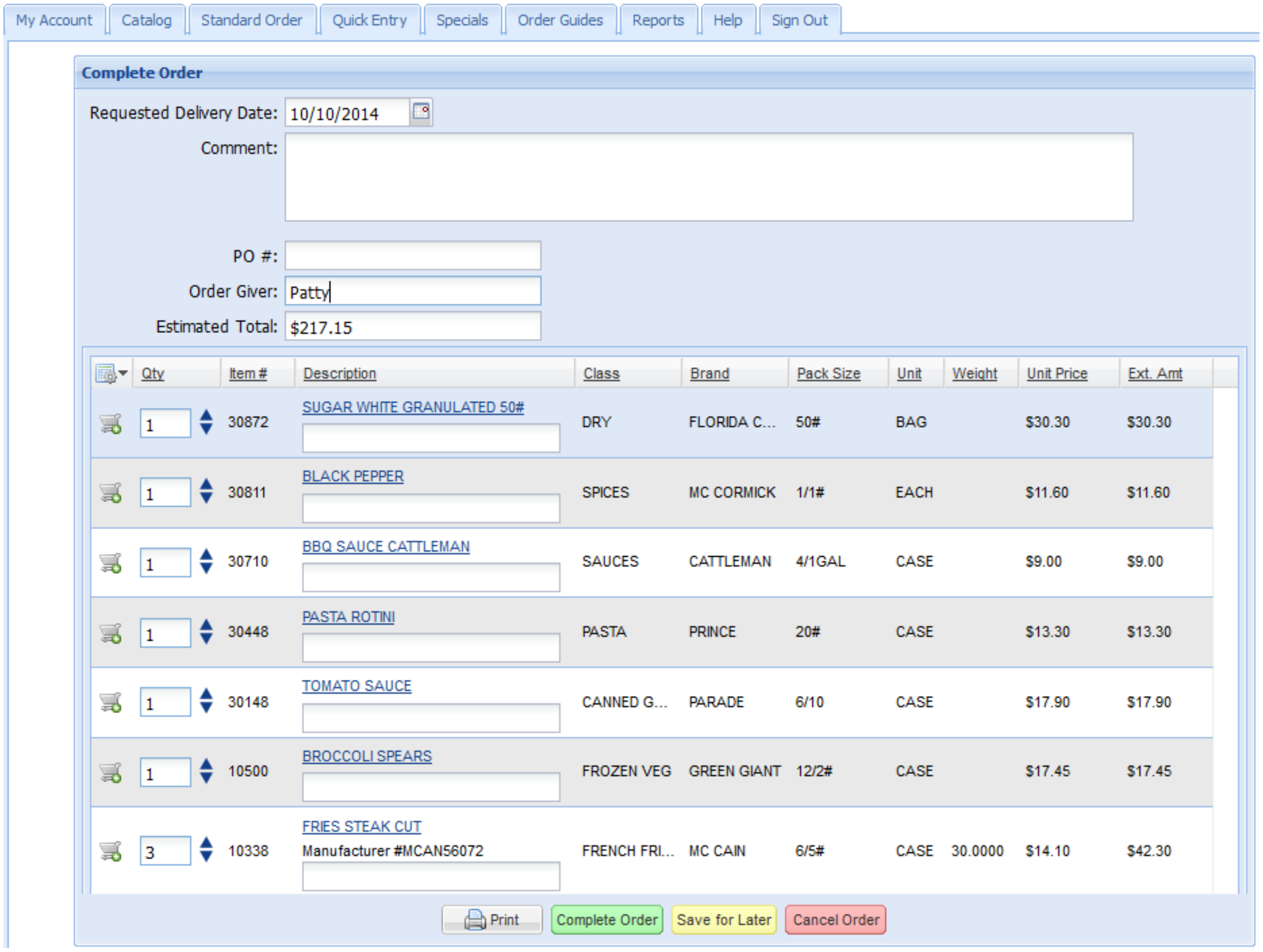
3. Click 

to submit the order for processing in our main order processing system.



4. The **Complete Order** page will now display your order.

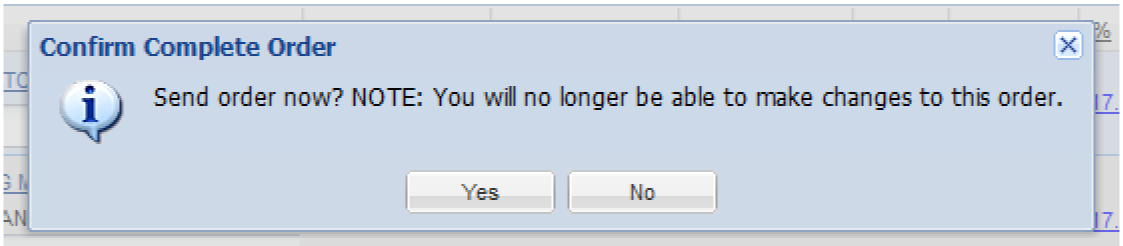
    a. You can change your **Requested Delivery Date**. Modification of the **Requested Delivery Date** now may impact item pricing.
    b. **Comment:** Enter a note or information you need to send to us about the order.
    c. **Order Giver:** Enter a name in the field.
    d. Enter a **P.O. number**, if required.
    e. **Estimated Total**: An estimated total for your order is displayed. Your final total will appear on your invoice.
    f. Verify your order information and make any last minute changes to quantities.
    g. Click the **Print** button is you would like to print a copy of your order.



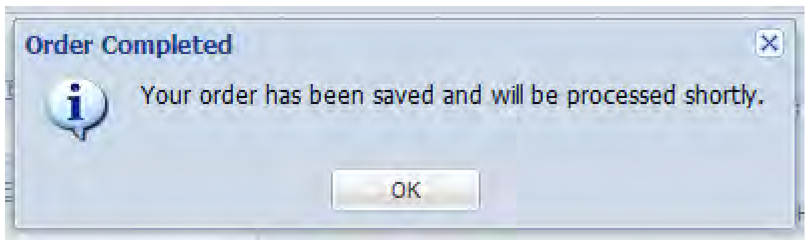
h. If you are not ready to submit your order, click the **Save for Later** button. Your order will be saved in the **Orders** section in your **My Account** tab as an *Open* order. Later when you want to continue working on your order click the Edit Order with the pencil icon on the left. The order will open in the **Standard Order** tab with all your current items in the cart on the right.

i. If you are ready to submit your order click the **Complete Order** button.

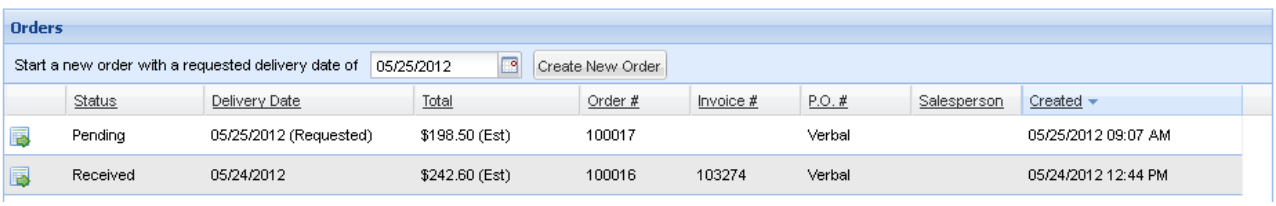
5. The **Confirm Complete Order** pop-up box displays: “Send order to distributor? **Note:** You will no longer be able to make changes to this order.” Click **Yes** to continue or **No** to stop the order submission process.



6. The **Order Completed** pop-up box displays: “Your order has been saved and will be processed shortly.” Click **OK**.



7. You will now be returned to your **My Account** page **Order** section where your order has a status and **Invoice** # value set to “**Pending**.”
   - Click to view your order details.


Orders

Start a new order with a requested delivery date of 05/25/2012 Create New Order

	Status	Delivery Date	Total	Order #	Invoice #	P.O. #	Salesperson	Created
	Pending	05/25/2012 (Requested)	$198.50 (Est)	100017		Verbal		05/25/2012 09:07 AM
	Received	05/24/2012	$242.60 (Est)	100016	103274	Verbal		05/24/2012 12:44 PM

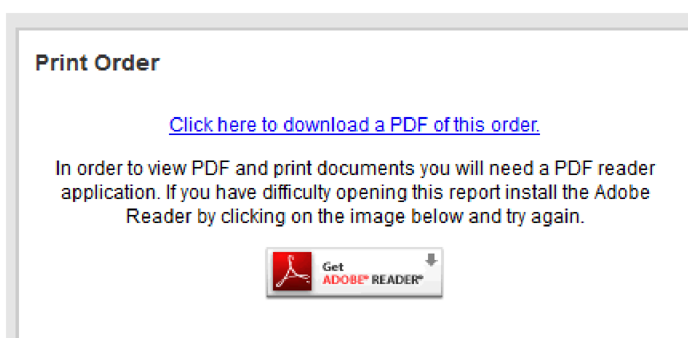
   - Once the order has been completed *no additional edits are allowed*.

8. When you view your order, you have the option to print the order by generating a PDF document. Click the **Print** button at the bottom of the screen.

   a. The **Print Order** download dialog box will appear.

   b. If you do not have the Adobe Reader installed on your computer, click the **Get Adobe Reader** button to download and install it.

   c. Select the link **Click here to download a PDF of this order**.



   d. The PDF document will be displayed. Use the Adobe Reader software to print, and if you like, save a copy of the order on your computer.

Example This is the Print Order PDF and the **PDF** file attached to the email (example follows) you will receive.

Online Order
Printed: 10/10/2014 01:11 PM
Status: Open

Your Food Distributor
168 Boston Post Road
MADISON, CT 06443
Phone: (203) 245-3999
Fax: (203) 245-4513

Bill To:

ANN SAND ENTERPRISES
2419 WEST ST
SALEM, MA 01912
Phone: (978) 555-1230
Fax (978) 555-1235

Ship To:

ANN'S KITCHEN
12 RANTOUL ST
BEVERLY, CT 06443
Phone: (978) 555-1240
Fax (978) 555-1245

Customer No.	Order Number	Customer Purchase Order	Order Date	Req. Delivery Date	Invoice No.
ANN20	PENDING		10/10/2014	10/10/2014	PENDING

Item Number	Qty Ord	Unit Meas	Pack Size	Description	Brand	Unit Price	Estimated Ext. Amount
30872	1.00	BAG	50#	SUGAR WHITE GRANULATED 50#	FLORIDA CRYSTAL	30.30	30.30
30811	1.00	EACH	1/1#	BLACK PEPPER	MC CORMICK	11.60	11.60
30710	1.00	CASE	4/1GAL	BBQ SAUCE CATTLEMAN	CATTLEMAN	9.00	9.00
30448	1.00	CASE	20#	PASTA ROTINI	PRINCE	13.30	13.30
30148	1.00	CASE	6/10	TOMATO SAUCE	PARADE	17.90	17.90
10500	1.00	CASE	12/2#	BROCCOLI SPEARS	GREEN GIANT	17.45	17.45
10338	3.00	CASE	6/5#	FRIES STEAK CUT	MC CAIN	14.10	42.30
10117	2.00	CASE	1/10#	CHICKEN STRIPS BREADED	PARADE	37.65	75.30

Pricing is estimated and subject to change.

Estimated Total
217.15

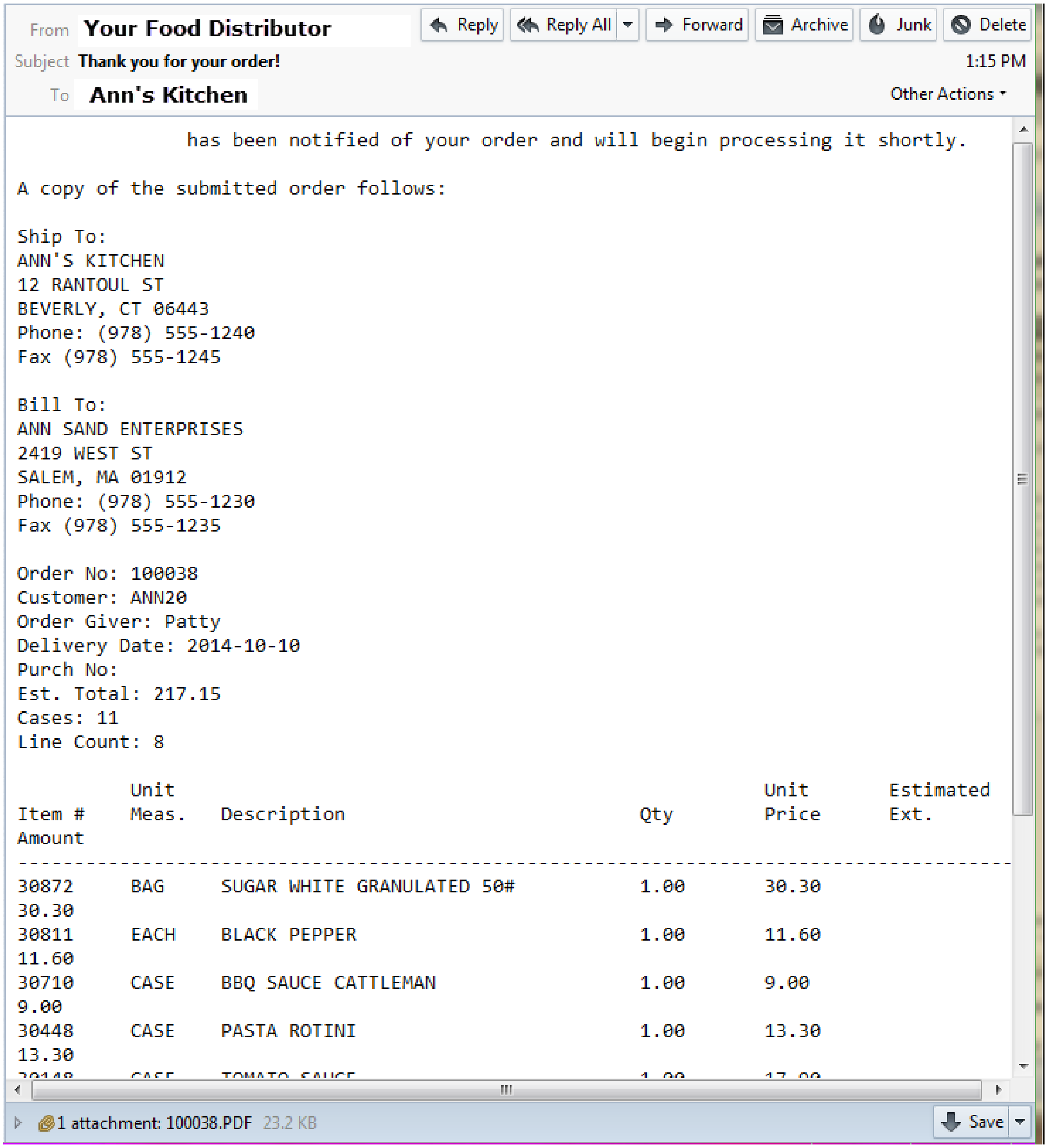
9. Click the **Sign Out** menu tab to exit our online ordering system website.

My Account | Catalog | Standard Order | Quick Entry | Specials | Order Guides | Reports | Help | Sign Out

10. **Email Notification** of your order status will be sent to you during order processing. The email address you entered in your **Account** will be used for sending you these emails.

Example An email you will be sent confirming your order. At the bottom you see an attached **PDF** file containing your order.

- Click the **Save** button in the lower right corner to save the PDF order file on your computer.



From Your Food Distributor

Reply | Reply All | Forward | Archive | Junk | Delete

Subject Thank you for your order!

1:15 PM

To Ann's Kitchen

Other Actions

has been notified of your order and will begin processing it shortly.

A copy of the submitted order follows:

Ship To:
ANN'S KITCHEN
12 RANTOUL ST
BEVERLY, CT 06443
Phone: (978) 555-1240
Fax (978) 555-1245

Bill To:
ANN SAND ENTERPRISES
2419 WEST ST
SALEM, MA 01912
Phone: (978) 555-1230
Fax (978) 555-1235

Order No: 100038
Customer: ANN20
Order Giver: Patty
Delivery Date: 2014-10-10
Purch No:
Est. Total: 217.15
Cases: 11
Line Count: 8

Item #	Unit Meas.	Description	Qty	Unit Price	Estimated Ext. Amount
30872	BAG	SUGAR WHITE GRANULATED 50#	1.00	30.30	30.30
30811	EACH	BLACK PEPPER	1.00	11.60	11.60
30710	CASE	BBQ SAUCE CATTLEMAN	1.00	9.00	9.00
30448	CASE	PASTA ROTINI	1.00	13.30	13.30

1 attachment: 100038.PDF 23.2 KB

Save

Chapter 4

Cancel an Order

4 Cancel an Order

Canceling an Order

- You can cancel your order anytime during the ordering process by clicking the 

button in the shopping cart.

- Once your order has been completed, as described in the **Completing Your Order** section above, no additional changes are allowed, including canceling your order online. If you need to cancel a submitted order, please contact our customer service department.

Chapter 5

Tips

5 Tips

Hot Tip! The following are some tips you should be aware of when using our ordering system:

- Be sure to <u>maximize</u> your browser window to easily view all the information.

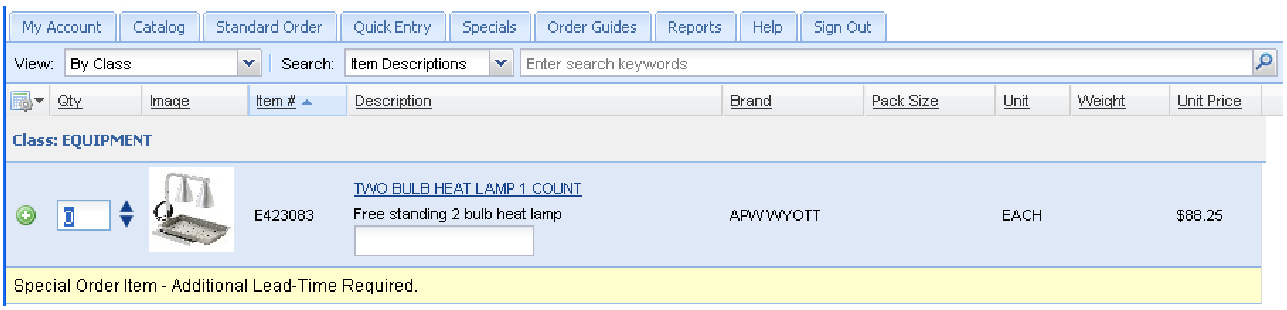
The Home page may include these features:

- View our **Blog** using the link in the main menu where we will post articles and news.
- **Featured Item -** This are will show you our “featured special”.
- **Feature Brands -** A slide show of multiple brands may be displayed. When you click the brand image or logo it will open the catalog page to display the brand's products.
- **Ads -** Look for advertisements (example here is the Tomato image) at the top or bottom of the page which link to related products in our catalog.
- Read our **Latest News** and visit our social media using the links for Twitter and Facebook.

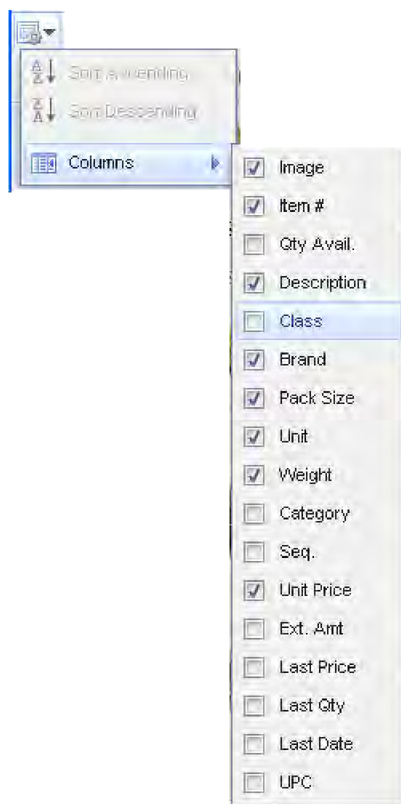
- Underlined column headings, such as “**<u>Item #</u>**” and “**<u>Brand</u>**”, can be clicked to sort the screen in ascending or descending order by that column.
- The **Delivery Date** you select may impact item pricing if you choose to receive items after the special pricing period is over.

- Check the **Specials** page to view our weekly sale items. Selecting "**All**" in the "**View Specials By**" drop down menu lists every sale item.

- **Special Order Items -** These items are handled differently because they not regularly carried in our warehouse. We may require a deposit when you place your order. Additional time is needed for these items to be delivered to you. These items will have a blue background and carry a yellow **Special Order Item** message below.



- Use the **Grid Menu** tools icon  to change the layout of the columns displayed.



Password Tips

Having a strong password is an important protection for your business. Follow these guidelines to create a secure password.

- Field length; minimum 8 characters and maximum of 20 characters.
- Use a mix of numbers, letters, symbols and punctuation.
- Use a mix of upper and lower case letters.
- Create a unique password that you can remember.
- If you write down your password keep it in a safe secure place, not at your computer.
- Do not store passwords in a file on your computer.

Forgot Your Password?

You have the ability to use an automated process to reset your own password through our website. Just visit our website Customer Login area and follow this simple procedure.

1. Click the **Forgot Password** link.
2. The Lost Password Reset section is displayed. Enter your **Username** and displayed verification code in the box then click the **Send Request** button.
3. This screen will display "Thank you. An email has been sent to your account with directions to reset your password."
4. You will be sent an email which contains a temporary password and a link to our password reset web page.
5. Here you will enter your **Username**, temporary password and your new password.
6. If all of your information is correct, your password will be reset in the **entrée.NET** system.

Ordering Tips

- Find items and update the quantities ordered using the up/down arrows. See Chapter 7 Catalog for more information about product searches.
- Look for the red sale tag icons  to take advantage of our sales and break pricing opportunities.
- When you roll your mouse over the red sale tag you have the option to "Click to view additional sale information."
- When you click the red sale tag the yellow area below the item will display pricing information and sale dates.
- Don't forget to check the **Specials** page for our weekly sales.
- To remove an item from your order set the quantity to zero in your shopping cart. This will remove the item automatically.

- Click the **product name link** in the "**Description**" column to view more details about the item. You can connect to websites containing nutritional informational about the products you buy.

Example The nutritional information found at the Weblink in the Product Information image above.

Nutrition Facts

Serving Size 5 PIECES
Servings Per Container 7

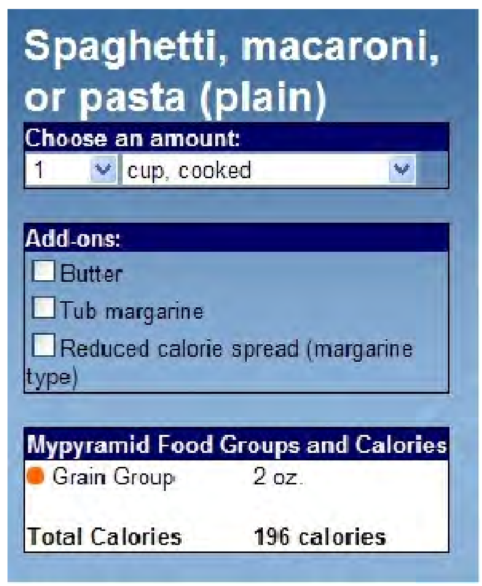
Amount Per Serving	
Calories 180	Calories from Fat 10
	% Daily Value*
Total Fat 1g	2%
Saturated Fat 0g	0%
Cholesterol 0mg	0%
Sodium 0mg	0%
Total Carbohydrate 38g	13%
Dietary Fiber 2g	7%
Sugars 2g	
Protein 6g	
Vitamin A 0%	Vitamin C 0%
Calcium 0%	Iron 10%

Percent daily value reflects "as packaged" food.
* Percent daily values are based on a 2,000 calorie diet. Your daily values may be higher or lower depending on your calorie needs:

	Calories:	2,000	2,500
Total Fat	Less than	65g	80g
Sat Fat	Less than	20g	25g
Cholesterol	Less than	300mg	300mg
Sodium	Less than	2,400mg	2,400mg
Total Carbohydrate		300g	375g
Dietary Fiber		25g	30g

Calories per gram:
Fat 9 Carbohydrate 4 Protein 4

INGREDIENTS: Semolina, Durum Flour, Niacin, Iron (Ferrous Sulfate), Thiamine Mononitrate, Riboflavin, Folic Acid.



Searching for Items

- To help you find items, use the “Search” feature which is at the top of the **Catalog**, **Standard Order**, and **Quick Entry** tabs. You can change how the search will work by hitting the drop down arrow in the Search area. The Search normally defaults to “Item Description,” but you can also search by “Class,” “Brand” or “Item Number.”

- To search, enter the text of what you are looking for in the keyword area. The keyword area accepts full or partial words. Next hit the **Enter** key or click the magnifying glass icon to begin the search.

- When you enter a keyword to search, the system will display all items which contain that word. For example, if you search by “Item Description” and enter “Pickle” as your keyword, all of our items which contain the word “Pickle” anywhere in the product description will be displayed

Example This is an example of the **Catalog** page when searching for “**Pickle**”.

Chapter 6

My Account

6 My Account

After you sign in to our system, you will see a series of tabs across the top of the screen. Each of these tabs represents a section of our system where you will have similar features grouped together. The first tab displayed is "**My Account**," which this chapter will explain.

Note The **My Account** tab may not be available to you.

Account Settings

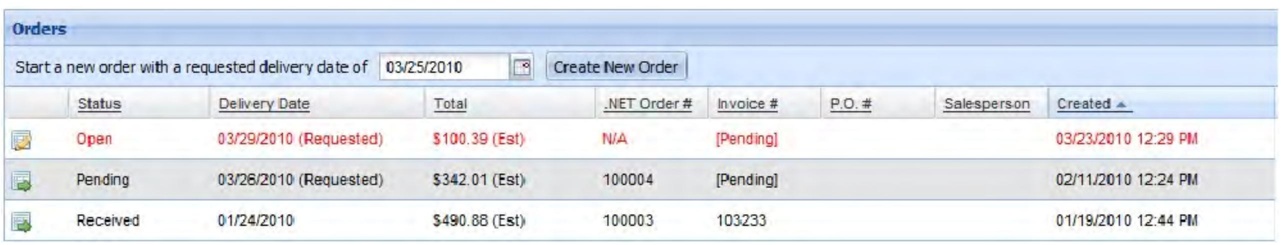
As discussed previously, the **Account Settings** area allows you to change/edit the following settings:

- **Password**
- **Time Zone**
- **Date Filtered Standard Order**
- **Email Notifications**

You can show/hide this area by clicking anywhere on the **Account Settings** bar.

6.1 Orders

The **Orders** area is designed to show you the status of the orders you've entered with our system. You can also choose to create a new order here.



Orders

Start a new order with a requested delivery date of 03/25/2010 Create New Order

	Status	Delivery Date	Total	.NET Order #	Invoice #	P.O. #	Salesperson	Created ▲
	Open	03/29/2010 (Requested)	$100.39 (Est)	N/A	[Pending]			03/23/2010 12:29 PM
	Pending	03/26/2010 (Requested)	$342.01 (Est)	100004	[Pending]			02/11/2010 12:24 PM
	Received	01/24/2010	$490.88 (Est)	100003	103233			01/19/2010 12:44 PM

Creating a New Order

If you would like to begin a new order:

- Enter the **Requested Delivery Date**.

  You can also use the calendar tool to select the date.

- Click the **Create New Order** button. 

Note that this is just one of several ways you can begin a new order.

Status of Existing Orders

The main purpose of the **Orders** area is to list all your recent and outstanding orders, so that you can see the status of each of them. There are nine columns in this area. The following is an explanation of each:

1. **Edit/View** column - This column does not have a heading; it will show either the **Edit** icon or the **View** icon.

   If the order's status is "Open," you will be allowed to click the **Edit** icon and make changes to the order. You can edit this order, as it has not been received into our system yet.

   All other possible status settings will only allow you to **View** the order. This is because the order has already been received into our system and is getting ready to be picked and delivered to you.

2. **Status** column - The Status column will show you one of four possible status settings of your orders:

   - **"Open":** The order has not yet been completed or transmitted to us. You can open and further edit orders with this status.

   - **"Pending":** The order has been completed by you and is waiting to be picked up by us. An order number has been assigned to this order.

   - **"Transmitted":** The order has been sent to us, but it has not yet been confirmed.

   - **"Received":** The order has been officially received into our computer system and we have already assigned an invoice number to it.

3. **Delivery Date** column - This column will show the date you can expect the order to be delivered. The date shown here first will be your "Requested" delivery date. However, once the order is in the "Received" status, you will see the actual date of delivery. Note that factors such as the time we received the order, holidays, etc. can affect your actual delivery date.

4. **Total** column - This column will show you the total amount of the order. Note that until the order has been officially "Received" by us, the total shown will only be estimated, designated with "(Est)" next to the amount.

   Once we have received it, our computer system will calculate the actual invoice total and show it in this column. Many factors can affect the invoice total including catch weights, sale items expiring, inventory shortages on our side, item substitutions, fuel, delivery surcharges, etc.

5. **.NET Order #** column - This column will show you the order number that the online system has assigned to this order. This order number is used to track online orders only.

   Note that the "invoice number," which corresponds to the unique number on the invoice document you receive when we deliver your items, will get assigned after the order has been "Received" by us.

6. **Invoice #** column - This column will show the number assigned by our main computer system for this order. It is the same number that will appear on the invoice document that you will receive when your items are delivered to you.

7. **P.O. #** column - If you assign a Purchase Order (P.O.) number to your orders, it will be displayed here. The number you provide tracks your purchases.

8. **Salesperson** column - The salesperson column will show you the name of the salesperson at our company who is assigned to your account and is responsible for this order being properly delivered to you.

9. **Created** column - This column will show the date and time you created this order.

6.2 Account Overview

This area will list your invoice balances with us. You will be able to see a breakdown of any moneys due, discounts we've given to you, payment information, and more.

The top of this area will show you your total "**Open Balance**" dollar amount. Below this, you'll see a breakdown of each of your orders, so you can see how we arrive at your open balance due. This area has eleven columns. The following is an explanation of each:

Account Overview - Open Balance: $4,365.34

Inv Date	Inv No	Stat	Inv Amt	Payment	Cred/Disc	Net Due	Bal Fwd	Last Pmt	Ref No	Scan
01-09-2010	868748	NE	$43.45	$0.00	$0.00	$43.45	$43.45			
01-16-2010	945922	NE	$2,581.97	$2,581.97	$0.00	$0.00	$43.45	01-16-2010	3452	
01-16-2010	946545	NE	$2,960.47	$2,960.47	$0.00	$0.00	$43.45	01-16-2010	3452	

1. **Inv Date** column - This column will show the "Invoice Date" (usually corresponds with the delivery date) of the order. You have the ability to sort the information in this area (ascending or descending order) by date, by clicking on the column heading.

2. **Inv No** column - This column will show you the "Invoice Number" that was assigned to the order.

3. **Cust #** column - This column will display your customer number assigned in our order system.

4. **Stat** column - The **Stat** column will show the status of the invoice. Possible status values could be:

   - **NE** (Non Extended): This means the invoice has not been finalized by us, and the items are most likely just being picked in our warehouse and loaded onto a delivery truck for you.
   - **CM** (Credit Memo): This is a Credit Memo, and reflects a credit on your account.
   - **OP** (Over Payment): This is an over payment you made, and reflects a credit on your account.
   - **BC** (Bounced Check): This represents a payment that did not have enough funds in your bank to cover.
   - **FC** (Finance Charge): This represents finance charges that have been added to your account because of older invoices not being paid.
   - **CF** (Bounced Check Fee): Your check to pay an invoice was returned by your bank for insufficient funds. The amount listed here is the amount due us to cover bank fees.

5. **Inv Amt** column - This column will show the total invoice amount of the order.

6. **Payment** column - This column will list the total amount of payments you have made to this invoice.

7. **Cred/Disc** column - This column will show the total of any credits or discounts that we have applied to this invoice.

8. **Net Due** column - This column shows the current monies due on this invoice, after payments, credits, and discounts have been applied.

9. **Bal Fwd** column - This is a unique column as it shows a running “Balance Forward” due. It is calculated line by line from invoice amounts due, payments, credits, etc. The ending balance forward amount (from the last invoice on the list), will be the same as the current “Open Balance” shown in the top of this area.

10. **Last Pmt** column - This column will show the date of the Last Payment for this invoice that we have received from you.

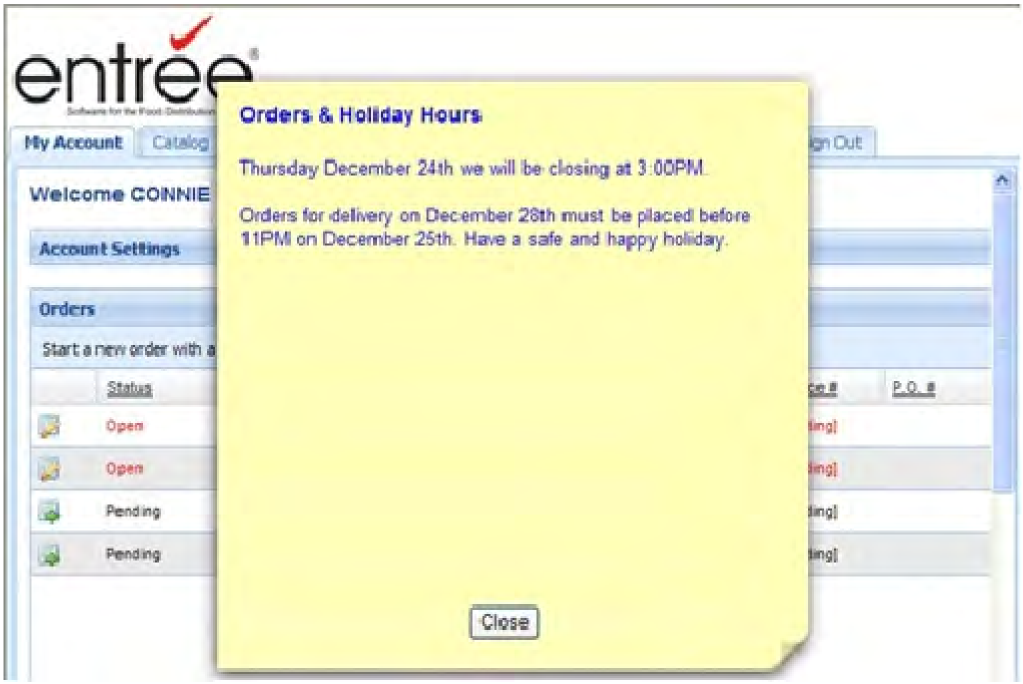
11. **Ref No** column - This column will show you a Reference Number for this invoice. Most commonly it is the last check number used by you to make a payment on this invoice.

12. **Scan** column - We have the ability to scan your signed invoice when it is returned to our office by our driver. If the scan exists, you will see the scan icon,  which you can click. You will see a PDF image of your actual printed invoices with your signature, etc.

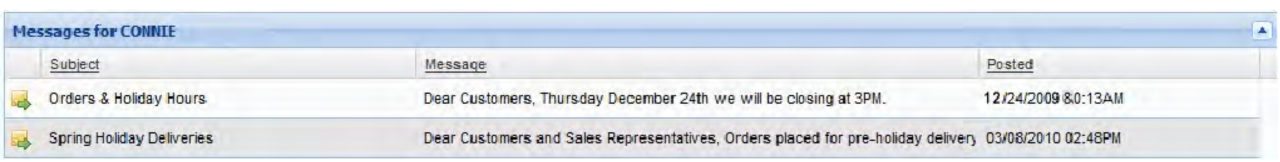
Note There is a report you can generate which will also show you the scanned invoices. Refer to the **Reports** chapter in this document for more information on viewing more than one scanned invoice at a time.

6.3 Messages

The messages area is your “inbox” for our correspondence with you. Here we will provide you with important information that you need to be aware of. When you are first sent a message from us, you will see a bright yellow pop-up window appear, with our message. This message window appears immediately after you sign in. After you read the message click the **Close** button.



Note that closing the message does not erase it. The message is saved and you can view it here in the **Message** area.



There are four columns in the **Message** area. The following is an explanation of each:

1. **Open** column
   This column does not contain a heading, but you will see the Message button for each message listed. Clicking on this button will open the message for you to read.

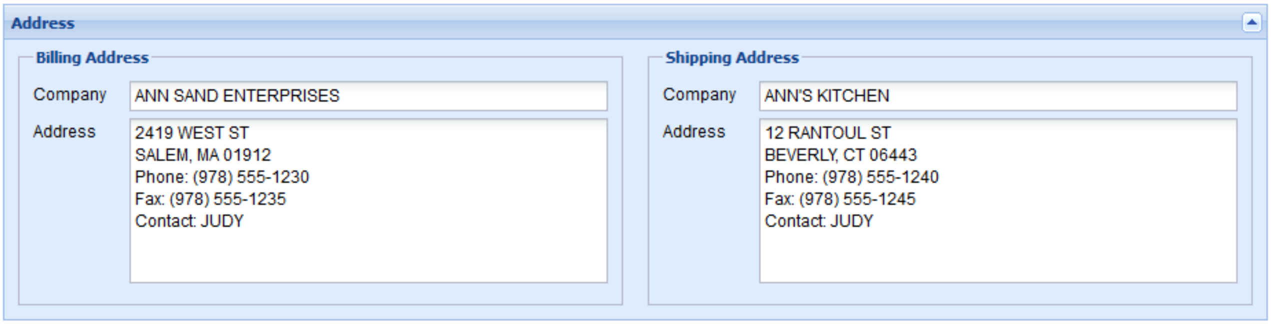
2. **Subject** column
   This column displays the subject of the message.

3. **Message** column
   This column shows the first sentence or two of the actual content of the message.

4. **Posted** column
   This column will show the date we posted the message.

6.4 Address

This area will show you the **Billing Address** and **Shipping Address** we have listed for the account you signed in as.



6.5 Delivery Days

This area will show you the days of the week that we can schedule your deliveries. When choosing a “Requested Delivery Date” for an order, it should fall on one of these days.

Chapter 7

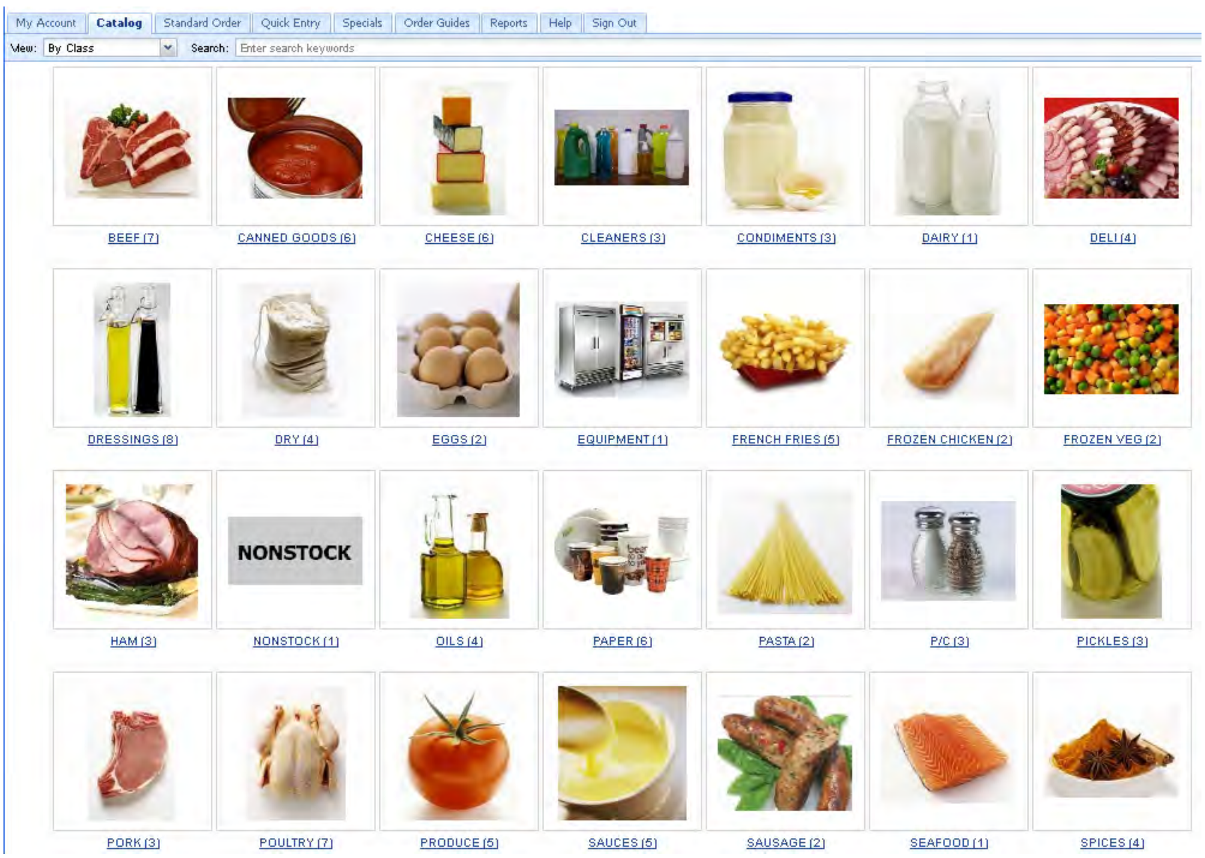
Catalog

7 Catalog

The **Catalog** tab displays our full catalog of products available for you to order. This is a useful tool if you want to locate items to purchase and you want our full catalog to search. Use the **View** drop down menu to select how you want to see our catalog displayed. Select from **All Items**, **By Class**, **By Brand** and **Item Tags**.

By Class

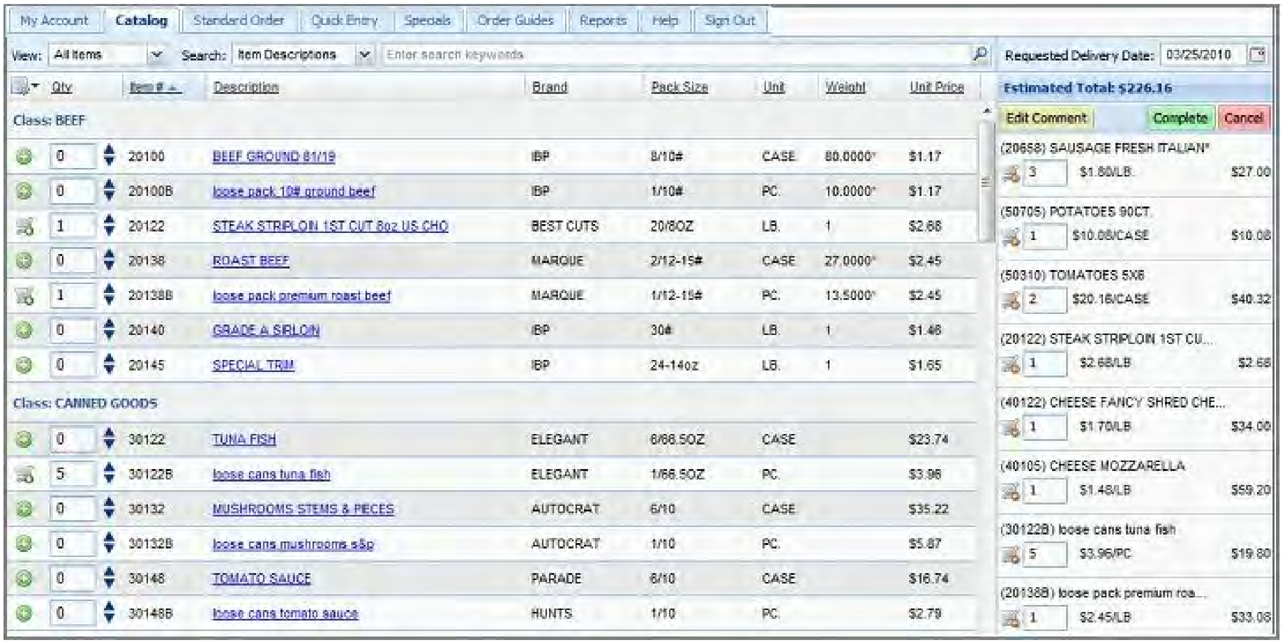
When selecting this tab, you will first see a list of all our product "**By Class**". These classes represent how we have grouped similar items together and will help you search for items. You will notice that there are numbers in parentheses next to each class name. These numbers represent the number of items in that class. When you click on a specific class, then all of the items within that class will appear. This is an example of the **Catalog** page viewed "**By Class**" with class images.



All Items

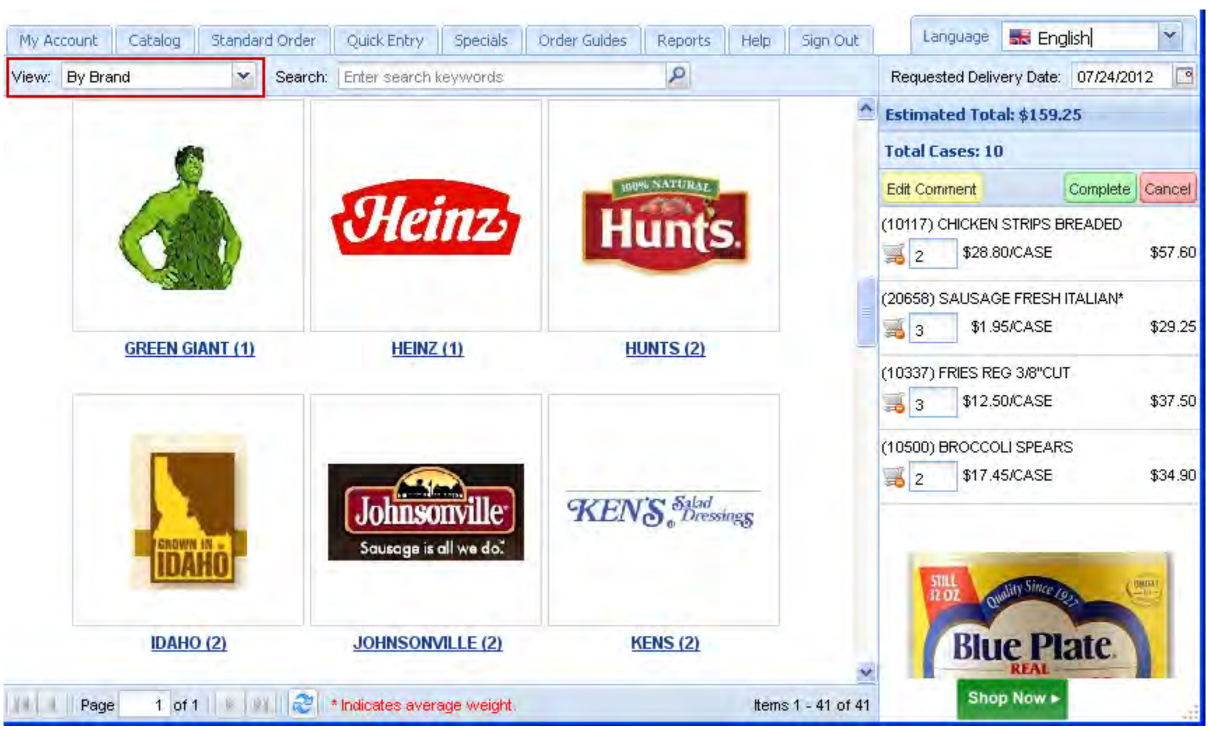
You can instead go directly into our complete product listing by clicking the drop down arrow next to "**View**," and select "**All Items**". Our complete product listing will begin to display, sorted by class. This is an example of the **Catalog** page with "**All Items**" and images turned off.

You will notice that you can enter quantities on this screen for each product you would like to order. Simply enter the quantity required by typing in the number or using the up/down arrow keys next to each item to increase/decrease your ordered amount. As items are ordered, they will automatically appear in the shopping cart on the right of the screen.



By Brand

Select "**By Brand**" from the **View** drop down menu to view our current Brands. The numbers in parentheses next to each Brand name represent the number of items for that brand in our catalog.



Featured Brand

You may see **Brand** images displayed in the lower section of the Shopping Cart area, these are our "Featured Brands" (Blue Plate in the prior By Brand image).

If you click the green **Shop Now** link the catalog page will display all the items for that brand in our catalog.

If you mouse over the brand image the slide controls will display so you can view all our Featured Brands at your own pace.

Item Searches

To help you find items, use the "**Search**" feature at the top of the screen. You can change how the search will work by hitting the drop down arrow in the Search area. The Search normally defaults to "Item Description," but you can also search by "Class," "Brand," or "Item Number."

To search, enter the text of what you are looking for in the keyword area. The keyword area accepts full or partial words. Next hit the **Enter** key or click the magnifying glass to begin the search.

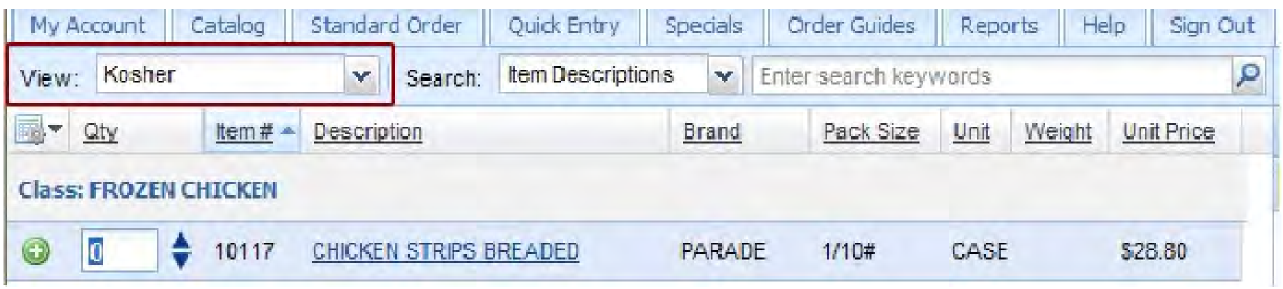
Item Tags in the Catalog

Our customers now have an additional way to find products for their order by using **Item Tags** that we have assigned to items in our inventory. **Item Tags** like Dairy Free, Egg Free, Peanut Free, Gluten Free, Kosher, USDA Low Fat, USDA Organic, USDA Good Fiber, and USDA Low Sodium may have been assigned to the products in our catalog. To find a list of our currently active **Item Tags** check the **View** drop down list in the **Catalog** tab.

To use **Item Tags** to filter your view of our product catalog just select the specific item tag from the **View** drop down list.

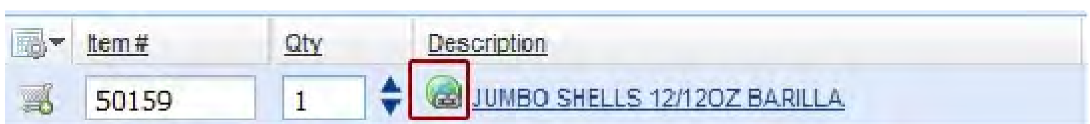
Now only the items that have been assigned to that item tag will be displayed in the **Catalog** page.

Select the items and quantities you want to add to your order and follow the normal order procedure as detailed in this guide.



Product Information and Weblinks

The **Description** column in the item detail grid will display an icon indicating if a "Weblink" is available for the item. A **Weblink** is a link to an external website to provide additional information about a product. Click on the **Weblink** icon to open the external link in a new window of your browser.



If you click on the blue item **Description** link the Product Information dialog box will display. You will see the Weblink listed with the other information about the item.

Chapter 8

Standard Order

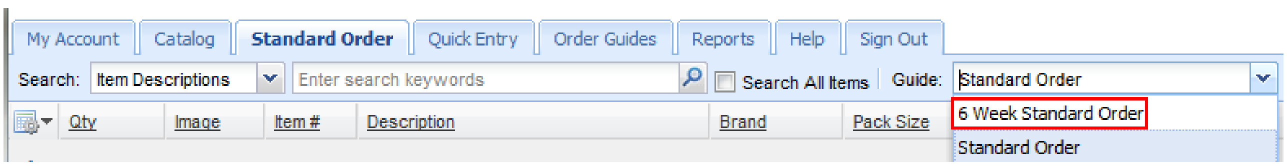
8 Standard Order

The **Standard Order** tab will display all the items you have ordered from us in the past. This includes items you have ordered via this online system, as well as items we entered for you on orders input at our warehouse.

Search drop down list is used in **Standard Order** and **Quick Entry** tabs.

UPC Code has been added to the item search.

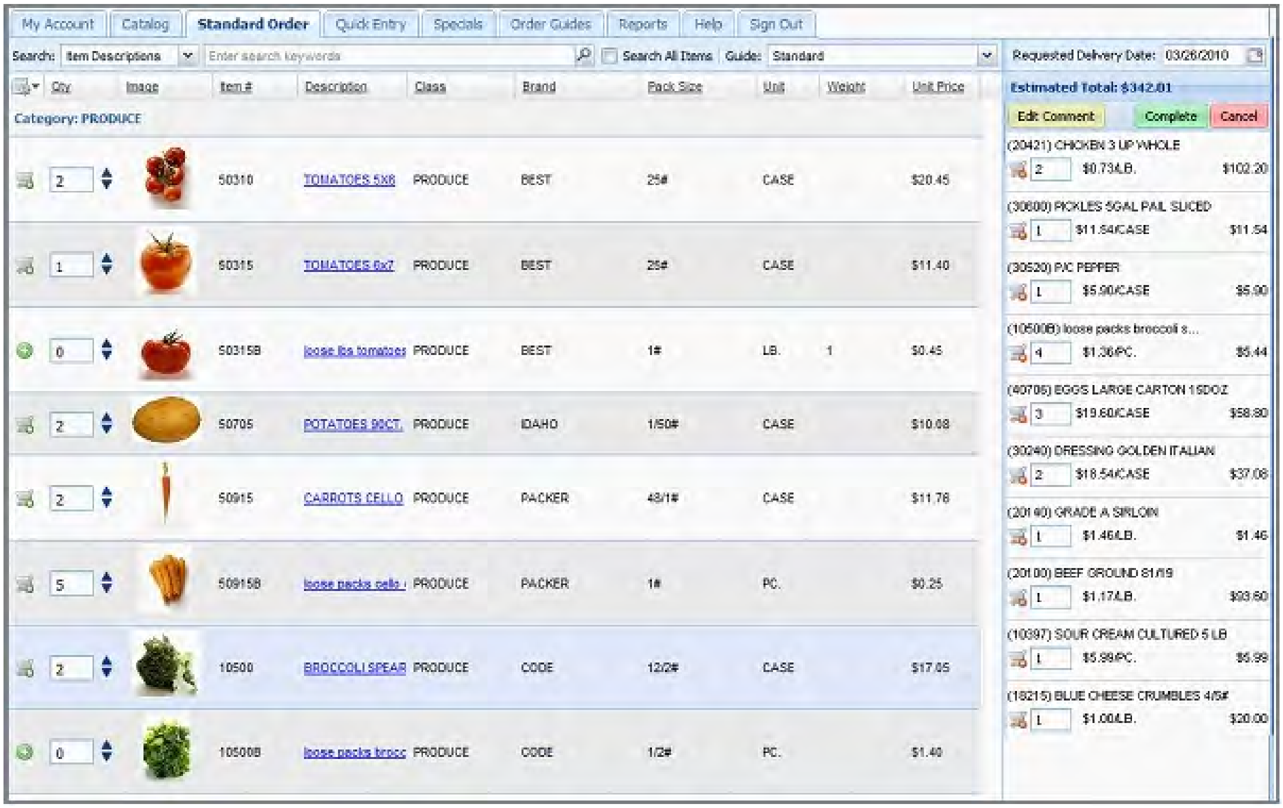
- An example of the **Guide** drop down list on the **Standard Order** tab is below. The Standard Order guide is the only guide you do not have to create.



Note The "6 Week Standard Order" guide in the **Guide** drop down menu above was created using the **Date Filtered Standard Order** feature settings in the My Account tab **Account Settings** section. In this example the customer can choose a 6 week date filter for the **Show only items purchased in the last** value.

The items which appear on your **Standard Order** list are normally sorted by our product "class" and then our item number. Note that if you would like the items displayed in a specific order, you can contact your salesperson, who can set this up for you. You can also define your own **Order Guide**, which gives you more control and flexibility to do this yourself. Please refer to the Order Guides chapter in this document for more information.

- To help you find items in your **Standard Order**, use the "**Search**" feature at the top of the screen. You can change how the search will work by hitting the drop down arrow in the Search area. The Search normally defaults to "Item Description," but you can also search by "Class," "Brand," or "Item Number."



- To search, enter the text of what you are looking for in the keyword area. The keyword area accepts full or partial words.
- Next hit the **Enter** key or click the magnifying glass icon  to begin the search.
- If you would like to search for items outside of your **Standard Order**, be sure to check the "Search All Items" box.

Chapter 9

Quick Entry

9 Quick Entry

The **Quick Entry** tab was created for our customers who want to quickly enter an order and know our item numbers.

When selecting this tab, you will be prompted for the item number and a quantity.

Just type the item number and hit the **enter** key. The item's description will appear to confirm you have the correct item.

Next type the quantity you would like to order and hit the **enter** key. You have the option to use your mouse to adjust the quantity with the up/down arrow keys.

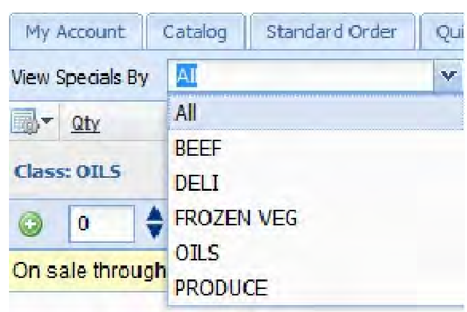
Chapter 10

Specials

10 Specials

Everyone loves a special and we do our best to offer you special pricing on items on a regular basis. When selecting the **Specials** tab, you will be able to view and order our posted specials.

The **Specials** tab will provide you multiple ways to view them by hitting the drop down arrow next to "**View Specials By**" section. You can select to view by "**All**" or by product "**Class**."



Note The "**All**" option will display every sale item in our system that has sale pricing.

Note

- Because special sale items have expiration dates, the "**Requested Delivery Date**" you define will have an impact on the specials that you view here. Please be sure to request a date closest to the current date to see our active specials, as we update this info on a weekly basis.
- We may send you an email every time we update our specials. Be sure to look out for these emails in your inbox.

Chapter 11

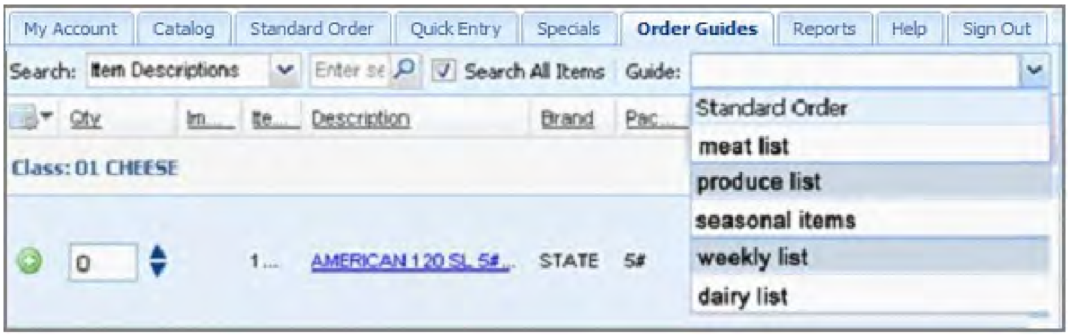
Order Guides

11 Order Guides

The **Order Guide** tab allows you to define and edit targeted lists of items to make your ordering process easier and faster. For each order guide you define, you can select specific items and the order in which they will appear when placing an order. If you deal with different delivery locations, you can also define order guides which are specific to those locations which we call “Ship To” accounts.

To use the **Date Filtered Standard Order** feature see the **My Account tab** **Account Settings** section of this guide.

You can select an Order Guide to be used when placing an order, on the **Standard Order** tab by selecting it from the “Guide” drop down menu.



The Standard Order page Guide drop down list.

Here are some possible uses for Order Guides

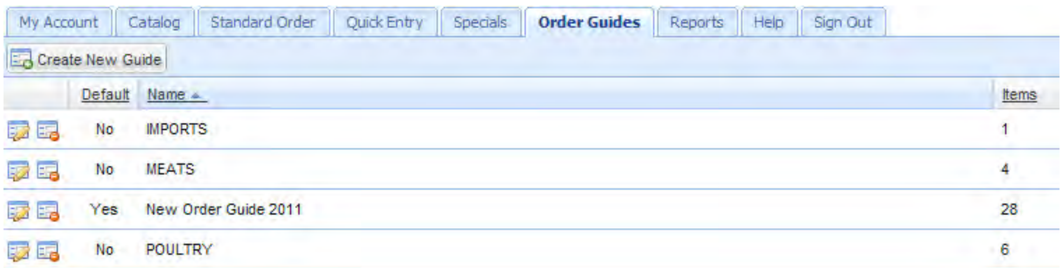
- To provide targeted product lists by Department; i.e. frozen foods, dry goods, canned goods, dairy, meat, seasonal, etc…
- To align a product list to meet the requirements of different business units; ethnic markets, convenience stores, varying restaurants menus, coffee stores, chain stores, fast food, fine dining, etc…
- Create guides for each of your business locations.
- To limit the item selection to match your product line.
- Makes delegating the item ordering task problem free.
- Once created, your Order Guides can be edited or deleted using the tools in the **Order Guides** page.

11.1 Creating an Order Guide

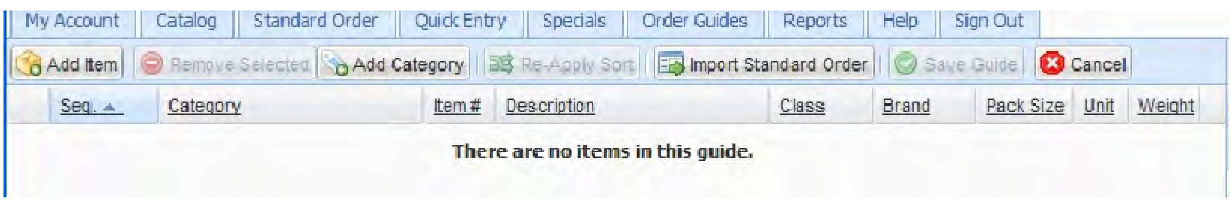
1. Click the **Order Guides** tab.

2. Click the 

Create New Guide button. The Order Guides page displays your current order guides, indicates the Default for Standard Order and the number of items in each guide.



3. Click the **Add Item** button to begin adding items to the new Order Guide.

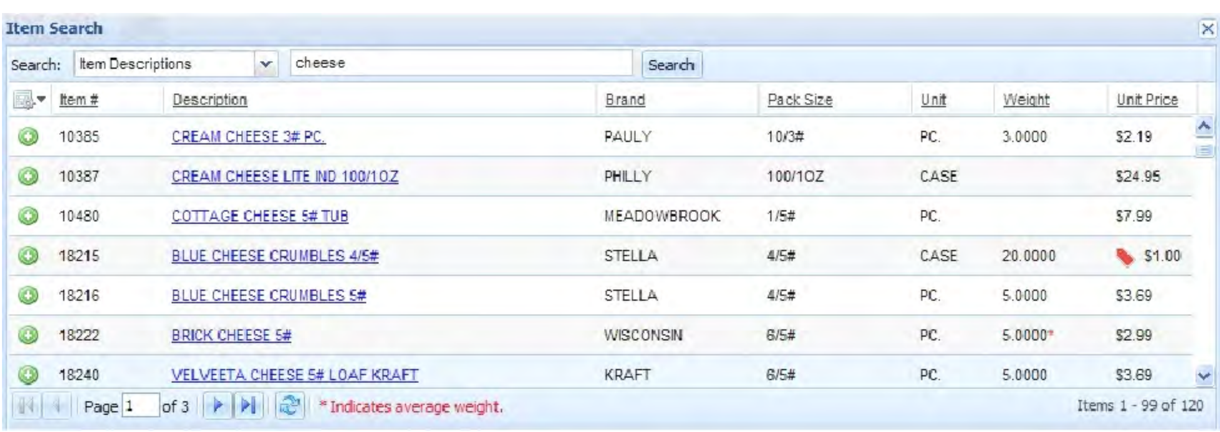


4. The **Item Search** dialog box will display.

5. Use the **Search** drop down list and select Item Descriptions, Class, Brand, or Item Numbers fields to target your keyword searches.

6. Enter a keyword in the search box then click the **Search** button.

7. When you find an item for your Order Guide, click the  green plus icon to add the item to your list. An image of the search drop down list above the **Item Search** dialog box displaying the search results for "cheese" in Item Descriptions.



8. Continue your search until you have added all the desired items to the new Order Guide.

9. You can use any of the underlined column headings in the Order Guides menu to sort the item list in ascending or descending order.

10. You can change the order in which items appear via the **SEQ** column. This column allows you to enter a number, representing the sequence in which this item should appear on the Order Guide you are defining.

11. Review the items in the new order guide list. You can create your own categories to organize your items within the new Order Guide or select “Use Item Class” from the Category drop down list.

12. To remove an item from the Order Guide item list click the shopping cart with the red minus  in the left column or select the item and click the **Remove Selected** button above. .

13. If you do not want to create the new Order Guide click the **Cancel** button.

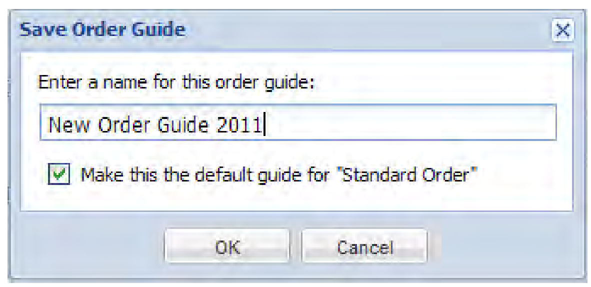
14. Once the new Order Guide is completed, click the **Save Guide** button.

15. Now the **Save Order Guide** dialog box will display.

16. Enter a new name for this order guide.

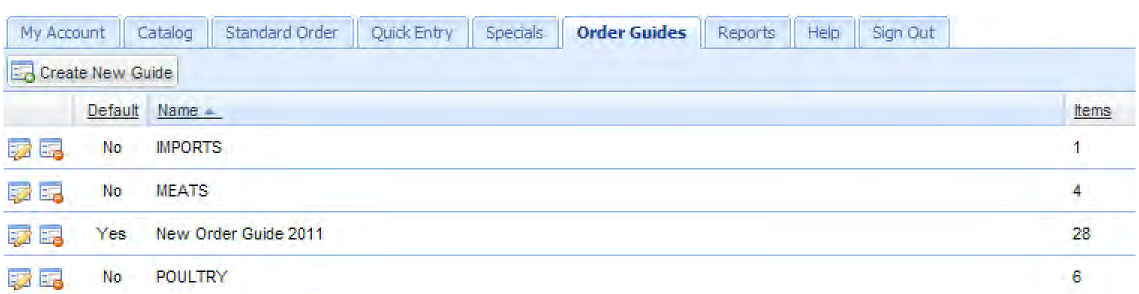
17. Check the box for "**Make this the default guide for "Standard Order"**" if you would like this order guide to be the customer's default for Standard Order.

18. Click **OK**.



19. Click the **Order Guides** tab to return to the Order Guides main page.

20. You will now see your new Order Guide listed in the **Order Guides** main page with the total number of items and **Default** value for the Order Guide.



Add a New Category to the Order Guide

1. When you are editing an order guide click the **Add Category** button.

2. The **Add New Category** dialog box will display as shown below.

3. Type a name for your new category in the text box.

4. Click **Add** to add a new category or **Cancel** to cancel the new category.

5. A category can be assigned to any item by using the drop down list in the category column for that item. Adding a new category called “Cheese” to the “dairy list” order guide.

The **Category** “CHEESE” displayed for an item in the “DAIRY” order guide.

11.2 Edit / Delete Order Guides

1. Click the **Order Guides** tab.

2. Your current order guides will be listed by name with the total number of items in each guide as displayed in the image above.

3. Click the **Edit Order Guide**  button on the left to add or delete items or to rename the Order Guide.

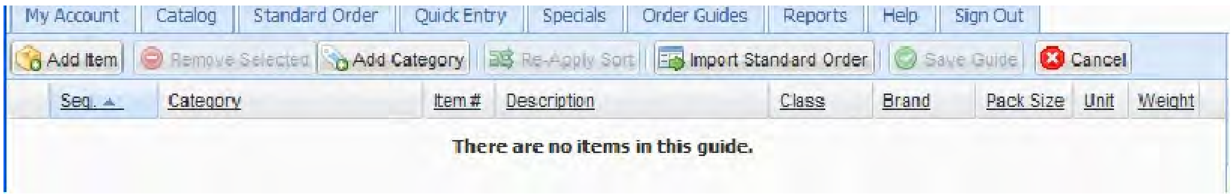
4. To remove an item from the Order Guide item list click the **Remove Item** icon  in the left column or select the item and click the **Remove Selected** button in the tool bar.

5. Use the **Delete Order Guide**  button on the left to remove the selected Order Guide completely from your account.

11.3 Importing Standard Order into Order Guides

1. Click the **Order Guides** tab.

2. Click the **Create New Guide** button. Notice that the **Import Standard Order** button is now in the tool bar.



3. Click the **Import Standard Order** button.

4. The **Import Standard Order?** confirmation dialog box will display.

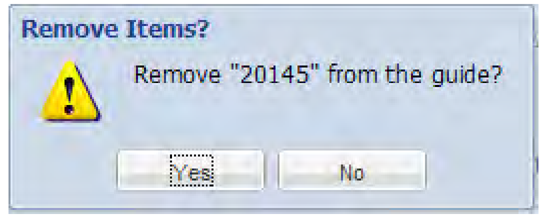
5. Click **Yes** and the items from your Standard Order will now be loaded into the Order Guide.

6. Use the buttons in the tool bar to edit, add new items or categories, and reorganize the Order Guide list as needed.

7. Click the **Remove Item**  icon in the leftmost column to delete individual items from the list or select the item and click the **Remove Selected** button.

   As you select each item to remove the **Remove Items?** confirmation dialog box will be displayed.

   Click **Yes** to continue the deletion.

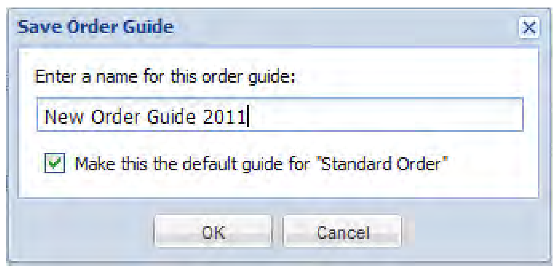


8. Once editing the new Order Guide is done, click the **Save Guide** button.

9. The **Save Order Guide** dialog box will display. Type a name for your new Order Guide in the text box. In this example we used a name to reflect the new year.

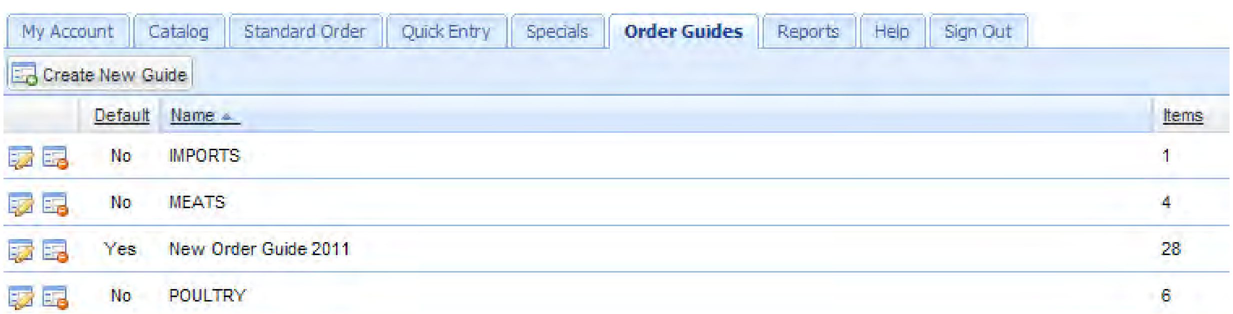
10. Check the box for "**Make this the default guide for "Standard Order"** if you would like this order guide to be the customer's default for Standard Order.

11. Click **OK**.



12. Click the **Order Guides** tab to return to the **Order Guides** main page.

13. You will now see your new **Order Guide** listed in the **Order Guides** main page with the total number of items in the guide and set as your **Default**.



11.4 Default Order Guide

A "Default Order Guide" feature that allows you to select a custom guide to be loaded automatically when clicking on the "Standard Order" tab.

How to Set a Default Order Guide

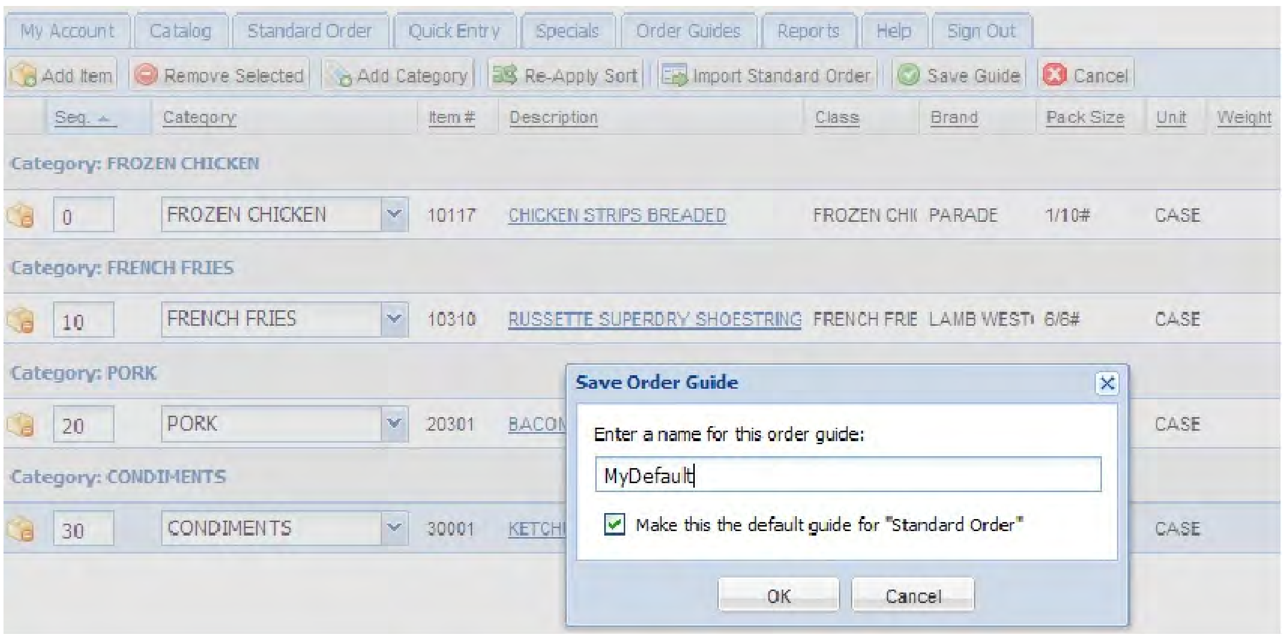
1. Create your custom order guide.

2. Click the **Save Guide** button. The **Save Order Guide** dialog box will display.

3. Give your order guide a name. In this example we used "MyDefault".

4. Check the box for "**Make this the default guide for "Standard Order".** Click **OK.**

5. Now this Order Guide will automatically load into the **Standard Order** page when you login to our system.



Chapter 12

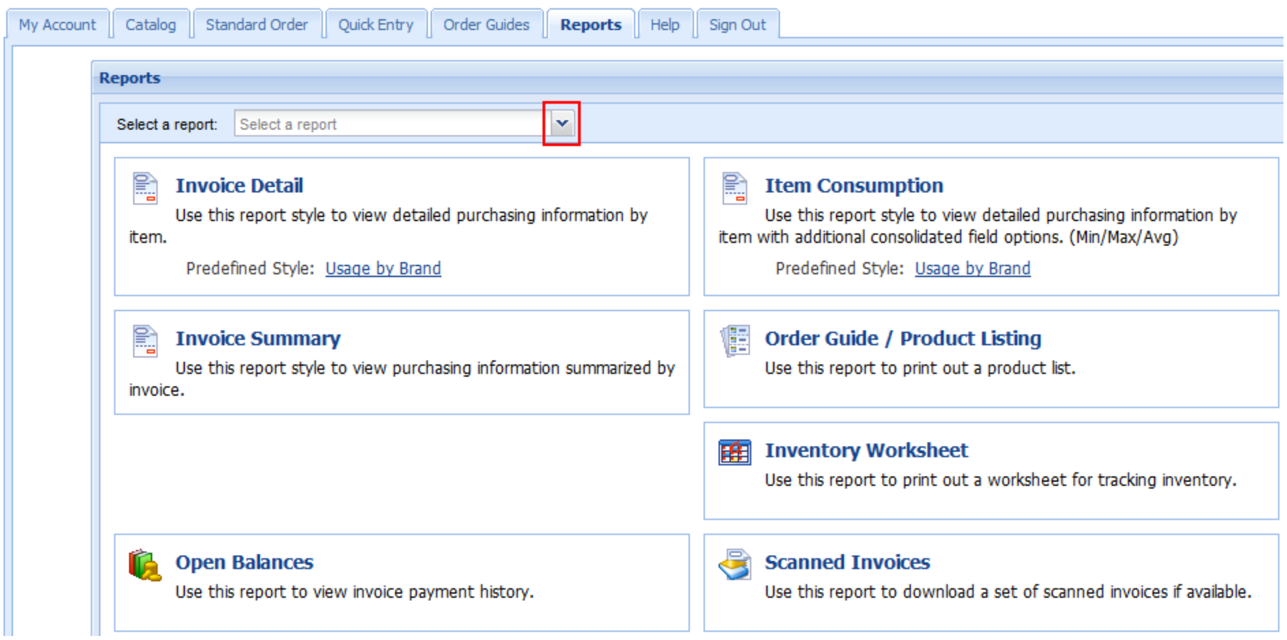
Reports

12 Reports

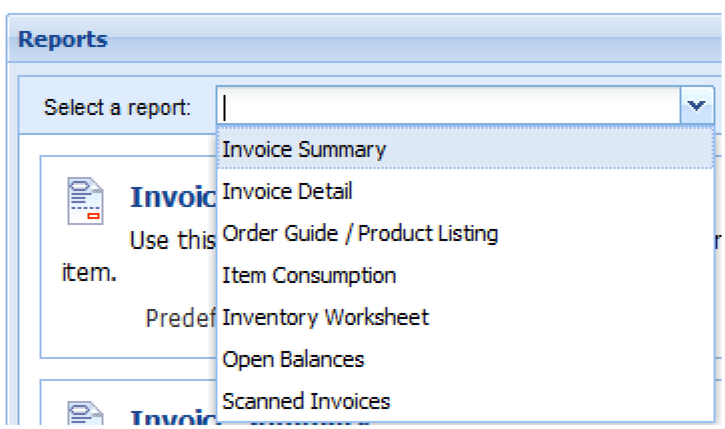
Our easy to use **Reports** tab allows you to obtain important information about your purchases from us. You have complete control to customize and save the style of reports you prefer. Note: The **Reports** tab and the **Scanned Invoices** report may not be available to you.

We provide you with 13 months of sales history to generate your reports as you monitor your business. Select the date range, select which columns you would like to see and in what order, choose filters, and select how the report sorts and subtotals.

When you select the **Reports** tab you will be presented with a list of the available reports and a short description.



You can access your reports via the main reports page link list or use the **Select a report** drop down menu. This drop down menu is available to you in all of your report generating and configuration pages.

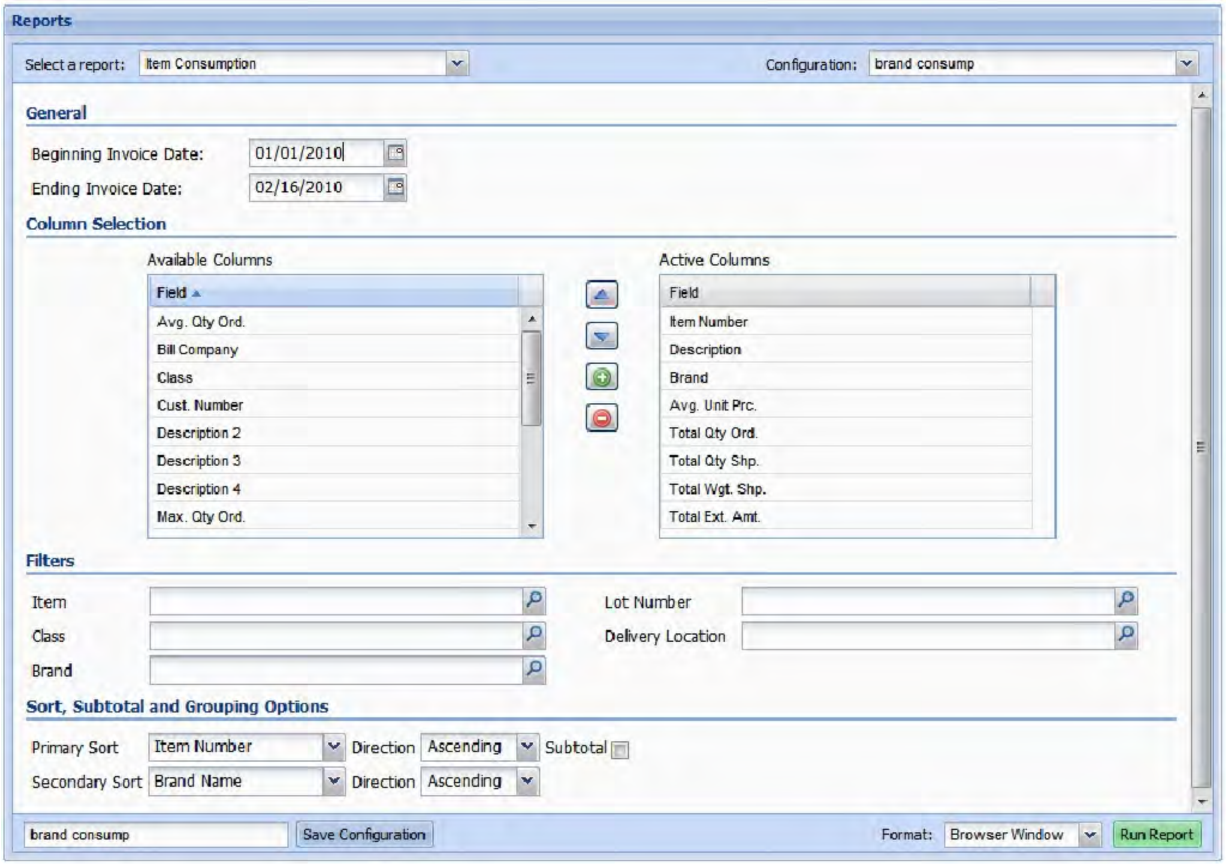


Note Many of our customers like to see their purchase history by item brand, so we have included two pre-defined styles.

- **Invoice Detail** report with a pre-defined style of **Usage by Brand**.
- **Item Consumption** report with a pre-defined style of **Usage by Brand**.

12.1 Customizing Your Reports

The information displayed in your reports can be customized to suit your business requirements. You can create and save custom report configurations geared to your reporting style to make running periodic reports your way an easy and convenient process.



Why Create and Save Custom Report Configurations?

- Save time by designing your customized report configurations once.
- Using customized report configurations to run your periodic reports will be quick and easy.
- Saved report configurations will allow you to delegate the report generation function.

FYI About Generating a Report

- **Select a report** using the drop down list and a saved custom report style from the **Configuration** drop down list.
- **Beginning Invoice Date** and **Ending Invoice Date** which can be set by using the calendar tool or by typing your dates into the box.
- Each report has an **Available Columns** list and an **Active Columns** list. The **Active Columns** list will be the columns used in the final report.

- Tools for column selection and customization:

Up and Down arrows to move a field and reorder the **Active Columns** list.
Click the field in the list and click the up or down arrow until the location is set.

Plus and Minus buttons to add or delete fields from the **Active Columns** list.
Click on a field then click the plus or minus button to update your list.

You can also drag and drop report columns using your mouse.

- **Filters**: Reports can be filtered by Item, Class, Brand, Lot Number, and Delivery Location. Note: All the reports do not use all the filters.

- **Sort, Subtotal and Grouping Options**:

  - Primary Sort and/or Secondary Sort fields can be viewed in ascending or descending order.
  - Sort by Invoice Date, Item Number, Brand Name, Class, Customer Name Delivery Location, or Sequence fields.
  - Check the box to Subtotal by the Primary Sort field if you want the report subtotaled.
  - Check the box to Group by the Primary Sort field.

How to Save a Custom Report Configuration

1. Create your customized report configuration using the column manipulation information detailed above.

2. Then type a name in the box next to **Save Configuration** button at the bottom of the screen.

3. Click the **Save Configuration** button. 

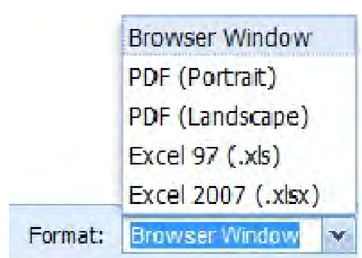
4. The configuration name will now appear in the **Configuration** drop down list for that report in your **Reports** page.

5. Specify how your report should be generated using the “**Format**” drop down list in the bottom right section of the **Reports** screen.

- When report format **Browser Window** is selected a new tab will open in your browser to display the report. If you would like to print the browser report once it is displayed, right click in the report page and select print from the browser menu.

- When report format **PDF** (portrait or landscape) is selected a new tab will open in your browser to display the PDF report.

- Use the icons in the Adobe Reader tool bar of the window to save a copy on your computer, print or email the report.



- When report format **Excel** (97 or 2007) is selected a new tab will open in your browser.

    a. If you do **not** have the **Excel** software loaded on your computer you will need the Excel Reader. Click the link provided on the page to download the Excel Reader before proceeding.

    b. The **Excel** report link will appear in the lower right corner of your browser window.

    c. Click the link and the report will open in the Excel Reader.

    d. Use the Excel menu to print the report or save a copy on your computer.

6. Once your report configuration and format is set, click the 

Run Report button.

12.2 Report Samples

Reports to Manage Your Inventory

- You select what days to include in your worksheet. Displayed is an example of an **Inventory Worksheet** without a Saturday.

GIADES RISTORANTE
74 PLAINES RD
DES PLAINES, IL, 60016

Inventory Worksheet

entree.NET Distributor
168 Boston Post Road
Madison, CT, 06437

Item # UOM	Description Pack Size	Wed 01/20/2010		Thu 01/21/2010		Fri 01/22/2010		Sun 01/24/2010		Mon 01/25/2010		Tue 01/26/2010	
		Inv	Qty	Inv	Qty	Inv	Qty	Inv	Qty	Inv	Qty	Inv	Qty
20071 CASE	HAM VIRGINIA 2/12.75# ARMOUR 2/12.75#												
20073P PC.	HAM IMPORTED 1/12# CELEBRITY 6/12#												
20082 CASE	TURKEY BRST OIL BRN 2/9# RAEFORD 2/9#												
20099 CASE	PEPPERONI 4/3# MARGHERITA (CONNIES) 4/3#												
20116 CASE	ROAST BEEF SLICED 2/5# GRECO 2/5#												
20126 CASE	SAUSAGE PIZZA CONNIE'S 48# 1/48#												

- When you create **custom order guides** you can print each guide individually using this report.

GIADES RISTORANTE
74 PLAINES RD
DES PLAINES, IL, 60016

Order Guide

entree.NET Distributor
168 Boston Post Road
Madison, CT, 06437

Seq.	Item Number	Description	Class	Brand	Unit MS.	Pack Size	Blank
ZZZ	10311	MILK WHOLE 1/GAL	02 DAIRY	DEANS	GAL.	4/1GAL	
ZZZ	10312	MILK 2% MILK 1/GAL	02 DAIRY	DEAN'S	GAL.	4/1GAL	
ZZZ	10322	MILK CHUGS 2% 24/8OZ DEANS	02 DAIRY	DEANS	CASE	24/8OZ	
ZZZ	10324	MILK CHUGS CHOC. 24/8OZ DEANS	02 DAIRY	DEANS	CASE	24/8OZ	
ZZZ	10335	YOGURT,VANILLA 2/5# DEANS	02 DAIRY	DEANS	CASE	2/5#	
ZZZ	10344	BUTTERMILK 1/HG DEANS	02 DAIRY	DEANS	PC.	9/HG	
ZZZ	10383	CREAM CHEESE PHILLY 30# BULK	02 DAIRY	PHILLY	CASE	1/30#	
ZZZ	10397	SOUR CREAM CULTURED 5 LB	02 DAIRY	DEAN	PC.	4/5 LB	
ZZZ	10478	HEAVY WHIPPING CREAM QUART	02 DAIRY	DEAN	PC.	16/QUARTS	
ZZZ	10480	COTTAGE CHEESE 5# TUB	02 DAIRY	MEADOWBROOK	PC.	1/5#	
ZZZ	10483	SUPER 50 30# PAIL	02 DAIRY		CASE	1/30#	
ZZZ	10485	AERSOL WHIP 12/14 OZ	02 DAIRY	INSTANT WHIP	CASE	12/14 OZ	
ZZZ	10494	CREAM HEAVY 36% UHT 12/8OZ DAIRY FR	02 DAIRY	MORNINGSTAR	CASE	12/8OZ	

Reports to Manage Your Purchases

- The **Invoice Detail** report can provide up to 13 months of detailed sales history information.

GIADES RISTORANTE
74 PLAINES RD
DES PLAINES, IL, 60016

Invoice Detail
01/02/2009 through 01/21/2010

entree.NET Distributor
168 Boston Post Road
Madison, CT, 06437

Invoice Number	Invoice Date	Item Number	Description	Qty. Ordered	Qty. Shipped	Weight Shipped	Unit Price	Ext. Amount
837897	01/02/2009	50718	NORTHERN BEANS 6/10#	1.0000	1.0000	0.0000	17.62	17.62
837897	01/02/2009	70249	CATERING PAD 50CT	1.0000	0.0000	0.0000	19.50	0.00
837897	01/02/2009	70194	FOODBOAT 300 3LB. 500 CT. RED CHECK	1.0000	1.0000	0.0000	16.99	16.99
837897	01/02/2009	50349	TORTELACCI CHEESE 10# PERFECT PASTA	3.0000	3.0000	0.0000	22.50	67.50
837897	01/02/2009	390342	CHEDDAR SAUCE SHARP 6/10# CHEF-MATE	1.0000	1.0000	0.0000	66.56	66.56
837897	01/02/2009	20350	PORK NECK BONES 25# CASE	1.0000	1.0000	25.0000	0.69	0.69
123568	01/11/2010	50388	RAVIOLI CHEESE 5# FRZN PERFECT PAST	3.0000	3.0000	0.0000	13.00	39.00
123568	01/11/2010	39014	KETCHUP HEINZ 1000/9GM IND.	1.0000	1.0000	0.0000	23.99	23.99
123568	01/11/2010	38331	CROUTON HRTH BAK 8# GRL/HRB RED LAB	3.0000	3.0000	0.0000	16.14	48.42
123568	01/11/2010	50155	FETT.EGG NESTED #129 12/1 BARILLA	1.0000	1.0000	0.0000	32.19	32.19
123568	01/11/2010	20563	CALAMARI TUBES ONLY 4/2.5# PANAPESC	4.0000	4.0000	40.0000	2.49	99.60
123568	01/11/2010	50135B	PENNE RIGATE BULK #72 2/10# BARILLA	1.0000	1.0000	0.0000	19.49	19.49
123568	01/11/2010	50120B	CAPELLINI BULK #1 2/10# BARILLA	1.0000	1.0000	0.0000	19.49	19.49
123568	01/11/2010	50470	GRAHAM CRACKERS 27/4.7OZ NABISCO	1.0000	1.0000	0.0000	23.44	23.44
Total:								
				33627.7500	33495.5000	300309.0900		657,024.18

- The **Invoice Summary** report provides you with purchasing information summarized by invoice.

GIADES RISTORANTE
74 PLAINES RD
DES PLAINES, IL, 60016

Invoice Summary
01/01/2010 through 01/20/2010

entree.NET Distributor
168 Boston Post Road
Madison, CT, 06437

Invoice Number	Invoice Date	Cust. Number	Ship To Number	P.O. Number	Reference No	Order Number	Invoice Total
857070	01/01/2010	CON002	CON002	Verbal	M38 04		4,879.82
857850	01/02/2010	CON002	CON002	Verbal	044 04		6,485.52
858343	01/04/2010	CON002	CON002	Verbal	M44 03		1,567.45
858935	01/04/2010	CON002	CON002	Credit Memo	CR. MEMO		-114.88
859332	01/05/2010	CON002	CON002	Verbal	M44 03		1,405.07
859335	01/11/2010	CON002	CON002	Verbal	M44 03		372.40

Reports to Manage Your Purchases

- An **Item Consumption** report will provide you item purchase history over the time period you select.

GIADES RISTORANTE
74 PLAINES RD
DES PLAINES, IL, 60016

Item Consumption
12/01/2009 through 01/15/2010

entree.NET Distributor
168 Boston Post Road
Madison, CT, 06437

Item Number	Description	Brand	Avg. Unit Prc.	Total Qty Ord.	Total Qty Shp.	Total Wgt. Shp.	Total Ext. Amt.
10311	MILK WHOLE 1/GAL	DEANS	3.95	36.0000	36.0000	0.0000	142.04
10311	MILK WHOLE 1/GAL	DEAN'S	3.97	10.0000	10.0000	0.0000	39.70
10311	MILK WHOLE 1/GAL	DEAN'S	3.71	46.0000	46.0000	0.0000	170.48
10312	MILK 2% MILK 1/GAL	DEAN'S	3.84	144.0000	144.0000	0.0000	552.56
10312	MILK 2% MILK 1/GAL	DEAN'S	3.51	162.0000	162.0000	0.0000	568.96
10335	YOGURT, VANILLA 2/5# DEANS	DEANS	8.99	6.0000	6.0000	0.0000	53.92
10335	YOGURT, VANILLA 2/5# DEANS	DEANS	8.95	3.0000	3.0000	0.0000	26.85
10344	BUTTERMILK 1/HG DEANS	DEANS	2.53	785.0000	785.0000	0.0000	1,986.05
10344	BUTTERMILK 1/HG DEANS	DEANS	2.33	899.0000	899.0000	0.0000	2,091.51
10383	CREAM CHEESE PHILLY 30# BULK	PHILLY	2.09	9.0000	9.0000	270.0000	18.81
10383	CREAM CHEESE PHILLY 30# BULK	PHILLY	2.29	9.0000	9.0000	270.0000	618.90

- An example of the **Open Balances** report use to view your unpaid invoices and payment/credits history.

GIADES RISTORANTE
74 PLAINES RD
DES PLAINES, IL, 60016

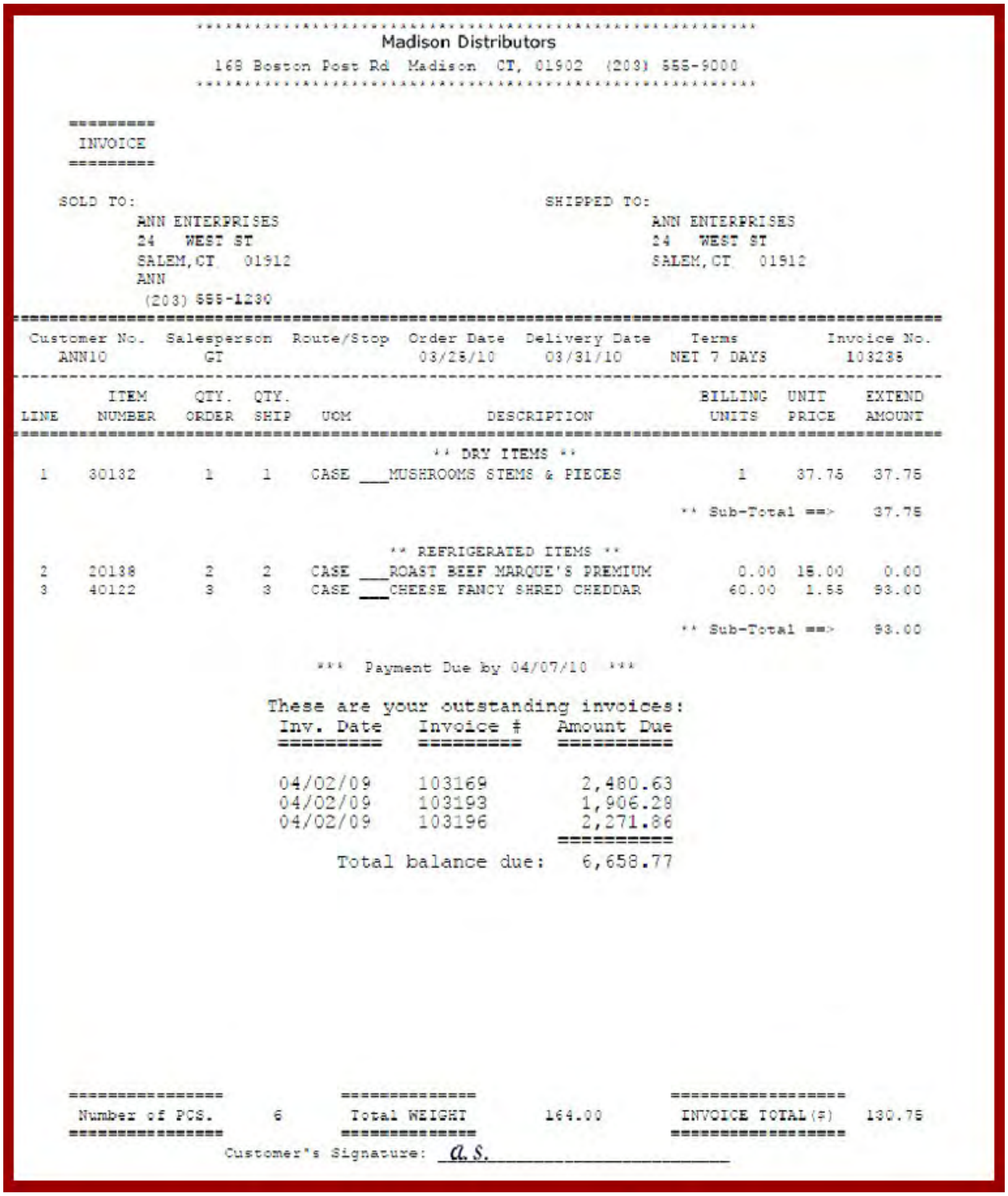
Open Balances

entree.NET Distributor
168 Boston Post Road
Madison, CT, 06437

Invoice Number	Invoice Date	Cust. Number	Ship To Number	Invoice Total	Credit	Amount Paid	Invoice Balance
104707	01/12/2010	GIADES		-19.12	0.00	0.00	-19.12
110488	01/23/2010	GIADES	GIADES	603.82	0.00	0.00	603.82
112735	01/25/2010	GIADES	GIADES	708.76	0.00	0.00	708.76
114925	01/30/2010	GIADES	GIADES	811.05	0.00	0.00	811.05
117421	02/02/2010	GIADES	GIADES	520.54	0.00	0.00	520.54
119825	02/07/2010	GIADES	GIADES	1,111.23	0.00	0.00	1,111.23
122167	02/09/2010	GIADES	GIADES	609.94	0.00	0.00	609.94
Total:							
				4,346.22	0.00	0.00	4,346.22

Scanned Invoices Report

We have the ability to scan your signed invoices when our driver returns from making your delivery. If this data is available, you can view and print all your scanned invoices from the last 13 months. You no longer have to wait for someone at your company to search, print and send you the requested invoices.



Madison Distributors

168 Boston Post Rd Madison CT, 01902 (203) 555-9000

INVOICE

SOLD TO:
ANN ENTERPRISES
24 WEST ST
SALEM, CT 01912
ANN
(203) 555-1290

SHIPPED TO:
ANN ENTERPRISES
24 WEST ST
SALEM, CT 01912

Customer No.	Salesperson	Route/Stop	Order Date	Delivery Date	Terms	Invoice No.
ANN10	GT		03/25/10	03/31/10	NET 7 DAYS	103235

LINE	ITEM NUMBER	QTY. ORDER	QTY. SHIP	UOM	DESCRIPTION	BILLING UNITS	UNIT PRICE	EXTEND AMOUNT
					** DRY ITEMS **			
1	30132	1	1	CASE	___MUSHROOMS STEMS & PIECES	1	37.75	37.75
						** Sub-Total ==>		37.75
					** REFRIGERATED ITEMS **			
2	20138	2	2	CASE	___ROAST BEEF MARQUE'S PREMIUM	0.00	15.00	0.00
3	40122	3	3	CASE	___CHEESE FANCY SHRED CHEDDAR	60.00	1.55	93.00
						** Sub-Total ==>		93.00

*** Payment Due by 04/07/10 ***

These are your outstanding invoices:

Inv. Date	Invoice #	Amount Due
04/02/09	103169	2,480.63
04/02/09	103193	1,906.28
04/02/09	103196	2,271.86
	Total balance due:	6,658.77

Number of PCS.	6	Total WEIGHT	164.00	INVOICE TOTAL ($)	130.75

Customer's Signature: a.s.

Chapter 13

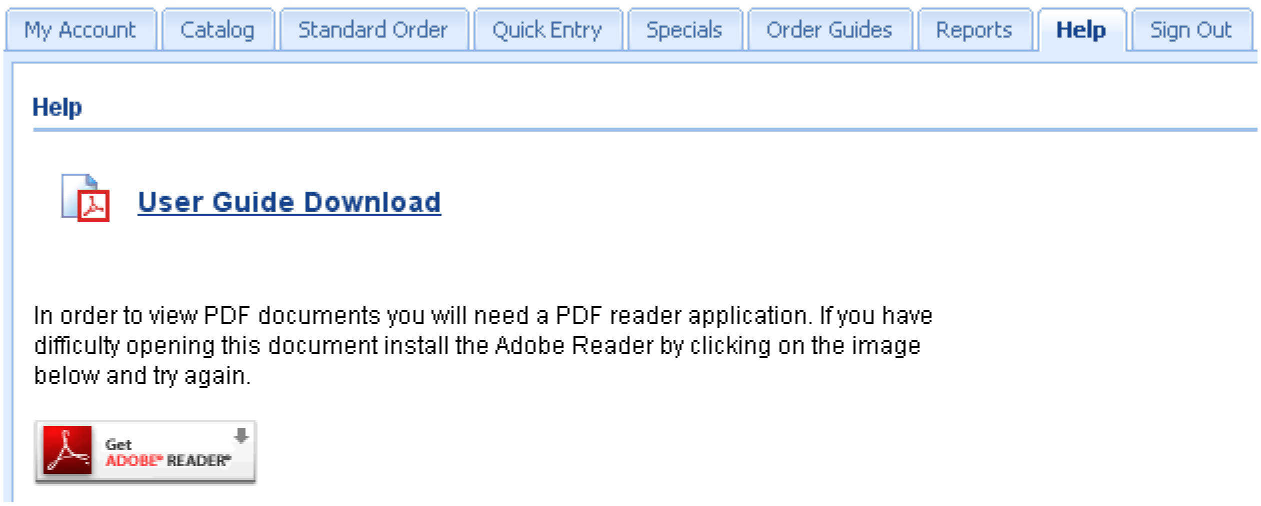
Help

13 Help

Downloading the User Guide

When our online ordering system is updated the new features will be explained in the latest version of our User Guide. The **Help** tab in the main menu will provide you with a link to download the User Guide. Just click on the **User Guide Download** link and follow the instructions. The User Guide will open in Adobe Reader where you can view, print or save the document on your computer.

Note If you do not have the free Adobe Reader software on your computer or if your version of this software is outdated, use the **Get Adobe Reader** link to download and install the latest version.



Chapter 14

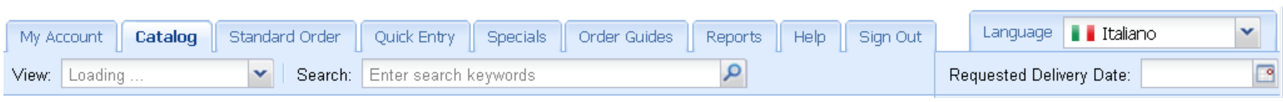
Language Tab

14 Language Tab

If you click on the **Catalog** tab and see the **Language Tab** and drop down menu, that means you can select from up to 2 other languages besides English to view items in our catalog. **Class Names, Item Description line 1**, **Item Description line 2** and **Item Notes** are translated for you. Having language translations in our online ordering system will allow our customers to view items in our catalog and enter orders online in your native language.

How the Language Translation Feature Works

1. Once you log into your account in our online ordering system and click on the Catalog, Standard Order, Quick Entry or Specials tabs you will see a new **Language Tab**. The **Language Tab** always displays the currently selected language.



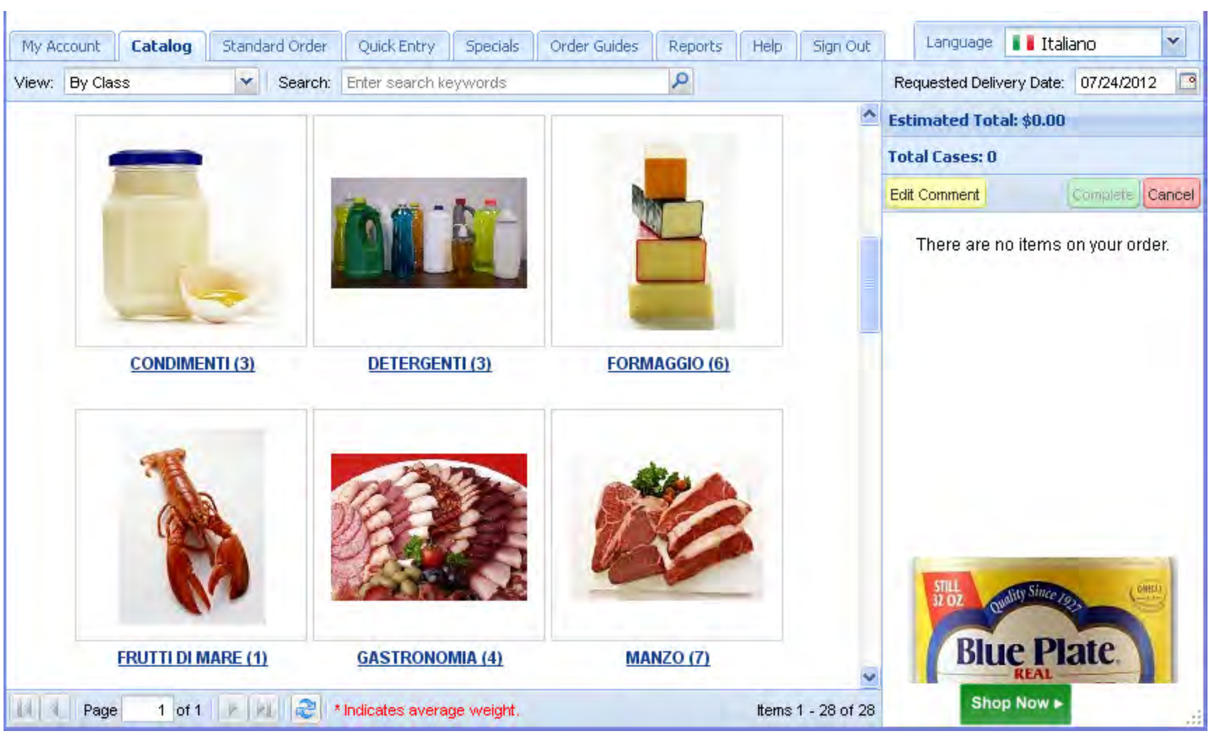
2. Click on the **Language Tab** drop down arrow and you will see a list of the available languages.

3. Click on a language in the list to select it.

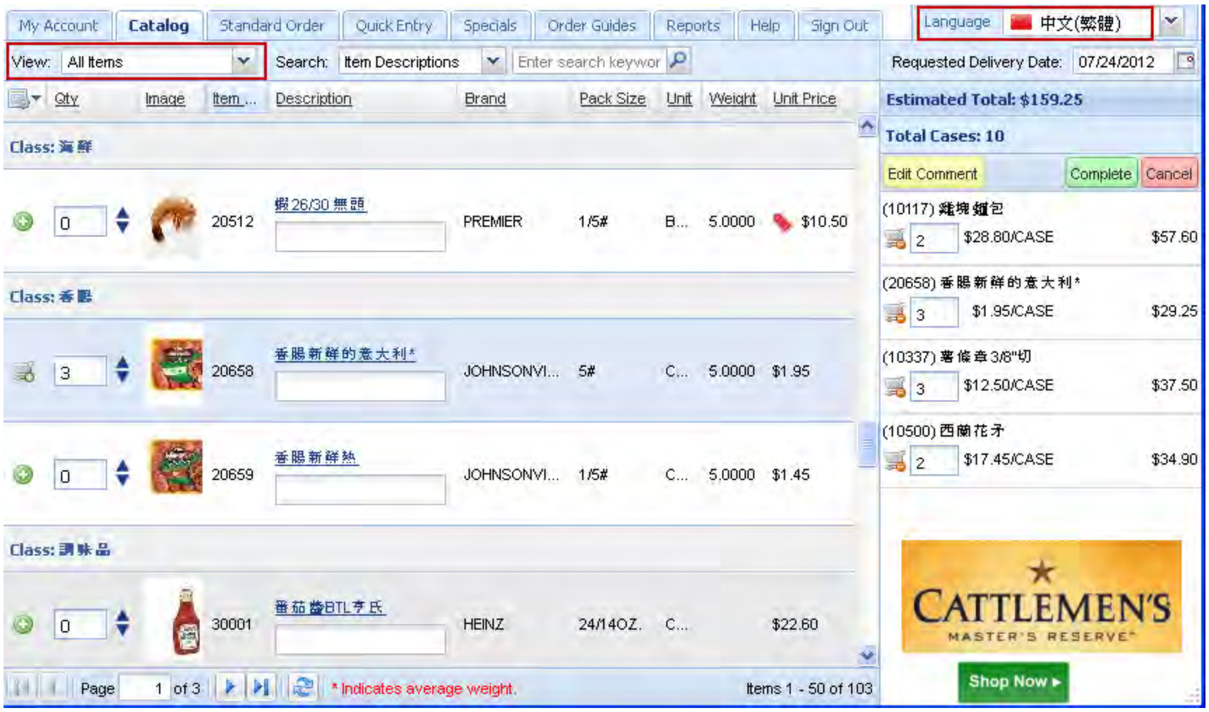
4. You will see the following changes in our online ordering system when a new language is selected:

Catalog Tab

- When view **By Class** is selected the Class information will be displayed in the selected language. The language in the example here is Italian.



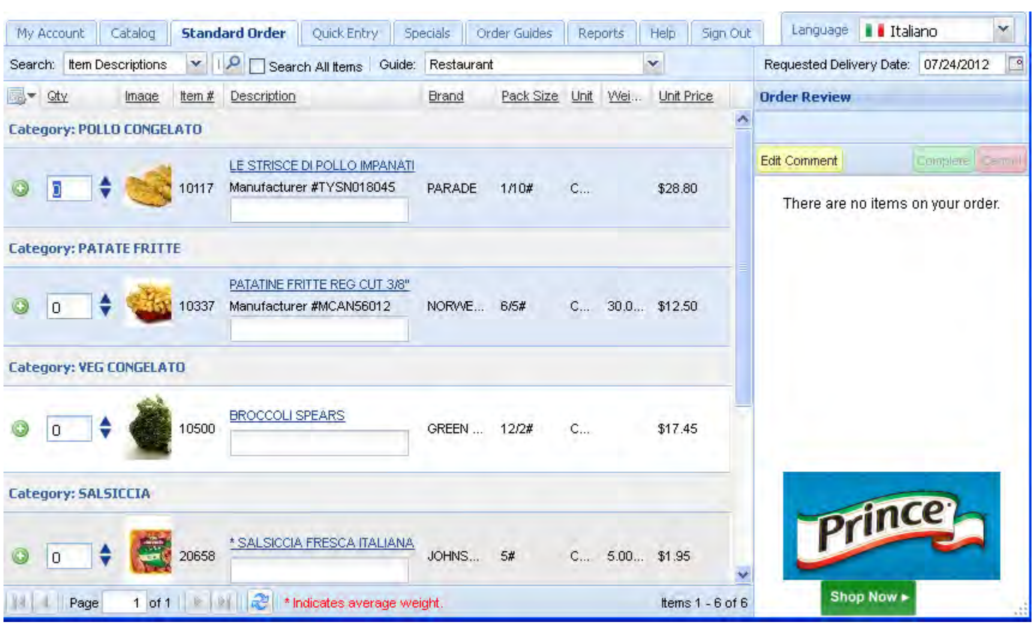
- When view **All Items Class** is selected the Description and Classes will be displayed in the selected language. The language in the example below is Chinese.



Shopping Cart - The Description column and Class will be displayed in the selected language.

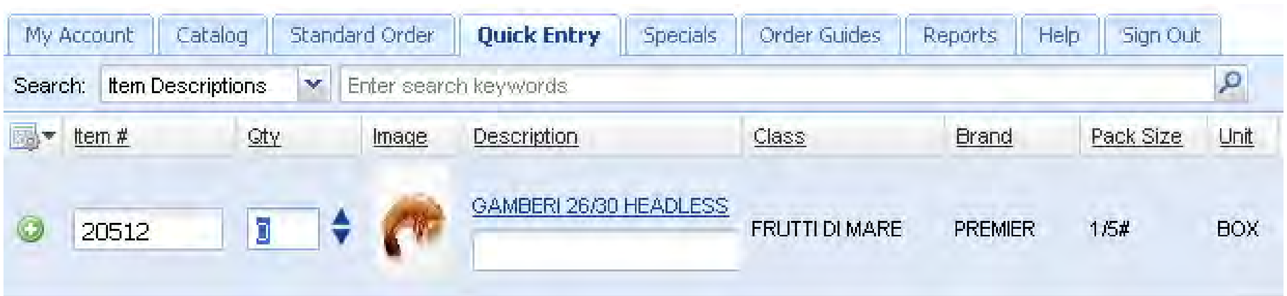
Standard Order - The Description column and Class will be displayed in the selected language.

Reminder: This is *not a perfect translation process*, as in the "Broccoli Spears" in the example below), but most words will be translated.

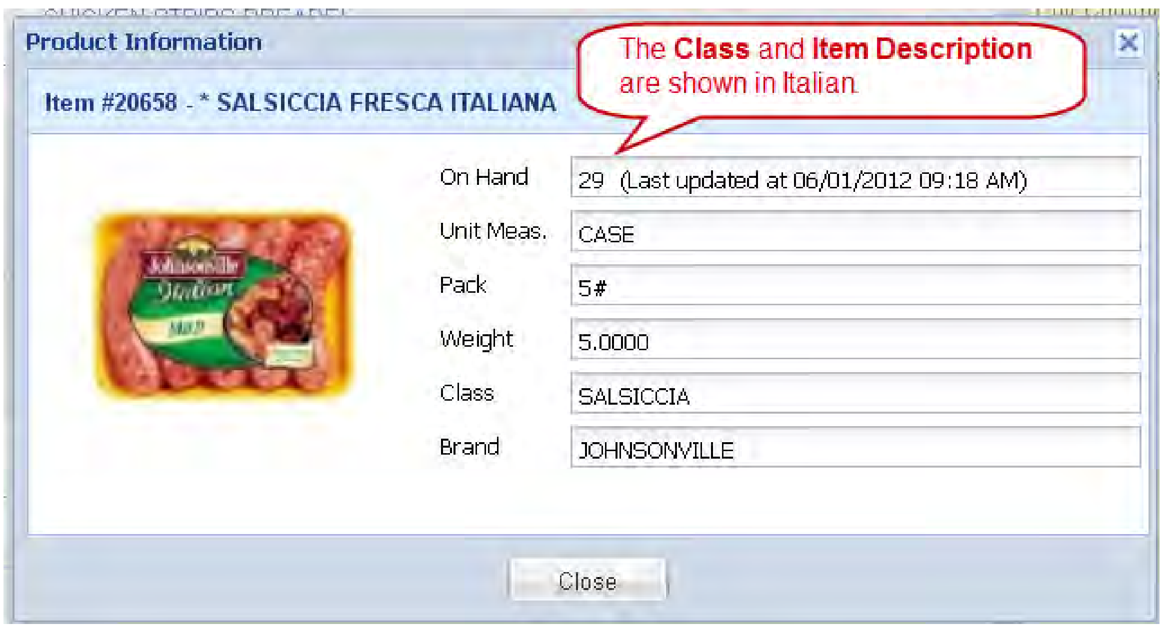


Quick Entry & Specials

- When the item number is entered the Description and Class information will be displayed in the selected language.



- **Product Information:** When the blue **Description** column link in your product catalog is clicked the **Product Information** box opens and the item's Description and Class information will be shown in the selected language.



Chapter 15

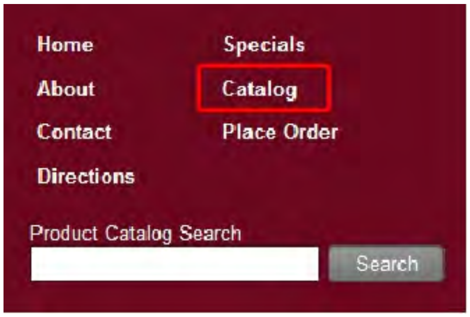
Request Quote

15 Request Quote

Our **Request Quote** feature is an easy way for visitors to our website to communicate with us for product quotes. There are occasions when a current customer or a prospective customer would like to get a quote on items in our catalog. Just visit our website and follow the simple process detailed below to request a quote. An email will be sent to us with all your information and a list of the items where quotes have been requested. A confirmation email will be sent to you with your information. We will be in touch with you shortly with the information you have requested.

How to Request a Quote

1. Click on the **Catalog** link in the website.



2. In the **Browsing Product Classes** section of the page select a **Product Class.**

3. In the **Browsing Product Class: *class*** page the item numbers, a Description link, Brand, Pack Size and Unit Meas. are listed for each item in the selected class.

4. Click the **Request Quote** button to add the item to your quote request cart.

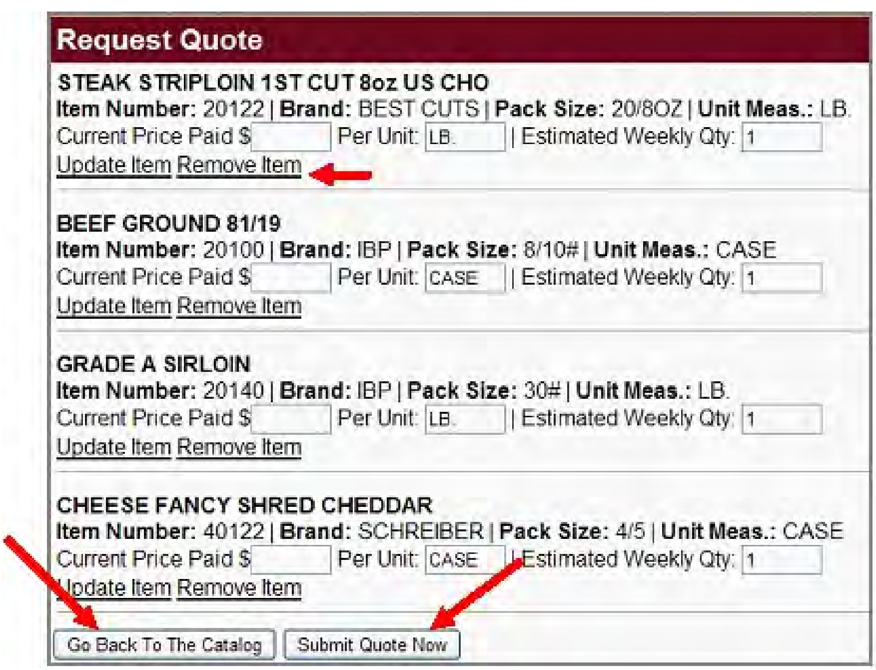
5. The item will be added to the **Request Quote** cart. All the items in this cart will be displayed on the **Request Quote** cart page. Each item in the list has an **Update Item** and **Remove Item** button.

   a. Enter information in the **Current Price Paid** and **Estimated Weekly Qty** fields.

   b. To request a quote on another item click the **Go Back To The Catalog** button at the bottom of the page and repeat the process for the next item.

   c. Once you have added an item to the **Request Quote** cart use the **Edit/Submit Quote** button under the **Catalog** header to return to the cart.

   d. If all the items requiring quotes are in the cart then click the **Submit Quote Now** button and proceed to the **Request Quote** email form.

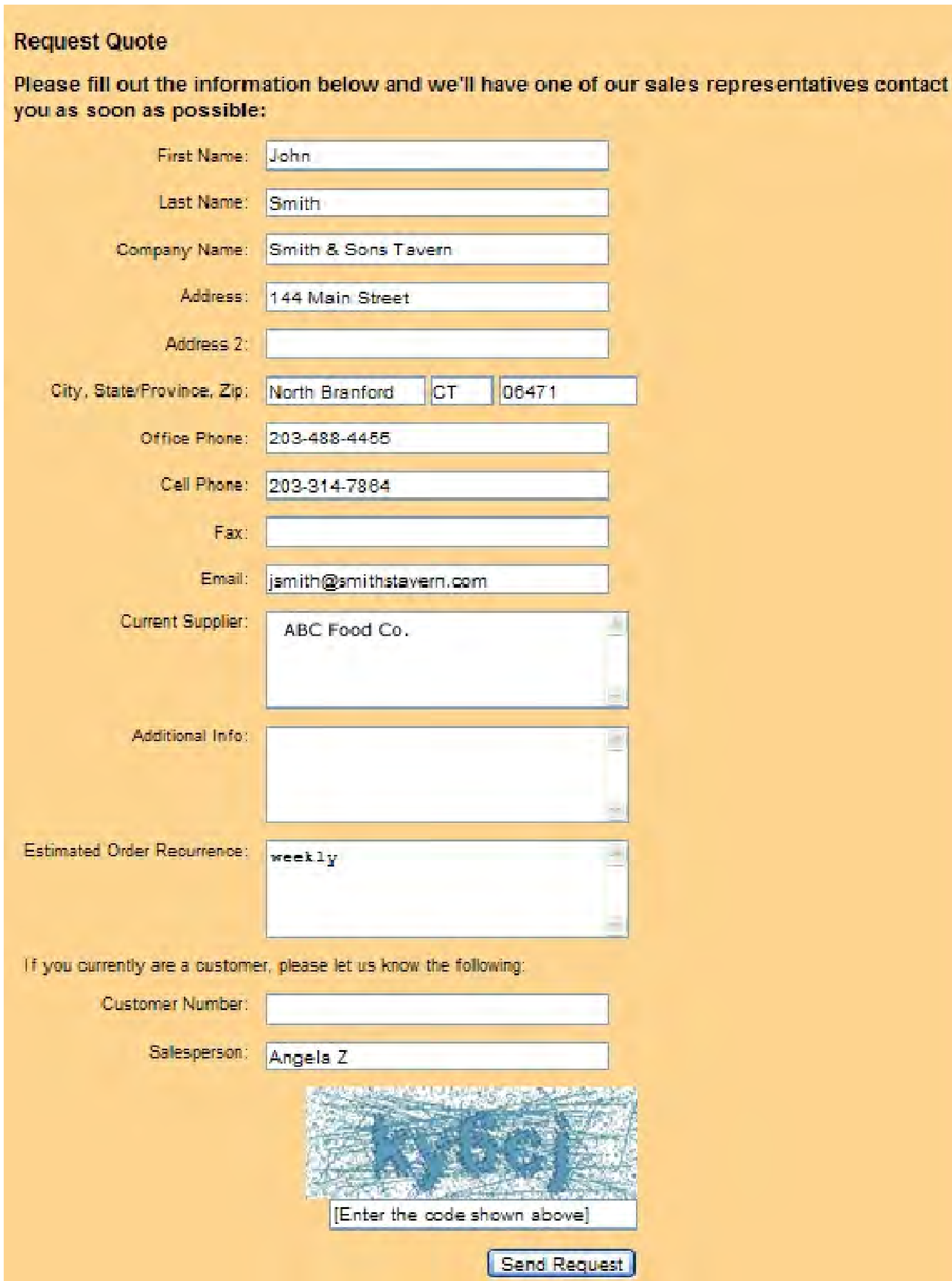


6. Fill in the **Request Quote** email form. An example of the form is displayed below.

7. If you are not a current customer skip the **Customer Number** field.

8. In the text box labeled “Enter the code shown above” at the bottom of the form type the code.

9. Click **Send Request**. An email will be sent to the email address you provided to confirm your request. The distributor will be sent an email with the **Request Quote** information you provided.



Request Quote

Please fill out the information below and we'll have one of our sales representatives contact you as soon as possible:

First Name:	John
Last Name:	Smith
Company Name:	Smith & Sons Tavern
Address:	144 Main Street
Address 2:	
City, State/Province, Zip:	North Branford / CT / 06471
Office Phone:	203-488-4455
Cell Phone:	203-314-7864
Fax:	
Email:	jsmith@smithstavern.com
Current Supplier:	ABC Food Co.
Additional Info:	
Estimated Order Recurrence:	weekly

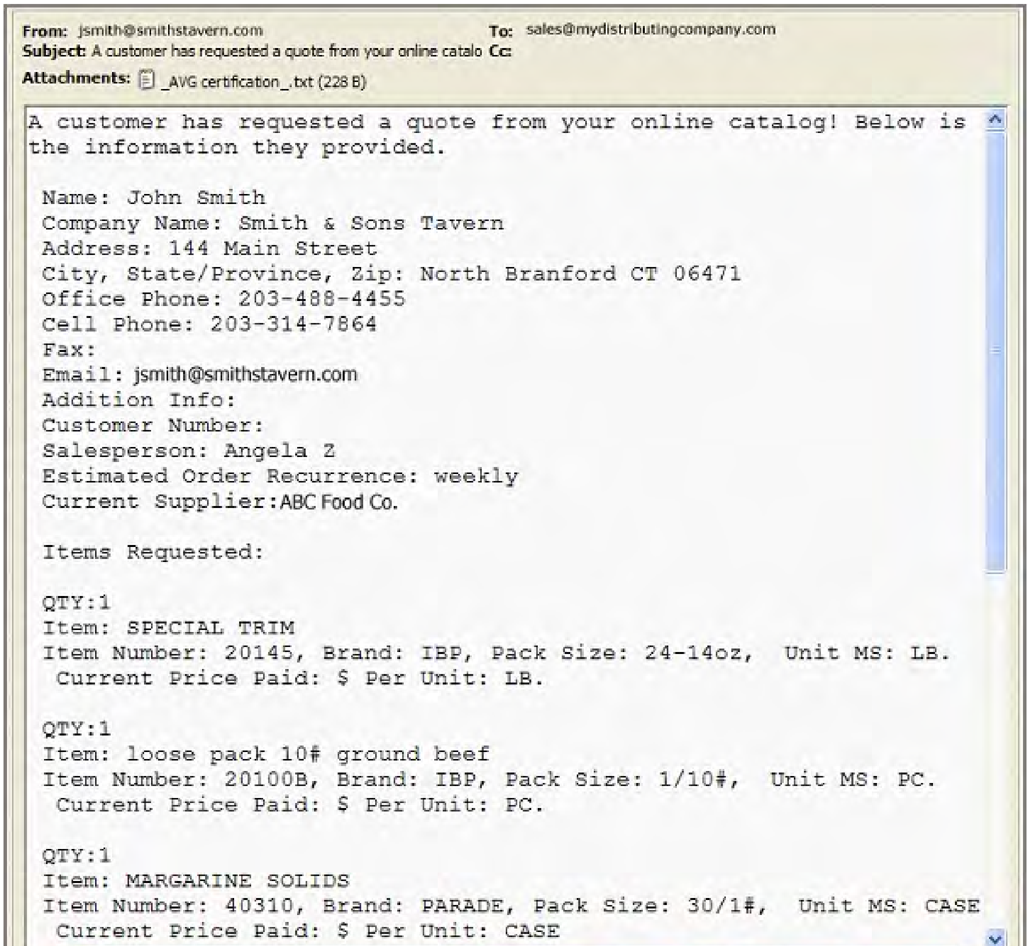
If you currently are a customer, please let us know the following:

Customer Number:	
Salesperson:	Angela Z

[Enter the code shown above]

Send Request

Example This is an example of the email that will be sent from the **Request Quote** process.



From: jsmith@smithstavern.com To: sales@mydistributingcompany.com
Subject: A customer has requested a quote from your online catalo Cc:
Attachments: _AVG certification_.txt (228 B)

A customer has requested a quote from your online catalog! Below is the information they provided.

Name: John Smith
Company Name: Smith & Sons Tavern
Address: 144 Main Street
City, State/Province, Zip: North Branford CT 06471
Office Phone: 203-488-4455
Cell Phone: 203-314-7864
Fax:
Email: jsmith@smithstavern.com
Addition Info:
Customer Number:
Salesperson: Angela Z
Estimated Order Recurrence: weekly
Current Supplier:ABC Food Co.

Items Requested:

QTY:1
Item: SPECIAL TRIM
Item Number: 20145, Brand: IBP, Pack Size: 24-14oz, Unit MS: LB.
Current Price Paid: $ Per Unit: LB.

QTY:1
Item: loose pack 10# ground beef
Item Number: 20100B, Brand: IBP, Pack Size: 1/10#, Unit MS: PC.
Current Price Paid: $ Per Unit: PC.

QTY:1
Item: MARGARINE SOLIDS
Item Number: 40310, Brand: PARADE, Pack Size: 30/1#, Unit MS: CASE
Current Price Paid: $ Per Unit: CASE

10. The **Request Quote** process is completed when the thank you message is displayed on the website as shown above.

Chapter 16

FAQs

16 FAQs

Q1. Can I change my order after its submitted?

A1. Once you have clicked the **Complete Order** button you can not change your order without contacting our customer service department directly by phone or email.
If your order has a status of "Open" in the Orders section of the **My Account** page, click **the Edit Order** icon to make your changes and then complete your order.

Q2. How will I know if you received my order?

A2. We will send an email notification showing receipt of your order to your email address. This email will contain the details of your order and an order number.

Q3. Do I have to click the "Complete Order" button when I am ready to check out?

A3. Yes, you do have to click the **Complete Order** button to check out. When you click this button it transmits your order to our main computer system for processing.

Q4. What if I don't have time to finish my order in one sitting? Can I place items in my cart and checkout later?

A4. You do not have to complete and submit your order in one sitting. If you need to continue working on your order at a later time, it is OK to sign out. The items in your shopping cart will automatically be saved for you in an order with a status of "Open" in the Orders section of your My Account page. When you sign in later go to the Orders section of the My Account page, click the **Edit Order** icon and your shopping cart will be restored then you can complete your order.

Q5. Doesn't it take a long time to place an order?

A5. No, the system was designed to speed you through the ordering process. For example, your Standard Order page contains all the items you regularly purchase. Go to Standard Order and adjust the quantities, check the Specials page for any bargains, select a delivery date, click the Complete Order button in the shopping cart and you are done!

Q6. How do I change the information displayed in my Standard Order with Order Guides?

A6. By creating and using "Order Guides" you provide targeted lists of products to be viewed in the Standard Order page. These Order Guides are displayed in the Guides drop down menu. See the Order Guides chapter for more detailed information.

Q7. What if I receive my order and realize that I ordered the wrong item or I receive an item I didn't order?

A7. Please contact our customer service department by phone or email and we will promptly take care of any problems with your order.

Q8. How do I turn off product images?

A8. To turn off product images or control the columns viewed in your Standard Order, Quick Entry and Specials pages use the Grid Menu icon.  Just remove the check marks from the box for the columns you do not want to display.

Q9. How do I change the layout of the screens?

A9. Use the Grid Menu icon  to change the layout of the columns displayed on the screen.

Q10. I have some suggestions to improve the way the online ordering works. Who should I contact to let them know my thoughts?

A10. You can send an email to NECS, Inc., the designer of our software. The email address to use is **chris@necs.com**. Please reference us as your distributor when writing, and provide as many details as possible.

Q11. How do I change my password?

A11. To change your password: Click on the **My Account** tab and click on **Account Settings** to view that section. In the **Password** section type your new password in the upper Password box then retype the same password in the **Password (Again)** box. Click the **Update Account** button to save your changes.

Q12. What happens if I forget my password?

A12. You have the ability to use an automated process to reset your own password through our website. Just visit our website Customer Login area and click the “Forgot Password” link. The Lost Password Reset section is displayed. Enter your **Username** and the verification code. This action will trigger an automated email sent to your account email address. This email will contain a temporary password and the link to our password reset web page. Here you will enter your **Username**, temporary password and your new password. If all your information is correct, your password will be reset in the **entrée.NET** system.

Q13. Will you automatically remember my password?

A13. No, our system cannot remember your password, but we can reset your password. However, there are Internet browsers that will remember your password for you.

Q14. Which browser is best for shopping on your website?

A14. Our online ordering system will run in many different web browsers;
Internet Explorer 7 and 8, Mozilla Firefox, Apple Safari and Google Chrome. *

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